

The cover features a dark green background with a repeating geometric pattern of interlocking circles. Large, overlapping triangles in various shades of green (from light to dark) create a dynamic, layered effect. A white triangular area at the bottom center contains the title text.

**OVERVIEW OF  
ANNUAL REPORT  
APRIL 2021 – MARCH 2022**

# OVERVIEW OF ANNUAL REPORT APRIL 2021 – MARCH 2022

## 1 INTRODUCTION

The Council of Management of the Muslimin Trust Fund Association (MTFA) is pleased to present the Annual Report for the period of 1 April 2021 – 31 March 2022, together with the Audited Financial Statements and Directors' Report and for the financial year ended 31 March 2022.

## 2 COUNCIL OF MANAGEMENT

### COUNCIL OF MANAGEMENT

The following members served in the Council of Management from April 2021 to March 2022:

**President**

Wasim Abdul Majeed

**Vice President**

Abdul Rahman Bin Mohd Hanipah

**Secretary**

Mohamed Fazluddin Bin Mohd Hanipah

**Treasurer**

Syed Jaafar Bin Syed Alwi Madihi

**Council Member**

- Syed Muhammad Shafeeq Alsagoff (served until Sep 2021)
- Muhammad Faeyz Karim
- Sameer Bin Abdul Jalil
- Olia Mohammad Shaffiq Feroz
- Muhammad Ismail Bin Abdul Rahman
- Hamzah Bin Abdullah Bin Diab
- Ferdous S/O Amzah
- Mohamed Zaidi Bin Ab Rahman
- Syed Yusuf Bin Syed Edross (served until Sep 2021)
- Abbas Khan S/O Abdul Aziz (served since Sep 2021)
- Syed Abdullah Ibn Omar Alsagoff (served since Sep 2021)

# 3

## MEETINGS

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- 3.1** The Council of Management held 12 meetings during the period from April 2021 to March 2022. The number of meetings attended by the Council members is indicated against their respective names in [Annex A](#).

# 4

## AUDITORS

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- 4.1** Messrs Rohan Mah & Partners were appointed as the External Auditors for the period of 2021/2022 at the Annual General Meeting held on 25 September 2021.

# 5

## MEMBERSHIPS

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- 5.1** As at 31 March 2022, the Company's membership stood at 54. Please see [Annex B](#) for the membership position.

# 6

## DONATIONS TO VARIOUS INSTITUTIONS

6.1 MTFA donated a total of **\$250,000.00** from its income earned during the financial year of 2021/2022 to fulfill its constitutional objectives. The recipients and the amounts donated were as follows:



**\$180,000**

**Madrasah Alsagoff  
Al-Arabiah**



**\$20,000**

**Madrasah Wak Tanjong  
Al-Islamiah**



**\$20,000**

**Madrasah Al-Ma'arif  
Al-Islamiah**



**\$10,000**

**Madrasah Irsyad Zuhri  
Al-Islamiah**



**\$10,000**

**Madrasah Al-Arabiah  
Al-Islamiah**



**\$10,000**

**Madrasah Aljunied  
Al-Islamiah**

**TOTAL DONATED: \$250,000**

## Annex A

### MTFA Council of Management Record of Attendance from April 2021 to March 2022

Name of Council Member	Meeting No: & Date of Meeting												Total Present
	1 2021 Apr 22	2 2021 May 27	3 2021 Jun 24	4 2021 Jul 29	5 2021 Aug 26	6 2021 Sep 23	7 2021 Oct 20	8 2021 Nov 25	9 2022 Jan 06	10 2022 Jan 27	11 2022 Feb 24	12 2022 Mar 31	
Wasim Abdul Majeed	●	●	●	●	●	●	●	●	●	●	●	●	10
Abdul Rahman Bin Mohd Hanipah	●	●	●	●	●	●	●	●	●	●	●	●	12
Mohamed Fazluddin Bin Mohd Hanipah	●	●	●	●	●	●	●	●	●	●	●	●	10
Syed Jaafar Bin Syed Alwi Madihi	●	●	●	●	●	●	●	●	●	●	●	●	12
Syed Muhammad Shafeeq Bin Abbas Alsagoff	●	●	●	●	●	●	●	●	●	●	●	●	12
Muhammad Faeyz Karim	●	●	●	●	●	●	●	●	●	●	●	●	12
Sameer Bin Abdul Jalil	●	●	●	●	●	●	●	●	●	●	●	●	12
Olia Mohammad Shaffiq Feroz	●	●	●	●	●	●	●	●	●	●	●	●	11
Muhammad Ismail Bin Abdul Rahman	●	●	●	●	●	●	●	●	●	●	●	●	11
Hamzah Bin Abdullah Bin Diab	●	●	●	●	●	●	●	●	●	●	●	●	11
Ferdaus S/O Amzah	●	●	●	●	●	●	●	●	●	●	●	●	12
Mohamed Zaidi Bin Ab Rahman	●	●	●	●	●	●	●	●	●	●	●	●	12
Syed Yusuf Bin Syed Edross	●	●	●	●	●	●	●	●	●	●	●	●	12
Abbas Khan S/O Abdul Aziz	●	●	●	●	●	●	●	●	●	●	●	●	12
Syed Abdullah Ibn Omar Alsagoff	●	●	●	●	●	●	●	●	●	●	●	●	12
<b>Total Present Per Meeting</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>13</b>	<b>12</b>	

● Present

● Absent with Apologies

● Absent without Apologies

## Annex B

### **MUSLIMIN TRUST FUND ASSOCIATION** Membership Position as at 31 March 2022

1	Abbas Khan S/O Abdul Aziz	28	Muhammad Ismail Bin Abdul Rahman
2	Abdul Aziz Bin Abu Talib	29	Munir Ahmad Shah
3	Abdul Rahim Valibhoy	39	Mustapha Mohd Fadjar
4	Abdul Rahman Bin Mohd Hanipah	31	Najib Bin Mohamed Salleh
5	Adam S Nather Tahirudeen	32	Olia Mohammad Shaffiq Feroz
6	Ahamed Jalaludin S/O Raja Mohd	33	Parpia Altaf Hussain
7	Amir S/O Feroz Olia	34	Raja M J Abdeen
8	Ariff Sultan	35	Rokiah Banu D/O Mohd Ali Marican
9	Aydarus Ahmad Alhabshi	36	Sameer Bin Abdul Jalil
10	Azhar Othman	37	Syed Abbas Bin Mohamad Alsagoff
11	Bashir Bin Mohamad Mansor Basalamah	38	Syed Abdullah Ibn Omar Alsagoff
12	Dr Abdul Rahim Leyman	39	Syed Abdul Rahman Bin Syed Ibrahim Alhadad
13	Faisal Bin Abdul Aziz	40	Syed Abu Bakar Alsagoff
14	Ferdaus S/O Amzah	41	Syed Abu Bakar Bin Syed Alwee Alsree
15	Fuziah Binte Muhamad Taha	42	Syed Ahmad Jamal Alsagoff
16	Hamzah Bin Abdullah Bin Diab	43	Syed Anwar Alsagoff
17	Mirza Iskander Namazie	44	Syed Hashim Bin Mohamed Alsagoff
18	Mirza Mohamed Namazie	45	Syed Hassan Bin Syed Nashir Alsagoff
19	Mohamad Salihin Bin Mohamad Shah	46	Syed Jaafar Bin Syed Alwi Madihi
20	Mohamed Fazluddin Bin Mohd Hanipah	47	Syed Mohamad Anis Alsagoff
21	Mohamed Muzammil Bin Mohamed	48	Syed Mohdar Bin Mohsen Alsagoff
22	Mohamed Nasirudheen Syed	49	Syed Muhammad Shafeeq Bin Abbas Alsagoff
23	Mohamed Nasser Bin Ismail	50	Syed Mustafa Bin S Ja'afar Alsagoff
24	Mohamed Shamir Bin Abdul Wahid	51	Syed Yusuf Bin Syed Edross
25	Mohamed Zaidi Bin Ab Rahman	52	Wasim Abdul Majeed
26	Mohamed Zikri Bin Mohamed Muzammil	53	Yasser Abdel Maksood Alsayed Fares
27	Muhammad Faeyz Karim	54	Zahid Zameer Bin Abdul Wahid



**FINANCIAL OVERVIEW  
ANNUAL REPORT  
FOR 2021/22**

# FINANCIAL OVERVIEW

## ANNUAL REPORT FOR 2021/22

### COMMITTEE MEMBERS

Mr Syed Jaafar Bin Syed Alwi Madihi	•	Chairman
Mr Mohamed Fazluddin Bin Mohd Hanipah	•	Vice Chairman
Mr Wasim Abdul Majeed	•	Member
Mr Abdul Rahman Bin Mohd Hanipah	•	Member
Mr Muhammad Ismail Bin Abdul Rahman	•	Member
Mr Hamzah Bin Abdullah Bin Diab	•	Member

#### Secretarial Support

Finance Manager, Assistant Finance Manager & Finance Executives

# 1

## FINANCIAL OVERVIEW

### 1.1 Income Statement

	FY 2020/21 (\$'000)	FY 2021/22 (\$'000)	Variance (\$'000)
<b>Income Generated by</b>			
MTFA	2,595	2,769	174
MTFA Darul Ihsan Orphanage	4,235	5,239	1,004
MTFA Ihsan Kidney Care	1,684	1,732	48
MTFA Burial Fund	89	30	(59)
MTFA Ihsan Casket	91	75	(16)
<b>Total Income</b>	<b>8,694</b>	<b>9,845</b>	<b>1,151</b>
<b>Expenses Incurred</b>			
MTFA	1,300	1,361	61
MTFA Darul Ihsan Orphanage	3,853	4,338	485
MTFA Ihsan Kidney Care	1,517	1,719	202
MTFA Burial Fund	59	49	(10)
MTFA Ihsan Casket	101	69	(32)
<b>Total Expenses</b>	<b>6,830</b>	<b>7,536</b>	<b>706</b>
<b>Net income</b>			
MTFA	1,295	1,407	112
MTFA Darul Ihsan Orphanage	382	902	520
MTFA Ihsan Kidney Care	167	13	(154)
MTFA Burial Fund	30	(18)	(48)
MTFA Ihsan Casket	(9)	6	15
<b>Total Expenses</b>	<b>1,865</b>	<b>2,310</b>	<b>445</b>



In Financial Year 2021/22, MTFA generated an Income of **S\$9.8M** which is **13.24%** higher than the previous financial year. Income generated was mainly from the donations received from our generous donors. Part of the donation was used for the on-going renovation of Darul Ihsan Orphanage homes, addition of a new office for staff and storeroom for donations-in-kind.

Total expenses were **10.34%** higher than the previous financial year due to the increase in manpower cost, administrative expenses, and operating expenses.

Net income for the Financial Year 2021/22 increased by **23.88%** as compared to last Financial Year.

## 1.2 Balance Sheet FY 2021/22 (\$'000)

Current Assets	25,689
Non-Current Assets	17,081
Current Liabilities	2,661
Net Current Assets	23,028
General Fund	40,109
<b>Current Ratio (Current assets over Liabilities)</b>	<b>9.65</b>

# 2

## CASH AND CASH EQUIVALENTS

Units	Balance as at 31 March 2021 S\$	Balance as at 31 March 2022 S\$
Muslimin Trust Fund Association	9,055,768	9,947,549
MTFA Darul Ihsan Orphanage	4,491,225	4,544,121
MTFA Ihsan Kidney Care	860,654	1,209,797
MTFA Burial	21,502	5,909
MTFA Zakat Account	1,353,316	1,206,554
MTFA Ihsan Casket	44,013	32,118
MTFA Ihsan Living	-	71,865
<b>TOTAL</b>	<b>15,826,478.22</b>	<b>17,017,913</b>



**HUMAN RESOURCE  
MANAGEMENT  
ANNUAL REPORT  
FOR 2021/22**

# HUMAN RESOURCE MANAGEMENT ANNUAL REPORT FOR 2021/22

## COMMITTEE MEMBERS

Mr. Syed Muhammad Shafeeq Alsagoff (Apr 2021 – Sep 2021)	● Chairman
Mr. Hamzah Bin Abdullah Bin Diab (Sep 2021 – Current)	● Chairman
Mr. Mohamed Fazluddin Bin Mohd Hanipah	● Vice Chairman
Mr. Syed Jaafar Bin Syed Alwi Madihi	● Member
Mr. Mohamed Zaidi Bin Ab Rahman (Apr 2021 – Sep 2021)	● Member
Mr. Abdul Rahman Bin Mohd Hanipah (Sep 2021 – Current)	● Member
Mr. Abbas Khan S/O Abdul Aziz (Sep 2021 – Current)	● Member

**Secretarial Support**  
Executive Secretary (ES)

# 7

## STAFF MATTERS

### 1.1 Staff Recruitment and Resignations

#### 1.1.1 The total staff strength as at 1st April 2021 was **72**.

From April 2021 to March 2022, there were **28** full-time appointments, **7** renewal of contracts, **11** resignations, **5** terminations of employment and **14** internal transfers/re-designations & promotions.

The details are as follows:

Recruitments (28)

Designation	Department	Headcount
Assistant Finance Manager	Finance	1
Executive Officer	Admin	1
Executive Officer (Fundraising)	Fundraising	1
Executive Officer (Marketing & Communications)	Publicity	2
Executive Officer (IKC)	IKC	2
Senior Staff Nurse	IKC	1
Senior Enrolled Nurse	IKC	1
Dialysis Technician	IKC	1
Education Officer	DIO	1
Executive Officer	DIO	1
Welfare Officer	DIO	12
Kitchen Assistant	DIO	2
Executive Officer Welfare	Welfare Aid	1
Admin Executive	Welfare Aid	1

#### Employment Contracts (7)

Designation	Department	Headcount
Cook	DIO	1
Cleaning Attendant (Maintenance)	DIO	2
Welfare Support Officer DIO	DIO	1
Housekeeping Worker	DIO	3

#### Resignations (11)

Designation	Department	Headcount
Assistant Finance Manager	Finance	1
Executive Officer (Special Projects)	Special Projects	1
Marketing & Communications Manager	Publicity	1
Executive Officer (Marketing & Communications)	Publicity	1
Executive Officer	IKC	2
Senior Case Worker	DIO	2
Case Worker DIO	DIO	1
Welfare Officer DIO	DIO	1
Kitchen Assistant	DIO	1

#### Terminations (5)

Designation	Department	Headcount
Case Worker	DIO	2
Welfare Officer	DIO	2
Operations Executive	Ihsan Casket	1

#### Internal Transfer/Re-Designations & Promotions (14)

Designation	Department	Headcount
Enrolled Nurse to Senior Enrolled Nurse	IKC	2
Senior Welfare Officer to Case Worker	DIO	1
Welfare Officer to Case Worker	DIO	3
Education Officer to Home Manager	DIO	1
Senior Welfare Officer to Deputy Home Manager	DIO	1
Welfare Officer to Deputy Home Manager	DIO	1
Home Manager to Senior Welfare Officer	DIO	1
Welfare Officer to Senior Welfare Officer DIO	DIO	2
Senior Admin Executive to Welfare Services Manager	Welfare Aid	1
Admin Executive (Finance) to Admin Executive (Properties & Estate Maintenance)	P&E	1

**1.1.2** The total staff strength as at 31st March 2022 was **84**.

## 1.2 Duration of Service

**1.2.1** The list of ten long-serving staff who have served in MTFAs as at 31st March 2022 are as follows:

S/N	Name	Designation	Department	Length of Service (years)
1	Salmah Binti Mohamed Salleh Endonimmah	Welfare Support Officer	DIO	29
2	Arubaya Binti Buang	Senior Welfare Officer	DIO	22
3	Salbiah Binte Salleh	Cook	DIO	19
4	Yusop Bin Ahmad	Cleaning Attendant (Maintenance)	DIO	18
5	Fadzilah Binti Haji Mohamad	Senior Admin Executive	Welfare Aid	17
6	Lorna Galanto Ortiguerra	Finance Manager	Finance	14
7	Muhammad Saiful Bin Abdul Karim	Manager (Special Projects)	Special Projects	12
8	Saadiah Binte Osman	Senior Executive Officer	Admin	10
9	Leny Alvarez Gatdula	Senior Finance Executive	Finance	7
10	Norrashidah Binte Abdul Rashid	Welfare Services Manager	Welfare	6

## 1.3 Remuneration of Key Executives

**1.3.1** In line with the National Council of Social Service Corporate Governance Code, the remuneration of the key executives of MTFAs are listed below for the financial year ended 31 March 2022:

S/N	Name/Designation	Fixed Component (1) %	Provident Fund (2) %	Total Compensation %
<b>More than S\$100,000 annually</b>				
1	<b>Abdul Qader Omer Al-Aidaros</b> Executive Director (Admin)	83	17	100
<b>Less than S\$100,000 annually</b>				
2	<b>Rhoderick Abad Arellano</b> Centre (Nurse) Manager (IKC)	100	0	100
3	<b>Fatimah Binte Mohamed</b> Assistant Nurse Manager (IKC)	83	17	100
4	<b>Rosika Pushparaj</b> Senior Staff Nurse (IKC)	83	17	100
5	<b>Lorna Galanto Ortiguerra</b> Finance Manager (Finance)	100	0	100
6	<b>Kashif Ali Shah</b> Executive Secretary (Admin)	83	17	100

7	<b>Ahmad Taufiq Bin Muhammad</b> Case Unit Manager (DIO)	83	17	100
8	<b>Mohamed Zakaria Bin Mohamed Yasin</b> Home Manager (DIO)	83	17	100
9	<b>Norazlina Binte Taha</b> Home Manager (DIO)	83	17	100

#### Notes

(1) Fixed component refers to the base salary earned and Annual Wage Supplement, if applicable, or the year ended 31 March 2022.

