



## ONE HOPE CENTRE

### Annual Report for the Year Ended 31 December 2022

---

#### 1. About Us

##### 1.1 Overview of Charity

Established in August 2004, One Hope Centre (OHC) is a registered society and charity and a member of the National Council of Social Service. It is a social service agency that provides professional counselling and help services to individuals and family members who are affected by behavioural addictions such as gambling, shopping, sex, pornography, love and other addictions.

OHC was registered as a charity under the Charities Act since 1 April 2010.

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 renewed and extended until 31 January 2025.

OHC has a Constitution as its governing instrument.

ROS Registration Number: 0177/2004

Unique Entity Number (UEN): T04SS0143E

Banker: Maybank (Marine Parade Branch)

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

Auditor: Fiducia LLP

##### 1.2 Objectives of One Hope Centre

OHC was established in 2004 with the aim of helping people struggling with gambling addiction and related issues. In 2021, OHC expanded its service scope and now provides professional counselling and help services to people affected by a range of behavioural addictions, including gambling, shopping, sex, pornography, love and other addictions. The goal of OHC's services is to support such individuals and families in their recovery from addiction and its harmful consequences, and in the rebuilding of their lives and relationships.



The clients of OHC consist of people across difference races, religions, age groups and nationalities.

OHC also seeks to create awareness of behavioural addictions through public education and engagement sessions. These initiatives serve as part of OHC’s outreach to potential help-seekers and partnership with practitioners in the social service and mental health sectors.

## 2. Leadership

### 2.1 Information of Management Committee

Name	Current Designation	Occupation	Past Designations
Christopher Chuah Chee Kian	President 28 May 2021	Partner, WongPartnership	Member from Feb 2009 to May 2013, President from May 2013 to May 2021
James Lim Choon Liang	Vice-President 28 May 2021 <i>(stepped down w.e.f. 1 Jan 2023)</i>	Itinerant Pastor	Member from Feb 2009 to May 2013, Vice-President since May 2013
Lau Wan Keong	Vice-President 28 May 2021	Managing Director, Elchdan Holdings	Vice-President from May 2015 to May 2017, Treasurer from May 2017 to May 2019, Vice-President from May 2019 to May 2021
Vivien Leong Lai Hoong	Vice-President 28 May 2021	Tutor	Member from May 2013 to May 2015, Vice-President from May 2015 to May 2021
David Chung Gay Leong	Secretary 28 May 2021	Head of Events & Facilities, Church of Our Saviour	Member from May 2014 to May 2015, Vice-President from May 2015 to May 2019, Treasurer from May 2019 to May 2021
Lee Geok Chiau Grace	Treasurer 28 May 2021	Corporate Counsel	Secretary from Sep 2018 to May 2021
Tan Ee Ching	Member 28 May 2021	Professional Engineer	Member from May 2018
Soh Chin Heng	Member 28 May 2021	Senior Advisor, CPF Board	-

## 2.2 Advisory Council

Name	Current Designation	Occupation	Past Designations
Louis Chai Shung Chee	Advisor 28 May 2021	Pastor, The Methodist Church of Singapore	Vice-President from Feb 2009 to May 2013, Member from May 2013 to May 2015, Advisor from May 2015 to May 2021
Dr. Lam Chun Yin Julia	Advisor 28 May 2021	Consultant Forensic Psychologist, Forensic Psych Services	-

