



# ANNUAL REPORT

APR '09 - MAR '10







**TO BE AN AVAILABLE LIFELINE TO  
ANYONE IN CRISIS.**



**SOS PROVIDES CONFIDENTIAL 24-HOUR  
EMOTIONAL SUPPORT BY TRAINED VOLUNTEERS  
TO PEOPLE IN CRISIS, THINKING OF SUICIDE OR AFFECTED BY SUICIDE.**

*The Report's design concept is inspired by Tangram, a puzzle consisting of seven pieces cut from a square which are put together to form fascinating shapes. The small pieces represent the brokenness that is experienced by those whom SOS reaches out to – the suicidal and those affected by a suicide death. The numerous configurations illustrate that there is meaning to life despite brokenness. Overall, it expresses hope, strength and support with the help of SOS.*



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## EXECUTIVE DIRECTOR'S MESSAGE .....

FY 2009/10 for SOS commenced with anticipation and excitement as we looked forward to our 40th Anniversary on 1 Dec '09. We started planning early to celebrate our Anniversary with special events throughout the year.

SOS never ever imagined that we would have to say a hasty “goodbye” to our former Chairman, Mr Anthony Yeo who passed away on 20 Jun '09. He had been associated with SOS not only as volunteer Samaritan but had also been active on the Board since 1981. A special memorial service was held for our late Chairman at SOS premises on 31 Jul '09. The President's Social Service Award was given to Anthony posthumously on 22 Oct '09 and accepted by his son, Eugene Yeo at the Istana. SOS also nominated Anthony for the National Volunteer & Philanthropy Centre (NVPC) “Special Recognition” Award which was given for the first time posthumously on 21 Nov '09. Mr Robert Lim, current SOS Chairman accepted the award on behalf of Anthony's family.

SOS started as a hotline service on 1 Dec 1969 in Singapore manned solely by volunteers known as the Samaritans. Samaritans come from all walks of life, various ethnic groups, cultures and religions. Over the last 40 years, SOS has grown from being known just as a 24-hour hotline service to an organisation known in Singapore for suicide prevention and postvention work. Valuable experiences gained over the years also led SOS to evolve as a leading training provider in delivering specialised training in suicide intervention and suicide postvention to social service professionals. We continue to provide consultations and work pro-actively with professionals in the social service field dealing with similar issues.

Over the past 40 years, SOS also ventured into the world of publications and published three local books, namely “The Wish to Die: Suicidal Behaviour in Singapore” (1993), “We Hear You” (2000) and the latest “Why? When Both My Parents Took Their Lives” (2008). SOS staff also produced scripts, directed video productions and took lead roles in acting in our very own local training videos.

### **CURRENT AND FUTURE CHALLENGES**

Suicide prevention work involves every individual in the community, professionals and layman to reach out to those who need a listening ear/a helping hand or even sharing the information on community resources – who to call, how and where to get help? SOS hotline number is known to many in the community, as seen in the number of calls we receive each year. Many other hotlines sprung up over the years with varied services (for children, families, youth, etc.) and even now with the availability of the 24-hour ComCare hotline manned by paid staff, SOS remains the only voluntary welfare organisation (VWO) providing a lifeline to anyone in crisis. With the operation of the Integrated Resorts, there is an increase of debt/loanshark/gambling related calls in spite of an overall 7.9% drop in the total number of calls received last year.

SOS will continue to focus specifically on our target group – those who are suicidal and those affected by a suicide death. We will continue to work together with the Government, various relevant Ministries, VWOs and even interested individuals in the community. With limited resources, collaboration within the sector will bring about a better outcome and SOS hopes there can be other social service agencies that can provide an available service for people who need to hear a friendly voice but are not suicidal. SOS can then focus on running a hotline for those in crisis and enhancing our counselling service as we are the only VWO which specialises in suicide prevention and postvention work. SOS also aims to become a resource for other VWOs in terms of consultation and training in suicide prevention and suicide grief work.

Staff development is an important and crucial aspect for SOS as investing in specialised knowledge and skills will enhance our capabilities to offer advanced training and consultation. Self-care for staff involved in grief work, which can be extremely emotionally draining continues to be my area of focus for SOS staff in preventing compassion fatigue and professional burn-out.

Recruitment and retention of volunteers is SOS “lifeline” as without the commitment of our volunteers, the hotline and other services would not have been possible. Samaritans remain the unsung heroes of SOS and the community and SOS will continue to focus on these specified areas strategically.

I would like to give special thanks to President S R Nathan for his affirmation of SOS work, Dato Low Tuck Kwong for his commitment to donate \$100,000 each year for the next 3 years to our Local Outreach to Suicide Survivors programme, board members, volunteers and other donors for their unwavering support and encouragement. We also wish to acknowledge National Council of Social Service and Community Chest for their funding support over the years.

Last but not least, my staff – remember that with the belief and dedication in the SOS vision and mission, we can definitely make a great difference in the community. So let us move forward to do more for our clients.

**Christine Wong (Ms)**

Executive Director

31 Mar '10



**CLIENT  
MANAGEMENT**

PROVIDING EMOTIONAL SUPPORT  
FOR OUR CLIENTS.



The SOS vision is to be an available lifeline to anyone in crisis. SOS provides a **24-hour confidential hotline service** by trained volunteers, known as Samaritans, who offer emotional support to people who are **in crisis, thinking of suicide or affected by suicide**. In addition to the hotline service, SOS also offers:

- **Individual, couple and family counselling** by professional counsellors for clients who require additional support.
- **pat@samaritans.org.sg**, an email befriending service for those who prefer to write about their problems.
- **Healing Bridge**, a suicide bereavement support group for those who have lost a loved one to suicide and would like the comfort and understanding of others who have suffered a similar loss.
- **Emergency outreach activations** in exceptional cases to provide emotional support for highly distressed or suicidal clients. SOS also provides on-site support to family members and close friends left behind by suicide.

<b>Table 1: Summary of Client Services</b>		
<b>Services</b>	<b>Unit of Service<sup>1</sup></b>	
	<b>Apr '08 – Mar '09</b>	<b>Apr '09 – Mar '10</b>
<b>Telephone Calls<sup>2</sup></b>	43,404	39,956
• Crisis Calls	33,499	30,484
• Regular Calls <sup>3</sup>	6,946	6,509
• Follow-up Calls to Clients/Significant Others <sup>4</sup>	2,959	2,963
<b>Counselling Sessions</b>	139	226
<b>Email Befriending<sup>5</sup></b>	808	1,002
<b>Police Referrals</b>	377	388
<b>Hospital Referrals</b>	64	27
<b>Referrals from Other Organisations<sup>6</sup></b>	9	19
<b>Activation of Emergency Squad</b>	100	103
• Crisis / Suicidal Cases	10	7
• LOSS Cases	90	96
<b>Healing Bridge<sup>7</sup></b>	26	28
<b>Support Services</b>	18	10
• Home Visits	4	2
• Hospital Visits <sup>8</sup>	0	2
• Other Visits	5	0
• Telephone Befriending <sup>9</sup>	4	4
• Specific Assistance to Clients	5	2

<sup>1</sup>No. of calls/cases/referrals/sessions.

<sup>2</sup>Exclude 284 enquiry calls and 13,086 silent calls.

<sup>3</sup>Repeat calls from regular callers.

<sup>4</sup>Significant others may be family members/friends/care-givers.

<sup>5</sup>Number of email received.

<sup>6</sup>ComCare, schools, other VWOs, private companies and the media.

<sup>7</sup>Number of sessions.

<sup>8</sup>To accompany family members to the mortuary.

<sup>9</sup>Regular telephone contact initiated by SOS on a long-term basis for a small number of clients.

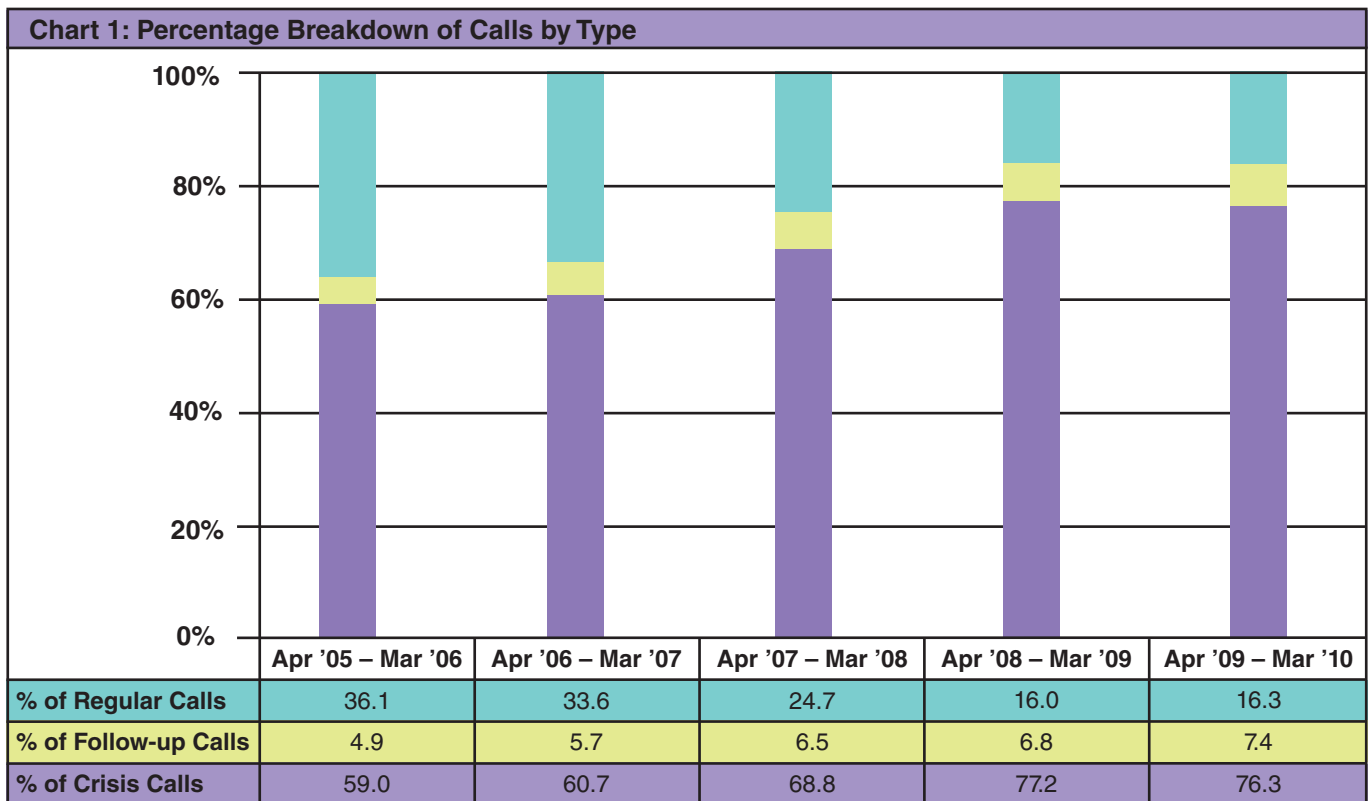


## HOTLINE

Compared to the previous review period (Apr '08 – Mar '09), the following key observations can be made for this review period (Apr '09 – Mar '10):

- Decrease of 7.9% in the total number of calls from 43,404 to 39,956.
- On the average, 3,330 calls were handled per month, or about 110 calls per day.
- 76.3% of these calls were crisis calls.
- Number of regular calls remained low at 16.3% of total calls.

Our efforts to manage regular callers continue to be effective. The following chart reflects the trend of the types of calls handled by SOS over the last 5 years.

