

TOUCHING MORE LIVES WITH STRATEGIC GROWTH





VISION

To be an available lifeline to anyone in crisis.

MISSION

SOS provides confidential 24-hour
Emotional support by trained
volunteers

To people in crisis, thinking
of suicide or affected by suicide.

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EXECUTIVE DIRECTOR'S MESSAGE

I am proud to announce that Samaritans of Singapore (SOS) is 40 and we celebrated it with a Conference and various exciting events for our Samaritans over the past year. SOS commenced in 1969 solely as a hotline service and continues to remain relevant in reaching out to those in crisis even with the proliferation of various other help lines in the community over the years.

For this year, SOS has seen a demand for our hotline, our e-mail befriending and counselling services, and an increase in referrals from the police and additional requests to provide case consultations to professionals handling suicidal clients in the community. In the review year, SOS also did a revamp of its corporate website and collaterals in order to enhance our communication with the general public.

SOS continues to operate two very important services to meet services gaps in the community - Local Outreach to Suicide Survivors (LOSS) remains the only service which provides on-site support to suicide survivors (family members or close friends who are affected by suicide death) while Healing Bridge (HB) is a support group exclusively for suicide survivors.

External training provided by SOS remains an important aspect of our work. We continue to train professionals, to equip them with suicide intervention skills, to work with clients facing a crisis within the community as "suicide intervention is everyone's business".

This year also sees us ensuring that Mandarin-speaking callers would be able to speak to a Samaritan sixty percent of the time. SOS will continue to monitor this trend and make an effort to continue to reach out to this group of clients.

With support from the Board, staff, Samaritans and donors, we will continue to work hard to remain relevant to our clients. I wish to acknowledge the contribution of the Human Resource (HR) Sub-committee as they worked tirelessly in reviewing HR policies which is important in supporting the staff team.

I salute my staff for their passion, dedication, hard work and courage as they embark with me on a journey of new challenges, learning and changes, with the focus on our clients this year and in the coming years.

It is also inspiring to work with our volunteers (Samaritans) – a special group of people who give of their precious time, talents and even donations to finance our various events.

Our donors play an important part in enabling us financially to continue with various services, and we are thankful to each and everyone, and look forward to their continuous support over the years. Special thanks to Lee Foundation, Dato' Low Tuck Kwong, Asian Lift Pte Ltd and Mr JM Luke for their generous donations. SOS would also like to thank our outgoing auditor, Edward Lee & Co, for their services for the last few years, and would like to extend a warm welcome to our new auditor Mr Charles CE Vun from Ng, Vun & Company.

Finally, SOS would like to express our heartfelt thanks to President SR Nathan and our Patron Mr Mah Bow Tan for their continuous support. SOS is also appreciative to National Council of Social Service (NCSS) for believing in the importance of our work and to Community Chest for their funding over the years.

Christine Wong (Ms)

Executive Director

31 Mar '11

CLIENT MANAGEMENT



Providing emotional
support for our clients

CLIENT MANAGEMENT

The SOS vision is to be an available lifeline to anyone in crisis. Our services include:

- **A 24-hour confidential hotline manned by Samaritans**, who offer emotional support to people who are **in crisis, thinking of suicide or affected by suicide**.
- **Individual, couple and family counselling** by professional counsellors for clients who are struggling with suicide crises or suicide grief.
- **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.
- **A Local Outreach to Suicide Survivors (LOSS) programme** which provides on-site support to family members left behind by suicide.

The 24-hour hotline (manned by trained volunteers) continues to be the core service of SOS. Total call volume increased marginally from 39,956 (Apr'09 - Mar'10) to 41,079 (Apr'10 - Mar'11), with crisis calls comprising 67.2% of the total. 2,370 or 8.6% of these crisis calls concerned difficulties in paying off debts. Calls which specifically featured loansharks and gambling problems numbered 352 (up 61.5%) and 196 (up 48.5%) respectively (see Table 3). Although the numbers are relatively small, what is worrying is that they are inching up and these are usually callers with medium to high suicide risk. They are particularly difficult to engage because their urgent need is for fresh funds to service their loans.

In majority of cases, contact on the hotline is initiated by the client who can choose to remain anonymous. But there are also cases in which SOS initiates the telephone contact through outcalls. This happens when SOS receives referrals from the police, Voluntary Welfare Organisations (VWOs) and other concerned third parties. During the review period, referrals totalled 587. Police referrals went up by 17.3%, from 388 cases in the previous review period to 455 cases in the current review period. Consequently, the number of outcalls made also increased, from 2,963 to 3,327 (up 12.3%). The bulk of this work is handled by SOS professional staff.

In addition to following up on referrals, SOS professional staff also attended to ad-hoc requests for brief case consultation. There were nine such requests during the review period. The requests came mainly from counsellors and social workers in VWOs and schools, who were handling suicidal clients.

Increasingly, the counselling service is becoming an important area of SOS work. Some clients need professional counselling to help them through their suicide crisis or suicide grief. This specialised service is provided by SOS professional staff who are trained counsellors and social workers. The number of clients who use this service has been increasing over recent years. During the year under review, SOS professionals handled 147 cases (up 48.5%) and 343 sessions (up 51.8%) compared to the previous review period.

The SOS email befriending service is another programme which has seen a significant increase in the number of users. The number of email clients and email responses increased by 90.9% and 119.6% respectively compared to the previous review period.

Table 1: Summary of Client Services

Services	Unit of Service ¹	
	Apr '09 – Mar '10	Apr '10 – Mar '11
Telephone Calls²	39,956	41,079
• Crisis Calls	30,484	27,596
• Regular Calls ³	6,509	10,156
• Follow-up Calls to Clients/Significant Others ⁴	2,963	3,327
Counselling Sessions	226	343
Email Befriending		
• Email Clients	276	527
• Email Responses	1,002	2,200
Referrals	434	587
• Police	388	455
• Hospitals	27	19
• Voluntary Welfare Organisations (VWOs)	10	18
• Comcare	3	6
• Educational Institutions	2	5
• Church ⁵	-	7
• Government/Private Companies/Medical Institutions/ Other Agencies	4	12
• Family/Friends/Others ⁵	-	65
Emergency Activations	103	77
• LOSS Cases	96	72
• Crisis/Suicidal Cases	7	5
Healing Bridge⁶	28	28
Follow-up Visits⁷	4	3

¹No. of calls/cases/referrals/sessions.²Excludes 314 enquiry calls and 9,321 silent calls.³Repeat calls from regular callers.⁴Significant others may be family members/friends/care-givers.⁵Not collated in previous review.⁶Number of sessions.⁷To clients' home or hospital.

HOTLINE

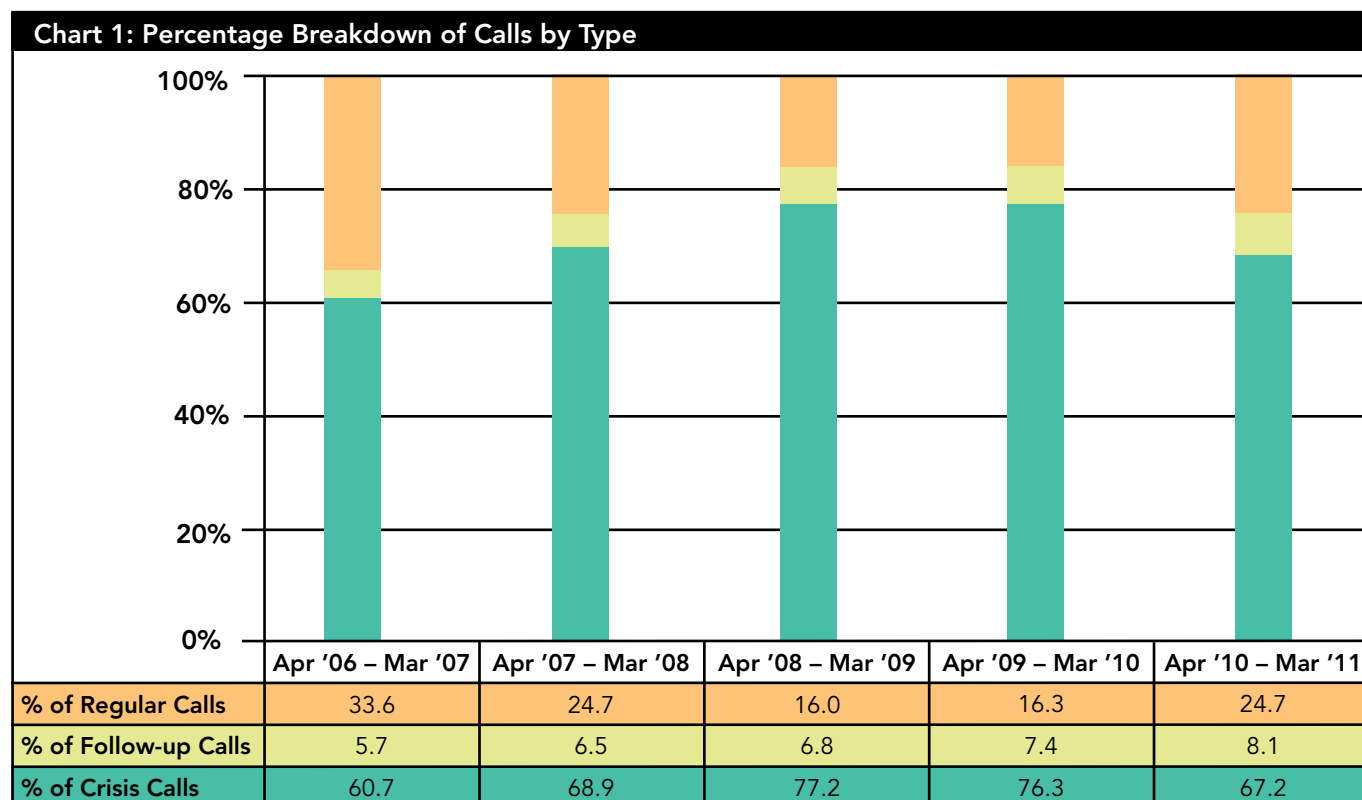
The following was noted during this review period:

- An increase of 2.8% in the total number of calls from 39,956 to 41,079.
- An average of 3,423 calls were handled per month, or about 113 calls per day.
- Out of the total number of calls handled, 27,596 (67.2%) were incoming crisis calls and 3,327 were outgoing calls (8.1%) to follow up on the crisis calls.
- 10,156 (24.7%) of total calls were from regular callers, but the average call duration has been reduced from 6.6 minutes to 5.7 minutes, as compared to the previous review year.

"Thank you for lending me a listening ear...I feel better after talking to you. Thanks for caring for me."

"I really want to thank you for listening to me and comforting me...was feeling really suicidal...am glad I'm still living..."

"Thank you for giving me a helping hand and being there when everything seemed so hopeless to me. I am lucky that you picked up that phone call... you made a difference for me."

