

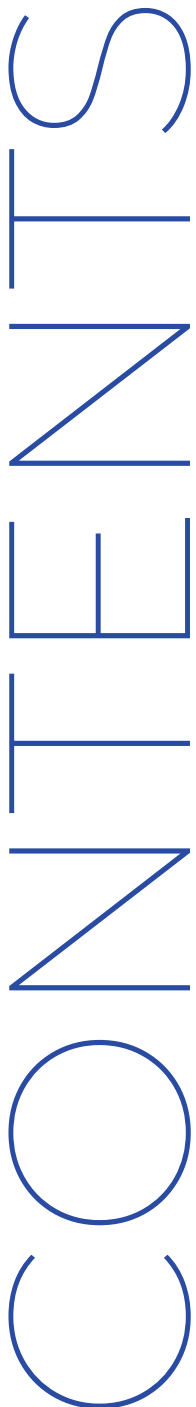


YOUTH GUIDANCE OUTREACH SERVICES

Annual Report for the
financial year:

2023

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STUBOBA

The work with troubled youth **began in 1983**, in response to an increasing awareness of the presence of youths-at-risk in our housing estates, as Youth Guidance, a ministry department with Singapore Youth for Christ (SYFC).

Following that, in **1996, Youth Guidance Outreach Services (YGOS), was registered as an independent entity** with its own constitution, with the Registry of Societies. It gained membership with the National Council of Social Service (NCSS), and **since 1997, enjoyed the status of an Institution of a Public Character (IPC).**

As a Christian-value based youth services organisation (YSO), we seek to reach out and help these young people integrate well with the mainstream society, eventually **adopting a lifestyle that makes a positive contribution to their schools and community.**

Our Distinctives

Developing People

We believe that people are more important than programmes.

Diversifying Partnership

We understand that interdependence is crucial to maintaining quality output and outcomes.

Distinctive Purpose

We always remember the reason why we do what we do: to empower youths through sound principles.



Our Mission

To **provide hope** to youths-at-risk and their families through **caring relationships** and **developmental opportunities** for the whole person.

OVERVIEW OF YGOS

Youth Guidance Outreach Services (YGOS) was [registered as a society or set up as a trust / set up by way of a trust deed or incorporated as a company limited by guarantee] on 01/04/1996.

Youth Guidance Outreach Services (YGOS) is an exempt charity.

YGOS has been accorded IPC (Institution of a Public Character) status from 01/02/2023 to 30/06/2024.

YGOS has a Constitution or Trust deed or M&AA or Rules and Regulations as its governing instrument.

Unique Registration Number (UEN): S96SS0067H

Registered Address: 10 Lorong 27A Geylang #03-01 Emmanuel House Singapore, 388107

Auditor: TAN and TEH

Bankers: Oversea-Chinese Banking Corporation

Executive Director's Message



Our YGOS theme for 2023 was Zealous for Good Works. Good works are defined as simply exterior actions or deeds. Acts of charity, kindness or goodwill.

We seek to help individuals and families fulfil their social responsibility and reach their fullest potential both personally in school, family and community.

We have been taught that we are "created in Christ Jesus to do good works", so as a YGOS team.

We aspire to engage in works of outreach to our community.

Over the last one year, we have reached out to so many youths and their families that we can confidently say that we have made a positive impact on some of the youths. Some of the programmes mentioned enabled us to provide adequate and timely intervention to reach out to youths in need of support.

One of the areas that YGOS focused on was E Chat service and iHOPE Programme, reaching out to youths with early signs of mental health concerns.

We hope to provide upstream preventive efforts for youths in distress and provide the timely support that they require.

What happens to us in our first 10 years or so of life will affect the later stage of our lives. The youths can be imprinted by their early experiences, hence, childhood trauma can have a significant impact on mental, physical health and well-being throughout their entire lives.

Smoking/Vaping Cessation Intervention Programme is one of the key programmes in our Developmental work. Vaping offences rise sharply in schools, about 800 students were referred to the Health Sciences Authority (HSA) for vaping offences in 2022.

This is an increase from 2018 and 2019 when the total for both years was fewer than 50.

YGOS believes strongly in staying relevant in our programme design and delivery and will continue to step up developmental education to convey the harmful effects of vaping on one's health among the youth.

For our Remedial and Rehabilitation work, we do recognise that the number of young offenders in Singapore was lower. Though more of them are now involved in drug abuse and sexual offences.

A new report on youth delinquency has found that the number of young drug abusers rose by 10 per cent between 2016 to 2020, while sexual offences committed by youth rose by 49 per cent in the same period.

Guidance Programme-Positive Adolescent Sexuality Treatment (GP-PAST), one of YGOS ISP's core programmes, remained an important intervention for these youths.

We would like to express our gratitude to the Community Chest and SP Group for their generous support and donations. We managed to renovate both our Ang Mo Kio and Woodlands centre in March 2023. Thus creating a more conducive and safe space for our youth hopefully for many more years to come.

YGOS launched a project where an electric van will visit selected neighbourhoods to befriend youth-at-risk. The electric van, and the expansion of YGOS' youth centre in Jurong were funded by the SP Group. We have also strategically partnered Presbyterian Community Services, Providence Care Centre to co-create outreach efforts in the Jurong region.

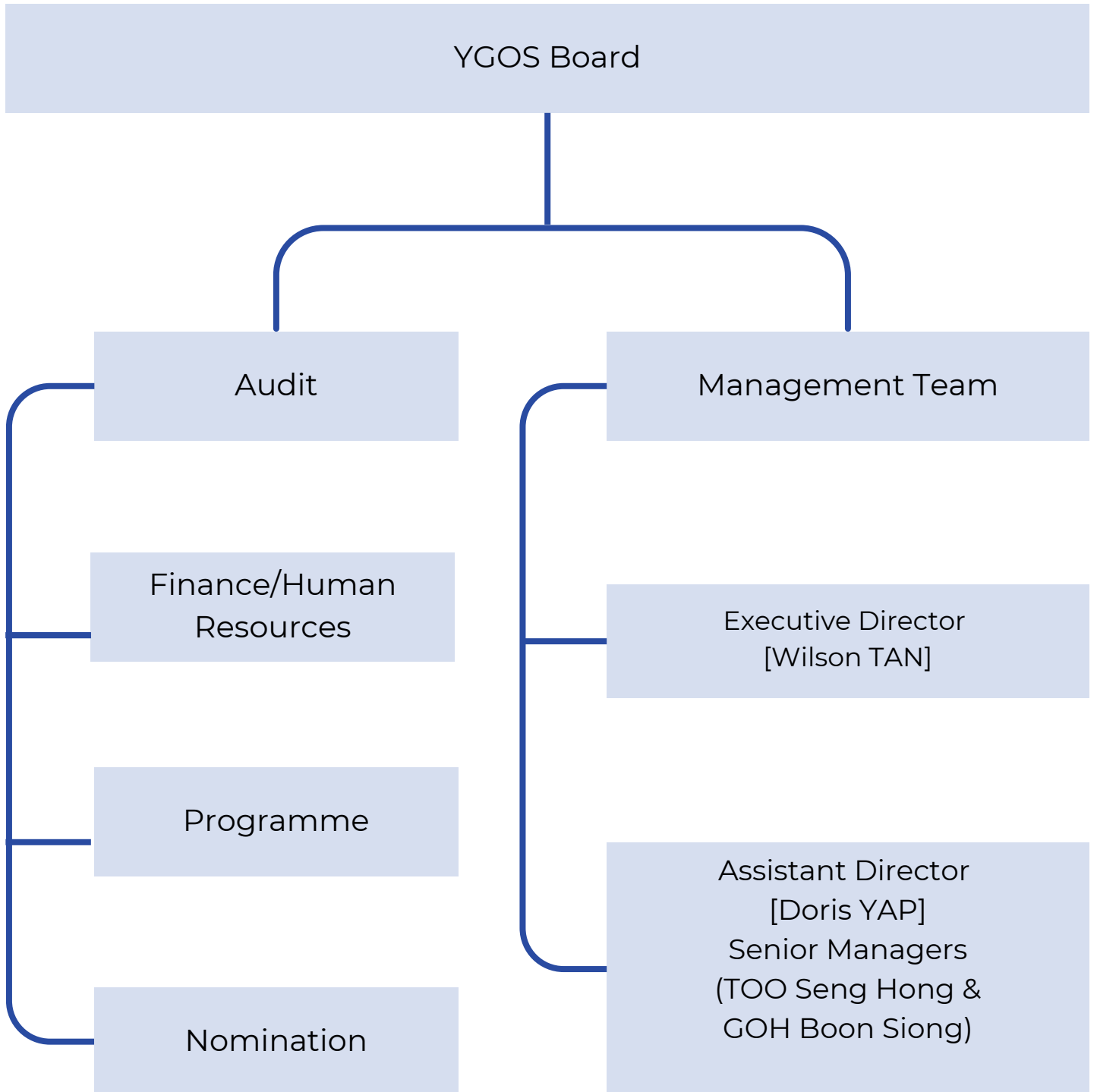
I would like to appeal for your continuous support so that we can use these additional funds to explore new programmes for the coming years.

