

# WE ARE ONE COMMUNITY.



CELEBRATING **25 YEARS** OF SERVING THE COMMUNITY TOGETHER.



TOUCH REPORT 2016

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TOUCH COMMUNITY SERVICES LTD | TOUCH FAMILY SERVICES LTD

# WE ARE ONE COMMUNITY.



A rubber band may look unexceptional, but it plays an important role wherever it is employed. When two or more rubber bands are combined, the bands increase in strength.

Similarly, every individual - whether volunteer, staff, client, corporate or community partner - plays an important role in this community. We need to work hand-in-hand with the community to see TOUCH Vision 2030 - Strong Families, Caring Generations and Enabled Communities realised.

Together, We are One Community and we invite you to be part of The Giving Family.

## 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 seven people in their twenties operated out of a HDB flat and organised activities to help people 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.

# ABOUT TOUCH

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

TOUCH Family Services Limited (TFSL) is an affiliate of TCSL. TCSL and TFSL have an integrated network of 16 services with 19 centres and 24 children's clubs located at various parts of Singapore. Its clients include children from low-income or single-parent families, youth at-risk, needy families, people with special and healthcare needs, and the frail elderly.

Over the last 24 years, TOUCH has reached out to many individuals from all races and religions. In 2016, it served some 28,000 clients<sup>1</sup> and 156,000 service users<sup>2</sup>.

TOUCH has continually been recognised for its outstanding contributions to the community. In 2016, TOUCH garnered the inaugural Charity Transparency Awards by the Charity Council for its exemplary disclosure practices. TOUCH Senior Activity Centre was conferred the Service Quality Improvement Award at the Intermediate and Long-Term Care Excellence Awards for promoting active ageing among seniors. TOUCH Cyber Wellness also received regional recognition at the Wofoo Asian Award for Advancing Family Well-Being, receiving the Silver Award and My Favourite Project accolades for its contribution to advancing family well-being.

*1 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.*

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

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## CHAIRMAN'S MESSAGE



Reflecting on TOUCH Community Services' 24<sup>th</sup> year gives me a great sense of satisfaction in how much we - the TOUCH community - have achieved together in supporting the needy and disadvantaged.

Starting with an afterschool care programme for latchkey children in the late 1980s, our programmes and services now reach out to more than 28,000 clients from diverse backgrounds including children from vulnerable families, youth-at-risk, needy families, people with special and healthcare needs and the elderly.

The afterschool programme was birthed out of seven ordinary volunteers' desire to provide care for latchkey children in Clementi and Jurong. That programme has today evolved into TOUCH Young Arrows, located at 24 centres across Singapore, and reaching out to 584 children from single-parent and low-income families.

Many of our TOUCH services also owe their accomplishments to the efforts and contributions of the community. TOUCH Leadership & Mentoring's A.P.T.I.T.U.D.E Centre at ITE College East is a successful

programme that attracts more than 1,500 students each year. This programme is supported by industry partners who offer skills training and internship opportunities to help students gain confidence through certification and skills development.

Our clients with intellectual disabilities enjoy independent living in the secure environment of TOUCH Ubi Hostel because community stakeholders such as coffeeshop stall owners make efforts to understand our clients and create a safe neighbourhood for them to live independently. TOUCH Home Care's Meals-On-Wheels programme provides meals for 928 homebound seniors twice a day and every day of the year. This programme would not be sustainable without the commitment of regular volunteers such as taxi drivers and ordinary Singaporeans who set aside time daily to deliver the meals.

I am very proud that our efforts to meet the needs of the community have involved many people - whether they are volunteers, neighbours, financial contributors, philanthropists or government representatives. Building a community

TOUCH celebrates its 25<sup>th</sup> Anniversary in 2017. The celebration theme **“We are One Community”** is appropriate because we honour the community that has walked the journey with us and our clients.

where everyone can be part of The Giving Family is integral to the central task of meeting societal needs because the best form of support for the disadvantaged is found in the community.

We announced the launch of TOUCH Vision 2030: Strong Families • Caring Generations • Enabled Communities in 2015, and the development of the strategic plan that will guide our work towards the vision is underway. We are looking forward to see this vision come to fruition because I am convinced that for any society to progress and prosper, families must be strong, generations must take ownership of their responsibilities and communities need to be enabled.

In 2016, TOUCH underwent an important renewal in its leadership with James Tan assuming the position of Chief Executive Officer on 1 April 2016. He took over from Eugene Seow, who has led TOUCH through a remarkable journey over the last 24 years. We thank Eugene for his stellar leadership and welcome him to the Boards of TOUCH Community Services and TOUCH Family Services.

I would also like to express my sincere appreciation to all present and former staff that have played pivotal roles in initiating the myriad of TOUCH services. Your pioneering spirit and strong resolve to see families strengthened and communities transformed have allowed TOUCH to continue its mission of serving the needy and disadvantaged.

TOUCH celebrates its 25<sup>th</sup> Anniversary in 2017. The celebration theme “We are One Community” is appropriate because we honour the community that has walked the journey with us and our clients. But it is also an invitation for you to join us on the journey ahead - to build Singapore into a home with hope and heart, together!



**Lawrence Khong**  
PBM

## CHIEF EXECUTIVE OFFICER'S MESSAGE

Together, We are One Community and we look forward to fulfilling TOUCH Vision 2030 by seeing **Strong Families, Caring Generations and Enabled Communities** established in Singapore.

2016 was an exciting year for TOUCH Community Services. Efforts to champion social causes and provide cutting edge services to the community were stepped up across the organisation.

In the year under review, TOUCH Community Services Limited (TCSL) and its affiliate, TOUCH Family Services Limited (TFSL), served more than 28,000 clients and 156,000 service users.

With the relocation and opening of several new TOUCH centres, our clients benefitted from greater accessibility of services. Two new TOUCH Senior Activity Centres were opened in Yishun as part of the Senior Cluster Network. We also set up a new community space at Gateway Theatre, Bukit Merah, which will better serve families residing in the Central and Western parts of Singapore through seminars, talks and related events. In addition, the TOUCH Youth office shifted from Bukit Merah to Kallang Leisure Park, facilitating greater synergy between the youth and family services (also located at Kallang Leisure Park) of TOUCH and improving accessibility of the youth counselling and cyber wellness services.

As our services continue to grow, we are grateful that our work has been recognised by the community. TCSL and TFSL garnered the inaugural Charity Transparency Awards by the Charity Council for exemplary disclosure practices. For promoting active ageing among seniors, TOUCH Senior Activity Centre was conferred the Service Quality Improvement Award at the Intermediate and Long-Term Care Excellence Awards 2016 by the Agency for Integrated Care. On the international front, TOUCH

Cyber Wellness received the Silver Award and My Favourite Project accolades at the Wofoo Asian Award for Advancing Family Well-Being 2016.

We continued to be an active advocate for key health and social issues. In line with the government's efforts to fight the rise of diabetes among Singaporeans, a national Diabetes Prevention and Care Taskforce – co-chaired by Health Minister Mr Gan Kim Yong and Education Minister Mr Ng Chee Meng – was set up. I accepted the invitation to be a member of the steering committee. At the same time, TOUCH Diabetes Support's Diabetes Lifestyle Coach, Mrs Julie Seow, was also appointed member of a sub-committee. We also launched *Y Diabetes*, an initiative engaging youths to be advocates for the diabetes community.

To raise awareness of various mental health concerns, TOUCH launched a specially commissioned themed train on the Downtown Line which ran in June and July 2016. The train featured information on common mental health conditions such as anxiety disorder, depression and schizophrenia, as well as myths and facts associated with these conditions. The special train launch was organised in conjunction with TOUCH's Light Of Hope run 2016.

During the year, we continued exploring partnerships to enhance our work in the community. A significant tie-up that took place was a collaboration with Singtel to produce a Cyber Wellness Toolkit for students in special education. Through this toolkit, TOUCH Cyber Wellness aims to put into the hands of special education



teachers a useful resource that will help them impart to their students social-emotional competencies, sound values and practical skills in coping with online risks.

We also worked together with a group of renowned local artists and Cultural Medallion for Art awardees to present a charity art exhibition, *Art Gives Back*, with proceeds benefitting our clients with intellectual disabilities. Intricate artworks of our clients with special needs were profiled at the event too.

National Day Parade 2016 was very special for us as clients from TOUCH's special needs services performed on the national stage for the first time. They were featured in a segment combining song-signing, physical and visual theatre, as well as movement and mass display formation for a live audience of 55,000 at the National Stadium. The artworks of trainees from TOUCH SpecialCrafts were featured on the costumes of performers, advocating an inclusive society.

With the advancement of technology and greater accessibility of the Internet, we are exploring a digital transformation journey for the organisation. Our eldercare services leveraged on two systems - Sitefinity and

Salesforce - to increase effectiveness in reaching out to the community of clients and volunteers. We are also developing new methods to increase engagement of donors, corporate partners and volunteers through digital media.

As we celebrate our 25<sup>th</sup> Anniversary in 2017, we are thankful for our pioneers who started the work because of a simple heart of love towards the needy and disadvantaged in society. We wish to thank our stakeholders, including corporate partners, board members, staff, volunteers and donors. Most importantly, we thank our clients for allowing us to journey with them.

Together, We are One Community and we look forward to fulfilling TOUCH Vision 2030 by seeing Strong Families, Caring Generations and Enabled Communities established in Singapore. Thank you for being part of The Giving Family!

**James Tan**

# BOARD STRUCTURE

## BOARD OF DIRECTORS#

for TOUCH Community Services Limited (TCSL)  
and TOUCH Family Services Limited (TFSL)

### Lawrence Khong, PBM

TOUCH Founding Chairman  
Senior Pastor  
(16 July 2001)

## DIRECTORS

### Au-Yong Kok Keong Kenneth

Lawyer (11 May 2010)

### Cheng Huey Teng

Principal (1 June 2007)

### Chew Robert

Venture Capitalist (1 June 2007)

### Goh Choon Wah

Lawyer (2 March 2015)

### Kwong Kin Mun

Banker (2 March 2015)

### Peh Lai Gek

Chartered Management  
Accountant, UK (1 June 2009)

### Tay Chin Kwang

Chartered Accountant of Singapore  
(15 June 2015)

### Wan Siu Khuan

Businessman (15 June 2015)

### Eugene Seow

Social Services (6 May 2016)

### Kuok Lay Hoon

HR Consultant (28 June 2016)

### Leong Lai Cheng

Company Secretary  
(25 February 2014)

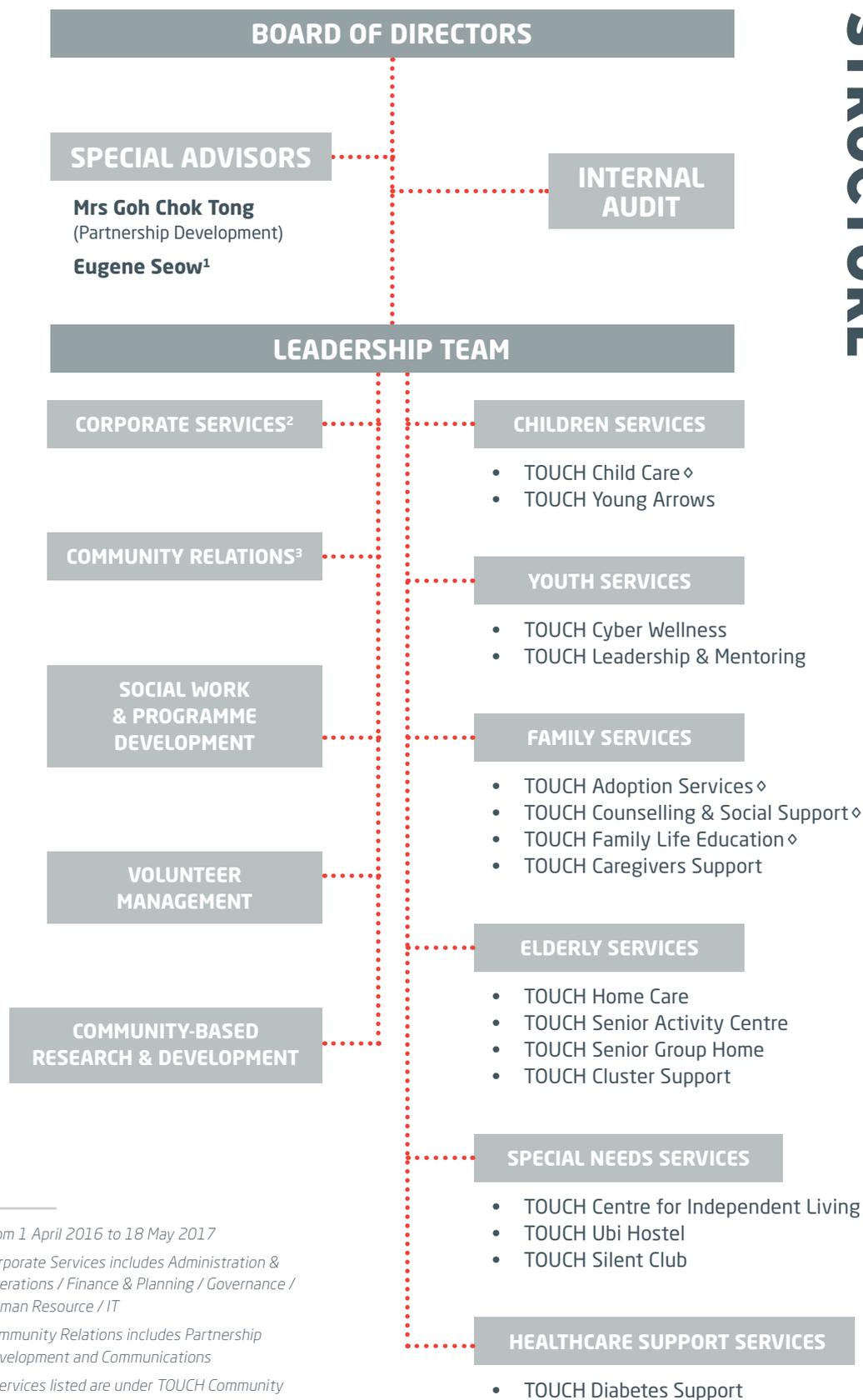
## BOARD COMMITTEES\*

Appointment, Nomination	• Cheng Huey Teng
Audit	• Chew Robert • Peh Lai Gek
Finance	• Peh Lai Gek • Tay Chin Kwang
Fundraising	• Goh Choon Wah • Wan Siu Khuan
Human Resource	• Chew Robert • Peh Lai Gek
Investment	• Kwong Kin Mun
Programme & Services	• Au-Yong Kok Keong Kenneth

# At the annual 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 correct as at 31 March 2017.

# ORGANISATION STRUCTURE



<sup>1</sup> From 1 April 2016 to 18 May 2017

<sup>2</sup> Corporate Services includes Administration & Operations / Finance & Planning / Governance / Human Resource / IT

<sup>3</sup> Community Relations includes Partnership Development and 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.

