

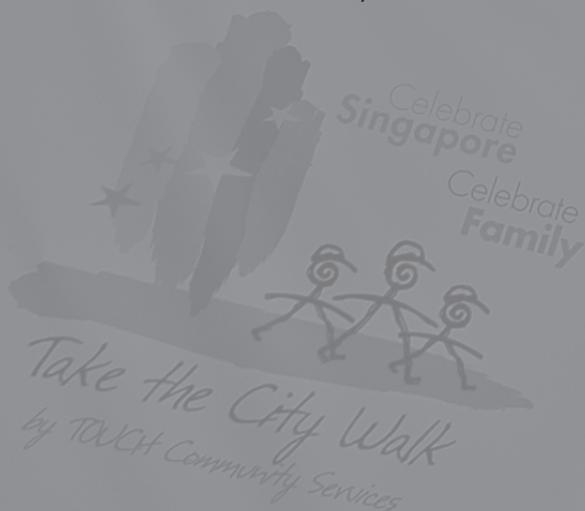


 **TOUCH**
Community Services
A Member of the National Council of Social Service

Annual Report 2007
TOUCH Community Services

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Take The City Walk
Celebrate Singapore,
Celebrate Family

Saturday, 28 July 2007

Corporate Information

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

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

Over the last 16 years, TOUCH has reached out to more than 100,000 individuals from all races and religions. In 2007, each month, TOUCH reached out to 9,485 individuals comprising 1,600 clients and 7,885 service users. Clients refer to those who are members of TOUCH services or individuals served by TOUCH, i.e. at least once a month or attended at least 80% of activities or programmes organised or received face-to-face services including counselling. Service users include individuals who have benefited from camps, health screening, and educational outreaches including talks, workshops and roadshows organised by TOUCH.

Our Mission

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

Vision 2010

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

Our Story

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

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

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



Chairman's Message

2007 was a year of great progress for TOUCH Community Services. The fruits of our labour were recognised on 15 November when we were awarded the esteemed *Outstanding Non-Profit Organisation Award 2007* by the National Volunteer and Philanthropy Centre. This is a testament of our firm commitment in providing quality services to the needy and disadvantaged under our care. This has been, and always will be our priority at TOUCH. With this Award, the TOUCH team is motivated to continue - to give our best - to better the lives of the less fortunate in our midst.

We are deeply grateful to our faithful donors, volunteers and supporters, who have played a pivotal role in helping TOUCH arrive at where it is today. The trust, kindness and hospitality shown by individuals from all walks of life, can be seen in the myriad of fund-raising events that took place in 2007. From corporate to student to client-turned-volunteers, the spirit of camaraderie was high. Families were also strengthened through events aimed at promoting family togetherness, such as the Family Festival 2007. It was truly community bonding in action!

Thank you for believing in TOUCH and in the work we do. You have planted a smile on many faces – all because you saw and responded readily to those in need.


Lawrence Khong, PBM



Executive Director's Message

2007 was an exceptionally exciting year for all of us at TOUCH Community Services. We are deeply honoured to have won the *Outstanding Non-profit Organisation Award* at the *National Volunteerism and Philanthropy Awards 2007*. This pinnacle Award recognises the best practices in the management of volunteers and donors. Winning this Award is significant as it shows that we are on the right track; it helps us remain accountable to our clients, and to the many individuals and corporations who have walked alongside us all these years. Our donors can have the assurance that TOUCH is an organisation that delivers good service - an organisation they can trust.

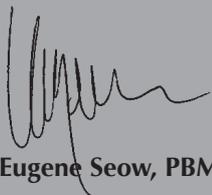
We are also honoured that Lawrence Khong, Chief Executive Officer of entertainment company Gateway Entertainment Pte Ltd, who is also the Founding Chairman of TOUCH Community Services, was a finalist in the Schwab Social Entrepreneur of the Year 2007.

2007 was also a year of major corporate events, backed by strong support from corporations and schools. The highlights included the inaugural launch of *Love in a Bouquet* where funds were raised for our programmes for seniors. 12,500 walkers also celebrated the nation's 42nd birthday through a charity walkathon at the Padang as part of the National Day Festival. The year also saw the return of the *Great Singapore Duck Race* in which TOUCH was one of the seven beneficiaries. TOUCH also organised Singapore's first triathlon for people with special needs.

The Community Involvement Programme (CIP) also grew in depth and creativity as new programmes were rolled out to enrich the learning experiences of the young. From TOUCH Seniors Activity Centre seniors who taught students dialects, to learning about the needs of the Deaf from a Deaf staff from TOUCH Silent Club, it was CIP with a difference.

Beyond our shores, there was also no let up in TOUCH Community Services International to train youths in community service projects in China as part of *Thousand Linking Hands* 千牽手. 200 families in Sri Lanka were also given new homes as part of the post-tsunami rebuilding project.

All in, it was a good year with 9,485 individuals who benefited from TOUCH's services each month. We look forward to another enriching year as we serve the needy in the community.



Eugene Seow, PBM



Organisation Structure

EXECUTIVE TEAM

Executive Director

Eugene Seow Soo Keng, PBM

General Manager

Simon Sim Khee Wang

SERVICE HEADS

CHILDREN SERVICE GROUP

Patricia Koh *Manager, TOUCH Character Development*

Vanny Low *Manager, TOUCH Child Care*

Lawrence Tan *Assistant Manager, TOUCH Young Arrows*

YOUTH SERVICE GROUP

Chua Seng Lee *Director*

Poh Yeang Cherng *Manager, TOUCH Cyber Wellness & Sports*

Lily Chu *Manager, TOUCH Leadership & Mentoring*

Jane Ng *Principal, TOUCH Youth Learning Centre*

FAMILY SERVICE GROUP

Arthur Ling *Director (from Sept 2007)*

Teo Seok Bee *Senior Manager, TOUCH Adoption Services and TOUCH Family Life Education*

Kavin Seow *Senior Manager, TOUCH Caregivers Support*

Vincent Teo *Assistant Manager, TOUCH Counselling & Social Support*

ELDERLY SERVICE GROUP

Kavin Seow *Senior Manager, TOUCH Home Care*

Hannah Liew *Supervisor, TOUCH Seniors Activity Centre*

SPECIAL NEEDS SERVICE GROUP

Julia Lam *Director*

Cheryl Lee *Supervisor, TOUCH Centre for Independent Living*

Danny Loke *Assistant Manager, TOUCH Ubi Hostel*

Wee Bee Hong *Senior Manager, TOUCH Silent Club*

HEALTHCARE SERVICE GROUP

Patrick Chew *Senior Manager, TOUCH Cancer Support (from Sept 2007)*

Julie Seow *Senior Manager, TOUCH Diabetes Support*

TOUCH COMMUNITY SERVICES INTERNATIONAL

Shawn Lim *Manager*

CORPORATE SUPPORT

Community Relations

Anita Low - Senior Manager

Finance & Administration

Rachel Yap - Manager

Human Resource & IT

Wee Bee Hong - Senior Manager

List of Services

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

CHILDREN SERVICE GROUP

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

The Children Service Group comprises:

1. TOUCH Character Development [∞]
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.

The Youth Service Group comprises:

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

FAMILY SERVICE GROUP

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

The Family Service Group comprises:

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

ELDERLY SERVICE GROUP

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

The Elderly Service Group comprises:

1. TOUCH Home Care
2. TOUCH Seniors Activity Centre

SPECIAL NEEDS SERVICE GROUP

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

The Special Needs Service Group comprises:

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

HEALTHCARE SERVICE GROUP

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

The Healthcare Service Group comprises:

1. TOUCH Cancer Support
2. TOUCH Diabetes Support

TOUCH COMMUNITY SERVICES INTERNATIONAL

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

Note:

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

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

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

Corporate Highlights

TOUCH Hong Bao Project 2007

In the spirit of giving during the Chinese New Year, 25,000 students from primary and secondary schools participated in the TOUCH Hong Bao 2007 - up 67% compared to 2006. Donating out of their red packet collection or savings, the students raised a total of \$44,825. This fund-raising project raised a total of \$164,963 to help the needy clients of TOUCH.

Love in a Bouquet

Love was in the air at Paya Lebar Methodist Girls' School (Primary) with the inaugural launch of *Love in a Bouquet* - a fund-raising project by TOUCH to appreciate the elderly clients under TOUCH. On 24 May, a Tea Party was specially organised by the school where flowers were presented to 80 elderly from TOUCH Seniors Activity Centre. At the event, the students also played games and entertained the elderly with performances. Best of all, they were able to practise speaking in dialects after attending the Learn-a-Dialect sessions conducted by TOUCH earlier. Corporations like Rockwell Automation Asia Pacific Business Centre Pte Ltd also warmed the hearts of the seniors from TOUCH Home Care when staff presented bouquets of flowers right at their homes. *Love in a Bouquet* saw 160 bouquets of roses presented to the elderly with \$23,400 raised for the elderly programmes under TOUCH.

Family Festival

From 21-25 May, some 2,500 working professionals at the Central Business District (CBD) attended a week-long series of free lunchtime talks under *Family Festival 2007* organised by TOUCH. Themed '*In Touch With The Family*', the aim of this event was to encourage busy working adults to set aside time to connect with their family.





Supported by the National Family Council, *Family Festival 2007* was a prelude to the National Family Week, an annual campaign to celebrate the importance and joy of family. The event was launched by Guest-of-Honour, Mrs Lim Hwee Hua, Minister of State for Finance and Transport, on 21 May. Guest speakers included Mrs Nanz Chong-Komo, corporate trainer, entrepreneur and founder of former One.99 shop; Mrs Josephine Teo, Member of Parliament; Ms Jocelyn Chng, Managing Director of Sin Hwa Dee Foodstuff Industries Pte Ltd; and Mr Simon Sim, popular Family Life Coach and General Manager of TOUCH.

Special-Tri

On 9 June, TOUCH organised Singapore's first triathlon for people with special needs. Officiated by Guest-of-Honour, Dr Lim Wee Kiak, Member of Parliament for Sembawang GRC, the event was supported by the Singapore Disability Sports Council and endorsed by the Triathlon Association of Singapore. Its objective was to convey the message that individuals with special needs can be empowered to be independent, confident and resilient with family and community support. 35 trainees from TOUCH Centre for Independent Living and TOUCH Ubi Hostel, and 26 members from TOUCH Diabetes Support also enjoyed good rapport with volunteer participants.

