

LIMITLESS

Impact Review 2021



[watch us](#)

2021 marked the second year of living through a global pandemic.

But as with 2020, COVID-19 proved to be more than a virus-focused pandemic, with local & global studies reporting a deterioration in mental health - especially in youths.

We observed this firsthand, and were not prepared for the massive number of youths that reached out to us for help. Nonetheless, we did what we could to provide support for every young person who needed it.

2021 also marked a year of growth for us. Our team of mental health professionals has grown, together with our support from partners, donors, government bodies and grantmakers. And while it was tiring work, we continue to believe in the difference we're making – to Singapore, and to every young person that we go the extra mile for.



OUR VISION

To build hope in the hopeless.
Find worth in the worthless.
Help youths live destiny conscious.

OUR MISSION

To end powerlessness in youths, brought about by mental illness, poverty, and social exclusion in order to empower them, regardless of background, circumstance, or history to fulfil their God-given potential.

OUR WORK

Limitless primarily does one-to-one interventive work with youth (age 12–25) who struggle with their mental health.

This is done through our **helpline** and **counselling & casework programmes** where our counsellors and social workers work to support youths who may be struggling with issues such as depression, anxiety disorders, or suicidality.

Limitless is also involved in **outreach** and **public education**, and runs **mental health programmes** for youths, educators, parents, and helping professionals.

Executive Director's Message

We entered into 2021 with the vision of making help seeking easier for young people. But we did not know the impact that would have as we embarked towards making it happen. **251%!** We were not prepared to see such a large increase in youths reaching out to us over the course of just one year. And with those numbers, definitely came challenges – from not having enough people to handle the overwhelming number of cases coming in (we had a weekend where 151 youths reached out for help), to learning to deal with the many more crises (with some even happening concurrently).

I am so proud of and thankful for a team of dedicated professionals – social workers, counsellors, peer support specialists, interns, and more, who were willing to walk those journeys of recovery with these youths. Often making personal sacrifices along the way. I cannot count the number of late nights, Grab rides to hospitals, missed family dinners, and lost weekends that were poured into ensuring the safety of youths in psychological crises. Many young lives were kept intact this year due to the dedication and sacrifices made by the team, and I couldn't ask for better people to serve with.

2021 was a year of many landmarks as well, as we entered into partnership with TikTok, started the SAFEHOUSE Discord channel, and were appointed as a CREST-Youth team by AIC. My hope is that this will be the beginning of greater things to come. And that we will continue to pave the way forward – contributing to an ecosystem where one day I hope that every young person can get easy barrier-free access to treatment and support for their mental wellbeing. There is much to do, and more to come. Limitless will continue to do what we can in our quest to build hope, find worth, and help the young people who come our way find destinies beyond mental illness!

- Asher Low, Executive Director

OUR PROGRAMS

Helpline, Casework & Counselling

The Helpline and Counselling & Casework programs make up the bulk of what we do, clients are either referred to us by other agencies, such as schools, hospitals, or other VWOs, or approach us directly for help via www.limitless.sg/talk.

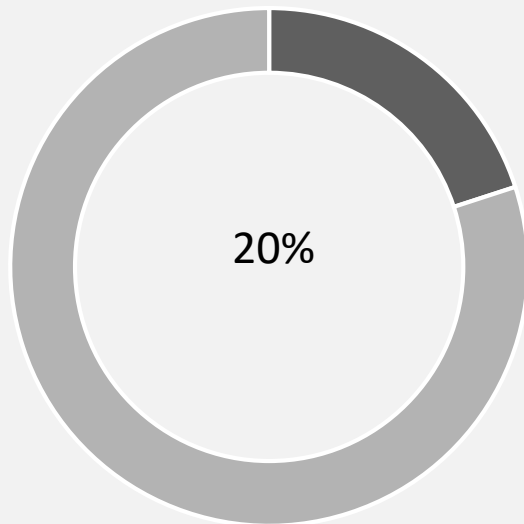
- Our **Helpline**, unlike traditional helplines functions as a “*mini counselling*” relationship between our helpline clinicians and the client for up to 3 weeks. During which, the client is provided with empathetic support via WhatsApp, text, phone, or video call. Our staff also conduct assessments and triage if there is a need to escalate helpline cases to C&C, other agencies, or emergency services.
- The bulk of the **C&C** experience happens in counselling, where our counsellors and social workers engage the client through talk-therapy. These sessions are done either online, at our centre, or wherever clients feel comfortable; often at cafes or in tertiary institutions.

