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DESIGNED BY

That Design Agency

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
www.sos.org.sg

MEMBER OF



SUPPORTED BY



MORE THAN JUST A HOTLINE

Samaritans of Singapore

Annual report 2016/2017



SAMARITANS OF SINGAPORE

VISION

To be the premier organisation in suicide prevention

MISSION

To be an available lifeline to anyone in crisis

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THE CHAIRMAN

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FOREWORD BY THE CHAIRMAN

Successful organisations must excel, amongst other strategic capabilities, in research and development in order to be able to spot trends, gaps, and needs in order to provide timely response.

To be Singapore's centre of excellence for suicide prevention, it is imperative to strengthen our capabilities in research and service development, and to expand our service to the community in the areas of new media and outreach, advocacy, and training.

In the past year, the Board and Management Team worked hand in glove to lay the foundation for the 3-year Strategic Plan (2017-2020). In December, we formalised our collaboration with the NUS Next Age Institute and Coronor's Court on suicide research in Singapore. The project aims to enhance Singapore's current knowledge on suicide and apply findings to improve suicide prevention and intervention efforts for the local community. Another important area of research is youth suicide. SOS has pledged to be an active member in the cross-agency sub-committee led by IMH to study suicides and self-harm behaviours in young people up to 35 years of age.

Plans are also underway to secure new premises in the coming months. The larger office space will house a new training centre, the range of expanded services in future, and increased volunteer and staff headcounts. It will also be fitted with improved facilities and amenities to raise operational efficiency.

To operationalise and sustain the implementation of these strategic plans, there is a need to step up fund-raising efforts to supplement the existing funding support. In this regard, we are grateful that Rotary Club of Singapore identified SOS as their major project to support through fundraising in FY16/17.

FY17/18 looks to be an exciting year for the organisation. With the foundation laid and strategic plan in place, we are ever closer to realising our vision to be the premier organization in suicide prevention.

I wish to thank the management team, staff, and over 200 volunteers for their contributions in the past year. Their dedication and commitment enabled SOS to push ahead with the strategy to relocate and expand the range of services in the coming years. My heartfelt appreciation also goes to all Board members and Sub-committee members for their valuable contributions and support. I also wish to thank all our partners, donors, and sponsors for their contribution and collaborations in sustaining our services to the Singapore community. Last but not least, SOS pays tribute to our late honorary patron, former President Mr S R Nathan, for his unwavering support throughout and post his presidency. His loss was mourned by the entire organisation but we will always remember the unequivocal encouragement and inspiration he brought to us all.

Ms Lim Suu Kuan
Chairman

THE EXECUTIVE DIRECTOR'S MESSAGE

SOS began as a telephone service for the despairing and the suicidal.

It was officially registered as a society on 29th July 1969. By 1st December of the same year, SOS started its first emergency telephone service staffed entirely by volunteers.

Today, 47 years on, our volunteers still respond to callers over the hotline while full-time professional staff provide consultation and supervision. Away from the phone room, staff attend to emails by clients who prefer to write. Counselling sessions are conducted at our premises, allowing clients a secure and comfortable space for privacy. Talks, workshops and trainings are catered specifically for various participants and delivered to schools, community agencies and corporates. There is also a dedicated programme and support group to help suicide survivors cope amidst their grief and loss. Research on suicide in the local context is carried out right in our premises, the first of its kind in over a decade. Last but not least, in conjunction with World Suicide Prevention Day, SOS runs an annual awareness campaign to reach out to the nation.

SOS has evolved with the times and has come a long way since its inception in 1969. I am proud to say that we have become more than just a hotline over the years. As a progressive organisation, we strive to achieve excellence by raising professionalism, quality and efficiency. The ever changing landscape of Singapore society does not deter SOS from aspiring to be the premier organisation in suicide prevention, and our mission to be an available lifeline to anyone in crisis.

I am grateful to the numerous corporations and foundations including the Community Chest, National Council of Social Service, Lee Foundation, and Tote Board for their generosity, strong support, affirmation, and belief in our work. To our community partners, in particular TBWA\ Group Singapore, Apt 811 and State Coroner Mr Marvin Bay, thank you for your continued support. Your passion to be involved with our cause encourages us to strive even harder in the work we do.

As for individual donors, a special thanks to Mr J M Luke for his unwavering donation over the years, and not forgetting other individual donors: every amount is a gesture of your good will and a precious gift to the organisation. To our Patron, Mr Lawrence Wong, we appreciate your support of our work, in particular for participating in our annual awareness campaign in September 2016.

I would also like to extend a tribute to our late former President Mr S R Nathan, whose unwavering support over the years in his myriad of ways has definitely spurred SOS to be the organisation we are today. A special thanks to his family for the donation supporting our annual campaign for World Suicide Prevention Day. Special mention should also go to the SOS Board of Management and all Sub-committee members for their support. SOS also thanks all our hotline volunteers, without which our 24 hour hotline would not have been able to continue for the last 47

years in offering a listening ear to those in crisis.

Though SOS has many years of experience in suicide work, the reality is that the work is often highly stressful and emotionally draining. As with other agencies in the social service sector, we encounter turnover of staff due to the unique nature of our work in dealing with suicide prevention, intervention and postvention. I would like to show my deepest appreciation to all staff for their dedication, hard work, and for displaying unequalled passion for our cause, enabling SOS to be truly more than just a hotline.

"Alone we can do so little; together we can do so much." - Helen Keller

Ms Christine Wong
Executive Director



HIGHLIGHTS FROM FINANCIAL YEAR 2016/17



01

Commenced research project with National University of Singapore (NUS) – Next Age Institute and Coroner's Court



02

Adopted by Rotary Club of Singapore (RCS) as their major project to support through fundraising for FY 16/17



03

Joined organising committee for World Mental Health Day 2017 campaign



04

Partnered with Campus PSY (Peer Support for Youths) on their mental health ambassador programme



05

Continued our flagship digital outreach campaign (2nd year) for World Suicide Prevention Day 2016



06

Presented at Thailand's Khon Kaen Psychiatric Hospital's regional seminar on Suicide Prevention Strategies



07

Joined cross-agency sub-committee for research on youth suicide

CLIENT SERVICES

A crisis can hit anyone at any time. The sense of hopelessness and despair at the height of a crisis can cause someone to contemplate suicide as a way to escape their emotional pain. However, people can and do recover from this difficult period, especially with professional support to help them through their crisis. More than just a hotline, SOS provides a comprehensive and distinct range of client services serving suicide prevention, intervention, and postvention functions for all in the community. All information shared with SOS is treated as confidential and clients may choose to remain anonymous.



01 CRISIS SUPPORT

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. This is done via outgoing calls, emails and SMSes. Crisis support is usually initiated when clients are found to have difficulties coping with crises in their lives.

Common problems presented by persons-at-risk during this review period included mental

health issues, difficulties with family relationships, and school concerns.

In addition to crisis support rendered to individuals, SOS also provides case consultations to organisations regarding cases involving suicidal clients. Support and consultation were provided to 23 organisations including schools,hospitals, voluntary welfare organisations, private organisations, and government bodies.

Crisis Support Channels



02 SPECIALIST COUNSELLING

Some clients who are struggling with suicidal crises or suicide grief require further support and the intervention of trained professionals through specialist counselling. This service is provided by in-house full-time staff who are counsellors, psychologists or social workers.

In this review period, 58% of counselling clients struggled with suicide ideation due to the crises they were facing. The remaining 42% were suicide survivors who required grief counselling, with more than half of them reporting some form of suicide ideation due to their loss.

Common problems presented by clients seeking help for suicidal crises included issues related to relationships, finances and jobs. Some were also found to be struggling with mental health conditions and in need of medical intervention. These clients were encouraged to seek medical treatment to better cope with their conditions.

Close to one-third of the clients who came in for counselling help were between 20-29 years of age.

Number of Counselling Cases and Sessions



Table 1: Profile of Counselling Clients by Age Group and Gender

| Age Group | Male | Female | Total |
|--------------|------|--------|-------|
| 10-19 | 3 | 8 | 11 |
| 20-29 | 7 | 14 | 21 |
| 30-39 | 10 | 3 | 13 |
| 40-49 | 7 | 6 | 13 |
| 50-59 | 2 | 5 | 7 |
| 60-64 | 0 | 2 | 2 |
| 65 and above | 3 | 4 | 7 |
| Total | 32 | 42 | 74 |

The SOS hotline is manned by trained volunteers and provides round-the-clock, confidential emotional support to callers in distress. Professional staff supervise volunteers and follow-up on critical cases.

As the only suicide prevention hotline in Singapore, SOS regularly checks on the suicide risk of callers. In this review period, 49% of incoming calls were checked for suicide risk. Suicidal ideation or plans were expressed in 6,250 incoming calls and 1,037 of these calls presented medium to high suicide risk.

Other crisis calls represent callers with no indication of suicidal ideation but who are going through stressful life events. These individuals may develop suicide ideation if there is an escalation in the severity of their situations. Such calls made up 40% of total incoming calls.

43% of all incoming calls were from regular callers. These are callers with weak social connections and who are dependent on the SOS hotline for some form of social or emotional contact. A number of these callers also struggled with mental health issues.

Incoming Calls



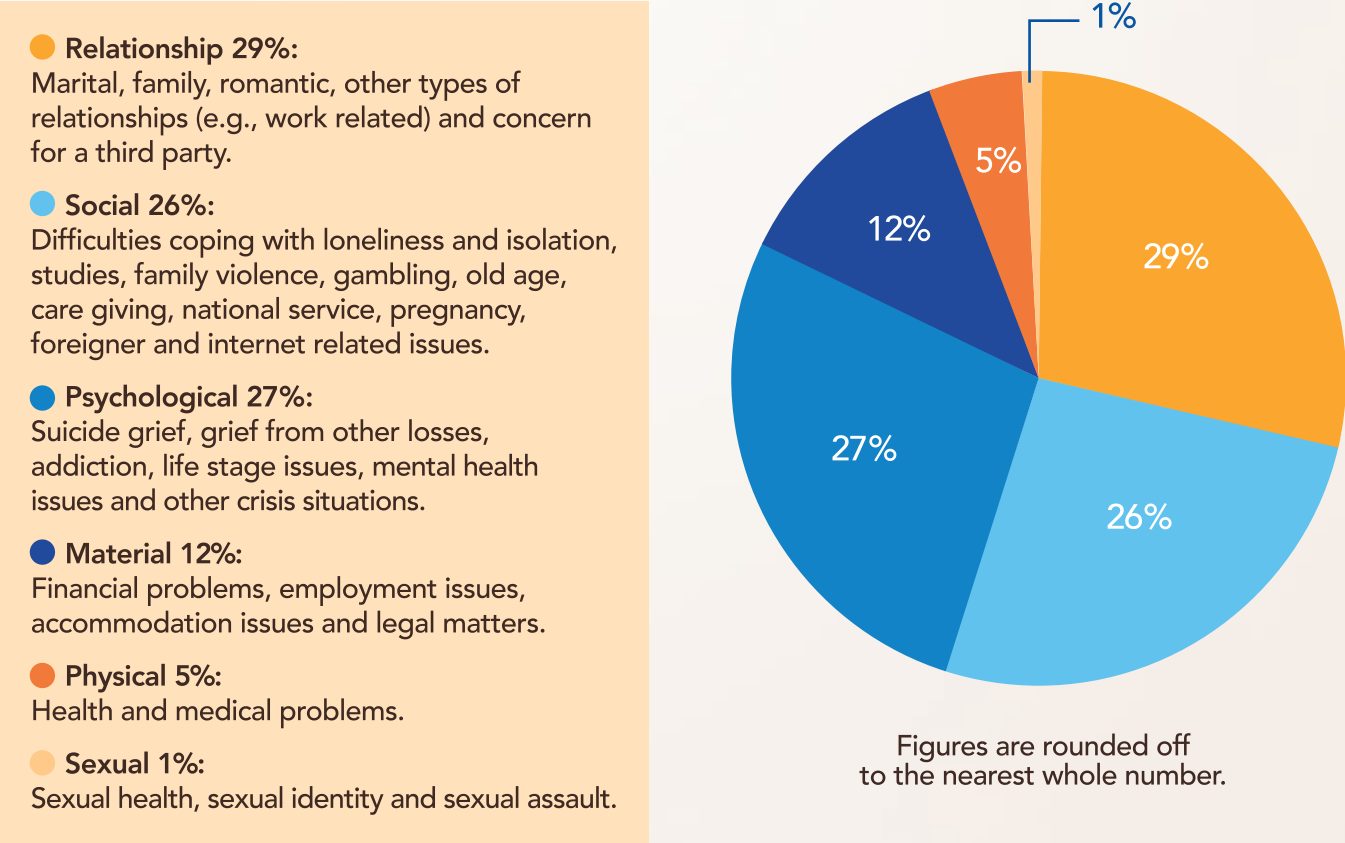
Table 2: Profile of Hotline Clients by Age Group and Gender

| Age Group | Male | Female | Unknown | Total |
|--------------|--------|--------|---------|--------|
| 5-9 | 0 | 2 | 11 | 13 |
| 10-19 | 636 | 1,245 | 2 | 1,883 |
| 20-29 | 1,174 | 2,165 | 6 | 3,345 |
| 30-39 | 1,757 | 2,028 | 0 | 3,785 |
| 40-49 | 4,011 | 3,485 | 0 | 7,496 |
| 50-59 | 1,285 | 2,765 | 0 | 4,050 |
| 60-64 | 1,211 | 3,175 | 0 | 4,386 |
| 65 and above | 1,469 | 1,049 | 0 | 2,518 |
| Unknown | 3,660 | 4,522 | 174 | 8,356 |
| Total | 15,203 | 20,436 | 193 | 35,832 |

Common problems presented by male and female callers included mental health issues, family relationship issues, and loneliness. Male callers also spoke about job and medical problems, while female callers presented challenges in their marriage.

