



Annual **Report**

for Year Ending 2014

Our Vision

GIVING SHELTER  HOPE
TO DISPLACED INDIVIDUALS & FAMILIES



new hope
community services

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Non-Financial Summary

Name of Organization: New Hope Community Services

Address: Blk 148 Yishun Street 11 #01-123 Singapore 760148

Contact Information: 6305 9620 (Telephone)
6755 3684 (Fax)

Charity Status: New Hope Community Services is a VWO (Voluntary Welfare Organization).

The organization was registered with the Registry of Societies on 16 January 2004 (UEN No. T04SS0026C) and the Commissioner of Charities on 13 October 2004 (Registration no. 01825). New Hope Community Services was admitted as full member of NCSS (National Council of Social Services) on 1 November 2005 and has been granted Institute of Public Character (IPC) status since 2005.

External Auditor: Fiducia LLP (Certified Public Accountants)
1 Goldenhill Plaza
#03-35 Podium Block
Singapore 308899

Vision, Mission and Core Values

Our Vision



Our Mission

H O P E

Heart
to serve our clients regardless of race or religion

Opportunities
through referrals and job placements

Programme
in counseling, life-skill, training, sports and music

Empowerment
of our clients to bring change and betterment to their lives

Our Core Values

R I C E

Respect

Integrity

Compassion

Excellence



A delighted family received Christmas gifts from HR Department of Bank of America Merrill Lynch (BofAML), 18 December 2014

Introducing New Hope Community Services

The core service of New Hope Community Services is to provide temporary shelter to displaced Singaporeans. NHCS provides 3 types of shelter, namely Shelter for Displaced Families, Shelter for Displaced Individuals, and Shelter for Men-in-Crisis.

The Shelter for Displaced Families

The Shelter for Displaced Families is a project initiated by then MCYS (now Ministry of Social and Family Development) in 2006. It began its operations in early 2007. Through this project, New Hope Community Services seeks to provide assistance to the families whom have been rendered homeless due to various reasons.

The Shelter for Displaced Individuals

The Shelter for Displaced Individuals was initiated by then MCYS (now Ministry of Social and Family Development) and it began operating in January 2010. The shelter serves both males and females who are homeless. The shelter's emphasis is on

community living, thus the residents are encouraged to be independent by participating in their communities and taking ownership of their own decisions and financial resources.

The Shelter for Men-in-Crisis

The Shelter for Men-in-Crisis began operating in 2003 and provides temporary housing for men in crisis, especially ex-offenders. These ex-offenders might have been rejected by their families for various reasons or not have a conducive home environment for their return. At the shelter, we believe in giving them a second chance and assisting them to rebuild their lives, so that they can reintegrate back into the society.



Our Patron

Mr K Shanmugam

Minister for Foreign Affairs & Minister for Law, Member of Parliament for Nee Soon GRC, Grassroots Adviser for Chong Pang Grassroots Organizations

Introducing our
Patron and Board Members

Board of New Hope Community Services

Back Row (L to R):

*Pastor K Steven (Member), Mr Eddie Liew (Member),
Mr Derek Pak (Member), Mr William Chan Kwok Siew (Member)*

Front Row (L to R):

*Ms Hilda Tan (Treasurer), Mr Lim Bak Chim (Vice President),
Pastor Francis Ng (President), Dr Lee Khai Mun (Secretary)*





Staff and residents participated the annual Yellow Ribbon Run, 14 September 2014

Message from our Patron

Mr K Shanmugam

*Minister for Foreign Affairs & Minister for Law,
Member of Parliament for Nee Soon GRC,
Grassroots Adviser for Chong Pang Grassroots Organizations*



New Hope Community Services has come a long way since its inception in 2004 with the Shelter for Men-in-Crisis. Over the last decade, it has grown from a solitary shelter employing just one full-time staff, to three shelters with 22 staff.

In May 2014, New Hope Community Services celebrated its 10th Anniversary with the opening of a new office at the void deck of Block 148 at Yishun Street 11. In addition to providing temporary shelters, the organization has also expanded its services to the needy to include organizing festive activities and outings, and providing tuition with the support of volunteers.

