

“We always overestimate the change that will occur in the next two years and underestimate the change that will occur in the next ten. Don’t let yourself be lulled into inaction.” – **Bill Gates**

Report Overview

We reached some very significant milestones in 2015. It was the tenth year of our existence, and we passed Patient Number 2,500 with a 10-year total of 2339 surgeries.

We opened an office in Flores to assist our extended Outreach Flores team, having completed a Pilot Project which confirmed that island as being one of those most in need of our help due to poverty, mountainous terrain, and lack of infrastructure or health services.

We continue to serve patients in Bali, Lombok and to the east. We have developed good partnerships with a number of local NGO’s and individuals and are thus able to help a wider area without expending too many resources reaching our target populations.

There have been a number of important changes in our work over the last ten years. Initially most of our patients came from Bali and Lombok. Now, Lombok has its own medical facilities for cleft patients so we can focus on helping more serious cranio-facial patients from that island, and turn our attention further afield.

When we started there was one Plastic Surgeon in Bali, now there are 6; the number of good quality hospitals has increased enormously and we look forward to the full implementation of the Government’s free health care for all Indonesians. The competence of local surgeons and medical teams in Bali has grown impressively, meaning that some patient conditions which we sent to Adelaide ten years ago may now be treated here. We continue to be grateful to the Australian Cranio-Facial Unit under Prof. David J. David for their free treatment of more severe cases requiring facial reconstruction.

We continue to run Medical Missions to other islands with assistance from committed specialist Cleft Medical teams from various parts of Indonesia who fly in and do a large number of operations with full dedication and care.

None of this would be possible without the generous support of our donors. We are most grateful that they don’t know the meaning of ‘donor fatigue’ and continue to help despite other competing worthwhile causes.

Thank you

Mary Northmore

HOW WE HAVE GROWN!

THEN (2005)

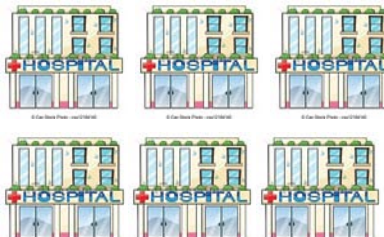
Now (2015)



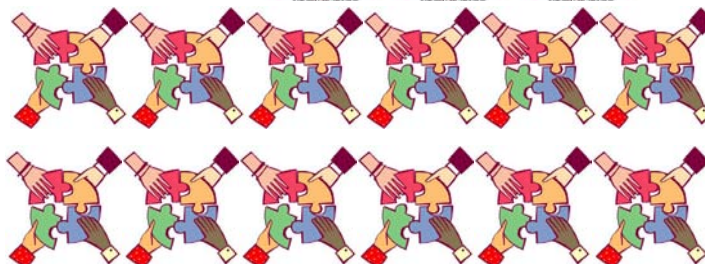
PLASTIC SURGEONS



HOSPITALS IN BALI



PARTNERS



0

STAFF

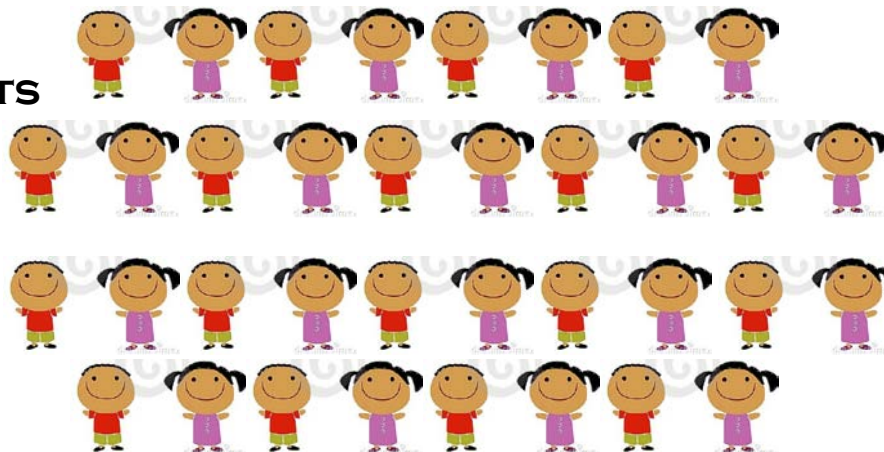


23



PATIENTS

363



Contents:

