



PRO
BONO
SG

JUSTICE FOR ALL

STRONGER AS ONE *Community*

ANNUAL REPORT FY2023/24

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Corporate Information

Pro Bono SG (PBSG) is a Singapore-registered charity with Institution of a Public Character (IPC) status dedicated to ensuring access to justice for the vulnerable and disadvantaged in Singapore. We achieve this through three pillars of service: legal awareness, guidance, and representation.

Once a department within the Law Society of Singapore (LSS), we incorporated as a company limited by guarantee in 2017 with LSS as our sole member. Formerly known as Law Society Pro Bono Services, we renamed as Pro Bono SG in 2022 to reflect the commitment of all in Singapore to embrace our mission of doing good in the community.

UEN Number:	201700430E
Date of Charity Registration:	31 March 2017
IPC Period:	1 April 2022 – 31 March 2025
NCSS Full Member:	Since 1 April 2017
Auditor:	Fiducia LLP
Bankers:	Oversea-Chinese Banking Corporation Limited and Bank of East Asia

Headquarters:	1 Havelock Square, #B1-18, State Courts, Singapore 059724
North East Branch:	Community Law Centre @ Tian De Temple, 109 Hougang Ave 5, Singapore 538817
North West Branch:	Community Law Centre @ Realm of Tranquility, 547 Woodlands Drive 16, #01-177, Singapore 730547
Phone:	6536 0650
Email:	help@probono.sg
Website:	www.probono.sg

About Us

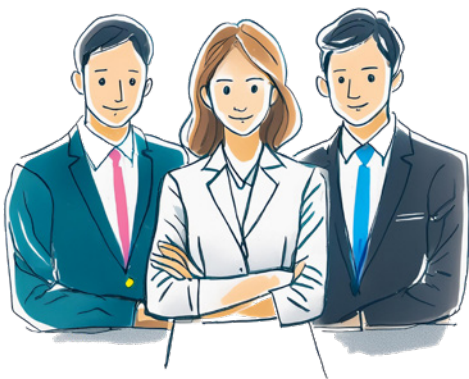


Our Vision

Justice For All

Our Mission

Enabling access to justice for the vulnerable and disadvantaged through legal awareness, advice and advocacy.



Our Objectives

We work to:

1. develop and ensure a just and efficient system for the provision of pro bono legal services in Singapore;
2. coordinate the provision of civil, criminal and community pro bono legal services with various agencies;
3. recruit, train and manage volunteers from the legal fraternity and beyond for the provision of pro bono services;
4. identify areas of need in the community for pro bono legal services; and
5. protect and assist the public on matters of the law relevant to their lives, particularly through programmes to develop public legal literacy.

Chairman's Message

Reflecting on the past year, I am filled with immense pride, thanksgiving and gratitude for the remarkable strides we have made together. Through concerted constructive contributions, Pro Bono SG has been at the forefront of championing access to justice, including for society's most vulnerable and in community socio-healing. Collaborative teamwork is the embedded essence of our annual report's theme: **Stronger as One COMMUNITY**. Our unity of purpose has lifted one another up to newer levels of service and giving of time, talent and treasure. This is catalysis.

In FY2023/24, Pro Bono SG was humbled to receive several awards recognising the collective impact of staff, volunteers and supporters. This includes the People's Association Community Spirit Excellence Award 2023. This accolade testifies to our unwavering commitment to legal literacy nationwide. It has created legal awareness of practical legal rights and responsibilities within our society including via talks and webinars organised as part of the Law Awareness Weeks@CDCs. Through our Community Legal Clinics at various CDCs and CCs/RCs, we guide the legally needy and vulnerable with a metaphorical road map and compass.

At the Charity Transparency and Governance Awards 2023, we received the Charity Transparency Award (for the second consecutive year) and were blessed with a Special Commendation Award for Risk Management. Kudos to the Board, the Audit Committee chaired by Arfat Selvam, and Cai Chengying of Pro Bono SG's CEO's office, for this fine feat. These accolades are both humbling and honouring. In the final analysis, they are a meaningful motivation to us to maintain the highest standards of charity governance.

Thank you to all of you for all that you did and do. These awards are your rewards.

On that note, to support the roll out of the revised Code of Governance for Charities and IPCs by the Charity Council, we hosted an ESG 101 for Charities webinar in September 2023. This facilitated charities and IPCs to better understand and adopt ESG practices, envisioning a more sustainable and transparent future. We could not have organised so swiftly without the dynamic and dedicated help of our volunteer lawyers and partners.

Another momentous milestone was the opening of our second Community Law Centre on 19 January 2024. Following the success of our first centre, Community Law Centre @ Tian De Temple, this new branch at the North West District, Community Law Centre @ Realm of Tranquility, supported by the NCSS 4ST Partnership Fund, allows us to extend our reach and support to more individuals and community partners in need. During the NCSS AGM 2024, NCSS President Anita Fam cited our second centre as a positive exemplar of collaborative impact between Social Service Agencies.

We pulled out all stops earlier this year to organise our annual signature fundraising event, Just Jalan 2024, held on 4 February 2024. This walkathon was extraordinarily successful. The community and legal industry converged to walk for justice. Over half the sum raised came directly from the generosity of participants through peer-to-peer fundraising. Through friendly competitiveness and unity of purpose, both the spirit of the walk (journeying with our service users in their long walk to access justice) and the substance of the walk (awareness and fundraising) were successful.

We were especially pleased to host the inaugural Pro Bono SG Awards 2024 on 22 March 2024, graced by the esteemed presence of His Excellency, President Tharman Shanmugaratnam. Close to 300 of our top donors, volunteers, and partners gathered to honour the remarkable philanthropic and voluntary contributions that helped uplift the needy and vulnerable in Singapore. Through the superlative generosity of our benefactors, Pro Bono SG raised over \$2.5 million in FY2023/24. This directly supported all our legal aid programmes and community law centres across Singapore.

As we forge ahead into the future, a united vision compels us all forward. We have a real resolve to give legal awareness, advice and advocacy. Whether upstream or downstream, life streams and hope flows to community members wounded by injustice. Many of our service users are unable to help themselves or stand up societally in dignity. Chief Justice of Canada Richard Wagner in 2019 said *"To deny access to justice is to deny people their dignity, to say that some people are worthy of justice and some aren't"*. I think he is right on this link between access to justice and dignity.

Kudos to the indefatigable energy and enthusiasm and selfless service of our staff led by our evergreen CEO, Tanguy Lim. Each of you on staff are a wellspring of life that waters our outreach events, clinics and representation schemes.

Last but not least, I remain deeply grateful to each and every one of our board members for your quality contributions and sharing in likeminded vision and compassion. It is fitting and apt to pay tribute here to a fellow charity leader who sadly, is no longer with us today. He served with distinction and enthusiasm as a Board colleague from the first day of our corporatisation in 2017 until his untimely passing. I am referring to none other than our former Law Society of Singapore President, Adrian Tan. Larger than life, affable to a fault and passionately proactive about pro bono service.

As an enduring legacy, we owe our new name "Pro Bono SG" to Adrian. We are greatly humbled and honoured that his beloved family donated \$100,000 under the Adrian Tan Memorial Fund to Pro Bono SG. We are grateful for the late Adrian's memorial legacy and memorable life. The good he has done will live on.

I am also thankful to the altruistic dedication of all our committed volunteers and the generosity of all our supporters, whatever your contributions. With each pro bono action we take, with each life we touch, we move closer to a societal vision of a society of lives with dignity restored.



Gregory Vijayendran, SC
Chairman



CEO's Message

Dear Friends and Supporters,

As we close another remarkable year at Pro Bono SG, I am inspired by the resilience, innovation, and collaborative spirit that have defined our journey. Our theme, "Stronger as One COMMUNITY," has truly come to life through the collective efforts of our Board, colleagues, volunteers and partners.

This year, we have seen unprecedented growth in our outreach and impact. Our legal awareness initiatives reached over 13,500 individuals through diverse programmes and initiatives, including specialised talks for artists, students, and migrant workers. The Law Awareness Weeks@CDC 2023, a cornerstone of our community engagement, saw 14 webinars and 23 in-person talks, benefitting more than 2,600 participants across Singapore.

Our commitment to innovation bore fruit with the launch of LawGoWhere, a groundbreaking web app developed in collaboration with the Ministry of Law with the support of Singapore Turf Club. This digital platform marks a significant step in democratising access to legal information, providing a first-stop portal for those facing legal crises.

Our Community Law Centre network continues to expand. The launch of our second centre at Realm of Tranquility extends our reach into the North West District, complementing our existing centre at Tian De Temple in the North East District. These centres are pivotal in providing integrative, on-the-ground socio-legal support to those most in need, with Pro Bono SG working closely with our community partners.

Our specialised programmes continue to make a significant impact. The Advocates for the Arts initiative provided crucial legal knowledge to over 600 participants in the creative sector. Our Project Schools programme reached more than 600 students and teachers, addressing critical issues like online sexual conduct and harassment.

The LawWorks partnership with NTUC, celebrating its 10th anniversary, continues to be a vital resource for workers, with four legal primers reaching 555 participants this year.

Our efforts in supporting community organisations have also intensified. We conducted five webinars on crucial topics like ESG and data breach risks, reaching over 3,300 participants from more than 1,000 organisations.

None of this would have been possible without the dedication of our volunteers. From conducting legal talks to staffing our clinics and representing clients, their commitment is the backbone of our organisation. The Pro Bono SG Volunteer Appreciation event was a small token of our immense gratitude for their service.

As we look to the future, we remain committed to expanding our reach, innovating our services, and strengthening our partnerships. The success of Just Jalan 2024 and the inaugural Pro Bono SG Awards 2024 demonstrates the strong community support for our mission.

Together, we are not just providing legal assistance; we are building a more just, informed, and empowered community. Thank you for being an integral part of this journey.



Tanguy Lim
CEO



Year's Milestones

Q1
APRIL - JUNE 2023
04 April 2023

IN CONVERSATION WITH COMMISSIONER OF CHARITIES AND CHARITY COUNCIL

With the revision of the Code of Governance to support charities in achieving higher levels of governance standards, over 1,200 participants signed up to attend the hybrid event to learn about the key changes to the Code.

This was followed by an in-depth conversation with Desmond Chin, Commissioner of Charities, Theresa Goh, Chairman of Charity Council, Ang Hao Yao, Chairman of Code of Governance Sub-Committee and Member of Charity Council, and Gregory Vijayendran, SC, Member of Charity Council and Chairman of Pro Bono SG. Moderated by Kitson Lee, Head of Centre for Non-Profit Leadership, the panellists shared their views on the revised governance principles and discussed how Board and Management could collaborate effectively in strategic planning, succession planning, and be prepared for future developments.



Watch the recording here
<https://bit.ly/2324COC>

Q2
JULY - SEPTEMBER 2023
07 July 2023

ACCESS TO JUSTICE FILM SCREENING

"Access to Justice – A Series Inspired by True Stories" is a collection of five short films that highlight the legal challenges faced by vulnerable individuals and the transformative impact of pro bono legal aid.

The premiere of these films was attended by over 200 supporters and our Guest of Honour, The Honourable The Chief Justice Sundaresh Menon.

We extend our heartfelt gratitude to Providence Law Asia LLC and its Managing Director, Abraham Vergis, SC, Pro Bono Ambassador 2021/2022, for their generous support in producing this series.



Watch the film here
<https://bit.ly/2324A2J>

19 July 2023

PAWS & THE LAW - NAVIGATING PET OWNERSHIP IN SINGAPORE

Our first-ever webinar to address pet ownership in Singapore, the webinar featured speakers Abigail Tan, Senior Corporate Counsel, Elastic, and Sadhana Rai, Director and Head of Representation, Pro Bono SG and Committee Member, SPCA. Moderated by Johannes Hadi, Partner, Eugene Thuraisingam LLP, the panel discussed about the responsibilities and awareness of the laws and regulations in owning a pet in Singapore, in order to ensure a safe and comfortable home for a pet when making the decision to bring one home.

25 July 2023

PEOPLE'S ASSOCIATION COMMUNITY SPIRIT EXCELLENCE AWARD

Presented with the People's Association Community Spirit Excellence Award 2023, this recognition is a testament to Pro Bono SG's unwavering commitment to making legal advice accessible to all and fostering legal awareness in our community. Through our Community Legal Clinics at the CDCs and our network of legal clinics at the CC/RCs, Pro Bono SG has been able to offer legal advice to those in need. Additionally, our participation in the Law Awareness Weeks@CDC has further empowered the community with valuable legal insights through organised talks.



13 September 2023

ESG 101 FOR CHARITIES

This webinar was organised in response to the revised Code of Governance which features ESG as a guiding principle. Moderator, Ng Li-Yen, Volunteer, Pro Bono SG, discussed ESG principles and their application in the charity sector with Anil Changaroth, Co-Head ESG Practice, RHTLaw Asia, and Nhan Quang, Partner, Climate Change and Sustainability Services, EY. They offered practical strategies to align organisational goals with sustainable and socially responsible initiatives.

29 September 2023

PROPERTY - OWN IT, USE IT, LOSE IT SEMINAR

Contributing time, talents and treasures, the NUS Law Class of '89 featured 12 distinguished alumni discussing various topics during the seminar to raise funds for Pro Bono SG and NUS CPBCLE. Justice Debbie Ong, an alumna and Presiding Judge of the Family Justice Courts (as she was then) opened the seminar and moderated the first of four sessions in the seminar.



Year's Milestones

Q3
OCTOBER -
DECEMBER
2023

21 October 2023

27 November 2023

LAW AWARENESS WEEKS@CDC 2023

LAW@CDC 2023 is a nationwide effort to promote awareness and understanding of the law in the community through a series of talks, so that people living and working in Singapore may know their rights and be empowered to manage common legal issues. 14 live webinars as well as various legal talks at community centres were held during the five-week period. This annual event is a collaboration between Pro Bono SG and the five Community Development Councils, National University of Singapore Faculty of Law, Singapore University of Social Sciences School of Law, Singapore Management University School of Law, the Singapore Association of Social Workers and the Singapore Corporate Counsel Association Pro Bono Chapter, supported by the People's Association. For more information, refer to page 20.



22 October 2023

PRO BONO SG FEATURE ON PRESIDENT'S STAR CHARITY

The President's Star Charity 2023 aimed to galvanise the community to extend a helping hand and support the 86 beneficiaries under the President's Challenge. Pro Bono SG was one of the beneficiaries selected to be featured on the show. Our Community Law Fellow Goh Qian Hui was interviewed alongside a beneficiary, Irene Wong, raising awareness of some of the issues faced by our service users and the value and help Pro Bono SG provides to the community.



02 November 2023

LAWWORKS APPRECIATION DINNER

The dinner celebrated volunteers who supported NTUC members at the LawWorks Legal Clinics, along with attendees of quarterly primers hosted by NTUC and Pro Bono SG. This event marked the 10th anniversary of LawWorks' partnership with NTUC.

21 November 2023

CHARITY TRANSPARENCY AWARD 2023 AND A SPECIAL COMMENDATION AWARD FOR RISK MANAGEMENT

Pro Bono SG received two prestigious awards: the Charity Transparency Award 2023 for the second consecutive year and the Special Commendation Award for Risk Management for the first time. These accolades recognise our unwavering commitment to transparency, governance, and accountability in managing charitable endeavours.



28 November 2023

PRO BONO SG VOLUNTEER APPRECIATION

Pro Bono SG hosted an unforgettable evening for our incredible committee members, dedicated volunteers, and esteemed partners. The night was filled with laughter, lively conversations, and a genuine sense of community as attendees networked and mingled. This event was not just a thank-you; it was a celebration of the amazing contributions and relentless passion of our volunteers that fuel our mission.



Year's Milestones

Q4
JANUARY - MARCH 2024
19 January 2024

LAUNCH OF COMMUNITY LAW CENTRE @ REALM OF TRANQUILITY

Pro Bono SG launched our second Community Law Centre following the success of the first Centre at Tian De Temple. This expansion helped to bring legal assistance even closer to those with mobility and technology challenges and holistically help and heal vulnerable members of the community facing legal issues, hand in hand with community partners such as Family Service Centres, Social Service Offices and Social Service Agencies in the North West District of Singapore. The initiative is supported by the National Council of Social Service (NCSS) 4ST Partnership Fund, co-administered with The Majority Trust.

To mark this special occasion, Guest of Honour Masagos Zulkifli, Minister for Social and Family Development and Second Minister for Health, officiated the launch event, which was attended by volunteers, donors, residents and community partners.