The number of male callers in the 40-49 age range was significantly higher than all other age groups.

Figure 1: Percentage Breakdown of Problems Presented in Incoming Calls



04

EMAIL BEFRIENDING pat@sos.org.sg

The SOS Email Befriending service provides an alternative avenue of emotional support to those in distress. Clients who prefer to write can email to pat@sos.org.sg. As the response time for this service is within 2 working days, individuals in immediate crisis are encouraged to call the SOS 24-hour hotline.

This mode of seeking support appeared to be favoured by younger users, especially females.

Of the clients who disclosed their age, 71% were below the age of 30. More than 40% of clients below 30 years of age reported feeling troubled over their studies and/or relationships in school. It was found that the periods leading up to major exams and those prior to the release of exam or posting results were particularly stressful. Some also talked about difficulties in adjusting to their new school and friends.

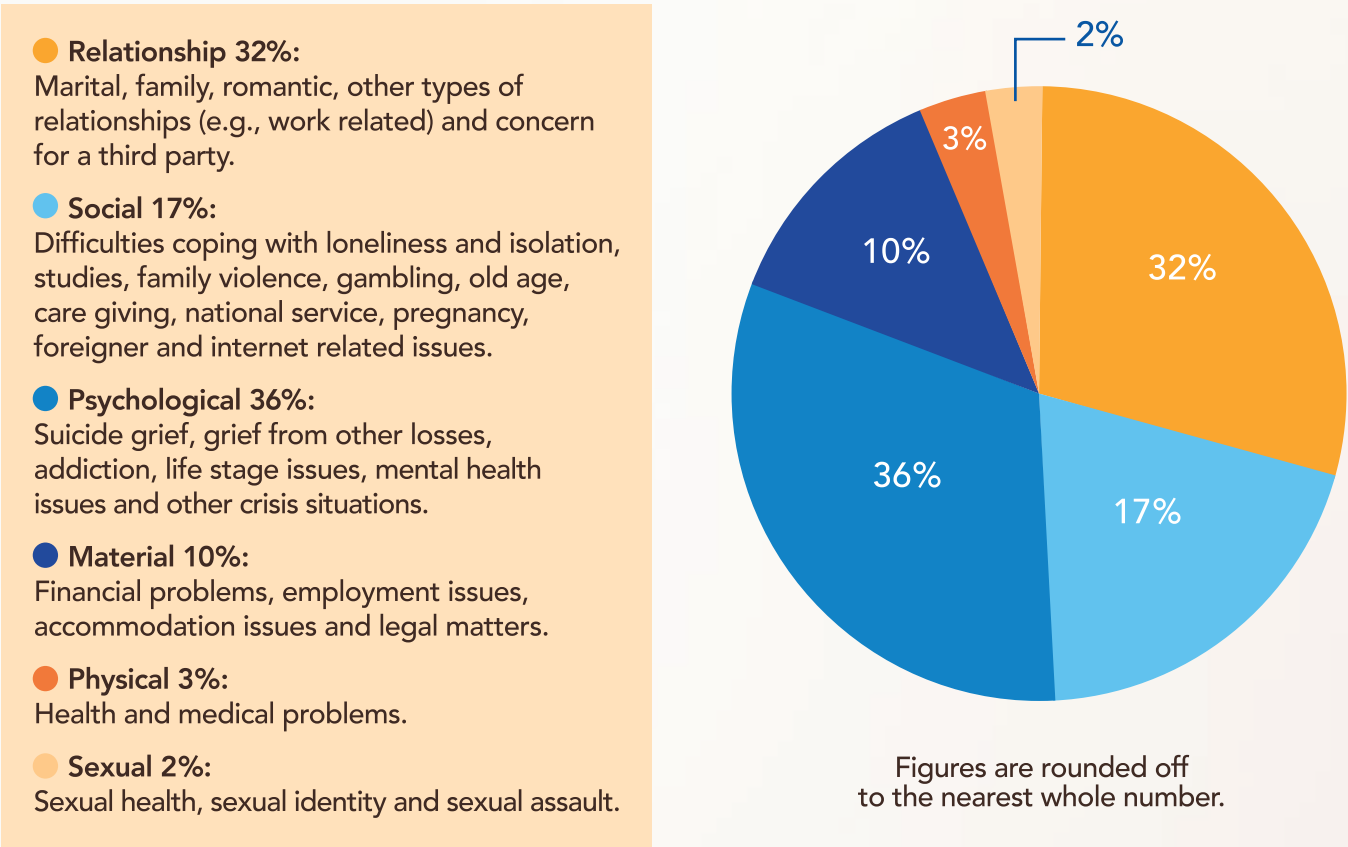
Number of Email Clients and Responses



Table 3: Profile of Email Clients by Age and Gender

| Age Group | Male | Female | Unknown | Total |
|--------------|------|--------|---------|-------|
| 10-19 | 65 | 267 | 15 | 347 |
| 20-29 | 105 | 214 | 5 | 324 |
| 30-39 | 53 | 87 | 1 | 141 |
| 40-49 | 39 | 39 | 2 | 80 |
| 50-59 | 23 | 11 | 1 | 35 |
| 60-64 | 5 | 5 | 0 | 10 |
| 65 and above | 7 | 2 | 0 | 9 |
| Unknown | 91 | 150 | 83 | 324 |
| Total | 388 | 775 | 107 | 1270 |

Figure 2: Percentage Breakdown of Problems in Incoming Emails



Two-thirds of email clients (66%) presented some suicide risk. More than half of those who were suicidal were under 30 years of age.

Many email clients expressed difficulties coping. Other common problems presented by both male and female clients included mental health issues and difficulties with family relationships.

16% of users wrote in to express concern for a third party who had suicide ideation. In such cases, SOS attempted to reach out to the distressed persons directly or explored appropriate help with the persons who contacted us.

05 LOSS (LOCAL OUTREACH TO SUICIDE SURVIVORS)

Launched in 2006, LOSS (Local Outreach to Suicide Survivors) is a dedicated programme which aims to provide emotional support to Next-of-Kin (NOKs) or loved ones affected by a suicide death.

The loss of a family member to suicide is traumatic. Research has shown that suicide survivors are at greater risk of suicide themselves. Cases involving

suicide are referred to the LOSS programme so that bereavement support can be provided to the suicide survivors.

SOS works closely with the Singapore Police Force for referral of LOSS cases. Close to 30% of police referrals were received sometime after the suicide death had taken place, hence no activations were made for these cases.

Number of LOSS Referrals and Activations



47
LOSS
Activations

Males made up 58% of the suicide cases referred to the LOSS programme. Common problems faced by the deceased prior to their suicide included mental health issues, relationship problems and medical illnesses.

Table 4: Profile of LOSS Cases (Deceased) by Age Range and Gender

| Age Group | Male | Female | Total |
|--------------|------|--------|-------|
| 10-19 | 7 | 4 | 11 |
| 20-29 | 11 | 9 | 20 |
| 30-39 | 8 | 1 | 9 |
| 40-49 | 9 | 7 | 16 |
| 50-59 | 12 | 7 | 19 |
| 60-64 | 5 | 1 | 6 |
| 65 and above | 3 | 6 | 9 |
| Unknown | 8 | 11 | 19 |
| Total | 63 | 46 | 109* |

*112 referrals - 109 deceased as 3 are double referrals from different sources.

Table 5: Profile of NOKs by Age Group and Gender

| Age Group | Male | Female | Total |
|--------------|------|--------|-------|
| 10-19 | 2 | 3 | 5 |
| 20-29 | 7 | 15 | 22 |
| 30-39 | 12 | 7 | 19 |
| 40-49 | 7 | 16 | 23 |
| 50-59 | 6 | 9 | 15 |
| 60-64 | 1 | 3 | 4 |
| 65 and above | 6 | 5 | 11 |
| Unknown | 58 | 74 | 132 |
| Total | 99 | 132 | 231 |

On average, SOS followed-up on two suicide survivors or NOKs per LOSS referral.

06

HEALING BRIDGE

Healing Bridge is a suicide bereavement support group for those who have lost a loved one to suicide. The support group is facilitated by professional staff and volunteer facilitators who are survivors themselves. Healing Bridge provides a safe place for suicide survivors to express their grief and their struggles. During these support group sessions, survivors receive support from one another and share self-care strategies to cope with their grief.

5 sessions of Healing Bridge were held for the English-speaking group and 3 sessions were held for the Mandarin-speaking group in the last review period. 18 members attended at least one session. There were more females than males attending the support group sessions.

Couples who participated in the support group sessions attended separate groups to facilitate ease of sharing.

Table 6: Profile of Healing Bridge Clients by Age Range and Gender

| Age Group | Male | Female | Total |
|--------------|------|--------|-------|
| 10-19 | 0 | 0 | 0 |
| 20-29 | 0 | 0 | 0 |
| 30-39 | 1 | 2 | 3 |
| 40-49 | 2 | 6 | 8 |
| 50-59 | 1 | 3 | 4 |
| 60-64 | 1 | 2 | 3 |
| 65 and above | 0 | 0 | 0 |
| Unknown | 0 | 0 | 0 |
| Total | 5 | 13 | 18 |

International Survivors of Suicide (ISOS) Loss Day

International Survivors of Suicide (ISOS) Loss Day is an initiative by the American Suicide Prevention Foundation (ASPF). In 2016, ISOS Loss Day was commemorated on 19 November.

SOS marked ISOS Loss Day by mailing LOSS packages to survivors. These packages contained information on the Survivor Day film 'Life Journeys: Reclaiming Life after Loss'. The film was produced by ASPF for ISOS Loss Day 2016 and featured how some survivors cope with a suicide loss over time. Survivors were invited to watch the film online.

As part of remembrance, survivors were also given handmade paper flowers to pen down any messages they might have for the loved ones they had lost to suicide.

07

RESEARCH

SOS formalised its collaboration with the Next Age Institute at the National University of Singapore (NUS) in December 2016 for its Project on Suicide in Singapore. The project aims to investigate suicide trends in Singapore among the overall population. SOS has begun both quantitative and qualitative analyses on the data collated from the Coroner's Court

and hopes to share its results in international peer-reviewed journals. Through this project, SOS hopes to enhance current knowledge on suicide in Singapore and apply its findings to improving existing local suicide prevention and intervention efforts. It also aims to update fellow social service professionals and the public of Singapore's current suicide landscape.



TRAINING

SOS is the only suicide prevention centre in Singapore. We're proud of what we've accomplished so far on our own but together, we could do much more. Suicide prevention is about the community coming together, looking out for one another and connecting those in distress to the help they need. More than just providing direct services to our clients, SOS also conducts skills and knowledge training for different segments of the community in suicide prevention. Peer leaders, gatekeepers, counselling and social work professionals; we believe that suicide prevention is everyone's business.




