

# TOUCH REPORT 2013



**STRENGTHENING  
FAMILIES  
TRANSFORMING  
COMMUNITIES**





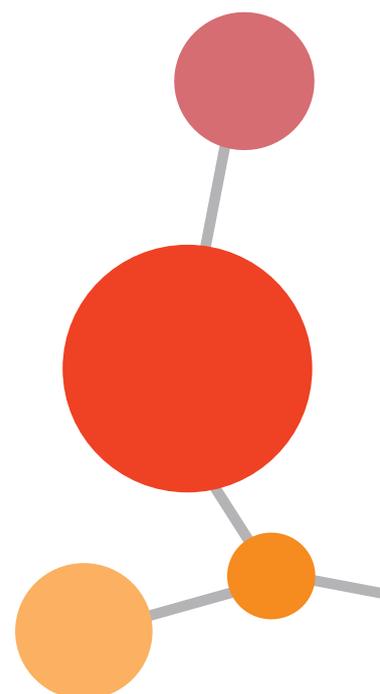
# CONTENTS

<b>Corporate Information</b>	<b>2</b>
<b>Chairman's Message</b>	<b>4</b>
<b>Executive Director's Message</b>	<b>5</b>
<b>Leadership Team / Organisation Structure</b>	<b>6</b>
<b>Meeting the Needs of the Community</b>	<b>8</b>
<b>Corporate Highlights</b>	<b>10</b>
<b>Serving the Children</b>	<b>16</b>
<b>Serving the Youths</b>	<b>24</b>
<b>Serving the Family</b>	<b>32</b>
<b>Serving the Elderly</b>	<b>40</b>
<b>Serving People with Special Needs</b>	<b>46</b>
<b>Serving People with Healthcare Needs</b>	<b>54</b>
<b>Serving the International Community</b>	<b>60</b>
<b>Facts &amp; Figures 2013</b>	<b>64</b>
<b>2013 Financials &amp; Policy Statements</b>	<b>66</b>
<b>Directory of Services &amp; Locations</b>	<b>72</b>

*Information is correct for Year 2013*

*The TOUCH Report 2013 is published by TOUCH Community Services.  
For enquiries, please email [tcs@touch.org.sg](mailto:tcs@touch.org.sg).*

*The production of this Report is partially sponsored by Words Worth Media Management [www.wordsworth.com.sg](http://www.wordsworth.com.sg)*





## CORPORATE INFORMATION

Officially registered in 1992, TOUCH Community Services has been a member of the National Council of Social Service since 1994, and an Institution of a Public Character since 2007.

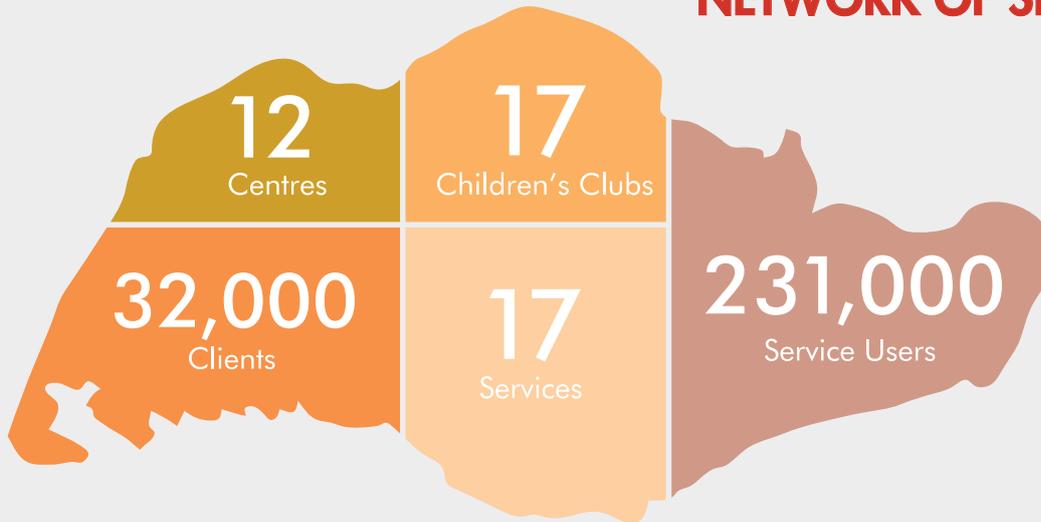
TOUCH comprises TOUCH Community Services Limited (TCSL), TOUCH Family Services Limited (TFSL) and TOUCH Community Services International Ltd (TCSIL). TOUCH has an integrated network of 17 services with 12 centres and 17 children's clubs located at different parts of Singapore, including Bukit Merah, 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 21 years, TOUCH has reached out to many individuals from all races and religions. In 2013, it reached out to some 32,000 clients and 231,000

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 such as talks, workshops and roadshows organised by TOUCH.

TOUCH's services have received numerous accolades in recognition of its outstanding contributions to the community. These accolades include TOUCH Cyber Wellness' Singapore Youth Award in 2011 for its commitment to fostering holistic youth development through promoting cyber wellness, healthy gaming and online safety, as well as the appointment of TOUCH Seniors Activity Centre as a Centre of Specialisation by the National Council of Social Service in 2011, to facilitate knowledge transfer and expertise to other voluntary welfare organisations in the eldercare sector.

## TOUCH'S INTEGRATED NETWORK OF SERVICES



“

TOUCH's services have received numerous accolades in recognition of its outstanding contributions to the community.

## 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 faced with difficulties making ends meet, much less raising their children in a positive environment, these 15 volunteers 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

**2013** was a busy year for TOUCH Community Services. As in previous years, TOUCH continued its work to “strengthen families” and “transform communities” reaching out to needy children, youths at risk, needy families, people with special and healthcare needs and the frail elderly.

We are heartened by the strong support from volunteers, sponsors and individual donors who have played a pivotal role in helping TOUCH arrive to where it is today, and for multiplying our efforts. In line with our passion to see families thrive, the year was punctuated with a slew of new initiatives to promote family cohesiveness and provide a deeper insight of issues affecting children, youths and the elderly. It has and always been our wish to see every client's family helped by TOUCH through our integrated network of 17 services.

We can only succeed in our mission because of supporters like you who are willing to come on board to partner us in improving lives. We must remain alert and attuned to the evolving needs of society. We should constantly challenge ourselves to reflect, refresh and redefine the way we do things and stay relevant in meeting real needs – and more importantly, strive for excellent standards in our service delivery. The challenges ahead are great. But we know we can do it with your support.

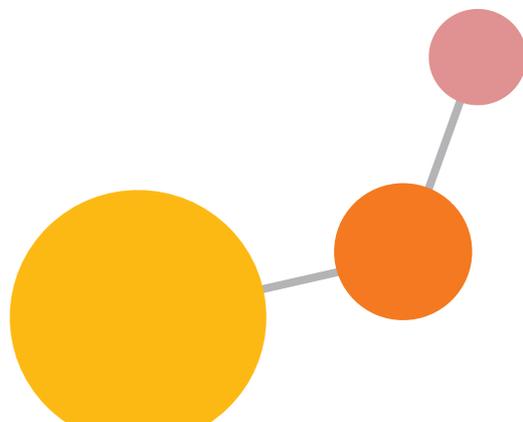
From all of us at TOUCH, a big thank you. Once again, let's press on to achieve greater things in 2014!



**LAWRENCE KHONG, PBM**



“  
We can only succeed in our mission because of supporters like you who are willing to come on board to partner us in improving lives.



# EXECUTIVE DIRECTOR'S MESSAGE

**2013** was another fruitful year of growth for TOUCH with the launch of new initiatives coupled with a review of our processes to further strengthen manpower capabilities and efficiency, and to leverage on resources to achieve maximum impact. As our services expanded in scale and depth, our total client base increased by 11.5% to some 32,000 while our service users went up by 9.7% to 231,000. Our total volunteer base also increased by 35% to some 7,000 individuals due to greater community engagements.

This spirit of improvement is in line with what we believe at TOUCH – to provide robust and cutting-edge programmes and services that are relevant and affordable to the disadvantaged in society. But to achieve this, we must be prepared to embrace change to enable us to better harness our resources and adapt to a fast changing social service landscape.

The year saw creative solutions to augment manpower needs in TOUCH to widen our reach to the needy. Committed to fostering an environment to enjoy their golden years, TOUCH Seniors Activity Centre mobilised 14 volunteer seniors under the Seniors Caring For Seniors project where they were trained and empowered to help other seniors, widening our existing network of resources. TOUCH Home Care further integrated and streamlined its operations aimed at improving efficiency to better cater to the strong demand for home care and caregiver support services amidst Singapore's rapidly ageing population.

We continued to refresh our programmes and be responsive to the evolving needs on the ground and changes in government policies – from providing schools with greater flexibility in customising their own cyber wellness modules to publishing a new cyber wellness book and toolkit on character values for parents. TOUCH Adventures, a new programme under TOUCH Leadership and Mentoring, was also launched to promote learning in a fun way with exciting activities including abseiling, kayaking, rock climbing, and dragon boating.

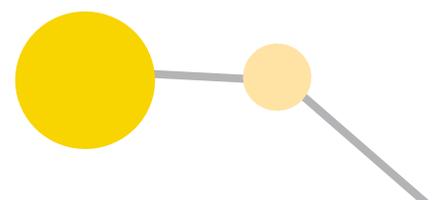


There was no let up in our advocacy efforts on important social issues including raising awareness about family relationships and people with disabilities. These included the launch of TOUCH Family Festival in May 2013 which was officiated by the then Acting Minister for Social and Family Development, Mr Chan Chun Sing. In November 2013, some 40 talented artistes with disabilities from the Sichuan Disabled Art Troupe shared with 1,450 Chinese foreign workers and 800 special needs community guests their inspiring stories captured through well choreographed dance, song and drama performances through a first-of-its-kind performance – *ARISE.SHINE* 兴起发光 – 生命阳光 – in Singapore.

The new financial year is shaping up well with exciting plans in the pipeline that will further boost support for our clients. And, with the unwavering support from our treasured supporters, community partners and government agencies, we can continue to value-add to our work in the community – and this, will be our winning formulae to help us achieve our mission to “strengthen families” and “transform communities”.

On behalf of all clients and staff from TOUCH, thank you for journeying with us.

**EUGENE SEOW, PBM**



# LEADERSHIP TEAM



**1. Eugene Seow, PBM**  
Executive Director

**2. Edmund Wong**  
General Manager

**3. Anita Low-Lim**  
Director, Corporate Development & TOUCH Youth

**4. Leong Lai Cheng**  
Director, Finance

**5. Julia Lee**  
Director, Department of Social Work  
& TOUCH Seniors Activity Centre

**6. Kavin Seow**  
Director, TOUCH Caregivers Support,  
TOUCH Home Care & TOUCH Cancer Support

**7. Julie Seow**  
Senior Manager, TOUCH Diabetes Support

**8. Teo Seok Bee**  
Senior Manager, TOUCH Family Services

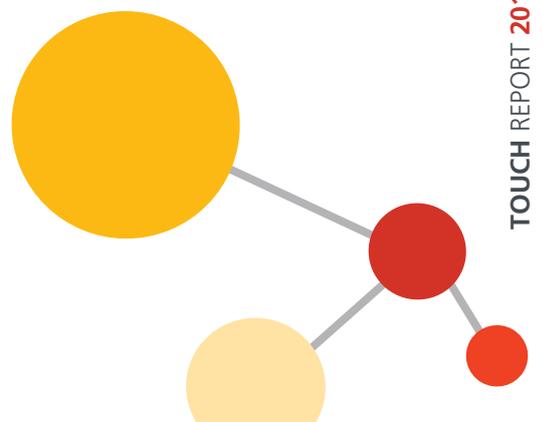
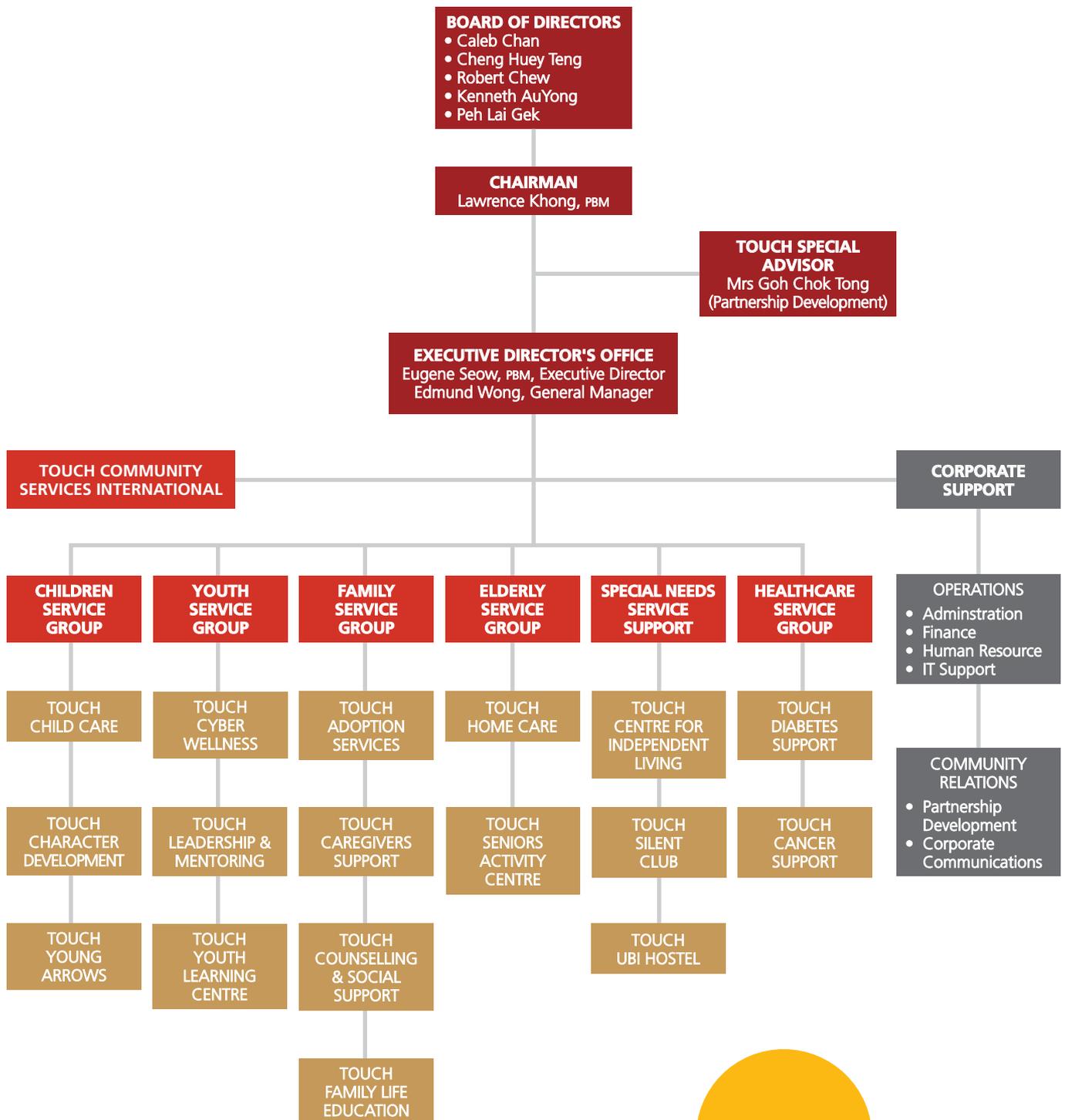
**9. Danny Loke**  
Manager, TOUCH Special Needs Service Group

**10. Shawn Lim**  
Manager, TOUCH Community Services International

**11. Terry Lim**  
Manager, Corporate Communications

**12. Chong Ee Jay**  
Assistant Manager, TOUCH Cyber Wellness

# ORGANISATION STRUCTURE



# MEETING THE NEEDS OF THE COMMUNITY

TOUCH has a total of 17 services under six service groups and an international arm:



## **Children Service Group**

TOUCH Character Development∞  
TOUCH Child Care∞  
TOUCH Young Arrows



## **Youth Service Group**

TOUCH Cyber Wellness  
TOUCH Leadership & Mentoring  
TOUCH Youth Learning Centre



## **Family Service Group**

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



### Elderly Service Group

TOUCH Home Care  
TOUCH Seniors Activity Centre



### Special Needs Service Group

TOUCH Centre for Independent Living  
TOUCH Silent Club  
TOUCH Ubi Hostel



### Healthcare Service Group

TOUCH Cancer Support  
TOUCH Diabetes Support



### TOUCH Community Services International^

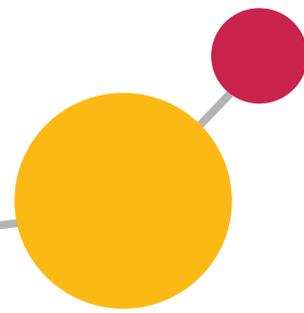
**Note:**

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

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

^TOUCH Community Services International is a service under TOUCH Community Services International Ltd, an affiliate of TOUCH Community Services

Donations to TOUCH Community Services Limited are eligible for a 250% tax deduction.



*Artistes with disabilities captivated the audience with their inspiring performances.*

# CORPORATE HIGHLIGHTS

## **Inspiring The Local Disabled Community – The Sichuan Disabled Art Troupe**

It was an inspiring experience for some 800 guests including clients from the disabilities sector and their families, partners and sponsors from the private sector and champions for people with disabilities who attended *ARISE. SHINE* 兴起发光 – 生命阳光 – on 8 November 2013 at TOUCH Community Theatre. Some 40 talented artistes with disabilities from the Sichuan Disabled Art Troupe shared with the audience their inspiring stories captured through well choreographed dance, song and drama performances.

