



BUILDING BLOCKS

A Holistic Approach to Suicide Prevention

SOS ANNUAL REPORT 2011/2012



VISION

To be an available lifeline to anyone in crisis.

MISSION

SOS provides confidential 24-hour emotional support by trained volunteers to people in crisis, thinking of suicide or affected by suicide.

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Executive Director's Message

Over the last four years, I have pondered over the work we do here at SOS, especially when approached by friends in the social service sectors asking what exactly keeps me and my staff going. The work is very demanding and emotionally draining; it is not easy to encounter multiple issues coupled with pain and grief almost on a daily basis.

I read a book by John Bradshaw, *'Reclaiming Virtue'*, on how we can develop the moral intelligence to do the right thing at the right time for the right reason. The following excerpt from the book has inspired me; *"There's a lot of people who talk about doing good, and a lot of people who argue about what's good and not good. Finally, there are those who just put their lives on the line for what's right, and they may not be the ones who talk a lot or argue a lot or worry a lot; they just do a lot!"*

Samaritans are our volunteers who "just do a lot." SOS is thankful for the wonderful support of the Samaritans. Since SOS started in 1969, our Samaritans have kept our hotline operating 24 hours a day, 365 days a year.

The greatest new challenge for many Voluntary Welfare Organisations is the ability to remain relevant and responsive to the demands for effective, professional, integrated and collaborative services.

As a social service agency, SOS has to remember to listen to our service users and their ever-changing needs and yet grapple with various stakeholders who have different views of the expected outcomes in our services.

SOS is appreciative of the continuous support of the former President of Singapore, Mr S. R. Nathan, through the President's Challenge 2012 and Dato' Lee Tuck Kwong for his donation to the LOSS programme over the last three years.

SOS is also thankful for the financial support of all our donors who sent us cheques or gave through SG Gives. I am inspired by the support given by Mr J M Luke and Mr Greene-Kelly James Patrick who were very forth-coming when approached for a donation. SOS is also appreciative of a first-time donation by our Prime Minister, Mr Lee Hsien Loong for our LOSS programme. We want to thank Lee Foundation again for funding our IT requirements and maintenance and Asian Lifts Pte Limited for our publicity costs.

SOS is grateful for the support of the National Council of Social Services (NCSS) and the funding by Community Chest over the years, and heartened by their affirmation of our role in the community.

It was a privilege to be invited as a Panel judge for the National Volunteerism & Philanthropy Awards (Non-profit Organisation category) in 2010 and 2011. I thank Laurence Lien, CEO of the National Volunteer & Philanthropy Centre (NVPC) for giving me the opportunity to contribute back to the sector after SOS won the award in 2008.

I must thank the SOS Board and the HR Sub-committee members for their strong support as we faced new challenges over the last year.

I want to specially thank all my staff for working with me, believing and trusting in my leadership as we focus on doing our best to meet the ever-changing needs of our service users.

Christine Wong (Ms)

Executive Director

31 March 2012

CLIENT MANAGEMENT

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

- A **24-hour confidential hotline** manned by Samaritans, who offer emotional support to people who are in crisis, thinking of suicide or affected by suicide (1800-221-4444).
- An **Email Befriending** service for those who prefer to express their problems, thoughts and feelings through email (pat@samaritans.org.sg).
- **Individual, couple and family counselling** by professional staff (counsellors/social workers/psychologists) for clients who are struggling with suicide crises or suicide grief.
- **Healing Bridge**, a suicide bereavement support group for those who have lost a loved one to suicide and would like the comfort and understanding of others who have suffered a similar loss.
- A **Local Outreach to Suicide Survivors (LOSS)** programme which provides on-site support to family members left behind by suicide.

HIGHLIGHTS OF REVIEW PERIOD APR '11 – MAR '12

- Slight increase (7.2%) in total call volume from 41,079 to 44,053.
- Incoming calls increased (7%) from 37,752 to 40,387.
- Calls with suicide risk increased (5.3%) from 6,086 to 6,407.
- Marked increase (103.4%) from 352 to 716 in number of calls about loan sharks and money lenders.
- Outcalls made to clients in crisis increased (10.2%) from 3,327 to 3,666.
- SMSes sent out to clients increased (56.7%) from 1,262 to 1,977.
- Number of email clients increased (46.9%) from 527 to 774; number of emails received increased (67.7%) from 2,200 to 3,690.
- Number of counselling clients increased (9.5%) from 147 to 161; number of sessions increased (28%) from 343 to 439.
- Number of referrals from concerned family members, friends and others increased (35.4%) from 65 to 88.
- Number of referrals from the police decreased (10.5%) from 455 to 407.
- Slight decrease (7.6%) in the number of suicide deaths referred by the police, from 119 to 110.
- Number of support group sessions for suicide survivors decreased (53.6%) from 28 to 13.

Table 1: Summary of Client Services

Services	Unit of Service ¹	
	Apr '10 – Mar '11	Apr '11 – Mar '12
Telephone Calls²	41,079	44,053
• Crisis Calls ³	27,596	26,307
• Regular Calls ⁴	10,156	14,080
• Follow-up Calls to Clients/Significant Others ⁵	3,327	3,666
Follow-up by SMS⁶	1262	1977
Email Befriending		
• Email Clients	527	774
• Email Received	2,200	3,690
Counselling		
• Counselling Cases	147	161
• Counselling Session	343	439
Referrals	587	545
• Police	455	407
• Hospitals	19	9
• Voluntary Welfare Organisations (VWOs)	18	16
• ComCare	6	7
• Educational Institutions	5	3
• Churches	7	0
• Government/Private Companies/Medical Institutions/Other Agencies	12	15
• Family/Friends/Others	65	88
Emergency Activations	77	78
• LOSS Cases	72	69
• Crisis/Suicidal Cases	5	9
Healing Bridge⁷	28	13
Follow-up Visits⁸	3	7

¹No. of calls/SMSes/cases/referrals/sessions.

²Exclude 206 enquiry calls and 8,710 silent calls.

³Incoming calls excluding enquiry calls, silent calls, and regular calls.

⁴Repeat calls from regular callers.

⁵Significant others may be family members/friends/caregivers.

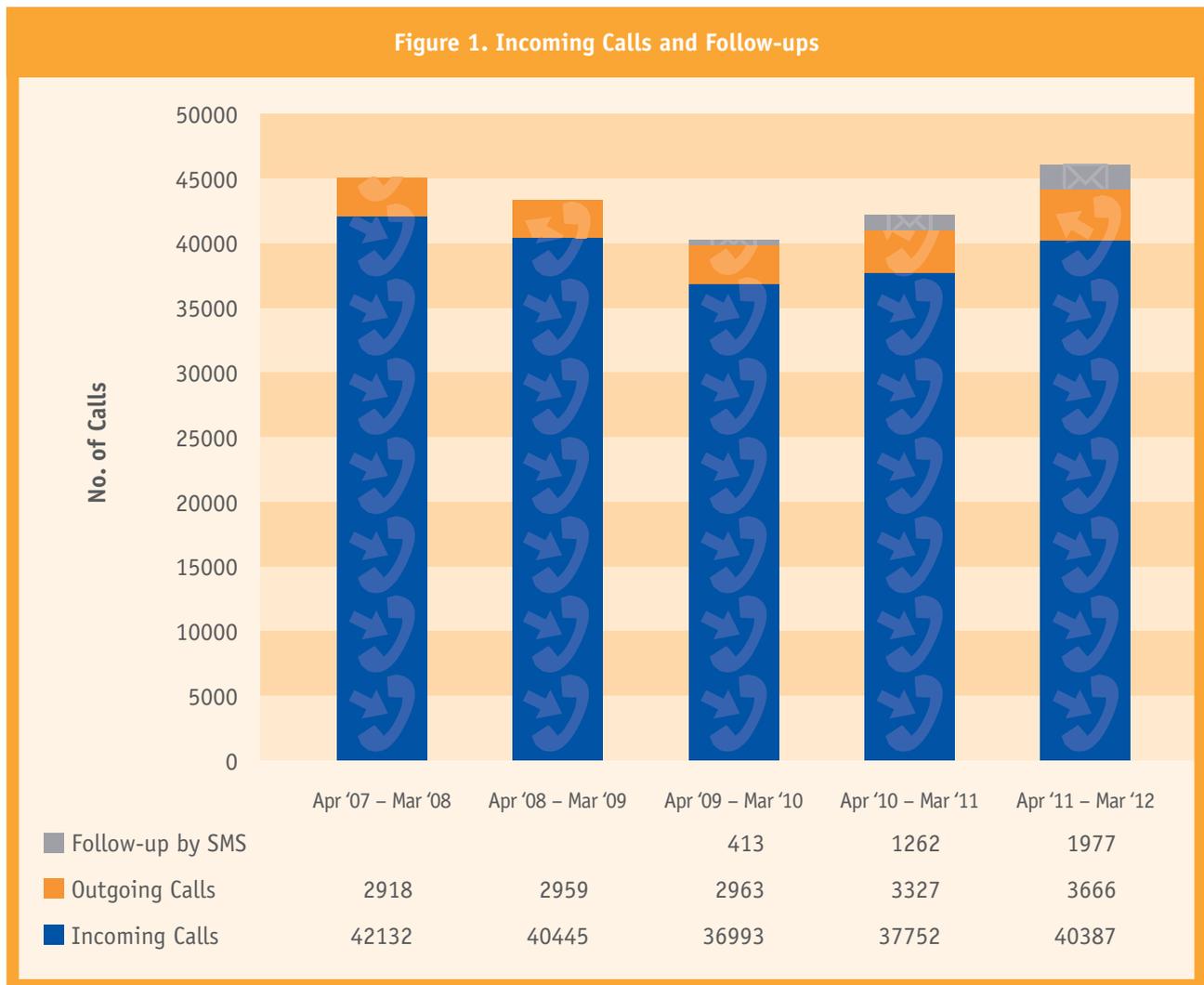
⁶Outreach to client via web SMS. Not collated in previous review.

⁷No. of sessions.

⁸To clients' residences or hospitals.

HOTLINE

An average of 120 calls (excluding silent calls and enquiry calls) were handled every day. The number of incoming calls on the hotline increased from 37,752 to 40,387 during the review period. Over the years, the number of outgoing calls has increased significantly from 2,918 (Apr '07 – Mar '08) to 3,666 (Apr '11 – Mar '12). This additional support to at-risk clients is handled largely by professional staff.

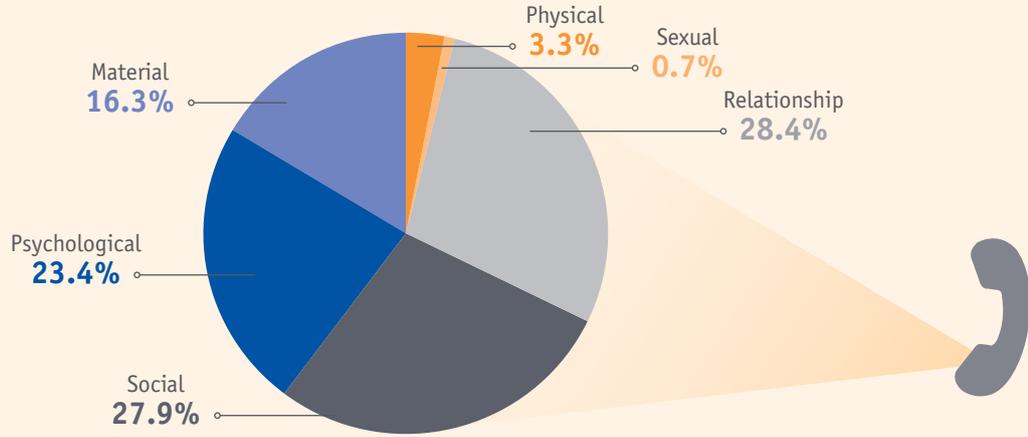


During the review period, our trained volunteers, known as Samaritans, posed the 'Suicide Question' in 18,968 calls. This is to encourage potentially suicidal callers to talk about their ideation and plans. There was some element of suicide risk in 6,407 calls (33.8%). 3.1% of these calls were assessed to be of high risk.

