



TOUCH REPORT 2012

Strengthening
Families

Transforming
Communities





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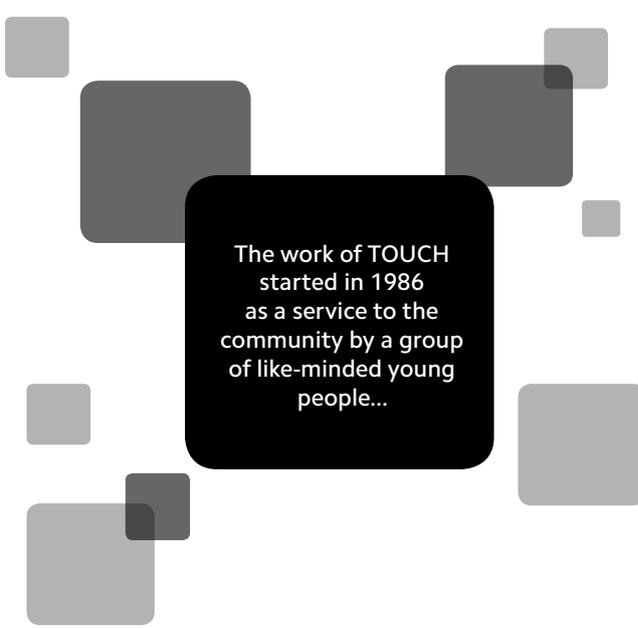
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*The TOUCH Report 2012 is published by TOUCH Community Services. For enquiries, please email tcs@touch.org.sg.
The printing of this Report is partially sponsored by Hock Cheong Printing Pte Ltd.*

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 charity status and became a full member of the National Council of Social Service on 12 December 1994.

TOUCH comprises TOUCH Community Services Limited (TCSL) and TOUCH Family Services Limited (TFSL) and TOUCH Youth Limited (TYL). TOUCH has an integrated network of 17 services with 12 centres and 15 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 20 years, TOUCH has reached out to many individuals from all races and religions. In 2012, we reached out to some 28,000 clients and 211,000 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 faced 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.

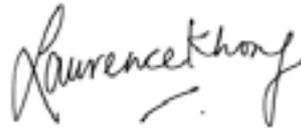
FOUNDING CHAIRMAN'S MESSAGE

2012 was a significant year for TOUCH Community Services as we celebrated our 20th Anniversary of serving the community. From just a simple service for latch-key children in the neighbourhoods of Clementi and Jurong, TOUCH has grown to an integrated network of 17 services to serve the different age groups and needs of society. From serving needy children in the early days, TOUCH now reaches out to youths at risk, needy families, people with special and healthcare needs and the frail elderly.

It has been an incredibly wonderful journey as we are touched by the simple miracles in the lives of our clients who have received our support over the years. To many of these individuals, TOUCH is their lifeline. TOUCH can only do well - and better - because of the support of many

people who believe in us and who journey alongside us in our service. Whether it's time, talent or treasure, and whether it's big or small - we are grateful for your support.

As we look back at what has been achieved over the last 20 years, we are humbled by the range of services we have on the ground that have enabled us to contribute to Singapore. Even as we have matured as an organisation, it is a timely reminder for us to challenge ourselves - to go the extra mile and serve beyond compassion - so as to see lasting impact and change in families. To all our staff, volunteers, clients as well as our donors and various community partners, thank you for your generosity, dedication and compassion. Keep up your good work!



LAWRENCE KHONG, PBM



EXECUTIVE DIRECTOR'S MESSAGE

2012 was an exciting and extraordinary year for all of us in TOUCH as we celebrated 20 wonderful years of serving the community. Our achievements did not happen by chance; it took the foresight, dedication and commitment by a group of simple like-minded volunteers who wanted to touch and impact lives.

To commemorate this significant milestone and kick-start a year-long of celebrations, we held a special event officiated by Mr Chan Chun Sing, Acting Minister for the then Ministry of Community Development, Youth and Sports on 15 January. We also had the privilege of launching a special 100-page community book *Listen to My Heart – Rediscovering Life's Overcoming Spirit* which features inspiring life stories of TOUCH clients who triumphed over adversity with a strong fighting spirit and support from the community.

In the year under review, TOUCH experienced a fruitful year with robust growth on several fronts backed by strong support from corporations, individual donors, volunteers and supporters. As our services expanded in scale and depth, our total client base increased exponentially by 43.2% to 28,000 while our service users went up by 31.6% to 211,000. Our total volunteer base also increased sharply by 41.8% to some 5,400 individuals due to active community engagements.

In 2012, our services expanded as new programmes were launched to benefit more individuals in the community. These included the opening of three new Clubs under TOUCH Young Arrows in Eunos, Jurong West and Geylang Bahru. TOUCH Home Care saw its client base jumped by 42.6% to 1,336 due to high demand for its services. There

was also exceptionally strong demand for TOUCH Cyber Wellness' (TCW) programmes which led to a 73.2% and 36.9% increase in its clients and service users compared to the year before. TCW achieved a significant milestone when it partnered Hougang Secondary School to launch planetCRuSH@hougang - Singapore's first one-stop cyber wellness centre in a school premise.

As in previous years, TOUCH continued to work hard to value-add to the social service sector including publishing a resource guide "Caring for Seniors: Effective Programmes for Seniors Activity Centre" to train staff and raise service standards. To help raise community awareness about diabetes, TOUCH Diabetes Support held its *Walk With Diabetes* charity event at The Promontory@Marina Bay. Officiated by Minister of Health, Mr Gan Kim Yong, close to 2,000 participants gathered to form the largest human "Blue Circle" – a universal symbol for diabetes signifying unity of the global diabetes community.

As part of its efforts to innovate and better connect with the community, TOUCH worked in partnership with Dr Leslie Tay of iEatiShootiPost.sg to organise the inaugural Ultimate Hawker Fest 2012, which saw volunteer culinary masters recreating some "ultimate" versions of our local dishes using premium ingredients. We are grateful to all our donors and volunteers who have faithfully supported our regular fund-raising events including the Lunar New Year project, *Love in a Bouquet*, TOUCH Flag Day and *Swing for Charity*.

Thank you for believing in our cause, and for supporting our efforts to "strengthen families" and "transform communities".



EUGENE SEOW, PBM



ORGANISATION STRUCTURE

BOARD OF DIRECTORS

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

Chairman: Lawrence Khong, PBM

Directors: Caleb Chan
Cheng Huey Teng
Robert Chew
Kenneth AuYong
Peh Lai Gek

EXECUTIVE TEAM

Eugene Seow, PBM
Edmund Wong

Executive Director
General Manager

CORPORATE SUPPORT

Anita Low-Lim
Daniel Goh
Chua Aik Hong
Edmund Wong
Julia Lam

Director, Corporate Development
Director, Corporate Development
Director, Finance
Head, Human Resource/IT
Director, Department of Social Work

SERVICE HEADS

Children Service Group

Patricia Koh
Vanny Low
Lawrence Tan

Manager, TOUCH Character Development
Manager, TOUCH Child Care
Assistant Manager, TOUCH Young Arrows

Youth Service Group

Anita Low-Lim
Lily Chu

Director, TOUCH Cyber Wellness
Manager, TOUCH Leadership & Mentoring
Principal, TOUCH Youth Learning Centre

Family Service Group

Arthur Ling

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

Teo Seok Bee
Kavin Seow

Senior Manager, TOUCH Adoption Services
Director, TOUCH Caregivers Support

Elderly Service Group

Kavin Seow
Julia Lam

Director, TOUCH Home Care
Director, TOUCH Seniors Activity Centre

Special Needs Service Group

Danny Loke

Manager, TOUCH Centre for Independent Living &
TOUCH Ubi Hostel

Seah Xiang Ru
June Sim
Wee Bee Hong

Supervisor, TOUCH Centre for Independent Living
Supervisor, TOUCH Ubi Hostel (From September 2012)
Senior Manager, TOUCH Silent Club

Healthcare Service Group

Kavin Seow
Julie Seow

Director, TOUCH Cancer Support
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 and a humanitarian service:

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.

1. TOUCH Character Development ∞
2. TOUCH Child Care ∞
3. TOUCH Young Arrows

Youth Service Group

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

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

Family Service Group

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

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

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.

1. TOUCH Home Care
2. TOUCH Seniors Activity Centre

Special Needs Service Group

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

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.

1. TOUCH Cancer Support
2. TOUCH Diabetes Support

TOUCH Community Services International[^]

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

Note:

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

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

[^] TOUCH Community Services International is a service under TOUCH Youth Limited, an affiliate of TOUCH Community Services

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

Celebrating
20 years of serving
the community...

MILESTONES OF TOUCH COMMUNITY SERVICES



1986

■ Started **TOUCH Children's Club** to provide primary school children from single-parent or low-income families with weekend enrichment programmes. This service is now called **TOUCH Young Arrows**.

1988

■ Started **TOUCH After-School** programme for latch-key children.

1990

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

■ Started **TOUCH Training Centre for the Disabled** to train intellectually disabled people to be independent and self-supporting. This service has been renamed **TOUCH Centre for Independent Living** in 2003.



1991

■ Started **TOUCH Community Welfare Services** to help low income families with welfare, counselling and referral assistance. Presently known as **TOUCH Family Services**.

1992

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

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

1993

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



1994

■ **TOUCH** took over the management of the National Council of Social Service's Ubi Hostel. Renamed as **TOUCH Ubi Hostel**.

■ Started **TOUCH Youth Services** to reach out to youths at risk.



■ **TOUCH Home Care** was officially opened by Dr Aline Wong, then Senior Minister of State for Health and Education, to bring medical and nursing care to the frail needy elderly in their homes.

Since 2007, four staff from **TOUCH Home Care** received the *Healthcare Humanity Award* which is given to outstanding and inspirational healthcare workers who go the extra mile to care for the sick and infirmed.



1998

■ Started **TOUCH Seniors Activity Centre** to meet the social and recreational needs of the ambulant elderly living in one-room rental flats.

■ Founding Chairman of **TOUCH Community Services**, Mr Lawrence Khong, was conferred the **Public Service Medal** in recognition of his contributions to the community.

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

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

COMMUNITY SERVICES



2001

- Started **TOUCH Adoption Services** to support adoptive families and be a bridge for couples desiring to expand their family through adoption and children needing a permanent and stable family.
- Started **TOUCH Character Development** in Tanglin Primary School to provide a more holistic curriculum for students. It has since introduced social-emotional learning, national education and leadership development programmes to schools.



2002

- TOUCH Caregivers Centre**, a one-stop community resource facility was officially opened by Dr Vivian Balakrishnan, then Minister of State, Ministry of National Development.
- Mrs Goh Chok Tong** became the first patron of TOUCH Community Services.

2005

- Mr Eugene Seow, Executive Director of TOUCH Community Services, was conferred the **Public Service Medal** in recognition of the role of TOUCH in the tsunami relief efforts.



PlanetCRuSH Cyber Wellness Centre.

2006

- Singapore's first Cyber Wellness Centre, **PlanetCRuSH**, was launched by Associate Professor Ho Peng Kee, then Senior Minister of State for Law and Home Affairs to further enhance the quality and reach of cyber wellness services in Singapore.
- Launched **Qian Qian Shou** (千牵手) or "Thousand Linking Hands", a collaborative project by TOUCH Community Services International and Shanghai Hua'ai Community Service Management (Hua'ai) - to serve the needy and disadvantaged community in China.

