

Strengthening Families Transforming Communities

TOUCH REPORT 2009



The TOUCH Report 2009 includes highlights from TOUCH Community Services Limited, TOUCH Family Services Limited, TOUCH Youth Limited and TOUCH Family Development Centre.

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Information correct at time of print.

Corporate Information

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

TOUCH comprises TOUCH Community Services Limited, TOUCH Family Services Limited, TOUCH Youth Limited and TOUCH Family Development Centre. TOUCH has an integrated network of 17 services with 10 centres and 10 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 18 years, TOUCH has reached out to many individuals from all races and religions. In 2009, we reached out to some 14,000 clients and 125,000 service users. Clients refer to those who are members of TOUCH services or individuals served by TOUCH, i.e. at least once a month or attended at least 80% of activities or programmes organised or received face-to-face services including counselling. Service users include individuals who have benefited from camps, health screening, and educational outreaches such as talks, workshops and roadshows organised by TOUCH.

Our Mission

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

Vision 2015

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

Our Story

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

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

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

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

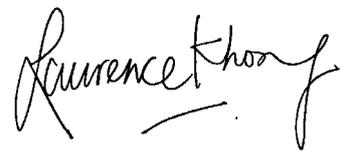
Chairman's Message

2009 was a challenging year for us at TOUCH Community Services as Singapore was still reeling from the effects of the economic crisis, especially in the first half of the year. But all was not doom and gloom as the year was punctuated with little miracles that brightened the lives of our clients. Their tenacity and resilience continued to uplift spirits - with the unwavering support from our volunteer clients, corporate sponsors and volunteers from all walks of life.

Even as we rolled out our various fund-raising events such as TOUCH Flag Day and *Swing for Charity*, we are touched by the overwhelming response from our faithful volunteers and sponsors who responded so readily to us in times of need. It is because of your support

that TOUCH is able to continue its work to "strengthen families" and "transform communities".

There's still so much work to be done at TOUCH. May I encourage you to continue to be a part of our work and make a difference to the lives of the needy and disadvantaged in our community. There are great things to look forward to in 2010, and we know that it will be a better and brighter year for our clients - all because you care.



Lawrence Khong, PBM



Executive Director's Message

In 2009, TOUCH Community Services experienced a fruitful year despite the challenges faced due to the state of the economy especially in the first half of the year and the H1N1 crisis, which saw many of our activities conducted for our clients and their families across our services postponed or cancelled as precautionary measures were put in place.

We reached out to some 14,000 clients and 125,000 service users in 2009. Despite the dip in numbers compared to the year before, there was still firm demand for our services. For example, TOUCH Young Arrows opened a new Club at Bukit Merah while TOUCH Home Care expanded its service boundary to Ang Mo Kio. Services serving the elderly and caregivers, namely TOUCH Home Care, TOUCH Seniors Activity Centre and TOUCH Caregivers Support, also experienced growth as the number of clients increased.

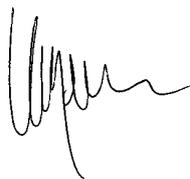
The year also saw volunteers playing a pivotal role in our work at TOUCH. This was evident in the total number of regular volunteers for 2009, reaching 1,087 – representing a 29.3% increase compared to the previous year.

TOUCH also made a concerted effort to raise public awareness about various social issues, including diabetes, cyber wellness and family-related concerns. For example, TOUCH Cyber Wellness and Sports and TOUCH Family

Services worked with the media through various publicity platforms to educate the public on issues relating to pathological gaming, addiction to pornography, and marital and family relationships. Public awareness events, such as *Walk with Diabetes*, was also organised to raise greater diabetes awareness in Singapore.

On the international front, TOUCH Community Services International (TCSI), continued to reach out to the foreign community in Singapore and the victims affected by natural disasters beyond our shores. TOUCH Founding Chairman, Mr Lawrence Khong, was presented with a plaque of commendation by the Chengdu City government and the Chengdu Disabled Persons Federation in recognition of TCSI's rebuilding efforts for the victims of the May 12 Sichuan earthquake.

All in, it was a good year for all of us at TOUCH. As we enter 2010, may we continue to bring hope, joy and laughter to the lives of the clients under our care. And, with your unwavering support, we can make their dreams a reality. Let's press on!



Eugene Seow, PBM



Organisation Structure

BOARD OF DIRECTORS

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

Chairman:

Lawrence Khong, PBM

Honorary Treasurer:

Melvyn Mak

Directors:

Caleb Chan

Robert Chew

Cheng Huey Teng

Daniel Goh

Lie Chin Chin (From June 2009)

Peh Lai Gek (From June 2009)

MANAGEMENT COMMITTEE

(for TOUCH Family Development Centre)

Chairman:

Lawrence Khong, PBM

Vice Chairman:

Melvyn Mak

Honorary Treasurer:

Peter Chung

Honorary Secretary:

Kenneth Tan

Member:

Tan Hui Sin

Robert Chew

EXECUTIVE TEAM

Eugene Seow, PBM

Executive Director

Edmund Wong

General Manager

CORPORATE SUPPORT

Anita Low-Lim

Director, Corporate Development & Community Relations

Chua Aik Hong

Director, Finance (from May 2009)

Wee Bee Hong

Senior Manager, Human Resource

SERVICE HEADS

Children Service Group

Patricia Koh

Manager, TOUCH Character Development

Vanny Low

Manager, TOUCH Child Care

Lawrence Tan

Assistant Manager, TOUCH Young Arrows

Youth Service Group

Poh Yeang Cherng

Manager, TOUCH Cyber Wellness & Sports

Lily Chu

Manager, TOUCH Leadership & Mentoring

Jane Ng

Principal, TOUCH Youth Learning Centre

Family Service Group

Arthur Ling

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

Teo Seok Bee

Senior Manager, TOUCH Adoption Services

Kavin Seow

Director, TOUCH Caregivers Support (re-designated from March 2009)

Elderly Service Group

Kavin Seow

Director, TOUCH Home Care (re-designated from March 2009)

Hannah Liew

Supervisor, TOUCH Seniors Activity Centre

Special Needs Service Group

Julia Lam

Director, Special Needs Service Group & TOUCH Seniors Activity Centre

Seah Xiang Ru

Supervisor, TOUCH Centre for Independent Living (from May 2009)

Danny Loke

Manager, TOUCH Ubi Hostel

Wee Bee Hong

Senior Manager, TOUCH Silent Club

Healthcare Service Group

Kavin Seow

Director, TOUCH Cancer Support (re-designated from March 2009)

Patrick Chew

Senior Manager, TOUCH Cancer Support

Julie Seow

Senior Manager, TOUCH Diabetes Support

TOUCH Community Services International

Shawn Lim

Manager

Meeting the Needs of the Community

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

CHILDREN SERVICE GROUP

The Children Service Group aims to help the children achieve their highest potential 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 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 Adoption Services, TOUCH Character Development, TOUCH Counselling & Social Support and TOUCH Family Life Education are services under TOUCH Family Services, an affiliate of TOUCH Community Services

Corporate Highlights



Honouring Parents Through *Love In A Bouquet*

In line with TOUCH's mission to strengthen family relationships, *Love in a Bouquet* was organised for the third year. Its aim: to pay tribute to the mothers of children from needy and disadvantaged backgrounds. At a tea party co-organised by Mayflower Primary School in May, 25 parents and 40 children from TOUCH Young Arrows, most of whom were from single-parent or low-income families, enjoyed a fun day together in celebration of Mother's Day. The mothers received a bouquet of flowers and a Mother's Day gift from their children - a first-time experience for some of them. To facilitate mother-child bonding, they were also treated to an exciting session of Wii gaming. Mayflower students also put up song, dance and musical performances to entertain the audience. In 2009, *Love in a Bouquet* raised \$6,300 for the services and programmes of TOUCH.



