



ONE HOPE CENTRE

Annual Report for the Year Ended 31 December 2018

Established in August 2004, One Hope Centre (OHC) is a registered Charity and a member of the National Council of Social Service since December 2009. It is a faith-based voluntary welfare organisation that helps individuals and their family members who are affected by problem gambling and debt-related issues.

OHC was approved as an Institution of Public Character (IPC) under the Charities Act with effect from 1 August 2013. Its IPC status has been extended to 31 July 2019.

ROS Registration Number: 0177/2004

Unique Entity Number (UEN): T04SS0143E

Registered Address: 8 New Industrial Road, #04-04B, LHK 3 Building,
Singapore 536200

Executive Committee:

| S/N | Name | Designation | Date of Appointment |
|-----|----------------------------|----------------|---------------------|
| 1 | Christopher Chuah Kee Kian | President | 18 Mar 2011 |
| 2 | James Lim Choon Liang | Vice-President | 22 May 2015 |
| 3 | David Chung Gay Leong | Vice-President | 22 May 2015 |
| 4 | Vivien Leong Lai Hoong | Vice-President | 22 May 2015 |
| 5 | Lau Wan Keong | Treasurer | 24 May 2017 |
| 6 | Lee Geok Chiau Grace | Secretary | 12 Sep 2018 |
| 7 | Tan Ee Ching | Member | 16 May 2018 |

Advisory Council:

| S/N | Name | Designation | Date of Appointment |
|-----|------------------------|-------------|---------------------|
| 1 | Louis Chai Shung Chee | Advisor | 22 May 2015 |
| 2 | Belinda Yuan Fong Choo | Advisor | 22 May 2015 |

Banker: Maybank (Marine Parade Branch)

Auditor: Fiducia LLP



Board Meetings

In 2018, the Board held 5 meetings, with an average attendance rate of 84.3%. Appendix A provides the individual Board members' attendance.

Sub-Committees

For better service delivery and operational effectiveness, the Executive Committee and Advisory Council formed the following sub-committees:

Nomination

Christopher Chuah
James Lim

Fundraising & Marketing

Christopher Chuah

Volunteer Management

Vivien Leong
David Chung

Counselling

Belinda Yuan

Finance

Lau Wan Keong

Staff Welfare & HR

Lau Wan Keong

Audit

Tan Ee Ching (appointed wef 16 May 2018)

Objective

OHC aims to alleviate the destructive consequences of gambling and indebtedness by providing assistance to afflicted individuals and family members through counselling, help services and community support. The goal is to empower them to walk out of addiction, manage their debt issues as well as rebuild their lives and relationships. The clients of OHC consist of people across different races, religions, age groups and nationalities.

OHC also seeks to create awareness on problem gambling through public education, as part of its outreach to potential help-seekers. In addition, these initiatives aim to promote community support for those struggling with gambling addiction and/or debt as well build financial resilience among afflicted families.

Finance and Funding

OHC is financially supported by donations from individuals and organisations. It also receives government grants for selected initiatives.

Reserves Policy

The organisation adopts a reserves policy of 2 years of operating expenses.

REVIEW OF YEAR 2018

Staffing

As at 31 Dec 2018, the organisation is staffed by 4 full-time staff and 1 part-time staff, namely:

