To Serve

CHILDREN

YOUTHS

TOUCH REPORT
2014

FAMILIES

ELDERLY

PEOPLE WITH SPECIAL NEEDS

HEALTHCARE

INTERNATIONAL COMMUNITY

STRENGTHENING FAMILIES
TRANSFORMING COMMUNITIES

with TOUCH

Highlights from TOUCH Community Services Limited | TOUCH Family Services Limited | TOUCH Community Services International Ltd

TOUCH REPORT 2014

CORPORATE INFORMATION 02

FOUNDING CHAIRMAN'S MESSAGE 04

EXECUTIVE DIRECTOR'S MESSAGE 05

LEADERSHIP TEAM/ORGANISATION STRUCTURE 06

MEETING THE NEEDS OF THE COMMUNITY 08

2014 KEY HIGHLIGHTS 10

2014 KEY STATISTICS 12

CORPORATE HIGHLIGHTS 14

SERVING THE

- CHILDREN 18
- YOUTHS 22
- FAMILY 26
- ELDERLY 32
- PEOPLE WITH SPECIAL NEEDS 36
- PEOPLE WITH HEALTHCARE NEEDS 40
- INTERNATIONAL COMMUNITY 44

FACTS & FIGURES 46

FINANCIALS & POLICY STATEMENTS 48

DIRECTORY OF SERVICES & LOCATIONS 54

Information is correct for Year 2014

The TOUCH Report 2014 is published by TOUCH Community Services. For enquiries, please email tcs@touch.org.sg.

The production of this Report is partially sponsored by Words Worth Media Management. www.wordsworth.com.sg

Corporate INFORMATION

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

TOUCH comprises TOUCH Community Services Limited (TCSL), TOUCH Family Services Limited (TFSL) and TOUCH Community Services International Limited (TCSIL). TOUCH has an integrated network of 17 services with 13 centres and 19 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 22 years, TOUCH has reached out to many individuals from all races and religions. In 2014, we reached out to some 29,000 clients and 156,000 service users. Clients refer to those who are members of TOUCH services or individuals served by TOUCH, i.e. at least once a month or attended at least 80% of activities or programmes organised or received face-to-face services including counselling. Service users include individuals who have benefited from camps, health screening, and educational outreaches such as talks, workshops and roadshows organised by TOUCH.

TOUCH's services have received numerous accolades in recognition of their outstanding contributions to the community. In 2014, TOUCH staff were recipients of two national awards - the Outstanding Social Worker Award and the Healthcare Humanity Award - in recognition of their outstanding performance in their respective fields. TOUCH Caregivers Support also received the Good Practice Award in recognition of its productivity and innovation. Other accolades awarded in previous years included TOUCH Cyber Wellness' Singapore Youth Award in 2011, as well as the appointment of TOUCH Seniors Activity Centre as a Centre of Specialisation by the National Council of Social Service in 2011.

TOUCH

OUR MISSION

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

VISION 2015

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

OUR STORY

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

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

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

Founding Chairman's MESSAGE

In 2014, we celebrated our 22nd year of serving the community. In line with our passion to see families thrive, the year was punctuated with a slew of new initiatives to reach out to needy children, youths-at-risk, needy families, people with special and healthcare needs and the frail elderly. Even as we face fast moving changes in the social service landscape, our priority today, just as it was back in 1986 when our work first started, remains unchanged: We will continue to deliver affordable and excellent services that will meet the evolving needs of society.

All in, it was a good year for TOUCH as we forged stronger partnerships and dialogues with government bodies in helping to identify needs to plug social gaps and bring social services closer to needy Singaporeans. It was also an opportune time for us to review our operations and relevance of our services, and initiate changes to further raise our efficiency and service standards.

Our clients are empowered because of SUPPORTERS LIKE YOU.

Because you care, our work can continue TO MAKE A DIFFERENCE to the communities we serve.

We are also heartened by the good response for our regular fund-raising events which included TOUCH Charity Futsal, Swing for Charity, TOUCH Charity Movie and Ultimate Hawker Fest. One thing is clear: our clients are empowered because of supporters like you. Because you care, our work can continue to make a difference to the communities we serve.

Let us continue to press on in our efforts in transforming lives and turning challenges into opportunities. On behalf of all clients and staff from TOUCH, thank you once again for your faithful support and for journeying with us.

Lawrence Khong, PBM

Executive Director's MESSAGE

2014 was an exciting year for the social service sector, as the government stepped up efforts to build an inclusive society, by providing opportunities for Singaporeans to fulfill their aspirations and ensuring that no one is left behind.

To meet the increasing needs of the elderly, the Ministry of Social and Family Development introduced a new Senior Cluster Network to run a suite of services for seniors within a HDB estate. Each service operator will run one Senior Activity Centre (Cluster Support), up to three Senior Group Homes and up to five Seniors Activity Centres within its appointed region. TOUCH was appointed as a service operator for the Senior Cluster Network for the Kallang/Novena/Whampoa and Yishun/Sembawang regions in October 2014, underlining its efforts over the years in supporting seniors to age-in-place.

Efforts by TOUCH to champion cyber wellness education over the years also came to fruition as the Ministry of Education (MOE) initiated greater ownership over school-based cyber wellness curriculum by insourcing lessons. While MOE's latest development has caused a dip in demand for school-based cyber wellness workshops, it has allowed TOUCH Cyber Wellness (TCW) to realign its focus to meet the needs of underserved segments such as the pre-school and special needs school markets, to provide early intervention and educational support for children, youths and educators.

During the year, work started on a cyber wellness pre-school curriculum to help pre-schoolers develop a balanced lifestyle of gaming. The series of cyber wellness children books will be completed by the first half of 2015. Programmes were also developed for three special education schools last year, reaching out to some 300 students, 150 teachers and 40 parents.

In 2014, TCW and Singtel also launched Singapore's first-ever cyber wellness mobile application – *notAnoobie* – to help parents bridge the digital divide. Against the rise of online gambling among youths, TCW also initiated partnerships with the National Council on Problem Gambling to develop cyber wellness programmes to reach students, parents and teachers. To complement MOE's renewed focus in developing its inhouse cyber wellness curriculum, TCW started a new cyber wellness ambassador programme for secondary school students.

Other highlights at TOUCH include a new fitness programme initiated by TOUCH Diabetes Support to aid psycho-social development of people with diabetes. There was also a new community programme by TOUCH Seniors Activity Centre for elderly clients to bring cheer to residents in nursing homes. TOUCH's Special Needs Services also introduced a new caregivers' support group to strengthen support for caregivers of clients with intellectual disabilities.

In the year under review, TOUCH served some 29,000 clients and 156,000 service users. It was also an encouraging year for TOUCH with two of its staff receiving national awards – the Outstanding Social Worker Award and the Healthcare Humanity Award – in recognition of the staffs' outstanding performance in their respective fields. TOUCH Caregivers Support also received the Agency for Integrated Care's Good Practice Award in recognition of its productivity and innovation.

TOUCH continued to engage its volunteers as an important support in meeting the needs of the community. In 2014, there were some 7,960 volunteers – 8.8% more than the corresponding period in 2013. There were some 1,590 regular volunteers and 6,360 ad-hoc volunteers during the year.

The work of TOUCH would not have been possible without the unwavering support from corporations, individual donors, volunteers and supporters. Their firm support has enabled TOUCH to continue its work to "strengthen families" and "transform communities".

Eugene Seow, PBM

Leadership TEAM

Eugene Seow, PBM
Executive Director

James Tan
Deputy Executive Director

Edmund Wong
Senior Director
(Family/Children Services)

Leong Lai Cheng
Senior Director, Corporate Services [Finance & Planning, Governance, Human Resource, IT/Operations & Admin]

Anita Low-Lim
Director,
Community Relations
& Youth Services

Julia Lee
Director, Department of Social Work & TOUCH Senior Cluster Network

Kavin Seow
Director, TOUCH Caregivers Support & TOUCH Home Care

Danny Loke
Senior Manager,
Special Needs Services

Pek Bin Lee*
Senior Manager,
Human Resource

Shawn Lim
Senior Manager,
International

Teo Seok Bee
Senior Manager,
Family Services

Chong Ee Jay
Manager,
Cyber Wellness &
Volunteer Management

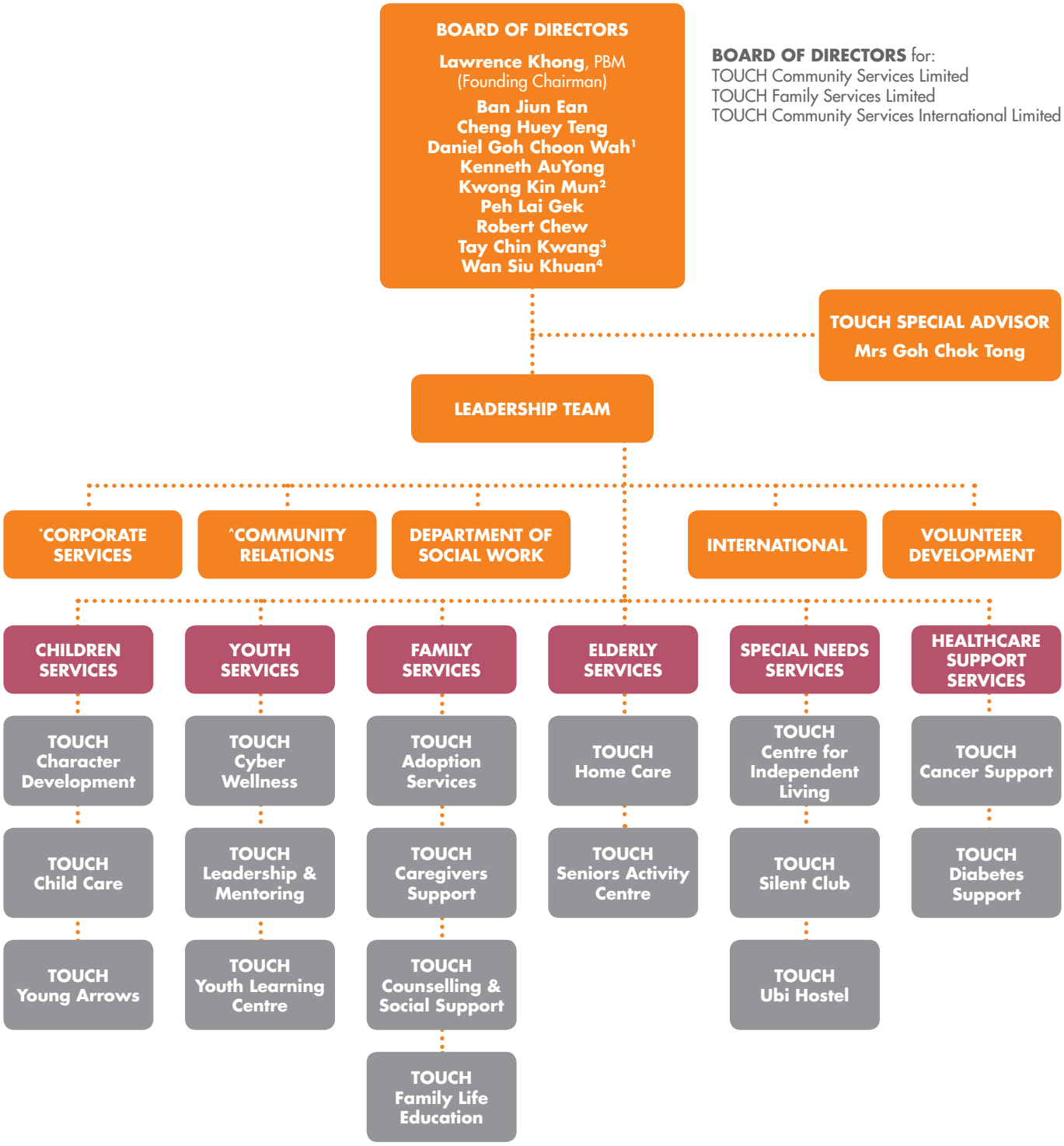
Tan Geok Cheng*
Manager,
Healthcare Support
Services

Terry Lim
Manager,
Communications

Joyce Ang*
Head,
Internal Audit &
Data Analytics

** Appointed in 2015.*

Organisation STRUCTURE



*Corporate Services includes Finance & Planning, Corporate Governance, Human Resource, IT & Corporate Operations.
^Community Relations includes Partnership Development & Communications.

Date of Appointment: [1] *2 March 2015* [2] *2 March 2015* [3] *15 June 2015* [4] *15 June 2015*

Meeting THE NEEDS

TOUCH has a total of 17 SERVICES under SIX SERVICE GROUPS and an INTERNATIONAL ARM

Children Services

TOUCH CHARACTER DEVELOPMENT∞
TOUCH CHILD CARE∞
TOUCH YOUNG ARROWS

Youth Services

TOUCH CYBER WELLNESS
TOUCH LEADERSHIP & MENTORING
TOUCH YOUTH LEARNING CENTRE

Family Services

TOUCH ADOPTION SERVICES∞
TOUCH CAREGIVERS SUPPORT
TOUCH COUNSELLING & SOCIAL SUPPORT∞
TOUCH FAMILY LIFE EDUCATION∞

Information is updated at the time of print.

