



ONE HOPE CENTRE
Annual Report for the Year 2017

Established in 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	William Chua Wee Lam	Secretary	24 May 2017

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 2017, the Board held 4 meetings, with an average attendance rate of 78.1%. 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

Counselling

Belinda Yuan

Volunteer Management

Vivien Leong
David Chung

Organisational Development

Chua Ying Hwee (resigned wef 1 Nov 2017)

Fundraising & Marketing

Christopher Chuah

Staff Welfare & HR

William Chua
Josie Lau (resigned wef Aug 2017)

Audit & Accounts

Elis Tan (resigned wef 1 Dec 2017)

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. OHC's clients 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, churches and organisations such as Lee Foundation. 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 2017

Staffing

As at 31 Dec 2017, the organisation is staffed by 6 full-time staff and 2 part-time staff, namely:

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

For the year 2017, 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.

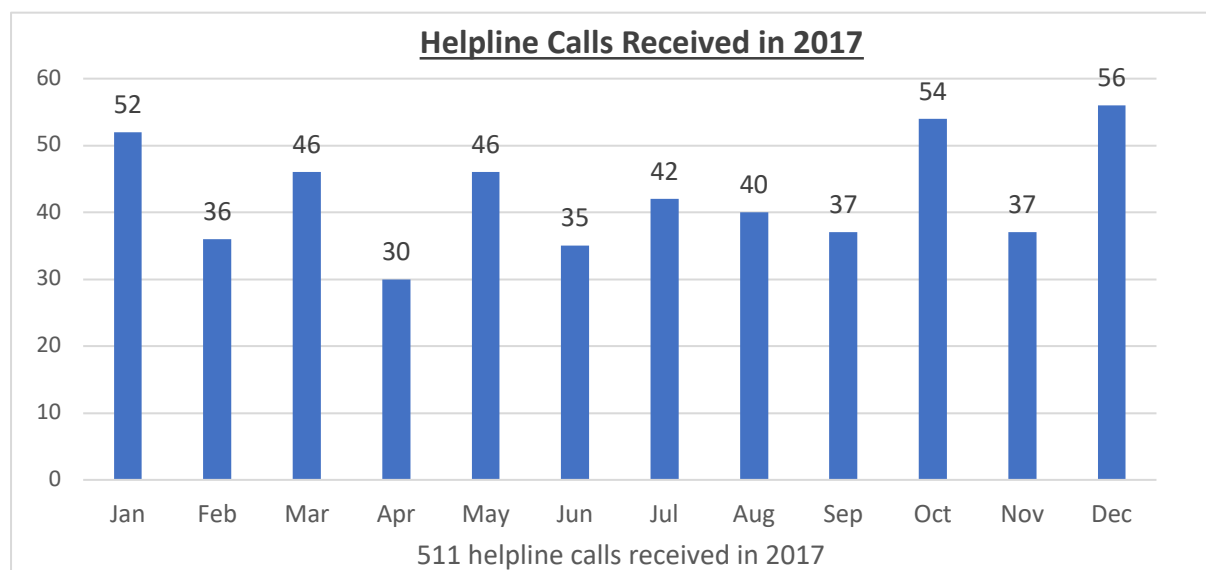
OHC relies very much on volunteers to conduct and facilitate its activities. To date, the organisation has around 60 volunteers helping out in various support group and service activities.

