

# Yayasan Senyum Bali (YSB)

## Annual Report 2010

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### Overview

2010 is another successful year for Yayasan Senyum Bali. Since its foundation 5 (five) years ago the total number of patients coming to the Yayasan for assistance is in excess of 725 (seven hundred and twenty five) patients.

In 2010 alone, the Yayasan has assisted 241 (two hundred and forty one) craniofacial patients including:

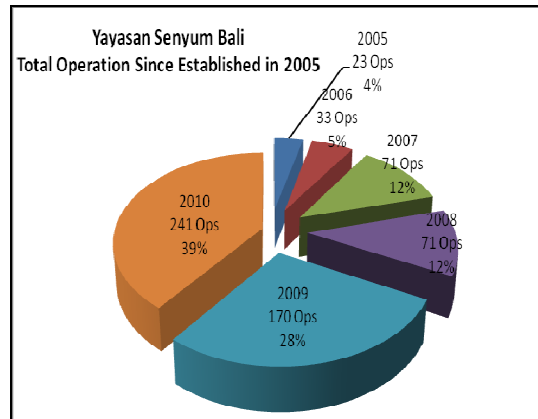
- 156 cleft lip operations
- 39 cleft palate operations
- 36 craniofacial (non cleft) operations done in Bali
- 3 more serious craniofacial (non cleft) operations done in Australian Craniofacial Unit (ACFU)
- 7 other operations such as accident trauma, bone-graft reconstruction, chemotherapies, etc

In 2010 the Yayasan also moved in to the beautiful new Smile House on Jalan Pulau Aru No 9 Denpasar. This will be the permanent Smile House. During the house warming the Yayasan also had an opportunity to introduce its work to the Governor of Bali who gives full support to the Yayasan's work.

2010 has also seen various projects and events which also enable the Yayasan to be more mature and enables better planning to bring better care for people with craniofacial disabilities in the future.

# 1. Patients

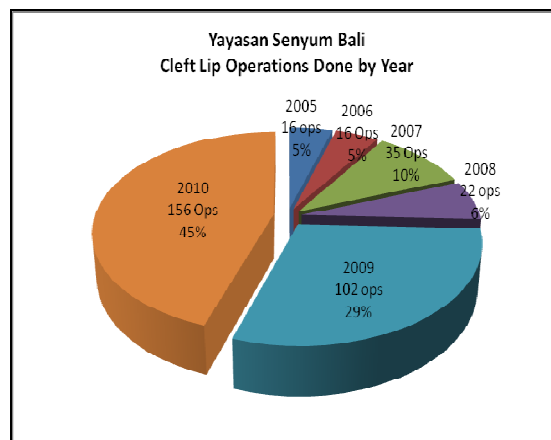
Yayasan Senyum Bali’s mission is to bring health care to people with craniofacial disabilities. The Yayasan categorises its patients into **cleft lip & palate** and **craniofacial (non cleft)** patients. Since it started in 2005 up until 2010, 607 operations have been accomplished with an average of 101 operations per year. The charts below show the total number of operations which have been assisted by the Yayasan:



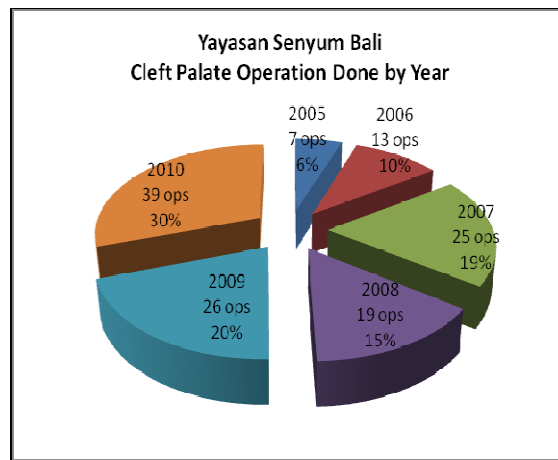
## 1.1. Cleft Lip & Palate

In previous years The Yayasan assisted more patients with cleft lip and palate cases. Mostly these were from Bali and NTB (Lombok and surrounding areas). The operations for clefts cases mainly are conducted at RSUP Sanglah public hospital although some are conducted at private hospital such as Dharma Yadnya Hospital Denpasar. But in 2010 The Yayasan has reached Flores island and helped to fund some cleft operations at hospitals in Flores.

Below are charts of cleft operations done each year.



Cleft Lip Operations



Cleft Palate Operations

## 1.2 Craniofacial

Craniofacial (non cleft) cases the foundation has come across are usually conditions such as noma, hemifacial microsomia, apert syndrome, goldenhar syndrome, facial tumors etc.

