



Changing Lives

The Salvation Army in Malaysia
Annual Report 2009

EVERY CHILD MATTERS



EDUCATING THE YOUNG



TAKING CARE OF THE ELDERLY



CARING IN THE COMMUNITY



Contents

Message from the Territorial Commander	3
--	---

ABOUT OUR SERVICES:

Caring in the Community	4
Educating the Young	8
Taking Care of the Elderly	12
Every Child Matters	16

INTRODUCING SOME MEMBERS OF OUR TEAM:

Rodi Samo	5
Anthony Tiong	8
Manonmany Krishnan	13
Judy Chun	17

TESTIMONIES:

Andrew Lo	6
Joon Moi Jones	14

Financial Statement for the year ended 31 March 2009	10
---	----

Directory of our Services	18
---------------------------	----

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church.
The message of The Salvation Army is based upon the Bible. Its ministry is motivated by love for God.
The mission of The Salvation Army is both spiritual and practical:
Preaching the Gospel of Jesus Christ; Transforming lives through the power of the Holy Spirit;
Caring for people in God's name; Meeting human needs without discrimination.



Message from the Territorial Commander

Dear friends,

Greetings from The Salvation Army!

Over the past twelve months The Salvation Army in Malaysia has continued to operate and develop its social services. These provide both practical care and spiritual guidance to people in need. Despite growing economic uncertainties, our staff and volunteers have responded magnificently to ensure that the needs of our clients are met with the best possible service. Indeed, the altruistic contribution of staff and volunteers has always been The Salvation Army's most valuable asset.

Furthermore, we are blessed with many good friends and supporters throughout Malaysia, such as yourself. Through your generous giving, you help ensure that the social programmes of The Salvation Army not only continue, but develop to meet the growing demand for social services to low-income and underprivileged families around the country.

The Salvation Army's mission is still relevant in the world today where so many unfortunate people are suffering, sometimes to the point of despair. With **Heart to God and Hand to Man**, The Salvation Army reaches out around the globe with care and compassion, bringing hope and Salvation to change people's lives.

It is my privilege to present to you our Annual Report for Malaysia for the year 2009 and I would take this opportunity to thank you most sincerely for your kindness and support of our work during the past twelve months. You are our partner-in-caring, helping to bring about positive change in lives of needy people. We look forward to a continued strong partnership in the future, which will make significant contributions to community life in Malaysia.

God bless you and thank you again,

Yours sincerely,

Colonel Keith Burridge

Territorial Commander

Singapore, Malaysia & Myanmar Territory



Caring in the Community

Whilst The Salvation Army in Malaysia has residential homes for children and elderly people, one of our primary objectives is to keep families together wherever possible. For this reason we have developed, alongside our residential work, Community Service Teams that engage families-in-need in their own communities, providing practical and

emotional support that enables them to remain in their own homes.

Providing residential

care for children of families facing crisis can be seen as an immediate solution. However, although it can bring some temporary respite our experience has shown us that long-term residential care also presents some more challenging problems for client families. Challenges such as maintaining close family

relationships and institutionalisation.

The Salvation Army's Community Services Teams in Kuching and Melaka are full-time units. Their role is to help facilitate positive change for families that have been referred to us for assistance. Priscilla Michael and Rodi Samo, our team members in Kuching, are qualified social workers. Together with the officers of Kuching Corps, Major Roland and Selviana Saptanno, they visit 35 underprivileged families each month, providing both material and emotional support. The majority of these families have young children that without this vital community based programme, might have had to be admitted to a residential home. Instead, they are where they should be – at home with their families.



Salvation Army personnel visit families in Sarawak



Visiting rural areas of Sarawak



Giving emergency relief aid to families affected by fires

The Community Service Team in Melaka comprises of six Community Workers. On average they serve 57 client-families each month. Many of the parents of the families concerned are either jobless or on very low-income. There are a significant number of clients who are former plantation workers and aid is given irrespective of race or religious beliefs. The Team is led by Freda Lim, the Director for Social and Community Services for The Salvation Army in Melaka State.

The Salvation Army has Community Service Teams across Malaysia. In Puchong, 25 families receive regular assistance with one full-time Community Worker employed. In



In Bintulu

Banting, 15 families are served by a Team that includes church members and volunteers.

There are also community service programmes run by The Salvation Army in Penang, Ipoh, Batang Melaka, Bintulu and Kota Kinabalu. Material assistance such as food parcels, household goods and educational support are offered by

the Teams to clients. Counseling and group activity programmes to encourage peer group support are arranged for client families facing trauma and emotional stress.

CHANGING LIVES IN THE COMMUNITY THE SALVATION ARMY

Unit No. 100201 / 1001, Kuching in Sarawak, Malaysia

COMMUNITY CENTRES	10
CLIENTS	956
COST	RM 1,385,976
PERCENT OF BUDGET	25%

for salaries and other support services

INTRODUCING RODI SAMO

Our Community Services Team Leader in Kuching



Over the past ten years our community services unit in Kuching has employed a number of social workers and community service workers. This policy not only benefits clients who as a result

receive expert assistance with their problems, but helps to promote social work as a recognized profession in Kuching for young people looking for a rewarding career. Our current team includes Priscilla Michael, a trained social worker and graduate from the University of Sarawak, and Rodi Samo who is employed as the Team leader of Kuching Community Services.