OUR PROGRAMS

Helpline, Casework & Counselling

Often, our counsellors and social workers can be found accompanying clients to the hospital, to lodge police reports, or in interagency meetings with schools, other mental health professionals, protective services, or other community based VWOs.

More than 90% of our clients are self-referred, and reached out to us for help on their own. A large number of the cases seen have some level of risk, with suicidality being the most common.

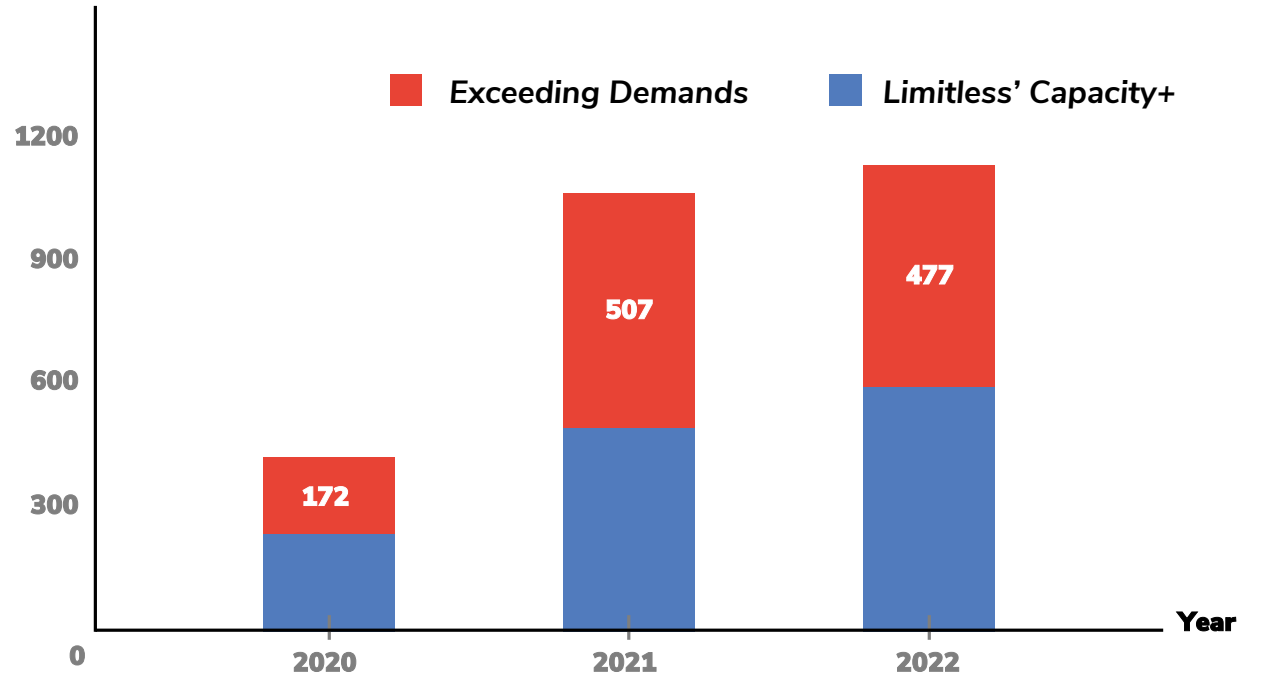


Number of cases with suicide risk



hope worth destiny

More than one in three youths don't seek help due to cost, stigma and confidentiality.*



938

No. of youths who sought help in 2021

251%

increase in seeking help between 2020—2021

20%

of cases indicated some level of suicidal ideation

* Citation (From "31.7% of individuals with mental disorders had ever sought help") Subramaniam M, Vaingankar J, Heng D, Kwok KW, Lim YW, Yap M, et al. The Singapore Mental Health Study: An overview of the methodology. Int J Methods Psychiatr Res 2012 Feb 13. doi: 10.1002/mpr.1351.

