



# Because You Care...

*We can be there.*

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The Salvation Army  
Annual Report 2011



Malaysia

**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.

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## Making a difference in people's lives

The Salvation Army aims to make a positive difference in local communities. We hope to see positive change in the lives of people we care for, both physically, emotionally and spiritually.

The practical work of The Salvation Army in Malaysia continues to help many disadvantaged individuals and families. From the very young children in our nursery section at Kuching Children's Home to the elderly residents of our old folks homes, our services aim to help those who are poor and underprivileged.


Whilst a number of our projects have been in operation for many years, updating practices and upgrading services remains vital to providing the best services. Procedures in our residential homes and day care centres are continually assessed so that clients receive the best care possible. In the past year we have made building improvements to a number of our centres, such as the renovation and refurbishment at Perak Home For The Aged in Ipoh costing over RM 400,000.

At the heart of our work is love for God which we believe has the power to bring about positive change. Our team of Salvationists, staff and volunteers in Malaysia strive to serve God by caring for those in need.

But all of this would not be possible without your generous support. Thank you for your help this year and making a difference in people's lives.

Colonel Gillian Downer, leader of The Salvation Army in the Singapore, Malaysia and Myanmar Territory

# Caring in the community

A photograph of a woman with dark hair, wearing a purple short-sleeved shirt, sitting and holding a young child in a yellow shirt. The woman has a serious expression, and the child looks directly at the camera with a neutral expression. The background is a plain, light-colored wall.

## Community Services in Sarawak and Sabah

Children who live in rural areas sometimes do not have the same opportunities as those who live in developed cities. Our Community Services Teams based in Kuching and Bintulu visit underprivileged families in rural areas to provide regular support.

Client families often comprise of single mothers with young children. Many of these mothers face the same dilemma; the need to work versus the daily care of their children, a situation that is harder when there no relatives or neighbours to assist. Our community workers help single-parents achieve the balance of care and financial income through counselling, group discussion with other single-parents and by practical means such as finding employment that allows them to have quality time with their children.

Then there are client families who have family members with health problems. Whether this be physical sickness or mental illness, The Salvation Army Community Services will provide regular support.

At our centre in Kiansom, Kota Kinabalu, the team operate a weekly tuition group in rural areas. Children receive help with their school studies and there are some who, because of family circumstances, may not be attending school regularly. At the same time, community workers counsel parents concerning their children's educational needs.

Our services are provided to those in need  
without discrimination

## A year of service in the community

- All nine of The Salvation Army corps (churches) in Malaysia provide community-based support programmes. Services include counselling, tuition programmes and monthly provision of food items. On average, 880 families receive assistance each month.
- Kuching Corps and Community Services employ two full-time social workers. They are able to provide counselling and other community-based support to over 30 client families in the Kuching area. These include families where the parents are blind.
- In Sabah, The Salvation Army is particularly active in the Kiansom area of Kota Kinabalu. As well as a weekly tuition programme there is a monthly food parcel run that sees much-needed provisions distributed to poor and single-parent families.
- Over on the Peninsula in Selangor, Banting Corps and Community Services operate social programmes targeted at providing educational support to under-privileged school children. There is a school day care programme and regular school holiday activities that help give holistic education.
- For many years now, Ipoh Corps and Community Services has operated a monthly feeding programme for some 150 elderly people. On the first Friday of each month they will congregate at the corps in Star Garden for lunch and to receive their food parcel.



Monthly food provisions



Child support



Counselling support

# Education for children and young people


## Batang Melaka Day Care Centre

The Bible teaches that it is good to educate children from a young age. Proverbs 22:6 says, 'Teach a child in the way he should go, and when he is older he will not turn from it.' Our centre in Batang Melaka is a good example of our educational services that enrich the lives of children and young people.

Situated on the border of Negri Sembilan and Melaka, the small town of Batang Melaka might seem an odd place for The Salvation Army to be operating. In fact, we have been providing services there since 1955 when, at the invitation of the government, The Salvation Army set up a medical clinic. Over the years the clinic became well known for its maternity services.

In the early 1970's a kindergarten cum day care service was started and when in 1980 the medical clinic closed (with the opening of nearby government clinics), the Batang Melaka Day Care Centre was officially created.

