

# Embracing Hope:

**55 Years of Lifelines  
Annual Report 2023/2024**

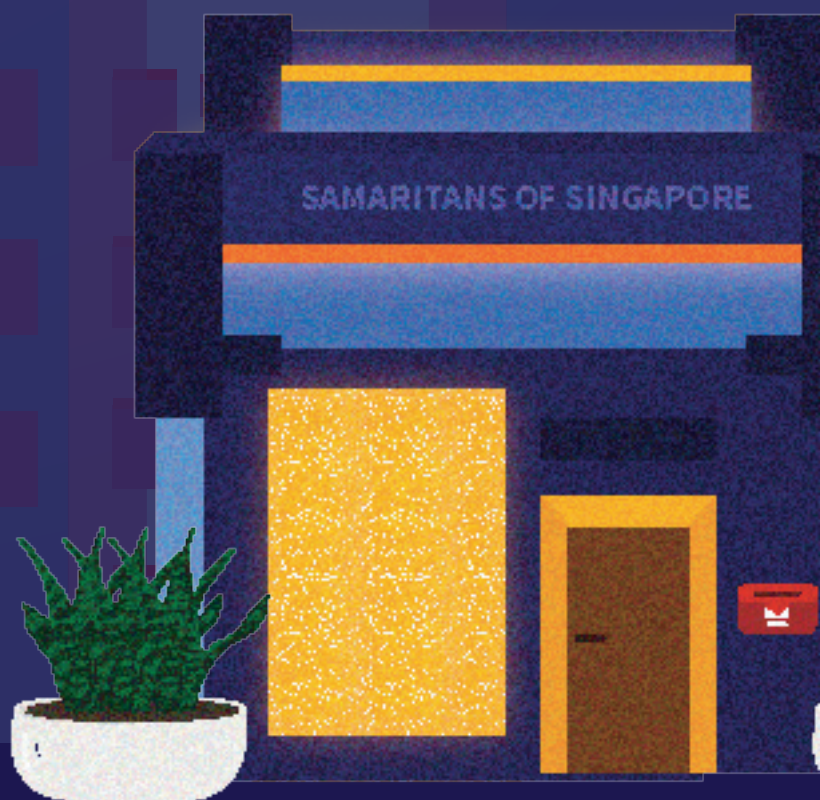


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# CHARITY TRANSPARENCY AWARD 2023

The Charity Transparency and Governance Awards, hosted by the Charity Council, acknowledge charities for their endeavours in maintaining governance standards and fostering public trust within the sector. SOS received the Charity Transparency Award, alongside 80 other charities in Singapore. This acknowledgment underscores our dedication to good governance, transparency, and best practices in our efforts toward suicide prevention. We remain steadfast in our pursuit of excellence to provide support for those in crisis.



### **SINGAPORE PRESTIGE BRAND AWARDS 2023**

The Association of small & medium enterprises (ASME) and Lianhe Zaobao are co-organisers of the Singapore Prestige Brand Awards (SPBA), a renowned branding award in Singapore with longstanding prestige. Supported by Enterprise Singapore and the Intellectual Property Office of Singapore (IPOS), it stands as one of the most enduring and prestigious accolades in the field. SOS is truly honoured and humbled to receive the SPBA Special Merit 2023 from the Singapore Prestige Brand Award. This accolade is a testament to our steadfast commitment to maintaining the highest standards in branding.



### **NATIONAL AWARDS (COVID-19) INVESTITURE 2023**

SOS received the esteemed COVID-19 Resilience Medal and Certificate at the National Awards (COVID-19) Investiture 2023. This honour underscores the steadfast commitment and resilience demonstrated by our team in the battle against COVID-19. We extend our deepest gratitude to our incredible staff and volunteers, who have gone above and beyond to serve as a lifeline to those in crisis during these challenging times.



# A MESSAGE FROM OUR PATRON

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For 55 years, the Samaritans of Singapore (SOS) has played a vital role in suicide prevention.

You have saved countless lives; supported many more who lost their loved ones to suicide; and raised awareness about suicide, thereby reducing the stigma associated with seeking help.

You have expanded and enhanced your services over the years. You started with only a simple hotline, but now provide support via text and email as well. Besides crisis support, you also conduct training and extensive community outreach.

I thank everyone involved in SOS – the leadership, the staff, and the volunteers – for your dedication and efforts in building a society where all individuals feel cared for and valued.

The Government has set out a National Mental Health and Well-being Strategy, which includes plans to expand mental health services and strengthen the capabilities of service providers.

Together, we can improve mental health, and build a more resilient and inclusive society.

**Mr Lawrence Wong**  
Prime Minister and Minister for Finance

# A MESSAGE FROM OUR PATRON

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I am grateful for the opportunity to join Samaritans of Singapore Limited (SOS) as a new patron. It is both an honor and a privilege to be associated with such a remarkable organisation dedicated to providing crucial support to individuals in crisis and working tirelessly towards suicide prevention.

For 55 years, SOS has provided hope and compassion for many many individuals facing emotional turmoil. The dedication and commitment of the staff and volunteers are truly admirable. Their unwavering support and empathy have made a profound impact on the lives of those in need, offering solace and comfort during the most challenging times.

The breadth of services and interventions such as the 24-hour Hotline, 24-hour CareText service, training courses and extensive counselling programmes are a testament to SOS's comprehensive approach to mental health and emotional well-being. The active rescues, community outreach, and advocacy work not only save lives but also foster a culture of understanding and support around mental health issues.

I am deeply moved by the stories of hope and recovery that emerge from SOS's work. The courage and resilience of those who seek help, and the unwavering support provided by the staff and volunteers inspire me.

Thank you for welcoming me into the SOS family. I am committed to supporting the organisation in its ongoing efforts to prevent suicide and provide emotional support to those in crisis. I hope I can help you to continue to make a meaningful difference in the lives of many.

**Dr Janil Puthucheary**

Senior Minister of State, Ministry of Digital Development and Information & Ministry of Health

# CHAIRMAN'S MESSAGE

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Filled with a deep sense of pride and gratitude, I'm honoured to be part of this momentous time in Samaritans of Singapore Limited (SOS)'s history of celebrating the work of 55 years of lifelines in suicide prevention. Our journey over the past five and a half decades has been marked by significant milestones that have shaped who we are today. From the inception of our first crisis hotline to the expansive community outreach programmes we now offer, each step we have taken has been driven by the belief that every life is precious and uniquely valuable.

To begin with, I would like to extend my heartfelt thanks to all our stakeholders – our dedicated staff and volunteers, generous donors, advisors, committed partners, and supportive community members. Your unwavering support, commitment, and trust have been instrumental in ensuring a smooth transition during our first year as a company limited by guarantee following 54 years of operations as a society. Your belief in our mission has empowered us to continue our critical work in suicide prevention with renewed vigour and dedication.

Throughout our history, SOS has made a significant impact in the various communities we serve. The countless stories of hope have continued to empower us to keep moving forward to foster greater awareness and understanding of those in crisis. Our efforts have not only provided immediate support to individuals in distress but have also sparked important conversations around mental health and suicide prevention. These conversations are crucial in breaking down the stigma associated with seeking help and ensuring that individuals feel safe and supported in their darkest moments.

As we continue to strive to serve as the lead agency in suicide prevention, we remain committed to instilling hope and providing emotional support in our communities. Our theme for the year, 'Embracing Hope: 55 Years of Lifelines', will guide our efforts to broaden our reach and enhance our programmes and services. By leveraging technology and innovative practices, we aim to ensure that our support is accessible to everyone in need.

It is our collective responsibility to work towards a society with zero suicides. We are focused on expanding the community safety net by collaborating with other partners and supporters who share the same cause and belief. By building strong partnerships with other social service agencies, healthcare providers, and community organizations, we can create a comprehensive support system and a robust network of care that addresses the complex nature of suicide, ensuring no one is left behind.



In addition to our intervention services, our advocacy work is crucial in driving systemic change. Our educational initiatives, including workshops and public campaigns, are designed to empower individuals with the knowledge and tools they need to support themselves and others. We believe that through education and advocacy, we can create a more compassionate society.

As we look ahead, we remain steadfast in our commitment to innovation and continuous improvement in our suicide prevention efforts, adapting to meet the evolving needs of our community. Our vision is a future where every individual feels supported, valued, and hopeful. Together, with the unwavering support of our staff, volunteers, partners, and donors, we will continue to be a beacon of hope and a lifeline for those in need.

Thank you for being an integral part of our journey.

**Ms Lee Sook Fung**  
Chairman, Samaritans of Singapore Limited (SOS)

# FOREWORD BY THE CHIEF EXECUTIVE OFFICER

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As we mark our 55th anniversary at Samaritans of Singapore Limited (SOS), we take this moment to reflect on our journey and the significant strides we have made throughout our history, especially in the past financial year. Though many changes have been made over the years to adapt to the ever-changing landscape in Singapore, one thing remains the same – our mission to provide confidential emotional support to individuals facing crisis.

In the past year, we have expanded our reach and deepened our support services. Our dedicated team of trained staff and volunteers answered **47,334 Hotline calls** and responded to **21,060 chats** through our CareText service. We activated **333 active rescues** to support individuals in crisis, and journeyed with **182 clients** through counselling sessions. Each of these numbers represents a life impacted and a story of hope and resilience.

Our 24-hour Hotline, the cornerstone of our services, has been operating tirelessly to offer support to individuals every single day since 1969. We **prevented one high suicide risk case every 26 hours**, a testament to the critical role our services play in the lives of those thinking about or affected by suicide.

As we look ahead to the future, our focus is on mobilising the community and expanding our outreach programmes to equip more individuals with the knowledge and skills to provide psychological first aid. Our ‘Be a Samaritan’ programme is central to this effort. This programme propels our suicide prevention efforts by empowering community members to offer immediate support to those in emotional distress, thereby creating a wider network of care within our society and reducing the need for high-risk suicide intervention activations.

The progress and impact that SOS has had in our community would not have been possible without the continuous support of our staff, volunteers, donors, and partners over the last 55 years. Hence, I would like to extend my heartfelt gratitude for all your contributions that have made a tangible difference in the lives of many who needed a glimpse of hope in some of their darkest days.

However, our work is far from being completed. Together, we can embrace hope and build a future where every individual feels heard, supported, and valued. Thank you for your unwavering support and dedication to our mission.

**Mr Gasper Tan**

Chief Executive Officer, Samaritans of Singapore Limited (SOS)

# ABOUT SOS

Founded in 1969, Samaritans of Singapore Limited (SOS) is dedicated to providing confidential emotional support to individuals facing a crisis, thinking about suicide or affected by suicide. Non-religious and not for profit, our work focuses on crisis intervention and suicide prevention, intervention and postvention.

## VISION

To be the premier organisation in suicide prevention

## MISSION

To be an available lifeline to anyone in crisis

## CORE VALUES

We are dedicated to providing confidential client-centric support to anyone thinking about or affected by suicide.

### ACCOUNTABILITY

We act with the highest standard of professionalism and ethics

### INNOVATION

We stay relevant and agile to address evolving needs

### COLLABORATION

We leverage one another's strengths for best client outcomes

### RESPECT

We treat everyone with dignity and without judgement





Embracing Hope:  
55 Years of Lifelines

## SOS 55th Anniversary

In the spirit of our 55th year, we embrace and remain steadfastly driven by our belief in the transformative power of hope. SOS continues to stand at the forefront of suicide prevention, forging a path toward a future where our lifelines are always within reach, widening the safety net and providing hope for those in need.

As we commemorate this milestone and look ahead, we reaffirm our unwavering commitment to providing safe spaces and being an available lifeline to anyone in crisis. And together, we can create a collective impact in our communities where hope prevails, and the stigma of suicide becomes a relic of the past.

# DE-ESCALATED AND PREVENTED 1 CASE FROM IMMINENT RISK OF SUICIDE EVERY 26 HOURS

## 24-HOUR CRISIS LIFELINES

**CARETEXT 21,060**

Texts received

**37%**

Texts expressed  
suicide risk

**HOTLINE**

**47,334**

Calls received

**21%**

Calls expressed  
suicide risk



## CRISIS SUPPORT TEAM

**333**

Activations to support  
individuals in crisis

**959**

Outcalls made to support individuals  
with high-suicide risk



# PROFESSIONAL PROGRAMMES

Training and Development programmes and sessions

**682**

participants

Be a Samaritan (BAS) Programme

**1,857**

participants

# THE YEAR AT A GLANCE

**FY2023/2024**

# COMMUNITY OUTREACH AND EDUCATION

Reached out to

**2,130** participants

# CLIENT CARE

Served

**1,336**

clients in distress

Survivors' Outreach

**338**

survivors supported by LOSS programme

Suicide & Crisis Counselling

**761**

sessions

Support Group for people with suicidality (Light in The Dark)

**13**

clients supported

# 02

## EMBRACING HOPE: STRENGTHENING CARE THROUGH CRISIS





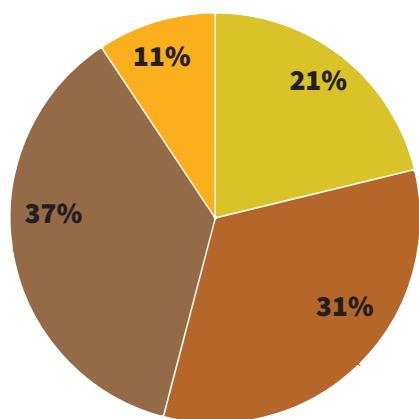
As the only social service agency in Singapore offering round-the-clock crisis care services, we provide a lifeline for those seeking help. Our integrated programmes and support pillars ensure a seamless continuum of care for individuals during critical moments in their lives, offering them the support they need to embrace a hopeful future.



# 24-HOUR HOTLINE

Since our inception in 1969, SOS's 24-hour Hotline has been a vital lifeline for individuals in crisis. In FY2023/2024, we responded to **47,334 calls from 8,293 unique service users**. The most common issues across all age groups included employment challenges, medical concerns, and family problems, with **mental health issues comprising 20% of all calls**.

**Total number of Hotline calls answered**  
**47,334**



### Breakdown of Hotline calls

- Regular calls (17,315)
- Other crisis calls (14,756)
- Calls expressed suicide risk (10,043)
- Enquiry and unrecorded calls (5,220)

### Top reasons for suicide risk across all age groups

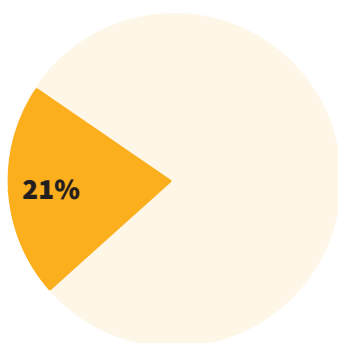
1. Employment
2. Medical
3. Family Problem

### Problems presented with suicide risk by age range

10-29	30-59	60 and above
1. Employment	1. Employment	1. Medical
2. Family	2. Medical	2. Finance
3. Romantic Relationship	3. Family	3. Isolation

### Number of Hotline calls from clients aged 29 and below

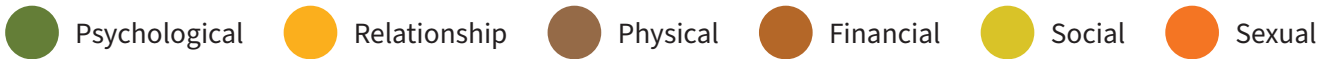
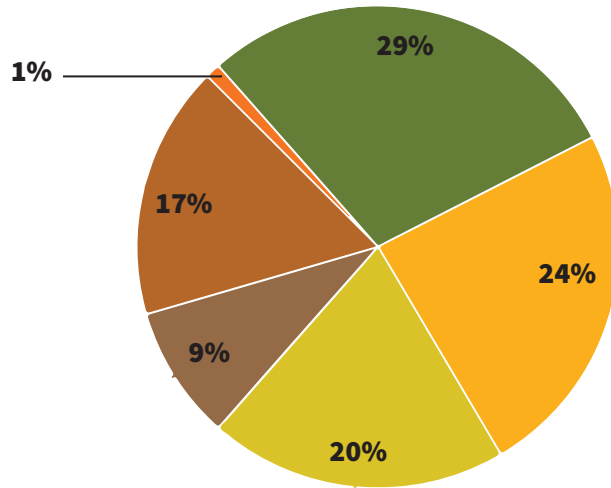
**9,941**



### Most frequent problems presented by age range

29 and below	30-59	60 and above
1. Employment	1. Employment	1. Medical
2. Romantic Relationship	2. Medical	2. Isolation
3. Family Problem	3. Family Problem	3. Family Problem

### Top presenting problems for Hotline



**Number of outcalls made to individuals with high-suicide risk**

**959**

**Number of unique service users**

**8,293**



# 24-HOUR CARETEXT

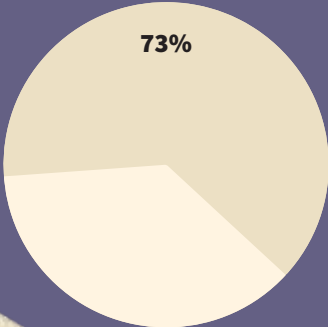
First piloted in 2020 and officially launched in 2022, SOS's 24-hour CareText WhatsApp platform was designed to cater to distressed youths, offering a communication format that feels more comfortable for discussing their issues.

In FY2023/2024, we served **9,637 unique service users** through this platform. Notably, **37% of all incoming messages** involved expressions of suicidal ideation or plans. The most frequent issues reported across all age groups included employment challenges, family problems, and romantic relationship difficulties. Additionally, **mental health concerns accounted for 15% of all chats answered.**

**Total number of texts received**  
**21,060**

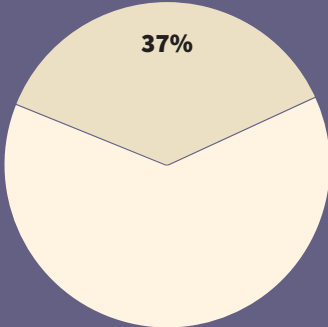
**Number of texts from service users aged 29 and below**

**15,402**



**Number of service users with suicide risk**

**7,749**



**Top reasons for suicide risk across all age groups**

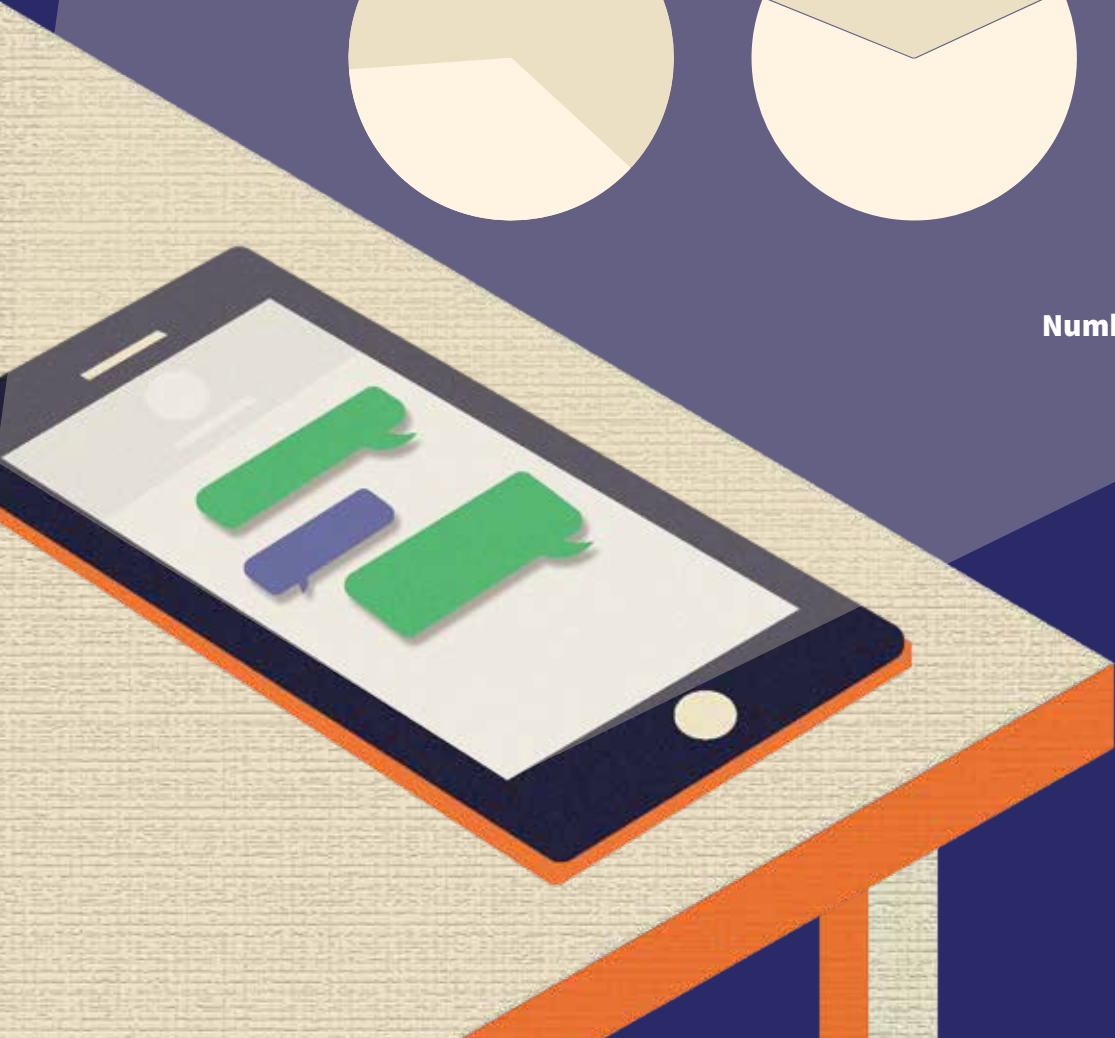
- 1. Employment
- 2. Family Problem
- 3. Romantic Relationships