TOUCH Seniors Activity Centre appointed as Centre of Specialisation.

2007

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



Sichuan Earthquake relief efforts.

2009

- TOUCH was presented with a **plaque award of commendation** by the Chengdu Disabled People's Federation for contributing to relief efforts during the Sichuan Earthquake.

2011

- TOUCH Cyber Wellness was presented with the **Singapore Youth Award** under the Community & Youth Services Team Category by Mr Teo Chee Hean, Deputy Prime Minister & Coordinating Minister for National Security & Minister for Home Affairs.
- TOUCH Seniors Activity Centre was appointed by the National Council of Social Service as a **Centre of Specialisation** with the aim of transferring its knowledge and expertise to other voluntary welfare organisations in the eldercare sector.
- TOUCH Community Services was presented with the **Singapore Prestige Brand Award (SPBA) 2011 - Special Merit** (not-for-profit organisations) by Mr Tharman Shanmugaratnam, Deputy Prime Minister and Minister for Finance and Manpower, in recognition of its effective brand management and branding initiatives.



TOUCH Cyber Wellness team with the Singapore Youth Award.

- TOUCH Home Care (Jurong)** was officially opened by Minister of State for Health, Dr Amy Khor, to serve the needs of the frail elderly in the western part of Singapore.

2012

- Opened **PlanetCRuSH@hougang**, Singapore's first cyber wellness centre in a school.
- Department of Social Work** was set up to handle walk-in cases from the Bukit Merah area and referrals from other social service and government agencies to care and support low-income and underprivileged families.





Celebrating 20 years of serving the community.

CORPORATE HIGHLIGHTS

TOUCH TURNS 20!

2012 was a significant year for TOUCH Community Services as it celebrated its 20 years of serving the community. 170 staff of TOUCH as well as volunteers, clients and their families came together on Sunday, 15 January, for the TOUCH 20th anniversary kick-off celebration event. Held at TOUCH Community Theatre, the event was officiated by Guest-of-Honour Mr Chan Chun Sing, Acting Minister for the then Ministry of Community Development, Youth and Sports (MCYS). Among the many special guests included "TOUCH pioneers" - those who started and established the key ground work of TOUCH before the organisation was officially registered - as well as Mr Desmond Lee, Advisor of Jurong Spring Constituency and MP for Jurong GRC, Mrs Yu-Foo Yee Shoon, former Minister of State for the then MCYS, and Associate Professor Ho Peng Kee, former Senior Minister of State for Law and Home Affairs.

To mark the start of a whole year of anniversary celebrations, a special 100-page community book *Listen to My Heart - Rediscovering Life's Overcoming Spirit* was launched at the event. The book features inspiring life stories of TOUCH clients, who triumphed over adversity with a strong fighting spirit and support from the community.



TOUCH clients, many of whom have since joined TOUCH as volunteers, went on stage with handwritten flashcards to tell their stories on how they have benefitted with the support from TOUCH. This poignant act moved the audience and served as an encouragement to all present. At the finale closure, Mr Chan Chun Sing planted a tree at the roadside planter outside TOUCH Community Theatre. This tree is the first of 20 trees that TOUCH will be planting in different locations across Singapore throughout Year 2012, representing our continued dedication to serve those neighbourhoods. Many of these tree-planting efforts are in collaboration with the National Parks Board under their Plant-A Tree Programme.

In January, under the direction of the Executive Director's Office, the

Department of Social Work was set up to further strengthen and centralise its counselling and social work capabilities to better maximise resources and integrate all social work functions within TOUCH. A front-desk counter was set up to handle walk-in cases from the Bukit Merah area and referrals from and with other social service and government agencies to care and support low-income and underprivileged families. The number of walk-in-individuals receiving financial assistance through the Emergency Fund jumped 205% - from 41 to 125. There was also a 4.8% increase - from 124 cases to 130 cases - under the Love Singapore Fund. 22 individuals were also supported through the TOUCH Welfare Fund, an increase of 46.7%. In total, 277 individuals received financial assistance from TOUCH - an increase of 53% compared to the year before.



TOUCH motivators at NDP 2012.

TOUCH participated in the National Day Parade for the 11th year. 450 TOUCH motivators joined Singaporeans in celebrating Singapore's 47th year of independence at The Float at Marina Bay.

COMMUNITY PROJECTS:

National Day Parade 2012

TOUCH participated in the National Day Parade for the 11th year. 450 TOUCH motivators joined Singaporeans in celebrating Singapore's 47th year of independence at The Float at Marina Bay. The motivators comprise students from various ITEs, polytechnics and Hougang Secondary School, where they have been recruited and trained by TOUCH. Apart from dancing on stage, the motivators also brought the dance closer by dancing amongst the audience in the galleries. Supported by 70 youth mentors from TOUCH, they engaged the ecstatic crowd together with the Combined School Choir. Dressed in colourful costumes and armed with props to promote greater audience participation and engagement with the show, the motivators raised the celebratory mood at the Float. At the Grand Finale, they joined other participants to dance in unison along with the medley of national songs.

iLoveSingapore Walk 2012

TOUCH was one of the beneficiaries of the *iLoveSingapore Walk 2012* – a fundraising event by the LoveSingapore Network of Churches. Officiated by Acting Minister for Social and Family Development Mr Chan Chun Sing, the event was held on Saturday, 10 November 2012 at the field next to Marina Bay Sands Expo Convention Centre. Over 12,000 walkers from some 30 churches came together to raise funds for the needy. In line with



iLoveSingapore Walk 2012.

Prime Minister's vision to make Singapore a "Home with Hope and Heart", the *iLoveSingapore Walk 2012* celebrated families and paid tribute to fathers as core members in the family unit.

CORPORATE AND SCHOOL PARTNERSHIPS:

2012 was a fruitful year with youths rallying together for a good cause. These included four student teams from Citi-YMCA Youth For Causes (YFC) who raised \$25,025 over 15 weeks for TOUCH. In the year, TOUCH also won the Most Supportive VWO Award, as voted by the students and YFC panel for providing exceptional support and guidance to the students.

Other partnerships included:

Festive Dinner for TOUCH clients and Hong Bao Blessings

On 18 January, Grand Mercure Roxy Singapore hosted some 200 beneficiaries including needy families, children and the elderly from TOUCH Seniors Activity Centre (TSAC), TOUCH Family Life and Education, and TOUCH Character Development at a Lunar New Year reunion dinner. With Member of Parliament for Marine Parade Group Representative Constituency, Mr Seah Kian Peng as the Guest-of-Honour for the dinner, the beneficiaries of TOUCH were treated to entertaining performances by the Victoria Junior College (VJC) Chinese Orchestra and Harmonica Band. Students from the VJC Interact Club and the hotel staff were also



TOUCH Charity Futsal Tournament.



on hand to serve and interact with the elderly throughout the dinner, something appreciated by the seniors as many of them live alone. Red packets were also given out by Mr Seah and the senior management of the hotel to all the beneficiaries.

There was also active participation on the school front to raise funds for the needy. A total of 18 schools and child care centres took part in Hong Bao Blessings. Students from Paya Lebar Methodist Girls' School (Primary) went the extra mile to raise money to sponsor Lunar New Year hampers for the elderly from TOUCH. Members of the public and strong supporters of TOUCH also responded well to the Lunar New Year Project. \$90,785 was raised.

MPs and Silent Strikers join hands for the needy

The inaugural TOUCH Charity Futsal tournament brought together several Members of Parliament and the Silent Strikers, a team of deaf clients from TOUCH Silent Club, for a fun game of futsal on 20 April 2012. Held at The Cage, the tournament also attracted over 100 players from all walks of life, raising a total of \$40,330 for the services and

programmes under TOUCH. More than just a fun-filled event for the participants, the tournament was especially important for members of the Silent Strikers team from TOUCH Silent Club.

Honouring mothers through Love in a Bouquet

On 12 May, the Mother's Day weekend saw some 120 children from low-income and single-parent families making merry over an enjoyable tea party. This was part of "Love in a Bouquet" – a community fundraising project that enables financially challenged mothers to celebrate a meaningful Mother's Day. Co-organised with Mayflower Primary School, the tea party hosted more than 180 mothers (and their kids) from TOUCH and the school, who were showered with gifts, flowers and affection from their kids. Bonding activities, such as decorating cupcakes added the icing to the cake. A second tea party on 2 June, co-organised by Bendemeer Secondary School saw another 60 mothers and children from TOUCH get creative with Polaroid cameras. This project raised \$19,192 for the work of TOUCH.

Ultimate Hawker Fest 2012

On 20 October, 28 popular hawkers, master chefs and F&B players came together at Millenia Walk to cook up a storm in support of over 20,000 beneficiaries of TOUCH. In partnership with Dr Leslie Tay of iEatiShootiPost.sg, jointly organised by Millenia Walk and supported by SPOC Solutions and Nanyang Inc, the inaugural Ultimate Hawker Fest 2012 – The finer side of local flavours saw culinary masters volunteering their time and rolling up their sleeves to recreate some "ultimate" versions of our local dishes using premium ingredients.

Presenting the public with the chance to sample from an array of quality local dishes at this foodie haven, this charity food event featured heavyweights in cooking such as celebrity chef Eric Teo, who served up his re-imagined laksa paired with luscious Boston lobster meat, and Mr Ng of Hill Street who served *Char Kway Teow* serving his legendary dish enhanced with huge, succulent tiger prawns. Also included in the mix of hawkers is third generation hawker Jacky Tan, whose grandfather, Tan Yong Fa, invented the *Kueh Tu Tu* back in the 1930s, as well as fourth generation "beef kway teow" maestros, Hock Lam Beef,



Raising funds for the work of TOUCH.

where Tina Tan now runs the store that her great-grandfather founded it in 1911. The event was officiated by Guest-of-Honour Mr Tan Chuan-Jin, Acting Minister for Manpower & Senior Minister of State for National Development. This fund-raising event raised \$162,751.

Swing for Charity: Avid Golfers Unite to Raise Funds for the Needy

Held for the 9th year, "Swing for Charity – TOUCH Golf Tournament 2012" took place at Sentosa Golf Course (Tanjong and Serapong course) on Friday, 6 July, with some 150 golfers raising funds for clients under the care of TOUCH. Officiated by Mr S Iswaran, Minister,

Prime Minister's Office and Second Minister for Home Affairs and Trade & Industry, "Swing for Charity 2012" raised \$258,529 through flights and dinner table sponsorships, as well as spontaneous donations throughout the dinner programme. During the dinner programme, guests witnessed a performance where 13 TOUCH clients used handwritten placards to tell their "before and after TOUCH" stories. In the spirit of doing one's part for the community, Mr Iswaran also pitched in with a performance to help raise funds for TOUCH. TOUCH is grateful to the continued support from volunteers like Golf Committee Chairman, Mr Jerry Low and his team

of committee members who worked tirelessly to help TOUCH to organise this fundraising event.

