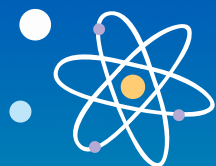
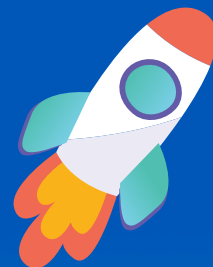




Make-A-Wish®  
SINGAPORE



# ANNUAL REPORT 2020



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## About Make-A-Wish Singapore 18 Years of Wishes

Make-A-Wish Singapore is a part of the world's largest wish granting organisation. Since our inception in 2002, we have granted over 1,600 life-changing wishes for children with critical illnesses. We believe wishes provide children the strength to look past their situations and limitations, assist families in overcoming their anxieties, and have the potential to galvanise entire communities in creating hope, strength and joy for the children as well as their loved ones. Most importantly, we believe that wishes can improve a child's quality of life, giving them a better chance of recovery. Make-A-Wish Singapore is supported by over 200 volunteers, 7 board members and 9 staff, and is the only wish granting organisation of its kind in Singapore.

### Our Founding

In 1980, 7-year-old Christopher James Greicius wished to be a police officer for a day. Chris' wish inspired the eventual creation of Make-A-Wish. And since Chris' life-changing experience, Make-A-Wish Foundation International has been responsible for making the wishes of over 500,000 children come true. With each wish, comes renewed strength and encouragement for every child and family we serve.

### Mission

Together, we create life-changing wishes for children with critical illnesses.

### Vision

To grant the wish of every eligible child in Singapore.





# CHAIRMAN'S MESSAGE

I am honoured to be elected as the board chairman and I am confident that with the support of the board members, committed staff and unwavering support of our volunteers, we will continue to raise the bar - ensuring that wishes go beyond and into a transformational journey for our wish children.

2020 has been a uniquely challenging year for many. Despite the unpredictable nature of the pandemic, I am proud of how our staff and volunteers have quickly stepped up and adopted measures to navigate the challenges. It has challenged us to re-imagine our wish granting and fundraising approaches that allow us to safely continue to deliver positive impacts for children with critical illnesses.

Due to COVID-19 and the safe distancing measures, we could not grant as many wishes as we would in a normal year and this resulted in a higher number of active wish journeys on hand, journeying into 2021. For wish granting, this meant that instead of our usual home visits, wish parties or elaborate day-out, we had to keep wishes alive through remote ways. We have rolled out many new initiatives such as, Wish Explorer Cards where volunteers can play with the wish child over a video call to ignite their imagination, Toy Cupboard app for volunteers and wish children to browse and select a toy, fun video calls and surprise deliveries to put a smile on our wish children's faces.

In terms of marketing and fundraising, we had to innovate for the new normal. We re-designed our fundraising strategies by taking them online, crowdsourcing with different partners and customising corporate sponsorship programmes for a more meaningful employee engagement. Last year, we have also launched The Wish Effect campaign that aims to raise awareness about the transformational power of wishes and at the same time, encourage more people to make referrals.

As always, we are committed to our vision to grant the wish of every eligible child in Singapore. Our first concern is to ensure our wish children and their families, volunteers and employees are safe while delivering life-changing wishes.

This year, we welcome our new CEO, Mr Ravi Vig, taking over from Mr Neil Dyason. Ravi has more than 20 years of strategic planning, business development, program management and operations management experience across private, public, and non-profit sector. I would like to thank Neil for his outstanding contribution as CEO.

To all our staff and volunteers, thank you for your adaptability, hard work and resilience. I would also like to thank all our donors and partners for your unwavering support for Make-A-Wish Singapore. Our wish families have been some of the hardest hit by the pandemic. The feelings of fear and isolation have become the new normal for everyone, but they are often felt deepest by the most vulnerable members of the population, including children with critical illnesses. In these uncertain times, we need your help more than ever as we navigate this new environment to continue granting wishes that bring hope, joy and a sense of normalcy back into the lives of wish children and their families.

Mr David Ong  
Board Chairman

## BOARD OF DIRECTORS

### Board Chairman

David Ong Kok Yeong  
Occupation: Business Advisor

### Vice Chairman

Rajendra Nandakumar Pai  
Occupation: Fund Manager

### Treasurer

Ivan Chang Weilong  
Occupation: Business Manager,  
Payment Processing

Anastasia Ling Yew Lin  
Claire Tan Lee Fang  
Jeremy Lin Bingyuan  
Nuraliza Binte Mohamed Osman

## ADVISORY PANEL

### Advisory Panel

Debbie Seah  
Ignatius Hwang  
June Ho  
Paul Vinod D'Souza  
Shahrukh Marfatia

## COMMITTEES

### Audit Committee Chairman

David Ong Kok Yeong

### Members

Anastasia Ling Yew Lin  
Karyn Qua  
Lee I-Lin  
Paul Vinod D'Souza

### Finance & Investment Committee Chairman

Ivan Chang Weilong

### Members

Ignatius Hwang  
Rajendra Nandakumar Pai

### HR Committee Chairman

Rajendra Nandakumar Pai

### Members

Claire Tan Lee Fang  
Debbie Seah  
Ivan Chang Weilong  
Kuek Chiew Hia  
Patrick Ho  
Shahrukh Marfatia

### Nomination Committee Chairman

David Ong Kok Yeong

### Members

Ivan Chang Weilong  
Jeremy Lin Bingyuan  
Rajendra Nandakumar Pai

### Wish Granting Committee Chairman

Jeremy Lin Bingyuan

### Members

Chong Poh Heng  
Christie Ang  
Low Yee  
Nuraliza Binte Mohamed Osman

### Community Partnership Committee Chairman

Anastasia Ling Yew Lin

### Members

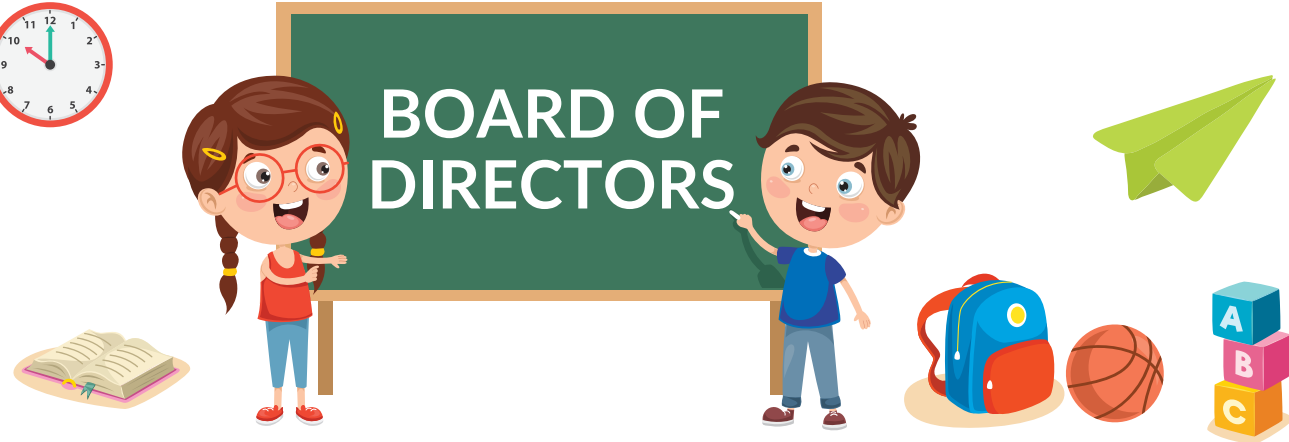
David Ong  
Gillian Tay Weng Boon  
Ignatius Hwang  
Paul Vinod D'Souza  
Poh Pei Shee