Rodi Samo is a Bidayuh. He is married and has a young daughter. Rodi's home kampung is in Padawan, an area about 14 kilometres south of Kuching. He began his employment with The Salvation Army in 2003 and has a particular concern for the development of community-based services to indigenous groups in Sarawak. Rodi speaks fluent Bidayuh, Bahasa Malaysia and English. As a Christian, he shares the mission of Salvationists to provide spiritual guidance to those who seek a greater understanding of Christianity. Rodi takes part in a Sunday worship outreach by The Salvation Army to a small group of families in the Padawan area.

Rodi and Priscilla have a case load of approximately 60 client families per month. They spend much of their time

visiting needy people in their own homes. This involves a lot of travelling to rural kampungs, particularly in the Districts of Serian and Bau as well as Kuching. Whilst practical help is nearly always given to clients, the main thrust of our community service is to empower families, enabling them to overcome problems using their own resources. Rodi explains,

"Although we go with food parcels and other forms of assistance, we spend time talking with clients about their problems and look for ways in which they can improve their situation. For example, one single mother in a kampung in Serian has two young children. Her atap house was badly in need of replacement but she could not afford to make even a small improvement. We helped this lady apply for a new home under the Government's hard-core poor assistance programme. With this help, she was able to complete the necessary forms and meet the requirements so that a brand-new brick house was built on the site of her old atap hut.

In another case, we have been able to provide weekly counseling for two young siblings who dropped out of school. Their parents, who are both blind, found it difficult to monitor the boys' movements. We help provide regular supervision and encourage the boys to act responsibly so that they contribute to the family's well-being. As the boys have grown older and their behaviour has improved, the family has grown stronger and more united."

Rodi and Priscilla are supported in their community work by the Commanding Officers of Kuching Corps, Majors Ronald and Selwiana Septenna. Staff members from the other Salvation Army centres in Kuching and a small number of volunteers also help in various aspects of the community services work. Together, the team strives to change people's lives for the better.

Testimony by Andrew Lo

Andrew Lo Meng Fui, a Cadet in The Salvation Army School For Officer Training in Singapore, shares his experiences of growing up in the Army's Home in Kuching and offers advice for his young friends.

On 26 February 2009, 24-year-old Andrew entered The Salvation Army William Booth School for Officer Training in Singapore. After approximately two years and if he completes his training successfully, Andrew will be commissioned a Lieutenant, the starting rank for an officer in The Salvation Army.

He will have studied the Bible thoroughly, been taught church and religious history, equipped himself with skills in leadership and public speaking, and received lessons in the skills of counseling and helping people in need. Andrew will become an officer in the organization that took care of him as a child.

It was back in 1985, when Andrew was just a small child, that his mother faced difficulties as a single parent. She sought the help of The Salvation Army and Andrew was placed in the nursery section of Childrens Home in Kuching. For the next 18 years Andrew would call The Salvation Army his 'home'.



Andrew & friends in Kuching city at a handover before he goes for Singapore

Although memories of those early years are not easy to recall, Andrew does remember some of the challenges he faced growing up as a young boy in a large residential home.

"I missed my mum a lot, but I was always happy to see her when she visited me, especially on my birthday. Sometimes it was hard living with so many other boys and girls. Everyone wanted to do their own thing. Getting an agreement amongst us was never easy!

It was also difficult trying to heed the advice of the staff members. Sometimes they seemed to have different ways of doing the same thing. That was tough, but I guess even mums and dads occasionally give different advice to their sons and daughters so maybe it was just part of growing up!"

In 1996, at age 11, Andrew was transferred from the Children's Home at Jalan Uplands to the Boys' Home at Jalan Ban Hock. Contrary to what people might think, life in the Boys' Home for Andrew was both very enjoyable and educational.



Cad



ets Fiona Loh & Andrew Lo with their Corps Officers
in Kuching. Majors Selviana & Ronald Saptanno

"We had lots of great times. Every night we'd play soccer and there were many interesting outings to go on. Christmas and Chinese New Year celebrations were the highlights of the year and we'd look forward receiving many presents and ang paws! It was a lot of fun!

We also went to church Youth Camps where we'd learn lots of things about building good relationships. These were held in different parts of Malaysia and sometimes even in Singapore, so we got to travel as well.

But perhaps the best thing of all is the fact

that I now have so many good and close friends. This is because of all the children and staff I grew up with in the Homes, and because of the many volunteers who helped us."

It was during his time in the Boy's Home that Andrew began to show signs of leadership ability. He was often asked to help look after the younger boys due to his responsible nature, and after he obtained his driving license he would help send boys to and from their schools, something that the younger boys appreciated very much. At church, Andrew taught in Sunday School and was the Youth Group Leader.

After finishing his tertiary studies at business college, Andrew started work for a car dealership firm. His leadership qualities were quickly recognized and within a short period he was promoted to a supervisor. However, Andrew sensed that his calling in life did not lie in the commercial sector.

"From a young age I felt a strong urge to



Boys and girls from the Homes in Kuching join Andrew in the Youth Group

work for The Salvation Army. During a school careers talk one day, a teacher asked me what I wanted to be and I answered "an officer in The Salvation Army!". I don't think she believed me!"

But in 2007 Andrew did apply to The Salvation Army to be trained as an officer. His application was accepted, and he was assigned as a Candidate Helper to The Salvation Army Corps in Penang where he was able to gain more experience.

Cadet Andrew offers this advice to his many younger friends still in the Homes,

"My life was changed for the better because I listened carefully to what others said. Not necessarily that you believe all you hear, but in listening carefully you can gain more knowledge about people and the life ahead of you. Make the most of your opportunities. Smile constantly, and always help others less fortunate than yourself."

