



Community Services Limited



2021 Annual Report

For The Financial Year: 31 December 2021



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About Us

HUG Community Services Limited (HCSL) is a non-profit Social Service Agency (SSA) in Singapore that was established in 2014.

HCSL is a full member of the National Council of Social Service (NCSS), and, a charity registered organization that bring healing, restoration, and support to at-risk youth and their families through individualized, client-centric intervention and after-care programmes with hope and care.



Recreation
Youth Hub



Counselling &
Mentorship



Community
Outreach



Rehabilitation &
Aftercare



Leadership &
Development



Debt Assistance
Program



Low & Pro-Bono
Legal Professional
Network



At-Risk Youth
Management

OUR VISION

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

OUR MISSION

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

OUR CORE VALUES

Compassion



We serve our beneficiaries with love, care and benevolence.

Empathy



We do our best to understand and share the feelings of another.

Sincerity



We believe in applying the quality of genuineness, respect and good faith.

Integrity



We strive to treat everyone with honesty & uprightness.

Accountability



We are focused on achieving our goals and task. We take responsibility for our words and actions to breed trust among individuals, teams and our partners.

Honour



We respect and honour everyone.

Prudence



We exercise good judgement with wisdom and cautiousness.

Chairman's Message

All of us have been going through a tough and challenging year since 2020 due to the horrifying COVID19 pandemic. The spread of the virus and mutated variants have resulted in locking down entire Singapore and other countries, severely affecting economic activities and everyone's livelihoods. The pandemic has indeed unprecedentedly paralyzed the nation as a whole. It is a year of anxiety, fear, adjustment, and adaptation. 2020 has undoubtedly been a tough year where we encountered many unthinkable challenges in time comes. Despite having this difficult period, HUG Community Services Limited (HCSL) will continue to do our best to serve and help the community and beneficiaries the best we can with all our hearts.

It seemed like only yesterday that HCSL was founded. And 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, primarily since volunteers have entirely operated HCSL since the 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 with a sense of purpose and bring back their dignity through our multiple programs, mentorship, pastoral care, and interventions journey. As things pick up steam, we have decided to recruit more volunteers and staff to manage the day-to-day operations of the youth hub, 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!

We expect to see more cases referring to us and more at-risk youth and families seeking help, financial aid, and requiring casework, mentorship, and counseling services. To address their worries and meet their needs, we must ensure that our programs and services remain relevant and valuable. Most importantly, we are also doing our best to increase our staffing and improve the organization's financial sustainability. This would only be possible if all of us work towards continually improving the lives of our beneficiaries.

To enhance the public's trust and encourage more donors to support our charity work, HCSL is committed to achieving Institutions of a Public Character (IPC) status so that we are enabled to issue tax deduction receipts to donors for qualifying donations made.

To address the roots of our majority beneficiaries' issues, I am pleased to announce that HCSL has decided and has successfully connected with Yellow Ribbon Singapore (YRSG) as our collaboration partner. We are honored and excited to start our partnership for the upcoming programs.

I want to express my deep appreciation to the team and volunteers for their commitment and good work. Not forgetting our collaboration partner, the Peoples' Association team from Toa Payoh West Community Club, for lending us office space while we wait for our new centre to be ready and giving us all the support during this challenging time. I am also very thankful to the adviser for Bishan-Toa Payoh GRC, the senior minister of state, Mr. Chee Hong Tat, our valuable members, volunteers, donors, and well-wishers for their support which saw us through another challenging year.

We look forward to working closely with you, even with the unpredictable challenges ahead.

Pastor Jeffrey Mak
Founder & Chairman

OUR LEADERSHIP TEAM

HUG Community Services Limited (HCSL) Governing Board / Management Committee

Founder

Chairman - **Mr. Jeffrey Mak** | Date of Appointment 13 October 2014

Businessman

The attendance of board meetings attended: 1/1

Co-Founder

Vice-Chairman - **Ms. Grace Yeo** | Date of Appointment: 3 March 2020

Businessman

The attendance of board meetings attended: 1/1

Honorary Treasurer - **Mr. Lee Wee Teck** | Date of Appointment: 3 June 2020

Businessman

The attendance of meetings attended: 1/1

Honorary Secretary - **Mr. Thia Tong Teck** | Date of Appointment: 3 June 2020

Businessman

The attendance of board meetings attended: 1/1

Honorary Advisor - **Rev Dr Tan Tang Mui, Emily** | Date of Appointment: 3 June 2020

Founder & Adviser of Sembawang Assembly of God

The attendance of board meetings attended: 1/1

Honorary Advisor - **Rev Tan Luan Keng** | Date of Appointment: 3 June 2020

Founder and Director of Morphos International Pte Ltd

The attendance of board meetings attended: 1/1

Honorary Legal Advisor - **Ms. Melissa Kor Wan Wen** | Date of Appointment: 20 October 2020

Associate Director of Optimus Chambers LLC

The attendance of board meetings attended: 1/1

The Board's decision and approval is required for the following matters:

- Corporate and service strategies and restructuring
- Matters involving conflict of interest for a Director
- Policies, standard operating procedures and manuals
- Annual budget and funding
- Annual report and accounts

Note: Due to the COVID-19 pandemic, the Board had one physical Board meeting. The annual general meeting was conducted virtually and important decisions which require Board approval were circulated in writing and conference phone call. The Board Committees meet at least one to three times a year.

Attendance is indicated as number of meetings attended over number of scheduled meetings for the term. As HCSL Board Directors may be appointed in different periods during the term, the number of scheduled meetings for each director's attendance may vary.

The Board members also participated in decision-making through other means (such as electronic communications and approving resolutions in writing).