## LEADERSHIP TEAM

**James Tan**

Chief Executive Officer\*

**Edmund Wong**Senior Director  
*(Children / Family Services)***Julia Lee**Director  
*Social Work and  
Programme Development***Danny Loke**Senior Manager  
*Special Needs Services***Shawn Lim**Senior Manager  
*TOUCH International***Alvin Ong**Manager  
*TOUCH Leadership & Mentoring***Terry Lim**Manager  
*Communications***Leong Lai Cheng**

Chief Operating Officer

**Anita Low-Lim**Director  
*Community Relations & Youth Services***Kavin Seow**Director  
*Eldercare Services &  
TOUCH Caregivers Support***Pek Bin Lee**Senior Manager  
*Human Resource***Teo Seok Bee**Senior Manager  
*Family Services***Chong Ee Jay**Manager  
*TOUCH Family Life Education***Joyce Ang**Head  
*Internal Audit & Data Analytics*

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Information correct as at 31 March 2017.

\* James Tan assumed leadership as CEO on 1 April 2016. Eugene Seow was the Executive Director of TOUCH until 31 March 2016.

## BOARD'S CONDUCT OF ITS AFFAIRS

The Board's conduct of its affairs are set out in the Board Policy which was approved by the Board on 17 February 2017.

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 Chief Executive Officer 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 80.

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

- Corporate and service strategies and restructuring;
- Policies, standard operating procedures and manuals;
- 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 three times a year with a quorum of at least three members. The Board Committees meet at least twice a year. The number of meetings attended by the Board and Board Committees during the financial year are as follows:

Board Meeting Attendance Record	
Names	Attendance
Lawrence Khong	3/3
Au-Yong Kok Keong Kenneth	0/3
Cheng Huey Teng	2/3
Chew Robert	1/3
Eugene Seow <sup>1</sup>	1/1
Goh Choon Wah	3/3
Kuok Lay Hoon <sup>2</sup>	1/1
Kwong Kin Mun	1/3
Peh Lai Gek	2/3
Tay Chin Kwang	2/3
Wan Siu Khuan	2/3

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.

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

<sup>1</sup> Eugene Seow was appointed as a Director on 6 May 2016.

<sup>2</sup> Kuok Lay Hoon was appointed as a Director on 28 June 2016.

All newly appointed Directors are briefed by the Chief Executive Officer's Office on the operations and strategic plans of the Company to enable the Directors to discharge their duties effectively. The induction includes:

- TOUCH's Organisational Information
  - » TOUCH's vision, mission and core values
  - » TOUCH's history and timeline
  - » Current strategic and operations plans
  - » Current approved budget
  - » Latest financial statement, annual reports and audit reports
- Governance & Legal Information
  - » Laws and regulations governing TOUCH
  - » Board policies and key financial, human resource, fraud and whistle blowing policies
- Board Responsibilities
  - » Board structure
  - » Board committees and roles
  - » Conflict of interest policy
  - » Overview of stakeholder communication policy
- Key Contacts
  - » Board of directors list
  - » Key staff list

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 the following:

- Knowledge and Community Experience of TOUCH (E.g.: Their contribution in joining organising committees for Events like Charity Golf, Charity Gala)
- Alignment to TOUCH's vision, mission and core values, as well as stand on family

- Management experience in corporate / civil service
- Diversity, including but not limited to gender, ethnicity, race and disabilities
- Specific skills such as finance, audit, legal, international, information technology, governmental affairs, public relations, marketing, human resource development, disaster relief, healthcare etc.

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 four 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 Chief Executive Officer'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. Fundraising
- viii. Public Image
- ix. Fraud / illegal Activities

## FRAUD RISK MANAGEMENT

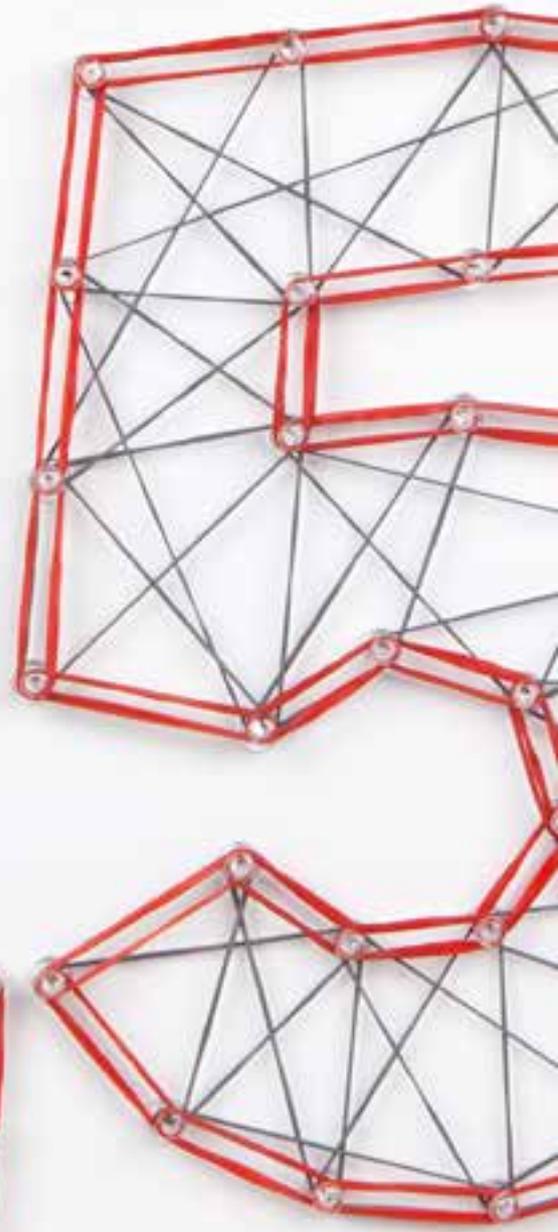
To promote consistent organisational behaviour in order to prevent and detect Fraud, TOUCH has developed a Fraud Risk Management Plan which provides guidelines and assigns responsibility when conducting investigations. Any irregularity that is detected or suspected must be reported immediately to the IA Function, who reports the irregularity immediately to the Audit Committee. The IA Function will be responsible to coordinate all investigations with the Chief Executive Officer'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 maintain a sound state of internal controls. This is done through the 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.





# WE ARE 25.



CELEBRATING 25 YEARS OF  
SERVING THE COMMUNITY  
**TOGETHER**

TOUCH Community Services celebrates our 25<sup>th</sup> Anniversary in 2017. We believe that every individual is unique and can make a difference to the community. This is seen in the thumbprint marks on TOUCH's 25<sup>th</sup> Anniversary logo. The lines also reflect the ripple effect when the community comes together to serve – the whole is greater than the sum of its parts. TOUCH's 25<sup>th</sup> Anniversary celebrates the community of beneficiaries, donors, government, corporate and community partners, staff and volunteers who have journeyed with us. Thank you for being part of The Giving Family!

# OUR MILESTONES

1986

Started **TOUCH Children's Club** to provide children from disadvantaged families with enrichment programmes. This service is presently known as **TOUCH Young Arrows**.



1988

Started **TOUCH After-School programme** for latchkey children.

1990

Started **TOUCH Child Care services** to provide child care support for working parents.

Started **TOUCH Training Centre for the Disabled** to train people with intellectual disabilities to be independent and self-supporting. This service is presently known as **TOUCH Centre for Independent Living**.



1991

Started **TOUCH Community Welfare Services** to help low-income families with counselling and referral assistance. This service is presently known as **TOUCH Family Services**.

1992

**TOUCH Community Services** was officially **registered as a society and charitable organisation**.

Started **TOUCH Diabetes Support Association** for insulin-dependent diabetes clients. This service is presently known as **TOUCH Diabetes Support**.

Started **TOUCH Legal Care** to provide free legal counselling to low-income individuals.

Started **TOUCH Silent Club** to integrate the hearing impaired with the community.



1993

1996

**TOUCH** took over the management of the National Council of Social Service's Ubi Hostel for people with intellectual disabilities. This service is presently known as **TOUCH Ubi Hostel**.

**TOUCH Home Care (Toa Payoh)** was officially opened.



1999

Started **TOUCH Youth Learning Centre** to provide early school leavers with a second chance to attain the GCE "O" and "N" level certificates.

Started **TOUCH International** to provide crisis relief and develop youth volunteers through community development projects in various countries.



1994

**TOUCH** became a **member of the National Council of Social Service**.

Started **TOUCH Home Care** to bring medical and nursing care to the frail and needy elderly in their homes.

1995

Organised inaugural **TOUCH Flag Day**.



1997

Organised inaugural **TOUCH Family Festival** at Raffles Place.



1998

Started **TOUCH Senior Activity Centre** at Geylang Bahru to meet the social and recreational needs of elderly living in one-room rental flats.

2001

Started **TOUCH Adoption Services** to support adoptive families, and be a bridge for couples desiring to expand their family through adoption and children needing a permanent and stable family.

Started **TOUCH Character Development** in Tanglin Primary School to provide a more holistic curriculum for students.

Started **TOUCH Cyber Wellness** to promote cyber wellness education to youths, educators and parents.



Started **TOUCH Cancer Support** to provide financial and psychosocial support to needy individuals with cancer.

2002

**TOUCH Caregivers Centre**, a one-stop community resource facility, was officially opened.



2005

Started **TOUCH Leadership & Mentoring** to help youths maximise their potential.

2007

TOUCH won the **Outstanding Non-profit Organisation Award** for its commendable practices in the management of volunteers and donors (including fundraising practices).



Organised **Singapore's first triathlon for people with special needs** to convey the message that individuals with disabilities can be empowered to be independent and resilient with community support.

2008

**TOUCH International responded to the Sichuan earthquake** by providing humanitarian aid and sending counsellors to conduct Post Traumatic Stress Disorder Training for local social workers and counsellors.



2010

**TOUCH Adoption Services published a book**, consisting of a collection of adoption stories.

2011

**TOUCH Home Care (Jurong)** was officially opened.

**TOUCH Senior Activity Centre** was recognised by the National Council of Social Service as a **Centre of Specialisation**.

**TOUCH Cyber Wellness** garnered Singapore's top youth accolade - the **Singapore Youth Award** under the Community & Youth Services Team Category.



TOUCH Community Services received the **Singapore Prestige Brand Award (SPBA) 2011** - Special Merit (not-for-profit organisations), in recognition of its effective brand management and branding initiatives.



2012

Started **Department of Social Work** to support disadvantaged families, and provide oversight for the development of social workers in TOUCH.

Successfully formed Singapore's largest human "Blue Circle" with 2,000 participants at **TOUCH Diabetes Support's Walk with Diabetes**.



2013

Started **TOUCH Adventures** to promote students' learning through fun and adventure.



2014

TOUCH was appointed by the Ministry of Social and Family Development as a **Senior Cluster Network Operator** for the Kallang / Novena / Rochor and Yishun / Sembawang regions.

2015

**TOUCH Youth launched A.P.T.I.T.U.D.E** or Aspiring People Transformed Into Uniquely Dynamic Exceptions at ITE College East to develop students' interests into high market demand skills.

**TOUCH Home Care (Ang Mo Kio)** was officially opened.

Established **TOUCH Mission and Vision 2030**.

# 25 YEARS

## OF SERVING THE COMMUNITY TOGETHER

2016

**TOUCH Adoption Services celebrated its 15<sup>th</sup> Anniversary** with the launch of a second book of adoption stories.

**TOUCH Young Arrows celebrated its 30<sup>th</sup> Anniversary** and set up its 24<sup>th</sup> children's club in Punggol.

TOUCH Community Services, TOUCH Family Services and TOUCH International received the inaugural **Charity Transparency Award** by the Charity Council.



Launched The Giving Family initiative to encourage families to contribute to building Singapore as a Giving Nation.



**2016 AT A GLANCE**

**16** Services



**2,935**  
Regular Volunteers



**156,589**

Service Users



**28,452**

Clients



**63**

individuals with  
special needs found  
employment



Served

**124,961**

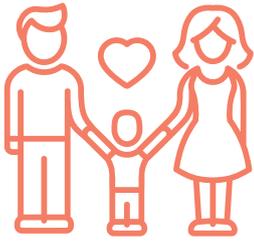
youths, students, educators  
and parents through  
TOUCH Youth's services



Conducted

**59** adventure-learning  
programmes for schools,  
reaching out to

**7,608**  
students



Supported **268** families through  
TOUCH Adoptive Families Network



Trained  
**43**  
volunteer-seniors  
as **befrienders** in the  
award-winning  
**Seniors Caring  
for Seniors** project



**928**  
homebound elderly  
**received meals** through  
**Meals-On-Wheels**



**24**  
**TOUCH Young Arrows**  
**children's clubs**



**TOUCH Diabetes Support**  
served **1,159**  
**members with diabetes**



**2,875**  
caregivers received help through  
**TOUCH Caregivers Support's Care Line**

## RENEWAL AND REGENERATION OF LEADERSHIP



In 2016, TOUCH Community Services achieved a significant milestone in its history with a renewal and regeneration of its leadership. On 1 April 2016, Mr James Tan assumed the appointment of Chief Executive Officer from Mr Eugene Seow, who has played an instrumental role in leading the organisation over the last 24 years. TOUCH is today a credible Voluntary Welfare Organisation in the social service sector, with 16 services under six service groups and an international arm.

