

TOUCH REPORT 2015

A NEW BEGINNING

STRONG FAMILIES. CARING GENERATIONS. ENABLED COMMUNITIES.



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A NEW BEGINNING

As Singapore celebrated its Golden Jubilee in 2015, it was an opportune time for TOUCH to look beyond SG50 by renewing its Vision. Over two full days in August 2015, the TOUCH Leadership Team came together to discuss and chart the next chapter of the TOUCH Story. The team was unanimous that the new Vision will focus on seeing Strong Families, Caring Generations and Enabled Communities established in Singapore and beyond. This marked the birth of TOUCH Vision 2030.

The kaleidoscope of colours on the cover page was put together – creatively and spontaneously – by 15 trainees with intellectual disabilities from TOUCH Centre for Independent Living (TCIL) and TOUCH Ubi Hostel (TUH). Combining their unique artistic talents with a simple desire to contribute towards this project, the trainees put together a beautiful finger painting to convey a sense of personal touch and warmth. This painting reflects TOUCH's belief that every individual is special and can make a difference – an important heartbeat required in fulfilling TOUCH Vision 2030. As Singapore looks towards SG100, our desire is to see a society of Strong Families, Caring Generations and Enabled Communities established for future generations of Singaporeans.



TUH trainees (left) Margaret Chee, 39, and (right) Philip Wong, 37, working on the finger painting artwork for TOUCH Report 2015.

**STRONG
FAMILIES.**

**CARING
GENERATIONS**

**ENABLED
COMMUNITIES.**





TOUCH REPORT 2015

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ABOUT TOUCH

TOUCH Community Services is a not-for-profit charitable organisation officially registered in 1992. TOUCH was granted charity status and became a full member of the National Council of Social Service on 12 December 1994.

TOUCH comprises TOUCH Community Services Limited (TCSL), TOUCH Family Services Limited (TFSL) and TOUCH International Ltd (TIL)¹. TOUCH has an integrated network of 17 services with 14 centres and 23 children's clubs located at various parts of Singapore. Its clients include children from low-income or single-parent families, youths-at-risk, needy families, people with special and healthcare needs and the frail elderly.

Over the last 23 years, TOUCH has reached out to many individuals from all races and religions. In 2015, it served some 30,000 clients² and 212,000 service users³.

TOUCH has continually been recognised for its outstanding contributions to the community. In 2014, two members of TOUCH's staff team received the Outstanding Social Worker Award and the Healthcare Humanity Award. TOUCH Caregivers Support also received the Good Practice Award in recognition of its productivity and innovation.

¹ TOUCH Community Services International was renamed TOUCH International on 19 January 2016.

² Clients refer to those who are members of TOUCH services or individuals served by TOUCH, i.e. at least once a month or attended at least 80% of activities or programmes organised or received face-to-face services including counselling.

³ Service users include individuals who have benefited from camps, health screening, and educational outreaches such as talks, workshops and roadshows organised by TOUCH.

MISSION 2030

Called to serve the needy and disadvantaged, we value every person and enable them to strengthen families – the foundation of society

VISION 2030

Strong Families.
Caring Generations.
Enabled Communities.

OUR STORY

The work of TOUCH **started in 1986 as a service to the community** by a group of like-minded young people who banded together to organise activities for disadvantaged children in the neighbourhoods of Clementi and Jurong.

Touched by the needs of low-income and single-parent families facing difficulties to make ends meet, these 15 people in their 20s operated out of a HDB flat and organised activities to help children from needy families develop academically and socially.

What started out as a simple attempt to mentor 45 children and help them develop to their full potential has today become a **multi-service organisation** that serves a diverse range of clients, from children to the elderly and those with special needs.





CHAIRMAN'S MESSAGE

2015 was a special year for TOUCH as we joined the nation to celebrate its 50th birthday. The year was filled with a range of exciting events to rally and inspire our clients, supporters and the community to celebrate the Singapore story - and to reaffirm our belief that strong families will form important building blocks for Singapore's society.

It was also a year of thanksgiving as we celebrated TOUCH Home Care's 21 years of serving the frail and homebound elderly and TOUCH Child Care's 25 years of providing quality child care services. We remain committed to going beyond compassion by providing relevant and quality services. In line with our mission to value every person and enable them to strengthen families, we continued to roll out a suite of services to serve needy children, youths-at-risk, needy families, people with special and healthcare needs and the frail elderly.

As we look forward to celebrating our 25th anniversary in 2017, I would like to place on record, my sincere appreciation to the founding Executive Director of TOUCH, Mr Eugene Seow, for bringing TOUCH through a remarkable journey over the last 24 years. Through Eugene's visionary leadership, TOUCH is today a credible contributor to the social service sector with 17 services reaching out to some 30,000 clients annually.

An important area which has been on my heart is the renewal and regeneration of leadership for TOUCH. I am happy to share that from 1 April 2016, Mr James Tan will assume the appointment of

Executive Director of TOUCH. James is not new to the organisation. Having served as Deputy Executive Director over the last two years, James has been intricately involved in many aspects of the organisation.

I am glad that Eugene has agreed to stay on as an advisor to assist James and the Leadership Team, in addition to a new responsibility to fly the TOUCH flag overseas by exploring and developing new platforms for international volunteerism and community development.

Over the years, we have constantly strive to reinvent ourselves - by taking an honest look at our procedures and processes, and asking ourselves if we can do things simpler, faster and smarter. As we forge ahead with TOUCH Vision 2030: Strong Families. Caring Generations. Enabled Communities. - we need to remember the foundational values that have brought us this far and to continue finding innovative solutions to meet the evolving needs of society.

With the birth of the new Vision, we are looking forward with much excitement. I invite you to join us in writing the next chapter of the TOUCH Story.

Have a good year ahead!

LAWRENCE KHONG, PBM

Greetings from TOUCH!

2015 was an exciting and fruitful year for us at TOUCH as we saw advocacy efforts and new initiatives coming to fruition. Guided by our new vision to see Strong Families, Caring Generations and Enabled Communities established, we continued to champion social causes and scaled up efforts to refresh, innovate, and provide services that are accessible, relevant and sustainable – in tandem with the Government's continued push to enhance social service delivery to needy Singaporeans.

In the year under review, TOUCH served some 30,000 clients and 212,000 services users – representing an increase of 4.2% and 36.4% respectively. Our total volunteer base increased by 1.4% to 8,071. There were some 1,700 regular volunteers and 6,300 ad-hoc volunteers during the year.

Some of our key highlights included the opening of TOUCH Home Care's new centre in Ang Mo Kio (AMK) which will enable us to expand our footprint in the Ang Mo Kio, Bishan and Sin Ming regions to support the frail elderly. Residents in Toa Payoh also witnessed the re-opening of TOUCH Healthcare Support Centre, which saw our healthcare services – TOUCH Cancer Support and TOUCH Diabetes Support – housed under the same roof following a renovation. Support for children from needy families also received a boost with TOUCH Young Arrows setting up four new children's clubs at Boon Lay, Kampong Eunon, MacPherson and Sengkang, bringing the total number of clubs to 23. Following TOUCH's appointment as a Senior Cluster Network operator by the Ministry of Social and Family Development (MSF) in 2014, TOUCH Cluster Support (Kallang and Yishun) and TOUCH Senior Group Home (Geylang Bahru) were set up in 2015 to provide a one-stop integrated service for vulnerable seniors.

To anticipate needs and be more responsive to evolving issues affecting our clients, we continued to explore creative and practical solutions – working with industry partners and researchers – to further strengthen our credibility in the respective fields



of expertise. From pro bono partnerships with skilled industry professionals to conceptualise our inaugural TOUCH Charity Ball, to tapping on industry experts to develop interests and equip youths with high market demand skills and to working with researchers and industry practitioners to validate our programmes, we galvanised our efforts towards service excellence.

There was also no let up in our efforts to broaden and deepen our community outreach through new initiatives such as the *50 Special People: 1 Art Celebration* – which showcased the unique artistic talents of our trainees with intellectual disabilities. We are also excited by the potential of our newly launched Community Enablement Project (CEP) – a five-year pilot project by TOUCH Caregivers Support to build an eco-system of care in the AMK precinct to serve and support frail older persons to age in the familiar surroundings of their home and community.



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EXECUTIVE DIRECTOR'S MESSAGE

Through the CEP, we adopt an all-hands-on-deck approach to find solutions in the community and develop care models that will meet the existing and future needs of the elderly.

In the year, TOUCH continued to be an advocate for social issues. For the first time, we partnered a group of volunteers to organise the **Make A Difference Race** to promote awareness on depression. In conjunction with World Diabetes Day in November 2015, *Fly and Walk With Diabetes* was held to create greater diabetes awareness. To champion family causes, we held our 10th edition of TOUCH Family Festival, and was appointed as one of the course providers for MSF's Family 365 programme to enrich and strengthen family life.

2015 also saw advocacy efforts to promote cyber wellness bearing fruit with TOUCH Cyber Wellness (TCW) becoming the first service provider appointed

by the Social Service Institute and the Ministry of Education to provide training for social service practitioners and school counsellors in developing effective strategies and framework to tackle cyber bullying and gaming addiction cases. CRuSH Explorer – a cyber wellness programme for pre-schoolers – progressed well into its second year, reaching out to 1,250 children aged four to six.

On the international front, we celebrated the completion of the 10-year “Thousand Linking Hands” project in July 2015 with 660 youth volunteers from China and Singapore teaming up to serve needy communities across 50 service points in Chengdu and Shanghai.

I wish to thank our stakeholders, including partner organisations, board members, management and staff, as well as volunteers for journeying with us. Moving forward, there is much to be done as the needs in the community continue to grow and become even more complex. We need the support of the larger community to join us in our efforts to see TOUCH Vision 2030 realised. Let's see Strong Families, Caring Generations and Enabled Communities established in Singapore!

EUGENE SEOW, PBM



BOARD STRUCTURE

BOARD OF DIRECTORS#

(for TOUCH Community Services Limited, TOUCH Family Services Limited and TOUCH International Ltd)

• Lawrence Khong, PBM

TOUCH Founding Chairman
Senior Pastor (16 July 2001)

DIRECTORS

• Au-Yong Kok Keong Kenneth

Lawyer (11 May 2010)

• Ban Jiun Ean

Deputy Chief Executive Officer (15 June 2015)

• Cheng Huey Teng

Principal (1 June 2007)

• Chew Robert

Partner (1 June 2007)

• Goh Choon Wah

Lawyer (2 March 2015)

• Kwong Kin Mun

Investment Manager (2 March 2015)

• Peh Lai Gek

Retired Accountant (1 June 2009)

• Tay Chin Kwang

Chartered Accountant of Singapore (15 June 2015)

• Wan Siu Khuan

Managing Director (15 June 2015)

• Leong Lai Cheng

Company Secretary
(25 February 2014)

BOARD COMMITTEES*

Audit

- Chew Robert
- Peh Lai Gek

Programme & Services

- Au-Yong Kok Keong Kenneth

Fund Raising

- Goh Choon Wah
- Wan Siu Khuan

Appointment, Nomination

- Cheng Huey Teng

Human Resource

- Chew Robert
- Peh Lai Gek

Finance

- Peh Lai Gek
- Tay Chin Kwang

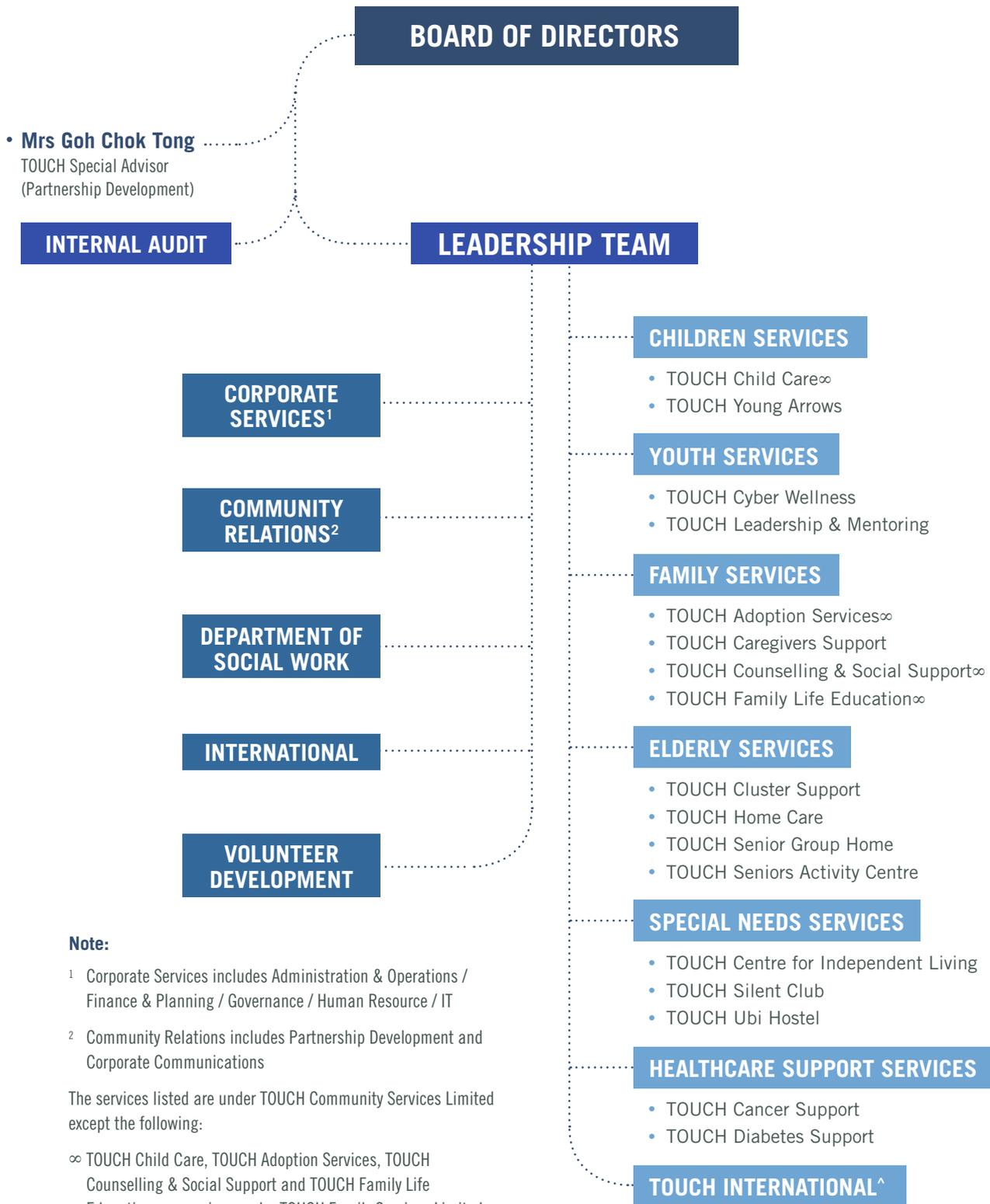
Investment

- Kwong Kin Mun

At the general meeting, one third of the directors shall retire from office and retiring directors can be re-elected as stipulated under the Articles of Association.

