

TOUCH REPORT 2010

Strengthening Families Transforming Communities



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Information correct at time of print.

CORPORATE INFORMATION

The work of TOUCH started in 1986 as a service to the community by a group of like-minded young people...

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

TOUCH comprises TOUCH Community Services Limited, TOUCH Family Services Limited, TOUCH Youth Limited and TOUCH Family Development Centre. TOUCH has an integrated network of 17 services with 10 centres and 12 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 19 years, TOUCH has reached out to many individuals from all races and religions. In 2010, we reached out to some 15,000 clients and 155,000 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.

Our Mission

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

Vision 2015

Our vision is to see families strengthened and communities transformed by planting and building

institutions of values in and through a network of integrated community services.

Our Story

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

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

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

CHAIRMAN'S MESSAGE



As I write this, TOUCH Community Services will be turning 19 years old. What a wonderful journey it has been for us in serving the needs in the community!

While TOUCH was registered as a legal entity in 1992, our work in the community really began in 1986 with a group of volunteers who saw the needs of latchkey kids in Jurong, rolled up their sleeves, rallied other volunteers, and together did something practical about it.

The work of TOUCH has since been growing steadily to meet even more needs in society; and in the year under review, it is evident again that we cannot do what we do without the strong support of our many community partners.

The year 2010 can be summed up in one word - "giving". As our staff, volunteers and supporters continued to give, our clients were the greatest beneficiary as they gained in strength and resilience to weather the storms in life. We are encouraged by all who have given of themselves - our donors, volunteers, supporters, corporations and schools. I believe their passion and efforts will spur others to do likewise to help the needy and disadvantaged in their midst.

As in previous years, TOUCH intensified efforts to roll out programmes and services to "strengthen families" and "transform communities" through our 17 services. While regular fund-raising events continued to receive good response, new fund-raising projects were also rolled out in the year to raise more funds for the work of TOUCH. These included TOUCH's inaugural Charity Movie Night - Toy Story 3 - and the first direct donation mass mailing through the Singapore Power utility bill.

All in, it was a good and fruitful year for us in TOUCH. Our priority is - and always will be - to meet the needs of those we serve. We will do our best and challenge ourselves to do even better in the coming year.

We thank you from the bottom of our hearts for your partnership. Because of your support, there is hope for the disadvantaged in society. And, because you care, the work of TOUCH can continue to benefit many other needy individuals.

A handwritten signature in black ink that reads "Lawrence Khong". The signature is written in a cursive, flowing style.

Lawrence Khong, PBM



EXECUTIVE DIRECTOR'S MESSAGE

It was a year of growth at TOUCH - fuelled by a fast recovering economy - which saw increased support from corporations, individual donors, volunteers and supporters as we continued our work in the community.

In the year under review, TOUCH's number of clients and service users grew by 6.2% and 24% respectively compared to the year before. In 2010, we reached out to 15,000 clients and 155,000 service users. Volunteer support remained high with a 25.6% increase in the number of ad-hoc volunteers.

TOUCH continued to receive strong demand for its services. For example, TOUCH Young Arrows opened two new Clubs in Ang Mo Kio and Woodlands, benefiting more needy children from low-income families. TOUCH Counselling and Social Support also experienced significant growth with a 242.7% increase in the number of clients due to extensive media coverage and publicity for its counselling services. There was also a 28% increase in service users for TOUCH Cyber Wellness (TCW) as it accelerated efforts to bring the cyber wellness message to students, educators and parents. In the year, more frail elderly were also helped as TOUCH Home Care's (THC) client base rose by 35.2% in tandem with a higher demand for its services.

It was also a year of innovation at TOUCH as we strive to provide more effective and timely services. For example, THC was granted S.E.E.D. Funding from the Centre for Enabled Living for its proposed Radio-frequency Identification System to track the timeliness and the accuracy of its service delivery. *TOUCH-PREP* or **P1 Readiness Programme** was also launched to help the children from low-income families for a better transition into Primary 1. TOUCH Adoption Services achieved a significant milestone when it published a book "Our Very Own" - the first-of-its-kind in Singapore.

There was increased public awareness about TOUCH's services and of its efforts to raise professionalism in the social service sector through greater media exposure in both the print and broadcast media. For example, TOUCH Family Services' counsellors and life coaches were frequently invited to comment on a wide range of family issues. Tapping on its expertise in cyber wellness education, TCW was also regularly invited to comment on hot topics like online gaming addiction and cyber bullying.

The TOUCH spirit flew high with regular fund-raising events like the Lunar New Year project, *Love in a Bouquet*, TOUCH Flag Day and *Swing for Charity* which continued to receive strong support from the community. We were also privileged to be invited by the LoveSingapore Network of Churches to be the event coordinator for the *iLoveSingapore Walk* charity walkathon in November at the Padang; and were also one of the beneficiaries of this fund-raising event.

Thank you for believing in our cause. Your kindness has further strengthened our resolve to continue doing our best to improve the quality of lives of those under our care.

Eugene Seow, PBM

ORGANISATION STRUCTURE

BOARD OF DIRECTORS

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

Chairman:

Lawrence Khong, PBM

Honorary Treasurer:

Melvyn Mak

Directors:

Caleb Chan

Cheng Huey Teng

Daniel Goh (Till May 2010)

Robert Chew

Kenneth AuYong (From May 2010)

Lie Chin Chin

Peh Lai Gek

MANAGEMENT COMMITTEE

(for TOUCH Family Development Centre)

Chairman:

Lawrence Khong, PBM

Vice Chairman:

Melvyn Mak

Honorary Treasurer:

Peter Chung

Honorary Secretary:

Kenneth Tan

Members:

Daniel Goh

Kam Tin Seah

Robert Chew

Tan Hui Sin

EXECUTIVE TEAM

Eugene Seow, PBM

Executive Director

Edmund Wong

General Manager

CORPORATE SUPPORT

Anita Low-Lim

**Director, Youth Development,
Corporate Development &
Community Relations**

Chua Aik Hong

**Director, Finance Manager,
Human Resource** (From May 2010)

Wee Bee Hong

Senior Manager, Human Resource
(Till May 2010)

SERVICE HEADS

Children Service Group

Patricia Koh

**Manager, TOUCH Character
Development**

Vanny Low

Manager, TOUCH Child Care

Lawrence Tan

**Assistant Manager,
TOUCH Young Arrows**

Youth Service Group

Poh Yeang Cherng

Manager, TOUCH Cyber Wellness
(Till February 2011)

Lily Chu

**Manager, TOUCH Leadership &
Mentoring**

Jane Ng

**Principal, TOUCH Youth
Learning Centre** (Till December 2010)

Family Service Group

Arthur Ling

**Director, TOUCH Family Services,
TOUCH Counselling & Social Support
& TOUCH Family Life Education**

Teo Seok Bee

**Senior Manager, TOUCH Adoption
Services**

Kavin Seow

Director, TOUCH Caregivers Support

Elderly Service Group

Kavin Seow

Director, TOUCH Home Care

Hannah Liew

**Supervisor, TOUCH Seniors Activity
Centre**

Special Needs Service Group

Julia Lam

**Director, Special Needs Service Group
& TOUCH Seniors Activity Centre**

Seah Xiang Ru

**Supervisor, TOUCH Centre for
Independent Living**

Danny Loke

Manager, TOUCH Ubi Hostel

Wee Bee Hong

Senior Manager, TOUCH Silent Club

Healthcare Service Group

Kavin Seow

Director, TOUCH Cancer Support

Julie Seow

**Senior Manager, TOUCH Diabetes
Support**

TOUCH Community Services International

Shawn Lim

Manager

MEETING THE NEEDS OF THE COMMUNITY

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

CHILDREN SERVICE GROUP

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

The Children Service Group comprises:

1. TOUCH Character Development[∞]
2. TOUCH Child Care^{*}
3. TOUCH Young Arrows

FAMILY SERVICE GROUP

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

The Family Service Group comprises:

1. TOUCH Adoption Services[∞]
2. TOUCH Caregivers Support
3. TOUCH Counselling & Social Support[∞]
4. TOUCH Family Life Education[∞]

disabilities, promoting independence and integration with the rest of society.

The Special Needs Service Group comprises:

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

HEALTHCARE SERVICE GROUP

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

The Healthcare Service Group comprises:

1. TOUCH Cancer Support
2. TOUCH Diabetes Support

YOUTH SERVICE GROUP

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

The Youth Service Group comprises:

1. TOUCH Cyber Wellness[^]
2. TOUCH Leadership & Mentoring[^]
3. TOUCH Youth Learning Centre[^]

ELDERLY SERVICE GROUP

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.

The Elderly Service Group comprises:

1. TOUCH Home Care
2. TOUCH Seniors Activity Centre

SPECIAL NEEDS SERVICE GROUP

The Special Needs Service Group aims to cater to the needs of special groups of people, such as the Deaf community and people with intellectual

TOUCH COMMUNITY SERVICES INTERNATIONAL

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

Note:

^{*} TOUCH Child Care is a service under TOUCH Family Development Centre, an affiliate of TOUCH Community Services.

[^] TOUCH Cyber Wellness, TOUCH Leadership & Mentoring and TOUCH Youth Learning Centre are services under TOUCH Youth, an affiliate of TOUCH Community Services.

[∞] TOUCH Adoption Services, TOUCH Character Development, TOUCH Counselling & Social Support and TOUCH Family Life Education are services under TOUCH Family Services, an affiliate of TOUCH Community Services.

Information is correct for Year 2010.

CORPORATE HIGHLIGHTS



COMMUNITY PROJECTS

Live our dreams, Fly our flag - NDP 2010

It was another exciting year as a record 600 youths participated as TOUCH Motivators at NDP 2010 – representing the largest motivator contingent ever in NDP. 2010 is the ninth consecutive year that TOUCH is participating in NDP. From a group of 100 volunteers in 2001, the number of TOUCH volunteers has increased six-fold over the past nine years. Supported by 100 youth mentors and trained by TOUCH Leadership and Mentoring, a service of TOUCH Youth, the TOUCH Motivators included students from Hougang Secondary School, the Institutes of Technical Education, Nanyang Polytechnic, Ngee Ann Polytechnic, Republic Polytechnic and Singapore Polytechnic. For the first time ever, this year's NDP extended beyond the Padang to the heartlands as 250 TOUCH Motivators were mobilised across the five locations to energise and excite the audience. Apart from the traditional audience engagement and interaction, the TOUCH Motivators also supported a musical interlude between Act 2 and Act 3 and led the audience at the Padang and the heartlands in a synchronised clap sequence.