TRAINING

Participants' Feedback

"Great workshop. Pace was just nice. Activities were interactive. Sufficient handouts for reference."


"Very enjoyable and insightful training. Enjoyed the opportunities to role play and be engaged!"



Participants from Suicide Intervention Skills Workshop


"Very good example of questions. Huge experience in sharing."

"Very clear and well presented. Helps me to know what to say to survivor."



Participants from Suicide Postvention Skills Workshop

"I feel that the training sessions are good and we get to practice during the session as well (e.g. role playing, trying to brainstorm the questions the presenter asked etc)."



Participant from SMU Gatekeepers Intervention Skills Workshop

"Very well presented and well prepared! Extremely well done."



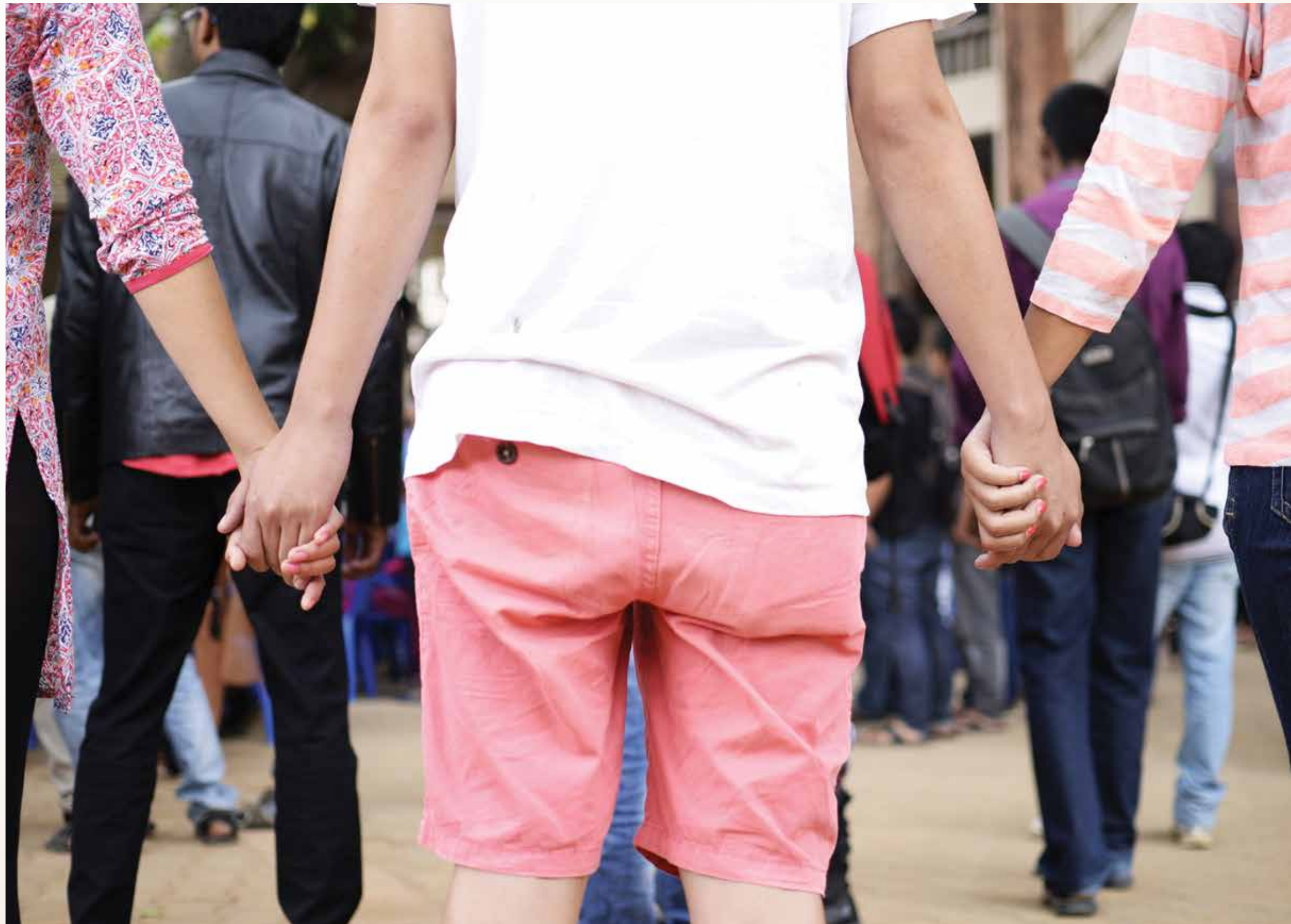
Participant from NYP customised workshop

Table 7: Training workshops

| Workshop | Participants | Category | No. of Workshop | Attendance (approx.) |
|---|--|--------------|-----------------|----------------------|
| Suicide Intervention Skills Workshop | Other VWOs and relevant agencies • Counsellors, social workers, and psychologists | Professional | 1 | 27 |
| Suicide Postvention Skills Workshop | | | 1 | 21 |
| Gatekeepers Intervention Skills Workshop | Singapore Management University (SMU) • Student peer helpers | Youth | 2 | 21 |
| Managing Suicidal Callers | Singapore Police Force (SPF) • Police Operations Command Centre staff | Customised | 4 | 57 |
| Post Trauma Crisis Intervention | Central Provident Fund (CPF) • Staff (various departments) | Customised | 1 | 22 |
| Working with special populations – Working with people with suicidal tendency | Nanyang Polytechnic (NYP) • Advanced Diploma in Counselling students | Customised | 1 | 17 |
| Total | | | 10 | 165 |

COMMUNITY OUTREACH AND PUBLICITY

Research says the first step to preventing suicide is to get people talking about how they are feeling. In a conservative society where suicide remains a taboo, we want to start doing this by approaching the subject in a responsible, intuitive and sensitive manner. More than just increasing the community's awareness and vigilance on the topic, we want to remove the stigma around suicide. This will allow more people who are in distress to be aware of the resources available and not afraid of being connected to the help they require.





COMMUNITY OUTREACH AND PUBLICITY

▲ Left: Artwork from this year's campaign showcasing our influencers
Right: campaign coasters and coffee cup holders were placed at over 25 cafes in support of the movement

World Suicide Prevention Day 2016

2016 marked the second year for #howru – the SOS awareness and outreach campaign for World Suicide Prevention Day on 10 September. Continuing our efforts from the previous year, the aim of the campaign in 2016 was to get more people talking about the topic and encouraging those in need to seek the support they require. SOS expanded its reach by involving more partners in the community and doubling up on outreach platforms in 2016. Patron of SOS, Mr Lawrence Wong, along with local celebrities and other influencers pledged their support for the campaign. A microsite was created specifically for the campaign, where users could upload a digital plaster to social media avatars. Out-of-home placements popped up at selected bus stops and more than 80,000 physical plasters were distributed at various locations across the island.

SOS also garnered the support of more than 25 cafes and brands in helping to promote the campaign at their premises or through related channels. Finally, one of our two campaign videos for this year was broadcast at Golden Village Multiplexes before the screening of selected movies.

International Outreach

In August 2016, the Macau Youth Community & School Counselling Service made an educational visit to SOS. 20 members of the service engaged in a meaningful discussion with SOS Executive Director, Ms Christine Wong, and one of our senior counsellors regarding the organisation's work in Singapore. The team from Macau was impressed by the volume and scope of our services for an organisation with limited manpower and resource capabilities.

SOS also had the pleasure of hosting Mr Justin Victor, Deputy Chairperson of Befrienders Kuala Lumpur, in March 2017. He was received by SOS Executive Director, Ms Christine Wong. The conversation revolved around operations of the centre, with a specific focus on services besides the 24-hour hotline such as the Healing Bridge support group programme, training, and community outreach efforts.

Both encounters were fruitful sessions for all parties to learn more about suicide prevention efforts in the different organisations and regions.

Ms Wong was also invited to present at a 3-day regional seminar on suicide prevention strategies from 7 to 10 July 2016. Held in Thailand, the seminar was organised by the Khon Kaen Psychiatric Hospital for over 50 mental health professionals from around the region including Cambodia, Myanmar, Hong Kong, Vietnam, Indonesia, and Singapore. Ms Wong spoke about the suicide situation in Singapore and on the work carried out at SOS.

▼ Members from the Macau Youth Service with SOS Executive Director and staff



Key Speaking Engagements

Jurong Health Social Work Grand Round & Khoo Teck Puat Hospital Parenting Talk

SOS Executive Director, Ms Wong, was invited to speak at two key events in the review period. The Jurong Health Social Work Grand Round saw professionals in the social work field gather for an afternoon of learning led by seasoned veterans in the industry. Ms Wong shared about the suicide prevention, intervention, and postvention work that SOS does and how our services impact the community. Additionally, Ms Wong also spoke at the Khoo Teck Puat Hospital Parenting Talk in July 2016 on the topic of suicide prevention and intervention work, relating particularly to teens and youth. She shared about the stressors faced by the young of this generation and how to look out more for this particular demographic.

Fuze Night by Be An Idea

Fuze Night is a monthly event where the social impact community can come together for a night of connecting, learning and inspiration. SOS was invited to be a speaker for the September 2016 edition of the event. In a strictly-seven-minute pitch, the audience learned more about #howru, the SOS flagship awareness campaign for World Suicide Prevention Day, and how each and everyone can do their part in lifting the stigma around suicide in Singapore.

FC Cares – A Service Learning Project by Civil Service College

The Foundation Course (FC) is a milestone programme organised by the Civil Service College. This programme is conducted for new entrants to the Public Service Leadership Programme who are in their initial years of service. As part of their course, participants are also required to embark on a six-month service learning project. SOS had the pleasure of working with 6 participants from different public agencies to suggest recommendations to tackle the challenge of reaching out to youths in spreading awareness on suicide prevention. The team also fared exceedingly well in their final evaluation at the end of the project.



▲ SOS Communications & Outreach staff speaking at Fuze Night by Be An Idea



▲ Members of the FC Cares project group with SOS Executive Director and staff

▼ SOS Executive Director at the official launch of the Campus PSY initiative



Campus PSY

SOS was approached by Campus PSY (Peer Support for Youths) to be part of a ground-up initiative aimed at equipping youth ambassadors with essential mental health knowledge and skills to support their peers in distress. The first batch of Campus PSY ambassadors consists of approximately 50 youths from the various universities in Singapore. They will undergo a training programme on topics such as basic mental health literacy, self-care, and essential peer support skills from key mental health partners. SOS is proud to be part of this initiative along with the Community Health Assessment Team (CHAT), Youth Corps Singapore (YCS), Over-The-Rainbow (OTR), and the Singapore Association for Mental Health (SAMH).

Rotary Club of Singapore Gala Dinner 2016

The Rotary Club of Singapore (RCS) has pledged a year-long campaign to raise funds for SOS – half of which will fund SOS's research objectives, with the other half going towards the expansion of the SOS premises. This initiative was launched at an RCS Gala Dinner at Shangri-La Hotel on 9 July 2016 graced by President of Singapore Mr Tony Tan. SOS is honoured to be named as the beneficiary of choice by RCS Chairman 2016/17, Mr Garry Taylor, and extends our appreciation to all members of the Rotary Club network for their kind contributions.