**Number of unique service users**

**9,637**

**Outgoing text messages**

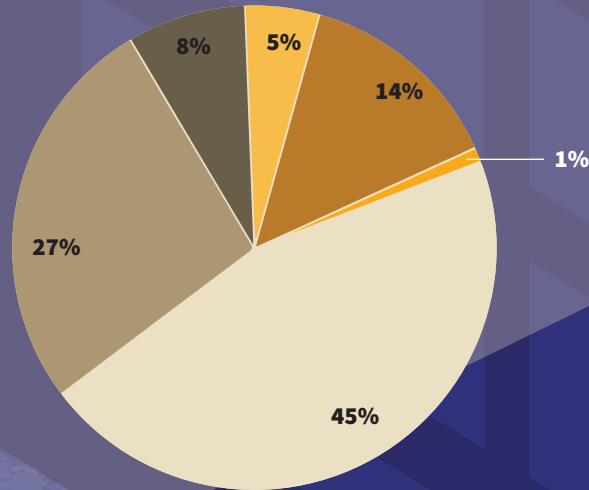
**2,736**



## Most frequent problems presented by age range

10-19	20-29	30-59	60 and above
1. Family Problem	1. Employment	1. Employment	1. Concerned Third Party
2. Romantic Relationship	2. Romantic Relationship	2. Concerned Third Party	2. Medical
3. Social Network	3. Family Problem	3. Marriage	3. Family Problem

## Top presenting problems for CareText Service



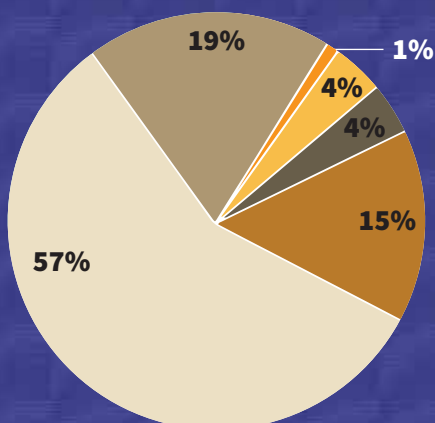
# ACTIVE RESCUE

Activations to support individuals in crisis  
**333**

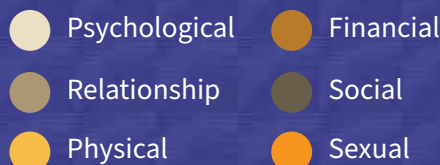
### Top problems presented among clients requiring active rescue:

1. Family
2. Romantic Relationship
3. Job and Finance

### Most common problems presented



#### Legend



Active Rescue is a crucial component of SOS's crisis intervention strategy, designed to ensure the safety of individuals at imminent risk of suicide. Through the integrated services—calls, texts, and counseling—SOS addresses various levels of crisis, providing tailored support to those in need. This aligns with the organisation's ethical commitment to protecting individuals from harming themselves or others.

### Age range of clients requiring active rescue

10-19	42%
20-29	38%
30-39	13%
40-49	5%
50-59	1%
Above 60	1%

# CLIENT CARE

The Client Care team is made up of a team of social workers and counsellors who offer counselling services to clients who are experiencing suicidality or suicide bereavement. Using either individual counselling or group work, the counselling intervention focuses primarily on helping clients manage their suicidality or suicide bereavement. The team has seen that in terms of intensity and complexity, situations (clientele) are becoming increasingly diverse over the last few years. This observation is consistent with worldwide landscapes and trends regarding the general population's mental health and well-being.

SOS's crisis services provide specialised counselling to individuals grappling with suicidality through individual counselling and support group, as well as through other range of avenues, such as phone call and emails. Clients primarily access these services through our Hotline, CareText or via referrals from official channels such as the Singapore Police Force (SPF), hospitals, and social service agencies. While referrals from the SPF have decreased, there has been a noticeable increase in referrals and cases from hospitals and individuals seeking counselling to manage their suicidality, particularly following the promotion of our Light in the Dark support group.

The Collaborative Assessment and Management of Suicidality (CAMS) is an integral part of SOS's counseling approach. In 2023, we launched a CAMS training program in collaboration with CAMS-Care US, Limitless, and Temasek Foundation. This initiative aimed to equip community partners with the skills and tools needed to effectively support suicidal clients. In 2023, 65 professionals underwent CAMS training, and we are set to train an additional 130 professionals in 2024.



# COUNSELLING

Number of sessions conducted

**761**

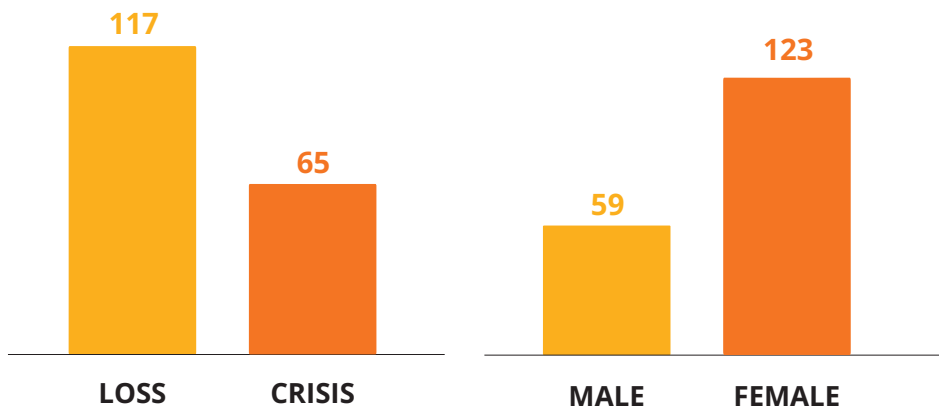
The Client Care team provides crucial counselling intervention to two distinct groups: individuals facing suicide crisis and those coping with the aftermath of suicide loss. Over 761 counselling sessions, the team has supported 182 unique clients, comprising of 117 dealing with loss and 65 in crisis.

For those in crisis, SOS case workers receive specialised training in CAMS, enabling them to assess and stabilise clients effectively while fostering a collaborative therapeutic alliance. When individuals face the deep grief of losing a loved one to suicide, SOS case workers use Meaning Reconstruction in Grief Therapy framework. This approach helps survivors to process their loss, form connections with the departed, and find solace by reflecting on memories, ultimately integrating it into their life story.

In collaborative endeavours, SOS case workers work closely with various organisations, including the Singapore Police Force, Hospitals and community agencies, to ensure comprehensive support and care for our clients across both groups.

Number of unique service users

**182**



I feel very supported, heard, and encouraged. I also feel enlightened and happy about the new perspectives I've gained on grief and the methods of connecting with my loved one who has passed on.

Thanks for always calling to see if I am alright. Even though it was 1 session it somehow did something to make me wanna improve myself.

Positive feedback given by client/community partners





## LIGHT IN THE DARK (LITD)

Light in the Dark (LITD), launched in 2023, is a psycho-educational support group organised for those who have attempted suicide in the past or who suffer with suicidal thoughts. It provides a safe space for those struggling with suicidality to connect and support one another.

Total number of participants indicating interest	<b>50</b>
Number converted to Crisis cases	<b>38</b>
Number converted to Counselling cases	<b>17</b>
Total number of participants	<b>13</b>

## CAREMAIL

Total number of unique service users served

**734**

SOS observed a gradual drop in the number of emails coming into CareMail, especially with the commencement of the CareText service. The Client Care team also observed that more counselling clients use this platform to correspond with their counsellors. Hence, in late November 2023, the team created a new email address designated for counselling clientele to distinguish CareMail emails from other email correspondence. Hence, the number reflected in this financial year has dramatically decreased, on top of the already declining trend in the previous financial year.





## Medium Risk and High Risk Cases

(April 2023 to March 2024)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>High risk</b>	2	2	2	3	1	3	3	0	0	0	0	1	<b>17</b>
<b>Medium risk</b>	6	7	8	3	1	0	1	1	1	1	1	0	<b>30</b>
<b>Total cases</b>	43	40	30	47	27	20	24	21	13	58	19	25	<b>367</b>

## LOCAL OUTREACH TO SUICIDE SURVIVORS (LOSS)

**Number of Next-of-Kins supported through LOSS Programme**

**338**

The LOSS (Local Outreach to Suicide Survivors) programme provides immediate and longer-term support to individuals who have lost a significant other to suicide. Our services include emergency activation, individual counselling, Healing Conversation and support groups.

During emergency activation, staff and trained volunteers are deployed onsite (e.g. residence, mortuary) to provide emotional support to next-of-kin.

Counsellors will provide individual counselling to suicide survivors. The newly bereaved (suicide survivor) may request to connect with another fellow survivor on a one-on-one basis. In this case, the counsellor will arrange a meeting with a Healing Companion who has had a similar loss. Individuals who are interested and assessed to be ready may be invited to join support groups.

\*There was a moment that I never felt so understood when I was relating my experiences and how I was dealing with my sibling's death...

... I think Danfeng has done an excellent job in providing comfort, listening ear and making sure the pace of the sessions are comfortable for me...I think it was through such actions, I felt open to slowly show my vulnerable side to her.

There are two main support groups offered by the LOSS programme. Healing Within is a structured and closed group programme. It comprises six sessions conducted fortnightly. In contrast, Healing Bridge is an open group programme, conducted monthly and in English and Mandarin. Members can discuss topics for which they seek the group's support.

We have also established a community of Healing Companions, who are survivors of suicide loss themselves and use their lived experience to support the newly bereaved and facilitate support groups. External training and internal group debriefing sessions are provided to ensure that they are well prepared to support one another.

# VOLUNTEER MANAGEMENT

Our volunteers are the cornerstone of SOS, enriching our support for the at-risk community through our 24-hour Hotline, 24-hour CareText, and other initiatives. SOS volunteers come from all walks of life. They contribute their expertise in various roles, including serving on our Board of Directors and committees, as part of our skills-based volunteering projects.

Total number of volunteers

**392**

Hotline volunteers    CareText volunteers

**287**

**66**

## TOTAL NUMBER OF HOURS CONTRIBUTED

Hotline

**22,715**

CareText

(handled by both staff and volunteers)

**3,388**

## AVERAGE NUMBER OF HOURS PER VOLUNTEER

**76.3**

## Among the volunteers

**109**

received long service awards (>5 years)

**21**

youngest age

**85**

oldest age



**22**

'Be A Samaritan' (BAS) facilitators

**49**

years of service for longest serving

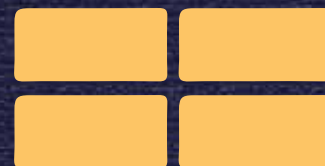


**12**

cross-deployed across Hotline and CareText

**1**

residing overseas



# RECRUITMENT

(April 2023 to March 2024)

	Total number of runs	Total attendance
Potential Volunteer Briefing	12 runs	520 pax
Be A Samaritan for Potential Volunteers (New Initiative)	13 runs	250 pax
Recruitment Roadshow	2 runs	NA

# SOCIAL EVENTS AND ENGAGEMENT ACTIVITIES

	Event	Attendance
<b>For Members, Board and Committees</b>	53rd Annual General Meeting (AGM)	20
	Extra Ordinary General Meeting (EOGM) 2023	21
	Board, Committee and Staff sessions	23
<b>Signature Events</b>	Family Day 2023	67
	Turning Blue Party	53
	Spark the Change (Pre-event)	70
	Spark the Change (Event day)	81
	International Volunteer Day 2023	74
<b>Internal Engagement (Volunteers &amp; Staff)</b>	Volunteer Service Partners (VSP) Retreat	15
	55th Anniversary Annual Luncheon	165
	CareText Focus Group Discussion	10
	Volunteer Representatives Focus Group Discussion	8
	Be A Samaritan (BAS) Appreciation for facilitators	47
	SOS Project Core Value Workshop 1	17
	Interest Group – Munch Bunch	11
	Interest Group – Boardgame Night	13
<b>Wellness Activities</b>	Singapore Airlines (SIA) Open House	15
	Managing Stress at Work	16

# CONTINUAL TRAINING AND ENRICHMENT SESSIONS

24-hour Hotline	Type of trainings	Attendance
<b>Continual Training by Internal Staff / Volunteers</b>	Supervisors' Training (Hotline)	7
	Volunteers' Orientation Sessions	24
	Volunteers' Touchbase Sessions	22
	Business Continuity Planning (BCP) Briefing Sessions	12
	Beyond Blue (Module 1-3)	96
	Be A Samaritan (BAS) Facilitator Training	17

24-hour CareText	Type of trainings	Attendance
<b>Continual Training by Internal Staff / Volunteers</b>	Supervisors' Training (CareText)	8
	Volunteers' Orientation Sessions	27
	CareText Be A Samaritan (BAS) session	9

CareMail	Type of trainings	Attendance
<b>Continual Training by Internal Staff / Volunteers</b>	CareMail Training	10

Other Training	Type of trainings	Attendance
<b>Enrichment sessions by Partners</b>	Local Outreach To Suicide Survivors (LOSS) Talk	29
	Institute of Mental Health (IMH) Visit	22
	Information Sharing - Addiction	32
	Sharing Session - Caregiving for Persons with Dementia	11

# 55 YEARS OF LIFELINES: UNITY IN ACTION

With 55 years of lifelines, SOS firmly believes that suicide prevention is everyone's responsibility. The cause for suicide prevention and awareness cannot be done by SOS alone, but rather alongside community individuals who can act as first responders to those in distress within their social circles. Over the decades, we have collaborated with diverse partners, including community organisations, healthcare providers, and volunteers, to widen the community safety net. Together, we strive to create a robust support system that reaches all corners of our society, ensuring that no one has to face their darkest moments alone.

# 03





**682**

participants in  
FY2023/2024

**42**

session runs  
in FY2023/2024

# TRAINING AND DEVELOPMENT

SOS's training programmes and workshops are integral to our advocacy efforts, educating the community about Singapore's suicide landscape and equipping them with the skills to support individuals in distress and direct them to appropriate resources. In FY2023/2024, we trained **682 participants across 42 sessions**, reaching both the general public and social service practitioners.

In FY2023/2024, Training & Development (T&D) focused on developing the organisation's capability and competency to become a Centre of Excellence and Training Provider for crisis management and suicide prevention in Singapore.

Under the Training Network Model 2.0 (TNM2.0) collaboration with Social Service Institute (SSI), SOS developed and commenced five Workforce Skills Qualifications (WSQ) / SkillsFuture Singapore (SSG)-funded courses under which social service sector professionals and volunteers were trained in suicide intervention skills, postvention skills, and managing crisis over phone and text.



Our training programmes were also showcased during the Social Service Tribe festival by the National Council of Social Services (NCSS) on 23 February 2024, with Minister Masagos Zulkifli gracing the occasion and stopping by our booth to find out more.

## Training and Development (T&D) total number of programmes, runs and trainees

Programmes	Number of runs	Number of trainees (pax)
Academic Trainings	9	266
TNM2.0 Trainings	25	294
Customised Trainings	8	122
<b>Total</b>	<b>42</b>	<b>682</b>

### Capability Building – Equipping our Trainers

While a well-designed courseware ensures that our trainees achieve the essential knowledge and skills according to the stipulated learning outcomes, passionate and competent trainers inject life and soul into the training programmes. Our dedicated trainers inspire our trainees!

T&D sponsored identified staff and volunteers to become \*ACLP-certified, a nationally recognised training programme to equip trainers with learning and performance competencies.

Our training continues to receive positive feedback. T&D also continues to leverage on the feedback for continuous growth and improvement.

\*Advanced Certificate in Learning and Performance



Practical skills, knowledge and structured approach to provide emotional support to persons with potential suicidality.

**Participant from WSQ  
Providing Emotional Support  
to Persons with Potential  
Suicidality**

I like how the information was nicely put into a learners guide rather than just slides. It's more informative, easier to read and keep for future use.. I like the way the course was conducted with enough role play and practice.

**Participant from Suicide  
Intervention Skills Workshop**

The course content was relevant, insightful and flowed well throughout. The instructors and their delivery of the content and included activities were excellent.

**Participant from Managing  
Suicide Crisis Over Phone**

# RESEARCH

## STRATEGIC FOCUS AND RECENT INITIATIVES

In SOS, the Research Department is dedicated to driving advancements in mental health and suicide prevention through focused, strategic efforts. Our work is centred around three key areas: service innovation, impact measurement, and community collaboration.

By pioneering new approaches and technologies, we aim to enhance our support services and ensure they are both effective and accessible. We rigorously measure the impact of our initiatives to continuously improve our interventions and outcomes. Additionally, we foster strong partnerships within the community to create a cohesive network of support, amplifying our reach and effectiveness in preventing suicide and promoting mental well-being. Through these strategic areas, we strive to lead the way in saving lives and supporting those in need.

### SERVICE INNOVATION

#### Listen2Me Study

The first qualitative study on the 24-hour CareText messaging service, discovered findings that led to significant improvements in the supervision structure and user experience of the service platform.

#### Digitisation of Counselling Forms

Efforts are underway to digitise counselling forms, aiming to enhance programme evaluation.

#### Death Admin Matters Study

This project leverages the lived experiences of suicide loss survivors and relevant stakeholders to create a guidebook on post-death administrative matters. The guidebook identifies gaps in the LOSS programme's service delivery and complements existing resources at SOS. It will be shared with other social service agencies to facilitate knowledge-sharing among professionals managing clients with recent suicide losses.





## IMPACT MANAGEMENT

### CareText Service Evaluation

The SOS Research team and the Crisis Support team conducted an evaluation of the 24-hour CareText service using data from 17,349 chat sessions from January to December 2023. By analysing pre- and post-chat distress scores reported by clients and volunteers, the study found a high perceived effectiveness of CareText ( $\geq 88\%$ ). Additionally, it demonstrated that volunteer-assessed post-chat distress scores could serve as proxy indicators when clients' scores are unavailable.

### Internal Projects

The Research team collaborates closely with the Client Care team on internal projects to enhance workflow and evaluate the effectiveness of Collaborative Assessment and Management of Suicidality (CAMS) as well as a newly established support group for suicide attempters.

### Case Classification System Design

Efforts are also directed towards developing a case classification system to improve case management.

## COMMUNITY MANAGEMENT

### Natural Language Processing Project

In partnership with Professor Pei Hua Cher from Duke-NUS, the SOS Research team developed a classification system that uses natural language processing to analyse chat transcripts and identify clients' risk factors. This exploratory study classified client messages into categories such as Bullying, Education, Loss of Loved One, Relationship, Social Isolation, and Violence. The promising results suggest that developing a real-time classification system could aid volunteers in prioritising chats based on distress levels and predicting suicide risk.

### Capacity Building

The SOS Research team supports the capacity building of social service practitioners by providing field supervision for social work research projects and coordinating sector-wide training on CAMS. This training helps the client care team reduce and manage suicide risk among clients.

### Case Study with Singapore University of Social Sciences (SUSS)

The Research team partnered with SUSS to produce a case study documenting the organisational transformation of SOS in recent years.

### Partnerships with Institutes of Higher Learnings (IHLs)

SOS collaborates with IHLs for extensive research projects. For instance, SOS received the Mrs Lee Choon Guan grant to fund a pilot study evaluating the LOSS programme, which was accepted for presentation at an international social work practice research conference.

# COMMUNITY DEVELOPMENT

Suicide is a global issue faced by many communities around the world. In Singapore, there is an average of one suicide death per day. The first national perception study on suicide, published by Singapore Management University (SMU), found that fear, stigma, and a lack of knowledge in suicide prevention lead to avoidance, despite a desire to help. The ability to engage a suicidal person and provide emotional support is the first step to encourage further help-seeking.