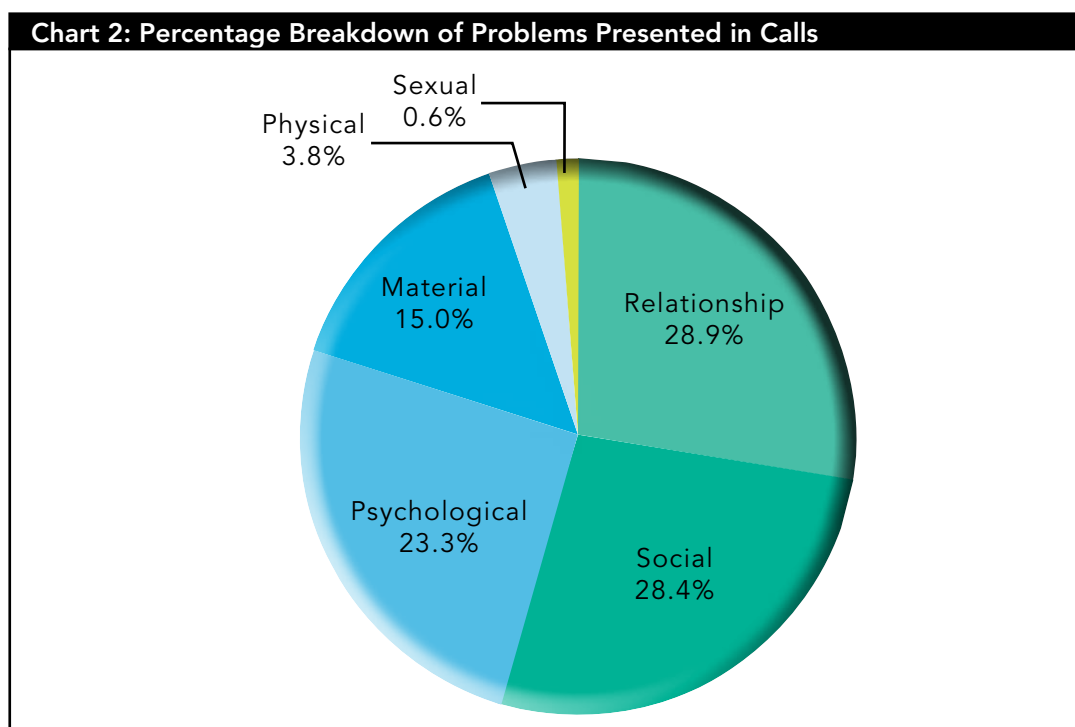


Callers with Suicide Risk

During the review period, Samaritans posed the 'Suicide Question' in 18,659 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 6,086 calls (32.6%), there was some element of suicide risk; 2.8% of these calls were assessed to be of high risk.

Table 2: Calls with Suicide Risk		
Category	Apr '09 – Mar '10	Apr '10 – Mar '11
Suicide Question Asked	19,969	18,659
Suicidal Risk	6,678	6,086
High Risk	202	169

Problems Presented



Problem Code

Relationship: Problems in marital, family, boy-girl and 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.

Table 3: Calls Concerning Debts, Loansharks or Gambling Problems

Problem	Apr '08 – Mar '09	Apr '09 – Mar '10	Apr '10 – Mar '11
Debts	2,454	2,673	2,370
Loansharks	217	218	352
Gambling	123	132	196

COUNSELLING

SOS offers professional counselling sessions to clients who need additional support to cope with their suicide-related crisis. SOS professional staff attended to a total of 147 clients, an increase of 48.5% compared to the previous review period. 92 sessions were conducted for 41 clients who were going through suicide grief, and 251 sessions were conducted for 106 clients who were in a state of crisis over other issues.

Table 4: Counselling Sessions

Period	Apr '08 – Mar '09		Apr '09 – Mar '10		Apr '10 – Mar '11	
Clients	No. of Sessions Conducted	No. of Cases ¹	No. of Sessions Conducted	No. of Cases ¹	No. of Sessions Conducted	No. of Cases ¹
Suicide Survivors	59	30	101	41	92	41
Other Clients	80	55	125	58	251	106
Total	139	85	226	99	343	147

¹A case could be an individual, a couple, or a family.

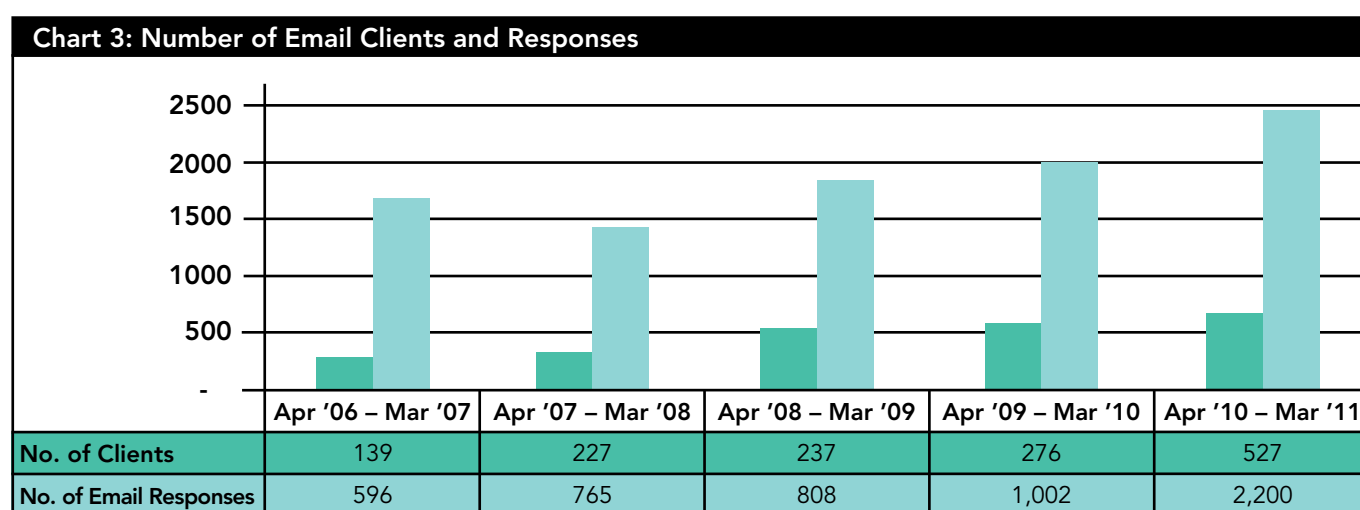
EMAIL BEFRIENDING

SOS email befriending service was initiated in Jul '03 as another means of communication with those who are feeling distressed and suicidal. This additional channel of help and support is especially useful for those who prefer to express themselves in writing. An email sent to pat@samaritans.org.sg is responded to within 48 hours (excluding weekends and public holidays).

The number of email received has been increasing steadily in recent years. The following was noted for this review period:

- There was a sharp increase in the number of clients accessing this service as well as in the number of email received.
- SOS responded to 2,200 email sent by 527 clients; a 119.6% increase in the number of email received and a 90.9% increase in the number of email clients, compared to the previous review period.

This marked increase is probably the result of several factors. In Sep '10, SOS launched a new website at its 40th Anniversary Conference. With a more user-friendly web interface, the email befriending service has become more visible and accessible to the online community. Much effort had also been made to publicise this service to the community. The rise in the number of people using this service could also be explained by the prevalence of internet usage in Singapore, and the sense of control and privacy that an online service offers to its users.



60.5% of the emails were from women while 38.0% were from men. It was not possible to determine the gender of the remaining 1.5%.

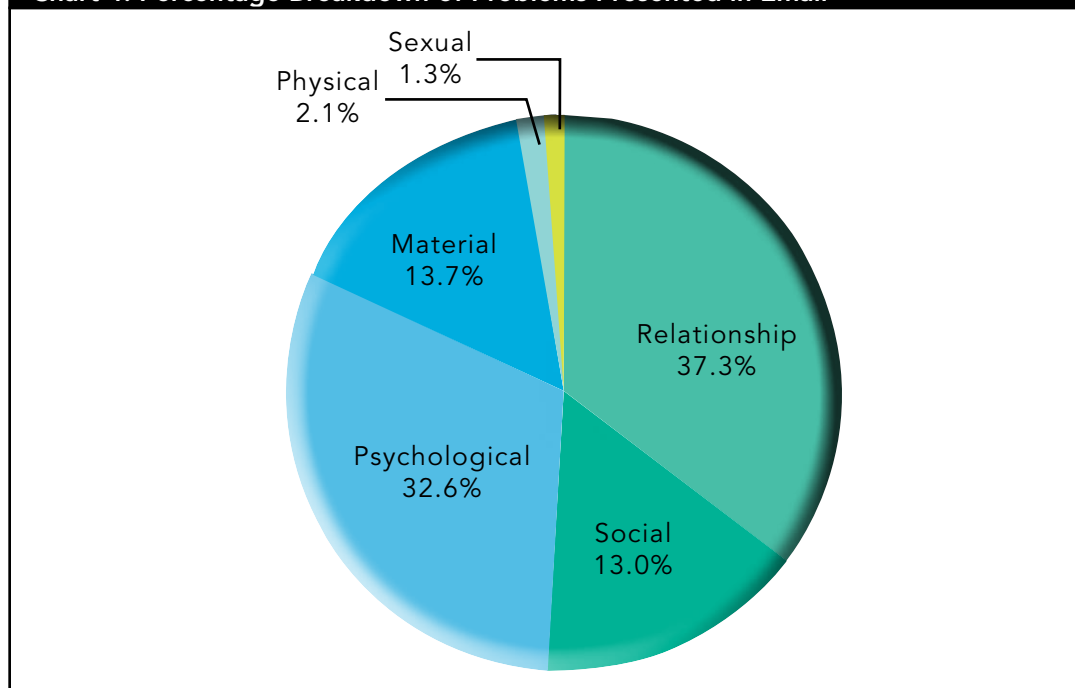
42.5% of the clients who used this service during the review period were below 40 years old; 3% were aged 40 and above. It was not possible to determine the age of the remaining 54.5%.

Suicide ideation was expressed in 47.7% of email received. Main problems presented were relationship (37.3%) and psychological (32.6%) issues.

Gender	Apr '08 – Mar '09	Apr '09 – Mar '10	Apr '10 – Mar '11
Female	122	149	319
Male	72	98	200
Unknown	43	29	8
Total	237	276	527

Table 6: Profile of Email Clients by Age

Age	Apr '08 – Mar '09	Apr '09 – Mar '10	Apr '10 – Mar '11
0 – 19	12	22	106
20 – 29	12	22	81
30 – 39	2	9	37
40 – 49	2	3	11
50 and above	3	4	5
Uncertain	206	216	287
Total	237	276	527

Chart 4: Percentage Breakdown of Problems Presented in Email

"It really means a lot to me to know someone can help me with this..."

"Thank you for listening to my problems and giving me support. I really appreciate it."

"I'm really appreciative towards you for reading this; this is the only place I can write down all my troubles, without feeling ashamed."

REFERRALS

Clients Referred by Police

For the review period, the Singapore Police Force referred a total of 455 cases to SOS. Of these, 320 cases (up 27.5%) were reported as suicide attempts, 119 were suspected suicide deaths and the remaining 16 were reported as crisis-related cases due to accommodation problems and sudden (non-suicide) deaths.