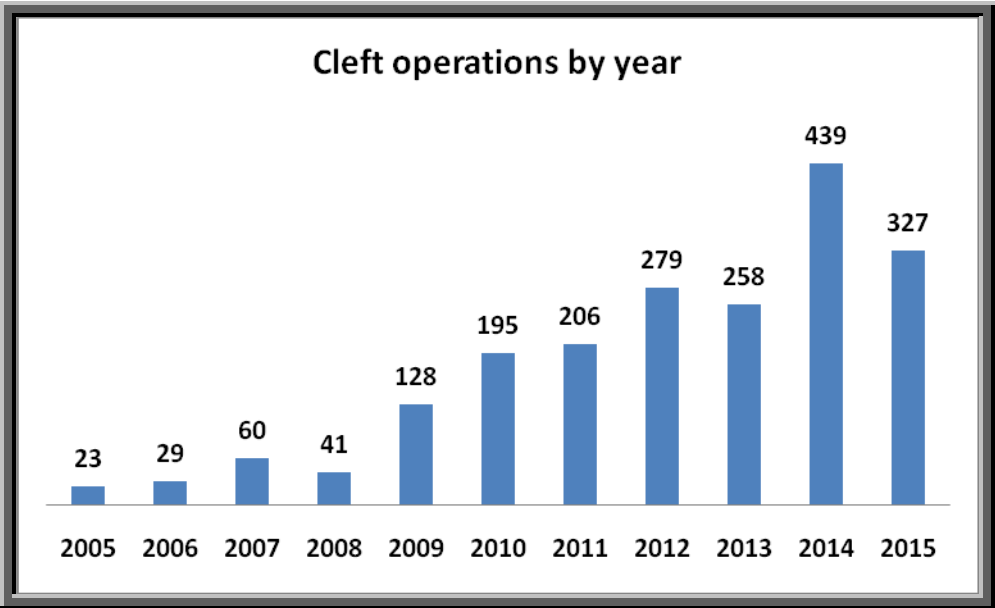
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1. Operations Funded :

1.1

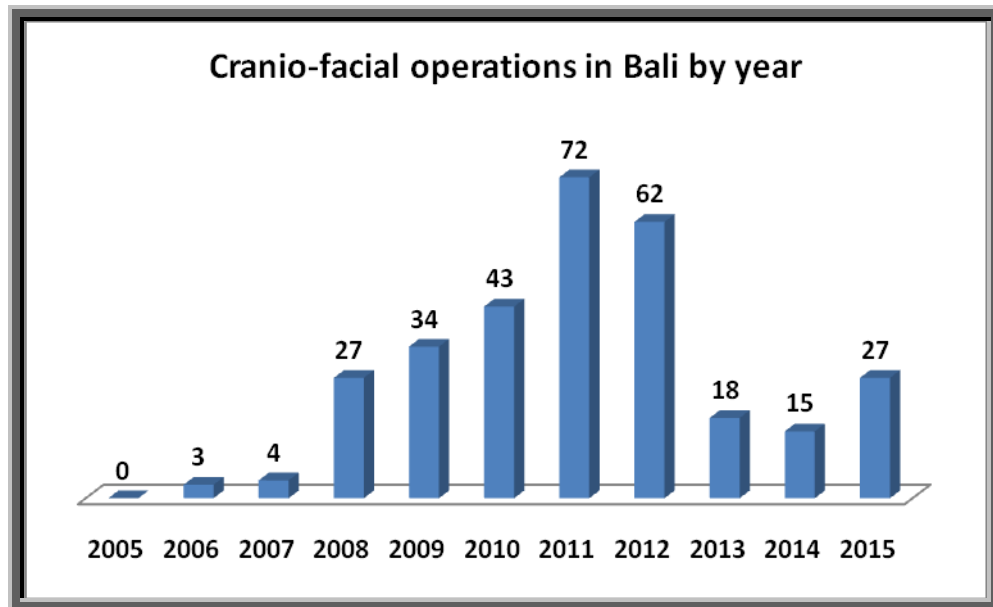


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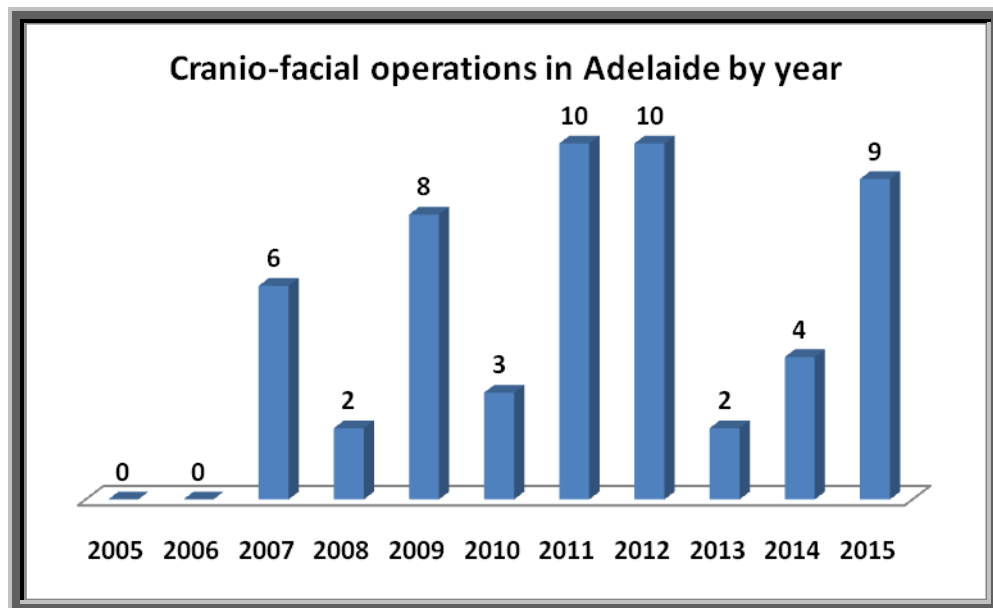


