



ONE HOPE CENTRE

Annual Report for the Year Ended 31 December 2019

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 faith-based social service agency that helps individuals and their family members who are affected by problem gambling, debt-related issues and other compulsive behaviours.

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 2022.

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	Lau Wan Keong	Vice-President	22 May 2015
4	Vivien Leong Lai Hoong	Vice-President	22 May 2015
5	David Chung Gay Leong	Treasurer	24 May 2017
6	Lee Geok Chiau Grace	Honorary Secretary	12 Sep 2018
7	Tan Ee Ching	Member	16 May 2018
8	Chua Ying Hwee	Member	23 May 2019

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 2019, the Board held 3 meetings, with an average attendance rate of 79.1%. Appendix A provides the individual Board members' attendance.

Sub-Committees

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
Chua Ying Hwee

Finance

David Chung

Staff Welfare & HR

Lau Wan Keong

Audit

Tan Ee Ching

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 some initiatives.

Reserves Policy

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

REVIEW OF YEAR 2019

Staffing

As at 31 Dec 2019, the organisation is staffed by 6 full-time staff and 2 part-time staff, namely:

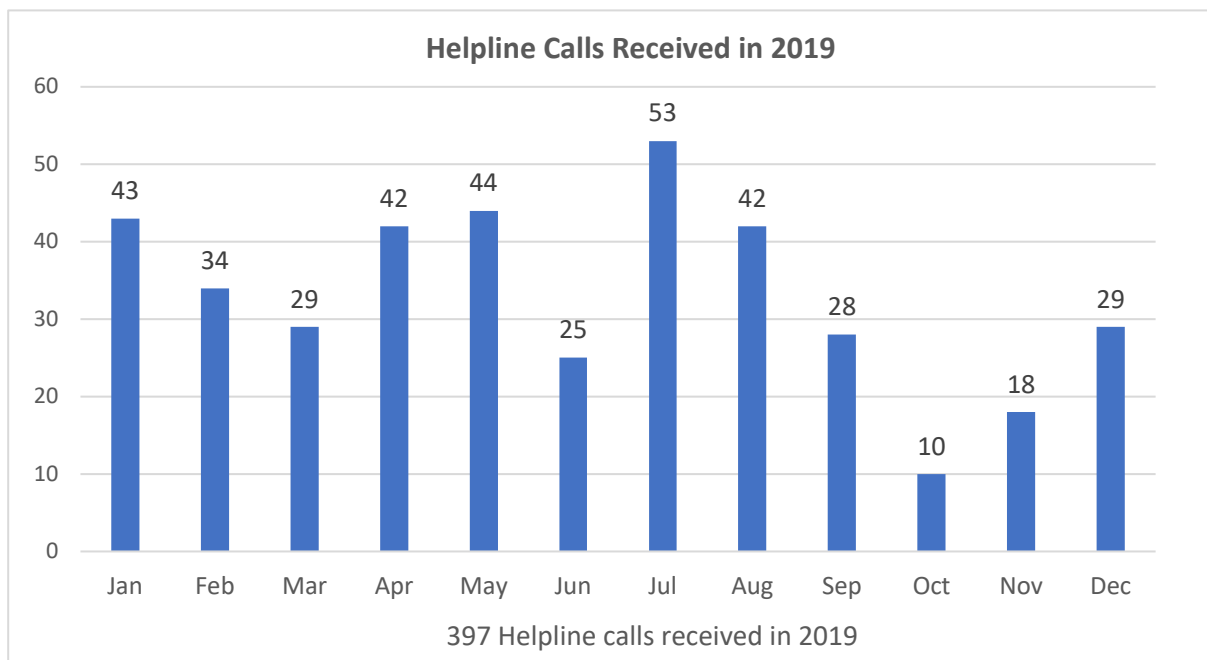
- A General Manager
- 2 full-time and 2 part-time counsellors
- 1 full-time staff in charge of volunteer management and administration
- 1 full-time staff in charge of communications
- 1 full-time staff in charge of programmes

For the year 2019, 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.

