



香港家庭福利會

Hong Kong Family Welfare Society

使命 Mission

我們基於以家為本的信念，致力提供高質素的專業社會服務，為香港的家庭及大眾謀福祉，培育一個互相關顧的社會。

要實踐這個使命：

- 我們認同家庭的整全性及其照顧培育家庭成員的功能。
- 我們尊重個人的權利、尊嚴及潛質。
- 我們堅守保密原則。
- 我們增強家庭及個人應變與面對挑戰的能力。
- 我們採納綜合服務的模式，由一群優秀及熱心的員工，提供廣泛的家庭服務。
- 我們著重員工培訓及研究，以提高服務成效。
- 我們推展各類先導服務，以配合香港社會的需要。
- 我們致力倡議訂立一個完善的家庭政策。

With a family perspective, we are committed to delivering quality and professional social services to enhance the well-being of families and individuals in Hong Kong and to foster a caring community.

To realize this mission,

- We support the unity and nurturing functions of families.
- We respect the rights, dignity and potential of individuals.
- We uphold the principle of confidentiality.
- We empower families and individuals to meet challenges.
- We adopt an integrated approach to provide a wide range of family services by competent and committed staff.
- We strive to enhance service effectiveness through staff development and research.
- We pioneer service projects to meet the changing needs of the Hong Kong society.
- We advocate a comprehensive public policy for families.

目錄

Contents

我們的使命 Our Mission	1	「以家為本」心理健康服務 Family Mental Health Service
目錄 Contents	2	和平行動 Peace Movement
我們的過去、現在與未來 Our Past, Present and Future	4	「心蓮心·齊踏暴」 Women Helping Women Against Violence
機構組織表 Organization Chart	6	男士家友站 Healthy Divorced Men Project
委員 / 委員會 Officers / Committees	8	小荳芽駐園社工計劃 “Nurturing Seeds” School Social Work Service
總幹事報告 Director’s Remarks	10	少數族裔語文課程 Language Programme for Ethnic Minorities
專業支援促進機構發展 Professional Support For Agency Development	12	「童」步成長路 “Kids” the Future
職員發展及培訓 Staff Development and Training		「婆媳緣·祖孫情」多代家庭教育及支援計劃 Education and Support Project for Multi-generation Families
社會工作顧問 Social Work Consultant		
風險管理及服務審核 Risk Management and Service Audit		
最佳執行指引 Best Practice Manual		
推廣及聯絡 Publicity and Liaison		
綜合家庭服務 Integrated Family Services	20	兒童照顧服務 Child Care Services
綜合家庭服務中心 Integrated Family Service Centre		寄養服務 Foster Care Service
臨床心理服務 Clinical Psychological Service		寄養服務（緊急照顧） Foster Care (Emergency)
家務指導服務 Family Aide Service		兒童課後照顧及支援服務 After School Care and Support Programme
家福中心 - 開放式家庭服務及單親家庭服務 Family Resource Centre - Drop-in Family Services and Single Parent Family Services		「愛心社區保姆服務」- 鄰里支援幼兒照顧計劃 Neighbourhood Support Child Care Project
崇德家福軒 - 家庭退修中心 Zonta White House - Family Retreat Centre		
家福關懷專線 Family Careline		

青少年及兒童服務 Children and Youth Services

56

學校社會工作服務

School Social Work Service

藝進同學會賽馬會將軍澳青年坊

ATAA Jockey Club Tseung Kwan O Youth Square

成長的天空計劃（小學）

Understanding Adolescent Project (Primary School)

衝突化解培育服務

Peaceful Conflict Resolution Services

「共創成長路」- 賽馬會社區青少年培育計劃

P.A.T.H.S. to Adulthood : A Jockey Club Community-Based Youth Enhancement Programme

生涯目標規劃服務

Life Goal Planning Service

「網絡」教育及輔導服務

“Net” Education and Counselling Service

上網學習支援計劃 - 「有機上網」

Internet Learning Support Programme - WebOrganic

特殊教育需要服務

Service for Special Education Need (SEN)

閃爍成功新一代

Let Us Shine - A Journey to Success

長者及社區支援服務 Elderly and Community Support Services

72

綜合家居照顧服務

Integrated Home Care Service

改善家居及社區照顧服務

Enhanced Home and Community Care Service

（九龍城）長者中心

Senior Citizen Centre (Kowloon City)

彈性日間照顧服務

Flexible Day Care Service

家福護老站

Carers Support Service

社區復康及痛楚舒緩站

Community Rehabilitation and Pain Relief Station

長者及照顧者心理健康服務

Elders and Caregivers Mental Health Service

維健坊

Viva

躍動晚情 - 長者抗抑鬱地區計劃

Smiley Activation Project - Community / Home-based Depression Treatment for the Elderly

特別服務 Special Services

88

全人專業服務

Wellness Programme

義工統籌

Volunteer Coordination

調解中心

Mediation Centre

婦女及家庭成長中心

Women and Family Enhancement Centre

重塑「女」程 - 中年女性生命導航計劃

A New Chapter of Life - A Life Revamping and Enhancement Project for Middle-aged Women

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A Beam of Hope - Pilot Project on “Child-focused” Parenting Coordination and Co-parenting Services for Divorced Families

專業督導及培訓

Professional Supervision and Consultation

專項基金

Designated Funds

財政報告 Financial Reports

106

執行委員會報告

Report of the Executive Committee

核數師報告

Auditor's Report

財政報告

Financial Report and Accounts

會員名單 Society Members

118

鳴謝

Acknowledgement

120

我們的服務地點

Our Service Locations

122

聯絡資料

Contacts

123

捐獻回條

Donation Slip

125

會員申請表

Application Form for Membership

126

伙伴合作登記表

Enrollment Form for Partnership

127

我們的過去、現在與未來

本會自1938年已經在香港建立工作點，為居民提供服務，初名教會社會服務中心，直至1949年1月1日，在何明華會督（Rt. Rev. R. O. Hall）及英國資深社會工作者施國望小姐（Miss Katherine Scott-Moncrieff）的協助下，成為獨立非官方的家庭服務機構，正名為香港家庭福利會。本會成立初期，由一群來自不同教派的熱心人士通過個案工作方式，幫助有需要及受困擾的家庭。第二次世界大戰結束後，服務範圍擴展至社區內的貧困戶，破碎家庭，病患者及從集中營釋放出來的人士等。

本會一直致力擔當先導者的角色。於1971年已開始倡導家庭生活教育，並設立家務助理服務，試行駐校的社會工作、寄養服務等。其後開展長者及社區支援、青少年及兒童照顧等各項工作。本會在1979年為針對服務使用者的特殊需要，設立臨床心理服務；1986年開始以實証方法推行嶄新服務，包括為輕度精神病患者提供治療性的小組輔導、家庭「偶到」服務、單親家庭支援、被虐家庭治療小組、緊急寄養服務等，並出版社會服務專業工作手冊、刊物及進行多項調查研究。

九十年代，社會經歷人口、家庭結構及快速的經濟轉變，服務的需要亦同時改善。1998年，本會開展新來港定居人士服務，幫助新移民融入本地生活文化，訓練他們成為「關懷大使」，貢獻社會。2005年本會重組資源，至今已成立了6所「綜合家庭服務中心」，提供一站式家庭服務，更設立「家福關懷專線」，令家庭服務更趨多元化。同時，本會設立家庭義工服務、家務指導服務、僱員輔助計劃、全人專業服務、家事調解服務、「家庭綠洲 - 家庭健康重建計劃」、社區保姆、男士家友站等，以紓緩都市人的生活壓力。面對及預防日益嚴重的家庭暴力問題，本會從海外引入「栽種和平行動」，倡議理性和平態度處理衝突，培訓義工成為「和平大使」，引入社區調解教育，化解社會上的衝突，建立和平社區。另外，為提升及鞏固家長與子女的親和關係及化解衝突，本會與各界協商合作，為少數族裔提供多元文化共融計劃及語言課程，成功建立和諧的社區文化。

本會一直重視青少年身心健康成長，成立綜合青少年服務中心，以藝術活動發掘青少年潛能。為協助青少年適應就業市場，本會發展「生涯目標規劃」服務，培育青少年自我認識，發揮潛能及增強抗逆力。本會更引入「朋輩調解服務」並擴展至各中小學，共建和平校園。隨著社會資訊發達，本會透過發展網絡教育，推廣健康使用上網及關注網絡欺凌的問題，同時也為貧困家庭的兒童提供網絡支援及輔導服務。在融合教育模式下，本會亦積極開展不同服務，協助有特殊教育需要的學生融入主流學校，發展所長。

面對香港嚴重的人口老化問題，本會在到戶模式的家居照顧服務上，積極加添專業及多元化的社區支援，提供痛楚治療，復康教育，在離島及市區為體弱長者設立彈性日間照顧，成立「Viva維健坊」，讓長者可以有選擇地於社區終老，實踐「老有所安」的精神。本會致力滙聚資源，結集官、商、民的力量，拓展更多伙伴計劃支援更多的護老者，開展「長者及照顧者心理健康服務」，令長者得到更多的支援及照顧，繼續留在熟悉的社區健康愉快生活。

為香港服務六十多年，本會全體員工秉持「以家為本」的信念，以愛心與熱誠，堅毅地承擔責任，與時並進，創新不同服務，堅守持續優化機構的監管的精神，惠澤廣大市民。



Our Past, Present and Future

As a charitable non-governmental organization concerned with the well-being of families, the Hong Kong Family Welfare Society, known originally as the Social Service Centre of the Churches when established in 1938, became an independent agency on 1st January, 1949. This was due to the initiative of the Rt. Rev. R. O. Hall and the expert assistance of Miss Katherine Scott-Moncrieff, a well-known social worker from the United Kingdom. Backed by the interest and concern of a group of people of different denominations, the foundation of the Society was put in place with the basic aim of helping families in distress by means of casework. In the early days, just after World War II, the Society helped with relief work for all needy people, including those who had been released from the concentration camps set up during the occupation.

The Society has always played a leading role in service innovation. Apart from remedial work, we also focus on the prevention of family problems, and thus were a pioneer in Family Life Education in 1971, and we also offer Home Help and School Social Work Service and Foster Care Service. To help service user with special need, we established the Clinical Psychological Service in 1979. Since 1986, we have also initiated a variety of experimental and innovative services to meet new arising needs, such as Mental Health group work service, “Drop-in” for isolated families, multiple support for Single Parents, Therapeutic Groups for Abusive Families, and Emergency Foster Care etc. Besides, a number of professional practice publications have been produced and many research studies have been undertaken.

Experiencing rapid political, social and economic changes in the 1990’s, the Society called for a concerted effort to develop services to enhance the capacity of families. In 1998, we started providing specialized intervention for new arrivals from China. While adapting well to the life in Hong Kong, users are trained to become “Ambassadors” to help disadvantaged people and contributed to the community. In 2005, the Society restructured its internal resources to set up 6 Integrated Family Service Centres to provide accessible, one-stop services to strengthen families. At these centres, we set up “Family Careline” and “Family Oasis Family Health Redevelopment Project” to ease the pressure on people from different walks of life. Apart from that, we provided Family Volunteer Service, Family Aide Service, Employee Assistant Programme, Wellness Programme and Family Mediation Service etc. In view of the rising incidence of domestic violence, the Society introduced an “Alternative to Violence Project” from the West, which advocated peaceful conflict resolution, and volunteers were trained to become “Ambassadors” responsible for promoting peace in the community. Community-based Mediation Education was also introduced to facilitate peaceful conflict resolution. The Society also collaborated with Corporates and individuals to facilitate ethnic minorities integration to the community and build up harmonious community.

To care for the wellness development of the youth and their families, the Society set up an Integrated Children and Youth Service Centre in the past decade, with the emphasis on developing the potential of youth through art activities. In order to support youth to face issues concerning employment, the Society established the “Life-goal planning” service aiming to enhance the competence and to equip the youth in planning their future and career development. Furthermore, the Society has also expanded its “Peer Mediation Project” to schools to foster a peaceful campus. In view of the speedy development of internet culture nowadays, the Society has launched Net Education programmes to prevent net addiction problems and to raise public concern on Cyber-Bullying issue, and also provide internet service and related counselling to support deprived children. Under the integrated education, the Society extended the services for students with Special Education Needs (SEN), enabling them to integrate in school life and actualize their potentials.

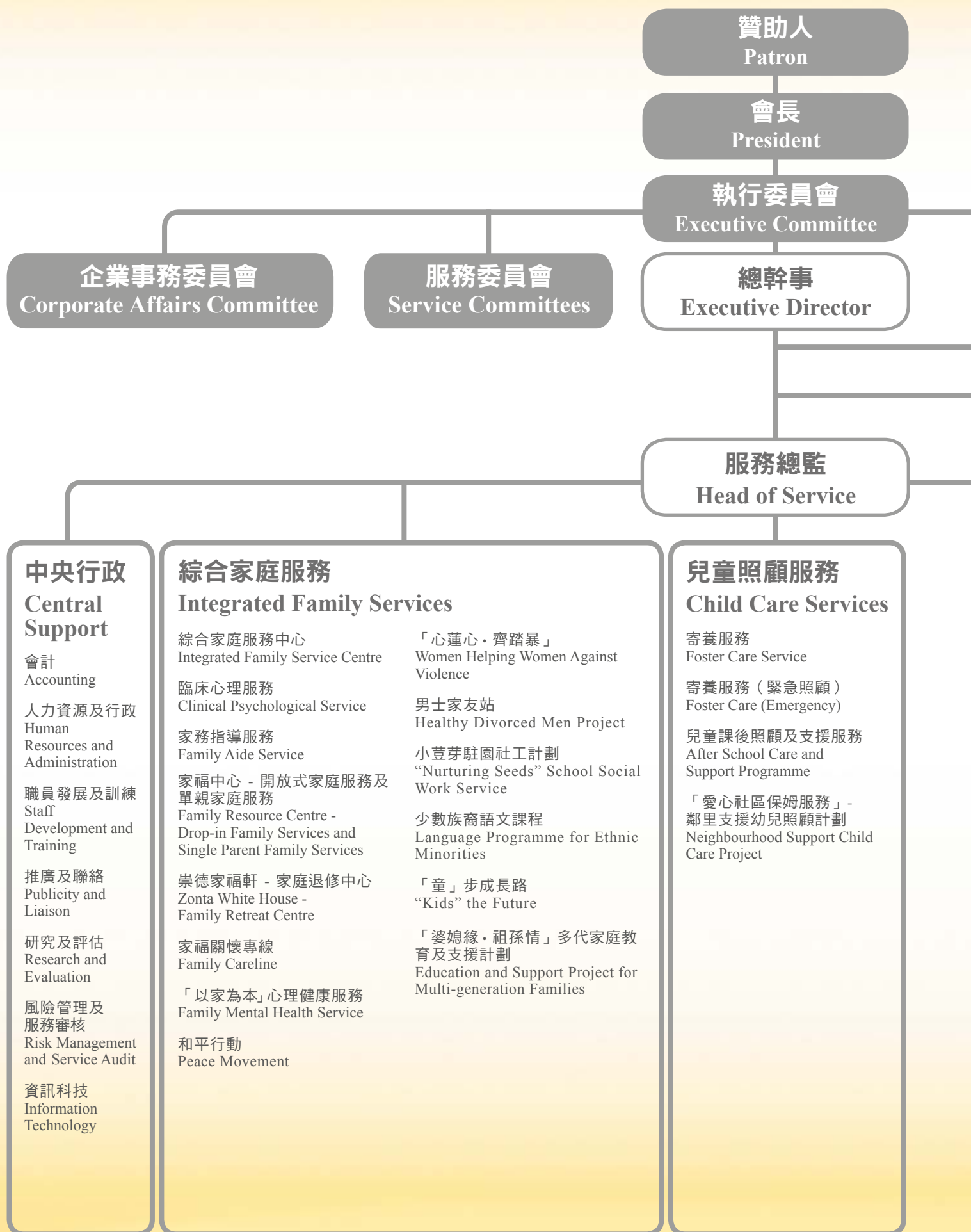
The rapidly ageing population is a major concern in Hong Kong. The Society provides support services to the elders and their carers, and reforms our home based service model to a spectrum of Comprehensive Elderly and Community Support Services. To ensure elders a sense of belonging, security and worthiness, the Society offering a variety of services, including pain control, and rehabilitation education. Also, we set up Health Care Centres in island and self-financed service “Viva” in the town to provide flexible day care and rehabilitation programmes for the frail elders. The Society will continue its solid effort in collaboration with the public and private partners, set up “Elders and Caregivers Mental Health Service” to offer more intensive support for family carers and the needy elders to enjoy and to live their healthy golden years in the community.

Based on the “Family Perspective” serving Hong Kong over 60 years, our staff will continue to deliver quality services to the public with our passion. We will also continuously enhance our monitoring system to ensure quality service of our staff to serve families and the community.



機構組織表

Organization Chart





香港特別行政區行政長官梁振英先生, GBM, GBS, 太平紳士
The Hon. C Y Leung, GBM, GBS, JP
The Chief Executive of Hong Kong Special Administrative Region



李家祥博士, GBS, OBE, 太平紳士
Dr. Eric Li Ka-cheung, GBS, OBE, JP

高級行政人員部
Senior Executive Unit

高級職員管理委員會
Senior Staff Management Committee

人事及財務委員會
Personnel and Finance Committee

慈善基金委員會
Trust Fund Allocation Committee

青少年及兒童服務
Children and Youth Services

學校社會工作服務
School Social Work Service

藝進同學會賽馬會將軍澳青年坊
ATAA Jockey Club Tseung Kwan O Youth Square

成長的天空計劃 (小學)
Understanding Adolescent Project (Primary School)

衝突化解培育服務
Peaceful Conflict Resolution Services

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特殊教育需要服務
Service for Special Education Need (SEN)

閃爍成功新一代
Let Us Shine - A Journey to Success

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改善家居及社區照顧服務
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彈性日間照顧服務
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專業督導及培訓
Professional Supervision and Consultation

專項基金
Designated Funds

委員 / 委員會 Officers / Committees

贊助人

香港特別行政區行政長官
梁振英先生, GBM, GBS, 太平紳士

會長

李家祥博士, GBS, OBE, 太平紳士

二〇一五年至二〇一六年度執行委員會

羅健中太平紳士 (主席)
鄭阮培恩女士 (副主席)
鄭樹成先生 (義務司庫)
鄭卓生博士
蔡潘少芬, MBE, 太平紳士 (蔡惠鏞夫人)
鍾思源醫生
黎韋潔蓮, MH, 太平紳士
劉竟成先生
羅尚平先生
李婉女士
賴恩德先生 (至2016年2月29日止)
蕭詠儀太平紳士
鄧守廉醫生
葉潤雲女士 (總幹事)

榮譽法律顧問

胡百全律師事務所

人事及財務委員會

鄭樹成先生 (主席)
黎韋潔蓮, MH, 太平紳士
羅健中太平紳士
龍漢標先生
麥黃小珍女士
賴恩德先生 (至2016年2月29日止)
總幹事
企業營運總監 (召集人)

企業事務委員會

鄭阮培恩女士 (主席)
鄭樹成先生
羅健中太平紳士
李婉女士
馬天惠女士 #
麥黃小珍女士
吳屈綺芸女士
總幹事 (召集人)
服務總監
高級經理
推廣及聯絡經理 / 高級主任

長者服務委員會

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鄭樹成先生
何淑珍女士
黎韋潔蓮, MH, 太平紳士
劉竟成先生
蕭詠儀太平紳士
胡仰基先生
總幹事
服務總監 (召集人)
高級經理
社會工作顧問

Patron

The Hon. C Y Leung, GBM, GBS, JP
The Chief Executive of Hong Kong Special Administrative Region

President

Dr. Eric Li Ka-cheung, GBS, OBE, JP

Executive Committee 2015/2016

Mr. Christopher Law, JP (Chairman)
Mrs. Betty Yuen Cheng (Vice Chairman)
Mr. Patrick S. S. Cheng (Hon. Treasurer)
Dr. Arnold C. S. Cheng
Mrs. Peter Choy, MBE, JP
Dr. Chung See Yuen
Mrs. Minnie Lai, MH, JP
Mr. Daniel Lau
Mr. James Law
Miss Anita Lee
Mr. John Rhind (Till 29th February, 2016)
Miss Sylvia W. Y. Siu, JP
Dr. Philip Tang
Miss Amarantha Yip (Executive Director)

Honorary Legal Advisor

P. C. Woo & Co.

Personnel & Finance Committee

Mr. Patrick S. S. Cheng (Chairman)
Mrs. Minnie Lai, MH, JP
Mr. Christopher Law, JP
Mr. Louis Loong
Mrs. Sandra Mak
Mr. John Rhind (Till 29th February, 2016)
Executive Director
Head of Corporate Functions (Convenor)

Corporate Affairs Committee

Mrs. Betty Yuen Cheng (Chairman)
Mr. Patrick S. S. Cheng
Mr. Christopher Law, JP
Miss Anita Lee
Ms. Esther Ma #
Mrs. Sandra Mak
Mrs. Yvonne Ng
Executive Director (Convenor)
Head of Service
Senior Manager
Publicity & Liaison Manager / Senior Officer

Elderly Service Committee

Dr. Philip Tang (Chairman)
Mr. Patrick S. S. Cheng
Miss Irene Ho
Mrs. Minnie Lai, MH, JP
Mr. Daniel Lau
Miss Sylvia W. Y. Siu, JP
Mr. Jimmy Wu
Executive Director
Head of Service (Convenor)
Senior Manager
Social Work Consultant

家庭及兒童服務委員會

李婉女士 (主席)
黎韋潔蓮, MH, 太平紳士
羅尚平先生
蕭詠儀太平紳士
總幹事
服務總監 (召集人)
高級經理
社會工作顧問

調解服務及離異家庭服務委員會

鍾思源醫生 (主席)
鄭樹成先生
劉穎賢女士 #
梁欣榮先生 #
蕭詠儀太平紳士
總幹事
服務總監 (召集人)
高級主任 (調解服務)
經理 (家福中心)

青少年服務委員會

鄭卓生博士 (主席)
陳浩庭先生 #
麥鄧碧儀, MH, 太平紳士 #
鄧守廉醫生
黃於唱博士 #
總幹事
服務總監 (召集人)
高級經理
社會工作顧問

寄養服務小組委員會

郭梁潔芹女士 (主席)
白瑞禮先生 # (由2016年5月17日起)
李婉女士
梁永亮博士
賴恩德先生 (至2016年2月29日止)
服務總監
譚敏儀女士 #
高級經理 (召集人)

家福慈善基金委員會

趙曾學韞教授, BBS, 太平紳士 (主席)
蔡潘少芬, MBE, 太平紳士 (蔡惠鏞夫人)
麥黃小珍女士
鄧守廉醫生
服務總監
高級經理 / 經理 (召集人)

Family And Child Service Committee

Miss Anita Lee (Chairman)
Mrs. Minnie Lai, MH, JP
Mr. James Law
Miss Sylvia W. Y. Siu, JP
Executive Director
Head of Service (Convenor)
Senior Manager
Social Work Consultant

Mediation Service And Divorce Service Committee

Dr. Chung See Yuen (Chairman)
Mr. Patrick S. S. Cheng
Ms. Cecilia W. Y. Lau #
Mr. Eddie Y. W. Leung #
Miss Sylvia W. Y. Siu, JP
Executive Director
Head of Service (Convenor)
Senior Coordinator (Mediation Services)
Manager (Family Resource Centre)

Youth Service Committee

Dr. Arnold C. S. Cheng (Chairman)
Mr. Mac H.T. Chan #
Mrs. Agnes Mak Tang Pik Yee, MH, JP #
Dr. Philip Tang
Dr. Wong Yu Cheung #
Executive Director
Head of Service (Convenor)
Senior Manager
Social Work Consultant

Foster Care Service Sub-Committee

Mrs. Ingrid Kwok (Chairman)
Mr. Stephen Barry # (From 17th May, 2016)
Miss Anita Lee
Dr. Patrick Leung
Mr. John Rhind (Till 29th February, 2016)
Head of Service
Ms. Tam Man Yee, Millie #
Senior Manager (Convenor)

Benefactors Fund Allocation Committee

Prof. Alice T. H. W. Chiu, BBS, JP (Chairman)
Mrs. Peter Choy, MBE, JP
Mrs. Sandra Mak
Dr. Philip Tang
Head of Service
Senior Manager / Manager (Convenor)

增選委員 Co-opted member

總幹事報告



過去一年，人口持續老化、離異家庭數目的上升、家庭衝突及暴力個案的增加、家庭成員心理健康的問題、家庭功能日漸薄弱下的兒童照顧等，都是社會關注的焦點。本會依據於2010年制訂的十年願景及策略發展方向，除了持續發展核心服務，更重點地推展新項目以支援家庭及個人面對種種挑戰，以及強化他們的抗逆力。

本會轄下6間綜合家庭服務中心繼續致力提供優質的綜合服務，及早和更針對性地對家庭及兒童作出支援和照顧。本會成立了一支服務發展隊，以開展和統籌各項兒童為重的家庭服務，包括「小荳芽駐園社工計劃」、「『愛心社區保姆服務』-鄰里支援幼兒照顧計劃」、兒童為本及親子遊戲治療訓練，以及支援家庭中有特殊教育需要兒童的服務配套等。為針對家庭暴力及提升家庭成員和平處理衝突的能力，綜合家庭服務中心致力推廣由社署資助的停止家暴的學習計劃，透過「和平學坊」課程為有需要的施暴者提供介入服務，另一方面，繼續推行「心蓮心·齊踏暴」第二期的和諧家庭行動計劃，為受虐婦女及受家暴影響兒童提供深入輔導及支援，協助她們處理創傷情緒，重新適應新生活。此外，本會特別關注離異家庭的需要，發展了一系列的服務，包括教育性、預防性和補救工作，以支援這些家庭和各成員，例如：家事調解服務、「男士家友站 - 再展男圖」計劃，和「夾縫中的曙光 - 『兒童為本』共享親職先導計劃」，就是一些重點項目，幫助他們處理離異的種種問題，令離異父母有效地合作關愛子女，促進健康成長。

在青少年服務方面，本會繼續透過學校社會工作服務及綜合青少年服務中心的工作，為青少年及其家庭提供支援。針對青少年的特定需要，我們致力發展4個重點項目，包括「衝突化解培育服務」、「生涯目標規劃服務」、「『網絡』教育及輔導服務」和「特殊教育需要服務」，並獲得了顯著的成果。過去一年，本會更銳意加強青少年及家長的理財教育，並與不同的伙伴合作，包括強制性公積金計劃管理局及投資者教育中心，進一步推展「理財智叻Kid」計劃和「Get Set Go! 理財工作坊」，及試行「兒家學理財」親子理財工作坊，以嶄新的工作手法讓青少年及家長認識正確理財價值觀和相關知識，服務的成效顯著，而服務使用者和合作伙伴都對這項服務有高度的評價。

回應人口持續老化的情況，本會致力發展優質和專業的長者及社區支援服務，照顧長者的需要。除了透過綜合家居照顧服務、改善家居及社區照顧服務，繼續服務港島及離島區、東九龍、西九龍及新界的長者，本會自資的3個「維健坊」，也為長者提供更多元化和更彈性的服務選擇，而其中兩間「維健坊」也成為「長者社區服務券試驗計劃」認可服務單位。另一方面，本會一直關注長者和照顧者的心理健康需要，除繼續推展「認知障礙評估服務」，並加入社區教育的元素，更開展「躍動晚情 - 長者抗抑鬱地區計劃」，支援長者的心理健康。

在機構發展方面，本會繼續加強對外聯繫工作，並與不同傳媒合作及與商界建立伙伴關係。我們在五月份再度舉行了「家福月」，在社區舉辦不同的家庭活動，鞏固家庭功能，得到了大眾對家庭的重視和關注。本會也就相關的社會議題及政策提出意見，例如：就《退休保障》、《父母責任模式》及《制定道歉法例》等公眾諮詢向政府當局提出了建議，倡導訂立一些對家庭福祉有正面影響的政策及措施。

本會在員工培訓及優化員工福利所付出的努力，備受認同。過去一年，我們在「ERB人才企業嘉許計劃」中，獲嘉許為「人才企業」。此外，更獲頒「2015/16年度家庭友善僱主」及「2015/16年度特別嘉許獎」，以及2015-16年度的「積金好僱主」等獎項。

作為紮根香港的社會服務機構，家福會十分關心社會的發展和市民大眾的福祉，我們會持守「以家為本」的理念，繼續致力為服務家庭，和培育互相關顧的社會，以孕育成員的發展。我們更會承傳對提供服務的抱負和熱忱，透過不斷的創新，和與各持份者協作，回應需要，實踐使命。

A handwritten signature in black ink, reading '葉潤雲' (Yip Yuen-yee).

香港家庭福利會總幹事
葉潤雲女士

Director's Remarks

Last year, the issues of our ageing population, increasing number of divorced families, upsurge of cases with family conflict and domestic violence, mental health problem of family members, weak family functioning and the impact on child care matters captured public attention. With reference to our Corporate Vision and Strategic Direction 2010-2020, the Society continued to sustain our core services and develop new measures to support families and individuals to cope with these challenges and strengthen their resilience.

The Society's 6 Integrated Family Service Centres (IFSC) strived to provide quality and integrated services to the needy families, especially those with children, with timely and tailored support. A Service Development Team was set up to develop and coordinate various child-focused family services, including "Nurturing Seeds" School Social Work Service, "Neighbourhood Support Child Care Project", play and filial play therapy, and service packages for families with Special Education Need (SEN) children. To combat violence and facilitate peaceful conflict resolution in the family, our IFSCs continued to offer help for batterers through the Educational Programme on Stopping Domestic Violence subsidized by the Social Welfare Department. On the other hand, we have launched the second phase of the "Women Helping Women Against Violence" project to offer therapeutic intervention and support for the women victims of domestic violence and their children. Moreover, the Society has been addressing to the needs of the divorced families and provided a spectrum of services to them from education, prevention to tertiary intervention. The Family Mediation Service, Healthy Divorced Men Project, and "A Beam of Hope - Pilot Project on 'Child-focused' Parenting Coordination and Co-parenting Services for Divorced Families" were some of the distinctive measures catered for the well-being of members in the divorced families and to facilitate cooperation of divorced parents for the healthy development of their children.

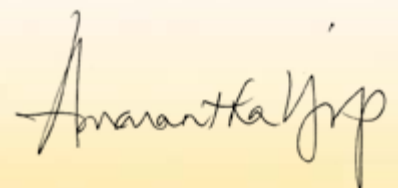
In our Children and Youth Services, the Society continued to use the platforms of School Social Work Service and Integrated Children and Youth Service Centre to reach out to and serve young people and their families. We further developed services packages in 4 service areas: "Peaceful Conflict Resolution Service", "Life Goal Planning Service", "'Net' Education and Counselling Service" and "Service for Special Education Need" to address the needs and challenges faced by the younger generation. In the past year, we also dedicated efforts to strengthen the financial education for youth and their parents, and cooperated with the Mandatory Provident Fund Schemes Authority and Investor Education Centre to expand the programmes in this domain with new initiatives and intervention strategies. The service impact as well as feedback from service users and partners was promising.

In response to the ageing population, the Society has strived to sustain our quality and professional Elderly and Community Support Services to serve those in need of care and support. Apart from the Integrated Home Care Service and Enhanced Home and Community Care Service in Hong Kong and Islands, Eastern Kowloon, Western Kowloon and New Territories, we continued our 3 self-financed "Viva" Centres to offer services to the elders with more choices, more service components and higher flexibility. Two of these centres were recognized as service providers of the Pilot Scheme on the Community Care Service Voucher for the Elderly. While mental health needs of the elders and their carers are our prime concern, we provided the Dementia Assessment Service with the component of Dementia Community Education and launched a "Smiley Activation Project - Community / Home-based Depression Treatment for the Elderly" to enhance emotional well-being of the elders.

At corporate level, the Society has strengthened our collaboration and partnership with the media and corporations to facilitate our service provision. We continued the "Family Month" in May 2015 to advocate family well-being through a series of family-related programmes. We took an active stance in sharing our views and concerns towards relevant social issues and government policies, including "Retirement Protection", "Parental Responsibility", "Enactment of Apology Legislation" etc. to advocate for policies and measures to promote family welfare.

It was encouraging the Society was being recognized for our efforts in staff development and enhancing staff benefits. We were being awarded as "Manpower Developer" in the "ERB Manpower Developer Award Scheme", and "Family-Friendly Employers 2015/16", "Special Mention 2015/16" and "Good MPF Employer 2015-16" during the year.

As a social service provider founded in Hong Kong, the Society cares and concerns about the development of our community and people here. With our family perspective, we will continue our dedicated efforts to promote the well-being of families and foster a caring community to nurture our continuous development. We will also succeed our aspiration in service innovation, and collaborate with different stakeholder to meet the ever changing needs and challenges ahead with passion and determination.



Amarantha Yip (Ms.)
Executive Director
Hong Kong Family Welfare Society

專業支援促進機構發展

Professional Support For Agency Development

本會設立不同專業團隊為各服務單位提供支援，促進機構持續發展。職員培訓部負責策劃及推行員工培訓活動及相關政策，以提升機構的服務質素及效能。由4位社會工作顧問組成的團隊致力為各服務單位提供支援，包括審視風險管理及服務發展等。服務審核部定期檢討各服務，確保服務切合現今社會需求，符合所訂定的專業標準。推廣及聯絡部則透過與不同媒體的聯繫，合作推廣服務及籌辦活動，將本會的專業形象和服務信息傳遞至不同的持份者及有需要的社群。

Our Society has set up different professional support teams to facilitate the sustainable development of our services and agency as a whole. To enhance service quality and effectiveness, the Staff Development Unit is responsible for planning and implementation of staff development programmes and related policy issues. Our 4 Social Work Consultants, working as a team, have been actively providing support to our service units in various aspects, including risk management and service development. In order to provide appropriate service to our service users, the Service Audit Team continuously reviews our services to ensure their quality meeting professional standards. Moreover, our Publicity and Liaison Team liaises with the media to promote our services and professional image and organize activities for different stakeholders and the needy groups in the community.



本會獲僱員再培訓局嘉許為「人才企業」，反映機構在「人才發展」的傑出成就
 Our Society has been awarded as “Manpower Developer” by the Employees Retraining Board (ERB) to recognize our outstanding achievements in manpower training and development

職員發展及培訓

Staff Development and Training

本會致力發展員工的職能，提升他們對社會需要的敏銳觸覺、服務的熱誠，及對專業發展的投入。職員培訓部的重點工作包括制訂及檢視職員培訓的發展策略、修訂相關的政策及程序、策劃內部員工培訓活動、向同事推介合適的培訓活動，以促進員工在工作及專業的發展。

去年，本會參與僱員再培訓局的「ERB人才企業嘉許計劃」，成功通過「人才培訓及發展」策略和工作完善程度的認證評審，獲嘉許為「人才企業」。此獎項反映機構在「人才培訓及發展」的傑出成就。

本會為不同職級的員工共籌辦了98個內部培訓工作坊，包括各類專業的理論和技巧、服務發展的新方向、職業安全等。培訓活動得到參加者正面的回應，所有活動的整體評分為4.94分（滿分為6分），反映本會的培訓活動能達到預期的目標，以及參加者滿意培訓的質素。

職員培訓部定期舉辦機構導向日，目的是加深新同事對機構歷史、使命、願景、制度及服務的認識，幫助員工融入機構文化及培養歸屬感。為新入職的專業同工設計了3個不同服務之基礎課程，促進同工理解「以家為本」的理念及實務工作手法，亦為新的管理層同事提供效績管理的培訓，以提升他們對效績管理的理解及明白他們的角色。

職員培訓部籌辦了一系列的培訓課程，以配合服務的新發展。為了促進不同服務的協作及前線同工反思服務發展，例如：成立了「共享親職」的「朋輩學習及實踐小組」，亦邀得美國親職協調的專業導師成為本會的顧問，協助開展以「兒童為本」的共享親職服務。

本會共安排超過298位同事參與會外的進修或交流活動，涵蓋252項不同專題項目，包括管理訓練、資訊科技知識及不同的服務手法；機構提供予同事的進修假期合共644.5日。

本會一直十分支持本地社工的專業培訓，本年度除安排了21位社會工作學系的學生在服務單位實習外，更定期與社福界負責安排職員培訓的同工交流實務經驗，以促進業界在職員培訓方面的發展。

The Society is committed to enhancing staff's competence, acumen towards societal needs, passions for serving and professionalism to meet the changing societal needs. Our Staff Development Unit is responsible for formulating staff development plan, revising policies and procedures, organizing in-house staff development programmes, recommending external training programmes for staff to facilitate their career and professional development.

Last year, the Society has participated in the Manpower Developer Award Scheme organized by the Employees Retraining Board and successfully fulfilled all the accreditation criteria for evaluating the level of maturity of manpower training, development strategies and practices. The Society has been awarded as "Manpower Developer", reflecting its outstanding achievement in Staff Development and Training.