TOUCH-PREP: Student Leadership Development programme

In its efforts to provide relevant services to help children from low-income families, and to be more attuned to the needs of schools to develop value-added student leadership development programmes, TOUCH conceptualised and implemented **TOUCH-PREP** or **P1 Readiness Programme**, to prepare children aged four to six for a better transition into Primary 1.

For five Fridays in August under the first pilot run for **TOUCH-PREP**, 37 Primary Four student leaders from Paya Lebar Methodist Girls' School (Primary), who were also prefects, taught English using a structured educational multi-media kit to 15 six-year old K2 children from low-income families from the PAP Community Foundation Kindergarten. Following its successful launch, **TOUCH-PREP** was extended to Ngee Ann Primary



School in October where 14 student leaders taught 10 six-year-old siblings of their schoolmates who come from low-income families and supported by the school's Financial Assistance Scheme.

TOUCH-PREP was well covered by The Straits Times and The Little Red Dot. The programme is currently funded by Accenture Pte Ltd, and has the potential to be extended to other schools.

CORPORATE AND SCHOOL PARTNERSHIPS

First Direct Mass Mailing (Singapore Power Utility Bill)

For the first time, TOUCH tapped on Singapore Power's mail insertion service by inserting our donation envelope in the utility bill to garner support for the clients of TOUCH, and raise greater awareness about

its work in the community. The bill inserts were mailed to over a million households in Singapore in March, and raised some \$269,300 (as at end December 2010). This project enabled TOUCH to further strengthen its individual donor cultivation as many first-time donors responded to our appeal for help.

Spreading cheer through the Lunar New Year Project

It was all smiles for the clients of TOUCH as corporations and schools chipped in to support its Lunar New Year Project. On 5 February, Paya Lebar Methodist Girls' School (Primary) (PLMGS Primary) hosted a reunion dinner for 90 elderly from TOUCH Seniors Activity Centre through the Community Involvement Programme (CIP) platform. TOUCH and PLMGS Primary co-organised the dinner for the seniors to simulate a family reunion gathering. Such occasions are especially meaningful to the

seniors as many stay alone at home and may not have family members. Some 180 student volunteers were involved in performing, hosting or serving the seniors. The school had earlier conducted a fund-raising exercise, with support from parents and students, to sponsor the dinner and present the seniors with a Hong Bao each. The remaining proceeds were channeled to the work of TSAC. This event was prominently featured in the Little Red Dot by The Straits Times.

Working with students and teachers, TOUCH partnered a total of 22 pre-primary and primary schools, and five secondary schools to raise funds for the work of TOUCH during the festive season. Drumming up interest for its fund-raising efforts, TOUCH presented a creative animated presentation to the children to encourage them to be a "superhero" to help someone in need.



Celebrating Mother's Day for needy and single mothers

Held for the fourth year, *Love in a Bouquet* – an annual fund-raising project by TOUCH – aims to honour single mothers and mothers from low-income families under the care of TOUCH. It was a special day on 15 May for a total of 20 mothers and their children, including some from Mayflower Primary School at the Tea Party co-organised with the school.

The event provided an excellent opportunity for mother-child bonding as there was a special scrapbooking session where both mother and child worked together to decorate a photo frame as memento. They were also entertained by dance, song and musical performances put up by the school students. The

children then presented bouquets of flowers sponsored by corporate sponsors to their mothers as a token of appreciation.

Toy Story 3 – TOUCH's inaugural Charity Movie Night

18 June was a special day for some 100 needy children from TOUCH Young Arrows and their family members as they were given the privilege to be one of the first in Singapore to catch *Toy Story 3* in 3D at Shaw House, Lido. Thanks to Special Event Partner - Fun Characters International, the Marketing Licensee of The Walt Disney Company - and donors who sponsored 100 movie tickets priced at \$50 each for the needy children and their families. Some 400 guests comprising corporate sponsors and individual donors were also present

to watch Woody, Buzz Lightyear and the rest of Andy's toys in action. Some \$70,000 was raised through ticket sales to the public, corporate sponsorships and funding.

TOUCH Flag Day

On 17 July, some 7,000 volunteers from all walks of life including students from 17 secondary schools and a polytechnic, as well as TOUCH clients, thronged the streets island-wide with tin cans to raise funds for TOUCH. Themed "iCAN – mark a difference™", some \$468,000 were raised from street collections and donations from individuals, schools and corporations. There was also strong support from the younger ones as 14 pre-schools and four primary schools took part in "iCAN be a star!" – a fund-raising programme



TOUCH was one of 30 beneficiaries of the charity walkathon *iLoveSingapore Walk 2010* by the LoveSingapore Network of Churches, which included the Community Chest and President's Challenge.



by TOUCH which seeks to encourage sharing and caring in young children. TOUCH raised some \$6,000 through "iCAN be a star!".

Swing for Charity 2010

Held for the seventh year, *Swing for Charity* – TOUCH Charity Golf Tournament 2010 was held at the Tanah Merah Country Club (Garden Course) on 20 August. 144 golfers supported this event to raise funds for the clients under the care of TOUCH. Officiated by Mr Lee Yi Shyan, Minister of State for Trade and Industry, the event raised more than \$250,502 – the highest amount collected in the history of *Swing for Charity*. The evening programme included a magic show by TOUCH Founding Chairman and professional illusionist, Mr Lawrence Khong, and

lively performances by TOUCH's school partner, Victoria Junior College, and TOUCH volunteers and clients.

iLoveSingapore Walk 2010

TOUCH was one of 30 beneficiaries of the charity walkathon *iLoveSingapore Walk 2010* by the LoveSingapore Network of Churches, which included the Community Chest and President's Challenge. TOUCH was also invited by the LoveSingapore Network of Churches to be the Event Co-ordinator for this fund-raising event held on 13 November 2010 at the Padang.

Guest-of-Honour Professor S. Jayakumar, Senior Minister from the Prime Minister's Office, flagged off and participated in the Walk. An estimated

13,000 walk participants from some 30 churches walked the two routes, which started and ended at the Padang. To promote family bonding and community togetherness, participants took part in fun activities along the Walk route, which included passing on of Singapore Kindness Movement's yellow gerbera daisy to spread the kindness message to others; taking photos with family members and friends; and family-fun activities like Tic-tac-toe and Scissors Paper Stone.

SERVING THE CHILDREN



Nurturing the
young...

Strengthening
character

TOUCH CHARACTER DEVELOPMENT

In the year under review, TOUCH Character Development (TCD), a service under TOUCH Family Services Limited, continued its mission to impart character values to children and impact their lives during their formative years. TCD also accelerated efforts to help children at risk enhance their sense of self-worth and equip them with social-emotional resilience, to motivate them in their studies and to strengthen family relationships.

TCD further repackaged its modules in line with its new focus to help children at risk through long-term and intensive individualised casework, small group work, family intervention and consultation with school personnel instead of mass assembly programmes. The change in programme format resulted in a decrease in client and service users by 21% and 89.3% respectively. In 2010, TCD served 1,724 clients and 43 service users. However there was a significant growth in the number of clients – from 20 clients in 2009 to 43 clients in 2010 - under the *Enhanced STEP-UP* or **S**chool social work **T**o **E**mpower **P**upils to **U**talise **P**otential programme by the Ministry of Community Development, Youth and Sports for students at risk with the aim of improving their social and emotional resilience, reducing at-risk behaviour and improving relationships with others. TCD also continued to follow up



Through the *Enhanced STEP-UP* programme, TCD was able to provide effective help to children at risk and their families.

with 45 youths, who had moved on to secondary school from the former *STEP-UP* programme, to help them integrate into the community as they deal with youth issues.

Building resilience for children at risk

Through the *Enhanced STEP-UP* programme, TCD was able to provide effective help to children at risk and their families through a systematic and comprehensive intervention plan based on the unique needs of each child. From the start, each child's progress is closely monitored with clear goals, intervention plan and outcomes. Going beyond the requirements of the *Enhanced STEP-UP* programme, TCD provided financial assistance and academic support through TCD's *STAR* (Study To Achieve Results) *Focus* tuition programme, mentoring them in their studies, organising developmental, family bonding and family life education talks for the children and families.

There was good progress for the *Enhanced STEP-UP* programme as 100% of TCD's clients achieved the desired outcomes, as specified by the MCYS, after the first-year intervention period.

In the year, TCD accelerated efforts to implement programmes to enhance the resilience of children. Some 960 children from three schools and community clubs participated in the MCYS-funded programme - *Building resilience in children* - in February and March. Through the use of fun interactive multimedia, the children were taught what it means to be gracious, resilient and a contributing member of society.

Tapping on its expertise in character development, 30 Indonesian students from Piaget Academy, an International school in Indonesia, attended TCD's ACE (Academic and Character Excellence) Camp in July as part of a three-week immersion programme. The students were taught the different learning styles and good study habits through this character-based study camp.

In the year under review, TCD received good feedback about its services with at least 81% of the students who indicated that they have shown progress in their behaviour - exceeding its target of 75%. Students at risk under the *Enhanced STEP-UP* programme also fared well with 86% of them passing PSLE.

Strengthening families ties and appreciating volunteers

"Soaring as a Family", a kite making and flying competition organised by TCD and funded by MCYS, was held in June to promote family bonding, communication and unity - through play. The two-day event was attended by some 100 parents and children at the Marina Barrage.

For the first time, TCD organised the half-day Fathering Programme on Academic Character Excellence (ACE) camp held at Greenridge Primary School aimed primarily at strengthening father-child relationship through fun interaction, bonding and learning. The camp was well attended by some 50 fathers and children.

As part of TCD's 10th Anniversary Celebration, volunteers attended a special time of sharing at the Mint Museum as they reflect on TCD's milestones, and were encouraged by the success stories of students and families helped. TCD intends to further beef up its training efforts to strengthen its staff and volunteer pool. It will also continue to leverage on its expertise in social work to provide relevant and effective help to the children and their families.

TOUCH CHILD CARE

TOUCH Child Care (TCC), a service under TOUCH Family Development Centre, continued its creative range of programmes and activities to promote learning, and provide a safe and nurturing environment for the children. Children especially from the single-parent or low-income families continued to benefit from TCC's services due to its affordable rates. TCC aims to educate its children to establish good foundation in reading, writing, problem solving and thinking skills.

In 2010, TCC had a total of 177 children for both Clementi and Hougang Child Care Centres. The good enrollment could be attributed mainly to TCC being an affordable child care option and its creative range of quality educational programmes. In the year, TCC was once again granted the Integration Funding from the National Council of Social Service. Its Integrated Programme involving children with special needs was encouraging with three out of five children in K2 who graduated and joined mainstream schools. There was also good response for the activities organised for the children's parents and their family members, resulting in an increase of service users by 48.7% to 635 compared to 427 the year before.