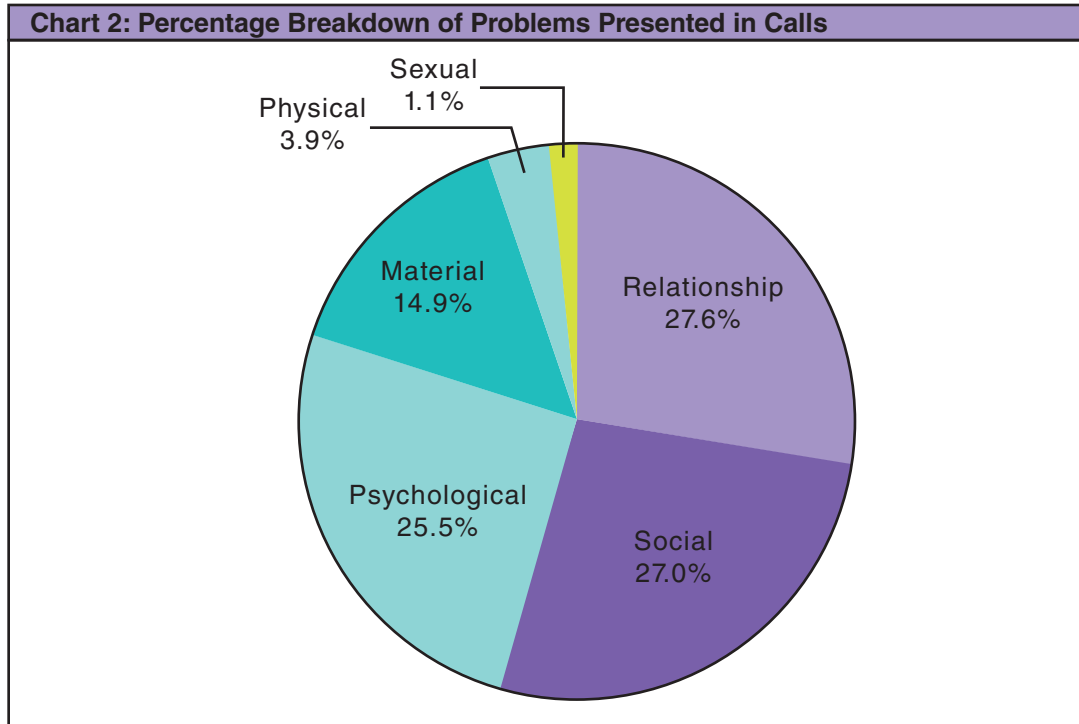


### Callers with Suicide Risk

During the review period, Samaritans posed the 'Suicide Question' in 19,969 calls. We do this to provide an opportunity for potentially suicidal callers to talk about their ideation and plans. Callers with intense levels of hopelessness, helplessness and worthlessness, and a detailed plan are at higher risk of taking their own lives. In 6,678 calls (33.4%), there was some element of suicide risk.

Category	Apr '08 – Mar '09	Apr '09 – Mar '10
Suicide Question Asked	20,371	19,969
Suicidal Risk	7,437	6,678
High Risk	233	202

## Problems Presented



## Problem Code

- Relationship: Marital, family and boy-girl problems; and difficulties in other relationships.  
 Social: Difficulties encountered by care-givers and people who feel alone or who are struggling in their social settings.  
 Psychological: Crisis situations, suicide grief and grief from other losses, and mental health issues.  
 Material: Employment, accommodation, legal and financial difficulties.  
 Physical: Medical problems (excluding mental health issues).  
 Sexual: Sexual issues, whether real or fantasised.

Although the total number of incoming calls has decreased from 43,404 (Apr '08 - Mar '09) to 39,956 (Apr '09 - Mar '10), the number of debt/loanshark/gambling related calls has increased marginally. Callers struggling with a combination of these issues are among those with the highest suicide risk. Very often, they call for help at a time when they have already exhausted all their resources and have reached the end of their tether. For these desperate callers, suicide seems to be their only way out.

<b>Table 3: Calls Concerning Debts, Loansharks or Gambling Problems</b>		
<b>Problem</b>	<b>Apr '08 – Mar '09</b>	<b>Apr '09 – Mar '10</b>
Debts	2,454	2,673
Loansharks	217	218
Gambling	123	132

## COUNSELLING

Professional counselling sessions are offered to clients who need additional support during their period of crisis. The clients are attended to by staff counsellors who are trained to help clients with suicide risk or experiencing suicide grief. The sessions may also be initiated by the clients themselves, concerned third parties, the police or hospitals.

SOS attended to 99 clients during the review period, an increase of 16.5% compared to the 85 clients seen in the last review period. Total number of counselling sessions conducted also increased by 62.6% from 139 to 226 sessions during the review period, out of which 101 sessions were provided for 41 clients who were bereaved by the suicide of a loved one (suicide survivors). The other 125 sessions were for 58 clients who were going through relationship problems with their spouses, children, in-laws, partners or struggling with financial and mental health problems.

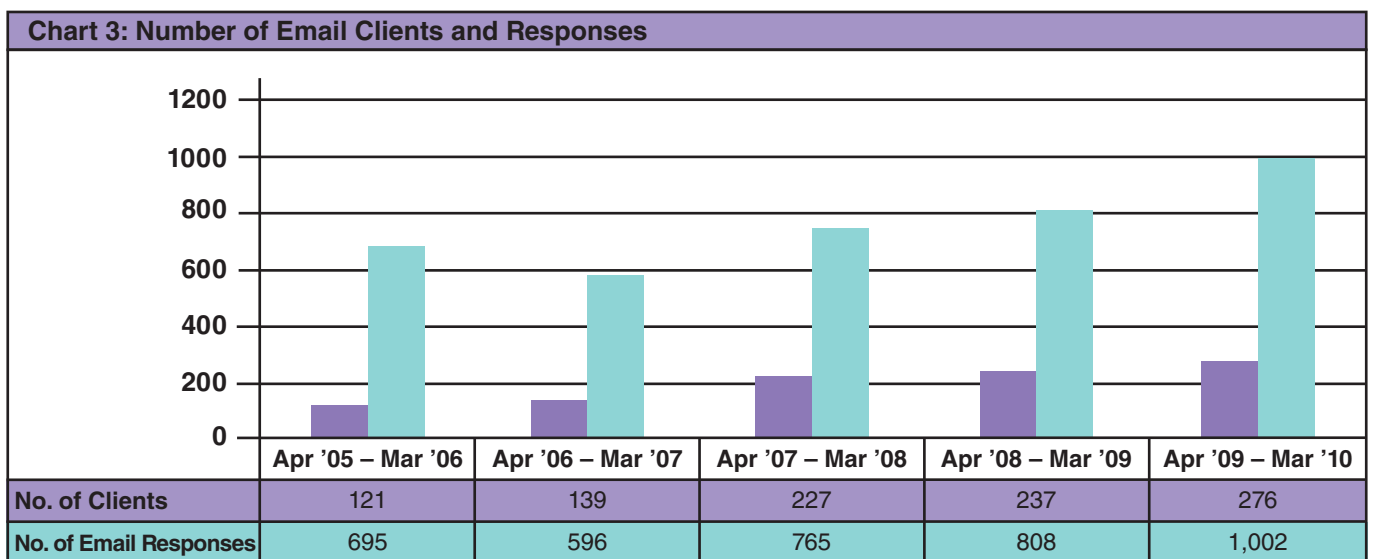
Period	Apr '08 – Mar '09			Apr '09 – Mar '10		
Clients	No. of Sessions Conducted	No. of Clients <sup>1</sup>	% with Suicide Risk	No. of Sessions Conducted	No. of Clients	% with Suicide Risk
Suicide Survivors	59	30	40.0%	101	41	39.0%
Other Clients	80	55	70.9%	125	58	72.4%
<b>Total</b>	<b>139</b>	<b>85</b>	<b>–</b>	<b>226</b>	<b>99</b>	<b>–</b>

<sup>1</sup>Does not denote number of people but number of cases. A case could be an individual, a couple, or a family.

## EMAIL BEFRIENDING

In addition to the hotline and professional counselling, SOS also offers Email Befriending for people who may be more comfortable articulating their thoughts and feelings online. An email to [pat@samaritans.org.sg](mailto:pat@samaritans.org.sg) will receive a response within 48 hours.

SOS responded to 1,002 email from 276 clients during the review period, a 24.0% increase in email responses and a 16.5% increase in the number of email clients compared to the previous review period.

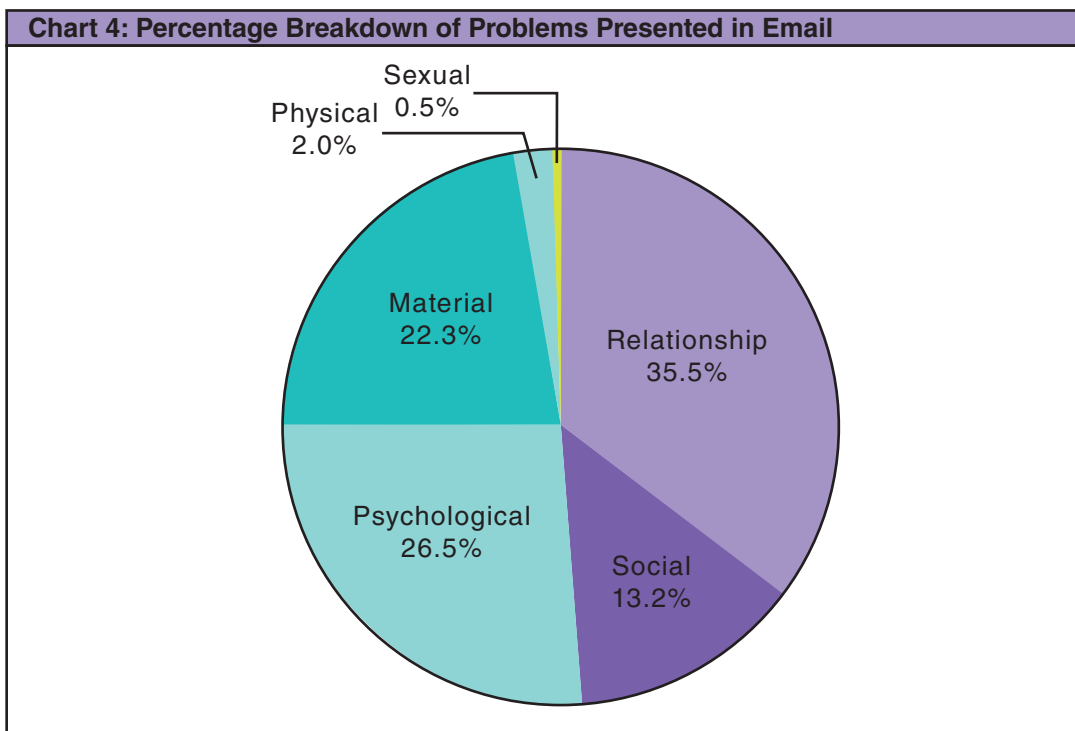


54.0% of the email clients were female, and 35.5% were male. It was not possible to determine the gender of the remaining 10.5%. It was also not possible to establish the age of most of the clients except when they disclosed their age.