Sincerely,

A handwritten signature in black ink that reads "Wilson Tan". The signature is written in a cursive, flowing style.

Wilson Tan

LEADERSHIP



BOARD OF DIRECTORS

Name	Current Charity Board Appointment	Occupation / Company	Past Charity Board Appointments
Mr. Timothy HIA	Chair	Lawyer Latham & Watkins LLP	Member: 2007 to 2016 Chair: 2017 to current
Mrs. Irene NG	Vice-Chair	Academic National University of Singapore	Member: 2015 to 2021 Vice Chair: 2022 to current
Mr. Richard TAN	Board Member	National Director Singapore Youth for Christ	Member: 2020 to current
Mr. Sin Beng ONG	Honorary Treasurer	Executive Director JP Morgan	Member: 2020 to 2021 Honorary Treasurer: 2022 to current

BOARD OF DIRECTORS

Name	Current Charity Board Appointment	Occupation / Company	Past Charity Board Appointments
Mr. Philip ANG	Honorary Secretary	Behavioral Consultant	Member: 2015 to 2016 Honorary Secretary: 2017 to current
Ms. May LOH	Board Member	Director Lucidity Advisors Pte. Ltd.	Member: 2020 to current
Mr. Benny LEE	Board Member	CEO Benroth Consulting Pte Ltd	Member: 2022 to current
Mr. Chien Chong LIM	Board Member	Director Singapore Youth for Christ	Honorary Secretary: 2005-2006 Member: 2007 to current

Corporate Services	
Kelly Ham	Corporate Services Manager/Accountant
Irene Neo	Volunteer Management Manager
Joanne Lim	Accounts Executive
Hilda Tan	Human Resource Executive
Charissa Heng	Corporate Communications Executive
Woodlands Outreach Centre (WOC)	
Tan Xing Wei	Assistant Manager/Social Worker
Sean Foo	Counsellor
Valor Thng	Social Work Executive
Grace Sng	Social Worker
Chian Xing Soemito (Joey)	Social Work Associate
Vanessa Tan	Youth Worker
Ang Mo Kio Outreach Centre (AMK)	
Pung Yu Yan	Assistant Manager/Social Worker
Wilson Peh	Assistant Manager/Counsellor
Samantha Tan	Social Worker
Iva Ong	Social Work Associate
Wang Xiao Chen	Youth Worker
Tabitha Chiam	Youth Worker

Geylang Outreach Centre (GOC)	
Germaine Sng	Assistant Manager/Social Worker
Pamela Foo	Acting Assistant Manager/Social Worker
Ng Sze Yue Phoebe	Social Worker
Lee Kok Eng	Social Worker
Stella Chua	Social Worker
Tao Kexin Deborah	Senior Counsellor
Stephaine Su	Social Worker
Dawn Ng	Social Worker
Nicholas Low	Social Worker

Jurong Outreach Centre (JOC)	
Goh Boon Siong	Senior Manager/Lead Social Worker
Sean Ravie	Assistant Manager/Social Worker
Isaac Sin	Social Work Executive
Ng Jia Min	Social Work Executive

Community Rehabilitation Centre (CRC)	
Too Seng Hong (Head CRC)	Senior Manager/Senior Counsellor
Lilian Lau	Corporate Support Officer
Jonathan Chan	Senior Rehabilitation Specialist
Alejandro Wong	Senior Rehabilitation Specialist
Albert Silvaraj	Senior Rehabilitation Coach
Lee Wen Jun	Rehabilitation Specialist
Leonard Lau	Rehabilitation Specialist
Isabel Hung	Rehabilitation Specialist
Linus Lim	Rehabilitation Specialist
Chai Bin Hua	Rehabilitation Specialist
G-Nex Ganesan Velley Malek	Rehabilitation Coach
Leslie Goh	Rehabilitation Coach
Wendall Sean Tan	Rehabilitation Coach
Anton Lee	Rehabilitation Coach
Leo Lim	Rehabilitation Coach
Pamela Anu	Rehabilitation Coach
Noel Yeo	Rehabilitation Coach
Sng Hock San	Rehabilitation Coach
Nigel Goh	Rehabilitation Coach

HIGHLIGHTS OF THE YEAR

As we reflect on the year, it's both a privilege and a pleasure to witness the incredible journey we've embarked upon over the past twelve months.

This past year has been filled with remarkable stories, steadfast dedication, and inspiring achievements.

As we delve into the year's highlights, we invite you to join us on this journey of celebration, growth, and envisioning a brighter future.

These highlights are not just a testament to our efforts but also a testament to the enduring spirit of our volunteers and community.

2022

JULY-SEPTEMBER

School Programmes

During our PEARLS programme in schools, our youth workers and volunteers have enrichment sessions with the students first before heading off to play a different sport each week over 8 weeks).



Mentoring Alliance Programme

In our Mentoring Alliance Programme (MA), we provide youths with trusted mentors (our volunteers and youth workers) to journey alongside them through the struggles they go through in this day and age.



Centre-Wide Outing at Marina Barrage

During the last school break, we brought our centre youths for a picnic at Marina Barrage! It might not seem like a big deal for some of us but this trip to Marina Barrage is the first for some of our youths! Safe to say, they enjoyed themselves thoroughly!



Pool Competition

Over the September school holidays, we also held a staff initiated pool competition for our drop-in youths! This required the youths to come to the centres to practice and hone their skills in order to be the champions!



Parenting Talk: Mental Wellness

Hosted by our senior counsellor, YGOS held a parenting talk/panel to discuss the importance of mental health and how its' effects have the power to affect our day to day lives.



OCT - DEC

Refresh Fundraising Breakfast

Along with our Refresh-fundraising campaign, we hosted a Refresh fundraising breakfast for our friends and donors to appreciate the love and support they have shown! It was a great time of sharing, fellowship and getting a deeper understanding of how the youths are impacted by the different programmes we offer!



ISP Networking Event

"If you want to go quickly, go alone, if you want to go far, go together." Riding on this pack mentality, YGOS hosted our annual networking session with community partners to further our collaborations and strengthening ties to better serve our young people and their families via the positive kampong approach – person-centred care!



Volunteer Appreciation Night

In December, we held "Volunteer Appreciation Night" to thank our committed volunteers for sacrificing their time and energy to join us in our work to serve the youths!

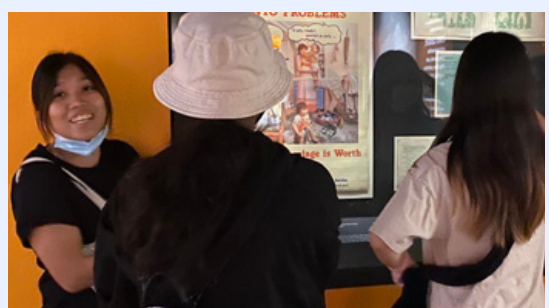
It was a time of good food, fellowship and getting to know each other!



Centre-wide Christmas Hunt

This the Season of love and gifts, but what really is the Hope of Christmas?

That's what we wanted to share with our youths when we organised our centre-wide Christmas Hunt!



2023

JANUARY



Birthday Celebration for January Babies

In January, YGOS celebrated the birthdays of our January babies, expressing our gratitude for our partnership with Flor Patisserie. They have been generously providing us with birthday cakes each month for our youths.

Monthly Mentoring Sessions

Our dedicated volunteers, armed with the skills gained from mentoring training, held their very first mentoring session with 26 youths from Jurongville Secondary School during the Chinese New Year period.



PCC-YGOS Mentor Training

Providence Care Centre (PCC) mentors participated in a mentorship training session conducted by YGOS. This training equipped our volunteer mentors for upcoming monthly mentoring sessions with our youths.



Volleyball for iCan

As part of our iCan program, we organized volleyball sessions where our mentors bonded with the youths. These sessions also emphasized the value of teamwork and goal setting while providing support for achieving these goals.