TALKS AND WORKSHOPS

Table 8: Talks for youth

| Topic | Organisation | No. of sessions | Attendance (approx.) |
|--|--------------------------------------|-----------------|----------------------|
| Feel Your Life | Bukit Batok Secondary School | 1 | 159 |
| Keep Calm, Stress Less | West Spring Secondary School | 1 | 560 |
| A Thinking Heart | Bukit Batok Secondary School | 2 | 390 |
| | West Spring Secondary School | 1 | 620 |
| The Role of SOS in Suicide Prevention | National University of Singapore | 2 | 30 |
| | Nanyang Technological University | 2 | 85 |
| | Campus PSY (Peer Support for Youths) | 1 | 40 |
| | St Andrews Junior College | 1 | 30 |
| | Raffles Institution | 1 | 23 |
| | Nanyang Polytechnic | 1 | 53 |
| 10 Things You Need To Know About Suicide | Nanyang Technological University | 1 | 26 |
| Total | | 14 | 2016 |

Table 9: Talks for public

| Topic | Organisation | No. of sessions | Attendance (approx.) |
|---|--|-----------------|----------------------|
| The Role of SOS in Suicide Prevention | Khoo Teck Puat Hospital | 1 | 120 |
| | Civil Service College | 1 | 100 |
| | Prudential | 1 | 12 |
| | NParks | 1 | 40 |
| | Macquarie Group | 1 | 40 |
| | Ministry of Education | 1 | 25 |
| | Macau Youth Community & School Counselling Service | 1 | 20 |
| 10 Things You Need To Know About Suicide | AWARE | 1 | 17 |
| | *SCAPE | 1 | 49 |
| | Singapore Prison Service | 2 | 88 |
| Need Help! How? – An Awareness talk for Elderly | Lions Befrienders | 6 | 200 |
| | AWWA | 1 | 20 |
| LOSS (Local Outreach to Suicide Survivors) | Singapore Police Force (SPF) Land Divisions | 4 | 300 |
| The SOS campaign for World Suicide Prevention Day | Interbank Forum | 1 | 12 |
| | Fuze Night by Be An Idea | 1 | 85 |
| Suicide Work In Singapore | Jurong Health Social Work Grand Round | 1 | 200 |
| Total | | 25 | 1328 |

IN THE MEDIA

Table 10: SOS Media Mentions and Interviews

| Newspaper, news, and other websites | | |
|-------------------------------------|---------------------|---|
| Date | Media | Title of Article/Programme |
| 04/04/2016 | The Straits Times | Heading to the North Pole for a good cause |
| 09/04/2016 | The Straits Times | Youth onboard for mental wellness drive |
| 22/04/2016 | AsiaOne | Woman jumps off overhead bridge along PIE in attempted suicide |
| 17/05/2016 | The New Paper | Coroner's inquiry into teen's alleged suicide starts today |
| 02/06/2016 | All Singapore Stuff | Old S'porean man sets himself on fire after failing to find a job, dies of severe burns |
| 18/06/2016 | The Straits Times | Facebook rolls out updated tools to help stop suicides and self-harm in Singapore |
| 20/06/2016 | AsiaOne | Husband leaped to death with son: She taps into grief to help others heal |
| 29/06/2016 | The New Paper | New facebook measures to prevent suicide in Singapore |
| 09/07/2016 | 联合早报 | 了解自杀趋势变化及导因，扶轮社将发起首个自杀研究 |
| 11/07/2016 | TODAYonline | Samaritans of S'pore steps up efforts to aid distressed individuals |
| 12/07/2016 | AsiaOne | Saved by the rack |
| 26/07/2016 | TODAY | Teen suicides last year highest in more than a decade, says SOS |
| 26/07/2016 | The Straits Times | Teen suicides 'highest in 15 years but overall rate falls' |
| 26/07/2016 | 新加坡眼 | 新加坡青少年自杀率惊人，创近十年新高！ |
| 26/07/2016 | 联合早报 | 自杀率虽创四年来新低，年轻轻生者去年倍增 |
| 26/07/2016 | 新明日报 | 平均一两个月起，青少年自杀率倍增 |
| 26/07/2016 | My Paper | Youth suicides here hit 15-year high last year |
| 26/07/2016 | 新明日报 | 隔22小时，西部2坠楼案 |
| 27/07/2016 | The Straits Times | Teen suicides: Watch out for those on the edge |
| 27/07/2016 | 新明日报 | O水准拿两个B，16岁孙女坠楼亡 |
| 28/07/2016 | 新明日报 | 新婚美少妇，12楼飞坠亡 |
| 02/08/2016 | The Straits Times | Involve suicide survivors and caregivers in help programmes |
| 10/08/2016 | TODAYonline | Teen suicides: Parents must know warning signs |
| 15/08/2016 | The Straits Times | Depressive thoughts can become suicidal ones |

| Date | Media | Title of Article/Programme |
|------------|--------------------|---|
| 19/08/2016 | The Straits Times | Group seeks to understand youth suicides |
| 23/08/2016 | 联合早报 | 疑从住家坠下，15岁少年惨死 |
| 24/08/2016 | The Straits Times | A big heart for troubled minds |
| 31/08/2016 | 联合晚报 | 男子头靠车窗予10小时如塑像 |
| 05/09/2016 | AsiaOne | Distress signal |
| 08/09/2016 | Branding in Asia | World suicide prevention week – carrying on the conversation |
| 13/09/2016 | The Straits Times | A black plaster, to talk about feelings |
| 14/09/2016 | The New Paper | Recent teen suicide showed no warning signs |
| 14/09/2016 | Singapore Coconuts | Suicide attempt survivor writes about how it takes more than hashtags and selfies to combat suicide |
| 14/09/2016 | The Straits Times | Parliament: Not reasonable to expect teenagers to take crisis calls from suicidal peers, says Tan Chuan-Jin |
| 14/09/2016 | The Straits Times | Create a happier, kinder environment |
| 18/09/2016 | The New Paper | She had attempted suicide: 'Now I stop others from ending their lives' |
| 18/09/2016 | The New Paper | Ways to thwart teen suicide reviewed |
| 19/09/2016 | The New Paper | Attempting suicide is illegal, but rare for person to be charged |
| 19/09/2016 | The Straits Times | Learning to spot, help young kids at suicide risk |
| 20/09/2016 | The Straits Times | Helplines take suicide threats seriously |
| 20/09/2016 | The Straits Times | Get at-risk teens to talk about feelings |
| 23/09/2016 | TODAY | Other ways to deter suicide, raise awareness, besides the law |
| 25/09/2016 | The Straits Times | Parents must manage kiasu tendencies |
| 22/10/2016 | The New Paper | Survey to be formed to study suicides among young people |
| 22/10/2016 | The Middle Ground | When a child kills himself |
| 24/10/2016 | The Straits Times | Couple found dead at Novena Suites; woman had multiple stab wounds |
| 02/11/2016 | The Straits Times | More teens call SOS about mental health problems |
| 07/11/2016 | Channel News Asia | Suicide not usually result of single source of stress, says IMH doctor |
| 08/11/2016 | The Straits Times | Govt ready to review laws criminalising suicide but... |
| 23/11/2016 | 联合晚报 | 武吉班让今早命案，母女横尸组屋楼下 |

| Date | Media | Title of Article/Programme |
|------------|-------------------|---|
| 24/11/2016 | 新明日报 | 法嘉路母女坠楼。心理医生吁：家人应更关注产妇 |
| 19/12/2016 | 新明日报 | 原本今领 'N' 水准成绩，16岁男生坠楼 |
| 19/12/2016 | 联合晚报 | N水准成绩出炉前夕，凌晨突说去 '看戏' 16 岁少年坠楼死 |
| 11/01/2017 | The Straits Times | Regular visits a key pillar in prevention of elders' suicide |
| 18/01/2017 | The Straits Times | Suicide prevention requires effort from all |
| 20/01/2017 | The New Paper | Coroner: SAF regular shot himself while on guard duty |
| 27/01/2017 | The Straits Times | Army regular's death ruled a suicide |
| 02/02/2017 | TheOnlineCitizen | K Shanmugam: Criminal offence on suicide attempts to make clear that people should not take their own lives |
| 04/02/2017 | TheOnlineCitizen | Tan Chuan-Jin: Grassroots activities play an important role in the prevention of suicides |
| 19/02/2017 | 联合早报 | 搭建一座聆听的桥梁 |
| 25/02/2017 | TODAY | Multi-agency research group to study suicides among children, youth |
| 01/03/2017 | 新明日报 | 加冷巴鲁停车场，老汉坠6楼死 |

FUND-RAISING AND SPONSORSHIPS

At SOS, our work can get daunting at times. But it is also meaningful work which all of us here believe in. More than just contributing to our cause, supporting us means becoming part of something truly special: a community dedicated to providing emotional support to those in crisis, thinking of suicide, or affected by suicide.



FUND-RAISING AND SPONSORSHIPS

V. Sellapan Family Fund

In this review period, a new fund was set up through the generous donation of \$150,000 by the family of the late Mr S R Nathan. SOS is grateful to his family for their donation.

Named the V. Sellapan Family Fund, contributions to this fund will go towards efforts for World Suicide Prevention Day in spreading awareness on suicide prevention and encouraging those at risk of suicide to seek the support they need.

At a point, the late father of Mr S R Nathan was under great financial distress and mounting anxiety at being unable to provide for his young family. Very much in a crisis state, he took his life believing that somehow something would accrue to his family from his death and would improve financial conditions for his family.

However, it did not provide the result that he had hoped for and even those close to the family caused extreme suffering to those he loved and left behind. His suicide created the absence of a guiding figure to his wife and children and brought them immense pain. This pain of losing someone who died by suicide would be something his family would carry with them for the rest of their lives.

As suicide survivors, his already grief-stricken family had to endure the endless questions and reproach from those around them. It also shaped the people he left behind to never take the extreme measures that led to this result. That steely resolve of those he left behind created a family with such solidarity and sense of sacrifice for one another that no future untoward event was ever going to rear its head if its source was one that Mr V. Sellapan had faced.

Suicide can be averted with the necessary counsel, assistance, and emotional support on hand to provide a lifeline and tinge of hope to those who face crises which may appear to be insurmountable to them. Awareness of the available resources for those contemplating suicide and the assurance that help-seeking will not be looked upon critically are some of the crucial first steps which aid suicide prevention at a societal level. Education for the general public also contributes to the understanding and stigma of suicide, its prevention, and how to approach those at risk.

This fund is named in his and his family's honour so that initiatives can be taken and enhanced to de-stigmatise the topic of suicide in Singapore and help those at risk of suicide. Accordingly, this can also prevent other families from being taken through the path that his family had to persevere and at the same time to show, no matter how adverse situations may be, there is always hope to reverse misfortune to a better end.

List of Donors

SOS would also like to extend our heartfelt appreciation to the individuals and organisations who generously made donations in cash and in kind, sponsored our events, or raised funds for SOS during the review period. These gestures of goodwill have contributed to sustaining our self-funded programmes, increasing the reach of our work, and ensuring that our services are available to as many of our clients as possible. For individual donors, SOS will not be publishing names this year unless specific consent has been given to do so.

For corporate donors, SOS would like to acknowledge the following:

Cash Donations \$12,000

- Proyecto Corazon

Cash Donations \$10,000

- Lee Foundation
- Singapore Pools (Private) Limited

Cash Donations \$5,000

- Tan Chin Tuan Foundation
- The Medical Concierge Group Pte Ltd

Cash Donations \$1,000 to < \$5,000

- Cocomas Marketing Pte Ltd
- Global Apparel & Textile Pte Ltd
- Hong Ye Group Pte Ltd
- Job Studio
- Kwan Im Thong Hood Cho Temple
- Mangala Vihara (Buddhist Temple)
- Macquarie Group Foundation
- NTUC FairPrice Foundation Limited
- Sir Stamford Raffles Lodge EC 7444
- Tan Chue Tin Clinic Pte Ltd
- Tanglin Trust School Ltd

Cash Donations \$500 to < \$1,000

- Back to Life Pte Ltd
- Good Bean Consulting
- Mogambo Bars Singapore Pte Ltd

Cash Donations \$100 to < \$500

- Decision Processes International Asia Pte Ltd

Donations in kind

- 138 Concept Pte Ltd
- Beiersdorf Singapore Pte Ltd
- Blue Dot Learning
- Calibre Studio
- Freeflow Productions
- Golden Village Multiplex Pte Ltd
- Mediacorp Pte Ltd
- Present Present LLP
- Popular Holdings Limited
- Parkroyal on Pickering
- Pan Pacific Singapore
- Parkroyal on Beach Road
- Singapore Press Holdings Limited
- TBWA\ Group Singapore
- Tupperware Singapore Pte Ltd

