



# STRENGTHENING FAMILIES TRANSFORMING COMMUNITIES



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# Corporate Information

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

TOUCH comprises TOUCH Community Services Limited, TOUCH Family Services Limited, TOUCH Youth Limited and TOUCH Family Development Centre. TOUCH has an integrated network of 17 services with 18 centres located at different parts of Singapore, including Bukit Merah, Clementi, Geylang Bahru, Hougang, Serangoon, Toa Payoh, Ubi and Yishun. Its clients include children from low-income or single-parent families, youths at risk, needy families, people with special and healthcare needs and the frail elderly.

Over the last 17 years, TOUCH has reached out to more than 100,000 individuals from all races and religions. In 2008, each month, TOUCH reached out to 1,300 clients and 14,700 service users. 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. Service users include individuals who have benefited from camps, health screening, and educational outreaches including talks, workshops and roadshows organised by TOUCH.

## OUR MISSION

We are committed to the well being of all people, reaching out to various levels of needs in the community. TOUCH seeks to establish and provide for the needy and disadvantaged in our society an integrated network of community-based services that strengthens the family, believing that every individual is unique and capable of reaching his or her highest potential.

## VISION 2015

Our vision is to see families strengthened and communities transformed by planting and building institutions of values in and through a network of integrated community services.

## 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 children in the neighbourhoods of Clementi and Jurong.

Touched by the obvious needs of the low-income and single-parent families with difficulties making ends meet, much less raising their children in a positive environment, these 15 people in their 20s operated out of a HDB flat and organised activities to help them develop academically and socially.

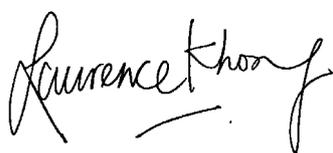
What started out as a small attempt to mentor 45 children and help them develop to their full potential has today become a multi-service organisation that serves a diverse range of clients, from children to the elderly and those with special needs.

# Chairman's Message

2008 has been another fulfilling year for us at TOUCH Community Services. As in previous years, TOUCH continued its work to “strengthen families” and “transform communities” through its 17 services. The camaraderie spirit was at an all time high as volunteers, donors and TOUCH staff rallied together to make a difference to better the lives of the needy and disadvantaged in society.

As Singapore enters its sharpest, deepest and most protracted recession in 2009, the charity sector will inevitably face increasing challenges ahead. But all is not doom and gloom. There is still reason to cheer – because we know that there are people with a heart who will continue to lend a helping hand. These are our precious volunteers and supporters who have stood alongside us all these years – in good and bad times, and I am confident they will continue to do so even as we enter a challenging 2009.

Let us take this opportunity to cherish what we have – our family and friends – and to be thankful for all the goodness we have received. From all of us at TOUCH, a big thank you to you, our supporters. May each of us continue to be a channel of blessing to those around us in the new year.



**Lawrence Khong, PBM**



# Executive Director's Message

In 2008, TOUCH Community Services continued to roll out relevant services and programmes to meet the needs of its clients. The mutual support, warmth and care from individuals from all walks of life was evident in the 34% increase in the total number of volunteers compared to the previous year. In 2008, TOUCH served 1,300 clients per month and the number of service users increased 87% – reaching out to 14,700 individuals per month. The year also saw TOUCH Young Arrows setting up three new Clubs at Bedok, Hougang and Queenstown.

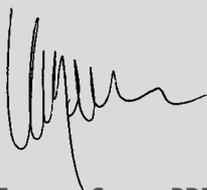
On the national level, 2008 also saw TOUCH making its highest contribution to date at the National Day Parade – supported by 780 volunteers and 80 youth mentors. For the first time, we formed our own contingent of skyrunners and hip hop dancers, and trained student volunteers in magic tricks as part of *Project SMILE* (Sharing Magic In Love Everywhere). 130 individuals comprising friends, volunteers and staff of TOUCH also took part as pledge takers, making National Day 2008 an exceptionally memorable experience.

TOUCH also continued to make significant contributions to the social service sector through its new programmes and services. The year saw concerted efforts taken to increase awareness of social issues and raise professionalism of social service workers - from organising Singapore's first adoption conference to participating as an event partner in Marriage Convention to conducting certification courses in diabetes education, counselling skills and caregivers training, to publishing a cyber wellness handbook for parents.

On the international front, TOUCH Community Services International brought smiles to many earthquake victims in Sichuan by responding swiftly with the supply of emergency tents, medicine, clean water, "Cheer Kits" and "School Kits" and other relief supplies to meet the immediate needs of affected individuals. Training was also provided to help social workers in Sichuan provide support to special needs individuals traumatised by the disaster.

And, as required by the Charity Council, we have taken further steps in adopting good governance practices to ensure compliance according to the Code of Governance for Charities and Institutions of Public Character - to provide greater accountability to our donors and members of the public. More details can be found on the charity portal [www.charities.gov.sg](http://www.charities.gov.sg).

Customer service remains our priority as we continue to feel the pulse of our clients to provide relevant services to meet evolving needs. This is especially important as the needy in society will face even greater challenges as Singapore grapples with its worst ever recession in 2009. This will be a true test of our resilience and tenacity to weather the challenges, and strengthen our resolve to better the lives of the needy under our care. Let us rally together and do all that we can to help those in need.



Eugene Seow, PBM



# Organisation Structure

## BOARD OF DIRECTORS

(for TOUCH Community Services Limited, TOUCH Youth Limited and TOUCH Family Services Limited)

### Chairman

Lawrence Khong Kin Hoong, PBM

### Honorary Treasurer

Melvyn Mak Siak Hong

### Directors

- Caleb Chan Yee Yam
- Robert Chew
- Cheng Huey Teng
- Daniel Goh Choon Wah (9 February 2008 onwards)
- Edmund Wong Ngiam Chiung (1 January to 8 February 2008)
- Melvyn Mak Siak Hong

## BOARD OF DIRECTORS

(for TOUCH Family Development Centre)

**Chairman:** Lawrence Khong Kin Hoong, PBM

**Vice Chairman:** Melvyn Mak Siak Hong

**Honorary Treasurer:** Peter Chung Jin Kong

**Honorary Secretary:** Kenneth Tan Chong Ping

**Member:** Tan Hui Sin

## EXECUTIVE TEAM

**Executive Director:** Eugene Seow Soo Keng, PBM

**General Manager:** Edmund Wong Ngiam Chiung

## SERVICE HEADS

### Children Service Group

- Patricia Koh  
**Manager, TOUCH Character Development**
- Vanny Low  
**Manager, TOUCH Child Care**
- Lawrence Tan  
**Assistant Manager, TOUCH Young Arrows**

### Youth Service Group

- Chua Seng Lee  
**Director (till 4 October 2008)**
- Poh Yeang Cherng  
**Manager, TOUCH Cyber Wellness & Sports**
- Lily Chu  
**Manager, TOUCH Leadership & Mentoring**
- Jane Ng  
**Principal, TOUCH Youth Learning Centre**

### Family Service Group

- Arthur Ling  
**Director, TOUCH Family Services**
- Teo Seok Bee  
**Senior Manager, TOUCH Adoption Services**
- Kavin Seow  
**Senior Manager, TOUCH Caregivers Support**
- Vincent Teo  
**Assistant Manager, TOUCH Counselling & Social Support (till 15 September 2008)**

### Elderly Service Group

- Kavin Seow  
**Senior Manager, TOUCH Home Care**
- Hannah Liew  
**Supervisor, TOUCH Seniors Activity Centre**

### Special Needs Service Group

- Julia Lam  
**Director, Special Needs Service Group & TOUCH Seniors Activity Centre**
- Cheryl Lee  
**Supervisor, TOUCH Centre for Independent Living (till 31 December 2008)**
- Danny Loke  
**Assistant Manager, TOUCH Ubi Hostel**
- Wee Bee Hong  
**Senior Manager, TOUCH Silent Club**

### Healthcare Service Group

- Patrick Chew  
**Senior Manager, TOUCH Cancer Support**
- Julie Seow  
**Senior Manager, TOUCH Diabetes Support**

### TOUCH Community Services International

- Shawn Lim  
**Manager**

## CORPORATE SUPPORT

Anita Low

**Senior Manager, Community Relations**

(till 31 March 2008)

Rachel Yap

**Manager, Finance & Administration**

Wee Bee Hong

**Senior Manager, Human Resource & IT**

# Meeting the Needs of the Community

**TOUCH has a total of 17 services under six service groups:**

## CHILDREN SERVICE GROUP

The Children Service Group aims to help the children achieve their highest potential by adopting a holistic approach in all its services ranging from childcare education to character development to social games and activities.

The Children Service Group comprises:

1. TOUCH Character Development<sup>∞</sup>
2. TOUCH Child Care<sup>\*</sup>
3. TOUCH Young Arrows

## YOUTH SERVICE GROUP

The Youth Service Group recognises the numerous challenges facing today's youths. It aims to equip youths with essential skills and qualities necessary for them to lead a balanced and healthy lifestyle.

The Youth Service Group comprises:

1. TOUCH Cyber Wellness & Sports<sup>^</sup>
2. TOUCH Leadership & Mentoring<sup>^</sup>
3. TOUCH Youth Learning Centre<sup>^</sup>

## FAMILY SERVICE GROUP

As a Family Life Ambassador, TOUCH offers a variety of workshops, programmes and activities which aim to promote strong marriages and family cohesiveness.

The Family Service Group comprises:

1. TOUCH Adoption Services<sup>∞</sup>
2. TOUCH Caregivers Support
3. TOUCH Counselling & Social Support<sup>∞</sup>
4. TOUCH Family Life Education<sup>∞</sup>

## ELDERLY SERVICE GROUP

The Elderly Service Group aims to help the elderly enjoy a higher quality of life with the greatest independence, by offering a range of medical, social and welfare services to the community.

The Elderly Service Group comprises:

1. TOUCH Home Care
2. TOUCH Seniors Activity Centre

## SPECIAL NEEDS SERVICE GROUP

The Special Needs Service Group aims to cater to the needs of special groups of people, such as the Deaf community and people with intellectual disabilities, thereby promoting independence and eventually, integration with the rest of society.