### 1.2.1 Professor David David Visits

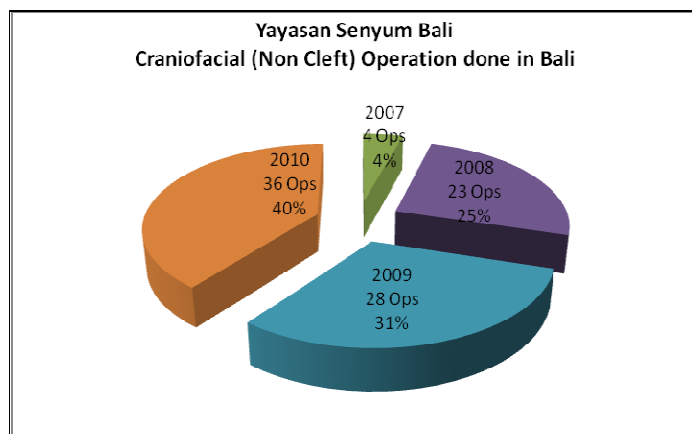
Professor David J David and his team of ACFU Adelaide Australia has been coming to Bali for over 30 years developing healthcare for craniofacial patients. As in previous years, in 2010 Professor David and his team visited twice. Working with the local surgeons of Bedah RSUP Sanglah two craniofacial clinics have been held. Yayasan Senyum Bali is the organizer of these two clinics that includes organizing the patient logistics, patient recalls system, and patient medical record database as well as patient operation should the surgeons decided to do local surgeries on patients with cases that can serve knowledge sharing between Professor David & team and the local surgeons.

The two clinics were held in:

- April 2010; Professor David accompanied by Dr Ian Wall visited Bali from 22<sup>nd</sup> April to 24<sup>th</sup> April 2010. A total of 28 (twenty eight) patients attended this clinic on April 22<sup>nd</sup> and three patients received their surgeries in the next two days with the surgeons team from RSUP Sanglah and Professor David as advisor. A Nasendoscopy practice was also conducted during this clinic to post surgery cleft palate patients to help identify the cause of their speech defect.
- September 2010; Professor David accompanied by Dr Ian Wall and Dr Mark Moore visited Bali from 18<sup>th</sup> to 21<sup>st</sup> September 2010. The clinic was attended by 25 (twenty five) patients both recalled and new patients. 2 (two) operations were done and 3 (three) patients were identified to have operations at ACFU Australia in 2011.

### 1.2.2 Craniofacial (non cleft) Bali

Each year the number of craniofacial (non cleft) patients is increasing. Below is a chart of craniofacial (non cleft) operations by year. In 2010 the number of craniofacial (non cleft) patients has also increased. Cases which can be operated locally were normally done at RSUP Sanglah, public hospital.



### 1.2.3 Craniofacial (non cleft) ACFU Adelaide

The craniofacial clinic with Professor David helps to identify more serious craniofacial (non cleft) cases. When it is agreed by both Professor David and the surgeons of RSUP Sanglah, the patient will be sent to ACFU Australia for operation. In 2010 there were three patients sent to Adelaide. Each patient was accompanied by one family member. The Yayasan assists with raising funds and organizing their travel documents includes passports, visa and airplane tickets as well as living allowance while they were in Australia.

The following patients were sent to the Australian Cranio Facial Unit to receive their surgeries and treatments:-

#### 1. **Valentino Febriano Maza, Male, Age: 1.4 YO**

Valentino (Vino) was found by our partner Yayasan ; Sumba Foundation in Sumba. Vino then was flown to Denpasar to attend Professor David's clinic in April 2010. After many delays and airline setbacks, he and his mother finally arrived at the Smile House, but the clinic was finished. The next day, Professor David saw him exclusively, and advised that Vino should have his Meningocele surgery in Adelaide. Vino and his mother departed to Adelaide on 2<sup>nd</sup> June 2010 and returned on July 16<sup>th</sup> 2010. Then went back to his hometown in Tambolaka a week later. He came again to Smile House for post operation check up during Professor David's clinic in September 2010. He will still need to come a few more times for post operative check up.

Below are photographs of before and after operation:



Before

After

## 2. Jundi Rabani, Male 1,4 YO

Jundi Rabani is from the island of Lombok. He was born with a Meningocele. He was seen by Professor David in October 2009. This year he was finally scheduled to have his surgery at the Australian Craniofacial unit in Adelaide under the care of Professor David and team. Jundi Rabani and his mother went to Adelaide on 18<sup>th</sup> July 2010. After successful operations they returned to Bali on October 15<sup>th</sup> 2010. He will still need to come a few more time for post operative check up.