Imparting character values and promoting fun learning

For the third consecutive year, TCC was given the Healthy Eating in Child Care Centres Programme Award by the Health Promotion Board for its efforts in promoting a healthy lifestyle and healthy eating. As in previous years, 26 K2 children had an eventful and unforgettable experience at the Night Safari cum sleep-over at both Centres.

In its efforts to inculcate the character value of kindness and good neighbourliness, both Centres participated in Good Neighbour

Day from 8 to 11 November. The teachers distributed biscuits to neighbouring blocks. Each child also brought home two gerbera daisies in commemoration of World Kindness Week.

On 13 November, TCC in Clementi and Hougang held a combined concert cum graduation ceremony with a special theme on "Healthy Lifestyle" - in line with the Youth Olympic theme. The children filled the auditorium with song and dance performances.

Building relationships, raising service standards

Throughout the year, TCC rallied both children and parents to participate in TOUCH's fund-raising events including the Lunar New Year Project and TOUCH Flag Day. The year ended well with TCC's participation in the *Make a Wish for the New Year* as part of the Marina Bay Singapore Countdown Wishing Sphere Project. The children and parents wrote down their new year wishes on spheres which were floated on the Marina Bay waters.

As part of its continuous efforts to improve the service and the quality of its programmes, TCC held its yearly survey with 180 families who gave good or excellent ratings in the areas of physical environment and hygiene, curriculum, communication, teachers, outings and parental involvement. TCC also conducted a survey with parents on the Five Love Languages and explained the findings to help them better understand their child's motivations and personality. The Parent-Teacher Conference was held twice a year to further strengthen rapport and understanding with parents regarding their children's progress in school.

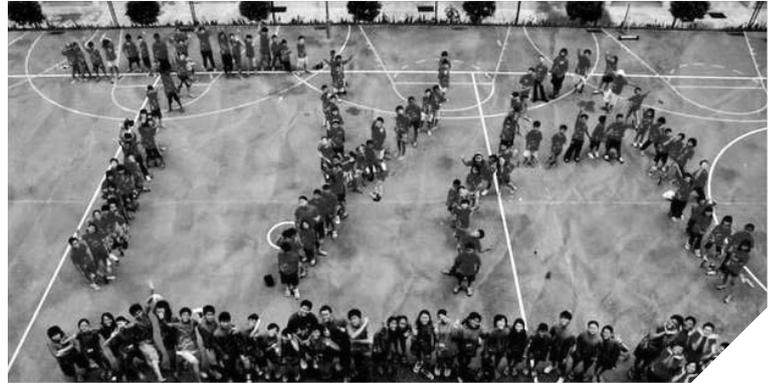
Moving forward, TCC will strive towards achieving the relevant certifications to further enhance its professionalism and standards in delivering quality pre-school education. Moving beyond the



Healthy Eating in Child Care Centres Programme Award by the HPB, TCC intends to work towards the next stage in achieving the **CHERISH** or **CH**ampioning **E**fforts **R**esulting in **I**mproved **S**chool **H**ealth Award by the HPB and MOE to establish comprehensive health promotion programmes for children and staff. TCC also intends to prepare itself for the newly launched **S**ingapore **P**re-school **A**ccreditation **F**ramework or **SPARK** based on the Quality Rating Scale by the Ministry of Community Development, Youth and Sports to benchmark the quality of child care centres in Singapore.

TOUCH YOUNG ARROWS

TOUCH Young Arrows (TYA) experienced another year of growth with the opening of two new Clubs in Ang Mo Kio and Woodlands. As at end December 2010, TYA reached out to 338 children clients – an increase of 9.7% compared to the year before. Its service users also increased 22.7% to 1,037. This was largely due to more parenting talks conducted at camps and increased participation from its teens at the *Youthphoria* events. The year ended with 12 TYA Clubs located islandwide.



TOUCH Young Arrows experienced another year of growth with the opening of two new Clubs in Ang Mo Kio and Woodlands.

There was also a general increase in the number of volunteers in response to TYA's volunteer recruitment drive in January and more student participation in Service-Learning projects. As at end December, the number of regular and ad-hoc volunteers stood at 690 – an increase of 8.7% compared to the year before.

Reaching out, strengthening families

In the year, TYA rolled out a wide range of activities for the children and their families to promote greater interaction and strengthen bonds. For example, Love in a Bouquet, a fund-raising project by TOUCH, was held in May to honour the mothers of the children under the care of TOUCH. At the Tea Party co-organised by Mayflower Primary School for the third time, a total of 20 mothers and their children, including some from the school joined in the celebration. The participants also enjoyed a photo-frame making session and special performances by the school. Some 200 bouquets of flowers were also sponsored by florists for the children to give to their mothers.

For the first time, an overnight cycling event was held. Organised by TYA

volunteers and staff, some 40 teens and their friends participated in this event held in February at the East Coast Park which included cycling from East Coast Park to Changi Village and back, a BBQ supper and games.

To promote greater cultural awareness, 12 local students and 10 students from China studying in the Singapore Polytechnic, organised a Chinese Cultural Fair in March, as part of their Service-Learning Programme. Held at Ngee Ann Primary School, the Fair comprised interactive booths promoting fun learning of the Chinese history, culture, values, festivals and language. The children from other races found the whole experience fun and educational.

Raising funds and increasing in size

In the year, TYA achieved good progress in its fund-raising efforts through forging strategic partnerships with external parties. For example, the TYA Funfair at Ngee Ann Primary School raked in \$12,000 as compared to \$4,000 the previous year. TYA was also a beneficiary of various creative fund-raising projects initiated by student groups under the Citibank – YMCA Youth For Causes.

There was strong support from corporations and foundations who made monetary donations to TYA. They included CapitaLand Hope Foundation, Credit Suisse and Schroder Investment Management (Singapore). Special outings and activities were also organised by various organisations and corporations including The Ascott Group, ACE Insurance Limited, HSBC Insurance (S) Pte Ltd, Housing Development Board, Institute of High Performance Computing, Rockwell Automation, Singapore Maritime Officers' Union, Singapore Exchange and UPS.

Looking ahead, TYA is exploring the feasibility of setting up two new clubs in 2011 bringing the total number of children's clubs to 14.

SERVING THE YOUTHS



Stretching their
limits...

Inspiring dreams

TOUCH CYBER WELLNESS

To better reflect its focus on cyber wellness education, TOUCH Cyber Wellness & Sports, a service of TOUCH Youth Limited (TYL), was renamed TOUCH Cyber Wellness (TCW) in May.

In the year under review, TCW continued to receive strong demand for its services against a backdrop of increasingly younger Internet and mobile technology users and an increase in its number of pathological gaming counselling cases - from 50 in 2009 to 84 in 2010. Correspondingly, there was also increased demand for parents, educators, social and youth workers to be equipped with the relevant skills to help youths deal with cyber-related issues. TCW's client base grew 4.5% to 5,749 individuals while the number of service users saw a 28% increase to 139,184 individuals. These were mainly attributed to an increase in assembly talks organised for the year. TCW expects demand to further pick up in 2011 as cyber wellness will continue to be an important area of focus for educators and parents.

Raising professionalism and standards in cyber wellness counselling

Moving beyond its expertise on cyber wellness education and tapping on its extensive experience in counselling, TCW trained 50 school counsellors from the Ministry of Education (MOE) to better help youths facing pathological gaming issues. This was made



TCW trained 50 school counsellors from the Ministry of Education to better help youths facing pathological gaming issues.

possible with the funding by the Inter-Ministry Cyber Wellness Steering Committee (ICSC) co-chaired by the MOE and the Ministry of Information, Communications and the Arts.

In the year, TCW continued to be invited to speak at various international conferences and workshops. These included the first Asia Pacific Behavioural and Addiction Medicine Conference held in March which was attended by a network of behavioural and addiction therapists. TCW was also invited to be one of the keynote speakers at MOE's Cyber Wellness Student Ambassadors' Conference in June and the 4th Character Education Forum 2010 in September.

Promoting cyber wellness in Singapore and beyond our shore

Taking the cyber wellness message closer to the heartlands, TCW held a workshop for adults in a LAN gaming centre in February. Titled "Bridging Generations Through the Internet", this workshop is a tie-up with SAFRA Game Haven, to give adults who are mostly parents, practical hands-on experience on cyber gaming, and to show them the kinds of games youths play in a typical LAN Centre.

TCW's reputation as a cyber wellness expert went up a notch when it became more involved in international engagements. For example, in July, TCW reached out to some 850 scholars from China studying in the National University of Singapore and the Nanyang Technological University. The students learnt more about the dangers of cyber relationships, Internet pornography and the use of various social media platforms. TCW also had the privilege of being invited by the Anglo-Chinese-School (International) in Jakarta, Indonesia, to spread the cyber wellness message to 120 parents and teachers.

Feeling the pulse of the Internet community

In 2010, TCW continued to be approached regularly by the broadcast and print media for hot topics like gaming addiction and prevention tips for parents and educators resulting in increased public awareness about cyber wellness issues.

TCW also fared well in its surveys with adult participants with 92% who "strongly agree" that the "workshops conducted were enriching and useful". The *Project CRuSH* and *Planet CRuSH* programmes were also

well received with 96% and 94% of the students giving positive feedback respectively. Its primary school programme, *CRuSHKidz*, drew good response with 88% giving positive feedback. TCW's counselling service saw a 67% increase - from 53 to 89 youth counselling cases. Expanding its counselling capabilities, TCW started the Cyber Wellness Consultation Service to support and empower parents in their efforts to help their children overcome cyber-related issues. TCW's quarterly newsletter comprising the latest happenings in the Internet world and cyber wellness-related news was also well received from readers.

Looking ahead, 2011 will be a special year for TCW as it celebrates its 10th Anniversary. TCW will work towards intensifying training for more school counsellors, and leveraging on its presence in the media to actively publicise TCW's helpline and counselling services. It will continue to feel the pulse of the Internet community and fine tune its programmes to better cater to the needs of youths, parents and educators.

TOUCH LEADERSHIP & MENTORING

The teenage years can also be a time of many changes – physically, mentally, socially and emotionally. TOUCH Leadership & Mentoring (TL&M), a service of TYL, caters to different groups of youths through its various programmes with the aim of meeting their needs and maximising their potential to be leaders of today.

