

ANNUAL REPORT 12/13

An available lifeline to anyone in crisis

VISION

To be the premier organisation in suicide prevention.

MISSION

To be an available lifeline to anyone in crisis.

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FOREWORD BY THE CHAIRMAN

In August 1969, a media release from the Churches' Counselling Centre (thereafter renamed Counselling and Care Centre) with the heading *You can help in suicide prevention*, announced the upcoming establishment of Samaritans of Singapore (SOS). Its objective was to help "persons in despair or contemplating suicide" through a 24-hour hotline and befriending service.

Ever since, SOS has been active in the community with the mission to be an available lifeline to anyone in crisis as its core service. Over the years, new programmes and services were developed to better reach out and cater to the emotional needs of its service-users. In its 43 years of existence, SOS evolved to match the changing needs of its service-users.

I am proud to announce that the constitution of the Samaritans of Singapore has been amended in 2012 to better reflect our vision, mission and current practices. With this in place, members of the Board of Management, our volunteer leaders and some of the staff attended a strategic planning retreat to discuss the future direction and focus of the organisation.

The timely planning of the future of SOS can ensure that our services remain relevant, especially with the recent and upcoming changes in the social service sector. As a suicide prevention agency, we will continue to provide emotional support to people in crisis, thinking of suicide or affected by suicide. The 24-hour hotline and befriending service will continue to remain a core service of the organisation. To meet the changing needs of our service-users, we will expand on our prevention and postvention work.

Our aim is to establish ourselves as the premier organisation in suicide prevention and to continue to be a lifeline to people in crisis. We will achieve this through a cohesive workforce of both staff and volunteers, and the invaluable support of our partners, donors, Friends of Samaritans, and the general community.

Suicide prevention is everybody's business and SOS will continue to helm this movement. People may take on different roles in suicide prevention – volunteering at or supporting SOS, being involved in community projects, spreading awareness through different media, looking out for the warning signs of suicide and helping loved ones through a crisis – and each contribution counts. You can make a difference and save a life.

Robert Lim
Chairman

THE EXECUTIVE DIRECTOR'S MESSAGE

Regardless of our age, our family and friends hold a very special place in our lives. They can make us laugh, they can make us cry and sometimes they can even irritate us; but family and friends can also stand beside us in difficult times. Knowing that someone is there for us can be an incredible source of strength we can draw from to help us bear with the many hurdles of life.

Loved ones can also help to connect us to community resources and the relevant professional help. We have seen an exponential increase in the number of referrals by concerned friends and family members. We are glad to see that the community is getting more and more involved in suicide prevention. We are also heartened and motivated by the trust the public has in us.

At SOS, we believe not only in providing direct support to people in crisis, thinking of suicide or affected by suicide through the hotline, email befriending, follow-up calls and visits, counselling, support group, and the LOSS programme, but also indirectly by training and sharing our knowledge and expertise with other professionals as well as with the community.

But we would not be able to accomplish any of this without the support of so many individuals and organisations. The close collaboration between SOS and the Singapore Police Force (SPF), Family Service Centres (FSCs), schools and other community partners create a synergy which has benefitted the clients greatly over the years. I am grateful for these partnerships and hope to continue working together in suicide prevention.

I would like to express a special thanks to former President S.R. Nathan, who has nominated SOS as the beneficiary for various fund-raising activities and donations. I am also grateful to our Patron, Mr Lawrence Wong, Acting Minister for Culture, Community and Youth, and Senior Minister of State, Ministry of Communications and Information, for gracing us with his presence at a special dinner with the volunteers in October 2012.

I would also like to thank Mr J.M. Luke for his unremitting support and to acknowledge Tote Board, Great Eastern, and Singapore Pools for their financial support. I would also like to thank StarHub and DDB Group for the volunteer recruitment cum donation drive Donate-a-Tone which they produced for SOS pro-bono.

The National Council of Social Service (NCSS) and the Community Chest have supported us over the years, and I am both grateful and encouraged by their affirmation of our work.

Once again, I want to thank the SOS Board of Management, volunteers and last but not least, I want to thank my staff who unrelentingly ensures excellent service quality of the organisation and who displays unequalled passion for our cause.

Christine Wong (Ms)
Executive Director

CLIENT MANAGEMENT

HIGHLIGHTS

- Calls with suicide risk accounted for 18.4% of total incoming calls during the review period, or an average of 20 out of 108 calls a day.
- Although there was a slight dip of 2.7% in total incoming calls on the **Hotline Service** from 40,387 to 39,310, the number of incoming calls with suicide risk increased by 13.2% from 6,407 to 7,252.
- SOS has also been attending to repeat callers. 38.9% of the total incoming calls, or an average of 42 calls a day, were from regular callers who are poorly connected socially, very often struggling with mental health issues, and dependent on the SOS hotline for some form of social contact.
- The number of clients using the **Email Befriending Service** reached a new high of 1,026, an increase of 32.6% from 774. 65.4% of email clients felt suicidal at some point.
- The **Counselling Service** offered support to 150 clients during the review period, a slight dip of 6.8% in case load. About one third of them came for grief counselling after the suicide of a family member. Amongst the suicide survivors who came for counselling, a high percentage (56.5%) struggled with suicidal thoughts after losing a loved one to suicide, indicating that survivors may be at greater risk of suicide.
- There has also been a sharp increase of 40.6% in the number of clients referred to SOS for support. Staff initiated contact and attended to 766 clients referred to SOS, up from 545 in the last review period. The increase came mainly from the police (from 407 to 519 clients) and family members and friends (from 88 to 202 clients).
- The police referrals included 137 cases of suspected suicide death, up from 110 in the last review period, for follow-up under the **Local Outreach to Suicide Survivors (LOSS)** programme. The LOSS team was activated in 97 cases.

HOTLINE SERVICE

1800-221-4444

The 24-hour SOS hotline service began on 1 December 1969. For more than 40 years, the SOS hotline has been providing round-the-clock confidential emotional support by trained volunteers. Professional staff supervise the volunteers and follow up on critical cases through outcalls and SMS contact.

The hotline receives
an average of
**20 calls with
suicide risk daily**

Table 1: Incoming Calls

Contact Type	Apr '08- Mar '09	Apr '09- Mar '10	Apr '10- Mar '11	Apr '11- Mar '12	Apr '12- Mar '13
Calls with Suicide Risk	7,437	6,678	6,086	6,407	7,252
Other Crisis Calls	26,062	23,806	21,510	19,900	16,766
Regular Calls	6,946	6,509	10,156	14,080	15,292
Total Incoming Calls	40,445	36,993	37,752	40,387	39,310¹

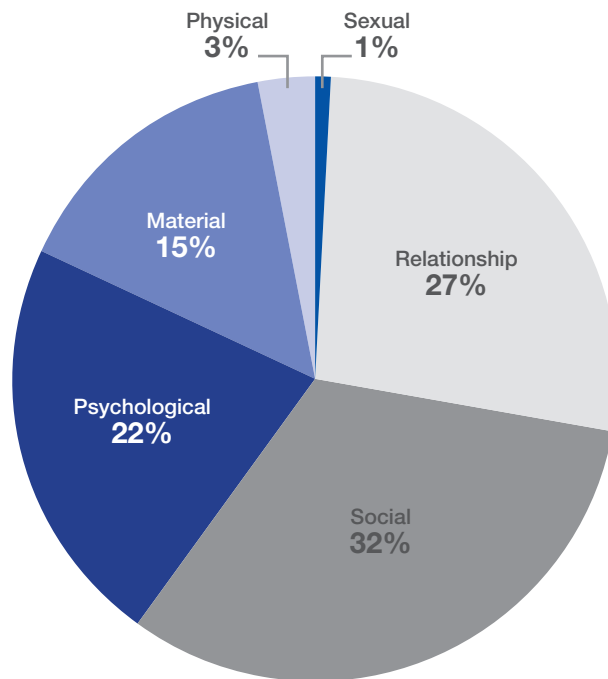
¹ Incoming calls excludes 88 enquiry calls concerning administrative and training matters.

As a suicide prevention agency, we routinely check whether clients who use our services are suicidal. The 'Suicide Question' was posed in 20,437 incoming calls. Clients expressed suicide ideation in 7,252 calls (35.5% of the 20,437 calls where the 'Suicide Question' was asked). This represents 18.4% of the 39,310 calls received during the review period.

Table 2: Outgoing Calls and Follow-up SMS

Contact Type	Apr '08- Mar '09	Apr '09- Mar '10	Apr '10- Mar '11	Apr '11- Mar '12	Apr '12- Mar '13
Outgoing Calls	2,959	2,963	3,327	3,666	3,500
Follow-up by SMS	-	413	1,262	1,977	2,059

Figure 1: Percentage Breakdown of Problems Presented in Incoming Calls



“ Thank you for what I would call, 'saving' me last time. One of the members there really helped me. It was a completely profound moment although the call was only around two minutes, thank you. ”

Relationship: Marital, family, romantic, and other types of relationships (e.g., work related).

Social: Difficulties coping with loneliness and isolation, studies, old age and caregiving issues.

Psychological: Suicide grief, grief from other losses and addiction to gambling/ alcohol and other mental health issues.

Material: Concerns over employment and accommodation problems, debt and legal difficulties.

Physical: Health and medical problems.

Sexual: Sexual health and sexual identity issues.

“ Thank you for your warm comforting voice over the phone... I could sense your concern for me which really means a lot to me even though I do not know you. ”

EMAIL BEFRIENDING
 pat@samaritans.org.sg

SOS set up the Email Befriending service in 2003 as an alternative source of emotional support to those in distress. Response time is within two working days. As this is not a 24-hour service, we encourage people in immediate crisis to call the 24-hour hotline.

Figure 2: Number of Email Clients and Responses

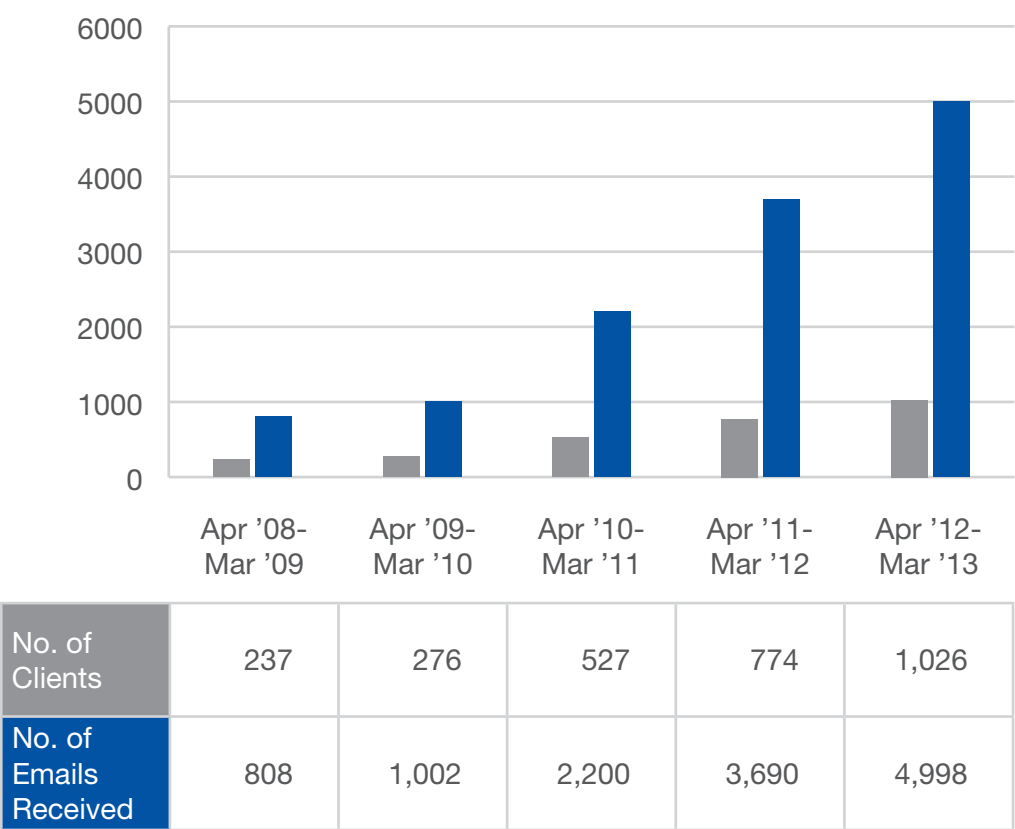


Table 3: Profile of Email Clients by Gender

Gender	Apr '10 – Mar '11	Apr '11 – Mar '12	Apr '12 – Mar '13
Female	319	512	590
Male	200	256	377
Unknown	8	6	59
Total	527	774	1,026

Table 4: Profile of Email Clients by Age

Age	Apr '10 – Mar '11	Apr '11 – Mar '12	Apr '12 – Mar '13
0 – 19	106	120	130
20 – 29	81	150	124
30 – 39	37	84	49
40 – 49	11	16	23
50 and above	5	15	17
Unknown	287	389	683
Total	527	774	1,026

343 out of 1,026 clients disclosed their age. This mode of communication is found to be favoured by younger people. Of the 343 clients, 37.9% are below the age of 20.