Friends of Samaritans

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

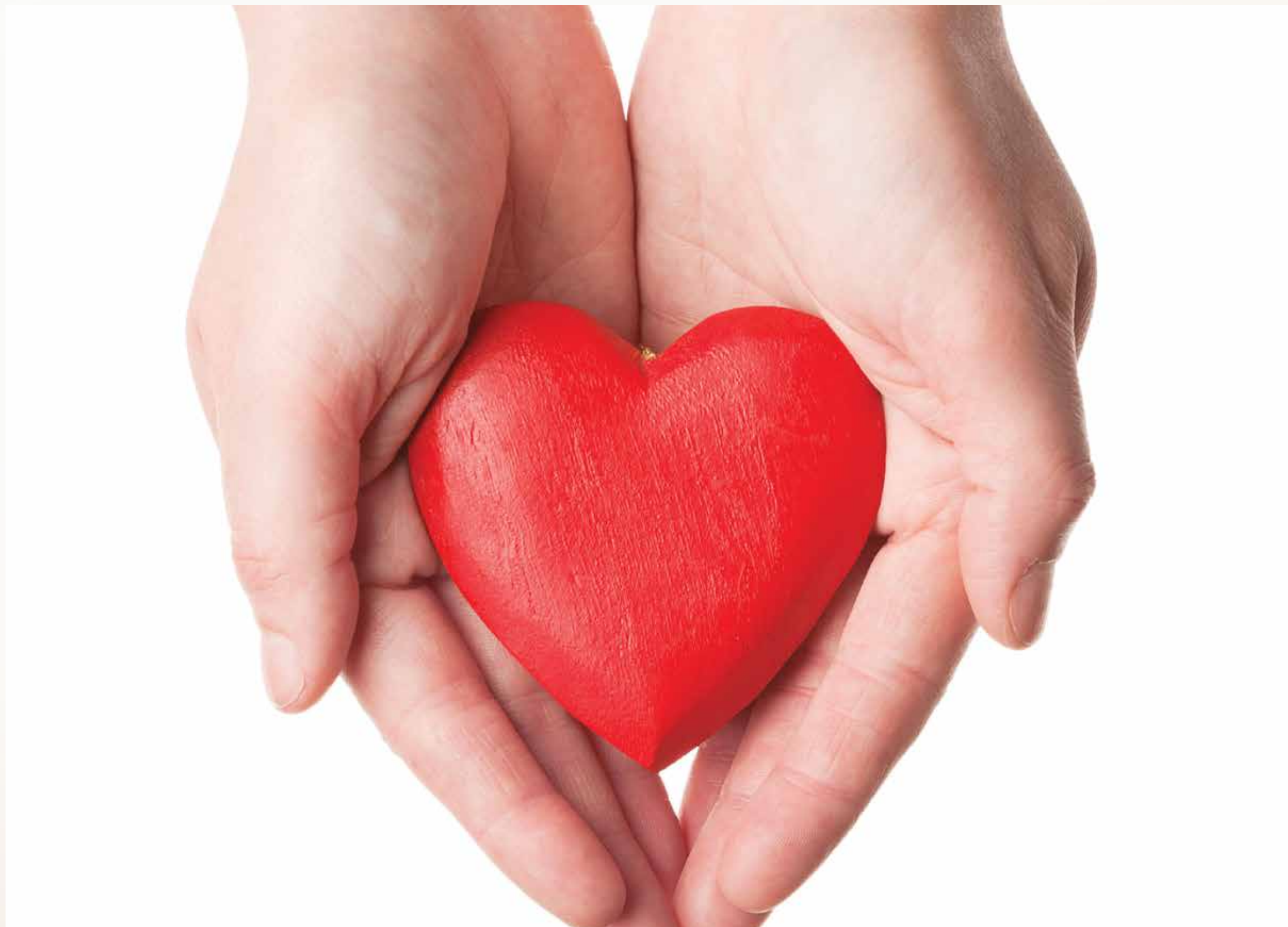
- I. They support the activities of SOS.
- II. They help with the publicity of SOS by making the 24-hour hotline number, 1800-221 4444, and Email Befriending address, pat@sos.org.sg, known to anyone who may benefit from the help offered by SOS.
- III. They make an annual contribution.

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

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

OUR VOLUNTEERS

SOS volunteers are trained extensively to provide emotional support over the 24-hour hotline. Some callers may be elderly suffering isolation, some may be teenagers stressed out at school and at home, some may be adults facing an overwhelming life crisis. More than just giving their precious time and effort, our volunteers provide a much-needed lifeline for anyone who may be in distress or in need of a listening ear without fear of judgment or criticism.



OUR VOLUNTEERS

What our volunteers say:

"Three years ago, I chanced upon SOS... Turning back the clock, I would still choose SOS."

"The staff debriefs me and that makes me feel supported."

"One of the most meaningful things I have done in my life."

"A place you meet genuine friends and treasure for a long time."

"They have someone they can talk to. Callers actually say they feel better after talking to us."

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 phase.



PHASE 01

Potential volunteers acquire essential listening and verbal responses skills through classroom learning and role play.



PHASE 02

They are given the experience of handling calls with the supervision of a mentor.



PHASE 03

This involves continual education through suicide intervention and postvention training.



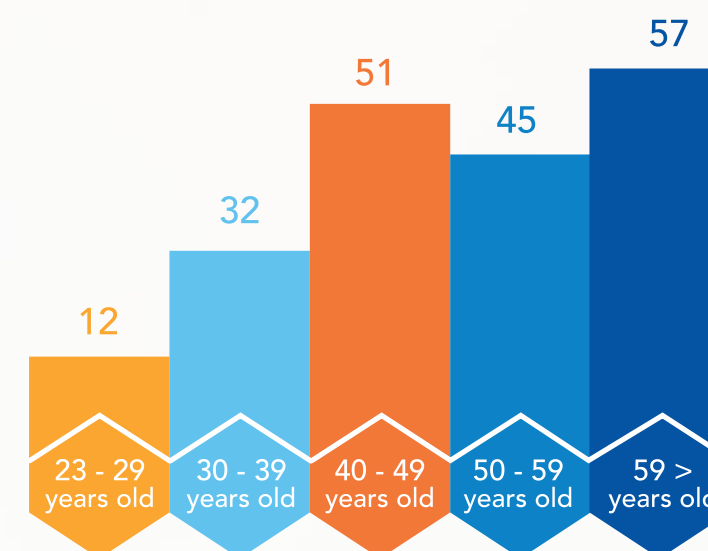
In this review period, nearly 200 volunteers contributed over —

24,000
HOTLINE HOURS

24 NEW VOLUNTEERS UNDERGOING TRAINING

173 FULL-FLEDGED VOLUNTEERS

Number of volunteers in Age

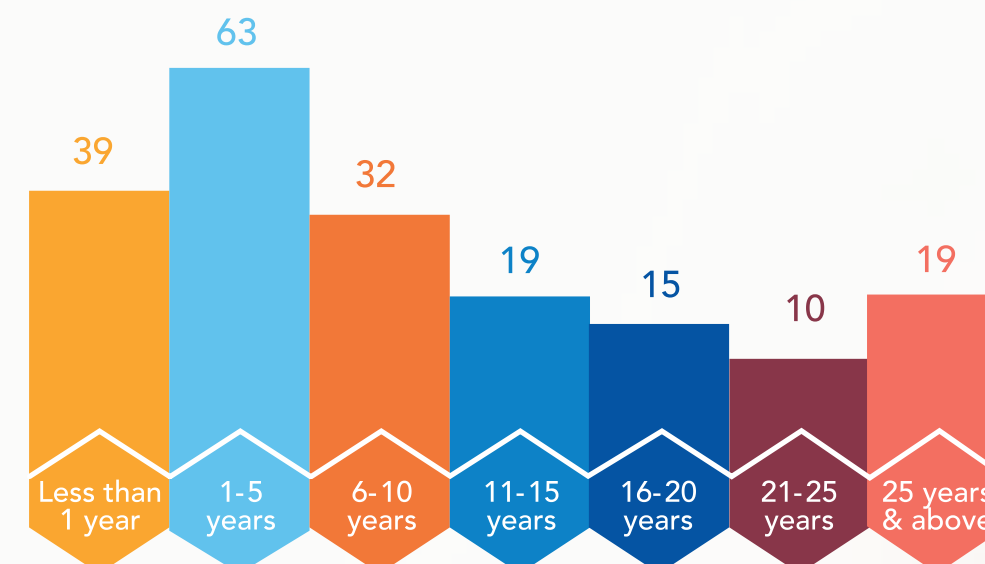


Youngest volunteer:
24 years old



Oldest volunteer:
80 years old

Number of volunteers in Years of Service



Longest serving volunteer:
47 years

A diverse range of individuals

We have a diverse range of volunteers from:



Speaking a wide range of languages:



*all volunteers are proficient in English.

Volunteer Enrichment

Table 11: Volunteers’ Continual Training

| Programme | Trainer | Attendance |
|---|--|------------|
| Cyber Wellness Talk | Mr Shem Yao, TOUCH Cyber Wellness | 30 |
| LOSS - Role of the Police and State Court Coroner | Judge Marvin Bay, State Court DSP Ryan Koh, Land Division | 20 |
| Interactive Workshop on Disabilities | Ms Asha Karen, Disabled People’s Association (DPA) | 19 |
| Hard Truths about Gambling | Mr Liew Heng San | 31 |
| What’s in my Quilt Bag | Mr Leow Yang Fa, Oogachaga | 46 |
| Volunteer Supervisors Training | Internal trainer | 9 |

Table 12: Volunteers’ Social and Other Activities

| Programme | Attendance |
|---|------------|
| Family Day 2016: Bollywood Veggies Farm Visit and Lunch | 41 |
| 46th Annual General Meeting (AGM) | 81 |
| Volunteer Appreciation Night 2016 | 80 |
| Lunar New Year & Townhall Dinner 2017 | 78 |

New Volunteer Development Training Programme

To further enhance the competencies and confidence of volunteers, SOS will be rolling out a new continual training programme for all hotline volunteers from January 2018. These sessions will be skills-based and incorporate interactive segments to build volunteers’ capabilities in handling calls over the 24-hour hotline. Topics to be covered will include relationships, trauma, mental health, grief, self-harm, and more.

THE ORGANISATION



THE ORGANISATION

Patron

Mr Lawrence Wong
Minister for National Development & Second Minister for Finance

Honorary Member

Late Mr S R Nathan (until 22 Aug '16)
Sixth President of the Republic of Singapore

Board Members

| | |
|--------------------|---|
| Advisor | Ms Jessie Quek Lee Ngoh (until 18 May '16) |
| Chairman | Ms Lim Suu Kuan (appointed 27 Jul '15) |
| Vice Chairman | Ms Claire Wong Su-Wen (appointed 1 Aug '13, until 17 Aug '16) |
| Vice Chairman | Mr Robert Lim Hui Beng (appointed 17 Aug '16) |
| Honorary Secretary | Mr Adrian Chua Kah Meng (appointed 27 Jul '15) |
| Honorary Treasurer | Ms Ng Seok Wah (appointed 1 Aug '13) |
| Member | Ms Cynthia Wee Guek Cheng (elected 24 Jul '15) |
| Member | Ms Claire Wong Su-Wen (elected 20 Jul '12) |
| Member | Mrs Doreen Woo Shung Han (elected 22 Jul '11) |
| Member | Dr Gilbert Tan Yip Wei (elected 24 Jul '15) |
| Member | Mr Robert Lim Hui Beng (elected 24 Jul '15 until 17 Aug '16) |
| Co-opted Member | Dr Adrian Wang Chee Cheng (co-opted 1 Aug '13) |
| Co-opted Member | Dr Philbert Chin Soon Siang (co-opted 22 Jul '11) |
| Co-opted Member | Dr Tan Chue Tin (co-opted 27 Jul '15) |
| Co-opted Member | Ms Karen Chang Lee Cheng (co-opted 1 Oct '16) |

HR Sub-Committee Members

| | |
|----------|---|
| Chairman | Ms Lim Suu Kuan |
| Member | Ms Claire Wong Su-Wen (until 17 Aug '16) |
| Member | Mr Robert Lim Hui Beng (appointed 17 Aug '16) |
| Member | Ms Lee Sook Fung |
| Member | Mr Tan Seng Nan |
| Member | Mr Gary Cox (appointed 16 Nov '16) |

Strategic Planning Sub-Committee Members

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

Associate Members

| | |
|-------------------------|------------------------------|
| Consultant | Dr Philbert Chin Soon Siang |
| Consultant Psychiatrist | Dr Tan Chue Tin |
| Consultant Psychiatrist | Dr Adrian Wang Chee Cheng |
| Lawyer | Ms Ellen Lee Geck Hoon |
| Lawyer | Mr Sivagnanaratnam Sivanesan |
| Therapist | Ms Juliana Chua Swee Lin |

Professional Consultant

| | |
|---------------|----------------|
| 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 |
| Housekeeping (Part-time) | Mdm Poon Yeen Ling (retired 31 Dec '16) |