* Information is accurate as at 31 March 2016.

ORGANISATION STRUCTURE



Note:

¹ Corporate Services includes Administration & Operations / Finance & Planning / Governance / Human Resource / IT

² Community Relations includes Partnership Development and Corporate Communications

The services listed are under TOUCH Community Services Limited except the following:

[∞] TOUCH Child Care, TOUCH Adoption Services, TOUCH Counselling & Social Support and TOUCH Family Life Education are services under TOUCH Family Services Limited, an affiliate of TOUCH Community Services Limited

[^] TOUCH International Ltd is an affiliate of TOUCH Community Services Limited

Information is accurate as at 31 March 2016.

LEADERSHIP TEAM



EUGENE SEOW, PBM
Executive Director



JAMES TAN
Deputy Executive Director



EDMUND WONG
Senior Director (Children / Family Services)



LEONG LAI CHENG
Senior Director, Corporate Services (Administration & Operations / Finance & Planning / Governance / Human Resource / IT)



ANITA LOW-LIM
Director, Community Relations & Youth Services



JULIA LEE
Director, Department of Social Work & TOUCH Senior Cluster Network



KAVIN SEOW
Director, TOUCH Caregivers Support & TOUCH Home Care



DANNY LOKE
Senior Manager, Special Needs Services



PEK BIN LEE
Senior Manager, Human Resource



SHAWN LIM
Senior Manager, TOUCH International



TEO SEOK BEE
Senior Manager, Family Services



CHONG EE JAY
Manager, Cyber Wellness & Volunteer Management



TAN GEOK CHENG
Manager, TOUCH Cancer Support & TOUCH Diabetes Support



TERRY LIM
Manager, Corporate Communications



JOYCE ANG
Head, Internal Audit & Data Analytics

Information is accurate as at 31 March 2016.

CORPORATE GOVERNANCE

Board's Conduct of its Affairs

The Board works with the Leadership Team to lead and manage the Company. The Board provides guidance to the Leadership Team and delegates the formulation of policies and the day to day management to the Executive Director and the Leadership Team. The Leadership Team remains accountable to the Board.

To assist the Board in the execution of its duties, the Board has delegated specific functions to the Board Committees. Each of these Committees operates within the Terms of Reference approved by the Board, a copy of which is on page 71.

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

- Corporate and service strategies and restructuring;
- Annual budget and funding;
- Annual report and accounts;
- Interested person transactions and matters involving conflict of interest for a Director;
- Any material and significant matter.

The Board meets at least 3 times a year with a quorum of at least 3 members. The Board Committees meet at least 1-2 times a year. The number of meetings attended by the Board during the financial year are as follows:

Board Meeting Attendance Record	
Names	Attendance
Lawrence Khong	3/3
Au-Yong Kok Keong Kenneth	1/3
Ban Jiun Ean ¹	1/1
Cheng Huey Teng	3/3
Chew Robert	1/3
Goh Choon Wah ²	2/2
Kwong Kin Mun ³	2/2
Peh Lai Gek	3/3
Tay Chin Kwang ⁴	1/1
Wan Siu Khuan ⁵	1/1

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

¹ Ban Jiun Ean was appointed as a Director on 15 June 2015.

² Goh Choon Wah was appointed as a Director on 2 March 2015.

³ Kwong Kin Mun was appointed as a Director on 2 March 2015.

⁴ Tay Chin Kwang was appointed as a Director on 15 June 2015.

⁵ Wan Siu Khuan was appointed as a Director on 15 June 2015.

CORPORATE GOVERNANCE

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

All newly appointed Directors are briefed by the Executive Director's Office on the operations and strategic plans of the Company to enable the Directors to discharge their duties effectively. The Directors are encouraged to attend training programmes, seminars and workshops organised by professional bodies as and when necessary, to keep apprised of relevant new laws, regulations and changes in the charity landscape. The Company will, if necessary, organise briefing sessions or circulate memoranda to Directors to enable them to keep pace with these changes.

Board Composition and Membership

All the Directors are independent and do not receive any remuneration for the services to the Company. New appointments of Directors are recommended by the Nominations Committee and are selected based on their skills, experience, knowledge, diversity, in terms of expertise.

At the annual general meeting of each year, one-third or the number nearest one-third of the number of directors shall retire. The directors to retire shall be those who have been longest in office since their last election. The retiring director shall be eligible for re-election. Any newly appointed directors shall hold office only until the next annual general meeting and shall then be eligible for re-election. There is a maximum term limit for the Board Treasurer of 4 years.

Board Performance

The Nomination Committee will assess the performance of the Board as a whole and its Committees and will ascertain key focus areas for continuous improvement. The performance criterion for the Board evaluation includes amongst others, composition structure and size of the Board, Board processes, Board information and accountability, Board performance and constitution of the Board Committees' delegated roles.

Each Director is required to complete a Board evaluation form. The completed forms are collated by the Nomination Committee and a consolidated report is presented to the Board with a view to enhancing the effectiveness of the Board Committees and the Board as a whole.

Access to Information

The Executive Director's Office provides the Board with information considered necessary by the Board in discharging its responsibilities. This information includes background and other explanatory information relating to matters brought before the Board, annual reports, budgets and summarised quarterly management accounts highlighting material variances between actual results and budgets/forecast/past results.

Risk Management and Internal Controls

The Board has overall responsibility of the charity's key risks to safeguard the charity's interests and its assets. They have an oversight function, ensuring that processes are in place, adequate and effective in fulfilling the mission of TOUCH. The Audit Committee assists the Board in providing risk management oversight while the ownership of day to day management and monitoring of existing internal

control systems are delegated to the Leadership Team. In management and monitoring the internal control systems, TOUCH uses an Integrated Risk Management and Internal Controls Framework.

TOUCH has an in house Internal Audit (IA) Function that reports to the Audit Committee, independently. Annually, the IA Function conducts a Risk Assessment to logically draft an Audit Plan that is presented to the Audit Committee for commissioning. Apart from Risk Assessment and Exposures, this audit plan also takes into consideration inputs from the Leadership Team, referring to the Audit Universe of TOUCH.

In Risk Assessment, the following areas are considered:

- i. Strategic
- ii. Operations and Programme Management
- iii. Governance and Compliance
- iv. Human Resource
- v. Volunteer Management
- vi. Financial Management
- vii. Fund Raising
- viii. Public Image
- ix. Fraud/ Illegal Activities

Fraud Risk Management

To promote consistent organisational behavior in order to prevent and detect Fraud, TOUCH has developed a Fraud Risk Management Plan which provides guidelines and assigns responsibility when conducting investigations. Any irregularity that is detected or suspected must be reported immediately to the IA Function, who reports the irregularity immediately to the Audit Committee. The IA Function will be responsible to coordinate all investigations with the Executive Director's Office and other affected areas, both internal and external.

Audit Committee

The Audit Committee meets two times in the year, reviewing the state of governance, as well as ensuring that programmes and services maintained a sound state of internal controls. This is done through the in house IA Function by reviewing the adequacy of the financial, operational and compliance controls for all the services, on a rotational three-year basis.

The Audit Committee ensures that the approved audit recommendations are adequately followed up by the Leadership team. The Audit Committee is of the view that the internal auditor has adequate resources to perform its functions and is independent from the activities that it audit. The Audit Committee is also satisfied that the current state of internal controls are sufficient for TOUCH to achieve its objectives.

The Audit Committee has put in place a whistleblowing policy, whereby staff or any other person may raise concerns about possible improprieties in matters of financial reporting, fraudulent acts and other matters and ensure that arrangements are in place for independent investigations of such matters and appropriate follow up actions.

MEETING THE NEEDS OF THE COMMUNITY

CHILDREN SERVICES

- TOUCH Child Care
- TOUCH Young Arrows



YOUTH SERVICES

- TOUCH Cyber Wellness
- TOUCH Leadership & Mentoring



HEALTHCARE SUPPORT SERVICES

- TOUCH Cancer Support
- TOUCH Diabetes Support





FAMILY SERVICES

- TOUCH Adoption Services
- TOUCH Caregivers Support
- TOUCH Counselling & Social Support
- TOUCH Family Life Education



ELDERLY SERVICES

- TOUCH Cluster Support
- TOUCH Senior Group Home
- TOUCH Home Care
- TOUCH Seniors Activity Centre



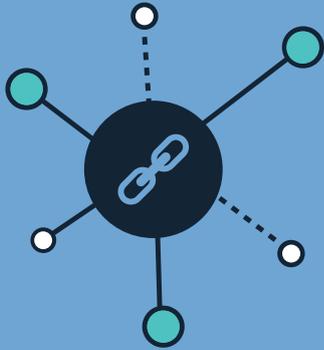
SPECIAL NEEDS SERVICES

- TOUCH Centre for Independent Living
- TOUCH Silent Club
- TOUCH Ubi Hostel



TOUCH INTERNATIONAL

2015 KEY STATISTICS AT A GLANCE



Providing an
**INTEGRATED
NETWORK
of services**

30,000
clients



17 services

36.4%



212,000
service users

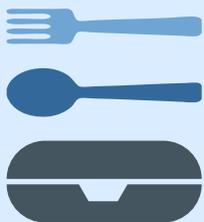
634 counselling
sessions

6,000

parents, educators
and social workers



attended **Cyber Wellness**
talks organised by TOUCH



60 volunteers deliver
523 meals
each day to the
frail elderly



3,397 calls
to hotline for
caregivers

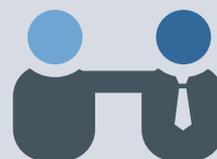
541 calls
to Cyber Wellness
hotline

**EXTENDING
REACH**
through
volunteers



162

**BENEFICIARIES
-became-
VOLUNTEERS**



1,700
regular
volunteers

40 senior
volunteers
in the Seniors Caring for
Seniors Project

151
couples
attended the



**MARRIAGE
PREPARATION
COURSE**

**NURTURING
RESILIENT** 
individuals and
strong families



CORPORATE & COMMUNITY HIGHLIGHTS



Experiencing a taste of magic at TOUCH Charity Ball 2015

Some 400 guests attended the inaugural TOUCH Charity Ball on 26 June 2015 and raised some S\$560,000 to support more than 2,500 seniors under the care of TOUCH. This event was organised in partnership with Hospitality Alliance Singapore, an alliance of hospitality sector associations including the Association of Bartenders and Sommeliers Singapore and Singapore Chefs Association, as well as renowned local weddings and special events planner Heaven's Gift. Held at the Resorts World Convention Centre, dinner guests were treated to an exclusive SG50 menu curated by the Singapore National Culinary Team and were enthralled by a special magic performance presented by TOUCH Founding Chairman Mr Lawrence Khong.

Guest-of-Honour, Dr Amy Khor (right), Senior Minister of State for Health, with TOUCH Executive Director, Mr Eugene Seow, giving a toast to supporters of TOUCH Charity Ball 2015.



Honouring TOUCH volunteers & supporters

With support from Gateway Entertainment, TOUCH had the opportunity to treat some 1,000 supporters including corporate partners, donors and volunteers to VISION – an illusion-theatre spectacular starring TOUCH Founding Chairman Mr Lawrence Khong and his daughter Ms Priscilla Khong, on 3 July 2015 at the Esplanade Theatre. Combining the best elements of theatre and magic, VISION is one of Asia's biggest illusion and theatre shows featuring huge sets and spectacular illusions.

VISION was organised as a celebration of TOUCH's 23 years of service in the community.



Hitting the streets with TOUCH Flag Day 2015

TOUCH Flag Day 2015, themed “iCAN – mark a difference”, saw more than 5,000 TOUCH clients, staff and volunteers taking the streets with donation tin cans to raise funds for the needy and disadvantaged on 17 October 2015. Some S\$336,000 was raised to support the work of TOUCH in the community. TOUCH Flag Day continued its special tradition where clients have an opportunity to become volunteers for a day by joining other volunteers and staff to sell flags on the streets.