In 2010, TL&M experienced a 23.5% and 19.2% dip in the number of clients and service users respectively. These were mainly due to the changing needs of schools which saw more teachers equipped with Service-Learning (S-L) training to train their students and more agencies providing similar services. However, there was exceptionally strong demand for some of its services including *Project CLASS* or **Compassionate Leaders Always Serving Society**. The number of students under *Project CLASS* exceeded its target by 41.7% reaching out to 510 students. There was also good response to TL&M's *I AM Able*, exceeding its target with 103 at-risk students.

Helping youths unleash their potential

A key highlight of the year included the launch of *Project SHAPE* in June at the *SCAPE Youth Park@Orchard. This fund-raising event included staff and student volunteers from TL&M and TOUCH Youth Learning Centre who built Singapore's first and longest balloon mural. Officiated by Ms Elim Chew, Founder and President of 77th Street, *Project SHAPE* provided an excellent platform for youths to learn new skills and showcase their creative talents. Members of the public supported the youth cause by pledging \$2 per balloon. Through balloon pledges, sales of coupons at the bazaar, donations and sponsorships, a total of \$20,000 was raised to support the youth programmes under TOUCH. *Project SHAPE*'s youth volunteers also



accounted for a 270% increase for TL&M's total volunteer figures.

It was also an exciting year with TL&M training 15 youth volunteer leaders in facilitation and 120 volunteers in S-L for Qian Qian Shou or Thousand Linking Hands, a collaborative project by TOUCH Community Services International and Shanghai Hua'ai Community Service Management. TL&M also coached the youths as they planned various activities for the beneficiaries.

Continuing its work with youths at risk, TL&M became one of the approved vendors to run the *Enhanced STEP-UP* programme which was introduced by the MCYS in 2010. TL&M coached 30 at-risk youths who were in and out of school.

Strong partnership with schools

In the year under review, TL&M's partnership with schools remained strong. Feedback from Bedok Town Secondary School teachers regarding TL&M's *I AM Able* programme stayed positive with a request to customise a programme for the school - for the sixth consecutive year. Students were taught character building and life skills. Riverside Secondary School also continued *Project CLASS* for the

third year with close to 100 student leaders who were taught how to implement S-L project to serve the community. TL&M also participated in the National Youth Council's (NYC) Mentoring Test-bed, which saw 11 youth volunteers from the National University of Singapore's Student Union's Volunteer Action Committee being trained to mentor 24 Secondary 2 students over a six-month period.

There was good feedback from the NYC and schools regarding TL&M's services with 70% of youths and mentors indicating that they have grown in leadership qualities which included the values of resilience, integrity, compassion and excellence.

Looking ahead, TL&M will further fine tune its programmes to provide more relevant services to better cater to the current and practical needs of schools. It will also look into ways to further engage and retain its youth volunteer mentors in its work with youths.



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.

TOUCH YOUTH LEARNING CENTRE

In the year under review, TOUCH Youth Learning Centre (TYLC), a service of TYL, 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. In the year, enrolment at TYLC increased by 26.2% to 53 students who registered and sat for their GCE "O" or "N" level examinations. This was mainly due to more referrals from agencies and friends through word of mouth.

Achieving their dreams

The year ended with TYLC students achieving relatively better results for their GCE "O" and "N" Levels compared to 2009. 93.8% of TYLC's students achieved at least 1 "O" Level pass - exceeding the target of 90%. The percentage of students with 3 "O" Level passes stood at 62.5%. The percentage of students with 3 "N" Level passes surpassed expectations when it increased from 66.7% to 84%. The percentage of students eligible for polytechnics was 40% compared to 57.1% the year before.

In its efforts to be more attuned to the needs of its students, TYLC introduced a two-year Normal (Academic) Class or the Foundation Class in January to replace the one-year Preparatory Class. Its objective is to enable those who are not likely to cope with the one-year class to learn according to their pace and strengthen their academic foundation in the first year before proceeding to the second year.

To further strengthen their character and social skills, TYLC partnered with the Immigration Checkpoints Authority of Singapore to conduct a seminar in May on Anti-illegal Cigarette Talk to discourage smoking and highlight the dangers of buying illegal cigarettes. Students from Ngee Ann Poly also conducted a 'Dialogue in the Dark' session with all students to give them an opportunity to experience the life of a blind person, and empathise with the needs of the handicapped. A group of students from the National University of Singapore also conducted two workshops in July to help TYLC youths on conflict resolution.

As part of its 11th anniversary celebration, TYLC participated in KPMG Community Day in August

where all teachers, students and staff of KPMG interacted over lunch, games and performances at Outward Bound Singapore at the East Coast Park.

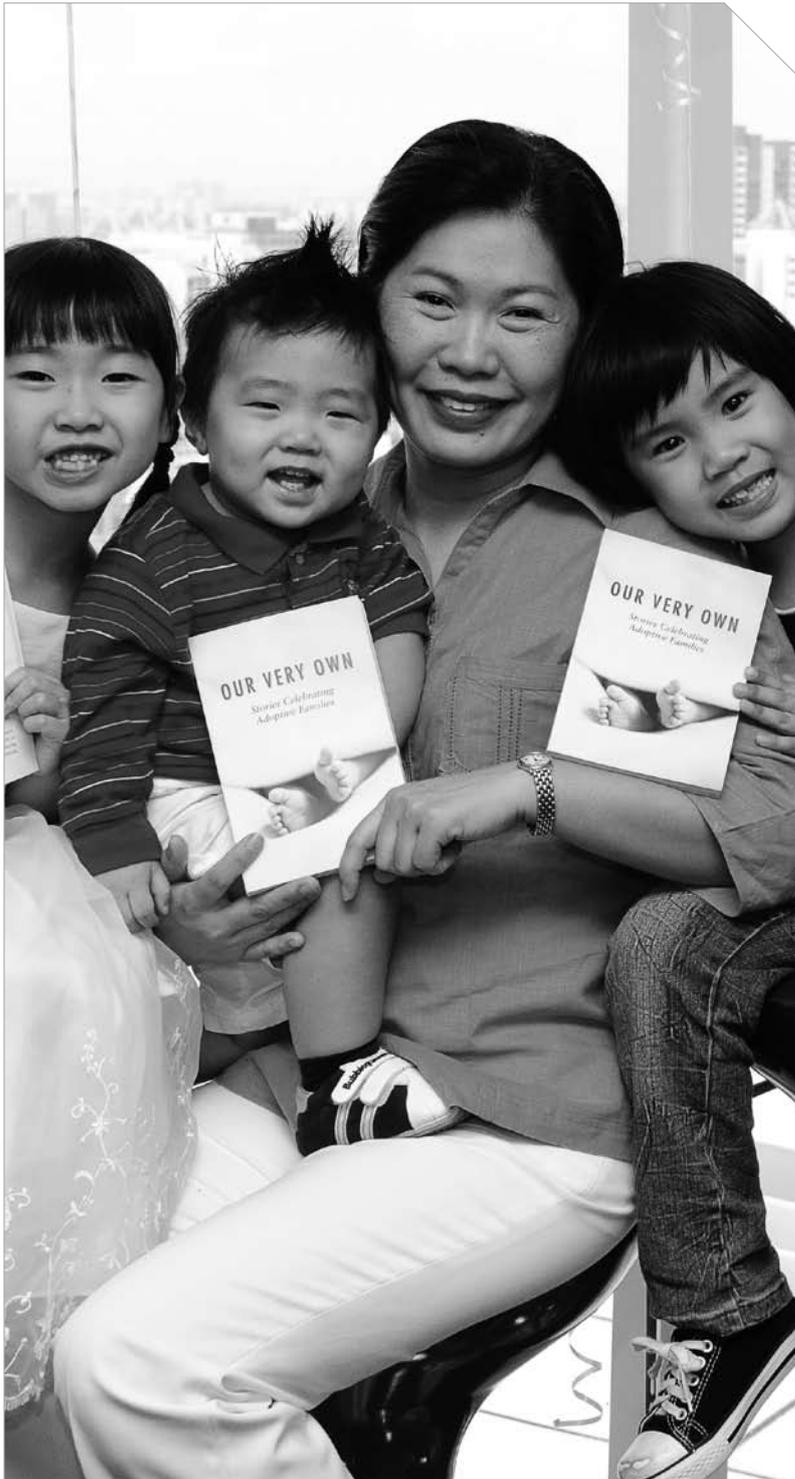
Giving back to the community

A key highlight of the year included 40 clients from TYLC who chipped in to raise funds for the work of TOUCH through *Project SHAPE* in June. The youth volunteers were mainly involved in balloon sculpting and the building of the balloon mural. It was a meaningful experience for many as they bonded with one another and made many new friends through this fund-raising event.

The year also ended with Ms Jane Ng retiring from her role as the Principal of TYLC after 11 years of service. Ms Lily Chu, who is also the Manager of TOUCH Leadership and Mentoring, took over the helm as Principal of TYLC.

To better cater to the varied needs of its students with vastly different learning abilities, TYLC intends to invest in staff training to further upgrade the skills of its teaching pool. It will also further step up efforts to engage its students in community projects to provide them with opportunities to contribute to society.

SERVING THE FAMILY



Bridging ties...
Building families

TOUCH ADOPTION SERVICES

Adoption remains a need in modern developed countries like Singapore struggling with 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 provide a holistic range of services to meet the 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 and facilitation services, counselling, book sales and support groups.

In the year under review, TAS reached out to 238 clients (representing 119 families). In addition, TAS reached out to 485 members of TAFNET (TOUCH Adoptive Families Network), or 143 families - a 41.6% increase compared to the year before.

A voice for the adoption community

In 2010, TAS achieved another significant milestone when it published its book titled *Our Very Own* - a first-of-its-kind in Singapore. This book is a compilation of adoption stories contributed by adoptive parents, adoptees and birth parents. The stories of despair and hope, pain and joy, loss and love aim to encourage, affirm and empower those who have taken a unique journey down a path less trodden. Through this book, TAS hopes to



TOUCH Adoption Services achieved another significant milestone when it published its book titled *Our Very Own* - a first-of-its-kind in Singapore.

raise greater public awareness about adoption, and promote sensitive behaviour among the public and professionals in the social service and education sector.

The book launch was held on 27 November at the National Library, and was well attended by some 150 individuals comprising adoptive parents and children, their families and supporters. Special Guest, Mr Lim Soon Hock, Chairman of the National Family Council, was also present at the event. "*Our Very Own*" retails at \$18.00 (inclusive of GST).