### Marcom Committee Chairman

Claire Tan Lee Fang

### Members

Anastasia Ling Yew Lin  
Nuraliza Binte Mohamed Osman  
Pooja Nikam



David is a partner with EY Singapore where he leads the ASEAN Corporate Services practice. He has more than 20 years of experience advising companies on the set up of businesses and their back-office support like accounting, payroll and corporate secretarial functions. His extensive portfolio of clients comprises multinationals and local businesses, spanning various industries such as general trading, shipping, manufacturing and assembly, retail, PE funds, pharmaceutical and property development.

David and his family have been actively involved in fund raising and wish granting activities for Make-A-Wish Singapore. Being a father of three young children, it means a lot to him to be able to contribute and help bring hope and happiness to children with critical illnesses.

*Date of Appointment: 28 November 2016*



**Rajendra  
Nandakumar Pai**  
Vice Chairman

Raj is a Partner and Investment Committee Member at Navis Capital Partners, a US\$5 billion private equity firm specialising in direct equity investments in growth, buyouts, recapitalisations, and financial restructurings in Asia, focusing on enterprises with a strong presence in Southeast Asia. Raj has an extensive investment and portfolio management experience, both in Asia and the US, across industry sectors such as food, consumer, infrastructure, financial services, logistics, TMT and healthcare.

Raj started granting wishes in 2007. Over the years, he has contributed to Make-A-Wish in increasing capacities. Currently, he is Vice Chairman of the Board of Directors, chairs the HR Committee and continues to be an active wish granter.

*Date of Appointment: 11 June 2015*



**David Ong Kok Yeong**  
Board Chairman



**Ivan Chang Weilong**  
Treasurer

Ivan serves as the Head of Payments, APAC for The Walt Disney Company, oversees a diversified team across multiple geographies and processing multimillion transactions monthly. Besides ensuring company's growth strategy in the emerging area of finance and technology, he is also responsible for the day-to-day operations of Disney's payment acceptance.

Ivan's journey with Make-A-Wish Singapore began in 2007, when he was motivated to do his part for children with critical illnesses. As an active wish granter, he has now granted the most number of wishes the organisation has ever seen, helping the dreams of 80 children come true.

*Date of Appointment: 12 March 2018*

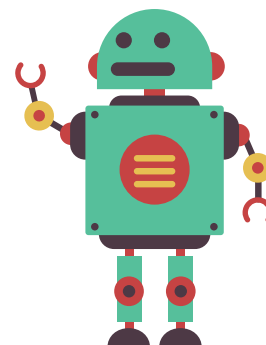
Anastasia is an entrepreneur who is passionate about all things health and wellness. She is also a certified health coach and recently started her wellness brand, Re:Well Rebels. Equipped with skills built over a decade of managing global luxury lifestyle brand, Quintessentially in Singapore, and now their Asia Brand Ambassador, she hopes to use her knowledge and networks to empower people in their pursuit of health and well-being.

Anastasia started with Make-A-Wish Singapore in 2018 as a volunteer with the Community Partnership Committee and subsequently became their board advisor. She is also an active wish granter. She saw how the power of wishes has created hope and joy for the kids with critical illnesses and their families, and truly believes in the transformative work Make-A-Wish does in the community.

*Date of Appointment: 15 September 2020*



**Anastasia Ling Yew Lin**  
Director



**Claire Tan Lee Fang**  
Director

Claire is a communications professional blessed with diverse career experiences traversing academe, media, government/public relations, marketing, branding, editorial, and research. Experiences that had allowed her to reside in Singapore, Australia, and the USA. She is passionate about what she does and strongly believes that each of us is put on this earth with a purpose.

Claire joined the Make-A-Wish Singapore family in 2018. It has been a joy and privilege for her to be part of a strong, passionate and dedicated community relentlessly rooting for a cause that is larger than themselves.

*Date of Appointment: 19 June 2019*



Jeremy is a paediatrician with special interests in child neurology at the National University Hospital (NUH), Singapore. His postgraduate qualifications include Master of Medicine (Paediatrics), Master of Clinical Investigation, Membership to the UK Royal College of Paediatrics and Child Health, and American Academy of Cerebral Palsy and Developmental Medicine. As part of his daily work, he takes care of children with various neurological conditions such as brain and nervous system injuries.

Jeremy has been working closely with Make-A-Wish Singapore for several years since he was a junior doctor, referring his patients for their wishes to be granted. He saw how the wishes impacted on his patients and families in terms of providing happiness, hope and inspiration, in intangible ways that medicine alone cannot provide.

*Date of Appointment: 9 May 2019*



**Nuraliza Binte  
Mohamed Osman**  
Director

Nuraliza is an attorney qualified in Singapore and New York and is presently the Managing Counsel for Mergers and Acquisitions for a large MNC where she leads a team of lawyers across Asia. During her 20-year career, she has been posted and worked in Singapore, London, The Netherlands and Nigeria where she found volunteer opportunities in each country to stay connected with the children of the communities locally, ranging from orphanages to running parties for children at refugee camps for Syrian migrants in The Netherlands. Her home and heart though remain in Singapore and she is committed to assisting children in need to bring them a smile in any way possible.

Nuraliza joined the Board of Make-A-Wish Singapore in 2020, having been a volunteer wish granter since its establishment in 2002.

*Date of Appointment: 15 September 2020*



**Jeremy Lin Bingyuan**  
Director

# MANAGEMENT & STAFF

## CEO

Ravi Vig (Appointed 1 March 2021)

Neil Dyason (Resigned 28 February 2021)

## Finance & Administration

### Senior Director

Richard Teo

### Senior Executive

Janet Goh

## Programme Services

### Director

Leanora Lyn Gaffar

### Assistant Manager

Sarah Lek

### Senior Executive

Conan Teo

## Community Partnership

### Director

Jeneve Lim

### Assistant Manager

Jenifer Loh

### Senior Executive

Charlene Koh

(As of March 2021)



## DO WISHES REALLY HAVE AN IMPACT?

Wishes provide children with hope when they need it most and research shows that these wishes have positive effects on children's overall well-being and health outcomes.

Wish impact studies have shown that wishes work to complement a child's medical treatment, giving children with critical illnesses greater strength in their recovery journey and hope for their future.