Table 2: Calls with Suicide Risk

Category	Apr '10 – Mar '11	Apr '11 – Mar '12
Suicide Question Asked	18,659	18,968
Suicidal Risk	6,086	6,407
High Risk	169	200

Figure 2. Percentage Breakdown of Problems Presented in Calls



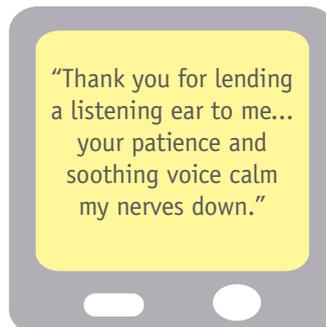
Problem Code

- Relationship:** Problems in marital, family, boy-girl and other relationships.
- Social:** Difficulties or struggles related to caregiving, social interactions and feelings of loneliness.
- Psychological:** Suicide grief, grief from other losses and mental health issues.
- Material:** Employment, accommodation, legal and financial difficulties.
- Physical:** Medical problems (excluding mental health issues).
- Sexual:** Sexual, sexuality, or sexual health issues.

Table 3: Calls Concerning Debts, Loan Sharks or Gambling Problems

Problem	Apr '08 – Mar '09	Apr '09 – Mar '10	Apr '10 – Mar '11	Apr '11 – Mar '12
Debts	2,454	2,673	2,370	2,445
Gambling	123	132	196	218
Loan Sharks/Money Lenders	217	218	352	716

Feedback on the Hotline



FOLLOW-UP BY SMS

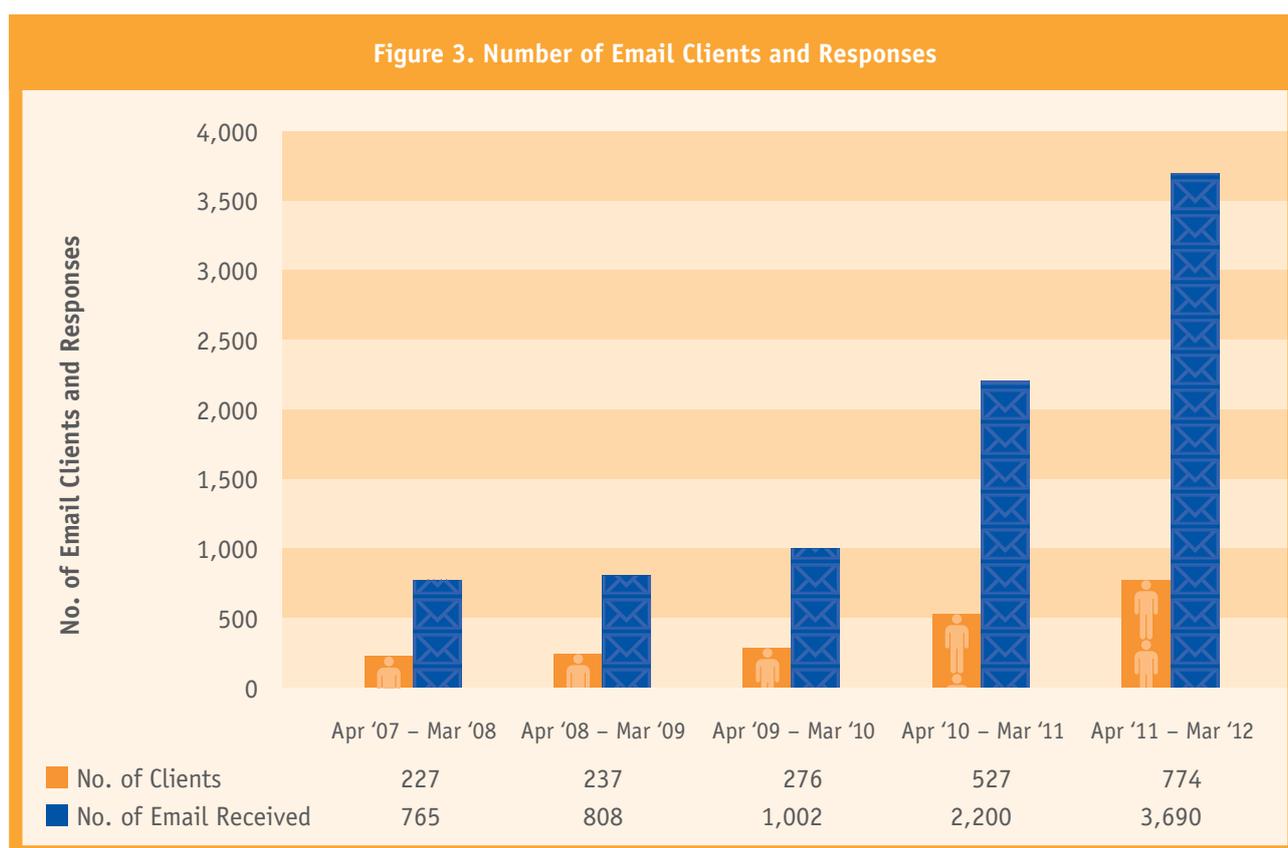
Besides telephone contact, SOS has also been increasingly using SMS to follow-up with clients and to remind them of the services available. SOS sent out a total of 1,977 SMSes to clients, a 56.7% increase from the 1,262 SMSes sent during the last review period.

EMAIL BEFRIENDING

In July 2003, the SOS Email Befriending service was initiated as another means of communication with those who are feeling distressed and suicidal. For those who prefer writing to calling, they can email pat@samaritans.org.sg. The email will be responded to within 48 hours (excluding weekends and public holidays).

In recent years, SOS has observed a marked increase in the number of people using this service and a huge jump in email traffic (Figure 3). During this review period, SOS received 3,690 emails sent by 774 clients. Compared to the previous review period, there is a 67.7% increase in the number of emails received and a 46.9% increase in the number of email clients.

The upward trend observed in recent years could be due to the prevalence and convenience of mobile online communication technology. Emailing also offers a greater sense of control and a good amount of flexibility and privacy to its users. For some, it is also a first step towards getting help.



During the review period, about 66.1% of the clients who used the Email Befriending service were female and 33.1% were male. The gender of the remaining 0.8% was unknown (Table 4).

34.9% of the clients were below 30 years of age (Table 5), indicating that this form of service appeals to the younger, more internet-savvy clients. 50.3% did not reveal their age.

56% of the emails received contained some suicide ideation.

Table 4: Profile of Email Clients by Gender

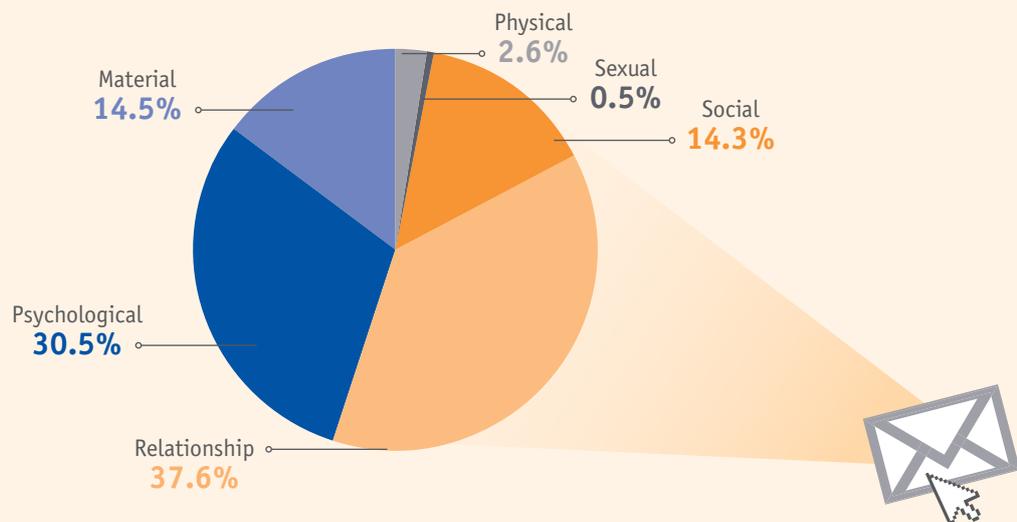
Gender	Apr '09 – Mar '10	Apr '10 – Mar '11	Apr '11 – Mar '12
Female	149	319	512
Male	98	200	256
Unknown	29	8	6
Total	276	527	774

Table 5: Profile of Email Clients by Age

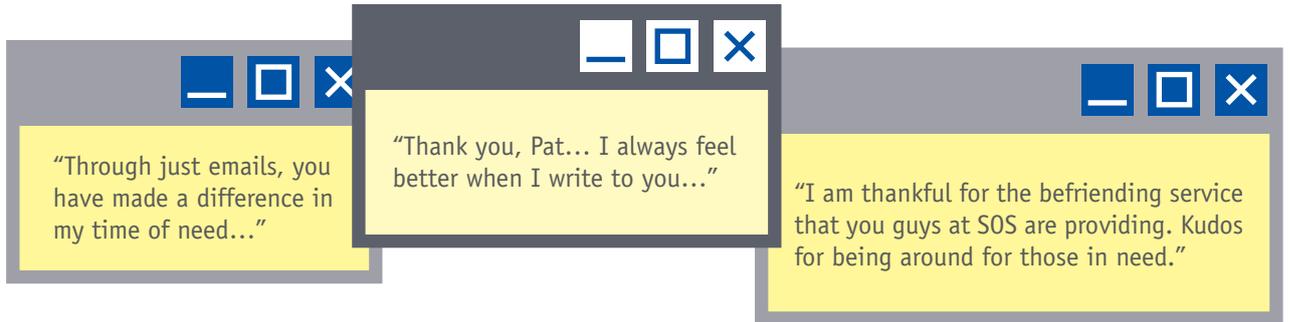
Gender	Apr '09 – Mar '10	Apr '10 – Mar '11	Apr '11 – Mar '12
0 – 19	22	106	120
20 – 29	22	81	150
30 – 39	9	37	84
40 – 49	3	11	16
50 and above	4	5	15
Uncertain	216	287	389
Total	276	527	774

37.6% of the problems presented in the emails were mainly relationship related. 30.5% experienced psychological issues such as depression or difficulties in coping with life stresses.