Bringing Joy Through TOUCH's Lunar New Year Project

Despite the economic climate in the first quarter of 2009, it was a great time of celebration for many TOUCH clients as corporations and schools did their part to remember the needy during this festive period. For example, Estée Lauder Cosmetics Pte Ltd treated the elderly from TOUCH Seniors Activity Centre to a sumptuous Lunar New Year lunch while Mapletree Investments included a karaoke session and a song performance at their festive lunch with clients from TOUCH Centre for Independent Living and TOUCH Ubi Hostel. For the first time, TOUCH also partnered with pre-primary schools to raise funds for TOUCH through the Hong Bao Blessings project. In all, some 21,000 students from pre-primary, primary and secondary schools participated in this fund-raising project.

Come Together – Reaching Out, Reaching Up

For the 8th consecutive year, TOUCH participated in the National Day Parade (NDP) and was involved in two main areas – as Motivators and as signers in the Signing Choir. TOUCH recruited and trained 400 students from various ITEs, polytechnics and Hougang Secondary School to be Motivators. These youths were supported by 80



TOUCH Flag Day

TOUCH youth mentors. Dressed in colourful costumes and armed with props, the Motivators promoted greater audience participation and livened the celebratory mood and party atmosphere at the Marina Promenade. The event also saw the involvement of 12 Deaf youths and adults from TOUCH Silent Club (TSC) who took part in the Signing Choir, as well as 40 youth volunteers from TOUCH, who partnered TSC's Deaf youths as they signed the songs about "home" and "love". TOUCH's involvement in the NDP was also prominently covered in all main dailies and broadcast media.



Motivators at the National Day Parade

Raising Funds Through TOUCH Flag Day 2009

On 29 August, some 6,000 volunteers including students from 14 secondary schools and polytechnics, as well as TOUCH clients, demonstrated the "iCAN" spirit by walking down the streets with their Flag Day tin cans to sell flags all over the island. Themed "iCAN – mark a difference", TOUCH Flag Day 2009 celebrates the positive and resilient spirit to overcome adversity in life. In line with this theme, TOUCH also organised an educational cum fund-raising programme for the primary and pre-primary schools. Titled "iCAN be a Star!", the assembly programme seeks to encourage sharing and caring in young children. TOUCH is grateful for the \$390,000 raised through Flag Day.

Golf With A Difference

Into its 6th year, TOUCH's *Swing for Charity* was held at the Sentosa Golf Club (Tanjong Course) on 18 September. Flagged off by Mr Lawrence Khong, Founding Chairman of TOUCH, the game was made more meaningful for the 148 golfers through the experiential learning activity incorporated into the game. Golfers were given an eye patch to wear at Hole 5 to help them better understand the challenges of the elderly. The *Swing for Charity* dinner, graced by Guest-of-Honour Mr Lee Yi Shyan, Minister of State for Trade and Industry and Manpower, and his wife, also included a Macarena dance performance by the elderly from TOUCH Seniors Activity Centre and a charity auction to raise more funds. A total of \$179,000 was raised to benefit TOUCH clients.



Swing for Charity



Serving the Children

Nurturing the young...
Strengthening character

TOUCH Character Development

In the year under review, TOUCH Character Development (TCD), a service under TOUCH Family Services Limited, launched a series of new programmes to further strengthen its holistic education for at-risk children and their families. In 2009, the number of clients dipped by 18.9% to 2,183 compared to the previous year due to a decrease in funding in the recessionary year. However, TCD experienced a significant increase of 218% in the number of service users due to the extension of its programmes to the public and the Clubs under TOUCH Young Arrows.

Enhancing skills of staff and volunteers

It was an encouraging year for TCD as the number of regular volunteers more than doubled to 131 compared to the previous year. In its efforts to maximise the effectiveness of its staff and volunteers to better meet the needs of at-risk children and their families, TCD made a concerted effort to organise



a series of training courses and workshops conducted by its manager, as well as trainers from TOUCH Counselling & Social Support. In 2009, a total of 64 TCD volunteers attended the Solution-focused Counselling Workshop, Casework Training and Basic Counselling Skills Course.

A key highlight of the year included the prominent coverage of TCD volunteer Benjamin Ng's experience in the Straits Times' Christmas feature section on volunteers who have touched the lives of others.



To promote closer bonding amongst its newly selected team of core volunteers, a retreat was specially organised for them in June. The year also saw 60 befrienders who were newly recruited to help in TCD's work.

Re-packaging and customising programmes to better meet needs

The year also saw TCD further reviewing and revamping its programmes to be better aligned to current market needs. More modular programmes comprising specific and varied topics were introduced, enabling schools to have more choices according to their needs.

Moving beyond schools, Character Development programmes including the Academic Character Excellence day camp for upper primary school students and modular programmes on Self Discipline, Resilience and Peer Pressure were also extended to the public. For the first time, 'School of Careers' programme, conducted by TCD coaches, was launched in February at Pei Tong Primary School, which included a career awareness motivational talk, exhibition, career guidance and learning journeys. This first-of-its-kind programme aims to help Primary Five and Six students understand the purpose of education, advantages of educational achievements, and how work relates to the self, family and society.

The year also saw TCD launching its Casework Management Programme to help families of children-at-risk. In the year, 60 at-risk children's families benefited from this programme. 13 families applied to the Love Singapore Fund for financial help amidst the challenging economic situation. TCD went the extra mile to connect at-risk children who have graduated from primary schools with positive youth groups under TOUCH through the Aspire Alumni Club. It continued to organise free individualised tuition service under TCD's STAR Focus (Study To Achieve Results) programme to motivate and improve the academic results of at-risk children, minimising the risk of them dropping out of school.

Response to TCD's programmes also scored well with 90% of students who gave feedback that they have shown progress in their behaviour - surpassing its target of 75%. 80% of at-risk-students also passed their PSLE.

TCD expects demand for its programmes to pick up in 2010 with increased funding in light of a recovering economy and the start of the Enhanced School social work To Empower Pupils to Utilise Potential or STEP-UP programme in four schools. It will continue to recruit and train more staff and volunteers to meet these needs.



A key highlight of the year included the prominent coverage of TCD volunteer Benjamin Ng's experience in the Straits Times' Christmas feature.



TOUCH Child Care

TOUCH Child Care (TCC), a service under TOUCH Family Development Centre, continued its creative range of programmes and activities to promote learning, and provide a safe and nurturing environment for the children. TCC aims to educate its children to establish good foundations in reading, writing, problem solving and thinking skills.

In 2009, TCC experienced a 7.5% increase in the total number of student in-take with a total of 182 children for both Clementi and Hougang Child Care Centres. This could be attributed mainly to TCC being an affordable child care option and the increased Government subsidies given to working parents amidst the economic crisis. TCC's Integrated Programme involving children with special needs was also encouraging with four out of five children in K2 who graduated and joined mainstream schools.

The year also saw the H1N1 outbreak which led to a postponement of activities and a decrease in the number of service users and volunteers attending these events.

Promoting fun learning

The year ended with an unforgettable experience for many of the K2 children who attended their first-ever Night Safari cum sleep-over at the child care centres. Many were thrilled to see nocturnal animals at the Safari up close.

As in previous years, the children were also involved in Good Neighbour Day in November to promote good character values. The teachers distributed instant noodles to neighbours and invited them to attend the year-end graduation function while the children watered plants and cleaned the playground in the surrounding blocks.

Reaching out to parents

Going beyond meeting the needs of the children, TCC also serves the parents as well. As many parents are concerned about their children adjusting to Primary School life, TCC organised two parenting workshops in April. Attended by 50 parents, the sessions were conducted by Family Life Education speaker, Mr Simon Sim, who addressed key issues, such as the importance of cultivating a sense of responsibility and independence in the children's learning attitude.

The children and their parents had an enriching time at TCC's year-end graduation function in November. Clementi Child Care held a Fun-Fair while Hougang Child Care organised a Mini Olympics for the children and their family members. It was a day of fun and excitement as family members took turns to play basketball, hockey and badminton at Hougang Child Care. These games created a good opportunity for the children to learn more about the Youth Olympics which will be hosted by Singapore in 2010.