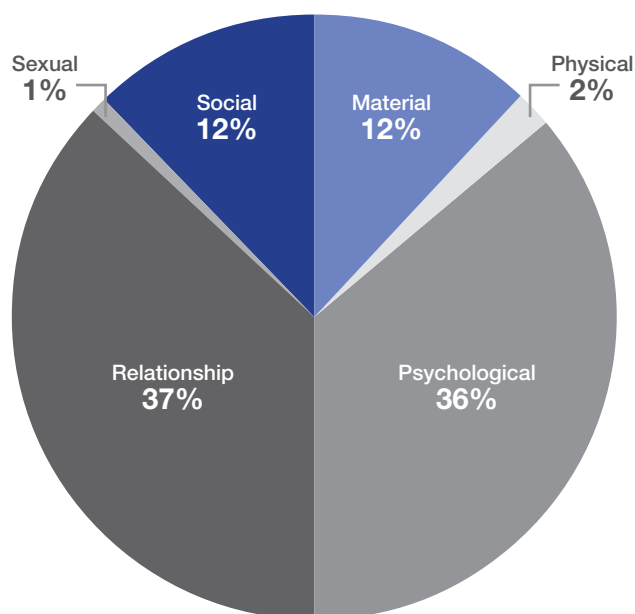
Emailing provides clients with a safe place to express their innermost thoughts and feelings. Many clients revealed thoughts of suicide as they find themselves struggling with issues such as study and work stress, and relationship difficulties. A majority of these clients were found to be feeling very down and alone, and some expressed feelings of depression and difficulties coping with life's problems.

65.4% of email clients felt suicidal at some point

Table 5: Suicide Risk of Email Clients (Apr '12- Mar '13)

Age	No. of Email Clients	No. of Clients who are Suicidal
0 – 19	130	98
20 – 29	124	85
30 – 39	49	34
40 – 49	23	19
50 and above	17	12
Unknown	683	423
Total	1,026	671

Figure 3: Percentage Breakdown of Problems Presented in Emails



“Dear Pat, thank you for being there for me. I really and truly appreciate it. I’m glad to have taken action to share my troubles with someone; it takes a load off me.”

“I believe there are many people like me who need someone to talk to, but they can’t find one and end up ending their lives. It is very sad to see that. I believe that if I knew about SOS earlier, I might not have ended up in the hospital...”

Relationship: Marital, family, romantic, and other types of relationships (e.g., work related).

Social: Difficulties coping with loneliness and isolation, studies, old age and caregiving issues.

Psychological: Suicide grief, grief from other losses and addiction to gambling/ alcohol and other mental health issues.

Material: Concerns over employment and accommodation problems, debt and legal difficulties.

Physical: Health and medical problems.

Sexual: Sexual health and sexual identity issues.

COUNSELLING SERVICE

Some clients need the support and intervention of trained professionals. The SOS counselling service is provided by in-house staff who are counsellors, psychologists or social workers.

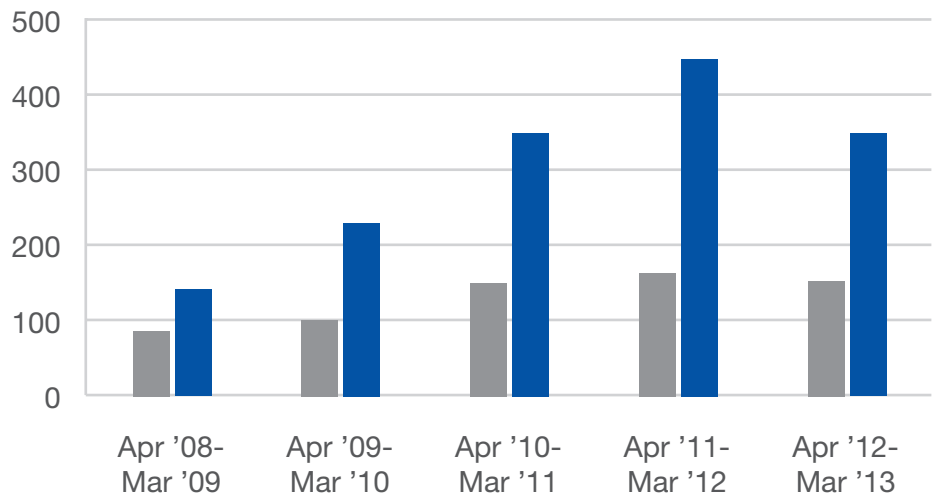
56.5%
of counselling
clients who are
suicide survivors
had suicide
ideation

More females
(**62.7%**) sought
counselling
services as
compared to
males (**37.3%**)

Counselling services may be offered to clients who are assessed by professional staff to be at a higher risk of suicide, in critical emotional distress which may escalate into a suicide crisis, or grieving over the suicide death of a loved one and not coping well.

46 (30.7%) of the 150 clients were suicide survivors who came to seek grief counselling after the suicide death of their loved one. The other 104 clients were in distress and had been trying to cope with issues such as severe relationship problems or feelings of depression.

Figure 4: Number of Counselling Cases and Sessions



No. of Cases ¹	85	99	147	161	150
No. of Sessions	139	226	343	439	342

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

REFERRALS

SOS has been working closely with the Singapore Police Force over the years to help those who are suicidal or affected by a suicide death. When SOS receives referrals from the police or other parties, we will initiate contact with the persons-at-risk and offer support.

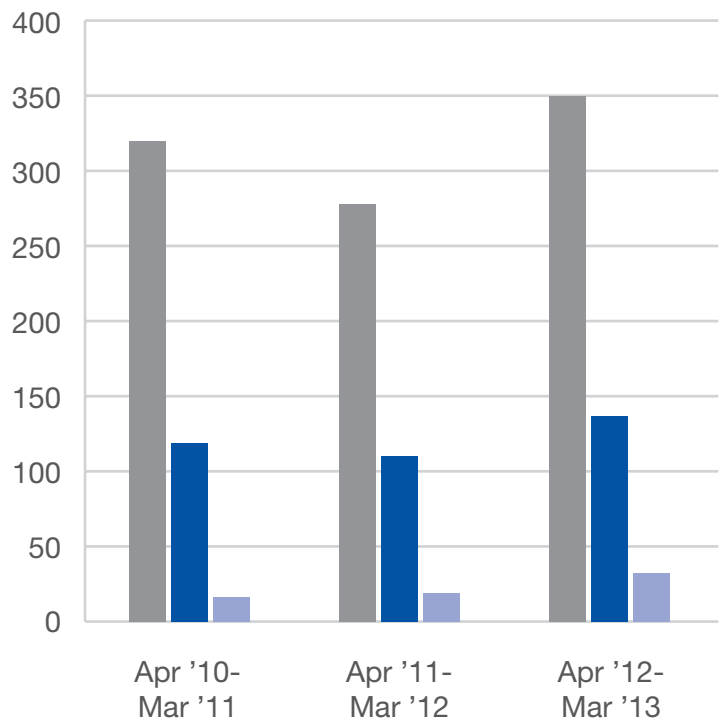
202 concerned third parties referred distressed or suicidal friends or family members

Table 6: Number of Referred Clients

Referral Source	Apr '10-Mar '11	Apr '11-Mar '12	Apr '12-Mar '13
Singapore Police Force	455	407	519
Hospital Referrals	19	9	18
Voluntary Welfare Organisations	18	16	7
ComCare/Educational Institutions/Churches	18	10	5
Government Agencies/ Private Companies/ Medical Institutions/ Other agencies	12	15	15
Family/Friends/Others	65	88	202
Total	587	545	766

350 suicide attempts were referred by the Singapore Police Force

Figure 5: Police Referrals



Suicide Attempts	320	278	350
Suspected Suicide Deaths	119	110	137
Other Crises	16	19	32

Table 7: Suicide Attempts Referred by the Police

Age Group/ Gender	Apr '10 – Mar '11		Apr '11 – Mar '12		Apr '12 – Mar '13	
	Male	Female	Male	Female	Male	Female
Under 20	19	28	4	13	10	19
20-29	20	43	14	42	26	57
30-39	26	54	36	31	24	42
40-49	24	25	17	28	30	31
50 and above	25	20	34	24	29	35
Unknown	15	21	14	21	25	22
Subtotal	129	191	119	159	144	206
Total	320		278		350	

LOSS PROGRAMME

The Local Outreach to Suicide Survivors (LOSS) is an outreach programme launched on 1 July 2006 to provide emotional support and information to family members or loved ones affected by a suicide death. Research has shown that suicide survivors are themselves at higher risk of suicide. The activation of a LOSS team to the suicide site, mortuary or residence usually marks the start of our work with the grieving families.

“ Thank you for sending me a card during Chinese New Year. At a time when the whole world is celebrating and seemed to have forgotten me, I felt someone cared. ”

“ From the bottom of my heart, I wish to convey my gratitude and appreciation for what you have done trying to reach out and communicate with me and my wife. ”

Table 8: LOSS Referrals

Referring Agency	No. of referrals		
	Apr '10 – Mar '11	Apr '11 – Mar '12	Apr '12 – Mar '13
Total Police Referrals	119	110	137
Ang Mo Kio	20	23	45
Bedok	26	14	12
Central	4	3	6
Clementi	41	38	28
Jurong	10	10	15
Tanglin	17	22	29
Criminal Investigation Dept.	1	0	1
Police Psychological Unit	0	0	1
Others¹	38	28	20
Total Referrals	157	138	157

¹ Others: Self referrals and referrals from concerned friends, relatives, hospitals, VWOs, etc.

Table 9: Number of LOSS Activations

	Apr '10 – Mar '11	Apr '11 – Mar '12	Apr '12 – Mar '13
Number of Activations	72	69	97

HEALING BRIDGE

The Healing Bridge is a suicide bereavement support group for those who have lost a loved one to suicide.

It provides a safe place for survivors of suicide to express their struggles and receive support from each other. In meeting other survivors, they also learn self-care strategies to cope with their grief. The support group is facilitated by professional staff and volunteer facilitators who are survivors themselves.

30 survivors
attended at least
one Healing
Bridge session

“ In attending Healing Bridge, I feel less alone and lost. This gives me the courage and strength to try to walk out of the pain of my grief. ”

“ I am able to share my grief with others without fear of being judged. ”

During the review period, the Healing Bridge held 10 sessions for the English-speaking group and 7 sessions for the Mandarin-speaking group. A support session was also arranged for a couple who lost their child to meet with another couple who had experienced a similar loss.