Organised by TOUCH with the support of the National Council of Social Service (NCSS) and performed for the first time in Singapore, *ARISE. SHINE* aims to encourage and inspire Singapore's disabled community to rise above their circumstances to live a dignified life. This event was organised in celebration of Singapore's commitment to work towards providing opportunities for persons with disabilities to actively participate in the community. This is through the signing of the United Nations Convention on the Rights of Persons with Disabilities in November 2012 as well as NCSS's "We are Able! Enhancing Possibilities, Celebrating Abilities" campaign launched in 2013. To educate audiences on the various disability issues and the respective Special Needs services and programmes under TOUCH, a disability awareness roadshow was held at the foyer of the theatre.



*Appreciating supporters and volunteers through VISION.*

### **Dazzling treat for TOUCH supporters and volunteers**

On 21 September 2013, TOUCH celebrated its 21st year of serving the community with a magical treat for some 600 supporters comprising corporate partners, volunteers and staff at the University Cultural Hall Centre Hall@NUS. In appreciation of its supporters and volunteers, TOUCH partnered Gateway Entertainment to present VISION: Evolution of a Masterpiece - an illusion-theatre spectacular produced by award-winning illusionists Lawrence and Priscilla Khong. VISION is first of its kind in the world, and one of the biggest magic and theatre shows ever staged in Asia.

“

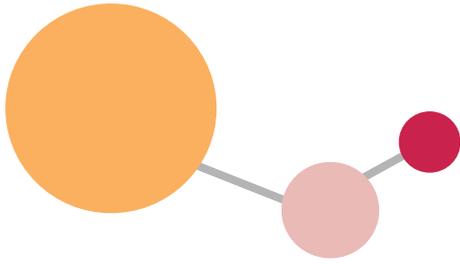
In appreciation of its supporters and volunteers, TOUCH partnered Gateway Entertainment to present VISION: Evolution of a Masterpiece – an illusion-theatre spectacular produced by award-winning illusionists Lawrence and Priscilla Khong.

### **Taking an integrated approach in building social work capabilities**

Into its second year, the Department of Social Work (DSW) continued to invest in training to further raise competency and professionalism of its social workers. DSW aims to provide support through case consultation, training and enrichment programmes, tools and resources for the social workers and counsellors. Its clients include families who face financial hardships due to chronic health issues, mental illness, unemployment and low wages; and ex-offenders and single elderly persons with health and disability issues and insufficient family support.

In line with its integrated approach to further synergise and centralise its counselling and social work capabilities to meet the needs of needy families and individuals across TOUCH's 17 services, six social workers and counsellors were recruited in the year under the respective TOUCH services. As at end 2013, TOUCH clients were supported by 16 registered social workers, 11 counsellors and six accredited registered social service practitioners.

In the year under review, the front-desk counter continued to handle walk-in cases from the Bukit Merah area and referrals from and with other social service and government agencies to care and support low-income and underprivileged families. The number of walk-in-individuals receiving financial assistance through the Emergency Fund and the Love Singapore Fund dipped 7.2% and 16.2% respectively. 13 individuals were also supported through the TOUCH Welfare Fund, a decrease of 40.9%. In total, 238 individuals received financial assistance from TOUCH compared to 277 the year before – a decrease of 14%.



“

Student teams from  
Citi-YMCA Youth For Causes  
raised **\$97,000**  
for TOUCH.

*Volunteers from Team K.I.T raised funds  
by conducting street sales from June to  
September 2013.*



The general decrease could be attributed to better coordination and networking among the social service organisations and Social Service Offices run by the Ministry of Social and Family Development from the third quarter of 2013 to provide better coverage and more help points within each locality.

Moving forward, DSW will continue to work closely with the relevant agencies, and proactively coordinate its efforts across TOUCH's services to provide timely and relevant support to its clients. It will leverage on the Government's new funding for the development of social service professionals in its recruitment and training initiatives.

#### **Community, corporate and school projects:**

2013 was a fruitful year with strong partnerships forged with schools to develop positive values and leadership skills in students, to unleash their creativity and contribute to society by raising funds for TOUCH. These included student teams from Citi-YMCA Youth For Causes who raised some \$97,000 for TOUCH.

#### **Other projects included:**

**National Day Parade 2013:** TOUCH participated in the National Day Parade (NDP) for the 12th year. 400 TOUCH Motivators joined Singaporeans in celebrating Singapore's 48th year of independence at The Float at Marina Bay. The Motivators comprised students from various ITEs, polytechnics and Hougang Secondary School, where they have been recruited and trained by 70 TOUCH youth mentors and volunteers. The Motivators were dressed up like "busy bees" to engage the audiences and lead and groove along in the "sing-a-long" segment with a medley of household Singapore songs in the seating gallery. They also assisted the show hosts with introducing the NDP13 Fun Pack. Dressed in colourful costumes and armed with props to promote greater audience participation and engagement with the show, the Motivators livened up the celebratory mood at the Float. The finale ended with the Motivators forming up with all the other participants to dance in unison along with a medley of national songs.



An entertaining performance by the students from Nanyang Girls' Boarding School.

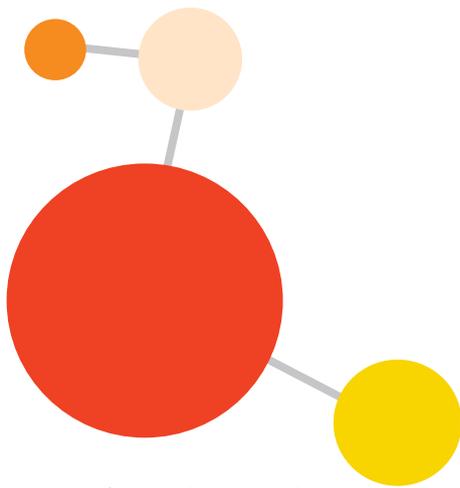


**Lunar New Year Project:** On 6 February 2013, 40 students from Nanyang Girls' Boarding School hosted 200 needy children and elderly beneficiaries from TOUCH at a reunion dinner held at Grand Mercure Roxy Hotel. Sponsored by Roxy-Pacific Holdings Ltd the event was graced by Associate Professor Fatimah Lateef, Member of Parliament of Marine Parade GRC. Two elderly clients from TOUCH Home Care who were wheelchair bound also arrived at the dinner in style with the Executive Directors of Roxy Pacific as their personal chauffeurs for the day. Assoc Prof Fatimah Lateef, Mr Teo Hong Lim, Chairman of Roxy Pacific Holdings Ltd, and Mr Dominique Albero, General Manager of Grand Mercure Roxy Hotel distributed red packets to the TOUCH clients and their families. Members of the public and strong supporters of TOUCH raised some \$82,000 through this project.

**Raising funds through a friendly game of football:** Some 140 people took part in the RHB Charity Football 2013 5-a-Side Tournament on Sunday, 14 April 2013 at The Float @ Marina Bay. The 16 teams comprise people from all walks of life, including a Deaf football team from TOUCH Silent Club, students, corporate staff as well as players with intellectual



Football fun at The Float @ Marina Bay.



disabilities from Special Olympics. Members of Parliament also played in support of the charity event, held as part of the RHB Singapore Cup Draw attended by 12 S.League clubs and four foreign football clubs to witness their teams being drawn into the knockout rounds of the cup competition. Some \$57,000 was raised through this fund-raising event.

**Swing for Charity – Avid Golfers Unite to Raise Funds for the Needy:** TOUCH celebrated its 10<sup>th</sup> year of charity golf on 6 September 2013 at the Sentosa Golf Course (Serapong course), with 144 golfers raising funds for clients under the care of TOUCH. Officiated by Mr S Iswaran, Minister, Prime Minister’s Office, & Second Minister for Home Affairs and Trade & Industry, “Swing for Charity 2013” raised some \$278,000 through flights and dinner table sponsorships, as well as spontaneous donations throughout the dinner programme. During the dinner programme, guests were entertained by an energetic performance by the seniors from TOUCH Seniors Activity Centre. TOUCH is grateful to the continued support from volunteers like Golf Committee Chairman, Mr Jerry Low and his team of committee members who worked tirelessly to support TOUCH in organising this fundraising event.



*Celebrating 10 years of charity golf.*



**Ultimate Hawker Fest:** On 19 October 2013, 25 popular hawkers, master chefs and F&B players came together at Millenia Walk to cook up a storm and raised some \$260,000 in support of the work of TOUCH. Jointly organised by TOUCH and Millenia Walk, in partnership with food blogger Dr Leslie Tay of [eatishootipost.sg](http://eatishootipost.sg) and one-stop kitchen solutions provider, Steward’s Solutions, the Ultimate Hawker Fest 2013 – The Finer side of local flavours – saw culinary masters volunteering their time and rolling up their sleeves to recreate some “ultimate” versions of our local dishes using premium ingredients. The event featured culinary heavyweights such as Celebrity Chef Eric Teo, serving up his mouthwatering Singapore Chilli Alaskan King Crab Noodle, and Springleaf Prata Place, with its new creation Murtaburger – a unique blend of the traditional Murtabak and Ramly Burger.

For the first time, some 70 students from ITE College West’s School of Hospitality, Food & Beverage Operations participated as volunteers by assisting the renowned chefs in the creation of the scrumptious food offerings, highlighting the spirit of volunteerism among youths.



Family and friends bonding over good food at the Ultimate Hawker Fest 2013.



**TOUCH Movie Nite:** Families from all walks of life gathered for a night of fun at the movies in support of the work of TOUCH on 22 November 2013 at Shaw Theatres Lido. The fundraiser presented an opportunity for members of the public to contribute to a good cause – by purchasing tickets or sponsoring TOUCH beneficiaries and their families at the special movie premier of “Frozen” by Walt Disney.

Graced by Guest-of-Honour (GOH) Ms Low Yen Ling, Parliamentary Secretary, Ministry of Social and Family Development (MSF), the family event attracted 492 people, including 190 of TOUCH beneficiaries and their families, who lit up Shaw Theatre Lido 1 with their smiles and laughter. With some \$180,000 raised, the screening was well-received by all who came. The film emphasised the joy of family togetherness and highlighted how families can overcome obstacles if they stick together.



GOH Ms Low Yen Ling, Parliamentary Secretary, MSF, receiving a token of appreciation from a client from TOUCH Young Arrows, with his mother. Accompanying them are Mr Lawrence Khong, TOUCH Founding Chairman (first from left) and Mr Eugene Seow, TOUCH Executive Director (first from right).

## FUNDS RAISED IN 2013 THROUGH COMMUNITY, CORPORATE AND SCHOOL PROJECTS

\$97,000

Citi-YMCA Youth for Causes

\$82,000

Lunar New Year Project

\$57,000

RHB Charity Football

\$278,000

Swing for Charity

\$260,000

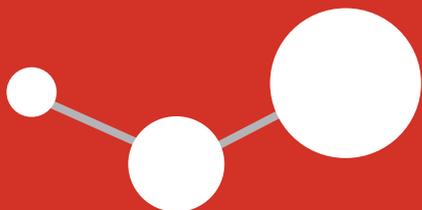
Ultimate Hawker Fest

\$180,000

TOUCH Movie Nite



# SERVING THE CHILDREN





**The Children Service Group aims to help the children achieve their highest potential through services ranging from childcare education, character development, tuition and recreational activities.**



Empowering parents through Singapore's first-of-its-kind Parents' Toolkit on Character Development.



## TOUCH Character Development

2013 was a very significant year for TOUCH Character Development (TCD), a service of TOUCH Family Services Limited. With over 13 years of experience in imparting character values to children, TCD is poised to meet the Ministry of Education's greater emphasis of developing a holistic framework of competencies based on values and character-based Social Emotional Learning (SEL) and National Education.

In 2013, the number of service users increased five-folds - representing some 350 individuals, while its client base decreased 22.8%. The increase could be attributed to more parents, educators, public and organisations participating in talks and workshops, in response to TCD's new initiatives rolled out during the year. The decrease was due to lesser assembly talks being conducted in the year.

### Launch of Singapore's first-of-its-kind Parents' Toolkit

During the year, TCD achieved a significant milestone when it launched Singapore's first-of-its-kind Parents' Toolkit on Character Development at the opening of TOUCH Family Festival 2013 on 27 May 2013 to

further equip parents, teachers and the public in cultivating positive character values among children. Supported and launched by the then Acting Minister

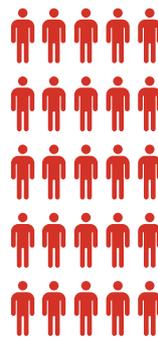
for Social and Family Development (MSF), Mr Chan Chun Sing, TCD's new toolkit facilitates the teaching of character values in a fun, easy and effective way. The toolkit is also endorsed by Professor Thomas Lickona and is aligned with his 12-point Comprehensive Approach to Character Development. Professor Lickona is an international research authority in Character Development education. The event received substantial press coverage in print, broadcast and online media platforms. In addition, TOUCH was invited to share about the newly launched toolkit on a 93.8LIVE radio programme in June 2013. A "success video" on the importance of character development in redefining success, which was partially funded by the MSF, was also produced.

Following the launch of the toolkit, TCD received exceptionally strong demand for the toolkit from the public, schools, voluntary welfare organisations, community, corporations and other countries. Partially funded by the MSF, some 4,000 toolkits were printed and distributed to national libraries

**5X**  
INCREASE IN  
NUMBER OF  
SERVICE USERS  
IN 2013



2012



2013



*Working with parents to build character values.*

islandwide and relevant government agencies. TCD also began conducting a series of workshops entitled “The Intentional Parent (IP) – Character First” to inspire more than 200 parents and educators to purposefully develop character in their children, as well as share on the effective use of the toolkit which is provided to all workshop participants. TCD also received strong demand from corporations and other voluntary welfare organisations for its IP workshops. A training video, funded by the MSF, was specially produced to train parents in coaching their children in character development.

### **Lending at-risk children a helping hand**

TCD continued to step up efforts to help at-risk and mainstream students enhance their sense of self-worth, character development, strengthen family relationships and equip them with social-emotional resilience, leadership and study skills. Going beyond the Enhanced STEP-UP (ESU) programme funded by the MSF, TCD continued its complementary wraparound services to reduce at-risk behaviours and further strengthen family relationships. Trained family coaches provide emotional support, and enhanced social work intervention such as outings, educational and financial assistance. These services are customised according to the needs of the child and family.

In the year, TCD reached out to 129 children and teens at risk - both under its Aspire Clubs, as part of the ESU programme and TCD’s Aspire Alumni (for

Teens). Its objective is to improve their social and emotional resilience, relationships with others and help reduce at-risk behaviour. Special efforts were made to help teens assimilate into healthy youth groups as they transit to secondary schools. TCD’s family coaches also extended help to families who face stress from several fronts who require more than one year of intervention to work through issues.

TCD received positive feedback on its ESU programme with 100% of its clients achieving at least one desired outcome, exceeding MSF’s target of 60%. TCD went beyond to see 83% of its clients achieve at least three desired outcomes after the one-year intervention period. TCD’s professional intervention work by its staff and family coaches has helped the children and teens to become more resilient and strengthened their families. In the year, TCD also received favourable report for its ESU on-site audit conducted by the National Council of Social Service. TCD received good feedback for its character programmes with at least 96% of the students who indicated they have shown progress in their behaviour – exceeding its target of 75%.

*Looking ahead, TCD will forge stronger partnerships with schools, community, workplace and other countries through its relevant, researched-based, fun and engaging programmes. It will step up efforts to provide relevant training for its parents and facilitators, and conduct more IP talks in response to increased demand for its Parents’ Toolkit. TCD will also initiate new efforts to strengthen family relationships, help parents develop their children in character and provide appropriate and timely help to children at risk.*

## **FEEDBACK ON TCD’S ENHANCED STEP-UP PROGRAMME**

**100%**

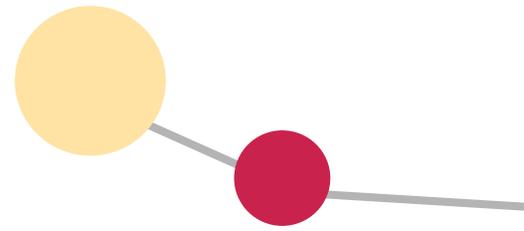
Achieved at least 1 desired outcome

**83%**

Achieved at least 3 desired outcomes

**96%**

Indicated a progress in their behaviour



## TOUCH Child Care

TOUCH Child Care (TCC), a service of TOUCH Family Services Limited, continued to roll out its range of programmes and activities to stimulate learning, and provide a safe and nurturing environment. Children especially from the single-parent or low-income families continued to benefit from TCC's services due to its quality education and affordable rates. TCC aims to educate its children to establish good character and foundation in reading, writing, problem solving and thinking skills.

It was a good year for TCC with both centres in Clementi and Hougang achieving full enrollment of 191 children – an increase of 4.9% compared to the year before. The good response could be attributed mainly to TCC being an affordable child care option and its creative range of quality educational programmes. As an Integrated Child Care Programme Centre since 2003, TCC provides a creative and positive environment for children with special needs to learn, play and socialise alongside their peers, hence equipping them for

### TCC CENTRES IN CLEMENTI AND HOUGANG

100%  
Enrolment

191  
Children

4.9%  
Increase over  
2012's enrolment

“

TCC provides a creative and positive environment for children with special needs to learn, play and socialise alongside their peers.



*Cultivating the spirit of good neighbourliness.*



Children from TCC (Clementi) celebrating National Day.

mainstream education in the future. In the year, TCC had a total intake of 18 children with special needs, of which four graduated and joined mainstream schools. The year also saw an increased engagement with family members as they participated in TCC's range of activities leading to a 27.2% increase in the number of service users – from 684 to 970.

