



ANNUAL REPORT

**For the Financial Year Ended
31 December 2024**

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, and has no related entities.

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 2028.

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 2024
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 2024
Vivien Leong Lai Hoong	Vice-President 23 May 2023	Tutor	Member from May 2013 to May 2015, Vice-President from May 2015 to May 2024
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 Treasurer from May 2023 to May 2024
Hoe Jiaxin Cheryl	Secretary 28 May 2023	Media Account Executive, GRVTY Media	Member from Aug 2023 to May 2024, Secretary from May 2024
Tan Ee Ching	Member 23 May 2023	Professional Engineer, Hazard Control Engineering Pte Ltd	Member from May 2018
Soh Chin Heng	Member 23 May 2023	Executive Director, Hope Centre	Member from May 2021

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

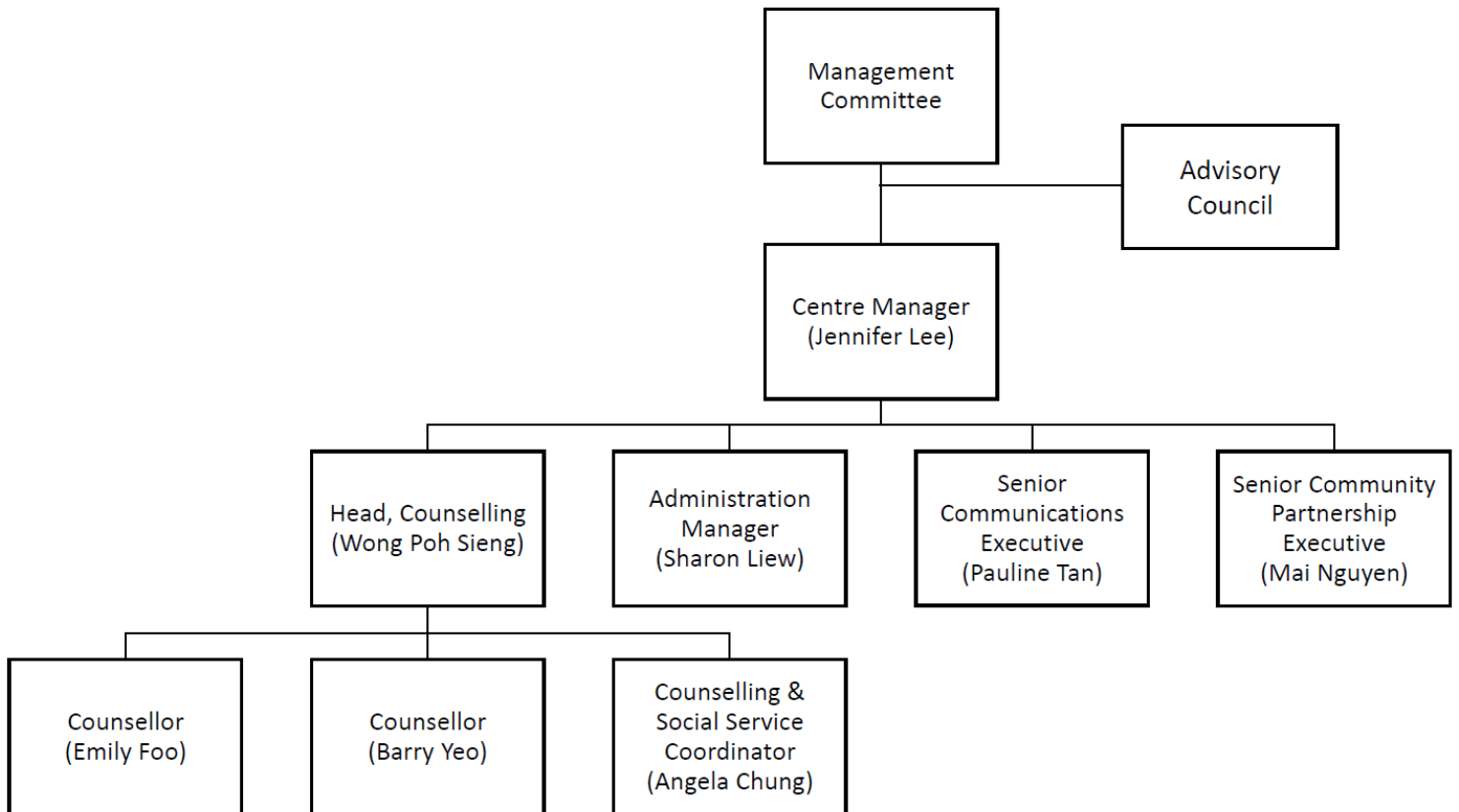
Tan Ee Ching

2.4 Executive Management Team

Jennifer Lee, Centre Manager

- Appointed to position of Centre Manager since 1 July 2024

2.5 Organisational Chart





3 Highlights of the Year

3.1 Summary of Financial Performance

- Total Income: \$566,647
- Total Expenditure: \$593,208
- Net Expenditure: (\$26,561)

The audited statement of accounts for the financial year 2024 is attached.