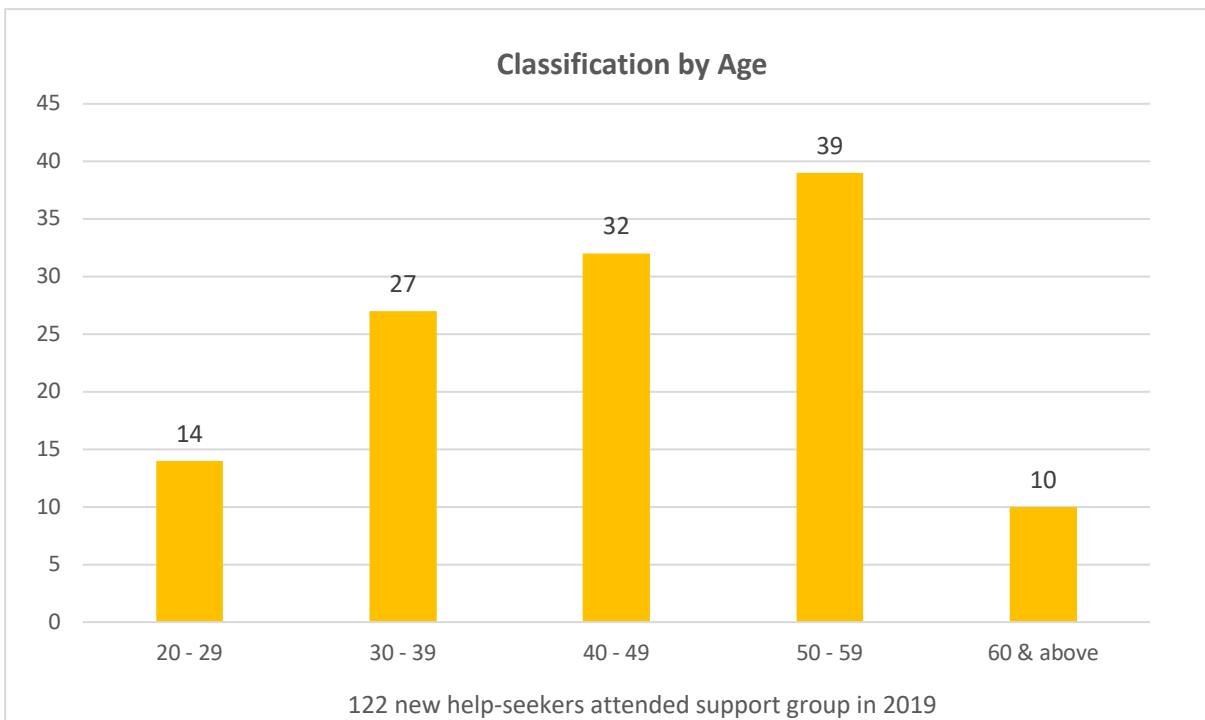
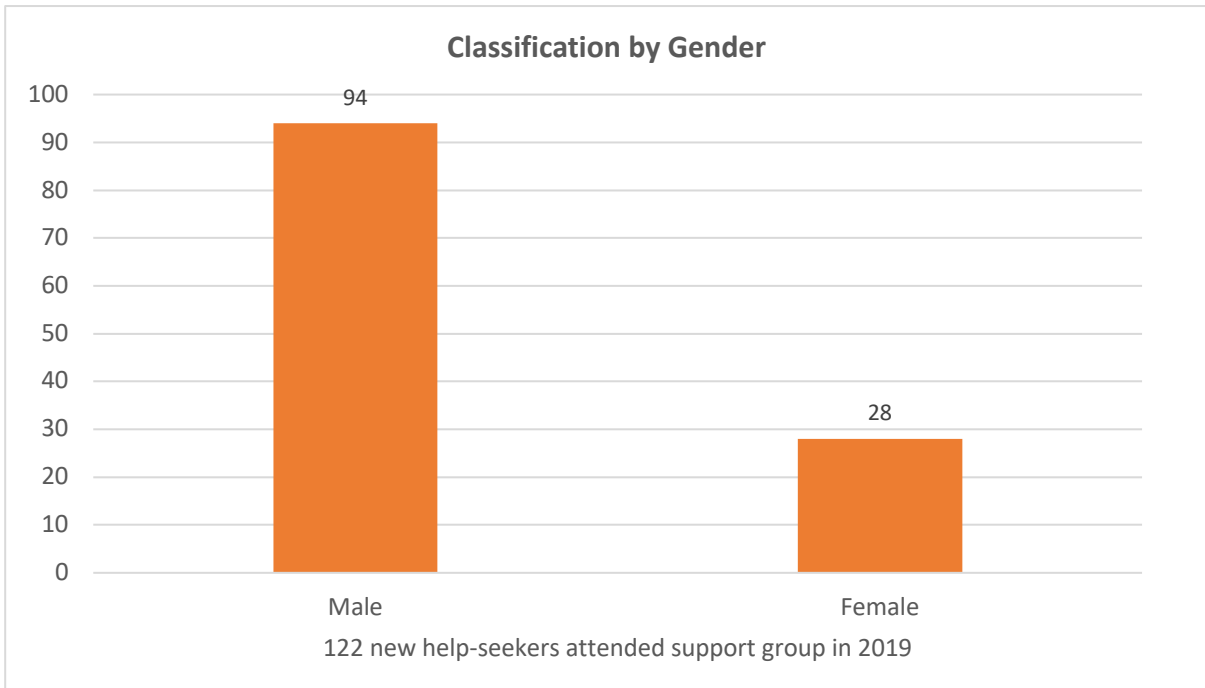
OHC enlists the support of volunteers to conduct and facilitate its activities. To date, the organisation has around 50 volunteers helping out in various support group and service activities, most of whom are former clients and their family members.