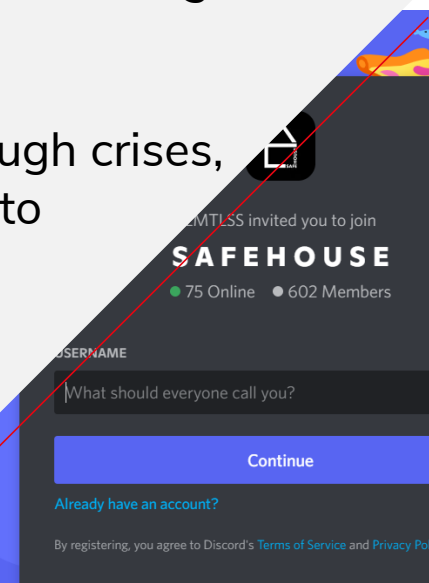
+ Capacity based on regular recommended working hours for therapists. Limitless' staff often work overtime in order to meet client needs.

OUR PROGRAMS

Community

In 2021, Limitless with the support of The Majority Trust, built a community on Discord called SAFEHOUSE. The aim of which was to create a safe space for youths to get help anonymously, get easy access to mental health professionals, and get connected to a community of other youths whom they can lean on for support.

- In one year, SAFEHOUSE has grown to more than 500 youths, who are supported by slightly over 20 volunteers. The community has grown to be a healthy one, with youths building friendships and supporting one another, often even taking steps to walk through crises together
- The volunteers and staff in SAFEHOUSE are also actively supporting youths through crises, and have had to travel down to youth locations and activate emergency services to prevent crises from escalating

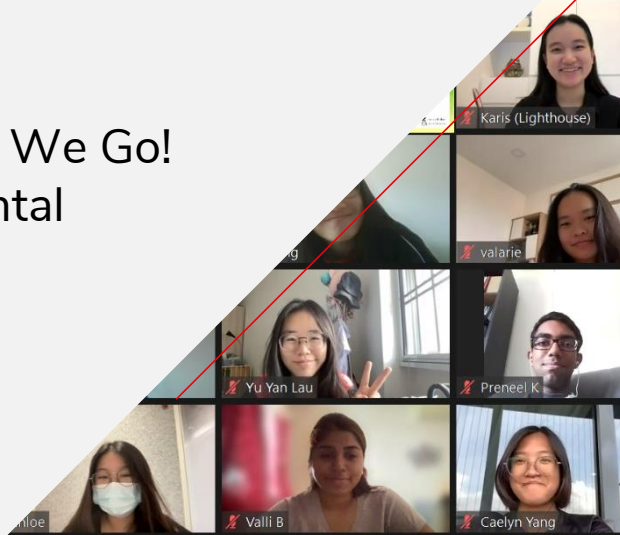


OUR PROGRAMS

Outreach & Education

In 2021, Limitless was also appointed as the CREST Youth team to the Northeast region by AIC, which allowed us the funding to build an outreach team to help educate youths, parents, educators, and other professionals about youth mental health. We also partnered HPB to run their Youth Support Youth – peer support programs with Institutes of Higher Learning.

