



PRESS RELEASE

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NUS SSR-TOUCH CONFERENCE 2025 – SUSTAINED WELL-BEING FOR FUTURE-READY COMMUNITIES

Singapore, 11 November 2025 – For the first time, the Social Service Research Centre (SSR) at the National University of Singapore (NUS) and TOUCH Community Services (“TOUCH”) have come together to jointly organise the NUS SSR-TOUCH Conference 2025 from 11 to 12 November 2025. This conference builds on past collaborative initiatives, including the SSR Conference 2024 and the TOUCH Family Conferences in 2021 and 2022, to bridge practice and research expertise in the social service sector.

Held at the Shaw Foundation Alumni House at the NUS Kent Ridge campus, the two-day conference will involve some 300 participants from the social service sector, family service centres, voluntary welfare organisations, government ministries, academic institutions and philanthropic organisations. Themed ‘Sustained Well-Being in Future-Ready Communities’, the conference highlights the importance of empowering communities with resources and skills to navigate challenges and be better positioned for the future. It aims to advance conversations among participants and strengthen sectoral capabilities in social service research, evidence-practice translation, sustainable collaborations, and impact measurement – all of which are critical levers of change for Singapore society.

The conference on the second day will be graced by Mr Eric Chua, Senior Parliamentary Secretary, Ministry of Social and Family Development and Ministry of Law, who will deliver an address and take part in a dialogue with keynote speaker, Professor John Wong Eu-Li, Executive Director of the NUS Centre for Population Health, and Senior Advisor of the National University Health System (NUHS). The dialogue will explore how whole-of-society approaches can promote and sustain the health and well-being of Singaporeans, drawing on insights from the Health District @ Queenstown – a multi-stakeholder initiative spearheaded by NUS, NUHS, and the Housing & Development Board (HDB) that brings together multiple partners from the public, private, and people sectors to create lasting health and social solutions. Mr Chua is the Member of Parliament for Queenstown and Prof Wong is Co-Chair of the Health District @ Queenstown Steering Committee.

Over the two days, the conference will feature two keynote addresses, two dialogue sessions, two panel discussions, six breakout sessions, and seven masterclasses delivered by over 40 renowned experts from the social service, education and healthcare sectors.

Centred on four key themes, participants will learn about empowering communities through building resilience for the future, using evidence-based approaches to enhance social services, harnessing technology and artificial intelligence while retaining a human touch, and fostering impactful collaborations across the sector for sustainable change.

Among the masterclasses on the second day is one by TOUCH on “Beyond Control: Rethinking Digital Wellness”. Addressing the nation’s focus on screen time in the younger generation, the masterclass will explore holistic approaches to digital wellbeing - providing participants with practical tools to better understand youth digital behaviours and nurture emotional grounding and digital resilience. Initiatives such as TOUCH Wellness Stories and the First Device Campaign equip parents, families, and communities with actionable resources to foster healthy digital habits and strengthen well-being throughout the life-course. The breakout sessions will focus on salient social issues such as the challenges faced by sandwiched generation caregivers, and how digital tools can enhance psychosocial care and healthy ageing outcomes.

Mr James Tan, Chief Executive Officer of TOUCH said, “As we look toward the future, it is crucial for the social service sector to remain adaptable, innovative, and deeply collaborative. This conference exemplifies our shared vision of building resilient communities by leveraging research, technology, and partnerships. At TOUCH, we have seen the transformative power that sustained, evidence-informed support can have on the well-being of individuals and families, and we are excited to engage with leaders committed to catalysing positive social impact for generations to come.”

Associate Professor Lee Jungup, Co-Director of the NUS SSR, said, “Future-readiness is a whole-of-society effort. This conference affirms what Singapore does best: bringing research, practice, and community together to solve real problems. At NUS SSR, our role is to translate rigorous evidence into practical tools that agencies can use tomorrow, while building capabilities for the long run. By co-creating with our social service partners and leveraging technology with a strong human touch, we strengthen resilience across the life course and sharpen the sector’s ability to measure what works. Together, we can move from insight to implementation and ensure our communities are truly future-ready.” Assoc Prof Lee is also from the Department of Social Work in the NUS Faculty of Arts and Social Sciences.

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About TOUCH Community Services

Since 1992, TOUCH Community Services has served people of all ages, races and religions to see sustainable change and transformation in their lives. It believes in the worth and potential of every child, youth at-risk, family in need, senior, caregiver and person with special or wellness needs to grow, participate and contribute in the community. The heartbeat of TOUCH is to activate potential, build independence, connect people, and deliver impact by developing sustainable solutions in society.

In 2021 and 2022, TOUCH organised the TOUCH Family Conference as a platform where innovative solutions and evidence-based practices could be explored for application to dynamic family issues in society. For more information on TOUCH, please visit www.touch.org.sg.

About National University of Singapore (NUS)

The National University of Singapore (NUS) is Singapore's flagship university, which offers a global approach to education, research and entrepreneurship, with a focus on Asian perspectives and expertise. We have 15 colleges, faculties and schools across three campuses in Singapore, with more than 40,000 students from 100 countries enriching our vibrant and diverse campus community. We have also established more than 20 NUS Overseas Colleges entrepreneurial hubs around the world.

Our multidisciplinary and real-world approach to education, research and entrepreneurship enables us to work closely with industry, governments and academia to address crucial and complex issues relevant to Asia and the world. Researchers in our faculties, research centres of excellence, corporate labs and more than 30 university-level research institutes focus on themes that include energy; environmental and urban sustainability; treatment and prevention of diseases; active ageing; advanced materials; risk management and resilience of financial systems; Asian studies; and Smart Nation capabilities such as artificial intelligence, data science, operations research and cybersecurity.

For more information on NUS, please visit nus.edu.sg.

About NUS Social Service Research Centre

The Social Service Research Centre (SSR) at the NUS Faculty of Arts and Social Sciences was set up in 2014 with the aim of bringing resources and ideas to promote and test social innovations and help evolve a new social infrastructure for Singapore's next phase of social development. The Centre envisions that bold social solutions provided through research can potentially bring

about transformative improvements in the well-being of the underprivileged. Since its inception, SSR has embarked on various research partnerships with government ministries and social service agencies in Singapore. For more information on NUS SSR, please visit <https://fass.nus.edu.sg/ssr/>.

ANNEX: Chinese Names

TOUCH Community Services	触爱社会服务
National University of Singapore	新加坡国立大学
Mr James Tan, CEO of TOUCH Community Services	陈锦耀, 触爱社会服务总裁
Associate Professor Lee Jungup Department of Social Work NUS Faculty of Arts and Social Sciences and Co-Director Social Service Research Centre NUS Faculty of Arts and Social Sciences	李丁邑副教授 国大文学暨社会科学院社会工作学系; 国大社会服务研究中心联席主任