Pastor Andrew Khoo and the team have been

tireless in aiding the less fortunate, regardless of their race and religion. For over a decade, countless ex-offenders, displaced families and individuals as well as low-income households have benefited from New Hope's programmes and I would like to express my appreciation to all supporters and volunteers of New Hope Community Services. As your name implies, your service provides new hope for the charges under your care. May your public spiritedness be a role model to all.



Er Dr Lee Bee Wah graced our annual Christmas Party, 13 December 2014

Message from our **President and Executive Director**

Pastor Francis Ng

President, New Hope Community Services

Pastor Andrew Khoo

Founder and Executive Director, New Hope Community Services



As New Hope Community Services (NHCS) completes its 10th year of service to our clients, we continued to be amazed by how God has blessed us. At the same time, we are humbled how we can be of service to our fellow Singaporeans who are in need.

NHCS started in 2004 with just a group of 4 men and a family with 2 children who were homeless and in need of a roof over their head. Till date, NHCS has provided transition shelters to more than one thousand displaced families, individual man, woman and ex-offenders who may otherwise have resorted to staying on the streets, parks, car-parks, void-decks or beaches.

Tackling homelessness is at the forefront of our work and we desire to help even more people on

their journey of hope where everyone experiences “New Hope”. No one should be left homeless and without hope.

2014 has been an eventful year for NHCS. As our work increases, we are thankful that we are able to move to a bigger new void deck office. This move to the new office is meaningful as NHCS celebrated a significant milestone – NHCS 10th Year Anniversary. We are honored as our Patron, Mr K. Shanmugam who is also the Minister of

Foreign Affairs and Minister of Law graced our 10th Year Anniversary and NHCS opening ceremony of the new office.

In the year 2014, we have also implemented various initiatives and programs so as to help our clients get back onto their feet based on our four Strategic Directions.

Strategic Direction One: Client engagement and building strong families

Block Parties

After the consolidation of all the shelter units in the southern part of Singapore, we organize two block parties to bring the residents together for bonding and engagement.

Christmas Party



The Christmas party was held at the hall of Chong Pang Community Club. Besides the parents, there were tremendous bonding and fun for the children.

Family Retreat

Like all our families, our residents also appreciate a time where Families can come together. The Family retreat was organized by the students of Yishun Junior College. NHCS also collaborate with a Malay group, MyPart (Malay Youth Performing Arts) to put up music performances for our residents.

Strategic Direction Two: Mentoring the next generation

It is a great encouragement to see a group of NUS undergraduates who share in the same vision and need to mentor the next generation. These NUS undergraduates provides mentorship program to the children. The aim of the program is to instill commendable moral values and help

them in their school work and journey together with them.

Strategic Direction Three: Generating support

Our work will be much more difficult without the support of people and organization with a heart for our homeless families, men, women and children.

Corporate Social Service



NHCS was adopted by Bank of America Merrill Lynch, Cisco Foundation USA, Adobe USA and Bethany Church Singapore as part of their Corporate Social Service to help those in need. We valued these organizations by generously support NHCS with volunteers and donations so that we can make an impact on those who are in need. We are totally incapable of doing a good work well without these beneficiaries and the volunteers responding.

Share the Love

NHCS co-organised a Share the Love event (a clothing distribution drive) with Bethany Church Singapore on 22 November 2014. Apart from free clothing, our residents were also served a sumptuous meal prepared by Bethany Church and Music performances by MyPart (Malay Youth Performing Arts).

Strategic Direction Four: Sustainability

Walking with New Hope 2014



NHCS held her annual walkathon at The Ark, Upper Thomson Road on 30 August 2014 for fundraising.

The Board members, staff, residents and volunteers enjoyed the 2.7km scenic walk along Upper Pierce Reservoir.

A Peek into 2015.....

We continue to look for better ways to have a greater impact because it isn't enough to make a difference: we want to make the best difference that impact lives.

Activity Centre at Jalan Kukoh

An activity centre will be constructed at Blk 1 Jalan Kukoh and is expected to be up by end of 2015. The activity centre, which apart from enabling NHCS to conduct life-skills training on a larger scale or organize activities for the residents, will also serve as a general training area to the residents and agencies located in the estate.

Arts and Training Centre

Music, the main focus of the Arts and Training Centre, will reach out to youths who are interested in creating music in the Yishun area. The center will hold talks on music and organize guitar and drum clinics. There is also a recording studio and a training area in the center which will be opened up for usage to the public thus serving as a way to serve the community.