As in past years, more women than men attempted suicide. During the review period, the female-male ratio was 2:1 for those between 20 to 39 years of age.

Table 7 : Suicide Attempts Referred by Police						
Age Group / Gender	Apr '08 – Mar '09		Apr '09 – Mar '10		Apr '10 – Mar '11	
	Male	Female	Male	Female	Male	Female
Under 20	3	14	6	21	19	28
20 – 29	12	40	15	35	20	43
30 – 39	19	40	21	32	26	54
40 – 49	14	19	16	28	24	25
50 and above	29	27	23	19	25	20
Uncertain	14	25	15	20	15	21
Subtotal	91	165	96	155	129	191
Total	256		251		320	

Please refer to the LOSS section for details on suspected suicide deaths referred by the police.

Clients Referred by Hospitals

All 19 hospital referrals during the review period came from Changi General Hospital. One client was struggling with grief after the suicide death of a loved one; the rest were clients who had attempted suicide.

Table 8: Referrals from Hospitals				
Age Group / Gender	Apr '09 – Mar '10		Apr '10 – Mar '11	
	Male	Female	Male	Female
Under 20	1	1	1	3
20 – 29	2	5	0	1
30 – 39	0	5	1	5
40 – 49	4	3	2	4
50 and above	0	6	0	2
Subtotal	7	20	4	15
Total	27		19	

EMERGENCY ACTIVATIONS

In addition to manning the hotline, SOS volunteers take turns to be available for emergency activations. 72 activations during this review period were for cases of suspected suicide deaths. The Samaritans were activated as a Local Outreach to Suicide Survivors (LOSS) team to provide emotional support to the next of kin at their home, the suicide site or the mortuary. (More details in the next section.)

There may also be emergency activations for a suicide in progress but such occasions are now few in number (five during this review period) because the police and the Singapore Civil Defence Force (SCDF) are trained and equipped to handle such emergencies, and most importantly they are able to get to the site very quickly. Time is critical in cases of imminent danger of death through suicide.

LOCAL OUTREACH TO SUICIDE SURVIVORS (LOSS)

The Local Outreach to Suicide Survivors (LOSS) is a 24-hour nationwide SOS programme which provides on-site support to survivors. This is a collaborative effort with the Singapore Police Force and the Subordinate Courts and SOS has been running this programme since 2006.

'Survivors' are family members or close friends who are affected by the suicide death of a loved one. The key objective of LOSS is to provide emotional support and comfort to survivors in the immediate aftermath of the suicide. Through this outreach programme, SOS staff and volunteers make an initial contact with survivors at the suicide site, mortuary or survivors' residence. This is followed up by telephone calls and counselling sessions (where necessary). Survivors may also be invited to join the Healing Bridge to connect with other suicide survivors for mutual support.

For the review period, a total of 119 cases were referred by the police, a 5% decrease from the 125 cases referred in the last review period. SOS dispatched the LOSS teams to offer on-site support to the survivors in 72 out of the 119 cases.

Referrals from non-police sources have gone up by 65% from 23 cases in the previous review period to 38 cases in this review period. These included referrals from Family Service Centres, hospitals, school counsellors, as well as survivors themselves. This seems to suggest more awareness of the LOSS programme in the community.

Table 9: LOSS Referrals		
Police Division	No. of Referrals	
	Apr '09 – Mar '10	Apr '10 – Mar '11
Ang Mo Kio	30	20
Bedok	22	26
Central	6	4
Clementi	38	41
Jurong	8	10
Tanglin	20	17
Criminal Investigation Dept.	1	1
Total from Singapore Police Force	125	119
Others ¹	23	38
Total Referrals	148	157

¹Self-referrals and referrals from concerned friends or relatives, hospitals, VWOs, etc.

"I am very grateful for your call.... Once again, the world will be a better place with people like you... I am deeply touched by your help.... Thank you."

"Samaritans help survivors like us to have hope."

"The SOS team filled the 'feeling' gap by being there."

HEALING BRIDGE

Suicide grief has been described as the most difficult bereavement crisis for anyone to face. The shock, stigma and social rejection coupled with the overwhelming feelings of sadness, guilt, shame, anger and loneliness make post-suicide bereavement an extremely stressful and difficult grief process.

The objective of the Healing Bridge (HB), a support group exclusively for suicide survivors, is to offer a conducive environment for survivors to talk about their traumatic loss and to express their feelings and thoughts without being judged. Survivors meet to share and provide emotional support to one another, with guidance from SOS professional staff and experienced facilitators who are also survivors. This group experience can help survivors cope better with their pain and manage the grief.

During the review period, the HB programme was conducted for six consecutive Fridays in both April-May and October-November. An English-speaking group ran concurrently with a Mandarin-speaking group. In between the two runs, additional monthly sessions were held in the month of June, July and August so as to provide continual support to survivors. A total of 22 survivors attended the support group sessions during the review period.

SOS organises an annual dinner at the beginning of every year for all Healing Bridge members, past and present, to gather and encourage each other as they journey in their grief. A total of 18 members attended the dinner on 14 Jan '11.

VOLUNTEER MANAGEMENT

Saluting our Samaritans



VOLUNTEER MANAGEMENT

SOS has been operational for the past 41 years. This has been possible largely through the collective effort of our anonymous volunteers, known as Samaritans. They provide the listening and caring over the hotline 24 hours daily. For the review period, active membership stood at 222.

Potential volunteers undergo a careful selection process involving a face-to-face interview. Professional or educational qualifications are not a prerequisite for selection. What we are looking for is a combination of personal qualities, life experiences and an ability to commit to the volunteer requirements. The pre-service training programme for potential volunteers is conducted by SOS professional staff and experienced Samaritans. Ongoing training programmes are also organised periodically to ensure that the Samaritans remain current in the knowledge and skills needed to man the hotline effectively.

Manning the 24-hour hotline and the emergency squad require much work and commitment from our Samaritans. Our volunteers are a special group of people who are prepared to stretch themselves beyond the call of duty. Many contribute as in-house trainers and supervisors for new volunteers; others are members of various committees like the 40th Anniversary Committee and Annual Volunteers Appreciation Dinner Committee or take on leadership roles in the Board of Management and Panel of Leaders.

2010 was a year of special events as we continued to celebrate our 40th anniversary. In May '10, we were honoured to have Mr Ron Kaufman, renowned educator and motivational speaker of UP! Your Service Pte Ltd, facilitate the Samaritans Day at the Changi Village Hotel. In Aug '10, a Movie Blockbuster event was specially organised at a cinema for Samaritans and their family members. In the same month, we also organised a Heritage Walk linking all the former locations of the SOS office. In Sep '10, a special post-conference workshop for Samaritans was conducted by Professor Graham Martin, who is the National Advisor on Suicide Prevention to the Australian Government. The 40th anniversary celebrations came to a close in Nov '10, when an unprecedented 134 volunteers, staff and spouses came together at the National Museum for the Annual Volunteers Appreciation Dinner.

MEMBERSHIP PROFILE

Table 10: Membership (as at 31 Mar '11)	
Category	Number (As of 31 Mar '11)
Consultants ¹	6
Samaritans ²	185
Provisional Members ³	37

¹Professionals in the field of psychotherapy, psychiatry and law.

²Full-fledged members of SOS who man the services.

³New volunteers undergoing pre-service training.

The profile of Samaritans reflects a broad diversity of social backgrounds and personal experiences. Many are professionals who, in addition to volunteering with SOS, also divide their time between their work, personal and family commitments. Despite the challenges in time management, more than a third of Samaritans (37%) had been with the organisation for more than 5 years.

The minimum age for volunteers has been set at 23 years, to ensure that Samaritans have sufficient emotional maturity for this type of work.

As a primarily English-speaking service, all Samaritans are required to be able to communicate comfortably in this language. However, a significant majority of Samaritans are also conversant in another language, including Mandarin, Chinese dialects, Malay, Tamil, Hindi, Tagalog, and even French. This is especially useful when the need arises to attend to clients who may prefer to speak in a language other than English.

Table 11: Profile of Samaritans		
	No.	%
Sex		
Male	73	32.9%
Female	149	67.1%
Age		
20-29	14	6.3%
30-39	58	26.1%
40-49	53	23.9%
50-59	63	28.4%
>59	34	15.3%
Years of Service		
<1	60	27%
1-5	80	36%
6-10	22	10%
11-15	20	9%
16-20	15	6.8%
21-25	6	2.7%
>25	19	8.5%
Occupation		
Professional	89	40.1%
Managerial/Admin	50	22.5%
Service/Sales	6	2.7%
Technical	6	2.7%
Self Employed	16	7.2%
Homemaker	20	9%
Retired	14	6.3%
Others	21	9.5%
Ethnic Group		
Chinese	183	82.4%
Malay	1	0.4%
Indian	20	9%
Eurasian	2	1%
Caucasian	12	5.4%
Others (e.g. Filipino)	4	1.8%
Languages / Dialects Spoken Other than English¹		
Mandarin	132	
Malay	23	
Tamil	8	
Hindi	7	
Cantonese	52	
Hokkien	53	
Teochew	27	
Hainanese	2	
Others (e.g. Tagalog, French, Urdu etc)	22	

¹Some members speak more than one language / dialect

VOLUNTEER RECRUITMENT AND PRE-SERVICE TRAINING

During the review period SOS conducted two rounds of volunteer pre-service training, which commenced in Jul '10 and Jan '11.

In Jul '10, two training classes were started; one on Mondays, 2pm – 5pm and the other on Saturdays, 2pm – 5pm. In Jan '11, another two classes commenced on Mondays, 2pm – 5pm, and on Wednesdays, 7 – 10pm.

Phase 1 of the training focuses on basic knowledge and listening skills, and is held in the classroom setting over 8 to 12 weekly sessions. Those who are ready to apply the skills learnt will proceed to Phase 2 for more specific skill-based training in the phoneroom. Upon completion of this, they move on to Phase 3 for advance training, which includes topics on suicide intervention and postvention.

On average, a new volunteer goes through a 9-12 month training process, after which each volunteer is required to serve at least two years as an active Samaritan fulfilling stipulated membership commitments.

Table 12: Volunteer Pre-Service Training		
No. of Trainees		
Phase 1 Basic Training (Jul '10 & Jan '11)	Phase 2 Phoneroom Training Sep '10 & Mar '11)	Phase 3 Advance Training (May '10 & Nov '11)
58	38	38

For the review year, 58 trainees began Phase 1 of the volunteer pre-service training programme, and 38 out of these (65.5%) proceeded to the Phase 2 of the training. Many were unable to continue when faced with difficulties in meeting the training commitments due to family, work or personal reasons. Some had difficulties acquiring and applying the basic skills required for SOS volunteer work.

Upon completion of Phase 3 Advance Training, provisional members then go on to become full members or Samaritans.

VOLUNTEER DEVELOPMENT

A range of training programmes is offered every year to our Samaritans, for the purpose of skills upgrading and personal enrichment. Depending on the training topic, such sessions were conducted by either SOS professional staff or external parties.

Other social activities were organised for Samaritans to foster personal growth, encourage bonding and create a sense of camaraderie.