Raising funds through TOUCH Flag Day

On 3 November, for TOUCH Flag Day 2012, which was themed "iCAN – mark a difference", more than 2,000 TOUCH clients and volunteers took to the streets with their tin cans to raise funds. TOUCH also encouraged pre-primary and primary school children to do their part for the needy through "iCan Be A Star" presentations in their schools. \$137,315 was raised for services and programmes to benefit the clients of TOUCH.



SERVING THE CHILDREN

Moulding young minds... Strengthening families

TOUCH CHARACTER DEVELOPMENT

2012 was another significant year for TOUCH Character Development (TCD), a service of TOUCH Family Services Limited. With over 12 years of experience in Character Development, TCD is positioned to meet the Ministry of Education's (MOE) greater emphasis to develop a holistic framework of competencies based on Character Development and character-based Social Emotional Learning (SEL) and National Education. In the year, TCD was honored to present to the MOE its pedagogy and curriculum, which was well received and paved the way for potential partnerships. TCD's pedagogy is based on various psychological theories including Professor Reuven Feuerstein Mediated Learning approach, Cognitive Behaviour therapy, Stephen Covey's 7 Habits of Highly Effective People as well as Professor Thomas Lickona's 12-point Comprehensive Approach to Character Development. Professor Lickona is an international research authority in Character Development education. TCD also developed a more comprehensive modular leadership structure to help schools train student leaders.

TCD continued to receive strong demand for its programmes. In 2012, TCD's number of clients stood at 3,072 - an increase of 33% compared to the year before - in line with MOE's renewed focus on Character Development as one of the key competencies for the 21st century. The number of service users increased by 5.4% to 59 due to more teachers being engaged under the Character Value Education and Enhanced STEP-UP (ESU) programme.

Impacting Children and Families

TCD also received strong support from the Ministry of Social and Family Development (MSF) who approved the funding of a Character Development Parent Toolkit - a first-of-its-kind resource guide for parents - to coach their children at home. Its objective is to empower parents to develop their children in Character and strengthen parent-child relationship.

TCD stepped up efforts to help at-risk and mainstream students enhance their sense of self-worth, character development, strengthen family relationships and equip them with social-emotional resilience, leadership and study skills. Going beyond the ESU programme funded by the MSF, TCD continued its complementary wraparound services to reduce at-risk behaviours and further strengthen

family relationships. Trained family coaches provide emotional support; enhanced social work intervention such as outings, educational and financial assistance. These services are customised according to the needs of the child and family.

In the year, TCD reached out to 118 children and teens at risk - both under its Aspire Clubs, as part of the ESU programme and TCD's Aspire Alumni (for Teens). Its objective is to improve their social and emotional resilience, relationships with others and help reduce at-risk behavior. Special efforts were made to help teens assimilate into healthy youth groups as they transit to secondary schools. TCD's family coaches also extended help to families who face stress from several fronts who require more than one year of intervention to work through issues.

TCD received good feedback on its ESU programme with 100% of its clients achieving at least one desired outcome, exceeding MSF's target of 60%. TCD went beyond to see 100% of its clients achieve at least four out of five MSF milestones after the one-year intervention period. TCD's professional intervention work by its staff and family coaches has helped the children and teens to



TCD rolled out new programmes to reach out to the children and their families, and further trained its volunteers.

become more resilient as their family situation stabilised. TCD received good feedback with at least 96.7% of the students who indicated they have shown progress in their behaviour - exceeding its target of 75%.

Volunteer leadership development and care structure

In tandem with its growing client base, TCD accelerated efforts to upgrade the leadership skills of its core team of 38 core coaches, volunteer/youth leaders and to look into the welfare and development of its pool of 170 volunteers. TCD also put in place a

formal care structure and intervention plan to effectively cater to the varied needs of at-risk children, teens and families. TCD also received good feedback from the MSF regarding its range of curriculum and volunteer management system, in particular, the training and welfare of volunteers.

Looking ahead, TCD will further strengthen its partnership with schools and relevant government bodies through its relevant, researched-based, fun and engaging programmes. It will also initiate new efforts to strengthen family relationships, help parents

develop their children in character and provide appropriate and timely help to children at risk.

TOUCH CHILD CARE

TOUCH Child Care (TCC), a service of TOUCH Family Services Limited, 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



Fun learning through creative activities at TCC.

aims to educate its children to establish good character and foundation in reading, writing, problem solving and thinking skills.

It was a good year for TCC with both centres in Clementi and Hougang achieving full enrolment of 182 children. The good response could be attributed mainly to TCC being an affordable child care option and its creative range of quality educational programmes. Its Integrated Programme involving children with special needs progressed well with seven children in K2 who graduated and joined mainstream schools compared to three the year before. The year also saw an increased engagement with family members as they participated in TCC's range of activities leading to a 29% increase in the number of service users – from 530 to 684.

Recognised for its quality health programmes

For the fifth consecutive year, TCC was given the Healthy Eating in Child Care Centres Programme Award by the Health Promotion Board (HPB) for its efforts in promoting a healthy lifestyle and healthy eating. TCC (Clementi and Hougang) also received the HPB-MOE's CHERISH (Championing Efforts Resulting in Improved School Health) Junior Award, in recognition of their comprehensive health promotion

programmes over the last two years. Criteria for the award include Healthy School Policies, School's Physical Environment, School's Social Environment, Community Links, Action Competencies for Healthy Living and School Health Care and Promotion Services.

Increased community engagement

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 children learnt to share kindness and practise good neighbourliness on World Kindness Day in November as they brought home 560 Gerberas sponsored by Fun's Florist & Nursery to thank their neighbours.

The year ended on a fun note with colourful performances by the children at the K2 graduation ceremony. This was followed by a fun-filled afternoon at the two centres. For example, the children at TCC (Hougang) were treated to a Fun Fair while TCC (Clementi) held its Amazing Race and celebrated its 20th Anniversary. 140 children and their parents participated in the Wishing Spheres Project by Marina Bay Singapore for the New Year Countdown by penning their appreciative thoughts on spheres which floated on the waters of Marina Bay.

There was also strong support from student volunteers as part of their Values In Action programme. For the first time, five music students from the School Of The Arts taught music to the children from TCC (Clementi). Students from Hwa Chong Institution's Geographical Society also taught the children Geography in a fun and creative way. On 29 June, 160 children from the two centres were invited to Maris Stella High School's Youth Day event. They were treated to a day of fun and camaraderie, which included a colourful costume parade and a games carnival.

Moving forward, TCC will continue to send its teachers for skills upgrading and training, and further raise its professionalism and teaching standards. It will also work towards more active engagement with its children's families to foster closer parent-child bonding and interaction.

TOUCH YOUNG ARROWS

TOUCH Young Arrows (TYA) experienced growth on all fronts. Its clients increased by 16.5% to 382 compared to the year before. This was mainly due to the setting up of three new Clubs in Eunos, Jurong West and Geylang Bahru. Correspondingly, the number of service users increased by



17.8% due to strong support from family members and new partnerships with schools, corporations and community partners resulting in more activities and programmes organised. There was also overwhelming response to TYA's recruitment drive with a 44.8% increase in the total number of volunteers. This included the intake of 50 teen volunteers who were previously TYA clients.

Bringing families closer together

Some 3,000 people participated in the annual Run & Raisin' 2012 charity run and carnival, held at East Coast Park on 31 March. Organised by TYA, the event was graced by Guest-of-Honour, Dr Maliki Osman, Senior Parliamentary Secretary, Ministry of Defence and Ministry of National Development and Mayor, South East District. Some \$122,000 was raised to enrich the lives of 400 needy and disadvantaged children under TYA's care.

In June, TYA held its 24th Annual Survival Camp at Pioneer Primary School. In total, 163 children and 147 volunteers (of whom 25 were ex-clients) participated in this event. With bringing cheer to the community in mind, highlights of this year's camp included visits to the Orange Valley Nursing Home and Henderson Senior Citizen's Home to spread joy. Both young and old had a great time interacting. Parents were not left out either, as they attended a parenting talk on "Raising Confident Kids".

210 people, including 46 families, TOUCH volunteers and staff participated in the TYA Family Camp, which was held at East Coast Park from 10 to 11 November. Through fun games and activities held throughout the camp, family members bonded. Some of the camp's highlights included watching the sunrise and having breakfast together by the beach.

Developing children holistically

Tapping on TOUCH's integrated services, TYA partnered TOUCH Family Services to conduct a talk at TYA's Parents' Night on 21 April. Parents were taught how to help their children discover and develop their gifts and talents. TOUCH Leadership and Mentoring also coached secondary school students to conduct Service-Learning activities for TYA (Jurong West). In November, TOUCH Cyber Wellness conducted a parenting talk on Cyber Gaming at TYA's Camp Explorer, an orientation camp, held at Hougang Secondary School to prepare Primary Six students for secondary school life.

Partnering the community to enhance learning

It was a good year for TYA with a record number 27 Values in Action projects - an increase of 25% - to enrich the learning experience of both the volunteer students and children from TYA. For example, students from

various schools including NUS High School, Raffles Girls' School, Cedar Girls' Secondary School and CHIJ St Joseph's Convent volunteered at TYA events. In December, special activities including a rock climbing session and an outing to the Marina Barrage were sponsored by the National Institute of Education students. Volunteers also organised an outing to Resorts World Sentosa's S.E.A. Aquarium.

There was strong support from corporations and foundations who made monetary donations to TYA. They included Bank of America, CapitaLand Limited, City Development Limited, Hwa Chong Institution's Inspiring Little Mind project, NUS High School, Riverlife Kindergarten, Tote Board and Vertec Consulting.

In the year, TYA volunteers developed a package to teach the character values of Gratefulness and Diligence. Partnering the People's Association, TYA children learnt new knowledge and skills through a series of workshops including "Make and decorate your own cup cake", "Science and Art Fusion" and "Ice-cream making".

Looking ahead, TYA plans to set up five new Clubs in Telok Blangah, Marsiling, Hougang, Geylang Serai and Jurong East which are expected to reach out to 100 needy children.



SERVING THE YOUTHS

Stretching their limits... Inspiring dreams

TOUCH CYBER WELLNESS

In the year under review, TOUCH Cyber Wellness (TCW), a service of TOUCH Youth, saw stronger demand from schools following the announcement of the new Character and Citizenship Education (CCE) syllabus by the Ministry of Education, which will be introduced in stages in schools from 2014. The number of clients and service users saw a significant increase of 73.2% and 36.9% respectively compared to the previous year. In 2012, there were 9,902 clients and some 175,000 service users. Some one million individuals have benefited from TCW's programmes since it started in 2001.

TCW counselled over 100 youths struggling with excessive gaming, representing a 12.6% increase compared to the year before. The number of callers to the Cyber Wellness Counselling Helpline 1800-377-2252 also went down by 9.7% to 215 in 2012. In the year, TCW also conducted a research survey to assess the effectiveness of its counselling approach for youths with online gaming issues.

Strong push for innovative and customised school programmes

TCW's partnership with schools strengthened with increased

demand to align their cyber wellness programmes with MOE's CCE syllabus. TCW also saw strong demand for customised cyber wellness programmes with progression modules to equip schools with greater flexibility in meeting the differing needs of its students. In 2012, demand for TCW's school programmes jumped to 9,532 students - an increase of 77.5% - compared to the year before.