In its efforts to improve its service and the quality of its programmes, TCC held its yearly survey with 165 families who gave good or excellent ratings in the areas of physical environment and hygiene, curriculum, communication, teachers, staff and outings and parental involvement.

TCC intends to further improve its curriculum and teaching methods, and upgrade the skills of its teachers in 2010. It will look into implementing a new Mathematics programme that will further enhance understanding of key concepts to better prepare children for Primary One.

TOUCH Young Arrows

As in previous years, 2009 was another year of expansion for TOUCH Young Arrows (TYA) as it opened its new Club at Bukit Merah in April. From just three children at the start of the year, TYA at Bukit Merah now has 16 children who participate in its activities regularly. As at end 2009, there were 10 TYA Clubs located islandwide catering to the needs of 308 children.

Expanding in size and outreach

In the year, TYA also experienced growth in the number of ex-TYA clients who returned as volunteers - a 60% increase to 40 individuals compared to the previous year. The number of service users comprising mainly family members also increased by 7.9% to 845 individuals. TYA's volunteer recruitment drive was well received with 35 new volunteers recruited in the year, bringing the total number of regular volunteers to 170.

There was also strong support from corporations and schools, which included a once-in-a-lifetime trip sponsored by UPS to Changi Airport to see its parcel delivery operations. The children were also treated to a sponsored lunch by Relish, a gourmet burger restaurant, and were taught Western dining etiquette. Special thanks also to organisations and corporations including The Ascott Group, Crocs, Inc, ERIKS, Housing Development Board, Institute of High Performance Computing, Marsh, Rockwell Automation, SAFRA, Schrodgers, Singapore Exchange, Swift Maritime Services Pte Ltd, Tampines Mall, Timberland and UPS, for organising exciting outings for the children, as well as for their monetary or practical gifts.

Forging closer ties

The Service-Learning projects and Community Involvement Programmes continued to be effective platforms in enriching the learning experience of student volunteers from secondary



schools, junior colleges and tertiary institutions. Whether it is conducting a workshop to teach children about cancer or helping TYA mann booths at a Fun Fair or equipping the children with Photoshop skills, there was something new to learn for both the volunteers and children.

There was also strong involvement from the teen volunteers from the National University of Singapore High School of Math and Science, as they helped to organise the telematch games at TYA's Games Day in August - for the third year running.

In line with its efforts to strengthen family relationships, TYA organised an overseas trip to Port Dickson in December for close to 190 individuals, including the children, their family members and volunteers. The three-day two-night family tour was yet another opportunity for volunteers to get to know the families better. It was a heart-warming moment as parents showed appreciation towards their children by giving them a hug or saying words of love during the Appreciation Dinner.

Looking ahead, TYA plans to accelerate efforts to recruit more volunteers, and train them to be good leaders and role models for the children to meet the increasing needs of TYA as it expands.





Serving the Youths

Stretching their limits...

Inspiring dreams



TOUCH Cyber Wellness & Sports

In the year under review, TOUCH Cyber Wellness & Sports (TC&S), a service under TOUCH Youth Limited (TYL), continued to play an important role in promoting cyber wellness education even as the number of pathological gamers among youths in Singapore is on the rise.

In spite of the 18.2% and 32.4% drop in the number of clients and service users respectively, there was still strong demand for TC&S' services as it served 5,500 clients and 108,812 service users in 2009. Factors including the H1N1 crisis and the state of the economy contributed to the decrease in numbers. However, TC&S expects demand to pick up in 2010 as cyber wellness will continue to be an important area of focus for educators and parents.

At the forefront of cyber wellness education in Singapore

TC&S is the only centre in Singapore providing counselling services specific

to cyber wellness, and its expert opinions on cyber wellness-related issues continued to be much sought after by the media. This can be seen in the numerous requests every month by broadcast and print media for hot topics like gaming addiction and prevention tips for parents and educators. TC&S also continued to receive referrals and requests for youth intervention programmes from schools, agencies, as well as mental health institutions.

In the year, TC&S also made waves in the social work and mental health arenas. For example, in October 2009, Mr Poh Yeang Cherng, Manager of TC&S, was invited to be one of the key speakers at the COMPASS Convention which was attended by Ms Grace Fu, Senior Minister of State for Education and National Development, and 1,200 school leaders and parents. Themed "Building a Strong Foundation in our Young: Home-School Partnership to Inculcate Values", the biennial Convention is organised by the Ministry of Education and aims to forge purposeful partnerships to give the young a holistic education.

Delivering quality services

TC&S also fared well in its surveys with adult participants with 93% of them who "strongly agree" that the "workshops conducted were enriching and useful". The *Project CRuSH* and *Planet CRuSH* programmes were also well received with 98% and 94% of the students giving positive feedback respectively. Enhancing its communication with youths, parents and educators, TC&S also launched its own quarterly newsletter comprising the latest happenings in the Internet world and cyber wellness-related news.

Raising professionalism and greater awareness

In view of increasing demand for counselling pathological gamers, and to

raise professionalism and better equip social workers with greater awareness and knowledge in this area, TC&S organised a seminar - "Understanding Video Games & Counselling Pathological Gamers" in March. The seminar was well attended by 70 participants comprising youth workers, social workers and counsellors.

In October, TOUCH was invited by Beijing University and Hong Kong Polytechnic University to conduct training for social work professionals in Chengdu, China. All these engagements are a strong endorsement of TC&S' pioneering and leadership role in this new frontier of social work.

Moving ahead, TC&S will embark on more research projects given the increased interest in cyber wellness. In this regard, it hopes to devote more time and resources to better study emerging trends and the impact of fast evolving technologies on teens. TC&S also expects the demand for its cyber wellness programmes to pick up in tandem with an increasingly positive economic outlook for 2010. It will also step up efforts to reach out to the Chinese community by conducting more workshops in Mandarin.

TOUCH Leadership & Mentoring

Teenagers are at a developmental stage where they are forming their identity and purpose in life. The teenage years can also be a time of many changes – physically, mentally, socially and emotionally. TOUCH Leadership & Mentoring (TL&M), a service under TYL, caters to different groups of youths through its various programmes with the aim of meeting their needs and developing them as leaders of today.

In 2009, TL&M experienced a 28.5% and 13.5% dip in the number of



The Project CRuSH and Planet CRuSH programmes were also well received with 98% and 94% of the students giving positive feedback respectively.



TL&M's partnership with schools remained strong with the number of students under Project CLASS (Compassionate Leaders Always Serving Society) reaching 430 - exceeding its target of 290.

clients and service users respectively, due mainly to the changing needs of schools which saw more teachers equipped with Service-Learning (S-L) skills to train their students, and the transfer of *Project SMILE* (Sharing Magic In Love Everywhere), a community arts project by TOUCH, to Gateway Entertainment, a Singapore-based creative entertainment production business.

Delivering quality services

TL&M's partnership with schools remained strong with the number of students under *Project CLASS* (Compassionate Leaders Always Serving Society) reaching 430 -

exceeding its target of 290. The increase was due to the addition of Riverside Secondary School to the programme.

S-L sessions conducted during Civic and Moral Education lessons continued to be well received by schools with Paya Lebar Methodist Girls' School (Secondary) increasing the number of classes from two in 2009 to eight the following year. Feedback from the teachers from Bedok Town Secondary School regarding TL&M's *I AM Able* under the *School social work To Empower Pupils To Utilise Potential (STEP-UP)* programme was also positive with a request to customise a programme for the Normal Technical students in Secondary 1 and 2 in 2010.

Strong partnership with schools

In the year, TL&M also partnered with Paya Lebar Methodist Girls' School (Secondary) in training their students who were selected to be Campus Change Makers panellists. Campus Change Makers, a new initiative by the National Youth Council, aims to empower youths to approve funding grant to their fellow school mates who are involved in S-L projects. Feedback to the programme was positive with the school continuing and increasing the number of students under this project for the year 2010.

