

# **MEETING CHALLENGES AND STAYING RELEVANT IN A COMPETITIVE LANDSCAPE**



**Samaritans of Singapore**  
Annual Report 2015/16





## 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

With our sights focussed on the future, SOS will constantly evolve to keep up with the changing social landscape of the community. We will continue to grow, learn, and adapt to achieve our vision of being the premier organisation in suicide prevention in Singapore.

SOS turned 46 in 2015 while Singapore celebrated its 50th birthday through a series of SG50 activities.

It was certainly a time of celebrations and reflections for the country, and a time for staff, volunteers, and the Board of Management at SOS to collectively reflect on what it truly means to be an organisation dedicated to being an available lifeline to anyone in crisis. Fundamental to our mission is our ability to put our clients first, and our capability in providing emotional support to those in crisis, thinking of suicide, or affected by suicide.

Today, SOS is 'more than a hotline'; it is recognised as Singapore's only suicide prevention centre. We are constantly reviewing our strategies and thrusts to ensure that SOS remains relevant and effective in serving the community. In the past year, we focussed on expanding our communications and outreach, training services, and research capabilities. In line with our growth and these strategic thrusts, the Board initiated an organisational structure review to enhance the bench strength of the management team, and approved

additional manpower resources to facilitate the roll out of strategic plans.

For our community outreach efforts, the management team leveraged on social media to launch #howru – the SOS campaign for World Suicide Prevention Day 2015. Special thanks to former President of Singapore Mr S R Nathan, our various partners, and advertising agency TBWA\ Group Singapore, all of whom contributed to the success of the campaign. The positive reception of the campaign was affirmation of our work and encourages us to deploy innovative ways to raise awareness of suicide in Singapore and spread the message of suicide prevention.

I wish to thank the management team and all staff for their invaluable contributions in the past year. I am especially grateful that, despite the occasional headwinds, the team was determined to soldier on to serve our clients and guide our volunteers in the best ways possible. My deep appreciation is also due to all volunteers, Board of Management, and Sub-committees for their dedicated support throughout the year. To our partners, donors, and the

general community who have supported us over the years: thank you!

In the coming year, we will source for new premises to house the anticipated range of expanded services and to accommodate additions to our full-time staffing. The new premises will be fitted with improved facilities and amenities to raise operational efficiency and productivity, and allow us to better focus on our clients.

With our sights focussed on the future, SOS will constantly evolve to keep up with the changing social landscape of the community. We will continue to grow, learn, and adapt to achieve our vision of being the premier organisation in suicide prevention in Singapore.

**Ms Lim Suu Kuan**  
Chairman

## THE EXECUTIVE DIRECTOR'S MESSAGE

Our greatest challenge moving forward is the ability to remain relevant in the social service sector and responsive to the expectations and demands for professionalism and collaborative services. This can only be achieved through the commitment of all stakeholders in moving forward together...

A young woman who came up to receive our now somewhat iconic #howru plaster from a volunteer said, "Thank you for doing this. It's time all of us stepped up to spread awareness on suicide prevention."

Another person – this time a youth, shared with a volunteer that he was

troubled and feeling suicidal but would call the hotline immediately now that he knew who he could turn to.

While most plasters close wounds, this one opened conversations. This was the aim of #howru – the SOS campaign for World Suicide Prevention Day. Yes, it is true; we are making things happen, and in all positive

ways. As I have always believed, suicide prevention is everyone's business.

As we celebrated Singapore's Golden Jubilee Year, 2015 was also significant for SOS as our services expanded in scale and depth. Our greatest challenge moving forward is the ability to remain relevant in the social service sector and responsive

to the expectations and demands for professionalism and collaborative services. This can only be achieved through the commitment of all stakeholders in moving forward together to meet the relevant needs of our clients.

As Executive Director of SOS since 2008, the journey of having to "balance the unique needs and demands" of SOS Society members with the focus on the clients was no easy feat. It has been inspiring to work with our trained volunteers who man the hotline, many of whom are truly special individuals who give their precious time, talents, and even donations to our cause. To continue going strong with a unified mindset, I urge all volunteers to remember the spirit of volunteerism and hold dear the passion to serve our clients to the best of our abilities. SOS professionals are committed to delivering quality services as we are accountable to all our stakeholders – clients, volunteers including board members and hotline volunteers, professional staff, our funders and our donors. With a challenging, ever-changing, and demanding social service landscape, I appeal to all stakeholders to continue to support our work. I am also proud of the amount of work accomplished by my team of

dedicated staff; their efforts and unrelenting dedication to work with the community is truly an inspiration in the field of suicide work.

I remain thankful for the funding support of Community Chest under the National Council of Social Service, whose financial contributions and support over the years have enabled us to boldly serve the community.

To the numerous foundations, corporations and kind individuals who have not wavered in their support of our mission to be an available lifeline to anyone in crisis and our vision to be the premier organisation in suicide prevention – in particular, Tote Board, Lee Foundation, Great Eastern, Keppel Care Foundation, CapitaLand and Starhub, amongst many others: thank you for playing an important role to enable us to continue our services. Special thanks to our donors Mr J M Luke and Mdm Sonia Tay for their generous donations, State Coroner Mr Marvin Bay for his aid towards our research efforts, and Mr David Woon for his keen involvement in various outreach and publicity projects.

I am thankful to TBWA\ Group Singapore for their generous support in achieving such remarkable

results for #howru, and also to former President of Singapore Mr S R Nathan for his continuous and invaluable support over the years.

Finally, to the SOS Board of Management and HR Sub-committee: I am appreciative for the support received and look forward to stronger support as SOS evolves to meet the needs of our clients in future.

At the end of the day, what's more important than these achievements and what keeps our team going strong, are the people whose lives we touch and those with whom we work. SOS will continue serving our clients and the community to the best of our ability as we evolve to meet challenges and stay relevant in the changing social landscape of Singapore.

**Ms Christine Wong**  
Executive Director



OUR MILESTONES

1969

SOS began operations on 1 December. SOS received close to 2000 calls in the first year of operations.

1986

A special phone line was installed for other agencies and authorities to refer emergency cases to SOS.

1991

The SOS 24-hour hotline manned by trained volunteers became toll-free.

1993

SOS launched its first public education programme.  
  
SOS organised its first annual Suicide Prevention Week in conjunction with World Suicide Prevention Day 1993.

2001

SOS moved to its current premises at 10 Cantonment Close, #01-01. The event was graced by Mr S R Nathan, sixth President of the Republic of Singapore.

2003

The SOS Email Befriending and Healing Bridge Support Group services were launched.

2004

SOS expanded its community training programmes.

2006

The SOS Local Outreach to Suicide Survivors (LOSS) programme was launched island-wide after a pilot phase in 2005.  
  
SOS revised its logo and mission statement.

2008

SOS received the Non-Profit Award for Volunteer Management during the National Volunteerism and Philanthropy Awards 2008.  
  
SOS published Yin's *Why? When Both My Parents Took Their Lives*. This was the first book in Singapore to tell the story of a suicide survivor in the local context.

2011

SOS counselling services were expanded.

2013

SOS published *Letters to Aly: Surviving my BFF's Suicide* by Lee-Ann. This was the first time a local teenage suicide survivor shared the wound of losing her best friend to suicide in a book.

2014

Three SOS professional training programmes were recognised under Continuing Professional Education (CPE). Successful participants from these courses are eligible for credits by the Singapore Association for Social Workers (SASW) and Singapore Association for Counsellors (SAC) for registration or renewal as an Accredited Social Worker or Counsellor.

SOS commemorated International Survivors of Suicide Loss Day for the first time. This is a day for loved ones to gather and remember those they have lost to suicide.

The SOS research arm was set up with the aim of gaining insight into suicide in the local context.

2015

SOS services were expanded.  
  
SOS engaged social media for the first time to spread its message for World Suicide Prevention Day 2015. The campaign generated close to 4.5 million online impressions in Singapore over eight days.



## YEAR IN REVIEW

 **8,032**  
calls, emails, and **SMSes** initiated  
by SOS as part of Crisis Support

**365**  
counselling sessions 

 **38,604**  
incoming calls on the **24-hour Hotline**

**6,138**   
outgoing emails sent  
as part of the **Email Befriending** service

**131** **LOSS**  
**ONE** referrals  
processed  
**international**

research paper co-published by Executive Director of SOS,  
**Ms Christine Wong**



**34** **talks** and **workshops**  
conducted as part of training  
and community outreach

**4,500,000**

**online impressions** generated through **#howru**  
– the SOS campaign for World Suicide Prevention Day 2015



# CLIENT SERVICES

Every suicide is tragic and each suicide is one too many. That's why we put our clients first.

Over the years, SOS has expanded its services to remain relevant and ensure that our services cater to the growing and changing needs of our clients. We

have grown from a single telephone hotline to a comprehensive and distinct range of client services today.

All information shared with SOS is treated as confidential and clients can choose to remain anonymous.





CRISIS SUPPORT

Nearly half of the suicidal clients needing crisis support were between the age of 10 and 29.

Crisis support includes support initiated for persons-at-risk referred to SOS, as well as follow-up support for high suicide risk clients who contact SOS. Crisis support is carried out by professional staff via outgoing calls, emails, and SMSes. Majority of suicidal clients supported in this manner reported difficulties coping with crises in their lives. The two most common problems presented were mental health issues, and difficulties in the area of marital and family relationships.

In addition to crisis support rendered to clients, SOS also provides case consultation to other voluntary welfare organisations, hospitals, and private organisations. In the review period, SOS Client Services staff provided 12 consultations to other agencies on cases involving clients in crisis.

Table 1: Crisis Support Channels

Contact Type	Outgoing Volume
Calls	3,961
Emails	698
SMSes	3,373

SPECIALIST COUNSELLING

Specialist counselling is provided to clients who need the support and intervention of trained professionals due to suicidal crises or suicide grief. Specialist counselling is carried out by in-house staff who are counsellors, psychologists or social workers.

of these suicide survivors expressed suicide ideation due to their loss. Other clients who came for counselling at SOS cited difficulties coping with challenges, mental health issues, and relationship problems.

Of the 143 counselling clients in this review period, 67 were suicide survivors who came in for grief counselling. 51%

Table 2: Number of Counselling Cases and Sessions

Clients/Sessions	Number
Clients	143
Sessions	365

Table 3: Profile of Counselling Clients by Age Group and Gender

Age Group	Gender		Total
	Male	Female	
10-19	4	17	21
20-29	17	21	38
30-39	9	14	23
40-49	8	18	26
50-59	8	13	21
60-64	2	5	7
65 and above	4	3	7
Total	52	91	143

24-HOUR HOTLINE 1800-221 4444

In this review period, SOS handled an average of 106 calls daily (excluding enquiry calls).

Table 4: Incoming Calls

Contact Type	Number
Calls with Suicide Risk	6,455
Other Crisis Calls	13,262
Regular Calls	18,887
Total Incoming Calls	38,604*

\*Incoming calls exclude 44 enquiry calls concerning administrative and training matters.

The SOS 24-hour hotline provides round-the-clock, confidential emotional support to callers in distress. While the hotline is manned primarily by trained volunteers, professional staff supervise volunteers and follow up on critical cases. Calls to the hotline are classified into three contact types.

Calls with suicide risk are those in which callers express suicidal plans or ideation. Suicide risk is identified by posing the 'Suicide Question' to callers. Of the 19,199 calls in which the 'Suicide Question' was asked, 6,455 calls (34%) were classified as having suicide risk and 1,003 of these were assessed to be of medium risk or higher.

Other crisis calls include callers who do not represent a significant and immediate suicide risk but who may be going through highly stressful life events or situations and require emotional support. These are individuals who may be susceptible to developing suicide risk.

Apart from callers who are feeling suicidal or in crisis, there are also callers with weak social connections and who are very often struggling with mental health issues. 49% of all incoming calls were from such regular callers and many of them are dependent on the SOS hotline for some form of social and emotional contact.

Call volume was highest from those aged between 30 and 59.

Table 5: Profile of Hotline Clients by Age Group and Gender

Age Group	Gender			Total
	Male	Female	Unknown	
5-9	63	1	0	64
10-19	508	1,973	199	2,680
20-29	929	1,410	3	2,342
30-39	3,262	3,554	0	6,816
40-49	3,489	2,259	1	5,749
50-59	3,137	3,871	0	7,008
60-64	700	1,886	2	2,588
65 and above	1,722	921	0	2,643
Unknown	3,583	4,898	233	8,714
Total	17,393	20,773	438	38,604

Many callers who contacted the SOS hotline reported feeling lonely and isolated. Mental health issues and difficulties with family relationships were the most common problems presented by both male and female callers.

Career-related challenges and struggles with marital relationships were other common problems presented by male and female callers respectively.

