



ANNUAL

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REPORT

HUG COMMUNITY
SERVICE LIMITED

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PATRON MESSAGE

PATRON MESSAGE

Over the years, HUG Community Services Limited (HCSL) has remained steadfast in its mission to journey with at-risked youths, incarcerated youths and young desistors. The work that HCSL does is both meaningful and important. It helps to steer the teenagers and youths away from crimes and provide their family members with the needed emotional support, who will, in turn, support and guide the youths back to the right path. I believe that every young individual deserves an opportunity for growth, healing, and a brighter future, regardless of their circumstances.

On behalf of all HCSL beneficiaries, I wish to convey my heartfelt appreciation to all donors, partners, friends, volunteers and staff for their sustained involvement and unwavering support for this very worthy cause. The generosity of our sponsors and partners has enabled HCSL to have adequate resources to deliver transformative programmes and services to these youths and their families, thereby making a positive difference in their lives.

As we continue our journey, we invite you to join us in renewing our commitment to the youths. With more helping hands chipping in, we will be able to do more, touch more lives and build a better future for the youths and their families.



Mr Chee Hong Tat

Minister for Transport and Second Minister for Finance

OVERVIEW

OVERVIEW

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.

We aim to develop community leaders, to provide platforms for ex-offenders to use their lives to impact lives. To transfigure their past's shame and brokenness into Light of Hope for others.

OUR CORE VALUES

HONOUR

We act with Respect, Integrity and Professionalism.

UNITED AS ONE

We work as a team with sector partners, corporates, volunteers, and communities with accountability and a common goal to inspire second chances, encourage acceptance, forgiveness and uplift the incarcerated and youth at-risked.

GOAL FORWARD

We help young people discover their purpose in their lives to move forward, using lives to impact lives.

OVERVIEW

HUG Community Services Limited (HCSL) is an IPC-approved non-profit Social Service Agency (SSA) in Singapore established in 2014. HCSL is a full member of the National Council of Social Service (NCSS), a charity-registered organisation that brings healing, restoration, and support to at-risk youth and their families through individualised, client-centric intervention and aftercare programmes with hope and care.

OUR SERVICES

HCSL is dedicated to creating a supportive environment for at-risk youth to rediscover their paths for the future. The journey brings healing, restoration, and support to young people and their families through individualised, client-centric interventions and aftercare programmes with hope and care

HCSL positions itself as a leading organisation that focuses on youth, aiming to positively impact their lives and those around them by shaping them into contributing members of society, regardless of their past. With a focus on the future, HCSL believes a brighter tomorrow is possible for all young people.

OUR SERVICES INCLUDE THE FOLLOWING:

- Critical Needs of Youth Pre-Sentencing Support
- Family & Youth Case Management and Support (Ages 16-21)
- Community Leadership & Development
- Youth Counselling, Mentorship & Coaching
- Debt Assistant Programme
- Pro-Bono & Low-Bono Legal Consultation (Criminal & Civil Case)
- Recreation Youth Day Care
- Reintegration Services (In The Community)
- Through-care Services (In Singapore Prison & Singapore Girls Home)

CHAIRMAN'S MESSAGE

MESSAGE FROM NEWLY APPOINTED CHAIRMAN

It is with deep humility and a profound sense of responsibility that I step into the role of Chairman of HUG Community Services (HCS). I am truly honoured to have been entrusted with this opportunity to serve and lead an organisation that has already made such a meaningful impact on the lives of many.

I would like to extend my heartfelt appreciation to the founders, co-founder, and fellow board members for their confidence in me. Your trust is not taken lightly. I am committed to working closely with our dedicated team to ensure that the vision and mission of HCS continue to grow—bringing hope, healing, and transformation to our community.

As a father, I deeply understand the importance of early support for vulnerable youth and their families. I believe in the power of prevention over intervention, and the critical need to strengthen moral education among young people and their parents. These are the foundations for building a resilient and compassionate society.

Looking ahead, I pledge to give my full support to our two founders and the passionate operations team who carry the heart of HUG into the community each day. Together—as one HUG family—we will continue to uphold our values of empathy, integrity, and inclusion, and serve those in need with unwavering dedication. Thank you once again for the honour of serving as Chairman. I look forward to journeying alongside each of you as we continue our mission to empower lives and build a more caring and connected community.



Mr Lee Wee Teck, Alan
Chairman
HUG Community Services

CO-FOUNDER & CEO'S MESSAGE

2024: A Decade of Impact, Growth, and Gratitude

It is with deep gratitude and a profound sense of purpose that I present the 2024 Annual Report of HUG Community Services. This year holds special significance as we proudly celebrate our 10th anniversary—a decade marked by resilience, transformation, and a steadfast commitment to hope, healing, and inclusion.

Since our inception, HUG has evolved from a modest, community-initiated effort into a recognised social service agency, guided by our mission to walk alongside vulnerable youth, desistors, and families on their journeys of restoration and reintegration. As Co-Founder and CEO, I am deeply encouraged by the progress we have made and the lives we have had the privilege to touch.

Among our most meaningful achievements in 2024 was the successful launch of the HUG's Healers Programme—a unique, intergenerational platform that empowers our youth beneficiaries to serve the community and foster meaningful bonds with senior citizens. In partnership with organisations such as Kwong Wai Shiu Hospital and Care Corner, our youth—together with our therapy “pawlunteers”—have brought emotional healing, joy, and connection to elderly beneficiaries. Beyond strengthening community care, this initiative has helped nurture empathy, responsibility, and purpose among our youth participants.

We were privileged to commemorate our 10th Year Anniversary Gala Dinner—a milestone celebration made possible through the inspiring efforts of our youth student leaders and desistors, who co-planned and executed the event alongside our dedicated team.

We were deeply honoured to welcome our patron and Guest-of-Honour, Mr Chee Hong Tat, Minister for Transport and Second Minister for Finance, and Special Guest, Minister of State Assoc Prof Dr Muhammad Faishal Ibrahim. The evening was further graced by the presence of the Commissioner of the Singapore Prison Service and Mdm Shie Yong Lee, whose support deeply affirmed the spirit of community and second chances that defines our work.

This meaningful occasion embodied the very heart of HUG's mission—demonstrating that with trust, opportunity, and support, every individual, regardless of their past, can be empowered to serve with dignity and purpose.

In parallel, we have continued to lay the foundation for our upcoming 4R Social Hub, designed around four key pillars: Restoration, Reintegration, Recreation, and Retreat. This hub will offer vital services, including prison tele-visitation, family counselling, temporary residential support, and a reintegration lounge for desistors. It will also function as a powerful storytelling platform to reduce stigma and promote social inclusion.

Our collaborations with agencies such as Yellow Ribbon Singapore (YRSG), Central Narcotics Bureau (CNB), and the Institute of Mental Health (IMH) remain crucial in equipping our volunteers and case handlers to serve with compassion, knowledge, and integrity.

Looking ahead to 2025, we are excited to present SG60 – Threads of Unity, a signature intergenerational fundraising fashion show celebrating Singapore’s 60th birthday. This event will bring together seniors, youth, and desistors in a creative showcase of wearable calligraphy art, each piece telling a story of resilience, unity, and transformation. More than a fashion show, it will stand as a living embodiment of HUG’s mission and values.

As a holistic and inclusive organisation, we also recognise the importance of spiritual and emotional well-being in the healing journey. In the year ahead, we will continue exploring interfaith collaborations to enhance our support network for beneficiaries from diverse backgrounds. None of these achievements would be possible without the dedication and support of our staff, board, volunteers, donors, and community partners. Your unwavering belief in our mission has enabled HUG to be a safe haven—and a powerful launchpad—for transformation and growth.

As we enter our second decade, we remain committed to sustainable growth, programme innovation, and delivering person-centred care with dignity, compassion, and purpose.

Thank you for being part of this journey. Together, we will continue to uplift lives and build a more inclusive and hopeful society.



Ps Grace Yeo

Co-Founder & CEO

HUG Community Services Limited

LEADERSHIP

LEADERSHIP - THE BOARD OF DIRECTORS

HUG Community Services Limited held two board meetings in the Financial Year 2024 and all board members were present at both meetings.



**CHAIRMAN & HONORARY
TREASURER**

Mr Lee Wee Teck
CEO of NOVA5
Aviation Services Pte Ltd
Joined Since 3 Jun 2020*
Board meetings attended in FY 2024: 2/2



FOUNDER & BOARD MEMBER

Rev Jeffrey Mak
Joined Since 13 Oct 2014* Board meetings
attended in FY 2024: 2/2



**HONORARY SECRETARY &
LEGAL ADVISOR**

Ms Melissa Kor Wan Wen
Assistant Registrar of the Singapore
Chamber of Maritime Arbitration
Joined Since 25 March 2022*
Board meetings attended in FY 2024: 2/2



BOARD MEMBER

Dr Lee Cheng JP
Clinical Director, Office of Population Health at
Institute of Mental Health
Joined Since 4 November 2024
Board meetings attended in FY 2024: 2/2



BOARD MEMBER

Mr Vincent Ang
Founder & CEO of Vintage
Hairdressing & Spa Pte Ltd
Joined Since 23 October 2023
Board meetings attended in FY 2024: 2/2

HUG Community Services Limited held two board meetings in the Financial Year 2024 and all board members were present at both meetings.

Disclosure Statement in relation to Reverend Jeffrey Mak's retention as a board member beyond 10 consecutive years

Term Limit of Board:

In alignment with governance best practices, the Board of Directors has carefully deliberated the matter and unanimously agreed to retain Reverend Jeffrey Mak on the Board of HUG Community Services Limited. This decision was further approved at a general meeting dated 29 December 2024 in accordance with the governing guidelines.

Reverend Jeffrey Mak has faithfully served the charity for over a decade, having played a pivotal role as a founder and spiritual anchor of the charity since its inception. His continued presence on the Board provides quality leadership during a critical period of expansion and programme development. Reverend Jeffrey Mak's guidance, trusted relationships with stakeholders, and unwavering commitment to the mission of serving at-risk youth and vulnerable communities, all remain invaluable to the charity's growth and impact.

Succession planning in respect of Reverend Jeffrey Mak has already occurred, with Pastor Grace Yeo (a co-founder of the charity) taking the helm in leading the organisation in her capacity as the current Chief Executive Officer. In terms of general ongoing succession planning, the Board will continue to strengthen leadership development and onboarding processes for new Board members, while tapping on Reverend Jeffrey Mak's experience to mentor emerging leaders within the organisation.

THE COMMITTEE MEMBERS



SUB COMMITTEE FUNDRAISING
AND SPONSORSHIP ENGAGEMENT

Mr Lin Xiang
Chairman of Ying Shuo Pte Ltd
Since 22 December 2023*
Board Meeting 2/2



SUB COMMITTEE FUNDRAISING
AND SPONSORSHIP ENGAGEMENT

Ms Jina, Hyojin Lee
Director of Core Asia Pacific Pte Ltd
Since 14 Apr 2022*
Board Meeting 1/2



SUB COMMITTEE FUNDRAISING
AND SPONSORSHIP ENGAGEMENT

Mr Lin Xiang
Director of Bidot Tech Pte Ltd
Since 1st January 2023*
Board Meeting 0/2



SUB COMMITTEE MEMBER

Mr Vikramjit Singh
Singapore Police - CID Since 1st Apr 2021*
Board Meeting 2/2



SUB COMMITTEE MEMBER

Mr Favian Kang
Legal Adviser (Criminal)
Centurion Law LLC Since 1st November 2023*
Board Meeting 2/2

ORGANISATION
STRUCTURE

ORGANISATIONAL STRUCTURE

HUG Community Services (HCS) Governing Board Structure



HUG Community Services (HCS) Governing Board Structure

HCS Operation Structure



DISCLOSURE REPORT

DISCLOSURE REPORT

HUG Community Services Limited (HCSL) was registered under the Charity Act (Chapter 37) on 13 October 2014 as a charitable Social Service Agency, a Full Membership of the National Council of Social Service (NCSS). HCSL has been accorded IPC (Institution of a Public Character) status from 26 September 2023 to 25th September 2025. All donations made to HCSL can qualify for a 250% tax deduction. We organise fundraising events such as our Fundraising Gala Dinner.

HCSL has M&AA as its governing instrument.

Unique Entity Number (UEN): 201430532E

Registered Addresses Office & Youth Centre Addresses:

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

Banker

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

Outsource Auditor:

CASA ASSURANCE PAC
Chartered Accountant Singapore Auditor
11 Irving Place, #09-02 Tai Seng Point, Singapore 369551

Lawyers

Centurion Law LLC
1 Coleman Street #09-06, Singapore (179803)

DISCLOSURE REPORT

CMS Cameron McKenna Nabarro Olswang (Singapore) LLP
7 Straits View, Marina One East Tower, #19-01, Singapore 018936

POLICY & COMPLIANCE

POLICY & COMPLIANCE

Audit and Risk Management

The treasurer facilitates the external and internal audit of the organisation to obtain independent information about the organisation's activities. The treasurer is responsible for ensuring the integrity of financial statements by overseeing the organisation's financial reporting process, internal control system and audit function. The treasurer is responsible for monitoring risk management in HCSL and updating the rest of the governing Board regularly.

Fundraising and Sponsorship Engagement

The committee gathers and develops corporate sponsors and donors and plans and executes appropriate fundraising efforts to fund HCSL's operation of various rehabilitation and reintegration programmes and family support programmes to aid the beneficiaries in their successful reintegration.

Fund Allocation

The chairman review and evaluate the programmes and services to ensure that they meet the operation's and beneficiaries' needs. The advisers assist in making recommendations to the governing Board regarding the allocation and disbursement of funds to programmes and services.

Advancement

The governing chairman plan and execute appropriate fundraising efforts with the Fundraising and Sponsorship Engagement Committee that fund the various programmes, charity operations, and beneficiaries support programmes to aid youth at-risk ex- offenders in their successful reintegration.

Board of Directors

The Board of Directors provides leadership and oversight on strategic planning and financial management of HUG Community Services Limited (HCSL). The Board is assisted by various committees comprising board members and other professionals who render their services voluntarily and are not remunerated.

Conflict of Interest Policy

In keeping with good governance, HCSL has implemented its Conflict of Interest (COI) policy to ensure a system of checks and accountability. The Board and staff complete a COI declaration form annually and update the Board accordingly when there are changes to their interests. The declaration includes dealings with other charities, businesses, and vendors. All staff and Board Directors must declare any potential COI and abstain from decision-making when such situations arise.

Disclosure of the Three Highest Paid Staff

In 2024, one staff member received annual remuneration exceeding \$100,000, inclusive of Annual Wage Supplement (AWS) and bonuses.

The charity also confirms that no paid staff is a close family member of the Chief Executive Officer or any Board member, and that no related party received more than \$50,000 in annual remuneration during the year.

Disclosure of Remuneration and Benefits for Board Members

Disclosure of Remuneration and Benefits for Board Members HUG Community Services Limited (HCSL) discloses that one of its founding directors received operational fees amounting to \$72,000 for the financial year, in light of staffing constraints within the organisation. The total remuneration did not exceed \$100,000 for the year. This arrangement was made to ensure continuity of operations and service delivery during a period of manpower shortage.

Name of Board Member: Mr Jeffrey Mak

Total Remuneration and Benefits Received for the Financial Year: \$72,000

For further details, please refer to the audited financial statements.

Whistleblowing Policy

HCSL is committed to ethical behaviour and excellent corporate governance standards. The organisation's whistleblowing policy is outlined and availed to all staff.

Personal Data Protection Act Policy

HCSL respects and honours our donors, sponsors, partners, volunteers and their right to have their privacy protected. HCSL is committed to complying with the Personal Data Protection Act passed by the Singapore Government Parliament in October 2012. Personal information given in good faith will only be used to maintain or enhance one's relationship with the organisation, and anyone can remove their name from mailing lists upon sending their requests to HCSL.

HCSL also maintains a high level of confidentiality concerning donor information. The donor's name and other details will not be published in any corporate or public publications unless there is a partnership agreement between HCSL and the donor.

HCSL has documented procedures to safeguard personal information in our databases, whether in hard copy or online and will not disclose such information to other organisations.

Reserves 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.

Media Communication Policy [New]

The charity has developed a new facility and hosts networking sessions for its social media followers to showcase the initiative. During these sessions, both positive and constructive feedback are received. This feedback is subsequently presented at Board meetings, and relevant updates are shared with networking session participants as well as through the charity's social media platforms.

ESG Policy [New]

*In alignment with the ESG Playbook for Charities (Charity Portal)*At HUG Community Services, we are committed to embedding Environmental, Social, and Governance (ESG) principles into our operations, program delivery, and stakeholder engagement. Our ESG framework supports long-term sustainability while upholding our mission to empower lives and build an inclusive, compassionate community.

Environmental Stewardship

Objective: Minimise environmental impact through sustainable practices.

- **Energy Efficiency:** Implemented energy-saving habits across centres, including switching off lights and electronics when not in use.
- **Waste Management:** Adopted recycling practices and reduced single-use disposables in events and daily operations.
- **Green Procurement:** Prioritised eco-friendly and sustainable sourcing where feasible.
- **Green Spaces & Education:** Maintained green spaces for therapy and educational use, while promoting environmental awareness through intergenerational programmes.
- **Water Conservation:** Installed water-efficient appliances and conducted awareness campaigns on water-saving practices.

Social Responsibility

Objective: Enhance social well-being and inclusivity within the community.

- **Beneficiary Support:** Delivered holistic care programmes for youth at risk, desistors, seniors, and low-income families.
- **Volunteer Engagement:** Provided structured training, appreciation, and mentorship to our diverse volunteer base.
- **Health & Safety:** Ensured safe, accessible, and inclusive environments across all service sites.
- **Community Outreach:** Organised intergenerational events and outreach efforts that build bridges across age, background, and social divides.

Governance Excellence

Objective: Uphold transparency, accountability, and ethical standards.

- **Board Oversight:** Guided by an active and diverse board providing strategic leadership and fiduciary governance.
- **Regulatory Compliance:** Adhered to the Code of Governance for Charities and IPCs, with full financial and operational compliance.
- **Risk Management:** Conducted regular reviews of operational, financial, and reputational risks.
- **Stakeholder Communication:** Maintained regular engagement with donors, partners, and beneficiaries through reports, briefings, and online channels.

We believe that strong ESG integration is key to delivering responsible social impact. HUG Community Services will continue to refine and implement sustainable practices as we grow—creating long-term value for our beneficiaries, partners, and society at large.

Future Plan 2025 - 2034

FUTURE PLAN FOR THE NEXT DECADE FROM 2024 TO 2034

HUG's Haven – A Decade of Transformation

What Is HUG's Haven?

HUG's Haven is the latest and most ambitious project by HUG Community, marking a significant milestone as we celebrate our 10th anniversary, in 2024. This initiative represents a sanctuary of hope, care, love, and empowerment. It aims to serve youth, families, and vulnerable individuals by providing a comprehensive range of services and programmes under one roof. HUG's Haven is designed to be a pillar of compassion and innovation, addressing the multifaceted needs of our community.

Approach to HUG's

Approach to HUG's Haven

The development of HUG's Haven will adopt a gradual, phased approach. Starting from a modest space, it will evolve into a full-fledged community institution. This method ensures sustainability and allows for adjustments based on community needs and feedback. Initially, we will focus on establishing essential services and facilities, gradually expanding to include more specialised programmes and larger infrastructures. This progressive development strategy will help us build a robust foundation, ensuring that each phase is successfully integrated into the community.

Beneficiaries

HUG's Haven will cater to a diverse group of beneficiaries, including:

- Youth: Providing spaces for growth, learning, and recreation.
- Families: Offering support programs and community bonding activities.
- Facilitating rehabilitation, skill development, and reintegration into society for the vulnerable youth discharged from girls' homes, and boys' homes, offering them a safe and supportive environment.

Projects, Events, and Programmes

HUG's Haven is envisioned as a dynamic community hub, offering a wide range of projects, events, and programs to support our diverse beneficiaries.

In the first phase of this project, we plan to establish a Youth Care Centre featuring recreational rooms, study areas, and creative spaces to foster growth and learning. Our retreat and wellness facilities will focus on mental and emotional well-being, providing therapeutic spaces for relaxation. Additionally, our Crime Prevention Programme will educate and empower the community through workshops and forums on safety and conflict resolution. This program is already operational at our current centre located at 200 Toa Payoh North. However, due to the overwhelming response from our beneficiaries, we are exploring expansion opportunities.

A distinctive component of HUG's Haven in its upcoming phases is the envisioned Community Animal Resort, which may feature a dog run developed in collaboration with NParks and Hope for Animals. This facility aims to integrate animal-assisted therapy into our broader wellness and healing initiatives. In addition, we plan to establish a Residential Co-Living Space specifically designed to provide vulnerable individuals—particularly girls and young women—with a safe, nurturing environment for temporary refuge, personal growth, and empowerment.

The Haven will also boast a Multipurpose Hall/Function Room for community events, sports activities, and educational programs. Creative expression will be fostered in the Art & Craft Room and Gallery Museum, where beneficiaries can showcase their work. Physical fitness and recreation are integral to our vision, with plans for a dance studio, recreational room, and a well-equipped gym. Additionally, a basketball court will promote teamwork and community spirit. For culinary enthusiasts, a dedicated Culinary Room will offer workshops and skill development opportunities.

To ensure the safety of residents and visitors, a security booth will be established. Administrative and operational departments will be housed in on-site offices, facilitating efficient management and coordination of activities. Lastly, a Social Enterprise Room will collaborate with businesses to provide vocational training and employment opportunities for desistors. These are just some of the plans under consideration for HUG's Haven, reflecting our commitment to creating a dynamic and inclusive space that meets the evolving needs of our community.