### Raising professionalism and service standards

For the sixth consecutive year, TCC was given the Healthy Eating in Child Care Centres Programme Award by the Health Promotion Board (HPB) for its efforts in promoting a healthy lifestyle and healthy eating. TCC (Clementi) secured its two-year licence issued by the Early Childhood Development Agency while TCC (Hougang) would be due for renewal in 2014. In the year, TCC intensified its training efforts following the Ministry of Education's (MOE) announcement on the required certifications of child care teachers to ensure that pre-school professionals are well equipped to provide the young with an enriched learning environment, to nurture their social skills and values, and prepare them for lifelong learning.

### Increased community engagement locally and abroad

Throughout the year, TCC continued to enjoy strong engagements with community partners including volunteer students from Maris Stella High School under the Values in Action (VIA) programme. For example, 45 children from TCC (Hougang) were invited to the school in February 2013 to join in the Chinese New Year celebration and to witness the tree planting which symbolised TOUCH's commitment to serve the needy. Some 80 children also visited the school in July 2013 to celebrate Youth Day. The fundraiser included a fashion show parade and a games carnival. On 18 October 2013, 31 students from Maris Stella Chinese Language Society baked muffins and cookies for the children at Hougang and taught them Calligraphy.

Other VIA projects were also conducted with schools including Nan Hua High School, Hwa Chong Institution, Junyuan Secondary School, Nanyang Junior College



Promoting learning in a fun way.

and the Singapore Management University's Lee Kong Chian School of Business. The activities included a workplace attachment for secondary school students to understudy the child care teachers; learning History and Geography through stories and games; and an educational trip to the Fire Station.

In August 2013, 13 Singaporean teachers and support personnel conducted a three-day teachers' training for pre-school and primary school teachers from the districts of Mullaitivu and Thirukkovil in Sri Lanka. Three staff from TCC shared with 25 pre-school teachers how to use everyday items easily found in their vicinity to create meaningful and fun activities for pre-schoolers.

On World Kindness Day in November 2013, child care teachers visited the residents in the neighbouring blocks and distributed door gifts, and invited them to attend the Centres' Graduation Ceremony.

*Moving forward, TCC will work towards attaining the SPARK (Singapore Pre-school Accreditation Framework) by the MOE to encourage pre-school providers to strive for excellence in the development of young children in kindergartens and childcare centres. TCC will continue to work towards providing more exposure for its children through active engagement with various community partners, and to foster closer parent-child bonding and interaction.*

## TOUCH Young Arrows

It was a good year for TOUCH Young Arrows (TYA) with a 7.6% increase in the number of clients – from 382 to 411 – due to the setting up of a new club in Teban Gardens and the addition of a second session in TYA (Hougang). Despite the dip in the number of service users by 8.6% to 1,295, the year saw TYA, together with the community ranging from schools to corporations, actively engaged in various social activities to benefit the children and their families. There was also good response to TYA's recruitment drive with a 16.4% increase in the number of regular volunteers. This included the intake of 70 teen volunteers – up from 50 in 2012 – who were previously TYA clients.

## Connecting with families

In the year, TYA continued its efforts to provide opportunities for bonding between clients and their respective families through its range of family-related activities. These included its annual Parent's Night held on 20 April 2013 at Queenstown Community Centre. Attended by 81 parents, the programme included a talk by family life educator Ms Tonia Goh on disciplining children with love and a meaningful activity where parents and their children wrote love notes to one another. In June 2013, more than 260 children, parents and grandparents, and 125 volunteers and staff took part in Family Day at Bishan-Ang Mo Kio Park. It was a fun day for families as they came in themed attire and



*Raising funds for TOUCH through Run & Raisin' 2013 charity run.*

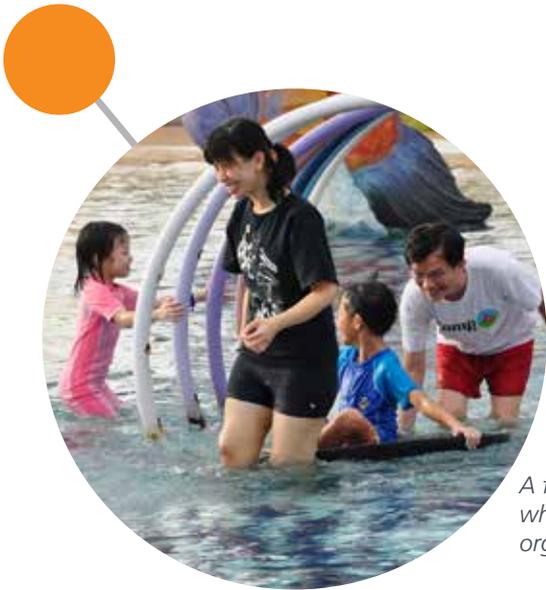
played traditional games such as chatek, five stones, kuti-kuti and hopscotch. 177 people including 33 families, TOUCH volunteers and staff participated in TYA Family Camp held at East Coast Park from 16 to 17 November 2013. Other activities organised included a Phonics Workshop in April 2013 and a family tour to Batam in December 2013.

Some 3,000 runners took part in the annual Run & Raisin' 2013 charity run and carnival held at the iconic Gardens by the Bay on 6 July 2013. Organised by TYA, the event was graced by Guest-of-Honour, Mr Sam Tan, Senior Parliamentary Secretary, Ministry of Foreign Affairs and Ministry of Culture, Community and Youth, and Mayor, Central Singapore District. Some \$227,000 was raised to enrich the lives of 400 needy and disadvantaged children under TYA's care.



*Reaching out to families and promoting bonding.*





A family having fun while on a tour to Batam organised by TYA.

### Learning from other children and youths

TYA student and children volunteers took part in 32 Values in Action (VIA) projects - an increase of 18.5% compared to the year before. The VIA projects enabled the volunteers to interact with the needy - to develop a compassion for them, understand their needs and serve them. For the first time, 183 children from TYA in Hougang, Jurong West, Mountbatten, Serangoon and Teban Gardens received cards from the students from Anderson Primary School who attended a Leadership Training Programme conducted by TOUCH Character Development. This activity was a new experience for TYA as it involved a primary school engaged in Service-Learning activities. For the third consecutive year, students from Tanjong Katong Secondary School conducted games and craft sessions for 85 children whose parents attended Parents Night 2013.

There was strong support from corporations and foundations who made monetary donations to TYA. They included Atlas Vending, BlackRock Advisors Singapore, City Development Ltd, Ezra Holdings, Mega Cool Air-conditioning, NTUC Income Insurance, Shaw Foundation, State Street Global, Tote Board and Yahoo! Asia Pacific Pte Ltd. Other corporations also organised a range of fun activities including watching a movie,



Poon Jun Hua (centre) with his grandmother Mdm Tan Geok Tee, with TOUCH staff, Joy Cheong (left).

### TOUCH YOUNG ARROWS IN 2013



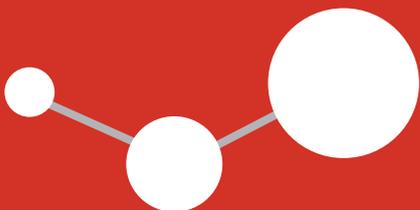
outings and a soccer clinic for the children. For the first time, Harley Davidson sponsored and organised a Charity Car Drive, together with Geylang Serai Community Centre for 25 children from TYA Clubs in Eunos and Geylang Bahru. New partnerships were also forged with companies like Aker Solutions who sponsored and organised an outing to Marina Life Park at Sentosa for 24 children from TYA (Teban Gardens).

Looking ahead, TYA intends to set up three new Clubs in Telok Blangah, Marsiling and Bukit Panjang, which are expected to reach out to close to 100 needy children, bringing the total number of clients to some 500 in 2014.

“The VIA projects enabled the volunteers to interact with the needy – to develop a compassion for them, understand their needs and serve them.

# SERVING THE YOUTHS

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.





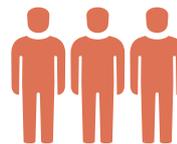


Educating primary school students about cyber wellness issues.

SINCE 2001, TCW HAS REACHED OUT TO MORE THAN



340 schools



1.25 mil individuals

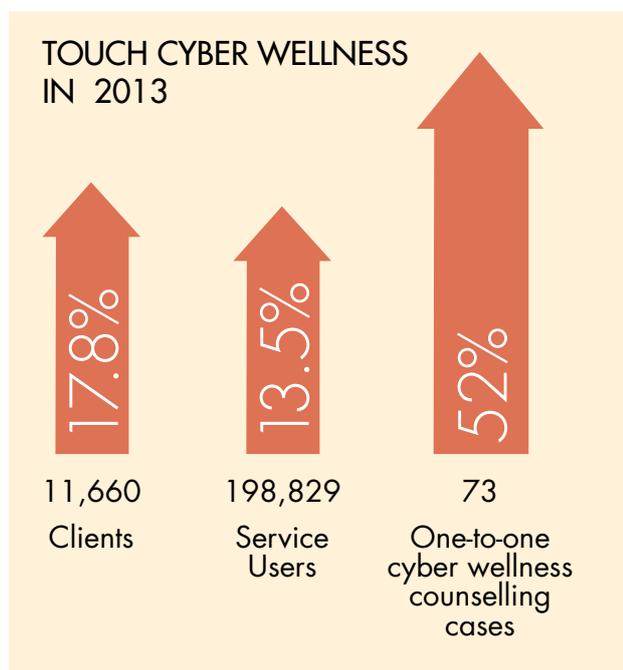
## TOUCH Cyber Wellness

In the year under review, TOUCH Cyber Wellness (TCW), a service of TOUCH Youth, stepped up efforts to refresh and repackage its cyber wellness programmes to align with the Ministry of Education’s Character and Citizenship Education framework. Schools were also given options and greater flexibility in customising its own cyber wellness modules to meet the differing needs of its students. Since 2001, TCW has worked to promote cyber wellness, healthy gaming and online safety, reaching out to more than 340 schools and some 1.25 million youths, parents, educators and counsellors. TCW also runs workshops and courses to empower parents to guide their children on cyber wellness issues, reaching out to more than 34,000 adults including educators, counsellors and social workers.

As a pioneer of cyber wellness education in Singapore, TCW deepened its presence through serving 11,660 clients in 2013, representing a 17.8% increase compared to the year before. The increase was mainly attributed to high demand from schools for its

repackaged *Project CRuSH* or *Cyberspace Risks* and where *U Seek Help*. TCW’s number of service users also increased by 13.5% to 198,829 with strong demand for its newly launched primary school assembly programme – “Cybertales of Pancake Primary”. The programme reached 88 schools, an increase from 52, with a corresponding 41.9% increase in the number of student participants to 105,000. TCW’s outreach to parents, educators and social workers strengthened to 4,978 participants – a 7% increase. The number of students who attended its school assembly programmes also rose by 17.7% to 173,602. In 2013, the number of callers to *TOUCHLine* 1800-377-2252 jumped 68.4% to 362. The increase could be attributed to a greater awareness about cyber wellness issues and the extensive media coverage on TCW’s work in recent years.

As one of Singapore’s key agencies providing cyber wellness counselling, the year saw TCW counselling 130 youths who were in various counselling programmes compared to 107 the year before – an increase of 21.5%. Out of this, 73 cases involved one-to-one counselling, representing an increase of 52%. Most of these cases involved excessive gaming issues.



## Mentoring our young

Research data from 2013 showed that among daily Internet users, smartphone penetration in Singapore has increased from 74 percent in 2012 to 78% in 2013 while tablet penetration has increased from 31% to 42%. With mobile devices and smartphones becoming more readily accessible to children at a younger age, TCW continued to actively partner primary schools to spread the cyber wellness message. In 2013, some 9,200 students from 17 primary schools attended CRuSH Kidz where they learnt about the potential dangers of cyber space and how to be responsible online. Parents were also given extra handles with TCW’s newly published book titled “Parents Over Shoulder” or POS to give them a better understanding of the digital world and how to connect with their children.

In the year, TCW partnered schools and embarked on new projects including the iZHero Adventure Programme to build confidence in children and raise awareness about cyber wellness issues through an integrated multimedia learning experience including a web game, online portal, a comic book and an interactive digital exhibition. TCW was appointed the exclusive training partner for the iZHero Peer Mentoring research project to assess the effectiveness of peer mentoring for the iZHero exhibition. TCW coaches provided over eight hours of customised training in basic leadership and mentoring skills using the iZHero resource booklet for 140 secondary students from four schools to prepare them for their role as tour guides for primary school students attending the iZHero Exhibition.

Other key projects included the training of 320 Secondary One students of Anglo-Chinese School (Baker Road) to teach cyber wellness values to Primary Four and Five students from eight primary schools using a booklet of stories written by TOUCH in partnership with the school. Into its second year of partnership with TCW, this project has grown to become a core Values in Action project for all Secondary One students.

In April 2013, TCW delivered a keynote address at the invitation of the Ministry of Education's Guidance Branch at its bi-annual conference. Speaking on TOUCH's "Adolescent Pathological Video Gaming Treatment Model" – which was developed in-house and validated by Dr Timothy Sim, Associate Professor of The Hong Kong Polytechnic University – TCW shared with more than 600 full-time school counsellors on emerging trends and cyber issues among teens, intervention counselling strategies through case studies and role-play demonstrations as recommended guidelines for counsellors.

TCW's planetCRuSH@hougang at Hougang Secondary (HS) School saw good progress with the start of its community engagement programme involving 400 Primary Six students from three schools as part of HS' Open House.



Teaching youths to lead a balanced "online" and "offline" lifestyle.

## Keeping abreast of cyber wellness trends and issues

TCW is currently the only service in Singapore that provides a full suite of cutting-edge cyber wellness programmes in education, mentoring and counselling to students, teachers and parents. As part of its continuous cyber wellness education programmes in schools and to gain a better understanding of Internet trends on the ground, TCW conducts regular informal straw poll surveys with students on a variety of cyber wellness issues. In June 2013, TCW conducted a straw poll survey on risky online behaviour involving primary and secondary school students from co-education schools. The results showed the rising trend of cyber bullying and harassment and provided useful insights into the online behaviour of children and youths.

TCW has also brought its programmes overseas. For the fourth year, TCW had the privilege of being invited by the Anglo-Chinese-School (International) in Jakarta, Indonesia, to spread the cyber wellness message to 201 students and 150 parents. TCW also received good feedback from more than 100 parents from the BINUS International School who attended a three-hour cyber wellness seminar.

As part of its ongoing efforts to assess the effectiveness of its programmes, TCW fared well in guiding students on cyber wellness issues. Its primary school programme, CRuSHKidz, drew good response with 98.1% who indicated that they "find the programme useful". Lower and upper secondary school students also gave positive feedback with 99% and 98% rating the quality of the programme as "good" or "excellent" respectively.

*Looking ahead, TCW will forge closer partnerships with schools and further craft its programmes to be closely aligned with MOE's new cyber wellness curriculum framework. TCW will also tap on corporate partners and explore potential sponsorship opportunities to launch cutting-edge products and services.*

## TOUCH Leadership & Mentoring

The teenage years represent a critical developmental stage where youths are actively searching and forming their identity and purpose in life. TOUCH Leadership & Mentoring (TL&M), a service of TOUCH Youth, caters to different groups of youths through its various programmes with the aim of mentoring them and helping them maximise their potential to be leaders of today.

It was a year of significant growth for TL&M as it developed many new school programmes and modules to reflect the Ministry of Education's new Character and Citizenship Education framework, giving schools more flexibility in selecting their preferred modules according to their needs. TOUCH, through TL&M, was reappointed as Country Partner for Global Youth Service Day in Singapore. It continues to play a leading role in developing community youth volunteerism since 2009.

It was a progressive year for TL&M with 5,615 clients – a two-fold increase compared to the previous year. The increase could be attributed to greater school engagements for workshops and camps and strong demand for its revamped Service-Learning (S-L) modules which saw a five-fold increase. In the year, 2,112 students attended its S-L programmes – representing more than a four-fold increase – while 1,668 students were under Project CLASS or Compassionate Leaders Always Serving Society. 70 mentors were also trained to coach some 400 National Day Parade Motivators. The number of service users increased by 23.4% to 7,044 due to higher demand for school talks and TL&M's newly launched adventure programmes.

“

TOUCH, through TL&M, was reappointed as Country Partner for Global Youth Service Day in Singapore. It continues to play a leading role in developing community youth volunteerism since 2009.



*Partnering schools to nurture our young for the future.*



2,000

STUDENTS ATTENDED  
TL&M'S S-L PROGRAMMES  
WHICH SAW A  
FIVE-FOLD INCREASE

## Providing guidance and counselling on youth issues

There was strong growth on the counselling front under the Youth Counselling Unit (YCU), which was set up in 2012 to strengthen its counselling expertise within TOUCH Youth. In the year under review, the total number of YCU clients more than doubled to 414 compared to the previous year. These counselling services include its specialised service in cyber wellness counselling, and programmes supported by the Ministry of Social and Family Development such as Enhanced STEP-UP (ESU) and Time Out Programmes (TOP). 143 youths attended its non-cyber related, youth-at-risk group counselling programmes while 86 received one-to-one counselling services.

At-risk youths were given more support with TL&M's new range of programmes designed to build confidence and character values. For the first time, YCU launched YArts Programme to motivate and engage at-risk

youths through various art forms including animation, dance and visual art. Supported by the National Arts Council, 34 youths participated in this pilot project over eight to 10 sessions. Its ESU Programme was well received with 105 clients, exceeding its target of 68. TL&M also reached out to 99 students from six schools under its TOP to help students improve on their behaviour through social emotional support and diversified activities conducted in school.

Needy children from aged four to six were given a helping hand under TOUCH-PREP or **P1 RE**adiness Programme initiated by TOUCH. From June 2013 to September 2013, TL&M trained 93 student leaders from four primary schools to coach the children in English, Mathematics and Chinese using fun interactive multimedia lessons.