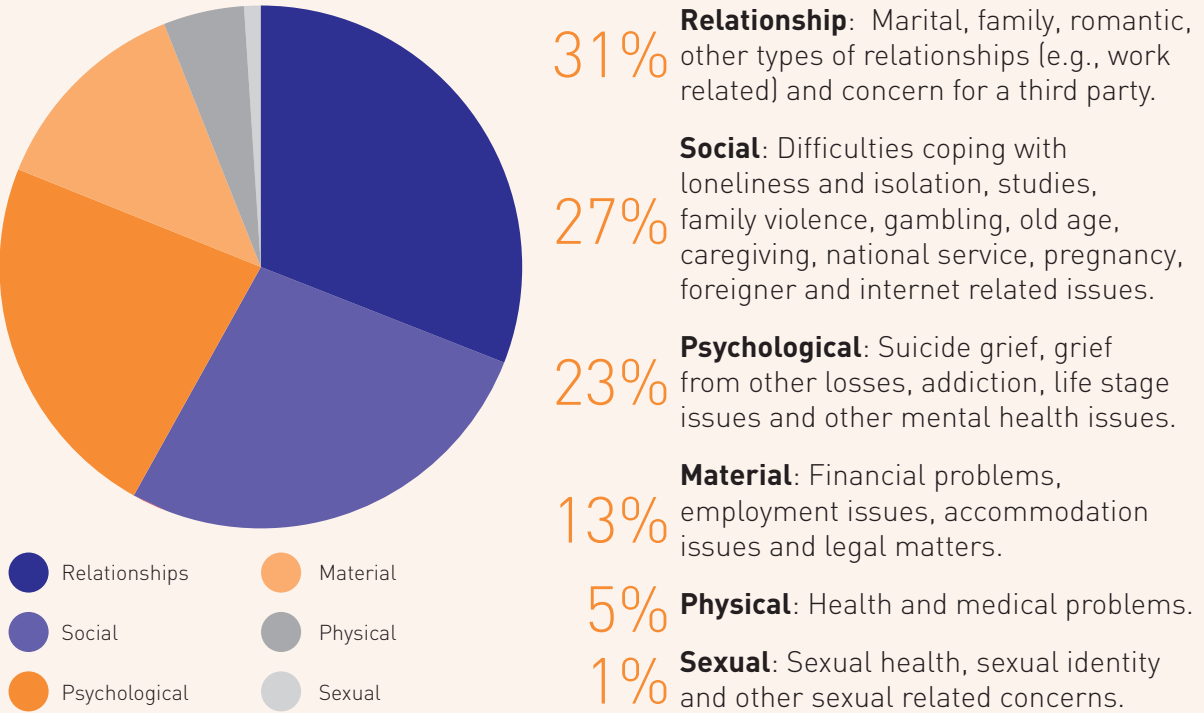


Figure 1: Percentage Breakdown of Problems Presented in Incoming Calls. Figures are rounded off to the nearest whole number.



EMAIL BEFRIENDING pat@sos.org.sg

Of clients who disclosed their age, 74% were between the age of 10 and 29.

The SOS Email Befriending service was launched in 2003 as an alternative avenue of emotional support for those in distress. Response time for this service is within two working days. As this is not a 24-hour service, those in immediate crisis are encouraged to call the 24-hour hotline.

Email clients tended to express their challenges in coping with crisis situations, and many of them presented mental

health issues and difficulties with family relationships as common problems.

For email clients below the age of 30, more than 25% reported feeling troubled over their studies, as well as relationships at school. Students typically shared their worries over studies in periods leading up to major exams, and those prior to the release of exam results.

Table 6: Number of Email Clients and Responses

Breakdown	Volume
Clients	1,079
Outgoing Emails	6,138

66% of email clients presented some suicide risk and of these, more than half were under the age of 30.

Table 7: Profile of Email Clients by Age and Gender

Age Group	Gender			Total
	Male	Female	Unknown	
10-19	65	191	12	268
20-29	98	198	2	298
30-39	37	63	2	102
40-49	24	35	0	59
50-59	14	11	0	25
60-64	2	1	1	4
65 and above	5	2	0	7
Unknown	91	119	106	316
Total	336	620	123	1079

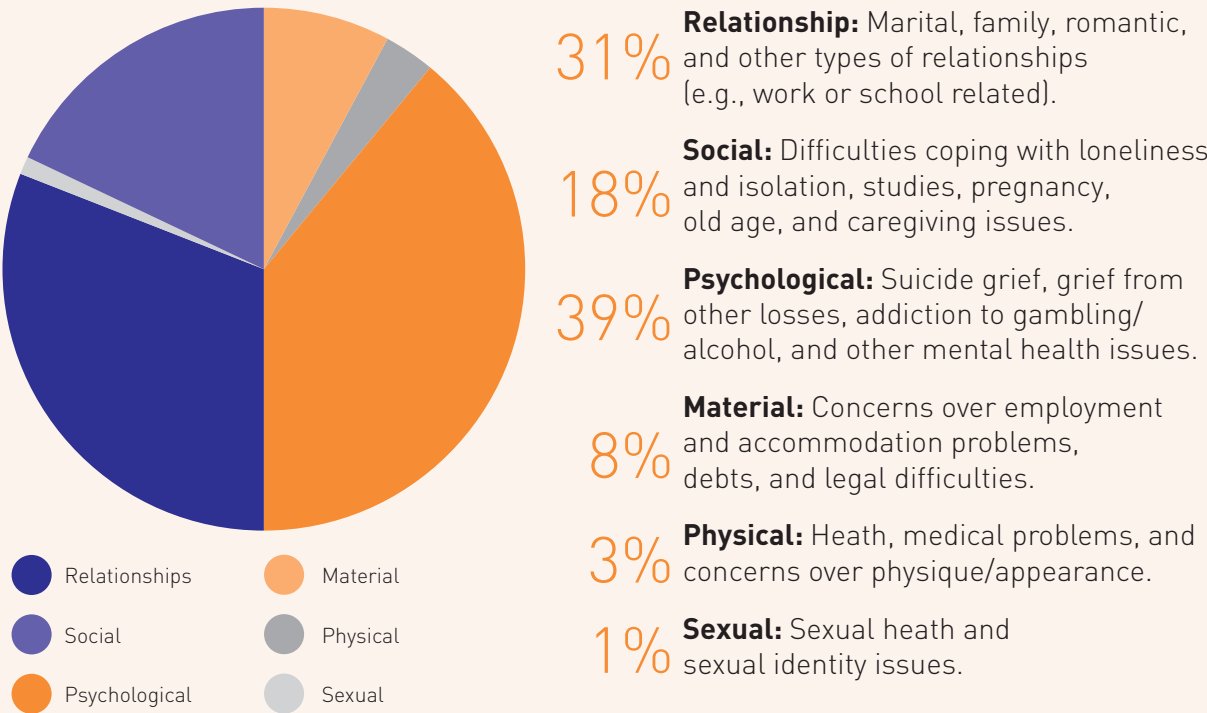


Figure 2: Percentage Breakdown of Problems Presented in Emails  
Figures are rounded off to the nearest whole number.

## LOSS (LOCAL OUTREACH TO SUICIDE SURVIVORS)

LOSS (Local Outreach to Suicide Survivors) is a special outreach programme launched in 2006 to provide emotional support and information to Next-of-Kin (NOKs) or loved ones affected by a suicide death. Research has shown that these 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 LOSS work with grieving families.

LOSS cases are usually referred to SOS by the Singapore Police Force and other relevant sources.

Of the 94 police referrals in the review period, 33 were late referrals where cases were referred some time after the suicide had taken place. There were no activations for these late referrals and thus accounted for the decrease in LOSS activations from last year.

LOSS continues to be a resource for all Land Divisions and NPCs to refer cases involving suicide for SOS's follow-up and provision of crucial bereavement support to grieving families.

Table 8: Number of LOSS Referrals

Police Division	Number of LOSS Referrals
Ang Mo Kio	25
Bedok	9
Central	4
Clementi	18
Jurong	20
Tanglin	18
Total Police Referrals	94
Others*	37
Total Referrals	131

\*Others: self-referrals and referrals from concerned friends, relatives, hospitals, VWOs, etc.

Table 9: Number of LOSS Activations

	Number of Activations
LOSS Activations	57

Table 10: Profile of LOSS Cases (Deceased) by Age Range and Gender

Age Group	Gender		Total
	Male	Female	
10-19	7	6	13
20-29	11	10	21
30-39	7	10	17
40-49	15	6	21
50-59	15	3	18
60-64	2	1	3
65 and above	11	5	16
Unknown	10	12	22
Total	78	53	131

Males between the age of 40 and 59 made up 23% of the suicide cases referred to the LOSS programme.

On average, SOS followed up on 2 survivors or NOKs per LOSS referral.



LOSS (LOCAL OUTREACH TO SUICIDE SURVIVORS)

On top of activations, and in addition to the follow-up work for each referral, care cards are also sent to suicide survivors as part of LOSS. These are usually sent to clients during the anniversary of their loss, or during festive periods which could be particularly difficult times. Care cards are also sent to keep in touch with clients who might need support at a later stage of their grief journey.

Table 11: Profile of NOKs by Age Group and Gender

Age Group	Gender		Total
	Male	Female	
10-19	4	4	8
20-29	13	15	28
30-39	13	17	30
40-49	16	21	37
50-59	8	12	20
60-64	0	8	8
65 and above	4	12	16
Unknown	51	55	106
Total	109	144	253

115 care cards were sent to suicide survivors as part of LOSS support during the review period.

HEALING BRIDGE

Healing Bridge is a suicide bereavement support group for those who have lost a loved one to suicide. It provides a safe place for these suicide survivors to express their struggles and receive support from each other. Through 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.

During the review period, 6 sessions of Healing Bridge were held for both the English-speaking group and the Mandarin-speaking group. 25 members attended at least one session, of which 9 were new members.

About one-third of the members were non-locals who were seeking support after the loss of their loved one as they had limited social support in Singapore.

Table 12: Profile of Healing Bridge Clients by Age Range and Gender

Age Group	Gender		Total
	Male	Female	
10-19	0	0	0
20-29	1	0	1
30-39	2	3	5
40-49	1	11	12
50-59	1	4	5
60-64	1	1	2
65 and above	0	0	0
Unknown	0	0	0
Total	6	19	25

Nearly half of the survivors in the support group were females aged between 40 and 49.

HEALING BRIDGE

For the first time, a young person stepped forward to share her experiences. Many survivors also stayed back after the session to continue to reach out and support one another.

INTERNATIONAL SURVIVORS OF SUICIDE (ISOS) LOSS DAY

In conjunction with International Survivors of Suicide Loss Day, an initiative by the American Suicide Prevention Foundation, SOS organised a gathering for local suicide survivors on 21 November 2015. 48 survivors were present at the event, the highest attendance so far for a gathering of survivors in SOS.

Survivors mingled over lunch, after which they watched a video screening of *Family Journeys*:

*Healing and Hope after a Suicide*. This video was produced by the American Foundation for Suicide Prevention to commemorate the event. A sharing session facilitated by trained SOS professionals followed and for the first time, a young person stepped forward to share her experiences. Many survivors also stayed back after the session to continue to reach out to and support one another.

RESEARCH

It was found that “functional disability, as well as a number of specific physical illnesses, was shown to be associated with suicidal behaviour in older adults.”

To further strengthen evidence-based practice, SOS set up its own research arm in 2014 to look into information and findings which could aid local suicide prevention and intervention work.

In this review period, SOS research staff focussed on collating data on suicide deaths gathered from the Coroner’s Court. SOS is working towards presenting its research findings in international journals or local publications.

In the international arena, Ms Christine Wong, Executive Director of SOS, together with the International Association of Suicide Prevention (IASP) Sub-committee on Elderly Suicide completed *A Systematic Review of Physical Illness, Functional Disability and Suicidal Behaviour Among Older Adults*. This paper was published by the Aging & Mental Health Journal in 2015. It was found that “functional disability, as well as a number of specific physical illnesses, was shown to be associated with suicidal behaviour in older adults.”





# TRAINING

Suicide remains a complicated social phenomenon – one which requires the attention of more than just one agency. In facing this challenge, SOS has been training key partners in the community since 2004 as we recognise the critical roles they can play in suicide prevention.

All training programmes by SOS are conducted by professional staff, comprising trained practitioners with local experience of working with suicidal clients and suicide survivors.



## TRAINING WORKSHOPS

OS conducts training workshops for educators; medical and allied health professionals; emergency and crisis responders; student leaders; frontline professionals; and counsellors, psychologists and social workers from other voluntary welfare organisations. This is to equip these key partners in the community with the relevant and necessary skills to better approach suicide-related scenarios they may encounter.

## PARTICIPANT’S FEEDBACK

“Well-paced and very educational, with **in-depth role-play** that really ensured that we knew how to deal with situations.”

“The role play provided me with in-depth thought of the questions I should ask the survivors. **Great workshop!**”

“This course is really helpful to me and has **added on to my knowledge of helping**. I felt that I understand people with suicidal thoughts better and know how to help them with their problems more effectively.”