**99%** of parents reported that the wish experience gave their children **increased feelings of happiness**.\*

**81%** of parents observe an **increased willingness** by their children to **comply with treatment protocols**.\*

**89%** of healthcare professionals surveyed say they believe that the **wish experience can influence wish kids' physical health**.\*

Source: A study commissioned by Make-A-Wish America: 'Wish Impact Study Results – Second Phase: Jan – Aug 2011' (consolidated International results) – November 2011

## EVERY WISH BEGINS WITH A REFERRAL

A child diagnosed with a critical illness spends his or her days in and out of medical procedures and misses out on the everyday pleasures of life.

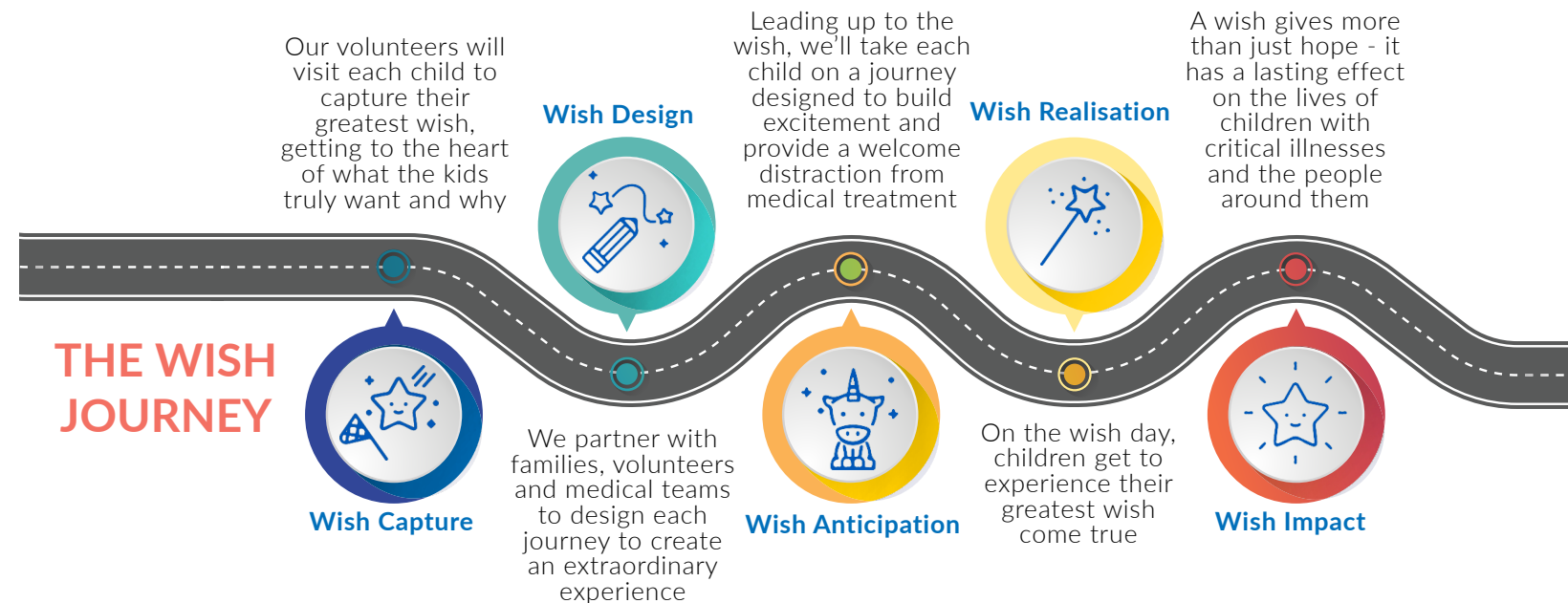
Make-A-Wish believes in the healing power of a wish and you can transform lives by making a referral or by helping us fulfil our mission of reaching out to every medically eligible child by forwarding this to a friend or sharing about our cause.

## THE WISH JOURNEY

After receiving a referral, the wish journey begins once the child's application is approved. Our wonderful Wish Team works closely with a pool of incredible volunteers to carefully plan a wish journey that complements a child's medical treatment and long-term well-being.



Scan QR Code to refer a child!



## WISH HIGHLIGHTS IN 2020



Due to COVID-19 and the accompanying safe distancing measures, we could not grant any wishes that required international travel and or the involvement of many people (e.g. party wishes).



# EVENTS HIGHLIGHT



## Happy Nurses' Day

Nurses have been the source of light and strength to our wish kids and their families through the years. To show our appreciation, we took the chance to thank them on Nurses' Day, for their dedication and always being there!



## Celebrating Children's Day with Be Kind SG and LEGO!

For children's day, we distributed more than 200 gift packs at KK Women's and Children's Hospital and National University Hospital paediatric wards. Thanks to our generous partners, Be Kind SG and LEGO, these gift packs definitely brought fun and joy into the wards - lifting the children's spirits!



## Wish Tree Campaign

We have continued with our annual Wish Tree Campaign to light up the lives of wish children with hope and joy in a new virtual format. For 12 days of Christmas from 25 December to 8 January, corporate partners were invited to adopt their own virtual Christmas tree and start a fundraising page with the organisation.

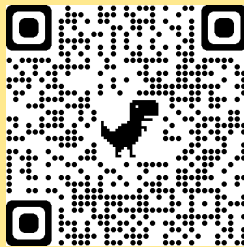




# The Wish Effect Campaign

We have rolled out a new campaign, The Wish Effect, to raise awareness of the proven, lasting and life-changing impact of a wish on children with critical illnesses and everyone around them.

By showcasing the transformational power of wishes, we hope to encourage more people to make referrals which allows us to grant the wishes of every medically eligible child in Singapore.



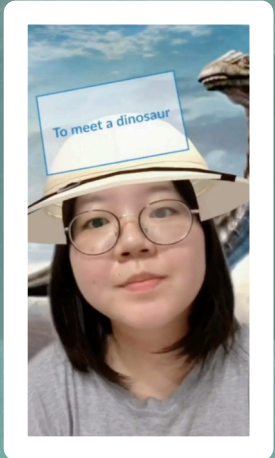
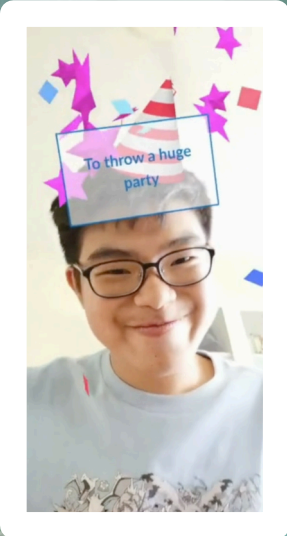
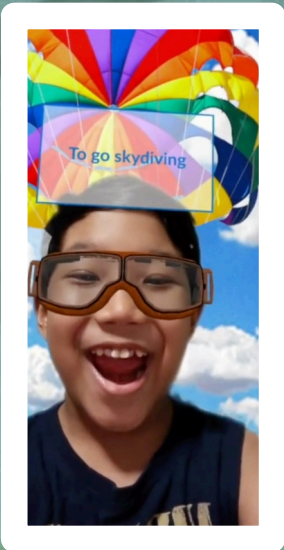
Scan here to watch video!