TSAC client, Mr Ho Ah Tat, 68, taking part in TOUCH Flag Day 2015.



Swinging for a good cause at Swing for Charity 2015

136 avid golfers gathered at TOUCH Community Services' 12th edition of Swing for Charity held at Tanah Merah Country Club on 23 October 2015. Officiated by Guest-of-Honour Mr Baey Yam Keng, Parliamentary Secretary, Ministry of Culture, Community and Youth, the event raised S\$345,000 to support TOUCH's expansion plans for the elderly sector. Swing for Charity 2015 featured a unique game play which required golfers to strap on wrist weights for one of the holes to simulate mobility challenges faced by the frail elderly. The charity golf tournament also saw its first ever Hole-in-One Challenge winner walking away with a Mercedes-Benz-C-Class C 180 AVANTGARDE sponsored by Daimler South East Asia Pte. Ltd. (Mercedes-Benz Singapore).

Swing for Charity provides golf enthusiasts and the business community the opportunity to do their part for the needy.



Inspirational family stories at ChariTrees @ Marina Bay

A total of 30 10-foot tall artificial Christmas trees or “ChariTrees” featuring inspiring family stories lit up and enchanted scores of visitors as they soaked up the year-end festivities at the Marina Bay waterfront promenade from 20 November to 27 December 2015. Jointly organised by TOUCH Community Services, Community Chest and the Urban Redevelopment Authority, ChariTrees @ Marina Bay seeks to create awareness about the needs of disadvantaged families cared for by charities and beneficiaries under Community Chest and TOUCH, and to encourage a spirit of giving among members of the public during the year-end festivities. The Light-Up Ceremony was officiated by Member of Parliament for Jalan Besar GRC, Dr Lily Neo, on Friday, 20 November 2015.

The 30 Christmas trees featured inspiring stories such as Mdm Chan Ngan Foon's (left) journey of becoming a client-turned-volunteer at TOUCH Seniors Activity Centre.



Generating Awareness on Mental Health Issues

Inspired by a group of young and passionate volunteers with a heart to make a difference in mental healthcare in Singapore, TOUCH Community Services organised the **Make A Difference Race**, which co-incided with World Mental Health Day at Palawan Beach, Sentosa, on 10 October 2015. Ms Denise Phua, Mayor, Central Singapore District, was the Guest-of-Honour for this event.

Various agencies and Voluntary Welfare Organisations involved in mental health also supported this event. They included the Community Health Assessment Team, Health Promotion Board, Institute of Mental Health, National Council of Social Service, Silver Ribbon, Singapore Anglican Community Services and Singapore Association for Mental Health. The event attracted some 900 participants and succeeded in breaking the Singapore record for the most number of people walking with an umbrella.

Cheerful participants at the finish point with their colourful umbrellas.



Launch of TOUCH Scholarship

The TOUCH Scholarship was introduced in January 2015 as part of TOUCH's efforts to develop the next generation of social service leaders. The Scholarship provides comprehensive sponsorship of quality education and Service-Learning opportunities for young people with the passion to serve the community. There were two candidates in the inaugural run of the TOUCH scholarship studying occupational therapy and social work undergraduate programmes in 2015.

Serving with pride and professionalism.



Enhancing social work career map

TOUCH's Department of Social Work (DSW) led the organisation in strengthening its social work competencies by reviewing existing frameworks with those proposed by the Ministry of Social and Family Development's newly launched National Social Worker Competency Framework. The new framework serves as a useful guide for TOUCH to align its social work career strategy according to key competencies at each stage, as well as to put in place a more structured career progression plan to enhance service delivery and further raise the professionalism of its social workers amidst a fast changing and more complex social service landscape.

In the year under review, DSW saw a 43.8% increase in demand for its financial assistance schemes comprising the Love Singapore Fund, TOUCH Emergency Fund and the TOUCH Welfare Fund, benefiting some 240 individuals.

As at end 2015, TOUCH clients were supported by 17 registered social workers, 11 counsellors and seven accredited registered social service practitioners across its 17 services. As part of on-going skills upgrading efforts, 13 staff are undergoing social work and counselling certification.

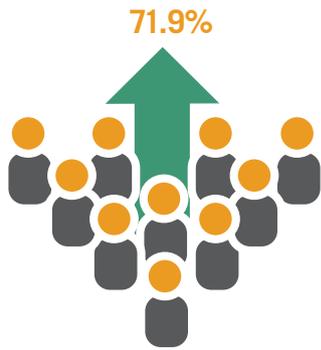
Building key competencies for social workers.

SERVING THE CHILDREN



With more than 1,900 children under its care, TOUCH is committed to investing in the next generation. We nurture young minds and hearts by providing quality and holistic education programmes for pre-schoolers and disadvantaged children in Primary School. We also develop innovative programmes to support parents in the overall development of their child's character.

HIGHLIGHTS



Reached out
980 service users



182 children enrolled in TOUCH Child Care



Taught
1,059 children character values
Trained
1,191 parents and teachers on the use of the Parent's Toolkit



Supported by
1,486 Volunteers from TOUCH Young Arrows



55 clients-turned-volunteers
18% of regular volunteers



Served
570 children from needy families
↑ 31.9%



TCC celebrated

25
years

of providing
quality child care
service to both
mainstream and
children with
special needs.

TCC

TOUCH Child Care

- 16 children with special needs were enrolled in TCC (Hougang & Clementi) as part of TCC's Integrated Child Care Programme (ICCP).
- Participated in the Start Small Dream Big Project on 1 April 2015 by the Early Childhood Development Agency in support of President's Challenge. Some of the activities organised included exercising and having breakfast with seniors from TOUCH Seniors Activity Centre, and delivering warm meals to the frail elderly from TOUCH Home Care.
- Celebrated its 25th anniversary with a concert cum graduation for the class of 2015 on 31 October 2015.
- Attained the Healthy Eating Award accreditation by the Health Promotion Board for the eighth consecutive year to encourage child care centres to play an important role in shaping children's eating habits.

* TOUCH Child Care is a service of TOUCH Family Services Limited, an affiliate of TOUCH Community Services Limited.



02



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- 01 TCC celebrated its 25th anniversary with a concert and a graduation ceremony for the class of 2015.
 - 02 133 children performed at the graduation concert which showcased various occupations that have contributed to Singapore's success.
 - 03 Over 40 K2 children delivered warm meals to the homes of the frail elderly as part of the President Challenge's Start Small Dream Big Project 2015 to help children develop their potential as contributing members of society.
 - 04 For more than 20 years, TCC's team of highly experienced and committed educators has been shaping the hearts and minds of the next generation.
-



01



02

TCD stepped up training efforts to empower parents and educators on the use of the TOUCH Character Toolkit for Parents, and conducted Intentional Parenting workshops and 6As of Parenting to further strengthen parent-child relationship.

TCD

TOUCH Character Development

- Developed and customised the 6As of Parenting, an evidence-based pilot project funded by the Ministry of Social and Family Development (MSF), for 19 low-income families with 84% achieving 5 of the 6 desired outcomes, exceeding MSF's requirements.
- Participated in the National Parenting Congress organised by MediaCorp as guest speakers and panellists. The seminar was attended by more than 400 parents.
- Trained key staff from over 100 student care centres to use the TOUCH Character Toolkit for Parents.
- Conducted MSF-funded character programme for 14 schools and student care centres reaching out to 1,059 children.

01 An Intentional Parenting workshop conducted by TCD coaches at the National Parenting Congress.

02 A family participating in a 6As of Parenting interactive activity.

*TOUCH Character Development is a service of TOUCH Family Services Limited, an affiliate of TOUCH Community Services Limited.

To date, TYA has served some **9,000 children** from disadvantaged families since 1986.

TYA

TOUCH Young Arrows



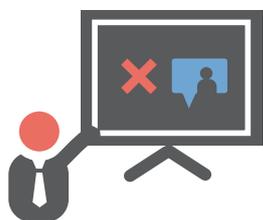
- Opened four new children's clubs in Boon Lay, Kampong Eunus, MacPherson and Sengkang, adding 70 children from low-income or single-parent families and 30 new volunteers to its existing pool.
 - Launched the Family Befriending Project to create opportunities for TYA children from single-parent households to interact with family befrienders. 15 single-parent families were paired with 15 family befrienders.
 - Held its charity run and carnival, Run & Raisin' (R&R) at Gardens by the Bay which was attended by 2,000 runners comprising clients and their families.
 - Six training sessions were held for 135 volunteers to refresh and equip themselves with useful skills, including managing children with special needs and challenging behaviour.
-
- 03 In 2015, TYA reached out to 570 needy children. It will mark its 30th Anniversary in 2016 by starting two new clubs.
 - 04 R&R participants enjoyed an unparalleled view of Gardens by the Bay and the magnificent vistas of the Marina Barrage. This fundraiser raised some S\$216,000 to fund programmes of TYA.
 - 05 During the year, TYA held more home visits to establish better rapport with family members, to provide feedback and to encourage them to participate in its activities.

SERVING THE YOUTHS



As Singapore looks towards SG100, a critical factor for our country to continue her progress lies in her ability to develop a responsible and caring youth citizenry. Over the past year, our Youth Services have introduced several cutting-edge programmes to equip young people with essential skills and qualities. We also stepped up efforts to validate our programmes to ensure they remain relevant and aligned with industry's best practices.

HIGHLIGHTS



Trained
130 school middle managers,
school counsellors and
social service practitioners
on strategic approaches in tackling
gaming addiction and cyber bullying



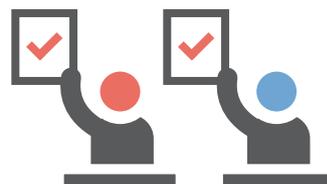
One-to-one
cyber wellness
counselling cases
↑↑↑ 13.7%



Helped
742 youths
through the
Youth Counselling Unit



Conducted
adventure-learning
programmes for
57 reaching out to
5,600 youths,
parents and
schools corporate clients



100% of students from
TOUCH Youth
Learning Centre
passed their 'O' Level English
compared to 67% in 2014

83% of students achieved
3 'O' Level passes and more
compared to 33% in 2014

TCW

TOUCH Cyber Wellness

- Participated in the UNESCO-UNICEF Regional Consultative Meeting on Policies and Initiatives to Promote Children’s Safe, Effective, And Responsible Use of ICT, and shared with 100 industry experts via Skype in Bangkok.
- As a member of the Media Literacy Council, TCW’s Manager, Mr Chong Ee Jay, continued to represent TCW in its advocacy role and contributed to national policy advisory platforms by promoting good cyber wellness practices and a healthy online culture.
- First service provider to be appointed by the Social Service Institute and the Ministry of Education to train social service practitioners and school counsellors on strategic approaches, counselling strategies and practical handles in tackling gaming addiction and cyber bullying issues.
- Appointed coordinating agency for the Home Access Programme by the Infocomm Development Authority of Singapore and the National Council of Social Service to develop starter kit on home usage and conduct cyber wellness workshops for parents with young children.
- Published the second and third of four books titled “Hands off the tablet!” and “Mama! I’m Scared!” to promote cyber wellness education to preschoolers. 1,250 children from 26 preschools have benefited from these books.



01

- Partnered with Singtel in launching the Chinese version of *notAnoobie* – a cyber wellness mobile app for parents.
- Released findings of straw poll surveys involving 1,500 secondary school students and 1,000 upper primary school children regarding online befriending, and 1,500 secondary school students regarding sexting.
- Partnered with Anglo Chinese School (Jakarta) and Adam Khoo Learning Technologies Group (Jakarta) to conduct two cyber wellness workshops that reached out to a total of more than 130 Indonesian parents in Jakarta. Also conducted a cyber wellness enrichment camp for 10 Indonesia youths who specially flew to Singapore from Jakarta to attend this programme.

-
- 01 Since CRuSH Explorer (Cyberspace Risks and where U Seek Help) was launched in 2014, TCW has reached out to 1,250 preschool children aged four to six years old as at December 2015.
 - 02 TCW has reached out to 360 schools and more than 1.6 million youths, parents, educators and counsellors since 2011.
 - 03 TCW, through the Youth Counselling Unit under TOUCH Leadership & Mentoring, adopts Singapore’s first integrated multi-modal counselling approach that has been externally validated to help youths and their families.
 - 04 TCW’s Manager, Mr Chong Ee Jay (middle) with co-hosts Chua Enlai and Yasminne Cheng from Channel 5’s The 5 Show.
-



02



03

TCW continued to receive
strong demand
 for its services with pathological
 gaming issues forming the bulk
 of its counselling cases.



04

TL&M

TOUCH Leadership & Mentoring

- Set up first-of-its-kind youth development centre at ITE College East - A.P.T.I.T.U.D.E or **A**spiring **P**eople **T**ransformed **I**n**T**o **U**niquely **D**ynamic **E**xceptions - to develop students' passion and hobbies into strengths and skills, and help them gain confidence and a sense of achievement by equipping them with relevant skills and certification. The centre opening was officiated by Minister of State for Education & Communications and Information, Ms Sim Ann.
- Worked on plans to introduce adventure-based family counselling to cater to families, youths-at-risk and corporations.
- Partnered with the National University of Singapore to validate seven key competencies of Service-Learning (S-L).
- For the first time, TOUCH Adventures (TA) organised its biggest Amazing Race from the North to South of Singapore involving 300 participants from Young NTUC with its Chairman and Member of Parliament, Mr Desmond Choo, as the Guest-of-Honour.