All newly appointed Directors are briefed by the Vice-Chairman on the operations and strategic plans of the Organisation to enable the Directors to discharge their duties effectively. The induction includes:

HCSL General Organisation Informations

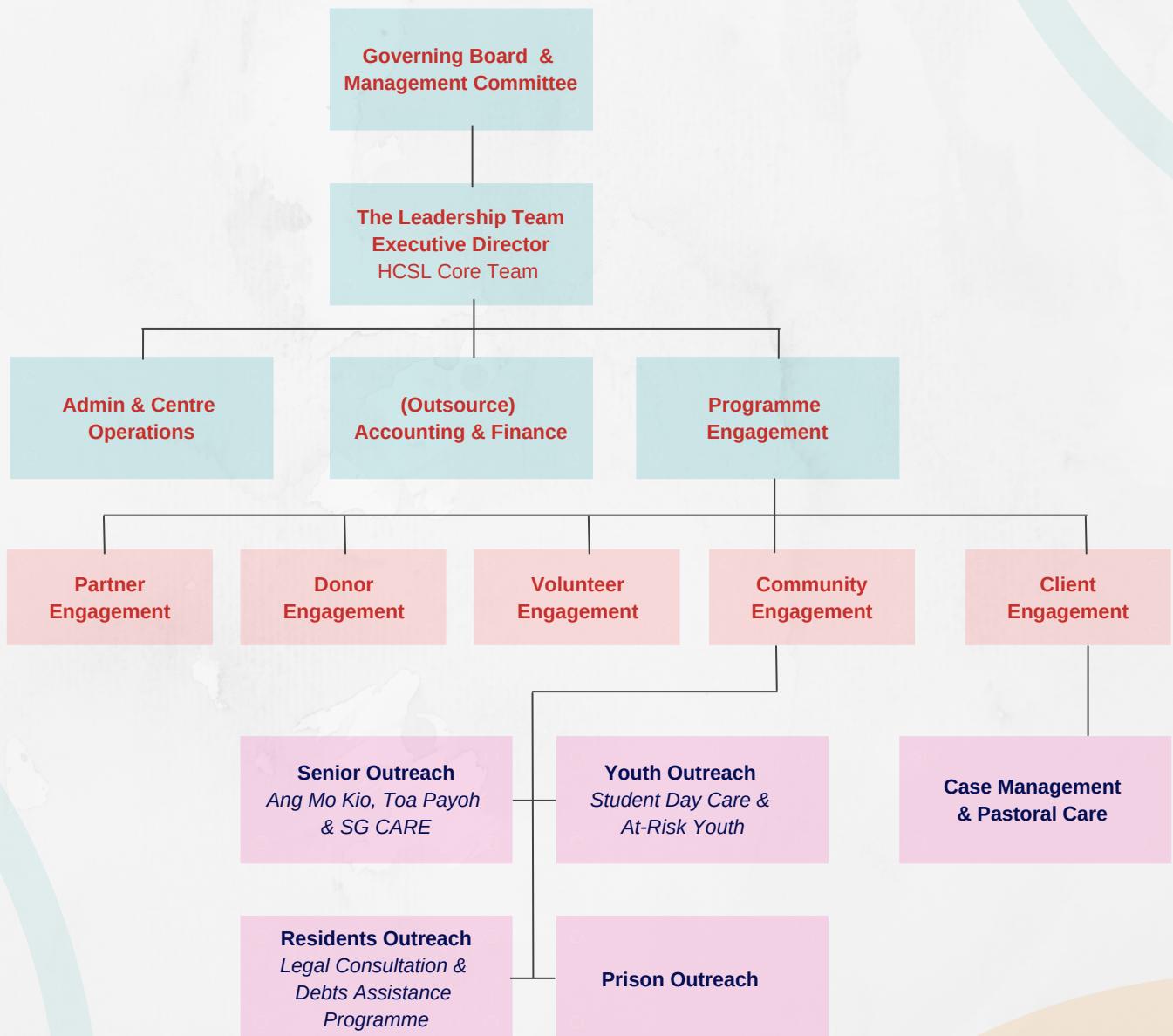
- HCSL Vision, Mission and Core Value
- HCSL History and Timeline
- Current operations and strategic plans
- Current approved budget
- Latest financial statement
- Annual reports & audit reports
- Governance and Legal Information

Laws and regulations governing

- Board policies & key financial, human resource, fraud and whistle-blowing policies
- Key Contacts
- Board of directors list
- Key staff list
- Board Responsibilities
- Board structure
- Board committees and roles
- Conflict of interest policy

The Directors are encouraged to attend training programs, seminars and workshops organised by professional bodies as and when necessary, to keep apprised of relevant new laws, regulations and changes in the charity landscape. The Organisation will, if necessary, organise briefing sessions or circulate memoranda to Directors to enable them to keep pace with these changes

Management & Operation Organization Structure



Overview of Charity

HUG Community Services Limited was registered under the Charity Act on 13 October 2014 as a charitable Social Service Agency.

Unique Entity Number (UEN):

201430532E

IPC Status: Since 26 March 2021

National Council of Social Service [NCSS] - Full Membership

Registered Addresses Office & Youth Centre Addresses:

200 Toa Payoh North #01-1033
Toa Payoh Spring, Singapore 310200

Outsource Auditor:

S B Tan Audit Pac
Public Accountants & Chartered Accountants, Singapore
118 Aljunied Ave 2 #06-104, Singapore 380118

Banker

Maybank Singapore Limited
101 Upper Cross Street, Singapore 058357
Account Number: 041-71080-651
Bank No./ Swift Code: 7302
Branch: 017

Social Media

Website: www.hug.sg
Facebook: www.facebook.com/hugsingapore
Instagram: @hugcomsg
Giving.sg: www.giving.sg/hug-community-services-ltd

Contact Details:

Operation Hotline: 1800-5925-216
General: enquiry@hug.org.sg
Donation: donation@hug.org.sg

Policy & Compliance

Disclosure

None of the Board members of the Society are remunerated.

The Board will continue to look out for new people with varying expertise and backgrounds who are suitable candidates to be office-bearers of the organization.

There is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the Society who has received remuneration exceeding \$50,000 during the financial year.