## One Tiny Wish

As part of the campaign, we have also launched a video and storybook, One Tiny Wish, which is inspired by the true story of one of our wish children, whose dream is to become a pilot. The story follows the journey of little Ming, his wish experience and the lasting and positive impact of the fulfilled wish on his recovery journey and everyone around him: his doctors, nurses and family. The storybook is available at selected public libraries.

## Experience #TheWishEffect

Everyone can experience the same joy and happiness of seeing a wish fulfilled with our customised 'The Wish Effect' Instagram/Facebook filter in the form of a randomised wish generator! Show your support by searching The Wish Effect on Instagram filter.







## Santa Run for Wishes

Santa Run for Wishes is an annual community and fundraising event by Make-A-Wish Singapore. Due to Covid-19 restrictions, we were unable to hold a physical event and had to think outside of the box – that was how virtual Santa Run for Wishes was conceptualised.

We saw participation from 1,035 runners from 2-19 December 2020. Thanks to the support from members of the public, the total distance recorded is 22,687km – well ahead of the initial aim of 21,517km – the distance from Singapore to the North Pole to bring Santa back to Singapore to spread the festive joy. Leading up to the race period, participants in the run also took part in Santa's little activities such as bi-weekly giveaways, Best Dressed competition, and more. Special mentions to Gary Lim, who was the event's Longest Distance Runner, clocking in an impressive 229.24km.

Big thanks to our sponsors, Allianz SE Reinsurance Asia, Ascapia Capital, FairPrice Foundation, Marina Central, SAP and TE Capital Partners, for making Santa Run for Wishes 2020 a success.



## SAP Santa on Wheels

Together with SAP volunteers, Make-A-Wish Singapore was also able to deliver toys to wish children, as part of the Santa on Wheels initiative to bring the celebration to their homes during this festive season.

Thank you SAP and Hasbro for the gift sponsorship!



## ACE Partnership

Our partnership with ACE has given fans of celebrities like Kris Jenner, JJ Lin, David Foster and more a chance to receive a personalised greeting video by bidding in an auction.

Thank you ACE for making this year's holiday season extra special.



## Colt Technology

This year, we had our annual year-end party over on Zoom which was kindly organised by Colt Technology. We had over 30 wish families who attended the party in their festive outfit and Zoom backgrounds.

Thanks Colt Technology for making this possible!







# WISH STORIES

## *I wish to be a zookeeper!*

*Elise, 5, retinoblastoma*

Elise is a brave young girl living with retinoblastoma. After knowing Elise for more than a year, it was evident that Elise has a big love for animals so it was no surprise that she wished to be a zookeeper.

A week before her wish day, Elise went to a local animal shelter, Animal Lovers League, where she was introduced to the dogs and cats in the shelter and even had the chance to bring a couple of dogs for walks together! She was especially interested in the way the dogs and cats were cared for in the shelter and she had such a blast that she didn't want the visit to end.

Elise's wish day started off with a picnic with her family at Elephants of Asia in Singapore Zoo. After filling her tummy with her favourite pizza, cupcakes and milo, it was time for her to visit the animals! Before she started her one-day Zoo adventure, she received her zookeeper vest from her friendly guide, Sean!

Elise felt like a real zookeeper for the day and even saw her favourite tigers and visited the RepTopia and Farmyard animals where she had the chance to get up close and personal with the animals! Her wish day ended with a cosy and lovely dinner at Ocean Restaurant with the marine animals and a two-tiered cake decorated with all her favourite animals and a unicorn!

When Elise shares stories about her wish, she gleams with happiness telling all the exciting details of her encounters she had up close with the different types of animals. When a wish is granted, it does more than bring joy to a child's heart. For wish kids like Elise, a wish-come-true provides them with strength to battle through darkness and uplift their families and community around them.





## I wish for a bicycle frame!

*Darren, 17, hodgkin's lymphoma*

Darren is a 17-year-old biking enthusiast who has a keen interest on customising his own bicycles. He has been saving for the longest time to build himself a Cinelli Cyanotype frameset but was missing 2 components to complete his customised bicycle – a seat post and a Mash 10 bicycle frame which he was unable to secure due to its exclusive nature.

Fortunately for Darren, his wish granters worked their magic and managed to get their hands on the Mash 10 bicycle frame! Working together with Cycle Project Shop, they imported the frameset to Singapore and also assembled the new bike with the parts Darren has saved over the years.

Staying true to the bicycle theme, Darren's wish granters decided on Seok Seng 1954 Bicycle Café for lunch as they had beautiful vintage bicycles on display. As they catch up over food, Darren shared that he had discovered the completed bicycle by chance via enthusiasts within the biking community. One of his acquaintances had spotted the completed Cinelli Cyanotype frameset at Cycle Project Shop and had posted it on social media.

Nevertheless, it was still a beautiful surprise for Darren as he was presented with the completed bicycle after lunch. He was all smiles and even took it for a spin around the premises!

Huge thanks to Brenda for adopting Darren's wish and making his wish come true!

## I wish to fly a small plane!

*Aisha, 11, pulmonary atresia*

11-year-old Aisha has to undergo multiple medical procedures from time to time, but this lively girl stayed positive and endures her treatment with no fuss and much grace. Aisha loves new experiences and trying new things. So what's more exciting than wishing to fly a small plane with her family on board!

Her wish journey started with her designing her own pilot uniform. A month before her actual flying experience, Aisha and her family spent a day at the Singapore Airlines' Training Centre (STC) as part of her wish anticipation. They enjoyed a rare behind-the-scenes tour of STC, where they learned about its history, saw how cabin crew and pilot trainings were conducted and enjoyed a peek in SIA's latest cabin products and flight simulator. The highlight of the day was definitely the interactive session in a cockpit where she got to experience taking off and landing the plane at various airports – all guided by a real-life pilot. She ended the day with her favourite food, customised cake and personalised airplane necklace!

Five days prior to her wish day, she received a countdown package that includes a pilot suitcase, pilot log- book, personalised shoes, a customised pilot teddy bear and her tailor-made pilot uniform! All ready for her wish day where she soar into the skies with her family.

We would like to thank Zakiah and her family for adopting Aisha's wish and creating such an unforgettable experience for her and her family !







## I wish for a Spider-Man themed room makeover!

*Faris, 3, spinal muscular atrophy*

2019 was a very challenging year for Faris. Having been in and out of the ICU countless times, Faris could not wait to start his path to recovery in the comfort of his own room after his last medical appointment



When asked for his one true wish, Faris had many ideas but there was one that stood and he was really sure of, which is to have a Spider-Man themed room makeover! During his time in the ICU, Faris knew he was not alone as he was always surrounded by his favourite superheroes, especially Spider-Man. Having watched the friendly neighbourhood superhero swing from building to building, he knew he wanted to be just like Spidey when he grows up!