Celebrate Singapore, Celebrate Family

12,500 walkers celebrated the nation's 42nd birthday through a charity walkathon at the Padang on 28 July. Adopting a family theme *Take the City Walk - Celebrate Singapore, Celebrate Family*, this walkathon was held as part of the National Day Festival under *NDP@Marina Bay 2007*. Guest-of-Honour, Mr Abdullah Tarmugi, Speaker of Parliament, flagged off the Walk which saw TOUCH clients walking together with staff, volunteers, supporters and corporate sponsors.

Event highlights included family fun stations along Marina Promenade to promote bonding. Each family member also received a *Family Fun Passport* consisting of colourful pictures of family activities at the Walk. There was also a mini carnival featuring the *Inflatable Kids Garden*. TOUCH clients consisting of the elderly and the intellectually disabled also entertained the crowd with their dance performances while professional magician Priscilla Khong thrilled the children with a magic show. TOUCH raised \$757,000 through this fund-raising event to support existing programmes and services for its clients. For the first time, *Take the City Walk* was also broadcast 'live' on the NDP website.

Celebrating National Day Parade 2007 (NDP)

For the fifth year running, 30 TOUCH NDP mentors trained 300 students from various ITEs and Polytechnics for their role as NDP Motivators and Bay Ambassadors. The Motivators appeared in the pre-parade segment, engaging the kids through balloon sculpturing and cheering while the Bay Ambassadors were dressed in colourful sea creature costumes.





Ducks for a good cause

Ducks flooded major malls in Singapore as TOUCH volunteers and staff held road shows to “sell” ducks as part of the *SCS Great Singapore Duck Race 2007*. TOUCH was one of the seven beneficiaries. The adopted ducks found their way into the Singapore River at its official launch on 9 September. The event, which was witnessed by many supporters, including Guest-of-Honour, Mr Tharman Sharmugaratnam, Minister for Education and Second Minister for Finance, raised \$113,238 for the needy clients of TOUCH.

TOUCH Charity Golf Tournament - Swing for Charity

It was another exciting day on the green on 28 September as 140 golfers raised funds for 7,000 needy and disadvantaged children of TOUCH Character Development and TOUCH Young Arrows. Held for the fourth year, this annual tournament was officiated by Guest-of-Honour, Mr Lee Yi Shyan, Minister of State for Trade and Industry, at the Laguna National Golf & Country Club. Thanks to the generosity of golfers, *Swing for Charity* successfully raised \$184,566 - surpassing its target of \$150,000.

TOUCH wins prestigious Outstanding Non-Profit Organisation Award

2007 ended on a high note with TOUCH receiving the Outstanding Non-Profit Organisation Award by the National Volunteer & Philanthropy Centre. This Award recognises best practices in the management of volunteers and donors, including fund-raising practices in a non-profit organisation. Officiated by President S R Nathan, the awards ceremony cum gala dinner was held on 15 November at the Marina Mandarin Hotel.

TOUCH Founding Chairman a finalist of Schwab Social Entrepreneur of the Year 2007

Lawrence Khong, Chief Executive Officer of entertainment company Gateway Entertainment Pte Ltd (GE), who is also the Founding Chairman of TOUCH Community Services, was a finalist in the Schwab Social Entrepreneur of the Year 2007. Lawrence’s work as a social entrepreneur through *Project SMILE* (Sharing Magic In Love Everywhere), was recognised by the Switzerland-based Schwab Foundation which honours individuals who have set up enterprises that tackle social issues.

Conceptualised and pioneered by Lawrence in 2002, *Project SMILE* trains youths and adults in the creative art of magic to bring smiles to the less privileged in the community both locally and overseas. Through GE, Lawrence has strategically mobilised resources to launch *Project SMILE* as the first magic programme in the Asia Pacific region. To meet increasing demand for *Project SMILE* in local schools and corporate gigs, Lawrence groomed trainers including volunteers and staff of TOUCH and GE respectively. Since inception, *Project SMILE* has impacted some 2,400 participants, both locally and overseas, who reached out to some 11,000 needy or disadvantaged beneficiaries in hospitals, day care centres, and homes.

Serving the Children

TOUCH CHARACTER DEVELOPMENT

In line with the Ministry of Education's emphasis on holistic education, TOUCH Character Development (TCD) continued its mission of developing character values in children in helping them reach their fullest potential and achieve excellence in life. In the year under review, TCD reached out to 7,344 children - a 55% increase compared to the previous year. 270 teachers and 788 parents were also taught how to impart character values to the children.

Expanding the scope of Character Development

In 2007, TCD took Character Development a step further with *STEP-UP*, which stands for 'School Social work To Empower Pupils to Utilise their Potential'. Jointly funded by the Ministry of Community Development, Youth and Sports and the Ministry of Education, *STEP-UP* took centre stage in TCD's partnerships with schools. In the year, TCD partnered with five schools, forming nine *Aspire Clubs*, reaching out to 171 at-risk children. Its objective: To help the children-at-risk who come from single-parent, dysfunctional or broken homes see a positive change in their lives and strengthen their families.

In line with this goal, the first ever soccer tournament - *Character Champions League* - was also held in August with more than 100 children from four primary schools, their families and character coaches pitting against one another even as they learnt the spirit of good sportsmanship. In May, students from Gan Eng Seng Primary School and Pei Tong Primary School learnt how to reach for their dreams in life through sand castle and kite-making activities. It was an enriching experience as they learnt the value of planning for the future and having firm foundations in character. More adventure-based experiential activities like rock climbing and a National Education Character Idol tour were also organised to engage the children-at-risk to build their self esteem, teamwork, as well as teach them about the success factors of Singapore's founding fathers.

TCD also launched leadership programmes to help groom student leaders to be leaders of character.





Schools and volunteers as agents of change

2007 also saw a year of increased school partnerships with the launch of *STAR* (Study To Achieve Results) *FOCUS*. Recognising that academic excellence is one of the key concerns of parents and teachers, TCD roped in the help of volunteers from Anderson Junior College to tutor the primary six students.

The number of volunteers also leaped to 154 - an increase of 77% from the previous year. Student volunteers, as part of their Community Involvement Programme, and befrienders, who accounted for most of the increase, helped organise activities for TCD and conducted home visits to strengthen families.

In the year, TCD also received good feedback from students, teachers and parents. For example, over 90% of the students gave feedback that they have shown progress in their behaviour. About 90% of the students under *STEP-UP* passed their PSLE and showed improvements socially and emotionally.

TOUCH CHILD CARE

It was a year of fun learning for the children at TOUCH Child Care (TCC). In line with its efforts to educate the children on the needs of the society, TCC organised several visits to better understand the clients of TOUCH. The highlights included a mass dance with the seniors and craft-making activities with the intellectually disabled.

Learning to give

To inculcate the character values of kindness and compassion, TCC participated in *Take the City Walk - Celebrate Singapore, Celebrate Family* - in July. In the spirit of giving, TCC also participated in "*Art with a Heart - Fundraising for Children in Child Care*" organised by the Ministry of Community Development, Youth and Sports and Association of Early Childhood Educators (Singapore), raising \$581 through the sale of chicken wings, cookies and car wash. The children also put what they have learnt into practice on Good Neighbour Day in November as they watered the neighbour's plants and cleaned the playground, pavilion and badminton court.

Strengthening ties

Involving parents in the child's development, TCC (Hougang and Clementi) also organised a series of activities aimed at strengthening parent-child bonding. For example, workshops including "*Raising a Responsible Child*", "*Dental Care*" and "*Importance of Play*" were well attended by parents. Each function recorded around 70% of parent attendance. In the year under review, TCC also achieved 85 to 90% of home visits, further enhancing rapport with parents.

“I have become more self confident and have made new friends here.”

Wee Yue Mei from TOUCH Young Arrows

There was also good interaction with secondary and junior college school students through the Community Involvement Programme. For example, students from Raffles Junior College performed a Lion Dance for the children while Paya Lebar Methodist Girls School (Secondary), and Anglo Chinese School (Independent) organised a trip to the zoo. The children were also treated to a carnival as part of Community Service Day by National Junior College.

The year ended on a positive note for TCC which recorded 95% and 100% capacity filled for Clementi and Hougang respectively. There was also good progress in TCC's Integrated Programme with four of its K2 children who graduated and joined mainstream primary schools.

Looking ahead, TCC will further enhance its curriculum with new packages and resources. It will also continue to organise a wide range of meaningful activities to further engage parents and the community.

TOUCH YOUNG ARROWS

2007 was a refreshing year for TOUCH Young Arrows (TYA) as it assumed a stronger identity under its newly named service. TYA aims to nurture and sharpen children like arrows to enable them to make a positive impact in society, and eventually be future leaders in the community. With divorce rates and number of single-parent households climbing, TYA will continue to remain relevant in helping to look after the social and psychological needs of children.

Helping children become responsible youths

National statistics show that a high percentage of youths who commit crimes come from dysfunctional families. Against this backdrop, *Youthphoria* was launched in June to enable TYA to connect further with the current batch of teens through meaningful activities with the aim of encouraging them to return as volunteers to mentor other kids. Other activities organised for these youths included a movie marathon and a Beach Escapade, which provided an excellent platform for the teens to make new friends, and for adult volunteers to get to know them better to help them adapt to teenage life.

Connecting with parents and corporations

Strong partnerships with various corporations including Bank of America, Rockwell Automation, Housing Development Board and Frasers Hospitality also provided greater exposure to children as they visited fun and educational places, as well as received practical gifts beyond their parents' financial abilities. For example, a Golf Clinic, sponsored by Melwood School of Golf, was held in the third quarter of the year. It was not just the gifts that made the children smile, but the hospitality of individuals like staff from Mitsubishi Elevator who lined up to welcome the arrival of the children and clapped as they left the outing venue that created a strong impression.





In 2007, TYA also made concerted efforts to reach out to parents and family members through its activities including TYA Sports Day and a one-day Family Tour to Malaysia. TYA serves about 172 families and is currently in contact with 300 parents. Family attendance at each outing stood strong at 140.