The Special Needs Service Group comprises:

1. TOUCH Centre for Independent Living
2. TOUCH Silent Club
3. TOUCH Ubi Hostel

## HEALTHCARE SERVICE GROUP

Aware of the profound needs of people with health conditions, the Healthcare Service Group aims to provide emotional, financial and practical support to the patients and their family.

The Healthcare Service Group comprises:

1. TOUCH Cancer Support
2. TOUCH Diabetes Support

## TOUCH COMMUNITY SERVICES INTERNATIONAL

TOUCH Community Services International was set up to facilitate the delivery of crisis relief and community development services to communities outside of Singapore.

Note:

<sup>\*</sup> TOUCH Child Care is a service under TOUCH Family Development Centre, an affiliate of TOUCH Community Services.

<sup>^</sup> TOUCH Cyber Wellness & Sports, TOUCH Leadership & Mentoring and TOUCH Youth Learning Centre are services under TOUCH Youth, an affiliate of TOUCH Community Services

<sup>∞</sup> TOUCH Adoption Services, TOUCH Character Development, TOUCH Counselling & Social Support and TOUCH Family Life Education are services under TOUCH Family Services, an affiliate of TOUCH Community Services

# Corporate Highlights



## CHINESE NEW YEAR PROJECT

2008 got off with a good start with the Chinese New Year Project raising a total of \$234,900 — a 42% increase compared to the previous year. TOUCH continued to receive strong partnerships from 18 primary and secondary schools with 23,000 students doing their part for the needy through their Hong Bao donation.

The Chinese New Year celebration also saw strong volunteer community involvement. For example, in January, 33 volunteers from Centre for Strategic Infocomm Technologies attended a wheelchair management training session, organised by TOUCH Home Care (THC), to equip staff with the expertise and skills in guiding 22 frail elderly clients of THC to a Chinese restaurant for a reunion dinner. Paya Lebar Methodist Girls' School (Primary) also hosted 90 elderly from TOUCH Seniors Activity Centre to a Chinese New Year reunion dinner in February.



## APPRECIATING MOTHERS THROUGH LOVE IN A BOUQUET

Held for the second year, *Love in a Bouquet*, a fund-raising project organised by TOUCH, saw \$20,500 being raised for the services and programmes of TOUCH Young Arrows (TYA) which serves some 300 children. The project aimed to pay tribute to the mothers of the children from TYA. Many of these children come from single-parent or low-income families and do not have the means to celebrate Mother's Day.

On 10 May, some 220 mothers received sponsored bouquets of flowers from their children. 23 pairs of mother and child were invited to attend a Tea Party co-organised by TOUCH and Mayflower Primary School. The mothers were all smiles when they received bouquets of flowers from their children. The students of the school were also involved in song and musical performances to engage and entertain the audience.



## INVOLVEMENT IN NATIONAL CAMPAIGN TO STRENGTHEN MARRIAGES

TOUCH Family Services (TFS), an affiliate of TOUCH Community Services, and an advocate of strong families and marriages, was involved in "We are Married!" — an initiative of the National Family Council and the Ministry of Community Development, Youth and Sports (MCYS). TOUCH contributed to "We are Married!" in three ways: as organiser of Family Festival and Train-the-Trainers workshops, and as an event partner of the Marriage Convention.

Held for the fifth year, the Family Festival saw some 700 busy working adults attending lunchtime talks in the Central Business District. Key speakers shared enriching insights on topics, such as couple communication, sexual intimacy in marriage and managing finances as a couple.

In its effort to equip current professionals and facilitators in the area of marriage counselling, education and mentoring, TFS also conducted Train-the-Trainers workshops in English and Mandarin, which were oversubscribed and attended by some 120 participants.

TFS was also an event partner of the Marriage Convention, and ran a series of workshops, which were attended by some 2,000 people, including professionals and the general public. Key speakers included relationship specialists, Bill and Pam Farrel, who have been working with couples and families for over 26 years. They are also best selling authors of more than 26 books including "Men are Like Waffles, Women are like Spaghetti".

## SINGAPORE'S FIRST ADOPTION CONFERENCE

In the year under review, TOUCH Adoption Services (TAS) held Singapore's first Adoption Conference from 3 to 7 May at the National Volunteer & Philanthropy Centre. Themed "Enhancing Attachment in Adoption", this conference was supported by the MCYS, and targeted at adoptive parents, prospective adopters, foster parents, and professionals working with these families. Anchored by key speaker, Dr Lark Eshleman, a child and adolescent psychotherapist, and founder and director of the Institute for Children and Families in Lancaster, United States, the conference, attended by some 120 participants, covered areas including the different types of attachment, activities to enhance bonding and attachment, and the different treatments that can be used by therapists. Its objective: to equip adoptive parents with relevant knowledge and skills to provide quality care to their child and raise the competence of professionals to better meet the specific needs of the adoptive community.

## CELEBRATING NATIONAL DAY PARADE

TOUCH participated in the National Day Parade (NDP) for the sixth year running. A record total of 780 volunteers, including 80 youth mentors were involved as Bay Ambassadors and Motivators; Skyrunners and Hip Hop dancers; and as pledge-takers.

For the first time, NDP Motivators were taught magic tricks through Project SMILE (Sharing Magic In Love Everywhere), a community arts project by TOUCH, to further engage the audience. The other special highlights also included the participation of 15 Deaf youths from TOUCH Silent Club who spent months rehearsing and practising for their role as Skyrunners. Also present were 130 individuals comprising clients, friends and volunteers from TOUCH. They were represented by 43 families spanning three generations who led in taking the pledge and singing the national anthem. TOUCH's involvement in NDP was extensively covered by the print and broadcast media.

## TOUCH CHARITY GOLF TOURNAMENT - SWING FOR CHARITY

*Swing for Charity 2008* teed off from the Tanah Merah Country Club (Tampines Course) in September, with Guest-of-Honour Mr Lee Yi Shyan, Minister of State for Trade and Industry, and 143 avid golf players, swinging and putting away – all in the name of charity.

This fund-raising event, which is into its fifth year, raised a record \$240,300, surpassing its target of \$170,000 to support existing programmes that will help enhance the lives of the Deaf under TOUCH Silent Club (TSC). The amount raised was also 30% higher than the amount raised in the previous year. After a good game of golf, the golfers were treated to a sumptuous dinner, which included a miming performance and a song signing item by members and volunteers from TSC. Volunteer Service Awards were also given to some members of the Volunteer Organising Committee to appreciate their efforts in organising this event for five consecutive years. A charity auction was also held to raise more funds for the Deaf.



# Serving the Children

Nurturing the young...  
Strengthening character



## TOUCH CHARACTER DEVELOPMENT

In the year under review, TOUCH Character Development (TCD), a service under TOUCH Family Services, consolidated its programmes and focused on providing in-depth intervention help for at-risk children from disadvantaged backgrounds. The year also saw a strengthening of volunteer relationship, achieving a total volunteer pool of 171 – an 11% increase from the previous year.

### Reaching out to at-risk students and families

Taking Character Development a step further, TCD introduced a series of programmes and activities aimed at supporting the social and academic development of at-risk students and strengthening family relationships. With the recruitment of a social worker, TCD implemented its casework system and intervention programme – for the first time – targeting at-risk students and their families. Parents and teachers have been encouraged by the positive changes seen in the children's development.



Special efforts were also made to assist needy families tide through the challenging economic situation. For example, in the last quarter of last year, TCD applied for Love Singapore Fund for needy families under its care. The families were also given groceries/NTUC vouchers and free health screening from well wishers. To promote closer family bonding, TCD partnered with 25 trainee teachers from the National Institute of Education to hold its annual Family Day. The fun-filled event was attended by 44 children (from TCD's Aspire Clubs) and their family members. In the year, TCD also followed up on the progress of their students who graduated from primary school.

### Making learning fun

In February, eight Primary 6 children from Gan Eng Seng Primary School's Aspire Club had a first-hand experience in conceptualising and selling a creative product through a social enterprise project. Partnering with TOUCH Centre for Independent Living (TCIL), a special visit was made to TCIL to meet the adults with mild intellectual disabilities. TCIL's lifeskills coach conducted a ceramics class and taught them how to create an art piece from clay. \$400 was raised for TCIL through this social enterprise project.



A two-day motivational ACE (Academic and Character Excellence) Camp was also held on 28 and 29 May, which saw 20 Primary 6 children from TCD Aspire Club discovering that study can be fun. Its objective was to teach them study skills, as well as values that are essential for academic excellence, such as Attentiveness, Responsibility and Time Management.

### Tapping on volunteers

Special efforts were also made to recognise and appreciate the role of TCD's volunteers. TCD held its first volunteer retreat for core volunteers – to appreciate their firm support. Many volunteers also attended Basic Counselling course. Strong partnerships were also formed with volunteers such as NIE trainee teachers and Ngee Ann Polytechnic students who helped organise activities for the Family Games Day and Sports Carnival.

In the year, TCD received good feedback from students, parents and teachers for its services. For example, at least 90% of students feedback that they have shown progress in their behaviour through the Character Value Programme – exceeding its KPI benchmark of 75%. TCD's at-risk group also fared well, according to MCYS' Programme Evaluation System, with 72% of them giving good ratings in the Satisfaction Survey for School Social Work Activities. The year also saw 75% of at-risk students passing their PSLE.

### TOUCH CHILD CARE

It was another exciting year at TOUCH Child Care (TCC), a service under TOUCH Family Development Centre, with its creative range of programmes and activities to promote learning, and provide a safe and nurturing environment for the children. In the year, TCC (Hougang) passed the Healthy Eating Assessment conducted by the Health Promotion Board. TCC was also presented the Healthy Eating in Child Care Programme Certification from the Minister of State, Ministry of Community Development, Youth and Sports, Mrs Yu-Foo Yee Shoon in June to recognise its efforts in promoting healthy eating. Maintenance and renovation work were also carried out in the year to provide the Child Care Centres with a fresher look and better facilities.

### Enhancing experiential learning

In line with TCC's efforts to make learning fun, special outings were organised for the children to instill interest and curiosity in the things around them. For example, in April, 44 children visited the Underwater World and Dolphin Lagoon at Sentosa. It was an enriching experience as they saw different types of sea creatures from their books come alive before their eyes. The K2 Night Safari was also an eye opener for 14 children as they went for their first night outing trip, and learnt more about nocturnal animals at the Safari.