His dedicated wish granters got to work right away designing an awesome Spider-Man themed room with big cupboards to put away all his toys as well. His parents were also consulted and assisted in ensuring that the room was designed to make it easier for them and Faris to move around, including building the bed slightly higher than usual so that they can easily lift Faris onto it.

When the day of the big reveal came, Faris was bursting with excitement. His eyes lit up the moment he was greeted with the most amazing sight ever- a proper Spider-Man themed room! Faris and his siblings were so excited and could hardly wait for bedtime to come so that they can enjoy sleeping in their new room for the first time!



## I wish for a motorised wheelchair!

*Emma, 18, cerebral palsy*

Just like everyone else her age, 18-year-old Emma craves for greater independence as she enters her tertiary education. To enable her to travel around with more ease and mobility, Emma wished for a motorised wheelchair.

Little did Emma know, her motorised wheelchair would be coming earlier than expected! She was presented with an early surprise visit with the wheelchair she has been eyeing. She was extremely elated and with the help of her parents and siblings, she began trying out all the different functions it came with.

On her wish day, Emma celebrated her new found independence by having a small yacht party with her family, wish granters and dogs. Being a huge dog lover, she had a dog themed party with balloons, flowers, puppy-themed cupcakes and Emma favourite food, Western food. There were even edible treats for her fur friends so they would not be left out. Emma and her family were then treated to a time of sailing to a nearby island in the evening where they caught the sunset.







**I wish to have a Finding Dory themed room!**  
Aaffan, 4, dravet syndrome



**I wish to have a Pokémon themed room!**  
Aaron, 7, lymphoma



**I wish to have a LEGO Frozen Castle Set!**  
Zi Xuan, 16,  
idiopathic pulmonary arterial hypertension



**I wish to have a gaming computer!**  
Danial, 16, duchenne muscular dystrophy



**I wish for a device to prepare me for my degree course in Design!**  
Victoria, 17, myelosarcoma



**I wish to have a laptop to play Minecraft!**  
Ai Yun, 11, brain tumour



**I wish to be a LEGO master!**  
Casper, 6, acute lymphoblastic leukemia



**I wish to have a Razor laptop!**  
Declan, 13,  
acute lymphoblastic leukemia



**I wish to have a wheelchair!**  
Jayna, 11, encephalopathy



**I wish to have a Frozen Staycation!**  
Kayla, 5, wilm's tumour



**I wish for a Nintendo Switch!**  
Ikram, 11,  
acute lymphoblastic leukemia



**I wish to have a room makeover!**  
Shadi, 18, germ cell tumour



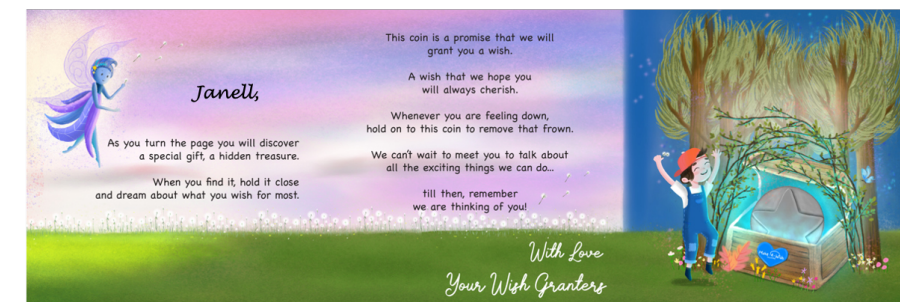


# WISH FORCE



## Engaging the Wish Children

With all the safe distancing measures in place, our first concern remained with our wish children and their families. So many of them have been at this point before - being isolated to protect them from infections during their treatment. Many of these brave, inspiring children and their families have shared how important it was for them to have something to look forward to during a time like this. As such, the team got down to work to ensure that we could keep on delivering the positive effects of a wish journey, even from a safe distance!



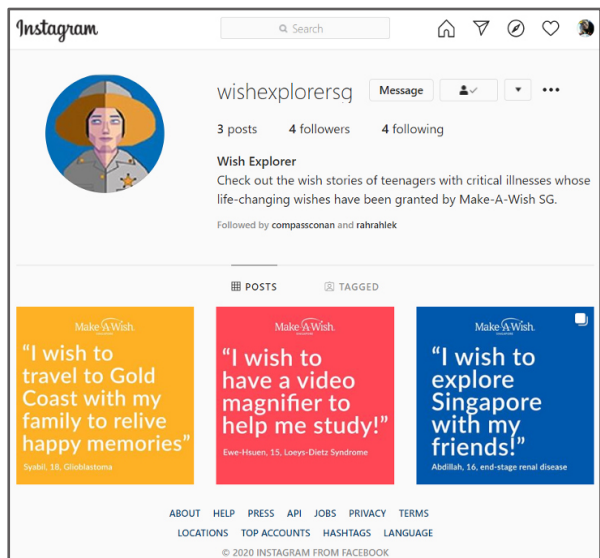
### Wish Coin Card

Wish coins are a tangible keepsake for wish children to hold onto, whilst we discover and work together on creating their most cherished wish. Each coin comes tucked into a customised card that creatively showcases the wish coin as a treasure. We mail this out specially addressed to the wish child as a promise symbol that they will be granted a wish.



### Wish Explorer Cards (for kids)

A simple card game designed to help children unlock their imagination by answering fun, open-ended questions. questions will get them thinking creatively, dreaming and wishing. The more we explore, the closer we can get to capturing their one true wish. This can be played in-person or on video calls, helping us to build rapport with our wish children!



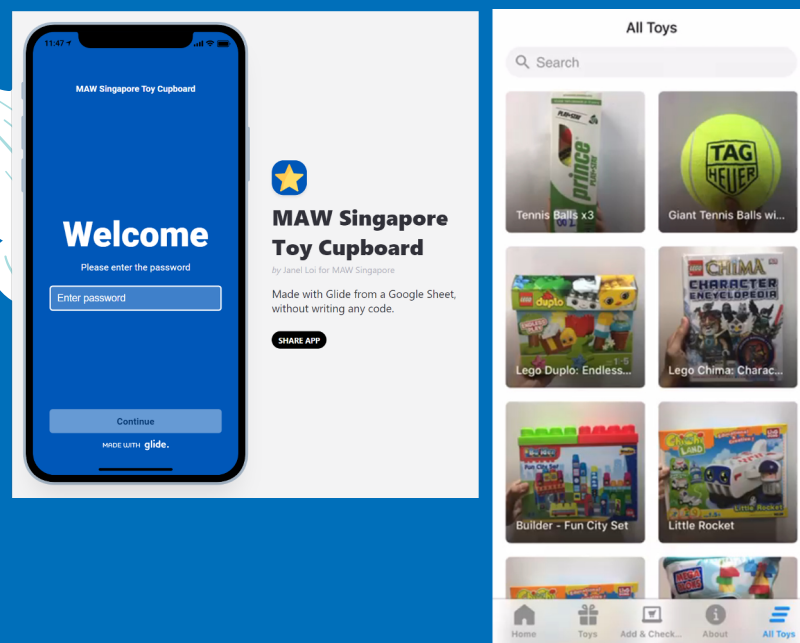
## Wish Explorer IG (for teens)

An Instagram handle dedicated to the cool teenagers who struggle with finding their one true wish. Populated with stories of other wish teens having their wishes granted, this page provides information and inspiration to those dreaming of their own wish possibilities!