Before

After

## 3. Baiq Susanti Dewi (Female, Age: 29 YO)

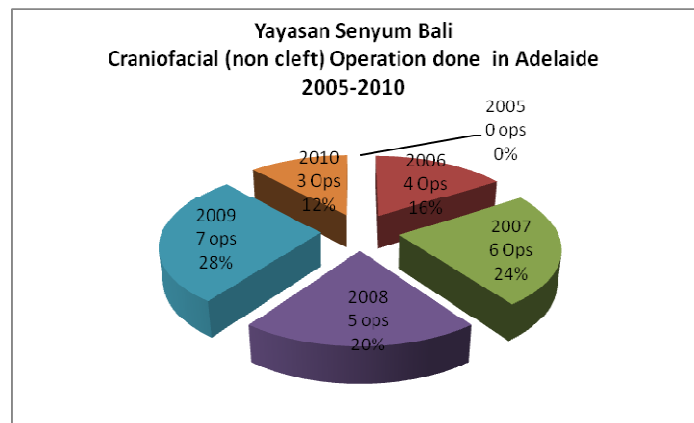
She was supposed to depart to Adelaide in May 2009, but was cancelled due to a Tuberculosis (TB) indication in her lungs during the medical examination for a visa application. She suffers from Noma centered on the nose which was suspected to be the cause of her TB. She underwent TB treatment and finally cleared from TB. On 18<sup>th</sup> October 2010 she finally departed to ACFU, Adelaide and received her series of surgeries. She returned to Bali on 24<sup>th</sup> December 2010, in time for Christmas, resting for a couple of days at the Smile House before going back to Lombok to reunite with her family with a new smile on her face. She will need to have more corrective surgeries but they can be done locally.



Before

After

Below is chart of craniofacial (non cleft) operations done at ACFU Adelaide each year.



### 1.3 Planning for Patients - 2011

Professor David will continue to hold two clinical visits in 2011. The first visit has already been planned for March 2011 and the second one will be later in the year.

The Yayasan will continue to assist patients with recommendation to be operated in Adelaide by Professor David, by raising funds for their expenses, including those of their escort.

The Yayasan also hopes to continue to expand its service to other eastern Indonesian islands and establish new partnerships with other appropriate institutions and Yayasans.

A new patient database is planned for better patient management and more accurate recording in 2011. This will enable The Yayasan to do patient recalls and patient follow ups more efficiently.

## **2 Projects & Events**

### **2.2 Projects**

#### **Outreach Project – Buleleng**

In January 2010 an outreach staff for Buleleng/Singaraja area was employed. This was the second time for the foundation to have outreach program for Buleleng area following a successful pilot program in 2007. It was well conducted by our outreach staff, Komang Krismiyo with the result of finding mostly cleft patients.

This program has also enabled the foundation to follow up patients from Buleleng area who have been assisted by YSB for their cleft lip and now need a cleft palate operation. Because the finding of patients was in small numbers (one or two patients) therefore these patient operations were done at RSUP Sanglah Denpasar in batches. After six months, the Buleleng outreach project is now put on hold. The Yayasan will continue the project in other areas of Bali.

#### **The Smile Bus Project**

In the beginning of 2010 YSB launched an appeal to all friends and donors who have given such great support to the Yayasan. The appeal was for funding for purchasing a Smile Bus. This appeal was launched because the Yayasan felt that a vehicle that can transport the patients will really help efficiency and smoothness of patient logistics. Patients who live in remote areas and outside Bali often come to Bali for operation. YSB provides the logistics, and have been relying on public transportation which is quite complicated, time consuming, expensive and can be traumatizing for the patients.

YSB had a great response from generous friends and supporters. By the end of May 2010 sufficient funds had been raised to enable the Yayasan to purchase a mini bus which will make it much easier to take patients to and/or from harbor or airport to the Smile House or hospitals, to transport medical teams and also to pick up donations around Bali.

#### **Craniofacial Training – Adelaide**

It is part of YSB's mission also to deliver Skills development for the local medical experts. YSB intends that a major element of its work in the future will be local skills building towards self-sufficiency. Craniofacial surgery and health care requires a team of experts. YSB will facilitate skills training with The Australian Cranio-Facial Unit (ACFU) in Adelaide for local medical personnel.

With help of a grant from The Smile Train America, Yayasan Senyum Bali has facilitated two medical personnel from RSUP Sanglah Denpasar to ACFU Adelaide in June 2010. dr Agus Roy Rusly Hariantana Hamid, SpBP a plastic surgeon and dr. I Wayan Nirvana, M. Kes, SpBS, a neurosurgeon, learned about ACFU facilities and procedures at first hand, and attended some craniofacial operations there. At the same time Mary Northmore, YSB chair, also went with them but her time was spent in meetings to plan for YSB next five year programme, YSB new patient database and related issues.