In addition to our training and workshops, SOS offers community-wide programmes for individuals interested in learning more about suicide and how to support those in distress, as well as for industry professionals looking to enhance their skills. These initiatives allow us to broaden the scope of our advocacy and educational efforts, establishing a more extensive network of support for anyone in the community who needs help.

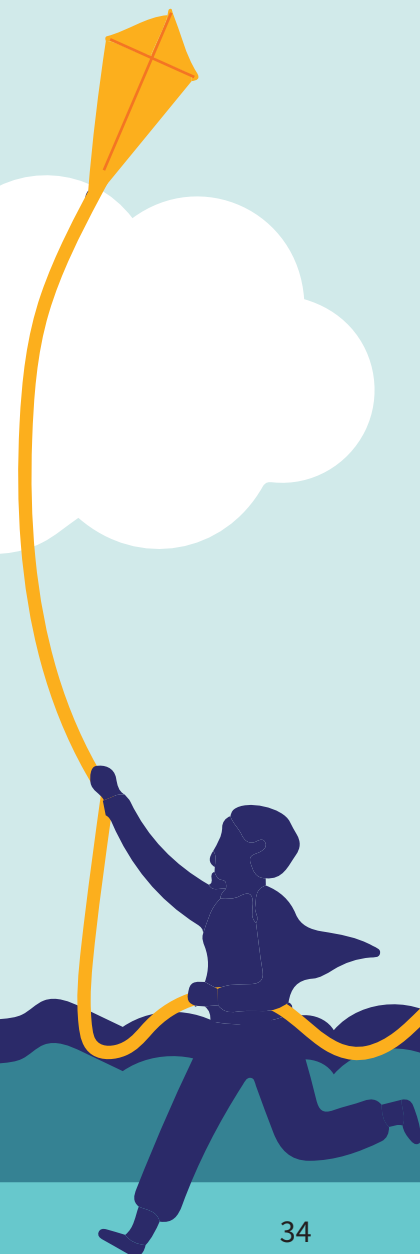
Through our programmes, we aim to address these challenges by equipping individuals with the skills and confidence needed to support those in distress. By doing so, we hope to foster a more informed and supportive community, extending the reach of our advocacy and educational efforts to create a wider network of care for those in need.

## Suicide Risk Assessment (SRA) Programme

**50** participants in total | **3** classes in total

Global and local studies suggested that the “majority of individuals with suicidal ideation do not go on to make suicide attempts”. Before we get overwhelmed by the existence of suicidal thoughts, it is helpful to further assess the suicide risk and offer relevant support. This is an especially important skill for personnel who are in contact with at-risk individuals due to their roles or job functions.

Throughout FY2023/2024, we trained **50 participants across 3 classes** through this programme. This programme aims to equip participants with the skills to ascertain risk level using a suicide risk assessment tool. Participants will also gain awareness on how personal and society’s attitudes about suicide influence the helping process.



## Be a Samaritan (BAS) Programme

**1,857** participants in total | **98** classes in total

Officially launched in July 2022, SOS introduced the Be A Samaritan (BAS) programme to empower community members with the confidence, knowledge, and skills to act as first responders and provide vital support to those in distress or facing a suicide crisis. Throughout FY2023/2024, we trained over **1,800 participants across 98 classes** through this programme, enhancing our efforts to mobilise the wider community in suicide prevention. After attending the BAS training, **221 participants** continued to stay connected with SOS through the Youth Mindline platform.

With the support of various organisations from the public and private sectors, educational institutions, as well as other entities such as religious groups, SOS looks to expand and enhance our community development efforts to reach out to the wider audience in Singapore. SOS aims to engage more partners and organisations in the future to further spread awareness of the cause we are supporting: suicide prevention and awareness.



### **Corporate & Social Enterprise**

Almac Group  
Animal-Assisted Interactions Singapore  
APRW Asia  
Deliveroo  
DHL Express  
Gladiolus Place  
Go-Ahead Singapore  
JL Family Office  
Palfinger Asia Pacific Private Limited  
SBS Transit Limited  
SMRT Corporation Limited  
Tan Chin Tuan Foundation  
Tower Transit Singapore

### **Educational Institutions**

ACS International  
CHIJ Kellock (Primary)  
CHIJ Our Lady of the Nativity School (Primary)  
CHIJ St Nicholas Girls School (Primary)  
CHIJ St Theresa's Convent  
Hwa Chong International School  
Invictus International School  
Juying Secondary School  
Kaplan Singapore  
Nanyang Technological University  
National University of Singapore  
Ngee Ann Polytechnic  
Raffles Institution  
Singapore Institute of Management  
Singapore Management University  
Singapore Polytechnic  
Singapore University of Social Sciences  
St Joseph's Convent

### **Non-profit & Social Services**

AWWA  
Big At Heart Limited  
Caregivers Alliance Limited  
Focus on the Family Singapore  
Geylang East Home for the Aged  
Hay WeCare  
Half Global  
Heartware Network  
Jiaying Community Services Society  
Methodist Welfare Services  
New Hope Community Services  
SHINE Children & Youth Services  
Singapore Anglican Community Services  
Singapore Red Cross Society  
St. Andrew's Senior Care  
Tzu Chi Humanistic Youth Centre  
Yellow Ribbon Singapore

### **Healthcare Services**

Home Nursing Foundation  
Khoo Teck Puat Hospital  
St Luke's Hospital

### **Government Agency and Statutory Board**

48th Battalion Singapore Armoured Regiment  
Agency for Integrated Care  
Agency for Science, Technology and Research (A\*STAR)  
Land Transport Authority  
MINDEF Singapore  
Ministry of Education  
Ministry of Manpower  
Ministry of Social and Family Development  
National Council of Social Service  
National Library Board  
National Youth Council – Outward Bound  
Public Transport Council  
SGCares  
Singapore Prison Service  
Supreme Court & State Court  
Youth Corps Singapore

### **Grassroots Organisations**

Cheng San Ang Mo Kio Group Representation Constituency  
Jalan Kayu Constituency  
Sembawang Group Representation Constituency

### **Religious Organisations**

Central Christian Church  
Church of Our Saviour  
City Harvest Church  
Covenant Evangelical Free Church  
Partner in Empowering & Leading Individuals, Training & Advocacy (Pelita)  
Pergas Singapore

## Testimonials from partners

The course provided by SOS played a crucial role in equipping our commanders and soldiers with the basic skills and knowledge to approach those in need effectively. We have indeed gained invaluable insights and a deeper understanding of people in need, which has transformed the way we interact with and support them.

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**48th Battalion Singapore  
Armoured Regiment**

Scenarios for the role-plays were set to the school context to help make issues more relevant. Conducting these sessions in small groups with a knowledgeable facilitator helped participants to interact well and participants readily raised questions or shared insights they gained from the role-plays.

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**Raffles Institution**

It was eye-opening to realise how frequently we unintentionally offer our opinions to others, even when they are in distress. The insight that sometimes people simply desire to be "heard," without necessarily seeking immediate solutions, resonated deeply with us.

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**APRW Asia**

Our volunteers gave positive feedback and found the training to be informative and useful in providing support to someone in distress ... This is definitely a great and useful workshop as these skills are very applicable in our daily lives.

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**Home Nursing Foundation**

Applying empathy is an important skill that is often neglected or forgotten in our fast-paced society. The emphasis to apply empathy during the role play segment is a good refresher for our attendees as they are able to gain a better understanding of its impact and usefulness during such challenging situations.

---

**Geylang East Home  
for the Aged**

在实践环节，每个小组的培训师们都经验丰富，很细心和耐心地分享与指导学员 实践；大家感受到培训师们的真诚与爱心，也激发了大家愿意投入服务的心，更加认真去学习与应用！

**Central Christian Church**

# 04

## HOPE'S GUIDING HAND: OUR COLLECTIVE IMPACT

Our impact is amplified by the unwavering support of those who believe in our cause. Together, we bring hope to individuals in crisis, intervening and de-escalating suicide risks to help them find a path forward. By working hand-in-hand with our supporters, we create a powerful network of care that extends across our community, ensuring that everyone has access to the critical support they need during their most vulnerable moments.

Much like planting a tree, each outreach initiative is a step forward in our advocacy efforts, symbolising growth and fostering a future where our community can be suicide-free.



# BREAKING THE STIGMA THROUGH ADVOCACY

**2,130** participants in total

Suicide is a complex issue that requires a multi-faceted approach as it often stems from various factors. In Singapore, a significant challenge is the stigma surrounding discussions about suicide, making it a taboo topic. However, addressing this taboo is crucial because open dialogue allows us to understand struggles and provide support to those in distress.

Education is crucial in advocacy efforts, requiring proactive steps to ensure accessibility and understanding across diverse age groups through comprehensive initiatives and community engagement. In FY2023/2024, SOS reached over **2,000 participants** through external talks, focusing on Singapore's suicide prevention landscape, sharing current statistics, and educating the community on how to recognise signs of distress. Through these efforts, SOS aims to enhance the local support and safety network for individuals at risk and actively working to reduce the stigma associated with suicide.





## OUTREACH INITIATIVES

### MEET THE SAMARITANS: AN EXPERIMENTAL TOUR

In FY2023/2024, SOS hosted a series of exclusive 'Meet the Samaritans: An Experiential Tour' sessions, welcoming a range of distinguished guests. These private tours aim to offer a deeper understanding of our work in suicide prevention, intervention, and postvention. Participants not only toured our facilities but also engaged in experiential activities to better grasp the challenges faced by those in distress.

Following their participation in these immersive experiences, partners and individuals have expressed a newfound sense of urgency and commitment towards supporting SOS and its vital mission in suicide prevention. Witnessing and understanding firsthand the comprehensive efforts and dedication of SOS staff and volunteers during the experiential tours has deeply resonated with these attendees, leading to a heightened awareness of the critical importance of mental health initiatives within our community.

# FUNDRAISING AND OUTREACH CAMPAIGNS

Fundraising continues to play a pivotal role in ensuring the sustainability and growth of our organisation. It allows us to build a robust support system that enables us to expand our outreach initiatives, empower the community through our training and community programmes, and ensure that we can continue our mission of being an available lifeline to anyone in crisis.

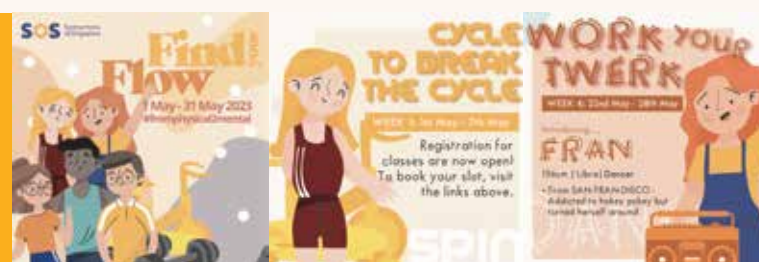
With the generous support of our donors, sponsors and partners, SOS raised over **\$565,515** through our fundraising campaigns. These campaigns have also given us the opportunity to expand our collaborative efforts with our impact partners, which has helped strengthen our outreach, encouraging more in the community to spread awareness for suicide prevention and be empowered to support others in need.

The success of our fundraising efforts is a testament to the collective efforts of our community. We thank each and every one of you for your contributions and support. Together, we are driving change and creating a lasting impact where every individual feels valued and supported when needed.

## FIND YOUR FLOW

In conjunction with Physical Wellness Month from April to mid-May, we conducted a 5-week campaign in collaboration with our physical wellness partners. This initiative featured a month of classes aimed at encouraging community participation in exercises and activities, while underscoring the crucial role of physical health in enhancing mental well-being.

We extend our heartfelt thanks to our wellness partners, participants, and the broader community for their steadfast support during our Find Your Flow campaign. A percentage of the proceeds from these classes has been allocated to enhancing our programmes and services for individuals in distress. Together, the campaign successfully raised a total of **\$12,996**.



# SPARK THE CHANGE FEST 2023

In conjunction with World Suicide Prevention Day (WSPD), we organised our second edition of “Spark the Change Fest” on 2 September 2023 at OCBC Square, Singapore Sports Hub. The event started with our signature 3KM #HOWRU Charity Walk, followed by fringe activities and exhibitions raising awareness and support for mental health and suicide prevention, all with the aim of empowering more in the community to step forward and initiate change by taking an active role in supporting individuals in distress.

We were immensely touched by the great turn out and support from our donors, sponsors, partners, and thousands of individuals who came in solidarity to show their love and support for individuals who are going through a difficult time. The event was an opportunity to reinforce our unwavering commitment collectively in ensuring that no one feels alone during their darkest times. Together, we can continue to have open conversations to Break the Stigma surrounding suicide and Spark the Change for those who need it most.

With the great support of everyone, we raised a total of **\$295,252!**



## 'WSPD' CAMPAIGN 2023

As SOS continues to observe World Suicide Prevention Day (WSPD) in the month of September, SOS emphasised the notion that appearances can be deceiving, reminding us that it is not always obvious when someone is experiencing suicidal thoughts. Utilising familiar games like Scrabble, Jenga and Pictionary, the campaign spotlights the message that beneath the surface, someone may be silently struggling. Not everything is as it appears – sometimes, we wear a smile to conceal our pain. We urge the community to reach out: to seek help if needed, and to extend a hand to check in on loved ones.

The campaign encouraged a culture of openness and support within the community, where individuals feel comfortable seeking help for themselves or checking in on loved ones who may be struggling. We would like to express our gratitude towards SMRT Corporation and Stellar Ace for their support of the campaign.



# INTERNATIONAL SURVIVORS OF SUICIDE (ISOS) LOSS DAY

In FY2023/2024, SOS embraced the theme "Reauthoring Stories, Reconnecting Bonds" for International Survivors of Suicide (ISOS) Loss Day held in November. This annual observance provided a vital opportunity for those affected by suicide loss to unite, share experiences, and find solace in collective understanding. The aim was to remind individuals grappling with loss that they do not need to go through their pain alone, but can seek support and find comfort in a compassionate community.

ISOS Loss Day provided a safe space for participants to engage in activities fostering unity and hope after suicide loss. Attendees chose between two workshops: Vessel of Hope: A Grief Art Therapy Workshop, led by Ms. Jolene Chiang, which used art to express grief and find hope, and Remembrance: A Memory Quilt Workshop, facilitated by SOS Counsellors and supported by Kate & Avie, which focused on creating memory quilts to honour and remember loved ones, promoting connection and continuity.

This closed-door event was open to all affected by suicide grief, ensuring accessibility and support for everyone in need. ISOS Loss Day encouraged celebrating each person's life journey and emphasised community support to navigate grief, striving to highlight their enduring impact and legacy rather than defining individuals solely by their death by suicide.

## CHARITREES 2023



In the 13th edition of ChariTrees, the Marina Bay Waterfront Promenade was lighted up once again with specially designed Christmas trees from 20 November to 26 December 2023. We had the honour of having President Tharman Shanmugaratnam officially launch the light-up event.

Themed "Luminosity", this event was a call for humanity and the responsibility we have to society to be a beacon of hope and light for others. This also provided us an opportunity to show our appreciation for the efforts of individuals and corporations who have contributed significantly to support the undeserved within the community.

A heartfelt thank you to our co-organisers, The Rice Company Limited (TRCL), SPD, Singapore Cancer Society, as well as our generous donors and partners for their efforts and continuous support. SOS raised a total of **\$257,268**, and collectively, we raised **\$956,592**.

# SOS IN THE MEDIA

To stay relevant and engaged with our audience, it is important for SOS to maintain an active presence on multiple platforms and understand the audience's tone and preferences. This allows us to provide better resources to those in distress and raise awareness more effectively.

In FY23/24, SOS garnered mentions and features in at least **250 media publications**, including newspapers, magazines, online platforms, and television programmes. This extensive media coverage amplified the reach of our programs and services, enhancing our impact on the community and our ability to share news about our resources.

Social media for good



Collaborating with community partners and social media platforms is crucial for community safety and access to help. SOS works with major platforms like TikTok, YouTube, and Meta to sharpen policies. For example, SOS participated in a YouTube session on flagging inappropriate content, contributing to discussions on keeping kids, youth, and families safe. SOS also provided feedback to help YouTube finetune their flagging process.

As the social media space continues to evolve and expand, SOS remains committed to enhancing and refining policies. Our goal is to ensure that everyone can navigate online platforms safely and confidently, fostering a secure environment for all users to seek assistance and engage positively with content.



# COMMUNITY PARTNERSHIPS

SOS recognises that collaboration is essential; we cannot accomplish our mission alone. By partnering with others, sharing resources, identifying community gaps, and collaborating on initiatives, we strengthen our impact. In the past year, SOS has focused on enhancing community partnerships, particularly through the expansion of our CareText volunteering programme. Working closely with esteemed youth organisations and local communities, we aimed to broaden the volunteer base to ensure that more individuals have access to crucial support services.

Aligned with our commitment to addressing critical community needs, we launched a pilot project to provide specialised crisis support for young individuals. This initiative demonstrates our proactive approach in tackling the unique challenges faced by youths in distress.

Furthermore, SOS reaffirmed its commitment to comprehensive community care by extending support to callers in need, particularly through the provision of emotional assistance. By leveraging our established protocols and trained volunteers, we ensure that every individual reaching out for support receives the compassion and guidance they deserve. These collaborative efforts stand as a testament to our unwavering dedication to serving and uplifting our community in times of need.

## **Supporting Emotional Wellness: Human Immunodeficiency Virus (HIV) Self-Testing Crisis Intervention by Trained Volunteers**

Our trained volunteers on the 24-hour Hotline and CareText platforms provide emotional support to callers dealing with distress related to HIV self-testing, especially those experiencing suicidal thoughts. Volunteers also guide callers to additional resources, including organisations like the Department of Sexually Transmitted Diseases Control (DSC) and Action for AIDS Singapore (AfA).

## **Fostering Youth Resilience: SOS & Project Green Ribbon's Collaborative Crisis Intervention Pilot**

SOS and Project Green Ribbon (PGR) are collaborating on a pilot project aimed at youths aged 18 to 25 in crisis. SOS will manage a 24-hour mobile crisis team activated upon referral to assess and stabilise individuals in crisis. The pilot aims to support 55 service users over a 9-month period from 1 April 2024 to 31 January 2025.

## **Empowering Youth Engagement: SOS' Collaborative Volunteer Recruitment Initiatives**

SOS's Volunteer Management Team collaborated with youth organisations like Youth Corps Singapore and Heartware Network to raise awareness of CareText volunteering opportunities. The aim was to attract more young volunteers, given that most CareText clients are youth.

Additionally, SOS partnered with community constituencies such as Jalan Besar and Sengkang GRC to promote recruitment efforts. A significant milestone was the inaugural collaboration with SG Care Volunteer Centres from CareCorner to strengthen volunteer recruitment initiatives.