## A VERY SPECIAL THANK YOU...

24 years ago, when we embarked on the journey to serve the community, I couldn't have imagined the remarkable growth that has seen TOUCH Community Services transform into a multi-service organisation reaching out to 28,000 clients annually. This can only be possible with an exceptionally dedicated team of staff and volunteers, which has been a great joy for me to lead.

I would like to record my appreciation to TOUCH Founding Chairman Mr Lawrence Khong and the Board for entrusting me with the responsibility of leading the organisation. I would also like to thank my colleagues, who were part of the pioneering team that helped set up TOUCH Community Services. Your courage and commitment to serve beyond compassion have made a great difference.

James is not new to TOUCH. Since January 2014, he has been intricately involved in the strategy and operations of the organisation as Deputy Executive Director. Together with the TOUCH Leadership Team, James will lead the organisation in writing the next chapter of the TOUCH story and in establishing the new TOUCH Vision 2030. Moving forward, Eugene will continue to contribute to TOUCH as a member of the Board of TOUCH Community Services Ltd and TOUCH Family Services Ltd.

I am excited and glad to see a new leadership rising up to bring TOUCH to new heights. I invite you to join me in supporting the Leadership Team to establish TOUCH Vision 2030!

Yours Sincerely,  
Eugene Seow



## RECOGNITION FOR SERVICE AND OPERATIONAL EXCELLENCE

TOUCH believes that transparency and good governance help organisations to build trust and strong relationships with its stakeholders. To that end, it is committed to strengthening existing governance practices to pursue excellence in transparency and accountability. For its exemplary disclosure practices, TOUCH Community Services Ltd, TOUCH Family Services Ltd and TOUCH International Ltd garnered the inaugural Charity Transparency Awards by the Charity Council on 28 September 2016.



The work of TOUCH Senior Activity Centre (TSAC) in helping seniors age with dignity was recognised nationally this year.

At the Intermediate and Long-Term Care (ILTC) Excellence Awards by the Agency for Integrated Care on 28 September 2016, TSAC was conferred the Service Quality Improvement Award in recognition of its *Seniors Caring for Seniors* programme which has empowered 57 active clients to step out and become elderly befrienders.



The staff of TSAC were also honoured at the ILTC Excellence Awards. Ms Yong Yin Hoong was presented the individual Silver Award for Service Quality at the award ceremony for her contributions in serving the clients. Mr James Lee and Mr Richard Chia were also winners of the Healthcare Humanity Awards (HHA) 2016 under the ILTC Category for their outstanding commitment and care to the elderly at TSAC.

TOUCH Cyber Wellness (TCW) received two accolades at the Wofoo Asian Award for Advancing Family Well-Being held on 4 November 2016 in Seoul, South Korea. Wofoo is organised and presented by CiFA - Consortium of Institutes on Family in the Asian Region. The award seeks to recognise the efforts of organisations, agencies and community partners that reach out to help families in Asia. TCW garnered the Silver Award for both its submission and the My Favourite Project accolade, which was voted by delegates attending the symposium.



1. The Leadership Team with incoming TOUCH Chief Executive Officer, Mr James Tan (back row, fourth from left) and former TOUCH Chief Executive Officer, Mr Eugene Seow (back row, fifth from left) at Staff Day 2015.
2. Chief Executive Officer of TOUCH, Mr James Tan (fifth from left), and Founding Chairman of TOUCH, Mr Lawrence Khong (second from right), with Minister for Culture, Community and Youth, Ms Grace Fu at the Charity Transparency Awards.
3. The staff of TOUCH Senior Activity Centre at the ILTC Excellence Awards ceremony.
4. Representatives from TOUCH Cyber Wellness receiving the awards at the Wofoo Asian Award.

## LAUNCH OF *THE GIVING FAMILY* INITIATIVE

*The Giving Family* initiative was launched on 1 September 2016 through a storybook reading session by Minister for Culture, Community and Youth, Ms Grace Fu, at PCF Sparkletots Admiralty Childcare. This initiative aims to encourage families to serve the needs of the community by instilling the value of giving to their children. This launch

also initiated TOUCH's collaboration with the Early Childhood Development Agency to distribute some 50,000 *The Giving Family* booklets to pre-schoolers island wide. Through *The Giving Family*, TOUCH aims to spark a movement of families giving together, contributing to building Singapore as a giving nation.



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## THE SWING THAT MEANS MORE THAN WINNING

TOUCH organised its annual charity golf tournament, *Swing for Charity*, on 23 September 2016. 144 golfers, including Minister for Manpower, Mr Lim Swee Say, turned up at Tanah Merah Country Club Tampines Course, and enjoyed an afternoon of golf while doing their part for charity. The tournament was won by Mr Eric Teo with a score of 36 on the double peoria format.

The event raised a total of \$310,000, which will go towards the programmes and services under TOUCH that support more than 2,700 disadvantaged seniors.

TOUCH would like to thank the *Swing for Charity* Organising Committee, corporate sponsors including platinum sponsor, Completion Products Pte Ltd, and donors for contributing to the success of the charity golf tournament!

1. Minister for Culture, Community and Youth, Ms Grace Fu (second from left) and Member of Parliament of Sembawang GRC, Mr Vikram Nair (left), reading the storybook, *A New Trolley*, to the children.
2. A participant of *Swing for Charity* 2016 at the Tanah Merah Country Club Tampines Course.

## LIGHT OF HOPE RUN

Organised for the second year by TOUCH and carrying the theme 'Light Of Hope', the night run took place at Gardens by the Bay East on 8 October 2016. It aimed to raise awareness of mental health issues and rally the community in creating a more accepting society where individuals with or recovering from mental health conditions can seek help early and find support in the community.

Some 1,750 participants of both the 7km Competitive Run and 3km Buddy Run lit up the race route with LED lights strapped to their shoes. Participants of the 3km Buddy Run worked together to overcome obstacles along the route, symbolising how people with mental health issues can overcome the odds with the community's help.

As part of the campaign to raise awareness of various mental health issues, TOUCH launched a specially commissioned themed train. The themed train featured information on three key mental health conditions -



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anxiety disorder, depression and schizophrenia, as well as myths and facts associated with these conditions. It ran for a month on the Downtown Line from 23 June 2016, reaching out to some eight million commuters travelling between the Northwestern regions of Singapore and the central business district, on the 18-station Downtown Line.

## ART GIVES BACK

TOUCH organised the inaugural *Art Gives Back* charity art exhibition from 9 to 11 December 2016 at The Arts House. The exhibition featured the art pieces of Cultural Medallion for Art awardees and locally-acclaimed artists. A selection of art pieces by clients with intellectual disabilities from TOUCH Centre for Independent Living's SpecialCrafts programme was displayed and available for sale. Proceeds from the sale of artwork of about \$116,000 went towards supporting the programmes of TOUCH in helping people with intellectual disabilities gain independence through daily living, personal, social, and pre-employment skills training.



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3. Minister for Health, Mr Gan Kim Yong (second from left), and Chief Executive Officer of TOUCH, Mr James Tan (second from right), flagging off runners at the Light Of Hope run.
4. Cheng Chiang Yong, an artist with intellectual disability from TOUCH Centre for Independent Living, with his artwork 'Orchids' displayed at the Art Gives Back exhibition.

## COMMUNITY ENABLEMENT PROJECT (CEP)

- activating the community to become more connected and self-reliant.

The CEP is a new project launched by TOUCH Caregivers Support, in line with the government's efforts to create a safe and nurturing environment for the elderly. Started at an Ang Mo Kio precinct, we are enabling the elderly to continue living and contributing in the community by developing bonds and resources with residents and other stakeholders.



## A community-resourced approach to address the impending challenges of an ageing nation and resource limitations.



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1. Increasing awareness and equipping the younger generation.
2. Partnering and empowering community stakeholders.
3. Partnering government agencies and sharing ground experience to create an age-friendly neighbourhood.
4. A fun time of bonding for Ang Mo Kio residents at the year-end Christmas celebration.
5. Providing volunteering platforms for Ang Mo Kio residents.
6. COLOURS, a community space design consultancy, getting feedback from residents on the design and location of the Community Wellness Hub.
7. Enhancing community spaces to aid mobility.
8. Learning to stay fit and healthy.

## SG51: BUILDING OUR SINGAPORE OF TOMORROW

### Celebrating Abilities above Disabilities

At the National Day Parade 2016, TOUCH collaborated with six other local voluntary welfare organisations to represent the special needs community in Singapore through a performance. 23 clients with intellectual disabilities from TOUCH Centre for Independent Living and TOUCH Ubi Hostel were given the opportunity to prove their mettle on a nationwide platform. The seven-minute act combined song-signing, physical and visual theatre, with movement and mass display for an audience of 55,000 at the National Stadium on 9 August 2016.



Having a disability does not mean that one cannot showcase their talents and abilities. Given the right opportunity and support, persons with disabilities can contribute to society too.



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1. Clients with special needs with their coaches at the NDP 2016 rehearsal.
2. President Tony Tan (in blue) and TOUCH Founding Chairman, Mr Lawrence Khong (in orange) with the special performers during the President's visit to their rehearsal.
3. The performers and their chaperones taking their positions in the National Stadium.
4. President Tony Tan song-signing 'Count on Me Singapore' with the performers.
5. Ng Kai Chin, a client of TOUCH, getting her make-up done.
6. Special needs performers from TOUCH practicing song-signing with their chaperones.

## KEY MEDIA ENGAGEMENTS

TOUCH has been meaningfully engaging the community to foster relationships as well as raise awareness about societal needs and TOUCH's efforts to meet them. By tapping on the accessibility of the print and digital platforms, TOUCH hopes to reach a wider community and invite them to participate in its programmes and initiatives.



213

Total Media Coverage  
(TV, Newspaper,  
Radio, Online)



48

Radio interviews on  
FM97.2 & FM100.3

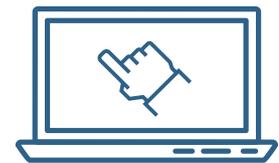




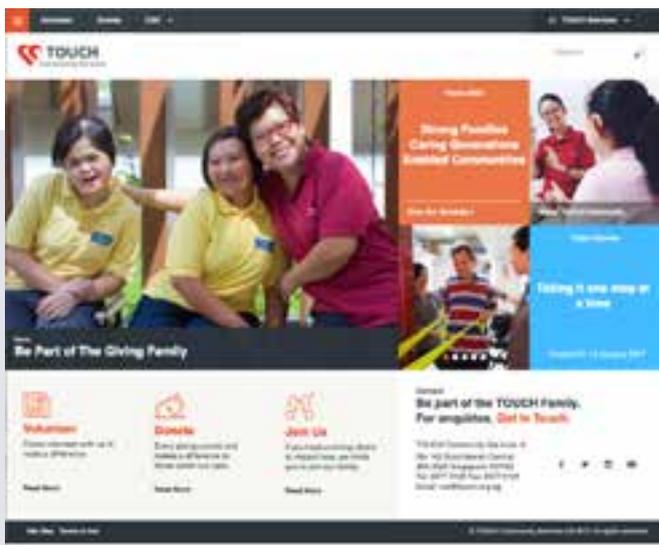
**f**   
**5,938**  
 Likes on TOUCH's Facebook Page