An Annual Gathering cum Dinner for past and present survivors was organised in March 2013. This event allowed survivors to catch up and mingle with each other in an informal setting. Several Healing Bridge members brought their family members along. A total of 38 survivors attended this year's event and 6 staff members were also present to interact with the survivors. There was positive feedback from the survivors as well as their family members. A survivor brought his parents along to the event. His father subsequently called in to express his appreciation of the support that SOS provided to his son; he himself also felt relieved at being able to talk about his grief with other survivors.

OTHER SERVICES

SOS is also a resource for other VWOs and agencies who need to consult on cases concerning a suicide crisis or suicide death.

SOS staff provided 21 consultations to other organisations and agencies during the review period.

TRAINING

SOS believes that suicide prevention, intervention and postvention require the combined efforts of many, and we try to achieve this through raising awareness and sharing knowledge and skills with our various partners in the community.

“Very well-organised, right pacing. Sharing by real-life survivor is very impacting and useful. Very practical handouts.”

“Excellent workshop! Trainers were very engaging and were able to convey the content of the course materials very well. I’m able to take away a lot of valuable new information and knowledge. Thank you very much!”

PROFESSIONAL TRAINING FOR VOLUNTARY WELFARE ORGANISATIONS (VWOS)

To mark World Suicide Prevention Day on 10 September every year, SOS organises a series of workshops in September for professionals working with clients at risk of suicide or affected by suicide. In recent years, additional runs of workshops were conducted in other months in response to popular demand.

These skill-based workshops are conducted by trained practitioners with local hands-on experience of working with suicidal clients and suicide survivors. To optimise the participants’ learning experience, workshop sizes are kept small, with a maximum trainer-participant ratio of 2:28.

Workshop participants include counsellors, social workers, psychologists and case-managers from VWOs in the children, disability, eldercare, family, youth and mental health services sectors, the Ministry of Social and Family Development, Community Development Councils, schools and hospitals.

Table 10: Professional Training for VWOs			
Topic (Duration)	Participants	No. of Sessions	Attendance
Suicide Awareness Talk (3 hrs)	Association of Women for Action & Research (AWARE) volunteers	1	20
Gatekeepers Intervention Workshop (7 hrs)	Professional staff from VWOs & other relevant organisations.	1	20
Suicide Intervention Workshop (14 hrs)		3	83
Suicide Postvention Workshop (7 hrs)		1	26
Total		6	149

TRAINING FOR YOUTHS & EDUCATIONAL INSTITUTIONS

SOS recognises young people as important partners in the area of suicide prevention. International research and evidence highlights the effectiveness of peer outreach and support. As such, we offer the following training programmes for secondary, pre-university and tertiary level students:

- Emotional First Aid Workshop: A 90-min skill-based session on providing emotional support to peers in distress and at risk of suicide.
- Gatekeepers Intervention Workshop: A full-day (7-hrs) session to equip youth participants with a range of knowledge and basic skills in suicide prevention and intervention.
- Youth Support Youth Training Programme: A comprehensive 3-day peer support programme, jointly delivered in collaboration with the Health Promotion Board (HPB), the Institute of Mental Health's youth-oriented Community Health Assessment Team (CHAT) and Silver Ribbon (Singapore). SOS conducts a 4-hour module on suicide prevention and intervention within this programme.

“The most useful to me are the ways to identify people who have suicidal thoughts and ways to talk to them.”

“The role play is most useful. It makes me understand suicidal people better and to ask the right questions.”

Table 11: Training for Youths and Educational Institutions

Topic (Duration)	Educational Institution	No. of Sessions	Attendance
Emotional First Aid Workshop (1.5 hrs)	<ul style="list-style-type: none"> • Deyi Secondary School • Nanyang Junior College • Unity Secondary School • Yishun Junior College 	7	169
Gatekeepers Intervention Workshop (7 hrs)	<ul style="list-style-type: none"> • Singapore Management University (SMU) – Peer Helpers 	4	9
Youth Support Youth Training Programme: Suicide Prevention & Intervention (4 hrs)	<ul style="list-style-type: none"> • ITE College Central • ITE College East • Temasek Polytechnic • Nanyang Technological University 	4	70
Total		15	248

TRAINING FOR OTHER ORGANISATIONS

Upon request, SOS also conducts training workshops for organisations. The focus is on raising awareness of suicide warning signs, equipping frontline personnel with relevant knowledge and skills, and preparing adult students as part of their counselling diploma courses.

“ Good mix of case studies for better understanding of the concept. Thank you for the very informative course. ”

“ Trainers are very affirming and I was able to pick up good learning points. ”

Table 12: Training for Other Organisations

Topic (Duration)	Organisation	No. of Sessions	Attendance
Suicide & Crisis Intervention (3.5 hrs)	Certis Cisco • Security supervisors	2	28
Crisis Intervention and Suicide Prevention (6.5 hrs)	Executive Counselling and Training Academy (ECTA) • Graduate Diploma of Social Science (Professional Counselling)	2	73
Suicide Postvention Workshop (7 hrs)	Singapore Civil Defence Force (SCDF) • CARE officers and para-counsellors	3	52
Gatekeepers Intervention Workshop (7 hrs)	Singapore Sports School • Academic and boarding school staff	1	24
l'Leap Strategic Talent Management/ SOS Services and Volunteer Management (7 hrs)	SMU/ Lien Centre for Social Innovation • Board Members, Executive Directors and senior management staff of non-profit organisations	1	29
Total		9	206

COMMUNITY OUTREACH AND PUBLICITY

There are three dimensions to our community outreach and publicity effort. Firstly, it is crucial for people in crisis, thinking of suicide or affected by suicide to know where and how to get help; and that it is okay to get help. Secondly, suicide prevention is everybody's business, so it is important to raise awareness in the general community. SOS collaborates with various partners in the community to reach out to different groups of people. Thirdly, as a voluntary welfare organisation, SOS draws on the community for volunteers, donors and various other forms of support.

Need help?
In Singapore, call
1800 - 221 4444
Samaritans of
Singapore



SOS & THE NEW MEDIA

SOS has been exploring new media to reach out to the more tech-savvy population:

- **Google Search**
In collaboration with Google, SOS has expanded its efforts online. Whenever someone runs a search related to suicide methods on Google, the SOS hotline number is displayed on top of Google search results. Hopefully this will encourage people who are running such searches to contact SOS before exploring suicide further.
- **Donate-a-Tone**
SOS worked in partnership with StarHub and its creative agency DDB Group Singapore on a brand new technological initiative called Donate-A-Tone. StarHub mobile subscribers could choose to change their connecting tone to up to three tones bearing a message from SOS. Connecting tones are the sounds, either tones or music, that a caller hears when he or she places a call. This is one of the three tones designed for SOS:

"The person you are calling wants you to hear this important message. The Samaritans of Singapore needs volunteers and donations. Help spread their message at donateatone.sg."

SOS & THE MASS MEDIA

- The media can be a powerful tool in suicide prevention. SOS works closely with various local media to create greater awareness of suicide and to inform the public of the help available to those in crisis, thinking of suicide or affected by suicide. During the review period, SOS was featured in several newspapers, magazines, and television and radio news reports as well as on TV shows, and online.

Straits Times, 24 July 2012



Zaobao, 8 September 2012

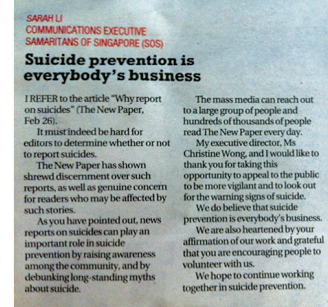


- SOS has also been promoting the responsible reporting of suicide and suicidal behaviour in the local media to reduce the risk of copycat suicides. We appealed to some news agencies to avoid prominent placement and undue repetition of stories about suicide. We encouraged them instead to take the opportunity to debunk long-standing myths about suicide and to inform the public how they can look out for warning signs.

The New Paper, 26 February 2013



The New Paper, March 2013



- SOS also proactively flagged and reported TV programmes and online videos which dramatised or sensationalised suicide as these can have a negative impact on some individuals. We also recommended some guidelines on the fictional portrayal of suicide to some organisations or groups which sought to develop screen plays or songs on the subject.

OUTREACH THROUGH TALKS

- During the review period, staff conducted a total of seven talks and sharing sessions with students of different age groups. Unlike our training programmes which are more skill-based, these outreach projects seek to raise greater awareness of the importance of suicide prevention within the community. Some of the students subsequently contacted SOS to request for more information on suicide prevention for their school project or co-curricular activity.

Table 13: Outreach to Students

Name of Talk/Topic	Institution	No. of Sessions	Attendance
Emotional First Aid Talk	<ul style="list-style-type: none"> Deyi Secondary School St Joseph's Convent 	4	1,835
Suicide Prevention & Crisis Intervention	<ul style="list-style-type: none"> Nanyang Polytechnic (NYP) - Specialist Diploma in Counselling 	1	31
Suicide Awareness Talk	<ul style="list-style-type: none"> Singapore Polytechnic – Diploma in Applied Drama & Psychology 	1	60
SOS Services & Role in Suicide Prevention	<ul style="list-style-type: none"> National University of Singapore Social Work Department – undergraduate students 	1	6
Total		7	1,932

- SOS professional staff presented at local and overseas events to provide information on the services provided by SOS in suicide prevention, intervention and postvention. These talks provided the opportunity to reach out to targeted audiences and to raise community awareness.

Table 14: Outreach in the Community

Event/ Name of talk	Organiser	Attendance
Suicide Awareness Talk	Singapore Police Force (SPF) Intelligence Service and Support Division	250
“Catch You When You Fall”	Singapore Drama Educators Association	150
Third Mental Health Conference	Ministry of Health, Thailand	250
“Breaking the Silence, Suicide Affects Us All” - A public forum on Elderly Suicide Prevention	SAGE Counselling Centre	90
Agency Visit to SOS by social service professionals from Hong Kong	Thye Hua Kwan Moral Charities	15
Total		755

DISTRIBUTION OF COLLATERALS

During the review period, SOS distributed posters, service cards, tissue packs and brochures to various organisations, educational institutions, other VWOs, and to the general public during events and activities. In addition, information booklets for suicide survivors were given to family and friends grieving the death of a loved one.



VOLUNTEER MANAGEMENT

HIGHLIGHTS

- There were 175 fully-trained volunteers and 50 provisional volunteers during the review period, a slight dip of 3% from the last period. The pace of life in Singapore has made it increasingly challenging for SOS to attract volunteers who are prepared to commit their time on a regular basis. Some volunteers are unable to continue due to work and family commitments or for other personal reasons. We have an attrition rate of about 17%.
- 86.2% of the volunteers are Singaporeans; the remaining 13.8% are permanent residents and expatriates who live in Singapore and have chosen to serve the community by volunteering with SOS.
- The majority of our volunteers are working adults; 20.5% are homemakers and retirees.
- More than 50% of our volunteers are above the age of 40.
- 41.4% of our volunteers have been with the organisation for more than 5 years.
- Every year we organise various activities to encourage team bonding, enhance knowledge and skills, and acknowledge the important role the volunteers play in the 24-hour hotline service provided by SOS. One of the highlights of the year was the introduction to our new patron, Mr Lawrence Wong, now Acting Minister for Culture, Community and Youth, and Senior Minister of State, Ministry of Communications and Information.

Table 15: SOS Volunteers (as at 31 Mar '13)

Category	No. of Volunteers as at 31 Mar '13
Samaritans - Fully trained volunteers.	175
Provisional members - New volunteers undergoing pre-service training.	50

PROFILE

The SOS 24-hour hotline is manned by volunteers, who come from all walks of life. The minimum age requirement is 23.

“Volunteering at SOS has been a great experience. Not only for what I learnt and been able to contribute but for the many friendships I’ve made.”