INTRODUCING ANTHONY

From the Youth Development Centre in Banting



Anthony Tong attends the Banting Youth Development Centre and participates in many of the activities at Banting Corps & Community Services. The Centre opened on 29 March, 2008. It provides a wide range of activities for teenagers and seeks to equip young people with social skills that will help develop their character and well-being. Sixteen-year-old Anthony is one of the members and has participated in many of the centre's projects.

We asked Anthony about the Youth Development Centre and how it has helped him.

"I started coming to the Centre in June 2008 after my friend invited me. I had not been to The Salvation Army before and I was interested to find out about how they could help with my studies.

I found that I liked it very much and began attending the study time sessions from 4.00pm to 8.00pm every Monday to Friday. In these sessions, I get help from Captain Tan Guat Hai and the volunteers.

The atmosphere at the Centre is good for studying because all the people are there by choice."

On weekends and school holidays the Centre arranges outings and visits to places where young people can increase their knowledge. They can learn to interact appropriately with each other under the watchful eye of Salvation Army personnel.

"I've been able to participate in lots of interesting activities", says Anthony.

"We have been to a first-aid course by Red Crescent Society, we have had talks on HIV/AIDS and we have visited Boniba (the fire-station).

Last year we went to Miri for an overnight trip. We visited some rural longhouses and distributed stationery to the children. We also helped give them some tips on studying. Then, during the long school holiday, I volunteered to help in the Holiday Camp for younger children held at Banting Corps. We had daily activities such as sports, exercise, reading, outings and tuition.

One of my favourite trips was last year when we went to The Salvation Army 70th Anniversary Celebration in Kuala Lumpur. It was a weekend of celebration in music and song. On that trip we also went to Ipoh to share experiences with young people in The Salvation Army there. I made a lot of new friends and travelling around Malaysia has helped me expand my understanding of different cultures and different people."

Anthony is one of 38 teenagers registered with the Youth Development Centre. The officer-in-charge, Captain Tan Guat Hai (fondly known as Captain Kakak), is assisted by Olivia Lim, a full-time Youth Worker with The Salvation Army. There are also two volunteers who give their time and energy freely to help the young people.

The provision of day care and education support services plays an important role in The Salvation Army's mission to offer preventative programmes that keep children and young people safe. Our services in this area can be divided into four categories; before and after school programmes for children; kindergarten classes; development and tuition centres for young people; and day care for children and young people with special needs.

Since 2006, The Salvation Army has been providing before and after school programmes for primary school students at Banting in Selangor. Situated in the heart of the town, The Salvation Army Before and After School Programme operates in a two-storey house and has a minibus that helps send the children to



Study time at the Evening Before & After School Programme

Educating the Young



The Youth Development Centre in Bintulu

and from local schools. Captain Vijaya Muniandy, the officer-in-charge of the programme, says that during this past year more students from low-income families have requested help. The centre provides for up to 25 children and has two full-time teachers, a cook and a driver.

There are Salvation Army centres in Batang Melaka and Bintulu that provide similar services.

Kuching Corps Kindergarten provides pre-school education for up to 110 children. It has been in operation for over 35 years and has always kept fees to a minimum to make kindergarten affordable to as many families as possible. However, the standard of teaching has not been compromised and The Salvation Army is continually providing training opportunities for teachers and staff to improve their knowledge and skills for the benefit of the children. The Salvation Army also has kindergartens in Melaka and Taman Overseas Union, Kuala Lumpur.

The Youth Development Centre in Bintulu was opened in March 2007. Amongst the programmes on offer for young people (aged 13-18) are tuition, reading skills development, computer knowledge and study tours. The young people are encouraged to participate in community service projects that help less-fortunate families. These include an annual trip to remote longhouses in the Bintulu interior where they help supply educational materials and food items. There are 38 students in the Centre and the officer-in-charge, Captain Tan



Kinabalu operates a Youth Development Centre in Inanam that provides support to disadvantaged youth.

Children with special needs are not forgotten by The Salvation Army. Indeed, we actively promote their worth and endorse their special abilities so that they make significant contributions to society. A big effort by someone with a special need can be a strong encouragement. Hopehaven Centre for Special Children in Melaka is a place where children and young people flourish. They suffer from disabilities such as Down's Syndrome and Autism. Parents are also given support and encouragement to cope with the special care these children need.

Guat Hai, reports that there is a waiting list for admission.

The Salvation Army in Kola

**BALANCE SHEET
AS AT 31 MARCH 2009**

	2009 RM	2008 RM
ASSETS		
Non-Current Assets		
Equipment	626,860	496,766
Current Assets		
Investments	951,211	1,791,065
Receivables	192,238	53,059
Fixed Deposits	11,706,827	11,101,427
Cash & Bank Balances	1,006,044	895,039
	<u>13,856,320</u>	<u>13,840,590</u>
Total Assets	<u>14,483,180</u>	<u>14,337,356</u>
FUNDS, RESERVES & LIABILITIES		
Funds & Reserves		
Capital Contribution Funds	626,860	496,766
Restricted Funds	54,289	52,785
Designated (Operational) Funds	6,473,037	5,966,634
Unrestricted Fund	7942,902	8,124,239
Fair Value Reserve	(694,497)	(405,481)
	<u>14,402,591</u>	<u>14,239,943</u>
Current Liability		
Payables	80,589	97,413
	<u>14,483,180</u>	<u>14,337,356</u>
Total Funds, Reserves & Liability		

