



# K9ASSISTANCE ANNUAL REPORT

FY2022-23



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# 01

## About K9Assistance

### Overview



K9Assistance (Limited) ("K9Assistance") was incorporated as a company limited by guarantee on 3 April 2020 and registered as a charity under the Charities Act (Chapter 37) on 22 December 2020. Since 1 June 2023, K9Assistance is also a National Council of Social Service (NCSS) Associate Member.

K9Assistance has a Constitution as its governing instrument.

**Unique Registration Number (UEN):** 202010657N

**Registered Address**  
**(effective from 1/7/2022):**

176 Orchard Road  
#05-05, The Centrepoint  
Singapore 238843

**Auditor:**

Robin Chia PAC

**Banker:**

DBS Bank Limited

**Company Secretary:**

Ms Ang Hooi Yeong Pauline  
Goodwins Law Corporation

# 01

## About K9Assistance

### Purpose

Promote the acceptance and use of Assistance Dogs for Persons with Disabilities in Singapore to improve their quality of life and bridge the gap between those with and without disabilities.



#### Vision

Every person with disability and their Assistance Dog can lead life to the fullest.



#### Mission

To improve the lives of Persons with Disabilities through Assistance Dogs.



#### Values

Respect  
Empowerment  
Sustainability  
Professionalism  
Enrichment  
Collaboration  
Trust



#### Goal

To be the go-to resource for anything on Assistance Dogs in Singapore and uphold public confidence towards Assistance Dogs and their disabled handlers.

# 02

## Chairman's Message



As I write my first Chairman's message, I am reminded of the long distance we have travelled in a few short months. When I took on the baton of Chairman in September 2022, I had big shoes to fill. Our founding Chairman, Cassandra Chiu, had just stepped down from the board to head operations, and I proudly took on the mantle of Chairman.

The Founding Directors of K9Assistance had a clear vision to bring Assistance Dogs (ADs) into Singapore, and I was determined to steer the team closer to our envisioned goal.

We are incredibly grateful to our supporters for their belief and generous pledge of support towards us in our foundational years. This support has been an instrumental driving force for our work. It has enabled us to access the necessary resources to run our operations, execute more engagement sessions with different stakeholders, and bring us closer to our goal for greater acceptance of ADs in Singapore. This financial year, we expanded our K9Assistance team.



This expansion has enabled us to achieve much more. We connected with different government agencies to seek their support for Assistance Dogs to be accepted in public places and brought on board more than 30 businesses as Assistance Dog-Friendly Businesses. Our widened efforts paid off, as we also received considerably more interest from Persons with Disabilities in wanting an AD.

In addition to the educational content on ADs we curated on social media, we also participated in many more in-person events in the community. These efforts have been crucial as we strive to bring awareness about the different types of ADs and the



fantastic work they do. We also conducted the 2nd Public Perception Survey. The results have been a heartening affirmation that Singaporeans readily support a more AD-inclusive society.

We also laid the foundation for good governance this year and are proud to share that K9Assistance is now a National Council of Social Service (NCSS) Associate Member. Acquiring this esteemed status would enable us to grow into a trusted charity and

dogs, preparing our clients to be trained, and, if the legislative landscape is permissive, matching the right AD with their disabled handler from the end of 2024.

It takes genuine kindness to be inclusive. To allow a person with a disability to use an AD in the community and live with greater purpose is truly a gift of dignity.

Please give K9Assistance your kindness, share about and support our work. Together, we can enable Singapore to be continually welcoming towards ADs, and K9Assistance can fulfil our mission to



start attaining Institute of Public Character (IPC) status in time to come.

In the year ahead, K9Assistance will continue to advocate for the acceptance of Assistance Dogs with their disabled handlers. We will work towards securing the supply of ADs and raising funds for these amazing dogs. We are excited to begin selecting suitable

provide these amazing dogs to our clients without charge.

As we journey into the years ahead, may the legacy of Esme, our Founding Chairman's late Seeing-Eye Dog, who pioneered advocacy for a more inclusive society, light the path forward for all

**Mr Andrew Chew  
Chairman**

# 03 Leadership



## Our Board of Directors

K9Assistance is governed by a Board of Directors, the governing body responsible for overseeing and managing the charity.