## MAW Singapore Toy Cupboard

The toy cupboard app was initiated by a wish granter to facilitate the flow of toys from the office to the various wishes. The app gives wish granters access to view what's available and reserve the toys that they want for their wish child to be used as anticipation to their wish or as enhancements on wish day! It's like a virtual shopping experience that saves time, resources and fits perfectly in line with our safe distancing measures.



## Q&A with our Wish Granters!



Marc Gan

### Why did you volunteer as a Wish Granter?

I've been volunteering for the last 10 years with various agencies. Most of the time, it involves fundraising which is important but I prefer to have greater engagement and to be able to see how our actions directly impact the receiver. With Make-A-Wish, I'm able to do that and get friends and partners involved in the process which is more meaningful.

### In 5 words, describe your experience as a Wish Granter

**Engaging, Fulfilling, Happiness, Heartwarming, Life-changing**

### What is your most memorable wish and why?

My very first wish was a boy battling cancer and he wanted to experience being a fireman at the Jurong Fire Station. The officer in-charge even had the same name as him (Hafiz) and he was very strong that day and made it through the whole experience. We were glad we managed to give him a once in a lifetime wish experience.



Goh Kah Lin

### Why did you volunteer as a Wish Granter?

As a parent myself, making a difference to the lives of children with critical illnesses is very meaningful to me.

### What is your most memorable wish and why?

Jewel who wished to be a surgeon. It spanned 6 months and involved extensive planning, resourcefulness and creativity to deliver the wish, **not forgetting the bonds** we forge with child and Mum.



Diwakar Velu

### Why did you volunteer as a Wish Granter?

The process of granting a wish is really inspiring and **I feel a sense of joy and satisfaction** when working for the wish kids. It makes me feel like I'm playing the role of Santa Claus. I personally enjoy giving surprises to my 5-year-old daughter, Jahnvi, and figured that being a Wish Granter would give me a similar feeling.

### What were some of the challenges of granting a wish in 2020 and how did you overcome it?

As the world was going into a tough phase of lockdown, it was difficult for the wish granters to meet up and work on the wishes. It was difficult for to get familiarised with the child and interact with them to further understand their wish. Zoom was a lifesaver as we managed to virtually interact with them. We also mailed them ice breaker gifts to kindle their curiosity.

Despite all the challenges we faced, we managed to overcome it with sincere and kind efforts in making their dreams come true. At the of the day, we're all working towards putting a smile on the wish kids' faces.





# Donors & Supporters

We'd like to thank the various individuals, corporations, schools and foundations for their generous contributions which helps us grant the wish of every eligible child in Singapore.

Thank you for making their wishes come true!

## Platinum Star Supporters \$50,000 and above

Maplebear International Schoolhouse Pte Ltd  
Singapore Totalisator Board

## Diamond Star Supporters \$20,000 - \$49,999

Ace Entertainment Holdings Pte Ltd  
Aster Spring International (S) P L  
CVC Asia Pacific (Singapore) Pte Ltd  
Drew & Napier LLC

## Gold Star Supporters \$10,000 - \$19,999

ALX Private Limited  
Chicago Mercantile Exchange Inc  
Christopher Chow  
Heinz Puth  
Late Marc Sylvain Geniaux  
Marina Promenade Ltd  
Mavis Khoo  
NTUC FairPrice Foundation Ltd  
Performance Motors Ltd  
SAP Asia Pte Ltd  
YMCA of Singapore  
Zurich Insurance Company Ltd

## Silver Star Supporters \$5,000 - \$9,999

Allianz Se Reinsurance Branch Asia Pacific  
Amber Electronics Pte Ltd  
Association of Singapore Estate Agencies  
Audrey Loi  
Boardroom Ltd  
Brenda Wan  
Chatsworth Preschool  
Colt Technology Services Pte Ltd  
FujiFilm Asia Pacific Pte Ltd  
Gerard Yuen  
Hollandse School Ltd  
Jens Rzesacz  
Lee Guo Zheng  
Margaret Lien  
Max Tan  
Ng Eng Soon  
Populum Sitas  
Project Astraea  
Project Hope  
Sanjay Gour & Friends  
Shamala Sanchana Sethu  
Sherine Cheong  
TE Capital Partners Pte Ltd  
Team Olaf  
Wesley Widjaja  
Yahya Abdulhussain Lukmanji Saif Charity Trust

...And many other generous donors and supporters!



## Special Thanks to...



### Secret Lab

This year we have seen an increase of computer and laptop wishes for gaming and we would like to thank Secret Lab who has sponsored 8 gaming chairs to make our wish children gaming experience a comfortable one!



### Grab

As our donations were severely hit by Covid-19, we are thankful for the partnership we have with Grab who has made donating easier with the use of their Grab Rewards system. Thank you Grab for this wonderful partnership!



### The Patisserie

No celebration is complete without cakes! Thanks to our talented friends over at The Patisserie who has kindly sponsored 26 beautiful and intricate cakes to make our wish children's' wish day even more special.





# FINANCIAL STATEMENTS

## Statement of Financial Activities for the Financial Year ended 31 December 2020

	2020 \$	2019 \$
<b>INCOME</b>		
<b>Income from generating funds</b>		
Voluntary income		
Donations in cash	369,727	462,472
Donations in kind	71,700	292,603
Amortisation of deferred		
Care and Share Matching		
Grant for operating expenses	343,801	168,161
	<u>785,228</u>	<u>923,236</u>
Income from fund-raising activities		
Charity Golf	-	331,768
Christmas Tree	5,215	15,047
Other fund-raising activities	347,352	289,378
Santa Run and Swish-A-Wish	277,889	529,608
YMCA Youth For Causes	35,679	30,312
	<u>666,135</u>	<u>1,196,113</u>
<b>Investment income</b>		
Interest income	50,747	28,505
Gain on disposal of financial assets, at FVPL	-	28,591
	<u>50,747</u>	<u>57,096</u>
<b>Other income</b>		
Special Employment Credit	565	7,276
Job credit and other subsidies	144,427	762
BCF grant	400,000	-
Amortisation of deferred		
Care and Share Matching		
Grant for capital expenditure	31,696	38,283
	<u>576,688</u>	<u>46,321</u>
<b>TOTAL INCOME</b>	<u>2,078,798</u>	<u>2,222,766</u>
<b>EXPENDITURE</b>		
Cost of generating funds and charitable activities	1,233,507	1,425,820
Fund-raising expenses	319,024	472,633
Governance costs	196,564	191,903
Other resources expended	191	21,269
<b>TOTAL EXPENDITURE</b>	<u>1,749,286</u>	<u>2,111,625</u>
<b>NET SURPLUS FOR THE FINANCIAL YEAR</b>	<u>329,512</u>	<u>111,141</u>

The financial highlights above have been extracted from audited accounts for the years 2020 and 2019.