FEBRUARY



Farewell Party

We bid farewell to our premises with a memorable mini farewell party. Our staff planned a game-show-styled giveaway where our youths answered trivia questions about YGOS staff to win sentimental prizes. We also took the opportunity to hear from the youths about their favorite moments at the drop-in center.

Songwriting Programme

In collaboration with Youth Harmony, our youths had the opportunity to express their thoughts and feelings through songwriting during a series of sessions.



MARCH



Kayaking #Paradigma

Paradigma Volunteers, an outreach programme by NUS Malay Language Society (PBMUKS), curated a series of activities for our CRC (Community Rehabilitation Centre) youths. This included a kayaking session.



Outdoor Adventure Programme

March marked the launch of our outdoor iCan program, aimed at challenging our youths to step out of their comfort zones, develop self-esteem, and discover their capabilities. It was also an excellent time for bonding and connecting with the youths outside of our usual drop-in setting.



YGOS x H.O.B Basketball Clinic

In collaboration with Heart of Basketball (H.O.B) and SP Group, YGOS conducted a basketball selection clinic for 20 youths across all centers during our March Holiday event.

Singapore Power Learning Journey

We are grateful for our partnership with Singapore Power, which hosted a learning journey to the Marina Bay District Cooling Plants for 26 YGOS youths.



YGOS Centre-wide Beach Day

Beach Day, one of the most anticipated events among our youths, brought together all our center youths for a day of fun in the sun, games, food, and water play.





Parenting Talk: Being Your Child's Best Coach

In March, we were honored to have a special guest speaker, Mr. Philip Ang, who shared valuable tips and insights on balancing encouragement, good advice, and constructive criticism to support our children.

M.O.S.T Night Outreach

YGOS launched an exciting new initiative, the Mobile Outreach Service Team (M.O.S.T). This initiative supports at-risk youths, helping them become meaningfully engaged in their studies or work, and develop problem-solving and resilience. With the electronic vehicle in place, we provided engagement in the neighborhood areas of Jurong.



APRIL-JUNE

Launch of Upgraded Youth Centre and Mobile Outreach Support Team

In late May, the SP Group and YGOS held the launch of our upgraded youth centers and the MOST (Mobile Outreach Support Team) vehicle.

This event was a celebration of our partnership and also marked YGOS' 40th founding anniversary.

Among our esteemed guests were our beneficiaries, community partners, and VIPs from various organizations.

Our MOST team and youth beneficiaries were also present to share about the outreach work that we do (more information below).





After a tour of the new centre, our staff led our VIPs to the near-by sports hall for a demonstration of the sports we play to engage our youths.

SP Sports Engagement with Our Youth

Apart from financial donations, the SP Group demonstrated their support for YGOS by actively volunteering with us. The SP Group's staff volunteers, known as the SP Heart Workers, organized a basketball sports engagement session in collaboration with our staff to connect with and understand our youths better.



Ang Mo Kio Drop-In with Acadian Asset Management

At our newly renovated Ang Mo Kio Center, the festivities continued. To commemorate the opening, YGOS partnered with Acadian Asset Management to plan a "Drop-In Party" for our Ang Mo Kio center youths.



Diversionsary Programme Fishing Event

June brought activities from our ISP work. Our social workers organized a fishing trip for youths in our Diversionsary Programmes (DP), providing them with an enjoyable outdoor experience. This initiative aligns with our goal of ensuring holistic care for the youths during their time with us.



NUS x YGOS Youth Engagement

Back at our Jurong Center, a group of NUS student volunteers conducted engaging sessions for the youths. These sessions encompassed sports, challenges, and a site visit around the NUS campus. It was heartwarming to witness the dedication of these volunteers as they connected with our youth, getting to know their interests and hobbies, and building strong rapport.



Human Interest Stories

As we embark on our mobile outreach services around the Jurong neighbourhood, we have collected short but inspirational quotes from the youths we meet and hope that their resilient outlook brings a message of hope to their peers and even all of us!

To read the full articles, check out our website and Instagram page (www.ygos.sg/ @ygos_Jurong)

Check out the snippets below:



"I decided that I had enough of getting bullied and wanted to do something about it. I started playing football even more, playing outside of school at the street soccer courts with people in the neighbourhood to learn from them and develop my skills.

It wasn't easy because the people I played with outside of school were much bigger in size than me and I had to get used to their style of playing.

I even picked up some minor injuries along the way. Even though it was tough, I still played on because I wanted to become better, to improve myself.

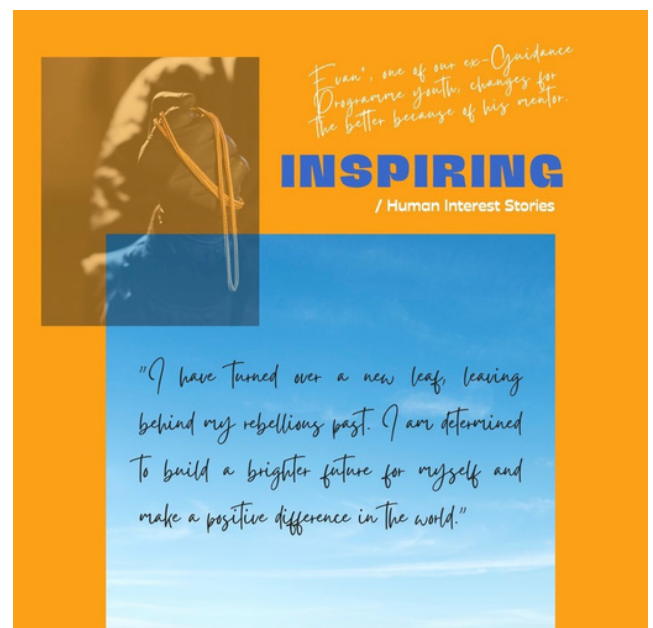
The bullying didn't stop me from doing what I love, instead it motivated me to become an even better player, and to prove my bullies wrong."

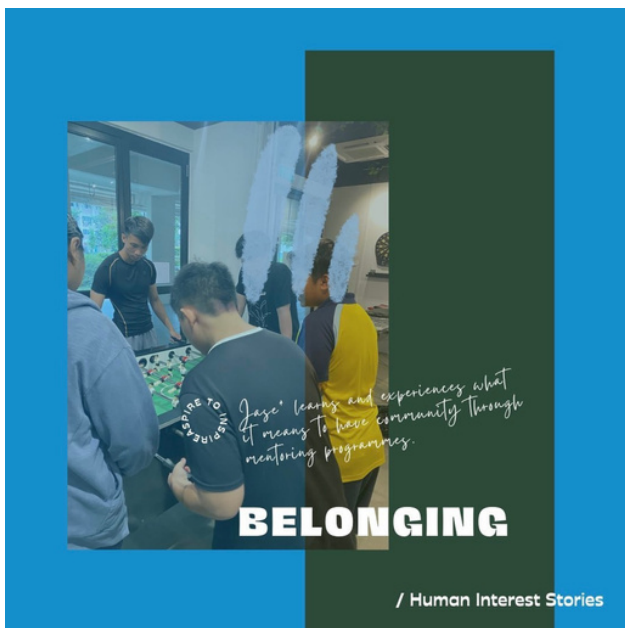
"From the moment we started our sessions, Stella made an effort to connect with me. She genuinely cared about my problems and always took the time to listen.

I was touched and I realized that she saw something in me that I had yet to see in myself.

Stella's advice and care became my guiding light. Her words resonated with me, and I decided that I wanted to become a better person, not just for her, but for myself.

This was a turning point in my life as I realized that I had the power to change my path and shape my own future."





"As I used to struggle with social interactions and self-confidence, the mentors at YGOS helped me come out of my shell and showed me that I had the ability to connect with others.

One of the mentors, Eric, really impacted me with his encouragement.

My journey at YGOS has taught me the power of support, encouragement, and a nurturing environment.

It has shown me that with the proper guidance and an open heart, we can change positively."

"One of the biggest struggles I faced was adapting to a new environment and meeting new people.