(2) Provident Fund represents payments in respect of the company's statutory contributions to the Central Provident Fund Board.

## 2

### TRAINING AND DEVELOPMENT

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- 2.1** Staff attended courses relevant to their roles to enhance their competencies. Some courses attended were mandatory as per MSF's licensing requirements while other courses were supplementary.
- 2.2** A total of \$27,550.07 had been spent on staff training from April 2021 to March 2022. This was primarily spent on the staff working in the MTFA Darul Ihsan Orphanages due to the revised regulatory requirement for mandatory or recommended training that would be relevant to their work.

## 3

### STAFF AWARDS

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- 3.1** Healthy staff cash awards totaling \$1,580.00 had been presented to staff who had taken two days or fewer of medical leave in the calendar year of 2021.
- 3.2** Long service cash awards totaling \$2,000.00 had been presented to staff who had reached the milestone of serving for 5 and 10 years in MTFA in the calendar year of 2021.

# 4

## NEW INITIATIVES

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- 4.1** The Staff Support Scheme (S3), in collaboration with Club Heal had been introduced to all staff in MTFA as part of MTFA's employee welfare programme. The Staff Support Scheme is professional, confidential programme designed to engage staff to deal with their personal and relational difficulties that may impede their physical health, work performance, mental and psychological well-being. With the initiative, the staff of MTFA are given an avenue and outlet to seek professional therapeutic assistance if required, ensuring that the mental well-being of staff in MTFA remains healthy and creating a supportive & caring culture within the organization.

The S3 scheme was further enhanced in the calendar year of 2021 with the collaboration with Counselling and Care Centre which specializes in trauma-specific counselling for MTFA's staff.

- 4.2** There was an increase in staff headcount in several key departments to meet with the higher volume of work and the provision of more services to the relevant stakeholders. There were also more managers appointed in the MTFA Darul Ihsan Orphanages to cater to the operational requirements of running both homes.
- 4.3** Confirmed staff also received an E-gift worth \$150 each in March 2022 that could be spent on various merchandise in selected stores, as part of MTFA's staff welfare initiative.



**AUDIT & RISK  
ANNUAL REPORT  
FOR 2021/22**



# AUDIT & RISK ANNUAL REPORT FOR 2021/22

## COMMITTEE MEMBERS

Name	Position	Period
Muhammad Ismail Bin Abdul Rahman	● Chairman	● April 2021 – March 2022
Sameer Bin Abdul Jalil	● Vice Chairman	● April 2021 – March 2022
Mohamed Fazluddin Mohd Hanipah	● Member	● April 2021 – March 2022
Ferdaus S/O Amzah	● Member	● April 2021 – March 2022
Mohamed Zaidi Bin Ab Rahman	● Member	● April 2021 – March 2022

Secretarial Support	Position	Period
Nur Shafawati Binte Mohamed Shis	Internal Control & Quality Manager	April 2021 – March 2022

## 1 ROLES AND RESPONSIBILITIES

- 1.1** The Audit and Risk Committee of Muslimin Trust Fund Association (MTFA) facilitates holistic risk assessment, reviews mitigation plans, and reviews external and internal audits of MTFA and its subsidiaries to the MTFA Board to provide independent assurance about the organisation's activities.

The Audit and Risk Committee is responsible:

- 1 To review the risk identification, risk assessment and mitigation plans of MTFA and its subsidiaries periodically.
- 2 To assess the feasibility of the mitigation plans related to the long- and short-term strategy for MTFA and its subsidiaries.
- 3 To review continuity plans in worst-case scenarios and review the sufficiency of preparedness of contingency plans.
- 4 To oversee the financial reporting and disclosure process and monitor the choice of accounting policies and principles.
- 5 To review the audit plans and reports of the external auditors and internal auditors and consider the effectiveness of management's actions on the auditors' recommendations.
- 6 Conduct periodic internal checks on key processes to ensure compliance with the established procedures and report to the Board on the findings and recommendations for improvements.
- 7 To analyse and address the risks that are associated with the key processes.
- 8 To oversee regulatory compliance and whistleblowing guidelines (where applicable).
- 9 To report to the MTFA Board of any financial irregularities, concerns and opportunities.
- 10 To liaise with auditors on any significant matters arising.

# 2

## REPORT FOR AUDIT & RISK COMMITTEE

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**2.1** From 1st April 2021 to 31st March 2022

# 3

## ANNUAL REVIEWS OF CONTROL & RISK ASSESSMENT

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### 3.1 COVID-19

Actions which MTFA and its subsidiaries took action by:



### 3.2 Policies & Standard Operating Procedures

ICQM has reviewed new and existing policies which have been developed to ensure it conforms to relevant governance and legal frameworks.

# 4

## ISO 9001:2015 QUALITY MANAGEMENT SYSTEM

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ISO 9001:2015 develops standards to ensure the quality, safety, and efficiency of products, services, and systems in MTFA.

There are several benefits of MTFA getting this ISO 9001:2015:

- Greater efficiency and the reduction of wastage.
- Better control of processes.
- Better understanding of customer needs.
- Improve regulation and implementation of good working practices.
- Improvement in risk management.
- Improvement in customer satisfaction.
- Improved participation of employees.
- Better internal communication.

The scope covers: ***"Provision of Residential Care for Vulnerable Children and Young Persons, Financial Aid, Educational Support, Dialysis Services, and Burial Services."***

MTFA has maintained certification of ISO 9001:2015 on 7th March 2022 – Surveillance Audit.

MTFA has effectively maintained the management systems requirement, including applicable legislation and contractual requirement.

# 5

## ON-GOING PROJECT 2022/2023

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### 5.1 Enterprise Risk Management Framework

**Objective:** To develop Risk Registers, Enterprise Risk Management Policy and Key Indicators dashboard at the organisational level.

Programme Starts: 14 February 2022 // Programme Ends: 31 August 2022

Appointed Consultant: In.Corp Business Advisory Pte. Ltd.

### 5.2 Data Protection Trustmark (DPTM) Certification

DPTM is a voluntary enterprise-wide certification to demonstrate accountability for data protection practices. It demonstrates our organisation's willingness to build trust with our donors and other stakeholders.

Programme Start: January 2021 // Target Programme End: June 2023

Appointed Consultant: Regit Pte Ltd

Appointed Data Protection Officer as a service: 7-Network Pte Ltd (on 30 June 2022)

- i Guidance towards achieving DPTM Certification.
- ii Providing Hands-on Training on Data Protection based on DPTM requirements and IMDA to MTFA.
- iii Advisory Services to achieve operational compliance with the Personal Data Protection Act (PDPA).
- iv Software to implement and monitor MTFA Data Protection Management Programme (DPMP).

# 6

## FINANCIAL AUDIT

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MTFA engaged an external auditor, Rohan Mah & Partners LLP for our annual financial audit. Refer to the Pages 10 to 62 for the Audited Financial Statements Section.

# 7

## CONCLUSION

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The committee has to its best ability ensured that the organisation has adhered to all the major rules and regulations according to the law. The committee has also made several recommendations to resolve any gaps and risks which have been identified. The committee will continue to conduct audit checks to maintain the organisational standards that are in place.



**MTFA BURIAL &  
MTFA IHSAN CASKET  
ANNUAL REPORT  
FOR 2021/22**

### COMMITTEE MEMBERS

**Name**

Mr Sameer Bin Abdul Jalil  
Mr Abbas Khan S/O Abdul Aziz  
Mr Wasim Abdul Majeed  
Mr Syed Jaafar Bin Syed Alwi Madihi  
Mr Muhammad Ismail Bin Abdul Rahman

**Position**

- Chairman
- Vice Chairman
- Member
- Member
- Member

**Secretarial Support**

Muhammad Saiful Bin Abdul Karim  
Siti Aisyah Binte Abdul Wahab

**Position**

- Manager  
(Special Projects/MTFA Ihsan Casket)
- Executive Officer

# 1

## PERFORMANCE OF THE BURIAL FUNCTION

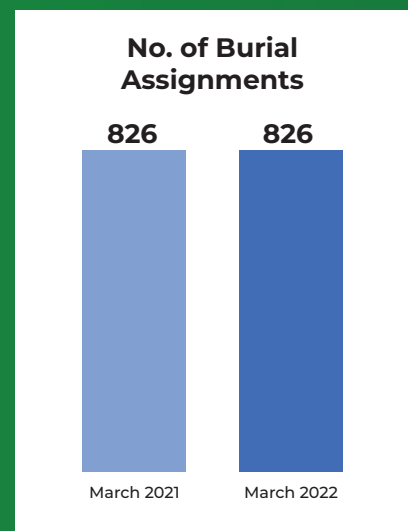
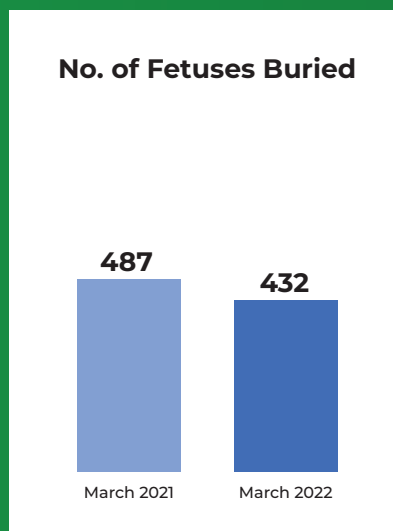
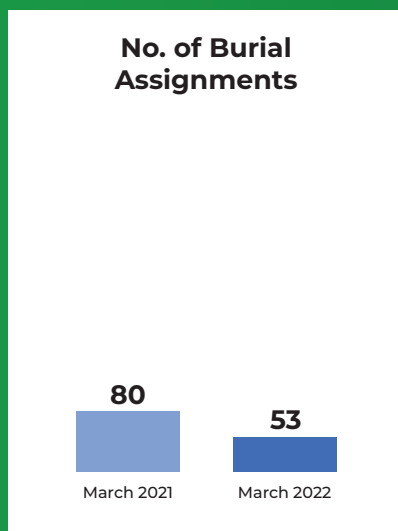
- 1.1** The Association has previously outsourced the burial function of poor and indigent Muslims in Singapore (as well as unclaimed bodies and body parts) since February 2004 until April 2020 to the Singapore Muslim Casket & Marble Contractor Pte Ltd (SMC). Since April 2020, a casket company was set up within MTFA to enable us to perform the burial function ourselves. It was officially registered under ACRA on 31 March 2020 as Sole-Proprietor under the branding, "Ihsan Casket".
- 1.2** Whenever MTFA Ihsan Casket is unable to perform the burial, the task will be assigned to other casket companies as part of our Business Continuity Plan (BCP).

# 2

## BURIALS ARRANGED

**2.1** The total number of burials arranged by the Association from April 2021 to March 2022 is shown below with comparative figures from previous years. The figures include the burial of Muslims who passed away in hospitals such as Singapore General Hospital or nursing homes such as Dover Park Hospice. The figures also include unclaimed fetuses and body parts.

Year	No. of Burial Assignments	Bodies Buried		Fetuses Buried	Limbs/Body Parts Buried
		Male	Female		
April 2017 – March 2018	63	24	11	192	796
April 2018 – March 2019	54	16	7	171	777
April 2019 – March 2020	76	24	15	235	843
April 2020 – March 2021	80	33	10	487	826
April 2021 – March 2022	53	22	15	432	826



# 3

## BURIAL EXPENSES AND RECEIPTS

**3.1** The expenses on burials amounted to **\$49,328** from April 2021 to March 2022 as shown in the Burial Fund Account.

### COMMITTEE MEMBERS

**Name**

Mr Sameer Bin Abdul Jalil  
Mr Abbas Khan S/O Abdul Aziz  
Mr Wasim Abdul Majeed  
Mr Syed Jaafar Bin Syed Alwi Madihi  
Mr Muhammad Ismail Bin Abdul Rahman

**Position**

- Chairman
- Vice Chairman
- Member
- Member
- Member

**Secretarial Support**

Muhammad Saiful Bin Abdul Karim  
Siti Aisyah Binte Abdul Wahab

**Position**

- Manager  
(Special Projects/MTFA Ihsan Casket)
- Executive Officer

# 1

## INTRODUCTION

- 1.1** MTFA Ihsan Casket was established and operated since April 2020 as MTFA's first social enterprise with a plough-back model. It aims to offer funeral services to the public and the proceeds are then to be channeled back to the charitable functions of MTFA, in particular to subsidize the burial costs of unclaimed bodies and deceased of the poor and indigent Muslims in Singapore.
- 1.2** MTFA Ihsan Casket is also the default vendor assigned by MTFA to perform the burial of the poor and indigent Muslims in Singapore as well as unclaimed bodies, body parts and fetuses, in line with the first object of our Constitution.

# 2

## BURIALS ARRANGED

**2.1** The total number of burials assignments that had been done by Ihsan Casket from April 2021 to March 2022 is shown below.

- Public Cases (The burial services available to the member of public)

	No. of Burial Assignments	Bodies Buried		Fetuses Buried	Limbs/ Body Parts Buried	Placenta Buried
		Male	Female			
April 2020 – March 2021	47	13	9	2	1	22
April 2021– March 2022	41	5	12	3	1	20

- MTFA Cases (The pro bono burial services provided for unclaimed bodies or for the underprivileged individuals)

	No. of Burial Assignments	Bodies Buried		Fetuses Buried	Limbs/ Body Parts Buried
		Male	Female		
April 2020 – March 2021	80	33	10	487	826
April 2021 – March 2022	53	22	15	439	826



# 3

## ACHIEVEMENTS

### 3.1 Courses

MTFA Ihsan Casket had conducted burial management courses for the public. It consists of both theoretical and practical parts of the burial.

Year	Date	Venue
2022	26 February 2022	WIS@Changi 116 Changi Rd #04-01 (Neuro Nadi Qur'an) Singapore 419718
2021	25 December 2021	Step 1 Academy 59 Aliwal Street Singapore 199935
	18 December 2021	The Arab Association Singapore 11 Lor 37 Geylang Singapore 387908
	9 December 2021 to 10 December 2021	Darul Ihsan Lilbanat 23 Wan Tho Avenue Singapore 347552
	30 October 2021 10 April 2021	The Arab Association Singapore 11 Lor 37 Geylang Singapore 387908
	23 March 2021	El-Malja 10 Ubi Crescent, Ubi Techpark #05-68 Singapore 408564
	3 March 2021	The Arab Association Singapore 11 Lor 37 Geylang Singapore 387908

# 4

## IHSAN CASKET EXPENSES

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**4.1** The expenses for Ihsan Casket had amounted to **\$68,884** from April 2021 to March 2022 as shown in the MTFA Ihsan Casket Account.