“**Good and well-paced workshop!** Trainer is engaging!”

“**Very good and knowledgeable trainers. Tools and frameworks introduced are very helpful.**”

“It was a good refresher for people who have been trained in some skills in suicide intervention. **Trainers are experienced and competent** and are generous with sharing their knowledge. Good job!”

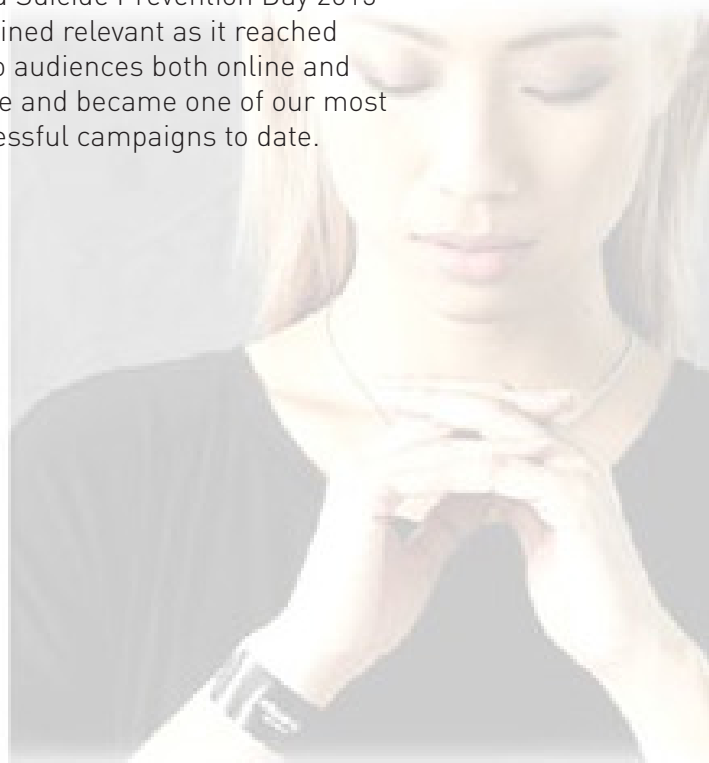
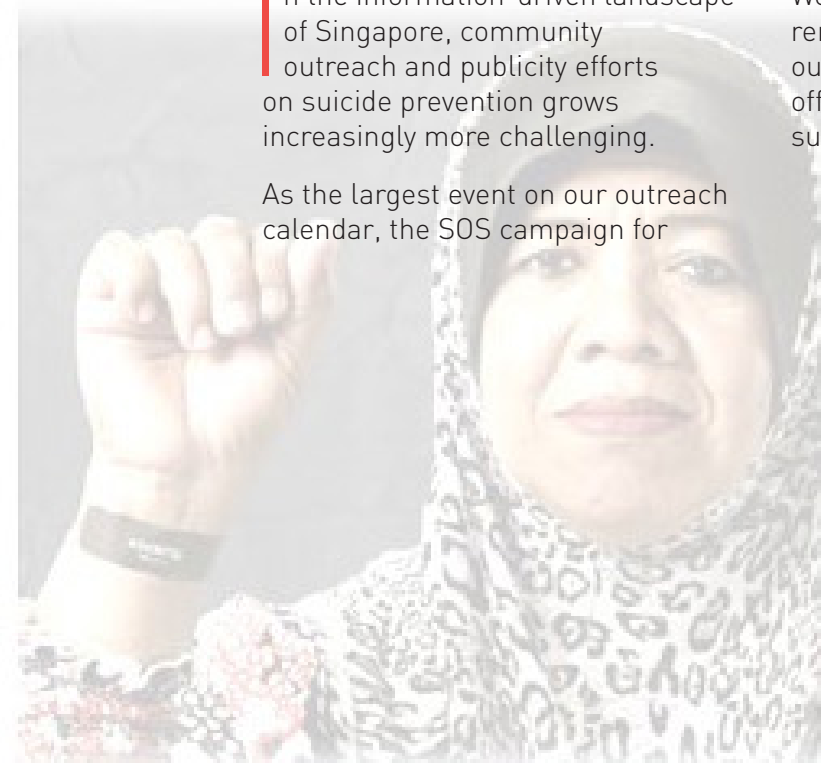
Table 13: Training Workshops

Workshop	Participants	Category	No. of Workshops	Attendance
Suicide Intervention Skills Workshop	<b>Other VWOs and relevant agencies</b> <ul style="list-style-type: none"><li>Counsellors, social workers, and psychologists</li></ul>	Professional	1	27
Clinical Skills in Suicide Work		Professional	1	23
Suicide Postvention Skills Workshop		Professional	1	11
Gatekeepers Intervention Skills Workshop	<b>Singapore Management University (SMU)</b> <ul style="list-style-type: none"><li>Student peer helpers</li></ul>	Youth	2	24
Suicide Prevention and Crisis Management	<b>Executive Counselling and Training Academy (ECTA)</b> <ul style="list-style-type: none"><li>Graduate Diploma of Social Science in Professional Counselling students</li></ul>	Customised	2	85
Managing a Suicide Crisis on the Helpline	<b>Singapore Civil Defence Force</b> <ul style="list-style-type: none"><li>Emergency Behavioural Science and Care Unit personnel</li></ul>	Customised	1	18
Working with Special Populations – Working with people with suicidal tendency	<b>Nanyang Polytechnic</b> <ul style="list-style-type: none"><li>Advanced Diploma in Counselling students</li></ul>	Customised	1	26
Total			9	214





# COMMUNITY OUTREACH AND PUBLICITY



In the information-driven landscape of Singapore, community outreach and publicity efforts on suicide prevention grows increasingly more challenging.

World Suicide Prevention Day 2015 remained relevant as it reached out to audiences both online and offline and became one of our most successful campaigns to date.

As the largest event on our outreach calendar, the SOS campaign for



## WORLD SUICIDE PREVENTION DAY 2015



With a vast focus to reach out to the community, 2015 saw an exceptional and original campaign for World Suicide Prevention Day on 10 September. SOS worked closely with TBWA\ Group Singapore, the local arm of a global creative agency, to launch our first truly mass outreach suicide prevention campaign.

Research says the first step to preventing suicide is to get people talking about how they are feeling, so we created a conversation starter – a specially designed black plaster placed inside of the wearer's wrist that simply asks #howru.

We got local celebrities and influencers to show their support and even former President Mr S R Nathan took part by fronting our print advertisement in the TODAY papers. We also created a digital plaster for members of public to upload to their social media

### CAMPAIGN RESULTS

Almost 4.5 million impressions were generated by social media posts on Facebook, Instagram and Twitter.

Over 124,000 unique users engaged with our campaign through likes, shares, comments, tweets, retweets, video views, and link clicks.

#howru became a top trending topic on Twitter during the campaign period.

More than 13,000 unique users visited the SOS website – an increase of over 2800% on regular traffic numbers.

avatars and uploaded a behind-the-scenes video to YouTube. The campaign was also supported by out-of-home media placements and 50,000 plasters were distributed at various locations in Singapore on 10 September 2015.

#howru would not have been possible without the endearing support of our main partner TBWA\ Group Singapore; and main sponsors Mediacorp, SMRT, Twitter, and Calibre Studio. A special mention also goes out to former President Mr S R Nathan; all celebrities and influencers who supported the campaign; as well as Mr David Woon, a passionate supporter and donor of SOS. We would also like to thank the volunteers from all walks of life who helped with the distribution of plasters during campaign day, and all community partners who requested plasters for distribution in their respective organisations.

## COLLABORATIONS

### ACT! Conference on At-Risk Youths

Executive Director of SOS, Ms Christine Wong, was invited to speak at one of the plenary sessions for the ACT! Conference on At-Risk Youths in November 2015. The conference was attended by 1,000 participants from government agencies, voluntary welfare organisations, and schools actively involved in helping at-risk youths.

Key figures in attendance at the conference included Minister for Social and Family Development Mr Tan Chuan-Jin, Minister for the Environment and Water Resources Mr Masagos Zulkifli, Senior Minister of State Mr Desmond Lee, and The Honourable The Chief Justice Sundaresh Menon.

### Central Youth Guidance Office (CYGO) and National Youth Guidance and Rehabilitation (NYGR) agency visit to SOS

As follow up to SOS's Executive Director's invitation to be a speaker at the ACT! Conference, members from CYGO and NYGR requested for an agency visit to learn more about SOS services. The visit served as a platform for ties to be strengthened and possible collaborations to be explored, particularly in the area of at-risk youths.

Senior Minister of State and Chairperson of NYGR, Mr Desmond Lee, presided as the Guest-of-Honour and gave valuable insights regarding possible cooperation.

### Partnering educational institutes

As in previous years, SOS partnered Temasek Polytechnic in conjunction with World Suicide Prevention Day. Students undertaking the Diploma in Communications and Media Management course each produced a 40-second public service announcement to raise awareness about SOS and suicide prevention. The top ten entrants were awarded certificates by SOS and five of these works were shared on the SOS website.

Over two consecutive semesters, SOS also worked closely with Nanyang Technological University (NTU) for the course *Social Marketing: Making This World A Better Place*. For their term project, two project groups from each semester worked on topics identified by SOS, such as volunteer recruitment and retention, and promoting help-seeking behaviour among those aged 20-29. Creative and innovative social marketing plans were presented to SOS and outstanding ideas were earmarked for future review.

Finally, SOS partnered with National University of Singapore (NUS) as a participating organisation for NUS Students' Social Service agency visit. 26 students taking the module *Social Work: A Heart-Head-Hand Connection* visited SOS. This visit allowed the students a better understanding of SOS and greater exposure to the social work sphere in Singapore.

### New volunteer recruitment video

To boost the organisation's volunteer recruitment efforts, the community outreach and publicity team worked with a freelance video producer to create a new volunteer recruitment video. The video was placed on Facebook as a boosted post and uploaded to the SOS YouTube channel for three weeks during the months of October and November in 2015.

### 50 for Fifty

SOS was also part of the 50 for Fifty initiative by local start up, The Social Co. AllScript Magazines, one of the largest magazine distributors in Singapore with over 3,000 titles, was matched to SOS to help raise awareness of our cause through its distribution channels and subscribers list.



International  
Outreach

SOS had the pleasure of receiving Director Chu Kai-Yu of Taipei Lifeline Association in February 2016. Director Chu has helmed the Taipei Lifeline Association for over 12 years and both organisations have shared a similar history – this allowed an exchange of knowledge and best practices between the respective leaders. Director Chu shared in particular the difficulties

encountered in establishing a capable and committed volunteer base, and the necessary measures she had to put in place to ensure consistent and quality service on the two hotlines offered by the association.

TALKS AND WORKSHOPS

Table 14: Talks and Workshops for Students

Topic	Institution	No. of Sessions	Attendance (approx.)
Feel Your Life (Talk)	Deyi Secondary School	1	480
	Damai Secondary School	1	480
	Northview Secondary School	1	470
Feel Your Life (Workshop)	Deyi Secondary School	1	18
	Riverside Secondary School	1	24
A Thinking Heart (Talk)	North View Secondary School	1	500
	Tanglin Trust School	1	350
A Thinking Heart (Workshop)	Deyi Secondary School	1	17
	Riverside Secondary School	1	19
Working Out Our Troubles (Talk)	Anderson Junior College	1	300
Total		10	2658

Table 15: Awareness Talks

Topic	Institution	No. of Sessions	Attendance (approx.)
The Role of SOS in Suicide Prevention	Rotary Club (Tanglin)	1	40
	Rotary Club (Pandan Valley)	1	25
	Freemasons Club	1	40
	SSO Woodlands	1	100
	SDH Institute	1	26
	Nanyang Technological University	2	94
	National University of Singapore	2	26
	CHIJ St Nicholas Girls School	1	23
Suicide Awareness Talk	National Dental Centre	1	25
	ITE College Central	1	280
	ITE College West	1	40
	AWARE	1	11
Creating Resiliency and Hope	ACT! Conference on At-Risk Youth by MSF	1	100
Total		15	830

