



Season's Greetings & Happy New Year from Advisory Board and Management Council 2023/2024

Dear Members



Time flies and we are coming to the end of the year, 2023. I would like to express my sincere gratitude to our Advisory Board, Management Council Members, and all Members for the time you have dedicated to keep SAAP growing.

I am delighted to have a team of new and past council members who are passionate about managing SAAP for this term 2023 and 2024. The team has been busily engaged with various activities from September to end November 2023, namely:

- ✓ 25th ASA Congress at Bangkok, Thailand - 8 to 12 September
- ✓ Appreciation Tea for SCWO Patron, President Halimah Yacob at SCWO – 28 September
- ✓ Management Council 2023/2024 Installation Ceremony at NUSS Guild House, Suntec City – 28 October and
- ✓ Explore Singapore City Gallery at Urban Redevelopment Authority (URA) – 25 November

You can find the detailed and exciting events in this SAAP e-Newsletter.

Let us toast to SAAP's aspirations for 2024:

- Implement office relocation plan led by the Office Purchase Feasibility Study Ad-Hoc Committee
- Enhance SAAP's visibility via social media channels including LinkedIn, Instagram and TikTok
- Expand Membership Privileges

My hope for you is that this year brings you all the things that makes you happy, whether they are presents, delicacies or precious memories with your loved ones. Also, don't forget to relax, rejuvenate, and review your journey this holiday season.

Season's Greetings and Happy New Year – 2024!

Josephine Kwan
President 2023/2024



EVENTS HIGHLIGHTS

The 25th ASA-Congress in Bangkok, Thailand: A Memorable International Gathering 8 to 12 September 2023

ASA congresses play a pivotal role in fostering collaboration, knowledge sharing, and the cultivation of enduring relationships among administrative professionals in an increasingly interconnected world. The 25th ASA-Congress, hosted in Bangkok, Thailand, provided a unique opportunity for more than 300 delegates from 11 member countries, including nine (9) members from the SAAP, to come together and engage in a mutually enriching experience.



Pre-congress: Arrival in Bangkok (7 September 2023)

Upon touching down at Suvarnabhumi Airport, we were greeted by the bustling energy of the airport, a heartwarming sight after a prolonged period of lockdown. The 25th ASA-Congress held immense significance for regional administrative professionals, evident from the warm welcome extended by APSAT Thailand's representatives.

The congress venue, The Berkeley Hotel, was strategically located in the heart of Bangkok, offering convenient access to the city's iconic landmarks. After a seamless check-in process, we completed our event registration and received delegate badges and event materials, which would become our constant companions for the ensuing five days.



From left to right, Evelyn Ng, Maria Zulueta, P Sumathi, Advisor - Sim Siew Gek, Advisor and ASA Coordinator - Margaret Chan Wee, Ruth Ooi, President - Josephine Kwan, Patsy Tan and Diana Koh



Day 1: Registration and Opening Night (8 September 2023)

This day marked the beginning of an engaging few days of knowledge sharing and networking.



Day 2: Opening Day (9 September 2023)

The congress commenced with a grand blessing ceremony, led by esteemed guests from the Rama IX Golden Jubilee Temple. It was truly inspiring to witness delegates from various nations gathered in a spacious ballroom, bound by a common passion for their profession. The opening speeches underscored the contemporary importance of international collaboration and knowledge exchange.

Throughout the day, experts from various fields delivered enlightening presentations covering the latest developments and trends. The interactions with colleagues from diverse backgrounds, each offering a unique perspective on shared challenges, proved invaluable. Additionally, we gained insights into our counterparts' initiatives and research projects in other member countries.



Council of Presidents



SAAP's Delegates in SAAP's Corporate T shirts

A significant highlight of the day was the ASA Bazaar held in the afternoon. Each member country was provided with a space to display products and facilitate sales. We had an opportunity to showcase a variety of items, all contributed by some SAAP members. The sales proceeds from these items were donated to a charitable cause through APSAT. SAAP managed to collect Thai Baht 11,260, equivalent to approximately S\$424.