Code Of Governance Compliances

HUG Community Services Limited has complied with the guidelines of the Code of Governance Evaluation Checklist for an Institution of a Public Character (IPC). The full checklist is available at www.charities.gov.sg.

Reserve Policy

HUG Community Services Limited (HCSL) reserves comprise the unrestricted fund that is freely available for operation purposes and does not include restricted funds. HCSL adopts a prudent approach in determining the level of its reserves. Therefore, the amount of the reserves will be reviewed each year after the approval of the annual budget.

Conflict of Interest Policy

The Executive Committee puts in place a policy to ensure that all members of the Executive Committee, Sub-Committees, staff and volunteers (collectively refer to as "members") fulfil their obligations to act in the best interest of HUG Community Services Limited at all times. All members are required to declare any actual, potential and/or perceived conflicts of interest in accordance with the Policy and documented procedures. Executive Committee members are not allowed to vote nor participate in the decision-making on matters where they have actual, potential and /or perceived conflict of interest.

Finance Management & Internal Control

HUG Community Services Limited has both Procurement Standard Operating Procedure (SOP) and Finance SOP to be complied. The Finance SOP includes receipting, payment procedures and, control for delegation of authority and limits of approval. These SOPs are reviewed by the Finance Committee every year during audit.

PDPA Policy

The Personal Data Protection Act (PDPA) policy sets out the basis which HUG Community Services Limited may collect, use, disclose or otherwise process personal data of our prospective service users, service users, service users' authorised representative, donors, volunteers in accordance with the Personal Data Protection Act (PDPA). The policy applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

SUMMARY OF FINANCIAL PERFORMANCE

For more information on the charity's major financial transactions, please refer to our Audited Financial Statements.

Total income \$348,669

Total expenditure \$148,044

Breakdown of charity dollar (Total expense = \$148,044)

- Direct charitable expense \$109,526
- Indirect charitable expense \$38,518
 - Includes rental, utilities, printing and stationery, transport, telecommunications, IT expenses, professional fees
- **Surplus of \$203,458**

Total income \$351,502 minus direct expense \$109,526 minus indirect expense \$38,518

Due to HUG Community Services Limited started receiving donations from the corporate sector, donations increased by \$336,457 in the financial year 2021

Sources of income \$351,502

- Donations \$343,869
- Programme fees \$4,800
- Government funding \$2,785
- Bank rebates \$48

Major financial transactions

Premise Rental paid out \$12,966

Investment in security systems

CCTV Systems \$36,155

Recognition and temperate access system \$5,939

Security systems network cam \$2,074

Office set-up to sub-contractors and vendors (Renovation)

Glass works progressive billing \$12,100 (Total bill cost is \$43,372)

Office renovation \$9,015

Youth Hub set-up to sub-contractors \$16,701

NEA approved Covid19 disinfection equipment and solutions \$242

Manpower Salaries \$38,520

Meals for Beneficiaries and Volunteers \$1,561

Festive Community Outreach Events and Activities Expenses \$2,241

HIGHLIGHTS OF 2022



HUG Community Services Limited (HCSL) provides a range of programs and activities under three focuses - **Crime Prevention, Rehabilitation & Reintegration**. They are delivered by the dedicated. The newly set up Youth Hub is designed in a home-cozy feel concept which gives beneficiaries a warm welcome and sense of belonging.

HCSL believes through sharing of real lives stories can save lives and help people. We aim to create more positive & impactful Testimonies, to bring hope and encouragement to our next beneficiaries and their Families. HCSL is always grateful and proud to collaborate with our respectable government and corporate partners, thus we also provide various opportunities and services for beneficiaries with a 'one-stop station' concept to help them to find peace and sense of security. HCSL youth hub is certainly more a place for recreation and rehabilitation but also for the unheard In the community, to give emotional healing and restoration support.



*We Journey & Provide with our Beneficiaries with
Positive Experiences
Positive Relationships
Positive Environment*

THERE IS A TIME FOR EVERYTHING!



"Pets are humanizing. They remind us we have an obligation and responsibility to preserve and nurture and care for all life."

-James Cromwell, American Actor-

A TIME TO UNLOCK THE YOUTH POTENTIAL!



A TIME FOR WORKOUT



A TIME FOR GAMES AND FELLOWSHIP

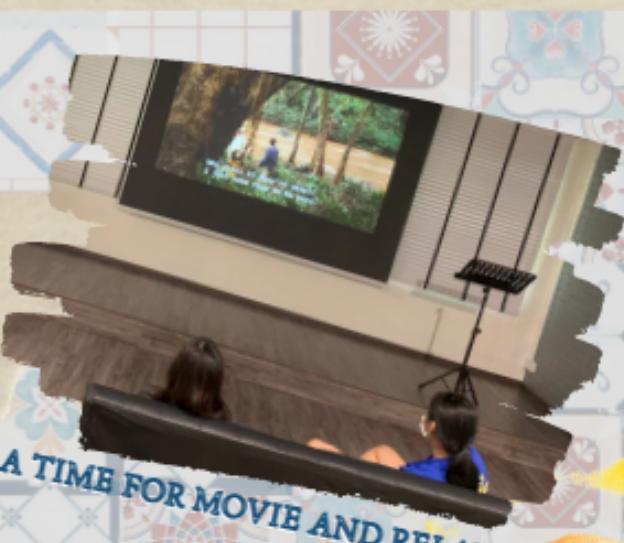


A TIME FOR COMMUNITY
WORK

Through the games, I noticed my greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time and practice more.