### Mr Andrew Chew



Chairman

*23 Sep 2022 - Present*

Communications  
Professional

### Dr Soon Genliang Kent



Vice Chairman

*23 Nov 2022 - Present*

Veterinarian

### Mr David Jonathan Foster



Treasurer

*1 Jan 2023 - Present*

Independent  
Consultant

### Dr Leong Sau Mun Dawn-Joy



Director

*19 Oct 2022 - Present*

Researcher

### Dr Navin Nair



Director

*10 Oct 2021 - Present*

Public Officer

### Dr Goh Hock Huan



Director

*2 Mar 2022 - 30 Jun 2023*

Research Scientist

## Management

On 26 September 2022, Ms Cassandra Chiu was appointed as the Executive Director to lead and manage the day-to-day operations of K9Assistance.



## Governance



### Role of the Governing Board

The Board's role is to provide strategic direction and oversight of K9Assistance's programmes and objectives. The Board will also steer the charity towards fulfilling its vision and mission through good governance.

### Attendance of Annual General Meetings & Board Meetings

K9Assistance's second Annual General Meeting and 8 Board Meetings were held during the financial year ending on 30 June 2023. The attendance of the Board of Directors was as follows:

#### 2nd AGM

#### FY2022/23 Board Meetings

Director	19 Oct 2022	24 Aug 2022	31 Aug 2022	21 Sep 2022	12 Oct 2022	23 Nov 2022	29 Dec 2022	15 Feb 2022	14 Jun 2022	Attendance
Mr Andrew Chew Hew Jeow	Y	Y	Y	Y	Y	Y	Y	Y	Y	100%
Dr Leong Sau Mun Dawn-Joy	Y	NA	NA	NA	NA	Y	Y	Y	Y	100%
Dr Soon Genliang Kent	Y	Y	Y	Y	Y	Y	Y	Y	Y	100%
Mr David Jonathan Foster		NA	NA	NA	NA	NA	NA	Y	Y	100%
Dr Navin Nair	Y	Y	Y	Y	Y	Y	Y	Y	Y	100%
Dr Goh Hock Huan	Y	Y	Y	Y	Y	Y	Y	N	N	75%
Mr Ian Ong (Resigned)	Y	N	N	N	N	N	N	N	N	16.7%
Ms Cassandra Chiu (Resigned 26 Sep 2022)	Y	Y	Y	NA	NA	NA	NA	NA	NA	100%





## Governance



### **Disclosure of Remuneration and Benefits received by Board Members**

No Board members were remunerated for their Board services in the financial year.

### **Disclosure of Remuneration of Staff**

None of the charity's staff receives more than \$100,000 in annual remuneration each.

None of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration.

### **Reserve Policy**

To reassert the practice of placing K9Assistance's reserves in only low-risk and conservative financial instruments until such time when reserves amass an amount equivalent to three years' expenses level, whereupon other investment options may be considered.

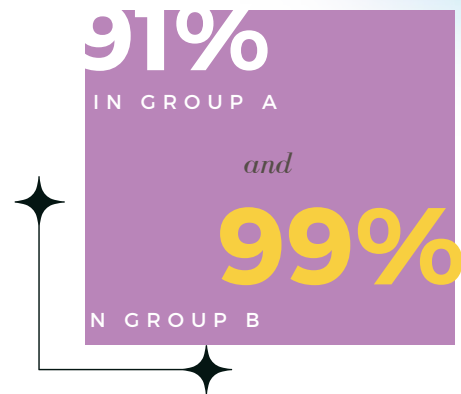
### **Conflicts of Interest Policy**

All Board members and staff are required to comply with the charity's conflict of interest policy. The Board has put in place procedures for Board members and staff to declare actual or potential conflicts of interest on a regular and need-to basis. When a conflict of interest is tabled for discussion, Board members and staff are recused from the meeting. Board members do not participate in decision-making on matters where they have a conflict of interest.

# 05 Highlights

## ★★★ 2nd Public Perception Survey on Assistance Dogs in Singapore

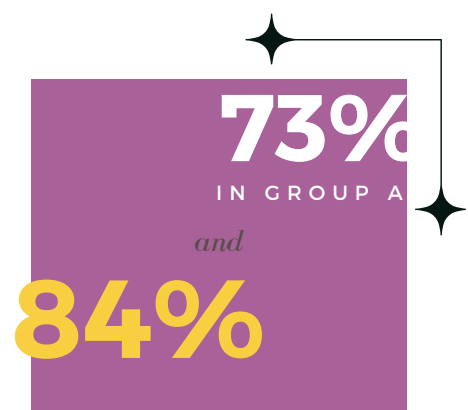
To gauge public perception towards ADs, K9Assistance conducted the 2nd public perception survey (PPS). The second iteration sought to build upon the findings of the 1st PPS undertaken in 2021. 658 participants were recruited, and they were divided into three different groups. Individuals in Groups A and B completed the same survey, but those in the latter had the opportunity to speak and interact with an AD and her disabled handler. Participants in Group C participated in focus group discussions.



