

ANNUAL REPORT

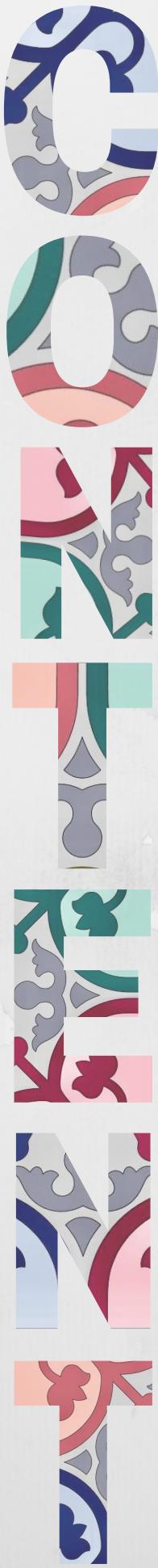
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2020

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ANNUAL REPORT 2020



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ABOUT US

HUG Community Services Ltd. was established in 2014 to support at-risk youths and their families. We bring healing and restoration through individualized, client-centric intervention and after-care programmes.

OUR VISION

To impact the lives of youth and their families through a milieu of care.

OUR MISSION

To help young people grow in pro-social values and become integrated, conscientious, and contributing members of society.

OUR CORE VALUES

L - Listening

E - Ethics

A - Accountability

D - Discipline

E - Empathy

R - Resilience

S - Sincerity

H - Humility

I - Inquisivity

P - Prudence

CHAIRMAN WELCOME MESSAGE



JEFF MAK
CHAIRMAN & FOUNDER

It seems like only yesterday when HUG Community Services was founded to serve youth-at-risk. I am continually amazed whenever I look at the journey that has brought us to this day when we have been given stewardship over a modest youth centre in Toa Payoh Spring. It has not been an easy journey especially since HUG has been a fully operated by volunteers since her incorporation. Nonetheless, here we are today with an ever-stronger sense of purpose and mandate in partnering and collaborating with various stakeholders to equip youth-as -risk with a sense of purpose through our various programmes and interventions. As things pick up steam, we have decided to hire 2 staff to manage the day-to-day operations of the youth centre and we hope that all these will be the genesis of newer and greater things to come for us as an organization as we impart values and impact lives through a milieu of care!

LEADERSHIP

GOVERNING BOARD MANAGEMENT COMMITTEE

Name	Current Charity Board Appointment (Role)	Occupation
Mr. Jeffrey Mak Board of Director	Chairman & Founder Since 13 October 2014	Managing Director of HUG Academy Pte Ltd
Ms. Grace Yeo Board of Director	Vice-Chairman & Co-Founder Since 3 March 2020	Executive Director of HUG Academy Pte Ltd
Mr. Lee Wee Teck Board of Director	Honorary Treasurer Since 5 October 2020	Managing Director of NOVA5 Aviation Services Pte Ltd
Mr. Thia Tong Teck	Honorary Secretary Since 18 September 2020	Founder & Managing Director of T-Cube Systems Enterprise Pte. Ltd.

BOARD MEMBER

Reverend Dr. Emily Tan	Board Advisor Since 3 June 2015	Founder & Senior Pastor of Sembawang Assembly of God
Reverend Tan Luang Keng 2014	Board Advisor Since 13 October	Founder and Director of Morphos International Pte Ltd

Ms. Kor Wan Wen Melissa 2020	Legal Advisor Since 20 October
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EXECUTIVE MANAGEMENT TEAM

Mr. Paul Molina
Centre & Volunteer Manager
Appointed to Position since 15 March 2021

Committees (Reporting to the Governing Board)
Auditor: S B TAN AUDIT PAC

ORGANIZATIONAL STRUCTURE



HIGHLIGHTS OF THE YEAR



RECOGNITION FROM SENIOR MINISTER OF STATE FOR TRADE AND INDUSTRY MR. CHEE HONG TAT



Chee Hong Tat 徐芳达 is in Singapore.

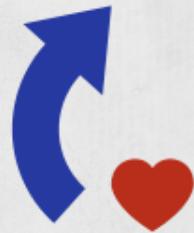
9 May · 3

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Many volunteers have stepped forward to help in various community efforts in our fight against COVID-19.

One such group of wonderful individuals are Jeffrey and his team from HUG Community Services, who are volunteering at Toa Payoh West Community Club. They have been working tirelessly over the last 3 months for almost 12 hours daily, and helping to deliver meals to the vulnerable and elderly in our community.