- Kent, Student of Guang Yang -

A place to find HOPE
A place to UNLOAD the past
A place to start your journey to Go
for your GOAL



A TIME FOR MOVIE AND RELAX

OUR FIRST CHRISTMAS SET UP IN OUR NEW HOME



Youth Hub

Soft Launch

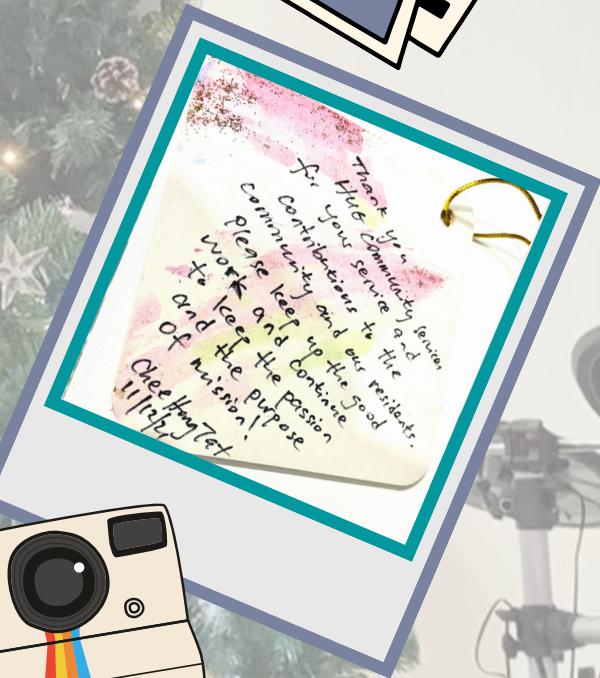
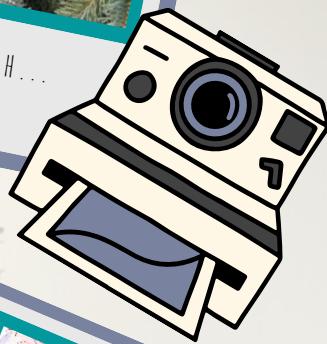
11 DECEMBER 2022

Special Guest of Honour

Mr Chee Hong Tat

Senior Minister of State

Adviser for Bishan - Toa Payoh GRC





**Our Volunteer Little Nonya
Facebook Live Host
interviewing the adviser
SMS Mr.Chee Hong Tat**



**Our youth beneficiaries get
a chance to interact with
SMS Mr.Chee Hong Tat
through pool game.**



The Awardees



*Appreciation Memento to
The Senior Minister of State,
Mr Chee Hong Tat
Adviser for Bishan Toa Payoh GRC & Grassroot Organisation*

Community Outstanding Award:
Hong Yan
Chan Jia Hui

Appreciation Memento to Board Members:
Mr. Lee Wee Teck
Rev Dr. Emily Tan Tang Hui

Appreciation Memento to Corporate Donors:
Mr Calvin Cheng
Hai Di Lao Holdings Pte Ltd
Chef Eric, InterContinental Singapore

Y E A R 2 0 2 2 P R O J E C T



孝為先

Filial Piety Before Others

The objective of this project is to nurture a whole and balanced person with a strong sense of traditional moral values as an Asian in Singapore. This program enhances good interpersonal relationships within families for both teenagers and young adults, one who will contribute to the well-being of the community and society.

We aim to reinforce the tangible and intangible heritage and Peranakan culture of Singapore. It prepares the next generation as responsible, active and aware citizens with a global perspective.

It is essential to help young parents see the vital needs in learning and understanding their child 'lingo' and practising 'love' and 'encouragement' than condemnation etc...

For youth to understand and learn moral values are the key to building good relationships with people. They can eliminate problems like dishonesty, cheating, violence, and jealousy, etc. It prevents them from committing the crime. Furthermore, they can get vanished if one attains good moral values. Moral values lead to sincerity among youth which is essential in the teenage age.

Coming Soon

In 2022

The "Five Constants" in Confucianism advocate the basic moral principles of life. "Benevolence, righteousness, courtesy, wisdom, and trust" run through the development of Chinese ethics and become the core factor in the Chinese value system.

儒家思想中的“五常”提倡做人的基本道德准则。“仁、义、礼、智、信”贯穿于中华伦理的发展中，成为華人价值体系中的最核心的因素。

仁

Benevolence - This is about building a community of kindness
以人为本，人性关怀

义

Righteousness - This is about being clear about your values and beliefs
公平正义，坚守原则

礼

Courtesy - This is about respecting parents and keeping traditions alive
恭敬尊重，礼仪文明

智

Wisdom - This is about learning from elders and carrying on their wisdom
崇尚知识，追求真理

信

Trustworthy - This is about fulfilling your duties and keeping promises
忠于职责，诚实守信



孝为先 Filial Piety Before Others



FUNDRAISING PROJECT



Meet our little plush friend, the HUG Community Services Fundraising Ambassador BABA LIONEL!

This 'Giving Back' fundraising program was organized and hosted by Hotel InterContinental Singapore. We want to express our appreciation to Chef Eric Neo (photo featured above) for reaching out to HUG Community Services to be the charity donation receiver.

Amount raised has not yet been concluded, as the sale of the Baba Lionel is currently ongoing. Hence, the total amount of this fundraising project will be added to the 2022 financial year account upon the completion of the sales of Baba Lionel in Hotel InterContinental Singapore.



Photo above is a screenshot from Hotel InterContinental Instagram story @interconsin. (Left to Right) Founder of HCS Jeff Mak, Co-Founder Ms Grace Yeo, SMS Mr Chee Hong Tat, General Manager of InterContinental Singapore Mr Andreas Kraemer



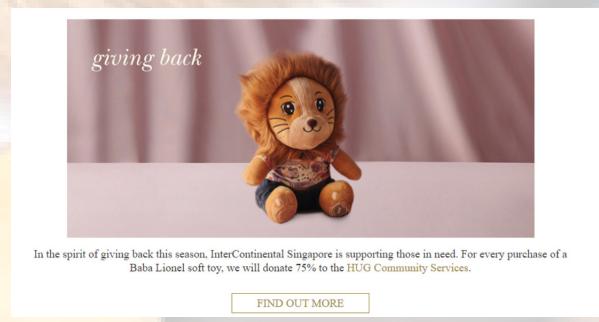
It was our honour to be invited to be part of the Christmas Light Up ceremony on 17 December 2021 evening. It was also an official launching day for the sale of Baba Lionel to the public. We were given an opportunity to give a brief introduction of what HUG Community Services (HCS) works and core services during that evening.