Newsletter

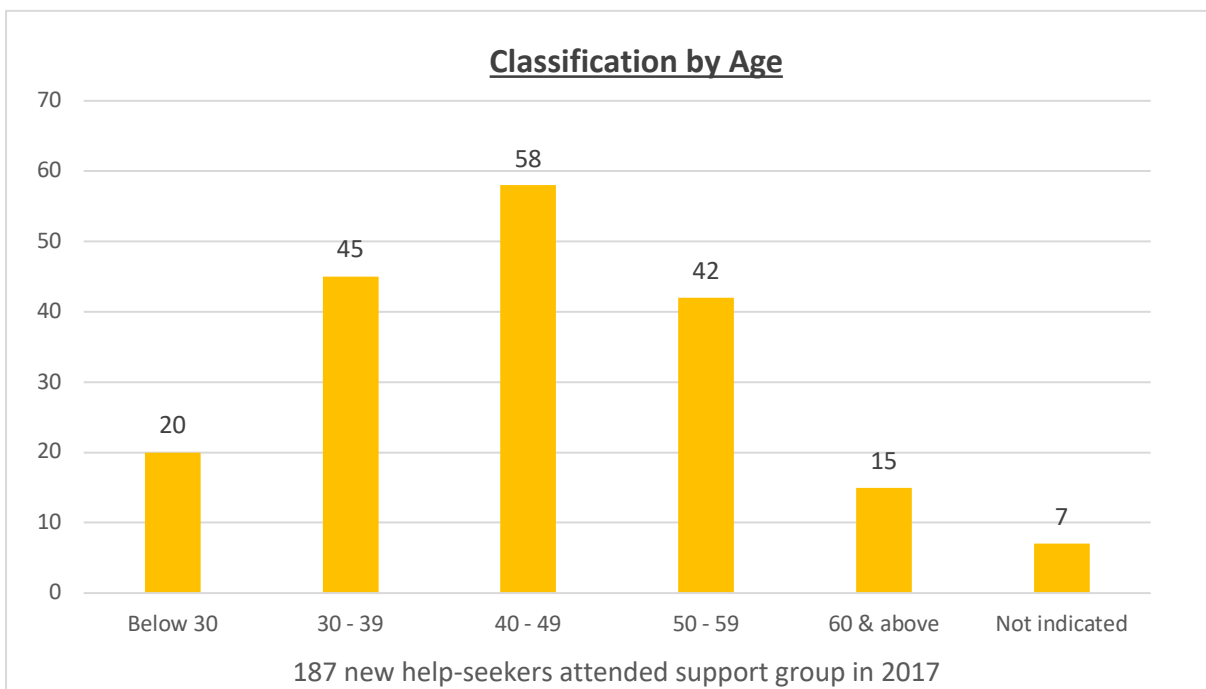
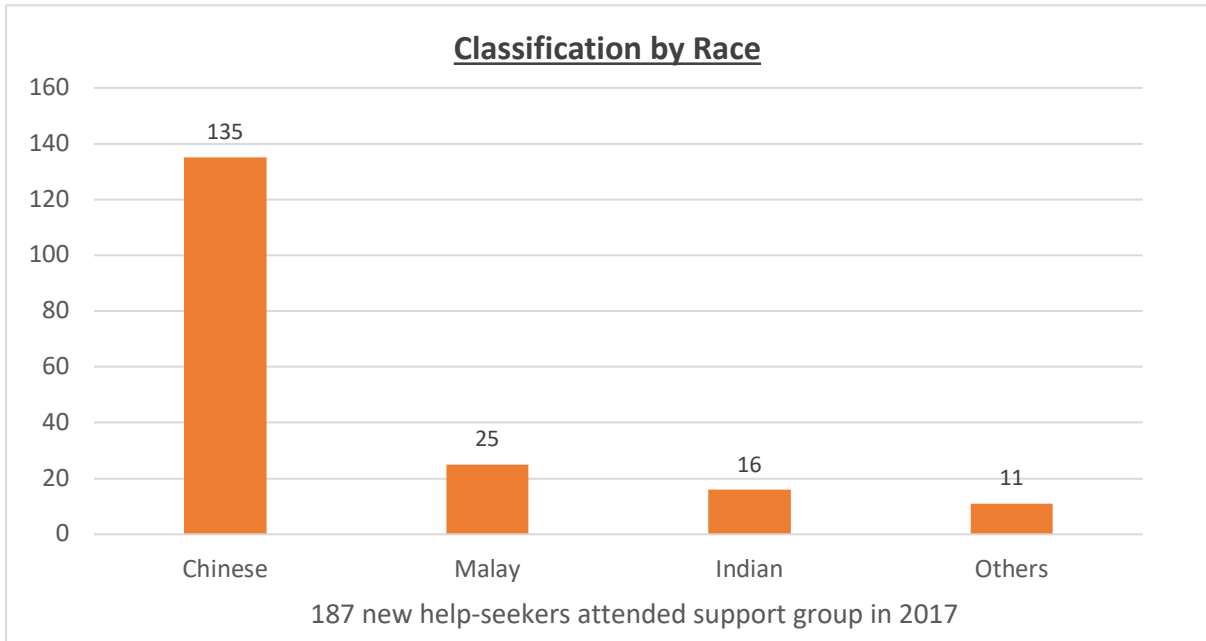
OHC published 1 newsletter in 2017 detailing the works and events in OHC. The newsletter was distributed to supporters of the organisation, partner agencies as well as to individuals seeking help.