Figure 4. Percentage Breakdown of Problems Presented in Emails

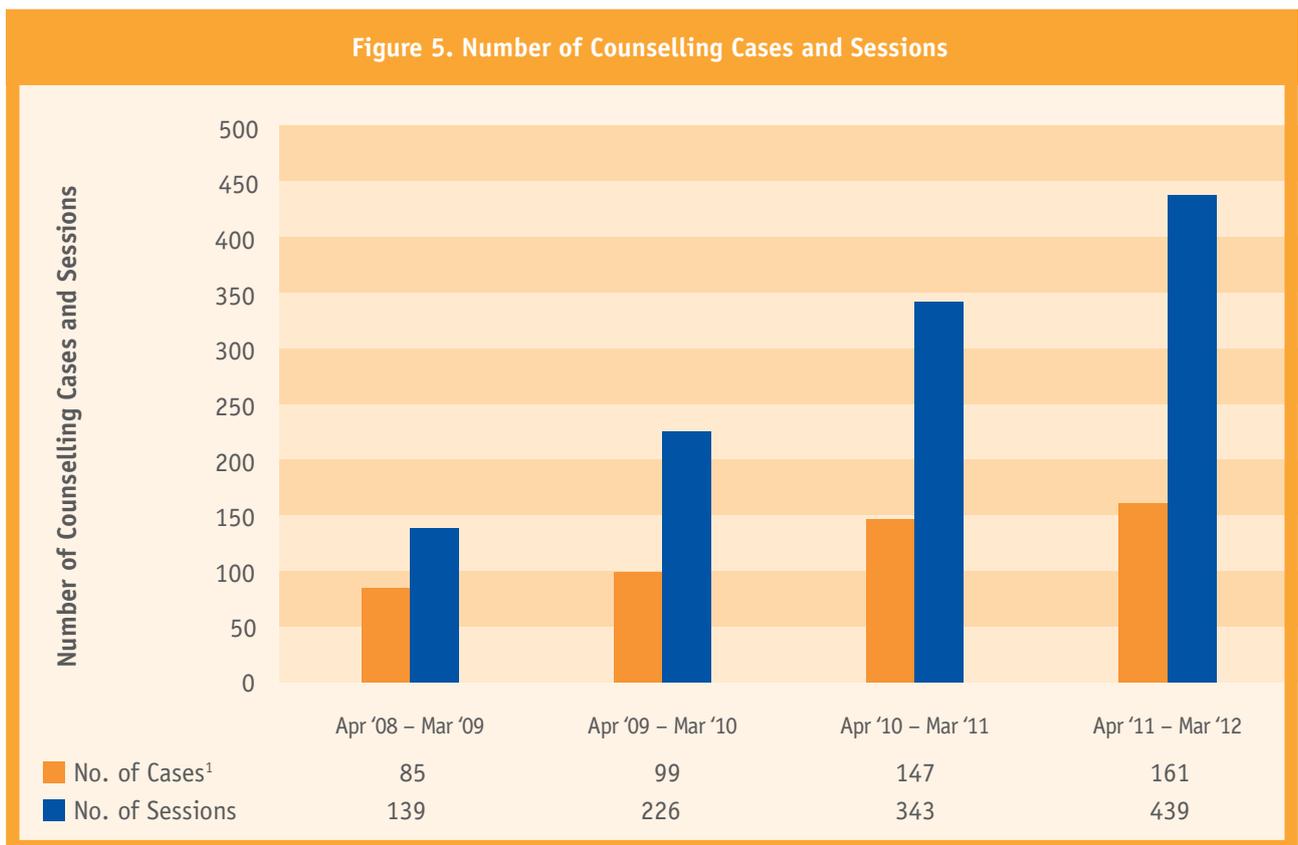


Feedback on Email Befriending Service



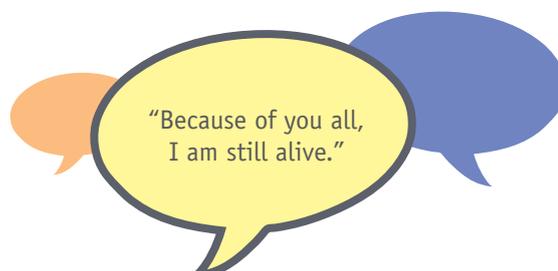
COUNSELLING

Clients who need additional support to manage their suicide-related crisis may be offered counselling services at SOS. These sessions are conducted by professional staff. A total of 161 clients came for counselling during the review period, 22 of whom (13.7%) were grieving the suicide death of a loved one. A steady increase in the number of clients and counselling sessions has been observed in the last four review periods (Figure 5).



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

Feedback on Counselling



REFERRALS

Every year, SOS receives referrals from the police, hospitals, Voluntary Welfare Organisations (VWOs), and other concerned parties, requesting support for persons-at-risk. SOS will then initiate contact with the persons at risk and provide emotional support through the hotline and/or counselling sessions. In some cases, there might even be a need to connect the clients to an additional resource for a very specific need, for example, to a Family Service Centre (FSC) for financial assistance.

Clients Referred by Police

A total of 407 cases were referred to SOS by the Singapore Police Force during the review period. Of these, 278 were cases of suicide threats or attempts, 110 were suspected suicide deaths and the remaining 19 were crisis cases related to accommodation problems and sudden (non-suicide related) deaths.

The total number of suicide attempts by men and women, referred by the police, dipped by 7.8% and 16.8% respectively during this review period. As in past years, more women than men attempted suicide, except in the age group 50 and above where men have generally outnumbered women. For this review period, one third of the men in this age group were struggling with health problems. Six of the 34 cases involved gambling debts and/or loan shark issues.

Table 6: Suicide Attempts Referred by Police

Age Group/ Gender	Apr '09 – Mar '10		Apr '10 – Mar '11		Apr '11 – Mar '12	
	Male	Female	Male	Female	Male	Female
Under 20	6	21	19	28	4	13
20 – 29	15	35	20	43	14	42
30 – 39	21	32	26	54	36	31
40 – 49	16	28	24	25	17	28
50 and above	23	19	25	20	34	24
Uncertain	15	20	15	21	14	21
Subtotal	96	155	129	191	119	159
Total	251		320		278	

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

Other Referrals

During the review period, Tan Tock Seng Hospital, Changi General Hospital, and National University Hospital referred a total of nine cases to SOS.

A total of 41 referrals came from ComCare, Community Development Councils (CDCs), educational institutions, VWOs, clinics, private companies and the media.

SOS also attended to 88 clients who were referred by concerned family members, friends and members of the public, an increase of 35.4% from the previous review period. A greater awareness of suicide prevention in the community may be a factor contributing to this increase.

The clients were referred to SOS as they had expressed suicidal ideation and were struggling with crisis related issues.

EMERGENCY ACTIVATIONS

In special circumstances, SOS volunteers may be activated on-site to attend to clients who are in need of emotional support. Most of these activations have been for clients who were affected by a suicide death in the family.

During the review period, there were 69 activations of this nature (more details in the next section on LOSS). A further nine activations were for clients who were at risk of attempting suicide. SOS strongly encourages concerned parties to call the police, the ambulance, or the Singapore Civil Defence Force (SCDF) in cases of imminent danger as they are able to respond much faster and have more resources for such emergencies.

LOCAL OUTREACH TO SUICIDE SURVIVORS (LOSS)

The Local Outreach to Suicide Survivors (LOSS) is a 24-hour programme that provides emotional support and comfort to survivors in the aftermath of a suicide death in the family.

Since 2006, SOS has been working closely with the Singapore Police Force and Subordinate Courts to reach out to survivors across the nation. Through the LOSS programme, SOS staff and volunteers make an initial contact with survivors at the suicide site, mortuary or survivors' residences. Continued support is offered through telephone calls and counselling sessions where necessary. Survivors may also be invited to join the Healing Bridge to connect with other suicide survivors for mutual support.

For the review period, a total of 110 cases were referred by the police, a 7.6% decrease from the 119 cases referred in the last review period. SOS activated a team to reach out to the survivors in 69 out of the 110 cases.

Referrals from non-police sources have dipped since the previous review period by 26.3% from 38 to 28 cases. These included referrals from FSCs, hospitals, school counsellors, friends, as well as survivors themselves.

Table 7: LOSS Referrals

Police Division	No. of Referrals	
	Apr '10 – Mar '11	Apr '11 – Mar '12
Ang Mo Kio	20	23
Bedok	26	14
Central	4	3
Clementi	41	38
Jurong	10	10
Tanglin	17	22
Criminal Investigation Dept.	1	0
Total from Singapore Police Force	119	110
Others¹	38	28
Total Referrals	157	138

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

Feedback from Suicide Survivors

"Thank you for the condolence card. It has been tough for the past year, if not for your moral support. Thank you for your concern and regards. We will remember all of you in our hearts forever."

"On behalf of my sister and myself, I would like to thank you for keeping in touch with us ever since our younger sister passed away suddenly. It's really consoling to know that there are people out there who care for us.... I would like to take this opportunity to thank SOS for this wonderful service."

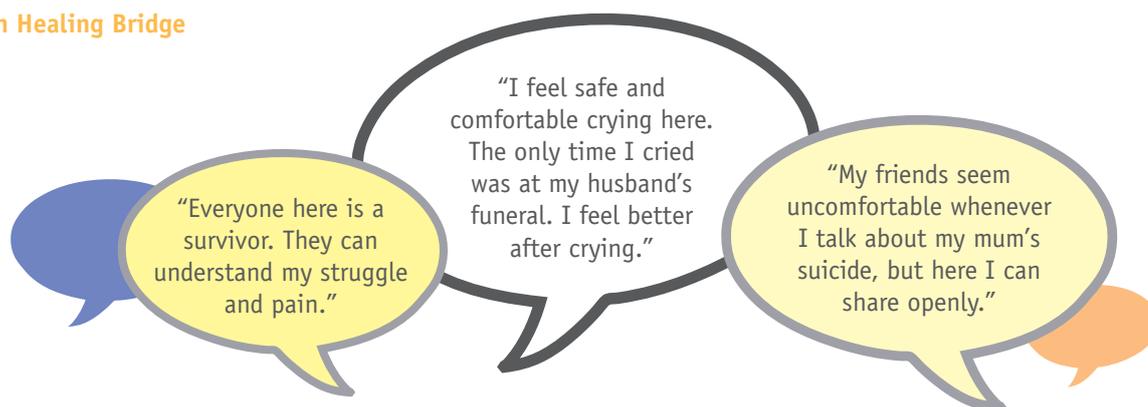
HEALING BRIDGE

Healing Bridge is a support group for family and friends who are bereaved by the suicide death of their loved ones. The objective of the support group is to offer survivors a safe and confidential environment to express their feelings and struggles over the traumatic loss without being judged. They give and receive support from each other. The Healing Bridge allows survivors to work through their grief, with guidance from the professional staff and experienced facilitators who are survivors themselves.

During the review period, the Healing Bridge held 10 sessions for the English-speaking group and three sessions for the Mandarin-speaking group. A total of 17 survivors attended the support group sessions during the review period.

An annual gathering cum dinner was also organised at the beginning of the year for all Healing Bridge members. The aim of the gathering was for the past and present members, as well as survivors who may be keen to join the support group, to meet. A total of 29 members participated in the event on 13 January 2012.

Feedback on Healing Bridge



OTHER SERVICES

In the review period, SOS made a total of seven follow-up visits to clients who were already being supported on the phone. These included four trips to the mortuary to support survivors after the initial activations, two home visits, and one follow-up at the funeral wake. These were exceptional activations.

Occasionally, staff of other VWOs and religious, government and educational institutions would call for advice on how to help their clients or colleagues who were feeling suicidal. SOS professional staff provided 24 consultations of this nature.

As requested by Tanjong Pagar Family Service Centre, SOS also agreed to attend to any of their clients who might be suicidal when the centre's staff was away on retreat from 11 to 15 November 2011.