**STATEMENT OF CHANGES IN FUNDS AND RESERVE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 31 MARCH 2009**

	Unrestricted Fund	Fair Value Reserve	Capital Contribution Funds	Restricted Funds	Designated (Operational) Funds	Total
	RM	RM	RM	RM	RM	RM
Balance at 1 April 2007	7,382,511	-	326,289	29,332	5,434,666	13,172,798
Net surplus / (deficit) for the year	1,443,328	-	(154,792)	28,453	954,802	2,271,791
Fair value losses on investments recognised directly in equity	-	(405,481)	-	-	-	(405,481)
Transfers	(201,600)	-	325,269	-	(123,669)	-
Transfer to General Fund	-	-	-	-	(299,145)	(299,145)
Transfer to Property Fund	(500,000)	-	-	-	-	(500,000)
Balance at 31 March 2008	8,124,239	(405,481)	496,766	52,785	5,966,634	14,239,943
Net surplus / (deficit) for the year	56,680	-	(210,731)	20,968	641,962	508,879
Transfer to income and expenditure account on disposal	-	224,564	-	-	-	224,564
Fair value losses on investments recognised directly in equity	-	(513,080)	-	-	-	(513,080)
Transfers	(321,428)	-	444,664	-	(123,236)	-
Transfer to General Fund	83,411	-	(90,089)	(24,464)	(12,333)	(43,465)
Disposal	-	-	(13,753)	-	-	(13,753)
Balance at 31 March 2009	7942,902	(694,497)	626,860	54,289	6,473,037	14,402,591

INCOME AND EXPENDITURE BY SERVICE TYPE FOR THE FINANCIAL YEAR ENDED 31 MARCH 2009

	Administration	Fund Raising	Elderly Homes	Children's Homes	Community Services	Total
	B\$	B\$	B\$	B\$	B\$	B\$
INCOME						
Government subvention	-	-	-	593,892	103,024	696,916
Donations	115,640	2,090,287	167,877	1,017,796	135,299	3,486,799
Gifts in kind	1,443	-	44,184	176,302	29,307	254,136
Fund raising	-	-	41,102	324,511	64,392	430,205
Service income	-	-	232,433	347,812	255,388	835,633
Investment income	248,619	-	10,904	199,333	9,648	468,724
Other income	2,000	-	1,539	8,680	45,105	57,324
Total Income	367,702	2,090,287	498,129	2,627,826	641,763	6,185,517
EXPENDITURE						
Salaries & bonuses	-	68,976	198,518	948,887	639,389	1,856,470
EPF & SOCSO contributions	-	6,157	34,308	123,544	81,091	235,000
Staff benefits	764	13,167	11,973	18,440	31,194	75,538
Staff training & development	-	720	3,600	19,540	11,720	35,580
Maintenance of building	-	1,699	62,811	183,884	5,975	264,368
Maintenance of equipment	-	918	5,001	121,464	25,696	132,079
Maintenance of vehicle	-	12,180	15,432	94,226	78,380	200,218
Rental of building	-	19,200	-	31,650	100,040	150,890
Rental of equipment	-	-	300	-	-	300
Programmes supplies & materials	-	15,141	87,545	415,077	115,121	632,884
Utilities	-	5,605	35,087	101,181	13,838	155,771
Transport	-	972	69	378	2,484	3,903
Communications	-	46,134	2901	25,887	22,995	111,917
Insurance	1,510	-	-	171	30	1,751
Professional & support fees	182,613	51,443	64,334	272,576	132,447	708,393
Recruitment expenses	-	-	1,785	6,391	895	8,871
Public education	-	114,638	-	-	40	114,678
Assistance to families & clients	103,980	-	-	-	42,808	151,788
Depreciation	1,250	12,230	-	134,601	62,450	210,731
Loss on investment	489,629	-	-	-	-	489,629
Other expenses	94,783	239	649	3,605	4,143	103,419
Bad debts written off	-	-	-	6,400	-	6,400
Total Expenditure	674,529	374,478	518,713	2,322,942	1,385,976	5,676,638
(Deficit)/Surplus for the year	(306,827)	1,675,819	(20,584)	104,884	(744,213)	508,879
Surplus/(Deficit) for the year ended 31 March 2008	158,655	2,127,718	88,653	518,767	(573,022)	2,271,791



STATEMENT OF INCOME AND EXPENDITURE FOR THE FINANCIAL YEAR ENDED 31 MARCH 2009

	Unrestricted Fund	Capital Contribution Funds	Restricted Funds	Designated (Operational) Funds	2009 Total	2008 Total
	B\$	B\$	B\$	B\$	B\$	B\$
INCOME						
Government subvention	692,716	-	-	-	692,716	548,788
Donations	3,002,345	-	66,549	47,3815	3,486,799	4,049,428
Gifts in kind	254,136	-	-	-	254,136	408,429
Fund raising	430,205	-	-	-	430,205	356,416
Service income	835,633	-	7,325	-	835,633	724,729
Investment income	247,537	-	-	221,237	468,774	560,122
Other income	10,224	-	-	47,000	57,324	16,782
Total Income	5,425,995	-	73,870	688,632	6,185,517	6,660,257
EXPENDITURE						
Salaries & bonuses	1,856,470	-	-	-	1,856,470	1,608,728
EPF & SOCSO contributions	235,000	-	-	-	235,000	212,418
Staff benefits	75,538	-	-	-	75,538	70,374
Staff training & development	35,580	-	-	-	35,580	26,999
Maintenance of building	264,368	-	-	-	264,368	238,399
Maintenance of equipment	132,079	-	12,801	-	132,079	71,465
Maintenance of vehicle	200,218	-	-	-	200,218	142,079
Rental of building	150,890	-	-	-	150,890	83,325
Rental of equipment	300	-	-	-	300	-
Programmes supplies & materials	595,323	-	34,683	42,879	632,884	701,440
Utilities	155,771	-	-	-	155,771	142,480
Transport	3,903	-	-	-	3,903	3,903
Communications	111,917	-	-	-	111,917	123,661
Insurance	1,751	-	-	-	1,751	1,758
Professional & support fees	708,393	-	-	-	708,393	507,386
Recruitment expenses	8,871	-	-	-	8,871	8,884
Public education	114,678	-	-	-	114,678	110,621
Assistance to families & clients	151,788	-	419	-	151,788	221,895
Loss on investment	489,629	-	-	1,211	489,629	-
Depreciation	210,731	-	-	-	210,731	154,792
Other expenses	103,419	-	-	-	103,419	6,345
Bad debts written off	6,400	-	-	-	6,400	12,899
Total Expenditure	5,368,915	210,731	52,902	44,090	5,676,638	6,410,911
Surplus/(Deficit) transferred	56,080	(210,731)	20,968	647,542	508,879	2,271,791

