



ONE HOPE CENTRE

Annual Report for the Year Ended 31 December 2020

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 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

Management 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 2020, the Board held 4 board meetings and an Annual General Meeting, with an average attendance rate of 82.5%. Appendix A provides the individual Board members' attendance.

Sub-Committees

The Management 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
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 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 difference 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 2020

Staffing

As at 31 Dec 2020, the organisation is staffed by 6 full-time staff and 1 part-time staff, namely:

- A General Manager
- 2 full-time and 1 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 2020, 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 2020

In 2020, OHC saw a total number of 246 counselling clients, among whom 159 were new clients.

Due to the COVID-19 pandemic and safety measures, counselling services were conducted through physical and remote means. A total of 711 counselling sessions were conducted during the year.

Other Activities

- Regular gambling addiction support groups were conducted face-to-face from January to March 2020, and then shifted online following the commencement of the Circuit Breaker period.



- OHC disbursed the Lifeboat fund to 17 beneficiaries as a relief measure in light of the COVID-19 pandemic.
- 4 February 2020: OHC conducted a gambling addiction awareness talk at the Helping Hand halfway house.
- May and June 2020: OHC produce a 5-video YouTube web series on addiction and counselling-related matters.

Statement of Financial Accounts

The audited statement of accounts for the financial year 2020 is attached.

As at 31 Dec 2020, OHC has reserves of \$1,065,458 in its restricted and unrestricted funds.

Year 2020 Board Meeting Attendance

S/N	Name of Board Member	Board Meeting (29 Jan 2020)	Board Meeting (10 Jun 2020)	AGM (26 Aug 2020)	Board Meeting (26 Aug 2020)	Board Meeting (13 Nov 2020)
1	Christopher Chuah Kee Kian	√	√	√	√	X
2	James Lim Choon Liang	X	√	√	√	√
3	Lau Wan Keong	√	√	√	√	X
4	Vivien Leong Lai Hoong	X	√	√	√	√
5	David Chung Gay Leong	√	√	√	√	√
6	Lee Geok Chiau Grace	√	√	√	√	√
7	Tan Ee Ching	X	√	X	√	√
8	Chua Ying Hwee	√	√	√	√	X
	<u>% Board Meeting Attendance:</u>	<u>62.5%</u>	<u>100%</u>	<u>87.5%</u>	<u>100%</u>	<u>62.5%</u>