Value-adding to CIP Projects

The year under review also saw more specialised and educational Community Involvement Projects. Incorporating the Service-Learning element, the students gained a greater insight into the needs of disadvantaged children, and were also able to share their various expertise with the children from TYA. For example, students from Nanyang Polytechnic conducted a MUSICKIDZ workshop while the NUS High School of Mathematics and Science students from the Astronomy Club conducted an educational tour. Tanjong Katong Secondary School's Red Cross Club also conducted a First Aid course for the children.

The number of volunteers received a boost with 225 individuals. TYA also exceeded its KPI of 30 volunteers for major projects. For example, 80 volunteers rendered their services at TYA's Sports Day in July.

Expanding Eastwards

With strong demand for its services, TYA started a new Club at Marine Parade in Ngee Ann Primary School. From just 17 children when it started, the Club doubled its enrolment to 34 as at end 2007.



Serving the Youths

TOUCH CYBER WELLNESS & SPORTS

2007 was a progressive year for TOUCH Cyber Wellness & Sports (TC&S) as it continued its efforts in spreading the cyber wellness message to primary and secondary school students under the *Cyberspace Risks & Where U Seek Help (CRuSH)* programme.

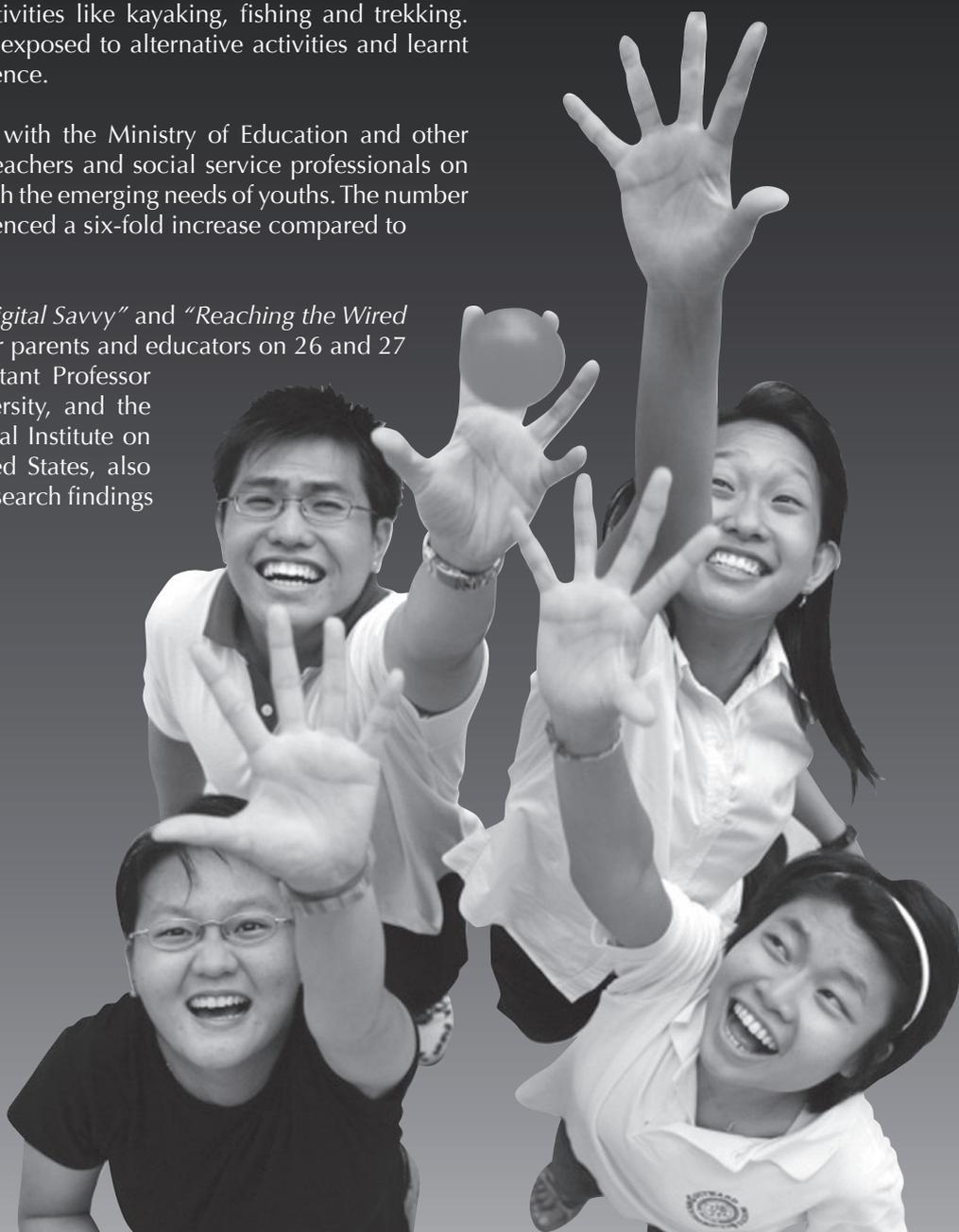
A pioneer in the field of cyber wellness education since 2001 and supported by the Ministry of Community Youth and Sports, National Youth Council and the Media Development Authority, TC&S has partnered with educators, parents and adults, reaching out to over 300,000 individuals through *CRuSH* and *PlanetCRuSH Cyber Wellness Centre* as at end 2007.

Educating youths and educators

To help youths struggling with excessive computer gaming, 16 youths from the *Cyber Wellness Enrichment Programme (CWEP)* spent four weeks engaging in indoor learning and outdoor activities like kayaking, fishing and trekking. Through these activities, they were exposed to alternative activities and learnt the values of perseverance and patience.

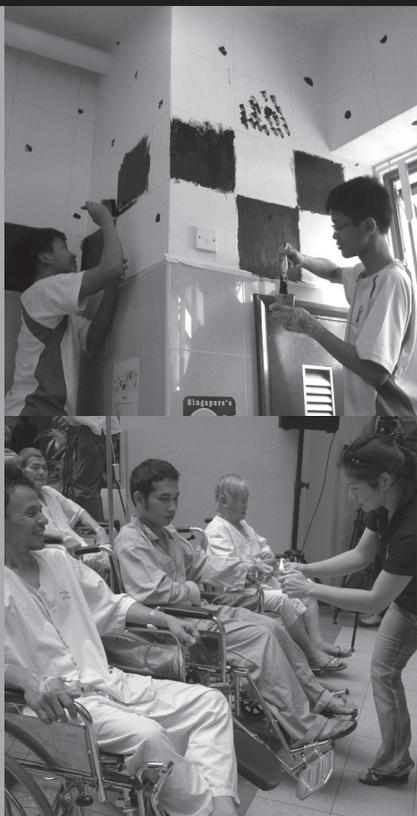
2007 also saw strong partnerships with the Ministry of Education and other government bodies to educate its teachers and social service professionals on cyber wellness to help them cope with the emerging needs of youths. The number of workshops organised also experienced a six-fold increase compared to 2006.

Two seminars titled "*Media Wise, Digital Savvy*" and "*Reaching the Wired Generation*" were also organised for parents and educators on 26 and 27 January. Dr Douglas Gentile, Assistant Professor of Psychology at Iowa State University, and the Director of Research for the National Institute on Media and the Family in the United States, also shared with his audience startling research findings about the Internet.



“The cyber wellness lessons by TOUCH were presented in a fun, interactive and up-to-date manner, which allowed for student participation and reflective thinking. I feel all schools should have a programme like this.”

Mrs Julia Yeo, School Counsellor



High demand for cyber wellness education

In the year under review, TC&S experienced high demand for its services. The number of roadshows increased to 100 - up 67% compared to 2006 - while the number of parents and educators who attended TC&S' workshops saw a 53% increase to 2,300. The *PlanetCRuSH Cyber Wellness Centre* at Bukit Merah Central remained a popular hangout for teens. Since its official opening in 2006, the Centre has handled 85 counselling cases.

To better cater to the needs of students, TC&S started its first on-site school counselling with a trained counsellor attached to a school. Due to good response, the school requested for the counselling hours to be increased.

On the media front, TC&S also received extensive coverage in both print and broadcast media. These included major dailies like the *Straits Times*, radio talk shows, such as *The Living Room* and *TAB TV* on Channel 5.

Looking ahead, TC&S will explore new opportunities to expand its counselling services. With its track record and wealth of expertise in the area of cyber wellness, TC&S intends to provide relevant and cutting-edge counselling services. To further expand the reach of its Centre, TC&S is exploring relocating or expanding its facility in 2008.

TOUCH LEADERSHIP & MENTORING

Today's youths have many needs. Many of these youths come from dysfunctional families and suffer from low self-esteem. Others are early school leavers with low chances of employability. TOUCH Leadership & Mentoring (TL&M) believes in impacting youths to realise their potential to help them lead rewarding and productive lives through mentoring and *Service-Learning* (S-L).

In the year, TL&M actively partnered with school teachers and the various government agencies to provide holistic development programme for youths, reaching out to 2,270 individuals.

Building confidence and leadership qualities

TL&M also accelerated efforts to train teachers in S-L for classroom teaching. It achieved a record attendance of 297 - more than twice the number compared to the previous year. For the second year, TL&M partnered St Gabriel's Secondary School to teach S-L in line with the school's core values during the Civic and Moral Education lessons.



TL&M also put in place a three-year Leadership Development Track for youths. Instead of planning on a yearly basis, there is now a sense of continuity as they can build upon what they have learnt the previous year.

Significant progress was also seen in *Project SMILE* (Sharing Magic In Love Everywhere), which trains youths in the art of performing magic to bring cheer to the needy and disadvantaged. In the year, 458 youths received training in magic tricks – a two-fold increase compared to the previous year.

Mentoring youths

In 2007, TL&M partnered the Ministry of Community Development, Youth and Sports in a pilot programme - *Youth Link* - which aims to target truants and out-of-school youths. TL&M mentored 52 of such youths and guided them on various options relating to their education or work.

Project NEXSTEP by the Singapore Workforce Development Agency for job-seeking youths between 15 and 25 years old also bore fruits with three youths successfully completing the programme under TL&M's mentoring efforts. These youths currently have careers as childcare assistant teachers and two of them intend to take part-time classes to pursue their goal of completing the GCE 'O' Level examination. The total number of youths who attended *Project NEXSTEP* stood at 25 - a 32% increase from the previous year.

