

TOUCH SENIORS ACTIVITY CENTRE

A centre under TOUCH Community Services (TOUCH)

www.touch.org.sg Tel: 6297 5818
61 Geylang Bahru #01-3293
Singapore 330061



MISSION

To engage, empower and support seniors in the Geylang Bahru neighbourhood

SERVICE MODEL

- Community-based social services

CLIENT TYPE

No of Clients Served	YE 2010	YE 2009
Elderly Members	598	588

PROGRAMMES

- Runs recreational activities (e.g. art and craft, games, outings) and physical exercises to keep the elderly physically and mentally active.
- Provides practical assistance and social services (e.g. home visits, information & referral services, counselling) to support the elderly.
- Encourages community participation and promotes positive attitudes towards the elderly by partnering schools and corporates in conducting volunteer projects.

FINANCE

Year	YE 2010	YE 2009
Income (\$'000)	192	301 ^a
Expense (\$'000)	266	238
Surplus/Deficit (\$'000)	(74)	64
Surplus/Deficit % of Expense	(28%)	27%
Reserve Ratio ^b	4 months	5 months
Charitable Expense %	Ratio not reported. See charity's financial statements for detailed activity expense.	

GOVERNANCE/LEADERSHIP

ORGANISATION

Chairman*	Mr Lawrence Khong	Registered Charity*	Yes
Chairman Tenure*	1992 – Present ^c	Registered IPC*	Yes
Board Size*	8	Sector*	Social Service
CEO/ED Name*	Mr Eugene Seow	Regulator*	Charities Unit
No of Employees	5	No of Years Operation	13 years
Salary Info Disclosure	Yes	Recognition/Endorsement	Centre of Specialisation in eldercare (2010)

* Pertain to the parent organisation, TOUCH Community Services.

^a This is due to a large donation received from a local foundation in 2009.

^b This is calculated based on the unrestricted reserve held by TOUCH, the parent organisation. TSAC does not hold any reserve. Formula: total unrestricted reserve ÷ total expense was used.

^c TOUCH's constitution ensures board renewal by requiring one-third of the Board to resign at every Annual General Meeting, starting with the longest serving director. Mr Khong has been re-elected as Chairman of the Board since 1992.

IMPORTANT NOTICE

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A centre under TOUCH Community Services (TOUCH)

Mission: To engage, empower and support seniors in the Geylang Bahru neighbourhood

- Provides support for seniors in Geylang Bahru
- Promotes community participation and improve public attitudes towards seniors
- Recognised leader in community-based eldercare work

Most Pressing Need:

- Develop staff capability and technology to improve service quality, efficiency and outreach.

Sector	Elderly aged 60 and above	Model	<ul style="list-style-type: none"> • Centre-based Activities • Home visits & Befriending • Social Services (i.e. financial assistance, counselling, etc) 																			
Client Type	Elderly residents in Geylang Bahru neighbourhood	No. Of Clients	598 Members (in FY2010)																			
Financial Health	<table border="1"> <thead> <tr> <th>Year Ended</th> <th>2010</th> <th>2009</th> <th>2008</th> </tr> </thead> <tbody> <tr> <td>Income</td> <td>\$ 192,339</td> <td>\$ 301,494[#]</td> <td>\$177,512</td> </tr> <tr> <td>Expense</td> <td>\$ 266,216</td> <td>\$ 237,591</td> <td>\$266,752</td> </tr> <tr> <td>Surplus/Deficit</td> <td>(\$73,877)</td> <td>\$ 63,903</td> <td>(\$89,240)</td> </tr> <tr> <td>Operating Reserve Ratio[^]</td> <td>5 months</td> <td>5 months</td> <td>5 months</td> </tr> </tbody> </table>	Year Ended	2010	2009	2008	Income	\$ 192,339	\$ 301,494 [#]	\$177,512	Expense	\$ 266,216	\$ 237,591	\$266,752	Surplus/Deficit	(\$73,877)	\$ 63,903	(\$89,240)	Operating Reserve Ratio[^]	5 months	5 months	5 months	<p>See FINANCE section and GLOSSARY for important notes</p> <p>[#] This is due to a large donation received from a local foundation in 2009</p> <p>[^] This is calculated based on the unrestricted reserve held by TOUCH. TSAC does not hold any reserve. Formula: total unrestricted reserve ÷ total operating expense was used.</p>
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ANALYSIS SUMMARY