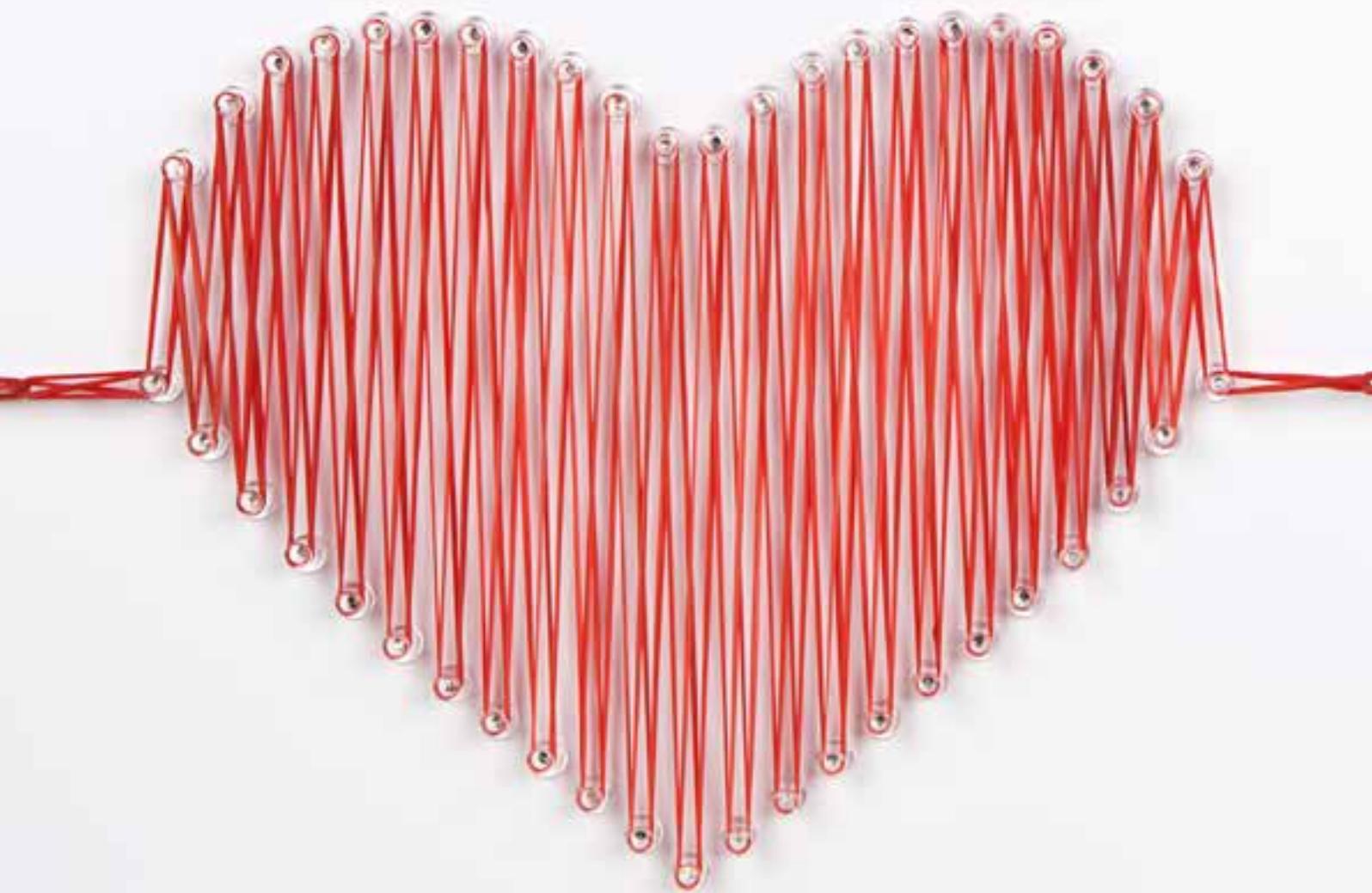


**65,855**  
 Unique Website Page Views



More than **250,000**  
 People Reached Through Social Media Campaigns





**WE ARE  
CALLED TO SERVE.**



CELEBRATING 25 YEARS OF  
SERVING THE COMMUNITY  
**TOGETHER**



# MEETING THE NEEDS OF THE COMMUNITY

## CHILDREN Services

TOUCH Child Care  
TOUCH Young Arrows

## FAMILY Services

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

## YOUTH Services

TOUCH Cyber Wellness  
TOUCH Leadership & Mentoring

## ELDERLY Services

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

## SPECIAL NEEDS Services

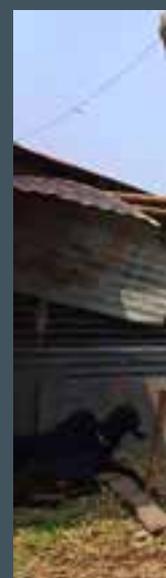
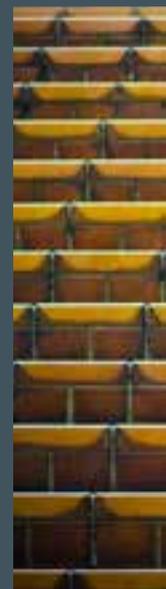
TOUCH Centre for Independent Living  
TOUCH Silent Club  
TOUCH Ubi Hostel

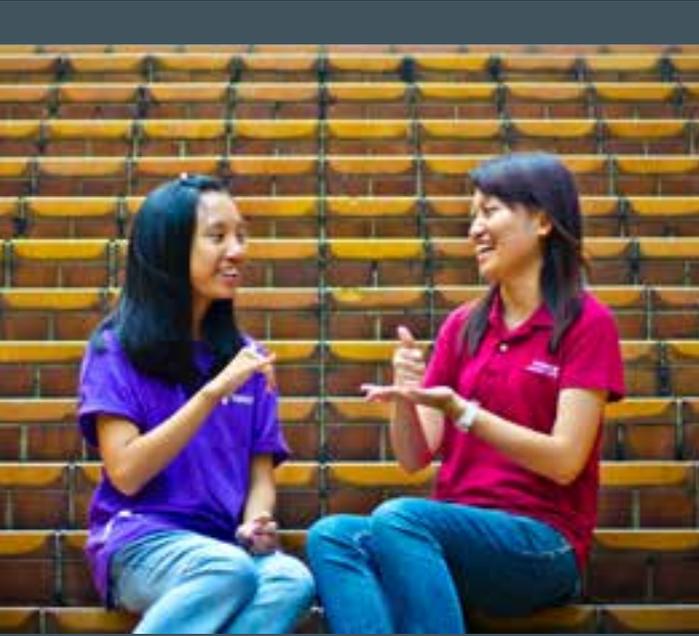
## HEALTHCARE SUPPORT Services

TOUCH Cancer Support  
TOUCH Diabetes Support

## INTERNATIONAL COMMUNITY

TOUCH International







**SERVING THE CHILDREN**

**197**



children enrolled in  
**TOUCH Child Care**



**24**

**TOUCH Young Arrows**  
children's clubs



Supported by

**430**

volunteers from  
**TOUCH Young Arrows**



Served

**584**

children from  
needy and disadvantaged families



**60**

clients-turned-volunteers

**AT TOUCH, WE BELIEVE THAT EVERY CHILD DESERVES A CHANCE TO FULFIL THEIR HIGHEST POTENTIAL.**

With some 800 children under our care, we are committed to nurturing the next generation by providing pre-schoolers, and needy and disadvantaged children in primary schools with holistic educational and character molding programmes.





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1. Volunteer, Crystal Yong, giving tuition to a child of TOUCH Young Arrows (TYA).
2. TYA clients and volunteers participating in a club activity.
3. More than 3,000 runners participated in TYA's Run & Raisin' 2016.
4. The children and staff of TOUCH Child Care (TCC) engaged in a class activity.
5. Staff, volunteers and clients performing at TYA's 30<sup>th</sup> Anniversary celebration at Gardens by the Bay.
6. The children of TCC delivering meals to frail and homebound elderly.

# TCC

## TOUCH Child Care

- ▲ Received in-principle approval by the Ministry of Social and Family Development (MSF) to be an Integrated Preschool Centre in recognition of its integrative work to include children with special needs into its centres.
- ▲ 20 children with special needs were enrolled in TCC (Hougang and Clementi) as part of TCC's Integrated Child Care Programme (ICCP)
- ▲ Participated in the *Good Neighbour Day Project* on 10 November 2016 where the children helped clean up the neighbourhood, watered plants and visited residents living in the community.



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# TYA

## TOUCH Young Arrows

- ▲ Celebrated its 30<sup>th</sup> Anniversary at Gardens by the Bay on 30 October 2016.
- ▲ Opened its 24<sup>th</sup> children's club in Punggol, reaching out to 42 children from low-income or single-parent families with the support of 12 regular volunteers.
- ▲ Held its annual charity run and carnival, *Run & Raisin'* at Gardens by the Bay which was attended by more than 3,000 runners, and raised \$315,000 to benefit the children and families of TYA through targeted programmes and services.

1. TCC's centres adopt the THRASS (Teaching Handwriting, Reading and Spelling Scheme) approach, which seeks to increase children's literacy skills by focusing on phonics and spelling.
2. TCC strongly believes that parents and educators play a big part in shaping the lives of the next generation and aims to provide a safe and secure environment for children to learn and develop life skills.
3. Apart from helping the children with their school work, TYA volunteers aim to help them realise their potential through social, emotional and moral support.
4. Li Ling tutoring the clients at TYA Geylang Bahru Club.

## EQUIPPED TO GIVE BACK

I am Li Ling, a 21-year-old graduate from Republic Polytechnic and a volunteer and former beneficiary of TOUCH Community Services. Thanks to the community and TOUCH Young Arrows' (TYA) support over the years, my family and I have been able to rise above difficult circumstances and have a hope for the future.

Growing up, my parents struggled to provide for our family due to their unstable income. This meant that we could not afford much and often had to borrow from relatives and friends to get by. As they had to work long hours to make ends meet, my sister and I were left at home most of the time. In Primary School, I struggled to keep up with my studies and had trouble understanding what was taught in class. Without my parents' involvement in my life, I grew up as a shy and timid child with low self-esteem.

Joining TYA in 2002 transformed my life. TYA is a place where children from disadvantaged families are welcomed into a community of care and support. Under the volunteers' mentoring and

academic coaching, my results improved greatly and I began to overcome my shyness to befriend the other TYA kids. TYA also sourced for financial subsidies to help my family tide through the difficult times.

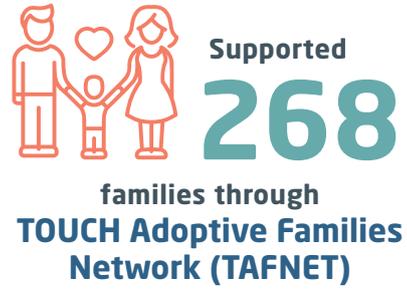
The encouragement and support I received from the TYA volunteers was pivotal in helping me become the confident person I am today.

Upon graduating from Primary School nine years ago, I returned as a volunteer and was given many meaningful opportunities to serve others. In 2015, I was appointed the club leader of TYA Geylang Bahru Club where we reach out to 25 underprivileged children every week. Due to my childhood experiences, I believe that every child needs a mentor to be their role model and a guide in challenging times.

Looking back, I would not have become the person I am today without the help and guidance from TYA. The work of TYA and the dedication of all the staff and volunteers have made an indelible difference to me and many others.



SERVING THE FAMILY



## AT TOUCH, WE FIRMLY BELIEVE THAT THE FAMILY IS THE CORE FOUNDATION OF A SOCIETY.

We seek to develop and provide family-based services and programmes to build strong and fulfilling families, and to promote the well-being of individuals, caregivers and families in need. As a strong advocate on family issues, we aim to reach out to families at different life stages through holistic and integrated services to meet their various evolving needs.



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1. TOUCH's Marriage Preparation Programme (MPP) Instructors, Edmund Wong and Chang Mun Lan, engaging a couple during the MPP.
2. Deyi Secondary School students delivering meals as part of TOUCH Caregivers Support's youth engagement and equipping under the Community Enablement Project.
3. A family at the Amazing Race organised by TOUCH Adoption Services.
4. Susan Ng, presenter at 938LIVE, Dr Huang Wei Ren, Gurmit Singh, Melissa Wong, and TOUCH Family Services' Chang Mun Lan and Edmund Wong at the Marriage Convention.



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# TFLE

## TOUCH Family Life Education

- ▲ Participated in the *Marriage Convention* organised by Families for Life and Mediacorp.
- ▲ Collaborated with 100.3FM on a Facebook radio programme with weekly broadcasts on how married couples can strengthen their marital and parental relationships. The programme was launched on 12 October 2016 and enjoys an average watch rate of 1,500 each time.
- ▲ Reached out to over 6,000 individuals through family talks conducted on various platforms.
- ▲ 46 couples benefitted from *Romancing for a Lifetime*, a workshop organised to help couples reconnect with each other and enhance their marriage. The couples also renewed their marriages vows to each other at the workshop.

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1. TFLE conducts regular family life education talks, workshops and courses to enrich and equip individuals in the area of interpersonal relationships, parenting skills, as well as marriage preparation and enrichment.

2. Participants engaged in a workshop activity.

3. TFLE reached out to over 4,700 individuals through 173 family talks in 2016.

4. The Marriage Preparation Programme is facilitated by husband-and-wife teams

# TAS

## TOUCH Adoption Services

- ▲ Celebrated its 15<sup>th</sup> Anniversary on 16 January 2016 with the launch of "Our Very Own 2", a collection of 22 real-life stories contributed by adoptive families, adoptees, birth families, adoption workers and a foster parent.
- ▲ Organised its first adoption awareness workshop to equip people helpers with knowledge and handles to better work with clients in the area of adoption.
- ▲ Started a buddy system within TAFNET to help new families navigate through the challenging transitions associated with adoption.



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1. TAS works closely with prospective adopters to help them in their adoption process, as well as prepare them for their role as adoptive parents.

2. James and Silke, long-time volunteers of TOUCH Adoption Services, with their daughters.

3. Candis and Dylan with their daughter.

# TCG

## TOUCH Caregivers Support

- ▲ On 26 February 2016, the inaugural Ang Mo Kio Partners Network was launched with TCG as one of the founding members alongside National Healthcare Group, Ang Mo Kio Family Service Centre and Thye Hua Kwan Hospital. The network aims to better coordinate care for older residents in Ang Mo Kio. Its quarterly meetings saw an average attendance of 60 participants from 15 health or social care organisations, including AWWA, the Singapore Police Force, Social Service Office and People's Association.
- ▲ To equip community resources in serving the older people, TCG trained 25 volunteer befrienders from Ang Mo Kio Family Service Centre to better identify the needs of seniors.
- ▲ To better support people with dementia, 30 staff from TOUCH Home Care (THC) and TCG attended a training by the Agency for Integrated Care's Community Mental Health team in June 2016.



▲ With the funding support of Lien Foundation in August 2016, TCG started to develop a *Community Wellness Hub* and run *Gym Tonic* with elder-friendly gym equipment for an evidence-based strength training programme. This is in line with TCG's larger strategic plan within the Community Engagement Project (CEP) to enable communities to become more connected and self-reliant. TCG also engaged COLOURS, a community space design specialist, to design and locate the hub. It is scheduled to be completed in early 2018.



▲ A survey of 400 Ang Mo Kio residents was conducted to gather their views on exercise, healthcare, and volunteering so as to better curate programmes and activities for older residents and their families at the *Community Wellness Hub*.



▲ Since 15 November 2016, some 90 older residents have attended the strength training exercise programme, organised by TCG and conducted by coaches from RedX Games. This is part of TCG's CEP strategy to improve residents' health and healthcare, and encourage residents to look out for their neighbours in the Ang Mo Kio precinct. The twice-weekly, eight-week exercise sessions were held at two void decks at Ang Mo Kio 10, and attended by an average of 45 residents each session.



▲ In recognition of his devotion in caring for his wife, TCG client Mr Loh Yew Kim received the Healthcare Humanity Awards 2016 (Caregiver Category) by The Courage Fund, administered by The National Healthcare Group. The Award Presentation was held on 6 May 2016.

1. Dr Chong Keng Hua of COLOURS facilitating a discussion with residents.
2. A volunteer befriender measuring the blood pressure of an exercise participant at Ang Mo Kio Service Centre.
3. Members of senior management from different specialisations within the Civil Service, academia and the media took part in a "Town Audit" trail as part of the Leaders in Urban Governance Programme organised by the Centre for Liveable Cities (CLC) and facilitated by TCG.
4. A survey of 400 Ang Mo Kio residents was conducted to gather their views on exercise, healthcare, and volunteering so as to better curate programmes and activities for elderly residents and their families at TCG's Community Wellness Hub.
5. Ang Mo Kio residents attending a strength training exercise programme under the CEP by TCG.
6. TOUCH Caregivers Support client, Mr Loh Yew Kim, recipient of the Healthcare Humanity Awards 2016 (Caregiver Category), with President Tony Tan Keng Yam.