Corporate Communications & Outreach

| | |
|-----------|---|
| Executive | Ms Lim Ying Chian (resigned 29 Jul '16) |
| Executive | Mr Edmund Quek |
| Executive | Ms Tay Mei Yan (joined 26 Jul '16) |

Client Management

| | |
|--|--------------------------------------|
| Senior Counsellor/Senior 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 |
| Counsellor | Ms Chan May Peng |
| Counsellor | Mr Shawn Lai (joined 1 Jun '16) |
| Psychologist | Ms Keren E (resigned 2 Mar '17) |
| Research Executive | Ms Cindia Toh (resigned 14 May '16) |
| Research Executive | Ms Anne Yeoh (joined 1 Feb '17) |
| Senior Social Worker/Supervisor (LOSS) | Ms Teo Hui Yi |
| Social Worker (LOSS) | Mr Peter Chia (resigned 31 Oct '16) |
| Counsellor (LOSS) | Ms Sam Suet Chian (joined 4 Apr '16) |
| Counsellor (LOSS) | Mr Nathan Khor (joined 1 Jun '16) |

Hotline & Volunteer Management

| | |
|--|--|
| Deputy Director | Ms Wong Ming Sze (resigned 28 Aug '16) |
| Manager | Mr Roger Tan (joined 1 Feb '17) |
| IT Administrator | Mr Tan Theam Huat |
| Volunteer Management Senior Executive / Training Coordinator | Mr Jeffrey Tay |
| Volunteer Management Executive | Ms Cassie Yung (resigned 3 Feb '17) |
| Volunteer Management Executive | Ms Sandy Yeo (joined 1 Mar '17) |
| Social Worker | Ms Yip Yun Leng (joined 1 Sep '16) |

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
Hong Leong Finance Ltd
Singapura Finance Ltd

FINANCIAL REPORT

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NOTE FROM THE TREASURER

In the current financial year ending 31 March 2017, 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). This represented an increase of 3% or \$48,000 in operating expenses compared to the previous financial year. The main contributor to the increase was manpower cost.

The operating expenses of \$1.6 million incurred under SOS's Main Programme were fully funded by NCSS while that incurred under the LOSS programme was 50% funded by Singapore Totalisator Board. The remaining was covered by donations received from other sources.

A total income amounting to \$2.9 million comprised: \$2.4 million form the Main Programme, \$262,000 from the LOSS programme, and donations of \$150,000 from the family of the late Mr S R Nathan. The income of \$2.9 million was an increase of \$212,000 or 8% over that of the previous financial year. The Care & Share Matching grant contributed \$176,000 towards the increase and helped to fund additional headcounts not funded by NCSS.

The current financial year for SOS ended in a surplus of \$976,000 compared to \$812,000 in the previous financial year. The Main Programme contributed \$754,000, which formed the bulk of the increase.

Overall, the surplus led to an improvement in our cash and cash equivalent positions, from \$4.7 million last year to \$5.5 million in the current financial year. These accumulated reserves arising from donations and funding for specific purposes 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 2017

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 2017 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



Mr Robert Lim Hui Beng
Vice Chairman

17 May 2017

INDEPENDENT AUDITOR'S REPORT

To the Members of Samaritans of Singapore

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Samaritans of Singapore (the "Society"), which comprise the statement of financial position as at 31 March 2017, and the statement of financial activities, statement of changes in funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Societies Act, Chapter 311 (the Societies Act), the Charities Act, Chapter 37 and other relevant regulations (the Charities Act and Regulations) and Financial Reporting Standards in Singapore (FRSs) so as to present fairly, in all material respects, the state of affairs of the Society as at 31 March 2017 and the results, changes in funds and cash flows of the Society for the year ended on that date.

Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing (SSAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the Accounting and Corporate Regulatory Authority (ACRA) Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT
To the Members of Samaritans of Singapore

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Board Members for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the provisions of the Societies Act, the Charities Act and Regulations and FRSs, 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.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

The board members are responsible for overseeing the Society's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Society's internal control.

INDEPENDENT AUDITOR'S REPORT
To the Members of Samaritans of Singapore

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with Board Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In our opinion, the accounting and other records required to be kept by the Society have been properly kept in accordance with the provisions of the Societies Regulations enacted under the Societies Act, the Charities Act and Regulations.

During the course of our audit, nothing has come to our attention that causes us to believe that during the year, the Society has not used the donation monies in accordance with its objectives 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

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| | | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|--|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|----------|----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | Note | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Incoming Resources | | | | | | | | | | | |
| Amortisation of Capital Grant | 14 | - | 366 | 19,152 | - | - | 4,880 | - | - | 24,398 | 22,832 |
| Amortisation of Deferred Capital Donations | 15 | - | 161 | 1,069 | - | - | 272 | - | - | 1,502 | 30,308 |
| Book Sales | | - | - | - | - | 1,396 | - | - | - | 1,396 | 734 |
| Care & Share Matching Grant Fund | 9 | - | - | 283,099 | - | - | 3,578 | - | - | 286,677 | 110,258 |
| Designated Project Donations | | - | 82,910 | 31,192 | - | 500 | 65,600 | - | 150,000 | 330,202 | 294,637 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| | | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|-------------------------------------|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|-----------|-----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | Note | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Government Paid Leave | | - | - | 3,432 | - | - | 1,221 | - | - | 4,653 | 14,469 |
| Interest Income | | - | - | 47,277 | - | - | - | - | - | 47,277 | 38,046 |
| Membership Fees | | - | - | 440 | - | - | - | - | - | 440 | 496 |
| NCSS Funding for Operating Expenses | | - | - | 1,916,318 | - | - | - | - | - | 1,916,318 | 1,861,255 |
| NCSS ComChest Haze Fund | | - | - | - | - | - | - | - | - | - | 1,000 |
| NCSS Telecom Subsidy | | - | - | 1,920 | - | - | - | - | - | 1,920 | 1,920 |
| NCSS VCF Funding | | - | - | 431 | - | - | - | - | - | 431 | 804 |
| Other Income | | - | - | 5 | - | - | - | - | - | 5 | 163 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| | | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|---|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|----------|----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | Note | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Incoming Resources | | | | | | | | | | | |
| President's Challenge Fund | | - | - | - | - | - | - | - | - | - | 50,000 |
| Programme Fees | | - | - | 12,400 | - | - | - | - | - | 12,400 | 8,790 |
| Public Education: Emotional First Aid/ Feel Your Life/ A Thinking Heart | | - | - | 750 | - | - | - | - | - | 750 | 990 |
| Public Education: Suicide Prevention/ Intervention/ Postvention Workshops/Talks | | - | - | 31,846 | - | - | - | - | - | 31,846 | 23,622 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| | | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|--|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|-----------|-----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | Note | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Incoming Resources | | | | | | | | | | | |
| Special Employment Credit/ Wage Credit | | - | - | 23,522 | 16,317 | - | - | - | - | 39,839 | 30,839 |
| Solicited Donations | | 1,383 | - | - | - | - | - | - | - | 1,383 | 2,641 |
| TOTE Board Social Service Fund | | - | - | - | - | - | 186,549 | - | - | 186,549 | 180,765 |
| Unsolicited Donations | | - | - | 16,682 | - | - | - | - | - | 16,682 | 17,765 |
| Volunteer Development | | - | - | 1,607 | - | - | - | - | - | 1,607 | 2,116 |
| Total Incoming Resources | | 1,383 | 83,437 | 2,391,142 | 16,317 | 1,896 | 262,100 | - | 150,000 | 2,906,275 | 2,694,450 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| Resources Expended | Note | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|-------------------------------------|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|-----------|-----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Advertising and Publicity | | - | 583 | 30,508 | - | - | 10,273 | - | - | 41,364 | 10,096 |
| Audit Fees | | - | 47 | 2,449 | - | - | 624 | - | - | 3,120 | 5,142 |
| Communications | | - | 318 | 16,639 | - | 48 | 4,239 | - | - | 21,244 | 20,227 |
| Depreciation of Plant and Equipment | 5 | - | 612 | 24,679 | - | - | 6,288 | - | - | 31,579 | 58,849 |
| Expenditure on Manpower | 3 | - | 16,312 | 1,452,667 | - | - | 217,605 | - | - | 1,686,584 | 1,620,587 |
| Honorarium | | - | 3,182 | - | - | - | - | - | - | 3,182 | - |
| Housekeeping and Other | | - | 184 | 3,048 | - | 280 | 774 | - | - | 4,286 | 5,917 |
| Insurance | | - | 66 | 3,440 | - | - | 876 | - | - | 4,382 | 4,711 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| Resources Expended | Note | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|---|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|----------|----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Loss on Disposal Of Plant and Equipment | | - | - | 124 | - | - | 31 | - | - | 155 | 4,593 |
| Maintenance of Equipment | | - | 675 | 28,719 | - | - | 7,317 | - | - | 36,711 | 39,715 |
| Maintenance of Land and Building | | - | 224 | 11,707 | - | - | 2,983 | - | - | 14,914 | 16,660 |
| Membership Fees | | - | 23 | 1,191 | - | - | 303 | - | - | 1,517 | 1,691 |
| Miscellaneous | | - | 27 | 1,424 | - | - | 363 | 30 | - | 1,844 | 2,700 |
| Printing and Stationery | | - | 124 | 6,516 | - | 88 | 1,776 | - | - | 8,504 | 9,689 |
| Public Education Expenses | | - | - | 2,145 | - | - | - | - | - | 2,145 | 1,626 |
| Rental of Building | | - | 268 | 14,060 | - | - | 3,582 | - | - | 17,910 | 22,661 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| Resources Expended | Note | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|--------------------------------|-------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|-----------|-----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Specific Assistance to Clients | | - | - | 50 | - | - | - | - | - | 50 | - |
| Transport | | - | 72 | 1,335 | - | - | 962 | 1,648 | - | 4,017 | 3,476 |
| Utilities | | - | 315 | 16,473 | - | - | 4,197 | - | - | 20,985 | 22,709 |
| Volunteer Development | 16,21 | - | - | 20,459 | - | 11 | 5,115 | 513 | - | 26,098 | 31,327 |
| Total Resources Expended | | - | 23,032 | 1,637,633 | - | 427 | 267,308 | 2,191 | - | 1,930,591 | 1,882,376 |

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Statement of Comprehensive Income)
For the financial year ended 31 March 2017

| | Note | Unrestricted Fund | Restricted Funds | | | | | | | Total | Total |
|--|------|-------------------|---------------------------|-------------------------|---------------------------|---------------------|-----------|--|------------------------|----------|----------|
| | | Accumulated Fund | Accumulated Fund-Research | Main Programme Reserves | Anthony Yeo Memorial Fund | Healing Bridge Fund | LOSS Fund | Volunteers Development & Management Fund | V Sellapan Family Fund | | |
| | | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Surplus/(Deficit) for the Year | | 1,383 | 60,405 | 753,509 | 16,317 | 1,469 | (5,208) | (2,191) | 150,000 | 975,684 | 812,074 |
| Other Comprehensive Income | | - | - | - | - | - | - | - | - | - | - |
| Total Comprehensive Income/(Loss) for the Year | | 1,383 | 60,405 | 753,509 | 16,317 | 1,469 | (5,208) | (2,191) | 150,000 | 975,684 | 812,074 |

The accompanying notes form an integral part of these financial statements

STATEMENT OF FINANCIAL POSITION

As at 31 March 2017

| Asset | Note | 2017 SGD | 2016 SGD |
|---------------------------------|------|------------------|------------------|
| Non-Current Assets | | | |
| Plant and Equipment | 5 | 71,453 | 71,324 |
| Total Non-Current Assets | | 71,453 | 71,324 |
| Current Assets | | | |
| Trade and Other Receivables | 6 | 26,149 | 27,711 |
| Other Assets | 7 | 36,662 | 43,401 |
| Cash and Cash Equivalents | 8 | 5,538,317 | 4,701,369 |
| Total Current Assets | | 5,601,128 | 4,772,481 |
| Total Assets | | 5,672,581 | 4,843,805 |

| Fund | Note | 2017 SGD | 2016 SGD |
|---------------------------------|------|----------------|----------------|
| Unrestricted Funds | | | |
| Accumulated Fund | 20 | 98,619 | 97,236 |
| Care & Share Matching Grant | 9 | 327,148 | 618,039 |
| Unrestricted Funds | | 425,767 | 715,275 |
| Restricted Funds | | | |
| Accumulated Fund-Research | 10 | 60,405 | - |
| Anniversary Fund | 11 | 48,432 | 48,432 |
| Anthony Yeo Memorial Fund | 12 | 125,844 | 109,527 |
| Building Fund | 13 | 138,280 | 29,350 |
| Capital Grant Fund | 14 | 52,144 | 55,947 |
| Deferred Capital Donations Fund | 15 | 2,423 | 1,387 |
| Healing Bridge Fund | 16 | 26,321 | 24,852 |
| IT Fund | 17 | 174,734 | 174,734 |
| LOSS Fund | 18 | 1,051,564 | 1,056,772 |
| President's Challenge Fund | 19 | - | - |