The core team of HCS together with the youth volunteers were also invited for Hi-Tea experiences at the Hotel Lobby Lounge. It was indeed an eye opening and new exposure for our youth.

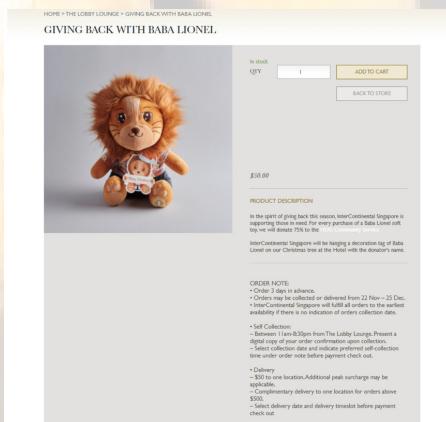




Photos were the screenshots from the Instagram Story from @Interconsin. More informations can be found on Hotel InterContinental Singapore website e-shop, Facebook or Instagram.



Featured on Hotel Website



Picture of Landing Page on hotel website e-Store



Picture of @InterConSin Instagram

Thank You!

TO OUR GENEROUS
DONORS & SPONSORS



Garena Online Pte Ltd

Mr Calvin Cheng

Hai Di Lao Holdings Pte Ltd

Ms Madeline Y L Loo

Kim San Leng Pte Ltd

Ms Tham Min Yew

S Bridge Partners Pte Ltd

Mr Hoon Kee Kiong

Nova5 Aviation Service Pte Ltd

Dr Insan Boy

Advan Singapore Pte Ltd

Mr Rikram Jit Singh

Syner-G Technologies Pte Ltd

Mr Vikram Singh

Youth Hub Antique Pool Table Donated by

the Former MP, Dr. Lily Neo

&

All Generous Donors From Giving.Sg

giving.sg
the city of good

HEARTFELT THANK YOU TO ALL OUR SUPPORTERS FOR YOUR GENEROSITY

AND PARTICIPATION AT OUR VARIOUS EVENTS & ACTIVITIES.

WE ARE GRATEFUL FOR THE GENEROSITY GIVEN TO US.

NO AMOUNT OF WORDS CAN EXPRESS OUR THANKFULNESS TO YOU.

OUR SINCERE APOLOGIES TO THE CORPORATE SUPPORTERS WHOSE LOGOS WE

MAY HAVE INADVERTENTLY LEFT OUT.



Testimonies

There is always a story behind every door...





Nathan

- Youth Hub Assistant Trainee -

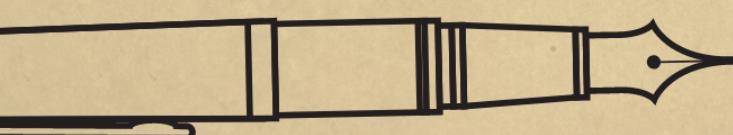
My journey began as a delinquent youth who was rough around the edges. Like every other youth, I had a season of malfeasance and committed crimes that not only hurt the people but their families as well.

Through this, crime was allied with HUG Community services (HCS). Through the process of mentorship and guidance from Ps Jeff and Ps Grace have learned that failures in our lives are events, not a person. It's important to keep our heads up and stay on the positive side, even when a situation arises where we don't feel very effective or successful.

How did I come to learn this?

From being on a case, volunteering and serving inside the prison I have learned to journey with people who have experienced this road before. Knowing how rough it can be I am willing to stick through thick and thin with them. There are many processes that are grueling yet satisfying and rich of fulfillment. It's only from going through it and experiencing the struggle first hand we learn the hardships and improve from them. After journeying with a variety of people I have come to understand this and its that all of us make mistakes in our lives. This is where the team of HCS does a splendid work in helping people get back on their feet to know what it means to truly find peace and happiness. They understand that there's more than what meets the eye and a second chance is truly deserving.

Thanks to Ps Jeff and Ps Grace, I now have a worthy goal to aim for which is being a competent youth worker. That success is not shown in the results but in the journey to achieve it. As long as we're working towards something we want to bring out in ourselves, it portrays in business, career and life. One thing i am sure about is that HCS transfigured my life in many ways and I would like to continue i work with them to help prosper HCS vision and mission.



'BEAUTY FROM ASHES' - A MOTHER'S HOPE FOR A WAYWARD SON

Every parent wants the best for their children and will make sacrifices to see their children grow up to have a healthy, happy, respectful, respected by others, and able to find their place in the world as well-behaved adults. Just like any other parents, I am no exception. Nobody wants to be accused of raising a son who broke the law. Nathan, my son is 24 years old, is serving in the prison for six months for scamming. My goal to see beauty in my son seems miles away from the current predicament. Instead, I see ashes. What are ashes? Ashes, I believe, are the wounded parts of our lives. Everybody has wounds; everybody has ashes- and all kinds of them. I think the hardest wounds are the ones that my son wounded himself with when he had done stupid things.

THE BEGINNING OF GOING ASTRAY

Nathan, a reserved and tender-hearted boy, who got along amicably with family, school and church friends, also well-liked by school teachers. In term of academic, he never excelled or showed keenness in bookish studies. The years of mounting pressure on my son and personal coaching in his studies just managed to get promotion to the next level. This had estranged our relationship to some extends. Like any typical mother, the greatest concern is to make sure that our child attained academic success. However, I failed to understand my son's bench- his natural strength and gifting, besides passing exams. He did decently well in the Indian school until he moved back to Singapore.

As a returning Singaporean overseas, Nathan struggled in coping with the Singapore high standard of education. Along with the cross-cultural adjustments of environment, friends, food, studies and language took a great toll on him. After two years of coping with the Singapore life and stressful educational standard, he failed miserably in the N level, and sent to ITE for the course which he had least interest. At this stage, he was cushioned with refined friends in school and church, until he joined ITE. This was the beginning of his exposure to friends from different backgrounds and bad habits. Dealing with low self-esteem and discouragement, he started with smoking with friends to get acceptance. He slipped into depression which required medical assistance, subsequently things took a bad turn when he left ITE and joined a private school to pursue his diploma.