# TCSS

## TOUCH Counselling & Social Support



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- ▲ The only accredited agency in Singapore to provide assessment, preparation and follow-up services through the Special Marriage License for young couples below 18 planning to get married.
- ▲ Appointed as one of the service providers to conduct the Drug Intervention Programme aimed at facilitating the inmates' ability to stay drug-free through building their awareness and understanding of substance abuse and helping them to understand their relationship with drugs as well as their thoughts and feelings.

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1. TCSS provides consultation on financial budgeting and counselling services on pre-marital/marital issues, parenting challenges, domestic violence, emotional and mental distress as well as management of interpersonal relationships.  
2. Mdm Masreny with her family at a party organised by TOUCH by families under the HOPE programme.

## EMPOWERED TO START AFRESH

I am Masreny and I am 37 years old.

My husband and I were overjoyed when we welcomed our only child into our family in 2010. However, my world was turned upside down when my husband, our family's sole breadwinner, was incarcerated seven months later in 2011. At 30 years old, I no longer had my husband with me, had no income, was riddled with debts, and had to care for a new baby alone in a one-room rental flat. Life was a struggle.

Fortunately, I was introduced to TOUCH through the Home Ownership Plus Education (HOPE) scheme in 2013. Through TOUCH, I received short-term financial assistance which helped tide my family through the initial phases of my husband's incarceration.

With the short-term financial assistance, I could focus on taking care of my son and start making plans for the future. Soon, I was able to find a job as an administrative assistant and started drawing a stable income. Finding a stable job meant so much as I knew that I had the opportunity to overcome my financial difficulties to provide for my son and stop depending on financial assistance. I worked hard, slowly paid off my family's debts, and eventually saved up enough to purchase a HDB flat.

My husband was released in 2015 and today, we live together with our seven-



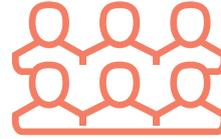
year-old son in our very own flat. My husband now holds a stable full-time job in the retail line and is also actively helping other ex-convicts start life anew under the Yellow Ribbon Project.

Life for our family is better now. Both my husband and I are starting afresh and are working hard together to forge a brighter future for us and our son!

SERVING THE YOUTHS

Served

124,961



children, youths, parents and educators



Equipped

6,348

parents with

cyber wellness knowledge to manage their children

Supported

677



youths and parents through the Youth Counselling Unit

Trained

4,139



educators, youth leaders and students on **Service-Learning**

100%



satisfaction rating for **education programmes** conducted by TOUCH Cyber Wellness

Conducted

59



**adventure-learning programmes** for schools, reaching out to **7,608** students

Youths have much to offer and with proper guidance, they can be challenged for greatness.

## TOUCH YOUTH ENDEAVOURS TO PROVIDE THE NEXT GENERATION WITH THE SUPPORT THEY NEED TO NAVIGATE THE NUMEROUS CHALLENGES OF TODAY.

To achieve that, TOUCH Youth aims to equip them with essential skills and qualities necessary for them to lead a balanced lifestyle. TOUCH Youth has also taken efforts to validate its programmes to ensure that they remain relevant and aligned to industry's best practices.



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1. TOUCH Cyber Wellness conducts pre-school programmes to inculcate good cyber wellness habits in young children.
2. Director of TOUCH Youth, Mrs Anita Low-Lim sharing about Service-Learning during the panel discussion at the Service-Learning Conference 2016.
3. A teacher at APSN Chaoyang School educating her class on cyber wellness using the SPED cyber wellness toolkit.

# TCW

## TOUCH Cyber Wellness



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- ▲ Celebrated its 15<sup>th</sup> Anniversary on 11 September 2016.
- ▲ Launched Singapore's first cyber wellness toolkit for students in special education (SPED) to help teachers impart to their students social-emotional competencies, sound values and practical skills in coping with online risks. 18 SPED schools have benefitted from the use of the toolkit.
- ▲ Conferred the Silver Award and My Favourite Project Award at the Wofoo Asian Award ceremony which recognises the efforts of organisations, agencies and community partners that reach out to help families in Asia.
- ▲ Officially launched all four storybooks of CRuSH Explorer, a cyber wellness programme for preschool children. The programme has reached more than 1,800 children in 36 schools. TCW has also received additional funding to further develop the programme to include a parents' resource kit, which will be available by the end of 2017.
- ▲ TCW continued to bring cyber wellness education efforts beyond the shores of Singapore to neighbouring countries like Indonesia. It brought its cyber wellness programmes to Jakarta to enable and empower youths and parents for the sixth year, since 2011.

1. In partnership with Singtel, TCW launched Singapore's first cyber wellness toolkit for students in special education (SPED). 18 SPED schools have benefitted from the use of the toolkit.

2. TCW conducting CRuSH Explorer with the preschool children.

3. Students of ACS Indonesia engaged in classroom activities by TCW.

# TL&M

## TOUCH Leadership & Mentoring

- ▲ A.P.T.I.T.U.D.E Aspiring People Transformed Into Uniquely Dynamic Exceptions at ITE College East engaged 2,942 students in 2016 and completed 11 runs of interest group programmes in partnership with eight industry partners. 184 new students joined the interest group programmes and received industrial certification. These programmes mentors students to discover and develop their potential, and received industrial certification. 35 of these students found part-time employment in jobs of their interest.
- ▲ A.P.T.I.T.U.D.E also conducted sharing sessions by successful business owners to inspire students to think about their future. 207 students participated in these sessions.
- ▲ Jointly organised the inaugural Service-Learning Conference 2016 with UniSIM and National Youth Council on 3 March 2016 to enable youth sector professionals to develop youths to become innovative contributors for change, founded on awareness of self and others. Mrs Anita Low-Lim, Director of TOUCH Youth, shared her experience as one of the panellists of the plenary session on "Service-Learning: Bridging Policies, Pedagogies, Practices" at the Conference.
- ▲ Facilitated Service-Learning training at *Project Serve* in Shanghai for 21 deaf youths and six hearing adults from Shanghai and Singapore.



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## TA TOUCH Adventures

- ▲ Conducted Basic Mentors' Adventure Facilitation Course for 50 students at A.P.T.I.T.U.D.E, equipping them with leadership and outdoor adventure facilitation skills.
- ▲ Organised adventure-learning based programmes such as adventure camps and amazing races for 59 schools, impacting over 7,600 students by pushing their limits and revealing their full potential.
- ▲ Promoted team work amongst working adults and highlighted the importance of caring generations within corporate departments through adventure-learning sessions with seven organisations.

4. A.P.T.I.T.U.D.E aims to help ITE students gain skills through exposure and professional and industry coaching.

5. The TL&M team at the Service-Learning Conference 2016 with Mr Scott Ganske, Senior Director of Youth Service America (fourth from left); Guest-of-Honour, Mr Baey Yam Keng, Parliamentary Secretary for Ministry of Culture, Community and Youth (sixth from left); and Mr James Tan, Chief Executive Officer of TOUCH (fifth from right).

6. Students of ITE College East engaged in outdoor adventure activities.

# YCU **YOUTH Counselling Unit**

- ▲ Counselling 58 students through the Enhanced STEP-UP (ESU) programme. ESU is a funded programme for at-risk youths and children aged eight to 21 with high absenteeism. ESU aims to help children and youths return to school or find gainful employment.
- ▲ Started the Youth-at-Risk Engagement (YARE) programme to help youths aged 12 to 17 with little or no adult supervision to manage their gaming and online activities. Through individual sessions, group work and family work, we aim to equip the youths with an understanding of dangers of Internet surfing and gaming, empower them to be balanced in their lives, and gain awareness of their strengths and weaknesses. YCU is one of 10 YARE agencies funded by the Ministry of Family and Social Development.
- ▲ Appointed as a key partner of National Cyber Wellness Hotline, which is part of Help 123, a one-stop resource centre on three interactive platforms - Web Chat, Hotline and email - to provide support to children and youths facing cyber issues, and relevant information to parents and educators. Help 123 will be launched in July 2017 and is a new three-year programme funded by programme partners, Singtel and the National Council of Social Service.
- ▲ Supported 579 youths and parents through counselling, parental consultation sessions and workshops.



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1. YCU organises regular group activities with youth clients to enhance their social and emotional learning.
2. Zhi Quan (top row, third from left) with TCW mentors and youths enjoying a game of dodge ball.

## RISING UP TO LEAD



I am Zhi Quan, a Secondary Three student at Chung Cheng High School (Main) and a lead volunteer with TOUCH Cyber Wellness (TCW).

When I was in primary school, gaming meant the world to me and I spent hours holed up in my room playing computer games. Levelling up in a game was all I spent my time and energy on. If I performed well in a game, I was happy. If I lost, I'd be moody for the whole day. Virtual reality was my reality.

The time and effort I spent on gaming took me away from the realities of life. When I was in school, I was easily distracted and all I could think of was going home to play computer games. I didn't have many friends either, except for my cyber friends who I only knew by their game usernames and avatars. My relationship with my parents suffered as I got irritated with them whenever they tried to persuade me to spend less time on my computer games.

My parents eventually enrolled me in TCW's holiday enrichment programme and mentoring group in 2014. Needless to say, I was angry about being away from my computer games and forced to participate in outdoor activities, and interact with other youths. I was uncooperative at first, but the volunteer mentors and staff of TCW never gave up

on me. After days of being exposed to various outdoor activities, I soon discovered that there was more to life than gaming. Interacting with other youths over fun activities also allowed me to open up. I gradually became more sociable.

With help from the volunteer mentors and staff of TCW, I learnt to practice self-control over my gaming habits and also became more responsible. My performance in school and relationship with my parents improved too.

TCW impacted my life like I never imagined. I started volunteering as a youth mentor in 2015 to help other youths facing the same gaming problems I used to have. As a mentor, I continued learning more about myself as well as my strengths and weaknesses while facilitating programmes and activities. In 2016, I was given the opportunity to mentor other volunteers as a lead volunteer.

This journey of learning and guiding others has moulded me into who I am today. I really appreciate the volunteers and staff of TCW who believed in me and never gave up on me even when I was being difficult. They are my inspiration and through volunteering, I hope to impact many young lives like how my mentors have impacted mine.



**SERVING THE ELDERLY**



**AT TOUCH, WE BELIEVE THAT THE ELDERLY CAN BE EMPOWERED TO AGE WITH GRACE AND DIGNITY.**

TOUCH has been an advocate for active ageing and a pioneer in supporting seniors to age-in-place. Over the years, we have developed innovative programmes to bring holistic care to the homes of vulnerable seniors. Our staff have also been consistently recognised at national-level eldercare awards. To meet the needs of Singapore's growing ageing population, TOUCH will continue to invest in people and infrastructure development to expand its service footprint and maintain a high standard of service delivery.





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1. Meals-On-Wheels volunteers delivering meals to a homebound elderly.
2. A THC staff making a routine visit to a client's home to ensure that his needs are met.
3. Staff and clients of TSAC celebrate Singapore's National Day together.
4. Corporate partner, Salesforce, at Gardens by the Bay with the frail elderly of TSAC.



# THC

## TOUCH Home Care

▲ In May 2016, THC was awarded the Care-at-Home Innovation Grant by the Ministry of Health to develop a volunteer mobile application to improve productivity in managing volunteers, increase the reach of clients and enhance the standards of service delivery. Through the volunteer mobile application, THC hopes to recruit, connect and match volunteers based on their interests and availability to real-time needs of frail seniors. To be developed over three years, the app will support key home care services including meals delivery, medical transport escort and other ad-hoc services.



▲ In October 2016, THC was appointed by the Ministry of Health to run the Community Befriending Programme (CBP) in three constituencies – Cheng San-Seletar, Toa Payoh Central and Jurong Spring. CBP aims to provide structured befriending services and psychosocial support for vulnerable seniors and their caregivers through senior volunteers, as well as to promote active ageing through volunteering opportunities for senior residents.

▲ In 2016, THC completed the final phase of IngoT 2 – a cloud-based technology that allows seamless integration of client data using a common technology platform across healthcare service providers in the intermediate to long-term healthcare sector. IngoT 2 aims to optimise resources, improve productivity, and raise patient care and corporate governance. Since November 2016, the field staff have been equipped with tablets in conjunction with the final roll-out of IngoT 2, which covers the clinical and social modules, and claims subvention.

1. THC therapists teaching THC client Mr Lim The Leng strengthening exercises using Thera-Bands.
2. THC therapy assistant, Ms Audrey Tan (right) guiding THC client, Mr Ramakrishnan (left) to navigate the neighbourhood safely.
3. Meals-On-Wheels volunteers from Yum! Asia all set to deliver meals to THC's frail seniors.
4. THC client, Mdm Kusbiah, who has limited vision, enjoying the beauty of the flowers at Gardens by the Bay with her sense of smell.
5. Outing to Zhongshan Mall sponsored by Standard Chartered.



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- ▲ In June 2016, THC expanded its Meals-On-Wheels (MOW) services to Ang Mo Kio, reaching out to some 60 clients residing in Bishan, Shunfu and Sin Ming. Some 3,500 volunteers comprising corporate volunteers, civil servants, students and individual supporters participated in MOW to serve some 900 elderly in 2016.
- ▲ THC shared its volunteer management experience with some 80 staff from Tan Tock Seng Hospital (TTSH), including its senior management staff and physicians to support TTSH's efforts to ramp up new volunteer initiatives to better engage the community.
- ▲ As part of THC's efforts to improve clients' quality of life, seven outings were organised for some 80 homebound clients, supported by over 100 volunteers, caregivers and staff.



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# TSGH

## TOUCH Senior Group Home

- ▲ TSGH aims to provide comprehensive care for seniors with little or no family support by providing alternative housing options and coordinating the needed services.