98 internal training programmes were organized for different positions of staff. Topics included various theories and skills of professional intervention, new service direction, occupational safety etc. There was very encouraging feedback from participants, i.e. an overall rating of 4.94 out of a 6-point scale, reflecting the achievement of training objectives and the high quality of the training programmes.

Staff Orientation programmes were organized on a regular basis aiming at enhancing new colleagues' understanding of the Society's history, mission, visions, systems and services, and facilitating their sense of belonging to the Society. In addition, 3 different service-specific induction courses were organized for newly recruited social workers to cultivate them our "family perspective" and equip them with knowledge and skills in service delivery. Training was also organized for new appraisers to enhance their understanding of our appraisal system and their roles in performance management.

The Society organized a series of training to meet the emergent need of new service development, e.g. a Peer Learning and Practice Group on "Co-parenting" was set up to facilitate the synergy among different service units and the reflection of frontline staff in new service development. The Society also engaged a professional trainer from the United States to be our consultant to support the development of our new approach in child-focused co-parenting service.

The Society subsidized over 298 staff members to attend external training programmes in 252 different topics, including management training, IT knowledge, and various service approaches. A total of 644.5 days of study leave were granted for staff to attend these external training programmes.

To support professional training and development in the social welfare sector, a total of 21 placements were offered for social work students in our different service units, and we had regular sharing sessions with different NGOs on staff development for experiences exchange and advancement.



「共享親職」的「朋輩學習及實踐小組」
"Peer Learning and Practice Group" on "Co-parenting"



亞洲家庭治療學院的家庭治療臨床督導李維榕博士示範輔導有孩子的離異家庭

Dr. Lee Wai Yung, the Clinical Director of Asian Academy of Family Therapy, conducted demonstration for Divorce Families with children

社會工作顧問 Social Work Consultant

顧問團隊由4位資深社會工作員組成，主要工作包括：

Our consultant team is composed of 4 dedicated social workers. Their work focuses were:

優化服務

在過去一年，本會成立了跨部門工作小組為主要服務（包括家庭、長者，及青少年服務等）檢討和分析2015年所有投訴和突發事故報告，同時研究可行建議，以提升服務質素及減低相關風險。工作小組其後亦於不同場合與管理人員匯報有關的分析及建議，以及推出相關改善措施。除此之外，顧問團隊亦按實際需要直接協助處理個別投訴個案，並繼續替服務單位進行服務審視，以了解臨床服務提供的情況，並提供具體協助以提升相關服務質素。

Service Enhancement

The Social Work Consultant (SWC) team served as key members in the task group to review and analyze all the complaint records and reports of critical incidents in our major services, including family, elderly and youth services for the year of 2015. Major observations, gaps identified and enhancement measures formulated were shared with management staff. Moreover, direct support was provided in the management of various complaint cases. Besides, Centre-based Service Audits were conducted which aimed to promote the clinical practices of social workers and to buffer against possible risks. Various follow-up work to support different centres were rendered.

機構培訓及員工發展

為保持服務質素，提升員工效能，凝聚學習氣氛及促進專業交流，顧問團隊與職員培訓部合作，為不同員工安排全面的培訓計劃，並有效運用社會福利發展基金推行各項訓練活動和課程，包括探訪海外機構等。此外，團隊也曾到訪不同服務單位，為個別單位員工提供特定的培訓。另一方面，機構也透過知識管理，加強各服務單位的資源運用和分享。

Agency Training and Staff Development

In order to enhance the service quality, the competence of professional staff and to promote the transfer of learning, the SWC team has collaborated with Staff Development Unit to formulate a comprehensive staff training plan, and made good use of the Social Welfare Development Fund to organize a variety of staff training programmes, including overseas visits to renowned service providers. Centre-based training sessions were also tailored to meet the specific training needs of various centres. Moreover, knowledge management has been adopted to ensure an effective exchange and sharing of service materials and resources among service units.

服務發展

社會工作顧問團隊繼續為服務提供專業意見和發展建議，並支援同事的工作。顧問團隊也於嶄新的項目中協助策劃、物色撥款、撰寫計劃書等工作，並協助督導相關員工。例如「躍動晚情 - 長者抗抑鬱地區計劃」、「認知障礙評估服務」、「以家為本 - 兒童及青少年精神健康支援計劃」及「設立房屋援助小組可行性研究」等。社會工作顧問亦與大學團隊合作，為新服務的成效進行研究。此外，為推廣嶄新服務，團隊亦接受不同傳媒訪問。另一方面，顧問團隊亦就社會關心的課題，協助擬定機構的回應，例如「落實法律改革委員會《子女管養權及探視權報告書》建議擬議法例」公眾諮詢、檢討「懷疑虐待兒童多專業個案會議」等。

Service Development

The SWC team has continued to serve as a think tank in the Society's service development and offer professional support to staff. The team assisted in the planning, funding identification, proposal writing, and related works in setting up of new projects and supervising project staff. For example, the "Smiley Activation Project - Home-based Support for the Elderly", "Dementia Assessment Service", "Medical Consultation Service for Children and Adolescents with Suspected ASD and / or ADHD", the "Feasibility Study of Internal Housing Team Formation". Social Work Consultants also collaborated with academics to conduct studies for different newly established services. Moreover, media interviews were conducted to facilitate service promotion. Besides, the team formulated Society's feedback to controversial issues such as the public consultation related to the "Law Reform Commission Report on Child Custody and Access", and the review of "Multi-disciplinary Case Conference on Suspected Child Abuse Cases".



同事在「從開始到成功的企業合作」工作坊中分享經驗
Participants shared their views at the workshop "From Beginning to Success Corporate Partnership"



本會邀請資深婚姻及家庭輔導員及臨床督導黃麗彰博士進行為期兩天的工作坊，提升同事對夫婦衝突和寬恕的認識

We invited Dr. Wong Lai Cheung, a renowned marriage and family counsellor, and clinical supervisor to conduct a Two-day Workshop on Conflicts and Forgiveness in Couples

風險管理及服務審核

Risk Management and Service Audit

風險管理

風險管理是本會工作重點之一。自2013年起，本會確立了「風險管理系統」和制訂了「風險管理政策」，以處理各類服務及管理上的風險。

在過去一年，本會各單位已識別及評估其工作和服務範疇內的風險狀況，且制定了相關的緩解措施，並在「風險登記冊」內更新，以供持續評估及監察。本會亦確認了年度內所計劃的緩解措施，已切實執行及一併分析了年內本會所處理過的投訴和特殊事故報告，以便制訂適切的改善方案，並已向執行委員會報告及向同工分享有關重點。

本會相信有效的「風險管理系統」有助本會減低營運風險、優化服務、確保有效的機構管治及促進本會的持續發展。

服務審核

為確保本會提供的服務質素，「內部審核小組」透過在服務單位現場進行審核，以及接見不同服務使用者和員工，從而確定服務運作是按照本會的政策及程序執行。此外，小組亦為長者服務的同工舉辦有關服務質素的工作坊，並透過過往的案例，加強同工對服務質素的理解，並促進他們在工作單位切實執行相關措施。

單位現場審核

在2015至2016年度，小組對以下各服務單位進行了服務審核：觀塘、深水埗、荃灣及坪洲分會的改善家居及社區照顧服務；香港東區、觀塘、荃灣分會的綜合家居照顧服務；觀塘、葵涌、油塘、深水埗及將軍澳分會的綜合家庭服務；以及良景分會的寄養及緊急寄養服務。

在個案服務方面，各服務須按有關的「個案監察系統」跟進個案工作，透過既定的評估程序及定期個案檢討，確保服務質素及個案得到適切的跟進。在過去一年，小組分別為（九龍城）長者中心、觀塘及香港東區分會的綜合家居照顧服務進行了個案服務審核，以確保符合本會制訂的「個案監察系統」。

除了常規性的服務，小組亦審核了以項目形式進行的服務，包括家福中心、「以家為本」心理健康服務及義工服務，以確保各單位能提供高水平的服務和準確的報告予各項目的資助者。

Risk Management

Risk Management is an indispensable work of the Society. The Society has established Risk Management System in 2013 and developed Risk Management Policy to handle different kinds of risks inherent in service delivery and corporate management.

Last year, all units of the Society identified and assessed risks associated with their areas of work and developed corresponding mitigation measures. Risk Register was updated in the beginning of the risk management cycle for continuous assessment and monitoring, while the planned mitigation actions were reviewed and found to be implemented at the end of the cycle. Being integral parts of the risk management system, complaint cases and critical incidents in Year 2015-2016 were analyzed with a view of modifying our mitigation measures. The major findings were reported to Executive Committee and shared with staff.

We believe that an effective Risk Management System can help reduce operation risks, enhance service quality and provide assurance for corporate management and sustainable development.

Service Audit

To safeguard the service quality throughout the service delivery process, the Internal Audit Team (IAT) conducted on-site assessments on our service units, including interviewing service users and staff, to ensure our service delivery meeting agency policies and procedures. IAT also provided Service Quality Standards training workshop for staff of the elderly service units to strengthen their concept and facilitate their implementation of relevant measures in their own service settings.

On-site Assessment

In 2015-2016, the IAT conducted service audits on our Enhanced Home and Community Care Service Centres in Kwun Tong, Shamshui, Tsuen Wan and Peng Chau; Integrated Home Care Service Teams in Hong Kong East, Kwun Tong and Tsuen Wan; Integrated Family Service Centres in Kwun Tong, Kwai Chung, Yau Tong, Shamshui and Tseung Kwan O; and Foster Care and Emergency Foster Care Service Centre in Leung King.

To ensure that our cases are properly handled, all service units providing casework service have to comply with their own Case Monitoring System (CMS). Through established assessment procedures and regular cases reviews, good quality of service and proper case follow-up and monitoring are assured. In 2015-2016, IAT conducted service audits on our Senior Citizen Centre (Kowloon City) and Integrated Home Care Service Teams in Kwun Tong and Hong Kong East.

Apart from efforts on regular services, IAT also assessed our service projects, including Family Resource Centre, Family Mental Health Service and Volunteer Service, to ascertain high quality service and accurate reporting to our funders.

最佳執行指引

Best Practice Manual

根據由政府委任的整筆撥款獨立檢討委員會於2008年所作出的建議，福利界應為非政府機構就人力資源管理、財務管理、機構管治及問責的範疇制訂《最佳執行指引》。為此，社會福利署進行顧問研究，並與福利界及不同持份者溝通，共同制訂《最佳執行指引》。

《最佳執行指引》包括兩組不同層次的指引：第一組是非政府機構除非有充分理由，否則理應遵守的指引；第二組是鼓勵非政府機構採用的指引。《最佳執行指引》已於2014年7月1日起生效，並以首三年為起始推行階段。

本會已按第一組指引的要求，檢視及制訂有關的管理政策及措施，包括：制訂管理整筆撥款儲備及公積金儲備政策、程序及修訂本會的投訴處理政策及程序。過去一年，本會持續推行有關的政策及程序，當中包括：

- 執行委員會及管理團隊每年就善用上述兩種儲備作出檢視及規劃；
- 依據社會福利署的規定運用薪酬調整撥款，並通知員工有關的安排。

本會將繼續在這首三年的起始推行階段，致力推行有關的管理政策及措施，並作出適當的檢視及持續改進。

此外，本會將參考第二組指引，因應機構的情況處理有關的建議。

According to the recommendation of the Government appointed Lump Sum Grant Independent Review Committee in 2008, the welfare sector should develop a Best Practice Manual (BPM) for NGOs on various management issues, including human resource management, financial management, as well as corporate governance and accountability. To this end, the Social Welfare Department (SWD) conducted a consultancy study and engaged the welfare sector and relevant stakeholders on the production of the BPM.

The BPM comprises guidelines at two levels: Level One guidelines are those that NGOs are expected to follow unless there are strong justifications not to do so; Level Two guidelines are those that NGOs are encouraged to adopt. The BPM has been effective from 1st July, 2014, with the initial three years as the beginning stage of its operation.

Our Society has reviewed and formulated relevant policies and procedures according to the Level One guidelines, including: To formulate Policies and Procedures on Managing Lump Sum Grant Reserve and Provident Fund Reserve, and to revise the Society's policies and procedures on complaint handling. In the past year, we had been implementing these policies and procedures, including:

- The Executive Committee and management team are responsible for reviewing and planning for the maximized use of the two above-mentioned reserves on annual basis, and
- To follow the rules and regulations of SWD for salary adjustment, and inform staff members about the arrangement;

Our Society will implement these policies and procedures during the initial three years of beginning stage and review the operation and make enhancement as necessary.

Besides, the Society will make reference to the Level Two guidelines and handle best practice according to the situation of the Society.

推廣及聯絡

Publicity and Liaison

與媒體緊密聯繫推廣服務

為加深公眾對本會服務有更多的了解，我們與不同傳媒合作及進行推廣工作，向大眾傳播信息，務求令更多市民認識本會專業服務及工作手法，同時也喚起市民對社會問題的關注，讓有需要人士可以及早尋求協助。

去年，本會專業社工及臨床心理學家多次應邀接受不同媒體，包括電台、電視節目及各大報章等訪問，發表意見及分享前線工作經驗，內容圍繞家庭關係及衝突、婚姻離異及調解、親子關係及教育、青少年溝通及成長問題、長者及照顧者心理健康及個人心理健康等，加強機構的專業形象。本會專業社工繼續在報章及多間網上平台撰寫主題文章，其中包括在南華早報教育網推出專欄，與讀者分享更多處理個人及家庭情緒、精神壓力、家庭衝突等的資訊錦囊，推廣本會服務。

與商界共建伙伴關係

本會一直獲商界企業的大力支持，除了資金及捐款贊助外，亦提供物資，協助弱勢家庭解困。本會繼續為商界推行企業義工計劃，推行多元化活動，讓有需要的社群得到更多更適切的支援。2015-2016年度，多間企業加入成為本會合作伙伴，本會共提名37間企業成為由香港社會服務聯會舉辦的「商界展關懷」的愛心機構，表揚他們為社會貢獻的服務精神。未來，本會定必繼續開展更多伙伴的合作和資源來惠及社群。

家福月

自2014年本會踏入65周年起，將每年的五月份訂為「家福月」，透過舉辦不同的活動鞏固家庭功能，促進市民大眾對家庭的重視及關注，以及提倡家庭關愛的核心價值。「家福月」以「家『心』健康 家添和諧」為主題，於全港各區舉辦了20多個相關主題及系列活動，提升大眾對家庭成員心理健康的重視，積極推廣活動關愛信息，聯繫各界參與，為宣揚家庭和諧添上動力。

Co-operation with Media to promote HKFWS's services

In order to enhance the public awareness of the Society, we have close collaboration with the media to promote our services and working approaches to the public. We are also dedicated to arouse the public concern on social issues and promoted the services to the needy individuals.

Last year, our professional social workers and clinical psychologists were invited by different media including radio stations, television programmes and newspapers to share their professional views and practice wisdom on different family-related topics such as family relationship and conflict, divorce and mediation, parent-child relationship and education, communication with the youths and their development, elders, caregivers and individual mental health etc. Our professional social workers also contributed articles on newspapers and online media such as column on SCMP Education Post to provide readers tips on handling individual and family emotional problems, stresses management and family conflicts in order to publicize our services to different segments.

Corporate Partnerships

We appreciated the unfailing support of different stakeholders and corporations. They provided both donations and donation in-kinds for the deprived families. In 2015-2016, the Society has nominated 37 corporates to join the “Caring Company” Scheme organized by the Hong Kong Council of Social Service to express our gratitude for their contributions to the community. In future, the Society will continue to explore more partnerships and resources to serve the needy.

Family Month

Since we have celebrated her 65th Anniversary in 2014, “Family Month” has been organized in May as the Society’s annual signature event to strengthen family relationship and promote the value of family solidarity among the general public. “Family Mental Health” and “Peace in Family” were taken in the themes of Family Month and more than 20 programmes were arranged across the territory.



本會專業社工及臨床心理學家多次應邀接受不同媒體訪問，發表意見及分享前線工作經驗。

Our professional social workers and clinical psychologists were invited by different media to share their professional views and practice wisdom on different family-related topics.



本會專業社工繼續在報章及多間網上平台撰寫主題文章，與讀者分享更多處理個人及家庭情緒的資訊錦囊。

Our professional social workers also contributed articles on newspapers and online media to provide readers tips on handling individual and family emotional problems.

綜合家庭服務

Integrated Family Services



香港家庭問題日趨複雜，很多家庭成員正承受著沉重的壓力。近年，有關兒童情緒狀況的調查研究，得出的結果都令人關注。過去一年，更是令人痛心的是青少年自殺個案急劇增加。然而，除了孩子需要支援與幫助外，香港的父母同樣面對著很大的壓力。根據家庭議會在2015年所作的調查，超過50%的受訪家長表示在教導子女正面對巨大的壓力。在這樣的社會環境下，及早識別有需要援助的家庭及為他們提供足夠的支援，顯得格外迫切。

在「兒童為重，家庭為本，社區為基礎」的服務方向下，本會轄下6間綜合家庭服務中心一直積極回應香港家庭的需要，為不同狀況的家庭提供優質的社會服務，包括教育性活動、個案輔導，以至危機介入。本年度6間綜合家庭服務中心合共處理了7,952個個案，而在完成的個案中，超過99%的服務使用者表示滿意中心的服務。另外，超過97%的使用者表示個人解決問題的能力獲得提升，超過97%表示個人的支援網絡得以擴闊，當中有超過92%的使用者表示所面對的主要問題亦已得到改善。中心面對的挑戰固然大，但這些數字反映團隊的努力見到了顯著的回報。

除核心服務外，本會在2015年9月正式成立一支服務發展隊，以拓展各項創新服務，回應社區對兒童照顧及各項兒童服務的需求。服務發展隊亦將協調現有之「兒童為重家庭服務」，包括「小荳芽駐園社工計劃」、「愛心社區保姆服務」、遊戲及親子遊戲治療、家長工作，以及針對家庭中有特殊教育需要兒童的服務配套。這些服務過去獲得不同持份者，包括接受服務的孩子、父母和不同的社區夥伴的正面評價。

「以家為本」心理健康服務繼續成為本會重點服務之一，除為服務使用者安排恆常的活動外，計劃更涵蓋至兒童及青少年的心理健康。機構服務團隊組織治療小組及各項教育性活動，將不同治療模式的元素，例如認知行為治療、藝術治療及遊戲治療等融入其中，幫助有需要家庭的子女，減低其相關抑鬱及焦慮狀況，提升身心健康。此外，亦舉辦平衡家長小組，幫助家長有效處理子女的問題。服務成效理想，他們在情緒處理及行為表現上有正面進展。此外，本會亦獲精神科醫生的協助，義務為懷疑患有自閉症普群及專注力不足 / 過度活躍的兒童提供免費的評估服務，縮減他們輪候評估的時間，紓緩家長壓力，亦讓有需要的子女能及早獲得所需的支援。

本會另一服務重點乃在提升家庭成員和平處理衝突的能力。據社會福利署提供的數字，2014年新呈報的虐偶個案比2010年共增加了24%，過去一年，嚴重的家庭暴力案件仍時有出現，情況令人擔憂。為有效打擊家暴，本會一方面致力推廣由社會福利署資助的「停止家暴的學習計劃」，舉辦「和平學坊」課程為有需要的施暴者，提供介入服務，使更多參加者學習以和平方式解決關係矛盾，成果令人鼓舞。另一方面，本會亦積極推行「心蓮心·齊踏暴」第二期的和諧家庭行動計劃，為受虐婦女及受家暴影響兒童提供深入輔導及支援。參加者表示計劃讓她們有機會處理創傷情緒，從而得到力量重新出發。

本會將繼續積極回應不斷攀升的離婚率所帶來的服務需求，拓展相關的服務，包括「家事調解服務」、「『兒童為本』共享親職」先導計劃、「男士家友站」等，為面對婚姻危機或離異的人士提供支援。以上各項計劃能有效減低離婚帶來的衝擊，讓服務使用者更易走出困局，適應新的生活。

香港家庭將繼續面對不同的挑戰，本會將持續拓展各項兒童為重，家庭為本，社區為基礎的服務，從而強化家庭功能，並且為有需要的家庭提供足夠的支援，共建一個關懷的社會。

The challenges faced by the families in Hong Kong nowadays are getting more and more complex, the stresses faced by individuals and families are tremendous. In recent years, various surveys related to children's anxiety level showed alarming results. The increasing prevalence of child and adolescents mental health problems is definitely a concern, not mentioning the number of suicides committed by children and youth in the year. On the other hand, parents are equally overwhelmed with stresses in raising their children. As revealed by the family survey commissioned by the Family Council in 2015, over 50% of parents indicated that they experienced great stress in parenting. The requests for early identification and sufficient support for families in need are pressing.

Under the “children-centred, family-focused and community-based” service direction, the Society's 6 Integrated Family Service Centres strive to provide a spectrum of quality services to the needy families, ranging from educational programmes to therapeutic counselling work and crisis intervention. In this year, a total of 7,952 cases were handled by our 6 IFSCs. Of the closed cases, the overall satisfaction rate from service users was above 99%. Besides, over 97% of the service users indicated an uplift in their problem solving capacity and support network, while over 92% revealed perceived improvements in their main problems. These encouraging results reflect the team's efforts served to make a difference in the lives of those in need.

To further address the community needs for child care and child-related services through a family perspective, a Service Development Team was set up in September 2015 with a focus to develop new service initiatives. The Team also coordinates the provisions of child-oriented family service including “Nurturing Seeds” School Social Work Service, “Neighbourhood Support Child Care Project”, play and filial play therapy services, and service packages on parenting and for the families with Special Education Need (SEN) children. These services have been gaining very positive feedback from stakeholders including children users, parents and various community partners.

While family mental health remains one of our service foci, concerted efforts have been extended to promote the mental wellness of children and adolescents. Efforts were made to incorporate elements from different therapeutic approaches, including the cognitive-behavioural approach, art and play therapy, etc. to the groups and programmes tailored for children with depressive or anxiety symptoms. Parallel parenting groups were also conducted to enhance parents' capacity in handling their children's mental health concerns. Feedbacks from users were very encouraging, positive changes in the participants' emotional management and behavioural presentations were reported. Apart from that, with the support by a volunteer psychiatrist, the medical consultation service for children and adolescents with suspected Autism Spectrum Disorders and / or Attention Deficit Hyperactivity Disorder was commenced. Parents felt grateful for shortening their waiting time for assessment so that their children in need could receive appropriate services timely.

Another focus of our family service relates to peaceful conflict resolution in family relationships. Need for related work is pressing in view of the increasing number of newly reported spouse / cohabitant battering cases, which had increased by 24% in 2014 as compared to that in 2010, not mentioning the number of tragic domestic violence cases which caught much public attention in the year. To combat violence, the Society on one hand has offered help for batterers in need of intervention through the Educational Programme on Stopping Domestic Violence subsidized by the Social Welfare Department. These efforts brought about important changes for the participants in using peaceful means in resolving conflicting relationships. On the other hand, the Society has launched with success the second phase of the “Women Helping Women Against Violence” project to offer therapeutic intervention and support for the women victims of domestic violence and their children. Participants revealed they could reignite hopes to move forward.

Last but not least, in response to the rising divorce rate in Hong Kong over the past years, under which the number of divorce decrees granted had been increased by three times from 1994 to 2013, the Society has continued with the focus on developing specialized services to provide the necessary support to various members in a divorcing or divorced family. Services include family mediation service, “A Beam of Hope - Pilot Project on ‘Child-focused’ Parenting Coordination and Co-parenting Services for Divorced Families” and Healthy Divorced Men Project. These service initiatives succeed in minimizing the negative impacts on different family members during the divorce process.

Hong Kong families continue to face different challenges and demands. The Society will continue to develop our children-centred, family focused and community based services to strengthen family functioning and to support the vulnerable groups as well as to foster a caring community.

綜合家庭服務中心

Integrated Family Service Centre

本會轄下6間綜合家庭服務中心位於北角、油塘、觀塘、深水埗、將軍澳及葵涌，為有需要的家庭提供全面的專業家庭服務，協助家庭處理各類問題、發展個人及家庭潛能、強化家庭功能、提高抗逆的能力，並且推動社區互助的精神，致力建立和諧社會。

Currently we have 6 Integrated Family Service Centres located at North Point, Yau Tong, Kwun Tong, Sham Shui Po, Tseung Kwan O and Kwai Chung serving the families in need in Hong Kong. We provide comprehensive and extensive professional services to families, to help them handle various problems, develop the potential of individuals and families, enhance family resilience and strengthen family mutual help in the community to build up a caring society.

服務對象

個人及家庭，特別是弱勢社群，包括單親家庭、少數族裔、新來港及低收入家庭。

Targeted Users

Individuals and families, with priority for the deprived groups, including single parents, ethnic minorities, new arrivals and low income families.

服務形式

- 家庭輔導組
透過個案輔導、家庭危機處理及治療小組等方法，協助受困的個人和家庭。
- 家庭支援組
為有需要的家庭提供支援服務，並鼓勵「同路人」互相扶持。服務包括短期輔導、家務指導、情緒支援小組及單親互助小組。
- 家庭資源組
組織義工服務、興趣小組、康樂及發展性活動、家庭圖書資源閣等，促進家庭和諧，建立社區資本。同時透過此類活動，能及早識別有需要的家庭，避免問題惡化。

Service Delivery

- Family Counselling Unit (FCU)
Helped individuals and families in need through intensive counselling service, family crisis management and therapeutic group work service, etc.
- Family Support Unit (FSU)
Provided support to families and encouraged mutual help among them, including brief counselling, family aide, mutual help groups for emotional support and single parent groups, etc.
- Family Resource Unit (FRU)
Organized various activities to promote family harmony and build up social capital, e.g. volunteer service, interest groups, recreational and developmental programmes, family library, etc. These activities also served to identify needy families in an early stage and render timely assistance to prevent deterioration of problems.



好環保好生活綠色之旅
Environmental Protection Trip

服務重點

- 本年度，綜合家庭服務中心共處理個案約8,000宗，個案類型以情緒問題佔最多（17%），其餘是親子關係（12%）和居住問題（11%），反映情緒及其引申的精神健康問題值得關注。
- 回應學童自殺事件，透過企業贊助為地區內的小學生推出「生命教育計劃」，引導他們體察生命的價值與意義。
- 多年來，精神健康是本會服務重點。除了常設的治療小組外，本年度本會舉辦了「我要快樂 - 兒童認知行為治療小組」以回應有越來越多兒童受精神情緒困擾的現象。為了達致更佳效果，更在同一時段舉辦平衡家長小組，使家長更了解子女情緒困擾的情況而作出相應的支援及調整管教模式。為了促進家庭精神健康，透過不同的活動，推動「開心家庭、共融社區」信息，促進家庭建立開心正能量，鞏固家庭關係。
- 家長都關心子女的成長及發展，各中心為特殊發展需要的兒童提供支援。其中包括「深知你心家長支援小組」，藉此建立家長的支援網絡及增加對特別學習需要子女的了解；多個以「感統」為主題的工作坊和提升孩子專注力的親子平衡小組；「特殊教育需要支援計劃『伴您童行』蛻變之旅」，透過一系列治療性、多元性及體驗性的活動，加強自閉症和專注力失調 / 過度活躍的小學生的情緒控制、集中力和表達能力，更與企業義工一同參與義工服務，增強他們的自信心及培育關懷社區精神。
- 本會繼續關注弱勢家庭的兒童，推行「『童』步成長路」計劃，幫助家境有經濟困難的兒童，能夠獲得資助參加課外活動，裨益身心。「小豆芽駐園社工計劃」則派出駐園社工，為幼兒及其家庭提供服務。

Service Highlight

- Our Integrated Family Service Centres handled around 8,000 cases. Emotional problem (17%) is the most frequently encountered case nature, followed by parent-child relationship (12%) and accomodation (11%), reflecting emotion or mental wellness is the main concern of the service.
- Responding to students suicide besides with corporate sponsorship, “Life Education Project” was organized for primary students in the community and guide them understand the value and meaning of life.
- Mental wellness has been one of the main services of our Society. Apart from regular groups and programmes, “CBT Group for Children” has been developed to help the children who suffered from emotional problems. Parallel parents group was also conducted for the parents to enrich their knowledge in handling children’s emotional problems. To promote family mental health, various activities were organized to promote the message of “Happy Family and Inclusive Community” in the community.
- Most parents concern about the healthy development of children. IFSCs have developed programmes to support children with special educational needs, including groups help parents strengthen their supportive network, parent-child sensory integration training groups to enhance children’s attention, “Stand by You Project” to enhance emotional control, attention and communication skills of children with autism or attention deficit / hyperactivity disorder. Volunteer service was also conducted with corporate volunteers to raise their confidence and sense of commitment to the community.
- Render assistance to deprived children is one of our missions. “Kids the Future Project” provided financial support to deprived children, providing them opportunities to participate in various extra-curricular activities, while “Nurturing Seeds Kindergarten Project” aimed at helping families at early identification and intervention of their children’s problems via stationing social work service at kindergartens.

- 「心蓮心·齊踏暴」服務計劃推廣「零暴力」的信息。「和平學坊 - 停止家暴的學習計劃」為曾經歷家庭暴力的夫婦提供教育性活動，提升他們對控制情緒和以理性和平方法處理衝突。
- “Women Helping Women Project” promoted the message of “zero-violence” in the community. “Peace Campus - Educational Programme on Stopping Domestic Violence” provided educational activities to couples who have experienced family violence to learn emotional control and peaceful conflict resolution methods.
- 本會亦關注男士的身心健康。由2015年6月推行第二期「男士服務計劃」，透過互助小組、不同的課程、親子家庭活動，支援男士面對家庭、婚姻及工作上的壓力。另外一個特地為男士而設的「活得精采」男士天地計劃，為基層40-65歲中年男子提供各種興趣、支援活動和互助小組，除了讓他們自我增值外，亦建立團隊精神，開拓社交網絡，一同參與義工服務，回饋社區。
- Men’s well-being is worth our attention. The second phase the “Men’s Project” was launched in June 2015. Through support groups, courses and parent-child activities were provided to men facing pressure from family, marriage and work. Moreover, “Wonderful Life Men’s Project” offered a variety of activities to 40-65 years old middle-aged men to enhance their self-esteem, team spirit, develop social network and sense of commitment to the community through volunteer service.



健體舞同樂
Keeping Fit Together



「幼兒安樂居 - 社區護幼防跌計劃」閉幕典禮
Finale of "Home Sweet Child - Fall Prevention Community Project"



「童」步成長路計劃 - 躍動劇團
"Kids" The Future - Drama Group

臨床心理服務

Clinical Psychological Service

臨床心理服務旨為個人及家庭提供預防、教育和治療性的服務，以協助服務使用者改善心理健康、邁向更充實的人生。透過專業及有實證的臨床心理學理論及技巧，有系統及科學化地為個人或家庭提供心理評估及治療，本服務亦提倡社區心理教育工作，並為本會的專業社工人員提供個案諮詢服務。

服務對象

經本會社工轉介的個人或家庭，當中包括兒童、青少年、成人及長者。

服務形式

心理評估及診斷、心理治療、危機處理支援、專業培訓及心理健康講座。

服務重點

- 提供專業的心理評估及治療服務。
- 加強校園情緒危機支援及訓練。
- 與綜合家庭服務中心及學校社會工作服務合作，以配合地區項目發展。
- 為本會社工提供精神健康專題培訓。

The overall objective of the service is to provide preventive, educational and remedial services to individuals and families in order to help them progress towards a psychologically healthier and more fulfilling life. With systematic and scientific application of professional knowledge and skills, the service provides psychological assessment and treatment to individuals or families. It also conducts community education and offers consultation to the Society's social workers in case management.

Targeted Users

Individuals and families, including children, adolescents, adults and the elderly, referred by social workers of the Society.

Service Delivery

Psychological assessment, diagnosis, treatment, crisis management, training and seminars.

Service Highlight

- Provide professional psychological assessment and treatment services to the community.
- Enhance support for school service in crisis management and training.
- Collaborate with Integrated Family Service and School Social Work Service to widen scope of service development.
- Provide internal training for social workers to enhance professional knowledge in management of mental health problems.

本服務是綜合家庭服務的其中一項支援服務，以增強個案工作的成效，令服務使用者得到更整全的照顧。透過針對個別需要而設計的訓練，例如：自我照顧、家務處理、幼兒照顧的知識和技巧，培育他們自理自立的能力。

服務對象

- 對照顧兒童缺乏基本認知或技巧的家長或照顧者。
- 因身體或精神健康問題，未能適當照顧自己或家人及應付家務人士。
- 面臨家庭變故人士。
- 經社工評估認為有需要之人士。

服務形式

- 以個別訓練為主，也為有共同需要者提供小組形式訓練。
- 與社工合作舉辦促進家庭關係的小組及活動。

服務重點

- 本年度共提供約400個個案訓練。除了個案訓練服務，還舉辦了超過80個小組訓練及活動，受惠人士約1,400位。
- 為提供合適及即時支援予個別家庭，家務指導員及督導社工除了與轉介個案社工有密切的交流及聯繫外，更與中心其他同事合辦不同類型的小組及活動，如不同主題的親子烹飪班及家庭戶外活動，旨在加強服務使用者在個人照顧、家居照顧或兒童照顧方面的技能及知識，改善家庭和諧。
- 鑑於社會日益增多的家庭危機，本會家務指導員及督導社工參加了社會福利署主辦的「家務指導工作坊 - 及早識別在照顧兒童方面有困難或危機 / 潛在危機的家庭」。訓練增強了家務指導員及社工在有關問題的敏感度及應變能力。

Family Aide Service continues to be one of the essential supportive services in our IFSCs. The service helps casework intervention to enhance the effectiveness of counselling services. Our tailor-made training programmes can help needy individuals or caring agents to acquire the knowledge, skills and experience in self care, home management and providing care for young children.

Targeted Users

- Parents / caring agents lacking knowledge and skills in child care.
- Clients who are not capable of taking care of themselves and other family members due to their physical or mental problems.
- Families in and after crisis.
- Anyone in need of the services as assessed by social workers.

Service Delivery

- Skills training is rendered on an individual basis and small group training is also offered if appropriate.
- Cooperation with social workers to provide small group activities and programmes on family relationship.

Service Highlight

- Around 400 cases have been handled in this year. Besides individual training, over 80 group trainings and programmes have been conducted for over 1,400 participants.
- To provide tailor-made and prompt support to individual families, besides maintaining close sharing and contacts with referrers, family aides also work with other social workers in centres to organize various groups and programmes such as parent-child cooking classes and family outings to promote harmony in families.
- Due to the increasing number of family crisis in society, family aides and social workers attended a training workshop organized by Social Welfare Department. The workshop aimed at promoting concerns and skills of early identification of child care problem in families with potential risk.

家福中心 - 開放式家庭服務及單親家庭服務

Family Resource Centre - Drop-in Family Services and Single Parent Family Services

家福中心的服務旨在提升區內個人及家庭面對逆境的能力，促進家庭關係，強化家庭功能，尤其父母管教信心與效能。同時協助離異家庭過渡和適應家庭轉變，其中特別協助離異父母建立以「兒童為本」的共享親職模式，促進子女健康快樂成長；並且協助兒童建立正面態度，適應家庭轉變，重建自信和安全感。

The centre services are provided to raise resilience of individuals, families and to strengthen family relationship and functions to enhance parenting competence especially. Special efforts are put to assist divorced families in adjusting family transition through facilitating divorced parents to develop “child-focused” co-parenting for the betterment and welfare of the children and, to facilitate children from divorced families to develop positive attitude, rebuild their confidence and security.

服務對象

全港離異或單親家庭及居於屯門區之家庭。

Targeted Users

Divorced and single-parent families in the territory and families living in Tuen Mun.

服務形式

為區內個人及家庭提供綜合多元化服務。特別為離異或單親家庭及其子女而設的服務包括偶到服務、家庭資源閣、諮詢服務、義工服務、兒童照顧服務、各項支援及治療小組和教育活動、家事調解服務、「共享親職」教育及支援服務、單親家庭熱線、「親」季刊及單親互助小組等。

Service Delivery

To provide individual and families living in the local community with integrated services. For divorced and single parents with their children, specialized services including drop-in service, resources corner, enquiry service, volunteer service, child care support services, varieties of supportive and therapeutic groups and educational programmes, family mediation service, co-parenting education and support services, single parent family hotline, quarterly newsletter “Tsin”, mutual aid groups, etc.

