

Celebrating as One

A CELEBRATION REPORT OF TOUCH'S 25TH ANNIVERSARY



TOUCH Community Services Ltd • TOUCH Family Services Ltd



CELEBRATING 25 YEARS OF
SERVING THE COMMUNITY

TOGETHER

We believe that every individual is unique and can play an important role to meet the needs of our community. This is seen in the thumbprint marks on TOUCH's 25th Anniversary logo. The lines also reflect the ripple effect of a community coming together to serve. As TOUCH celebrates our 25th Anniversary, we are grateful for the community of volunteers, donors, staff, clients, corporate and community partners who have journeyed with us.

Thank you for being part of The Giving Family!

Mission 2030

Called to serve the needy and disadvantaged, we value every person and enable them to strengthen families – the foundation of society.

Vision 2030

Strong Families. Caring Generations. Enabled Communities.

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 disadvantaged children in the neighbourhoods of Clementi and Jurong.

Touched by the needs of low-income and single-parent families facing difficulties to make ends meet, these seven people in their twenties operated out of a HDB void deck and organised activities to help people from families in need to develop academically and socially.

What started out as a simple attempt to mentor 45 children and help them develop 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.

About **TOUCH**

TOUCH Community Services



TOUCH Family Services

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

TOUCH Family Services Ltd (TFSL), an affiliate of TCSL, was incorporated on 1 March 2007 and achieved Charity Status on 1 October 2007.

TCSL and TFSL have an integrated network of 18 services with 20 centres and 24 children's clubs located at various parts of Singapore. Its clients include children from low-income or single-parent families, youths at-risk, disadvantaged families, people with special and healthcare needs, and the elderly.

Over the last 25 years, TOUCH has reached out to many individuals from all races and religions. In 2017, it served some 31,000 clients¹ and 152,000 service users².

¹ Clients refer to those who are members of TOUCH services or individual 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.

² Service users include individuals who have benefitted from camps, health screening, and educational outreach such as talks, workshops and roadshows organised by TOUCH.

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Chairman's Message



2017 marked a significant milestone for TOUCH as we celebrated 25 years of serving the community together with you – our supporter and partner. TOUCH is grateful for your trust placed in us and the opportunity to serve the community all these years together with our stakeholders as One Community.

Your support has helped Mdm Wee Ah Bee from TOUCH Senior Activity Centre step out of depression and loneliness after dealing with two deaths of her closest kin. It was a difficult journey for Mdm Wee but with the support of the TOUCH family, she now volunteers to help other seniors live their life with grace and dignity. At 74, Mdm Wee has a renewed purpose in life and delights in serving others.

Our volunteer-turned-staff Charlene is another great inspiration to many in

Singapore who read her story in different news articles last year. She started her volunteer journey with TOUCH Silent Club in her polytechnic student days and was later offered a position as a full-time staff. Although Charlene is born deaf, she does not allow her disability to hinder her natural abilities and passion to serve the deaf community. In 2017, she became one of the ambassadors for Singapore's national disability awareness campaign, impacting people with special needs to reach their dream despite their physical limitations.

The life stories of Mdm Wee and Charlene encourage us at TOUCH to persevere in meeting the needs of every individual and recognising their potential to evoke change.

I believe that pursuing Vision 2030 includes developing forward-thinking solutions that bring real impact in the community. In our fast greying nation, vulnerable persons and their caregivers get older and need long-term help. While intervention services are crucial, TOUCH believes in developing sustainable models of care that will enable the elderly or those with disabilities to age successfully with a sense of purpose and significance.

TOUCH seeks to serve with compassion and excellence, and we are humbled and grateful to be recognised through several accolades in 2017, such as the Charity Governance Awards, where TOUCH Community Services Ltd was awarded the Special Commendation Award – Clarity of Strategy. We are also thankful that, for the second consecutive year, TOUCH Community Services Ltd, TOUCH Family Services Ltd and TOUCH International Ltd garnered the Charity Transparency Awards by the

Charity Council for exemplary disclosure practices. TOUCH Home Care was commended with the Best Home Care Operator Award at the 5th Asia Pacific Eldercare Innovation Awards Ceremony for providing the best health and social services to support ageing-in-place.

We are grateful for our stakeholders who have supported us over the past 25 years. One of our supporters has been Mrs Goh Chok Tong, who served as our first and only Patron, and subsequently as our Special Advisor, Partnership Development. I'm pleased to share that she has once again graciously accepted to be our Patron for the second term from January 2018.

Thank you once again for believing in our cause. We count on you to join us to see Strong Families, Caring Generations and Enabled Communities established in Singapore.

Lawrence Khong
PBM

Chief Executive Officer's Message



In 2017, TOUCH Community Services commemorated 25 years of service through celebrations with a clear theme for 2018 and beyond: the importance of stakeholders coming together to serve the needs in the community. Highlights included the *TOUCH 25th Anniversary – A Charity Gala*, which showcased theatrical performances inspired by stories of TOUCH beneficiaries, and *The Giving Family Festival*, a charity carnival we organised to thank the community for its support over the years and to share our Vision 2030.

We have a strong passion to inspire a generation of youths to find their voice, step out to make a difference and take the lead to bring change in society. In 2017, we integrated our Children and Youth Groups to provide a suite of services from pre-school children to post-secondary youths in a more seamless and strategic way. Through engagement platforms ranging from assembly talks, camps and serving opportunities within the community, we build values and character, uncover hidden aspirations and journey with

the next generation in inculcating the importance of giving back to society.

There are so many who need hope and help to surmount their challenges to live well and give back to society. A growing social issue that TOUCH seeks to address is the need for mental wellness. In the coming years, we will work closely with schools to bring immersive and interactive mental health programmes to students. In 2017, to fight the social stigma related to depression and mental health issues, TOUCH launched a specially commissioned themed train on the North-East Line as part of the public awareness campaign. TOUCH has also piloted a mental health education programme in secondary schools, called *Do You M.I.N.D.*, to raise awareness of mental health conditions among the youth such as depression, eating disorders, self-harm, anxiety, and obsessive compulsive behaviour.

One of our priorities in TOUCH is to be close to the community at ground-zero, interact with those whom we serve to better understand the needs, and to contribute to national conversations. The TOUCH leadership is glad to be part of the various national taskforces and workgroups, such as the Ministry of Health's War on Diabetes Taskforce and the Ministry of Communications and Information's Digital Readiness Workgroup, contributing to the solutions as we look out for the needs of the vulnerable while the young and old embrace endless possibilities through technology. We are also pleased to be part of the UNESCO Asia Pacific Regional Bureau for Education's Expert Advisory Committee, which discusses research work plans on digital citizenship competency and education.

Our digital and media platforms play a key role in communicating the voice of those with needs and will continue to advocate on issues close to our heart. At the same time, it serves as an engagement channel to rally the public in giving back to the needs of the community. Over the past one year, our

media engagements have increased; we were mentioned or featured on print and broadcast media 274 times last year, 66% more than the year before. Through the clients' stories and calls to action over the digital platform, our Facebook followers have increased by 30%. Our new website was also launched, and with the improved user experience, online donations have increased by 15%, online donors by 145%, and there has also been a 77% productivity increase in processing volunteer sign-ups.

Our heartbeat, as reflected in our mission statement, is that we value every person and seek to enable them to fulfil their roles in the family and in society. This is the same heartbeat that we have for our staff. In TOUCH, we adopt fair and inclusive human resource practices. In our employment are staff with special needs such as the deaf and individuals recuperating from mental health challenges. TOUCH has also introduced a flexible benefits programme to support staff in meeting their family and personal needs. At the same time, TOUCH believes strongly in people development, so that our staff can grow to their fullest potential. To that end, we provide development opportunities in support of continuous learning, as well as sponsorship to acquire professional work qualifications and skills upgrading, so that staff can contribute effectively as they serve our clients and beneficiaries.

All in all, meeting the needs of the community was possible because of you! I would like to commend our staff for their passion and dedication in making a difference to many lives. And to all our volunteers, donors and partners, TOUCH cannot do without your support. We value your trust in us. Together, let's build a caring and gracious community.

Towards Vision 2030!