Today the centre provides kindergarten classes in the morning and whole-day care services for young children aged three to six years-old. Despite a declining population in the town (with many families moving to the larger cities for work), The Salvation Army remains committed to providing community-based services in Batang Melaka.



'Teach a child in the way he should go,  
and when he is older he will not turn from it'

## A year of service through education

- With three kindergartens, four day care centres, three youth development centres and a centre for special needs children, The Salvation Army has a broad spectrum of educational services in Malaysia.
- Kota Kinabalu Corps and Community Services continues to operate its Tuition Programme from its centre in Kiansom. The centre caters for primary and secondary students. Programmes are also provided which help supervise the young people during school holidays.
- The Kindergartens in Kuching, Kuala Lumpur and Batang Melaka provide pre-school education for up to 250 young children each year. Curriculums are designed to give the students the best possible preparation for primary school. The former day care centre at Jalan Parameswara in Melaka (Little Lambs Centre) has now been incorporated into the Lighthouse Childrens Home programme.
- Over in Bintulu, Sarawak, The Salvation Army Rainbow Day Care Centre has been moved to operate out of our corps premises in Tanjung Batu. The centre has places for up to 35 children. As with our other services, holiday programmes are also available.



Sports Day at Kuala Lumpur Corps Kindergarten




Tuition Group, Kota Kinabalu



Children at Batang Melaka

# Special care for special children



Hopehaven Centre  
for Special Children

Our centre in Melaka provides special care for children with a wide range of disabilities such as Down's Syndrome and Autism.

With smaller classes and higher teacher-student ratios, the aim is to give these special children the attention they deserve. The centre's curriculum includes the development of social and life skills as well as basic academic teaching.

Older children and young adults attend work therapy sessions where they begin to learn about working environments. Some are able to take up employment with companies in Melaka.

The weekly programme includes swimming and recreational activities.



## A year of service in Melaka

- In early 2010 the Hopehaven programme moved back to the Jalan Parameswara premises after renovation and upgrading. The building houses six fully-equipped classrooms, a dining hall and a multi-purpose hall. There is also a special air-conditioned therapy room where children receive specialised assistance.
- In October 2011 three students from Hopehaven joined 15 other special needs persons from other parts of Malaysia to climb Mount Kinabalu, South East Asia's highest mountain. Organised by Rotary, the event also raised funds for Hopehaven. Loh Yit Sern, Lau Chin Chuan and Choong Min Jie were accompanied by two teachers from Hopehaven and they spent more than three months training for the climb.
- Two annual events, the Christmas Concert in December and the Open Day in October were opportunities for the students to show off their range of talents. With dancing, singing and even playing musical instruments such as the piano, the children and young people always manage to bring broad smiles and even tears of joy to the audience.
- Hopehaven Centre for Special Children remains one of The Salvation Army's premier projects in Malaysia and there are further plans to develop the programme to serve more people with special needs.



Hopehaven Centre, Jalan Parameswara



Swimming lessons



Training for Mount Kinabalu

## Caring for the elderly



### Mui Ah Pong - A life time of care

Though one of the youngest residents at Joyhaven Home for the Elderly, Mui Ah Pong has been in the care of The Salvation Army for a very long time. Ah Pong is one of our special clients because she has no family connections at all and needs our long-term help.

Born in 1956, she was abandoned as a baby. The local authorities took her to the Children's Home in Kuching and she was placed in the nursery section at the home. Through the years, as other children came and went, Ah Pong had to remain in the children's home as there was no family members to help look after her special needs.

Ah Pong was transferred from the home in Kuching to Joyhaven in Petaling Jaya in February 2007. After helping out with simple chores at the children's home for so many years, it was decided that Joyhaven would be a more suitable environment for Ah Pong.

The present Superintendent of Joyhaven, Mrs Joan Moi Jones, was a junior resident with Ah Pong at the Children's Home in Kuching. Joan Moi now helps to take care of Ah Pong just as she did many years ago in Kuching.