Due to frustrations, lack of direction and low confidence, he actually gave up on life despite of strong family and church support. Being brought up by a strict mother, he wanted the freedom to explore life on his own. The entry to the private school was the beginning of his downhill of wayward life to no return. He met with a class friend who was involved in scamming business. In the temporary moments of temptation of fast cash to indulge in "fun", he succumbed into the criminal business. Seeing my son drifting from a refined, well-mannered and sober child into a bizarre, irrational and irresponsible person was heart breaking and depressing.

Watching him hanging out with the questionable friends, involving in questionable activities, staying late nights outside and away from home for days and weeks were agonizingly painful. The two years of efforts to warn him of the consequences of breaking the law, the fear of the unbecoming, the helplessness and anxiety every night of not seeing him home, and the loss of sleep to the worries of losing my son, were experiences that I hope that no mother should go through. My worst fear was realized when the police officers came home to take him. His life had to hit rock bottom before he began to turn around. The two years of police investigation and monthly reporting to the police station as his bailer, were draining for both of us. The case came to a closure in June 2021 and he started serving his reduced sentence to 6 months.

THE BEGINNING OF BEAUTY FROM ASHES

It is indeed true to say that 'it takes a village to raise a child'. In shaping a young's life and reforming them from delinquency, it requires not just the family's efforts but also the communities.

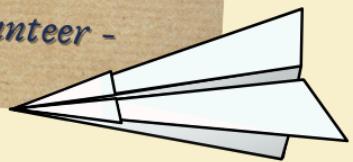
In my five years of restoring journey with Nathan, I realized that it was very easy to write him off as 'ashes' and give up on him. As a mother, it is the unconditional love, faith in God and a positive belief in what he would become, rather than what he is now that really matters. Inside every child who makes mistakes, is longing to be pardoned and accepted and given a second chance. I guess everybody deserves a second chance in life.

I am grateful to HUG Community which came along side with me to work through the healing and reformation journey with my son. His two years of attachment with the HUG Community helped him to get back his self-confidence, he began to understand himself, identify and build up his potentials by serving the community, grew in his leadership qualities and sense of purpose. This journey of brokenness has established his sense of purpose in life- to be trained in counselling and use his own personal experiences to reach out to the delinquent youths. The highest accolade is from the judge on the day of his sentencing, "Nathan, looking at the counselling report and your NS report, you have an optimistic future...." All the sacrifices, patience, tears, pains and relentless efforts have paid off to see Nathan coming out with a new life and purpose- TO MAKE BEAUTY FROM ASHES, TO REACH OUT TO THE BROKEN YOUTHS. Indeed, hope never fails...



Lawrence Koh

- Youth Volunteer -



Previously a "lost soul" who didn't like studying. I got myself into trouble in school and legal-related too. I had no sense of direction at all, regardless of whether it was about life, studies or even a future career. Every day I lived blindly and meaninglessly.

All this had put a stop after I met HUG Community Services Ltd (HCSL). I found my passion, purpose and sense of belonging in my life that I am no longer feeling insecure.

Both the Founder (P.Jeff) and the Co-Founder (P.Grace) were excellent mentors. They are passionate, hardworking and sincere in everything they do and especially for the youths. They significantly impact me to start serving in the community, especially in reaching out to at-risk youth.

Therefore, I started as a regular volunteer. And it was becoming a "Youth Leader" helping youth like the "young me" (youths-at risk) on a later part. Journeying with the child and families through the cases it's never an easy task, and it is definitely more than just a task.

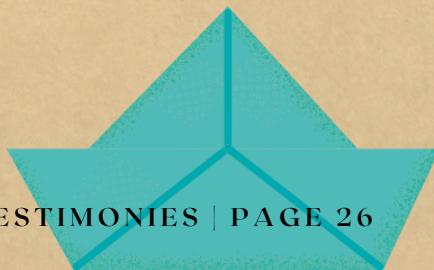
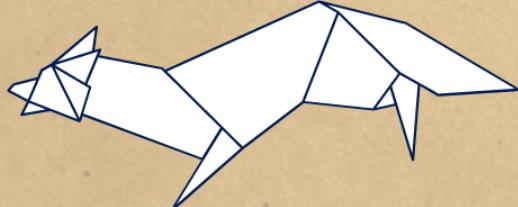
HCSL has completely transfigured my life, and they taught me that working in the social services sector isn't just about work. It is about journeying with another person's life. Either we don't start at all, or we put in 101% of the effort to give our best. So at the end of the day, no matter what outcome the cases are, I can answer to my heart when my right-hand touches on my heart.

The Team gave me hope for my future, helped me to unload my past, and encouraged me to go for the Goals that I have set for myself, just as what the HCSL slogan state.

Words cannot describe how blessed am I to be part of HCSL. It was a beautiful and memorable experience and relationship building with the Team. They are not just a team to me; throughout the years serving the community, I am ready rooted, and they are family to me. HCSL is as good as my home.