James Tan

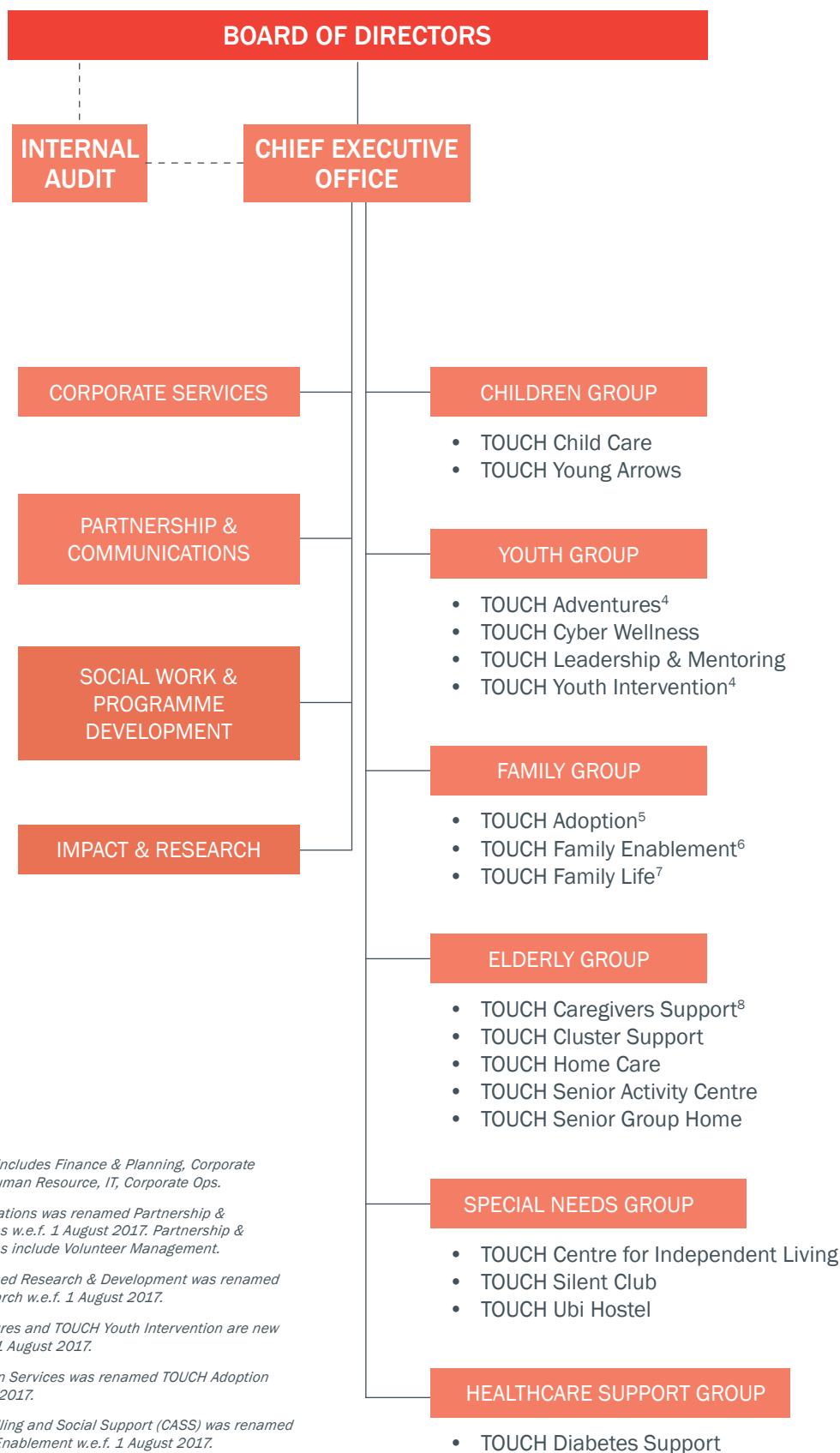
Board Structure



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.

* Information correct as at 31 March 2018.

Organisation Structure



¹ Corp. Services includes Finance & Planning, Corporate Governance, Human Resource, IT, Corporate Ops.

² Community Relations was renamed Partnership & Communications w.e.f. 1 August 2017. Partnership & Communications include Volunteer Management.

³ Community Based Research & Development was renamed Impact & Research w.e.f. 1 August 2017.

⁴ TOUCH Adventures and TOUCH Youth Intervention are new services w.e.f. 1 August 2017.

⁵ TOUCH Adoption Services was renamed TOUCH Adoption w.e.f. 1 August 2017.

⁶ TOUCH Counselling and Social Support (CASS) was renamed TOUCH Family Enablement w.e.f. 1 August 2017.

⁷ TOUCH Family Life Education was renamed TOUCH Family Life w.e.f. 1 August 2017, with the addition of the counselling function formerly under CASS..

⁸ TOUCH Caregivers Support was moved to the Elderly Group w.e.f. 1 August 2017.

Leadership Team

James Tan

Chief Executive Officer

Leong Lai Cheng

Chief Operating Officer

Anita Low-Lim

Senior Director
*Children & Youth Group
Impact & Research
Partnership & Communications*

Julia Lee

Senior Director
*TOUCH Diabetes Support
Family Group
Social Work & Programme Development*

Kavin Seow

Senior Director
Elderly Group

Edmund Wong

Director
TOUCH Family Services

Danny Loke

Senior Manager
Special Needs Group

Pek Bin Lee

Senior Manager
Human Resource

Teo Seok Bee

Senior Manager
Family Group

Alvin Ong

Manager
TOUCH Leadership & Mentoring

Chong Ee Jay

Manager
TOUCH Family Life

Joyce Ang

Manager
Partnership & Communications

Board's Conduct of its Affairs

The Board's conduct of its affairs is set out in the Board Policy which was approved by the Board on 17 February 2017.

The Board works with the Leadership Team to lead and manage the Organisation. The Board provides guidance to the Leadership Team and delegates the formulation of policies and the day-to-day management to the Chief Executive Officer 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 Committees. Each of these Committees operates within the Terms of Reference approved by the Board, a copy of which is on page 67.

The Board's decision and approval is required for the following matters:

- Corporate and service strategies and restructuring;
- Policies, standard operating procedures and manuals;
- Annual budget and funding;
- Annual report and accounts;
- Interested person transactions and matters involving conflict of interest for a Director;
- Any material and significant matter.

The Board meets at least three times a year with a quorum of at least three members. The Board Committees meet at least once or twice a year. The number of meetings attended by the Board and Board Committees during the financial year are as follows:

Board Meeting Attendance Record

Names	Attendance
Lawrence Khong	3/3
Au-Yong Kenneth	1/3
Cheng Huey Teng	3/3
Chew Robert	1/3
Eugene Seow	3/3
Goh Choon Wah	3/3
Kuok Lay Hoon	3/3
Kwong Kin Mun	1/3
Peh Lai Gek	2/3
Tan Ee Shien ¹	1/1
Tay Chin Kwang	2/3
Wan Siu Khuan	2/3

Attendance is indicated as number of meetings attended over number of scheduled meetings for the term. As TOUCH Board Directors may be appointed in different periods during the term, the number of scheduled meetings for each Director's attendance may vary.

The Board members also participated in decision-making through other means (such as electronic communications and approving resolutions in writing).

1. Tan Ee Shien was appointed as a Director on 18 May 2017.

All newly appointed Directors are briefed by the Chief Executive's Office on the operations and strategic plans of the Organisation to enable the Directors to discharge their duties effectively. The induction includes:

- TOUCH's Organisational Information
 - TOUCH's vision, mission and core values
 - TOUCH's history and timeline
 - Current operations and strategic plans
 - Current approved budget
 - Latest financial statements, annual reports & audit reports
- Governance and Legal Information
 - Laws and regulations governing TOUCH
 - Board policies and key financial, human resource, fraud and whistle blowing policies
- Board Responsibilities
 - Board structure
 - Board committees and roles
 - Conflict of interest policy
 - Overview of stakeholder communication policy
- Key Contacts
 - Board of Directors list
 - Key staff list

The Directors are encouraged to attend training programs, seminars and workshops organised by professional bodies as and when necessary, to keep apprised of relevant new laws, regulations and changes in the charity landscape. The Organisation will, if necessary, organise briefing sessions or circulate memoranda to Directors to enable them to keep pace with these changes.

Board Composition and Membership

All the Directors are independent and do not receive any remuneration for the services to the Organisation. New appointments of Directors are recommended by the Nominations Committee and are selected based on the following:

- Knowledge and Community Experience of TOUCH (E.g.: Their contribution in joining organising committees for events like Charity Golf and Charity Gala)

- Alignment to TOUCH's vision, mission and core values, as well as stand on family
- Management experience in corporate / civil service
- Diversity, including but not limited to gender, ethnicity, race and disabilities
- Specific skills such as finance, audit, legal, international, information technology, governmental affairs, public relations, marketing, human resource development, disaster relief, healthcare etc

At the annual general meeting of each year, one-third or the number nearest one-third of the number of Directors shall retire. The Directors to retire shall be those who have been longest in office since their last election. The retiring Director shall be eligible for re-election. Any newly appointed Directors shall hold office only until the next annual general meeting and shall then be eligible for re-election. There is a maximum term limit for the Board Treasurer of four years.

Board Performance

The Nomination Committee will assess the performance of the Board as a whole and its Committees will ascertain key focus areas for continuous improvement. The performance criterion for the Board evaluation includes amongst others, composition structure and size of the Board, Board processes, Board information and accountability, Board performance and constitution of the Board Committees' delegated roles.

Each Director is required to complete a Board evaluation form. The completed forms are collated by the Nomination Committee and a consolidated report is presented to the Board with a view to enhancing the effectiveness of the Board Committees and the Board as a whole.

Access to Information

The Chief Executive's Office provides the Board with information considered necessary by the Board in discharging its responsibilities. This information includes background and other explanatory information relating to matters brought before the Board, annual reports, budgets and summarised quarterly management accounts highlighting material variances between actual results and budgets/forecast/past results.

Risk Management and Internal Controls

The Board has overall responsibility of the charity's key risks to safeguard the charity's interests and its assets. They have an oversight function, ensuring that processes are in place, adequate and effective in fulfilling the mission of TOUCH. The audit committee assists the Board in providing risk management oversight while the ownership of day-to-day management and monitoring of existing internal control systems are delegated to the Leadership Team. In management and monitoring the internal control systems, TOUCH uses an Integrated Risk Management and Internal Controls Framework.

TOUCH has an in-house Internal Audit (IA) function. The IA function reports to the Audit Committee, independently. Annually, the IA function conducts a Risk Assessment to logically draft an Audit Plan that is presented to the Audit Committee for commissioning. Apart from Risk Assessment and Exposures, this audit plan also takes into consideration inputs from the Leadership Team, referring to the Audit Universe of TOUCH.

In Risk Assessment, the following areas are considered:

- i. Strategic
- ii. Operations and programme management
- iii. Governance and compliance
- iv. Human resource
- v. Volunteer management
- vi. Financial management
- vii. Fundraising
- viii. Public image
- ix. Fraud / illegal activities

From 2018 onwards, TOUCH has outsourced its Internal Audit (IA) function. The IA function will still report to the Audit Committee, independently. For 2018, the IA scope of work was to conduct an Enterprise Risk Management Consultancy to achieve the following:

1. Refresh TOUCH's Tier 1 Risk profile (Top 5 risks) by:
 - a. Refreshing TOUCH's risk universe
 - b. Redefining TOUCH's risk parameters

2. Document TOUCH's Risk assessment and Registers for Tier 1 risks
3. Develop Risk Reporting templates
4. Refresh/ Develop TOUCH's ERM Policy and Framework to sustain risk management efforts.

The scope of work for 2018 aims to increase TOUCH's ability to manage key risks of TOUCH.

Fraud Risk Management

To promote consistent organisational behaviour in order to prevent and detect fraud, TOUCH has developed a Fraud Risk Management Plan which provides guidelines and assigns responsibility when conducting investigations. Any irregularity that is detected or suspected must be reported immediately to the Chief Operating Officer (COO), who reports the irregularity immediately to the Audit Committee. The COO will be responsible to coordinate all investigations with the Chief Executive's Office and other affected areas, both internal and external.

Audit Committee

The Audit Committee meets two times in the year, reviewing the state of governance, as well as ensuring that programs and services maintained a sound state of internal controls. The Audit Committee reviews the adequacy of the financial, operational and compliance controls for all the services, on a rotational three-year basis.