## Statement of Financial Position as at 31 December 2020

	2020 \$	2019 \$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	928,280	311,921
Fixed deposits	2,795,525	2,736,279
Financial assets, at fair value through profit or loss	263,386	
Other receivables	88,172	99,057
	<u>4,075,363</u>	<u>3,147,257</u>
<b>Non-current assets</b>		
Property, plant and equipment	3,435,782	3,521,297
Intangible asset	26,513	53,028
	<u>3,462,295</u>	<u>3,574,325</u>
<b>Total assets</b>	<u>7,537,658</u>	<u>6,721,582</u>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	216,721	222,797
Lease liabilities	1,955	1,909
Deferred Care and Share Matching Grant	29,464	31,388
	<u>248,140</u>	<u>256,094</u>
<b>Non-current liabilities</b>		
Lease liabilities	2,656	4,565
Care and Share Matching Grant	1,122,304	597,637
Deferred Care and Share Matching Grant	2,174	30,414
	<u>1,127,134</u>	<u>632,616</u>
<b>Total liabilities</b>	<u>1,375,274</u>	<u>888,710</u>
<b>NET ASSETS</b>	<u>6,162,384</u>	<u>5,832,872</u>
<b>FUNDS</b>		
<b>Unrestricted Fund</b>		
General fund	<u>6,162,384</u>	<u>5,832,872</u>

The financial highlights above have been extracted from audited accounts for the years 2020 and 2019.

## Statement of Cash Flows for the Financial Year ended 31 December 2020

	2020 \$	2019 \$
<b>Cash flows from operating activities</b>		
Net surplus	329,512	111,141
Adjustments for:		
Gain on disposal of financial assets, at FVPL	-	(28,591)
Interest income	(50,747)	(28,505)
Amortisation of intangible asset	26,515	26,515
Depreciation of property, plant and equipment	89,292	96,388
Interest expense	-	21,014
Interest on lease liabilities	191	255
	<u>394,763</u>	<u>198,217</u>
Operating cash flow before working capital changes		
Changes in operating assets and liabilities:		
Other receivables	10,885	35,982
Trades and other payables	488,427	533,556
<b>Net cash generated from operating activities</b>	<u>894,075</u>	<u>767,755</u>
<b>Cash flows from investing activities</b>		
Placement of fixed deposits	(59,246)	(937,539)
Proceeds from disposal of financial assets, at FVPL	-	527,113
Purchase of investments in financial assets, at FVPL	(263,386)	-
Purchase of property, plant and equipment	(3,777)	(2,380)
Interest received	50,747	28,505
<b>Net cash used in investing activities</b>	<u>(275,662)</u>	<u>(384,301)</u>
<b>Cash flows from financing activities</b>		
Interest paid	-	(21,014)
Interest paid on lease liabilities	(191)	(255)
Repayment of borrowings	-	(886,234)
Payment of principal portion of lease liabilities	(1,863)	(1,799)
<b>Net cash used in financing activities</b>	<u>(2,054)</u>	<u>(909,302)</u>
<b>Net increase / (decrease) in cash and cash equivalents</b>	616,359	(525,848)
Cash and cash equivalents at beginning of financial year	311,921	837,769
<b>Cash and cash equivalents at end of financial year</b>	<u>928,280</u>	<u>311,921</u>

The financial highlights above have been extracted from audited accounts for the years 2020 and 2019.

[Governance: The Board of Directors](#)

The Foundation is governed by a Board of Directors all of whom are volunteers with no business relations with the Foundation. They are appointed on the strength of their knowledge, skills, expertise, and ability to contribute to the development of the Foundation, as well as needs of the Foundation. After each Annual General Meeting, the Board elects amongst themselves the office bearers for a one-year period.

The Board conducts annual evaluation to determine the effectiveness of the Board. The By-laws of the Foundation sets out the term limits of the Board members. No employee has been appointed to the Board of Directors during the year.

The Foundation has established a policy setting forth matters reserved for the Board’s decision.

[Board Attendance](#)

	Date of Appointment	Board Attendance 2020
David Ong Kok Yeong	28/11/16	4/6
Rajendra Nandakumar Pai	11/6/15	6/6
Ivan Chang Weilong	12/3/18	6/6
Anastasia Ling Yew Lin	15/9/20	2/2
Claire Tan Lee Fang	19/6/19	6/6
Jeremy Lin Bingyuan	9/5/19	6/6
Nuraliza Binte Mohamed Osman	15/9/20	2/2
Gillian Tay Weng Boon (retired 22/7/20)	25/6/14	3/3
Paul Vinod D'Souza (retired 22/7/20)	14/8/14	3/3
Sean S Hesh (resigned 1/10/20)	26/9/18	3/5

[Management and Avoidance of Conflict of Interest Policy](#)

The Foundation has a written policy of management and avoidance of conflicts of interest involving directors, staff and volunteers.

All Board members are required to declare conflict of interest to the Foundation at the start of their terms, biannually or as soon as such conflict or the possibility of such conflict arises. The By-laws of the Foundation provides that all members of the Board shall receive no compensation other than reimbursement of reasonable Wish Granting expenses.

All employees are required to declare conflict of interest at the point of hire and biannually. Staff are not involved in setting his or her own remuneration.

Any interest in contracts with vendors, interests in other organisations, joint ventures, recruitment and remuneration of staff with close relationship have to be fully disclosed and the person with the conflict of interest is excluded from the discussion and approval of such transactions.

[Reserve Management](#)

The reserves of the Foundation provide financial stability and the means for the development of the Foundation's activities. The Board intends to maintain the reserves at a level sufficient for its operating needs. The Foundation reviews the level of reserves regularly for the Foundation’s continuing obligations.

[Investment Policy](#)

The Foundation has an established investment policy aimed at ensuring the safety of principles while managing liquidity and to provide the highest return on investment using authorised instruments. Surplus funds are placed in bank fixed deposits, government securities, corporate bonds and funds. All investments are approved by the Board of directors. Fixed deposit placements may be authorised by the Finance & Investment Committee.

[Enterprise Risk Management](#)

The Foundation is committed to the effective management of risks as an integral part of the daily activities to ensure compliance with regulatory obligations, protect its integrity and assets. As part of its risk management process, the Foundation reviews and updates the risk register periodically. Process owners review their processes, assess the adequacy of controls, and put in place mitigating measures where applicable. Management of key risks will be discussed at Board meetings.

[Remuneration of Executives](#)

The annual remuneration of the 3 highest paid staff is classified as follows:

	2020	2019
Remuneration Band (S\$)	No. of Personnel	No. of Personnel
Between \$100,001 to \$200,000	1	1
\$100,000 and below	2	2

[Whistle Blowing Policy](#)

Make-A-Wish Foundation (S) Limited is committed to strong corporate governance and promotes an open and transparent culture, where employees, vendors, clients and other stakeholders are provided an avenue to express concerns on any serious wrongdoing/malpractice in particular in relation to fraud, controls and ethics.