Meeting the unique needs of the adoption community

In 2010, TAS continued to show strong customer service satisfaction ranking at 9.47 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. Working in close partnership with government bodies like the Ministry of Community Development, Youth and Sports, TAS was commissioned to produce training materials for prospective adopters, as well as other agencies in preparing adoptive couples for adoption.

Its support group, *TAFNET*, continued to enjoy good response from the adoptive community - from meeting informally at bi-monthly social gatherings to attending the regular small home groups to build closer ties so that their children can befriend each other and grow up as regular friends. Since its inception in 2006, *TAFNET* has grown to include families of many nationalities with children adopted from countries including India, China, Cambodia, Thailand, Vietnam, Nepal, Philippines, Malaysia, Indonesia, Mongolia and Singapore.

Moving forward, TAS intends to work towards further increasing its credibility and professionalism in the adoption arena to better meet the needs of the adoption community in Singapore.

TOUCH CAREGIVERS SUPPORT

In Singapore's fast ageing population, caregivers play an important role in meeting the needs of their frail elderly. TOUCH Caregivers Support (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.

It was another progressive year for TCG as the number of clients leaped to 992 compared to 140 the year before. This was mainly due to the setting up of a formal registry for caregivers which included callers who sought help from TCG's Care Line, increased public awareness about TCG's services and active outreaches to more partners.

Accelerated efforts to increase caregiver awareness

Endorsed as an Approved Caregiver Training Provider by the Centre for Enabled Living (CEL), 147 caregivers were able to receive subsidies under this home-based training programme - almost double more than last year.

Caregivers of the frail elderly were able to enjoy a higher quality of care and support when TCG extended the operating hours of *Care Line* in April 2010. Manned by trained Care Coordinators, *Care Line* now operates from Monday to Saturday, 9am to 9pm (excluding Public Holidays and eve of Christmas, New Year and Chinese New Year). In the year, *Care*

Line received an average of 220 calls per month. This figure is expected to increase with greater public awareness and support services for caregivers. TCG's Care Coordinators strive to journey with caregivers to manage the multi-faceted care of the frail elderly and the well being of the caregivers.

Caregiver awareness was given another notch when TCG was invited by the Alzheimer's Disease Association to exhibit its *Care Line* services and Individualised Caregiver Training@Home to some 5,000 participants who attended the Walk to commemorate its anniversary, which was held in conjunction with the Health Promotion Board's Dementia Awareness Campaign 2010.

Moving forward, TCG will work with relevant agencies to effectively cater to the needs of caregivers. It will appeal for funding for its Home Modification programme which will benefit some 100 homes.

TOUCH COUNSELLING & SOCIAL SUPPORT

In 2010, TOUCH Counselling & Social Support (TCASS), a service of 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. TCASS experienced significant growth in the year with a 243% increase in the number of clients to 281 individuals compared to the year before. This was mainly attributed to the extensive coverage in both the broadcast and print media on the counselling services provided by TOUCH. Correspondingly, the number of service users also increased 15.7% to 523 participants as more training programmes and workshops were conducted to further equip counsellors and social workers with the relevant skills and knowledge.

Harnessing the media to increase public awareness

Throughout the year, TFSL's counsellors and life coaches continued to be frequently invited by the media, including family-related magazines and the broadcast media to comment and educate the public on a wide range of family issues. These included its presence as talk hosts on the FM100.3 radio talk show programmes like "F File" and "The Family Symphony" which are broadcast every Friday morning and Sunday evening respectively. Through these programmes, TCASS received close to 20 questions via sms every week from members of the public regarding a variety of family-related issues, with some participating in talks and receiving counselling services.

Meeting counselling needs

In line with its efforts to strengthen couple and family relationships, TCASS organised 40 workshops in 2010—a 20% increase compared to the previous year. Tapping on volunteers in its work, 10 couples who have been married for more than 10 years also attended TCASS's PREPARE/ENRICH Programme, a customised assessment tool to identify a couple's strengths and growth areas, to be trained as mentor couples.

To assess the effectiveness of its counselling services, TCASS conducts regular surveys to gather feedback from its clients. In the year, on average, more than 80% gave a good rating of higher than 4 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".

TCASS expects demand for its counselling services to remain strong in the year ahead in view of increasing awareness of its services through the



media. It intends to beef up its pool of counsellors to meet this need. In 2010, 15 lay counsellors underwent 168 hours of training each with TCASS, and will graduate in March 2011.

TOUCH FAMILY LIFE EDUCATION

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

In the year under review, TFLE reached out to 312 clients. Its service users increased by 40.5% to 8,568 individuals compared to the previous year. In 2010, TFLE conducted some 200 talks and workshops - an increase of 8% - which included a wide range of family-related topics. TFLE continued to deliver quality services with 80% of participants indicating that they would recommend its workshops and talks to their friends and family members.



The purpose of the marriage workshop is to enrich and equip couples with the necessary skills and knowledge so that they can enjoy a fruitful and lasting marriage.

Enhancing couple relationships

In its efforts to provide value-added service, TFLE continued its run of the MPC by married couple teams. Since 1997, TFLE has served some 1,200 couples through the MPC in preparing them for married life. The purpose of the marriage workshop is to enrich and equip couples with the necessary skills and knowledge so that they can enjoy a fruitful and lasting marriage. The topics covered included the roles of husband and wife, communication in marriage, conflict resolution, sexual intimacy, financial planning and personality profiling. In the year, the number of couples who attended TFLE's MPC held steady at 160.

To further extend its reach to increase awareness about family-life issues in the community, some 20 individuals who had attended TFLE's "Certificate in Parent Education" were trained to be parent facilitators and resource speakers to represent TOUCH in schools and corporations. Since it was introduced three years ago, 67 participants have undergone this 30-hour training programme. Its topics covered the areas of communication and discipline; understanding life

cycle; how to prepare a coffee talk session; and facilitation skills.

Strengthening family ties and raising public awareness

The year also saw TFLE rolling out new talks to better cater to the needs of families. For example, two parent-child bonding sessions were conducted for the first time. In May, some 30 participants comprising parents and children attended the workshop on "Preparing your child for secondary school" where they were provided tips on how to tackle bullies, peer pressure, as well as dangers of the Internet. This was followed by "Date with dad" in November which was conducted in Mandarin. 15 pairs of dads and their daughters came together for three hours of fun bonding. These activities were aimed at building stronger communication and understanding between parents and children.

TFLE continued to be a service provider to close to 50 child care centres and kindergartens, conducting talks on a wide range of topics including "Connecting In Love"; "Correcting In Love"; "Smart Talk - How to Talk So Your Child

Will Listen" and "Raising Confident Children".

Looking ahead, TFLE will leverage on its strong partnership with the MCYS to actively approach companies, schools and child care centres to deliver family life programmes. To raise further public awareness, it will partner relevant government agencies and social service agencies to organise campaigns to take the family-life message to the CBD area and the heartlands. To help achieve its goals, TFLE will continue to train its volunteers to further strengthen its manpower capabilities.

SERVING THE ELDERLY



Enjoying the
golden years...

Living in comfort

TOUCH HOME CARE

The client base of TOUCH Home Care (THC) rose from 508 to 687 frail elderly in 2010 – representing a 35.2% increase – in tandem with a higher demand for THC's services. The total number of volunteers also strengthened to 1,060 – a 15.3% increase compared to the year before.

Enhancing service standards in the eldercare sector

THC continued to forge strong partnerships with key government agencies to value-add and further raise the quality of eldercare in Singapore. In 2010, THC was granted S.E.E.D. Funding from the Centre for Enabled Living for its proposed Radio-frequency Identification System (RFID) to track the timeliness and accuracy of its service delivery. In the year, THC made good progress with 110 homes tagged under its Meals-on-Wheels programme. The use of this new technology enabled corrective action to be taken, such as in instances where stolen meals were reported, resulting in improved service standards and reliability. THC intends to leverage on its RFID to tag an additional 80 homes for clients under its Home Help services and 250 homes for those receiving transport services.

It was another year of honour for THC as its Head of Rehabilitation, Wong Li Peng, and Logistics Coordinator, Lim Lay See,



THC expects to reach out to some 300 elderly clients in Jurong over the next two years.

were recipients of the Healthcare Humanity Awards. Since 2007, four of THC's staff have received this Award – a prestigious national award given to outstanding and inspirational healthcare workers who go the extra mile to care for the sick and infirmed.

THC also hosted visits by government officials from the National Healthcare Group, the Agency for Integrated Care (AIC) and the Ministry of Health, and key representatives from the hospitals to discuss opportunities for collaboration.

THC was granted the Outing for Elderly Fund by the AIC in May to organise regular social and recreational outings for its frail elderly. In the year, some 30 THC clients and 30 volunteers had an enjoyable time visiting the NTUC Fairprice Supermarket, Changi Airport and the Singapore Flyer. These outings were well received by many of the elderly who seldom go out due to their frail state, lack of support and difficulty in getting wheelchair-friendly transport.

Expanding to extend reach

Looking ahead, THC has plans to expand its service boundary to Jurong to better cater to the needs

of the elderly population living in the Western part of Singapore. THC expects to reach out to some 300 elderly clients in Jurong over the next two years. THC's current service boundary includes Ang Mo Kio, Bendemeer, Bishan, Geylang Bahru, Potong Pasir, Toa Payoh, Thomson and Whampoa.

TOUCH SENIORS ACTIVITY CENTRE

The Department of Statistics' Census of Population 2010 study revealed that the proportion of resident households with elderly members aged 65 years and over has gone up. In 2010, 24% of resident households had at least one elderly member, up from 21% in 2000. The proportion of resident households comprising only elderly members increased from 2.7 per cent in 2000 to 4.6 per cent in 2010. Against this backdrop, TOUCH Seniors Activity Centre (TSAC) will continue to play an important role in promoting active ageing to help meet the needs of an increasingly ageing population.

2010 continued to be a fun year for the seniors as TSAC rolled out its range of activities to empower and

enable them to enjoy their golden years. In the year, there were 598 elderly clients under the care of TSAC. Out of 117 volunteers, 23% were aged 60 and above, of which 19 of them were beneficiaries-turned-volunteers. TSAC was also ranked in its yearly report by the National Council of Social Service (NCSS) as the only seniors activity centre in Singapore organising the most number of social and recreational activities for the elderly.

Receiving help from the community

The year started on a good note with 90 seniors from TSAC being invited to the Paya Lebar Methodist Girls' School (Primary) (PLMGS) for a reunion dinner. Through the Community Involvement Programme, TOUCH and PLMGS (Primary) co-organised the dinner for seniors to simulate a family reunion gathering. Some 180 student volunteers were involved in this inter-generational event, either in performances, hosting or serving the seniors at the dinner. The seniors were also presented with a Hong Bao each through the school's fund-raising efforts.