Breakdown of the expenses:

No	Description	Amount
01	Funeral & Burial Expenses	\$27,824
02	Burial Supplies & Consumables	\$1,385
03	Others	\$39,675



**MTFA DARUL IHSAN  
ORPHANAGE  
ANNUAL REPORT  
FOR 2021/22**

# MTFA DARUL IHSAN ORPHANAGE ANNUAL REPORT FOR 2021/22

## COMMITTEE MEMBERS

### MTFA Darul Ihsan Management Committee

Mr Wasim Abdul Majeed  
Mr Abdul Rahman Bin Mohd Hanipah  
Mr Syed Muhammad Shafeeq Bin Abbas Alsagoff  
Mr Syed Jaafar Bin Syed Alwi Madihi  
Mr Mohd Fazluddin Bin Mohd Hanipah

### Position

- Chairman
- Vice Chairman
- Secretary (Served until Sept 2021)
- Secretary (Served since Sept 2021)
- Treasurer

### Independent Members

Mr Mohammad Faizal Bin Fadzlillah  
Ms M Jarina Begum  
Mr Mohammad Zakaria Paracha  
Ms Rokiah Banu

- Member
- Member
- Member
- Member

### Secretarial Support

2 Home Managers, 2 Deputy Home Managers, 1 Case Manager and 1 Executive Officer

### MTFA Darul Ihsan Executive Committee

Mr Wasim Abdul Majeed  
Mr Abdul Rahman Bin Mohd Hanipah  
Mr Syed Muhammad Shafeeq Bin Abbas Alsagoff  
Mr Syed Jaafar Bin Syed Alwi Madihi  
Mr Mohd Fazluddin Bin Mohd Hanipah  
Mr Sameer Bin Abdul Jalil  
Mr Muhammad Ismail Bin Abdul Rahman  
Mr Mohamed Zakaria Bin Mohamed Yasin  
Ms Norazlina Taha  
Mr Ahmad Taufiq Bin Muhammad

### Position

- Chairman
- Vice Chairman
- Secretary (Served until Sept 2021)
- Secretary (Since Sept 2021)
- Treasurer
- Member
- Member
- Home Manager (Boys)
- Home Manager (Girls)
- Case Manager (Boys & Girls)

# 1

## VISION, MISSION & VALUES

- 1.1** The Muslimin Trust Fund Association operates two orphanages, namely MTFA Darul Ihsan Boys' Orphanage at 5 Mattar Road Singapore 387713 and MTFA Darul Ihsan Lilbanat (Girls' Orphanage) at 23 Wan Tho Avenue Singapore 347552. MTFA Darul Ihsan (DI) two orphanages are managed by a Management Committee (DIMC), with an Executive Committee (DI ExCo) looking into operational matters. The vision, mission and values of MTFA Darul Ihsan Orphanage are as follows:

### Vision:

A home of distinction that provides quality care.

### Mission:

To create a nurturing environment that builds character and promotes excellence.

### Values:

Integrity, Care, Respect & Resilience (IC2R).

# 2

## RESIDENTS & ACTIVITIES

As at 31 March 2022, there were a total of **24** male residents and **23** female residents. Between 1 April 2021 to 31 March 2022, at MTFA Darul Ihsan Boys' Orphanage, **8** boys were admitted and **10** boys were discharged while at mtfa Darul Ihsan Girls' Orphanage, **15** girls were admitted and **12** girls were discharged.

### No. of Residents as at 31 March 2021



## 2.1 Residents' Level of Study

All residents attended school and the levels of study as at 31 March 2022 were as follows:

School/Institution	Darul Ihsan Boys' Orphanage Residents	Darul Ihsan Girls' Orphanage Residents
Primary	4	3
Secondary	15	17
Vocational School (Metta School)	1	3
Institute of Technical Education (ITE)	4	0
<b>Total</b>	<b>24</b>	<b>23</b>

# 3

## NOTABLE ACHIEVEMENTS

### 3.1 Case Management

Independent Living  
Staff Support Scheme

### 3.2 Home Ops

1. DIL Key Partner - SportCares funded \$40,000 to bring unique Sporting experience for 27 female residents. The myriad of sports include running, cycling and multi-sport activities such as badminton, skipping, dodgeball, Captain's Ball etc.

2. DIL Estates & Facilities:

- Improved door security system
- Renovated toilet

DI Estates & Facilities

- Renovated Recreational Room
- Renovated Dining Hall

Launch of digitalisation system for Home Operations

Training:

36 Home Care staff are trained through core courses organised by key training providers Social Service Institute and MSF:

- Introduction to Child Protection Framework
- Certificate in Residential Care for Children and Young Persons
- Standard First Aid + AED
- Fire Safety Training
- Certified User for Youth Level of Service/Case Management Inventory (YLS/CMI)

New courses by SSI were introduced:

- Integrated Structured Decision Making (SDM) and Partnering for Safety (PFS) for
- Out-of-Home Care (OHC)
- Introduction & Implementation to Trauma Informed Positive Behaviour
- Interventions and Supports for Children and Young Persons in Residential Care
- Coaching/Mentoring course for Supervisors in VCH
- Safety Intervention Instructor Course (formerly known as Management of Actual or Potential Aggression)

New Training Providers were identified:

No.	Training Providers	Courses
1	Health Promotion Board	Advocate Educators Training on Smoking Cessation.
2	Mendaki	Gift-Centred Mentoring Training.
3	Club HEAL	Healing Friends Training - Understand Mental Health Illness.
4	Grace Oasis Counselling Services	How to help a child navigate through difficult emotions. How to engage a child with difficult behaviours.
5	Academy of Human Development	Trauma-informed intervention in practices. Trauma-Informed Cognitive Behavioural Therapy.

### 3.3

#### Academic

##### Examination Results

1. In 2021, 4 males and 1 female residents passed their PSLE and were promoted to Secondary level. 2 Residents received outstanding results and were promoted to the Express and Normal Academic stream respectively.  
A total of 3 residents (2 males and 1 female) passed their 'N' Levels and graduated from Secondary School. They are currently pursuing their Higher Nitec and Nitec courses in various Institute of Technical Education (ITE).

##### Private Tuition

2. A private tuition agency was engaged to collaborate with the Home giving our residents the extra learning support. The tuition sessions were all conducted in-house. Specific interventions were given to residents to cater to their needs.

##### Dyslexia Association of Singapore (DAS)

3. 2 male and 2 female residents attended the Dyslexia Association of Singapore (DAS). They were enrolled to DAS due to their varying levels of dyslexia and they benefited from the programme as it helped improve their reading skills.

##### Religious Education

4. Residents were occupied with religious and spiritual activities such as fasting, reading the Holy Qur'an (Tadarus) for at least three times a week, In-house Qiyamullail where the residents performed night prayers such as Solat Tahajjud, Solat Hajat and Solat Taubah. The recitation of surah Yasin, Tahlil, Maulid Dibaie' and Doa Selamat is also conducted weekly.

Most activities were done via the online platform and gradually moved to physical sessions.

All activities were conducted under the supervision of Religious teacher who are certified under MUIS's Asatizah Recognition Scheme (ARS).

Home organised bi-weekly In-House Islamic Talks (Tazkirah) by engaging ARS Certified asatizahs to share their valuable religious insights and discuss current issues that teenagers are facing nowadays with our residents. The Home made such an arrangement to engage one fixed speaker for both the Boys and Girls Home separately to ease rapport building with the residents and to most importantly ensure teachings are consistent and focused.

##### Good Progress Award

5. Residents are valued for their achievements in various aspects, not necessarily as top-achieving performers. The intent is to steer away from only recognizing academic performance and those who are outwardly excellent. Every improvement is recognized, and every category is important in terms of residents' holistic development to encourage consistency.



# 4

## PAST INITIATIVES

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### 4.1 Case Management

#### **Equine-based Therapy with Equal-Ark**

January 2021 was our pioneer batch of residents heading who attended Equine therapy with Equal-Ark. Darul Ihsan adopts an evidence based approach when working with residents with a trauma background. Benefits of Equine Therapy increased trust, reduced anxiety, less feeling of depression and isolation, increased self-esteem, self-acceptance, and social skills, better impulse control, improved communication skills, including non-verbal.

#### **Boxing Class with Juggernaut Fight Club**

August 2020 was the first lesson for boxing as the first batch started their beginners class under the tutelage of Coach Arvind Lalwani (SEA Games Medalist for Boxing). The program had one purpose in mind to teach our residents control and how to direct pent up frustrations appropriately. Coach Arvind volunteered his time every Saturday from 2:30PM to 2:00PM from August 2020 to June 2021. The program was favourite with the residents as it allowed them space and time to learn how to manage their anger and direct it purposefully.

#### **Dyslexia Association of Singapore**

With every new placement of resident, the case team would work closely with the schools and current education officer to ensure that if the resident needs specialised intervention in terms of learning or reading difficulties, the resident would receive the help that they need. This method of early detection allows the home to plan for better therapeutic or academic interventions.

#### **Clinical Supervision for Managers**

Clinical supervision is the process of having a trained clinician to work with supervisors and managers to ensure that the needs of staff, residents and home are met. It was to ensure to address issues like blindspots of managers, compassion burn-out and dealing with difficult situations.

#### **Staff Support Scheme with Club Heal**

One of the biggest challenges of working in a residential setting is the reality of burnout and compassion fatigue. There was a need to address this issue and ensure that staff have a confidential outlet and safe space to speak to a professional over difficult topics be it a professional or personal issue that they may be facing.

# 5

## FUND RAISING

- 5.1** As a charitable organisation (Registration No: 00114) and an Institution of Public Character (NCSS 97-030MTA), MTFA Darul Ihsan Orphanage relies heavily on public donations. The Commissioner of Charities has granted the orphanage Institution of a Public Character (IPC) status from 8 April 2022 to 7 April 2025. (Note: Due to the pandemic situation, physical fundraising initiatives such as collection at the mosque were cancelled.)
- 5.2 Donations through GIRO**  
From 1 April 2021 to 31 March 2022, the project grossed a total collection of \$288,693. MTFA Darul Ihsan wishes to convey many thanks to the donors who had donated through this project.
- 5.3 On-line Donation Portal (OLDP)**  
The OLDP is an on-line donation portal in Singapore that receives credit card donations through Giving.sg. The portal is created and powered by National Volunteer and Philanthropy Centre (NPVC), an independent, not-for-profit organisation that advocates giving in Singapore. On-line donation also includes donations via PayNow and Bank transfers.

On-line donation generated an income of **\$1,170,573**  
from 1 April 2021 to 31 March 2022.

# 6

## REMUNERATION OF THE 3 KEY EXECUTIVES

- 6.1** So as to comply with the National Council of Social Service Corporate Governance Code, the remuneration of the 3 key executives of Darul Ihsan Orphanage is listed below for the financial year ended 31 March 2022:

Key Management Personnel	31 March 2022	31 March 2021
Salaries and bonuses	\$194,486	\$153,497
Contribution to CPF	\$33,114	\$26,158
<b>TOTAL</b>	<b>\$227,600</b>	<b>\$179,655</b>

### Notes

(1) Key management personnel comprise of the direct reporting senior officers (Senior Manager/Home Managers and Case Unit Manager).

(2) The number of employees (including key management personnel) whose remuneration amount is over S\$100,000 in the financial year is Nil (2020: Nil).

# 7

## GENERAL RESERVES

**7.1** Our reserves position as at the balance sheet date is as follows:

	31 March 2022	31 March 2021	% Increase / (Decrease)
<b>General Fund</b>	23,558,174	22,656,707	4%
<b>Ratio of Reserves to Annual Operating Expenditure</b>	543%	588%	(7%)

The reserves that we have set aside provide financial stability and the means for the development of our principal activity. We intend to maintain our reserves at a level which is equivalent to 2 years - as a prudent hedge against fluctuations in income and operating expenditure as a direct result of the number of residents under our charge, to be able to respond to any emergencies and to be able to ensure its continued commitment to the objectives of the organisation.

The cover features a dark green background with a repeating geometric pattern of interlocking circles. A large, light green diamond shape is centered on the page, with a white triangle pointing upwards from its bottom vertex. The text is centered within this white triangle.

**MTFA IHSAN LIVING  
ANNUAL REPORT  
FOR 2021/22**

## COMMITTEE MEMBERS

Mr Syed Jaafar Bin Syed Alwi Madihi	● Chairman
Mr Sameer Bin Abdul Jalil	● Vice Chairman
Mr Muhammad Ismail Bin Abdul Rahman	● Member
Mr Wasim Abdul Majeed	● Member
Dr Abdul Qader Omer Al-Aidaros	● Member
<b>Secretarial Support</b>	
Ahmad Taufiq Bin Muhammad	● Case Unit Manager
Muhammad Ruzaini Bin Zainal	● Case Worker

# 1

## OUTLINE

The **MTFA Ihsan Living** is a support program providing vulnerable young adults aged between 18 to 25 years the opportunity to transit towards independent living. Specifically designed for graduates from residential care facilities who do not have a family or safe haven to return to upon. Ihsan Living charts a route for these young adults to reintegrate safely and effectively into the community. Ihsan Living addresses a gap in the community to support residents who age out of care from VCHs.

# 2

## OBJECTIVES

1. Provide a support system for young adults devoid of a reliable caregiver to safely reintegrate into the community.
2. Create a transitional place for young adults to adapt to community and independent living before moving out to stay at their own HDB apartment.
3. Engineer programmes that enrich the young adults involved to be equipped with hard and soft life skills necessary for independent living.
4. Keep siblings together to maintain the family structure and relationship.
5. Maximize utilization of existing resources.
6. Support Ministry of Social and Family Development (MSF)'s reintegration agenda.

# 3

## VISION & MISSION

### Vision:

Reintegrating vulnerable Muslim youths safely back into the community

### Mission:

To create an experiential learning program for youths to pick up essential Life Skills as we transit them gradually towards Independent Living

# 4

## AT THE PRESENT MOMENT

Five participants formerly residents from MTFA Darul Ihsan Orphanage are currently residing in a 4-room HDB flat located at 18C Circuit Road that is being rented by MTFA from the open market. Participants were required to go through an induction program consisting of life skills and equipping participants with skills and knowledge from Mar 2021 to June 2021 prior to moving. Each of the sessions was conducted was curated to the needs of the participants of the pilot run of Ihsan Living.

Programs participants had to go through prior to moving in:

No.	Programme	Month
1	Overview of Ihsan Living	March 2021
2	Seeking Help – Knowing your resources	April 2021
3	Financial Planning	May 2021
4	Interviewing Skills	June 2021
5	Life Ready – How to Sertu your home (Moving-in)	July 2021
6	Financial Planning	August 2021
7	Resume Writing	September & October 2021
8	Personal Insurance	December 2021
9	Career Aptitude – 16 Personalities	January 2022
10	Career Planning	February 2022
11	Personal Insurance and Future Planning	March 2022

Each resident is allocated an annual professional development fund to pursue interests or courses that may interest or help them develop their own skills. Some of the current participants have signed up to courses to learn new languages, musical instruments, coding, learning about cryptocurrency and investments.

Case Worker Ruzaini has also been doing bi-monthly check in sessions to check on the participants well-being. All participants have adjusted well to their current living arrangements and three of them are currently enlisted to National Service.

# 5

## IHSAN LIVING - MOVING FORWARD

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There is an arising need to establish MTFA Ihsan Living for women as there will be a few residents from MTFA Darul Ihsan Lilbanat who will be aging out of care. There are plans to scale up MTFA Ihsan Living to accommodate more participants from other Homes. We have reached out to other Homes to share and inform them about MTFA Ihsan Living.