As different individual beneficiaries we served, are unique in their own ways from different background. As we journey for their recovery, faith play a crucial part. Hence we aim to work with different partners in the community to journey with different beneficiaries from different background, working with different religion for inter-faith support from different religion institutions will be in the plan too. And we aim to seek harmony fund to support these programmes too.

Why Do We Need It?

The necessity of HUG's Haven stems from our commitment to addressing the comprehensive needs of our community, particularly the vulnerable and underserved. As articulated by our founder, this project is envisioned as a transformative space that goes beyond mere shelter. It aims to provide mentorship, guidance, and a sense of purpose to individuals who are often marginalised.

Our co-founder emphasised the importance of creating a place where vulnerable individuals can find temporary refuge while they rebuild their lives. Unlike halfway houses, HUG's Haven will offer free or minimum rental accommodation and continuous support, helping our beneficiaries to set goals and work towards achieving them. This holistic approach is crucial for ensuring that these individuals do not just survive but thrive, finding direction and purpose in their lives.

By integrating various facilities and programs, HUG's Haven will foster a supportive and inclusive community, encouraging personal growth, social cohesion, and resilience. The project's success relies on the collective effort of our supporters, donors, and partners, all of whom are essential in turning this ambitious vision into reality.

Additional Help Needed

To realise the full potential of HUG's Haven, we will require additional support in several areas:

- **Financial Contributions:** Donations and sponsorships to fund the construction and ongoing operations.
- **Sustainability:** Developing social enterprises to sustain operations.

- **Government Support:** Seeking government funding and support.
- **Volunteer Engagement:** Individuals willing to offer their time and skills in various capacities.
- **Partnerships:** Collaborations with businesses and organizations to enhance our programs and services.
- **Community Support:** Active participation and endorsement from community members to foster a sense of ownership and collective responsibility.

HUG's Haven represents a bold step forward in our mission to empower and uplift our community. With your support, we can transform this vision into a tangible reality, creating a sanctuary where unity and compassion go beyond tomorrow.

2025 FUNDRAISING PLAN

SG60 – Threads of Unity

Intergenerational Community Fundraising Fashion Show

Event Overview

- **Event Name:** SG60 – Threads of Unity
- **Event Type:** Intergenerational Community Fundraising Fashion Show
- **Fundraising Goal:** \$600,000
- **Fundraising Platform:** Giving.sg (Primary digital campaign platform)
- **Event Date:** Saturday, 5 July 2025
- **Guest of Honour:** Mr Chee Hong Tat, Minister for Transport and Second Minister for Finance, Patron of HUG Community Services
- **Special Guest:** Assoc Prof Dr Muhammad Faishal Ibrahim, Minister of State for Home Affairs and National Development

Fundraising Objectives

Proceeds raised will support:

- HUG2Hearts Programme, HUG's Healer Programme, Mentorship Programme.
- General Operations & Organisational Sustainability
- Volunteer Training & Management
- Community Engagement Initiatives such as Intergenerational Care Movement Project.
- Administrative Support

HUG Community Services will also be applying for the Tote Board Enhancement Grant, which may provide matched funding for qualifying donations to help achieve the target amount.

FUNDRAISING CHANNELS & STRATEGY

1. Digital Campaign on Giving.sg

- Launch a pre-event awareness campaign to activate early giving.
- Promote through social media, email newsletters, WhatsApp broadcasts, and partner networks.
- Set public fundraising milestones with visible progress tracking.

2. Ticket Sales

- **General Admission:** \$60 per ticket
- We offer VIP ticket tiers that include premium seating, curated gift sets, and exclusive recognition for donors who contribute \$1,000 or more.
- Encourage bulk purchases by schools, corporates, and community groups.

3. Corporate Sponsorship

- Develop tiered sponsorship packages with brand visibility and social impact alignment.
- Engage sponsors via personalised outreach and one-on-one meetings.
- Highlight sponsors on event publicity materials, digital platforms, and during the event.
- Invite unrestricted corporate giving to support HUG's long-term sustainability.

4. Live Donations & Pledges

- Conduct a live donation drive during the fashion show.
- Use inspirational speeches, real-life beneficiary stories, and matching gift challenges to encourage giving.
- Display real-time donation tallies to drive participation and momentum.

5. Post-Event Donor Engagement

- Send personalised thank-you letters to donors and sponsors.
- Share impact reports on fund utilisation and programme outcomes.
- Host exclusive appreciation events for key contributors and long-term partners.

2025 FUNDRAISING PLAN: BUILDING OUR RESERVE FUND

Ensuring Long-Term Sustainability for HUG Community Services Limited (HCSL)

Background & Rationale

Over the past decade, HUG Community Services has worked tirelessly to serve vulnerable youth, desistors, and families through restorative programmes, community care, and inclusive outreach. While we have made great strides, the charity has also experienced the challenges of sustaining long-term operations—particularly in times of economic uncertainty and crisis.

As part of our strategic direction, HCSL now seeks to establish a Dedicated Reserve Fund to safeguard our essential programmes against future uncertainties and ensure continuity of services for the communities we serve.

Fundraising Goal

- Total Target: \$800,000
- Purpose: To build a sustainable reserve fund that can be drawn upon during periods of financial strain, unexpected crises, or urgent programme needs.
- Funding Support: We will be applying for the Tote Board Enhancement Grant to match qualifying donations and help us meet our fundraising goal.

Key Objectives

1. Raise \$800,000 specifically for HUG Community Services' Reserve Fund.
2. Enhance community and donor awareness of the importance of financial resilience in sustaining social services.
3. Strengthen corporate and individual donor relations through meaningful engagement.
4. Mobilise volunteers and youth leaders in planning and executing a purposeful fundraising campaign.

Core Fundraising Event

Small-Scale Corporate Fundraising Dinner

An exclusive and intimate evening to share our vision and build long-term partnerships for financial sustainability.

Key Participants & Guests of Honour

- Guest of Honour: Minister of State Assoc Prof Dr Muhammad Faishal Ibrahim
- Special Guests: Industry leaders, philanthropists, senior public officers, and community partners from diverse sectors
- Target Audience: Corporate donors, philanthropic foundations, long-term supporters, and new potential sponsors

Programme Highlights

- **Beneficiary Testimonials**
Heartfelt sharing from youth and families whose lives have been impacted by HUG's work.
- **Live Performances**
Featuring local artists, youth talents, and intergenerational groups to create an uplifting and inclusive atmosphere.
- **Mission Showcase**
A visual and narrative presentation highlighting the importance of the Reserve Fund and how it will support HUG's mission across the next decade.
- **Call to Action & Pledge Segment**
Onsite donation opportunities, live matching pledges, and introduction of tiered giving levels.

Post-Event Engagement

- **Personalised Acknowledgements** to all donors and corporate sponsors.
- **Impact Report** detailing how the reserve fund will be stewarded and aligned with HCSL's financial strategy.
- **Invitation to Future Engagements**, including volunteer opportunities, programme visits, and advisory collaboration.

Closing Statement

Building a reserve fund is not just about financial security—it is a declaration of our commitment to serve beyond the present, to respond with agility during uncertainty, and to ensure no youth or family is left behind due to funding gaps. With your partnership, HUG Community Services will continue to be a pillar of hope, healing, and resilience for generations to come.

OUR PROGRAMMES



Number of Girls Engaged: 35 Number of workshops conducted: 12

OUR PROGRAMMES

In 2024, HUG Community Services launched HUG2HEARTS—a transformative initiative designed to support the reintegration and personal development of beneficiaries from the Singapore Girls' Home. Guided by our co-founder Ps Grace Yeo and rooted in our motto “Hope in the future, Unload the past, Go for the goal”, this programme equips at-risk girls with tools for self-confidence, purpose, and community connection.

Structured across three progressive phases, HUG2HEARTS offers mentorship, therapeutic engagement, and personalised aftercare through our Re-Offending Prevention Programme (ROPP). Open to all referred youths, including those from the Rehabilitation Training Centre (RTC), ROPP provides a holistic suite of services—ranging from counselling and education support to career guidance, skills training, job placement, and leadership development.

By acknowledging the unique pace and needs of each beneficiary, HUG ensures that every young person is empowered to heal, grow, and meaningfully reintegrate into society.

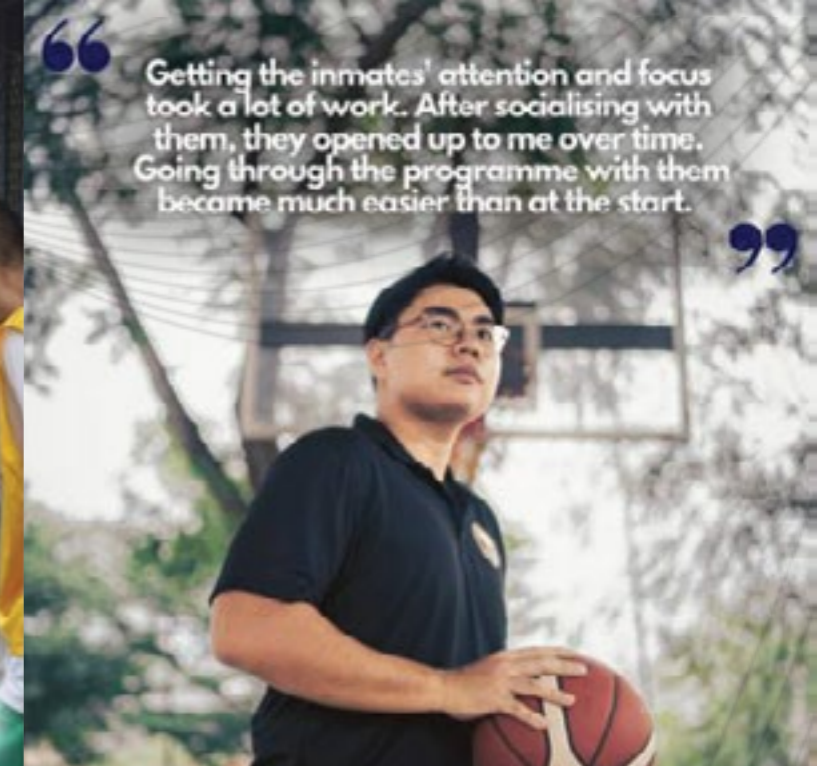
HUG2Hearts – Aroma Soap Making Worksho

In another meaningful engagement, the girls participated in an Aroma Soap Making Workshop that included the design, crafting, and packaging of artisanal soaps. These handcrafted creations were later gifted as exclusive souvenirs to guests at HUG Community Services' 10th Anniversary Gala Dinner—a powerful testament to the beneficiaries' ability to give back and shine through service. The workshop not only provided a platform for practical skill-building but also instilled pride and ownership in their creative contributions.

HUG2Hearts – Christmas Wreath Workshop

Closing the year on a note of festive giving, HUG conducted the Christmas Wreath Workshop, where the girls hand-designed holiday wreaths as symbols of warmth and hope. These finished pieces were distributed to residents in senior homes, spreading joy across generations. One standout wreath was specially selected and presented as a Christmas gift to HUG's Patron, Minister Chee Hong Tat, in appreciation of his continued support. This initiative highlighted the power of shared celebration and intergenerational empathy.

Together, the HUG2HEARTS programme and its many workshops demonstrate our belief that every young person—regardless of their background—deserves the opportunity to rebuild, contribute, and flourish. With the support of our community partners, including the Singapore Girls' Home, we remain committed to nurturing resilience, purpose, and renewed hope in each life we touch.



HUG2HEARTS – Triumph Dunk & In-Care Programme

In 2024, HUG Community Services continued to expand our HUG2HEARTS initiative, with a strong focus on in-care engagement and reintegration support for youths in the Singapore Boys' Home, the Reformative Training Centre (RTC), and the Drug Rehabilitation Centre (DRC). This phase of the programme aims to build trust, foster pro-social values, and prepare inmates for confident reintegration into society.

Triumph Dunk – Basketball & Mentorship

A key highlight under our in-care engagement efforts is Triumph Dunk, a mentorship-driven basketball initiative introduced in partnership with the Singapore Prison Service (SPS). Targeting youths at RTC, this weekly programme offers inmates the opportunity to build camaraderie, develop leadership, and foster discipline through team sports. Since December 2022, HUG volunteers—including long-time coach Desmond Loh—have been conducting regular basketball mentoring sessions and friendly matches within the RTC facility.

These sessions create meaningful touch points for inmates to bond not only with each other but also with their families and prison counsellors. More importantly, they provide a platform for cultivating teamwork, mutual respect, and emotional resilience—values essential for long-term rehabilitation.



As Coach Desmond shares:

“Through my time with the RTs, I’ve come to realise they’re no different from anyone else. Sadly, they’re often unfairly judged. Programmes like this help break those barriers, and the change is real when the community stands with them.”

This initiative exemplifies the vital role community partnerships play in supporting successful desistance and crime-free living.

RTC -

Number of inmates engaged : 11

Number of triumph dunk session conducted : 13

DRC -

Number of inmates engaged : 19

Number of triumph dunk session : 12

Lives Shaping Programme (LSP)

The LSP is an ongoing mentorship initiative under HUG2Hearts (Through-care), designed to support desistors in their reintegration journey by fostering transformation through acts of care and hope. Participants, who have overcome similar challenges, are empowered to guide and support others facing incarceration-related struggles.

As part of the programme, beneficiaries will be attached to HUG Community Services Limited (HCSL) through structured training and apprenticeship opportunities, allowing them to rehabilitate and inspire families of incarcerated individuals. Additionally, LSP seeks to nurture a new generation of social workers equipped with firsthand experience and deep empathy for the beneficiaries they serve.

This holistic reintegration initiative is specifically tailored for desistors, who are selected through prison through-care programmes (HUG2Hearts). By establishing strong rapport, we provide them with a safe space to express concerns and emotions, helping them overcome trauma and the stigma of incarceration. LSP is also open to newly released desistors seeking guidance and support as they transition back into society.

1. Programme Overview

The Lives Shaping Programme (LSP) is an ongoing mentorship initiative under HUG2Hearts (Through-care), designed to support desistors in their reintegration journey by fostering transformation through acts of care and hope. Participants, who have overcome similar challenges, are empowered to guide and support others facing incarceration-related struggles.

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During LSP, HUG Community Services hired these desistors as community helper apprentices to provide them with a structured platform for learning, growth, and training towards a future in social work.

2. Programme Objectives

- Provide mentorship and support to desistors transitioning back into society
- Offer structured training and apprenticeship opportunities to equip them with relevant skills.
- Inspire and rehabilitate families of incarcerated individuals through community engagement.
- Develop a new generation of social workers with firsthand experience and deep empathy.

3. Beneficiary Engagement and Support

Through LSP, desistors selected via prison through-care programmes (HUG2Hearts) are provided with a safe space to share their concerns and emotions, helping them overcome trauma and the stigma of incarceration. The programme is also open to newly released desistors who seek guidance and support for their reintegration journey.

4. Training and Apprenticeship

HUG Community Services Limited (HCSL) hires desistors as community helper apprentices, giving them a structured platform to:

- Learn essential skills required for community work and social services.
- Gain hands-on experience in mentorship and volunteer coordination.

- Build confidence and a sense of purpose through meaningful engagement.
- Undergo training to prepare for potential careers as social workers.

5. Programme Implementation in 2024

- **Selection Process:** Desistors are identified through the HUG2Hearts programme and invited to participate.
- **Training Sessions:** Conducted by experienced mentors, covering community engagement, case management, and interpersonal skills.
- **Apprenticeship Placements:** Participants are attached to various community initiatives within HCSL.
- **Monitoring and Evaluation:** Progress is tracked through mentorship reports and feedback from beneficiaries.

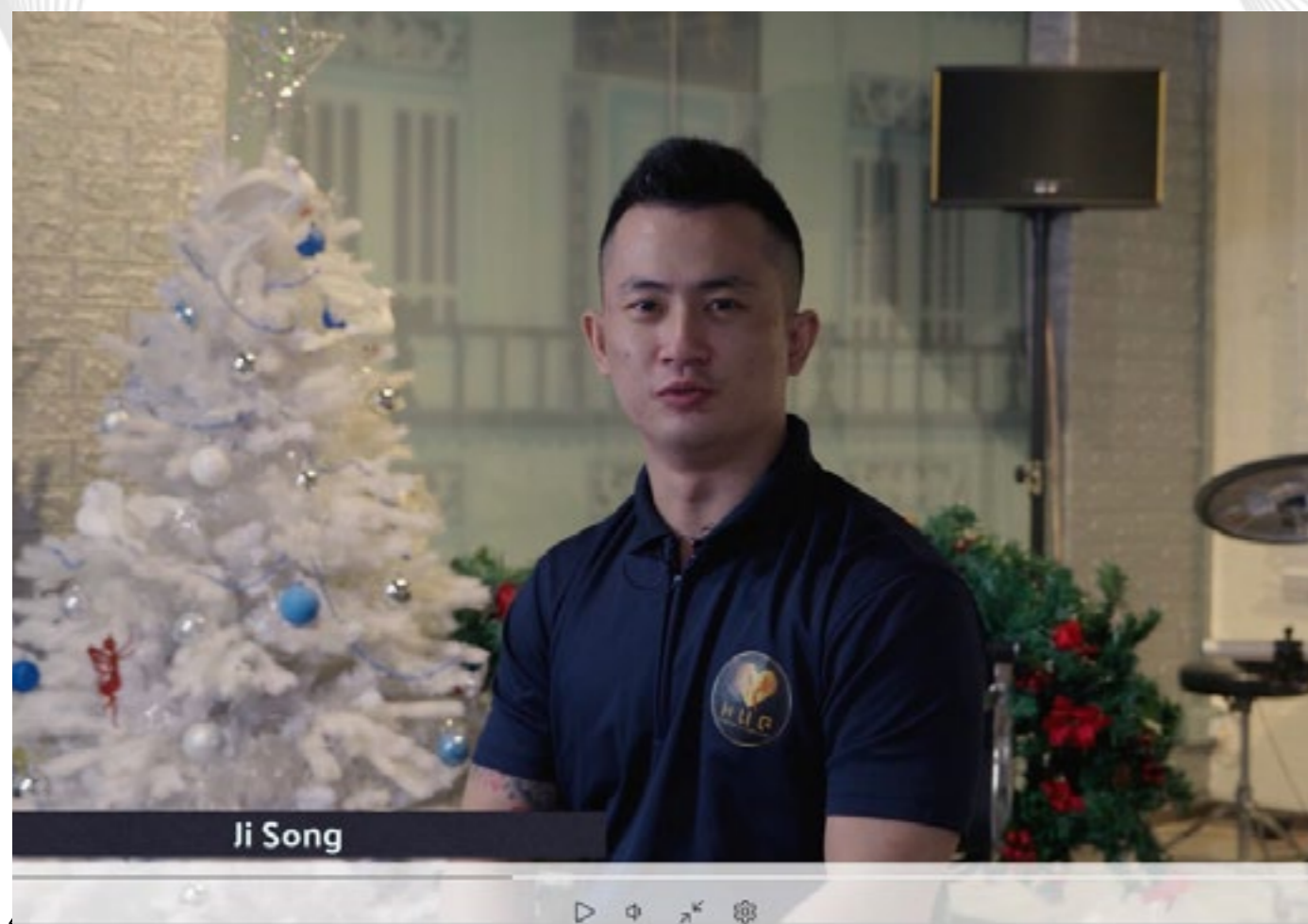
PARTNERSHIP WITH CONVICTION MEDIA PTE LTD

Programme Introduction

One of our initiatives is the monthly media and filming workshop we run with Conviction Media Pte Ltd. This programme is a unique blend of skill-building and personal development. It offers ex-offenders, who we call desistors, a chance to learn media skills, gain confidence, and share their stories. These workshops go beyond technical training; they help participants grow personally and make a real impact in their communities.

Programme Aims and Objectives

Our main goal with Conviction Media is to provide desistors with a structured, supportive environment where they can develop new skills and boost their confidence. Through media and filming sessions, they get to explore their creativity and connect with important social issues. We aim to help them integrate better into society, build their self-esteem, and become positive role models.



OPERATIONAL STRUCTURE AND PROCEDURE

Programme Flow

Our media and filming workshops follow a well-organised but flexible format to suit the different needs of our participants. Desistors are chosen through a careful referral process involving caseworkers and community partners. Once selected, each participant goes through an intake and assessment to tailor the program to their strengths and goals.

Each month, we run four sessions, each lasting four hours. This setup ensures we produce at least four pieces of content every month, with an average of 4-6 videos completed. The sessions cover brainstorming ideas, practical filming exercises, and post-production work. This flow from concept to finished product helps participants feel a sense of accomplishment and ownership.

Eligibility Criteria and Referral Process

Eligible participants are those who are committed to personal growth and reintegrating into society. Referrals come from caseworkers, community partners, or through self-nomination. We carefully assess each referral to make sure the program is a good fit for their needs.

Intake and Assessment Workflow

During the intake session, we discuss each participant's interests, skills, and goals. This helps us tailor the workshop content to their specific needs, ensuring they get the most out of the program.

Discharge and Termination

Participants leave the program when they've met their personal goals or acquired enough skills to move on to other activities or jobs. We regularly evaluate their progress to make any needed adjustments.

CLICK THE PICTURES TO VIEW THE VIDEOS BELOW:





A Bridge of Compassion, Connection, and Confidence

HUG'S HEALER PROGRAMME

Launched in 2024, the **HUG's Healer Programme** stands as one of HUG Community Services' most heartfelt initiatives—designed to foster emotional wellness, restore dignity, and cultivate meaningful intergenerational connections. At its core, this programme empowers **youth and desistor beneficiaries** to take on purposeful roles as **healing companions** to **senior residents** in the community through **animal-assisted therapy and engagement activities**.