The Audit Committee ensures that the approved audit recommendations are adequately followed up by the Leadership team and is satisfied that the current state of internal controls is sufficient for TOUCH to achieve its objectives.

The Audit Committee has put in place a whistleblowing policy, whereby staff or any other person may raise concerns about possible improprieties in matters of financial reporting, fraudulent acts and other matters and ensure that arrangements are in place for independent investigations of such matters and appropriate follow up actions.

We are **One** Community



This illustration is an adaptation of an artwork commissioned for TOUCH's Charity Gala 2017 and produced by award-winning designer, Tandy, founder of Kartoe.

18

Services

3,676

Regular Volunteers

30,821

Clients

151,942

Service Users

1,716

volunteers supporting
children from low-income &
disadvantaged families at
TOUCH Young Arrows

**TOUCH Youth
Group** served

137,607

children, youths, parents
and educators

TOUCH Family Life
prepared

424

couples for marriage

**TOUCH Elderly
Group** helped

7,217

seniors to age-in-place

Trained

80

individuals with
special needs in
employment skills

**TOUCH Diabetes
Support** served

1,204

members with diabetes

7,718

Facebook 'Likes'

Featured in the media

424

times

70,309

Unique Website Page Views

155

radio interviews

285,000

people reached through
10 social media campaigns

Corporate and Community Highlights

Recognition for service and operational excellence

TOUCH Community Services Ltd was awarded the Special Commendation Award – Clarity of Strategy under the Charity Governance Awards Category by the Charity Council. TOUCH Community Services Ltd, TOUCH Family Services Ltd and TOUCH International Ltd were also awarded the Charity Transparency Award for the second time for its exemplary disclosure practices on 15 November 2017. TOUCH believes that transparency and good governance are essential in building public confidence. TOUCH values the trust given to the organisation. It is committed to the continuous journey of governance excellence, and strives to be continually relevant in making real social impact and community transformation aligned to its vision.

TOUCH Home Care clinched the Best Home Care Operator Award at the 5th Asia Pacific Eldercare Innovation Awards Ceremony on 26 April 2017 for its excellent efforts in providing health and social services to support ageing-in-place. This award recognises the best of Asia Pacific's care organisations that have gone the extra mile to improve health, quality of life and independence for seniors.

Four staff from TOUCH Community Services – Ms Jacinda Soh (Senior Occupational Therapist), Ms Rachel Lim (Senior Occupational Therapist), Ms Rachel Sim (Home Care Executive)

and Ms Jeni Seetoh (Case Manager, Department of Social Work) – were recipients of the Healthcare Humanity Award (ILTC category) by the Courage Fund, which took place on 25 April 2017. This award is given to outstanding and inspirational healthcare workers who have gone beyond their call of duty to care for frail seniors and people with cancer. TOUCH Home Care client Mdm Ong Siew Lay also received the Healthcare Humanity Award (Caregiver category) for her outstanding devotion in caring for her husband.

Mrs Julie Seow, Diabetes Life Coach at TOUCH Diabetes Support, was a recipient of the Superstar Award (ILTC Administration Category) at the Singapore Health Quality Service Awards 2017, organised by the SingHealth Duke-NUS Academic Medical Centre. Julie was honoured for her work and commitment to better the lives of people with diabetes through community support. The Singapore Health Quality Service Award is Singapore's first dedicated platform to honour healthcare professionals who have delivered quality care and excellent service to patients.



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1. Ms Grace Fu, Minister for Culture, Community and Youth, with representatives of TOUCH at the Charity Governance and Charity Transparency Awards ceremony.
2. Senior Director, TOUCH Elderly Group, Mr Kavin Seow (right) receiving the Best Home Care Operator Award on behalf of TOUCH Home Care.
3. Diabetes Life Coach, Mrs Julie Seow (centre), receiving the Superstar Award at the Singapore Health Quality Service Awards 2017.
4. Individual TOUCH staff who received commendation for their excellent service towards those in need.

New Corporate Function – Impact & Research

To better report on impact and the effectiveness of our programmes, TOUCH started a new corporate function, Impact & Research, to build the organisation's capability and be accountable to its stakeholders.

TOUCH partnered with Chua Thian Poh Community Leadership Programme, NUS to measure the programme effectiveness of A.p.t.i.t.u.d.e Centre at ITE College East since it began in 2015. Through the study, data was derived from surveys with students, as well as interviews with its stakeholders. It was discovered that for every \$1.00 invested in A.p.t.i.t.u.d.e, \$2.14 of social return of investment is generated. This highlights that A.p.t.i.t.u.d.e achieved positive outcomes for the students, and is utilising its resources effectively. In the years ahead, it is increasingly important to articulate and measure the outcome and impact of TOUCH's programmes, which will lend confidence and credibility to the work of TOUCH.

Social Work & Programme Development

Social Work & Programme Development services include financial assistance for low-income families, counselling for various family-related issues, and relooking the organisation's practices and processes to ensure that services remain relevant to the needs of the community.

In 2017, Social Work & Programme Development provided financial and emotional support to 91.7% more families and individuals (in comparison to 2016) through counselling, the application of short-term financial schemes, and providing advice on financial budgeting, empowering them to be self-reliant in their daily living.

It also reviewed the programmes under TOUCH Diabetes Support to more effectively expand its reach to include support for persons living with Type 2 diabetes.

Swing for Charity

TOUCH organised its annual charity golf tournament, **Swing for Charity**, on 8 September 2017. 148 golfers, including Guest-of-Honour, Minister for Trade and Industry (Industry) Mr S Iswaran, enjoyed an afternoon of golf at Sentosa Golf Club while doing their part for charity. The event raised over \$300,000, which will go towards the programmes and services under TOUCH that support some 3,000 seniors in need.



5. Guest-of-Honour, Mr S Iswaran, Minister for Trade and Industry (Industry) (3rd from left) with members of the Swing for Charity Volunteer Organising Committee.

Celebrating 25 years of serving the community together

The work of TOUCH started from seven volunteers and continues today with the support of its stakeholders – donors, volunteers, staff, clients, corporate and community partners. The two highlights of TOUCH's 25th Anniversary celebrations focused on the importance of its stakeholders coming together to serve the needs of the community and see TOUCH Vision 2030 fulfilled.



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1. A client of TOUCH Senior Activity Centre presenting a gift of appreciation at TOUCH 25th Anniversary – A Charity Gala.
2. From left to right: TOUCH's Chief Operating Officer, Ms Leong Lai Cheng; TOUCH's Patron, Mrs Goh Chok Tong; TOUCH's Founding Chairman, Mr and Mrs Lawrence Khong; TOUCH's Chief Executive Officer, Mr and Mrs James Tan at the Charity Gala 2017.
3. Client of TOUCH Centre for Independent Living sharing her art piece with then Minister for Social and Family Development, Mr Tan Chuan-Jin.
4. Community representatives sharing their personal stories on giving to illustrate the event theme "We are One Community".

The first celebration, **TOUCH 25th Anniversary – A Charity Gala**, took place on 21 April 2017 at The Ritz Carlton. Graced by Guest-of-Honour, Mr Tan Chuan-Jin, then Minister for Social and Family Development, and TOUCH Patron, Mrs Goh Chok Tong, the charity gala showcased theatrical performances intertwined with moving life stories related firsthand by beneficiaries of TOUCH. The charity gala saw corporates and organisations banding together to partner TOUCH, which contributed to the success of the event. In total, **TOUCH 25th Anniversary – A Charity Gala** raised some \$850,000 in support of TOUCH's work among at-risk youth, disadvantaged seniors, people with special needs and vulnerable families.

The second Anniversary event took place on 4-5 November 2017 where TOUCH organised **The Giving Family Festival** at Singapore Sports Hub, OCBC Square. Graced by Guest-of-Honour, Mr Chan Chun Sing, Minister in the Prime



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Minister's Office, the charity carnival gathered some 9,500 people – public, corporate and community partners, volunteers, clients and staff – over the two days. In line with Vision 2030: Strong Families • Caring Generations • Enabled Communities, the event featured three zones – The Playground, Bonding Avenue and Giving Boulevard – which had more than 30 booths and stalls housing carnival games, rides, merchandise and mouthwatering bites, as well as performances by clients, volunteers and partners. The Festival also saw over 60 corporate and community partners coming together to partner TOUCH in support of its beneficiaries. In the spirit of social entrepreneurship, nine student teams from four local secondary schools joined in to set up booths offering games experiences, a flea market as well as merchandise to raise funds for TOUCH.

5. Guests of TOUCH's Charity Gala taking a picture at the "We are One Community" photo booth.

6. Corporate partner, Characterist LLC, celebrating One Community at the Charity Gala.

7. A mother and child purchasing a balloon sculpture in support of the Festival.

8. Leaving a hand print as a pledge of support towards building One Community.



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Adding to the festivities are two other events – **Run & Raisin' 2017** and the 25th Anniversary Celebration of TOUCH Diabetes Support. The Festival Run, which benefits over 500 children from low-income and single-parent families under TOUCH Young Arrows, had the support of some 2,000 participants at the 10km Competitive Run, 5km Fun Run and the 500m Family Run. As part of TDS' 25th Anniversary celebration, a team of 27 cyclists took part in an 85km cycling fundraiser and raised some \$30,000 in support of TDS' work in fighting the war on diabetes.

In total, **The Giving Family Festival** raised over \$850,000 to end off the year's celebrations.



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9. A participant of Run & Raisin' 2017 playing at a game booth at The Giving Family Festival.

10. TOUCH Young Arrows' children dashing off at the starting line of Run & Raisin' 2017.

11. Minister Chan Chun Sing (second from left) and corporate partner, AstraZeneca (second from right), with TOUCH Chairman and Chief Executive Officer at The Giving Family Festival.

12. TOUCH Child Care's children performing at The Giving Family Festival.

13. Participants of The Giving Family Festival learning cajon with Believer Music.

we Serve as One



Did You Know...

