



香港家庭福利會

Hong Kong Family Welfare Society

67

2016-2017
ANNUAL REPORT
年度報告

For Family and Community

以家為本 愛己及人





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.

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推廣及聯絡
Publicity and Liaison

「以家為本」心理健康服務
Family Mental Health Service

和平行動
Peace Movement

「心蓮心·齊踏暴」
Women Helping Women Against Violence

男士家友站
Healthy Divorced Men Project

小荳芽駐校社工計劃
“Nurturing Seeds” School Social Work Service

同築愛兒網 - 幼稚園社工服務計劃
CareNet for the Children @ Kindergarten Social Work
Service Project

少數族裔語文課程
Language Programme for Ethnic Minorities

「童」步成長路
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「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

親愛有家 - 親子遊戲輔導計劃
Sweet Home Sweet Child - Child Parent Relationship
Enhancement Project

新地「雨後彩虹」計劃支援面對家庭逆境的兒童
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綜合家庭服務
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綜合家庭服務中心
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愛心社區保姆服務 - 鄰里支援幼兒照顧計劃
Neighbourhood Support Child Care Project

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
- 衝突化解培育服務
Peaceful Conflict Resolution Services
- 生涯目標規劃服務
Life Goal Planning Service
- 青少年精神健康服務
Adolescent Mental Health 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
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- 閃爍成功新一代
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- 成長的天空計劃 (小學)
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- 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
- 社區復康及痛楚紓緩站
Community Rehabilitation and Pain Relief Station
- 維健坊
Viva
- 長者及照顧者心理健康服務
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- 婦女及家庭成長中心
Women and Family Enhancement Centre
- 理財教育中心
Financial Education Centre
- 全人專業服務
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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.

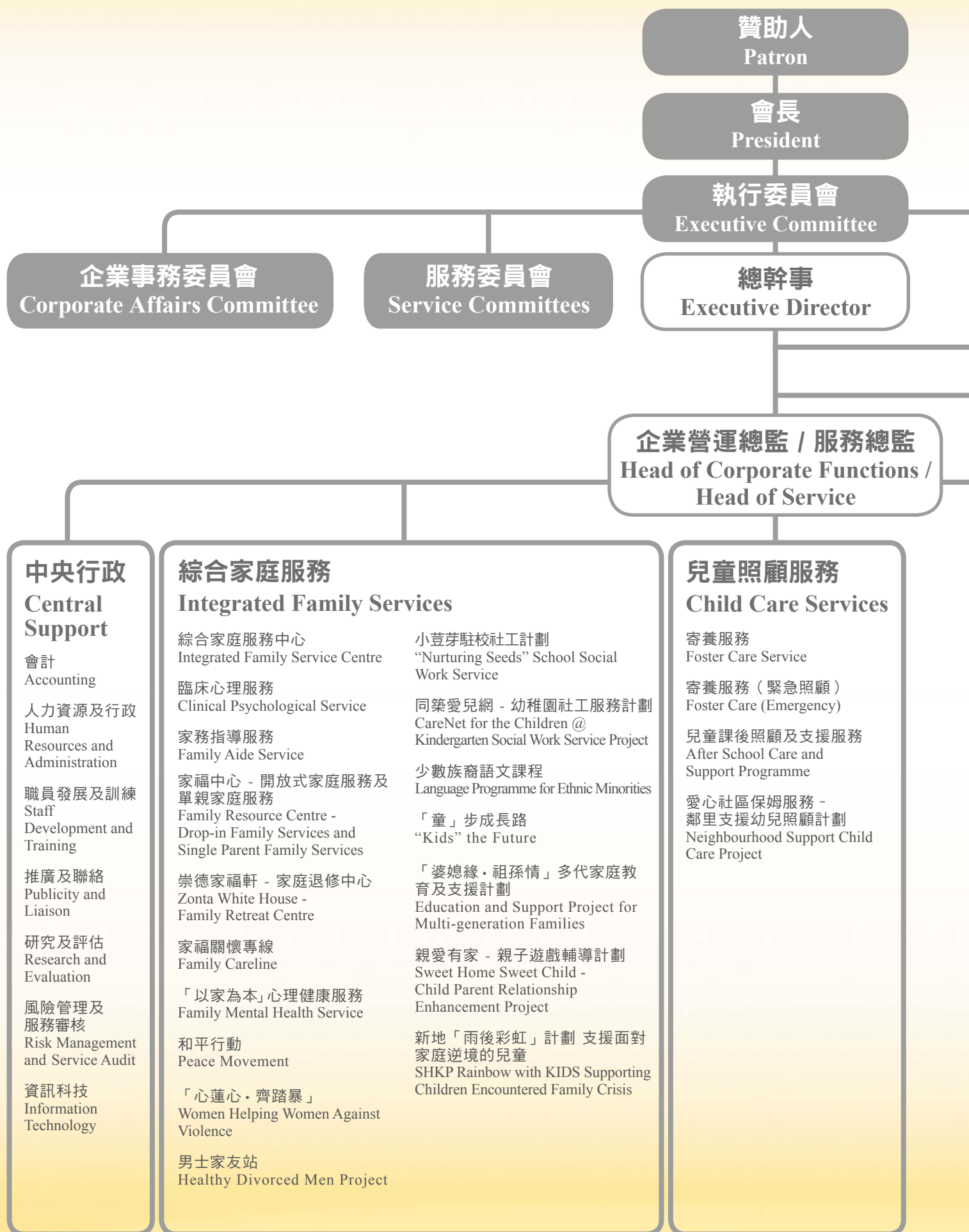
The rapidly ageing population is a major concern in Hong Kong. The Society provides support services to the elders and their carers, and reforms our home based service model to a spectrum of Comprehensive Elderly and Community Support Services. To ensure elders a sense of belonging, security and worthiness, 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

家福慈善基金委員會
Benefactors 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

衝突化解培育服務
Peaceful Conflict Resolution Services

生涯目標規劃服務
Life Goal Planning Service

青少年精神健康服務
Adolescent Mental Health 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

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

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

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Flexible Day Care Service

家福護老站
Carers Support Service

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Community Rehabilitation and Pain Relief Station

維健坊
Viva

長者及照顧者心理健康服務
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躍動晚情 - 長者抗抑鬱地區計劃
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特別服務
Special Services

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Parent-child Contact Centre

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理財教育中心
Financial Education Centre

全人專業服務
Wellness Programme

義工統籌
Volunteer Coordination

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

二〇一六年至二〇一七年度執行委員會

羅健中太平紳士 (主席)
鄭卓生博士 (副主席)
鄭樹成先生 (義務司庫)
蔡潘少芬, MBE, 太平紳士 (蔡惠鏞夫人)
鍾思源醫生
郭梁潔芹女士 # (由2017年1月9日起)
黎韋潔蓮, MH, 太平紳士
劉竟成先生
羅尚平先生
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)
鍾加文女士 #
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
總幹事
企業營運總監 (召集人)

企業事務委員會

蕭詠儀太平紳士 (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
總幹事 (召集人)
服務總監
高級經理
推廣及聯絡經理

長者服務委員會

鄧守廉醫生 (主席)
鄭樹成先生
朱蔡鳴鳳女士 # (由2017年1月24日起)
黎韋潔蓮, MH, 太平紳士
劉竟成先生
龍漢標先生
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 2016/2017