Looking ahead, TL&M will further finetune its programmes and services to be more attuned to the current and practical needs of schools. It will also look into ways to further engage and retain its youth volunteer mentors in its work with youths.

TOUCH Youth Learning Centre

In the year under review, TOUCH Youth Learning Centre (TYLC), a service under TYL, continued its mission of giving

out-of-school youths a second chance in education. TYLC seeks to equip and empower youths for life-long learning and the future workplace through a holistic approach that encompasses academic, life and work skills. In the year, enrolment at TYLC stood steady at 42 students who registered and sat for their GCE "O" or "N" level examinations.

10 rewarding years

2009 was also a special year for TYLC as it celebrated its 10th Anniversary. From a humble beginning of only four students in its first cohort, it has since helped some 500 students attain an "O" or "N" level certificate over the last 10 years. The anniversary celebration was graced by the Executive Director of TOUCH, Mr Eugene Seow. At the event, 10 of TYLC's ex-students from the past 10 years took turns to light the candles on the beautifully decorated cake. A special newsletter was also produced by TYLC's volunteer to mark TYLC's past achievements. Response to the newsletter has been good with some school counsellors referring their out-of-school youths to TYLC after reading about its work.

The year ended with relatively better results for its GCE "O" and "N" Levels compared to 2008. 95.2% of TYLC's students achieved at least 1 "O" Level pass - exceeding the target of 90%. The percentage of students with 3 "O" Level passes and more increased from 65.2% in 2008 to 71.4% in 2009. The percentage of students with 3 "N" Level passes also increased from 63.6% to 66.7%. There was also an increase in the percentage of students eligible for polytechnics - from 46.8% to 57.1%.

Developing heartware

One of TYLC's key events included organising an outing at East Coast Park specially for the clients from TOUCH Centre for Independent Living (TCIL) in support of Global Youth



Service Day, an annual global event that highlights and celebrates the ongoing contributions of youths to their communities. 20 students from TYLC had a fun-filled day with the TCIL clients as they played games and exchanged gifts.

To better cater to the varied needs of its students with vastly different learning abilities, TYLC will continue to review and improve on its academic programme to increase students' motivation for learning and instill in them a sense of belonging to the school and a sense of purpose in life.

From a humble beginning of only four students in its first cohort, it has since helped some 500 students attain an "O" or "N" level certificate over the last 10 years.



Serving the Family

Bridging ties...
Building families

TOUCH Adoption Services

TOUCH Adoption Services (TAS), a service of TOUCH Family Services Limited (TFSL), continued to provide a holistic range of services to meet the needs of the adoptive community. Since its inception in 2001, TAS has grown from providing a singular home study service to a holistic service including workshops, child placement and facilitation services, counselling, book sales and rental services and support groups.

In the year under review, TAS reached out to 559 individuals (representing 214 families) - a 16% increase compared to the year before. Although the overall number of service users decreased by 6.2% to 829 individuals, there was an increase in its workshop attendance with an average of 60 participants per session.

Enhancing support through TAFNET

In line with TAS' objective to provide support and help to the adoptive community - to enhance healthy



relationships – members of the *TAFNET* (TOUCH Adoptive Families Network) were clustered into smaller groups where they meet in their members' homes. Its aim: to foster a closer interaction between members with similar lifestyles, such as having children of the same age group or staying in the same vicinity. This makes it more conducive for adoptive parents to share and learn from one another's experiences in handling the unique needs of adopted children, and for the children to mingle with other adopted children. They also have greater flexibility in deciding the frequency, structure and theme of meetings.

Response to *TAFNET* was good as TAS' membership experienced an increase of 55% compared to the year before, reaching out to 101 families. This figure is expected to increase every year.

Increasing awareness & understanding of adoption issues

In the year, TAS continued to run workshops and forums to educate adoptive parents about a wide range of adoption-related issues. In May, TAS held its "Sensitive Questions, Honest Answers" forum, which was attended by over 40 people who were given an inspirational and touching account of real-life experiences from the panel of adoptive parents and valuable advice on why early disclosure to the adoptive children is important.

TAS continued to be one of the preferred service providers. Its ranking in the Client Satisfaction Survey for Home Study Reports by TAS continued to improve – from 9.38 in 2008 to 9.41 in 2009. A special survey conducted with workshop participants also showed strong service satisfaction for TAS at 8.67 - the highest rating for various agencies and bodies that provide adoption-related services in Singapore.

Moving ahead, TAS will look into strengthening its manpower resources

by recruiting more staff to meet the increased needs of its adoptive community.

TOUCH Caregivers Support

In Singapore's fast ageing population, caregivers play an important role in meeting the needs of their frail elderly. TOUCH Caregivers Support (TCG) seeks to actively partner caregivers in managing the multi-faceted care of the frail elderly, and maximising the outcome of care and support services - with the main goal of improving the quality of life for both caregivers and their recipients.

It was a year of growth for TCG as the number of clients more than doubled to 140 compared to the year before. Given the "Approved Caregiver Training Provider" status by the National Council of Social Service, TCG was able to reach out to more caregivers in 2009. The number of caregivers who received subsidies under this programme also doubled in the year to 75 compared to the year before.

Increasing caregiving awareness

Efforts were also made to increase public awareness about caregiving. For example, 28 staff from Temasek Holdings attended a six-hour caregiver training session covering topics like identifying caregiver stress and needs, and wheelchair handling.

To further meet the needs of caregivers at home, TCG revamped its website www.caregivers.org.sg to provide up-to-date content covering a host of caregiver-related issues. The website received an average of 10,900 hits per month.

Moving forward, TCG will continue to work closely with relevant agencies to provide training to caregivers. It will also further expand its resources and services with the approval of funding from the Community Healthcare Fund



It was a year of growth for TCG as the number of clients more than doubled to 140 compared to the year before.



There was also greater public awareness about TFSL's courses and workshops on family life education and counselling through its regular presence in FM100.3 radio talk show programmes like "F File" and "The Family Symphony".

of the Tote Board for 2010 and 2011. As Singapore's workforce becomes more global with more Singaporeans working overseas, there is a need to provide more help in sourcing and coordinating care for their parents in their absence.

TOUCH Counselling & Social Support

In 2009, 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, TCASS organised 24 workshops - an increase of 33.3% - to raise awareness about family-related issues. Correspondingly, the number of service users also increased by 23.8% to 452 participants.

Increasing awareness through the media platform

There was also greater public awareness about TFSL's courses and workshops on family life education and counselling through its regular

presence in FM100.3 radio talk show programmes like "F File" and "The Family Symphony" which are broadcast every Friday morning and Sunday evening respectively. Response to the programme has been good with the radio station requesting to lengthen its duration. Throughout the year, TFS counsellors and life coaches were also 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.

In line with its efforts to strengthen family relationships, two workshops were organised by TCASS in November. Conducted by Mr Dave Carder from the United States who has extensive experience working with couples coping with extra-marital affairs, this is the first time that such workshops have been organised in Singapore. The first workshop 'Close Calls' was attended by 80 participants comprising members of the public, marriage educators, counsellors and therapists. They were given insights into how to identify the characteristics of a 'close call' and prevent the development of an affair. Another workshop was also organised for 30 social workers and lay counsellors to help them counsel couples recovering from extra-marital affairs. Mr Dave Carder also appeared on the Prime Time Morning programme on Channel News Asia in November to share his insights regarding this topic.

TCASS expects demand for its counselling services to remain strong in the year ahead in view of increasing awareness of its services through the media. It intends to beef up its pool of counsellors to meet this need. In 2009, eight lay counsellors underwent 300 hours of training each with TCASS and will graduate in March 2010.

TOUCH Family Life Education

It was a year packed with talks and workshops for TOUCH Family Life Education (TFLE), a service of TFSL, as it continued to conduct talks and workshops to strengthen family relationships.