Table 16: Profile of Volunteers		
	Number	%
Sex		
Male	73	32.4
Female	152	67.6
Age		
23-29	10	4.5
30-39	57	25.3
40-49	55	24.4
50-59	59	26.2
>59	44	19.6
Nationality / Residence Status		
Singaporean	194	86.2
Singapore PR	15	6.7
Others (e.g. Filipino, British)	16	7.1
Years of Service		
<1	66	29.3
1-5	66	29.3
6-10	34	15.1
11-15	21	9.3
16-20	11	4.9
21-25	8	3.6
>25	19	8.5
Occupation		
Professional	74	32.9
Managerial/Admin	51	22.7
Service/Sales	7	3.1
Technical	3	1.3
Self Employed	25	11.1
Homemaker	22	9.8
Retired	24	10.7
Others	19	8.4

Table 16: Profile of Volunteers (Cont')

	No.	%
Ethnic Group		
Chinese	186	82.7
Malay	1	0.4
Indian	21	9.3
Eurasian	2	0.9
Caucasian	10	4.5
Others (e.g. Filipino)	5	2.2
Languages / Dialects Spoken Other than English¹		
Mandarin	130	57.8
Malay	21	9.3
Tamil	10	4.4
Hindi	6	2.7
Cantonese	52	23.1
Hokkien	66	29.3
Teochew	28	12.4
Hainanese	1	0.4
Others (e.g. Tagalog, French, Italian etc)	24	10.7

¹ Some volunteers speak more than one language or dialect. All volunteers must be able to speak in English.

“ I always feel uplifted when I meet new volunteers who are so enthusiastic. ”

VOLUNTEER RECRUITMENT

Volunteer recruitment is an ongoing process at SOS to ensure that there are enough volunteers to operate the 24-hour hotline and for the LOSS programme.

- A call for volunteers is published every week in NTUC Income's Neighbourhood News.
- The Straits Times has also been instrumental in conveying the need for more hotline volunteers, mostly through the article *Helplines Sending SOS Over Missed Distressed Calls* published in February 2013.
- SOS also embarked on an island-wide volunteer recruitment campaign cum donation drive called Donate-a-Tone with telecommunications company StarHub.
- Various other organisations and agencies helped to publicise SOS recruitment efforts by distributing brochures or through online media.

Straits Times, 18 February 2013



VOLUNTEER PRE-SERVICE TRAINING

SOS volunteers are expected to undergo a period of 9 - 12 months training, covering three phases, to serve at least two years as an active volunteer, and to maintain strict confidentiality of SOS client matters and operations, and anonymity of their membership with SOS.

During the review period, SOS conducted two rounds of volunteer pre-service training which commenced in July 2012 and January 2013. 43 trainees attended the Phase 1 training which consists of basic knowledge and phone listening skills. 28 of them (65.1%) proceeded to Phase 2 of the training for more skill-based training in the phoneroom. Common reasons for being unable to continue with the training were difficulties faced in meeting the training and time commitments. Some trainees also struggled with applying the basic skills required for volunteering on the hotline, and found themselves unable to fit in with the SOS approach of helping clients. 21 provisional members from the previous year's training batches completed all 3 phases of their training, and went on to become full members.

VOLUNTEER DEVELOPMENT

Every year, SOS offers a wide range of training programmes for the volunteers to enhance their skills and knowledge in handling the calls. Some were conducted by the professional staff while others were conducted by external trainers. SOS also organises a variety of social programmes for the volunteers to promote networking and bonding.

“ I have benefitted much and feel invigorated from the workshop. ”

Table 17: In-house Training by Staff

Date	Programme	No. Attended
2 May '12	Case Conference – on managing a chronically suicidal client	22
2 Jun '12	Suicide Postvention Workshop	5
31 Jul '12	Advance Empathy Workshop	12
27 Aug '12	LOSS Sharing Session – Day	4
28 Aug '12	LOSS Sharing Session – Evening	3
30 Aug '12	Greens Touchbase Session	20
11 Sep '12	Sams Connectors Training - Evening	4
12 Sep '12	Sams Connectors Training - Day	4
10 Oct '12	Mandarin Empathy Workshop	10
20 Nov '12	Genogram Workshop	7
23 Jan '13	Workshop on Handling Self-Harming Callers	37
7 Feb '13	Greens Touchbase Session - Evening	10
22 Feb '13	Greens Touchbase Session - Day	6

Table 18: In-house Training by External Trainers

Date	Programme	Trainer	No. Attended
13 – 15 Apr '12	Retreat for Panel Leaders	Mr Karl D. LaRowe M.A., LCSW International Speaker/Author Licensed Clinical Social Worker	23
20 Apr '12	Supporting Marriage through Divorce	A/Prof Debbie Ong Faculty of Law, NUS	28
9 May '12	Bereavement Workshop	Ms Cheng Hwee Fern	34
27 Jun '12	LOSS Triple Bill - Panel Discussion on the Roles of State Coroner, Forensic Pathologist and Police in Suicide Cases	ASP Chua Teck Wee, CID, Singapore Police Force Mr Imran Abdul Hamid, State Coroner, Subordinate Court Dr George Paul Senior Consultant Forensic Pathologist, Health Sciences Authority	30
7 Aug '12	Sam Connectors Training	Mr Stephen Yong Yoon Fui	16
18 Oct '12	Talk on Family Violence	Ms Pang Kee Tai Head of Training & Senior Social Worker PAVE	24
25 Feb '13	Supervisor Training	Dr Augustine Tan Professional Counsellor Clinical Supervisor/Trainer	29
15 – 16 Mar '13	Board Retreat - Strategy Formulation: Setting the NPO's Direction to Achieve Distinct Relevance (SOS)	Mr Andrew Sng Social Service Training Institute (SSTI)	20

“An evening choke-full of food, laughter and camaraderie.”

Table 19: Social and Other Activities

Date	Programme	No. Attended
20 May '12	SAM Day 2012	67
29 Jun '12	Changes to the SOS Constitution - Dialogue with the Board of Management	24
20 Jul '12	42 nd Annual General Meeting 2012	71
4 Sep '12	Volunteers Graduation Party	48
25 Sep '12	Connectors-Connectees Gathering	33
4 Oct '12	Dinner with the Patron, Mr Lawrence Wong, then Minister of State, Ministry of Defence and Ministry of Education	57
8 Dec '12	Volunteers Appreciation Dinner 2012	111

THE ORGANISATION

PATRON

Mr Lawrence Wong
Acting Minister for Culture, Community and Youth and Senior Minister of State,
Ministry of Communications and Information

BOARD MEMBERS

Position	Name
Chairman	Mr Robert Lim Hui Beng
Vice Chairman	Ms Lim Suu Kuan
Secretary	Ms Lim Lily
Treasurer	Ms Lee Sook Fung
Members	Dr Philbert Chin Soon Siang
	Dr Tan Chue Tin
	Ms Claire Wong Su Wen
	Ms Elsie Tan
	Ms Cynthia Wee Guek Cheng
	Mrs Doreen Woo Shung Han
	Mrs Juliana Toh
	Mr Tay Tze Siong (resigned 22 Jan '13)

Board Members Training and Development

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

Table 20: External Training for Board Members

Date	Programme	Organiser	No. Attended
20 Sep '12	An Overview of Charities Accounting Standard for Board Members & Senior Management	Social Service Training Institute (SSTI)	1
14 & 15 Nov '12	Charities Accounting Standard & its Applications	SSTI	1
25 Jan '13	Board Roles: Functions & Responsibilities	SSTI	1
15 & 16 Mar '13	Strategy Formulation: Setting the NPO's Direction to Achieve Distinct Relevance	SSTI	7

HR SUB-COMMITTEE

Chairman	Mr Robert Lim Hui Beng
Members	Ms Jessie Quek
	Ms Lim Suu Kuan
	Mr Tan Seng Nan
	Mr Wang Choo Yap

IT SUB-COMMITTEE

Chairman	Mr Robert Lim Hui Beng
Members	Mr Lee Jun Kiat
	Dr Francis Pavri
	Mr Shivram Chandrasekhar

PROFESSIONAL CONSULTANTS

Consultant	Dr Philbert Chin Soon Siang
Consultant Psychiatrist	Dr Tan Chue Tin
Lawyers	Ms Gwendoline Teo Siew Kim
	Ms Lee Geck Hoon Ellen
	Mr S Sivanesan
IT Consultant	Mr Nigel Bruin
Therapists	Mrs Juliana Toh
	Mr Tan Boon Huat

STAFF MEMBERS

Management	
Executive Director	Ms Christine Wong
Finance and Administration	
Finance and Administrative Manager	Ms Regina Ling
Administrative Coordinator	Ms Donne Foo
Administrative Coordinator	Ms Rachel Koh
Housekeeping Staff	Mdm Poon Yeen Ling (part-time)
Corporate Communications	
Executive	Ms Sarah Li Wai Suen
Client Management (including LOSS)	
Senior Counsellor (Supervisor)	Ms Ophelia Ooi
Senior Counsellor	Ms Fang Mei Lin
Counsellor	Ms Vivien Goh
Clinical Psychologist	Ms Wong Poh Ping
Counsellor	Ms Tan Soo Yuin
Counsellor	Ms Judy Koh (joined 2 Jan '13)
Social Worker (LOSS)	Ms Teo Hui Yi (joined 2 Apr '12)
Social Worker (LOSS)	Mr Peter Chia (joined 1 Jun '12)
Programme Executive (LOSS)	Ms Annie Quek
Volunteer Management, Recruitment and Training	
Deputy Director	Mrs Tan-Lee Yoke Yin
Recruitment & Training Executive	Mr Leow Yong Fatt
Programme Executive	Ms Lily Gan
Volunteer Management Executive	Mr Jeffrey Tay

AFFILIATIONS

American Association of Suicidology
 Befrienders Worldwide
 International Federation of Telephonic Emergency Services (IFOTES)

AUDITORS

P G Wee Partnership LLP

BANKERS

CIMB Bank Bhd
 DBS Bank Ltd
 Singapura Finance Ltd
 United Overseas Bank Ltd

DONORS AND FUND-RAISING ACTIVITIES

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 in kind during the review period:

CASH DONATIONS \$100,000

Organisations

Keppel Care Foundation

CASH DONATIONS \$10,000 TO \$15,000

Individuals

Mr J M Luke

Organisations

Tan Chin Tuan Foundation
CapitaLand Limited

CASH DONATIONS \$5,000 TO BELOW \$10,000

Individuals

Mr Anthony Cheong Fook Seng
Mr Low Sze Chuan
Ms Loo Ting Nah Areena

CASH DONATIONS \$1,000 TO BELOW \$5,000

Individuals

Mr Chan U-Meng
Ms Chan Yean Chun
Mr Chua Lian Heng
Mr Colin Pearce
Mr Eric Ang Teik Lim
Mr Eugene Lee Ming
Ms Lim Hoon Geok
Ms Lim Suu Kuan
Mr Nah Juay Hng
Ms Phang Ching-Tze
Mr Richard Turret
Ms Tan Mui Jun
Mr Tee Fong Seng
Mr Teo Seow Phong

Organisations

Esco Audio Visual Pte Ltd
FMB Trading and Engineering Pte Ltd
Mangala Vihara (Buddhist Temple)
NTUC Fairprice Foundation Limited
PCL Publishers (1999) Pte Ltd
Seadrill Management (S) Pte Ltd