To encourage greater understanding and interaction with other members of the community, the children had the privilege of visiting TOUCH Centre for Independent Living where they had tea and did a craft activity with the intellectually-disabled clients. Going beyond the classroom, a talk on the needs of the elderly was conducted by TOUCH Home Care's occupational therapist and nurses. The children also delivered meals to the elderly living nearby.





### Learning to serve

As in previous years, TCC was an active participant of Good Neighbour Day. The children watered the neighbours' plants, cleaned the playground, pavilion and badminton court in November. Free Gardenia bread was also given away to promote good neighbourliness.

On the volunteer front, TCC saw an increase of 33% of student volunteers comprising students under the Community Involvement Programme and Service Learning Programme.

### On track

In the year under review, student enrollment at TCC remained healthy – recording 91% and 95% capacity filled for Clementi and Hougang respectively. There was also good progress in TCC's Integrated Programme with four of its K2 children who graduated and joined mainstream primary schools.

Looking ahead, TCC will work towards further upgrading the professional skills of all its child care teachers. It will also continue to organise a wide range of meaningful activities to further engage parents and the community.

## TOUCH YOUNG ARROWS

In 2008, TOUCH Young Arrows (TYA) continued to help children from single-parent and low-income families realise their potential by providing social, emotional, educational and moral support through its range of activities at 10 Clubs, including the opening of three new Clubs at Bedok, Hougang and Queenstown. The number of TYA clients increased to 300 – a 21% jump compared to the previous year while its service users more than tripled to 783 individuals. In the year under review, more activities and programmes were also conducted to cater to the needs of children and parents.

### CIP with a difference

The year also saw a deepening of relationship with student volunteers under the Community Involvement Programme (CIP). Going beyond the CIP requirements and armed with a better understanding of the real needs of TYA, many students stayed on to volunteer for other projects on a regular basis.

One of the key highlights of the year included fund-raising projects under the Citibank-YMCA Youth For Causes (YFC) where youths come up with creative projects to raise funds for the needy. Into its fifth-year partnership with TOUCH, in 2008, a group of students from Anderson Junior College - calling themselves the "INCREDIBLES" – raised \$10,000 for TYA's programmes through a charity run. Held at the East Coast Park and officiated by Member of Parliament, Mr Seng Han

Thong, the charity run saw 200 participants, including children from TYA and their family members running for charity. Other YFC activities included Adopt a Puppet and Charity Car Wash projects by Nanyang Girls' High School and the LoveMark project by Hwa Chong Institution where handicrafts made by the children from TYA were sold.

33 children from TYA (Hougang and Yishun) were also treated to creative activities like an experiential learning trip to the Asian Civilisation Museum under Generating Experiences to Motivate Students or GEMS, organised by 15 trainee teachers from the National Institute of Education. A colourful handbook was specially produced to guide the children as they went around searching for art pieces and looking for answers.

### Plugging into the community

Good corporate citizenry was evident with a year packed with sponsored outings from various corporations and organisations, including companies like Melwood School of Golf, POSB, OCBC, Rockwell Automation, Housing Development Board, Timberland, Estee Lauder, Centre for Strategic Infocomm Technologies, Karcher and the Singapore Maritime Officers' Union.

From tea parties to movie treats to birthday celebrations and outings – the children went home with a smile. For example, in November, Timberland organised a birthday celebration for the children under TYA's Adopt-a-Birthday programme. Staff from Timberland also organised games and sing-along sessions and games for 40 children from TYA (Bedok).

In 2008, strong partnerships were also forged with Residents' Committees and Community Centres to promote greater interaction with residents and raise awareness of TYA's services. For example, Mountbatten Community Centre involved TYA in the planning of its Family Day in July.

### From clients to volunteers

Youthphoria, launched in June in 2007, which reaches out to teens who have graduated from primary school, celebrated its first anniversary in 2008. A range of activities were organised for teens to promote closer bonding, and to encourage them to return to the Clubs as volunteers to mentor other TYA kids. These included Youthphoria Challenge, a movie marathon, TYA Fun Fair, E-Sports Carnival and an outing to the Singapore Botanic Gardens.

TYA also achieved good progress in encouraging its teens to become volunteers. For example, 65% of clients who graduated from TYA returned as regular volunteers while 15% of them volunteer on an ad-hoc basis, bringing the total number of teen volunteers to 45. The Youthphoria committee organised an outing to the Singapore Botanic Gardens in February and the TYA Fun Fair in March. Total volunteer figure doubled from 225 in 2007 to 445 in 2008 as a result of active volunteer recruitment and a larger pool of clients who turned volunteers.



# Serving the Youths

Stretching their limits...  
Inspiring dreams



## TOUCH CYBER WELLNESS & SPORTS

It was another progressive year for TOUCH Cyber Wellness & Sports (TC&S), a service of TOUCH Youth, as it continued to play a pivotal role in engaging youths on cyber wellness, and educating parents and educators on the latest cyber space issues, and youth trends.

From 2001, TC&S has reached out to over 450,000 individuals as at end 2008. In the year under review, the number of clients increased 9.6% while the number of service users more than doubled to 161,056 individuals.

### Going full gear on cyber wellness education

In 2008, TC&S also accelerated efforts to partner schools - reaching out to 123 schools, out of which, 56 were new schools. In 2007, out of 72 schools, 42 schools were new. The increased partnership with schools was partly due to a new requirement by the Ministry of Education for cyber wellness programmes to be conducted in all schools. For the first time, School Family Education or SFE schools could also qualify for cyber wellness workshops with increased funding from the Ministry of Community Development, Youth and Sports (MCYS).

The year also saw TC&S holding its first "F4 (Fun, Fantasy, Fear & Futility) comes to town" for 25 Hong Kah Secondary School students at the PlanetCRuSH Cyber Wellness Centre where they learnt about the cognitive aspects of gaming and how to overcome gaming habits.

TC&S also co-organised a fun Service-Learning project with 45 students from Raffles Institution in March. With guidance from TC&S mentors, the students planned an exciting programme for the clients from TOUCH Centre for Independent Living and TOUCH Seniors Activity Centre – using Nintendo Wii gaming stations where they teamed up to game.

### Parents as partners

A key highlight of the year included the launch of a 28-page handbook – Cyber Wellness Handbook for Parents. Its objective: to enable the everyday parent to understand what their children are pre-occupied with, and conquer their fears of the unknown cyberspace. Supported by the MCYS, the National Family Council and Singapore Totalisator Board, 385,000 handbooks were distributed through all schools to reach parents of students at the Primary Three to Secondary Three level. The handbook was also sold at major bookstores. In conjunction with the release of the handbook, TC&S also organised three free workshops for the public to help parents apply some of the handles learnt. Parents also had a first-hand experience of online gaming with The PlanetCRuSH Experience – Family Edition



## TOUCH LEADERSHIP & MENTORING

There are many needs in the youth community. The teenage years are a time of many changes – physically, mentally, socially and emotionally. TOUCH Leadership & Mentoring (TL&M), a service of TOUCH Youth, sees these youths as leaders and seek to develop them in this stage of their life, by helping them learn important values and lessons on leadership qualities through camps and serving the community, to better manage life issues and improve their self esteem.

In the year, TL&M actively partnered with schools and government agencies to provide holistic development programmes for youths, serving 1,905 clients and 356 service users.

### Raising competencies through training

In line with TL&M's focus on enhancing the skills of staff and volunteers to further improve their effectiveness, core training areas were identified in 2008. For example, in April, a team from TL&M flew to Minneapolis, Minnesota, USA, to attend the 19th Annual National Service-Learning (S-L) Conference organised by the National Youth Leadership Council and partially funded through the VWOs-Charities Capability Fund. Over 2,000 youths and practitioners from the S-L movement attended the conference and TOUCH was the only team representing Singapore. The conference, with its wide range of seminars and workshops, gave the team new insights of S-L and how it could be applied in Singapore.

2008 also saw an increased number of volunteers trained in TL&M's S-L programmes to equip them with relevant knowledge and facilitation skills – raising the number of service users from 297 in 2007 to 356 in 2008. The total number of volunteers also increased 57% to 124 individuals compared to the previous year.

### Mentoring youths & training teachers

TL&M also actively partnered TOUCH Youth Learning Centre (TYLC) for *Project SMILE* (Sharing Magic In Love Everywhere), Project CLASS (Compassionate Leaders Always Serving Society) and Job Readiness Training. Introduced to TYLC in 2007, the programmes were extended to "O" Level students in 2008 where students learnt leadership skills and how to do their part for the community.

2008 also saw the introduction of creative S-L projects in the area of environment care where 291 students learnt about the importance of being environmentally friendly in schools.

In the year under review, TL&M continued to enjoy strong and sustained partnerships with schools including New Town Secondary School, Paya Lebar Girls' Secondary School, Raffles Girls' School, Tanjong Katong Secondary School and Telok Kurau Secondary School. For the first time, foreign exchange students managed by National University of Singapore's International Relations Office underwent the basic S-L facilitation skills training to introduce S-L in their exchange programmes. The total number of teachers who attended S-L training doubled to 106 in 2008 compared to the previous year.

One of TL&M's key achievements also included the positive response from the STEP-UP (School social work To Empower Pupils to Utilise Potential) programme, which tripled to 63 youths in Bedok Town Secondary School and Geylang Methodist Secondary School – a new addition – compared to the year before.





## TOUCH YOUTH LEARNING CENTRE

It was an encouraging year for TOUCH Youth Learning Centre (TYLC), a service of TOUCH Youth, as it continued its mission of giving out-of-school youths a second chance in education. Many of these youths are unable to re-enter mainstream schools due to various reasons and cannot afford the high fees of private schools. TYLC seeks to equip and empower youths for life-long learning and the future workplace through a holistic approach that encompasses academic, life and work skills. In total, TYLC helped some 80 students in their "O" and "N" Level preparation.