Impact the community

NHCS, newly located at a void deck, hopes to reach out to the residents in the area by promoting a healthy life-style through the usage of trampolines. Residents who are interested will be encouraged to come by the training center to join in the exercise. The activity will also be used as a stepping board to start a social enterprise whereby residents who are interested will be roped in as trainers.

Dialogue with NHCS

Armed with an aim for a better collaboration and an effort to enhance the services provided, NHCS plans to hold a dialogue session with the residents. The dialogue session will also provide opportunities for residents to ask questions they have about the shelter.

Character Building Club

The priority in the years ahead will be to teach

students about values and character so as to better prepare them for the 21st century, said Education Minister Heng Swee Keat, speaking at the Ministry of Education's (MOE) work plan seminar. NHCS hopes to develop the Character Building Club so that it will make an impact on the children.

Fundraising and donations

In conjunction with SG50, the Government has decided to increase the tax deduction for qualifying donations from 250% to 300% of the amount of donation made in 2015. The 300% deduction for donations made from 1 January 2015 to 31 December 2015 (both dates inclusive) will be allowed to all existing qualifying donors.

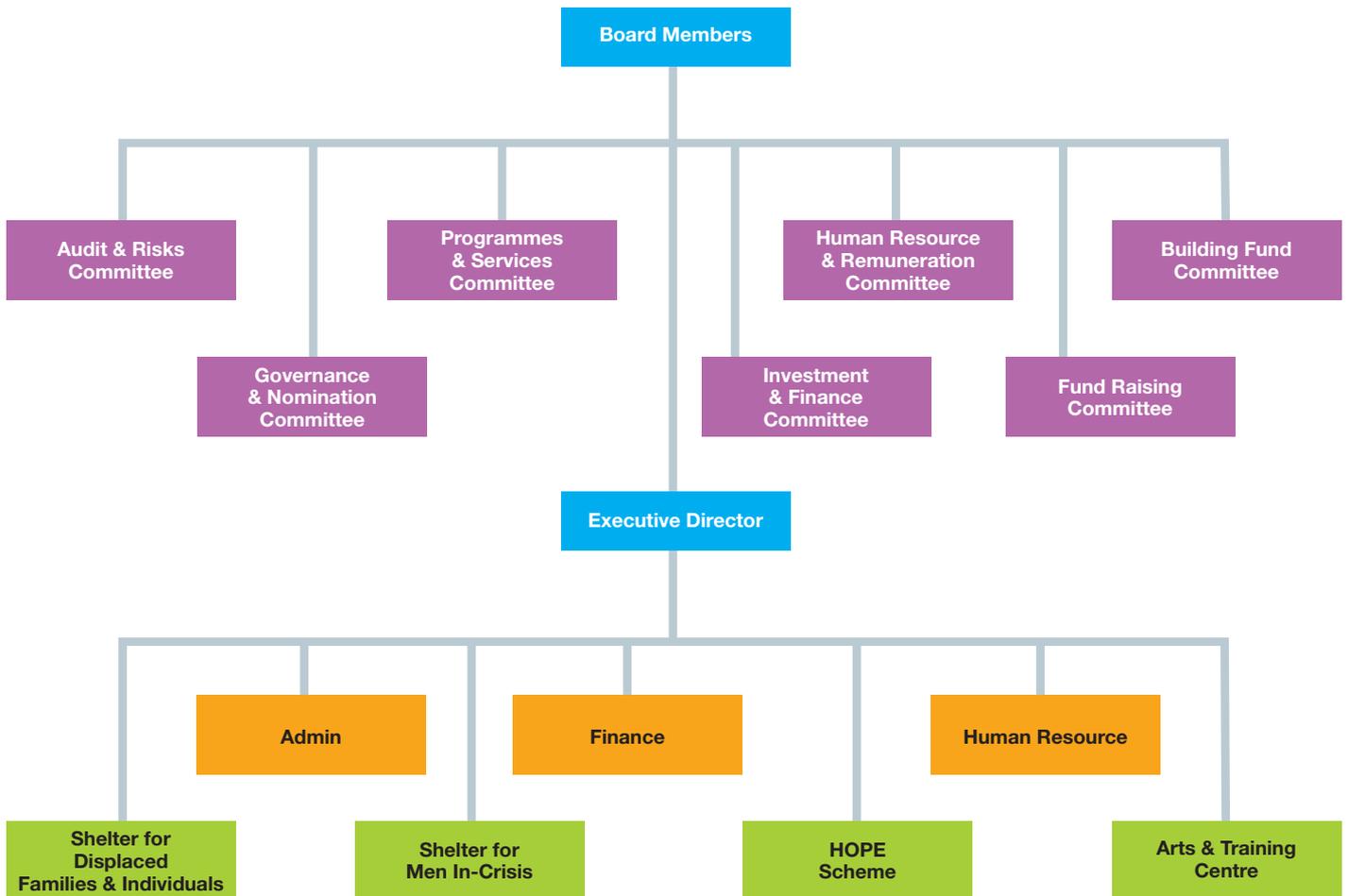
Our ultimate aim is to be so effective that our help is no longer needed. We look forward to the day where there will be no homeless and vulnerable families and children in Singapore. We believe this dream can only be achieved if the government, organizations, community partners stand together with us to help the poor and vulnerable families and children in Singapore.