Mr. Christopher Law, JP (Chairman)
Dr. Arnold C. S. Cheng (Vice Chairman)
Mr. Patrick S. S. Cheng (Hon. Treasurer)
Mrs. Peter Choy, MBE, JP
Dr. Chung See Yuen
Mrs. Ingrid Kwok # (From 9th January, 2017)
Mrs. Minnie Lai, MH, JP
Mr. Daniel Lau
Mr. James Law
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)
Miss Catherine Chung #
Mrs. Minnie Lai, MH, JP
Mr. Christopher Law, JP
Mr. Louis Loong
Mrs. Sandra Mak
Executive Director
Head of Corporate Functions (Convenor)

Corporate Affairs Committee

Miss Sylvia W. Y. Siu, JP (Chairman)
Mr. Patrick S. S. Cheng
Mr. Christopher Law, JP
Miss Anita Lee
Ms. Esther Ma #
Mrs. Sandra Mak
Executive Director (Convenor)
Head of Service
Senior Manager
Publicity & Liaison Manager

Elderly Service Committee

Dr. Philip Tang (Chairman)
Mr. Patrick S. S. Cheng
Mrs. Janet Chu Choi Ming Fung # (From 24th January, 2017)
Mrs. Minnie Lai, MH, JP
Mr. Daniel Lau
Mr. Louis Loong
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

羅尚平先生 (主席)
鍾思源醫生
黎韋潔蓮, MH, 太平紳士
李婉女士
蕭詠儀太平紳士
秦安琪博士 #
黃幸怡太平紳士 #
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 #
連凱欣醫生 # (由2017年1月24日起)
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 #
李婉女士
梁永亮博士
譚敏儀女士 #
黃幸怡太平紳士 #
服務總監
高級經理 (召集人)

家福慈善基金委員會

趙曾學韜教授, 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

Mr. James Law (Chairman)
Dr. Chung See Yuen
Mrs. Minnie Lai, MH, JP
Miss Anita Lee
Miss Sylvia W. Y. Siu, JP
Dr. Angela O. K. Tsun #
Miss Sandy H. Y. Wong, 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 #
Dr. Candy H. Y. Lin # (From 24th January, 2017)
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 #
Miss Anita Lee
Dr. Patrick Leung
Ms. Tam Man Yee, Millie #
Miss Sandy H. Y. Wong, JP #
Head of Service
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



人口和家庭結構的轉變、社會和經濟環境帶來的壓力、生活上的種種挑戰，都影響著家庭和市民大眾的福祉。一如以往，本會持續發展各項核心服務去回應需要，並持守使命，致力創新服務，以填補服務的空隙。本年度，我們開設了兩個服務單位「親籽薈」及「理財教育中心」，以嶄新的服務，支援有需要的家庭和社會大眾。

「兒童為重」的理念貫穿著本會家庭服務的發展，除了透過綜合家庭服務中心提供多元化的服務外，我們也以此重點出發，積極拓展服務，包括：「同築愛兒網 - 幼稚園社工服務計劃」、「親愛有家 - 親子遊戲輔導計劃」、「危機家庭支援先導計劃」等。鑑於香港的離婚率持續上升，本會過去幾年致力發展離異家庭專項服務，幫助這些家庭，包括：「家事調解服務」、「男士家友站」、「夾縫中的曙光 - 『兒童為本』共享親職先導計劃」等。2016年6月，我們舉辦了「兒童為本」共享親職研討會，並與香港中文大學合作，發表了全港首個「香港離異父母共親職模式與子女身心健康的關係研究」報告。本會在社會福利署的支持下，在2016年9月推出為期兩年的「兒童為本 - 子女探視服務先導計劃」，並成立了「親籽薈」，為有需要的離異家庭提供專業的督導子女聯繫/交接服務，協助離異/分居的非同住父母與子女保持穩定的接觸，維繫或重建彼此關係，促進子女的健康成長。

的接觸，維繫或重建彼此關係，促進子女的健康成長。

青少年服務方面，本會繼續以學校社會工作服務及綜合青少年服務為平台，提供一系列服務以回應青少年的需要。我們也致力發展四個重點服務：「青少年精神健康服務」、「衝突化解培育服務」、「生涯目標規劃服務」和「特殊教育需要服務」。其中，「恒生 - 家福青少年調解計劃」在過去一年取得多個本地及國際性獎項，包括香港社會服務聯會「商界展關懷」- 2016/17年度「傑出伙伴合作計劃」、中國國際公共關係協會「第十二屆中國最佳公共關係獎案例大賽」的「企業社會責任」類別中的金獎等。

本會一直都推行相關的預防性服務和教育工作去處理青少年和家庭理財方面衍生的問題。去年，我們更開設了「理財教育中心」，協助青少年及早學習理財知識和培養健康的理財習慣。本會獲滙豐150週年慈善計劃的資助，在該中心推出為期五年的「S-QUBE」青年理財教育計劃，從美國引入「理財社會工作介入系統」模式，並配合香港的實際情況及需要，為服務青年的社會工作者提供系統的專業訓練，以及透過不同的體驗式活動及運用社交媒體，協助青少年建立正確的理財價值觀。

在長者服務方面，本會繼續以「居家安老」的發展方向，全面加強社區照顧服務。我們除了透過綜合家居照顧服務、改善家居及社區照顧服務、長者中心和「維健坊」等去支援長者在社區中生活外，亦致力發展「長者及照顧者心理健康服務」，回應需要，包括推展「認知障礙照顧策劃服務」，由受訓的專業人士協助照顧者有系統地訂立具體照顧目標與方案；我們也繼續透過「躍動晚情 - 長者抗抑鬱地區計劃」，促進體弱長者的心理健康。另一方面，我們積極引入科技提升長者服務的質素，參加了「賽馬會e健樂電子健康管理計劃」，鼓勵長者透過方便和嶄新的電子平台，建立管理健康的習慣，時刻掌握個人健康狀況。同時，亦參與了「賽馬會好手易配同盟計劃」，透過便捷的家居服務配對平台，為長者安排一站式的優質服務，包括長者家居照顧、陪診、復康訓練及家居清潔等。

本會繼續在五月舉辦「家福月」活動，藉以提升公眾對家庭福祉的關注，在全港各區舉行多個以「家『心』健康、家添和諧」為主題的活動，提升家庭成員的心理健康及和諧的關係。我們與香港理工大學合作，進行全港首個「家庭幸福感調查」，了解香港家庭和不同成員的家庭幸福感，為促進家庭福祉的服務及政策提供參考和建議。

本會關注社會民生的發展，向政府及相關部門就家庭相關的議題及政策發表意見，包括「家庭影響評估策略及工具」、「涉及兒童及精神缺損人士的性罪行」、「與內地訂立相互認可和執行婚姻及相關事宜判決安排的建議」、「安老服務計劃方案」及退休保障等。

過去一年，本會服務得以持續發展和開拓，實有賴同工們的協力和堅持！我們也要感謝政府、香港公益金、慈善團體、企業、機構、學院等對本會的支持。面對多變的環境和挑戰。我們將繼續秉持「以家為本」的信念，傳承對服務的熱忱，為家庭及市民大眾提供高質素的服務，為社會播種關愛和盼望。

香港家庭福利會總幹事
葉潤雲女士

Director's Remarks

The changing population structure and family structure, the pressure from the social and economic environment, and the challenges in livelihood have impact on the well-being of families and individuals. Hong Kong Family Welfare Society continues to develop our core services to meet these ever-changing needs. We are also committed to our mission and launch innovative services to meet the service gaps. This year, two new service centres were established, namely “Parent-child Contact Centre” and “Financial Education Centre”, to pilot new initiatives to support families and those in need.