## Governance Evaluation Checklist

### Board Governance

1	Induction and orientation are provided to incoming governing board members upon joining the Board.	Complied
2	Are there governing board members holding staff appointments?	No
5	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	Complied
6	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	Complied
7	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	Complied
8	Is there any governing board member who has served for more than 10 consecutive years?	No
10	There are documented terms of reference for the Board and each of its committees.	Complied

### Conflict of Interest

11	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	Complied
12	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	Complied

### Strategic Planning

13	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	Complied
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### Human Resource and Volunteer Management

14	The Board approves documented human resource policies for staff.	Complied
15	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	Complied
16	There are processes for regular supervision, appraisal and professional development of staff.	Complied
17	Are there volunteers serving in the charity?	Yes
18	There are volunteer management policies in place for volunteers.	Complied

### Financial Management and Internal Controls

19	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	Complied
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20	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	Complied
21	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	Complied
22	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	Complied
23	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	Complied
24	Does the charity invest its reserves (e.g. in fixed deposits)?	Yes
25	The charity has a documented investment policy approved by the Board.	Complied

### Fundraising Practices

26	Did the charity receive cash donations (solicited or unsolicited) during the financial year?	Yes
27	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	Complied
28	Did the charity receive donations in kind during the financial year?	Yes
29	All donations in kind received are properly recorded and accounted for by the charity.	Complied

### Disclosure and Transparency

30	The charity discloses in its annual report – (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	Complied
31	Are governing board members remunerated for their services to the Board?	No
34	Does the charity employ paid staff?	Yes
35	No staff is involved in setting his own remuneration.	Complied
36	The charity discloses in its annual report – (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	Complied
37	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family* belonging to the Executive Head* or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family* belonging to the Executive Head* or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	Complied

### Public Image

38	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	Complied
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# Ways to Support Us

## Adopt-A-Wish

You, your family and friends, company or organisation can make a difference in the life of a wish child through our Adopt-A-Wish programme. For a donation of \$5,000 or more, you can be a wish adopter and know exactly how your gift aided our wish-granting efforts as you will receive a report of the wish that was made possible by your contribution.

## Host An Event

You, your company, association, school or club can create a fundraising event of your own to benefit the wish children of Singapore. By hosting an event, you provide the support necessary for the wishes we grant each year. Some examples of external events that have made dreams come true over the years are walk-a-thons, car washes, anniversary celebrations, exhibitions, annual dinner and dances, concerts, golf tournaments, customer appreciation days, bake sales or donation of sales proceeds.

## In-Kind Donations

Many of our fundraising events and wishes are made possible through pro-bono services and in-kind (free or deeply discounted) donations, including:

(i) Auction & Lucky Draw Items: Make-A-Wish holds fundraising events, some with both auctions and lucky draws. If you would like to donate a new or collectible item e.g. electronic items, dining or shopping vouchers, hotel stays, etc., please contact our office at 6334 9474.

(ii) Wish Gifts: Our wish granters often contact members of the community for wish gifts or services. These in-kind donations, e.g. party venue, food and beverage, gaming consoles, shopping vouchers, laptops, etc., help bring wishes to life or add that cherry-on-top of an unforgettable wish.

## Pockets of Sunshine

This monthly giving scheme via GIRO allows you to make a difference in the lives of these children regularly and conveniently. Your regular contributions will continue

to support Make-A-Wish’s cause continually. Visit [makeawish.org.sg](http://makeawish.org.sg) for more information on how to become a regular donor.

## Matching Gifts

Many generous companies offer a “matching gifts” programme, which could multiply your donation to Make-A-Wish Singapore. This usually means that for the amount you donate, companies working in collaboration with us will donate the amount that matches your donation! Check with your company’s personnel or HR department and team up with your employer to contribute to a very meaningful and noble cause.

## Legacy Giving

Leaving a legacy to a charity is a meaningful way to extend your beliefs beyond your own lifetime. Your legacy of love for wish children will give them the hope and strength to fight against their illnesses.

(i) Making a Will: You may wish to consult a lawyer to draft a will in naming “Make-A-Wish Foundation (S) Ltd” as the beneficiary during your estate planning. Aside from monetary donations, you may also bequeath non-monetary donations such as properties, shares and bonds to the charity.

(ii) Through an Insurance Policy: If the policy’s benefits are no longer required by you or your loved ones, you may wish to nominate “Make-A-Wish Foundation (S) Ltd” as the beneficiary of your insurance policy.

(iii) Through Central Provident Fund: To nominate charity as beneficiary, do complete and submit the nomination form to Central Provident Fund with the following details: Make-A-Wish Foundation (S) Ltd, UEN 200201965D

## Schools & Universities

Organise your own fundraising activities with your peers and classmates for community involvement projects at school. You can experience the joy of giving, develop school spirit, learn new skills and work towards a common goal of making a wish come true. We encourage you to be as creative and imaginative as possible. Fresh, new ideas and unique projects are what we love to hear! We can also provide you with assistance to help make your project a complete success.

# Donation Form

## My Particulars

Full Name:

NRIC / FIN Number:  Contact Number:

Address:

Email:

## Payment Method

☐ \$50 ☐ \$100 ☐ \$300 ☐ \$500 Other Amounts: \$

*\*Donations above \$50 will be entitled to a 2.5 tax deductible*

☐ I wish to remain anonymous

## Frequency

☐ Annual Donation ☐ Monthly Donation ☐ One-Time Donation

## Payment Type

☐ Visa ☐ Mastercard

Credit Card Number:

Name on Credit Card:  Expiry Date: (MM/YY)

☐ Cheque Cheque Number:

*To be crossed & made payable to “Make-A-Wish Foundation (S) Ltd”*

The information which you provide in this form will be used for the purpose of processing your donation, facilitating the processing of tax deductions by the Inland Revenue Authority of Singapore (IRAS) (where applicable), and communicating with you concerning your donation. Unless you choose to remain anonymous, donors giving \$100 & above will be acknowledged in our newsletters and other publications. By signing this form, you agree to our collection, use and disclosure for the above purposes.

Signature:  Date: (DD/MM/YY)



Scan QR Code to donate online!

**Registered Address:**

1 Coleman Street, #04-18 The Adelphi,  
Singapore 179803

**Auditors:** FIDUCIA LLP

**Bankers:**

DBS Bank  
United Overseas Bank

**Investment Advisor:** Fullerton Fund Management

**Legal Advisor:** TSMP Law Corporation

The governing instrument of Make-A-Wish Singapore is the Memorandum and Articles of Association.

The Foundation was incorporated on 13 March 2002 as a Company limited by guarantee and registered as a charity under the Charities Act (Chapter 37) since 08 July 2002. The Foundation has been accorded an Institute of Public Character (IPC) status by the Comptroller of Income Tax.

UEN: 200201965D



1 Coleman Street, #04-18 The Adelphi Singapore 179803

Email: [info@makeawish.org](mailto:info@makeawish.org)

 [MakeAWishFoundationSingapore](#)  [makeawishsingapore](#)

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