STATEMENT OF FINANCIAL POSITION

As at 31 March 2017

| | | | |
|--|----|------------------|------------------|
| Main Programme Reserves | 20 | 3,231,745 | 2,478,236 |
| Volunteers Development & Management Fund | 21 | 47,691 | 49,882 |
| V Sellapan Family Fund | 22 | 150,000 | - |
| Total Restricted Funds | | 5,109,583 | 4,029,119 |
| Total Funds | | 5,535,350 | 4,744,394 |

| Current Liabilities | Note | 2017 SGD | 2016 SGD |
|------------------------------------|------|------------------|------------------|
| Other Payables | 23 | 137,231 | 99,411 |
| Total Current Liabilities | | 137,231 | 99,411 |
| Total Funds and Liabilities | | 5,672,581 | 4,843,805 |

The accompanying notes form an integral part of these financial statements

STATEMENT OF CHANGES IN FUNDS

For the financial year ended 31 March 2017

| | Unrestricted Funds | | Restricted Funds | | | | | | | | | | | | | |
|--|--------------------|----------------------------------|---------------------------|------------------|---------------------------|---------------|--------------------|--|---------------------------------|---------------------|---------|-----------|-------------------------|--|------------------------|-----------|
| | Accumulated Fund | Care & Share Matching Grant Fund | Accumulated Fund-Research | Anniversary Fund | Anthony Yeo Memorial Fund | Building Fund | Capital Grant Fund | | Deferred Capital Donations Fund | Healing Bridge Fund | IT Fund | LOSS Fund | Main Programme Reserves | Volunteers Development and Management Fund | V Sellapan Family Fund | Total |
| | SGD | SGD | SGD | SGD | SGD | SGD | SGD | | SGD | SGD | SGD | SGD | SGD | SGD | SGD | SGD |
| Balance as at 1 April 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 |
| Transfer (to) from | - | (24,173) | - | - | - | - | 20,595 | | - | - | - | - | - | - | - | (3,578) |
| Movement for the year | - | (266,718) | - | - | - | 108,930 | - | | 2,538 | - | - | - | - | - | - | (155,250) |
| Amortisation of the fund | - | - | - | - | - | - | (24,398) | | (1,502) | - | - | - | - | - | - | (25,900) |
| Statement of comprehensive income for the year | 1,383 | - | 60,405 | - | 16,317 | - | - | | - | 1,469 | - | (5,208) | 753,509 | (2,191) | 150,000 | 975,684 |
| Balance as at 31 March 2017 | 98,619 | 327,148 | 60,405 | 48,432 | 125,844 | 138,280 | 52,144 | | 2,423 | 26,321 | 174,734 | 1,051,564 | 3,231,745 | 47,691 | 150,000 | 5,535,350 |

STATEMENT OF CHANGES IN FUNDS

For the financial year ended 31 March 2017

| | Unrestricted Funds | | Restricted Funds | | | | | | | | | | | | | |
|--|--------------------|----------------------------------|---------------------------|------------------|---------------------------|---------------|--------------------|--|---------------------------------|---------------------|---------|-----------|-------------------------|--|------------------------|-----------|
| | Accumulated Fund | Care & Share Matching Grant Fund | Accumulated Fund-Research | Anniversary Fund | Anthony Yeo Memorial Fund | Building Fund | Capital Grant Fund | | Deferred Capital Donations Fund | Healing Bridge Fund | IT Fund | LOSS Fund | Main Programme Reserves | Volunteers Development and Management Fund | V Sellapan Family Fund | Total |
| | SGD | 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 |

STATEMENT OF CASH FLOWS

For the financial year ended 31 March 2017

| Cash Flows From Operating Activities | Note | 2017 SGD | 2016 SGD |
|---|------|-----------------|-----------------|
| Surplus for the Year | | 1,383 | 2,641 |
| Adjustments for: | | | |
| Amortisation of Capital Grants | 14 | (24,398) | (22,832) |
| Amortisation of Deferred Capital Donations | 15 | (1,502) | (30,308) |
| Depreciation of Plant and Equipment | 5 | 31,579 | 58,849 |
| Interest Income | | (47,277) | (38,046) |
| Loss on Disposal of Plant and Equipment | | 155 | 4,593 |
| Surplus Before Working Capital Changes | | (40,060) | (25,103) |
| Changes in Working Capital: | | | |
| (Increase) Decrease in Trade and Other Receivables | | 1,562 | 19,482 |
| (Increase) Decrease in Other Assets | | 6,739 | 13,911 |
| Increase (Decrease) in Other Payables | | 37,820 | (4,412) |
| Net Cash Flows From (Used In) Operating Activities | | 6,061 | 3,878 |

| Cash Flows From Investing Activities | Note | 2017 SGD | 2016 SGD |
|---|------|---------------|-----------------|
| Purchase of Plant and Equipment | 5 | (31,863) | (79,250) |
| Interest Income | | 47,277 | 38,046 |
| Net Cash Flows From (Used In) Investing Activities | | 15,414 | (41,204) |

STATEMENT OF CASH FLOWS

For the financial year ended 31 March 2017

| Cash Flows From Financing Activities | Note | 2017 SGD | 2016 SGD |
|---|----------|------------------|------------------|
| Net receipts (payments) in Accumulated Fund-Research | | 60,405 | - |
| Net receipts (payments) in Anthony Yeo Memorial Fund | | 16,317 | 23,915 |
| Net receipts (payments) in Building Fund | | 108,930 | 29,350 |
| Net receipts (payments) in Care & Share Matching Grant Fund | | (270,296) | 644,314 |
| Net receipts (payments) in Deferred Capital Donations Fund | | 2,538 | - |
| Net receipts (payments) in Healing Bridge Fund | | 1,469 | 1,735 |
| Net receipts (payments) in LOSS Fund | | (5,208) | 231,277 |
| Net receipts (payments) in Main Programme Reserves | | 753,509 | 548,290 |
| Net receipts (payments) in Volunteers Development & Management Fund | | (2,191) | 4,216 |
| Net receipts (payments) in V Sellapan Family Fund | | 150,000 | - |
| Net Cash Flows From (Used In) Financing Activities | | 815,473 | 1,483,097 |
| Net increase in cash and cash equivalents | | 836,948 | 1,445,771 |
| Cash and cash equivalents at beginning of year | | 4,701,369 | 3,255,598 |
| Cash and cash equivalents at end of year | 8 | 5,538,317 | 4,701,369 |

The accompanying notes form an integral part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

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 2016 to 30 September 2019. The registered office of the Society is located at Block 10 Cantonment Close #01-01 Multi Storey Car Park Singapore 080010.

The board members approved and authorised these financial statements for issue.

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 2016. The adoption of these standards and interpretations did not have any effect on the financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

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 events are 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.

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 society, 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.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

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 has 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 of purchases or sales of financial assets requires delivery of assets within the period generally established by regulation or convention in the marketplace concerned.

Loans and Receivables

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

Impairment of Financial Assets

The Society assesses at 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.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

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 3 to 5 years. The carrying amount of the Society's plant and equipment at 31 March 2017 is disclosed in note 5 to the financial statements. 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 2017 are disclosed in note 6 to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

3. Expenditure on Manpower

| | Accumulated Fund- Research | Main Programme Reserves | LOSS Fund | Total | Total |
|--|----------------------------------|-------------------------------|--------------|-------------|-------------|
| | 2017 SGD | 2017 SGD | 2017 SGD | 2017 SGD | 2016 SGD |
| Salaries | 13,285 | 987,176 | 156,278 | 1,156,739 | 1,086,391 |
| Bonuses | - | 237,404 | 30,464 | 267,868 | 293,547 |
| Contributions to defined contribution plan ("CPF") and skills development levy ("SDL") | 2,293 | 181,624 | 25,919 | 209,836 | 191,665 |
| Foreign worker levy | - | 3,915 | - | 3,915 | 4,959 |
| Other staff benefit expenses | 712 | 23,033 | 3,326 | 27,071 | 28,107 |
| Training | - | 18,322 | 1,222 | 19,544 | 15,128 |
| Recruitment expenses | - | - | 220 | 220 | 200 |
| Payroll system support | 22 | 1,193 | 176 | 1,391 | 590 |
| | 16,312 | 1,452,667 | 217,605 | 1,686,584 | 1,620,587 |

The annual remuneration band of the 3 highest paid staff as at the statement of financial position are:

| | 2017 SGD | 2016 SGD |
|-----------------------|-------------|-------------|
| SGD 100,000 and below | 2 | 1 |
| SGD 100,001 and above | 1 | 2 |
| | 3 | 3 |

The board members do 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 the donations made to the Society.

| | 2017 SGD | 2016 SGD |
|--|-------------|-------------|
| Tax-exempt receipts issued for donations collected | 351,601 | 319,924 |

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

5. Plant and Equipment

| | Furniture and Fittings | Office Equipment | Total |
|-----------------------------------|------------------------------|---------------------|----------|
| | SGD | SGD | SGD |
| Cost | | | |
| At 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 and 1 April 2016 | 171,214 | 591,985 | 763,199 |
| Additions | - | 31,863 | 31,863 |
| Disposals | (259) | - | (259) |
| At 31 March 2017 | 170,955 | 623,848 | 794,803 |
| Accumulated Depreciation | | | |
| At 1 April 2015 | 153,117 | 511,756 | 664,873 |
| Depreciation for year | 12,017 | 46,832 | 58,849 |
| Disposals | (25,254) | (6,593) | (31,847) |
| At 31 March 2016 and 1 April 2016 | 139,880 | 551,995 | 691,875 |
| Depreciation for year | 8,133 | 23,446 | 31,579 |
| Disposals | (104) | - | (104) |
| At 31 March 2017 | 147,909 | 575,441 | 723,350 |
| Net Carrying Amount | | | |
| At 31 March 2017 | 23,046 | 48,407 | 71,453 |
| At 31 March 2016 | 31,334 | 39,990 | 71,324 |

Depreciation is charged to:

| | 2017 SGD | 2016 SGD |
|-----------------------------------|-------------|-------------|
| Statement of financial activities | 25,291 | 47,079 |
| LOSS fund (note 18) | 6,288 | 11,770 |
| | 31,579 | 58,849 |

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

6. Trade and Other Receivables

| | 2017 SGD | 2016 SGD |
|----------------------|-------------|-------------|
| Trade receivables | - | 1,320 |
| Interest receivables | 16,795 | 23,066 |
| Others | 9,354 | 3,325 |
| | 26,149 | 27,711 |

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

There are no trade receivables past due.

7. Other Assets

| | 2017 SGD | 2016 SGD |
|---------------|-------------|-------------|
| Deposits paid | 10,528 | 5,122 |
| Prepayments | 26,134 | 38,279 |
| | 36,662 | 43,401 |

8. Cash and Cash Equivalents

| | 2017 SGD | 2016 SGD |
|------------------------|-------------|-------------|
| Cash and bank balances | 2,594,109 | 1,791,040 |
| Fixed deposits | 2,944,208 | 2,910,329 |
| | 5,538,317 | 4,701,369 |

Fixed deposits bearing interest at 1.15% to 1.7% (2016: 1.408% to 1.92%) mature with varying dates within 4 to 12 months (2016: 2 to 11 months) from the financial year end.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

9. Care & Share Matching Grant Fund

| | 2017 SGD | 2016 SGD |
|---|-------------|-------------|
| Balance at beginning of year | 618,039 | 41,152 |
| Add: | | |
| Grant received | 16,381 | 754,572 |
| | 634,420 | 795,724 |
| Less: | | |
| <i>Transferred to Capital Grant fund (note 14)</i> | | |
| IT systems | (20,595) | (25,708) |
| Office renovation | - | (41,719) |
| <i>Transferred to LOSS fund (note 18)</i> | | |
| Bonus | (3,578) | - |
| <i>Charged to Main Programme Reserves</i> | | |
| Expenditure on Manpower-Bonus | (26,382) | - |
| Maintenance of equipment | - | (2,140) |
| Salaries and related costs of additional staff not funded by NCSS | (255,100) | (101,610) |
| New volunteer training costs | (1,617) | (6,508) |
| Balance at end of year | 327,148 | 618,039 |

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.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

10. Accumulated Fund-Research

In 2017, SOS embarked on a research project, "Suicide in Singapore: A Trend Analysis". This is in collaboration with the Next Age Institute at the National University of Singapore (NUS) and the Coroner's Court. Findings from this research program will allow greater understanding of the underlying causes of suicide in the local context and has the potential for SOS to plan and map out suicide prevention strategies, and inform the future policy decisions of organizations, the government and other related agencies in Singapore.