**MTFA IHSAN  
KIDNEY CARE  
ANNUAL REPORT  
FOR 2021/22**



# 1

## INTRODUCTION

- 1.1** MTFA Ihsan Kidney Care has undergone many challenges through the year, particularly due to the COVID-19 pandemic. Despite these challenges, MTFA Ihsan Kidney Care continues to grow, striving to extend its services to underprivileged patients, regardless of race or religion.

Through the period April 2021 to March 2022, MTFA Ihsan Kidney Care has experienced a steady growth in the patient and staff census. This growth has seen Ihsan Kidney Care extending its services to more underprivileged patients in need of dialysis treatments.

Approximately 9,000 dialysis treatments were performed throughout April 2021 to March 2022. Through this challenging year, the waiving off routine blood test charges for all patients has reduced the financial stress on patients.

The following section of this report will provide the details of the key changes that MTFA Ihsan Kidney Care has experienced from April 2021 to March 2022.

# 2

## GOVERNANCE

### MTFA Management Committee

Dr Muhammad Faeyz Karim	● Chairman
Mr Muhammad Ismail Bin Abdul Rahman	● Vice Chairman
Mr Wasim Abdul Majeed	● Member
Mr Abdul Rahman Bin Mohd Hanipah	● Member
Mr Syed Jaafar Bin Syed Alwi Madihi	● Member

### IKC Independent Members

Ms Jane Caroline van der Straaten	● Member
Dr Norhisham Bin Main	● Member
Mr Vishal Kapoor	● Member
Mr Kenneth Goh Soon Ping	● Member
Dr Mohamed Fadzil Bin Mohamed Hamzah	● Member

### Key Management Staff

Dr Abdul Qader Omer Al-Aidaros	● Executive Director, MTFA
Dr Stephen Chew	● Medical Director, IKC

### IKC Working Committee Members

Dr Muhammad Faeyz Karim	• Chairman
Mr Muhammad Ismail Bin Abdul Rahman	• Vice Chairman
Mr Syed Jaafar Bin Syed Alwi Madihi	• Member
Mr Wasim Abdul Majeed	• Member
Mr Abdul Rahman Bin Mohd Hanipah	• Member
Mr Syed Muhammad Shafeeq Bin Abbas Alsagoff	• Member (Served until Sept 2021)
Mr Mohamed Fazluddin Bin Mohd Hanipah	• Member

### Sub-Committees Chairmen

Mr Vishal Kapoor	• Audit and Risk
Mr Muhammad Ismail Bin Abdul Rahman	• Audit and Risk
Mr Syed Jaafar Bin Syed Alwi Madihi	• Finance
Ms Jane Caroline van der Straaten	• Programs and Services
Dr Norhisham Bin Main	• Programs and Services
Mr Wasim Abdul Majid	• Fundraising
Mr Kenneth Goh Soon Ping	• Technology
Dr Muhammad Faeyz Karim	• Quality Assurance

# 3

## OVERALL DEMOGRAPHICS (AS OF 31 MARCH 2022)

### 3.1 Census

	As of March 19	As of March 20	As of March 21	As of March 22
Patient	43	55	64	66
Nurses	8	11	9	11
Doctors	1	1	1	1

### 3.2 Ethnicity

	As of March 19	As of March 20	As of March 21	As of March 22
Chinese	18 (42.9%)	24 (43.6%)	26 (40.6%)	29 (43.9%)
Malay	10 (23.8%)	19 (34.6%)	26 (40.6%)	26 (39.4%)
Indian	13 (31%)	11 (20.0%)	10 (15.6%)	10 (15.2%)
Others	1 (2.3%)	1 (1.8%)	2 (3.2%)	1 (1.5%)

### 3.3 Age

	As of March 19	As of March 20	As of March 21	As of March 22
65 years & above	15 (35.8%)	22 (40.0%)	33 (51.6%)	36 (54.5%)
45 years to 64 years	19 (45.2%)	17 (30.9%)	20 (31.2%)	18 (27.3%)
44 years & below	8 (19%)	16 (29.1%)	11 (17.2%)	12 (18.2%)

### 3.4 Gender

	As of March 19	As of March 20	As of March 21	As of March 22
Male	22 (52.4%)	32 (58.2%)	36 (56.2%)	36 (54.5%)
Female	20 (47.6%)	23 (41.8%)	28 (43.8%)	30 (45.5%)

### 3.5 Income (Per Capita)

	As of March 21	As of March 22
\$800 and Below	36 (56.2%)	38 (57.6%)
\$801 - \$1,200	10 (15.6%)	10 (15.2%)
\$1,201 - \$1,900	11 (17.2%)	13 (19.7%)
\$1,901 - \$2,000	0 (0.0%)	1 (1.5%)
\$2,001 - \$2,800	6 (9.4%)	3 (4.5%)
\$2,801 and Above	1 (1.6%)	1 (1.5%)

	As of March 19	As of March 20
\$700 and Below	21 (50%)	35 (63.6%)
\$701 - \$1,100	7 (16.6%)	7 (12.7%)
\$1,101 - \$1,600	6 (14.3%)	7 (12.7%)
\$1,601 - \$1,800	2 (4.8%)	3 (5.5%)
\$1,801 - \$2,600	6 (14.3%)	3 (5.5%)
\$2,601 and Above	0 (0.0%)	0 (0.0%)

From 01 July 2020, MOH revised the community HD subsidy piece-rates for Singaporeans Citizens and Permanent Residents. Hence, the parameters for income (per capita) between March 2020 and March 2021 differ.

### 3.6 Mobility Status

	As of March 19	As of March 20	As of March 21	As of March 22
Tier 0	32 (76.2%)	36 (65.5%)	34 (53.1%)	31 (47%)
Tier 1	2 (4.8%)	3 (5.5%)	12 (18.8%)	14 (21.2%)
Tier 2	8 (19.0%)	17 (40.0%)	18 (28.1%)	21 (31.8%)

A patients' mobility status is assessed through the clinical assessment done by the Centre Manager, and verified by the Medical Director. Tier 0 patients are ambulate independent, which means that they do not require assistance to walk. Tier 1 and 2 patients are ambulate dependent, and require assistance to walk.

### 3.7 Patient Out-of-Pocket Expenses

	As of March 19	As of March 20	As of March 21	As of March 22
\$0	36 (85.7%)	49 (89.1%)	57 (89.1%)	51 (77.3%)
\$1 - \$200	4 (9.5%)	5 (9.1%)	0 (0.0%)	7 (10.6%)
\$201 - \$400	1 (2.4%)	0 (0.0%)	6 (9.3%)	5 (7.6%)
Above \$400	1 (2.4%)	1 (1.8%)	1 (1.6%)	3 (4.5%)

Patients are required to pay out-of-pocket expenses if their MOH subsidies, Medishield Life, Medisave and insurance claims are insufficient to cover the full costs of their treatments per month.

## 4

### REVISION OF HEMODIALYSIS (HD) TREATMENT CHARGES

**4.1** On 1st October 2021, MTFA Ihsan Kidney Care revised the HD charges with a \$10 increase from \$165/session to \$175/session. This increase was necessary to absorb the increase in IKC's operational and manpower costs. To help ease the impact of the revised charges, Ihsan Kidney Care will concurrently extend Ihsan Support Package (ISP) with effect from 1st October 2021 to 1st October 2022. Ihsan Support Package (ISP) consisting of -:

- a) Waiver of routine blood test charges.
- b) Additional subsidy to cover for the difference in out-of-pocket cash payment despite the higher rate.

# 5

## IKC ACHIEVEMENTS

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### 5.1 COVID-19

From the period of April 2021 and March 2022, Ihsan Kidney Care had gone through many challenges adapting to Covid-19 situation in ensuring patients and staff's safety are not compromised at all times. Ihsan Kidney Care established an ART surveillance workflow in line with MOH directive, to deter patients from coming down to the centre when ART positive and arrange for the patients to continue for dialysis treatment to MOH dedicated dialysis centre for Covid. During this difficult time, staff are more well-equipped in handling covid positive patients and are constantly adapting to the change in requirements by MOH.

### 5.2 Recormon dispensing

In April 2021, Ihsan Kidney Care started to dispense in-house Intravenous Recormon to patients.



**WELFARE AID  
ANNUAL REPORT  
FOR 2021/22**

# WELFARE AID ANNUAL REPORT FOR 2021/22

## COMMITTEE MEMBERS

	Position
Mr Abdul Rahman Bin Mohd Hanipah	• Chairman
Mr Wasim Abdul Majeed	• Vice Chairman
Mr Syed Jaafar Bin Syed Alwi Madihi	• Member
Mr Sameer Bin Abdul Jalil	• Member
Mr Hamzah Bin Abdullah Bin Diab	• Member

### Secretarial Support

1 Welfare Service Manager, 1 Executive Officer & 2 Administrative Executives

# 1

## WELFARE AID FUNCTIONS

### 1.1 Zakat Harta & Fidyah Funds Collections & Disbursements

Description	Zakat Harta	Fidyah
Collected as at 31 <sup>st</sup> December 2020	\$1,614,162.92	\$63,104.12
Disbursed between 1 <sup>st</sup> January 2021 to 31 <sup>st</sup> December 2021	\$1,614,162.92	\$63,104.12
Collected from 1st January 2021 to 31 <sup>st</sup> December 2021 to be spent between 1 <sup>st</sup> January 2022 to 31 <sup>st</sup> December 2022	\$1,689,456.60	\$ 77,062.21
Disbursed between 1 <sup>st</sup> January to 31 <sup>st</sup> March 2022	\$271,300.00	\$ 23,000.00
Collection from 1 <sup>st</sup> January 2022 to 31 <sup>st</sup> March 2022 to be disbursed in 2022	\$126,192.00	\$7,783.00

## 1.2 Disbursement under Fakir and Miskin

**1.2.1** As at 31 March 2022, there were **424** *Fakir* and *Miskin* recipients registered with MTFA. They comprised the aged, chronically ill, disabled (bed-ridden, wheel-chair bound, physically-disabled or visually handicapped), divorcees, converts and single mothers. The recipients received their financial aid once every two months.

**1.2.2** Additionally, selected *Fakir* and *Miskin* recipients received a special one-off payment from the *Zakat* funds that were left unutilised by the end of the year. The amounts allocated to them varied depending on their family situation and needs.

**1.2.3** A total of **\$662,133** of *Zakat* was disbursed to *Fakir* and *Miskin* from April 2021 to March 2022. In addition, they were also given rice and groceries vouchers purchased with the *Fidyah* funds collected.

**1.2.4** *Zakat* funds were also used for selected patients of the MTFA Ihsan Kidney Care (IKC). A total of **\$7,084.68** was used from April 2021 to March 2022 to cover the costs of treatment for three IKC patients who were unable to afford the treatment despite receiving substantial subsidies by MOH. This is using medical claims under *Fakir/Miskin asnaf*.

**1.2.5** *Zakat* funds were also used for selected patients of the MTFA Ihsan Kidney Care (IKC). A total of **\$13,821** was used from April 2021 to March 2022 to cover the outstanding payments for these patients who were unable to afford the treatment despite receiving substantial subsidies by MOH. This is using claims under *Gharimin asnaf*.

**1.2.6** The COVID-19 restrictions limited the physical home visits in the year 2021. Despite that, the staff of the Welfare Aid unit conducted home visits to some of the beneficiaries' houses. From April 2021 to March 2022, using *Zakat* funds allocated for home visits, **\$3,018.39** worth of necessary household items were purchased to benefit five eligible families. This amount is included in the *Fakir* and *Miskin* disbursements.

## 1.3 Disbursement under Riqab (Financial Assistance for Educational Purposes)

**1.3.1** A total of **\$1,032,640** was distributed to *Riqab* for educational purposes from April 2021 to March 2022. Of this amount, **\$402,640** was disbursed as financial assistance during the bi-monthly disbursements. The remaining **\$630,000** was disbursed as bursaries to students in Tertiary institutions.

**1.3.2** As at 31 March 2022, there were **570** recipients who are orphans and needy school-children whose parents qualify for financial aid under the *Fakir* and *Miskin asnaf*. The means test based on per capita family income was applied to the two categories of children. The recipients received their financial aid once every two months.



#### 1.4 Disbursement under Riqab (MTFA Bursary Awards)

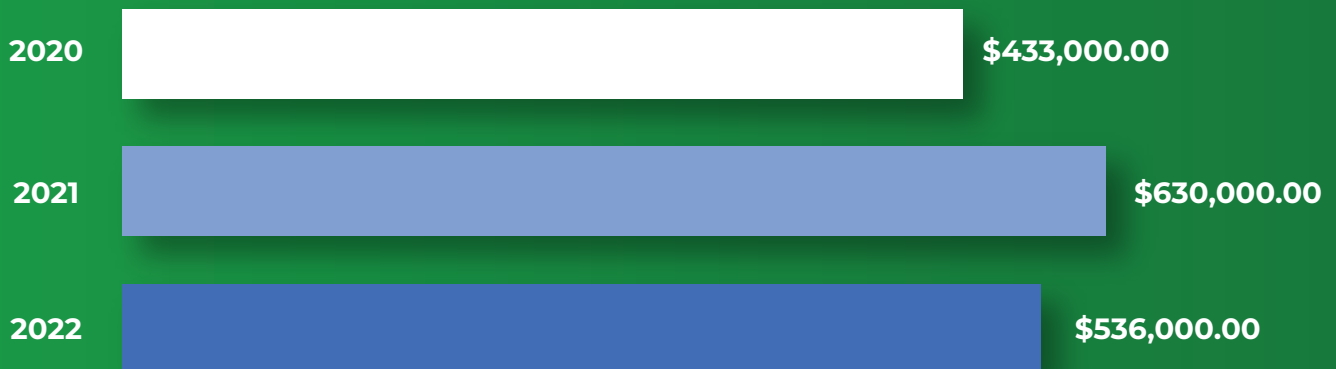
**1.4.1** The application period for the MTFA Bursary Awards was between 25 April 2022 to 27 May 2022 for ITE, Poly, JC & Pre-U students and 1 July 2022 to 31 July 2022 for University students. A total of **673** bursary applications were received in 2022. The results of the bursary applications are given below:

Description	University	JC / Pre-U	Polytechnic	ITE	Total
Applications Received	129	10	291	243	<b>673</b>
Rejected during shortlisting	52	1	100	61	<b>214</b>
Total No. of Successful Applicants	77	9	191	182	<b>459</b>
Quantum of Award	\$2,000	\$1,000	\$1,000	\$1,000	-
<b>Total Amount Awarded</b>	<b>\$154,000</b>	<b>\$9,000</b>	<b>\$191,000</b>	<b>\$182,000</b>	<b>\$536,000</b>

The results of the bursary applications for the past 3 years are as follows:

Description	2020	2021	2022
Total Applications Received	625	1121	673
No. of applications rejected	231	554	214
Total No. of Successful Applicants	394	567	459
<b>Total Amount Awarded</b>	<b>\$433,000</b>	<b>\$630,000</b>	<b>\$536,000</b>

## Total Bursary Disbursed



### 1.5 Disbursement under Amil

Muslimin Trust Fund Association, as the *Amil*, received **\$176,922** for the Financial Year ending 31 March 2022. During the Financial Year, a portion of the *Amil* Fund amounting to **\$98,273.82** was disbursed as bursaries to students in Tertiary institutions.

### 1.6 MTFA Scholarship in Memory of the Founders

**1.6.1** The MTFA Scholarship in Memory of the Founders was established in 2011 in honour of the seven founding fathers of MTFA. The scholarship was meant to help needy students who were outstanding in their area of study to pursue full-time undergraduate or postgraduate education in top universities in Singapore and abroad. MTFA intended to engage successful candidates throughout their course of study to motivate them to take the lead in serving the needs of the Muslim community. It was hoped that the engagement would nurture a spirit of volunteerism and charity in the recipients as exemplified by the founding fathers. Applicants must be Muslim Singapore citizens under the age of 35. The funds for the scholarship are donated by MTFA.

