



ONE HOPE CENTRE

Annual Report for the Year Ended 31 December 2021

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 and love addictions.

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.

ROS Registration Number: 0177/2004

Unique Entity Number (UEN): T04SS0143E

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

Management Committee:

S/N	Name	Designation	Date of Appointment
1	Christopher Chuah Kee Kian	President	18 Mar 2011
2	Reverend 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	Honorary Secretary	24 May 2017
6	Lee Geok Chiau Grace	Treasurer	12 Sep 2018
7	Tan Ee Ching	Member	16 May 2018
8	Soh Chin Heng	Member	28 May 2021

Advisory Council:

S/N	Name	Designation	Date of Appointment
1	Reverend Louis Chai Shung Chee	Advisor	22 May 2015
2	Dr. Lam Chun Yin Julia	Advisor	28 May 2021



Banker: Maybank (Marine Parade Branch)

Auditor: Fiducia LLP

Board Meetings

In 2021, the Board held 3 board meetings and an Annual General Meeting, with an average attendance rate of 90.6%. Appendix A lists the attendance of governing board members.

Sub-Committees

The Management Committee and Advisory Council formed the following sub-committees:

Nomination

Christopher Chuah
Rev. James Lim

Fundraising & Marketing

Christopher Chuah

Volunteer Management

Vivien Leong
David Chung

Counselling

Dr. Julia Lam (*joined wef 28 May 2021*)
Belinda Yuan (*resigned wef 10 Dec 2021*)
Chua Ying Hwee (*resigned wef 28 May 2021*)

Finance

Lee Geok Chiau Grace

Staff Welfare & HR

Lau Wan Keong
Lee Geok Chiau Grace

Audit

Tan Ee Ching

Declaration on Board Members

One member of the Management Committee, Mr. Christopher Chuah Kee 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.

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 and love 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 different 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.

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 2021

Staffing

As at 31 Dec 2021, the organisation is staffed by 6 full-time staff and 1 part-time staff, namely:

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

For the year 2021, 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.

Clients Seeking Help at OHC in 2021

In 2021, OHC served 154 help-seekers through its help request channels. It received a total number of 113 clients for counselling, among whom 81 were new clients for the year. Of the new clients, the following presenting issues were reported:

- Gambling addiction: 44 clients
- Spending addiction: 17 clients
- Compulsive borrowing: 38 clients
- Sex, porn or love addiction: 5 clients

Due to the COVID-19 pandemic and safety measures, counselling services were conducted through physical and remote means. A total of 447 counselling sessions were conducted during the year.



Other Activities

- Jan 2021: OHC launched its case management system developed in-house to digitalise service information.
- Feb 2021: OHC launched its new website featuring its expanded work in behavioural addictions. Publicity efforts on Facebook and Instagram were done to promote OHC's services.
- May 2021: OHC shared about its addictions recovery work at a Beacon Live online streaming session.

Statement of Financial Accounts

The audited statement of accounts for the financial year 2021 is attached.

As at 31 Dec 2021, OHC has reserves of \$1,199,538 in its restricted and unrestricted funds.

Year 2021 Board Meeting Attendance

S/N	Name of Governing Board Member	Board Meeting (3 Feb 2021)	AGM (28 May 2021)	Board Meeting (28 May 2021)	Board Meeting (17 Nov 2021)
1	Christopher Chuah Kee Kian	√	√	√	√
2	James Lim Choon Liang	√	√	√	X
3	Lau Wan Keong	√	√	√	√
4	Vivien Leong Lai Hoong	√	√	√	√
5	David Chung Gay Leong	√	√	√	√
6	Lee Geok Chiau Grace	X	√	√	√
7	Tan Ee Ching	√	√	√	√
8	Soh Chin Heng (<i>joined wef 28 May 2021</i>)	-	√	√	X
9	Chua Ying Hwee (<i>resigned wef 28 May 2021</i>)	√	-	-	-
	<u>% Board Meeting Attendance:</u>	<u>87.5%</u>	<u>100%</u>	<u>100%</u>	<u>75%</u>