# DONORS

<b>\$50,000 and above</b>	Mind the Gap 200 Fund
	Singapore Pools (Private) Limited
<b>\$10,000 and above</b>	64 Club Street
	British Theatre Playhouse Private Limited
	Chee Yin Chia
	Chuah Kee Heng
	Daniel Fung Shuen Sheng
	Gay Hui Yi
	Genesis Advisors
	Holywell Foundation Limited
	Melanie Yip
	Mellford Private Limited
	Newline Asia Services Private Limited
	Nunchi Marine Private Limited
	Sunningdale Tech Limited
<b>\$5,000 and above</b>	Brilliance Capital Private Limited
	Buss Global Holdings Private Limited
	DBS Bank Limited
	Elaine Sum Li Ying
	Goldman Sachs Gives (UK)
	Heliconia Capital Management Private Limited
	Jim Greene-Kelly
	Kwan Im Thong Hood Cho Temple
	Lululemon Athletica SG Private Limited
	Newcastle Australia Institute of Higher Education Private Limited
	NTUC Fairprice Foundation Limited
	Pei Hwa Foundation Limited
	Sir Stamford Raffles Lodge Number 7444
	SNACK by Income
	Tiong Shu
Youjoy Private Limited	

# SPONSORSHIP AND DONATION-IN-KIND (DIK)

## Organisation

- Believer Music Private Limited
- Blackmores (Singapore) Private Limited
- Common Man Coffee Roasters International Private Limited
- MILO Singapore
- SBS Transit Rail Private Limited
- Singapore Anglican Community Services
- Skechers Singapore Private Limited
- SMRT Corporation Limited

**Total Value** **\$ 225,375**

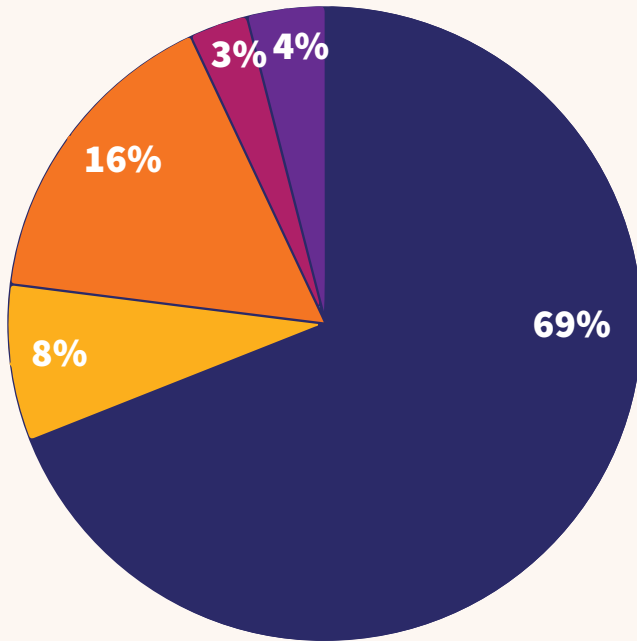




# SUMMARY OF FINANCIAL PERFORMANCE

Total Income

**\$6,890,988**

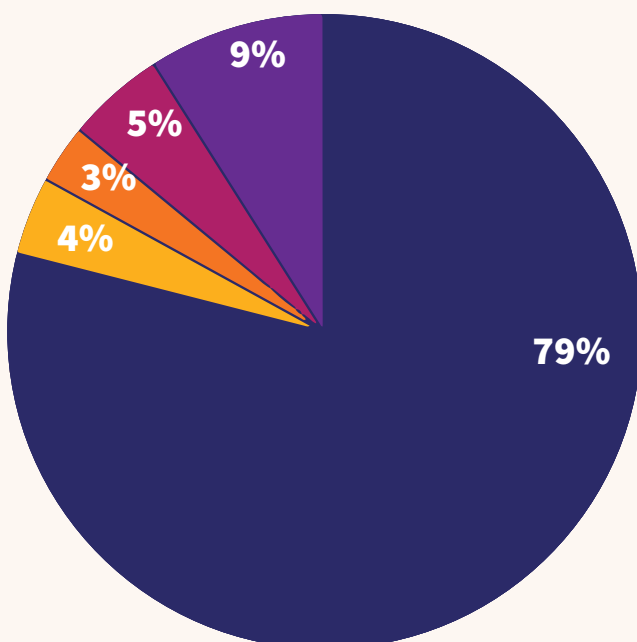


## Breakdown of Income

- Funding \$4,758,350
- Other Grants and Wage Credit \$562,123
- Donations and Sponsorship \$1,106,541
- Training Income \$185,293
- Other Income \$278,681

Total Expenditure

**\$6,959,311**



## Breakdown of Expenditure

- Manpower Expenses \$5,503,625
- Fundraising and related Sponsorship Expenses \$282,294
- Publicity and Education Expenses \$193,795
- Depreciation Expenses \$321,459
- Other Operating Expenses \$658,138

# CHARTING THE COURSE OF HOPE: NAVIGATING GOVERNANCE

As we move towards the future, robust governance within our organisation becomes increasingly crucial. It forms the bedrock that enables SOS to maintain stability and effectiveness, empowering the organisation to assist those in need and to lead the cause of suicide prevention. Our board of directors, composed of dedicated and diverse individuals, provides strategic oversight and ensures our mission and values remain at the forefront of our efforts. Complementing this leadership is the organisational structure, which fosters clear communication and efficient decision-making across all levels. Through their guidance and our structured framework, we work towards being well-equipped to serve our community and spearhead initiatives that foster hope and resilience.

# 05

# OUR EIGHT CORE PILLARS

that will guide our strategic plans



**8. Serving as the Lead Agency  
in Suicide Prevention**

**7. Rallying Community to be  
the First Resource in Suicide  
Prevention**

**6. Enhancing SOS' Volunteer  
Management Framework**

**5. Enabling SOS' Sustainability**

**4. Developing Research  
Strategy & Roadmap**

**3. Deepening Counselling  
Competencies to Address  
Acute Cases**

**2. Cultivating a 1-SOS Culture**

**1. Building on Current Systems  
to Enhance Capabilities**

# THE YEAR AHEAD

As we look to the year ahead, Samaritans of Singapore Limited (SOS) is dedicated to advancing our mission of suicide prevention through strategic initiatives and innovative approaches. Our focus will be on three key areas: enhancing our role as the lead agency in suicide prevention, rallying the community to be the first line of support, and building on our current systems to further improve our capabilities.

## Serve as Lead Agency in Suicide Prevention

To facilitate the proliferation of suicide intervention skills to better support clients with suicide risks in the community, SOS will transit its training modules to the SkillsFuture Singapore (SSG) framework. This enables SOS's training offerings to be aligned to national competency frameworks and to tap subsidies for training to be accessible and affordable for sector professionals.

## Rally Community to be First Resource in Suicide Prevention

As the demand for Be A Samaritan (BAS) programme continues to grow, SOS seeks to enlarge the current BAS training to include BAS Junior. This allows students between the ages of 13 to 18 to acquire skills to support their peers when they spot signs of distress in them, or when they are approached by their peers.

## Build on Current Systems to Enhance Capabilities

Given the increasing demand of our 24-hour CareText service across the last few years, SOS seeks to tap artificial intelligence (AI) capabilities to provide prompts to ensure timely and effective support, and to identify risk factors as chat conversations evolve. With these capabilities, staff and volunteers will be equipped with assistance to ensure that the service users' risk levels are appropriately attended to.



## Enabling Sustainability of SOS through Fundraising

Fundraising remains as a critical strategic pillar for SOS, ensuring that our operations are future-proofed, allowing us to maintain our current programmes and 24-hour services, invest in new initiatives, and ensure that we can adapt to emerging needs while cultivating a network of advocates and supporters who believe in the missional cause of SOS's work.

In this 55th milestone year, we have a few key events anchoring the fundraising efforts of SOS, to commemorate 55 years of being an available lifeline to anyone in crisis and to reaffirm our commitment to better serve those in need within the crisis care space.

Our forward plans in fundraising are centred on strategic initiatives designed to diversify our funding sources and increase our financial sustainability. We aim to build on signature events with a wide reach to break the stigma of suicide while also allowing us to explore partnerships that align with our mission and values, fostering mutually beneficial relationships. While emphasising transparency and impact reporting, our aim is to ensure sustainable support that will enable SOS to continue to make a difference in the lives of those we serve for many years to come.

Here are a few key events in the year ahead:

<b>Date</b>	<b>Campaign</b>	<b>Overview</b>	<b>Target</b>
8 January to 30 June 2024	55th Anniversary Charity Gala Dinner	Fundraising charity gala dinner	\$450,000
1 April to 30 September 2024	Sonder: Unravelling Complexities of Suicide	Suicide prevention symposium for the public, sector and partners	\$250,000
16 May to 31 December 2024	ChariTrees 2024	Annual Christmas campaign targeted at individuals and corporate partners	\$200,000



# ORGANISATION INFORMATION

Samaritans of Singapore Limited (the “Company”) is incorporated on 23 December 2022 as a Company Limited by Guarantee to take over all the operations that were previously managed by Samaritan of Singapore (the “Society”). The transition from the Society to the Company was completed on 1 April 2023.

On 21 July 2023, the members passed a resolution to dissolve the Society, and the dissolution has been smoothly effected as of 11 November 2023.

## **Samaritans of Singapore Limited**

<b>UEN:</b>	202245684D
<b>Date of Incorporation:</b>	23 December 2022
<b>Type of Entity:</b>	Company Limited by Guarantee
<b>Charity registration date:</b>	14 February 2023
<b>IPC Status:</b>	2 March 2023 till 1 March 2025
<b>Registered Address:</b>	Block 10 Cantonment Close, #01-01 Multi Storey Car Park, Singapore 080010
<b>Governing Instrument:</b>	Constitution
<b>External Auditor:</b>	PG Wee Partnership LLP
<b>Main Banker:</b>	DBS Bank Limited

## **Samaritans of Singapore**

<b>UEN:</b>	S69SS0047D
<b>Date of Incorporation:</b>	29 July 1969
<b>Type of Entity:</b>	Society
<b>Charity registration date:</b>	26 September 1983
<b>IPC Status:</b>	1 April 2022 till 31 December 2024
<b>Registered Address:</b>	Block 10 Cantonment Close, #01-01 Multi Storey Car Park, Singapore 080010
<b>Governing Instrument:</b>	Constitution
<b>External Auditor:</b>	PG Wee Partnership LLP
<b>Main Banker:</b>	DBS Bank Limited
<b>Date of Dissolution:</b>	11 November 2023

**Membership:**

National Council of Social Service (NCSS)

International Association for Suicide Prevention (IASP)

**Clinical Adviser:****Dr Tan Sheng Neng**

Consultant Psychiatrist

Tan Chue Tin Clinic Pte Ltd (Paragon Medical Centre)

The Safety Net

**Legal Advisers:****Ms Ellen Lee Geck Hoon, JP, PBM**

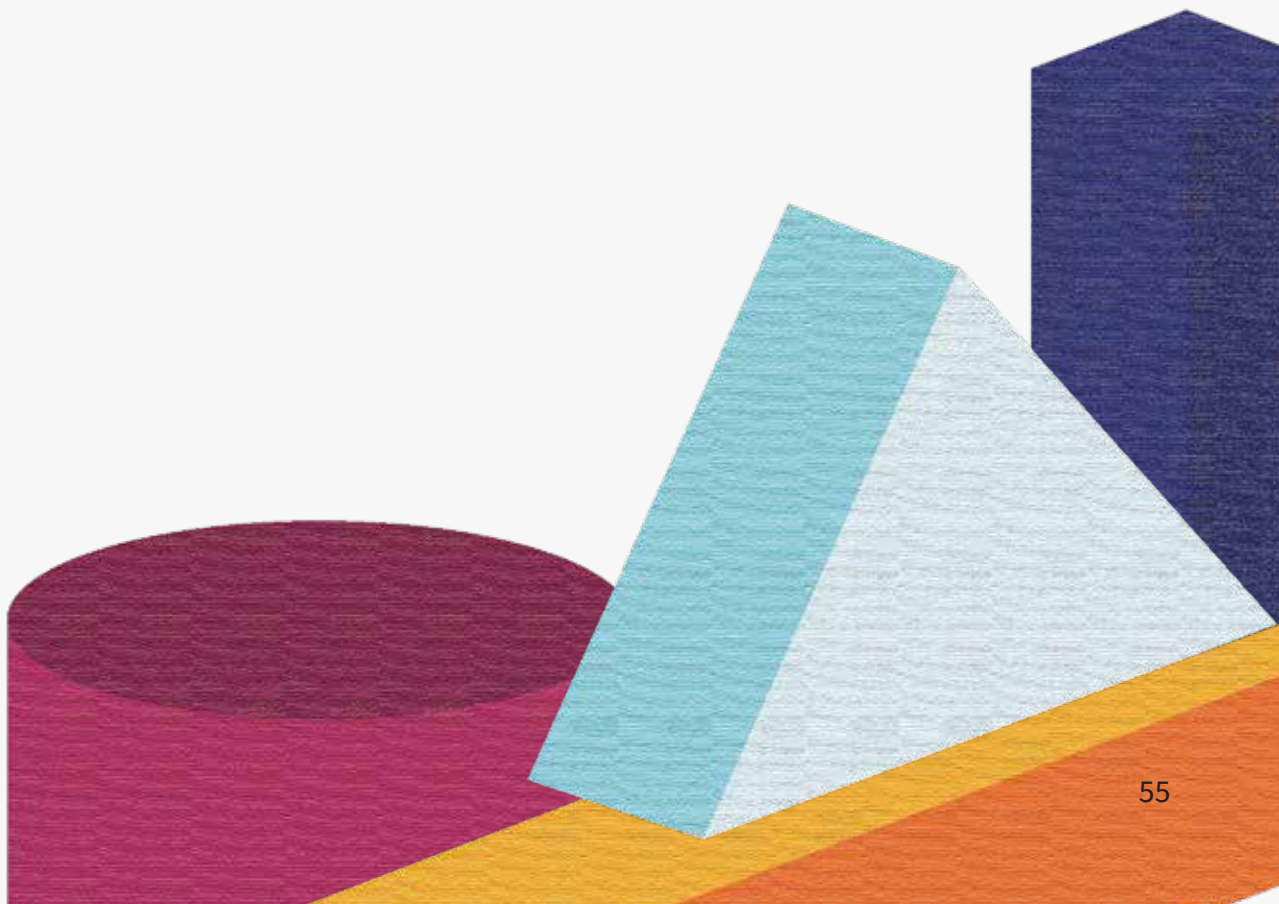
Advocate & Solicitor

Consultant of DCMO Law Practice LLC

**Mr S. Sivanesan**

Senior Partner

Dentons Rodyk & Davidson LLP



# BOARD OF DIRECTORS

(as of 31st March 2024)



## **Chairman**

**Ms Lee Sook Fung**

**General Manager, Smit Singapore Pte Ltd**

Sook Fung has been with Smit Singapore, part of a Dutch MNC in the marine industry for more than 45 years. Operating as a professional accountant by trade, she is also a member of the local senior management team for many years. Additionally, she has been serving on the board of various local companies of the Group since 1985.



## **Vice Chairman**

**Mr Roel Faes**

**Senior Vice-President, Citibank N.A. Singapore**

Roel has over 30 years of experience working in financial services, information technology and telecoms. He currently works for Citi as a Regulatory Interaction analyst based in Singapore. Before that, Roel was with Ericsson in various leadership positions across Asia and Europe. He is also the Chairperson of the Programme and Services Committee. He was a volunteer with Befrienders in Malaysia for five years.



## **Treasurer**

**Ms Sharon Siah Chek Hoon**

**Operations CFO, L'Oreal Singapore PTE LTD**

Sharon was co-opted to the SOS Board in 2019 and was appointed as the Honorary Treasurer in 2020, filling a critical position with her professional competence and experience in finance. Prior to joining L'Oreal she was APAC CFO at JUUL Labs and has over twenty years of experience in various corporate finance and accounting capacities that she has undertaken. Beyond her contributions to SOS, she had also volunteered her time at AWARE and Aidha.





**Ms Judy Low Gek Neo**

**Senior Assistant Director**

**Integrated Communications and Marketing, AIC**

Judy is an experienced communications professional with 25 years of regional responsibilities in global healthcare and technology companies. Prior to joining AIC, she was a Director of International Communications in the private sector. She has been involved in the organisation's training efforts and focused on supporting the Board by leveraging her experience in corporate, executive and employee communications.



**Mr Adrian Seow Chin Hwee**

**Independent Consultant**

Adrian has held key senior appointments with financial institutions and banks over a 30+ year career. As a C-suite Executive, he has strong strategic and transformation management depth in country and region wide implementation of Operations and Technology projects. His expertise lies in the senior management of banking systems, and operations with a broadbased geographical exposure in the regional banking industry.



**Ms Nancy Ng**

**Director, Family Support Division**

**Family Life Group (MSF)**

**Senior Lecturer, Social Work**

**SR Nathan School of Human Development (SUSS)**

Ms Ng began her social work career as a counsellor with the SAF Counselling Center, and completed her Masters in Social Work. Following which, she worked with Yup'ik Eskimo communities in Alaska as a school social worker. She was involved in policy work at the Rehabilitation and Protection Division, appointed Chief Probation Officer at Ministry of Social and Family Development (MSF), and became the Director-General of Social Welfare in 2012. She's taken on roles such as the Director of Central Youth Guidance and teaching in SUSS, and now works in the Family Support Division.



**Dr Mariam Aljunied**

**Adjunct Associate Professor, Department of Psychology, Faculty of Arts & Social Sciences, NUS**

Mariam is a Chartered Psychologist and Associate Fellow of the British Psychological Society, with more than 26 years' experience in providing professional advice and consultancy to educational institutions, social service agencies and families in Singapore. She is actively involved in several social service organisations in Singapore, including the National Council of Social Services, and is concurrently a Research Associate with the University College London (UCL), and an adjunct associate professor in Psychology Dept of National University Singapore and Office of Education Research in National Institute of Education, NTU.



**Dr Francis Pavri Neville**

**Adjunct Professor, Singapore Management University**

Francis lectures on Sustainability at SMU. He provides different perspectives to the Board with his extensive experience in academia. Before joining SMU, he lectured in NUS for more than 20 years, teaching a range of subjects from Statistics to Accounting. He was also a Committee Member in the NUS Society, and volunteers as a senior guide at the Science Centre. He was on the SOS Board in the 90's before and has stepped up again to serve.



**Dr Ong Geok Chwee**

**Chief Executive Officer, Bridge Mobile Pte Ltd**

Geok Chwee has more than 25 years of experience in the information communications industry. She is currently the Chief Executive Officer of Bridge Mobile Pte Ltd. Before that, Geok Chwee was with Starhub and Singtel in various leadership positions. She is also the Chairperson of the IT Committee and is also on the Board of the Society for the Aged Sick.



**Mr Christopher Mark Galea**  
**Senior Consultant, BME Services**

Chris is a Senior Consultant at BME Services and Founder of The Lighthouse Coaching. Prior to that, he has been in senior management roles in the advertising, communication and marketing industry, taking on a range of international leadership positions with various companies including TBWA Worldwide as one of its Worldwide Managing Directors.



**Ms Cynthia Lee Hu Gek**  
**Chief Human Resource Officer, Khoo Teck Puat Hospital & Yishun Health**

Cynthia has more than 30 years of HR delivery experience supporting organisation growth and transformation. This includes the banking, manufacturing, retail and trading as well as the public sector. She is currently serving as a Chief Human Resource Officer, Khoo Teck Puat Hospital & Yishun Health.

# COMMITTEES

(as of 31st March 2024)

<b>Audit &amp; Risk Committee</b>		<b>Meeting Attendance</b>
Ms Chan Lie Leng	Co-Chairman	5/5
Mr Philip Pang Shun Pen	Member	3/5
Mr Ow Khai Hoong	Member	4/5
Ms Pang Chin Lee+++	Member	5/5
Ms Ng Wee Chew	Member	4/5
Ms Jennifer Duong Young	Member (appointed on 1 Aug 23)	2/3

<b>Governance &amp; Nominating Committee</b>		<b>Meeting Attendance</b>
Mr Adrian Seow Chin Hwee	Chairman	7/7
Ms Lim Suu Kuan	Member	7/7
Ms Ang Ai Nee	Member	4/7
Ms Catherine Chew Gek	Member (appointed on 15 Apr 23)	6/7
Mr Elvin Too Chien Kuoh	Member (appointed on 1 Nov 23)	3/3

<b>Fundraising Committee</b>		<b>Meeting Attendance</b>
Ms Vanessa Tan Yu Bee	Chairman	5/5
Mr Melvin Ang Mig Jun	Co-Chairman	5/5
Ms Isobel Barclay	Member	4/5
Ms Yau Siew Choi	Member (appointed on 8 May 23)	4/5
Ms Goh Lay Kwan +++	Member (appointed on 8 May 23)	5/5
Mr Saugato Banerjee	Member (appointed on 1 Sep 23)	3/3
Ms Stephanie Ho Sze Mei	Member (appointed on 10 Oct 23)	2/2
Mr Ho Juan San	Member (appointed on 18 Oct 23)	1/2

<b>Human Resource Committee</b>		<b>Meeting Attendance</b>
Ms Cynthia Lee Hu Gek	Chairman	4/4
Ms Lim Suu Kuan	Member	3/4
Mr Marcus Heng Chiang Huat	Member	4/4
Mr Lee U-jin	Member	4/4
Ms Lekha George	Member	4/4
Mr Edmund Chan Wai Kit	Member (appointed on 1 Jan 24)	1/1
Ms Pek Bin Lee+++	Member	4/4

<b>IT Committee</b>		<b>Meeting Attendance</b>
Ms Ong Geok Chwee	Co-Chairman	5/6
Mr Lee Jun Kiat	Member	6/6
Mr Christopher Lim	Member	6/6
Mr Tan Tiew Hin	Member	5/6
Mr John Lam Leng Hung+++	Member	4/6

<b>Programme &amp; Service Committee</b>		<b>Meeting Attendance</b>
Mr Roel Faes	Chairman	5/5
Ms Ong Sian Tjoe	Member	3/5
Dr Jared Ng Wei Lik	Member	3/5
Dr Chua Wei Bin	Member	3/5
Ms Charlene Heng Chai Ling+++	Member	5/5
Ms Chan May Peng+++	Member	3/5

<b>Strategic Planning Committee</b>		<b>Meeting Attendance</b>
Ms Ng Nancy	Chairman	4/4
Mr Phua Chun Yat+++	Co-Chairman	4/4
Mr Chia Boon Kiat	Member	3/4
Mr Madanjit Singh	Member	4/4
Mr Cho Ming Xiu	Member	3/4
Ms Helene Lam Hoy Yung	Member (appointed on 22 May 23)	1/3
Mr Jacques Al-Sayed	Member (appointed on 10 Oct 23)	1/1

**+++ Non-voting staff member**



### **Chief Executive Officer (CEO)**

#### **Mr Gasper Tan Peck Leong**

*(Appointed since 16 September 2019)*

With over three decades of experience leading and growing companies of all sizes, from start-ups to multinationals, Gasper's expertise and leadership have been centred on strategic management, as well as developing and steering dynamic business services across the Asia-Pacific region.