Programmes	Client-focused programmes and services receive positive client response
Finance	Funds needed to improve staff and technology capabilities to enhance service efficiency
Leadership	Dedicated leadership focused on client outcomes, grooming new leaders in progress
Organisation	Recognised leader in community-based eldercare work

BACKGROUND: Senior Activity Centres provide care for the isolated, vulnerable elderly

Today, almost 1 in 10 residents in Singapore is a senior aged 65 and above. According to the Census of Population 2010, 8% of seniors live alone. Without company, seniors can grow lonely and depressed, leaving them highly vulnerable and at higher risk of functional decline. Seniors activity centres are community-based centres set up to care for vulnerable seniors, especially those living alone in rental flats. TOUCH Seniors Activity Centre or TSAC supports seniors in the Geylang Bahru neighbourhood.

PROGRAMMES: Client-focused programmes and services receive positive client response

- TSAC serves the elderly in the Geylang Bahru area but pays particular attention to the more vulnerable and frail elderly staying in one-room rental flats.
- TSAC conducts recreational activities to engage the elderly, and provides a network of practical assistance and social support for them through home visits, food rations, emergency alert response, etc.
- TSAC's programmes aim to engage clients physically and mentally, build their self-confidence and cultivate relationships and support networks among them. Seniors are given opportunities to take part in public performances and to volunteer, helping them feel more confident and fulfilled.
- TSAC partners tertiary institutions to develop structured programmes for the elderly. For example, TSAC partnered the Nanyang Academy of Fine Arts to launch an arts programme for seniors in 2010.

- TSAC work with companies and schools to encourage community participation through volunteer projects and to improve public attitudes towards the elderly.

- **RESULTS:**

- Since its start, TSAC has seen more elderly members join every year.
- A 2010 NCSS survey found that 100% of mobile seniors and 90% of home-bound seniors surveyed felt that TSAC has met their needs.
- Positive anecdotal feedback shows that TSAC's programmes have brought elderly clients more companionship, support and emotional fulfilment.
- More friendships form as a result of TSAC's activities as members of the community join TSAC's efforts to serve the elderly. This has strengthened the Geylang Bahru community bonds.

"Growing old is no longer meaningless and lonely. My days are now filled with laughter, fun-filled activities and new friends!"

"I never expected myself to be able to draw and create an art piece"

- Extracts of Feedback

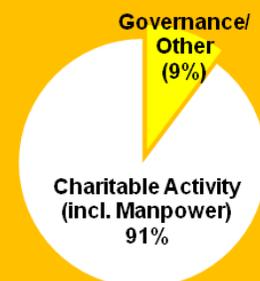
- **MONITORING:**

- TSAC uses a combination of quantitative and qualitative results monitoring for reporting to funders and for internal review.
- TSAC consults clients through dialogue sessions to ensure that programmes are relevant to them.
- TSAC regularly reviews services and programmes to ensure that client objectives are met and that programmes are aligned with TOUCH Community Services' broader goals.

FINANCE : Funds needed to improve staff and technology capabilities to enhance service efficiency

- About 50% of funding is from MCYS and 20% from Tote Board. The balance is raised from donations by TCS.
- Charitable activities made up 91% of total expense in 2010 with the bulk covering the cost of necessary manpower that develop and manage TSAC's programmes and services.
- TSAC is seeking funds to invest in staff training and to adopt technology (e.g. to track clients' needs and monitor outcomes) so as to increase service quality, efficiency and outreach.

2010 Total Expenses



LEADERSHIP : Leadership focused on client outcomes, grooming new leaders in progress

- TSAC's leadership is focused on keeping programmes centered on its mission. It has been led by its programme director who was with the centre since it started.
- TOUCH is grooming capable individuals to take on leadership roles at various centres including TSAC.

ORGANISATION : Recognised leader in community-based eldercare work

- In 2011, TSAC was appointed a Centre of Specialisation by the National Council of Social Service to share its best practices with other community-based eldercare agencies.
- TSAC helps to equip and develop manpower capabilities for the eldercare sector through regular briefings for new employees of other Seniors Activity Centres and by coaching students attached to TSAC. One student was later accorded the 2009 Outstanding Social Worker Award for his work with the elderly.

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