**ALMOST ALL  
RESPONDENTS WERE  
SUPPORTIVE OF  
PEOPLE WITH  
DISABILITIES USING  
ASSISTANCE DOGS**

Our survey showed that almost everyone in Groups A (91%) and B (99%) supported PWDs using ADs in their day-to-day life. Further, most of these individuals in Group A (73%) and Group B (84%) were willing to share public spaces with ADs. The fact that more individuals in Group B expressed more positive attitudes toward ADs highlights both the necessity and effectiveness of K9Assistance's education efforts in raising awareness and acceptance for ADs.

**A LARGE MAJORITY OF  
RESPONDENTS WERE  
WILLING TO SHARE  
PUBLIC SPACES WITH  
ASSISTANCE DOGS**



Participants in Group C similarly expressed positive views about ADs, sharing how they felt respect, compassion and even awe from their prior encounters with AD in public spaces. The recommendations are for improved access to public education on ADs, campaigns to emphasise the relatability and representation of AD handlers in their day-to-day lives, and to encourage greater collaboration with government agencies in its outreach campaigns.

We thank Dr Priscilla Koh, who led the team in drafting this report. We would also like to acknowledge Bryanna Melodie Koh, Cassandra Chiu, Shalom Lim and Katrina Jacinto for their contributions to studying and analysing the survey data and writing the report.

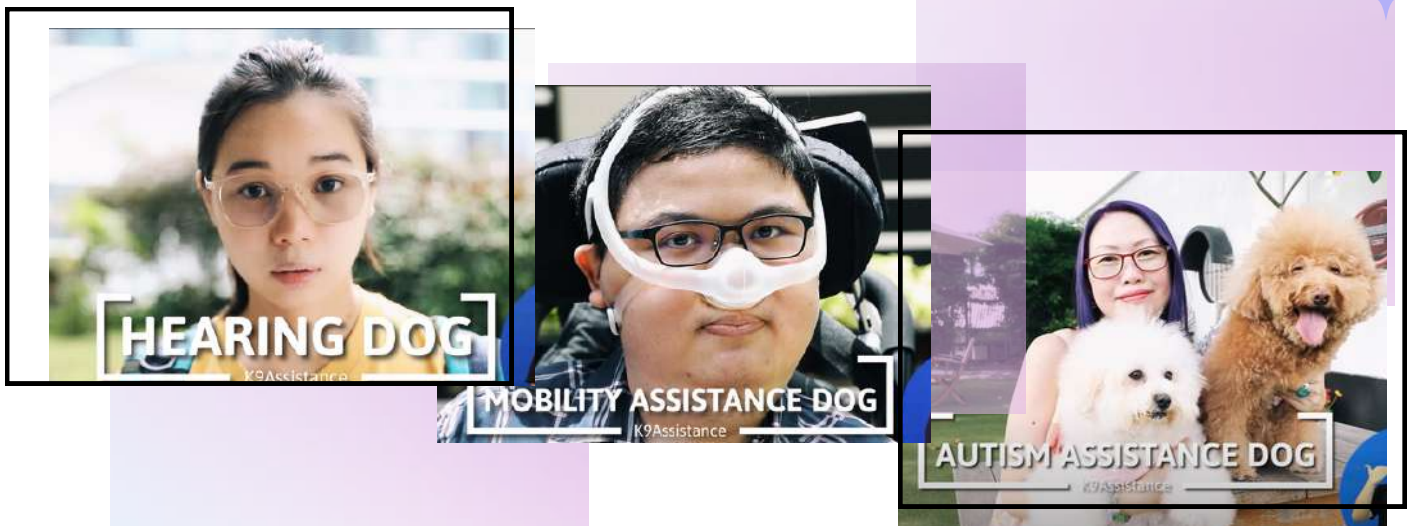
## 05

## Highlights

### ‘Make the Impossible, Paw-sible!’ Educational Video Series



To further our public education efforts on ADs, we launched an educational video series titled “Make the Impossible, Paw-sible!”. In this FY, three different videos were produced, covering three of the four types of ADs K9Assistance will be providing. To ensure its accessibility, the videos included audio descriptions, subtitles, and Sign Language interpretation.