### **A year of creativity and innovation**

A key highlight of the year was the setting up of TOUCH Adventures in February 2013. TA seeks to maximise the learning potential of youths who are each unique in their learning ability and style. Through TA, relevant outdoor activities are brought to schools to enhance students' learning through fun and adventure. TA's mission is to promote character development, personal growth, family and community bonding through adventure-based learning in wholesome, safe and fun activities for children, youths and adults.

In the year, TA served 15 schools reaching out to 2,806 youths and parents. Some of the activities organised included trekking to Chek Jawa, adventure camps, kayaking, abseiling, dragon boating, rock climbing, talks, workshops and seminars, and courses on first aid and home safety. In May 2013, TA conducted an adventure camp for all Primary Four students from Princess Elizabeth Primary School where they learnt to be independent, responsible and resilient in overcoming challenges.



*Instilling confidence through adventure-based programmes.*

To promote S-L, TL&M trained 276 Primary Three students from Paya Lebar Methodist Girls' School (Primary) over four sessions to prepare them for the High Tea project to serve the seniors. The programme ended on a high note with the students learning simple dialect phrases from 58 seniors from TOUCH Seniors Activity Centre. The students and seniors also enjoyed one another's company as they took part in a craft project and high tea.

*Looking ahead, TL&M will enhance its range of programmes under TA to further reach out to the primary school market. It will continue to roll out value-added services to effectively cater to the current and practical needs of schools. It will step up efforts to better reach out to students from the ITEs and polytechnics, and will continue to be a strong advocate for youth issues.*



A TYLC coach conducting a lesson for out-of-school youths.

## TOUCH Youth Learning Centre

In the year under review, TOUCH Youth Learning Centre (TYLC), a service of TOUCH Youth, continued its mission of giving out-of-school youths a second chance in education. 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.

TYLC continued its part-time courses for the second year. These included an eight-month course preparing students for GCE "N" Levels and a nine-month course for those taking GCE "O" Levels. Both enrichment programmes comprise three components: academic lessons, Service-Learning (S-L) community projects and mentoring sessions. In the year, TYLC's enrolment dipped 6% to 47 students compared to the year before. The decrease could be attributed to more options available for out-of-school youths with more alternative programmes and changes in legislation governing private institutions.

### Going beyond academic help

In the year, although 33% and 45% attained three or more "O" and "N" Level passes respectively, 100% of students passed their "O" Level English compared to just 43% the year before. TYLC's retention rate was low with 47% of students who stayed beyond one month but subsequently dropped out of TYLC – below its target of 80%. The results indicated that the students required more structured monitoring to help them deal

with behavioural issues relating to discipline and punctuality. TYLC teachers will continue to monitor their students' progress through the setting up of after-school small group study sessions, and enlist the help of more volunteers to provide intensive individual coaching for its students.

“

TOUCH Youth Learning Centre also stepped up efforts to provide in-depth counselling, financial assessment and family support service through its partnership with Youth Counselling Unit under TOUCH Leadership and Mentoring.



100%

PASSED THEIR "O" LEVEL  
ENGLISH COMPARED TO  
43% THE YEAR BEFORE

TYLC also stepped up efforts to provide in-depth counselling, financial assessment and family support service through its partnership with Youth Counselling Unit (YCU) under TOUCH Leadership and Mentoring (TL&M). YCU through TOUCH is one of the appointed service providers by the Ministry of Social and Family Development to provide added support to the youths, especially those with anti-social behavioural issues, and their families under the Enhanced STEP-UP (ESU) Programme.

In the year, there was an increase in students receiving financial aid under the Love Singapore Fund – from 19% in 2012 to 33% in 2013. Some were further mentored by YCU counsellors under the ESU Programme to provide greater opportunities for rapport and a better understanding of the challenges faced by youths.

### Developing heartware and work skills

A variety of activities were organised throughout the year to encourage greater interaction and bonding, and promote fun learning. These included a Geography study trip to the East Coast Park in October 2013 to measure wave length and wind direction using their constructed Clinometer and other tools.

The students also had an enriching time mingling with some 60 seniors from TOUCH Seniors Activity Centre at the half-day games carnival in April 2013. In the following month, 15 students took part in dragon boating and outdoor cooking conducted by TOUCH Adventures, a programme under TL&M, as part of TYLC's Sports Day. This was followed by an in-house S-L project where students learnt the importance of building a strong foundation in life through sand castle building.

*Looking ahead, TYLC will actively look into further redesigning its programmes and be attuned to the needs of its students with vastly different learning abilities – amidst a fast changing educational landscape – to provide practical, relevant and affordable services. The new initiatives will include making part-time employment a compulsory module to provide practical training to help prepare them for their future work place.*

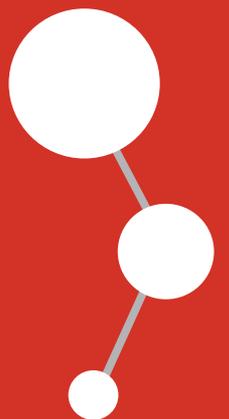


TYLC coaches and students all geared up for a teambuilding activity.



# SERVING THE FAMILY

The Family Service Group offers a variety of programmes, workshops and activities which aim to promote strong marriages and family cohesiveness.



## TOUCH Adoption Services

Adoption remains a need in modern developed countries like Singapore facing a low fertility rate with people marrying late, postponing having children and living a stressful lifestyle. TOUCH Adoption Services (TAS), a service of TOUCH Family Services Limited (TFSL), continued to support the varied needs of the adoptive community. Since its inception in 2001, TAS has grown from providing a singular home study service to a holistic service including workshops, child placement, counselling and support groups. TAS is the first agency in Singapore to be accredited to conduct home study for inter-country adoption. TAS is one of two accredited agencies to facilitate adoption of children in China. In addition, it is the only licensed foreign placement agency with the Government of India for the adoption of children in India.

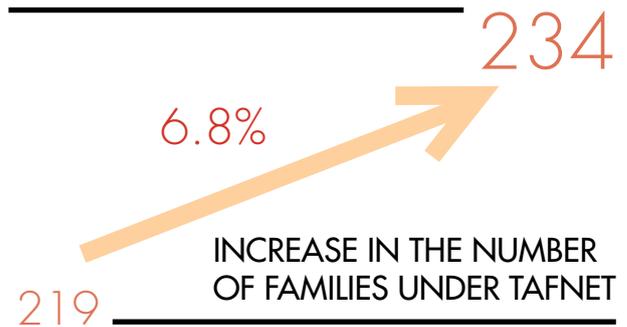
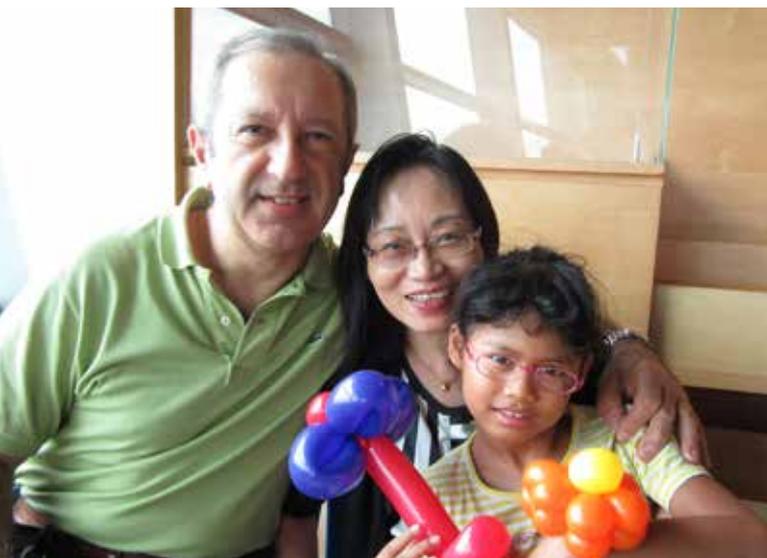
### Supporting the adoptive community

2013 was an encouraging year as TAS experienced the fruits of its advocacy work in the area of adoption leave. With effect from May 2013, a one month adoption leave has been made mandatory for parents who have adopted a child below a year old as a way of endorsing and recognising adoption as a positive way of forming a family.

The total number of clients stood at 193 in 2013 compared to 319 in 2012 due to the transfer of its support group members from the Clients to the Service

“

In 2013, TAS experienced the fruits of its advocacy work in the area of adoption leave.



Users category, and a redefinition of counselling case loads to include only unique individuals counselled. There was a 6.8% increase in the number of families under its support group, TAFNET (TOUCH Adoptive Families Network) – from 219 to 234 families in 2013. The adoptive community continued to meet informally at quarterly social gatherings, as well as at regular small home groups to build closer ties so that their children can befriend other adoptees. Currently, TAFNET has families of many nationalities with children adopted from countries including India, China, Cambodia, Thailand, Vietnam, Nepal, Philippines, Malaysia, Indonesia, Mongolia and Singapore.

The year also saw TAS piloting the “Save a Baby” scheme to help birth families who have financial challenges carry their unborn child to full term.

### Delivering good service

TAS continued to show strong customer service satisfaction ranking at 9.37 out of 10 in its Client Satisfaction Survey for Home Study Reports. TAS also received good feedback for its content and range of adoption-related workshop topics.

On 7 December 2013, TAS held its annual party for adoptive families at the Marina Barrage. It was a memorable afternoon for some 100 people who turned up as they mingled with one another in songs, games, and craft activities. A key highlight of the event included a special charity segment held for the first time for adoptive families to chip in to help the needy in their midst. Responding to the theme “The Joy of Giving”, the adoptive families contributed NTUC Fairprice vouchers to bless 40 needy families mentored by the counsellors and social workers from TFS under the Ministry of Social and Family Development’s (MSF) Home Ownership Plus Education or HOPE scheme. The vouchers were distributed in January 2014 to recognise the achievements of needy families in the past year at the HOPE annual party.

*Moving forward, TAS will work together with the MSF to better meet the needs of the adoptive community in Singapore. TAS will continue to provide valuable inputs and feedback to the authorities in relation to policy and guidelines relating to adoption matters.*

*Mr & Mrs Ernesto Bonanomi with adopted daughter, Chiara.*

## TOUCH Caregivers Support

With our rapidly ageing population, more caregivers are needed to take care of their elderly loved ones due to declining health condition, functional status, as well as reduced support resulting from a smaller family unit. TOUCH Caregivers Support (TCG) has over 10 years of experience in providing personalised training for caregivers on-site in their homes to meet the unique needs of each care recipient and caregiver. TCG seeks to actively partner caregivers in managing the multi-faceted care of the frail elderly, and maximising the outcome of care and support services - with the main goal of improving the quality of life for both caregivers and their recipients.

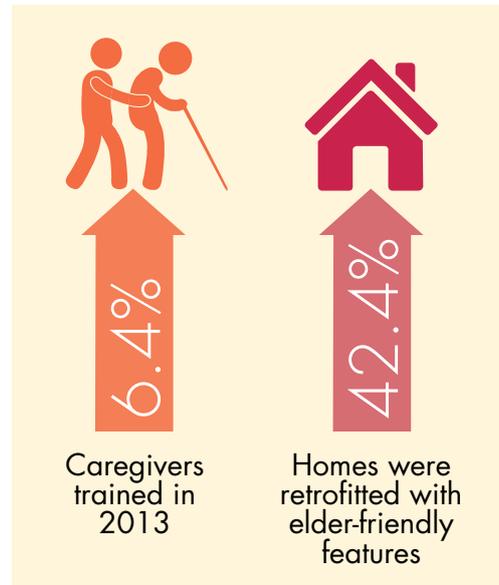
In the year, TCG served 2,126 clients. It redefined its client category to include only new caregivers who have registered for the first time. Based on the new definition, TCG's 2012 client base stood at 2,264. TCG experienced a 7.9% increase in the number of service users due to more healthcare professionals using its *Care Line* services to provide further support to caregivers.



A nurse from TOUCH showing Mr Ang's caregivers how to feed him.

### Journeying with caregivers

TCG's *Care Line*, which operates from Mondays to Fridays, 9am to 8pm and Saturdays from 9am to 1pm (except Public Holidays and the eve of major Public Holidays), continued to receive a range of enquiries ranging from caregivers training to home care options. Out of this, 33% were first-time callers. The number of healthcare professionals from the hospitals and staff from voluntary welfare organisations who called *Care Line* to discuss their patients' care options more than doubled, possibly due to greater awareness and increased partnerships with TCG. *Care Line* is manned by a team of professional Care Coordinators comprising occupational therapists, nurses, social workers and a dietician who are well equipped to handle a wide range of elderly and caregiver-related issues.



### A helping hand for caregivers

TCG has been conducting customised caregivers training as an Approved Caregiver Training Provider by the Agency for Integrated Care since 2008. In the year, TCG continued to conduct caregivers training for caregivers who wish to apply for the Foreign Domestic Worker Grant of \$120 per month. In total, TCG trained 467 caregivers in 2013 – an increase of 6.4% compared to the year before.

TCG continued to provide a one-stop coordinated service with a single point of contact to retrofit or design a more accessible and safe home environment for the elderly or person with disability and/or their caregivers. This is to help reduce the stress of managing multiple parties and coordinating a range of home modification works. In the year, 235 homes were retrofitted with elder-friendly features compared to 165 the year before – an increase of 42.4%. TCG tapped on funding by the Community Foundation of Singapore to provide further financial assistance to needy elderly who were unable to pay for the required renovation works. In addition, TCG helped to refer needy frail elderly who qualified for the Enhancement for Active Seniors Scheme to the Housing and Development Board.

*Moving forward, TCG will beef up its training and advocacy efforts to better support the frail elderly and their caregivers. It will work in close partnership with TOUCH Leadership and Mentoring to better engage the youths through lively practical lessons. With TEENacious, a series of independent modules to instill compassion and provide young caregivers with basic caregiving skills, youths can look forward to fun, practical and meaningful sessions packed with Service-Learning activities. To further enhance learning, TCG intends to work with schools and community centres to enable the students to put into practice the skills they have learnt and to organise activities to encourage greater interaction with the seniors.*

## **TOUCH Counselling & Social Support**

In 2013, TOUCH Counselling & Social Support (TCASS), a service of TOUCH Family Services Limited (TFSL), continued its mission to provide counselling to distressed individuals and families to help sustain and strengthen the family unit, and financial assistance to low-income families. The breakdown in marriages and families continue to be one of the biggest challenges in addition to the stressful lifestyle and high cost of living. The number of extramarital affairs is also on the rise leading to strong demand for counselling services.

In the year under review, the total number of clients stood at 1,502. Based on the reclassification of clients under the Special Marriage Licence and the Home Ownership Plus Education (HOPE) Scheme from TOUCH Family Life Education to TCASS, there was an increase of 9.3% in 2013 compared to the year before. The number of service users dipped by 37.1% to 110 as there were less group counselling sessions requested for foreign students studying in Singapore.

### **Improving lives and strengthening family relationships**

Demand for its counselling services saw an increase of 4.6% to 204 individuals with a total of 376 counselling sessions conducted in the year. Most of its cases cover a range of family-related issues including Extra Marital Affairs (EMAs).

A key highlight of the year included the completion of the research project – “Recovering from Affairs

“

Demand for counselling services increased to

204 individuals with a total of

376 counselling sessions conducted.

and Rebuilding Marriages” – funded by the National Council of Social Service (NCSS). Its objective is to help therapists, counsellors and social workers by providing insights into EMA issues based on local data. The quantitative online survey was administered with 164 respondents who are married or individuals who were married before whose spouses have had an affair. At the invitation of the NCSS, TCASS shared the key





Children from HOPE families participating in an overnight camp at Sembawang organised by TCASS.

findings at the Children Youth and Family Network session at the Social Service Institute on 21 November 2013 for executive directors, senior social workers and counsellors.

TFS counsellors also provided support to 12 students – up from six in 2012 – under the “Post-Diagnosis Educational Guidance” together with the Ministry of Education since May 2012. This service aims at helping parents of special needs children as they are referred to counsellors from voluntary welfare organisations for emotional support, and to help them make informed decisions about whether their children should be transferred to a Special Education school.

### Keeping families together

338 families received help under the HOPE Scheme – an increase of 18.6% – in which TFS was appointed mentoring agency for the third year. This is a long-term incentive scheme that offers comprehensive benefits to young low-income families and their children to help them break out of their poverty cycle. Couples are encouraged to embrace lifelong learning and link up with Community Development Councils and the Workforce Development Agency for skills upgrading

and job placement, further improving the families’ financial resilience.

To enhance family bonding and interaction, TCASS organised its first overnight camp for the HOPE families in March 2013 at Camp Challenge Sembawang. The camp highlights included teambuilding and leadership training for children, parenting talk and a camp fire for all campers at night.

TCASS conducts regular surveys to gather feedback from its clients and assess the effectiveness of its counselling services. In the year, on average, more than 94% gave a good rating of 4 or higher from a scale of 1(poor) to 5(good) for all the items surveyed, such as “client felt heard, understood and respected”; “counsellor’s approach is a good fit for client”; and “client received some guidance from the counsellor and will consider the suggestions given”.

*Looking ahead, TOUCH will recruit, train and develop more social workers and counsellors through an integrated and comprehensive training programme in the various services to equip them with the relevant knowledge and skills to empower clients and strengthen families.*



*TOUCH Family Festival's week-long talks were attended by 1,744 individuals.*

## **TOUCH Family Life Education**

As part of its mission to strengthen families, TOUCH Family Life Education (TFLE), a service of TFSL, continued its services in conducting Marriage Preparation Course (MPC), School Family Education (SFE), Parent Education in Pre-School and FLE programmes for corporates and the community.

TFLE continued to roll out new programmes and services – leveraging on its strategic partnerships with government agencies – to further strengthen family relationships. Moving beyond providing family life education, TFLE extended support to prison inmates and their families and those from low-income families through a range of initiatives.