Gasper's accolades in the business sector include achieving a Top 10 ranking for fastest-growing firms in Singapore. He has participated in significant government projects, including the recent NCSS-led Beyond COVID-19 taskforce, which focuses on building social preparedness through community-focused initiatives. He is currently a member of the Inter-Agency Taskforce Work Group on Mental Health and Well-being. Additionally, he has held several board positions throughout his career. As a strong advocate for strengthening community resilience, Gasper believes in empowering people and deepening collaborations to manage future challenges.



### **Chief Operating Officer (COO)**

#### **Mr Phua Chun Yat**

*(Appointed since 3 January 2022)*

Prior to his role as Chief Operating Officer at SOS, Chun Yat worked at another social service agency, where he headed its strategic planning, organisation development, and internal audit functions, and served as corporate secretary to the Board of Directors.

Over the last 15 years, Chun Yat has worked in the children and youth, disability, and family sectors within the Ministry of Social and Family Development, the National Council of Social Service (NCSS), and other social service organisations. He is part of the NCSS SunRay Scheme, which hires and develops high-calibre leaders for the social service sector. To support the growth of future social workers, he lectures at Singapore University of Social Sciences (SUSS) and National University of Singapore (NUS) in their social work postgraduate and undergraduate programmes.

# MANAGEMENT TEAM & ORGANISATIONAL STRUCTURE



## Mr Gasper Tan Peck Leong

Chief Executive Officer

Appointed since 16 September 2019

## Mr Phua Chun Yat

Chief Operating Officer

Appointed since 3 January 2022

## Ms Charlene Heng

Deputy Director, Training & Development

## Mr Ernest Lee

Deputy Director, Corporate Development

## Ms Goh Lay Kwan

Deputy Director, Advancement & Planning

## Mr John Lam

Deputy Director, Crisis Support

## Ms Pang Chin Lee

Deputy Director, Corporate Finance & Compliance

## Ms Pek Bin Lee

Deputy Director, Organisation Development

## Ms Chan May Peng

Manager, Client Care

## Ms Grace Neo

Manager, Community Development

## Mr Jeffrey Tay

Manager, Volunteer Management

## Mr Ong Tiong Leng

Manager, IT & Tech Support

## **A. BOARD OF DIRECTORS**

SOS is governed by a Board of Directors (the “Board”) which comprises professionals across diverse backgrounds. The Board’s role is to provide strategic direction and oversight of SOS’s programmes and objectives and to steer the charity towards fulfilling its vision and mission through good governance. The key roles of the Board are:

- Formulate policies to govern and manage the activities of the Organisation;
- Initiate, determine and develop policies and form relevant committees to carry out relevant projects and programmes of the Organisation;
- Approve budget for the financial year and monitor expenditure against budget; and
- Exercise responsibility for the preparation and fair presentation of the financial statements of the Organisation.

There is a structured handing over process for Board and Committee members to provide feedback when they leave the organisation. A handing over process is put in place for key Board members and Committee Chairpersons, to facilitate a smoother transition.

### **Appointment of the Board**

The Board is supported by the Governance and Nominating Committee (GNC) in overseeing the recommendation and nomination of candidates for appointment to the Board and Committees. The GNC uses a Board Competency Map adapted from guidelines based on the Board Information Guide for Charities and guidelines provided by the Singapore Institute of Directors. The GNC sources for suitable Board candidates through various channels and conducts reference and background checks before making its recommendations to the Board.

Under its Constitution, the Board shall consist of not more than 12 members. At the end of the financial year, the Board had eleven Board Directors. All Board Directors are volunteers and are not remunerated.

### **Induction and Training**

New Board and Committee members attend an onboarding programme that is designed to provide a good overview of SOS, our core values, strategic focus and objectives. They are invited to participate in various corporate activities and training programme to get to know SOS and have a better appreciation of the needs and work involved. The Organisation also supports new and existing Board members to attend training conducted by external parties relevant to their role.



### **Term of Office**

Each term of office of any director is not more than two years. All directors submit themselves for re-nomination and re-appointment at least once every two years. Based on the Constitution, a director shall not serve more than three consecutive terms or 6 years, while the Treasurer shall not hold office for more than two consecutive terms or 4 years.

Under the Organisation's Constitution, the years or term(s) of service as a Board member of the Samaritans of Singapore society prior to the incorporation of the Organisation shall be deemed to be included in the calculation of the number of years in office of such Board member or the term of such Board member or both, as the case may be. Notwithstanding this, the appointment of a director to whom this paragraph applies may be extended by way of special resolution of the Members and the reasons for such extended period in office is disclosed in the annual report.

After the lapse of a term, ex-Board Directors are eligible to offer themselves for re-nomination and re-appointment.

Under its Constitution, all Board Directors shall retire at the first Annual General Meeting. At subsequent general meetings, one-third of the Board Directors must retire. Board Directors who retire are eligible for re-appointment.

As at end of the financial year, no Board Director has served more than 10 consecutive years.

### **Board's Performance and Evaluation**

The Board conducts a review of its performance annually when it reviews the status and outcome of the strategic plan. The Board assesses its effectiveness once in two years and compares with other organisations. This year, the Board is evaluating its effectiveness using BoardPulse (based on the Effective Non-Profit Board Framework) conducted by the National Volunteer & Philanthropy Centre (NVPC). The evaluation covers board composition, organisation culture, mission and strategic direction, programme oversight, financial oversight, funding, organisation performance and impact. Individual board directors are also encouraged on an annual basis to reflect on their contributions. On a regular basis, they also provide feedback on future roles, training and improvement areas.

## Board Meeting

The Board is required to meet at least six times a year according to the Constitution. During the financial year, the Board held a total of eight meetings.

Details of the Board of Directors including their meeting attendance during the financial year, which ended on 31 March 2024 are as follows:

Name	Samaritans of Singapore Limited (Board of Directors) (Company)			Samaritans of Singapore (Board of Management) (Society)
	Board Position	Date Appointed	Attendance Board Meetings	Board Member Since
Ms Lee Sook Fung	Chairman	23 Dec 2022	8/8	28 Jul 2017
Mr Roel Faes	Vice-Chairman	23 Dec 2022	7/8	23 Jul 2021
Ms Sharon Siah Chek Hoon	Treasurer	23 Dec 2022	8/8	29 Sep 2019
Ms Judy Low Gek Neo	Director	23 Dec 2022	8/8	28 Jul 2017
Mr Adrian Seow Chin Hwee	Director	23 Mar 2023	8/8	23 Jan 2019
Ms Ng Nancy	Director	23 Mar 2023	7/8	1 Oct 2019
Dr Francis Neville Pavri	Director	23 Mar 2023	6/8	23 Jul 2021
Dr Sharifah Mariam Bte Hussain Aljunied	Director	15 May 2023	5/7	1 Sep 2021
Dr Ong Geok Chwee	Director	1 Dec 2023	3/3	NA
Mr Christopher Mark Galea	Director	1 Dec 2023	3/3	NA
Ms Lee Hu Gek Cynthia	Director	1 Jan 2024	2/2	NA

## **B. COMMITTEES**

The Board is assisted by seven committees in the execution of its duties. Each committee comprises of members with relevant skillsets and experience and operate within its term of reference (TOR) approved by the Board. The key roles of the committees are as follows:

### **Audit and Risk Committee**

- Provide a means of independent assurance and objective review of financial information risk management, process of governance and internal control mechanisms;
- Ensure that assets are safeguarded, the risk of illegal or improper acts is reduced;
- Review and recommend the appointment of internal and external auditors; and
- Ensure compliance with statutory and regulatory requirements

### **Governance and Nominating Committee**

- Oversee corporate governance practices, principles, guidelines and related policies including matters related to integrity and ethics;
- Oversee nomination of candidates for appointment to the Board;
- Oversee composition, including succession planning of the Board; and
- Conduct annual self-evaluation of the Board's performance.

### **Fundraising Committee**

- Advise the Board on any fundraising matters;
- Develop, implement, monitor and evaluate fundraising strategy;
- Oversee fundraising activities and provide support for fundraising events; and
- Assist the Board in managing interactions with donors, obtaining funds or in-kind services, thanking sponsors/donors.

### **Human Resources Committee**

- Oversee and provide guidance on human resource strategies, policies, compensation and benefit schemes;
- Oversee and provide guidance on the "Volunteer Management Governance Framework" and policies for SOS volunteers;
- Inform the Board of the recommended changes by the Management team to the compensation and benefits framework, career development programmes, strategy and other significant changes to policies relating to employees or volunteers before implementation; and
- Gather inputs from the Board on Chief Executive Officer's performance and recommend to the Chairman for approval on matters related to the Chief Executive Officer's compensation and benefits.

**IT Committee**

- Provide subject matter support to the Board and Chief Executive Officer; and
- Ensure continual functioning of IT and telecommunication infrastructure and relevant applications.

**Programme and Services Committee**

- Oversee new programme development;
- Monitor and assess outcomes of existing programmes to ensure alignment with the vision, mission and objectives of the organisation;
- Actively participate in new initiatives and ascertain relevance of existing programmes;
- Provide guidance in the development of service delivery mechanisms;
- Initiate and guide programme evaluations;
- Determine the priority of a list of programmes to reflect the priority of the organisation and availability of resources; and
- Develop effective procedures and resources for new programme initiation and existing programme evaluation.

**Strategic Planning Committee**

- Identify strategies that will help SOS move towards the vision; and
- Provide oversight of the key priorities of the Strategic Plan to ensure their relevance, timeliness and that they are appropriately resourced.

## **KEY POLICIES AND PRACTICES**

### **Annual General Meeting**

The Annual General Meeting (AGM) of the Organisation is held annually and the 1st AGM will be held in August 2024, which is within six months from the end of the financial year, ending on 31 March. All necessary documents such as Annual Returns and audited financial statements are filed with ACRA and the Commissioner of Charities as well as disclosed on the Charity Portal within six months of the financial year end.

### **Conflict of Interest Policy**

There are documented procedures for all members of the Board, Committee, and staff to declare actual or potential conflict of interests to the Board and/or management. All board and committee members are required to declare conflict of interest to the Organisation at the start of the term, annually, or as soon as such conflict or the possibility of such conflict arises. All staff are required to declare conflict of interest at the point of hire and annually. When a conflict-of-interest situation arises, full disclosure must be made, and the person concerned must abstain from any discussion and decision on the matter.

### **Human Resources Management**

There is a documented SOS-Staff handbook that provides guidance and information on SOS's mission, vision, policies procedures, and code of conduct. The handbook is reviewed and updated from time to time to ensure relevancy.

All new staff undergo an orientation programme and are briefed on governance matters (e.g. procurement policies and conflict of interest matters during staff meetings periodically.)

### **Volunteer Management Policies**

The Board has established Volunteer Management Policies to govern recruitment and selection, training and development, membership, duty schemes, welfare and recognition, as well as disciplinary matters.

The Board is supported by the Human Resource Committee in overseeing and providing guidance to the Management on the review and update of volunteer management policies and governance framework.

### **Finance Policies and Procedures**

SOS has established financial policies and procedures to govern key processes of the Organisation, ensuring robust financial management and accountability. These processes include procurement, receipts, payment, fixed assets management, financial reporting, authorisation matrix and grant management.

Finance team hold monthly financial review meetings with the Chief Executive Officer and Treasurer to assess past month's financial performance against budget and discuss any issues or potential developments that may have impact the Organisation's financial position. Prior to each board meeting, a copy of the financial report is distributed to the Board. Additionally, the Treasurer shares the key financial performance of the Organisation at every board meeting.

### **Conduct of Fundraising Activities**

SOS has established guidelines on fundraising. These guidelines are based on the best practices set out by the National Council of Social Services and the Charity Council. Each year, a fundraising target is set during the annual planning and budgeting exercise, which is approved by the Board before the start of the new financial year. The Fundraising Committee and management closely monitor the fundraising campaigns and events to ensure compliance with regulations and efficient fundraising cost ratios. SOS does not engage any commercial fundraisers.

During the financial year, SOS conducted **three** fundraising events. The total income generated from these events, along with third-party fundraisers, online donations and miscellaneous donations totalled **\$565,515** during this period.

The total fundraising expenses of the Organisation do not exceed 30% of the total receipts from the fundraising activities.

### **Risk Management and Internal Control**

The Board is supported by the Audit and Risk Committee ("ARC") in overseeing the governance of risk management and internal controls of the Organisation, providing guidance to the Management to strengthen internal controls and processes.

During the financial year, the Management has reviewed and updated the enterprise risk register and mitigation plan that govern strategic, operational, financial, IT and governance risks of the Organisation. The updated enterprise risk management documents were reviewed by ARC and approved by the Board.

Audit and Risk Committee meet with the external auditor annually to discuss audit results and findings.

### **Reserve Policy**

The Organisation's accumulated reserves are made up of unrestricted and restricted funds. The purpose of the reserves is to provide long-term sustainability and ensure sufficient resources to support the continued development of the Organisation's activities. The Board reviews the adequacy of the reserves periodically.

The Organisation aims to maintain a reserve of 1.5 years of operating expenditure. The reserve ratio as of 31 March 2024 is **1.32**.

Reserves are invested in Singapore dollars fixed deposits with financial institutions in accordance with the investment policy as approved by the Board.

### **Loans and donations**

The Constitution prohibits the Organisation from making any loans and donations to external organisations.

### **Whistle Blowing Policy**

SOS has in place a whistle-blowing policy to address concerns about actual or possible wrong-doing or improprieties relating to fraud, controls, ethics, and any other matters within the Organisation without fear of reprisals in any form. Audit and Risk Committee serves as the independent party to review whistleblowing matters.

More information on SOS's Whistle blowing policy and its reporting and handling process are available on our website <https://www.sos.org.sg/about/whistle-blowing-policy>.

### **Personal Data Protection Act (PDPA)**

SOS has established rules to govern the collection, use, disclosure, and care of personal data. SOS recognises the rights of individuals to protect their personal data, including rights of access and correction. The appointed Data Protection Officer regularly reviews the operation process to ensure compliance and data integrity is not compromised.

**Disclosure and Transparency**

SOS makes available to its stakeholders an annual report that includes information on its programmes, activities, services, key financial information, governance, Board directors, Committee members, and the management team. The annual report and audited financial statements are published on SOS’s website.

There are no paid staff who are close members of the family of Chief Executive Officer or Board Directors, and whose remuneration each exceeds \$50,000 during the financial year. No staff are involved in setting their own remuneration nor serve on the Board.

For the financial year, the annual remuneration of the three highest paid staff in the bands of \$100,000 is disclosed as follows:

	<b>2024</b>	<b>2023</b>
\$100,000 to \$200,000	2	2
\$200,001 to \$300,000	-	-
\$300,001 to \$400,000	1	1

*Annual remuneration comprising of salaries, bonuses, allowance and employer’s contributions to Central Provident Fund).*

**Public Image**

SOS actively publishes and regularly makes available information regarding our programmes, activities, latest developments and promote public awareness for suicide prevention through mass media channels accessible to the public both locally and overseas.

To uphold SOS brand and image to its members, donors and the public, SOS has in place communication and media policies that provide clear guidelines on the appropriate use of each communication medium, how to engage stakeholders, and the necessary levels of review and clearance processes.



# CODE OF GOVERNANCE

## Governance Evaluation Checklist for SOS

1 April 2023 to 31 March 2024 (Enhanced Tier)

S/No.	Code Description	Code ID	Compliance
	<b>Board Governance</b>		
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied
	Are there Board members holding staff appointments? (Skip items 2 and 3 if “No”)		No
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	NA
3	There are written job descriptions for the staff’s executive functions and operational duties, which are distinct from the staff’s Board role.	1.1.5	NA
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied
5	All governing board members must submit themselves for re-nomination and re-appointment, at least once every three years.	1.1.8	Complied
6	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every three years, whichever is shorter.	1.1.12	Complied
	Is there any governing board member who has served for more than 10 consecutive years? (Skip item 7 if “No”)		No
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	NA
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied
	<b>Conflict of Interest</b>		
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
10	Governing board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied
	<b>Strategic Planning</b>		
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity’s activities are in line with the charity’s objectives.	3.2.2	Complied

S/No.	Code Description	Code ID	Compliance
	<b>Human Resource and Volunteer Management</b>		
12	The Board approves documented human resource policies for staff.	5.1	Complied
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied
14	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied
	Are there volunteers serving in the charity? (skip item 15 if "No")		Yes
15	There are volunteer management policies in place for volunteers.	5.7	Complied
	<b>Financial Management &amp; Internal Controls</b>		
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied
17	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied
18	The Board ensures reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.		Complied
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		Yes
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied
	<b>Fundraising Practices</b>		
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No")		Yes
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
	Did the charity receive donations in kind during the financial year? (skip item 23 if "No")		Yes
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied
	<b>Disclosure and Transparency</b>		
24	The charity discloses in its annual report: (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied
	Are Board members remunerated for their services to the Board? (skip items 25 and 26 if "No")		No
25	No governing board member is involved in setting his own remuneration.	2.2	NA

<b>S/No.</b>	<b>Code Description</b>	<b>Code ID</b>	<b>Compliance</b>
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated.	8.3	NA
	Does the charity employ paid staff? (skip items 27, 28 and 29 if “No”)		Yes
27	No staff is involved in setting his own remuneration.	2.2	Complied
28	The charity discloses in its annual report: (a)The total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity’s subsidiaries) exceeding \$100,000 during the financial year; and (b)Whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The Charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied
29	The charity discloses that there is no paid staff, being a close member of the family to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied
30	<b>Public Image</b> The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied

## **ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)**

Before the Environmental, Social, and Governance (ESG) criteria were formally included in the Revised Code of Governance for Charities and Institutions of Public Character in April 2023, SOS had already embraced these principles as integral to our daily operations and strategic decision-making.

### **Environmental Initiatives:**

The onset of the COVID-19 pandemic accelerated our green initiatives. Since August 2020, all financial documents have been digitised, and e-receipts to donors were implemented through our donation management system. With the adoption of a Customer Relationship Management (CRM) system, our service teams transitioned to paperless record-keeping. During office renovations, we invested in eco-friendly equipment to reduce energy consumption. Moving forward, we plan to further align these efforts with national sustainability strategies.

### **Social Commitment:**

As a leading suicide prevention agency, SOS provides confidential emotional support to individuals in crisis, contemplating suicide, or affected by suicide. We continuously assess and enhance the relevance of our programmes to meet community needs. Services such as the CareText service launched in October 2020 and the Be A Samaritans programme officially introduced in July 2022 highlight our commitment to the cause. We actively train community members in basic emotional support skills, conduct awareness campaigns, and engage in forums to combat suicide stigma and promote help-seeking behaviours.

Internally, SOS prioritises staff well-being through flexible work arrangements, a therapy care scheme complementing our Employee Assistance Program (EAP), and team engagement activities. In the coming year, we aim to develop a comprehensive human capital strategy to foster staff growth and organisational resilience.

**Governance Excellence:**

Since 2021, SOS has intensified efforts to enhance governance and transparency. We developed a robust authority schedule governing key operational areas and drafted key policies and procedures. Our transparency efforts include improving disclosures in the SOS annual report and enhancing communications with internal and external stakeholders through various channels. These endeavours were recognised when SOS was honoured with the 2023 Charity Transparency Award—a significant milestone in our history. In 2022, to further future-proof our organisation and ensure the sustainability of our programmes and services, SOS smoothly transitioned from a Society to a Company Limited by Guarantee (CLG) on 1 April 2023.

Recognising that ESG principles are fundamental to our long-term sustainability and operational resilience, SOS remains committed to embedding these factors across all our activities.

# FINANCIAL STATEMENTS

31 March 2024

SAMARITANS OF SINGAPORE LIMITED

(Unique Entity Number: 202245684D)

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## DIRECTORS' STATEMENT

For the year ended 31 March 2024

The directors present their statement together with the audited financial statements of Samaritans of Singapore Limited (the "Company") for the financial period from 23 December 2022 (date of incorporation) to 31 March 2024.

Samaritans of Singapore Limited (the "Company") is incorporated in Singapore on 23 December 2022 as a company limited by guarantee under the Companies Act 1967. The Company is established to take over all the operations that were previously managed by Samaritans of Singapore (the "Society"), which was incorporated on 29 July 1969 under the Societies Act 1966. The transition from the Society to the Company was successfully completed on 1 April 2023.