We adopt a “child-focus” approach in the development and implementation of our Family Service as a whole. Apart from the variety of service provided through our Integrated Family Service Centres, we have launched new initiatives along this line, including “CareNet for the Children @ Kindergarten Social Work Service Project”, “Sweet Home Sweet Child - Child Parent Relationship Enhancement Project” and “Family in crisis Support Pilot Project” etc. In response to the upsurge of divorce rate in Hong Kong, the Society has been dedicated to develop specialized services for divorce families including “Family Mediation Service”, “Healthy Divorced Men Project”, “A Beam of Hope - Pilot Project on ‘Child-focused’ Parenting Coordination and Co-parenting Services for Divorced Families”, etc. Moreover, we organized a “Child-Focused” Co-parenting Seminar in June 2016 and we collaborated with the Chinese University of Hong Kong to release the research report, “The relationship of post-divorce parental alliance and children's well-being in Hong Kong”. We engaged social workers, legal practitioners and relevant professionals to explore and to promote the concept of child-focused co-parenting for the well-being of children. In September 2016, we piloted the “Children Contact Service” with support from the Social Welfare Department. Our Parent-child Contact Centre was set up for this service and provides professional Supervised Children Contact/Exchange Services for separated/divorced parents and their children so that the non-residential parents could maintain stable contacts with their children and to sustain or rebuild their relationship. The ultimate goal is to facilitate the healthy development of the children.

For Children and Youth Service, our School Social Work Service and Integrated Children and Youth Service Centre are major platforms that we tailored a series of services to serve the changing needs of young people. We have further developed services in four major areas: “Adolescent Mental Health Service”, “Peaceful Conflict Resolution Services”, “Life Goal Planning Service”, and “Service for Special Education Need (SEN)”. This is a rewarding year for our “Hang Seng – HKFWS Youth Mediation Scheme” that received several local and international awards including the “Outstanding Partnership Project Award” in Caring Company Scheme 2016/17 and “Gold Award (corporate social responsibility category)” in the 12th China Golden Awards for Excellence in Public Relations (Awards) of the China International Public Relations Association (CIPRA), etc.


In view of the problems arisen from improper financial management among youth and families, the Society has provided preventive service and education to them in this respect. Last year, we set up the “Financial Education Centre” with a distinctive image and services to foster young people with adequate knowledge and habits in financial management. The centre also piloted a five-year project, “S-QUBE - Youth Financial Empowerment Project” sponsored by the HSBC 150th Anniversary Charity Programme to promote financial literacy among young people. Through this project, we introduced the financial social work model from the United States and, taking into the local situation, to provide systematic professional training for social workers. Besides, we organized different experiential activities and made use of social media to help young people develop positive financial values.

We have been driven by the direction of “ageing in place” in serving the elderly and strengthening carers’ support. Apart from providing the Integrated Home Care Service, Enhanced Home and Community Care Service, Neighbourhood Senior Citizen Centre and our self-financed Viva to support the elderly to stay in the community, we have developed the “Elders and Caregivers Mental Health Service” for prevention and intervention. These new initiatives included the “Dementia Care Planning Service” to support caregivers in facing their challenges and helping them to set up care goals and plans systematically, and the “Similey Activation Project” to improve emotional well-being of frail elders. Besides, the Society has joined the “Jockey Club Community eHealth Care Project” in supporting the elderly to establish self-management habits and gain a better understanding on their health conditions through an electronic platform. We also took part in the “Jockey Club Good Hand Easy Match Alliance” to provide one-stop matching services for the elderly, including home care, escort service, rehabilitation trainings and cleaning services, etc.

We continued to organize the “Family Month” in May with the themes “Family Mental Health” and “Peace in Family”. A series of programmes were provided in different districts to enhance public awareness and concern towards family well-being. We also collaborated with the Hong Kong Polytechnic University to launch the first territory-wide Family Well-being Survey with the aims to scrutinizing the well-being of families and providing insights for service and policy development.

The Society concerns about issues related to families and social well-being. We have contributed our views and made submission to relevant government departments and organizations on different subjects including “A Study on Family Impact Assessment in Hong Kong: A Checklist Approach”, “Sexual Offences Involving Children and Persons with Mental Impairment”, “Proposed Arrangement with the Mainland on Reciprocal Recognition and Enforcement of Judgments on Matrimonial and Related Matters”, “Elderly Services Programme Plan Consensus Building Stages” and “Retirement Protection Forging Ahead”, etc.

This is a fruitful year with sustainable service development and expansion. We are grateful to all colleagues for their dedicated efforts and perseverance that have contributed to the success. We are also indebted to the Government, The Community Chest of Hong Kong, charity organizations, corporations, education institutes etc. for their support. In spite of the changing environment with uncertainties and challenges, the Society will uphold our family perspective and our passion in providing quality and innovative services for families and those in need, and to foster hope and a caring community.



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。職員發展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.



紀治興先生在「發展符合社會需要的新服務倡議」工作坊中分享經驗

Mr. Kee Chi Hing shared his views at the workshop “Developing New Service Initiatives to Meet Society's Needs”



同事在「從計劃演說到計劃管理」工作坊中演說他們的計劃，並得到總幹事及導師的指導
Colleagues presented their own projects and received comments from the Director and the trainer in “From Project Proposal to Project Management”



同事在「共享親職 - 朋輩學習及實踐小組」交流對親籽耆先導服務的意見
Colleagues exchanged views on the pilot service project in Parent-child Contact Centre in “Peer Learning and Practice Group on Co-parenting - Phase 3”

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。職員發展部負責修訂相關的政策及程序、制訂職員培訓計劃、策劃員工培訓活動、向同事推介合適的外間培訓，以促進員工的專業發展。本會獲僱員再培訓局嘉許為「人才企業」。此認證反映機構在「人才培訓及發展」的傑出成就。

去年，本會為不同職級的員工共籌辦了57個內部培訓工作坊，包括投訴處理、建議書撰寫及服務發展、各類專業的理論和技巧等。培訓活動得到參加者正面的回應，所有活動的平均評分為4.87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。

職員發展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。

職員發展部籌辦了一系列的培訓課程，例如：成立了第三期「共享親職」的「朋輩學習及實踐小組」，促進不同單位的協作及前線同工對服務的反思，以配合服務的新發展。本會亦邀得美國親職協調的專業導師成為顧問，協助開展創新的共享親職服務。這位導師與此創新服務的社工在本會舉辦的研討會中演講，吸引了200位專業人員(包括家事法庭的法官)參加，促進了本會社工與不同專業的交流。

本會共安排超過291位同事參與會外的進修或交流活動，涵蓋276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698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17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 competences, acumen towards societal needs, passions for serving and professionalism to meet the changing societal needs. Staff Development Unit is responsible for revising policies and procedures, formulating staff development plan, organizing staff development programmes, recommending external training programmes for staff to facilitate their professional development. The Society has been awarded as "Manpower Developer" by the Employees Retraining Board, reflecting its outstanding achievement in Staff Development and Training.

Last year, 57 internal training programmes were organized for different positions of staff. Topics included Complaint Handling, Proposal Writing and Service Development, various theories and skills of professional intervention etc. There was very encouraging feedback from participants, i.e. an average rating of 4.87 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. Peer Learning and Practice Group on Co-parenting (Phase 3) was set up to facilitate the synergy among service units and the reflection of frontline staff in service development. The Society also engaged a professional trainer from the United States to be consultant to support the development of our pilot approach in co-parenting service. The trainer and a social worker of the pilot service presented in a seminar organized by the Society, in which 200 professionals including judges from family court attended, that facilitated the professional exchanges among our staff and professionals from different fields.

The Society subsidized over 291 staff members to attend external training programmes in 276 different topics, including management training, IT knowledge, and various service approaches. A total of 698 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 17 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.