OF THE COMMUNITY

Elderly Services

TOUCH HOME CARE
TOUCH SENIORS ACTIVITY CENTRE

Healthcare Support Services

TOUCH CANCER SUPPORT
TOUCH DIABETES SUPPORT

Special Needs Services

TOUCH CENTRE FOR INDEPENDENT LIVING
TOUCH SILENT CLUB
TOUCH UBI HOSTEL

TOUCH Community Services International^

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

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

Information is updated at the time of print.

2014 KEY HIGHLIGHTS

JANUARY

- TOUCH was appointed MediaCorp's adopted charity, marking the start of its partnership under *MediaCorp Cares* – MediaCorp's Corporate Social Responsibility programme.

MARCH

- Launch of Singapore's first cyber wellness mobile application for parents – *notAnoobie* – introduced by Singtel and TOUCH Cyber Wellness.

MAY

- TOUCH Home Care's Senior Occupational Therapist, Ms Sandy Goh, was a recipient of the Healthcare Humanity Award – a national award given to outstanding and inspirational healthcare workers who go the extra mile to care for the sick and infirmed. Since 2007, five of THC's staff have received this award.

- TOUCH Family Services organised its ninth TOUCH Family Festival (FamFest 2014) at Great Eastern Centre. FamFest 2014 also saw Singapore's first-ever 'virtual' gathering launched on Facebook in June 2014. The Facebook page, entitled FamFest Singapore, garnered more than 14,500 "Likes" in the first week of launch.

JULY

- Some 2,500 runners turned up at Gardens by the Bay to run in support of the needy children from TOUCH Young Arrows. Run & Rasin' was officiated by Senior Minister of State, Ministry of Health and Ministry of Manpower, Dr Amy Khor.

SEPTEMBER

- TOUCH Young Arrows set up a new Club in Bukit Panjang. Together with Telok Blangah, TYA has 19 clubs reaching out to 432 children.

- For the second year, TOUCH Child Care (Clementi & Hougang) attained the Championing Efforts Resulting in Improved School Health or CHERISH Junior Award by the Health Promotion Board which recognises schools which have comprehensive school health promotion programmes for their students and staff.

- TOUCH Leadership & Mentoring officially partnered the ITE College East to launch a youth development centre to develop students' passions and hobbies into strengths and skills with high market demand.

- The 11th edition of Swing for Charity golf tournament raised a record of S$331,000 to support the work of TOUCH in the community.

OCTOBER

- TOUCH Caregivers Support was awarded the Good Practice Award in recognition for its productivity and innovation as part of the Intermediate or Long-Term Care or ILTC Awards organised by the Agency for Integrated Care.

NOVEMBER

- Ms Julia Lee, Director of Department of Social Work and TOUCH Senior Cluster Network was a recipient of the Outstanding Social Worker Award 2014 – the highest accolade given to social workers in Singapore – organised by the Singapore Association of Social Workers with the support of the Ministry of Social and Family Development.

- TOUCH Community Services was appointed by the Ministry of Social and Family Development as a service operator for the Senior Cluster Network for the Kallang / Whampoa / Novena and Yishun / Sembawang regions.

- TOUCH Family Services organised the *iLoveSingapore Walk* for some 15,000 participants. Officiated by Speaker of Parliament & Member of Parliament, Jurong GRC, Mdm Halimah Yacob, the event was held in conjunction with the International Year of the Family 2014. A total of $558,300 was raised by 29 organisations to benefit 21 Singapore charities.

- TOUCH organised its first overseas Marriage Preparation Course in Shanghai through TOUCH Community Services International.

- TOUCH Cyber Wellness launched its first of four books - "What did you see at the zoo?" – under its CRuSH Explorer programme, funded by the Inter-Ministry Cyber Wellness Steering Committee. Programmes were also developed for three special education schools last year, reaching out to some 300 students, 150 teachers and 40 parents.

2014

KEY STATISTICS AT A GLANCE

29,514 CLIENTS

13 CENTRES

1,593 Active Volunteers

CHILDREN'S CLUBS

SEVENTEEN SERVICES

482 COUNSELLING SESSIONS

3,333 CALLS TO CARE LINE FOR CAREGIVERS

316 ATTENDED THE MARRIAGE PREPARATION COURSE

45 SENIOR VOLUNTEERS IN THE SENIORS CARING FOR SENIORS PROJECT

6,597

Parents, educators and social workers attended cyber wellness talks

1,815 FRAIL ELDERLY SUPPORTED

More than

10,000

PACKS OF MEALS DELIVERED BY VOLUNTEERS TO THE FRAIL ELDERLY EACH MONTH

Corporate HIGHLIGHTS

TOUCH Family Services at Leisure Park Kallang

On 17 September 2014, TOUCH Family Services (TFS) relocated from Bukit Merah Central to Leisure Park Kallang. Strategically located beside the Stadium MRT Station and covering over 320sqm, the new premise will function as a volunteer resource centre and family service centre with well-equipped seminar rooms to allow for more flexible use of space for training, counselling and workshop sessions for its clients and volunteers. It will also enable TFS to further extend its services and programmes to a wider community in a more convenient and central location with greater accessibility to the mass transport system. This will allow TFS to have greater reach to the Central Business District, Kallang, Marine Parade and the south-eastern regions.

The services located at Leisure Park Kallang are TOUCH Adoption Services, TOUCH Counselling & Social Support, TOUCH Family Life Education and TOUCH Community Services International.

iLoveSingapore Walk 2014: A Walk to Celebrate Families

Over 15,000 supporters turned up at the Padang on 15 November 2014 for *iLoveSingapore Walk 2014 (iLSW2014)* – a charity walkathon round the Marina Bay Promenade organised by TOUCH Family Services and officiated by Speaker of Parliament & Member of Parliament, Jurong GRC, Mdm Halimah Yacob. *iLSW2014* was organised in celebration of the International Year of the Family 2014. A total of S$558,300 was raised by 29 organisations to benefit 21 Singapore charities.

iLSW2014 was supported by the Eurasian Association of Singapore, LoveSingapore Network of Churches, MUIS, National Council of Social Service, National Volunteer & Philanthropy Centre, SINDA, Yayasan Mendaki and other voluntary welfare organisations, corporations and schools. *iLSW2014* featured a unique fundraising mechanism, which empowers participating organisations to give 30% of net proceeds to Community Chest while designating the remaining 70% to charities of their choice. Event highlights included kampung games along the walk route and a signature board for walkers to sign and affirm their commitment to their families.

Strengthening Social Work Capabilities

During the year, Ms Julia Lee, Director of Department of Social Work (DSW) and TOUCH Senior Cluster Network, received the Outstanding Social Worker Award 2014 - the highest accolade given to social workers in Singapore – in recognition of her dedication and high standards in social work for the past 29 years. Ms Lee has spearheaded several initiatives to improve the lives of clients at TOUCH, including the Seniors Caring for Seniors Project which encourages volunteerism amongst seniors and the Seniors Community Involvement Project which encourages the elderly to remain active by serving in community projects. This award seeks to recognise the outstanding contributions by social workers for their consistent and professional contributions.

Into its third year, the DSW continued to provide support through case consultation, training and enrichment programmes, tools and resources for the social workers and counsellors. Using the VWO Capability Fund (VCF), TOUCH is in the progress of sponsoring seven staff for the Bachelor / Graduate Diploma course in Social Work to increase its pool of social workers. Its clients include families who face financial hardships due to chronic health issues, mental illness, unemployment and low wages; and ex-offenders and single elderly persons with health and disability issues and insufficient family support. As at end 2014, TOUCH clients were supported by 17 registered social workers, 12 counsellors and eight accredited registered social service practitioners.

From left: Ms Julia Lee receiving the Award from President Tony Tan Keng Yam on 26 November 2014.

TOUCH Founding Chairman Mr Lawrence Khong presenting an appreciation token to Guest-of-Honour (GOH) Speaker of Parliament, Mdm Halimah Yacob at the iLoveSingapore Walk at the Padang.

Participants signing on the Signature Board to affirm their commitment to families.

Community, Corporate and School Projects

2014 was a fruitful year with strong partnerships forged with schools to develop positive values and leadership skills in students, to unleash their creativity and contribute to society by raising funds for TOUCH. These included student teams from Citi-YMCA Youth For Causes who raised some S$61,700 for TOUCH.

Celebrating Chinese New Year with the seniors from TSAC.

Other projects included:

Kids Spread Festive Cheer to the Needy

In the year under review, 40 preschools, primary and secondary schools around Singapore participated in the Lunar New Year project and donated some S$74,700 from their Ang Pow collections. Schools including Paya Lebar Methodist Girls' School (Primary) also added cheer to the occasion by organising a Lunar New Year dinner at their school hall for 90 seniors from TOUCH Seniors Activity Centre. The students were taught how to use dialects to interact with the seniors, and learnt about the Lo Hei procedure and its significance. They also distributed oranges and handmade cards at the event. The fundraiser also raised some $36,300 for the work of TOUCH.

Mr Lee Eng Hong, MOH's then Deputy Director, Active Ageing, Ageing Planning Office, receiving the Community Shield from TOUCH Executive Director, Mr Eugene Seow, in appreciation of MOH and AIC's participation in the charity curtain raiser.

Kicking for a Good Cause – TOUCH Charity Futsal

On 23 May 2014, some 120 footballers representing 12 teams from seven corporations donned their soccer boots and raised S$24,000 for TOUCH beneficiaries at the annual TOUCH Charity Futsal tournament. The event started with a curtain raiser featuring a combined staff team from the Ministry of Health (MOH) and the Agency of Integrated Care (AIC), against the TOUCH staff team. This opening match, aptly named The Community Shield, was held to commemorate the special partnership between TOUCH and its community partners including the Ministry of Health and the Agency for Integrated Care. After playing eight games enroute to the final, Team SPL Platinum from Singapore Power was crowned champion of TOUCH Charity Futsal 2014, clinching a 2-0 victory over Rolls Royce's Seletar Slayers in the finals.

From left: TOUCH Executive Director, Mr Eugene Seow, TOUCH Founding Chairman, Mr Lawrence Khong, Minister for Culture, Community and Youth, Mr Lawrence Wong and Mr Jerry Low, Volunteer Chairman of Swing for Charity.

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

Singapore Island Country Club's (SICC) New Course played host to 144 golfers for *TOUCH Swing for Charity 2014* on *Friday, 5 September 2014*. The 11th edition of the charity golf tournament raised a record S$331,000 to support the work of TOUCH in the community. The fundraiser was officiated by Guest-of-Honour Mr Lawrence Wong, Minister for Culture, Community and Youth, and Second Minister for Communications and Information. The evening programme included performances by the children from TOUCH Young Arrows and a group of talented youth volunteers from ITE College East.

TOUCH Charity Movie

As part of TOUCH's efforts to build strong family bonds, TOUCH organised TOUCH Movie Nite 2014, a charity sneak premiere of Walt Disney's Planes: Fire & Rescue at Shaw Theatres Lido on 29 August 2014. Packed with fun fringe activities and freebies sponsored by Walt Disney Studios Motion Pictures, Singapore, the family-friendly event provided needy families with an enjoyable night out, while raising funds for more than 32,000 beneficiaries of TOUCH. The movie, which taught the importance of perseverance and working as a team, was graced by Guest-of-Honour, Mr Ang Hin Kee, Member of Parliament for Ang Mo Kio GRC and raised some S$112,000 to benefit the clients of TOUCH.

Guest-of-Honour Mr Ang Hin Kee, Member of Parliament for Ang Mo Kio GRC, and wife, Mrs Caroline Ang (second and third from right), with the Management of TOUCH Community Services at TOUCH Movie Nite 2014.

Pioneer Generation Hawkers Honoured at Charity Food Fest

Over 2,800 individuals attended TOUCH's popular *Ultimate Hawker Fest (UHF)* with a unique focus on celebrating Singapore's Hawker Heritage, as part of Singapore's Jubilee (SG50) celebrations. Officiated by the Minister for Social and Family Development, Mr Chan Chun Sing, the iconic one-day event took place at Suntec Convention Centre on 22 November 2014, from 11am to 5pm. UHF 2014 featured celebrity food bloggers Maureen Ow (www.MissTamChiak.com), Derrick Tan (www.SgFoodOnFoot.com) and Ian Low (TheSilverChef.blogspot.sg), who combined their gourmet expertise to bring together more than 20 chefs to create the Ultimate menu. The best of Singapore's hawker culture were showcased in three food zones namely *Ultimate Original Recipe, Ultimate Pursuit of Happiness* and *Ultimate Ingredients*. The fundraiser raised some S$187,000 to support the work of TOUCH in the community.

Family and friends bonding over good food at Ultimate Hawker Fest 2014.