CASH DONATIONS BELOW \$1,000

Individuals

Mr Akbar Khan	Ms Jhana Lee Si Hui
Mr Ang Soon Lye	Ms Joan
Mr Angela Coutts	Mr Joey Chang
Mr Aw Chon Wai	Mr John Teo
Mr Bao Xiaoming	Mr Jomar Coronel
Mr Benjamin William James Poole	Ms Juliana Lim
Mr Boey Xing Pei	Mrs Juliana Toh
Mr Chan Chor Weng	Mr Kenny Hau
Mr Chan G-Meng Colin	Mr Kevin Khoo Kah Chuan
Ms Chan See Kit Connie	Mr Khoo Yong Kiong
Mr Chan Tiam Choon	Mr Lai Kim Seng
Mr Chan Wei Teck	Ms Lalwani Shalini Gobind
Mr Chan Yew Chuen	Ms Lee Chao Ling
Ms Chan Yuen Ping	Ms Lee Gek Ling
Ms Cheo Peng Hua	Mr Lee How Sheng
Ms Cheok Kim Hong	Mr Lee Kok Keng Andrew
Mr Cheung Wai Yin, Danny	Mr Lee Poh Heng
Mr Chia Hui Yong	Ms Lee Seow Ling
Ms Chia Yann Shin	Mr Lim Chuang
Mr Chin Mun Chung	Ms Lim Chui Hoon
Mr Ching Boon Chye	Ms Lim Huey Yuee
Mr Chondro Hidayat Tandian	Mrs Lim Kim Lian Lorraine
Ms Chow Sin Yee	Mr Lim Kwong Fei
Mr Christopher Wei	Mr Lim Phang Hong
Mr Chua Kim Chye	Ms Lim Sze Ming Seraphina
Mr Chua Soo Kiat	Ms Lim Wei Hsi
Mr Chuah Bee Bah	Ms Loh Erchang Marjory
Mr Damien Kuang Zhong Xuan	Mr Loo Kuen Feng
Mr Danny Lim Teck Chai	Mr Lum Wei Ming Vincent
Mr Darryl Chong Yi Wey	Mr Lye King Siong
Mr David Kong	Ms M Thevarani
Ms Dharishinie D/O Mani	Ms Marilyn Ling
Mr Du Qihong	Mr Melwani Ashok Bhagwandas
Mr Duraisamy Suresh Kumar	Mrs Mohamad
Mr Eddie Lee	Mr Mohammad Rafis Bin Abdul Kadir
Ms Elim Chew Soo Gim	Mr Muljadi Tirtakurnia
Mr Elim Liao	Mr Neo Eng Joo
Ms Ellen Lee	Ms Nicole Wong
Mr Evan Ong	Ms Nirelle
Mdm Foo Ming Li	Mr Noel Hon Chia Chun
Mr Foong Fook Won	Ms Nuwani Nadishani Withanachchi
Mr George Joseph	Mr Oh Gim Hin
Ms Goh Bee Lan	Ms Ong Swee Kim
Ms Goh Lip Eng	Mr Ow Dan Nie
Mr Han Meng Siew	Mr Ow Yong Tuck Leong
Mr Ho Peng Cheong	Mr Peh Kok Heng
Mr Hong Siu Ming	Dr Philbert Chin Soon Siang
Ms Jeanne Woon	Mr Phua Chun Lay
Ms Jennifer Wong Pak Hong	Mr Poh Boon Keong
Ms Jewel Tan	Mr Rajesh Gupta

Mr	Rakesh Dhir	Ms	Tee Lian
Mr	S Sivanesan	Mr	Teo Chin Ker Joevin
Mr	Sai Ram Nilgiri	Mr	Teo Guan Teck
Ms	Samantha Elizabeth Pearlson	Mr	Teo Hock Seng
Mr	Sanghosh Nodu	Ms	Teo Ling Hui
Ms	Sharon Soh Su-Lynn	Mr	Tham Kai Leong Calvin
Ms	Shee Yen Kuen	Ms	Tham Kai Wai Caroline
Dr	Shi Nansi	Mr	Tham Kar Wai Derrick
Mr	Shiva Singh	Mr	Timothy Lim
Ms	Siew Shi Jie	Mr	Toh Weng Cheong
Ms	Sim Pik Sian	Mr	Toh Yude
Mr	Stephan Mueller	Ms	Tracey Oh Kim Hong
Mr	Stephen Li	Mr	Tran Phuoc
Ms	Su Xinhui Sarah	Mr	Vinit Agarwal
Mr	Sw Chan Kit	Ms	Vivien S H Koh
Mdm	Tan Bee Har	Mr	Wee Choo Boo
Ms	Tan Bee Yong	Ms	Wendy Anne Teo Phaik Leng
Mr	Tan Boon Peu	Mr	Wong Kwan Kiat Mark
Ms	Tan Chong Hong	Ms	Yanzi Lim
Dr	Tan Chue Tin	Mr	Yap Jia Hao
Mr	Tan Guong Ching	Mr	Yap Wai Ming
Mr	Tan Haikang	Mr	Yeo Teck Guan
Ms	Tan Jiak Koon Janet	Ms	Yeong Xiao Hui Amy
Mr	Tan Jinshun Lawrence	Ms	Yip Kit Fong Monica
Ms	Tan Peck Sim	Mr	Yip Kum Fei
Mr	Tan Phuay Miang	Mr	Yoon Mun Thim
Dr	Tan Sai Tiang	Ms	Yvonne Ong
Ms	Tan Seck Geok		
Mr	Tan Seet Koh		
Ms	Tan Shien Ming		
Mr	Tan Soo Nan		
Mr	Tan Tzann Chang		
Mr	Tan Yun Feng		
Ms	Tan Yu-Wen		
Ms	Tang Soo Yee Ellis		
Ms	Tay Liyan		
Mr	Tay Wen Kai		

Organisations

Chesterton Suntec Intl Pte Ltd
 GTech Far East Pte Ltd
 KPMG LLP
 Logicalis Singapore Pte Ltd
 Prime Supermarket Limited
 Silver Link Media (Pte) Ltd
 Vanda Sports Group Pte Ltd
 Wine Baroque Pte Ltd

DONATIONS IN KIND

Individuals

Mr Andrew Yeo Cheng Guan
 Ms Cheah Yin Mei
 Ms Christine Wong
 Ms Jessie Ho Seow See
 Ms Koh Yong Fong
 Ms Tan Lih Chin
 Ms Teo Hui Yi
 Ms Yvonne Marie Reutens

Organisations

Altantic Optical
 Belgarath Investments Pte Ltd/
 Grandko Restaurants Pte Ltd
 Epigram Books
 Marshall Cavendish Publishing
 Group
 Singapura Finance Limited
 Tredan Connections Pte Ltd
 UOB Bank Limited

CORPORATE FUND RAISING EVENT

Our appreciation to the following organisations who named us as their sole beneficiary for the fund raising activities organised during the review period:

Great Eastern
Singapore Pools (Pte) Ltd
StarHub

FRIENDS OF SAMARITANS

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 emergency 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 review period:

Dr Chia Kwok Ying
Ms Chua Peck Hai
Ms Constance Tay
Ms Elaine Chua
Ms Geraldine Tay
Mr Goh Kiang Chiang
Ms Jane Tan
Dr Jeanne Woon
Ms Mary Anne Turret
Ms Mindy Han Shumin
Ms Moraig Beattie
Ms Ong Sian Tjoe
Mrs Primrose Lim-Sakamoto
Ms Sim Pik Sian
Ms Sylvia Deschamps
Ms Valerie Bailey
Ms Valarie Khor

FINANCIAL REPORT

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NOTE FROM THE TREASURER

The results of SOS for the financial year ended 31 March 2013 was a surplus of \$351,000, a significant increase compared to the surplus of \$94,000 in the previous financial year. Total income amounted to \$1.5 million, an increase of \$324,000 (about 27%) compared to the previous year. This was mainly attributed to the 38% increase in funding from NCSS from S\$1 million to \$1.38 million. The additional fund was for 2 additional staff to meet the increasing demands of our services over the last 2 years. It also allowed us to implement some salary (market) adjustments. Our reserve has reached a target of equivalent to 1 year of our operating expenditure; we are steadily working towards the 3 years operating costs level per the Charities Governance guidelines.

SOS's total operating costs amounted to \$1.4 million, inclusive of LOSS operating expenditure of \$203,000 reported under the LOSS Fund (see note 14 to the Financial Statements). The funding from Dato' Low Tuck Kwong of \$100,000 per annum for 3 years for the LOSS programme ended on 31 March, 2013. TOTE Board funding of \$153,000 for the LOSS programme covered 75% of the operating costs due to lower manpower expenditure and the balance was funded by donations received. I would like to take this opportunity to acknowledge the invaluable contributions from all our donors and look forward to your continued support of the work of SOS.

Our liquidity position improved from \$1.7 million to \$2.1 million as a result of SOS's appeal for donations for the LOSS programme. Our appeal generated solicited donations of \$224,000 which had a material impact on the cashflow.

Total operating expenditure increased by \$67,000 (about 6%) to \$1.2 million compared to last financial year 2011/12. This was primarily due to the cost of additional manpower.

Analysis of operating income \$1,543,000 (excluding LOSS):

	Year 2012/13		Year 2011/12	
	('000)	%	('000)	%
NCSS Funding	\$1,384	89.7%	\$1,003	82.2%
Public Education & Programme Income	\$74	4.8%	\$132	10.8%
Amortisation of Capital Donations & Grants	\$44	2.9%	\$40	3.3%
Donations	\$25	1.6%	\$39	3.2%
Others	\$16	1.0%	\$6	0.5%
	\$1,543	100.0%	\$1,220	100.0%

Analysis of Operating Expenditure \$1.193, 000 (excluding LOSS):

	Year 2012/13		Year 2011/12	
	('000)	%	('000)	%
Expenditure on Manpower	\$1,029	86.3%	\$965	85.7%
Depreciation	\$50	4.2%	\$44	3.9%
Maintenance & Rentals	\$33	2.8%	\$17	1.5%
Utilities	\$22	1.8%	\$21	1.9%
Communications	\$19	1.6%	\$23	2.0%
Volunteer Development	\$17	1.4%	\$20	1.8%
Others	\$17	1.4%	\$24	2.1%
Printing & Stationery	\$6	0.5%	\$12	1.1%
	\$1,193	100%	\$1,126	100.0%

A big thank you to the Board of management, donors, staff and volunteers for their support and dedication to the work of Samaritans of Singapore.



Lee Sook Fung (Ms)
Honorary Treasurer

STATEMENT BY BOARD MEMBERS

For the year ended
31 March 2013

The board members are responsible for the preparation and fair presentation of these financial statements in accordance with the Societies Act, Chapter 311, Charities Act, Chapter 37 and Singapore Financial Reporting Standards and Recommended Accountancy Practice No. 6 (RAP 6). This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

In our opinion, the financial statements are drawn up so as to give a true and fair view of the state of affairs of the Samaritans of Singapore ("the society") as at 31 March 2013 and of the results, changes in funds and cash flows of the society for the year ended on that date in accordance with the provisions of the Acts.

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

On behalf of the board members,



Mr Robert Lim Hui Beng
Chairman



Ms Lee Sook Fung
Honorary Treasurer

Singapore, 15 May 2013

INDEPENDENT AUDITOR'S REPORT

To the members of
Samaritans of Singapore

Report on the Financial Statements

We have audited the accompanying financial statements of Samaritans of Singapore ("the society"), which comprise the statement of financial position of the society as at 31 March 2013, and the statement of financial activities, statement of changes in funds and statement of cash flows of the society for the year then ended, and a summary of significant accounting policies and other explanatory information.

Board Members' Responsibility for the Financial Statements

The board members are responsible for the preparation and fair presentation of these financial statements in accordance with the Societies Act, Chapter 311, Charities Act, Chapter 37 and Singapore Financial Reporting Standards and Recommended Accountancy Practice No. 6 (RAP 6). This responsibility includes selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

Auditor's 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 about whether the financial statements are free from 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 of the financial statements that give a true and fair view 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 management, 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, the financial statements are properly drawn up in accordance with the Societies Act, Chapter 311, Charities Act, Chapter 37 and Singapore Financial Reporting Standards and Recommended Accountancy Practice No. 6 (RAP 6) so as to give a true and fair view of the state of affairs of the society as at 31 March 2013 and of the results, changes in funds and cash flows of the society for the year ended on that date.