A Therapeutic Bridge Between Generations

Through structured visits, beneficiaries—accompanied by HUG's trained therapy dogs and rabbits ("pawlunteers")—engage with seniors at partnering institutions such as **Kwong Wai Shiu Hospital** and **Care Corner**. These sessions are carefully designed to promote joy, emotional connection, and mental well-being in both parties. For seniors, it brings warmth and companionship; for our youth and desistors, it provides **a healing path forward** through service, empathy, and responsibility.

Empowering Youth Through Purpose

The programme serves as a **therapeutic bridge** for our beneficiaries—many of whom are navigating personal trauma, identity struggles, or reintegration challenges. By stepping into caregiver roles, they are encouraged to shift from being recipients of care to **contributors of care**, gaining a renewed sense of confidence, accountability, and self-worth.

"Before joining the Healer Programme, I didn't know I could bring comfort to others. Seeing the aunties and uncles smile when we visit... it changed the way I see myself."

— Youth Beneficiary, age 17

A Win-Win Model of Healing

The HUG's Healer Programme is a testament to the power of mutual healing. Seniors benefit from companionship and stimulation; youth and desistors experience emotional support, social acceptance, and a safe platform for growth. Each interaction fosters trust and understanding—breaking generational barriers and reducing societal stigma.

Programme Highlights in 2024

- **Therapy Pet Visits:** Over 40 outreach sessions held at senior homes, reaching more than 300 elderly residents.
- **Volunteer Training:** 22 youth and desistor volunteers trained in basic animal care, eldercare engagement, and communication skills.
- **Public Showcases:** Therapy pawlunteers were featured in HUG's 10th Anniversary Gala Dinner and SG60 Fashion Show, allowing beneficiaries to share their stories of healing on public platforms.
- **Mental Wellness Support:** Counselling and emotional check-ins were provided alongside each beneficiary's journey through the programme.

Looking Ahead

In the coming year, we aim to:

- Expand our therapy pet visitation schedule across more senior care centres.

- Deepen partnerships with mental health professionals to enhance support for volunteers.
- Develop certification pathways for beneficiaries interested in long-term caregiving or animal-assisted therapy careers.

HUG's Healer Programme exemplifies how empowerment begins with empathy. By creating safe and purposeful spaces for beneficiaries to serve, grow, and connect, we are not only supporting their healing—but equipping them to become beacons of hope for others.

Together, we heal, and together, we rise.



Youth & Young Desistor Development:

The programme provides youth volunteers with hands-on experience in event coordination, building practical leadership skills while also fostering empathy and a sense of civic responsibility. Through interacting with the elderly and desistors, youth participants gain a deeper appreciation for the importance of giving back to the community, setting the stage for them to become compassionate leaders in the future.



NTMY - MAI GONG BO JIO WEEKLY INITIATIVE

Programme Description:

The Mai Gong Bo Jio (MGBJ) Programme, under the umbrella of HUG Community Services' "Nice To Meet You" initiative, is a weekly intergenerational coffee corner held every Saturday from 9:30 AM to 10:30 AM which was officially launched on 9 December 2023. This programme fosters meaningful connections between seniors, youths, and desistors by bringing them together for shared meals, open dialogue, and mutual learning. Through a simple breakfast – either sourced from local community centres or prepared by residents – participants engage in cultural exchange and meaningful conversations. The programme not only tackles social isolation among the elderly but also provides youth volunteers with opportunities to develop leadership and community service skills.

MGBJ also serves as a quiet but important support system for desistors, some of whom may have faced challenges such as substance dependency. By embracing a non-judgmental and anonymous participation model, HUG ensures that individuals are valued for their present contributions, rather than being defined by their past struggles. Desistor participants, who may join as volunteers or attendees, can engage without the need to disclose personal histories.

Their roles – such as helping set up events, serving meals, or simply sharing a meal – help them build connections and regain a sense of belonging in the community. This intentional anonymity reduces stigma, offering desistors the dignity and space to reconnect with others, and reinforces the message that everyone, regardless of past hardships, plays an important role in the community.

[Click here to watch the instagram MGBJ Launch Video by Desistor Lee Ji Song](#)

Programme Aims and Objectives:

The MGBJ Programme aims to achieve the following:

Intergenerational Connections:

The programme serves as a platform for individuals of all ages to connect and share experiences, fostering a deeper mutual understanding and respect. By bridging the generational gap, MGBJ encourages appreciation of the diverse contributions each age group offers to the community.

Social Inclusion:

Addressing the isolation felt by many elderly individuals, especially desistors, the programme provides regular opportunities for social interaction. These gatherings help reduce loneliness, strengthen participants' sense of belonging, and affirm their value in society. The programme's inclusive nature invites desistors to participate and contribute, reshaping perceptions of them as active members of the community, focused on their present contributions.

PROGRAMME OPERATIONS: STRUCTURE & IMPLEMENTATION

Eligibility and Referral

The programme welcomes all community residents, with a focus on **seniors aged 50 and above, and youth volunteers aged 12 to 35**. Referrals are coordinated through community partners, schools, and HUG's outreach platforms, ensuring accessibility and inclusivity.

Participant Intake and Assessment

All participants complete a short intake form capturing dietary preferences, mobility considerations, and areas of interest. Youth volunteers attend a structured orientation to prepare them for roles such as **food service, activity facilitation, and elder engagement**.

Weekly Programme Execution

Sessions are held **every Saturday**, beginning with breakfast service. A rotating team of trained youth volunteers supports logistics and hospitality, guided by HUG staff. Meals are either prepared by residents or sourced from local vendors to promote community involvement.

Programme Highlights and Components

- **Breakfast Service:** Local dishes are served weekly, fostering nutritional support and social bonding.
- **Youth Leadership Rotations:** Volunteers take on diverse roles—including activity coordinators, hospitality leads, and communication liaisons—to cultivate leadership and teamwork skills.
- **Event Documentation:** Photographs are taken to record meaningful intergenerational interactions and collaborative efforts, serving both as internal impact documentation and external outreach material.

This operational framework ensures a structured, scalable, and impactful delivery of intergenerational engagement—reinforcing HUG's commitment to social inclusion, volunteerism, and community care.

CLICK THE PICTURES TO VIEW THE VIDEOS BELOW:



2024 EVENTS HIGHLIGHTS

JANUARY

HUG HEALERS PROGRAMME: KWONG WAI SHIU HOSPITAL VISIT LAUNCH

Introduction

On 20 January 2024, HUG Community launched a new monthly engagement within its HUG's Healer Programme with an inaugural visit to Kwong Wai Shiu Hospital. The programme brought Furry Pawlunteers, Courage and Mercy, accompanied by student volunteers and Pastor Jeffrey Mak, to connect with patients and elderly residents through animal companionship.

Event Highlights

- **Event Date:** 20 January 2024
- **Location:** Kwong Wai Shiu Hospital
- **Key Participants:** Furry Pawlunteers, Courage and Mercy, student volunteers, hospital residents

Purpose and Objectives

The primary goal of the Healers Programme's hospital visits is to foster positive mental and emotional health among residents and provide a nurturing learning environment for young volunteers. Specific objectives of the programme include:

- **Emotional Support for Residents:** Creating moments of joy and interaction for patients and the elderly through animal companionship.
- **Volunteer Engagement and Learning:** Allowing volunteers to witness the direct impact of community service, reinforcing empathy and responsibility.

Event Activities

Activities at the hospital included interactive sessions with the Furry Pawlunteers, guided by HUG's student volunteers and Rev Jeffrey Mak. The residents were encouraged to interact with Courage and Mercy, resulting in visible moments of happiness and comfort.

Feedback and Observations

- **Hospital Resident Reactions:** Many residents engaged actively, with smiles and laughter reflecting positive reactions to the Furry Pawlunteers.
- **Volunteer Insights:** Student volunteers reported a newfound appreciation for community service and witnessed the tangible impact of their presence on the residents.

Acknowledgements

HUG Community extends gratitude to the Kwong Wai Shiu Hospital team and the dedicated student volunteers who made this visit possible. Their collaboration laid a strong foundation for monthly visits moving forward.

Future Plans

- **Scheduled Visits:** Monthly visits will continue, aiming to build consistent connections and support for the residents.
- **Volunteer Development:** HUG will include further orientation sessions for volunteers, strengthening their skills in compassionate care and community engagement.

Conclusion

This first visit under the Healer Programme emphasised HUG Community's commitment to enhancing well-being through community interaction. The enthusiastic participation of volunteers and residents alike highlights the potential for sustained positive impact through the programme's monthly hospital visits.





POSTED FEBRUARY 8 (BEATTY SECONDARY SCHOOL)

Event Overview

On 27 January 2024, HUG Community held its second Mai Gong Bo Jio event at 200 Toa Payoh North, HUG Centre. Building on the initial launch, this gathering was a key opportunity to refine the programme after receiving feedback from the first session. The event provided a space for elderly residents and young volunteers to come together, share a meal, and engage in meaningful interaction. As part of HUG’s larger mission to foster intergenerational relationships, this event allowed the team to address logistical improvements and enhance the experience for both participants and organisers.

Event Details

- **Date:** 27 January 2024
- **Location:** Voidek beside HUG Community Centre
- **Key participants :** Elderly, Youth and Desistor

Objective and Focus

The key objective of *Mai Gong Bo Jio* is to facilitate regular interaction between the elderly and younger members of the community. This fosters a sense of connection and helps bridge the generational gap. Specific aims include:

- Encouraging social interaction through shared meals and casual activities.
- Promoting community well-being by reducing feelings of isolation among the elderly.
- Creating opportunities for youth to engage in community service and learn from the life experiences of the older generation.

Activities

The 27 January event featured a mix of casual and structured activities aimed at encouraging interaction:

- **Breakfast:** Elderly residents were treated to a breakfast, which served as a relaxed setting for conversation and bonding.
- **Dancing and Singing:** There were spontaneous moments of singing and dancing, with both the elderly and the youth participating, making the atmosphere lively and enjoyable.
- **Intergenerational Interaction:** Throughout the event, youth volunteers took the time to chat with the elderly, sharing stories and building connections. These moments fostered a natural exchange of life experiences between the generations.

Key Takeaways

The success of *Mai Gong Bo Jio* lies in its simplicity and consistency:

- **Consistency:** Holding this event weekly allows relationships to grow and develop over time, benefiting both elderly participants and youth volunteers.
- **Community Spirit:** The informal and relaxed nature of the event encourages participation from both sides, making it easy for attendees to form meaningful connections.
- **Positive Atmosphere:** The event’s structure creates an uplifting environment where participants feel valued and included.

Looking Ahead

As *Mai Gong Bo Jio* continues into the year, HUG Community remains committed to fostering intergenerational relationships:

- **Weekly Continuation:** The event will maintain its weekly schedule, serving as a cornerstone of HUG’s outreach efforts.
- **Volunteer Engagement:** HUG aims to involve more student volunteers in future sessions, further enhancing the interactive experience for the elderly.

Conclusion

The *Mai Gong Bo Jio* event on 27 January 2024 demonstrated the ongoing success of this weekly initiative in building stronger community bonds. Through simple but meaningful activities like shared meals, singing, and conversation, HUG Community continues to foster an inclusive environment where all members feel connected and appreciated.



FEBRUARY

MAI GONG BO JIO CHINESE NEW YEAR CELEBRATION

Introduction

On 3 February 2024, HUG Community held a special Chinese New Year (CNY) edition of its weekly Mai Gong Bo Jio event at the HUG Centre in Toa Payoh. This weekly gathering brings together elderly residents and student volunteers, offering a regular opportunity to connect and share in community activities. For this CNY celebration, Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance, joined, showing his continued support for HUG’s community-building initiatives.

Event Highlights

- **Event Date:** 3 February 2024
- **Location:** Voidek beside HUG Community Services Centre
- **Key participants :** Elderly, Youth and Desistor Purpose and Objectives

The CNY edition of Mai Gong Bo Jio was aimed at enhancing community ties and promoting meaningful intergenerational connections. Objectives included:

- **Intergenerational Bonding:** Provide a warm, inclusive environment where elderly residents and students could interact, celebrate, and build mutual respect.
- **Cultural Sharing:** Offer a chance for youth to experience traditional CNY customs with elders, fostering a sense of cultural understanding and preserving traditions through these shared experiences.
- **Enhanced Well-being:** Create a joyful and social atmosphere to help reduce isolation for the elderly and give youth a meaningful, community-oriented experience.

Event Activities

Activities at this special CNY event included a variety of engaging and festive elements:

- **Breakfast Gathering:** A traditional breakfast, prepared by community members, was shared by all. This meal encouraged informal conversation and set the tone for a warm, family-like celebration.
- **Karaoke and Dancing:** Both elderly residents and student volunteers enjoyed lively karaoke and dance sessions, with a mix of traditional and popular music bringing energy to the celebration.
- **Interaction and Story Sharing:** The informal setting enabled natural interactions, with elderly attendees sharing stories and cultural insights with the younger participants. This storytelling enriched the experience for student and helped to bridge generational gaps in a meaningful way.

Special Acknowledgements

- **Mr. Chee Hong Tat:** HUG Community appreciates Mr. Chee’s participation, which supports the ongoing mission to promote intergenerational engagement and community unity. His presence highlighted the importance of these community events.
- **Community Volunteers:** Special thanks to volunteers who helped coordinate, prepare food, and facilitate the event, ensuring an enjoyable and smoothly run celebration for all.

Future Plans

Following the success of this CNY gathering, HUG Community will continue to offer the Mai Gong Bo Jio event on a weekly basis to maintain strong connections within the community:

- **Weekly Gatherings:** The weekly Mai Gong Bo Jio sessions will continue to serve as a consistent space for community bonding and engagement. These regular gatherings are designed to foster and sustain the relationships and spirit of unity built through events like the CNY celebration.

- **Volunteer Participation Growth:** HUG plans to increase outreach efforts to engage more local students and community members in volunteering roles, enhancing the experience for elderly residents and expanding the community impact of these gatherings.

Conclusion

The special CNY edition of Mai Gong Bo Jio brought HUG Community members together to celebrate tradition and deepen connections across generations. The success of this event exemplifies HUG's dedication to fostering a welcoming and supportive community where everyone can come together regularly to celebrate, connect, and share in meaningful experiences.



COMMUNITY ENGAGEMENT AT UPPER THOMSON CHINESE NEW YEAR CELEBRATION

Event Overview

On 17 February 2024, HUG Community was invited to the Upper Thomson Chinese New Year Celebration as part of our ongoing Healers Programme. This event, hosted by the residents of Upper Thomson, provided a platform for HUG to share its various community programmes, fostering connections with local residents and enhancing awareness of our initiatives.

Special Guest

The event was graced by Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance. During the celebration, one of HUG’s student volunteers had the opportunity to interview Mr. Chee. The discussion covered his thoughts on HUG’s programmes and his vision for supporting community-driven efforts moving forward.

Key Activities

- Participation in the Chinese New Year festivities hosted by Upper Thomson residents
- Sharing information about HUG’s Healers Programme and other initiatives
- A student-led interview by our student leader Wu Niu Tian with Mr. Chee Hong Tat, focusing on community involvement and future collaboration opportunities

Impact and Outcomes

HUG’s participation in the event allowed for meaningful engagement with Upper Thomson residents, building stronger community ties. The interview with Mr. Chee helped highlight the importance of local support for HUG’s initiatives and opened discussions on how to further these efforts. Feedback from both residents and attendees was positive, with many expressing interest in learning more about HUG’s programmes.

Acknowledgements

We extend our gratitude to the organisers of the Upper Thomson Chinese New Year Celebration for inviting HUG to take part in this special event. Special thanks to Mr. Chee Hong Tat for his insightful contributions and the student volunteers who played an essential role in representing HUG.

Conclusion

HUG’s involvement in the Upper Thomson Chinese New Year Celebration helped raise awareness of our Healers Programme and created valuable connections with local residents. The event demonstrated the continued importance of community collaboration in achieving shared goals and fostering stronger neighbourhood ties. HUG looks forward to building on these relationships in the future.

TRIUMPH DUNK BASKETBALL MATCH FINALLY

Event Overview

On 24 February 2024, an engaging basketball match was held between the inmates of the Drug Rehabilitation Centre and the volunteer players from HUG Community Services. This event, a highlight of the HUG2Hearts programme, marked the culmination of several months of persistent effort and commitment to personal development. Triumph Dunk, our basketball initiative, occupied the centre stage, symbolising the strength of communal support and athletic endeavour.

Programme Highlights

- **Date:** 24 February 2024
- **Venue:** Drug Rehabilitation Centre Sports Facility
- **Participants:** Inmates of the Drug Rehabilitation Centre; HUG Community Services volunteer players
- **Event Focus:** Promoting teamwork, athletic development and community integration through basketball



Key Activities

- Inmates demonstrated their newly acquired basketball skills and a commendable sense of teamwork, reflecting three months of rigorous training.
- **Volunteer Engagement:** HUG Community Services volunteers participated actively, contributing their enthusiasm and dedication throughout the match.
- **Programme Conclusion:** The game symbolised a period of concerted effort towards personal progress and rehabilitation.

Impact on the Community

The match provided an opportunity for individuals to display their dedication and hard work, while bringing together diverse members of the community. The event underscored the benefits of cooperative participation and the role of sport in promoting positive social change.

Acknowledgements

Our sincere appreciation is extended to:

- The inmates, for their steadfast commitment to self-improvement.
- HUG Community Services volunteers, for their unwavering support throughout the initiative.
- Assoc Prof Muhammad Faishal Ibrahim, Minister of State for Home Affairs and National Development, for his presence and encouragement of our rehabilitation efforts.

Conclusion

Triumph Dunk stands as a testament to the positive influence of sport in uniting individuals from varied backgrounds. The event demonstrated how athletic endeavours can contribute to personal development and community integration. HUG Community Services remains dedicated to organising similar events that advance the cause of rehabilitation and communal support.

MARCH

INTERGENERATIONAL COMMUNITY CHINESE NEW YEAR DINNER 2024

Report on Mural Transformation of Pedestrian Overhead Bridge

Event Overview

On 2 March 2024, HUG Community held its annual Intergenerational Chinese New Year Dinner at Beatty Secondary School. The event brought together individuals from different generations for an evening of celebration and community engagement. The primary focus was on fostering connections between the youth, elderly, and other community members, aligning with HUG's mission to promote intergenerational support and learning.

Programme Highlights

- **Date:** 2 March 2024
- **Venue:** Beatty Secondary School
- **Special Guest:** Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance

The dinner included a series of cultural performances by students from Beatty Secondary School, including a performance by the Chinese Orchestra and a Wushu display. These performances were well received by the attendees and added a cultural dimension to the event.

Speeches and Presentations

Three student volunteers, Nu Tian, Charlotte, and Cateline, delivered short speeches about their experiences working with HUG. Their stories highlighted the importance of community service and intergenerational relationships. These reflections served as a reminder of HUG's core values and its impact on the volunteers.

Mr. Chee Hong Tat also addressed the audience, acknowledging the efforts of HUG Community and its volunteers. He presented awards to several key sponsors and youth leaders who have contributed significantly to the organisation's programmes.

Key Activities

- **Cultural Performances Showcasing Chinese Heritage**

The evening featured vibrant performances by Beatty Secondary School students, including traditional Chinese orchestra pieces that resonated with the audience and Wushu demonstrations that showcased agility and skill, educating attendees on the significance of these cultural expressions

- **Volunteer Speeches on the Value of Intergenerational Work**

Three student volunteers, Niu Tian, Charlotte, and Cateline, shared personal experiences that underscored the importance of community service, highlighting how intergenerational connections fostered compassion and personal growth while encouraging peers to engage in similar initiatives.

- **Award Presentations to Sponsors and Youth Leaders**

Mr. Chee Hong Tat presented awards to key sponsors, including Mr. Andy Hoon and Mr. Lim Ser Chang, acknowledging their essential support, while also recognising youth leaders for their outstanding contributions to HUG Community, reinforcing the collaborative spirit that drives our initiatives.

Acknowledgements

We extend our gratitude to the following sponsors who supported the event:

- **Mr. Andy Hoon**
- **Mr. Lim Ser Chang**

Their contributions, along with the efforts of our volunteers and performers, made this event a success.

Conclusion

The Intergenerational Chinese New Year Dinner successfully strengthened ties within the community by providing an opportunity for youth and seniors to engage meaningfully. HUG will continue to prioritise events that encourage these connections, promoting unity and shared values.







HUG COMMUNITY HEALER PROGRAMME MARCH VISIT TO KWSH

Event Overview

On 16 March 2024, HUG Community’s Healer Programme organised a visit to the elderly residents of Kwong Wai Shiu Hospital (KWSH). This event marked the introduction of two Blessing the bunnies, alongside the regular Furry Pawlunteers, Courage and Mercy. The inclusion of bunnies was in response to feedback from both the elderly residents and staff, indicating that additional therapy animals would benefit those who might be apprehensive around dogs. The visit aimed to diversify the types of animal interactions available under the Healer Programme, offering a broader range of comfort to the elderly.

- **Date:** 16 March 2024
- **Location:** Kwong Wai Shiu Hospital (KWSH)
- **Animal Companions:** Pawlunteer Courage and Mercy the golden retriever and Pawlunteer Blessing and Awesome the bunnies

Objectives of the Visit

The visit aimed to introduce the bunnies as part of the Healer Programme’s expansion to provide a wider range of therapeutic animal options. It also provided a platform for enhancing the emotional well-being of KWSH residents through these interactions and encouraged student volunteers to actively engage with the elderly.