Innovation is the key to providing relevant and creative services. The year saw the launch of two new modules for primary school assembly programme - "Cybertales of Pancake Primary" and the cyber wellness pre-school package - CRuSHEXPLORER™.

TCW partnered Anglo-Chinese School (Secondary) to provide a six-week customised cyber wellness educational workshop and project work development for 320 of its Secondary One students. The project work pieces were featured as part of the cyber wellness exhibition for Primary Four students from Anglo-Chinese School (Primary). TCW also aligned its cyber wellness concepts with MOE's Social and Emotional Learning framework in its "CYBERSEL" curriculum for Presbyterian High School. TCW worked alongside English and Chinese teachers from Paya Lebar Methodist Girls' School (Secondary)

to customise and integrate its cyber wellness learning materials into the school's curriculum. TCW also partnered Gan Eng Seng School to train 10 student ambassadors over a period of six to eight months in cyber wellness proficiency, and leadership and project planning skills.

TCW has also brought its programmes overseas. For the third year, TCW had the privilege of being invited by the Anglo-Chinese-School (International) in Jakarta, Indonesia, to spread the cyber wellness message to 174 students and 60 parents.

Stepping up cyber wellness education in the community

TCW achieved a significant milestone as it partnered with Hougang Secondary School to launch planetCRuSH@hougang at Hougang Secondary (HS) School on 7 July. Guest-of-Honour Madam Halimah Jacob, Minister of State for the then Ministry of Community Development, Youth and Sports attended the centre's opening. The opening of planetCRuSH@hougang is expected to benefit some 5,000 individuals in the school and community, comprising students and their parents, and also the residents who live within the school vicinity over the next few years.



Promoting cyber wellness programmes in schools.

PlanetCRuSH@hougang serves as a central resource point where students and parents can attend a range of cyber wellness and parenting programmes and learn how to be cyber-well and build healthy parent-child relationships through Internet-related activities and games. Participants can look forward to an enhanced learning experience at the Centre which is equipped to facilitate more hands-on sessions towards communicating a better understanding of Internet-related issues faced by teens today. Partnering HS and tapping on TOUCH's expertise in Family Life Education, TCW held family-related talks and courses at its new Centre to provide a rounded programme to better meet the needs of both parents and students. In the year, TCW's Centre Programmes increased some 155% to benefit 1,100 individuals compared to the year before.

As part of its ongoing efforts to assess the effectiveness of its programmes, TCW fared well in guiding students on cyber wellness issues. Its primary school programme, *CRuSHKidz*, drew good response with 79% who indicated that they "find the programme useful". Lower and upper secondary school students also gave positive feedback with 97.2% and 96.3% rating the quality of the programme as "good" or "excellent" respectively.

TCW continued to be well sought after by the print and broadcast media for its expertise in cyber wellness education. It continued to be the exclusive content provider for the national cyber wellness website by the Media Development Authority which was launched in 2011.

Looking ahead, TCW will forge closer partnerships with schools and further innovate its programmes to be closely aligned with MOE's new cyber wellness education objectives. It will work on publishing its cyber wellness counselling book for youths titled, "Got a life? Get a Life!" featuring real life stories of youths in overcoming their cyber wellness issues. (Note: The book was published in February 2013.)

TOUCH LEADERSHIP & MENTORING

The teenage years can also be a time of many changes – physically, mentally, socially and emotionally. They need positive role models to mentor them even as they search for their identity. TOUCH Leadership & Mentoring (TL&M), a service of TOUCH Youth, 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 2012, TL&M reached out to 2,722 clients, representing a significant increase of 95% compared to the previous year. This was mainly due to the introduction of new primary school programmes. There was also exceptionally strong demand for some of its programmes including *Project CLASS* or *Compassionate Leaders Always Serving Society*. The number of students under *Project CLASS* more than doubled to 1587 students while its school partners doubled from eight to 23. In the year, 530 National Day Parade Motivators also received Service-Learning (S-L) and leadership training from TL&M.

A year of creativity and innovation

In the year, Youth Counselling Unit (YCU) was formed to consolidate the counselling services handled by TOUCH Youth to better meet the range of challenging issues facing today's youths. These counselling services include its specialised service in cyber wellness counselling, and programmes supported by the Ministry of Social and Family Development such as Enhanced STEP-UP and Time Out Programmes. YCU has a team of six qualified counsellors and handled 139 counselling cases in 2012.

One of the key highlights of the year included TL&M's new partnership with the then Ministry of Community



TL&M 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.



Development, Youth and Sports (MCYS). In April, 15 Community Service Officers from the MCYS were trained in S-L facilitation to help them be effective in their work with youths under probation who are required to do community service. TL&M's training programme was also extended to 63 staff from MCYS' partnering Community Service Agencies including the Singapore Zoological Gardens and the Institute of Mental Health. The five-session workshop in November taught them practical handles on how to motivate these youths to develop good attitude and behavioural change through community work.

In the year, TL&M worked with eight new primary schools in the western

part of Singapore and refreshed its core modules to better cater to the primary school market. For the first time, TL&M reached out to students from the Institute of Education College West (Balestier Campus) and Republic Polytechnic through motivational talks and experiential learning projects. TL&M was also invited by Greenridge Primary School to give a talk on Mentoring in line with MOE's Character and Citizenship Education (CCE). In total, over 5,000 students benefited from TL&M's training efforts in 2012.

Looking ahead, TL&M will further customise its programmes to be more closely aligned with the MOE's new CCE directive so as to provide value-

added services to effectively cater to the current and practical needs of schools. It will step up efforts to better reach out to students from the ITEs and polytechnics, and will continue to be a strong advocate for youth issues.

TOUCH YOUTH LEARNING CENTRE

In the year under review, TOUCH Youth Learning Centre (TYLC), a service of TOUCH Youth, continued its mission of giving out-of-school youths a second chance in education. TYLC seeks to equip and empower youths for life-long learning and the future workplace through a holistic approach



Developing youths through enrichment programmes at TYLC.

that encompasses academic, life and work skills. TYLC's enrolment stood steady at 50 students.

Providing holistic help

TYLC programmes were offered on a part-time basis for the first time in 2012. These included an eight-month course preparing students for GCE "N" Levels and a nine-month course for those taking GCE "O" Levels. Both enrichment programmes comprise three components: academic lessons, Service-Learning community projects and mentoring sessions.

Following the new format change, TYLC teachers modified its teaching methods and implemented a new monitoring system to track the students' homework progress. They continued working closely with students to maximise their time spent in school and provide coaching for those who needed extra help. To provide more in-depth help for its students, TYLC also stepped up efforts to implement individualised coaching and counselling to provide

greater opportunities for rapport and a better understanding of the challenges faced by youths.

There was an increase in the number of students receiving financial help under the Love Singapore Fund – a short-term financial assistance scheme – from one in 2011 to six in 2012.

Preparing youths for the future

There was a dip in the results for GCE 'N' and "O" Levels. Close to 43% passed English, lesser than the target of 60%. 29% of students had three or more "O" Level passes and 33% of students had three or more "N" Level passes. The results indicated that the students required more structured monitoring as they had to adapt to the new part-time format. TYLC teachers will continue to closely monitor their students' progress and enlist the help of more volunteers to provide intensive individual coaching for students.

To further prepare TYLC's youths for future employment, a two-hour

two-day workshop was conducted by the staff of Accenture Consulting for the second year. Topics covered included how to find a job, interview skills, salary expectations and what employers look for. The students found it useful as they learnt more about the workforce and developed realistic expectations about the salary range for various jobs. Some eight students also volunteered as flag sellers and walked the streets to raise funds for TOUCH Flag Day.

Moving forward, TYLC will focus its efforts to develop its students holistically and will continue to fine-tune its curriculum to offer part-time academic lessons. To effectively 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 facing a low fertility rate with people marrying late, postponing having children and living a stressful lifestyle. TOUCH Adoption Services (TAS), a service of TOUCH Family Services Limited, 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 and support groups.

In 2012, TAS experienced the fruits of its advocacy work. The total number of service users increased by 21.4% to 1,637 individuals as TAS conducted more workshops following the new ruling which came into effect in January 2012 by the then Ministry of Community Development, Youth and Sports (MCYS) making it mandatory for prospective adopters to attend a pre-adoption talk. Since 2002, TAS has advocated for pre-adoption preparation as it has always recognised the importance for prospective adopters to gain a deeper



insight into what adoption means, its implications, their readiness, the process and how they can prepare for the lifelong journey of parenting and adoption-related challenges.

Supporting adoptive families

In the year under review, TAS continued to show strong customer service satisfaction ranking at 9.48 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.

Its support group, **TAFNET (TOUCH Adoptive Families Network)** saw its membership increased by 27% - from 172 families to 219 families in 2012. The adoptive community continued to meet informally at bi-monthly social gatherings, as well regular small home groups to build closer ties so that their children can befriend each other and grow up as regular friends. Currently, **TAFNET** has families of many nationalities with children adopted from countries including India, China, Cambodia, Thailand, Vietnam, Nepal,



Creating awareness about caregivers training.

Philippines, Malaysia, Indonesia, Mongolia and Singapore.

On 24 November, TAS held its annual party at Kids Amaze@Safera Jurong. 38 parents and 33 children turned up and enjoyed themselves as they wriggled through the three-storey maze. It also provided an opportunity for adoptive families to be connected with one another and share experiences in their adoption journey. The children also had a chance to meet other adoptees as they played games together.

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

TOUCH CAREGIVERS SUPPORT

With our rapidly ageing population, more caregivers are needed to take care of their elderly loved ones due to declining health condition, functional status, as well as reduced support resulting from a smaller family unit.

TOUCH Caregivers Support (TCG) is Singapore's first home-based service provider to offer personalised training for caregivers on-site in their homes to meet the unique needs of each care recipient and caregiver. TCG seeks to actively partner caregivers in managing the multi-faceted care of the frail elderly, and maximising the outcome of care and support services - with the main goal of improving the quality of life for both caregivers and their recipients.

It was another progressive year for TCG as the number of clients rose to 3,945, a 35.8% increase compared to the year before. This was mainly due to increased public awareness about its services through roadshows and major hospitals and strategic partnerships with government agencies like the Agency for Integrated Care and the Centre for Enabled Living (CEL). In addition, many of the tech-savvy younger caregivers who are working professionals were able to find out more about TCG's services through the Internet. Although the number of service users decreased 14.6% - from 1,788 to 1,527, there was a 28% increase in the number of calls to *Care Line*. The decrease could be due to more callers of *Care Line* reclassified as clients as they continued to receive support from TCG. Out of this, 41%

are first-time callers while 21% are professionals from the hospitals or voluntary welfare organisations who wanted to discuss about their patients' care options. *Care Line* is manned by a team of professional Care Coordinators comprising occupational therapists, nurses, a dietician and social worker who are well equipped to handle a wide range of elderly and caregiver-related issues.

Year of sustained growth

TCG has been conducting customised caregivers training as an Approved Caregiver Training Provider by CEL since 2008. In the year, TCG continued to conduct caregivers training for caregivers who wish to apply for the Foreign Domestic Worker Grant of \$120 per month. In total, TCG trained 439 caregivers - a significant increase of 114% compared to the year before.