# TCLS

## TOUCH Cluster Support

- ▲ TOUCH Community Services was officially appointed by the Ministry of Social and Family Development as a senior cluster operator for the Kallang-Novena and Yishun-Sembawang regions. As a Senior Cluster Network Operator, it runs a slew of community-based eldercare services, which include the setting up of a Cluster Support Service, Senior Activity Centres and Senior Group Homes, to support and encourage active ageing.
- ▲ Served 149 elderly in the Kallang-Novena and Yishun-Sembawang regions, which is an increase of 254.8% since its operations started in 2015.
- ▲ With the support of volunteers, frail and homebound seniors of TCLS were brought on outings to enhance social engagement. One of the outings included a celebration of Mid-Autumn Festival with the family members of the frail seniors to encourage family bonding and serving together as a family.
- ▲ Worked in close partnership with key healthcare stakeholders to ensure a more seamless and better transition of care for seniors, including Agency for Integrated Care, Alexandra Healthcare, Khoo Teck Puat Hospital, Ministry of Social and Family Department's Social Service Office, National Healthcare Group, Tan Tock Seng Hospital, Yishun Community Hospital, and other social service organisations.

1. Staff of TCLS conducting a home visit with a client.

# TSAC

## TOUCH Senior Activity Centre

- ▲ TSAC was conferred the Service Quality Improvement Award at the Intermediate and Long-Term Care (ILTC) Excellence Awards by the Agency for Integrated Care in recognition of its *Seniors Caring for Seniors* programme which has empowered 57 active clients to step out and become elderly befrienders.
- ▲ The TSAC staff also received recognition on the national-level. Ms Yong Yin Hoong was honoured at the Intermediate and Long-Term Care (ILTC) Excellence Awards with the individual Silver Award for Service Quality. Mr James Lee and Mr Richard Chia were winners of the Healthcare Humanity Awards 2016 under the ILTC Category for their outstanding commitment and care to the elderly at TSAC.
- ▲ Frontline Senior Cluster Network (SCN) staff are now better equipped to care for older persons with mental health issues after undergoing a training programme on Community Psychogeriatric Programme (CPGP) organised in partnership with Changi General Hospital.
- ▲ Worked closely with a total of 39 corporations and schools to meet the needs of the elderly and promote volunteerism through intergenerational activities.
- ▲ In 2016, 324 volunteers participated in the Home Improvement Project and helped vulnerable and needy seniors with house cleaning, painting and fumigation. In partnership with CDC Silver Homes, 260 SAF Commandos participated in the Home Improvement Project in December for 40 seniors.
- ▲ The *I Shop, You Pay* project enables the frail elderly to get out of their homes and select their own grocery instead of getting a ration pack. With the involvement of many corporate partners, including new Small and Medium Enterprises, the seniors could go on morning strolls, have breakfast at coffee shops and shop at the supermarket with the volunteers.



2. Volunteers participating in the Home Improvement Project to help clean the houses of TSAC clients.

3. Students from Paya Lebar Methodist Girls' School (Primary) interacting with TSAC clients at the tea party to encourage intergenerational bonding.

4. Staff of Toliv Salon conducting the bi-monthly charity haircut for TSAC clients.



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## C2H Care Close to Home

- ▲ Officially launched in April 2016, C2H aims to promote ageing-in-place among vulnerable seniors living in one and two-room HDB rental flats by fostering social inclusion and civic engagement in the community. C2H is a three-year pilot project initiated by the Agency for Integrated Care.
- ▲ With the implementation of the C2H model in Geylang Bahru, which is within the purview of TOUCH Senior Activity Centre (TSAC), the elderly are cared for by a group of healthcare staff who are close in proximity and available to monitor them closely.
- ▲ Within eight months of C2H's operations, it served 110 elderly, representing 36% of its capacity.
- ▲ Every elderly under the C2H programme has an individual care plan customised to their needs.

1. C2H aims to promote ageing-in-place among vulnerable seniors living in one and two-room HDB rental flats.
2. At C2H, a group of healthcare staff are in close proximity to the elderly and available to monitor them closely.
3. The C2H team visits Mr Ho twice a day to dress his wounds and to ensure he takes his medicine.
4. A C2H Seniors Care Associate with Mr Ho.

## HELPING SENIORS FIND MEANING IN LIFE



Ho Ah Tat, 68, lives alone in Block 62 Geylang Bahru, and was diagnosed with diabetes, hypertension and high cholesterol, and had an amputation below his left knee. He was enrolled in Care Close to Home (C2H) in April 2016.

When our team first met Mr Ho, he appeared pale and unkempt, and his eyes were bloodshot. Mr Ho would repeat to everyone that "life is meaningless". When we explained to him about his medical condition and emphasised the importance of taking his medication, he would in turn respond, "Mati, mati lah". Despite our advice, he did not see the need to control his diet and drank soft drinks daily.

Mr Ho would hide from us so that we could not attend to his medical condition. Our team had to search around the neighbourhood for him and spend great effort to coax him to take his medicine and follow up with the doctor. We constantly reassured him that he is not alone, and that life can be meaningful if he chose to take care of his health.



Finally, change took place when Mr Ho agreed to go for his first consultation in June 2016. We visited him twice a day to ensure that he took his medication by bringing water and the medicine to him each time. We also managed to dress the wounds on his feet that did not heal for many months.

We are so happy to share that Mr Ho is a changed person. Mr Ho would remind us about his medical appointments and request for us to book a transport for him. We no longer have to go around the neighbourhood in search of him, as he would come to TOUCH Senior Activity Centre (TSAC) to look for us. He also became more positive in his outlook of life and no longer mentions that "life is meaningless". Mr Ho has since stopped drinking soft drinks and now drinks tea or coffee with less sugar.

Today, Mr Ho would gladly engage in TSAC's activities to interact with the community and he is always full of smiles as compared to before. He expressed how thankful he is to have received support from the C2H programme, and our team is glad to see the transformation in him.

**SERVING PEOPLE  
WITH SPECIAL NEEDS**

**474**   
individuals with **special**  
**needs** supported by **TOUCH**

 Supported by  
**831**  
volunteers

Served   
**1,720**  
service users

**63**   
individuals with special  
needs **found employment**

**35**   
**TOUCH Silent Club**  
clients became **volunteers**

People with special needs are often misunderstood by society and face challenges in their daily living as well as in relating to others. Without support, these individuals will likely be isolated, lack the chance to learn life skills, and denied opportunities to integrate into society.

**TOUCH BELIEVES THAT EVERY INDIVIDUAL, REGARDLESS OF THEIR ABILITIES, HAS THE POTENTIAL TO SUCCEED AND DESERVES THE OPPORTUNITY TO LEAD FULFILLING LIVES.**

Our programmes are geared towards empowering those with special needs to be independent in their daily living and equipping them with practical work skills to enhance their employability.





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1. Clients of TOUCH Ubi Hostel at Art Gives Back.
2. Clients of TOUCH Silent Club performing with singer, Joi Chua, at the Community Chest's Care & Share Thank-You Show.
3. President Tony Tan (in blue) and TOUCH Founding Chairman Mr Lawrence Khong (in orange) with clients with special needs during the President's visit to TOUCH Centre for Independent Living (TCIL).
4. Clients of TCIL at the neighbourhood playground.



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# TUH

## TOUCH Ubi Hostel

- ▲ Membership increased from 13 to 33 for its Continual Support Programme which provides support for clients who have graduated from the programme and those living in the community.
- ▲ 65 participants comprising TUH trainees, Continual Support Programme members, volunteers and staff were part of the Purple Contingent at 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.



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1. TUH clients engaging the elderly of Geylang East Home for the Aged in games for TUH Community Day.
2. & 3. Trainees at TUH are taught life skills such as simple cooking and food preparation.



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## TSC

### TOUCH Silent Club

- ▲ Four Deaf youths and three hearing volunteers from TSC, together with 17 Deaf youths and three hearing volunteers from Shanghai YMCA, attended a seven-day overseas Service-Learning project in Shanghai under *Project Serve*.
- ▲ Five clients of TSC were invited to sign during the Care & Share Thank-You concert with celebrity emcees Gurmit Singh and Judee Tan, and performed song-signing alongside Singaporean pop singer Joi Chua.
- ▲ 11 families participated in TSC's *Family Bonding Session* where families with Deaf children and deaf parents with hearing children came together to bond over a pizza making session.
- ▲ 12 elderly Deaf volunteers from TSC's Active Seniors Group participated in TOUCH Home Care's Meals-On-Wheels programme and delivered dinner to 60 home-bound elderly.
- ▲ Conducted workshops for seven organisations on hiring and integrating the Deaf into the workplace and enable organisations to better understand their Deaf employees.

4. TSC provides its clients with community support and assists them in finding jobs to empower them to live independently.

5. Ms Charlene Wong, a Deaf staff of TOUCH Silent Club communicating with a client.

# TCIL

## TOUCH Centre for Independent Living

- ▲ Organised the inaugural TCIL *Siblings Day* on 9 April 2016 to provide clients and their siblings an opportunity to bond through carefully planned activities. The participants also better understood the needs of their siblings through a talk by TCIL's social worker.
- ▲ 23 clients with special needs performed a song-signing item at the National Day Parade 2016, after training weekly for five months.
- ▲ 40 art pieces by 23 clients of TOUCH SpecialCrafts were displayed alongside pieces by renowned local artists at the inaugural *Art Gives Back* charity art exhibition, which raised about \$116,000 to benefit clients with intellectual disabilities.



1. TCIL client, Chan Wen Jian and his sister participating in the obstacle course during TCIL Siblings Day celebration.
2. TCIL client, Annie Teo, posing with her artwork at the Art Gives Back charity art exhibition.
3. Xuan Ping attending a class on money management.

## GAINING INDEPENDENCE



I am Xuan Ping. I am 25 years old, and I have borderline-low IQ. I have been a trainee at TOUCH Centre for Independent Living (TCIL) since January 2013.

For many years, I suffered from a low self-esteem and could not articulate myself properly. I did poorly in school and was often bullied by my classmates who called me names. I suffered from depression and eventually dropped out from school after failing my N-level examinations. I didn't feel like doing anything after that and just stayed at home all day playing computer games. I disliked meeting people too and felt unhappy when my mother brought me to family gatherings during Chinese New Year.

When my mother enrolled me in TCIL, I was nervous and very anxious. There were so many people I haven't met before.

However, the coaches and the social worker at TCIL were kind and patient with me. I slowly warmed up to them, adapted

to my new surroundings, and even started making friends with the other trainees! I feel happy at TCIL and I enjoy chatting with my new friends.

At TCIL, I also learnt useful life skills such as time management, food preparation, cooking, and managing money. I even got the chance to work part-time as a cashier at a thrift store in TOUCH Ubi Hostel - that was my very first job! Then, I went on to work part-time at fast-food chain KFC, and Han's, the restaurant. In December 2014, TCIL helped me to secure a full-time job at Saizeriya as a waiter and I have been working there since.

My mother says that she is very proud of me for learning new skills at TCIL and being hardworking at my job. I am also very happy now because I have friends to talk to, I can earn money by working, and also be more independent and take care of myself now!

**SERVING PEOPLE WITH  
HEALTHCARE NEEDS**



**TOUCH Diabetes Support**  
served **1,159**  
members with diabetes

Supported by  
**123**  
volunteers from  
**TOUCH Diabetes Support**

Served   
**17,630**  
service users from  
**TOUCH Diabetes Support**

  
**TOUCH Cancer Support**  
served **203** clients

  
**TOUCH Cancer Support**  
celebrated its **15th**  
Anniversary

Coping with a chronic health condition is not only physically demanding, but can also be stressful emotionally and financially.

**TOUCH PROVIDES  
PSYCHOSOCIAL  
SUPPORT AND CARE  
FOR PEOPLE WITH  
HEALTHCARE NEEDS.**

Through support groups, befriending services as well as various programmes and activities, members with diabetes and cancer are encouraged to live courageously and well in the community. TOUCH also seeks to provide an integrated care system for its clients by working closely with various community partners.



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1. Youth volunteers with placards at Y Diabetes.
2. The panel discussion at the Chronic Myeloid Leukemia Conference 2016.
3. Staff and clients of TDS at a support group meeting.
4. Staff and volunteers of TOUCH Diabetes Support work closely to ensure the best support for their clients.
5. From left to right: Chief Executive Officer of TOUCH Community Services, Mr James Tan, Minister of State for Health, Mr Hong Chee Tat, and Chief Executive Officer of Tan Tock Seng Hospital, Mr Eugene Fidelis Soh at the flag-off ceremony of Y Diabetes.

# TCAS\*

## TOUCH Cancer Support

- ▲ Co-organised the first-ever Chronic Myeloid Leukemia (CML) Conference with Singapore Society of Haematology, in conjunction with World Chronic Myeloid Leukemia Day. The Conference aims to celebrate the lives of CML patients, and present insights and updates on the latest medical advances on CML and care for CML patients.
- ▲ Celebrated 15 years of supporting over 730 clients through their journey with cancer.



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# TDS

## TOUCH Diabetes Support

- ▲ Co-organised Y Diabetes with Tan Tock Seng Hospital where over 500 youth volunteers were activated to spread the word on diabetes awareness to members of the public. Each youth volunteer approached members of the public to spread diabetes awareness using a special weblink with an ultimate goal to inspire them to become diabetes advocates. The weblink, which was conceptualised by TOUCH Diabetes Support, contains information such as the types of diabetes, symptoms of diabetes, how people can show support to people living with diabetes, and useful links and helplines.
- ▲ Partnered with the Singapore Association of the Visually Handicapped to conduct support groups for the visually impaired living with diabetes.

\* TCAS ceased its operations in December 2016.

1. Speakers of the CML Conference with the staff of TOUCH.
2. A TCAS staff sharing tips with a client to help him better manage his condition.
3. A TDS staff educating a client on how to read a blood glucose chart.
4. Youth volunteers at Y Diabetes, ready to share the word on diabetes.
5. Lay Xin sharing about her experience with diabetes at Y Diabetes.