Programme Highlights

The therapy bunnies, Awesome and Blessing, were introduced for the first time, offering a calm and approachable alternative to the therapy dogs. The residents responded positively, with many enjoying the novelty of interacting with smaller animals. Courage and Mercy, the regular therapy dogs, continued to provide comfort and familiarity, reinforcing their important role in the programme.

Key Activities

The residents engaged with the therapy animals, with notable improvements in their mood and interaction levels. Residents who were initially more reserved became actively involved during the animal sessions, especially when interacting with the bunnies. Student volunteers played a key role in facilitating these interactions and provided one-on-one support to the elderly, enhancing the overall experience.

Volunteer Participation and Contributions

The involvement of new student volunteers added valuable support to the event, enabling more focused and personalised attention for the residents. Volunteers helped guide the animal interactions, while also engaging in meaningful conversations with the elderly. This gave the volunteers a deeper understanding of the benefits their participation brings to the well-being of the elderly residents.

Impact on Residents

The visit had a noticeable impact on the residents, with many showing increased engagement and responsiveness. The addition of the bunnies proved to be particularly effective in offering a new type of therapeutic interaction, catering to residents who preferred smaller, quieter animals over dogs. The variety of animal interactions enriched the experience for the elderly, helping to improve their overall mood.

Acknowledgements

HUG Community extends its thanks to the staff of Kwong Wai Shiu Hospital for their continued support in organising the event. The contribution of the volunteers, especially the new student participants, was instrumental in making the visit successful.

Conclusion

The introduction of therapy bunnies at the KWSH visit was a successful expansion of the Healer Programme, enhancing the range of therapeutic interactions offered to the elderly.

The visit strengthened the bond between residents and volunteers, promoting comfort and engagement in line with HUG Community's mission to support and care for those in need.





HUG Community Buka Puasa Dinner

Event Overview

On 30 March 2024, HUG Community hosted a Buka Puasa dinner at Toa Payoh, in celebration of Ramadan. The event brought together volunteers, residents, and staff to break fast and share in the spirit of the holy month. This dinner provided an opportunity for participants from various cultural backgrounds to engage in a meaningful community experience, promoting unity and understanding.

Date: 30 March 2024

Location: Voidek beside HUG Community Services Centre

Special Guest: Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance

Objectives of the Event

- To foster intercultural understanding and appreciation of the significance of Ramadan within the community.
- To create a platform for volunteers and residents to connect, share experiences, and strengthen communal bonds.
- To emphasise inclusivity by involving individuals from diverse backgrounds in the celebration.

Importance of the Event

The Buka Puasa dinner was significant in promoting social cohesion and deepening community ties. Sharing a meal, particularly during Ramadan, is a powerful act of solidarity and respect. By hosting this event, HUG Community provided an opportunity for volunteers and residents to engage in cultural exchange, learning about Ramadan and the values it embodies, such as patience, gratitude, and empathy.

This event played a critical role in building stronger relationships between different ethnic and religious groups within the community.



Engaging in open dialogue about cultural practices helped dismantle misconceptions and fostered mutual respect. Such efforts contribute to a more inclusive and harmonious environment, where individuals from all backgrounds feel valued.

Event Activities

- **Breaking Fast Together:**

The dinner commenced with the breaking of fast at sunset. Residents and volunteers shared in this significant moment, fostering a sense of togetherness and mutual respect.

- **Cultural Conversations:**

Student volunteers and Muslim residents engaged in conversations about the meaning of Ramadan and the values associated with it. This allowed volunteers to gain a better understanding of the importance of the holy month and how it is observed.

- **Guest Participation:**

Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance, attended the event as the guest of honour. His presence reinforced the importance of community-building efforts and underscored the value of inclusivity.

Volunteer Engagement

Student volunteers played an essential role in facilitating the event. They helped with logistical arrangements and took the initiative to engage with residents, creating meaningful connections through conversation. By participating in the event, volunteers gained insights into Muslim cultural practices and developed a deeper appreciation for the values upheld during Ramadan. This interaction helps build trust, promoting a sense of unity and strengthening relationships between different generations and cultural groups.

Impact on the Community

The Buka Puasa dinner significantly contributed to strengthening the bonds within the community. By sharing in the Ramadan tradition, volunteers and residents were able to connect on a deeper level, fostering mutual respect and understanding. The event also provided a platform for cultural learning, which is essential in maintaining social cohesion in a multicultural society like Singapore. The engagement between volunteers and residents helped promote inclusivity, where all participants felt valued and respected.

Special Acknowledgements

- **Mr. Chee Hong Tat** for his participation and support of the event.
- **Student volunteers** for their dedication in assisting with the event and engaging with residents.
- **Residents of Toa Payoh** for their warm participation and willingness to share their cultural experiences with others.

Conclusion

The Buka Puasa dinner successfully achieved its objective of fostering unity and understanding within the community. Through shared experiences and cultural exchange, the event helped strengthen relationships between diverse groups and emphasised the importance of inclusivity in building a cohesive community. This event served as a reminder of the power of community gatherings in promoting mutual respect and empathy. HUG Community remains committed to organising such events that create an environment of support, unity, and cultural appreciation.





APRIL

HUG Community Joins In Kayak N Klean

Event Overview

On 14 April 2024, HUG Community joined in with the People's Association to participate in the Kayak N Klean programme at Toa Payoh West CC. This initiative brought together student leaders, volunteers, and residents for an engaging activity focused on environmental conservation and community collaboration. Participants took to the waters of Marina Bay to clean up litter, fostering environmental awareness and responsibility.

Date: 14 April 2024

Location: Marina Bay, Toa Payoh West CC

Collaborator: People's Association

Objectives of the Event

- To promote environmental stewardship among youth and community members.
- To provide hands-on experience in maintaining the cleanliness of local waterways.
- To encourage collaboration and interaction between participants from diverse backgrounds.

Importance of the Event

The Kayak N Klean programme highlighted the role of community-led efforts in environmental preservation. By actively cleaning the waterways, participants contributed to the health of local ecosystems and demonstrated a shared commitment to sustainability. The event underscored the importance of maintaining clean environments for the benefit of both people and wildlife.

This programme also served as a platform for youth to lead by example, inspiring others to take small but impactful actions for the environment. Through their participation, student leaders embodied HUG Community's values of responsibility and initiative, fostering a culture of care for the environment.

Event Activities

Kayaking and Cleanup:

Participants navigated the waterways of Marina Bay, collecting litter from the shores and water. Debris such as plastics and other pollutants were removed, leaving the area cleaner and safer.

Community Interaction:

Volunteers from different backgrounds connected over their shared mission, building relationships and exchanging ideas about environmental conservation.

Impact on the Community

The Kayak N Klean programme reinforced the collective responsibility of caring for our environment. By working together to clean up the waterways, participants strengthened community bonds and demonstrated the power of teamwork in addressing shared challenges. This event also served as an educational experience, raising awareness about the impact of litter on ecosystems and the importance of reducing waste.

Special Acknowledgements

- The Grassroot People's Association for their partnership in organising the programme.
- HUG Community's student leaders for their dedication and leadership.
- Volunteers and residents for their enthusiastic participation and commitment to environmental conservation.

Conclusion

The Kayak N Klean programme successfully achieved its goals of fostering environmental awareness and strengthening community ties. Through collective action, the event made a tangible difference in the cleanliness of Marina Bay's waterways whilst also inspiring participants to continue advocating for sustainability. HUG Community remains committed to empowering youth and promoting initiatives that contribute to a cleaner, greener future.







MAI GONG BO JIO WITH MR. CHEE HONG TAT

Event Overview

On 20 April 2024, HUG Community hosted another lively and heartwarming Mai Gong Bo Jio event at our centre in Toa Payoh. This gathering brought together elderly residents and youth volunteers for an afternoon filled with music, food, and laughter. The event also had a special guest, Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance, who added an extra layer of joy to the occasion.

Event Details

- **Date:** 20 April 2024
- **Location:** HUG Centre, Toa Payoh
- **Participants:** Elderly residents, youth volunteers, local community members, Mr. Chee Hong Tat

Objectives of the Event

The Mai Gong Bo Jio event aims to strengthen intergenerational bonds by providing a space for the elderly and youth to connect, share experiences, and enjoy each other's company. The event's goals include:

- Promoting social interaction and reducing isolation among the elderly.
- Giving youth volunteers a chance to engage with the older generation and learn from their life experiences.
- Creating an inclusive environment where everyone feels welcome and valued.

Activities

The 20 April event featured a variety of activities that encouraged interaction and fun:

- **Karaoke Session:** The karaoke was a huge hit, with residents and volunteers singing their favourite songs and creating a vibrant, joyful atmosphere.

- **Tasty Food:** The event included a delicious spread of home-cooked dishes like baos, kway teow, and bee hoon, prepared by our wonderful neighbours. The food was a warm and comforting addition to the community gathering.
- **Special Visit by Mr. Chee Hong Tat:** The highlight of the event was the visit from Mr. Chee Hong Tat. He took the time to interact with the residents, listen to their stories, and even joined in the karaoke, treating everyone to several performances that brought smiles and laughter to the room.

Key Takeaways

The event was a testament to the power of community and connection:

- **Engagement and Fun:** The karaoke session was filled with energy and laughter, showcasing the talents and enthusiasm of both the elderly and youth.
- **Food and Friendship:** Sharing a meal created an easy way for everyone to bond, making the event feel like a true community celebration.
- **Leadership and Connection:** Mr. Chee Hong Tat's visit was a meaningful addition, as he connected with the residents and made the event even more memorable.

Looking Ahead

Mai Gong Bo Jio will continue to be a staple event for HUG Community, providing opportunities for ongoing intergenerational connection:

- **Feedback-driven Improvements:** We will continue to gather feedback from participants to make improvements, ensuring that each event remains engaging, meaningful, and accessible to everyone involved.
- **Strengthening Volunteer Leadership:** As more youth volunteers get involved, we will focus on providing leadership opportunities for them, helping them to take on more active roles in organising activities and supporting the elderly.

Conclusion

The Mai Gong Bo Jio event on 20 April 2024, with the special visit from Mr. Chee Hong Tat, was a joyful and unforgettable occasion. It highlighted the power of community, connection, and shared experiences, and we look forward to more moments of togetherness in the future.







MAY

CYBERSECURITY SHARING EVENT WITH DBS

Event Overview

On 10 May 2024, HUG Community partnered with DBS to host a crucial Cybersecurity Sharing event aimed at equipping our elderly residents with the knowledge to protect themselves from scams and cybercrimes. With the rise of phishing, identity theft, and other online threats, this initiative focused on empowering senior citizens to recognise and safeguard themselves against these risks.

Event Details

- **Date:** 10 May 2024
- **Location:** AMK Hub
- **Participants:** Elderly residents, volunteers from HUG Community and DBS
- **Special Partner:** DBS

Objective and Focus

The primary objective of this event was to raise awareness about the increasing prevalence of online scams and to arm the elderly with practical skills and knowledge to prevent falling victim to such crimes. Key goals included:

- **Cybersecurity Education:** Teaching elderly participants how to identify phishing emails, suspicious messages, and protect personal information.
- **Hands-on Learning:** Demonstrating practical steps to safeguard their online presence and know what to do if they suspect a scam.
- **Empowering the Community:** Ensuring that seniors feel confident in navigating the digital world safely and securely.

Activities

The event included a mix of informative presentations and hands-on support:

- **Workshops and Presentations:** Experts from DBS shared valuable tips, using real-life examples to illustrate common scams and how to avoid them.
- **Practical Demonstrations:** Attendees learned how to recognise suspicious emails, secure their accounts, and understand the necessary steps to take if they are targeted.
- **Grocery Shopping Activity:** As part of the event, each participant received a \$50 NTUC debit card. Both HUG and DBS Volunteers accompanied the seniors to the nearby NTUC outlet, assisting them in using their debit cards and making purchases. This activity helped the elderly feel more comfortable with their new cards while providing opportunities for meaningful interactions between the seniors and volunteers.

Key Takeaways

The event proved to be both educational and uplifting:

- **Increased Awareness:** Elderly participants left the event with a stronger understanding of how to spot and avoid scams, equipping them with valuable tools to protect themselves in the digital world.
- **Practical Support:** The grocery shopping activity not only helped seniors feel confident using their debit cards but also fostered a sense of community and support.
- **Community Spirit:** Volunteers from both HUG Community and DBS played a key role in creating a warm and supportive environment, ensuring that the elderly felt safe and valued.

Looking Ahead

Building on the success of this event, HUG Community is looking forward to expanding this initiative:

- **Further Cybersecurity Workshops:** We plan to organise more cybersecurity workshops, reaching even more seniors to help them stay safe online.

- **Collaboration with Other Partners:** We will explore future collaborations with other organisations to enhance the reach and impact of these educational events.
- **Ongoing Support:** Continued volunteer involvement will ensure that elderly residents have the support they need to manage their digital safety on an ongoing basis.

Conclusion

The Cybersecurity Sharing event on 10 May 2024 marked a significant step in empowering the elderly with the knowledge and tools to protect themselves from online threats. The collaboration between HUG Community and DBS, along with the active participation of volunteers, helped create a sense of security and belonging among the elderly.







MOTHERS DAY MGBJ: A CELEBRATION OF MOTHERS WITH LOVE AND GRATITUDE

Event Overview

On 11 May 2024, Mai Gong Bo Jio blossomed with love and gratitude as we gathered to celebrate the extraordinary mothers within our community. This heartfelt event honoured their strength, sacrifices, and endless love that continue to nurture our families and society.

Event Details

- **Date:** 11 May 2024
- **Location:** HUG Centre, Toa Payoh
- **Participants:** Mothers, volunteers, and special guests
- **Special Guest:** Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance

Objective and Focus

This special celebration aimed to honour the mothers of our community, showcasing our deep admiration for their contributions to family and society. The event was designed to:

- Celebrate Motherhood: Recognising the dedication and love of mothers who play a central role in shaping the lives of their families and community.
- Show Appreciation: Expressing gratitude through meaningful gestures and heartfelt expressions.
- Strengthen Community Spirit: Strengthening the bonds within our community through a joyous and inclusive event.

Key Activities

The morning was filled with activities and entertainment such as:

- **Karaoke Performances:** The air was filled with melodies as our talented students serenaded the community with heartfelt songs, celebrating the spirit of motherhood

- **Presentation of Flowers:** The highlight of the morning came when Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance, honoured the mothers with a beautiful surprise. He graciously presented each mother with a bundle of flowers, a symbol of our admiration and gratitude for their love and sacrifices.

Volunteer Engagement

Our student volunteers played an essential role in bringing this event to life. They assisted with the setup and made sure everything went smoothly, ensuring that the morning was filled with heartfelt moments of joy and gratitude. Through their engagement, the students developed a deeper appreciation for the sacrifices made by the mothers in their lives and the community.

Key Takeaways

The celebration was a powerful reminder of the vital role mothers play in our lives:

A Celebration of Love: The event radiated with love and warmth, showing the deep respect and appreciation for all mothers in our community.

A Special Surprise for the Mothers: The flowers presented by Mr. Chee Hong Tat symbolised the community's gratitude and respect for the mothers, offering a moment of recognition and joy.

Strengthening Bonds: The shared moments of music, gratitude, and celebration brought the community closer, fostering a greater sense of unity and appreciation.

Looking Ahead

Inspired by this beautiful celebration, we are looking forward to:

- **More Community Events:** Organising more events that honour the invaluable contributions of mothers and families, strengthening the fabric of our community.

- **Ongoing Support and Engagement:** Continuing to engage with and support our mothers through programmes that foster growth, support, and connection.
- **Celebrating Love and Gratitude:** Building on the spirit of today, we aim to keep celebrating the love, resilience, and sacrifices of mothers every day.

Conclusion

The Mothers Day Mai Gong Bo Jio celebration on 11 May 2024 was an unforgettable event, filled with love, music, and heartfelt appreciation. It was a time for the community to come together and express gratitude for the remarkable mothers who form the backbone of our families and society.









HUG COMMUNITY'S HEALER PROGRAMME: MAY VISIT TO KWONG WAI SHIU HOSPITAL

Event Overview

On 18 May 2024, HUG Community conducted another successful visit to Kwong Wai Shiu Hospital as part of the HUG's Healer Programme, with the aim of spreading joy and companionship to elderly residents through animal interaction. The visit featured Courage and Mercy, HUG's resident dogs, along with Awesome and Blessing, the bunnies. Latte, an additional golden retriever, also joined the group, accompanied by their volunteer parents.

- **Date:** 18 May 2024
- **Location:** Kwong Wai Shiu Hospital (KWSH)
- **Participants:** HUG Community volunteers, staff, elderly residents, and animals

Objectives of the Event

- To provide emotional support and companionship through animal visits.
- To engage with elderly residents and foster positive interactions.
- To create meaningful connections between volunteers, residents, and animals, contributing to emotional well-being.

Activities

- **Animal Interactions:** Residents engaged with Courage, Mercy, Latte, Awesome, and Blessing, benefiting from the emotional support provided by the animals.
- **Volunteer Engagement:** Student volunteers assisted with managing the animals and interacted with the elderly residents, facilitating positive connections.

Impact on the Community

The visit brought joy and emotional support to the elderly residents, with the animals providing comfort and companionship. The animals' interactions, along with the volunteers' efforts to engage with the residents, helped create a positive atmosphere, improving the residents' mood and fostering a sense of connection. The event reinforced the value of community care, demonstrating how these visits play an important role in enhancing the well-being of the elderly.

Special Acknowledgements

- Courage, Mercy, Latte, Awesome, and Blessing for their unconditional love and companionship.
- HUG Community volunteers for their dedication and compassionate involvement.
- Kwong Wai Shiu Hospital staff for their continuous support in making these visits successful.

Conclusion

The visit highlighted the therapeutic power of animal companionship and underscored HUG Community's ongoing commitment to supporting elderly residents through compassionate engagement. The event reinforced HUG's mission to bring joy and healing to the community and foster intergenerational connections.





JUNE

HUG COMMUNITY’S LIVES SHAPING PROGRAMME: ANTI-VAPING VIDEO PROJECT WITH YOUTH HOST ADORA

Project Overview

As part of HUG Community’s ongoing efforts to promote youth awareness and health education, our Lives Shaping Programme recently produced a short-form educational video addressing the dangers of KPods. The video featured youth host Adora, who took on the task of presenting key information about the alarming substances often found in KPods and their serious effects on mental and physical health. This project forms part of our wider strategy to involve young people in meaningful outreach, allowing them to take an active role in creating peer-led content for their community.

- **Date of Release:** 4 June 2024
- **Platform:** HUG Community Instagram and Facebook
- **Programme:** Lives Shaping Programme (LSP)
- **Featured Host:** Adora
- **Focus:** Drug-related dangers hidden within KPods and the psychological and physical risks of abuse

Objectives of the Project

- To raise awareness among youth about the harmful contents and consequences of using KPods.
- To provide accessible, peer-led information in a format that appeals to the younger generation.
- To involve young volunteers in content creation and equip them with the skills to speak out on topics affecting their peers.

Project Highlights

Youth-led Script and Hosting

The content of the video was co-researched, and delivered by Adora, a student volunteer. With guidance from Conviction Media, she presented facts about KPods in a clear and responsible way. Her participation brought a personal and relatable voice to the topic, making it easier for viewers to connect with the message.

Clarity of Message

The video addressed what KPods are, the presence of substances such as ketamine, etomidate, and methamphetamine within them, and how these drugs, when misused, can lead to serious side effects. These include mood instability, hallucinations, depressive episodes, and long-term psychological impact.

Behind the Scenes – Collaborative Learning

This project was not only about the final product but also about building a culture of care and responsibility. Youth involved in the process gained hands-on experience in video production, content research, and public speaking. The team worked closely with Adora to shape a message that was honest, informative, and rooted in care for their generation.

Impact and Reflections

The video was well-received across HUG’s social media platforms, sparking discussions among viewers and prompting messages from parents and young people alike. More importantly, it encouraged our youth volunteers to think critically about substance use and the responsibility they hold as peer leaders.

Special Mentions

- Adora – for her commitment and courage in taking the lead on a sensitive topic.

Conclusion

This initiative reflects HUG Community's commitment to equipping youth with both the tools and the confidence to speak on real-life issues. Through respectful collaboration and active participation, young people like Adora are becoming credible voices in preventive education. The Anti-Vaping Video Project stands as a meaningful example of what young people can achieve when given guidance, trust, and the space to contribute.

Link to video: <https://www.instagram.com/reel/DD0jXa7SUUJ/?igsh=emZkcGJsN3liZ3cx>

INTERGENERATIONAL COMMUNITY HAIRCUT EVENT

Event Overview

On 10 June 2024, HUG Community teamed up with Vintage Hair Studios for a heartwarming event aimed at uplifting the elderly residents of Toa Payoh through free haircuts and community engagement. The event was further enriched by the involvement of the Resident's Committee, who prepared a delightful breakfast, ensuring the elderly were well-fed and surrounded by warm, friendly conversation. Moving forward, this successful event will be a quarterly initiative, ensuring that these seniors continue to experience regular moments of joy and connection within their community.

Programme Highlights

- **Date:** 10 June 2024
- **Location:** Toa Payoh
- **Collaborators:** Vintage Hair Studios, Toa Payoh Residents' Committee
- **Event Focus:** Free haircuts for the elderly, community breakfast, and fostering intergenerational connection.

Key Activities

Free Haircuts for the Elderly

Vintage Hair Studios graciously volunteered their time and expertise to provide free haircuts to the elderly residents. These haircuts not only improved their physical appearance but also enhanced their confidence and spirits, helping them feel refreshed and valued. The volunteers at Vintage Hair Studios made sure each senior felt special, providing them with a personalised experience.