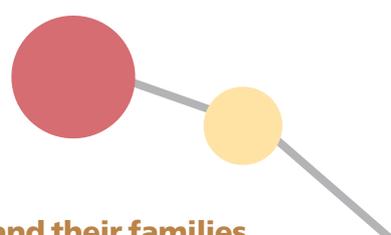
In 2013, TFLE conducted 224 family education talks which were attended by more than 6,300 participants including parents, couples and students. Despite a 6.8% dip in the number of couples attending MPC, there were more inmates and family members receiving support under the various prison programmes, representing an increase of 22%. The total number of service users stood at 8,769. The decrease could be attributed to the exclusion of talks not conducted by TOUCH in schools and a change in guidelines which saw lesser participants required for a talk to qualify for government funding. Based on this new classification, 2013 saw a 26% decrease in the number of service users.

“

Besides featuring the launch of the Parents' Toolkit, TOUCH Family Festival featured experts such as parent educators and counsellors who shared their experiences and thoughts on family-related topics.

### **Helping families stay stronger**

The 8<sup>th</sup> TOUCH Family Festival marked a key milestone for the year. Themed “Something Worth Fighting For”, the Family Festival was about conscientiously doing what's best for the family and for parents to play an active role in instilling positive character and life values in their children. Besides featuring the launch



of the Parents' Toolkit, TOUCH Family Festival featured experts such as parent educators and counsellors who shared their experiences and thoughts on family-related topics. The guests and speakers included Celebrity Chef Eric Teo and Secretariat for Dads for Life, Mr Jason Wong. Singapore's first-of-its-kind Parents' Toolkit on character development was also launched and given free of charge to talk attendees. The week-long series of free family talks held daily from 27 to 31 May 2013 during lunch time by 17 speakers were held at three locations in the Central Business District. Attended by 1,744 individuals, the topics included parenting, marriage, work-life balance and caring for the elderly. One of the talks was conducted in Mandarin.

TFLE fared well on the school front with 10 schools who partnered TOUCH for its SFE programme – a 50% increase compared to the previous year. 20 parents from Ngee Ann Primary School and Hougang Secondary School attended TFLE's workshops "Be a Hero to your Kids - The Six A's of an Effective Father", in February 2013 and April 2013 respectively. Through an interactive and relaxing "coffeetalk" format, parents learnt about the 6As of positive parenting – Authority, Accountability, Affection, Availability, Appreciation and Acceptance. Held over four sessions for two hours each, workshops were conducted in English or Mandarin.

Feedback to TFLE's programmes was positive with 100% of couples who would recommend MPC to their friends. At least 80% of TFLE's clients would also recommend more than 80% of its programmes to their friends and colleagues.

Throughout the year, TFSL's counsellors and life coaches continued to be frequently invited by the media, including family-related magazines and Chinese radio station UFM 100.3 《好好爱》 to comment and educate the public on a wide range of topics such as helping children adjust to school life, relationships between newly weds and in-laws, extramarital affairs, divorce, spousal violence and other family-related topics.

## Reaching out to inmates and their families

In the year under review, TFLE's partnership with the Singapore Changi Prison saw an overall client increase despite the completion of its Day Reporting Order (DRO) contract in January 2013 and the Prison Family Programme Contracts in October 2013. The DRO initiative aims to give a chance to low-risk offenders of minor offences to rehabilitate in the community. The Family Programmes include the General Family Programme, Intensive Family Programme and Family Reintegration Programme. TFLE saw strong demand for its intensive programmes with an increase from 945 in 2012 to 1153 in 2013 and a decrease from 728 in 2012 to 639 in 2013 for its general programmes. Its objectives are to create awareness about taking ownership of one's behaviour; how to make future plans while serving their prison term; and to improve family relationships. Conducted by TFLE's counsellors, most of the workshops involved family members who bonded with inmates through games and discussions about family issues.

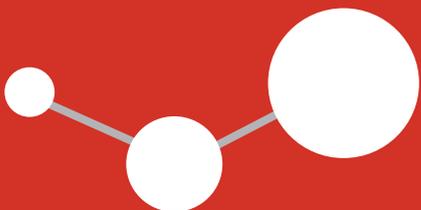
*Looking ahead, TFLE will continue to leverage on its strong ties with the MSF to actively approach companies and schools to deliver family life education programmes. Preparations are also underway with the relocation of TFS to Kallang Leisure Park in 2H 2014. Strategically located beside the Stadium MRT Station and covering over 320sqm, the new premise will enable TFS to further extend its services and programmes to a wider community in a more convenient and central location accessible by mass transport system.*



Family counsellors Mr & Mrs Chan Hon Shek (right & centre) with UFM 100.3 DJ (left).



# SERVING THE ELDERLY





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

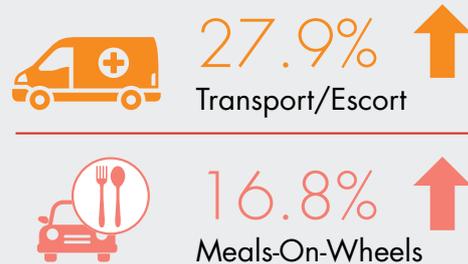
## TOUCH Home Care

According to the latest Population in Brief Report released in 2013, there will be high demand for homecare and healthcare services by a growing number of Singaporeans, with those aged 65 and above forming 11.7 per cent of the citizen population in the year, up from 7.8 per cent in 2002. According to World Bank data, Singapore has the highest proportion of older residents and the fastest ageing population in South-east Asia.

TOUCH Home Care (THC) is the first home care agency in Singapore providing integrated and holistic services, working closely with TOUCH Caregivers Support, to meet the needs of the home-bound frail elderly and their caregivers – offering both social services and health services. THC serves the frail elderly in Toa Payoh, Bendemeer, Geylang Bahru, Whampoa, Bishan, Potong Pasir, Thomson, Ang Mo Kio, Jurong East, Jurong West, Taman Jurong and Boon Lay.

Following the Government's accelerated efforts to further strengthen the eldercare infrastructure to meet Singapore's rapidly ageing population, THC continued to develop and deliver relevant and cutting-edge home-based services for the elderly community and their caregivers. Its client base rose by 20.9% – from 1,336 in 2012 to 1,615 in 2013 – while its regular volunteer base grew by 41.7%, signalling increased community engagements. In the year under review, there was an increase in demand for most of its services including Transport/Escort and Meals-On-Wheels (MOW) which grew by 27.9% and 16.8% (more than 10,000 packs per month) respectively. The increase could be attributed to the growing needs of the frail elderly. The year also saw more clients tapping on the enhanced Seniors' Mobility and Enabling Fund from July for Assistive Devices and Consumables Subsidies.

## TOUCH HOME CARE SERVICES IN 2013



## Strengthening manpower capabilities

In 2013, THC beefed up its manpower capabilities to raise competency in its service delivery. In the year, THC was supported by 52 staff – a marked increase of 67.7% compared to the previous year. THC continued its ongoing efforts to further integrate and streamline its operations which included the setting up of the Social Work and Care Management, Volunteer and Incident Management and Human Resource departments. All these were aimed at improving efficiency, providing new and relevant services, meeting funding requirements and ensuring prudent use of its charity dollars to help the needy.

To help augment its manpower needs and to meet increased demand for its home care services, THC explored new sources of recruitment which included the hiring of four foreign staff and two local Institute of Technical Education (ITE) graduates as seniors care associates. During the year, THC conducted two joint projects with Nanyang Polytechnic to create greater awareness about home care services and the various career options available for its graduating students. These included a visit to the homes of the elderly under its Safe Home Scheme programme and researching on a tool to gauge the effectiveness of THC's Home Modification programme.

*The dedicated and professional team from THC.*



In July 2013, THC partnered the National University of Singapore's Yong Loo Lin School of Medicine – for the second consecutive year - with 240 first year medical students gaining deeper insights into the geriatric needs in the community and contributing to society. 65 frail elderly were given free health screening, home cleaning services, and received a goodie bag. At-risk clients were assessed and identified for THC to follow up.

### **Strategic partnerships with Government agencies and community partners**

In June 2013, the Ministry of Health (MOH) and the Agency for Integrated Care (AIC) invited THC to be a member of the Home Care Work Group Committee to review and chart new strategies, set industry benchmarks, and review and formalise service standards and criteria in the eldercare sector. The committee comprises representatives from the relevant ministries, voluntary welfare organisations and hospitals. This was in response to the announcement in March 2013 by MOH's Committee of Supply Debate to convene an industry-led work group to encourage and facilitate the development of home care in Singapore. The committee is also in the process of reviewing funding standards and criteria. THC was also approached by the AIC to share its expertise on its Meal-on-Wheels programme.



*Mitsubishi Elevator staff and a THC client at an outing.*

On 17 November 2013, THC was one of the beneficiaries of the Longines Singapore Gold Cup by the Tote Board and Singapore Turf Club. Corporations such as Nomura Singapore Limited raised \$11,900 via a charity auction under the "Warmth and Hope" fundraiser with the support of various sponsors. To help improve the clients' quality of life, THC conducted six outings in the year.

*Looking ahead in 2014, THC is expecting a 20% increase in its client base – from 1,615 to 1,938. THC will strengthen its team by further synergising the various functions of its multi-disciplinary team. THC will actively explore creative solutions to help mitigate the manpower shortage in the healthcare sector. It will continue to adopt a flexible manpower structure and tap on existing community resources such as partnering general practitioners and hiring more contract or part-time staff to maximise its cost and operational efficiency.*

“

By 2030, one in five residents or about **900,000** will be aged 65 and above.

*A volunteer delivering a meal to a THC client under the MOW programme.*



## TOUCH Seniors Activity Centre

Singapore is one of the fastest ageing populations in Asia largely attributed to longer life expectancy and a low birth rate. By 2030, one in five residents or about 900,000 will be aged 65 and above. This ageing population will be supported by a smaller base of working-age citizens as the ratio of residents to elderly residents continues to decline. According to the Population Trends 2013 by the Department of Statistics, there were 6.4 residents aged 20 to 64 years for each elderly resident aged 65 years and over in 2013, as compared to 9.7 a decade ago.

TOUCH Seniors Activity Centre (TSAC) works very closely with TOUCH Home Care to care for the growing pool of seniors. In the year under review, TSAC rolled out its range of activities to engage the seniors and enhance their quality of life and well-being so that they can continue to lead meaningful lives and be part of the community. TSAC served 721 clients, a 5.6% increase compared to the year before. This was due to increased number of walk-ins, referrals from its current members and door-to-door outreach to residents living in rental blocks. Out of 104 regular volunteers, 41% were aged 60 and above, of which 26 were beneficiaries compared to 42 the previous year. The decline was largely due to a change in health status of the seniors and family commitments. 1,078 volunteers took part in one-off projects or events or were engaged in any of the Centre's activities or cases.



*Volunteer seniors getting ready for the home visits.*

## Raising seniors to be volunteers

Committed to fostering an environment for seniors to enjoy their golden years, a key highlight for TSAC was the launch of its Seniors Caring For Seniors (SCS) project where seniors are trained and empowered to serve as volunteers. Its objective is to build a network of care among the seniors to support needy seniors in the Geylang Bahru / Kallang Bahru neighbourhood. TSAC hopes to effect positive changes in the seniors' mindset to influence and prepare them to lead, learn and look after other seniors. More importantly, it hopes to encourage its seniors to step out of their comfort zone and be active contributors to society.

“

A key highlight was the launch of the Seniors Caring For Seniors project where seniors are trained and empowered to serve as volunteers.



For the first time, a five-week formal training curriculum was introduced for TSAC's pilot batch of SCS volunteers in August 2013. The training programme saw 14 Senior Volunteers (SV) learning how to befriend and communicate with other seniors including the do's and don'ts in handling a crisis. The volunteers also learnt how to initiate conversations and were taught listening and observation skills. Opportunities were also given to build rapport and understanding between volunteer partners – to complement each other's strengths and identify areas of improvement. In October 2013, the first batch of SVs was matched to five needy seniors. Dressed smartly in their SV attire, the seniors would meet at the Centre every Monday morning

*Enjoying the golden years through fun activities.*



to share their learning experiences after each befriending visit. The sharing sessions included key observations and follow-up actions required. The SCS project is supported by Salesforce.com and the Community Silver Trust Fund. TSAC aims to recruit and train a total of 70 SVs within two years – from 2013 to 2014.

### **Connecting with families and the community**

In line with TOUCH's mission to strengthen family relationships, TSAC held its first Family Lunch involving some 200 seniors and their family members on 7 December 2013 at the Multi-purpose Hall at the Kolam Ayer Community Club. The event showcased the various talents and abilities of TSAC's seniors, and included performances by their children and grandchildren.

TSAC also worked with various corporations such as Rockwell Automation Asia Pacific Business Centre Pte Ltd and Schroders Investment Management (Singapore) Ltd to improve the seniors' living conditions under the Home Improvement Project. A partner with TSAC since 2011, Schroders sponsored new furniture and electrical appliances and provided a volunteer team of 40 to carry out cleaning and paint works in July 2013 to help transform a total of 15 one-room rental flats in Geylang Bahru.

18 TSAC seniors aged 61 to 89 years old signed up for basic computer lessons taught by 22 students from Hwa Chong Institution and Nanyang Polytechnic (School of Information Technology). Held in April 2013 at the Polytechnic computer lab for three sessions of three hours each, students learnt to communicate and work with elderly. As part of ITE College East's community outreach efforts, 19 students from its School of Community Care and Social Services partnered TSAC in organising a welcome party for new TSAC members. Held on 5 April 2013 at Blk 59 Geylang Bahru, Multi-purpose Hall, 173 members of TSAC welcomed 12 new members and celebrated the birthdays of 10 seniors, many of whom seldom celebrate their birthdays. The students had an enjoyable time and were surprised by the enthusiasm and spontaneous response from the seniors.

In its annual Customer Satisfaction Survey as required by the NCSS, 90% of the frail and homebound clients felt that TSAC has met their needs. 100% of the clients who are mobile felt that "they were adequately served".

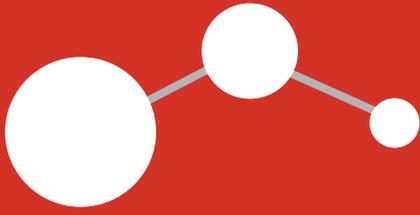
TSAC continued to run its bi-monthly Dry Food Rations (DFR) project to supplement the nutrition



*TSAC seniors showcasing their talents at a family celebration lunch.*

needs of the disadvantaged seniors, the low-income earners, those unable or unfit to work, as well as public assistance recipients. In June and August 2013, DFRs were sponsored by Seaco Asia Pte Ltd whose staff contributed in other ways such as packing and distributing rations to the seniors' homes. Led by their management staff, the volunteers sportingly joined in the songs and games with the seniors at TSAC's Father's Day and National Day celebrations.

*Under the Ministry of Social and Family Development's Masterplan to further strengthen its capabilities to effectively cater to the varied needs of the seniors, TSAC will participate in pilot initiatives in 2014 that will lead to better service coordination and handling of casework. TSAC, a Centre of Specialisation, will also continue to train other SAC service providers twice a year at the Social Service Training Institute to equip them with the knowledge and skills to work with seniors. This is also in line with the Intermediate and Long Term Care Services Plan by the Agency for Integrated Care for VWOs to take on a bigger role in providing quality service for the elderly in Singapore.*

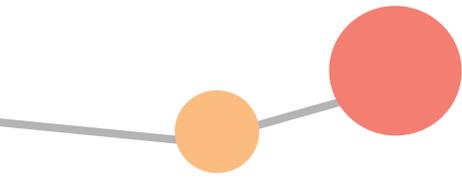


# SERVING PEOPLE WITH SPECIAL NEEDS



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, promoting independence and integration with the rest of society.





### **TOUCH Centre for Independent Living**

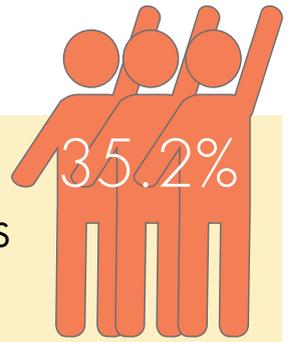
In line with the government’s vision to build an inclusive society where people with disabilities can be looked after and also become contributing members of society, TOUCH Centre for Independent Living (TCIL) continued its efforts to encourage lifelong learning and help those with disabilities to live independently in the community.

In the year under review, TCIL’s client base grew 10% to its maximum capacity of 55 individuals, of which nine were new clients. The number of service users leaped by 109.4% to 1,022 mainly due to *ARISE. SHINE* – a first-of-its-kind performance in Singapore for the Disability Sector which saw strong support from parents, caregivers and community partners who attended the performance. The total number of volunteers grew by 35.2% due to TCIL’s active engagement with schools leading to strong continued participation from student volunteers in its activities.

### **Upgrading work skills, nurturing artistic talents**

The year saw TCIL stepping up training efforts under its Job Preparation and Employment Services (JPES) module to better equip trainees with relevant job skills leading to employment, job retention and better support to address work-related issues. JPES graduants have to retain their jobs for at least a year.

**INCREASE IN THE NUMBER OF VOLUNTEERS FROM 298 TO 403**



TCIL facilitated sessions with potential employers to help them better understand the needs and challenges faced by people with intellectual disabilities. Job coaches were also assigned to help clients adapt to their new work environment and responsibilities.

*Nurturing artistic talents.*



“

Under JPES, 23 trainees received help in identifying vocational skills and career interests, employment plans and job matching.

*Increasing awareness about people with intellectual disabilities through active engagement with schools.*



All smiles for TCIL trainee Tay Mei Yee at an enrichment session organised by NYGH's Service-Learning Club.