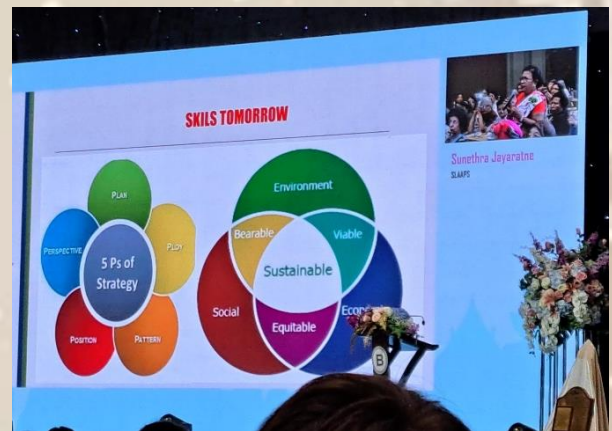
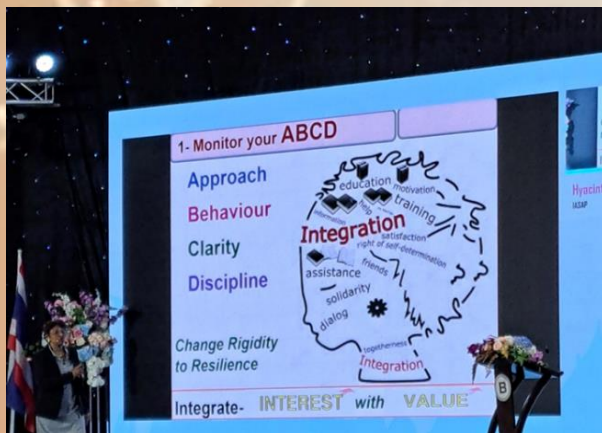
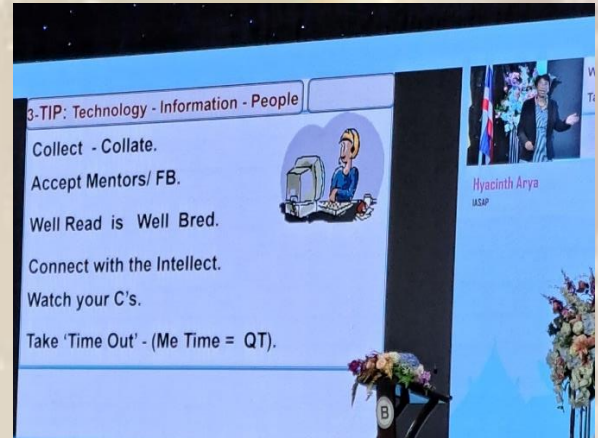


The fellowship dinner was marked by warm camaraderie, as delegates from various countries expressed keen interest in our work and shared their valuable insights.



Day 3: A Memorable River Cruise (10 September 2023)

The day featured a lineup of esteemed speakers hailing from diverse member countries. The depth of research and effort invested in their presentations for the ASA Congress was evident. The topics covered included Work-Life Integration, Preparation for the Wean Off, Essentials of Educating Beyond, Art of Transition at Work, and Being an Actionary.



In the early evening, a highly anticipated river cruise along the Chao Phraya River provided a refreshing break from formal sessions. As the sun began to set, the rain unexpectedly fell, casting a golden hue over the water. Despite the weather, the traditional Thai and pop music aboard added to the ambiance. While sailing past iconic landmarks such as the Grand Palace and Wat Arun, we marvelled at the city's rich cultural heritage.



Laughter and lively conversations were abundant during this memorable interlude, serving as a reminder that the congress, while primarily an intellectual endeavour, also offered opportunities for cultural exchange and the establishment of lasting friendships.



Day 4: ASA Projects Contest and Closing Night (11 September 2023)

As the congress draws to the end, the focus shifted towards the exchange of knowledge and ideas. Panitta Srisa-ard from APSAT presented "Art & Part of Living – The Sky Has No Limit," which was received with great enthusiasm.

The day also included a contest where Sri Lanka SLAAPS emerged as the winning participant in the ASA Projects Contest Presentation & Awarding.