Community Breakfast

The Toa Payoh Residents' Committee played a pivotal role in making the event a success by preparing a heartwarming breakfast for the elderly. The delicious spread, coupled with the friendly and attentive service, created an atmosphere of togetherness and joy. This breakfast allowed residents to connect with each other and with volunteers, fostering a deeper sense of community.

Volunteer Participation and Engagement

HUG's dedicated volunteers were instrumental in ensuring the success of the event. They assisted with managing the queue for haircuts, helped serve breakfast, and engaged with the elderly to make sure everyone felt comfortable and cared for. The volunteers' enthusiasm and commitment were key to making the event feel like a true celebration, and their interactions with the elderly residents highlighted the power of intergenerational relationships.

Quarterly Initiative

Given the success of this event, it will be held quarterly, providing regular opportunities for seniors to receive care, attention, and community support. By continuing these visits, HUG aims to foster an ongoing bond between the younger and older generations in Toa Payoh, creating a network of support and mutual respect.

Acknowledgements

We would like to extend our heartfelt gratitude to the following individuals and groups for their unwavering support and contributions to the success of this event:

- **Vintage Hair Studios** – for their generous offer of free haircuts and commitment to making the day special for the elderly.
- **Toa Payoh Residents' Committee** – for preparing and serving a wonderful breakfast and contributing to the overall warmth and atmosphere of the event.
- **HUG Community Volunteers** – for their hands-on involvement, assisting with the event's logistics and making every participant feel welcome.

Conclusion

The Intergenerational Community Haircut Event was a resounding success, bringing joy, connection, and care to the elderly residents of Toa Payoh. Through the collaboration of Vintage Hair Studios, the Residents' Committee, and HUG's volunteers, the event showcased the power of community and the positive impact of intergenerational engagement. HUG is excited to continue this initiative on a quarterly basis.





MAI GONG BO JIO - PARENTS' DAY CELEBRATION 2024

Event Overview

On 22 June 2024, HUG Community hosted the vibrant Mai Gong Bo Jio event, combining the celebration of Parents' Day with a lively community gathering at our void deck. The space was adorned with colourful balloons, and residents filled the area with joy and excitement, creating a heartwarming atmosphere.

Objectives of the Event

- **Celebrate Parent's Day:** The event aimed to honour and appreciate the parents and elderly members of the community, offering a space to show gratitude and love.
- **Strengthen Intergenerational Connections:** By bringing together residents of all ages, the event fostered connections between the youth, parents, and elderly, promoting understanding and care across generations.
- **Engage the Community:** Through various performances, interactive activities, and culinary experiences, the event encouraged active participation and a sense of belonging for everyone in the community.

Key Highlights

- **Special Guest:** We were honoured to have Mr. Chee Hong Tat, Minister of Transport and Second Minister of Finance, join the event. His presence highlighted the spirit of togetherness within the community. Mr. Chee actively participated by distributing flowers prepared by our youth volunteers, spreading joy among the residents and parents.
- **Performances:** The stage came alive with captivating performances by our talented residents, showcasing the vibrant culture and creativity within the community. The music and dance filled the air with excitement, creating lasting memories for all involved.

- **Culinary Delights:** Breakfast, provided by our community members, featured a delicious variety of dishes. A live noodle demonstration by Chef Kelvin added a unique and flavorful touch to the morning, engaging everyone with a cooking experience.
- **Generosity of Durian Grandpa's Pte Ltd:** A special thank you to Durian Grandpa's for their generous donation of fruits like bananas and mangosteens, which were enjoyed by the elderly residents and added a healthy element to the celebration.

Volunteer Participation

Our dedicated youth volunteers played an essential role in making the event a success. Their hard work included preparing the flowers for distribution, assisting with the performances, and helping with event logistics, ensuring everything ran smoothly. Their enthusiasm and commitment were truly appreciated by all.

Acknowledgements

We extend heartfelt thanks to everyone who contributed to making the Mai Gong Bo Jio event a memorable occasion. A special mention goes to Mr. Chee Hong Tat for his presence and participation, the talented performers, Chef Kelvin for the noodle demonstration, Durian Grandpa's for their fruit donation, and the volunteers whose efforts made this celebration possible.

Conclusion

The Mai Gong Bo Jio event successfully brought the community together, celebrating Parent's Day and fostering stronger connections within HUG. It was a beautiful reminder of the power of community spirit and shared moments of joy. We look forward to more gatherings like this in the future, where we continue to build a connected and caring environment for all.





TOA PAYOH WEST-THOMSON FAMILY DAY 2024 PARTICIPATION

Event Overview

On 22 June 2024, HUG Community participated in the Toa Payoh West-Thomson Family Day, a lively event organised by Hope for Animals SG. The event brought together residents of all ages to celebrate joy, connection, and community spirit. HUG Community hosted an interactive booth that became a focal point for meaningful human-animal interactions. The event highlighted the importance of fostering intergenerational bonds and demonstrated the therapeutic benefits of engaging with animals.

Event Objectives

The participation aimed to:

1. Promote community cohesion by facilitating shared experiences among residents.
2. Showcase the therapeutic and emotional benefits of human-animal interactions.
3. Strengthen awareness of HUG Community's initiatives and its partnership with Hope for Animals SG.

Key Highlights

Human-Animal Interactions

The HUG Community booth attracted significant attention, with residents eagerly engaging with the animals present. Courage and Mercy, therapy animals from Hope for Animals SG, were a particular highlight, drawing both children and adults who enjoyed petting and interacting with them. Awesome and Blessing, the booth's resident bunnies, also garnered widespread affection, bringing smiles to attendees through gentle cuddles and pats. Latte, known for her friendly demeanor, further enriched the experience by connecting with visitors throughout the day.



Visit by Distinguished Guest

The event was graced by the presence of Mr. Chee Hong Tat, Minister of Transport and Second Minister for Finance. His participation emphasised the significance of community-building initiatives and the value of fostering connections across generations. Mr. Chee interacted with the animals and volunteers, further enhancing the sense of unity and shared purpose at the event.

Volunteer Contributions

The success of the booth was made possible by the dedicated efforts of student volunteers. Their commitment to managing the booth, facilitating interactions, and creating a welcoming environment played a key role in providing a seamless and enjoyable experience for all attendees. Their enthusiasm and hard work were deeply appreciated.

Community Engagement

The event exemplified the power of community spirit, with residents of diverse ages coming together to share in the joy of the occasion. The interactions at the HUG Community booth highlighted the importance of fostering connections and creating spaces where individuals can bond over shared experiences.

Acknowledgements

HUG Community extends its sincere gratitude to the following individuals and organisations for their contributions to the event's success:

- **Hope for Animals SG** – for organising the event and inviting HUG Community to partake in it that enriched the experience for all attendees.
- **Mr. Chee Hong Tat** – for his presence and active participation, which added significance to the occasion.
- **Student Volunteers** – for their dedication and efforts in supporting the booth's operations.
- **Event Attendees** – for their enthusiastic participation and engagement with the activities.

Conclusion

The Toa Payoh West-Thomson Family Day 2024 was a resounding success, showcasing the power of community spirit and the positive impact of human-animal interactions. Through the collaborative efforts of HUG Community, Hope for Animals SG, and the dedicated volunteers, the event reinforced the importance of fostering intergenerational connections and creating inclusive spaces for shared joy and bonding. HUG Community looks forward to continuing its efforts in building a connected and caring community for all.







MAI GONG BO JIO with CATHAY UNITED BANK

Event Overview

On 29 June 2024, HUG Community hosted an unforgettable Mai Gong Bo Jio event, made possible through the generous partnership with Cathay United Bank and the support of other sponsors—WPG Holdings, Chungwha Telecom Singapore Pte Ltd, the Taipei Business Association in Singapore, and Evergreen. The event brought together residents of all ages for a day filled with joy, laughter, and meaningful connections, centered around a popiah-making workshop and lively activities.

Event Objectives

The event aimed to:

1. Celebrate community spirit by fostering connections among residents.
2. Provide a platform for intergenerational bonding through shared activities.
3. Honour the contributions of our sponsors and partners in supporting community initiatives.

Key Highlights

Popiah-Making Workshop

The highlight of the event was the popiah-making workshop, where residents, especially the elderly, enjoyed crafting and savouring their own fresh and delicious popiah rolls. This hands-on culinary experience brought smiles and a sense of accomplishment to all participants, creating a warm and engaging atmosphere.

Games and Dances

The event was enlivened by a series of interactive games and dances, orchestrated by our energetic host. Employees from Cathay United Bank and other supporting organisations volunteered their time to join in the festivities, adding to the joy and camaraderie of the day. Their enthusiastic participation made the event even more special.



Presence of Distinguished Guests

We were honoured by the presence of the Chairman and board members from Cathay United Bank, as well as representatives from our supporting organisations. Their involvement highlighted their commitment to fostering community spirit and connection, inspiring all attendees.

Goody Bags and Community Outreach

As a delightful conclusion to the event, seniors received goody bags, ensuring they left with smiles and cherished memories. Volunteers also distributed additional goody bags to residents in surrounding blocks, extending the joy and fostering connections beyond the immediate event space.

Volunteer Contributions

The success of the event was made possible by the dedication of our volunteers, who assisted with the popiah-making workshop, facilitated games, and distributed goody bags. Their hard work and enthusiasm played a significant role in creating a seamless and enjoyable experience for all attendees.

Acknowledgements

HUG Community extends its heartfelt gratitude to the following individuals and organisations for their contributions to the event's success:

- **Cathay United Bank** – for their generous partnership and support.
- **WPG Holdings, Chungwha Telecom Singapore Pte Ltd, the Taipei Business Association in Singapore, and Evergreen** – for their sponsorship and commitment to community initiatives.
- **The Chairman and board members of Cathay United Bank** – for their presence and participation.
- **Volunteers** – for their dedication and efforts in making the event a success.

Conclusion

The Mai Gong Bo Jio event on 29 June 2024 was a resounding success, bringing joy, connection, and community spirit to all who attended. Through the collaboration of HUG Community, Cathay United Bank, and our generous sponsors, the event showcased the power of shared experiences and intergenerational bonding. We look forward to continuing our efforts in building a connected and caring community for all.







“悬崖勒马为时
不晚，浪子回头
金不换。”

*“It’s never too late to pull back from the brink.
A prodigal who returns is more precious than gold.”*



JULY

HUG COMMUNITY SERVICES' 10TH ANNIVERSARY GALA DINNER: CELEBRATING A DECADE OF HOPE AND MILESTONES

Event Overview

On 13 July 2024, HUG Community Services celebrated a significant milestone with the 10th Anniversary Gala Dinner, themed “Decades of Hope, Celebrating Milestones.” The prestigious event was graced by our Guest of Honour, Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance, and our Special Guest, Associate Professor Muhammad Faishal Ibrahim, Minister of State for Home Affairs and Minister of State for National Development. Their presence highlighted the importance of HUG’s mission in empowering and supporting the community, emphasising the value of collaboration and dedication to social causes.

Programme Highlights

- **Date:** 13 July 2024
- **Location:** Equarius Hotel
- **Theme:** Decades of Hope, Celebrating Milestones
- **Key Participants:** HUG Community Services volunteers, donors, partners, and beneficiaries.

Objectives of the Event

- To celebrate a decade of service and achievements in community empowerment.
- To express gratitude to donors and partners for their unwavering support.
- To inspire continued commitment to HUG’s mission through shared stories and recognition.

Key Activities

Acknowledging Our Donors

The Gala Dinner served as a platform to express heartfelt appreciation to our generous donors, whose support has been instrumental in HUG’s success. Minister Chee Hong Tat presented Certificates of Appreciation to each donor, recognising their contributions to our cause. Among the donors honoured were Haidilao Huoguo, AW & SONS PTE LTD, Ms. Lin Jie Lin Jasmine, Soilbuild Group Holdings Ltd, ABR Ltd, Atomu Pte Ltd, Techtify Pte Ltd, Mr. Kim Sam Yong Sang, Mr. Liang Xin Jun, Hiap Hoe Limited, Nova5 Aviation Services, Ms. Zhou YuTing, Ms. Wei QingFeng, Vita Pro Pte Ltd, and Ms. Wendy Huang for her fundraising efforts. Special recognition was also given to Jiangsu Association and Julia Joes for their oil painting donations.

Captivating Performances

The evening was enriched by performances that showcased the talent and creativity within our community. Youth dancers delivered a vibrant performance, while Che Yi Shu Carol’s soul-stirring Er Hu performance left a lasting impression. These performances added a celebratory tone to the event, reflecting the joy and hope that HUG brings to the community.

Heartwarming Testimonies

Student volunteers Cheryl and Desmond shared their transformative experiences with HUG Community Services. Their stories of compassion and resilience highlighted the profound impact of HUG’s programmes on individuals and families, reinforcing the importance of our mission.

Awards and Recognitions

- **Visionary Leadership Appreciation Award:** Presented by Minister Chee Hong Tat to Reverend Jeffrey Mak, acknowledging his inspirational leadership in guiding HUG’s mission.

- **Volunteer Appreciation Award:** Presented by Associate Professor MuhammaFaishal Ibrahim to dedicated volunteers, recognising their invaluable contributions.
- **Youth of the Year 2024:** Awarded to Charlotte Shia Xie Yu Xuan for her outstanding leadership, dedication, and impact within the community.

Special Contributions

- The Flower Tale: Their exquisite floral arrangements added charm and elegance to the event, creating a vibrant and enchanting atmosphere.
- Vintage Hair Studios: Provided a hairstyling booth, ensuring guests felt special, and delivered an inspiring speech about their partnership with HUG.
- Singapore Girls Home: Contributed handmade soaps, crafted through HUG2Hearts workshops, symbolising resilience and the power of second chances.

Impact on the Community

The 10th Anniversary Gala Dinner celebrated a decade of service, highlighting the collective efforts of donors, volunteers, and partners in creating a compassionate and inclusive community. The event reinforced HUG's commitment to empowering individuals and families, inspiring continued dedication to our mission.

Acknowledgements

HUG Community Services extends its heartfelt gratitude to:

- Mr. Chee Hong Tat and Associate Professor Muhammad Faishal Ibrahim for their presence and support.
- Our Donors for their generosity and commitment to our cause.
- Volunteers for their unwavering dedication and hard work.
- Performers and Contributors for enriching the event with their talent and creativity.

Conclusion

The 10th Anniversary Gala Dinner was a resounding success, celebrating a decade of hope, milestones, and community impact. Through the collaboration of donors, volunteers, and partners, HUG Community Services reaffirmed its commitment to creating a brighter future for all. We look forward to continuing our mission with renewed vigour and dedication, building a more compassionate and inclusive society.











AUGUST

INTERGENERATIONAL CARE MOVEMENT: FREE HAIRCUT EVENT ON 12 AUGUST 2024

Event Overview

On 12 August 2024, HUG Community, as part of the Intergenerational Care Movement, hosted an event that brought together elderly residents and volunteers through a meaningful gesture—free haircuts. The event, held in collaboration with Vintage Hair Studio, provided the seniors with a fresh look, offering more than physical grooming. It was a reminder of the care and attention they deserve as valued members of the community.

Programme Highlights

- **Date:** 12 August 2024
- **Location:** Toa Payoh
- **Collaborators:** Vintage Hair Studio, HUG Community Volunteers
- **Event Focus:** Free haircuts for elderly residents, strengthening community spirit and intergenerational connection.

Key Activities

- **Haircuts for Elderly Residents**
Vintage Hair Studio's team volunteered their skills, offering haircuts that lifted the spirits of our seniors. This act of care went beyond appearance—it helped restore a sense of confidence and dignity, reminding the elderly that they are appreciated members of the community.
- **Building Community Connection**
The event served as a platform for interactions between different generations. Volunteers engaged with the elderly, offering them not only a service but companionship and friendly conversation. The interactions cultivated understanding and strengthened the bond between the younger and older participants, reinforcing the importance of community ties.

- **Volunteer Engagement**

HUG's dedicated volunteers played a key role in organizing the event, assisting with logistics and ensuring that the residents felt comfortable throughout. Their enthusiasm and involvement created a warm and welcoming atmosphere, making each participant feel valued and supported.

Impact on the Community

The event successfully brought together the elderly residents, volunteers, and community members, creating a shared space where mutual respect and understanding flourished. Through small gestures like a haircut, the elderly were reminded of their significance within the community, contributing to their overall well-being and emotional health. The event also highlighted the importance of intergenerational activities in maintaining social cohesion.

Special Acknowledgements

- **Vintage Hair Studio** for offering their time and expertise to provide free haircuts and creating a personal experience for the elderly.
- **HUG Community Volunteers** for their commitment and hands-on involvement, helping with the event's organization and creating a welcoming environment.

Conclusion

This event, part of HUG Community's ongoing Intergenerational Care Movement, demonstrated how simple acts of kindness, like offering haircuts, can create lasting bonds and uplift the spirits of our elderly residents. By continuing such initiatives, HUG Community strengthens the ties between generations, building a sense of belonging and unity. The success of this event sets a positive precedent for future activities that bring the community together.





MAI GONG BO JIO NATIONAL DAY CELEBRATION

Event Overview

On 17 August 2024, HUG Community hosted a vibrant celebration in Toa Payoh, honouring Singapore’s National Day and the theme of “Together, As One United People.” The event, part of the Mai Gong Bo Jio initiative, brought together seniors, volunteers, and community members for a day of joy, unity, and shared experiences. The presence of Minister Chee Hong Tat, our dedicated board members, generous donors, and the elderly residents made this gathering truly memorable.

Programme Highlights

- **Date:** 17 August 2024
- **Location:** Toa Payoh
- **Participants:** HUG Community volunteers, Minister Chee Hong Tat, elderly, desistors, board members, donors, and community members
- **Focus:** Celebration of unity, community spirit, and National Day.

Key Activities

- **Minister Chee Hong Tat’s Involvement**
Minister Chee’s participation added a lively and joyful atmosphere to the day. His warm presence and engaging performance brought smiles to everyone present, reinforcing the sense of togetherness that was at the heart of the celebration.
- **Community Engagement**
The seniors from Toa Payoh were the stars of the event, enjoying a lively afternoon filled with conversation, music, and delicious treats. The day was made even sweeter by the contributions from Durian Grandpa’s, which included durians, grapes, and watermelons that were thoroughly enjoyed by all.

- **Volunteer Participation**

HUG Community's volunteers played a key role in organizing the event and assisting with activities throughout the day. Their dedication and commitment helped create a welcoming environment for everyone, fostering connections and positive interactions between participants of all ages.

Impact on the Community

The event was a beautiful reflection of the National Day theme, with participants experiencing the joy and warmth of community. It provided a platform for the elderly to engage with younger generations, strengthening bonds and creating a deeper sense of belonging. Events like these are important reminders of the shared values that unite us, such as respect, care, and collective support.

Special Acknowledgements

We would like to extend our heartfelt thanks to the following individuals and groups for their contributions:

- **Minister Chee Hong Tat** for his energy and participation, which added so much joy to the celebration.
- **HUG Community Volunteers** for their hard work and dedication in making the event smooth and enjoyable for all.
- Durian Grandpa's for the delicious fruits that brightened up the day.
- **Board Members and Donors** for their ongoing support in building a vibrant and inclusive community.

Conclusion

The Mai Gong Bo Jio National Day celebration was a resounding success, bringing together people from all walks of life to celebrate what it means to be a united community. It was a day filled with the spirit of togetherness that is at the heart of National Day. We look forward to continuing these meaningful moments of connection and celebration with all members of our community.







MAJULAH SINGAPAW 2024 PARTICIPATION

Event Overview

On 17 August 2024, HUG Community participated in Majulah Singapaw 2024 at the Rivervale Community Club. The event, organised by Hope For Animals SG, was a lively celebration of animal-assisted support, where members of the community could interact with our therapy animals and learn about the HUG Healers Programme.

Programme Details

- **Date:** 17 August 2024
- **Location:** Rivervale Community Club
- **Participants:** HUG Community, therapy animals, community members, and Dr Cheng LEE JP

Event Focus

HUG Community set up a Pet Therapy room where the public engaged with Mercy and Courage, our beloved therapy dogs, along with Blessing, our gentle bunny. The day provided an opportunity to demonstrate the therapeutic benefits of animal companionship, fostering an environment of connection and joy for visitors.

Key Highlights

Therapy Animal Interaction

Mercy, Courage, and Blessing were at the heart of our Pet Therapy room, offering comfort and engagement to all who visited. Their presence created an atmosphere of warmth and affection, allowing community members to experience first-hand the benefits of therapy animals.

Insightful Visit by Dr Cheng LEE JP

A significant moment of the day was the visit by Dr Cheng LEE JP, Clinical Director of the Office of Population Health at the Institute of Mental Health. Dr Lee met with our team and shared valuable insights on the role of therapy animals in supporting mental well-being. His perspective emphasised the role these animals play in alleviating stress and providing emotional relief, especially in challenging circumstances. Additionally, one of our volunteers had the privilege of engaging in a conversation with Dr Lee, leading to an inspiring interview. This exchange reinforced the profound impact of therapy dogs in mental health support and the importance of community initiatives like ours.

Impact on the Community

The event offered a platform for individuals to learn about HUG Community's ongoing efforts through the HUG Healers Programme. The interactions with therapy animals and the knowledge shared by Dr Lee underscored the benefits of animal-assisted interventions for mental health. The feedback from visitors was overwhelmingly positive, with many expressing appreciation for the opportunity to connect with the animals and gain a deeper understanding of their role in emotional care.