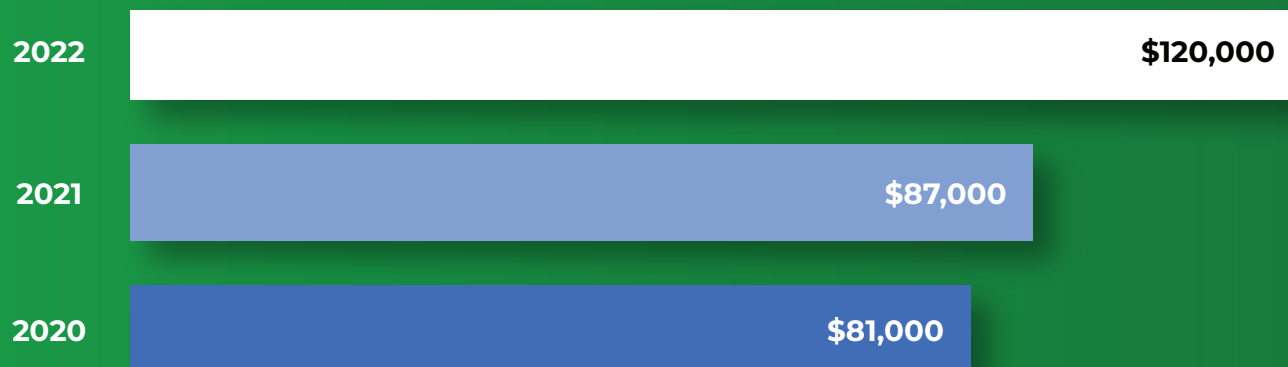
The applications for scholarships were done concurrently with the application for the MTFA Bursary Awards.

**1.6.2** For 2022, a total of **34** applications were received.

The results of the scholarship applications for the past 3 years are as follows:

Description	2020	2021	2022
No. of applications received	28	38	32
No. of applications received after closing date (Appeal)	0	4	2
No. of applications rejected	3	18	5
No. of applicants selected for interview	25	24	29
No. of applicants not successful after Interview	3	4	2
No. of applicants found suitable for bursary after interview	0	0	0
No. of applicants found suitable for Ihsan Scholarship	0	1	0
No. of applicants successful after Interview	22	19	27
No. of Bursary applicants found suitable for Scholarship	0	0	-
<b>Quantum Award</b>	<b>2020</b> \$8,000 award: 4 students \$7,000 award: 1 student \$4,000 award: 2 students \$3,000 award: 7 students \$2,000 award: 5 students \$1,000 award: 3 students	<b>2021</b> \$8,000 award: 3 students \$6,000 award: 2 students \$5,000 award: 5 student \$4,000 award: 1 student \$3,000 award: 4 students \$2,500 award: 4 students	<b>2022</b> \$7,000 award: 2 students \$6,000 award: 5 students \$5,000 award: 5 students \$4,000 award: 7 students \$3,000 award: 6 students \$2,500 award: 2 students
<b>Total Amount Awarded</b>	<b>\$81,000.00</b>	<b>\$87,000.00</b>	<b>\$120,000.00</b>

## Total Scholarship Amount



**1.6.3** In 2022, MTFA donated **\$75,000.00** to be given as scholarships to 27 university students in both local and overseas universities.

**1.6.4** In 2022, MTFA donated **\$6,000.00** to be given to our 2021 Ihsan Scholarship to Abdul Qadir Jailani Bin Dzulkurnain who is an orphan and studying Bachelor of Dental Science (Honours) in University of Queensland.

### **1.7** 2021 Ramadhan Food Distribution Project

**1.7.1** For the 8th year running, MTFA distributed meals for Iftar selected *Zakat* recipients to **142** *Zakat* recipients living in Macpherson, Geylang Bahru and Aljunied Crescent. The meals consisted of rice, one main, one vegetable, one side dish, one dessert and a packet drink.

**1.7.2** MTFA outsourced the weekday and weekend catering to external vendors and engaged a courier service provider (weekdays only) to deliver the food to our recipients' homes. MTFA received positive feedback from our recipients regarding their services. During the weekends, the food was delivered to our recipients by volunteers led by MTFA Vice President, Mr Abdul Rahman Bin Mohd Hanipah. An external courier service provider also participated in delivering food to all beneficiaries' households during the last weekend of Ramadhan, on a 100% donation basis.

**1.7.3** On the eve of Hari Raya Aidilfitri, MTFA provided a special menu consisting of Lontong, Sayor Lodeh, Sambal Sotong Kering, Beef Rendang, Ayam Masak Merah, Sambal Goreng, Serunding and Sambal Kacang. An external vendor and courier service provider were engaged to cater and deliver the food to **142** recipients, on a 100% donation basis.

**1.7.5** In Addition, MTFA provided food for the Malaysians workers who are stranded in Singapore due to Covid situation. Four Seasons Catering Pte Ltd provided 100 meals each day from 29th April till the eve of Raya ,12th May (14 days).

**1.7.6** In total, MTFA spent \$35,928.21 on the project. The expenses covered catering and delivery costs.

## **1.8** **New Initiatives**

**1.8.1** In the third quarter of 2021, we began the migration of the current Welfare Aid database system to a customised Salesforce system with the following benefits:

- i.** Streamlining of the department's processing workflow and reducing paper wastage as we work towards 100% digital applications.
- ii.** Increase the efficiency in our processing and quicker follow-up time with applicants through the provision of online document submission.
- iii.** Reduce the printing of application outcome letters and generate softcopies for all our applicants.
- iv.** Streamline communication between Processing Officers and Applicants through SMS and email integrations.

**1.8.2** Engagement of MTFA Founders' Scholars to enhance Welfare Aid services. Four scholars were assigned to propose new programs for befriending and empowerment of beneficiaries, as well as to do research for Welfare Aid as part of their compulsory 10-hour service to MTFA. Engagement with the scholars began in October'21 which includes befriending (home visits), empowerment for our beneficiaries as well as writing an article on Muslim Marriages.

## **1.9** **New Initiatives**

**1.9.1** Empowerment Programme – It is a series of workshops aimed to support our beneficiaries who are keen on getting back into the workforce or embarking on their entrepreneurial journey. Through this programme, beneficiaries are provided with opportunities to upgrade themselves, and at the same time promoting individuality and self-sustainability. At the end of this workshop, and based on their interest, beneficiaries will either advance to employment programmes or home based business programmes. Details of both programmes are as follows:

- i.** Employment Programme: Beneficiaries will be assisted with career coaching, resume writing, employment bridging among others. Length of programme varies depending on the needs of individuals.
- ii.** Home Based Business Programme: Beneficiaries will be assigned to a mentor who will guide them through their entrepreneurship journey. The programme is customisable based on the individual business goals and challenges.

**1.9.2** Volunteer Programme for Home Visits - To create opportunities for volunteers to participate in the home visits program, and become a befriender to our beneficiaries. This programme is also put in place to engage our beneficiaries in various social activities that enhance their well-being. Our goal is to increase the touch points and frequency of interaction between beneficiaries under our care. With the volunteer programme, this enables us to reach out to more beneficiaries who may require additional support. Our volunteer structure is designed to evaluate a candidates' volunteer skill-sets and we aim to have the entire structure run by volunteers and supported by MTFA Staff.

The cover features a dark green background with a repeating geometric pattern of interlocking circles. A large, light green diamond shape is centered on the page, with a white triangle pointing upwards from its bottom vertex. The text is centered within this white triangle.

**PUBLICITY  
ANNUAL REPORT  
FOR 2021/22**

# PUBLICITY ANNUAL REPORT FOR 2021/22

## COMMITTEE MEMBERS

Name		Position
Mr Ferdaus S/O Amzah	•	Chairman
Mr Mohamed Fazluddin Bin Mohd Hanipah	•	Vice Chairman
Mr Mohamed Zaidi Bin Ab Rahman	•	Member
Mr Hamzah Bin Abdullah Bin Diab	•	Member
Mr Olia Mohammad Shaffiq Feroz	•	Member

### Secretarial Support

- Manager
- Executive Officer
- Executive Officer

### Dates

(February – April 2021)  
(February – July 2022)  
(May – December 2021)

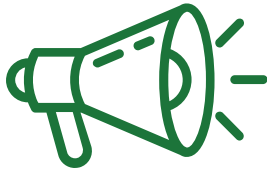
## CONTENT OVERVIEW

1. Publicity's Objectives
2. Brand Strategy
3. Social Media
4. Ramadhan Campaign 2021
5. Rebranding
6. Qurban Campaign 2021
7. Asyura
8. MTFA Ihsan Casket Van
9. Others

# 1

## PUBLICITY'S OBJECTIVES

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### Brand Building

Do more people know and follow us for the right reasons?

How are our brands perceived in the market? Backed up by measurable and trackable insights. The work in this objective is ongoing; revolving around the thought leadership and brand awareness aspects of the audience's journey with us.



### Performance Marketing

Are our digital ads & campaigns driving maximum impact?

This objective relates to paid digital advertising to attain specific objectives from awareness, traffic gen, retargeting, lead gen etc. Involves specific work to set up the creative, targeting and budgeting, as well as the constant monitoring and adjustments required to optimise campaigns for best results.



### Demand Activation

Can we get the people to take action whenever we need them to?

For specific purposes across the entire organisation, this objective is to enact a series of activities to get the audience to take action. e.g. If MTFA Ihsan Casket needs to fill up 20 seats at a course or if Welfare Aid needs to get students to apply for scholarship.

# 2

## BRAND STRATEGY

---

The newly formed Publicity's objectives drive more focus to the team since they were created and will do so in the following years to come. Hence, the team has been and will continue to work on the brand strategy of MTFA. Thus far, the team is still at the preliminary stage of identifying and growing the right direction of the department's purpose.

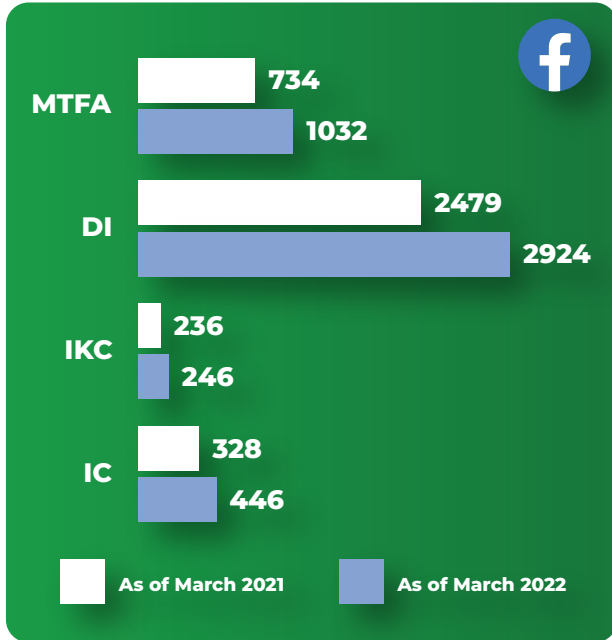




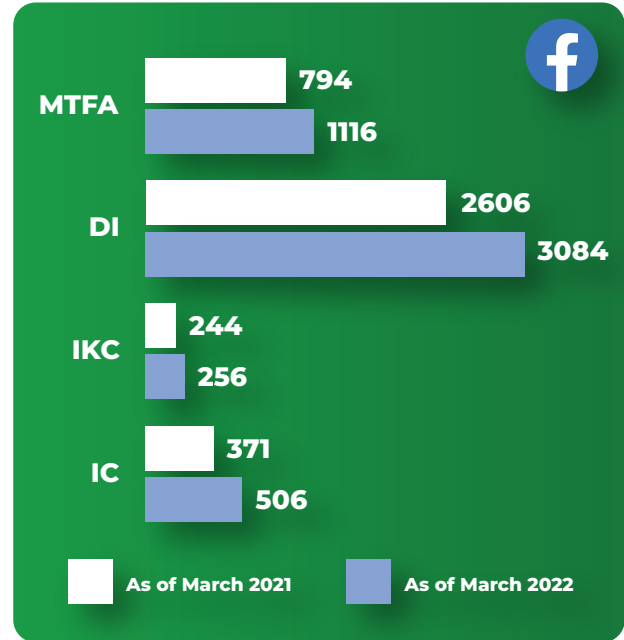
# 3

## SOCIAL MEDIA

### 3.1 Growth in Facebook likes

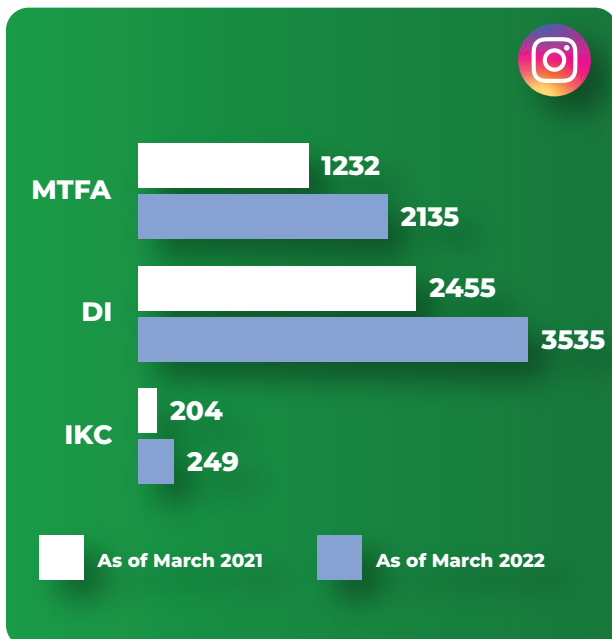


### Growth in Facebook followers



There has been an increase throughout all social media accounts. For Facebook, MTFA likes and follows have increased by **40.6%** and **40.6%** respectively, DI likes and follows have increased by **18.0%** and **18.3%** respectively, IKC likes and follows have increased by **4.2%** and **4.9%** respectively, and IC likes and follows have increased by **36.0%** and **36.4%** respectively.

### 3.2 Growth in Instagram followers



For Instagram, MTFA, DI and IKC follows have increased by **73.3%**, **44.0%** and **22.1%** respectively.

### 3.3 Change in Content Pillars

Increased content creation based on:

- Events
- Islamic days
- National days
- Daily content
  - Motivational Monday
  - Wellness Tuesdays
  - Human Wednesdays
  - Informative Thursdays
  - Engagement Fridays

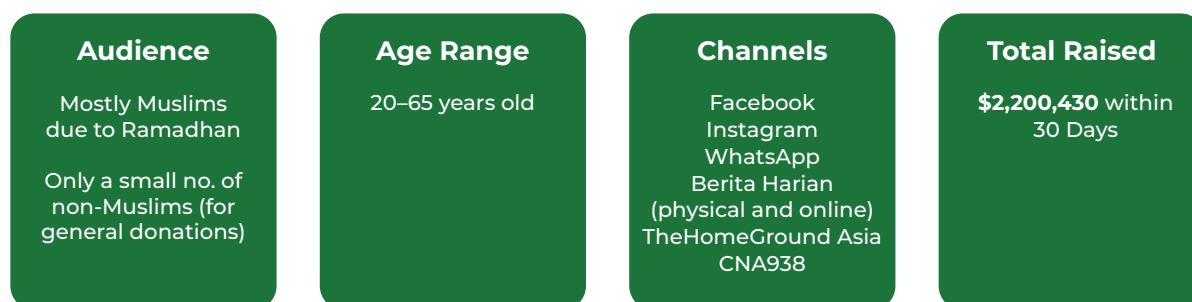
### 3.4 Introduction of New Initiatives for Social Media

- Quizzes and polls to engage our existing followers.
- Increased the number of Instagram and Facebook stories.

## 4

### RAMADHAN CAMPAIGN 2021

#### Ramadhan at a Glance



#### 4.1 Campaign Objectives

- To appear in a new image through rebranding, while staying relevant in the community.
- To raise awareness and funds for MTFAs and its subsidiaries.