Overall, response to its programmes was positive with 90% finding TL&M's programmes helpful. Looking ahead, TL&M intends to train more volunteer coaches in S-L and upgrade the competencies of its staff.

TOUCH YOUTH LEARNING CENTRE

The pressures of dual income families and stresses of family break-ups have resulted in today's youths facing a greater risk of getting into bad company and seeking love and acceptance in the wrong places. For many of these out-of-school youths, their future hangs in the balance. Although most of them are not academically inclined, they still have aspirations and treasure their dream of achieving their GCE 'O' / 'N' Level certification. However, due to their criminal records, most of them have difficulty re-entering mainstream schools and many cannot afford the fees of private schools. TOUCH Youth Learning Centre (TYLC) fills this gap by giving them a second chance in education.





A second chance to succeed

In the year under review, students who obtained 3 GCE 'N' Level passes or more also exceeded its KPI of 40% – a testament of the academic potential of these students following the recent introduction of GCE 'N' Level classes in 2006.

Getting prepared for the workforce

For the first time, TYLC tied up with TOUCH Leadership & Mentoring (TL&M) to introduce the *Job Readiness Workshop* to its students. Sponsored by the Ministry of Manpower, its objective is to prepare them for future employment. 22 students attended this five-day workshop, which taught them how to write their curriculum vitae, groom themselves for job interviews, and learn about current job trends and employment laws. They were also taught how to set career goals and even had a mock-up interview. Motivated by inspiring trainers from TL&M, the youths also enjoyed a fun time of self-discovery and affirmation.

The youths also learnt teamwork at the Family Fun Fiesta in May where various staff from TOUCH participated in a Service-Learning project with TYLC. The youths also pitted their creative ideas against other teams in the Best Drink Competition.



Serving the Family

TOUCH ADOPTION SERVICES

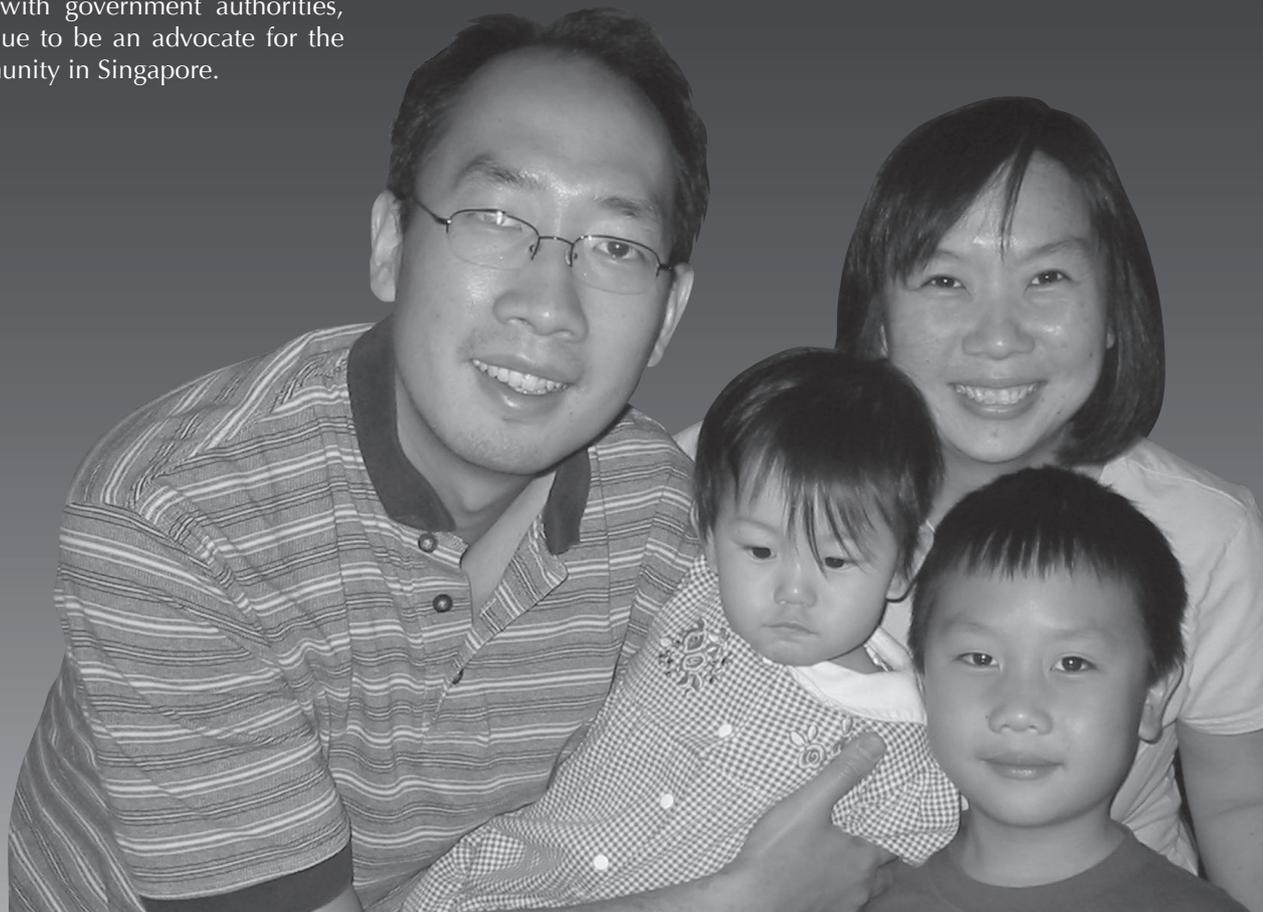
In Singapore, one out of every five couples is infertile and teenage pregnancy is on the rise. As the first agency in Singapore accredited to conduct adoption home study, TOUCH Adoption Services (TAS) provides a one-stop service including child placement, home study, workshops, support groups and resources to prospective adopters, as well as counselling for birth parents and adoptees. From a clientele of just 47 in 2001, TAS experienced another year of growth with a 32% increase in the number of individuals who have made use of TAS' services – from 1,131 in 2006 to 1,479 in 2007.

Reaching out to the adoption community

In the year under review, *TOUCH Adoptive Families Network's* (TAFNET) communication channels with its clients were further extended with the launch of its online forum. Its objective is to facilitate the exchange of information, advice, suggestions, photographs and provide support for the adoptive community. TAFNET's membership went up by 56%, reaching 53 families, compared to the previous year.

TAS also held its first forum comprising a panel of adoptees to share their adoption and search experiences, and personal insights into adoption issues. Attendance at TAS' workshops was also up 42% due to a new requirement by the MCYS for adoptive parents to be better prepared for their new role. TAS' services also enjoyed high ratings from its clients achieving a 9 out of 10 for quality service rendered.

Looking ahead, TAS will leverage on its track record and credibility to further establish itself as a quality service provider in the adoption industry. Working in partnership with government authorities, TAS will continue to be an advocate for the adoption community in Singapore.



“We felt reassured with the support given by TOUCH Adoption Services. Their staff are professional in their work, always concerned and sensitive to our well-being.”

Mr & Mrs Yeo who benefited from the services provided by TOUCH Adoption Services



TOUCH CAREGIVERS SUPPORT

Most caregivers struggle to balance family responsibility of being a spouse, parent, sibling, as well as a caregiver. They are the first “line of defence” in providing day-to-day assistance for care recipients. Oftentimes, caregivers feel alone and unsupported in their efforts. To meet this need, TOUCH Caregivers Support (TCG) provides customised programmes and services in the homes of caregivers - to better meet and value-add to the current services in the market.

Supporting caregivers

In 2007, TCG stepped up efforts in helping seniors prevent falls at home through its retrofitting service. This is especially relevant as seniors are more prone to falls due to sharp decline in their bodily functions or disabling medical conditions. Working in partnership with the Central Singapore Community Development Council (CDC) under the *Safe Home Scheme*, TCG successfully retrofitted 39 households - up 86% compared to 2006 - with home modification features.

32 families also benefited under *TOUCH Care*, a home-based holistic care and support service including nursing, medical and caregiver training.

Increasing public awareness

In the year, TCG also educated the public about caregiving issues, reaching out to 140 participants including nurses and volunteers. Going forward, TCG will continue to work closely with Central Singapore CDC to reach out to more families, and equip caregivers with relevant skills so that they can provide quality care to their recipients.

TOUCH COUNSELLING & SOCIAL SUPPORT

The family is a place where we can find fulfilment and a sense of belonging. However, there are still some individuals in society who are unable to function well due to the stress of work or relationship issues. TOUCH Counselling and Social Support (TCSS) helps individuals in distress or in need with the aim of helping them to be self reliant in their daily living. Its various programmes comprise information and referral, community counselling, welfare and financial services, which includes tapping on the Love Singapore Fund for needy individuals and families who requires short-term financial assistance.

As at end December 2007, a total of 320 individuals benefited from TCSS' services. The number of individuals requiring phone counselling and financial assistance stood at 266, a 34% increase compared to the previous year.

Strengthening couple relationships

In 2007, TCSS signed up as a participating agency with the MCYS, providing counselling under the Domestic Violence Programme.

Going forward, TCSS intends to beef up its counselling services to better cater to the needs of individuals in distress. Having seen an increased number of cases involving marital conflicts, TCSS will focus more on couple counselling. To make counselling more accessible to individuals, it will partner with corporations to provide on-site counselling services. To cater to demand for counselling skills, TCSS also intends to run certificate-level workshops to equip individuals in basic counselling skills.



TOUCH FAMILY LIFE EDUCATION

Today's fast-paced society places great stress on family relationships as individuals find themselves with less time to spend with loved ones. For school going children, the pressures to excel in school and those from peers affect them psychologically and socially. Divorce rates are also rising steadily.

Recognising this need, TOUCH Family Life Education (TFLE) aims to equip and enrich individuals with the relevant knowledge and skills to strengthen family relationships. To this end, TFLE conducts events and courses to allow individuals to enjoy stronger relationships with their loved ones.

Taking Family Life Education to the CBD

In 2007, one of the key highlights included the Family Festival 2007 in May which saw free lunchtime talks being held in the Central Business District over a week-long period. Supported by the National Family Council, the Festival was a prelude to the National Family Week, an annual campaign to celebrate the importance and joy of the family.