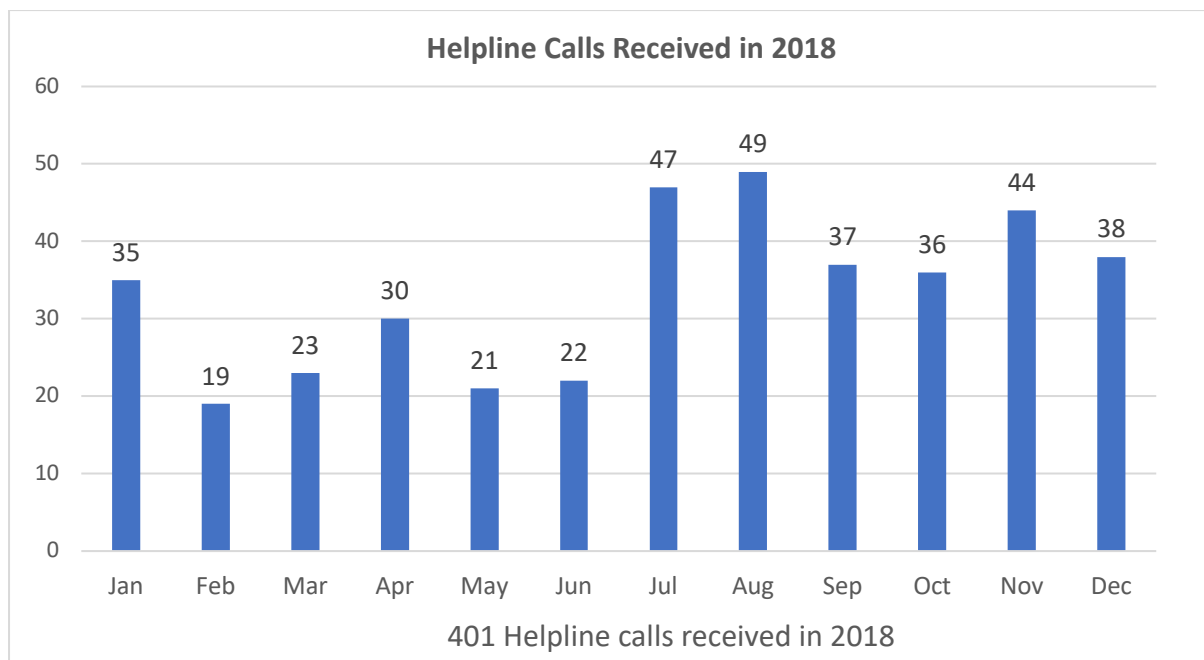
- A General Manager
- 2 full-time and 1 part-time counsellors
- 1 full-time staff in charge of volunteer management and administration

For the year 2018, the highest salary paid to any individual staff member did not exceed \$100,000/- per annum. In addition, there is no paid staff who are close members of the family of the Executive Head or Board Member, who receives more than \$50,000/- during the year.

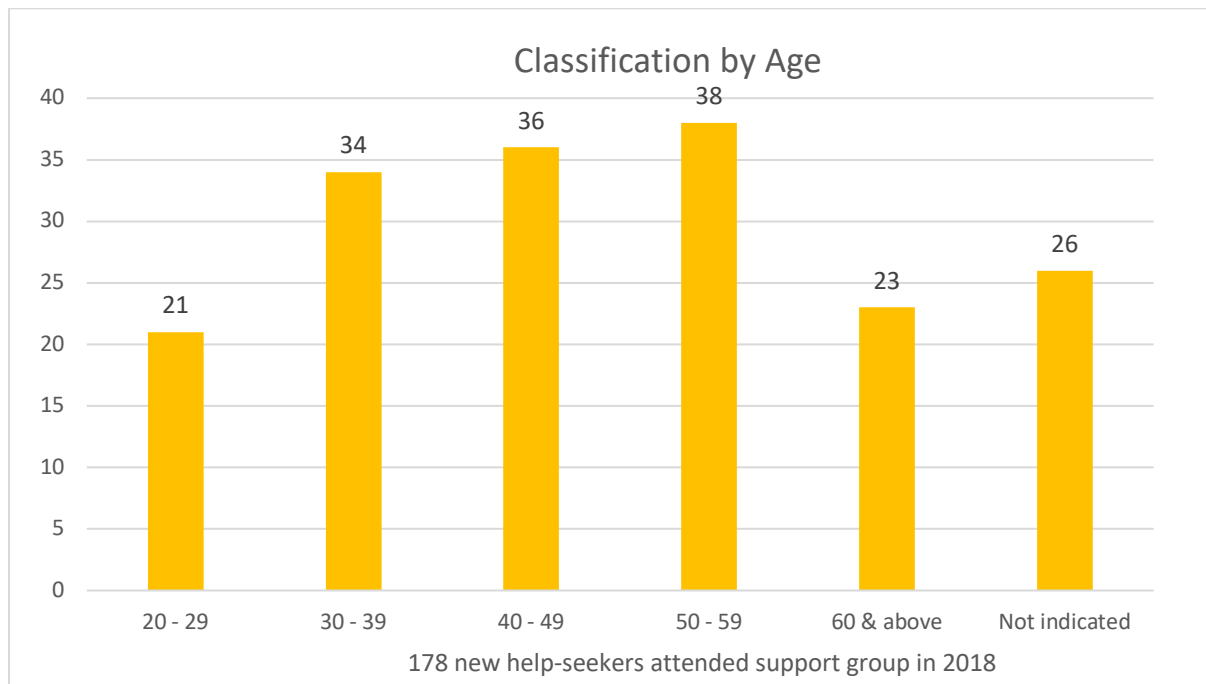
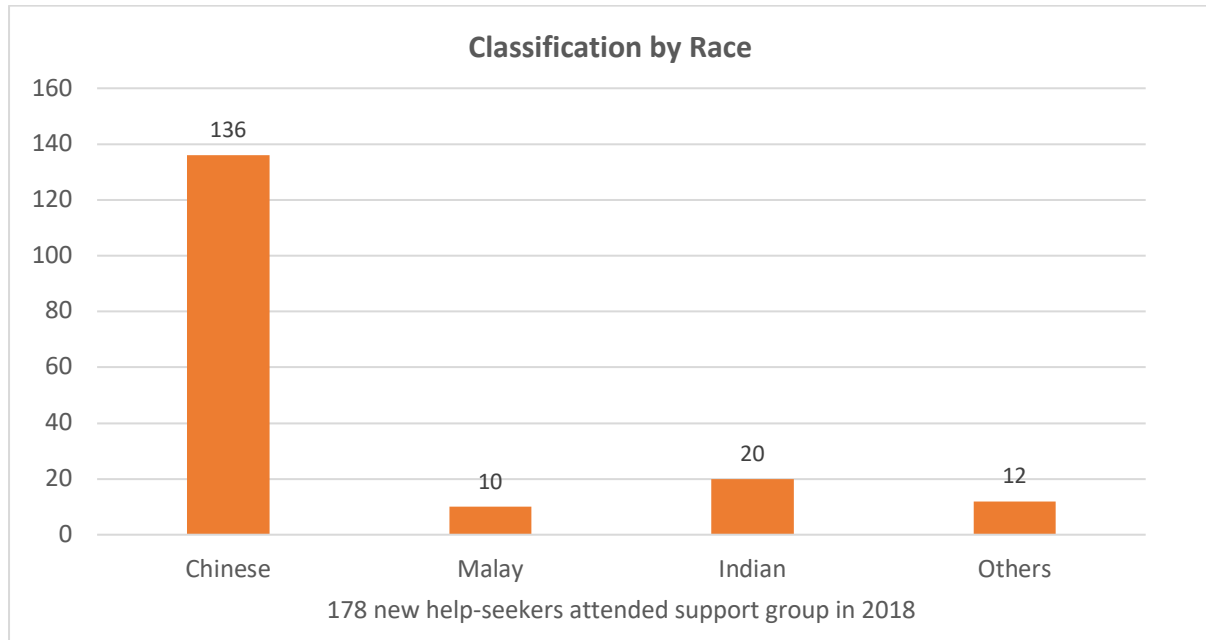
OHC enlists the support of volunteers to conduct and facilitate its activities. To date, the organisation has around 60 volunteers helping out in various support group and service activities, most of whom are former clients and their family members.