IN THE MEDIA

Table 16: SOS Media Mentions and Interviews

Date	Media	Title of Article/Programme
Newspapers, news and other websites		
06/05/15	The Straits Times	Six shortlisted for children’s book prize
10/05/15	The New Paper	Coping with living
18/05/15	TODAY	More volunteers needed to help those in danger, distress
18/05/15	TODAY	Up to 30% more volunteers needed to help those in distress
19/05/15	TODAY	Volunteering at SOS a ‘direct way to help those in need’
07/06/15	The New Paper	Saving lives on the phone is his calling
18/07/15	The Straits Times	More arrested for attempting suicide
27/07/15	The New Paper	Straight ‘A’ student commits suicide
27/07/15	TODAY	Number of suicides down, but male suicides on the rise: SOS
27/07/15	The Straits Times	Seven out of 10 people who committed suicide last year were men: SOS
28/07/15	ChannelNewsAsia.com	Suicide rates among men rise over past decade as overall numbers decline
29/07/15	The New Paper	More vulnerable teens as stress levels increase
31/07/15	The Straits Times	Elderly Abuse Case: Neighbour Darwinder Singh faces 2 more charges, IMH remand
17/08/15	ChannelNewsAsia.com	Average of 400 suicides in Singapore each year: Tan Chuan-Jin
01/09/15	The New Paper	Dead teens found at foot of flat
01/09/15	Businessinsider.com.au	This brilliant tattoo doubles as a secret message about mental illness
03/09/15	Lian He Zao Bao	自杀率比女性高, 教男人太沉重
03/09/15	Lian He Zao Bao	无人关怀易走上不归路
06/09/15	TODAY	Wear a plaster for suicide awareness
08/09/15	mUmBRELLA.asia	The Samaritans call on Singaporeans to wear plasters for Suicide Prevention Week
08/09/15	Marketing-interactive.com	LOOK Former President of Singapore S R Nathan fronts suicide prevention campaign

Date	Media	Title of Article/Programme
12/10/15	The Straits Times Forum	Suicidal drownings a growing concern
14/10/15	The Straits Times	Suicide prevention is everyone’s business (SOS response to “Suicidal drownings a growing concern” by Mr. Richard Tan Ming Kirk)
28/10/15	Blog.twitter.com (Twitter for Good blog)	Supporting Samaritans of Singapore for World Suicide Prevention Day 2015
November Issue	Expat Living	Promoting Prevention
25/11/15	The Straits Times	Looking out for those needing help with their mental health
26/11/15	News.asiaone.com	K-pop artiste Kim Hyun Ji and 2 others found dead in apparent mass suicide
30/11/15	Lian He Wan Bao	20 岁女疑跟母亲吵架危坐窗两小时
15/12/15	The Straits Times (Recruit)	Hands Needed! SOS hotline volunteer
17/12/15	The Straits Times	More seniors in Singapore taking own lives
17/12/15	Lian He Wan Bao	老人自杀率15年增60%
20/12/15	The Straits Times	Suicide among the elderly: those who feel lonely ‘more prone’
28/12/15	The Straits Times	Rising trend of self-harm among the young
02/01/16	The Straits Times	Parents of self-harming youngsters need support too
22/01/16	The Straits Times	SCDF responds to air pack query after video of man jumping from HDB flat circulates
22/01/16	News.asiaone.com	Taiwan host, who lost girlfriend to heart disease, found dead at age 25
11/02/16	The Straits Times	Singapore duo run 7 marathons in 7 continents over 7 days
19/02/16	Theonlinecitizen.com	SCDF recruit commits suicide at training institute, shortly after enlistment
21/02/16	Lian He Zao Bao	入伍三天, 21岁阿兵哥倒卧宿舍楼下
Television		
17/09/15	Channel 8	狮城有约 (Current Affairs Programme)
21/10/15	Vasantham	Ethioli (Current Affairs Programme)
Radio		
27/07/15	93.8 Live	‘Male suicide on the rise’ – Radio segment with SOS Executive Director Ms Christine Wong
30/07/15	Kiss 92	‘Stress on youth and academics’ – Radio segment with SOS Executive Director Ms Christine Wong



A person with long dark hair, wearing a grey knit sweater, holds a lit sparkler in their hands. The sparkler is bright and glowing, with sparks flying out. The background is a dark, solid blue color.

# FUND-RAISING ACTIVITIES, DONORS, AND SPONSORSHIPS

**A**t SOS, our work can get daunting at times. But it is also meaningful work which all of us here believe in. Supporting us means becoming part of something

truly special: a community dedicated to providing emotional support for those in crisis, thinking of suicide, or affected by suicide.

## FUND-RAISING ACTIVITIES

SOS was named as one of five key beneficiaries by local marathon runners, Ong Yu Phing and Ong Sze Boon, as they raised funds through the ‘Run With Your Heart’ campaign by participating in the World Marathon Challenge and North Pole Marathon. The World Marathon Challenge is the only event in which athletes run seven marathons in seven continents over seven days.

SOS was also appointed as the adopted charity for Sir Stamford Raffles Lodge

(SSRL) for one year. Via regular fundraising events conducted within the Lodge, SSRL will continue to support our cause through to September 2016.

In December 2015, the National Volunteer and Philanthropy Centre (NVPC) launched Giving.sg – a new and improved one-stop platform for individuals and corporations interested in donating, volunteering or pledging their support. SOS was approached as an early-adopter of this initiative, with Singaporean

singer-actor Nat Ho pledging his support to our cause.

Between December 2015 and January 2016, two student-led initiatives helped to raise funds for SOS. A mini movie marathon was organised by students from ITE College Central while a bake sale was held at Tanglin Trust School. These activities were conducted within the respective schools and funds raised were donated to the SOS community outreach and publicity fund.

## CARE & SHARE MOVEMENT

SOS is grateful to have been part of the Care & Share movement, where eligible donations raised by the Community Chest and participating VWOs were matched dollar-for-dollar by the government.

This fund-raising initiative ended in March 2016.

This matched amount will help fund long term critical programmes which do not receive funding from the Community Chest, especially our LOSS programme.

We wish to thank all who responded to our appeals for their kind gestures of goodwill.

## LIST OF DONORS

### CASH DONATIONS \$100,000

Mdm Sonia Tay Soi Nia

### CASH DONATIONS \$50,000

President’s Challenge 2014

### CASH DONATIONS \$30,000

Asian Lift Pte Ltd

Keppel Care Foundation

### CASH DONATIONS \$25,000

Straits Constructions S Pte Ltd

The Great Eastern Life Assurance Company Limited

### CASH DONATIONS \$20,847

Xilinx Asia Pacific Pte Ltd

### CASH DONATIONS \$10,000

Mr Anthony Cheong Fook Seng

Mr J M Luke

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

#### Individuals

Ms Lim Suu Kuan

#### Organisations

Ministry Of Education

Sir Stamford Raffles Lodge EC 7444

Tan Chin Tuan Foundation

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

#### Individuals

Ms Aw Yong Kit Fong

Ms Chee Yin Chia

Ms Cheng Yoke Ping

Ms Cheryl Soon

Ms Constance Tay

Mr Lee Yew Ho

Ms Lim Hwee Seah

Ms Lim Ser Yong

Ms Poh Mei Yi Maureen

Mr Stephen Chen



Mr Danny Lim Teck Chai  
Mdm Elisa Ding Kit Yeng  
Ms Kelly Cole  
Ms Lee Siew Lian

Organisations

Charity Yoga  
Fotto-Graffiti  
Inprodec Associates (S) Pte Ltd  
Kwan Im Thong Hood Cho Temple

CASH DONATIONS \$500 TO BELOW \$1,000

Individuals

Mr Aw Chon Wai  
Dr Chionh Siok Bee  
Mr Chua Lian Heng  
Ms Claire Wong Su-Wen  
Mr Darren N T Koh  
Ms Ellen Lee Geck Hoon  
Ms Foong Chooi Keng  
Dr Jo-Anne Lam May Cheng  
Mr Koh Chong Hin  
Mr Leonard Tan Khang Hwee  
Mr Leow Chu Meng Edwin  
Mr Leslie Teo  
Mr Lianglie  
Mr Lim Teck Zi

Organisations

Land Transport Authority  
Rotary Club Pandan Valley

CASH DONATIONS \$100 TO BELOW \$500

Individuals

Ms Alysia Tee

Ms Tan Ee Ching  
Ms Teh Peijing  
Mr Teo Guan Teck  
Mr Teo Seow Phong

Mangala Vihara (Buddhist) Temple  
NTUC Fairprice Foundation Ltd  
Salesforce.com Singapore Pte Ltd  
Tanglin Trust School

Mr Mark Liang  
Mr Ng Weng Jun  
Dr Philbert Chin Soon Siang  
Mr Philip Kenchington  
Ms Poh Ju Peng  
Mr Sivagnanaratnam Sivanesan  
Mr Soh Kwan Moh  
Mr Tai Kwang Kit  
Ms Tng Pei Yin  
Mr Vikram Surya Bhasakaran  
Mr Wu Lik Leong  
Mr Yap Jia Hao  
Mr Yip Chee Wei

St Joseph’s Institution International Ltd  
Tan Chue Tin Clinic Pte Ltd

Ms Lim Wei Hsi

Dr Amy Choong Mei Fun  
Mr Andrew Ng  
Mr Bao Xiaoming  
Mr Barberousse

M Mr Chellakudam Anish Antony  
Ms Chia Swee Fong  
Mr Chua Boon Aik  
Mr Chung Kum Tong  
Mr Erkin Ayat  
Ms Fok Yin Ling Sabrina

Mr Goh Lip Eng

Mr Gongque Dong Zhou

Mr Greene-Kelly James Patrick

Mr Han Heng Siew

Ms Hazel Goh Su-Yee

Mr Hengky Oeni

Mr Ho Fook Choong

Ms Jhana Lee Si Hui

Ms Juan Meng Yag

Mrs Juliana Toh

Ms K. Pushpa Latha

Mr Kader Jabarulla Khan Kader Meera

Mdm Kee Ling Min

Mr Koh Qiong Hui

Mr Kriswanto TrimoeIjo

Ms Kwee Suki

Ms Lalwani Shalini Gobind

Ms Lee Siew Heoh

Ms Leong Choy Pheng

Mr Leong Heng Cheong

Ms Lim Huey Yuee

Mr Lim Kim Chuan

Mr Long Tian Ching

Mr Low Shu Ming Damien

Mr Muhammad Firdaus Bin Zainal

Mr Nelson Chua

Ms Ng Bee Wee

Ms Ng Hwei Phern Elaine

Ms Ng Sin Keng

Ms Ng Sun Young

Mr Oh Gim Hin

Ms Ong Qiao Mei

Ms Qwek Wei

Ms Rosemary Lee Hsiou-Wi

Ms Rossara Binte Ab Jamil

Mr Sai Ram Nilgiri

Mr Sim Kok Hwee

Mr Soo Shuenn Chiang

Ms Sophia Chua

Ms Tam Shiyun Noelle Camelia

Mdm Tan Bee Har

Ms Tan Bee Yong

Mr Tan Haikang

Mr Tan Jit Khoon

Ms Tan Mei Loong Amanda

Ms Tan Shien Ming

Mr Tay Wen Kai

Mr Tay Yong Thye

Mdm Tham Chiou Yann

Ms Tian Yee Ling

Mr Tsang Peng Wen

Ms Wee Choo Boo

Mr Wen Xiu Heng

Mr Yu Wen Chong



Organisations

GS Tax Consultancy Pte Ltd	Law In Order Pte Ltd
ITE College Central	

CASH DONATIONS \$50 TO BELOW \$100

Individuals

Ms Abigail Low	Ms M Thevarani
Mr Abishek Kumar	Ms Mary Ann Lee
Mr Acosta Calderon Carlos Antonio	Mr Nicholas Seng Ren Yang
Mr Alvin Choo Jianhui	Ms Nicole Kwan
Mr Ambar Widiastuti	Ms Ong Pearleen
Mr Ang Soon Lye	Mr Ong Yu Leong
Mr Chan Wai Keong	Mr Patrick Koh
Ms Clare Lin	Mr Peh Kok Heng
Mr Curlyn Tan	Ms Pong Swee Yee
Mr Daniel Tan Han Ean	Mr Siaw Kin Kiak
Ms Ellen Yee	Ms Tan Bee Yian
Mr Goh Peter	Mrs Tan Joo Wee
Ms Ho Ching Ying Victoria Anne	Ms Tanti Kurniawati
Ms Ho Pei Ying	Ms Tay Bee Peng
Ms Jody Ong	Ms Tay Yu Chan
Mr K Seharan	Mr Ullas Thippur Puttaswamy
Mr Khong Heng Wai	Ms Veronique Teo
Ms Koh Qing Wen	Ms Viviene Tan Sock Keng
Mr Lai Mun Dart	Mr Yang Shiong Fei
Ms Lee Chee Boon	Mr Yap Gui Yong
Mr Lim Swee Chong Alec	Mr Yeo Say Boon
Ms Lim Yu Ying	Ms Yeo Shu Yi Donna
Ms Low Wei Ling	Ms Zhao Song

Note: Donations below \$50 are not listed due to space constraints. Anonymous donors and those with incomplete salutations have also not been reflected. Nonetheless, SOS appreciates the gesture made by all donors and recognises that every donation is a gift to someone’s well-being and future.