# OVERCOMING DIABETES



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I am Lay Xin and I was diagnosed with Type 1 Diabetes when I was five years old. Even though I was only five, I remember being treated in the Intensive Care Unit for weeks upon my diagnosis. I also remember learning how to do the basics like blood checks and accepting daily insulin injections.

Although my family was very supportive and showered me with care and concern, we did not know much about diabetes. We felt helpless. Fortunately, I was introduced to TOUCH Diabetes Support (TDS) when I was seven years old.

TDS impacted my life tremendously. I made many friends through the support group activities, some with diabetes and some without. Though I was initially unwilling to share about my condition at support groups, I soon learnt that the more I opened up about my condition, the more I learnt about managing diabetes.

As I gained more confidence in managing my diabetes, I was able to administer the daily insulin jabs myself and also better monitor my blood glucose levels. The support and knowledge I've received from TDS has enabled me to monitor my condition independently and take appropriate measures when necessary.

Besides empowering me to manage my condition, TDS also helped my family financially by providing the diabetes supplies I needed for blood checks and injections by working with drug and devices companies.

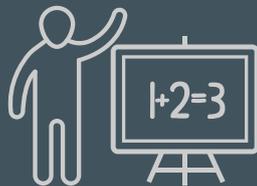
As a beneficiary of TDS, I have benefitted immensely from the support given by the staff, volunteers, and fellow members. I truly believe in the work of TDS and I now volunteer at support group meetings to share my experiences with new members and their families. I hope that through our efforts and outreach, many more people will come to understand diabetes better.

INTERNATIONAL COMMUNITY



Total number of volunteers

112



105

Sri Lankan teachers were trained by Singaporean educators to teach more effectively



110

community leaders from Shenyang, China received community service training



2,452

people from the international community received support from TOUCH International

BEYOND SERVING THE COMMUNITY IN SINGAPORE, TOUCH RECOGNISES THE IMPORTANCE OF SERVING THE NEEDS OF THE INTERNATIONAL COMMUNITY.

TOUCH International's (TI)\* 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 local and international volunteers to contribute to overseas community development and Service-Learning projects.



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# TI

## TOUCH International

- ▲ Sent four relief teams to Kumamoto in response to the series of earthquakes that struck Kumamoto City in the Kyushu region of Japan in April 2016. The earthquakes affected more than 44,000 people who had to evacuate from their homes. The teams provided relief goods, helped to clear houses that were destroyed by the earthquake and conducted activities to encourage the victims living in shelters. TI's relief teams were part of the SJ50 initiative of the Embassy of Japan, in celebration of 50 years of diplomatic relations between Singapore and Japan.
- ▲ TI inked a Memorandum of Cooperation (MoC) with the Singapore Red Cross Society (SRC) on 12 August 2016 to rebuild an elderly nursing home cum senior activity centre in Kathmandu that was severely damaged during the 2015 Nepal earthquake - one of the worst natural disasters to strike Nepal, killing more than 8,000 people and injuring more than 21,000. When completed in 2018, this new centre will provide much needed basic nursing care and elderly friendly activities for a community of poor and needy elderly in Nepal - many of whom have been abandoned and are too frail to look after themselves.



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\* TOUCH International Limited (TIL) is an affiliate of TOUCH Community Services Limited (TCSL).

1. The relief team was part of the SJ50 initiative of Embassy of Japan
2. Chief Executive Officer of TOUCH International, Mr Eugene Seow exchanging the Memorandum of Cooperation with the Secretary General of Singapore Red Cross Society, Mr Benjamin William.
3. Kumamoto City was devastated by a series of earthquakes, leaving thousands homeless.
4. The relief team organised a Christmas party for residents in temporary housing.
5. Local Nepali children at the finale of a volunteer-run children programme.



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- ▲ In partnership with SRC, TI will also be providing relief for the Sri Lankans affected by the South Asia Flood. A MoC was signed on 18 October 2016 to rebuild and repair the homes and community buildings of the local community. A children's education kit will also be developed to help the young to learn.
- ▲ Mobilised 21 Singaporean educators as volunteers to the east and north of Sri Lanka in June and December to train a total of 105 Sri Lankan teachers through the TeachUP programme.
- ▲ Conducted training for 110 community leaders who expressed interest in starting community services in the northern region of Shenyang, China. The training which was led by TOUCH's Chairman Mr Lawrence Khong and TI's Chief Executive Officer Mr Eugene Seow, focused on sharing the principles, values and experiences of TOUCH through the past 25 years.



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1. TI volunteer playing 'Bang!' with participants.
2. Participants building a house structure using straws.
3. Muliana and her son, Jonathan, volunteered for the first time together in Nepal.
4. Muliana and Jonathan helping to rebuild homes for the locals.

## TOUCHING LIVES AS A FAMILY

I am Muliana. In March 2016, my 18 year old son, Jonathan, and I travelled to Nepal together. It was a particularly meaningful and memorable trip as it was our first time volunteering overseas together as a family.

Our team was rather big with 16 people, ranging from 16 years old to early fifties. Even though there were younger members on the team, they were respectful and supportive and everyone worked well together to bring hope to the lives of the community there.

When we first decided to serve at Nepal together, I was concerned about how the experience will be as Jonathan was not very enthusiastic about the trip. In fact, he told me at the beginning that he didn't understand why we couldn't just give the villagers money to rebuild their homes.

During our time in Nepal, we did many new things that were rather challenging such as building tent shelters, demolishing earthquake damaged houses, and running local children's engagement programmes. It was only after the experience that he took home a new understanding about helping others.

Jonathan shared, "After this experience, I understood that it was the personal touch that made the difference. It is through love, the



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personal touch, the care we show in person, and the smiles we bring to them that make an impact in their lives. That's why we came - to touch people's lives."

It was a lesson that could not be learnt in the comforts of our home; it was a lesson I needed to learn as well.

I really appreciated the time I had to bond with my son during our trip. At home, he was often using his mobile phone, iPad or computer, and our family time was filled with distractions. Jonathan said, "It was a new experience not having internet connection or even network signal for a few days. This really forced me to interact more with the people around me and talk to them face to face."

This resonated with me as well, as I realised that digital devices could become a barrier in bonding and building strong family ties. I am now determined to constantly take time to appreciate, value and cherish my friends and family members.

Our time in Nepal was short but impactful. I hope to visit Nepal again and see how our work of rebuilding homes is helping the community to stand strong again.



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**WE ARE  
STRONGER TOGETHER.**



CELEBRATING 25 YEARS OF  
SERVING THE COMMUNITY  
**TOGETHER**

## FACTS &amp; FIGURES

SERVICES	NO. OF STAFF <sup>1</sup> (FT = Full-time, PT = Part-time)		NO. OF VOLUNTEERS (Regular* & ad-hoc**)		NO. OF CLIENTS <sup>2</sup>		NO. OF SERVICE USERS <sup>3</sup>	
	2016	2015	2016	2015	2016	2015	2016	2015
<b>TOUCH Community Services Limited (TCSL)</b>								
<b>TOUCH Young Arrows<sup>4</sup></b>	6 FT -	5 FT -	430* 1,048**	300* 1,186**	584	570	1,770	1,100
<b>TOUCH Cyber Wellness<sup>5</sup></b>	8 FT -	9 FT -	33* -	20* 160**	3,996	6,468	113,073	184,658
<b>TOUCH Leadership &amp; Mentoring<sup>6</sup></b>	16 FT -	15 FT -	504* 111**	485* 128**	12,883	10,391	8,238	5,814
<b>TOUCH Caregivers Support<sup>7</sup></b>	4 FT -	3 FT -	7* -	-	2,601	3,132	3,387	1,345
<b>TOUCH Home Care<sup>8</sup></b>	70 FT 11 PT	64 FT 11 PT	1,605* 2,198**	482* 1,126**	1,763	1,795	-	-
<b>TOUCH Senior Activity Centre<sup>9</sup></b>	7 FT -	7 FT -	101* 1,853**	125* 1,694**	1,028	770	-	-
<b>TOUCH Cluster Support<sup>10</sup> (C2H, Kallang &amp; Yishun)</b>	16 FT -	6 FT -	26* -	8* -	259	44	-	-
<b>TOUCH Senior Group Home</b>	-	-	-	-	4	1	-	-
<b>TOUCH Centre for Independent Living</b>	13 FT 1 PT	12 FT 1 PT	51* 430**	47* 445**	61	56	168	170
<b>TOUCH Ubi Hostel</b>	11 FT 1 PT	10 FT 1 PT	23* 247**	19* 43**	28	28	124	124
<b>TOUCH Silent Club<sup>11</sup></b>	2 FT 1 PT	3 FT 1 PT	31* 49**	32* 52**	385	492	1,428	1,049
<b>TOUCH Cancer Support</b>	3 FT -	3 FT -	9* -	-	203	240	472	216
<b>TOUCH Diabetes Support<sup>12</sup></b>	4 FT 1 PT	4 FT 1 PT	34* 89**	22* 390**	1,159	1,099	17,630	4,263
<b>TOUCH Family Services Limited (TFSL)</b>								
<b>TOUCH Child Care</b>	30 FT 2 PT	29 FT 4 PT	3* 295**	6* 677**	197	182	690	980
<b>TOUCH Adoption Services</b>	- 5 PT	- 4 PT	26* -	26* 1**	157	170	1,680	1,507
<b>TOUCH Counselling &amp; Social Support<sup>13</sup></b>	11 FT -	7 FT -	28* 70**	8* 60**	2,362	2,285	-	301
<b>TOUCH Family Life Education</b>	5 FT 2 PT	7 FT -	24* 50**	24* 10**	782	531	7,929	7,023
<b>Total (TCSL &amp; TFSL)</b>	<b>206 FT 24 PT</b>	<b>184 FT 23 PT</b>	<b>2,935* 6,440**</b>	<b>1,604* 5,972**</b>	<b>28,452</b>	<b>28,254</b>	<b>156,589</b>	<b>208,550</b>
<b>TOUCH International Ltd (TIL)</b>								
<b>TOUCH International</b>	4 FT -	4 FT -	43* 69**	45* 325**	1,096	1,270	1,356	3,091

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 programmes organised for the year, or
    - received face-to-face services including counselling, or
    - are registered members
  - 3 Service Users include individuals who:
    - benefitted from TOUCH services, such as through camps, health screening, and educational outreaches, including talks, workshops and roadshows.
  - 4 The increase in volunteers was due to the conversion of ad-hoc volunteers into regular volunteers, and more clients who became volunteers. The increase in service users was due to the launch of a new club in Punggol.
  - 5 The decrease in clients was due to schools conducting their own cyber wellness programmes with the use of the Ministry of Education's cyber wellness curriculum. The increase in school activities was also a competing factor. The decrease in service users was due to a drop in assembly sessions for the iZ HERO programme.
  - 6 The increase in clients was due to the growth of interest groups and engagement programmes at A.P.T.I.T.U.D.E. at ITE College East and more outdoor adventure camps conducted. The increase in service users was due to the increase of talks and programmes conducted for corporate and community partners. The increase of volunteers was due to the number of youths supporting the National Day Parade and the setting up of a mentoring group.
  - 7 The decrease in clients was due to an increase in other resources available to caregivers. The increase in service users was due to higher engagement with students and residents during assembly talks and roadshows.
  - 8 The increase in volunteers was due to a sustained recruitment drive throughout the year to engage volunteers and corporate and community partners.
  - 9 The increase in clients was due to a sustained effort to reach out to a wider community of seniors living in Geylang Bahru and Yishun.
  - 10 The increase in volunteers was due to the sustained recruitment drive since 2015. The increase in clients was due to a steady growth in referrals from community partners to meet eldercare needs in the Yishun region.
  - 11 The increase in service users was due to an increase in deaf awareness workshops conducted.
  - 12 The increase in service users was due to the launch of *Y Diabetes*, a diabetes awareness campaign, which engaged a high number of youths during the event.
  - 13 TCSS conducted a one-off group counselling session for foreign students in 2015. This programme was not implemented in 2016, which resulted in the decrease in service users.

