

ANNUAL

REPORT



2020

COMMUNITY SERVICES

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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 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

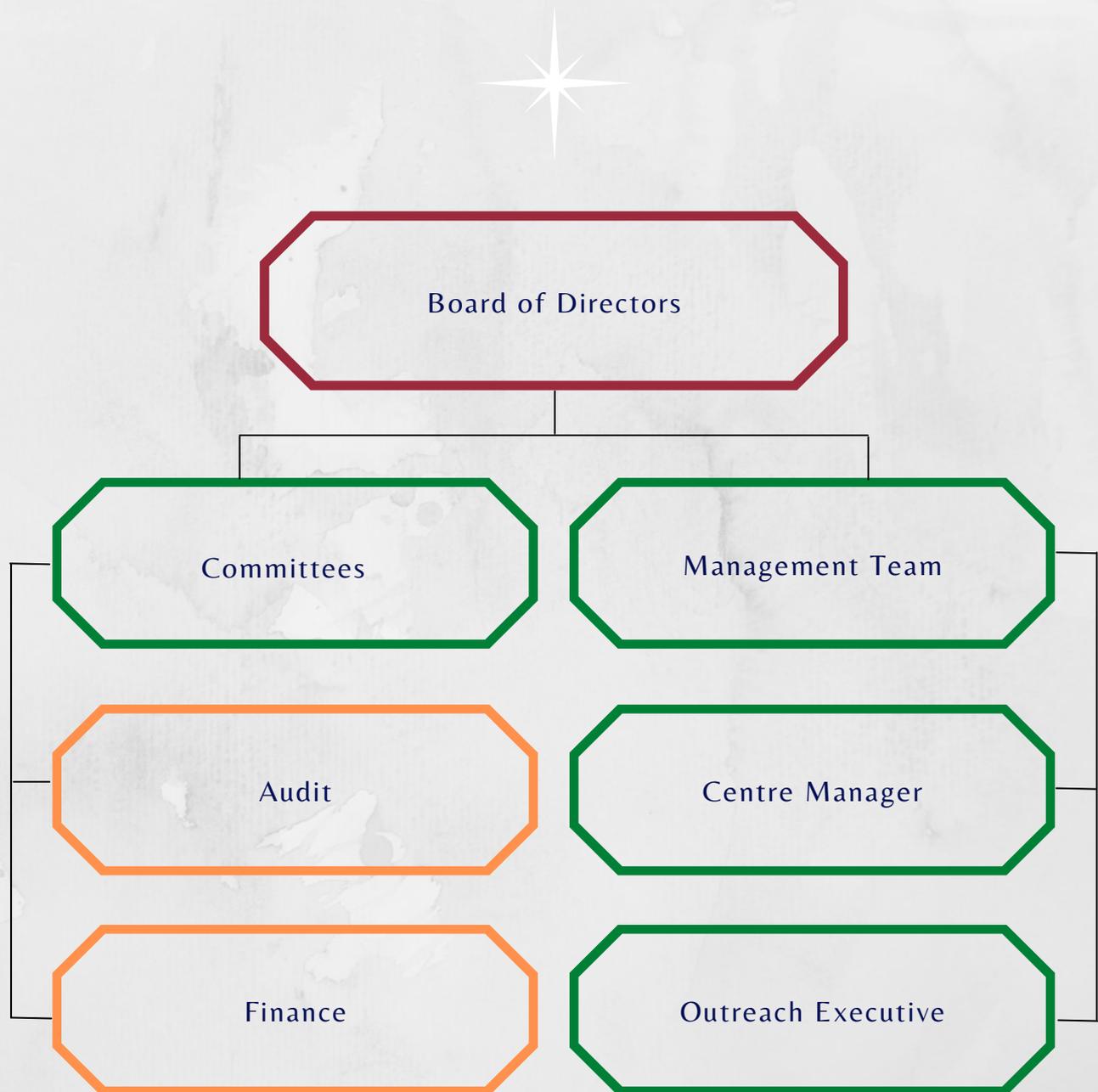
EXECUTIVE MANAGEMENT TEAM

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



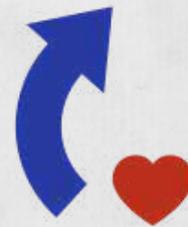
Chee Hong Tat 徐芳达 is in Singapore.

9 May · 🌐

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
woonwj@nph.com.sg

3岁仔变义工 天天忙助防疫

一个曾因吸毒火拼火拼或毒品场所，一个曾因火拼火拼。另一个曾因阿窿混阿窿。三名边缘青少年如今在社工引导下学火拼。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。协助义工申请短期援助基金。也定期上门为70户独居老人分午餐。

过去的三个月来，雅怡社区服务创办人麦锡鸿（53岁）和副主席杨慧慧（29岁，辅导员）发动23名青少年服务社区。在大巴窰西民众俱乐部日轮班。协助各种义工工作。其中八名轮班义工的青少年都有法庭案件在身。