趙麗雯博士於「駐校社工訓練日 - 家長工作的竅門」中帶領同事示範沙維雅模式

Dr. Anita Chiu led the participants to demonstrate Satir Model at the workshop "Key to Parent Work"

同事在「將藝術用於社會工作介入」工作坊中分享畫作

Participants shared their paintings at the "One-day Workshop on Use of Art in Social Work Intervention"

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

一直以來，本會的跨部門工作小組分析於2016年本會所有接獲的投訴和突發事故報告，同時檢討服務運作和研究可行建議，以提升服務質素及減低相關風險。工作小組把報告提交執行委員會，並於不同場合與管理人員匯報有關的分析及建議，及推出相關改善措施。此外，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，以提升個案的服務質素及減低服務風險。

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 Society for the year of 2016. The report was submitted to the Executive Committee. 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 enhance the service quality of casework intervention and to buffer against possible risks on services.

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，顧問團隊與職員發展部合作，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，包括各類專業的理論和技巧等。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 various theories and skills of professional intervention. 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」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《涉及兒童及精神缺損人士的性罪行》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 - Community/Home-based Depression Treatment for the Elderly", "Dementia Assessment Service", "Medical Consultation Service for Children and Adolescents with Suspected ASD and / or ADHD". 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 on "Sexual Offences Involving Children and Persons with Mental Impairment", the review of "Multi-disciplinary Case Conference on Suspected Child Abuse Cases".



馬錦華先生，太平紳士分享在提交計劃書和服務發展方面的實踐智慧

Mr. Ma Kam Wah, JP, shared the practice wisdoms in proposal writing and service development



本會的認知障礙照顧策劃師接受認知障礙照顧策劃訓練

Our Certified Dementia Care Planners received training on dementia care planning

風險管理及服務審核

Risk Management and Service Audit

風險管理

風險管理於機構管治及營運服務方面是不可或缺的一環。自2013年本會確立「風險管理系統」和制訂「風險管理政策」至今，風險管理已融入日常運作及流程中，以致有助機構預防及迅速應對風險。

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，以供監察及確保相關的緩解措施得到切實的執行。在年終的檢討，本會分析了「風險管理系統」下的措施執行成效，亦一併分析了年內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。有關的重點已向執行委員會報告及向同工分享。

本會相信有效的風險管理可有助減低營運風險、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。在來年，小組會為學校社工服務的同事舉辦服務質素工作坊，透過分享過往的案例，加強同工對服務質素的理解，促進他們在工作單位內切實執行相關措施。

單位現場審核

在2016至2017年度，小組對以下各服務單位進行了服務審核：東九龍(順利)分會、新界(大窩口)分會及南丫島分會的改善家居及社區照顧服務；新界(葵芳)分會的綜合家居照顧服務；葵涌(南)分會的綜合家庭服務；以及東九龍(牛頭角)分會的學校社會工作服務。

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，小組為葵涌(南)分會的綜合家庭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」。

Risk Management

Risk Management is an indispensable part in corporate governance and service operation. Since the establishment of Risk Management System and Risk Management Policy in 2013, the practices of Risk Management has been effectively embedded in Society's daily operation to help prevent or respond to risks promptly.

Last year, all units of the Society identified and assessed risks in their areas of work and developed corresponding mitigation measures. The results were updated in the Risk Register in the beginning of the risk management cycle for ensuring continuous monitoring and the planned mitigation actions would be implemented. In the year-end review, the various measures under the Risk Management System were reviewed, including analyzing the complaint cases and critical incidents over the year with a view to develop improvement 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 governance 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's policies and procedures. In the coming year, IAT will provide Service Quality Standards training workshop for staff of School Social Work Service to strengthen their concept and facilitate their implementation of relevant measures in their own service settings.

On-site Assessment

In 2016-2017, the IAT conducted service audits on our Enhanced Home and Community Care Service Centres in East Kowloon (Shun Lee) Centre, New Territories (Tai Wo Hau) Centre and Lamma Centre; Integrated Home Care Service Teams in New Territories (Kwai Fong) Centre; Integrated Family Service Centres in Kwai Chung (South); and School Social Work Service in East Kowloon (Ngau Tau Kok) Centre.

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 2016-2017, IAT conducted assessment on Kwai Chung (South) Integrated Family Service Centre to ensure that CMS had been complied.

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》已於2014年7月1日起生效，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。

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，並透過適當渠道(包括年報及周年大會)發佈有關儲備的資訊及運用儲備的計劃；及
- 依據社會福利署及《最佳執行指引》的規定運用薪酬調整撥款，把有關的額外撥款全數用於薪酬調整，並通知員工有關的安排。

本會將繼續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，因應機構的情況考慮採用有關的建議。

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 has been effective from 1st July, 2014 and comprises guidelines at two levels: Level One guidelines are those that NGOs are expected to follow unless there are strong justifications for not to do so; Level Two guidelines are those that NGOs are encouraged to adopt.

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 disseminating information about the reserves and brief plan on how to use the reserves through appropriate channels (including Annual Report and Annual General Meeting); and
- Spent the full amount of the additional allocation for salary adjustment, and inform staff members about the arrangement according the rules and regulations of SWD and the BPM for salary adjustment.

Our Society will continue to implement these policies and procedures and review the operation and make enhancement as necessary.

Besides, the Society will make reference to the Level Two guidelines and consider adopting 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

本會一直與香港的不同傳媒合作及進行業務推廣，目的為使公眾對本會有更多的了解，認識本會專業服務及工作手法，更喚起市民對香港民生及社會問題的關注，讓更多有需要的家庭及人士可以得到協助或支援。

2016-17年度，本會的臨床心理學家及專業社工應邀接受不同媒體；在電視節目、電台、各大報章、雜誌及網上平台等訪問中，發表專業意見及分享前線工作經驗，內容有家庭及夫妻關係、離異家庭與共享親職、家庭關係及溝通、青少年發展及教育、長者及照顧者心理健康等。同時，本會專業社工在多間報章及網上平台撰寫不同的主題文章，例如文匯報教育版「家心健康」及「生命掌舵」、南華早報教育網及Recruit雜誌等，分享處理個人及家庭情緒、精神壓力、青少年職業導向及職業輔導等的資訊，加強機構的專業形象。

與商界共建伙伴關係

本會積極與商界和持分者合作，推行企業義工計劃，多間企業加入成為本會合作伙伴，透過舉辦多元化活動，強化義務工作及讓有需要的社群獲得更多支援。2016-2017年度，本會共提名47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，讚揚企業及其員工為社會貢獻的服務精神。未來，本會定必繼續聯繫更多伙伴和開發資源，惠澤有需要社群。

家福月

由2014年本會六十五周年開始，將每年五月份訂為「家福月」，去年已是「家福月」的第三個年頭，延續「家『心』健康」及「家添和諧」的主題，展現本會對家庭的關注和承擔，在全港各區合共舉行了二十多個活動響應，推廣關愛家庭的活動，更積極聯繫各界支持，成功宣揚關注個人心理健康及重視家庭和諧的信息。

Co-operation with Media to promote HKFWS's services

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

In 2016-2017, our clinical psychologists and professional social workers were invited by different media including television and radio programmes, newspapers and magazines to share their professional views and practice wisdom on topics such as family relationship, divorce families and co-parenting, family relationship, youth development and education, elders and caregivers mental health etc. Our professional social workers also contributed articles to columns on Wen Wei Po, SCMP Education Post and Recruit to share tips on handling individual and family emotional problems, stresses management, youths' career planning and career counselling to reinforce our professional image.