1.3 Cranio-facial operations by year

1.3.1



1.3.2

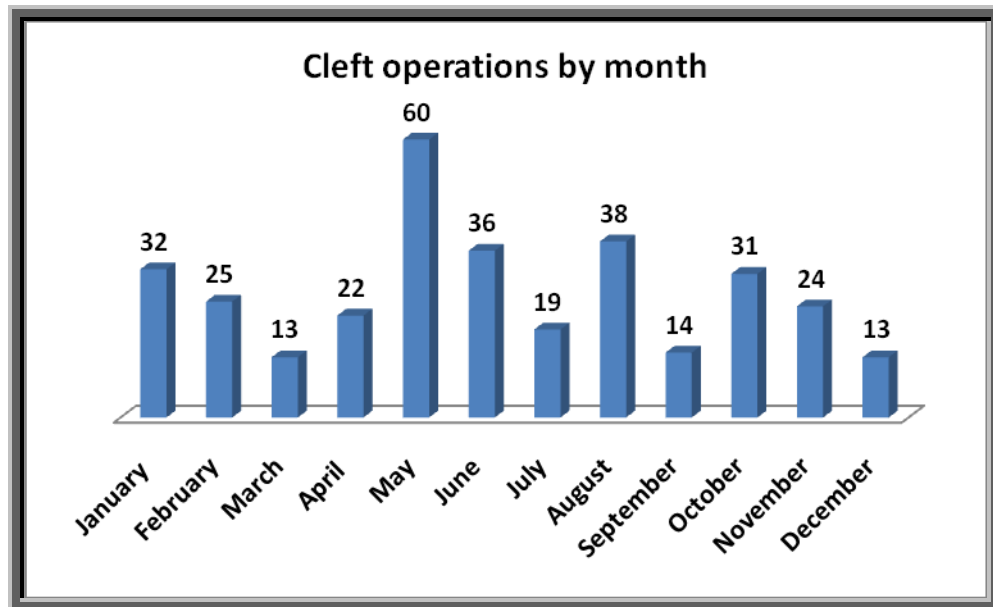


1.4 Operations in 2015

❖ Cleft Lip	158
❖ Cleft Palate	136
❖ Bonegraft	33
❖ Craniofacial non Cleft in Bali	27
❖ Craniofacial Non Cleft in Adelaide	9

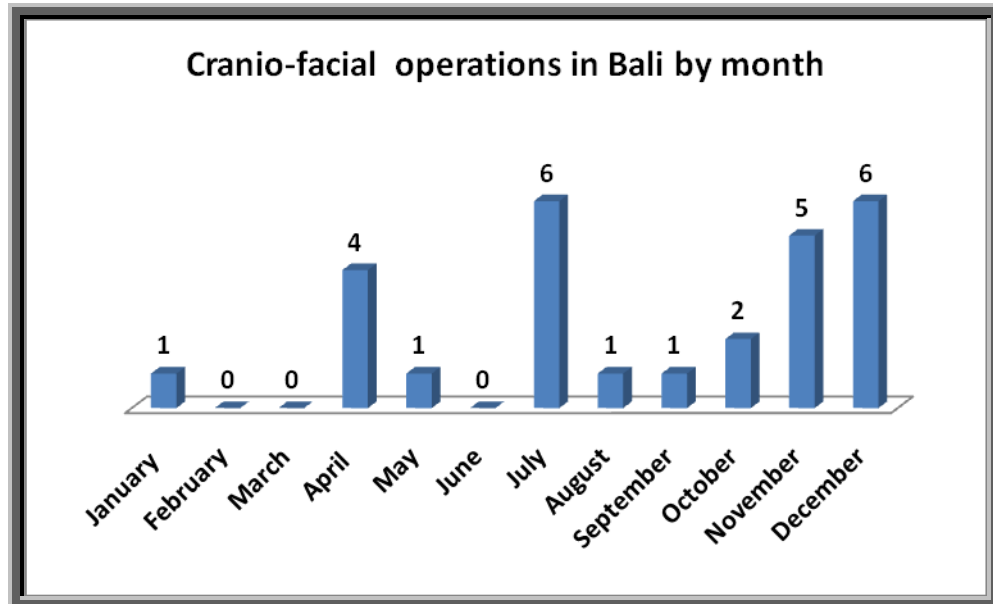
1.4.1 Cleft Operations in 2015

Cleft patients mostly come from Bali, West Nusa Tenggara (NTB) and East Nusa Tenggara (NTT). In 2015 we funded 327 cleft operations as below:



The high number in May is due to our Medical Mission in Cancar, Flores. We did hold another Medical Mission in Sumba in June but less successful as below 50% attended from the total list of patients. One function of our Outreach Office is to inform and encourage families to understand the importance of appropriate cleft care and help their children have healthier lives.