As the Company and the Society are managed and controlled by the same parties both before and after 1 April 2023, and also have the same principal activities as disclosed in Note 1, the management has presented the financial performance of the Society from 1 April 2022 to 31 March 2023 for comparative purpose.

### 1. Opinion of the Directors

- a) the accompanying financial statements are drawn up in accordance with the provisions of the Companies Act 1967 (the "Act"), the Charities Act 1994 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore ("SFRSs") so as to give a true and fair view of the financial position of the Company as at 31 March 2024 and of the financial performance, changes in funds and cash flows of the Company for the financial period from 23 December 2022 (date of incorporation) to 31 March 2024;
- b) the donation money have been used in accordance with the objectives of the Company as required under Regulation 11 of the Charities (Institution of a Public Character) Regulations;
- c) the Company has complied with Regulation 15 (Fund-raising expenses) of the Charities (Institutions of a Public Character) Regulations;
- d) the accounting and other records required by the Act have been properly kept in accordance with the provisions of the Act; and
- e) at the date of this statement, there are reasonable grounds to believe that the Company will be able to pay its debt when they fall due.

The Board of Directors approved and authorised these financial statements for issue.



## DIRECTORS' STATEMENT

For the year ended 31 March 2024

### 2. Directors

The directors of the Company in office at the date of this statement are:

Lee Sook Fung	(appointed on 23 December 2022)
Faes Roel Henricus Franciscus Maria	(appointed on 23 December 2022)
Low Gek Neo Judy	(appointed on 23 December 2022)
Siah Chek Hoon	(appointed on 23 December 2022)
Ng Nancy	(appointed on 23 March 2023)
Pavri Neville	(appointed on 23 March 2023)
Sharifah Mariam Bte Hussain Aljunied	(appointed on 15 May 2023)
Ong Geok Chwee	(appointed on 1 December 2023)
Christopher Mark Galea	(appointed on 1 December 2023)
Lee Hu Gek Cynthia	(appointed on 1 January 2024)
Tan Kwang Cheak	(appointed on 1 April 2024)

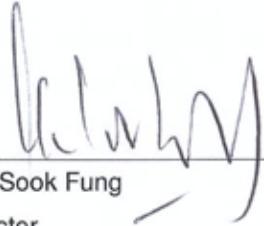
### 3. Directors' Interests in Shares and Debentures


As the Company is a company limited by guarantee, the Board of Directors do not consider it necessary to report on the matters to be disclosed under Section 201(6)(f) and (g); Section 201(6a), (g) and (h); Section 201(11) and Section 201(12) of the Singapore Companies Act 1967.

### 4. Independent Auditor

The independent auditor, P G Wee Partnership LLP, have expressed their willingness to accept re-appointment.

On behalf of the Board of Directors,

  
\_\_\_\_\_  
Lee Sook Fung  
Director

  
\_\_\_\_\_  
Siah Chek Hoon  
Director

26 June 2024

## INDEPENDENT AUDITOR'S REPORT

To the Members of Samaritans of Singapore Limited

### Report on the Audit of the Financial Statements

#### Opinion

We have audited the financial statements of Samaritans of Singapore Limited (the "Company"), which comprise the statement of financial position as at 31 March 2024, and the statement of financial activities, statement of changes in funds and statement of cash flows for the financial period from 23 December 2022 (date of incorporation) to 31 March 2024, and notes to the financial statements, including material accounting policy information.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Companies Act 1967 (the "Act"), the Charities Act 1994 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore ("SFRSs") so as to give a true and fair view of the financial position of the Company as at 31 March 2024 and of the financial performance, changes in the funds and cash flows of the Company for the financial period from 23 December 2022 (date of incorporation) to 31 March 2024.

#### 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 Company 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 Matters

The financial statements of the Company cover the period from 23 December 2022 (date of incorporation) to 31 March 2024. Prior to 1 April 2023, the Company was dormant.

On 1 April 2023, the Company took over the operations, together with all the assets and liabilities of Samaritans of Singapore (the "Society") (UEN: S69SS0047D), registered in Singapore as a society and an IPC registered under the Charities Act. The Society was dormant subsequent to the transfer and was successfully dissolved on 11 November 2023.

As the Company and the Society are managed and controlled by the same parties both before and after 1 April 2023, and also have the same principal activities as disclosed in Note 1, the management has presented the financial performance of the Society from 1 April 2022 to 31 March 2023 for comparative purpose.

#### Other Information

Management is responsible for the 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.

## INDEPENDENT AUDITOR'S REPORT

To the Members of Samaritans of Singapore Limited

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

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 Directors for the Financial Statements

Management is responsible for the preparation of the financial statements that give a true and fair view in accordance with the provisions of the Act, the Charities Act and Regulations and SFRSs, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

In preparing the financial statements, management is responsible for assessing the Company'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 Company or to cease operations, or has no realistic alternative but to do so.

The Directors' responsibilities include overseeing the Company'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.



## INDEPENDENT AUDITOR'S REPORT

To the Members of Samaritans of Singapore Limited

- 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 Company's internal control.
- 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 Company'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 Company 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 the Directors 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 Company have been properly kept in accordance with the provisions of the Act and 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:

- a. the Company has not used the donation moneys in accordance with its objectives as required under regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- b. the Company has not complied with the requirements of Regulation 15 of the Charities (Institutions of a Public Character) Regulations.

P G Wee Partnership LLP  
Public Accountants and  
Chartered Accountants  
Singapore

26 June 2024

## STATEMENT OF FINANCIAL ACTIVITIES

For the financial period from 23 December 2022 to 31 March 2024

		<u>Unrestricted Funds</u>	<u>Restricted Funds</u>	<u>23 Dec 22 to 31 Mar 24 Company</u>	<u>1 Apr 22 to 31 Mar 23 Society</u>
	Note	\$	\$	\$	\$
<b>INCOME</b>					
Funding					
-NCSS-ComChest		-	3,508,031	3,508,031	3,804,244
-TBSSF		-	1,094,995	1,094,995	1,083,676
-Tote Board	6	-	155,324	155,324	592,333
Other grants	7	404,938	155,382	560,320	725,585
Donations and sponsorship	8	1,078,141	28,400	1,106,541	1,397,166
Training income		158,623	26,670	185,293	221,505
Interest income		252,869	-	252,869	94,523
Wage credit income	9	1,803	-	1,803	135,456
Amortisation of deferred capital grants		1,173	4,102	5,275	-
Other income		3,711	16,826	20,537	15,301
<b>Total income</b>		<b>1,901,258</b>	<b>4,989,730</b>	<b>6,890,988</b>	<b>8,069,789</b>
<b>LESS: EXPENDITURE</b>					
Manpower expenses	10	1,317,441	4,186,184	5,503,625	5,021,569
Volunteer expenses		4,743	79,626	84,369	86,208
Professional expenses		43,590	34,653	78,243	61,856
Premises expense		7,792	86,309	94,101	88,249
IT and equipment expense		767	189,145	189,912	118,276
Communication expense		3,791	22,677	26,468	28,027
Training expenses		9,253	94,564	103,817	108,316
Publicity and education expenses		88,192	105,603	193,795	293,453
Fund raising and related expenses		153,509	-	153,509	163,469
Sponsorship-in-kind		128,785	-	128,785	147,946
Administrative expenses		15,903	63,823	79,726	96,969
Supporting costs		(783,230)	783,230	-	-
Depreciation of plant and equipment	13	22,163	244,997	267,160	259,306
Depreciation of right-of-use assets	14	12,240	42,059	54,299	54,299
Finance costs	11	126	1,376	1,502	2,764
<b>Total expenditure</b>		<b>1,025,065</b>	<b>5,934,246</b>	<b>6,959,311</b>	<b>6,530,707</b>
<b>Surplus (Deficit) for the year</b>		<b>876,193</b>	<b>(944,516)</b>	<b>(68,323)</b>	<b>1,539,082</b>

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

## STATEMENT OF FINANCIAL POSITION

As at 31 March 2024

	Note	31 Mar 24 Company \$	31 Mar 23 Society \$
<b>Assets</b>			
<b>Non-current assets</b>			
Plant and equipment	13	815,084	935,136
Right-of-use assets	14	63,368	117,667
		<u>878,452</u>	<u>1,052,803</u>
<b>Current assets</b>			
Trade and other receivables	15	258,004	100,397
Deposits and prepayments	16	92,970	30,446
Cash and cash equivalents	17	8,973,108	8,431,620
		<u>9,324,082</u>	<u>8,562,463</u>
<b>Total assets</b>		<u>10,202,534</u>	<u>9,615,266</u>
<b>Non-current liabilities</b>			
Lease liabilities	14	4,210	33,470
Reinstatement cost		50,000	50,000
		<u>54,210</u>	<u>83,470</u>
<b>Current liabilities</b>			
Lease liabilities	14	29,260	48,048
Trade and other payables	18	420,490	210,442
Contract liabilities	19	-	3,750
Deferred income	20	369,883	-
Deferred capital grant	21	127,458	-
		<u>947,091</u>	<u>262,240</u>
<b>Total liabilities</b>		<u>1,001,301</u>	<u>345,710</u>
<b>Net assets</b>		<u>9,201,233</u>	<u>9,269,556</u>
<b>Funds</b>			
<b>Unrestricted funds</b>			
Accumulated funds	22	3,581,486	2,760,217
		<u>3,581,486</u>	<u>2,760,217</u>
<b>Restricted funds</b>			
Main Programme Reserves	23	3,777,149	3,935,703
LOSS Fund	23	1,073,836	1,168,141
CareText Fund	23	110,479	231,033
Be A Samaritan Fund	23	-	252,271
Anthony Yeo Memorial Fund	23	63,791	74,870
V Sellapan Family Fund	23	117,809	128,120
Healing Bridge Fund	23	16,193	23,771
Other Restricted Funds	23A	460,490	695,430
		<u>5,619,747</u>	<u>6,509,339</u>
<b>Total funds</b>		<u>9,201,233</u>	<u>9,269,556</u>

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

## STATEMENT OF CHANGES IN FUNDS

For the financial period from 23 December 2022 to 31 March 2024

	Unrestricted Funds	Restricted Funds							Total	
	Accumulated Funds	Main Programme Reserves	LOSS Fund	CareText Fund	Be A Samaritan Fund	Anthony Yeo Memorial Fund	V Sellapan Family Fund	Healing Bridge Fund		Other Restricted Funds
	\$	\$	\$	\$	\$	\$	\$	\$	\$	
<b>Company</b>										
Opening balance at 1 April 2023	2,760,217	3,935,703	1,168,141	231,033	252,271	74,870	128,120	23,771	695,430	9,269,556
Fund transfer	(54,924)	-	-	-	54,924	-	-	-	-	-
Surplus (Deficit) for the year	876,193	(158,554)	(94,305)	(120,554)	(307,195)	(11,079)	(10,311)	(7,578)	(234,940)	(68,323)
Closing balance at 31 March 2024	3,581,486	3,777,149	1,073,836	110,479	-	63,791	117,809	16,193	460,490	9,201,233
<b>Society</b>										
Opening balance at 1 April 2022	2,384,181	2,877,102	1,275,427	151,337	-	86,026	142,761	27,164	786,476	7,730,474
Fund transfer	(111,947)	-	-	-	-	-	-	-	111,947	-
Surplus (Deficit) for the year	487,983	1,058,601	(107,286)	79,696	252,271	(11,156)	(14,641)	(3,393)	(202,993)	1,539,082
Closing balance at 31 March 2023	2,760,217	3,935,703	1,168,141	231,033	252,271	74,870	128,120	23,771	695,430	9,269,556

The accompanying notes form an integral part of these financial statements

## STATEMENT OF CASH FLOWS

For the financial period from 23 December 2022 to 31 March 2024

	Note	23 Dec 22 to <u>31 Mar 24</u> Company \$	1 Apr 22 to <u>31 Mar 23</u> Society \$
<b>Cash flows from operating activities</b>			
Net surplus/(deficit) for the year		(68,323)	1,539,082
Adjustments for:			
Amortisation of deferred capital grants		(5,275)	-
Depreciation of plant and equipment	13	267,160	259,306
Depreciation of right-of-use assets	14	54,299	54,299
Interest income		(252,869)	(94,523)
Interest expense on lease liabilities	11	1,502	2,764
<b>Surplus before working capital changes</b>		<u>(3,506)</u>	<u>1,760,928</u>
Changes in working capital:			
(Increase) in trade and other receivables		(157,607)	(43,028)
Decrease/(increase) in deposits and prepayments		(62,524)	3,196
(Decrease) in contract liabilities		(3,750)	(2,160)
Increase/(decrease) in trade and other payables		210,048	(855,503)
Increase in deferred income		369,883	-
Increase in deferred capital grants		132,733	-
<b>Net cash flows from operating activities</b>		<u>485,277</u>	<u>863,433</u>
<b>Cash flows from investing activities</b>			
Purchase of plant and equipment		(147,108)	(35,112)
Plant and equipment adjustment		-	2,400
Interest received		252,869	94,523
<b>Net cash flows from investing activities</b>		<u>105,761</u>	<u>61,811</u>
<b>Cash flows from financing activities</b>			
Interest paid		(1,502)	(2,764)
Lease liabilities principal portion paid		(48,048)	(46,785)
Pledged fixed deposit		(10,000)	-
<b>Net cash flows (used in) financing activities</b>		<u>(59,550)</u>	<u>(49,549)</u>
Net increase in cash and cash equivalents		531,488	875,695
Cash and cash equivalents at beginning of year		<u>8,421,620</u>	<u>7,545,925</u>
<b>Cash and cash equivalents at end of year</b>	17	<u>8,953,108</u>	<u>8,421,620</u>



## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2024

### 1. General

Samaritans of Singapore Limited (the "Company") (Registration No. 202245684D) is incorporated in Singapore on 23 December 2022 with its principal place of business and registered office located at 10 Cantonment Close, #01-01 Cantonment Towers, Singapore (080010). The Company is registered as a Charity on 14 February 2023 under the Charities Act and Regulations and was granted the status of an Institution of Public Character (IPC) for the period from 2 March 2023 to 1 March 2025.

The Company 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, the Company 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, the Company has grown from being a 24-hour hotline to a nationally recognised Social Service Agency (SSA) with a range of comprehensive services including 24-hour text messaging services, specialist counselling, crisis support, case consultation, care mail services, training for professionals and the community, dedicated support group programmes and community outreach initiatives to raise awareness and vigilance in suicide prevention.

During the financial period from 23 December 2022 (date of incorporation) to 31 March 2023, the Company was dormant. On 1 April 2023, the Company took over the operations, together with all the assets and liabilities of Samaritans of Singapore (the "Society") (UEN: S69SS0047D).

The Company is limited by guarantee without a share capital. Every member shall undertake to contribute a sum not exceeding SGD 1 to the assets of the Company in the event of the Company being wound up. The Constitution of the Company restrict the use of fund monies to furtherance of the objects of the Company. They prohibit the payment of dividends to members.

The company had 4 members at the end of the reporting year.

### 2. Material Accounting Policy Information

#### Basis of preparation

The financial statements have been prepared in accordance with the provisions of the Companies Act 1967 (the "Act"), the Charities Act 1994 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore ("SFRSs"). The financial statements have been prepared in accordance with the historical cost convention except as disclosed, where appropriate, in the accounting policies below.

The financial statements are presented in Singapore Dollar ("SGD"), which is the Company's functional and presentation currency. All financial information presented in Singapore Dollars has been rounded to the nearest dollar, unless otherwise indicated.

The preparation of financial statements in conformity with SFRS 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.

## 2. Material Accounting Policy Information (continued)

### Basis of preparation (continued)

The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in Note 3 or respective notes, where disclosed.

On the date of incorporation, the Company adopted all the new and amended standards that are effective on that date and relevant to its operations. The adoption of these standards did not have any material effect on the financial statements of the Company.

## 2A. Significant Accounting Policies

### Revenue Recognition

Revenue is measured based on the consideration to which the Company expects to be entitled in exchange for transferring promised goods or services to a customer, excluding amounts collected on behalf of third parties.

Revenue is recognised when the Company satisfies a performance obligation by transferring a promised good or service to the customer, which is when the customer obtains control of the good or service. A performance obligation may be satisfied at a point in time or over time. The amount of revenue recognised is the amount allocated to the satisfied performance obligation.

(i) Rendering of Services

Revenue generated from social activities and training programmes are recognised when the services have been performed and rendered.

(ii) Donation

General donations are recognised at a point in time when the receipts are obtained and under the control of the Company.

(iii) Sponsorship and Donations- in-Kind

Non-monetary sponsorship and donations-in-kind are recognised when the fair value of the assets received can be reasonably ascertained.

(iv) Events Income

Revenue from special events are recognised when the event takes place.

(v) Grant and Subsidy

Grant and subsidy from Government and other the Companys are recognised at a point in time when there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. Where the grant relates to an asset, the fair value is recognised as deferred capital grant on the statement of financial position and is amortised to the statement of financial activities over the expected useful life of the relevant asset by equal annual instalments. Grant and subsidy, that becomes receivables as compensation for expenses or losses already incurred, is recognised as income in income and expenditure in the period in which it becomes receivables.

Grant and/or subsidy as deferred capital grants is recognised in income and expenditure on a systematic basis over the useful life of the asset.

## 2A. Significant Accounting Policies (continued)

### Revenue Recognition (continued)

(vi) Interest Income

Interest income is recognised on an accrual basis.

(vii) Fund Raising Projects

Income from fund raising projects are recognised as and when received. If income is received for a specific fund-raising project and the project has not yet occurred, the income received will be deferred as a liability until the project has been conducted.

### 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.

Where appropriate, expenditures that are specifically identifiable to each cost classification are allocated directly to the type of costs incurred. Where apportionment between each costs classification is necessary, the following apportionment bases are applied:

- Usage;
- Head count i.e. on the number of people employed within an activity; and
- Total expenditure

### 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.

### Leases

The Company assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

(i) As a lessee

The Company applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Company recognises lease liabilities representing the obligations to make lease payments and right-of-use assets representing the right to use the underlying leased assets.

## 2A. Significant Accounting Policies (continued)

### Leases (continued)

#### (ii) *Right-of-use assets*

The Company recognises right-of-use assets at the commencement date of the lease (i.e. the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets, as follows:

Leasehold building	- 3 to 6 years
Office equipment	- 5 years

If ownership of the leased asset transfers to the the Company at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset. The right-of-use assets are also subject to impairment.

The Company's right-of-use assets are presented within Note 14 to the financial statements.

#### (iii) *Lease liabilities*

At the commencement date of the lease, the Company recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in-substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include the exercise price of a purchase option reasonably certain to be exercised by the Company and payments of penalties for terminating the lease, if the lease term reflects the Company exercising the option to terminate. Variable lease payments that do not depend on an index or a rate are recognised as expenses (unless they are incurred to produce inventories) in the period in which the event or condition that triggers the payment occurs.

In calculating the present value of lease payments, the Company uses its incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g. changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying asset.

The Company's lease liabilities are disclosed in Note 14.

#### (iv) *Short-term leases and leases of low-value assets*

The Company applies the short-term lease recognition exemption to its short-term leases of machinery (i.e. those leases that have a lease term of 12 months or less from the commencement date and do not contain a purchase option). It also applies the lease of low-value assets recognition exemption to leases of office equipment that are considered to be low value. Lease payments on short-term leases and leases of low value assets are recognised as expense on a straight-line basis over the lease term.

## 2A. Significant Accounting Policies (continued)

### 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 to 5 years
Computer (hardware & software)	- 3 to 5 years
Renovation	- 6 years

The residual values, estimated useful lives and depreciation method are reviewed, and adjusted as appropriate, at the end of each reporting year. The effects of any revision are recognised in the statement of financial activities 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 the statement of financial activities.

### Impairment of Non-Financial Assets

The Company 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 Company 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 the statement of financial activities.

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 the statement of financial activities.

### Financial Assets

Financial assets are recognised when, and only when the entity becomes party to the contractual provisions of the instruments.

At initial recognition, the Company measures a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss ("FVPL"), transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVPL are expensed in the statement of financial activities.

## 2A. Significant Accounting Policies (continued)

### Financial Assets (continued)

Trade receivables are measured at the amount of consideration to which the Company expects to be entitled in exchange for transferring promised goods or services to a customer, excluding amounts collected on behalf of third party, if the trade receivables do not contain a significant financing component at initial recognition.

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 in other comprehensive income for debt instruments is recognised in the statement of financial activities.

#### *Investments in debt instruments*

Debt instruments of the Company mainly comprise of cash and bank deposits and trade and other receivables.

Subsequent measurement of debt instruments depends on the Company's business model for managing the asset and the contractual cash flow characteristics of the asset. The three measurement categories for classification of debt instruments are amortised cost, fair value through other comprehensive income ("FVOCI") and FVPL. The Company only has debt instruments at amortised cost.