Date	Programme	Trainer	No. Attended
17-19 Apr '10	Retreat for Panel Leaders	Ms Wong Lai Chun Global Master Trainer, UP! Your Service Pte Ltd	20
21 Apr '10	Talk by Community Partners	Ms Tan Huey Min Assistant Director, Credit Counselling Singapore	44
		Rev Tan Lye Keng Executive Director, One Hope Centre	
15 Jun '10	Role of Police in Suicide Cases	ASP Chua Teck Wee Criminal Investigation Dept (CID) Singapore Police Force	18
5 Jul '10	Recognizing & Responding to Stress, Burnout & Compassion Fatigue	Mr Karl D. LaRowe Mental Health Consultant	59
11 Sep '10	SOS 40th Anniversary Post- conference Workshop	Prof Graham Martin National Advisor on Suicide Prevention to the Australian Government	80
25-27 Sep '10	Samaritans 50th Annual Conference	Samaritans UK	1
	Befrienders Worldwide International Training Event	Befrienders Worldwide	1
9-10 Oct '10	The Befrienders KL Conference	The Befrienders KL	1
27 Jan '11	LOSS- Role of the Coroner's Court	Mr Imran Abdul Hamid District Judge, Subordinate Courts	28
24 Feb '11	LOSS - Role of the Forensic Dept	Dr George Paul Senior Consultant Forensic Pathologist, Centre for Forensic Medicine, HSA	21
		Ms Cheng Hwee Fern SOS Staff	
23 Mar '11	Understanding and Coping with Trauma	Dr Marlene Lee Adjunct Assistant Professor, Department of Psychology, National University of Singapore	66

Table 14: Social and Other Activities		
Date	Programme	No. Attended
27 Apr '10	Dialogue Session with Board Members	33
16 May '10	SOS 40th Anniversary: Samaritans Day	75
26 Jun '10	Culinary Sharing by Volunteers	5
23 Jul '10	Annual General Meeting 2010	70
7 Aug '10	SOS 40th Anniversary: Movie Blockbuster at Cathay Cineleisure Orchard	102
18 Aug '10	Volunteers' Graduation Party	41
28 Aug '10	SOS 40th Anniversary: Heritage Walk	45
22 Sep '10	Greens Touchbase Session	7
3 Nov '10	Talk on Financial Planning for Retirement	21
27 Nov '10	SOS 40th Anniversary: Annual Volunteers Appreciation Dinner	134
26 Dec '10	Volunteers' Christmas Gift Exchange Party	18
3 Mar '11	Volunteers' Graduation Party	25
9 Mar '11	Greens Touchbase Session	11
26 Mar '11	Culinary Sharing by Volunteers	5

COMMUNITY OUTREACH



Everyone has a role to play
in suicide prevention

COMMUNITY OUTREACH

SOS believes in engaging the community in suicide prevention. Through our training, publicity and other outreach activities, SOS is able to multiply the work carried out by our volunteers and staff and create greater impact in the wider community.

OUTREACH TO PROFESSIONALS

Professionals such as counsellors, social workers, teachers, uniformed personnel and others in the public and social service sectors are well positioned within the community to reach out and support people who may be in crisis or at risk of suicide.

SOS conducts a range of customised professional talks and workshops on suicide awareness, prevention, intervention and postvention so as to equip participants with the appropriate knowledge and skills that are applicable in their respective areas of work.

Table 15: Outreach to Professionals			
Organisation (Participants)	Topic (Duration)	No. of Sessions	Attendance
(A) Voluntary Welfare Organisations (VWOs)			
Social workers & counsellors from various agencies	Suicide Intervention Workshop (2 days)	2	56
	Gatekeepers Intervention Workshop (1 day)	1	23
	Suicide Postvention Workshop (1 day)	1	28
Association of Women for Action and Research (AWARE) • Hotline volunteers	Suicide Awareness (3 hr)	2	28
Singapore Association for Mental Health (SAMH) • Sunshine Path support group	Suicide Awareness (2 hr)	1	15
One Hope Centre • Staff & volunteers	Basic Listening Skills (7 hr)	1	30
SSTI Para-counselling course • VWO staff	Suicide Awareness (1 hr)	1	20
Transient Workers Count Too! (TWC2) • Staff & volunteers	Basic Listening Skills and Suicide Awareness (2.5 h)	2	10
Sub-total		11	210

Organisation (Participants)	Topic (Duration)	No. of Sessions	Attendance
(B) Government Ministries and Departments			
Ministry of Education (MOE) • Full-time school counsellors • Teacher-counsellors	Suicide Intervention Workshop (2 days)	1	26
Singapore Civil Defence Force (SCDF) • Para-counsellors	Suicide Intervention Workshop (2 days)	1	23
Singapore Police Force (SPF) • Home Team Academy Personnel	Suicide Awareness (3 hr)	1	15
Singapore Prisons Service • Case management & rehabilitation officers	Suicide Intervention Workshop (2 days)	1	24
Sub-total		4	88
(C) Educational Institutions			
Damai Secondary School • Teachers	Suicide Awareness (1.5 hr)	1	30
Executive Counselling and Training Academy (ECTA) • Graduate Diploma of Social Science in Professional Counselling students	Crisis Intervention and Suicide Prevention (3 hr)	4	115
Nanyang Polytechnic (NYP) • Specialist Diploma in Counselling students	Suicide Awareness (3 hr)	1	30
National University of Singapore (NUS) • Counselling & Psychological Services staff	SOS Services (1 hr)	1	6
Stamford Raffles College • Staff & students	Suicide Awareness (1 hr)	1	30
Temasek Polytechnic • Faculty staff	Suicide Awareness (2 hr)	1	40
CARE officers	Suicide Awareness, Prevention and Postvention (3.5 hr)	1	60
Theological Centre for Asia • Counselling students	Understanding and Managing a Suicide Crisis (3.5 hr)	1	24
Sub-total		11	335

Organisation (Participants)	Topic (Duration)	No. of Sessions	Attendance
(D) Other Organisations			
Barker Road Methodist Church • Youth volunteers	First Aid for Youth in Crisis (3 hr)	1	31
Faith Methodist Church • Staff and volunteers	Reflective Listening Skills (1.5 hr)	1	28
Institute of Mental Health (IMH) • Early Psychosis Intervention Programme Case Management Team staff and volunteers	Suicide Awareness and staff sharing session (1hr)	1	35
SMRT Trains Ltd. • Station managers and customer service officers	Gatekeepers Intervention Workshop (1 day)	1	19
The Bible Church • Pastoral Care Team	Caring for Care-givers (2.5 hr)	1	16
SMU/Lien Centre for Social Innovation • Board members, executive directors and senior management staff of non-profit organisations	Strategic Talent Management • SOS Services and Volunteer Recruitment (3 hr)	1	27
Sub-total		6	156
Total		32	789

"The role plays were relevant, practical and useful. Trainers were able to inject humour while conducting a serious topic. Hence, course was informative and yet not boring or stressful."

"It has improved my knowledge and ability to understand better those people with suicidal thoughts."

"The course was very informative and provided avenues for caseworkers to practise suicide intervention. Trainers were very articulate and constantly tried to keep the course interesting."

OUTREACH TO YOUTHS

SOS has learnt from international research that reaching out to young people at risk of suicide is best carried out through equipping their peers with the necessary awareness, knowledge and skills to provide assistance.

SOS conducts Emotional First Aid talks (0.5 hr) and workshops (1.5 hr) for students from secondary schools and junior colleges. Because distressed and suicidal youths are more likely to turn to their peers, or at least have more contact with them, student leaders are trained to look out for warning signs, to offer emotional support and get additional help.

Additionally, the more advanced 1-day Gatekeepers Intervention Workshop programmes is conducted for tertiary students. During the review period, SOS was invited to be one of the speakers at the inaugural Audible Hearts Symposium organised by the Health Promotion Board.

Table 16: Outreach to Youths			
Participants	Topic (Duration)	No. of Sessions	Attendance
De Yi Secondary School Greendale Secondary School Xinmin Secondary School	Emotional First Aid Talk (0.5 hr)	1	500
		2	1,500
		2	1,000
De Yi Secondary School Nanyang Junior College	Emotional First Aid Workshop (1.5 hr)	2	50
		1	28
Singapore Management University Peer Helpers	Gatekeepers Intervention Workshop (1 day)	1	18
Youth from various educational institutions, age 15 – 25 years	Health Promotion Board – Audible Hearts Symposium (1.5 hr)	1	85
Total		10	3,181

"The most useful part was the 'empathy', which teaches us to identify someone's feelings and what to talk to them."

"The most useful thing is that I learnt how to cope with my problems as well as to help my friends."

"Knowing some of the useful tips to help to connect to a friend in need of some form of help, concern, care."

OUTREACH TO THE COMMUNITY

Every year, 10 September marks World Suicide Prevention Day to promote worldwide commitment and action to prevent suicides. SOS organises an annual Suicide Awareness Week every September to commemorate this.

In addition, SOS also reaches out to the wider community through public events such as briefings, community forums and conferences.

Briefings and Talks for the Public

During the review period, SOS was invited to address school counsellors, eldercare agency staff, mental health forum participants and international conference delegates. Typically at such platforms, SOS staff would introduce the range of services, share Singapore's official suicide statistics as well as some basic listening skills and tips for attending to someone who may be in distress and at risk of suicide.

Table 17: Outreach to the Community			
Date	Event	Organiser	Attendance
22 Apr '10	Briefing for Allied Educators (Counselling)	Health Promotion Board and Ministry of Education	350
29 Jun '10	Integrated Eldercare Network	National Council of Social Service	137
25 Sep '10	Healthy Mind, Healthy Life – Community Mental Health Symposium	Singapore Soka Association	150
9 Jan '11	The Young and the Troubled – A Public Forum on Youth Mental Health	Institute of Mental Health	400
25 Jan '11	21st International Association for Volunteer Effort (IAVE) World Volunteer Conference: "Maximising the Power of One: The One-on-One Strategy"	IAVE & National Volunteer & Philanthropy Centre	18
Total			1,055

40th Anniversary Conference

As part of our 40th anniversary activities and in conjunction with the Suicide Awareness Week, SOS held a 2-day conference on 8 and 9 Sep '10. Our Guest-of-honour Mr Raymond Lim, Minister for Transport and Second Minister for Foreign Affairs, gave the opening address. It was also our privilege to have Professor Graham Martin, the National Advisor on Suicide Prevention to the Australian Government, as the keynote speaker for the conference, as well as other distinguished speakers, who shared their experience on suicide prevention, intervention and postvention. There was also a panel discussion on the approach the community should take towards suicide prevention. Concurrent workshops were held on the actual conference day, and there was a pre-conference workshop, with topics tailored for teachers and youth workers.