National Day Parade 2014

TOUCH participated in the National Day Parade (NDP) for the 13th year. 400 TOUCH Motivators joined Singaporeans in celebrating Singapore's 49th year of independence at The Float at Marina Bay. The Motivators comprised students from various ITEs and polytechnic, where they have been recruited and trained by 70 TOUCH youth mentors and volunteers. The Motivators opened up the Pre-parade segment with the song "Happy" together with dancers from the Singapore Armed Forces and its Music and Dance Company, and Institute of Technical Education Colleges. The audience were also encouraged to take pictures with photo frames props made and designed by the Motivators to express their love for the nation. 40 Motivators from the Singapore Polytechnic also supported Act 4 as Pom-pom Cheerleaders. The finale ended with the Motivators forming up with all the other participants to dance in unison along with a medley of national songs.

Dressed in colourful costumes and armed with props to promote greater audience participation, the Motivators livened up the celebratory mood at the Float.

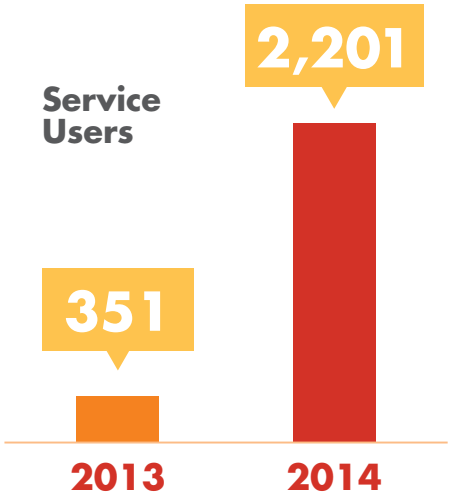
Serving the CHILD

At TOUCH, *we believe that every child deserves a chance to fulfil their highest potential.* We aim to help the children achieve their highest potential through services ranging from childcare education, character development, academic coaching and recreational activities.

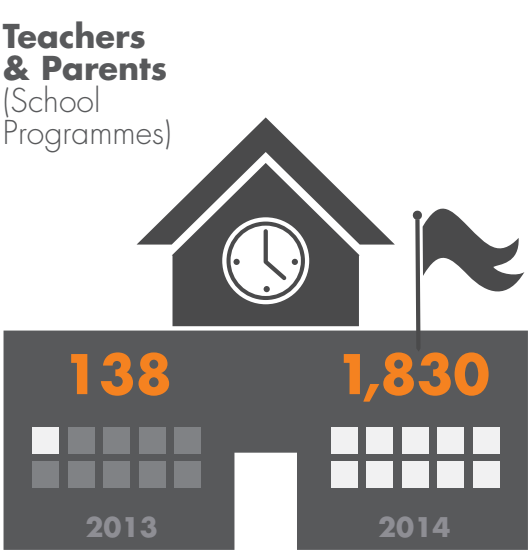
TOUCH Character Development

2014 was an important year for TOUCH Character Development (TCD), a service of TOUCH Family Services Limited, as it accelerated efforts to empower parents and educators to teach children character values effectively following the successful launch of its toolkit the previous year. In the year, TCD continued to receive strong demand for its toolkit.

With TCD's new focus on conducting workshops for parents and educators, the number of service users increased six-folds or 609%, reaching some 2,201 individuals while its client base decreased by 46%, from 2,372 to 1,278. More parents and educators attended TCD's talks and workshops in schools, and there was strong demand for its Intentional Parent (IP) – Character First workshops on the use of the toolkit.



In the year under review, TCD ramped up efforts to train volunteer leaders and coaches to widen its outreach to parents and educators.



Key Highlights

- Two TCD staff were certified as Character Practitioners by the Abraham Lincoln Institute, an American-based training centre on character development, and Professor Lickona, a leading authority in character education, with 40 years of research in Character Education.
- Developed eight new curricula reaching out to parents and educators comprising eight modules, including a customised module to train teachers at student care centres.
- Set up new standard operating procedures for Train-the-Trainer System Manual to enhance training and efficiency.
- Conducted three training sessions, reaching out to 55 schools and 86 teachers. To date, TCD has reached out to 106 schools or 60% of the primary school market, since 2013.
- TCD's IP workshops were attended by community groups including the Singapore Indian Development Association, the Association of Muslim Professionals and the Chinese Development Assistance Council and other voluntary welfare organisations, as well as 40 TYA club leaders and staff from TCIL and TSC.
- Distributed toolkit to 22 community agencies from eight countries.
- Trained 23 family life coaches in 6A Star Parent programme, a pilot by the Ministry of Social and Family Development (MSF), which brings family life education to the homes of low-income families to build the foundations of parenting.
- Continued work with at-risk children and families under the ESU programme and linking of Aspire Alumni teens to youth groups.
- Soft launch of IP @ Work at the TOUCH Family Festival and at MSF in May for 97 parents at workplaces.
- Trained three staff from Malaysia community agency to reach out to their community and a future partnership in Kalimantan in 2015.

TCD saw strong demand for training from parents and educators following the successful launch of Singapore's first-of-its-kind Parent's Toolkit on Character Development.

Since 2001, TCD has reached out to more than 50,000 children and parents in Singapore and overseas.

TOUCH Child Care

TCC children enjoying themselves at an outing to the beach where they learnt about nature and protecting the environment.

The K2 Graduation for TCC (Clementi & Hougang) saw children performing for their parents followed by a fun-filled afternoon of games.

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

TCC's enrolment at two centres in Clementi and Hougang reached its optimal capacity at 188 – 1.6% lower compared to the previous year. The year also saw a decrease of 34.5% in the number of caregivers or family members who participated in TCC's activities – from 870 to 570. Correspondingly, there was a 55.3% dip in the number of volunteers, from 1,273 to 569.

Key Highlights

- As an Integrated Child Care Programme Centre since 2003, TCC had a total intake of 18 children with special needs, of which four graduated and joined mainstream primary schools.
- For the first time, TCC partnered TOUCH Cyber Wellness to organise a workshop "I Can't Live without IT – Engaging the IT and Smartphone Generation" for 33 families from both Centres. Parents downloaded Singapore's first mobile app – *notAnoobie* – for parents by TCW, and were given practical handles on how to guide their children in the digital age.
- To celebrate World Kindness Day in November, the children from both centres made flowers and brought home to thank their neighbours. They also showed their appreciation by picking leaves, washing the pavilion and badminton court, and watered the neighbours' plants.
- TCC held its first carolling session on 19 December 2014 which saw 36 families from the two Centres engaged in door-to-door carolling in the surrounding neighbourhood together with their children and teachers.
- A range of Values In Action programme were organised throughout the year with schools including Maris Stella High School, Navel Base Secondary School, Nan Hua High School, St Gabriel's Secondary School, Paya Lebar Methodist Girls' School (Secondary), Compassvale Secondary, River Valley High School, Nan Chiau High School, NUS High School, Ngee Ann Polytechnic and National Junior College.
- For the seventh year, TCC (Clementi & Hougang) attained the Healthy Eating Award accreditation by the HPB to encourage child care centres to play an important role in shaping children's eating habits.

For the second year, TCC (Clementi & Hougang) ATTAINED THE CHAMPIONING EFFORTS RESULTING IN IMPROVED SCHOOL HEALTH OR CHERISH JUNIOR AWARD by the Health Promotion Board (HPB) which recognises schools which have comprehensive school health promotion programmes for their students and staff.

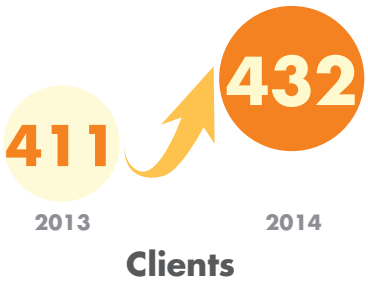
TOUCH Young Arrows

Some 100 children and their family members took part in the TYA Games Day held at St Andrew's Junior College to promote sportsmanship and teambuilding.

Guest-of-Honour, Dr Amy Khor, and TOUCH Executive Director, Mr Eugene Seow, participating in the 2.4km Family Run in support of the TYA children.

It was a good year for TOUCH Young Arrows (TYA) with positive growth across its client, service user and volunteer base. The general increase could be due to the setting up of its 18th and 19th clubs at Telok Blangah Community Centre and Bukit Panjang Community Centre respectively, reaching out to over 30 children aged six to 12, from low-income or single-parent families. TYA's mission is to nurture the young (children and teens) holistically, and help them realise their full potential despite their family circumstances.

In the year under review, the number of clients and service users increased 5.1% and 3.5% respectively compared to the previous year. The total number of volunteers stood at 1,621, representing a 4.4% increase. This included the intake of 61 teen volunteers who were previously TYA clients.



Key Highlights

- TOUCH Character Development held a training session on 27 February 2014 for 46 TYA volunteers and staff on the effective use of the Parent's Toolkit to teach children character values.
- TOUCH's Senior Social Worker conducted a workshop on 20 March 2014 to train 38 TYA volunteers and staff on some key areas regarding home visits to better cater to the needs of the families.
- Some 90 parents turned up at TYA's inaugural Family Conference on 24 May 2014 at Woodlands Regional Library. Themed "Power UP" (UP: Unleashing Potential) and held in celebration of the International Year of the Family 2014, the conference featured a free parenting talk by Family Life Educator, Ms Jessie Toh who shared about children's learning styles and how to maximise their potential.
- More than 200 TYA children participated in its annual four-day-three-night Survival Camp from 8 to 11 June 2014. Themed "SHINE: Confident, Courageous, Compassionate", the children enjoyed a myriad of activities such as hiking, outdoor cooking and campfire night.
- Some 2,500 runners turned up at Gardens by the Bay on 5 July 2014 to run in TYA's fourth Run & Raisin' in support of more than 400 needy children of TYA. Officiated by Senior Minister of State for Health and Manpower, Dr Amy Khor, this fundraiser raised more than S$250,000 to fund the services and programmes for disadvantaged children under TYA's care.
- 16 children from TYA attended a Children's Day carnival on 3 October 2014, organised by MediaCorp Cares. The event was featured in an advertisement shown islandwide.
- Activities such as the Family Camp at Pasir Ris Park and a three-day two-night family trip to Johor Bahru held in the last quarter of the year provided opportunities for parents and caregivers to bond with their children.

Serving the YOUTH

TOUCH Youth recognises the numerous challenges facing today's youths, and aims to *equip them with essential skills and qualities needed* for them to have a balanced and healthy lifestyle.

TOUCH Cyber Wellness

The year saw the full roll out of the Ministry of Education's (MOE) cyber wellness curriculum package for schools with teachers trained as cyber wellness educators, leading to a general dip in the number of clients and service users. However, TOUCH Cyber Wellness (TCW), a service of TOUCH Youth, broke new grounds with its plethora of innovative and cutting-edge services, and strategic partnerships with local and overseas researches and government bodies, to cater to the diverse needs of students, parents and educators.

As a pioneer in cyber wellness education in Singapore since 2001, TCW has worked to promote cyber wellness, healthy gaming and online safety, reaching out to more than 340 schools and some 1.25 million youths, parents, educators and counsellors.

While there was a decrease of 37.9% and 35.2% in the number of clients and service users respectively due to the full roll out of MOE's cyber wellness curriculum package, the demand for TCW's workshop for parents increased from 4,878 to 6,597. The total number of callers to TOUCHLine 1800-377-2252 held steady at 380. As one of Singapore's key agencies providing cyber wellness counselling, the year saw TCW counselling close to 200 youths who were in various counselling programmes compared to 130 the year before – an increase of 52.3%. Out of this, 73 cases involved one-to-one counselling, representing an increase of 52 %. Most of these cases involved excessive gaming issues.

TCW's planetCRuSH@hougang located at Hougang Secondary School (HSS) continued its extensive good works through engaging the HSS community as well as the neighbouring North-East community. Through planetCRuSH@hougang, TCW pioneered a wide range of youth and community outreach engagement programmes such as Interest Groups (Dodgeball competition, Vocal training classes, eSports sessions), Mentoring Groups, Enrichment Camps and Learning Journeys that in total reached out to more than 1,500 children, youths, parents, educators and community partners.

notAnoobie covers six key areas of cyber wellness including problematic gaming, mobile technology overuse, social media, cyber bullying, inappropriate online content and protecting one's personal privacy online.

AS A PIONEER IN CYBER WELLNESS EDUCATION IN SINGAPORE SINCE 2001, TCW has worked to promote cyber wellness, healthy gaming and online safety, reaching out to more than 340 schools and some 1.25 million youths, parents, educators and counsellors.