Table 5: Profile of Email Clients by Gender		
Gender	Apr '08 – Mar '09	Apr '09 – Mar '10
Female	122	149
Male	72	98
Unknown	43	29
<b>Total</b>	<b>237</b>	<b>276</b>

Table 6: Profile of Email Clients by Age		
Age	Apr '08 – Mar '09	Apr '09 – Mar '10
0 – 19	12	22
20 – 29	12	22
30 – 39	2	9
40 – 49	2	3
50 and above	3	4
Uncertain	206	216
<b>Total</b>	<b>237</b>	<b>276</b>

There were some differences in the problems presented by email clients and callers. Email clients were more forthcoming in revealing their suicide thoughts. Suicide ideation was expressed in 53.0% of email compared to 33.4% of calls. Email clients tended to focus more on relationship (35.5%) and material problems (22.3%) and are less likely to dwell on social and physical problems as compared to callers.



## REFERRALS

### Clients Referred by Police

For the review period, SOS received a total of 388 police referrals, out of which 251 were reported as suicide attempts, 125 were suspected suicide deaths and the remaining 12 were reported as crisis-related cases due to spousal abuse, sudden (non-suicidal) deaths and accommodation problems.

### Suicide Attempts Referred by Police

Upon receiving a suicide attempt referral from the police, the initial contact by SOS with the client is usually via the telephone. This mode of contact is maintained until the client is better able to cope. Sometimes, counselling sessions may be scheduled for the client, in addition to the support offered through telephone contact. SOS also refers client to other agencies (e.g. One Hope Centre, Credit Counselling Singapore, Community Development Councils, and Family Service Centres) for specific assistance when necessary.

The problems presented by these clients revolved mainly around relationships, employment, financial and mental health problems.

Age Group / Gender	Apr '08 – Mar '09		Apr '09 – Mar '10	
	Male	Female	Male	Female
Under 20	3	14	6	21
20 – 29	12	40	15	35
30 – 39	19	40	21	32
40 – 49	14	19	16	28
50 and above	29	27	23	19
Uncertain	14	25	15	20
Subtotal	91	165	96	155
<b>Total</b>	<b>256</b>		<b>251</b>	

(See segment on LOSS for details on suspected suicide death cases referred by the police.)

### Clients Referred by Hospitals

For the review period, a total of 27 cases were referred to SOS: 24 from Changi General Hospital and the remaining 3 from Tan Tock Seng Hospital, Institute of Mental Health and KK Women's and Children's Hospital. The total number of hospital referrals has decreased from 64 cases in the previous review period to 27 cases in this review period.

Similar to police referrals, upon receiving a case, SOS will usually initiate contact with the client via telephone.

Age Group / Gender	Apr '08 – Mar '09		Apr '09 – Mar '10	
	Male	Female	Male	Female
Under 20	2	5	1	1
20 – 29	6	13	2	5 <sup>1</sup>
30 – 39	1	16	0	5
40 – 49	2	10	4	3
50 and above	5	4	0	6
Subtotal	16	48	7	20
<b>Total</b>	<b>64</b>		<b>27</b>	

<sup>1</sup> of the cases referred by the hospital was a LOSS case.

## Clients Referred by Other Organisations

During the review period, SOS attended to 19 distressed clients referred by the media and agencies such as ComCare, schools, other voluntary welfare organisations (VWOs) and private companies. Again, the initial contact with clients is usually made through telephone. Counselling sessions were also offered to those clients who needed further help and emotional support.

## EMERGENCY SQUAD

When a client is assessed to be at high risk of suicide, an Emergency Squad comprising 2 trained Samaritans may be dispatched to attend to the client on-site. This could take place at the client's home or any location where they might be. The focus is on intervention work to prevent a possible suicide.

When a suspected suicide has taken place, Samaritans are also activated for on-site support. A Local Outreach to Suicide Survivors (LOSS) team comprising 2 Samaritans may be sent out to attend to the suicide survivors left behind. This time, the focus is on postvention work. Typically, the team would go to the survivors' home, the suicide scene, or the mortuary to meet the survivors.

During the review period, there were 103 activations, of which 96 were for suicide survivors and 7 were for highly suicidal clients.

## LOCAL OUTREACH TO SUICIDE SURVIVORS (LOSS)

LOSS is a 24-hour nationwide SOS programme which provides on-site support to survivors.

"Survivors" are defined as family members or close friends who are affected by the suicide death of a loved one. A suicide death is a traumatic event for survivors. As far as possible, LOSS aims to provide emotional support and comfort at the earliest possible stage of the crisis through on-site outreach. The follow-up support includes telephone contact and counselling sessions; subsequent home visits may also be offered. Over time, survivors may be invited to join the Healing Bridge, a bereavement support group for suicide survivors.

For the review period, a total of 125 cases were referred by the police. SOS dispatched the LOSS teams to offer on-site support to the survivors in 96 cases. In addition to the cases referred by the police, there were another 23 cases referred by non-police sources such as the Family Service Centres, hospitals and school counsellors. On a few occasions, the survivors themselves contacted SOS directly.

Police Division	No. of Referrals	
	Apr '08 – Mar '09	Apr '09 – Mar '10
Ang Mo Kio	36	30
Bedok	18	22
Central	6	6
Clementi	28	38
Jurong	8	8
Tanglin	17	20
Criminal Investigation Dept.	0	1
<b>Total from Singapore Police Force</b>	<b>113</b>	<b>125</b>
Others <sup>1</sup>	38	23
<b>Total Referrals</b>	<b>151</b>	<b>148</b>

<sup>1</sup>Self-referrals and referrals from concerned friends or relatives, hospitals, VWOs, etc.

## HEALING BRIDGE

People who have been touched by a suicide death have to cope with many confusing feelings such as shock, disbelief, shame, guilt, stigma and anger. The tendency to blame others either openly or silently may also affect communication with their family and friends, and affect their ability to get emotional support during their period of grief.

In 2003, the Healing Bridge, a support group for family members bereaved by the suicide of their loved ones, was set up to offer survivors a safe and confidential environment to express their feelings and experiences over the traumatic loss. Through group sharing, survivors are able to give and receive support from each other. With guidance from SOS counsellors and experienced facilitators (who are also survivors), this group experience can help new survivors cope better with their pain, begin the healing process, and work towards reconstructing their lives.

SOS has 4 survivor facilitators who have contributed much of their time and effort in running the support group. They have also formed the panel of speakers for our Public Forum, exclusively for survivors, titled 'Surviving and Beyond', which was held on 12 Sep '09. A total of 23 survivors attended the forum.

The Healing Bridge programme is conducted twice a year, Apr-May and Oct-Nov, for 6 consecutive Friday evenings. It is divided into 2 groups which run concurrently – one for English-speaking survivors and the other for Mandarin-speaking survivors. The programme is still evolving. What started out as 6 structured sessions twice a year is now supplemented by additional sessions in between the 2 runs. A total of 36 survivors attended the Healing Bridge support group during the review period.

An annual dinner is organised at the beginning of every year for all Healing Bridge members. It is another avenue for all survivors, veteran and new members, to meet and encourage one another as they cope with their grief. A total of 20 members attended the dinner on 15 Jan '10.



SALUTING THE SAMARITANS.



SOS volunteers, known as Samaritans, are the lifeblood of the organisation. They work anonymously to keep the hotline operational 24 hours daily so as to be an available lifeline to anyone in crisis. During the review period, active membership stood at 220, a figure that remained somewhat consistent with previous years. To meet the high demands of our services, recruitment and creative ways of retaining our volunteers continue to be a challenge for the organisation.

During this period, a university student conducted a volunteer survey in SOS. Titled “Volunteerism at a Singapore Voluntary Welfare Organisation”, the results were based on 110 completed forms. The encouraging findings revealed that 82% of those surveyed managed to fulfil at least ¾ of their duty commitments; 94% indicated they would continue to serve in the organisation at least for another year. Their motivations ranged from altruistic reasons, to personal growth and skills development. Knowing what motivates and sustains their stay in SOS would help the organisation in its recruitment and retention plans.

SOS volunteers are unique people. They display special qualities like care, compassion and commitment. They are carefully selected and undergo a rigorous pre-service training programme before they embark on their voluntary work. On-going training programmes are organised periodically to ensure their knowledge and skills stay relevant and current. In addition to manning the hotline, the Samaritans also play an active part in Email Befriending, and providing on-site support to clients. Some assist with in-house training and supervision of new volunteers, while others are involved in Committees such as Panel of Leaders, Family/Samaritans’ Day, 40th Anniversary, etc. It is the collective effort of our volunteers that keep the organisation vibrant and moving ahead.

On 5 Dec ’09, 117 people (comprising volunteers, spouses, and staff) came together to celebrate the 40th Anniversary of SOS with a dinner. Separately, an Ex-Samaritans’ gathering was organised on 20 Mar ’10 to remember and honour those who had contributed in the past but for various reasons had to stop volunteering. A total of 56 former and current Samaritans came to mingle and reminisce.

## MEMBERSHIP PROFILE

<b>Table 10: Membership</b>	
<b>Category</b>	<b>Number (As of 31 Mar ’10)</b>
Consultants <sup>1</sup>	6
Samaritans <sup>2</sup>	187
Provisional Members <sup>3</sup>	27
<b>Total</b>	<b>220</b>

<sup>1</sup>Professionals in the field of psychotherapy, psychiatry and law.

<sup>2</sup>Full-fledged members of SOS who man the services.

<sup>3</sup>New volunteers undergoing pre-service training.

Samaritans come from all walks of life and from diverse backgrounds. Many of them are working adults who have to juggle work, personal and family demands. Thus, it can be challenging to manage the SOS voluntary work on top of other commitments. The attrition rate is usually higher during the first 5 years of service. But many (38.3% during the review period) continued to serve beyond 5 years.

To ensure that Samaritans have the maturity and life experiences to man the crisis hotline, the minimum age for volunteers has been set at 23. About 68.2% of our Samaritans are above 40 years old; 69.6% are women. This has been the trend throughout the years.

A majority of our Samaritans are bilingual; a number have some level of proficiency in speaking dialects. This is useful when attending to non-English speaking clients.

<b>Table 11: Profile of Samaritans and Provisional Members (214)</b>		
	<b>No.</b>	<b>%</b>
<b>Sex</b>		
Male	65	30.4%
Female	149	69.6%
<b>Age</b>		
20-29	14	6.6%
30-39	54	25.2%
40-49	57	26.6%
50-59	54	25.2%
>59	35	16.4%
<b>Years of Service</b>		
<1	28	13.1%
1-5	104	48.6%
6-10	26	12.2%
11-15	17	7.9%
16-20	15	7.0%
21-25	3	1.4%
>25	21	9.8%
<b>Occupation</b>		
Professional	79	36.9%
Managerial/Admin	52	24.3%
Service/Sales	5	2.3%
Technical	6	2.8%
Self Employed	13	6.1%
Homemaker	23	10.8%
Retired	14	6.5%
Others	22	10.3%
<b>Ethnic Group</b>		
Chinese	175	81.7%
Malay	1	0.5%
Indian	21	9.8%
Eurasian	3	1.4%
Caucasian	13	6.1%
Others	1	0.5%
<b>Languages / Dialects Spoken Other than English<sup>1</sup></b>		
Mandarin	123	
Malay	19	
Tamil	9	
Cantonese	34	
Hokkien	37	
Teochew	22	
Hainanese	1	
Others	6	

<sup>1</sup>Some members speak more than one language / dialect

## VOLUNTEER RECRUITMENT AND PRE-SERVICE TRAINING

During the review year, SOS conducted 2 rounds of volunteer pre-service training, commencing in Jul '09 and Jan '10.

In Jul '09, two training classes were started; one on Mondays, 2pm – 5pm and the other on Saturdays, 2pm – 5pm. In Jan '10, another class commenced on Wednesdays, 7 – 10pm.