Launched by Guest-of-Honour, Mrs Lim Hwee Hua, Minister of State for Finance and Transport, the talks were anchored by dynamic speakers from business, enterprise and family life education arenas. FLE awareness went up a notch with 2,500 working professionals attending the talks, website hits of 92,000 and a circulation of 100,000 magazines which were specially produced by TOUCH to create greater awareness about the event. This brought the total number of individuals receiving TFLE's services to 5,002 individuals for the year under review.

Promoting family bonding

For the first time, TFLE organised *Amazing Family Trail*, a major family bonding event, which saw strong intergenerational bonding from a five-month old baby to 68-year-old grandfather amongst the 93 people who participated. Mandarin-speaking individuals also had the opportunity to receive family life education with a one-day Marriage Enrichment Workshop in Chinese. *Come, Let's Talk*, which provided tips on parent-child communication, also recorded its highest sign-up rate since it was introduced in 2005, with 90 participants attending the workshop.

On the corporate front, TOUCH was appointed by the Ministry of Community Development, Youth and Sports, to conduct the Family Life Ambassador (FLA) Induction for new FLA members. Its objective is to provide insights about the best practices of TOUCH and other FLAs.

Looking ahead, TFLE will continue to work with the authorities and like-minded agencies in providing family life education.



Serving the Elderly

TOUCH HOME CARE

There are many elderly in our midst who are mobility impaired. As a result, going for regular check-ups at the Polyclinic becomes an uphill task. These frail elderly need help in daily meals, doing housework and running errands but not all have sufficient resources to employ a maid or a private nurse to help them function at home. Some may also not meet the disability criteria for a subsidised nursing home or have the financial ability to pay for a private one.

TOUCH Home Care (THC) fills this gap by offering home medical and home help service to enable the frail elderly to enjoy independence at home and a higher quality of life. In 2007, THC served 323 frail elderly clients, backed by a team of 12 staff and 780 volunteers.

Preventing falls & intensifying rehabilitation services

From October 2006 to September 2007, 47 frail elderly with no caregivers were also served by THC under the *Rehabilitation Programme* funded by the Singapore Totalisator Board Social Service Fund. With help from the occupational therapists and physiotherapist from THC, 85% of the elderly showed improved functional status at discharge and 93% maintained their discharged status for at least three months. 33% of the elderly who were initially homebound also regained their ability to perform some outdoor activities, such as grocery shopping and taking public transport.

National recognition for THC's services

2007 was also an excellent year for THC when staff nurse, Joycelyn Chan, was awarded the *Healthcare Humanity Awards* - an annual award given to outstanding healthcare workers. On 28 May, Joycelyn received the esteemed Award from President S R Nathan at the awards ceremony.





As in previous years, THC exceeded all KPIs in 2007, including the number of home visits by the doctors and nurses, as well as the number of clients served. For the third consecutive year, the *Meals-on-wheels*, run entirely by volunteers, saw a 19% increase in the number of clients receiving home delivered food. Operations efficiency was also achieved, including being able to activate its services within 24 hours, when required. A Client Satisfaction Survey conducted in 2007 also revealed 85% of clients rated THC at least 3.5 out of 5 for the delivery and quality of its services.

Going forward, THC will strengthen its partnerships with corporations and community bodies to deliver relevant and timely service to its clients. To enable the elderly to improve the quality life at home, THC will also develop and deliver services to the homes of caregivers.

TOUCH SENIORS ACTIVITY CENTRE

A report by the Ministry of Community Development, Youth and Sports in June 2006 revealed that between 2006 and 2030, the number of elderly residents will increase by three fold. This means out of every five residents will be a senior.

In line with the vision of the Committee on Ageing Issues to achieve "Successful Ageing for Singapore", TOUCH Seniors Activity Centre (TSAC) aims to add fun and meaning into the lives of the seniors so that they can remain active and contribute to society. As at end 2007, the number of members at TSAC increased 9% to 511 while the number of volunteers stood at 86, up 25% from the previous year.

Moving beyond recipients

Good progress was also made on the volunteer front with 10 clients turning volunteers, bringing the total number of client-turned-volunteers to 23. The volunteers even went the extra mile by visiting other seniors who are sick and helping them run errands. Community spirit amongst the senior volunteers also reached an all-time high when 25 seniors from the TOUCH Seniors Choir performed at three nursing homes and one hospice day care in December. Whether it was Malay clients learning how to sing Mandarin songs or seniors learning to dance for the first time, their desire to learn something new and make a difference to others were evident.



“The students held my hands and took good care of me. It made me feel like an Empress Dowager! They also brought food for me, gave me flowers and accompanied me to the washroom. They are like my lovely grand-daughters, I am so touched!”

*Mdm Chan Ngan Foon from TOUCH Seniors Activity Centre,
commenting about the Tea Party at Paya Lebar Methodist School (Primary)*



Empowering volunteers

In the year, TSAC stepped up efforts to train volunteers to provide befriending services and support for the frail and lonely seniors. Student volunteers were taught communication skills, wheelchair management skills and basic dialect speaking. 24 students from the National University of Singapore's Community Club were also trained to befriend the seniors and organise activities for them. Volunteers from The People's Association were also trained on how to conduct games for the seniors.

Inter-generational bonding was at full steam with creative activities organised for both young and old. They included teaching Paya Lebar Methodist Girls' School (Primary) students dialects and enjoying a fun time with children from TOUCH Child Care. The seniors also celebrated Mid-Autumn Festival at Hua Yi Secondary School and walked with The Boys Brigade at *Take the City Walk*.

Reaching out to the community

2007 also saw strong and sustained support from corporations, including an outing to Jurong Bird Park by KPMG and generous contributions by Goh Joo Hin Pte Ltd to its Dry Food Ration Programme. TSAC also tied up with the Health Promotion Board and other VWOs to conduct a wide range of educational talks.

TSAC also continued to share its expertise and knowledge with government bodies, including hosting a visit by the then President of the National Council of Social Service, RADM (Ret) Kwek Siew Jin.

Going forward, TSAC intends to conduct a detailed needs survey for the seniors residing in Geylang / Kallang Bahru to keep track of the emerging needs of the seniors.

Serving People with Special Needs

TOUCH CENTRE FOR INDEPENDENT LIVING

TOUCH Centre for Independent Living (TCIL) runs a training programme that seeks to maximise the potential for independent living for young adults, aged 18 and above with intellectual disabilities, by empowering them with life skills so that they can be integrated into the community. In 2007, 532 individuals benefited from TCIL's services.

Robust programmes to promote development

In 2007, TCIL rolled out a range of enriching activities to enhance integration into society, and to create greater awareness about individuals with intellectual disabilities.

The highlight of its activities included the KPMG Community Day in August which saw 125 elderly and special needs trainees from TOUCH Seniors Activity Centre and TCIL having a fun day at the Jurong Bird Park. TCIL also enjoyed the partnership of Nanyang Girls' High School - for the fifth year running - under the Reading Programme as part of *Community Involvement Programme* (CIP). Taking CIP a step further, the students helped to make reading easier by creating key word cards and audio CDs of short passages as reading resources for the Centre.





To introduce art elements in different culture, TCIL continued its *Art and Culture Programme* launched in 2006 with the theme of Malay and Indian Art. The trainees also had the opportunity to learn various painting techniques and new pottery skills. They also had first-hand experience creating their own batik painting work. The artistic talents of TCIL trainees also gained recognition with eight artworks - the highest so far - chosen by Bizlink, a centralised employment agency for people with special needs, for their greeting card project.

TOUCH UBI HOSTEL

2007 was a year of happenings at TOUCH Ubi Hostel (TUH), a residential training facility for adults with mild intellectual disabilities. TUH provides a simulated environment to coach these individuals in independent living and train them for open employment so that they can be integrated back into the community and enjoy a higher quality of life. In 2007, TUH had a total of 25 trainees.

Upgrading skills and training

One of TUH's key focus is to prepare and equip its trainees for open employment through its three core curriculum – Daily Living Skills, Personal Social Skills and Occupational Guidance and Preparations. Although most of them have minimal work experience, TUH performed well in achieving its KPIs in the area of employment. These included achieving at least 40% of trainees who were gainfully employed in the open job markets and at least 80% who were able to grasp the training received and apply them in their daily lives. 14 trainees were also able to sustain the same job for more than six months, surpassing its target of three months.

One of TUH's key achievements included partnering with Enrich F&B Holding Pte Ltd to train trainees at a real open employment location using actual work equipment. This is in addition to the training received at *301 Thriftmart*, a key training platform for TUH trainees. Held in the last quarter of 2007, the company gave good comments about the programme and expressed interest in training and hiring one of the trainees. The year also ended on a positive note with its successful van sponsorship appeal to the Ian Ferguson Foundation to replace its ageing van.

Connecting with others

In the year under review, TUH was abuzz with activities organised by various organisations and companies, including the Singapore Civil Defence Force, Singapore International Airlines Community Club, Siemens Pte Ltd and Stevedores Union. There was also overwhelming response from well wishers who came forward to donate items to the *301 Thriftmart* due to increased publicity and awareness.

2007 also saw TUH's first overseas trip to Malacca in June. Attended by seven trainees and six staff, it was an enriching experience as they visited places of interest. In June, 13 trainees also trained and participated in the *Special-Tri* organised by TOUCH, supported by six volunteers.



TOUCH LEARNING SUPPORT

Complementing other services at TOUCH, TOUCH Learning Support (TLS), a programme under the Special Needs Service Group, continued to roll out new learning programmes to enhance the cognitive and social development of children and individuals with special needs.

The *Mindladder Learning Guide* was also introduced for the first time to assess an individual's learning needs and to monitor progress. All TCIL trainees went through this programme in 2007. TCIL and TUH also held its first 10 sessions of one-to-one intervention using *Mindladder Dynamic Assessment* tools for all its 42 trainees and five trainees respectively. Improvements were seen in trainees' ability to reason and ask questions. TCIL and TUH intend to put all trainees under this programme in 2008 for another round of learning support intervention. In the last quarter of 2007, a training course was also organised for parents and educators by Dr Morgens R. Jensen, Director of The International Centre for Mediated Learning.