#### 4.2 Awarded Vendor

- We engaged a PR agency to create a marketing/fundraising campaign for MTFAs.
- The PR agency deployed Malay writers in their employ to draft and edit materials without going to a third party translation service to ensure quality.
- The PR agency provided a Malay speaking social media manager to coordinate social media posts and messages on FB and IG 7 days a week.

Jobscope include:

- Public Relations
- Fundraising Campaign
- Social Media Management
- Influencer PR Management

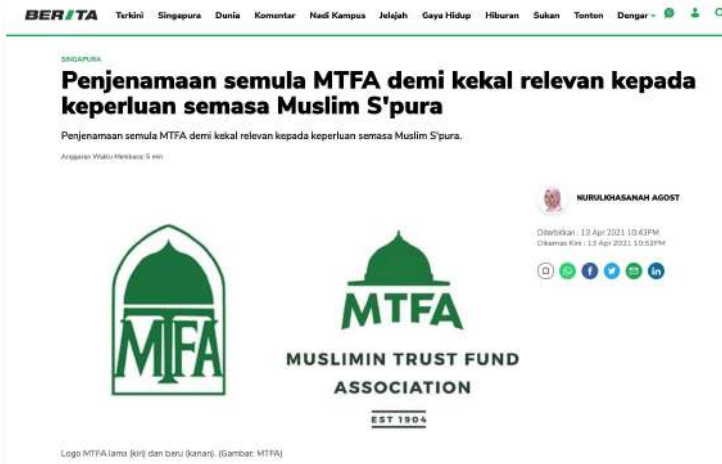
Total spent on the PR agency: **\$29,500**

### 4.3 Social Media

- Main theme for social media postings: Rebranding
- Total number of static posts: 6
- Total number of Instagram and Facebook stories: 4

### 4.4 Public Relations

- Total number of media coverage garnered: 4



### 4.5 Key Opinion Leaders (KOLs)

- We reached out to KOLs (influencers) to share more about MTFA's Ramadhan campaign, and for them to spread the word to boost our fundraising efforts.
- Total number of KOLs reached out to: 40
- Total number of KOLs reached out to: 4

#### 4.6 Berita Harian Advertisements

- Total number of half-page ads published: 6
- Total number of full-colour ads: 3
- Total number of one-spot colour ads: 3

**DEMI IHSAN, BANTULAH MEREKA**

Selama 117 tahun, sokongan anda terhadap Persatuan Derma Amanah Muslimin (MTFA) mematawaj satuaman dan memajukan badan mereka yang memerlukan. Kini, dengan semangat baru, kami ingin terus bersama anda menuju Ihsan.

**1904** MTFA diasaskan oleh Tunku Besar Muzaffar Syah dan Sultan Muzaffar Syah.

**1962** MTFA menerima sokongan daripada kerajaan negeri Selangor dan Perak.

**2018** MTFA menerima sokongan daripada Baitul Aqiqah untuk membantu pesakit ginjal yang memerlukan rawatan.

**2020** MTFA menerima sokongan daripada Ihsan Casket untuk membantu pesakit yang memerlukan khidmat jenazah.

**2021** MTFA kini tampil dengan wajah baharu dan terus menggalakan komunitan membantu mereka yang memerlukan di Singapura. Wajah baharu ini juga menjadi simbol pengapungan MTFA dan keserasuan Ihsan untuk semua.

**Selamat Menyambut Ramadhan yang Mulia**

Beribadah bersama untuk membantu mereka yang memerlukan.

Muslimin Trust Fund Association

6767 7556 / 6766 5729

**Demi Ihsan, Bantulah Mereka**

Selama hampir 60 tahun, sokongan anda terhadap Persatuan Derma Amanah Muslimin (MTFA) dan Rumah Anak Yatim Darul Ihsan telah membantu untuk membiayai kehidupan anak-anak yatim Singapura.

Ramadan ini, ukirkanlah senyuman di wajah mereka menerusi derma dan Ihsan anda. Setiap sumbangan anda akan dapat membantu menjamin kehidupan dan masa depan mereka dengan lebih sempurna.

Dengan sokongan anda, kami dapat menyediakan:

- Makanan
- Produk Keperluan
- Alat Tulis
- Pakaian Beribadah

Bantulah kami untuk membantu dan melindungi mereka.

Sila imbas kod QR untuk menderma.

**Semoga ibadah puasa kita terlaksana dengan sempurna**

Muslimin Trust Fund Association

6767 7556 / 6766 5729

**Demi Ihsan, Bantulah Mereka**

**Semoga ibadah puasa kita terlaksana dengan sempurna**

Sokongan anda dapat meringankan beban yang dipikul para pesakit ginjal yang berpendapatan rendah.

Ramadan ini, bantu Persatuan Derma Amanah Muslimin (MTFA) dan Ihsan Kidney Care (IKC) untuk terus sodakan rawatan bersusut-biaya golongan yang kurang berkemampuan. Sumbangan Ihsan anda dapat menyelamatkan nyawa dan berilah harapan buat mereka.

Bantulah kami untuk membantu dan merawat mereka.

Sila imbas kod QR untuk menderma.

Muslimin Trust Fund Association

6767 7556 / 6766 5729

**Demi Ihsan, Bantulah Mereka**

**Semoga ibadah puasa kita terlaksana dengan sempurna**

Ramadan ini, hulurkanlah derma anda kepada Persatuan Derma Amanah Muslimin (MTFA) dan Ihsan Casket (IC) agar mereka dapat terus menyediakan khidmat pengurusan jenazah percuma bagi golongan berpendapatan rendah, kurang berkemampuan atau untuk jenazah yang tidak dituntut.

Sumbangan derma dan Ihsan anda akan dapat menyokong kami meneruskan khidmat khairat yang sewajarnya bagi mereka.

Bantulah kami untuk membantu mereka yang memerlukan.

Sila imbas kod QR untuk menderma.

Muslimin Trust Fund Association

6767 7556 / 6766 5729

**Demi Ihsan, Hulurkan Bantuan Kepada Mereka**

"Sokongan anda telah meringankan beban saya dan juga pesakit-pesakit lain untuk menanggung kos dialisis yang sangat tinggi. Semoga sumbangan anda dapat diberkatiNya". Siti Rodziah, Pesakit IKC

Di bulan mulia ini, hulurkan bantuan kepada Ihsan Kidney Care (IKC) untuk terus membantu para pesakit ginjal kami untuk terus menjalani kehidupan mereka dengan lebih bermakna.

Persatuan Derma Amanah Muslimin (MTFA) juga menerima sumbangan untuk:

- Anak-anak yatim di Rumah Anak Yatim Darul Ihsan
- Umat Islam yang memerlukan perkhidmatan khairat melalui Ihsan Casket

Bantulah kami untuk terus membantu mereka.

Sila imbas kod QR untuk menderma.

Muslimin Trust Fund Association

6767 7556 / 6766 5729

**Terima kasih atas sumbangan mulia anda sepanjang bulan Ramadhan.**

Anda telah memberi sinar harapan kepada:

- 51 penghuni Rumah Anak Yatim Darul Ihsan
- 63 pesakit Ihsan Kidney Care
- Lebih dari 1,000 orang dari keluarga berpendapatan rendah dan selainnya

Sungguhpun demikian, ramai lagi diantara mereka masih bergelut dengan cabaran untuk memenuhi segala keperluan harian. Atas nama Ihsan dan Kemurahan, semarakkanlah semangat Syawal untuk golongan yang memerlukan.

Kami di Persatuan Derma Amanah Muslimin (MTFA) juga menghulurkan bantuan untuk:

- Para pelajar melalui dermaslowa dan biasiswa agar potensi mereka dapat direalisasikan
- Orang Islam yang tidak berkemampuan untuk mendapatkan khidmat pengembunan
- Para asnaf melalui zakat

Kami MTFA akan mengagihkan **Selamat Hari Raya Aidilfitri** kepada semua penerima dan beribadat dengan penuh ketulusan.

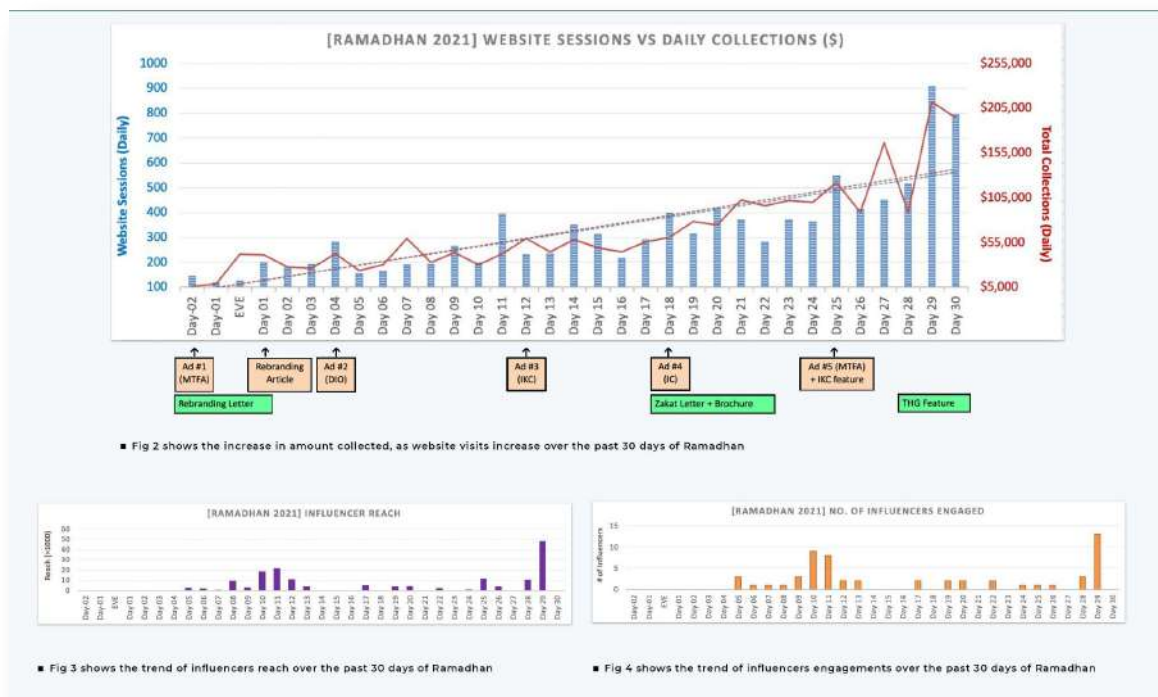
Mereka sangat memerlukan bantuan anda. Dermalah untuk mereka, agar Syawal dapat diambur dengan penuh kebahagiaan. Imbas kod QR ini untuk menderma.

Muslimin Trust Fund Association

6767 7556 / 6766 5729

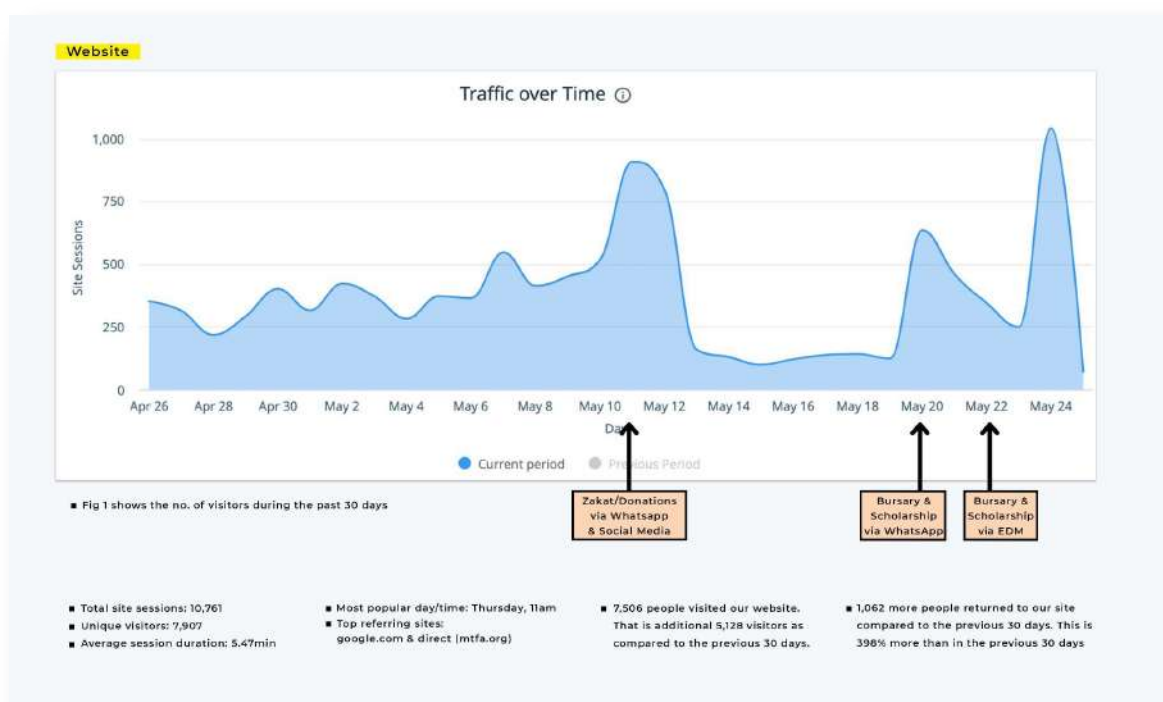
## 4.6 Campaign Review What Went Well

Influencer marketing: The influencers were a factor of the increased website visitors. There were higher website visits on days with higher influencer engagement.



Similarly, BH ads also made the website visitors increased on the day of publication. Due to the quick way of scanning QR codes, it provided readers a quick and hassle-free experience of wanting to donate or know more about the organisation.

WhatsApp marketing: WhatsApp marketing was also one of the most effective method used in 2021's Ramadhan Campaign. With a clear message and target stated, and also the involvement of our staff and members, the website visitors increased as the message was sent out.



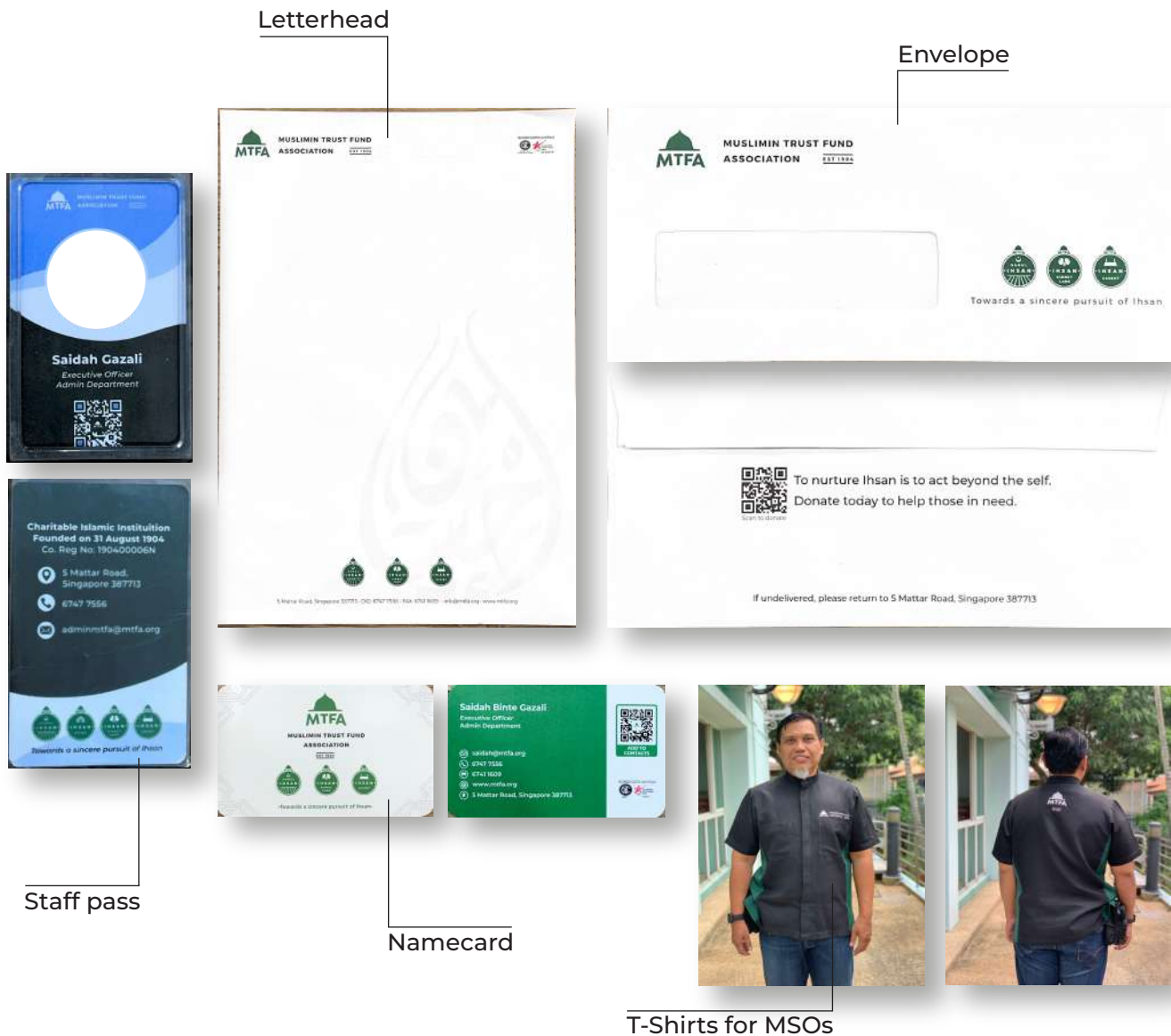
## Future Improvements

- Social media ads in the following year.
- SMS blast to existing donors.
- Trackable QR code with UTMs.
- For future campaigns, show more numbers of how the donors have helped the community to increase the credibility.
- To have generic stories about the people of MTFA (human interest stories) to share with the public/press.