VOLUNTEER
MANAGEMENT

HIGHLIGHTS OF REVIEW PERIOD APR '11 - MAR '12

Membership Trends

- During the review period, SOS had a total of 232 members: 182 full-fledged members and 50 provisional members undergoing the pre-service training.
- Various volunteer recruitment drives, including the publicity generated by The Straits Times article published in July 2011, helped to boost the recruitment intake during the review period. In total, 73 trainees started the pre-service training.
- 38.8% of our volunteers have served for more than 5 years.
- 68.9% of the members are at least 40 years old. More than half (58.3%) of the members are professionals and many hold managerial and administrative positions, a trend that is consistent throughout the years.

Volunteer Development & Activities

- Various activities are offered to encourage volunteers to enhance their skills and bond with fellow Samaritans. Additionally, a pilot project was introduced in mid 2011 to mentor the newer volunteers and help them develop a sense of belonging in SOS.
- Fifteen Board members and volunteer leaders were invited to a Tea Reception at the Istana on 26 July 2011, a few days before former President S. R. Nathan retired from his presidential position.
- To reciprocate, SOS invited Mr Nathan to a Tea Party at SOS on 26 February 2012. Forty-seven Samaritans and staff members came to thank Mr Nathan for his unwavering support and encouragement to the organisation whilst he was in office.
- Two other main social events were organised. The SOS Family Day, held at the Bottle Tree Park on 28 May 2011, attracted 61 Samaritans and their family members. On 3 December 2011, 98 volunteers and staff members attended the Volunteers Appreciation Dinner at the York Hotel.

PROFILE

Table 8: SOS Volunteers (as at 31 Mar '12)

Category	No. of Members as at 31 Mar '12
Samaritans	
• Full-fledged members of SOS	182
Provisional Members	
• New volunteers undergoing pre-service training	50

Samaritans come from different walks of life and backgrounds (Table 9). The minimum age of Samaritans has been set at 23 to ensure Samaritans have the emotional maturity and some life experiences to handle the crisis hotline. As at 31 March 2012, 6.5% of Samaritans were below the age of 30.

As a volunteer, the ability to speak more than one language is always a plus, especially when there is a need to handle clients who are not able to converse in English. Most of the Samaritans are able to communicate in a second language such as Mandarin, Malay, Tamil, Hindi, Tagalog, and Chinese dialects.

Table 9: Profile of Samaritans

Category	As at 31 Mar '12	
	No.	%
Sex		
Male	83	35.8
Female	149	64.2
Age		
20 – 29	15	6.5
30 – 39	57	24.6
40 – 49	54	23.3
50 – 59	66	28.4
>59	40	17.2
Years of Service		
<1	71	30.6
1 – 5	71	30.6
6 – 10	32	13.8
11 – 15	18	7.8
16 – 20	13	5.6
21 – 25	7	3.0
>25	20	8.6
Occupation		
Professional	81	35.0
Managerial/Admin	54	23.3
Service/Sales	7	3.0
Technical	7	3.0
Self-employed	18	7.8
Homemaker	23	9.8
Retired	18	7.8
Others	24	10.3
Ethnic Group		
Chinese	195	84.1
Malay	1	0.4
Indian	21	9.0
Eurasian	2	0.9
Caucasian	10	4.3
Others (e.g. Filipino)	3	1.3
Languages/Dialects Spoken other than English¹		
Mandarin	138	59.5
Malay	21	9.1
Tamil	9	3.9
Hindi	6	2.6
Cantonese	53	22.8
Hokkien	69	29.7
Teochew	31	13.4
Hainanese	1	0.4
Others (e.g. Tagalog, French, Urdu etc)	21	9.1

¹Most Samaritans speak more than one language or dialect

Feedback from Samaritans



VOLUNTEER RECRUITMENT AND PRE-SERVICE TRAINING

During the review period, SOS conducted two rounds of volunteer pre-service training which commenced in July 2011 and January 2012.

Two training classes started in July 2011: one on Thursdays (2pm – 5pm) and the other on Saturdays (2pm – 5pm). In January 2012, there were another two classes, held on Tuesdays (7pm – 10pm) and on Thursdays (2pm – 5pm).

Phase 1 training is conducted over 8 – 12 weekly sessions in the classroom, and covers basic knowledge and phone listening skills. Trainees who are ready and able to apply those skills proceed to Phase 2 for more specific skill-based training in the phone room. Upon completion of this, they move on to Phase 3 for advance skills training, which covers topics like self-awareness, suicide intervention and postvention.

In all, a new volunteer is expected to undergo a period of 9 - 12 months training, after which they are required to serve at least two years as an active Samaritan, fulfilling in the process certain membership commitments.

During the review period, 73 trainees from the Jul/Aug '11 and Jan/Feb '12 training batches began Phase 1 of the volunteer pre-service programme. Forty-four of them (60.3%) proceeded to Phase 2 of the training. Many were unable to continue as they faced difficulties in meeting the training and time commitments due to work, family or personal commitments. Others realised that volunteering at SOS may not be a good fit for them as they struggled in applying the basic skills and knowledge required for SOS volunteer work.

During this period, 28 provisional members from the previous year's training batches who had completed Phase 1 and Phase 2, went on to complete Phase 3 training and became full-fledged SOS members (Samaritans).

VOLUNTEER DEVELOPMENT

SOS offers a wide range of training and social programmes for the Samaritans every year to enhance their skills in handling crisis calls, to promote networking, and to encourage bonding with each other.

During the review period, 10 of the 18 training programmes were conducted by SOS professional staff. External trainers were invited to speak on topics based on their areas of expertise.

Table 10: In-house Training by Staff

Date	Programme	No. Attended
26 Apr '11	Follow-up calls with suicide survivors (LOSS Clients)	18
28 Jun '11	Genogram	8
6 Jul '11	Suicide Intervention Workshop	25
17 Aug '11	Greens Touchbase Session	10
24 Aug '11	Supervisor Training	15
20 Oct '11	Self Harming Workshop	5
7 Dec '11	Mandarin Empathy Workshop (Pilot Session)	11
11 Jan '12	Advance Empathy Workshop (Screening of New Training Video "I am Sam")	12
15 Feb '12	Mandarin Empathy Workshop	15
22 Feb '12	Greens Touchbase Session	12

Table 11: In-house Training by External Trainers

Date	Programme	Trainer	No. Attended
8 -10 Apr '11	Retreat for Panel Leaders	Mr Stephen Yong Yoon Fui	19
2 Jun '11	Understanding Gambling, Sex, Internet Addiction	Ms Marjorie Nixon Programme Director We Care Community Services	45
12 Sep '11	Sam Connectors Workshop	Mr Stephen Yong Yoon Fui	27
29 Sep '11	Problem Solving Approach - Without Telling Clients What to Do	Mr Tan Boon Huat Executive Director Counselling and Care Centre	43
1 Oct '11	Inner Critic Workshop	Ms Elsie Tan Ms Radhika Pandya	7
12 Oct '11	LOSS Training - Role of the Police in Suicide Cases	ASP Chua Teck Wee Criminal Investigation Department (CID) Singapore Police Force	11
16 Nov '11	Talk on Understanding Psychiatric Patients	Ms Porsche Poh Executive Director Silver Ribbon	35
27 Mar '12	Talk on Community Resources - Roles of Family Service Centres	Ms Carol Pereira Ms Nor Haslinda Ibrahim National Council of Social Services (NCCS)	22

Feedback on Training

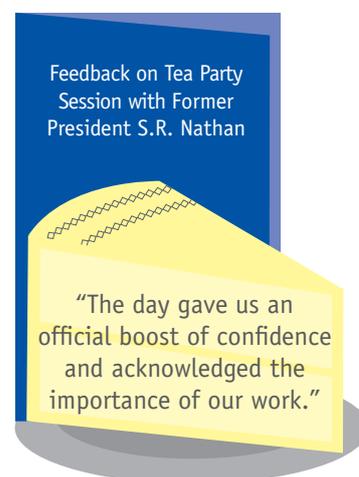


During the review period, eight activities were organised, including our biennial SOS Family Day and annual Volunteers Appreciation Dinner.

Table 12: Social and Other Activities

Date	Programme	No. Attended
28 May '11	SOS Family Day 2011	61
25 Jun '11	Culinary Sharing by Volunteers	7
22 Jul '11	Annual General Meeting 2011	80
26 Jul '11	Visit to Istana	15
10 Aug '11	Volunteers' Graduation Party	34
3 Dec '11	Volunteers Appreciation Dinner 2011	98
26 Feb '12	Tea Party Session with Former President S.R. Nathan	47
29 Mar '12	Sam Connectors & Connectees Gathering	19

Feedback from Samaritans



COMMUNITY
OUTREACH

In addition to direct service delivery to clients, SOS actively engages the community as “suicide prevention is everybody’s business”. Through training, publicity, educational, and other outreach activities, SOS hopes to create greater awareness, knowledge and skills about suicide prevention, intervention and postvention in the community.

OUTREACH TO EDUCATIONAL INSTITUTIONS

Reaching out to educational institutions was the priority of SOS community efforts during the review period. Professionals working in the education sector – teachers, school counsellors, and residential hall staff – are well positioned in the community to be alert and to offer assistance and support for young persons who may be at risk of suicide. Various talks and workshops have been customised to suit the needs of the different institutions we reached out to.

Table 13: Outreach to Educational Institutions: Staff & Counsellors

Institution • Participants	Topic (Duration)	No. of Sessions	Attendance
Executive Counselling and Training Academy (ECTA) • Graduate Diploma of Social Science in Professional Counselling Students	Crisis Intervention and Suicide Prevention (3 hrs)	4	52
Nanyang Polytechnic (NYP) • Specialist Diploma in Counselling Students	Suicide Awareness (3 hrs)	1	24
Nanyang Technological University (NTU) • Hall Fellows	Working with Suicidal Youth (3 hrs)	2	50
Ministry of Education (MOE) • Primary and Secondary School Counsellors	Suicide Intervention Workshop (2 days)	2	59
Singapore Sports School (SSP) • Academic and Boarding School Staff	Suicide Awareness Talk (2 hrs)	1	110
Singapore Polytechnic • School of Design Lecturers	Suicide Awareness Talk (1 hr)	1	15
Total		11	310

Feedback from School Counsellors and Students



OUTREACH TO YOUTH

SOS believes in equipping young people with the necessary knowledge and skills on suicide prevention so that they can also reach out to their peers who may be at risk of suicide. This has been shown through international research to be an effective approach.

SOS offers the following courses for secondary, pre-university and tertiary level students:

- Emotional First Aid assembly talks (0.5 hr)
- Emotional First Aid workshops (1.5 hrs)
- Gatekeepers Intervention Workshop (1 day)

Youth Support Youth (YSY) Training Programme

Recognising the importance of a strong peer support network for youths, a new training programme called Youth Support Youth (YSY) was developed in the review period, as part of a collaborative effort between several partners, namely Health Promotion Board (HPB), the Institute of Mental Health's youth-oriented Community Health Assessment Team (CHAT), Silver Ribbon (Singapore) and SOS. This is the first local mental health programme jointly developed by four partner organisations and supported by the World Federation for Mental Health.

Open to students from educational institutions or youth leaders from community organisations, the YSY Programme offers synergised training in the area of mental health to youths between 17 and 25 years old. Participants learn to identify early warning signs and encourage help-seeking behaviours, de-stigmatise mental health and promote early treatment, develop peer support skills and establish a supportive environment for themselves and their peers. SOS conducts a four-hour component within this three-day workshop.