A key highlight for the year was the implementation of the *Guidance Programme for persons with Intellectual Disability (GPID)*, a counselling and rehabilitation programme for youth offenders with intellectual disability who have committed offences. In partnership with the MCYS, 12 youth offenders went through the one-to-one *Mindladder Dynamic Assessment* programme conducted by TCIL where they learnt techniques on how to plan and regulate their behaviour in real life situations. In June, 50 Investigation Officers from Tanglin Division HQ were also briefed on this rehabilitation programme.

TOUCH SILENT CLUB

In Singapore, there is an estimated 8,000 hearing-impaired people. Misconceptions and prejudices tend to surround this "silent" community, affecting their educational and vocational pursuits, and social and emotional development. TOUCH Silent Club (TSC) believes that every Deaf, regardless of circumstances, race or religion, has the potential to integrate and contribute to society. In 2007, TSC had 244 members under its care.

Developing leadership potential

In the year under review, TSC continued its efforts in developing youth leaders as positive models to promote cohesion in the Deaf community. TSC achieved its target of organising ten key projects. Through organising activities and taking part in Service-Learning projects, the youths learnt leadership skills, interpersonal skills and conflict management. Activities organised included the Wild Wild Zoo Hunt, in partnership with Sumitomo Bakelite Singapore and Members Bash to promote bonding among members.



“The talk was simple and informative for many students who do not know much about the Deaf. You could tell the students really enjoyed themselves.”

*Ms Rachel Ng, Community Involvement Programme
Co-ordinator of Nan Hua Primary School*



In line with developing leadership skills, 2007 also saw increased efforts in community partnerships. For example, Deaf Awareness Talks were organised for students from Nan Hua Primary School and Paya Lebar Methodist Girls' School (Primary). In the year, 4,442 individuals comprising students, company staff and individuals attended talks and workshops, organised by TSC.

Enhancing employability

In 2007, TSC also made good progress in the employment area. 60% of the companies contacted employed the Deaf, compared to just 33% the previous year. TSC also achieved its target of 40 being successfully employed in the year. 45% of the Deaf placed in jobs were also able to remain in their jobs for more than three months, exceeding its target of 13%.



To enhance employability, TSC also piloted a typing course. In the year, TSC was also granted renewal of the *On-the-Job Training* ITE certification. Its ongoing programmes, which included sign language classes for company employees working with Deaf colleagues and support groups to tackle work-related issues, were also well received.



Serving People with Healthcare Needs

TOUCH DIABETES SUPPORT

An estimated 8 to 9% of Singapore's adult population has diabetes. Although TOUCH Diabetes Support (TDS) focuses on the needs of persons and families with insulin-treated diabetes (about 5% of the total diabetes population), its wide range of programmes aim to promote good diabetes care, and champion the importance of psycho social emotional support for all people living with diabetes. In 2007, TDS stepped up efforts in its community projects as it received strong support from healthcare professionals, corporations and individual supporters. As at end 2007, TDS' membership increased 17% to 756.

Strengthening the "can do" spirit

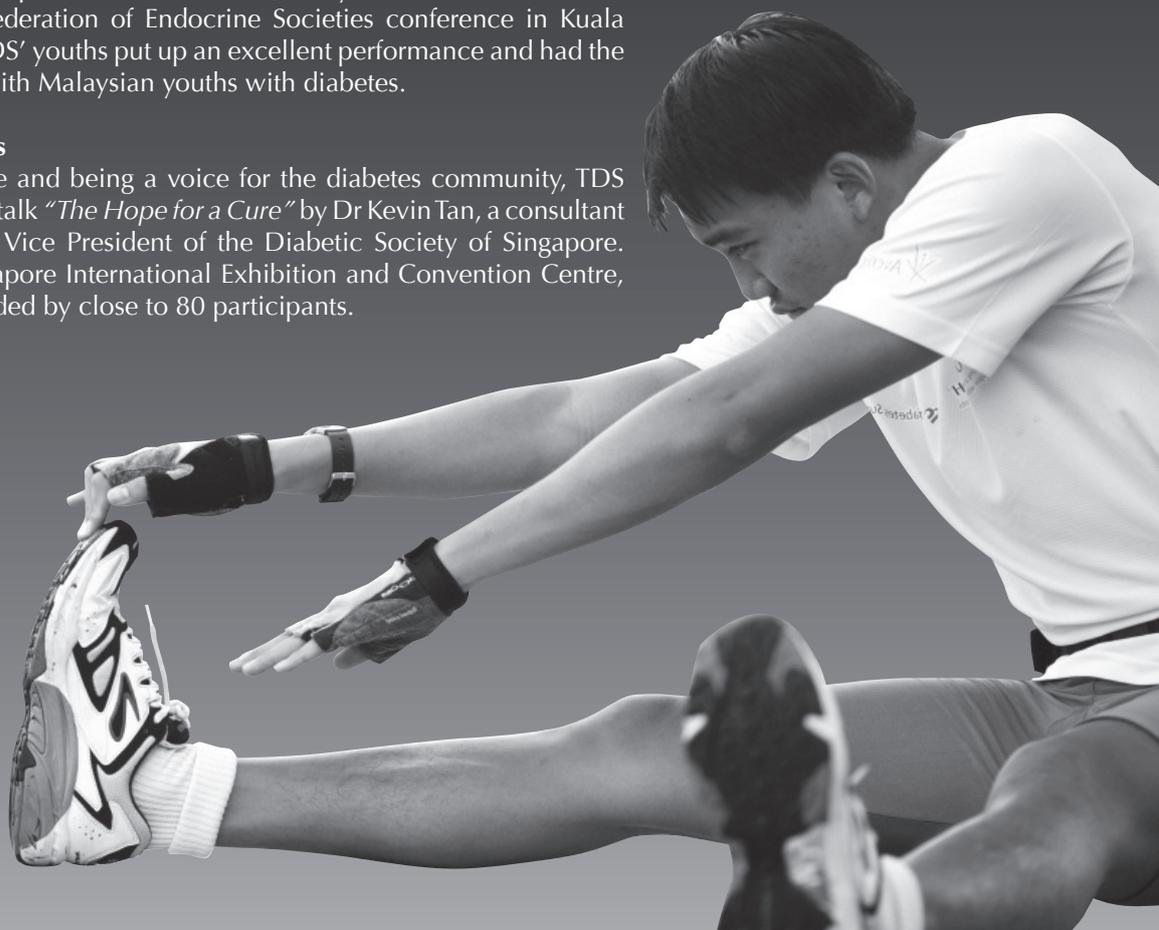
In line with its objective to provide a supportive environment for change and growth, TDS organised its first magic show for the patients and visitors at Tan Tock Seng Hospital (TTSH) in September. The event saw 13 youths from TDS performing together with Founder and Chairman of TOUCH, and professional illusionist, Mr Lawrence Khong, and daughter, a professional magician, Priscilla Khong, as part of *Project SMILE* (Sharing Magic In Love Everywhere), a community arts project by TOUCH. The youths also made their rounds at designated wards to perform close-up magic to patients.

Organised by TDS and sponsored by Roche Diabetes Care, the event also provided the youths with an excellent platform to share with others their diabetes journey, as well as give something back to the community through the universal language of magic. *Project SMILE* also became an effective rallying point for the youths who became active contributing members of TDS.

Following the successful performance at TTSH, six youths were selected to perform at the Asean Federation of Endocrine Societies conference in Kuala Lumpur in November. TDS' youths put up an excellent performance and had the opportunity to interact with Malaysian youths with diabetes.

Raising public awareness

Playing its advocacy role and being a voice for the diabetes community, TDS conducted its first public talk "*The Hope for a Cure*" by Dr Kevin Tan, a consultant endocrinologist and the Vice President of the Diabetic Society of Singapore. Held at the Suntec Singapore International Exhibition and Convention Centre, the event was well attended by close to 80 participants.



“You may be confused and shocked, but whatever happens, find ways to understand your condition. Don’t give up.”

Devana Pillay, client of TOUCH Cancer Support



TDS' magazine *“Diabetes Lifestyle”* also underwent a revamp, which included a new look, the addition of more pages on news affecting the diabetes community. Its circulation rate also increased 32% to 2,500 compared to the previous year.

Looking ahead, TDS will organise *Project Discovery 6*, a 120-km adventure trek covering national parks, jungles, park connectors and farmland in Singapore. To add value to TDS Kidz Club, it will introduce community scouting to impart life skills and provide practical coaching for children with diabetes. TDS will offer a Certificate in Basic Diabetes Education course to equip individuals with diabetes and caregivers with relevant knowledge and skills.

TOUCH CANCER SUPPORT

TOUCH Cancer Support (TCAS) plays an important role in helping patients suffering from Chronic Myeloid Leukemia and/or Gastrointestinal Stromal Tumours apply for financial help from both the pharmaceutical company, as well as Non Government Organisations, such as the Singapore Cancer Society.

New Patient Assistance Programme

In 2007, TCAS underwent a major transition as it administered the new *Glivec Patient Assistance Programme* (GPAP) in July, replacing the previous *Glivec International Patient Assistance Programme*, as part of Novartis Pharma AG's (Singapore) plan to provide sustainable and long-term access to patients in need. During this period, TCAS staff remained dedicated and committed in walking alongside the patients and their family members, assisting them in every possible way.

In the year, 241 patients benefited from the services provided by TCAS, including those under GPAP and the TOUCH Befrienders Service.

Strong support for patients and caregivers

Going beyond the needs of patients, TCAS extended its help to caregivers who often feel burnt out due to the demands of caregiving.

In the year, TCAS continued to provide pastoral care and support to the patients and their caregivers. Monthly and quarterly activities, including support group meetings for new patients, talks, outings and gatherings were organised to promote bonding and mutual encouragement. For example, TCAS held one of its support group meetings at Pasir Ris Park where patients, caregivers and staff enjoyed a time of camaraderie. To promote wellness and healthy living, a volunteer Senior Physiotherapist also taught patients and caregivers stretching exercises and mediation techniques. There was also a health talk by a Dietician who is also a TOUCH volunteer, who taught caregivers good eating habits.

TOUCH Befrienders Service at the National University Hospital and the Singapore General Hospital has also been a great source of support to the patients and their family members. In 2007, the benefits of TCAS' services can be seen in a three-fold increase - from 58 in 2006 to 163 in 2007 - in the number of service users comprising family members, caregivers and physicians.