服務重點

- 推行一站式綜合服務支援離異 / 分居家庭，協助有需要家庭面對及適應在離異過程中遇到的困難和挑戰。開展「大手牽小手」大哥哥大姐姐伴行計劃及「信·心伴行」計劃，組織一群來自離異家庭的青年人，與兒童共同參與活動，鼓勵與支持兒童正面地面對因父母離異所帶來的影響。
- 持續推展由香港公益金撥款資助「夾縫中的曙光·兒童為本共享親職先導計劃」，基於計劃效果良好，以及社會對共享親職服務需要日增，再度獲得公益金撥款贊助開展第二期計劃，於2016年10月至2018年9月繼續推行共享親職服務。綜合過去服務經驗，改進及發展服務模式，推動離異父母的「親職夥伴」合作教養關係，為子女創造「兩個快樂的家」，締造健康成長環境。
- 與本會職員培訓部合辦親職協調內部培訓及督導工作坊，提升前線同工提供服務的專業能力。

Service Highlight

- To develop one-stop and integrated services to support families facing divorce / separation to cope with the difficulties encountered the family crisis. “Big Hand holding Little Hand” Buddies Support Project and “Love Letter Companion” Project had been launched to support the children in adjusting the changing family environment due to parental divorce / separation. A group of youngsters from divorced families had been mobilized to act as mentors to support and encourage children to face the family crisis in a positive way.
- To continue implementing “A Beam of Hope - Pilot Project on ‘Child-focused’ Parenting Coordination and Co-parenting Services for Divorced Families”. With effective outcome and increasing societal demand on co-parenting service, the Community Chest has extended the sponsorship to the project from October 2016 to September 2018. We have consolidated the past practice experiences and have modified the service mode to fit the needs of local divorced parents. And to facilitate them to develop co-parenting partnership so as to create “Two Happy Home” and healthy environment for their children.
- To cooperate with our Staff Development Unit in providing training and supervision group on co-parenting practice to enhance staff’s professional competence in service delivery.



「家匯·情緣」活動中，我們與屯門區家庭共渡農曆新年，為家庭建立支援網絡，增加家庭的凝聚力
“Love Sharing - Family” is one of the programmes to celebrate Chinese New Year with families in Tuen Mun district so as to build up the social network and enhance cohesiveness among families



「大手牽小手」大哥哥大姐姐伴行計劃，「大手板」與「小手板」參加互動遊戲活動，增加彼此的認識
The “Big Hand” and “Little Hand” were involved in the interactive game to enhance their mutual understanding in “Big Hand holding Little hand” Buddies Support Project

崇德家福軒 - 家庭退修中心

Zonta White House - Family Retreat Centre

為個人及家庭提供一個平和恬靜的環境，並配合適切的活動，促進反思，協助紓緩壓力，處理情緒、學習新知識，以提高解決問題的能力，促進更和諧的家庭及人際關係。

To provide a respite for families and individuals with tailor-made programmes to facilitate self-reflection, manage stress and emotions, learn new coping skills, and to enhance family and interpersonal relationship.

服務對象

家庭或個人、非政府機構、學校、宗教團體、私人機構。

Targeted Users

Families and individuals, NGOs, schools, churches, private companies.

服務形式

- 舉辦專題系列日營或宿營活動及興趣小組，主題包括個人成長、親子溝通、壓力處理及婚姻培育等。
- 提供借用場地服務予其他團體於非繁忙時段使用，與地區機構在中心內合辦專題項目。

Service Delivery

- Day or overnight groups or programmes on topics such as personal growth, parent-child relationship, stress management, marital enrichment and conflict resolution.
- Venue booking to non-government organizations and community organizations are also promoted.

服務重點

- 為個人及家庭提供一個安恬閒適的環境，配合一系列的身心靈舒壓活動，學習處理情緒，提升解難能力，促進家庭及人際關係。
- 善用平和恬靜的環境，持續發展「綠活寫意」、「栽種與生命」、「敘事故事」為主題的小組及活動，促進婚姻培育、親子溝通及家庭關係，正面處理壓力，建立正能量。
- 繼續加強與區內外機構、學校等合作，推廣綠色生活，建立健康的個人及家庭生活。
- 透過園藝種植及靜觀活動，讓參加者體驗在大自然環境下與植物接觸，覺察和聆聽自己內心需要，紓發負面情緒，學習處理壓力的新方法，享受園藝活動的樂趣，感受生命的活力和美麗，達到療愈果效。
- 繼續發展香薰按摩治療為主題的活動，如：舒壓按摩、親子按摩、夫婦按摩等，促進正向溝通，身心靈健康。

Service Highlight

- To render a short respite for families and individuals, including tailor-made activities to handle stress and emotion, enhance problem-solving skills and facilitate family and interpersonal relationship.
- Make use of the peaceful reeling of Zonta White House (ZWH), to develop a series of group, services and programmes on “Green Life Living”, “Planting and Life”, “Narrative Practice” for enrichment of marriage, parent-child communication and family relationship and enable participants to face adversity with positive energy.
- To continue the collaboration with other NGOs and schools to promote individuals and families “Green Life Living”.
- To provide “Gardening and Mindfulness” programmes, participants get intimated with the nature to reflect their needs, to express their negative feeling and experience the fun of gardening.
- To continue developing programmes on aromatherapy, such as relaxing massage, parent-child massage, couple massages to enhance positive communication and mental health.



親子製作天然驅蚊膏
Parent-child activity on making natural anti-bug balm



「綠識日」活動
Green Life Living Day Camp for children



園藝種植活動
Gardening programme

家福關懷專線

Family Careline

由受訓義工為有需要人士或家庭提供電話輔導服務，並即時給予情緒支援。

服務對象

面對生活上各種困難的人士及家庭。

服務形式

由受訓的義工接聽來電，並因應致電者的需求而提供情緒支援及簡短輔導，並在有需要時轉介。

服務重點

- 「家福關懷專線」一向重視義工的定期督導及培訓。一如以往，本年度透過義工經驗交流及個別督導，發掘義工不同的潛能，提升他們對個人的肯定及回饋社會的能力。為加強熱線義工的服務質素，增進義工之間的互助支持，提供多方面的培訓。
- 另一方面，專線更倡導義工與不同服務的義工交流。例如：安排與澳門婦女聯合總會義工交流會，以擴展義工的服務視野，針對社會及政策的變化作出討論，使專線服務能時刻與時並進及提高義工對不同社群的認識及關愛。
- 本年度專線共接聽了超過1,000個來電者的求助，並成功轉介超過20個受情緒困擾的個案接受專業的輔導。專線日後希望繼續透過義工的支援，協助受不同情緒困擾的來電者。

The project aims at providing emotional support and peer counselling to needy people through phone contacts handled by trained volunteers.

Targeted Users

People who are in need of support or have encountered problems in their daily lives.

Service Delivery

Trained volunteers answer telephone enquiry and give support in the form of peer counselling and making referrals for relevant services as necessary.

Service Highlight

- The Family Careline always puts a strong emphasis on training and regular supervision to volunteers. Same as the previous years, volunteers were provided with individual supervision and experience sharing sessions to enhance their potential, self-confidence and competence in serving. The service quality and mutual support among volunteers were also strengthened with various kinds of training opportunities.
- It also promotes the exchange of experience among volunteers from different services an exchange on voluntary service between Careline volunteers with women volunteers from Macau was organized to widen their visions while acknowledging changes in social policies, as well as extending their concern to different groups in the community.
- This year, the Family Careline service had served more than 1,000 calls and successfully referred more than 20 callers to receive professional counselling service. In future, the Family Careline would continue to give support and bring about positive energy to the needy.



專線義工與澳門婦女聯合總會的義工交流服務心得
Exchange on voluntary service between Family Careline volunteers with volunteers from Macau women volunteer group



一年一度的義工感謝日，藉此肯定一直用心堅持服務的義工
Careline volunteers' contributions were recognized in the Annual Volunteers Day of our Society

「以家為本」心理健康服務

Family Mental Health Service

此計劃在機構屬下6間綜合家庭服務中心推行，主要是為情緒有困擾或有壓力的人士，透過多樣的活動，學習以不同的角度處理問題，從而減輕壓力。

除了舉辦「認知行為治療」小組外，本計劃亦會透過各種不同的小組及活動形式，為情緒困擾或有壓力的人士及早預防問題及達到治療目的。

服務對象

受情緒或壓力困擾的人士。

服務形式

- 本計劃主要分兩部份，第一部份是一個為期12節的「認知行為治療」小組，第二部份是為小組的畢業生及其家人，以及公眾人士提供不同形式的教育及發展性之活動。
- 此計劃亦與地區內不同團體合作，協助社區人士能了解及掌握更多知識及技巧，從而減輕壓力，達至身心健康。

服務重點

- 一如以往，計劃在本會6間綜合家庭服務中心推行，令精神健康的信息更廣泛地滲入不同的地區。透過健康身心小組「晴心天地」之活動，以及為促進組員持續進修之進深小組，幫助受困擾的參加者提升對自己精神健康的覺察，及學習如何處理壓力。
- 為了促進組員間的互相支持，今年舉辦的社區教育活動以催眠為主題。透過講座、不同的體驗活動，組員與其他參加者分享其減壓心得，並邀請其他參加者一同參與，從中可共同見證組員在小組中的成長。



周年大型講座「自療·自在」，場面相當熱鬧
Community Education programme on Hypnosis

The project was delivered in 6 IFSCs of the Society, aiming at helping people with emotional problems to acquire alternative perspectives towards their problems and strengthening their problem solving capabilities so that they are able to cope with the stresses in their daily lives or at work.

Apart from conducting Cognitive Behavioural Group, the project will provide various kinds of groups and programmes to achieve therapeutic objectives and early assistance to people under stress.

Targeted Users

People suffering from stress and emotional problems.

Service Delivery

- Family Mental Health Service include 2 elements, namely 12-session Cognitive-Behavioural Therapeutic Groups (CBT Groups) and Mental Health Enhancement programmes.
- In order to promote the holistic care and stress management, liaisons with different parties and organizations will be made so as to provide different kinds of knowledge and skills for users.

Service Highlight

- Same as previous years, our family mental health project was implemented in our 6 IFSCs with the objectives of promoting of mental well-being. Through conducting Cognitive Behavioural Therapy (CBT) groups, the Mental Health Enhancement Programme (MHEP) and refresher courses, participants' awareness and understanding on their mental well-being have been enhanced to cope with their stresses and facilitate our CBT graduates for continuous learning.
- This year, a Community education programme on hypnosis was conducted in the talk and different experiential programmes, members have shared with participants different ways of coping with stresses. Through member's sharing, participants were able to appraise their learning and improvement in the groups.



參加者在健康身心小組分享經驗
Members shared their experience in a Cognitive Behavioural group

和平行動

Peace Movement

親密伴侶暴力個案的數字不斷遞增，本會於2006年開始「和平計劃」- 施虐者輔導先導計劃。本計劃的目標是終止親密伴侶關係中的暴力行為。服務形式包括：治療小組、互助小組及教育活動等，計劃參加者均是自願參與的。

此外，本會獲准為家庭及同居關係暴力條例「社會福利署長核准計劃」的其中一間服務機構。若當事人被他的配偶 / 前配偶 / 同居情侶 / 前同居情侶騷擾，當事人可向區域法庭申請針對另一方的強制令。在這情況下，法庭亦可規定另一方參與「反暴力計劃」，以改變其導致發出強制令的態度及行為。此服務現時由社會福利署提供。

本會也提供一項為施虐者或有可能使用暴力的人士而設的短期學習計劃 - 「停止家暴的學習計劃」，此計劃的特點是透過適時、彈性及技巧為本的介入模式協助他們停止向配偶 / 同居情侶使用暴力、處理因暴力行為而引發的危機及改善與配偶 / 同居情侶的關係。

有見香港家庭暴力日益嚴重，本會於2002年率先從海外引入「栽種和平」行動。此行動提倡以和平原則解決問題；相信每個人也有和平的蛻變力量，能以和平態度處理衝突。工作坊分3個階段進行，包括基礎、進深及培訓導師課程。「栽種和平」同學會於2003年成立，協助推動社區和平文化。有鑑於文化培育應從小開始，本會於2003年開始在青少年服務中推行「和平動力」工作坊（「栽種和平」青年版），把建設和平社會的信息植根他們心中。

栽種和平行動

Alternatives to Violence Project

服務對象

有興趣的人士。

服務重點

- 「栽種和平同學會」進行季度工作坊，每次聚會都充滿和平、歡樂。
- 本會繼續在西貢及將軍澳區向居民推廣和平的信息，舉辦工作坊及興趣小組。

In response to the rising statistics of intimate partner violence, Peace Project - Batterer Intervention Programme was started in 2006. It aimed at ending violence in intimate partner relationships in the community through voluntary participation, by means of treatment group, mutual-aid group, and educational activities.

Moreover, our Society was tasked to provide Approved Programme under Domestic and Cohabitation Relationships Violence Ordinance, it is a psycho-educational programme designed for abusers who are ordered by the court to attend under the Ordinance. The Approved Programme is now provided by SWD.

In considering those in need of intervention and ready to join a brief programme, HKFWS dedicated to provide Educational Programme on Stopping Domestic Violence (EPSDV), it is a short educational programme with the emphasis of timely, flexible and skill-based intervention to help batterers or potential batterers in stopping use of violence, coping with the crisis arising from their violent behaviour; and improving their relationship with their spouses / cohabitants.

Apart from the above, the Society brought Alternatives to Violence Project (AVP) from overseas into Hong Kong since 2002. Fundamental belief of AVP is that everyone has an internal power for peace and betterment, and this power helps to transform violence into peace in conflict management. Intensive learning experience through 3 levels of workshops, include Basic, Advanced and Training for the Trainers, together with the Formation of AVP Alumni in 2003 to promote peace work in the community formed the core of the project. Different versions of AVP has been developed, such as Youth version, parent version, and community based version, to tailor for promoting peace in different target groups.

Targeted Users

Interested people.

Service Highlight

- Mini-workshops were conducted for AVP alumni with fruitful outcome.
- Carried out the community-based project in promoting peace in Sai Kung and Tseung Kwan O District via workshops and interest groups.

「和平學坊」課程 - 停止家暴的學習計劃

“PEACE CAMPUS” - Educational Programme on Stopping Domestic Violence

服務對象

- 18歲或以上人士（男女均可）。
- 與伴侶 / 戀人經常發生衝突，甚或曾發生暴力。

服務形式

- 學習控制情緒，了解衝突（包括暴力）對家庭的影響，以和平方法去解決伴侶間的矛盾。
- 短講、分享、討論、活動。
- 4節（約每星期1節，每節1.5小時）。

服務重點

- 舉辦教育工作坊增強參加者掌握「非暴力」及和平的伴侶溝通。
- 舉辦互助聚會，令畢業學員繼續互相支持，自我提升。
- 透過不同宣傳手法向區內人士例如在不同地區推廣及介紹「和平學坊」課程。

Targeted Users

- 18 years old or above.
- Having frequent conflicts (even violence) with spouse / cohabitant.

Service Delivery

- Emotional management skill, Understanding of impact of conflicts (including violence) on family, Use of peaceful means to resolve conflictual communication between partners.
- Brief talks, sharing, activities, role play.
- 4 sessions (approximately once per week, 1.5 hours per session).

Service Highlight

- Educational workshops were held to enhance participants' understanding on “non-violence” and peaceful communication with partners.
- Supportive groups were organized for alumni to facilitate their mutual support and self enhancement.
- Make use of different promotional channels to promote educational programmes in different district.



生活智慧分享 - 栽種和平同學會季聚
Sharing of wisdom - Quarterly meeting of AVP Alumni



「和平學坊」社工於諮詢站向公眾人士宣傳「和平學坊」教育課程
“Peace Campus” trainer promoted courses in consultation booth

「心蓮心·齊踏暴」

Women Helping Women Against Violence

本會一直關注並致力推廣「和諧家庭」及「家庭零暴力」的意識。心蓮心慈善基金計劃對「反家暴」也不遺餘力，自2012年開始贊助本會「心蓮心·齊踏暴」和諧家庭行動，服務計劃延伸至更多地區，協助更多受家暴影響之婦女及兒童。

服務對象

- 曾經或現正經歷家庭暴力的婦女和兒童。
- 公眾人士。

服務形式

- **第一層介入：**透過流動街展及諮詢熱線，提升市民對家暴的意識，及識別受暴力影響的家庭。
- **第二層介入：**透過個案及小組介入手法，協助婦女及兒童學習保護自我、情緒治療、減低家暴對她們所帶來的影響，以及重建新生活。

服務重點

- 透過「反家暴」社區教育以不同的心理治療法及技巧訓練，協助及支援受虐婦女及兒童過渡困境。
- 推動義工服務以支援有需要的婦女及兒童，於社區進行教育活動。
- 邀請「過來人」成為導師，幫助居住在觀塘、葵涌及屯門有需要的人士。



互助小組親子活動
Mutual aid group activity

HKFWS is keen on fostering harmonious family relationship, as well as promoting zero tolerance for domestic violence. Women Helping Women shared the same mission, she has been supporting Women Helping Women Against Violence Project since 2012, and carrying through 2016 with “Women Helping Women - Step out from Violence” project with extended districts.

Targeted Users

- Woman victims and children experiencing domestic violence.
- General public.

Service Delivery

- **Primary Intervention:** To raise public awareness via district-based outreaching programme and consultation hotline.
- **Secondary Intervention:** Case work and group work service for victims, particularly women and children, experiencing family violence; to work on the areas of self-protection, emotional well-being, and life-rebuilding.

Service Highlight

- Community education on anti-violence. Assist and support abused women and children to cope with the hard time through therapy and skills enhancement programmes.
- Continue to provide voluntary service on supporting abused women and their children and implementing educational programmes in the community.
- Invite users to be the mentors helping the new users in Kwun Tong, Kwai Chung and Tuen Mun.



心蓮心委員與參加者及工作員會面
Executive committee members met participants of the “Women Helping Women Against Violence” project

一直以來，男性因為文化及性別的定形，多數在困難時將自己孤立起來，以工作、嗜好作為逃避，或將悲哀的情緒轉化為憤怒，本會獲得公益金撥款，展開為期三年的男士家友站之「再展男圖」計劃，為正面對婚姻危機的男士，提供各種支援服務，讓他們可以找到同路人的扶持，告別分居 / 離婚的傷痛。

服務對象

正面對婚姻危機的男士。

服務形式

透過參與多元化的生命重整興趣活動、互助 / 治療小組、講座，協助正面對分居 / 離婚的男士處理內在複雜的情緒和生活上的轉變，以重建與自己朋友、家人和社區的連繫；並藉著參與義務及朋輩輔導工作，關心地區上有需要的社群，助人自助。

服務重點

- 獲香港公益金撥款資助男士服務計劃兩年，由2015年6月開始。
- 已舉辦生命重整興趣班、治療及互助小組、男士講座及社區活動。組員間相互勉勵，重整婚姻離異後生活上的適應，重建自信和維持精神健康。
- 舉辦朋輩輔導訓練，以培訓義工，並進行了電話關懷及探訪。
- 舉辦男士家庭戶外活動。

Affected by cultural and gender influence, men tend to hide up themselves or adopt a voidance approach when facing difficulties. This 3 year project is supported by Community Chest. It aims to assist separated / divorced men (SDM) in adjusting to new life and rebuilding connection with Self, Family, Peers and Community through a series of life rebuilding classes, groups and educational programmes.

Targeted Users

Divorced / Separated men.

Service Delivery

To build up competence of SDM through learning new skills and organizing community programmes. To establish a social support network by setting up of mentoring system and mutual help group for SDM. To assist SDM to work through their feelings through therapeutic group.

Service Highlight

- Received funding from The Community Chest of Hong Kong for 2 more years starting from June 2015.
- Life Rebuilding Classes, therapeutic and mutual aid groups, educational seminars and community programmes for Separated / divorced men (SDM) were organized. All of the participants showed improvement in adjustment towards marital separation; personal development and overall mental health.
- Mentorship training workshop was completed for volunteers and provided careline service and visit to users.
- Family outings were organized.



男士家友站成員表演夏威夷小結他，宣揚男士服務及家庭和諧
Ukulele performance in local community award ceremony to promote men's service and family harmony



透過學習扭氣球，參與義務工作，達到助人自助的目標
Using balloon twisting skills to help men rebuild their confidence and make contribution in the community

小荳芽駐園社工計劃

“Nurturing Seeds” School Social Work Service

為回應社會對幼童發展的需求，填補服務空隙，本會以自資購買形式開展「小荳芽駐園社工計劃」，向幼稚園 / 幼兒園提供駐園社工服務，以校本形式為幼童及其家庭提供預防及發展性服務，致力為有需要的家庭提供適時支援，強化家庭功能。

In response to family needs and to fill the service gap, our Society launched “Nurturing Seeds” School Social Work Services in a self-financing mode to provide stationing kindergarten social work service to kindergartens and nurseries which aim at offering preventive service and timely intervention to needy families, as well as strengthening family functions.

服務對象

幼稚園 / 幼兒園之幼童、其家人及園內老師。

Targeted Users

Students, Students’ family members and teachers in Kindergarten / Nursery.

服務重點

- 為7間位於東九龍的幼稚園及幼兒園的學童安排參與「小荳芽駐園社工計劃」。過去一年，處理230諮詢及80個個案，舉辦110節的活動及小組，成功培育幼童及家長於社交及情緒的正面發展。
- 透過駐園社工個案輔導服務，識別有家庭危機的幼童，協助受困的家庭，支援老師處理問題。
- 為提升教職員對特殊教育需要的幼童行為、情緒及成長需要之處理技巧。計劃亦邀請本會臨床心理學家舉辦聯校教師講座。

Service Highlight

- 7 Kindergartens in East Kowloon District joined our service. 230 enquiries and 80 cases were handled in this year. 110 groups and programme sessions were conducted to strengthen users’ social and emotional development.
- In-school social workers provide counselling to identify at-risk preschoolers and their families so as to offer timely casework service and strengthened teachers’ ability to meet the needs of families and kindergartens.
- Organized a joint school “SEN Teacher Training Programme” to equip teachers with necessary skills in handling students with SEN effectively.



「特殊教育需要」教職員講座（聯校）為加強教職員對特殊教育需要的幼童行為、情緒及班房管理的技巧，本會的臨床心理學家舉辦聯校教師講座，透過講授、個案分享及專題討論，加強教職員處理特殊教育需要之幼童的技巧

“SEN Teaching Training” Joint School Programme to facilitate teachers to work with SENs through enhancing classroom management skill, handling children emotional and behavioural problems by clinical psychologists. Cases sharing and skill demonstration were shared and discussed in the Programme



「讓孩子變乖乖」家長小組讓家長掌握有效的管教技巧，增強親子關係

Positive Parenting Group to equip with positive parenting skills to enhance their parent-child relationships



「小小理財師」幼童工作坊透過故事分享及活動，教導幼童正確使用金錢的概念，學習金錢的來源和使用方法，建立正確的消費觀念

Pre-schoolers in the “Financial Management” workshop learnt how to manage their money properly and budgeting through activity and storytelling



少數族裔語文課程

Language Programme for Ethnic Minorities

自2010年7月，本會獲民政事務局贊助，開辦為少數族裔而設之「語文課程」，本年度繼續在荃灣及葵青區推行此「語文課程」，目的是協助少數族裔人士適應及融入社區生活。

From July 2010, our Society has arranged Language Programme for ethnic minorities which was sponsored by Home Affairs Department (HAD). In this financial year, our Society continued to implement the Language Programme in the Tuen Wan and Kwai Tsing districts, aimed at facilitating the adjustment and enhancing the integration of ethnic minorities and local people throughout the community.

服務對象

居住於荃灣及葵青區之少數族裔成年人士。

Targeted Users

Adults of ethnic minorities in Tsuen Wan and Kwai Tsing districts.

服務形式

廣東話、英語課堂及課程亦包括課堂以外的學習活動。

Service Delivery

Cantonese and English courses with classroom and activities.

服務重點

- 自2010年7月，本會獲民政事務局贊助，開辦為少數族裔而設之「語文課程」，並於本年度繼續在荃灣及葵青區推行，目的是協助少數族裔人士適應及融入社區生活。
- 本年度為少數族裔之成年人士已開辦廣東話及英文班的基礎、中班及高級課程。受惠人士包括孟加拉、菲律賓、印度、印尼、尼泊爾、巴基斯坦、泰國及越南籍人士。
- 廣東話班採用「中文環境系統教學方法」，讓學員能認識中文繁體字的結構，不單能夠學習到聽、講、讀、寫等範疇，更能使用中文環境系統電腦程式輸入法，增強學員學習的動力。
- 3位少數族裔婦女於2016年3月14日及3月18日應考了第四級和第五級之聖三一國際英文口語等級會話考試，結果3位學員均取得合格成績。

Service Highlight

- Our Society arranged Language Programmes for Ethnic Minorities funded by Home Affairs Department (HAD) since July 2010. In this year, our Society continued to arrange Programmes in Tuen Wan and Kwai Tsing districts, to facilitate the adjustment of Ethnic Minorities (EMC) and enhance their integration into the community.
- Cantonese Classes and English Classes including Basic, Intermediate and Advanced Levels for the adults of ethnic minority groups have been conducted. In this year, beneficiaries included Bengali, Filipino, Indian, Indonesia, Nepalese, Pakistani, Thai and Vietnamese.
- The “Chinese Alphabets Logical Language System (CALLS)” was adopted to teach EM students of traditional Chinese characters. Through CALLS, students learnt not only Chinese listening, speaking, reading and writing skills but also Chinese Characters Input Method.
- Women in 3 ethnic minority group sat for the Trinity Graded Examination for Spoken English (GESE) for Grade 4 and Grade 5 level on 14th March and 18th March, 2016. All of them passed the examinations.



廣東話班：滙豐銀行義工到中心協助少數族裔婦女練習講廣東話
Cantonese Class: women in ethnic minority groups practised Cantonese with HSBC volunteers



參觀商場，學習英文
Learning English in a shopping mall visit

「童」步成長路

“Kids” The Future

為了使經濟匱乏家庭中的兒童，不因經濟條件而被剝削參與課外活動的機會，能享有平等的起步點，發展個人潛能及興趣，本會獲得中銀集團人壽保險有限公司贊助，推展為期長達5年的「『童』步成長路」計劃，資助學童參與不同的興趣班及訓練班，持續地發展他們「身、心、社、靈」的個人質素。

服務對象

來自經濟匱乏家庭（例如領取綜合社會保障援助、低收入、待業、新來港家庭等）的本港幼稚園至小學六年級學生。

服務形式

- 資助合資格的學童於香港家庭福利會轄下的綜合家庭服務中心參加興趣班活動。
- 以現金援助及實報實銷的方式資助合資格的學童參加坊間所舉辦的興趣課程。

服務重點

- 計劃在中銀集團人壽保險有限公司贊助下，已踏入第三個年頭。計劃分別透過現金援助及於本會的綜合家庭服務中心舉行興趣班組，為經濟條件較為匱乏的小朋友提供援助，讓他們有機會參與興趣班組，發展不同潛能。
- 在過去一年，共有300名小朋友獲計劃現金援助。而於機構綜合家庭服務中心參加興趣班組的小朋友則超過570人；整個計劃於去年的受惠人數共超過800多人。
- 來年，我們會繼續與贊助機構保持密切聯繫及積極推展本計劃，讓更多基層兒童能有機會透過本計劃發展潛能，並找尋機會安排完成興趣班組的基層小朋友舉行作品展。

To provide equal opportunity to the deprived children, “Kids’ the Future” Project was sponsored by the BOCG Life for 5 years to subsidize the children in need to join interest classes and to promote their development in “Body, Mind, Social and Spiritual” through these classes.

Targeted Users

Deprived students from K.1 to P.6 (i.e. CSSA / Low-income CSSA / Financial Assistance Scheme - School Textbook Assistance / Kindergarten and Child Care Centre Fee Remission Scheme)

Service Delivery

- To subsidize successful applicants to join the interest classes in HKFWS Integrated Family Service Centres.
- To subsidize successful applicants to join interest classes in private / non-profit making sectors in the form of cash allowance.

Service Highlight

- “Kids’ the Future” has been launched for 2 years with the funding support from the BOC Group Life Assurance Company Limited. The Fund supports children from deprived families, in terms of financial assistance, as well as organizing interest classes in our IFSCs to develop potential of children in the deprived families and enhance their confidence.
- In the past year, 300 participants were benefited from the financial aid. Over 570 children participated in interest classes under this project, more than 800 beneficiaries were recorded.
- In the year ahead, more children and their families are expected to be benefitted from this project. It is planned to provide opportunities for children such as organizing exhibitions, to display the art works of the children to further enhance their confidence.



小舞蹈家參加舞蹈比賽

Little dancers joined the dance competition



家長們興高采烈地觀賞子女的魔術表演

Parents joyfully watched their children's magic show

「婆媳緣·祖孫情」多代家庭教育及支援計劃

Education and Support Project for Multi-generation Families

許多研究發現，緊張的婆媳關係可以是婚姻或建立和諧家庭的絆腳石。隨著下一代出生，親子和祖孫關係更會為各家庭成員帶來衝擊和挑戰。不少人在面對婆媳和隔代相處上感到壓力，甚至影響情緒和精神健康。有見及此，本會透過李錦記家族基金撥款資助，由2015年10月展開為期三年的「婆媳緣·祖孫情」多代家庭教育及支援服務，協助多代家庭建立正面和諧的代間關係，並藉此喚起社會對多代家庭需要的關注。

服務對象

多代家庭成員如婆媳、祖父母、丈夫、老爺等。

服務形式

- 外展及社區教育。
- 多代家庭資源閣。
- 多代家庭潛能發展活動。
- 代間家庭訓練工作坊，例如奶奶、媳婦、中間人及祖父母訓練工作坊。
- 婆媳義工發展活動。

服務重點

本計劃由2015年10月開展至2016年3月期間，進行了以下工作：

- 舉辦社區教育講座，向社區人士推廣尊重、關心、代代有愛的核心家庭價值信念，締造社會的關愛文化。
- 以外展手法於不同戶外地點設立家庭教室，向公眾人士推廣及倡議和諧婆媳及祖孫關係的重要性。
- 設立多代家庭資源閣，為多代家庭成員提供家庭關係資訊，如婆媳相處技巧、隔代管教秘訣等。
- 全港不同機構建立「同心行」夥伴網絡，並為其服務使用者舉辦奶奶 / 準奶奶 / 媳婦 / 準媳婦及丈夫 / 老爺 / 祖父母訓練工作坊等，提升婆媳關係及祖父母的身心靈健康。
- 招募奶奶及媳婦為義工並接受義工訓練，成為婆媳「代」言人，於日後的活動中協助推廣及分享正面婆媳信息。



奶奶們積極投入奶奶工作坊
Mother-in-laws actively participated in the mother-in-law workshop

Researches reviewed that dissatisfactory in-law relationship might be significant obstacles to the building of harmonious family relationship. The birth of the grandchildren will bring new challenges to the family system and as a result, family members may feel stressful and even their mental health may be affected. In view of this, with sponsorship from the Lee Kum Kee Family Foundation, the “Education and Support Project for Multi-Generation Families” has been launched in October 2015 which aims to support multi-generation families to build up positive and harmonious in-law relationship as well as to raise community concern to the needs of the multi-generation families.

Targeted Users

Family members from multi-generation family including mother and daughter-in-law, grandparent, husband and father-in-law, etc.

Service Delivery

- Outreach and community education programmes.
- Resource corner for multi-generation families.
- Potential development programmes for multi-generation families.
- Training and workshops for mother and daughter-in-law, husbands, father-in-law and grandparents.
- Volunteers Development Programmes.

Service Highlight

During the period from October 2015 to March 2016, services had been delivered as follows:

- Organized community talks to educate and advocate the core family value in order to promote the “respect, concern and love” culture and to create care and concern atmosphere in the community.
- Conducted outreaching family classrooms in different spots to advocate the community with harmonious and positive in-law relationship and grandparent child-relationship.
- Established resource corner for multi-generation families and to provide positive messages and information on in-law and grandparent relationship, grand-parenting skills, etc.
- Collaborated with district partners in territory to organize workshops for mothers and daughter in-laws, in-laws to be, husbands, father-in laws and grandparents, etc. and to enhance their psychological well-being.
- Recruited mothers and daughter-in-laws to be the volunteers and provided trainings to facilitate them in promoting and conveying positive in-law relationship to the community.



媳婦們在家庭資源閣中分享婆媳相處經驗
Daughter-in-laws shared their experiences of in-law relationship in the Family Resource Corner

兒童照顧服務 Child Care Services



兒童是社會的未來棟樑。兒童的健康成長，有賴家長及家人適當的照顧和關懷。近年，政府鼓勵婦女就業，鼓吹「釋放婦女勞動力」，兒童照顧服務的需求因而日漸增加。當家庭因為某些困難而未能承擔基本照顧者的責任時，便需要特別的支援，以保障兒童能在安全的環境下，獲得適當的照顧及引導。

過去十年，香港虐待兒童個案不斷上升。自2005年763宗虐兒個案至2014年上升至856宗（上升率達12.2%）。其中疏忽照顧個案亦由2005年的41宗躍升至2014年的122宗，（上升率達197.6%）。本會提供寄養服務、兒童課後照顧及支援服務及愛心社區褓母服務，支援這些處於危機中的家庭和兒童。

本會抱持「以家為本」的服務信念，自1984年起提供各項寄養服務，以協助缺乏家人照顧的兒童。由於絕大多數寄養兒童皆有特殊的社會需要，對寄養父母在照顧兒童方面造成不少額外的要求和挑戰。有鑑及此，本會透過「家福寄養學堂」定期開設有關於兒童心理及行為的專業培訓班，並設立寄養家長互助小組「閒情會」，交流個案實踐的經驗，以提升寄養家長的照顧能力及給予支援。2015年，本會得到「信安 - 香港」的贊助，推行「愛連繫」計劃，其中包括一連串寄養家長訓練，如「親子遊戲治療法 - 家長訓練」、「ADHD學習攻略工作坊」及「急救入門」等，以提升寄養家長的管教及照顧技巧。本年度寄養服務的受惠人數為248位。親生家長，寄養兒童及寄養家長對服務的滿意率分別為95.12%、97.3%及100%。至於寄養服務（緊急）個案，則有102個。親生家長、寄養兒童及寄養家長對服務的滿意率分別為100%、92.31%及98.78%。

本年協助社會福利署（社署）招募合適家庭，提供寄養家庭服務，以回應不斷上升的服務需求。在社署的資助下，本會於2013年1月至2015年12月實施「寄養家庭招募計劃」，全力於西九龍區策動一站式的服務，包括招募、訓練、配對及家居照顧支援。雖然招募計劃已經結束，本會於來年仍會繼續夥拍不同工商界及地區團體舉辦宣傳及教育活動，招募更多寄養家庭。此外，本會亦會繼續在西九龍區舉辦「閒情會」，以支援及提升寄養家長在照顧寄養兒童方面的服務質素。

本會轄下中心或派員到校提供兒童課後照顧及支援服務，為有需要之中、小學生提供課餘託管與課後學習及支援服務。今年，為提升學童對家庭的凝聚力及溝通，尤其是對母親角色的支援及協助，本會亦舉辦了各類型活動，如親子工作坊、家庭戶外活動及「課餘託管家長會」等，藉此凝聚家庭力量，促進親子關係。此外，我們亦會繼續為學校及社區引入不同的資源，提供更多元化的服務予有需要的兒童及其家庭。本年度參與兒童課後照顧及支援服務的受惠人數達347。

本會也為就讀小學的兒童提供短暫式照顧及發展性活動，以回應近年社會對於這些兒童的照顧及支援服務的殷切需求。除了配合政府的政策，在各區的服務單位內提供「兒童課後照顧及支援服務」外，更在西貢及將軍澳區推行「鄰里支援幼兒照顧計劃」，為9歲以下幼兒及兒童提供具彈性的日間照顧服務。透過此計劃，區內不少家庭已成功建立互助支援網絡，並參與推行社區教育，倡導正確的幼兒照顧和預防兒童疏忽照顧等信息，進一步鞏固及提升社區內兒童的照顧素質及關注。本年度於地區內繼續推行不同形式的宣傳及教育活動，藉此推廣「鄰里守望」及「妥善照顧幼兒」等信息，更積極招募保姆，並提供訓練，以配合地區上不同幼兒的照顧需要。2015-2016年度本計劃服務時數達51,000多小時，幫助了353名幼兒及兒童。來年，本會將繼續開拓地區資源，招募更多愛心保姆，使有需要的家庭得到足夠的支援，減輕照顧幼兒的壓力。

Children are the future of our society. Proper care from parents and family during childhood is essential for healthy development of children. With the recent policy on “unleashing the labour force of women”, the need of child care support has been increasing. Meanwhile, when a family, as the primary care agent, is in a difficulty, extra support is needed to ensure children will grow up in a safe environment.

There was an increasing number of child abuses in the past decade. The number of reported child abuse cases increased from 763 cases in 2005 to 856 cases in 2014 (increased by 12.2%), in which the increase of child neglect cases was alarming from 41 cases in 2005 to 122 cases in 2014 (increased by 197.6 %). The Society has been providing different kinds of child care support service including the Foster Care Service, the After School Care and Support Programme and the Neighbourhood Support Child Care Project to support the child care need of these families in crisis.