As at 31 Dec 2024, OHC has reserves of \$1.38m in its restricted and unrestricted funds.

3.1.2 Finance and Funding

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

OHC also invests a portion of its reserves in fixed time deposits with a reasonable and conservative rate of return within acceptable risk parameters for the short-and medium-term, and not for speculative purposes.

3.2 20th Anniversary

3.2.1 OHC celebrated its 20th Anniversary on 24 October at YWCA Fort Canning. Community partners such as Social Service and Government agencies; Donors such as Churches and philanthropic Foundations; Supporters and friends such as our volunteers and former staff attended to celebrate the milestone with staff and Board Members of OHC.

3.2.2 OHC produced its first video to showcase the testimonies of two clients who are recovering from gambling and pornography addictions. The video serves to showcase the counselling help that OHC can provide to persons who are facing similar issues.

3.3 Programmes and Activities

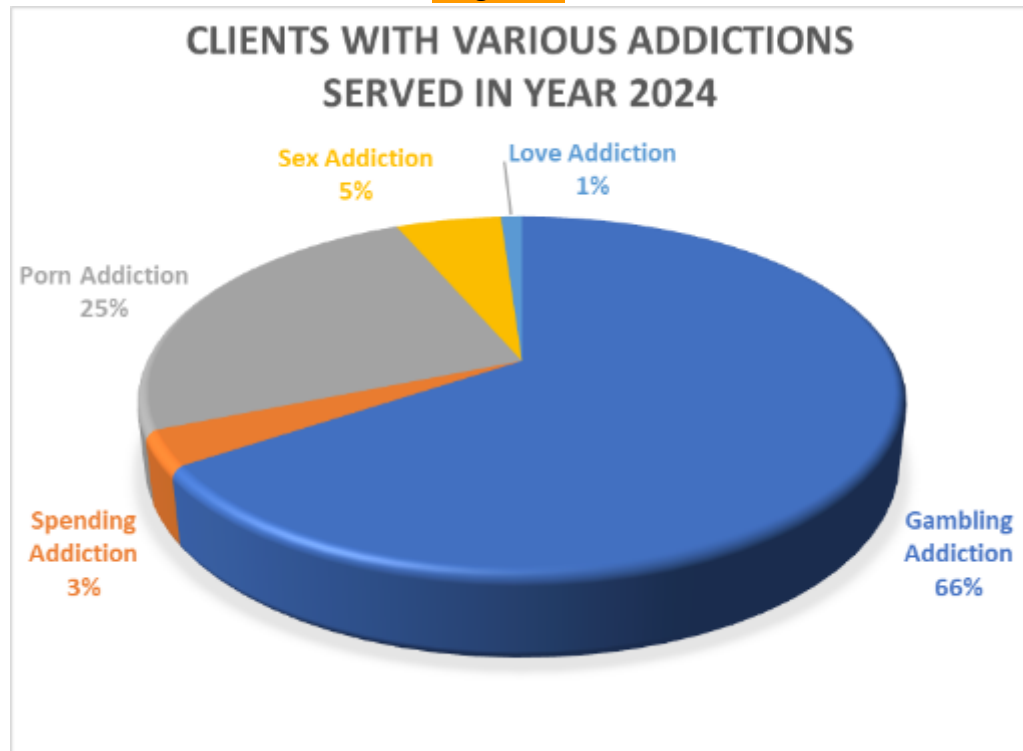
3.3.1 Help Requests

In 2024, OHC received 245 help requests from individuals who sought support and assistance for issues related to addiction and other matters. 78 of them joined our counselling programme.

3.3.2 Counselling Programme

In 2024, OHC served a total of 108 clients in its counselling programme. Of these, close to 70% came in for gambling addiction counselling while another 25% required help with pornography addictions. Almost 400 counselling sessions were conducted. **Diagram 1** provides a breakdown of addiction issues faced by clients served during the year.