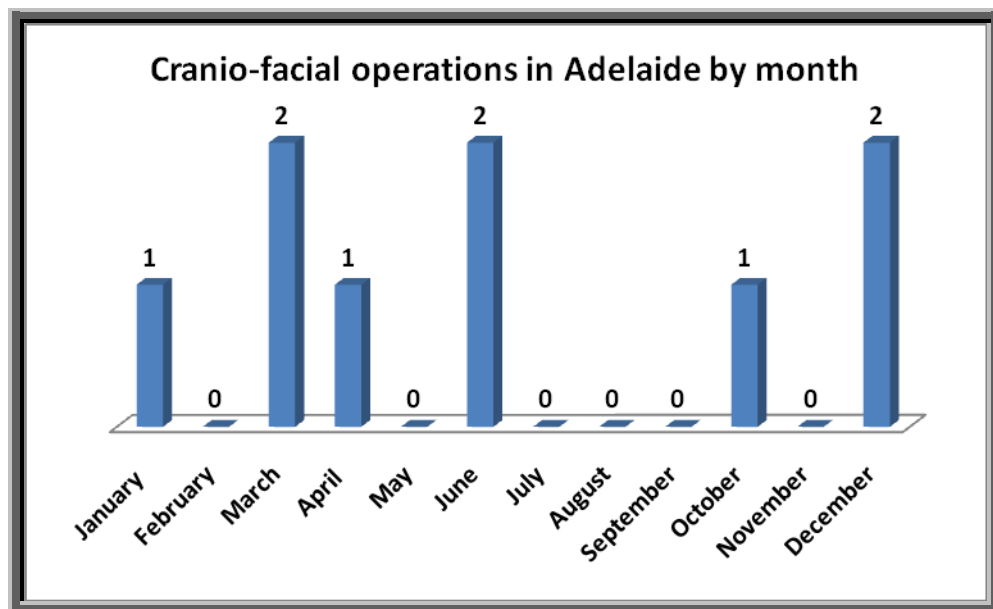
1.4.2 Craniofacial Surgeries (Non Cleft) in 2015 by Month



Besides patients with cleft lip and palate, the Yayasan also assists patients with craniofacial problems. These include ameloblastoma, haemangioma, simple FEME (Fronto Ethmoidal Meningocele Encephalocele).

Surgery for these patients is mostly done in Sanglah General Hospital or Bali Royal Hospital Denpasar; and at the Australian Craniofacial Unit in Adelaide for patients with more severe conditions such as Noma or Apert Syndrome which require more complex procedures.

1.4.3 Cranio-facial operations in Adelaide in 2015 by month.



This year we assisted 9 patients to have surgery in ACFU Australia. They are Hikmatul Hidayah, Imanuela, Jalaludin Akbar, Risma Hidayani, Kadek Nurata, Regilianus Dasno, Rominus Dagut, Ni Ketut Sri Prawirahita Padukuhan and Anastasia Tegawung. They are from Bali, Semarang (Java), Lombok (NTB) and Flores (NTT).

2 Hospital Partners

In assisting our patients with their surgeries, we have very successful partnerships with hospitals in Bali, in eastern Indonesia, and in Adelaide Australia.

Bali, Denpasar

- Sanglah General Public Hospital
- Bali Royal Hospital
- Dharma Yadnya Hospital
- Surya Husadha Hospital
- Prima Medica Hospital
- Bali Med Hospital

Adelaide

- Royal Adelaide Hospital
- Women's & Children's Hospital

Other hospitals in Indonesia

- Gerung Hospital, Lombok
- St. Rafael Hospital , Flores
- Hospital in Maumere, Flores
- Hospital Larantuka, Flores
- Hospital in Atambua, Flores
- Hospital in Lembata
- Hospital in Ende, Flores
- Hospital in Alor
- Bhayangkara Hospital, KUpang
- RSUD KUpang
- RSUD Lewoleba
- RSUD Ruteng, Flores
- Hospital in Soe
- Karitas Hospital, Sumba

3 Donors

Yayasan Senyum Bali is able to continue its mission to help patients because of great support from our donors. The Benjamin Foundation continued its support through funding child cranio-facial patients who have their surgery in Bali and in Adelaide. Rotary Club of Bali Seminyak continued their support through fundraising, and regularly through Detlev's Sunday Brunch which every week raises funds to support our work. Smile Train is a major donor for Cleft operations. Two significant donors from Germany, Tools For Life Foundation and Ein Herz Fur Kinder, committed to support our cleft patients to have surgery in Bali and for Medical Missions outside Bali.

We are also grateful to the Government of South Australia for their generosity in providing free surgery at ACFU Adelaide for up to ten of our patients a year.