### Striving for academic excellence

On the academic front, TYLC's students scored well with 100% achieving 1 "O" Level and more – exceeding its target of 90%. The percentage of students with 3 "O" Level and more also increased from 57.1% in 2007 to 65.2% in 2008. TYLC also exceeded its KPI of 40%, achieving 47.8% for the percentage of students eligible for polytechnics. The percentage of students obtaining 1 "N" Level was excellent – achieving 100%.

The stellar performance of one of its students, Kelvin Lee, who scored 2 A1s and 2 A2s for "O" Levels, was the greatest achievement for the year and in TYLC's history. In the past, Kelvin failed all his subjects and had less than 50% in attendance in his previous school. Kelvin is now a volunteer with TYLC and is a mentor to other youths.

### Building character and contributing to society

In line with TYLC's efforts to promote character traits like resilience, integrity, compassion and excellence, and to contribute to society, a special Service-Learning project was conducted with Gateway Entertainment under *Project SMILE* (Sharing Magic In Love Everywhere). Held for the first time, a group of 27 students from TYLC participated in *Project SMILE* in the first quarter of 2008 – learning the art of magic tricks. The programme was designed to bring a smile to the needy and disadvantaged in the community, as well as to bolster youths' confidence and compassion through performing magic tricks. In March, the youths brought smiles to the elderly at the Pacific Nursing Home.

Moving forward, TYLC will continue to step up efforts to encourage more effective learning methods using the Guided Independent Learning approach to be implemented in 2009.

# Serving the Family

Bridging ties..  
Building families



## TOUCH ADOPTION SERVICES

TOUCH Adoption Services (TAS), a service of TOUCH Family Services, continued its role as a one-stop not-for-profit adoption service agency providing an array of professional services to prepare and assist couples in their adoption and parenting journey, as well as help desperate birth parents who are not able to raise their children. Since its inception in July 2001, TAS has grown from providing a singular home study service to a holistic service including workshops, child placement and facilitation services, counselling, book sales and rental services, support groups and newsletter.

In 2008, TOUCH remained one of the two accredited agencies for China adoptions. TOUCH is also the only licensed agency providing facilitation for adoption of children from India. In the year, TAS saw a 13% increase in the number of clients compared to the previous year – serving 482 individuals, representing about 202 families.



## Marking a milestone in Singapore's adoption industry

TAS organised Singapore's first adoption conference – "Enhancing Attachment in Adoption" – in May, which took centre stage with keynote speaker, Dr Lark Eshelman, a child and adolescent psychotherapist, conducting a conference to adoptive parents, prospective adopters, foster parents, and professionals working with these families. Feedback from participants has been positive with many requesting TAS to hold more of such conferences.

## Strengthening families

In line with TAS' objective to provide support and help to the adoptive community – to enhance healthy relationships – special efforts were made to reach out to more families through *TAFNET* (TOUCH Adoptive Families Network). In 2008, *TAFNET's* membership increased to 65 families representing 209 individuals – an 18% increase compared to the previous year.



In its efforts to improve the quality of its services, TAS conducts its regular Customer Satisfaction Survey. Client satisfaction in home study services achieved a higher ranking – from 9.04 in 2007 to 9.38 in 2008. TAS' services also achieved a good score with 100% rating it 8 and above.

Moving forward, TAS will look into establishing its reputation as a credible one-stop adoption agency, providing relevant services that will meet the needs of the adoptive community. It will look into revamping *TAFNET* and rolling out more training programmes to better meet the needs of its members.

## TOUCH CAREGIVERS SUPPORT

In an increasing ageing population, TOUCH Caregivers Support (TCG) continued its role in providing support to caregivers and care recipients in their caregiving journey, and improving their quality of life. To better meet the needs of caregivers, TCG provides customised home-based services, such as personalised training by occupational therapists, physiotherapists and nurses. In 2008, the number of clients doubled to 63 while its number of service users increased by 10% to 248 individuals.

### Leveraging on caregiver training expertise

In June 2008, TCG was endorsed by the National Council of Social Service (NCSS) as the only home-based agency with the "Approved Caregiver Training Provider" status. This enables caregivers to a \$200 annual subsidy per elderly when they receive TCG's customised home-based training services. As the training is delivered in the home setting, it is able to meet the unique needs of each caregiver, the care recipient and the care environment. Areas of training include transfers, showering, feeding tube care and exercises. To date, 40 caregivers have benefited from the programme.

### Making homes safer

TCG also continued its efforts to help the frail elderly prevent falls at home through its retrofitting service. This is especially relevant as the elderly are more prone to falls due to a sharp decline of bodily functions or disabling medical conditions. Working in partnership with the Central Singapore Community Development Council for the second year under the Safe Home Scheme, TCG successfully retrofitted 31 homes.

Moving forward, TCG will further build upon its expertise in caregiver training and raise the professionalism of its staff. It will also focus on relationship building and be further attuned to the real needs of caregivers. This will help TCG to better manage its resources and continue to deliver appropriate and timely services.

## TOUCH COUNSELLING & SOCIAL SUPPORT

TOUCH Counselling & Social Support (TCSS), a service of TOUCH Family Services, continued its mission to help individuals and families in distress or in need to help sustain and strengthen the family unit. Its various programmes include providing financial assistance through the Love Singapore Fund, counselling services, conducting training workshops for professionals and volunteers in the social service sector, and organising developmental and supportive programmes for disadvantaged families.

2008 was a year of learning for TCSS as it rolled out a slew of new training programmes catered to both members of the public and professionals in the social service sector. In the year, the number of clients doubled to 103 while the number of service users increased by 37% to 364 individuals.

### Increasing professionalism, building capabilities

Going beyond counselling individuals in distress, TCSS introduced new courses to raise professionalism and competencies of volunteers and workers in the social service sector.

For the first time, "Primary One Readiness Programme (PREP) for Children of Inmates" was specially introduced in September to prepare children of inmates for Primary One education in English, Chinese and Mathematics. A total of six children aged 4 to 6, who had one parent in prison, benefited from the help received by TCSS volunteers. TCSS also managed to engage 25 volunteers for PREP.





TCSS also introduced “Certificate in Practical Counselling” in February and completed eight successful runs. Its objective is to equip trainees with practical counselling skills and enhance their interpersonal effectiveness at work. In addition to classroom seminars, trainees were taught the basics of counselling and communication skills through hands-on practices and role-plays in small groups. In 2008, a total of 150 individuals graduated from the course.

A new course – “Structural Therapy: A Systemic Approach to Family Therapy” – was also held in November. Conducted by Ms Amy Begal, an experienced family therapist from Minuchin Centre for the Family, USA, this course aimed to help social workers, counsellors, psychologists and family therapists become more effective in dealing with family issues. The course was fully subscribed with 25 professionals.

The challenges in the current recession will pose additional strain on family relationships. TCSS will continue to play an important role in helping families deal with issues through counselling and financial assistance through the Love Singapore Fund. It will step up its training programmes to better cater to the needs of professionals and volunteers in the area of counselling and family life education.

## TOUCH FAMILY LIFE EDUCATION

TOUCH Family Life Education (TFLE), a service of TOUCH Family Services, continued to play an important role in building strong families – to equip and enrich individuals so that they can have the relevant knowledge and skills to enjoy stronger relationships with their loved ones. TFLE’s value-added services include offering programmes that range from womb-to-tomb issues to its cross referral services through TOUCH’s integrated network of services.

In the year under review, TFLE reached out to 418 clients and 6,500 service users. Its service users increased 44% mainly due to TFLE’s partnership with the MCYS in organising the Marriage Convention in May.

### Strengthening family relationships in the CBD and beyond

In 2008, TFLE intensified efforts in its family life education by conducting more talks and courses for the public to address a wide range of family-related issues – in addition to its ongoing efforts in working with companies who are Family Life Ambassadors.

For the first time, TFLE partnered with the MCYS for Marriage Convention, a three-day event in May which saw 2,000 participants who attended talks conducted in English, Mandarin, Malay and Tamil. TFLE also held its fifth Family Festival, as part of the “We are Married!” national initiative, in the CBD. So far, a total of 94 free public talks have been organised with 17,000 people attending the talks. The publicity for this three-day event also included a 30,000 print-run of TFLE’s Family Festival publication with enriching articles and programme schedule. The event was also widely publicised in the major print and broadcast media.

Another key highlight for the year included the Parent Education in Pre-School Programme, which saw TFLE partnering with 33 early-childhood educational centres, providing a total of 12 hours of centre-based programme per centre on a wide range of family-related topics for parents.

Looking ahead, TFLE will continue to expand its current pool of resource speakers and trained facilitators to meet the increased demand for its programmes. TFLE will also look into empowering families in the work place and community through informal interactive small group settings to spread the healthy family message.

# Serving the Elderly

Enjoying the golden years...  
Living in comfort



## TOUCH HOME CARE

In 2008, TOUCH Home Care (THC) continued its mission of providing vital community-based services that will enable the frail elderly to be cared for in the context of their home, family and community. THC reaches out to the frail elderly staying in Bendemeer, Bishan, Geylang Bahru, Potong Pasir, Serangoon, Sin Ming, Toa Payoh and Whampoa. To effectively cater to the increasing needs of the frail elderly, THC adopts a flexible model, tapping on community resources and partners, such as general practitioners and a network of locum nurses and home helpers to fulfil its mission.

In the year under review, demand for THC's services remained strong with 397 frail elderly – a 19.8% increase compared to the previous year – mainly supported by its professional team of doctors, occupational therapists, physiotherapists, nurses, home care assistants and befrienders.



## Increasing mobility, encouraging independence

In the year, THC stepped up training efforts to prepare seven elderly on the use of scooters and motorised wheelchairs. Tapping on the National Council of Social Service's Special Assistance Fund, the use of these vehicles have enabled the elderly to achieve greater independence and enjoy a higher quality of life. They are now able to return to outdoor activities, such as buying groceries, taking MRT and even seeing the doctor in a polyclinic on their own, thereby reducing their dependence on external help.

As in previous years, THC continued to score well in its excellent service rendered. A Client Satisfaction Survey conducted in 2008 also revealed 85% of clients rated THC at least 3.5 out of 5 for the delivery and quality of its services.