## A year of service for the elderly

- The Salvation Army operates two residential homes for the elderly in Malaysia. Joyhaven Home for the Elderly in Petaling Jaya accommodates up to 24 residents and nearly 60 elderly folk are cared for at Perak Home for the Aged in Jelapang near Ipoh.
- Both Joyhaven Home for the Elderly and Perak Home for the Aged also offer day care services. A growing number of families utilise this service which proves popular with the old folk who find it a better alternative than being left alone whilst their family members are at work.
- In the past twelve months, Perak Home for the Aged has undergone substantial renovation and upgrading works at a cost of some RM 400,000. Residents living areas and bedrooms have all been remodelled and fitted with new furniture, while improvements have been made to the grounds with facilities such as 'pondoks' (shaded areas) installed for the residents benefit.
- Major Alice Koo has been appointed as the Assistant to the Superintendent at Perak Home for the Aged. Major Alice has many years experience with The Salvation Army and has previously served in Kuching and Bintulu. Also joining the team in Perak is our new officer, Lieutenant Andrew Lo. As the Commanding Officer at Ipoh Corps, Lieutenant Andrew is responsible for pastoral care at Perak Home for the Aged.



Lieutenant Andrew gives pastoral care at Perak Home for the Aged



Major Alice at the Perak Home



Joyhaven Home for the Elderly



## Every child matters

### The Salvation Army Children's Home in Ipoh

Residential care for children from disadvantaged families remains one of the main services of The Salvation Army in Malaysia.

We have been providing residential care in Ipoh since 1947. Our current children's home, located on Jalan Raja Permaisuri Bainun, houses up to 50 young boys and girls and helping the children build their self-esteem is an important part of helping them to build a better future.

The daily programme includes schooling, chores and recreational time, with outings and special events taking place on weekends and holidays.

Lots of fun and laughter helps children to deal with sad and difficult memories of the past.

## A year of caring for the children

- The Salvation Army operates six residential homes for children and young people in Malaysia. Collectively they can accommodate over 300 boys and girls ranging from 5 to 18 years-old. The Children's Home in Kuching also has a nursery section for children under 5 years-old.
- The Salvation Army Children's Home in Penang (Jalan Logan) has traditionally taken care of boys, although services are also available for girls. In Ipoh the Children's Home (Jalan Raja Permaisuri Bainun) and the Boys Home (Jalan Tambun) continue to provide care and protection for underprivileged boys and girls from Perak and beyond.
- Lighthouse Children's Home in Melaka is next to our centre at Jalan Parameswara. Like the other homes, the majority of children referred for admission come from single-parent families, often where the mother has to work to support the family. Social Workers and Community Workers are employed to help these mothers overcome the challenges they face so that the children can be reunited with their family.
- The Salvation Army Boys Home in Kuching (Jalan Ban Hock) is the venue for the annual Sale of Work, one of the major fund raising events held by The Salvation Army each year. Together with the girls from the Children's Home (Jalan Uplands), the boys are busy for weeks beforehand to help prepare for the event.
- All of the homes have a common aim; to help the boys and girls overcome past traumas by building for themselves a positive future.



All smiles at the Children's Home in Kuching



Play time at the Boys Home, Kuching



Friends at the Boys Home in Ipoh

# Our churches

## The Mission of The Salvation Army

The Salvation Army, an international movement, is an evangelical part of the Christian Church. The message of The Salvation Army is based upon the Bible and our ministry is motivated by love for God.

Our founders, William and Catherine Booth, started The Salvation Army back in 1865. Their mission was to reach out to the poor and destitute people in the East End of London. They quickly realised that if they were to be successful with spiritual outreach they would first have to meet the physical and emotional needs of the people. The early work of The Salvation Army was so successful that by 1900 The Salvation Army had spread not only all over England but into 32 other countries.

Work began in Malaya when The Salvation Army opened a free school on the island of Penang in 1938. Our services then spread to Melaka and Ipoh (1940), Kuching (1950), Batang Melaka (1955) and Kuala Lumpur (1960). Further developments took place in the mid 1990's when The Salvation Army opened up centres in Banting, Bintulu and Kota Kinabalu.

Today, our Officers and Salvationists uphold the same mission as William and Catherine Booth as they preach the Gospel of Jesus Christ, transform lives through the power of the Holy Spirit and care for people in God's name.