At the same event, Pro Bono SG also signed an MOU with Tian De Temple and R. S. Solomon Foundation to extend its collaboration for Community Law Centre @ Tian De Temple by another 18 months.



Pro Bono SG signed a three-year MOU with Realm of Tranquility and R. S. Solomon Foundation at the event.

Under the MOU:

- Pro Bono SG will deploy two community lawyers, one centre manager and make available a pool of dedicated volunteers to provide legal assistance at the Community Law Centre @ Realm of Tranquility;
- Realm of Tranquility will host the centre at its premises; and
- R. S. Solomon Foundation will organise the funding support required to set up the centre.

04 February 2024

JUST JALAN 2024

Returning by popular demand, Just Jalan revived the spirit of the successful 2015 fundraising walkathon, Just Walk. The event sought to raise awareness of the importance of access to justice and rallied people from all walks of life to walk for justice and raise funds. We wanted the community to know that beyond the legal fraternity, anyone could be a shield bearer and support someone in need.

Within a short period of seven weeks, we gathered more than 700 participants and raised over \$1.1 million through targeted appeals and peer-to-peer fundraising by our participants. It was a great testament of support and the passion of the community to want to do good. Participants formed teams and had a friendly competition as they climbed the leaderboards to raise funds and clock the distance.



Watch the recap here
<https://bit.ly/2324JJ>

President of the Law Society of Singapore, Lisa Sam, graced our event as our Guest of Honour and flagged off the 6km walk from Singapore Sports Hub. It was a fun filled day marked by camaraderie and lots of laughter as participants – some with their furry friends, completed the scenic walk and came back to a mini-carnival after the walk.

22 March 2024

PRO BONO SG AWARDS 2024

The inaugural Pro Bono SG Awards on 22 March 2024 was a high key event to recognise our top contributors in FY2023/24. We were honoured to have President Tharman Shanmugaratnam as our Guest of Honour, recognising our top donors and volunteers of the year.

The event brought together close to 300 attendees, including law firms, volunteers, partners and donors to celebrate and highlighted the remarkable contributions that have uplifted the needy and vulnerable in Singapore, fostering a culture of appreciation and camaraderie.



Watch the recap here
<https://bit.ly/2324PBSGA>

Year's Milestones

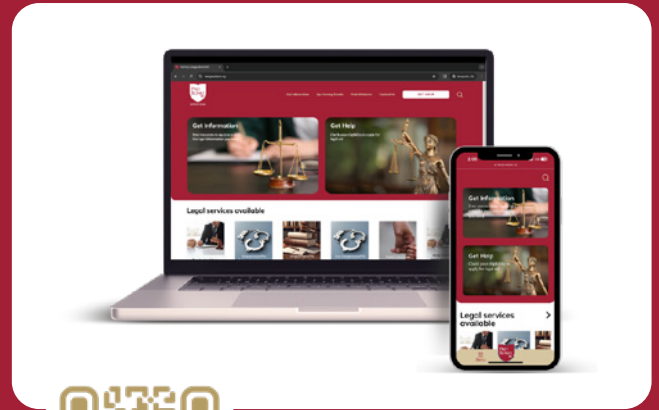
22 March 2024

LAUNCH OF LAWGOWHERE

Pro Bono SG launched LawGoWhere, a first-stop portal for individuals facing legal crises to access basic information and be directed to holistic help, at our Pro Bono SG Awards 2024.

Through LawGoWhere, we aim to empower individuals with bite-sized legal information, ensuring easy access to key legal knowledge for all. From understanding their rights to finding holistic support, this platform is everyone's trusted companion in times of need.

LawGoWhere goes beyond mere information dissemination. With a self-help tool, we guide users to the right avenues for socio-legal assistance, ensuring tailored support for different legal situations they may face.



Visit LawGoWhere at
<https://bit.ly/2324LawGoWhere>



View other milestones through our media mentions at
<https://www.probono.sg/news/>

Our Year At A Glance

16,765

individuals and community organisations
impacted across all programmes



Awareness:
13,532



Guidance:
2,135



Representation:
1,098¹

¹ All applicants received basic legal advice and were also referred to additional resources in the course of applying for legal assistance with Pro Bono SG.

How We Help

Since 2007, Pro Bono SG has been at the forefront of promoting equal access to justice for Singapore's most vulnerable communities. Through our multifaceted approach, we have empowered individuals and organisations for over 17 years with legal awareness, guidance, and representation.

We focus on awareness, guidance, and representation because we believe these three pillars address the most critical needs in achieving equal access to justice for the community.

Awareness



Legal Talks



Project Schools



Outreach Events



Publications

Many individuals and organisations may have limited legal knowledge, which can leave them vulnerable and unable to protect their rights. By raising legal awareness, we empower people with the information they need to understand their legal rights and protect themselves and their loved ones. This knowledge is the first step in preventing legal issues and navigating legal challenges effectively.

Guidance



Community Legal Clinics



Specialised Legal Clinics



Community Organisation Clinic

Even with awareness, navigating the legal system can be complex and intimidating. Providing legal guidance through consultations helps individuals and organisations understand their specific legal situations and options. This personalised guidance ensures they can make informed decisions and take appropriate actions to resolve their issues.

Representation



Criminal Legal Aid Scheme



Family Justice Support Scheme



Ad Hoc Pro Bono Scheme



Project Law Help

For individuals dealing with complex legal issues, especially in court, having professional representation is crucial. Many vulnerable individuals cannot afford legal representation, which can severely impact their ability to achieve a fair outcome. By offering legal representation, we ensure that everyone, regardless of their financial situation, has a fighting chance in the legal system. Pro Bono SG also supports community organisations by facilitating connections with volunteer law practices, recognising that access to legal expertise is vital for their operation.

Awareness

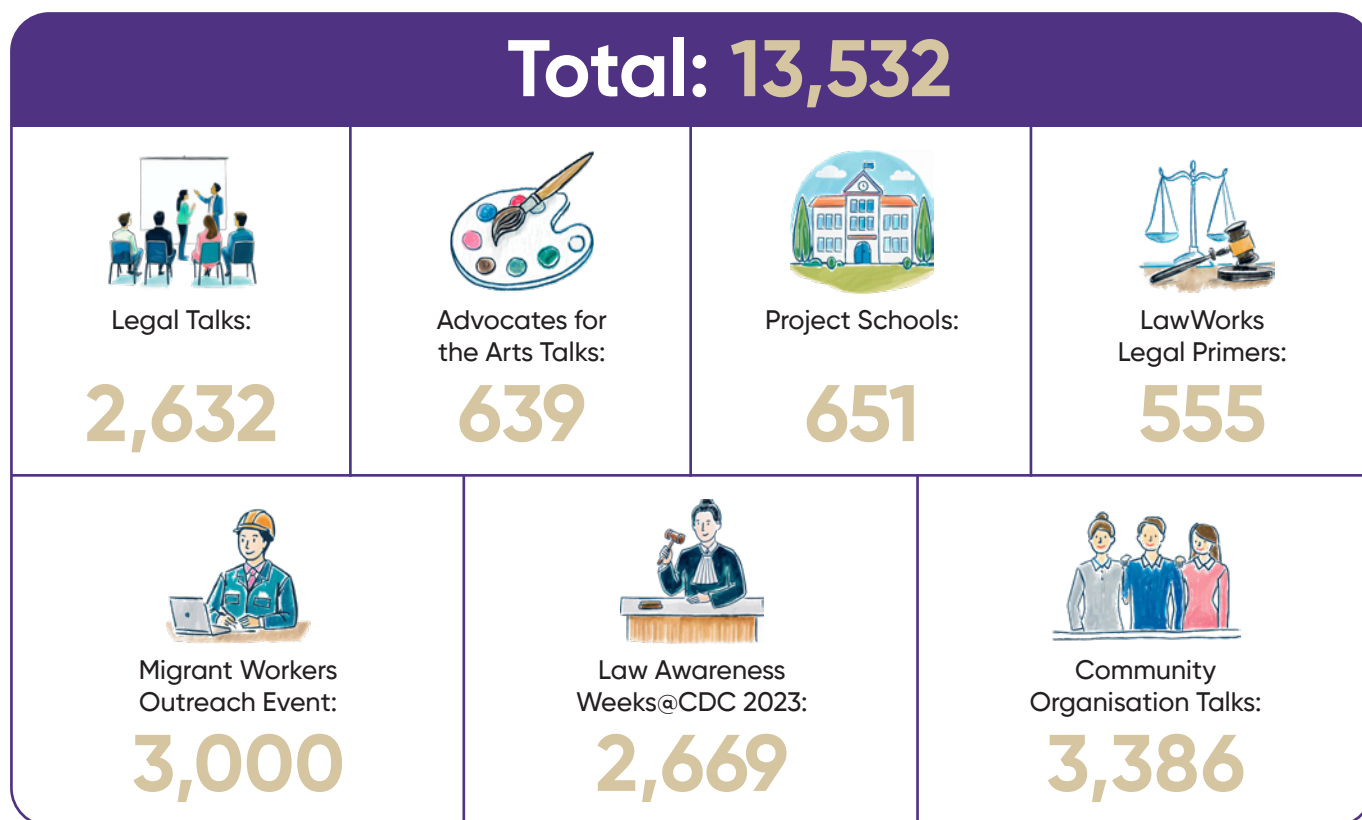
Pro Bono SG delivers essential legal knowledge through various legal awareness initiatives, including talks, webinars, events, videos, roadshows, block visits, online platforms, and publications.

In this financial year, Pro Bono SG reached **13,532** people through **85** legal literacy and awareness events targeting the general public, specialised groups and community organisations. Specialised groups include those requiring specific legal knowledge, such as migrant workers and art practitioners, with dedicated topics tailored to their unique needs.

These initiatives are conducted in physical, virtual, and hybrid formats to maximise reach, accessibility and impact.

One of the key highlights of the year is the launch of our web app, LawGoWhere. Complementing our existing legal awareness initiatives, this first-stop portal provides individuals facing legal crises with basic information and directs them to find legal help.

Statistics



Awareness

Legal Talks

We collaborate with various organisations to curate legal talks that are relevant to their staff, members, service users, or residents, and provide practical knowledge and advice. These talks are conducted by our volunteer lawyers for various subsets of the community, increasing their legal literacy and empowering individuals with legal knowledge. Depending on the participants' needs, the legal talks can be conducted physically or virtually.

One notable webinar, in collaboration with the Financial Industry Dispute Resolution Centre (FIDReC), focused on Motor and Travel Insurance.

“

This is the first webinar of its kind that I know of. I found the information and discussions extremely helpful. I wish such advice had been available years ago when I had to make an insurance claim!

– Anonymous participant of Motor and Travel Insurance webinar.



Another well-received in-person legal talk was a collaboration with the Barreau de Paris Solidarité, aimed at helping French legal counsel understand the latest developments in Singapore's socio-legal landscape. Other topics often requested for included Advance Legal Planning (Wills & LPA), Neighbour Disputes (Mediation), Family Violence, amongst others.



These legal talks would not have been a success if not for the various organisations which came forward to share about the gaps in legal literacy and supported by the many volunteers who spoke at these sessions. **2,632** individuals were empowered with legal knowledge through the talks.

Advocates for the Arts Talks

Following the successful launch of Advocates for the Arts (AfA) in 2018, Pro Bono SG has collaborated with various partners such as the National Academy of Fine Arts, LASALLE College of the Arts, and the Esplanade, among others, to organise legal awareness talks for the creative and indie music sector.

During the financial year, **four** legal awareness talks were organised for **639** participants, providing freelancers and arts students with practical legal knowledge to guide and manage their activities and protect their creative output. The speakers were experts in their respective fields, offering valuable insights and perspectives on the unique legal issues commonly faced in the creative industry.

Awareness

Project Schools

Project Schools was launched in 2012 with the objective of promoting a greater level of civic mindedness among youth and enabling them to better protect themselves from the consequences of crime.

During the year, **five** Project Schools talks were conducted in person, reaching and impacting 651 students and teachers. The main topic addressed was online sexual conduct, an increasingly relevant issue amongst digitally savvy youth. Additionally, we had the honour of hosting teachers from the Academy of Singapore Teachers for a learning journey, providing them with insights into youth perspectives and the judicial system. The teachers even got an opportunity to meet a District Judge from the Youth Court.



LawWorks Legal Primers

LawWorks is a long-standing 10 years partnership with NTUC to educate union members and workers on their legal rights. Dubbed a 'three-piece meal' by Patrick Tay, Assistant Secretary-General, NTUC, this partnership includes legal primers, pocket series, and legal clinics. During the past year, **four** informative legal primers on employment issues were presented, attracting **555** participants who gained valuable insights into their rights as workers.

Recordings of these webinars are available on the Pro Bono SG YouTube Channel LawWorks playlist, to make these legal primers accessible to the general public as well. The videos are well-received, with many viewers expressing appreciation for the clarity and practicality of the information provided.

LawWorks YouTube Playlist
<https://bit.ly/2324LawWorks>



Migrant Worker Outreach Event

Migrant workers remain one of the most vulnerable groups in Singapore. From an access to justice standpoint, our concern is that migrant workers are unable to pursue their due rights under the law due to language barriers and lack of awareness of resources for socio-legal help. This barrier to justice is exacerbated by a perception that migrant workers may have of lawyers being unapproachable or even unsafe to approach.

We conducted an outreach session at Terusan Recreation Centre for their International Migrants Day celebrations on 17 December 2023 to an audience of **3,000** migrant workers. We were fortunate to have been joined at this event by volunteers who spoke a diversity of languages, including Bengali, Tamil, and Telugu, which greatly increased the quality of engagement. Several migrant workers signed up immediately for our migrant worker legal clinic, and others spent more than half an hour speaking to our volunteers about the issues they were facing.

Awareness

Law Awareness Weeks@CDC 2023

The Law Awareness Weeks@CDC (LAW@CDC) campaign, an annual effort to promote legal awareness and understanding of the law in the community, has been a successful collaboration between Pro Bono SG and the five Community Development Councils (CDCs), supported by the People's Association (PA) since 2015. From 2020, the campaign was also supported by the National University of Singapore Centre for Pro Bono and Clinical Legal Education, the Singapore Management University Pro Bono Centre, the Singapore University of Social Sciences School of Law, and the Singapore Corporate Counsel Association Pro Bono Chapter. This latest edition also witnessed the signing of another three-year Memorandum of Understanding, with the addition of the Singapore Association of Social Workers as the newest partner.



LAW@CDC 2023, themed “Collective Impact, A Community in Action” was launched on 21 October 2023, by Minister for Culture, Community and Youth and Second Minister for Law, Edwin Tong, SC, the Mayors of the five CDCs and Pro Bono SG Chairman, Gregory Vijayendran, SC. The launch also included the signing of another three-year Memorandum of Understanding, marking the fourth renewal of the agreement between Pro Bono SG and the five CDC districts, reaffirming their commitment to the Community Legal Clinics.



LAW@CDC 2023 hosted 14 webinars and 23 in-person legal talks between 21 October to 27 November 2023. These sessions covered topics in three main areas – Community, Employment, and Family, carefully curated to increase the community's legal awareness and knowledge, build resilience, and strengthen the community. Topics included scam prevention, workplace harassment, social media usage, divorce, family violence and advance legal planning. The in-person legal talks were held physically at various Community Centres, ensuring accessibility for attendees.



These webinars and legal talks benefitted **2,669** participants. Moving forward, this hybrid model of offering both webinars and physical talks will be continued as they appeal to different segments of the community.

The recordings of the webinars are also available on YouTube, making it easier for the general public to access, providing greater and sustained outreach and awareness.

LAW@CDC 2023 YouTube Playlist
<https://bit.ly/2324LAWCDC>



Awareness

Legal Awareness Talks for Community Organisations

Community Organisation Talks differ from our Legal Talks. These sessions are conducted in collaboration with various organisations through strategic partnerships. Pro Bono SG works closely with these partners to develop webinars tailored to address specific needs and challenges faced by community organisations. Our partners include entities such as the Charity Council, Office of the Commissioner of Charities, EY and QBE Insurance.



In FY2023/24, a total of **five** webinars were conducted as part of this initiative. Popular topics included "Environmental, Social and Governance (ESG) 101 for Charities," "Data Breach Risks for Charities" and "Charities Lean Forward - Strengthen Your Charities Against Money Laundering and Terrorist Financing". These webinars aimed to provide valuable insights and expertise specifically tailored to the operational contexts of community organisations.