## Tapping on volunteers

As in previous years, volunteers continue to form an integral part of THC's work. In the year, THC's volunteer pool increased significantly with increased partnerships with schools and corporations. For example, the number of ad-hoc volunteers doubled totalling 827 individuals in 2008. Corporations like Singapore Power did their part as good corporate citizens by activating 40 volunteer staff to deliver meals to the frail and home-bound elderly while 29 Timberland Company staff were involved in THC's Meals-on-Wheels programme on a weekly basis for a period of three months. Staff from the Centre for Strategic Infocomm Technologies also attended a wheelchair management training course by THC to learn how to attend to the wheelchair-bound elderly who would be attending its sponsored dinner. VTB Bank staff also treated THC's clients to a Duck Tour outing followed by lunch at a Chinese Restaurant

THC will continue to play a vital role in meeting the needs of the frail elderly in view of Singapore's increasingly fast ageing population. To better cater to the challenges ahead, it will actively gather feedback and tap on the community's resources to provide relevant and cost effective services to better serve its clients.

## TOUCH SENIORS ACTIVITY CENTRE

A 2007 report by the Ministry of Community Development, Youth and Sports (MCYS) revealed that Singapore has one of the fastest ageing population. By 2030, one in five residents will be 65 and above, from one in 12 today. By 2050, Singapore is projected to be the fourth oldest country in the world. Given this backdrop, the role of TOUCH Seniors Activity Centre (TSAC) will continue to remain relevant in helping Singaporeans enjoy healthy and happy lives in their golden years.

2008 was a good year for TSAC with the number of clients reaching 549 – a 7% increase compared to the previous year. The year also saw closer bonding amongst its members with the strong support of its 17 members-turned-volunteers. TSAC continued to expand its outreach to the seniors in the Geylang Bahru neighbourhood through its slew of robust and meaningful activities.

### Celebrating 10 wonderful years

A key highlight of TSAC's achievements included the celebration of its 10th year anniversary in November. Officiated by Mrs Yu-Foo Yee Shoon, Minister of State for MCYS, the event saw TSAC staff and seniors putting up a series of entertaining performances of dance and song items. This was followed by a celebration dinner to celebrate the people and community who have grown with and contributed to TSAC over the last 10 years, and to honour the seniors.

### Promoting healthy lifestyle

The year also saw stronger partnerships with corporations in promoting healthy lifestyle among the seniors. For example, Ascendas Services sponsored 105 pieces of rubber resistance bands for TSAC's daily morning exercise. Through the morning exercise, there has been significant improvement in the health and well-being of the seniors. With greater awareness through word of mouth, the seniors' participation in the morning exercise also increased from 40 in January to 60 in December.

TSAC, on its part, was also actively promoting active ageing through various activities, such as an excursion for 72 of its members in August. TSAC staff and volunteers brought the seniors to a sumptuous Teochew porridge buffet lunch, followed by a visit to the Singapore Garden Festival where they viewed a variety of beautiful plants and flowers.

### Networking with external parties

Tapping on its expertise in helping its seniors lead fun and meaningful lives, TSAC hosted visits for external agencies, such as the Ministry of Education (MOE), Integrated Care Services, National University Hospital, Singapore Exchange Ltd, Great Joy Community Services, TSAO Foundation, and the Singapore Anti-Tuberculosis Association.

Partnerships with schools were also forged with a visit in February from 35 management and teaching staff from the MOE, including principals, senior teachers and school counsellors as part of MOE – Get Out! Programme to inspire new ideas and experiences. The MOE officers learnt about TOUCH's enhanced Community Involvement Programme experience which goes beyond the objective of fund-raising to include learning life skills and educating students about social issues.

To better meet the increasing and evolving needs of the seniors, TSAC is currently preparing a Volunteer Training Manual, which will cover a wide range of topics on elder care management.



# Serving People with Special Needs

Maximising potential...  
Empowering independence

## TOUCH CENTRE FOR INDEPENDENT LIVING

TOUCH Centre for Independent Living (TCIL) runs a training programme that seeks to maximise the potential for independent living for young adults, aged 18 and above with intellectual disabilities by empowering them with life skills and confidence so that they can become integrated into the community. In 2008, TCIL had a total of 43 clients.

### Enhancing the learning experience

In 2008, TCIL rolled out a range of enriching activities to stimulate greater learning and create greater awareness about the intellectually disabled. In line with its theme on Singapore for its Visual Art Programme, trainees had the opportunity to venture outdoors for field trips to observe and do sketching outside the classroom setting.

For the sixth year running, TCIL once again partnered with Nanyang Girls' High School as part of the school's Community Involvement Programme. Taking learning a step further into the realm of current affairs, trainees had the opportunity to be informed of both local and global issues through the Newspaper Reading Programme over an 11-week period. Response has been good with trainees becoming more aware of the happenings around them, such as the Beijing Olympics and the F1 race, and were able to comment on these topics when conversing with others.

Using the MindLadders tools, which include the Learning Guide to assess an individual's learning needs and applying the one-to-one Dynamic Assessment Intervention to develop the trainees' thinking skills, the trainers as well as caregivers reported a marked progress in their observation and reasoning abilities. All TCIL trainees have also learnt to be more attentive to details and cues as they went through this programme for the second time. The year also saw the continuation of the Guidance Programme for persons with Intellectual Disability, a counselling and rehabilitation programme for youth offenders with intellectual disability who have committed offences. In partnership with MCYS, four youth offenders went through the counselling and intervention conducted by TCIL where they learnt how to plan and regulate their behaviour in real life situations.

### Showcasing our talents

The year also saw TCIL clients working in partnership with external parties to showcase their artistic works. Besides Banyan Tree Gallery, TCIL partnered with Kairos Moments at the Singapore Management University and the TP Gallery at Hougang Mall. TCIL's paintings were also used as part of My Type Restaurant's decorations at Raffles Place to showcase the work of the intellectually disabled and to market the art work to its customers.



## TOUCH UBI HOSTEL

In 2008, TOUCH Ubi Hostel (TUH) continued to accelerate efforts to provide step-up training programme for adults with mild intellectual disabilities. Located within the HDB heartland, TUH provides a simulated environment to coach them in the area of independent living and training them for open employment. Its training includes three core areas of: Daily Living Skills, Personal Social Skills and Occupational Guidance and Preparations. In the year, TUH achieved an almost full enrolment of 27 trainees.

### Plugging into the community

The year started on a good note with the kind donation of a van from the Ian Ferguson Foundation. TUH's special guest, Mrs Ian Ferguson, paid a visit to TUH in March to meet the trainees and tour the residential premises.

TUH also enjoyed strong partnerships with schools, including students from the Republic Polytechnic Youth Entrepreneur Programme who developed plans to enhance the 301 ThriftMart's operations as part of their Service-Learning project with TOUCH Leadership & Mentoring. Companies and organisations, such as the Esplanade, Hewlett-Packard, SIA Community Service Club and the Singapore Civil Defence Force also organised a range of activities for TUH trainees.

### Enhancing employability

On the employment front, TUH scored well with 78% undergoing some form of employment. TUH also met all KPI targets including achieving 40% of clients who are gainfully employed in the open job market; at least having 50% who are employed staying on their job for at least three months; and at least 80% of clients who are able to grasp the training received and apply them in their daily activities.

2008 was also an encouraging year for TUH as it saw the graduation of one of its trainees from its programme. Graduates have to undergo several strict criteria, including the ability to hold a job for a year and the presence of a strong support network beyond TUH. Efforts were also taken to promote a higher level of cognitive learning through the Dynamic Assessment Intervention approach, which saw 26 trainees from TUH attending the training compared to just five in previous year.

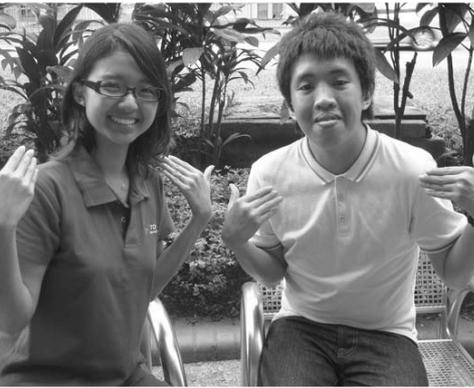
For the first time, TUH held a one-day overseas trip to Desaru for its trainees. Attended by 20 trainees and family members, and TUH staff and volunteers, it provided an excellent opportunity for family bonding and interaction.

TUH will continue to step up efforts to better prepare its trainees for the challenges at the workplace. Moving forward, it will also prepare TUH trainees for their transition into their next stage of independent living – living on their own with a new support network.

## TOUCH SILENT CLUB

In Singapore, there is an estimated 8,000 hearing-impaired people. The Deaf face many challenges that affect them educationally, socially, emotionally and psychologically. But just like anyone else, the Deaf are individuals with needs and aspirations. TOUCH Silent Club (TSC) believes that every Deaf, regardless of circumstances, race or religion, has the potential to integrate and contribute to society. In 2008, TSC served 233 members and 4,227 service users.





### **Promoting social integration**

TSC members participated in National Day Parade 2008 as Skyrunners. 13 Deaf participants went through five months of intensive training with encouragement from TSC staff and volunteers. They learnt to overcome the challenges faced in balancing on power risers and performed a stunning display of body movements and dance steps at the Padang. The experience also taught the Deaf to learn to work as a team and interact with hearing individuals. It also provided them with an excellent opportunity to showcase their talents and skills in celebrating the nation's birthday.

Another key highlight for the year included TSC's 15th Anniversary Celebration held in November which saw 160 participants, including Deaf clients, their family members and volunteers, coming together for a fun time at their very own T-Shirt Design Fashion Show. Apart from displaying their artistic talents, the Deaf also learnt to catwalk from a volunteer who was an ex-model.

In the same month, TSC members also had a chance to interact with other Deaf youths from different Deaf schools through a three-day Hi! Youth Sports Camp held at the Boys Brigade campus. 27 Deaf youths had a great time interacting with one another and gained new sports experience through playing unique sports like floorball and kickboxing. They also learnt the importance of teamwork and emerged as confident individuals after the camp.