Trainees start Phase 1 of their training in the classroom, where basic listening skills are taught through lectures and role plays. This is usually delivered over 8 to 12 weekly sessions. Those who are ready to apply the skills learnt will proceed to Phase 2 for training in the phonerroom. Upon completion of this, they move on to Phase 3 for training in advanced skills, which includes topics on suicide intervention and supporting suicide survivors.

The entire training process for new volunteers takes approximately 9 – 12 months, after which each volunteer is required to serve at least 2 years as an active SOS volunteer and fulfilling stipulated membership requirements.

Training Commencement Date	Training Cohort	No. of Trainees	
		Phase 1 Basic Training	Phase 2 Phonerroom Training
Jul '09	Day	10	8
	Weekend	15	13
Jan '10	Evening	21	11
<b>Total Trainees</b>		<b>46</b>	<b>32</b>

For the review year, 46 trainees began Phase 1 of the volunteer pre-service training programme, and 32 trainees (69.6%) proceeded to the Phase 2 of the training. Many withdrew when they encountered difficulties in meeting the training requirements, due to their family, work-related or personal commitments. For others, it was a struggle learning and applying the basic skills essential to SOS volunteer work.

One round of Phase 3 Advance Training was conducted for trainees in Nov '09. Since then, 13 have gone on to become full-fledged SOS members, also known as Samaritans.

## VOLUNTEER DEVELOPMENT

Every year, we offer a variety of programmes for Samaritans aimed at fostering personal growth, promoting networking, creating a sense of camaraderie and enhancing their listening skills.

Some programmes were conducted by the professional staff and SOS consultants while others were by external trainers invited based on their areas of expertise.

<b>Table 13: In-House Training by Staff</b>		
<b>Date</b>	<b>Programme</b>	<b>No. Attended</b>
4-6 Apr '09	Retreat for Panel Leaders	18
18 Apr '09	Workshop on Advanced Empathy	9
15 Jul '09	Workshop on Talking to Self Harming Clients	14
24 Jul '09	Dialogue Session for Volunteers (Annual General Meeting)	64
26 Aug '09	Touchbase Session with New Volunteers	10
27 Aug '09	Sharing Session on the 2nd Australian Postvention Conference	19
4 Nov '09	Talk on Self Harming Behaviour	12
19 Nov '09	Sharing Session on 49th Annual Samaritans Conference, York, United Kingdom	13
21 Jan '10	Workshop on Genogram	16
2 Mar '10	LOSS Sharing Session	10
9 Mar '10	Supervisors Touchbase and Training	13
25 Mar '10	Workshop on Family Violence	21

<b>Table 14: In-House Training by External Trainers</b>			
<b>Date</b>	<b>Programme</b>	<b>Trainer</b>	<b>No. Attended</b>
15 Oct '09	Victor or / and Victoria: A Talk cum Workshop on Lesbian, Gay, Bisexual and Transgender (LGBT)	Mrs Juliana Toh (Clinical Director, Counselling and Care Centre)  Mr Bryan Choong (Centre Manager and Counsellor, Oogachaga)	45
10 Jun '09	LOSS Training: Role of Police	ASP Chua Teck Wee (Ops Officer (Management) CID, Singapore Police Force)	19
10 Dec '09	LOSS Training : Role of Forensic Department and Coroner's Court	Dr George Paul (Director, Forensic Medicine Operations)  Ms Anne Durray (Senior Director, Subordinate Courts)	17
14 Jan '10	Gambling: An Art or a Pathology	Dr Tan Chue Tin (Senior Consultant Psychiatrist, Mount Elizabeth Medical Centre)  Ms Jessica Leong (Clinical Director, Executive Counselling and Training Academy)  Mr S C Ong (Guest Speaker)	65

**Table 15: Social Activities**

<b>Date</b>	<b>Programme</b>	<b>No. Attended</b>
31 Jul '09	Memorial in Remembrance of Mr Anthony Yeo	38
7 Oct '09	Movie Nite: A Month of Hungry Ghosts	14
5 Dec '09	Annual Volunteers' Appreciation Dinner (40th Anniversary Celebration)	117
25 Feb '10	Volunteers' Graduation Party	23
20 Mar '10	Ex-Samaritans' Gathering (40th Anniversary Celebration)	56



EVERYBODY HAS A ROLE TO PLAY  
IN SUICIDE PREVENTION.

At SOS, we believe that “Suicide Prevention is Everybody’s Business”. Everybody has a role to play, whether they are professionals, caregivers, community leaders, family members, neighbours, or just a member of the public. As part of our on-going community education, SOS conducts a range of talks and workshops for the wider community on a regular basis. Globally every year, 10 September marks the World Suicide Prevention Day, promoting worldwide commitment and action to prevent suicides. In Singapore, a Suicide Awareness Week is held in September every year. During this week, SOS usually organises a series of events for social service professionals as well as for the general public.

## PROFESSIONAL TRAINING

Counsellors, social workers, teachers, police officers, civil defence personnel and others working in the social service sector are important professional resources for people who may be at risk of suicide.

SOS conducts a range of customised talks and workshops on suicide awareness, prevention and intervention in order to equip participants with the knowledge and skills that can be applied in their respective areas of work.

<b>Table 16 : Professional Training</b>			
<b>Organisation (Participants)</b>	<b>Topic (Duration)</b>	<b>No. of Sessions</b>	<b>Attendance</b>
<b>Voluntary Welfare Organisations (VWOs)</b>			
Association of Women for Action and Research (AWARE) • Hotline volunteers	Suicide Awareness Talk (3 hrs)	2	22
Singapore Association for Mental Health (SAMH) • Caregivers support group	Suicide Awareness Talk (2 hrs)	1	10
Social workers and counsellors from various organisations	Suicide Intervention Workshop (2 days)	1	23
<b>Government Ministries and Departments</b>			
Ministry of Education (MOE) • Full-time school counsellors • Teacher-counsellors	Suicide Intervention Workshop (2 days)	2	29
Ministry of Manpower (MOM) • Customer service officers	Gatekeepers Intervention Workshop (1 day)	3	61
Singapore Civil Defence Force (SCDF) • CARE officers • Para-counsellors	Gatekeepers Intervention Workshop (1 day)	1	19
	Suicide Awareness Talk (4 hrs)	1	20
Singapore Police Force (SPF) • Home Team Academy • Police NS Department • Criminal Investigation Department • Clementi Police Division	Suicide Awareness Talk (2-3 hrs)	2	70
	SPF-SOS Collaboration (1½ hrs)	2	130

Organisation (Participants)	Topic (Duration)	No. of Sessions	Attendance
<b>Educational Institutions</b>			
Executive Counselling and Training Academy (ECTA) • Graduate Diploma of Social Science in Professional Counselling	Crisis Intervention and Suicide Prevention (6 hrs)	2	65
Nanyang Technological University (NTU) • Hall fellows	Suicide Awareness Talk (3 hrs)	1	30
<b>Other Organisations</b>			
Institute of Mental Health • Doctors • Medical students	Suicide Awareness Talk (½ hour)	1	100
ST Marine Ltd. • Supervisors	Suicide Awareness Talk (3 hrs)	1	5
SMRT Trains Ltd. • Station managers and customer service officers	Gatekeepers Intervention Workshop (1 day)	4	87
<b>Total</b>		<b>24</b>	<b>671</b>

These talks and workshops were well-received. Feedback received from participants at the professional workshops included:

*"Instructors are well-versed and engaging. Well done!"*

*"It has taught me a lot in 'self-care'."*

*"The role plays were indeed very practical and relevant to our work. And we are able to apply some of the approach techniques while handling our clients."*

*"This workshop is very useful and very well-conducted."*



## TALKS AND WORKSHOPS IN SCHOOLS

According to research, young people who are troubled or in distress are more likely to turn to their friends first, rather than to a parent or an adult.

For this reason, SOS conducts Emotional First Aid talks and workshops for students from secondary schools and junior colleges so that they can provide some form of peer support. The 30-minute talks aim to raise awareness and impart basic knowledge about suicide warning signs to the general student population. The 90-minute workshops target smaller groups of student leaders to equip them with specific skills in identifying and attending to peers who may be at risk of suicidal behaviour.

During the review period, SOS conducted 9 workshops/talks for students from 7 educational institutions. This included a half-day workshop for student hotline volunteers from the National University of Singapore, and 2 runs of the Gatekeepers Intervention Workshop for student peer helpers from the Singapore Management University.

Table 17 : Outreach to Schools			
Topic (Duration)	Education Institution	No. of Sessions	Attendance
Emotional First Aid Talk (½ hour)	Commonwealth Secondary School	1	600
	Yishun Secondary School	2	1,520
Emotional First Aid Workshop (1½ hours)	Nanyang Junior College	1	30
	Unity Secondary School	1	20
	Victoria Junior College	1	50
Basic Listening Skills and Self Care (3½ hours)	National University of Singapore	1	30
Gatekeepers Intervention Workshop (8 hrs)	Singapore Management University	2	31
<b>Total</b>		<b>9</b>	<b>2,281</b>

When asked what they found most useful, feedback received from students included:

### **Secondary School and Junior College students:**

*“It is good and taught me things that are not being taught in classrooms.”*

*“I learn to talk empathically with my friends and look out for signs to show that someone needs help.”*

*“The talk has helped me realised that we do not have to solve our friend’s problems to help them.”*

*“I felt that the part about speaking with empathy was most useful.”*

### **University students:**

*“The role-play sessions were very useful.”*

*“The instructor provided a comfortable learning environment where I didn’t feel nervous or scared to voice my opinions.”*

*“I find it most useful to know the subtle words that can actually reveal about suicide. I also learnt to empathise and listen.”*

## SUICIDE AWARENESS WEEK

The annual Suicide Awareness Week (SAW) was held from 7 to 13 September in 2009, in conjunction with the World Suicide Prevention Day on 10 September. The key objective of SAW is to increase community awareness of suicide. A series of events was organised. These included a talk cum forum exclusively for those bereaved by a suicide death, suicide intervention and postvention workshops for professionals, and a photography contest and exhibition on “Life’s Caring Moments” for members of the public.

<b>Event</b>	<b>Attendance</b>
<b>7 – 13 Sep '09</b> “Life’s Caring Moments” Photography Exhibition	Open to public
<b>7 – 8 Sep '09</b> Suicide Intervention Workshop	24
<b>10 Sep '09</b> Suicide Postvention Workshop	16
<b>12 Sep '09</b> Survivors’ Forum “Surviving and Beyond”	23
<b>16 Sep '09</b> Working with Survivors on Suicide Grief (for pastors and church leaders)	23
<b>17 – 18 Sep '09</b> Suicide Intervention Workshop	25
<b>Total</b>	<b>111</b>

### Photography Contest and Exhibition – “Life’s Caring Moments”

The “Life’s Caring Moments” photography contest and exhibition was organised by SOS to raise public awareness of suicide and to remind the community of how a moment of empathy, understanding and care can make a difference to the people around us.

The community was invited to participate in this awareness campaign by sending in photographs that captured the quintessence of a caring moment. SOS received 500 entries for this contest, and 6 winners from the Professional and Amateur Categories won attractive prizes. The winning entries as well as selected photograph submissions were showcased at VivoCity Level 1 from 7 to 13 Sep '09. The photographs captured moments of empathy, understanding and care, and served as reminders of the resources we could draw upon during life’s difficult and distressing times.

During this exhibition, there was also a special category showcasing images taken by photographers from Singapore Press Holdings (SPH). This category captured “Life’s Caring Moments” in various parts of Singapore.

The event was made possible with the support of our sponsors VivoCity and Cityneon Displays (S) Pte Ltd. SOS would also like to thank Mr Willy Foo, Founder and Chief Photographer of LiveStudios and Mr Loi Kwang Pan for being on the panel of the judges.