We would like to thank our Patron, The Minister for Foreign Affairs and Law, Mr K. Shanmugam for his great support of New Hope Community Services.

Our heartfelt appreciation for the strong support from The Ministry of Social and Family Development, The National Council of Social Services, Housing Development Board, community partners, volunteers, donors, board members and the staff for your dedication and commitment in touching and changing the lives of the needy.

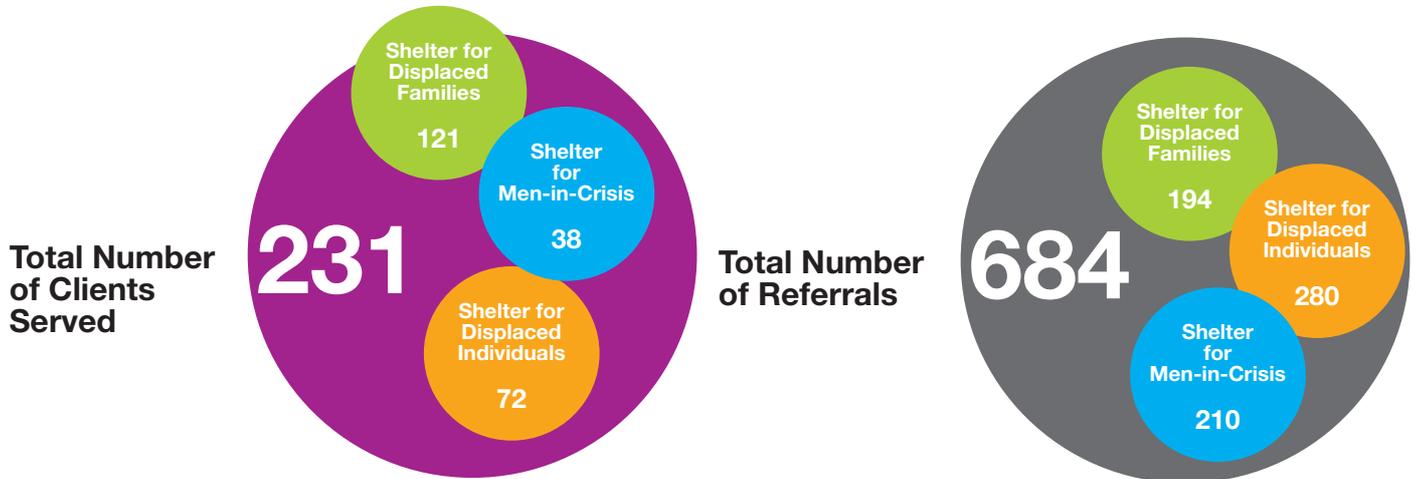
To the many individuals, leaders and organizations with a heart, we invite you to join us too. You are welcome to serve in whatever capacity because together we can stand together with the poor and vulnerable families and children in Singapore so that they will find "New Hope".