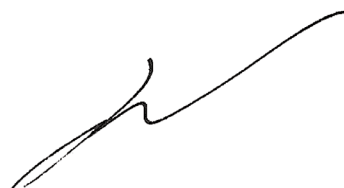
Report on Other Legal and Regulatory Requirements

In our opinion, the accounting and other records required by the regulations to be kept by the society have been properly kept in accordance with those regulations.

During the course of our audit, nothing came to our notice that caused us to believe that:

- (a) The society did not comply with the requirements of Regulation 15 (fund-raising expenses) of the Charities (Institutions of a Public Character) Regulations; and
- (b) The donation moneys have not been used in accordance with the objectives of the society as an institution of a public character.

There were no fund raising conducted by the Society during the year.



P G WEE PARTNERSHIP LLP
Public Accountants and
Certified Public Accountants
Singapore

15 May 2013
 2174-13/CHF/tcp

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Statement of
Comprehensive Income)
For the year ended
31 March 2013

	Note	2013 SGD	2012 SGD
Income			
Amortisation of deferred capital donations	11	42,485	39,206
Amortisation of capital grants	17	1,704	392
Designated project donations		7,000	22,488
Interest income		10,407	3,854
Membership fees		368	358
NCSS funding for operating expenses		1,381,124	1,000,537
NCSS telecom subsidy		3,000	-
Other income		20	-
Programme fees		9,387	8,270
Public education: Emotional first aid		1,200	200
Public education: Suicide prevention / intervention / postvention workshops		63,882	123,295
Special employment credit		2,537	266
Unsolicited donations		17,590	16,525
VCF funding		-	2,147
Volunteer development		2,620	2,280
Total income		1,543,324	1,219,818
Less: Expenditure			
Advertising and publicity		1,284	7,145
Audit fees		2,000	2,064
Communications		19,307	22,905
Depreciation of plant and equipment	5	50,455	44,069
Expenditure on manpower	3	1,029,479	965,048
Housekeeping and others		2,872	3,723
Insurance		3,644	3,543
Loss on disposal of plant and equipment		-	101
Maintenance of equipment		7,311	6,592
Maintenance of land and building		7,932	(7,003)
Membership fees		819	743

	Note	2013 SGD	2012 SGD
<i>Less: Expenditure</i>			
Miscellaneous		1,673	778
Printing and stationery		6,011	11,436
Public education: Suicide prevention / intervention / postvention workshops		3,170	5,072
Rental of building		17,670	17,670
Specific assistance to clients		79	97
Transport		605	1,078
Utilities		21,594	20,735
Volunteer development		16,630	20,043
Total expenditure		1,192,535	1,125,839
Surplus for the year		350,789	93,979
Other comprehensive income		-	-
Total comprehensive income for the year		350,789	93,979

See accompanying notes to the financial statements.

STATEMENT OF FINANCIAL POSITION

As at 31 March 2013

	Note	2013 SGD	2012 SGD
ASSETS			
Non-current assets			
Plant and equipment	5	48,259	76,678
Current assets			
Trade and other receivables	6	46,862	36,566
Other assets	7	30,015	27,533
Cash and cash equivalents	8	2,141,581	1,673,753
		2,218,458	1,737,852
Total assets		2,266,717	1,814,530
FUNDS			
Unrestricted fund			
Accumulated fund		1,148,698	797,909
Restricted funds			
Anniversary fund	9	48,432	48,432
Anthony Yeo memorial fund	10	78,635	78,151
Deferred capital donations fund	11	24,462	59,757
Healing Bridge fund	12	23,127	17,579
IT fund	13	177,663	201,855
LOSS fund	14	416,904	219,754
President's Challenge fund	15	173,232	206,850
Volunteers development & management fund	16	57,810	79,579
Capital grant fund	17	4,748	1,958
Training grant fund	18	-	3,276
Total funds		2,153,711	1,715,100
Current liabilities			
Other payables	19	113,006	99,430
Total funds and liabilities		2,266,717	1,814,530

See accompanying notes to the financial statements.

STATEMENT OF CHANGES IN FUNDS

For the year ended 31 March 2013

	Unrestricted fund	Restricted funds											Total
	Accumulated Fund	Anniversary Fund	Anthony Yeo Memorial Fund	Deferred Capital Donations	Healing Bridge Fund	IT Fund	LOSS Fund	President's Challenge Fund	Volunteers Development & Management Fund	Training Grant Fund	Capital Grant Fund		
	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	
Balance as at 1 April 2012	797,909	48,432	78,151	59,757	17,579	201,855	219,754	206,850	79,579	3,276	1,958	1,715,100	
Movement for the year	-	-	484	17,812	5,548	(24,192)	197,150	(33,618)	(21,769)	(3,276)	4,919	143,058	
Amortisation of the fund	-	-	-	(53,107)	-	-	-	-	-	-	(2,129)	(55,236)	
Total statement of comprehensive income for the year	350,789	-	-	-	-	-	-	-	-	-	-	350,789	
Balance as at 31 March 2013	1,148,698	48,432	78,635	24,462	23,127	177,663	416,904	173,232	57,810	-	4,748	2,153,711	
Balance as at 1 April 2011	703,930	48,432	65,038	106,936	9,957	48,848	162,372	-	90,316	-	-	1,235,829	
Movement for the year	-	-	13,113	1,828	7,622	153,007	57,382	206,850	(10,737)	3,276	2,448	434,789	
Amortisation of the fund	-	-	-	(49,007)	-	-	-	-	-	-	(490)	(49,497)	
Total statement of comprehensive income for the year	93,979	-	-	-	-	-	-	-	-	-	-	93,979	
Balance as at 31 March 2012	797,909	48,432	78,151	59,757	17,579	201,855	219,754	206,850	79,579	3,276	1,958	1,715,100	

See accompanying notes to the financial statements.

STATEMENT OF CASH FLOWS

For the year ended
31 March 2013

	Note	2013 SGD	2012 SGD
CASH FLOW FROM OPERATING ACTIVITIES			
Surplus for the financial year		350,789	93,979
Adjustments for:			
Amortisation of deferred capital donations	11	(53,107)	(49,007)
Amortisation of capital grants	17	(2,129)	(490)
Depreciation of plant and equipment	5	63,069	55,087
Interest income		(10,407)	(3,854)
Loss on disposal of plant and equipment		-	124
Surplus before working capital changes		348,215	95,839
Changes in working capital:			
(Increase) decrease in trade and other receivables		(10,296)	(33,973)
(Increase) decrease in other assets		(2,482)	1,523
Increase (decrease) in other payables		13,576	66,945
Net cash generated from operating activities		349,013	130,334
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of plant and equipment	5	(34,650)	(9,988)
Interest income		10,407	3,854
Net cash flow (used in) investing activities		(24,243)	(6,134)
CASH FLOW FROM FINANCING ACTIVITIES			
Net receipts (payments) in Anthony Yeo memorial fund		484	13,113
Net receipts (payments) in Healing Bridge fund		5,548	7,622
Net receipts (payments) in IT fund		(24,192)	153,007
Net receipts (payments) in Deferred capital donations fund		17,812	1,828
Net receipts (payments) in LOSS fund		197,150	57,382
Net receipts (payments) in President's Challenge fund		(33,618)	206,850

	Note	2013 SGD	2012 SGD
Net receipts (payments) in Training grant fund		(3,276)	3,276
Net receipts (payments) in Capital grant fund		4,919	2,448
Net cash flow generated from financing activities		143,058	434,789
Net increase in cash and cash equivalents		467,828	558,989
Cash and cash equivalents at beginning of year		1,673,753	1,114,764
Cash and cash equivalents at end of year	8	2,141,581	1,673,753

See accompanying notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS

THESE NOTES FORM AN INTEGRAL PART OF
AND SHOULD BE READ IN CONJUNCTION WITH
THE ACCOMPANYING FINANCIAL STATEMENTS.

1. Significant accounting policies

Basis of accounting

The financial statements have been prepared in accordance with the Societies Act, Chapter 311, Charities Act, Chapter 37, Recommended Accounting Practice No. 6 (RAP 6) and Singapore Financial Reporting Standards ("FRS").

The financial statements expressed in Singapore dollar ("SGD") are prepared in accordance with the historical cost convention except as disclosed, where appropriate, in the accounting policies below.

The preparation of financial statements in conformity with FRS requires the use of estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the financial year. Although these estimates are based on management's best knowledge of current events and actions, actual results may ultimately differ from those estimates.

The accounting policies adopted are consistent with those of the previous financial year. In the current financial year, the society has adopted all the new and revised standards and interpretations of FRS ("INT FRS") that are effective for annual periods beginning on or after 1 April 2012. The adoption of these standards and interpretations did not have any effect on financial performance or position of the society.

Functional and Presentation Currency

Items included in the financial statements are measured using the currency of the primary economic environment in which the entity operates ("the functional currency"). The financial statements are presented in Singapore dollar ("SGD"), which is the society's functional and presentation currency.

All financial information presented are denominated in Singapore dollar ("SGD") unless otherwise stated.

Revenue Recognition

Revenue comprises the fair value of the consideration received or receivable for rendering of services, net of rebates and discounts. Revenue is recognised as follows:

(a) Rendering of Services

Revenue from services is recognised over the period in which the services are rendered, by reference to completion of the specific transaction assessed on the basis of the actual service provided as a proportion of the total services to be performed.

(b) Donation and Corporate Sponsorship

Income from donation and corporate sponsorship are accounted for when received.

(c) Fund Raising

Revenue from special event is recognised when the event takes place.

(d) Government Grants

A government grant that becomes receivable as compensation for expenses or losses incurred and recognised as income in profit or loss of the period in which it becomes receivable.

(e) Interest Income

Interest income is recognised on an accrual basis.

Retirement Benefit Costs

Contributions to defined contribution retirement benefit plans are recorded as an expense as they fall due. Contributions made to government managed retirement benefit plan such as the Central Provident Fund which specifies the employer's obligations are dealt with as defined contribution retirement benefit plans.

Employee Leave Entitlement

Employee entitlements to annual leave are recognised when they accrue to employees. An accrual is made for the estimated liability for leave as a result of services rendered by employees up to the statement of financial position.

Operating Leases

Leases of assets in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are recognised in profit or loss 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.

Income Taxes

As a charity, the society is exempted from tax on income and gains falling within section 13U(1) of the Income Tax Act to the extent that these are applied to its charitable objects. No tax charges have arisen in the society.

Funds

Fund balances restricted by outside sources are so indicated and are distinguished from unrestricted funds allocated to specific purposes if any by action of the management. Externally restricted funds may only be utilised in accordance with the purposes established by the source of such funds and are in contrast with unrestricted funds over which management retains full control use in achieving any of its institutional purposes. An expense resulting from the operating activities of a fund that is directly attributable to the fund is charged to that fund. Common expenses if any are allocated on a reasonable basis to the funds based on a method most suitable to that common expense.

Donation in Kind

Gift in kind of a capital nature is taken up in the deferred capital donations fund based on estimate of the fair value of the date of the receipt of the donation of non-monetary asset or the grant for the right to the monetary asset. The donation is recognised if the amount of the donation in kind can be measured reliably and there is no uncertainty that it will be received.

Plant and Equipment

Plant and equipment are stated at cost less accumulated depreciation and impairment losses.

Depreciation is calculated on the straight-line method to write off the cost of the assets over their estimated useful lives. The estimated useful lives have been taken as follows:

Furniture and fittings	-	5 years
Office equipment	-	3 - 5 years

The residual values, estimated useful lives and depreciation method are reviewed, and adjusted as appropriate, at each statement of financial position date.

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

On disposal of an item of plant and equipment, the difference between the net disposal proceeds and its carrying amount is recognised in profit and loss.