TCG continued its efforts to provide a one-stop coordinated service with a single point of contact to retrofit or design a more accessible and safe home environment for the elderly or person with disability and/or their caregivers. This is to help reduce the stress of managing multiple parties and coordinating a range of home modification works. In the year, 165 homes were retrofitted with elder-



TOUCH COUNSELLING & SOCIAL SUPPORT

In 2012, 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.

In the year under review, the total number of clients stood at 490, a drop of 19.4% compared to the year before mainly due to a redefinition of its client category for individuals who received TCASS' counselling services. TCASS saw strong demand for its counselling services – from 109 to 195 clients, a 79% increase compared to the previous year. There was also a 70.2% increase in the number of counselling sessions – from 205 to 349. The number of service users dipped 56.5% to 175.

Meeting the counselling needs of individuals and families

Under a new partnership with the Ministry of Education (MOE), TFS counsellors conducted groupwork for 175 foreign students, out of which nine received one-to-one counselling. The group discussions included topics that helped the students understand more about local culture and manage boy-girl relationship issues.

TFS counsellors have started to provide support to nine parents under

friendly features compared to 68 the year before. TCG's occupational therapists also gave inputs for some of these cases under the Housing and Development Board's Enhancement for Active Seniors Scheme.

Creating greater awareness in the community

In July, TCG conducted lessons and workshops for 300 students from Chua Chu Kang Secondary School and 15 students from Hillgrove Secondary School respectively. The sessions helped to broaden the students' perspectives of the elderly and taught them how to overcome common challenges to better relate and care for them. The workshops were well received with more than 75% of the students indicating in the before-and-after survey that they

have a better understanding of an old person, and are more open to the idea of communicating and providing simple care to them.

TCG ramped up efforts to spread greater caregiver awareness through various communication platforms. To raise greater awareness about caregiving, TCG participated in roadshows such as CEL's LivEnabled Showcase 2012 from 16 to 18 November at City Square Mall which saw agencies in the eldercare sector educating the public about services available for caregivers in the community.

Moving forward, TCG will beef up its training and advocacy efforts to better support the frail elderly and their caregivers.



Strengthening relationships through family life education and counselling.

the "Post-Diagnosis Educational Guidance" together with MOE since May 2012. This new service aims at helping parents with special needs children as they are referred to counsellors from Voluntary Welfare Organisations for emotional support, and to help them make informed decisions about whether their children should be transferred to a Special Education school.

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.

TCASS conducts regular surveys to gather feedback from its clients and assess the effectiveness of its counselling services. In the year, on average, more than 92% 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".

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

TOUCH FAMILY LIFE EDUCATION

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

In 2012, TFLE rolled out new programmes and services – leveraging on its strategic partnerships with government agencies – to further strengthen family relationships. Moving beyond providing family life education, TFLE extended support to prison inmates and their families and those from low-income families through a range of initiatives.

Despite a 27.5% dip in the number of couples attending MPC, there were

more individuals receiving support under the Ministry of Social and Family Development's (MSF) Home Ownership Plus Education or HOPE Scheme and Day Reporting Order (DRO). The total number of service users stood at 17,535 compared to 18,977 the year before. However, TFLE conducted more talks reaching out to 4,321 individuals, representing a 6.6% increase.

Strengthening families

In April, TFLE's partnership with the Singapore Changi Prison strengthened as TFLE continued to support the DRO. This initiative aims to give a chance to first-time offenders of minor offences to serve their prison sentence while continuing their daily life. They would also have to attend TFLE's training sessions on building family relationships to improve their chances of rehabilitation and reintegration into society. TFLE handled 34 cases involving first-time offenders. Feedback was positive with many offenders gaining deeper insights into their situation and experiencing visible changes in their attitudes towards life, self-esteem and family members.

This partnership included TFLE running a series of group workshops in December reaching out to 846 prison inmates. The three workshops are: General Family Programme, Intensive Family Programme and Family Reintegration Programme. Its objectives are to create awareness about taking ownership of one's behaviour; how to make future plans while serving their prison term;



and to improve family relationships. Conducted by TFLE's counsellors, most of the workshops involved family members who bonded with inmates through games and discussions about family issues.

206 families received help under the HOPE Scheme, in which TFS was appointed mentoring agency for the second year. This is a long-term incentive scheme that offers comprehensive benefits to young low-income families and their children to help them break out of their poverty cycle. Couples are encouraged to embrace lifelong learning and link up with Community Development Councils and the Workforce Development Agency for skills upgrading and job placement, further improving the families' financial resilience.

Raising greater awareness about family-related issues

TFLE continued to deliver quality services with over 80% of participants indicating that they would recommend its workshops and talks to their friends and family members.

Themed "The Intentional Family – Building Ties that Last", TFS partnered Great Eastern to hold TOUCH Family

Festival comprising lunchtime talks from 21 to 25 May at the Central Business District (CBD). Its objective is to encourage the public to build their families purposefully – in marriage and in parenting. The talks were well attended by 530 participants who picked up tips on how they could appreciate and enjoy precious time with their family, even in the midst of their hectic schedules. The Festival kicked off with an interactive talk in Mandarin on "How to be a Hero to Your Kids" by local celebrity couple Mr Darren Lim and Ms Evelyn Tan and TFS counsellors Mr and Mrs Chan Hon Shek. The public also enjoyed a special movie screening of "Courageous", a meaningful movie on fatherhood at Eng Wah Suntec City.

For the first time, a parent-child bonding event "Grant a Wish" took place on 3 June at TOUCH Community Theatre, which enabled parent and child to spend meaningful time together while serving the less fortunate in the community. "Grant a Wish" saw friendships forged as families were matched for the presentation of gift bags. The bags contained much needed groceries sponsored by over 30 donor families, 14 of which were staff from Great Eastern, which was also a

venue sponsor of the TOUCH Family Festival lunchtime talks. Since its launch in 1997, this public education event has reached out to some 18,000 participants through free lunchtime talks on family life, marriage and parenting, held at the CBD.

TFLE also partnered Dads for Life to launch Dads@communities on 14 July to promote the importance of fathers and equip families with parenting tips and practical handles to build strong families. The objectives of the launch are to promote the important role of fathers in their children's lives, and to inspire them to reflect on their fatherhood experience; to introduce a new parenting resource package for fathers; and to partner community stakeholders to support and drive the Dads for Life movement. The event was targeted at various community groups including representatives from Community Development Councils, Citizens' Consultative Committee, Family Life Champions, Residents' Committee and Neighbourhood Committees, as well as religious groups and self-help organisations.

Looking ahead, TFLE will leverage on its strong partnership with the MSF 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.

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Volunteer medical students from the National University of Singapore helping to meet the needs of THC clients.

SERVING THE ELDERLY

Enjoying the golden years... Living in comfort

TOUCH HOME CARE

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

Following the Government's changes in the Intermediate and Long-Term Care sector to provide more help to the elderly and their caregivers, THC revamped its operations and fee structure. The changes were aimed at improving efficiency, providing new and relevant services, meeting funding obligations and ensuring prudent use of its charity dollars to help those with little or no financial support. In the year under review, THC's client base jumped 42.6% - from 937 in 2011 to 1336 in 2012 – the highest increase so far. This was mainly due to the newly opened THC (Jurong) which saw an exponential increase of 198% from 110 to 328 clients in the western region while THC (Toa Payoh) increased by 22% to 1008

clients in the central region. THC's good reputation in the elder-care sector backed by its strong referral network with healthcare partners against a backdrop of Singapore's increasing ageing population contributed to the increase in demand for its services.

Feeling the pulse of the elderly

The Meals-On-Wheels (MOW) programme saw a 63% increase in clients receiving delivered meals – beyond 10,000 packs per month. The steep increase could be attributed to the strong demand for home-delivered meals and the excellent service by the Singapore Food Industries who was appointed the main caterer. THC's clients enjoyed new dishes delivered in bento boxes and the quality of food under its MOW programme with a wider selection of nutritious food. THC also received more requests from Southwest CDC who referred more cases under Meals Service@ South West, a new financial assistance scheme launched in April 2012, to support the needs of the frail elderly.

It was a fruitful year with THC connecting with government agencies and healthcare service providers to share its experiences in supporting the frail elderly. For example, in May, a team from the Centre for Enabled Living visited THC. This was followed

by a Dialogue Session hosted by THC for home care providers and hospices with the Minister for Health (MOH), Mr Gan Kim Yong.

The MOH also roped in THC to gain a better understanding of the real cost of running home care services through the Ageing-In-Place Project. Two audits were conducted in Bedok and Taman Jurong to study the needs of the elderly including identifying gaps in infrastructure and making recommendations.

Active engagement with the community

In the year, two vans were donated to help THC expand its fleet of vehicles for its escort-transport and MOW services in Toa Payoh and Jurong. The vans will help meet the transport needs for 400 medical appointments and support the delivery of over 10,000 meals per month.

There was also strong community support from various parties including educational institutions, corporations and individual volunteers for its MOW programme and goodie bag distribution comprising dry food rations and toiletries. For the first time, 500 medical students from the National University of Singapore went beyond cleaning 140 homes to conduct health



Promoting active ageing at TSAC.

checks, and assessed and identified “at risk” clients for THC to follow up.

Moving forward, THC is actively exploring with the relevant government agencies on the setting up of a new Centre at the South West region to help meet the current and projected demand for home care services to enable the frail elderly to age-in-place. It will continue to recruit and strengthen its home care team to meet increased demand for its services.

TOUCH SENIORS ACTIVITY CENTRE

By 2030, one in five residents or about 900,000 will be aged 65 and above. By 2050, Singapore is projected to be the fourth oldest country in the world. In line with the Government’s vision of “Successful Ageing for Singapore”, TOUCH Seniors Activity Centre (TSAC) stepped up efforts to promote active ageing and facilitate ageing-in-place.

TSAC rolled out its range of activities to empower and enable the clients to

enjoy their golden years. In the year, TSAC served some 683 clients, a 3.5% increase compared to the year before. This was due to increased number of walk-ins, referrals from its current members and door-to-door outreach to residents living in rental blocks. Out of 102 volunteers, 41% were aged 60 and above, of which 42 of them were beneficiaries.

Raising professionalism in the eldercare sector

In October, TSAC, a Centre of Specialisation appointed by the National Council of Social Service (NCSS), published *Caring for Seniors: Effective Programmes for Seniors Activity Centre*. This resource book aims to guide the staff of over 50 SACs in Singapore in meeting the varied needs of some 30,000 vulnerable seniors so that they may live well and age with grace and dignity. The book is free for those in the social service sector, and is also available for purchase at major bookstores and e-bookstores. Following the book launch, TSAC ran six training sessions for 50 SAC practitioners in the elder care sector, of which 90%

found the tools and sharing useful and practical for their work.

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

Engaging seniors in a fun way

During the year, 10 schools and tertiary institutions partnered TSAC to organise fun activities for the seniors. These included the National University of Singapore-Community Service Club who adopted 14 seniors, and provided them befriending services and organised festive activities. 30 first year Theatre students from Victoria Junior College and 10 seniors from TSAC were also involved in an intergenerational Mandarin drama programme developed and facilitated by Dr Jennifer Kulik who holds a Ph.D. in Theatre for Young Audiences from the Arizona State University in the United States. This programme explored how communication, appreciation and understanding could be fostered



between young and old through the sharing of life experiences, performing skills and playing games.