Caring for people in God's name

## Our churches in Malaysia

- Sometimes described as 'An Army Without Guns', The Salvation Army in Malaysia is not always recognised as a church. However, at the heart of our social service programmes is the work of our churches (known as corps in The Salvation Army).
- There are nine corps in Malaysia. In East Malaysia we have corps in Kuching, Bintulu and Kota Kinabalu. The services in Kuching are in English whilst the services in Bintulu are in Chinese. In Kota Kinabalu services are held in both Bahasa Malaysia and English.
- In West Malaysia there are corps in Penang, Ipoh, Kuala Lumpur, Banting, Melaka and Batang Melaka. Banting Corps is Tamil-speaking whilst Melaka have both English and Chinese services. The other corps on the Peninsula are English-speaking.
- Members of the corps are Salvationists. They can choose to wear uniform as a witness of their faith in God. The epaulettes on the uniform carry two letter 'S'. These are an acronym for the phrase 'Saved to Serve' and reminds us of our mission to serve mankind through the work of The Salvation Army.
- Each corps operates a number of social programmes from its premises. These include kindergartens, tuition centres, day-care programmes and activities for family members such as women's meetings and old folks groups.



An enrolled Salvationist receives her epaulettes.



An Officer preaching the Gospel



Kota Kinabalu Corps



## Family Thrift Stores and recycling

Helping save the environment



If it's too good to throw away...  
Give it to The Salvation Army!

Our Family Thrift Store operations are not just about raising funds. We help save the environment by recycling potential waste.

The Salvation Army is well known around the world for its Family Thrift Store operations. Here in Malaysia we have been involved in recycling since the early 1990s.

Our collection bins can be seen at most of our corps and centres where donors can drop off their usable clothing and household items.

Some items are passed on to needy families but the vast majority is sorted and then placed in our Family Thrift Stores where it is sold at affordable prices so that as many families benefit as possible.

Everyone is a winner with our Family Thrift Store and recycling projects!



## Our stores in Malaysia

### ■ FTS KUCHING

Now in its 21st year of operation, the Family Thrift Store in Jalan Ang Cheng Ho has become a popular place to find a bargain with local shoppers. Donations can be made at all the centres around each FTS in Malaysia and some stores have small trucks to collect donations of larger items.

### ■ FTS PENANG

Situated on Jalan Perak, the Family Thrift Store in Penang actually occupies two shop-lots, such is the demand for second-hand goods on the island. Like the other FTS in Malaysia, this store opens Monday to Friday and half-day on Saturdays. They are all closed on Sundays and public holidays.

### ■ FTS IPOH

The traditional shop-house setting in Tambun provides an ideal location for the Family Thrift Store in Ipoh. On offer are a wide range of household items, everything from kitchen utensils to large cupboards, although you might have to be an early shopper to catch a bargain!

### ■ FTS MELAKA

A central location in Melaka Raya provides donors and customers the opportunity to frequent the Family Thrift Store in Melaka. Pricing on clothing, particularly for children, is kept as low as possible so that low-income families have opportunity to have attractive brands that perhaps they might not normally be able to afford.

*Our Salvation Army centres in Petaling Jaya and Taman Overseas Union accept donations of clothing and small household items. Unfortunately we are not able to collect donated goods in the Klang Valley area.*



*Customers in Kuching finding a bargain*



*Our Family Thrift Store in Ipoh*



*Staff collect donated items*

# Utilising our resources

## The Salvation Army Malaysia Social Fund

### BALANCE SHEET AS AT 31 MARCH 2011

	2011	2010
	RM	RM
<b>ASSETS</b>		
<b>Non-Current Assets</b>		
Equipment	358,243	765,650
<b>Current Assets</b>		
Investments	1,978,129	2,085,731
Receivables	88,649	53,238
Fixed Deposits	11,941,962	12,341,441
Cash & Bank Balances	1,439,479	856,756
	<u>15,426,419</u>	<u>15,337,166</u>
<b>Total Assets</b>	<u>15,987,662</u>	<u>16,102,816</u>
<b>FUNDS, RESERVES &amp; LIABILITY</b>		
<b>Funds &amp; Reserves</b>		
Unrestricted Fund	8,286,244	8,351,730
Fair Value Reserve	193,931	57,583
Capital Contribution Funds	358,243	765,650
Designated (Operational) Funds	6,533,824	6,419,633
Restricted Funds	22,620	43,919
	<u>15,574,862</u>	<u>15,680,515</u>
<b>Current Liability</b>		
Payables	412,800	422,301
<b>Total Funds, Reserves &amp; Liability</b>	<u>15,987,662</u>	<u>16,102,816</u>