DONATIONS IN KIND

Individuals

Mrs Doreen Woo	Ms Francesca De Donato
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Organisations

Hotel Grand Pacific	SAF Officer Wives Club
Pan Pacific Hotel	The HR Connections Pte Ltd
Raymond Woo & Associates Architects	Woodlands East Neighbourhood Police Centre

SPONSORSHIPS

Individuals

Mr David Woon	Ms Liang Mei Shan
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Organisations

Calibre Pictures	TBWA\ Group Singapore
MEC Media Agency (Asia Pacific HQ)	The Thought Collective
Mediacorp Cares (NCSS)	Twitter Inc.
SMRT Group	

FRIENDS OF SAMARITANS

Individuals who are invited to be Friends of Samaritans help the organisation in three ways:

1. They support the activities of SOS.
2. They help with the publicity of SOS by making the 24-hour hotline number, 1800-221 4444, and Email Befriending address, pat@sos.org.sg, known to anyone who may benefit from the help offered by SOS.
3. They make an annual contribution.

We acknowledge and thank the following individuals who gave their support as Friends of Samaritans during the review period:

Mr Bryan Choong Chee Hong	Mr Goh Kiang Chiang
Dr Chia Kwok Ying	Ms Jane Tan
Ms Chua Peck Hai	Ms Jeanne Woon
Ms Constance Tay	Ms Valarie Khor
Ms Elaine Chua	Ms Li Nan





# OUR VOLUNTEERS

Individuals interested in volunteering at SOS undergo extensive training to acquire the relevant skills and knowledge to provide emotional support to distressed callers over the

24-hour hotline. SOS volunteers are also supervised and guided by SOS staff comprising trained counsellors, psychologists, and social workers.



## OUR VOLUNTEERS

44.7% of our volunteers have been with our organisation for more than 5 years, while one-fifth of them have been with SOS for more than 15 years.

Table 17: SOS Volunteers (as at 31 Mar '16)

Category	No. of Volunteers
Full-fledged volunteers	177
New volunteers undergoing pre-service training	40

Table 18: Profile of Volunteers  
Note: All SOS volunteers are able to converse in English. Some may speak more than one language or dialect.

Breakdown	No.	% of Total
Gender		
Male	66	30.4
Female	151	69.6
Age		
23-29	8	3.7
30-39	41	18.9
40-49	58	26.7
50-59	56	25.8
59 and above	54	24.9
Nationality		
Singaporean	175	80.6
Singapore PR	21	9.7
Others (e.g. Filipino, British)	21	9.7
Years of service		
Less than 1	41	18.9
1-5	79	36.4
6-10	37	17.1

Breakdown	No.	% of Total
11-15	16	7.4
16-20	14	6.5
21-25	11	5.1
More than 25	19	8.8
Occupation		
Administrative/HR/Accounting/Finance	34	15.7
Arts/Media/Creative	5	2.3
Education/Training	21	9.7
Engineering/Technology/IT	10	4.6
Healthcare/Social Services	15	6.9
Homemaker	26	12.0
Lawyer/Legal Services	6	2.8
Manufacturing/Construction/Logistics	2	0.9
Others	35	16.1
Retired	23	10.6
Sales/Marketing/Services	14	6.5
Self-employed	26	12.0
Ethnicity		
Chinese	166	76.5
Malay	1	0.5
Indian	29	13.4
Eurasian	2	0.9
Caucasian	15	6.9
Others (e.g. British, American)	4	1.8
Languages/Dialects Spoken (other than English)		
Mandarin	113	35.1
Malay	23	7.1
Tamil	13	4.0
Hindi	11	3.4
Cantonese	49	15.2
Hokkien	62	19.3
Teochew	26	8.1
Others (e.g. French, Italian, Tagalog etc)	25	7.8

77.4% of our volunteers are aged 40 and above.

## VOLUNTEER PRE-SERVICE TRAINING

Pre-service training consists of 3 phases. Potential volunteers are required to complete each phase and be assessed by trainers before progressing to the next.

During Phase 1, potential volunteers acquire essential listening and verbal response skills through classroom learning and role play. They are given experience of handling calls with the supervision of a mentor in Phase 2. Phase 3 training involves continual education in suicide intervention and postvention.

A total of 43 potential volunteers attended Phase 1 of the training programme between January to March 2016; of which 23 successfully proceeded to the next phase. An additional 16 volunteers, recruited from the previous year, are undergoing Phase 3 of their training.

## VOLUNTEER DEVELOPMENT

SOS offers a wide range of training programmes to enhance the efficacy of volunteers and equip them with additional knowledge and skills relevant to their role. This year, SOS continued to provide in-house training by both professional staff and external trainers.

Table 19: Volunteers' Continual Training by Staff

Programme	No.of Sessions	Attendance
Suicide Intervention Workshop Part 1A	1	15
Suicide Intervention Workshop Part 1B	1	15
LOSS Sharing	1	25
Suicide Intervention Workshop Part 2	1	17
Suicide Postvention Workshop	1	17
E-mergency R-eady	1	16
Email Befriending Case Discussions	1	8
Panel Leaders Training	1	9
Symbiosis	1	10
Case Conference: Dealing with Late Night Callers	1	18

Table 20: Volunteers' Continual Training by External Trainers

Programme	Trainer & Organisation	No. of Sessions	Attendance
LOSS: Role of State Coroner & Police	Judge Marvin Bay State Coroner, State Courts  Mr Ho Jun Yi Deputy Superintendent, Singapore Police Force	1	26
LOSS: Role of Forensic	Dr George Paul Senior Consultant Forensic Pathologist, Health Sciences Authority	1	26
Cyber Wellness Talk	Mr Shem Yao Senior Executive, Touch Cyber Wellness	1	30

Various social activities were also organised to encourage bonding between volunteers. Highlights from this review period included the inaugural SOS Townhall Meeting, Annual Volunteer Appreciation Night 2015, and a half-day tour experience at the 8th ASEAN Para Games 2015.

Table 21: Social and Other Activities

Programme	No. of Sessions	Attendance
SOS Townhall Meeting	1	103
45th Annual General Meeting (AGM)	1	79
Turning Blue Party	1	32
Volunteer Appreciation Night 2015	1	67
Samaritans Day 2015	1	58
Project Seed – Bumblebee Group	2	17
8th ASEAN Para Games 2015 Experience	1	15
Visit to Institute of Mental Health (IMH)	1	24
Sam Care Session	1	12



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THE ORGANISATION

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# THE ORGANISATION

## PATRON

Mr Lawrence Wong  
Minister for National Development

## HONORARY MEMBER

Mr S R Nathan  
Sixth President of the Republic of Singapore

## BOARD MEMBERS

Position	Name
Advisor	Ms Jessie Quek Lee Ngoh (preceding Chairman)
Chairman	Ms Lim Suu Kuan (appointed 27 Jul'15)
Vice Chairman	Ms Claire Wong Su-Wen (appointed 1 Aug'13)
Honorary Secretary	Mr Adrian Chua Kah Meng (appointed 27 Jul'15)
Honorary Treasurer	Ms Ng Seok Wah (appointed 1 Aug'13)
Members	Ms Cynthia Wee Guek Cheng (elected 24 Jul'15) Mrs Doreen Woo Shung Han (since 20 Jul'11) Dr Gilbert Tan Yip Wei (elected 24 Jul'15) Mr Robert Lim Hui Beng (elected 24 Jul'15)
Co-opted Members	Dr Adrian Wang Chee Cheng (since 1 Aug'13) Dr Philbert Chin Soon Siang (since 20 Jul'11) Ms Juliana Chua Swee Lin (co-opted 18 Nov'15, resigned 24 Feb'16) Ms Ruth Chua Wang Soon (resigned 18 Nov'15) Dr Tan Chue Tin (co-opted 24 Jul'15)

## BOARD MEMBERS TRAINING AND DEVELOPMENT

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

Table 22: External Training for Board Members

Date	Programme	Organiser	Attendance
02/11/2015	Understanding the Regulations and the Code of Governance for Charities and IPCS	SSI	2

## HR SUB-COMMITTEE

Chairman	Ms Lim Suu Kuan
Members	Ms Claire Wong Su-Wen Ms Lee Sook Fung Mr Tan Seng Nan

## STRATEGIC PLANNING SUB-COMMITTEE

Dr Adrian Wang Chee Cheng	Research
Dr Philbert Chin Soon Siang	Research, Community Outreach & Training Programmes
Mr Adrian Chua Kah Meng	Social Media
Ms Claire Wong Su-Wen	LOSS & Healing Bridge
Ms Jessie Quek Lee Ngoh	Email Befriending
Ms Lim Sook Fung	Specialist Counselling
Mr Robert Lim Hui Beng	Hotline & Volunteer Management, Community Outreach & Training Programmes

## ASSOCIATE MEMBERS

Consultant	Dr Philbert Chin Soon Siang
Consultant Psychiatrist	Dr Tan Chue Tin Dr Adrian Wang Chee Cheng
Lawyers	Ms Lee Geck Hoon Ellen Mr Sivagnanaratnam Sivanesan
Therapists	Ms Ruth Chua Wang Soon (resigned 18 Nov'15) Ms Juliana Chua Swee Lin



PROFESSIONAL CONSULTANTS

IT Consultant Mr Nigel Bruin

STAFF MEMBERS

Management

Executive Director Ms Christine Wong

HR, Finance and Administration

Manager Ms Regina Ling

Administrative Coordinator Ms Donne Foo

Administrative Coordinator Ms Rachel Koh

Housekeeper (Part-time) Mdm Poon Yeen Ling

Client Management

Deputy Director Ms Ophelia Ooi (resigned 7 Mar’16)

Senior Counsellor/Manager Ms Vivien Goh

Senior Counsellor/  
Supervisor (Counselling) Ms Wong Poh Ping

Senior Counsellor/  
Supervisor (Hotline) Ms Tan Soo Yuin

Counsellor Ms Sylvia Tjahjadi

Counsellor Ms Angeline Tjhin (joined 4 May’15)

Counsellor Ms Chan May Peng (joined 18 May’15)

Counsellor Ms Anthea Chua (resigned 17 Oct’15)

Psychologist Ms Keren E

Research Executive Mr Starion Lim (resigned 16 Jul’15)

Research Executive Ms Cindia Toh (transferred from Volunteer Management on 1 Oct 2015)

Social Worker/  
Supervisor (LOSS) Ms Teo Hui Yi

Social Worker (LOSS) Mr Peter Chia

Counsellor (LOSS) Ms Zanthé Ng (resigned 21 Sep’15)

Counsellor (LOSS) Ms Samanntha Chan (resigned 7 Mar’16)

Hotline and Volunteer Management

Deputy Director Ms Wong Ming Sze (joined 9 Mar’16)

Manager Ms Serene Yap (resigned 14 Mar’16)

Volunteer Management  
Executive Mr Jeffrey Tay

Volunteer Management  
Executive Ms Lily Gan (resigned 12 May’15)

Volunteer Management  
Executive Ms Cassie Yung (joined 1 Sep ’15)

Information and Technology

IT Administrator Mr Tan Theam Huat (joined 1 Sep’15)

Corporate Communications & Outreach

Manager Ms Serene Yap (resigned 14 Mar’16)

Executive Ms Sarah Li (resigned 10 Sep’15)

Executive Ms Lim Ying Chian (joined 8 Jun’15)

Executive Mr Edmund Quek (joined 3 Aug’15)

AFFILIATIONS

American Association of Suicidology (AAS)

Befrienders Worldwide

International Association for Suicide Prevention (IASP)

International Federation of Telephonic Emergency Services (IFOTES)

AUDITOR

P G Wee Partnership LLP

BANKERS

CIMB Bank Bhd

DBS Bank Ltd

Singapura Finance Ltd

FINANCIAL REPORT

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## NOTE FROM THE TREASURER

In the current financial year ending 31 March 2016, Samaritans of Singapore (SOS) incurred operating expenses totalling \$1.9 million, inclusive of \$267,000 expended under the Local Outreach to Suicide Survivors (LOSS) programme and \$1.6 million for SOS's main programme funded by National Council of Social Service (NCSS) under Main Programme Reserve. This represented an increase of 9% or \$149,000 in operating expenses compared to the previous financial year. The main contributor to the increase was manpower cost which grew by \$132,000.

As mentioned above, the operating expenses of \$1.6m incurred under SOS's main programme was fully funded by NCSS while that incurred under the LOSS programme was 50% funded by Singapore Totalisator Board and the remaining covered by donations received from other sources such as the \$50,000 received from the President's Challenge Fund.

Total income amounted to \$2.7 million, an increase of 4% or \$111,000 compared to the previous financial year. The LOSS programme generated an income of \$498,000 and the main programme accounted for \$2.1 million while the balance of \$110,000 came from Care & Share Matching Grant. NCSS increased operation funding by \$389,000 or 26% over the previous year to accommodate the new salary guidelines announced in 2015 plus additional funding for 2 staff. However, SOS's training income fell 65% from \$94,000 to \$33,000 as there was increased demand for client work and shortage of manpower to conduct the training.

The current financial year for SOS as a whole ended in a surplus of \$812,000 compared to \$850,000 in the previous financial year. Of the surplus of \$812,000, \$548,000 was from the main programme and \$231,000 from LOSS.