Acknowledgements

We would like to express our sincere gratitude to the following:

- **Mercy, Courage, and Blessing** for their loving presence and the joy they brought to the event.
- **Hope For Animals SG** for organising Majulah Singapaw 2024 and inviting us to be part of this special occasion.
- **Dr Cheng LEE JP** for his visit and insightful contributions, adding depth to the day's discussions on mental health and animal therapy.
- **HUG Community volunteers**, whose dedication and enthusiasm helped make the event a success.

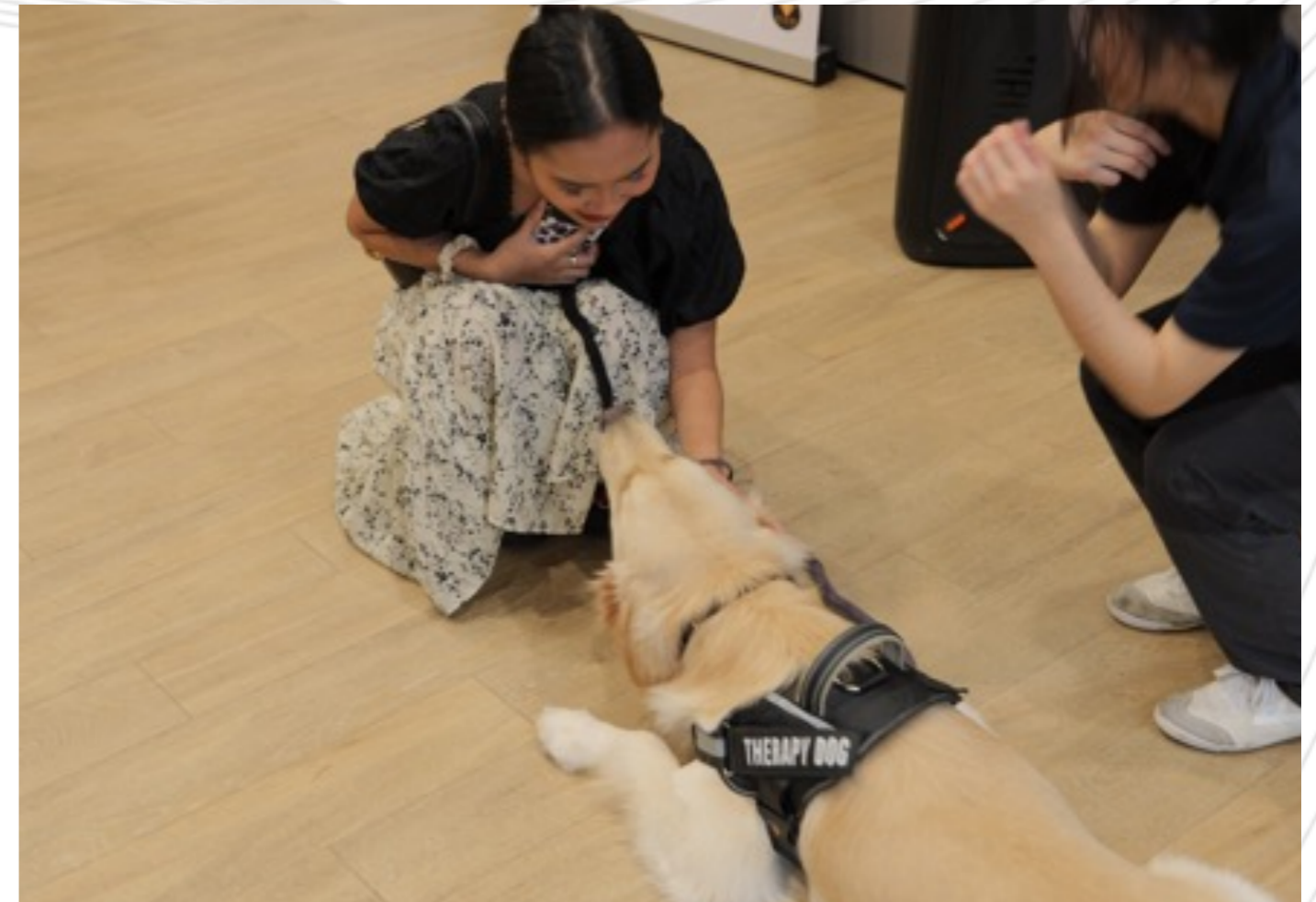
Conclusion

Majulah Singapaw 2024 was a meaningful opportunity for HUG Community to showcase the value of therapy animals in supporting mental and emotional well-being. The event strengthened our commitment to the HUG Healers Programme and furthered our mission to bring comfort and connection to the community through the power of animal companionship.









HUG COMMUNITY SERVICES RECOGNISED WITH SPS VOLUNTEER AWARDS 2024

Award Announcement

On 2 August 2024, HUG Community Services was honoured to receive the SPS Volunteer Awards 2024 from the Singapore Prison Service. The award was presented by the guest of honour for the evening, MOS Muhammad Faishal Ibrahim, in recognition of HUG's sustained contributions to offender rehabilitation and community support.

Significance of the Award

This accolade reflects the unwavering commitment of HUG's volunteers, whose compassion and dedication have played a significant role in supporting rehabilitation efforts. The award showcases the importance of collective action in creating positive change and reinforcing the belief that every individual deserves opportunities for growth and reintegration.

Gratitude and Recognition

HUG Community Services extends sincere appreciation to the Singapore Prison Service for this recognition and to every volunteer whose efforts made this achievement possible. The tireless work of these individuals has been instrumental in advancing HUG's mission, demonstrating the profound difference that community-led initiatives can make.

Looking Ahead

This milestone marks both a celebration of past efforts and a renewed commitment to HUG's ongoing work. The organisation remains dedicated to empowering those in need, guided by the principles of empathy, collaboration, and social responsibility.

Acknowledgements

- **Singapore Prison Service** for their partnership and recognition.
- **HUG Volunteers** for their exceptional service and dedication.
- **MOS Muhammad Faishal Ibrahim** for his support and encouragement.

Conclusion

The SPS Volunteer Awards 2024 serve as a testament to the power of community in shaping lives. HUG Community Services looks forward to continuing its work, inspired by this recognition and driven by the shared goal of creating a more inclusive and supportive society.







SEPTEMBER

INTERGENERATIONAL COMMUNITY MID-AUTUMN FESTIVAL CELEBRATION 2024

Event Overview

On 7 September 2024, HUG Community hosted a heartwarming Intergenerational Mid-Autumn Festival Celebration. This meaningful event brought together individuals from all walks of life, creating connections between the elderly and youth in a lively and supportive atmosphere.

We were honoured to have Mr. Chee Hong Tat, Minister for Transport and Second Minister for Finance, join us for the celebration. His heartfelt musical performance added a special touch to the festivities. The event also featured a vibrant performance by the Wushu team from Beatty Secondary School, whose energy and enthusiasm lit up the day.

Programme Highlights

- **Date:** 7 September 2024
- **Location:** Toa Payoh West Community Club
- **Collaborators:** People's Association, Care Corner Singapore, Breakthrough Missions

Key Activities

Musical Performances and Entertainment

The day began with a remarkable musical performance by Mr. Chee Hong Tat, creating an atmosphere of warmth and togetherness. Students from Beatty Secondary School brought their vibrant energy to the event, with the Wushu team delivering a powerful and captivating performance. These performances set the tone for a day filled with joy and connection.







Community Participation and Engagement

Breakthrough Missions played a significant role in the event, contributing with performances and a band that touched the hearts of all attendees. Their inspiring messages of recovery and resilience resonated deeply with the audience, reinforcing the strength of community support.

Intergenerational Bonding

One of the highlights of the day was witnessing the meaningful interactions between the elderly and younger participants. These connections were at the heart of the event, creating moments of genuine understanding and mutual respect. The sharing of stories, laughter, and traditions brought the generations together, enriching both the youth and the elderly through meaningful conversations.

Support and Generosity

This celebration would not have been possible without the generous support of our sponsors, including Haidilao Singapore, Durian Grandpa's, Mr. Lin Xiang, Mr. Kim Sam Yong Sang, and Mr. Lim Her Ser. Their contributions allowed us to create an event that was truly memorable for all who attended.

Volunteer Engagement

HUG Community's dedicated volunteers were key to the success of the day. They assisted with logistics, supported participants, and facilitated activities, making sure everyone felt welcomed and cared for. Their presence helped create a warm and inclusive environment throughout the event.

Impact on the Community

The Mid-Autumn Festival Celebration was more than just a joyful occasion. It was a reminder of the strength and warmth that comes from intergenerational bonds. The day's true impact lay in the connections formed, the deepening of understanding across age groups, and the building of a supportive community for all. Young people had the opportunity to learn from the wisdom and experiences of the elderly, while the seniors enjoyed the youthful energy and enthusiasm that brighten their day.

Acknowledgements

We extend our deepest gratitude to the following individuals and groups for their contributions:

- **Mr. Chee Hong Tat** – for gracing the event with his presence and musical performance.
- **Beatty Secondary School** – for their outstanding Wushu performance and the students' boundless energy.
- **Breakthrough Missions** – for their inspiring performances that touched the hearts of all attendees.
- **Our Sponsors** – Haidilao Singapore, Durian Grandpa's, Mr. Lin Xiang, Mr. Kim Sam Yong Sang, and Mr. Lim Her Ser, for their generosity and support.
- **HUG Community Volunteers** – for their hands-on involvement and unwavering commitment to making the day special for all participants.

Conclusion

The Intergenerational Mid-Autumn Festival Celebration was a resounding success, bringing together individuals of all ages to share stories, experiences, and traditions. Through the collaboration of partners, volunteers, and participants, the event highlighted the power of connection and community support. We look forward to continuing to build on these intergenerational relationships, strengthening our community, and creating more opportunities for shared moments of love, care, and hope.

HUG COMMUNITY’S POST-MID AUTUMN MAI GONG BO JIO CELEBRATION

Event Overview

On 7 October 2024, HUG Community celebrated a heartwarming post-Mid Autumn Mai Gong Bo Jio event, as part of our ongoing Saturday Coffee Corner programme. This gathering marked the first collaboration with Hai Di Lao Singapore, whose support and generosity made the occasion even more special. We are deeply grateful for their partnership and friendship, which significantly enriched the experience for all participants.

Programme Highlights

- **Date:** 7 October 2024
- **Location:** Toa Payoh
- **Collaborators:** Hai Di Lao Singapore, HUG Community Volunteers, Mr. Lin Xiang
- **Event Focus:** Mid Autumn Celebration, community engagement, volunteer involvement, birthday surprise, and Hai Di Lao partnership.

Key Activities

- **Community Engagement:** The event was made lively and warm by the presence of our incredible volunteers, whose dedication and kindness helped make the morning flow seamlessly. Their enthusiasm and care contributed significantly to the positive atmosphere.
- **Home-cooked Hainanese Cuisine:** Mr. Lin Xiang, a valued board committee member, generously prepared delicious home-cooked Hainanese cuisine for the residents. The comforting meal added a heartfelt touch to the celebration, allowing everyone to enjoy a special, homey experience.
- **Birthday Celebration for Pastor Jeff:** In the midst of the celebration, we surprised Pastor Jeff, our founder, with a belated birthday cake. The volunteers and residents gathered together to sing and celebrate, creating a touching and joyful moment that highlighted the spirit of camaraderie within the community.

- **Special Guest Appearance by Mr. Chee Hong Tat:** We were honoured by a visit from Mr. Chee Hong Tat, who delighted the residents with a performance that included singing, dancing, and the distribution of mooncakes. His visit brought even more joy to an already lively event and was a heartwarming moment for everyone.

Acknowledgements

- **Hai Di Lao Singapore** – for their invaluable contribution to the success of the event, providing delicious hotpot and making the gathering memorable for all attendees.
- **Mr. Lin Xiang** – for preparing and sharing his delicious Hainanese dishes, which added a personal and meaningful touch to the event.
- **HUG Community Volunteers** – for their tireless efforts and care, which ensured the event went smoothly and that everyone felt welcome and included.
- **Mr. Chee Hong Tat** – for brightening the event with his visit and bringing happiness to the residents through his performance and thoughtful gestures.

Conclusion

The post-Mid Autumn Mai Gong Bo Jio celebration was a beautiful example of community spirit, with meaningful connections fostered between residents, volunteers, and special guests. We are grateful for the support from all those involved, and we look forward to continuing these joyful gatherings in the future.





HUG COMMUNITY’S HEALER PROGRAMME VISIT TO KWONG WAI SHIU HOSPITAL

Event Overview

This month, HUG Community continued its commitment to uplifting elderly residents through the Healer Programme at Kwong Wai Shiu Hospital. A dedicated group of volunteers, including young children and members of the public, participated in the visit, offering companionship and positive engagement. The programme’s therapy animals, dogs and bunnies, played an important role in brightening the residents’ day and fostering meaningful interactions.

- **Date:** 21 September
- **Location:** Kwong Wai Shiu Hospital (KWSH)
- **Participants:** HUG Community youth volunteers, elderly residents, Desistors, furry pawlunteers

Objectives of the Event

- To provide companionship and comfort through interaction with therapy animals.
- To create opportunities for meaningful engagement between volunteers and elderly residents.
- To contribute to the emotional and social well-being of the community through shared experiences.

Activities

- **Animal Interaction** – The therapy animals, including HUG’s resident dogs and bunnies, brought smiles and warmth to the elderly residents, providing companionship and emotional support.
- **Volunteer Engagement** – Volunteers of all ages participated in conversations, assisted with animal interactions, and contributed to the welcoming atmosphere, strengthening connections across generations.

Impact on the Community

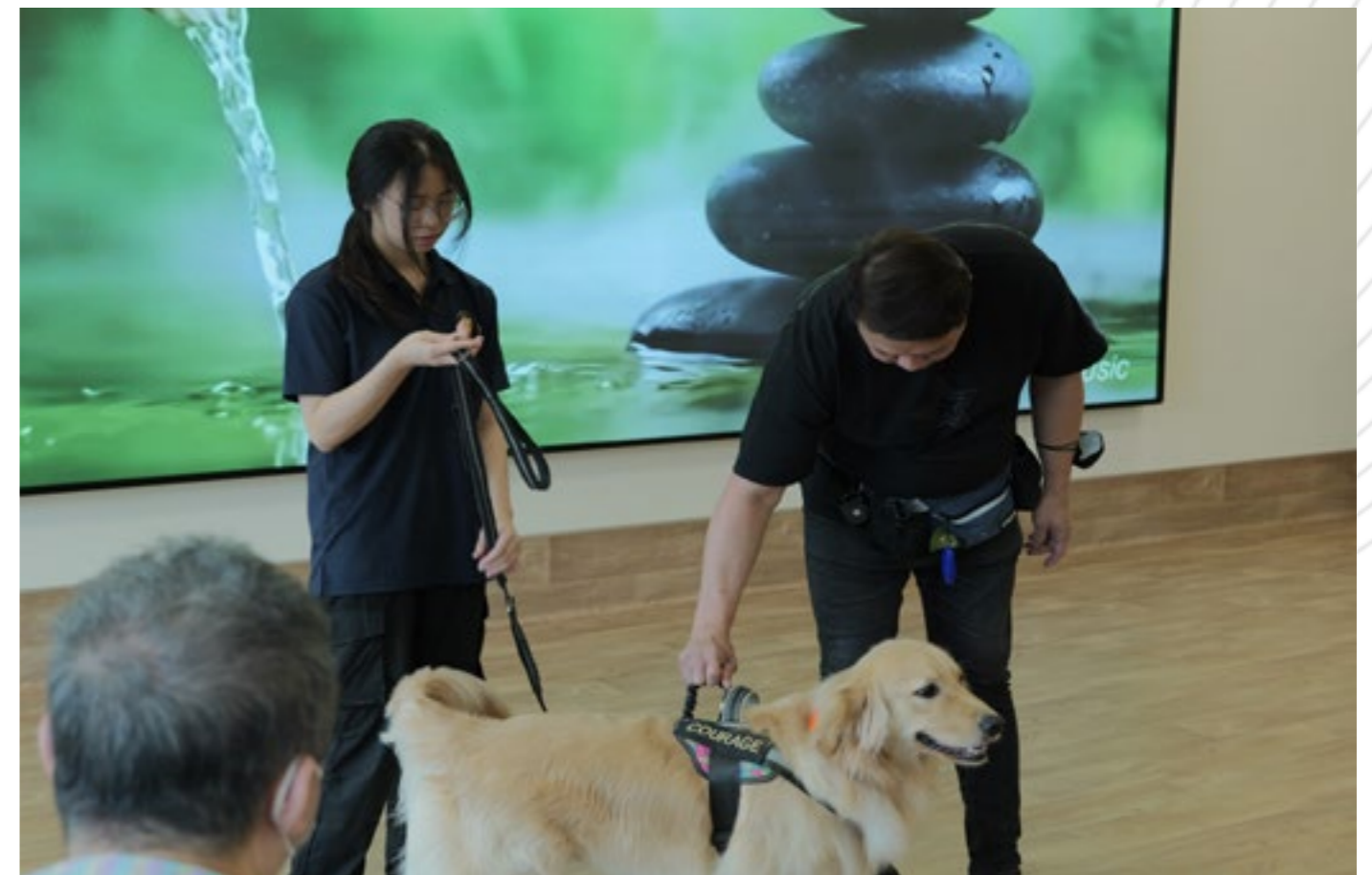
The visit was a heartening experience for both residents and volunteers. The presence of the therapy animals created an uplifting environment, evoking joy and fostering a sense of connection. Volunteers played an essential role in making each interaction meaningful, demonstrating care and compassion through their participation. The shared moments between residents, volunteers, and animals highlighted the significance of these visits in promoting emotional well-being.

Special Acknowledgements

- HUG’s Furry Pawlunteers for their affectionate presence and unwavering companionship.
- HUG Community volunteers for dedicating their time and effort to bring joy to the elderly residents.
- Kwong Wai Shiu Hospital staff for their ongoing support and collaboration in facilitating these visits.

Conclusion

This month’s visit reaffirmed the importance of connection and community engagement. Through heartfelt interactions and the presence of therapy animals, the event created a warm and supportive environment for elderly residents. HUG Community remains dedicated to continuing these visits, strengthening relationships, and contributing to the well-being of those we serve.





HUG COMMUNITY VISITS SINGAPORE BOYS' HOME

Event Overview

On 23 September 2024, HUG Community had the privilege of visiting the Singapore Boys' Home to engage with the boys in a meaningful way. The purpose of the visit was to provide an opportunity for the boys to hear from Derrick, a desistor, who shared his personal story of overcoming struggles and rebuilding his life. The aim was to demonstrate that transformation is possible, even in the face of adversity, and that everyone can take steps towards positive change.

- **Date:** 23 September 2024
- **Location:** Singapore Boys' Home
- **Participants:** HUG Community volunteers, staff, Derrick (Desistor), Andrew (Desistor), the boys, and staff from the Singapore Boys' Home

Objectives of the Event

- To inspire the boys by sharing Derrick's story of personal growth and resilience.
- To provide practical insights into overcoming challenges and making better choices.
- To create an open space for conversation and reflection, helping the boys see that change is possible, regardless of their past.

Key Activities

- **Derrick's Testimonial:** Derrick took the floor to speak about his life experiences, including the mistakes he had made and the steps he took to turn his life around. His story was not just about the struggles, but about hope and the power of change. Derrick's honest and heartfelt testimonial aimed to show the boys that, no matter where they come from, they have the capacity to rebuild their future.

- **Q&A Session:** Following the testimonial, the boys had the chance to ask Derrick and Andrew any questions they had. This open exchange allowed for meaningful conversations, with Derrick and Andrew providing honest and practical advice on navigating life's challenges. The boys engaged with the session, asking questions about making better decisions and staying focused on a positive path forward.

Impact on the Community

The visit provided an opportunity for the boys to connect with someone who had experienced similar struggles and to hear firsthand how change can begin with a single step. Derrick's story served as a reminder that it's never too late to take control of one's life. The boys left the session with a renewed sense of possibility, knowing that, like Derrick, they too have the power to shape their future. For HUG Community, this was a reminder of the impact we can have on a single life, and how one person's story can spark change in others.