Serving the International Community

TOUCH COMMUNITY SERVICES INTERNATIONAL

Set up in 1999, TOUCH Community Services International (TCSI) facilitates the delivery of crisis relief and community development services to communities outside of Singapore. Its key programmes include crisis relief and post-disaster rebuilding programmes to providing basic medical and humanitarian aid, and restoring the livelihood to affected communities. TCSI also partners with local authorities and organisations of various countries through community development projects.

Befriending foreign students

In the year under review, TCSI increased efforts to meet the primary needs of foreign students relocating to Singapore. It partnered the Ministry of Education - for the fourth year running - to carry out the Orientation and Befriender Programme for foreign students on scholarship. Activities organised included neighbourhood familiarisation, social gathering, outings, and monthly birthday and Chinese New Year celebrations.

Seminars and leadership camps were also conducted to develop the students' personal effectiveness and communication skills. After the first nine months of attending TCSI's Orientation Programme, 80% of them showed improvement in personal effectiveness and communication skills, out of which, 50 volunteered as befrienders for the next batch of foreign students. A key highlight included a trip to Lijiang, China, to teach English to the less fortunate children. The 18 student volunteers took three months to prepare for this seven-day enrichment programme.

Overseas Community Development

To further develop students in China, TCSI signed a three-year scholarship agreement - for the first time - on 11 December with Northwest University, Xi'an China. Under this agreement, TCSI will award scholarships to 10 deserving students majoring in social work. Besides having to do well academically, the students would also have to perform a number of hours of service in one of their local social service organisation and report on their progress.



“Our lives hit rock bottom when we lost our loved ones, our house and all our belongings within minutes. It has been a long wait but now with a new roof over our heads and a job, we know we are on our way up. I am so grateful to be the first to receive the keys to my new house.”

Mr Sangara Pillai Dvarasa who was homeless for more than two years when the tsunami hit



In July, more than 200 youth volunteers from Singapore, Shanghai and various parts of China representing TCSI and YMCA (Shanghai) met up in Shanghai for a six-day Summer Camp. The volunteers underwent training in teambuilding, Service-Learning, as well as magic trick training under *Project SMILE* (Sharing Magic In Love Everywhere). This is part of the *Thousand Linking Hands* 千牵手, a collaborative project by TCSI, Shanghai YMCA Hua'ai Community Service Management and Shanghai Lequn Social Work Service, to serve the needy community in China, and strengthen friendships among the volunteers in a bilingual setting.

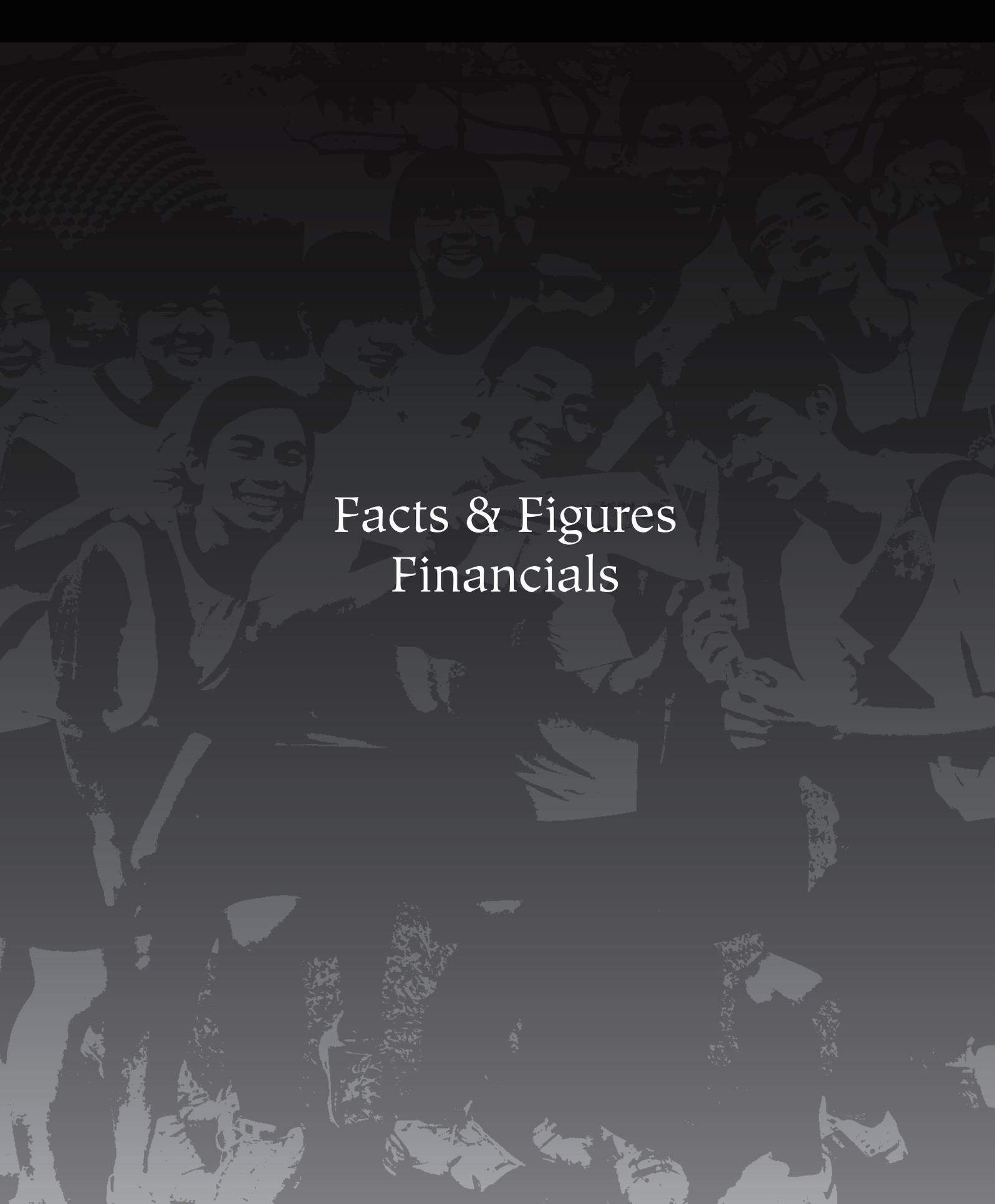
Going forward, TCSI, together with its Chinese counterparts, will recruit and send 1,000 youths from Singapore and China, to perform community service in China. *Thousand Linking Hands* 千牵手 is the first large scale youth friendship exchange cum community service programme to be organised between Singapore and Chinese non-profit organisations.

Crisis relief and rebuilding

In 2007, TCSI was presented opportunities to help our neighbours in times of need. With the S\$1.7 million funding received from the Singapore Red Cross Tidal Waves Asia Fund in 2006, TCSI successfully completed Phase 1 of the rebuilding project to provide homes to 200 families in Sri Lanka.

TCSI also visited Bangladesh in November in the aftermath of Cyclone Sidr and provided emergency funds for more than 300 affected families. It will continue to carefully assess the situation to see how best to meet the needs of the affected individuals and their families.





Facts & Figures Financials

Facts & Figures

2007 Services	No. of Staff ¹ (FT = Full-time, PT = Part-time)		No. of Volunteers (Regular * & ad-hoc **)		No. of Clients ² (See Remarks below)		No. of Service Users ³ (See Remarks below)	
	2006	2007	2006	2007	2006	2007	2006	2007
TOUCH Character Development	4 FT 1 PT	5 FT	52* 35**	64* 90**	4,740	7,344	2,300	977
TOUCH Child Care ⁴	-	27 FT 2 PT	-	115**	-	170	-	371
TOUCH Young Arrows	3 FT	1 FT	67* 85**	95* 130**	270	248	-	214
TOUCH Cyber Wellness & Sports	7 FT 2 PT	8 FT 1 PT	70* 8**	28* 43**	9,077	5,725	70,322	78,350
TOUCH Leadership & Mentoring - TOUCHline ⁵	4 FT 1 PT	5 FT 1 PT	48* 87**	16* 63**	2,597	1,973	112 2,220	297 -
TOUCH Youth Learning Centre	4 FT 4 PT	4 FT 4 PT	25* 8**	8* 10**	88	81	-	-
TOUCH Adoption Services	5 FT 1 PT	3 FT 2 PT	7**	1* 11**	384	428	747	1,051
TOUCH Caregivers Support ⁶	1 FT	2 FT	-	-	27	32	2,859	226
TOUCH Counselling & Social Support	1 PT	1 FT 1 PT	-	-	76	54	198	266
TOUCH Family Life Education	1 FT 1 PT	1 FT 2 PT	30* 900**	36* 30**	440	475	2,529	4,527 ⁷
TOUCH Home Care	11 FT	10 FT 2 PT	200* 900**	230* 550**	333	323	-	-
TOUCH Seniors Activity Centre	5 FT	5 FT	45* 24**	70* 16**	468	511	-	-
TOUCH Centre for Independent Living	9 FT	11 FT	38* 350**	3* 430**	45	43	-	489
TOUCH Ubi Hostel	7 FT 1 PT	8 FT 1 PT	11* 16**	26* 4**	24	25	-	-
TOUCH Learning Support ⁸	5 FT	-	8*	-	55	-	260	-
TOUCH Silent Club	4 FT	3 FT	65* 2**	41* 10**	267	244	670	4,442
TOUCH Cancer Support	2 FT 1 PT	2 FT 1 PT	10* 2**	20* 10**	149	241	58	163
TOUCH Diabetes Support	5 FT	4 FT	58* 40**	26* 90**	648	756	1,900	1,744
TOUCH Community Services International	3 FT	2 FT	48* 176**	132* 20**	348	530	10,062	1,500
Total	80 FT 13 PT	102 FT 17 PT	775* 1,730**	796* 1,612**	20,036	19,203	94,237	94,617

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

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 TOUCH Child Care, an affiliate of TOUCH Community Services, has been included in the revised format for TOUCH Annual Report 2007.

⁵ TOUCHline ceased to be a helpline in December 2006, and is now a referral line for parents and youths, operating during office hours.