Singapore's largest human
'Blue Circle'* was formed with

2,000

participants at **TOUCH
Diabetes Support's**
Walk with Diabetes in 2012

About

6 out of **10**

at **TOUCH Young
Arrows** return as
volunteers after
graduating each year

Since it first started
in 1986, **TOUCH
Young Arrows** has
served more than

10,000

children

TOUCH Adoption Services
helped more than

1,000

children find permanent
families since 2001

About

2.4 million people
reached since
year 2000

through **TOUCH Cyber Wellness'**
public education initiatives

At least

75

volunteers of **TOUCH**
became staff

Since 2006, we have
helped some

400

deaf clients find employment
in the workplace

TOUCH Cyber Wellness
created Singapore's

1st

cyber wellness
curriculum for
children with
special needs
in Singapore

The volunteers from **TOUCH
Home Care** deliver some

276,000

packets of meals to
homebound elderly each year

Our oldest volunteer elderly
befriender at **TOUCH Senior
Activity Centre** is

86 years
old

Serving the Children



Integrated

20

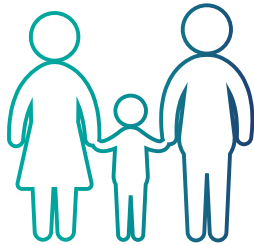
children with special
needs into **TOUCH
Child Care's**
programme



Supported

582

children from low-income or
single-parent families through
weekly educational activities



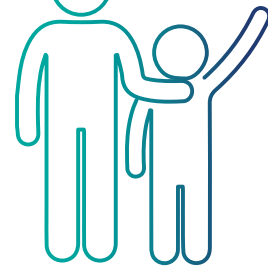
Empowered

116

families through workshops
and project engagements to
manage modern day family
challenges

80%

of children in
**TOUCH Young
Arrows** showed
improvement in
their behaviour /
parent-child
relationship



Engaged

310

Child Care children
in volunteer work



29%

of graduated clients from
TOUCH Young Arrows
in 2016 became regular
volunteers in 2017

“

Through the mentoring and academic coaching of TOUCH Young Arrows' volunteers, my results improved greatly, and I began to overcome my shyness. TOUCH Young Arrows also sourced for financial subsidies to help my family tide through the difficult times. I returned as a volunteer upon graduating from primary school and I'm now a club leader of TOUCH Young Arrows Geylang Bahru Club.

- Li Ling, client-turned-volunteer from TOUCH Young Arrows

”



1. An educational trip to Changi Airport planned by TOUCH Young Arrows' volunteers with a booklet challenge, as part of values-driven activities.

2. Performance by TOUCH Child Care's children at The Giving Family Festival.

3. The children from TOUCH Child Care having breakfast with the elderly from TOUCH Senior Activity Centre.

TOUCH Child Care

- ▶ As part of our efforts to foster an inclusive environment at our centres, the teachers have been undergoing special needs training and embarked on sign language training for deaf children in future cohorts.
- ▶ Engaged children in volunteer work such as *Keep Clean Singapore*, *Good Neighbour's Day* and exercising with the elderly at TOUCH Senior Activity Centre where the children helped to serve the neighbourhood and interact with the older generation.
- ▶ Partnered with five different institutions of varying levels – secondary school, junior college and university – for volunteer engagement.
- ▶ Equipped parents of child care children with skillsets needed to manage their children through workshops, talks and project engagement.
- ▶ Celebrated TOUCH Child Care (Clementi)'s 25th Anniversary with a concert celebration.



1.



2.



3.

1. Celebrating lantern festival with a client from TOUCH Senior Activity Centre Geylang Bahru.
2. Recycling with enthusiasm at the Keep Clean Singapore campaign.
3. Celebrating TOUCH Child Care (Clementi)'s 25th Anniversary.

TOUCH Young Arrows

- ▶ Celebrated the graduation of 42 Primary 6 children at Camp Explorer and prepared them for secondary school through workshops, subjects and CCA orientation.
- ▶ Strengthened family bonding with a 22.2% increase of family members that attended TOUCH Young Arrows-wide activities in comparison to 2016.
- ▶ Started Youthphoria Club in April to meet the academic and emotional needs of teenage clients who graduated and enable them to become volunteers.



1.



2.



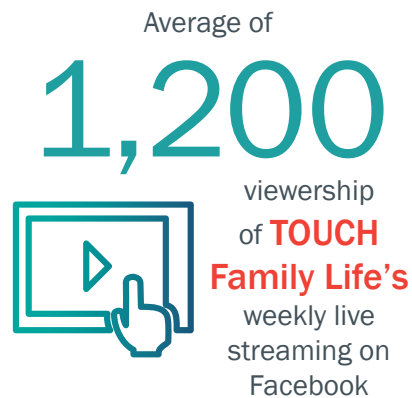
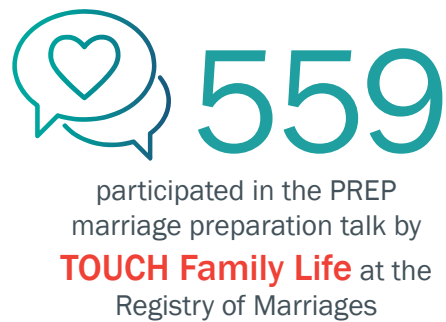
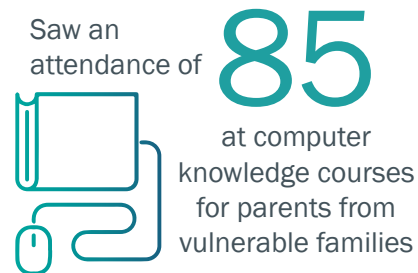
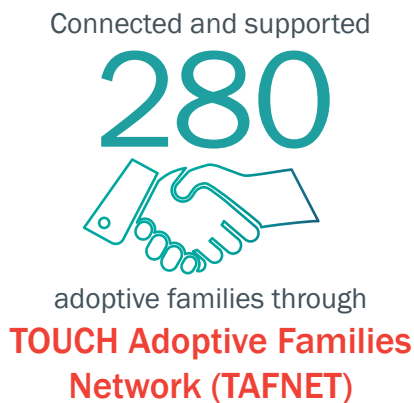
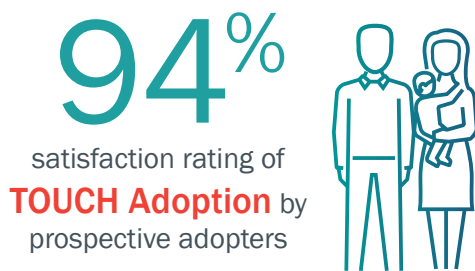
3.

1. About 300 campers and volunteer counsellors at the 29th TOUCH Young Arrows' Survival Camp.
2. Building key relationships with TOUCH Young Arrows' children, families and volunteers at East Coast Park during TOUCH Young Arrows' Family Day.
3. About 100 campers and volunteer counsellors at Camp Explorer, including 42 graduates.
4. 400 children, their families and volunteers bonded during TOUCH Young Arrows' Family Staycation.



4.

Serving the Family



1.



2.



3.



4.



“The speaker shared many pointers that I could apply in my marriage. The exercises helped me and my husband to open and share without judging each other. I hope this programme will continue to benefit other couples.

- Participant of TOUCH Family Services' Romancing For A Lifetime

1. Practical exercises at Romancing For A Lifetime help couples to better share with each other in their marriages.

2. TOUCH Adoption Services' staff at The Giving Family Festival.

3. Family bonding day event held in collaboration with A.p.t.i.t.u.d.e Centre.

4. Participants of Romancing For A Lifetime learning more about how to relate to each other in the course.

TOUCH Adoption Services

- ▶ Conducted training for 26 volunteers of Pregnancy Crisis Service in July.
- ▶ Consulted by Mediacorp when portraying adoption-related matters in a local production.

-
1. *Over the past 16 years, TOUCH Adoption Services has been the bridge to help families fulfil the dream of caring for a child through adoption.*
 2. *Sharing through an Adoption Workshop to prepare prospective adopters for their role as adoptive parents.*



TOUCH Family Enablement



1.

► Helped to strengthen the skillsets of families through training:

- Organised four computer knowledge courses for 85 parents, which boosted their confidence and opened doors for employment opportunities.
- Conducted basic conversational English course for eight foreign mothers that helped them to adapt better to local culture and communicate with confidence.

► Organised a celebratory party to affirm the clients. 152 family members attended and showcased their talents. Booths promoting skill and employment opportunities were featured for clients to sign up.

► Launched *Success Road Map*, a new assessment tool to better understand the motivations and barriers of clients.



2.

1. Family bonding night at Gateway Theatre.

2. Organised a family day with the help of student volunteers from ITE College East's A.p.t.i.u.d.e Centre to strengthen family bonds.

3. The launch of *Success Road Map*, a new assessment tool to better understand the motivations and barriers of clients.

4. A computer course organised for clients.



3.



4.

TOUCH Family Life

- ▶ Started the *Journey To Intimacy* (JTI) programme in July. The evidence-informed programme equipped 564 individuals and couples in emotional intelligence and personal development to build healthy relationships.
- ▶ Four staff of TOUCH Family Services received accreditation as the pioneer batch of certified JTI Level 1 trainers in Singapore.
- ▶ Awarded as one of two service providers by the Ministry of Social and Family Development to conduct the Early Marriage Support Services (EMSS) programme as well as marriage preparation talks at the Registry of Marriages.
- ▶ Established weekly engagements with radio stations FM97.2, UFM100.3 and 93.8NOW to share about family life matters (parenting and marriage).
- ▶ Piloted a live streaming broadcast from January to June 2017 sharing on topics about family life and workplace matters.



1.



2.



1. Couples at the Family Matters @ Community Workshop.
2. Senior Director, Edmund Wong on Love 97.2FM to share about families.
3. Enjoying the Marriage Preparation Programme at the trainer's house.
4. Journey to Intimacy, Emotional Intelligence and Relationship Enhancement Workshop by Dr Wei-Jen Huang.

3.



4.

Serving the Youth

Engaged 
220 Secondary 1 and
2 students in
learning about
mental health through activity facilitation
at the pilot of *Do You M.I.N.D.?*

Trained and raised
683 
Primary and Secondary School students
as Cyber Wellness Ambassadors

Supported
 **550**
youths and parents through **TOUCH
Youth Intervention's** counselling
and mentoring programmes


100%
satisfaction rating for Time
Out Programme* by **TOUCH
Youth Intervention**

Engaged 
3,000
ITE College East students at
A.p.t.i.t.u.d.e Centre

 **235**
students received
industrial certification
through the Interest
Group programme at
A.p.t.i.t.u.d.e Centre

Generated a Social Return on
Investment (SROI) ratio of
2.14 
through the A.p.t.i.t.u.d.e
programme by **TOUCH
Leadership & Mentoring**


Served
137,607
children, youths, parents and educators

*The Time Out Programme is a school programme to support and mentor youths with behavioural issues.