In the year under review, TFLE reached out to 328 clients and 6,100 service users. The 21.5% dip in clients was mainly due to a reclassification of term which saw participants who attended its parenting workshops transferred to the service user category.

Providing value-added service

TFLE continued its unique role as the only provider of the Marriage Preparation Course conducted by married couple teams. Efforts were also made to reach out to parents through "Coffee Talk" sessions – launched for the first time – to provide a "talking place" for parents to learn and share with one another about their parenting journey in a small group setting. Response from the public was strong with a total of 1,003 participants. Although the sessions were held during the day time, they were fully subscribed. Feedback has also been good with parents requesting for more of such sessions to increase their awareness about parenting-related topics.

For the first time, TFLE also conducted one run of "Certificate in Parent Education" to trained educators. Response was good with 18 participants who graduated.

Looking ahead, TFLE will leverage on its strong partnership with the MCYS to actively approach companies, schools and child care centres to deliver family life programmes. TFLE is currently a service provider to 48 child care centres and kindergartens. In line with the new requirements set by the MCYS for Marriage Preparation Course



instructors, TFLE will continue to train its volunteers to achieve the relevant qualification to further strengthen its manpower capabilities.

"Coffee Talk" sessions launched to provide a "talking place" for parents to learn and share with one another about their parenting journey.



Serving the Elderly

Enjoying the golden years...

Living in comfort



TOUCH Home Care

2009 was a year of growth for TOUCH Home Care (THC). It served 508 clients in 2009 compared to 387 the year before, registering a 31.3% increase in tandem with a higher demand for THC's services. The number of regular volunteers also strengthened to 335 – a 56.5% increase. In August, THC expanded its service boundary to Ang Mo Kio in addition to Bendemeer, Bishan, Geylang Bahru, Potong Pasir, Toa Payoh, Thomson and Whampoa.

Strengthening ties with key partners in the eldercare sector

The year saw THC's partnership with government agencies strengthened. THC was invited to share its expertise in integrating home health and social care at a symposium sponsored by the Ministry of Health (MOH) for social service and health-care related agencies. Its credibility and reliability for delivering quality and innovative services were also evident in the increased number of visits by government officials and representatives from hospitals. These

included a visit by the CEO of National Health Group and Tan Tock Seng Hospital in January, followed by a visit by Mr Lim Boon Heng, Minister in Prime Minister's Office, representatives from the Agency for Integrated Care, the Centre for Enabled Living (CEL), the Ministry of Community Development, Youth and Sports and MOH in May.

Delivering quality service, tapping on cutting-edge technology

2009 was a special year for THC as its Assistant Manager, Adelene Teck, received the *Healthcare Humanity Award 2009* – a national award given to outstanding and inspirational healthcare workers who go the extra mile to care for the sick and infirmed. This is the third time that a THC staff has received such an award.

The year also saw THC's proposal on enhancing service delivery with the aid of Radio-frequency Identification System accepted by CEL as part of its efforts to provide relevant and innovative services to meet the emerging needs of the frail elderly.

Looking forward, it will continue to work closely with the relevant agencies to better serve the needs of the frail elderly. Depending on the availability of funding and support, THC hopes to further expand its services to other parts of Singapore.

TOUCH Seniors Activity Centre

A 2007 report from the Ministerial Committee on Ageing revealed that Singapore has one of the world's fastest ageing populations. By 2030, one in five residents will be aged 65 and above. By 2050, Singapore is projected to be the fourth oldest country in the world. Against this backdrop, TOUCH Seniors Activity Centre (TSAC) will continue to play an important role in meeting the needs of an increasingly ageing population.



2009 continued to be a fun and enriching year for the seniors as TSAC rolled out its range of activities to promote active ageing. Its client base grew by 7.1% to 588 individuals compared to the year before. TSAC also experienced growth on the volunteer front with 137 individuals - representing a 137% increase. The number of clients who turned volunteers stood steady at 18.

Honing artistic skills

In the year, TSAC also took concerted efforts to further develop the artistic talents of its seniors through strategic partnerships with Arts institutions. For example, it joined hands with the Nanyang Academy of Fine Arts to launch the Community Arts Programme for Seniors to provide a platform for self expression and social interaction, as well as to enhance their quality of life through different mediums of art and craft. 15 participants from TSAC took part in this programme, many of whom managed to overcome their initial fears of creating their own individual art pieces.



By 2030, one in five residents will be aged 65 and above. By 2050, Singapore is projected to be the fourth oldest country in the world.



In its annual Customer Satisfaction Survey with its clients, 97% of frail and homebound elderly felt that TSAC has met their needs. To better cater to the needs of its seniors, TSAC intends to conduct more research to identify service gaps.

Stronger partnerships with corporations

As in previous years, TSAC continued its strong partnership with corporations to encourage seniors to remain active and to cultivate friendships through shared experiences. For example, KPMG - TOUCH's long-term corporate partner - mobilised its staff to clean 30 homes of the seniors from TSAC. KPMG also sponsored bedsheets, dry food ration and the fumigation of five bedbug-infested units. Companies like Simon Chrisandra Associates Pte Ltd and Rockwell Automation contributed towards the Dry Food Ration Project while Crocs, Inc sponsored shoes for 100 seniors.

TSAC also tied up with the National Technological University to study the various effects technology has on the seniors, for example, Wii gaming, computer touchscreen function, virtual pet and virtual gardening.

As part of its efforts to promote healthy lifestyle, TSAC also worked with various corporations and organisations to organise health-related activities. TSAC also reported a 33% increase in the number of seniors who participated in its morning exercise sessions which have been well received. The Health Promotion Board was also invited to conduct regular health talks on common chronic diseases while the Institute of Mental Health screened the seniors for depression and dementia.

In its annual Customer Satisfaction Survey with its clients, 97% of frail and homebound seniors felt that TSAC has met their needs. To better cater to the needs of its seniors, TSAC intends to conduct more research to identify service gaps.



Serving People with Special Needs

Maximising potential...
Empowering independence



TOUCH Centre for Independent Living

TOUCH Centre for Independent Living (TCIL) aims to meet the needs of individuals with intellectual disabilities to empower them with lifeskills and confidence so that they can become integrated into the community. In 2009, the number of clients and service users dipped 16.3% and 69.7% respectively due to market changes which saw more agencies providing similar services, and the H1N1 situation which led to cancellation of some activities. Correspondingly, the number of volunteers also saw a 59.7% drop compared to the year before.

Providing international exposure for clients

2009 was a unique year for many at TCIL as they had the opportunity to meet friends from around the world. For example, in April, TOUCH's new corporate partner, Temasek Holdings, organised fun events for TCIL clients as part of Temasek Holdings' Connection Day, an annual community day for its



Five trainees bagged one Gold, two Silver and three Bronze at the 7th Special Olympics Singapore National Games 2009 held in June.

staff from the international offices. Temasek Holdings staff from Singapore, Mexico and Brazil hosted TCIL trainees to an outing at the Singapore Science Centre and were treated to the IMAX movie at the Omni-Theatre and lunch at McDonald's. The company also donated oral care sets comprising a toothbrush and toothpaste to TCIL clients.

TCIL, together with TOUCH Ubi Hostel, also hosted 15 Japanese students and two staff from the Yokohama International College of Social Welfare as part of their educational tour to understand the social service sector in Singapore. Language was no barrier as both clients and visitors warmed up easily to one another as they played telematches, and sang and danced.

Nurturing talents and enhancing learning

As in previous years, TCIL trainees continued to excel in their sports abilities. This was evident when five trainees bagged one Gold, two Silver

and three Bronze at the 7th Special Olympics Singapore National Games 2009 held in June. Organised for the intellectually disabled once every four years, the Games saw the participation of close to 620 athletes from countries including Brunei, Indonesia, Myanmar and Timor Leste.

2009 was also a special year for TCIL trainee, Tham Kok Joo, as his artwork was selected by Bizlink's Seasons Greetings Card Project. He received a sum of \$400 for his art piece. The year also saw one trainee completing her training at TCIL and promoted to TOUCH Ubi Hostel for further training in pre-vocational and independent living training skills.