#### **NTT - Cleft Lip/Palate Operations Project**

In November 2009, Yayasan Senyum Bali reached Nusa Tenggara Timur, (NTT) and entered into partnership with a local team of surgeons and the Badan Koordinasi Kegiatan dan Kesejahteraan Sosial 'BK3S' of NTT, Kupang to assist with Cleft operations in NTT by facilitating funding.

In 2010 this partnership is continuing well as proven by four more projects. The first cleft operation project was 24 to 28 July in Ende, with fifty four operations done. The second was 1 to 5 August 2010 in Soe with thirty nine operations done. From both locations six craniofacial (non cleft) patients were identified and were sent to Bali to have assessments from Professor David in September 2010. The third project was 22 to 24 November 2010 held at RSUD Lembata which assisted twenty three cleft operations. One patient with craniofacial (non cleft) was also identified during this project, and will come to RSUP Sanglah Denpasar for operation when the patient is older.

The fourth project was on 25 to 28 November 2010 held at RSUD Ruteng. A total of twenty seven cleft operations were done. These projects were made possible by collaboration with a medical team from Brawijaya University Malang under the supervisor of Professor Bambang Pardjianto, SpB, SpBp and Badan Koordinasi Kegiatan dan Kesejahteraan Sosial 'BK3S' of NTT, Kupang

In addition to the above projects, for NTT we also had the opportunity to work with a team from Overseas Specialist Surgical Association of Australia (OSSAA). Its Mission is to provide surgical and reconstructive rehabilitation services to children and disadvantaged people, particularly those living in East Timor and Eastern Indonesia, and to provide local training in such services. So OSSAA and YSB have overlapping missions. Apart from OSSAA, there is also a local Catholic NGO in Cancar and Lela that YSB was pleased to meet and hopes to work with in the future to assist craniofacial patients in NTT. This project here resulted in finding more craniofacial (non cleft) patients. Six patients were identified and YSB will facilitate their operations in RSUP Sanglah Denpasar or for more serious cases to Australian Craniofacial Unit Adelaide, because the local hospitals in Flores, NTT have neither skills nor resources to perform such operations. The OSSAA team was led by Dr Mark Moore who has been going to Timor and Flores regularly over the past ten years to assist cranio-facial, leprosy and burns patients. He is a colleague of Prof David at the ACFU in Adelaide and we look forward to developing this relationship in the future.

### **Speech Therapy Program**

Speech therapy is part of the treatment a cleft palate sufferer should have according to the WHO cleft protocol. In previous years such therapy was available but only to a few patients because it was done at RSUP Sanglah and was a long process. Many patients found it was too complicated and preferred not to continue.

This program aims to diagnose and improve the speech of cleft patients. Normally patients with cleft have difficulty in speech because they have air nasal escapes which make their speech unclear and difficult to understand. Each patient has different therapy requirements, depending on how complicated their cleft condition was.

In 2010, as a result of a Smile Train grant, the yayasan started a speech therapy program for cleft palate patients based at the Smile House and managed by the yayasan staff hence more easy and comfortable for the patients. Working with a speech therapist from RSUP Sanglah Denpasar, this program has been running well. Since it was started in October 2010, total of five patients have had therapy and their speech has improved.

### **MoU with RSUP Sanglah**

The MoU with RSUP Sanglah not only makes the Yayasan's relationship with RSUP Sanglah stronger, but also is a great advantage for our patients. Administrative processes at RSUP Sanglah which have been very complicated and can be intimidating procedures for patients are now becoming friendlier and less complicated. The Yayasan will continue our MoU with RSUP Sanglah in the future.



## 2.2 Events

### **Compost Project at the Smile House**

Since occupying the new Smile House in March 2010, all staff have participated to make the running of the house smooth. A project was initiated in separating organic and non organic waste from the house. The purpose is not only to get compost for the beautiful garden at the Smile House but also to teach the patients & their escorts to care about the environment so when they return to their homes they can do the same.

### **BAVISCH – Charity Concert**

A creative idea was realized by the director of BAVISCH - Bali Violin School & Orchestra, Bapak Anam. He planned and held a charity concert on 9 October 2010 at the Bali Padma Hotel Legian. This concert was to raise awareness about Yayasan Senyum Bali as well as to show its students (mostly younger people) that there are other people who are less fortunate in this world who need help. For example those with craniofacial disabilities who are helped by Yayasan Senyum Bali. The charity concert was successful; a range of music on different instruments was performed by Bavisch students. Some funds were raised during this event and donated to Yayasan Senyum Bali.