In the evening, cultural immersion was further enriched through food, singing, and dance performances. All nine members of SAAP were ready to take the stage, performing five songs in five different languages, showcasing the hard work that had gone into loads of preparation in music arrangement and choreography.

The congress concluded with a closing ceremony, recognizing, and awarding outstanding contributions in the field. Witnessing professionals' hard work and dedication being acknowledged was truly heartening.





Day 5 - Conclusion and Farewell: (12 September 2023)

As we bid farewell to our newfound friends, there was a palpable sense of accomplishment. We departed with a broader global network, a wealth of knowledge, and a profound appreciation for the role of ASA Congresses. The 25th ASA-Congress brought together delegates from diverse backgrounds, united by a common purpose, creating an unforgettable and invaluable experience.

In retrospect, the Congress was a journey marked by learning, networking, and cultural immersion. This congress underscored the significance of fostering connections and celebrating diversity in our shared professional field.

We look forward to participating in the upcoming 26th ASA Congress in 2025 at Sri-Lanka.

Margaret Chan Wee
Advisor & ASA Co-ordinator



Advisor and ASA Co-ordinator - Margaret Chan Wee and current ASA President, APSAT (Thailand) - Sukanya Nimmanheminda

Democratic Socialist Republic of Sri Lanka

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இலங்கை சனநாயக சோசலிசக் குடியரசு (Tamil)

Sinhala: Śrī Lankā Prajātāntrika Samājavādī Janarajaya

Tamil: Ilankai Jaṅṅāyaka Sōsalisak Kuṭiyarasu



Flag



Emblem

Upcoming 26th ASA Congress in 2025 at Sri-Lanka

AFFILIATIONS





Appreciation Tea for SCWO Patron, President Halimah Yacob (SCWO event) 28 September 2023



On a lovely sunny afternoon, the Singapore Council of Women's Organisations (SCWO) organised a cosy and courteous Appreciation Tea for its patron, Madam Halimah Yacob, on 28th September 2023. The event, held at a delightful place, offered a chance to honour Madam Halimah's relentless work to advocate for women's rights and empowerment in Singapore.



The Appreciation Tea welcomed a distinguished group of leaders, comprising representatives from different SCWO member organisations. This meeting displayed the robust network of individuals collaborating to promote gender equality and women's matters in Singapore.

In her speech, Madam Halimah stressed the importance of collective efforts to achieve gender equality and encouraged the government, civil society, and women's organisations to continue their cooperation. She complimented the SCWO for its dedication to creating a more equitable and inclusive society.

Madam Halimah Yacob served as the eighth President of Singapore from 2017 to 2023.





The SAAP is honoured to be invited to the Appreciate Tea, represented by Grace Seow (Vice President) and Anny Tan (Honorary Secretary).



The Appreciation Tea session also served as a platform for networking and partnership. Leaders from different women's organisations shared their experiences and discussed potential initiatives to improve the condition of women's rights in Singapore. The event highlighted the need for unity in addressing the unique challenges women face.

Looking forward, we have many grounds to be optimistic about the future of women's empowerment in Singapore, with strong leadership and a united community collaborating to achieve significant change. The event concluded with a positive perspective for the future of women's empowerment in Singapore. With leaders like Madam Halimah Yacob and the women's organisations leading the way, there is a firm foundation for continued progress in promoting gender equality and women's rights.

Anny Tan
Honorary Secretary 2023/2024



Management Council 2023/2024 Installation (“MCI”) Ceremony 28 October 2023

It has been an exhilarating experience to attend and participate in the SAAP Management Council 2023/2024 Installation (“MCI”) Ceremony this year at the NUSS Guild House on 28 October 2023.

From the opening keynote, entertaining video on the 25th ASA Congress, to the workshop and the discussion session, there was an incredible wealth of knowledge and expertise shared by peers and instructor. Learning from these professionals has been an invaluable experience, and I feel truly fortunate to have had the opportunity.