## 2.3 Sub-Committees

### Nomination

Christopher Chuah  
James Lim

### Fundraising & Marketing

Christopher Chuah

### Volunteer Management

Vivien Leong  
David Chung

### Counselling

Dr. Julia Lam

### Finance

Lee Geok Chiau Grace  
Soh Chin Heng

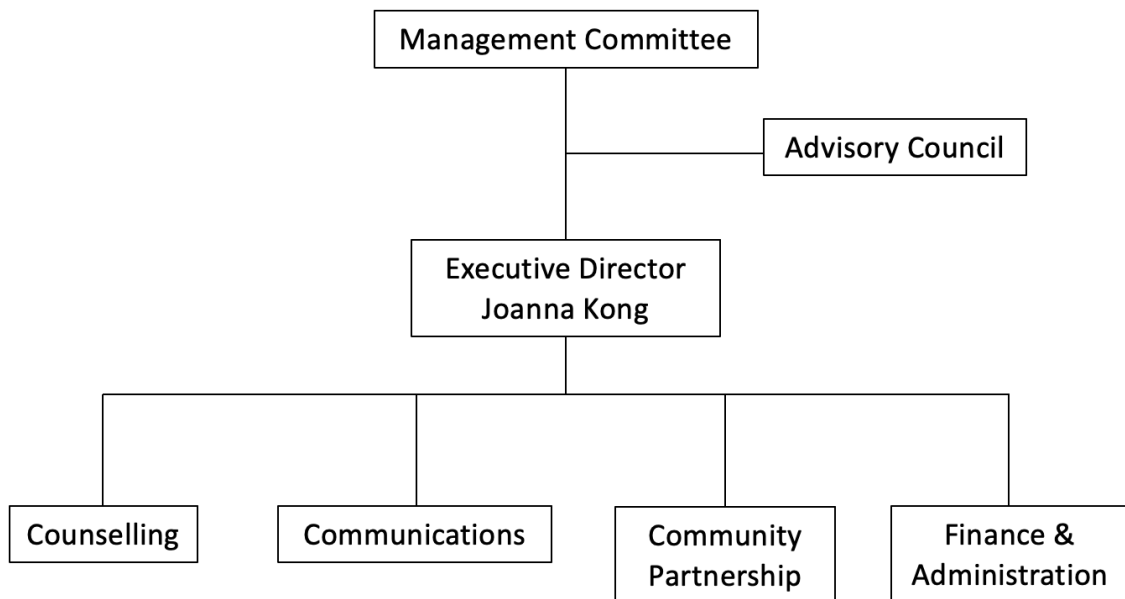
### Staff Welfare & HR

Lau Wan Keong  
Lee Geok Chiau Grace

### Audit

Tan Ee Ching

## 2.4 Organisational Chart



## 2.5 Executive Management Team

Joanna Kong, Executive Director  
*Appointed to position since 14 Aug 2017*

## 3. Highlights of the year

### 3.1 Summary Financial Performance

- Total Income: \$689,801
- Total Expenditure: \$582,857
- Net Income: \$106,944

The audited statement of accounts for the financial year 2022 is attached.

As at 31 Dec 2022, OHC has reserves of \$1,306,482 in its restricted and unrestricted funds.

### 3.2 Finance and Funding

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

### 3.3 Reserves Policy

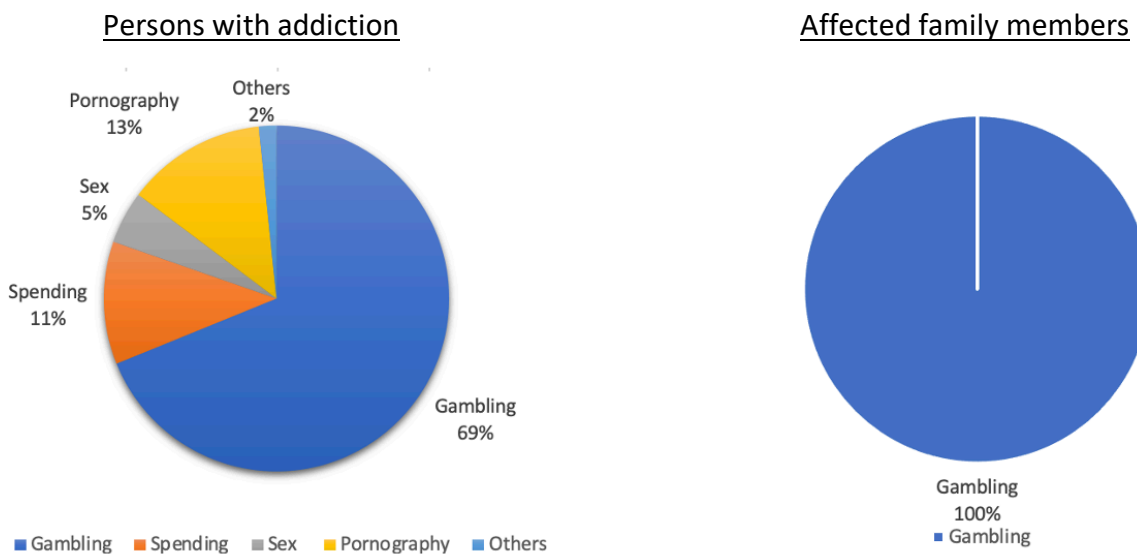
The organisation adopts a reserves policy of 2 years of operating expenses.