Together, the videos gave viewers a clearer understanding of how ADs can help mitigate their future handler’s disability. Cumulatively, the videos have been viewed over 200 times.

We extend our heartfelt thanks to Clydia Tan, Shalom Lim and Dr Dawn-Joy Leong for allowing us to share their stories. We also thank Tan Beng Tian for scripting the Audio Descriptions, Daniel Yong for the Sign Language Interpretation and Rexanne Yap for the Voice Over.

These videos can be found on our YouTube and Facebook channels.



# 05 Highlights

## ◆◆◆ 'Human Dog Partnership Outreach Events'

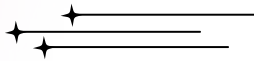
To increase the awareness and acceptance of ADs among PwDs and their family members, we held two 'Human Dog Partnership' outreach events on 14 January 2023 and 1 April 2023.



The first was the Human Dog Partnership Webinar, held on 14 January 2023. 30 participants gathered at JustCo Metropolis to listen to our invited speaker, an overseas accredited Hearing Dog trainer with 16 years of experience, share about Hearing Dogs. The participants were a part of the d/Deaf and Hard-of-hearing community and learned about the various practical ways that Hearing Dogs can help improve their quality of life.



K9Assistance also provided Singapore Sign Language interpretation and note-taking for the event to facilitate smooth communication for the d/Deaf or Hard-of-Hearing and deaf/blind attendees. Participants were also allowed to interact with Elke, a Seeing-Eye Dog, during the event.



The second session – the ‘Human Dog Partnership – All about Hearing Dogs’ event, was held on 1 April 2023. We invited two Assistance Dogs International (ADI) accredited Hearing Dog Trainers to conduct the educational engagement session in person. We received more than 20 responses, and 19 individuals from the d/Deaf or Hard-of-Hearing community attended the event at JustCo Centrepoint.



Similarly, K9Assistance arranged for a Singapore Sign Language interpreter to provide interpretation for the event. Through this, the trainers shared how Hearing Dogs can help individuals who are d/Deaf or Hard-of-Hearing live more independently. This was followed by a lively Q&A segment wherein the trainers cleared up any misconceptions and clarified any questions that the participants had about Hearing Dogs.

In addition, participants were able to better understand the dynamic between AD and handler through a demonstration by Elke, a Seeing-Eye Dog, and her disabled handler. The photos of the event are presented here:



We are grateful to have been able to conduct this event in person and would like to thank the participants and volunteers for their warm support in making this event a success.

# 05 Highlights

## Assistance Dog-Friendly Business (ADFB)



In 2022, we launched a new campaign – ‘Say Yes to Inclusion’. The campaign aimed to engage businesses and attain their expressive support to accept ADs onto their premises once public access policies are extended to all bona fide ADs. These organisations would thus become Assistance Dog Friendly-Businesses (ADFBs). ADFBs can be identified by an

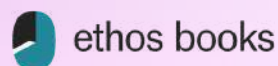
“Assistance Dogs Welcome” decal, displayed on their premises to show their support, and would also educate their frontline staff and patrons about ADs.

To date, 36 ADFBs have pledged their support to welcome Assistance Dogs and their handlers onto their premises. Some businesses include the National Gallery Singapore, the leisure hub Downtown East run by NTUC Club and the restaurant chain The Privé Group. We are actively working to expand and grow this community of businesses.



We sincerely thank these businesses for their willingness to co-create more accessible spaces for PWDs and their future ADs. Their support is crucial in pushing the needle forward in creating a more inclusive Singapore.

## OUR ASSISTANCE DOG-FRIENDLY BUSINESSES





# 05 Highlights

## Engaging The Public Sector



We have also made concerted efforts to enact change beyond the grassroots level. K9Assistance has engaged with and is working alongside various government agencies to further the conversation on widening current legislation. Revised legislation would grant all bona fide ADs the same public access as Seeing-Eye Dogs into food establishments, public transport and other spaces.

We are grateful to the Ministry of Social and Family Development (MSF), Majlis Ugama Islam Singapura (MUIS), Singapore Food Agency (SFA), Land Transport Authority (LTA), Housing Development Board (HDB) and Animal and Veterinary Service (AVS) for their willingness to explore the operational requirements in enacting policy changes for different types of ADs to be in public spaces.



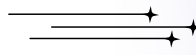
# 05 Highlights

## In The Community



We have increased our community education efforts and were heartened to meet many new friends and gain many volunteers this past year.