# 5

## REBRANDING

### 5.1 Physical Changes Stationery



## Muslimin Trust Fund Association/MTFA Darul Ihsan Orphanage Building



DI Logo

MTFA Logo

## Signages at MTFA Ihsan Kidney Care



Entrance Gate



Canopy Flap



Backdrop

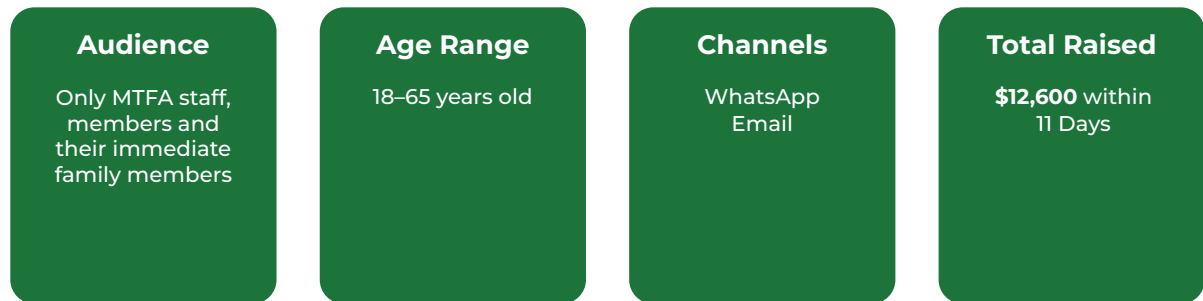


Uniform

# 6

## QURBAN CAMPAIGN 2021

### Qurban Campaign at a Glance



### 6.1 Campaign Objectives and Timeline

- To support in raising funds for MTFA and its subsidiaries through selling of Qurban orders to MTFA staff and members (and their immediate family) only.
- Price: \$280/sheep.
- Date: 1–12 July for opening of orders, 31 July for distribution.
- Airflown meat from Australia. Donors are able to choose where their meat is going to i.e if they wish to collect all meat, or donate  $\frac{1}{3}$  and give away  $\frac{2}{3}$  to the poor, or donate  $\frac{2}{3}$  and give away  $\frac{1}{3}$  to the poor, or to give away all the meat away. Initiated and led by the Staff Well-being (SWB) committee.

### 6.2 Publicity's Involvement

- To create posters for launching.
- To create collaterals to push out for more Qurban orders.

### 6.3 Distribution Day/Post Campaign

- To help take photos or videos for post campaign updates.
- To liaise with any media outlet for the distribution.



Photos during packing and distribution for records purposes and post campaign updates to donors.



## 6.4 Campaign Review

### What Went Well

- Good responses from the staff and members, within a short period of time. Packing and distribution day garnered more photos and videos for the organisation, hence could be used for better publicity of MTFA.
- Active involvement of volunteers could be the next step of getting ambassadors for MTFA, thus increasing the story bank of MTFA.

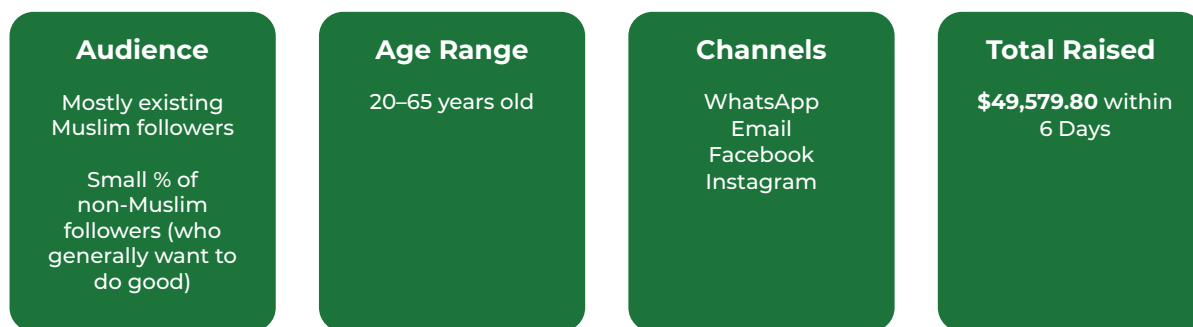
### Future Improvements

- Better strategy and planning for publicity. Even though this project was only to “support the funds” of MTFA, knowing it’s an internal instead of public project, the target to be raised could be clearer for a proper direction.
- Future Qurban project to have a USP to distinguish MTFA from other organisations doing similar projects (if to be sold publicly).

# 7

## ASYURA CAMPAIGN 2021

### Asyura Campaign at a Glance



## 7.1 Campaign Objectives and Timeline

- To raise funds for one of the significant days in the Islamic calendar.
- Target: **\$20,000**.
- Date: 9–15 August 2021 for fundraising, 21 August for disbursement.
- To tap on this day to bring joy to the children from underprivileged families in Singapore (Welfare Aid’s beneficiaries, not the residents in DIO).
- To raise awareness of this day and also MTFA.

## 7.2 Publicity’s Involvement

- To push out collaterals to fundraise for the event.
- To strategise ways to publicise the campaign and its effectiveness.

## 7.3 Distribution Day/Post Campaign

- To help take photos or videos for post campaign updates (e.g social media, EDM updates to donors etc).
- To liaise with any media outlet for the distribution (if any).



## 7.4 Campaign Review

### What Went Well

- Supportive staff who shared the posters to their contacts, hence increased word-of-mouth.
- Supportive influencers/followers who managed to help spread the word (also because the team contacted them via @darulihansg Instagram account instead of solely @mtfa.sg).
- Packing and distribution day garnered more photos and videos for the organisation, hence could be used for better publicity of MTFA.
  - Active involvement of volunteers could be the next step of getting ambassadors for MTFA, thus increasing the story bank of MTFA.

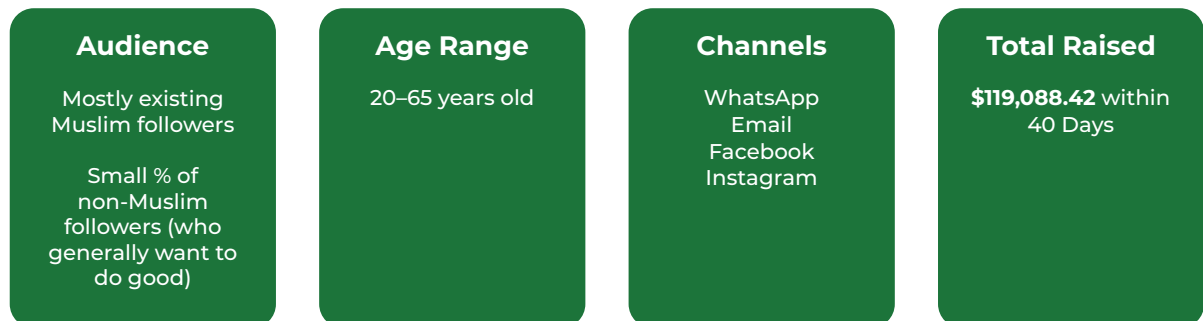
### Future Improvements

- To have a day-to-day updates on the collection of whenever there is a peak in collection to spark encouragement in potential donors.
- To open more doors for marketing (e.g social media ads).

# 8

## MTFA IHSAN CASKET VAN

### MTFA Ihsan Casket Van Campaign at a Glance

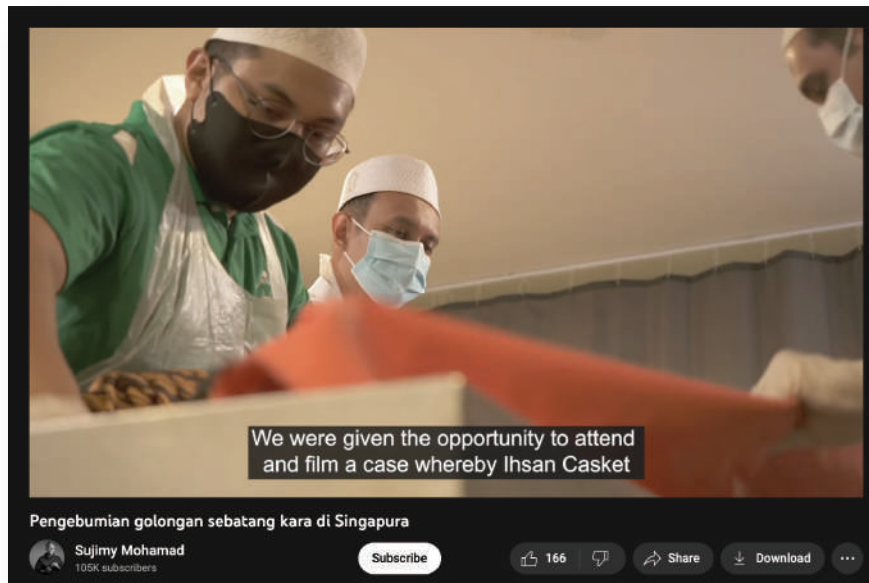


### 8.1 Campaign Objectives and Timeline

- To raise funds for MTFA Ihsan Casket's new casket van.
- Target: **\$100,000**.
- Date: November–end December for fundraising.
- To raise awareness on MTFA Ihsan Casket and it being a subsidiary/social enterprise of MTFA.

### 8.2 Publicity's Involvement

- To create collaterals to fundraise for the campaign.
- Made social media ads to boost presence and funds raised (\$200 x2 ads).
- Strategised ways to publicise the campaign and its effectiveness.
- Liaised with Berita Harian for media coverage.
- Liaised with influencers to help spread the word.



Video by advertising agency

### 8.3 Campaign Review

#### What Went Well

- The results from the advertising agency's video was worth the expenditure. Even though a total of \$6K was spent, it was used as a launch video and garnered a strong support from the public who may not heard of MTFA Ihsan Casket over a period of time. From this, we can say that one of the key aspects to launch a campaign is to have a very strong start, followed by the execution of other strategies.
- Supportive staff who shared the posters to their contacts, hence increased word-of-mouth.
- Supportive influencers/followers who managed to help spread the word (also because the team contacted them via @darulihansg Instagram account instead of solely @mtfa.sg).
- Reached out to Instagram shops and gotten the support from them via their IG live sales (A clothing brand decided to do an IG live specially to raise funds for this cause and proceeds were donated accordingly).
  - Boosted ad on Instagram raised the engagement rate thus awareness of this campaign.

#### Future Improvements

- To have a day-to-day updates on the collection of whenever there is a peak in collection to spark encouragement in potential donors.

### 9.1 Demand Activation

In support of other departments, Publicity's involvement has always been active, from as simple as making a single poster to creating strategies and execution of plans.

From April 2021 to March 2022, the team assisted in these departments and projects:

- Welfare Aid: Bursary & Scholarship.
- MTFA Ihsan Casket: Fiqh Jenazah courses, van sticker design, fridge magnet design, other collaterals (e.g standee, flyers etc).
- MTFA Darul Ihsan Orphanage: Leather Lab, Food Fund, other collaterals (e.g frosted door).
- Administrative Support: Addition of name cards, staff passes, other stationeries (e.g new forms).
- Data Protection: Identifying risks related to Publicity.

### 9.2 Story Banks

As a non-profit organisation, storytelling can be a powerful tool to attract and motivate donors. A story can spur someone to take action because suddenly the cause is more than just an abstract idea – it is a real situation affecting real people.

Here are 5 reasons why MTFA need to get its stories out:

- Seeing our mission with a more critical eye
- Increased media attention  
Bigger financial commitments from donors
- Increased word-of-mouth marketing
- Increased transparency

*(Reference:*

*<https://www.linkedin.com/pulse/8-irresistible-benefits-nonprofit-social-media-campbell-she-her/>*

As a kickstart, Publicity reached out to the public to know more about them and their involvement in MTFA. These people include:

- Volunteers/fundraisers
- Patients in IKC
- Former resident of Darul Ihsan
- Beneficiaries of MTFA
- Clients of Ihsan Casket/recipients of MTFA Burial

The stories from this storybank could be for many purposes:

- Social media posts
- Press releases
- Appeal for individual donors
- Corporate sponsorships



**PROPERTIES AND  
INVESTMENTS  
ANNUAL REPORT  
FOR 2021/22**

# PROPERTIES AND INVESTMENTS ANNUAL REPORT FOR 2021/22

## COMMITTEE MEMBERS

Mr Olia Mohammad Shaffiq Feroz	•	Co-Chairman
Mr Muhammad Ismail Bin Abdul Rahman	•	Co-Chairman
Mr Wasim Abdul Majeed	•	Member
Mr Mohamed Fazluddin Bin Mohd Hanipah	•	Member
Mr Abdul Rahman Bin Mohd Hanipah	•	Member
Mr Syed Jaafar Bin Syed Alwi Madihi	•	Member

### Secretarial Support

Manager, Property & Estate Maintenance, Executive Secretary & Finance Manager

# 1

## PROPERTY-RELATED OPERATIONS

- 1.1** The Company has 12 buildings and 1 shop unit in a condominium for rental, with 2 orphanages under its portfolio. 2 of the rental buildings have a total of 7 apartments. The other 10 buildings are two-storey shophouses which are used as shops or offices. Operations such as property marketing, arranging with lawyers for contracts, rental collection and recovery, attending to landlord/tenant matters and maintenance are undertaken by the Manager of Property & Estate Maintenance. The Committee decides on rental, refurbishment, major repairs and legal proceedings for recovery of rental and repossession of properties for non-payment of rental.
- 1.2** Rental revenue of \$1,359,172.35 was collected from the leased properties from April 2021 to March 2022. Only the 2nd storey of 78 Desker Road was left vacant to facilitate renovation works starting 11 April 2022.
- 1.3** On 23 June 2021, the MTFA began diversifying its property portfolio by acquiring its first non-shophouse unit, #01-03, at Siglap V, a mixed-use condominium, at \$4.2m before GST.
- 1.4** On 29 November 2021, MTFA seized the opportunity to approve the selling of its 88/A Club Street property at \$10m, in view that the current rental generated was not doing justice to the value of the asset that it was pegged to.