## Professional Workshops

During SAW, SOS conducted 4 professional skills-based workshops on suicide intervention and postvention. These workshops were attended by counsellors, social workers and other professional staff from various social service, medical and statutory organisations such as Family Service Centres, hospitals and Community Development Councils. One of the workshops was even specially designed for pastors and church leaders.

Feedback received from participants who had attended the workshops included:

*"Information was well presented and easy to digest."*

*"Very practical – staff experience was key."*

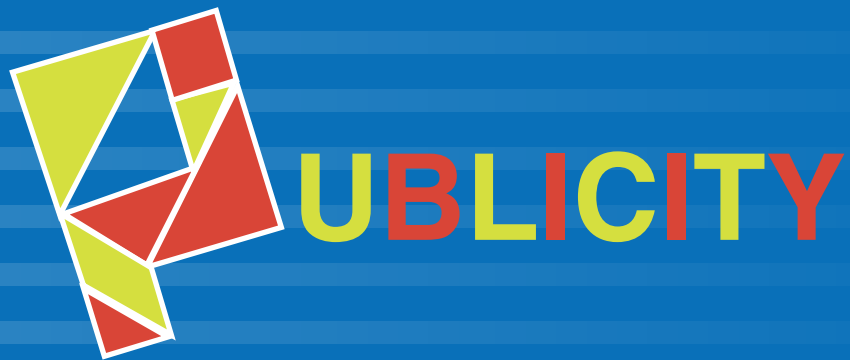
*"It made me more confident when dealing with suicide issues."*

*"The trainers were very professional. Can sense their passion in the counselling work they are currently in. Well done."*

*"One of the best workshops I have attended."*

## Survivors' Forum

A closed-door session for suicide survivors was organised on 12 Sep '09 as part of SAW activities. Survivors from the Healing Bridge support group were invited to share their personal grief experiences and coping strategies with the invited audience, who had all experienced the loss of a loved one through suicide. They also had the opportunity to ask questions and explore the possibility of joining the Healing Bridge support group as a resource for themselves. Two sessions - one in English and another in Mandarin were conducted concurrently, and complimentary copies of the book "Why?: When Both My Parents Took Their Lives" (written by a local survivor) were distributed to all those who attended.



RAISING THE AWARENESS OF  
SOS SERVICES.

In the review period, SOS leveraged on various opportunities to advertise its services, educate the community on suicide prevention and publicise its volunteer recruitment needs.

## **MEDIA PUBLICITY**

### **Services and Activities**

SOS works collaboratively with the media to create greater awareness of suicide and to inform the public of resources available to those who are in crisis or feeling suicidal. In the review period, SOS services and activities were featured in various local media such as The Straits Times, The New Paper, Today, Lianhe Zaobao, Zaobao Comma, Lianhe Wanbao, Shin Min Daily News, My Paper, Tamil Murasu, CLEO magazine, NTUC Lifestyle magazine and XrossRoads magazine. SOS was also featured in an article by international news agency, Agence France Presse.

### **Volunteer Recruitment Drive**

At SOS, recruitment of volunteers is an on-going process to ensure an adequate pool of volunteers to help operate the 24-hour hotline. SOS would like to thank the following organisations and publications for their support in our volunteer recruitment drive during the review period. They provided complimentary media space and/or media mentions to publicise our recruitment needs to their members and networks, all at no cost to SOS.

- ACP Magazines
  - CLEO magazine
- Airline Pilot Association of Singapore
- American Chamber of Commerce
- Asia City Publishing Group
  - IS magazine
- Association of Small and Medium Enterprises
- Expat Living Publications Pte Ltd
  - Expat Living magazine
- NTUC Income
  - Big Trumpet Neighbourhood News
- NTUC Media Co-Operative Ltd
  - Lifestyle magazine
- Singapore Press Holdings
  - Lianhe ZaoBao Classified
  - The New Paper
  - The Straits Times and ST Classified
- Youth.SG

## **OTHER PUBLICITY EFFORTS**

### **Distribution of Collaterals**

As part of SOS publicity efforts, collaterals with information on SOS were distributed to several VWOs, educational institutions and other organisations during talks, workshops and upon request.

In addition, SOS collaterals were also distributed to 1,290 household units in the Cantonment Towers housing estate in Mar '10.

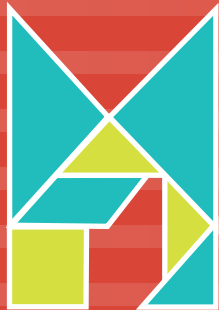
### **Projects with Youths**

During the review period, SOS participated in 2 different projects organised by youths and students. In Sep '09, one group initiated a CD album project, titled "Sunshine after the Rain", with original song compositions and lyrics, targeted to reach out to youths. With help from their own friends and contacts, they produced an album for sale, and named SOS as beneficiary.

In Jan '10, SOS collaborated with another group from the Singapore Management University (SMU). This group launched a suicide awareness campaign in their campus. The project, titled "Life", involved a photo competition and exhibition, as well as a publicity booth to generate awareness. Overall, the campaign performed fairly well, with a total of 50 entries for the photo competition. In addition, about 1,000 SOS collaterals were distributed to students during the campaign.



**PROFESSIONAL**



**MEMBERSHIP**



### **Role of SOS in Befrienders Worldwide**

SOS is an affiliated member of Befrienders Worldwide (BW) which has a network of 161 centres in 27 countries on 6 continents with about 8,500 trained volunteers offering an emotional support service for people in distress.

In 2006, SOS was appointed the regional co-ordinator for East Asia, which includes centres in Hong Kong, Japan, Malaysia, Thailand and Singapore. Regional co-ordinators serve for 3 years on a rotational basis, and are responsible for maintaining contact with regional centres, collating feedback on regional issues, and where possible, assisting in setting up regional networks in their specific regions.

During the year under review, SOS, as the East Asia Regional Co-ordinator, participated in 3 BWSG teleconference meetings held on 27 Apr '09, 24 Aug '09 and 11 Feb '10, and a meeting at the York University, UK, on 24 Sep '09. BW also held an International Training Event in York on 25 Sep '09, a special one-day training on "Supporting Each Other", a topic suggested by BW members. A total of 32 volunteers from the BW network, including 2 members from SOS, attended the event.

On 13 Aug '09, 8 volunteers from the Johor Bahru Befrienders visited SOS. BW members are encouraged to visit and exchange ideas with other centres.

SOS is privileged to be given the opportunity to be part of the global partnership in crisis intervention and suicide prevention and is proud of its affiliation with BW.

### **Other Affiliations**

- American Association of Suicidology (AAS)
- International Federation of Telephonic Emergency Services (IFOTES)



**TRAINING  
AND  
DEVELOPMENT**



SOS is committed to building a team of staff members who are professional, and equipped to deliver its services and programmes. During the review period, SOS continued to sponsor staff to attend external training courses locally and overseas.

<b>Table 19: External Training for Staff</b>			
<b>Date</b>	<b>Programme</b>	<b>Organiser</b>	<b>No. Attended</b>
23 Mar- 28 Aug '09	Social Leadership Singapore Programme 2009	National Volunteer and Philanthropy Centre	1
21-24 Apr '09	2nd Australian Postvention Conference "Connectedness: A Link to Hope"	Salvation Army: Hope for Life	1
29 May '09	Governing Instruments for Charities and IPCs	Social Service Training Institute (SSTI)	1
8-9 Jun '09	Love, Sex and Video Tapes: A Systematic, Solution-Focused Approach to Working with Couples	Academy of Solution-Focused Training	1
18 Jun '09	Engaging Volunteers Systematically	SSTI	1
26-29 Jun '09	Choice Theory and Reality Therapy - Basic Intensive Week	William Glasser Institute	1
1-2 Jul '09	Research Methods in Social Sciences	SSTI	1
3 Jul '09	Quantitative Analysis using SPSS	SSTI	1
6 Jul '09- 28 Jun '10	Graduate Diploma in Counselling Practice 2009/2010	Counselling and Care Centre	1
17-18 Aug '09	Singapore Problem Gambling Conference 2009: Understanding and Addressing Youth Gambling	Thye Hua Kwan Moral Society	1
18-19 Aug '09	Developing Your Coaching and Mentoring Skills (for new managers)	SSTI	1
19 Aug '09	The Volunteer Investment and Value Audit (VIVA) Model: Evaluating Your Volunteer Programmes	SSTI	2
24-27 Sep '09	International Training Event and 49th Annual Samaritans Conference	Samaritans, UK	2
21 Oct '09	National Family Violence Networking Symposium 2009	Ministry of Community Development, Youth and Sports	2
10-11 Nov '09	Solution Focused Brief Therapy Symposium	SSTI	1
8 Jan '10	Employment Contracts for NPOs	SSTI	1
20 Jan '10	Leveraging on Social Media to Further Your Mission	SSTI	1
26 Feb '10	Infocomm Development Authority of Singapore (IDA) People Sector Infocomm Series	Infocomm Development Authority of Singapore	2
8 Mar '10	Introduction to Fraud Detection and Management for NPOs	SSTI	2
16 Mar '10	Social Workers' Day 2010 Symposium	Singapore Association of Social Workers	4
17 Mar '10	Pre-conference: 1st APBAM Conference	Promises	1



## BOARD MEMBERS' TRAINING AND DEVELOPMENT .....

During the review year, SOS Board members also participated in seminars and courses, to increase their knowledge and deepen their understanding of the regulations and governance of non-profit organisations.

<b>Table 20: External Training for Board Members</b>			
<b>Date</b>	<b>Programme</b>	<b>Organiser</b>	<b>No. Attended</b>
4-5 Aug '09	14th APEC Women Leaders Network Meeting (WLN) - Women in the Knowledge Economy	APEC Women Leaders Network	1
27 Feb '10	Understanding the Regulations and Code of Governance for Charities and IPCs	SSTI	1
14 Mar '10	Legal Governance for Board Members	SSTI	1



**FINANCIAL**



**REPORT**

## TREASURER'S REPORT

SOS ended the financial year as at 31 Mar '10 with a surplus of \$39,937 and our liquidity position improved by \$93,528 to \$1,015,270. The management team played a pro-active part with its cost conscious attitude and prudent cost management of the generous donations which we continued to receive.

We take this opportunity to acknowledge the invaluable contributions from all our donors and we look forward to their continued support for the coming year.

The analysis of the surpluses were as follows:-

### (I) INCOME

Total income in 2009/10 increased by \$131,428 (11.5%) compared to 2008/09 and it exceeded the year's budget by \$168,535 (15.2%).

	2009/10	%	2008/09	%	Variance
NCSS Funding	935,398	73%	860,189	75%	75,209
VCF Funding	112,279	9%	88,840	8%	23,439
Tote Board Social Service Fund	18,536	2%	0	0%	18,536
Public Education	93,904	7%	115,307	10%	(21,403)
Other Donations	19,029	2%	21,665	2%	(2,636)
Interest Income	2,363	0%	4,315	0%	(1,952)
Membership Fees	338	0%	336	0%	2
Other Income	44,128	3%	12,434	1%	31,694
Amortisation of Deferred Capital Donations	1,225,975		1,103,086		122,889
	48,085	4%	39,546	4%	8,539
	<b>1,274,060</b>	<b>100%</b>	<b>1,142,632</b>	<b>100%</b>	<b>131,428</b>

#### The major sources of income were:

- NCSS funding continued to be our main resource.
- NCSS Cyclical Maintenance Grant constituted 3.6% of the total NCSS funding.
- The VCF funding which started in 2007 to provide pilot project funding for Local Outreach of Suicide Survivors (LOSS) programme ended in January 2010.
- The Tote Board Social Service Fund took over from VCF on the funding of the LOSS programme. However, the Tote Board will cover only 50% of the programme. The funding commenced in February 2010 and will end in March 2013.
- Public education are primarily training programmes on suicide intervention and suicide awareness. This income stream declined by about 20% in FY 2009/10 compared to prior year.
- Of the other donations, about 71.9% were designated donations for the 40th Anniversary Dinner and Dance.
- Interest income decreased although our liquidity improved. This was due to the decline in the fixed deposit interest rates. Average interest rate in FY 2009/10 was 0.45% compared to 0.68% in FY 2008/09.
- Other income was primarily the Job Credit received from the government during the year.