Key Highlights

- The launch of Singapore's first cyber-wellness mobile application – notAnoobie – for parents introduced by Singtel and TCW on 31 March 2014.
- TCW's assistant manager, Mr Chong Ee Jay, was one of the keynote speakers at MediaCorp's Singapore Parenting Congress held on 4 August 2014. Ee Jay shared with more than 1,000 individuals comprising mainly parents on emerging trends and cyber issues among teens and how to make a positive connection with their children in the digital age.
- Mr Chong was also one of the keynote speakers at MOE's sexuality education seminar – "Insights into the digital age" – which was attended by some 500 sexuality education teachers in October 2014.
- In November 2014, TCW launched CRuSHExplorer – a cyber wellness programme for pre-schoolers which saw the pilot of the first of four books - "What did you see at the zoo?" – funded by the Inter-Ministry Cyber Wellness Steering Committee. Programmes were also developed for three special education schools, reaching out to some 300 students, 150 teachers and 40 parents.
- For the second year, TCW was appointed the exclusive community partner for iZ HERO programme. Within four months, TCW conducted 21 iZ HERO assembly talks in 20 schools reaching out to more than 17,000 primary school students. Two teachers' consultation work group were also conducted for 20 teachers.
- For the fifth year, TCW was invited by the Anglo-Chinese School (International) in Jakarta, Indonesia, to conduct cyber wellness workshops for parents. The positive exchange led to a selected group of students who came over to Singapore in December 2014 to take part in TCW's enrichment camps.
- TCW's planetCRuSH@hougang centre also extended its outreach to host more than 800 Primary Six students from four neighbouring schools as part of Hougang Secondary School's Open House.

Mr Chong Ee Jay (second from right) from TCW was also one of the panelists at the closing session of the Singapore Parenting Congress.

TCW aims to pilot the newly launched CRuSHExplorer – a cyber wellness programme for pre-schoolers in 30 schools by 2015.

TOUCH Leadership & Mentoring

TOUCH Leadership & Mentoring (TL&M), a service of TOUCH Youth, caters to different groups of youths through its various programmes with the aim of mentoring them to be men and women of character, confident and competent in leadership. TL&M seeks to inspire youths to unleash their potential and empower them to contribute actively to society. Through its integrated service, TL&M's programmes are customised to include Service-Learning (S-L), leadership development, adventure learning, and counselling support for youths-at-risk.

TL&M's client base saw a 93% increase to 10,836 compared to the previous year. Its total volunteer base saw positive growth with a 21.1% increase - from 506 to 613 - with greater community engagements. TOUCH, through TL&M, was reappointed as Country Partner for Global Youth Service Day in Singapore. It continues to play a leading role in developing community youth volunteerism since 2009.

Key Highlights

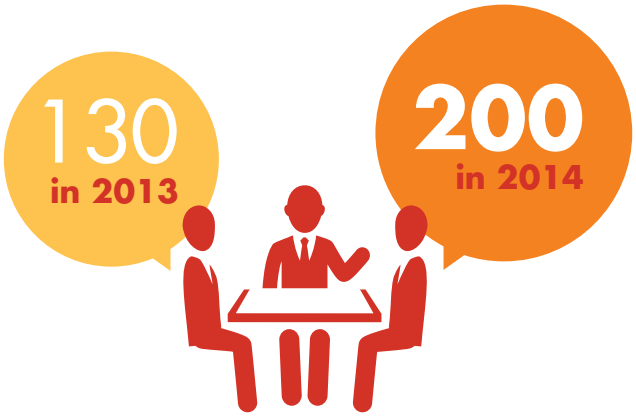
- Started process of validating its S-L 2.0 to provide high-quality training, high-impact service and S-L projects. TL&M is also working closely with Professor Choo Hyekyung, a researcher from the National University of Singapore regarding its S-L methodology.
- TL&M officially partnered Youth Corps Singapore in June 2014 to create greater opportunities for mentoring youths in enabling them to stretch their imagination and creativity, and to be active agents of change in their lives and society.
- In October, TL&M officially partnered the ITE College East to launch a youth development centre to run programmes providing holistic support that will help develop vocational skills and build resilience and positive character traits in students.
- 4,061 students were under *Project CLASS* or **C**ompassionate **L**eaders **A**lways **S**erving **S**ociety, compared to 1,668 in 2013.
- There was good response for its S-L projects with four primary schools and four secondary schools and three other organisations reaching out to 1,494 students.
- Youth Counselling Unit (YCU), a programme under TL&M, school based group intervention programme for problematic gamers was found to be effective in effecting positive improvements in the gaming behaviour, self-regulation and resilience of the participants as well their relationships with parents and families.
- TOUCH Adventures (TA), a programme under TL&M, partnered with schools to conduct adventure camps and outdoor experiential learning, allowing students to develop positive values such as responsibility, confidence and teamwork through the use of outdoor activities. In 2014, TA had organised family bonding with outdoor activities which engaged 1,761 parents and children.

Clients ▲

5,615 in 2013

10,836 in 2014

Counselling Cases (YCU)



TL&M partnered Paya Lebar Methodist Girls' School (Primary) to conduct a S-L Chinese New Year project for its students.

TA received strong demand from schools for its adventure-learning activities which included dragon boating, kayaking, abseiling, rock climbing, talks and seminars. In 2014, TA reached out to 9,552 youths, parents and corporate clients.

TOUCH Youth Learning Centre

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

TYLC continued its part-time courses for the third year. These included an eight-month course preparing students for GCE "N" Levels and a nine-month course for those taking GCE "O" Levels. Both enrichment programmes comprise three components: academic lessons, Service-Learning (S-L) community projects and mentoring sessions.

In the year, TYLC's enrolment dipped 46.9% to 32 students compared to the year before. The decrease could be attributed to a reduced drop-out rate from mainstream schools, more options available in the market for out-of-school youths, changes in the Ministry of Education's legislation governing private institutions and the students' preference for full-time courses. In view of the significant changes in the education landscape, TYLC will look into the closure of its services by the end of 2015. In 2014, 33% and 50% of our students attained three or more "O" and "N" Level passes respectively. TYLC's retention rate was higher with 59% of students who completed the programme, compared to 47% the previous year. 67% of students passed their "O" Level English compared to 100% the year before.

Retention Rate

59% in 2014

47% in 2013

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.

Key Highlights

- Engagements with the community included 10 staff from Yahoo! and Singapore Committee for UN Women who conducted a motivational lifeskills session on 27 May 2014 to prepare students for job interviews, and career choices in Science, Technology, Engineering and Mathematics.
- Eight volunteers from Youth Corps Singapore worked with students from TYLC in October 2014 to inculcate the value of accountability. This was achieved through four baking sessions where students decorated cup cakes and cookies, and baked brownies and donuts.
- A special highlight of TYLC's Sports Day on 23 May 2014 included coaches from TOUCH Adventure who conducted high ropes challenges and rock climbing for 30 students.
- Counsellors from Youth Counselling Unit (YCU), a programme under TL&M, conducted a DISC Personality Testing for TYLC's students and guided them on stress management.
- There was a decrease in students receiving financial aid under the Love Singapore Fund – from 33% in 2013 to 22% in 2014. Some were further mentored by counsellors from YCU under the Enhanced STEP-UP Programme to provide greater opportunities for rapport and a better understanding of youth issues.
- Two ex-TYLC students held talks to motivate the students through their inspiring stories.
- For the first time, TYLC receiving funding from State Street Foundation to support students who are working part-time, and mentoring and training sessions throughout their employment period.

Yahoo! volunteer staff had an engaging session with TYLC students through interactive activities and a question-and-answer session.

Ex-TYLC student (left), Wee Kwang, held motivational talks for students.

Some of the activities organised included adventure learning activities to build confidence and teamwork.

Serving the FAMIL

At TOUCH, we firmly believe that the family unit is the core foundation of a society. Our mission is *to establish and provide family-based services and programmes to build strong and fulfilling families, and to promote the well-being of individuals and families in need.* We aim to provide a holistic integrated service to serve the needs of every person and family at every stage of their lives.

Kian Peng and Sally with their adopted children.

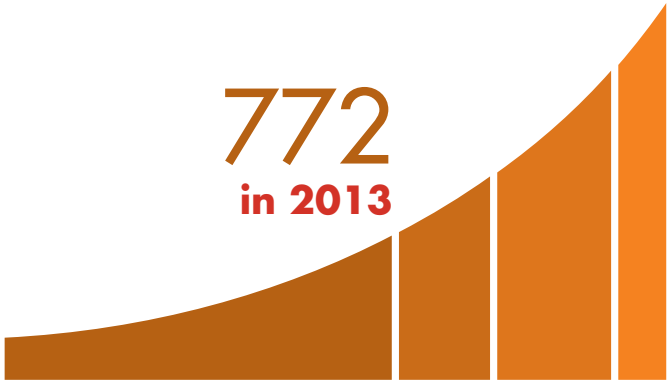
TOUCH Adoption Services

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

In the year under review, the number of clients and service users increased to 197 and 1,707 respectively. There was strong demand for its support group *TAFNET* (**T**OUCH **A**doptive **F**amilies **Net**work) – from 234 to 240 families in 2014. TAS' talks were also well received with a 18.5% increase in the number of participants – from 772 to 915.

915
in 2014

772
in 2013



Demand for Talks

Since its inception in 2001, TAS HAS GROWN FROM PROVIDING A SINGULAR HOME STUDY SERVICE TO A HOLISTIC SERVICE, including child placement, counselling and support groups.

Key Highlights

- TAS saw the fruit of its advocacy work in the area of pre-abortion counselling with the announcement by the Ministry of Health (MOH) in December 2014 to make it mandatory. TAS had earlier participated in public consultations with the MOH.
- 52 adults and 39 children met for a memorable Christmas Party organised by TAS at its new office at Leisure Park Kallang. Participants had a fun time taking part in games and craft activities which included a finger painting canvas project featuring a big heart comprising fingerprints of the parents embracing a smaller heart filled with the finger prints of the children. The painting is displayed at TAS' new office, as a symbol of its work.

A special finger painting project featuring finger prints of parents and children.

TOUCH Caregivers Support

TOUCH Caregivers Support (TCG) has over 10 years of experience in providing personalised training for caregivers on-site in their homes to meet the unique needs of each care recipient and caregiver. TCG seeks to actively partner caregivers in managing the multi-faceted care of the frail elderly, and maximising the outcome of care and support services – with the main goal of improving the quality of life for both caregivers and their recipients.

While TCG's number of clients went up by 40% to 2,969 clients, its service users saw a dip of 10.8% to 1,470. The decrease was due to the Government's increased initiatives to set up more services to support caregivers.

TCG has over 10 years of experience in providing PERSONALISED TRAINING FOR CAREGIVERS ON-SITE IN THEIR HOMES to meet the unique needs of each care recipient and caregiver.

Key Highlights

- TCG received the Good Practice Award - for productivity and innovation - as part of the Intermediate and Long-Term Care or ITLC Awards organised by the Agency for Integrated Care on 10 October 2014 at the Singapore Expo. TCG's Care Line project, which was assessed on its impact and sustainability, clinched top spot while its Safe Home Scheme received the Merit Award.
- TCG partnered two new schools to educate youths in relational and caregiving skills, in line with its goal to encourage caregiving modules to be included as part of all mainstream schools' curriculum. It continued to work with TOUCH Leadership & Mentoring, to roll out TEENacious, a series of independent interactive modules, to impart to secondary school students practical skills of elderly caregiving and cultivate genuine compassion in them.
- TCG successfully piloted its caregiver modules with 282 students from Chua Chu Kang and Regent Secondary School with support from the Ministry of Health and The Tote Board Community Healthcare Fund.

Regent Secondary School students taking on different "disabilities" during TEENacious games.

In 2014, some 300 students from two secondary schools enjoyed fun, practical caregiving training sessions packed with Service-Learning activities.

As an approved training provider since 2008, TCG's occupational therapists, physiotherapists and nurses have been delivering customised caregiver training to meet the individual needs of caregivers.

In 2014, Care Line emerged a winner for Good Practice (Productivity and Innovation Category) in the ILTC Excellence Award, presented by the Agency for Integrated Care.

TCG continued to provide a one-stop service towards a more accessible and safer home environment for the elderly and their caregivers.

TOUCH Counselling & Social Support

In 2014, TOUCH Counselling & Social Support (TCASS), a service of TOUCH Family Services Limited (TFSL), continued its mission to provide counselling to distressed individuals and families to sustain and strengthen the family unit, and financial assistance to low-income families.

In the year under review, while the total number of clients decreased by 2.5% to 1,465, its service users increased by 76.4% to 194. The increase was due to the addition of foreign students from the Singapore University of Technology and Design and the National Technological University staying at hostels and receiving support from TCASS. There was also an increase of 27.5% in the number of clients receiving one-to-one counselling services. Most of its cases cover a range of family-related issues including Extra Marital Affairs (EMAs).

Key Highlights

- 334 families were supported under the Home Ownership Plus Education Scheme (HOPE) Scheme by the Ministry of Social and Family Development (MSF) in which TFS was appointed mentoring agency for the fourth year. This is a long-term incentive scheme to help low-income families and their children break out of their poverty cycle.
- To enhance family bonding and interaction, TCASS organised a range of activities including a new year party, kayaking, kite flying, canoeing, adventure camp, games day at Sports Hub and river safari tour. The year ended on a high note with a Christmas party sponsored by Village Hotel Katong of Far East Organisation for some 100 participants from the HOPE Scheme.
- A video featuring the testimonies of three families was produced to provide a source of inspiration to other clients.
- As one of two accredited agencies by the MSF to support young couples under 18 getting married, TFS reached out to 12 couples in the year.
- TCASS continued to fare well in its regular surveys for its counselling service. In the year, on average, more than 94% gave a good rating of 4 or higher from a scale of 1 (poor) to 5 (good) for all the items surveyed.