Another key highlight for the year included the Love Your Neighbour



Carnival in October jointly organised by TSAC and the Kolam Ayer Residents' Committee. Its objective was to provide the opportunity for the neighbours to mingle and to promote acts of kindness in the community. 300 residents who attended the Carnival were treated to various performances like Hokkien Opera, harmonica recital, cultural dances by the Kolam Ayer Dance Groups and two dance items by the elderly from TSAC. The elderly and children also participated in a drawing competition and other exciting activities.

As in previous years, TSAC continued its strong partnership with corporations to encourage seniors to remain active and to cultivate friendships through shared experiences. In February, TSAC helped improve the mobility of 52-year-old Mdm Zabedah, who had to amputate her leg due to diabetes. TSAC assessed her condition and sought help from the Singapore Polytechnic Centre for the Application in Rehabilitation Engineering for a Transfer Assistive Device.

Promoting healthy living

TSAC also took a concerted effort to promote healthy lifestyle and wellness programmes for its elderly. In the year, it partnered with the Nanyang Polytechnic – School of Health Sciences to conduct regular health talks to our seniors on topics such as 'Nutrition' and 'Smoking Cessation'. To promote mental wellness, TSAC partnered with the Institute of Mental Health under the Aged Psychiatry Community Assessment and Treatment Service to screen the seniors for depression and dementia for early detection and intervention.

2010 was also a special year for 50 seniors as they were prescribed free spectacles for daily use through Project Vision organised by TOUCH. They also had their eyesight tested for free by the optometrists. This project was funded by the sponsors from the Singapore Opticianry Practitioners, as well as individuals. 65 needy children from TOUCH Young Arrows also benefited from Project Vision.

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

Looking ahead, TSAC will partner the relevant government agencies to share its best practices to further raise professionalism and service standards in eldercare in the social service sector.

SERVING PEOPLE WITH SPECIAL NEEDS



Maximising
potential...

Empowering
independence

TOUCH CENTRE FOR INDEPENDENT LIVING

TOUCH Centre for Independent Living (TCIL) aims to meet the needs of individuals with intellectual disabilities to empower them with life skills and confidence so that they can become integrated into the community.

In 2010, TCIL's client base increased by 11% to 40 individuals. The number of service users reached a high of 363 individuals – a significant increase of 183.6% - mainly due to its concerted effort to promote a better understanding of individuals with intellectual disability to students through various community and Service-Learning Projects. The total number of volunteers stood at 284.

Upgrading skills, enhancing employability

In response to feedback from parents and caregivers about their desire for their children to be trained for either open or sheltered workshop employment, TCIL launched its Job Preparation and Employment Support Service in January. Its objective is to identify jobs that match trainees' skills, abilities and aspirations to help them secure and retain employment. In the year, 14 trainees received this service with their individual employment plan drawn up based on their vocational skills and career interests. Trainees were also taught work habits and had to undergo structured training programme at TOUCH



Ubi Hostel's (TUH) 301 Thrift Mart. As at end December, TCIL successfully placed 14 trainees in various places of employment, including sheltered and artist workshops, canteens and restaurants.

TOUCH SpecialCrafts received a boost from The UPS Foundation who made a generous contribution of USD 34,164 to fund its two-year artist development production programme with eight trainees with intellectual disabilities. To help achieve this, the Artistes Training Programme, a new initiative under *TOUCH SpecialCrafts*, was set up to help TCIL and TUH develop a pool of special needs artists to enable them to create commercially viable prints or painting products for sale to the public.

The year also saw two trainees completing their training at TCIL and promoted to TUH for further training in pre-vocational and independent living training skills.

Inspiring confidence, encouraging independence

49 trainees from TCIL and TUH participated in a two-day-one-night stay-in camp at the People's Association Pasir Ris Holiday Camp

in July. Organised for the first time, this camp – also a first for many of the trainees - taught them to be independent, resilient, and to work as a team. The trainees participated in activities including outdoor cooking, team building games and camp fire performances. Parents and caregivers were invited to the camp to see how their children were able to take care of themselves.

TCIL continued its second run of vocal training with its volunteer, an Australian professional singer and teacher who runs her own vocal training school. Trainees learnt about different songs and rhythms to help them improve their pitch and project their voices with confidence. Other volunteers also taught the trainees flower arrangement and the healthy way of losing weight.

To encourage greater parental involvement in the trainees' development, TCIL held its bilingual dialogue session in November. Held for the first time in a group setting, some 20 parents and caregivers were updated about their children's progress and gave feedback on various areas including the managing of sexuality issues.

Looking ahead, TCIL intends to upgrade its teaching tools to improve the delivery and learning by its trainees. It will also actively seek community partnerships to create job attachment and greater employment opportunities for its trainees.

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. TUH provides a simulated environment to coach trainees in the area of independent living and training them for open employment. In the year, TUH's enrolment held steady at 28 trainees.

Enhancing learning and employability

On 26 February, the Rehabilitation Advisory Committee (RAC) from Hong Kong visited TUH and TOUCH Centre for Independent Living (TCIL). Facilitated by the National Council of Social Service (NCSS), the aim of this study trip was to have an exchange of views on the overall strategy and direction on provision of rehabilitation services, as well as the provision of employment services



In 2010, 301 Thrift Mart continued to receive a steady stream of donation-in-kind items from members of the public.



to persons with disabilities. While touring the centres, the delegates also visited The SpecialCraft and the 301 Thrift Mart operated by TCIL and TUH respectively.

The 301 Thrift Mart continued to be an effective learning platform for TUH trainees with 85% of them finding some form of employment after receiving training. Three trainees from TCIL were also able to gain employment after being trained in the 301 Thrift Mart for a year. In 2010, 301 Thrift Mart continued to receive a steady stream of donation-in-kind items from members of the public.

In recognition of its efforts to report on its Key Performance Indicators as required by the NCSS, TUH was granted the Incentive Training Grant to further upgrade and develop the competencies of its staff. To maximise manpower and efficiency, TUH and TCIL further streamlined its operations to better monitor and track trainees' progress and employment opportunities.

Strengthening family ties

The year started well with close to 20 caregivers, six volunteers and 25 trainees who came together for a sumptuous steamboat dinner and

participated in games organised by the volunteers. There was also good opportunity for family bonding at the Mid-Autumn festival BBQ Celebration organised by TUH in September at the Changi Civil Service Club. 23 trainees and nine caregivers attended the event which included a mini tele-match and games.

20 trainees, accompanied by six caregivers, also participated in a one-day overnight trip to Kukup, Malaysia, in October. Organised for the first time, the objectives of the trip were to expose trainees to new experiences and challenges, and to encourage family bonding.

Going forward, TUH will continue to work on preparing trainees to transit into the next stage of independent living – living on their own with their new support network, and working independently in the community.

TOUCH SILENT CLUB

In Singapore, there is an estimated 5,000 people who are hearing impaired and use sign language as their main mode of communication. This community, known as the Deaf, faces many challenges that

affect them educationally, socially, emotionally and psychologically. TOUCH Silent Club (TSC) believes that every Deaf has the potential to integrate and contribute to society. In 2010, TSC served 327 Deaf clients and 1,310 service users. Although there was a 65% dip in the number of service users primarily due a reduction in Deaf awareness assembly talks in schools, TSC fared well on the employment front with the recruitment of 34 new corporate partners, beyond its target of 20.

Injecting fun and promoting healthy living

In the year, TSC organised a range of activities to engage the Deaf and promote family bonding. In its effort to promote a healthy lifestyle, TSC organised a hands-on cookies baking session, an excursion to the fish and prawn farm, and an energising walk along the Henderson Waves Bridge and the Marang Trail for 80 Deaf aged 40 and above.

To develop good sportsmanship and teambuilding, 18 Deaf youths gathered for *X-ploration!* where they learnt how to play dodgeball and befriended the youths from the Singapore Management University. In March, some 70 participants,



The number of Deaf members who were placed successfully in jobs under the TSC's Work Assistance Programme held steady at 41, out of which 57% stayed on their jobs for more than three months – exceeding its target of 40%.

including Deaf youths from TSC and players from the Wheelchair Basketball Association and the Ngee Ann Polytechnic HI! Club, participated in various interesting sports including floorball, dodgeball and wheelchair basketball.

Efforts were also made to strengthen family bonding with activities which included parents planning healthy meals for their children, a picnic at the Singapore Botanic Gardens, a talk and a special family portrait session.

The year ended well with 130 participants including TSC Deaf clients, their families, hearing friends and volunteers who had an exciting time at the Bottle Tree Park. Themed "A Tribal Christmas", the fun night included an exuberant tribal dance

and a magic mime specially put up by the volunteers.

Developing potential, building confidence

TSC also made good progress in helping its members find employment and forging close partnerships with corporate partners. The number of Deaf members who were placed successfully in jobs under the TSC's Work Assistance Programme held steady at 41, out of which 57% stayed on their jobs for more than three months – exceeding its target of 40%. TSC continued to enjoy firm support from community partners, such as Lighthouse School, Temasek Holdings, and organisations like the Singapore National Employers Federation and companies that employ the Deaf.

Doing their part for the community, a group of 35 youth volunteers from TSC, out of which, 18 were Deaf youths and clients of TSC, cleaned the homes of the frail elderly from TOUCH Home Care in Toa Payoh. Titled "Hand in Hand, Heart to Heart", the youths also had an enriching time befriending the elderly.

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. To support its work, it will recruit and develop more skilled volunteers and introduce innovative services that can better cater to the needs of its Deaf members.

SERVING PEOPLE WITH HEALTHCARE NEEDS



Facing the odds...
Building resilience

TOUCH CANCER SUPPORT

TOUCH Cancer Support (TCAS) continued its role in helping patients suffering from Chronic Myeloid Leukemia and Gastrointestinal Stromal Tumours (GIST) apply for financial help from both the pharmaceutical company, as well as other welfare organisations. In 2010, TCAS continued its partnership with Novartis Pharma AG (Singapore) – and is the only agency in Singapore to administer the Glivec Patient Assistance Programme (GPAP). The number of clients under the care of TCAS increased by 12.3% to 247 individuals while the number of service users held steady at 203.

Providing financial and emotional support

For the second year, TCAS continued in the administering of the Tasignia Patient Assistance Programme (TPAP), a new leukaemia drug by Novartis. TCAS had negotiated with Novartis to offer financial assistance for the medication, Tasignia, to clients with chronic myeloid leukaemia who no longer benefited from their previous medication, including Glivec. Compared to Glivec, the treatment and medication cost for Tasignia is much higher. As at end 2010, the number of clients under TPAP increased to 9 compared to the previous year.