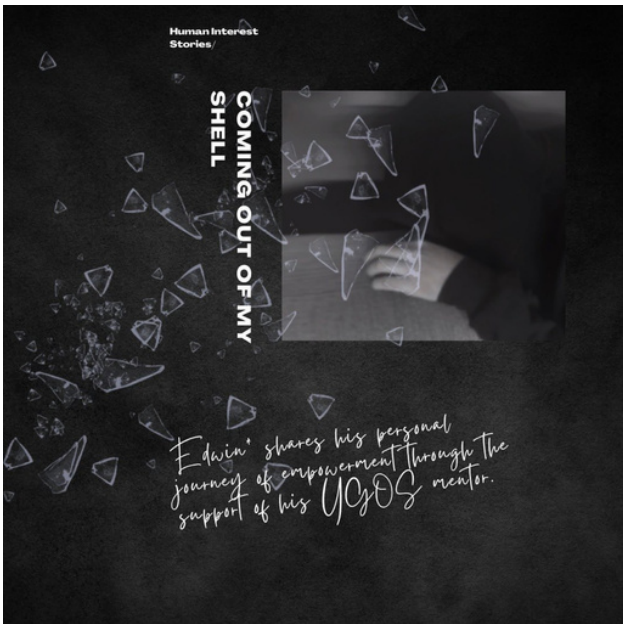
As an introvert, socializing wasn't my forte. It was daunting, but I was determined to break free from the grip of the gang life that had consumed me for far too long.

During my time with YGOS, two youth workers made a significant impact on my life: Glada and Wilson Tan.

Their guidance and support were invaluable to me. They not only listened to my problems but also offered me genuine care and understanding.

YGOS provided a safe space for me to open up and share my deepest feelings and struggles. It was in these conversations that I began to see a glimmer of hope and a way out of the path I had chosen."





"From battling crippling social anxiety to finding my way with the help of YGOS , my journey has been a testament to the power of resilience and support.

As I reflect on the past, I'm reminded of this quote: 'Strength doesn't come from what you can do; it comes from overcoming the things you once thought you couldn't.'

YGOS provided me with a lifeline when I needed it most. They created a safe space where I could shed my fears and embrace growth.

Through their guidance and unwavering support, I've not only conquered my anxiety.

Now, I aspire to be a source of inspiration, just like Deborah was for me. My goal is to help others facing similar challenges to overcome and thrive."



Meet Felicia, the inspiring peer support leader. Her story reminds us that with resilience and self-belief, we can overcome any challenge. As she wisely says, 'Live life to the fullest, embrace self-love, and never forget to enjoy the journey.'

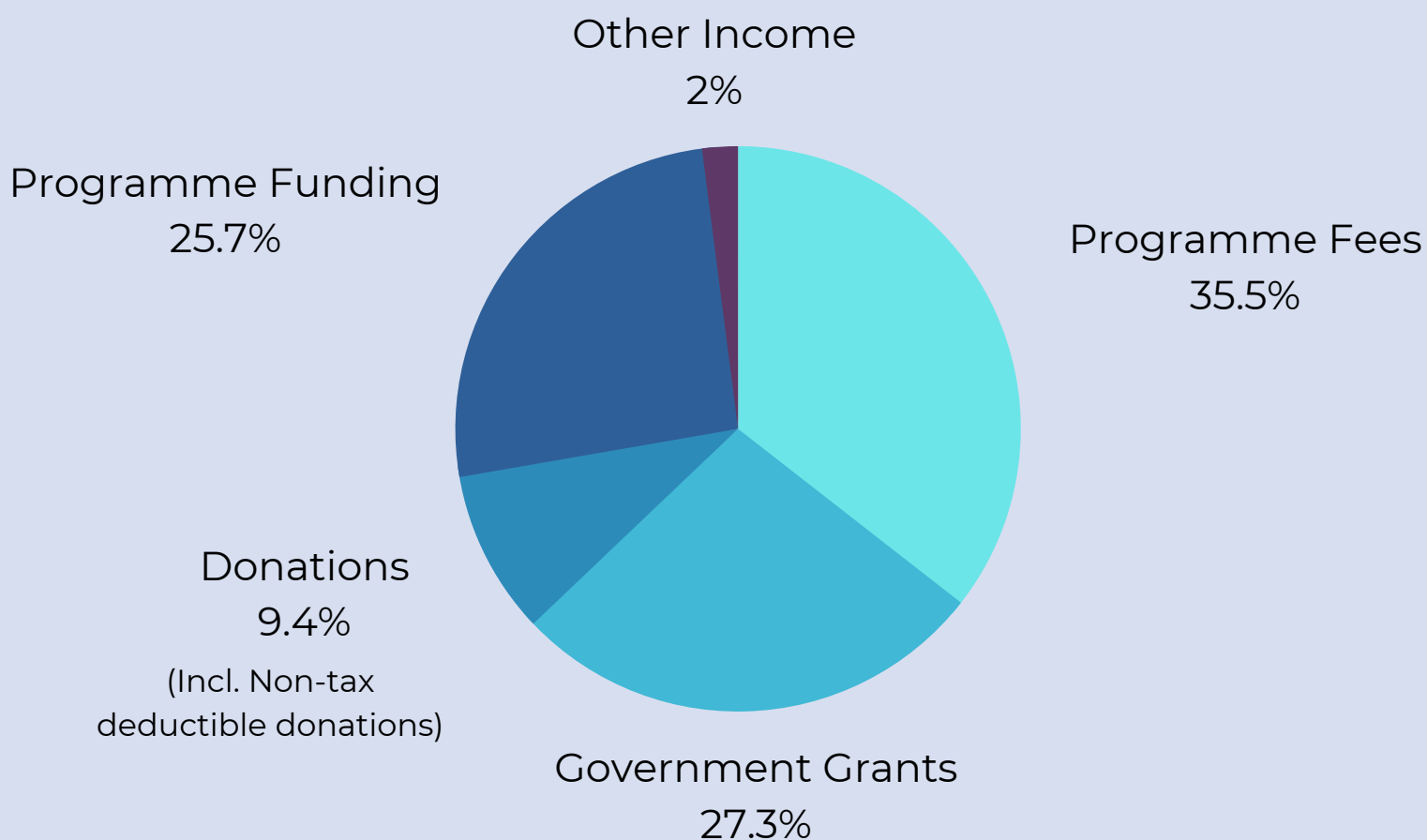
SUMMARY OF FINANCIAL PERFORMANCE

All currency is in Singapore dollars.

- Total Revenue: **\$3,528,615**
- Total Expenditure: **\$3,317,017**
- Other Income: **\$73,522**

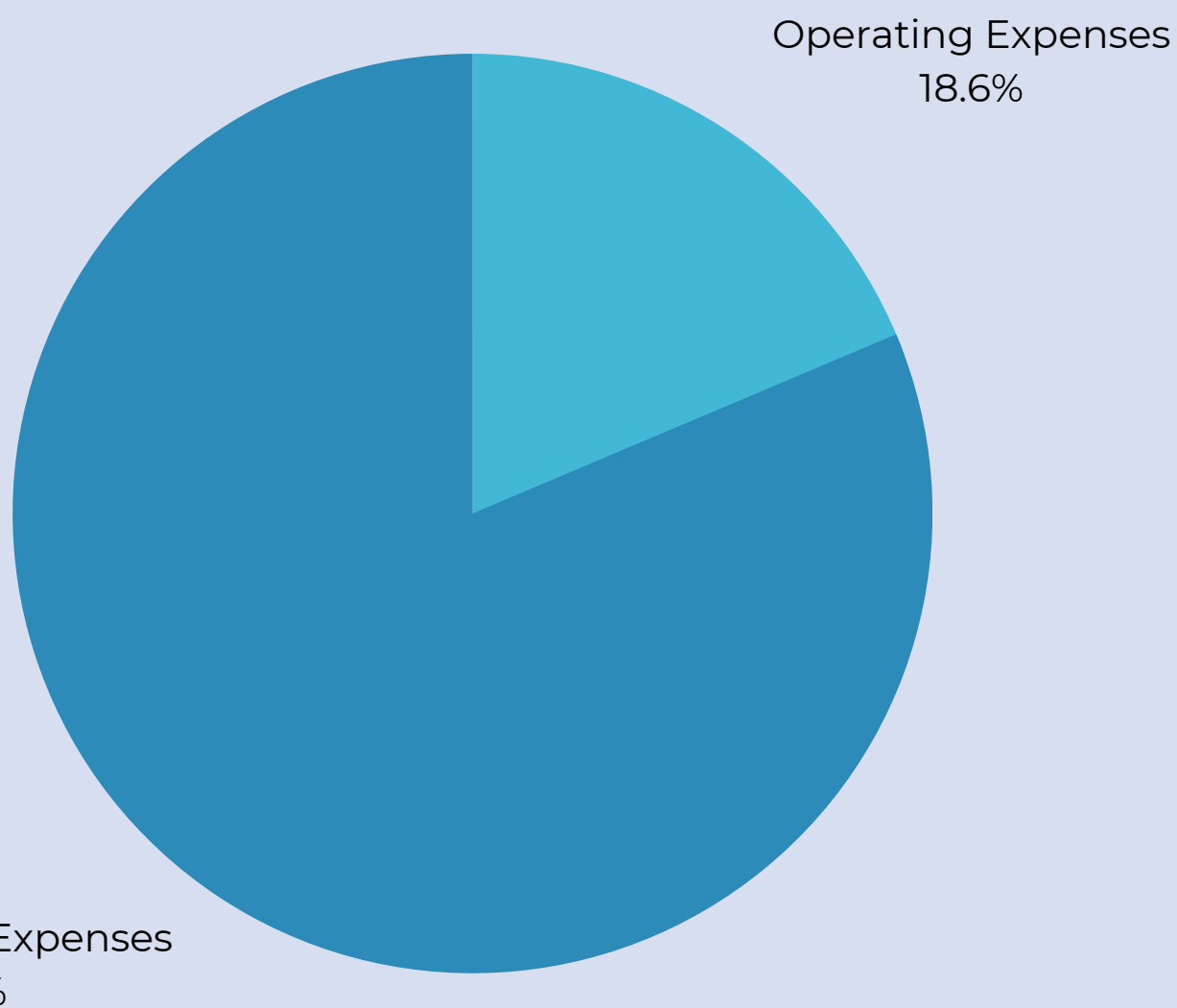
- Operating Expenses have increased by **\$157,170** due to an increase in manpower cost for FY2023
- Donations have increased by **\$78,703** due to increase in online campaigns being run by the organisation in FY2023