On behalf of our residents, I want to say a big thank you to Jeff and his team, and salute them for their hard work and dedicated service — Hong Tat



Encouragement token
from Mr Chee Hong Tat

以前吸毒火爆混阿窿 今帮派口罩分午餐

温伟中 报道

woomwj@sph.com.sg

一个曾因吸大麻关进戒毒改造所，一个曾是大麻浪子。另一个曾跟阿窿泡脚聊天。三名边缘青少年如今在社工引导下浴火重生，积极投入社区防疫。三个月来几乎天天当义工12小时，分发口罩和消毒洗手液。协助公会申请短期援助基金，也定期上门为70户独居老人分发餐。

过去的三个月来，拥抱社区服务创办人麦锦鸿（53岁）和副主席杨惠慧（29岁，辅导员）发动23名青少年服务社区，在大巴窑西民众俱乐部日夜轮流，协助各种义务工作。其中八名轮流当义工的青少年都依法庭案在身。

成立六年的拥抱社区服务（简称HUG），专门辅导涉及各类法庭案件的边缘青少年，引导他们通过服务找到生活意义。HUG的关怀网络接触约600名青少年。正准备在大巴窑第200户底层设青少年中心，估计第三季启用。

记者走访时发现，其中三名青少年几乎每天“朝九晚九”12小时坚守。包括两年前因吸大麻关进戒毒改造所半年的庄训泽（23岁）。曾跟阿窿泡脚聊天而差点被牵连的周宗义（21岁）和曾经脾气火爆的苏文龙（23岁）。

麦锦鸿说，当政府决定从3月1日起送每户人家四个口罩时，人民协会邀请HUG找青少年帮忙。他

戒毒当义工 阿嫲最开心

到港仔迷吸毒改造所半年时，85岁陪他走完法庭程序，他获释后就去当岁阿嫲每天在家哭。如今他当义工，阿嫲每天也去上辅导课堂，准备当全职青年社工。

4月20日，人协在面簿表扬曾犯错的义工Ryan庄训泽的真诚服务，引来好

与父母、哥哥和85岁阿嫲同住的他透露，从小跟阿嫲很亲，进改造所时阿嫲说“你可能改是一条好汉”。

庄训泽受访时透露，年少时误以毒品填补空虚，两年前因吸大麻被捕，并

令训练师失望。他体验到助人为快乐之本。他半年前也去上辅导课堂，准备当全职青年社工。

义工，减少了陪阿嫲的时间，“但帮

助人让我感到心里踏实，阿嫲也很开心

我在做有意义的事。”



最近在李家庆有大巴窑西民众俱乐部当义工的庄训泽（左一）和杨惠慧（左二）在受访时感谢他们继续帮助社区居民。（受访者提供）

马上动员几位年轻人帮

助基金，也在阻断措施期间的每周一和周三，送午餐给附近28座组屋的70名独居老人。

他们的敬老尊贤和用心付出，许多居民都感受到了。

苏文龙说，好些

居民和安哥都亲口感谢，

还有人制作手工风车，亲自送来道谢。

杨惠慧透露，因为许

多工作都需要人手，HUG

总共发动23名青少年分

发消毒洗手液、可重洗口

罩、协助居民申请短期援

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火爆
学工
将心
不再
迷惘

面对发飙公众，火爆

青年学会将心比心：

连情

理工生

立志追

杜工脚

步。当青少年导师

COACHING AND MENTORING



HUG Community Services Ltd. is registered charity organisation with full membership in the National Council of Social Services (NCSS). HUG supports at-risk youths and their families. We bring healing and restoration through an individualized, client-centric JOURNEY replete with a suite of services that enables growth and transformation. Our social services range from counselling, mentoring and coaching, leadership and development, after-care of ex-offenders. We work closely with the Ministry of Social and Family Development (MSF); the People's Association (PA); the Singapore Police Force (SPF); and through the Yellow Ribbon Project, Singapore Prison Service (SPS). We also outreach to schools and other youth-centric venues to raise awareness about gangsterism, drug addiction, etc.



Our Life Transfiguration Programme also includes life-skills training, Observation & Role Play, Self Reflection, Group Indoor & Outdoor Activities. These are conducted through mentoring Framework & occasional lecture & workshop.



CORPORATE PARTNERS

HUG strongly believes in a many helping hands approach because the subject of all our activity is our clients and the people whom we encounter in any and every platform.

Our individualized client care model ensures that the client receives only the best possible intervention / care. Collaboration with government agencies, other social service agencies, and non-profits, harnesses the best out of each unique entity for the welfare of the client.