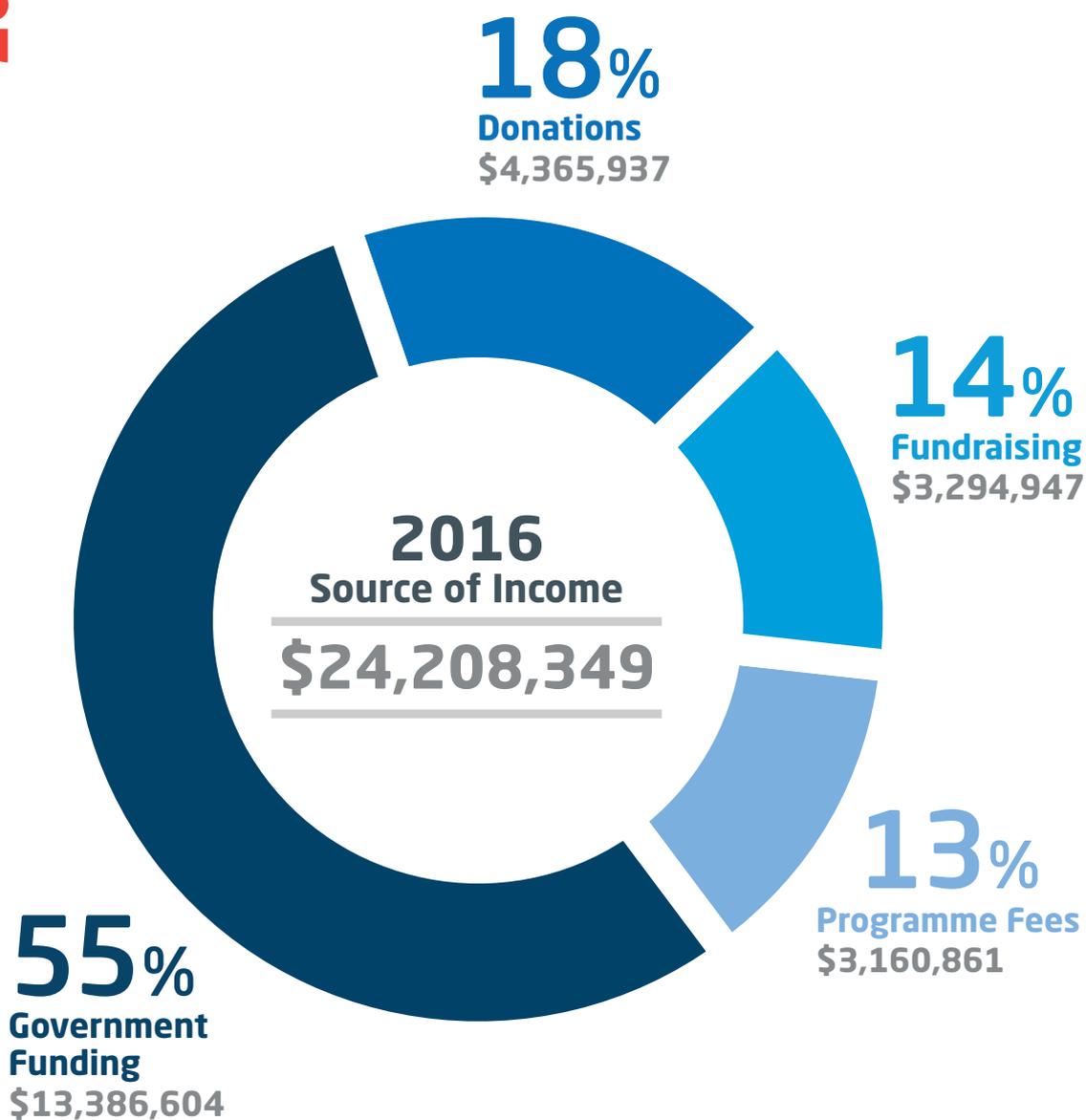


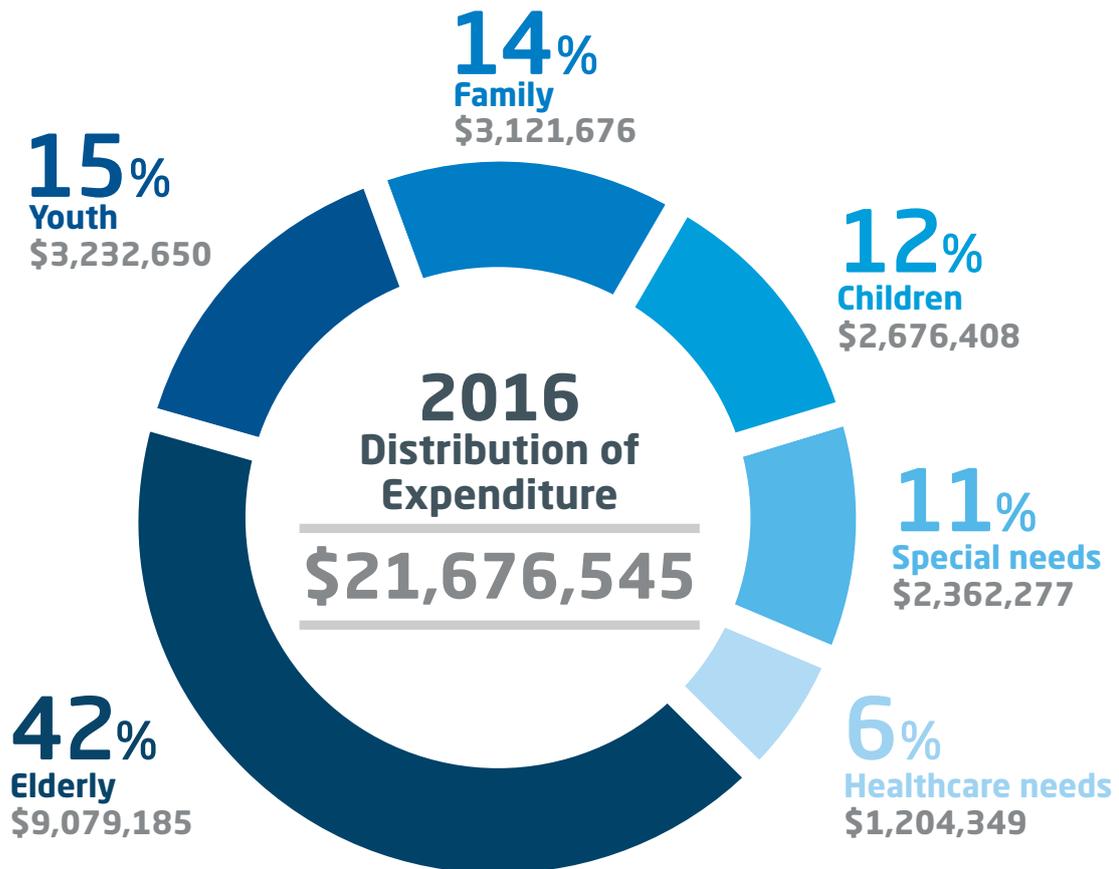
## 2016 FINANCIALS

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 2016 financial highlights and charts:

- TOUCH comprising TOUCH Community Services Limited and TOUCH Family Services Limited received about 55% of its annual funding from government grants and relies on its own fundraising efforts to meet the rest of its financial needs.
- TOUCH received income totalling some \$24 million.





### 2016 BREAKDOWN OF CHARITY DOLLAR

For financial year 2016, out of every \$1.00 spent, 81 cents went directly to fund programmes and activities of TOUCH that benefitted our clients. Refer to chart on the right.

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

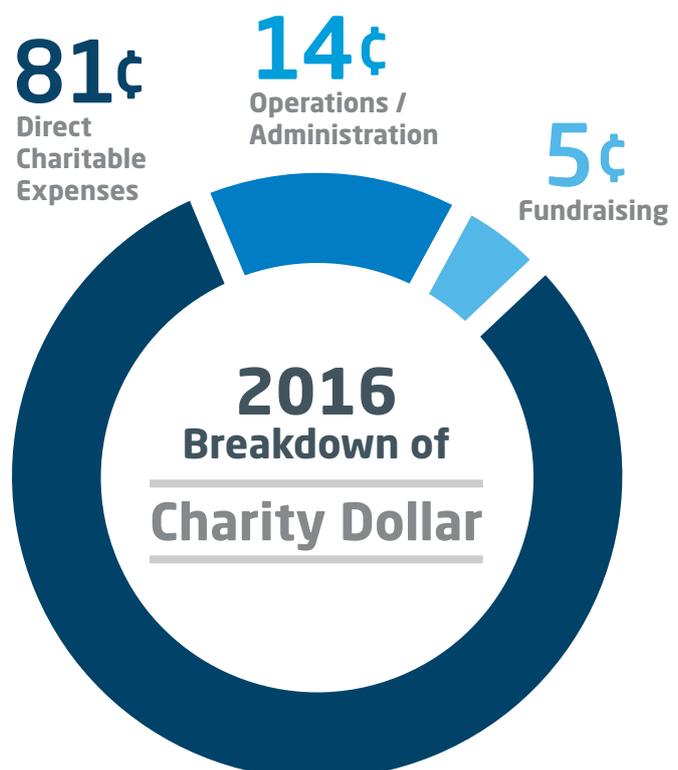
#### DIRECT CHARITABLE EXPENSES:

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

#### INDIRECT CHARITABLE EXPENSES:

Fundraising 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.



For financial year 2016, TOUCH had a surplus of \$2,531,804.

## 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' names 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 Chief Executive Officer's Office or the Board in the event a conflict of interest situation may arise.

### LOANS POLICY

TOUCH does not have a loan policy as it 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 Resource 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 Service, Ministry of Health, Singapore National Wage Council, prevailing economic conditions and the financial position of TOUCH.

TOUCH's 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, staff 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 that normal services and corporate practices to be restored, and to safeguard the interests of its key stakeholders, reputation, brand and value creating activities.

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.

## WHISTLE BLOWING POLICY

### A. Purpose

TOUCH is committed to lawful and ethical behaviour in all its activities, and requires that its Board, management, employees and volunteers conduct themselves in a manner that complies with all applicable laws and internal policies. In keeping with this commitment and TOUCH's interest in promoting open communication, this policy aims to provide a means through which employees should raise concerns with the reassurance that they will be protected from reprisals or victimisation for whistle-blowing in good faith.

### B. Scope

This policy applies to all TOUCH's employees, including part-time, temporary, contract employees and volunteers

### C. Policy

The Whistle-blowing Policy is intended to cover serious concerns that could have a large impact on TOUCH, including actions that:

1. May lead to financial irregularities;
2. Are unlawful;
3. Are not in line with professional code of conduct; or
4. Otherwise amount to serious improper conduct.

## VOLUNTEER MANAGEMENT

Volunteers play a key role in TOUCH's 2030 Vision of Strong Families, Caring Generations, and Enabled Communities. A volunteer management framework, comprising of the seven stages as below, is used to guide Services in the management, equipping, engagement and empowerment of volunteers effectively:

1. Volunteer Vision and Strategic Planning
2. Volunteer Recruitment and Selection
3. Orientation and Training
4. Deploying and Supporting Volunteers
5. Supervision
6. Evaluation
7. Recognition

# BOARD STRUCTURE - TERMS OF REFERENCE

## BACKGROUND - CODE OF GOVERNANCE (COG) DESCRIPTION

The Board should have committees<sup>1</sup> (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 <sup>2</sup>	Basic II	Charities / IPCs
2. Programmes and Services	Basic II	Charities / IPCs
3. Fundraising	Enhanced	Large Charities / IPCs
4. Appointment / Nomination	Enhanced	Large Charities / IPCs
5. Human Resource	Enhanced	Large Charities / IPCs
6. Finance <sup>3</sup>	-	-
7. Investment	Advanced	Large Charities / IPCs

## AUDIT

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

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

<sup>2</sup> Audit Committee: The Treasurer or Finance Committee Chairman should not concurrently chair the Audit Committee.

<sup>3</sup> Finance Committee assists the Board in its oversight responsibilities relating to financial issues.

<sup>4</sup> HR policies could cover areas such as recruitment, remuneration, benefits, training, development actions, performance appraisal and disciplinary actions.

## PROGRAMMES AND SERVICES

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

## FUNDRAISING

- To ensure that the organisation establishes and maintains good fundraising practices.
- To ensure a periodic review of the organisation's Fundraising Financial Accountability procedure / process.

## APPOINTMENT / NOMINATION

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

## HUMAN RESOURCE

- To ensure that the organisation's human resource policies<sup>4</sup> are in place for paid staff and volunteers.
- To ensure compliance with applicable employment laws, guidelines, codes of governance, standards and practices.

## FINANCE

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

## INVESTMENT

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

**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

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**Bankers:**

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

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**Lawyers:**

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

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**Auditors:**

Foo Kon Tan LLP  
Public Accountants and Chartered Accountants  
24 Raffles Place, #07-03, Clifford Centre  
Singapore 048621

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**Description of governing instruments:**

Memorandum & Articles of Association

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**Registered address of charity:**

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

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**List of related entities:**

TOUCH International Limited


**TOUCH COMMUNITY SERVICES (HEADQUARTERS)**

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

**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 : www.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 : tcs@touch.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 : familylife@touch.org.sg

## YOUTH SERVICES

### TOUCH Cyber Wellness

(TOUCH Community Services Limited)

Add : 5 Stadium Walk #04-02  
Leisure Park Kallang  
Singapore 397693

Tel : +65 6730 9520  
Fax : +65 6271 5449  
Email : cyberwellness@touch.org.sg  
Web : www.touchcyberwellness.org  
TOUCHLine : 1800-377-2252

### TOUCH Leadership & Mentoring

(TOUCH Community Services Limited)

Add : 5 Stadium Walk #04-02  
Leisure Park Kallang  
Singapore 397693

Tel : +65 6273 5568  
Fax : +65 6271 5449  
Email : tlm@touch.org.sg  
TOUCHLine : 1800-377 2252

## ELDERLY SERVICES

### Care Close to Home

(TOUCH Community Services Limited)

Add : Blk 61 Geylang Bahru  
#07-3283 Singapore 330061

Tel : +65 6297 9897  
Fax : +65 6298 1823  
Email : c2h@touch.org.sg

### TOUCH Cluster Support (Kallang)

(TOUCH Community Services Limited)

Add : Blk 104 Jalan Rajah  
#01-59 Singapore 321104

Tel : +65 6352 0277  
Fax : +65 6352 0237  
Email : clustersupport@touch.org.sg

### TOUCH Cluster Support (Yishun)

(TOUCH Community Services Limited)

Add : Blk 108 Yishun Ring Road  
#01-287 Singapore 760108

Tel : +65 6481 5031  
Fax : +65 6481 5142  
Email : clustersupport@touch.org.sg

### TOUCH Home Care (Ang Mo Kio)

(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 : 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 Activity Centre (Geylang Bahru)

(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

### TOUCH Senior Activity Centre (Yishun 436)

(TOUCH Community Services Limited)

Add : Blk 436 Yishun Avenue 11  
#01-224 Singapore 760436

Tel : +65 6481 4158  
Fax : +65 6257 0458  
Email : sac@touch.org.sg



## ELDERLY SERVICES

### TOUCH Senior Activity Centre (Yishun 162)

(TOUCH Community Services Limited)

Add : Blk 162 Yishun Street 11  
#01-270 Singapore 760162  
Tel : +65 6257 0540  
Fax : +65 6257 0539  
Email : sac@touch.org.sg

### TOUCH Senior Group Home

(TOUCH Community Services Limited)

Add : Blk 61 Geylang Bahru  
#07-3283 Singapore 330061  
Tel : +65 6297 9897  
Fax : +65 6298 1823  
Email : clustersupport@touch.org.sg

## SPECIAL NEEDS SERVICES

### TOUCH Centre for Independent Living

(TOUCH Community Services Limited)

Add : Blk 352 Ubi Avenue 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  
#05-3555 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 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 LTD

### 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



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ONE COMMUNITY.**



**BE PART OF  
THE GIVING FAMILY.**





**TOUCH COMMUNITY  
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**TOUCH FAMILY  
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