The Installation Ceremony is an annual formal event whereby the Management Council (“MC”) members are formally installed. It is an occasion for SAAP members to get to know this group of MC members responsible for managing the affairs of the Association.

MCI ceremony was presided over by Immediate Past president Sim Siew Gek, who passed the gavel to Josephine Kwan, symbolizing the handover of power and leadership. She also adorned Josephine with a collar bearing the badges of all previous presidents, signifying the enduring commitment to SAAP and the association at large. As the new president, Josephine then pins the council badge for each MC member, before conducting the candle lighting ceremony.



The lighting from respective MC member candles represents their dedication to serve SAAP and the light from the candle encourages them to keep SAAP growing and glowing. The new term MC members recited the council pledge to reaffirm their commitment to SAAP. Josephine gave a warm welcome speech to the new MC members and wished them a successful term in office.





A video showcase featuring the SAAP performance segment from the recently concluded ASA Congress in Thailand was aired. We all thoroughly enjoyed the presentation.

For the workshop segment, we have the privilege to have Eileen Chieng from Thoughts Equal Results as the speaker of the MCI event.

As a distinguished top 1% Proctor coach, Eileen shared the principles and strategies that fuelled her remarkable career trajectory.

Based on the same theories in the book “A-B-C of Success” by Bob Proctor, Eileen’s ABC framework for success—A for Asking, B for Believing, and C for Committing—transcends mere theoretical concepts.



It provides practical, actionable steps that are directly applicable to our roles as administrative professionals, designed to enhance our efficiency and unlock our potential for success. I can’t wait to start reading the book “A-B-C of Success” by Bob Proctor.



The MCI event provided an ideal platform for networking and connecting with fellow administrative professionals. The conversations I had, the stories I heard and the insights I gained were simply incredible. It was a constant reminder of the remarkable talent within our profession and the mutual support we provide for one another.

One element that particularly resonated with me was the profound sense of fellowship and unity. The collective experiences and hurdles we worked around in preparing the MCI event has fostered a connection that transcends the confines of the event. The knowledge gained and the network made will undoubtedly contribute to my professional and personal growth.

I leave with enriched novel viewpoints, innovative concepts, and a revitalized dedication to my administrative career. Let’s continue to support and learn from each other as we navigate the ever-evolving world of administrative professionals.



Anny Tan
Honorary Secretary 2023/2024

“Success Simplified: The ABC Strategy”



Guest Speaker
Ms Eileen Chieng
Life Coach of Thoughts Equal Results
Ltd www.terltd.com



Meet your Advisory Board and Management Council 2023/2024

Advisory Board



Sim Siew Gek



Margaret Chan Wee



Regina Tan

Management Council



Josephine Kwan
President

I am fortunate to have my family member and members who support me and give me the strength to push on. Members who see the best in me and believe in thriving together. They made my term as President simply better.

Some member asked and wondered how I cope with family, office commitments and SAAP's matters. I believe my passion has allowed me to do a lot more in just 24 hours, this include watching my favourite dramas and cooking/baking programmes.

Happy holidays! Sending you laughter for good memories and a bright and healthy 2024.



Grace Seow
Vice President

It is such an honour to be co-opted for the new term 2023/2024! About 10 years ago, after receiving a call from SAAP's office, our current President Josephine Kwan, I was convinced to be involved with various activities, events and in Management Council.

I am forever grateful for the many opportunities and guidance from President Josephine Kwan, Advisor Sim Siew Gek, Management Council Members and Advisors. I encourage every Admin Professional, to connect with one another and continue to keep SAAP going for many more years to come!

"In order to be irreplaceable, one must always be different." — Coco Chanel



Anny Tan
Honorary Secretary

This marks my inaugural year with SAAP, and I would never anticipate becoming a council member so soon.

I pondered over what I could bring to the table as a newcomer. It would have been simpler to say no. But after understanding the duties and role of the Honorary Secretary, I saw this as a valuable opportunity for learning and expanding my perspectives.

I firmly believe that every achievement begins with the decision to take the leap of faith and JUST DO IT!



Helen Seah
Asst. Honorary Secretary

I am glad to be able to continue to serve as Assistant Honorary Secretary in the Management Council Term 2023/2024.