Upholding the family perspective, the Society has developed different kinds of foster care services since 1984 to take care of children without proper family care and support. As vast majority of children under Foster Care are those with special social needs, this has created additional demands and challenges on foster parents’ caring functions. In view of this, the Society has kept on providing professional training and support to foster parents via our “Foster Care Training School” as well as establishing foster parent mutual support groups in different districts. With the support of the Principal Financial Group, the “Love Connection Project” was launched in 2015. Training courses such as the “Child Parent Relationship Therapy Training”, the “Understanding children with Special Educational Needs and the First Aid” were provided to enhance the parenting and caring skills of foster parents. In 2015-2016, there were total 248 cases served in Foster Care (Ordinary) and the satisfaction rate of natural parents, foster children and foster parents are 95.12%, 97.3% and 100% respectively. For Emergency Foster Care Service, a total of 102 cases were served and the satisfaction rate of natural parents, foster children and foster parents are 100%, 92.31% and 98.78% respectively.

Moreover, the Society assisted the Social Welfare Department (SWD) in recruiting suitable families to render Foster Care Service to meet the growing demands for foster homes. With financial support from SWD, the Society launched the “Cluster Based Home Pool Project” in West Kowloon District since January 2013 to December 2015 to provide one-stop service including recruitment, training, matching foster children and homes, and retention programme to the foster homes. The number of foster homes in the district was increased. Despite the termination of the project, the Society continued to make concerted effort to promote and recruit foster families through networks with different corporates and organizations. Besides, the mutual support group for foster parents in West Kowloon District established since 2013 has been continued to provide support and training to the foster parents in the district.

The “After School Care and Support Programme” provides Centre-based and School-based supportive services to primary and secondary school students. In this year, enhancing students’ family cohesion and communication remained the service focus, especially through providing assistance for mothers and organizing parent-child workshops, family outing and regular parents’ meeting sessions. Furthermore, we also provided tailor-made services to children and their families in need, and made efforts to draw different community resources into schools and community. There were 347 service recipients being served in the Programme in this year.

Apart from the “After School Care and Support Programmes”, the Society also rendered the “Neighbourhood Support Child Care Project” in Sai Kung and Tseung Kwan O, which is a flexible day care service for children aged under 9 years old. In this Project, we have actively developed networks in the community and promoted mutual support among families, as well as strengthened the child care service in the community. In addition, we are also keen on providing community education to the general public in advocating “proper child care” and “prevention of child neglect”. In this year, we continued to launch different promotional and educational programmes in the district in order to promote “neighbourhood support” and “taking proper care of children”. Concerted efforts were also made to recruit and train up child carers’ different care needs for the infants in the district. In 2015-2016, we served over 353 infants and children with more than 51,000 service hours. We would continue to explore community resources and recruit child carers to support and release the child care stress of the needy families.

寄養服務

Foster Care Service

寄養服務旨在安排因家庭問題而缺乏家人照顧的兒童，暫時入住寄養家庭，使他們得享家庭生活及適當照顧，待其家庭情況改善後，返家團聚，或直至有較長期的照顧安排。

為有需要兒童選配寄養家庭，提供24小時家庭照顧，並提供督導及支援，確保寄養家長的照顧質素和促進寄養兒童的適應。兒童離開服務後，亦提供為期3個月的跟進服務。

服務對象

由初生至18歲的兒童，男女均可。

服務形式

為有需要兒童提供24小時家庭式照顧。

服務重點

招募寄養家庭

- 為招募更多寄養家庭，讓有需要的兒童得到適當的照顧，自2013年1月開始，本會獲社會福利署資助，於西九龍區開展「寄養家庭招募計劃」。此計劃已於2015年12月完滿結束，本會共招募得19個寄養家庭。

訓練及維繫寄養家長

- 為提升寄養家長照顧寄養兒童的質素，本會舉辦了不同類型的訓練，如親子遊戲治療法、急救、協助有特殊學習需要的寄養兒童及協助寄養兒童處理分離等。
- 於新界西、東九龍及西九龍區設立「閒情會」，為寄養家長提供互相支援的平台，提升照顧兒童的能力，並支援及維繫該區寄養家長。

支援寄養兒童

- 寄養兒童來自有不同問題的家庭，故需要特別照顧及支援。本年提供了不同種類的活動，如藝術訓練、藝術治療小組、參觀天際100、師友計劃及自助餐等，以回應寄養兒童不同的需要。

社區協作

- 聯絡不同企業或慈善團體，如中國燃氣控股有限公司、數碼通電訊有限公司、獅子會及扶輪社等，為寄養兒童安排不同活動。本年獲信安香港的贊助，推行「愛·連繫」計劃，為寄養家長及寄養兒童提供不同類型活動，如社區教育、訓練及支援活動等。

The service provides temporary family care to children who cannot be adequately cared for by their families due to various family problems or crises. Children in need can enjoy family life and proper care until they can be restored home or have other long-term care arrangements.

Children will be matched with foster families who provide 24-hour family care. Supervision and support are offered to foster parents to ensure quality of care and to facilitate adjustment of foster children. 3 months after care service will also be provided after their discharge.

Targeted Users

Children of both sexes aged from 0 - 18.

Service Delivery

Provide 24-hour family care to the children in need.

Service Highlight

Recruitment of Foster Families

- With the subvention from Social Welfare Department, the “Cluster Based Home Pool Project” had been launched in West Kowloon since January 2013 to recruit more foster families in order to cater the increasing need of fostering children. The project was ended in December 2015 and a total of 19 foster families were recruited.

Training and Retention of Foster Parents

- To enhance foster parents' care quality, in-service trainings were launched. Topics included Filial therapy, First Aid, helping children with special education needs and handling children separation from foster parents.
- Support Groups in New Territories West, East Kowloon and West Kowloon were established to provide mutual support and enhance the care quality of foster parents.

Support for Foster Children

- Foster children usually come from families with complicated problems, they were in need of special care and support. Programmes such as Art and handcrafts trainings, Art therapeutic group, visit to Sky 100, mentorship and buffet were organized in order to meet different needs of the foster children.

Collaboration with the Community Organizations

- The service team actively looked for funding support from corporations / charitable club such as, China Gas, SmarTone Communications Limited, Lion Club and Rotary Club etc to organize programmes for children. With the support of the Principal Financial Group, the “Love Connection Project” was launched. Different programmes such as community educational programmes, trainings and supportive programmes were arranged to both foster parents and foster children.



「愛連繫·家凝聚」活動閉幕禮
“Love Connection Project” Closing Ceremony



探索天際100
Explore Sky 100



「親子遊戲治療法」家長訓練課程
“Filial Training” Group for Foster Parents



「童步同路」寄養家長工作坊
“Follow me” Workshop for Foster Parents



「齊合作·兒童樂」
Co-operative Parents Make Happy Children

寄養服務 (緊急照顧) Foster Care (Emergency)

緊急寄養服務旨在為因家庭發生突發事故而缺乏照顧的兒童，安排短暫的家庭照顧，使他們能在安全和穩定的環境下生活。

盡早為有需要的兒童物色緊急寄養家庭，並安排入住；同時，為緊急寄養家長提供支援與督導。

服務對象

由初生至18歲的兒童，男女均可。

服務形式

為有需要兒童提供24小時家庭式照顧。

服務重點

招募寄養家庭

- 透過不同媒體如報章及社交網絡宣傳寄養服務。

訓練及維繫寄養家長

- 為提升寄養家長照顧寄養兒童的質素，舉辦「如何與濫藥家長合作」工作坊。
- 提供服務前訓練予新寄養家長。

The service aims to offer temporary family care to young children who need to be removed due to an emergency when no family or relatives are able to assume the childcare responsibilities.

Children in need will be matched with emergency foster homes and admission for care will be arranged as early as possible. Supervision and support are provided to emergency foster parents.

Targeted Users

Children of both sexes aged from 0 - 18.

Service Delivery

Provide 24-hour family care to the children in need.

Service Highlight

Recruitment of Foster Families

- Make use of media, such as newspaper and social media to promote Emergency Foster Care Service.

Training and Retention of Foster Parents

- To enhance foster parents' care quality, training on "Understanding and working with Drug Addict parents" was launched.
- Provide pre-service training for newly recruited foster parents.



「如何與濫藥家長合作」講座
Seminar on "How to Work with Parents of Drug Addicts"

兒童課後照顧及支援服務

After School Care and Support Programme

本會分別於屬下中心或派員到校，為有需要之中、小學生提供課餘託管與課後學習及支援服務，協助學童：

- 得到適當的課後照顧與培育。
- 加強對學習的興趣和技巧。
- 擴闊學習經驗。
- 提升學童有良好的學習動機。
- 培養良好人際關係及加強自信心。

服務對象

- 父母或照顧者未能於放學後提供適切照顧的小學生。
- 來自清貧家庭的中、小學生。

服務形式

透過課後照顧及提供多元化的訓練（例如：小組活動與學習班組、功課輔導、成長及康樂活動、課後參觀、社區服務、家長會、親子及戶外活動），培養學童身心健康發展。部份中心也提供接送、午膳及到校服務。

服務重點

- 因應學校及社區需要，為學童提供適切的（區本）課後學習及支援服務，以提升學童的學習動機。
- 為學校與家庭建立社區支援網絡，持續引入不同的商界團體支援，為學童提供更多資源。
- 協助有需要外出工作的家長或正身處危機的家庭，解決他們照顧子女的困難，避免兒童獨留在家中。
- 為學童設計多元化活動以促進成長，內容包括：義工服務、社交技巧訓練、藝術創作及紀律小組等。
- 加強對有特別需要之學童個別輔導和支援，並與其他服務單位緊密合作，強化支援果效。
- 定期與家長會面，加強雙方的溝通，以了解學童的狀況。
- 回應家長對課餘託管導師的要求，持續加強有關導師訓練及支援，以確保導師能提供有質素的兒童照顧及支援服務。

The Society has continued to provide Centre-based and School-based After School Care and Support Programmes to primary and secondary school students in different service units to assist students :

- To receive proper after school care and nurturance.
- To strengthen their study motivation and skills for learning.
- To expand their learning experiences.
- To motivate children with good learning habit.
- To strengthen their interpersonal relationship and self-confidence.

Targeted Users

- Primary school students whose parents or carers are unable to provide proper care for them after school.
- Students from deprived families including primary and secondary students.

Service Delivery

Through after school care service and provide trainings (e.g. group activities, learning classes, tutorial, developmental and recreational activities, visits, community services, parents gathering, parent-child activities, etc) to cultivate the development of children. Escorting, lunch and school service in some centres.

Service Highlight

- Provided tailor-made community-based after school care service for the targeted students to enhance their study motivation. Supportive programmes were also designed according to the needs of the school and the community.
- Facilitated schools and families to develop community support network and mobilized corporations' support to provide more resources for children.
- Provided child care assistance for working parents or families facing crisis or having difficulties in looking after their children so as to minimize the risk of children unattended at home.
- Designed different programmes including volunteer service, social skill training, creative artwork and discipline group, etc to facilitate the development of children.
- Strengthened the support for students with special needs through individual counselling and guidance, and closely cooperated with other service units, so as to enhance the effectiveness of the support as a whole.
- Provided regular meetings with parents and worked together with their families to understand the conditions of the students.
- Provided continuous on-job training and support for tutors to ensure the services quality and address the demand from parents.



以大自然為課室，讓學童接觸更多課本以外的知識，擴闊生活體驗

Nature as a classroom to enhance children's exposure and get more knowledge apart from text book



為兒童安排逆境智能訓練，學習處理困境

Children learn and experience how to deal with difficulties in Adversity Quotient training



課託導師訓練：定期為課餘託管導師提供與兒童成長發展有關的訓練，並分享及學習有關課室管理、教導孩子技巧等

Tutor on-job training: regular and continuously training for tutors, such as classroom management, to ensure the service quality

「愛心社區保姆服務」- 鄰里支援幼兒照顧計劃

Neighbourhood Support Child Care Project

「愛心社區保姆服務」- 鄰里支援幼兒照顧計劃，目的是為一些因外出工作或各種原因而未能為他們9歲以下的幼兒安排照顧的家長，提供家庭或中心託管形式的幼兒照顧，以避免獨留幼兒在家，並希望透過服務喚起鄰里照顧、守望相助的精神。

服務對象

父母外出工作或因其他特殊原因未能提供照顧，並需要於將軍澳區照顧之9歲以下的幼兒。

服務形式

- 由曾受訓之保姆於自己家中或服務認可之地點照顧幼兒。
- 由有經驗、愛心之幼兒照顧員於中心內照顧及看管3歲至9歲以下幼兒。

服務重點

- 繼續在將軍澳及西貢區推行優質的鄰里支援幼兒照顧服務，協助有需要的家庭解決照顧子女的困難，避免家長獨留兒童不顧，藉此喚起鄰里照顧、守望相助的精神。
- 繼續維持緊密的地區網絡，與不同機構及政府部門，如社會福利署、母嬰健康院、醫院、學校、屋苑辦事處等，建立伙伴合作關係，透過全方位的宣傳策略，舉辦社區教育活動，倡導切勿獨留幼兒不顧及妥善照顧幼兒的概念。
- 於區內積極招募愛心保姆，為家長提供更彈性的支援，讓幼兒可以在安全的地方得到照顧。
- 定期舉辦保姆訓練活動，藉以提升她們照顧幼兒的技巧。
- 定期舉辦保姆及家長支援活動，促進身心健康，倡導互助精神。

The “Neighbourhood Support Child Care Project” (NSCCP) aims at providing a flexible form of day care service for children aged under 9 to meet the needs of the parents at the neighbourhood level. It also aims at promoting the spirit of mutual help at neighbourhood level in the community.

Targeted Users

Working parents or parents with urgent needs in Tseung Kwan O that cannot render childcare to their children aged below 9.

Service Delivery

- Home-based child care as provide service for children aged under 9 at the carer’s own residence or a suitable place approved by the operator.
- Centre-based care group offers close attention to children aged 3 to 9 by organizing interesting, creative and social activities for children in a group.

Service Highlight

- Continued to provide quality child care service for the working parents or parents with urgent needs in Tseung Kwan O and Sai Kung District so as to reduce the risk of leaving young children unattended at home and to foster mutual help and care in the neighbourhood.
- We joined hands with local organizations and different government departments such as Social Welfare Department, Maternal Child and Health Centre, schools, and different housing estates closely for long-term partnerships. Through all-round publicity efforts, community education programmes were held to advocate “not leaving children unattended” and “taking proper care of children”.
- Nannies were recruited in different housing estates to render more accessible and flexible child care service in a safe setting to meet the needs of parents.
- Provided regular training so as to enhance the child care skills of the carers.
- Regular mutual support programmes were held for carers and parents, so as to enhance their physical and mental health well-beings, and promote mutual help spirit.



保姆悉心照顧幼兒
Carer looks after the child



保姆悉心照顧嬰兒
Carer feeds the baby



舉辦幼兒活動
Children programme for service users

青少年及兒童服務

Children and Youth Services



本會秉持「以家為本、青少年為重」的精神，為青少年提供多元服務，促進他們的健康成長。本會也透過與不同的伙伴合作，為在學及在職青少年推展適切他們需要的計劃，提升他們的能力，發揮潛能，以應付生活和學習上的壓力與挑戰。

過去一年，本會主要透過座落於將軍澳的綜合青少年服務中心，以及覆蓋全港40多間中小學的駐校社會工作服務，為青少年及其家長提供專業的個案輔導、小組及活動，以協助青少年克服在求學及成長中面對之困難，培養健康人格之成長，發揮潛能，並為處於不利環境或面對困難的青少年提供支援。在2015-2016年間，我們共為約3,400位青少年及其家庭提供深入的專業輔導，並推行超過5,000節數之小組及活動，協助他們處理學習、成長適應、情緒、家庭和人際關係等問題，積極面對自己的人生。針對現今社會問題及青少年面對的挑戰，我們繼續就四個重點項目發展多元服務，包括「衝突化解培育服務」、「生涯目標規劃服務」、「『網絡』教育及輔導服務」和「特殊教育需要服務」。為加強對學校的支援，本會與13間中小學攜手推展「『共創成長路』-賽馬會社區青少年培育計劃」、「成長的天空計劃」和「健康校園計劃」，提升學生對個別問題的認知和相關的處理技巧，及早預防問題的發生。另外，本會的服務計劃「西貢TEEN藝術創作及展覽」獲得由民政事務局及青年事務委員會主辦的「2015-2016年度優秀青年及優秀青年活動計劃嘉許禮」頒發「2015-2016年度優秀青年活動計劃」的獎項，肯定了我們工作的成果。

為提升青少年處理衝突的能力，減少他們以不同形式的暴力解決問題，本會過去多年致力透過「衝突化解培育服務」培育他們以和平理智的方法處理衝突，建立和諧校園文化。當中「朋輩調解計劃」更備受不同界別的肯定。在2015-2016的學年，我們落實為23間中學提供「朋輩調解計劃」，訓練學生成為「朋輩調解員」，將調解的理念及技巧於校園及家庭內實踐。我們亦透過「恒生-家福青少年調解計劃」，為小學生和家長提供調解訓練，將和諧信息推展至20間小學。為慶祝「朋輩調解計劃」踏入15周年，本會舉辦全港性「愛·和諧·校園」繪畫比賽，更新朋輩調解服務網頁，製作新一輯調解教學影片，並加強「朋輩調解養生會」的角色，以積極推廣「調解文化」。除此以外，本會於將軍澳及西貢區推展「家愛·和平」計劃，並為區內社工提供「栽種和平」工作坊導師訓練，及透過其他不同的活動，於社區建立和諧共融文化。

本會早於2006年開始推動的「生涯目標規劃服務」，以回應青少年的需要，而這項服務正是政府近年青年發展工作的其中一個方向。過去一年，在社區推行「青年工作速遞」、「暑期工作體驗計劃」、「生涯規劃經驗分享會」等，讓青少年認識工作世界，從而協助他們規劃自己的人生。本會於學校繼續推行「我創我夢想」生涯規劃活動，服務不同學校低學習動機及有需要的學生，促進他們建立和實踐人生目標。2016年初，本會展開為期兩年的「生命掌舵」計劃，為30多間中學提供整全的生涯發展服務，以應付高中畢業後的升學及就業需要，服務對象包括高中學生、家長及老師。

在「『網絡』教育及輔導服務」方面，本會致力提升社會面對網絡的問題，如沉迷上網及網絡欺凌的認識，以及預防青少年的網絡問題，提升他們健康使用資訊科技的能力，並且拉近親子在網絡上的鴻溝。本會繼續透過上網學習支援計劃-「有機上網」服務，為低收入家庭提供多元化及適切的服務，以處理他們上網學習的需要，及教育公眾如何健康使用互聯網。同時，我們繼續與教育局合作提供「健康上網支援網絡」服務，及與地區不同團體和學校合作安排活動，為青少年、教師及家長提供輔導、培訓及支援。

隨著有特殊教育需要（SEN）學生的人數和需求不斷增加，本會繼續致力推行為期兩年的「閃爍成功新一代」計劃，透過多元化訓練課程，包括以「社交思考訓練®」及「藝術促進」手法，提升他們的學習技巧、處理情緒及朋輩關係等能力。同時，亦籌辦不同的「生涯規劃」活動，例如職場參觀、面試技巧訓練及桌上遊戲等，協助他們找到自己的潛能和方向，並裝備自己，面對畢業後的挑戰，開創適合自己的成功路。本會也於小學推行多元化訓練課程，提升有特殊教育需要小學生的專注力、讀寫能力及學習技巧。

展望未來一年，將會繼續加強優化青少年服務的四個重點項目，為青少年不斷轉變的需要，提供專業之優質服務及具成效的介入手法。我們將重點關注青少年的精神健康需要及提升「Apps世代」的親子關係。本會也計劃將朋輩調解及生涯發展工作進一步延伸至少數族裔之青少年，以及加強支援有特殊教育需要的小學生。同時，本會將繼續加強與政府、學校、學術界及企業之伙伴關係，透過跨界別合作設計及提供服務，讓青少年及家庭得到最大裨益。

The Society upholds the “family perspective with a focus on children and youth” to provide a variety of services to facilitate the healthy development of young people. In view of the rapid changes of society, we collaborate with different partners to develop service projects to enhance their capability and develop their potentials to cope with the ever-changing challenges they encounter.

Last year, we continued to provide services through our Integrated Children and Youth Service Centre (ICYSC) in Tseung Kwan O and School Social Work Service (SSW) in more than 40 primary and secondary schools. Through professional casework counselling, group work and programmes, we helped young people to overcome problems which had hindered their academic, social or emotional development, and to facilitate their personal growth and potential development; and also provided support to youth at risk or in disadvantaged circumstances. In 2015-2016, we rendered intensive counselling service for 3,400 youth and their families, and organized over 5,000 group and programme sessions to help them resolve problems on learning, developmental adjustment, emotion, family and interpersonal relationship, and being positive to their life. In order to address the challenges faced by our youth, we continued to develop different services packages in four service foci, namely, “Peaceful Conflict Resolution Service”, “Life Goal Planning Service”, “‘Net’ Education and Counselling Service” and “Service for Special Education Need (SEN)”. To strengthen our support to schools, we provided P.A.T.H.S. to Adulthood: A Jockey Club Community-Based Youth Enhancement Scheme, “Understanding Adolescent Project” and “Healthy School Programme” to 13 schools to enhance the awareness of students and equip them with related skills to cope with their developmental needs. It was encouraging that our Project “TEEN Art@Sai Kung” was awarded the “2015-2016 Outstanding Youth Activity” from Home Affairs Bureau & Commission on Youth to recognize our contribution.

We have been committed to deliver different services to enhance young people’s capability in handling conflicts in a rational and peaceful manner, and cultivate a harmonious culture in schools. Our signature Programme - Peer Mediation Project was launched in 23 secondary schools in this academic year. Students were trained to be peer mediators, and they applied the mediation skills into practice at their families and schools. In addition, we launched a series of initiatives, including a territory-wide drawing competition, revamping of the website, production of new teaching video and enhancing the function of Peer Mediator Alumni to celebrate the 15th Anniversary of the Peer Mediation Project. Besides, through “Hang Seng - HKFWS Youth Mediation Scheme”, we continued our mediation training for primary students and parents from 20 primary schools. Other than these, we continued the peace project in Tseung Kwan O and Sai Kung, which included training the trainers for social workers of other NGOs and collaborated with them to cultivate a harmonious culture in the community.

Since 2006, the Society has been dedicated to support youth on their career planning, which was in line with the government’s direction in youth development. In the past year, we had launched community-based service such as “Youth Job Express” and “Summer Job Placement Scheme”, “Sharing Forum on Life Goal Planning Experience”, to facilitate youth to have a better understanding of the working world and their life planning. The Society continued to make good use of the Cognitive Behavioural Career Intervention (CBCI) training package to serve secondary students with low motivation and to facilitate them to develop their life goal planning. In early 2016, we launched a 2-year project “Life Master”, and provided comprehensive career development services for students, parents and teachers in more than 30 secondary schools.

Regarding the “‘Net’ Education and Counselling Service”, we strived to arouse public awareness of internet problems, such as net addiction and cyber-bullying, and to prevent youth-net-problems as well as to reduce the generation gap in the digital era. We continued the “Internet Learning Support Programme - WebOrganic” to support the e-learning needs of low income families and to provide public education on healthy use of internet. In addition, we continued to collaborate with the Education Bureau to provide the “Healthy Use of Internet - Hotline and Online Support Service”, and cooperated with different organizations and schools to provide counselling, trainings and support services for youth, teachers and parents.

In view of the increasing number of students with Special Education Needs (SEN) and the service demands, the Society continued the 2-year project “Let Us Shine - A Journey to Success” to help them to adapt to the school environment and effectively adjust to the working environment after graduation. We organized a spectrum of service packages, including applying the approaches of “Social Thinking®” and “Arts Facilitation” to enhance students studying skills, emotional management and peer relationship. We also organized different career planning programmes such as career visits, interview skills training and board games, to help students with SEN to identify their potentials and to equip themselves to face the challenges after graduation. Besides, we provided a variety of services to students with SEN from primary schools to enhance their concentration, reading, writing and study skills.

In the coming year, we will continue to strengthen our professional and quality services as well as intervention modes under the four service foci to meet the ever-changing needs of young people. Special efforts will be put on services to address on adolescent mental health and to enhance the parent-child relationship of the “Apps generation”. We will extend our peer mediation project and life goal planning service, and strengthen our support to primary students with SEN. We will strengthen our partnership with the government, schools, scholars and corporates, to develop and launch services to benefit our youth and families.

學校社會工作服務

School Social Work Service

本會為40多間中小學提供駐校社會工作服務及其他服務計劃，以促進學生的個人成長、發揮潛能，和解決問題的能力，並為有需要的學生和家庭提供適切的支援。

服務對象

中小學生及其家庭。

服務形式

個案、小組及活動。

服務重點

- 本會為40多間中小學提供駐校社會工作服務，除了輔導工作，亦為不同需要同學提供支援服務。
- 響應2016政府施政報告，加強支援中學生的生涯規劃教育和升學就業輔導服務，並獲得滙豐銀行及民政事務局長贊助兩個大型計劃。
- 回應年青人自殺風氣瀰漫的社會現象，加強精神健康的教育講座及支援，並為老師提供相關的培訓課程。
- 在教育局和政府資訊科技總監辦公室資助下，推行兩個健康上網支援計劃；並與香港中文大學合作完成青少年使用數碼產品與家庭關係之研究，推動年青人健康使用互聯網的信息。
- 繼續於中小學及大專院校推行「朋輩調解計劃」及「和平與調解教育」，並繼續推行「恒生 - 家福青少年調解計劃」。
- 積極拓展社交思考訓練®於服務應用上，並加強家長工作，以支援有特殊教育需要學生及家庭。
- 獲得保安局禁毒處資助，在2間中學繼續推行「健康校園計劃」，及早識別和介入，為高危青少年提供預防性活動。



年青人在烹飪活動中學習與人合作
Youngsters learnt to co-operate with each other in a cooking challenge

The Society provides school-based stationing service and a variety of service projects to more than 40 primary and secondary schools in Hong Kong. The service objective is to facilitate students' personal growth, potential development and problem solving capabilities, and to support those in need.

Targeted Users

Primary and secondary students and their families.

Service Delivery

Casework, groups and programmes.

Service Highlight

- The Society provides school-based stationing service, including counselling and supportive services to more than 40 secondary and primary schools in Hong Kong.
- Echoed the Policy Address 2016 on youth development, services on life goal planning have been strengthened. Funding was obtained from both HSBC and Home Affairs Bureau to enhance our service packages and to extend the services scope with more resources.
- Mental health education and teacher trainings were launched to respond to recent social phenomenon on youth suicide.
- Continued two projects on Healthy Use of Internet with funding from Education Bureau and Office of the Government Chief Information Officer to foster a positive culture in digital world. A study was done on the usage of digital media among youngsters and its implication on family relationship with The Chinese University of Hong Kong.
- Continued the “Peer Mediation Project” and “Peace and Mediation” education to primary, secondary and tertiary schools and continued the “Hang Seng - HKFWS Youth Mediation Scheme” to further promote mediation education in society.
- Expanded the application of Social Thinking® in various service packages and to strengthen parent work for parents with special education needs children.
- Continued the Healthy School Programme in 2 schools with funding support by the Beat Drug Fund in order to early identify and to intervene those at-risk students through preventive programmes.



親子日營：齊來做手工，學習欣賞與溝通
Parent-child day camp : learning appreciation and communication through making handcraft together

接受服務學校名單

List of Schools Served

博愛醫院歷屆總理聯誼會梁省德中學	ADFD of POHL Leung Sing Tak College	保良局李城璧中學	Po Leung Kuk Lee Shing Pik College
庇理羅士女子中學	Belilios Public School	寶安商會王少清中學	POCA Wong Siu Ching Secondary School
佛教葉紀南紀念中學	Buddhist Yip Kei Nam Memorial College	博愛醫院八十週年鄧英喜中學	POH 80th Anniversary Tang Ying Hei College
新界西貢坑口區鄭植之中學	Cheng Chek Chee Secondary School of Sai Kung & Hang Hau District, N. T.	五旬節聖潔會永光書院	PHC Wing Kwong College
宣道會陳瑞芝紀念中學	Christian Alliance SC Chan Memorial College	培僑中學	Pui Kiu Middle School
金文泰中學	Clementi Secondary School	皇仁書院	Queen's College
中華傳道會李賢堯紀念中學	CNEC Lee I Yao Memorial Secondary School	禮賢會彭學高紀念中學	Rhenish Church Pang Hok Ko Memorial College
棉紡會中學	Cotton Spinners Association Secondary School	齋色園主辦可風中學	Sik Sik Yuen Sponsored Ho Fung College
顯理中學	Henrietta Secondary School	聖若瑟書院	St. Joseph's College
基督教聖約教會堅樂中學	The Mission Covenant Church Holm Glad College	聖類斯中學	St. Louis School
香港中國婦女會中學	HK Chinese Women's Club College	聖保羅書院	St. Paul's College
港澳信義會慕德中學	HKMLC Queen Maud Secondary School	聖士提反女子中學	St. Stephen's Girls' College
香港四邑商工總會陳南昌紀念中學	The HKSYPICIA Chan Nam Cheong Memorial College	順德聯誼總會李兆基中學	STFA Lee Shau Kee College
葵涌蘇浙公學	Kiangsu-Chekiang College (Kwai Chung)	順德聯誼總會譚伯羽中學	STFA Tam Pak Yu College
九龍塘學校(中學部)	Kowloon Tong School (Secondary Section)	順德聯誼總會梁銶琚中學	STFA Leung Kau Kui College
觀塘瑪利諾書院	Kwun Tong Maryknoll College	荃灣公立何傳耀紀念中學	Tsuen Wan Public Ho Chuen Yiu Memorial College
樂善堂顧超文中學	Lok Sin Tong Ku Chiu Man Secondary School	東華三院張明添中學	TWGHs Chang Ming Thien College
妙法寺劉金龍中學	Madam Lau Kam Lung Secondary School of Miu Fat B.M.	匯基書院	United Christian College
寶覺中學	Po Kok Secondary School	英華女學校	Ying Wa Girls' School
香海正覺蓮社佛教正覺中學	HHCKLA Buddhist Ching Kok Secondary School	播道書院	Evangel College

藝進同學會賽馬會將軍澳青年坊

ATAA Jockey Club Tseung Kwan O Youth Square

綜合青少年服務中心座落於將軍澳區，服務目標如下：

- 發展青少年潛能，協助他們適應時代的轉變。
- 培育積極和關心社會的新一代。
- 建設關懷青少年成長的社區。
- 為處身不利環境及易受不良影響的青少年提供支援。

服務對象

6 - 24歲青少年及其家長。

服務形式

- 成長及興趣小組。
- 義工訓練及服務。
- 輔導及諮詢。
- 生活技能訓練。
- 戶外體驗。
- 家長及教師培訓。

服務重點

- 自2009年開始，青年坊得到西貢區議會和社會福利署的支持，於西貢及將軍澳主辦「家愛·和平」計劃，與20多個地區團體合作，訓練「和平大使」，致力在區內及家庭宣揚及推動和平信息。本年度「家愛·和平」計劃已於2016年1月完成。
- 為了協助兒童及青少年發掘他們的藝術天份，青年坊第五年於區內舉辦「西貢TEEN藝術創作及展覽」。本年度主題是「繪情·創藝」，透過絲網印製環保袋及壁畫製作，鼓勵青少年表達對自己成長的社區感情，創作出獨特的個人或集體作品。創作作品已於2016年3月於區內展覽。計劃更獲民政事務局及青年事務委員會頒發「2015-16年度優秀青年活動計劃」。
- 讓大眾感受青少年的表演藝術才華，青年坊的話劇組PLAY'S於2015年假葵青劇院上演了4場「活罪當下」劇作，描述每個人內心的掙扎，反應年青人的內心世界，讓大家反思自己的價值觀。
- 為幫助青年人建立夢想及訂立人生目標，青年坊於社區及中學推行一連串的生涯規劃活動，包括模擬升學體驗活動、自我認識測試、生涯規劃講座等，加強青少年認識自己，提升學習動力，及為將來裝備自己。

The Integrated Children and Youth Service Centre (ICYSC) is situated in Tseung Kwan O district. Service objectives are:

- To develop potential of youth and help them to adapt to the changing environment.
- To cultivate young people's sense of concern for the community.
- To build up a caring community for youth.
- To provide support for youth at risk and in disadvantaged circumstances.

Targeted Users

Young people aged 6 - 24 and their parents.

Service Delivery

- Developmental and interest groups.
- Volunteer training and services.
- Counselling and enquires.
- Life skill training.
- Outdoor Activities.
- Parents and teachers training.

Service Highlight

- With the support from Sai Kung District Council and Social Welfare Department, and the cooperation with more than 20 community partners since 2009, "Family with Love and Peace" project continued to train up "Peace Ambassador" in the community and cultivate message of peace and zero violence in families and the community. The project was completed in January 2016.
- To facilitate children and youth to develop their talents and express themselves through Creative Art, "TEEN Art @ Sai Kung" was organized for the fifth time. The theme was to encourage youths to express the feelings to their own communities by designing unique and collective art works through screen printing eco bags and mural design. These works were displayed in local shopping malls in March 2016. The Project had received the Award of "2015-16 Outstanding Youth Activity" from Home Affairs Bureau & Commission on Youth.
- To let the public recognize youths' talents in art performances, the drama group "PLAY'S" had their annual performance with 4 drama shows "SINS On Live" in Kwai Tsing Theatre in 2015.
- To promote students in developing and actualizing their life goals, the centre continued to conduct a series of life goal planning and career development programmes. These programmes included soci-games, self-directed search (SDS) workshops and various career talks, so as to strengthen self-understanding of youth, enhance the learning motivation and equip them for their future.

- 青年坊繼續與香港生產力促進局合作，舉辦「生產力工業科技青少年體驗計劃」，讓15 - 20歲的青年人到本地及中國的廠房參觀，並與工業家進行分享活動，擴闊青年人生涯規劃的視野。
- Partnering with the Hong Kong Productivity Council, the “VG Experience Sharing Programme” for youth aged 15 - 20 was organized. Through local and China visits and sharing with the senior staff of the Council, participants widened their perspectives in life goal planning.
- 青年坊著重兒童及其家長的需要，本年度青年坊為區內3間小學提供成長的天空服務，1間小學提供全方位輔導服務，同時亦為不同小學的特殊學習需要學生提供支援，協助區內小學生及其家庭健康成長，回應社區的需要。
- To support children’s healthy development, the centre delivered Understanding Adolescent Project in 3 schools and Primary School Guidance Service in 1 school. Services for students with SEN in different primary schools were also provided.



「家愛·和平」嘉年華
“Family with Love and Peace” Carnival



為讀寫障礙學童提供讀寫課程
Workshop for students with dyslexia



導演在話劇組 PLAY’ S - 年度公演「活罪當下」開始前，與演員作最後打氣
“PLAY’S” Drama group - Final cheer-up before their 2015 annual performance “SINS On Live”

成長的天空計劃（小學）

Understanding Adolescent Project (Primary School)

成長的天空計劃（小學）為小四至小六學生提供「發展課程」，協助學生掌握面對逆境的知識、技能和態度，激勵他們積極面對成長中可能遇到的挑戰，當中包括3大元素：

效能感 - 加強學生解決問題和克服困難的能力，提高他們的自信心和自我形象。

歸屬感 - 強化學生的支援網絡，使他們在面對困難時更能得到支持和幫助。

樂觀感 - 培養正面的思考方式和處理情緒的方法，積極面對挑戰，抵抗逆境。

服務對象

將軍澳循道衛理小學、保良局黃永樹小學及博愛醫院陳國威小學參與計劃之小四至小六學生及家長。

服務形式

小組訓練、日營、宿營、義工服務、家長工作坊、親子活動及家長教師分享會。

服務重點

- 成長的天空是為小學四至六年級學生而設的活動計劃，透過一系列的活動，如小組活動、義工服務、訓練營及親子活動等，鼓勵學生從經驗學習中體驗逆境中的困難，並與組員共同學習解決困難、共同成長，提升抗逆能力，以嶄新的視野面對逆境，迎接新的經驗。
- 本年度繼續積極與區內3間小學緊密合作，與校長及教師互相配合，提供此計劃。
- 兒童的成長過程中，家庭是他們最親密及具影響力的一環，家長的參與有助提升兒童的抗逆能力。因此，計劃非常著重與家長的合作。透過提升他們的管教技巧，並建構抗逆文化，令兒童更積極面對成長的挑戰。



學生參加體驗式學習活動明白「看似不能，但合力便可成功」的道理

Students experienced the power of unity in experiential learning activity

Understanding Adolescent Project (Primary) provides Primary 4 to 6 students with developmental courses to equip them with knowledge, skills and attitude to brace for adversities and to encourage them to face potential challenges positively when they are growing up. It includes 3 important elements:

Sense of Capability - To strengthen students' ability in problem solving and difficulty tackling and hence enhance their confidence and self-image.

Sense of Belonging - To strengthen students' support network so that they can get support and help when facing difficulties.

Optimism - To cultivate positive thinking style and methods in handling emotions so as to face challenges positively and resist adversities.

Targeted Users

Primary 4 to 6 students and parents from Tseung Kwan O Methodist Primary School, Po Leung Kuk Wong Wing Shu Primary School and Pok Oi Hospital Chan Kwok Wai Primary School.