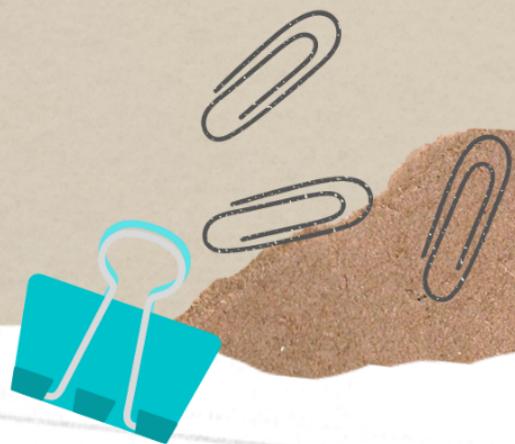
Lawrence Koh





Javier Lim

Currently Serving National Service



I CAME TO KNOW HUG AND MET P.JEFF 4 YEARS AGO. IN 2018, WHEN I WAS TROUBLED BY MY CASE. HE ALWAYS MADE HIMSELF AVAILABLE TO JOURNEY WITH ME. HE EVEN FOLLOWED ME TO THE CANTONMENT TO HEAR ABOUT THE RESULT OF THE OUTCOME, WHICH I FELT PRETTY TOUCHED BACK THEN. I ONLY KNEW HIM FOR ONLY A SHORT PERIOD BUT SEEMED TO HAVE A FEEL OF KNOWING HIM FOR A LONG TIME. THAT IS WHY I HAD CHOSEN TO REMAIN AND CONTINUE TO VOLUNTEER FOR THE HUG COMMUNITY.

WHAT INSPIRED ME TO KEEP COMING TO HUG IS THAT I SEE P.JEFF AND P.GRACE EFFORT PUT INTO HUG TO FULFILLED THE VISION SINCE DAY ONE THEY FOUNDED HUG AND NEVER GIVE UP REGARDLESS WHAT CHALLENGES THEY FACED, THEIR STRONG DETERMINATION TO HELP YOUTH, YOUNG ADULTS AND EDUCATE MORE PARENTS ON HOW THEY SHOULD APPROACH THEIR OFFSPRINGS AND THE UNDERSTANDING OF LANGUAGES AND LINGO KEEPS ME MOTIVATED.

JAVIER LIM
-YOUTH VOLUNTEER-

最近一名20岁过来人签约海军，麦锦鸿到毕业礼为他戴上海军帽。（受访者提供）

Ops in Isolation, but Never Alone

#MSTFSTRONG

HUG
COMMUNITY SERVICES

一周增添7个案 少年辅导需求大

青少年辅导需求大，最近一周七个新个案一起来，拥抱社区服务正积极到组屋区找新据点。

拥抱社区服务成立五年，专门辅导涉及各类法庭案件的边缘青少年，创办人麦锦鸿参与辅导工作九年，也连续九年每周三带青少年到租赁组屋为独居老人免费打扫，中心也设篮球场、音乐小组让青少年疏导精力、发挥才华。

他透露，几乎每个月都有新的边缘青少年和法庭案件，上个月甚至一周内来七个新个案。

区，目前正寻找新据点。

被许多青少年视为“父亲”的麦锦鸿说：“我们要领导下一代，每个人都会犯错，只要给青少年机会，他们也将成为帮助别人的人。我们也努力帮助他们与家人和好，让破镜重圆。”

他欣慰说，最近一名20岁过来人签约海军，他到毕业礼为对方戴上海军帽，青年也答应戒烟，为新来的涉案青少年当导师。

有意当义工或...
热线62532004 (1)

...，可拨
班时

Yoong Wen Qing
- Youth Volunteer -
Regular in Republic of Singapore Navy

My name is WenQing, 20 this year. Back in 2017, 3rd January. I committed the dumbest and shameful act that made me think how immature I could be. Chapter 38, Section 7(A) and in conjunction with Chapter 224, Section 37GA(1)(B).

I came to know HUG Community Service through my father. Initially, I did not want anyone to learn and also to some sort of interfere. But I willingly walked through with HUG as I knew this could help lighten my sentence, which I didn't realise how serious the offences I got myself in. My case mentor told me to follow strict rules and regulations that I'm not used to, and my Wednesday night has been taken up for community work at Ang Mo Kio Ave 1. My journey wasn't that easy as I was still immature then. All my mind could think of was to go out and enjoy till late at night, and at times we still have to obey the rules of being back home by 2200HRS. I'm glad that my case mentor was a kind lady. She taught me how important it is to bond the family. During community service, she will talk to me and advise me on how to have conversations going home and what to do to have a "so-called" peace at home, as a very sporty person in the HUG community compared to the other youth. I'm always looking forward to sports events like Frisbee and Amazing Race. I will always be looking forward to meeting new friends!

Since then, I have been with HUG from 3rd January till 23rd September 2019 and still counting. From a secondary school boy taking my N'level to a Regular in a Republic of Singapore Navy. I'm delighted to journey through together with other youth and give them the love and brotherhood they have been missing out on or been hoping to receive. Come to think that I've been journeying with HUG for a very long period, and I could hear people say that there are changes about me, from a very immature kid who always wants to play and fool around to someone more regimental and slightly disciplined. HUG The community have guided me and influenced me to become a better person, and I'm grateful for every one of them.

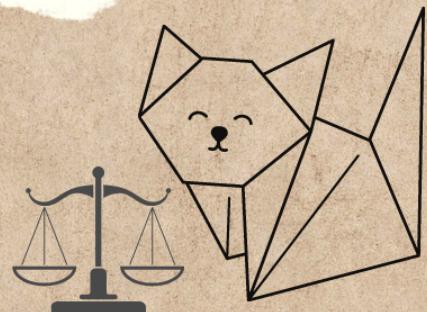
Yoong Wen Qing
- Youth Volunteer -





Melissa Kor

Board Member, Legal Adviser



It is an honour to be involved with the HUG Community. Having interacted with the youth participating in the program, I am humbled by their vitality, maturity, and their aspirations for the future. Their presence day after day is testimony to their strength and verve. It is often said that every small step in the right direction counts ; my journey with the youth is one of discovery and hope.

I paraphrase from Jeong Hyeonjong, a Korean poet, whose poem, The Visitor, recognises that a person entering one's life is a very great thing; he brings with him his past, present and future. Significantly, he also brings with him a heart that has been broken before, and can therefore break easily - a heart whose only the winds can trace. Jeong Hyeonjong goes on to write that '[i]f my heart could mimic that wind/it could become a welcome place.'