Overall, the surplus led to an improvement in our cash and cash equivalent positions, from \$3.3 million last year to \$4.7 million in the current financial year. The accumulated amount would enable SOS to continue with its services for the next few years.

I would like to take this opportunity to acknowledge the invaluable contributions from all our donors and look forward to their continued support for the work of SOS.

Lastly, I would like to thank the Board, staff and volunteers for their contributions and dedication to the work of SOS.



**Ms Ng Seok Wah**  
Honorary Treasurer

## STATEMENT BY BOARD MEMBERS

For the year ended 31 March 2016

The board members are responsible for the preparation and fair presentation of these financial statements in accordance with the Societies Act, Charities Act and Singapore Financial Reporting Standards. 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 present fairly, in all material respects, the financial position of the Samaritans of Singapore (the "Society") as at 31 March 2016 and of the financial performance, 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,



**Ms Lim Suu Kuan**  
Chairman



**Ms Claire Wong Su-Wen**  
Vice Chairman

18 May 2016

# 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 as at 31 March 2016, and the statement of financial activities, statement of changes in funds and statement of cash flows 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 Singapore Financial Reporting Standards and the Societies Act, Chapter 311 (the "Societies Act"), and the Charities Act, Chapter 37 (the "Charities Act"), and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *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 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 Singapore Financial Reporting Standards and the Societies Act, Chapter 311 (the "Societies Act"), and the Charities Act, Chapter 37 (the "Charities Act") so as to present fairly, in all material respects, the financial position of the Society as at 31 March 2016 and the financial performance, 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 enacted under the Societies Act to be kept by the Society have been properly kept in accordance with those regulations.

During the course of our audit, nothing has come to our attention that causes us to believe that during the year, the use of the donation moneys was not in accordance with the objectives of the Society as required under regulation 11 of the Charities (Institutions of a Public Character) Regulations.

**P G Wee Partnership LLP**  
Public Accountants and  
Chartered Accountants  
Singapore

18 May 2016



STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating Statement of Comprehensive Income)

For the financial year ended 31 March 2016

	Note	Unrestricted Fund	Restricted Funds					Total	Total
		Accumulated Fund	Main Programme Reserves	Anthony Yeo Memorial Fund	Healing Bridge Fund	LOSS Fund	Volunteers Development & Management Fund		
2016	2016	2016	2016	2016	2016	2016			
SGD	SGD	SGD	SGD	SGD	SGD	SGD			
Incoming Resources									
Amortisation of Capital Grant	13	-	18,266	-	-	4,566	-	22,832	7,561
Amortisation of Deferred Capital Donations	14	-	24,247	-	-	6,061	-	30,308	29,997
Book Sales		-	-	-	734	-	-	734	2,989
Care & Share Matching Grant Fund	9	-	110,258	-	-	-	-	110,258	119,997
Designated Project Donations		-	39,428	900	2,000	246,297	6,012	294,637	610,098
Government Paid Leave		-	4,211	-	-	10,258	-	14,469	10,608
Interest Income		-	38,046	-	-	-	-	38,046	26,398
Membership Fees		-	496	-	-	-	-	496	522
NCSS Funding for Operating Expenses		-	1,861,255	-	-	-	-	1,861,255	1,472,305
NCSS ComChest Haze Fund		-	1,000	-	-	-	-	1,000	-
NCSS Telecom Subsidy		-	1,920	-	-	-	-	1,920	1,920
NCSS VCF Funding		-	804	-	-	-	-	804	11,441
Other Income		-	163	-	-	-	-	163	7,447
President's Challenge Fund		-	-	-	-	50,000	-	50,000	-
Programme Fees		-	8,790	-	-	-	-	8,790	11,960
Public Education: Emotional First Aid/ Feel Your Life/ A Thinking Heart		-	990	-	-	-	-	990	2,640

STATEMENT OF FINANCIAL ACTIVITIES  
(Incorporating Statement of Comprehensive Income)  
For the financial year ended 31 March 2016

	Unrestricted Fund		Restricted Funds					Total	Total
	Note	Accumulated Fund	Main Programme Reserves	Anthony Yeo Memorial Fund	Healing Bridge Fund	LOSS Fund	Volunteers Development & Management Fund		
2016	2016	2016	2016	2016	2016	2016	2016		
SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	
Incoming Resources (cont'd)									
Public Education: Suicide Prevention/ Intervention/ Postvention Workshops/Talks	-	23,450	-	172	-	-	23,622	78,948	
Special Employment Credit/ Wage Credit	-	7,824	23,015	-	-	-	30,839	7,236	
Solicited Donations	2,641	-	-	-	-	-	2,641	3,995	
TOTE Board Social Service Fund	-	-	-	-	180,765	-	180,765	163,254	
Unsolicited Donations	-	17,765	-	-	-	-	17,765	12,097	
Volunteer Development	-	1,965	-	151	-	-	2,116	1,958	
Total Income Resources	2,641	2,160,878	23,915	3,057	497,947	6,012	2,694,450	2,583,371	



**STATEMENT OF FINANCIAL ACTIVITIES**  
(Incorporating Statement of Comprehensive Income)  
For the financial year ended 31 March 2016

	Note	Unrestricted Fund	Restricted Funds					Total	Total
		Accumulated Fund	Main Programme Reserves	Anthony Yeo Memorial Fund	Healing Bridge Fund	LOSS Fund	Volunteers Development & Management Fund		
2016	2016	2016	2016	2016	2016	2016			
SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD		
Resources Expended									
Advertising and Publicity		-	8,077	-	-	2,019	-	10,096	21,330
Audit Fees		-	4,114	-	-	1,028	-	5,142	3,420
Communications		-	16,182	-	-	4,045	-	20,227	20,105
Depreciation of Plant and Equipment	5	-	47,079	-	-	11,770	-	58,849	45,565
Expenditure on Manpower	3	-	1,406,004	-	-	214,583	-	1,620,587	1,488,737
Housekeeping and Others		-	3,808	-	1,157	952	-	5,917	3,767
Insurance		-	3,769	-	-	942	-	4,711	4,811
Loss on Disposal of Plant and Equipment		-	3,674	-	-	919	-	4,593	-
Maintenance of Equipment		-	31,772	-	-	7,943	-	39,715	35,399
Maintenance of Land and Building		-	13,328	-	-	3,332	-	16,660	13,031
Membership Fees		-	1,353	-	-	338	-	1,691	1,425
Miscellaneous		-	2,160	-	-	540	-	2,700	2,344
Printing and Stationery		-	7,418	-	165	2,106	-	9,689	8,056
Public Education Expenses		-	1,626	-	-	-	-	1,626	5,927

STATEMENT OF FINANCIAL ACTIVITIES  
(Incorporating Statement of Comprehensive Income)  
For the financial year ended 31 March 2016

	Note	Unrestricted Fund	Restricted Funds					Total	Total
		Accumulated Fund	Main Programme Reserves	Anthony Yeo Memorial Fund	Healing Bridge Fund	LOSS Fund	Volunteers Development & Management Fund		
2016	2016	2016	2016	2016	2016	2016			
SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD		
Resources Expended (cont'd)									
Purchase of Books		-	-	-	-	-	-	-	2,712
Rental of Building		-	18,129	-	-	4,532	-	22,661	25,266
Specific Assistance to Clients		-	-	-	-	-	-	-	82
Transport		-	1,650	-	-	1,009	817	3,476	3,823
Utilities		-	18,167	-	-	4,542	-	22,709	25,678
Volunteer Development	20	-	24,278	-	-	6,070	979	31,327	22,024
Total Resources Expended		-	1,612,588	-	1,322	266,670	1,796	1,882,376	1,733,502
Surplus for the Year		2,641	548,290	23,915	1,735	231,277	4,216	812,074	849,869
Other Comprehensive Income		-	-	-	-	-	-	-	-
Total Comprehensive Income for the Year		2,641	548,290	23,915	1,735	231,277	4,216	812,074	849,869

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



STATEMENT OF FINANCIAL POSITION

As at 31 March 2016

	Note	2016 SGD	2015 SGD
<b>Assets</b>			
<b>Non-Current Assets</b>			
Plant and Equipment	5	71,324	55,516
<b>Total Non-Current Assets</b>		71,324	55,516
<b>Current Assets</b>			
Trade and Other Receivables	6	27,711	47,193
Other Assets	7	43,401	57,312
Cash and Cash Equivalents	8	4,701,369	3,255,598
<b>Total Current Assets</b>		4,772,481	3,360,103
<b>Total Assets</b>		4,843,805	3,415,619
<b>Funds</b>			
<b>Unrestricted Funds</b>			
Accumulated Fund		97,236	94,595
Care & Share Matching Grant Fund	9	618,039	41,152
<b>Total Unrestricted Funds</b>		715,275	135,747

	Note	2016 SGD	2015 SGD
<b>Restricted Funds</b>			
Anniversary Fund	10	48,432	48,432
Anthony Yeo Memorial Fund	11	109,527	85,612
Building Fund	12	29,350	-
Capital Grant Fund	13	55,947	11,352
Deferred Capital Donations Fund	14	1,387	31,695
Healing Bridge Fund	15	24,852	23,117
IT Fund	16	174,734	174,734
LOSS Fund	17	1,056,772	825,495
President's Challenge Fund	18	-	-
Main Programme Reserves	19	2,478,236	1,929,946
Volunteers Development & Management Fund	20	49,882	45,666
<b>Total Restricted Funds</b>		4,029,119	3,176,049
<b>Total Funds</b>		4,744,394	3,311,796
<b>Current Liabilities</b>			
Other Payables	21	99,411	103,823
<b>Total Current Liabilities</b>		99,411	103,823
<b>Total Funds and Liabilities</b>		4,843,805	3,415,619

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

STATEMENT OF CHANGES IN FUNDS

For the financial year ended 31 March 2016

Unrestricted Funds			Restricted Funds											Total
	Accumulated Fund	Care & Share Matching Grant Fund	Anniversary Fund	Anthony Yeo Memorial Fund	Building Fund	Capital Grant Fund	Deferred Capital Donations Fund	Healing Bridge Fund	IT Fund	LOSS Fund	President's Challenge Fund	Main Programme Reserves	Volunteers Development & Management Fund	
	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD
Balance as at 1 April 2015	94,595	41,152	48,432	85,612	-	11,352	31,695	23,117	174,734	825,495	-	1,929,946	45,666	3,311,796
Transfer (to) from	-	(67,427)	-	-	-	67,427	-	-	-	-	-	-	-	-
Movement for the year	-	644,314	-	-	29,350	-	-	-	-	-	-	-	-	673,664
Amortisation of the fund	-	-	-	-	-	(22,832)	(30,308)	-	-	-	-	-	-	(53,140)
Statement of comprehensive income for the year	2,641	-	-	23,915	-	-	-	1,735	-	231,277	-	548,290	4,216	812,074
Balance as at 31 March 2016	97,236	618,039	48,432	109,527	29,350	55,947	1,387	24,852	174,734	1,056,772	-	2,478,236	49,882	4,744,394
Balance as at 1 April 2014	90,600	-	48,432	80,035	-	2,619	59,343	23,803	57,204	438,969	63,647	1,530,552	46,835	2,442,039
Transfer (to) from	-	(90,949)	-	-	-	16,294	2,349	-	(2,349)	-	-	-	-	(74,655)
Movement for the year	-	132,101	-	-	-	-	-	-	-	-	-	-	-	132,101
Amortisation of the fund	-	-	-	-	-	(7,561)	(29,997)	-	-	-	-	-	-	(37,558)
Statement of comprehensive income for the year	3,995	-	-	5,577	-	-	-	(686)	119,879	386,526	(63,647)	399,394	(1,169)	849,869
Balance as at 31 March 2015	94,595	41,152	48,432	85,612	-	11,352	31,695	23,117	174,734	825,495	-	1,929,946	45,666	3,311,796

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



## STATEMENT OF CASH FLOWS

For the financial year ended 31 March 2016

	Note	2016 SGD	2015 SGD
<b>Cash Flows From Operating Activities</b>			
Surplus for the Year		<b>550,931</b>	403,389
Adjustments for:			
Amortisation of Capital Grants	13	<b>(22,832)</b>	(7,561)
Amortisation of Deferred Capital Donations	14	<b>(30,308)</b>	(29,997)
Depreciation of Plant and Equipment	5	<b>58,849</b>	45,565
Interest Income		<b>(38,046)</b>	(26,398)
Loss on Disposal of Plant and Equipment		<b>4,593</b>	-
<b>Surplus Before Working Capital Changes</b>		<b>523,187</b>	384,998
Changes in Working Capital:			
(Increase) Decrease in Trade and Other Receivables		<b>19,482</b>	(5,395)
(Increase) Decrease in Other Assets		<b>13,911</b>	14,060
Increase (Decrease) in Other Payables		<b>(4,412)</b>	4,285
<b>Net Cash Flows From Operating Activities</b>		<b>552,168</b>	397,948
<b>Cash Flows From Investing Activities</b>			
Purchase of Plant and Equipment	5	<b>(79,250)</b>	(22,744)
Interest Income		<b>38,046</b>	26,398
<b>Net Cash Flows From (Used In) Investing Activities</b>		<b>(41,204)</b>	3,654

	Note	2016 SGD	2015 SGD
<b>Cash Flows From Financing Activities</b>			
Net receipts (payments) in Anthony Yeo Memorial Fund		<b>23,915</b>	5,577
Net receipts (payments) in Building Fund		<b>29,350</b>	-
Net receipts (payments) in Care & Share Matching Grant Fund		<b>644,314</b>	132,101
Net receipts (payments) in Deferred Capital Donations Fund		-	2,349
Net receipts (payments) in Healing Bridge Fund		<b>1,735</b>	(686)
Net receipts (payments) in IT Fund		-	117,530
Net receipts (payments) in LOSS Fund		<b>231,277</b>	311,871
Net receipts (payments) in President's Challenge Fund		-	(63,647)
Net receipts (payments) in Volunteers Development & Management Fund		<b>4,216</b>	(1,169)
<b>Net Cash Flows From Financing Activities</b>		<b>934,807</b>	503,926
Net increase in cash and cash equivalents		<b>1,445,771</b>	905,528
Cash and cash equivalents at beginning of year		<b>3,255,598</b>	2,350,070
<b>Cash and cash equivalents at end of year</b>	8	<b>4,701,369</b>	3,255,598

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

# NOTES TO THE FINANCIAL STATEMENTS

## For the financial year ended 31 March 2016

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

### 1. 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 renewal of the status of Institution of Public Character (IPC) from 1 October 2012 to 30 September 2016. The registered office of the society is located at Block 10 Cantonment Close #01-01 Multi Storey Car Park Singapore 080010.