Pro Bono SG's webinars were well-publicised within relevant communities, attracting an average of about 670 live viewers per webinar. **3,386** live viewers from **1,017** Community Organisations were reached in total, with many more tuning into the recorded videos on Pro Bono SG's social media platforms after. These webinars also encouraged community organisations to seek legal help at our Community Organisation Clinic and under the Project Law Help initiative.

Community Lawyering Talks for Social Service Agencies and Community Organisations

Pro Bono SG visited and hosted over 50 community partners serving vulnerable and disadvantaged communities to share about our community lawyering services and vision to provide integrated legal care hand in hand with other community professionals to help clients holistically and sustainably.

Such engagement has resulted in an increased awareness of available services, cross-referral and the provision of multidisciplinary support to clients.



Awareness

CNA938 Radio Show

Pro Bono SG significantly expanded its outreach when we partnered with CNA938 for the segment "Work It with Stanley Leong and Cheryl Goh," aired every Wednesday from 11:10 AM to 12:00 PM. The first episode started on 20 March 2024, where our Head of Community Lawyering, Cai Chengying, shared about how our charity serves the community.

Each week, a different topic was highlighted, and listeners were invited to text in their questions.

The hosts of the show were pleased with how the series turned out and appreciated the passion and eloquence of our volunteer lawyers. The show's producers also noted a significant increase in listenership during that time slot since we started the segment.

Listen to the episode here:
<https://bit.ly/2324WORKIT>



Publications

As part of our commitment to improving legal literacy in our community, Pro Bono SG has been developing and updating a diverse range of publications meticulously crafted for different audiences. This dedication to creating tailored content reflects our ongoing efforts to raise awareness and enhance legal understanding.

For individuals, we offer publications such as "Know the Law Now" and "Advocates for the Arts," which provide essential legal insights tailored to personal and creative needs. The bilingual "Glossary of Legal Terms" and "Clinics Manual" are crucial supports for our volunteer lawyers when providing guidance at legal clinics.

For community organisations, we provide a suite of publications including "Legalese," and "Governance Toolkit." We are working on a new publication, the "Employment Law Handbook", which will be published next year. These serve as indispensable guides for navigating complex legal landscapes.

This financial year, our team has been tirelessly working on these publications to ensure they remain at the forefront of legal developments. We look forward to unveiling new and latest editions in the coming financial year.

LawGoWhere








LawGoWhere (lawgowhere.sg) is a brand-new initiative by Pro Bono SG and the Ministry of Law, supported by the Singapore Turf Club. This first-stop portal is a web app designed to help individuals facing legal crises access basic information and be directed to comprehensive support. LawGoWhere goes beyond simple information dissemination by offering a self-help tool that guides users to the appropriate avenues for socio-legal assistance, providing tailored support for various legal situations.

LawGoWhere was a two-year project that culminated in its launch at the inaugural Pro Bono SG Awards on 22 March 2024 in the presence of President Tharman Shanmugaratnam. The design and content of LawGoWhere were co-created in collaboration with many legal and non-legal volunteers, as well as stakeholders in the access to justice ecosystem.

The web app is still evolving, with plans to offer more basic legal information to address a wider range of potential legal crises, to better meet the needs of the community.

Awareness

List of Events

Total: 85			
 <p>Legal Talks:</p> <p>28</p>	 <p>Advocates for the Arts Talks:</p> <p>4</p>	 <p>Project Schools Talks:</p> <p>5</p>	 <p>LawWorks Legal Primers:</p> <p>4</p>
 <p>Migrant Workers Outreach Event:</p> <p>1</p>	 <p>Law Awareness Weeks@CDC 2023:</p> <p>38</p>	 <p>Community Organisation Talks:</p> <p>5</p>	

LEGAL TALKS

Date	Topic	Organisation
10 May 2023	Will Writing	National Library Board
12 May 2023	Navigating Statutory Systems in Social Work Practice	AMKFSC Community Services
13 May 2023	LPA, Deputyship, Wills and Trust	Movement for the Intellectually Disabled of Singapore (MINDS)
15 May 2023	Motor and Travel Insurance	FIDReC
28 May 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Hwi Yoh Community Centre
14 June 2023	Updates on Socio-Legal Landscape	Barreau de Paris Solidarité
19 July 2023	Paws & the Law: Navigating Pet Ownership in Singapore	-
22 July 2023	LPA & ACP	Plan Today Roadshow (Our Tampines Hub) (Office of the Public Guardian, My Legacy, Agency for Integrated Care)
17 August 2023	Will & LPA	Singapore Digital Office (East Coast GRC)
19 August 2023	LPA, ACP and Deputyship	Sree Narayana Mission

Awareness

LEGAL TALKS

Date	Topic	Organisation
02 September 2023	Preparing for Golden Years (LPA & Wills)	ServiceSG Centre One Punggol
16 September 2023	LPA, ACP and Wills (Tamil)	Plan Today Roadshow (Our Tampines Hub) (Office of the Public Guardian, My Legacy, Agency for Integrated Care)
17 September 2023	Advance Legal Planning (LPA & Wills)	Jalan Kayu Zone 2 Residents' Committee
21 September 2023	Family Violence and PPO	Morning Star Community Services
23 September 2023	Preparing for Golden Years (LPA & Wills) & Community Disputes (Mediation)	Bedok Orchid Residents' Committee
23 September 2023	Community Disputes (Mediation)	ServiceSG Centre One Punggol
03 October 2023	Wills and LPA	Singapore Lam Ann Association
29 October 2023	Wills, LPA and Deputyship	Tzu Chi Humanistic Youth Centre
14 November 2023	Advance Legal Planning (LPA & ACP)	Ministry of Social and Family Development
18 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust)	Movement for the Intellectually Disabled of Singapore (MINDS)
01 December 2023	Preparing for Golden Years (LPA, Deputyship, Wills and Trust)	Tembusu Active Ageing Centre
14 December 2023	Preparing for Golden Years (LPA, Deputyship, Wills and Trust) (Malay)	Tembusu Active Ageing Centre
13 January 2024	LPA, ACP and Wills (Tamil)	Plan Today Roadshow (Our Tampines Hub) (Office of the Public Guardian, My Legacy, Agency for Integrated Care)
14 January 2024	LPA, ACP and Wills (Malay)	Plan Today Roadshow (Our Tampines Hub) (Office of the Public Guardian, My Legacy, Agency for Integrated Care)
17 January 2024	Effective Risk Management: Assessment, Controls and Mitigation	National Council of Social Service (NCSS)
30 January 2024	LPA	SG Courts
23 February 2024	Wills and LPA	Parkinson Society Singapore
02 March 2024	Wills and LPA (Mandarin)	Toa Payoh Central Zone 6
23 March 2024	LPA, Deputyship, Wills and Trust	Movement for the Intellectually Disabled of Singapore (MINDS)
23 March 2024	LPA, ACP and Wills (Tamil)	Plan Today Roadshow (Our Tampines Hub) (Office of the Public Guardian, My Legacy, Agency for Integrated Care)
24 March 2024	LPA, ACP and Wills (Malay)	Plan Today Roadshow (Our Tampines Hub) (Office of the Public Guardian, My Legacy, Agency for Integrated Care)

Awareness

ADVOCATES FOR THE ARTS

Date	Topic	Organisation
26 August 2023	BayBeats Budding Bands Workshop	The Esplanade Co Ltd
20 September 2023	Red Flags for my First Job	Nanyang Academy of Fine Arts (NAFA)
25 January 2024	Contracts	LASALLE College of the Arts
16 February 2024	Contracts and Dispute Management	LASALLE College of the Arts

PROJECT SCHOOLS

Date	Topic	Organisation
26 April 2023	Defying Stereotypes	Nan Chiau High School
27 April 2023	Sexual Conduct (Boys)	Beatty Secondary School
27 April 2023	Sexual Conduct (Girls)	Beatty Secondary School
06 June 2023	Dealing with Harassment	Singapore Teachers' Union
08 June 2023	Teachers' Learning Journey	Academy of Singapore Teachers

LAWWORKS LEGAL PRIMERS

Date	Topic
27 April 2023	My First Job
26 July 2023	Wills, Estate Matters and LPA
12 October 2023	Key Developments in Singapore's Labour Law Landscape
27 February 2024	Wills, Estate and LPA Matters

LAW AWARENESS WEEKS@CDC 2023

Date	Webinar Topic
23 October 2023	与邻居的冲突 — 这可以解决吗?
24 October 2023	Conflicts with Neighbours – Can This Be Resolved?
25 October 2023	Divorce Matters and Concerns – Custody, Care and Control
30 October 2023	离婚事宜和顾虑 - 监护、照顾和控制
31 October 2023	Dealing with Creditors
01 November 2023	What is Workplace Harassment and How Do I Deal With It?
06 November 2023	Syariah Divorce and Related Matters

Awareness

LAW AWARENESS WEEKS@CDC 2023

Date	Webinar Topic
07 November 2023	Protect Yourself - How to Spot and Avoid Scams
08 November 2023	Perceraian di Mahkamah Syariah dan hal berkaitan dengannya
09 November 2023	处理或遭遇家庭暴力?
14 November 2023	保护自己 - 如何发现和避免诈骗
15 November 2023	Dealing With or Encountering Family Violence?
20 November 2023	关于遗嘱和临终事宜的高级法律规划
27 November 2023	Advance Legal Planning on Wills and End-of-Life Matters

LAW AWARENESS WEEKS@CDC 2023 LEGAL TALKS

Date	Topic	Organisation
16 September 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (English and Mandarin)	Radin Mas Community Club
06 October 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	NTUC Health SAC Boon Lay
07 October 2023	Community Disputes (Mediation)	Canberra Community Club
11 October 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust)	WeCare Community Services Kembangan-Chai Chee Community Centre
14 October 2023	Employment Matters	Canberra Community Club
25 October 2023	Legal Talk: Community Disputes (Mediation) (Mandarin)	Tung Ling Community Services
26 October 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Thye Hua Kwan Active Ageing Centres @ Bedok
28 October 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Cashew Zone 3 Residents' Committee
03 November 2023	Community Disputes (Mediation) (Mandarin)	NTUC Health SAC Boon Lay
04 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Kreta Ayer Community Club
08 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Geylang East Home for the Aged
08 November 2023	Employment Matters	We Care Community Services
11 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust)	Braddell Heights Zone E Residents' Committee
11 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Toa Payoh Central Community Club Senior Citizens' Executive Committee

Awareness

LAW@CDC 2023 LEGAL TALKS

Date	Topic	Organisation
18 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust)	Movement for the Intellectually Disabled of Singapore (MINDS)
18 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust)	Woodgrove Zone 2 Residents' Network
18 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (English and Mandarin)	Radin Mas Community Club
18 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Braddell Heights Community Club NTUC Health Senior Day Care
18 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust)	Eunos Village Residents' Committee
26 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Bukit Batok Community Club
29 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Thye Hua Kwan Moral Society
29 November 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Eunos Village Residents' Committee
17 December 2023	Advance Legal Planning (LPA, Deputyship, Wills & Trust) (Mandarin)	Woodgrove Zone 7 Residents' Network

LEGAL TALKS FOR COMMUNITY ORGANISATIONS

Date	Topic	Organisation
04 April 2023	In Conversation with Commissioner of Charities and Charity Council 2023	Office of Commissioner of Charities and Charity Council
29 August 2023	Charities Lean Forward: Getting Employment Practices Right to Empower Your Charity for Success	Office of Commissioner of Charities
13 September 2023	Environmental, Social and Governance (ESG) 101 for Charities	EY
04 October 2023	Data Breach Risks for Charities	QBE Insurance (Singapore) Pte Ltd
02 November 2023	Charities Lean Forward - Strengthen Your Charities Against Money Laundering and Terrorist Financing	Office of Commissioner of Charities

Guidance

A cornerstone of Pro Bono SG's mission is the provision of legal guidance to those in need through our range of legal clinics.

Since 2014, Pro Bono SG has partnered with the Office of the Mayors to establish Community Legal Clinics (CLCs) across various Community Development Councils (CDCs), including a new addition of a virtual legal clinic at North East CDC in FY2023/24. In addition to the CLCs, Pro Bono SG offers specialised legal clinics for specific demographics, such as the Advocates for the Arts Legal Clinic, LawWorks Legal Clinic, Migrant Worker Legal Clinic, Non-Resident Legal Clinic, Support Centre for Women Victims of Violence and the Youth Community and Legal Clinic. These clinics address unique needs, providing essential support to vulnerable groups.

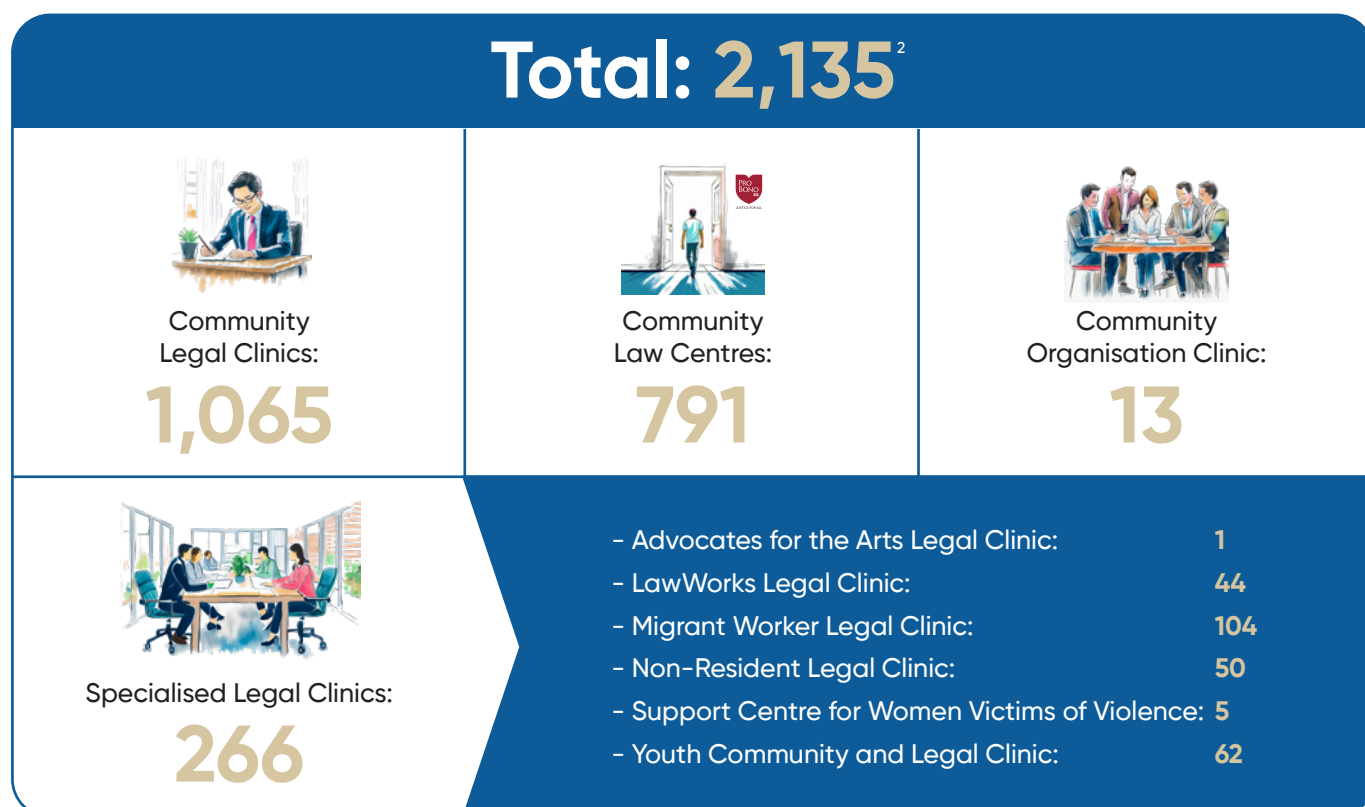
To better integrate into the heartlands and address on-the-ground needs, Pro Bono SG has established two Community Law Centres serving as branch offices in these areas.

A major highlight of the financial year was the opening of the Community Law Centre @ Realm of Tranquility, which serves the residents of the North West District.

Additionally, Pro Bono SG has a long-standing partnership with the People's Association (PA) to support a network of legal clinics in Community Centres and Residents' Committee Centres. This network recently expanded to include seven new Community Centres, bringing the total number of network clinics with PA to 28. Beyond this partnership, Pro Bono SG collaborates with seven other partners to establish network clinics within their communities.

Furthering our community support, Pro Bono SG also runs the Community Organisation Clinic, which aids community organisations in their legal matters, creating a multiplier effect within the community. Across all legal guidance initiatives, Pro Bono SG has impacted **2,135** individuals and community organisations in this financial year.