Many people support us through donations of funds and of goods to sell in the Smile Shops and this is a very significant source of funds for us, as well as being an important resource for our community. Donors are named fully in our Senyum Update so here we just wish to acknowledge their kind, ongoing, and generous support.

4 Events and Activities

4.1 Smile Foundation 10th Anniversary

We had a 10th Anniversary Party on 9th August 2015. We invited all donors, friends, patients, families, and volunteers to celebrate this decade of achievement at Desa Wisata Kertalangu. We started with an easy walk, fun games, followed by entertainment and delivery of Certificates of Appreciation to all donors as a sign of our gratitude.

4.2 Dinas Social

Smile Foundation participated in Dinas Social Bali Province and Denpasar program through their "Forum Komite Lembaga Kesejahteraan Social" meeting every month which is hosted by different Foundations. This forum aims to gather all the Foundations in Denpasar and Bali to know each other, to have an information-sharing link, and to refer patients to the appropriate Foundation. We also participated this year in celebrating "Hari Kesetiakawanan Sosial Nasional".

4.3 Fundraisers

4.3.1 "Have a Heart"- Rotary Club of Bali Seminyak

On Friday, April 10th Rotary Club of Bali Seminyak held the second "Have a Heart" Fundraising event, which was a Gala Dinner at The Trans Hotel Seminyak. The event was enlivened by a musical cabaret show from Hongkong. Over 250 guests came to enjoy this lovely evening and the funds raised have been used to support our Outreach activities in Flores.

4.3.2 Charity Bazaars

A number of organisations and businesses made a special effort at Christmas time to raise funds to support our work, including:

Skoebido & Rumah Kecil
BIWA Christmas Charity Bazaar
Rotary Club of Bali Seminyak Christmas Charity Bazaar
Canggu Club Christmas Charity Bazaar
Biku Christmas Charity Dinner
Jimmy's Bar & Restaurant Christmas Charity Lunch

4.3.3 Donation Boxes

A number of Hotels and Resorts host Donation Boxes for their staff and guests to give their support. They include Amadea Resort & Villas, Cafe Wayan, Serenity Echo Guest House, Ramada Resort Tanjung Benoa, Biku Restaurant, Jimmy's Bar & Restaurant. We also have boxes at the Smile Shops.

4.4 Medical Missions

In 2015 we held Medical Missions to Manggarai, Cancar 7 – 9 May, and to West Sumba 26 – 28 June with medical teams from RSUD Dharma Yadnya led by Dr. Asmarajaya. In total we provided 54 operations.

4.5 Regular Visits from ACFU

As in past years, we continue to have semi-annual visits from ACFU. In the first on 26th to 27th March, Prof. David J. David and Dr. Ian Wall saw 22 patients of which 11 were recalls and 11 were new.

The second was on 12th to 13th October, with Dr. Walter Flapper and Sister Catherine Cross. The agenda included meeting the patients on the first day (8 new patients and 29 recall) and continued with a presentation to invited nurses from 5 hospitals on "Pre & Post Surgery Care of Cleft Lip & Palate Patients".

4.6 Patient Activities

Our patients and escorts frequently have to wait many days at the Smile House before their treatment is finished, so we use that time to give helpful education and skills training that we hope will be of use to them after they return home.

Speech Therapy: patients with cleft palate may have quite serious speech defects if their operation was carried out after they started to speak, so we need to help them speak more clearly and normally. This is in line with WHO Cleft Protocols.

Toothbrushing: our medical advisors have frequently commented on the poor state of dental hygiene among our patients, due to ignorance and poverty. Clean healthy teeth and gums are extremely important when considering cranio-facial surgery of any kind, so we have instituted a daily 'Toothbrushing party'. We are grateful to Marilyn Carson, Laskar Kuliner, Margaret Price, and STIE Triatma Mulya for donations of brushes and toothpaste.

Fun Activities: everybody likes this activity. We do various fun things such as games, creating something out of nothing, singing and colouring.

Learning Activities: many of our patients and families arrive at Smile House unable to read and write. We give them basic lessons in reading and how to write their own name. And for patients waiting to go to Adelaide we give basic English and basic information on how to operate computer.

Family Gathering: this activity is conducted outside Smile House in collaboration with Kolewa Foundation. We held 2 Family Gatherings this year, in Bali on 24 – 25 October, and in Cancar Flores on 11-12 December. The aim of this program is to recall cleft palate patients for post surgery care, to give speech therapy, and to share information about healthy life and pre/post surgery care to cleft lip and palate patients. This program is also combined with fun games.