## (II) EXPENDITURE

Total operating expenditure in 2009/10 increased by S\$147,301 (13.6%) compared to 2008/09, but it was lower compared to the budget for the year of S\$1,260,119. The major item was staff cost though it was 8.4% below the budget.

	2009/10	%	2008/09	%	Variance
Salaries, Bonuses and Other Benefits	887,094	72%	863,995	79%	(23,099)
Communications	23,464	2%	20,801	2%	(2,663)
Maintenance of Equipment, Housekeeping	106,985	9%	26,866	3%	(80,119)
Printing and Stationery	15,170	1%	19,173	2%	4,003
Rental and Utilities	45,022	4%	50,114	5%	5,092
Volunteer Development	21,545	2%	21,489	2%	(56)
Other Expenses	79,351	6%	38,540	3%	(40,811)
Depreciation of Assets	1,178,631		1,040,978		(137,653)
	55,492	4%	45,844	4%	(9,648)
	<b>1,234,123</b>	<b>100%</b>	<b>1,086,822</b>	<b>100%</b>	<b>(147,301)</b>

### The negative variances compared to 2008/09 were due to:

- Increase in staff cost of \$23,099 resulting from an increase in manpower/ staff training and benefits.
- Higher maintenance of equipment, and housekeeping cost due to maintenance of telephone system and IT system as well as renovation cost.
- \$35,000 was set aside for website revamp, resulting in additional increase as reported under other expenses.

## (III) LIQUIDITY

### a) Cash Inflow

The following major donations were received and were channelled directly to the respective non-operational funds:

- S\$100,000 was received from Dato Low Tuck Kwong.
- S\$25,000 was received from the Singapore Totalisator Board and Singapore Turf Club.

Both donations were set aside for funding the operation of the LOSS programme.

### b) Cash Outflow

Major capital expenditure for the year included the upgrade of the IT and telephone system.

LEE SOOK FUNG  
TREASURER



## STATEMENT BY BOARD MEMBERS

In our opinion, the accompanying statement of financial position, statement of comprehensive income, statement of changes in accumulated funds and statement of cash flows together with the notes as set out on pages 36 to 50 are drawn up so as to give a true and fair view of the state of affairs of SAMARITANS OF SINGAPORE as at 31 Mar '10 and of the results for the year ended on that date.

The Board Members have, on the date of this statement, authorised these financial statements for issue.

On Behalf of the Board,

ROBERT LIM HUI BENG  
CHAIRMAN

LEE SOOK FUNG  
TREASURER

Singapore

3 May '10

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SAMARITANS OF SINGAPORE**

We have audited the accompanying financial statements of Samaritans of Singapore as set out on pages 36 to 50, comprising statement of financial position as at 31 Mar '10 and the statement of comprehensive income, statement of movement in accumulated funds and statement of cash flows for the year then ended and a summary of significant accounting policies and other explanatory notes.

### **Management's Responsibility for the Financial Statements**

The management of Samaritans of Singapore is responsible for the preparation and fair presentation of these financial statements in accordance with Singapore Financial Reporting Standards. This responsibility includes:

- a) devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair statement of comprehensive income and statement of financial position and to maintain accountability of assets;
- b) selecting and applying appropriate accounting policies; and
- c) making accounting estimates that are reasonable in the circumstances.

### **Auditors' Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the accompanying financial statement are properly drawn up in accordance with Singapore Financial Reporting Standards and so as to give a true and fair view of the state of affairs of the Samaritans of Singapore for the year ended 31 Mar '10 and of its statement of comprehensive income, statement of movement in accumulated funds and statement of cash flows for the year ended on that date.

EDWARD LEE & CO  
Public Accountants and  
Certified Public Accountants

Singapore

3 May '10

## STATEMENT OF FINANCIAL POSITION AS AT 31 MAR '10

	Note	2010 (\$)	2009 (\$)
<b>ASSETS</b>			
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	3	164,460	168,951
<b>CURRENT ASSETS</b>			
Other Receivables	4	55,970	55,296
Fixed Deposits	5	739,166	637,054
Cash and Bank Balances		276,104	284,688
		1,071,240	977,038
<b>CURRENT LIABILITIES</b>			
Other Payables		43,602	3,633
<b>NET CURRENT ASSETS</b>		<b>1,027,638</b>	<b>973,405</b>
<b>NET ASSETS</b>		<b>1,192,098</b>	<b>1,142,356</b>
<b>FUNDS</b>			
Accumulated Fund		667,860	536,234
Volunteers Development and Care Fund*	6	111,185	117,100
Anniversary Fund	7	90,671	93,023
Deferred Capital Donations	8	152,793	158,583
Healing Bridge Fund	9	11,206	11,725
IT Fund	10	28,383	32,691
President's Challenge Fund	11	-	193,000
Anthony Yeo's Memorial Fund	12	5,000	-
LOSS Fund	13	125,000	-
<b>TOTAL FUNDS</b>		<b>1,192,098</b>	<b>1,142,356</b>

\* Formerly known as Volunteers Advancement Fund

The accompanying notes form an integral part of the accounts.



## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MAR '10

	Note	2010 (\$)	2009 (\$)
<b>INCOME</b>			
Unsolicited Donation		4,609	4,191
Designated Project Donation		11,800	12,950
Programme Fees		2,780	2,200
Membership Fees		338	336
Interest Income		2,363	4,315
NCSS Funding for Operating Expenses	14	902,005	860,189
NCSS Cyclical Maintenance Grant	15	33,393	-
NCSS Telecom Subsidy		1,800	1,800
Volunteer Development		820	2,724
VCF Funding		112,279	88,840
Public Education: Suicide Intervention Workshops		70,449	109,667
Public Education: Suicide Awareness Week		20,165	540
Public Education: Suicide Awareness Workshops		100	2,900
Public Education: Emotional First Aid		410	-
Amortisation of Deferred Capital Donations		48,085	39,546
Tote Board Social Service Fund		18,536	-
Other Income	16	44,128	12,434
<b>Total Income</b>		<b>1,274,060</b>	<b>1,142,632</b>
<b>LESS: EXPENDITURE</b>			
Advertising		46,531	14,297
Audit Fees		2,850	2,685
Communications		23,464	20,801
CPF/SDF		89,330	92,505
Depreciation of Property, Plant and Equipment		55,492	45,844
Housekeeping and Others		8,903	7,457
Insurance		5,822	4,150
Loss on Disposal of Property, Plant and Equipment		-	18
Maintenance of Equipment		26,814	18,578
Maintenance of Land and Building		71,268	831
Membership Fees		1,362	1,056
Miscellaneous		863	1,441
Other Staff Benefits		15,696	11,760
Printing and Stationery		15,170	19,173
Public Education: Suicide Intervention Workshops		2,786	6,389
Public Education: Suicide Awareness Week		15,149	4,073
Public Education: Suicide Awareness Workshops		-	228
Recruitment		-	552
Rental of Building		22,087	22,087
Salaries and Bonuses		771,969	756,610
Specific Assistance to Clients	17	64	2,632
Training and Related Costs		10,099	2,568
Transport	17	3,924	1,571
Utilities		22,935	28,027
Volunteer Development		21,545	21,489
<b>Total Expenditure</b>		<b>1,234,123</b>	<b>1,086,822</b>
<b>SURPLUS FOR THE YEAR</b>		<b>39,937</b>	<b>55,810</b>

The accompanying notes form an integral part of the accounts.

## STATEMENT OF CHANGES IN ACCUMULATED FUNDS FOR THE YEAR ENDED 31 MAR '10

	Note	Accu- mulated Fund	Volun- teers Develop- & Care Fund	Anni- versary Fund	Deferred Capital Dona- tions	Healing Bridge Fund	IT Fund	President's Challenge Fund	Anthony Yeo's Memorial Fund	LOSS Fund	Total Funds
		(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
<b>Balance at 1 Apr '09</b>		<b>536,234</b>	<b>117,100</b>	<b>93,023</b>	<b>158,583</b>	<b>11,725</b>	<b>32,691</b>	<b>193,000</b>	-	-	<b>1,142,356</b>
Purchase of Property, Plant and Equipment		-	-	-	42,295	-	(38,546)	(3,749)	-	-	-
Amortisation to Statement of Comprehensive Income		-	-	-	(48,085)	-	-	-	-	-	(48,085)
Net Surplus for the Year		39,937	-	-	-	-	-	-	-	-	39,937
Donations		-	420	500	-	-	17,350	-	5,000	125,000	148,270
Other Income		-	-	476	-	1,383	-	-	-	-	1,859
Expenses		-	(6,335)	(3,328)	-	(1,902)	(18,112)	(37,562)	-	-	(67,239)
Transfer of President's Challenge Fund	18	151,689	-	-	-	-	-	(151,689)	-	-	-
Transfer to IT Fund	19	(35,000)	-	-	-	-	35,000	-	-	-	-
Refund Overfunding to NCSS		(25,000)	-	-	-	-	-	-	-	-	(25,000)
<b>Balance at 31 Mar '10</b>		<b>667,860</b>	<b>111,185</b>	<b>90,671</b>	<b>152,793</b>	<b>11,206</b>	<b>28,383</b>	<b>-</b>	<b>5,000</b>	<b>125,000</b>	<b>1,192,098</b>

## STATEMENT OF CHANGES IN ACCUMULATED FUNDS FOR THE YEAR ENDED 31 MAR '09

	Accu- mulated Fund	Volunteers Advance- ment Fund	Anni- versary Fund	Deferred Capital Donations	Healing Bridge Fund	IT Fund	President's Challenge Fund	Total Funds
	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
<b>Balance at 1 Apr '08</b>	<b>480,424</b>	<b>56,795</b>	<b>42,308</b>	-	<b>13,352</b>	<b>204,924</b>	-	<b>797,803</b>
Purchase of Property, Plant and Equipment	-	-	-	197,729	-	(197,729)	-	-
Amortisation to Statement of Comprehensive Income	-	-	-	(39,546)	-	-	-	(39,546)
Net Surplus for the Year	55,810	-	-	-	-	-	-	55,810
Donations	-	69,376	50,000	400	1,550	29,394	193,000	343,720
Other Income	-	-	715	-	3,635	-	-	4,350
Expenses	-	(9,071)	-	-	(6,812)	(3,898)	-	(19,781)
<b>Balance at 31 Mar '09</b>	<b>536,234</b>	<b>117,100</b>	<b>93,023</b>	<b>158,583</b>	<b>11,725</b>	<b>32,691</b>	<b>193,000</b>	<b>1,142,356</b>

The accompanying notes form an integral part of the accounts.