Clients receiving one-to-one counselling

Mr. Baharudin and family posing for a family photo at the year-end party organised for TFS clients and their family members.

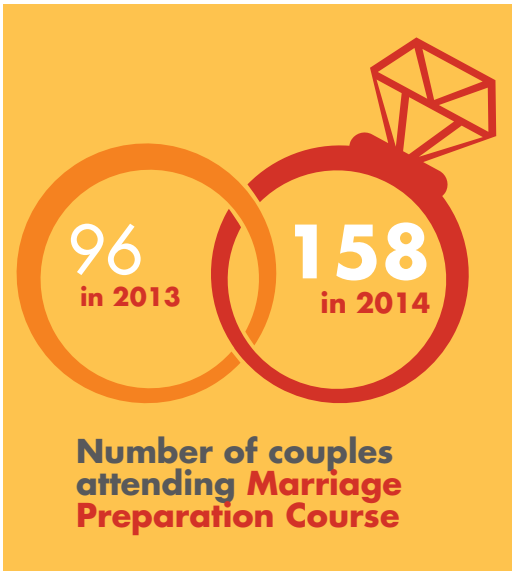
TCASS organised a range of activities for HOPE clients, including sewing and cross stitch classes, art therapy and financial literacy programmes – to improve their self and financial resilience.

TOUCH Family Life Education

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

In 2014, the number of clients and service users dipped 66.8% and 4.5% to 450 and 8,280 respectively. The decrease was mainly due to the expiry of its contract with Singapore Changi Prison to help offenders and their families. Nevertheless, TFLE saw high demand for its Marriage Preparation Course (MPC) and talks reaching out to schools and companies.

In April 2014, TFLE WAS ONE OF THE SERVICE PROVIDERS APPOINTED BY THE MSF to conduct the evidence-based programme - Positive Parenting Programme or Triple P - an Australian-based programme for handling children with behavioural issues.



Key Highlights

- The year saw new initiatives launched to promote family life education. In June 2014, TFLE partnered Parentwise Solutions to offer a preparatory programme for parents expecting or with newborn babies entitled "First 60 days". A total of 94 new parents attended three classes where they learnt essential skills in overcoming challenges in their new parenting role.
- In April 2014, TFLE was one of the service providers appointed by the Ministry of Social and Family Development (MSF) to conduct the evidence-based programme – Positive Parenting Programme or Triple P – an Australian-based programme for handling children with behavioural issues. Seven TOUCH trainers, trained by the MSF, conducted 22 seminars (Level 2) in seven schools, reaching out to 742 parents in the year. 40 parents who were identified as needing further help went on to receive one-to-one support sessions (Level 3).
- TFLE, an approved service provider, offered consultancy services to three companies to help identify gaps and needs of staff in the area of family life.
- Leveraging on TFLE's expertise, TOUCH held its first MPC in Shanghai.
- Throughout the year, TFS's counsellors and life coaches continued to be frequently invited by the media, including family-related magazines and Chinese radio station UFM 100.3 (好好爱) to comment and educate the public on a wide range of family-related topics.

TFS' counsellors and life coaches facilitating an MPC session in Shanghai. Couples learnt to understand issues relating to marriage, and be better prepared for life together as husband and wife.

TFS held its ninth TOUCH Family Festival at the CBD area with 243 participants attending its talks.

Serving the ELDER

TOUCH honours the seniors in our midst. Besides offering an affirmative environment for seniors to spend their time meaningfully, we are also committed to promote active ageing, and provide the highest standard of care for our frail and home-bound elderly clients and their caregivers.

1,815
in 2014

Clients

1,615
in 2013

TOUCH Home Care

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

Following the Government's accelerated efforts to further strengthen the eldercare infrastructure to meet Singapore's rapidly ageing population, THC continued to develop and deliver relevant and cutting-edge home-based services for the elderly community and their caregivers. Its client base rose by 12.4% – from 1,615 in 2013 to 1,815 in 2014 – while its total volunteer base grew by 41.7%, signalling increased community engagements. The increase was due to strong demand for home care services in tandem with Singapore's rapidly ageing population, THC's extensive eldercare experience, and its pivotal role as the sole home help service provider in Jurong and Toa Payoh service boundary.

347
in 2014

252
in 2013

Senior Home Care services

Key Highlights

- On 18 January 2014, some 60 MediaCorp staff and personalities, together with their families and friends, as well as students from Singapore Polytechnic, volunteered to deliver lunch to 150 frail and homebound elderly under THC's Meals-on-Wheels programme.
- THC's Senior Occupational Therapist, Ms Sandy Goh, was presented with the Healthcare Humanity Award by Minister for Health, Mr Gan Kim Yong, in recognition of her outstanding dedication to her job and clients at a ceremony held on 14 May 2014.
- THC was officially awarded the Letter of Agreement by the Ministry of Health (MOH) on 1 July 2014 to set up THC (Ang Mo Kio) to further support the current and projected demand for home care services to enable the frail elderly to age-in-place. The new Centre became operational in the second quarter of 2015.
- THC was appointed by the MOH to be a member of the Home Care Workgroup to share its home care experience to chart strategies, identify and propose solutions, and map out new standards for the home care sector.
- THC revamped its operations model to allow for greater integration and synergy across the various service groups ranging from home nursing, housekeeping, home therapy to social work to increase efficiency and service delivery.

The new operational model also enables the THC team to more accurately activate the appropriate service needed and value-add by providing useful timely details regarding the various cases.

To help meet increased demand for eldercare services, THC continued to actively explore new sources of recruitment, which included the hiring of three new graduates from the Institute of Technical Education as senior care associates, tapping on their training in basic nursing, therapy and social work.

The annual Healthcare Humanity Awards honours outstanding healthcare workers, who are inspirational role models who go the extra mile to offer care and comfort to the sick and the infirmed. Four other TOUCH healthcare workers have previously garnered the same accolade.

TOUCH Seniors Activity Centre

TOUCH Seniors Activity Centre (TSAC) works very closely with TOUCH Home Care to care for the growing pool of seniors. In the year under review, TSAC rolled out its range of activities to engage the seniors and enhance their quality of life and well-being so that they can continue to lead meaningful lives and be part of the community.

It was a progressive year for TSAC as it geared up for its expanded role in line with the Ministry of Social and Family Development's (MSF) long-term plan to ramp up efforts to make healthcare and social services more seamless, accessible and affordable. TSAC served 752 clients, a 4.3% increase compared to the year before. Seniors aged 70 to 79 continued to form the majority of clients, followed by those from ages 60 to 69, and above 79. There was strong growth on the volunteer front with an increase of 22.1% and 40.3% for its regular and ad-hoc volunteers respectively. The total number of volunteers stood at 1,639, an increase of 38.7%. Out of 127 regular volunteers, close to half was aged 60 and above, of which 40 were beneficiaries compared to 26 the previous year.

TSAC was appointed as a SERVICE OPERATOR FOR THE SENIOR CLUSTER NETWORK for the Kallang / Whampoa / Novena regions in August 2014 and Yishun / Sembawang regions on 1 January 2015.

Key Highlights

- For the first time, eight TSAC senior couples' love stories were featured at the "In the Mood for Love" exhibition from 13 February to 15 April 2014 at the Peranakan Museum organised by the Arts and Business Management students from Ngee Ann Polytechnic.
- In April 2014, TSAC started a *Seniors Community Involvement Project*, which saw 40 volunteer seniors coming together to plan and showcase their talents to reach out to the elderly residents staying in nursing homes.
- 60 SAC practitioners working in other SACs at the National Council of Social Service's Social Service Institute were trained by TSAC.
- As part of MSF's plans to better synergise and optimise resources leading to greater info-sharing of clients and facilitation of community outreach efforts, TSAC was appointed as a service operator for the Senior Cluster Network for the Kallang / Whampoa / Novena regions in August 2014 and Yishun / Sembawang regions on 1 January 2015.
- During the year, Ms Julia Lee, Director of Department of Social Work & TOUCH Senior Cluster Network received the Outstanding Social Worker Award 2014 – the highest accolade given to social workers in Singapore.
- The year also saw strong engagements with corporate partners including BHP Billiton, DHL, Johnson & Johnson, MediaCorp, MODEC, Porcelain Face Spa, Rockwell Automation and Schroders Investment, and organised a range of fun activities to promote lifelong learning including dragon boating, facial spa and themed parties.
- TSAC saw strong interest from its corporate partners including BHP Billiton, Schroders Investments and SEACO for its Home Improvement Projects. In 2014, 28 units were refurbished compared to an average of eight in previous years.

Total number of volunteers

TSAC's Seniors Caring for Seniors project progressed well with the training of 45 seniors volunteers.

Oldest participant Mr Choy Soo Tang, 87, (second from right) on a dragon boat outing with Rockwell Automation.

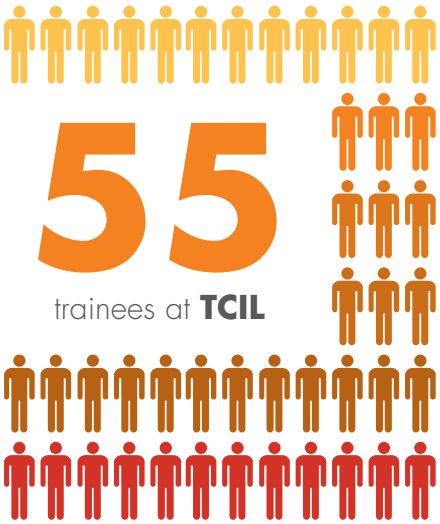
Serving People with SPECIAL

People with special needs are sometimes misunderstood by society, and often face significant challenges in their daily functioning and relating with others. TOUCH believes that - with community support - each individual can be empowered to learn, be independent and integrated in society. For more than 20 years, TOUCH has been serving "people with special needs" – particularly the Deaf, as well as those with intellectual disabilities (ID).

TOUCH Centre for Independent Living

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

In the year under review, TCIL's client base held steady at its maximum capacity of 55 individuals. The total number of volunteers decreased to 341 compared to 403 the previous year. The decrease was primarily due to the completion of Values In Action projects with long-term school partners.



TCIL set up the Caregivers Support Group in December 2014 to PROVIDE GREATER SUPPORT TO CAREGIVERS AS THEY DEAL WITH ISSUES including caregiver fatigue, behavioural and mental illness issues affecting their loved ones and provisions for future care plans.

Key Highlights

- Nine volunteers from Alcatel–Lucent made mooncakes and lanterns together with 35 trainees from TCIL on 5 September 2014. The mooncakes were given to the trainees' family members to appreciate them at TCIL's Family day cum Mid Autumn Festival.
- TCIL set up the Caregivers Support Group in December 2014 to provide greater support to caregivers as they deal with issues including caregiver fatigue, behavioural and mental illness issues affecting their loved ones and provisions for future care plans. Separate sessions, facilitated by social workers, were also held in Mandarin for Chinese-speaking caregivers.
- Three trainees graduated in August 2014 and found employment in the F&B sector and at TOUCH SpecialCraft's sheltered workshop. TCIL graduates also joined the Continuous Support Programme under TOUCH Ubi Hostel to receive a range of support including supervision and counselling.

TCIL has plans to reach out to siblings as part of the caregiver support group to create greater awareness and understanding of disability issues to provide better support to family members with intellectual disability.

Volunteers from Acatel-Lucent enjoying a time of bonding with TCIL trainees. Other community partners including Anderson Junior College and Victoria Junior College also organised a range of enriching activities for TCIL trainees.

Trainee, Jeremy Koh (middle), with his mother and brother at TOUCH SpecialCrafts, after a bonding session during TCIL Family Day.

TOUCH Ubi Hostel

TOUCH Ubi Hostel (TUH) is Singapore's only residential training facility for adults with mild intellectual disabilities located within a HDB heartland. It is a step-up training programme for adults with mild intellectual disabilities. In the year under review, TUH continued to focus on upgrading the skills of its trainees with the long-term goal of helping them find and retain their jobs and integrate into society. In the year, TUH's enrolment held steady at 28 trainees. The number of volunteers stood at 69 due to partnerships with various community partners.

Key Highlights

- TUH's first Open House and Coffee Shop Talk was held for some 19 parents and caregivers on 5 April 2014. The programme included a tour of the Hostel and a sharing session by the trainees' parents.
- As part of the Hostel Licensing requirement by the Ministry of Social and Family Development, TUH attained a 79% achievement score for its preliminary assessment report - one of the highest for a voluntary welfare organisation. The audit is expected to be completed by 2015.
- TUH held its first Community Day at the Cheshire Home on 10 October 2014. 15 trainees bonded with the elderly residents and performed a dance item for them.
- Throughout the year, there were active engagements with community partners including the Pioneer Community Club, Salesforce.com, SIA Community Service Club, Underwater World Singapore and Victoria Junior College.
- TUH took part in the Purple Parade organised by the Central CDC and the Autism Resource Centre to celebrate the United Nation's International Day of Persons with Disabilities. 14 trainees and six staff formed a contingent at the Purple Parade.
- The Continual Support Programme (CSP) was launched to provide additional support to TUH and TOUCH Centre for Independent Living graduates as they enter a new stage of their lives to help them sustain their independent living skills as they adapt to a new environment.
- The employment front held steady with 93% of its trainees undergoing some form of employment by the end of 2014. In the year, 17 trainees stayed in their jobs for at least 12 months.
- Response to its Community Living Skills training was good with 20 out of 28 trainees being able to perform at least one new activity in independent living, such as taking a bus and cooking – exceeding TUH's target of 14.