Clients Seeking Help at OHC in 2017

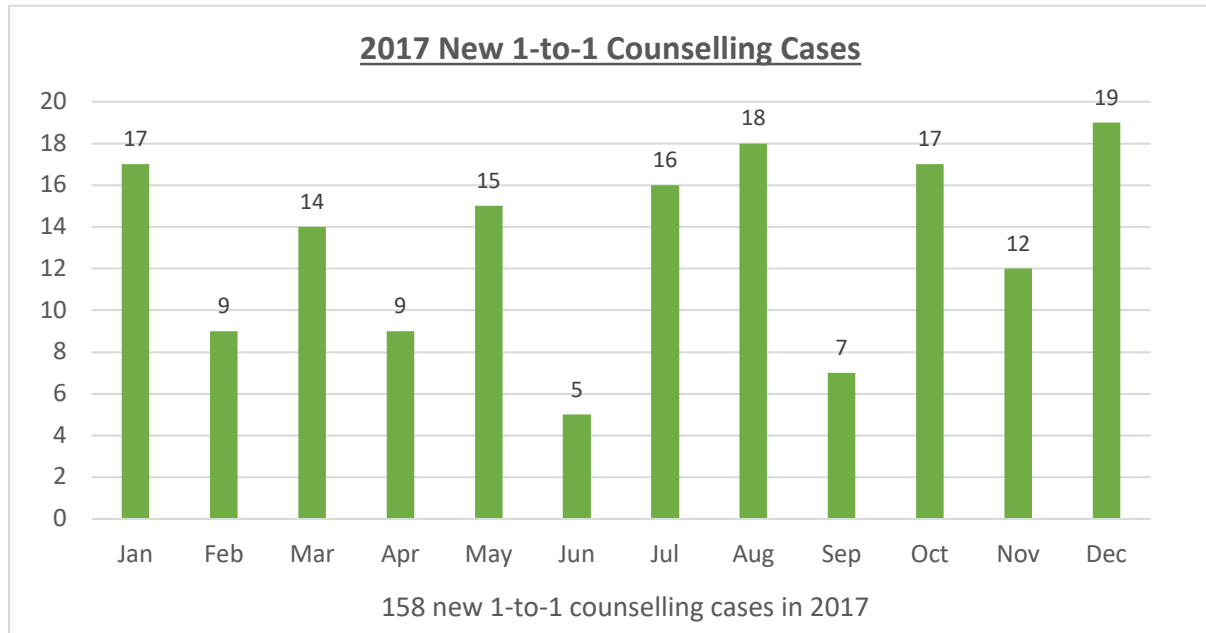
In 2017, OHC attended to 511 helpline calls seeking assistance for gambling and debt-related issues.



187 new help-seekers attended the support group, comprising of 136 males and 51 females. Of the new cases, 97 were gambling cases and 90 non-gambling cases. The following diagrams provide a breakdown by race and age group.