Statistics



² Data collection for network clinics began in 2024, so it is not included in the total number of individuals served in FY2023/24.

Guidance

Community Legal Clinics

Managed by a dedicated team of clinic managers who process applications daily, the Community Legal Clinics offer free one-off 20-minute consultations for individuals who cannot afford legal services and are facing personal legal problems in Singapore. At each clinic session, volunteer lawyers provide basic legal guidance and serve as a first port of call, guiding individuals to seek the most suitable avenue of help available.

Hosted and run by Pro Bono SG, in collaboration with the five CDCs, the five core CLCs served **1,065** individuals in FY2023/24. Pro Bono SG continues to run these clinics in a hybrid mode, offering both virtual and in-person consultations to cater to varying preferences and technological access. Applicants were given the choice to select their preferred mode of consultation, ensuring their comfort and satisfaction.

The physical legal clinics are located at four CDC offices in Central Singapore, North West, South East, and South West. Community Legal Clinics operate almost every weekday evening.

The feedback has been overwhelmingly positive, with many stating that the legal guidance received was useful and that they would follow the recommended course of action.



Top 5 case types:

1. Divorce / PPO / Maintenance / Custody
2. Employment & Workplace Issues
3. Estate (Probate & Wills)
4. General Service & Hire Agreements (Consumer service disputes)
5. Mental Capacity / Guardianship / Deputyship / Adoption

Hear it from our applicants:

“

Really thankful for the guidance. Although short, it was sharp and really provided me with knowledge on how to proceed with the problems faced.

“

All the staff who helped me were kind, empathetic and professional. Great job, everyone! Thank you very much for your time, patience, and expertise! I really appreciate it.

Guidance

Community Law Centres

Pro Bono SG's Community Law Centres were established to bring legal assistance closer to those with mobility and technology challenges and holistically help and heal vulnerable members of the community facing legal issues, hand in hand with community partners such as Family Service Centres, Social Service Offices and Social Service Agencies.

The Community Law Centres target the most socially excluded who do not receive holistic help due to a fragmentation of services, a lack of awareness of legal issues and resources and a lack of opportunity to seek help. In addition to providing guidance and representation for clients from the Community Law Centres, our community lawyers have conducted house visits for those who have mobility issues or caregiving challenges, which may make it difficult for them to leave their homes, and also made themselves accessible to other community professionals who require legal support. In FY2023/24, the two Community Law Centres served **791** applicants.



Top 5 case types:

1. Divorce / PPO / Maintenance / Custody
2. Estate (Probate & Wills)
3. Mental Capacity
4. Employment & Workplace Issues
5. Criminal Charges

The Community Law Centre @ Realm of Tranquility was launched on 19 January 2024 with the support of the NCSS 4ST Partnership Fund to serve the North West District after a successful pilot of the Community Law Centre @ Tian De Temple.

Watch our Community
Lawyering Video

<https://bit.ly/2324CommLaw>



I have a special needs child and my dad is diagnosed with dementia. I never imagined that living with dementia can be this terrifying. It has caused so much chaos in the family. Even my siblings are afraid of interacting with my dad. I wanted to give up. But when I think of my son and family, I dare not entertain such thoughts. Since my dad has dementia, he is unable to sign any documents or handle any financial matter. Our neighbours recommended we seek help from Pro Bono SG, who guided us on the deputyship process.

- Irene Wong, beneficiary of Pro Bono SG's Community Law Centre featured during the President's Star Charity 2023



This year, the Community Law Centre has helped many families in need. Many low income families have come to inquire, consult and seek help, so we feel that it has been a fruitful collaboration.

- Steven Goh, Secretary of Tian De Temple

Guidance

Community Organisation Clinic

Building on the high value and in-demand legal awareness webinars tailored exclusively for the sector every year, Pro Bono SG's Community Organisation Clinic (COC) is designed for charities, non-profits and social enterprises in Singapore.

These clinics aim to support community organisations that often operate with limited resources and may struggle to afford legal advice. The primary objective of the COC is to provide free basic legal guidance on operational issues, helping these organisations address community needs more effectively. By offering a one-off 45-minute consultation with a volunteer lawyer, COC assists organisations in navigating legal queries such as setting up a non-profit, registering as a charity, or understanding corporate governance, intellectual property, and privacy issues.

The sessions are conducted virtually via video conference, ensuring accessibility for all organisations. During these consultations, volunteer lawyers provide general legal advice, while law students from the National University of Singapore offer paralegal support, gaining valuable experience in the process. Through these efforts, Pro Bono SG enhances the legal capabilities of community organisations, enabling them to operate more effectively and sustainably.

In FY2023/24, COC assisted **13** community organisations.



Top main issues requiring legal guidance were:

1. Entity Legal Structure and Corporate Governance
2. Contracts and Agreements
3. Employment; Intellectual Property; Grants, Fundraising and Revenue Generation

Feedback is consistently positive, with 100% of all community organisations helped, expressing gratitude for this service.



Thank you so much for the patience and time. And the professional standard despite this being help given without pay was inspiring.

Guidance

Specialised Legal Clinics

To cater to the unique needs of specific demographics in Singapore, Pro Bono SG runs specialised legal clinics for specific vulnerable groups. Developed based on research and analysis of cases seen over the years, as well as needs highlighted by partner agencies, these specialised legal clinics are either run by Pro Bono SG or in collaboration with trusted partners.

ADVOCATES FOR THE ARTS LEGAL CLINIC

In recognition of the unique legal issues faced by the creative community, Pro Bono SG runs Advocates for the Arts Legal Clinic that matches eligible applicants to volunteer lawyers with expertise in these areas, providing free legal guidance in a one-off session lasting between 45 to 60 minutes. Only one applicant was served during this financial year where experienced lawyers provided legal guidance on a range of issues such as intellectual property, contracts and disputes.

LAWWORKS LEGAL CLINIC

Run once a month with a focus on employment matters, but also covering other community legal issues for NTUC members, LawWorks assisted **44** NTUC members this financial year.

MIGRANT WORKER LEGAL CLINIC

Running since 08 May 2022, the Migrant Worker Legal Clinic (MWLC) provides free legal guidance to migrant workers, offering a safe and accessible space for them to seek legal help. After their sessions, migrant workers are referred to holistic socio-legal help, addressing their comprehensive needs.

In consideration of migrant workers' specific needs and vulnerabilities, MWLC has a few unique features:

- Conveniently located in Angullia Mosque within Little India, which for a significant demographic of migrant workers may feel like a safe and relatively more familiar space in an otherwise foreign country;
- The clinic also offers online consultations on Sundays and weekdays for those unable or uncomfortable with in-person visits;
- Simplified registration form available in multiple languages;
- Run on Sundays, which is often the only day that migrant workers are available to consult;
- Offers interpretation in multiple languages during the legal clinic session e.g., Bahasa Indonesia, Bengali, Cantonese, Hindi, Mandarin, Tagalog and Tamil;
- Wider discretion in terms of duration and number of consults;
- Actively assists in referrals to holistic socio-legal help where appropriate e.g., pro bono legal representation, casework support. We have also partnered with the Ministry of Manpower (MOM) to have Assurance, Care and Engagement (ACE) Group officers stationed at the legal clinic, so that migrant workers who want to be referred to or make a report to MOM can do so immediately.

In FY2023/24, the MWLC saw and provided legal guidance to **104** migrant workers, roughly 78% of whom opted to consult in-person.



Top 5 case types:

1. Salary Claims
2. Criminal Matters
3. Work Injury Claims
4. Personal Loans
5. Other Employment-related Matters

Guidance

NON-RESIDENT LEGAL CLINIC

To cater to foreigners who are neither part of a Singaporean household nor within the migrant worker community, the Non-Resident Legal Clinic is a virtual clinic that takes place every 2nd and 4th Friday of the month and has been running since September 2022. These lunchtime clinics are popular among the working crowd. In FY2023/24, the clinic served **50** applicants.



Top 5 case types:

1. Divorce / PPO / Maintenance / Custody
2. Employment & Workplace Issues
3. Landlord / Tenant
4. Intentional Harassment (Assault, POHA)
5. General Service & Hire Agreements (Consumer service disputes)

SUPPORT CENTRE FOR WOMEN VICTIMS OF VIOLENCE (FOR MEMBERS OF THE FRENCH COMMUNITY IN SINGAPORE)

A collaboration between the Barreau de Paris Solidarité and the Law Society of Singapore, and administered by Pro Bono SG, the Support Centre offers a safe and confidential space for French expatriate women in Singapore affected by all forms of violence. Here, women can consult with a Barreau de Paris Solidarité lawyer for initial legal advice on French law, alongside a Singapore-qualified lawyer who offers guidance on Singapore Law and procedures as needed.

The Support Centre also offers practical information and referrals to other support services, including counselling and accommodation, through a network of associations and professionals. In FY2023/24, the Support Centre, which has assisted five individuals, had the honour of receiving the Le Trophée Humanitaire des Français de l'Étranger (The Humanitarian Trophy of French Citizens Abroad).

YOUTH COMMUNITY AND LEGAL CLINIC

Serving individuals 35 years and younger, the Youth Community and Legal Clinic's unique feature is that legal guidance is provided by volunteer lawyers of similar age demographics. With the unique challenges faced by this demographic, speaking to lawyers of similar age helps youth applicants feel more at ease and better understood. Similarly, being well-attuned to the sensitivities of youth applicants' circumstances allows lawyers to render more personalised guidance, which results in better reception by the applicants. The Youth Community and Legal Clinic saw **62** applicants in FY2023/24.



Top 5 case types:

1. Divorce / PPO / Maintenance / Custody
2. Employment & Workplace Issues
3. Personal Loan (between individuals)
4. Intentional Harassment (Assault, POHA); Traffic Accidents / Violations
5. Credit Card/Medical/Phone/Other Bills

Guidance

Network Clinics

Adding to the list of CLCs and specialised legal clinics, and in alignment with our mission to bring access to justice closer to vulnerable and marginalised individuals, Pro Bono SG extends its support and resources to any legal clinic or organisation that chooses to join its network through the signing of a Memorandum of Understanding (MOU). Being a network clinic under the Pro Bono SG umbrella offers several benefits, including professional indemnity insurance for volunteer lawyers, assistance with volunteer recruitment, training for staff and volunteers, and access to resources.

There are currently **35** Network Clinics supported by Pro Bono SG:

a) NETWORK CLINICS IN COLLABORATION WITH PEOPLE'S ASSOCIATION

There are currently 28 Community Centres that are part of the network clinics family under the MOU signed between Pro Bono SG and the People's Association. Of these, seven Community Centres, namely Fernvale Legal Advice, Limbang Legal Clinic, Kim Seng CC, Sengkang East Free Legal Clinic, Sengkang CC Legal Advice, Henderson CC Free Legal Clinic, Keat Hong Community Legal Clinic joined us in FY2023/24.

b) NON-PA NETWORK CLINICS

We also have seven Network Clinics that are in collaboration with other esteemed partners, such as SHECARES@SCWO, Catholic Lawyers Guild (Singapore), Eurasian Association, Persatuan Pemuda Islam Singapura ("PPIS") Legal Consultancy, Singapore Association of the Visually Handicapped, Singapore Sindhi Association and Singapore Management University.

Representation

At Pro Bono SG, our commitment to uphold access to justice transcends legal awareness and guidance. We provide legal representation to individuals who are unable to afford it through three Schemes: the Criminal Legal Aid Scheme (CLAS), Family Justice Support Scheme (FJSS) and the Ad Hoc Pro Bono Scheme (AHPBS). Applicants from the three Schemes will undergo means and merits testing to ensure that only deserving cases receive assistance. Pro Bono SG also matches eligible organisations with volunteer law practices for pro bono non-litigation corporate legal assistance under our Project Law Help initiative (PLH). This financial year, Pro Bono SG has extended its support in criminal defence aid by launching a pilot run of the Criminal Legal Clinic.

This initiative aims to broaden access to legal guidance for individuals facing criminal charges. Recognising a gap in services for a group often overlooked – those who are deemed ineligible for national legal aid, having failed the means testing, but are still unable to afford legal representation – we established the Criminal Legal Clinic to provide essential legal guidance and support. We aim to empower this underserved community in navigating their legal challenges with dignity and fairness.

In this Financial Year, Pro Bono SG impacted **1,098** individuals and community organisations, widening access to justice for those in need.

Statistics

Total: 1,098³



Ad Hoc Pro Bono Scheme:

- Number of referrals received: **149**
- Number of referrals granted aid and assigned: **44**



Criminal Legal Aid Scheme:

- Number of applications received: **214**
 - Applications granted aid and assigned (total): **82**
- Number of referrals from Public Defender's Office (PDO) **400**
 - Applications granted aid and assigned (total)⁴: **378**



Criminal Legal Clinic (Pilot):

21



Family Justice Support Scheme:

- Number of applications received: **307**
 - Number of applications assigned under the Pro Bono track: **26**
 - Number of applications referred to lawyers under the Modest Means track: **54**



Project Law Help:

7

³All applicants received basic legal advice and were also referred to additional resources in the course of applying for legal assistance with Pro Bono SG.

⁴Not all referrals from the PDO will be assigned. Some referrals are conditioned upon co-payment. Those that do not make co-payment will be deemed rejected.

Representation

Ad Hoc Pro Bono Scheme

The Ad Hoc Pro Bono Scheme (AHPBS) ensures that individuals in urgent need of legal assistance do not fall through the gaps in the justice system. Operating exclusively on a referral basis, AHPBS provides free legal representation to needy and vulnerable individuals who do not qualify for other legal aid schemes but require legal help due to exceptional circumstances.

Referrers, including the Courts, Social Service Agencies, government organisations, other legal aid schemes, and lawyers, act as a triage system to verify that individuals are genuinely in need and have exhausted all other options. These individuals then undergo thorough means and merits assessments before being matched with a volunteer lawyer.

In FY2023/24, AHPBS received a total of **149** referrals, of which **44** were assigned to a lawyer.



Top 3 case types:

1. Civil
2. Criminal
3. Family

Representation

Criminal Legal Aid Scheme (CLAS)

Established in 1985 as a grassroots initiative, CLAS has been integral in serving the access to justice mission in Singapore. Its objective is to ensure that accused individuals do not navigate the criminal justice system alone due to financial constraints.

CLAS assists accused persons in Singapore through two ways:

1. By providing direct assistance to those who do not qualify under the national legal aid schemes (e.g. foreigner accused persons), are unable to afford a lawyer, and are facing charges in a Singapore court for non-capital offences under statutes covered by CLAS.
2. By co-delivering legal aid alongside the Public Defender's Office (PDO) to Singaporeans and Permanent Residents who qualify under the national legal aid scheme. Approximately 40% of the total number of cases processed by the PDO is referred to CLAS for assignment to its volunteers and the Fellowship.

In FY2023/24, CLAS received **214** direct applications and successfully assisted 82 individuals. For those who did not qualify for full legal representation under CLAS, basic legal guidance was provided, with referrals to additional resources.

With the establishment of the PDO in December 2022, CLAS and PDO now co-deliver legal aid to Singaporeans and Permanent Residents. In FY2023/24, the PDO referred **400** cases to CLAS, and we provided legal representation to 378 individuals.

As a pilot initiative through the CLAS Fellowship, the Criminal Legal Clinic was established in early 2023 to assist applicants who have either marginally failed the PDO means test, or who do not qualify for assistance under CLAS.

Those who fail the means test administered by the PDO do not go on to the merits testing stage. They, therefore, do not get an opportunity to speak to a lawyer and receive guidance.

The Criminal Legal Clinic aims to empower such persons with basic information through an opportunity to speak with a criminal lawyer. Each session offered the accused basic guidance on their cases which were at various stages of legal proceedings. Exceptional cases that are deemed suitable for representation under other schemes may be identified during these sessions. The Pilot assisted **21** individuals.

Representation

Family Justice Support Scheme

The Family Justice Support Scheme (FJSS) addresses existing service gaps by assisting individuals involved in matrimonial matters who are underserved, specifically:

1. Litigants who marginally fail the Legal Aid Bureau (LAB)'s means test but are unable to afford a lawyer at regular commercial rates. The goal is to support this sandwiched class by referring them with volunteer lawyers who agree to lower their fees for pre-screened referrals (Modest Means Track).
2. Foreign spouses with Singaporean children who would satisfy LAB's means test but do not qualify for legal aid due to their non-citizen / permanent resident status. Eligible applicants will be granted pro bono legal representation (Pro Bono Track).