Organisation Structure

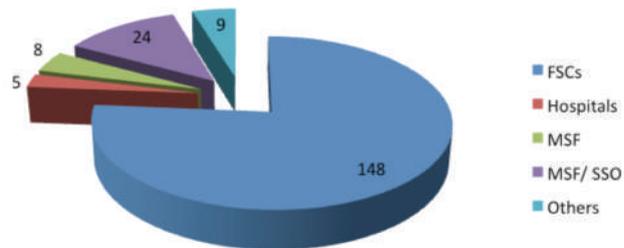


Updates in Numbers

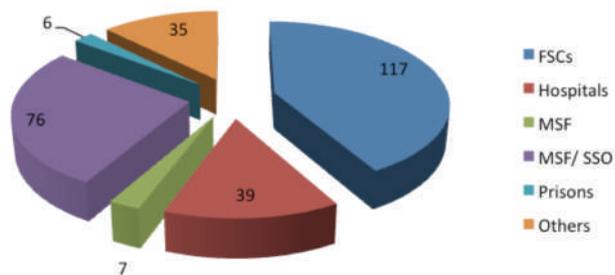
... from the **Shelters**



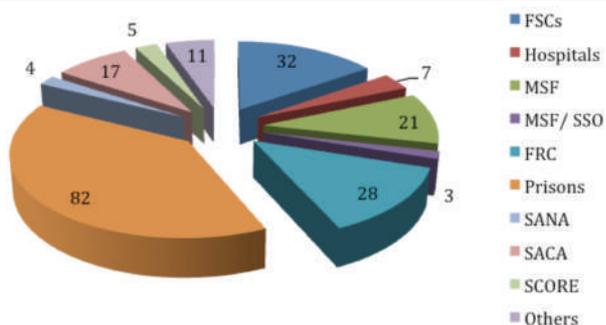
Shelter for Displaced Families



Shelter for Displaced Individuals



Shelter for Men-in-Crisis



... from the **Program, Meals-with-Families**

The program serves **a total of 15 residents** in 2014.
9 from the Shelter for Displaced Families.
6 from the Shelter for Displaced Individuals.
 This is **an increase** from the year 2013.





Volunteers from Bank of America Merrill Lynch (BofAML) helped out at the “Celebrating New Hope Around Us” 10th Anniversary Fund Raising Carnival, 26 April 2014

A Journey through 2014

Special Events

2014 marked New Hope Community Services' 10th Anniversary and the opening of our new office premises. New partnerships were also formed.

10th Anniversary and Opening Ceremony



Celebrating NHCS's 10th Year Anniversary and Opening Ceremony of the new office 2014 has been an eventful year for NHCS. Apart from the office's big move to the new void deck office, NHCS also celebrated its 10th Year Anniversary during the opening ceremony of the new office. The event was graced by the Patron of NHCS, Mr K Shanmugam who is also the Minister of Foreign Affairs and Minister of Law.

Block Parties

After the consolidation of all the shelter units in the Southern part of Singapore, NHCS held 2 block parties to bring the residents together for some fun and laughter.



Bethany Church Singapore

NHCS was adopted by Bethany Church Singapore as part of their community services. The church will provide volunteers to help out during events or organize activities to support NHCS.

Mentorship by students from NUS



NHCS welcome the involvement of a group NUS undergraduates in the mentorship program to the children. The aim of the program is to instill

commendable moral values and establish a warm and positive relationship with them, thus providing an outlet for them to share the problems they face in their lives. The undergraduates will head down to the shelter every Saturday to organize activities which include role-playing and games.

Apart from talking and listening to them, they also provide tuition to help the children in their school work.

Regular Events

Every year, the residents get to enjoy an array of activities organized by New Hope Community Services.

Christmas Party



The party was held at the hall of Chong Pang Community Club. This year, there were activities like art and craft for the children and candle making. A photo booth was also set up so the residents can take fun shots with their family members.

Family Retreat



The event was organized by the students of Yishun Junior College and was held on their school grounds. There were a variety of games and instead of a life-skills talk by volunteers, the residents enjoyed music performances by MyPart (Malay Youth Performing Arts), Salleh & Jaffar.

Block Parties

Two block parties were held on 16 August and 18 October. The residents had an enjoyable time participating in the games, activities and performances organized by the volunteers.

Walking with New Hope 2014

NHCS held her annual walkathon at The Ark, Upper Thomson Road on 30 August 2014. The board members, staff, residents and volunteers enjoyed the 2.7km scenic walk along Upper Pierce Reservoir.