The youths who entered my life, and whose lives I have been privileged to enter, have changed me. Just like the wind, their stories of losses, pain and rejection have found their way steadily and unerringly into my heart. However, unlike the wind, their dreams and vision for themselves and their loved ones stand them out like bright, unfading lights. Just as what they have become to me, I wish to become both the wind and light to them - to understand and accept each of them as they come, and to journey with them into the future.





Hong Yan

Volunteer Community Leader
Senior Division

Volunteering for the senior befriending activities has been truly enriching for me. Through volunteering, I got to know good friends and skills that can be applied to my daily life. For us, each visit could be casual chats or doing easy things like reading letters, changing of light bulb etc. But the seniors will have someone to speak to and seek help when they need it.

Volunteering with HUG Community Services started in mid-2018 when HUG took over the senior befriending activities for the block. From the beginning, I was touched by the leadership's efforts in getting to know the seniors and the considerations behind the activities planned. HUG's willingness to go an extra mile for the elderly's well-being was evident when they collaborated with several organizations to ensure that a grandma with mild dementia has adequate care, allowing her to continue stay at home.

Over time, I got to learn more about HUG's vision and youth program. I am amazed at the organisation's passion in engaging with the at-risk youths, providing the guidance and exposure required. When volunteering with the kids, I observed that though they may be inexperienced in many ways, but they are willing to help where they can. It is heartwarming to see their attempts to communicate with the seniors, even with a language barrier.

The COVID-19 pandemic has changed lives; I am hopeful that the situation will continue to improve, the seniors can regain their lifestyle and not have to live in fear. As HUG grows, I look forward to more individuals joining us to form a stable volunteer community and reach out to more seniors who need a friend.





- VOLUNTEER -
FOR SENIOR DIVISION



Chan Jia Hui Social Worker

It has been a very rewarding and heartwarming journey to be able to befriend seniors from Ang Mo Kio, alongside youths under HUG Community Services. Everyone has their own story to tell and it is my privilege to be able to hear theirs, both the seniors and the youths. Through their stories, I learnt to respect and appreciate individuals for who they are and for what I have.

In the upcoming years, I hope that the seniors that we serve will continue to be in good physical and emotional health and to be meaningfully engaged. As a community, I hope that we will be able to come together and contribute in whatever ways we can because:

"ALONE WE CAN DO SO LITTLE, TOGETHER WE CAN DO SO MUCH"

- HELEN KELLER.



I always had a passion for helping youths due to numerous encounters with volunteers in this line of work. I initially joined HUG Community because of a close friend of mine. He introduced me to the HUG Community, and I met P.Jeff, P.Grace, And TEAM Overall, it was an eventful experience filled with heart-warming moments. Through the mentorship guidance provided by them, I learned many valuable insights not only in dealing with youth at risk but also in other generalized aspects as well. Though my close friend is temporary not with us, I still share a portion of the passion and vision of HUG Community hence the continuous aid to the youths

It is certainly filled with eye-opening and heart-warming moments. Initially, I definitely faced more than I expected and chewed more than I could bite. I never knew the amount of patience required to deal with youths, to build a bond and relationship, placing yourself in the position where they would seek advice and guidance from. Even now, I still have many areas of improvement, and I hope that under the guidance of members of HUG Community I will continue to be part of many youths' journey. In addition, through volunteering with HUG community I learnt not everyone is blessed with the right teachers and role models.

Many of us only look at this (ministry? industry?) at surface level. We see the front-facing volunteers and the youth. We overlook how difficult it is to plan for the program and the possible consequence of it being unsuccessful. I feel the ministry ultimately lacks individuals with the right skills sets which can be overcome by partnering with tertiary educational institutes and providing opportunities for students to volunteer. Through my experience, my friends were more than willing to volunteer alongside me when required, and I believe it's the same for the rest of the student body when presented with the opportunity. An increase of exposure can lead to the development of passion within volunteers which may last a lifetime. Hopefully creating a ripple effect to guide the future leaders of tomorrow, the youths.

Jowett Chng

Student of
Singapore Management University



Youth Volunteer

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Commissioner for Oaths • Notary Public



GOVERNANCE EVALUATION CHECKLISTS



Governance

Evaluation Checklist

S/N	Description	Code ID	Response
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied
	Are there governing board members holding staff1 appointments? (skip items 2 and 3 if "No")		No
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5	
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied
5	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied
6	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied

Conflict of Interest

S/N	Description	Code ID	Response
7	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
8	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied

Human Resource and Volunteer Management

9	The Board approves documented human resource policies for staff.	5.1	Complied
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Financial Management and Internal Controls

10	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied
11	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied
12	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
13	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 14 if "No")		No
14	The charity has a documented investment policy approved by the Board.	6.4.3	

Fundraising Practices

	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 15 if "No")		Yes
15	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
	Did the charity receive donations in kind during the financial year? (skip item 16 if "No")		Yes
16	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied

Disclosure and Transparency

17	The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied
	Are governing board members remunerated for their services to the Board? (skip items 18 and 19 if "No")		No
18	No governing board member is involved in setting his own remuneration.	2.2	
19	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated.	8.3	
	Does the charity employ paid staff? (skip items 20 and 21 if "No")		Yes
20	No staff is involved in setting his own remuneration.	2.2	Complied

21	<p>The charity discloses in its annual report —</p> <p>(a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and</p> <p>(b) whether any of the 3 highest paid staff also serves as a governing board member of the charity.</p> <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p>OR</p> <p>The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.</p>	8.4	Complied
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"Notes:

1. Staff: Paid or unpaid individual who is involved in the day to day operations of the charity,
e.g. an Executive Director or administrative personnel.
2. Volunteer: A person who willingly serves the charity without expectation of any remuneration."

Declaration

I declare that my charity's / IPC's governing Board has approved this Governance Evaluation Checklist and authorised me to submit on its behalf.

All information given by me in this checklist submission is true to the best of my knowledge and I have not wilfully suppressed any material fact.

The full responsibility for providing accurate and updated checklist information will rest with my charity's / IPC's governing Board.