Service Delivery

Group training, Day Camp, Overnight Camp, Voluntary service, Parents workshop, Parent-child activity, Parents and teachers' sharing session.

Service Highlight

- Understanding Adolescent Project was designed for upper primary school students. It consisted of a series of programmes and experiential learning activities, which were designed to enhance the resilience of children, broaden their perspectives in facing and handling difficulties with their friends, equip them with new and positive visions, which could be applied in their daily life.
- With close cooperation and support from principals and teachers, we continued to run this project in 3 primary schools in Tseung Kwan O district.
- Families play a very important role in children's development and facilitating their resilience, therefore, the project emphasized on our cooperation with parents. Through enhancing their parenting skills and to foster a positive culture in handling adversity at schools and home, children can cope with life challenges in a positive manner.



學生於結業禮上以不同的方式回顧所學，並分享得著

Students were glad to share their learning and inspiration during the closing ceremony

衝突化解培育服務

Peaceful Conflict Resolution Services

回應青少年朋輩間衝突上升的趨勢，本會的衝突化解培育服務，透過在不同的學校和社區推行「朋輩調解計劃」、「和平與調解教育系列」、「生命旅程調解教育系列」及「和平動力」計劃，協助青少年以和平及理智方法處理人際衝突，並在校園及社區建立平等相處、互相尊重的文化，反對使用暴力解決問題。

服務對象

青少年、家長、老師及相關專業人士。

服務形式

訓練課程、工作坊、講座、為相關專業人士提供培訓活動。

服務重點

- 慶祝「朋輩調解計劃」進入15週年，舉辦全港性「愛・和諧・校園」繪畫比賽，更新朋輩調解服務網頁，製作新一輯調解教學影片，並加強「朋輩調解舊生會」的角色，積極推廣「調解文化」。
- 本年度共有17間中學接受朋輩調解的訓練，共約220位同學受訓成為朋輩調解員，在學校及社區推廣以和平理智處理衝突調解的信息。
- 與扶輪社合作，為6間中學提供朋輩調解訓練，約130位同學成為朋輩調解員。
- 推展第三期「恒生 - 家福青少年調解計劃」，訓練來自20間小學約350位同學成為小學朋輩調解員。香港教育大學繼續作為計劃伙伴，協助傳揚調解信息。
- 參與律政司調解周2016，為超過100位校長及教師舉辦調解講座。
- 在2間小學開展朋輩調解服務，協助非華語學生融入校園。

In response to the increasing conflicts among youngsters, our Peaceful Conflict Resolution Services aim at strengthening adolescents' ability in resolving interpersonal disputes in a peaceful and constructive way, and building up a positive non violence culture in schools and community through launching the "Peer Mediation Project", "Peace and Mediation" Education Series, "Life Cycle Mediation Project" and "Help Increase Peace Programme" (HIPP) in different schools and the community.

Targeted Users

Youth, parents, teachers and relevant professionals.

Service Delivery

Training courses, Workshops, Talks / Seminars, Training for relevant professionals.

Service Highlight

- To celebrate the 15th anniversary of Peer Mediation Project, a series of activities were launched including territory-wide drawing competition, revamping of the Peer Mediation service website, production of new teaching video and enhancing the function of Peer Mediator Alumni.
- 17 secondary schools received the Peer Mediation training and about 220 students were trained as peer mediators to promote peaceful conflict resolution in schools.
- In collaboration with Rotary Club, 6 secondary schools received the Peer Mediation training and about 130 students were trained as peer mediators.
- Continued the 3rd phase of the "Hang Seng - HKFWS Youth Mediation Scheme" to train up more than 350 pupils from 20 primary schools as peer mediators. The Education University of Hong Kong as our partner organization continued to add value to the Scheme with encouraging results.
- Organized a mediation talk for over 100 principals and teachers in the Mediation Week 2016 which was launched by Department of Justice.
- Launched new attempt to provide peer mediation service in 2 primary schools to help non-Chinese speaking students integrate into schools.



朋輩調解聯校訓練營

Peer Mediation Joint Schools Training Camp

「共創成長路」- 賽馬會社區青少年培育計劃

P.A.T.H.S. to Adulthood: A Jockey Club Community-Based Youth Enhancement Programme

在香港賽馬會繼續資助下，「共創成長路 - 賽馬會社區青少年培育計劃」於2013年1月正式推出，貫徹服務青少年的宗旨，透過培育他們不同的潛能確認他們的能力、加強青少年與他人的聯繫、及建立健康的信念和清晰的價值觀，以促進青少年的全人發展。

服務對象

參與計劃學校之中一至中三學生。

服務形式

培育課程、歷奇訓練、小組及義工活動。

服務重點

- 本會以「社區為本」的理念，為港九兩區（包括香港東區及黃大仙、西貢區），共8所中學提供「共創成長路 - 賽馬會社區青少年培育計劃」。
- 依照計劃設計和進行第一及第二部份培育活動：
 - 第一部份培育活動為青少年提供每年10小時的正面成長訓練活動。
 - 第二部份活動為具較大社會心理需要的青少年提供有系統和深入的成長活動，如歷奇訓練、成長小組、義工活動和親子活動，藉以強化在青少年成長階段當具備的能力，應付不同的成長任務和挑戰。
- 本會於2016年底成功完成整個計劃。

With continuous funding support from the Hong Kong Jockey Club, a “P.A.T.H.S. to Adulthood: A Jockey Club Community - Based Youth Enhancement Programme” has been introduced since January 2013. This project carries on the objective of PATHS to promote the holistic and positive development of young people through bonding, healthy attitude and competence enhancement.

Targeted Users

Secondary 1 - 3 students of the participating schools.

Service Delivery

Training programme, adventure-based training, group and volunteer work.

Service Highlight

- The community-based project was implemented in 2 districts (including Hong Kong Eastern District and Wong Tai Sin & Sai Kung District) and a total of 8 secondary schools were served.
- Part A and Part B training programmes were implemented according to the project design:
 - Part A: a universal positive youth development programme with 10 hours of training in a year.
 - Part B: a series of in-depth training for students with psychosocial needs to strengthen their personal growth. Adventure-based training, developmental group, volunteer work and parent-child activity were designed to strengthen their capability to cope with the developmental tasks and challenges.
- The whole project has been successfully completed by the end of 2016.



安排活動提升親子溝通
Special setting to help participants enhance their parent-children communication



團隊訓練
Teamwork exercise



參加者在訓練活動中學習正面方法面對逆境
Participants learnt to cope with adversity and stressful situation in a positive way

自2005年起已開展的生涯發展服務，踏入2011年，以「認知行為生涯介入」的基礎及發展小組的經驗擴展到「生涯目標規劃服務」層次的新模式。

服務對象

6 - 24歲之青少年。

服務形式

升學就業及生涯規劃講座坊、工作坊、暑期工及試工體驗計劃、交流團、模擬社會遊戲、生涯發展輔導服務。

The “Career Development” service was launched in 2005. In 2011, we expanded the service focus to “Life Goal Planning” by integrating our current clinical strength in Cognitive Behaviour Therapy (CBT) and the group work model of “Career Development”.

Targeted Users

Youth from age 6 - 24.

Service Delivery

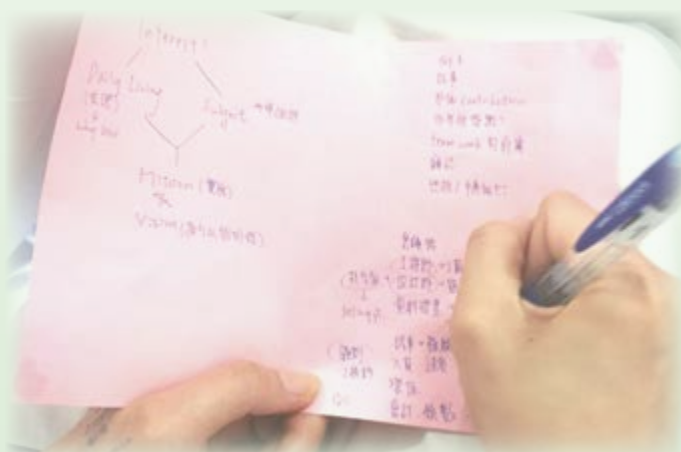
Career and education seminars, talks and workshops on career development, summer internship package, exchange programmes, Soci-Games, career guidance consultation.

服務重點

- 繼續推行由民政事務局青年生涯規劃活動資助計劃（2014-2016）資助的「生命掌舵」。計劃為30多間中學提供整全的生涯發展支援，對象包括中學生、家長及老師。除此以外，為配合青少年生涯規劃服務需求的轉變，本年度更嘗試給予少數族裔提供生涯發展服務，持續對網上職業性向測試的數據應用作研究，和完善生涯規劃服務的網站內容。
- 持續推行校本生涯規劃服務，為學校提供整合服務與學校課程的意見，包括為學校提供一站式整全學生需求評估，強化老師訓練，以提升老師處理學生升學及就業選擇的能力，應用2011年發展至今的「認知行為生涯介入」理論及「我創我夢想」教材。
- 與香港生產力促進局合作並加強企業協作，安排工作參觀、體驗及招聘，以提供適合初中到高中學生的服務。
- 於性格測試服務方面，網上職業性格評估系統已全面在參與計劃的學校推行，並與明愛專上學院社會科學院助理教授黃瑞威博士合作將搜集的1,000個高中學生樣本作應用及有效度的研究。另外，本會有20多名社工取得性格透視®的執行資格，並為學生、家長及老師提供相關培訓。

Service Highlight

- With the support from Funding Scheme for Youth Life Planning Activities (2014-2016) from Home Affairs Bureau, Project “Life Master” continued to serve over 30 schools on Life Planning activities. To echo the changing need of youth in career development, we began to provide life goal planning service to ethnic minority in the society, enhance Self-Directed Search® online test service with the application of survey result, and revamp life goal planning website.
- School-based Life Goal Planning Service continued to provide one-stop and comprehensive Life Goal Planning services, including assessment of students’ needs, strengthening teachers training to enhance the capacity on career planning work in schools, widely applying the theory “Cognitive Behavioural Career Intervention” and the package of Dream Your Own Dream developed since 2011.
- Continued partnerships with the Hong Kong Productivity Council and expanded the corporate support network to arrange visits, placements and employments for junior and senior form of secondary students.
- For Personality Test Service, the online Self-Directed Search® (SDS) test system and service were widely applied to school-based Life Goal Planning service. 1,000 data were collected for survey and collaborated with Dr. Wong Shui Wai, Assistant Professor, School of Social Science, Caritas Institute of Higher Education for further study on application. Besides, over 20 social workers were certified as the practitioners of “Personality Dimension®” and we applied this for training of students, parents and teachers.



我的興趣是什麼？同學在想像4年後的自己

“What is my interest?” Student thought about what she would be after 4 years

「網絡」教育及輔導服務

“Net” Education and Counselling Service

本會早於2004年開展服務，旨在提升社會對網絡問題，如沉迷上網及網絡欺凌的認識，預防青少年的網絡問題，並拉近兩代網絡鴻溝。

服務對象

青少年及其家長。

服務形式

教育性及預防性服務。

服務重點

- 與教育局合作，為全港中小學生、家長及教師提供「健康上網支援網絡」服務，包括輔導熱線、WhatsApp支援、教師培訓、家長講座及網上教育資源等。服務著重支援家長及教師培育健康上網的新一代，本年度共接聽熱線1,229個，並舉辦6場教師培訓工作坊及51場家長教育活動。
- 獲邀到教育局、香港教育城及不同學校進行26場網絡教育活動，主題包括沉迷上網、網絡欺凌、健康使用互聯網等，參加人數超過2,000人。
- 為使家長了解青少年網絡文化及縮窄兩代數碼鴻溝，本會培訓了20名學生成為「網『樂』大使」，與家長分享上網經驗，並於學校及社區推廣健康上網的信息。

Our Society has been developing this service since 2004 with the aim of arousing public concern in internet problems, like net addiction and cyber-bullying, preventing youth-net-problems to reduce the generation gap in the digital era.

Targeted Users

Youth and parents.

Service Delivery

Educational and preventive service.

Service Highlight

- With the support from the Education Bureau, our Society launched the “Healthy Use of Internet - Hotline and Online Support Service” for students, parents and teachers. Services included counselling hotline, support via WhatsApp, teachers’ trainings, parent talks and students educational campaigns. To support parents and teachers in nurturing students with concept on healthy use of internet, 1,229 hotline calls were made, 6 teacher trainings and 51 sessions of parent education programmes were conducted.
- With the invitation from Education Bureau, Hong Kong Education City and various schools, 26 sessions of Net Education programmes with the themes of Net Addiction, Cyber-bullying and Healthy Use of Internet were delivered to over 2,000 participants.
- To reduce the digital generation gap, 20 students were trained as Net Ambassadors to enhance parents’ understanding on youth internet culture and promote healthy internet use in schools and community.



與教育局合作，舉辦教師培訓，以提升處理學生網絡問題的技巧
Organize teacher trainings with EDB to enhance teachers' handling on students online issues



於社區宣揚健康上網的信息
Promote healthy use of internet in community

上網學習支援計劃 - 「有機上網」

Internet Learning Support Programme - WebOrganic

政府在2011年7月推出為期五年的上網學習支援計劃。香港社會服務聯會為居於香港西邊區域推行「有機上網」計劃。本會作為協辦機構，負責「有機上網」中西區服務中心，並為香港西邊區域提供熱線及輔導服務。

計劃目標為貧窮家庭提供在家中網上學習的機會，並處理因網絡而產生的個人及家庭問題。

服務對象

- 中西區的貧窮家庭。
- 居於西邊區域 - 港島西、九龍西及新界西，並受網絡問題困擾的家庭。

服務形式

- 協助有需要學生及其家庭購買價格相宜的電腦及上網服務，並提供技術支援。
- 網絡教育講座及工作坊。
- 諮詢、輔導及轉介服務。

服務重點

- 本計劃在區內發掘低收入家庭上網學習的需要，並提供多元化及適切的服務。
- 本年度共舉辦124場電腦班及工作坊，出席活動人次為1,137。內容包括教授健康使用互聯網及電腦基本知識、預防網絡危機及增進家庭關係。
- 於地區團體舉辦8場講座及工作坊，以推廣本計劃及教育公眾善用互聯網學習，活動出席人次為329。
- 為有需要的家庭提供輔導服務，協助處理因使用互聯網所帶來的問題，並就緊急個案提供危機介入及轉介。
- 舉行「師友計劃」，招募大專生成為友師，並教導會員有關正確使用互聯網及製作個人電子簡歷的知識。計劃共招募了15位學員及14位大專生成為友師。



會員可使用中心電腦及網絡完成學校網上功課
Centre provided computers and Internet Service for members to complete their on-line assignments at schools

Government conducted the five-year Internet Learning Support Programme. Our Society has joined the “WebOrganic project”, which organized by The Hong Kong Council of Social Service, to operate the Community Service Centre in Central and Western District and the Hotline and Counselling Service.

Our project aimed at helping deprived families to learn at home and to handle the net-related problems.

Targeted Users

- Deprived families in Central and Western District.
- Families suffered from net-related problems and lived in Hong Kong Western Region.

Service Delivery

- Assist the needy students and families to purchase computers and online service with budget plans, and to provide technical support.
- Net Education talks and workshops.
- Enquiry, Counselling and Referrals.

Service Highlight

- Our project aimed at exploring the e-learning needs of low income families and providing a variety of services to meet their needs.
- Conducted 124 sessions of computer training and workshops for 1,137 participants. Topics included healthy use of internet, basic computer knowledge, prevention of internet crisis and ways to enhance family relationship.
- Conducted 8 district seminars and workshops for 329 participants in community organizations to promote the project, healthy use of internet and e-learning.
- Provided counselling services to families to help handling members' issues related to the use of internet and offered timely intervention and referrals for urgent or crisis cases.
- “Mentorship Programme” was held in which 14 mentors and 15 mentees were recruited. Mentors taught the mentees the knowledge of healthy use of internet and design e-portfolio.



舉辦「健康伸展操」，讓參加者明白使用電腦之餘也需注意運動的重要性

Conduct “Stretching exercise classes” to promote participants the importance of sports while using computers

特殊教育需要服務

Service for Special Education Need (SEN)

在融合教育模式，有不少特殊教育需要學生入讀主流學校，為協助他們融入學校生活並促進個人成長，設計了一系列的小組活動。

服務對象

主流學校裡的特殊教育需要學生及疑似但未經證實的個案及其家長，包括讀寫障礙、過度活躍症、阿氏保加症等。

服務形式

個案、小組及活動。

服務重點

- 為中小學有特殊教育需要學生提供支援服務及個人輔導，以協助他們融入主流學校並促進個人成長。
- 繼續於各中學推行「我愛猜情尋」情緒支援小組及「生命塗ART」生涯規劃小組，並運用藝術促進手法，令有特殊教育需要學生更易掌握相關知識。
- 致力拓展社交思考模式®於服務上，使有特殊教育需要學生能打破溝通隔閡，與友儕建立關係。社交思考小組分初中、高中兩組，初中小組支援朋輩關係，高中小組針對職場關係，為有特殊教育需要學生之就業作準備。本會亦因應個別學生的情況，提供社交思考模式個人訓練。
- 積極為有特殊教育需要學生的家長提供支援服務，包括與本會臨床心理學家合辦家長講座，並舉辦親子職場參觀及處理壓力的家長小組，以加強家長在培育有特殊教育需要子女的資源和效能感。
- 推行共融講座及活動，建構一個共融文化，使同學能接納有特殊教育需要學生，尊重每個人的異同。
- 在小學推行多元化訓練課程，提升有特殊教育需要小學生的專注力、讀寫能力及學習技巧。



參與藝術活動，了解自己的性格、能力和興趣，探索生涯規劃之路向
To explore one's personality, ability and interest through art activities and learnt how they matched with one's career

Under the integrated educational mode, more and more students with special education need are allocated in mainstream schools. In order to facilitate their adjustments and personal growth, some programmes and groups are tailor-made to address their needs.

Targeted Users

Special Education Need students and suspected SEN cases and their parents, including special learning difficulties, attention deficit and hyperactivity, autistic syndrome etc.

Service Delivery

Casework, groups and programmes.

Service Highlight

- Enhanced the social adjustment by a variety of supportive services and individual coaching for students with SEN.
- Continued to run emotional management groups and “Art @ Life” life goal planning groups for students with SEN to facilitate their learning through the use of art facilitation.
- Expanded the service scope of Social Thinking® to enhance social competence of SEN students. Two packages of Social Thinking® groups are designed to enhance interpersonal skills at schools for junior forms and colleagues' relationship for senior forms. Individual coaching would be provided to cater for specific social needs.
- Strengthened support and competence of parents with SEN children by conducting educational talk with our clinical psychologists, and arranging them career visits and stress management groups.
- Launched social inclusion talk and booths to promote the acceptance of students with SEN in school culture.
- Provided a variety of services to primary schools for students with SEN to enhance their concentration, reading and writing skills and study skills.



舉行家長講座，協助有特殊教育需要子女規劃人生
Parent talk on facilitating life goal planning for children with SEN

「閃爍成功新一代」由香港滙豐銀行贊助，計劃是協助青少年面對學習及文憑試的壓力，尋找自己的潛能和人生方向，在人生規劃旅途上，貢獻自己及開創自己的成功路。

服務對象

有特殊教育需要學生、低動機初中學生、文憑試高中學生及家長和中學老師。

服務形式

小組訓練、教育講座、家長及老師工作坊，職場參觀和企業義工師友交流活動。

服務重點

- 「閃爍成功新一代」由滙豐銀行贊助，計劃是協助青少年面對學習及文憑試的壓力，尋找自己的潛能和人生方向，在人生規劃旅途上，貢獻自己及開創自己的成功路。計劃已推行一年半時間，共服務全港超過100間中學。
- 為文憑試高中生舉辦壓力處理講座，並進行親子模擬放榜及印製香港中學文憑小冊子，為家長和學生提供支援。
- 為家長及老師舉行工作坊，培育他們成為青少年人生規劃的導師，支持他們創建自己的成功路。
- 舉辦不同主題的生涯規劃小組和職場參觀，提升同學的自我了解，從而訂立個人化的目標。
- 舉辦兩個大型生涯規劃經驗分享會，邀請不同行業人士分享個人經驗和工作生涯的苦樂掙扎，為年青人作明燈。
- 設計及製作「搵工同學會」桌上遊戲，使年青人在遊戲中學習職業配對、認識性格、能力、興趣與職業的關係。遊戲分派予中學，成為生涯規劃的教材。
- 培訓企業義工，在活動中分享自己職場的經歷，鼓勵年青人尋找自我成功路。



參觀酒店，開拓新的工作視野
Students visited hotel to widen their horizons in hospitality industry

The Project “Let Us Shine - A Journey to Success” was sponsored by The Hongkong and Shanghai Banking Corporation Limited. It aimed to enhance youngsters’ competence in stress management, setting life goals and identifying their potentials. Thus they can actualize their dream and define their own success in future.

Targeted Users

Secondary students with Special Education Need, low motivation and sitting for Hong Kong Diploma of Secondary Education Examination (HKDSE), and also their parents and teachers.

Service Delivery

Groups, educational talks, training workshops for parents or teachers, career visits, as well as mentorship programme with corporate volunteers.

Service Highlight

- The Project “Let Us Shine - A Journey to Success” was sponsored by HSBC. It aimed to enhance youngsters’ competence in stress management, setting life goals and identifying their potentials. Thus, they could actualize their dream and determine their own success in future. After implementation for one and a half year, more than 100 secondary schools were served in this project.
- Stress management programmes, mock DSE results release workshops were organized for parents and students to get prepared for HKDSE, and a booklet was published to give them tips.
- Life Coaching workshops were provided for parents and teachers to offer support to youngsters.
- A variety of thematic life goal planning groups and career visits were launched to enhance youngsters’ self-understanding and to determine their life pursuit.
- Two sharing forums were held to invite practitioners in industries sharing personal experiential journey in searching one’s career and how to cultivate direction and perseverance to make a final success.
- Board game “Job Hunting Club” was designed and produced to teach students on how to match their personality, ability and interest with relevant jobs. The games were dispatched to schools as a lively educational tools for life goal planning.
- HSBC volunteers served as mentors to share their life stories with youngsters to motivate them for striving for future success.



2014年亞運滑浪風帆金牌得主鄭國輝先生和撒哈拉沙漠馬拉松選手鄧信彥先生分享運動員生涯及如何培養堅毅，令他們從低谷中找到人生方向
Mr. Cheng Kwok Fai, Gold Medal Winner of windsurfing in 2014 Asian Games and Mr. Tang Shun Yin, Participant of Marathon at Sahara Desert shared their life experiences on how to build perseverance in pursuing their personal endeavours

長者及社區支援服務

Elderly and Community Support Services



「居家安老」是本港安老政策的核心理念。本會一向秉承「支援家庭，照顧長者」的宗旨，提供專業的社區照顧及社區支援服務，以回應長者及其照顧者的需要。過去一年，本會的家居照顧服務團隊繼續為東九龍、西九龍、新界、港島及離島區的居民提供優質服務。其中「綜合家居照顧服務」共有3,772個案；「改善家居及社區照顧服務」共有1,160個案。本港現時為長者提供的家居照顧服務主要包括「綜合家居照顧服務」和「改善家居及社區照顧服務」。這些服務能夠延緩長者身體缺損程度的惡化，協助處理過渡需要及維持他們的自我照顧能力，大幅節省未來的照顧成本及醫療開支，是長期照顧服務系統內不可或缺的部份。

過去一年，九龍城長者中心舉行了合共327項活動和小組，中心會員856名，護老者156名，長者義工122名。本會積極推行有關預防認知障礙症的服務，提供多元化的「活腦」訓練和活動，以喚起長者及社會大眾對有關疾病的關注。中心致力發展多元化的義工活動，例如「I-Care」、「魔幻耆緣」義工隊，分別透過平板電腦遊戲及魔術表演，使義工能夠發揮所長，並且為社區內有需要的人士送上關懷。

「維健坊」為社區人士提供在政府資助服務以外更多元化和更彈性的服務選擇，全年共接獲217個服務個案。除了日間護理中心服務、家居復康護理、家居到戶照顧外，亦為護老者提供照顧技巧訓練、情緒支援及復康用品代購等。本會又積極發掘及回應社區需要和填補服務縫隙，獲「蘋果日報慈善基金」撥款舉辦「維健院『社』安居計劃」。此項服務旨在支援準備入住院舍並且有經濟困難之獨居或兩老長者，協助他們處理由家中搬遷至院舍時的交通安排等等實務需要。

本會一直關注長者和照顧者的心理健康需要。除了繼續舉辦「健康身心小組（長青版）」和「長者及照顧者精神健康諮詢服務」外，亦推出了兩項有關抑鬱症和認知障礙症的支援服務。世界衛生組織預測，到了2020年，抑鬱症將成為全球第二多人口罹患的疾病。對長者而言，在面對老年的適應、身體轉弱、疾病纏繞、親友離世等情況時，有機會引發持續的抑鬱情緒。承蒙「滙豐銀行慈善基金」透過「香港公益金」撥款資助，本會於2015年10月展開為期兩年的「躍動晚情 - 長者抗抑鬱地區計劃」。此項計劃協助體弱長者重建社區連繫和提升解難能力，從而減輕抑鬱徵狀及改善情緒，並加強公眾對長者抑鬱問題的關注，去年受惠人數共484人。另一方面，根據香港社會服務聯會的統計資料，香港在2014年共有逾11萬名認知障礙症（腦退化症）患者，在85歲以上的長者中，每3人便有1人患上此病，而到了2039年，患者人數更會超過33萬。本會獲《信·望·愛》行動資助，繼2014年開展「認知障礙評估服務」，於今年加入認知障礙社區教育的元素，藉此喚起社區人士對認知障礙症的關注及認識，以達致及早檢測和介入，減低患上認知障礙症的風險。

隨著人口持續老化，長期照顧服務需求日趨殷切。本會將繼續聯同業界，積極向政府反映服務需要，倡議透過整體和長遠的規劃，把現有的服務整合和常規化，研究各項服務的協調與銜接，以確保服務質素。

“Ageing in Place” is the underlying principle of the Government’s elderly care policy. With the mission of “Supporting Family to Care for the Elder”, we have been providing professional community care and community support services to cater for the needs of service users and their carers. Our home care teams continued to offer quality service in Eastern Kowloon, Western Kowloon, New Territories, Hong Kong Island and Islands, serving 3,772 cases in Integrated Home Care Service (IHCS) and 1,160 cases in Enhanced Home and Community Care Service (EHCCS). Being the two major kinds of home care services for the elders in Hong Kong, IHCS and EHCCS are the essential parts of the local long term care system which saved public funds for long term care cost and medical expenses through delaying deterioration of the elders’ physical impairment, supporting transitional needs and maintaining their self-care ability.

Last year, our Senior Citizen Centre (Kowloon City) delivered 327 programmes, activities and groups, with the participation of 856 registered members, 156 carers and 122 senior volunteers. We proactively promoted the prevention of cognitive impairment, and aroused public awareness on the related disease through various “brain health” trainings and activities. We were dedicated to the development of senior volunteers. Examples included “I-Care” programme and “Senior Magician” programme which facilitated the actualization of their potentials and brought care and concern to the needy in the community through digital games as well as magic performance.

Viva, with a total of 217 cases served last year, continued to offer self-financed service to those in need with more choices and higher flexibility comparing with the Government subvented services. It provided day care service, home care rehabilitation, home respite, carer training, emotion support and purchasing of rehabilitation aids. With the mission in identifying community needs and filling service gaps, we launched the project, “Viva Support from Community to Home” funded by the Apple Daily Charitable Foundation. This project aimed to offer assistance and transportation during transition from the community to residential home for those singleton elders or old couples with limited social support and financial difficulties.

Mental health needs of the elders and their carers are always our prime concern. We continued to organize Mental Health Group for Older Adults as well as Elders and Caregivers Psychiatric Consultation Service. We have launched two projects in regard to depression and cognitive impairment. As projected by World Health Organization, depression will become the disease of the second highest prevalence in 2020. When facing the adjustment and challenges of old age, such as deterioration of health, serious diseases, and decease of the beloved ones, prolonged depressive mood may be aroused among elders. We were pleased to receive funding support from the Hongkong Bank Foundation through the Community Chest to launch the 2-year Smiley Activation Project (SAP) in October 2015. With a total of 484 beneficiaries last year, the SAP helped frail elders reduce depression symptoms and improve emotional well-being through strengthening social connection and problem solving skills as well as arousing community awareness of depression-related issues. On the other hand, according to the statistics from the Hong Kong Council of Social Service, there were over 110,000 of elders suffering from Dementia in 2014. Among those aged 85 or above, one in every three persons suffers from cognitive impairment with a projection of 330,000 sufferers in 2039. With the funding support of “Faith • Hope • Love” Movement, following the launch of Dementia Assessment Service in 2014, we added the component of Dementia Community Education. It aimed at raising community’s awareness and promoting their understanding on Dementia so as to facilitate early detection and intervention and to reduce risk of developing dementia.

Demand in long-term care service is increasing in ageing population. We will keep communicating with the Government with regard to service needs and continue to put joint effort with the social service sector to advocate long-term and comprehensive planning through service integration and regularization as well as service quality assurance.

綜合家居照顧服務

Integrated Home Care Service

為日常生活能力有困難的家庭、老弱及傷殘人士提供協助，讓他們能夠在社區繼續生活。

To enable the elders and those who have difficulties in daily functioning to remain living in the community.

服務對象

年滿60歲或以上身體虛弱的長者、殘疾人士及有特殊需要的人士及家庭。

Targeted Users

Elders aged 60 or above, the disabled, individuals and families with social needs.

服務形式

由8隊綜合家居照顧服務隊提供不同種類的家居照顧及支援服務，如護理服務、復康訓練、家居安全及家居改善建議、個人照顧、護送服務、暫託服務、幼兒照顧、洗衣、膳食服務、購物、家居清潔、心理社交支援及轉介服務等。

Service Delivery

Provided a wide spectrum of home care and support services by 8 Integrated Home Care (IHC) teams e.g. nursing care, rehabilitation service, home safety and advice, home modification, personal care, escorting service, day respite, child care, laundry, meal delivery service, purchase of daily necessities, house cleaning, psycho-social intervention and referral service etc.

服務重點

- 本會獲得社會福利發展基金資助，舉辦一連串的員工培訓予專業員工（例如：腹膜透析護理、慢性疾病飲食管理及藥物治療）及前線員工（例如：慢性肺部阻塞、柏金遜症及足部護理），提升員工照顧服務使用者及照顧者的知識及技巧。
- 本會護士團隊於本年度推行「高血壓計劃」，以探討新制訂的高血壓指引，能更有效地護理及管理服務使用者的高血壓病況。
- 優化「服務編排及計費系統」和「網上個案管理系統」，改善服務安排流程效率及有效管理個案紀錄，以回應服務的發展及需要。
- 持續檢討現時的服務模式、人手架構及工作安全管理，以配合社區需要及服務發展。

Service Highlight

- Supported by Social Welfare Development Fund, we organized a wide range of training to professional staff (e.g. Continuous Ambulatory Peritoneal Dialysis Training, Dietary Management on Chronic Disease Course and Medication Training) and frontline staff (e.g. Chronic Obstructive Pulmonary Disease, Parkinson's Disease and Foot Care) to enhance their knowledge and skills in serving our service users and carers.
- Our nurse team carried out a "Hypertension Programme" to strengthen effectiveness of the new hypertension protocol for better care and management of hypertension of service users.
- Our Work Arrangement Billing System (WABS) and Web-based Case Management System revamped service management and case management in response to users' needs and service development.
- We would continue to review our existing service mode, manpower structure and work safety management to better address community needs and service development.



與宏福中英文幼稚園合作「識種惜食童樂活」
Plant a LOHAS Seed Project in collaboration with Tivoli
Anglo-Chinese Kindergarten



為長者提供健腦操活動，促進長者身心健康
Brain Gym for elders in Day Care Programme

改善家居及社區照顧服務

Enhanced Home and Community Care Service

本服務是一項重要的社區支援服務，主要為身體機能或認知受損的長者，提供更妥善的家居及社區照顧服務，並為其照顧者提供支援，使長者可按其意願繼續在家中安享晚年。

服務對象

65歲以上人士（年齡介乎60至64歲的長者，如證實有需要，亦可使用此服務）及必須經安老服務統一評估機制評核為身體機能中度 / 嚴重受損的體弱長者。

服務重點

- 觀塘區、荃灣區及離島區改善家居及社區照顧服務團隊獲社會福利署批准延續營辦權至2017年2月。
- 因應社會福利署之要求，加強「日間到戶看顧」及「護老者到戶訓練」之服務元素，制訂了相關的工作指引及新增了29個護老者到戶訓練範本。
- 鼓勵服務使用者參與中心小組活動，如痛楚紓緩小組、運動小組及各項治療小組，滿足他們個別需要。
- 著重培訓前線員工，如職安健及急救演習，以提供高質素之社區照顧服務予體弱長者。
- 加強專業同工培訓，所有護士於本年接受由理工大學護理學院導師之腹膜透析訓練，亦接受了由藥劑師主講之藥物管理訓練。

Enhanced Home and Community Care (EHCC) Service is one of our essential elderly services. Home and community care support is provided to elders suffering from physical or cognitive impairment. We also support their carers, in order to empower elders who desire to live in their own home.

Targeted Users

Elders aged 65 or above (aged between 60 and 64 may receive the service with proven need); who are classified as having a moderate impairment level or above by Standardized Care Need Assessment Management Office.

Service Highlight

- The Enhanced Home and Community Care service teams of Kwun Tong, Tsuen Wan and Islands got approval from Social Welfare Department to continue their service operation until February 2017.
- In response to new service requirement from Social Welfare Department, our teams enriched the “Elderly Sitting” and “On Site Carer Training” service components by introducing 29 training protocols.
- Encourage and ever escort our home service users to our centres to participate in groups and programmes such as pain relief station, exercise classes and other therapeutic groups to meet their service needs.
- Enhance competence of our frontline staff through training on emergency handling and occupational safety so as to ensure quality service for frail elders.
- All nurses received Peritoneal Dialysis training offered by lecturers at School of Nursing at The Hong Kong Polytechnic University, and Drug Management training conducted by a pharmacist to enhance their professional knowledge and skills.



護士定期家訪服務使用者，為他們作身體檢查
Visit by nurse for regular health check



企業義工為南丫島的服務使用者慶祝中秋
Corporate Volunteers celebrating Mid-Autumn Festival with our elders on Lamma Island

(九龍城)長者中心

Senior Citizen Centre (Kowloon City)

本會位於九龍城的長者中心，旨在為該區之長者提供聯誼及學習的地方，幫助他們擴闊生活圈子，發揮所長，促進與家人的關係，並且協助他們認識及善用社區資源。

Located in Kowloon City, the Senior Citizen Centre provides services for elders with a recreational and learning environment to expand their social network and develop their potential. The service also aims to enhance relationships with their families, and their knowledge of community resources available to them.

服務對象

60歲或以上長者、護老者（照顧長者之人士）。

Targeted Users

Elders aged 60 or above, Carers of the elderly.

服務形式

- 輔導、家訪、外展、諮詢及轉介服務。
- 治療性及發展性小組、學習及興趣班、專題講座。
- 戶外參觀、旅行、節日聯歡及大型活動。
- 護老物資借用及代購。
- 午膳服務。

Service Delivery

- Counselling, home visits, outreaching, consultation and referrals.
- Therapeutic and developmental groups, learning and interest classes, talks.
- Visits, tours, festival activities and mass programmes.
- Lending and purchasing service of rehabilitation aids.
- Lunch service.

服務重點

- 推行「左鄰右里積極樂頤年」計劃，促進長者與家庭成員溝通及鞏固長者與鄰里的睦鄰關係。
- 與不同專業醫護團體合作，為長者提供專業的健康資訊及評估服務，同時亦能提升對護老者的支援，令長者能獲得適切的照顧。
- 積極推行有關預防認知障礙症服務，提供多元化的「活腦」訓練及活動，喚起長者及社會大眾對有關疾病的關注。
- 與不同企業公司及團體合作，發展多元化服務，令新生代了解長者的需要，促進跨代共融。
- 關注長者及護老者的心理健康，增加對心理困擾人士的支援，讓他們認識有效處理壓力的方法。
- 發展多元化的義工活動及訓練，擴闊義工層面，使義工能發揮所長，如「I-Care」、「魔幻耆緣」義工隊，分別透過益智平板電腦遊戲及魔術表演，關心社區上有需要人士。
- 發展以男士為中心的小組 - 「城男天地」，旨在凝聚中心的男士會員，發掘他們的潛能。

Service Highlight

- Implementing the “Neighbourhood Active Ageing Project” to foster mutual care among elders, their families and neighbours.
- Networking with different medical bodies to provide professional information and assessment for elders. The training also provided support to carers to enrich their caring skills and knowledge.
- Providing a wide range of “health brain” activities to improve elders’ cognitive function and to arouse public concern.
- Meeting the psychosocial needs of the elders by organizing a variety of activities with corporate volunteers and organizations to facilitate cross generations’ understanding and connectedness.
- Addressing to mental well-being of elders and carers by organizing a series of mental health related activities and effective stress management skills to relieve their psychological distress.
- Training our elderly volunteers to master a wider range of skill sets such as performing magic, playing Health Brain PC games to make the best of their potential to contribute to the society.
- Developing Men’s Group in order to gather our male members and explore their strengths in order to make contribution to the society.