Under JPES, 23 trainees received help in identifying vocational skills and career interests, employment plans and job matching. There was also greater collaboration with TOUCH Ubi Hostel (TUH) as three TCIL trainees received on-the-job training at the 301Thrift Mart. To simulate a real life training experience, three trainees cleaned the homes of the frail elderly from TOUCH Home Care and five trainees cleaned the office at TOUCH Seniors Activity Centre. TCIL also placed one client with TOUCH SpecialCrafts for sheltered employment to produce craft products and commercially print designs and paintings. As at end December 2013, TCIL successfully placed 11 trainees in various places of employment, including short-term assignments at industrial parks, sheltered and artist workshops, canteens, restaurants, landscape and cleaning companies.

TCIL's Visual Arts Training (VAT) programme was given a shot in the arm with funding from Salesforce.com. The VAT programme allows trainees of both TCIL and TUH to benefit from personal expression and additional vocational choices through the creation of art forms and handicraft. Apart from raising funds for TOUCH through the Charity Run, Salesforce.com sponsored and participated in an outing to the S.E.A Aquarium for 48 trainees in August 2013. The outing was an excellent opportunity for trainees to practice social interaction skills with staff from Salesforce.com. This was also the first time for many of the trainees to experience the world's largest aquarium. A cheque presentation ceremony, graced by TOUCH Special Advisor (Partnership Development) Mrs Goh Chok Tong, was held at the West Coast Park on 11 October at Salesforce.com's Could Run 2013.



Guest-of-Honour Mrs Goh Chok Tong (second from left) with TOUCH clients and management staff from TOUCH and Salesforce.com.

### Raising disability awareness and strengthening families

The year was packed with various activities involving student volunteers and corporations to promote greater interaction and raise awareness about disability issues. TCIL continued to engage Nanyang Girls' High School (NYGH) - for the seventh year - with 25 students who conducted a range of enrichment activities for 15 weeks. The students were able to plan and implement suitable activities for the trainees. The trainees also benefited from the use of the school's facilities such as the iPads and equipment in the Home Economics room. The students' rich learning experience, as reflected in an article by a fellow NYGH schoolmate, was published in Lianhe Zaobao in July 2013. Staff and volunteers from Hwa Chong Institution's National Police Cadet Corps also organised an outing to the Road Safety Park at East Coast Park for 43 trainees

from TCIL. Other school partners included Anderson Junior College, Victoria Junior College and Dunman Secondary School who conducted Serving-Learning projects for its trainees.

In May 2013, 48 trainees had an enriching time decorating and selling cup cakes and cake pops with 18 staff from Alcatel-Lucent Singapore and 20 volunteer students from NYGH and raised close to \$4,000 for the work of TOUCH. The trainees' cup cake decorating skills were put to good use at the *ARISE.SHINE* roadshow in November 2013 which included booths set up to showcase the talents of people with special needs.

While Intellectual Disability (ID) is not a mental disorder, people with ID are more likely to develop a mental health condition such as schizophrenia, depression or anxiety disorder. 50% of the ID clients served by TOUCH suffer from any one of these mental health issues. In 2013, TCIL stepped up efforts to strengthen partnerships with caregivers and community partners including mental healthcare professionals from the institutions including the Community Wellness Centre and Institute of Mental Health. These included TCIL staff accompanying the trainees and their caregivers for their medical appointments to better understand their situation and effectively monitor their behaviour at the Centre.

*Looking ahead, TCIL will continue to actively forge strong partnerships with community partners to create job attachment and greater employment opportunities for its trainees, as well as to change public perception of individuals with ID. It will go the extra mile by setting up a Caregivers Support Group to more effectively cater to the various needs of its trainees and caregivers.*



*Engaging trainees through fun and exciting activities.*

## **TOUCH Ubi Hostel**

TOUCH Ubi Hostel (TUH) is Singapore's only residential training facility for adults with mild intellectual disabilities located within a HDB heartland. It is a step-up training programme for adults with mild intellectual disabilities. In the year under review, TUH continued to focus on upgrading the skills of its trainees with the long-term goal of helping them find and retain their jobs and integrate into society. In the year, TUH's enrolment held steady at 30 trainees. The number of volunteers doubled to 52 compared to the year before due to strong partnerships with various community partners.

“

TUH is Singapore's only residential training facility for adults with mild intellectual disabilities located within a HDB heartland.

## **Increasing employment opportunities**

Going beyond providing trainees with training opportunities, TUH offers on-going customised job placement and job support, including educating employers and co-workers, and mediating employer-employee relationship – with the objective of helping trainees adapt and succeed in their work environment.

The employment front held steady with 93% of its trainees undergoing some form of employment by the end of 2013. In the year, 25 trainees stayed in their jobs for at least six months. Response to its Community Living Skills training was good with 20 out of 30 trainees being able to perform at least one new activity in independent living, such as taking a bus and cooking – exceeding TUH's target of 14.



## Forging close family ties and connecting with the community

Throughout the year, TUH rolled out a variety of activities to encourage family bonding and interaction with family members. These included the annual Chinese New Year dinner held on 17 February 2013 for 14 caregivers and 24 trainees. This was followed by the TUH Family Day with caregivers organised and sponsored by Victoria Junior College in August 2013. In October 2013, 11 trainees who have performed well in their workplace or progressed in their training programme took a three-day two-night cruise organised by Star Cruise to Kuala Lumpur. They were accompanied by four trainees who had graduated and eight family members. Other activities organised included a tour of Bollywood Veggie's plantation in March 2013 and a treasure hunt excursion at Changi Village organised by volunteers from SIA Community Service Club in July 2013.

In September 2013, TUH ran its Weekend Programme – for the first time – involving five trainees. Its objective is to keep trainees who were unable to go home during the weekends at the hostel to prevent them from wandering the streets.

There was strong community engagement with close to 30 participants from TUH and TCIL who took part in the Purple Parade on 30 November 2013. Organised by the Central CDC and the Autism Resource Centre, this public awareness event seeks to celebrate the UN International Day of Persons with Disabilities and educate the public and disability issues.

*Going forward, TUH will specially train and prepare trainees – as part of its Assisted Independent Framework – to help them transit into the next stage of independent living upon graduating from TUH. It will work closely with the Ministry of Social and Family Development to prepare for the Hostel Licensing requirement as part of the Government's regulatory framework for the disability homes and hostels.*



*Volunteers enjoying themselves at the Bollywood Veggie's plantation.*



*All set for a family holiday to Kuala Lumpur.*



*Participating in the Purple Parade to raise awareness about disability issues.*

“

The employment front held steady with 93% of the trainees undergoing some form of employment by the end of 2013.

## **TOUCH Silent Club**

The Deaf community in Singapore may face many challenges that affect them educationally, socially, emotionally and / or psychologically. TOUCH Silent Club (TSC) believes that every Deaf has the potential to integrate and contribute to society. In the year under review, TSC saw its membership base increased by 36.8% - from 329 to 450. The increase could be attributed to the waiver of administrative fee for new member applications in the year in celebration of TSC's 20th anniversary. Its service users saw a significant increase of 124.6% to 3,128 due to accelerated efforts in partnering schools for its deaf awareness assembly talks. Correspondingly, its regular volunteers increased by 60% to 40, of which half were clients.

“

The number of job seekers placed successfully under the TSC's WAP stood at 38, of which

57.9% stayed on their jobs for more than three months.

*Building confidence and job readiness for the Deaf at the workplace.*

## **Clearing misconceptions and enhancing employability**

As part of its Work Assistance Programme (WAP) and supported by the Singapore National Employers Federation, TSC published a booklet 'Hiring the Deaf: An Employer's Guide'. The guidebook dispels misconceptions about hiring Deaf workers, offers tips on how to communicate with Deaf co-workers and how to integrate them into the workforce. Since 1993, TSC has been assisting companies to employ Deaf workers, providing a range of services such as conducting job interviews for potential employees, giving Deaf Awareness Training for staff, providing on-the-job support and consultation whenever necessary.

TSC also continued its efforts to find employment for its clients. In 2013, the number of Deaf job seekers who successfully found jobs increased and TSC also made good progress in helping its clients find employment and forging close partnerships with corporate partners. The number of job seekers who were placed successfully in jobs under the TSC's WAP stood at 38, out of which 57.9% stayed on their jobs for more than three months. There was good progress on the recruitment front with the number of new companies who partnered TSC to provide employment increasing to 32 compared to 26 the previous year. The number of new Deaf job seekers stood at 66 – significantly exceeding its target of 25.



## Reaching out to youths, families and seniors

A key highlight of the year was TSC's first Family Day on 1 June 2013 held at the open atrium of venue sponsor JCube mall. Themed "Together We Shine", the event was attended by 100 clients and their family members. A total of 32 TSC volunteers and staff, and 14 Secondary Three students from Dunman High School planned the range of fun activities to facilitate active partnership with the respective families of TSC's Deaf clients. Wowing the crowds was a "Deaf Talent" showcase featuring a chef, a mime artist, a painter and a videographer. Other programme highlights included a family look-alike contest, interesting stage games as well as game booths, a creative art corner and the origami art booth where participants learnt to make flowers for their loved ones.

Other fun activities organised included a Chinese New Year gathering and Marriage Enrichment Programme – Be My Love Always – held for married couples on 2 November 2013 at the Republic of Singapore Yacht Club. The year ended with a joyous Christmas celebration "Wheels of Joy" at Fond Garden Restaurant in Kallang Theatre on 14 December 2013. Held for the third year, 2013 saw the largest turnout with 150 Deaf clients and family members attending the event – a 50% increase compared to the year before.

TSC rolled out a range of fun programmes throughout the year to engage its youth clients. Held for the third year, iEXCEL, a youth programme by TSC continued to help Deaf youths better integrate into the community through sports and outdoor activities. Some of the key projects for the year included HOTSPORTS Madness! – a community project involving student volunteers from Ngee Ann Polytechnic. Deaf and hearing youths



TSC client Chan Ka Wai displaying his waffle ice-cream creation at Udders.

had the opportunity to interact through a friendly match of captain ball and street soccer. 20 Deaf youths learnt ice-cream making tips at the Udders Ice-Cream Workshop. The youths also learnt to look beyond their disability to serve the frail elderly from TOUCH Home Care by cleaning their homes as part of Love in Action!, a community service project.

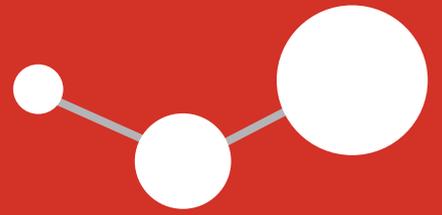
The year also saw TSC actively reaching out to its Deaf clients aged 45 and above, which accounts for half of its membership base. Some 30 clients attended its special lifeskills workshops which included joint mobility exercises taught by an occupational therapist from Singapore General Hospital; painting craft taught by a Deaf artist; and a talk on the various insurance schemes under the Central Provident Fund.

*Looking ahead, TSC will continue its efforts to further develop the potential of its clients in the areas of personal development and employability, and forge closer partnerships with Deaf parents and various community partners. It will review its programmes and introduce innovative services that can continue to meet the needs of the Deaf community.*



TSC client Adam Han (centre) with his soccer mentor and fellow TSC client Muhsin Johari (left) and volunteer Jonathan Ng.





# SERVING PEOPLE WITH HEALTHCARE NEEDS

The Healthcare Service Group aims to provide emotional, financial and practical support to individuals with chronic health conditions and their family.



100%

RATED TCAS  
OUTINGS AS  
"VERY GOOD"

### TOUCH Cancer Support

TOUCH Cancer Support (TCAS) continued its role in helping patients suffering from Chronic Myeloid Leukemia (CML), Acute Lymphoblastic Leukaemia (ALL) and Gastrointestinal Stromal Tumours (GIST) apply for financial help from both pharmaceutical companies as well as other welfare organisations. TCAS continued its exclusive partnership with Novartis (Singapore) Pte Ltd – to administer the Gilvec Patient Assistance Programme (GPAP) and the Tasigna Patient Assistance Programme (TPAP) to help ensure that no needy clients are denied of medical treatment due to financial reasons.

In 2013, TOUCH Cancer Support's client base saw an increase of 2.8% – from 355 to 365 – mainly due to increased referrals from doctors. TCAS' service users held steady at 185 as it continued its interactions with doctors, healthcare workers and social workers who enquired about its services.

### Providing financial help

Due to the high cost of Gilvec and Tasigna, many needy patients are unable to afford the medication, leading to non medical compliance which may further complicate their health condition and resulting in higher costs as the cancer advances. This could lead to additional pressure on the patient and family members or caregivers – affecting them socially, emotionally and financially.

For the fifth year, TCAS continued to administer Tasigna, a leukaemia drug by Novartis, for clients

with CML who no longer benefited from their previous medication, including Gilvec. TCAS had negotiated with Novartis to offer financial assistance for Tasigna. Compared to Gilvec, the treatment and medication cost for Tasigna is much higher. As at end 2013, the number of clients under TPAP increased by 33.3% to 28 compared to the previous year.

In 2013, TCAS, in partnership with doctors, continued to administer the First Line (150mg) Tasigna medication brought in by Novartis for two new patients suffering from CML and more newly diagnosed patients who require Tasigna to be taken regularly.

### Reaching out to caregivers through fun activities

In 2013, TCAS clients and their caregivers were treated to a variety of fun and interactive activities – many for the first time. For example, during the Chinese New Year period, a TCAS Malay client-turned-volunteer visited the homes of new clients together with TCAS staff to provide encouragement and support. On 26 April 2013, 20 elderly clients and their caregivers

*Mr Kavin Seow, TCAS Director, befriending the grand-daughter of a TCAS client (left) and a volunteer (centre).*





TCAS client Mdm Lim Suan Keng (left) with volunteer Claudia Ong (right).

were treated to an educational tour of the National Orchid Garden. A second outing was held on 30 December 2013 where clients and their caregivers enjoyed a leisurely stroll at the Flower Dome, Gardens by the Bay. For many of these caregivers, it was their first time taking a break and relaxing outdoors. In November 2013, 19 clients and their caregivers also enjoyed a meaningful time at TOUCH Movie Night as they watched the 3D movie "Frozen".

A special health talk by Ms Chang Yok Ying, Pharmacy Practice Manager from the National Cancer Centre was also held on 1 June 2013 to equip Chinese-speaking caregivers with the relevant knowledge about cancer management and empower clients to take better care of themselves. Participants learnt about healthy eating habits and how to lower cancer risk.

TCAS' services continued to be well received with more than 30% of its clients who are mobile attending at least one of its activities. 100% of its clients also felt that the outings were "very good".

*Moving forward, TCAS will look into expanding its team to better meet the needs of its clients. It will continue to work closely with hospitals to further reach out to more clients to enable them to enjoy appropriate subsidies for their medication.*



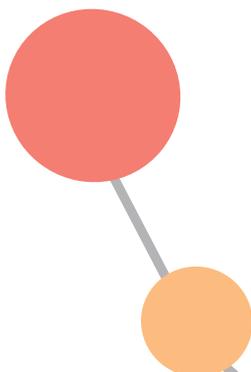
Enjoying a leisurely walk at TDS' Walking Trail.

### **TOUCH Diabetes Support**

Diabetes is one of the most pressing health issues in Singapore. According to the Ministry of Health, one in nine Singaporeans aged 18 to 69 are diagnosed with diabetes. By 2050, Singapore may have as many as one million people with diabetes. The prevalence of children or adolescence with Type 2 obesity-related diabetes is also rising. There is an urgent need to step up public awareness efforts as more than half with diabetes are still unaware of their condition. If left undiagnosed or poorly treated, diabetes can cause complications such as blindness, kidney failure, limb amputations, heart attacks and stroke.

“

TDS believes that the individual with diabetes must be at the centre of any effort towards good diabetes management.



TOUCH Diabetes Support (TDS) believes that the individual with diabetes must be at the centre of any effort towards good diabetes management. TDS programmes aim at motivating and empowering the participant towards self-care and ownership of this chronic condition.

The year saw an increase of 3.7% to 1,184 clients compared to the previous year with more individuals with Type 1 and Type 2 diabetes receiving help from TDS. As in previous year, Type 2 diabetes accounted for more than half of TDS' total membership. Its service users decreased by 13.5% to 4,003. There was also a dip in the total number of volunteers due to the absence of large scale events like *Walk With Diabetes*.

### Learning to live well with diabetes

For the first time this year, TDS held a special TDS Connect session – “Fasting Safely with Diabetes” for the Malay community during the month of Ramadan in May 2013. The talk on fasting healthily, conducted by Nurse Educator Aslena Binte Hussain from Novo Nordisk, was attended by 18 clients together with their family and friends. This talk paved the way for TDS to forge strong ties with the Malay community through strategic link-ups with key community leaders. For example, on 26 May 2013, Mrs Julie Seow, Senior Manager of TDS, was invited by one of the talk attendees to share about her diabetes journey at a Mother's Day celebration organised

by the South East Mosque Cluster community. The event was graced by Mdm Halimah Yacob, the former Minister of State for Social and Family Development.

TDS held its public talk “Who's Afraid of Diabetes” on 7 September 2013 at the YMCA. Attended by 65 participants comprising TDS' clients, family members and caregivers, and members of the public, the talk was organised in partnership with event sponsor, SoyJoy, a snack company specialising in low Glycemic Index (GI) fruit bars. The objective of the talk was to introduce to participants the concept of Low GI diet as a way for better blood sugar control and good diabetes management. Dietician Ms April Cheung from Jurong Health Services and Endocrinologist Dr Ben Ng from Changi General Hospital gave useful information and tips on the various ways to manage diabetes effectively through diet, exercise and medications. Participants found the talks interesting and engaging as they were peppered with useful anecdotes and fun quizzes to reinforce learning in practical ways. A Zumba segment, helmed by Rasidah Caudal, an energetic and vibrant freelance instructor further livened up the session.