“

The mentors at A.p.t.i.t.u.d.e Centre supported me in many areas of my life and taught me how to give towards others. Now, I enjoy mentoring and I am glad to be able to make a difference and influence others positively.

Reggie, student from TOUCH Leadership & Mentoring's A.p.t.i.t.u.d.e Centre

”



1. TOUCH Cyber Wellness staff facilitating a board game about cyber bullying at the Ministry of Education's Cyber Wellness Student Ambassador Summit 2017.
2. Student barista, Mohammad Sulaiman Bin Bujang, making latte art at A.p.t.i.t.u.d.e Centre's Open House.
3. Conducting the DQ World Parents Workshop on cyber wellness.
4. Facilitating a cyber wellness session during the Cyber Wellness Ambassador Programme at Compassvale Secondary.

TOUCH Adventures



1.

▶ Collaborated with TOUCH Youth Intervention and TOUCH Healthcare Support to launch Do You M.I.N.D.?, a mental health awareness programme for schools to educate students on common mental health issues.

▶ Promoted family bonding by running the Nerf Gun Challenge at The Giving Family Festival.



2.

1. TOUCH Adventures organises dragon boat sessions to impart life values such as teamwork and perseverance to students and working adults.

2. The Boys Brigade officers at a team building session by TOUCH Adventures.

3. The TOUCH Adventures team managing the Nerf Gun Challenge held at The Giving Family Festival.



3.

TOUCH Cyber Wellness

- ▶ Partnered UNESCO and nobully.org to drive global cyberbullying awareness campaign, Power of Zero, in Singapore in 2018 as the country lead.
- ▶ Equipped over 340 teachers, parents and students in Shanghai and Jarkarta with cyber wellness knowledge.
- ▶ Invited to present at the Wofoo Asian Award for Advancing Family Well-Being, held in Hong Kong in June, on how technology can be used and managed to enhance family ties.
- ▶ Invited to share on cyber wellness education in Singapore at Child Online Protection ASEAN Seminar 2017, organised by the Malaysian Communication and Multimedia Commission in Kuala Lumpur.
- ▶ Provided expert advice to the Asia Society for Social Improvement and Sustainable Transformation (ASSIST) in Philippines on conducting a study on the cyber wellness landscape in the local schools.



1.



2.

1. Teachers and parents participating in group activities at a workshop conducted by TOUCH Cyber Wellness in Shanghai.

2. TOUCH Cyber Wellness was invited to speak at the Child Online Protection ASEAN Seminar 2017, organised by the Malaysian Communication and Multimedia Commission in Kuala Lumpur.

TOUCH Leadership & Mentoring

- ▶ Collaborated with Youth Corps Singapore to mentor 13 leaders and 80 volunteers through a Service Learning programme to design and execute a strength and flexibility-focused exercise programme for residents, aged 55 and above, living at Cheng San, Ang Mo Kio. The community enabling project reached 104 residents.
- ▶ Validated the working model of A.p.t.i.t.u.d.e Centre through a detailed research by the National University of Singapore. The research revealed that the Centre's programme generated a SROI of 2.14, maximising resources for a significant positive impact on society through the youths.
- ▶ Showcased success of Interest Groups and involvement of industry partners at the first A.p.t.i.t.u.d.e Centre Open House at ITE College East.
- ▶ Secured continued funding from Citi Foundation for the ASPIRE programme at A.p.t.i.t.u.d.e
- ▶ Piloted the Elevate initiative with the National Council for Social Service to motivate students in their studies through Service Learning.

1. Student and trainee barista, Muhammad Sulaiman Bin Bujang, showing Guest-of-Honour, Associate Professor Muhammad Faishal Ibrahim how to create latte art at the A.p.t.i.t.u.d.e Centre open house held at ITE College East.
2. Manager of TOUCH Leadership & Mentoring, Mr Alvin Ong, and youth volunteers from Youth Corps Singapore taking a selfie with Deputy Prime Minister Tharman Shanmugaratnam at the Singapore Youth Award & Youth Corps Leaders Commencement.
3. At the A.p.t.i.t.u.d.e Centre open house, professional barista coach, Mr Suhaimi Sukiman, shared about his experience and motivation behind mentoring the students in the barista interest group.
4. Youth volunteers from Youth Corps Singapore leading a weekly exercise session for the elderly of Cheng San, Seletar.



TOUCH Youth Intervention



1.



2.



3.



4.

- ▶ TOUCH Youth Intervention became an independent service in 2017, providing more specialised support to develop and positively impact youth at-risk.
- ▶ Launched National Cyber Wellness Hotline, which is part of HELP123, to provide youths, parents and members of the public with support for cyber-related issues. HELP123 is funded by Singtel and the National Council of Social Service.

1. *Help123 was launched at the Conversations on Youth which was attended by over 700 participants from schools, government, social service and law enforcement agencies.*
2. *A youth creating a display with coloured sand during expressive therapy, one of the methods that counsellors at TOUCH Youth Intervention employ to help youths work out their issues and emotions.*
3. *Youths participating in a real-life role-playing game which required them to employ problem-solving skills and taught them the importance of resilience.*
4. *TOUCH Youth Intervention presented at Inspiration Exchange, a seminar organised by the Ministry of Social and Family Development's Rehabilitation and Protection Group to facilitate an exchange of knowledge and best practices in the social service and youth sector.*

Serving the **Elderly**



Served
7,217
elderly clients



Supported by
9,718
volunteers

Supported
49
isolated seniors
through
TOUCH Caregivers Support's
Community Befriending Programme



TOUCH Home Care
received

4
accolades



30 seniors
from
TOUCH Senior Activity Centre participated at the
Singapore Intergenerational
National Games

*Through partnership
with TOUCH, we have
grown significantly in our
employee engagement
and witnessed a
deeper sense of staff
satisfaction in Rockwell.*

*- Rockwell, Corporate Partner of
TOUCH Senior Activity Centre*



1&2. Bridging the intergenerational gap through the Conversation Starter Kit.

3. TOUCH Senior Activity Centre's elderly celebrating National Day together.

TOUCH Caregivers Support

- ▶ TOUCH Caregivers Support's Community Enablement Project in the Ang Mo Kio precinct gained traction with higher attendance, a new programme and strengthened partnerships.
 - ▶ About 90 residents attend each functional strength training session, which takes place at two locations, up to four times a week.
 - ▶ About 600 residents have attended health and wellness talks.
 - ▶ 49 isolated and lonely seniors were supported through the Community Befriending Programme.
 - ▶ Supported by about 40 residents at strength training and community outings, to befriend fellow residents or help meet a variety of needs.
- ▶ Invited by the Centre for Liveable Cities to conduct a Town Audit for a second year in October for 25 senior directors and directors from the infrastructure and environment sector within the civil service.
- ▶ Invited to participate in policy and planning discussions on infrastructure to review the 3rd Accessibility Masterplan.
- ▶ Increased community engagement with residents through a community health screening, health talks and a community health post where 533 residents participated in the inaugural Community Health Screening in July.



1.



2.

1. Ang Mo Kio residents taking part in a strength training session at a void deck.
2. Senior civil service staff taking part in a Town Audit trail as part of the Leaders in Urban Governance Programme facilitated by TOUCH Caregivers Support.
3. One of the feedback sessions conducted for residents at Chong Boon Market for the upcoming new facility to be completed in 2018.
4. Residents attending a talk on dementia conducted by Ang Mo Kio Family Service Centre's social worker, TOUCH Caregivers Support's community partner, at TOUCH Home Care (Ang Mo Kio).



3.



4.

TOUCH Cluster Support



1.

▶ TOUCH Cluster Support (Kallang) started operations in its new office at Jalan Rajah in January.

▶ Worked with key healthcare stakeholders and community partners to provide a more seamless transition of care for seniors. The partners include the Agency for Integrated Care, Alexandra Healthcare, Khoo Teck Puat Hospital, National Healthcare Group, Tan Tock Seng Hospital, Yishun Community Hospital, Changi General Hospital and Institute of Mental Health. Community partners included the Ministry of Social and Family Development Department's Social Service Office, Pioneer Generation Office, Family Service Centres and the Tsao Foundation.



2.

▶ TOUCH Cluster Support organised outings to strengthen family bonding for its seniors and their caregivers, with support from the Caring Assistance from Neighbours programme volunteers and community groups. TOUCH Cluster Support also worked with various community partners to improve the home and living conditions of some 10 seniors through its Home Improvement Project.



3.

▶ TOUCH Cluster Support (Yishun) saw an increase of 44.5% in cases, with a total of 107 clients served due to greater awareness of its services.

1. TOUCH Cluster Support acts as a one-stop service point where our social workers assess the holistic needs of our seniors and their caregivers and journey with them.
2. Volunteers serenading the seniors and family members from TOUCH Cluster Support (Yishun) with Chinese oldies at the Lower Seletar Reservoir Park. The night ended with a walk around the reservoir park carrying lanterns.
3. Seniors from TOUCH Cluster Support (Kallang) had an enjoyable time at Gardens by the Bay as part of its efforts to provide psycho-social support and to enhance the well-being of its clients.

TOUCH Home Care



- ▶ In 2017, TOUCH Home Care expanded its nursing, therapy and home personal care services to Bukit Batok and Yishun.
- ▶ Clinched the Best Home Care Operator Award at the 5th Asia Pacific Eldercare Innovation Awards Ceremony for its excellent efforts in providing the best health and social services to support ageing-in-place.
- ▶ Four healthcare professionals from TOUCH received the Healthcare Humanity Awards 2017 for going beyond their call of duty to care for frail seniors and people with cancer. TOUCH Home Care's client Mdm Ong Siew Lay was also recognised for her outstanding caregiving role in caring for her husband.
- ▶ Approached by the Integrated Health Information Systems, the technology agency for Singapore healthcare, to participate in Smart Health TeleRehab, a first-of-its-kind smart device, to enable seniors to carry out prescribed rehabilitation exercises at home.