「旗袍展風姿」活動獲洲際免稅集團（香港店）贊助，並由香港旗袍會、華南影聯攝影社及港漂圈協辦，展現長者的美態

Being sponsored by Duty Free Intercontinental Group (HK) and supported by Hongkong Cheongsam Association, SCFU Photography Club, Gangpiaoquan “Elegant Elders in Cheongsam” exhibits the beauty of elders

彈性日間照顧服務

Flexible Day Care Service

不少居於社區的長者，由於體弱及行動不便，只能留在家中休養，影響其社交生活。本會因此設立大澳及順利健康中心，旨在突破長者隱蔽於家中的情形，為體弱長者提供彈性日間照顧服務，由本會接送體弱年老長者到中心，讓長者們可以一同在中心接受復康及痛楚紓緩服務，以及小組活動來滿足其復康及社交需要。

服務對象

60歲或以上的體弱長者。

服務形式

日間活動、復康活動、個別諮詢、針灸及中醫治療。

服務重點

- 與香港大學秀圃老年研究中心合作研究之「健樂同行」計劃於本年度順利完成，有關結果將結集成報告書，與業界分享經驗。計劃目的是探索更有效的家居服務結合日間中心照顧元素之服務模式，促使服務使用者可以繼續留在社區生活，透過提升身體機能及心理健康兩大元素，協助長者加強健康意識，建立運動習慣、正面樂觀思想及滿足社交需要。
- 由於參與實驗小組的服務使用者於身心方面也有明顯的改善，故此本會將以有關經驗及研究建議為基礎，再配合日常服務運作，於不同中心繼續推行「健樂同行」計劃。各分會因應不同的地區需要，而提供多元化的服務內容，例如：透過健康檢查、定期運動、社交活動等不同的元素予長者及護老者，以加強本會的家居照顧服務。



服務使用者製作燈籠，慶祝中秋佳節
Users hand-made lanterns to celebrate Mid-Autumn Festival

Most of the frail elders living in the community are house bound and lacking psycho-social activities because of their limited mobility. Apart from our home-based care services, the Society also provides centre-based training and therapy at Tai O and Shun Lee Health Centres. By providing escorting service for frail elders from their homes to the centres, the frail elders can enjoy rehabilitation and pain relief services as well as group training with other elders so as to meet their rehabilitation and psycho-social needs.

Targeted Users

Aged 60 or above frail elders.

Service Delivery

Day care service, rehabilitation treatment, individual consultation, acupuncture and consultation by chinese medicine practitioners.

Service Highlight

- The Study of the “Happy n’ Healthy Project”, a joint venture with Sau Po Centre of Ageing, at The University of Hong Kong, was completed. Our experience has been shared with the sector in the study report. The project was to explore effective model integrating home care and centre based intervention to facilitate both physical and psychological well-being of the elders through developing awareness of health prevention, doing regular exercise and participating in social activities.
- Based on the positive outcome and recommendation of the Study, we continued to execute the “Happy n’ Healthy Project”. In response to the needs in various districts, our centres provided a wide range of elements, e.g. regular exercises, health check and social activities for elders and carers in order to enrich our home care service.



組員們於他們佈置的聖誕裝飾前留影
Group members taking a photo happily with their Christmas decorations

家福護老站

Carers Support Service

為照顧者提供支援是本會長者服務中重要的一項服務，以減輕他們在照顧長者工作上的壓力和負擔。透過講座、紓緩活動、提供護老資訊及物資等服務，期望提升護老者生活質素，及提供大眾對護老者需要的認識，加強社區人士對護老者的關注。

服務對象

需要照顧長者的人士，包括：家人、親友、義工及鄰里。

服務形式

提供有關護老者的訓練、老年病患的資訊、復康器具的借用、長者日間暫託服務。

服務重點

為配合社區內的照顧者及長者的需求，本年度繼續提供支援護老者的服務，如長者日間暫託服務及復康器具、影音教材的借用等。此外，秉承「支援家庭，照顧長者」的理念，本會亦積極舉辦相關之護老者紓緩活動。透過參加活動，護老者可從身心各方面獲得支援，互相勉勵，繼續照顧家中長者。

Carer support is one of the essential elderly services. This service helps to relieve the burden of carers. Through the provision of talks, programmes and material resources, we aim at promoting the well-being of the carers, as well as to arouse the awareness of the public on the needs of the carers.

Targeted Users

Carers for the elderly, including family members, relatives, volunteers and neighbours.

Service Delivery

Carers training, providing information, lending of rehabilitation equipment, day respite service for the elderly, etc.

Service Highlight

In response to the need of frail elders and carers in the community, we continued to render supportive services to carers such as day respite service and loan of rehabilitation equipments and audio visual materials. Besides, actualizing our service philosophy of “Supporting Family to Care for the Elder”, we organized various activities to enhance carers well-being in physical and psychological aspects, promoting mutual support and enhancing their caring roles.



長者一同享受戶外清新空氣和鍛鍊體格

Elders enjoying outdoor activity, breathing in the fresh air and doing exercise together



適逢農曆新年，透過園藝治療手法介入，讓服務使用者都很專注和投入學習種植水仙花

To celebrate Chinese New Year, service users learned how to plant daffodils in the horticultural therapy



長者與照顧者一同參加活動，享受快樂時光

Elders and carers shared happy moments together in activities



長者與家人一同外出，盡顯活力

The elder and his family members posing energetic looks in a day trip

幫助長者紓緩痛楚，例如由關節退化，肌肉勞損等引起的痛楚以及協助改善長者之日常生活能力。

The Community Rehabilitation and Pain Relief Station provides pain relief service to the elderly suffering from pain, e.g. arthritis, muscle pain, acute pain etc. in order to enhance their ability in daily functioning.

服務對象

60歲或以上有痛楚問題之長者。

Targeted Users

Elders of 60 or above with pain problems.

服務形式

現有4間中心提供社區復康及痛楚紓緩站，服務內容包括：

- 物理治療運動（個別或小組形式）。
- 個別物理治療。
- 個別諮詢。
- 針灸及中醫治療。

- 香港東區（愛東）分會。
- 東九龍（順利）分會。
- 新界（宏福）分會。
- 大嶼山（大澳）分會。

Service Delivery

There are 4 Service Centres providing these services including:

- Rehabilitation Exercise (Individual or Group Format).
- Individual Physiotherapy Treatment.
- Individual Consultation.
- Acupuncture and Consultation provided by Chinese medicine practitioners.
- Hong Kong Eastern (Oi Tung) Centre.
- East Kowloon (Shun Lee) Centre.
- New Territories (Tivoli) Centre.
- Lantau (Tai O) Centre.

服務重點

為配合社區內長者的需求，服務站本年度繼續以專業團隊，如註冊中醫師、已接受針灸訓練之註冊西醫及註冊物理治療師，以優惠的價錢為不同地區有需要長者，提供痛楚紓緩及復康服務。

Service Highlight

Responding to the needs of frail elders in the community, our professional team consisting of Registered Chinese Medicine Practitioners, Registered Doctors with acupuncture training and Registered physiotherapists continued to render individual or group service for relieving pain; launch health talks on pain management and rehabilitation of elders at discounted price.



長者參加中心的針灸服務
The elderly user receives acupuncture service in centre



註冊中醫師正在為服務使用者把脈
The Chinese Medicine Practitioner takes the pulse of the service user



註冊中醫師與長者們分享如何應付痛症
The Chinese Medicine Practitioner teaches elders how to relieve pain

長者及照顧者心理健康服務

Elders and Caregivers Mental Health Service

鑑於人口老化，更多的長者和照顧者面臨心理健康困擾。這個服務旨在通過不同介入方法，支援長者面對老年的壓力及照顧者處理在照顧上遇到的壓力。服務元素包括：

- 長者及照顧者精神健康諮詢服務。
- 健康身心小組（長青版）。
- 認知障礙評估服務。

服務對象

- 長者及照顧者精神健康諮詢服務：年齡55歲或以上有精神健康 / 情緒困擾跡象，從來沒有或不願去醫院 / 診所諮詢的長者。
- 健康身心小組（長青版）：年齡55歲或以上有情緒困擾 / 壓力的長者。
- 認知障礙評估服務：65歲或以上有認知障礙症徵狀的長者。

服務形式

- 長者及照顧者精神健康諮詢服務：由本會的義務精神科醫生及社工提供一次性免費諮詢及轉介服務（如適合）。
- 健康身心小組（長青版）：以認知行為療法的12節治療小組，通過多種活動，學習使用不同角度來處理情緒 / 壓力。
- 認知障礙評估服務：認知障礙症照顧策劃師或相關訓練人士，通過國際認可工具為有認知障礙症徵狀長者做詳細評估，促進及早介入。

服務重點

- 長者及照顧者精神健康諮詢服務：本會的義務精神科醫生及社工繼續提供一次性免費諮詢及轉介服務（如適合）予有精神健康 / 情緒困擾跡象，從來沒有或不願去醫院 / 診所諮詢的長者。
- 健康身心小組（長青版）：舉行以認知行為療法的12節治療小組，通過多種活動，學習使用不同角度來處理情緒 / 壓力年齡有情緒困擾 / 壓力的長者。

In view of ageing population, more elders and caregivers face mental health issues. This service aims to support elders to cope with their stresses in their old age and caregivers in handling their caring stress by different interventions. The service components include:

- Elders and Caregivers Psychiatric Consultation Service.
- Mental Health Group for Older Adults.
- Dementia Assessment Service.

Targeted Users

- Elders and Caregivers Psychiatric Consultation Service: Older adults aged 55 or above with signs of mental health / emotional disturbance who have never been or are reluctant to go to hospitals / clinics for consultation.
- Mental Health Group for Older Adults: Older adults aged 55 or above with emotional disturbance / stress.
- Dementia Assessment Service: Elders aged 65 or over with signs of dementia.

Service Delivery

- Elders and Caregivers Psychiatric Consultation Service: One-off free consultation and referral service (if suitable) by our volunteer psychiatrist and social worker.
- Mental Health Group for Older Adults: A 12-session treatment group using cognitive-behavioural therapy through variety of activities and learning to use different perspectives to manage emotion / stress.
- Dementia Assessment Service: Certified Dementia Care Planner or professionals with equivalent training, provide detailed assessment to elders with signs of dementia using international validated instruments, to facilitate early intervention.

Service Highlight

- Elders and Caregivers Psychiatric Consultation Service: Our volunteer psychiatrist and social worker continued to offer one-off-free consultation and referral service (if suitable) to seniors with signs of mental health / emotional disturbance showing reluctance from hospitals / clinics to seek timely and formal consultation.
- Mental Health Group for Older Adults: A 12-session treatment group was conducted for older adults, adopting cognitive-behavioural therapy through a variety of activities to learn different perspectives to manage emotion / stress.

- 認知障礙評估服務及社區教育：本會獲《信·望·愛》行動資助，由本會的認知障礙症照顧策劃師或相關訓練人士，通過國際認可工具為有認知障礙徵狀的長者詳細評估，促進及早介入。本會與部份醫療機構 / 專業人員伙伴及早安排診斷評估 / 臨床測驗。今年本會增加了認知障礙社區教育服務元素，透過義工訓練、社區流動服務諮詢站、教育講座及工作坊等，喚起社區人士對認知障礙症的關注。
- Dementia Assessment Service and Dementia Community Education: With the support from the “Faith · Hope · Love” Movement, our Certified Dementia Care Planners or professionals with equivalent training provided detailed assessment to elders with signs of dementia using internationally validated instruments, to facilitate early intervention. Partnership was established with some medical institutions / professionals to offer early arrangement in follow up diagnostic assessments / and free clinical tests. We have added the component of Dementia Community Education. Programmes such as volunteer training, community mobile counters, educational talks and workshops were conducted to raise community awareness on dementia.



義工訓練正式開學了!
Volunteers started their learning in dementia!



義工在社區流動諮詢站向社區人士介紹認知障礙症的徵狀
A volunteer introduced the symptoms of Dementia to the general public in community mobile counter

為了讓社區人士享有更多服務選擇，並填補現行資助服務之不足，本會自2009年起在港島東區開辦「Viva維健坊」（前稱「健康護理中心」），以自負盈虧模式營運健康護理服務，至今服務區域已擴展至荃葵青。「維健坊」寓意健康快樂。本服務希望透過專業團隊（包括註冊社工、護士、物理治療師、職業治療師及健康護理員等）的介入，為服務使用者度身訂造各項具彈性、專業及優質的健康護理服務，使長者及有需要之人士能夠健康愉快地在社區生活。

服務對象

- 需要日間照顧或復康護理服務的長者及有需要之人士（例如離院病人、長期病患者）。
- 照顧者（例如：家人、親友、家傭）。

服務形式

- 日間護理中心（例如：基本護理、復康運動及認知訓練、治療小組）。
- 家居復康護理（例如：基本護理、復康運動及認知訓練、個人護理）。
- 家居照顧（例如：長者看顧、陪診、家居清潔）。
- 照顧者支援（例如：照顧技巧訓練、支援小組、復康用品代購）。

服務重點

- 維健坊除了為區內長者提供日間中心及上門家居照顧和護理服務外，亦關注家庭及不同成員的身心健康發展。其中「維健·手牽手」護老者支援服務，由中心跨專業團隊包括物理治療師、護士及社工，透過小組活動、講座及分享，減輕護老者所面對的壓力，並加強其照顧長者的技巧。
- 本會物理治療師亦為腦科患者（例如中風人士）設計「腦康操」，中心的服務使用者已在專職同工的評估和照顧員的教導下在家中或日間中心練習約半年，大多逐漸改善中風後遺症，實踐物理「自」療。
- 維健坊祖堯中心、北角中心及順利中心亦與榕光社中醫贈醫施藥計劃合作，由榕光社中醫師親臨維健坊各中心為區內長者提供免費中醫講座。
- 北角及順利中心繼續推展「長者社區照顧服務券試驗計劃」，為合資格的中度缺損長者提供日間護理中心及家居照顧服務，服務券持有人可自行選擇適切的服務組合，讓長者居家安老。維健坊更於本年度成功申請醫療券，服務使用者可透過醫療券使用維健坊的物理治療及護理服務，讓長者善用社會資源。

To encourage customer choice in service delivery as well as to fill service gaps in the current sub-vented service system, we have been operating our self-financed service Viva (formerly named as “health care centre”) in Hong Kong Eastern district since 2009, and has extended our service to Tsuen Kwai Tsing districts. “Viva”, connotes long life with wellness. We aim to promote physical and psychological well-being of the elderly and their care-givers through a range of professional, flexible and quality service with professional support from social work, allied health as well as care workers.

Targeted Users

- Elders and persons in need of day care service or rehabilitative care service (e.g. patients discharged from hospital).
- Care-givers (e.g. family members, relatives and friends, domestic helpers).

Service Delivery

- Day care centre (e.g. basic nursing care, rehabilitative exercise & cognitive training, therapeutic group).
- Home based rehabilitation and care (e.g. basic nursing care, rehabilitative exercise & cognitive training, personal care).
- Home care (e.g. elder sitting, escorting, household cleansing).
- Care-giver support (e.g. training on care skills, support group, purchasing rehabilitative aids).

Service Highlight

- The well-being of carers is always one of our concerns. The carer support programme namely “Viva - Hand in Hand” was organized. Our professional team aimed at reducing carer stress by conducting group activities, health talk and sharing sessions to enhance their skill to take care of the elderly.
- Brain Health Exercise was designed by our Physiotherapist. Under the instruction by Physiotherapist and assistance by Health Care Assistants, most of the stroke patients were found in good progress after the six-month practice.
- Free Chinese medical consultation was provided at Cho Yiu Centre, North Point Centre and Shun Lee Centre through our joint venture with Banyan Service. Their Chinese medical practitioner volunteers also offered free health talk for the elderly in the community. We hoped that our elderly could develop healthy life style and reduced risks on suffering from chronic diseases.
- North Point and Shun Lee Centre continued to provide the “Pilot Scheme on Community Care Service Voucher for the Elderly” which enabled the elderly with moderate impairment to enjoy Day Care Centre Services and Home-based Services through choosing suitable service packages. To facilitate better use of social resources, Viva started to launch Health Care Voucher (HCV) that the elders could use our Physiotherapy and Nursing service via HCV.



循道衛理中心愛秩序灣綜合青少年服務中心親子義工到訪中心與長者共渡美妙時光
 Family volunteers from Aldrich Bay Integrated Children & Youth Centre of Methodist-Centre visited our elderly members at Viva North Point Centre and shared fun with them



Agnès b 企業義工到維健坊順利中心與長者及照顧者製作燈籠慶中秋
 Volunteers of Agnès b made Mid-Autumn Lantern with elders and carers at Viva Shun Lee Centre



家居照顧員提供上門復康訓練
 The Home Care Assistant provides Home-based Rehabilitation Exercise

躍動晚情 - 長者抗抑鬱地區計劃

Smiley Activation Project - Community / Home-Based Depression Treatment for the Elderly

本計劃由滙豐銀行慈善基金透過香港公益金撥款資助，由2015年10月至2017年9月，於全港推行。計劃旨在提升社區人士關注長者抑鬱，協助長者重建社區連繫、學習解決問題的方法，開展愉快活動，從而減輕抑鬱徵狀及改善情緒。

This project is supported by Hongkong Bank Foundation through a donation to The Community Chest of Hong Kong from October 2015 to September 2017. It aims to raise community's awareness of elderly depression, assist the rather home-based older adults to rebuild connection with the community, learn problem-solving skills and enjoy in pleasant activities to reduce their depression symptoms and improve emotional well-being.

服務對象

- 「躍動晚情」抗抑鬱個人管理計劃：60歲或以上及有抑鬱徵狀的長者。
- 其他活動：公眾人士。

Targeted Users

- Treatment-oriented “Smiley Activation” Anti-depression and Self-Management Programme: Elders aged 60 or above with depression symptoms.
- Other promotional and educational programmes: General Public.

服務形式

關懷探訪、社區活動、生活實踐、服務轉介。

Service Delivery

Concerned visits, community programmes, life skills practice, service referrals.

服務重點

躍動晚情 - 長者抗抑鬱地區計劃獲滙豐銀行慈善基金透過香港公益金撥款資助，由2015年10月展開為期兩年的服務。本計劃分三階段進行，首階段於東九龍及將軍澳區舉行，第二階段於深水埗、荃葵青區舉行；最後階段於港島區舉行。本計劃旨在提升社區人士關注長者抑鬱、協助長者重建社區連繫、幫助體弱 / 不便外出有抑鬱徵狀的長者學習解決問題方法，開展愉快活動，從而減輕抑鬱徵狀及改善情緒。本計劃採取多方面手法介入，包括8節由社工外展推行的「躍動晚情」抗抑鬱個人管理計劃、由受訓義工致電關心長者的「長者抗抑鬱關懷專線」、教育活動、巡迴展覽、義工訓練及製作教育性單張等喚起社區關注長者抑鬱。在各機構及專業人士協助下，本計劃順利推行，反應令人鼓舞。

Service Highlight

Funded by Hongkong Bank Foundation through The Community Chest of Hong Kong, Smiley Activation Project - Community / Home-Based Depression Treatment for the Elderly (SAP) was launched in October 2015 for 2 years. The Project has been implemented in targeted districts by phases, first in East Kowloon and Tseung Kwan O, second in Sham Shui Po and Tseung Kwai Tsing and last on Hong Kong Islands. The Project aims at raising community awareness on elderly depression and encouraging withdrawn elders to reengage the community. It treats frail / home-restricted elders with depression through enhancement of problem-solving, engagement in pleasant activities to reduce depression and improve emotional well-being. Multiple intervention strategies include an 8-session outreaching Smiley Activation Programme by social workers, an Anti-Depression Care Line for the Elderly managed by our trained volunteers to make calls to elders; community educational programmes; outreaching booths as well as volunteer trainings and circulation of educational leaflets to raise community awareness on elderly depression. With the support of different agencies and professionals, the Project was conducted smoothly with encouraging responses.



舉辦工作坊，協助長者發掘興趣

Organized the workshops to motivate the elders cultivating their interests



醫生及社會工作顧問被邀請出席及主持「長者抑鬱的成因與出路」講座

Geriatrician and social work consultant were invited as speakers of the topic of “Elders depression: Causes and Ways Out” in a SAP seminar



義工參與本會義工活動表現興奮

Volunteers felt excited in joining our activities

面對社會不斷的轉變，社會對於福利服務的需求亦不斷增加。本著「以家為本」的信念，本會與跨界別的伙伴合作，以創新的介入手法，為社會不同人士繼續開展嶄新的服務。為促進本地及國內福利服務的專業發展，本會在中港兩地提供專業督導及培訓，分享工作的智慧及經驗，以專業支援專業。

過去一年，本會提供「全人專業服務」，為僱員提供高質素的專業服務。為提升僱員支援服務的質素及豐富服務內容，引入不同專家項目，關顧僱員不同層面的需要。去年，將服務推展至中小企業，讓更多企業及其員工受惠。本會持續發展「婚前及婚後輔導」、「兒童為本遊戲治療」服務及「親子遊戲治療法訓練課程」，並透過報章及社交媒體推廣服務及宣傳正面訊息。針對青少年理財教育的需要，本會與強制性公積金計劃管理局及投資者教育中心合作，分別進一步推展「理財智叻Kid」計劃和「Get Set Go! 理財工作坊」及試行「兒家學理財」親子理財工作坊，以嶄新的工作手法讓青少年及家長認識正確理財價值觀和相關知識，掌握實用技巧，從而策劃更理想的個人生涯規劃。本會於去年成為「香港策略」的支持機構，推廣服務，以協助市民增進理財知識，作出盡責、理性的財務決策，造福廣大市民及家庭。

本會透過中央義工服務，成功聯繫41間企業，並合辦共49個服務項目。為加強與中小企業的合作，去年邀得多間中小企業參與「躍動晚情 - 長者抗抑鬱地區計劃」，支援獨居長者及協助推行多項關懷長者活動。去年，共有4,145名義工參與超過16,996小時之義工服務，多達48,183人受惠。同時，繼續獲社會福利署頒發金獎義務工作嘉許狀，肯定本會義工團隊付出的成果。為感謝各義工的委身與付出，舉辦「2016義工感謝日」，表揚他們對本會服務的貢獻。

本會的「婦女及家庭成長中心」，繼續拓展為婦女提供的專項服務。「重塑『女』程 - 中年女性生命導航計劃」於去年12月正式完結，中心出版《「女」途中轉站 - 細說中年女性尋找、選擇、再發現的生命故事》，透過中年婦女的生活故事，鼓勵婦女從多角度思考個人經歷，積極面對人生。與此同時，將服務中年女性所累積的實踐智慧融合於本會婦女服務中，使過去寶貴的經驗得以傳承。去年成功獲得李錦記家族基金贊助，開展「婆媳緣·祖孫情」多代家庭教育及支援計劃，透過多元化的社區教育及支援服務，提升婦女面對婆媳相處的能力。

「調解中心」繼續推行由民政事務局贊助之服務計劃，為有需要的離異或分居家庭提供家事調解及法律諮詢服務。去年舉辦不同的調解培訓工作，包括專業調解培訓講座及香港調解資歷評審協會認可的家事調解訓練課程，為認可家事調解員進行現場個案督導及參與認可的調解課程之指導工作，又為澳門社會工作局及法律改革及國際法事務局舉辦訓練活動。中心透過不同的調解教育及培訓工作，教授調解的知識和技巧，協助家庭和平理智地處理衝突。

除上述發展外，本會一直關注離異家庭的需要，去年繼續推展「夾縫中的曙光 - 『兒童為本』共享親職先導計劃」。與跨界別合作，提供多元化的服務內容，包括「共享親職」社區教育活動、治療小組、「共享親職」輔導和協調服務、「共享親職」短期證書進修課程、「共享親職」指導服務、專業培訓項目等，分享「共享親職」信念及支援有需要的離異父母及家庭，為子女創造兩個快樂的家，締造健康的成長環境。

累積多年的社會工作服務經驗，本會繼續為內地及澳門的政府部門和機構提供專業督導服務，協助他們的專業發展和提升社會工作者的效能。去年，為內地不同地區的服務單位提供專業的培訓及顧問服務，協助社工人員的專業能力及機構管理人員的決策和管理能力。過去一年，亦加強了對教師及社工團隊的支援，主題圍繞協助他們建立積極團隊，提升處理危機的能力，及專業人員壓力處理。為全面支援家庭的需要，本會繼續運用「家福慈善基金」、「漢基國際學校 - 李淑琴教育基金」、「何韻詩助學金」及「代代有愛圓夢基金」，協助弱勢家庭渡過經濟難關，資助在學兒童及青少年的學習需要，為經濟匱乏而有需要之多代家庭提供資助，藉此為他們的生活帶來曙光和希望。

總結一年的工作，本會承傳過去推展服務的智慧，並以嶄新的手法，為不斷轉變的社會需要提供適切的服務。藉此感謝不同的合作伙伴支持，發揮各自的專長和特質，共同發展新的服務計劃。展望來年，會繼續加強伙伴合作，向社工、年青人及父母提供全面的理財訓練，並將會優化以「兒童為本」的離異服務，為現有的家事調解服務及共享親職服務注入新的元素。

In view of the societal changes, there is an increasing need for welfare services. With the family perspective, the Society continued to initiate new service projects with cross sector collaborations and develop new intervention strategies to meet the ever-changing needs. Besides, through the provision of professional supervision programmes and training, we shared our wisdom practice and contribute to the social service development in Hong Kong and the Mainland.

In the past year, the Society offered quality and professional fee-charging services and support to employees through our “Wellness Programme”. In order to enhance the quality and expand the spectrum of service in employee assistance service, we had sourced trainers from different specialties to address the different needs of employees. Last year, we strengthened our service promotion to SMEs and as a result, we extended the service coverage to more corporates and employees. We continued to develop “Prepare / Enrich” marital counselling service, “Child-centred Play Therapy Service”, and “Filial Play Therapy Service”, and promoted our service and positive messages through newspapers and social media. To address the needs of youth relating to financial education, we cooperated with Mandatory Provident Fund Schemes Authority and Investor Education Centre, and further extended the programme “Smart Kid” and “Get Set Go! Money Management Workshop”, and pioneered the project “Teaching Your Kids About Money” to cultivate positive values and to enhance the skills in financial management of youth and their parents through new intervention strategies. Being one of the supporting organizations to Hong Kong Strategy for Financial Literacy, the Society committed to facilitate individuals making responsible and rational financial decisions, which contributed to the well-being of individuals and families.

Our Central Volunteer Service Coordination Unit had networked 41 corporations and organized 49 programmes. We proactively promoted our service to SME and had engaged different SMEs in supporting the “Smiley Activation Project”- Community / Home-Based Depression Treatment for the Elderly, with volunteers paying visits to the singleton elders and assisting programmes promoting caring for elders. Last year, the Society had a total of 4,145 volunteers and had provided hours of 16,996 service with 48,183 beneficiaries and we were recognized with “Gold Award for Volunteer Service” by Social Welfare Department. To recognize the contributions of our volunteers, we had organized the “Volunteer Recognition Day 2016”.

The Society’s “Women and Family Enhancement Centre” continued to develop specialized women services for those in need. “A New Chapter of Life - A Life Revamping & Enhancement Project for Middle-aged Women” was completed in December 2015. To facilitate women to reconstruct their personal experiences and to build up their resilience through sharing their life stories, the “Middle-aged Women Life Story Book” was published. We had also enhanced the women service by consolidating our past practice wisdoms and it helped to benefit more middle-aged women in need. A new initiative, “Education and Support Project for Multi-generation Families” was supported by the Lee Kum Kee Family Foundation, which aimed to promote positive mother and daughter in-law relationship and to enhance competence of those women facing difficulties of in-law relationship through varieties of tailor-made education and supportive programmes.

Mediation Centre continued the service project sponsored by Home Affairs Bureau to provide Family Mediation Service and Legal Consultation Services to support divorce / separated families. Last year, we conducted different mediation trainings, such as the Professional Development Programmes, Accredited Family Mediation Training accredited by the Hong Kong Mediation Accreditation Association Limited (HKMAAL), live supervision for accreditation of Family Mediators and coaching for Mediation Courses accredited by HKMAAL, training programmes on Family Mediation for Social Welfare Bureau & Law Reform and International Law Bureau of Macau. Through different mediation education programmes and training, we imparted mediation knowledge and skills to support families to handle conflicts with peace.

Apart from the above, we continued to launch “A Beam of Hope - Pilot Project on ‘Child-focused’ Parenting Coordination and Co-parenting Services for Divorced Families”. Through cross-sector collaboration in providing multi-level services such as co-parenting community and public education programmes, therapeutic groups, co-parenting counselling and parenting coordination services, short-term Co-parenting Certificate Course, Parent-aide coaching service, professional training etc, we cultivated the belief in co-parenting and supported the divorced parents to develop co-parenting partnership, so as to create two happy home and healthy environment for their children.

After accumulating solid experiences in providing social work services, we continued to provide professional supervision services for different organizations in Macau and Mainland China, to support the development of professional social work service and to enhance the competence of social workers. Last year, we provided professional training and consultancy for service units to develop the capability of social workers and management staff. In the past year, we also conducted various professional training programmes for local social workers and teachers with topics including team building, crisis management and stress management, etc.

To provide comprehensive support to families in need, the Society continued to mobilize “Benefactors Fund”, “CIS Khim Houg Lee Education Fund”, “HOCC Education Grant” and “Cross Generations Dream Fund” to provide timely financial support to disadvantaged families and deprived children.

To conclude, the Society continued to consolidate wisdom of the past practice and developed new initiatives to meet the ever changing needs of the society. We would like to send our gratitude to our partners for supporting us on our service projects. In the coming year, we will continue to strengthen cross-sector collaboration on the promotion of youth financial well-being and literacy via an integration of training to social workers, youths and parents. We will also advance our “Child-focused” divorce service by adding new elements to our existing mediation service and co-parenting service.

全人專業服務

Wellness Programme

本會之「全人專業服務」提供度身訂造的收費服務，致力增進個人身、心、靈健康，提升處理個人、家庭或工作問題的能力。服務包括：

僱員支援服務：本會為商業及公共機構提供多元化服務，致力培養關懷員工之機構文化，促進員工的生產力及對公司的歸屬感。此外，本服務透過員工輔導熱線及僱員發展課程，協助員工在工作及生活之間取得平衡，及盡早識別並處理員工的生活困難。

全人培訓課程：由具多項培訓資歷及輔導經驗之專業社工為企業伙伴、商業機構、政府部門及學校團體等籌辦不同訓練課程，旨在協助參與者以積極的態度及強化其能力去面對個人、社會及經濟的挑戰。增強溝通、解難及處事能力，發揮團隊精神及提升工作效果。

專業輔導及臨床心理服務：提供專業的收費服務，包括個人及家庭輔導服務、婚前或婚後評估及輔導服務、兒童心智發展及其他心理評估及治療服務、講座、工作坊、培訓及諮詢等，以提升個人及家庭的身、心、靈健康，面對生活的挑戰。

企業義工服務：推動跨界別協作及透過企業義工服務推動社區共融，建立和諧社會。

服務對象

選擇專業收費服務的個人及家庭、工商機構、政府部門及非政府機構的員工及其家人。

服務形式

個人 / 家庭輔導、小組、工作坊、公開大型講座等。

The Wellness Programme of the Society provides tailor-made, fee-charging services that aim to improving individuals' physical and mental health and enhancing their capacity in overcoming and managing their personal, family or work difficulties effectively. Services include:

Employee Assistance Programme (EAP): to deliver counselling service packages for organizations in both the commercial and public sectors to foster a caring organizational culture, to enhance employees' productivity and sense of belonging to the company. Through hotline services and training programmes, EAP serves to achieve early intervention, helping staff to cope with life challenges and create better work-life balance.

Wellness Training Programme: to deliver trainings, seminars and workshops by trainers with variety of professional credentials. It aims to support corporations and education institutions or teams to develop staff with proactive attitude and enhanced solving, communication and people skills to facilitate more effective and efficient teamwork.

Counselling and Clinical Psychological Service: to provide fee-charging professional services including individual and family counselling, pre-marital assessment and counselling, personality assessment, children development assessment and other psychological assessment and treatment. The objective is to promote the well-being of individuals and support them and their families in facing life challenges.

Corporate Volunteer Service: to promote cooperation between the private and public sectors, and to facilitate integration of different social strata and build a caring community through services by corporate volunteers.

Targeted Users

Individuals, families, employees and their family members in the organizations of the business or government sectors and other NGOs that purchase the services.

Service Delivery

Individual or family counselling, small group, workshop, public seminar, etc.



兒家學理財 - 親子理財工作坊
Teaching Your Kids About Money Workshop



兒童為本遊戲治療服務
Child-centred Play Therapy Service

服務重點

- 跟據政府數字顯示，於2015年中小企員工佔總就業人口四成五，為數實在不容忽視。本年我們加強向中小企推廣服務，讓更多僱員受惠於僱員支援服務。我們透過服務提升僱員的身心靈健康，協助他們解決工作及日常生活中遇到的壓力及困難，把正能量由僱員轉化至公司、家庭及社區。
- 關懷員工身心靈健康已成為人事管理的重要一環，為協助企業紓解員工的壓力及增強團隊士氣，我們提供多項的團隊建立工作坊及促進身心平衡講座。近年我們更不斷引入不同專家講者，豐富工作坊內容，例如：中醫或職業治療健康講座、化妝及護膚技巧工作坊、舞動鬆一鬆等。這些活動深受僱員歡迎，有助促進他們更投入工作及達致平衡生活。
- 過去一年，接近88%的訓練及發展活動使用者來自政府部門，而來自商業機構約佔9%。至於僱員輔導服務的使用者，41%來自政府部門、37%來自零售業、14%來自物業管理。
- 「精叻小掌櫃」理財教育計劃已踏入第9年。本年度我們繼續聯同強制性公積金計劃管理局推展「理明智叻Kid」計劃，提供40節兒童理財工作坊及15節家長講座，讓4,000多名小四至小六學生學習理財之道，亦讓家長學習教導子女理財概念及技巧。
- 上年度與投資者教育中心合辦「Get Set Go! 理財工作坊」成效顯著，本年繼續把活動推展到15間中學，讓學生能從輕鬆的活動中啟發理財智慧。我們再度與投資者教育中心合作，舉辦適合初小學生及其家長的「兒家學理財」親子理財工作坊，共同製作理財遊戲咭及實用手冊教材套。工作坊及教材套，讓家長認識到培育子女正確理財習慣的重要性，並掌握實用技巧，於日常生活中教導子女正確的理財方法及價值觀。檢討活動能有效地提升家長及學童的理財知識和技巧，更開始付諸實行。
- 輔導服務方面，我們積極發展「婚前及婚後輔導」、「兒童為本遊戲治療」服務及「親子遊戲治療法訓練課程」。宣傳工作包括於報章撰文，及透過社交網絡開設專頁，務求接觸更多準備建立家庭及已成為父母者，提供全面服務以協助他們建立和諧家庭。

Service Highlight

- In 2015, government statistics showed total employees of small and medium enterprises contributing 45% of the labour force, which occupied a significant portion in Hong Kong's total work force. We had started to strengthen our service promotion to SMEs so that the service could reach more employees. We enhanced their physical and spiritual health, and supported them to alleviate the pressure and difficulties encountered in daily life and work. Consequentially transferring the positive energy from employees to their companies, families and the community.
- Employee wellness has become one of the core components in employee benefits. To support corporations to enhance employees' stress management skills and improve team morale, we delivered series of team-building workshops and innovative training programmes. We kept on expanding our spectrum of wellness programmes by sourcing trainers from different specialties. Topics included Chinese medicine or physiotherapy health talk, make-up and skin care workshop, relaxation through dance, etc. These programmes were popular among employees and effective in enhancing their commitment at work, and facilitate them to achieve work-life balance.
- In the previous year, 88% of users were from the government department and 9% from commercials. For Employee Assistance Programme Users, 41% were from government department, 37% were from retail and 14% were from property management.
- The Children Financial Literacy Project programme has been operated for 9 years. This year we continued our cooperation with the Mandatory Provident Fund Schemes Authority to deliver "Smart Kid" Money Management Workshops and parenting seminar. We organized 40 children financial workshops and 15 parents' seminars. More than 4,000 students from Primary 4 to 6 learned financial management skills through the programme. Parents were also equipped with skills on teaching their children the knowledge of financial management.
- We continued to deliver "Get Set Go! Money Management Workshop" in 15 secondary schools. Being recognized by Investor Education Centre (IEC) to start another pioneer project "Teaching Your Kids About Money" for primary students and their parents. Apart from parent children workshops, we also produced a set of Money Management Card Game and teaching booklets for parents and children. Through the workshops and tool set, we helped parents to know the importance of nurturing their children with appropriate financial literacy concept and value, and equipping them with skills to teach children in daily life. Evaluation result showed the workshops were effective in enhancing participants' knowledge, attitude and behaviour in finance literacy.
- For counselling service, we actively promoted "Prepare / Enrich" marital counselling service, "Child-centred Play Therapy Service", and "Filial Play Therapy Service". Promotional activities included publishing articles on newspapers, and developing social media platform, aiming to reach more couples, parents and parents to be, providing comprehensive support to them in promoting harmony at home.