### **Forging partnerships to enhance employability**

TSC also made good progress on the employability front with strong partnerships with the Singapore National Employers Federation and its strong pool of employers. 85 new clients used TSC's Work Assistance Programme – 21% more than the targeted number. The one staff in charge of job placement served an average of 68 job seekers a month – 94% more than the targeted number. A total of 45 individuals were successfully placed – 13% more than the targeted number.

In view of the current economic downturn and a tight job market, TSC will face increasing challenges on the employment front. It will actively seek partnerships with more external parties to increase its employer pool, and further equip its members with relevant knowledge through career counselling and guidance.

# Serving People with Healthcare Needs

Facing the odds...  
Building resilience



## TOUCH CANCER SUPPORT

TOUCH Cancer Support (TCAS) continued its role in helping patients suffering from Chronic Myeloid Leukemia and/or Gastrointestinal Stromal Tumours apply for financial help from both the pharmaceutical company, as well as other external charitable organisations.

In 2008, TCAS continued to work closely with Novartis Pharma AG (Singapore) – and is the only agency in Singapore to administer the Glivec Patient Assistance Programme (GPAP). The year saw 223 clients under the care of TCAS with its number of service users rising from 163 in 2007 to 202 in 2008 as more family members and caregivers participated in its activities.



## Many helping hands

For the first time, TCAS entered into strategic partnerships with charitable cancer organisations, such as the Singapore Cancer Society, Leukemia & Lymphoma Foundation and Children's Cancer Foundation to provide further financial assistance to TCAS' clients. For example, the children in the GPAP who needed financial assistance received 100% funding from Children Cancer Foundation.

Other help also came in the form of 15 new volunteers who joined as befrienders. In 2008, befrienders brought encouragement and cheer to 120 clients and family members.

## Focusing on caregivers

In line with its focus on caregivers of clients for 2008, TCAS organised activities that brought closer bonding, understanding and rapport with family members. For example, TCAS's first Caregivers' Appreciation Dinner was organised in October at the Singapore Recreation Club to honour these selfless caregivers, as well as give clients an opportunity to express their gratitude to caregivers. It was a heartwarming sight, especially for the elderly care recipients who specially prepared gifts and notes for their caregivers. The event was well received by 80 clients and their caregivers.



Other activities organised by TCAS included a subsidised Singapore Flyer and Hippo River Cruise outing which was well attended by 62 clients and family members.

TCAS will continue to strengthen family relationships through its activities and ensure that needy clients under the GPAP will be able to afford its medication.



## TOUCH DIABETES SUPPORT

In Singapore, 8.2% or approximately 330,000 people have diabetes. Diabetes is a serious chronic disease which can give rise to complications such as heart attack, kidney failure and blindness. TOUCH Diabetes Support (TDS) meets the needs of the diabetes community by offering a community of care and support made up of people living with diabetes, volunteer healthcare professionals and many who have a heart for this community.

In the year under review, TDS continued to be the advocate and voice for the diabetes community in Singapore through its holistic range of programmes. In 2008, the number of clients jumped 15% – from 756 to 872 compared to the previous year. Although TDS focuses primarily on individuals with Type 1 diabetes, the year saw a 40% increase in those with Type 2 diabetes becoming members, accounting for half of its total membership.

### Continuous learning to improve diabetes care

TDS rolled out its first Certificate in Basic Diabetes Education in the first quarter of 2008. Conducted by the specialists in various fields, 9 members and 2 staff were taught essential information on diabetes care and management. They were also able to put into practice what they have learnt by completing their practicum as facilitators at TDS' talks and workshops - TDS Connect. Response was good with many signing up as volunteers – doubling the total number of regular volunteers.

2008 also saw TDS ramping up its awareness efforts through TDS Connect to cater to strong demand for health talks by professionals. For example, in September and October, TDS Connect experienced good turnout with its highest recorded attendance of 84 clients and 25 service users.

### Connecting with the young through Community Scouting

One of the key highlights for the year also included the launch of Community Scouting for children with the support from St. Andrew's STAR Scout Group. On 22 Nov, in conjunction with World Diabetes Day, TDS organised a TDS Fun Day to launch TDS STARS – a community scouting adventure programme, which combines the outdoors, sports and fun, with diabetes education and support, to give children and youths the tools they need to cope well with diabetes and enjoy healthy and balanced lives. A total of 16 children and youths attended the event, which included blood checks and confidence building activities.

### Building resilience and confidence

2008 was also an adventurous year for TDS with its first ever Coast to Coast Adventure Trek as part of Project Discovery 6. In June, 22 participants with diabetes together with 21 buddies successfully completed the physically challenging 100 km walk over three days, passing through parks and nature sites. Supported by the Singapore Sports Council with the National Parks Board as the event partner, the closing celebration was graced by renowned ophthalmologist, Professor Arthur Lim Siew Ming who presented the medals to the participants.

In August, four youths from TDS who are graduates of *Project SMILE* (Sharing Magic In Love Everywhere), were invited to put up a magic performance at the official launch of the New National DOT (Delivery On Target) programme. Officiated by Guest-of-Honour, Minister for Health, Mr Khaw Boon Wan, the event was attended by a 300-strong audience comprising general practitioners and healthcare professionals.

Looking ahead, TDS will continue to run its Certificate in Basic Diabetes Education to promote greater diabetes care. In conjunction with World Diabetes Day celebrations worldwide, it will also organise Walk with Diabetes in November 2009, a fun walk which promotes diabetes awareness, community support and exercise.

# Serving the International Community

Love beyond borders...  
Rebuilding lives



## TOUCH COMMUNITY SERVICES INTERNATIONAL

TOUCH Community Services International (TCSI) was set up in 1999 to facilitate the delivery of crisis relief and community development services to communities outside of Singapore. TCSI partners closely with local authorities and organisations of various countries in the areas of child adoption, volunteer engagement, community development and humanitarian and crisis relief. It has initiated several crisis relief initiatives in countries including Afghanistan, Bangladesh, China, India, Indonesia, Iran, Iraq, Myanmar, Sri Lanka, Timor-Leste, Turkey and Pakistan and continues to work in some of these countries today. It is also actively engaged in several community development and capacity building projects in various parts of China.

In 2008, TCSI reached out to 500 clients. The number of service users stood at 100 due to the postponement of Thousand Linking Hands or 千牵手 from 2008 to 2009 through 2011, which will see 1,000 youths from Singapore and China being trained.

### Humanitarian Aid for Sichuan Earthquake victims

In the aftermath of a powerful earthquake that struck Sichuan in May which devastated the lives of thousands of families in China, TCSI was quick to mobilise its resources and volunteers to respond to affected victims. A week after the earthquake struck, TCSI deployed an assessment team to the disaster zone to assess the needs. In response to the Government of China's request for international assistance, TOUCH shipped 300 emergency tents, medicine, clean water, 2,000 "Cheer Kits" and 15,000 "School Kits" for children and other relief supplies to meet the immediate needs of the affected individuals through its local partners, Chengdu Disabled Person's Federation and the Chengdu Communist Youth League Committee. In addition, counsellors from TCSI also conducted Post-Traumatic Stress Disorder training for 21 local Sichuan social workers and counsellors to support people with special needs traumatised by the disaster. Working in partnership with a local winter wear manufacturer, Winter Time, 9,000 pieces of winter clothing were also sent to the earthquake victims.



### Bringing foreign students in Singapore closer home

In the year, TCSI continued to actively engage foreign students adjusting to life in Singapore through its orientation programme and befriender activities. To promote greater social interaction and cultural understanding, Meals@Home was launched in June where a host Singaporean family would meet a group of four international students for four meals over a period of four months. A total of 200 students were put on this programme, supported by 50 host families. Feedback has been positive as it gave the international students a chance to experience love, care and friendship in a family setting to lessen any homesick feelings.

In a Customer Satisfaction Survey conducted in 2008, after 9 months of seminars and camp, at least 80% of the foreign students indicated that they have grown in personal effectiveness and communication skills. 50% of respondents also volunteered to be befrienders for the next batch of foreign students.

Moving forward, TCSI will prepare itself to re-launch the final phase (from 2009 to 2011) of the Thousand Linking Hands or 千牵手 with an emphasis on helping the needy in Sichuan. A new batch of volunteers and Singapore and Shanghai would have to be recruited and trained for this project. TCSI will also look into expanding the experience of its skilled volunteers with a one-year overseas stint, to enable them to play a larger role in TCSI's work. With the global financial crisis, many jobs were lost. TCSI will continue to work in post-earthquake Sichuan to help the locals regain their livelihoods as soon as possible.