## 4. Programmes and Activities

### 4.1 Clients Seeking Help at OHC in 2022

In 2022, 204 help-seekers reached out to OHC through the various help channels. A total of 74 clients enrolled in the counselling programmes, including persons with addictions (61) and affected family members (13). 316 counselling sessions were conducted.

Breakdown of clients by addiction types:



Trends to note:

- Decreasing age of clients, with more than 50% of clients with addiction below the age of 40
- Of the gambling addiction clients, 35 out of 61 were below the age of 40
- Increase in sex, pornography and love addiction clients, from 4.4% in 2021 to 18.0% in 2022

### 4.2 Other activities

- On 1 January 2022, OHC launched a revamped help programme using the Theory of Change model.
- OHC conducted an online talk on “Mental Resilience & Wellness” clients from Credit Counselling Singapore on 3 October 2022.
- Between January and December 2022, OHC has established and connected with 12 other social service and government agencies as part of our referral network. It is an ongoing and growing initiative.



## **5. Governance and Legal Information**

### **5.1 Declaration on Board Members**

One member of the Management Committee, Mr. Christopher Chuah Chee Kian, has served for more than 10 consecutive years on the board of One Hope Centre, for reasons of continuity and by virtue of his willingness to serve with institutional knowledge.

### **5.2 Board Meetings**

In 2022, the Board held 4 board meetings and an Annual General Meeting, with an average attendance rate of 80%. Appendix A lists the attendance of governing board members.

### **5.3 Staffing**

As at 31 Dec 2022, the organisation is staffed by 5 full-time staff and 2 part-time staff, namely:

- An Executive Director
- 1 full-time counsellor and 1 part-time counsellor
- 1 full-time staff in charge of organisational development
- 1 full-time staff in charge of finance and administration
- 1 full-time staff in charge of communications
- 1 part-time staff in charge of community partnership and fundraising

For the year 2022, 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.

### **5.4 Policy Disclosure**

OHC has key financial and human resource policies, as well as standard operating procedures for help services and media engagement.

**Year 2022 Board Meeting Attendance**

S/N	Name of Governing Board Member	Board Meeting (22 Mar 2022)	AGM (27 May 2022)	Board Meeting (27 May 2022)	Board Meeting (17 Aug 2022)	Board Meeting (23 Nov 2022)
1	Christopher Chuah Chee Kian	√	√	√	√	√
2	James Lim Choon Liang	√	X	X	√	X
3	Lau Wan Keong	√	X	X	√	X
4	Vivien Leong Lai Hoong	√	√	√	√	√
5	David Chung Gay Leong	√	√	√	√	√
6	Lee Geok Chiau Grace	√	√	√	√	√
7	Tan Ee Ching	√	√	√	X	√
8	Soh Chin Heng	X	√	√	√	√
	<u>% Board Meeting Attendance:</u>	<u>87.5%</u>	<u>75%</u>	<u>75%</u>	<u>87.5%</u>	<u>75%</u>