成立六年的雅怡社区服务（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的关怀网络包括约600名青少年。正筹备在大巴窰北第200座建立边缘青少年中心，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小时轮班。包括两年前因吸毒火拼火拼改过半年的庄伟强（23岁）、曾因阿窿混阿窿而差点被枪杀的梅家文（21岁）和曾经脾气火爆的苏文龙（29岁）。

麦锡鸿说，当政府决定从2月1日起送每户人家四个口罩时，人民协会邀请HUG负责青少年轮班。他



最近几天每天大巴窰西民众俱乐部都有义工在派口罩和分发午餐。图中是HUG义工和义工家属合影。

马上动员几位年轻人帮忙。他说，HUG的导师团队从旁观察，发现青少年从服务过程中学习到纪律、临场应变和以礼待人。虽然每天轮三班，他们和几乎天天朝九晚九服务。“有的居民因为口罩不合，坚持要找，态度地地逼人，这些年轻人都能放下自我，设身处地聆听、耐心应对，让我感到佩服。”

杨慧慧透露，因为许多工作都需要人手，HUG会派义工约20名青少年分发消毒洗手液、写重注口罩。协助居民申请短期援助基金。也在用服务期间每周日和周三。送午餐给附近20座独居的70名独居老人。

梅家文说，他以前混阿窿，现在每天轮三班，他们和几乎天天朝九晚九服务。“有的居民因为口罩不合，坚持要找，态度地地逼人，这些年轻人都能放下自我，设身处地聆听、耐心应对，让我感到佩服。”



徐芳达送上防疫小礼包感谢义工奉献，令大家都很开心。（受访者提供）

面对发展公众，火爆青年在学会将心比心：懂得体谅义工立场和难处。苏文龙受访时透露，因成长环境造成脾气不好，冲突时往往“动口又动手”，但也受到热心助人的母亲影响，从小爱帮助人。

最近每天从早到晚当义工，面对各种不同的挑战，让他学习很多。“有些居民会骂骂咧咧地责问，过去的我可能会翻脸请甚至打架，但我学到将心比心，尝试体会对方的处境，整个情况就会缓和。”

两个月下来，原本从事外汇交易的梅家文，正认真考虑转行当青少年社工。梅家文（21岁，理工学院毕业生）三年前因参与诈骗团伙的帮派在一起，被警方拘留留问，被控非法放贷，最后受24个月缓刑监视。他说，感恩接触HUG，在辅导员指导下学习，并完成课程。如今投身全职义工，积极协助社区防疫，感觉服务他人比“在牢房里享受”更有意义。他立志追随社工行业的脚步，希望未来也能当青少年导师。

戒毒当义工 阿嬷最开心

回头浪子进戒毒改造所半年时，85岁阿嬷每天在家哭。如今他当义工，阿嬷很开心。

4月20日，人排在雅怡社区服务的义工Ryan在训练员的真诚服务，引来好市民留言称赞他态度有礼。还有人打气说“知错能改也是一多好运”。

庄伟强受访时透露，年少时因毒品混社会，两年前因吸毒火拼被捕，并关入戒毒改造所半年。当时HUG辅导员

陪伴他度过流程程序，他获释后就去做义工，体验帮助人为快乐之本。他半年前由义工上辅导培训课，准备当全职青少年社工。

288 likes 16 comments 25 shares

Like Comment Share

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.



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



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.

WE REACHED OUT TO MORE THAN 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

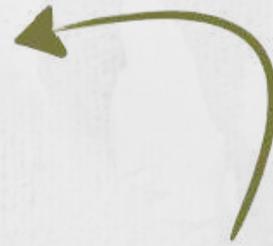
Toa Payoh West RC Zone 7



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



ONE METER
AWAY
KEEPS
DOCTOR
AWAY



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



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;

Disposable Face Mask Distribution [COVID19]
4/2/2020 to 6/2/2020

People's Association @Toa Payoh West CC
#BYOB Hand Sanitiser Distribution [COVID19]
23/3/2020 to 30/3/2020

People's Association @Toa Payoh West CC
Temporary Relief Fund (TRF) [COVID19]
3/4/2020 to 30/4/2020

People's Association @Toa Payoh West CC
Reusable Face Mask Distribution [COVID19]
6/4/2020 to 12/4/2020

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

People's Association @Toa Payoh West CC
Phase 2 Mask Collection Exercise [COVID19]
26/5/2020 to 1/6/2020

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

WeCare Pack Distribution
@ Blk 206 Ang Mo Kio [COVID19] 01/07/2020
HUG Community Services Limited

NDP Fun Pack Distribution
21/7/2020 to 2/8/2020
People's Association @Toa Payoh West CC

NDP Care Pack Distribution [COVID19]
08/08/2020
Toa Payoh North RC Zone 1 & 2

WeCare Pack Packing [COVID19]
14/8/2020
Toa Payoh East RC Zone 7

Refurbishing of Toa Payoh North Zone 1 RC
29/8/2020 to 30/8/2020
HUG Community Services Limited

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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Branch: 017

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



WE COLLABORATE WITH



OUR DONORS & SPONSORS

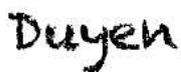
Heartfelt THANK YOU to all our supporters for your generosity and participation at our various events & activities.

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!