義工統籌

Volunteer Coordination

本會旨在透過義工服務，促進義工的個人成長，建立自信，服務社群。同時，我們推動企業及團體，投放資源及人手，參與公益活動，締造關愛的社區。

推動個別及家庭義工的發展，透過鼓勵本會之義工接受訓練，提升他們的技能以服務社會上不同群體的需要。我們更建立各項獎項以嘉許義工。

加強與友好企業伙伴之關係。我們透過企業義工培訓及交流會，提供一個平台讓企業伙伴選擇適合的服務項目，推動員工參與義工服務。

服務對象

個人、家庭、工商機構、政府部門、學校及義工團體。

服務重點

企業義工服務發展

- 中央義工服務共聯繫了41間企業伙伴及團體，透過服務配對，他們與本會15個服務單位合辦共49個服務項目，受惠人士共1,864名。今年獲本會提名「商界展關懷」標誌的機構共37間，是歷年之冠！
- 今年我們積極參與不同聯繫活動或展覽活動，加強向中小企業推廣企業義工服務，並為多間中小企業義工提供義工服務訓練。我們成功邀請多間中小企業參與「躍動晚情 - 長者抗抑鬱地區計劃」，企業義工組成多個探訪隊伍，探訪獨居長者，更協助推行多項關懷長者活動。此外，美國信安金融集團贊助之「愛·連繫」計劃，除資助各項活動及培訓予寄養兒童及家長，更帶動員工參與活動，讓200多名寄養兒童感受人間溫暖。

We dedicate our efforts to develop volunteer service programmes, aiming to supporting volunteers' personal growth, enhancing their self-confidence and serving our community. Besides, we mobilize corporates and organizations to dedicate resources and manpower in charity work that contributes a caring community.

To further promote the development of individual and family volunteer service, we encourage our volunteers to attend training so that they can be well equipped to serve the needs of different groups in the community with advanced skills. We set up award system to recognize volunteers' contributions.

To strengthen the relationship with our corporate partners, we provide corporate volunteer training and sharing forums which serve as a platform where our corporate partners can identify suitable volunteer service opportunities. We also cultivate project development that matches with Corporations' expertise and the community needs.

Targeted Users

Individuals, Families, Corporate, Government departments, Schools and Volunteer organizations.

Service Highlight

Corporate volunteer service development

- The Central Volunteer Service Coordination Unit had networked 41 corporations and voluntary organizations. They were matched with 15 service units of our Society and successfully organized 49 programmes to serve 1,864 users with our joint effort. We nominated 37 companies in the caring company partnership which was the largest number in the nomination.
- By participating different networking forums and exhibitions, we proactively promoted our service to Small and Medium Enterprises (SMEs). We also provided volunteer service training to a number of SMEs' staff. Many SMEs joined the "Smiley Activation Project - Community / Home-Based Depression Treatment for the Elderly". Volunteers paid visit to the singleton elders and assisted in programmes promoting caring for elders. In addition, the Principal Financial Group sponsored the "Love Connection" which supported trainings and services to foster parents and children. Besides, they also mobilized their staff to support the programme delivery, in which 200 foster children were benefited.

中央統籌及協調

- 本年度共有4,145名義工為48,183名服務使用者，提供16,996小時之服務。當中共有200多位專務義工，包括：家福關懷專線、青年網絡大使、理財教育義工及家庭關懷大使等，為社區提供適切支援。因著各義工的參與，本會繼續獲得社會福利署頒發金獎義務工作嘉許狀，嘉許義工服務時數超過10,000小時。
- 為感謝義工於過去一年與本會並肩服務社群，本會於2015年3月12日假西貢保良局北潭涌渡假村舉行「2016義工感謝日」。百多位來自各區義工濟濟一堂，接受嘉許。各中心更以不同團隊造型表達大會主題「愛己及人」，實在創意無限。大會當天更安排了一系列趣味性活動如：穴位拍打、禪繞畫、香薰按摩及互動遊戲等，讓義工享受其中，歡渡一天！

Central Coordination

- In this year, a total of 4,145 volunteers had provided 16,996 service hours to 48,183 service users. Amongst, there were over 200 specialized volunteers which included volunteers from Family Careline, “Net” Education and Counselling Service, Financial Education and Family Ambassador, etc. With these volunteers unfailing support, we received “Gold Award for Volunteer Service” from Social Welfare Department recognizing our contribution in volunteering.
- To express our gratitude to volunteers, we conducted “Volunteer Recognition Day 2016” at Pak Tam Chung Holiday Camp on 12th March, 2016. Hundreds of volunteers from different service centres received their recognitions, but also demonstrated their creativity by making different sculpture to echo the programme theme “Loving Self and Others”. Volunteers enjoyed the day by attending a series of relaxing programmes, such as Acupoint Tapping, Zentangle, Aromatherapy Massage and interactive games. Love and enjoyment filled up every volunteer’s heart.



2016義工感謝日
2016 Volunteers Recognition Day



企業義工探訪長者
Corporate volunteers pay a visit to the elderly

調解中心

Mediation Centre

本會於1997年開展家事調解服務，幫助分居 / 離婚人士以和平理性的態度處理爭議，達成雙方接納的家事調解協議。本會繼而於2001年設立調解中心，統籌和推展家事調解及社區調解服務，以解決家庭成員、父母、夫婦、友群、鄰舍及其他人際關係之間各類爭議。中心也積極發展專業調解訓練，和為市民大眾而設的調解教育，促進調解專業的發展和普及化，藉以締造和諧社會。

服務對象

- 調解服務：面對衝突爭議人士。
- 調解教育：市民大眾。
- 調解訓練：相關專業人士。

服務形式

- 調解會議。
- 教育講座。
- 訓練課程。
- 法律諮詢服務。
- 培訓認可調解員及朋輩調解員。

服務重點

- 繼續推行由民政事務局贊助的家事調解服務計劃，為離異 / 分居家庭（尤其經濟較緊絀者和夾心階層）提供以下服務：
 - 家事調解服務。
 - 法律諮詢服務。
- 舉辦香港調解資歷評審協會（調評會）認可的家事調解訓練課程。
- 提供專業調解培訓講座予家事調解員及綜合調解員。
- 為認可家事調解員進行現場個案督導。
- 參與調評會認可的調解課程之指導工作。
- 為「澳門特別行政區政府社會工作局」及「中華人民共和國澳門特別行政區政府法律改革及國際法事務局」舉辦有關家事調解之訓練活動，以協助澳門建立家事調解服務。
- 與社會服務機構、大學及學校等不同單位合作，舉辦調解活動及訓練，推廣調解文化。
- 繼續於22間中學推行「朋輩調解計劃」，及於20間小學進行「恒生 - 家福青少年調解計劃」。
- 於律政司舉辦的「調解週」舉辦調解講座。

The Society launched Family Mediation Service in 1997 and set up the Mediation Centre in 2001 to coordinate and promote our Family Mediation and Community Mediation Services to resolve disputes between divorce couples, family members, couples, peers, neighbours, colleagues, etc. The Centre is also dedicated to provide mediation training for professionals and mediation education for the general public to foster a harmonious community.

Targeted Users

- Mediation Service: people facing disputes.
- Mediation Education: general public.
- Mediation Training: relevant professionals.

Service Delivery

- Mediation interviews.
- Educational Talk and Seminars.
- Training programmes.
- Legal Consultation Services.
- Training of accredited mediators and peer mediators.

Service Highlight

- Continued the implementation of Family Mediation Project sponsored by Home Affairs Bureau. A series of services including the following were provided to help the divorcing / separating families, especially those from the low income group and sandwich class:
 - Family Mediation Service.
 - Legal Consultation Services.
- Conducted the Accredited Family Mediation Training accredited by the Hong Kong Mediation Accreditation Association Limited (HKMAAL).
- Conducted Continuing Professional Development Programmes for Family Mediators and General Mediators.
- Conducted live supervision for accreditation of Family Mediators.
- Participated in the coaching for Mediation Courses accredited by HKMAAL.
- Delivered training programmes on Family Mediation for Social Welfare Bureau, Government of Macao Special Administrative Region and the Law Reform and International Law Bureau, Government of Macao Special Administrative Region of PRC for the preparation of the establishment of Family Mediation in Macau.
- Cooperated with various social service organizations, universities and schools to conduct mediation trainings to create and sustain the impact of a pro-mediation culture.
- Continued the implementation of Peer Mediation in 22 secondary schools and the “Hang Seng - HKFWS Youth Mediation Scheme” in 20 primary schools.
- Organized mediation talks in Mediation Week hosted by the Department of Justice.



綜合調解訓練課程 2015
Accredited General Mediation Training 2015



「香港調解發展及事宜」專業調解培訓講座 2015
CPD Seminar on The Current Development and Issues of Mediation in Hong Kong 2015



「家事調解在澳門的展現與實踐」工作坊
Seminar on Mediation Development and Practice in Macau

婦女及家庭成長中心

Women and Family Enhancement Centre

本會婦女服務的重點為繼續推展由香港賽馬會慈善信託基金贊助的「婦女創新天」計劃，同時也推行不同類型的服務和活動以支援婦女，特別一些未能融入社會或處於弱勢的婦女社群，旨在協助她們：

- 肯定自我、建立正面的人生態度。
- 發掘潛能、繼而提升自信、自尊和能力感。
- 拓展社區支援網絡，加強與社會的聯繫。
- 提升對社會參與的動力和歸屬感，培育社區內關懷友愛、互惠互助的氣氛。

服務對象

婦女及其家庭，尤其是低教育水平、來自弱勢或貧困家庭（如綜援家庭、低收入家庭、單親家庭、新來港家庭等）或缺乏機會與社區支援網絡的婦女。

服務形式

包括各類型小組及活動、外展服務接觸婦女、社區網絡工作等。

服務重點

- 透過何東爵士慈善基金贊助的「綠色生活婦女支援計劃」婦女支援計劃，設計多項與大自然接觸和個人成長體驗活動，鼓勵為人母親者在盡心關顧家人和子女的同時，也要善待自己，好好照顧自己的需要，並為有需要婦女建立支援網絡，為她們提供身心靈紓壓空間。
- 與本會家福中心合作，為離婚及單親婦女提供各類型的支援服務，並與區內不同團體協作，提供多項成長及支援活動，協助有需要婦女提升面對家庭危機的能力，及建立互助網絡。
- 獲李錦記家族基金再度贊助，開展「婆媳緣·祖孫情」多代家庭教育及支援計劃，並成為計劃統籌處。計劃關顧面對婆媳關係困難的婦女，設計多元化的社區教育及支援服務，向社區推廣正面婆媳關係信息，提升婦女面對婆媳相處困難的能力。
- 承蒙關愛基金 - 課餘託管試驗計劃及教育局區本計劃再獲資助，繼續為區內低收入及有需要之小學生開辦免費課後支援服務，協助學童善用課後時間，減輕父母照顧子女壓力，促進親子關係。

The Society's Women Service focused on sustaining development of the "Bridge to Competence Project" sponsored by the Hong Kong Jockey Club Charities Trust and running some other services and programmes to support the women targets, especially the socially isolated and deprived:

- To develop a positive life attitude.
- To build up capacity and capability and to enhance self-confidence, self-esteem and competence.
- To develop social network and strengthen connection with the society.
- To enhance sense of belonging and community participation so as to cultivate a mutual help atmosphere in the community.

Targeted Users

Women and their families, especially those with low educational level, coming from poor or deprived families (e.g. Comprehensive Social Security Assistance (CSSA) or low income families, single parent families or new arrival families) or lacking opportunities and social support.

Service Delivery

Services include groups and programmes, outreaching work, network development within the community.

Service Highlight

- The "Green Mother" A Motherhood Development Project for Women funded by the Sir Robert Ho Tung Charitable Fund aimed to encourage mothers to develop better self-nurture through varieties of personal growth programmes with elements in making contacts with the nature. The project also facilitated the building up of support network and enhanced stress releasing capacity for mothers in need.
- Continued to cooperate with our Family Resource Centre to develop a variety of services to support divorcees and single mothers. The Centre also collaborated with district partners to provide different developmental and supportive programmes to facilitate the needy women to strengthen capacity in coping with family crisis and develop mutual support network.
- Launched the Education and Support Project for Multi-generation Families supported by the Lee Kum Kee Family Foundation and served as the project coordination centre. The project aimed to promote positive mother and daughter in-law relationship in the community and to assist women facing in-law relationship difficulties through varieties of tailor-made education and support programmes.
- Funded by the Community Care Fund - After-school Care Pilot Scheme and the Community-based Projects of the Education Bureau, the Centre has continued to provide free after-school support services to primary school students from low-income and needy families to facilitate better time management after school so as to relieve parental stress in handling children's school work and enhance better parent-child relation.

- 承蒙婦女動力基金贊助，開展獨樂人生計劃，設計各項成長及口述故事工作坊等，提升中年單身女性的自我形象和自信心，並透過建立媒體資訊交流平台及倡議活動，減低主流社會對中年單身女性的負面標籤。
- 積極推行以「地區為基礎」的婦女工作，同時為有需要的婦女組群，提供更適切的支援服務，組織多個互助小組，擴闊她們互助支援網絡，促進發展。
- Started the Happy Singleton Project funded by the HER Fund to enhance their self-image and confidence of Middle-age Women through various self-growth and oral story workshops. The project also aimed at reducing negative labelling on middle-aged single women through advocacy work and developing of social media platform.
- Apart from continuing to develop community-based women work, more efforts had been devoted to develop various services to address the needs and difficulties of women such as supportive services and mutual support groups so as to build up their competence and social support network, and to facilitate their continuous development.



婦女義工協助推行「婦女外展地區教室」活動
Women volunteers assisted to deliver the “Women Outreach Classroom” programme



單身婦女互助支援小組
Mutual Support Group for Single Women



單親互助支援小組戶外活動
Outdoor Activity for Single Mothers

重塑「女」程 - 中年女性生命導航計劃

A New Chapter of Life - A Life Revamping and Enhancement Project for Middle-aged Women

中年婦女面對生理轉變，以及家庭、工作和社會角色的要求，往往承受不少壓力，影響身心健康。本計劃旨在向中年女士提倡身心靈健康的重要性，並以「女性為本」的角度和手法，設計一系列特別的項目，協助中年婦女檢視自身需要，擴闊生活經驗、重塑生命方向、重新建立自信與支援網絡，提升對生活的滿足感；此外，也透過公眾教育活動，提高社會人士對中年女性生活和需要的認識和關注。此由滙豐透過香港公益金撥款資助，由2012年10月開展，為期3年。

服務對象

35至55歲之女士。

服務形式

- 女性生命重塑訓練。
- 重建互助網絡小組。
- 大型社區教育活動。

服務重點

- 出版以中年婦女生活為題的故事集 - 《「女」途中轉站 - 細說中年女性尋找・選擇・再發現的生命故事》，並於社區舉辦新書分享會，透過書中故事作為引子，鼓勵參加者即席分享個人生命故事，並協助分享者從多角度思考個人經歷，積極面對人生。
- 舉辦「重塑『女』程 - 旅程中轉站」生命體驗活動，透過以中年女性生活背景所設計的體驗遊戲，親身經歷中年女性的生活處境和困難，藉此提升社會人士對中年女性生活的關注。
- 繼續於各區與不同社區夥伴合作，提供「敘事」成長小組、認知行為工作坊及生命規劃工作坊予中年女性，協助她們重整過去生活經驗，重塑人生方向，以至提升對生活的滿足感。
- 繼續發展多個中年女士互助支援小組，當中包括單身女士、照顧者及單親 / 離異婦女小組，擴闊她們的社區網絡，並以同路人身份互相扶持及鼓勵。
- 公益金對本計劃的資助期已於2015年12月完結，本會將對服務中年女性所累積的實踐智慧融合於本會婦女服務中，使過去寶貴的經驗得以繼續發展及傳承，令更多有需要的中年女性受惠。

Middle-age women are prone to stress due to physiological changes during this life stage and their roles and functions in the family, work and social environment. Many of them suffer from physical and psychological problems. Adopting a “Women Perspective”, this project aims at promoting the importance of physical and psychological health among middle-age women and enhancing their satisfaction in this life stage. Moreover, enhance public awareness and concern to the needs of women. This 3-year project was launched in October 2012 with funding support from the HSBC through Community Chest.

Targeted Users

Middle-age women at the age of 35 - 55.

Service Delivery

- Life Revamping Programmes.
- Networking Development Programmes.
- Community-based Education Programmes.

Service Highlight

- The “Middle-aged Women Life Story Book” has been published and a number of community sharing programmes were conducted to encourage the participants to share their life stories. The participants were facilitated to reconstruct their personal experiences from a positive angle and to build up their resilience.
- A Community Wellness Programme was conducted through specially designed soci-games with elements covering the life of middle-aged women, the participants were facilitated to experience the life difficulties of middle-aged women so as to raise the community concern to this target group.
- Continued to collaborate with different district partners to provide “Narrative” groups, Cognitive Behaviour Groups and Positive Life Review and Planning Trainings to facilitate middle-aged women to enhance life satisfaction through reverting and rebuilding life meaning and direction.
- Continued to develop various mutual support groups for single women, carers and single / divorced mothers to extend their social support network and to facilitate them to build up sense of belongings as well as to achieve emotional support.
- Sponsorship from the Community Chest to the project has been completed in December 2015. Our Agency would integrate the accumulated practice wisdoms into our existing women service in order to further consolidate the experiences to benefit more middle-aged women in needs.



中年婦女參加手造皮革班發展潛能

Middle-aged women joined the leather-making classes to explore and develop their potential



婦女們參加瑜伽班減壓

Women participated in the Yoga Class to release stress

夾縫中的曙光 - 「兒童為本」共享親職先導計劃

A Beam of Hope - Pilot Project on “Child-focused” Parenting Coordination and Co-parenting Services for Divorced Families

本先導計劃旨在協助離異父母建立以子女利益為依歸的價值觀念與態度，以「伙伴合作」的關係照顧和教養子女，讓子女同時得到父母的關懷和照顧，健康成長。此計劃同時推動社會人士對「兒童為本」親職價值的關注和認同，提倡社區內關愛尊重的親職氣氛。計劃於2013年10月開展，為期3年，由香港公益金撥款資助。

服務對象

離異或分居父母及社會人士。

服務形式

社區教育活動及諮詢服務專線、「親職」指導服務、訓練及離異父母「親職」治療小組、輔導及協調服務、義務工作培訓及服務、提供專業培訓。

服務重點

- 持續推展「共享親職」社區教育活動，與不同社區團體合作，舉行家長講座、父母協調工作坊，鼓勵父母學習「兒童為本」的親職模式，教養子女。
- 與法律界人士如家事法庭法官、律師等保持緊密協作，為有親職協調需要的離異父母提供深入治療及支援服務，包括治療小組、「共享親職」輔導和協調服務等，協助離異父母學習「兒童為本」的共享親職教養模式，建立「夥伴合作」親職關係，共同擬定及實踐親職計劃，為子女締造和諧的成長空間。
- 特設「共享親職」短期證書進修課程，支援在職離異父母學習「共享親職」基本概念。
- 由「親職指導員」為有需要家長提供個別或小組形式的「共享親職」指導服務，並進行社區外展教育，製作社區教育教材，促進社區人士認識共享親職基本概念。
- 持續舉辦「專業培訓項目」，提升專業人士如法律界人士、律師、家事調解員、社工、輔導員等對「兒童為本」親職模式的認識，並透過跨界別協作於社會內推動共享親職概念。
- 成立「親職同行者」義工隊，以同路人身份，透過分享「共享親職」信念，支援有需要的離異父母 / 家庭。

This 3-year pioneer project, which was launched in October 2013 with funding support from the Community Chest, aims at facilitating divorced / separated parents to develop a “child-focused” perspective and to maintain a healthy co-parenting relationship for the best interest of their children. The project also serves the objective of promoting public awareness and support to the “child-focused” co-parenting, and to foster “care and concern” to these families.

Targeted Users

Divorced / separated parents / general public.

Service Delivery

Community-educational series and helpline, Piloted Parent-aid Service training and therapeutic group for divorced parents, counselling Service and Coordination Service, Volunteer Training Programme and Service, Professional Training Programme.

Service Highlight

- Continued to collaborate with various district partners to organize territory-wide community and public education programmes, including talks and workshops which aim to promote “child-focused” co-parenting in the community.
- Closely collaborated with Family Court Judges and solicitors from judiciary sector to offer intensive therapeutic and support services including therapeutic groups, co-parenting counselling and parenting coordination services to divorced / separated parents so as to facilitate them to learn “child-focused” co-parenting concept and to establish partnership relationship to achieve effective co-parenting plan for the betterment and welfare of their children.
- A short-term Co-parenting Certificate Course was tailor-made to encourage the working divorced parents learning the basic concept on co-parenting.
- The Parent-aid Worker continued to provide coaching service to divorced parents through individuals or groups to facilitate them to learn and implement co-parenting plan effectively. The Parent-aid Workers also organized community outreaching education programmes and produced the public education materials to enhance public awareness towards the “child-focused” co-parenting concept.
- Organized professional trainings to judiciary sector, lawyers, family mediators, social workers and counsellors, etc. to enhance their understanding on the “child-focused” co-parenting concept and to facilitate cross sector collaboration promoting co-parenting values to the community.
- “Voluntary Parent Educator” Team was established to offer peer support to the needy divorced parents through sharing of “Co-parenting” concept.



透過外展教室，向公眾人士宣傳「兒童為本」共享親職的概念

To promote the child-focused co-parenting concept through outreaching community educational programme

專業督導及培訓

Professional Supervision and Consultation

本會早於八十年代開展中港交流計劃，旨在於國內推廣以社會工作理念和介入方法，推行社會福利服務，將「以家為本」的服務使命延至更多有需要的人士。此外，本會亦為國內社工提供督導服務，協助國內社工專業發展。

服務對象

- 國內社會福利服務及家庭服務單位 / 培訓單位。
- 國內社會工作學生及社會工作者。

服務形式

透過培訓、工作示範、個人督導、小組督導及諮詢、製作教材套、工作坊、兩地交流活動、協助國內工作單位開展社會服務和提供實習機會予國內社會工作者。

服務重點

督導工作

- 本會為內地及澳門一線社工及社會工作管理人員提供專業督導服務，結合社會工作理論、香港實踐社會工作的手法及經驗，以及當地本土文化及服務需要，督導社工實務工作操作、建立制度等，協助其推動本土化社工專業發展。
- 過去一年，本會繼續為佛山市順德區陳村鎮「『花香家園』社區綜合服務中心」提供督導工作，協助其深化管理制度及進一步發展服務。
- 本年度，本會為中山市24鎮婦聯「婦女維權與信息服務站」工作人員提供小組督導，協助他們提升專業理念及服務技巧，強化他們之服務能力。
- 去年本會繼續受澳門特區政府社工局邀請，為9家提供家庭服務的民間機構進行小組督導，協助社工提升個案工作的能力。

The China Project was started in 1980s with the objective to promote social work values and intervention strategies for the development of social welfare services in China. The Society is now rendering social work clinical supervision in mainland China for the development of social work profession.

Targeted Users

- Social welfare and family services agencies / training institutes in China.
- Social work students of tertiary institutions in China.

Service Delivery

Training, demonstration, exchange programmes, assisting the relevant units in China to set up social services, and the arrangement of placement or internship programmes for social work students and social workers.

Service Highlight

Supervision

- We provided supervision for the respective frontline social workers, intern social work supervisors and junior social work supervisors in the Mainland China and Macau in order to enhance their competence in social work theories and practice, help them develop a localized work system, and to assist the development of local supervisors.
- We kept providing supervision to an integrated community centre in ChenCun, ShunDe to further enhance social workers' competence as well as assist them in the set-up of service management system.
- Since April 2015, we have delivered group supervision to workers from Women's Rights and Information Service Centres in ZhongShan to help them get a better understanding of social work's values and also to enhance their competence in case handling.
- Being invited by Macau Social Work Bureau, we delivered group supervision on casework of social workers from 9 NGOs. Feedbacks are positive and encouraging.



在佛山高明區進行「婚姻輔導技巧」培訓，內地社工初次認識家庭生命週期理論，並熱烈進行討論

Run a training workshop on marital counselling for social workers in FoShan

培訓及顧問服務

- 過去一年，本會分別為北京及廣東省內外不同市級、區級、以及鎮街社工服務單位舉辦主題式培訓課程，包括：危機處理、家暴輔導服務、家庭服務、家事調解、義工管理等。此外，為協助推展「婦女維權與資訊服務站」以社會工作手法提供服務，本會與廣東省婦女聯合會進行多次交流，亦為其第三期項目提供主題培訓。
- 為進一步提升內地社工人員的專業能力及社工機構管理人員的決策和管理能力，本會由2015年9月開始，與東莞市鵬星社會工作服務社合作，攜手建立社工專業培訓平台，定期為內地同工提供培訓。平台至今已開辦四期共10天的培訓課程。學員反應熱烈，獲益良多。
- 去年本會為深圳3家社會工作服務機構共15間社區綜合服務中心提供顧問服務，協助機構及中心建設或完善行政制度、社工專業培訓，以及項目規劃和發展等。

Consultation and Training

- Training courses have been organized in the Mainland and in Hong Kong for social service professionals from various provinces in Mainland China and Macau, which included training workshops on crisis management, peer mediation, domestic violence, family service, family mediation, and volunteer management.
- Starting from September 2015, we have been working closely with the Dongguan PengXing Social Work Service Agency to establish a training platform to run series of training courses with a wide range of topics in order to consolidate the professional skills and knowledge of social workers in Mainland. Feedbacks are positive and encouraging.
- Last year, we delivered professional consultation service to 3 social work agencies and 15 community centres in Guangdong province, aiming at developing a formal and localized work system, a community-based family service and achieving professional social work development.



社工專業培訓平台：提升內地社工人員的專業能力及社工機構管理人員的決策和管理能力
Training Platform for social work professionals in the Mainland: to provide a wide range of topics on professional and decision making management

專項基金

Designated Funds

家福慈善基金

家福慈善基金的設立，旨在為接受本會服務並有經濟困難的人士與家庭，提供短期的經濟援助，幫助他們脫離困境。本會希望藉著基金的及時援助，幫助他們渡過難關，為他們的生活建立希望。所有申請均由負責社工評估，然後遞交予基金秘書審核。

由基金繼續營運的「家福慈善基金」及「短期貸款計劃」，在本年度內共有79位人士及家庭接受援助。大部份援助申請用作日常生活費的補助、支付租金、購置傢具及支付情緒及精神治療費用等用途。

為使公眾人士及贊助者對基金的了解，本會於2015年7月印製了基金小冊子，報導個別受惠人故事，讓讀者了解基金如何協助受助者渡過難關。

漢基國際學校 - 李淑琴教育基金

基金的設立是為紀念已故的李淑琴女士及表揚漢基國際學校的師生及家長為基金籌募所作出的貢獻。

在過去一年，受基金援助的學童大部份來自中小學，而受惠學童中約有一半來自單親家庭；部份家庭更經歷父母離婚、分居、甚至父母患有精神病等情況，基金確實為有需要的家庭提供了適切的支援。

除了為貧窮家庭的兒童提供經濟援助，以支持他們完成其學業外，漢基國際學校的學生更協助中心籌組一些社區活動，義務為貧困學生提供免費的英文補習班，改善他們在英文學科上的困難。

在未來一年，基金會繼續運作，使更多學童受惠。



漢基國際學校的學生義務為貧困學生提供免費的英文補習班
Students from the Chinese International School provided free English tutorial class to deprived students

Benefactors Fund

The “Benefactors Fund” aims at providing timely financial assistance to the service users of our Society with imminent needs. Application has to be recommended by social workers and approved by the Secretary of the Fund.

The Fund comprises 2 schemes, “the Grant Assistance Scheme” and “the Loan Assistance Scheme”. In the year 2015-2016, the Fund supported 79 needy individuals and families, mainly on their basic living expenses, rent, furniture and psychiatric treatment.

To raise the public and sponsors’ awareness and understanding of the Fund, booklets which feature stories of beneficiaries were published. It helps to illustrate how the Fund has helped the families to get through the critical moments during their hardships.

CIS Khim Hong Lee Education Fund

The CIS Khim Hong Lee Education Fund was set up to pay tribute to Madame Khim and to honor the teachers, parents and students of the Chinese International School (CIS) who have been making continuous support in fund raising and offering tangible support to motivate the deprived students to continue their studies.

In the past year, most of the beneficiaries were primary and secondary students. Among them, about half of the beneficiaries came from single parent families, their parents were divorced or separated. Among all the beneficiaries, some of them were living with parents who have been suffering from mental illness. The fund provided essential support to help the children in adversity to continue their studies.

Apart from providing financial support to the deprived students, students from the Chinese International School also participated in voluntary services for the community. They also offered free English tutorial classes to deprived students.

In the years ahead, it is hoped that more children will be benefited from the Fund.



漢基國際學校的學生參與予社區活動
Students from the Chinese International School participated in community service

何韻詩助學金

「何韻詩助學金」已進入第六個年頭了，基金成立的目的是提供現金援助予在學的兒童及青少年，資助他們學習及教育需要。

此基金主要資助來自貧窮及低收入家庭中就讀中小學的學童，正如往年一樣，在本年受惠的兒童中，有超過三成之學童是有特殊學習需要的。例如：過度活躍症、讀寫障礙及發展遲緩兒童，基金資助他們獲得合時及適當的訓練需要。

此等有特殊學習需要的學童的數目不少，基金在來年會繼續運作以資助在學兒童及青少年的學習需要。

代代有愛圓夢基金

由李錦記家族基金慷慨捐款作種子基金成立的「代代有愛圓夢基金」，本會於去年繼續協助統籌，為有需要而經濟匱乏的多代家庭（三代或以上之家庭）提供經濟支援，協助他們實踐家庭夢想，提升家庭生活質素與改善家人關係。

基金過去一年，資助不少多代家庭進行家庭圓夢活動。例如拍攝三代同堂家庭照、舉辦多代生日會、回鄉祭祖並與家人團聚、父母來港團聚等等。受惠家庭來自不同的背景，包括寄養家庭、單親家庭、新來港家庭及家中有精神病患者成員的家庭。所有受惠家庭均能透過進行家庭活動而提升多代間之家庭關係。

基金來年繼續貫徹「代代承傳、代代有愛」的精神，為經濟匱乏而有需要之多代家庭提供資助，並透過與「婆媳緣·祖孫情」多代家庭教育及支援計劃發揮協同效應，服務更多有需要的多代家庭。

HOCC Education Grant

The Fund was sponsored by Hong Kong pop singer, Ms Ho Wan See, Denise. Having been set up for six years, the Fund offers financial subsidy to support deprived children on their expenses related to studies.

The Fund offers financial assistance to children from low income families, who are studying in primary to secondary schools. Same as previous years, over 30 % of the beneficiaries are student applicants with special educational needs such as Attention Deficit and Hyperactivity Disorder (ADHD), dyslexia and developmental delay, etc. With the support from the Fund, they have received proper and timely training.

In view of increasing number of students with special education needs, the Fund continues to provide support to needy families to accommodate their needs.

Cross Generations Dream Fund

With the generous donation by LEE KUM KEE Family Foundation as seeding fund, our society continued coordinating with the Foundation on the operation of “Cross Generations Dream Fund”. The Fund supported deprived and needy families from cross generations to realize their dreams, promote family relationship and quality family life.

A number of families were benefited by the Fund to realize their “Dreams” in the previous year, such as taking cross generation family photos, organizing birthday party, worshipping family ancestors, participating in family reunion activities etc. The families came from various background including foster care families, single parent families, new arrival families and families with mentally-ill members. All these families have very positive feedbacks towards the Fund.

Upholding the mission “Love and Care” for cross generations families, the Fund continues to provide financial support to the needy families and facilitate them to realize their dreams and promote the quality of family life. Meanwhile, there would be more synergy between the Fund and the newly launched “Education and Support Project for the Multi-Generation Families” to benefit more cross generations families in the coming year.

財政報告



Financial Reports



執行委員會報告

Report of the Executive Committee

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE

The Executive Committee submits its report together with the audited financial statements of Hong Kong Family Welfare Society (the "Society") for the year ended 31st March 2016.

Principal activity

The principal activity of the Society is the provision of welfare services.

Results

The results of the Society for the year are set out in the statement of comprehensive income on page 8.

Own funds

Details of the movements in own funds of the Society during the year are set out in notes 11 to 13 to the financial statements.

Executive committee members

The members of the Executive Committee during the year and up to the date of this report were:

Mr Law Kin Chung, Christopher, JP (Chairman)
Mrs Cheng Yuen Pui Yan, Betty (Vice Chairman)
Mr Cheng Shee Sing, Patrick (Honorary Treasurer)
Dr Cheng Cheuk Sang, Arnold
Mrs Choy Pun Siu Fun, Veronica, MBE, JP
Dr Chung See Yuen
Mrs Lai Wei Kit Lin, Minnie, MH, JP
Mr Lau King Shing
Mr Law Sheung Ping, James
Miss Lee Yuen, Anita
Mr John James Rhind
Miss Siu Wing Yee, Sylvia, JP
Dr Tang Sau Lim, Philip
Ms Yip Yun Wan, Amarantha (Executive Director)

(resigned on 29th February 2016)

Mr John James Rhind resigned as the executive committee member of the Society due to his personal accord.

In accordance with Article 31 of the Society's Articles of Association, the members of the Executive Committee shall be elected annually from amongst the members of the Society in the Annual General Meeting.

Executive committee members' material interests in transactions, arrangements and contracts that are significant in relation to the Society's business

No transactions, arrangements and contracts of significance in relation to the Society's business to which the Society was a party and in which an executive committee member of the Society had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Executive committee members' interests in the shares and debentures of the Society or any specified undertaking of the Society

At no time during the year was the Society a party to any arrangement to enable the executive committee members of the Society to hold any interests in the shares or debentures of the Society or its specified undertakings.

Management contracts

No contracts concerning the management and administration of the whole or any substantial part of the business of the Society were entered into or existed during the year.

Business review

Main business

Hong Kong Family Welfare Society is one of the major social service organisations in Hong Kong. In the financial year 2015/16, the Society continued to render the following major types of social services for families and individuals through its 40 service centres in Hong Kong:

- a) Integrated Family Services - including 6 Integrated Family Service Centres, a Family Resource Centre, a Zonta White House – Family Retreat Centre, “Child-focused” Parenting Coordination & Co-parenting Services for Divorce Families and service projects to promote the well being of families;
- b) Child Care Services - including Foster Care Service, Neighbourhood Support Child Care Project, and After School Care and Support Programmes;
- c) Children and Youth Services - including an Integrated Children and Youth Service Centre, School Social Work Service for 40 secondary schools, and a variety of service projects to serve the developmental needs of young people;
- d) Elderly and Community Support Services - including Integrated Home Care Service, Enhanced Home and Community Care Service, a Senior Citizen Centre, Self-financed “Viva” and service projects that address the mental health issues of elders and their carers; and
- e) Special Services - including a Women and Family Enhancement Centre, Mediation Centre, Volunteer Service, and Wellness Programme.

During the year, these services offered education, preventive and remedial services for more than 420,000 beneficiaries and provided intensive service for more than 18,000 individual and family cases.

Business review and performance analysis

The Society was financially stable with a slight increase in total income by 5 % as compared with last year. Its major source of fund was from government subvention (i.e. all funding from the Social Welfare Department (“SWD”), including Lump Sum Grant (“LSG”)), which is about 82% of the total income. The Society also got funding support from different kinds of project fund and charity fund, including The Community Chest, The Hong Kong Jockey Club Charities Trust and Lotteries Fund Grant, as well as donation from individuals and corporates.

The Society maintained a work force of more than 900 staff to carry out its business at different levels. The Society highly valued its professional and quality services for service users. The Society also mobilised the support from different stakeholders, partners and volunteers in its services to enhance the impact.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Business review (Continued)

All along, the Society complies with the requirements stipulated in SWD LSG Manual, Lotteries Fund Manual and 16 Service Quality Standards. The Society has policies to ensure all units observe the relevant legal obligations in their operation, including Employment Ordinance and Personal Data (Privacy) Ordinance. Last year, SWD introduced a new requirement, namely the Best Practice Manual (“BPM”), and the Society has reviewed its policies and procedures to comply with the “Level One” requirements stipulated in the BPM.