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MAR '10

	2010 (\$)	2009 (\$)
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Surplus / (Deficit) for the Financial Year	39,937	55,810
Adjustments for:		
Amortisation of Deferred Capital Donations	(48,085)	(39,546)
Depreciation of Property, Plant and Equipment	55,492	45,844
Interest Income	(2,363)	(4,315)
Loss / (Gain) on Disposal of Property, Plant and Equipment	(572)	18
<b>(Deficit) / Surplus before Working Capital Changes</b>	<b>44,409</b>	<b>57,811</b>
(Increase)/Decrease in Other Receivables	(674)	(14,618)
Increase/(Decrease) in Other Payables	39,969	(9,211)
<b>Net Cash (Used In)/Generated from Operating Activities</b>	<b>83,704</b>	<b>33,982</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Purchase of Property, Plant and Equipment	(51,001)	(200,827)
Proceed from Sale of Property, Plant and Equipment	572	-
<b>Net Cash Flow Generated from Financing Activities</b>	<b>(50,429)</b>	<b>(200,827)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>		
Net Receipts / (Payments) in Volunteers Development and Care Fund	(5,915)	60,305
Net Receipts / (Payments) in Anniversary Fund	(2,352)	50,715
Net Receipts / (Payments) in Deferred Capital Donations	-	400
Net Receipts / (Payments) in Healing Bridge Fund	(519)	(1,627)
Net Receipts / (Payments) in IT Fund	(762)	25,497
Net Receipts / (Payments) in President's Challenge Fund	(37,562)	193,000
Net Receipts / (Payments) in Anthony Yeo's Memorial Fund	5,000	-
Net Receipts / (Payments) in LOSS Fund	125,000	-
Refund Overfunding from NCSS	(25,000)	-
Interest Income	2,363	4,315
<b>Net Cash Flow Generated from Financing Activities</b>	<b>60,253</b>	<b>332,605</b>
<b>NET INCREASE / (DECREASE) IN CASH AND CASH EQUIVALENT</b>	<b>93,528</b>	<b>165,760</b>
<b>CASH AND CASH EQUIVALENT AT BEGINNING OF YEAR</b>	<b>921,742</b>	<b>755,982</b>
<b>CASH AND CASH EQUIVALENT AT END OF YEAR</b>	<b>1,015,270</b>	<b>921,742</b>

The accompanying notes form an integral part of the accounts.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MAR '10

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

### 1. GENERAL

The Samaritans of Singapore (SOS) was registered with the Registry of Societies on 29 July 1969 and with the Commissioner of Charities on 26 September 1983. The registered office of the society is located at Blk 10 Cantonment Close, #01-01, Singapore 080010.

The objective of SOS is to provide 24-hour confidential emotional support to people who are in crisis, thinking of suicide or affected by suicide. SOS offers its services through a 24-hour hotline, email befriending, face-to-face counselling, crisis intervention and the provision of emotional support and care to the survivors of suicide.

### 2. SIGNIFICANT ACCOUNTING POLICIES

#### a) Statement of Compliance

The financial statements have been prepared in accordance with Singapore Financial Reporting Standards and the provisions of Societies Act, Cap. 311.

#### b) Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with Singapore Financial Reporting Standards (FRS) as required by the Societies Act.

SOS has adopted all of the new or revised FRS and Interpretations to FRS ("INT FRS") that are mandatory for application from accounting periods beginning on or after 1 January 2009.

The adoption of these FRS and INT FRS did not result in any substantial changes to SOS' accounting policies.

Certain new accounting standards have been published that are effective for accounting periods beginning on 1 January 2010. The Board Members anticipate that the adoption of these Standards in future periods will have no material impact on the financial statements of SOS.

#### c) Functional and Presentation Currency

Functional currency is the currency used in measuring transactions and as the currency of the primary economic environment in which SOS operates and it mainly influences prices for services rendered and costs of providing these services and other costs of SOS. The items included in the financial statements of SOS are measured using the currency Singapore Dollar (SGD) of the primary economic environment in which SOS operates (i.e. Functional Currency).

The financial statements of SOS are presented in Singapore Dollar, which is the presentation currency of the company.

#### **d) Property, Plant and Equipment**

All items of property, plant and equipment are initially recorded at cost. Subsequent to recognition, property, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

The carrying values of property, plant and equipment are reviewed for impairment when events or changes in circumstances indicate that the carrying value may not be recoverable.

The residual values, useful life and depreciation method are reviewed at each financial year-end to ensure that the amount, method and period of depreciation are consistent with previous estimates and the expected pattern of consumption of the future economic benefits embodied in the items of property, plant and equipment.

All items of property, plant and equipment are written off upon disposal or when no economic benefits are expected from its use or disposal. Any gain or loss arising from any write-off of the asset is included in the statement of comprehensive income in the year the asset is written off.

Property, plant and equipment are stated at cost less accumulated depreciation. Depreciation is provided on the straight-line method so as to write off the cost of the fixed assets over their estimated useful lives as follows:

	<u>No. of Year(s)</u>
Furniture and Fittings	5
Office Equipment	5

The residual values and useful lives of the assets are reviewed and adjusted as appropriate, at each date of financial position.

Fully depreciated assets are retained in the accounts until they are no longer in use.

#### **e) Cash and Cash Equivalents**

Cash and cash equivalents consist of cash and bank balances, including short term fixed deposits.

#### **f) Impairment of Assets**

An assessment is made at each date of financial position to determine whether there is objective evidence that an asset may be impaired. If such evidence exists, the estimated recoverable amount of that asset is determined and any impairment loss is included in the statement of comprehensive income.

Assets acquired by finance leases are capitalised and stated at an amount equal to the lower of its fair value or the present value of the minimum lease payments at the inception of the lease, less accumulated depreciation.

Reversals of impairment losses are taken to the statement of comprehensive income.

#### **g) Income Recognition**

Income is recognised to the extent that it is probable that the economic benefits will flow to the society and the income can be reliably measured and the following specific recognition criteria must be met before revenue is recognised:

Income from contributions, donations and public assistance are taken into account when received.

All other income is recognised on an accrual basis.

## **h) Employee Benefits**

As required by law, SOS makes contributions to the state pension scheme, the Central Provident Fund (CPF). CPF contributions are recognised as compensation expenses in the same period as the employment that give rise to the contribution.

## **i) Specific Fund**

Donations received for specific purposes are taken up in specific funds and transferred to the statement of comprehensive income when relevant expenditure is incurred.

## **j) Operating Lease**

Leases where the lessor effectively retains substantially all the risks and benefits of ownership of the leased term are classified as operating leases.

Operating lease payments are charged to the statement of comprehensive income on a straight-line basis over the period of the lease.

When an operating lease is terminated before the lease period has expired, any payment required to be made to the lessor by way of penalty is recognised as an expense in the period in which termination takes place.

## **k) Deferred Capital Donations**

Donations and grants received for the purchase of capital assets are accounted for in the respective capital fund accounts. Amounts utilised for purchase of property, plant and equipment are transferred from deferred capital grant account and amortised over the useful life of the related assets to match the depreciation of the assets purchased with the related donations/grants.

## **l) Government Grants**

Government Grants are recognised at their fair value when there is reasonable assurance that the grants will be received and SOS will comply with all the attached conditions. When the grant relates to an expense item, it is recognised as income over the periods necessary to match the grant on a systematic basis to the cost that is intended to compensate. Where the grant relates to an asset, the fair value is credited to a deferred income account and is released to the statement of comprehensive income over the expected useful life of the relevant asset by equal annual installments.

Jobs Credit should be recognised in the month of receipt and recognised in the statement of comprehensive income as "other income".

## **m) Significant Accounting Estimates and Judgments**

Estimates, assumptions concerning the future and judgments are made in the preparation of the financial statements. They affect the application of SOS accounting policies, reported amounts of assets, liabilities, income and expenses, and disclosures made. They are assessed on an on-going basis and are based on experience and relevant factors, including expectations of future events that are believed to be reasonable under the circumstances.

### 3. PROPERTY, PLANT AND EQUIPMENT

	Furniture and Fittings	Office Equipment	Total
<b>COST</b>	<b>(\$)</b>	<b>(\$)</b>	<b>(\$)</b>
<b>As at 31 Mar '08</b>	<b>149,680</b>	<b>233,467</b>	<b>383,147</b>
Additions	1,725	199,102	200,827
Disposal	(5,532)	(37,972)	(43,504)
<b>As at 31 Mar '09</b>	<b>145,873</b>	<b>394,597</b>	<b>540,470</b>
Additions	7,267	43,734	51,001
Disposal	(3,613)	(1,451)	(5,064)
<b>As at 31 Mar '10</b>	<b>149,527</b>	<b>436,880</b>	<b>586,407</b>
<b>Accumulated Depreciation</b>			
<b>As at 31 Mar '08</b>	<b>142,978</b>	<b>226,182</b>	<b>369,160</b>
Depreciation for the Year	3,490	42,354	45,844
Disposal	(5,513)	(37,972)	(43,485)
<b>As at 31 Mar '09</b>	<b>140,955</b>	<b>230,564</b>	<b>371,519</b>
Depreciation for the Year	4,657	50,835	55,492
Disposal	(3,613)	(1,451)	(5,064)
<b>As at 31 Mar '10</b>	<b>141,999</b>	<b>279,948</b>	<b>421,947</b>
<b>Net Book Value</b>			
<b>As at 31 Mar '10</b>	<b>7,528</b>	<b>156,932</b>	<b>164,460</b>
<b>As at 31 Mar '09</b>	<b>4,918</b>	<b>164,033</b>	<b>168,951</b>

### 4. OTHER RECEIVABLES

	2010	2009
	(\$)	(\$)
Account Receivables	200	24,952
Interest Receivables	1,289	1,332
Deposits	4,202	3,672
Prepayments	9,534	25,340
Accrued Income	40,745	-
	<b>55,970</b>	<b>55,296</b>

## 5. FIXED DEPOSITS

Interest on fixed deposits is earned at rates of between 0.1% and 0.8% (2009: 0.175% and 1.175%) per annum.

## 6. VOLUNTEERS DEVELOPMENT AND CARE FUND\*

The Fund is set up for volunteers to attend training workshops

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	<b>117,100</b>	<b>56,795</b>
Add: Receipts		
Donations	420	69,376
	<b>117,520</b>	<b>126,171</b>
Less: Expenditures		
Training Expenses	99	3,860
Meals and Refreshments	-	176
Purchase of Book ("Why?: When Both My Parents Took Their Lives")	-	2,147
Library	268	-
Transport	1,135	-
Leaders Retreat	4,833	2,888
	<b>(6,335)</b>	<b>(9,071)</b>
<b>Balance at End of Year</b>	<b>111,185</b>	<b>117,100</b>

\* Previously known as Volunteer Advancement Fund

## 7. ANNIVERSARY FUND

The Fund is set up for activities organised to celebrate SOS Anniversary programmes.

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	<b>93,023</b>	<b>42,308</b>
Add: Receipts		
Donations	500	50,000
Other Income	476	715
	<b>93,999</b>	<b>93,023</b>
Less: Expenditures		
Supplies and Materials	2,942	-
Meals and Refreshments	386	-
	<b>(3,328)</b>	<b>-</b>
<b>Balance at End of Year</b>	<b>90,671</b>	<b>93,023</b>



## 8. DEFERRED CAPITAL DONATIONS

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	<b>158,583</b>	-
Add : - Purchase of Property, Plant and Equipment	42,295	197,729
- Donations	-	400
Less: Amortisation Charged to Statement of Comprehensive Income	(48,085)	(39,546)
<b>Balance at End of the Year</b>	<b>152,793</b>	<b>158,583</b>

## 9. HEALING BRIDGE FUND

The Fund is set up for the operations of the Healing Bridge Programme.