Revenue: \$3,528,615



SUMMARY OF FINANCIAL PERFORMANCE

Expenditure: \$3,317,017



OUR WORK: PROGRAMMES AND ACTIVITIES

YGOS's programmes are based on these fundamentals: Theoretical-based, Value-based, Fun and Youth-centric.

Four core programmes are:

Preventive School Social Work -

- ican, iconect and ihope
- Neighbourhood Youth Outreach – Experiential Learning and Mentoring Programme (ELMP)
- YGOS E Chat - where youths are able to come online at night to share their struggles with us anonymously
- We also receive grants and subsidies from The Straits Times School Pocket Money Fund (STSPMF)

Developmental School Social Work -

- PEARLS Programme
- Mentoring Alliance Programme
- ASE - Afterschool Engagement
- Smoking Cessation Programme

Remedial Work -

- Streetwise Programme (SWP)/Enhanced Streetwise Programme (ESWP)
- Guidance Programme (GP, GP-PAST)
- Enhanced STEP-UP Programme (ESU)
- Triage

Rehabilitation Work -

- In May 2020, the Singapore Prison Service (SPS) appointed Youth Guidance Outreach Services as the new Managing Agent of the Community Rehabilitation Centre (CRC).
- The CRC is a step-down centre from the Drug Rehabilitation Centre, dedicated to helping young male drug offenders. It seeks to provide a structured living environment for the residential youths aged 16 to below 21, helping them kick their addictive habits while carrying on with school or work outside.

Mobile Outreach Support Team (M.O.S.T)

Having seen the impact of our Drop-in centres on our neighbourhood youths, we can't wait to see how the Mobile Outreach Support Team (M.O.S.T) will allow us to take our mission on the go!

At YGOS, we believe in the importance of building healthy and meaningful relationships with the youths we meet and by having M.O.S.T (drop-in on the move) we will have more opportunities to reach out to children-at-risk and youth around local communities.

Equipped with a brand new Electric Vehicle (EV), you can catch our youth workers cruising around youth hotspots facilitating sports (Basketball, street soccer etc.) and creating a safe space for youth to hang out with positive supervision. We hope that through these efforts, we will be able to extend our services beyond engaging activities and the youths to allow us to provide them emotional, social and mental health support through the diverse programmes we offer (career/employment guidance, smoking cessation sessions and mentoring).

We are also looking forward to partnering with local stakeholders (police, grassroots organisations, schools, other social service agencies etc.) to create a supportive ecosystem and safety net for our youth.

EXPERIENTIAL LEARNING AND MENTORING PROGRAMME (ELMP)

Experiential Learning Mentoring Programme (ELMP) is a youth drop-in programme that serves the youth population at the vicinities of the respective YGOS centres through befriending, experiential learning, and mentoring. Structured on the framework of Positive Psychology and Positive Youth Development, ELMP provides youths with a safe and conducive place to hang out after school hours and also educates, equips, and empowers them with pro-social skills and resilience based on the 6 virtues and 24 character strengths of positive psychology.

THE STRAITS TIMES SCHOOL POCKET MONEY FUND (STSPMF)

The Straits Times School Pocket Money Fund (STSPMF) started in October 2000 as a community project initiated by The Straits Times, to provide pocket money to school-going children from low-income families. This will give children from low-income families a better chance of completing their education, and their families a better chance at achieving stability. YGOS is one of the four children and youth agencies appointed as STSPMF disbursing agencies in September 2016.

YGOS E CHAT

Chat Users can access E-Chat via <http://ygos.sg/heresomeone>. At this landing page, some ground rules will be explained. Chat Users can proceed by clicking on the red “E-Chat” button, where they will be redirected to the actual chat link.

SCHOOL SOCIAL WORK (SSW)

Our work brings us into various primary and secondary schools. One of these programmes is the TIME-OUT Programme, Enhanced STEP-UP, a MSF initiative to curb potential dropouts by empowering the students with life skills to help them achieve their potentials in areas beyond the academic into personal, family, community and peer areas.

STREETWISE PROGRAMME (SWP) / ENHANCED STREETWISE PROGRAMME (ESWP)

SWP is a programme coordinated by the Ministry of Social and Family Development (MSF) and it aims to address the issue of street corner gangs and their negative effects on youths. The staff team works with youth- at risk referred by the police and the MSF for a period of 6 months. During this intensive period, the youth will participate in individual counselling as well as group activities that will equip them with skills to cope with issues such as peer pressure, anger, relationships, etc.

GUIDANCE PROGRAMME (GP)

The Guidance Programme (GP) is a 6-month (extendable to 12 months) pre-court diversionary programme where youth offenders who have committed minor offences or have a low level of involvement in an offence, attend the programme instead of prosecution. It aims to help youth offenders make the right choices to lead a crime-free lifestyle. GP-PAST works with youth sex offenders.

TRIAGE

Triage is an early assessment programme that complements police investigations to identify and divert suitable young persons from the criminal justice system. These youths will be bridged to suitable early intervention programmes.

Community Rehabilitation Centre (CRC)

CRC is a 6-month rehabilitative programme for first-time drug offenders aged 21 and below. YES seeks to enhance the current drug supervision regime with casework and counselling, in addition to urine supervision. Family participation is required as family support is integral to rehabilitation. The Scheme adopts a motivational approach and incorporates relapse prevention techniques.

Fundraising Activities

YGOS REFRESH Renovation Project

- **Why is there a need for the fund-raising event:**

The YGOS REFRESH Renovation Project aims to refresh and rejuvenate two of our youth centres (in Woodlands and Ang Mo Kio).

Our centres have served the community and our youths for more than 24 years since 1998, and a revamp is especially needed as we continue to adapt to and meet the new needs of our community youths.

Our youth centres offer a safe place in the neighbourhood for youths after school to chill, play, make friends and learn.

The centres are used for mentoring programs, counselling and rehabilitation sessions.

They double up as working space for our social workers, youth counsellors, volunteers and partner organisations in program preparation, training and discussions.

With this revamp and renovation, we hope to provide an attractive and aesthetically pleasing environment for our youths as well as workers and volunteers serving with us - one that sparks positive, youthful vibes, and invokes a sense of community, belonging and trust.

- **When was it conducted/held:**

A digital fundraising campaign that started on the 4th of August 2022 on giving.sg.

- **Who were the beneficiaries of this fund-raising event:**

Woodlands neighbourhood youths as well as community partners who are able to use the space for ad hoc events, meetings and trainings.

- **How much funds were raised:** SGD143, 068 inclusive of the tote-board's matching grant!
- **How did the fund-raising event help to achieve a positive impact for the charity:** expansion of the work and a cohesive and safe space for our preventive work, ad hoc events and meeting spaces to foster partnerships with other Social Service Agencies.



Along with our Refresh-fundraising campaign, we hosted a Refresh fundraising breakfast for our friends and donors to appreciate the love and support they have shown!

It was a great time of sharing, fellowship and getting a deeper understanding of how the youths are impacted by the different programmes we offer!

The event started off with some breakfast and a tour around our woodlands centre by one of our youths!

For us, seeing our youth so passionately sharing about our centre was a special moment, as we saw with a refreshed view of how youths view and value this space from their perspective.