The Society has generally met the performance requirements agreed with its funders, including the Service Quality Standards, Essential Service Requirements, Output Standards and Outcome standards set out by the SWD. Besides, its services received positive feedback from service users.

Principal risks and uncertainties

With increased complexity in the external environment, it is inevitable that the Society is exposed to risk which would affect its ability to achieve the planned objectives. To manage risks and to ensure sustainable development of the Society, a Risk Management (“RM”) Policy and Framework was formulated. The RM Policy and Framework has been implemented since 2014. There was progress report to the Executive Committee on a regular basis to ensure that risks are identified, appropriately assessed, mitigated and managed, and continual enhancement of its services and operations is in place.

The government plans to contain public expenditure by reducing a total of two per cent of operating expenditure in various government departments from 2015/16 to 2017/18. Despite that the reduction of subvention was not applied in 2015/16 and 2016/17, the Society and the welfare sector as a whole are still faced with uncertainty in subvention from SWD in 2017/18, which may have implications on its income and services. The Society will continue to put joint effort with the welfare sector to negotiate with the SWD on the subject matter.

The Society had an overall staff turnover rate at about 16%, which was similar to the rate at about 14% last year. There was difficulty in the recruitment and retention of paramedical staff and frontline care staff. As in the past years, the Society will conduct regular monitoring of the turnover rate and will take different measures to tackle the issues, including an annual review of the remuneration package to align with the manpower market, and enhance the Human Resource initiatives and benefits to promote the competitiveness in recruitment and retention of staff.

Relationships with funders and partners

The Society has maintained close collaboration with government departments, funders and strategic partners to put joint efforts in service provision to benefit the service users and the community as a whole. During the year, the management staff served in committees of different nature set up under the SWD, Home Affairs Bureau, Department of Justice, Social Workers Registration Board, Hong Kong Social Workers Association, Hong Kong Council of Social Service and Hospital Authority to advise on the development of social services, social welfare policies and issues relating to the welfare of its service users and the community as a whole. All these efforts are to actualise the Society’s mission to promote the well being of families and foster a caring community.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Business review (Continued)

Particulars of important events

A number of service projects and new initiatives were planned with the objective to bridge the service gaps and to better serve those in need. Some of these projects obtained funding successfully in the few months after March 2016. Major ones included:

- a) Pilot Project on Children Contact Service: The Society was supported by the SWD through the Lotteries Fund to launch a two-year pilot project on children contact service for 2016-2018 to facilitate the arrangement of children contact with separated/divorced parents and to strengthen support for separated/divorced families.
- b) "Child-focused" Separation & Divorce Crisis Prevention & Management Project: The HSBC 150th Anniversary Charity Programme has funded this two-year project for 2016-2018 through the Community Chest of Hong Kong to help divorcing / separating couples arrive at peaceful settlement by Family Mediation, and to adopt a child-focused approach to support the families facing the crisis of separation/ divorce.
- c) S-QUBE-Youth Financial Empowerment Project: HSBC 150th Anniversary Charity Programme supports the Society to launch this five-year Project for 2016-2021 to develop financial social work service to serve young people and to promote their financial literacy.

Future development

The Society will strive to sustain and enhance its existing services and develop new initiatives to meet the changing social needs and demands. The Society will continue to collaborate with the public and private sectors for better synergies in service provision to serve families and the community.


Permitted indemnity provisions

At no time during the year and up to the date of this Executive Committee' report, there was or is, any permitted indemnity provision being in force for the benefit of any of the executive committee members of the Society (whether made by the Society or otherwise) or an associated company (if made by the Society).

Auditor

The financial statements have been audited by PricewaterhouseCoopers who retire and, being eligible, offer themselves for re-appointment.

On behalf of the Executive Committee



Law Kin Chung, Christopher
Chairman

Hong Kong, 17 OCT 2016



**INDEPENDENT AUDITOR'S REPORT
TO THE EXECUTIVE COMMITTEE OF HONG KONG FAMILY WELFARE SOCIETY**
(Incorporated in Hong Kong and limited by guarantee)

We have audited the financial statements of Hong Kong Family Welfare Society (the "Society") set out on pages 7 to 43, which comprise the balance sheet as at 31st March 2016, and the statement of comprehensive income, the statement of changes in own funds and the statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Executive Committee's responsibility for the financial statements

The Executive Committee is responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants, and the Hong Kong Companies Ordinance, and for such internal control as the Executive Committee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit and to report our opinion solely to you in accordance with section 405 of the Hong Kong Companies Ordinance and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Executive Committee, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



羅兵咸永道

**INDEPENDENT AUDITOR'S REPORT
TO THE EXECUTIVE COMMITTEE OF HONG KONG FAMILY WELFARE SOCIETY
(CONTINUED)**

(Incorporated in Hong Kong and limited by guarantee)

Opinion

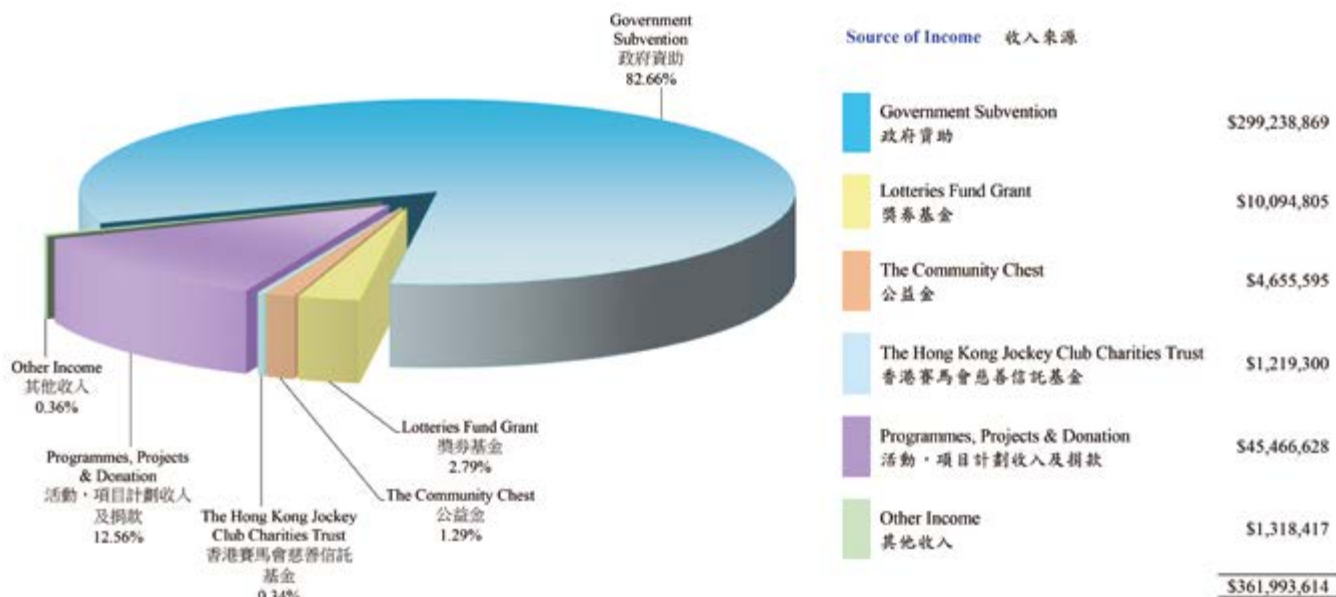
In our opinion, the financial statements give a true and fair view of the financial position of the Society as at 31st March 2016, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

PricewaterhouseCoopers
Certified Public Accountants

Hong Kong, 17 OCT 2016

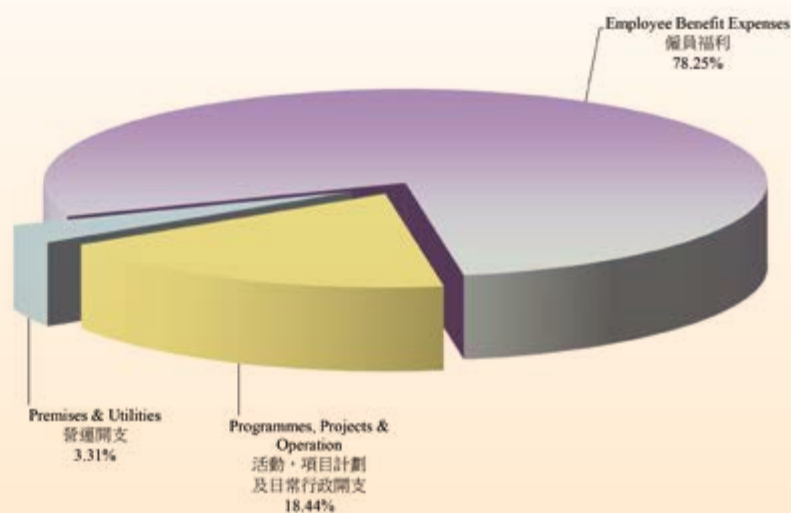
財政報告 Financial Report and Accounts

HONG KONG FAMILY WELFARE SOCIETY
FINANCIAL HIGHLIGHTS (財政簡報)
FOR THE YEAR ENDED 31 MARCH 2016
(ALL AMOUNTS IN HONG KONG DOLLARS)



Expenditure / 支出

Employee Benefit Expenses / 僱員福利	\$266,007,723
Programmes, Projects & Operation / 活動、項目計劃及日常行政開支	\$62,695,656
Premises & Utilities / 營運開支	\$11,233,207
Total	\$339,936,586



Note: The Annual Financial Report for the year ended 31 March 2016 that submitted to Social Welfare Department shall be available at the Society's Head Office.

備註：如欲索取本會向社會福利署提交的二零一五至二零一六年度之周年財務報告，請聯絡本會總辦事處。

HONG KONG FAMILY WELFARE SOCIETY
(All amounts in Hong Kong dollars unless otherwise stated)

BALANCE SHEET

	Note	As at 31st March	
		2016	2015
ASSETS			
Non-current assets			
Property, plant and equipment	4	22,205,035	22,359,069
Trust fund assets	6	60,360,242	63,062,382
		<u>82,565,277</u>	<u>85,421,451</u>
Current assets			
Receivables from Lotteries Fund	7	5,400,806	7,627,990
Deposits, prepayments and other receivables	8	5,235,974	3,340,603
Fixed deposits with original maturity over three months	9	22,711,742	22,516,728
Cash and cash equivalents	9	155,179,402	138,737,072
Restricted bank deposits	10	649,951	643,516
		<u>189,177,875</u>	<u>172,865,909</u>
Total assets		<u>271,743,152</u>	<u>258,287,360</u>
FUNDS AND RESERVES			
Own funds			
General Fund	11	55,905,311	47,139,497
Capital Reserve	12	2,861,550	3,391,152
Designated Funds	13	29,026,985	30,355,103
Total own funds		<u>87,793,846</u>	<u>80,885,752</u>
Other reserves and trust funds			
Lump Sum Grant Reserve	14(a)	58,179,446	46,399,557
Provident Fund Reserve	14(b)	17,828,937	17,622,199
Subvented Employee Benefit Reserve	14(a)&(c)	13,296,111	13,227,728
Social Welfare Subvention Reserve	15	6,065,064	9,798,274
Trust fund	16	60,360,242	63,062,382
Total other reserves and trust fund		<u>155,729,800</u>	<u>150,110,140</u>
Total funds and reserves		<u>243,523,646</u>	<u>230,995,892</u>
LIABILITIES			
Non-current liabilities			
Deferred income	17	15,647,856	16,648,064
Current liabilities			
Payables and receipts in advance	18	1,792,155	1,487,201
Home help deposits received		999,068	995,600
Provisions for unutilised annual leave and long service payments		1,659,943	1,454,207
Deferred income	17	8,120,484	6,706,396
		<u>12,571,650</u>	<u>10,643,404</u>
Total liabilities		<u>28,219,506</u>	<u>27,291,468</u>
Total funds and liabilities		<u>271,743,152</u>	<u>258,287,360</u>

The notes on pages 11 to 43 are an integral part of these financial statements.

The financial statements on pages 7 to 43 were approved by the Executive Committee on 17 OCT 2016 and were signed on its behalf.

.....
Law Kin Chung, Christopher
Chairman

.....
Cheng Shee Sing, Patrick
Honorary Treasurer

HONG KONG FAMILY WELFARE SOCIETY
(All amounts in Hong Kong dollars unless otherwise stated)

STATEMENT OF COMPREHENSIVE INCOME

	Note	Year ended 31st March	
		2016	2015
Revenue			
Government subvention		299,137,757	279,318,992
Income from Lotteries Fund – One-off Subsidy		-	2,746
Income from Lotteries Fund – Block Grant		3,191,988	8,005,440
Income from Lotteries Fund – Special One-off Block Grant		10,426	97,507
Income from Lotteries Fund – Social Welfare Development Fund (“SWDF”)		1,795,736	2,073,452
Income from Lotteries Fund - General		5,096,655	4,386,928
Backpayment from Social Welfare Department (“SWD”)		101,112	1,421,059
Home help fees		9,427,504	9,290,675
Donation funding for specific projects from:			
- The Community Chest – Baseline Allocation		4,655,595	4,304,700
- The Hong Kong Jockey Club Charities Trust		1,219,300	1,219,300
- Other sponsors	22	20,904,311	12,601,879
Donations and income from fund raising activities		475,960	414,344
Subsidiary services and other project income		14,658,853	16,949,342
		<u>360,675,197</u>	<u>340,086,364</u>
Other income			
Dividend income		1,081,679	4,093,690
Interest income		236,738	352,817
		<u>1,318,417</u>	<u>4,446,507</u>
Total income		<u>361,993,614</u>	<u>344,532,871</u>
Expenditure			
Employee benefit expenses	19	266,007,723	251,519,940
Programme expenses	20	38,288,615	39,554,017
Premises expenses	21	11,233,207	10,377,133
Other expenses	21	24,407,041	26,725,650
Total expenditure		<u>339,936,586</u>	<u>328,176,740</u>
Surplus and total comprehensive income for the year		<u>22,057,028</u>	<u>16,356,131</u>
Utilisation of current year’s surplus:			
Surplus/(deficit) transferred to:			
- General Fund	11	5,668,777	(582,047)
- Capital Reserve	12	(529,602)	(565,276)
- Designated Funds	13	1,768,919	1,864,203
- Social Welfare Lump Sum Grant Reserve	14(a)	11,848,272	8,496,144
- Social Welfare Provident Fund Reserve	14(b)	1,470,879	1,038,799
- Social Welfare Subvention Reserve	15	1,829,783	6,104,308
		<u>22,057,028</u>	<u>16,356,131</u>

The notes on pages 11 to 43 are an integral part of these financial statements.

Note:

The figures and financial information relating to the year ended 31 March 2016 included in the 66th Annual Report are not the statutory annual financial statements of Hong Kong Family Welfare Society for that year. Further information relating to those statutory annual financial statements required to be disclosed in accordance with section 436 of the Companies Ordinance is as follows:

Hong Kong Family Welfare Society will deliver those annual financial statements to the Registrar of Companies in due course as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance.

Our auditor has reported on those annual financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under section 406(2), 407(2) or (3) of the Companies Ordinance.

會員名單

Society Members

截至2016年3月31日止

As at 31st March, 2016

終生會員

區廣強先生
歐陽榮安先生
巴利先生
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Bryson Charitable Group
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郭嘉祥醫生

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鳴謝

Acknowledgement

本會謹向下列機構及熱心人士在過去一年來給予本會捐款、貨物捐助、贊助本會活動及提供義工服務，致以衷心的謝意：
(名單根據英文字母次序排列)

The Society would like to express its sincere thanks to the following organizations and supporters for their generosity in general donation, in donation kind, contributions sponsorships and voluntary services. (names are listed in alphabetical order)

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4M Industrial Development Limited
A. S. Watson Industries
Agnès b. HK Limited
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Atos Information Technology HK Limited
Bank Consortium Trust Company Limited
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China Gas Holdings Limited
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Slim Beauty
Standard Chartered Bank (Hong Kong) Limited
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Swire Travel Limited
Tata Consultancy Services Limited
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區兆寬醫生

We regret not being able to include the names of all individual donors and supporters. The Society would also like to extend our gratitude to all the schools and volunteers who have assisted in our programmes and activities, and all the media for promoting our services.






恕未能盡錄所有善長芳名。本會亦謹此向各位曾協助推行服務及活動的學校及義工們，致衷心謝意；亦感謝各傳媒機構協力推廣本會服務。

我們的服務地點

Our Service Locations

 總辦事處 Head Office

服務類別 Service Index

-  家庭及兒童照顧服務 Family and Child Care Services
-  青少年及兒童服務 Children and Youth Services
-  長者及社區支援服務 Elderly and Community Support Services
-  特別服務 Special Services
-  本會駐校社工服務之學校 School with Stationing Social Work Services
(40間學校之名單，請參閱 P.61 Please refer to P.61 for the lists of serving schools)



聯絡資料 Contacts

網址 Website www.hkfws.org.hk



總辦事處 Head Office ☎ 2527 3171 ☎ 2861 2198 📧 hoffice@hkfws.org.hk
香港灣仔軒尼詩道130號修頓中心20樓2010室
Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

灣仔辦事處 Wan Chai Office ☎ 2771 2306 ☎ 2781 1072
香港灣仔軒尼詩道15號溫莎公爵社會服務大廈1003室
Room 1003, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong

家福關懷專線 Family Careline ☎ 2342 3110

家庭及兒童照顧服務 Family and Child Care Services

- 1 香港東區分會 - 北角綜合家庭服務中心**
Hong Kong Eastern Centre
North Point Integrated Family Service Centre
香港北角英皇道668號健康村第二期地下高層
Upper G/F., Healthy Village, Phase II, 668 King's Road,
North Point, Hong Kong
☎ 2832 9700 ☎ 2893 4133
- 2 東九龍分會 - 油塘綜合家庭服務中心**
East Kowloon Centre
Yau Tong Integrated Family Service Centre
九龍油塘草園街8號嘉賢居地下高層G6號
G6, Upper G/F., The Spectacle, 8 Cho Yuen Street, Yau Tong, Kowloon
☎ 2775 2332 ☎ 2775 2221
- 3 將軍澳分會 - 將軍澳(南)綜合家庭服務中心**
Tseung Kwan O Centre
Tseung Kwan O (South) Integrated Family Service Centre
新界將軍澳健明邨彩明商場1號平台2號
Unit 2, Podium 1, Choi Ming Shopping Centre,
Kin Ming Estate, Tseung Kwan O, New Territories
☎ 2177 4321 ☎ 2177 1616
- 4 觀塘分會 - 順利綜合家庭服務中心**
Kwun Tong Centre
Shun Lee Integrated Family Service Centre
九龍順利邨順緻街2號順利社區中心4樓
4/F., Shun Lee Estate Community Centre,
2 Shun Chi Street, Shun Lee Estate, Kowloon
☎ 2342 2291 ☎ 2357 4639
- 5 西九龍分會 - 深水埗(西)綜合家庭服務中心**
West Kowloon Centre
Shamshuipo (West) Integrated Family Service Centre
九龍深水埗元州邨元謙樓2樓204室
Unit 204, 2/F., Un Him House, Un Chau Estate, Sham Shui Po, Kowloon
☎ 2720 5131 ☎ 2725 6621
- 6 葵涌分會 - 葵涌(南)綜合家庭服務中心**
Kwai Chung Centre
Kwai Chung (South) Integrated Family Service Centre
新界葵芳邨葵仁樓地下106號
106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories
☎ 2426 9621 ☎ 2422 1875
- 7 臨床心理服務**
Clinical Psychological Service
新界葵芳邨葵仁樓地下106號
106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories
☎ 2423 7787 ☎ 2422 1875

- 8 崇德家福軒 - 家庭退修中心**
Zonta White House - Family Retreat Centre
新界大埔大埔道4010地段下黃宜坳村
Ha Wong Yi Au Village, DD4010, Tai Po Road, Tai Po, New Territories
☎ 2650 6762 ☎ 2638 9889
- 9 寄養服務 - 新界(良景)分會**
Foster Care Service - New Territories (Leung King) Centre
新界屯門良景邨良智樓地下23-25號
G23 - 25, G/F., Leung Chi House, Leung King Estate,
Tuen Mun, New Territories
☎ 2497 9079 ☎ 2436 4116
- 10 家福中心**
Family Resource Centre
新界屯門蝴蝶邨蝶意樓地下104-106號
104 - 106, G/F., Tip Yee House, Butterfly Estate, Tuen Mun, New Territories
☎ 2465 6868 ☎ 2466 3672

青少年及兒童服務 Children and Youth Services

- 1 香港西區分會**
Hong Kong Western Centre
香港西營盤第一街80號A西園
Western Garden, 80A, First Street, Sai Ying Pun, Hong Kong
☎ 2549 5106 ☎ 2858 4794
- 2 藝進同學會賽馬會將軍澳青年坊**
Artiste Training Alumni Association
Jockey Club Tseung Kwan O Youth Square
新界將軍澳唐明苑停車場大樓地下
G/F., Carpark Block, Tong Ming Court, Tseung Kwan O, New Territories
☎ 2177 4567 ☎ 2177 4400
- 3 東九龍(牛頭角)分會**
East Kowloon (Ngau Tau Kok) Centre
九龍牛頭角樂華南邨展華樓地下141-150號
141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon
☎ 2798 8411 ☎ 2756 4948
- 4 新界(葵盛)分會**
New Territories (Kwai Shing) Centre
新界葵涌葵盛西邨第10座地下123-128號
Unit 123 - 128, G/F., Block 10, Kwai Shing West Estate,
Kwai Chung, New Territories
☎ 2419 7830 ☎ 2419 7820

長者及社區支援服務 Elderly and Community Support Services

- 1 香港（上環）分會**
Hong Kong (Sheung Wan) Centre
香港皇后大道中181 - 183號新紀元廣場低座地下
G/F., Low Block, Grand Millennium Plaza, 181 - 183 Queen's Road Central, Hong Kong
☎ 2546 3332 ☎ 2167 8987
- 2 維健坊 - 北角中心**
Viva - North Point Centre
香港北角渣華道210號地下
G/F., 210 Java Road, North Point, Hong Kong
☎ 2561 3362 ☎ 2561 3315
🌐 www.vivahkfw.com
- 3 香港東區（愛東）分會**
Hong Kong Eastern (Oi Tung) Centre
香港筲箕灣愛東邨愛善樓1樓101室
Unit 101, 1/F., Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong
☎ 2564 7555 ☎ 2564 7486
- 4 將軍澳分會**
Tseung Kwan O Centre
新界將軍澳健明邨彩明商場1號平台1號
Unit 1, Podium 1, Choi Ming Shopping Centre, Kin Ming Estate, Tseung Kwan O, New Territories
☎ 2791 7230 ☎ 2791 0091
- 5 東九龍（順利）分會**
East Kowloon (Shun Lee) Centre
九龍順利邨利富樓3樓（平台）10 - 11號
Unit 10 - 11, F3 (Podium Floor), Lee Foo House, Shun Lee Estate, Kowloon
☎ 2798 8189 ☎ 2345 3781
- 6 維健坊 - 順利中心**
Viva - Shun Lee Centre
九龍順利邨利富樓3樓（平台）23號
Unit 23, F3 (Podium Floor), Lee Foo House, Shun Lee Estate, Kowloon
☎ 2174 7737 ☎ 2345 3781
- 7 東九龍（順安）分會**
East Kowloon (Shun On) Centre
九龍順安邨安逸樓地下1 - 4及9 - 12號
1 - 4 & 9 - 12, G/F., On Yat House, Shun On Estate, Kowloon
☎ 2793 1670 ☎ 2763 6008
- 8 東九龍（牛頭角）分會**
East Kowloon (Ngau Tau Kok) Centre
九龍牛頭角樂華南邨展華樓地下141 - 150號
141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon
☎ 2796 4880 ☎ 2756 4948
- 9（九龍城）長者中心**
Senior Citizen Centre (Kowloon City)
九龍土瓜灣九龍城道55 - 61號同興花園第2座1樓
1/F., Block 2, Harmony Garden, 55 - 61 Kowloon City Road, To Kwa Wan, Kowloon
☎ 2711 2488 ☎ 2711 0925
- 10 西九龍（麗閣）分會**
West Kowloon (Lai Kok) Centre
九龍深水埗麗閣邨麗菊樓129號地下
Unit 129, Lai Kuk House, Lai Kok Estate, Sham Shui Po, Kowloon
☎ 2361 8212 ☎ 2728 7340
- 11 西九龍（麗萱）分會**
West Kowloon (Lai Huen) Centre
九龍深水埗麗閣邨麗萱樓102號地下
Unit 102, Lai Huen House, Lai Kok Estate, Sham Shui Po, Kowloon
☎ 2350 0955 ☎ 2793 1680
- 12 新界（葵芳）分會**
New Territories (Kwai Fong) Centre
新界葵芳葵仁樓地下106號
106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories
☎ 2426 9666 ☎ 2776 2131
- 13 維健坊 - 祖堯中心**
Viva - Cho Yiu Centre
新界葵涌祖堯邨祖堯坊E座1樓101 - 106號
101 - 106, 1/F, Block E, Cho Yiu Centre, Cho Yiu Chuen, Kwai Chung, New Territories
☎ 2742 8900 ☎ 2742 8077
- 14 新界（大窩口）分會**
New Territories (Tai Wo Hau) Centre
新界葵涌大窩口邨富安樓平台114 - 115號
Unit 114 - 115, Podium Floor, Fu On House, Tai Wo Hau Estate, Kwai Chung, New Territories
☎ 2436 9062 ☎ 2776 6839
- 15 新界（象山）分會**
New Territories (Cheung Shan) Centre
新界荃灣象山邨秀山樓地下27 - 30號
27 - 30, G/F., Sau Shan House, Cheung Shan Estate, Tsuen Wan, New Territories
☎ 2411 3052 ☎ 2413 1497
- 16 新界（長亨）分會**
New Territories (Cheung Hang) Centre
新界青衣長亨邨亨業樓地下
G/F., Hang Yip House, Cheung Hang Estate, Tsing Yi, New Territories
☎ 2436 9090 ☎ 2436 3661
- 17 新界（宏福）分會**
New Territories (Tivoli) Centre
新界青衣青敬路75號宏福花園1座地下
G/F., Block 1, Tivoli Garden, 75 Tsing King Road, Tsing Yi, New Territories
☎ 2436 1413 ☎ 2495 0790
- 18 大嶼山（大澳）分會**
Lantau (Tai O) Centre
大嶼山大澳龍田邨幼稚園座1號地下
Unit 1, G/F., Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island
☎ 2985 5797 ☎ 2985 6817
- 19 離島扶輪社健康中心**
Rotary Club of Channel Islands Health Centre
大嶼山大澳龍田邨天富樓101室
Room 101, Tin Fu House, Lung Tin Estate, Tai O, Lantau Island
☎ 2985 5797 ☎ 2985 6817
- 20 大嶼山（梅窩）分會**
Lantau (Mui Wo) Centre
大嶼山梅窩銀灣邨銀日樓102號地下
Room 102, G/F., Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island
☎ 2984 7920 ☎ 2984 9532
- 21 坪洲分會**
Peng Chau Centre
坪洲金坪邨金坪樓N10B地下
N10B, G/F., Kam Peng House, Kam Peng Estate, Peng Chau
☎ 2559 7773 ☎ 2983 9967
- 22 長洲分會**
Cheung Chau Centre
長洲長貴邨長廣樓地下101 - 103號
101 - 103, G/F., Cheung Kwong House, Cheung Kwai Estate, Cheung Chau
☎ 2986 8616 ☎ 2981 3555
- 23 南丫島分會**
Lamma Centre
南丫島榕樹灣大街31號A地下B座
Block B, G/F., 31A Main Street, Yung Shue Wan, Lamma Island
☎ 2982 4411 ☎ 2982 1144

特別服務 Special Services

- 1 全人專業服務**
Wellness Programme
香港西營盤第一街80號A西園
Western Garden, 80A First Street, Sai Ying Pun, Hong Kong
☎ 2771 1891 ☎ 2811 0806
🌐 www.wellnesshk.com
- 2 調解中心**
Mediation Centre
香港西營盤第一街80號A西園
Western Garden, 80A First Street, Sai Ying Pun, Hong Kong
☎ 2561 9229 ☎ 2811 0806
🌐 www.mediationcentrehk.org
- 3 婦女及家庭成長中心**
Women and Family Enhancement Centre
香港筲箕灣耀東邨耀貴樓C翼地下
G/F., Wing C, Yiu Kwai House, Yiu Tung Estate, Shau Kei Wan, Hong Kong
☎ 2811 5244 ☎ 2960 0125
- 4 親籽薈**
Parent-child Contact Centre
九龍荔枝角道838號勵豐中心19樓1906室
Unit 1906, 19/F., Laford Centre, 838 Lai Chi Kok Road, Kowloon
☎ 8100 8883 ☎ 2466 3672

請支持我們，扶助香港有需要家庭，共建和諧社會。 Please support us to foster a caring community.

捐款方法 Methods of donation

1. 直接存入捐款賬號 : 004-002-1-441464 (滙豐銀行 HSBC)
Deposit into bank A/C
2. 或郵寄劃線支票 (抬頭: 香港家庭福利會) 到: 香港灣仔軒尼詩道130號修頓中心20樓2010室
OR Mail a crossed cheque made payable to "HONG KONG FAMILY WELFARE SOCIETY" to:
Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong
3. 或透過全港七·十一便利店 (請告知店員欲捐款予香港家庭福利會)
OR Make cash donation via any 7-Eleven outlets
(Please inform the store assistant that you want to donate to Hong Kong Family Welfare Society)

查詢電話 Enquiry: (852) 2527 3171

請寄回捐款回條，連同銀行存款收據 / 劃線支票 / 七·十一便利店捐款收據到：

香港家庭福利會

香港灣仔軒尼詩道130號修頓中心20樓2010室

Please send this form together with bank deposit slip / crossed cheque / receipt issued by 7-Eleven to:

Hong Kong Family Welfare Society

Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

捐款回條 Donation Reply Slip

捐款者資料 Donor's Information

捐款者 / 機構名稱 Name of Donor / Organization : _____

聯絡人 Contact Person : _____

聯絡電話 Contact No. : _____ 傳真 Fax / 電郵 Email : _____

郵寄地址 Address : _____

受惠目標 Target Beneficiaries

貧窮家庭 Deprived Families

長者 Elders

婦女 Women

青少年 Youth

兒童 Children

任何服務使用者 Any Service Users

捐款金額 Donation Amount: \$ _____

現附上 Attach:

銀行存款收據 Bank deposit slip

劃線支票 Crossed cheque (支票號碼 cheque no. _____)

七·十一便利店捐款收據 Receipt issued by 7-Eleven

捐款收據

本人/機構不需要收據 I / We do NOT need an official receipt

Donation Receipt:

請寄回收據到上述地址/其他地址:

Please send me an official receipt to the above address or other address:

(若捐款者姓名或地址欠奉，恕不能發回收據。No receipt will be issued if name or address is not provided).

附註 Remarks:

1. 請在適當之 內填上 及於 _____ 填上適當資料 Please indicate the appropriate with and fill in the blank _____ when appropriate.

2. 捐款港幣100元或以上可憑收據申請稅項豁免 Donation amount of HK\$100 or above are tax deductible with an official receipt.

本會已按《個人資料(私隱)條例》制定政策及實務常規，確切保障你的資料。閣下向本會提供的個人資料，只作為有關捐款事宜及發放收據之用。如對收集、使用或查閱資料有任何查詢，可聯絡本會。

The Society has developed policies and practice guide to ensure compliance with the obligation under the Personal Data (Privacy) Ordinance and to protect the privacy of your data. The personal data you provide will only be used for the purposes of handling donations and issuing receipts. Any enquiries concerning data collection, usage and access, please contact our Society.

此捐款表格亦可於網上下載 This donation form can also be downloaded from website: www.hkfws.org.hk



會員申請表

APPLICATION FORM FOR MEMBERSHIP

請加入成為本會會員，支持我們的工作。

Please support our Society's work by becoming a Registered Member.

終生會員會費 : **HK\$1,000** 常任會員會費 : **HK\$100** (每年 per annum)
Life membership fee Ordinary membership fee

本人對香港家庭福利會之工作感興趣並希望參加成為終生 / 常任會員。

I am interested in the Society's work and I wish to apply for Life / Ordinary membership.

中文姓名 : _____ (先生 / 太太 / 小姐) Name in Chinese

英文姓名 : _____ (Mr / Mrs / Ms) Name in English (in block letters)

住址 Home Address : _____

電話 Tel : _____ 電郵地址 Email Address : _____

工作地址 Office Address : _____

電話 Tel : _____

職業 / 專業 Occupation / Profession : _____

如現任其他機構會員，請註明 Membership of other Societies / Organizations (if any) :

提名人 Nominated by (in block letters) : _____

備註：欲申請作終生會員，必先由本會會員提名。

Remark: An applicant for Life membership must be proposed by a Registered Member of the Society.

本人 同意 / 不同意 香港家庭福利會使用本人以上提供的聯絡資料作為日後直接促銷 / 推廣接觸之用，包括通訊、社會服務及活動推廣 / 典禮邀請或籌款等用途。

I AGREE / DISAGREE Hong Kong Family Welfare Society to use my personal contact data provided above for direct marketing / promotion of social service and relevant activities, event invitation and fundraising.

申請人簽名 Signature of Applicant : _____

日期 Date: _____

請填妥申請表格後，寄回香港灣仔軒尼詩道130號修頓中心20樓2010室

Please return the application form to Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

本會已按《個人資料(私隱)條例》制定政策及實務常規，確切保障你的資料。閣下向本會提供的個人資料，將作為有關會員申請事宜及日後本會與會員聯絡之用。將來如閣下的聯絡資料有任何改變，請以書面通知本會。如對收集、使用或查閱資料有任何查詢，可聯絡本會。

The Society has developed policies and practice guide to ensure compliance with the obligation under the Personal Data (Privacy) Ordinance and to protect the privacy of your data. The personal data you provide will be used for the purposes of handling membership application and our contact with member. In future, if you have any change of your contact information, please inform us by mail to the above address. Any enquiries concerning data collection, usage and access, please contact our Society.

伙伴合作登記表

Enrollment Form for Partnership

日期 Date : _____

機構 / 團體名稱 Name of Organization : _____

聯絡人 Name of Contact Person : _____

部門 Department : _____ 職位 Title : _____

地址 Address : _____

電郵 / 傳真 Email / Fax : _____

聯絡電話 Contact Tel. No : _____

合作形式 Format of Partnership

(請於適合 內加 並可選多項 Please tick your option, more than one is acceptable)

1. 義工服務 Volunteer Service	2. 贊助或資助 Sponsorship	3. 伙伴合作 Partnership
<p>a. 對象 Clientele (Target) (可選多項 more than one is acceptable)</p> <p><input type="checkbox"/> 長者 Elders</p> <p><input type="checkbox"/> 兒童 Children</p> <p><input type="checkbox"/> 青少年 Youth</p> <p><input type="checkbox"/> 單親家庭 Single Parent Families</p> <p><input type="checkbox"/> 新來港家庭 New Arrival Families</p> <p><input type="checkbox"/> 弱勢家庭 Deprived Families</p> <p><input type="checkbox"/> 受虐家庭 Abused Families</p> <p><input type="checkbox"/> 任何類別 No Preference</p> <p><input type="checkbox"/> 其他 Others (請註明 please specify) _____</p> <p>b. 義工人數 No. of Volunteers (每次 for each time)</p> <p><input type="checkbox"/> 少於15人 (Less than 15)</p> <p><input type="checkbox"/> 15人或以上 (More than 15)</p> <p><input type="checkbox"/> 按需要而定 (As required)</p> <p>c. 會否鼓勵員工家庭參加工義工 Will encourage staff's families to participate</p> <p><input type="checkbox"/> 會 Yes</p> <p><input type="checkbox"/> 不會 No</p>	<p><input type="checkbox"/> a. 直接捐款 Cash Donation</p> <p><input type="checkbox"/> b. 物資 / 貨品捐贈 Donation In-kind</p> <p><input type="checkbox"/> c. 設立籌款箱或公益營銷計劃 Set up donation boxes or Charity sales project</p> <p><input type="checkbox"/> d. 贊助公益 / 慈善籌款活動 Sponsorship of charity events or fundraising activities</p> <p><input type="checkbox"/> e. 專業知識 / 技術指導 Mentorship on professional expertise</p>	<p><input type="checkbox"/> a. 參與服務計劃發展 Participation in services</p> <p><input type="checkbox"/> b. 籌辦活動 Organize activities</p> <p><input type="checkbox"/> c. 成立基金 Set-up of designated fund</p> <p><input type="checkbox"/> d. 其他 Others (請註明 please specify) _____ _____</p>

填妥表格後請傳真至 (852) 2861 2198 或電郵至 hoffice@hkfws.org.hk
Please return the enrollment form via Fax: (852) 2861 2198 or email to hoffice@hkfws.org.hk

查詢電話 : (852) 2527 3171
Enquiry