The scheme connects applicants with a panel of experienced family lawyers who are willing to provide their services for free or at reduced rates, depending on the applicant's financial situation.

FJSS received a total of **307** applications, where **26** received full legal representation under the Pro Bono Track, and **54** were referred to Panel Lawyers who agreed to charge lower-than-usual fees under the Modest Means Track.

Project Law Help

The Project Law Help initiative (PLH) matches eligible organisations with volunteer law practices for pro bono non-litigation corporate legal assistance. PLH provides valuable assistance to community organisations in Singapore whose objectives meet local community concerns or needs by giving them the necessary legal support in the form of transactional work such as contract drafting and review and guidance on legal structure and governance as well as other non-litigious issues.

Seven community organisations were referred and received help under the PLH initiative in FY2023/24.

Representation

Our Lawyers



Top row, left to right: Sadhana Rai, Director of Representation; Pramnath Vijayakumar, Assistant Director of Representation; Yip Jian Yang, CLAS Advocate; Benedict Koh, CLAS Fellow; Suria Shaik Aziz, Community Law Fellow; Foong Ke Hui, Community Law Advocate.

Bottom row, left to right: Alice Tan, Community Law Advocate; Shirin Chew, CLAS Fellow; Tan Su, CLAS Fellow; Goh Qian Hui, Community Law Fellow; Sherah Tan, Community Law Fellow.

At Pro Bono SG, our mission to ensure access to justice is fuelled by the dedication and expertise of not only our extensive network of volunteer lawyers, but also our dedicated team of in-house community lawyers, including CLAS and Community Law Advocates and Fellows.

Comprising a diverse group of passionate individuals, our in-house community lawyers have committed themselves wholeheartedly to providing pro bono legal services. The team includes junior lawyers (Fellows) and more seasoned lawyers (Advocates). They work together to provide legal guidance at our Community Law Centres and Criminal Legal Clinic, and represent disadvantaged individuals who cannot afford legal representation through our CLAS, FJSS and AHPBS schemes.

Under the leadership of our Representation Department's Director and Assistant Director, who themselves are practicing community lawyers, the entire Representation team is empowered to make a profound impact on the lives of those they assist.

Their unwavering dedication ensures that justice is accessible to all, irrespective of their background or financial circumstances.

At Pro Bono SG, we take pride in supporting their journey as they continue to make a meaningful difference in our community.

Find out more about our lawyers
<https://bit.ly/2324Lawyers>



Volunteers

The impact that Pro Bono SG makes in the community is a result of strong support from our volunteers, including the 20 CLAS MOU firms, 21 law firms anchoring the Community Legal Clinics, as well as students and individuals from all walks of life. With 660 active volunteer lawyers, over 230 law undergraduates from the local Institutes of Higher Learning (IHLs), National University of Singapore, Singapore Management University, and Singapore University of Social Sciences, and 200 non-legal volunteers who support our work in areas such as merits testing, interpretation, translation, training, client support, programme design etc., we are able to extend the reach and impact of our programmes considerably, far beyond what we would have been able to achieve on our own.



Recruitment

Throughout the year, we conducted targeted outreaches to lawyers and law firms, continued to collaborate with the IHLs, and used social media to attract passionate individuals, both legally trained and not, who are passionate about our cause and want to serve the vulnerable in our community.

Our monthly Volunteer Orientation sessions were attended by 600 participants who came forward with their diverse perspectives and skill sets to support our work.

With the establishment of our Community Law Centres over the past two years, including the second one launched in January 2024, we have worked closely with social workers from family service centres and social service agencies. These branches have created over 40 new volunteering opportunities, extending our impact to new demographics and addressing local challenges.



Engaging our volunteers

Throughout the year, we ensured transparent and open dialogue with our volunteers through regular communication, social media updates, and feedback channels. Volunteer appreciation events, the Pro Bono SG Awards, training sessions as well as meetings conducted throughout the year fostered a sense of belonging and ownership which strengthened our relationships with our volunteers.

SKILLS-BASED VOLUNTEERING

This year, Pro Bono SG placed a stronger focus on skills-based volunteerism, leveraging and harnessing the untapped potential of professional skills and knowledge to amplify our impact in the charity sector for their service users as well as the charities themselves. To align volunteer skills with the needs of charities and their service users, we engaged in targeted outreach campaigns and networking events with SGCares Volunteer Centres in the North East district and Social Service Agencies. Understanding these needs helps curate meaningful volunteer opportunities, ranging from legal research and case management to strategic planning, governance, and fundraising, matching volunteers to projects that leverage their expertise and address key organisational priorities and challenges.

As this progresses, best practice guidelines will be developed and shared with other charities, with the aim of catalysing a broader movement towards leveraging professional expertise for social good. Our multi-prong strategy is to drive innovation, build capacity, and foster collaboration within the charity sector to effect positive change and advance our mission of promoting access to justice for all.

Volunteers

MEETING WITH THE PRESIDENT OF SINGAPORE

In recognition of their passion and dedication to volunteerism, we extended invitations to Richard Siaw, Peggy Yee and Ashvin Hariharan to the inaugural SGCares Giving Week Meet & Greet session with President Tharman Shanmugaratnam at the Istana on International Volunteer Day, 07 December 2023.



COMMUNITY TOURS

As part of engaging with our partners at our Community Law Centre in Hougang, a series of Community Tours were conducted with partners including AIG, A&O Shearman and White & Case to better familiarise our volunteers on how the community is being aided as part of the collaboration with social workers, and the roles that they can play.

SUMMER INTERNSHIP & INSIGHT WEEK PROGRAMMES

In July 2023, we hosted A&O Shearman's student interns at our Community Law Centre @ Tian De Temple as part of their Summer Internship and Insight Week programmes. The interns toured the grounds, learned about community law, and participated in a role play session on End of Life issues, gaining insight into the challenges faced by pro bono applicants. This experience aimed to inspire the interns to become future pro bono champions and support the access to justice cause.

FILM SCREENINGS

To inspire more people to engage in pro bono work, we showcased our short film series, "Access to Justice", which highlights the impact of pro bono work on vulnerable individuals in our community. These films were presented at the offices of our partners Clyde and Co, CNPLaw LLP, Gibson Dunn & Crutcher, Linklaters Singapore Pte Ltd, Rajah & Tann LLP, Reed Smith LLP, Selvam LLC, and during SMU Pro Bono Week. During these events, we discussed the work of Pro Bono SG, the need and importance of pro bono legal work, and the remarkable impact our volunteers make daily.



Partnerships

Collaborations remained central to our approach; we forged strategic partnerships with law firms, social service agencies and family service centres as well as SG Cares Volunteer Centres to amplify our impact and reach. These partnerships facilitated knowledge exchange, resource sharing, and joint initiatives aimed at addressing systemic barriers to justice. By harnessing the collective expertise and resources of our partners, we expanded our capacity to serve marginalised communities.

Volunteers



Training

Investing in the professional development of volunteers has always been a priority to equip our volunteers with the necessary skills and knowledge to navigate complex legal landscapes and provide empathetic support to our clients. In this financial year, we designed and implemented tailored training programmes covering court processes and legal advocacy.

We were honoured to have, for the first time, Judges from the State Courts share their wisdom and perspectives with our volunteers. District Judge Winston Man and District Judge Soh Weiqi spoke on the Community Dispute Resolution Tribunal process on 30 August 2023, which was attended by over 300 volunteer lawyers.

The Criminal Legal Aid Scheme (CLAS) Training Programme continued this year with 12 sessions covering topics such as DNA Profiling, Vulnerable Accused Persons, and The Art of Cross Examination. A total of 458 attendees participated.



Appreciation and Awards

Recognising the invaluable contributions made by our volunteers and partners, we organised and co-hosted various appreciation and award events throughout the year. These gatherings provided an opportunity to celebrate achievements, showcase their exemplary work, and express gratitude to individuals and organisations that have supported our mission.

These events included:

- The ninth Law Awareness Weeks@CDC campaign launched on 21 October 2023, provided a platform to honour top volunteers from Community Legal Clinics and Anchor Law Firms for 2022. Speakers and moderators of the 40 legal talks and expert-led webinars also received certificates of appreciation from the Mayors at the event.
- Volunteer lawyers who supported the NTUC LawWorks initiative with monthly legal consultations for union members and quarterly legal primers were honoured at an appreciation dinner on 02 November 2023.
- A Volunteer appreciation event on 28 November 2023 brought together Committee members, active volunteers, and partners from all schemes. Attendees mingled, networked, and enjoyed food, fun, and games together.
- The inaugural Pro Bono SG Awards on 22 March 2024 honoured the top 20 volunteers of the year, alongside esteemed guests including top donors and partners.

Volunteers

Statistics



Pro Bono SG recruited

500

new volunteers
in FY2023/24



9

lawyers took on at least a case and provided pro bono legal representation to applicants under the Family Justice Support Scheme



10

volunteers and six law firms volunteered for Community Organisation Clinic and Project Law Help, respectively to support charities, non-profits and social enterprises to do good better



376

lawyers volunteered at our legal clinics



146

volunteers mobilised for legal awareness outreach



174

volunteer lawyers took on at least one case under the Criminal Legal Aid Scheme



73

volunteers helped out at our Migrant Worker Legal Clinic



880

participants attended 14 webinars



420

students volunteered across all schemes



39

volunteer lawyers were also engaged for close to 600 sessions of the On-site Legal Clinic (OSLAS) at the State Courts and Supreme Court⁵

⁵ Pro Bono SG assists OSLAS with volunteer management and scheduling under our collaboration with the Community Justice Centre.

Volunteers

Hear from our volunteers!

I loved volunteering when I was a law student at Pro Bono SG. That remains true as a practicing lawyer. It's incredibly meaningful to applicants in need. My deepest thanks and admiration to dedicated volunteers who keep this giving process going!

- Marissa Daisy Decruz, Legal Clinics Volunteer Lawyer

I was part of a close-knit team and had a life-changing experience that solidified my passion for pro bono work. This opportunity gave me valuable insights into how pro bono work can involve extra-legal matters and how to assist with the additional problems that applicants may face.

I learned how to listen and empathise with others, discern their needs, and speak tactfully to the applicants. I also learned how to offer alternative solutions that can still help the applicant, even if we are unable to provide the exact solution they are seeking, such as referring them to legal aid or providing a directory of lawyers since we are unable to represent them.

The staff at Community Law Centre @ Tian De Temple ensured that the interns learned something new every day, whether it was about ethics and professional conduct, legal knowledge in areas like family law and land law, or skills in engaging with the applicants. Through this experience, I gained a better understanding of community law and the common problems faced by Singaporeans who lack access to justice.

- Sim Khok Yee, Student Volunteer at Community Law Centre @ Tian De Temple



Volunteers

I was exposed to wide ranging work that Pro Bono SG does. This spanned from legal research, attending court proceedings as well as meeting up with the applicants. It has been an invaluable experience.

- Jessica Chin, SUSS Legal Clerkship Programme Volunteer

It was indeed a rewarding and meaningful experience that would complement role-playing. It gave us the wholesome experience of how people skills and legal knowledge are balanced in directing an individual for legal help. I want to give special thanks to Priya, Irfan, Audrey, and Shenton (Pro Bono SG staff) for always coming into work with a smile and teaching us with patience, especially whenever we had any queries.

- Srinivasan Anita, MOE Teacher Work Attachment and Volunteer

I was very satisfied with the experience as the interns got to contribute meaningfully and productively to the organisation. Through interacting first-hand with the residents and helping them process their applications, I was able to gain deeper insights into the common legal struggles that marginalised groups in Singapore face and am glad that I was able to contribute to the community in some way in the delivering of justice.

I also really liked the autonomy we were given to handle cases on our own, as it really challenged me to think more deeply about each person's unique situation and what kinds of information I would need to retrieve to best advance their case.

- Krystal, Family Justice Support Scheme Volunteer

Volunteer Recognition

AD HOC PRO BONO SCHEME (INDIVIDUALS)

Dinesh Dhillon
Keith Tnee Zhixian
Vivienne Kaur Sandhu

AD HOC PRO BONO SCHEME (ORGANISATIONS)

Aequitas Law LLP
Allen & Gledhill LLP
Beacon Law Corporation
Clifford Law LLP
D' Bi An LLC
Emre Legal LLC
Forward Legal LLC
I.R.B Law LLP
K&L Gates Straits Law LLC
Providence Law Asia LLC
Rajah & Tann Singapore LLP
Tan Kok Quan Partnership

COMMUNITY LEGAL CLINIC (INDIVIDUALS)

Glenn Sim Sze Nyuang
Nicholas Toh Wei Ming
Nur Hijazi Bin Jaffar
Sean Lee Ji Yang
Stephanie Kwara

COMMUNITY LEGAL CLINIC (ORGANISATIONS)

Allen & Gledhill LLP
Dentons Rodyk & Davidson LLP
Drew & Napier LLC
National University of Singapore
Rajah & Tann Singapore LLP
Shook Lin & Bok LLP
Singapore Management University
Singapore University of Social Sciences

COMMUNITY ORGANISATION CLINIC (INDIVIDUAL)

Aw Chee Yao

CRIMINAL LEGAL AID SCHEME (INDIVIDUALS)

Ashvin Hariharan
Chooi Jing Yen
Don Tan Jun Hao (Chen Junhao)
Lim Lei Theng
Periowsamy Otharam

CRIMINAL LEGAL AID SCHEME (ORGANISATIONS)

Chia S Arul LLC
Dentons Rodyk & Davidson LLP
Eugene Thuraisingam LLP

FAMILY JUSTICE SUPPORT SCHEME (INDIVIDUALS)

Jeanny Ng
Jenny Lai Ying Ling
Wong Soo Chih

LAW AWARENESS (INDIVIDUALS)

Dharmambal Shanti Jayaram
Fadli Fawzi
Johannes Hadi
Josephus Tan
Joshua Ho
Judy Ang
Low Seow Ling
Lu Zhao Bo Yu (Bozy)
Luo Ling Ling
Margaret Yeow
Melvin Loh Guo Wei
Ng Joo Khin
Richard Siaw
Shaun Lee
Tan Shen Kiat

MIGRANT WORKER LEGAL CLINIC (INDIVIDUALS)

Matthew Chow
Melvin Loh Guo Wei
Samyata Ravindran
Sreeraam Ravenderan

MIGRANT WORKER LEGAL CLINIC (ORGANISATIONS)

Herbert Smith Freehills LLP (Singapore)
Latham & Watkins LLP
National University of Singapore
Sidley Austin LLP
Singapore Management University
Singapore University of Social Sciences
WongPartnership LLP

PROJECT LAW HELP (ORGANISATION)

Dentons Rodyk & Davidson LLP

Volunteer Recognition

Anchor Firms and MOU Partners

LIST OF CLAS MOU PARTNERS

Abbots Chambers LLC
Allen & Gledhill LLP
Damodara Ong LLP
Dentons Rodyk & Davidson LLP
Drew & Napier LLC
Eldan Law LLP
Forte Law LLC
Gloria James-Civetta & Co
Harry Elias Partnership LLP
Kalidass Law Corporation
Kennedys Legal Solutions
K&L Gates Straits Law LLC
Oon & Bazul LLP
PDLegal LLC
Peter Low Chambers LLC
Shook Lin & Bok LLP
Tembusu Law LLC
Tito Isaac & Co LLP
TSMP Law Corporation
WongPartnership LLP

LIST OF CLINICS ANCHOR FIRMS

Accenture Legal Group
Allen & Gledhill LLP
Baker & McKenzie Wong & Leow LLC
Clifford Chance
Clasis LLC
Dentons Rodyk & Davidson LLP
Drew & Napier LLC
Harry Elias Partnership LLP
K&L Gates Straits Law LLC
Lexton Law Corporation
Mishcon de Reya LLP
Morgan Lewis Stamford LLC
Morrison & Foerster (Singapore) LLP
Pinsent Masons MPillay LLP
Quahe Woo & Palmer LLC
Rajah & Tann Singapore LLP
Shook Lin & Bok LLP
Tan Kok Quan Partnership
Tan Rajah & Cheah
TSMP Law Corporation
WongPartnership LLP

Volunteer Recognition

Pro Bono Ambassador 2023/2024

Peggy Yee, a beacon of compassion and an advocate for justice, has been honoured with the esteemed Pro Bono Ambassador Award 2023/2024 by the Law Society of Singapore. Peggy's remarkable commitment to pro bono causes and her deep involvement in the non-profit charity sector exemplify her dedication to serving the vulnerable and marginalised in our society. She is a very active volunteer with Pro Bono SG and takes on cases in its Criminal Legal Aid Scheme as well as with the Ad Hoc Pro Bono Scheme. She also gives legal awareness talks to community groups and particularly engages with ground-up initiated groups of caregivers of those with special needs and/or intellectual disability to address their concerns.