Corporate Partnerships

We continued to liaise with different stakeholders and business sectors to promote corporate volunteer projects and programmes to serve the community. In 2016 - 2017, the Society has nominated 47 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. As the third year of Family Month, "Family Mental Health" and "Peace in Family" were continued to be the themes and more than 20 programmes were arranged across the territory to promote individuals and family mental health message.



本會臨床心理學家及專業社工應邀接受多間不同媒體訪問，發表專業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



劇烈的社會競爭、生活指數的上漲、擠迫的居住環境，政治議題的爭拗等，都是香港人過去一年面對的生活實況，難怪個人與家庭都承受著有形無形的壓力，兒童和青少年也備受影響的需要尤其令人著急。近年，多個有關兒童情緒狀況的調查研究，得出的結果都令人擔憂。更令人痛心的是儘管社會已十分關注兒童及青少年自殺個案的增加，有關數字仍是持續高企。在這樣的社會環境下，及早識別有需要援助的孩子及家庭，同時為他們提供足夠的支援，顯得格外迫切。

因此，除核心服務外，本會在整體團隊的努力下，積極拓展各項創新「兒童為重家庭服務」，以回應社會的需求。承蒙不同持份者的支持和贊助，我們在過去一年成功開展以下的服務項目：

同築愛兒網 - 幼稚園社工服務計劃

在「凱瑟克基金」的支持下，本會以「社會情感學習」模式作為理論基礎，為幼稚園提供駐園社會工作服務，並與大專院校合作建立一個有效的篩查工具，以及早識別有需要的兒童及家庭，並為他們提供適切的援助。

新地「雨後彩虹」計劃支援面對家庭逆境的兒童

在「新鴻基地產發展有限公司」的贊助下，社工團隊為面對家庭逆境的兒童，提供不同形式的深入輔導，以舒緩孩子因父母離世、家庭暴力、父母離異等困境而承受的壓力，幫助他們重建信心，積極面對未來的生活。

親愛有家 - 親子遊戲輔導計劃

在家庭議會及民政事務局的支援下，社工團隊以「親子遊戲治療」為理論基礎，為面對龐大親職壓力的家長提供不同形式的親職訓練，致力讓香港的親職文化重回正軌，從重視孩子成績和表現的方向回歸著重親子關係的強化，以及父母對孩子個人成長需要的理解和接納。惟有如此，父母才能成為支持孩子健康成長的正能量！

除上述各項創新「兒童為重家庭服務」外，本會亦秉承過往的努力，繼續透過不同的服務計劃，致力提升家庭心理健康，對抗家庭暴力，以及支援離異家庭。

此外，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持續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接近八千宗個案，而在完成的個案中，超過98%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，98%表示個人的支援網絡得以擴闊，當中更有94%的使用者表示所面對的主要問題亦已得到改善。縱然服務面對著很大的挑戰，但這些數字反映團隊的努力得到了顯著的成果。

香港家庭將繼續面對不同的挑戰，本會亦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 highly competitive socio-economic environment, increasing living costs, crowded living conditions, disputes over political issues etc have posed tremendous stress on families and individuals in Hong Kong throughout the year. Even children and teenagers have been affected with no exception. It is not surprising that various surveys related to children's anxiety level and mental health well being showed alarming results. More alarming still, despite much public attention over the year, the number of suicides committed by children and youth remained a painful concern. The need for early identification and sufficient support for children and families in need are pressing.

To address the pressing need for child-related services through a family perspective, a number of new initiatives were developed in the past year with funding support from various sources. Below listed are the major examples:

The "CareNet for the Children @ Kindergarten Social Work Service" funded by the Keswick Foundation to offer stationing social work service to kindergartens based on the "Social Emotional Learning" model. With support by academics, our project also seeks to develop a well-structured and effective screening tool for identifying children and families in need at an early stage and offer them with proper support;

The "SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis" funded by the Sun Hung Kai Properties to offer various intensive therapeutic intervention to children experiencing family adversities like divorce / separation of parents, death of significant others, domestic violence, etc.

The "Sweet Home Sweet Child – Child Parent Relationship Enhancement Project" to conduct different parenting training programmes based on the theoretical framework of Child Parent Relationship Therapy, or filial play, with the vision to promote a paradigm shift in the parenting culture with a focus back to strengthening the parent-child relationship with parental empathy and acceptance.

Besides these new initiatives to offer support for needy children and families, we have put concerted efforts to develop our projects to promote family mental health, combat against domestic violence, and support divorcing or separating parents with encouraging impact.

Furthermore, under the "children-centred, family-focused and community-based" service direction, the Society's 6 Integrated Family Service Centres continue 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, nearly 8,000 cases were handled by our 6 IFSCs. Of the closed cases, the overall satisfaction rate from service users was above 98%. Besides, over 97% of the service users indicated an uplift in their problem solving capacity and 98 % in their support network, while over 94% 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.

We shall strive to strengthen family functioning and support vulnerable individuals through our children-centred, family focused and community based services!

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.



「男人食堂」 - 招聚區內對烹飪有興趣的男士一同分享入廚心得，製作美食

"Men's Cafeteria" – Men gathered to cook and share

服務重點

- 本年度，綜合家庭服務中心總共處理8,028個案。新開個案中以情緒問題（17%），居住問題（14%），老年問題（13%）為首三項最多的個案類型。
- 精神健康繼續是服務重點。各中心透過多元化小組或活動提升大眾對精神健康的關注，例如心理劇小組加深參加者面對各種情緒的認識。我們也關注家庭精神健康，所以推動「愛家 — 尊重，分擔，分享」信息鞏固家庭關係，促進家庭建立開心正能量。
- 各中心積極構思不同介入方法或跨專業活動回應有特別學習需要的兒童及其家長之需要，例如舉辦家長支援小組及工作坊，藉此建立家長的支援網絡，並舉辦遊戲治療主題的兒童活動，提升特別學習需要兒童的情緒社交能力；與香港理工大學言語治療師協作，為有需要的兒童提供言語治療小組及家長小組，以減輕家長的壓力和達至及早職別的目的。承蒙一位私人精神科醫生的義務協助，繼續為懷疑有特別學習需要的兒童提供評估服務，以便及早日識別和提供適切的支援。
- 關注弱勢兒童成長是我們其中一個服務重點。「『童』步成長路計劃」已完成四年的工作。過去一年，本會六間綜合家庭服務中心舉行興趣班外，兒童亦能申請現金援助參加興趣班，發展個人潛能。新地「雨後彩虹計劃」以跨專業協助模式由臨床心理學家、社工及藝術治療師團隊支援面對家庭逆境的兒童；「小豆芽駐園社工計劃」派出駐園社工，為幼兒及其家庭提供服務。
- 配合婦女各方面需要的服務包括「心蓮心·齊踏暴」，推廣「零暴力」的信息，幫助面對潛在高危家暴婦女及兒童正面處理情緒及學習和平解決衝突；婆媳相處小組和壓力處理小組，讓婦女舒緩生活壓力和提升溝通能力等。
- 「男士服務計劃」為男士提供不同系列活動，例如義工訓練、家庭旅行、晚餐聚會等提升男士技能和擴闊社交網絡，達至提升參加者身心健康的目標。