- Over the course of the year, **more than 37900** people attended our workshops, talks, masterclasses and programs!
- Our annual fundraising run also saw more than 700 runners running in support of youth mental health, as well as attending our mental health masterclasses
- Limitless also partnered with the Chiam See Tong Foundation to run Up We Go! a rock climbing groupwork program for youths struggling with their mental health

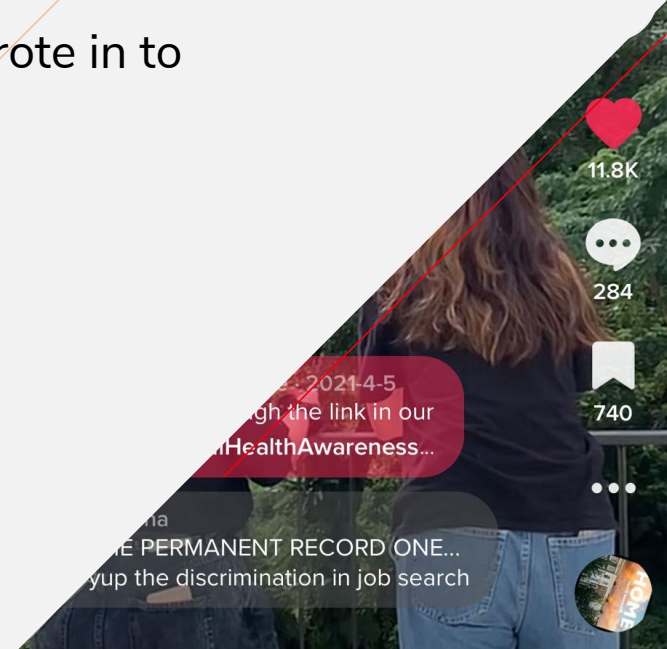


OUR PROGRAMS

Social Outreach

Limitless also embarked on a partnership with TikTok in 2021, as part of their ELEVATE program, the community team was able to reach out to a significant number of young people through the platform!

- Limitless reached **more than 2167000** views on TikTok
- On the weekend that we launched our TikTok channel, **151 youths** wrote in to for help



OUR PARTNERS

Funders

We would like to thank the following funders for their generous partnership and support

- **Agency For Integrated Care (CREST)**
- **Health Promotion Board (TBCHF)**
- **The Majority Trust (The Bluestar Fund)**
- **The Majority Trust (The Maybank Momentum Grant)**
- **Tote Board (Shared Gifting Circle)**
- **Ms Elaine Lek & Mr Koh Say Kiong (The Zen Dylan Koh Fund)**
- **TikTok**
- **Google**

OUR PARTNERS

Special Partners

You went above and beyond what we could expect a community partner to do. Thank you for doing this with us, and we look forward to working hand in hand with you for many years to come!

- SCAPE*
- ActiveSG
- AIC
- NYC
- HPB
- NVPC
- The Majority Trust
- Beyond The Label NCSS
- Sengkang General Hospital
- CHAT IMH
- Boy's Town
- CampusPSY
- SOS
- Resilience@SHINE
- TikTok
- Google
- AbsolutePR
- Kearney
- talentTrust
- GLG – Social Impact
- NPE
- New Creation Church
- Cornerstone Community Church
- Toa Payoh Methodist Church
- Fairfield Methodist Sec Sch
- SMU
- Pasar Glamour
- NTUC nEbO
- Fineline Tattoo & Art

OUR BOARD



Mr. Asher Low – RSW
(Executive Director)

The Founder and current ED of Limitless, Asher has been on the board since 2017, and serves by bringing vision, operational leadership, and clinical direction to the organisation.

Asher is a social worker with more than 10 years of youth work experience, as well as previous experience in family work, prisons, and law enforcement.



Dr. Ling Zhengjye
Doctor - NUH
(Board Chairperson)

Zhengjye was brought on board because of his medical experience and his experience working with youths, having volunteered with youths for more than 15 years. He has been practicing medicine since 2008, and currently serves on the clinical team for his local church, and advises the clergy when they have issues with youth mental health cases. He has sat on Limitless' Board since 2019



Dr. Darren Chua
Author, Speaker, Lecturer –
Mindset Transformation Clinic
(Secretary)

Darren is a qualified medical doctor who advocates about disability and mental wellness, works with schools through his business, and has authored several books. He currently runs two businesses, Mindset Transformation Clinic and Potters Clay Education, and also sits on the YMCA Board of Directors. He has been on Limitless' Board since 2019.