Table 18: 40th Anniversary Conference		
Programme	Speaker(s)	Attendance
8 Sep '10 Pre-conference Workshop for Teachers and Social Service Professionals working with Youths	Prof Graham Martin (National Advisor on Suicide Prevention to the Australian Government)	143
9 Sep '10 Conference: Listening, Caring and Supporting Welcome Address Opening Address Keynote Address: "Suicide Prevention – What Works?"	Mr Robert Lim (Chairman, SOS) Mr Raymond Lim (Minister for Transport and Second Minister for Foreign Affairs) Prof Graham Martin	160

Table 18: 40th Anniversary Conference (cont'd)

Programme	Speaker(s)	Attendance
Plenary Session I: "Suicide Trends...a Global and Asia Pacific Perspective"	Dr Alex Su (Consultant Psychiatrist, Head of Emergency Service, IMH)	
Plenary Session II: "Feeling Blue or Seeing Red? A National Mental Health Plan for Children and Adolescents"	Dr Daniel Fung (Senior Consultant Psychiatrist, Chief of Dept. of Child and Adolescent Psychiatry, IMH)	
Panel Discussion: "Responding to Suicide Prevention – A Community Approach"	Dr Daniel Fung Prof Graham Martin Dr Alex Su Dr Tan Chue Tin (Senior Consultant Psychiatrist, Mt. Elizabeth Medical Centre) Mrs Tan-Lee Yoke Yin (Deputy Director, SOS)	
Concurrent Workshops:		
• "Working with Youths"	Prof Graham Martin	
• "Prevention and Intervention Work with Families"	Mrs Juliana Toh (Clinical Director, Counselling & Care Centre)	
• "After a Suicide Death: A Survivor's Journey"	Ms Ophelia Ooi (Senior Counsellor, SOS)	
Closing Address	Ms Christine Wong (Executive Director, SOS)	
Total		303

"Inspiring and engaging."

"Have taken home some useful tips and ideas on how to improve my organisation's programmes in terms of suicide prevention, intervention and postvention."

"Interesting sessions. Topics discussed were relevant for my counselling work."

Survivors' Forum

On 18 Sep '10, SOS held its fourth run of the "Surviving and Beyond" closed-door forum, organised exclusively for suicide survivors. Three survivors (who were involved in the Healing Bridge support group as group facilitators) formed the panel of speakers at the forum. They shared their personal grief journey with the participants, all of whom had experienced losing their loved ones through suicide. The forum was held in two sessions – English and Mandarin, which were conducted concurrently. Complimentary copies of the book "Why?: When Both My Parents Took Their Lives" written by a local survivor, were distributed to all the participants.

All of the participants who attended the forum indicated that they had benefitted from the session in their feedback forms. Of the 25 survivors who attended the forum, nine expressed interest in either joining the Healing Bridge support groups or seeking individual/family counselling.

PUBLICITY

Raising awareness of
SOS services



PUBLICITY

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. SOS also revamped its website, refreshed and updated information on its collaterals to enhance outreach to the general public.

MEDIA PUBLICITY

Services and Activities

In collaboration with the media, SOS aims 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.

Table 19: Media Exposure

Print	Lianhe Wanbao, Lianhe Zaobao, My Paper, Shin Min Daily News, Tamil Murasu, The New Paper, The Straits Times, The Straits Times - Mind Your Body, The Sunday Times, Today
TV	Channel NewsAsia, Mediacorp TV Channel 5, Channel 8, Channel U, Suria
Online	AsiaOne.com, ChannelNewsAsia.com, inSing.com, Straitstimes.com, Todayonline.com, Xinmsn.com, Yahoo News, ZDNetAsia.com
Radio	Mediacorp News 93.8

Volunteer Recruitment Drive

Recruitment of volunteers is an ongoing process to ensure we have an adequate pool of volunteers to operate the 24-hour hotline. SOS would like to express our gratitude to the following organisations and publications for their support in our volunteer recruitment publicity 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 Pte Ltd
- The Finder magazine
- Cold Storage Supermarket
- Mediacorp Pte Ltd
- Today paper
- Methodist Welfare Services
- NTUC Fairprice
- NTUC Income
- Neighbourhood News
- National University of Singapore Society (NUSS)
- The Graduate magazine
- Singapore Press Holdings
- Lianhe Zaobao Classified
- The Straits Times
- Wesley Methodist Church
- Tidings magazine

OTHER PUBLICITY EFFORTS

Revamp of SOS Website and Collaterals

In the review period, SOS did a revamp of its corporate website (www.SOS.org.sg) and collaterals in order to enhance its communication and outreach to the general public.

The revamped website saw an improvement in its navigation, with more information on suicide prevention and postvention being included on the site. Information on SOS and its services were also more prominently displayed, as compared to the previous website. During the same period, SOS also refreshed the design and updated information in its service brochures, cards, posters and tissue packs, which highlighted SOS 24-hour hotline and email befriending service.



SOS Revamped Website - www.SOS.org.sg

Distribution of Collaterals

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

In the review period, SOS also participated in a couple of local community outreach events. SOS would like to express our thanks to the People's Association and Fuchun Community Club @Marsiling Constituency for providing SOS a booth during their Emergency Preparedness Day on 4 Jul '10. SOS would also like to thank the Clementi Police Division for including SOS in their exhibition during their Community Engagement and Crime Prevention Day on 19 Feb '11. SOS brochures and cards were distributed to the members of the community at both events.



SOS Booth at Marsiling Emergency Preparedness Day – 4 Jul '10



SOS Booth at Clementi Police Division Community Engagement and Crime Prevention Day – 19 Feb '11

PROFESSIONAL MEMBERSHIP



PROFESSIONAL MEMBERSHIP

AFFILIATION TO BEFRIENDERS WORLDWIDE

SOS is privileged to be a part of the global partnership in crisis intervention and suicide prevention. The Befrienders Worldwide (BW) is a global network consisting of 161 centres in 27 countries on six continents, with 8,500 volunteers trained to offer emotional support to people in distress.

To raise the international profile of BW, a Befrienders Worldwide Steering Group (BWSG) was formed in 2006. The BWSG is responsible for establishing the strategic directions of BW, developing a Charter, guidelines for membership and providing input for future policies and developmental programmes. The BWSG is made up of regional co-ordinators from eight regions; they maintain contact with other regional centres, collate feedback on regional issues and where possible, assist in setting up regional networks in their specific regions. Singapore was the appointed Coordinator of the East Asia region, which includes centres in Hong Kong, Japan, Malaysia, Thailand and Singapore. Each regional co-ordinator serves a term of three years on a rotational basis. Having fulfilled its term of service, SOS handed over the role of regional co-ordinator at the start of 2011 to Samaritans of Thailand.

During the review period, SOS in our role as the East Asia Regional Co-ordinator, participated in two BWSG teleconference discussions, three discussions over Skype, and a meeting at the York University, UK, on 24 Sep '10, where the Samaritans UK/ROI 50th Annual Conference was held. Three members from SOS also attended the Samaritans Conference and the International Training Event (ITE) held in York on 25 Sep '10.

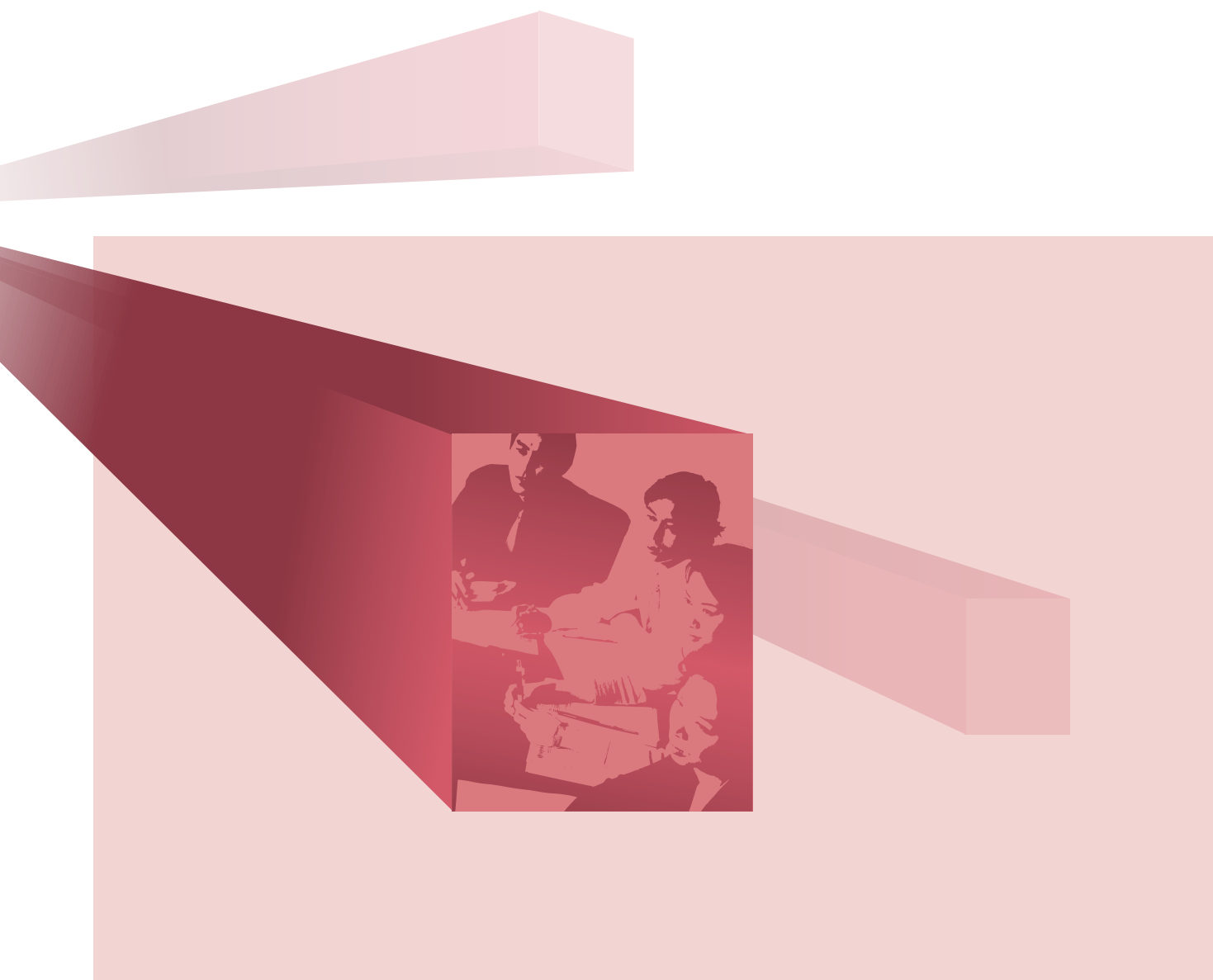
One key BW programme is the Twinning Scheme which enables centres and branches to share good practices. SOS is twinned with the Bristol Samaritans Branch in UK and three Singapore Samaritans visited their branch on 22 Sep '10.

A befriender from Samaritans of Thailand visited SOS on 6 Sep '10. SOS also hosted eight foreign Befriender delegates from Australia, Japan and Malaysia during the 40th Anniversary Conference.

OTHER AFFILIATIONS

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

TRAINING AND DEVELOPMENT



TRAINING AND DEVELOPMENT

STAFF 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.