Facts & Figures /  
Financials  
& Policy Statements



# Facts & Figures

2008 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> (See Remarks below)		No. of Service Users <sup>3</sup> (See Remarks below)																																																																																																																																																																																																																																		
	2008	2007	2008	2007	2008	2007	2008	2007																																																																																																																																																																																																																																	
TOUCH Character Development	4 FT	5 FT	60*	64*	2,693	7,344	127	977																																																																																																																																																																																																																																	
	1 PT	-	111**	90**					TOUCH Child Care	27 FT	27 FT	5*	-	168	170	462	371	2 PT	2 PT	153**	115**	TOUCH Young Arrows	1 FT	1 FT	135*	95*	300	248	783	214	1 PT	-	310**	130**	TOUCH Cyber Wellness & Sports	9 FT	8 FT	41*	28*	6,723	5,725	161,056	78,350	1 PT	1 PT	14**	43**	TOUCH Leadership & Mentoring	7 FT	5 FT	34*	16*	1,905	1,973	356	297		1 PT	90**	63**	TOUCH Youth Learning Centre <sup>4</sup>	5 FT	4 FT	16*	8*	42	81	34	-	2 PT	4 PT	10**	10**	TOUCH Adoption Services <sup>5</sup>	2 FT	3 FT	1*	1*	482	428	884	1,051	2 PT	2 PT	10**	11**	TOUCH Caregivers Support	2 FT	2 FT	-	-	63	32	248	226	TOUCH Counselling & Social Support <sup>6</sup>	1 FT	1 FT	43*	-	103	54	365	266	1 PT	1 PT	-	-	TOUCH Family Life Education	2 FT	1 FT	30*	36*	418	475	6,500	4,527	2 PT	2 PT	15**	30**	TOUCH Home Care	10 FT	10 FT	214*	230*	387	323	-	-	2 PT	2 PT	827**	550**	TOUCH Seniors Activity Centre	5 FT	5 FT	56*	70*	549	511	-	-			3**	16**	TOUCH Centre for Independent Living	10 FT	11 FT	25*	3*	43	43	423	489			680**	430**	TOUCH Ubi Hostel	8 FT	8 FT	18*	26*	26	25	-	-	1 PT	1 PT	7**	4**	TOUCH Silent Club	4 FT	3 FT	30*	41*	233	244	4,227	4,442			27**	-	TOUCH Cancer Support	2 FT	2 FT	32*	20*	223	241	202	163	1 PT	1 PT	20**	10**	TOUCH Diabetes Support	4 FT	4 FT	51*	26*	872	756	1,048	1,744	1 PT	-	68**	90**	TOUCH Community Services International	2 FT	2 FT	50*	132*	500	530	100	1,500			50**	20**	Total	105 FT	102 FT	841*	796*	15,730	19,203	176,815
TOUCH Child Care	27 FT	27 FT	5*	-	168	170	462	371																																																																																																																																																																																																																																	
	2 PT	2 PT	153**	115**					TOUCH Young Arrows	1 FT	1 FT	135*	95*	300	248	783	214	1 PT	-	310**	130**	TOUCH Cyber Wellness & Sports	9 FT	8 FT	41*	28*	6,723	5,725	161,056	78,350	1 PT	1 PT	14**	43**	TOUCH Leadership & Mentoring	7 FT	5 FT	34*	16*	1,905	1,973	356	297		1 PT	90**	63**	TOUCH Youth Learning Centre <sup>4</sup>	5 FT	4 FT	16*	8*	42	81	34	-	2 PT	4 PT	10**	10**	TOUCH Adoption Services <sup>5</sup>	2 FT	3 FT	1*	1*	482	428	884	1,051	2 PT	2 PT	10**	11**	TOUCH Caregivers Support	2 FT	2 FT	-	-	63	32	248	226	TOUCH Counselling & Social Support <sup>6</sup>	1 FT	1 FT	43*	-	103	54	365	266	1 PT	1 PT	-	-	TOUCH Family Life Education	2 FT	1 FT	30*	36*	418	475	6,500	4,527	2 PT	2 PT	15**	30**	TOUCH Home Care	10 FT	10 FT	214*	230*	387	323	-	-	2 PT	2 PT	827**	550**	TOUCH Seniors Activity Centre	5 FT	5 FT	56*	70*	549	511	-	-			3**	16**	TOUCH Centre for Independent Living	10 FT	11 FT	25*	3*	43	43	423	489			680**	430**	TOUCH Ubi Hostel	8 FT	8 FT	18*	26*	26	25	-	-	1 PT	1 PT	7**	4**	TOUCH Silent Club	4 FT	3 FT	30*	41*	233	244	4,227	4,442			27**	-	TOUCH Cancer Support	2 FT	2 FT	32*	20*	223	241	202	163	1 PT	1 PT	20**	10**	TOUCH Diabetes Support	4 FT	4 FT	51*	26*	872	756	1,048	1,744	1 PT	-	68**	90**	TOUCH Community Services International	2 FT	2 FT	50*	132*	500	530	100	1,500			50**	20**	Total	105 FT	102 FT	841*	796*	15,730	19,203	176,815	94,617	17 PT	17 PT	2,395**	1,612**								
TOUCH Young Arrows	1 FT	1 FT	135*	95*	300	248	783	214																																																																																																																																																																																																																																	
	1 PT	-	310**	130**					TOUCH Cyber Wellness & Sports	9 FT	8 FT	41*	28*	6,723	5,725	161,056	78,350	1 PT	1 PT	14**	43**	TOUCH Leadership & Mentoring	7 FT	5 FT	34*	16*	1,905	1,973	356	297		1 PT	90**	63**	TOUCH Youth Learning Centre <sup>4</sup>	5 FT	4 FT	16*	8*	42	81	34	-	2 PT	4 PT	10**	10**	TOUCH Adoption Services <sup>5</sup>	2 FT	3 FT	1*	1*	482	428	884	1,051	2 PT	2 PT	10**	11**	TOUCH Caregivers Support	2 FT	2 FT	-	-	63	32	248	226	TOUCH Counselling & Social Support <sup>6</sup>	1 FT	1 FT	43*	-	103	54	365	266	1 PT	1 PT	-	-	TOUCH Family Life Education	2 FT	1 FT	30*	36*	418	475	6,500	4,527	2 PT	2 PT	15**	30**	TOUCH Home Care	10 FT	10 FT	214*	230*	387	323	-	-	2 PT	2 PT	827**	550**	TOUCH Seniors Activity Centre	5 FT	5 FT	56*	70*	549	511	-	-			3**	16**	TOUCH Centre for Independent Living	10 FT	11 FT	25*	3*	43	43	423	489			680**	430**	TOUCH Ubi Hostel	8 FT	8 FT	18*	26*	26	25	-	-	1 PT	1 PT	7**	4**	TOUCH Silent Club	4 FT	3 FT	30*	41*	233	244	4,227	4,442			27**	-	TOUCH Cancer Support	2 FT	2 FT	32*	20*	223	241	202	163	1 PT	1 PT	20**	10**	TOUCH Diabetes Support	4 FT	4 FT	51*	26*	872	756	1,048	1,744	1 PT	-	68**	90**	TOUCH Community Services International	2 FT	2 FT	50*	132*	500	530	100	1,500			50**	20**	Total	105 FT	102 FT	841*	796*	15,730	19,203	176,815	94,617	17 PT	17 PT	2,395**	1,612**																					
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	1 PT	1 PT	-	-					TOUCH Family Life Education	2 FT	1 FT	30*	36*	418	475	6,500	4,527	2 PT	2 PT	15**	30**	TOUCH Home Care	10 FT	10 FT	214*	230*	387	323	-	-	2 PT	2 PT	827**	550**	TOUCH Seniors Activity Centre	5 FT	5 FT	56*	70*	549	511	-	-			3**	16**	TOUCH Centre for Independent Living	10 FT	11 FT	25*	3*	43	43	423	489			680**	430**	TOUCH Ubi Hostel	8 FT	8 FT	18*	26*	26	25	-	-	1 PT	1 PT	7**	4**	TOUCH Silent Club	4 FT	3 FT	30*	41*	233	244	4,227	4,442			27**	-	TOUCH Cancer Support	2 FT	2 FT	32*	20*	223	241	202	163	1 PT	1 PT	20**	10**	TOUCH Diabetes Support	4 FT	4 FT	51*	26*	872	756	1,048	1,744	1 PT	-	68**	90**	TOUCH Community Services International	2 FT	2 FT	50*	132*	500	530	100	1,500			50**	20**	Total	105 FT	102 FT	841*	796*	15,730	19,203	176,815	94,617	17 PT	17 PT	2,395**	1,612**																																																																																															
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## 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

<sup>1</sup> Staff headcount figures have been rounded off based on an average of 12 months.

<sup>2</sup> Clients include individuals who:

- received TOUCH services at least once a month or
- attended at least 80% of activities or programmes organised for the year or
- received face-to-face services including counselling

<sup>3</sup> Service Users include individuals who

- benefited from TOUCH services, such as through camps, health screening and educational outreaches including talks, workshops and roadshows.

<sup>4</sup> The definition of clients for TOUCH Youth Learning Centre (TYLC) has been redefined to refer to the number of students who eventually sat for their "N" and "O" Level examinations. Previously, all students registered with TYLC were classified as clients.

<sup>5</sup> TOUCH Adoption Services' number of service users in 2008 was 884 due to a redefinition of term, which does not include the number of individuals who used its Resource Centre facilities.

# Financials & Policy Statements

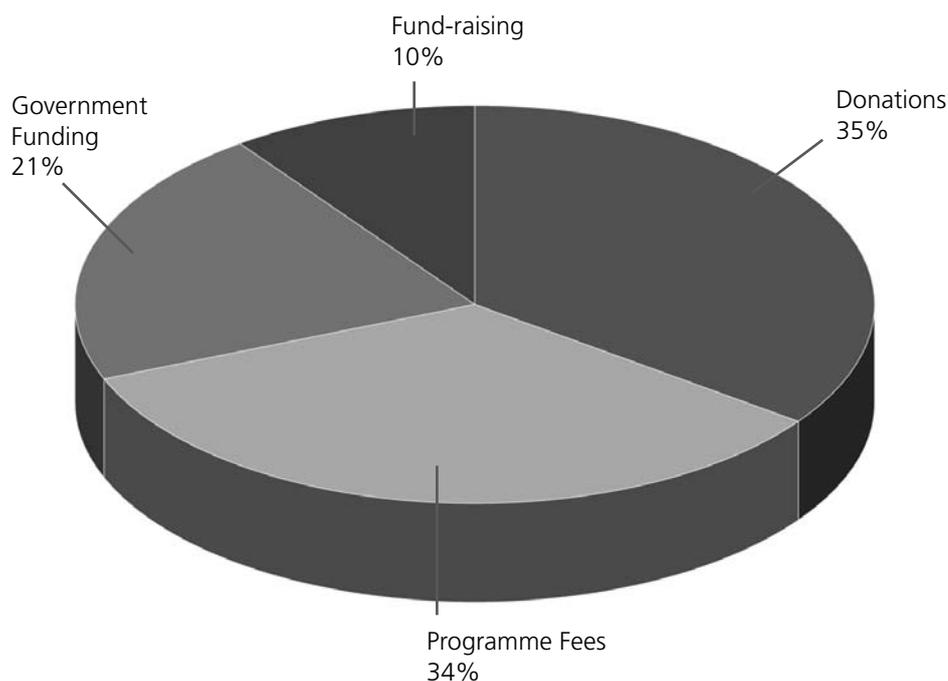
TOUCH is committed to ensure prudent use of its resources in ensuring cost-effectiveness and accountability in all its operations.

To further improve corporate governance, TOUCH has put in place proper financial controls and procedures to ensure high financial accounting standards. Audited financial statements are published annually. Specific project evaluations are also carried out to assess the effectiveness of its programmes in meeting client needs.