TCAS introduced the SMS Patient Care service in April in which clients would receive three SMS reminders a week to take their

medicine. Response was good with more clients complying with their medication requirement. As at end 2010, TCAS sent out a total of 9,300 SMS reminders to 80 patients.

Increasing awareness and strengthening ties

In 2010, TCAS continued its efforts to enhance the quality of life of its clients through a range of activities including support group meetings, educational talks, outdoor activities and year-end appreciation to caregivers and volunteers.

To help its clients understand more about GIST, TCAS organised a talk with Dr Foo Kian Fong, Oncologist from the National Cancer Centre as the speaker. The topics covered included symptoms, treatment and surgery options. The talk was well attended by some 30 clients who asked many questions during the session.

100 TCAS clients and family members also enjoyed the Cheng Ho Cruise organised in June to promote family bonding. In September, a special Wedding Anniversary Celebration was also organised for TCAS clients and their spouses who have been married for more than 10 years – in celebration of their love for each other. Held at SAFRA Yishun, 12 couples had a fun time dancing, playing games and enjoying a romantic three-course dinner. Close to 70 clients and family members went for TCAS' first overseas trip to Johore Bahru. The two-day-one-night stay included a talk about the Five Love Languages and a trip to the Desaru Fruit Farm. The overseas trip was well received by the participants as for some it was their first trip out of Singapore.

In December, some 115 participants including clients, family members, and TCAS staff and volunteers attended a Christmas dinner at Quality Hotel fully sponsored by Mitsubishi Elevator (S) Pte Ltd. It was a memorable night as

they were treated to a sumptuous buffet dinner followed by games and performances. Everyone was also given a goodie-bag.

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.

TOUCH DIABETES SUPPORT

In Singapore, 8.2% of adults or approximately 330,000 people have diabetes. There are also about 500 to 600 children and teenagers with diabetes. These statistics are alarming for a small nation like Singapore. TOUCH Diabetes Support (TDS) believes that the individual with diabetes must be at the centre of any effort to motivate him or her towards self care and ownership of this chronic condition which is the key to good diabetes management.

Although TDS focuses primarily on individuals with Type 1 diabetes, the year continued to see a strong intake of Type 2 diabetes - accounting for half of its total membership. This is not surprising as 90% of local cases are Type 2 diabetes while only 5% to 10% are Type 1 diabetes. TDS had 10.9% more clients compared to the previous year while the number of service users dipped by 42.6% due to the absence of large scale events such as *Walk with Diabetes*. Although there was a corresponding dip in the total number of volunteers by 71.1%, the year saw increased support from corporate sponsors and greater participation from its members for the events organised by TDS.

Stepping up efforts to raise diabetes awareness

In the year under review, TDS rolled out fun and creative programmes to meet the needs of the diabetes



community in Singapore. Beyond its regular support groups and talks on diabetes-related topics, TDS conducted its third run of the Certificate in Basic Diabetes Education in April and May. 20 members and three staff completed the four-week course which included topics on diabetes care and management taught by specialists in various fields.

Taking diabetes education outside the confines of the classroom, TDS, together with the National University Hospital and St Andrew's STAR Scouts, organised a three-day-two-night TDS Stars Camp at Sarimbun Scout Camp at Lim Chu Kang. Its objective was to instill in the children a sense of responsibility and encourage them to be independent in taking charge of their condition. Some 30 children took part in a range of outdoor activities including outdoor cooking, tent pitching and team-challenge obstacles games.

TDS was approached by students from Temasek Junior College (TJC) to embark on a joint community-initiative for their Leadership Development Programme. With support and guidance from TDS, eight TJC students worked on a book - "Walking with Diabetes" -



TDS offers a community of care and support made up of people and families living with diabetes, volunteer healthcare professionals and many who have a heart for this community.

which is a compilation of inspiring stories from the diabetes community that underscored the tenacity and perseverance of the community who continues to live well and strong in spite of their condition. 2,000 copies of this book were printed to be distributed to members and friends of this community.

Fun learning with corporate partners

TDS offers a community of care and support made up of people and families living with diabetes, volunteer healthcare professionals and many who have a heart for this community. TDS programmes are largely geared towards providing an inclusive environment for people living with diabetes, their caregivers and diabetes healthcare teams as well as strategic partners from the pharmaceutical and healthcare industries.

In June, some 70 members and their families turned up for the Family Fun Bowl for a fun and interactive family time at Safra Fun Bowl. Sponsored by one of TDS' key partners, Bayer Healthcare, the event reinforced the importance of exercise in maintaining healthy sugar levels and the presence of strong family support for holistic diabetes management.

With the aim of helping people with diabetes achieve better blood glucose results, TDS together with Roche Diagnostics introduced two self-monitoring tools – the 'Accu-Chek 360° View' and 'Accu-Chek Testing in Pairs'.

A focus group comprising 10 TDS members was recruited to go through the 3-month self-monitoring programme, which helped members to achieve positive results in their blood glucose monitoring as well as improvement in diabetes understanding.

2010 ended with the diabetes community coming together at Fort Canning Lodge to celebrate the achievements of six TDS Warrior Award recipients who have lived well with insulin-treated diabetes for over 25 years. The event was well supported by over 100 TDS members and their families, long-time volunteers and healthcare partners, with sponsorship from The Rotary Club of Tanglin.

Providing a differentiated experience

Response to TDS' programmes has been good with the attendance for the monthly TDS Connect Sessions doubling to as high as 40. This was mainly due to intentional efforts to

improve programming, and to draw on the expertise of good speakers to build up the community's confidence in their diabetes care and management. Monthly health talks, hands-on cooking sessions, support groups and exciting children's camps, were all part-and-parcel of TDS' strategic initiatives to encourage community bonding and to inculcate good diabetes practices in blood sugar monitoring for better outcomes.

Moving ahead with full-staff strength in 2011, TDS will continue to work hard in programmes that effectively meet the needs of the diabetes community. TDS is committed to building a community of care and support for people and their families living with diabetes and it believes this can be achieved with the help of the wider community. TDS will be looking into ways it can build up volunteers' capabilities, as well as establishing strategic partnerships to better serve the diabetes community. 2011 is an exciting time where TDS will move ahead with innovative programmes such as Project Discovery 7 (a structured adventure-learning experience promoting volunteerism, team work and leadership) and a range of programmes and activities to engage and strengthen the community.

SERVING THE INTERNATIONAL COMMUNITY

Love beyond
borders...

Rebuilding lives

TOUCH COMMUNITY SERVICES INTERNATIONAL

TOUCH Community Services International (TCSI) continued its humanitarian work for victims affected by natural disasters beyond our shores even as it reached out to the foreign community in Singapore. The number of clients held steady at 1,000 while the number of service users increased by 20% to 600 individuals.

Partnering volunteers to rebuild lives

TCSI arranged for a water filter system and packs of dry rations to be delivered to the flood stricken areas in Pakistan in August. The flood had left many homes and farms destroyed and thousands of people were left homeless. The arrival of the water system brought much smiles to the people as they filled their bottles and tasted for the first time clean and safe drinking water. Besides continuing to send in water filters, more than 12,000 displaced people in the districts of Thatta and Sujawal's in Sindh Province were also fed. More than 250 tents were also distributed to the flood victims in the northern and southern area of Pakistan.

150 youths from Singapore and China came together for a five-day volunteer camp in July to prepare themselves for community service – to bring cheer to over 1,000 families of the Sichuan Earthquake. Participating in Qian Qian Shou (QQS), 千牵手 or "Thousand





TCSI arranged for a water filter system and packs of dry rations to be delivered to the flood stricken areas in Pakistan in August.

Linking Hands”, a collaborative project by TOUCH Community Services International (TCSI) and Shanghai Hua’ai Community Service Management (Hua’ai), the volunteers helped at three displaced people camps, an elderly home, two newly rebuilt residential areas, as well as Hua’ai’s family service centre. They also interacted with the earthquake-affected communities and performed magic tricks and organised fun activities. The cultural exchange among the QQS volunteers from Singapore and various parts of China, namely Shanghai, Xi’an, Chengdu and Dujiangyan has enriched their lives and broadened the volunteers’ perspectives.

TCSI will also work towards organising a second run for QQS or 千牵手 volunteers in partnership with Northwest University in Xi’an, China.

Promoting greater cultural understanding at home

TCSI also continued its *Meals@Home* programme for the third year. The number of host families and students increased by 50% to 150 and 600 respectively compared to the previous year. The increase in the number of students was mainly due to more referrals from the Ministry of Education. Feedback to the programme has been good with more than 90% of foreign students indicating that they have a better

understanding of the Singapore family system and culture, and would like to have more interaction with Singapore families beyond the meals. More than 85% of the volunteer host families also expressed a better understanding of the culture and background of these students, and have come to appreciate foreign talents better.

Tapping on our TOUCH Cyber Wellness’ expertise in cyber wellness education, a workshop was specially organised in July for some 850 scholars from China studying in the National University of Singapore and the Nanyang Technological University.