Special Acknowledgements

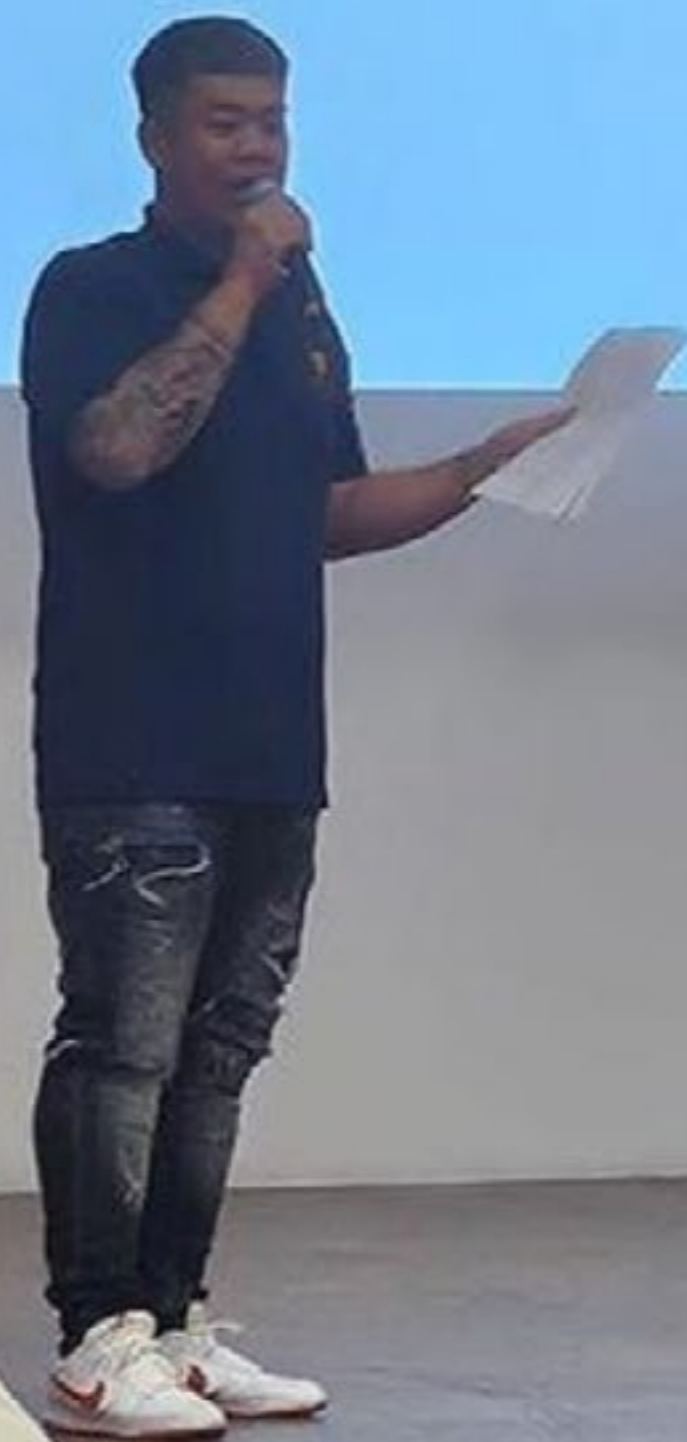
- **Derrick** for courageously sharing his journey and offering insights that resonated deeply with the boys.
- **Andrew** for his support during the Q&A session, providing further guidance to the boys.
- **The Singapore Boys' Home** for welcoming HUG Community and providing a space for this impactful event to take place.
- **The staff at Singapore Boys' Home** for their ongoing support and facilitation of this important engagement.

Conclusion

This visit reinforced HUG Community's commitment to supporting and empowering youth. Derrick's story not only offered hope but highlighted the importance of second chances and the potential for growth. HUG Community is dedicated to continuing these engagements, as we believe that through shared stories and real conversations, we can help others take the first step toward change.







OCTOBER

HUG COMMUNITY'S PARTICIPATION IN THE RGS COMMUNITY & MAKERS' FAIR 2024

Event Overview

On 3 February 2024, HUG Community was honoured to be invited to the Raffles Girls' School (RGS) Community & Makers' Fair 2024, a remarkable event that brought together students, educators, and community organisations. As part of the Gallery Walk, HUG had the privilege of setting up a booth to showcase the core values of the organisation and share insights into the impactful work that we do in the community. This opportunity allowed us to engage with bright young minds and inspire them to think about the positive change they can bring to the world.

- **Date:** 3 February 2024
- **Location:** Raffles Girls' School (RGS)
- **Participants:** RGS students, faculty, HUG Community volunteers and staff

Objectives of the Event

- To raise awareness about HUG Community's mission and the various programmes we run.
- To engage with students and provide them with insights into how HUG contributes to the community through compassionate action.
- To highlight the importance of volunteering, teamwork, and the role of animals in bringing comfort to those in need

Key Activities:

- **Gallery Walk Booth:** HUG Community's booth served as a hub of information, where students had the chance to learn about the different programmes that HUG operates. From the Healer Programme to the HUG2Hearts initiative, we shared stories and gave students a deeper understanding of how we work together to create positive social impact.

- **Dialogue Session:** A key feature of our participation was a dialogue session where HUG staff, including Pastor Jeff, discussed the mission behind the HUG Healers Programme. Pastor Jeff provided a live demonstration of dog training, offering a unique look into how our animals—our 'pawlunteers'—are trained to provide emotional support and bring joy to those in need. The session sparked interest and fostered an engaging discussion about animal-assisted interventions.
- **Interactive Engagement:** The students were encouraged to interact with the materials at the booth and ask questions about how they could become involved in community support efforts. Many students expressed interest in the volunteer opportunities within HUG and the potential to contribute to the community in meaningful ways.

Impact on the Community

HUG's participation in the RGS Community & Makers' Fair provided a valuable opportunity to connect with the next generation of leaders and changemakers. The event gave the students insight into how compassion, empathy, and community service can positively impact the lives of others. Through meaningful interactions at the booth and during the dialogue session, students learned about the work of HUG and the powerful role animals play in uplifting individuals and promoting emotional well-being.

Special Acknowledgements

- **Raffles Girls' School** for inviting HUG Community to participate in this incredible event and for providing a platform for collaboration and knowledge-sharing.
- **Pastor Jeffrey Mak** for his insightful demonstration on dog training and for sharing his expertise with the students.
- **HUG Community Volunteers** for their continued dedication and commitment to sharing the organisation's mission with the next generation.



- **Social Tea Break:** Following the exercise session, participants enjoyed a refreshing tea break with paus and coffee. This time allowed residents to interact with one another, sharing stories, building connections, and recharging before heading home.



NOVEMBER

INTERGENERATIONAL CARE MOVEMENT - WEEKLY EXERCISE

Event Overview

On 8 November 2024, HUG Community proudly launched the inaugural session of the weekly exercise programme, which takes place every Friday from 10:00 am to 11:00 am at Toa Payoh. This weekly initiative is designed to support the physical well-being of elderly residents, helping them maintain joint mobility and overall fitness. The session, led by our dedicated trainer Alan, aims to keep participants active, engaged, and connected to one another through physical activity.

- **Date:** 8 November 2024
- **Time:** 10:00 am to 11:00 am (every Friday)
- **Participants:** \Staff, volunteers, elderly, desistors and trainer

Objectives of the Event

- To promote joint mobility and improve the overall physical health of elderly residents.
- To create a regular space for exercise and social connection, enhancing both physical and emotional well-being.
- To strengthen the community network by encouraging participation and interaction among residents, volunteers, and staff.

Key Activities

- **Exercise Session:** Under the guidance of Trainer Alan, elderly participants engaged in a series of exercises aimed at improving their mobility, strengthening muscles, and supporting joint health. The exercises were thoughtfully designed to cater to the needs of elderly individuals, ensuring they could participate comfortably.





- **Social Tea Break:** Following the exercise session, participants enjoyed a refreshing tea break with paus and coffee. This time allowed residents to interact with one another, sharing stories, building connections, and recharging before heading home.

Impact on the Community

The launch of the weekly exercise programme has proven to be a valuable addition to the community. It provides elderly residents with a regular opportunity to stay physically active while promoting social connections. The programme helps combat feelings of isolation and encourages residents to engage with one another and the wider community. With the ongoing support of volunteers and the dedication of the trainer, the exercise sessions are creating an environment of care and companionship, making a significant difference to the participants' physical and emotional well-being.

Special Acknowledgements

- **Trainer Alan** for his expertise and commitment to guiding the exercises.
- **HUG Community Volunteers** for their continuous support in setting up the sessions and assisting participants, ensuring everything runs smoothly each week.
- **Elderly Participants** for their enthusiastic participation and contribution to the success of the programme.

Conclusion

The successful launch of the weekly exercise programme reflects HUG Community's ongoing commitment to the health and well-being of elderly in Toa Payoh. This initiative not only supports the physical health of participants but also strengthens bonds within the community. We look forward to continuing these sessions every Friday, providing an opportunity for the elderly to stay active, healthy, and socially connected.

HUG COMMUNITY'S RGS ORIENTATION 2024

Event Overview

On 29 November 2024, HUG Community had the pleasure of hosting students from Raffles Girls' School (RGS) at the HUG Centre. The visit provided an engaging platform for learning, interaction, and shared experiences, with a focus on the core values and work of HUG Community. Throughout the day, participants engaged in meaningful exchanges, enhanced by the lively atmosphere created by HUG's team, volunteers, and furry pawlunteers Courage and Mercy.

- **Date:** 29 November 2024
- **Location:** Raffles Girls School
- **Participants:** RGS students, HUG's staff, desistors, volunteers, and furry pawlunteers (emotional & mental wellness support dogs)

Objectives of the Event

- To provide RGS students with a comprehensive understanding of HUG Community's work.
- To encourage youth engagement in community outreach and inspire potential future collaborations.
- To create a joyful and enriching experience for the students through interaction with HUG's animals and volunteers.

Key Activities

- **Introduction to HUG Community's Work:** The students received an in-depth introduction to the various programmes run by HUG Community, including the Healer Programme, HUG2Hearts, and Lives Shaping Programme.
- **Animal Interaction:** Courage and Mercy, HUG's furry pawlunteers, played a key role in the visit, offering emotional support and joy to the students. Their interactions fostered a sense of calm and positivity, creating a warm and welcoming environment.



- **Volunteer and Student Engagement:** Both HUG's volunteers and RGS students shared valuable experiences and insights, engaging in lively discussions that highlighted the importance of community care and active participation.

Impact on the Community

The visit allowed the RGS students to gain firsthand knowledge of HUG Community's initiatives and also helped to build a strong foundation for potential future collaborations. The positive response from the students and their keen interest in HUG's work underscored the significance of such outreach activities. HUG's team and volunteers, along with Courage and Mercy, helped foster a strong sense of connection, making the visit both educational and enjoyable.

Special Acknowledgements

- Courage and Mercy for their consistent warmth and engagement, brightening the day for all involved.
- RGS students for their enthusiastic participation and willingness to engage deeply with HUG Community's mission.
- HUG Community volunteers for their dedication to ensuring the day ran smoothly and was filled with meaningful exchanges.

Conclusion

The RGS Orientation 2024 was a day to remember, providing an excellent opportunity for the students to learn about HUG Community's work and engage with its various programmes. The event showcased the value of community interaction and the potential for further collaboration between HUG Community and RGS. HUG looks forward to nurturing this connection in the future, continuing to build on the positive experience shared during this event.





DECEMBER

TRANSITION READY PROGRAMME: GIRLS' HOME VISIT TO HUG CENTRE CHRISTMAS CELEBRATION

Event Overview

On 10 December 2024, HUG Community warmly welcomed the girls from the Girls' Home to celebrate Christmas at the HUG Centre as part of the Transition Ready Programme. The day was filled with meaningful activities, insightful testimonies, and heartfelt interactions. The event served as a platform to engage the girls in discussions on recovery and reintegration, highlighting the services and support HUG offers.

- **Date:** 10 December 2024
- **Location:** HUG Centre
- **Participants:** HUG Community volunteers, girls from the Girls' Home, Cheryl, Derrick, Kristine, and Adora (via recorded video), and furry pawlunteers Blessing and Awesome (the bunnies)
- **Objective:** To provide an encouraging environment for the girls by sharing personal testimonies of recovery and reintegration and building a sense of connection and community.

Event Highlights

- **Introduction to HUG Services**
The event began with an introduction to HUG Community, where volunteers shared information about HUG's free services. This introduction served as a way to show the girls the various ways HUG can support them on their journey, from mental health support to volunteer activities.





- **Recovery and Reintegration Testimonies**

Cheryl, a dedicated member of the HUG Healers Programme, shared her powerful story of overcoming challenges and reintegrating into the community. Additionally, Derrick and Kristine's story, detailing how they worked through addiction as a family, left a strong impression on the girls. These testimonies provided a sense of hope and resilience, showing that personal growth and change are possible.

- **Adora's Recorded Testimony and Event Videos**

The girls were also shown a recorded video testimony by Adora, another HUG volunteer who has been actively involved in the programme. Alongside the video, recent event footage featuring both Cheryl and Adora gave the girls a clearer picture of the positive outcomes and personal achievements possible through the programme.

- **Heartwarming Feast and Pawlunteer Interactions**

The celebration continued with a feast, prepared with care by HUG volunteers, providing home-cooked meals for the girls. To add an extra touch of warmth, the girls had the opportunity to meet Blessing and Awesome, HUG's beloved bunnies. The interaction with these pawlunteers brought smiles and light-hearted moments to the event, creating a memorable Christmas celebration.

- **Special Sponsorship from Ans.Ein**

A highlight of the day was the generous gesture from Anseina, Co-Founder of Ans.Ein | Wearable Art. She shared her personal testimonial with the girls, further inspiring them with her journey. Anseina also sponsored clothing gifts for the girls, making the occasion even more special and thoughtful.

Acknowledgements

We would like to extend our heartfelt thanks to the following individuals and groups for their valuable contributions to the success of this event:

- **Cheryl, Derrick, and Kristine** for courageously sharing their personal stories.
- **Adora** for her inspiring recorded testimony.
- **Anseina** for the thoughtful sponsorship of clothing gifts and the touching testimonial.
- **HUG Volunteers** for preparing a delicious home-cooked feast and ensuring the smooth running of the day.
- **Blessing and Awesome** for bringing joy and companionship to everyone present.

Conclusion

The Christmas celebration at HUG Centre created a meaningful and supportive environment for the girls from the Girls' Home. Through personal stories of resilience, heartwarming gestures, and shared moments of connection, the event embodied HUG's commitment to nurturing individuals and fostering a sense of community.



CHRISTMAS MAI GONG BO JIO: A YEAR OF COMMUNITY AND CONNECTION

Event Overview

On 14 December 2024, HUG Community celebrated the Christmas Mai Gong Bo Jio, marking a year since the programme's inception. The event was filled with warmth and festivity, hosted by the charismatic Xixi Lim, whose singing and entertainment uplifted the spirits of all attendees. A community dance session brought everyone together in celebration, creating an atmosphere of joy and togetherness. Over 100 elderly residents attended, joined by Mr Chee Hong Tat, Minister for Transport and Second Minister for Finance.

Event Details

- **Date:** 14 December 2024
- **Location:** Mai Gong Bo Jio Programme Venue
- **Participants:** Elderly residents, HUG Community volunteers, sponsors, and special guests

Purpose of the Event

- To bring the community together in celebration of the festive season.
- To provide elderly residents with an opportunity for meaningful interaction and engagement.
- To recognise the contributions of volunteers and partners in supporting the programme throughout the year.

Programme Highlights

Community Dance and Performances

The event featured lively performances by Xixi Lim, who led the celebrations with music and entertainment. Residents, volunteers, and guests participated in a dance session that encouraged movement and connection, creating a sense of unity among attendees.

Guest Engagement

Mr Chee Hong Tat joined in the celebrations, dancing with residents and preparing singing performances, adding a personal touch to the event. His involvement was warmly received, making the occasion even more special for those in attendance.

Volunteer Participation

A group of new volunteers from Raffles Girls' School joined the event, supporting the community for the first time. Their enthusiasm and dedication contributed to the event's success, and their presence was greatly appreciated. Their willingness to engage and connect with the elderly residents was a testament to the spirit of community service.

Contributions and Acknowledgements

The event would not have been possible without the generosity of sponsors and supporters:

- **Hai Di Lao** provided a delicious meal and sponsored goody bags.
- **Kundal** contributed shampoo, hair treatment, and hand sanitiser.
- **Truly Nuts** donated mixed nut packets for the community.
- **Durian Grandpa** shared fresh fruit with the elderly.

HUG Community expresses deep appreciation for their continued support, which made this gathering a memorable experience for all.

Conclusion

The Christmas Mai Gong Bo Jio was a celebration of community, connection, and shared joy. It highlighted the importance of intergenerational relationships and the impact of meaningful engagement. As HUG Community looks ahead, the commitment to nurturing a strong and supportive environment remains steadfast.





HUG COMMUNITY'S HEALER PROGRAMME: CHRISTMAS VISIT TO KWONG WAI SHIU HOSPITAL

Event Overview

On 21 December 2024, the HUG Healers team concluded their final visit of the year to Kwong Wai Shiu Hospital, marking the end of another successful chapter in their ongoing efforts to spread joy and companionship. This festive celebration was marked by the participation of Courage and Mercy, our loyal golden retrievers, accompanied by two additional volunteer dogs, and our cherished bunnies, Awesome and Blessing.

- **Date:** 21 December 2024
- **Location:** Kwong Wai Shiu Hospital (KWSH)
- **Participants:** HUG Community volunteers, hospital residents, and animals

Objectives of the Event

- To bring seasonal joy and emotional upliftment to elderly residents through animal interaction.
- To enhance the festive atmosphere with music and companionship.
- To further deepen the connection between volunteers, residents, and animals.

Activities

- **Animal Interaction:** Courage, Mercy, and the other animals continued to offer the familiar sense of calm and comfort they've brought throughout the year, engaging with residents in meaningful ways.
- **Christmas Carols:** Student volunteers provided a heartwarming performance of Christmas carols, bringing festive spirit to the elderly, who participated with visible delight, clapping and singing along.
- **Volunteer Engagement:** The volunteers played an integral role in creating a warm and lively atmosphere, helping manage the animals and ensuring all residents were included in the interactions.





Impact on the Community

The final visit of the year left a lasting impression on the elderly residents, reinforcing the sense of connection and support that the HUG Healers programme has strived to build throughout 2024. The joy shared between animals, volunteers, and residents contributed to a truly uplifting and memorable experience, providing a fitting end to a year of impactful engagements.

Special Acknowledgements

- Our dedicated dogs Courage, Mercy, and the additional volunteers' pets, alongside Awesome and Blessing, for their unwavering companionship.
- The student volunteers, whose carol performances enriched the atmosphere and brought smiles to many.
- Kwong Wai Shiu Hospital staff for their ongoing collaboration, making these visits possible.

Conclusion

The Christmas visit provided a heartwarming conclusion to the year's efforts, once again highlighting the emotional benefits of animal companionship and volunteer interaction. As HUG Community looks ahead to the coming year, the success of this event underscores the importance of continuing these valuable engagements, which have brought joy and comfort to so many throughout 2024.

TESTIMONIES



ADORA, STUDENT VOLUNTEER

My name is Adora. I'm a student volunteer at HUG Community and I joined the HUG2Hearts programme as one of their beneficiaries.

I first connected with HUG Community when they were running the HUG2Hearts programme at one of the residential services. I got to know Pastor Jeff and Pastor Grace and the programmes they hold, and I found them very interesting. I kept in touch, reached out when I was available, and started attending their Saturday morning services and other programmes because they really gave me a sense of achievement and made me feel committed to something.

It really depends on how someone wants to see the residential services. Some might think it's a struggle to be there, but others see it as a good thing because we learn life skills that normal youths don't.

When I first got there, it felt like a huge setback because all my plans for completing my education and getting myself together had to be put to waste. I had to come up with something else to distract myself. In the end, I understood that I was in a situation I couldn't control, so I decided to make the best of it, focus on my studies, and improve myself as a person.

My time there was generally okay and I felt comfortable to some extent, but what really encouraged me to change was my family's love. Being in the residential services made me realise how much I had under-appreciated them and how much I could have done better to make them proud and happier. So I decided that once I was out, I really had to change myself for the better to make it up to my family for all the time I had left them.

I was drawn to HUG Community because of their programmes that let us give back to society. It gave me a sense of belonging and I just like the feeling of helping others and seeing their satisfaction. Spending time with the elderly through the intergenerational programmes also helped me build my charisma and my ability to interact with others.

In the working world, I definitely need strong communication skills because I usually work with others. I can't just be by myself without talking to anyone. There will be times when I need help or need to share things with someone, so I need to improve how I communicate with others.

At first, I wasn't sure about my decision because it was my first time joining such a programme. I didn't know if I could commit or if I would face issues that might drive me away.

The pastors always give me unwavering support, care and guidance for the things I'm facing in life. Their support is genuine and generous, and I feel a lot of compassion and empathy here. The student volunteers and my peers also helped me when I first came to HUG Community. They helped me adapt and understand how things work. For example, during my first few Saturday morning programmes with the seniors, the student leaders were very nice and guided me on how to learn and work together to organise the programme.

Being in the residential services gave me an idea of how to interact with others, and being here at HUG Community gives me the chance to put that into practice and learn how to improve. My most rewarding experience at HUG Community was our 10-year gala. It was a big eye-opener because I met many people, heard more HUG stories, and got to celebrate all that HUG has achieved. Compared to three years ago, my goals have changed a lot because being at HUG Community gives me more hope and a better understanding of society, making me want to achieve more.

For my tertiary education, I now feel drawn to community care service-related courses because I enjoy giving back and helping others cope with their situations.

If your life feels dull and you feel like nothing will go right, that's normal but don't let it stop you from achieving what you're capable of. The time there might be hard at first, but it will eventually pass; don't let it drag down your progress toward becoming better.

HUG Community played an important role in my journey because whenever I had problems or was struggling, I knew I could turn to the pastors. Their advice is trustworthy, and they were always there to listen to my concerns and help me find solutions.

Of course—don't hesitate, just join. You might think you won't like it, but after joining, it really changed my perspective. I thought it might be boring at first, but it's actually fun to hang out with the other volunteers, join the programmes, and gain knowledge. The communication skills I learned here and how this space improved me as a person allowed me to get to know people, talk to others more, and build better relationships.

If anyone is hesitant about seeking help, or if you know anybody who is, just join us. We will always be here for you.



Charlotte Shia, Youth of the Year 2024

My name is Charlotte Shia. I am a student leader volunteer at HUG Community Services where I help organise and host activities such as our weekly Mai Gong Bo Jio coffee corner for elders and larger events like our anniversary galas.

I feel very honoured and touched to be named Youth of the Year 2024. It is recognition of my hard work and dedication throughout my volunteering journey at HUG.

My journey here has been like a roller coaster. I have spent countless hours hosting coffee corner sessions, coordinating logistics for our tenth year gala and planning other programmes. It was my determination and willingness to push through challenges that led to this award.