Table 14: Outreach to Youth

Topic (Duration)	Institution	No. of Sessions	Attendance
Emotional First Aid Talk (0.5 hr)	De Yi Secondary School	1	560
	Singapore Sports School	1	600
	Northview Secondary School	1	500
Emotional First Aid Workshop (1.5 hrs)	De Yi Secondary School	1	24
	Singapore Sports School	1	33
Youth Support Youth training programme (4 hrs)	Institute of Technical Education (ITE)	1	23
	College Central		
	Republic Polytechnic (RP)	1	13
	Nanyang Technological University (NTU)	2	33
	Temasek Polytechnic (TP)	1	19
Gatekeepers Intervention Workshop (8 hrs)	Singapore Management University (SMU)	2	25
Total		12	1830

Feedback on the YSY Training Programme



OUTREACH TO PROFESSIONALS

Conducting skills-based training for fellow professionals such as counsellors and social workers from other Voluntary Welfare Organisations (VWOs) is an important part of the community outreach effort by SOS.

World Suicide Prevention Day falls on 10 September every year. To mark this, a series of professional training sessions are organised every September as part of Suicide Awareness Month. In September 2011, our workshops on gatekeeping skills, suicide intervention and suicide postvention were well-subscribed and well-received. Repeat runs of these workshops were also offered over the course of the year.

Table 15: Outreach to Voluntary Welfare Organisations

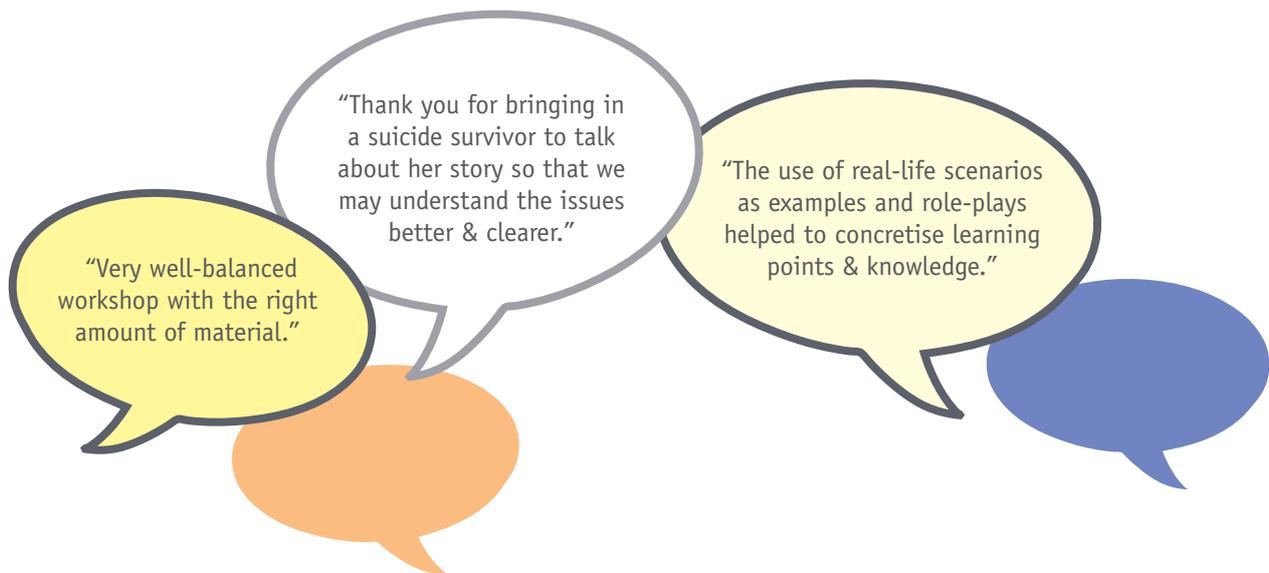
Topic (Duration)	Participants	No. of Sessions	Attendance
Suicide Awareness Talk (3 hrs)	AWARE Volunteers	2	48
Gatekeepers Intervention Workshop (7 hrs)	Staff from Various VWOs and Relevant Organisations	1	25
Suicide Intervention Workshop (14 hrs)		3	82
Suicide Postvention Workshop (7 hrs)		2	58
Total		8	213

Besides fellow professionals in the social service sector, SOS also reaches out to its counterparts in the government, statutory and corporate sectors, conducting customised workshops for them to meet the training needs of their staff.

Table 16: Outreach to Other Organisations

Organisation • Participants	Topic (Duration)	No. of Sessions	Attendance
SMRT Trains Pte Ltd • Station Managers and Customer Service Officers	Gatekeepers Intervention Workshop (7 hrs)	4	72
Keppel Housing Pte Ltd • Staff	Hotline Training (4 hrs)	1	8
Singapore Prison Service (SPS) • Officers	Suicide Postvention Workshop (7 hrs)	2	45
Singapore Civil Defence Force (SCDF) • Para-Counsellors	Suicide Intervention Workshop (14 hrs)	1	24
Singapore Police Force (SPF) • Logistics Dept • Woodlands NPC CSSP – “Women On Watch” Community Event	Suicide Awareness Talks (1 – 2 hrs)	2	550
Total		10	699

Feedback from VWO Participants



PUBLICITY

During the review period, SOS continued to advertise its services, educate the community on suicide prevention and publicise its volunteer recruitment needs through various channels.

MEDIA PUBLICITY

Services and Activities

SOS works closely with the media to create greater awareness of suicide and to inform the public of resources available to those who are in crisis or who are feeling suicidal. During the review period, SOS services and activities were featured in various local media.

Table 17: Media Mentions

Print	<ul style="list-style-type: none"> • Lianhe Wanbao • Lianhe Zaobao • MIX Magazine • My Paper • Shin Min Daily News • The New Paper • The Straits Times • The Sunday Times • Today • Cleo Magazine • IS Magazine • Lions Befrienders (Magazine) • U-Weekly Magazine
TV	<ul style="list-style-type: none"> • Channel NewsAsia • MediaCorp TV Channel 5 • Channel 8 • Channel U
Online	<ul style="list-style-type: none"> • AngloINFO • AsiaOne.com • Breathe.sg • ChannelNewsAsia.com • Point of Entry Webisode10 • SALT online • SG Links • Stomp • The Online Citizen • The Star online • Today Online • Tuesday Report • Yahoo! News
Radio	<ul style="list-style-type: none"> • MediaCorp News 93.8 • Class 95 • Gold 90 • SAFRA Radio • Ria FM • Warna

Volunteer Recruitment Drive

To ensure that there are sufficient volunteers to operate the 24-hour hotline, recruitment of volunteers is an ongoing process at SOS.

On 11 July 2011, The Straits Times wrote a front page feature on SOS volunteer needs in the *Home* section. The article generated a surge in volunteer enquiries and volunteer registrations.

SOS is grateful to the following organisations and publications for their support in its volunteer recruitment publicity during the review period. They provided media space and/or media mention to publicise SOS recruitment needs to their members and networks, all at no cost to SOS.

- Alliance Française de Singapour • AngloINFO • Archdiocese of Singapore – Hai Sing Pao • Asia City Media Group – I-S magazine • AsiaOne.com • Association of Dutch Businessmen • Association of Electronic Industries in Singapore • Association of Muslim Professionals (AMP) • Australian and New Zealand Association (ANZA) – anza Singapore • Bethesda Cathedral • Gospel Baptist • Judson Baptist Church • NTUC Income – Neighbourhood News • Silver Lining Magazine • SMRT • The Methodist Church in Singapore – Methodist Message • The Straits Times • Young NTUC

Table 18: No. of Volunteer Enquiries and Registrations

Category	Apr '11 - Mar '12
No. of Enquiries on Volunteering	850
No. of Volunteer Registration Forms	305

OTHER PUBLICITY EFFORTS

Collaboration with PUB

SOS acceded to the Public Utility Board's (PUB) request to install signs at Bedok Reservoir displaying the SOS hotline.

My Voice: Overcoming

SOS was invited by Mr Chua Seng Lee to contribute in his book *'My Voice: Overcoming – Journey of Hope'*, which sheds some light on the real-life experiences of people living with depression. It also aims at de-stigmatizing the mental illness and to give hope to those who feel hopeless or are in crisis. The chapter *'Let's Give Hope'* features the author's visit to the SOS office at Cantonment Close and recalls his conversation with the Executive Director, Ms Christine Wong. It also dedicates a section to Healing Bridge, SOS's support group for suicide survivors.

YouTube Videos

In keeping with its efforts in suicide prevention, SOS produced and launched two 2-minute videos on YouTube, a popular free video-sharing website.

The first one was posted in December 2011. It features the re-enactment of two volunteers handling calls on the SOS hotline. In the second video, posted in January 2012, some Samaritans share their volunteer experiences. The videos are available through the SOS website as well. Twelve other websites have also embedded one or both of the videos, including news websites such as The New Paper, personal blogs and other independent websites.

As at 31 March 2012, the two videos have been viewed 705 and 213 times respectively. Viewers are predominantly from Singapore (97.7%), with women between ages of 35 and 44 forming the biggest group of viewers of the hotline video (42.8%). Major playback locations are the YouTube website (46.5%) and embedded videos on other websites (41.8%).

SOS would like to thank BananaMana for their professional support in the production of the videos. BananaMana has also added the SOS volunteer video on their YouTube Channel.

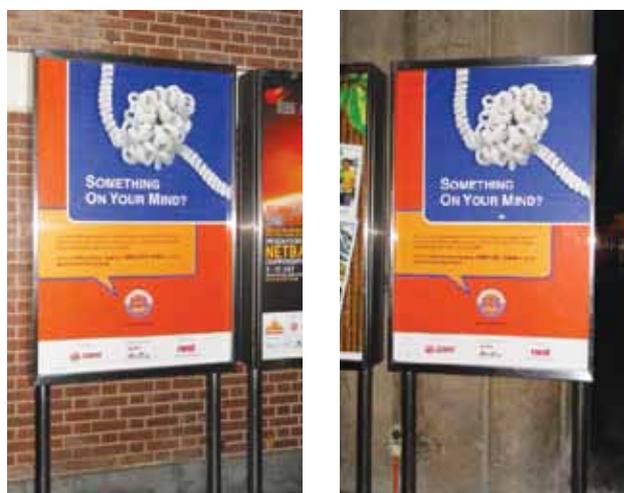
Donation Drive by JobsCentral

In December 2011, JobsCentral included SOS in their microsite specially set up for donations to charities and VWOs (<http://jobscentral.com.sg/special/charity/>). SOS vision and mission statements, as well as a list of SOS services, were provided.

Distribution of Collaterals

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

From 30 June to 27 July 2011, A2 posters advertising SOS services were displayed in 100 SMRT ad panels island-wide. SOS wishes to thank SMRT for providing the complimentary media space. SOS is also grateful to the People's Association for displaying its A4 posters in Community Centres/Residents' Committees in 88 constituencies from 26 September to 16 October 2011.



SOS poster displayed at MRT stations

TRAINING AND DEVELOPMENT

STAFF DEVELOPMENT

SOS is committed to building a staff of professionals equipped with the specialised skills and knowledge to deliver its services and programmes. During the financial year, SOS continued to sponsor staff to attend external training courses and participate in relevant training invitations.