Our youth, engaging and hosting our board members in a quick game of pool! One of the many activities our centre offers for weekly drop-ins.

To Find out more about our drop in centres, please feel free to visit our website (www.ygos.sg)



Our staff hosts games and sharing with our guests the flow of our Drop-in Programmes. It is free and easy and youths can use the space for games, sports and even to do homework!

After the mini "tours", our staff hosted a panel, consisting of our youth and social/youth workers to share their experiences from different point of views:

As a Staff - On the importance of drop-in, how it acts as a hub for youths to make friends, build confidence and find good mentors who help them grow in character. Where it is also a place where youths can find people who care for and believe in them.

As a youth - On how this is a safe space and how the fun activities keep the youth coming back as well as the bonds that they have with our youth workers.



STATISTICS

KEY STATISTICS		
<p>Total number of clients served : 1021 Ang Mo Kio Centre - 246 Geylang Centre - 162 Woodlands Centre - 368 Jurong Centre - 232 Community Rehabilitation Centre - 13</p>		
<p>Neighbourhood Youth Outreach Experiential Learning and Mentoring Programme:</p> <p>Numbers of students membership : 324 Woodlands : 170 Jurong : 78 Ang Mo Kio : 35 E chat : 73</p> <p>iCan: 93 iConnect: 38 iHope: 18</p>	<p>School Social Work Enhanced Step-up/Time Out Programme Number of students served : 494</p>	<p>Streetwise Programme/ Enhanced Streetwise Programme Number of client served : 12</p>
<p>Guidance Programme Number of client served : 46</p>		<p>Triage Number of client served : 50</p>
<p>Parents from CRC reached : 26</p> <p>ISP parents: 324</p> <p>Parents attend parenting talk: 78</p>	<p>Number of volunteers: 138</p>	<p>Mobile Outreach Service Team Number of youths served : 97</p>

The Year Ahead

As we embark on the journey into the year ahead, our commitment to our youths, community, and partners remains.

Building upon our successes and learning more from our experiences, we strive for excellence in everything we do. Here are some of the work we will be focusing on in the coming year:

1. **E Chat Service:** A program focused on reaching out to youths with early signs of mental health concerns, providing upstream preventive efforts and timely support.
2. **iHOPE Programme:** With plans relating to mental health support and intervention for youths.
3. **Smoking/Vaping Cessation Intervention Programme:** Aimed at educating youths about the harmful effects of vaping and smoking and ways to navigate through this addiction.
4. **Remedial and Rehabilitation Work:** Involving interventions for young offenders, particularly addressing drug abuse and sexual offenses. This includes the "Guidance Programme-Positive Adolescent Sexuality Treatment (GP-PAST)."
5. **MOST Project:** Involving an electric van visiting neighborhoods to befriend youth at risk at greater lengths.
6. **Strategic Partnerships:** Collaborations with corporate.
7. Expansion into Preventive work and Rehabilitation work

GOVERNANCE

Board Meetings and Attendance

Four Board meetings and one AGM were held during the financial year. The following sets out the individual Board member's attendance at the meetings.

The Board's role is to provide strategic direction and oversight of YGOS' programmes and objectives and steer the charity toward fulfilling its vision and mission through good governance. As part of its role, the following matters require the Board's approval:

- Approve budget for the financial year and monitor expenditure against budget;
- Review and approve quarterly financial statements;
- Regularly monitor the progress of the charity's programmes

Name of Board member	% of attendance
Mr. Timothy HIA	100%
Mrs. Irene NG	100%
Mr. Richard TAN	100%
Mr. Sin Bing ONG	50%
Mr. Philip ANG	75%
Ms. May LOH	75%
Mr. Benny LEE	75%
Mr. Chien Chong LIM	100%

SUB-COMMITTEES

<p>Audit Sub Committee Chairman: Benny LEE Member: Dennis ANG</p>	<p>The Audit Committee (AC) held two meetings during the financial year. In carrying out its functions as specified in its terms of reference, the AC reviewed the overall scope of the external and internal audit and met with the charity's independent external auditor and internal auditor to discuss the findings of their audits. The AC also reviewed the financial statements of the charity and the auditor's report for the financial year ended 30/06/2023.</p>
<p>Finance/Human Resources Sub Committee Chairman: ONG Sin Beng Member: Timothy HIA</p>	<p>The Finance Committee is responsible for overseeing the fund, the charity's financial performance and annual budget. The committee met two times during the financial year and reviewed the financial performance and annual budget of the organisation. The Finance Committee also discussed on the Reserve Policy, the level of reserves and disclosure in Annual Report and finance report.</p>
<p>Programme Sub Committee Chairman: Irene NG Member: Philip ANG</p>	<p>The Programme Committee has oversight of all the charity's activities, programmes and services. The committee also oversees the organisation's operations, reviews programmes and looks at initiatives moving forward. They also Identify sectoral trends and the effectiveness of our programmes and make sure programmes are meeting the needs of the youths. The Committee met 4 times during the year to discuss programme plans for the coming years.</p>
<p>Nomination Sub committee Chairman: Timothy HIA Member: Irene NG</p>	<p>To nominate new board members, nominate potential board members. Interview and share YGOS work.</p>

GOVERNANCE

Disclosure of Board Members

Youth Guidance Outreach Services (YGOS) is a related entity to Singapore Youth for Christ (SYFC), of which the board members Timothy HIA, Irene NG, Richard TAN, and Chien Chong LIM hold dual roles both on YGOS and SYFC boards.

Timothy HIA is a Board member of Singapore Youth for Christ and sits on the board as the Chairman of Youth Guidance Outreach Services.

Irene NG is a Board member of Singapore Youth for Christ and sits as the Vice Chair of Youth Guidance Outreach Services.

Richard TAN is the National Director of Singapore Youth for Christ and sits on the board of Youth Guidance Outreach Services as a member.

Chien Chong LIM is the Director of Singapore Youth for Christ and sits on the board of Youth Guidance Outreach Services as a board member.

Both Chien Chong LIM and Timothy HIA have been serving on the Youth Guidance Outreach Services board from 2005 and 2007 respectively.

Retention reason for long-serving members of the board as their knowledge of the work and their experience are beneficial to the organisation and are able to guide any new board members.

Disclosure for Donations

The total amount of tax-deductible donations received for the period to which the financial statements FY2023 relate in accordance with Regulation 17(1)(a) of the Charities (Institutions of A Public Character) Regulations come up to \$330,944.

Disclosure for related staff members

Youth Guidance Outreach Services has 2 paid staff who are close members of the family of the Executive Director.

Disclosure for staff salaries

None of Youth Guidance Outreach Services' paid staff receive more than \$100,000 each in annual remuneration.

There is no paid staff being a close member of the family belonging to the Executive Head, who has received a remuneration exceeding \$50,000 during the financial year.

Reserves Policy

YOUTH GUIDANCE OUTREACH SERVICES RESERVES POLICY

1. Policy: The policy was put into effect and will ensure compliance with “The Code of Governance for Charities and IPCs (Guideline 6.3.1) that states; “While all charities should maintain some level of reserves to ensure long-term financial sustainability, the charity should disclose its reserves policy in the annual report.”

The policy shall serve as a guide for the organisation to manage its resources. The approved policy by the Board, it enables the organisation better to manage its current needs and plan for future developments.

The Board shall also build reserves to ensure continuity and sustainability during challenging times. It serves as a basis for the Board to determine if the organisation is holding excessive reserves or too little for its future needs.

2. Definition of Reserves: The term "Reserves" is the organisation's funds that are freely available for its operating purposes not subject to commitments, planned expenditure and spending limits. The reserves of the organisation do not include endowment funds, restricted funds and designated funds.

3. Objectives: While the objective is to maintain the level of reserves to ensure long-term financial sustainability, the reserves is to be seen as not excessive but sufficient enough to create security amongst beneficiaries, donors, supporters and employees.

4. Guiding Principles: As a guide in determining “sufficient level” of reserves, the board shall consider how much reserves are needed to ensure uninterrupted operations that enable the organisation to carry on with its core activities even during the most challenging situations. Challenging situations are those to a certain extent, may threaten the continued existence of the organisation such as; 1. Funding stream is cut-off or reduced significantly, 2. Revenue from main sources is adversely affected by events, Government directions or circumstances beyond the control of the board and 3. Donations drop significantly.