I was inspired to start community service because I often saw volunteers working along the roadside and wanted to give back to help those who could not help themselves and, in my own way, make the world a better place.

I am particularly proud of our weekly coffee corner with the elders. Every session runs smoothly. Young people and elders enjoy themselves. We learn about each other's lives, bridge the generation gap and build strong connections among volunteers.

The high expectations placed on us as student leaders, organising rosters, arranging activities level by level and communicating clearly, have sharpened my time management skills and resilience. Balancing schoolwork with volunteering has not been easy but it has taught me to work hard and never give up when opportunities do not come easily.

Personal growth and community service go hand in hand. Serving at HUG has pushed me out of my comfort zone, encouraged me to step up and shown me that I am not alone. My fellow student leaders face the same challenges. We juggle exams and events together.

My advice to young aspiring community leaders is simple. Step up and get out of your comfort zone. Where there is a will there is a way. Put in the effort, stay determined and remember that leadership often means sacrificing time but the results are worth it.

I stay motivated by my fellow student leaders because spending time with them is enjoyable and by seeing smiles on everyone's faces after a successful event. Those moments make all the hard work worthwhile.

The most rewarding moment so far was our tenth year anniversary gala last December. It was one of my first major events as a student leader. Despite minor hiccups it was a huge success and a night I will never forget.

Pastor Grace and Pastor Jeff have been incredible mentors. They have shared insights into the wider world beyond school, taught me to manage my time better and shown me that effort truly pays off. Their patience, kindness and willingness to listen have lifted me to greater heights.

Being a leader means voicing opinions others might be too afraid to share, sacrificing your own time and learning to balance many responsibilities. Teamwork, resilience, flexibility and clear communication are essential.

Receiving this award means the world to me. It signifies everything I have achieved and I am honoured to stand among my peers and even meet ministers at the ceremony. It is a spectacular milestone.

Finally, to my fellow student leaders Chloe Yeow Bin Niu Tian Didi and Kaylene and to everyone who balances studies with volunteering, thank you for your hard work. Here's to a great year ahead.



NIU TIAN, STUDENT VOLUNTEER & YOUTH LEADER AT HUG COMMUNITY

My name is Niu Tian. I'm currently a JC student and also a regular volunteer and part of the Youth Leaders Team in HUG Community Services.

I first knew about HUG in 2023 when I was still in school. HUG actually reached out to my senior year group for help with a Chinese New Year event. It was a small karaoke session with the elderly. During that event, I played the role of the mascot. If you look at the photos carefully, you can spot me.

That was my first encounter with HUG. After that, it wasn't until much later in the year, in July, when I was contacted again to help with the Mid-Autumn Festival. Slowly, I got more involved with my friends, and we started planning events. I began attending more HUG sessions and helped organise different activities. Then in 2024, I became part of the Youth Leaders Team with my fellow volunteer friends at HUG.

Last year was a fruitful year. We managed to organise many events. I was the main leader in charge of our community breakfast corner every Saturday morning, Mai Gong Bo Jio. It's still ongoing. Now here I am. I always wanted to find a chance to give back to the community, but I didn't know where or how I could play a part. In September, I found out about HUG, and Pastor Jeff and Pastor Grace talked to me about it. I was really inspired by their vision.

At the time, I wasn't sure how to attend the sessions. But in 2023, they needed help again and asked me to come back. I said yes. Of course, I was down to help.

That was really the start of my journey in HUG. I made many friends here. I've met people from different backgrounds and talked to them. I even made friends with the elderly in our community, which is quite rare nowadays. It's meaningful, especially as a youth. I feel like I have a huge role to play in the future.

Volunteering helped me figure out what I want to do. It helped me understand society better, not just within my friend group, but beyond that, reaching out to the elderly, youths at risk, and even ex-offenders. It's meaningful and inspirational for me. It made me want to come back and serve even more.

As a student leader, we have to do many things. We host meetings regularly to talk about how we can improve our events and reflect on them. For me, my main event is Mai Gong Bo Jio, the community breakfast corner. There's a lot to coordinate. We do the schedule, assign roles, and take care of the situation in case of emergencies. For special events like Mother's Day, Father's Day, Christmas, or Chinese New Year, we come together to plan bigger celebrations. We also invite our advisor, Mr Chee, to join us for these celebrations. So there's a lot to do. At the same time, we have to manage our own lives too, because we're still students.

At first, I didn't really have a clear view of what I wanted to do when it came to serving the community. Volunteering is a very vague word. It could be anything, like cleaning rooms for the elderly, helping children, tutoring, that's what I always hear people my age doing.

But when I came to HUG, I found out our main focus is bringing the community together through the intergenerational programme, connecting youth with the elderly. That's where I found my forte. I realised I'm actually good at communicating with the elderly. I'm passionate about helping them and seeing their happy faces. When I was still in school, I could see them along the streets after class, and they would wave to me, say hi. That's when I found the meaning in volunteering. I felt a real sense of belonging in this community. I got to know so many people, hear their stories, and reflect on myself.

I think the most memorable event for me was the Chinese New Year celebration in 2024. It was hosted at my senior school. It was a big event and they let me invite my parents. That was the first time my parents really saw what I was doing in this community.

Before that, they thought I was just serving food or doing small tasks. They didn't really understand community service. But that day, I got a chance to do a sharing in front of the elderly, my parents, and my friends. I told them about my vision, my inspiration, and why I love doing this. It gave my parents a clearer picture, and they were really proud of me. It was also a great chance for me to express my gratitude to the people I've been serving.

I also received the Outstanding Youth Leader Award from our patron, Mr Chee. I was really happy and it motivated me to continue working hard and serving this community.

FINANCIAL HIGHLIGHTS

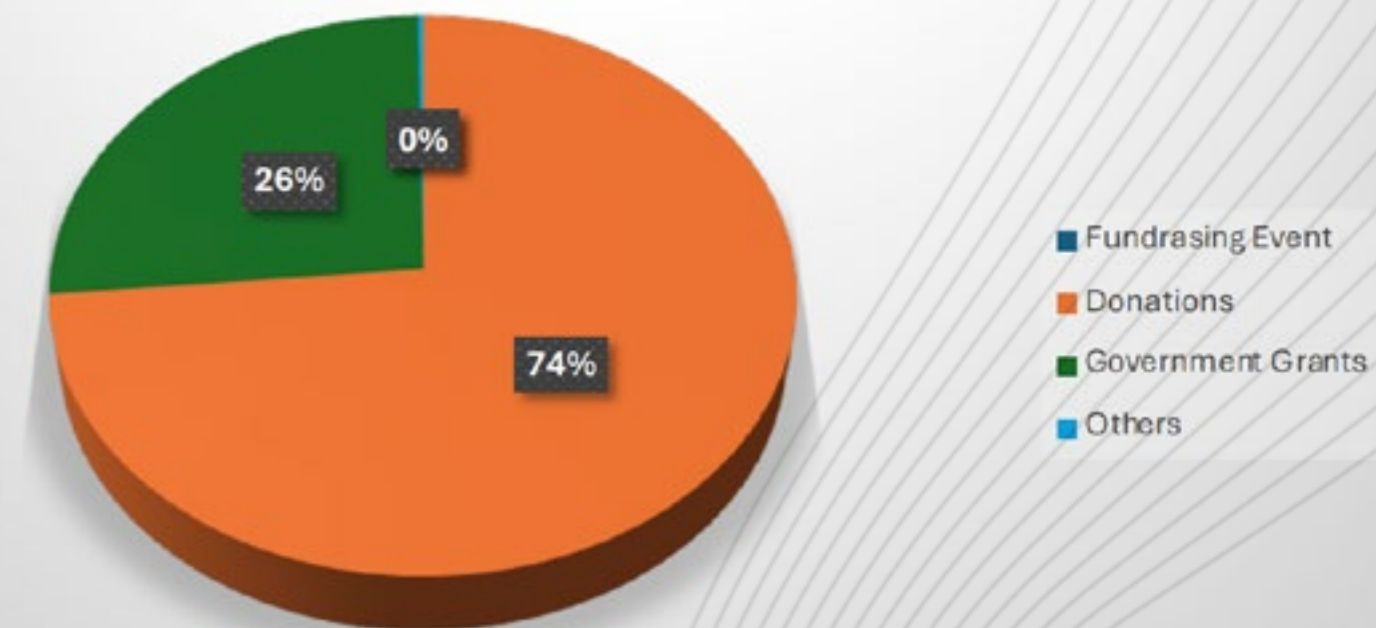
FINANCIAL HIGHLIGHTS

HUG Community Services Limited (HCSL) is committed to the prudent use of its resources. HCSL ensures cost-effectiveness and accountability in carrying out its operations. Financial controls and procedures are put in place for transparency and accountability to improve corporate governance, safeguarding the integrity of the financial reporting.

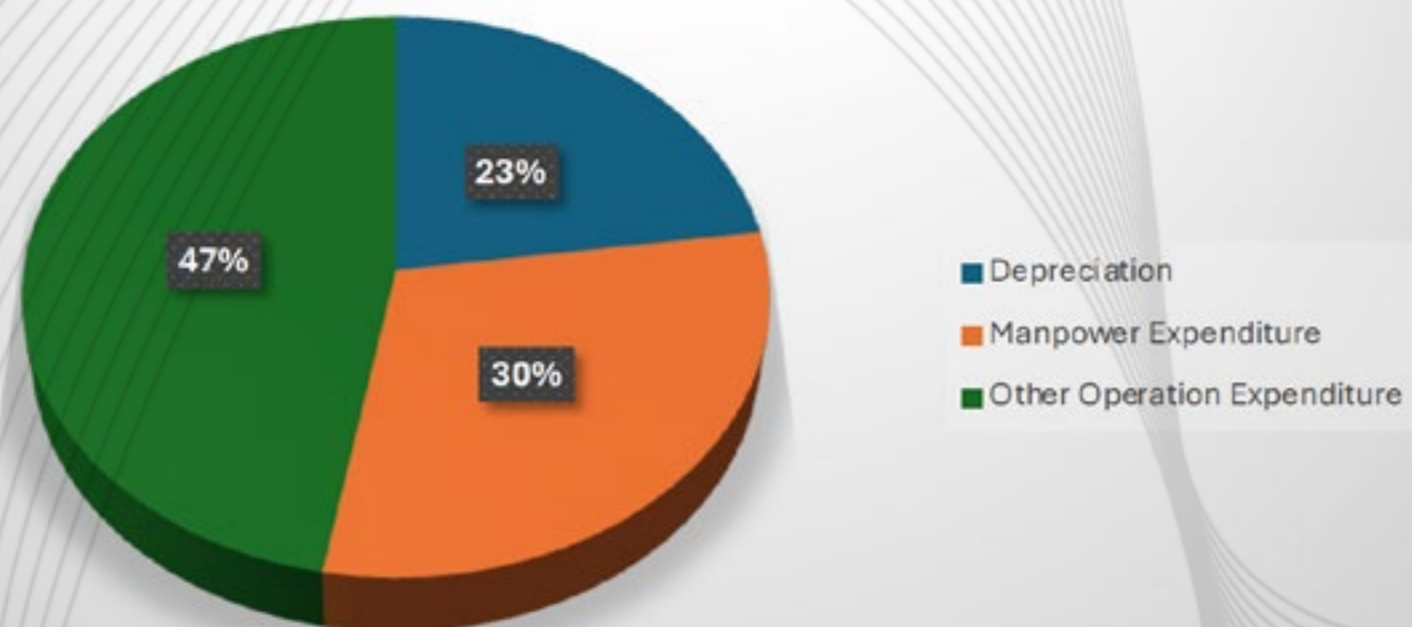
Financial Charts

Income stems from our donors and supporters, supporting our cause and believing in our beneficiaries and us. FY2024 saw a donation of a total amount of \$731,875 from our donors and supporters.

TOTAL RECIEPTS



TOTAL EXPENDITURE



RECEIPTS AND EXPENDITURE FOR 1ST JANUARY 2024 TO 31ST DECEMBER

Receipts	Unrestricted funds	Restricted funds	Total	%
Fundraising Events	–	–	–	0%
Donations	\$731,875	–	\$731,875	73.56%
Government grants	\$260,700	–	\$260,700	26.20%
Others	\$2,366	–	\$2,366	0.24%

Expenditure	Unrestricted funds	Restricted funds	Total	%
Depreciation	\$146,462	–	\$146,462	22.79%
Manpower expenditure	\$193,217	–	\$193,217	30.07%
Other operation expenditure	\$302,865	–	\$302,865	47.14%

BALANCE SHEET

NON-CURRENT ASSETS \$82,037

CURRENT ASSETS \$600,741

NON-CURRENT LIABILITY \$28,840

CURRENT LIABILITIES \$75,992

NET ASSETS \$577,946

FINANCIAL INFORMATION

HUG COMMUNITY SERVICES LIMITED

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2023

	Note	2023 S\$	2022 S\$
ASSETS			
Non-current assets			
Plant and equipment	4	154,875	228,296
Right-of-use assets	5	45,535	35,081
		<u>200,410</u>	<u>263,377</u>
Current assets			
Trade and other receivables	6	9,225	7,952
Cash and cash equivalents	7	169,270	340,875
		<u>178,495</u>	<u>348,827</u>
TOTAL ASSETS		<u>378,905</u>	<u>612,204</u>
Represented by			
Accumulated funds		<u>225,549</u>	<u>374,483</u>
Non-current liability			
Lease liabilities	8	31,714	29,031
Current liabilities			
Other payables	9	92,092	193,408
Lease liabilities	8	29,550	15,282
		<u>121,642</u>	<u>208,690</u>
TOTAL FUND AND LIABILITIES		<u>378,905</u>	<u>612,204</u>

The annexed notes form an integral part of and should be read in conjunction with these financial statements.

HUG COMMUNITY SERVICES LIMITED
STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023

	Note	2023 S\$	2022 S\$
Revenue	10	230,918	605,795
Other income	11	192,926	816
		<u>423,844</u>	<u>606,611</u>
Less: Expenditure			
Audit fee		4,330	4,000
Accounting fee		5,940	4,640
Bank charges		77	117
Community service expenses		107,058	98,790
Computer and IT expenses		652	1,599
Consultancy fee		300	300
CPF contribution		13,780	2,529
Depreciation of plant and equipment		127,098	102,298
Depreciation of right-of-use assets		32,961	33,192
Directors' incentive		72,000	114,000
Entertainment and refreshment		2,679	2,826
Foreign worker levy		1,674	-
Gift		-	202
Insurance		205	-
Interest on lease liabilities		4,548	2,627
Late payment interest		17	5
Low value assets		621	578
Maintenance		3,178	546
Operation expenses		1,089	2,705
Payroll and admin expenses		4,250	-
Platform charges		845	-
Printing and stationery		2,371	3,227
Professional fee		5,585	-
Salary		93,800	13,464
Security system		-	347
Secretarial fee		1,938	3,356
Skill development levy		211	32
Staff allowance		-	1,400
Staff welfare		11,207	5,086
Subscription fee		409	-
Training programme expense		1,626	1,436
Telecommunication		11,816	8,619
Transport and travelling expenses		40,510	30,477
Utilities		20,003	1,106
		<u>572,778</u>	<u>439,504</u>
(Deficit)/surplus for the financial year		(148,934)	167,107
Income tax expense	12	-	-
Net (deficit)/surplus and total comprehensive (loss)/income for the financial year		<u>(148,934)</u>	<u>167,107</u>

HUG COMMUNITY SERVICES LIMITED
STATEMENT OF CHANGES IN ACCUMULATED FUND
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023

	S\$
At 1 January 2022	207,376
Net surplus and total comprehensive income for the financial year	167,107
At 31 December 2022	<u>374,483</u>
Net deficit and total comprehensive loss for the financial year	(148,934)
At 31 December 2023	<u>225,549</u>

GOVERNANCE EVALUATION

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
1	Clearly state the charitable purposes (For example, vision and mission, objectives, use of resources, activities, and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (For example, Charity Portal, website, social media channels, and so on) that can be easily accessed by the public.	1.1	Yes	
2	Develop and implement strategic plans to achieve the stated charitable purposes.	1.2	Yes	
3	Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities.	1.3	Yes	
4	Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to a charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge.	1.4	Yes	
5	The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct.	2.1	Yes	
6	The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.	2.2	Yes	
7	Document the terms of reference for the Board and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas*, where relevant to the charity: a. Audit b. Finance	2.3	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
7	* Other areas include Programmes and Services, Fund-raising, Appointment/ Nomination, Human Resource, and Investment.	2.3	Yes	
8	Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge, and experience. All Board members should exercise independent judgement and act in the best interest of the charity.	2.4	Yes	
9	Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and reappointment, at least once every three years.	2.5	Yes	
10	<p>Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position).</p> <p>For Treasurer (or equivalent position) only:</p> <p>a. The maximum term limit for the Treasurer (or equivalent position like a Finance Committee Chairman, or key person on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversee the finances, the Chairman will take on the role.</p> <p>i. After meeting the maximum term limit for the Treasurer, a Board member's reappointment to the position of Treasurer (or an equivalent position may be considered after at least a two-year break.</p>	2.6	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
10	ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer.	2.6	Yes	
11	<p>Ensure the Board has suitable qualifications and experience, understands its duties clearly, and performs well.</p> <p>a. No staff should chair the Board and staff should not comprise</p>	2.7	Yes	
12	<p>Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well.</p> <p>a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making.</p>	2.8	Yes	
13	<p>The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break.</p> <p>For all Board members:</p> <p>a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board.</p> <p>b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service. (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting).</p>	2.9a 2.9b 2.9c	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
13	c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report.	2.9a 2.9b 2.9c	Yes	<p>In alignment with governance best practices, the Board of Directors has carefully deliberated the matter and unanimously agreed to retain Reverend Jeffrey Mak on the Board of HUG Community Services Limited. This decision was further approved at a general meeting dated 29 December 2024 in accordance with the governing guidelines.</p> <p>Reverend Jeffrey Mak has faithfully served the charity for over a decade, having played a pivotal role as a founder and spiritual anchor of the charity since its inception. His continued presence on the Board provides quality leadership during a critical period of expansion and programme development. Reverend Jeffrey Mak's guidance, trusted relationships with stakeholders, and unwavering commitment to the mission of serving at-risk youth and vulnerable communities, all remain invaluable to the charity's growth and impact.</p>

GOVERNANCE EVALUATION

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13		2.9a 2.9b 2.9c	Yes	<p>Succession planning in respect of Reverend Jeffrey Mak has already occurred, with Pastor Grace Yeo (a co-founder of the charity) taking the helm in leading the organisation in her capacity as the current Chief Executive Officer. In terms of general ongoing succession planning, the Board will continue to strengthen leadership development and onboarding processes for new Board members, while tapping on Reverend Jeffrey Mak's experience to mentor emerging leaders within the organisation.</p>

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
14	For Treasurer (or equivalent position) only: d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years. i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting – refer to 2.9.b.	2.9d	Yes	
15	Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.	3.1	Yes	
16	Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise. a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/ herself from the meeting and should not vote or take part in	3.2	Yes	
17	Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.	3.3	Yes	
18	Ensure that no staff is involved in setting his/ her own remuneration directly or indirectly.	3.3	Yes	
19	Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately.	3.4	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
19	Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately	3.4	Yes	
20	Take into consideration the ESG factors when conducting the charity's activities.	3.5	Yes	
21	Implement and regularly review key policies and 4.1a procedures to ensure that they continue to support the charity's objectives. a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (For example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on).	4.1a	Yes	
22	Implement and regularly review key policies and 4.1b procedures to ensure that they continue to support the charity's objectives. b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as: i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval.	4.1b	Yes	
23	Seek the Board's approval for any loans, donations, 4.2 grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy. (For example, loans to employees/ subsidiaries, grants	4.2	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
24	Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks.	4.3	Yes	
25	Set internal policies for the charity on the following areas and regularly review them: a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service or quality standards; and i. Other key areas such as fund-raising and data protection.	4.4	Yes	
26	The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity.	4.5	Yes	
27	The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity.	4.6	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated "No" or 'Partial Compliance", please explain.
28	Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on).	5.1	Yes	
29	Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual report the exact remuneration and benefits received by each Board member.	5.2	Yes	Refer to page 24
30	30. The charity should disclose the following in its annual report: a. Number of Board meetings in the year; and b. Each Board member's attendance.	5.3	Yes	
31	The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding \$100,000, in incremental bands of \$100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff receives more than \$100,000 in annual remuneration each, the charity should disclose this fact.	5.4	Yes	Refer to page 24

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated “No” or ‘Partial Compliance”, please explain.
32	The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds \$50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of \$100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration, the charity should disclose this fact.	5.5	Yes	
33	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable.	5.6a	Yes	
34	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. b. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity’s governing instrument.	5.6b	Yes	
35	Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate.	5.7	Yes	

GOVERNANCE EVALUATION

S/N	CALL FOR ACTION	Code ID	Did the charity put this principle into action?	If you have indicated “No” or ‘Partial Compliance”, please explain.
36	Develop and implement strategies for regular communication with the charity’s stakeholders and the public (For example, focus on the charity’s branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on).	6.1	Yes	
37	Listen to the views of the charity’s stakeholders and the public and respond constructively.	6.2	Yes	
38	Implement a media communication policy to help the Board and Management build positive relationships with the media and the public.	6.3	Yes	

GOVERNANCE EVALUATION

Name: Grace Yeo

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Contact: +65 9754 2928

Designation: Co-Founder & CEO

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

All information given by me in this checklist submission is accurate 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.



HUG COMMUNITY SERVICE LIMITED