5 Outreach Activities

5.1 Partner Organisations

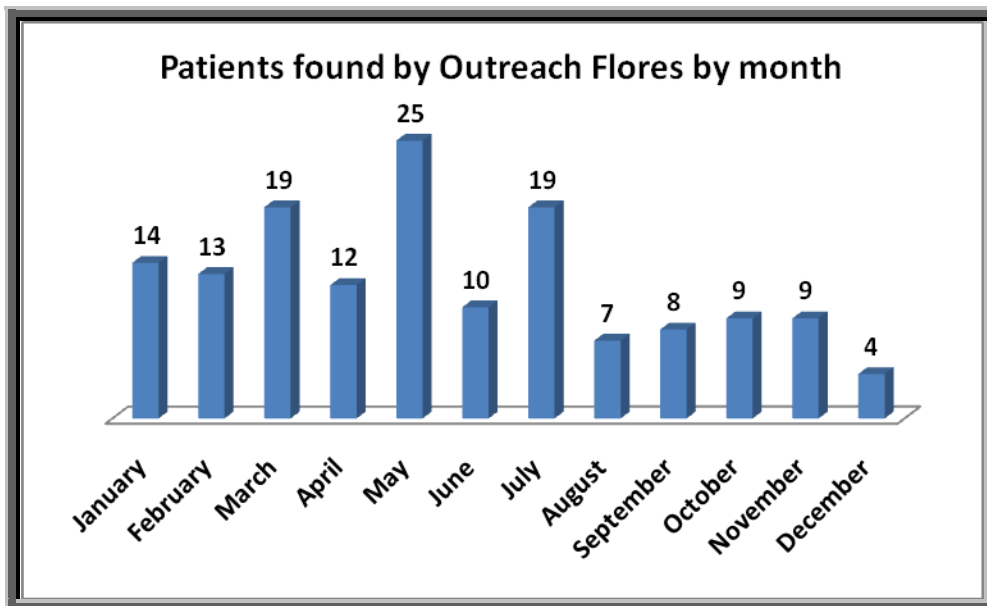
Most of our patients are found and referred to Smile House by our outreach partners and volunteers. They are:

Kolewa Foundation covering Bali, Sumba, Timor, Rote and Flores
Ibu Agung – volunteer from Singaraja
Yayasan Kita Peduli, Lombok
DCF Newmont, Sumbawa
BK3S Kupang (Timor & Alor island)
Ferdj Jelalu and team, Yayasan Senyum Representative team in Flores
Yayasan Harapan Sumba
Yayasan Puspadi Bali
Bapak Ujip, outreach East Lombok
Endri's Foundation with Helping Hand, Lombok
Yayasan Harapan Sumbawa
Sobat Senyum in Bali

5.2 Yayasan Senyum Representative Office in Ruteng, Manggarai, Flores



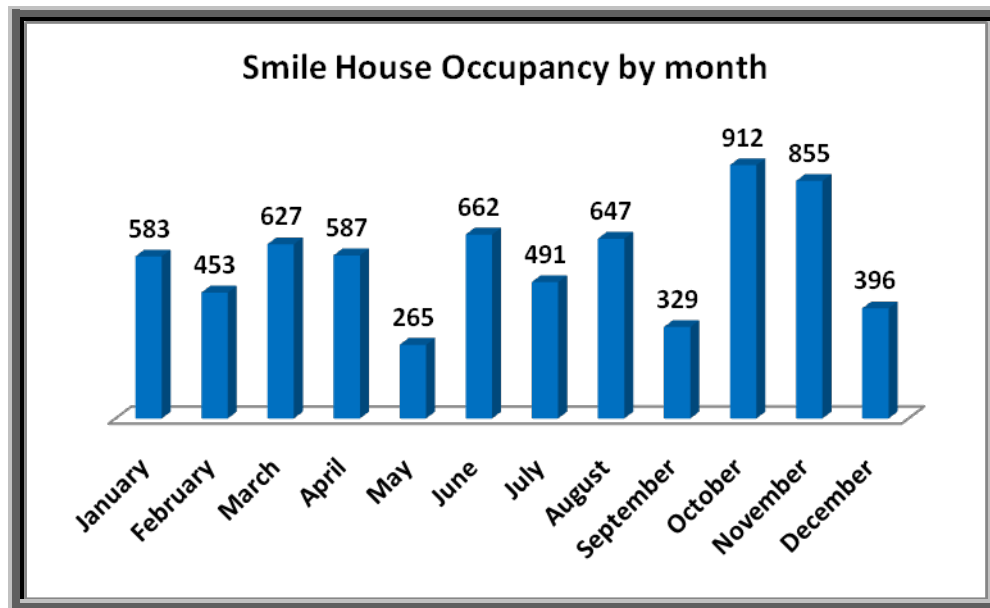
Our Flores Outreach team has reached many people with craniofacial disabilities in the three districts of Manggarai, West Manggarai and East Manggarai. We conducted 2 Medical Missions there and registered over 200 patients. To extend our services, especially for cleft palate patients, we recruited 2 Speech Therapists to give post-surgery speech therapy. And to maximize and facilitate all activities of the team we have established a representative office in Ruteng which was funded by Rotary Club of Bali Seminyak. The outreach team is coordinated by Ferdi Jelalu.



We are very concerned to ensure that any hospital we use is committed to the highest standard possible. This is particularly the case when we work off-Bali, and for this we are very pleased to work on collaboration with Smile Train on medical team and hospital quality assurance issues. We also appreciate the ongoing support from ACFU Adelaide with regard to on-going training of medical personnel and Smile Bali staff.