Peggy's journey into pro bono work is marked by a profound sense of empathy and duty. She had been described as "crazy" and "one who cannot sit still", which she takes in her stride. She does not merely volunteer; she passionately champions the cause of those with invisible needs, ensuring that no one is left behind.

In 2024 and beyond, we anticipate Peggy's continued advocacy and educational initiatives aimed at enhancing access to legal aid and representation for individuals with invisible disabilities. Her ongoing efforts transcend the confines of traditional pro bono work, as she persistently raises awareness and fosters dialogue surrounding the challenges faced by this often marginalised demographic.



Peggy's unwavering commitment to bridging the gap between justice and those in need stands as a beacon of hope, inspiring positive change and driving towards a more inclusive and equitable legal framework.

Supporters and Partners

Top Supporters

We extend our deepest gratitude to all our donors for your generous support and invaluable contributions to our cause. Your kindness has enabled the Pro Bono SG office to maintain operations throughout the year and pursue more ambitious initiatives. Because of your generosity, we can extend our reach to the most vulnerable communities who need our services.

We would like to acknowledge our supporters who have donated \$5,000 or above during the financial year.

DIAMOND SUPPORTER - \$250K & ABOVE

Milona Xia

PLATINUM SUPPORTERS - \$100K & ABOVE

Adrian Tan Memorial Fund
Diana Koh Fund administered
by Asia Community Foundation
Mr and Mrs Loh Kiong Poot
NUS Law Class of '86
Setia Law
Singapore Teochew Foundation

GOLD SUPPORTERS - \$50K & ABOVE

A&O Shearman
Anjuman & Aziz Charitable Trust
Davinder Singh Chambers LLC
Eugene Thuraisingam LLP
Li Zhong Hua
Mehigan LLP
TSMP Law Corporation

SILVER SUPPORTERS - \$25K & ABOVE

Clifford Chance & Cavenagh Law LLP
Harry Elias Partnership LLP
Rajah & Tann Foundation
Tan Chin Tuan Foundation
The Majority Trust
Thio Shen Yi, SC

CRYSTAL SUPPORTERS - \$15K & ABOVE

Allen & Gledhill LLP
Dentons Rodyk & Davidson LLP
Integro Law Chambers LLC
Providence Law Asia LLC
The Grace, Shua and Jacob Ballas II Charitable Fund
Tan Kok Quan Partnership
WongPartnership LLP

BRONZE SUPPORTERS - \$5K & ABOVE

Abraham Thomas	Mishcon de Reya LLP
ABR Holdings Limited	Morrison & Foerster LLP
AIG APAC Holdings Pte Ltd	Nanyang Hakka Federation
Blossom Hing	Ong Jit Seng
BK and A	OUE
Braddell Brothers LLP	Renita Sophia Crasta
CNPLaw LLP	Roxy Foundation
Drew & Napier LLC	Samwoh Corporation
Fergus Evans	Pte Ltd
Hao Ren Hao Shi Limited	Sidley Austin LLP
Harpreet Singh Nehal, SC	Singapore Kwangtung
Hoon Shu Mei	Hui Kuan
How Lian Kee	Singapore Lam
Ian Lim	Ann Association
Invictus Law Corporation	Singapore Pools
Jennifer Chia	(Private) Limited
K&L Gates Straits Law LLC	The Leaders Compass
Ken Lau	Pte Ltd
Keppel Ltd	Tito Isaac & Co LLP
Kim Khoo	Valerie Wu
Luo Ling Ling LLC	Withers KhattarWong LLP
Marcus Bartley Johns	Yeo Hiang Meng BBM

Supporters and Partners

Partners

- A&O Shearman
- Academy of Singapore Teachers
- Agency for Integrated Care
- Aidha Ltd
- Angullia Mosque
- APRW
- Archdiocesan Commission for the Pastoral Care of Migrants and Itinerant People
- BABSEACLE
- Barreau de Paris Solidarité
- Bloomberg
- Catholic Lawyers Guild (Singapore)
- Central Narcotics Bureau
- Centre for Domestic Employees
- Centre for Non-Profit Leadership
- Charity Council
- Community Development Councils
- Community Justice Centre
- Community Mediation Centre
- Covid-19 Migrant Support Coalition
- Embassy of France in Singapore
- Eurasian Association
- EY
- Family Justice Courts
- Financial Industry Disputes Resolution Centre
- Foreign Domestic Worker Association for Social Support and Training
- Hagar (Singapore) Ltd
- Healthserve Ltd.
- Hope Initiative Alliance
- Humanitarian Organization for Migration Economics
- iProBono
- ItsRainingRaincoats Ltd.
- Justice Without Borders
- Migrant Workers' Centre
- Ministry of Culture, Community and Youth
- Ministry of Law
- Ministry of Social and Family Development
- My Legacy
- National Arts Council
- National Council of Social Service
- National Crime Prevention Council
- National Trade Union Congress
- National University of Singapore
- National Volunteer and Philanthropy Centre
- Office of the Commissioner of Charities
- Office of the Public Guardian
- People's Association
- Persatuan Pemudi Islam Singapura Legal Consultancy
- PILnet
- Project X
- QBE Insurance (Singapore) Pte Ltd
- R. S. Solomon Foundation
- Ray of Hope
- Realm of Tranquility
- SG Accident Help Centre
- SG Her Empowerment
- Singapore Association of Social Workers
- Singapore Association of the Visually Handicapped
- Singapore Corporate Counsel Association
- Singapore Council of Women's Organisations
- Singapore Institute of Legal Education
- Singapore Management University
- Singapore Police Force
- Singapore Sindhi Association
- Singapore Teachers' Union
- Singapore University of Social Sciences
- Space Matrix Design Consultants
- State Courts
- Supreme Courts
- The Esplanade Co Ltd
- The Majority Trust
- Tian De Temple
- Tote Board
- Transient Workers Count Too

Our Year Ahead

In FY2024/25, Pro Bono SG will launch a Transnational Family Care Centre, in collaboration with South Central Community Family Service Centre, to provide legal guidance and/or representation to transnational families with complex needs. Through this initiative, we aim to raise legal awareness among transnational families and community partners through outreach programmes, empowering individuals and communities alike. With our community lawyers being deployed to work on-site at South Central Community Family Service Centre's premises, we hope to co-create and co-deliver multidisciplinary solutions with our partners to provide holistic support. Our aim is to build a robust socio-legal service ecosystem where professionals can enhance their capacities through interdisciplinary knowledge sharing. Additionally, we will conduct research and offer recommendations to improve access to justice programmes for transnational individuals and the broader social service sector.

With the successful launch of the two Community Law Centres in the last two years, in FY2024/25, Pro Bono SG, with the support of the NCSS 4ST Partnership Fund, will continue to monitor and evaluate the impact of the Community Law Centres. We will adopt an evidence-based approach to assess programme effectiveness and to enhance programme design, implementation, and our expertise.

As we build on the impactful work of FY2023/24, Pro Bono SG is dedicated to furthering our mission of levelling up legal literacy in the community in the coming year. We will continue our outreach programmes through webinars and legal talks, as well as our various programmes like Law Awareness Weeks@CDC, CLAS Training Programme, Volunteer Capacity Building Series, and Social Sector Capacity Building Series. These efforts will enable us to reach more underserved populations, providing essential legal knowledge and creating a legally aware and empowered community.

To expand our impact on accused persons who may not be able to access basic legal guidance because they have marginally failed means testing, the Criminal Legal Clinic will be progressing beyond the pilot phase. Pro Bono SG will roll out the full implementation of the programme over the course of 2024.

Besides individuals, to assist organisations that do not meet the means test criteria for Project Law Help and find it financially challenging to afford external legal help at market rate, Pro Bono SG is working to launch the Low Bono Assistance Scheme (LBAS) in FY2024/25. LBAS will provide legal assistance to qualifying organisations at rates below the prevailing market and normal commercial rates. Pro Bono SG will act as a clearinghouse, matching qualifying community organisations with volunteer firms. This scheme complements the existing Project Law Help (PLH) by offering organisations that fall between the gaps the option of obtaining legal assistance at low bono rates.



Our Year Ahead

The year 2025 will mark the inaugural Pro Bono Weeks in Singapore to encourage pro bono work and to highlight the good that the profession is doing in the community in support of jurisdictions around the world on the same. The campaign will create greater awareness of the contributions of the legal profession to the underserved in the community through legal aid, support skills-based volunteers in their pro bono endeavours, and collaborate with social services to provide comprehensive assistance for complex cases for wraparound care. Through Pro Bono Weeks, we seek to increase understanding of community needs; exchange pro bono ideas and solutions; enhance effectiveness through training and resources; and networking with community organisations to amplify impact.

Additionally, in 2025, to commemorate CLAS' 40th Anniversary, we will unveil a series of interviews honouring the enduring contributions of our long-time volunteers and stalwarts of the scheme.

In FY2024/25, Pro Bono SG will also champion the Green Justice initiative to integrate environmental stewardship with legal education, expanding access to justice in the realm of environmental protection. The initiative includes immersive nature tours at community gardens, where participants learn about eco-centric laws through hands-on experiences. It also features public law awareness seminars and webinars on environmental legislation and sustainability, with a special focus on youth engagement to empower future environmental stewards. This initiative reflects Pro Bono SG's commitment to cultivating environmentally conscious citizens who understand the environmental protection laws in Singapore.

The year ahead will see the Volunteer Management Department focus on several key areas to enhance our impact and effectiveness. These areas include strategic partnerships and collaborations with stakeholders, community-centric engagement to maximise our impact in the community, and capability building for volunteers along with mentorship opportunities.

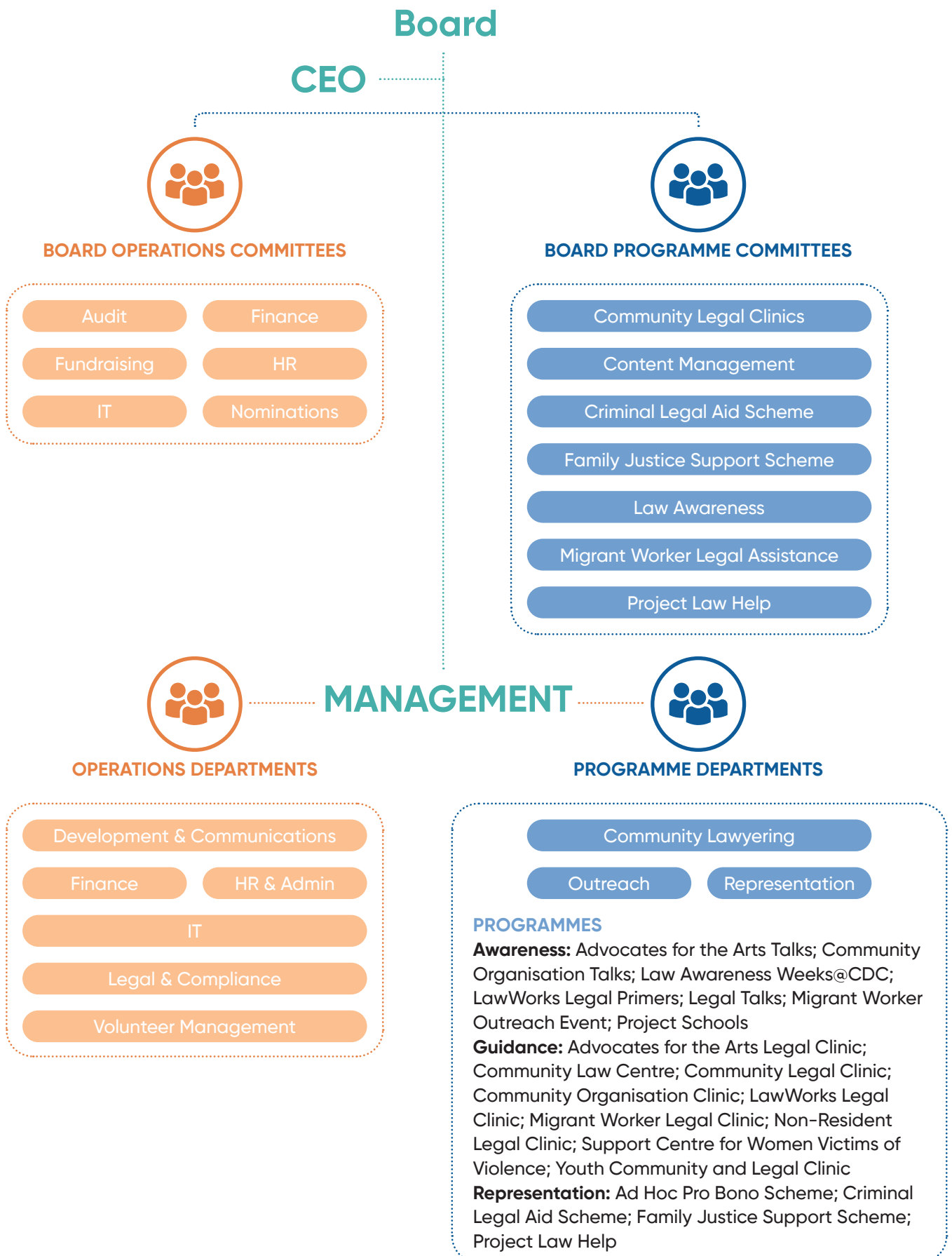
Additionally, we will host workshops and Communities of Practice to facilitate knowledge acquisition and sharing, as well as capacity building for the sector. We will also leverage technology for efficient volunteer management and service delivery, and implement impact measurement to evaluate programme effectiveness and drive improvements.

To meet the increasing operating expenditure of the organisation as we continue to expand our touch points to impact more lives, the Development and Communications Department will continue to step up direct appeals as well as plan and organise our two signature fundraisers – Just Jalan and Pro Bono SG Awards in 2025. Direct expenditure for fundraising initiatives and efforts will be kept at no more than 10% of our donation income target.

Pro Bono SG's IT Department will be working towards launching the first phase of our CRM system in the upcoming financial year. This will streamline our processes and improve our interactions with service users and supporters. Additionally, we are introducing new security features to ensure better protection of data, which will safeguard the sensitive information of our service users and supporters and enable our team to work more securely and efficiently.



Organisation Chart



Board of Directors



GREGORY VIJAYENDRAN, SC
Chairman
(04 January 2017)
Lawyer



KELVIN WONG
Deputy Chairman
(04 January 2017)
Lawyer



PAUL SEAH
Treasurer
(01 February 2019)
Lawyer



ADRIAN TAN
Director (04 January 2019 to 08 July 2023)
Lawyer



ARFAT SELVAM
Director
(04 January 2017)
Lawyer



DANIEL KOH
Director
(12 September 2023)
Lawyer



DEREK KANG
Director
(04 January 2017)
Lawyer



DINESH DHILLON
Director
(04 January 2017)
Past: Treasurer, 04 January 2017 to 24 February 2021
Lawyer



LOW WEI LING
Director
(11 July 2022)
CEO of venture capital fund management company



N SREENIVASAN, SC
Director (04 January 2017 to 31 October 2023)
Lawyer



SIM GUAN SENG
Director
(01 September 2022)
Managing Director of an audit services company



STEVEN LAM
Director
(12 September 2023)
Lawyer



SUNIL SUDHEESAN
Director (01 February 2020 to 31 January 2024)
Lawyer



TAN CHEOW HUNG
Director (04 January 2017 to 03 January 2024)
Lawyer



THIO SHEN YI, SC
Director
(04 January 2017)
Lawyer



VIVIENNE LIM
Director
(12 September 2023)
Lawyer

Executive Management



Top row, left to right: Sadhana Rai, Director and Head of Representation; Ang Eek, Deputy Director and Head of Finance; Tanguy Lim, Chief Executive Officer; Pramnath Vijayakumar, Assistant Director and Deputy Head of Representation; and Steven Ang, Deputy Director and Head of IT.

Bottom row, left to right: Joyce Teng, Director and Head of Development and Communications; Jo Olivia Lee, Director and Head of Outreach; Claudine Tan, Assistant Director and Head of Volunteer Management; Hazel Koh, Director and Head of Human Resources and Administration; and Cai Chengying, Director and Head of Community Lawyering.