Impairment of Non-Financial Assets

The society assesses at each reporting date whether there is an indication that an asset may be impaired. If any such indication exists, or when annual impairment assessment for an asset is required, the society makes an estimate of the asset's recoverable amount.

An asset's recoverable amount is the higher of an asset's or cash-generating unit's fair value less costs to sell and its value in use and is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent to those from other assets. In assessing value in use, the estimated future cash flows expected to be generated by the asset are discounted to their present value. Where the carrying amount of an asset exceeds its recoverable amount, the asset is written down to its recoverable amount.

Impairment losses are recognised in profit or loss.

An assessment is made at each reporting date as to whether there is any indication that previously recognised impairment losses may no longer exist or may have decreased. A previously recognised impairment loss is reversed only if there has been a change in the estimates used to determine the asset's recoverable amount since the last impairment loss was recognised. If that is the case, the carrying amount of the asset is increased to its recoverable amount. That increase cannot exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss be recognised previously. Such reversal is recognised in profit or loss.

Financial Assets

Financial assets are recognised in the statement of financial position when, and only when, the society becomes a party to the contractual provisions of the financial instrument. The society determines the classification of its financial assets at initial recognition.

When financial assets are recognised initially, they are measured at fair value, plus directly attributable transaction costs.

A financial asset is derecognised where the contractual right to receive cash flows from the asset has expired. On derecognition of a financial asset in its entirety, the difference between the carrying amount and the sum of the consideration received and any cumulative gain or loss that had been recognised directly in other comprehensive income is recognised in profit or loss.

All regular purchases and sales of financial assets are recognised or derecognised on the trade date i.e. the date that the society commits to purchase or sell the asset. Regular purchases or sales are purchases or sales of financial assets that require delivery of assets within the period generally established by regulation or convention in the marketplace concerned.

Loans and Receivables

Non-derivatives financial assets with fixed or determinable payments that are not quoted in an active market are classified as loans and receivables. Subsequent to initial recognition, loans and receivables are measured at amortised cost using the effective interest rate method, less impairment. Gains and losses are recognised in profit or loss when the loans and receivables are derecognised or impaired, and through the amortisation process.

Impairment of Financial Assets

The society assesses at each statement of financial position date whether there is any objective evidence that a financial asset or a group of financial assets is impaired.

Assets Carried at Amortised Cost

If there is objective evidence that an impairment loss on financial assets carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account. The amount of the loss is recognised in profit or loss.

When the asset becomes uncollectible, the carrying amount of impaired financial assets is reduced directly or if an amount was charged to the allowance account, the amounts charged to the allowance account are written off against the carrying value of the financial asset. To determine whether there is objective evidence that an impairment loss on financial assets has been incurred, the society considers factors such as the probability of insolvency or significant financial difficulties of the debtor and default or significant delay in payments.

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed to the extent that the carrying value of the asset does not exceed its amortised cost at the reversal date. The amount of reversal is recognised in profit or loss.

Cash and Cash Equivalents

These consist of cash in hand and cash at bank balances, including short term fixed deposits with financial institutions.

Financial Liabilities

Financial liabilities are recognised on the statement of financial position when, and only when, the society becomes a party to the contractual provisions of the financial instrument. Financial liabilities are initially recognised at fair value of the consideration received plus directly attributable transaction costs and subsequently measured at amortised cost using the effective interest rate method.

Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through the amortisation process. The liabilities are derecognised when the obligation under the liability is extinguished.

Provisions

A provision is recognised when there is a present obligation (legal and constructive) as a result of past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at each statement of financial position date and adjusted to reflect the current best estimate.

Critical Judgements, Assumptions and Estimation Uncertainties

The preparation of the society's financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities at the reporting date. However, uncertainty about these assumptions and estimates could result in outcomes that could require a material adjustment to the carrying amount of the asset or liability affected in the future.

Key Sources of Estimation Uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the statement of financial position date, 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.

Useful lives of Plant and Equipment

Plant and equipment are depreciated on a straight-line basis over their estimated useful lives. Management estimates the useful lives of these plant and equipment to be within 3 to 5 years. The carrying amount of the society's plant and equipment at 31 March 2013 is SGD 48,259 (2012: SGD 76,678). Changes in the expected level of usage and technological developments could impact the economic useful lives and the residual values of these assets, therefore future depreciation charges could be revised.

Impairment of Receivables

Management reviews its receivables for objective evidence of impairment at least annually. Significant financial difficulties of the debtor, the probability that the debtor will enter bankruptcy, and default or significant delay in payments are considered objective evidence that a receivable is impaired. In determining this, management makes judgement as to whether there is observable data indicating that there has been a significant change in the payment ability of the debtor, or whether there have been significant changes with an adverse effect in the technological, market, economic or legal environment in which the debtor operates.

Where there is objective evidence of impairment, management makes judgements as to whether an impairment loss should be recorded in profit or loss. In determining this, management uses estimates based on historical loss experience for assets with similar credit risk characteristics. The methodology and assumptions used for estimating both the amount and timing of future cash flows are reviewed regularly to reduce any differences between the estimated loss and actual loss experience. The carrying amount of the society's receivables at 31 March 2013 are disclosed in note 6 to the financial statements.

2. Society's Information

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 society was awarded the status of Institution of Public Character (IPC) for the period from 10 October 2007 to 30 September 2012 and it was renewed from 1 October 2012 to 30 September 2016. The registered office of the society is located at Block 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. SOS also provides outreach and other services aimed at suicide prevention.

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

3. Expenditure on Manpower

	2013 SGD	2012 SGD
Salaries	698,699	625,449
Bonuses	199,192	197,300
Contributions to defined contribution plan (CPF)	110,363	103,757
Training (note 18)	-	(140)
Recruitment expenses	120	1,445
Other staff benefits	21,105	37,237
	1,029,479	965,048
The annual remuneration band of the 3 highest paid staff as at the statement of financial position are:		
SGD 100,000 and below	2	2
SGD 100,000 and above	1	1
	3	3

The board members did not receive any remuneration during the year.

4. Tax-Exempt Receipt

The society being an approved IPC receives tax-deductible donation whereby qualified donors are granted 2.5 times tax deduction for the donation made to the society. This status was renewed for 4 years with effect from 1 October 2012 to 30 September 2016.

	2013 SGD	2012 SGD
Tax-exempt receipt issued for donations collected	227,992	376,676

5. Property, Plant and Equipment, Total

	Furniture and Fittings SGD	Office Equipment SGD	Total SGD
Cost			
At 1 April 2011	149,926	442,271	592,197
Additions	-	9,988	9,988
Disposals	(4,650)	(47)	(4,697)
At 31 March 2012 and 1 April 2012	145,276	452,212	597,488
Additions	20,930	13,720	34,650
Disposals	(2,638)	(3,958)	(6,596)
At 31 March 2013	163,568	461,974	625,542
Accumulated Depreciation			
At 1 April 2011	142,698	327,598	470,296
Depreciation for year	1,815	53,272	55,087
Disposals	(4,533)	(40)	(4,573)
At 31 March 2012 and 1 April 2012	139,980	380,830	520,810
Depreciation for year	6,359	56,710	63,069
Disposals	(2,638)	(3,958)	(6,596)
At 31 March 2013	143,701	433,582	577,283
Net Carrying Amount			
At 31 March 2013	19,867	28,392	48,259
At 31 March 2012	5,296	71,382	76,678

	2013 SGD	2012 SGD
Depreciation is charged to:		
Statement of financial activities	50,455	44,069
LOSS fund (note 14)	12,614	11,018
	63,069	55,087

6. Trade and Other Receivables, Current

	2013 SGD	2012 SGD
Trade receivables	16,700	33,860
Grant receivables	21,421	-
Interest receivables	7,591	2,706
Others	1,150	-
	46,862	36,566

Trade receivables are non-interest bearing and are generally on 30-day credit terms.

Receivables that are past due but not impaired.

The society has trade receivables amounting to SGD nil (2012: SGD 3,560) that are past due at the statement of financial position date but not impaired. These receivables are unsecured and the analysis of the ageing at the statement of financial position date is as follows:

	2013 SGD	2012 SGD
Trade receivables past due		
1 to 30 days	-	1,600
31 to 60 days	-	1,960
	-	3,560

7. Other Assets, Current

	2013 SGD	2012 SGD
Deposits paid	5,832	6,933
Prepayments	24,183	20,600
	30,015	27,533

8. Cash and Cash Equivalents

	2013 SGD	2012 SGD
Cash and bank balances	790,386	681,171
Fixed deposits	1,351,195	992,582
	2,141,581	1,673,753

Fixed deposits bear interest at 0.9% to 1.22% (2012: 0.05% to 0.98%) mature with varying dates within 2 to 11 months (2012: 3 to 12 months) from the financial year end.

9. Anniversary Fund

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

10. Anthony Yeo Memorial Fund

	2013 SGD	2012 SGD
Balance at beginning of year	78,151	65,038
<i>Add: Receipts</i>		
Donations received	6,226	17,750
	84,377	82,788
<i>Less: Expenditure</i>		
Clinical session expenses	-	(2,250)
Other expenses	(5,742)	(2,387)
Balance at end of year	78,635	78,151

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. Over the last two years, other donors have rendered their support for this fund.

11. Deferred Capital Donations Fund

	2013 SGD	2012 SGD
Balance at beginning of year	59,757	106,936
Add: Purchase of plant and equipment	17,812	1,049
Add: Donation-in-kind	-	779
Less: Amortisation charged to financial activities	(42,485)	(39,206)
Less: Amortisation charged to LOSS fund	(10,622)	(9,801)
Balance at end of year	24,462	59,757

Specific donations given for the purchase of computer equipment and system are credited to the IT fund (see note 13). The deferred capital donations fund are amortised to profit or loss over the period of three to five years.

12. Healing Bridge Fund

	2013 SGD	2012 SGD
Balance at beginning of year	17,579	9,957
Add: Receipts		
Donations	3,968	7,800
Proceeds from book sale	4,420	432
Charge to volunteer development & management fund	482	-
	26,449	18,189
Less: Expenditure		
Supplies and materials	(188)	-
Meals and refreshments	(911)	(567)
Specific assistance to client	-	(43)
Purchase of books	(2,223)	-
	(3,322)	(610)
Balance at end of year	23,127	17,579

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

13. IT Fund

	2013 SGD	2012 SGD
Balance at beginning of year	201,855	48,848
<i>Add: Receipts</i>		
Donations	7,000	180,000
	208,855	228,848
<i>Less: Expenditure</i>		
Consultancy fees	1,500	(1,500)
Meals and refreshments	(13)	(22)
Supplies and materials	(26,912)	(24,422)
Purchase of equipment	(5,767)	(1,049)
	(31,192)	(26,993)
Balance at end of year	177,663	201,855

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

14. LOSS Fund

	2013 SGD	2012 SGD
Balance at beginning of year	219,754	162,372
<i>Add: Receipts</i>		
* Designated project donations	236,654	133,878
Amortisation of deferred capital donations (note 11)	10,622	9,801
Amortisation of capital grant (note 17)	425	98
Other income	20	-
Tote Board social service fund	152,928	139,986
	400,649	283,763

	2013 SGD	2012 SGD
Less: Expenditure		
Audit fees	(500)	(516)
Central Provident Fund	(21,100)	(17,107)
Depreciation of plant and equipment (note 5)	(12,614)	(11,018)
Insurance	(911)	(886)
Loss on disposal of plant and equipment	-	(23)
Repairs and maintenance	(3,222)	103
Rental of building	(4,417)	(4,417)
Salaries and bonuses	(135,137)	(166,952)
Staff benefits and related costs	(5,394)	(1,946)
Specific assistance to clients	-	(24)
Volunteer development	(4,158)	(5,021)
Transport	(1,812)	(1,291)
Other operating expenses	(14,234)	(17,283)
Total expenditure	(203,499)	(226,381)
Surplus for the year	197,150	57,382
Balance at end of year	416,904	219,754

LOSS (Local Outreach to Suicide Survivors) is a nationwide SOS programme which provides emotional support and comfort to survivors in the aftermath of a suicide death and throughout their bereavement.