During my term in the Management Council, I have made many friends as well as fostered a closer relationship with the council members. Special thanks to President Josephine Kwan for her patience and guidance. Josephine is always there for her council members and is someone who serves with zeal.

Hope to be able to connect with everyone soon in SAAP events/activities in the near future.

Here's wishing everyone a happy and joyful holiday!



Jasmine Lee
Honorary Treasurer

Hi! Merry Christmas & Happy New Year to all!

Here I am, back as the Honorary Treasurer for the Term 2023/2024, and it's thanks to Josephine for her persuasive power.

I will render my best in this role for the term and am happy to work with a great team.



Jennifer Chang
Asst Honorary Treasurer

I took on the role of Assistant Honorary Treasurer this term. Most members would probably know me better as 'SAAP Admin', which is my sign-off in the eblasts I sent out from time to time.

My involvement in SAAP has enabled me to make new friends with other members, especially when serving on the Council. We've faced challenges together but also enjoyed fun times, and I have learnt much from fellow Council members throughout my journey.

As one with a penchant for learning (to keep abreast of things going on around us and in the world), I tend to read a lot and widely, and also enjoy watching interesting and meaningful video clips with educational value. And yes, I enjoy catching great movies too, when there's time to spare.



Nur Diyana Binte Taha
Public Relations Chairman

Being a part-time Administrator, part-time Photographer, and a full-time mom to 3 very energetic girls is definitely not easy. Life is busy!

Always on the lookout for interesting places for families, I founded Halal Kid-Friendly Cafes SG, a platform that highlights eateries for families with young children.

So thankful to SAAP for giving me the opportunity to take photos of events for the past few years, and now to be in the PR Committee. Do add SAAP on Instagram, Facebook, TikTok and LinkedIn to keep yourselves updated on our event highlights!

- ✚ We welcome all members to come forward to join the Standing Committees for Education, Membership, Programme and Public Relations to bring out the best of the events.
- ✚ Alternatively, you may join our Administrative Professionals Day Dinner Ad-hoc committee 2024.

If you are able to volunteer your time, simply contact any of our council member or call us at 6323 7523, email to admin@saap.org.sg





Formation of Office Purchase Feasibility Study (OPFS) Ad-hoc Committee

That Members present at the 52nd AGM on 26 August 2023 approved the setting up an Ad Hoc Committee for Office Purchase Feasibility

To identify the need for and if justified, to source suitable office premises and propose to members for their consideration at an Extraordinary General Meeting to be held immediately upon identifying a suitable unit, based on data covering, but not limited to:

- ❖ Council/Committee meetings; visitors (potential members, vendors, sponsors, other Admin Professionals) to, and member events held in the past three years at Maxwell House
- ❖ Projected Long-Term Cost Savings; Capital Appreciation; Rental Income Potential for a period to be determined by the Ad Hoc Committee

We are delighted to announce the formation of OPFS Ad-hoc Committee Members:

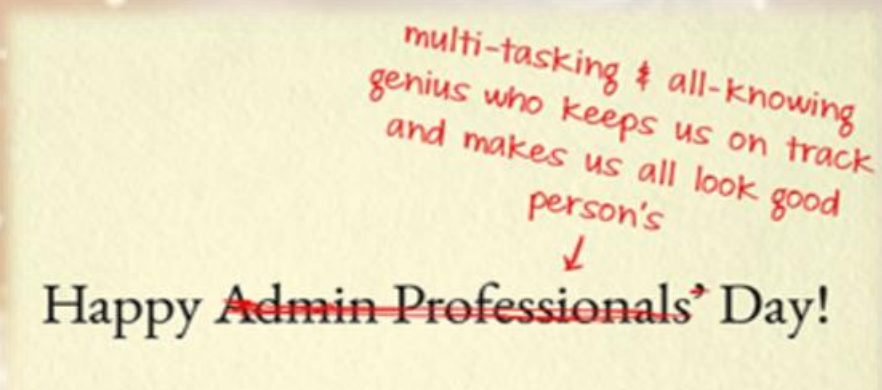
- Life Member Fellow (LMF) - Margaret Chan Wee (LMF0082)
- Past President - Regina Tan (F1483)
- Fellow Member - Joanne Sun (F0903)
- Fellow Member - Merilyn Shui (F1267)
- Management Council - Josephine Kwan (F1510)