Service Highlight

- This year, IFSCs handled a total of 8,028 cases. The top three case natures opened this year were namely emotional problem (17%), accomodation (14%), and old age (13%).
- Mental wellness is the focus of the year, various groups and programs were tailored to different clientele, e.g. psychodrama group to enhance participants' understanding in handling various emotions. Family mental health is also our concern, the message of "Love Family - Respect, Responsibility and Share" was promoted to strengthen family relationships.
- IFSCs are developing different intervention approaches or activities with multi-disciplinary collaboration to echo to the service needs of children with special educational needs and their parents. Programmes such as organizing parent support groups and workshops to build parental support networks and conducting activities with themes on play therapy to enhance the children's social skills and ability in managing emotions. Besides, collaboration with Hong Kong Polytechnic University to provide speech therapy training groups to the children and their parents, so as to relieve pressure on child care and early identify needy families. With the kind assistance from a private psychiatrist volunteer, a child assessment service for children suspected to be suffered from special educational needs was continued.
- Healthy development of underprivileged children is one of our dedications. "Kids" the Future Project' has accomplished the 4th project year. With funding support, a wide variety of interest classes were carried out in 6 IFSCs or children could join interest classes at their own choice with the availability of financial assistance. SHKP "Rainbow with KIDS" served children who had encountered family crisis. Clinical psychologists, social workers and art therapists worked together to help children get through the hard time they were facing. Stationing social work service was provided to kindergartens joining "Nurturing Seeds Kindergarten Project" so as to identify needy families at early stage of the families.
- Services that are especially for women including "Women Helping Women" which aimed at promoting the message of "zero violence" to women and children who were at risk of family violence. The project educated participants healthy ways to manage emotions and peaceful conflict resolution methods. In-law relationships can be stressful, women groups that enabled participants to share wisdom about in-law communication could also help them relieve pressure.
- "Men's Project" continued. The project aimed at enhancing participants' potential and strengthening community network through volunteer trainings, family outings and dinner gatherings.

- 本會亦不斷為基層家庭開拓新服務。2017年1月開始推出周大福慈善基金「危機家庭支援先導計劃」，為居於九龍區育有年幼或在學子女的家庭提供經濟及情緒支援，以助他們渡過因家庭經濟支柱遇上意外、或確診患上急病而失去工作能力或死亡的危機。
- Our Society also continued to develop new services for grass-root families. Starting from January 2017, Chow Tai Fook Charity Foundation "Family in Crisis Pilot Support Project" was launched to provide financial and emotional support to families with dependent children who are living in Kowloon district to help them overcome crisis arised from the loss of breadwinner or breadwinner unable to work due to accident or sudden illness.
- 各中心亦主動回應社區需要。包括定期探訪私人安老院，建立與房屋協會和其他地區合作夥伴的定期平台，滿足社區老年人的需求；預防自殺問題，舉行以「珍惜生命」主題的街頭展覽；推行「我好叻」社區健康推廣計劃之健康生活在健明，推廣健康飲食及定時運動的資訊；舉辦「樂華·愛回家」社工探訪活動探訪隱蔽家庭從而了解他們的需要；聘用巴基斯坦籍職員為區內少數族裔開展服務等。
- IFSCs also actively responded to community needs. Services including paying regular visits to private elderly homes and establishing regular collaboration with the Housing Society and other regional partners to meet the needs of the elderly in the community, setting mobile counters with the theme on "cherishing life" to prevent suicide, conducting "Good Health Community Education Project at Kin Ming" to enhance residents' concerns about personal health including healthy eating and doing exercises, organizing "Love Home Lok Wah Outreaching Visit" and explored the needs of hidden families by outreaching to them, employing Pakistani staff to develop services for ethnic minorities living in the community, etc.



「我好叻」社區健康推廣計劃之健康生活在健明 - 參加者學習預防糖尿病的知識

"Good Health Community Education Project at Kin Ming" - Participants learnt to prevent diabetes



小小魔術師 - 探訪老人院
 Magic show - Visit to the elderly home by a group of children



「愛家·尊重·分擔·分享」社區巡迴展覽 - 提倡家庭精神健康的重要性
 "Love Family - Respect, Responsibility and Share" Community Exhibition promoting the importance of family mental health



我要快樂 - 兒童情緒健康計劃
 A group of students participated in the scheme to enhance the emotional health

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。
- 與綜合家庭服務中心及學校社會工作服務合作，提供專業支援予地區項目發展。
- 為地區及公眾人士提供精神健康專題講座。
- 為本會社工提供專題培訓以加強支持有特殊需要人士的服務。

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.
- Collaborate with Integrated Family Service and School Social Work Service to enhance professionalism of service development.
- Conduct talks and workshops to the public to enhance mental health awareness.
- Provide internal training for social workers to enhance professional knowledge on psychological intervention for population with special needs.

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480個個案訓練。除了個案訓練服務，還舉辦了約90個小組訓練及活動，受惠人士約1,400位。
- 為了預防家庭問題發生，家務指導員與中心同事合辦了很多不同類型的小組及活動，除了改善服務使用者的個人照顧、家居照顧或兒童照顧方面的技能及知識外，更希望加強服務使用者的精神健康，改善家庭和諧。在個案訓練方面，家務指導員會視乎個別家庭的情況，提供合適的支援及有關訓練。遇到個案有特殊的情況，家務指導員會盡早通知轉介社工跟進。
- 鑑於房屋的問題非常普遍，很多家庭急於租住私人房屋，家務指導員與轉介社工很快地陪同服務使用者租住合適房屋。

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

- 480 cases have been handled in this year. Besides individual training, around 90 group trainings and programmes have been conducted for over 1,400 participants.
- To prevent family tragedy, various groups and programmes aimed to promote the mental health of individual and harmony family relationship were held with IFSC social workers. Individual trainings to support the specific individual and family need were provided with flexible schedule to tailor-made the need of different families. Whenever needs of family were identified, Family Aide would share with case worker to provide prompt assistance to the family.
- In response to the high housing need, (e.g. fire in Yau Tong after Lunar New Year), Family Aide escorted families to rent suitable housing within a short period.

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. 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

- 鳴謝香港公益金透過設施資助計劃資助中心翻新及維修工程，有助改善中心環境以提升服務質素。
- 與台灣、新加坡之社福機構及家事法院等進行跨專業交流活動，推動業界交流及促進亞洲地區對「兒童為本—共享親職」及「親職協調」工作上的關注。
- 透過與社區夥伴合作，在全港開展離異家長及兒童教育及支援服務。協助家長與兒童面對由家庭關係改變帶來的挑戰。
- 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」第二期。整合過去服務經驗，推動離異父母以「親職夥伴」關係合作教養子女。

Service Highlight

- Thanks to the Capital Project Fund funded by the Community Chest in subsidizing the Centre on the renovation and maintenance work to improve the centre environment and enhance the service quality.
- To have exchange activities with social welfare organizations and Family Court from Taiwan and Singapore with aims to promote concern and enhance exchange with sectors from the nearby Asian countries over work on “Child-focused Co-parenting” and “Parenting Coordination”.
- To collaborate with district partners, provide territory-wide educational and supporting service to divorce family with aims to facilitate parents and children to cope with the challenges arising from the changing family environment due to parental divorce / separation.
- To continue implementing “A Beam of Hope - Pilot Project on ‘Child-focused’ Parenting Coordination and Co-parenting Services for Divorced Families” Phase II supported by the Community Chest. Through consolidating the past practice experiences, to promote to divorced parents to develop “co-parenting partnership” to take care of their children.

- 2016年6月發佈與香港中文大學社會工作系合作，就「香港離異父母共親職模式對子女的身心影響」研究結果，為本地「共享親職」服務發展提供更多參考數據和資料。
- Collaborated with the Social Work Department of the Chinese University of Hong Kong, announcing the research result on the “Impact of Co-Parenting Approaches on Children’s Well-Being in Post-Divorce Families in Hong Kong” in June 2016. The findings provided us with more local evidence and information for further service development on co-parenting.
- 舉行「共享親職」專業研討會，超過200位包括法官、律師、社工、醫生、學者等本地及海外不同專業參加者出席，推動業界及社會對「兒童為本—共享親職」的關注。
- Meanwhile, to organize the “Co-parenting Seminar – the Crossroad to Parental Responsibility”. Over two hundreds cross sector professionals, i.e. judges, lawyers, social workers, doctors and scholars from local and overseas attended. It hopes to raise concern from cross sectors and public on the “child-focused co-parenting”.