Clients Seeking Help at OHC in 2018

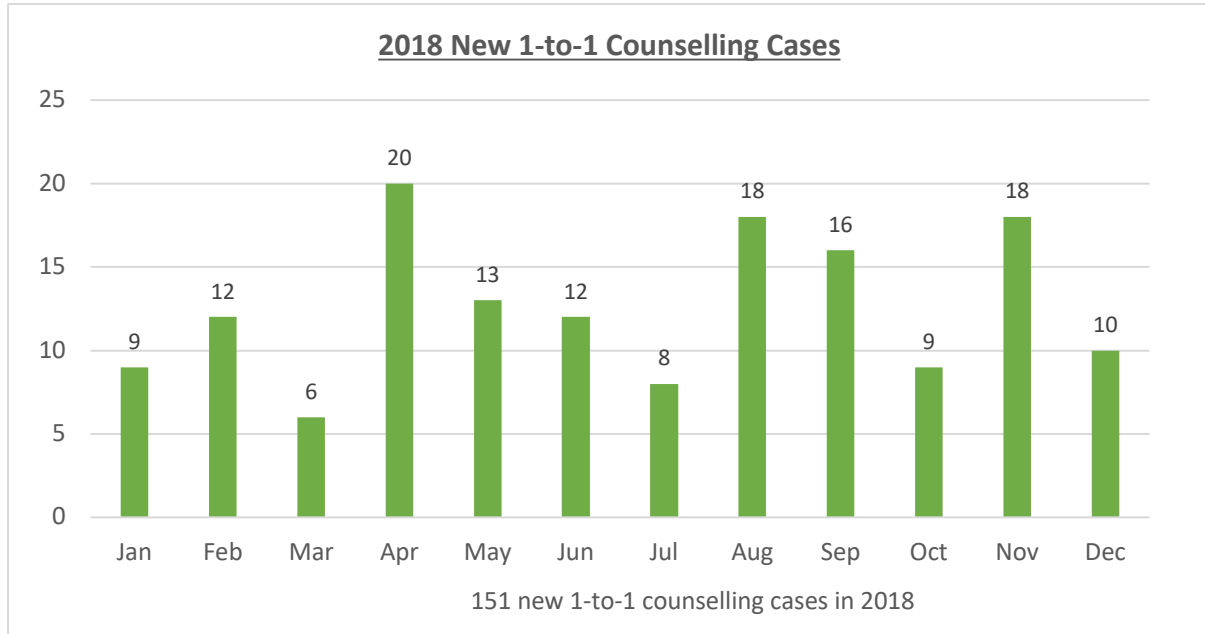
In 2018, OHC attended to 401 helpline calls seeking assistance for gambling and debt-related issues.