Donations of SGD 26,500 to Research were raised through Rotary Club of Singapore Annual Installation Dinner 2016 and SGD 58,948 in lieu of gifts through Dr Philbert Chin's 60th Wedding Anniversary Celebration of which SGD 2,538 is transferred to Deferred Capital Donation (note 15).

11. Anniversary Fund

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

12. Anthony Yeo Memorial Fund

| | 2017 SGD | 2016 SGD |
|------------------------------|-------------|-------------|
| Balance at beginning of year | 109,527 | 85,612 |
| Add: | | |
| Donations received | - | 900 |
| Wage credit | 16,317 | 23,015 |
| Balance at end of year | 125,844 | 109,527 |

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. Wage credit received is credited to Anthony Yeo Memorial Fund as approved by the board members so as to provide additional training opportunities for staff.

13. Building Fund

| | 2017 SGD | 2016 SGD |
|------------------------------|-------------|-------------|
| Balance at beginning of year | 29,350 | - |
| Donations received | 108,930 | 29,350 |
| Balance at end of year | 138,280 | 29,350 |

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

Donations received are for future renovation and related capital costs for SOS premises due to expansion of services. In 2017, donations of SGD 26,500 were raised through Rotary Club of Singapore Annual Installation Dinner 2016.

14. Capital Grant Fund

| | 2017 SGD | 2016 SGD |
|--|-------------|-------------|
| Balance at beginning of year | 55,947 | 11,352 |
| Add: | | |
| Transferred from Care & Share Matching Grant fund (note 9) | 20,595 | 67,427 |
| | 76,542 | 78,779 |
| Less: | | |
| Amortisation charged to financial activities | (19,518) | (18,266) |
| Amortisation charged to LOSS fund (note 18) | (4,880) | (4,566) |
| Balance at end of year | 52,144 | 55,947 |

Grant transferred from Care & Share Matching Grant fund is for the funding of upgrading the IT system and desktops.

15. Deferred Capital Donations Fund

| | 2017 SGD | 2016 SGD |
|--|-------------|-------------|
| Balance at beginning of year | 1,387 | 31,695 |
| Add: | | |
| Transferred from Accumulated Fund – Research (note 10) | 2,538 | - |
| | 3,925 | 31,695 |
| Less: | | |
| Amortisation charged to financial activities | (1,230) | (24,247) |
| Amortisation charged to LOSS fund (note 18) | (272) | (6,061) |
| Balance at end of year | 2,423 | 1,387 |

Fund transferred from Accumulated Fund – Research is specifically for Research and used for the purchase of research analysis software. The deferred capital donations fund is 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 2017

16. Healing Bridge Fund

| | 2017 SGD | 2016 SGD |
|---|-------------|-------------|
| Balance at beginning of year | 24,852 | 23,117 |
| Add: | | |
| Donations received | 500 | 2,000 |
| Proceeds from book sale | 1,396 | 734 |
| Charge to Volunteer Development & Management fund (note 21) | - | 22 |
| Public education and volunteer development | - | 301 |
| | 26,748 | 26,174 |
| Less: | | |
| Supplies and materials | (88) | (165) |
| Meals and refreshments | (280) | (1,157) |
| Others | (59) | - |
| Balance at end of year | 26,321 | 24,852 |

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

17. IT Fund

| | 2017 SGD | 2016 SGD |
|--------------------------------------|-------------|-------------|
| Balance at beginning and end of year | 174,734 | 174,734 |

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

It includes donations amounting to SGD 142,500 received from Lee Foundation for the maintenance of phone system, upgrade and enhancement of IT system and hardware within the period of 3 years until 31 March 2017.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

18. LOSS Fund

| | 2017 SGD | 2016 SGD |
|--|-------------|-------------|
| Balance at beginning of year | 1,056,772 | 825,495 |
| Add: | | |
| * Designated project donations | 65,600 | 246,297 |
| Amortisation of Capital Grant (note 14) | 4,880 | 4,566 |
| Amortisation of Deferred Capital Donations (note 15) | 272 | 6,061 |
| Government paid leave | 1,221 | 10,258 |
| Transferred from President's Challenge (note 19) | - | 50,000 |
| Tote Board Social Service fund | 186,549 | 180,765 |
| Transferred from Care & Share Matching Grant fund (note 9) | 3,578 | - |
| | 1,318,872 | 1,323,442 |
| Less: | | |
| Audit fees | (624) | (1,028) |
| Central Provident Fund and Skills Development Levy | (25,919) | (34,356) |
| Depreciation of plant and equipment | (6,288) | (11,770) |
| Insurance | (876) | (942) |
| Loss on disposal of plant and equipment | (31) | (919) |
| Repairs and maintenance | (10,300) | (11,275) |
| Rental of building | (3,582) | (4,532) |
| Salaries and bonuses | (186,742) | (175,595) |
| Staff training | (1,222) | (3,600) |
| Other staff benefit expenses | (3,326) | (943) |
| Volunteer development (note 21) | (5,115) | (6,070) |
| Transport | (962) | (1,009) |
| Other operating expenses | (22,321) | (14,631) |
| Total expenditure | (267,308) | (266,670) |
| Balance at end of year | 1,051,564 | 1,056,772 |
| (Deficit)/Surplus for the year | (5,208) | 231,277 |

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

| | 2017 SGD | 2016 SGD |
|--------------------------------|-------------|-------------|
| * Designated project donations | | |
| Asian Lift Pte Ltd | - | 30,000 |
| Great Eastern | - | 25,000 |
| Keppel Care Foundation | - | 30,000 |
| Ms Sonia Tay | - | 100,000 |
| Others | 65,600 | 61,297 |
| | 65,600 | 246,297 |

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.

LOSS is funded up to 50% by Tote Board Social Service fund and SOS need 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.

19. President's Challenge Fund

| | 2017 SGD | 2016 SGD |
|------------------------------------|-------------|-------------|
| Donations | - | 50,000 |
| | - | 50,000 |
| Less: | | |
| Transferred to LOSS Fund (note 18) | - | (50,000) |
| Balance at end of year | - | - |

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

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

20. Reserve Policy

1) Main Programme Reserves

| | 2017 SGD | 2016 SGD |
|------------------------------|-------------|-------------|
| Balance at beginning of year | 2,478,236 | 1,929,946 |
| Add: | | |
| Surplus for the year | 753,509 | 548,290 |
| Balance at end of year | 3,231,745 | 2,478,236 |

| | | |
|---|------|------|
| Ratio of programme reserves to annual operating expenditure | 1.97 | 1.54 |
|---|------|------|

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

2) Accumulated Fund Reserve

| | 2017 SGD | 2016 SGD |
|-----------------------------|-------------|-------------|
| Accumulated Fund (Reserves) | 98,619 | 97,236 |

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 members review the level of reserves regularly for the Society's continuing obligations.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

21. Volunteers Development & Management Fund

| | 2017 SGD | 2016 SGD |
|---|-------------|-------------|
| Balance at beginning of year | 49,882 | 45,666 |
| Add: | | |
| Donations received | - | 6,012 |
| | 49,882 | 51,678 |
| Less: | | |
| Charge from Healing Bridge Fund (note 16) | - | (22) |
| Training expenses | (464) | (836) |
| Transport | (1,648) | (817) |
| Others | (79) | (121) |
| Balance at end of year | 47,691 | 49,882 |

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

Summary of total expenditure on volunteers are as follows:

| | 2017 SGD | 2016 SGD |
|---|-------------|-------------|
| Volunteer development & management fund | 2,191 | 1,796 |
| Volunteer development in Statement of Comprehensive Income, Main Programme Reserves | 20,459 | 24,278 |
| Volunteer development allocated to LOSS fund (note 18) | 5,115 | 6,070 |
| Manpower expenditure on volunteer management | 197,886 | 137,528 |
| | 225,651 | 169,672 |

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2017

22. V. Sellapan Family Fund

This fund is initiated by a SGD150,000 donation in 2017 from the family of the late former President S R Nathan for World Suicide Prevention Day Campaign and the fund is to be named under his father V Sellapan.

23. Other Payable

| | 2017 SGD | 2016 SGD |
|------------------------------------|-------------|-------------|
| Accrual operating expenses | 136,823 | 99,125 |
| Advance receipt for membership fee | 408 | 286 |
| | 137,231 | 99,411 |

24. 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:

| | 2017 SGD | 2016 SGD |
|---|-------------|-------------|
| Rental payable | | |
| Not later than one year | 3,210 | 2,140 |
| Later than one year but not later than five years | 9,898 | - |
| | 13,108 | 2,140 |

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.

25. Capital Commitment

There is capital commitment in respect of upgrading the client/ volunteer management system amounting to SGD10,580 (2016: SGD21,160) not provided for in the accounts as at the end of the reporting year.

26. 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.

| | 2017 | | 2016 | |
|---|----------------|------------------------------|----------------|------------------------------|
| | 1 year or less | Total contractual cash flows | 1 year or less | Total contractual cash flows |
| | SGD | SGD | SGD | SGD |
| Financial assets | | | | |
| Trade and other receivables | 26,149 | 26,149 | 27,711 | 27,711 |
| Other assets | 10,528 | 10,528 | 5,122 | 5,122 |
| Cash and cash equivalents | 5,538,317 | 5,538,317 | 4,701,369 | 4,701,369 |
| | 5,574,994 | 5,574,994 | 4,734,202 | 4,734,202 |
| Financial liabilities | | | | |
| Other payables | 136,823 | 136,823 | 99,125 | 99,125 |
| Total net undiscounted financial assets | 5,438,171 | 5,438,171 | 4,635,077 | 4,635,077 |

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.

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.

| | 2017 SGD | 2016 SGD |
|---|-------------|-------------|
| Loans and receivables (including cash and cash equivalents) | 5,574,994 | 4,734,202 |
| Financial liabilities at amortised cost | 136,823 | 99,125 |

28. Comparative Figures

The following comparative figures in the statement of cash flows have been reclassified to provide a proper and meaningful presentation of the company's cash flows from operating, investing and financing activities.

| | Reclassified | Previously Reported |
|--|--------------|---------------------|
| | 2016 SGD | 2016 SGD |
| Cash Flows From Operating Activities | | |
| Surplus for the year | 2,641 | 550,931 |
| Cash Flows From Financing Activities | | |
| Net receipts (payments) in Main Programme Reserves | 548,290 | - |

29. 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.

30. 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:

| | Effective for annual periods beginning on or after |
|--|---|
| Amendments to FRS 7: Disclosure Initiative | 1 January 2017 |
| FRS 115 Revenue from Contracts with Customers | 1 January 2018 |
| Amendments to FRS 115: Clarifications to FRS 115 Revenue from Contracts with Customers | 1 January 2018 |
| FRS 116 Leases | 1 January 2019 |

Except for FRS 116, the board members expect that the adoption of the other standards above will have no material impact on the financial statements in the period of initial application.

The nature of the impending changes in accounting policy on adoption of FRS 116 is described below.

FRS 116 Leases

FRS 116 requires lessees to recognise most leases on balance sheets to reflect the rights to use the leased assets and the associated obligations for lease payments as well as the corresponding interest expense and depreciation charges. The standard includes two recognition exemption for lessees - leases of "low value" assets and short term leases. The new standard is effective for annual periods beginning on or after 1 January 2019.

The Society is currently assessing the impact of the new standard and plans to adopt the new standard on the required effective date. The Society expects the adoption of the new standard will result in increase in total assets and total liabilities.

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 | |
| 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 | The charity discloses its reserves policy in the annual report. | 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 | |