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- 01 A.P.T.I.T.U.D.E at ITE College East reached out to some 2,060 students through centre engagements and 65 students through its five Interest Groups (IGs) by the end of 2015. Some of the IGs organised included darts training, a wedding planner training course, an outdoor events management training course and a photography course by professional coaches from the respective industries.
- 02 Participants from School Of The Arts (SOTA) at Marina Reservoir for Dragon Boating, organised by TA to enhance team bonding and resilience.
- 03 Students from Gan Eng Seng Primary School learning through adventure elements and team building activities.
- 04 A team of Young NTUC participants working together as one to solve challenges during the Amazing Race.

.....

**TL&M validated
seven key
competencies
of Service-
Learning(S-L)
to enhance the
effectiveness and reliability
of its programmes.**

.....



05

TYLC

**TOUCH Youth
Learning Centre**

- With more options available in the market for out-of-school youths, as well as changes in the Ministry of Education's legislation governing private institutions, TYLC was retired after its final batch of students graduated in November 2015.
- Some 550 "O" and "N" Level graduates have been coached by TYLC since 1999.

05 The TYLC graduating class of 2015.



03



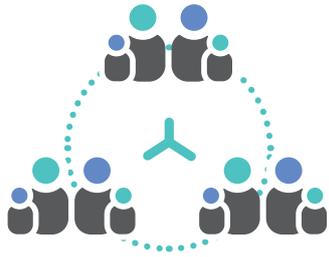
04

SERVING THE FAMILY



At TOUCH, we firmly believe that the family is the core foundation of a society. We seek to establish and provide family-based services and programmes that will build strong and fulfilling families, and promote the well-being of caregivers and families in need. To that end, we are a strong advocate on family issues, and we tailor our programmes according to the different family life stages. We also forge strong partnerships with community partners to conduct research and understand trends, and explore creative solutions to meet evolving needs of the family.

HIGHLIGHTS

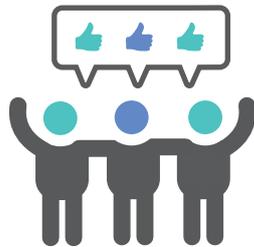


Supported
242 adopted families
through **TAFNET**¹



↑ **11.3%**

One-to-one
counselling sessions
for **individuals** or **couples**



73% of **HOPE**²
Scheme clients
were **satisfied** with TFS^{2'} services
in a survey conducted by MSF



↑ **21%**

Mothers who found
employment under the
HOPE² **Scheme**



1,600 participants
attended parenting talks conducted
by TFS' coaches at the **Parenting
Congress and Marriage Convention**



3,397
individuals received
help from **Care Line**
for caregivers

¹ TOUCH Adoptive Families Network (TAFNET)

² TOUCH Family Services (TFS) was appointed by the Ministry of Social and Family Development (MSF) as one of the mentoring agencies to aid needy families under HOPE (Home Ownership Plus Education) Scheme. HOPE aims to help families attain financial resilience, and offers practical and emotional support to parents and children.



.....

Since 2001,
TAS has grown
from providing
a singular home
study service to a
**holistic
service**
including child
placement,
counselling and
support groups.

.....

TAS

TOUCH Adoption Services

- Organised “Hope & Healing” session for the first time on 24 September 2015 for birth mothers who had placed their babies for adoption. Its objective was to provide a safe place for them to find support, work through their unresolved grief issues, and receive healing and closure.
- Achieved a high client satisfaction rating of 9.23 for TAS’ Home Study services and 4.57 out of 5 for its workshops.
- Conducted 20 workshops which were attended by 708 individuals.

01 TAS continued to receive good feedback from its clients and achieved high ratings for its home study report services and workshops.

* TOUCH Adoption Services is a service of TOUCH Family Services Limited, an affiliate of TOUCH Community Services Limited.

TCG

TOUCH Caregivers Support

- Rolled out the Community Enablement Project (CEP) in the last quarter of the year in conjunction with the opening of TOUCH Home Care (Ang Mo Kio). This five-year pilot aims to build an enabled community in the Ang Mo Kio precinct by enhancing and developing community resources - through improving coordination and partnerships with healthcare and social service agencies, adopting assistive technology, and developing appropriate care systems – to support older residents and their caregivers to live safely and connect meaningfully in the familiar surroundings of their community.
- Partnered with Ang Mo Kio Family Service Centre to conduct a town audit to survey physical attributes of the CEP precinct and recommended solutions to create a safer and more accessible environment for the elderly. As part of the CEP, TCG trained its volunteers and staff from community partner organisations to identify existing physical environmental challenges faced by elderly residents and the feedback channels they can turn to.



02

- Collaborated with Nanyang Polytechnic to conduct research on developing a falls risk screening tool for laypersons or caregivers to minimise falls, and reduce the need for frequent re-admission to hospital. Another project was initiated to study the usefulness of an online support group using Facebook. This partnership also gave TCG the opportunity to gather feedback and share insights about the challenges faced by occupational therapists in community practice at a conference attended by healthcare professionals and eldercare workers.

02 TCG's town audit included surveying regular commuting pathways in the community for the elderly, noting barriers or challenges residents highlighted along the journey. The audit results and proposed solutions were shared with community stakeholders and government bodies.

Worked closely with Temasek Polytechnic's Centre for Ageing Studies to complement on-going efforts to gather and analyse data to map the profile and needs of elderly residents – and explore innovative and practical solutions to meet evolving needs of seniors. In October 2015, the feedback of 382 elderly clients were collected in a survey by more than 120 volunteers; 90% of respondents aged 65 and above aspire to age in their own homes and community.

Participated in an Agency for Integrated Care's pilot initiative – **H**olistic care for **M**edically advanced patients (HOME+) – which saw a doctor, nurse and social worker deployed to assist home-bound clients with end-stage organ failure, and their caregivers. The services provided included advanced care planning, financial counselling, emotional support, pain and symptom management.

Launched the “Caregivers for Elderly” support group on Facebook to provide caregivers with a platform to receive and provide peer-to-peer psychosocial support, and to share information and resources. Some 100 individuals registered as members.

01 Through Home Modification, TCG seeks to provide safer homes for the elderly and their caregivers.

02 As an approved training provider since 2008, TCG's occupational therapists, physiotherapists and nurses have been delivering customised caregiver training to meet individual needs.

90%
of survey respondents
aged 65 and above aspire
to age in place in their
own home and community.





03

TCSS

TOUCH COUNSELLING
& SOCIAL SUPPORT

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TCSS conducts individual, couple and family therapies aimed at restoring relationships.

.....

- Partnered the National University of Singapore, National Technological University and the Singapore University of Technology and Design to conduct 14 group counselling sessions for 301 foreign students from China to help them adjust to life in Singapore.
- TFS' Special Marriage License contract was renewed by the MSF for another three years.
- Continued to serve needy families under MSF's HOPE or the Home Ownership Plus Education Scheme with a contract renewal of another three years. A range of activities were organised throughout the year for children, parents and families to further strengthen relationships. They included phonics lessons, sewing classes, a motivational workshop and outings.

03 TCSS continued its mission to provide counselling to distressed individuals and families to sustain and strengthen the family unit, and render financial assistance to low-income families.

* TOUCH Counselling & Social Support is a service of TOUCH Family Services Limited, an affiliate of TOUCH Community Services Limited.

TFLE

TOUCH FAMILY LIFE EDUCATION



01

- For the first time, TFLE collaborated with Parentwise Solutions to introduce First Year and Toddler programmes, attended by 40 parent-couples, to equip first-time parents with the relevant knowledge and skills to care for their toddlers during the formative years.
- TOUCH Family Services (TFS) was appointed by the Ministry of Social and Family Development (MSF) as one of the course providers for Family 365 programme, which aims to introduce a suite of Family Life Education (FLE) programmes to enrich and strengthen family life in the workplace.
- TFS was appointed by the MSF to conduct an evidence-based programme – Positive Parenting Programme or Tripe P – which equips parents to handle children with behavioural issues. 383 participants attended the programme.
- Participated in the Marriage Convention and Parenting Congress organised by the MSF and MediaCorp respectively.
- TFS launched the 10th edition of TOUCH Family Festival and featured a wide range of interactive activities reaching out to singles, newly-weds, parents, grandparents and the young. Themed “Celebrate Singapore, Celebrate Families”, TOUCH Family Festival 2015 was organised in celebration of SG50 and highlighted the important role of families in nation building.
- TFS’ counsellors and life coaches continued to be frequently invited by the media, including family-related magazines and Chinese radio stations FM 100.3 and FM 97.2 to educate the public on a wide range of family-related topics.

* TOUCH Family Life Education is a service of TOUCH Family Services Limited, an affiliate of TOUCH Community Services Limited.



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For the first time, TFLE collaborated with Parentwise Solutions to introduce First Year and Toddler Programmes.

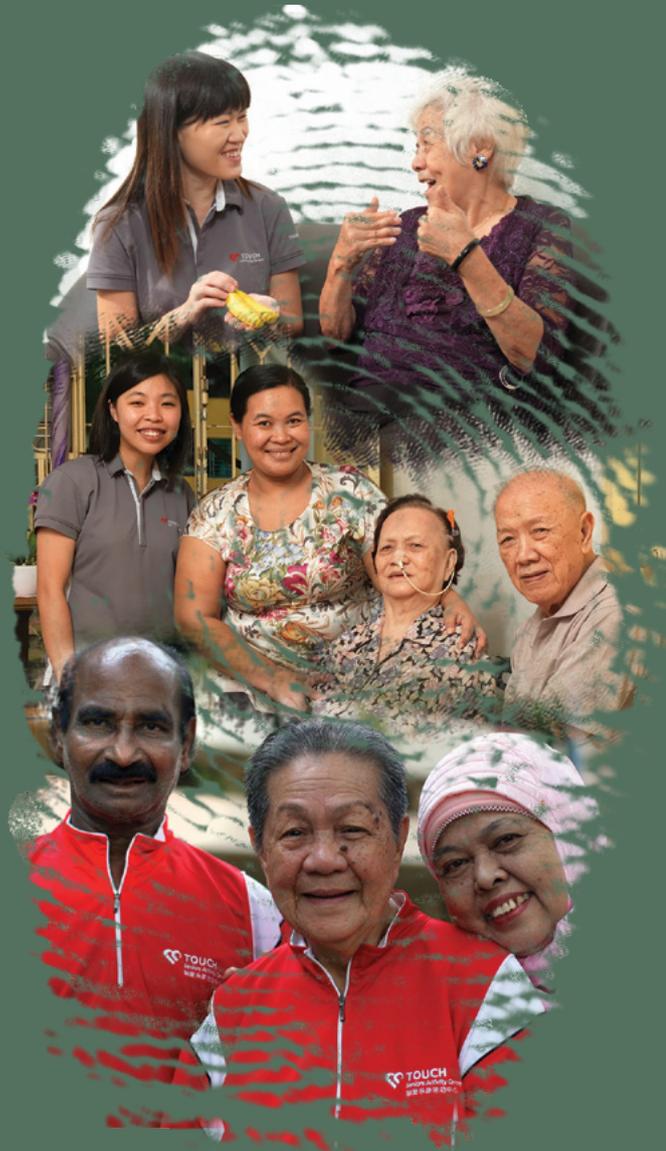
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04

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- 01 An interview-style panel discussion featuring then Minister for Environment and Water Resources Dr Vivian Balakrishnan, MediaCorp Artistes Darren Lim and Evelyn Tan, and TOUCH's Marriage Preparation Course instructors Mr and Mrs Edmund Wong, was held to launch a series of free weeklong family lunchtime talks attended by 770 participants at the Central Business District from 26 to 29 May 2015.
 - 02 TFLE achieved good feedback for its Marriage Preparation Course (MPC) with 100% of participants indicating they would recommend this course to other couples. A total of 151 couples attended the MPC.
 - 03 A couple engaging in an interactive activity at one of the MPC sessions.
 - 04 TFS' senior counsellors Mr Chan Hon Shek and his wife, Mdm Lai Fung Ling, engaging participants at TOUCH Family Festival 2015. Their expert opinions on family issues are also well sought after by the media, including participating from Mondays to Fridays and once a month in FM 100.3 and FM 97.2's radio programmes respectively.
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SERVING THE ELDERLY

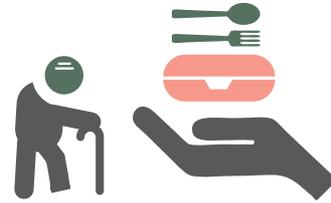


Even as Singapore begins to feel the impact of an aging population in the coming years, TOUCH believes that the elderly can be empowered to age gracefully and enjoy their golden years with purpose and dignity. TOUCH has been a pioneer in supporting seniors to age-in-place and an advocate for active aging. Over the years, it has developed innovative programmes to bring holistic care to the doorsteps of vulnerable seniors. Its staff have also been consistently recognised at national-level eldercare awards. TOUCH will continue to invest in people and infrastructure development to expand its service footprint and maintain a high standard of service delivery.