Share the Love

NHCS co-organised a Share the Love event (a clothing distribution drive) with Bethany Church Singapore on Saturday 22 November 14. The event was open to the residents in the shelter and in the Jalan Kukoh area. Apart from free clothes, the residents were also served a sumptuous meal prepared by the church and music performances by MyPart.





Children painted beautiful art pieces with staff from Axis Communication (Singapore) Pte Ltd, 11 September 2014

Stories of our Residents

A Story about Mdm Eng

Divorcee Mdm Eng with her 4 young children (9 years old, 7 years old, 2 years old, 5 months old) were admitted to NHCS shelter in September 2014 when she could no longer finance her 3-room flat rented from the open market.

Prior admission to NHCS shelter, Mdm Eng was known to a child protection specialist agency after a police report was made for her harsh canning on her 9 years old daughter and 7 years old son.

A social worker from the child protection specialist agency was assigned to Mdm Eng to work on her parenting issues. During client's stay in the shelter, case manager worked closely with the family and the social worker. The social worker would visit the family every 2 weeks to address any issues pertaining to parenting. Together with case manager, the social worker provided emotional support as needed by client and her children. Case manager also work closely with HDB to move the family out of their homeless situation. On top of this, the two elder children were enrolled in NHCS mentoring class on every Saturday morning

conducted by volunteers. The family was also blessed with food rations distributed monthly by NHCS and assisted financially by the Social Service Office (SSO).

In fact, her homeless situation had impact on her employment, financial status and child care matter. She had no one to take care of her children if she were to go out to work. Weak family support being one reason as her parents were deceased and only brother had lost contact with her due to strain relationship. A more stable accommodation would help to facilitate the enrolment of her children in a child care centre in the vicinity of her house and she could go out for work with a peace of mind. With this arrangement in place, she would then be financially independent to sustain her livelihood with her 4 children. As such, having to

take care of her 4 young children single-handed had not been easy for client. It suggested client's desperate need for psychosocial support.

Client had submitted her application for HDB rental flat since April 2014, however had been placed on the waiting list as allocation was subject to the availability of vacancies and Ethnic Integration Policy. Upon admission to NHCS shelter, one of the priorities was to link up with HDB rental flat department. After much liaising with HDB, the family was allocated a rental flat in November 2014 and was discharged from NHCS shelter 1 week later. The family was assisted with NHCS Resident Welfare Funds to pay for the initial down payment and pro-rated first month rental fees (1+1).

In the course of working with client, she has been observed to be resourceful and co-operative. She had applied for CHAS card for her family to be entitled healthcare subsidies. She is compliant to work with social worker and case manager in achieving goals set in the care plan, such as full attendance for parenting session and transition to her rental flat.

After discharge, the family was assisted for a further 3 months food rations by NHCS upon request by client. All in all the family was with NHCS shelter for 2 months plus.

Contributed by Chor Eng

It's never too late!

Sean, age 38, is single and has been living alone for 10 years. He was chased out of his rental accommodation on 20/5/2014 as he was unable to pay his outstanding rental arrears.

Sean's mother passed away (due to suicide) when he was 11 years old. His father has always favoured his younger brother who is more successful in his career as MOE school teacher. Sean's brother supports their father financially, but took over occupation of their HDB flat at Tampines with a boyfriend. Sean's father lives with his girlfriend. As such, Sean was left to look for his own dwelling place. Sean's only family member that he still has contact with is his Grandmother.

Sean began soccer gaming and progress to horse racing and casino until he got stuck in the Gambling addiction. Over the last 6 years, because of his gambling addiction, he accumulated a debt of about \$45,000 from his brother, uncle, father, grandma and 3 illegal money lenders. His grandmother was harassed by the loansharks a few times thus he feared returning to his grandmother's place but he did make a police report.

Sean sought help for shelter through Yishun FSC. He was admitted to New Hope Community Services, Shelter for Displaced Individuals Men in October 2014. While at the shelter, Sean became very focused on getting and maintaining a job to pay off his debts. After awhile, he was able to find employment as a restaurant supervisor at the Silver Spoon Café. At the shelter, Sean made regular attempts to attend face-to-face session with case manager to discuss his progress and participated in small support group meetings on issues related to problem solving, budgeting and housing planning etc. Sean also made effort to maintain regular contact with his grandmother for mutual encouragement and support. To kick his gambling addiction, Sean also attended credit counseling at Silver Lining Centre by Pastor Steven Koh of Living Spring Church at Tai Seng. As a result, he has committed to his plan to pay up all his debts in 3 years. With monitoring and accountability to Case Workers, friends in Church & Shelter, and his

grandmother, he is encouraged to make effort to work hard to make things right.