Clients Seeking Help at OHC in 2019

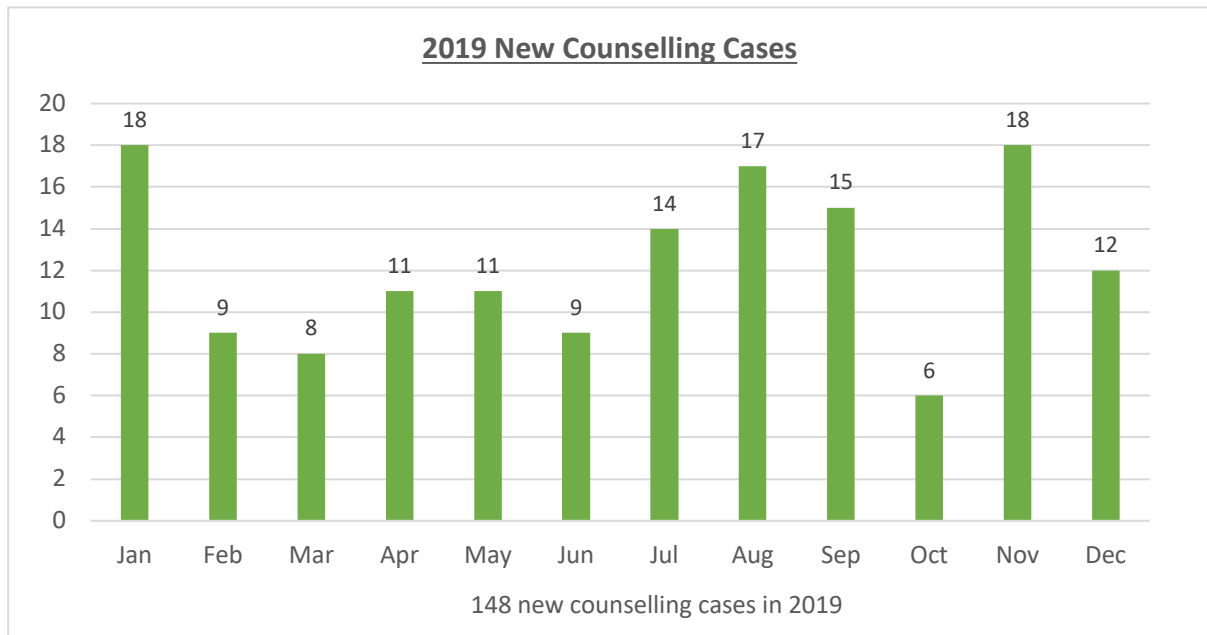
In 2019, OHC attended to 397 helpline calls seeking assistance for gambling and debt-related issues.



122 new help-seekers attended the support groups in 2019. The following diagrams provide a breakdown by gender and age group of the new help-seekers.



In 2019, OHC saw a total number of 148 new clients attending counselling sessions.



Regular Activities

OHC conducts the following activities on a regular basis:

- Weekly Tuesday and Saturday support groups for new help-seekers and clients in recovery
- Professional 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)
- Volunteers training

Other Activities

- 3 August 2019: OHC held its 15th Anniversary celebration and fundraising event with over 150 attendees.
- 1 October 2019: OHC began a collaboration with Grace (SCC) Church to launch a downtown counselling base at 14 Queen Street.



Public Outreach and Engagement Events

- 23 January 2019: OHC hosted three delegates from the Japanese Communist Party, including a member of parliament from the Japanese government, who visited OHC's support group and learnt more about its gambling addiction recovery work.
- 15 February 2019: OHC hosted officials from the Japanese Ministry of Agriculture, Forestry and Fisheries to share about gambling addiction in Singapore.
- 16 February 2019 and 9 March 2019: OHC co-organized two talks on gambling addiction at the Westlite Jalan Papan dormitory, which was attended by over 300 migrant workers.
- 9 March 2019: OHC was invited to speak on gambling addiction and indebtedness issues with over 100 leaders at Grace (SCC) Church.
- 16 April 2019: OHC General Manager Joanna Kong delivered a sharing session on the Centre's work and gambling addiction in Singapore at Teen Challenge Japan, an addiction halfway house in Okayama, Japan.
- 5 May 2019: OHC was invited to HCSA Highpoint Halfway House to speak about gambling addiction.
- 1 June 2019: OHC conducted a basic counselling workshop for volunteers serving migrant workers at Westlite Jalan Papan dormitory.
- September 2019: OHC participated in the production of People's Association webinar on gambling addiction and debt management.

Statement of Financial Accounts

The audited statement of accounts for the financial year 2019 is attached.

As at 31 Dec 2019, OHC has reserves of \$638,875 in its unrestricted fund and \$126,564 in its restricted fund.

Year 2019 Board Meeting Attendance

S/N	Name of Board Member	Annual General Meeting (23 May 2019)	Board Meeting (23 May 2019)	Board Meeting (3 Jan 2018)
1	Christopher Chuah Kee Kian	√	√	√
2	James Lim Choon Liang	√	√	X
3	Lau Wan Keong	X	X	√
4	Vivien Leong Lai Hoong	√	√	√
5	David Chung Gay Leong	√	√	√
6	Lee Geok Chiau Grace	√	√	X
7	Tan Ee Ching	√	√	√
8	Chua Ying Hwee	√	√	X
	<u>% Board Meeting Attendance:</u>	<u>87.5%</u>	<u>87.5%</u>	<u>62.5%</u>