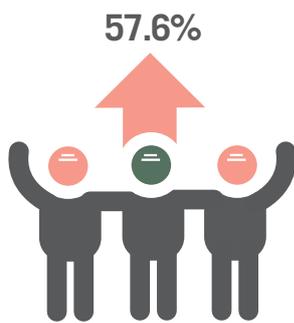
HIGHLIGHTS



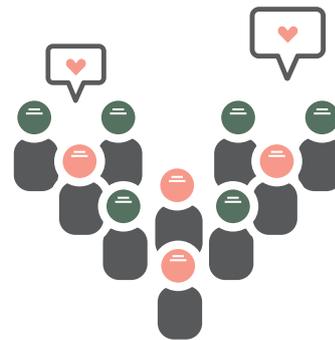
Served **1,795** frail elderly



674 elderly received meals through MOW ¹



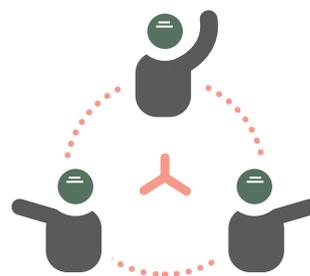
Supported by **482** volunteers from TOUCH Home Care



Served **770** clients at TOUCH Seniors Activity Centre



40 senior-clients-turned volunteers



Provided support for **44** seniors through TOUCH Cluster Support ²

¹ Meals-On-Wheels (MOW) is a meal delivery programme to meet the daily needs of the homebound elderly.

² TOUCH Cluster Support was newly set up in Kallang and Yishun in April and October 2015 respectively.

TCLS

TOUCH Cluster Support

- As a Senior Cluster Network (SCN) operator appointed by the Ministry of Social and Family Development (MSF), TOUCH launched two Cluster Support services in Kallang and Yishun in April and October 2015 respectively.
- With the Cluster Support services, vulnerable seniors can now enjoy better coordination of various services at the neighbourhood level and improved access to healthcare, financial and social services for those in need.
- Two new case management teams, headed by social workers, were formed under the TCLS @ Kallang and TCLS @ Yishun to support 44 seniors with little family support and finances. The Cluster Support service provides casework assessment and management, service coordination and counselling services for vulnerable seniors.

01 Seniors can receive holistic care through a suite of services including casework management, monitoring and counselling.

THC

TOUCH Home Care

- Opened its third home care centre in Ang Mo Kio on 25 November 2015. The new centre will serve another 300 clients by 2017. The centre opening was officiated by Dr Amy Khor, Senior Minister of State for Health and the Environment & Water Resources.
- Partnered with Temasek Polytechnic's Centre for Ageing Studies, together with TOUCH Caregivers Support (TCG), to survey the profile, needs and aspirations of THC's elderly clients, to enable them to age in place in the community.
- Launched Community Integration Therapy, a holistic approach that goes beyond rehabilitative intervention to include assessing the client's physical living environment and current support network, identifying risk factors, goals and motivations, and recommend practical solutions to enable the elderly to participate in key roles at home and in the community. Training provided included the use of scooters to improve out-of-home mobility and encourage greater social interaction and independence in daily activities.
- Implemented Phase 1 of cloud-based technology allowing integration of client data including referral, admission, case management and visit logs. This all-in-one system will facilitate better care management for clients. The Agency for Integrated Care has approved funding for Phase 2 and 3, which will facilitate claim reimbursement from government agencies, and improve access to client data covering functions such as client health, home help and social work records.



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04

TOUCH's new home care office at Ang Mo Kio aims to serve another

300

clients by 2017, bringing TOUCH Home Care's total client base to more than

2,000.

- Expanded Meals-On-Wheels service to the north-west region of Singapore including Bukit Batok, Bukit Panjang, Choa Chu Kang and Teck Whye, benefiting 50 elderly monthly.
- As part of THC's efforts to improve clients' quality of life, seven outings were organised for 77 homebound clients. These outings were supported by 129 volunteers, caregivers and staff.

- 02 THC works closely with TCG to provide holistic and integrated care to meet the needs of the frail elderly and their caregivers.
- 03 Officiated by GOH Dr Amy Khor (third from right), THC's new centre at Ang Mo Kio will also house TCG.
- 04 THC client, Mr Yeo Gin Lew, 82, enjoying the company of volunteers Mr Logan Wong (left) and Mr Wong Khia Meng (right) from Jurong Spring Community Club at Fort Canning Park. A total of 20 volunteers assisted 10 wheelchair-bound clients in moving around, and getting in and out of their wheelchairs.



TSGH

TOUCH Senior Group Home

- TSGH, a project funded by the MSF, was set up at Block 61, Geylang Bahru, to enable seniors with little or no family support to continue living in a supportive environment. TSGH provides alternative housing options for those who meet the eligibility criteria and wish to continue staying in the community instead of being prematurely institutionalised.
- TSGH provides senior residents with daily living assistance through the coordination of social and care services.

01 The seniors living in the SGH are supported by a team of social workers who will assess individual needs and coordinate the needed services.

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Vulnerable seniors can receive a suite of services including casework assessment and management, service coordination and counselling services headed by social workers.

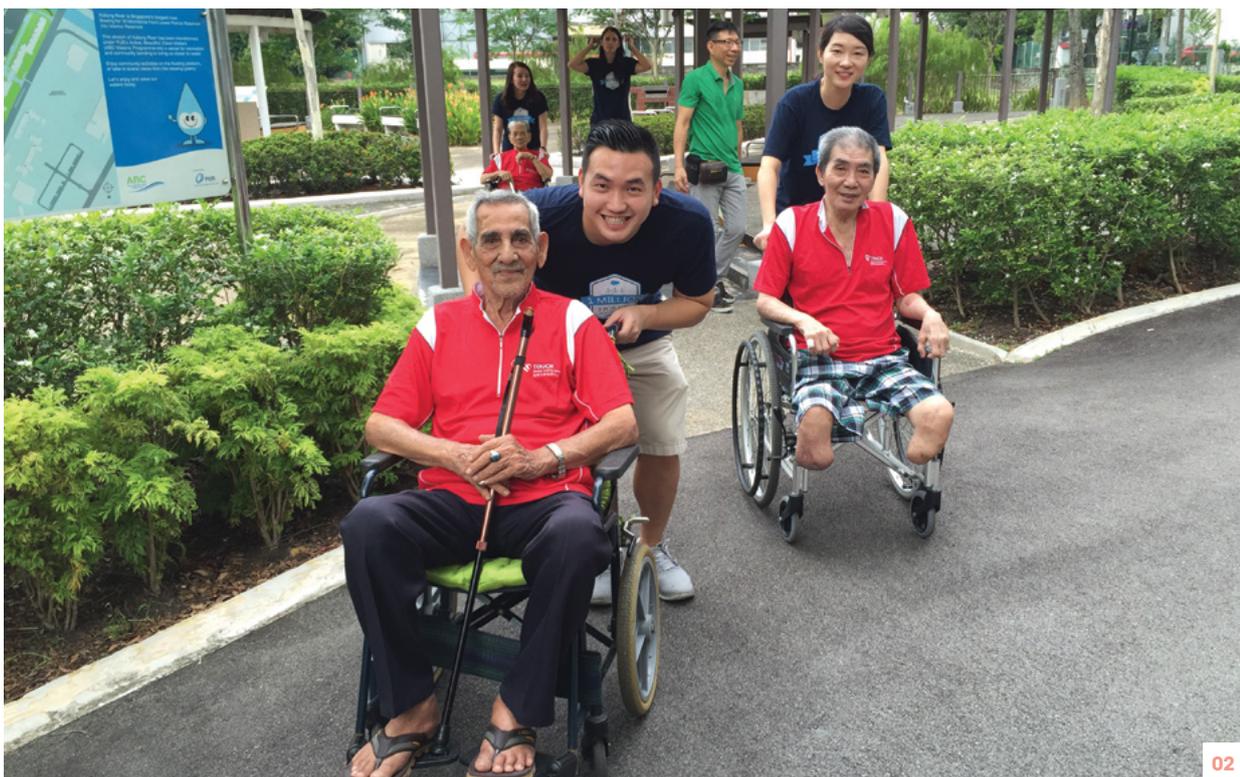
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TSAC

TOUCH Seniors Activity Centre

- Stepped up preparations and ground outreach efforts for the setting up of two new centres in Yishun in 2016.
- Four cohorts comprising 57 seniors have graduated from the Seniors Caring for Seniors (SCS) project.
- “I Shop You Pay” was introduced in June 2015 to encourage volunteers to interact with the frail elderly by encouraging them to get out of their homes to participate in activities, build interactions with volunteers, and give them a choice on the things they want to buy.
- Worked with TOUCH Child Care, Youth Corp Singapore and various schools to run Service-Learning projects to promote inter-generational bonding and social interactions.
- 30 senior volunteers from TSAC visited and conducted activities and befriended residents of Society for the Aged Sick, Bright Vision Hospital and All Saints Home (Tampines), under TSAC’s Seniors Community Involvement Project.
- Partnered with various corporations and schools to organise 85 events including outings, festive celebrations and parties, health talks, games and group activities for seniors.

02 Under the “I Shop You Pay” Programme, some 20 staff volunteers from Salesforce.com brought some 10 wheelchair-bound seniors from TSAC for their monthly outing comprising a morning stroll at Kallang Riverside, breakfast at a coffeeshop and grocery shopping as part of their Corporate Social Responsibility programme.



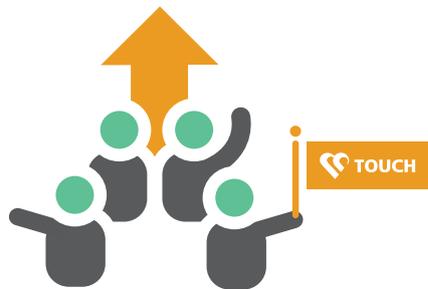
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SERVING PEOPLE WITH SPECIAL NEEDS

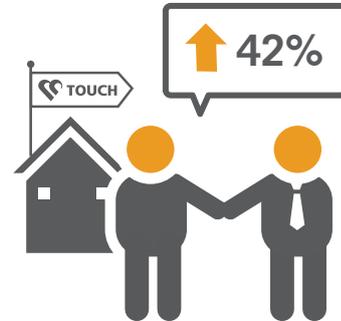


People with special needs are often misunderstood by society. They face significant challenges in activities of daily living and in relating with others. Without support, they are often isolated from community and denied opportunities to integrate into society. TOUCH believes that every individual, regardless of their abilities, can be empowered to live independently and be a contributing member of society. Our programmes are geared towards helping clients gain independent living skills and equipping them with training skills to enhance their employability.

HIGHLIGHTS



44% increase in
volunteers from
TOUCH Centre for Independent Living



Increase in partnerships with
37 potential
employers
for the Deaf compared to
the previous year



100% of
trainees
with intellectual disabilities
who were employed
stayed in their jobs
for at least 12 months.



93%
of trainees with
intellectual disabilities
were employed by
the end of 2015.



01

TCIL

TOUCH Centre for Independent Living

- Organised *50 Special People: 1 Art Celebration* at The Fabulous Baker Boy Café to showcase the artistic talents of 50 TOUCH SpecialCrafts trainees as part of SG50 celebrations.
- Following its launch, *50 Special People: 1 Art Celebration* was brought to a new level with TOUCH's strategic partnership with its corporate partner Deutsche Bank. The exhibition was held at One Raffles Quay from 5 to 16 October, reaching out to some 5,000 people.
- Participated in "Project - A Cheerful Giver", a baking project involving 160 youth volunteers, TCIL staff and trainees. Participants baked cookies, decorated boxes and delivered finished products to residents living in 11 blocks of flats surrounding TCIL, reaching out to more than 900 homes.
- Embarked on a long-term Corporate Social Responsibility project with KS Energy Limited through "Stirring Hearts", a social enterprise, where TCIL trainees were given an allowance for making birthday cards which were given to staff of KS Energy.
- For the first time, medical professionals from the Institute of Mental Health conducted a workshop for 20 caregivers from TCIL's Caregivers Support Group to help them understand more about mental illnesses and intellectual disabilities so that they can provide better care to their loved ones.

01 Mr Philip Lee (left), Deutsche Bank's Singapore Chief Country Officer and Vice-Chairman Southeast Asia, and Mr Eugene Seow (right), TOUCH Executive Director, with TCIL trainees.

02 Student volunteer (right) from Dunman Secondary School connecting with TCIL trainee Ms Ng Jie Qi through "Project - A Cheerful Giver".

03 TCIL trainee Max David Vasavan leading participants in a singing session at the TOUCH Special Needs Combined Games Day.

Singapore since gaining independence in 1963. Singapore is a multi-ethnic and multi-cultural society. The different ethnic groups have lived in harmony through a long history of co-existence. Besides Singapore, Singapore has introduced an environment-friendly road, attending to every environmental high-risk area through transformation.