TUH launched the Continual Support Programme to PROVIDE ADDITIONAL SUPPORT TO ITS GRADUATES AS THEY ENTER A NEW STAGE OF THEIR LIVES *- to help them sustain their independent living skills as they adapt to a new environment.*

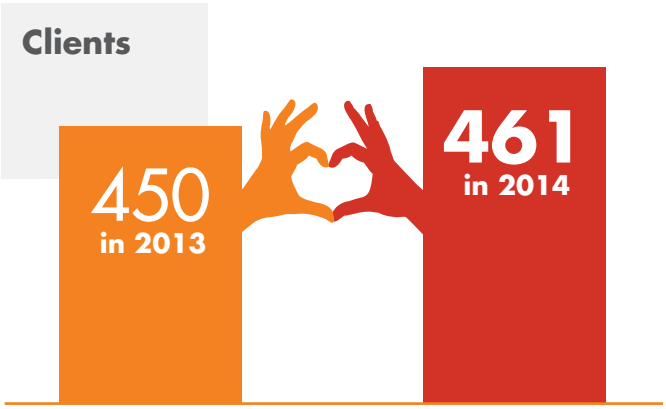
CSP members having a great time at their first outing to the S.E.A. Aquarium followed by a sumptuous dinner and a sharing session.

The Purple Parade seeks to support an inclusive society and celebrate the abilities of people with special needs.

TOUCH Silent Club

The Deaf community in Singapore may face many challenges that affect them educationally, socially, emotionally and / or psychologically. TOUCH Silent Club (TSC) believes that every Deaf has the potential to integrate and contribute to society.

In the year under review, TSC saw its membership base increased by 2.4% – from 450 to 461. Its service users saw a decrease of 56.6% to 1,358 due to a change in its public outreach strategy which saw lesser assembly talks conducted. The number of regular volunteers decreased by 27.5% to 29 while its ad-hoc volunteers increased by 17.9% to 46.



Key Highlights

- A range of activities were organised throughout the year to refresh and strengthen the identity of the *Silent Strikers*, a team consisting of Deaf footballers. They included a dinner gathering and matches with Rockwell Automation and other corporate partners at the TOUCH Charity Futsal Tournament.
- TSC participated in the Singapore Sign Language Week in September 2014 organised by the Singapore Association for the Deaf.
- 22 Deaf participants attended the Jobskills Workshop on 27 September 2014 to gain a better understanding about work-related information including annual leave entitlement, notice of termination, retrenchment and their rights under the Employment Act.
- TSC partnered with the Deaf organisations in Chengdu, China, to organise a Service-Learning project under its youth development initiative *iExcel*. Held from 13 to 19 October 2014, 10 Deaf youths and hearing volunteers came together to learn about the Deaf culture in China and the needs of the local community.
- Some 170 Deaf clients, their families and volunteers, together with employers of the Deaf – Japan Home and Greenleaf Pte Ltd – celebrated Christmas on 13 December 2014 at Ban Heng Restaurant at Harbourfront Centre.

It was a meaningful time as TSC youths organised activities to bond with more than 100 Deaf elderly from the Chengdu Deaf Centre.

In the year, two projects and six sports outreach activities were organised, reaching out to 114 Deaf youths.

Eight players from Silent Strikers participated in TOUCH Charity Futsal at The Cage. (From left) TSC client Mr Alan Wong receiving an appreciation token from TOUCH General Manager, Mr Edmund Wong.

Serving People with HEALTHCARE NEEDS

Coping with a chronic health condition is not only physically demanding, but can also be stressful emotionally and financially. TOUCH provides support and care for people with healthcare needs through support groups, befriending services as well as various programmes and activities that encourage them to live courageously and live well in the community.

TOUCH Cancer Support

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

In 2013, TCAS' client base saw a decrease of 27.1% – from 365 to 266 – mainly due to decreased referrals from doctors with some patients no longer needing treatment. TCAS' service users stood at 160 as it continued its interactions with doctors, healthcare workers and social workers who enquired about its services.

100% OF TCAS' CLIENTS GAVE POSITIVE RATINGS FOR ITS SERVICES, DESCRIBING ITS EVENTS AS **"GOOD"** AND **"SUPPORTIVE"**.

Apart from lending a listening ear and instilling hope, TOUCH Cancer Support also acts as A COMMUNITY OF SUPPORT FOR CAREGIVERS.

Key Highlights

- 100% of TCAS' clients gave positive ratings for its services, describing its events as "good" and "supportive".
- There was good progress in TCAS' negotiations with the Ministry of Health and various non-governmental organisations to enable its clients to tap on their respective funds to cover the costs of medical treatment.
- In January 2014, TCAS organised visits to 30 of its new clients' homes to befriend and provide emotional support.
- New activities rolled out for clients included a Juicing demonstration workshop held on 8 February 2014. Sponsored by New Life™ International, participants were provided tips on healthy juicing to attain better health and quality of life.
- On 20 December 2014, some 40 participants comprising clients, family members and relatives, staff and a volunteer had an enriching and fun time growing sweet potatoes, tapioca and yam as part of the one-day Makan Tour in Johor Bahru. For many, it was their first time visiting a kampong farm, and noodle and fishball factory.

35 clients and their caregivers attended a cancer awareness talk cum dialogue session conducted by Oncologist Dr Robert Thomas on 27 September 2014.

Some 80 clients and their caregivers attended a one-day family bonding and shopping trip to Johor Bahru in December.

Providing support in the homes of clients.

TOUCH Diabetes Support

According to the Ministry of Health, diabetes remains the second most prevalent disease, after Hypertension. It is projected that by year 2030, the number of people in Singapore above 40 with diabetes will increase by another 200,000, from about 400,000 today. Diabetes is also the 10th leading cause of death in Singapore, accounting for 1.7 percent of total deaths in 2011.

TOUCH Diabetes Support (TDS) believes that the individual with diabetes must be at the centre of any effort towards good diabetes management. Its programmes aim at motivating and empowering the participant towards self-care and ownership of this chronic condition. TDS hopes to raise greater public awareness about diabetes-related issues and continue its efforts in providing a range of psycho-social support to encourage the diabetes community to live well with diabetes.

While there was a dip in the number of clients by 20.9% to 936, its service users increased by 15.8% to 4,634. The year saw an almost equal number of individuals with Type 1 and Type 2 diabetes receiving help from TDS. The total number of volunteers increased 58% to 79 with its ad-hoc volunteers registering a 188.2% increase from 17 to 49.

MOH's new Clinical Practice Guidelines 2014 has affirmed the work TDS has done for the past 20 years, and strengthened its core belief in psychosocial support as a KEY STRATEGY TOWARDS GOOD DIABETES CARE.

Participants whipping up a delicious hummus recipe.

Key Highlights

- In March 2014, TDS contributed to the Ministry of Health's (MOH) new Clinical Practice Guidelines. The new guidelines include a new chapter on Diabetes Self Management Education and Psychosocial Care for persons with diabetes. This significant move has affirmed the work TDS has done for the past 20 years, and strengthened its core belief in psychosocial support as a key strategy towards good diabetes care.
- 20 participants came together on 24 April 2014 at TDS to learn first-hand from Jurong Health's dieticians creative ways of using hummus as a healthy snack option.
- Some 50 staff from AstraZeneca, a biopharmaceutical company went out to the streets to spread the diabetes message to over 100 individuals around the Dhoby Ghaut area.
- In conjunction with World Diabetes Day, Senior Manager of TDS, Mrs Julie Seow, was one of the speakers at the International Diabetes Federation-Western Pacific Region Pre-Congress talk hosted by the Association of Diabetes Educators Singapore at Suntec City on 21 November 2014. Titled 'Strategies for change in people with diabetes', the talk was attended by 170 representatives from the healthcare sector.
- Eight students from Raffles Girls' School partnered TDS to produce a range of publicity materials as part of Project Can(D)y to educate teens about diabetes and the importance of early detection and management of diabetes.

TDS encourages its members to stay healthy and stay fit through its diverse range of regular exercise programmes including Zumba, brisk walking, fitness sessions and other sporting activities including dragon boating.

On 21 April 2014, some 20 members and staff took part in the walking trail at the Botanic Gardens. Three other walking trails were organised in the year.

Serving the INTERNATIONAL COMMUNITY

TOUCH Community Services International (TCSI) continued its slew of programmes which included providing humanitarian relief, as well as mobilising and training volunteers in Singapore to play a lead role in its overseas Service-Learning (S-L) and community development projects.

With the completion of several large scale humanitarian projects in 2013, TCSI is happy to see its overseas clients and service users moving on with their lives as they no longer require assistance. However as long as disasters continue to occur and poverty is not eradicated in the region, TCSI stands ready to respond to real needs and requests for assistance.

2014 marked an important point in TCSI's preparation for the 千牵手 QIAN QIAN SHOU (QQS) "THOUSAND LINKING HANDS" finale in 2015.

More than 160 youths participated in the camps with 50 selected as team leaders for QQS 2015. These youths will lead teams to serve at 50 service points in 2015.

Key Highlights

- 2014 marked an important point in TCSI's preparation for the 千牵手 Qian Qian Shou (QQS) "Thousand Linking Hands" finale in 2015. QQS aims to mobilise 1,000 Singapore and China youths to volunteer their services to the needy and disadvantaged, as well as to provide the platform for cross-culture learning. In the year, together with QQS partners – the Chengdu University of Information Technology and YMCA Shanghai, TCSI accelerated its efforts to train youth leaders through two leaders' training camps held in Chengdu and Shanghai.
- In April 2014, TCSI was invited to attend and share its Non-Governmental Organisation (NGO) model in the first inaugural Shangxi Province Charity NGOs Conference held in Xi'an Northwest University Campus. The conference was jointly organised by Shangxi Province Charity Association and Shangxi Province Charity Culture Research Centre. This conference aimed to develop charity work in Shangxi province, enhance NGO structure and working model, as well as to provide a networking platform for NGOs to learn from each other.
- Against the backdrop of China's increasing divorce rates, TOUCH organised its first overseas Marriage Preparation Course in Shanghai through its international arm in November 2014. The two-day course was conducted by TOUCH Family Services' couple coaches Mr and Mrs Chan Hon Sek, and Mr and Mrs Edmund Wong. The course objective was to share knowledge in family life education and to equip couples with skills to strengthen their marriage.
- TCSI continued to be involved in the rebuilding effort for Typhoon Haiyan in Philippines. Together with local communities, TCSI's volunteers have rebuilt houses for widows and needy families. In December 2014, the TCSI team rebuilt a house for a family of five who had been waiting more than a year for assistance.

The MPC is in line with TOUCH's vision to seeing families strengthened and communities transformed.

Volunteers helping in the Typhoon Haiyan rebuilding efforts in the Philippines.

Facts & Figures 2014 & 2013

SERVICES	NO. OF STAFF[1] (FT = Full-Time, PT = Part-Time)		NO. OF VOLUNTEERS (Regular* & Ad-hoc**)		NO. OF CLIENTS[2]		NO. OF SERVICE USERS[3]	
	2014	2013	2014	2013	2014	2013	2014	2013
TOUCH COMMUNITY SERVICES LIMITED								
TOUCH Young Arrows	3 FT 1 PT	3 FT 1 PT	334* 1,287**	320* 1,233**	432	411	1,250	1,295
TOUCH Cyber Wellness[4]	8 FT	10 FT 1 PT	10* 28**	8* 26**	7,234	11,660	128,915	198,829
TOUCH Leadership & Mentoring[5]	12 FT 1 PT	10 FT 1 PT	480* 133**	436* 70**	10,836	5,615	4,501	7,044
TOUCH Youth Learning Centre	4 FT 1 PT	4 FT 1 PT	- 18**	- 7**	32	47	1	2
TOUCH Caregivers Support[6]	3 FT -	3 FT 1 PT	-	-	2,969	2,126	1,470	1,648
TOUCH Home Care[7]	63 FT 11 PT	44 FT 8 PT	306* 2,090**	394* 1,297**	1,815	1,615	-	-
TOUCH Seniors Activity Centre[8]	7 FT -	6 FT -	127* 1,512**	104* 1,078**	752	721	-	-
TOUCH Centre for Independant Living[9]	13 FT 1 PT	12 FT 2 PT	27* 314**	50* 353**	55	55	189	1,022
TOUCH Ubi Hostel	10 FT 1 PT	8 FT 2 PT	17* 35**	17* 35**	28	30	129	129
TOUCH Silent Club[10]	2 FT 2 PT	3 FT 1 PT	29* 46**	40* 39**	461	450	1,358	3,128
TOUCH Cancer Support	3 FT -	3 FT -	- 6**	1* 6**	266	365	184	185
TOUCH Diabetes Support	4 FT 1 PT	5 FT -	28* 49**	33* 17**	936	1,184	4,634	4,003
TOUCH FAMILY SERVICES LIMITED								
TOUCH Character Development[11]	5 FT 2 PT	5 FT 2 PT	122* 22**	139* 18**	1,278	2,372	2,201	351
TOUCH Child Care	28 FT 3 PT	29 FT 2 PT	7* 569**	4* 1,273**	188	191	570	870
TOUCH Adoption Services	- 3 PT	- 3 PT	27* 10**	23* 6**	197	193	1,707	1,644
TOUCH Counselling & Social Support	7 FT -	3 FT -	15* 40**	11* 16**	1,465	1,502	194	110
TOUCH Family Life Education[12]	7 FT 1 PT	8 FT 1 PT	22* 42**	25* 11**	450	1,357	8,280	8,769
TOUCH COMMUNITY SERVICES INTERNATIONAL LIMITED								
TOUCH Community Services International[13]	4 FT -	4 FT -	41* 165**	36* 186**	120	2,202	436	2,810
TOTAL	183 FT 28 PT	160 FT 26 PT	1,593* 6,366**	1,641* 5,671**	29,514	32,096	156,019	231,839

Please refer to remarks on page 47.