Before coming to New Hope shelter, he already applied for the HDB JSS rental flat with a person recommended by social worker. Sean has

successfully obtained his HDB JSS rental flat in December 2014 and has moved out of the shelter.

Contributed by Kok Chuan

Moving out the shell with MyPART

Mdm M was admitted to New Hope Family Shelter on November 2013. She was separated from her husband, Mr R, but her 2 daughters, A - 11 and B - 15, were staying with her. The couple had not filed for divorce.

Mr R worked as a valet while Mdm M was unable to work as she was diagnosed with anxiety neurosis. In 2006, the couple sold their matrimonial flat to help a relative with medical bills.

They rented a flat from the open market. Eventually they bought their 2nd flat in 2006 but had to sell again in 2012 to clear Mr R's traffic offences. Once again, they rented a flat from the open market until they defaulted their rentals end of October 2013. Thereafter, they were admitted to New Hope.

Mdm M was very resourceful. She sought financial assistance from CDC, School Pocket Money Fund from FSC, FAS from MOE and personally approached the Prime Minister for assistance in her housing matter. Mdm M attended Lifeskill trainings at both the FSC and NHCS. Her social worker was counselling her and the psychiatrist was giving her medication.

Few months after they settled in the shelter, Mr R and Mdm M reconciled and she appealed for him to move in. Mdm M exhibited symptoms of OCD; she kept the shelter very clean and neat.

However Mdm M's youngest daughter, B, had very poor attendance in school. In 2013, she attended less than 30 days for the whole year.

One of the criteria for shelter extension was for the children to have regular attendance in their respective schools. Mdm M reported that B was diagnosed of depression and found it hard to wake up for school. She refused to socialise to other children and had very low self-esteem. Her elder daughter, A, was, on the other hand, a star student.

At an event where a company sponsored New Hope children to paint in an art gallery, a volunteer asked the Case Manager why B looked so sad. That was the impression B gave people – a sad lonely girl.

Few months before Christmas, one of New Hope's partner, MyPart (Malay Youth Performing Art) (<http://www.mypart.org.sg>) had a team of volunteers who taught the children of New Hope guitar lessons. They recognised the founder of MyPart, Mr Moliano Bin Rasmadi who was a renowned songwriter, producer and performer. They signed up for the lessons and were given free lessons and a guitar each.

A and B were always early for the guitar lessons. CM started to notice that B was mingling with other kids from the guitar class. B even started talking to the CM and sometimes helped her mother collect food ration from the office.

In November 2014, all the children who took guitar lessons performed at a New Hope event called "Share the Love". A and B were part of the team. CM had never seen a prouder mother than Mdm M who was video-taping and smiling from ear to ear when her children performed.

In December when PSLE result was announced, Mdm M called CM to inform her that B had passed!!!! It was reported that B had started attending school since she joined MyPart. In view of her enthusiasm, the school teacher gave her extra lessons and helped her made through her PSLE. CM was not informed if MyPart volunteers had talked her into it or was it spontaneous on her side. Nonetheless we were thrilled.

During the Christmas Party, A and B brought the children of the family they co-shared the flat with. The new family that moved in to Mdm's M's unit had 3 shy girls and now, B could take the lead in exposing them to other kids. A and B performed at the function. CM noticed that A and B were freely mingling with other kids before their

performances – a vast change since the art gallery.

The volunteers from MyPart were taking a few months break after the Christmas Party. Whenever CM met A and B, they asked about the guitar lessons. On 24 February 2015, Mdm M was given a rental flat. It should be the happiest day of their lives but the girls were concerned that they would be excluded from MyPart once they are out from New Hope.

As a counsellor, I find this story quite amazing. No amount of therapies or medication from the school counsellor or psychiatrist, nor motivation and encouragement from families and friends could move this girl out of her shell. It was merely learning to play the guitar that change her life which impacted her mother and sister, and hopefully, she will continue to spread her sparkle to the other kids.