「共享親職」專業研討會
Co-parenting Seminar – the Crossroad to Parental Responsibility



「香港離異父母共親職模式對子女的身心影響」研究報告
Research report on “Impact of Co-Parenting Approaches on Children’s Well-Being in Post-Divorce Families in Hong Kong”

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，協助舒緩壓力，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」、「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。
- 與區內外的機構、團體、學校持續合作，舉辦親子活動，促進和建立和諧家庭。
- 深化靜觀活動，讓參加者在恬靜的環境下，覺察和聆聽自己內在需要，感受一份平靜舒暢，提升生活正能量。
- 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, facilitate family and interpersonal relationship.
- Make use of the peaceful feeling of Zonta White House (ZWH), to develop a series of group, services and programmes on “Green Life Living”, “Narrative Practice” for enrichment of marriage, parent-child communication and family relationship and enable participants to face adversity with positive energy.
- Collaborated with other NGOs and schools to strengthen parent-child relationship.
- Continued to promote the activities of Mindfulness. In order to enhance participants’ awareness on the importance of self care and positive aspect of living.
- To continue developing programmes on aromatherapy, such as relaxing massage, parent-child massage, couple massages to enhance positive communication and mental health.



心蓮心兒童日營：製作我喜愛的家庭
Women Helping Women Children Day Camp:
Art work for making "My Lovely Family"



心蓮心兒童日營：葉脈拓印
Women Helping Women Children Day Camp:
Rubbing leaf towel



情緒小管家日營：製作我的生命樹
Emotional Management Day Camp for Children:
Making "My Tree of Life"

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

- 本年度「家福關懷專線」除了恆常接聽來電者電話的電話熱線服務外，更擴闊了服務的範疇。義工團隊更為有需要的個人或獨居長者及夫婦，定期提供電話關懷服務，以及探訪私型護老院，將關愛帶給社區。
- 專線於本年接聽超過1,700個來電，比去年增加28%；並轉介超過50人接受輔導或其他服務。此外，專線的義工團隊亦為33名個人或獨居長者或長者夫婦定期致電關懷。在未來，家福關懷專線會繼續為情緒困擾者帶來支持及正能量。
- 專線服務亦十分重視發展一個願意委身，帶著愛心與知識兼備的義工團隊服務社群。透過定期培訓，個別指導及經驗交流，促進義工的信心、能力，發揮潛能。本會亦定期為義工舉辦訓練活動、月會及日營，增進義工之間支持及學習。



「家福關懷專線」義工籌辦社區關懷行動，探訪護老院
The Family Careline volunteers organized visits to elderly home to share love and concern to the community

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

- This year, the Family Careline service had extended the scope of service. Other than the regular Telephone Hotline Service, Careline volunteers also participated in various community service, including concern calls delivered to individuals and elders living alone or with elder spouse, and organized visit to Elderly Home in the community to deliver love and concern to the community.
- More than 1,700 calls were received with 28% increase in in-coming telephone calls and referred more than 50 callers to receive professional counselling or other services during this year. Moreover, the volunteer team also served a total of 33 individuals and elders or elder couples with regular telephone concern calls. In future, the Family Careline will continue to give support and bring about positive energy to those emotional disturbed.
- The Family Careline puts a great importance on developing a committed, loving and knowledgeable volunteer team to serve the community. Through regular training and supervision, individual coaching and experience sharing activities, volunteers' potential, self-confidence and competence in serving were enhanced. Training workshops, monthly team gathering and day camp were conducted to team members to facilitate mutual support and learning.



「家福關懷專線」定期舉辦月會，增進義工之間的支持及學習
The Family Careline volunteers joined the monthly team gathering to strengthen their mutual support and learning

「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

- 「健康身心小組」持續在本會6間綜合家庭服務中心推行，成效顯著。參加者學習到積極的思考方法去處理困擾的情緒，並能加強其人際溝通及解決問題的能力。而「晴心天地」之多元化的活動及小組，亦促進了會員及「健康身心小組」參加者的交流，成為一個有效的支援網絡，同時亦讓他們可以持續學習，更認識及了解自己。
- 今年舉辦的社區教育活動，我們邀請了歷屆參加了健康身心小組的組員，上台分享他們的得著。透過唱歌、話劇等不同形式的分享，讓台下的觀眾都感受到他們正面的轉變。而承接他們的分享，當日也安排了不同的體驗工作坊，以提升參加者對自己身心靈的了解。



在「鹽田梓悠遊」的活動中，參加者在漂亮的大自然環境下，舒展身心，掃走日常生活的壓力

Participants enjoyed a peaceful time and relived their stress by being indulged in the nature

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 or 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

- Cognitive Behavioural Therapy (CBT) groups were implemented in our 6 IFSCs continuously. The outcomes were very positive and encouraging. The groups had helped to enhance participants' positive thinking and skills in interpersonal relationship and problem solving. Through various kinds of groups and programs in the Mental Health Enhancement Programme (MHEP), it not only helped a lot to facilitate interaction of members and ex-CBT members but also assisted forming a significant social network for them. MHEP also encouraged their continual learning to enhance their self-understanding and self-awareness.
- This year, the Community education programme had invited ex-CBT members to share their learning and positive changes with other program participants through different means such as singing, drama, art work presentation etc., Members found the opportunity is valuable in which they could refresh their learning and have developed connection with each other. After the sharing sessions, participants could join different experiential workshops as well to achieve better mental wellness.



2016-2017年度的大型活動 - 「晴心相聚」，曾參與健康身心小組的參加者都聚首一堂，跟大家分享自己的得著及改變

The Community Education Program in 2016-2017 invited ex-CBT group members to share their learning and positive changes. Their sharing was very fruitful and inspiring

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

- 為「栽種和平」畢業學員舉辦季度聚會，鼓勵學員繼續實踐和平的生活方式。
- 繼續在西貢及將軍澳區為青少年和市民舉辦工作坊及地區活動，培訓和平大使，推廣和平的信息。

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 behaviours; 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

People who are interested.

Service Highlight

- Conducted quarterly meetings for AVP alumni to encourage them to live out the spirit of AVP in daily life.
- Continue to run workshops and programmes for youths and public in Sai Kung and Tseung Kwan O to train peace ambassadors and promote peace in the district.

「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」及和平的伴侶溝通的知識，服務滿意率達100%。
- 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推廣，包括到地區會議介紹和進行街展等。

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 conducted to enhance participants' knowledge on “non-violent” and “peaceful” couple communication, participants' satisfaction rate towards to workshops was 100% .
- Mutual-aid sessions were completed to facilitate graduated members' mutual support and self-learning.
- Promoting the programme to district organizations and the public through different channels, including sharing sessions in district meetings and mobile counters, etc.



「和平學坊」社工向參加者提供「個別訓練」
“Peace Campus” trainer offered one-to-one training to enthusiastic participant



「和平學坊」社工於流動諮詢站向公眾人士宣傳「和平學坊」教育課程
Mobile counter to promote “Peace Campus” to the public

「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，幫助居住在觀塘葵青及屯門有需要的人士。



伸展運動幫助婦女身心放鬆，學習愛惜自己
Stretching exercise helped women to relax themselves and focused on self-love

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” .