Date	Programme	Organiser	Attendance
2-3 Jun '10	Applied Suicide Intervention Skills Training (ASIST) Workshop	Singapore General Hospital-Living Works	1
8-9 Jun '10	Establishing Competitive Compensation (Salary and Rewards) Strategies for VWOs/Charities	Social Service Training Institute (SSTI)	1
21-22 Jun '10	Generating Conversations: A Systemic Psychotherapy Conference in Memory of Anthony Yeo	Counselling and Care Centre	7
26-27 Jul '10	Suicide Prevention: The Solution Focused Approach	Academy of Solution Focused Training	1
19 Aug '10	Clinical Session	Counselling and Care Centre	9
20 Aug '10	Donor Outreach Through Social Media	SSTI	1
23 Aug '10	Internal Controls: Gen Accounting, FA, Inventory and HRM	SSTI	1
23-26 Sep '10	Befrienders Worldwide International Training Event and Samaritans 50th Annual Conference	Befrienders Worldwide, Samaritans, UK	2
7 Oct '10	Social Media Immersion Programme	Infocomm Development Authority (IDA)	1
12 Oct '10	NCSS Conference-Innovation: Applications in Policy and Practice	National Council of Social Service (NCSS)	1
13 Oct '10	Dr Robert C.K. Loh-SSTI Eldercare Public Lecture: Breaking the Myths of Caregiving	SSTI	1
11 Nov '10	Clinical Session	Counselling and Care Centre	8
29-30 Nov '10	Social Branding for NPOs	Ideas and Concepts	1
30 Nov '10	Skills in Leading Volunteers Workshop	Integrative Learning	1
10 Jan '11	Youth Mental Health Care: Dialogue Session with Professor Patrick McGorry	Institute of Mental Health (IMH)	1
13 Jan '11	Inaugural Family Service Centre (FSC) Seminar	SSTI	2
10 Feb '11	Engaging Hearts and Minds: Working with Malay Youths	SSTI	1
24 Feb '11	Charity Council Governance Seminar: The Refined Code of Governance-What it Means for You and Your Charity	SSTI	1
7-8 Mar '11	Mental Health First Aid: Older Person	SSTI	1
8 Mar '11	Riding the Next Wave of Change to the Employment Act	SSTI	2
10-11 Mar '11	Achieve Breakthrough Performance in Donor/Client Database Management for NPOs	SSTI	1

11 Mar '11 25 Mar '11	Project REBUILD	Assisi Hospice, Lien Centre for Palliative Care	1
25 Mar '11	Participatory Leadership: Getting Stakeholder and Employee Engagement and Ownership	SSTI	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.

Table 21: External Training for Board Members			
Date	Programme	Organiser	Attendance
9-10 Oct '10	The Befrienders KL Conference	The Befrienders KL	1
12 Oct '10	NCSS Conference-Innovation: Applications in Policy and Practice	NCSS	1
24 Feb '11	Charity Council Governance Seminar: The Refined Code of Governance-What it Means for You and Your Charity	SSTI	1
25 Feb '11	Strategic Thinking for NPO Boards and Management: How to go from Mere Existence to Relevance	SSTI	1

FINANCIAL REPORT



TREASURER'S REPORT

SOS ended the financial year as at 31 Mar '11 with a surplus of \$36,070 and our liquidity position improved by \$99,494 to \$1,114,764. 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 variances were as follows:-

(I) Income

Total income in 2010/11 was \$161,784 (13%) lower compared to 2009/10 but it exceeded the year's budget by \$44,723 (4%).

	Note	2010/11	%	2009/10	%	Variance
		\$		\$		\$
NCSS Funding	1	965,030	87%	935,398	73%	29,632
VCF Funding	2	1,340	0%	112,279	9%	(110,939)
Tote Board Social Service Fund		0	0%	18,536	2%	(18,536)
Public Education	3	68,476	6%	93,904	7%	(25,428)
Other Donations	4	29,003	3%	16,409	1%	12,594
Interest Income		3,141	0%	2,363	0%	778
Membership Fees		344	0%	338	0%	6
Other Income	5	6,028	1%	46,748	4%	(40,720)
		1,073,362		1,225,975		(152,613)
Capital Donation - Amortisation		38,914	3%	48,085	4%	(9,171)
		1,112,276	100%	1,274,060	100%	(161,784)

The major sources of income were:

- 1) NCSS funding, comprising 87% of our resources.
- 2) SOS applies to VCF for its training and VCF ICT Core Components Grants. It also received funding for Local Outreach to Suicide Survivors (LOSS) programme which started in 2007 and ended in January 2010. The VCF funding dropped when VCF funding for LOSS ceased. Tote Board Social Service Fund took over from VCF fund on the funding of LOSS programme. It will cover 50% of the LOSS programme, and reported separately under LOSS fund.
- 3) Revenue from public education took a dip because it had to be sidelined when resources were channelled to organising events to celebrate the 40th Anniversary of SOS. Suicide Awareness Week had been replaced by the 40th Anniversary Conference. As a result, no income was generated during the Suicide Awareness Week.
- 4) Unsolicited donations of \$15,503 was 2.4 times that of \$4,609 received in FY2009/10. 62% (\$9,641) came from SGGives donation portal. \$13,000 of other donations was solicited specifically for the 40th Anniversary Annual Volunteers Appreciation Dinner.
- 5) The final payment for Jobs Credit scheme from the government was received in June 2010. The discontinuation of the Job Credit scheme resulted in a reduction of Other Income in FY2010/11.

(II) Expenditure

Total operating expenditure in 2010/11 decreased by S\$157,917 (13%) compared to 2009/10.

	Note	2010/11	%	2009/10	%	Variance
		\$		\$		\$
Salaries, Bonuses And Other Benefits		893,945	83%	887,094	72%	(6,851)
Communications		18,161	2%	23,464	2%	5,303
Maintenance of Equipment, Housekeeping	1	21,014	2%	106,985	9%	85,971
Printing and Stationery		7,614	1%	15,170	1%	7,556
Rental And Utilities		39,268	4%	45,022	4%	5,754
Volunteer Development		22,259	2%	21,545	2%	(6,279)
Other Expenses	2	30,752	3%	79,351	6%	54,164
		1,033,013		1,178,631		145,618
Depreciation of Assets		43,193	3%	55,492	4%	12,299
		1,076,206	100%	1,234,123	100%	157,917

The lower expenditure compared to 2009/10 was due to:

- 1) Maintenance of equipment had dropped significantly from \$106,985 in FY2009/10 to \$21,014 in FY2010/11 because a separate IT Fund had been set up to fund the maintenance of the telephone system.
- 2) Bulk of the cost for revamping of SOS website had incurred in FY2009/10, resulting in lower Advertising cost under other expenses for FY 2010/11.

LEE SOOK FUNG
TREASURER

STATEMENT BY BOARD MEMBERS

In our opinion, the accompanying statement of financial position and statement of comprehensive income, statement of changes in accumulated fund and specific funds and statement of cash flows together with the notes set out on pages 37 to 50 are properly drawn up in accordance with Singapore Financial Reporting Standards so as to give a true and fair view of the state of affairs of SAMARITANS OF SINGAPORE as at 31 Mar '11 and of the results for the year ended on that date.

On Behalf of the Board,

ROBERT LIM HUI BENG
CHAIRMAN

LEE SOOK FUNG
TREASURER

Singapore

Date: 17 Jun '11

INDEPENDENT AUDITORS' REPORT

We have audited the accompanying financial statements of SAMARITANS OF SINGAPORE ("the Society") which comprise the statement of financial position as at 31 Mar '11, the statement of comprehensive income, the statement of changes in accumulated fund and specific funds and the statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

The financial statements for the year ended 31 Mar '10 were audited by another auditor whose report dated 3 May '10 expressed an unqualified opinion on those statements.

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 comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor, considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Management Committee, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion,

- a) the financial statements are properly drawn up in accordance with the provisions of the Singapore Financial Reporting Standards so as to give a true and fair view of the state of affairs of the Society as at 31 March 2011 and the results, changes in accumulated fund and specific funds and cash flows of the Society for the year ended on that date; and
- b) the accounting and other records required regulations under the Societies Act Cap.311 to be kept by the Society have been properly kept in accordance with those regulations.

NG, VUN & COMPANY
Certified Public Accountants

Singapore

Date: 17 Jun '11

STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 MAR '11

	Note	2011	2010
INCOME	\$	\$	\$
Amortisation of Deferred Capital Donations	12	38,914	48,085
Designated Project Donation		13,500	11,800
Interest Income		3,141	2,363
Membership Fees		344	338
NCSS Cyclical Maintenance Grant		-	33,393
NCSS Funding For Operating Expenses	3	963,590	902,005
NCSS Telecom Subsidy		1,440	1,800
Other Income	4	3,303	44,128
Programme Fees		7,150	2,780
Public Education: Emotional First Aid		1,240	410
Public Education: Suicide Awareness Week		-	20,165
Public Education: Suicide Awareness Workshops		-	100
Public Education: Suicide Intervention Workshops		60,086	70,449
Tote Board Social Service Fund		-	18,536
Unsolicited Donation		15,503	4,609
VCF Funding		1,340	112,279
Volunteer Development		2,725	820
Total Income		1,112,276	1,274,060
LESS: EXPENDITURE			
Advertising		20,258	46,531
Audit Fees		2,280	2,850
Communications		18,161	23,464
CPF/SDF		92,718	89,330
Depreciation of Plant And Equipment	6	43,193	55,492
Housekeeping and Others		5,532	8,903
Insurance		2,663	5,822
Loss on Disposal of Plant and Equipment		321	-
Maintenance of Equipment		6,688	26,814
Maintenance of Land and Building		8,794	71,268
Membership Fees		696	1,362
Miscellaneous		735	863
Other Staff Benefits		14,928	15,696
Printing and Stationery		7,614	15,170
Public Education: Suicide Intervention Workshops		2,395	2,786
Public Education: Suicide Awareness Week		-	15,149
Recruitment		622	-
Rental of Building		17,670	22,087
Salaries and Bonuses		780,847	771,969
Specific Assistance to Clients		32	64
Training and Related Costs		4,830	10,099
Transport		1,372	3,924
Utilities		21,598	22,935
Volunteer Development		22,259	21,545
Total Expenditure		1,076,206	1,234,123
SURPLUS FOR THE YEAR		36,070	39,937
Other Comprehensive Income		-	-
Total Comprehensive Income for The Year		36,070	39,937

The accompanying notes form an integral part of these financial statements.