Financial assets that are held for the collection of contractual cash flows where those cash flows represent solely payments of principal and interest are measured at amortised cost. Financial assets are measured at amortised cost using the effective interest method, less impairment. Gains and losses are recognised in the statement of financial activities when the assets are derecognised or impaired, and through the amortisation process.

### Impairment of Financial Assets

The Company assesses on forward looking basis the expected credit losses associated with its debt instruments carried at amortised cost.

For trade receivable, the Company applied the simplified approach permitted by the SFRS 109, which requires expected lifetime losses to be recognised from initial recognition of the Receivables.

The general 3 stage approach is applied for cash and bank deposit. Credit loss allowance is based on 12-month expected credit loss if there is no significant increase in credit risk since initial recognition of the assets. If there is a significant increase in credit risk since initial recognition, lifetime expected credit loss will be calculated and recognised.

### Cash and Cash Equivalents

This includes cash and bank balances and fixed deposits with financial institutions.

For the purpose of the statement of cash flows, cash and cash equivalents consist of cash on hand and deposits in banks and excludes fixed deposits pledged to banks for banking facilities.

## 2A. Significant Accounting Policies (continued)

### Financial Liabilities

Financial liabilities are recognised when, and only when, the Company 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 the statement of financial activities, directly attributable transaction costs and subsequently measured at amortised cost using the effective interest rate method.

Gains and losses are recognised in the statement of financial activities 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.

## 2B. Other Explanatory Information

### Funds

Fund balances restricted by outside sources are so indicated and are distinguished from unrestricted funds, 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 unless impractical to do so.

## 3. Significant Accounting Judgements and Estimates

Estimates, assumptions and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

### 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 Property, 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 6 years. The carrying amount of the Company's plant and equipment at 31 March 2024 are disclosed in note 13 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.

#### 4. Related Party Relationships and Transactions

A party is related to a party if the party controls, or is controlled by, or can significantly influence or is significantly influenced by the other party.

A related party includes the members of the Board of Directors, members of committees and key management of the Company. It also includes entity or person that directly or indirectly controls, is controlled by, or is under common or joint control with these persons; members of the key management personnel or close members of the family of any individual referred to herein and others who have the ability to control, jointly control or significantly influence by or for which significantly voting power in such entity resides with, directly or indirectly, any such individual.

All members, Directors, members of committees and staff members of the Company are required to make declaration and full disclosure of interests and relationships that could potentially result in a conflict of interests. When a conflict of interest situation arises, the members or staff shall abstain from participating in the discussion, decision making and voting on the matter.

The members of the Board of Directors and committees are volunteers and receive no monetary remuneration for their contributions, except for reimbursement of out-of-pocket expenses, if claimed.

None of the paid staff are close members of the family of the Chief Executive Officer or any Board of Directors members.

During the current and previous financial year, there were no loans made to any staff, members of the Board of Directors, related parties or outside parties.

##### 4.1 Key management compensation

	<b>23 Dec 22 to <u>31 Mar 24</u> Company</b>	<b>1 Apr 22 to <u>31 Mar 23</u> Society</b>
	<b>\$</b>	<b>\$</b>
Salaries and short-term employee benefits	<u>1,051,390</u>	<u>922,458</u>
Number of key management personnel	<u>6</u>	<u>6</u>

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly. The Chief Executive and senior management team are considered key management personnel of the Company.

None of the key management personnel serve on the Board of Directors of the Company.

The annual remuneration (comprise of basic salary, bonuses, allowances and employer's contributions to Central Provident Fund) of the top 3 highest paid staff of the Company classified by remuneration bands are as follows:-

	<b>23 Dec 22 to <u>31 Mar 24</u> Company</b>	<b>1 Apr 22 to <u>31 Mar 23</u> Society</b>
	<b>\$</b>	<b>\$</b>
Remuneration bands		
\$300,001 to \$400,000	1	1
\$200,001 to \$300,000	-	-
\$100,000 to \$200,000	<u>2</u>	<u>2</u>



**5. Tax-exempt receipts**

The Company enjoys a concessionary tax treatment whereby qualified donors are granted 2.5 times tax deduction for the donations made to the Company.

	<b>23 Dec 22 to 31 Mar 24 Company \$</b>	<b>1 Apr 22 to 31 Mar 23 Society \$</b>
Tax-exempt receipts issued for donations collected	<u>663,473</u>	<u>849,809</u>

**6. Funding - Tote Board**

	<b>23 Dec 22 to 31 Mar 24 Company \$</b>	<b>1 Apr 22 to 31 Mar 23 Society \$</b>
Grant received	360,353	592,333
Transferred to deferred capital grants (Note 21)	(102,733)	-
Unutilised balance at the end of year	(102,296)	-
	<u>155,324</u>	<u>592,333</u>

**7. Other grants**

	<b>23 Dec 22 to 31 Mar 24 Company \$</b>	<b>1 Apr 22 to 31 Mar 23 Society \$</b>
CAMS Training	65,653	-
Enhanced fund-raising grant	394,684	414,096
Enhanced volunteer management	-	36,000
NYC Grant	50,000	-
Tech-and-Go!	1,272	-
The Majority grant	-	20,000
TMT-Listen2me	20,000	80,000
Training grant	22,977	1,284
Training Network Model (TNM) 2.0	-	100,000
Transformation support	-	37,646
VCF funding	-	27,461
Others	5,734	9,098
	<u>560,320</u>	<u>725,585</u>

## 8. Donations and sponsorship

	23 Dec 22 to <u>31 Mar 24</u> Company	1 Apr 22 to <u>31 Mar 23</u> Society
	\$	\$
General donations	315,651	356,107
Donations & Income from fund raising events	<u>565,515</u>	<u>696,568</u>
	881,166	1,052,675
Sponsorship/Donations-in-kind	<u>225,375</u>	<u>344,491</u>
	<u>1,106,541</u>	<u>1,397,166</u>
	\$	\$
Fund-raising and related expenses	153,509	163,469
Fund-raising efficiency ratio	<u>17%</u>	<u>16%</u>

There are no fund-raising appeals with gross receipts of more than \$1 million during the reporting year ended 31 March 2024 and 31 March 2023.

## 9. Wage credit income

	23 Dec 22 to <u>31 Mar 24</u> Company	1 Apr 22 to <u>31 Mar 23</u> Society
	\$	\$
Job Growth Incentive	-	89,100
Wage Credit Scheme	-	41,150
Others	<u>1,803</u>	<u>5,206</u>
	<u>1,803</u>	<u>135,456</u>

## 10. Manpower expenses

	23 Dec 22 to <u>31 Mar 24</u> Company	1 Apr 22 to <u>31 Mar 23</u> Society
	\$	\$
Salaries	3,793,913	3,478,153
Bonuses	834,462	747,245
Contributions to defined contribution plan	632,506	559,974
Foreign worker levy	12,990	18,436
Other staff benefit expenses	117,584	113,367
Training	<u>112,170</u>	<u>104,394</u>
	<u>5,503,625</u>	<u>5,021,569</u>

## 11. Finance costs

	23 Dec 22 to <u>31 Mar 24</u> Company	1 Apr 22 to <u>31 Mar 23</u> Society
	\$	\$
Interest on lease liabilities (Note 14)	<u>1,502</u>	<u>2,764</u>

**12. Income tax**

The Charity is a registered charity under the Charities Act 1994 and is exempted from tax under the Income Tax Act.

**13. Plant and equipment**

	<u>Computer</u>	<u>Furniture and Fittings</u>	<u>Office Equipment</u>	<u>Renovation</u>	<u>Total</u>
	\$	\$	\$	\$	\$
<b>Cost</b>					
At 1 April 2022	469,300	51,218	296,462	751,034	1,568,014
Additions	24,614	-	10,498	-	35,112
Adjustments	-	-	-	(2,400)	(2,400)
At 31 March 2023 and 1 April 2023	493,914	51,218	306,960	748,634	1,600,726
Additions	147,108	-	-	-	147,108
Written off	-	(6,963)	(20,365)	-	(27,328)
At 31 March 2024	641,022	44,255	286,595	748,634	1,720,506
	<u>Computer</u>	<u>Furniture and Fittings</u>	<u>Office Equipment</u>	<u>Renovation</u>	<u>Total</u>
	\$	\$	\$	\$	\$
<b>Accumulated depreciation</b>					
At 1 April 2022	106,301	41,914	220,199	37,870	406,284
Depreciation	103,920	2,428	28,248	124,710	259,306
At 31 March 2023 and 1 April 2023	210,221	44,342	248,447	162,580	665,590
Depreciation	125,163	2,322	14,903	124,772	267,160
Written off	-	(6,963)	(20,365)	-	(27,328)
At 31 March 2024	335,384	39,701	242,985	287,352	905,422
<b>Net carrying amount</b>					
At 31 March 2024	305,638	4,554	43,610	461,282	815,084
At 31 March 2023	283,693	6,876	58,513	586,054	935,136

**14. Leases**The Company as a lessee

The Company has lease contracts for office space and office equipment. The Company's obligations under these leases are secured by the lessor's title to the leased assets. The Company is restricted from assigning and subleasing the leased assets.

The Company also has certain leases of equipment with low value and lease terms of 12 months or less. The Company applies the "short-term lease" and "lease of low-value assets" recognition exemptions for these leases.

**14. Leases (continued)**

(a) Carrying amounts of right-of-use assets

	<u>Leasehold Buildings</u>	<u>Office Equipment</u>	<u>Total</u>
	\$	\$	\$
At 1 April 2022	152,602	19,364	171,966
Depreciation	<u>(49,110)</u>	<u>(5,189)</u>	<u>(54,299)</u>
At 31 March 2023 and 1 April 2023	103,492	14,175	117,667
Depreciation	<u>(49,110)</u>	<u>(5,189)</u>	<u>(54,299)</u>
At 31 March 2024	<u>54,382</u>	<u>8,986</u>	<u>63,368</u>

(b) Lease Liabilities

	<u>31 Mar 24</u> Company	<u>31 Mar 23</u> Society
	\$	\$
At beginning of year	81,518	128,303
Accretion of interest (Note 11)	1,502	2,764
Lease payments	<u>(49,550)</u>	<u>(49,549)</u>
At end of year	<u>33,470</u>	<u>81,518</u>
Current liabilities	29,260	48,048
Non-current liabilities	<u>4,210</u>	<u>33,470</u>
	<u>33,470</u>	<u>81,518</u>

The maturity analysis of lease liabilities is disclosed in Note 25.

(c) Amounts recognised in statement of comprehensive income

	<u>23 Dec 22</u> to <u>31 Mar 24</u> Company	<u>1 Apr 22</u> to <u>31 Mar 23</u> Society
	\$	\$
Depreciation expense of right-of-use assets	54,299	54,299
Interest expense on lease liabilities (Note 11)	1,502	2,764
	<u>55,801</u>	<u>57,063</u>

(d) Total cash outflows

The Company had total cash outflows for lease of \$49,550 (2023: \$49,549).

A reconciliation of liabilities arising from the Company's financing activities is as follows:

	1 April 2023	Cash flows	Accretion of interest	Others	31 March 2024
<u>Company</u>	\$	\$	\$	\$	\$
Lease Liabilities					
- Current	48,048	(49,550)	1,502	29,260	29,260
- Non-current	33,470	-	-	(29,260)	4,210
	<u>81,518</u>	<u>(49,550)</u>	<u>1,502</u>	<u>-</u>	<u>33,470</u>

**14. Leases (continued)**

<b>Society</b>	<b>1 April 2022</b>	<b>Cash flows</b>	<b>Accretion of interest</b>	<b>Others</b>	<b>31 March 2023</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Lease Liabilities					
- Current	46,785	(49,549)	2,764	48,048	48,048
- Non-current	81,518	-	-	(48,048)	33,470
	<u>128,303</u>	<u>(49,549)</u>	<u>2,764</u>	<u>-</u>	<u>81,518</u>

The "Others" column relates to reclassification of non-current and current portion of lease liabilities.

**15. Trade and other receivables**

	<b>31 Mar 24 Company</b>	<b>31 Mar 23 Society</b>
	<b>\$</b>	<b>\$</b>
Grant receivables (a)	115,169	44,348
Trade receivables (b)	7,540	3,620
Interest receivables	108,560	4,263
Other receivables	26,735	3,495
Amount due from related party – non-trade (Note 4) (c)	-	44,671
	<u>258,004</u>	<u>100,397</u>

(a) Included in grants receivables are dollar-for-dollar matching grant under Enhanced Fund-Raising Programme receivable from Tote Board, asset related grants; and training support grants.

(b) Trade receivables are non-interest bearing and are generally ranging from 7 to 30 days credit terms.

(c) The amount due from related party represents advances and expenses paid on behalf of Samaritans of Singapore (the "Society") for Samaritans of Singapore Limited (the "Company").

Loss allowance for receivables has been measured at 12-month expected credit loss (ECL) as the amounts mainly consist of receivables from Ministry or Government related organisations which are backed by the Government of Singapore, and for which the management has assessed these counterparties to be creditworthy with low credit risk and have low risk of default.

No impairment allowance was made for the receivables as these amounts are due from Ministry or Government related organisations and the management considers the probability of default and the loss upon default to be minimal after assessing for considerations such as financial background, creditability, historical credit loss experience and any relevant forward-looking information, including but not limited to changes in economic environment. The management has evaluated that there is no significant change in credit quality and the amounts are still considered recoverable and the receivables are not past due as at the end of the reporting period.

**16. Deposits and prepayments**

	<b>31 Mar 24 Company</b>	<b>31 Mar 23 Society</b>
	<b>\$</b>	<b>\$</b>
Prepayments	84,114	23,061
Deposits paid	8,856	7,385
	<u>92,970</u>	<u>30,446</u>

### 17. Cash and cash equivalents

	<u>31 Mar 24</u> Company	<u>31 Mar 23</u> Society
	\$	\$
Cash and Bank balances	123,108	8,121,620
Fixed deposits (a)	8,850,000	310,000
	<u>8,973,108</u>	<u>8,431,620</u>
Fixed deposit pledged (b)	(20,000)	(10,000)
Cash and cash equivalents at end of year	<u>8,953,108</u>	<u>8,421,620</u>

(a) Fixed deposits placed with banks and financial institutes bear interest at rate 2.20% to 3.60% (2023: 1.95%) per annum at the statement of financial position date and will mature within 1 to 12 months (2023: within 4 months) from the financial year end.

(b) Fixed deposit pledged as security for corporate credit card facilities granted by a bank to the Company.

### 18. Trade and other payables

	<u>31 Mar 24</u> Company	<u>31 Mar 23</u> Society
	\$	\$
Trade payables	20,750	28,195
Other payables	3,880	-
Accrued operating expenses	395,860	182,247
	<u>420,490</u>	<u>210,442</u>

### 19. Contract liabilities

Contract liabilities represents amount of consideration received from customer in advance. Contract liabilities are recognised as revenue as (or when) the Company satisfy the performance obligations under its contracts.

The following table provides information about contract liabilities from contracts with customers:

	<u>31 Mar 24</u> Company	<u>31 Mar 23</u> Society
	\$	\$
Advance receipt for training fee	-	3,750

### 20. Deferred income

	<u>31 Mar 24</u> Company	<u>31 Mar 23</u> Society
	\$	\$
Deferred donation (a)	216,789	-
Deferred income (b)	153,094	-
	<u>369,833</u>	<u>-</u>

(a) Deferred donation consist of donations received for fund raising event to be held in the next financial year.

**20. Deferred income (continued)**

(b) Movements of deferred income is as follows:

	<u>31 Mar 24</u> Company \$	<u>31 Mar 23</u> Society \$
Opening balance	-	-
<b>Received during the year</b>		
Be A Samaritan	360,353	-
CAMS	109,020	-
Tech-and-Go!	8,703	-
<b>Utilised during the year</b>		
Be A Samaritan (Note 23)	(155,324)	-
CAMS (Note 7)	(65,653)	-
Tech-and-Go! (Note 7)	(1,272)	-
<b>Transferred to Deferred capital grant</b>		
Be A Samaritan (Note 21)	(102,733)	-
	<u>153,094</u>	<u>-</u>

**21. Deferred capital grant**

	<u>31 Mar 24</u> Company \$	<u>31 Mar 23</u> Society \$
Balance at the beginning of the year	-	-
Received/receivable during the year	30,000	-
Transferred from grant received in advance (Note 20)	102,733	-
Amortisation for the year	(5,275)	-
Balance at the end of the year	<u>127,458</u>	<u>-</u>

Deferred capital grant related to the purchase of property, plant and equipment from the funds received and this is subject to the terms and conditions as prescribed in the respective funding agreements.

**22. Unrestricted Funds – Accumulated Funds**

	<u>31 Mar 24</u> Company \$	<u>31 Mar 23</u> Society \$
Balance at 1 April	2,760,217	2,384,181
Add: Income		
Other grants	404,938	450,655
Donations and sponsorship	1,078,141	1,397,166
Training income	158,623	221,505
Interest income	252,869	94,523
Wage credit income	1,803	131,569
Amortisation of deferred capital grants	1,173	-
Other income	3,711	9,927
	<u>1,901,258</u>	<u>2,305,345</u>
Less: Expenditure		
Manpower expenses	(1,317,441)	(1,189,230)
Volunteer expenses	(4,743)	(15,002)
Professional expenses	(43,590)	(30,525)
Premises expense	(7,792)	(9,155)
IT and equipment expense	(767)	(3,882)
Communication expense	(3,791)	(2,568)
Training expense	(9,253)	(5,677)
Publicity and education expenses	(88,192)	(201,591)
Fund raising and related expenses	(153,509)	(163,469)
Sponsorship-in-kind	(128,785)	(147,946)
Administrative expenses	(15,903)	(12,006)
Supporting costs	783,230	-
Depreciation of plant and equipment	(22,163)	(22,554)
Depreciation of right-of-use assets	(12,240)	(13,440)
Finance costs	(126)	(317)
	<u>(1,025,065)</u>	<u>(1,817,362)</u>
Surplus for the year	876,193	487,983
Less: Fund transfer (Note 23)	(54,924)	(111,947)
Balance at 31 March	<u>3,581,486</u>	<u>2,760,217</u>



## 23. Restricted Funds

	Main Programme Reserves	LOSS Fund	CareText Fund	Be A Samaritan Fund	Anthony Yeo Memorial Fund	V Sellapan Family Fund	Healing Bridge Fund	Other Restricted Funds	Total
	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(Note 21A)	
	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>Company</b>									
<b>Balance at 1 April 2023</b>	<b>3,935,703</b>	<b>1,168,141</b>	<b>231,033</b>	<b>252,271</b>	<b>74,870</b>	<b>128,120</b>	<b>23,771</b>	<b>695,430</b>	<b>6,509,339</b>
<b>Income</b>									
<b>Funding</b>									
-NCSS-ComChest	3,508,031	-	-	-	-	-	-	-	3,508,031
-TBSSF	-	148,511	946,484	-	-	-	-	-	1,094,995
-Tote Board	-	-	-	155,324	-	-	-	-	155,324
Other grants	18,149	-	50,000	-	-	-	-	87,233	155,382
Donations and sponsorship	-	20,000	8,400	-	-	-	-	-	28,400
Training Income	-	-	-	26,670	-	-	-	-	26,670
Amortisation of capital grant	-	-	-	4,102	-	-	-	-	4,102
Other income	13,934	500	2,392	-	-	-	-	-	16,826
	<b>3,540,114</b>	<b>169,011</b>	<b>1,007,276</b>	<b>186,096</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>87,233</b>	<b>4,989,730</b>
<b>Expenditure</b>									
Manpower expenses	(2,820,425)	(185,332)	(758,372)	(319,441)	(8,014)	-	-	(94,600)	(4,186,184)
Volunteer expenses	(62,785)	(340)	(12,341)	(1,930)	-	-	(2,230)	-	(79,626)
Professional expenses	(18,377)	(1,154)	(5,560)	(2,698)	(3,065)	-	(49)	(3,750)	(34,653)
Premises expense	(52,768)	(3,644)	(21,294)	(8,603)	-	-	-	-	(86,309)
IT and equipment expense	(96,376)	(1,598)	(86,392)	(4,779)	-	-	-	-	(189,145)
Communication expense	(17,975)	(432)	(3,077)	(1,193)	-	-	-	-	(22,677)
Training expenses	(870)	(87)	-	(27,738)	-	-	-	(65,869)	(94,564)
Publicity and education expenses	(57,471)	(12,641)	(11,397)	(10,172)	-	(10,138)	(3,784)	-	(105,603)
Administrative expenses	(37,063)	(2,787)	(12,939)	(8,781)	-	(173)	(1,515)	(565)	(63,823)
Supporting costs	(442,655)	(37,261)	(205,002)	(98,312)	-	-	-	-	(783,230)
Depreciation of plant and equipment	(65,868)	(16,141)	(383)	(5,216)	-	-	-	(157,389)	(244,997)
Depreciation of right-of-use assets	(25,205)	(1,839)	(10,725)	(4,290)	-	-	-	-	(42,059)
Finance costs	(830)	(60)	(348)	(138)	-	-	-	-	(1,376)
<b>Total expenditure</b>	<b>(3,698,668)</b>	<b>(263,316)</b>	<b>(1,127,830)</b>	<b>(493,291)</b>	<b>(11,079)</b>	<b>(10,311)</b>	<b>(7,578)</b>	<b>(322,173)</b>	<b>(5,934,246)</b>
Surplus/(deficit)	(158,554)	(94,305)	(120,554)	(307,195)	(11,079)	(10,311)	(7,578)	(234,940)	(944,516)
Fund transfer (Note 22)	-	-	-	54,924	-	-	-	-	54,924
<b>Balance at 31 March 2024</b>	<b>3,777,149</b>	<b>1,073,836</b>	<b>110,479</b>	<b>-</b>	<b>63,791</b>	<b>117,809</b>	<b>16,193</b>	<b>460,490</b>	<b>5,619,747</b>