Table 19: External Training for Staff

Date	Programme	Organiser	No. Attended
27 May – 29 Dec '11	Project Rebuild	Assisi Hospice and Lien Centre for Palliative Care	1
29 Jun '11	The Art of Influence	Integrative Learning	1
17 Aug '11 and 15 Nov '11	Clinical Supervision	Counselling and Care Centre	12
22 Aug '11	Five Areas of Exploration for Couples & Families	Dr Barry Mason	1
20 Oct '11	7 th Family Research Network Forum: The Social Cost of Addictions in Singapore	Institute of Policy Studies	1
20 Oct '11	At Risk Mental State Workshop for Counsellors	Institute of Mental Health	1
Dec '11 to Mar '12 (twice a month)	Workshops and Clinical Supervision	Karl D LaRowe	12
22 – 23 Feb '12	Working with Single Parent	PPIS As-Salaam Family Support Centre & HELP Family Service Centre	1
27 Mar '12	Social Marketing Seminar	Health Promotion Board	1
30 Mar '12	Why Gamble? The House Always Wins	Social Service Training Institute (SSTI)	1

BOARD MEMBERS' TRAINING AND DEVELOPMENT

During the review year, an SOS Board member also participated in the following course to increase her knowledge and deepen her understanding of the regulations and governance of non-profit organisations.

Table 20: External Training for Board Members

Date	Programme	Organiser	No. Attended
3 Mar '12	Board Governance: An Induction Training for Board Members of Charities & IPCs	Social Service Training Institute (SSTI)	1

FINANCIAL
REPORT

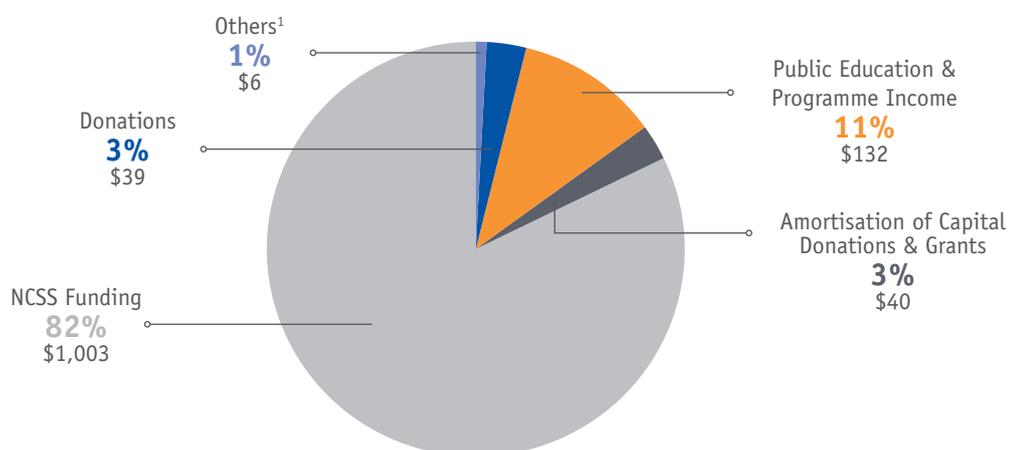
TREASURER'S REPORT

The results of SOS for the financial year ended 31 March 2012 with a surplus of \$94,000 compared to \$36,000 in 2010/11. Our liquidity position has improved by \$559,000 to \$1.7 million. This is partly due to donations of \$180,000 received for IT Fund and of \$210,000 from the President's Challenge for our operating costs, training and renovation for year 2012.

SOS's total operating costs amounted to \$1.4 million inclusive of LOSS operating expenditure of \$226,000 reported under LOSS Fund (see note 16 to the Financial Statements). NCSS funding of \$1 million and TOTE Board funding of \$140,000 for LOSS covered 85% of the operating costs and the balance was covered by other donations, revenue from public education, and other sources (Figure 5). I would like to take this opportunity to acknowledge the invaluable contributions from all our donors and look forward to your continued support to the work of SOS. The \$100,000 annual funding for LOSS programme from Dato' Low Tuck Kwong for three years comes to an end in the next financial year 2012/13.

Total income on the statement of financial activities increased by \$107,000 to \$1,219,000, about 10% higher compared to previous financial year. This was primarily due to the increase in revenue from public training (Suicide Awareness workshops and programmes for Ministry of Education and Singapore Prison Service) as compared to funds raised in the previous year during the 40th Anniversary Conference in place of the Suicide Awareness workshop.

Figure 5. Source of Income (\$'000)

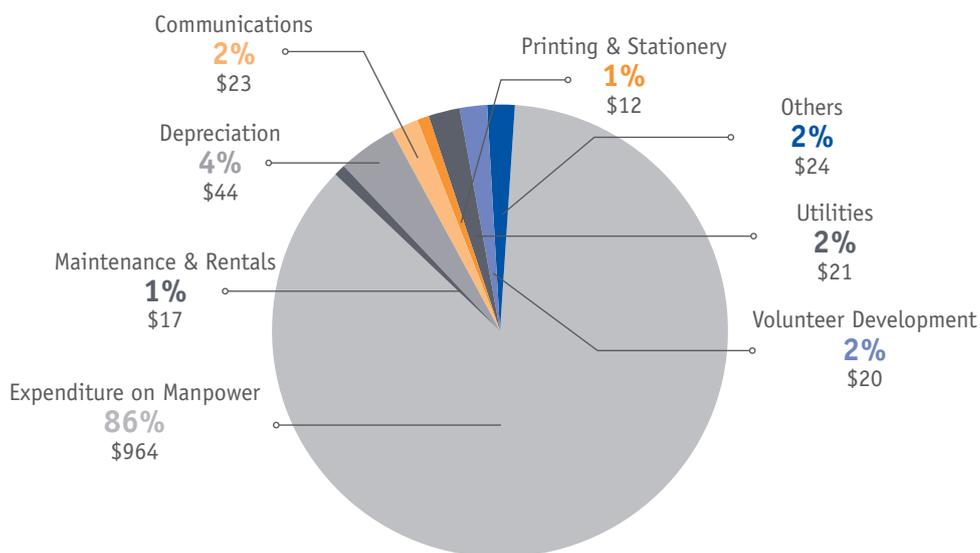


¹Others:

Membership Fees	\$400	0.03%
Volunteer Development	\$2,000	0.02%
Interest Income	\$4,000	0.30%
	\$6,400	0.53%

Total operating expenditure on the statement of financial activities increased by \$49,000 to \$1,126,000 or 5% more compared to financial year 2010/11. Increase in manpower cost was the primary reason. A new disclosure requirement on the valuation of the unutilised leave of staff as at 31st March 2012 and the 1% increase in the employer's CPF resulted in an increase in manpower cost.

Figure 6. Operating Expenditure (\$'000)



Lee Sook Fung
Treasurer

STATEMENT BY BOARD MEMBERS

For the year ended 31 March 2012

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

In our opinion, the financial statements are drawn up so as to give a true and fair view of the state of affairs of the Samaritans of Singapore ("the society") as at 31 March 2012 and of the results, changes in funds and cash flows of the society for the year ended on that date in accordance with the provisions of the Acts.

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

On behalf of the board members,



Robert Lim Hui Beng
Chairman



Lee Sook Fung
Treasurer

Singapore, 16 May 2012

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SAMARITANS OF SINGAPORE

Report on the Financial Statements

We have audited the accompanying financial statements of Samaritans of Singapore ("the society"), which comprise the statement of financial position of the society as at 31 March 2012, and the statement of financial activities, statement of changes in funds and statement of cash flows of the society for the year then ended, and a summary of significant accounting policies and other explanatory information.

Board Members' Responsibility for the Financial Statements

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

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

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

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

Opinion

In our opinion,

- (a) the financial statements are properly drawn up in accordance with the Societies Act, Chapter 311, Charities Act, Chapter 37 and Singapore Financial Reporting Standards and Recommended Accountancy Practice No. 6 (RAP 6) so as to give a true and fair view of the state of affairs of the society as at 31 March 2012 and of the results, changes in funds and cash flows of the society for the year ended on that date;
- (b) the accounting and other records kept by the society have been properly kept in accordance with the Regulations; and
- (c) there were no fund-raising activities conducted during the year.

Other Matters

The financial statements for the year ended 31 March 2011 were audited by auditors other than P G Wee & Partners whose report dated 17 June 2011 expressed an unqualified audit opinion.



P G WEE & PARTNERS
Public Accountants and Certified Public Accountants

16 May 2012
2174-12/HSY/tcp

Statement of Financial Activities
(Incorporating Statement of Comprehensive Income)
For the year ended 31 March 2012

	Note	2012 SGD	2011 SGD
Income			
Amortisation of deferred capital donations	13	39,206	38,914
Amortisation of capital grants	20	392	-
Designated project donations		22,488	13,500
Interest income		3,854	3,141
Membership fees		358	344
NCSS funding for operating expenses	3	1,000,537	963,590
NCSS telecom subsidy		-	1,440
Other income	4	-	3,303
Programme fees		8,270	7,150
Public Education: Emotional first aid		200	1,240
Public education:		123,295	60,086
Suicide awareness/intervention workshops			
Unsolicited donations		16,525	15,503
VCF funding		2,147	1,340
Volunteer development		2,280	2,725
Total income		1,219,552	1,112,276
Less: Expenditure			
Advertising and publicity		7,145	20,258
Audit fees		2,064	2,280
Communications		22,905	18,161
Central Provident Fund		103,491	92,718
Depreciation of plant and equipment	7	44,069	43,193
Housekeeping and others		3,723	5,532
Insurance		3,543	2,663
Loss on disposal of plant and equipment		101	321
Maintenance of equipment		6,592	6,688
Maintenance of land and building		(7,003)	8,794
Membership fees		743	696
Miscellaneous		778	735
Other staff benefits		37,237	14,928
Printing and stationery		11,436	7,614
Public education:		5,072	2,395
Suicide awareness/intervention workshops			
Recruitment		1,445	622
Rental of building		17,670	17,670
Salaries and bonuses		822,749	780,847
Specific assistance to clients		97	32
Training and related costs		(140)	4,830
Transport		1,078	1,372
Utilities		20,735	21,598
Volunteer development		20,043	22,259
Total expenditure		1,125,573	1,076,206
Surplus for the year		93,979	36,070
Other comprehensive income		-	-
Total comprehensive income for the year		93,979	36,070

See accompanying notes to the financial statements.

Statement of Financial Position
As at 31 March 2012

	Note	2012 SGD	2011 SGD
ASSETS			
Non-current assets			
Plant and equipments	7	76,678	121,901
Current assets			
Trade and other receivables	8	36,566	2,592
Other assets	9	27,533	29,057
Cash and cash equivalents	10	1,673,753	1,114,764
		1,737,852	1,146,413
Total assets		1,814,530	1,268,314
FUNDS			
Unrestricted fund			
Accumulated fund		797,909	703,930
Restricted funds			
Anniversary fund	11	48,432	48,432
Anthony Yeo memorial fund	12	78,151	65,038
Deferred capital donations fund	13	59,757	106,936
Healing Bridge fund	14	17,579	9,957
IT fund	15	201,855	48,848
LOSS fund	16	219,754	162,372
President's Challenge fund	18	206,850	-
Volunteers development & care fund	17	79,579	90,316
Capital grant fund	20	1,958	-
Training grant fund	19	3,276	-
Total funds		1,715,100	1,235,829
Current liabilities			
Other payables	21	99,430	32,485
Total funds and liabilities		1,814,530	1,268,314

See accompanying notes to the financial statements.