TOUCH receives only about 21% of its annual funding from government grants and relies on its own fund-raising efforts to meet the rest of its financial needs. In 2008, TOUCH received income totalling \$9 million for the group, which includes TOUCH Community Services Limited, TOUCH Family Services Limited, TOUCH Youth Limited and TOUCH Family Development Centre. Refer to chart below.

## Sources of Income

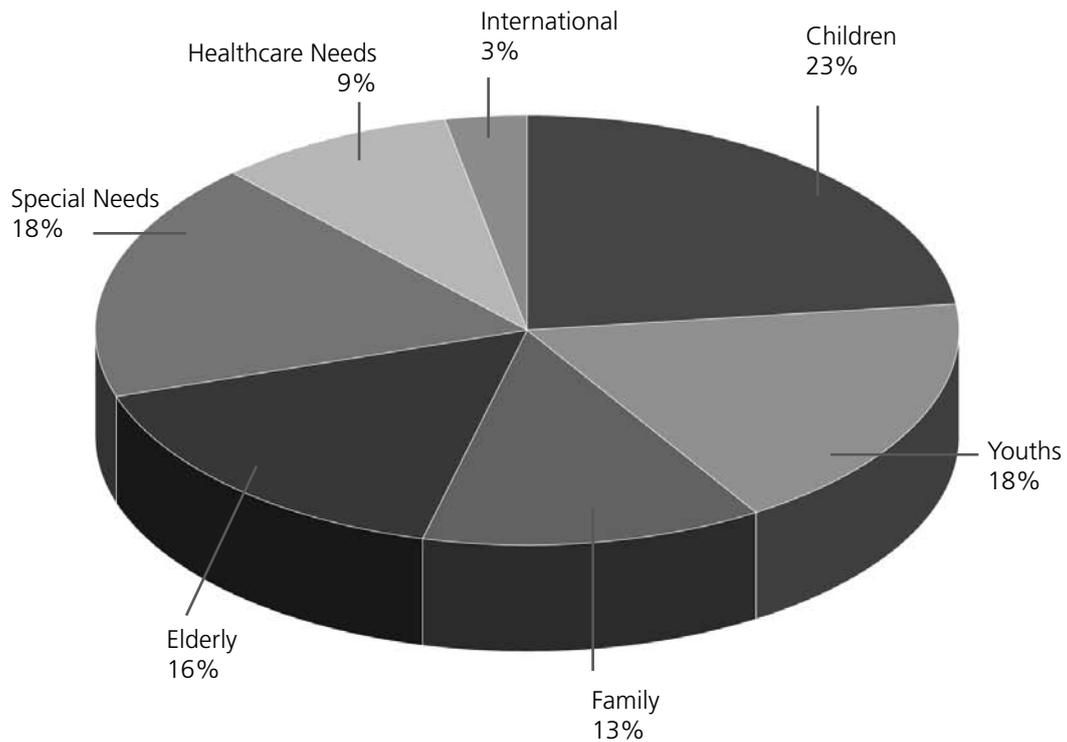
TOUCH INCOME	\$	%
Donations	3,132,594	35
Programme Fees	3,084,930	34
Government Funding	1,913,916	21
Fund-raising	873,037	10
<b>TOTAL</b>	<b>\$9,004,477</b>	<b>100</b>



## Distribution of Expenditure

DISTRIBUTION OF EXPENDITURE FOR TOUCH	\$	%
Children	2,013,961	23
Youths	1,620,031	18
Family	1,150,970	13
Elderly	1,352,106	16
Special Needs	1,527,295	18
Healthcare Needs	746,515	9
International	225,260	3
<b>TOTAL</b>	<b>8,636,138</b>	<b>100</b>

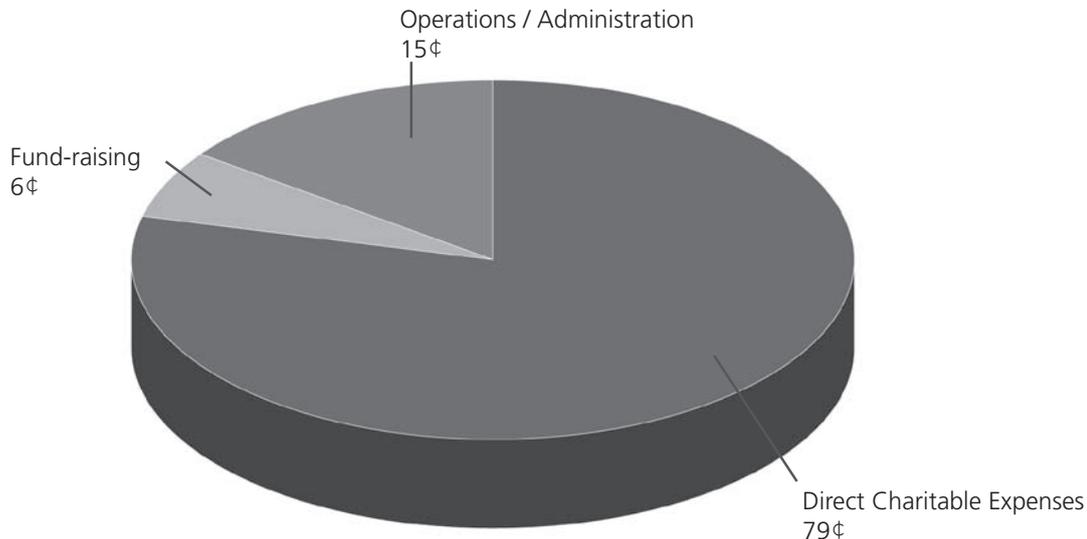
For financial year 2008, TOUCH had a surplus of \$368,339.



## Breakdown of Charity Dollar

For financial year 2008, out of every \$1.00 spent, 79¢ goes directly to fund programmes and activities that benefit our clients. Refer to chart below.

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



**Direct Charitable Expenses** - Includes programme staff cost and cost of providing services and running programmes for clients.

### Indirect Charitable Expenses comprising:

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

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

## Policy Statements

### Donor Confidentiality

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

### Reserve Policy

The Organisation 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 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 Members 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 Member at the earliest opportunity, such as upon his/her taking up of the employment with or appointment in the Organisation or appointment in or election to the Board. Annual declaration of interests by members of key management personnel and the Board is required. He / she will fully disclose to the Executive Director Office or Board when a conflict of interest situation arises.

# Directory of Services & Locations

## **TOUCH Community Services Limited**

Add : 3615 Jalan Bukit Merah  
3rd Floor TOUCH Community Theatre  
Singapore 159461  
Tel : +65 6377 0122  
Fax : +65 6377 0121  
Web : [www.touch.org.sg](http://www.touch.org.sg)  
Email : [tcs@touch.org.sg](mailto:tcs@touch.org.sg)

## **CHILDREN SERVICE GROUP**

### **TOUCH Character Development**

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

### **TOUCH Child Care (Hougang)**

(TOUCH Family Development Centre)

Add : Blk 606 Hougang Ave 4,  
#01-167, Singapore 530606  
Tel : +65 6282 3143  
Fax : +65 6858 4975

### **TOUCH Child Care (Clementi)**

(TOUCH Family Development Centre)

Add : Blk 333 Clementi Ave 2,  
#01-86, Singapore 120333  
Tel : +65 6777 3933  
Fax : +65 6873 1345

### **TOUCH Young Arrows**

(TOUCH Community Services Limited)

Add : Blk 162, Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

## **YOUTH SERVICE GROUP**

### **TOUCH Cyber Wellness & Sports**

(TOUCH Youth Limited)

Add : Blk 162, Bukit Merah Central  
#05-3555, Singapore 150162  
Tel : +65 6273 5568  
Fax : +65 6271 5449

### **TOUCH Leadership & Mentoring**

(TOUCH Youth Limited)

Add : Blk 162, Bukit Merah Central  
#05-3555, Singapore 150162  
Tel : +65 6273 5568  
TOUCHline : 1800-377 2252  
Fax : +65 6271 5449

### **TOUCH Youth Learning Centre**

(TOUCH Youth Limited)

Add : Blk 162 Bukit Merah Central  
#05-3555, Singapore 150162  
Tel : +65 6317 9937  
Fax : +65 6271 5449

## **FAMILY SERVICE GROUP**

### **TOUCH Adoption Services**

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

### **TOUCH Caregivers Support**

(TOUCH Community Services Limited)

Add : Blk 173 Toa Payoh Lorong 1  
#01-1264, Singapore 310173  
Tel : +65 6258 6797  
Fax : +65 6258 1013

### **TOUCH Counselling & Social Support**

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

### **TOUCH Family Life Education**

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

## **ELDERLY SERVICE GROUP**

### **TOUCH Home Care**

(TOUCH Community Services Limited)

Add : Blk 173 Lor 1 Toa Payoh  
#01-1264, Singapore 310173  
Tel : +65 6258 6797  
Fax : +65 6258 1013

### **TOUCH Seniors Activity Centre**

(TOUCH Community Services Limited)

Add : Blk 61 Geylang Bahru  
#01-3293, Singapore 330061  
Tel : +65 6297 5818  
Fax : +65 6298 1823

## **SPECIAL NEEDS SERVICE GROUP**

### **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

### **TOUCH Silent Club**

(TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

### **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

## **HEALTHCARE SERVICE GROUP**

### **TOUCH Cancer Support**

(TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central  
#05-3545, Singapore 150162  
Tel : +65 6317 9988  
Fax : +65 6317 9989

### **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

### **TOUCH Community Services International**

(TOUCH Community Services Limited)

Add : 3615 Jalan Bukit Merah  
3rd Floor TOUCH Community Theatre  
Singapore 159461  
Tel : +65 6377 0122  
Fax : +65 6377 0121



**TOUCH Community Services Limited**

3615 Jalan Bukit Merah 3rd Floor TOUCH Community Theatre Singapore 159461

**TOUCH Family Services Limited**

Blk 162 Bukit Merah Central #05-3545 Singapore 150162

**TOUCH Youth Limited**

Blk 162 Bukit Merah Central #05-3555 Singapore 150162

**TOUCH Family Development Centre**

Blk 606 Hougang Ave 4 #01-167 Singapore 530606