5. Management of reserves: YGOS seeks to maintain reserves in a minimum amount of 12 months of operating expenses. The Board will review the reserves policy periodically and make such adjustments upwards or downwards as it deems fit in light of YGOS’ prevailing operational needs. 6. Review of Reserves Policy: The Finance Committee shall review the Reserves Policy yearly and shall give its recommendation to the Board. The Board shall regularly meet once a year to review the policy and to maintain the reserves at a level deems sufficient for its operating needs, taking into consideration the recommendation of the Finance Committee.

YGOS' Reserves Position:

All currency is in Singapore dollars.

	Current Year (FY2023)	Previous Year (FY2022)
(A) General / Unrestricted Funds (Reserves)	\$4,806,803	\$4,266,478
Restricted Funds		
ELMP Funds	(\$1,492,787)	(\$1,403,222)
ISP Funds	\$80,640	\$246,280
(B) Annual Operating Expenditure	\$3,317,017	\$3,008,605
Ratio of Reserves [Formula of Reserve ratio = (A) Total unrestricted funds / (B) Annual operating expenditure	1.45	1.42

The reserves that have been set aside provide financial stability and the means for the development of YGOS' principal activities.

For more information on the charity's reserves policy, please refer to Note 21 of the YGOS' Financial Statements.

Purpose of Restricted Funds

· Integrated Service Provider (ISP) Fund

Integrated Service Provider (ISP) programme funding is funded by the Ministry of Social and Family Development and is restricted to the provision of the 3 core programmes, namely Enhanced Step-up, Guidance programme, and Triage, and any of the specialised programme, such as Streetwise Programme, Enhanced Streetwise Programme and Post care.

· Experiential Learning and Mentoring Programme (ELMP) Fund

The Experiential Learning and Mentoring Programme seeks to prevent youths from falling into negative influences from aimless loitering and idleness after school hours. This programme with its funding from Community Chest provides a space and alternative for the youths who need support and a community that can help them succeed and achieve positive life outcomes at home, at school, and with their peers.

YGOS has disclosed its restricted / endowment funds in the Financial Statements on pages 25-27.

Please refer to the Financial Statements for more information.

Funds in Deficit

Experiential Learning and Mentoring Programme (ELMP) Fund, which is meant for purposes on page 41, is in deficit because of increasing manpower and operating expenses.

YGOS intends to raise more funds and appeal to Community Chest for higher funding to cover the deficit.

PDPA Policy

YOUTH GUIDANCE OUTREACH SERVICES POLICY ON PERSONAL DATA PROTECTION

1. Policy 1a. This Privacy Policy applies to personal data collected, stored, disclosed and/or processed by Youth Guidance Outreach Services hereinafter referred to as “YGOS”.

1b. This Policy is based on the Singapore Personal Data Protection Act 2012 (“PDPA”) and all the associated regulations and guidelines as may from time to time be issued by the Personal Data Protection Commission (“PDPC”) of Singapore.

1c. YGOS will share the personal data that it collects from the individuals with other Government authorities and agencies including Social Service Agencies (SSA) and other organisations that has the right of access to the personal data that YGOS collected. When personal data is acquired by YGOS from other organisation, it will be treated according to the provisions set forth in this Policy

1d. This policy takes effect on 1 April 2022.

2. Obtaining consent when collecting, using or disclosing personal data

2a. A valid consent must be obtained from the individual, for a purpose that has been clearly notified to the individual, for the collection, use and disclosure of personal data of the individual, unless exceptions apply.

2b. An individual is deemed to consent to the collection, use and disclosure of his personal data for a purpose if the individual voluntarily provides the personal data to YGOS for that purpose and it is reasonable that the individual would do so.

2c. When it is unclear whether consent may be deemed, YGOS should obtain consent from the individual to collect, use or disclose his personal data (as the case may be) for the relevant purpose in order to avoid any dispute over whether consent was given.

2d. Exceptions to consent include where the collection, use or disclosure of personal data is necessary for evaluative purposes (such as in relation to the grant of financial or social assistance, or the delivery of appropriate health services, under any scheme administered by a public agency).

For completeness, "evaluative purpose" is defined under the PDPA to mean – (a) for the purpose of determining the suitability, eligibility or qualifications of the individual to whom the data relates – (i) for employment or for appointment to office; (ii) for promotion in employment or office or for continuance in employment or office; (iii) for removal from employment or office; (iv) for admission to an education institution; (v) for the awarding of contracts, awards, bursaries, scholarships, honours or other similar benefits; (vi) for selection for an athletic or artistic purposes; or (vii) for grant of financial or social assistance, or the delivery of appropriate services, under any scheme administered by a public agency;

(b) for the purpose of determining whether any contract, award, bursary, scholarship, honour or other similar benefit should be continued, modified or cancelled;

(c) for the purpose of deciding whether to insure any individual or property or to continue or renew the insurance of any individual or property; or

(d) for such other similar purposes as may be prescribed by the Minister. No other such purposes have been prescribed to date.

3. Collection of Personal Data

3a. As part of our program's objective, we collect information that includes personal data. As used in this Policy, "personal data" means data, whether true or not, about an individual who can be identified:

(i) from that data; or

(ii) from that data and other information to which YGOS has or is likely to have access. While some data may necessarily relate to an individual, other data may not, on its own, relate to an individual. Such data would not constitute personal data unless it is associated with, or made to relate to a particular individual.

3b. Personal data obtained from other sources shall be similarly protected as if the information is collected directly from the individual by YGOS so that it is in compliance with the PDPA.

4. Protection of Personal Data

4a. As YGOS sets out to protect personal data in its possession or under its control, only authorised persons should be allowed access, collection, use, disclosure, copying, modification, and disposal.

5. Uses of Information Collected

5a. Main purposes for which YGOS collects, uses and disposes client's personal data

5b. YGOS collects, uses or discloses a client's personal data including full name, NRIC number, contact details, financial and family situation, medical history, etc. for purposes such as employment, enrolment in an education institution, pre-school centres, drop-in centres and/or related services, fundraising activities and appeals, emergency relief schemes and for all other social services and programmes.

5c. For any other purpose not prohibited by applicable law. i To verify the client's identity; ii To provide and administer the necessary assistance or services. iii For the purpose of compiling data and conducting statistical or demographic analysis. iv To process and respond to inquiries.

6. Sharing of Information

6a. YGOS may share personal data with Government Agencies Ministries and other Social Service Agencies: (i) as set forth in this Policy; (ii) to verify the client's identity; (iii) to protect and defend the rights or property of YGOS (iv) to comply with a court order or other legal process or other legal requirements of any governmental agencies and (v) YGOS in its discretion, in exceptional circumstances, such as a national emergency, security concern, or other situation, may disclose personal data to other relevant agencies in which YGOS deems such disclosure is necessary.

6b. In addition, YGOS may share personal data with certain trusted third parties to help improve YGOS's social services extended to clients. Consent would be required for such disclosures unless exceptions apply, such as when the disclosure is necessary for any purpose which is clearly in the interests of the individual.

6c. In situations in which a third party under contract with YGOS collects personal data about YGOS's clients, YGOS will require the third party to exercise reasonable care in protecting such information so that it is in compliance with the PDPA.

7. Security

7a. YGOS should use reasonable precautions to protect personal data and store it securely.

7b. Any unauthorised access, collection, use, or disclosure of personal data by YGOS staff shall be dealt with according to the provisions of applicable law.

8. Retention/Disposal of personal data

8a. YGOS will cease to retain personal data or remove the means by which the personal data can be associated with particular individuals, as soon as the purpose for which the personal data was collected is no longer being served by retention of the personal and the retention is no longer necessary for legal or business purposes.

8b. The Data Protection Officer together with assigned staff in YGOS should conduct a regular review of the personal data to determine if that personal data is still needed for the purpose of collection or other legal or business purposes. The frequency of review shall be determined by the DPO and other appointed staff of YGOS.

9. Do Not Call Provisions

9a. These provisions apply to a specified message (in the form of voice calls, text messages or faxes) addressed to a Singapore telephone number if the sender of the specified message is present in Singapore when the specified message is sent or the recipient of the specified message is present in Singapore when the specified message is accessed.

9b. Specified messages are messages with the purpose of offering to supply, advertise, or promote goods or services, land, or an interest in land, or a business or investment opportunity, or a supplier of such goods, services, land, or opportunity.

10. Obligation to check the Do Not Call Registers

10a. YGOS through its authorised staff must check the Do Not Call Registers when sending specified messages, unless: i) The user or subscriber of the Singapore telephone number has given clear and unambiguous consent in written or other accessible form to the sending of the specified message to that number; or ii) There is an established "ongoing relationship" between YGOS and the recipient of a specified message. 11. Contact Details 11a. Data protection officer shall be appointed and should be contacted at pdpa@ygos.org.sg

Whistle-blowing policy

YOUTH GUIDANCE OUTREACH SERVICES WHISTLE-BLOWING POLICY

Introduction The Board of the Youth Guidance Outreach Services is governed by the Constitution of the Society and is committed to comply with the Code of Governance for Charities and Institutions of Public Character, and all applicable laws and regulatory requirements.