### **Bali International Women Association (BIWA) Bazaar**

For 2010, the Smile Shops organized by our dedicated volunteers in Ubud also Ayu, the Ubud Shop assistant, joined in the BIWA bazaar in November as part of Christmas 2010 celebration. This bazaar is a great extra income for the Yayasan from the selling of donated pre loved goods by donors away from the Smile Shops. Not only that, this event also helps to promote the Yayasan to potential donors as well as patients.

### **Commonwealth Tennis Gala Dinner**

International Tennis has raised funds to help Senyum since 2008. Yayasan Senyum Bali has been supported by organizers and participants of Commonwealth Bank International Tennis Tournament, through a fundraising program which was initiated by the Grand Hyatt Bali. This year a generous amount was raised through an auction during the tournament Gala Dinner on 6th November 2010 at Grand Hyatt Bali Nusa Dua. The items auctioned included items signed by women tennis players who participated in the Commonwealth Bank Tournament of Champions in Bali held from 4<sup>th</sup> to 7<sup>th</sup> November 2010 at Westin Hotel Nusa Dua. The funds raised will be used to facilitate operations for craniofacial patients.

### **Carols by Candlelight@BIKU**

On 21<sup>st</sup> December 2010, Yayasan Senyum Bali was invited to join an event, Carols by Candlelight@Biku where YSB was a beneficiary of ten percent profits from the night sales at Biku. Not only that Biku also organized a giving tree to receive gift wrapped toys to give to the Smile House for children recovering from craniofacial operations. Prior to the night, red donation bags were also distributed to Biku's customers and friends to be filled up with pre-loved goods for The Smile Shops. It was a very successful evening, enjoyed by all.

## 2.3 2011 Planning for Projects & Events

### Outreach Project

Outreach Projects for other areas in Bali, NTB and NTT are being planned for 2011. The Yayasan will be establishing more new partnerships and continuing its current partnerships with related local government institutions and NGO's in Flores, NTT. Outreach project is an effective way to find patients and has been successful.

### Craniofacial Training – Adelaide

In April 2011, dr Agus Roy Rusly Hariantana Hamid, SpBP a plastic surgeon of RSUP Sanglah who went to ACFU Adelaide sponsored by the Yayasan in 2010, will be again sponsored by the Yayasan to learn more about craniofacial surgeries and related issues at ACFU. We hope in the not too far future that RSUP Sanglah will have a fully-qualified craniofacial team which not only will benefit the Yayasan's patients but also all other craniofacial patients in Bali and Eastern Indonesia.

### Speech Therapy Project

The speech therapy project will be continued in 2011 and hopefully will soon become a routine part of cleft palate patient's medical treatment.

Other planning includes:

- **more school visits**

The Schools project turned out to be a good programme for the yayasan and the Smile Shops in year 2009. Unfortunately in 2010 the project was put on hold due to our Public Relations position being vacant. In 2011 The Yayasan will continue this project and will invite more schools to also join this program.

## 3 The Smile House

### The New Smile House

In February 2010 the yayasan finally moved into our new building located on Jalan Pulau Aru no.9 Sanglah Denpasar. This is our new, bigger space and hopefully the permanent home. The Smile House has been donated to the Yayasan by a long time and generous supporter from Holland. The house has improved office and patient accommodation as well as a Consulting Room, Meeting Room, and Isolation Room. There are 10 patient bedrooms and an in-house staff room.

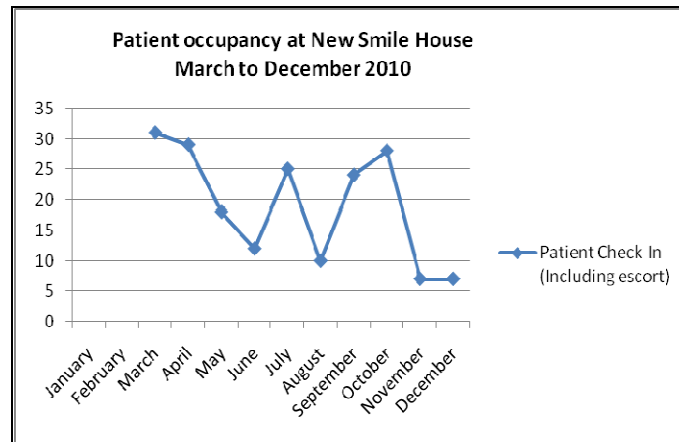
In the front, middle and right side of the House there are gardens of flowers and vegetables. And in the central garden there is also a playing area for children with two swings. The vegetable garden on the right side has contributed various vegetables to our kitchen so far.