In September, 15 volunteers from Nanyang Polytechnic participated in a three-day two-night camp at Aloha Changi for 34 seniors. Both seniors and volunteers learnt the importance of teamwork and appreciating each person's abilities. Activities included the sharing of experience, insights and dreams and fun games.

TSAC also worked with various corporations such as Schroders Investment Management (Singapore) Ltd and Rockwell Automation Asia Pacific Business Centre Pte Ltd to

improve the living conditions of 10 homes under the Home Improvement Project. 75 other volunteers from various corporations also repainted, fumigated and cleaned many of the seniors' homes. Corporate partners including Modec Offshore Production Systems (Singapore) Pte Ltd, City Spring Infrastructure Management Pte Ltd and Phoenix Contact S.E.A. Pte Ltd sponsored bi-monthly rations to support needy seniors.

Looking ahead, TSAC will step up efforts to train other SAC service providers together with the Social Service Training Institute to equip them with the knowledge and skills to work with seniors. This is in line

with the Intermediate and Long Term Care Services Plan by the Agency for Integrated Care for Voluntary Welfare Organisations to take on a bigger role in providing quality service for the elderly in Singapore.



In line with the Government's vision of "Successful Ageing for Singapore", TSAC stepped up efforts to promote active ageing and facilitate ageing-in-place.





Enrichment programme with Nanyang Girls' High School.

SERVING PEOPLE WITH SPECIAL NEEDS

Maximising potential... Empowering independence

TOUCH CENTRE FOR INDEPENDENT LIVING

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

In 2012, TCIL's client base grew 25% to its maximum capacity of 50 individuals. The number of service users leaped by 214.8% to 488 due to accelerated efforts to engage the student community and more parents and caregivers through its dialogue sessions. In the year, TCIL also received more visitors from abroad and local special needs schools who wanted to learn more about its programmes. The total number of volunteers grew by 67.4% due to TCIL's active engagement with schools leading to strong participation from student volunteers in its activities.

Upgrading skills, enhancing employability

The year also saw TCIL stepping up training efforts under its Job Preparation and Employment Services (JPES) module to better equip its trainees with relevant job skills leading to

employment, job retention and better support to address work-related issues. JPES graduates have to retain their jobs for at least a year. TCIL facilitated sessions with potential employers to help them better understand the needs and challenges faced by people with intellectual disabilities. Job coaches were also assigned to help clients adapt to their new work environment and responsibilities.

Under JPES, 24 trainees received help in identifying vocational skills and career interests, employment plans and job matching. There was also greater collaboration with TOUCH Ubi Hostel (TUH) as six TCIL trainees could receive on-the-job training at the 301 Thrift Mart. To simulate a real life training experience, two trainees went to clean the homes of the frail elderly from TOUCH Home Care and four trainees cleaned the office at TOUCH Seniors Activity Centre. TCIL also placed two clients with TOUCH SpecialCrafts for sheltered employment and five in the Artist Training Programme to produce craft products and commercially print designs and paintings. As at end December, TCIL successfully placed 17 trainees in various places of employment, including short-term assignments at industrial parks, sheltered and artist workshops, canteens, restaurants, landscape and cleaning companies.

The works of eight talented trainees under the Artist Training Programme sponsored by The UPS Foundation for a period of two years were also well received. In 2012, the gross sale of their work more than doubled to \$5,922 compared to the previous year. They have received a total of 672 training hours over a two-year period.

Building confidence and promoting greater family bonding

From 12 to 13 October, TCIL held its first "I Can Overcome!" adventure camp at the Ministry of Education's Changi Coast Adventure Centre. 34 TCIL clients with intellectual disabilities participated in the two-day-one-night camp, which saw them challenging themselves through adventure activities, such as abseiling and rock climbing. This gave them the confidence to triumph over their personal struggles. The Nanyang Girls' High School and its Outdoor Experiential Learning Specialist organised the camp while Dunman High School's Red Cross youths volunteered as first-aiders on the second day of camp.

Family Day was held on 15 July to complement its Meet-the-Parents session to allow for more parent-child bonding. It was also a good opportunity for staff to get to know their trainees' parents and family members and interact with them.



The year was packed with social and recreational activities to encourage bonding and increase greater awareness of the various places of interest.



Looking ahead, TCIL will partner TOUCH Ubi Hostel and work towards organising an Open House for people with special needs to showcase their abilities, as well as to provide them a platform to share their skills with others and build confidence. It will also 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. It is a step-up training programme for adults with mild intellectual disabilities. In the year under review, TUH continued to focus on upgrading the skills of its trainees with the long time goal of helping them find and retain their jobs and integrate into society. In the year, TUH's enrolment held steady at 30 trainees.

Increasing employment opportunities

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

There was good progress on the employment front with 93% of the trainees, up from 86% the year before, undergoing some form of employment by the end of 2012. In the year, 17 trainees stayed in their jobs for at least 12 months compared to three the year before. Response to its Community Living Skills training was good with 20 out of 30 trainees being able to perform at least one new activity in independent living, such as taking a bus and cooking – exceeding TUH's target of 14.

Building confidence and teambuilding

The year was packed with social and recreational activities to encourage bonding and increase greater awareness

of the various places of interest. In March, 19 volunteers and their family were treated with a round of "Prawn Fishing". Volunteers were presented certificates of long service as well as special appreciation gifts prepared by TUH. On 15 July, TUH held its Family Day at the Labrador Park for 24 trainees and 16 caregivers together with staff and volunteers.

In September, 18 trainees who have performed well at their workplace or progressed well in their training programme took a ferry to Batam. It was a first-time experience for some of them. Besides enjoying shopping and eating with family members and fellow hostel mates, the trainees also bonded through team building games facilitated by four TUH staff.

Corporations including the Singapore International Airlines Community Service Club sponsored a fun outing in October for 21 trainees to the Gardens by the Bay accompanied by 18 of its volunteers. In August, TUH also received



four visitors from YCMA Shanghai to learn more about its programmes to support people with special needs.

Going forward, TUH will work closely with the Ministry of Social and Family Development to prepare itself to meet the new regulatory requirements to ensure high service standards in its service delivery to better meet the needs of individuals with intellectual disabilities.

TOUCH SILENT CLUB

The Deaf community in Singapore may face many challenges that affect them educationally, socially, emotionally and / or psychologically. TOUCH Silent Club (TSC) believes that every Deaf has the potential to integrate and contribute to society. Despite a dip in the number of service users by 64.8% to 1,393, the number of members saw an increase of

4.4% compared to the year before to 329. The decrease could be attributed to TSC channelling more resources to run social and development activities for its clients and family members instead of assembly talks in schools. The total number of volunteers increased by 25.9% to 73, out of which five TSC clients became volunteers during the year.

Encouraging family bonding and lending support

In the year, TSC rolled out a range of innovative programmes and services to further develop their members' knowledge and life skills. For example, in February, TSC's FEED (Feed, Engage, Empower Deaf) Programme was launched to provide needy Deaf people in Singapore with free meals and enrichment activities once a month. Offered to approved registered clients with per capita income below \$450, this programme teaches them useful tips on

basic budgeting, strengthening families and even enhancing their living spaces with cost-saving recycled materials to grow plants. 18 TSC members benefited from TSC FEED.

TSC also continued its efforts to find employment for its clients. In 2012, the number of Deaf job seekers who successfully found jobs increased and TSC also made good progress in helping its clients find employment and forging close partnerships with corporate partners. The number of job seekers who were placed successfully in jobs under the TSC's Work Assistance Programme increased by 85.7% from 21 to 39, out of which 49% stayed on their jobs for more than three months. Although the number of new companies who partnered TSC to provide employment decreased to 26, there were more repeated recruitment requests from its current companies compared to the year before.



For the first time, TSC worked together with Lighthouse School on a Character Development programme which aimed at developing Deaf students' character. The six sessions held from April to May benefited 12 Deaf primary school students.

Throughout the year, four community bonding events were organised. These included a sharing session to inspire Deaf members, interactive games and activities to promote togetherness and encourage bonding. On 15 December, 140 participants including TSC clients, their families and volunteers participated in "Taste of Christmas" where they learnt about the various traditional European Christmas food through food tasting. It was also a fun time of bonding at the Singapore Flyer. A total of 16 parents under TSC's Parents Support Group attended two workshops held in March and September which helped to equip them with parenting skills and how to motivate their children.

Connecting with youths

Held for the second year, iEXCEL, a youth programme by TSC continued to help Deaf youths better integrate into the community through sports and outdoor activities. Some of the key projects for the year included sports and adventure-related activities, including indoor rock climbing course, extreme sports and outdoor game activities organised to build confidence and teamwork. For the first time, "Running Man" adapted from the popular Korean variety show was specially organised at MacRitchie Reservoir. TSC members and volunteers had a fruitful time strategizing with their team mates to win the competition. TSC also collaborated with Ngee Ann Polytechnic HI! Club to provide a platform for the Deaf to showcase their talents and test their entrepreneurship skills by running booths at Ngee Ann Polytechnic Students Plaza in July. The key highlights included a drawing session to depict the heartbeat of youths today, balloon sculpting by TSC's tuition students and a mini ball game

by TSC's client-turned-volunteer Louis Phua, who is also MediaCorp Channel 5's Player of the Season from First X11.

TSC's tuition programme received good response with 10 students being coached by volunteer mentors. TSC also conducted a range of enrichment classes to teach these students to learn how to tap on their strengths to achieve their goals, develop social skills and character values. Other fun activities included Creative Sandwich Design, Pizza baking and an outing to the Singapore Discovery Centre.

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 continue to meet the needs of the Deaf community.



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 (CML), Acute Lymphoblastic leukaemia and Gastrointestinal Stromal Tumours (GIST) apply for financial help from both pharmaceutical companies as well as other welfare organisations. In 2012, TCAS continued its partnership with Novartis Pharma AG (Singapore) – and is the only agency in Singapore to administer the Gilvec Patient Assistance Programme (GPAP). The number of clients under the care of TCAS increased by 16.8% to 355 individuals mainly due to increased referrals from doctors. TCAS also served 185 service users – an increase of 18.6% compared to the year before mainly due to increased interactions with doctors, and other healthcare workers and social workers who enquired about its services.

Providing financial help

Due to the high cost of Gilvec and Tasigna, many needy patients are unable to afford the medication. TCAS continued to appeal for financial assistance from various non-profit organisations.

For the fourth year, TCAS continued to administer the Tasigna Patient

Assistance Programme (TPAP), a new leukaemia drug by Novartis. TCAS had negotiated with Novartis to offer financial assistance for the medication, Tasigna, to clients with chronic myeloid leukaemia who no longer benefited from their previous medication, including Gilvec. Compared to Gilvec, the treatment and medication cost for Tasigna is much higher. As at end 2012, the number of clients under TPAP increased to 21 compared to the previous year.

For the second year, TCAS in partnership with doctors continued to administer the First Line (150mg) Tasigna medication brought in by Novartis for two new patients suffering from CML. Research showed that it has lesser side effects but is more costly than Gilvec.

Strengthening couple and family relationships

In 2012, 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.