SOS has a vision "to be the premier organisation in suicide prevention" and its mission is "to be an available lifeline to anyone in crisis." Through a range of comprehensive services, SOS is committed to providing emotional support to those who are in a crisis, thinking of suicide, or affected by suicide.

To achieve its mission and vision, SOS has grown from being a 24-hour hotline to a nationally recognised Voluntary Welfare Organisation (VWO) with a range of comprehensive services such as Specialist Counselling, Crisis Support, Case Consultation, Email Befriending, Training for Professionals and the community, a dedicated support programme for suicide survivors, as well as Community Outreach to raise awareness and vigilance in suicide prevention.

To further strengthen evidence-based practice, SOS has also set up a research arm to look into information and findings that can aid local suicide prevention and intervention work. This is carried out in collaboration with the Coroner's Court.

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

### 2. Significant Accounting Policies

#### Basis of accounting

The financial statements have been prepared in accordance with the 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 2015. The adoption of these standards and interpretations did not have any effect on the financial statements.

#### 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 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.

#### Resources Expended And Basis of Allocation Costs

All expenditure is accounted for on an accrual basis and has been classified under headings that aggregate all costs related to that activity. Cost comprises direct expenditure including direct staff costs attributable to the activity. Where costs cannot be wholly attributable to an activity they have been apportioned on a basis consistent with the use of resources.

#### 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 ("CPF") which specifies the employer's obligations are dealt with as defined contribution retirement benefit plans.



NOTES TO THE FINANCIAL STATEMENTS  
For the financial year ended 31 March 2016

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 end of each reporting year. The effects of any revision are recognised in profit or loss when the changes arise.

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 or 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 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, in the case of a financial asset not at fair value through profit or loss, 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 way 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.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

### *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 the end of each reporting year whether there is any objective evidence that a financial asset 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

This includes cash on hand and deposits with financial institutions.

### Financial Liabilities

Financial liabilities are recognised 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, in the case of a financial liability not at fair value through profit or loss, 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 the end of each reporting year 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 end of the reporting year, 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 three to five years. The carrying amount of the society's plant and equipment at 31 March 2016 is SGD 71,324 (2015: SGD 55,516). 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 2016 are disclosed in note 6 to the financial statements.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

## 3. Expenditure on Manpower

	Main Programme Reserves	LOSS Fund	Total	Total
	2016	2016	2016	2015
	SGD	SGD	SGD	SGD
Salaries	932,111	154,280	1,086,391	1,012,310
Bonuses	272,232	21,315	293,547	269,106
Contributions to defined contribution plan ("CPF") and skills development levy ("SDL")	157,309	34,356	191,665	154,363
Foreign worker levy	4,959	-	4,959	3,735
Other staff benefit expenses	27,165	942	28,107	32,444
Training	11,527	3,601	15,128	15,815
Recruitment expenses	200	-	200	170
Payroll system support	501	89	590	794
	<b>1,406,004</b>	<b>214,583</b>	<b>1,620,587</b>	1,488,737

The annual remuneration band of the three highest paid staff as at the statement of financial position are:

	2016	2015
	SGD	SGD
SGD 100,000 and below	1	1
SGD 100,001 and above	2	2
	<b>3</b>	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 donations whereby qualified donors are granted tax deduction for donations made to the society.

	2016	2015
	SGD	SGD
Tax-exempt receipts issued for donations collected	<b>319,924</b>	617,762

## 5. Plant and Equipment

	Furniture and Fittings SGD	Office Equipment SGD	Total SGD
<b>Cost</b>			
At 1 April 2014	163,496	537,182	700,678
Additions	1,328	21,416	22,744
Disposals	(2,195)	(838)	(3,033)
At 31 March 2015 and 1 April 2015	162,629	557,760	720,389
Additions	37,698	41,552	79,250
Disposals	(29,113)	(7,327)	(36,440)
At 31 March 2016	<b>171,214</b>	<b>591,985</b>	<b>763,199</b>
<b>Accumulated Depreciation</b>			
At 1 April 2014	149,635	472,707	622,342
Depreciation for year	5,678	39,887	45,565
Disposals	(2,196)	(838)	(3,034)
At 31 March 2015 and 1 April 2015	153,117	511,756	664,873
Depreciation for year	<b>12,017</b>	<b>46,832</b>	<b>58,849</b>
Disposals	(25,254)	(6,593)	(31,847)
At 31 March 2016	<b>139,880</b>	<b>551,995</b>	<b>691,875</b>
<b>Net Carrying Amount</b>			
At 31 March 2016	<b>31,334</b>	<b>39,990</b>	<b>71,324</b>
At 31 March 2015	9,512	46,004	55,516

	2016	2015
	SGD	SGD
Depreciation is charged to:		
Statement of financial activities	<b>47,079</b>	36,452
LOSS fund (note 17)	<b>11,770</b>	9,113
	<b>58,849</b>	45,565



## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

**6. Trade and Other Receivables**

	2016	2015
	SGD	SGD
Trade receivables	1,320	22,990
Interest receivables	23,066	16,433
Others	3,325	7,770
	<b>27,711</b>	47,193

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

There are no trade receivables past due.

**7. Other Assets**

	2016	2015
	SGD	SGD
Deposits paid	5,122	10,149
Prepayments	38,279	47,163
	<b>43,401</b>	57,312

**8. Cash and Cash Equivalents**

	2016	2015
	SGD	SGD
Cash and bank balances	1,791,040	570,306
Fixed deposits	2,910,329	2,685,292
	<b>4,701,369</b>	3,255,598

Fixed deposits bearing interest at 1.408% to 1.92% (2015: 1.19% to 1.408%) mature with varying dates within 2 to 11 months (2015: 2 to 14 months) from the financial year end.

**9. Care & Share Matching Grant Fund**

	2016	2015
	SGD	SGD
Balance at beginning of year	41,152	-
Add:		
Grant received	754,572	177,443
	<b>795,724</b>	177,443
Less:		
Transferred to Capital Grant fund (note 13)		
IT systems	(25,708)	(16,294)
Office renovation	(41,719)	-
Transferred to LOSS fund (note 17)		
Salaries and related costs of additional LOSS staff not funded by TOTE Board	-	(74,655)
Charged to financial activities		
Website revamp	-	(5,216)
Maintenance of equipment	(2,140)	-
Salaries and related costs of additional staff not funded by NCSS	(101,610)	(33,959)
New volunteer training costs	(6,508)	(6,167)
Balance at end of year	<b>618,039</b>	41,152

The Care & Share Matching Grant is provided by the government in celebration of SG50 to build capabilities and capacities in the social service sector.

The grant matches one dollar and twenty-five cents for every eligible donation dollar for the first SGD 1,000,000 raised by SOS. Thereafter, the grant matches one dollar for every donation dollar raised for the subsequent SGD 1,000,000 until 31 March 2016.

**10. Anniversary Fund**

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

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

**11. Anthony Yeo Memorial Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>85,612</b>	80,035
<i>Add:</i>		
Donations received	<b>900</b>	1,000
Wage credit	<b>23,015</b>	4,577
Balance at end of year	<b>109,527</b>	85,612

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. In 2015 and 2016, the board members approved the wage credit received to be credited to Anthony Yeo Memorial Fund so as to provide additional training opportunities for staff.

**12. Building Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Donations received	<b>29,350</b>	-
Balance at end of year	<b>29,350</b>	-

Donations were received for future renovation and related capital costs for SOS's premises due to expansion of services.

**13. Capital Grant Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>11,352</b>	2,619
<i>Add:</i>		
Transferred from Care & Share Matching Grant fund (note 9)	<b>67,427</b>	16,294
	<b>78,779</b>	18,913
<i>Less:</i>		
Amortisation charged to financial activities	<b>(18,266)</b>	(6,049)
Amortisation charged to LOSS fund (note 17)	<b>(4,566)</b>	(1,512)
Balance at end of year	<b>55,947</b>	11,352

In 2016, grant transferred from Care & Share Matching Grant fund is for the funding of upgrading the IT system, desktops and office renovation.

**14. Deferred Capital Donations Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>31,695</b>	59,343
<i>Add:</i>		
Purchase of plant and equipment	<b>-</b>	2,349
	<b>31,695</b>	61,692
<i>Less:</i>		
Amortisation charged to financial activities	<b>(24,247)</b>	(23,998)
Amortisation charged to LOSS fund (note 17)	<b>(6,061)</b>	(5,999)
Balance at end of year	<b>1,387</b>	31,695

Specific donations given for the purchase of computer equipment and system are credited to the IT fund (note 16). The deferred capital donations fund are amortised to profit or loss over the period of three to five years.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

**15. Healing Bridge Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>23,117</b>	23,803
<i>Add:</i>		
Donations	<b>2,000</b>	-
Proceeds from book sale	<b>734</b>	2,989
Charge to Volunteer Development & Management fund (note 20)	<b>22</b>	31
Public education and volunteer development	<b>301</b>	249
	<b>26,174</b>	27,072
<i>Less:</i>		
Supplies and materials	<b>(165)</b>	(98)
Meals and refreshments	<b>(1,157)</b>	(1,098)
Purchase of books	-	(2,712)
Others	-	(47)
Balance at end of year	<b>24,852</b>	23,117

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

**16. IT Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>174,734</b>	57,204
<i>Add:</i>		
Donations	-	144,374
	<b>174,734</b>	201,578
<i>Less:</i>		
Supplies and materials	-	(24,495)
Purchase of equipment	-	(2,349)
Balance at end of year	<b>174,734</b>	174,734

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

In 2015, donations amounting to SGD 142,500 were received from Lee Foundation for the maintenance of phone system, upgrade and enhancement of IT system and hardware within the period of three years until 31 March 2017.

**17. LOSS Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>825,495</b>	438,968
<i>Add:</i>		
* Designated project donations	<b>246,297</b>	448,946
Amortisation of Capital Grant (note 13)	<b>4,566</b>	1,512
Amortisation of Deferred Capital Donations (note 14)	<b>6,061</b>	5,999
Government paid leave	<b>10,258</b>	2,734
Transferred from President's Challenge (note 18)	<b>50,000</b>	-
Tote Board Social Service fund	<b>180,765</b>	163,254
Transferred from Care & Share Matching Grant fund (note 9)	-	74,655
	<b>1,323,442</b>	1,136,068
<i>Less:</i>		
Audit fees	<b>(1,028)</b>	(684)
Central Provident Fund and Skills Development Levy	<b>(34,356)</b>	(36,501)
Depreciation of plant and equipment (note 5)	<b>(11,770)</b>	(9,113)
Insurance	<b>(942)</b>	(962)
Loss on disposal of plant and equipment	<b>(919)</b>	-
Repairs and maintenance	<b>(11,275)</b>	(4,878)
Rental of building	<b>(4,532)</b>	(5,053)
Salaries and bonuses	<b>(175,595)</b>	(221,778)
Staff training	<b>(3,600)</b>	(4,501)
Other staff benefit expenses	<b>(943)</b>	(5,651)
Volunteer development (note 20)	<b>(6,070)</b>	(3,942)



## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

**17. LOSS Fund (cont'd)**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Transport	<b>(1,009)</b>	(970)
Other operating expenses	<b>(14,631)</b>	(16,540)
Total expenditure	<b>(266,670)</b>	(310,573)
Balance at end of year	<b>1,056,772</b>	825,495
Surplus for the year	<b>231,277</b>	386,527

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.