The yayasan is very grateful and happy with this house. So in April 2010 we shared this happiness with all of the Yayasan friends, in-house patients and staff by holding an open house/housewarming. This event was attended by The Governor of Bali, Made Mangku Pastika who kindly gave full support to us and the Australian Ambassador, Bill Farmer who praised the Yayasan work, as well as Prof David and team and Dr Sutarga, Director of RSUP Sanglah and team. It was a very successful and happy event.

As to the running of The Smile House, a few house managing systems have been put in place, through trial and error, particularly with different patients and their families coming in and out. It is an interesting and challenging experience for staff to manage it, nonetheless, compared to our previous Smile Houses, it is definitely a much more comfortable and nicer place for the patients to stay while they are waiting for and resting after their operations.

It also has better office facilities and technology for the staff to work with, to enable us to deliver more efficient and better work to the community.

The graph below represents patient occupancy at The New Smile house since we moved in, on early March 2010:-



## 4 The Smile Shops

### 4.1 Shops Review

Since the first Smile Shop in Ubud has been so successful, the Yayasan further developed this concept by opening a second Smile Shop in Sanur in 2009. In 2010 the two shops continued to be a very important community resource, bringing in donations of cash and kind, and keeping the local community involved and informed about the work of Yayasan Senyum Bali, as well as recycling goods.

#### **Ubud Shop**

Through the year of 2010, many new volunteers as well as many of the original volunteers, working with the Yayasan paid shop assistant, Ayu, have given their time, effort and support to continue its success. Thanks also to all friends and supporters we continuously receive donations of goods so the shop always has new stock.

#### **Sanur / Denpasar Smile Shop**

Unfortunately the Sanur Smile Shop was not as successful as the Ubud Smile Shop. Some steps to solve the problems in the Sanur Shop were taken, but it still did not show any improvement. So in March 2010, the Sanur Smile Shop was closed and moved to Jalan Satelit, Denpasar - the Yayasan's old Smile House which still had its rent paid until December 2010. The Yayasan decided to not extend the lease and closed the shop in December 2010 since sales here were disappointing.

## 4.2 2011 Planning for Smile Shops

The yayasan feels it is better to focus on the Smile Shop in Ubud. So for 2011 we will be running only one Smile shop and work to make it even more successful.

## 5 Staff & Volunteers

### 5.1 Staff

#### Smile House

Commenced February 2007	Rusmini Housekeeper/cook
Commenced August 2007	DM Sukma Dewi Operations Manager
Commenced May 2009	Maya Lestari Lingga Patient Coordinator
Commenced January 2010	Kadek Wahyu Nila Oktarini Assistant Patient Coordinator
Commenced March 2010	Sinam Assistant Housekeeper/cook
Commenced March 2010	Anhar Gardener/handyman
Commenced June 2010	Daniel Setiawan Marketing & Public Relation
Commenced June 2010	Wayan Name Astagina IT Officer/Handyman
<u>Resigned Staff:</u>	
Commenced March 2009 Resigned July 2010	Helena Sthepanie Arway Marketing & Public Relation
Commenced June 2010 Resigned October 2010	Daniel Setiawan Marketing & Public Relation
Commenced March 2010 Resigned October 2010	Anhar Gardener/handyman
Commenced January 2010 Resigned 31 December 2010	Kadek Wahyu Nila Oktarini Assistant Patient Coordinator

In 2010 The Yayasan said goodbye to its dedicated public relation staff, Helena S Arway who resigned to follow further studies. After Helena's resignation the Yayasan realized that we need extra personnel especially to look after the IT area. So in June 2010 the Yayasan employed Wayan Name Astagina who shows high dedication to the Yayasan. The public relation position was taken by Daniel Setiawan who unfortunately only stayed for three months. A new public relation officer will be employed in January 2011.

The Assistant Patient Coordinator position will also be filled in January 2011, because our patient coordinator who is also a qualified nurse resigned due to her marriage.

### **Smile Shops**

Commenced June 2008                      Ayu Sumaningsih  
Smile Shop Ubud Assistant

Commenced March 2010                      I Gst Ayu Widiastuti  
Smile Shop Denpasar Assistant

### Resigned Staff:

Commenced August 2009                      Ni Ketut Anik Ardini  
Resigned March 2010                      Smile Shop Sanur Assistant

Commenced March 2010                      I Gst Ayu Widiastuti  
Resigned October 2010                      Smile Shop Denpasar Assistant

Ni Ketut Anik Ardini resigned when the Smile Shop moved to Denpasar and it was too far for her to travel everyday. I Gst Ayu Widiastuti resigned due to poor performance.