Beyond its regular support groups and talks on diabetes-related topics, TDS continued its Certificate in Basic Diabetes Education – a four-module course covering essential topics on good diabetes care and management and taught by specialists in various fields.



TDS holds regular talks to encourage good diabetes care and management.



*Participants enjoying a fun and enjoyable outing at Henderson Waves.*

### **Promoting family bonding and a healthy lifestyle**

In the year, the Diabetes eXercise (DX) - a programme which promotes exercise as a key component of good diabetes care – continued to receive good response. For example, on 24 August 2013, 17 participants from ages 8 to 45 took part in an adrenalin-charging rock climbing activity conducted at Emmanuel House. It was a good time of bonding and harnessing of teamwork with one participant overcoming her fear of heights.

TDS' bi-monthly Walking Trails held on Saturday mornings at various Park Connectors including Labrador Park, Punggol Waterway, and the Southern Ridges were also well attended with at least 35 to 40 participants turning up with family members and friends. The Zumba Fitness sessions held in the last quarter of the year were attended by 16 participants.

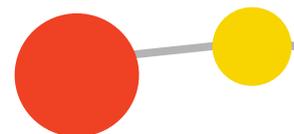
Some 60 participants comprising TDS clients, family members, caregivers and friends attended an outdoor picnic at the Fort Canning Terrace – held for the first time. The fun-filled programme which included a



Treasure Hunt, Zumba, Best Dressed Award Competition and a birthday celebration provided opportunities for family interaction and bonding.

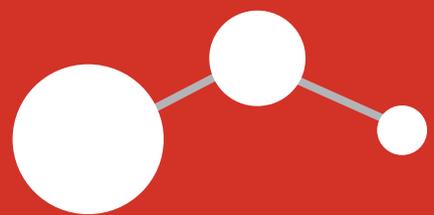
TDS also extends a helping hand to the poor and disadvantaged who are unable to cope with the expenses of managing diabetes. In 2013, 23 members received help from TDS' Diabetes Support Fund scheme. This Fund extends help to financially needy members referred to TDS by medical social workers from the hospitals. This sponsorship of diabetes supplies like syringes, lancets, pen needles, test strips etc is made possible through collaboration with TDS' valued partners from the drug and pharmaceutical companies.

*Moving forward, TDS intends to engage members of different age groups in a series of "TDS Conversations" to gather their views and contributions on how TDS can continue to meet the needs of the diabetes community. TDS will continue to build its volunteer capabilities in line with its belief to see every member a giver.*





**SERVING THE  
INTERNATIONAL  
COMMUNITY**



**TOUCH Community Services International aims to facilitate the delivery of crisis relief and develop youth volunteers through community development projects.**



Lighting 50 candles on a cake at the closing ceremony to symbolise the QQS dream of seeing 1,000 youths serving at 50 service points in China in 2015.

### **TOUCH Community Services International**

It was another fruitful year on the international front for TOUCH Community Services International (TCSI) with its slew of programmes which included providing humanitarian relief, as well as mobilising and training youth volunteers in Singapore to play a lead role in its overseas Service-Learning (S-L) and community development projects.

The number of clients in TCSI's overseas programmes saw a 25.1% increase to 2,202 due to its humanitarian efforts in post-conflict Sri Lanka which included water filtration, teacher training and other community development projects. Good response to TCSI's community development projects and its humanitarian relief efforts for the victims of Typhoon Haiyan in the Philippines also led to a significant increase of 321.5% to 2,810 service users. Despite 20.2% dip in the number of ad-hoc volunteers, its regular volunteers more than doubled to 36.

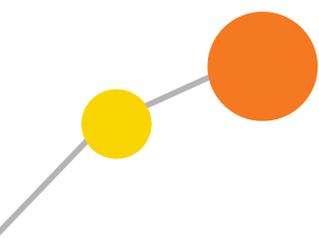
### **Inspiring Singapore's disabled community and developing volunteers**

In November 2013, TCSI achieved a key milestone when it partnered the Sichuan Province's Disabled Persons' Federation to bring *ARISE.SHINE 兴起发光-生命阳光* by the Sichuan Disabled Art Troupe to Singapore. Its objective was to encourage and inspire the local disabled community to live a dignified life despite their circumstances, and to appreciate the contributions of

the Chinese foreign workers in Singapore by inviting them to a performance by their fellow countrymen. 1,450 Chinese foreign workers and 600 special needs community guests attended the performances and gave raving reviews and standing ovations to the outstanding artistes with disabilities.

In July 2013, TCSI launched its 8th successful 千牵手 "Thousand Linking Hands" (QQS) project, a volunteer development and cultural exchange project with various agencies in China since it was first launched in 2006. For the second consecutive year, 100 volunteers from Singapore and the Chengdu University of Information Technology joined efforts to serve 660 underprivileged persons in Chengdu through 10 service points such as a centre for the elderly disabled and a residential area of low-income families. The QQS vision is to see 1,000 youth volunteers from Singapore and China coming together through bonds of friendship, hearts of service and skilled hands to serve needy communities in various parts of China in the year 2015.

Partnering the Ministry of Education (MOE) for the past eight years, TCSI continued to offer the Meals@Home programme to foreign students on scholarships. Its objective is to help international students integrate better into the local community by giving them the opportunity to experience the Singaporean way of life. Since inception, some 400 Singaporean families have hosted close to 2,000 foreign students in their homes.



“

TCSI's overseas programmes saw a **25.1%** increase to 2,202 clients due to its humanitarian efforts in post-conflict Sri Lanka.

In 2012 and 2013, 300 foreign students took part in Meals@Home, supported by over 60 host families. Despite a smaller intake of foreign students in the year, Meals@Home continued to enjoy the strong participation of more than 90% of Chinese MOE Scholars.

**Helping communities and sharing our expertise abroad**

Tapping on TOUCH's expertise on eldercare and caregivers' support services, TCSI initiated programmes to support the caregivers in Chengdu who are caring for their frail and disabled loved ones. In May 2013, TCSI and the Jin Jiang Disabled People's Federation (JJCL) signed a Memorandum of Understanding to pilot a caregivers programme which aims to raise awareness about caregiving related issues to reduce the emotional stress faced by caregivers and maximise care outcomes for care recipients. 20 local families participated in the pilot project. A handbook on basic caregiving, to be developed and published by TOUCH in partnership with JJCL, is scheduled to be released in 2015 and

distributed to more than 20,000 homes in the Jin Jiang community over the next three years.

In 2013 alone, TCSI volunteers, teachers and support personnel conducted four teachers' training sessions for 160 pre-school and primary school teachers from the districts of Mullaitivu and Thirukkivil. Three staff from TOUCH Child Care also shared with 42 pre-school teachers on how to use everyday items easily found in their vicinity to create meaningful and fun activities for pre-schoolers.

On 13 November 2013, TCSI dispatched its first volunteer team to the Philippines to assess needs on the ground and coordinate relief efforts to the people affected by Typhoon Haiyan. TCSI's volunteer medical team followed up by treating more than 600 victims of the disasters in Tacloban and Hernani. We have moved on to rebuilding and livelihood projects in the affected areas.

*Looking ahead, TCSI will forge closer partnerships with the various governmental agencies overseas to effectively tap on TOUCH resources to help address the needs of the community. This includes helping to build capacity in the education sector and to improve educational-related infrastructure in Sri Lanka, and rebuilding lives in the post-Typhoon Haiyan Philippines. It will continue to tap on the expertise of TOUCH services in the areas of cyber wellness, family life education, caregiving and social work to provide support to needy communities in China.*



TCSI volunteers came together to build a new home for Mdm Taulagon (centre in white), a survivor of Typhoon Haiyan.



TOUCH Child Care teachers connecting heart-to-heart with their Sri Lankan counterparts.

# FACTS & FIGURES 2013

Services	No. of Staff <sup>1</sup> (FT = Full-time, PT = Part-time)		No. of Volunteers (Regular * & ad-hoc **)		No. of Clients <sup>2</sup>		No. of Service Users <sup>3</sup>	
	2013	2012	2013	2012	2013	2012	2013	2012

## TOUCH Community Services Limited

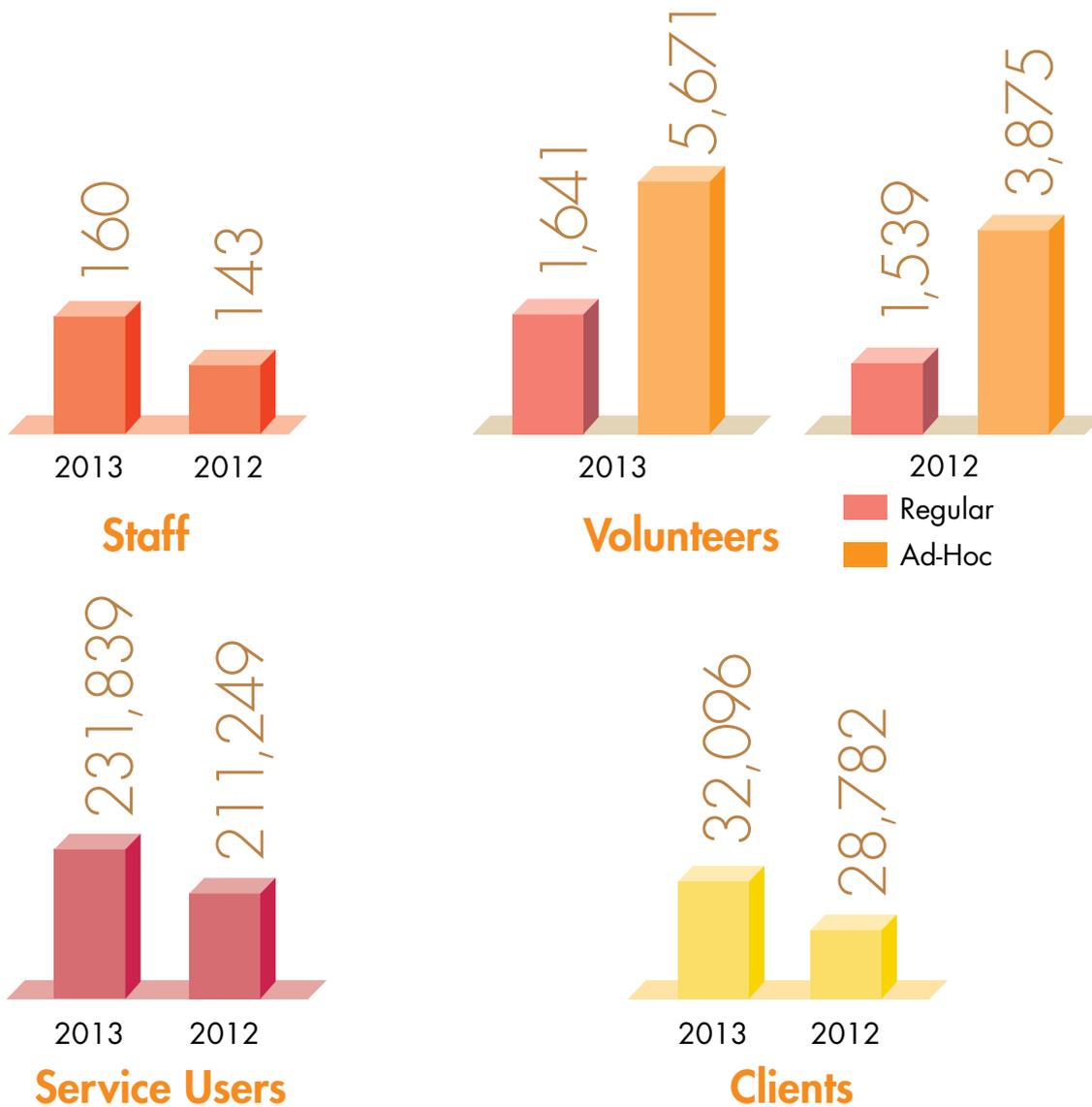
TOUCH Young Arrows <sup>4</sup>	3 FT 1 PT	3 FT	320* 1,233**	275* 1,050**	411	382	1,295	1,417
TOUCH Cyber Wellness <sup>5</sup>	10 FT 1 PT	10 FT 2 PT	8* 26**	39* 26**	11,660	9,902	198,829	175,152
TOUCH Leadership & Mentoring <sup>6</sup>	10 FT 1 PT	6 FT 1 PT	436* 70**	548* 88**	5,615	2,722	7,044	5,708
TOUCH Youth Learning Centre	4 FT 1 PT	4 FT 1 PT	7**	2* 12**	47	50	2	1
TOUCH Caregivers Support <sup>7</sup>	3 FT 1 PT	7 FT 3 PT	-	-	2,126	3,945	1,648	1,527
TOUCH Home Care	44 FT 8 PT	28 FT 3 PT	394* 1,297**	278* 1,299**	1,615	1,336	-	-
TOUCH Seniors Activity Centre <sup>8</sup>	6 FT	6 FT	104* 1,078**	96* 6**	721	683	-	-
TOUCH Centre for Independent Living	12 FT 2 PT	12 FT 1 PT	50* 353**	18* 280**	55	50	1,022	488
TOUCH Silent Club	3 FT 1 PT	4 FT	40* 39**	25* 48**	450	329	3,128	1,393
TOUCH Ubi Hostel <sup>9</sup>	8 FT 2 PT	7 FT 1 PT	17* 35**	22* 4**	30	30	129	-
TOUCH Cancer Support	3 FT	4 FT	1* 6**	14**	365	355	185	185
TOUCH Diabetes Support <sup>10</sup>	5 FT	4 FT	33* 17**	34* 140**	1,184	1,142	4,003	4,627

## TOUCH Family Services Limited

TOUCH Character Development	5 FT 2 PT	4 FT 2 PT	139* 18**	132* 38**	2,372	3,072	351	59
TOUCH Child Care	29 FT 2 PT	30 FT 3 PT	4* 1,273**	4* 637**	191	182	870	684
TOUCH Adoption Services <sup>11</sup>	3 PT	1 FT 2 PT	23* 6**	19*	193	319	1,644	1,637
TOUCH Counselling & Social Support <sup>12</sup>	3 FT	2 FT	11* 16**	-	1,502	490	110	175
TOUCH Family Life Education <sup>13</sup>	8 FT 1 PT	8 FT 3 PT	25* 11**	30*	1,357	2,033	8,769	17,535

## TOUCH Community Services International Ltd

TOUCH Community Services International <sup>14</sup>	4 FT	3 FT	36* 186**	17* 233**	2,202	1,760	2,810	661
<b>Total</b>	<b>160 FT 26 PT</b>	<b>143 FT 22 PT</b>	<b>1,641* 5,671**</b>	<b>1,539* 3,875**</b>	<b>32,096</b>	<b>28,782</b>	<b>231,839</b>	<b>211,249</b>



## Remarks

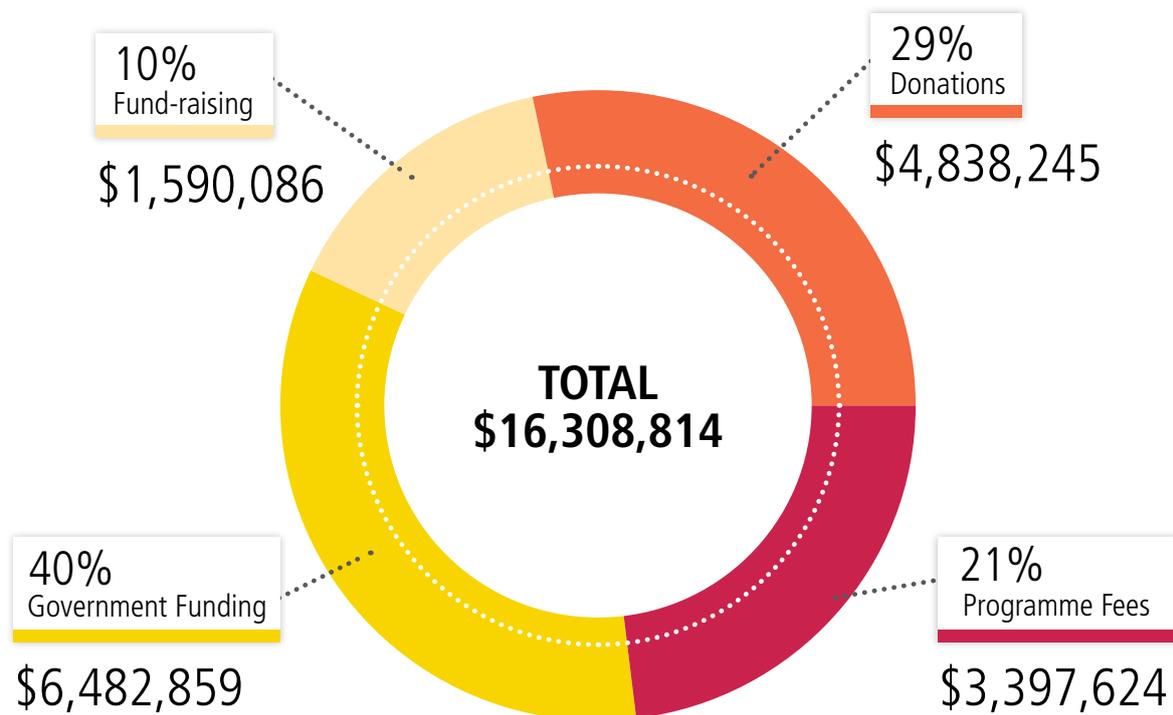
- \* Regular Volunteers include individuals who:
    - served regularly on a weekly or monthly basis, or
    - contributed at least 10 hours of volunteer service
  - \*\* Ad-hoc Volunteers include individuals who:
    - served on a one-off project (of a few days or up to 10 weeks), or
    - on an ad-hoc basis
- 1 Staff headcount figures have been rounded off based on an average of 12 months.
  - 2 Clients include individuals who:
    - received TOUCH services at least once a month, or
    - attended at least 80% of activities or programmes organised for the year, or
    - received face-to-face services including counselling, or
    - are registered members
  - 3 Service Users include individuals who
    - benefited from TOUCH services, such as through camps, health screening, and educational outreaches including talks, workshops and roadshows.
  - 4 The dip in service users could be attributed to the difficulties faced by family members in attending TOUCH Young Arrow's events due to sickness, work or family commitments.
  - 5 The increase in clients could be due to high demand from schools for TOUCH Cyber Wellness' repackaged Project CRuSH or Cyberspace Risks and where U Seek Help. Its newly launched primary school assembly programme - "Cybertales of Pancake Primary" - led to an increase in service users.
  - 6 The increase in clients could be attributed to greater school engagements for workshops and camps and strong demand for TOUCH Leadership & Mentoring's revamped Service-Learning modules. There were more service users due to higher demand for school talks and its newly launched adventure programmes.
  - 7 TOUCH Caregivers Support (TCG) served 2,126 clients. It redefined its client category to include only caregivers who have registered for the first time. Based on the new definition, TCG's 2012 client base stood at 2,264.
  - 8 The steep increase of TOUCH Seniors Activity Centre's ad-hoc volunteers was due to a redefinition of the service user category to include all who took part in one-off projects or events or were engaged in any of the Centre's activities or cases. Based on the new definition, the number of ad-hoc volunteers in 2012 was 664.
  - 9 TOUCH Ubi Hostel redefined its service user category to include trainees' parents or caregivers who received its services, visitors to the hostel and students who participated in Values in Action projects.
  - 10 There was a dip in the total number of volunteers due to the absence of large scale events like *Walk With Diabetes*. In 2012, there were 52 regular and 450 ad-hoc volunteers.
  - 11 The decrease in clients for TOUCH Adoption Services was due to the transfer of its support group members from the Clients to the Service Users category, and a redefinition of counselling case loads to include only unique individuals counselled. In 2012, there were six ad-hoc volunteers.
  - 12 There was a reclassification of clients under the Home Ownership Plus Education Scheme from TOUCH Family Life Education to TOUCH Counselling and Social Support in 2013. Based on this new classification, the 2012 client base was 1,185. The increase in client in 2013 was mainly due to an increase in Prison Programmes involving inmates and their families.
  - 13 The decrease in service users could be attributed to the exclusion of talks not conducted by TOUCH in schools and a change in guidelines which saw lesser participants required for a talk to qualify for government funding. Based on the new classification, TOUCH Family Life Education's 2012 client base was 11,855.
  - 14 The increase in TOUCH Community Services International's clients was due to its humanitarian efforts in post-conflict Sri Lanka which included water filtration, teacher training and other community development projects. Its community development projects and humanitarian relief efforts for the victims of Typhoon Haiyan in the Philippines also led to an increase in service users.