STATEMENT OF FINANCIAL POSITION AS AT 31 MAR '11

	Note	2011	2010
ASSETS		\$	\$
NON-CURRENT ASSETS			
Plant and Equipment	6	121,901	164,460
CURRENT ASSETS			
Other Receivables	7	31,649	55,970
Fixed Deposits	8	741,000	739,166
Cash and Bank Balances	9	373,764	276,104
		1,146,413	1,071,240
LESS: CURRENT LIABILITIES			
Other Payables		32,485	43,602
NET CURRENT ASSETS		1,113,928	1,027,638
NET ASSETS		1,235,829	1,192,098
FUNDS			
Accumulated Funds		703,930	667,860
Anniversary Fund	10	48,432	90,671
Anthony Yeo's Memorial Fund	11	65,038	5,000
Deferred Capital Donations	12	106,936	152,793
Healing Bridge Fund	13	9,957	11,206
IT Fund	14	48,848	28,383
LOSS Fund	15	162,372	125,000
Volunteers Development & Care Fund	16	90,316	111,185
TOTAL FUNDS		1,235,829	1,192,098

STATEMENT OF CHANGES IN ACCUMULATED FUND AND SPECIFIC FUNDS FOR THE FINANCIAL YEAR 31 MAR '11

	Note	Accu- mulated Fund	Anni- versary Fund	Anthony Yeo's Memorial Fund	Deferred Capital Donations	Healing Bridge Fund	IT Fund	LOSS Fund	President's Challenge Fund	Volunteers Develop- ment & Care Fund	Total
		(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
Balance As At 1 Apr '10		667,860	90,671	5,000	152,793	11,206	28,383	125,000	-	111,185	1,192,098
Net Movement for The Year		-	12,175	5,624	(6,943)	(1,249)	20,465	37,372	-	(20,869)	46,575
Amortisation to Statement of Comprehensive Income for The Year		-	-	-	(38,914)	-	-	-	-	-	(38,914)
Total Comprehensive Income for The Year		36,070	-	-	-	-	-	-	-	-	36,070
Fund Transfer	10	-	(54,414)	54,414	-	-	-	-	-	-	-
Balance As At 31 Mar '11		703,930	48,432	65,038	106,936	9,957	48,848	162,372	-	90,316	1,235,829
Balance As At 1 Apr '09		536,234	93,023	-	158,583	11,725	32,691	-	193,000	117,100	1,142,356
Net Movement for The Year		-	(2,352)	5,000	42,295	(519)	(39,308)	125,000	(41,311)	(5,915)	82,890
Amortisation to Statement of Comprehensive Income for The Year		-	-	-	(48,085)	-	-	-	-	-	(48,085)
Total Comprehensive Income for The Year		39,937	-	-	-	-	-	-	-	-	39,937
Fund Transfer		116,689	-	-	-	-	35,000	-	(151,689)	-	-
Refund Overfunding to NCSS		(25,000)	-	-	-	-	-	-	-	-	(25,000)
Balance As At 31 Mar '10		667,860	90,671	5,000	152,793	11,206	28,383	125,000	-	111,185	1,192,098

The accompanying notes form an integral part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE FINANCIAL YEAR ENDED 31 MAR '11

	Note	2011	2010
CASH FLOW FROM OPERATING ACTIVITIES		\$	\$
Surplus For The Financial Year		36,070	39,937
Adjustments For:			
Amortisation of Deferred Capital Donations	12	(48,642)	(48,085)
Depreciation of Plant and Equipment	6	53,990	55,492
Interest Income		(3,141)	(2,363)
Loss/(Gain) On Disposal Of Plant and Equipment		402	(572)
Surplus Before Working Capital Changes		38,679	44,409
Changes In Working Capital:			
Decrease/ (Increase) In Other Receivables		24,321	(674)
Decrease/ (Increase) In Other Payables		(11,117)	39,969
Net Cash (Used In)/Generated from Operating Activities		51,883	83,704
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of Plant and Equipment	6	(11,833)	(51,001)
Proceed from Sale of Plant and Equipment		-	572
Net Cash Flow (Used In) Investing Activities		(11,833)	(50,429)
CASH FLOW FROM FINANCING ACTIVITIES			
Net Payments in Anniversary Fund		(42,239)	(2,352)
Net Receipts in Anthony Yeo's Memorial Fund		60,038	5,000
Net Payments in Healing Bridge Fund		(1,249)	(519)
Net receipts/(Payments) in IT fund		23,250	(762)
Net Receipts in LOSS fund		37,372	125,000
Net Payments in President's Challenge Fund		-	(37,562)
Net Payments in Volunteers Development & Care Fund		(20,869)	(5,915)
Refund Overfunding From NCSS		-	(25,000)
Interest income		3,141	2,363
Net Cash Flow Generated From Financing Activities		59,444	60,253
Net Increase In Cash Equivalent		99,494	93,528
Cash And Cash Equivalents At Beginning Of Year		1,015,270	921,742
Cash And Cash Equivalents At End Of Year		1,114,764	1,015,270
Represented By:			
Fixed Deposits		741,000	739,166
Cash and cash balances	9	373,764	276,104
Cash and Cash Equivalents at End of Year		1,114,764	1,015,270

The accompanying notes form an integral part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 MAR '11

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.

There have been no significant changes in the nature of these objective and activities during the year.

2. SIGNIFICANT ACCOUNTING POLICIES

2.1) Basis of preparation

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

The financial statements have been prepared under the historical cost convention except as disclosed in the accounting policies below.

The financial statements are presented in Singapore Dollars (S\$) and all values are rounded to the nearest unit except when otherwise indicated.

The accounting policies have been consistently applied by SOS and are consistent with those used in the previous year.

2.2) Interpretation and amendments to published standards effective in 2010

On 1 January 2010, SOS has adopted the new or revised FRS and Interpretations of FRS ("INT FRS") that are mandatory for application from that date. Changes to the Society's accounting policies have been made as required, in accordance with the transitional provisions in the respective FRS and INT FRS. The adoption of these FRS and INT FRS did not result in any substantial changes to SOS accounting policies.

2.3) Standards issued but not yet effective

SOS has not adopted the following standards and interpretations that have been issued but not effective:

Description	Effective for annual period beginning on or after
Amendments to FRS 24 Related Party Disclosures	1 Jan '11

The Board members anticipate that the adoption of these standards and interpretations above will have no material impact on the financial statements in the period of initial application.

2.4) 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 (S\$) of the primary economic environment in which SOS operates (ie. Functional Currency).

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

2.5) Plant and equipment

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

The carrying values of 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 embodies in the items or plant and equipment.

All items of plant and equipment are written off upon disposal or when no economics 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.

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 plant and equipment over their estimated useful lives as follows:

	<u>No. of Years</u>
Furniture and fittings	5
Office equipment	5

The residual values and useful lives of the asset 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.

2.6) Impairment of non-financial assets

At the end of each reporting period, SOS reviews the carrying amounts of its non-financial assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of an individual asset, SOS estimates the recoverable amount of the cash-generating unit ("CGU") to which the asset belongs.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

If the recoverable amount of an asset (or CGU) is estimated to be less than its carrying amount, the carrying amount of the assets (or CGU) is reduced to its recoverable amount. An impairment loss is recognised immediately in the profit or loss.

Where an impairment loss subsequently reverses, the carrying amount of the asset (or CGU) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or CGU) in prior financial years. A reversal of an impairment loss is recognised immediately in profit or loss.

2.7) Cash and cash equivalents

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

2.8) 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.

2.9) 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.

2.10) 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.

2.11) 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.

2.12) Deferred capital donations

Donations and grant received for the purchase of capital assets are accounted for in the respective capital fund accounts. Amounts utilised for purchase of 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.

2.13) 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 instalments.

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

2.14) Provisions

Provisions are recognised when SOS has a present obligation (legal or constructive) as a result of a past event, it is probable that the SOS will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, the receivable is recognised as an asset if it is virtually certain that reimbursement will be received and the amount of the receivable can be measured reliably.

2.15) Critical judgements, assumptions and estimation uncertainties

SOS makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

Depreciation of plant and equipment

Plant and equipment are depreciated on a straight-line basis over their estimated useful lives, after taking into account their estimated residual value. SOS assesses annually the residual value and the useful life of the plant and equipment and if the expectation differs from the original estimate, such difference will impact the depreciation in the period in which such estimate has been changed. The carrying amounts of the plant and equipment are disclosed in Note 6.

3. NCSS FUNDING FOR OPERATING EXPENSES

	2011	2010
	(\$)	(\$)
NCSS Funding For Operating Expenses	943,590	828,216
VWO Supplementary Fund – 1 st Tier	-	8,289
VWO Supplementary Fund – 2 nd Tier	-	50,000
Donations Raised By NCSS	20,000	15,500
	963,590	902,005

4. OTHER INCOME

	2011	2010
	(\$)	(\$)
Jobs credit	3,303	43,556
Gain on disposal of plant and equipment	-	572
	3,303	44,128

5. EMPLOYEE BENEFITS

	2011	2010
	(\$)	(\$)
Salaries	606,530	624,458
Bonus	174,317	147,511
CPF contribution	92,718	89,330
Training	4,830	10,099
Recruitment	622	-
Other staff benefits	14,928	15,696
	893,945	887,094

The remuneration for the year was in the following categories:

Gross annual salary band		
Less than \$50,000	11	14
\$50,001 to \$100,000	3	3
	14*	17

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

* Excludes 3 staff from LOSS service (Note 15)

6. PLANT & EQUIPMENT

	Furniture & Fittings	Office Equipment	Total
	(\$)	(\$)	(\$)
Cost			
At 1 Apr '09	145,873	394,597	540,470
Additions	7,267	43,734	51,001
Disposal	(3,613)	(1,451)	(5,064)
At 31 Mar '10 and 1 Apr '10	149,527	436,880	586,407
Additions	2,355	9,478	11,833
Disposal	(1,956)	(4,087)	(6,043)
At 31 Mar '11	149,926	442,271	592,197
Accumulated depreciation			
At 1 Apr '09	140,955	230,564	371,519
Depreciation for the year	4,657	50,835	55,492
Disposal	(3,613)	(1,451)	(5,064)
At 31 Mar '10 and 1 Apr '10	141,999	279,948	421,947
Depreciation for the year	2,655	51,335	53,990
Disposal	(1,956)	(3,685)	(5,641)
At 31 Mar '11	142,698	327,598	470,296
Net book value:			
At 31 Mar '11	7,228	114,673	121,901
At 31 Mar '10	7,528	156,932	164,460

7. OTHER RECEIVABLES

	2011	2010
	(\$)	(\$)
Account Receivables	-	200
Accrued Income	-	40,745
Deposits	5,356	4,202
Interest Receivables	2,592	1,289
Prepayments	23,701	9,534
	31,649	55,970

8. FIXED DEPOSITS

Interest on fixed deposits is earned at rates of between 0.1% and 0.8% (2010: 0.1% and 0.8%) per annum.

9. CASH AND BANK BALANCES

	2011	2010
	(\$)	(\$)
Cash at Bank	373,255	275,699
Cash on Hand	509	405
	373,764	276,104

10. ANNIVERSARY FUND

This fund is set up for activities organised to celebrate SOS Anniversary programmes.

	2011	2010
	(\$)	(\$)
Balance at beginning of year	90,671	93,023
Add: Receipts		
Donations	-	500
Other Income	544	476
Proceeds from events	54,414	-
	145,629	93,999
Less: Expenditures		
Supplies & materials	3,393	2,942
Meals, refreshments and transport	1,783	386
Fund raising activities	37,607	-
	(42,783)	(3,328)
Less: Fund transfer to Anthony Yeo's fund (Note 11)	(54,414)	-
Balance at end of year	48,432	90,671

The transfer of Anniversary fund of S\$54,414/- to Anthony Yeo's memorial fund has been duly approved by the Board Members.

11. ANTHONY YEO'S MEMORIAL FUND

The late Anthony Yeo, former Chairman of SOS, provided clinical sessions to meet staff development needs. This fund was initiated by a donation from his wife to support the staff development in SOS. Subsequently, other donors rendered their support for this fund over the last two years.