-
1. Senior Minister of State for Health Mr Chee Hong Tat greeting a client during a home visit on 5 May 2017.
 2. TOUCH Home Care saw strong partnerships with external parties with a 20% increase in the total number of volunteers.
 3. Helping seniors to age-in-place at home and in the community.

TOUCH Senior Activity Centre



1.



2.



3.



4.

1. 67-year-old Mdm Helen Lim (second from right) from TOUCH Senior Activity Centre (Geylang Bahru) clinched the SING championship at Jurong Green Community Club.

2. Youth volunteer using the Conversation Starter Kit to engage in a lively conversation with TOUCH Senior Activity Centre's senior.

3. Mr and Mrs Jonathan Ong and their two children made a special trip to TOUCH Senior Activity Centre at Geylang Bahru to pay Mr Sum Kin Nar (3rd from left) a visit and to support his craft work.

4. With the support of TOUCH's suite of eldercare services, client Mr Ramakrishnan is able to age well at home.

▶ Launched the Conversation Starter Kit on 21 November 2017 to help eldercare workers and young volunteers to better connect with seniors. The kit comprises heritage photos and talking points for better communication with the elderly.

▶ TOUCH Senior Activity Centre (Geylang Bahru) clinched the championship for the second time at the Singapore Intergenerational National Games (SING) organised by the Centre for Healthy and Sustainable Cities and the Nanyang Technological University.

▶ The work of TOUCH Senior Activity Centre was prominently featured in both print and broadcast media. 78-year-old Mr Sim Kin Nar's passion in building miniature building models was reported in the Straits Times, which featured the interesting lives of the pioneer generation. After the article was published, Mr Sum's dream of visiting the Eiffel Tower in Paris was fulfilled with a sponsored trip. Another client, Mr Ramakrishnan's story was featured in the Agency for Integrated Care's Home First video, which was broadcast over Channel NewsAsia and Channel 8.

▶ TOUCH Senior Activity Centre at Blk 162 and Blk 436 in Yishun, which started operations at the start of the year, saw strong engagements with corporate partners and schools.

TOUCH Senior Group Home

- ▶ Served eight residents by providing comprehensive care such as alternative housing options and coordinating the needed services for seniors with little or no family support.
- ▶ Optimised resources within TOUCH Elderly Group by tapping on services provided by Care Close to Home, TOUCH Cluster Support, TOUCH Home Care and TOUCH Senior Activity Centre as part of its integration efforts.
- ▶ Partnered with TOUCH Cluster Support to conduct a communication workshop for residents to improve communication and build rapport among the residents.



1. TOUCH Senior Group Home provides comprehensive care for seniors with little or no family support by providing alternative housing options and support from roommates and neighbours in the community.
2. Senior residents can receive support from TOUCH's suite of eldercare services, helping them to age in place at home and in the community.
3. Senior residents attending the communication workshop conducted by social workers from TOUCH Cluster Support.



Care Close to Home

This programme started in 2016 supports the elderly living in the rental blocks at Geylang Bahru to age with dignity in their homes.

- ▶ Provided vital sign monitoring to assess the general physical health of the seniors on a weekly basis.
- ▶ Filmed the story of client, Mr Ramakrishnan, for the Agency for Integrated Care's Home First initiative. The video captured the client ageing well at home and connected with the community, which showcased the competency of Care Close to Home.

1. Clients under Care Close to Home are supported by TOUCH's suite of eldercare services to support vulnerable seniors living in one and two-room rental flats.
2. Client enjoying the company of Care Close to Home's staff.
3. Client and staff of Care Close to Home enjoying a game of UNO Stacko together.



Serving People with Special Needs



6

trainees participated in the Special Olympics



41

clients supported Purple Parade 2017 — a movement supporting an inclusive society for people with special needs

Trained
80



trainees with special needs in employment skills



TOUCH Ubi Hostel's
clients delivered

1,432

packets of meal to the elderly in Toa Payoh under the Meals-on-Wheels programme

11

TOUCH Silent Club mentored deaf children through personal tuition and enrichment activities



TOUCH SpecialCrafts sold

1,096

artwork and crafts in support of our work in the special needs community



TOUCH Ubi Hostel organised

3

support groups for

16

trainees working in the community



I'm grateful to TOUCH Centre for Independent Living for helping my daughter and now, I volunteer regularly at the Centre. I do not have to worry so much about Huiqun now as I know that her needs will be well taken care of in the future when I'm no longer around.

- Father of TOUCH Centre for Independent Living's client, Huiqun



1. TOUCH Centre for Independent Living's trainees celebrating at the Special Olympics award ceremony.

2. TOUCH Centre for Independent Living's trainee, Juan Quan, explaining his artwork to Mr Baey Yam Keng, Parliamentary Secretary, Ministry of Culture, Community and Youth.

3. Clients of TOUCH Ubi Hostel bonding over a crafts session.

4. 27 trainees of TOUCH Centre for Independent Living performing at The Giving Family Festival.

5. TOUCH Silent Club supporting the Purple Parade 2017.

6. Clients of TOUCH Ubi Hostel's Continuous Support Programme at an outdoor walk at the National Stadium.

7. TOUCH Ubi Hostel's trainees volunteering to deliver meals to seniors in Toa Payoh.

TOUCH Centre for Independent Living



1.



2.



3.



4.

- ▶ Graduated two trainees who received employment and showed stability in their employment
- ▶ Six trainees participated in Special Olympics where four trainees won three bronze medals and two silver medals
- ▶ Improved facilities of TOUCH Centre for Independent Living and made the learning space more conducive
- ▶ Participated in an art competition with Very Special Art, of which the clients received one second prize, two merit awards and one commendable out of nine artworks. Out of the five artists sent, four clients won awards.

1. At the graduation ceremony of clients Xuan Ping and Shawn (second and third from left).
2. Client Juan Quan with Member of Parliament Mr Baey Yam Keng at the Very Special Art competition.
3. Clients performing and sharing their dreams at The Giving Family Festival.
4. Clients of TOUCH Centre for Independent Living and TOUCH Ubi Hostel at the Special Olympics.

TOUCH Silent Club



1.



2.

1. Learning to bake together with the elderly deaf.
2. Learning to be a firefighter at KidZania.
3. Deaf and hearing youths coming together for a day of fun and challenge.

- ▶ Organised Deaf Friendship Day to promote support for the deaf community by giving them information about various services provided by deaf-related organisations and encouraging them through talks and activities. 176 deaf, hearing participants, volunteers and family members attended the event.
- ▶ Provided family support and resources for deaf parents from 12 families through the Parents Support Group and created opportunities for deaf parents to meet and share their parenting experiences.
- ▶ Reached out to 129 deaf youths through the Youth Sports Outreach, which is a platform for integration of deaf and hearing participants.
- ▶ Created platforms and opportunities for deaf youths in Singapore to serve the nations through Project SERVE 2017. The project modelled the integration of 12 deaf youths and hearing community members, and enabled them to overcome obstacles of language, culture and physical while serving the community together.



3.

TOUCH Ubi Hostel

- ▶ Started Meals-on-Wheels programme in partnership with TOUCH Home Care (Toa Payoh) on 27 March where the trainees would deliver meals to the seniors in the neighbourhood of Toa Payoh. The clients grow in confidence as they learn to serve others in need.
- ▶ The Continuous Support Programme was started to provide a continuum of support for clients to achieve a greater independence in living. Clients of Continuous Support Programme include people with intellectual disability in the community, as well as graduates of TOUCH Centre for Independent Living and TOUCH Ubi Hostel. It served 33 clients in 2017.
- ▶ Organised a Family Day where 19 TOUCH Ubi Hostel trainees and 20 caregivers, four Continuous Support Programme clients and two caregivers, and 10 TOUCH Centre for Independent Living caregivers came together for a day of bonding activities.
- ▶ Started on renovation to improve the existing facilities and cater to the needs of its 30 trainees and will complete in 2018.





3.



4.

1. Volunteering to deliver meals to elderly in Toa Payoh as part of the Meals-on-Wheels programme.
2. Organised an outdoor walk for clients at the Continuous Support Programme.
3. Clients of the Continuous Support Programme learning to make pizza.
4. Clients learning about cyber wellness through TOUCH Cyber Wellness.

Serving People with Healthcare Needs



119
volunteers lent their support at the Light Of Hope Run in support of mental wellness as ushers, facilitators and logistics assistants



1,804

runners ran in support of individuals living with mental health issues at the Light Of Hope Run



Brought mental health awareness to over
841,800
members of the public through the Light Of Hope Run and train launch



Reached out to

688

individuals living with diabetes through support groups, educational talks and counselling



27 cyclists covered 85km in a cycling fundraiser by

TOUCH Diabetes Support in support of persons living with diabetes





3.



4.



5.



6.



7.

I have benefitted immensely from the support given by the staff, volunteers and fellow members of TOUCH Diabetes Support (TDS) who enabled me to monitor my condition independently and take appropriate measures when necessary. TDS also helped my family financially by providing the diabetes supplies I needed for blood checks and injections by working with drug and devices companies.

- Lay Xin, member of TOUCH Diabetes Support

1. TOUCH Diabetes Support's cyclists celebrating the completion of their 85km ride around Singapore.

2. At TOUCH Diabetes Support's group session with two Italian guests.

3 & 4. Some 1,804 runners ran in support of persons with mental health issues at the Light Of Hope Run.

5. Runners with their best smiles at the start line of the Light Of Hope Run.

6. Support group session for young adults with Type 1 diabetes at a board game cafe.

7. TOUCH Diabetes Support's support group session for the Malay community.

TOUCH Diabetes Support

- ▶ Celebrated 25 years of supporting persons with diabetes.
- ▶ Reviewed existing programmes and expanding its work to include support for people living with Type 2 diabetes.
- ▶ Secured partnership with AstraZeneca Singapore Pte Ltd which donated \$100,000 to fuel TOUCH Diabetes Support's work in the community for the next three years.



1.



3.



4.



2.

1. Staff, partners and clients of TOUCH Diabetes Support forming the blue circle at The Giving Family Festival to commemorate World Diabetes Day 2017.
2. During the Essential of Self Care support group session, participants learnt how to design a sound diet through the Healthy Eating - Smart Meal Planning workshop.
3. A new partnership with AstraZeneca Singapore Pte Ltd saw the pharmaceutical company donating \$100,000 to support the work of TOUCH Diabetes Support in the community for the next three years.
4. 27 cyclists covered 85km in a cycling fundraiser by TOUCH Diabetes Support in support of persons living with diabetes.