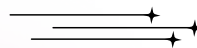
### Purple Bazaar @ SMU



On 10 October 2022, K9Assistance organised an interactive information booth at the Singapore Management University (SMU) Purple Bazaar. The team interacted with educators and students to share more about Assistance Dogs. We also used the opportunity to invite students to join our volunteer base.



### Engagement with NTU



On 15 December 2022, K9Assistance held an educational session with Nanyang Technological University (NTU) students at JustCo Centrepont. Our team introduced K9Assistance,



our objectives as a Charity, and the volunteering opportunities available at our organisation. Cassandra Chiu shared her experiences navigating public places for 11 years as one of Singapore's first Seeing-Eye Dog handlers.



## The Great Bay Fiesta

From 22 to 27 December 2022, K9Assistance participated in the Great Bay Fiesta to help spread greater awareness for Assistance Dogs amongst the general public. Aided by our volunteers, K9Assistance spoke to more than 500 individuals about ADs, how they help people with disabilities and, importantly, how to behave around them. K9Assistance also utilised the opportunity to invite some of these participants to partake in our Second Public Perception Survey after interacting with the AD and further watching a video about them. Their responses have helped us better understand the attitude around ADs in Singapore



## Engagement at Cendana College

On 7 Mar 2023, K9Assistance visited Cendana College, Yale-NUS. The event aimed to raise greater awareness about ADs and the broader social landscape around them in Singapore. Due to the audience's demographics, K9Assistance also sought to accrue more volunteers during the event, ensuring the continual development of its volunteer base. The event drew a footfall of



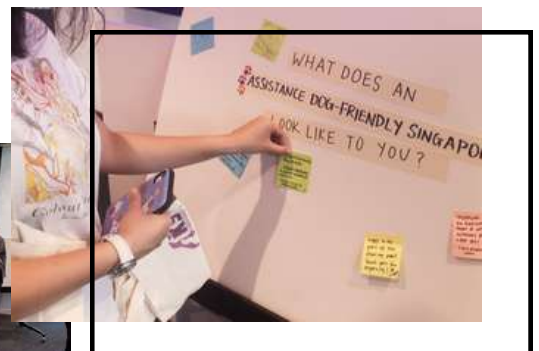
more than 100 students. They spoke to the team and learned more about the ways ADs have and can empower lives. Students were also asked what they could do to enable Singapore to be more AD friendly, writing their answers on post-it notes before displaying them on a board.

K9Assistance would like to thank Volunteer Ms Katrina Jacinto for helping to organise this event.



## Punggol Regional Library Event

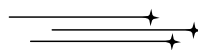
On 17 June 2023, K9Assistance organised an engagement session at the newly opened Punggol Regional Library. Speaking to a group of about 50 participants, the team shared K9Assistance's mission and how we believe that Assistance Dogs can help positively transform the lives of PWDs.





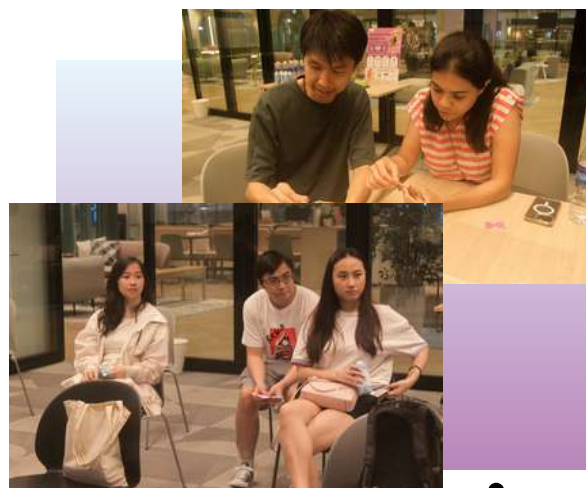
Participants also had the opportunity to listen to Cassandra's personal sharing, where she spoke about how her AD enabled her to live a more independent life. Participants also had the opportunity to interact with Elke and Cassandra and contribute their answers to the question: "What does an Assistance Dog inclusive Singapore look like to you?".

## Volunteer-Gather Event

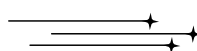


As part of our ongoing efforts to better engage our volunteer base, K9Assistance also organised our inaugural Volunteer-gather event, a get-together for all our volunteers. Over snacks and tea, the team organised games, an origami booth, and a sharing on future volunteering opportunities for K9Assistance.