OUR BOARD



Ms. Ung Lee Hoon, Joelle
Managing Director –
Treasure Unity

Joelle brings with her a wealth of business and business development experience. She currently works at the National Treasure Group, and YMCA Metropolitan. She has sat on Limitless' Board since 2019



Mr. Benjamin Lim
Strategic Advisor – Beyond The
Vines, & High Achievers Training
Consultancy

Benjamin joined the board with a wealth of knowledge and experience. Currently a business consultant to multiple successful business and charities, Benjamin has had many years of experience running businesses in the youth and education sectors, as well as the General Manager of a large charity. He joined the board in 2021



Ms. Deborah Seah
Art Director & Tattooist –
Wildmoon Studios

Deborah brings with her many years of creative experience, having been in the creative field for more than 10 years as a creative director, graphic artist, tattooist, and business owner. She has sat on Limitless' Board since 2017.

CORPORATE GOVERNANCE

Limitless is led by a Board of Directors who are elected and appointed by members. The Board is headed by the Chairman and consists of Board Directors who bring with them varied experiences and strengths. All are non-executives except for the Executive Director. The Board believes that the present Board size and composition is appropriate for the Agency's needs in the foreseeable future.

The authorities, duties, and responsibilities of the Board are guided by Limitless' Constitution and Schedule of Policies. Limitless' training and induction policies for new Directors include an onboarding briefing by the incumbent Executive Director on the Agency's vision, mission, and direction, as well as issuance of a Board Orientation Kit.

During the 2021 Financial Year, the board met five times to exercise governance over Limitless' strategic plans, progress and activities throughout the year.

Transparency & Conflict of Interest

Limitless' Governance Evaluation Checklist, as well as a

yearly summary of its financial information can be found on the Charity Portal, and accessed by members of the public. In addition to disclosing whether it has complied with each requirement under the checklist, the Agency has further elaborated on how it has complied.

Guided by the Agency's COI policy, All Directors and staff are required to declare any personal interests that may affect the Agency's integrity, fairness and accountability. When a situation arises where there is a conflict of interest, the Director or staff abstains from participating in the discussion and decision making on the matter.

Whistle Blowing

To ensure that Limitless, it's Directors, staff, and volunteers conduct themselves appropriately and in the best interests of its beneficiaries, all existing and previous Directors and staff are encouraged to whistle blow about any possible corporate or employee misconduct in good faith without fear of punishment or unfair treatment. All reports may be directed to the Board, the Executive Director, the Commissioner of Charities, and the Agency's Auditor.

CORPORATE GOVERNANCE

Finances

Budgeting and financial decisions are jointly made by the Board, and monthly financial reports are circulated to the Chairperson, and Executive Director to monitor the actual spending against budget. Quarterly budget reviews are also conducted and reported during the regular board meetings as well. According to Agency policy, three quotations are required for any procurement of goods and services above S\$500, and procurement and payment for non-operational expenses are done in consultation with the Board.

Remuneration

Aside from the Executive Director, all members of the Board are volunteers and do not receive any form of remuneration. As the Executive Director is a member of staff, he was paid a monthly salary of S\$5000/-, or S\$5850 with CPF. To avoid conflict of interest, the pay scale for all staff aside from the Executive Director is decided by the Board in accordance to the NCSS Salary Guidelines.

Fundraising

As much as possible, the Agency limits its collection of public donations online, such as through giving.sg, give.asia, as well as its corporate websites. All physical donations such as donation boxes and cans are accounted for with two signees and promptly deposited as soon as possible upon collection.

All use of third party fundraisers are approved only by the Board, and in FY 2021, Limitless enlisted the services of Vision Fundraising Advisory Pte. Ltd as a third party fundraiser.

Ethics and Confidentiality

The Agency adheres to confidentiality guidelines established by the Australian Association of Social Work (AASW) under its Codes of Ethics when interacting with all individuals engaged as clients, beneficiaries, program participants, and through the Limitless helpline. When said guidelines are unavailable or are assessed to be harmful to its clients, the charity will adhere to the Ethical Principles Screen to make an ethically appropriate decision.