The OPFS Ad- Hoc Committee has conducted their first meeting in early December 2023 with the following recommendations:

To identify the need for and if justified, to source suitable office premises or rental and propose to members for their consideration at an Extraordinary General Meeting to be held immediately upon identifying a suitable unit or a solution based on the data covering.

Detailed report/recommendation will be announced via President circular in due course.

Josephine Kwan
President 2023/2024





Guided Tour - Explore Singapore City Gallery 25 November 2023

Stepping into the Urban Redevelopment Authority (URA) of Singapore, I embarked on an enthralling journey through time and progress, guided by the seasoned Ms. Kok, an 83-year-old volunteer whose dedication spanned over a decade. Her wealth of experience and insight promised an enriching exploration of Singapore's remarkable evolution into a liveable, sustainable, and beloved city.



Vision of URA - a distinctive city of vibrant lifestyles, an endearing home, and a place

As Ms. Kok led our group through the URA, her stories painted vivid pictures of Singapore's past and its incredible transformation over the last 60 years. With each step, we unraveled the layers of Singapore's urban planning, witnessing firsthand the meticulous strategies that shaped this city-state into the modern beacon of modernity.

Ms. Kok's narrative revealed the city's metamorphosis from a humble trading post to a bustling metropolis. She recounted the urban planning initiatives, the careful zoning, and the green spaces meticulously integrated into the city's fabric. Her anecdotes painted a portrait of a Singapore that embraced sustainability, from its innovative architectural designs to its efficient public transportation systems.





The tour was a testament to Singapore's commitment to sustainability, as Ms. Kok highlighted the city's green initiatives and forward-thinking urban development projects. Singapore's journey towards sustainability was palpable at every turn, from sustainable buildings adorned with rooftop gardens to the conservation of historical landmarks.

Following this eye-opening tour, Lum Xin Mun, a member of the Smart Nation team, took us on a whirlwind half-hour exploration of Singapore's digital landscape. Mun's expertise shed light on the three-pronged approach to digital technology—data, digital government, and digital economy—that has propelled Singapore into the forefront of technological innovation.

2017
The Smart Nation & Digital Government Office (SNDGO) was formed. Sitting under the Prime Minister's Office, it plans and prioritises key Smart Nation projects such as the National Digital Identity and Smart Nation Sensor Platform. SNDGO also drives digital transformation and builds long-term capabilities for the public sector, and promotes adoption and participation from the public and industry.

2015
The National Steps Challenge™ was launched by the Health Promotion Board to encourage Singapore residents to be physically active. When participants sync their steps through a pedometer with the Healthy 365 app, they earn rewards for the steps they clock. The initiative has successfully galvanised an active lifestyle movement in Singapore with about 2 million participants across five seasons.

2011
Singapore unveiled eGov2015 Masterplan to develop next generation whole-of-government ICT infrastructure, to integrate cross-agency systems and improve service delivery to citizens and businesses. Data.gov.sg was launched to provide access to publicly-available government data for research purposes and applications development.

2016
The Government Technology Agency was formed. It is responsible for the delivery of government digital services to the public, and the development of infrastructure to support the Smart Nation initiative.

2014
Prime Minister Lee Hsien Loong outlined plans to turn Singapore into the world's first Smart Nation, and launched the Smart Nation Programme Office to drive the national effort to transform Singapore into a Smart Nation.

2006
Wireless@SG was deployed to offer free Wi-Fi island-wide, providing citizens with free internet connectivity across thousands of hotspots.

2000
The Inform@21 Master Plan was launched to develop Singapore into a leading Inform@ hub for the provision of telecommunications services, e-business transactions and distribution of digital goods and services.