Purpose and Scope The Whistle-Blowing Policy is intended to provide a channel for employees and external parties to raise any suspected improprieties in the business of the Society and offer reassurance that they will be protected from victimization for whistle-blowing in good faith.

The whistle-blower email is for reporting suspected improprieties such as:

1. Forgery
2. Misappropriation of funds and classified documents
3. Abuse and misrepresentation of power and authority
4. Failure to comply with laws and regulations
5. Harassment
6. Corruption and bribery

7. Theft Reporting Channel The Audit Committee has been appointed by the YGOS Board to give oversight to the overall governance of the Society and ensure objective evidence-based investigation of all whistleblowing reports, pertaining to the above scope of the policy.

The Board encourages employees and external parties to furnish accurate narration of issues and also submit their names, NRIC, contact number and email address to their allegations whenever possible for the purpose of verification and/or clarification. Concerns and irregularities expressed anonymously are more difficult to act upon effectively, but they will be considered, taking into account the seriousness and credibility of the issues raised. For whistle-blowing, please submit through email: hr@ygos.org.sg (All reports will be directly channelled to the Audit Committee) For operational, programme and human resource performance feedback, please submit through email: admin@ygos.org.sg

(All reports will be directly channelled to the Management) Established at the Audit Committee Meeting (2016/17), on 24 Mar 2016 Approved at the YGOS Board Meeting (2016/17), on 24 Mar 2016

Media and Communications Policy

Social media creates opportunities to champion YGOS causes and for personal expression, but it may also create risks and responsibilities. You should assume that anything you do on social media – whether on a business or personal account – could be viewed by a colleague, supervisor, government stakeholder, parent, school personnel, client or potential client.

Your activity on social media reflects on YGOS and can impact the work environment, and, subject to applicable law, will not be exempt from this policy just because it occurred on a personal account or as a YGOS employee.

Purpose & Scope Related Policies and Consequence of Violations Youth Guidance Outreach Services' Four Social Media Principles 1. 2. 3. 3.1 Be Respectful, Have Fun, and Connect!

3.2 Protection of Information

3.3 Follow the Law and Code of Conduct

3.4 Be Responsible

3.4.1 Make sure you're engaging in social media conversations the right way.

3.4.2 Posting of Images by Employee while wearing YGOS official shirt

4. Ownership of Company's Official Social Media Account Official YGOS Social Media Policy Overview 1. Purpose & Scope YGOS Social Media Policy for Employees and Interns Effective Date: 28 July 2021.

Last Updated: 27 July 2021 1 As a YGOS employee or intern, you are expected to adhere to this policy on social media, including but not limited to Twitter, LinkedIn, Instagram, Facebook, WeChat, TikTok, YouTube, Flickr, Twitch, blogs, wikis or any other tool or service that facilitates interactions over the internet. This policy supplements other YGOS policies and standards, including the YGOS HR Policy.

If your online post violates a YGOS policy in another forum, it will also violate it on social media. Employees or interns who violate this or other YGOS policies may be subject to disciplinary action up to and including termination of employment or internship in accordance with Singapore law.

Related Policies and Consequences of Violations Stay in touch As a YGOS employee or intern, you are required to follow these four principles in all your personal social media activity. You'll know these principles if you've already attended the HR induction on your first day of employment. If you have any questions about these principles, this policy, or social media in general, please email reitian.foo@ygos.org.sg.

Youth Guidance Outreach Services' Four Social Media Principles There's a big difference between speaking "on behalf of the Organisation" and speaking "about" the Organisation.

This set of 4 principles refers to those personal or unofficial online activities where you might refer to YGOS.

YGOS Social Media Policy for Employees and Interns Effective Date: 28 July 2021. Last Updated: 27 July 2021 Consistent with our Code of Conduct, every YGOS employee and intern must be respectful to others when conducting work on behalf of YGOS or when they identify or could be identified as a YGOS employee. Remember, even when you are on a personal account, your social media activity could be seen by clients or external stakeholders of YGOS, so you should treat every interaction on social media as if you are dealing with a potential client/stakeholder. While we value employee privacy and a diversity of perspectives across our workforce, YGOS has zero tolerance for racism, bigotry, misogyny, express or implied threats of harassment, physical harm, or hate speech. "Hate speech" includes any speech – or endorsement or promotion of speech – that is derogatory toward a group of people. This can include race, ethnicity, nationality, religion, sexuality, caste, gender or disability.

Media and Communications Policy

For example, speech that dehumanizes, ridicules, or condones or promotes violence against a protected class of people is hate speech. You are prohibited from sharing a client or colleague's personally identifiable information on external social media sites. This includes full name, home address, NRIC number, mobile number, case details, photos or any other information. For example, if you engage with a client about a complaint or case issue on social media, you should not include any identifying information about that person or their case in your posts. As a rule, you should never post personal information about someone else on social media without their written permission. This could cause damage to that person, to your reputation and relationships, and to YGOS, and could even result in lawsuits.

YGOS Social Media Policy for Employees and Interns Effective Date: 28 July 2021. Last Updated: 27 July 2021 To avoid violating trademark, copyright or publicity rights, do not post images or other content without the consent of those who own or appear in the media. When you quote others, be sure to credit them and, if appropriate, add a link. You are also personally responsible for complying with any terms of the social media platform you are using. These terms differ across platforms, and can include detailed community standards. You should familiarize yourself with the terms and standards for each platform you use. All employees are encouraged to share about the organisation and share news and information via our official social media pages like Facebook and Instagram, but only authorized and trained spokespeople may speak on behalf of YGOS and issue official organisational responses.

If you see something being shared related to YGOS on a social media platform that shouldn't be happening, immediately inform the Corporate Communications team at corpcomms@ygos.org.sg or admin@ygos.org.sg, your manager, HR or some other appropriate contact. Remember that anything posted in social media can go viral or be screenshot, reshared or reposted as there is very little privacy protection for anything shared on social media, no matter what your privacy settings may be.

If you mistakenly post something on a social media platform, it will be hard to delete completely. So be sure you're only posting content you would feel comfortable showing up in your boss' inbox, your coworker's Twitter or Instagram feed, or the front page of a major news site. You should avoid posting content that might contain legal conclusions, intellectual property that belongs to other companies, confidential casenotes, religious statements relating to YGOS work or defamatory or inflammatory language. Everything you post online can be traced back to you, so be sure what you post is appropriate before you post it. Your post might be shared with others and archived even if you delete it later. Even if you put something in your bio about your content being just your own, that might not stop someone else online from complaining about your activity and noting that you work for YGOS. Official YGOS Social Media Policy 3.3 Follow the Law and Code of Conduct 3.4 Be Responsible 3.4.1 Make sure you're engaging in social media conversations the right way.

4 YGOS Social Media Policy for Employee and Interns Effective Date: 28 July 2021. Last Updated: 27 July 2021 We understand that employees may engage in personal social activities after work. However, any images posted on personal social media pages from or during these activities should not show employees or interns wearing the YGOS shirt, especially if the post is accompanied by text or filters meant to shame, slander, or poke fun at the person wearing the YGOS shirt. Employees should ensure that they change out of the shirt before attending such events if they know that photographs will be taken. Employees should be conscious when mixing portrayal of your work and personal lives. When in doubt, do not post. If you participate in social media activities as part of your job at YGOS on an account created for that purpose, that account is considered YGOS' property and remains so even if you leave the Organisation — meaning you will not try to change the password or the account name or create a similar sounding account or assert any ownership of the account or the contacts and connections you have gained through the account. Any materials created for or posted on the account will remain YGOS property. This doesn't apply to personal accounts that you may access at work, but does apply to all YGOS and company branded accounts. If you have any questions about an account you operate, please reach out to corpcomms@ygos.org.sg to discuss. Official YGOS Social Media Policy 3.4.2 Posting of Images by Employee while wearing YGOS official shirt 3.4 Be Responsible 4. Ownership of Company's Official Social Media Account 5 YGOS Social Media Policy for Employee and Interns Effective Date: 28 July 2021.

Last Updated: 27 July 2022

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The designers of the report

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Our YGOS volunteers, contributors, and donors without you we would not be where we are today.

We thank you for your continued support in our efforts to serve our youths.

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