REMARKS:

*Regular Volunteers include individuals who:
- served regularly on a weekly or monthly basis, or
- contributed at least 10 hours of volunteer service

**Ad-hoc Volunteers include individuals who:
- served on a one-off project (of a few days or up to 10 weeks), or
- on an ad-hoc basis

[1] Staff headcount figures have been rounded off based on an average of 12 months.

[2] Clients include individuals who:
- received TOUCH services at least once a month, or
- attended at least 80% of activities or programmes organised for the year, or
- received face-to-face services including counselling, or
- are registered members

[3] Service Users include individuals who
- benefited from TOUCH services, such as through camps, health screening, and educational outreaches including talks, workshops and roadshows.

[4] The decrease in clients and service users was due mainly to the full roll out of the Ministry of Education's cyber wellness curriculum package for schools with teachers trained as cyber wellness educators.

[5] The increase in clients was due to greater school partnership opportunities.

[6] The increase in clients was due to greater support needed by caregivers to care for the frail elderly in tandem with Singapore's rapidly ageing population.

[7] The increase was due to strong demand for home care services, TOUCH Home Care's extensive eldercare experience, and its pivotal role as the sole home help service provider in Jurong and Toa Payoh service boundary. The increase in volunteers was due to greater community engagements.

[8] The increase in volunteers was due to greater engagements with community partners.

[9] The decrease was primarily due to the completion of Values In Action projects with long-term school partners.

[10] The decrease in service users was due to a change in public outreach strategy which saw lesser assembly talks conducted.

[11] The increase in service users was due to strong demand from parents and educators to be trained on the use of the toolkit on character development following its successful launch in 2013. The decrease in clients was due to TOUCH Character Development's new focus on conducting Intentional Parenting workshops for parents and educators.

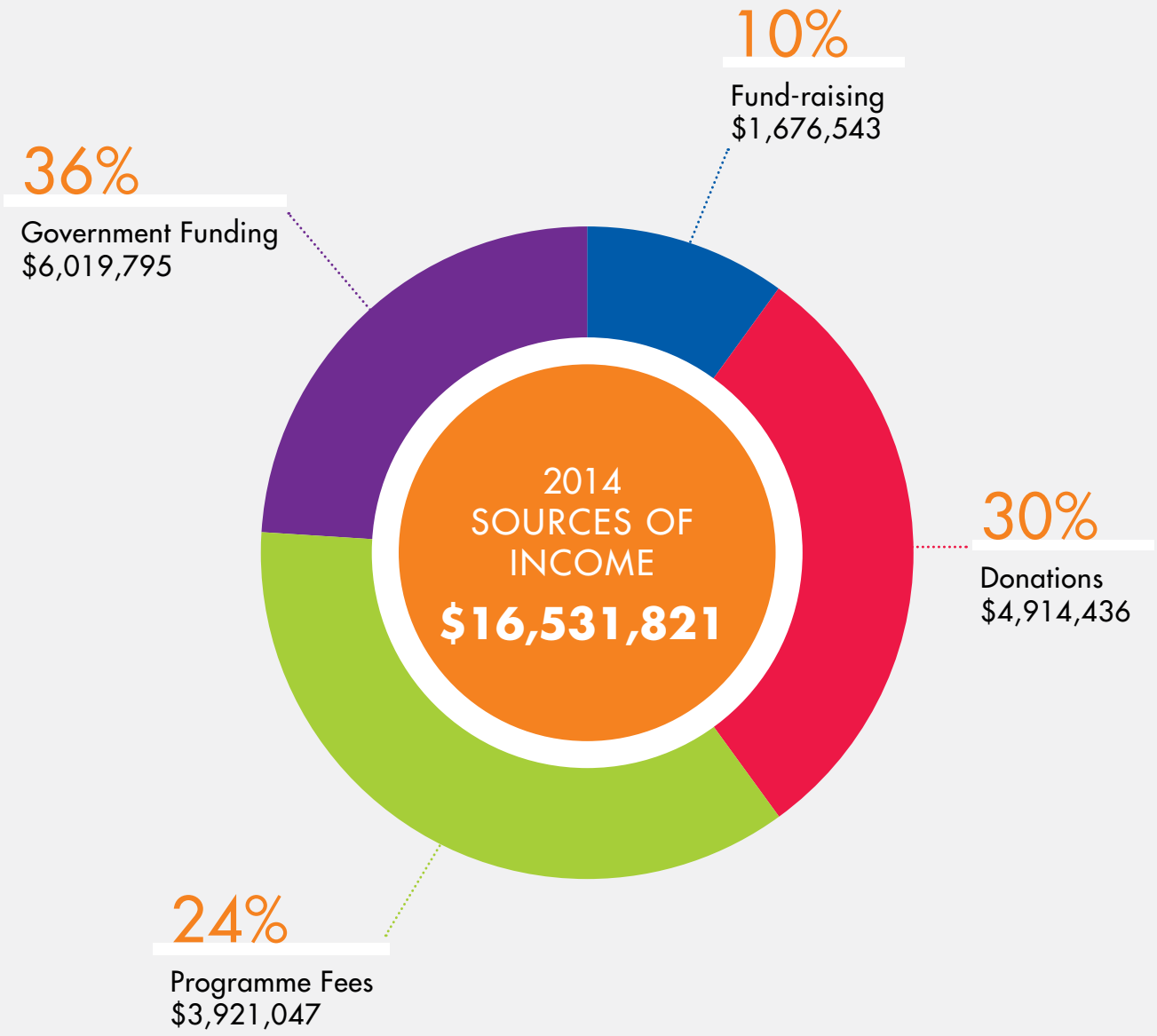
[12] The decrease in clients and service users was mainly due to the expiry of its contract with Singapore Changi Prison to help offenders and their families.

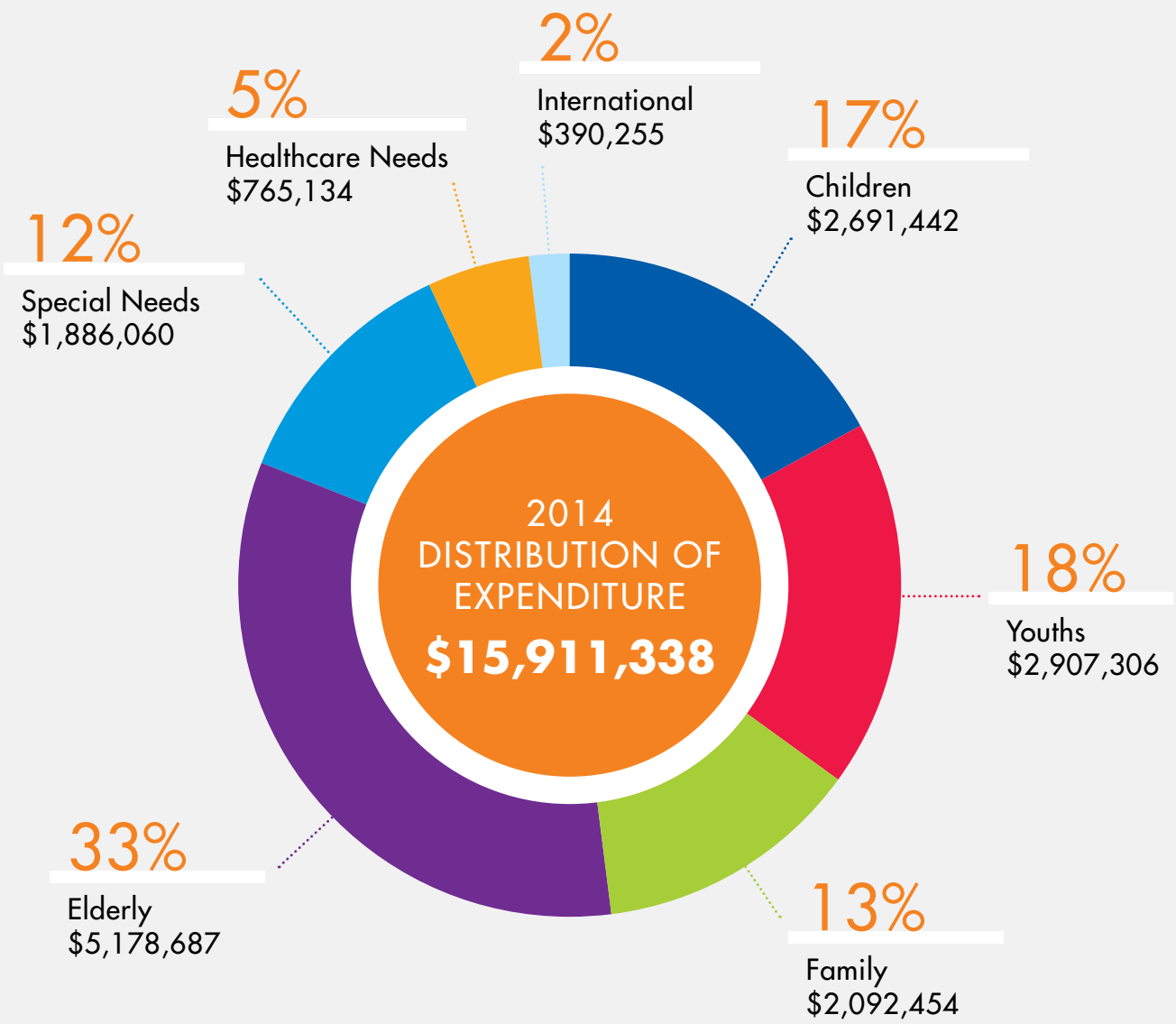
[13] The decrease in clients and service users was mainly due to the completion of several large scale humanitarian projects in 2013.

2014 Financials & POLICY STATEMENTS

TOUCH is committed to ensure prudent use of its resources in ensuring cost-effectiveness and accountability in all its operations. To further improve corporate governance, TOUCH has put in place financial controls and procedures to ensure transparency and accountability and to safeguard the integrity of the financial reporting. Audited financial statements are published annually. Specific project evaluations are also carried out to assess the effectiveness of its programmes in meeting client needs.
Please refer to some 2014 financial highlights and charts below:

- TOUCH comprising TOUCH Community Services Limited, TOUCH Family Services Limited and TOUCH Community Services International Limited received about 36% of its annual funding from government grants and relies more on its own fund-raising efforts to meet the rest of its financial needs.
- TOUCH received income totalling $16 million.