**1.5** The details of properties and leases as on 31 March 2022 are shown hereunder:

a. Business Premises (Offices/Shops/Food Outlets)

Premises	Built-up Area	Tenant	Monthly Rental	Lease Period	
39 Bussorah St	1,166 sq ft	Jamal Kazura Aromatics	\$7,750	5 Years	01 March 2020 – 29 February 2025
39A Bussorah St	928 sq ft	Neu Entity	\$2,900	2+2 Years	01 November 2011 – 31 October 2023
88 & 88A Club St	2,417sq ft	Motivo Inc	\$11,500	1 Year	01 December 2021 – 30 November 2022
22 Dickson Rd #01-01	1,314 sq ft	Love Pink Food	\$3,645 (Year 1) \$3,552 (Years 2 + 17 months)	2 Years 17 Months	05 July 2019 – 31 December 2022
22 Dickson Rd #02-01	930 sq ft	Sing Lit Station	\$1,800	2 Years	15 September 2020 – 15 September 2022
23 & 23A Jalan Besar	2,034 sq ft	Sinbun Trading Pte Ltd	\$11,500 (Year 1) \$12,500 (Years 2 to Years 5)	5 Years	01 February 2021 – 31 January 2026
18 & 18A Kandahar S	1,831 sq ft	Rumah Makan Minang	\$15,000	5 Years	01 June 2020 – 31 May 2025
38 & 38A Mayo St	1,157.45 sq ft	SG Renovate	\$4,500	3 Years	01 September 2021 – 31 August 2024
78 Desker Rd (1st storey)	654.5 sq ft	Rajuka & Co International Pte Ltd	\$5,000	2 Years	16 December 2021 – 15 December 2023
78 Desker Rd (2nd storey)	654.5 sq ft	<b>Removed from property market for renovation</b>			
#01-03 Siglap V	1,291 sq ft	iExquisite Nail Spa	\$12,910	1 Year 5 Months	23 June 2021 – 31 December 2022
21 Norris Rd	1,667.8 sq ft	<b>MTFA Ihsan Kidney Care</b>			
21A Norris Rd	1097.74 sq ft				
55 & 55A Rowell Rd	2203.5 sq ft	Eng Hoe Meng Trading	Year 1: \$7,250 Year 2 : \$7,500	1 Year	01 July 2021 – 30 June 2023
57 & 57A Rowell Rd	2203.5 sq ft	Rishika Pte Ltd	Year 1: \$7,250 Year 2: \$7,500 Year 3: \$7,750	3 Years	01 July 2021 – 31 June 2024
131 Rangoon Road	705 sq ft	NS Enterprises Pte Ltd	\$2,500	2 Years	01 May 2021 – 40 April 2023

## b. Residential Premises

Premises	Built-up Area	Tenant	Monthly Rental	Lease Period	
131A Rangoon Rd	797 sq ft	Alampanai Engineering	\$2,250	1 Year	01 May 2021 – 30 April 2022
131B Rangoon Rd	990 sq ft	Zhun Fatt Electrical	\$2,700	2 Years	09 May 2021 – 08 May 2023
35 Roberts Lane #02-01	976 sq ft	Lokman Hossain	\$3,200	2 Years	15 January 2022 – 14 January 2024
35 Roberts Lane #03-01	976 sq ft	Atlas Globe services	\$3,200	2 Years	15 January 2022 – 14 January 2024
35 Roberts Lane #04-01	976 sq ft	Z&Z Jute Trading	\$3,200	2 Years	15 January 2022 – 14 January 2024
35 Roberts Lane #05-01	976 sq ft	Isumm Pte. Ltd	\$3,200	2 Years	15 January 2022 – 14 January 2024
35 Roberts Lane #06-01	1,216 sq ft	MS Building Singapore Pte Ltd	\$3,400	2 Years	15 January 2022 – 15 January 2024

# 2

## MTFA INVESTMENT POLICY

- 2.1** A great part of MTFA's investment is primarily in commercial properties and some residential properties, part of which was gifted to MTFA many years ago and part of which were purchased at very low prices many years ago. The current value of these properties is approximately S\$59.8 million. The monthly rental income generated from these properties is S\$113,264 approximately.
- 2.2** MTFA continues to look for good opportunities to invest in more properties to derive additional income which can be used to help the poor and needy. Whilst property prices have been high for some time, we are starting to see a dip in prices and more property with the potential value. The Property and Investment (P&I) Committee of MTFA is actively monitoring the market, including property visits, to determine if there is a good entry point to purchasing a suitable property.
- 2.3** After liquidating our assets last year with Credit Suisse, the committee has agreed to focus this year on property investments.



- 2.4** The current market environment continues to be volatile and as such the investment policy of MTFA for its excess reserves is as follows. The objective is for the cash reserves of MTFA to be kept in low risk asset classes while still being open and on the lookout for good investment opportunities.
- 2.4.1** Cash in Fixed Deposits – 0.20 to 0.35%. Since this cash was deposited in first-class banks, MTFA considers this a risk-free asset with low returns.
  - 2.4.2** Fixed Income Products such as Bonds or Bond Funds – 30 to 35%. These must be Investment Grade Bonds with a rating not below BBB. These Bonds or Bond Funds would be considered as low risk to medium risk, having an expected return of 3 to 4% per annum.
  - 2.4.3** Equity products in the form of Mutual Funds – 10 to 20%. This would be considered as medium to enhanced risk with a higher return of approximately 3-5% per annum or more.
  - 2.4.4** Other asset classes like REITs and ETFs – 10 to 20% - This would be considered as medium risk with a higher return of approximately 3-5% per annum or more.
- 2.5** The P&I Committee of MTFA will continue to look for good investment opportunities, especially Shariah compliant ones while keeping close observation of the investment landscape and market environment.



**ESTATE MANAGEMENT  
ANNUAL REPORT  
FOR 2021/22**

# ESTATE MANAGEMENT ANNUAL REPORT FOR 2021/2022

## COMMITTEE MEMBERS

Mr Abdul Rahman Bin Mohd Hanipah	•	Chairman
Mr Hamzah Bin Abdullah Bin Diab	•	Vice Chairman
Mr Wasim Abdul Majeed	•	Member
Mr Olia Mohammad Shaffiq Feroz	•	Member
Mr Syed Jaafar Bin Syed Alwi Madihi	•	Member

### Secretarial Support

Manager, Property & Estate Maintenance, Executive Secretary & Finance Manager

# 1

## ESTATE-RELATED OPERATIONS

**1.1** MTFA engages external vendors, ranging from pest control to IT support, to keep the MTFA Darul Ihsan Orphanages and its MTFA Ihsan Kidney Care facility operational. The day-to-day operations, such as administration and management of contracts with vendors, cleaning and general maintenance are supported by the Manager of Property & Estate Maintenance, Administrative Executive and Maintenance Support Officers respectively, while the Committee oversees the overall safety and sustainability of the estates.

**1.2** MTFA also engages pest control services to maintain the structural integrity of its conservation properties, as well as lift maintenance for its 6-storey residential property at 35 Roberts Lane.

**1.3** The details of outsourced vendors as on 31 March 2021 are shown hereunder:

### a. Darul Ihsan Boys Orphanage

Item	Vendor	Price	Frequency	Term	Start	End
Aircon	CTS Aircon	\$300/bi-monthly	Bi-monthly	1 Year	1 June 2021 – 31 May 2022	31 May 2022
Fire Protection System	All Link	\$180/month	Monthly	1 Year	1 February 2022	31 January 2023 (Auto-renews yearly)
Pest Control	Combat Pest	\$10/month	Bi-monthly	1 Year	1 January 2022	31 December 2022

Item	Vendor	Price	Frequency	Term	Start	End
Exhaust Degreasing	WCT	\$550/half-year	Twice yearly	1 Year	1 January 2022	31 December 2022
Desilt Grease Interceptor	Biocare	\$80/month	Monthly	1 Year	22 March 2022	21 March 2023
Gardening	Shenaz Trading	\$280/month	Twice monthly	1 Year	1 November 2021	31 October 2022
Security	Securiasia	\$7,400/month	24/7	1 Year	1 January 2022	31 December 2022
Lift	Otis	\$1800/quarter	Monthly	1 Year	1 December 2021	31 December 2022
Generator	Idelux	\$300/half-year	Twice yearly	1 Year	1 March 2021	31 March 2022
Cleaning for Environmental Sanitation Regime	KlenGenie	\$4,450/year	Monthly (Work varies based on schedule)	1 Year	1 December 2021	30 November 2022

#### b. Darul Ihsan Girls Orphanage

Item	Vendor	Price	Frequency	Term	Start	End
Aircon	CTS Aircon	\$403/2-months	Once every 2 months	1 Year	1 June 2021 – 31 May 2022	30 April 2022
Fire Protection System	All Link	\$180/month	Monthly	1 Year	1 February 2022	31 January 2023
Pest Control	Combat Pest	\$70/month	Monthly	1 Year	1 January 2022	31 December 2022
Exhaust Degreasing	WCT	\$550/half-year	Twice yearly	1 Year	1 January 2022	31 December 2022
Grease Trap Cleaning	Biocare	\$80/month	Monthly	1 Year	22 March 2022	21 March 2023
Gardening	Shenaz Trading	\$300/month	Twice monthly	1 Year	1 November 2021	31 October 2022
Security	Securiasia	\$7,400/month	24/7	1 Year	1 January 2022	31 December 2022
Lift	Kone	\$477/month	Monthly	1 Year	1 December 2021	31 December 2022
Cleaning for Environmental Sanitation Regime	KlenGenie	Varies as per schedule (Towards total of \$4,450/year)	Monthly (Work varies based on schedule)	1 Year	1 December 2021	30 November 2022

### c. MTFA Ihsan Kidney Care

Item	Vendor	Price	Frequency	Term	Start	End
Aircon	CTS Aircon	\$210/month	Monthly	1 Year	1 June 2021 – 31 May 2022	31 May 2022
Cleaning	Cleen First	\$3,900/month	Monthly	2 Years	1 November 2021	31 October 2023
Fire Protection System	Combat Pest	\$150/quarter	Monthly	1 Year	1 October 2021	30 September 2022
Pest Control	Liftron	\$250/month	Quarterly	1 Year	1 January 2022	31 December 2022
Lift	Biocare	\$80/month	Monthly	1 Year	3 February 2022	2 February 2024

### d. 131 Rangoon Road

Item	Vendor	Price	Frequency	Term	Start	End
Aircon	CTS Aircon	\$210/month	Monthly	1 Year	1 June 2021 – 31 May 2022	31 May 2022

### e. 35 Roberts Lane

Item	Vendor	Price	Frequency	Term	Start	End
Fire Protection System	All Link	\$150/month	Monthly	1 Year	1 February 2022	31 January 2023
Lift	Otis	\$1800/quarter	Quarterly	1 Year	13 March 2022	12 March 2023
Cleaning	Mr Abdul Aziz	\$300/month	Mondays–Sundays	1 Year	1 January 2022	31 December 2022

### f. All Properties (Not including DI/DIL/IKC)

Item	Vendor	Price	Frequency	Term	Start	End
Pest Control	Combat Pest	\$720/bi-monthly	Bi-Monthly	2 Years	31 May 2022	31 April 2021

### g. Maintenance Independent of Location

Item	Vendor	Price	Frequency	Term	Start	End
IT for DI, DIL & MDC	Axon	\$1,000/10 hours	Yearly	1 year	7 February 2022	Renewal upon depletion of 20 hours

- 1.4** The Estate Committee is overseeing ongoing renovation works at its 5 Mattar Road unit. This aligns with MTFA's goals to accommodate the increasing workforce, improve security and enhance accessibility for donors at its headquarters. The project was tendered and subsequently awarded to Tuffi Build at **\$337,484.08** on 25 November 2021.

# 2

## RENOVATION WORKS AT 5 MATTAR ROAD

### 2.1 External works outside the building

#### Security

To strengthen the security for our residents, new motorised barriers were installed at our drive-thru and basement car park entrance, along with a new security post.

- Motorised barrier at entrance
- Motorised barrier with transponders to control access into basement car park
- Security post

#### Roadworks & Accessibility

The redesigned traffic flow, exit auto-gate and widening of our drive-thru alleviates traffic bottlenecks during peak periods. A ramp to our foyer was designed for donors and recipients on mobility aid. Motorised barrier at entrance.

- Traffic flow change of entrance & exit
- New paint on drive-thru road and walls
- New ramp connecting to foyer for donors on mobility equipment and trolley users
- New entrance gate
- Sliding exit auto-gate

Before



After



## 2.2 Interior works in the lobby and basement

### Lobby

Aside from providing a fresh aesthetic, the revamped lobby offers other improvements such as an air-conditioned environment, a wider reception counter to better serve donors and recipients, renovated washrooms and a new meeting room for staff to hold short discussions with visitors.

### Main Lobby

- Glass wall and swing door at entrance
- New reception table with glass counter
- 2 air conditioners in the lobby
- Removal of old heritage wall
- Lobby glass wall and door: corridor to kitchen and toilets
- New led downlights
- New floor tiles
- Donation holding area door with sliding door
- New monetary donation drop off point
- New display cabinet

Before



After



### New Meeting Room in the Lobby

- New proposed meeting room space with sliding door
- New air conditioner
- New cabinet installation
- Vinyl flooring

**Before**



**After**



#### **New Server Room**

- Construction and relocation of existing servers
- Supply and install 2nd air conditioner

#### **General Office Revamp**

- New plaster ceiling
- Paintworks
- New led downlights
- New vinyl flooring
- New glass door
- Frosted film

#### **Female Washroom Revamp**

- New timber swing door
- Removal of urinals
- New ceramic wall tiles
- New wash basin & vanity counter mirror with wooden frame and backlight
- 2 new toilet cubicles
- New ceramic floor tiles
- Repainting of ceiling
- New led downlights
- New toilet bowls

#### **Male Washroom Revamp**

- New timber swing door
- New ceramic floor tiles
- New ceramic wall tiles
- New wash basin & vanity counter mirror with wooden frame and backlight
- Repainting of ceiling
- New led downlights
- New toilet bowl

**Before**



**After**





### **New Office Space at Level 1**

To support MTFA's increasing workforce, an office space was constructed nearby our General Office to accommodate 8 employees, while keeping the design scalable to anticipate future hires.

### **Conversion of MPH to Store and New Office**

- Partitioning of MPH to create office & inventory store
- New ceiling
- Install power and data points on newly purchased workstations
- Glass door for new office
- Vinyl flooring for new office
- New floor tiles for inventory store
- Replacement of old collapsible wall with new partition wall to separate office from dining hall
- New led downlights
- New solar film at window of MPH store

### **Revamped Dining Hall & Kitchen**

To create a homelier dining atmosphere for residents and staff, we have purchased new furniture such as dining tables & chairs along with a new serving counter, new flooring, to name a few.

#### **Dining Hall Revamp**

- New doors
- New wall shelving and notice board
- New wash basin
- New countertop surface
- New quartz buffet line table
- New floor tiles
- Disposal of old dining tables & chairs (Replace with newly purchased quartz Dining tables)

#### **Kitchen Revamp**

- New cabinet doors
- New quartz countertop surface
- New kitchen sink
- New ceramic floor tiles

#### **Other Areas**

New Basement Room for Maintenance Officers

- New door, partition & paint works
- New air conditioner

Interior Paint Works (Other locations)

- Basement lift lobby
- Stairwells A & B



The background is a solid green color with a repeating pattern of small, light green geometric shapes. A large, dark green diamond shape is centered in the upper half of the page. Below the diamond, a white triangle points upwards, meeting the bottom edge of the diamond. The text is centered within this white triangle.

# **CONFLICTS OF INTEREST DECLARATION**

## CONFLICTS OF INTEREST DECLARATION

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In order to manage and avoid any conflicts of interest, all MTFA Council Members are required to complete and sign a declaration form upon being elected as part of the Management Council. The MTFA Council Members also submit declarations prior to the Financial Audit held annually.