Community Mental Wellness

This initiative educates the public about mental wellness and encourages the community to come together to support people with mental health issues.



1.

▶ A first-time collaboration with Nanyang Polytechnic School of Health Services saw a group of Social Work students advocating for mental health awareness through various school-based and public events and initiatives.

▶ Launched a mental wellness themed train on the North East Line on 17 July 2017 to raise awareness of common mental health conditions: depression, schizophrenia and anxiety disorder. The train ran for a month, reaching out to over 840,000 commuters.

▶ Organised the Light Of Hope Run as part of the Light Of Hope mental health awareness campaign which garnered extensive media coverage.



2.



3.



4.

1. TOUCH launched a Light Of Hope themed train on the North East Line to promote awareness of mental health issues.
2. Light Of Hope Volunteers led a sing-along session on board the Light Of Hope themed train in support of persons with mental health issues.
3. Some 1,804 runners ran in support of persons with mental health issues at Light Of Hope 2017.
4. Chief Executive Officer of TOUCH Community Services, Mr James Tan and Guest-of-Honour Mr Desmond Choo, Mayor of North East CDC; with the Light Of Hope Volunteer Committee (in orange) and students from Nanyang Polytechnic (in red) who contributed to the mental health awareness train campaign.

we Progress as One





*Corporate partners, volunteers, staff
and clients celebrating together as
One Community.*

Facts & Figures

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	
	2017	2016	2017	2016	2017	2016	2017	2016
TOUCH Community Services Ltd								
TOUCH Young Arrows	7 FT -	6 FT -	365* 1,351**	430* 1,048**	582	584	2,163	1,770
TOUCH Adventures ⁴	4 FT -	-	9* -	-	-	-	7,420	-
TOUCH Cyber Wellness ⁵	7 FT -	8 FT -	40* -	33* -	7,600	3,996	109,931	113,073
TOUCH Leadership & Mentoring ⁶	9 FT -	16 FT -	640* 80**	504* 111**	9,000	12,883	3,000	8,238
TOUCH Youth Intervention ⁷	7 FT -	-	7* 3**	-	169	-	487	-
TOUCH Caregivers Support	6 FT 2 PT	4 FT -	42* 20**	7* -	3,685	2,601	2,499	3,387
TOUCH Home Care	78 FT 10 PT	70 FT 11 PT	1,976* 4,471**	1,605* 2,198**	1,932	1,763	-	-
TOUCH Senior Activity Centre ⁸ (C2H)	16 FT -	7 FT -	130* 3,017**	101* 1,853**	1,410	1,028	-	-
TOUCH Cluster Support (Kallang & Yishun)	13 FT -	6 FT -	22* 40**	26* -	182	259	-	-
TOUCH Senior Group Home	-	-	-	-	8	4	-	-
TOUCH Centre for Independent Living	13 FT 3 PT	13 FT 1 PT	51* 267**	51* 430**	58	61	89	168
TOUCH Ubi Hostel	11 FT 1 PT	11 FT 1 PT	32* 10**	23* 247**	27	28	99	124
TOUCH Silent Club ⁹	3 FT 1 PT	2 FT 1 PT	39* 46**	31* 49**	346	385	1,066	1,428
TOUCH Diabetes Support ¹⁰	3 FT 1 PT	4 FT 1 PT	14* 40**	34* 89**	1,204	1,159	4,398	17,630
Corporate Event / Service								
Light Of Hope	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	
	2017	2016	2017	2016	2017	2016	2017	2016
Light Of Hope	-	-	4* 126**	4* 115**	-	-	1,804	1,806
Social Work & Programme Development	2 FT 1 PT	1 FT 1 PT	-	-	625	326	-	-
The Giving Family Festival	-	-	186* 186**	-	-	-	9,500	-
Total	179 FT 19 PT	148 FT 16 PT	3,557** 9,657**	2,849** 6,140**	26,828	25,077	142,456	147,624

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	
	2017	2016	2017	2016	2017	2016	2017	2016
TOUCH Family Services Ltd								
TOUCH Child Care	29 FT 3 PT	30 FT 2 PT	41* 205**	3* 295**	188	197	722	690
TOUCH Adoption	1 FT 4 PT	- 5 PT	30* -	26* -	164	157	1,758	1,680
TOUCH Family Enablement ¹¹	7 FT -	11 FT -	24* 106**	28* 70**	1,791	2,362	-	-
TOUCH Family Life ¹²	10 FT 3 PT	5 FT 2 PT	24* 50**	24* 50**	1,850	782	7,006	7,929
Total	47 FT 10 PT	46 FT 9 PT	119* 361**	81* 415**	3,993	3,498	9,486	10,299

Please refer to remarks on facing page

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 programmes organised for the year, or
- received face-to-face services including counselling, or
- are registered members

3. Service Users include individuals who:

- benefitted from TOUCH services, such as through camps, health screening, and educational outreaches, including talks, workshops and roadshows.

4. The increase in service users was due to TOUCH Adventures becoming a service. Past figures were combined with TOUCH Leadership & Mentoring's figures.

5. The increase in clients was due to more students attending the Student Ambassador Programme and the Parent Mentoring Programme. The decrease in service users was due to smaller cohorts in schools.

6. The decrease in clients and service users was due to the independent reporting of TOUCH Adventures and TOUCH Youth Intervention's figures.

7. The increase in clients and service users was due to TOUCH Youth Intervention becoming a service. Past figures were combined with TOUCH Leadership & Mentoring's figures.

8. The clients from Care Close to Home have been reclassified as they share a similar client base with TOUCH Senior Activity Centre. The 2016 figures of Care Close to Home are placed with TOUCH Cluster Support.

9. The decrease in service users was due to the stopping of assembly talks at school and deaf awareness roadshows last year.

10. The decrease in service users was due to the Y-Diabetes project that was launched in 2016 where there were many people involved in the sharing of diabetes.

11. The decrease in 2017 figures was due to the counselling function formerly under TOUCH Counselling and Social Support transferred to TOUCH Family Life.

12. The increase in clients was due to the completion of the Triple-P tender project and no further renewal of tender in 2017. The general increase in the 2017 figures was due to the addition of the counselling function formerly under TOUCH Counselling and Social Support.

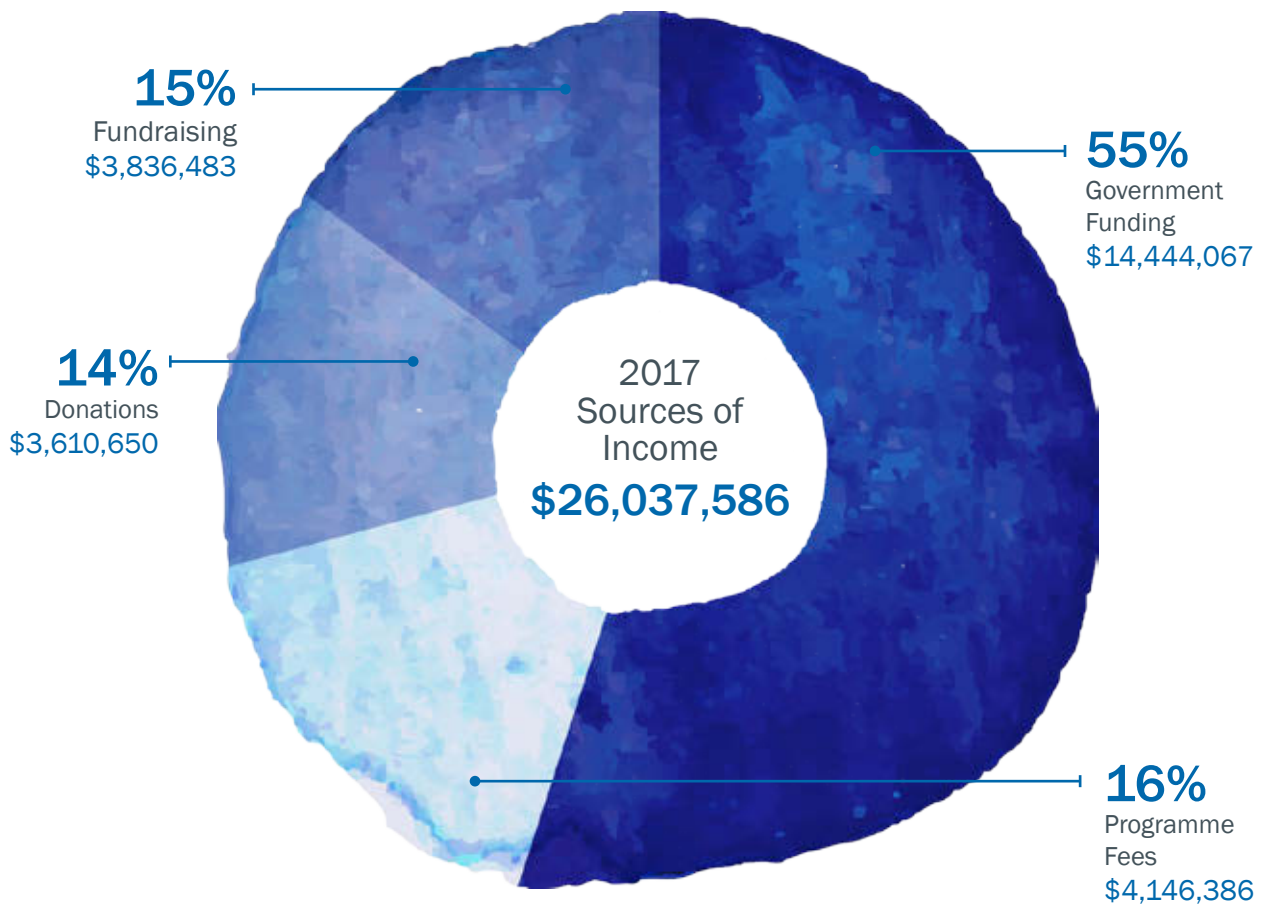
2017 Financials

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 2017 financial highlights and charts:

TOUCH comprising TOUCH Community Services Ltd and TOUCH Family Services Ltd received about 55% of its annual funding from government grants and relies more on its own fundraising efforts to meet the rest of its financial needs.