In 2017, OHC saw a total number of 158 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
- Individual & family counselling
- Monthly 1st Saturday dinner fellowship
- 1st and 5th Saturdays speaker sharing session
- Group counselling courses
 - Gambling Recovery Group Counselling courses (English and Chinese)
 - “Embrace Your Life” Self-Development Group Counselling (English and Chinese)
 - Marriage Group Counselling (Chinese)

Community Outreach and Education Events

On 18 August 2017, OHC hosted a group of over 30 foreign delegates from the Macau New Chinese Youth Association. The youths benefited from OHC’s sharing session on policies and social initiatives tackling the issue of problem gambling in Singapore.



On 18 November 2017, OHC organised a seminar entitled “Hope Seminar: Gambling Addiction and Life Thereafter”, which was delivered by Mr. Liew Heng San. The two-part seminar, conducted in English with simultaneous Chinese interpretation, was held at the Lifelong Learning Institute and attended by over 70 participants.

Fundraising Event

In celebration of its 13th year, OHC hosted an Anniversary and Fundraising Dinner on 23 March 2017 at the Fullerton Hotel. The dinner was attended by around 400 guests, and over \$150,000 was raised in support of OHC’s cause.

Volunteer Engagement and Appreciation Events

OHC organised 3 training courses for its volunteers in 2017.

- In February, 17 volunteers were equipped with basic counselling practice techniques over a 12-hour course conducted by Dr Chang Shin Yi of National Chi Nan University (Taiwan).
- In August, OHC held a four-day workshop on basic facilitation skills for 24 volunteers, which was conducted by Dr Chang Shin Yi. The workshop consisted of practical sessions that equipped the volunteers, particularly facilitators and peer supporters, to better assist and relate to help-seekers at the support groups.
- In September, another 11 volunteers were trained through an introductory course in Basic Counselling Skills and Practice conducted by SSI.

In addition, OHC organised its Family Day in August 2017 with a morning of team-bonding activities for the volunteers, clients and their family members. The annual Volunteer Appreciation was held in November 2017 as a time of celebration of the volunteers, who serve as an important part of OHC’s work.

Staff Training

In 2017, staff members were enrolled in various courses conducted by the Social Service Institute (SSI) and other training institutions. The courses include:

- Clinical Supervision (group and individual sessions)
- Volunteer Management System
- Gottman Method Couple Therapy
- Collaboration Solution Focus Therapy
- Complex Trauma
- Emotional Injuries
- Overview of Gambling and Problem Gambling in Singapore
- Helping Problem Gamblers Using Tools & Techniques for Intervention



- 1st Asia Pacific Conference for Addiction Professionals (in Hong Kong)
- Field Trip to Gambling Rehabilitation Centre (in Johor Bahru)
- Tung Ling School of Ministry Programme
- Leadership and Management Coaching
- Board Dynamics
- Facebook Blueprint course (for non-profits)

Statement of Accounts

The audited statement of accounts for the financial year 2017 is attached.

As at 31 Dec 2017, OHC has reserves of \$326,839 in its unrestricted fund and \$576,811 in its restricted fund.

Year 2017 Board Meeting Attendance

S/N	Name of Board Member	Annual General Meeting (24 May 2017)	Board Meeting (5 July 2017)	Board Meeting (11 Aug 2017)	Board Meeting (9 Oct 2017)
1	Christopher Chuah	√	√	√	√
2	James Lim	√	X	√	√
3	David Chung	√	√	√	X
4	Vivien Leong	√	√	√	√
5	Lau Wan Keong	X	√	√	√
6	William Chua	X	X	√	√
7	Elis Tan <i>(resigned wef 1 Dec 2017)</i>	√	√	√	√
8	Chua Ying Hwee <i>(resigned wef 1 Nov 2017)</i>	√	√	√	X
9	Josie Lau <i>(resigned wef Aug 2017)</i>	X	X	Nil	Nil
10	Carolina Tang <i>(resigned wef 24 May 2017)</i>	X	Nil	Nil	Nil
	<u>% Board Meeting Attendance:</u>	<u>60%</u>	<u>66.7%</u>	<u>100%</u>	<u>85.7%</u>