TCIL also took steps to further improve its teaching tools to enhance learning as it developed and produced localised training materials. Working with a volunteer, the project included filming and photography for the topics of "Traffic", "Daily Necessities", "Eating Places and Food" and "Money Management".

Looking ahead, TCIL will further explore with the National Council of Social Service to provide pre-vocational and employment services and support services to address the growing concerns of parents who desire to see their children being trained for either open or sheltered workshop employment.

TOUCH Ubi Hostel

TOUCH Ubi Hostel (TUH) is Singapore's only residential training facility for adults with mild intellectual disabilities located within a HDB heartland. TUH provides a simulated environment to coach trainees in the area of independent living and training them for open employment. In the year, TUH achieved an almost full enrolment of 28 trainees.

Enhancing relationships

The year also saw closer ties and bonding with the caregivers of TUH trainees through a range of activities. These included the Chinese New Year Dinner in February for 24 caregivers and the Mid Autumn Festival BBQ Celebration in October which saw six caregivers taking part in the game and singing sessions. For the second year, TUH organised an overseas trip to Johor Bahru and Yong Peng in Malaysia for 14 trainees together with their caregivers.

TUH also strengthened its partnership with external parties like the Singapore Management University who developed a video to teach TUH clients on "Learning How to Behave Appropriately in Public Places" in February. Volunteers from the SIA Community Club also brought 17 trainees to Haig Road RC Karaoke Lounge for a time of singing and bonding.

As a gesture of goodwill to the support it has received from the community, TUH through the *Thrift Mart*, donated to three Residential Homes and a Nursing Home, cartons of brand new t-shirts for its residents. It also donated two bags of brand new soft toys to the clients from Woodlands Care Corner Family Service Centre for their Christmas event.

Enhancing employability and restoring confidence

In 2009, TUH continued to perform well in the area of employment. Six trainees continued to be employed for at least 12 months after being employed - exceeding its target of four trainees. TUH also did well on the community living skills training area with 16 trainees learning a new skill with minimal supervision every six months - exceeding its target of 13. Its Open Employment Support Group and counselling services continued to provide trainees with support and guidance as they adjust to their new jobs and the challenges at work.



It was also a year of achievements for TUH as four of its trainees participated at the 7th Special Olympics Singapore National Games 2009, winning two Gold and one Bronze medal.

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

It was also a year of achievements for TUH as four of its trainees participated at the 7th Special Olympics Singapore National Games 2009, winning two Gold and one Bronze medal.



TSC's membership grew 42.9% to 333 Deaf individuals due to increased awareness of the services and programmes through various community events.

TOUCH Silent Club

In Singapore, there is an estimated 5,000 people who are hearing impaired and use sign language as their main mode of communication. This community, known as the Deaf, face many challenges that affect them educationally, socially, emotionally and psychologically. TOUCH Silent Club (TSC) believes that every Deaf has the potential to integrate and contribute to society. In 2009, TSC's membership grew 42.9% to 333 Deaf individuals due to increased awareness of the services and programmes through various community events.

Staying in touch with the needs of the Deaf

In its efforts to be better attuned to the current needs of the Deaf, TSC initiated new activities in the year. For example, it launched the Parents Support Group which has 30 parents as members. A Christmas event - *Deaf Got Talent!* - was also specially organised for the Deaf to promote bonding and for them to contribute back to the community. 100 participants, including Deaf members, family members and friends had a great time appreciating the various artistic talents as the Deaf showcased their hip-hop dancing, song-signing, and acting

and miming skills. TSC also donated food items and decorated the hampers which were presented to the frail elderly clients from TOUCH Home Care.

To cater to the needs of singles, *L.I.V.E* (Life Is Very Exciting) was also launched to encourage greater interaction, and create opportunities to develop their personal, social and intellectual skills. Under this programme, "The Art of Make-up" was organised to enable Deaf ladies to learn more about make-up and how to know themselves better.

On the employment front, the number of Deaf members who were placed successfully in jobs under the TSC's Work Assistance Programme held steady at 43. Generally, due to an improved employment situation in the later half of the year, the number of Deaf individuals who needed job placement assistance from TSC dipped by 42.4% to 49.

Plugging into the community

TSC forged strong partnerships with organisations and schools to increase Deaf awareness and to raise funds for its work. Community partners such as Balestier Hill Secondary School, Temasek Holdings and the Singapore National Employers Federation engaged TSC's expertise in conducting workshops, teaching sign language, providing interpretation services and organising activities to further raise Deaf awareness.

TSC also enjoyed firm support from schools like West Spring Secondary School who raised funds for the work of TSC as part of Citibank-YMCA Youth for Causes programme.

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.



Serving People with Healthcare Needs

Facing the odds...
Building resilience



TOUCH Cancer Support

TOUCH Cancer Support (TCAS) continued its role in helping patients suffering from Chronic Myeloid Leukemia and Gastrointestinal Stromal Tumours apply for financial help from both the pharmaceutical company, as well as other welfare organisations. In 2009, TCAS continued its partnership with Novartis Pharma AG (Singapore) – and is the only agency in Singapore to administer the Glivec Patient Assistance Programme (GPAP). The number of clients under the care of TCAS held steady at 220.

Extending more help

The year also saw TCAS administering the Tasignia Patient Assistance Programme (TPAP), a new leukaemia drug by Novartis, marking a milestone in TCAS' work with cancer patients. TCAS negotiated with Novartis to offer full financial assistance for the medication, Tasignia, to clients with chronic myeloid leukaemia who no longer benefited from their previous medication, including Glivec.



TOUCH Diabetes Support

According to the National Health Survey 2004, 8.2% of adults or approximately 330,000 people in Singapore have diabetes. Based on field prediction estimates, there are also about 500 to 600 children and teenagers with diabetes. These statistics are alarming for a small nation like Singapore. Diabetes is a serious chronic disease that can give rise to complications such as heart attack, kidney failure and blindness. TOUCH Diabetes Support (TDS) believes that the individual with diabetes must be at the centre of any effort to motivate him or her towards self care and ownership of this chronic condition which is the key to good diabetes management.

Expanding in size and outreach

Although TDS focuses primarily on individuals with Type 1 diabetes, the year continued to see a strong intake of Type 2 diabetes - accounting for half of its total membership. This is not surprising as 90% of local cases are Type 2 diabetes while only 5% to 10% are Type 1 diabetes. Overall, TDS experienced growth with an increase of 9.3% and 57.6% of clients and service users respectively compared to the previous year. Against this backdrop, TDS will continue to play an important role in being the advocate and voice for the diabetes community in Singapore.

Increasing awareness on good diabetes care

Beyond its regular support groups and talks on diabetes-related topics, TDS also conducted its second run of the Certificate in Basic Diabetes Education in June and July. 19 members and two staff completed the four-week course which included topics on diabetes care and management taught by specialists in various fields. To help its members keep abreast of the latest happenings in the diabetes scene in the areas of research findings and breakthroughs,

Compared to Glivec, the treatment and medication cost for Tasignia is much higher. As at end 2009, three clients have been placed under TPAP.

For the second year, TCAS appealed to Children's Cancer Foundation and received full assistance for the children in the GPAP who needed financial assistance to meet their medical needs.

Enhancing quality of life

Response to TCAS' services has been good with 69% of clients coping well with their illness and returning to their jobs and schools after proper treatment and community care. Caregivers of TCAS' clients also benefited from its services, with 100 of them turning up at the Caregivers and Volunteers' Appreciation Lunch 2009 specially organised for them. 45 cancer patients, their families, staff and volunteers of TCAS also attended an outing to the Singapore Discovery Centre, the SAFTI Military Institute and the Army Museum of Singapore.