### STATEMENT OF CHANGES IN FUNDS AND RESERVE ACCOUNTS FOR THE FINANCIAL YEAR ENDED 31 MARCH 2011

	Unrestricted Fund	Fair Value Reserve	Capital Contribution Funds	Designated (Operational) Funds	Restricted Funds	Total
	RM	RM	RM	RM	RM	RM
Balance at 1 April 2010	1,942,932	894,497	628,880	6,473,027	54,289	16,982,319
Total Comprehensive Income/ Expenses for the Financial Year	486,472	752,980	(234,939)	(17,319)	(8,888)	1,197,726
Transfers	89,649	-	373,729	(383,324)	760	-
Transfer from General Fund	-	-	-	(18,201)	-	(18,201)
	<u>8,333,730</u>	<u>57,583</u>	<u>765,650</u>	<u>6,458,627</u>	<u>49,719</u>	<u>15,680,515</u>
Balance at 31 March 2010/ 1 April 2011	8,333,730	57,583	765,650	6,458,627	49,719	15,680,515
Total Comprehensive Income/ Expenses for the Financial Year	(1,029,130)	(18,348)	(379,263)	(28,356)	(16,380)	755,679
Transfers	(296,879)	-	185,856	(16,960)	-	-
Transfer to General Fund	-	-	(14,000)	(26,473)	(11,179)	(51,652)
Transfer to Property Fund	(790,000)	-	-	-	-	(790,000)
	<u>8,286,244</u>	<u>193,931</u>	<u>598,243</u>	<u>6,533,824</u>	<u>22,620</u>	<u>15,574,862</u>
Balance at 31 March 2011	8,286,244	193,931	598,243	6,533,824	22,620	15,574,862

# The Salvation Army - Into the future

## STATEMENT OF INCOME AND EXPENDITURE FOR THE FINANCIAL YEAR ENDED 31 MARCH 2011

	2011	2010
	£k	£k
<b>INCOME</b>		
Donations	5,671,856	5,796,536
Gifts in kind	236,759	202,760
Fund raising	361,396	351,602
Service income		
- Programme service income	688,323	716,356
Government subvention	291,552	546,656
Rental income	6,472	7,006
Investment income	380,875	317,677
Gain on disposal of equipment	-	86,790
Foreign exchange gain, net	107,720	-
Other income	41,013	49,382
<b>Total income</b>	<b>5,766,892</b>	<b>6,571,845</b>
<b>EXPENDITURE</b>		
Staff costs		
- Salaries and bonuses	1,791,969	1,731,928
OPF and SOCSO contributions	208,598	208,039
Staff benefits and development	131,818	113,983
Employment costs	1,577	3,017
Contract manpower services	600	-
Recruitment costs	2,341	2,723
Programme related costs		
- Food and refreshments	283,366	247,799
- Medical services and supplies	8,534	2,892
- Education and recreation	205,157	200,639
- Housekeeping	27,864	31,489
- Client insurance	3,872	3,359
- Assistance to clients and families	276,248	158,622
Fund raising related materials and supplies	91,484	126,671
Printing and stationery	27,310	19,448
Maintenance of equipment and furnishings	94,686	191,420
Rental of equipment and furnishings	1,837	2,370
Communications	128,194	110,254
<b>Total Expenditure Carried Forward</b>	<b>3,285,836</b>	<b>3,159,753</b>

(Continued)

	2011	2010
	£k	£k
<b>Total Expenditure Brought forward</b>	<b>3,285,836</b>	<b>3,159,753</b>
Utilities	158,812	157,782
Maintenance of land and building	151,724	494,283
Rental of building	282,978	133,925
Traveling	5,619	5,602
Maintenance of vehicle	294,835	183,478
Rental of vehicle	-	380
Non-property licence and insurance	16,143	11,967
Professional and support fees	411,902	438,363
Assistance to other countries	-	896
Bad debts written off	10,750	51,885
Depreciation of equipment	379,263	234,939
Loss on disposal of investment	-	85,919
Impairment loss on investments	-	24,091
Foreign exchange loss, net	-	125,640
Other expenses	58,307	413,554
<b>Total Expenditure</b>	<b>5,567,361</b>	<b>5,670,292</b>
<b>Surplus transferred for the financial year</b>	<b>619,531</b>	<b>407,643</b>

A full copy of the accounts may be viewed on our website [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)



The Salvation Army in Malaysia is part of the Singapore, Malaysia & Myanmar Territory

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