	2013 SGD	2012 SGD
* Designated project donations		
Dato' Low Tuck Kwong	-	100,000
Prime Minister Lee Hsien Loong	-	10,000
Keppel Care Foundation	100,000	-
Singapore Pools (Pte) Ltd	34,400	-
Great Eastern	30,449	-
Capitaland Ltd	15,000	-
Others	56,805	23,878
	236,654	133,878

SOS was the beneficiary for the donations received from Great Eastern and Singapore Pools (Pte) Ltd in their charity fund raising event. Donations from Dato' Low Tuck Kwong in 2012 was for expenditure in the financial year 2012/13 and is the last year for the funding of this programme. The donation from the Prime Minister was specifically designated for expenditure for financial year 2013/14.

15. President's Challenge Fund

	2013 SGD	2012 SGD
Donation receipts	206,850	210,000
Less: Expenditure		
Clinical supervision	(3,250)	(3,150)
Furniture and fittings	(12,178)	-
IT consultancy	(7,500)	-
Training	(10,690)	-
Balance at end of year	173,232	206,850

SOS was one of the beneficiaries of the President's Challenge Fund in 2011. SOS received the fund on 31 January 2012.

16. Volunteers Development & Management Fund

	2013 SGD	2012 SGD
Balance at beginning of year	79,579	90,316
Less: Expenditure		
Charge from Healing Bridge fund	(482)	-
Leaders retreat	(9,255)	(7,047)
Training expenses	(10,192)	(1,120)
Transport	(1,446)	(1,599)
Others	(394)	(971)
	(21,769)	(10,737)
Balance at end of year	57,810	79,579

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

Summary of total expenditure on volunteers are:

	2013 SGD	2012 SGD
Volunteer development & management fund	21,769	10,737
Volunteer development in statement of comprehensive income	16,630	20,043
Volunteer development allocated to LOSS fund (see note 14)	4,158	5,021
Manpower expenditure on volunteer management	208,880	203,034
	251,437	238,835

17. Capital Grant Fund

	2013 SGD	2012 SGD
Balance at beginning of year	1,958	-
Grants received/ receivable	4,919	2,448
	6,877	2,448
Less: Expenditure		
Amortisation charged to financial activities	(1,704)	(392)
Amortisation charged to LOSS fund	(425)	(98)
Balance at end of year	4,748	1,958

In 2013, grants received/ receivable are from National Council of Social Service (NCSS) for the funding of computers and system.

In 2012, capital grants are received from NCSS for funding purchase of computers.

18. Training Grant Fund

	2013 SGD	2012 SGD
Balance at beginning of year	3,276	-
Grants received	-	3,375
	3,276	3,375
Less: Expenditure		
Training expenses	(3,276)	(99)
Balance at end of year	-	3,276

Community Chest's funding agreement states that the incentive training grant for staff training needs to be utilised by 31 March 2013.

19. Other Payables

	2013 SGD	2012 SGD
Accrual operating expenses	101,932	99,092
Advance receipt for membership fee	374	338
Advance receipt for workshop fee	10,700	-
	113,006	99,430

20. Operating Lease Commitments

At the statement of financial position date, the society has outstanding commitments under non-cancellable operating leases in respect of rental of equipment which fall due as follows:

	2013 SGD	2012 SGD
<i>Rental payable</i>		
Not later than 1 year	3,210	3,210
Later than 1 year but not later than 5 years	8,560	11,770
	11,770	14,980

21. Capital Commitments

The society has capital commitments expenditure of SGD nil (2012: SGD 12,638) not provided for in the accounts as at the statement of financial position date.

22. Reserve Policy

The board members had approved a reserve policy up to 3 years (2012: 1 year) of expenditure and to be maintained to provide working capital and development of the society.

23. Financial Risk Management Objectives and Policies

The main risks from the society's financial instruments are liquidity risk, interest rate risk and credit risk. The policies for managing each of these risks are summarised below.

Liquidity Risk

Liquidity risk is the risk that the society will not be able to meet its financial obligations as and when they fall due. The society's exposure to liquidity risk arises primarily from mismatches of the maturities of financial assets and liabilities.

The society reviews its working capital requirements to assess the adequacy of cash and cash equivalents to finance the operations.

Analysis of Financial Instruments by Remaining Contractual Maturities

The table below summarises the maturity profile of the society's financial assets and liabilities at the statement of financial position date based on contractual undiscounted repayment obligations.

	2013		2012	
	1 year or less SGD	Total contractual cash flow SGD	1 year or less SGD	Total contractual cash flow SGD
Financial assets				
Trade and other receivables	46,862	46,862	36,566	36,566
Other assets	5,832	5,832	6,933	6,933
Cash and cash equivalents	2,141,581	2,141,581	1,673,753	1,673,753
	2,194,275	2,194,275	1,717,252	1,717,252
Financial liabilities				
Other payables	101,932	101,932	99,092	99,092
Total net undiscounted financial assets	2,092,343	2,092,343	1,618,160	1,618,160

Interest Rate Risk

The society's exposure to changes in interest rates related primarily to its holding of fixed deposits. The society's 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 statements of financial activities is not expected to be significant.

Credit Risk

Credit risk is the risk of loss that may arise on outstanding financial instruments should a party default on its obligations.

Exposure to Credit Risk

The society's exposure to credit risk arises primarily from trade and other receivables. For other financial assets (including cash and cash equivalents), the society minimises credit risk by dealing exclusively with high credit rating parties.

At the statement of financial position date, the society's maximum exposure to credit risk is represented by the carrying amount of each class of financial assets recognised in the statement of financial position.

The society's objective is to seek continual revenue growth while minimising losses incurred due to increased credit risk exposure. The society trades only with recognised and creditworthy third parties. It is the society policy that all customers who wish to trade on credit terms are subject to credit verification

procedures. In addition, receivable balances are monitored on an ongoing basis such that the society's exposure to bad debts is not significant.

Credit Risk Concentration Profile

The society has no significant concentration of credit risk.

Financial Assets that are Neither Past Due nor Impaired

Trade and other receivables that are neither past due nor impaired are creditworthy debtors with good payment record with the society. Cash and cash equivalents, that are neither past due nor impaired are placed with or entered into with reputable companies with high credit ratings and no history of default.

Financial Assets that are Either Past Due or Impaired

Information regarding financial assets that are either past due or impaired is disclosed in Note 6 (trade receivables).

24. Fair Value of Financial Assets and Financial Liabilities

The carrying amounts of cash and cash equivalents, trade and other current receivables and payables, provisions and other liabilities and amounts payable approximate their respective fair values due to the relatively short-term maturity of these financial instruments.

25. New Accounting Standards and FRSs Interpretations

The society has not adopted the following standards and interpretations that have been issued but not yet effective.

Reference	Description	Effective for annual periods beginning on or after
FRS 19	Employee Benefits	1 January 2013
FRS 27	Separate Financial Statements	1 January 2014
FRS 28	Investment in Associates and Joint Ventures	1 January 2014
FRS 32	Amendments to FRS 32: Offsetting of Financial Assets and Financial Liabilities	1 January 2014
FRS 101	Amendments to FRS 101- Government Loans	1 January 2013
FRS 107	Amendments to FRS 107: Disclosures – Offsetting of Financial Assets and Financial Liabilities	1 January 2014

Reference	Description	Effective for annual periods beginning on or after
FRS 110	Consolidated Financial Statements	1 January 2014
	Consolidated Financial Statements, Joint Arrangements and Disclosure of Interests in Other Entities: Transition Guidance (Amendments to FRS 110, FRS 111 and FRS 112)	1 January 2014
FRS 111	Joint Arrangement	1 January 2014
FRS 112	Disclosure of Interests in Other Entities	1 January 2014
FRS 113	Fair Value Measurements	1 January 2013
INT FRS 120	Stripping Costs in the Production Phase of a Surface Mine	1 January 2013

The board members expect that the adoption of the other standards and interpretations above will have no material impact on the financial statements in the period of initial application.

26. Authorisation of Financial Statements for Issue

These financial statements were authorised for issue by the board members on the date shown on the Statement by Board Members.

GOVERNANCE EVALUATION CHECKLIST

Evaluation Period
01/04/2012 to 31/03/2013

S/ No.	Code Description	Code ID	Compliance	Explanation (if the Code guideline is not complied to or not applicable)
BOARD GOVERNANCE				
A	Are there Board members holding staff appointments? (Skip items 1 and 2 if “No”)		No	
1	If the governing instrument permits staff to become Board members, they should comprise not more than one-third of the Board.	1.1.2	Not Applicable	None of the staff member is on the Board of Management
2	Staff does not chair the Board.	1.1.2	Not Applicable	
3	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman).	1.1.6	Complied	
4	The Board has an audit committee (or designated Board members) with documented terms of reference.	1.2.1	Not Applicable	Small expenditure of \$1million. Staff strength: 20
5	The Board meets regularly with a quorum of at least one-third or at least three members, whichever is greater (or as required by the governing instrument).	1.3.1	Complied	

S/ No.	Code Description	Code ID	Compliance	Explanation (if the Code guideline is not complied to or not applicable)
CONFLICT OF INTEREST				
6	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	
7	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
STRATEGIC PLANNING				
8	The Board reviews and approves the vision and mission of the charity. They are documented and communicated to its members and the public.	3.1.1	Complied	
9	The Board approves and reviews a strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	
HUMAN RESOURCE MANAGEMENT				
10	The Board approves documented human resource policies for staff.	5.1	Complied	
11	There are systems for regular supervision, appraisal and professional development of staff.	5.6	Complied	
FINANCIAL MANAGEMENT AND CONTROLS				
12	The Board ensures internal control systems for financial matters are in place with documented procedures.	6.1.2	Complied	

S/ No.	Code Description	Code ID	Compliance	Explanation (if the Code guideline is not complied to or not applicable)
13	The Board ensures reviews on the charity's controls, processes, key programmes and events.	6.1.3	Complied	
14	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
15	The charity discloses its reserves policy in the annual report.	6.4.1	Complied	
B	Does the charity invest its reserves? (Skip item 16 if "No")		No	
16	The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board.	6.4.3	Not Applicable	
FUNDRAISING PRACTICES				
17	Donations collected are properly recorded and promptly deposited by the charity.	7.2.2	Complied	
DISCLOSURE AND TRANSPARENCY				
18	The charity makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.	8.1	Complied	

S/ No.	Code Description	Code ID	Compliance	Explanation (if the Code guideline is not complied to or not applicable)
C	Are Board members remunerated for their Board services? (Skip items 19 and 20 if “No”)		No	
19	No Board member is involved in setting his or her own remuneration.	2.2	Not Applicable	
20	The charity discloses the exact remuneration and benefits received by each Board member in the annual report.	8.2	Not Applicable	
D	Does the charity employ paid staff? (Skip items 21 and 22 if “No”)		Yes	
21	No staff is involved in setting his or her own remuneration.	2.2	Complied	
22	The charity discloses in its annual report the annual remuneration of its three highest paid staff who each receives remuneration exceeding \$100,000, in bands of \$100,000. If none of its top three highest paid staff receives more than \$100,000 in annual remuneration each, the charity discloses this fact.	8.3	Complied	
PUBLIC IMAGE				
23	The charity accurately portrays its image to its members, donors and the public.	9.1	Complied	

**PUBLISHED BY**

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www.sos.org.sg

Unique Entity Number (UEN) S69SS0047D
Charity Registration Number IPC 000468

We are registered with Registry of Societies (Ref 162/69WEL)
Commissioner of Charities (Ref No. 0004)

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