Looking ahead, TCAS will further fine-tune its financial processes and procedures for the TPAP, and ensure that its clients will continue to enjoy appropriate subsidies for their medication.



a public talk, sponsored by Roche Diagnostics, was conducted by invited speaker, endocrinologist, Dr Kevin Tan.

In conjunction with World Diabetes Day, TOUCH Diabetes Support (TDS) organised *Walk with Diabetes* on Saturday, 7 November, at the Singapore River. Minister for Health, Mr Khaw Boon Wan, who was the Guest-of-Honour, flagged off the event and participated in the 5.5 km Walk, which aimed to increase public awareness of diabetes and its impact on lives; promote good diabetes management; and encourage the community to walk in support of a family member, friend or someone they know who lives with diabetes. Some 700 participants aged 1½ to 81 joined in the Walk. They also enjoyed a fun and enriching time at various games stations and educational booths by pharmaceutical companies, and took part in interactive games and quizzes along the way to help them better understand diabetes.

Moving forward, TDS will continue to look into building its staff strength and further strengthening its manpower capabilities to effectively meet the needs of the diabetes community.



It will also look into expanding its programmes to meet the key needs of individuals with Type 2 diabetes. To create a more conducive and friendlier atmosphere for its members, TDS also plans to create a Members Corner at the foyer in its centre in Toa Payoh.

In conjunction with World Diabetes Day, TOUCH Diabetes Support organised Walk with Diabetes on Saturday, 7 November, at the Singapore River.



Serving the International Community

Love beyond borders...
Rebuilding lives



TOUCH Community Services International

It was another progressive year for TOUCH Community Services International (TCSI) as it reached out to the foreign community in Singapore and the victims affected by natural disasters beyond our shores. The year saw the number of clients doubled to 1,000 due to TCSI's post-disaster rebuilding work in Sichuan and Sri Lanka. There was also a four-fold increase in the number of service users to 500 as TCSI accelerated efforts to reach out to foreign students in Singapore.

Rebuilding lives

Counsellors from TOUCH conducted the third round of crisis intervention training in Sichuan, China for 20 local trainees working with communities affected by the disaster. The training provided enabled them to better understand and help the handicapped survivors of the quake.

Another key highlight of TCSI's rebuilding efforts in post-earthquake Sichuan Province also included the launch of "Skills for Life" project. As part of TCSI's efforts to help survivors pick up a useful skill and enter an industry where there are employment opportunities, disabled survivors were sent for training to learn car mechanic skills to help them find jobs in car workshops. Response to this project was positive with more than 90% of trainees indicating that they were able to pick up a trade skill for life and find permanent jobs in the industry.

Moving beyond humanitarian efforts, TOUCH also conducted a cyber wellness seminar in Chengdu through TOUCH Cyber Wellness & Sports to raise awareness and understanding in educators and parents on cyber wellness-related issues.

In appreciation of TCSI's work, the Chengdu City government and the Chengdu Disabled Persons Federation presented a plaque of commendation to Founding Chairman of TOUCH, Mr Lawrence Khong, on 7 May at the May 12 Sichuan Earthquake One-Year Anniversary Appreciation Concert And Ceremony.

Promoting greater cultural understanding at home

TCSI also continued its *Meals@Home* programme for the second year. The number of host families and students on this programme doubled to 100 and 400 respectively. 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 also come to appreciate foreign talents better.



Looking ahead, TCSI hopes to further reach out to more foreign students in Singapore and explore the possibility of starting a community service office in Chengdu, China to provide an integrated network of services.

In appreciation of TCSI's work, the Chengdu City government and the Chengdu Disabled Persons Federation presented a plaque of commendation to Founding Chairman of TOUCH, Mr Lawrence Khong.

Facts & Figures / Financials & Policy Statements

Facts & Figures

2009 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)	
	2008	2009	2008	2009	2008	2009	2008	2009
TOUCH Character Development[^]	4 FT	5 FT	60*	131*	2,693	2,183	127	403
	1 PT	-	111**	81**				
TOUCH Child Care[^]	27 FT	29 FT	5*	3*	168	182	462	427
	2 PT	1 PT	153**	69**				
TOUCH Young Arrows	1 FT	2 FT	135*	170*	300	308	783	845
	1 PT	-	310**	465**				
TOUCH Cyber Wellness & Sports[^]	9 FT	11 FT	41*	21*	6,723	5,500	161,056	108,812
	1 PT	2 PT	14**	23**				
TOUCH Leadership & Mentoring[^]	7 FT	7 FT	34*	36*	1,905	1,362	356	308
	-	-	90**	48**				
TOUCH Youth Learning Centre	5 FT	4 FT	16*	12*	42	42	34	30
	2 PT	2 PT	10**	9**				
TOUCH Adoption Services	2 FT	2 FT	1*	16*	482	559	884	829
	2 PT	1 PT	10**	15**				
TOUCH Caregivers Support	2 FT	2 FT	-	-	63	140	248	252
TOUCH Counselling & Social Support[^]	1 FT	2 FT	43*	38*	103	82	365	452
	1 PT	1 PT	-	-				
TOUCH Family Life Education^{4^}	2 FT	3 FT	30*	28*	418	328	6,500	6,100
	2 PT	1 PT	15**	-				
TOUCH Home Care	10 FT	11 FT	214*	335*	387	508	-	-
	2 PT	3 PT	827**	584**				
TOUCH Seniors Activity Centre	5 FT	5 FT	56*	136*	549	588	-	-
	-	-	3**	4**				
TOUCH Centre for Independent Living[^]	10 FT	10 FT	25*	14*	43	36	423	128
	-	1 PT	680**	270**				
TOUCH Ubi Hostel	8 FT	8 FT	18*	19*	26	28	-	-
	1 PT	1 PT	7**	7**				
TOUCH Silent Club[^]	4 FT	3 FT	30*	33*	233	333	4,227	3,743
	-	1 PT	27**	40**				
TOUCH Cancer Support	2 FT	2 FT	32*	20*	223	220	202	201
	1 PT	1 PT	20**	10**				
TOUCH Diabetes Support	4 FT	4 FT	51*	55*	872	953	1,048	1,652
	1 PT	-	68**	170**				
TOUCH Community Services International	2 FT	2 FT	50*	20*	500	1,000	100	500
	-	-	50**	150**				
Total	105 FT	112 FT	841*	1,087*	15,730	14,352	176,815	124,682
	17 PT	15 PT	2,395**	1,945**				

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.

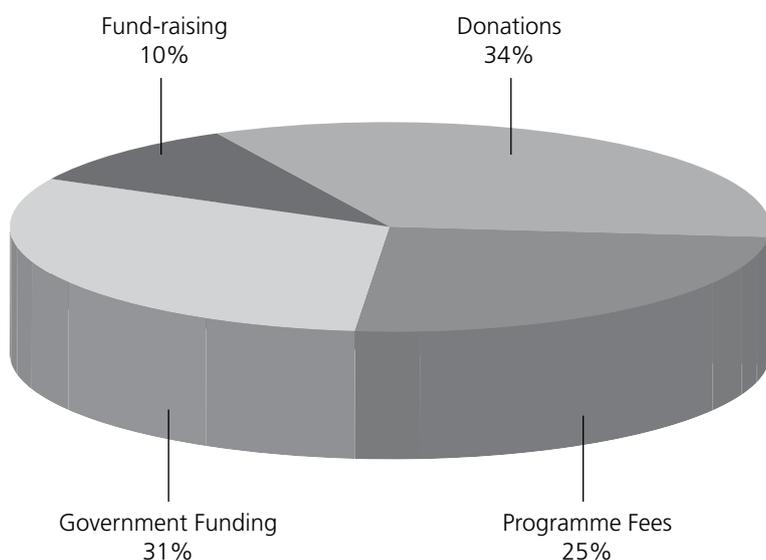
⁴ The service users for TOUCH Family Life Education have been redefined to include participants who attended its parenting workshops. Previously, they were classified as clients.

