



ANNUAL REPORT

**For the Financial Year Ended
31 December 2023**

ONE HOPE CENTRE



1 About Us

1.1 Purpose / Objects

One Hope Centre 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 its 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. Its clients consist of people across different races, religions, age groups and nationalities.

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

1.2 Overview of Charity

One Hope Centre ("OHC") was registered as a society in August 2004.

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

OHC has been accorded Institution of Public Character (IPC) status 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

2 Leadership

2.1 Governing Board

Name	Current Designation	Occupation	Past Designations
Christopher Chuah Chee Kian	President 23 May 2023	Managing Director, Christopher Chuah Law Chambers LLC	Member from Feb 2009 to May 2013, President from May 2013 to May 2023
Lau Wan Keong	Vice-President 23 May 2023	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 2023
Vivien Leong Lai Hoong	Vice-President 23 May 2023	Tutor	Member from May 2013 to May 2015, Vice-President from May 2015 to May 2023
David Chung Gay Leong	Treasurer 23 May 2023	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, Secretary from May 2021 to May 2023
Lee Geok Chiau Grace	Secretary 23 May 2023 <i>(resigned wef 31 Dec 2023)</i>	Corporate Counsel	Secretary from Sep 2018 to May 2021, Treasurer from May 2021 to May 2023
Tan Ee Ching	Member 23 May 2023	Professional Engineer	Member from May 2018
Soh Chin Heng	Member 23 May 2023	Executive Director, Hope Centre	Member from May 2021
Hoe Jiaxin Cheryl	Member 17 Aug 2023	Media Account Executive, GRVTY Media	-

2.2 Advisory Council

Name	Current Designation	Occupation	Past Designations
Louis Chai Shung Chee	Advisor 23 May 2023	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 2023
Dr. Lam Chun Yin Julia	Advisor 23 May 2023	Consultant Forensic Psychologist, Forensic Psych Services	Advisor from May 2021 to May 2023

2.3 Board Sub-Committees

Nomination

Christopher Chuah Chee Kian

Fundraising & Marketing

Christopher Chuah Chee Kian

Volunteer Management

Vivien Leong Lai Hoong
David Chung Gay Leong

Counselling

Dr. Julia Lam
Soh Chin Heng

Finance

David Chung Gay Leong
Soh Chin Heng

Staff Welfare & HR

Lau Wan Keong

Audit

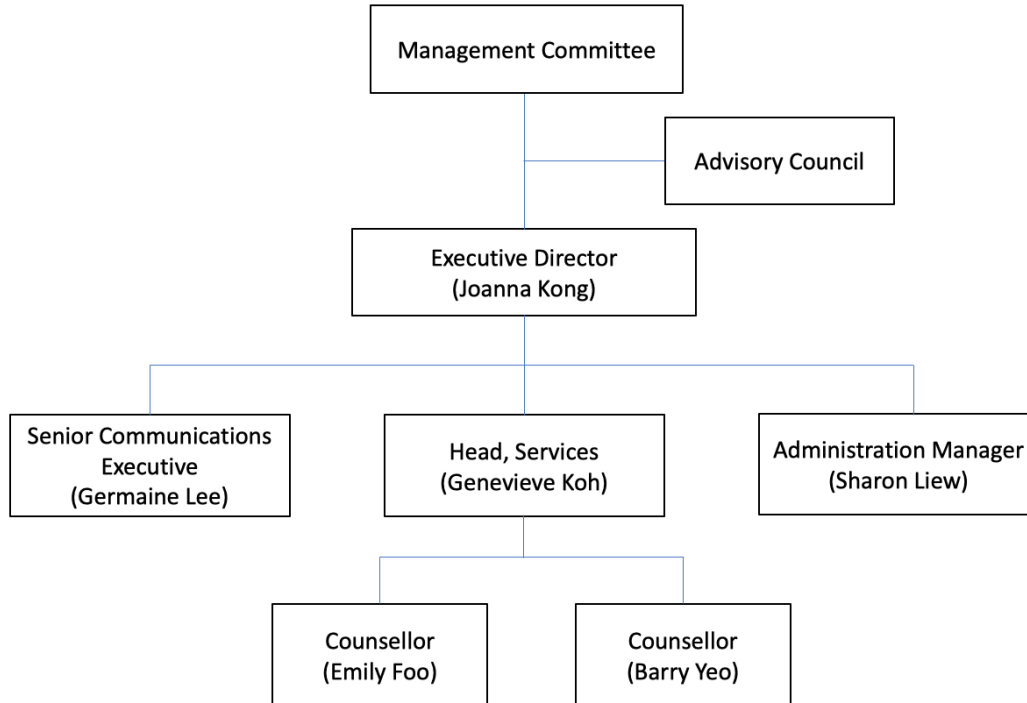
Tan Ee Ching

2.4 Executive Management Team

Joanna Kong, Executive Director

- *Appointed to position of Executive Director since 1 June 2021*
- *Appointed to position of General Manager from 14 August 2017 to 31 May 2021*

2.5 Organisational Chart



3 Highlights of the Year

3.1 Summary of Financial Performance

- Total Income: \$632,955
- Total Expenditure: \$538,731
- Net Income: \$94,224

The audited statement of accounts for the financial year 2023 is attached.

