



# HUG Community Services Limited

Annual Report 2018



EVERY YOUTH DESERVES A SECOND CHANCE

# CONTENTS

DIRECTOR' S MESSAGE	-----	2
MISSION & VALUES	-----	3
PROGRAMMES & SERVICES		
A. COUNSELLING	-----	3
B. GROUPWORK	-----	4
C. LEGAL CONSULTATION	-----	5
D. MEDIATION	-----	5
E. VOLUNTEER TRAINING	-----	5
MANAGEMENT COMMITTEE	-----	6
CORE TEAM	-----	6
SOURCS AND USE OF FUNDS	-----	7



# DIRECTOR'S MESSAGE

**Jeffrey Mak**  
**Director & Founder**

We are thankful for another year of fruitful service in impacting and transforming the lives of at-risk youths in Singapore.

It all started in 2014 with an at-risk youth that I counselled. While counselling him, I realised that there is always a bigger picture to consider, one involving family, friends, schools and society at large. There cannot be sustainable change unless we bring restoration to both at-risk youths and their families. Most would despair at the mention of a police charge. For us, it is an opportunity to restore and restart lives.

With the support of faithful volunteers and dedicated partners, we journeyed with a number of youths and families through their difficult moments in the year 2017. Through our integrated helping approach which includes counselling, group-work, legal advisory and mediation, we were able to see a reduction in the risk factors as well as the building up of lifeskill and self-management skills in the youths' lives.

For the year ahead, we look forward to being a part of that transformative journey in deeper and more meaningful ways. We aim to design a set of group work curriculum that serves to meet the needs of our clientele, and also establish a counselling clinic for individuals and families dealing with mental health and relational issues.

# Mission & Vision

## **Our Mission**

To be a committed social service organisation that serves the needs of youths who are at risk or who have fallen foul of the law, while providing assistance and support to their families and friends.

## **Our Vision**

To impact the lives of youths and aid in transforming through care and mentoring.

## **Our Objective**

To impact the life of youths and their families, preparing them for any outcomes.

# Programmes & Services

To help us achieve our mission, we adopt a case management framework for our youth clientele which integrates elements of a) counselling, b) group-work, c) legal advisory and d) mediation. We also provide e) training and equipping for our volunteers and helpers in youth work competencies to ensure quality in our service delivery.

## Counselling

Our casework and counselling is aimed at helping at-risk youths better understand their behaviour, address risk factors and enhance their consequential thinking and decision making skills in order to prevent re-offending. Besides individual counselling, our family counselling sessions seek to equip parents and enable them to better support their child.

Number of **youths** who attended **counselling** sessions in 2018:

Number of **families** who attended **counselling** sessions in 2018:

### Youth Testimony

*"I was referred to HUG Community Services where I got to know Jeff. He has guided me through one of the darkest time of my life where I've taken a wrong step in the law. He did not judge me nor put me down. Many times when I felt like giving up, they were there to direct me back to the right path, even if it's in the middle of the night. Now, i'm ready to restart my journey and continue to study and my passion in bicycles and scooters. Thank you"*

Vynn Lee

# Major Event of the Year

## *Define Your Run @ Garden by the Bay*



**Total Youth attendance:**

**535 (Crime Preventive Program)**

**Total Youth with crime cases:**

**approximately 60 (former clients & ongoing)**

**Parents supporter: approximate of 350**



# Group-work

Our group-work sessions serve the purpose of harnessing peer support and group dynamics in promoting positive change. Topics that were conducted include decision-making, self-management, peer pressure, etc.

## **Number of group-work sessions conducted in 2018:**

Using experiential learning and team building in group-work



*Using experiential learning and team building in group-work*



# Legal Advisory

Youths who are arrested can sometimes be at a loss of what to do and what resources are required to see them through the criminal or legal processes. Through our legal advisory service, professional lawyers provide much needed advice and assistance to our clients to help them through the uncertainties.

**Number of legal clinics conducted in 2018: 2**

**Number of youths who acquired legal advisory in 2018: 12**



***Legal clinic conducted by Lawyer James Ow Yong***

**Collaborator from Kalco Law LLC**



# Mediation

We have experienced mediators who helped clients mediate with creditors, gangs, employers, etc.

Number of youths/families who acquired mediation services in 2018: 10

# Volunteer Training

To ensure quality services delivered, we provide regular training and equipping sessions for our volunteer case workers and befriended. Topics trained on include counselling skills, youth engagement skills, basic legal knowledge etc.

Number of training sessions conducted in 2018: 4