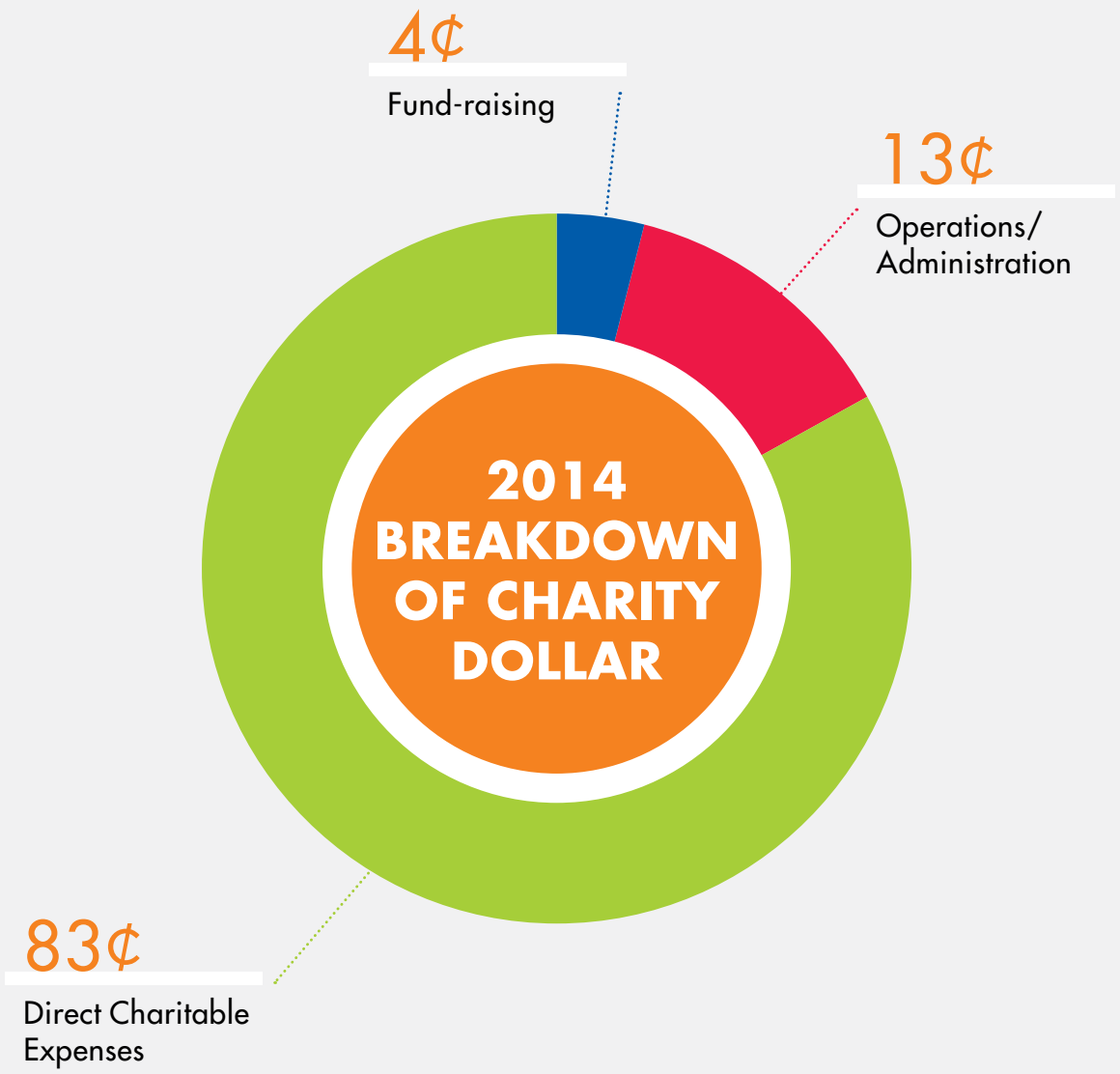


For financial year 2014, TOUCH had a surplus of $620,483 respectively.

2014 Breakdown of Charity Dollar

For financial year 2014, out of every $1.00 spent, 83¢ for TOUCH went directly to fund programmes and activities that benefit our clients. Refer to chart below.

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



Direct Charitable Expenses – Include programme staff cost and cost of providing services and running programmes for clients.

Indirect Charitable Expenses comprising:
Fund-raising – Includes programme and staff cost incurred in raising funds to support direct services.

Operations / Administration – Includes rental, utilities, printing, stationery, transport, telecommunications, IT expenses, professional fees and support staff cost.

Corporate Governance

The Board works with the Leadership Team to lead and manage the Company. The Board provides guidance to the Leadership Team and delegates the formulation of policies and the day to day management to the Executive Director and the Leadership Team. The Leadership Team remains accountable to the Board.

To assist the Board in the execution of its duties, The Board has delegated specific functions to the Board Sub-Committees. Each of these Committees operates within the Terms of Reference approved by the Board, a copy of which is on page 53.

The Board's decision and approval is required for the following matters:
- Corporate and service strategies and restructuring;
- Annual budget and funding;
- Interested person transactions and matters involving conflict of interest for a Director;
- Any material and significant matter.

The Board meets at least 3 times a year with a quorum of not less than 3 members. The Board Sub-Committees meet at least 1-2 times a year.

BOARD SUB-COMMITTEES *

Audit	Chew Robert / Peh Lai Gek
Programme & Services	Au-Yong Kok Keong Kenneth
Fund Raising	Goh Choon Wah
Appointment, Nomination	Cheng Huey Teng
Human Resource	Chew Robert / Peh Lai Gek
Treasurer	Peh Lai Gek
Investment	Kwong Kin Mun

** Information is updated at the time of print*

Note: At the general meeting, one third of the directors shall retire from office and retiring directors can be re-elected as stipulated under the Articles of Association.

Audit Sub-Committee

The audit committee meets two times in the year, reviewing the state of governance, as well as ensuring that programmes and services maintained a sound state of internal controls. This is done through the in house internal audit function by reviewing the adequacy of the financial, operational and compliance controls for all the services, on a rotational 3 year basis.

In 2014, the audit committee also commissioned an independent review of TOUCH Community Services Ltd's Human Resource Management and Payroll Processing processes. Shared Services for Charities Ltd was appointed as the external independent reviewer. The objectives of the review were conducted with a view to ascertain that the Human Resource & Payroll policies were complied with, as well as to strengthen controls, where applicable.

The audit committee ensures that the approved audit recommendations are adequately followed up by the Leadership team. The audit committee is of the view that the internal auditor has adequate resources to perform its functions and is independent from the activities that it audits.

Policy Statements and Practices

Personal Data Protection Act Policy (and Donor Confidentiality)
TOUCH respects and honours our sponsors, donors, partners, volunteers and clients; their right to be treated courteously, fairly and have their privacy protected. TOUCH is committed to complying with the Personal Data Protection Act passed by the Singapore Government Parliament in October 2012. Personal information is given in good faith by sponsors, donors, partners, volunteers and clients and will only be used to maintain or enhance their relationship with TOUCH. Sponsors, donors, partners, volunteers and clients can remove their name from mailing lists upon sending their requests to TOUCH.

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.

TOUCH has put in place procedural, physical and electronic means to safeguard the personal information of our sponsors, donors, partners, volunteers and clients and will not rent, exchange or sell mailing lists of our sponsors, donors, partners, volunteers and clients to other organizations.

Sponsors, donors, partners, volunteers and clients' information may be kept both in hard copy and/or electronic forms. In either case, TOUCH has documented procedures to safeguard this information. Safeguards include storing copies of the information off-site.

Reserve Policy
The Organization 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 fulfill the continuing obligations.

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

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

Loans Policy
The Company does not have a loan policy as it does not grant loans to any parties.

Remuneration and Performance Management (HR) Practices
The remuneration strategy for key executives (i.e. members of the Leadership Team) and all staff is guided by TOUCH remuneration principles of enabling the organization to;
- attract and retain candidates with qualifications and experiences that best fit the job;
- ensure a clear relationship between performance and remuneration;
- appropriately compensate employees for the services they provide;
- provide an appropriate level of transparency; and
- ensure a level of equity and consistency across TOUCH.

The Board is responsible for approving remuneration strategy for TOUCH. Each year, the Human Resources Sub-Committee will review and advise the Board on proposed annual salary increment for TOUCH put forward by the Executive Director. The key factors taken into consideration for such salary increment proposal are NCSS salary guideline, MOH salary guideline, guidelines provided by the Singapore National Wage Councils, and relevant laws and regulations and the financial resources of TOUCH.

TOUCH remuneration consists of fixed remuneration and performance linked bonus.

Performance appraisal in TOUCH is a key HR process to ensure that employees receive performance feedback and establish a clear link between performance and remuneration. The appraisal will be done once a year to review performance in current year and setting objectives for the new work year. The performance rating of staff is element of consideration in determining individual salary increment.

Board Structure -- Terms of Reference

Background -- Code of Governance (COG) Description

The Board should have committees[1] (or designated Board members) with terms of reference in place to oversee the following areas of governance and operations, where appropriate. The proposed committees and the designated Board members for the organisation are as follows:-

Board Structure	Tier	Status
1. Audit[2]	Basic ll	Charities / IPCs
2. Programmes and Services	Basic ll	Charities /IPCs
3. Fund-Raising	Enhanced	Large Charities / IPCs
4. Appointment / Nomination	Enhanced	Large Charities / IPCs
5. Human Resource	Enhanced	Large Charities / IPCs
6. Finance[3]	----	----
7. Investment	Advanced	Large Charities / IPCs

Audit

a) To ensure there is a financial management system in place particularly in budget planning & monitoring, operational and internal controls and asset management.
b) To ensure compliance with applicable laws, guidelines, codes of governance, standards and practices.
c) To ensure the setting up of and adherence to clear policies and procedures with respect to conflicts of interest.

Programmes and Services

a) To ensure that operations and programmes are directed towards achieving the stated outcomes, mission and vision.
b) To ensure that the Board should be regularly updated on the progress of its programmes and services.

Fund-Raising

a) To ensure that the organization establishes and maintains fund-raising good practices.
b) To ensure a periodic review of organisation's Fund-Raising Financial Accountability procedure / process.

Appointment / Nomination

a) To ensure that the organization establishes and maintains its Appointment & Nomination Process and practices, terms of reference and tenure of the office bearers.
b) To ensure the compliance of Term Limit for Board members appointment, such as Treasurer (or equivalent), and where appropriate.

Human Resource

a) To ensure that the organization human resource policies[4] are in place for paid staff and volunteers.
b) To ensure compliance with applicable employment laws, guidelines, codes of governance, standards and practices.

Finance

a) To review Financial Quarterly Results.
b) To discuss and report significant financial issues.

Investment

a) To assist the Board in reviewing the investment policy to be adopted by the Company.
b) To ensure that the investment of the Company is conducted in accordance with the investment policy, monitor the performance of the investment and recommend changes, as may be appropriate.

---

1 Besides the Committee Chairman, other committee members need not be serving on the Board.
2 Audit Committee: The Treasurer or Finance Committee Chairman should not concurrently chair the Audit Committee.
3 Finance Committee assists the Board in its oversight responsibilities relating to financial issues.
4 HR policies could cover areas such as recruitment, remuneration, benefits, training, development actions, performance appraisal and disciplinary actions.

21st Dec 2009, 19th Jan 2011, 6th Feb 2015

Directory of SERVICES & LOCATIONS

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

Children Services

TOUCH Character Development
TOUCH Family Services Limited
Add : Blk 162 Bukit Merah Central
#05-3545 Singapore 150162
Tel : +65 6317 9988
Fax : +65 6317 9989
Email : tcd@touch.org.sg

TOUCH Child Care (Hougang)
TOUCH Family Services Limited
Add : Blk 606 Hougang Avenue 4
#01-167 Singapore 530606
Tel : +65 6282 3143
Fax : +65 6858 4975
Email : hougang.cc@touch.org.sg

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

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

Youth Services

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

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

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

A.p.t.i.t.u.d.e.
Add : ITE College East
10 Simei Avenue
Singapore 486047
Tel : +65 6544 9158

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

Family Services

TOUCH Adoption Services
TOUCH Family Services Limited
Add : Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : adoption@touch.org.sg
Web : http://adoption.touch.org.sg

TOUCH Caregivers Support
TOUCH Community Services Limited
Add : Blk 444 Ang Mo Kio Avenue 10
#01-1603 Singapore 560444
Tel : +65 6804 6555
Fax : +65 6451 2086
Email : caregivers@touch.org.sg
Web : www.caregivers.org.sg

TOUCH Counselling & Social Support
TOUCH Family Services Limited
Add : Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : tcs@touch.org.sg

TOUCH Family Life Education
TOUCH Family Services Limited
Add : Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : familylife@touch.org.sg

Elderly Services

TOUCH Home Care (Toa Payoh)
TOUCH Community Services Limited
Add : Blk 173 Toa Payoh Lorong 1
#01-1264 Singapore 310173
Tel : +65 6258 6797
Fax : +65 6258 1013
Email : homecare@touch.org.sg

TOUCH Home Care (Jurong)
TOUCH Community Services Limited
Add : Blk 457 Jurong West Street 41
#01-762 Singapore 640457
Tel : +65 6631 3080
Fax : +65 6896 1907
Email : homecare@touch.org.sg

TOUCH Home Care (Ang Mo Kio)
TOUCH Community Services Limited
Add : Blk 444 Ang Mo Kio Avenue 10
#01-1603 Singapore 560444
Tel : +65 6804 6565
Fax : +65 6451 2086
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 Services

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 Avenue 1
#01-295 Singapore 400301
Tel : +65 6744 9712
Fax : +65 6744 4529
Email : tcs@touch.org.sg

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

Healthcare Support Services

TOUCH Cancer Support
TOUCH Community Services Limited
Add : Blk 149 Toa Payoh Lorong 1
#01-943 Singapore 310149
Tel : +65 6259 0412
Fax : +65 6252 9695
Email : cancersupport@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

International

TOUCH Community Services International
TOUCH Community Services International Ltd
Add : Stadium Walk #04-05/06
Leisure Park Kallang Singapore 397693
Tel : +65 6709 8400
Fax : +65 6709 8401
Email : tcs@touch.org.sg

Information is updated at the time of print.

TOUCH COMMUNITY SERVICES LIMITED
TOUCH COMMUNITY SERVICES INTERNATIONAL LTD
TOUCH FAMILY SERVICES LIMITED
Blk 162 Bukit Merah Central #05-3545 Singapore 150162

www.touch.org.sg