Taking Care of the Elderly



Perak Home for the Aged in Jelapang near Ipoh, shares the same spirit of care from the staff and volunteers towards the residents as Joyhaven. Activities include daily exercises, art and craft sessions, outings and the celebration of cultural festivals.

Medical and dietary needs are of great importance as residents get older. Mrs. Joon Moi Jones, Superintendent of Joyhaven says

Having the word "Joy" in the title of a home for elderly people might seem a little odd. A retirement home is usually thought of as a sedate place where elderly persons can live out their final years. But in The Salvation Army we believe that every day is a day to be enjoyed, hence the name of our Home for the Elderly in Petaling Jaya... **Joyhaven**.

The Salvation Army's two residential homes for the elderly in Malaysia can accommodate up to 90 residents and a small number of day care clients.



Sister Joon Moi Jones chats with a resident at Joyhaven

"Individual care plans are monitored daily to ensure each resident takes their prescribed medicines and maintains their recommended diet".

There is an emphasis on healthy living and residents are encouraged to keep up their individual hobbies and interests.

Perak Home for the Aged is in the process of major building improvement works. Residents rooms and corridors are being upgraded in stages, whilst a new facility will increase the capacity of the Home. The Superintendent, Sister Tong Yat Lan expects the improvements to substantially improve the lifestyle of residents.



Sister Fong with a resident at Jelapang

The work is scheduled for completion by the end of 2009.

Joyhaven Home for the Elderly underwent building improvements during 2008 with the provision of extra bathroom facilities and enhanced bedrooms for the residents.

CHANGING LIVES IN THE COMMUNITY THE SALVATION ARMY

BY THE PEOPLE, FOR THE PEOPLE

ELDERLY HOMES	2
CLIENTS	80
COST	RM 518,713
PERCENT OF BUDGET	99%

INTRODUCING MANONMANY

of the Public Relations Department in Puchong



Manonmany Krishnan is employed at The Salvation Army's Public Relations office in Bandar Puteri, Puchong.

The Salvation Army social centres in Malaysia act as a nation-wide team, assisting those in need and providing care for the less fortunate from all parts of the country. For our services to operate smoothly, we need to have an efficient backup team that helps with fund raising and office duties, providing the necessary support services to our 'front-line troops'.

Manonmany, affectionately known as Mamo, is the Administrative Assistant and has been with the team for 3 1/2 years. If you make a call to our public relations office, it is most likely that the friendly voice on the other end of the line will be Mamo's. Her colleagues are Nigel Jones [Director] and Laine Siew [PR Executive].

Mamo recently obtained a Degree in Business Administration from Universiti Putra Malaysia. We asked her what does the public relations office do and what is her role in the department.

"We have two main roles; firstly to handle enquiries from the public and other sources concerning The Salvation Army's work in Malaysia; and secondly to raise funds.

We receive many requests each month for information on The Salvation Army from Government departments, corporate organisations, other NGO's, schools, colleges and individuals. We also receive a number of enquiries from overseas via email, telephone and by post. Each request for information is responded to as quickly as possible and if necessary we refer

the enquirer onto another department of The Salvation Army. For example some enquiries are interested to do voluntary work. We would put them in contact with the nearest Salvation Army centre in their area.

One important role of the public relations office is to handle requests concerning missing family members. The Salvation Army has an international network called the **Family Tracing Service**. Individuals can apply to request assistance in tracing a missing family member. However, there are a lot of protocols in this area of work and not all requests are taken up. On average we handle about six missing persons cases a year.

Our main fund-raising activity from this office is by mail-out appeals. We conduct three appeals each year, one during Christmas, another before Chinese New Year and the third, the Red Shield Appeal, usually goes out in early August. Linked to these mail-out appeals, we sent out our newsletters, **Partners-in-Caring**.

"We work very much as a team and share the duties in the office. However, I'm specifically responsible for handling enquiries via the telephone and web site. I also look after the accounts and financial reporting as well as compiling monthly reports to our Territorial Headquarters in Singapore."

We asked Mamo what she finds interesting about her work and how she feels about working for a Christian organisation.

"I enjoy this job very much because I get to meet a lot of new people and learn a many new things. Last year I had opportunity to attend a course on Fund Raising and Communication at UTMAR university in Petaling Jaya and I have visited a number of the Army's centres in Malaysia. It is also very interesting to work for an international organisation. In May 2008, The Salvation Army celebrated its 70th Anniversary and there were visitors from many different countries. As a Hindu, I have my own values and beliefs, but I have found that working with Christian people can be a fruitful and rewarding experience. We share many values on humanity and helping the community. Our central aim to help the less fortunate in society means that any differences we have in religion are accepted and respected."