FACTS & FIGURES



Facts and Figures

2010 Services	No. of Staff ¹ (FT = Full-time, PT = Part-time)		No. of Volunteers (Regular * & ad-hoc **)		No. of Clients ² (See Remarks below)		No. of Service Users ³ (See Remarks below)	
	2009	2010	2009	2010	2009	2010	2009	2010
TOUCH Character Development ⁴	5 FT -	4 FT 1 PT	131* 81**	129* 65**	2,183	1,724	403	43
TOUCH Child Care	29 FT 1 PT	27 FT 1 PT	3* 69**	5* 332**	182	177	427	635
TOUCH Young Arrows	2 FT -	2 FT 1 PT	170* 465**	190* 500**	308	338	845	1,037
TOUCH Cyber Wellness	11 FT 2 PT	11 FT 1 PT	21* 23**	21* 33**	5,500	5,749	108,812	139,184
TOUCH Leadership & Mentoring	7 FT -	7 FT -	36* 48**	73* 238**	1,362	1,042	308	249
TOUCH Youth Learning Centre	4 FT 2 PT	5 FT 2 PT	12* 9**	15* 15**	42	53	30	19
TOUCH Adoption Services ⁵	2 FT 1 PT	1 FT 3 PT	16* 15**	12* 16**	226	238	1,162	1,384
TOUCH Caregivers Support ⁶	2 FT -	6 FT 1 PT	-	-	140	992	252	81
TOUCH Counselling & Social Support	2 FT 1 PT	2 FT 2 PT	38* -	26* -	82	281	452	523
TOUCH Family Life Education	3 FT 1 PT	3 FT 1 PT	28* -	24* -	328	312	6,100	8,568
TOUCH Home Care	11 FT 3 PT	12 FT 6 PT	335* 584**	345* 715**	508	687	-	-
TOUCH Seniors Activity Centre	5 FT -	5 FT -	136* 4**	113* 4**	588	598	-	-
TOUCH Centre for Independent Living	10 FT 1 PT	11 FT 1 PT	14* 270**	8* 276**	36	40	128	363
TOUCH Ubi Hostel	8 FT 1 PT	8 FT 1 PT	19* 7**	19* 7**	28	28	-	-
TOUCH Silent Club	3 FT 1 PT	4 FT -	33* 40**	34* 38**	333	327	3,743	1,310
TOUCH Cancer Support	2 FT 1 PT	2 FT 1 PT	20* 10**	- 9**	220	247	201	203
TOUCH Diabetes Support	4 FT -	5 FT -	55* 170**	20* 45**	953	1,057	1,652	949
TOUCH Community Services International	2 FT -	2 FT -	20* 150**	30* 150**	1,000	1,000	500	600
Total	112 FT 15 PT	117 FT 21 PT	1,087* 1,945**	1,064* 2,443**	14,019	14,890	125,015	155,148

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 sharp decline in client and service user figures for TOUCH Character Development was due primarily to the change in focus to help children at risk through intensive individualised casework, small groupwork and family intervention, instead of mass assembly programmes.

⁵ Members under TAFNET (TOUCH Adoptive Families Network), who are families served through

TAFNET, were previously classified as "Clients"; they are now classified as "Service Users". In 2010, TOUCH Adoption Services reached out to 485 TAFNET members (or 143 families) - a 41.6% increase compared to the year before.

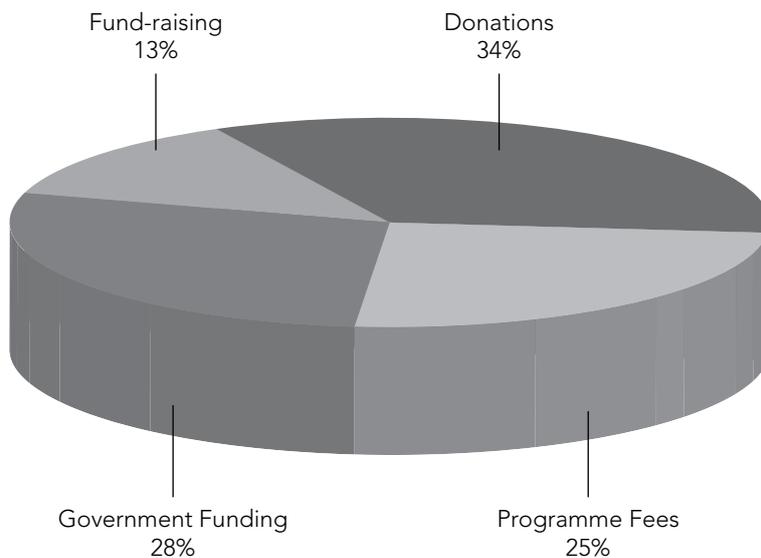
⁶ The significant increase in the number of clients for TOUCH Caregivers Support (TCG) was mainly due to the setting up of a formal registry for caregivers which included callers who sought help from TCG's Care Line, increased public awareness about TCG's services and active outreaches to more partners.

Financials & Policy Statements

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

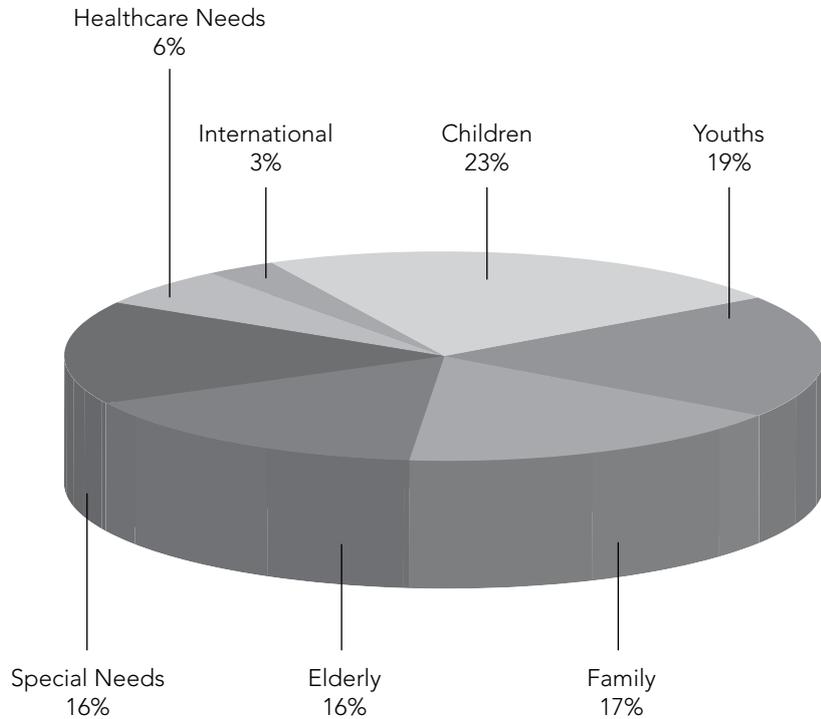
To further improve corporate governance, TOUCH has put in place proper financial controls and procedures to ensure high financial accounting standards. Audited financial statements are published annually. Specific project evaluations are also carried out to assess the effectiveness of its programmes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

TOUCH receives only about 28% of its annual funding from government grants and relies on its own fund-raising efforts to meet the rest of its financial needs. In 2010, TOUCH received income totalling \$11.1 million for the group, which included TOUCH Community Services Limited, TOUCH Family Development Centre, TOUCH Family Services Limited and TOUCH Youth Limited. Refer to chart below.



2010 Sources Of Income

TOUCH INCOME	\$	%
Donations	3,733,881	34
Programme Fees	2,793,461	25
Government Funding	3,073,072	28
Fund-raising	1,455,664	13
Total	11,056,078	100



2010 Distribution Of Expenditure

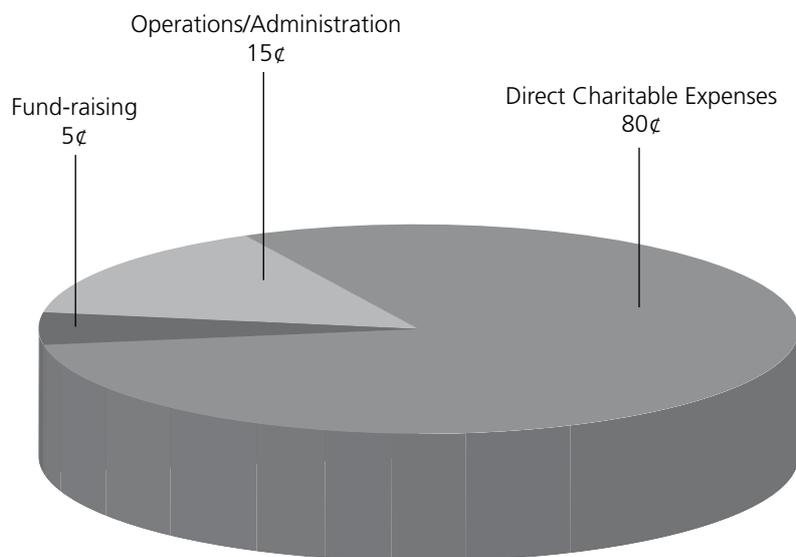
DISTRIBUTION OF EXPENDITURE FOR TOUCH	\$	%
Children	2,471,583	23
Youths	2,021,247	19
Family	1,820,605	17
Elderly	1,646,659	16
Special Needs	1,675,115	16
Healthcare Needs	691,063	6
International	287,378	3
Total	10,613,650	100

For financial year 2010, TOUCH had a surplus of \$442,428.

2010 Breakdown Of Charity Dollar

For financial year 2010, out of every \$1.00 spent, 80¢ went directly to fund programmes and activities that benefit our clients. Refer to chart below.

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



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

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

DIRECTORY OF SERVICES & LOCATIONS

TOUCH Community Services

Add : 3615 Jalan Bukit Merah
3rd Floor TOUCH Community Theatre
Singapore 159461
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 Development Centre)
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 Development Centre)
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 6317 9988
Fax : +65 6317 9989
Email : young.arrows@touch.org.sg

YOUTH SERVICE GROUP

TOUCH Cyber Wellness

(TOUCH Youth Limited)
Add : Blk 162, Bukit Merah Central
#05-3555, Singapore 150162
Tel : +65 6273 5568
Cyber Wellness Counselling
Helpline : 1800-377 2252
Fax : +65 6271 5449
Email : cyberwellness@touch.org.sg
Web : www.planetcrush.org

TOUCH Leadership & Mentoring

(TOUCH Youth Limited)
Add : Blk 162, Bukit Merah Central
#05-3555, Singapore 150162
Tel : +65 6273 5568
Fax : +65 6271 5449
Email : tlm@touch.org.sg

TOUCH Youth Learning Centre

(TOUCH Youth Limited)
Add : Blk 162, Bukit Merah Central
#05-3555, Singapore 150162
Tel : +65 6317 9937
Fax : +65 6271 5449
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, Lor 1 Toa Payoh
#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, Lor 1 Toa Payoh
#01-1264, Singapore 310173
Tel : +65 6258 6797
Fax : +65 6258 1013
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, Lor 1 Toa Payoh
#01-1264, Singapore 310173
Tel : +65 6258 6797
Fax : +65 6258 1013
Email : tcs@touch.org.sg

TOUCH Diabetes Support

(TOUCH Community Services Limited)
Add : Blk 149, Lor 1 Toa Payoh
#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 Limited)
Add : 3615 Jalan Bukit Merah
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Singapore 159461
Tel : +65 6377 0122
Fax : +65 6377 0121
Email : tcsi@touch.org.sg

Information is correct for Year 2010



TOUCH COMMUNITY SERVICES LIMITED

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

TOUCH FAMILY SERVICES LIMITED

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

TOUCH YOUTH LIMITED

Blk 162, Bukit Merah Central, #05-3555, Singapore 150162

TOUCH FAMILY DEVELOPMENT CENTRE

Blk 606, Hougang Ave 4, #01-167, Singapore 530606

www.touch.org.sg