As at 31 Dec 2023, OHC has reserves of \$1,400,706 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 Programmes and Activities

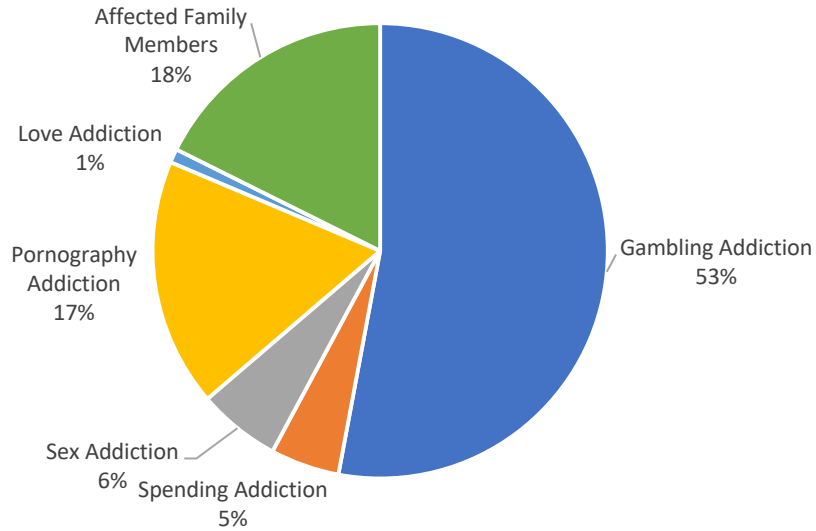
3.3.1 Help Requests

In 2023, OHC received 230 help requests from individuals who sought support and assistance for issues related to addiction and other matters. This was a 20% increase compared to 2022, during which OHC received 192 help requests.

3.3.2 Counselling Programme

In 2023, OHC served a total of 102 clients in its counselling programme, out of whom 72 were newly enrolled during the year. 431 counselling sessions were conducted. Diagram 1 provides a breakdown of addiction issues faced by clients served during the year.

Diagram 1: Breakdown of Addiction Issues Faced by Clients in 2023



3.3.3 Other Activities

Between January 2022 and December 2023, OHC has established and connected with 17 other social service and government agencies as part of our referral network. It is an ongoing and growing initiative.

4 The Year Ahead

4.1 Future Plans and Commitments

In 2024, OHC plans to establish a satellite counselling base at the premise of Grace (SCC) Church at 14 Queen Street. This provides an alternative and more convenient location for clients to access its counselling services.

OHC also plans to hold a celebration event commemorating its 20th anniversary in August 2024, with the aim of re-connecting with partners and stakeholders and engaging them to continue supporting OHC's work.

4.2 Fundraising Plans for the Following Year

OHC plans to raise funds through engaging major donors and applying for grants that would help support the costs of programmes, activities, and capability-building projects.

5 Governance

5.1 Term Limit of Board

To enable succession planning and steady renewal in the spirit of sustainability of the charity, the Board has a term limit of 10 years. In particular, the Treasurer has a term limit of two years.

One member of the Board, 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 and Attendance

In 2023, the Board held 2 board meetings and one Annual General Meeting, with an average attendance rate of 68%. Appendix A lists the attendance of governing board members.

5.3 Disclosure on Remuneration

Governing board member are not remunerated for their services. One staff has received remuneration in the band between \$100,000 to \$200,000 during the year. There are no paid staff who are close family members of the Executive Head or board members.

5.4 Reserves Policy

OHC adopts a reserves policy of 2 years of operating expenses.

As at 31 Dec 2023, OHC has a ratio of funds to annual operating expenses of 2.42.

5.5 Conflict of Interest Policy

All Board members and staff are required to comply with OHC's conflict of interest policy.

The Board has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests on a regular and need-to basis.

Board members also abstain and do not participate in decision-making on matters where they have a conflict of interest.

Year 2023 Board Meeting Attendance

S/N	Name of Governing Board Member	AGM (23 May 2023)	Board Meeting (23 May 2023)	Board Meeting (17 Aug 2023)
1	Christopher Chuah Chee Kian	√	√	√
2	Lau Wan Keong	√	√	X
3	Vivien Leong Lai Hoong	X	X	√
4	David Chung Gay Leong	√	√	√
5	Lee Geok Chiau Grace	√	√	X
6	Tan Ee Ching	X	X	X
7	Soh Chin Heng	√	√	√
8	Hoe Jiaxin Cheryl	-	-	√
	<u>% Board Meeting Attendance:</u>	<u>71.4%</u>	<u>71.4%</u>	<u>62.5%</u>