Contributed by Rosemary

Musicians from MyPART (Malay Youth Performing Art) entertained the residents with music and songs, 26 April 2014



Governance

The Board and the management of New Hope Community Services (NHCS) are committed to high standards of corporate governance. NHCS has complied with 27 out of 27 applicable guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). Full checklist is available at www.charities.gov.sg. NHCS is governed by the Constitution of the Society.

Board Governance

NHCS is governed by a Board of Directors whose members are elected according to the Society's constitution. Board members do not receive any remuneration for their involvement in any way at NHCS. None of the Board members held staff appointments.

Presently, the Board comprises the President, Vice President, Treasurer, Secretary and four other elected Board members. The Board of Directors charts the strategic directions of NHCS and ensures that the charity is run well and responsibly, so that the charity would continue to be effective, credible and sustainable.

The Board has established seven board committees, namely, the Audit & Risks Committee, the Governance & Nomination Committee, Programmes and Services Committee, Human Resource & Remuneration Committee, Investment & Finance Committee, Fundraising committee and Building Fund Committee.

The Board endeavours to ensure that there is an appropriate mix of core competencies and collective expertise to provide the necessary knowledge and objective judgment to meet its responsibilities. The Board benefits from the depth and breadth of expertise each Director possesses, collectively providing core competencies in finance, industry, business and management. The Board considers that the present Board size, composition and the number of Board Committees facilitate the effective governing and are appropriate for the nature and scope of NHCS.

Strategic Planning

The Board approves and reviews the vision, mission and values of NHCS to ensure it stays relevant to its changing environment and needs. These are documented and communicated to the members of the Society as well as members of the public through various platforms including the annual report and corporate website.

Conflicts of Interest

NHCS has zero risk appetite for non-disclosure and entering into conflicting transactions. All employees, key executives and Board members of NHCS shall provide a disclosure of their interests in all other organizations in which they are directors or have control or have a substantial shareholding or monetary interest to the Board when they are newly employed or appointed and whenever there are updates.

In addition, all staff and Board members are required to declare on an annual basis that he or she does not have any personal or private business or associates that might be in a conflict to their functions or employment with NHCS.

There is no known family relationship of the executive staff with any of the board members. There is also no known conflict of interest arises.

Programme Management

The Board reviews and approves strategic plans and outcomes of NHCS to measure the effectiveness and efficiency of programmes and that their outcomes are in line with its mission and objectives.

Human Resource Management

The Board approves documented human resource policies for staff. NHCS recognizes that it is vital to have adequate trained and experienced people resources with the 'heart' and right attitude to achieve NHCS organizational objectives. In this regard, NHCS has in place professional development, transparent performance appraisals and regular supervision and feedback systems. At the same time, the Human Resource & Remuneration Committee also reviews, monitor and make recommendations to the Board on human resources strategy and policies.

Financial Management and Controls

The Board reviews and approves an annual budget. The Board also monitors regularly its budget income and expenditures to ensure NHCS operates efficiently and adhere strictly to financial governance policies. At the same time, the Audit & Risks Committee reviews, monitors and make recommendations to the Board on Financial management policies and internal controls. The annual accounts are also audited by an external professional audit firm.

Reserves Policy

NHCS targets for at least three times of operating reserves so as to ensure the charity ability to serve its clients is not subjected to the vagaries of the economy. As at end of 2014, NHCS ratio of reserves to annual operating expenditure is less than 2 times i.e. 1.67.

Fundraising Practices

NHCS has established guidelines on fundraising. These guidelines are based on the best practices set out by the National Council of Social Services and the Charity Council.

Disclosure and Transparency

No Board members receives any remuneration.

No staff is involved in setting his or her own remuneration. Presently, only the Executive Director receives slightly more than S\$100,000 inclusive of salary, bonus and CPF .

Public Relations and Corporate Communications

The Board has established procedures relating to releasing information about the Charity and its activities to the media, its stakeholders and the public. The board designates the Executive Director as the spokesperson for the Charity.

Managing Risks

The Board has establish procedures and systems to identify, review and manage any major risks NHCS may be exposed.

New Hope Community Services

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UEN No.: T04SS0026C | Charity Registration No.: 01825