CORPORATE GOVERNANCE

Board Meetings and Attendance

	25 Mar 2021	15 Jul 2021	2 Sept 2021	2 Nov 2021	1 Dec 2021
Ling Zhengjye	Yes	Yes	Yes	Yes	Yes
Asher Low	Yes	Yes	Yes	Yes	Yes
Darren Chua	Yes	Yes	Yes	Yes	Yes
Joelle Ung	Yes	Yes	Yes	Yes	Yes
Deborah Seah	Yes	Yes	Yes	Yes	Yes
Benjamin Lim	Yes	Yes	Yes	Yes	Yes

CORPORATE GOVERNANCE

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
	Board Governance			
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff ¹ appointments? (skip items 2 and 3 if “No”)		Yes	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	Complied	
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	Complied	
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 3 years.	1.1.8	Complied	
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 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	

CORPORATE GOVERNANCE

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
	Conflict of Interest			
9	There are documented procedures for governing 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	
	Strategic Planning			
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	
	Human Resource and Volunteer ² Management			
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	
15	Are there volunteers serving in the charity? (skip item 15 if "No")			
	There are volunteer management policies in place for volunteers.	5.7	Complied	
	Financial Management and Internal Controls			
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 the charity's core charitable programmes.	6.1.1	Complied	
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
18	The Board ensures that 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.	6.2.1	Complied	
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		No	
21	The charity has a documented investment policy approved by the Board.	6.4.3	NA	

CORPORATE GOVERNANCE

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
	Fundraising Practices			
	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”)		No	
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3		
	Disclosure and Transparency			
	The charity discloses in its annual report —			
24	(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 governing board members remunerated for their services to the Board? (skip items 25 and 26 if “No”)		Yes	Only the Executive Director is remunerated for his services
25	No governing board member is involved in setting his own remuneration.	2.2	Complied	
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. <u>OR</u>			
	The charity discloses that no governing board member is remunerated.	8.3	Complied	
	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	

CORPORATE GOVERNANCE

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
28	<p>The charity discloses in its annual report —</p> <p>(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</p> <p>(b) whether any of the 3 highest paid staff also serves as a governing board member of the charity.</p>			
	<p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p><u>OR</u></p> <p>The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.</p> <p>The charity discloses the number of paid staff who satisfies all of the following criteria:</p> <p>(a) the staff is a close member of the family³ belonging to the Executive Head⁴ or a governing board member of the charity;</p> <p>(b) the staff has received remuneration exceeding \$50,000 during the financial year.</p>	8.4	Complied	No staff receives more than \$100,000 in annual remuneration
29	<p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p><u>OR</u></p> <p>The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.</p>	8.5	Complied	There are no staff who are close members of the Executive Head or governing board members
30	<p>Public Image</p> <p>The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.</p>	9.2	Complied	

FINANCIAL STATEMENTS

Our financial report for the year 2021
can be found in the link to the right



<http://tiny.cc/limitless2021FS>




Our Goals for the Next Few Years

As a youth-centric organisation, we prioritise relevance. That our services be relevant to youths needs, and are tailored to help every individual build hope, restore worth, and find purpose in life.

We have thus identified 3 areas of focus:

- 1 Improve help seeking behaviour amongst youths** by breaking down barriers preventing youths from seeking help such as cost, confidentiality, knowledge, and stigma
- 2 Ensure that every young person reaching out for help gets timely and adequate support and treatment** by increasing the number of trained therapists and mental health professionals on our team, and consistently improving their skillsets through training and supervision
- 3 Empower the ecosystem of parents, educators, helping professionals, and peers** to understand youth mental wellness, and better support young people who may be struggling through active partnership with community stakeholders, and outreach efforts

Connect With Us

-  connect@limitless.sg
-  [we.are.limitless](https://www.instagram.com/we.are.limitless)
-  [limitless.sg](https://www.tiktok.com/limitless.sg)