Diagram 1



3.3.3 Community Activities

1. OHC was invited by Dr Tan Lai Yong to give a talk to students of NUS College of Alice and Peter Tan on Gambling Addiction on 7 March 2024. We shared the various forms of gambling, including its newer forms and challenged the students to think about how it affects people around them and where to find help if they needed.
2. OHC took up a booth in the International Society of Addiction Medicine (ISAM) Regional Conference 2024 – the Singapore Edition organised by the Institute of Mental Health from 21 to 22 November 2024.
3. OHC participated in the Pornography : The New Drug? Symposium organised by Indigo & Co and Lakeside Family Services on 22 November 2024 where we connected with stakeholders in the field. We heard from panel experts such as Dr Paula Hall, Author, Senior Psychotherapist and Founder of Pivotal Recovery, a not-for-profit organisation; Dr Eric Dooley, a Clinical Psychologist and Certified Sex Addiction



Therapist with a private practice in Washington, US; and Dr Majeed Khader, Chief Psychologist with the Ministry of Home Affairs.

3.3.4 Other Activities

1. In 2024, OHC connected and cross-referred with 11 other social service and government agencies as part of our referral network.

4 The Year Ahead

4.1 Future Plans and Commitments

By mid 2025, OHC plans to relocate its main office premises from its industrial location in the northeast region to a more connected and central location in Chinatown to provide a better and more conducive environment for our clients' recovery. Grace (SCC) Church, located at 14 Queen Street will continue to be a satellite counselling base.

OHC has partnerships with government agencies such as Credit Counselling of Singapore and National Council for Problem Gambling to offer counselling services to their referrals and this partnership will remain.

OHC also intends to work with other community partners e.g. Family Service Centres, Social Service Agencies to offer our addiction counselling services to their clients or for the affected person's family members. We also hope to welcome more clients in our support group.

Technology and the borderless nature of the internet make online gambling and gaming easily accessible. With that, we are seeing an increase in the number of individuals who require our help and we have plans to expand our Recovery Programme to include Internet and Gaming Addiction.

4.2 Expenditure Plans for the Following Year

In FY2025 (January 2025 to December 2025), One Hope Centre plans to make the following expenses for our operations:

- Audit & Professional Fees: \$15,200
- Fund-raising & Marketing Expenses: \$19,600
- Manpower Costs: \$624,700



- Office and Facility Expenses: \$118,700
- Renovation of New Office Premises Expenses: \$130,000

4.3 Fundraising Plans for the Following Year

OHC plans to raise funds in the following ways for the sustainability and growth of the Centre and its Programmes:

1. **Increase awareness of OHC and our Programmes** to attract new donors and supporters who will be willing to support our cause and clients
2. **Strengthen Partnerships with Existing Donors and Supporters** through regular engagement and updates by way of e-newsletters, videos and client testimonials
3. **Apply for Programme, Capacity and Capability-Building Grants** that allow us to develop our People, Programmes and Facilities so that we can do more to serve our community

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 2024, the Board held three board meetings, one extraordinary board meeting, and one Annual General Meeting, with an average attendance rate of 74.3%. Appendix A lists the attendance of governing board members.

5.3 Disclosure on Remuneration

Governing board members are not remunerated for their services.

None of the charity's staff receives more than \$100,000 in annual remuneration.

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 Reserves Policy



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

As at 31 Dec 2024, OHC has a ratio of funds to annual operating expenses of 1.83.

5.5 Loans Policy

OHC does not have a loan policy as it does not grant loans nor grants to employees, clients, any related parties or third parties.

5.6 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.

5.7 Data Protection Policy

OHC has Personal Data policies in place to manage, protect, process and dispose of personal data that it receives for the purpose of its programmes.

5.8 Code of Conduct

OHC maintains a professional counselling handbook. This handbook guides the Centre and staff in conducting its activities and operations lawfully and ethically, based on its core values of respect, integrity, safety and empowerment.

Year 2024 Board Meeting Attendance

S/N	Name of Governing Board Member	Board Meeting (28 Feb 2024)	AGM (28 May 2024)	Board Meeting (28 May 2024)	Extraordinary Board Meeting (30 Sep 2024)	Board Meeting (4 Dec 2024)
1	Christopher Chuah Chee Kian	√	√	√	√	√
2	Lau Wan Keong	X	√	√	√	X
3	Vivien Leong Lai Hoong	√	√	√	√	X
4	David Chung Gay Leong	√	√	√	√	X
5	Tan Ee Ching	√	X	X	X	√
6	Soh Chin Heng	√	X	X	√	√
7	Hoe Jiaxin Cheryl	√	√	√	√	√
	<u>% Board Meeting Attendance:</u>	<u>85.7%</u>	<u>71.4%</u>	<u>71.4%</u>	<u>85.7%</u>	<u>57.1%</u>