⁶ TOUCH Caregivers Support ceased to be a referral centre in April 2006, and is focusing on providing customised programmes and services in the homes of caregivers so as to better meet their needs and value add to the current services available in the market.

⁷ The Service Users of TOUCH Family Life Education represent the number of people who attended its public talks, including Family Festival 2007. To promote greater awareness about the Family Festival, magazines with a circulation of 100,000 were also distributed to CBD workers and external parties.

⁸ TOUCH Learning Support was re-positioned as a programme under the Special Needs Service Group in November 2006. Individuals under its programme were re-classified under TOUCH Centre for Independent Living.

Financials

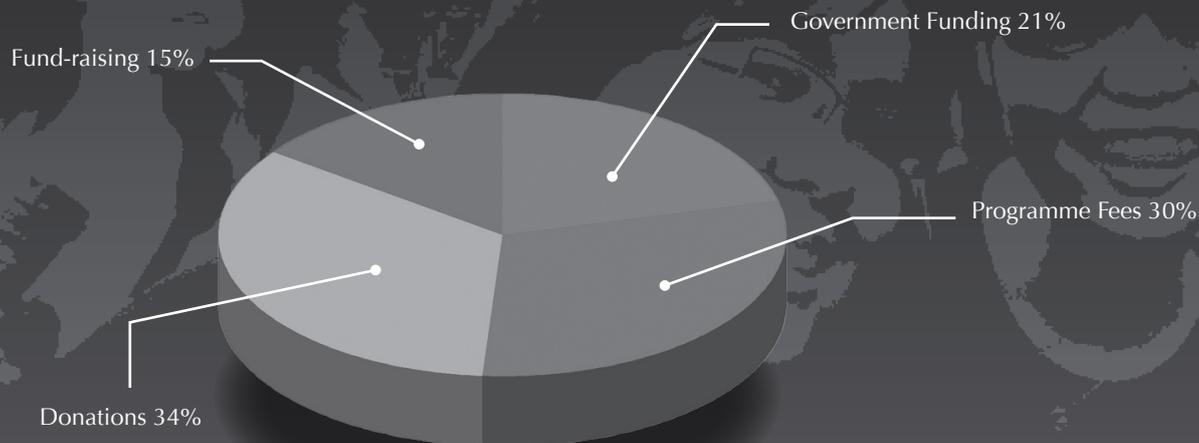
TOUCH raises only what is required each year. TOUCH is committed to ensure prudent use of its resources in ensuring cost-effectiveness and accountability in all its operations.

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

As required by the Charity Council, TOUCH abides by the Code of Governance for Charities and Institution of Public Characters.

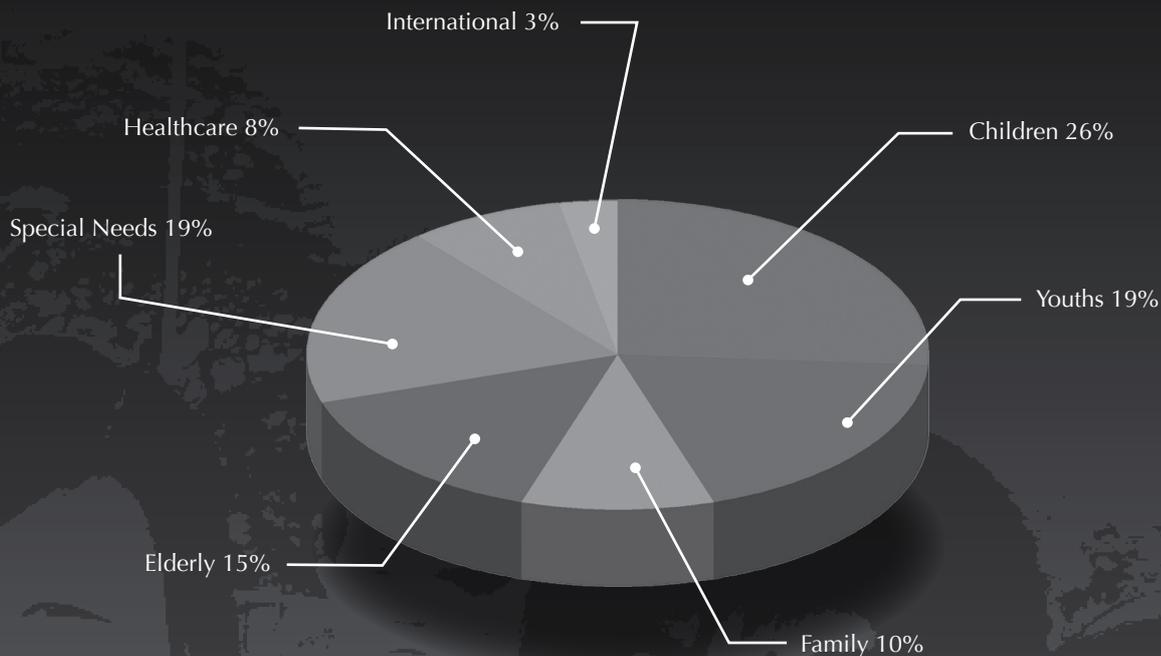
TOUCH receives only about 21% of its annual funding from government grants and relies on its own fund-raising efforts to meet the rest of its financial needs. In 2007, TOUCH received income totalling \$8.84 million for the group, which includes TOUCH Family Development Centre, TOUCH Family Services Limited and TOUCH Youth Limited. Refer to chart below.

2007 SOURCES OF INCOME



GROUP INCOME	\$	%
Government Funding	1,861,027	21
Programme Fees	2,645,798	30
Donations	2,999,277	34
Fund-raising	1,330,687	15
TOTAL	8,836,789	100

2007 DISTRIBUTION OF EXPENDITURE



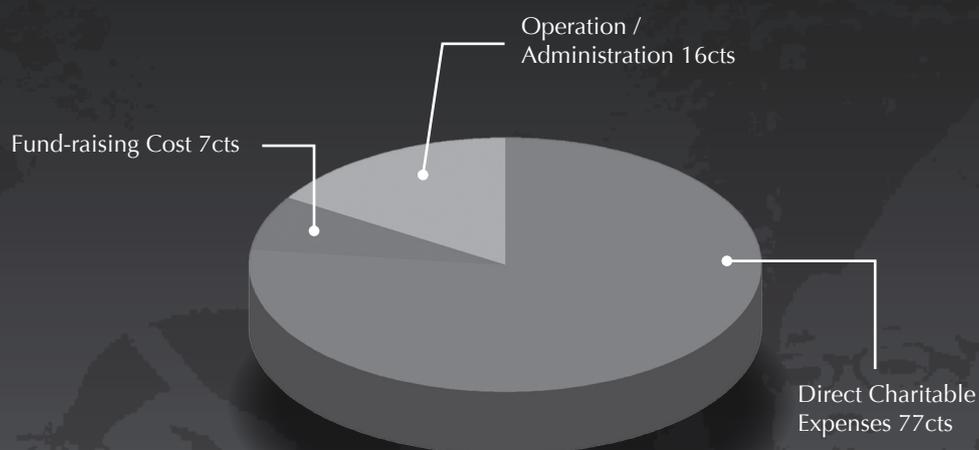
ALLOCATION OF EXPENSES	\$	%
Children	2,098,238	26
Youths	1,552,192	19
Family	792,221	10
Elderly	1,241,975	15
Special Needs	1,559,722	19
Healthcare Needs	655,076	8
International	270,969	3
TOTAL	8,170,393	100

For financial year 2007, TOUCH had a surplus of \$666,396.

BREAKDOWN OF CHARITY DOLLAR

For financial year 2007, out of every \$1.00 spent, 77¢ goes directly to fund programmes and activities that benefit our clients. Refer to chart below.

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



Direct Charitable Expenses

Includes programme staff cost and cost of providing services and running programmes for clients.

Indirect 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.

Directory of Services & Locations

TOUCH Community Services Ltd

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

Tel : +65 6377 0122
Fax : +65 6377 0121
Web : www.tcs.org.sg
Email : tcs@touch.org.sg

CHILDREN SERVICE GROUP

TOUCH Character Development

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

Tel : +65 6317 9988
Fax : +65 6317 9989

TOUCH Child Care (Hougang), TFDC

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

Tel : +65 6282 3143
Fax : +65 6858 4975

TOUCH Child Care (Clementi), TFDC

Add : Blk 333 Clementi Ave 2,
#01-86, Singapore 120333

Tel : +65 6777 3933
Fax : +65 6873 1345

TOUCH Young Arrows

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

Tel : +65 6317 9988
Fax : +65 6317 9989

YOUTH SERVICE GROUP

TOUCH Cyber Wellness & Sports

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

Tel : +65 6273 5568
Fax : +65 6271 5449

TOUCH Leadership & Mentoring

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

Tel : +65 6273 5568
TOUCHline: 1800-377 2252
Fax : +65 6271 5449

TOUCH Youth Learning Centre

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

Tel : +65 6317 9937
Fax : +65 6271 5449

FAMILY SERVICE GROUP

TOUCH Adoption Services

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

Tel : +65 6317 9988
Fax : +65 6317 9989

TOUCH Caregivers Support

Add : Blk 173 Toa Payoh Lorong 1
#01-1264, Singapore 310173

Tel : 1800-352 1622
Fax : +65 6258 1013

TOUCH Counselling & Social Support

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

Tel : +65 6317 9988
Fax : +65 6317 9989

TOUCH Family Life Education

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

Tel : +65 6317 9988
Fax : +65 6317 9989

ELDERLY SERVICE GROUP

TOUCH Home Care

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

TOUCH Seniors Activity Centre

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

SPECIAL NEEDS SERVICE GROUP

TOUCH Centre for Independent Living

Add : Blk 352 Ubi Avenue 1
#01-989, Singapore 400352
Tel : +65 6741 6364
Fax : +65 6741 5404

TOUCH Silent Club

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

TOUCH Ubi Hostel

Add : Blk 301 Ubi Ave 1
#01-295, Singapore 400301
Tel : +65 6744 9712
Fax : +65 6744 4529

HEALTHCARE SERVICE GROUP

TOUCH Cancer Support

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

TOUCH Diabetes Support

Add : Blk 149 Toa Payoh Lorong 1
#01-943, Singapore 310149
Tel : +65 6252 2861
Fax : +65 6252 9695

TOUCH Community Services International

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





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