# 2013 FINANCIAL & 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 financial controls and procedures to ensure transparency and accountability and to safeguard the integrity of the financial reporting. Audited financial statements are published annually. Specific project evaluations are also carried out to assess the effectiveness of its programmes in meeting client needs.

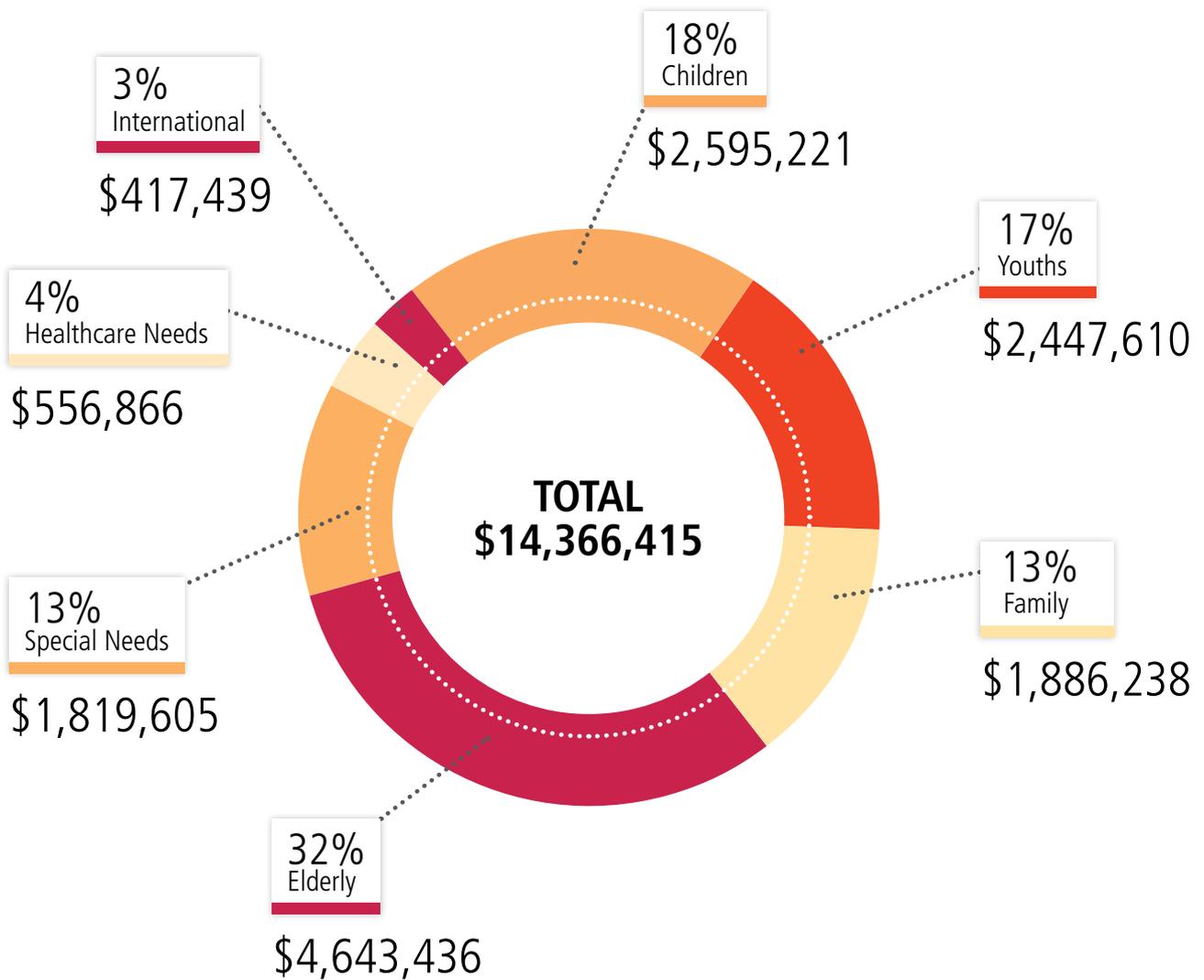
Please refer to some 2013 financial highlights and charts:

## 2013 SOURCES OF INCOME (TOUCH)



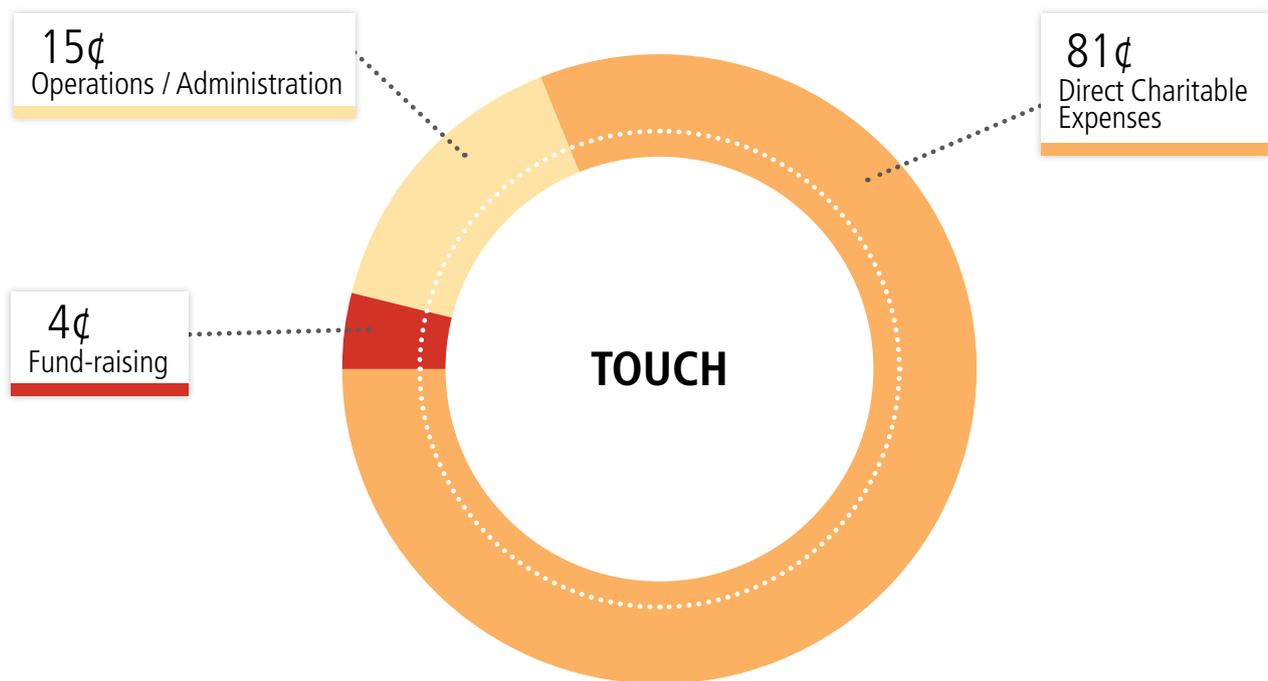
- TOUCH comprising TOUCH Community Services Limited, TOUCH Family Services Limited and TOUCH Community Services International Ltd received about 40% of its annual funding from government grants and relies more on its own fund-raising efforts to meet the rest of its financial needs.
- TOUCH received income totalling \$16 million.

## 2013 DISTRIBUTION OF EXPENDITURE (TOUCH)



For financial year 2013, TOUCH had a surplus of \$1,942,399.

## 2013 BREAKDOWN OF CHARITY DOLLAR



For financial year 2013, out of every \$1.00 spent, 81¢ went directly to fund programmes and activities that benefit our clients.

**Direct Charitable Expenses** – Include 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 Board of Directors to ensure that they are adequate to fulfil the continuing obligations.

### **Conflict of Interest Policy Statement**

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

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

# DIRECTORY OF SERVICES & LOCATIONS

## **TOUCH Community Services**

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

## **CHILDREN 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  
Email : tcd@touch.org.sg

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

(TOUCH Family Services Limited)

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

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

(TOUCH Family Services Limited)

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

### **TOUCH Young Arrows**

(TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central  
#05-3545 Singapore 150162  
Tel : +65 6377 0122  
Fax : +65 6317 9989  
Email : young.arrows@touch.org.sg

## **YOUTH SERVICE GROUP**

### **TOUCH Cyber Wellness**

(TOUCH Community Services Limited)

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

### **PlanetCRuSH@hougang**

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

### **TOUCH Leadership & Mentoring**

(TOUCH Community Services Limited)

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

### **TOUCH Youth Learning Centre**

(TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central  
#05-3555 Singapore 150162  
Tel : +65 6317 9937  
Fax : +65 6271 5449  
Email : ylc@touch.org.sg

## **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  
Email : adoption@touch.org.sg  
Web : http://adoption.touch.org.sg

### **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  
Email : caregivers@touch.org.sg  
Web : www.caregivers.org.sg

### **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  
Email : tcs@touch.org.sg

### **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  
Email : familylife@touch.org.sg

### **ELDERLY SERVICE GROUP**

#### **TOUCH Home Care**

(TOUCH Community Services Limited)

Add : Blk 173 Toa Payoh Lorong 1  
#01-1264 Singapore 310173  
Tel : +65 6258 6797  
Fax : +65 6258 1013  
Email : homecare@touch.org.sg

#### **TOUCH Home Care (Jurong)**

(TOUCH Community Services Limited)

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

#### **TOUCH Seniors Activity Centre**

(TOUCH Community Services Limited)

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

### **SPECIAL NEEDS SERVICE GROUP**

#### **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  
Email : silent.club@touch.org.sg  
Web : www.silentclub.org.sg

### **TOUCH Centre for Independent Living**

(TOUCH Community Services Limited)

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

### **TOUCH Ubi Hostel**

(TOUCH Community Services Limited)

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

### **HEALTHCARE SERVICE GROUP**

#### **TOUCH Cancer Support**

(TOUCH Community Services Limited)

Add : Blk 173 Toa Payoh Lorong 1  
#01-1264 Singapore 310173  
Tel : +65 6258 6797  
Fax : +65 6258 1013  
Email : cancersupport@touch.org.sg

#### **TOUCH Diabetes Support**

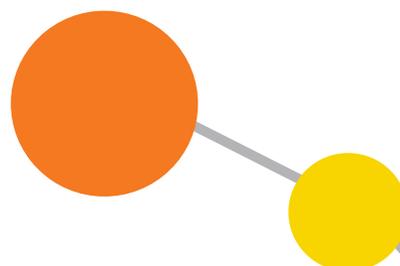
(TOUCH Community Services Limited)

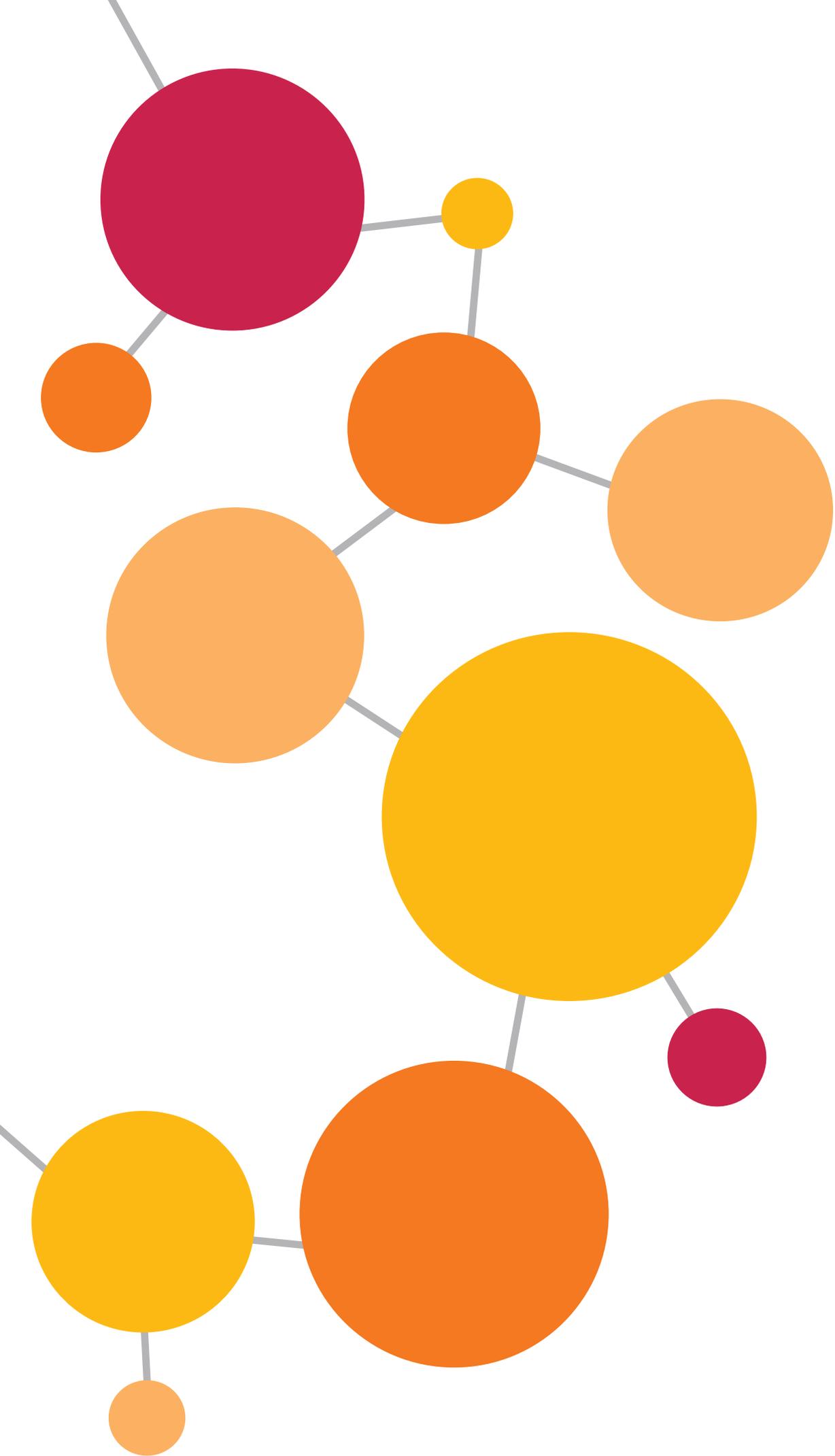
Add : Blk 173 Toa Payoh Lorong 1  
#01-943 Singapore 310149  
Tel : +65 6252 2861  
Fax : +65 6252 9695  
Email : tds@touch.org.sg  
Web : www.diabetessupport.org.sg

### **TOUCH Community Services International**

(TOUCH Community Services International Ltd)

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







---

**TOUCH COMMUNITY SERVICES LIMITED**  
**TOUCH COMMUNITY SERVICES INTERNATIONAL LTD**  
**TOUCH FAMILY SERVICES LIMITED**

Blk 162 Bukit Merah Central #05-3545 Singapore 150162

[www.touch.org.sg](http://www.touch.org.sg)