Joon Moi as a teenager in Kuching, pictured with Major Kamala

Sister Joon Moi Jones is the Superintendent of Joyhaven Home for the Elderly in Petaling Jaya. She shares her story of how being part of The Salvation Army has impacted her life.

Joon Moi grew up in The Salvation Army Children's Home in Kuching. She spent over 18 years in the Home firstly as a resident, and then as a part-time staff member. Although it was challenging to live in a children's home, Joon Moi says she has many

things to be thankful for:

"Well, in lots of ways I was well-trained. Living in a home with 50 other children meant that we had to be well-behaved and well-organised. Our superintendents and senior staff taught us values and social etiquette so that we would not be disadvantaged in life. With rules to follow in the Home, we also learned how to discipline ourselves. I think the years spent in Kuching Childrens Home helped prepare me for my working career".

After graduating from the Children's Home in the mid-1970s, Joon Moi continued her close



Sister Joon Moi Jones chats with a resident at Joyhaven home for the elderly

association with The Salvation Army. She became a teaching assistant for the deaf children who were in Homes. Joon Moi translated for staff and visitors. She went to Kuala Lumpur to improve her sign-language skills and was the first person from The Salvation Army to gain a certificate in this unique language art-form.

"I had learned how to sign in the Home because some of my close-friends were deaf. But going to KL to study sign-language was a great opportunity for me. Sharing friendships with people who are deaf and blind was something I have always liked to do. Even

Testimony by Joon Moi Jones

today, I have many friends from the deaf community."

Joon Moi completed her studies at Stamford College in Singapore and in 1985 married a fellow lay-worker Nigel Jones. Since then, Joon Moi and Nigel have served with The Salvation Army in both Singapore and Malaysia.

"We spent many happy years working in residential care for children. Eight years in Singapore and then nine years in Kuching. Our own children grew up along-side the many of boys and girls that we helped look after. It was like having one big family! Lots of the boys and girls still keep contact with us, even though many are married with their own children now. At Christmas and Chinese New Year we often meet up with them and recall all the great times we had. Although some of those experiences were difficult and painful, we can look back now with smiles and laughter. Just like a normal family."

Today, as Superintendent of Joyhaven Home



Sister Joon Moi with a visiting Salvation Army Leader at Joyhaven.

for the Elderly, her responsibility is to care for the 24 residents, some of whom are semi-ambulant. The Home, situated in a housing area, provides a peaceful and conducive environment for elderly folk to relax and enjoy their 'golden years'. Joon Moi has had to adapt her caring skills and use her experience from the past in caring for children to develop

new skills to care for the elderly.

"When I first arrived at Joyhaven in 2003 it was a bit strange to not have to run around chasing residents. Perhaps I was used to organizing lots of outings and physical activities for the children, but my new charges found it a bit too much when I wanted to go on outings every weekend! So I had to adjust myself to caring for seniors.

But now I enjoy the work very much. One of the most rewarding aspects is the opportunity to sit and talk. Nowadays many people are so rushed and spend so much time on computers that they don't get chance to have good conversations. In my work I can sit with the residents and have really interesting conversations. I have learnt so much from them."

Joon Moi continues to care for people, whether young or old, just as she was cared for in her early years.

Changing lives for the better.



Lee Ying is a young resident at the Childrens Home in Kuching



Residential care for children and young people continued to be at the forefront of The Salvation Army's caring ministry during the past year. Although Lighthouse Boys Home in Melaka ceased operation, the opening of Lovehaven Childrens Home in Bintulu maintained the number of children's homes operated by The Salvation Army in Malaysia at seven. The Homes in Kuching, Bintulu, Ipoh, Penang and Melaka provide a total of 345 places for disadvantaged children and young people.

Referrals for admission to the Homes are investigated and then considered at regional Review Boards. These Boards comprise of Salvation Army officers, senior staff and

community workers. A decision to admit a child is considered very carefully to ensure the best interests of the child are maintained. Yearly reviews take place for all residents to monitor both their personal development and family situation.

A new wing has been added to the Childrens Home in Ipoh. This provides a more conducive environment for the older girls as they prepare for independent living. In Kuching, the nursery section of the Childrens Home at Jalan Uplands continues to provide care and protection to abandoned and neglected babies and very young children. The



Captain Tan Guan Hui with a child from the Home in Bintulu

nursery section has its own staffing unit, ensuring a high degree of attention is

Every Child Matters



Children at the Home in Penang

given to each child.

The 48 residents housed at the Childrens Home in

Penang enjoy a wide variety of sports and recreational activities even though their centre is located in the heart of Georgetown. Volunteers and staff organise weekly outings which include futsal, hiking, canoeing and other outdoor activities. The Boys Homes in Ipoh and Kuching offer similar programmes for their residents as The Salvation Army endeavours to help make responsible young men out of energetic young boys.

The Salvation Army Bintulu Lovehaven Home provides two distinct services. It is both a residential home and a day care centre. The residential programme accommodates up to 25 children, although full capacity is not

expected to be reached until next year.

According to the Superintendent, Captain Brenda Tan, residents are being "settled-in slowly so as to create a family atmosphere".

Lighthouse Childrens Home in Melaka continues operation and now has a maximum capacity of 28 residents. The children aged 5 to 18 years are mostly Tamil-speaking and a number of them have not had formal schooling prior to admission to the Home.