Statement of Changes in Funds
For the year ended 31 March 2012

	Unre- stricted fund	Restricted funds										
	Accu- mulated Fund	Anni- versary Fund	Anthony Yeo Memo- rial Fund	Deferred Capital Dona- tions	Healing Bridge Fund	IT Fund	LOSS Fund	Presi- dent's Chal- lenge Fund	Volun- teers Develop- ment & Care Fund	Training Grant Fund	Capital Grant Fund	Total
	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD	SGD
Balance as at 1 April 2011	703,930	48,432	65,038	106,936	9,957	48,848	162,372	-	90,316	-	-	1,235,829
Movement for the year	-	-	13,113	(7,973)	7,622	153,007	57,382	206,850	(10,737)	3,276	1,958	424,498
Amortisation to statement of comprehensive income	-	-	-	(39,206)	-	-	-	-	-	-	-	(39,206)
Total comprehensive income for the year	93,979	-	-	-	-	-	-	-	-	-	-	93,979
Balance as at 31 March 2012	797,909	48,432	78,151	59,757	17,579	201,855	219,754	206,850	79,579	3,276	1,958	1,715,100
Balance as at 1 April 2010	667,860	90,671	5,000	152,793	11,206	28,383	125,000	-	111,185	-	-	1,192,098
Movement for the year	-	12,175	5,624	(6,943)	(1,249)	20,465	37,372	-	(20,869)	-	-	46,575
Amortisation to statement of comprehensive income	-	-	-	(38,914)	-	-	-	-	-	-	-	(38,914)
Total comprehensive income for the year	36,070	-	-	-	-	-	-	-	-	-	-	36,070
Fund transfer	-	(54,414)	54,414	-	-	-	-	-	-	-	-	-
Balance As At 31 March 2011	703,930	48,432	65,038	106,936	9,957	48,848	162,372	-	90,316	-	-	1,235,829

See accompanying notes to the financial statements.

Statement of Cash Flows
For the year ended 31 March 2012

	Note	2012 SGD	2011 SGD
CASH FLOW FROM OPERATING ACTIVITIES			
Surplus for the financial year		93,979	36,070
Adjustments for:			
Amortisation of deferred capital donations	13	(49,007)	(48,642)
Amortisation of capital grants	20	(490)	-
Depreciation of plant and equipment	7	55,087	53,990
Interest income		(3,854)	(3,141)
Loss on disposal of plant and equipment		124	402
Surplus before working capital changes		95,839	38,679
Changes in working capital:			
(Increase) decrease in trade and other receivables		(33,973)	24,321
Decrease in other assets		1,523	-
Increase (decrease) in other payables		66,945	(11,117)
Net cash generated from operating activities		130,334	51,883
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of plant and equipment	7	(9,988)	(11,833)
Interest income		3,854	3,141
Net cash flow (used in) investing activities		(6,134)	(8,692)
CASH FLOW FROM FINANCING ACTIVITIES			
Net payments in Anniversary fund		-	(42,239)
Net receipts in Anthony Yeo memorial fund		13,113	60,038
Net payments in Healing Bridge fund		7,622	(1,249)
Net receipts in IT fund		153,007	23,250
Net receipts in Deferred capital donations fund		1,828	-
Net receipts in LOSS fund		57,382	37,372
Net receipts in President's Challenge fund		206,850	-
Net payments in Volunteers development & care fund		(10,737)	(20,869)
Net receipts in Training grant fund		3,276	-
Net receipts in Capital grant fund		2,448	-
Net cash flow generated from financing activities		434,789	56,303
Net increase in cash and cash equivalents		558,989	99,494
Cash and cash equivalents at beginning of year		1,114,764	1,015,270
Cash and cash equivalents at end of year	10	1,673,753	1,114,764

See accompanying notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS

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

1. SIGNIFICANT ACCOUNTING POLICIES

Basis of Accounting

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

The financial statements expressed in Singapore dollar 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 2011. The adoption of these standards and interpretations did not have any effect on financial performance or position of the society.

Functional and Presentation Currency

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

Revenue Recognition

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

(a) Rendering of Services

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

(b) Donation and Corporate Sponsorship

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

(c) Fund Raising

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

(d) Government Grants

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

(e) Interest Income

Interest income is recognised on an accrual basis.

Retirement Benefit Costs

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

Employee Leave Entitlement

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

Operating Leases

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

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

Income Taxes

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

Funds

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

Donation in Kind

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

Plant and Equipment

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

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

Furniture and fittings - 5 years
Office equipment - 5 years

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

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

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

Impairment of Non-Financial Assets

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

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

Impairment losses are recognised in profit or loss.

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

Financial Assets

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

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

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

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

Loans and Receivables

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

Impairment of Financial Assets

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

Assets Carried at Amortised Cost

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

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

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

Cash and Cash Equivalents

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

Financial Liabilities

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

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

Provisions

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

Critical Judgements, Assumptions and Estimation Uncertainties

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

Key Sources of Estimation Uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the statement of financial position date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Useful lives of Plant and Equipment

Plant and equipment are depreciated on a straight-line basis over their estimated useful lives. Management estimates the useful lives of these plant and equipment to be 5 years. The carrying amount of the society's plant and equipment at 31 March 2012 is SGD 76,678 (2011: SGD 121,901). 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 2012 are disclosed in note 8 to the financial statements.

2. SOCIETY'S INFORMATION

Samaritans of Singapore ("SOS") was registered with the Registry of Societies on 29 July 1969 and with the Commissioner of Charities on 26 September 1983. The society was awarded the status of Institution of Public Character (IPC) for the period from 10 October 2007 to 30 September 2012. The registered office of the Society is located at Block 10 Cantonment Close #01-01 Singapore 080010.

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

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

3. NCSS FUNDING FOR OPERATING EXPENSES

	2012 SGD	2011 SGD
NCSS funding for operating expenses	1,000,537	943,590
Donations raised by NCSS	-	20,000
	1,000,537	963,590

4. OTHER INCOME

	2012 SGD	2011 SGD
Jobs credit	-	3,303

5. EXPENDITURE ON MANPOWER

	2012 SGD	2011 SGD
Salaries	625,449	606,530
Bonuses	197,300	174,317
Contributions to defined contribution plan (CPF)	103,491	92,718
Training	(140)	4,830
Recruitment expenses	1,445	622
Other staff benefits	37,237	14,928
	964,782	893,945

The remuneration for the year was in the following categories with the corresponding number of employees as at the statement of financial position date:

	2012 SGD	2011 SGD
Gross annual salary band		
Less than SGD 50,000	10	11
SGD 50,001 to SGD 100,000	4	3
	14*	14

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

* Excludes 3 staff from LOSS service (note 16).

6. TAX-EXEMPT RECEIPT

The society being an approved IPC receives tax-deductible donation whereby qualified donors are granted 2.5 times tax deduction for the donation made to the society. This status was granted for 5 years with effect from 1 October 2007 to 30 September 2012.

	2012 SGD	2011 SGD
Tax-exempt receipt issued for donations collected	376,676	180,832

7. PROPERTY, PLANT AND EQUIPMENT, TOTAL

	Furniture and Fittings SGD	Office Equipment SGD	Total SGD
COST			
At 1 April 2010	149,527	436,880	586,407
Additions	2,355	9,478	11,833
Disposals	(1,956)	(4,087)	(6,043)
At 31 March 2011 and 1 April 2011	149,926	442,271	592,197
Additions	-	9,988	9,988
Disposals	(4,650)	(47)	(4,697)
At 31 March 2012	145,276	452,212	597,488
ACCUMULATED DEPRECIATION			
At 1 April 2010	141,999	279,948	421,947
Depreciation for year	2,655	51,335	53,990
Disposals	(1,956)	(3,685)	(5,641)
At 31 March 2011 and 1 April 2011	142,698	327,598	470,296
Depreciation for year	1,815	53,272	55,087
Disposals	(4,533)	(40)	(4,573)
At 31 March 2012	139,980	380,830	520,810
NET CARRYING AMOUNT			
At 31 March 2012	5,296	71,382	76,678
At 31 March 2011	7,228	114,673	121,901

	2012 SGD	2011 SGD
Depreciation is charged to:		
Statement of financial activities	44,069	43,193
LOSS fund	11,018	10,797
	55,087	53,990

8. TRADE AND OTHER RECEIVABLES, CURRENT

	2012 SGD	2011 SGD
Trade receivables	33,860	-
Interest receivables	2,706	2,592
	36,566	2,592

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

Receivables that are past due but not impaired.

The society has trade receivables amounting to SGD 3,560 (2011: SGD nil) that are past due at the statement of financial position date but not impaired. These receivables are unsecured and the analysis of the ageing at the statement of financial position date is as follows:

	2012 SGD	2011 SGD
Trade receivables past due		
1 to 30 days	1,600	-
31 to 60 days	1,960	-
	3,560	-

As at 31 March 2012, trade and other receivables were denominated in Singapore dollar.

9. OTHER ASSETS, CURRENT

	2012 SGD	2011 SGD
Deposits paid	6,933	5,356
Prepayments	20,600	23,701
	27,533	29,057

As at 31 March 2012, other assets were denominated in Singapore dollar.

10. CASH AND CASH EQUIVALENTS

	2012 SGD	2011 SGD
Cash and bank balances	681,171	373,764
Fixed deposits	992,582	741,000
	1,673,753	1,114,764

Fixed deposits bear interest at 0.05% to 0.98% (2011: 0.1% to 0.8%) mature with varying dates within 3 to 12 months (2011: 3 to 12 months) from the financial year end.

As at 31 March 2012, cash and cash equivalents were denominated in Singapore dollar.

11. ANNIVERSARY FUND

	2012 SGD	2011 SGD
Balance at beginning of year	48,432	90,671
Add: Receipts		
Other income	-	544
Proceeds from events	-	54,414
	48,432	145,629
Less: Expenditure		
Supplies & materials	-	(3,393)
Meals, refreshments and transport	-	(1,783)
Fund raising activities	-	(37,607)
	-	(42,783)
Less: Fund transfer to Anthony Yeo memorial fund	-	(54,414)
Balance at end of year	48,432	48,432

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

The transfer of Anniversary fund of SGD 54,414 to Anthony Yeo memorial fund has been duly approved by the board members (see note 12).

12. ANTHONY YEO MEMORIAL FUND

	2012 SGD	2011 SGD
Balance at beginning of year	65,038	5,000
Add: Receipts		
Donations received	17,750	6,524
Fund transfer from Anniversary fund	-	54,414
	82,788	65,938
Less: Expenditure		
Clinical session expenses	(2,250)	(900)
Other expenses	(2,387)	-
	(4637)	(900)
Balance at end of year	78,151	65,038

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

13. DEFERRED CAPITAL DONATIONS FUND

	2012 SGD	2011 SGD
Balance at beginning of year	106,936	152,793
Add: Purchase of plant and equipment	1,049	2,785
Add: Donation-in-kind	779	-
Less: Amortisation charged to financial activities	(39,206)	(38,914)
Less: Amortisation of charged to LOSS fund	(9,801)	(9,728)
Balance at end of year	59,757	106,936

Specific donations given for the purchase of computer equipment and system are credited to the IT fund (see note 15) and on acquiring the equipment is taken up to the deferred capital donations fund and amortised to profit or loss over the period of five years.