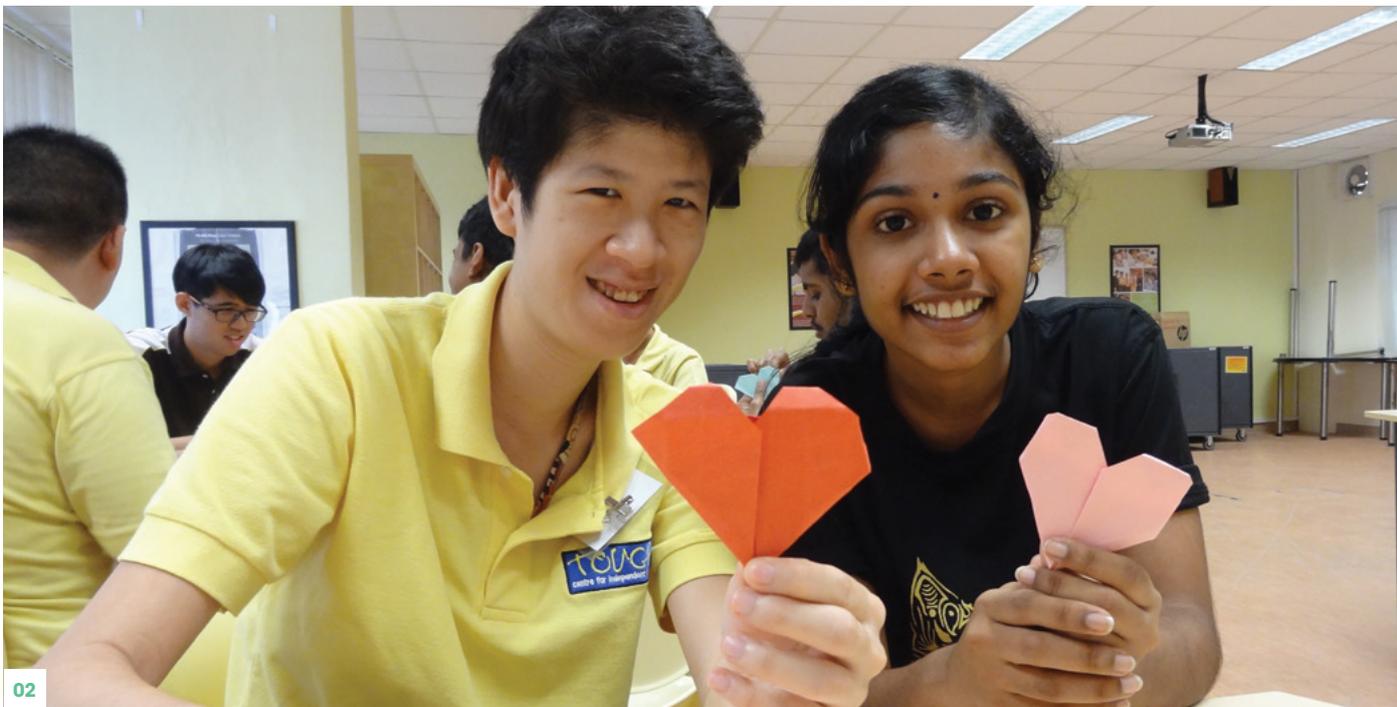
Come and see our trainees. From pre-day-to-day make us

Organized by TOUCH Community Services

Combining themes of Singapore's culture and its distinctive landmarks and multi-racial diversity, each art work at the

50 Special People: 1 Art Celebration

is an expression of the artists' personal thoughts and feelings about Singapore.





01

TSC

TOUCH Silent Club



02

- To promote sports and community service amongst its members, three projects, four sporting events and one community outreach project under iExcel - a social integration programme for Deaf youths – were organised, reaching out to 204 clients and 62 hearing individuals.
- Seven Deaf youths and three hearing volunteers from TSC, together with 12 hearing-impaired youths from Shanghai Xuhui University, attended a seven-day overseas Service-Learning project in Shanghai, China, from 13 to 20 September under Project Serve.
- Partnered with TOUCH Home Care to launch Touching Heart @ Homes, a community service project for Deaf seniors aged 45 and above to deliver meals and interact with the frail elderly.

- Conducted the inaugural TOUCH Special Needs Combined Games Day which saw 160 participants from TCIL, TUH and TSC. Its objective was to encourage Deaf youths to rise above their disabilities to serve clients with intellectual disabilities.
- TOUCH Silent Strikers comprising 28 Deaf players participated in Futsal matches with Rockwell Automation, UMW Equipment & Engineering, the Radin Mas Community Club, and at the 1st National Deaf Games Singapore.

01 TOUCH Silent Strikers Team posing with Guest-of-Honour Mr Tharman Shanmugaratnam, Deputy Prime Minister and then Minister for Finance at the 1st National Deaf Games.

02 Talks and workshops were organised to help Deaf clients better understand work-related issues and to raise Deaf awareness amongst employers who hire Deaf workers.

TUH

TOUCH Ubi Hostel

- 17 TUH and TCIL graduates joined the Continual Support Programme (CSP), which provides support for clients even after they have found full-time employment.
- 20 participants comprising TUH trainees, CSP members and staff took part in the Purple Parade, an event organised by Central Singapore Community Development Council to support an inclusive society and celebrate the abilities of people with special needs.
- Six TUH trainees volunteered with Willing Hearts, a charity which runs a soup kitchen, by helping to prepare food for the needy. This initiative is to provide an opportunity for the trainees to serve the needy and others despite their limitations.
- Two trainees and two staff were part of the Torch Relay for the 8th Asean Para Games Opening Ceremony held at the Singapore Sports Hub. The event was also attended by 19 trainees and 16 members from the CSP comprising TUH and TCIL graduates.

03 Senior Manager, Special Needs Services, Mr Danny Loke, lighting the torch at the 8th Asean Para Games Opening Ceremony's Torch Relay.



03

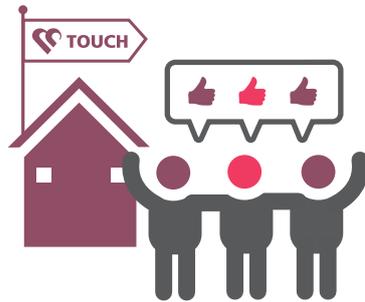
17 TUH and TCIL graduates joined the Continual Support Programme (CSP), which provides support for clients even after they have found full-time employment.

SERVING PEOPLE WITH HEALTHCARE NEEDS



TOUCH Cancer Support (TCAS) and TOUCH Diabetes Support (TDS) are two key pillars of TOUCH's healthcare services. The re-opening of the TOUCH Healthcare Support Centre at Toa Payoh Lorong 1 following a renovation in May 2015 has allowed both services to function under one roof, facilitating the sharing of resources and expertise by the respective healthcare teams. Moving forward, TOUCH will work closely with community partners such as the National Healthcare Group, the Agency for Integrated Care and grassroots organisations such as the People's Association and Citizen Consultative Committees, to provide an integrated care system for its clients.

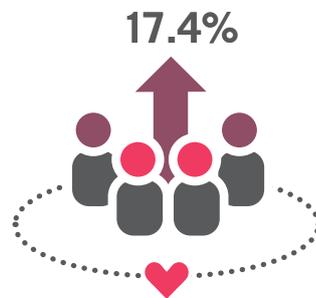
HIGHLIGHTS



More than **90%** of TCAS clients were **satisfied** with services provided



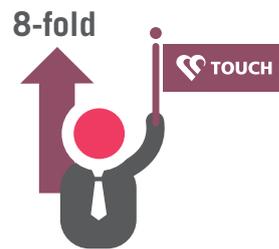
TCAS served **240** clients



TCAS reached out to **216** service users



TDS served **1,099** members



8-fold
390
TDS ad-hoc volunteers



.....

The setting up of TOUCH Healthcare Support Centre facilitates the sharing of resources and expertise by both healthcare teams, reaching out to the healthcare needs of a wider community.

.....

TCAS

TOUCH Cancer Support

- Continued collaboration with Novartis (Singapore) Pte Ltd to administer the Glivec Patient Assistance Programme (GPAP).
- Collaborated with The Singapore Cancer Society to conduct a talk for 40 clients and their caregivers on colorectal cancer.
- Held a support group session comprising clients with Chronic Myelogenous Leukemia (CML) and Gastrointestinal Stromal Tumor (GIST) to provide emotional support as participants shared about struggles and discussed coping strategies.



02



03

01 “Mrs Josephine Teo (6th from left), then Senior Minister of State for Finance and Transport, and Member of Parliament for Bishan-Toa Payoh GRC, officiating the re-opening of TOUCH Healthcare Support Centre.

02 TCAS gives support to clients with cancer and their families, and encourage them to face their psychological and emotional challenges courageously.

03 Dr Lim Khong Hee, an accredited general surgeon at Nexus Surgical Associates, Adjunct Assistant Professor of Department of Surgery, NUS Yong Loo Lin School of Medicine and former Chief of the Upper Gastrointestinal Service and Senior Consultant in the Department of General Surgery in Tan Tock Seng Hospital providing self-care tips to participants at a workshop conducted by TCAS.

TDS

TOUCH Diabetes Support

- Organised *Fly and Walk with Diabetes* in conjunction with World Diabetes Day on 14 November 2015. The event was officiated by Dr Amy Khor, Senior Minister of State for Health and attended by more than 300 participants. The main event highlight was a dazzling display of the “Blue Circle” through a light up of the Singapore Flyer. The “Blue Circle” is a symbol representing the unity of the global diabetes community.
- Organised 50km Jubilee Walk over four Saturdays in June 2015 to commemorate SG50 and to rally the diabetes community to walk strong with diabetes. The event was attended by more than 100 participants and supported by 60 volunteers.
- The re-opening of TOUCH Healthcare Support coincided with an open house for the residents of Toa Payoh, which included health talks by renowned healthcare practitioners, as well as free health screening organised in collaboration with the National Healthcare Group and the Singapore Cancer Society. More than 100 residents registered for the free healthcare screening.

-
- 01 Participants forming a big circle at *Fly & Walk with Diabetes* at the Singapore Flyer.
 - 02 Located at the void deck of Blk 149, Toa Payoh Lorong 1, and covering 4,000 square feet, the new centre's enhanced facilities will provide a conducive environment and ample space for activities including zumba and cooking classes, support group sessions, healthcare talks and counselling.
 - 03 The 50km Jubilee Walk encouraged participants to walk and live well with diabetes.
-



01

TDS believes that building a community of care and support to individuals and families affected by diabetes must be the central focus of any effort towards

good diabetes management.



SERVING THE INTERNATIONAL COMMUNITY



TOUCH International (TI)¹ is responsible for flying the flag of TOUCH internationally. Its expertise lies in facilitating the delivery of humanitarian and disaster relief and community development services to needy communities outside of Singapore. TI also equips and mobilises volunteers to contribute to overseas community development and Service-Learning projects. In 2015, TI saw a 79.6% increase in the total number of volunteers compared to the previous year as it continued to provide various platforms for volunteers to share knowledge, professional skills and resources to champion social causes and uplift the lives of the disadvantaged in overseas communities.

HIGHLIGHTS



370
total number of
volunteers



85 Sri Lankan
teachers were
trained under TeachUP



214 volunteers
provided **transitional shelters**
for Nepalese families affected by
the earthquake



Provided **humanitarian**
and **disaster relief help** to
3,000 Nepal
earthquake
victims



In 2015,
660 volunteers
from both Singapore and China
were involved in QQS, benefiting
3,000 needy individuals in China.

¹ TOUCH Community Services International was renamed TOUCH International on 19 January 2016.



01



02

.....

Through QQS, Singapore and China youth volunteers were given unique and exciting opportunities to work together to impact the lives of the underprivileged at 50 service points in Chengdu and Shanghai.

.....

TI

TOUCH International

- Completed the 10th and final year for Qian Qian Shou (QQS) “Thousand Linking Hands” project in China. Some 260 volunteers from Singapore and 400 volunteers from Shanghai YMCA and the Chengdu University of Information Technology (CUIT) planned and implemented projects to serve some 3000 needy and disadvantaged clients across 50 service points in Shanghai and Chengdu.
- In response to the Nepal Earthquake in April 2015, TI sent a total of six teams of volunteers and staff to Nepal from May to December 2015. These teams helped provide training to a local Nepalese organisation to organise relief efforts, set up a water filtration system in a home for children in Kathmandu, distributed 290 bags of essential relief goods, provided 264 transitional shelters for earthquake victims, and donated 500 back-to-school kits for local children to equip themselves and encourage them to return to school after the disaster.
- 17 teacher volunteers designed a curriculum to train and equip 85 teachers from the rural areas of Sri Lanka through the TeachUp programme, which aims to upgrade skills of teachers from third world economies, as well as to enrich the volunteers’ experience and understanding of issues facing host countries. Since 2012, 47 volunteers from Singapore have participated in TeachUP and trained 360 Sri Lankan teachers.



03



04

Invited to Chengdu, China as keynote speakers in a “Community & Social Service Dialogue” attended by more than 110 representatives from various Chinese non-profit organisations. TOUCH Founding Chairman Mr Lawrence Khong, and TOUCH Executive Director Mr Eugene Seow, shared about the TOUCH story, and provided practical handles on how non-profit organisations can impact the communities they serve.



05

01 TI volunteers and staff bonding over a get-together meal.

02 Following the earthquake in Nepal, TI dispatched a volunteer team to assess needs on the ground and coordinate relief efforts, including rebuilding homes and embarking on livelihood projects in affected areas.

03 Nepalese children posing for a photo with TI staff in a newly built temporary shelter.

04 TI aims to equip and train 500 Sri Lankan teachers as part of its capacity building and training efforts in the education sector.