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	<b>11,725</b>	<b>13,352</b>
Add: Receipts		
Donations	-	1,550
Proceeds from Sale of Book ("Why?: When Both My Parents Took Their Lives")	1,383	2,635
Advance from Publisher	-	1,000
	<b>13,108</b>	<b>18,537</b>
Less: Expenditures		
Supplies and Materials	-	292
Meals and Refreshments	1,384	1,305
Purchase of Books	438	5,146
Book Related Expenses	80	69
	<b>(1,902)</b>	<b>(6,812)</b>
<b>Balance at End of Year</b>	<b>11,206</b>	<b>11,725</b>

## 10. IT FUND

The Fund is set up for upgrading the telephony system and infrastructure of the SOS.

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	<b>32,691</b>	<b>204,924</b>
Add: Receipts		
Donations	17,350	29,394
Fund Transfer	35,000	-
	<b>85,041</b>	<b>234,318</b>
Less: Expenditures		
Refreshment	635	477
Supplies and Materials	17,477	3,421
Purchase of Property, Plant and Equipment	38,546	197,729
	<b>(56,658)</b>	<b>(201,627)</b>
<b>Balance at End of the Year</b>	<b>28,383</b>	<b>32,691</b>

## 11. PRESIDENT'S CHALLENGE FUND

The President's Challenge is an annual series of community based activities initiated by President S R Nathan in 2000. The Fund is set up to increase awareness about how the community can help the less fortunate and secondly, to raise funds for the social service sector. SOS is one of the beneficiaries of the President's Challenge Fund 2008.

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	<b>193,000</b>	-
Add: Receipts		
Donations	-	193,000
	<b>193,000</b>	<b>193,000</b>
Less: Expenditures		
Salary	21,250	-
CPF Contribution	4,379	-
Bonus	8,429	-
Payment for Extra Evening On-Call Duty	2,800	-
Transport and Delivery	75	-
Purchase of Property, Plant and Equipment	4,378	-
	<b>(41,311)</b>	-
Transfer to Accumulated Fund	<b>(151,689)</b>	-
<b>Balance at End of the Year</b>	-	<b>193,000</b>

## 12. ANTHONY YEO'S MEMORIAL FUND

The late Anthony Yeo, former Chairman of SOS, provided clinical sessions to meet staff development needs for many years. This fund is set up with a donation from his wife so as to continue to support staff development in SOS.

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	-	-
Add: Receipts		
Donations	5,000	-
Less: Expenditures	-	-
<b>Balance at End of the Year</b>	<b>5,000</b>	-

### 13. LOSS FUND

LOSS is a nationwide SOS programme to provide emotional support and comfort to survivors in the aftermath of a suicide death and throughout their bereavement.

	2010	2009
	(\$)	(\$)
<b>Balance at Beginning of Year</b>	-	-
Add: Receipts		
Donations	125,000	-
Less: Expenditures	-	-
<b>Balance at End of the Year</b>	<b>125,000</b>	-

### 14. NCSS FUNDING FOR OPERATING EXPENSES

	2010	2009
	(\$)	(\$)
NCSS Funding for Operating Expenses	843,716	860,189
VWO Supplementary Fund – 1st Tier	8,289	-
VWO Supplementary Fund – 2nd Tier	50,000	-
	<b>902,005</b>	<b>860,189</b>

### 15. NCSS CYCLICAL MAINTENANCE GRANT

Samaritans of Singapore applied and received a grant of \$33,393 from NCSS for the cyclical maintenance works.

### 16. OTHER INCOME

	2010	2009
	(\$)	(\$)
Jobs Credit	43,556	12,434
Gain on Disposal of Property, Plant and Equipment	572	-
	<b>44,128</b>	<b>12,434</b>

### 17. RECLASSIFICATION OF SPECIFIC ASSISTANCE TO CLIENT

The expenditure used to include financial assistance to clients and transport expenditure incurred for LOSS. The reclassification is necessary to distinguish LOSS expenditure from Specific Assistance to Clients.

## 18. TRANSFER OF PRESIDENT'S CHALLENGE FUND TO ACCUMULATED FUND

As approved on the 260<sup>th</sup> board meeting to transfer the balance of President's Challenge Fund to Accumulated Fund.

## 19. TRANSFER TO IT FUND

As approved on the 260<sup>th</sup> board meeting to transfer \$35,000 IT Fund in order to maintain current systems.

## 20. INCOME TAX

There is no provision for income tax in SOS financial statements. SOS is subject to the provisions of Section 13(M)(2) (b) of the Singapore Income Tax Act Cap.134.

## 21. LEASE COMMITMENT

Minimum lease payments recognised as an expense for the financial year ended 31 Mar '10 amounted \$25,171. (2009: \$25,171)

Future minimum rental payable under non-cancellable operating leases at the date of financial position are as follows:

	2010	2009
	(\$)	(\$)
Not later than one financial year	3,084	3,084
Later than one financial year but not later than five financial years	2,313	5,397

## 22. EMPLOYEE BENEFITS

	2010	2009
	(\$)	(\$)
Salaries	624,458	607,385
Bonus	147,511	149,225
CPF/SDF	89,330	92,505
Training	10,099	2,568
Recruitment	-	552
Other Staff Benefits	15,696	11,760
	<b>887,094</b>	<b>863,995</b>

The remuneration for the year was in the following categories: -		
Gross Annual Salary Band	No. of Employees	
Less than \$50,000	14	12
\$50,001 to \$100,000	3	3
More than \$100,000	-	-
	<b>17</b>	<b>15</b>

The Board Members did not receive any remuneration during the year.

### 23. RESERVE POLICY

SOS Board has approved a reserve policy up to 6 months and works towards a reserve policy up to a year within the next 3-5 years.

### 24. GOVERNANCE CHECKLIST COMPLIANCE LEVEL

The Charity has complied with 20 out of 20 applicable guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). Full checklist is available at [www.charities.gov.sg](http://www.charities.gov.sg)

### 25. FINANCIAL RISK MANAGEMENT

The main risks arising from SOS financial instruments are interest rate risk and credit risk. SOS does not use derivatives and other instruments in its risk management activities. SOS does not hold or issue derivative financial instruments for trading purposes. The Management Committee reviews and agrees the policies for managing each of these risks and they are summarised as below.

#### Interest Rate Risk

SOS' exposure to changes in interest rates relates primarily to its holding of fixed deposits. SOS' policy is to obtain favourable interest rates that are available.

#### Credit Risk

The carrying amount of cash and cash equivalents and other debtors represent SOS' maximum exposure to credit risk in relation to financial assets. No other financial assets carry a significant exposure to credit risk.

SOS has no significant concentration to credit risk and placed its surplus funds with licensed banks and financial institutions in Singapore.

### 26. COMPARATIVE FIGURES

The comparative figures in statement of comprehensive income have been reclassified to conform to current year's presentation to reflect the nature of the respective accounts:

	As reclassified	2009
	(\$)	(\$)
<b>Income</b>		
Other Income	12,434	-
<b>Expenses</b>		
CPF/SDF	92,505	80,071



# ATRON, BOARD OF MANAGEMENT, CONSULTANTS AND STAFF



# ATRON, BOARD OF MANAGEMENT, CONSULTANTS AND STAFF....

<b>PATRON</b>	
	Mr Mah Bow Tan, Minister for National Development
<b>BOARD OF MANAGEMENT</b>	
Chairman	Mr Anthony Yeo Toon Yong (till 20 Jun '09) Mr Robert Lim Hui Beng (appointed 1 Jul '09)
Vice Chairman	Mr Robert Lim Hui Beng (till 30 Jun '09) Mr Stephen Yong Yoon Fui (appointed 1 Jul '09)
Secretary	Ms Lim Lily (appointed 25 Jul '08)
Treasurer	Ms Lee Sook Fung (appointed 25 Jul '08)
Members	Ms Lim Suu Kuan (appointed 25 Jul '08) Ms Christina Loh (appointed 24 Jul '09) Dr Adelia Low (appointed 24 Jul '09) Mr Tan Boon Huat (appointed 24 Jul '09) Dr Tan Chue Tin (appointed 24 Jul '09) Dr Gilbert Tan Yip Wei (appointed 25 Jul '08) Mr Tay Tze Siong (appointed 24 Jul '09) Ms Cynthia Wee Guek Cheng (appointed 25 Jul '08) Mr Stephen Yong Yoon Fui (till 30 Jun '09)
<b>HR SUB-COMMITTEE</b>	
Members	Mr Robert Lim Hui Beng Ms Jessie Quek Mr Tan Seng Nan Mr Wang Choo Yap
<b>IT SUB-COMMITTEE</b>	
Members	Mr Robert Lim Hui Beng Mr Shivram Chandrasekhar Dr Francis Pavri
Consultant	Mr Nigel Bruin
<b>PROFESSIONAL CONSULTANTS</b>	
Therapists	Mr Tan Boon Huat Mrs Juliana Toh
Psychiatrists	Dr Chia Boon Hock Dr Tan Chue Tin
Lawyers	Ms Lee Geck Hoon Ellen Mr S Sivanesan
<b>AUDITOR</b>	
	Edward Lee & Co
<b>BANKER</b>	
	DBS Bank Ltd United Overseas Bank Ltd Singapura Finance Ltd Standard Chartered Bank



**STAFF****Senior Management**

Executive Director

Ms Christine Wong

Deputy Director

Mrs Tan-Lee Yoke Yin

**Client Management**

Senior Counsellors

Ms Ophelia Ooi  
Ms Fang Mei Lin  
Mr Victor Lam (part-time)

Senior Social Worker

Ms Cheng Hwee Fern

Counsellor

Mr Garry Lim

Programme Executive

Ms Vivien Goh (transferred 1 Sep '09)  
Ms Annie Quek (joined 3 Mar '10)**Volunteer Management**

Programme Executive

Ms Lily Gan

Programme Coordinators

Ms Donne Foo  
Ms Rachel Koh**Recruitment and Training**

Social Worker

Mr Leow Yong Fatt

**Corporate Communications**

Corporate Communications Executive

Ms Viven Goh (till 30 Aug '09)

Corporate Communications Executive

Ms Serene Yap (joined 7 Sep '09)

**Finance and Administration**

Finance and Administrative Manager

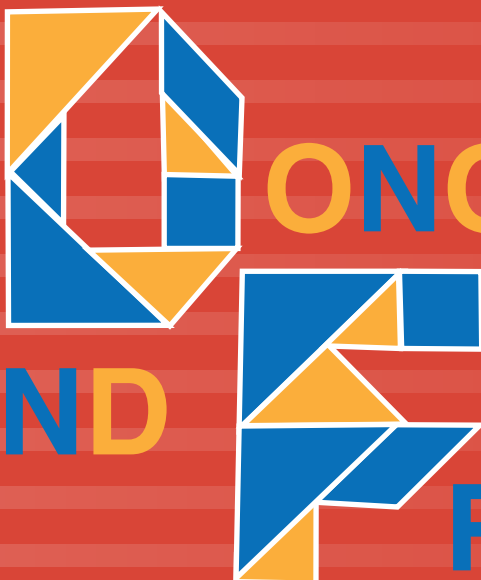
Ms Valerie Lim

Administrative Assistant

Ms Radha d/o Gopal

Housekeeping Staff

Mdm Poon Yeen Ling (part-time)



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- They support the activities of SOS.
- They help publicise the service by making the emergency telephone number, 1800-221 4444, and [pat@samaritans.org.sg](mailto:pat@samaritans.org.sg) known to anyone who may benefit from the help offered by SOS.
- They make an annual contribution.

We acknowledge with thanks the following individuals who gave their support as Friends of Samaritans during the year:

Ms Valerie Bailey

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Dr Chia Kwok Ying

Ms Chua Poh Moey

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