322 help-seekers and family members attended the support groups in 2018, out of which 178 were new help-seekers in the year (135 males and 43 females). Of the new cases, 93 were gambling cases, 53 were non-gambling cases, and 32 were undisclosed. The following diagrams provide a breakdown by race and age group of the new help-seekers.



In 2018, OHC saw a total number of 151 new clients attending one-to-one counselling sessions.



Regular Activities

OHC conducts the following activities on a regular basis:

- Weekly Tuesday and Saturday support groups for new help-seekers and recovering clients
- Clinical counselling for individuals and families
- Monthly 1st Saturday dinner fellowship
- 1st and 5th Saturday speaker sharing session
- Group counselling courses
 - Gambling Addiction Recovery group course (English and Mandarin)
 - “Embrace Your Life” Self-Development group counselling (English and Mandarin)

Other Activities

- 30 June 2018: Annual Family Day, with over 90 clients and family members attending a movie gathering at Golden Village VivoCity over the local film “Wonderful! Liang Xi Mei”
- 29 September 2018: Support group special team-bonding night, co-organised and led by OHC volunteers
- 13 October 2018: Volunteer Appreciation Night



- 16 October 2018: Interviewed by and featured in the national Japanese newspaper “Yomiuri Shimbun”

Public Outreach and Education Events

On 19 May 2018, OHC organised the “Winning Life” seminar focusing on financial wellness, which was delivered by Mr. Bernard Lim from Wealth College.

On 23 June 2018, OHC participated in the GoForth National Missions Conference as a trainer for the workshop on gambling addiction.

On 3 November 2018, OHC organized the “Winning Family” seminar. The 3-hour seminar, delivered by Mr. Liew Heng San, focused on gambling addiction as well as the upcoming trend concerning screen addiction among the young.

On 26 November 2018, OHC held a workshop for teachers from Rosyth School to train them on addressing gambling addiction and related risks among students.

Statement of Financial Accounts

The audited statement of accounts for the financial year 2018 is attached.

As at 31 Dec 2018, OHC has reserves of \$461,732 in its unrestricted fund and \$189,923 in its restricted fund.

Year 2018 Board Meeting Attendance

| S/N | Name of Board Member | Board Meeting (3 Jan 2018) | Extraordinary General Meeting and Board Meeting (26 Mar 2018) | Annual General Meeting and Board Meeting (16 May 2018) | Board Meeting (12 Sep 2018) | Board Meeting (18 Dec 2018) |
|-----|--|-------------------------------|---|--|--------------------------------|--------------------------------|
| 1 | Christopher Chuah Kee Kian | √ | √ | √ | √ | √ |
| 2 | James Lim Choon Liang | X | √ | √ | √ | √ |
| 3 | David Chung Gay Leong | √ | √ | √ | √ | √ |
| 4 | Vivien Leong Lai Hoong | √ | √ | √ | √ | √ |
| 5 | Lau Wan Keong | √ | √ | √ | √ | √ |
| 6 | Lee Geok Chiau Grace <i>(appointed wef 12 Sep 2018)</i> | Nil | Nil | Nil | √ | √ |
| 7 | Tan Ee Ching <i>(appointed wef 16 May 2018)</i> | Nil | Nil | X | √ | √ |
| 8 | William Chua Wee Lam <i>(resigned wef 12 Sep 2018)</i> | X | X | X | Nil | Nil |
| | <u>% Board Meeting Attendance:</u> | <u>66.7%</u> | <u>83.3%</u> | <u>71.4%</u> | <u>100%</u> | <u>100%</u> |