05 Sri Lankan teachers attending a training course by volunteer teachers from Singapore.

06 QQS volunteer from CUIT connecting with an elderly in Chengdu, China.



06

FACTS & FIGURES

2015 & 2014

Services	No. of Staff ¹ (FT = Full-time, PT = Part-time)		No. of Volunteers (Regular* & ad-hoc**)		No. of Clients ²		No. of Service Users ³	
	2015	2014	2015	2014	2015	2014	2015	2014
TOUCH Community Services Limited								
TOUCH Young Arrows ⁴	5 FT –	3 FT 1 PT	300* 1,186**	334* 1,287**	570	432	1,100	1,250
TOUCH Cyber Wellness ⁵	9 FT –	8 FT –	20* 160**	10* 28**	6,468	7,234	184,658	128,915
TOUCH Leadership & Mentoring ⁶	15 FT –	12 FT 1 PT	485* 128**	480* 133**	10,391	10,836	5,814	4,501
TOUCH Youth Learning Centre	3 FT 1 PT	4 FT 1 PT	– 2**	– 18**	31	32	2	1
TOUCH Caregivers Support ⁷	3 FT –	3 FT –	–	–	3,132	2,969	1,345	1,470
TOUCH Home Care ⁸	64 FT 11 PT	63 FT 11 PT	482* 1,126**	306* 2,090**	1,795	1,815	–	–
TOUCH Seniors Activity Centre ⁹	7 FT –	7 FT –	125* 1,694**	127* 1,512**	770	752	–	–
TOUCH Cluster Support (Kallang & Yishun)	6 FT –	–	8* –	–	44	–	–	–
TOUCH Senior Group Home	–	–	–	–	1	–	–	–
TOUCH Centre for Independent Living ¹⁰	12 FT 1 PT	13 FT 1 PT	47* 445**	27* 314**	56	55	170	189
TOUCH Ubi Hostel	10 FT 1 PT	10 FT 1 PT	19* 43**	17* 35**	28	28	124	129
TOUCH Silent Club ¹¹	3 FT 1 PT	2 FT 2 PT	32* 52**	29* 46**	492	461	1,049	1,358
TOUCH Cancer Support ¹²	3 FT –	3 FT –	–	– 6**	240	266	216	184
TOUCH Diabetes Support ¹³	4 FT 1 PT	4 FT 1 PT	22* 390**	28* 49**	1,099	936	4,263	4,634
TOUCH Family Services Limited								
TOUCH Character Development	3 FT 1 PT	5 FT 2 PT	83* 40**	122* 22**	1,186	1,278	1,191	2,201
TOUCH Child Care	29 FT 4 PT	28 FT 3 PT	6* 677**	7* 569**	182	188	980	570
TOUCH Adoption Services	– 4 PT	– 3 PT	26* 1**	27* 10**	170	197	1,507	1,707
TOUCH Counselling & Social Support ¹⁴	7 FT –	7 FT –	8* 60**	15* 40**	2,285	1,465	301	194
TOUCH Family Life Education ¹⁵	7 FT –	7 FT 1 PT	24* 10**	22* 42**	531	450	7,023	8,280
TOUCH International Ltd								
TOUCH International ¹⁶	4 FT	4 FT –	45* 325**	41* 165**	1,270	120	3,091	436
Total	194 FT 25 PT	183 FT 28 PT	1,732* 6,339**	1,593* 6,366**	30,741	29,514	212,834	156,019

Please refer to remarks on facing page.

Remarks:

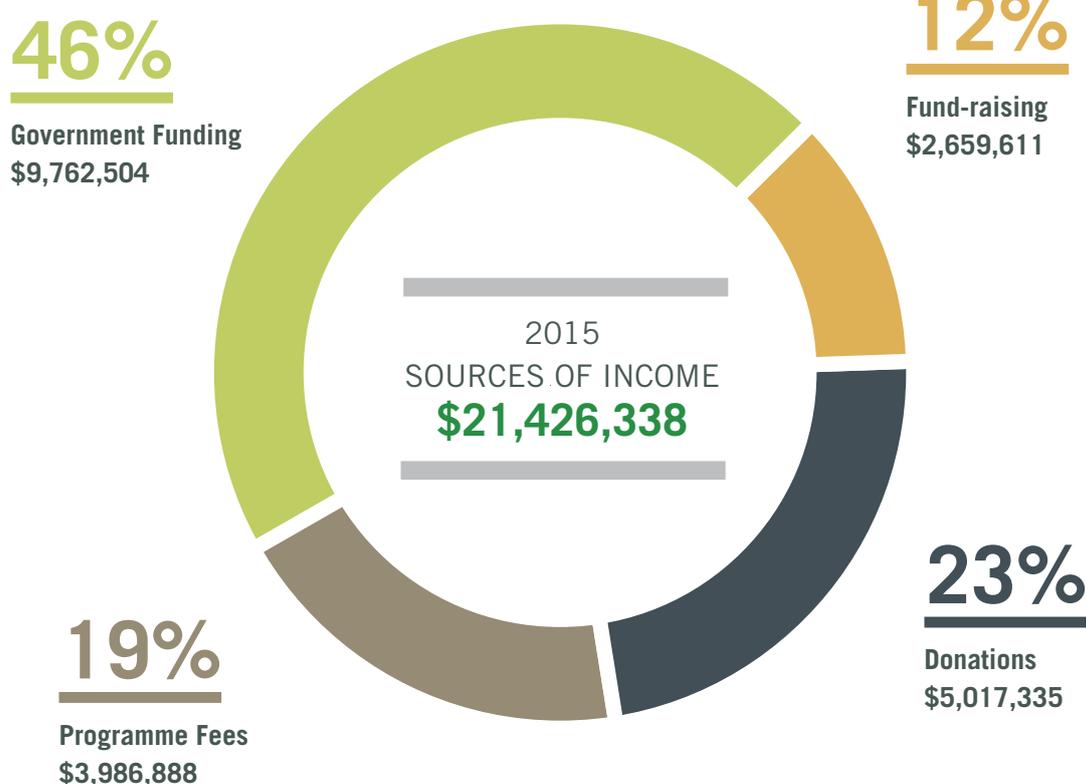
- * Regular Volunteers include individuals who:
 - served regularly on a weekly or monthly basis, or
 - contributed at least 10 hours of volunteer service
- ** Ad-hoc Volunteers include individuals who:
 - served on a one-off project (of a few days or up to 10 weeks), or
 - on an ad-hoc basis
- 1 Staff headcount figures have been rounded off based on an average of 12 months.
- 2 Clients include individuals who:
 - received TOUCH services at least once a month, or
 - attended at least 80% of activities or programmes organised for the year, or
 - received face-to-face services including counselling, or
 - are registered members
- 3 Service Users include individuals who
 - benefited from TOUCH services, such as through camps, health screening, and educational outreaches including talks, workshops and roadshows.
- 4 The increase in clients was due to the setting up of four new children's clubs. The decrease in service users was due to its new focus of connecting with parents through organising more home visits.
- 5 The decrease in clients was due mainly to the full roll out of the Ministry of Education's cyber wellness curriculum package for schools with teachers trained as cyber wellness educators. The increase in service users was due to good response to the iZ HERO assembly talk.
- 6 The increase in service users was due to the opening of A.P.T.I.T.U.D.E at ITE College East. The decrease in clients was due to deployment of resources to cater to stronger school take-up rate for programmes with longer duration.
- 7 The decrease in service users resulted from fewer training sessions in schools due to a greater focus on projects involving a wider community and efforts to increase public awareness to further support the needs of caregivers.
- 8 The increase in active volunteers was due to greater community engagements and the setting up of an enhanced volunteer management system. The decrease in ad-hoc volunteers was due to its new focus in cultivating its current pool of active volunteers and increased engagements with new groups of volunteers.
- 9 The increase in volunteers was due to more opportunities to participate in companies' Corporate Social Responsibility programmes and the schools' Values-In-Action projects.
- 10 The increase in volunteers was due to good response from schools who participated in "Project - A Cheerful Giver".
- 11 The increase in clients was due to the SG50 free membership promotion. The decrease in service users was due to a change in public outreach strategy which saw lesser assembly talks conducted.
- 12 The decrease in clients was due to lesser referrals from hospitals, and patients who have passed away or exited from the Patient Assistance Programme. The increase in service users was due to more engagements with clients' family members and caregivers.
- 13 The increase in clients was due to the free membership promotion in celebration of SG50, stronger partnerships with healthcare partners and good turnout for its Open House and public awareness events. The increase in ad-hoc volunteers was due to several key public awareness events held in the year which saw good response from schools and corporate partners.
- 14 The increase in clients was due to the HOPE contract renewal by the MSF which saw more families served – from 334 to 670.
- 15 The increase in clients was due to the collaboration with Parentwise which saw the launch of two new programmes for new parents. The decrease in service users was due to changes in the government's funding guidelines.
- 16 The increase in clients, service users and volunteers was due to humanitarian relief and rebuilding efforts for the victims of the Nepal Earthquake in April 2015, and the finale of QQS.

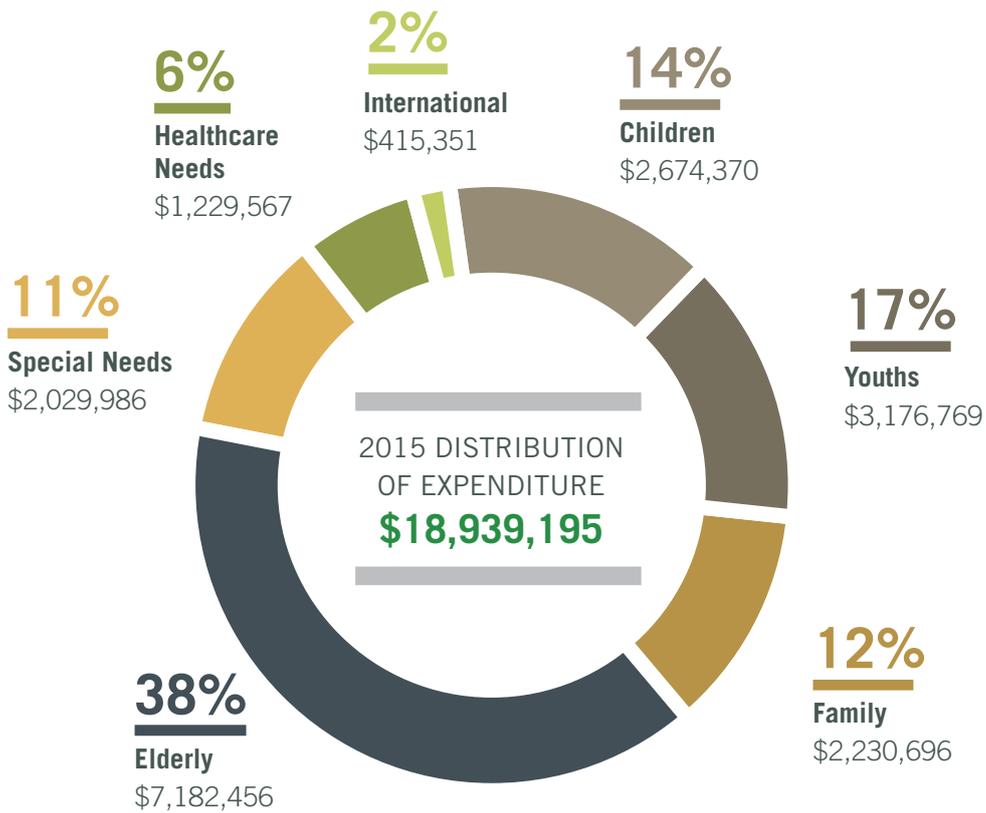
2015 FINANCIALS

TOUCH is committed to ensure prudent use of its resources in ensuring cost-effectiveness and accountability in all its operations. To further improve corporate governance, TOUCH has put in place financial controls and procedures to ensure transparency and accountability and to safeguard the integrity of the financial reporting. Audited financial statements are published annually. Specific project evaluations are also carried out to assess the effectiveness of its programmes in meeting client needs.

Please refer to some 2015 financial highlights and charts:

- TOUCH comprising TOUCH Community Services Limited, TOUCH Family Services Limited and TOUCH International Ltd received about 46% of its annual funding from government grants and relies more on its own fund-raising efforts to meet the rest of its financial needs.
- TOUCH received income totalling some \$21 million.





2015 Breakdown of Charity Dollar

For financial year 2015, out of every \$1.00 spent, 81¢ for TOUCH went directly to fund programmes and activities that benefited our clients. Refer to chart on the right.

The Indirect Charitable Expenses comprising fund-raising and operations / administration costs are financed by funds collected from Programme Fees.

Direct Charitable Expenses:

Includes programme staff cost and cost of providing services and running programmes for clients.

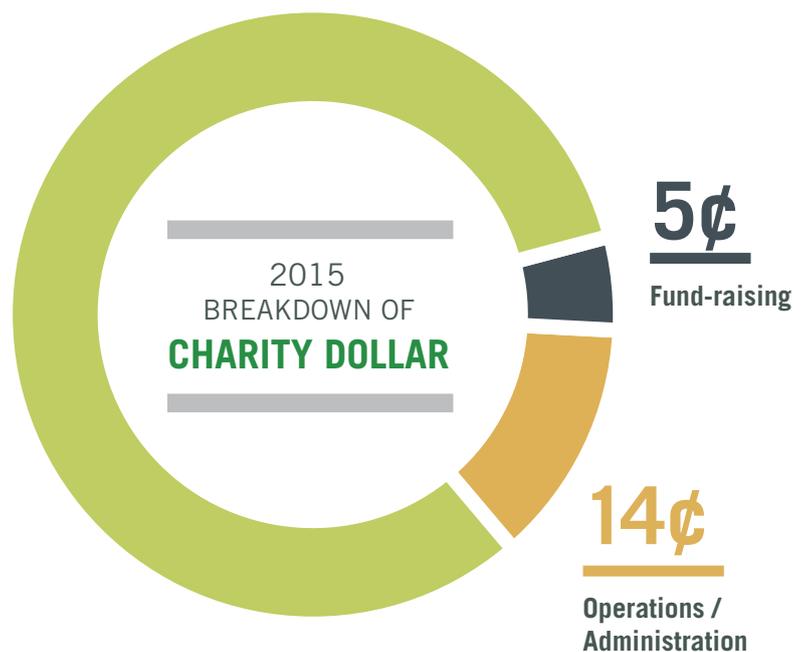
Indirect Charitable Expenses:

Fund-raising - Includes programme and staff cost incurred in raising funds to support direct services.