On 25 February, TCAS organised a Wedding Anniversary Celebration for seven clients and their spouses who have been married for 10 years

and above. Held at the Singapore Botanical Gardens, the event was packed with interactive games and couple-bonding activities for its clients from 38 to 71 years old. Guest speaker Mr Patrick Chew gave practical handles on how to stay loving and keep the marriage alive. There was also a renewal of marriage vows with each couple holding a pink rose hand bouquet and a basket of goodies for each couple.

To further strengthen family bonding, an overseas camp attended by a total of 37 individuals including 14 clients and their family members was held in Malacca from 22 to 24 June. To help its clients understand more about GIST, TCAS organised a talk on 21 July with Dr Foo Kian Fong, Oncologist from National Cancer Centre. The topics covered included symptoms and treatment. The talk was well attended by some 30 individuals including 14 clients and their caregivers.

15 volunteers and two staff also participated in TOUCH Flag Day in November. A year-end party was specially organised for clients from TCAS and TOUCH Home Care who had a fun time helping one another with balloon sculpting, and participating in games, dancing, and lucky draw.



Living well with diabetes.

TCAS' services continued to be well received with more than 30% of its clients who are mobile attending at least one of its activities. More than 80% of clients also felt that the outings were "very good".

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

TOUCH DIABETES SUPPORT

Diabetes is one of the most pressing health issues in Singapore. According to the Ministry of Health, more than 400,000 people have diabetes, representing 11.3% of the population aged 18 to 69 years old. As our population grows and ages, the number of Singapore residents with diabetes is projected to increase to 600,000 by 2030. Currently, there

are about 500 to 600 children and teenagers with diabetes in Singapore today. A national health alert has also been sounded with the report in The Straits Times on 24 Feb 2012, that 'One in 3 will develop diabetes'.

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

The year saw an increase of 2.3% clients compared to the previous year with more individuals with Type 1 and Type 2 diabetes receiving help from TDS. As in previous year, Type 2 diabetes accounted for more than half of TDS' total membership. Its service users increased by 49.7% to 4,627 due to large scale events like *Walk With Diabetes* which saw high involvement from various community partners. Correspondingly, volunteer

support enjoyed an over six-fold increase in ad-hoc volunteers helping out at TDS' events.

Empowering individuals, meeting needs

Celebrating its 20th year of serving the diabetes community, TDS continued to roll out fun and creative programmes to meet the needs of its members. The Family Escapade camp, held from 26 to 28 May at the Lotus Resort in Desaru, Malaysia, saw 50 participants gaining fresh insights on diabetes care from talks and discussions along with a host of other activities. This event was also supported by TDS' corporate partners Aeras Medical and Roche Diagnostics.

Beyond its regular support groups and talks on diabetes-related topics, TDS conducted the Certificate in Basic Diabetes Education - a four-module course covering essential topics on good diabetes care and management and taught by specialists in various fields. Keeping the class size to maximum of 20 gives participants



personal and more focussed attention, resulting in 100% pass rate for the examination.

TDS also extends a helping hand to the poor and disadvantaged who are unable to cope with the expenses of managing diabetes. In 2012, 27 members received help from TDS' Diabetes Support Fund scheme compared to 23 the year before. This Fund extends help to financially needy members referred to TDS by medical social workers from the hospitals. This sponsorship of diabetes supplies like syringes, lancets, pen needles, test strips etc is made possible through collaboration with TDS' valued partners from the drug and pharmaceutical companies. Seven needy members also received help from its Welfare Assistance Fund which provided them with interim financial help.

Spreading diabetes awareness

To raise community awareness about diabetes, TDS held its *Walk*

With Diabetes charity event at The Promontory@Marina Bay on Saturday, 25 August. Close to 2,000 participants, the highest turnout so far, gathered to form the largest human "Blue Circle" – a universal symbol for diabetes signifying unity of the global diabetes community. The Walk was flagged off by Guest-of-Honour Minister for Health, Mr Gan Kim Yong, with participants consisting of individuals with diabetes and their families, clients from TOUCH, students, volunteers and representatives from major hospitals and pharmaceutical companies. This event was supported by the Health Promotion Board (HPB), Diabetic Society of Singapore, the Association of Diabetes Educators Singapore and Kingsmen Ooh-Media Pte Ltd.

Participants also enjoyed a variety of enriching activities that educated them on all aspects of diabetes care. Highlights along the Walk route included games stations planned and managed by volunteer groups from

Hwa Chong Institution, Nan Hua High School, Meridian Junior College and Khoo Teck Puat Hospital to create greater diabetes awareness. For the first time, the HPB conducted BMI and blood pressure checks assisted by 13 health ambassadors. The scenic route also featured "Blue Circle" installations that carried key diabetes messages. In addition, walkers went home with ACT NOW cards – a simple tool that assesses the risk profile of a person in developing diabetes. A group of TDS volunteers also produced a creative video clip entitled "We Could Scare You. But I Guess We Won't". A total of \$132,851 was raised through sponsorship, donations and registration fees.

Going forward, TDS will accelerate efforts to roll out programmes that will effectively meet the needs of its members. It will also seek to build its volunteer capabilities in line with its belief to see every member a giver.



WALK WITH DIABETES 2012

Close to 2,000 participants, the highest turnout so far, gathered to form the largest human "Blue Circle" – a universal symbol for diabetes signifying unity of the global diabetes community.





Helping foreign students integrate into the local community through Meals@Home.

SERVING THE INTERNATIONAL COMMUNITY

Love beyond borders... Rebuilding lives

TOUCH COMMUNITY SERVICES INTERNATIONAL

TOUCH Community Services International (TCSI), a service of TOUCH Youth Limited, continued its community development programmes to reach out to the foreign community in Singapore. Volunteer support remained strong as TCSI took concerted efforts to develop youth volunteers in Singapore to play a lead role in its overseas Service-Learning (S-L) and community development projects. There was also good response from adult volunteers for TCSI's local programmes.

The number of clients in TCSI's overseas programmes more than doubled to 1,760 compared to the year before due to its humanitarian efforts in post-conflict Sri Lanka which included water filtration, education and other community development projects. Good response to TCSI's community development projects led to an increase of 1.7% to 661 service users.

Helping foreign students integrate through Meals@Home

Partnering the Ministry of Education (MOE) for the past seven years, TCSI continued to offer the Meals@Home programme to foreign students on

scholarships here. Its objective is to help international students integrate better into the local community by giving them the opportunity to experience the Singaporean way of life. Since inception, some 400 Singaporean families have hosted close to 2,000 foreign students in their homes. In 2012, 300 foreign students took part in Meals@Home, supported by 60 host families. Despite a smaller intake of foreign students in the year, Meals@Home continued to enjoy the strong participation of more than 90% of Chinese MOE Scholars.

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.

Making its foray into Chengdu, China

A key highlight of the year included the good progress of TCSI's programme collaboration with

the Jin Jiang Disabled People's Federation (JJDF) in Chengdu, China. Two staff members from TCSI worked closely with JJDPF to conduct a feasibility study on the possibility of implementing a "Caregivers" programme for their clients. The results of the study were useful in enabling both organisations in planning and executing programmes that can better meet the needs of the local community. TCSI also worked closely with the Chengdu University of Information Technology (CUIT) on a Technology & Social Innovation Project and youth leadership volunteers' development through S-L, as well as the Xi'An Northwest University on scholarships and a Social Innovation Project.

In July, 40 youth volunteers from Singapore and some 60 students from CUIT participated in "Qian Qian Shou" (QQS) 千牵手 or "Thousand Linking Hands", a project by TCSI in partnership with Chengdu University of Information Technology. Since 2006, more than 800 youth volunteers from both Singapore and China have participated in the QQS project – to engage and develop youths in the areas of leadership, volunteerism and cross culture exposure. In the year, TCSI continued to work with the social work department in CUIT



Developing youths through Qian Qian Shou.

to further contribute to the needs of the community in China.

TCSI also collaborated with the Jin Jiang Disabled People's (JJDP) Federation to conduct a Needs Assessment Survey of 1,700 of the district's elderly and disabled people. 29 JJDP staff and 13 student volunteers from CUIT were mobilised for this exercise. The results of the data, which is currently being analysed by CUIT's Social Work department - will be used to design and implement value added homecare services for the needy residents, as well as evaluate the current services provided by the federation.

Rebuilding lives in Sri Lanka

TCSI continued its efforts to cultivate a core group of volunteers for its humanitarian and rebuilding projects in Sri Lanka. 40 teachers received training from TCSI's teacher volunteers to help address the acute shortage of skilled

teachers and schools as a result of the civil conflict beginning in 1983. Approximately 1,600 recently resettled Sri Lankans also benefited from the water filters installed as they now have clean drinking waters to drink. The children were put through a deworming exercise and basic healthcare education as tests indicated a high level of infection.

Looking ahead, TCSI will forge closer partnerships with the various governmental agencies and local authorities to effectively tap on TOUCH resources to help address the needs of the community. This includes helping to build capacity in the education sector and to improve educational-related infrastructure in Sri Lanka. It will work closely with TOUCH services, such as TOUCH Centre for Independent Living, TOUCH Cyber Wellness and TOUCH Adoption Services to explore introducing relevant programmes in Chengdu, China.



Looking ahead, TCSI will forge closer partnerships with the various governmental agencies and local authorities to effectively tap on TOUCH resources to help address the needs of the community.



TCSI volunteers helping out at the Water Filtration Project and Teacher Training Programme in Sri Lanka.



FACTS AND FIGURES 2012

| Services | No. of Staff ¹ (FT = Full-time, PT = Part-time) | | No. of Volunteers (Regular * & ad-hoc **) | | No. of Clients ² | | No. of Service Users ³ | |
|--|--|-----------------------|---|---------------------------|-----------------------------|---------------|-----------------------------------|----------------|
| | 2011 | 2012 | 2011 | 2012 | 2011 | 2012 | 2011 | 2012 |
| TOUCH Character Development ⁴ | 5FT 1PT | 4FT 2PT | 121* 82** | 132* 38** | 2,308 | 3,072 | 56 | 59 |
| TOUCH Child Care | 28FT 3PT | 30FT 3PT | 4* 617** | 4* 637** | 182 | 182 | 530 | 684 |
| TOUCH Young Arrows | 2FT 1PT | 3FT - | 205* 710* | 275* 1,050* | 328 | 382 | 1,203 | 1,417 |
| TOUCH Cyber Wellness ⁵ | 11FT 1PT | 10FT 2PT | 59* 15** | 39* 26** | 5,716 | 9,902 | 127,913 | 175,152 |
| TOUCH Leadership & Mentoring ⁶ | 5FT 1PT | 6FT 1PT | 566* 53** | 548* 88* | 1,396 | 2,722 | 253 | 5,708 |
| TOUCH Youth Learning Centre | 4FT 1PT | 4FT 1PT | 3* 10** | 2* 12** | 50 | 50 | 4 | 1 |
| TOUCH Adoption Services | 1FT 3PT | 1FT 2PT | 18* 5** | 19* - | 312 | 319 | 1,348 | 1,637 |
| TOUCH Caregivers Support ⁷ | 6FT 1PT | 7FT 3PT | - | - | 2,905 | 3,945 | 1,788 | 1,527 |
| TOUCH Counselling & Social Support ⁸ | 1FT 2PT | 2FT - | - | - | 608 | 490 | 402 | 175 |
| TOUCH Family Life Education | 5FT 1PT | 8FT 3PT | 33* 9** | 30* - | 2,089 | 2,033 | 18,977 | 17,535 |
| TOUCH Home Care ⁹ | 19FT 5PT | 28FT 3PT | 229* 320** | 278* 1,299** | 937 | 1,336 | - | - |
| TOUCH Seniors Activity Centre | 5FT - | 6FT - | 90* 3** | 96* 6** | 660 | 683 | - | - |
| TOUCH Centre for Independent Living | 12FT 2PT | 12FT 1PT | 5* 173** | 18* 280** | 40 | 50 | 155 | 488 |
| TOUCH Ubi Hostel | 7FT 1PT | 7FT 1PT | 17* 4** | 22* 4** | 29 | 30 | - | - |
| TOUCH Silent Club ¹⁰ | 4FT - | 4FT - | 28* 30** | 25* 48** | 315 | 329 | 3,955 | 1,393 |
| TOUCH Cancer Support | 3FT 1PT | 4FT - | - 14** | - 14** | 304 | 355 | 156 | 185 |
| TOUCH Diabetes Support ¹¹ | 5FT - | 4FT - | 44* 22** | 34* 140** | 1,116 | 1,142 | 3,090 | 4,627 |
| TOUCH Community Services International ¹² | 3FT - | 3FT - | 30* 300** | 17* 233** | 800 | 1,760 | 650 | 661 |
| Total | 126FT 24PT | 143FT 22PT | 1,452* 2,367** | 1,539* 3,875** | 20,095 | 28,782 | 160,480 | 211,249 |