6 Smile House, Smile Bus and Staff

6.1 Smile House occupancy



Average daily occupancy in Smile House this year is 86%, slightly down from last year due to a decrease in patients from Lombok. The Smile House continues to be a greatly appreciated resource and also functions as an example to other Yayasan involved in the provision of health care in the wider area.

6.2 Smile Bus

Smile Bus also plays an important role in the Smile Foundation. It is always busy to transfer patients to and from harbour, airport, hospitals, collecting donations and also delivering donations to the Smile Shops. Since we acquired the bus in May 2010 it has done 53,188 km.

6.3 Smile Staff

6.3.1 Smile House Staff



- Rusmini (Housekeeper / Cook) Started February 2007



- Ni Nyoman Santinihati (Operations Manager) Started March 2013



- Ita Melda PS. (Public Relations) Started October 2013



- Desak Md Maya Lestari Lingga (Accounting) Started May 2013



- Dayu Putu Alit Puspadi (Social Worker) Started April 2013 and resigned December 2015



- Ni Luh Putu Aryswandani (Patient Coordinator) Started May 2014 and resigned September 2015



- Putu Dian Permana (Patient Coordinator) Started June 2014



- I Made Sarjana (Driver) Started May 2014



- Jakiah (House Keeper) Started April 2014 and resigned October 2015



- Ni Made Sukadihati (Patient Coordinator) Started October 2015



- Shinta Kumala Dewi (Social Worker) Started November 2015



- Sahar (House Keeper) Started November 2015

6.3.2 Ubud Smile Shop Staff



- Ayu Sumaningsih (Asisten Toko Senyum I) Started June 2008



- Lastri (Asisten Toko Senyum II) Started November 2012

6.3.3 Outreach Staff

The outreach team of Manggarai, Flores (NTT) :



- Ferdi Jelalu (Coordinator) Started July 2014



- Rofinus Dhio (Social Worker) Started July 2014



- Dedi Tarung (Social Worker) Started July 2014



- Maria A. Maro, SE (Social Worker) Started July 2014



- Yakobus Roka, S.Kep, NERS (Social Worker) Started July 2014



- Fortunatus H. Manah S.Pd Andi (Social Worker) Started July 2014



- Maria MM Moghang Ling, S.SP (Social Worker) Started July 2014



- Imelda Mei, Amd.g (Speech Therapist) Started February 2015



- Gregorius Dor Oko Mongko, SPd (Speech Therapist) Started February 2015

7 Smile Shops Ubud

As in previous years, The Smile Shop in Ubud remains a significant source of funding. The takings from the Shop enable the Yayasan to finance much of the administrative and operational costs of the Smile House in Denpasar which means donor funds can be used for surgeries.

On 30th of August we opened our 'little' Smile Shop on Jl Sriwedari, opposite the previous one, to be followed in the New Year with the new, larger shop in Nyuh Kuning.

7.1 Our Wonderful Volunteers:

The volunteers assisting at the Smile Shops continue to be a great support for the foundation. Their dedicated help is the key to our success.

Smile Shop Volunteers 2015

<ul style="list-style-type: none"> ▪ Aranca Imaz ▪ Margaret Holmes ▪ Lesley Hening ▪ Willis W Jourdin JR ▪ Marlis Knoppien ▪ Peter Knoppien ▪ Susan Semanski ▪ Made Andre ▪ Kryska Jaworski ▪ Vivienne Stimmel 	<ul style="list-style-type: none"> ▪ Marion Breiter ▪ Warren ▪ Hermienke Fiber ▪ Maria Duran ▪ Noelle Nguyen ▪ Erika Woster ▪ Jan Wilkinson ▪ Marina Clavera ▪ Anya Anetta Wegier
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8 Publication Media

Senyum Update

Senyum Update reports on activities of YSB in terms of patients, programs, activities, and also as a means to thank donors. Senyum Update is still the main media to inform and support our activities and is published every 3 months in both Indonesian and English. The Update is also posted on www.senyumbali.org and sent to all donors and friends via email and uploaded on our Facebook site.

Brochure

The brochure helps to raise public awareness about our mission, not only targeting donors but also prospective patients who need our assistance. Printing of the brochure is supported by SmileTrain.

Smile Shop Flyers

We continue printing flyers in English and Indonesian to promote The Smile Shops.

Donation Bags

Since the concept of donation bags started in 2010, it has been hugely successful. This donation bag is a very effective way to collect preloved items to be sold at the Smile Shops. It is also a good way to spread the word about recycling and using recycled bags.

Donation Boxes

Donation boxes are a great way to inform the public about the Yayasan, and people can directly participate by putting money in the donation box. The concept also helps to strengthen cooperation with the parties where the donation boxes are placed. There they are accompanied by our brochures, flyers, and the latest edition of Senyum Update.