	<b>2016</b>	2015
	<b>SGD</b>	SGD
<i>* Designated project donations</i>		
Asian Lift Pte Ltd	<b>30,000</b>	-
CapitaLand Ltd	-	25,000
Great Eastern	<b>25,000</b>	50,000
Keppel Care Foundation	<b>30,000</b>	30,000
Lee Foundation	-	210,000
Ms Sonia Tay	<b>100,000</b>	-
StarHub Ltd	-	10,000
StarHub Cable Vision Ltd	-	10,000
Others	<b>61,297</b>	113,946
	<b>246,297</b>	448,946

LOSS is funded up to 50% by Tote Board Social Service fund and SOS needs to raise the remaining 50% annually to continue to operate this programme. SOS hopes to build up the reserve for LOSS to sustain the long term critical programme.

In 2016, Great Eastern has given an outright donation of SGD 25,000 (2015: SGD 50,000) to the LOSS programme.

In 2015, SOS sought additional funding support from Lee Foundation for funding additional staff of the LOSS programme for three years until 31 March 2017.

**18. President's Challenge Fund**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	-	63,647
Add:		
Donations	<b>50,000</b>	-
	<b>50,000</b>	63,647
Less:		
Overseas conference/study trip	-	(11,198)
Freelance service	-	(1,208)
Salaries and related costs	-	(50,933)
Training	-	(308)
Transferred to LOSS fund (note 17)	<b>(50,000)</b>	-
Balance at end of year	<b>-</b>	-

In 2016, the President's Challenge 2014 is to provide funding for LOSS programme.

In 2015, SOS was one of the beneficiaries of the President's Challenge fund in 2011 and received the fund on 31 January 2012. The fund is to provide funding for IT consultancy, staff development, additional manpower and renovation of office space.

**19. Main Programme Reserves**

	<b>2016</b>	2015
	<b>SGD</b>	SGD
Balance at beginning of year	<b>1,929,946</b>	1,530,552
Add:		
Share of surplus for the year	<b>548,290</b>	399,394
Balance at end of year	<b>2,478,236</b>	1,929,946
Ratio of programme reserves to annual operating expenditure	<b>1.54</b>	1.45

The accumulated programme reserves are restricted for the operations of SOS's main programme only, which refers to our core programme in suicide prevention/crisis intervention for the benefit of its intended clients. In keeping with the funder/donor's intent for the use of moneys, the reserves will not be transferred out of the programme for other purposes.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

**20. Volunteers Development & Management Fund**

	2016	2015
	SGD	SGD
Balance at beginning of year	<b>45,666</b>	46,835
<i>Add:</i>		
Donation received	<b>6,012</b>	1,856
	<b>51,678</b>	48,691
<i>Less:</i>		
Charge from Healing Bridge fund (note 15)	<b>(22)</b>	[31]
Training expenses	<b>(836)</b>	[1,352]
Transport	<b>(817)</b>	[1,448]
Others	<b>(121)</b>	[194]
Balance at end of year	<b>49,882</b>	45,666

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

Summary of total expenditure on volunteers are as follows:

	2016	2015
	SGD	SGD
Volunteer development & management fund	<b>1,796</b>	3,025
Volunteer development in statement of comprehensive income	<b>24,278</b>	16,458
Volunteer development allocated to LOSS fund (note 17)	<b>6,070</b>	3,942
Manpower expenditure on volunteer management	<b>137,528</b>	254,913
	<b>169,672</b>	278,338

**21. Other Payables**

	2016	2015
	SGD	SGD
Accrual operating expenses	<b>99,125</b>	103,445
Advance receipt for membership fee	<b>286</b>	378
	<b>99,411</b>	103,823

**22. Operating Lease Commitments**

At the end of the reporting year, the total of future minimum lease payments under non-cancellable operating leases are as follows:

	2016	2015
	SGD	SGD
<i>Rental payable</i>		
Not later than one year	<b>2,140</b>	3,210
Later than one year but not later than five years	<b>-</b>	2,140
	<b>2,140</b>	5,350

Operating lease payments are for rentals payable for certain office equipment. The lease rental terms are negotiated for five years and rentals are not subject to an escalation clause.

**23. Capital Commitment**

There is capital commitment in respect of upgrading the client/ volunteer management system amounting to SGD 21,160 not provided for in the accounts as at the end of the reporting year.

**24. Reserve Policy**

	2016	2015
	SGD	SGD
Accumulated Fund (Reserves)	<b>97,236</b>	94,595

The reserves of the society provide financial stability and a means for the development of the society's activities. The society intends to maintain the reserves at a level sufficient for its operating needs. The Board reviews the level of reserves regularly for the society's continuing obligations.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

25. 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 end of the reporting year based on contractual undiscounted repayment obligations.

	2016		2015	
	1 year or less	Total contractual cash flows	1 year or less	Total contractual cash flows
	SGD	SGD	SGD	SGD
<i>Financial assets</i>				
Trade and other receivables	27,711	27,711	47,193	47,193
Other assets	5,122	5,122	10,149	10,149
Cash and cash equivalents	4,701,369	4,701,369	3,255,598	3,255,598
	4,734,202	4,734,202	3,312,940	3,312,940
<i>Financial liabilities</i>				
Other payables	99,125	99,125	103,445	103,445
Total net undiscounted financial assets	4,635,077	4,635,077	3,209,495	3,209,495

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 end of the reporting year, 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.

26. Comparative Figures

During the financial year, the society categorised the Statement of Financial Activities under restricted and unrestricted funds. Comparative amounts were re-presented to conform with current year’s presentation. This is to maintain consistency of presentation with figures for financial year ended 31 March 2016.



NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2016

27. Classification of Financial Assets and Liabilities

The following table summarises the carrying amount of financial assets and liabilities recorded at the end of the reporting year by FRS 39.

	2016	2015
	SGD	SGD
Loans and receivables	4,734,202	3,312,940
Financial liabilities at amortised cost	99,125	103,445

28. 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.

29. New Accounting Standards and FRSs Interpretations

At the date of authorisation of these financial statements, the following FRSs, INT FRSs and amendments to FRS that are relevant to the society were issued but not yet effective:

Description	Effective for annual periods beginning on or after
Improvements to FRSs (November 2014)	
FRS 19: Employee Benefit	1 January 2016
Amendments to FRS 1: Disclosure Initiative	1 January 2016
Amendments to FRS 16: Property, Plant and Equipment	1 January 2016

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

30. Authorisation of Financial Statements for Issue

These financial statements for the year ended 31 March 2016 were authorised for issue by the board members on the date shown on the Statement by Board Members.

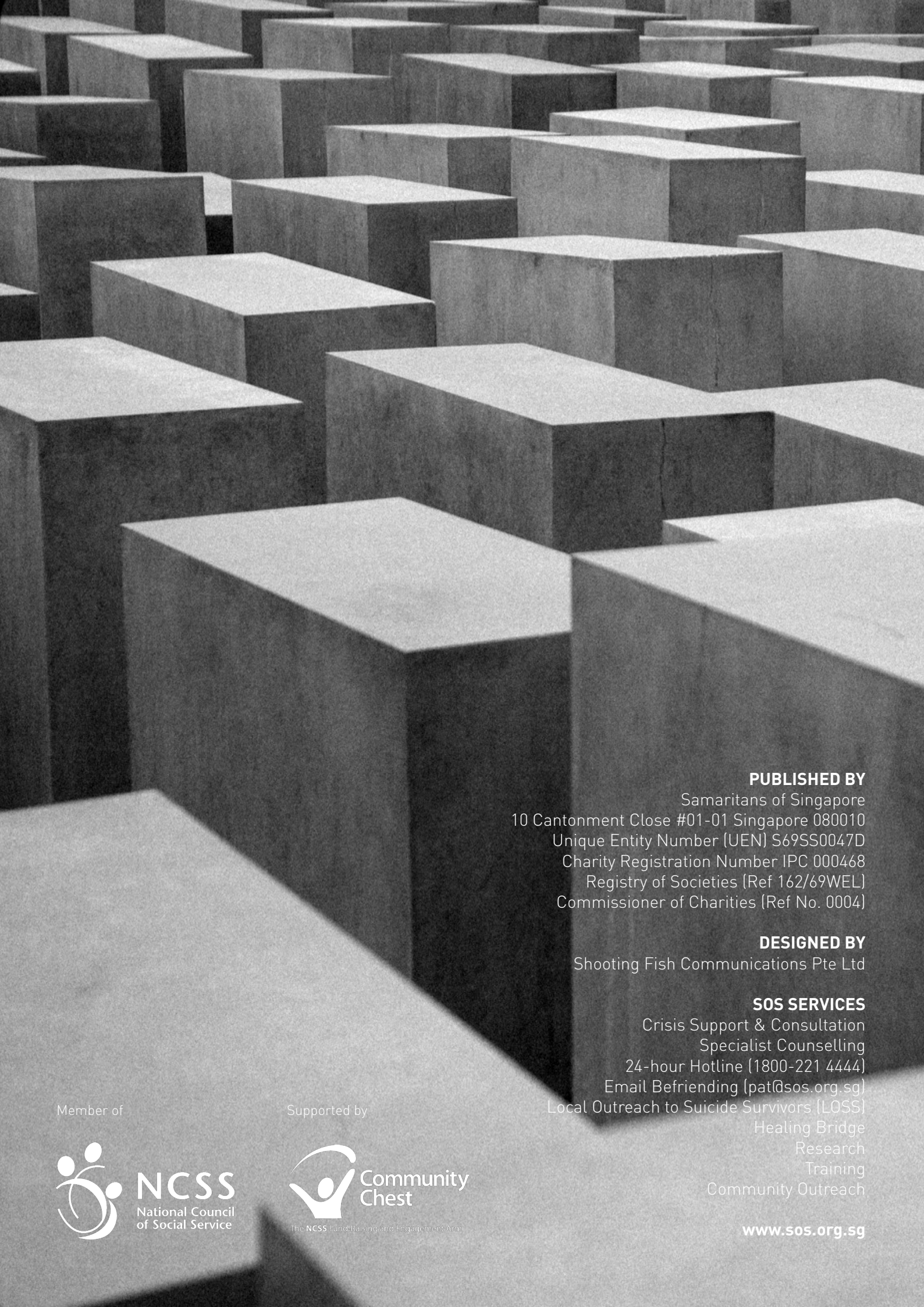
GOVERNANCE EVALUATION CHECKLIST

S/No.	Code Description	Code ID	Compliance	Please provide explanation if your charity is unable to comply with the Code guidelines, or if the guidelines are non-applicable.
BOARD GOVERNANCE				
1	Are there Board members holding staff appointments?		No	
4	There is a maximum term limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman).	1.1.6	Complied	
5	There are Board committees (or designated Board members) with documented terms of reference.	1.2.1	Complied	
6	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	
CONFLICT OF INTEREST				
7	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	
8	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
STRATEGIC PLANNING				
9	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	
10	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				
11	The Board approves documented human resource policies for staff.	5.1	Complied	
12	There are systems for regular supervision, appraisal and professional development of staff.	5.6	Complied	

GOVERNANCE EVALUATION CHECKLIST

S/No.	Code Description	Code ID	Compliance	Please provide explanation if your charity is unable to comply with the Code guidelines, or if the guidelines are non-applicable.
FINANCIAL MANAGEMENT AND CONTROLS				
13	The Board ensures internal control systems for financial matters are in place with documented procedures.	6.1.2	Complied	
14	The Board ensures reviews on the charity's controls, processes, key programmes and events.	6.1.3	Complied	
15	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
16	The charity discloses its reserves policy in the annual report.	6.4.1	Complied	
17	Does the charity invest its reserves?		No	
FUNDRAISING PRACTICES				
19	Donations collected are properly recorded and promptly deposited by the charity.	7.2.2	Complied	
DISCLOSURE AND TRANSPARENCY				
20	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	
21	Are Board members remunerated for their Board services?		No	
24	Does the charity employ paid staff?		Yes	
25	No staff is involved in setting his or her own remuneration.	2.2	Complied	By HR Sub-Committee & Board.
26	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				
27	The charity accurately portrays its image to its members, donors and the public.	9.1	Complied	

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Commissioner of Charities (Ref No. 0004)

**DESIGNED BY**

Shooting Fish Communications Pte Ltd

**SOS SERVICES**

Crisis Support & Consultation  
Specialist Counselling  
24-hour Hotline (1800-221 4444)  
Email Befriending (pat@sos.org.sg)  
Local Outreach to Suicide Survivors (LOSS)  
Healing Bridge  
Research  
Training  
Community Outreach

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