14. HEALING BRIDGE FUND

	2012 SGD	2011 SGD
Balance at beginning of year	9,957	11,206
Add: Receipts		
Donations	7,800	300
Proceeds from book sale	432	2,832
	18,189	14,338
Less: Expenditure		
Supplies & materials	-	(300)
Meals and refreshments	(567)	(1,000)
Specific assistance to client	(43)	-
Purchase of books	-	(3,081)
	(610)	(4,381)
Balance at end of year	17,579	9,957

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

15. IT FUND

	2012 SGD	2011 SGD
Balance at beginning of year	48,848	28,383
Add: Receipts		
Donations	180,000	42,500
	228,848	70,883
Less: Expenditure		
Consultancy fees	(1,500)	-
Meals and refreshments	(22)	-
Supplies and materials	(24,422)	(19,250)
Purchase of equipments	(1,049)	(2,785)
	(26,993)	(22,035)
Balance at end of year	201,855	48,848

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

16. LOSS FUND

	2012 SGD	2011 SGD
Balance at beginning of year	162,372	125,000
Add: Receipts		
* Designated project donations	133,878	100,000
Amortisation of deferred capital donations (note 13)	9,801	9,728
Amortisation of capital grant (note 20)	98	-
Tote Board social service fund	139,986	129,199
	446,135	363,927
Less: Expenditure		
Audit fees	(516)	(570)
Central Provident Fund	(17,107)	(17,828)
Depreciation of plant and equipment (note 7)	(11,018)	(10,797)
Insurance	(886)	(666)
Loss on disposal of plant and equipment	(23)	(81)
Repairs and maintenance	103	(3,871)
Rental of building	(4,417)	(4,417)
Salaries and bonuses	(166,952)	(134,791)
Staff benefits and related costs	(1,946)	(2,009)
Specific assistance to clients	(24)	(8)
Volunteer development	(5,021)	(5,565)
Transport	(1,291)	(1,272)
Other operating expenses	(17,283)	(19,680)
Total expenditure	(226,381)	(201,555)
Surplus for the year	57,382	37,372
Balance at end of year	219,754	162,372

The remuneration for the year was in the following categories with the corresponding number of employees as at the statement of financial position date:

Gross annual salary band		
Less than SGD 50,000	2	2
SGD 50,001 to SGD 100,000	1	1
	3	3

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

	2012 SGD	2011 SGD
* Designated project donations		
Dato' Low Tuck Kwong	100,000	100,000
Prime Minister	10,000	-
Others	23,878	-
	133,878	100,000

Donations from Dato' Low Tuck Kwong in 2012 is for expenditure in the following financial year 2012/13 (2011: financial year 2011/12) and is the last year for the funding of this programme. The donation from the Prime Minister is specifically designated for expenditure for financial year 2013/14.

17. VOLUNTEERS DEVELOPMENT & CARE FUND

	2012 SGD	2011 SGD
Balance at beginning of year	90,316	111,185
Add: Receipts Donations	-	3,600
	90,316	114,785
Less: Expenditure		
Bereavement donation	(393)	(291)
Leaders retreat	(7,047)	(6,296)
Library	(196)	(230)
Training expenses	(1,120)	(16,217)
Transport	(1,599)	(1,384)
Others	(382)	(51)
	(10,737)	(24,469)
Balance at end of year	79,579	90,316

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

18. PRESIDENT'S CHALLENGE FUND

	2012 SGD	2011 SGD
Donation receipts	210,000	-
Less: Expenditure Clinical supervision	(3,150)	-
Balance at end of year	206,850	-

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

19. TRAINING GRANT FUND

	2012 SGD	2011 SGD
Grants received	3,375	-
Less: Expenditure Training expenses	(99)	-
Balance at end of year	3,276	-

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

20. CAPITAL GRANT FUND

	2012 SGD	2011 SGD
Grants received	2,448	-
Less: Expenditure Amortisation charged to financial activities Amortisation charged to LOSS fund	(392) (98)	-
Balance at end of year	1,958	-

Capital grants are received from National Council of Social Services (NCSS) for funding purchase of computers.

21. OTHER PAYABLES

	2012 SGD	2011 SGD
Accrual operating expense	99,092	32,179
Advance receipt for membership fee	338	306
	99,430	32,485

As at 31 March 2012, other payables were denominated in Singapore dollar.

22. OPERATING LEASE COMMITMENTS

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

	2012 SGD	2011 SGD
Rental payable		
Not later than one year	3,210	2,313
Later than one year but not later than five years	11,770	-
	14,980	2,313

23. CAPITAL COMMITMENTS

The society has capital commitments expenditure of SGD 12,638 (2011: SGD nil) not provided for in the accounts as at the statement of financial position date.

24. RESERVE POLICY

The board members had approved a reserve policy up to 6 months of expenditure and are working towards a reserve policy to a year of expenditure within the next 3 to 5 years.

25. FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

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

Liquidity Risk

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

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

Analysis of Financial Instruments by Remaining Contractual Maturities

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

	2012		2011	
	1 year or less SGD	Total contractual cash flow SGD	1 year or less SGD	Total contractual cash flow SGD
Financial assets				
Trade and other receivables	36,566	36,566	2,592	2,592
Other assets	6,933	6,933	5,356	5,356
Cash and cash equivalents	1,673,753	1,673,753	1,114,764	1,114,764
	1,717,252	1,717,252	1,122,712	1,122,712
Financial liabilities				
Other payables	99,092	99,092	32,179	32,179
Total net undiscounted financial assets	1,618,160	1,618,160	1,090,533	1,090,533

Interest Rate Risk

The society's exposure to changes in interest rates related primarily to its holding of fixed deposits. The society's policy is to obtain favourable interest rates that are available. The sensitivity analysis for changes in interest rate risk is not disclosed as the effect on the statements of financial activities is not expected to be significant.

Credit Risk

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

Exposure to Credit Risk

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

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

The society's objective is to seek continual revenue growth while minimising losses incurred due to increased credit risk exposure. The society trades only with recognised and creditworthy third parties. It is the society's policy that all customers who wish to trade on credit terms are subject to credit verification procedures. In addition, receivable balances are monitored on an ongoing basis such that the society's exposure to bad debts is not significant.

Credit Risk Concentration Profile

The society has no significant concentration of credit risk.

Financial Assets that are Neither Past Due nor Impaired

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

Financial Assets that are Either Past Due or Impaired

Information regarding financial assets that are either past due or impaired is disclosed in Note 8 (trade receivables).

26. 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.

27. NEW ACCOUNTING STANDARDS AND FRSS INTERPRETATIONS

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

Reference	Description	Effective for annual periods beginning on or after
FRS 1	Amendments to FRS 1 – Presentation of Items of Other Comprehensive Income	1 July 2012
FRS 19	Employee Benefit	1 January 2013
FRS 27	Separate Financial Statements	1 January 2013
FRS 28	Investment in Associates and Joint Ventures	1 January 2013
FRS 110	Consolidated Financial Statements	1 January 2013
FRS 111	Joint Arrangement	1 January 2013
FRS 112	Disclosure of Interests in Other Entities	1 January 2013
FRS 113	Fair Value Measurements	1 January 2013

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

28. COMPARATIVE FIGURES

The financial statements for the year ended 31 March 2011 were audited by auditors other than P G Wee & Partners whose report dated 17 June 2011 expressed an unqualified audit opinion.

29. AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

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

PATRON, BOARD OF MANAGEMENT,
CONSULTANTS, STAFF AND AFFILIATIONS

PATRON

Mr Lawrence Wong
Minister of State, Ministry of Defence & Ministry of Education (Appointed 15 Nov '11)

Mr Mah Bow Tan
Minister for National Development (1 Apr to 15 Nov '11)

BOARD OF MANAGEMENT

Chairman	Mr Robert Lim Hui Beng (appointed 23 Jul '10)
Vice Chairman	Mr Stephen Yong Yoon Fui (23 Jul '10 to 31 Jul '11) Ms Lim Suu Kuan (appointed as Vice Chairman 1 Aug '11, as Board member 23 Jul '10)
Secretary	Ms Lim Lily (appointed 23 Jul '10)
Treasurer	Ms Lee Sook Fung (appointed 23 Jul '10)
Members	Dr Adelia Low (24 Jul '09 to 22 Jul '11) Ms Christina Loh (24 Jul '09 to 22 Jul '11) Mr Tan Boon Huat (24 Jul '09 to 22 Jul '11) Dr Alex Su Hsin Chuan (appointed 22 Jul '11) Ms Cynthia Wee Guek Cheng (appointed 23 Jul '10) Mrs Doreen Woo Shung Han (appointed 22 Jul '11) Dr Gilbert Tan Yip Wei (appointed 23 Jul '10) Mrs Juliana Toh (appointed 22 Jul '11) Dr Philbert Chin Soon Siang (appointed 22 Jul '11) Dr Tan Chue Tin (appointed 22 Jul '11) Mr Tay Tze Siong (appointed 22 Jul '11)

HR SUB-COMMITTEE

Chairman	Mr Robert Lim Hui Beng
Members	Ms Jessie Quek Ms Lim Suu Kuan (appointed 10 Mar '12) Mr Tan Seng Nan Mr Wang Choo Yap

IT SUB-COMMITTEE

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

PROFESSIONAL CONSULTANTS

Consultant	Dr Philbert Chin Soon Siang
Consultant Psychiatrists	Dr Alex Su Hsin Chuan Dr Tan Chue Tin
Lawyers	Ms Gwendoline Teo Siew Kim Ms Lee Geck Hoon Ellen Mr S Sivanesan
Therapists	Mrs Juliana Toh Mr Tan Boon Huat

AUDITOR

P G Wee & Partners

BANKER

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

STAFF

Management

Executive Director

Ms Christine Wong

Finance and Administration

Finance and Administrative Manager

Ms Valerie Lim (resigned 31 Oct '11)

Ms Regina Ling (joined 17 Oct '11)

Administrative Coordinator

Ms Donne Foo

Administrative Coordinator

Ms Rachel Koh

Housekeeping Staff

Mdm Poon Yeen Ling (part-time)

Corporate Communications

Executive

Ms Serene Yap (resigned 9 Jul '11)

Ms Maria Agnes M Ong (resigned 15 Nov '11)

Ms Sarah Li Wai Suen (joined 1 Feb '12)

Client Management (including LOSS)

Senior Counsellor (Supervisor)

Ms Ophelia Ooi

Senior Counsellor

Ms Fang Mei Lin

Counsellor

Ms Vivien Goh

Counsellor

Ms Tan Soo Yuin (joined 4 Apr '11)

Senior Social Worker (LOSS)

Ms Cheng Hwee Fern (resigned 31 Mar '12)

Clinical Psychologist (LOSS)

Ms Wong Poh Ping

Programme Executive (LOSS)

Ms Annie Quek

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- They support the activities of SOS.
- They help publicise the service by making the emergency hotline number, 1800-221-4444, and Email Befriending address pat@samaritans.org.sg known to anyone who may benefit from the help offered by SOS.
- They make an annual contribution.

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

Dr Chia Kwok Ying
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Ms Chua Poh Moey
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Ms Geraldine Tay
Mr Goh Kiang Chiang
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Dr Jeanne Woon
Ms Lee Siew Lian
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PUBLISHED BY

Samaritans Of Singapore
Blk 10 Cantonment Close #01-01 Singapore 080010
www.sos.org.sg

Unique Entity Number (UEN) S69SS0047D

We are registered with Registry of Societies (Ref 162/69WEL)
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