	2011	2010
	(\$)	(\$)
Balance at beginning of year	5,000	-
Add: Donations received	6,524	5,000
Fund transfer from Anniversary fund (Note 10)	54,414	-
Less: Clinical session expenses	(900)	-
Balance at end of year	65,038	5,000

The transfer of Anniversary fund of S\$54,414/- to Anthony Yeo's memorial fund has been approved by the Board Members.

12. DEFERRED CAPITAL DONATIONS

	2011	2010
	(\$)	(\$)
Balance at beginning of year	152,793	158,583
Add: Purchase of plant and equipment	2,785	42,295
Less: Amortisation charged to statement of comprehensive income	(38,914)	(48,085)
Less: Amortisation charged to LOSS fund (Note 15)	(9,728)	-
Balance at end of year	106,936	152,793

13. HEALING BRIDGE FUND

The fund is set up for the operations of the Healing Bridge programme.

	2011	2010
	(\$)	(\$)
Balance at beginning of year	11,206	11,725
Add: Receipts		
Donations	300	-
Proceeds from book sale	2,832	1,383
	14,338	13,108
Less: Expenditures		
Supplies & materials	300	-
Meals and refreshments	1,000	1,384
Purchase of books	3,081	438
Book related expenses	-	80
	(4,381)	(1,902)
Balance at end of year	9,957	11,206

14. IT FUND

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

	2011	2010
	(\$)	(\$)
Balance at beginning of year	28,383	32,691
Add: Receipts		
Donations	42,500	17,350
Fund transfer	-	35,000
	70,883	85,041
Less: Expenditures		
Refreshments	-	635
Supplies & materials	19,250	17,477
Purchase of plant and equipment (Note 12)	2,785	38,546
	(22,035)	(56,658)
Balance at end of year	48,848	28,383

15. 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.

	2011	2010
	(\$)	(\$)
Balance at beginning of year	125,000	-
Add: Receipts		
Donations – Dato' Low Tuck Kwong	100,000	100,000
Donations – Singapore Totalisator Board and Singapore Turf Club	-	25,000
Amortisation of deferred capital donations (Note 12)	9,728	-
Tote Board Social Service Fund	129,199	-
	363,927	125,000
Less: Expenditures		
Audit fees	570	-
CPF/SDL	17,828	-
Depreciation of plant and equipment (Note 6)	10,797	-
Insurance	666	-
Repair and maintenance	3,871	-
Rental of building	4,417	-
Salaries, bonuses and related costs	136,800	-
Specific assistance to clients	8	-
Volunteer development	5,565	-
Other operating expenses	21,033	-
Total expenditure	(201,555)	-
Balance at end of year	162,372	125,000

The remuneration for the year was in the following categories:

Gross annual salary band		
Less than \$50,000	2	-
\$50,001 to \$100,000	1	-
	3	-

16. VOLUNTEERS DEVELOPMENT & CARE FUND

The fund is set up for volunteers to attend training workshops.

	2011	2010
	(\$)	(\$)
Balance at beginning of year	111,185	117,100
Add: Receipts		
Donations	3,600	420
	114,785	117,520
Less: Expenditures		
Bereavement donation	291	-
Leaders retreat	6,296	4,833
Library	230	268
Supplies & materials	51	-
Training expenses	16,217	99
Transport	1,384	1,135
	(24,469)	(6,335)
Balance at end of year	90,316	111,185

17. 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.

18. LEASE COMMITMENT

Minimum lease payments recognised as an expense for the financial year ended 31 Mar '11 amounted S\$25,171/- (2010: S\$25,171/-).

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

	2011	2010
	(\$)	(\$)
Not later than one financial year	2,313	3,084
Later than one financial year but not later than 5 financial years	-	2,313

19. RESERVE POLICY

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

20. FINANCIAL RISK MANAGEMENT

SOS' activities expose it to minimal financial risks and overall risk management is determined and carried out by the Board. SOS' policies for managing each of these risks are summarized below:

20.1) 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. The sensitivity analysis for changes in interest rate risk is not disclosed as the effect on the statement of comprehensive income is considered not significant.

20.2) 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.

20.3) Liquidity risk

Liquidity risk reflects the risk that SOS will have insufficient resources to meet its financial liabilities as fall due. In the management of liquidity risk, SOS monitors and maintains a level of bank balances deemed adequate by the management to finance SOS' operations and mitigate the effects of fluctuations in cash flows.

20.4) Fair value of financial assets and financial liabilities

The fair value of financial assets and financial liabilities reported in the balance sheet approximate their carrying amount.

PATRON, BOARD OF MANAGEMENT, CONSULTANTS AND STAFF



PATRON, BOARD OF MANAGEMENT, CONSULTANTS AND STAFF

PATRON	
Mr MAH BOW TAN, MINISTER FOR NATIONAL DEVELOPMENT	
BOARD OF MANAGEMENT	
CHAIRMAN	Mr ROBERT LIM HUI BENG (RE-APPOINTED 23 JUL '10)
VICE CHAIRMAN	Mr STEPHEN YONG YOON FUI (RE-APPOINTED 23 JUL '10)
SECRETARY	Ms LIM LILY (RE-APPOINTED 23 JUL '10)
TREASURER	Ms LEE SOOK FUNG (RE-APPOINTED 23 JUL '10)
MEMBERS	Ms CHRISTINA LOH (RE-APPOINTED 24 JUL '09) Dr ADELIA LOW (RE-APPOINTED 24 JUL '09) Mr TAN BOON HUAT (APPOINTED 24 JUL '09) Dr TAN CHUE TIN (APPOINTED 24 JUL '09) Mr TAY TZE SIONG (APPOINTED 24 JUL '09) Ms LIM SUU KUAN (RE-APPOINTED 23 JUL '10) Dr GILBERT TAN YIP WEI (RE-APPOINTED 23 JUL '10) Ms CYNTHIA WEE GUEK CHENG (RE-APPOINTED 23 JUL '10)
HR SUB-COMMITTEE	
MEMBERS	Mr ROBERT LIM HUI BENG Ms JESSIE QUEK Mr TAN SENG NAN Mr WANG CHOO YAP
IT SUB-COMMITTEE	
MEMBERS	Mr ROBERT LIM HUI BENG Mr SHIVRAM CHANDRASEKHAR Mr LEE JUN KIAT Dr FRANCIS PAVRI
CONSULTANT	Mr NIGEL BRUIN
PROFESSIONAL CONSULTANTS	
THERAPISTS	Mr TAN BOON HUAT Mrs JULIANA TOH
CONSULTANT PSYCHIATRIST	Dr TAN CHUE TIN
LAWYERS	Ms LEE GECK HOON ELLEN Mr S SIVANESAN Ms GWENDOLINE TEO SIEW KIM
AUDITOR	
NG, VUN & COMPANY	
BANKER	
DBS BANK LTD SINGAPURA FINANCE LTD STANDARD CHARTERED BANK UNITED OVERSEAS BANK LTD	

STAFF	
Senior Management	
Executive Director	Ms Christine Wong
Deputy Director	Mrs Tan-Lee Yoke Yin
Client Management (including LOSS Programme)	
Senior Counsellor (Supervisor)	Ms Ophelia Ooi
Senior Social Worker	Ms Cheng Hwee Fern
Senior Counsellor	Ms Fang Mei Lin
Senior Counsellor (part-time)	Mr Victor Lam
Clinical Psychologist	Ms Wong Poh Ping (joined 22 Nov '10)
Counsellor	Ms Vivien Goh
Counsellor	Mr Garry Lim (resigned 30 Sep '10)
Programme Executive	Ms Annie Quek
Volunteer Management	
Programme Executive	Ms Lily Gan
Executive	Mr Jeffrey Tay (joined 29 Sep '10)
Programme Coordinators	Ms Rachel Koh Ms Donne Foo (till 30 Sep '10)
Recruitment and Training	
Executive	Mr Leow Yong Fatt
Corporate Communications	
Executive	Ms Serene Yap
Finance and Administration	
Finance and Administrative Manager	Ms Valerie Lim
Administrative Assistant	Ms Radha d/o Gopal (resigned 29 Sep '10)
Administrative Coordinator	Ms Donne Foo (transferred on 1 Oct '10)
Housekeeping Staff (part-time)	Mdm Poon Yeen Ling

DONORS AND FRIENDS OF SAMARITANS



DONORS AND FRIENDS OF SAMARITANS

LIST OF DONORS

We extend our heartfelt appreciation to the following individuals and organisations, and a few who chose to remain anonymous, who generously made donations in cash and kind during the year:

DONORS IN CASH

Individuals

Dato' Low Tuck Kwong	Mr Melvin Lee Chee Kiong	Mr Tan Wei Tong
Mr Ang Kah Hin	Mr Lee Cheng Cheong	Mr Tang Boon Kiat
Ms Valerie Bailey	Ms Ellen Lee	Mr Tay Wen Kai
Ms Moraig Beattie	Mr Lee Jiunn Woei	Ms Teng Kwai Fun Janice
Mr Bong Pao Ann	Mr Leong Hon Keong	Mr Leslie Teo
Mr Michele Chen	Mr Lim Chuang	Ms Teo Seow Phong
Ms Chew Ailing	Ms Lim Hoon Geok	Ms Magdaline Teo Yong
Mr Chia Yoong Keong	Mrs Lim Kim Lian Lorraine	Mr Tham Kai Leong Calvin
Mr Chian Siet Heng	Mr J M Luke	Ms Tham Kai Wai Caroline
Mdm Chong Fui Feung	Mr Sai Ram Nilgiri	Mr Kenneth Tham Wing Loon
Mr Chow Sin Yee	Ms Ong Geok Kaim	Mrs Juliana Toh
Ms Elaine Chua Kok Teng	Ms Ong Li Fang	Mr Vinod Udharam Vasanani
Ms Sylvia Deschamps	Ms Ong Sian Tjoe	Mr Krishnamoorthy Venkatanarayanan
Ms Ee Fong Beng	Mr Ow Yong Tuck Leong	Mr Wee Choo Boo
Mr Fong Kean Hin	Ms Katrina Pang Ping Ping	Ms Cynthia Wee Guek Cheng
Mr James Greene-Kelly	Mr Phua Chun Lay	Mr Wong Cheng Yong
Mr Goh Joo Leng	Ms Anita June Purasamy	Ms Wong LK Christine
Mr Goh Kiat Ling	Mr Greg Seow	Ms Doreen Woo
Ms Goh Lip Eng	Mr Gabriel Sham Mau Chi	Ms Serene Yap Shiyan
Ms Mindy Han	Mrs Shiu Soo Fang	Mr Yap Sian Koon
Ms Ho Man Wai Cindy	Ms Siew Ling	Ms Yvonne Yuen
Mr Hsiung Tai Heng	Mr S Sivanesan	
Ms Angeline Khoo	Mr Tan Boon Huat	
Mr Khoo Yong Kiong	Dr Tan Chue Tin	
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Individuals who are invited to be Friends of Samaritans help the organisation in three ways:

- They support the activities of SOS.
- They help publicise the service by making the 24-hour hotline number, 1800-221 4444, and Email Befriending address, 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:

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