[^] The H1N1 crisis from end April to mid July saw the postponement and cancellation of activities in schools and for the public as precautionary measures were put in place. This resulted in a drop in clients and/or service users under TOUCH Character Development, TOUCH Child Care, TOUCH Cyber Wellness & Sports, TOUCH Leadership & Mentoring, TOUCH Counselling & Social Support, TOUCH Family Life Education, TOUCH Centre for Independent Living and TOUCH Silent Club.

Financials & Policy Statements

2009 Sources Of Income

TOUCH INCOME	\$	%
Donations	3,514,674	34
Programme Fees	2,541,639	25
Government Funding	3,211,281	31
Fund-raising	1,007,709	10
Total	10,275,303	100



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

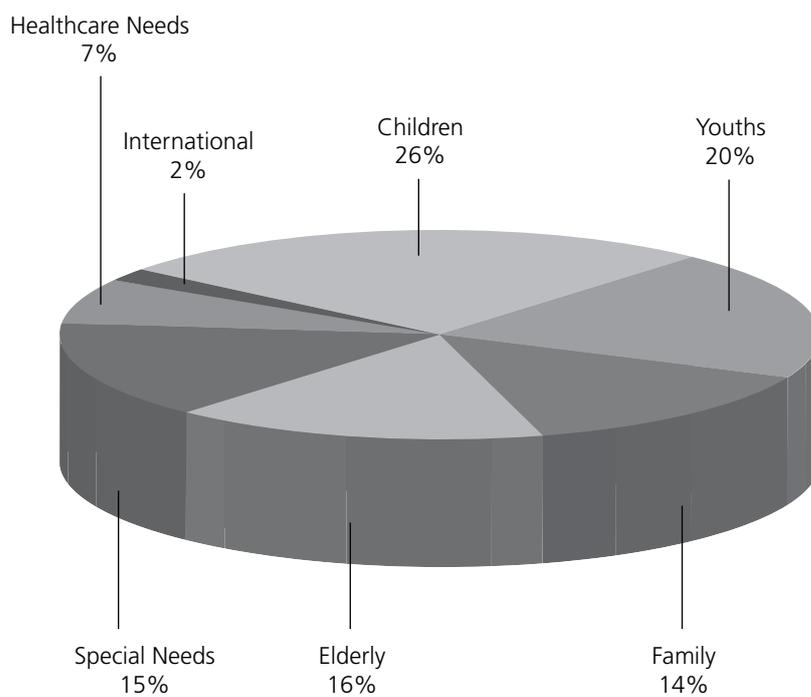
To further improve corporate governance, TOUCH has put in place proper financial controls and procedures to ensure high financial accounting standards. Audited financial statements are published annually. Specific project evaluations are also carried out to assess the effectiveness of its programmes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

TOUCH receives only about 31% of its annual funding from government grants and relies on its own fund-raising efforts to meet the rest of its financial needs. In 2009, TOUCH received income totalling \$10.3 million for the group, which includes TOUCH Community Services Limited, TOUCH Family Development Centre, TOUCH Family Services Limited and TOUCH Youth Limited. Refer to charts on the left and next page.

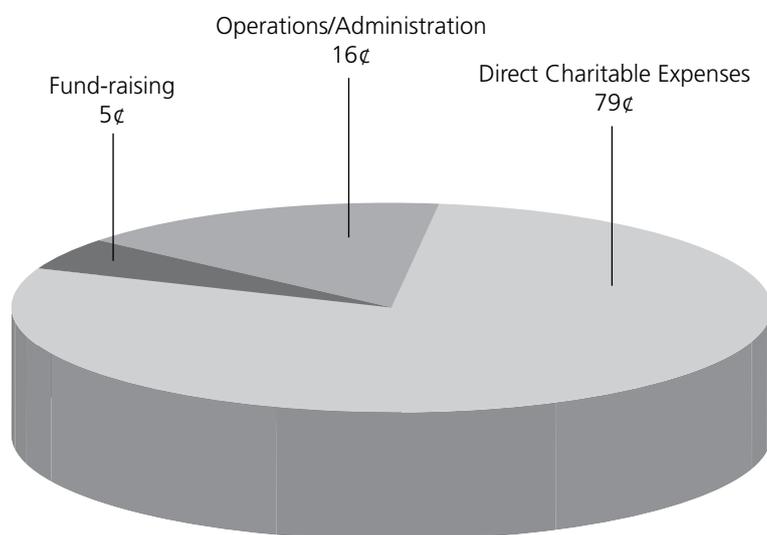
2009 Distribution Of Expenditure

DISTRIBUTION OF EXPENDITURE FOR TOUCH	\$	%
Children	2,326,678	26
Youths	1,850,855	20
Family	1,218,792	14
Elderly	1,415,491	16
Special Needs	1,394,468	15
Healthcare Needs	627,315	7
International	205,981	2
Total	9,039,580	100

For financial year 2009, TOUCH had a surplus of \$1,235,723.



2009 Breakdown Of Charity Dollar



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.

For financial year 2009, out of every \$1.00 spent, 79¢ goes directly to fund programmes and activities that benefit our clients. Refer to chart on the left.

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

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 Board in the event a conflict of interest situation may arise.

Directory Of Services & Locations

TOUCH Community Services

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

CHILDREN SERVICE GROUP

TOUCH Character Development

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central
#05-3545, Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : tcd@touch.org.sg

TOUCH Child Care (Hougang)

(TOUCH Family Development Centre)

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

TOUCH Child Care (Clementi)

(TOUCH Family Development Centre)

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

TOUCH Young Arrows

(TOUCH Community Services Limited)

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

YOUTH SERVICE GROUP

TOUCH Cyber Wellness & Sports

(TOUCH Youth Limited)

Add : Blk 162, Bukit Merah Central
#05-3555, Singapore 150162
Tel : +65 6273 5568
Fax : +65 6271 5449
Email : contactus@planetcrush.org
Web : www.planetcrush.org

TOUCH Leadership & Mentoring

(TOUCH Youth Limited)

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

TOUCH Youth Learning Centre

(TOUCH Youth Limited)

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

FAMILY SERVICE GROUP

TOUCH Adoption Services

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central
#05-3545, Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : adoption@touch.org.sg
Web : http://adoption.touch.org.sg

TOUCH Caregivers Support

(TOUCH Community Services Limited)

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

TOUCH Counselling & Social Support

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central
#05-3545, Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : tcs@touch.org.sg

TOUCH Family Life Education

(TOUCH Family Services Limited)

Add : Blk 162, Bukit Merah Central
#05-3545, Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : familylife@touch.org.sg

ELDERLY SERVICE GROUP

TOUCH Home Care

(TOUCH Community Services Limited)

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

TOUCH Seniors Activity Centre

(TOUCH Community Services Limited)

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

SPECIAL NEEDS SERVICE GROUP

TOUCH Silent Club

(TOUCH Community Services Limited)

Add : Blk 162 Bukit Merah Central
#05-3545, Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : silent.club@touch.org.sg
Web : www.silentclub.org.sg

TOUCH Centre for Independent Living

(TOUCH Community Services Limited)

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

TOUCH Ubi Hostel

(TOUCH Community Services Limited)

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

HEALTHCARE SERVICE GROUP

TOUCH Cancer Support

(TOUCH Community Services Limited)

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

TOUCH Diabetes Support

(TOUCH Community Services Limited)

Add : Blk 149 Toa Payoh Lorong 1
#01-943, Singapore 310149
Tel : +65 6252 2861
Fax : +65 6252 9695
Email : tds@touch.org.sg
Web : www.diabetessupport.org.sg

TOUCH Community Services International

(TOUCH Community Services 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

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

TOUCH FAMILY SERVICES LIMITED

Blk 162 Bukit Merah Central #05-3545 Singapore 150162

TOUCH YOUTH LIMITED

Blk 162 Bukit Merah Central #05-3555 Singapore 150162

TOUCH FAMILY DEVELOPMENT CENTRE

Blk 606 Hougang Ave 4 #01-167 Singapore 530606

www.touch.org.sg