Website

Yayasan Senyum Bali's website can be viewed at: www.senyumbali.org. In 2015 more and more people viewed the website - donors, patients and other parties. It is continuously monitored and its contents updated regularly in order to deliver the latest information to the community about the foundation.

Facebook

facebook is a very active and effective social media that we use to connect and update our friends, potential donors of the foundation as well as promoting The Smile Shops. We have also launched our Smile Shop facebook page to inform people about our activities and how they can help our work.

Other Media

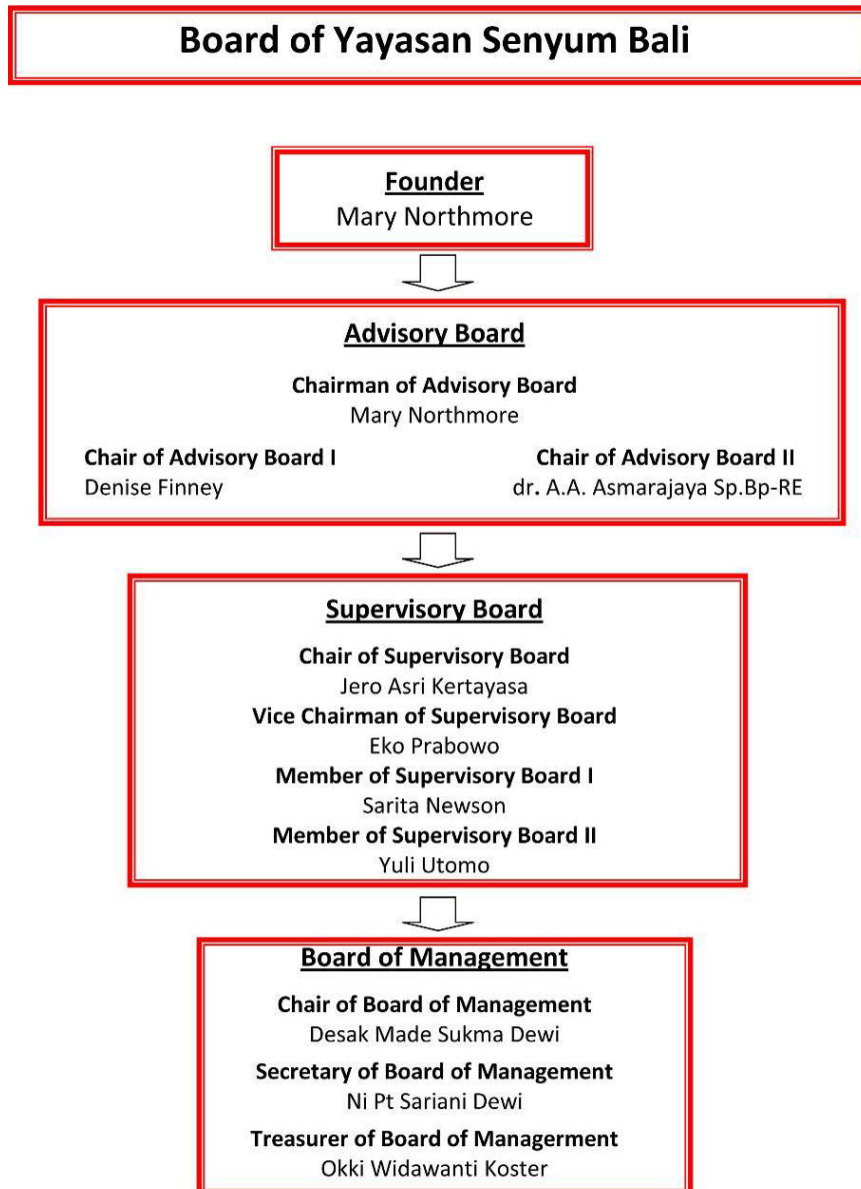
Smile T-shirt and Smile Pin

Smile T-shirt and Smile Pin are also two of our promotion media. We bring Smile T-shirts on every Medical Mission to other islands for all patients or families so they always remember (and promote) Yayasan Senyum Bali. We also give them to guests when we have a charity event.

Schools programme

Our programme of presentations at schools to raise awareness to the students and the school has been warmly welcomed. Stickers and banners continue to be used for promotional activities in school projects and various other events.

9 New Board Structure



At the start of 2015 we restructured our Board to be more in line with our growing organizational capacity. This new structure is proving very effective and contributes significantly to our long term sustainability.

10 Accounting and Taxation

Yayasan Senyum Bali financial statements for the year 2015 have been audited by an independent Auditor. The Foundation has also reported and paid all tax payments in accordance with applicable regulations.

The Yayasan Senyum Bali Annual Report 2015 has been approved by:

A handwritten signature in black ink that reads "Mary Northmore". The signature is written in a cursive style and is underlined with a single horizontal stroke.

Mary Northmore
Founder and Chair of Advisory Board, Yayasan Senyum Bali (Bali Smile Foundation)
www.senyumbali.org
January 2016