Swimming is a popular past time for the children

CHANGING LIVES IN THE COMMUNITY THE SALVATION ARMY

(FY 08 PERIOD 1 APRIL 2007 TO 31 MARCH 2008)

CHILDRENS & BOYS HOMES	7
CLIENTS	497
COST	RM 2,522,942
PERCENT OF BUDGET	45%

INTRODUCING JUDY CHUN

Director for Social Services & Community Development
Malaysia

Previously giving oversight to The Salvation Army's social and community services in both Singapore and Malaysia, from July 1, 2009 Judy Chun's work is now focused exclusively on Malaysia. Judy holds an honours degree in Banking and Finance, a Diploma in Management Studies and more recently obtained her Graduate Diploma in Social Work from the University of Singapore. She has traveled extensively in Europe and the United States of America where she spent six years. Judy also served as a volunteer on the MY logos, a ship operated by Operation Mobilisation.

Judy began her work with The Salvation Army back in July 2001 when she was employed as the Director of Administration of Peacehaven Nursing Home, a 339-bed residential facility in Changi, Singapore operated by The Salvation Army.

In her present role as Director for Social and Community Development, Judy assists the Centre Managers in developing policies, giving staff training and developing programmes that meet the needs of the clients concerned. She is also the link between centres and Territorial headquarters in Singapore. Other key aspects of Judy's role are to help ensure that high standards are maintained that provide quality care for clients and that the Christian values of The Salvation Army are maintained.

"We asked Judy what she sees as some of the biggest problems facing families and communities in Malaysia and how The Salvation Army can help.

"A number of people that approach The Salvation Army for assistance can be described as being trapped in a 'cycle of poverty'. There is a need to break this cycle by providing education to the children of these families. Many of them are school drop-outs or are not getting

enough supervision (and support) at home. A large number are from single-parent families. The Salvation Army attempts to intervene by placing children back into school with appropriate support and by constructively working with families concerning the problems and challenges they face.



There are a growing number of elderly people in Malaysia who need practical support. Services that are both residential and day care orientated provide families practical support. Whilst local cultures stress the importance of caring for parents throughout their lives, the growing pressures on family members to go out and earn an income mean that more and more elderly folk are being left alone. The Salvation Army continues to develop its services for the elderly, including the promotion of day care as an alternative to full-time residential care."

Judy went on to point out that one of her main objectives is to promote the self-worth and self-esteem of each child, family member and elderly person served by The Salvation Army.

In regard to how members of the public can help The Salvation Army Judy said,

"The Salvation Army lacks manpower. We need help in many of our centres from people who have skills in tutoring, teaching handicraft, organising events and even with daily care of our clients. The need to raise funds to maintain our services also means we need help with fund raising projects."

Directory of our Services

PENINSULA MALAYSIA

Penang Corps & Community Services

Services and church activities in English
53 Jalan Perak, 10150 Penang
Tel: 04 229 0921
Email: penang_corps@tms.salvationarmy.org
Enquiries to: The Commanding Officer

Penang Childrens Home

Full day care services for children aged 1-6 years
8A Jalan Lagar, 10400 Penang
Tel / Fax: 04 227 0162 / 04 226 8032
Email: penang_childrens_home@tms.salvationarmy.org
Enquiries to: The Superintendent

Penang Family Thrift Store

For sale of clothing, household goods and furniture
56D/56E Perak Plaza, Jalan Perak, 10150 Penang
Tel: 04 227 9369
Enquiries to: The Manager

Ipoh Corps & Community Services

Services and church activities in English
123-125 Jalan Taman Saz, Woi Keong Park
31400 Ipoh, Perak
Tel / Fax: 05 545 3269
Email: ipoh_corps@tms.salvationarmy.org
Enquiries to: The Commanding Officer

Ipoh Childrens Home

Full day care services for children aged 1-6 years
255 Jalan Kampas, 30250 Ipoh, Perak
Tel / Fax: 05 254 9767 / 05 242 9630
Email: ipoh_childrens_home@tms.salvationarmy.org
Enquiries to: The Superintendent

Ipoh Boys Home

Residential and day care services for boys
4367 Jalan Tambun, 31400 Ipoh, Perak
Tel / Fax: 05 545 7819 / 05 549 5412
Email: ipoh_boys_home@tms.salvationarmy.org
Enquiries to: The Superintendent

Perak Home for the Aged

Residential and day care services for the elderly
Jalan Beniah, Jelapang, 30020 Ipoh, Perak
Tel / Fax: 05 526 2108 / 05 526 0289
Email: perak_home@tms.salvationarmy.org
Enquiries to: The Superintendent

Ipoh Family Thrift Store

For sale of clothing, household goods and furniture
26 Jalan Besar, Tambun, 31400 Ipoh, Perak
Tel: 05 548 3314
Enquiries to: The Manager

Kuala Lumpur Corps & Community Services

Day care services for children aged 4-12 years for and church activities in English
1 Jln. Ungkungan Hujan, Tmn. Overseas Union, 58200 KL
Tel / Fax: 03 7782 4766 / 03 7783 3625
Email: kuala_lumpur_corps@tms.salvationarmy.org
Enquiries to: The Commanding Officer

Jayhaven Home for the Elderly

Residential and day care services for the elderly
1 Jalan 12/17 Section 12, 46200 Petaling Jaya, Selangor
Tel / Fax: 03 7958 6257 / 03 7955 9281
Email: jayhaven_home@tms.salvationarmy.org
Enquiries to: The Superintendent

Puchong Community Services

Community services and tuition class for children
26, 1st Floor, Jalan Putei 4/2, Bandar Putei Puchong,
47100 Puchong, Selangor
Tel / Fax: 03 8061 4929 / 03 8061 4049
Email: puchong_community_services@tms.salvationarmy.org
Enquiries to: The Community Services Coordinator