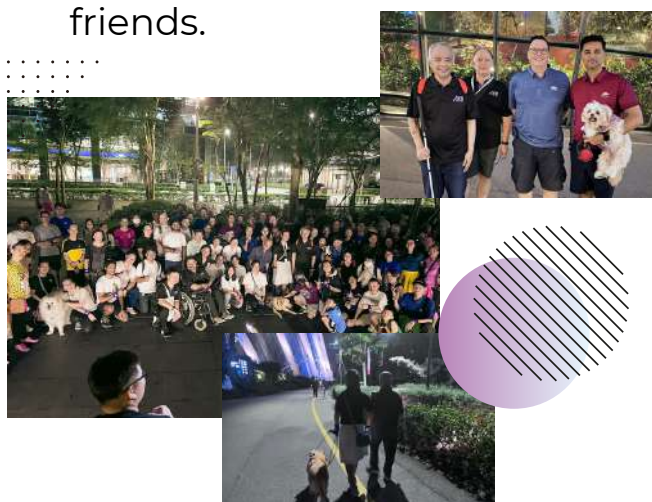
It was also an opportunity for the team to know our volunteers better and work alongside them to create more volunteering opportunities. K9Assistance will continue to develop this branch of our efforts actively.



## K9 Empower Walk



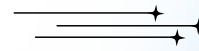
To commemorate our third anniversary, K9Assistance organised the inaugural K9 Empower Walk 2023 on 3 Apr 2023. Proudly sponsored by Paypal, the 5km walkathon drew in a crowd of more than a hundred participants, some accompanied by their furry friends.



We were honoured to have had Dr Willian Wan, General Secretary of the Singapore Kindness Movement as our guest of honour. The walk brought together different stakeholders, such as our ADFBs and clients who had expressed interest in an AD.

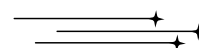
We want to thank our sponsor, PayPal, for supporting this event. We also appreciate Bloomberg, who kindly coordinated volunteers to serve as road marshalls for our event.

## Research on Assistance Dogs in Singapore



From December 2022 to April 2023, K9Assistance collaborated with undergraduate student Katrina Jacinto to encourage research on ADs in Singapore. An Anthropology major at Yale-NUS College, Katrina volunteered extensively with K9Assistance for various events and projects. Her work culminated in her Capstone Thesis, entitled “Fleshy, Furry Infrastructure: In(ter)dependence and Assistance Dog Advocacy in Singapore.” The thesis argued that ADs are vital animal infrastructure that makes Singapore more accessible for People with Disabilities. Katrina was awarded the Bernard Bate Prize for Outstanding Capstone in Anthropology for her work, a testament to the significance of AD advocacy in Singapore and the need for more significant research and awareness. Now an alumna, Katrina hopes to publish her thesis in an academic journal and continue to advocate for AD teams on an even broader platform.

## Co-creating a sustainable future with Corporates



To co-create a sustainable blueprint for K9Assistance and ensure that K9Assistance continually strives to conduct high-impact engagement, we embarked on a year-long journey with TalenTtrust, which ended on 13 January 2023.

TalenTtrust is a charity and IPC that provides mentorship for young charities by inviting business leaders to volunteer their managerial expertise and strategic advice.

From 18 February 2022, K9Assistance’s leadership team met monthly with TalenTtrust’s mentors to brainstorm strategic roadmaps and implementation plans.

These invaluable meetings have broadened K9Assistance's perspectives and helped us shape our strategies, especially in engaging businesses to pledge as an ADFB.

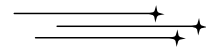
On 3 and 4 October 2022, K9Assistance collaborated with Bloomberg and TalenTrust to organise a hackathon to establish a developmental strategy for K9Assistance. A total of 17 participants from Bloomberg joined the hackathon, conceptualising the direction that K9Assistance should move towards and focus its efforts on developing. The outcome of the two half-day events was a pitch and strategy for the three target audiences that K9Assistance could adopt (local businesses for the ADFB programme, corporates – to partner on D&I, CRS and fundraising, and government to widen the position on ADs).

We are immensely grateful to TalenTrust and our four mentors -- Abhay Shah- Founder and Director, Change Whisperer; Kelly Galesloot- Director of Sales and Revenue Growth; Perfetti van Melle; Yvonne Januschka- Vice President, APAC, Shutterstock, and Jonathan Foster - Former Head of Technology Solutions SEA, IQVIA Asia Pacific for their dedication and commitment to co-create a meaningful way forward for K9Assistance.



