

ANNUAL

REPORT



2020

LEADING
SERVICES

COMMUNITY



1. ABOUT US	PAGE 2
2. WELCOME MESSAGE FROM THE CHAIRMAN	PAGE 3
3. ORGANIZATION OVERVIEW	PAGE 4
4. THE HIGHLIGHTS OF THE YEAR	PAGE 6
5. IMPACT STATISTICS	PAGE 14
6. HUG COMMUNITY AWARENESS PROGRAMME	PAGE 15
7. CORPORATE INFORMATION	PAGE 17



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 2014	Founder and Director of Morphos International Pte Ltd
Ms. Kor Wan Wen Melissa 2020	Legal Advisor Since 20 October 2020	Associate Director of Optimus Chambers LLC

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 - 9

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

以前吸毒火爆混阿隆 今帮派口罩分午餐

温伟中 报道
woonwee@nph.com.sg

3岁仔变义工 天天忙助防疫

一个曾面临大罪关连
或毒品场所，一个曾是火爆
混子，另一个曾是阿隆混
帮派。三名边缘青少年如今
在社工引导下学火事生，积
极投入社区防疫。三个月来
几乎天天义工12小时，分
派口罩和消毒洗手液，协助
公众申请短期援助基金，也
定期上门为70户独居老人
分午餐。

过去三个月来，雅
抱社区服务创办人麦锦鸿
（63岁）和副主席杨慧慧
（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
班，协助各种义工工作。
其中八名轮值义工的青
少年都有法庭案件在身。

成立六年的雅抱社区
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的关怀网络最初有
600名青少年，正准备在
大巴窑第200座设置青
少年中心，估计第三季启
用。

记者采访时发现，其
中三名青少年几乎每天
“朝九晚九”12小时驻
守，包括两年前因吸毒大
罪被判入狱半年的庄锦
辉（23岁），曾因阿隆混
帮派而差点被枪杀的梅
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2月1日起每户人家
四个口罩时，人民协会邀
请HUG青少年帮忙，他
们



最近几天每天大巴窑西民众俱乐部义工，庄锦辉（左二）、梅宗义（左三）、苏文龙（左四）和杨慧慧（右二）、麦锦鸿（右三）等义工，协助居民申请口罩、分发消毒洗手液。

马上动员几位年轻人帮
助基金，也在用希腊假期
间的每周二和周三。这午
餐计划是20座屋里的70名
独居老人。
他们的敬老精神和用
心付出，许多居民都感受
到了。据杨慧慧说，好些
安插和安哥都亲口感谢。
还有人制作手工风车，亲
自来家道谢。

杨慧慧说，因为许
多工作都需要人手，HUG
会出动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
助基金。

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288

16 comments 25 shares

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Most relevant



Write a comment...



Facebook article posted by
Mr.Chee Hong Tat on
9th May 2020.



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.





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



Our Youths Put What They Learnt 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.



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

WE REACHED OUT TO MORE THEN 250 PEOPLE



C O V I D 1 9

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 THEN
200+
RESIDENCES**

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

Toa Payoh West RC Zone 7



C O V I D 1 9

THE JOURNEY WITH PEOPLE'S ASSOCIATION

WE ENVISION BIG AND START SMALL.



BYOBClean Hand
Sanitiser Collection
Exercise

Toa Payoh West
Community Club

23rd to 29th March 2020



WE'VE
ENGAGED
5K TO 6K
RESIDENCES



COMMUNITY OUTREACH SERVICES



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



IMPACT 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

PROGRAMME & SERVICES



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

Our Youth Hub is a safe and inclusive space for young people and residents of Toa Payoh Spring. 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.

EVENTS AND COMMUNITY PARTICIPATION

National Mentoring Summit 2020

31/01/2020

Mentoring Alliance Singapore Limited;

People's Association @Toa Payoh West CC

WeCare Pack Distribution [COVID19]

28/6/2020, 4/7/20, 15/8/2020 @Toa Payoh RC Zone 7

Disposable Face Mask Distribution [COVID19]

4/2/2020 to 6/2/2020

WeCare Pack Distribution

@ Blk 206 Ang Mo Kio [COVID19] 01/07/2020

HUG Community Services Limited

People's Association @Toa Payoh West CC

#BYOB Hand Sanitiser Distribution [COVID19]

23/3/2020 to 30/3/2020

NDP Fun Pack Distribution

21/7/2020 to 2/8/2020

People's Association @Toa Payoh West CC

People's Association @Toa Payoh West CC

Temporary Relief Fund (TRF) [COVID19]

3/4/2020 to 30/4/2020

NDP Care Pack Distribution [COVID19]

08/08/2020

Toa Payoh North RC Zone 1 & 2

People's Association @Toa Payoh West CC

Reusable Face Mask Distribution [COVID19]

6/4/2020 to 12/4/2020

WeCare Pack Packing [COVID19]

14/8/2020

Toa Payoh East RC Zone 7

People's Association @Toa Payoh West CC

Share a meal @ 128 Lor 2 Toa Payoh [COVID19]

19/4/20, 20/4/20, 22/4/20, 27/4/20, 29/4/20, 26/6/20

Refurbishing of Toa Payoh North Zone 1 RC

29/8/2020 to 30/8/2020

HUG Community Services Limited

People's Association @Toa Payoh West CC

Phase 2 Mask Collection Exercise [COVID19]

26/5/2020 to 1/6/2020

Fruits Packing & Distribution

29/9/2020

Collaboration with RoundBox

by Singapore Children Society

Fruits Hamper Distribution for Christmas

23/12/2020

HUG Community Services Limited



C O R P O R A T E I N F O R M A T I O N

ENTITIES

HUG COMMUNITY SERVICES LIMITED

Charity register number & UEN 201430532E

Full Membership of National Council Social Service (NCSS)
Since 13 October 2014

REGISTERED OFFICE ADDRESS

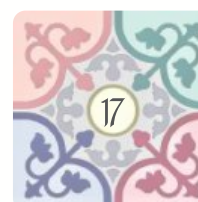
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Account No: 041-71080-651
Bank No./ Swift Code: 7302
Branch: 017

AUDITOR

S B Tan Audit Pac
118 Aljunied Ave 2 #06-104
Singapore 380118



WE COLLABORATE WITH



COLLABORATION



OUR DONORS & SPONSORS

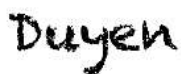
Heartfelt THANK YOU to all our supporters for your generosity and participation at our various events & activities.

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.

Thank you





Thank You!