1998
The National Library Board became the world's first public library system to use Radio Frequency Identification (RFID) technology. RFID enables self-service borrowing and returning. RFID also allows books to be automatically sorted and located using self-learning robots.

1997
Singapore was amongst the first few countries in the world to implement a nationwide broadband network that provided high-speed internet access, linking all homes, businesses and schools. This network was called Singapore One.

2007
The Inland Revenue Authority of Singapore (IRAS) launched the e-Filing Service (eFiling) making tax filing a non-event for eligible taxpayers. The integration of data across platforms has simplified tax filing from an eight-page form, to a pre-filled electronic form. Today, the eFiling initiative benefits 2 in 3 taxpayers, and those who are eligible will not need to file a tax return, unless they have changes to make.

2003
Singpass was introduced to offer Singapore residents convenient and secure access to government digital services. Today, it is the trusted digital identity of over 4 million residents for everyday transactions with the government and private sector organisations, online and in person.

2000
The Housing & Development Board (HDB) introduced an electronic application system for the public to submit online applications to buy their flat. This shortened the processing time, and saved applicants a trip to the HDB office to get the physical form.

1991
The National Science and Technology Board set up a nationwide computer network called Technet to connect academic institutions to each other and the internet.

1989
The Trade Development Board introduced Transborder to hasten the speed of commerce by cutting down the processing time of trade documents from 4 days to 15 minutes.

1986
Network 17 Plan: Electronic data exchange networks were extended from government to the private sector.

1981
The national computerisation drive kicked off with the mission to computerise the Civil Service. The National Computer Board signed a framework in Singapore's information and communications technology (ICT) development.

1963
The first mainframe computer was installed in the Central Provident Fund Board (CPF) to automate the monthly wage accounting system that kept track of 1.6 million CPF members' accounts. With the SIM (SAY) system, CPF employees filled out punch cards with information on CPF members' latest contributions and fed these in the mainframe computer to update the accounts.

Beginnings of a Smart Nation
Smart technology has made a difference to the way we live, work and play. But the changes didn't happen overnight. Here, we trace the milestones of Singapore's Smart Nation story.

Mun's insights illuminated how Singapore seamlessly integrated digital advancements into its infrastructure, governance, and economy. The city's commitment to leveraging technology for the betterment of its citizens was evident, with innovative initiatives optimizing efficiency in transportation, healthcare, and governance.

The visit was not just informative; it was an immersive experience that left a lasting impression. Witnessing Singapore's journey firsthand, from its urban planning to its embrace of digital innovation, was nothing short of inspiring. It showcased a city that had adapted and thrived amidst change, utilizing technology and sustainability as cornerstones for its evolution.



Ms. Kok and Lum Xin Mun were not merely guides; they were storytellers who transported us through time and technology, leaving us with a newfound appreciation for Singapore's past, present, and promising trajectory of its future. Their passion and knowledge painted a comprehensive picture of Singapore's journey, leaving us with a deeper understanding of what makes this city not just liveable and sustainable but also endearing and delightful—a place many are proud to call home.



Singapore City Gallery

The Singapore City Gallery tells the story of the city's physical transformation.



See how the island has transformed over the years at the Singapore City Gallery.

Sim Siew Gek
Advisor

“ALWAYS BE NICE TO SECRETARIES. THEY ARE THE REAL GATEKEEPERS IN THE WORLD.”

ANTHONY J. D'ANGELO



Upcoming events in 2024

Lo Hei cum Fellowship Day (lunch)

Saturday, 17 February 2024

- See you soon at Lo Hei



Administrative Professionals Week 2024

Wednesday, 24 April 2024

- **Workshop (tentative)**
A learning workshop specially design for admin professionals to enhance skills, strategies, knowledge essential for effective administrative roles. Our selected speaker is a Doctor of Psychology, Author, TEDx speaker for the full day workshop.
- **Administrative Professionals Day Dinner**



SAAP 53rd ANNUAL GENERAL MEETING (AGM)

Saturday, 31 August 2023

- AGM is an important event and please mark your calendar
- More details will be announced in June 2024



Wellness and Educational Events

- More plan in the pipeline





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