From Mar 2023 to Jul 2023, K9Assistance engaged in our second mentorship programme with TalenTrust. In this iteration, we partnered with Red Hat, an international software company, to better formulate a corporate engagement strategy. Over five months, K9Assistance met regularly with our Red Hat mentors to concretize our direction in engaging corporate partnerships and develop a pitch deck we can utilise. The sessions culminated in a mock set-up of a pitch, wherein members from the K9Assistance team had the opportunity to present the slides to a panel of well-established guests in their fields. This provided us with invaluable feedback to shore up our corporate engagement capacities. We sincerely thank our mentors, Naina Parhar, Shay Peleg, Dan Taler, Rob Kropman and Rajan Shah.

## Media Features



K9Assistance is grateful to CNA, Mothership, Shin Min Daily News, The Pride, The Smart Local and Youthtopia for the following features, which helped broaden awareness of ADs in Singapore and the work that K9Assistance does.



Celebrate the joy of giving in simple, meaningful ways this festive season (TODAY, 2 December 2022)



He applies for assistance dog with K9Assistance, ends up advocating for all service dogs in Singapore (The Pride, 19 December 2022)



Youth With Muscular Dystrophy Advocates For Assistance Dogs <肌肉萎缩青年为辅助犬发声> (Shin Min Daily News, 1 January 2023)



Advocating for assistance dogs, delivering baby formula: 5 ways to spend your V-Day meaningfully (Mothership, 7 February 2023)



5 Wholesome Date Ideas In Singapore For Couples Who Wanna Give Back Together In 2023 (The Smart Local, 10 February 2023)



The Privé Group now allows assistance dogs in all 14 restaurants across S'pore (Mothership, 22 February 2023)



A Kind Take: Public water coolers, assistance dogs, cafes with a difference and kindness during wet weather (The Pride, 2 March 2023)



Daily Cuts - S1E172: EmPAWer assistance dogs in Singapore (CNA, 10 March 2023)



A Kind Take: Oscars 2023, more help for rough sleepers, Sophie Soon and assistance dogs, and are hawkers getting enough help? (The Pride, 16 March 2023)



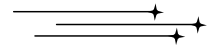
K9 Assistance organising walk at Marina Bay in support of assistance dogs and their handlers with disabilities (Youthtopia, 21 March 2023)



A Kind Take: On parking in private estates, PMDs on paths, waiting for lifts and a K9 walk to remember (The Pride, 6 April 2023)



# Acknowledgements



Thank you for believing in our mission. K9Assistance's journey would not have been possible without the generosity of our donors. We would like to express our deepest gratitude to all our donors, volunteers, and supporters for your contributions and support. It is your kindness that ensures our ability to continue our mission.

## THANK YOU

### ***DIRECT DONATIONS***



L87 Foundation c/o SymAsia Foundation Limited

Pet Lovers Centre Pte. Ltd.

Estate of the late Prof. Wong Hee A K Ellen,

366 individual donors who contributed to K9Assistance via Giving.sg to help us raise a total of \$43,734

individuals that contributed \$1,197 through Pay Now

4 individuals who donated \$1,200.45 through Benevity

### ***OTHER IN-KIND SUPPORT***



Ms Ang Hooi Yeong Pauline, Goodwins Law Corporation for the company's secretarial service.

Mr Min Kim, Milbank LLP, for his legal advisory.

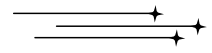
Ms Huang Jing Jie and Mr Lin Zhenyu, who dedicated their time to populating fundraising campaigns for the organisation on Giving. SG.

NCSS for the CCF Info-Communications Technology (ICT) Grants and Consultancy Grants

Tote Board for the Enhanced Fund-Raising Programme (EFR)

SG Enable for the Open Door Programme

## Recognizing our supporters



In 2021, we nominated Dr Navin Nair for the Goh Chok Tong (GCT) Enable Awards. We are very proud of Dr Nair for being honoured with the GCT Enable Awards (UBS Achievement) 2022.

As a lean team, K9Assistance understands the importance of maintaining a healthy engagement with its volunteer base. Part of that engagement requires an expressive appreciation for their instrumental support in our operations. Thus, K9Assistance organised its first iteration of its Volunteer Awards. During our volunteer-gather event, K9Assistance presented two Certificates of Appreciation to our volunteers, Katrina Jacinto and Huang Jing Jie, for their outstanding support rendered thus far. As we continue to organise opportunities for collaboration with our volunteers, such appreciation events will be annually arranged, ensuring a lasting and meaningful relationship with our volunteers.