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 In 2012, TOUCH Character Development's clients stood at 3,072 - an increase of 33% compared to the year before - in line with MOE's renewed focus on Character Development as one of the key competencies for the 21st century.
- ⁵ The number of clients and service users saw a significant increase of 73.2% and 36.9% respectively due to increased demand for its school programmes including new product launches and the opening of PlanetCRuSH@ Hougang.
- ⁶ The sharp increase in TOUCH Leadership & Mentoring's clients and service users was due to strong demand for its primary school programmes and Project CLASS or Compassionate Leaders Always Serving Society.
- ⁷ The decrease in TOUCH Caregivers Support's (TCG) service users could be due to more callers of Care Line reclassified as clients as they continued to receive TCG's support.
- ⁸ The decrease in TOUCH Counselling and Social Support's (TCASS) clients was mainly due to a redefinition of client category for individuals who received its counselling services. Based on this new definition, TCASS' clients for 2011 would be 388.
- ⁹ The increase in clients was due to high demand for its services at TOUCH Home Care's (THC) Centres in Jurong and Toa Payoh, THC's good reputation, and strong referral network with healthcare partners against a backdrop of Singapore's increasing ageing population.
- ¹⁰ The decrease was due to TOUCH Silent Club channelling more resources to run its social and personal development activities for its clients and family members instead of assembly talks in schools.
- ¹¹ TOUCH Diabetes Support's service users increased by 49.7% to 4,627 due to large scale events like Walk With Diabetes which saw high involvement from various community partners.
- ¹² The number of clients in TOUCH Community Services International's overseas programmes more than doubled to 1,760 due to its rebuilding efforts in Sri Lanka which included the Water Filtration and community development projects.

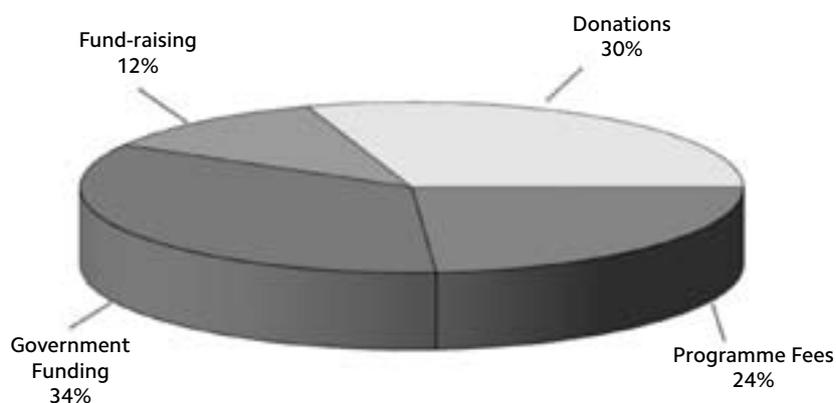
FINANCIALS & POLICY STATEMENTS

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

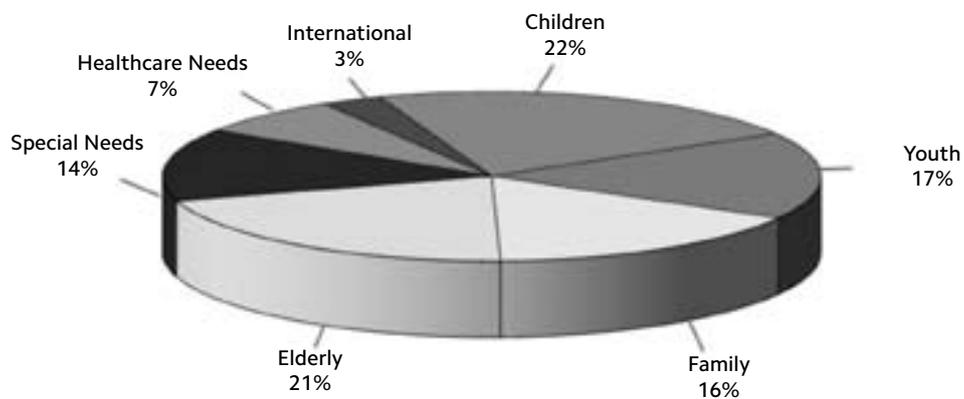
TOUCH receives about 34% of its annual funding from government grants and relies more on its own fund-raising efforts to meet the rest of its financial needs. In 2012, TOUCH received income totalling \$13.0 million for the group, which included TOUCH Community Services Limited, TOUCH Family Services Limited and TOUCH Youth Limited. Refer to chart below.

2012 SOURCES OF INCOME



| TOUCH INCOME | \$ | % |
|--------------------|-------------------|------------|
| Donations | 3,914,429 | 30 |
| Programme Fees | 3,099,804 | 24 |
| Government Funding | 4,482,435 | 34 |
| Fund-raising | 1,514,668 | 12 |
| Total | 13,011,336 | 100 |

2012 DISTRIBUTION OF EXPENDITURE



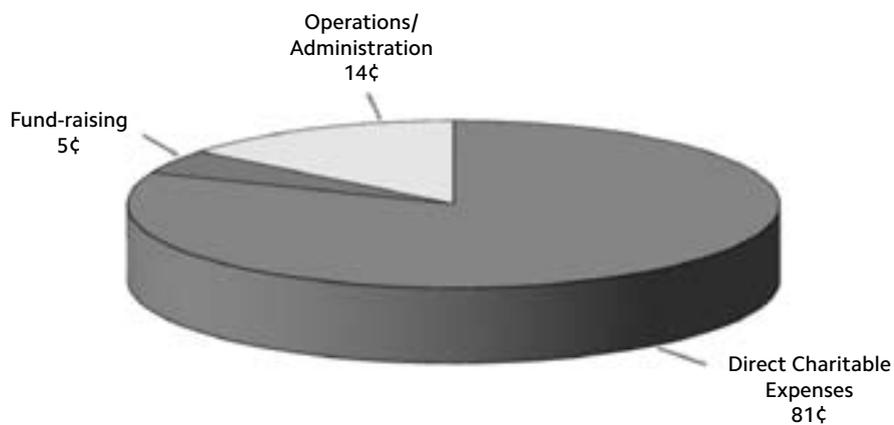
| DISTRIBUTION OF EXPENDITURE FOR TOUCH | \$ | % |
|---------------------------------------|-------------------|------------|
| Children | 2,844,730 | 22 |
| Youths | 2,144,336 | 17 |
| Family | 2,103,107 | 16 |
| Elderly | 2,659,839 | 21 |
| Special Needs | 1,789,283 | 14 |
| Healthcare Needs | 935,681 | 7 |
| International | 385,186 | 3 |
| Total | 12,862,162 | 100 |

For financial year 2012, TOUCH had a surplus of \$149,174

2012 BREAKDOWN OF CHARITY DOLLAR

For financial year 2012, out of every \$1.00 spent, 81¢ 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 Services Limited)
Add : Blk 606 Hougang Ave 4
#01-167 Singapore 530606
Tel : +65 6282 3143
Fax : +65 6858 4975
Email : hougang.cc@touch.org.sg

TOUCH Child Care (Clementi)

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

TOUCH Young Arrows

(TOUCH Community Services Limited)
Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : young.arrows@touch.org.sg

YOUTH SERVICE GROUP

TOUCH Cyber Wellness

(TOUCH Community Services Limited)
Add : Blk 162 Bukit Merah Central
#05-3555 Singapore 150162
Tel : +65 6273 5568
Fax : +65 6271 5449
Email : cyberwellness@touch.org.sg
Web : www.planetcrush.org

Cyber Wellness Counselling Helpline:
1800-377 2252

PlanetCRuSH@hougang

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

TOUCH Leadership & Mentoring

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

TOUCH Youth Learning Centre

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

FAMILY SERVICE GROUP

TOUCH Adoption Services

(TOUCH Family Services Limited)
Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : adoption@touch.org.sg
Web : <http://adoption.touch.org.sg>

TOUCH Caregivers Support

(TOUCH Community Services Limited)
Add : Blk 173 Lorong 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 Lorong 1 Toa Payoh
#01-1264 Singapore 310173

Tel : +65 6258 6797

Fax : +65 6258 1013

Email : homecare@touch.org.sg**TOUCH Home Care (Jurong)***(TOUCH Community Services Limited)*Add : Blk 457 Jurong West Street 41
#01-762 Singapore 640457

Tel : +65 6631 3080

Fax : +65 6896 1907

Email : homecare@touch.org.sg**TOUCH Seniors Activity Centre***(TOUCH Community Services Limited)*Add : Blk 61 Geylang Bahru
#01-3293 Singapore 330061

Tel : +65 6297 5818

Fax : +65 6298 1823

Email : sac@touch.org.sg**SPECIAL NEEDS SERVICE GROUP****TOUCH Silent Club***(TOUCH Community Services Limited)*Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162

Tel : +65 6317 9988

Fax : +65 6317 9989

Email : silent.club@touch.org.sgWeb : 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 Lorong 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 Lorong 1 Toa Payoh
#01-943 Singapore 310149

Tel : +65 6252 2861

Fax : +65 6252 9695

Email : tds@touch.org.sgWeb : www.diabetessupport.org.sg**TOUCH Community Services International***(TOUCH Youth Limited)*Add : 3615 Jalan Bukit Merah
3rd Floor TOUCH Community Theatre
Singapore 159461

Tel : +65 6377 0122

Fax : +65 6377 0121

Email : tcsi@touch.org.sg



TOUCH COMMUNITY SERVICES LIMITED
TOUCH YOUTH 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

www.touch.org.sg