Board Operations Committees

Audit Committee

Chairperson

Arfat Selvam

Members

N Sreenivasan, SC (until 31 October 2023)

Paul Seah

Sim Guan Seng

Finance Committee

Chairperson

Paul Seah

Members

Cyril Chua

Low Wei Ling

Tan Cheow Hung (until 03 January 2024)

Usha Chandradas

Fundraising Committee

Chairperson

Thio Shen Yi, SC

Members

Dinesh Dhillon

Eugene Thuraisingam

Felicia Tan

Gautam Narasimhan

Hoon Shu Mei

Lionel Leo

Rebecca Chew

The following members completed their terms in 2023:

Adrian Tan (until 08 July 2023)

Joy Tan (until 31 December 2023)

Lok Vi Ming, SC (until 31 December 2023)

Stephen Revell (until 31 December 2023)

HR Committee

Gregory Vijayendran, SC

Kelvin Wong

IT Committee

Kelvin Wong

Paul Seah

Nominations Committee

Gregory Vijayendran, SC

Arfat Selvam

Programme Committees

Community Legal Clinics Committee

Chairperson

Hany Soh Hui Bin

Vice-Chairpersons

Ben Chester Cheong Bing Cheng (Vice-Chair)

Melvin Loh Guo Wei (Vice-Chair)

Members

Amira Nabila Budiyo

Chen Chi*

Cyril Chua Yeow Hooi*

Derek Kang Yu Hsien**

Dhaniyah Binte Hishammudin**

Gerald Yee Mun Howe**

Joan Peiyun Lim-Casanova

Jolie Giouw Rong Zhen*

Kok Yee Keong

Kyle Yew Chang Mao

Leonard Loh Weijie

Montague Choy Wing Kin

Muhammad Hasif Bin Abdul Aziz*

Mori Ong

Peggy Sarah Yee May Kuen

Quek Gou Jun**

Tan Cheow Hung*

Tran Le Luu Phuong

William Ong Boon Hwee

Resource Member

Steven John Lam Kuet Keng

Content Management Committee

Chairperson

Usha Chandradas

Vice-Chairperson

Hannah Lim

Members

Ahmad Firdaus*

Emmanuel Aw*

Helena Whalen-Bridge

Low Yu Xuan*

Lyn Boxall

Mohammed Reza s/o Mohammed Riaz**

Nandhu**

Navin Kumar s/o Tamil Selvan**

Nicole Carmen Tan Yi**

Nick Chiam Wen Zhi

Ting Chi-Yen**

Zarina bte Abdul Hamid**

*01 April 2023 – 31 December 2023

**01 January 2024 – 31 March 2024

Programme Committees

Criminal Legal Aid Scheme Committee

Chairperson

Derek Kang Yu Hsien

Vice-Chairperson

Mervyn Cheong Jun Ming*

Members

Aaron Lee Teck Chye
Andrew Chua Ruiming
Asoka s/o Markandu**
Joan Chia Ru Yun Megan**
Chong Yi Mei
Chooi Jing Yen
Darrell Low Kim Boon
Harjeet Kaur Dhaliwal
Joan Peiyun Lim-Cassanova**
Lai Yan Ting
Lau Wen Jin
Melvin Loh Guo Wei
Malcolm Tan Ban Hoe*
Muntaz Binte Zainuddin
Muslim Albakri
Rajan Sanjiv Kumar**
Siraj Shaik Aziz
Suresh s/o Damodara*
Terence Tan Li-Chern*
V Santhosh
Veluri Hari*
Wong Siew Hong*
Stephania Wong Wan Kee**

Family Justice Support Scheme

Chairperson

June Lim Pei Ling

Vice-Chairperson

Rebecca Vathanasin*

Members

Amolat Singh
Anuradha D/O Krishanchand Sharma
Aye Cheng Shone
Charlena Chua Hanqing**
Dharmambal Shanti Jayaram
Beverly Goh Ting Xuan*
Kanyakumari D/O Veerasamy
Jenny Lai Ying Ling
Lim Lei Theng*
Bill Lim Yan Yao (Lin Yanyao)*
Lim Ying Ying **
Bestlyn Loo Yinglin**
Nancy Thio Ling Lie**
Jeanny Ng
Shawn Teo Kai Jie**
Si Hoe Tat Chorng
Sim Bock Eng*
Gloria Tan Si Ying**
Wong Soo Chih*

*01 April 2023 – 31 December 2023

**01 January 2024 – 31 March 2024

Programme Committees

Law Awareness Committee

Chairperson

Richard Siaw Kin Yeow

Vice-Chairperson

Kamalarajan Malaiyandi Chettiar

Members

Ahmad Firdaus Bin Daud*
Alwyn Tan Jun Wei*
Anil Murkoth Changaroth**
Aw Wei Jie Daryn Emmanuel*
Cheong Tian Ci Torsten
Dharmambal Shanti Jayaram**
Elaine Jia Ni Ho
Fong Wei Li
Giouw Rong Zhen Jolie**
Gloria James-Civetta*
Halijah Binte Mohamad
Ho Pearl*
Kala Anandarajah
Koh Kia Jeng*
Lee Wei Han Shaun
Loo Yinglin Bestlyn
Lu Zhao Bo Yu (Bozy)**
Lyn Boxall
Muhammad Aadil bin Dafir**
Sarita Misir
Sharmaine Chan Sze Min
Wun Rizwi**
Yuen Djia Chiang Jonathan*

Resource Member

Toh Wei Yi*

Migrant Worker Legal Assistance Committee

Chairpersons

Gregory Vijayendran, SC
Dinesh Dhillon

Members

Adnaan Noor
Dipa Swaminathan
Felicia Ong
Foo Yuet Min
Leo Zhi Wei
Melvin Chan
Muhammed Ismail Noordin
Nakul Dewan**
Raj Singh Shergill

Project Law Help Committee

Chairperson

Richard Tan Ming Kirk

Vice-Chairpersons

Nicole Carmen Tan Yi
Usha Chandradas

Members

Anita Binte Ahamad**
Bestlyn Loo Yinglin**
Chrystle Kuek Ying Ching*
Daryl Yang Wei Jian**
Helena Whalen-Bridge**
Huang Junjie**
Jeffrey Lim Sui Yin
Juliana Yap Chin Choo*
Law Zhi Tian*
Lu Zhao Bo Yu (Bozy)**
Lyn Boxall
Nicole Leong Shi Min*
Nur Shukrina Binte Abdul Salam*
Peh Aik Hin**
Sarita Misir
Seow Jia Xian*

Resource Member

Martin Marini

*01 April 2023 – 31 December 2023

**01 January 2024 – 31 March 2024

Governance

We comply fully with the Code of Governance for Charities and Institutions of Public Character and relevant legislation and regulations. We are committed to upholding the highest standards of transparency and accountability and believe that adopting the best governance practices will increase our effectiveness and instil public confidence in what we do.

We are proud to have been awarded the Charity Transparency Award in 2022 and 2023 for adopting good disclosure practices, as well as the Special Commendation Award for Risk Management in 2023.

Please refer to the Charity Portal for our Governance Evaluation Checklist and the Charity Portal and/or our official website for our past Annual Reports and Financial Statements.

A. BOARD GOVERNANCE

Pro Bono SG (PBSG) is governed by a Board of Directors (the Board). No Board member is paid any remuneration or fees for their services and no Board member is a staff of PBSG.

GOVERNING INSTRUMENTS

The Constitution governs, amongst other matters, the following issues:

1. PBSG's objects;
2. the Board's composition;
3. the appointment, vacation and removal process of Board members;
4. the powers and duties of the Board; and
5. the tenure of its office bearers.

As part of providing appropriate induction to incoming Board members, PBSG has in place Board Administration Guidelines which aim to orient and guide Board members by providing reference information on matters including board responsibilities and governance, the conduct of board meetings, board selection and recruitment, training and evaluation of board effectiveness, strategic planning, programme management, financial management, reviews of internal controls and processes, and matters reserved for the Board's direction, which are distinct from the management and day-to-day operations of PBSG delegated to the CEO and Management.

BOARD ROLES AND COMPOSITION

It is the responsibility of the Board to ensure that PBSG complies with the Constitution and all relevant laws and regulations, as well as to make sure PBSG is governed and managed responsibly and prudently to achieve organisational effectiveness, credibility and sustainability.

PBSG's Constitution provides that the majority of the Board shall as far as practicable be lawyers with a practicing certificate issued under Section 25 of the Legal Profession Act 1966 in force. The Constitution also provides that the number of Board Directors shall be not less than ten (10) and not more than sixteen (16). The Board endeavours to ensure there is an appropriate mix of core competencies and collective expertise to discharge its responsibilities.

In assessing the appointment of new Board members, the Board is guided by the outcome of Board evaluation and the considerations set out in the Board Administration Guidelines which include skillsets and experience useful and related to PBSG's services and operations, ideal traits and characteristics, the need for Board diversity and appropriate Board size.

Governance

TERM LIMITS

Board members are appointed for a term of two (2) years and may be re-appointed at the expiration of the term. To ensure succession planning and steady renewal in the spirit of sustainability of PBSG, the Board has a term limit of ten (10) years. No Board member shall serve as:

- Chairman for a continuous period of more than ten (10) years at any one time
- Treasurer for a continuous period of more than four (4) years at any one time
- Chairperson of a Committee for a continuous period of more than five (5) years at any one time

Reappointment of the same person to the above positions can only be considered after a lapse of at least two (2) years.

The Board conducts regular self-evaluation to assess its performance and effectiveness once per term or every three years, whichever is shorter. Board members complete evaluation forms which are then provided to the Nominations Committee for their review and feedback.

The Nominations Committee oversees the renomination and reappointment process and are guided by various considerations set out in the Board Administration Guidelines, including PBSG's strategic plan, the skillsets and experiences useful and related to our services and operations and the outcome of the Board's evaluation of its performance and effectiveness.

BOARD OPERATIONS COMMITTEES

PBSG has six (6) Board Operations Committees: Audit, Finance, Fundraising, Human Resource, Nominations, IT. Please refer to <https://www.probono.sg/governance> for the Terms of Reference of these committees.

BOARD MEETINGS

The Board meets at least once every four (4) months with a quorum of three (3) Board members or one-third of the number of Board members, whichever is higher. Executive management is invited to attend board meetings to present updates and provide recommendations, ex-officio, but do not vote or participate in Board decision-making. PBSG keeps adequate records of decisions in the minutes of general and Board meetings and circulates the same to the Board as soon as practicable.

Board meetings in the Financial Year ending 31 March 2024:

Board Member	Attendance at Board Meetings
Adrian Tan Gim Hai	0/1
Arfat Selvam	5/5
Daniel Koh Choon Guan	4/4
Derek Kang Yu Hsien	4/5
Dinesh Dhillon	4/5
Gregory Vijayendran, SC	5/5
Kelvin Wong Weng Wah	5/5
Low Wei Ling	5/5
N. Sreenivasan, SC	2/3
Seah Zhen Wei Paul	2/5
Sim Guan Seng	2/5
Steven Lam Kuet Keng	4/4
Sunil Sudheesan	0/4
Tan Cheow Hung	4/4
Thio Shen Yi, SC	4/5
Vivienne Lim Hui Bian	3/4

Governance

B. CONFLICT OF INTEREST

PBSG's Constitution stipulates that all Board members should exercise independent judgement and act in the best interests of PBSG.

PBSG has in place protocols and procedures to manage and avoid conflict of interest. Upon appointment, the CEO, Board members, employees and committee members sign a declaration form confirming that they have read and understood the conflict of interest policy of PBSG and that they will make full disclosure of the interests, relationships and holdings that could potentially result in a conflict of interest. They also confirm that they will notify the Board immediately when a conflict of interest situation arises. In addition, the CEO, Board members, employees and committee members sign a disclosure of interests statement each year. The conflict of interest policy also requires, where there is potential conflict of interest, that the person with conflict of interest be excluded from the discussion and decision-making process and that PBSG ascertains that the transaction is in its best interest and, if financial, is made on arm's length basis with comparative quotes/bids submitted and documented.

Board members do not receive remuneration and staff are not involved in setting their own remuneration.

C. STRATEGIC PLANNING

The Board periodically reviews and approves the vision and mission to ensure PBSG stays relevant to its changing environment and needs. The Board also sets aside time to review and update the organisation's strategic roadmap.

D. PROGRAMME MANAGEMENT

PBSG's Committee Administration Guidelines set out the procedures for the appointment of PBSG programme committees, their work processes, and the respective responsibilities of committee members, committee chairpersons and committee secretariat representatives.

PBSG ensures that its operations and programmes are directed towards achieving its objectives through the preparation of annual work plans and budgets and regularly updating on the progress and outcome of programmes to the Board.

PBSG has seven (7) programme committees: Community Legal Clinics, Content Management, Criminal Legal Aid Scheme, Family Justice Support Scheme, Law Awareness, Migrant Worker Legal Assistance, and Project Law Help. Please refer to <https://www.probono.sg/governance> for the Terms of Reference of these committees.

Governance

E. HUMAN RESOURCE AND VOLUNTEER MANAGEMENT

PBSG administers a Code of Conduct applicable to all Board members, employees and volunteers, which require them to act lawfully, honestly, ethically and in the best interests of PBSG when performing their duties.

PBSG also has a series of human resource policies and SOPs that cover areas such as credential verifications, remuneration, promotions, benefits, training and development, reimbursement of expenses, performance appraisal, disciplinary action and cessation of employment.

PBSG is a learning organisation committed to helping employees grow in their careers. In addition to making learning opportunities available including sending staff for training and courses, PBSG has a fair and objective performance management process linked to measurable and clearly defined targets with regular performance appraisals, supervision and feedback systems.

PBSG discloses the annual remuneration of 3 highest paid staff for transparency:

Salary Bands (in bands of SGD100,000)	Number of Staff
SGD100,000 – SGD199,999	1
SGD200,000 – SGD299,999	2

PBSG does not have paid staff who are close members of the family of the Executive Head or Board members.

PBSG has in place a Whistleblowing Policy that aims to deter wrongdoing and provide proper avenues for employees, volunteers, donors, service users and other stakeholders to raise concerns about suspected improprieties in good faith to the Audit Committee. The report form is available on the official website and may be downloaded from <https://bit.ly/3SfePjh>. The form may be submitted via email to the Audit Committee at Whistleblow@probono.sg or sealed and marked "Private and Confidential" and delivered to PBSG's office located at 1 Havelock Square #B1-18 State Courts Singapore 059724, attention to the Chairperson of the Audit Committee.

PBSG has in place a Volunteer Management Policy to provide guidance to staff and volunteers on volunteer administration and management. The policy includes information on:

- volunteer management procedures on matters concerning maintenance of records, conflict of interest, confidentiality, personal data protection;
- volunteer recruitment and selection processes;
- volunteer orientation, training and development;
- volunteer supervision and evaluation; and
- volunteer support and recognition.

F. FINANCIAL MANAGEMENT AND INTERNAL CONTROLS

PBSG is committed to using our resources prudently, ensuring cost-effectiveness and accountability in all our operations. We have put in place financial controls, processes, and policies such as receipts and payments, which specify the authority limits and controls, the reserves policy, the transfer of funds policies, and the control of fixed and intangible assets, which account for and safeguard the value of its assets by getting adequate insurance.

Our financial statements are audited and published annually by an external audit firm. As a registered charity accorded an Institute of Public Character ("IPC") status, we abide by the provisions of the Charities Act and the requisite requirements.

According to our Board Administration Guidelines, the Board approves the annual operating and capital expenditure budgets and material changes to them, after considering, inter alia, work plans and budgets submitted by the respective Committees for the year. The Board regularly monitors the income and expenditure of PBSG.

To achieve the long-term financial sustainability of PBSG, the reserves policy aims to achieve unrestricted reserves to sustain its entire (unrestricted and restricted) operations for one year, in the event of a decline in donations.

PBSG has restricted funds that support more than 80% of its activities, and they are financed by grants and donations from diverse sources such as the government, NCSS, Tote Board, other grant givers, and donors. We appreciate their continued support over the years.

More information about our reserves, reserves policy, and the restricted and general funds can be found in our audited financial statements.

G. RISK MANAGEMENT

PBSG's Board Administration Guidelines stipulate that the Board should conduct formal risk management exercises to identify and document key risks faced by PBSG and the related mitigating measures, and that key risks should be regularly monitored and reviewed. Accordingly, PBSG maintains a risk register in the format set out in the Enterprise Risk Management Toolkit for Charities and IPCs, jointly produced by the Charity Council, KPMG and National University of Singapore Business School. The risk register is updated periodically and as and when acute risks arise. The Audit Committee has oversight of the risk register, which is presented to the Board at least once a year.