## 23. Restricted Funds (continued)

	Main Programme Reserves	LOSS Fund	CareText Fund	Be A Samaritan Fund	Anthony Yeo Memorial Fund	V Sellapan Family Fund	Healing Bridge Fund	Other Restricted Funds	Total
	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(Note 21A)	
	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>Society</b>									
Balance at 1 April 2022	2,877,102	1,275,427	151,337	-	86,026	142,761	27,164	786,476	5,346,293
<b>Income</b>									
Funding									
-NCSS-ComChest	3,804,244	-	-	-	-	-	-	-	3,804,244
-TBSSF	-	144,764	938,912	-	-	-	-	-	1,083,676
-Tote Board	-	-	-	592,333	-	-	-	-	592,333
Other grants	1,284	-	-	-	-	-	-	273,646	274,930
Wage credit income	3,887	-	-	-	-	-	-	-	3,887
Other income	3,424	-	1,950	-	-	-	-	-	5,374
	3,812,839	144,764	940,862	592,333	-	-	-	273,646	5,764,444
<b>Expenditure</b>									
Manpower expenses	(2,401,225)	(207,132)	(732,814)	(289,729)	(11,075)	-	-	(190,364)	(3,832,339)
Volunteer expenses	(63,537)	(382)	(3,374)	(200)	-	-	(1,883)	(1,830)	(71,206)
Professional expenses	(17,454)	(1,153)	(8,611)	(4,113)	-	-	-	-	(31,331)
Premises expense	(46,735)	(3,036)	(23,175)	(6,148)	-	-	-	-	(79,094)
IT and equipment expense	(50,750)	(2,335)	(37,573)	(3,163)	-	-	(17)	(20,556)	(114,394)
Communication expense	(21,071)	(313)	(3,308)	(627)	-	-	-	(140)	(25,459)
Training expenses	-	-	-	(20,389)	-	-	-	(82,250)	(102,639)
Publicity and education expenses	(25,902)	(10,148)	(14,843)	(2,472)	-	(14,641)	-	(23,856)	(91,862)
Administrative expenses	(44,736)	(9,229)	(20,160)	(8,656)	(81)	-	(1,493)	(608)	(84,963)
Depreciation of plant and equipment	(57,694)	(16,600)	(4,250)	(1,173)	-	-	-	(157,035)	(236,752)
Depreciation of right-of-use assets	(23,726)	(1,627)	(12,299)	(3,207)	-	-	-	-	(40,859)
Finance costs	(1,403)	(95)	(759)	(185)	-	-	-	-	(2,447)
Total expenditure	(2,754,238)	(252,050)	(861,166)	(340,062)	(11,156)	(14,641)	(3,393)	(476,639)	(4,713,345)
Surplus/(deficit)	1,058,601	(107,286)	79,696	252,271	(11,156)	(14,641)	(3,393)	(202,993)	1,051,099
Fund transfer (Note 22)	-	-	-	-	-	-	-	111,947	111,947
<b>Balance at 31 March 2023</b>	<b>3,935,703</b>	<b>1,168,141</b>	<b>231,033</b>	<b>252,271</b>	<b>74,870</b>	<b>128,120</b>	<b>23,771</b>	<b>695,430</b>	<b>6,509,339</b>

**23. Restricted Funds (continued)****23A. Other Restricted Funds**

	Accumulated Fund – Research	CAMS	IT Fund	Invictus Fund	Office Relocation Fund	The Majority Fund	Training Centre Fund	President's Challenge 2020	TMT L2Me	Total
	(viii) \$	(ix) \$	(xi) \$	(xii) \$	(xiii) \$	(xv) \$	(xvi) \$	(xviii) \$	(xix) \$	\$
<b>Company</b>										
Balance at 1 April 2023	111,326	-	85,988	20,843	117,970	59,785	128,868	161,111	9,539	695,430
<b>Income</b>										
Other grants	1,580	65,653	-	-	-	-	-	-	20,000	87,233
Total income	1,580	65,653	-	-	-	-	-	-	20,000	87,233
<b>Expenditure</b>										
Manpower expenses	(65,061)	-	-	-	-	-	-	-	(29,539)	(94,600)
Professional expenses	(3,750)	-	-	-	-	-	-	-	-	(3,750)
Training expense	(216)	(65,653)	-	-	-	-	-	-	-	(65,869)
Administrative expenses	(565)	-	-	-	-	-	-	-	-	(565)
Depreciation of plant and equipment	-	-	(34,963)	(13,912)	(32,227)	(15,340)	(27,614)	(33,333)	-	(157,389)
Total expenditure	(65,592)	-	(34,963)	(13,912)	(32,227)	(15,340)	(27,614)	(33,333)	(29,539)	(322,173)
Surplus/(deficit)	(68,012)	-	(34,963)	(13,912)	(32,227)	(15,340)	(27,614)	(33,333)	(9,539)	(234,940)
<b>Balance at 31 March 2024</b>	<b>43,314</b>	<b>-</b>	<b>51,025</b>	<b>6,931</b>	<b>85,743</b>	<b>44,445</b>	<b>101,254</b>	<b>127,778</b>	<b>-</b>	<b>460,490</b>

## 23. Restricted Funds (continued)

## 23A. Other Restricted Funds (continued)

	Accumul ated Fund – Research	Enhanced Volunteer Manager	IT Fund	Invictus Fund	Office Relocation Fund	Chatsafe Fund	The Majority Fund	Training Centre Fund	Transformation Support Scheme	President's Challenge 2020	TMT L2Me	TNM 2.0	Total
	(viii)	(x)	(xi)	(xii)	(xiii)	(xiv)	(xv)	(xvi)	(xvii)	(xviii)	(xix)	(xx)	
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>Society</b>													
Balance at 1 April 2022	112,329	(50,745)	117,022	41,776	150,197	48,275	71,861	156,482	(55,165)	194,444	-	-	786,476
<b>Income</b>													
Other grants	-	36,000	-	-	-	-	20,000	-	37,646	-	80,000	100,000	273,646
Total income	-	36,000	-	-	-	-	20,000	-	37,646	-	80,000	100,000	273,646
<b>Expenditure</b>													
Manpower expenses	(963)	(80,354)	-	-	-	(31,850)	-	-	900	-	(69,927)	(8,170)	(190,364)
Volunteer expenses	-	-	-	-	-	-	-	-	-	-	-	(1,830)	(1,830)
IT and equipment expense	-	-	(3,246)	-	-	-	(16,936)	-	-	-	(374)	-	(20,556)
Communication expense	-	(140)	-	-	-	-	-	-	-	-	-	-	(140)
Training expense	-	-	-	-	-	(250)	-	-	-	-	-	(82,000)	(82,250)
Publicity and education expenses	-	-	-	-	-	(15,856)	-	-	-	-	-	(8,000)	(23,856)
Administrative expenses	(40)	(89)	-	-	-	(319)	-	-	-	-	(160)	-	(608)
Depreciation of plant and equipment	-	-	(27,788)	(20,933)	(32,227)	-	(15,140)	(27,614)	-	(33,333)	-	-	(157,035)
Total expenditure	(1,003)	(80,583)	(31,034)	(20,933)	(32,227)	(48,275)	(32,076)	(27,614)	900	(33,333)	(70,461)	(100,000)	(476,639)
Surplus/(deficit)	(1,003)	(44,583)	(31,034)	(20,933)	(32,227)	(48,275)	(12,076)	(27,614)	38,546	(33,333)	9,539	-	(202,993)
Fund transfer (Note 22)	-	95,328	-	-	-	-	-	-	16,619	-	-	-	111,947
<b>Balance at 31 March 2023</b>	<b>111,326</b>	<b>-</b>	<b>85,988</b>	<b>20,843</b>	<b>117,970</b>	<b>-</b>	<b>59,785</b>	<b>128,868</b>	<b>-</b>	<b>161,111</b>	<b>9,539</b>	<b>-</b>	<b>695,430</b>

## 23. Restricted Funds (continued)

### 23B. Restricted Funds

- (i) **Main Program Reserves** – This fund is restricted solely for the operations of the Company main programme, which refers to the Suicide Crisis Intervention Programme that provides confidential emotional support to individuals facing a crisis, thinking about suicide or affected by suicide. This programme aims to reduce the suicide risk for persons in distress, through the 24-hour hotline, face-to-face counselling, email support service and support groups.
- (ii) **LOSS Fund** – LOSS (Local Outreach to Suicide Survivor) is a nationwide programme by the Company that provides emotional support and comfort to survivors in the aftermath of a suicide death and throughout their bereavement. The Tote Board Social Service Fund ("TBSS") co-funds 50% of the annual operating cost of the programme and the reserve comprises mainly of surplus of designated donations from prior years.
- (iii) **CareText Fund** – This fund is restricted solely for the operations of the Company 24-hour CareText service, a new text-based platform service launched on 10 October 2020 and co-funded by Tote Board Social Service Fund ("TBSS") from 1 October 2021. The purpose of this service is to provide additional and alternative avenues of emotional support through text messaging.
- (iv) **Be A Samaritan Fund** – This fund is restricted for the operations of the Company's "Be A Samaritan" (BAS) programme. This programme was established in April 2022 and is co-funded by Tote Board for a period of three years starting from 1 April 2022. The purpose of this programme is to equip every individual in Singapore with the confidence, knowledge and skills to identify, engage and encourage distressed individuals to seek help and provide emotional support in an empathetic and professional manner.
- (v) **Anthony Yeo Memorial Fund** – This fund was initiated by a \$5,000 donation from the wife of the late Anthony Yeo in 2010 who was a former Chairman of the Society. The designated donations over the years have contributed to the growth of the fund which has been designated to support staff development needs.
- (vi) **V Sellapan Family Fund** -This fund was initiated by a \$150,000 donation in 2017 from the family of the late President S R Nathan for use in the World Suicide Prevention Day Campaign. This fund was named under his late father Mr. V Sellapan.
- (vii) **Healing Bridge Fund** – This fund was established for the operations of the Healing Bridge Programme. Healing Bridge is a suicide bereavement support group for those who have lost a loved one to suicide to receive support from other members.
- (viii) **Accumulated Fund – Research** – This fund was a contribution from a charity club in Singapore through their major fund-raising projects in 2017 and a donation in kind from an event held by a donor. The fund is to be used to conduct research studies to understand the underlying causes of suicide in the local context that could potentially help the Company, policy makers or other agencies in better planning and mapping out of suicide prevention strategies.
- (ix) **CAMS** – The fund is restricted solely for training the mental health practitioners in the community in suicide prevention using CAMS (Collaborative Assessment and Management of Suicidality) as a common modality. This is a three-year project, commencing from 1 January 2023 till 31 December 2025.
- (x) **Enhanced Volunteer Manager Fund** – This is a two-year manpower support fund provided under the NCSS Enhanced Volunteer Manager Funding Scheme ("EVMFS"). The purpose of this fund is to strengthen the volunteer management capacity of the Company. The deficit was due to actual manpower cost incurred exceeded funding amount. During the previous financial year, \$95,328 was transferred from Unrestricted Funds-Accumulated Fund to Enhanced Volunteer Manager Fund.

## 23. Restricted Funds (continued)

### 23B. Restricted Funds (continued)

- (xi) **IT Fund** – This fund was established for upgrading the telephone system and infrastructure. This fund has been fully utilised in the previous financial year. The depreciation charges of the IT purchased are charged to the fund over the estimated useful lives of the related assets.
- (xii) **Invictus Fund** – This is a fund provided by the National Council of Social Services (NCSS) to support Social Service Agencies (SSAs) in maintaining service delivery and serving clients safely and effectively during the COVID-19 pandemic. The total approved grant was \$100,000 and has been fully utilised on its intended and approved operating and capital expenditures in 2021. The operating expenditures have been directly charged to the fund in the year of incurrence while the depreciation charges of the assets purchased are charged to the fund over the estimated useful lives of the related assets.
- (xiii) **Office Relocation Fund** – This fund was established for the purpose of future renovation and related capital costs to meet the expansion of services. The fund has been fully utilised in the previous financial year in financing the renovation works at the Cantonment office premises. The depreciation charges of the renovation cost are charged to the fund over the estimated useful lives of the office premise.
- (xiv) **ChatSafe Fund** – this is a project funded by TF IPC Ltd with the aim to equip youth with the knowledge and skills to chat safely about suicides online. This is a two-year project and was completed in the previous financial year ended 31 March 2023.
- (xv) **The Majority Fund** – This is for the system integration project for the Company's 24-hour CareText platform, funded by The Majority Trust Limited. The project was completed in the previous financial year ended 31 March 2023. The depreciation charges of the software purchased are charged to the fund over the estimated useful lives of the related assets.
- (xvi) **Training Centre Fund** – This fund was a contribution from a charity club in Singapore through their major fund-raising projects in 2017. The purpose of this fund is for setting up new training centre or its related purposes. The fund has been fully utilised in the previous financial year in financing the renovation work of the training rooms at the Company's two office premises. The depreciation charges of the renovation cost are charged to the fund over the estimated useful lives of the training rooms.
- (xvii) **Transformation Support Scheme** – This is a one-year manpower co-funding support scheme provided by NCSS with the aim to recruit an individual or staff to support or facilitate in the the Company transformation project. The co-funding amount is up to 90% of the monthly gross wages. The deficit reported in the previous financial year was primarily due to actual manpower cost incurred exceeded funding amount. During the previous financial year, \$16,619 was transferred from Unrestricted Funds-Accumulated Funds to Transformation Support Scheme fund.
- (xviii) **President's Challenge 2020** - This grant was given for the renovation work of a new office premise to meet the expansion needs of the Company. The fund has been fully utilised in the previous financial years in financing part of the renovation cost at its Ubi office premises. The depreciation charges of the office renovation cost will be charged to the fund over the estimated useful lives of the Ubi office premise.
- (xix) **TMT L2Me Fund** – This is a grant from The Majority Trust, to fund the Listen2Me project. Listen2Me is the Company's text analysis project, aimed at studying the text data collected for the continuing improvement of our services. This project was completed during the current financial year ended 31 March 2024.

## 23. Restricted Funds (continued)

### 23B. Restricted Funds (continued)

- (xx) **TNM 2.0 Fund** – The Training Network Model (TNM) 2.0 is a grant from NCSS to transform the Company to become the center of excellence (COE) in training services. The grant received during the previous financial year has been fully utilised in the same year.

## 24. Reserve Policy

The purpose of reserves is to provide long-term financial stability and ensure continued development of the Company's activities. The Company aims to maintain a reserve of 1.5 years of operating expenditure. The Board of Directors reviews the level of reserves periodically to ensure the adequacy of the reserves.

The Company's reserve position as at the financial years ended are as follow:

	<u>31 Mar 24</u>	<u>31 Mar 23</u>
	Company	Society
	\$	\$
Unrestricted Funds	3,581,486	2,760,217
Restricted Funds	5,619,747	6,509,339
Total Funds	<u>9,201,233</u>	<u>9,269,556</u>
Annual Operating Expenditure	<u>6,959,311</u>	<u>6,530,707</u>
Reserve Ratio	<u>1.32</u>	<u>1.42</u>

## 25. Financial Risk Management Objectives and Policies

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

### Liquidity Risk

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

The Company 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 Company's financial assets and liabilities at the end of the reporting year based on contractual undiscounted repayment obligations.

**25. Financial Risk Management Objectives and Policies (continued)**  
**Liquidity Risk (continued)**

	<u>31 Mar 24</u>			<u>31 Mar 23</u>		
	<b>Company</b>			<b>Society</b>		
	<u>1 year or less</u>	<u>1 to 5 years</u>	<u>Total contractual cash flows</u>	<u>1 year or less</u>	<u>1 to 5 years</u>	<u>Total contractual cash flows</u>
	\$	\$	\$	\$	\$	\$
<b>Financial assets</b>						
Trade and other receivables	258,004	-	258,004	100,397	-	100,397
Deposits	8,856	-	8,856	7,385	-	7,385
Cash and cash equivalents	8,973,108	-	8,973,108	8,431,620	-	8,431,620
	<u>9,239,968</u>	<u>-</u>	<u>9,239,968</u>	<u>8,539,402</u>	<u>-</u>	<u>8,539,402</u>
<b>Financial liabilities</b>						
Trade and other payables	420,490	-	420,490	210,442	-	210,442
Lease liabilities	29,596	4,307	33,903	49,550	33,903	83,453
	<u>450,086</u>	<u>4,307</u>	<u>454,393</u>	<u>259,992</u>	<u>33,903</u>	<u>293,895</u>
Total net undiscounted financial assets/ (liabilities)	<u>8,789,882</u>	<u>(4,307)</u>	<u>8,785,575</u>	<u>8,279,410</u>	<u>(33,903)</u>	<u>8,245,507</u>

Credit Risk

The Company has assessed that there is minimal credit risk as majority of the receivables are either due from Ministry or Government related the Company, which are backed by the Government of Singapore. the Company has applied a 12-month expected credit loss ("ECL") to measure the loss allowance. The management has evaluated that these receivables are performing with low credit risk, as there has been no significant increase in the risk at default on these receivables since initial recognition, and the counterparties generally have a low risk of default and do not have any past due amounts.

The ageing of trade receivables as at 31 March:

	<u>31 Mar 24</u>	<u>31 Mar 23</u>
	<b>Company</b>	<b>Society</b>
	\$	\$
Less than 30 days	7,040	2,720
More than 90 days	500	900
	<u>7,540</u>	<u>3,620</u>

As at the statement of financial position date, the Company does not have any trade receivables that are subject to ECLs.



**25. Financial Risk Management Objectives and Policies (continued)**  
**Credit Risk (continued)**

The Company places its cash with creditworthy financial institutions. The credit risk on bank deposits is limited as the counterparties are financial institutions with high credit-ratings assigned by international credit-rating agencies and reputable corporations with a good credit history. Further details of credit risks on receivables are disclosed in Note 15 of the financial statements respectively.

**26. 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.

	<u>31 Mar 24</u> Company	<u>31 Mar 23</u> Society
	\$	\$
Financial liabilities at amortised cost	453,960	291,960
Financial assets at amortised cost	9,239,968	8,539,402

**27. New Accounting Standards and SFRSs Interpretations**

At the date of authorisation of these financial statements, no SFRS, INT FRSs and amendments to SFRS that are relevant to the Company were issued but not yet effective.

**28. Comparative**

The financial statements of the Company cover the period from 23 December 2022 (date of incorporation) to 31 March 2024. Prior to 1 April 2023, the Company was dormant.

On 1 April 2023, the Company took over the operations, together with all the assets and liabilities of Samaritans of Singapore (the "Society") (UEN: S69SS0047D), registered in Singapore as a society and an IPC registered under the Charities Act. The Society was dormant subsequent to the transfer and was successfully dissolved on 11 November 2023.

The following table summarises the carrying amounts of the assets and liabilities transferred from the Society to the Company as at 1 April 2023.

	<u>1 April 2023</u>
	\$
Plant and equipment	935,136
Right-of-use assets	117,667
Trade and other receivables	100,397
Deposit and prepayments	30,446
Cash and cash equivalents	8,431,620
Lease liability - Non Current	(33,470)
Reinstatement cost	(50,000)
Trade and other payables	(210,442)
Contract liabilities	(3,750)
Lease liability - Current	(48,048)
<b>Net assets</b>	<u><u>9,269,556</u></u>

As the Company and the Society are managed and controlled by the same parties both before and after 1 April 2023, and also have the same principal activities as disclosed in Note 1, the management has presented the financial performance of the Society from 1 April 2022 to 31 March 2023 for comparative purpose.