TOUCH received income totalling some \$26 million.





2017 Breakdown of Charity Dollar

For financial year 2017, out of every \$1.00 spent, 81 cents for TOUCH went directly to fund programmes and activities that benefitted our clients. Refer to chart on the right.

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

Direct Charitable Expenses:

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

Indirect Charitable Expenses:

Fundraising includes programme and staff cost incurred in raising funds to support direct services.

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



For financial year 2017, TOUCH had a surplus of \$1,961,706.

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 organisations.

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

TOUCH seeks to maintain a reserve of up to 12 months of operating costs. This is to allow a lead time to take the necessary measures to channel support for our work, re-assign beneficiaries or re-deploy staff if anything should happen that will threaten our income stream. The amount of reserves will be regularly reviewed by the Board of Directors to ensure that they are adequate to fulfil the continuing obligations.

Conflict of Interest Policy Statement

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

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

Loans Policy

TOUCH does not have a loan policy as it does not grant loans to any party.

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 organisation 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 Committee will review and advise the Board on proposed remuneration strategy put forth by TOUCH. The key factors taken into consideration for such review are guidelines and recommendations from relevant authorities such as National Council of Social Services, Ministry of Health, Singapore National Wage Council, prevailing economic conditions and the financial position 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 the staff, based on his performance review of the preceding year, will be a key factor in determining his salary.

Code of Conduct

All staff are expected to conduct and carry themselves in a professional manner while at work and to observe Organisation policies and procedures so as to promote a harmonious working relationship and a conducive working environment. As staff are representatives of the Organisation, staff must practise honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations.

Donations to External Parties

Donations to other charities are conducted out of a spirit of giving to charities with similar vision and mission as TOUCH. This corporate giving is funded out of the surplus that we have each year and the giving has no strings attached. The corporate giving is capped at \$40,000 a year.

Business Continuity Planning

TOUCH is committed to securing business continuity to ensure that essential services and corporate practices will be maintained in the event of a significant disruption affecting its operations, and to safeguard the interests of its key stakeholders, reputation, brand and value creating activities, and that normal services and corporate practices to be restored.

It is our policy to have in place plans that are regularly reviewed and tested. We will ensure all persons connected with the delivery of services are fully aware of their roles and responsibilities in ensuring business continuity.

Whistle Blowing Policy

A. Purpose

TOUCH is committed to lawful and ethical behaviour in all its activities, and requires that its Board, management, employees and volunteers conduct themselves in a manner that complies with all applicable laws and internal policies. In keeping with this commitment and TOUCH's interest in promoting open communication, this policy aims to provide a means through which employees should raise concerns with the reassurance that they will be protected from reprisals or victimization for whistle-blowing in good faith.

B. Scope

This policy applies to all TOUCH's employees, including part-time, temporary, contract employees and volunteers.

C. Policy

The Whistle-blowing Policy is intended to cover *serious concerns* that could have a *large impact* on TOUCH, including actions that:

1. May lead to financial irregularities;
2. Are unlawful;
3. Are not in line with professional code of conduct; or
4. Otherwise amount to serious improper conduct.

Volunteer Management

Volunteers play a key role in TOUCH 2030 Vision of Strong Families • Caring Generations • Enabled Communities. A volunteer management framework, comprising of the seven stages as below, is used to guide Services in the management, equipping, engagement and empowerment of volunteers effectively:

1. Volunteer Vision and Strategic Planning
2. Volunteer Recruitment and Selection
3. Orientation and Training
4. Deployment and Supporting Volunteers
5. Supervision
6. Evaluation
7. Recognition

Background – Code of Governance (COG) Description

The Board should have committees¹ (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	Charities / IPCs
2. Programmes and Services	Intermediate	Charities / IPCs
3. Fundraising	Intermediate	Charities / IPCs
4. Appointment / Nomination	Enhanced	Large Charities / IPCs
5. Human Resource	Enhanced	Large Charities / IPCs
6. Finance	Basic	
7. Investment	Advanced	Charities / IPCs

Audit

- a) To ensure there is a financial management system in place particularly in budget planning and 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.

Fundraising

- a) To ensure that the organisation establishes and maintains fundraising good practices.
- b) To ensure a periodic review of organisation's Fundraising Financial Accountability procedure / process.

Appointment / Nomination

- a) To ensure that the organisation establishes and maintains its Appointment and 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 organisation human resource policies⁴ 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 organisation.
- b) To ensure that the investment of the Organisation 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

Names of Members and the Date of Appointment

Caleb Chan	28 September 2006
Kam Tin Seah	27 March 2012
Tan Hui Sin	16 March 2011

Bankers

OCBC Bank

63 Chulia Street, #05-00, OCBC Centre East, Singapore 049514

Laywers

Characterist LLC

190 Middle Road, Fortune Centre, #15-01, Singapore 188979

Auditors

Foo Kon Tan LLP

Public Accountants and Chartered Accountants
24 Raffles Place, #07-03, Clifford Centre
Singapore 048621

Description of governing instruments

Memorandum & Articles of Association

Registered address of charity

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

List of related entities

TOUCH Family Services Ltd
TOUCH International Ltd

Directory of Services & Locations

TOUCH Community Services (Headquarters)

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

Children Group

TOUCH Child Care (Hougang)

(TOUCH Family Services Ltd)

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

TOUCH Child Care (Clementi)

(TOUCH Family Services Ltd)

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

TOUCH Young Arrows

(TOUCH Community Services Ltd)

Add	Blk 162 Bukit Merah Central #05-3545 Singapore 150162
Tel	+65 6377 0122
Fax	+65 6377 0121
Email	young.arrows@touch.org.sg

Family Group

TOUCH Adoption

(TOUCH Family Services Ltd)

Add	5 Stadium Walk #04-05/06 Leisure Park Kallang Singapore 397693
Tel	+65 6709 8400
Fax	+65 6709 8401
Email	adoption@touch.org.sg

TOUCH Family Enablement

(TOUCH Family Services Ltd)

Add	Blk 162 Bukit Merah Central #05-3545 Singapore 150162
Tel	+65 6377 0122
Fax	+65 6377 0121
Email	tcs.familyenablement@touch.org.sg

TOUCH Family Life

(TOUCH Family Services Ltd)

Add	5 Stadium Walk #04-05/06 Leisure Park Kallang Singapore 397693
Tel	+65 6709 8400
Fax	+65 6709 8401
Email	familylife@touch.org.sg

Youth Group

TOUCH Adventures

(TOUCH Community Services Ltd)

Add	5 Stadium Walk #04-02 Leisure Park Kallang Singapore 397693
Tel	+65 6730 9520
Fax	+65 6271 5449
Email	adventure@touch.org.sg

TOUCH Cyber Wellness

(TOUCH Community Services Ltd)

Add	5 Stadium Walk #04-02 Leisure Park Kallang Singapore 397693
Tel	+65 6730 9520
Fax	+65 6271 5449
Email	cyberwellness@touch.org.sg
Web	www.touchcyberwellness.org

TOUCH Leadership & Mentoring

(TOUCH Community Services Ltd)

Add	5 Stadium Walk #04-02 Leisure Park Kallang Singapore 397693
Tel	+65 6730 9520
Fax	+65 6271 5449
Email	tlm@touch.org.sg

TOUCH Youth Intervention

(TOUCH Community Services Ltd)

Add	5 Stadium Walk #04-02 Leisure Park Kallang Singapore 397693
Tel	+65 6730 9520
Fax	+65 6271 5449
Email	youthcounselling@touch.org.sg
TOUCHline	1800-377-2252 (Mon - Fri, 9am - 6pm)

Elderly Group

TOUCH Caregivers Support

(TOUCH Community Services Ltd)

Add	Blk 444 Ang Mo Kio Avenue 10 #01-1603 Singapore 560444
Tel	+65 6804 6565
Fax	+65 6451 2086
Email	caregivers@touch.org.sg
Web	www.caregivers.org.sg
CareLine	+65 6804 6555

TOUCH Cluster Support (Kallang)

(TOUCH Community Services Ltd)

Add	Blk 104 Jalan Rajah #59-01 Singapore 321104
Tel	+65 6352 0277
Fax	+65 6352 0237
Email	clustersupport@touch.org.sg

TOUCH Cluster Support (Yishun)

(TOUCH Community Services Ltd)

Add	Blk 108 Yishun Ring Road # 01-287 Singapore 760108
Tel	+65 6481 5031
Fax	+65 6481 5142
Email	clustersupport@touch.org.sg

Elderly Group

TOUCH Home Care (Ang Mo Kio) (TOUCH Community Services Ltd)

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 Senior Activity Centre (Yishun 436) (TOUCH Community Services Ltd)

Add	Blk 436 Yishun Avenue 11 #01-224 Singapore 760436
Tel	+65 6481 4158
Fax	+65 6257 0458
Email	sac@touch.org.sg

TOUCH Home Care (Jurong) (TOUCH Community Services Ltd)

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 Senior Activity Centre (Yishun 162) (TOUCH Community Services Ltd)

Add	Blk 162 Yishun Street 11 #01-270 Singapore 760162
Tel	+65 6257 0540
Fax	+65 6257 0539
Email	sac@touch.org.sg

TOUCH Home Care (Toa Payoh) (TOUCH Community Services Ltd)

Add	Blk 173 Toa Payoh Lorong 1 #01-1264 Singapore 310173
Tel	+65 6661 0855
Fax	+65 6258 1013
Email	homecare@touch.org.sg

TOUCH Senior Group Home (TOUCH Community Services Ltd)

Add	Blk 61 Geylang Bahru #01-3293 Singapore 330061
Tel	+65 6297 9897
Fax	+65 6298 1823
Email	clustersupport@touch.org.sg

TOUCH Senior Activity Centre (Geylang Bahru) (TOUCH Community Services Ltd)

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

Special Needs Group

TOUCH Centre for Independent Living

(TOUCH Community Services Ltd)

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

TOUCH Silent Club

(TOUCH Community Services Ltd)

Add	Blk 162 Bukit Merah Central #05-3555 Singapore 150162
Tel	+65 6251 4633
Email	silent.club@touch.org.sg

TOUCH Ubi Hostel

(TOUCH Community Services Ltd)

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

Healthcare Support Group

TOUCH Diabetes Support

(TOUCH Community Services Ltd)

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



www.touch.org.sg