Operations/Administration - Includes rental, utilities, printing, stationery, transport, telecommunications, IT expenses, professional fees and support staff cost.

81¢

Direct Charitable Expenses



For financial year 2015, TOUCH had a surplus of \$2,487,143.

CORPORATE INFORMATION

Names of Members and the Date of Appointment:

Caleb Chan	28 September 2006
Kam Tin Seah	27 March 2012
Tan Hui Sin	16 March 2011

Bankers:

OCBC Bank
63 Chulia Street, #05-00, OCBC Centre East
Singapore 049514

Lawyers:

Characterist LLC
190 Middle Road, Fortune Centre, #15-01
Singapore 188979

Auditors:

Foo Kon Tan LLP
Public Accountants and Chartered Accountants
47 Hill Street #05-01, Singapore Chinese Chamber
of Commerce & Industry Building
Singapore 179365

Description of governing instruments:

Memorandum & Articles of Association

Registered address of charity:

Block 162, Bukit Merah Central, #05-3545
Singapore 150162

Listing of related entities:

TOUCH Family Services Limited
TOUCH International Ltd

POLICY STATEMENTS AND PRACTICES

Personal Data Protection Act Policy (and Donor Confidentiality)

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

TOUCH also maintains a high level of confidentiality with respect to donor information. Donors' name or other details will not be published in any corporate collaterals or publications unless there is a partnership agreement between TOUCH and the donor.

TOUCH has put in place procedural, physical and electronic means to safeguard the personal information of our sponsors, donors, partners, volunteers and clients and will not rent, exchange or sell mailing lists of our sponsors, donors, partners, volunteers and clients to other organisations.

Sponsors, donors, partners, volunteers and clients' information may be kept both in hard copy and/or electronic forms. In either case, TOUCH has documented procedures to safeguard this information. Safeguards include storing copies of the information off-site.

Reserve Policy

TOUCH seeks to maintain a reserve of up to 12 months of operating costs. This is to allow a lead time to take the necessary measures to channel support for our work, re-assign beneficiaries or re-deploy staff if anything should happen that will threaten our income stream. The amount of reserves will be regularly reviewed by the Board of Directors to ensure that they are adequate to fulfil the continuing obligations.

Conflict of Interest Policy Statement

TOUCH has also put in place its Conflict of Interest Policy (COI) to protect the Organisation's welfare and best interests over and above all priorities and objectives. The COI mandates that no staff or Board of Directors may engage in any external interest or business that may undermine or conflict with the Organisation's overall welfare.

The COI and declaration form shall be given to the staff or Board of Directors at the earliest opportunity, such as upon his/her taking up of the employment with or appointment in the Organisation or appointment in or election to the Board. Annual declaration of interests by members of key management personnel and the Board is required. He / she will fully disclose to the Executive Director's Office or the Board in the event a conflict of interest situation may arise.

Loans Policy

TOUCH does not grant loans to any parties.

Remuneration and Performance Management (HR) Practices

The remuneration strategy for key executives (i.e. members of the Leadership Team) and all staff is guided by TOUCH remuneration principles of enabling the organisation to;

- attract and retain candidates with qualifications and experiences that best fit the job;
- ensure a clear relationship between performance and remuneration;
- appropriately compensate employees for the services they provide;
- provide an appropriate level of transparency; and
- ensure a level of equity and consistency across TOUCH.

The Board is responsible for approving remuneration strategy for TOUCH. Each year, the Human Resources Committee will review and advise the Board on proposed remuneration strategy put forth by TOUCH. The key factors taken into consideration for such review are guidelines and recommendations from relevant authorities such as National Council of Social Services, Ministry of Health, Singapore National Wage Council, prevailing economic conditions and the financial position of TOUCH.

TOUCH remuneration consists of fixed remuneration and performance linked bonus.

Performance appraisal in TOUCH is a key HR process to ensure that employees receive performance feedback and establish a clear link between performance and remuneration. The appraisal will be done once a year to review performance in current year and setting objectives for the new work year. The performance rating of the staff, based on his performance review of the preceding year, will be a key factor in determining his salary.

Code of Conduct

All staff are expected to conduct and carry themselves in a professional manner while at work and to observe Organisation policies and procedures so as to promote a harmonious working relationship and a conducive working environment. As staff are representatives of the Organisation, they must practise honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations.

Donations to External Parties

Donations to other charities are conducted out of a spirit of giving to charities with similar vision and mission as Touch. This corporate giving is funded out of the surplus that we have each year and the giving has no strings attached. The corporate giving is capped at \$40,000 a year.

Business Continuity Planning

TOUCH is committed to securing business continuity to ensure that essential services and corporate practices will be maintained in the event of a significant disruption affecting its operations, and to safeguard the interests of its key stakeholders, reputation, brand and value creating activities, and that normal services and corporate practices to be restored.

It is our policy to have in place plans that are regularly reviewed and tested. We will ensure all persons connected with the delivery of services are fully aware of their roles and responsibilities in ensuring business continuity.

BOARD STRUCTURE – TERMS OF REFERENCE

Background – Code of Governance (COG) Description

The Board should have committees ¹ (or designated Board members) with terms of reference in place to oversee the following areas of governance and operations, where appropriate. The proposed committees and the designated Board members for the organisation are as follows:

Board Structure	Tier	Status
1. Audit ²	Basic II	Charities / IPCs
2. Programmes and Services	Basic II	Charities / IPCs
3. Fund-Raising	Enhanced	Large Charities / IPCs
4. Appointment / Nomination	Enhanced	Large Charities / IPCs
5. Human Resource	Enhanced	Large Charities / IPCs
6. Finance ³	—	—
7. Investment	Advanced	Large Charities / IPCs

Audit

- a. To ensure there is a financial management system in place particularly in budget planning & monitoring, operational and internal controls and asset management.
- b. To ensure compliance with applicable laws, guidelines, codes of governance, standards and practices.
- c. To ensure the setting up of and adherence to clear policies and procedures with respect to conflicts of interest.

Programmes and Services

- a. To ensure that operations and programmes are directed towards achieving the stated outcomes, mission and vision.
- b. To ensure that the Board should be regularly updated on the progress of its programmes and services.

¹ Besides the Committee Chairman, other committee members need not be serving on the Board.

² Audit Committee: The Treasurer or Finance Committee Chairman should not concurrently chair the Audit Committee.

³ Finance Committee assists the Board in its oversight responsibilities relating to financial issues.

⁴ Human Resource policies could cover areas such as recruitment, remuneration, benefits, training, development actions, performance appraisal and disciplinary actions.

Fund-Raising

- a. To ensure that the organisation establishes and maintains fund-raising good practices.
- b. To ensure a periodic review of organisation's Fund-Raising Financial Accountability procedure / process.

Appointment / Nomination

- a. To ensure that the organisation establishes and maintains its Appointment & Nomination Process and practices, terms of reference and tenure of the office bearers.
- b. To ensure the compliance of Term Limit for Board members appointment, such as Treasurer (or equivalent), and where appropriate.

Human Resource

- a. To ensure that the organisation's human resource policies⁴ are in place for paid staff and volunteers.
- b. To ensure compliance with applicable employment laws, guidelines, codes of governance, standards and practices.

Finance

- a. To review Financial Quarterly Results.
- b. To discuss and report significant financial issues.

Investment

- a. To assist the Board in reviewing the investment policy to be adopted by the Company.
- b. To ensure that the investment of the Company is conducted in accordance with the investment policy, monitor the performance of the investment and recommend changes, as may be appropriate.

21st Dec 2009, 19th Jan 2011, 6th Feb 2015

DIRECTORY OF SERVICES & LOCATIONS

TOUCH Community Services (Headquarters)

Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6377 0122
Fax : +65 6377 0121
Email : tcs@touch.org.sg
Web : www.touch.org.sg

CHILDREN SERVICES

TOUCH Child Care (Hougang) (TOUCH Family Services Limited)

Add : Blk 606 Hougang Ave 4
#01-167 Singapore 530606
Tel : +65 6282 3143
Fax : +65 6858 4975
Email : hougang.cc@touch.org.sg

TOUCH Child Care (Clementi) (TOUCH Family Services Limited)

Add : Blk 333 Clementi Ave 2
#01-86 Singapore 120333
Tel : +65 6777 3933
Fax : +65 6873 1345
Email : clementi.cc@touch.org.sg

TOUCH Young Arrows (TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6377 0122
Fax : +65 6377 0121
Email : young.arrows@touch.org.sg

YOUTH SERVICES

TOUCH Cyber Wellness (TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central
#05-3555 Singapore 150162
Tel : +65 6273 5568
Fax : +65 6271 5449
Email : cyberwellness@touch.org.sg
Web : www.touchcyberwellness.org
TOUCHLine: 1800-377 2252

PlanetCRuSH@Hougang

Add : 2 Hougang Street 93
Singapore 534256
Tel : +65 6343 6925
Fax : +65 6343 7205

TOUCH Leadership & Mentoring (TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central
#05-3555 Singapore 150162
Tel : +65 6273 5568
Fax : +65 6271 5449
Email : tlm@touch.org.sg
TOUCHLine: 1800-377 2252

FAMILY SERVICES

TOUCH Adoption Services (TOUCH Family Services Limited)

Add : 5 Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : adoption@touch.org.sg
Web : adoption.tcs.org.sg

TOUCH Caregivers Support (TOUCH Community Services Limited)

Add : Blk 444 Ang Mo Kio Avenue 10
#01-1603 Singapore 560444
Tel : +65 6804 6565
Fax : +65 6451 2086
Email : caregivers@touch.org.sg
Web : www.caregivers.org.sg
Care Line : +65 6804 6555

TOUCH Counselling & Social Support (TOUCH Family Services Limited)

Add : 5 Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : tfs@touchfamily.org.sg

TOUCH Family Life Education (TOUCH Family Services Limited)

Add : 5 Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : fle@touchfamily.org.sg

ELDERLY SERVICES

TOUCH Cluster Support (Kallang) (TOUCH Community Services Limited)

Add : Blk 61 Geylang Bahru
#01-3293 Singapore 330061
Tel : +65 6297 9897
Fax : +65 6298 1823
Email : clustersupport@touch.org.sg

TOUCH Cluster Support (Yishun) (TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6377 0122
Fax : +65 6377 0121
Email : clustersupport@touch.org.sg

TOUCH Home Care (Ang Mo Kio) (TOUCH Community Services Limited)

Add : Blk 444 Ang Mo Kio Ave 10
#01-1603 Singapore 560444
Tel : +65 6804 6565
Fax : +65 6451 2086
Email : homecare@touch.org.sg

TOUCH Home Care (Jurong) (TOUCH Community Services Limited)

Add : Blk 457 Jurong West Street 41
#01-762 Singapore 640457
Tel : +65 6631 3080
Fax : +65 6896 1907
Email : homecare@touch.org.sg

TOUCH Home Care (Toa Payoh) (TOUCH Community Services Limited)

Add : Blk 173 Toa Payoh Lorong 1
#01-1264 Singapore 310173
Tel : +65 6661 0855
Fax : +65 6258 1013
Email : homecare@touch.org.sg

TOUCH Senior Group Home (TOUCH Community Services Limited)

Add : Blk 61 Geylang Bahru
#01-3293 Singapore 330061
Tel : +65 6297 9897
Fax : +65 6298 1823
Email : clustersupport@touch.org.sg

TOUCH Seniors Activity Centre (TOUCH Community Services Limited)

Add : Blk 61 Geylang Bahru
#01-3293 Singapore 330061
Tel : +65 6297 5818
Fax : +65 6298 1823
Email : sac@touch.org.sg

SPECIAL NEEDS SERVICES

TOUCH Centre for Independent Living (TOUCH Community Services Limited)

Add : Blk 352 Ubi Ave 1
#01-989 Singapore 400352
Tel : +65 6741 6364
Fax : +65 6741 5404
Email : tcs@touch.org.sg

TOUCH Silent Club (TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6377 0122
Fax : +65 6377 0121
Email : silent.club@touch.org.sg
Web : www.silentclub.org.sg

TOUCH Ubi Hostel (TOUCH Community Services Limited)

Add : Blk 301 Ubi Ave 1
#01-295 Singapore 400301
Tel : +65 6744 9712
Fax : +65 6744 4529
Email : tcs@touch.org.sg

HEALTHCARE SUPPORT SERVICES

TOUCH Cancer Support

(TOUCH Community Services Limited)

Add : Blk 149 Toa Payoh Lorong 1
#01-943 Singapore 310149
Tel : +65 6259 0412
Fax : +65 6252 9695
Email : cancersupport@touch.org.sg

TOUCH Diabetes Support

(TOUCH Community Services Limited)

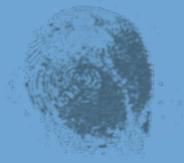
Add : Blk 149 Toa Payoh Lorong 1
#01-943 Singapore 310149
Tel : +65 6252 2861
Fax : +65 6252 9695
Email : tds@touch.org.sg
Web : www.diabetessupport.org.sg

TOUCH INTERNATIONAL

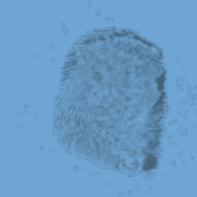
TOUCH International Ltd

Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6377 0122
Fax : +65 6377 0121
Email : tcs@touch.org.sg

Information is accurate as at 31 March 2016.



**TOUCH COMMUNITY
SERVICES LIMITED**



**TOUCH FAMILY
SERVICES LIMITED**



**TOUCH
INTERNATIONAL LTD**