## Key Statistics

### Summary of Financial Performance



Item	Amount
<b>Total Income</b>	\$ 582,504
Donations	\$ 506,121
Jobs Growth Incentive	\$ 22,857
Government Grant	\$76,383
<b>Total Expenditure</b>	\$283,033
Staff Expenses	\$132,658
Other Expenses	\$150,375

K9Assistance's income rose by \$191,532, and expenses increased by \$121,367 compared to the previous financial year. This was due to the appointment off a full-time Executive Director currently who ran operations and engaged in outreach and fundraising activities. The charity has disclosed its significant financial transactions in the Financial Statements, pages 7 to 10 and 11 to 24. Please refer to the Financial Statements for more information.



Item	Amount
<b>Surplus before tax</b>	\$299, 471
Tax Expenses	-
<b>Surplus after tax</b>	\$299, 471
<b>Total Comprehensive Income</b>	\$299,471

Item	Amount
<i>Expenses</i>	
Accounting Fee	\$4,800
Advertisement & Marketing Expenses	\$38,383
Audit Fee	\$2,500
Bank & other charges	\$1,123
Depreciation	\$226
Entertainment	\$4,360
General Expenses	\$24,214
Legal & professional fees	\$31,808
Printing, Stationery & Postage	\$7,679
Rental	\$26,391
Repairs & Maintenance	\$4,544
Staff Salaries	\$111,276
Staff CPF & SDL	\$16,105
Staff Welfare	\$5,277
Telecommunication	\$141
Training Expenses	-
Transport & Traveling Expenses	\$4,206
<b>Total Expenses</b>	<b>\$283,033</b>





## Key Statistics

### Statement of Financial Position



Item	Amount
<i>Assets</i>	
Non-Current Assets	\$13,334
Current Assets	\$563,708
<b>Total Assets</b>	<b>\$577,042</b>
<i>Funds and Liability</i>	
Funds	\$544,641
Current Liability	\$32,401
<b>Total Funds and Liability</b>	<b>\$577,042</b>

# 07

## The Year Ahead



In the coming year, K9Assistance would embark on the final stretch of its first phase of development. From the end of 2024, K9Assistance will launch its second branch of operations and endeavor to begin matching its first ADs to PWDs in Singapore.



In tandem with this expansion of our operational capacity, K9Assistance will ensure we demonstrate continual organisational excellence. This would include actively centering ESG within our operations and adapting to the evolving landscape. We will also develop more robust processes and policies, ramping up our operations to support our growth as a trusted charity.



Operationally, we will enhance our advocacy efforts with our various stakeholders. In anticipation of the ADs that will be arriving at the end of the Calendar year, these efforts are more relevant than ever. With the general public, K9Assistance will continue its educational outreach both through physical engagement sessions, as well as digital outreach, which include our social media.

With various businesses, K9ASsistance will continue to actively expand our 'Say yes to Inclusion' program, inviting more businesses to pledge their willingness to welcome AD teams onto their premises.

As knowledge about ADs remain low within the disabled communities, K9Assistance will continue to help people with various disabilities learn more about ADs. We will establish relationships with the different communities that ADs can support, and through both physical and digital outreach, raise greater awareness for them.

Importantly, K9Assistance will continue to advance its engagements with the relevant government agencies for more inclusive legislation on all types of ADs. With legislative support, PWDS will be able to work with their future ADs effectively and holistically, creating a more enabling Singapore for all.

K9Assistance will also be establishing our Client Service Department. This department is dedicated to supporting the current and future clients on its 'Expressions of Interest' list for ADs.



Procedures will be established to ensure the process is seamless and that future clients will be well supported in their journey to acquiring an AD. ADs are the other half to that equation, and as Singapore does not have existing expertise in training these dogs, K9Assistance will be finalising the procurement of ADs. Importantly, K9Assistance will only procure ADs that are trained by Assistance Dogs International (ADI) accredited organizations. Once we have achieved greater organisational maturity, establishing our own training facility in Singapore will be K9Assistance's next phase of operations.



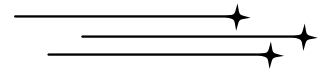
As the first and only registered charity in Singapore advocating for the acceptance and use of ADs, there is much pioneering work that K9Assistance is committed to achieving. We will continue to foster a culture wherein members of public not only celebrate ADs and their disabled handlers, but also actively advocate for their inclusion. We have made progress in leaps and bounds these last couple of years only through your support. We are spurred by your generosity and hope that we can continue earning your support in the years to come. Together we can help ADs change lives, together we can create a more enabling Singapore for PWDs.







THANK YOU FOR YOUR SUPPORT



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