### **Outreach Worker**

Commenced January 2010                      Komang Krismiyanto  
Outreach worker

### Resigned Staff:

Commenced January 2010                      Komang Krismiyanto  
Resigned July 2010                      Outreach worker

Komang Krismiyanto resigned due to the outreach project being put on hold and will continue in other parts of Bali in the future.

### **Staff Review**

The Yayasan has been always very fortunate to be able to employ such dedicated staff. But in 2010 there have been many staff changes and some resignations, but this helps the Yayasan to analyze and evaluate its HR Development and to set a high employee standard.

## 5.2 Volunteers

### Ubud Smile Shop

- Ray Carpenter
- Karin Webber
- Peter Knoppien
- Marlis Knoppien
- Eva Kortkamp
- Susan Symanski
- Helga
- Hermienke
- Jonette
- Early
- Eileen
- Luc
- Emily Munoz
- Elizabeth
- Margaret
- Jan
- Bonnie
- Georgina
- Zsuzsa
- Mckenna
- Deborah
- Julia
- Richard Faubert

- Jackie
- Manfred

### Sanur Smile Shop

- Angel Mrs.
- Ine Struik
- Susan Dijon
- Julie Darma
- Nita Oesterman
- Tya Abe
- Meme Ros
- Holger Wohlfahrt

### Denpasar Smile Shop

- Romario
- I Gst Ayu Yulia Dewi

### Volunteers Note

The support and help from our committed and dedicated volunteers has been the key to the success of the Smile Shops, particularly the Smile Shop in Ubud. Their feedback has also been a way for The Yayasan to learn. There will never be enough words to show our appreciation for their support. Thank you all!

### 5.3 2011 Planning for Staff and Volunteers

The Yayasan planning in 2011 is to have the patients and escorts more involved in some activities during their stay at the Smile House while waiting for their operation schedule. Therefore, the Yayasan will need help from volunteer(s) with some specific skills to assist e.g to teach English, making compost, gardening, etc. The Yayasan will put volunteer appeals out in the beginning of 2011.

## **6 Media Publications**

### **6.1 Current Media Publications**

#### **Senyum Update**

Senyum Update newsletter has successfully kept our friends and supporters informed about our activities. Published quarterly, Senyum Updates contain reports on patients, projects, events and is also a means for the yayasan to thank its donors. In 2010 four newsletters have been published and also posted at the yayasan website [www.senyumbali.org](http://www.senyumbali.org). All editions published this year are in two languages, Bahasa Indonesia and English.

#### **Brochures**

In 2011, the Yayasan was very fortunate to be approached by Bali Advertising Media (BAM) to have its brochures distributed all over Bali for free. This is a great advantage for communications. Hence the yayasan printed more brochures with funding from Smile Train. The brochure is very helpful for giving information about the Yayasan to potential donors and/or patients who need our help.

#### **Smile Shop Flyer**

As in previous years, in 2010 the Yayasan continues to have Smile Shop flyers in three languages; English, Indonesian, and Japanese to help promote the Smile Shops. (Enclosed)

#### **Donation Bag**

The reusable donation bag concept which is to collect more goods for the Smile Shops and to teach others to care more about the environment by using recycled bags has been very successful in 2009. Hence In 2010 this concept continued to be used and continued to be successful.

#### **Website**

In 2010 Yayasan Senyum Bali's website has a new face. It is more attractive, full of information but download friendly. Due to its importance in promoting and publishing the Yayasan, we have decided to develop the website by getting help from a paid professional website developer. Now the website is under the care of the Yayasan IT officer. It can be viewed at [www.senyumbali.org](http://www.senyumbali.org)

#### **Radio**

The Radio has been identified as a good medium to raise patient awareness. Many patients do not know that help is available through Yayasan Senyum Bali. For this purpose the Yayasan chooses radio stations in the Kabupaten area e.g.: Pak Oles FM, so it will reach those patients from small villages and poor families. So far, it has not shown much results but the yayasan understands it will take some time to increase awareness.

#### **Facebook**

Facebook is an effective medium to connect with friends, donors and potential patients of the Yayasan. It also helps to promote the Smile Shop. For those who would like to get connected to the Yayasan by facebook please add Yayasan Senyum Bali as your friend on facebook.

## **Banner, Voucher, Sticker**

Banners, vouchers and stickers are other media publication facilities issued during this year for the promotional activities in the school projects and also in some events.

### **6.2 2011 Planning for Media Publication Facilities**

All the above media will continue to be used in 2011 to help publishing and promoting the Yayasan's existence to the public and to communicate with donors and volunteers.