Banting Eratchippu Corps & Community Services

Before & after school care, community services and church activities in Tamil
No 30, Jalan Cendana 15, Taman Muhibbah, Banting
42700, Selangor
Tel / Fax: 03 3181 1031
Email: banting@tms.salvationarmy.org
Enquiries to: The Commanding Officer

Melaka Corps

Church activities in English & Chinese
321 Jalan Parameswara, 75000 Melaka
Tel / Fax: 06 238 1203 / 06 282 8136
Email: lee_keng_yew@tms.salvationarmy.org
Enquiries to: The Commanding Officer

Melaka Eratchippu Corps

Church activities in Tamil
321 Jalan Parameswara, 75000 Melaka
Tel / Fax: 06 238 1203 / 06 282 8136
Email: jaganee_sangaran@tms.salvationarmy.org
Enquiries to: The Commanding Officer

Hopetaven Centre for Special Children

Education and day care services for children with special needs
321 Jalan Parameswara, 75000 Melaka
Tel / Fax: 06 238 1203 / 06 282 8136
Email: melaka_community_services@tms.salvationarmy.org
Enquiries to: The Social Services Director, Melaka



EAST MALAYSIA

Lighthouse Childrens Home

Residential and day care services for children and girls

7 Jalan Bukit Seng Jiang, 75000 Melaka

Tel / Fax: 06 238 1203 / 06 282 8136

Email: melaka_community_services@msm.salvationarmy.org

Enquiries to: The Social Services Director, Melaka

Melaka Community Services

Community services and counselling

321 Jalan Parameswara, 75000 Melaka

Tel / Fax: 06 238 1203 / 06 282 8136

Email: melaka_community_services@msm.salvationarmy.org

Enquiries to: The Social Services Director, Melaka

Melaka Family Thrift Store

Collection and sale of clothing, household goods and furniture

113-GF, TMR 24, Taman Melaka Raya, 75000, Melaka

Tel: 06 282 5620

Enquiries To: The Manager

Batang Melaka Outposts (Chinese & Tamil)

Church activities in Chinese and Tamil

J7702 Main Road, Batang Melaka, 77500 Jasin, Melaka

Tel / Fax: 06 446 291

Email: batang_melaka_corps@msm.salvationarmy.org

Enquiries to: The Commanding Officer

Batang Melaka Child Care Centre

Services provided: Day care for preschool children

J7702 Main Road, Batang Melaka, 77500 Jasin, Melaka

Tel / Fax: 06 238 1203 / 06 282 8136

Email: melaka_community_services@msm.salvationarmy.org

Enquiries to: The Social Services Director, Melaka

Kuching Corps & Community Services

Kindergarten, music, community services and church activities in English

Jalan Sekema, 93300 Kuching, Sarawak

Tel / Fax: 082 333981 / 082 333 982

Email: kuching_corps@msm.salvationarmy.org

Enquiries to: The Commanding Officer

Kuching Childrens Home

Residential & day care services for children and girls

138 Jalan Uplands, 93200 Kuching, Sarawak

Tel / Fax: 082 248 234 / 082 248 055

Email: kuching_childrens_home@msm.salvationarmy.org

Enquiries to: The Superintendent

Kuching Boys Home

Residential & day care services for boys

Jalan Ban Hock, 93100 Kuching, Sarawak

Tel / Fax: 082 242 623 / 082 231 948

Email: kuching_boys_home@msm.salvationarmy.org

Enquiries to: The Superintendent

Kuching Family Thrift Store

Collection and sale of clothing, household goods and furniture

1 Jalan Ang Cheng Ho, 93100 Kuching, Sarawak

Tel: 082 410 564

Enquiries to: The Manager

Bintulu Corps & Community Services

Health development centre, community services and

church activities in Chinese

Lot 216, 2nd Floor, BDA Shophouse, 16 Jalan Tanjung

Batu, 97000 Bintulu, Sarawak

Tel / Fax: 086 315 843 / 086 314 843

Email: bintulu_corps@msm.salvationarmy.org

Enquiries to: The Commanding Officer

Bintulu Lovehaven Childrens Home & Rainbow Day Care Centre

Residential and day care services for children

479 Taman Seaview, Jalan Tanjung Batu,

97000 Bintulu, Sarawak

Tel / Fax: 086 315 842 / 086 314 843

Email: bintulu_ms@msm.salvationarmy.org

Enquiries to: The Superintendent

Kota Kinabalu Corps & Community Services

Health development centre, community services and

church activities in Chinese and English

202 Block A, Inanam Business Centre, Batu 6, Jln. Tuaran,

88450 KK, Sabah

Tel / Fax: 088 433 766

Email: kota_kinabalu_corps@msm.salvationarmy.org

Enquiries to: The Commanding Officer

FOR GENERAL ENQUIRIES:

Public Relations Office

No 26, 1st Floor, Jalan Puteh 4/2 Bandar Puteh,

47100 Puchong, Selangor, Malaysia

Tel / fax: 03 8061 4929 / 03 8061 4049

Email: public_relations_kl@msm.salvationarmy.org

Enquiries to: The Public Relations Director



Changing Lives

The Salvation Army in Malaysia
Annual Report 2009

The Salvation Army Public Relations Office
PO Box 322
Jalan Sultan
46740 Petaling Jaya
Selangor, Malaysia

www.salvationarmy.org.my

Published by Colonel Keith Burridge
Printed by Thumbprints Ltd. Sdn. Bhd.