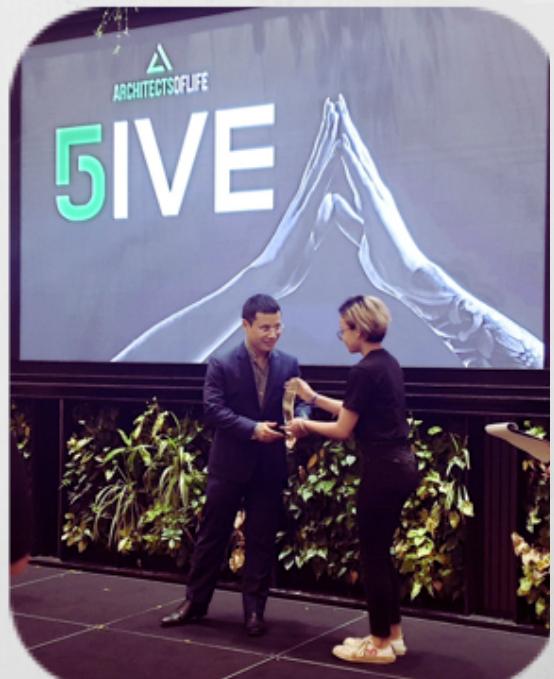


Our youth presenting the trophies to the Minister for Social & Family Development and Second Minister for National Development, Singapore, Mr. Desmond Lee.



Mr Glenn Lim the CEO of Architects of Life (AOL) shared the same belief with HUG Community, during their 5th Anniversary Celebrations, "Youth-at-risk deserve to have more different exposure and grow in experiences as well!"

Our youth enjoying the experience of serving as event facilitators and ushers.





Our Youths Put What They
Learned From Their Time
Journeying With Us By
Hosting A Booth To Promote
Mentorship For Youth-At-Risk
At The National Mentoring
Summit 2020 On 31st January
2020 Organised By The
Mentoring Alliance Singapore.

Photo taking session with the Guest-of-Honour, Senior Minister of State for Culture, Community & Youth, and Communications & Information, Ms Sim Ann.



FORMER-MINISTER,
MR.TEO SER
LUCK , GIVING
ENCOURAGEMENT TO OUR
YOUTH DURING THE
EVENT.

WE REACHED OUT
TO MORE THAN
250 PEOPLE



THE JOURNEY WITH RESIDENTS' COMMITTEE

Mask Distribution for
COVID19 -

Toa Payoh North RC Zone 1

4th Feb 2020 to 6th Feb 2020

WE'VE REACHED OUT
TO
**MORE THAN
200+
RESIDENCES**



WeCare Pack Distribution
with Senior Minister of State,
Mr Chee Hong Tat

Toa Payoh West RC Zone 7



COVID19

THE JOURNEY WITH PEOPLE'S ASSOCIATION

We envision BIG AND START SMALL.



BYOB Clean Hand
Sanitiser Collection
Exercise
**Toa Payoh West
Community Club**
23rd to 29th March 2020



WE'VE
ENGAGED
5K TO 6K
RESIDENCES



COMMUNITY OUTREACH SERVICES



WE'VE
REACHED
OUT TO
21 UNITS

LOVE FROM HUG PACK
@ Block 206 Ang Mo Kio Avenue 1



IMPACTED STATISTICS



45 unique visitors to Youth Hub

231 total clients counselled

33 families supported

24,901 community outreach participants

3,240 free meals distributed during ‘circuit breaker’ measures

156 volunteers donated 1,357 man hours

24,871 individuals outreached over 19 events of the year

COMMUNITY AWARENESS PROGRAMME

HUG Community Services Ltd. is an registered charity organisation with full membership in the National Council of Social Services (NCSS). HUG supports at-risk youths and their families. We bring healing and restoration through an individualized, client-centric JOURNEY replete with a suite of services that enables growth and transformation. Our social services range from counselling, mentoring and coaching, leadership and development, after-care of ex-offenders. We work closely with the Ministry of Social and Family Development (MSF); the People's Association (PA); the Singapore Police Force (SPF); and through the Yellow Ribbon Project, Singapore Prison Service (SPS). We also outreach to schools and other youth-centric venues to raise awareness about gangsterism, drug addiction, etc.



3d Drawing for illustration only

HUG's Youth Hub @ 200 is a safe and inclusive space for young people and residents of TPS. Opened from 10am to 6pm daily, we aspire to be a place of welcome and refuge for latch-key youth and all students who need a place to study and recreate under watchful supervision. We also aim to provide opportunities for shared encounters and interactions between different stakeholders in the community; one of these ways is through a community kitchen which we have customized for this purpose! Staff and volunteers are available to assist with the socio-emotional needs of students and other visitors as the needs arise. On a regular basis, we engage visitors through a myriad of activities such as games, music, and other exciting programmes and activities.