PBSG also has a Data Protection Policy in place.

Governance

H. FUNDRAISING PRACTICES

CONDUCT OF FUNDRAISING

PBSG fundraises according to best practices and in compliance with the relevant laws and regulations. PBSG does not engage third party fundraisers.

ACCOUNTABILITY TO DONORS

PBSG has a Gifts Policy in place to:

- Guide enquiries on gifts to PBSG and the administration of gifts;
- Identify circumstances under which the donor should seek independent advice; and
- Ensure compliance with other relevant regulatory and compliance issues, including personal data protection and honouring requests for donor anonymity.

PBSG also has financial SOPs in place to ensure donations are properly accounted for and promptly deposited.

ANTI-MONEY LAUNDERING AND COUNTER FINANCING OF TERRORISTS

PBSG's Gifts Policy also sets out a checklist to identify potential suspicious activities which may indicate money laundering / financing of terrorists, to ensure due diligence when checking the sources of incoming funds.

I. PUBLIC IMAGE

To ensure that PBSG maintains an image consistent with its objectives, PBSG has a dedicated Development and Communications Team and a Communications Policy which sets out policies on the release of information to media and on social media, the designation of spokespersons and the use of PBSG's name and logos.

Pro Bono SG is committed to constructively engaging its stakeholders and the public, including through feedback channels and participating in focus groups and committees.

J. ESG

Pro Bono SG takes into consideration ESG factors in our activities, including by keeping our activities environmentally friendly and sustainable, maintaining good relationship with our stakeholders and maintaining high governance standards.

Please refer to <https://www.probono.sg/esg/> for more information.

Treasurer's Report

At Pro Bono SG, we are committed to using our resources prudently, ensuring cost-effectiveness and accountability in all our operations. To further enhance our corporate governance, we have implemented financial controls and procedures that promote transparency and safeguard the integrity of our financial reports. Our audited financial statements are published annually for your review.

In the past year, Pro Bono SG achieved a net surplus of \$240,290 and an increase in its reserves to \$4,087,558. This is an improvement from the last financial year and we would like to express our gratitude to our donors, grant givers, supporters and stakeholders for their continued support.

We have provided some financial highlights and charts to give you a clearer picture of our financial health and activities:

- Pro Bono SG achieved about 51% of its annual funding from grants and relies on its fundraising efforts to meet the rest of its financial needs.
- Pro Bono SG received income totalling some \$5,492,716.



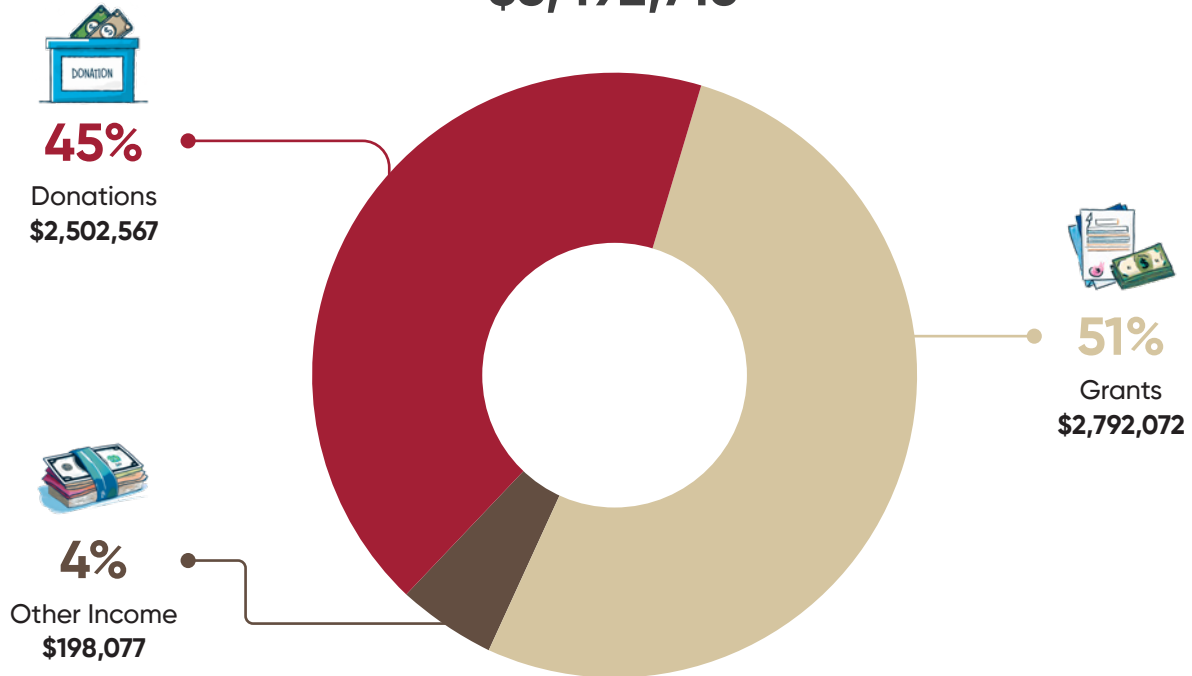
Paul Seah
Treasurer



Treasurer's Report

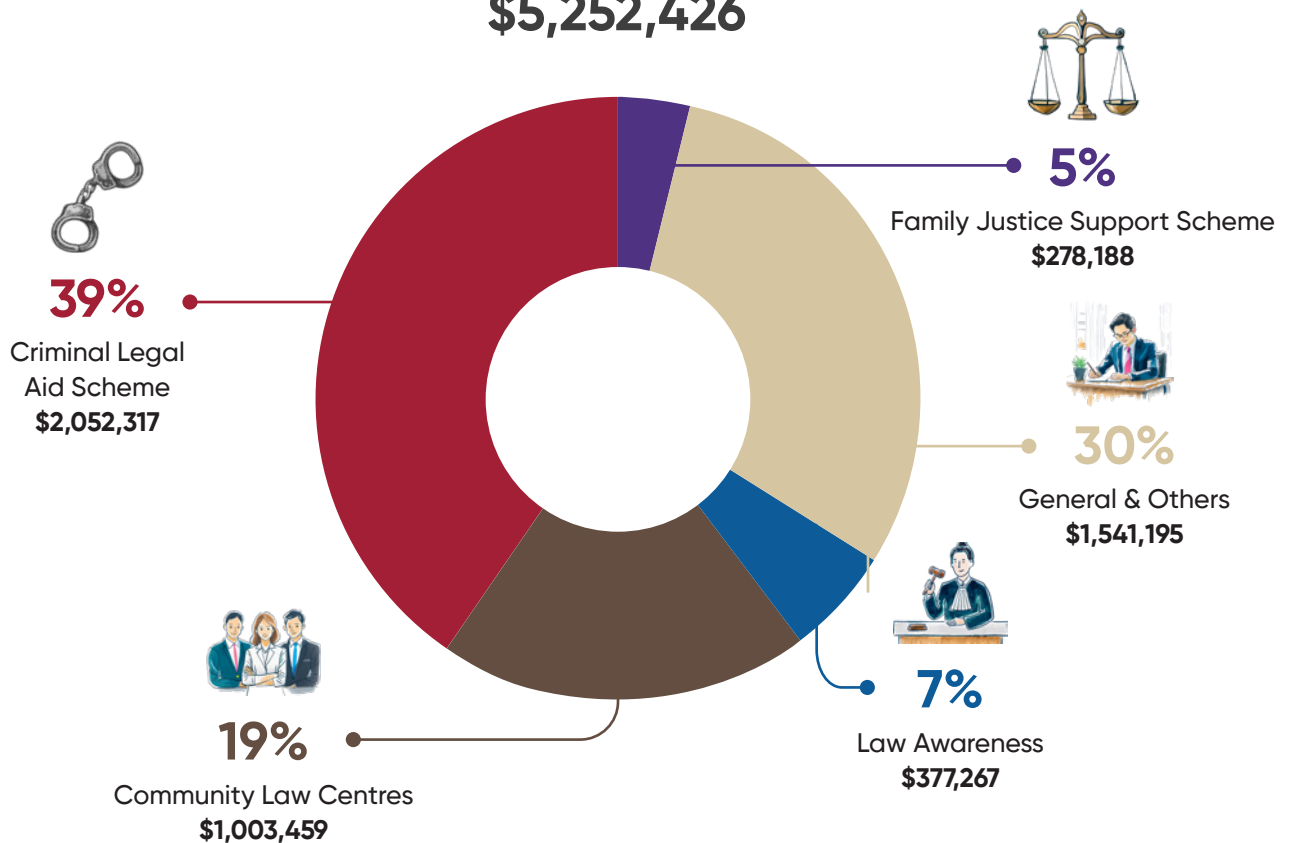
Sources of Income

\$5,492,716



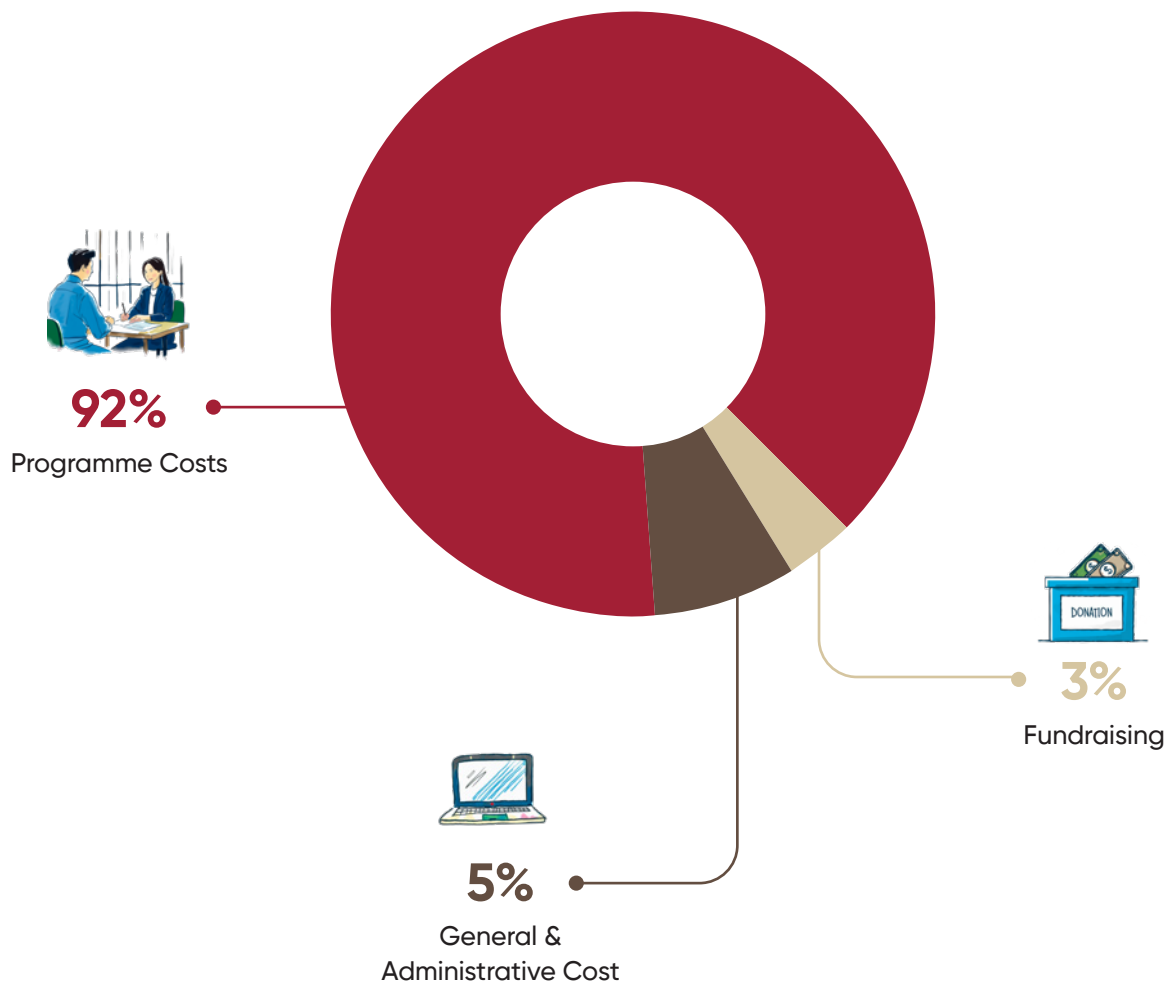
Distribution of Expenditure

\$5,252,426



Treasurer's Report

Breakdown of Charitable Dollar



HELP THE LEAST, THE LAST, AND THE LOST IN **LAW.**

DONATE NOW



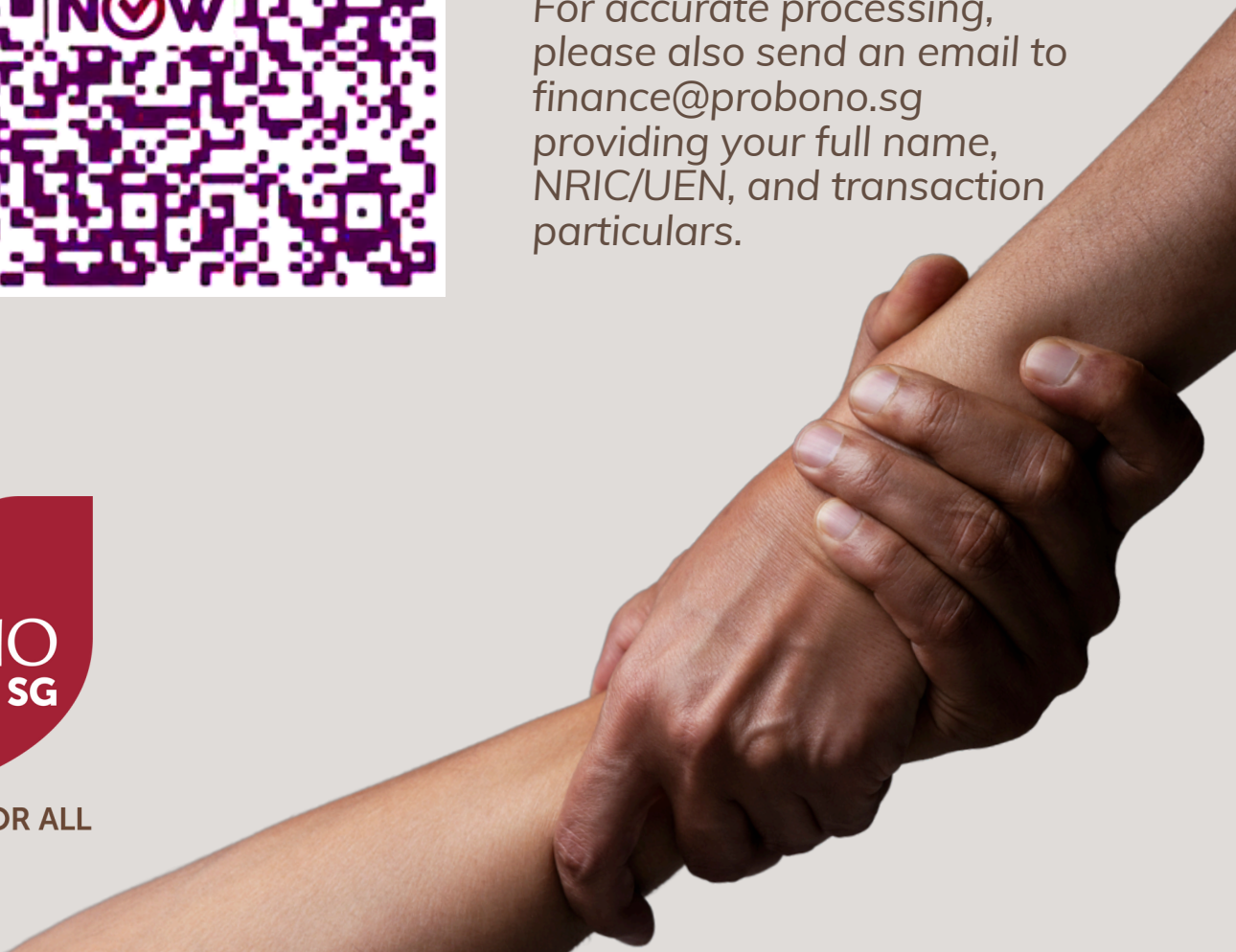
**We appreciate donations
of any amount!**

**For tax deduction, please
indicate your NRIC/UEN in
the reference section.*

*For accurate processing,
please also send an email to
finance@probono.sg
providing your full name,
NRIC/UEN, and transaction
particulars.*



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