## **7 Donors**

Yayasan Benjamin continues to be a great support to Yayasan Senyum Bali with the new Smile House building and its inventory. For Adelaide patients Yayasan Benjamin has funded two patients to have surgeries at The ACFU Adelaide. We are also most grateful to the Government of South Australia whose generosity enables our patients to receive world-class care through the Australian Craniofacial Unit in Adelaide.

Significant funding for Cleft projects in Flores, NTT and some Bali operations has been granted by The Smile Train America. A significant number of cleft and other craniofacial (non cleft) operations in Bali have been funded by Rotary Club of Bali Seminyak in collaboration with Hard Rock Hotel Bali.

Other supporters have also been very generous to the Yayasan in the last twelve months. A great amount of donated goods have been given by Harris Hotel Resort Groups and Rotary Club of Bali-Seminyak. Particularly we recognize the Staff & Management of Harris Resort Kuta, who not only donated materially but also give moral support to the Yayasan staff and patients.

The Grand Hyatt Nusa Dua, Bali and Organizers of the WTA World Tennis Tournament - Commonwealth Bank continued to support the Yayasan in 2010. Another auction was held in November 2010, the funds raised being again donated to the Yayasan .

Many other donors are listed below:-

#### **Period January – February 2010**

- Australian International School
- Bali Advertiser
- Café Wayan Ubud
- Denise Finney
- Glenn & Putty Goldsmith
- Han Andre Iluk
- Heartline FM
- John Milliss
- Mr & Mrs Kamani
- Lion's Club Bali
- Paul Luciw
- Isabella Lin
- DCF, Newmont
- Richards
- Ramada Resort Benoa
- Susan Dijon
- Siro
- The Smile Train
- Yayasan Benjamin

#### **Period March – May 2010**

- Agung Hera
- Alam Asia and friends
- Andrea Hartady
- Andrea Hermes
- Ann Mrs
- Avrist Insurance
- Bunda Nia
- Café Wayan, Ubud
- Denise Finney
- Edmund Noonan, Mr & Mrs



- Ganesha Bookshop
- Graham Smith
- Harris Resort Kuta
- Helena & Richard
- Ibah Hotel
- Ketut Krinting Studio
- La Luciola restaurant
- Lily Wardoyo
- Lynda Cook
- Governor of Bali-Made Mangku Pastika
- Mala James
- Maya Mrs, Sanur
- Maya Resort Ubud
- Meina Eka Chandra
- Odyle
- Ramada Resort Benoa
- Richard Faubert
- Rotary Club Seminyak
- Ruth Jayson
- The Smile Train
- Susan Dijon
- Wish Mr.
- Zoe Ezra Singapore

#### **Period June – August 2010**

- Andrew Ellis
- British Community Committee Jkt
- Carlo Metzler
- Dee Leonard
- Denise Finney
- Gianni De Rosa
- Harris Resort Kuta
- Harris Riverview
- Lenny van Vliet-de Ridder
- Rene Peter
- Rotary Club of Bali – Seminyak
- Mala James
- Mia Sandstorm
- Ramada Resort Benoa
- The Villas
- Yuli

#### **Period September – November 2010**

- Alex Mrs.
- Bavisch Violin School
- Bugil's Café
- Café Wayan Ubud
- Commbank –WTA Tennis
- Denise Finney
- Dorris Newman
- Harris Resort Group
- Hendrawan Budianto (Adek Group)
- Jerry (Green School)
- Kevin Roe
- Ketut Krinting Studio
- Maya Resort Ubud
- Putu Ari Suatsini
- Ramada Resort Benoa
- Robyn Thorpe
- Susan Dijon
- The Grand Hyatt Nusa Dua

Transparency and accountability are still the criteria for reporting to our donors and are appreciated by donors and supporters. The yayasan is also happy to work hard to maintain its reputation by keeping good records of all support from donors. Thank you all.

## **8 Accounting & Taxation**

### **Accounting**

The Yayasan is proud to report that since January 2010 we have used the MYOB accounting system for better and more accurate accounting. The MYOB programme was purchased with a very generous discount and excellent support from PT. Masa Angka. The yayasan Operations Manager did three months training to master applications of this system.

Yayasan Senyum Bali financial records for 2010 have been completed and will be audited for approval.

**Taxation**

Yayasan Senyum Bali taxation for 2010 has also been completed.

**Addendum:**

Just as this report was being finalised I was informed that I had been awarded an MBE in the Queens New Years Honours List. This is a great honour and I am very aware that it is the result of wonderful team work, involving doctors, staff, donors, and volunteers, to whom I am most grateful for their wonderful support.

Yayasan Senyum Bali Annual Report 2010 has been approved by:

**Mary Northmore**  
**Chair – Yayasan Senyum Bali**  
**December 2010**