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 for 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 mentors helping the new users in Kwun Tong, Kwai Chung, Tsing Yi and Tuen Mun.



組員在鼓勵卡中為自己寫上打氣的說話
Group members encourage each other via writing cards

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，展開為期兩年的男士家友站之「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

- 共舉辦29次多元化的生命重整興趣班。
- 9次治療及6個互助小組、36次男士講座及17次社區活動，相互勉勵，重整婚姻離異後生活上的適應。
- 舉辦2次朋輩輔導訓練，培訓31位義工，進行了超過300次電話關懷及探訪。
- 成功舉辦7次男士家庭戶外活動，促進男士與家人的關係。



濕地公園之旅
Trip to the Hong Kong Wetland Park

Affected by cultural and gender influence, men tend to hide up themselves or adopt a voidance approach when facing difficulties. This 2-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

- 29 Life Rebuilding Classes had been completed.
- 9 therapeutic groups, 6 mutual aid groups, 36 educational seminars and 17 community programs for SDM were organized. All of the participants showed improvement in adjustment towards marital separation and overall mental health.
- 2 mentorship training workshops with 31 mentors were trained. Over 300 concern calls and visits were conducted.
- 7 family outings were held to enhance family relationship of men.



男士瑜珈班
Men's Yoga Class

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

- 本年度有11間的幼稚園及幼兒園參與「小荳芽駐園社工計劃」。過去一年，處理389次諮詢及102個個案，舉辦178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。計劃亦邀請職業治療師及本會臨床心理學家舉辦「支援特殊學習需幼童」教師講座。

Service Highlight

- 11 Kindergartens joined our service. 389 enquiries and 102 cases were handled in this year. 178 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.
- To equip teachers with necessary skills in handling students with SEN effectively, “SEN Teacher Training Programmes” were conducted by social worker, occupational therapist and clinical psychologist in this year.



「挪亞方舟生命教育之旅」親子活動
Noah's Ark Life Education Parent-child activity
親子同遊挪亞方舟，認識和探索大自然的奇妙
當中社工亦帶領親子集體遊戲，促進親子關係
Families explored the beauty of the nature through
visiting Noah's Ark and enjoyed family games so
to enhance parent-child relationship



「感覺統合面面觀」教師講座
Sensory integration Teachers' Training
讓老師們來個「快樂學習」，從感覺統合的方法協助
有特殊學習需要的幼童成長
To support teachers to work with SEN preschoolers,
sensory integration training was conducted to
foster preschooler's development

同築愛兒網 - 幼稚園社工服務計劃

CareNet for the Children @ Kindergarten Social Work Service Project

由2017年1月起，本會開展為期三年的駐園社工服務，藉以增加對幼稚園學童及其家庭的支援，填補服務空隙。本計劃以社交情緒學習理論(Social Emotional Learning)為基礎，為幼稚園學童及家長提供預防性、發展性及教育性的支援及配套服務，促進正面的家校合作，並為幼童成長建築關愛的支援網絡。

CareNet for the Children @ Kindergarten Social Work Service Project was commenced in January 2017 for 3 years so as to enhance support for the family of pre-schoolers and to fill up the service gap. This project is based on "Social Emotional Learning" (SEL) through "Stationing" social worker service in kindergartens which aims at offering preventive service and timely intervention to needy families, as well as strengthening the family functions of pre-schoolers.

服務對象

(排名不分先後)

- 基督教樂道幼稚園
- 仁愛堂鄧楊詠曼幼稚園
- 大埔商會張學明幼稚園 (將軍澳)
- 懷恩浸信會幼稚園
- 北角聖彼得堂幼稚園
- 路德會錫安堂幼稚園
- 救世軍中原慈善基金油塘幼稚園
- 天主教聖雅各伯幼稚園
- 基督教中心幼稚園 (油塘)

Targeted Users

(In no particular order)

- Lock Tao Christian Kindergarten
- Yan Oi Tong Dan Yang Wing Man Kindergarten
- Tai Po Merchants Association Cheung Hok Ming Kindergarten (Tseung Kwan O Branch)
- Grace Baptist Kindergarten
- St Peter's Church Kindergarten
- Zion Lutheran Kindergarten
- The Salvation Army Centaline Charity Fund Yau Tong Kindergarten
- St James Catholic Kindergarten
- Christian Youth Centre Kindergarten (Yau Tong)

服務形式

- 諮詢服務
- 個案輔導
- 幼童培訓
- 家長培訓
- 親子培訓
- 教師支援
- 「實証為本」幼稚園學童及其家庭需要評估研究

Service Delivery

- Enquiry service
- Casework service
- Educational / Developmental Group & Programmes for pre-schoolers
- Educational / Developmental Groups & Programmes for parents
- Parent-Child Activities
- Teacher Training Workshop
- Evidence-based research study

服務重點

- 及早識別有需要的幼童及其家庭，透過駐園社工服務及個案輔導服務，在園內建立關愛輔導系統。
- 為幼童、家長及老師提供情緒管理、家長教育的支援，透過家校社工的合作，為幼童成長建築關愛的支援網絡。

Service Highlight

- To have early identification on underprivileged or at risk preschoolers and families, offer timely support to them through stationing kindergarten school social work service.
- Tailor-made intervention programmes for preschoolers, parents and teachers in the serving kindergartens to enhance their functioning and mutual collaboration to achieve the healthy development of the preschoolers.



「情緒劇場小主人」工作坊 (仁愛堂鄧楊詠曼幼稚園)
透過聆聽情緒故事，讓孩子學習處理情緒的方法
“Master of Emotions” Children workshop – Children learnt different methods to regulate their emotions through story listening



「讚！讚！讚！」幼童小組 (天主教聖雅各伯幼稚園)
透過小組活動讓孩子學習欣賞自己及包容別人
“Make a Praise” Children Group – Children learnt to appreciate themselves and accept others through experiential learning activities

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

- 本年度為少數族裔之成年人士開辦廣東話及英文班基礎、中班及高級課程。受惠人士包括菲律賓、加納、印度、老撾、尼泊爾、巴基斯坦委內瑞拉及越南藉人士。
- 廣東話班採用「中文環境系統教學方法」，使用中文環境系統電腦程式輸入法，不單讓學員認識中文繁體字的結構，更能學習到聽、講、讀、寫等範疇，增強學員學習的動力。
- 英文班部份課程採用「聖三一國際英文口語考試課程」，加強學員的會話能力。
- 滙豐義工定期到中心協助學員練習聽、讀、寫、講中英文，增加練習機會，提升學員的信心。

Service Highlight

- Cantonese Classes and English Classes including Basic, Intermediate and Advanced Levels have been conducted for the adults of ethnic minority (EM) groups. The beneficiaries included Filipino, Ghanaian, Indian, Laos, Nepalese, Pakistani, Venezuelans and Vietnamese.
- The “Chinese Alphabets Logical Language System (CALLS)” was adopted to teach the EM students about traditional Chinese characters. Through CALLS, students not only learnt Chinese listening, speaking, reading and writing skills, but also Chinese Characters Input Method. Such method increased the study motivation of the EM students.
- The English Classes followed the curriculum of “Trinity Graded English Examinations in Spoken English” so as to strengthen students’ oral ability.
- The HSBC volunteers were invited to help the students to practice listening, speaking, reading and writing skills in Chinese and English. Such involvement also strengthened the student’s confidence in speaking Cantonese and English.



使用「中文環境系統電腦程式輸入法」，學習書寫中文字詞
Learning Chinese through the “Chinese Alphabets Logical Language System”



滙豐義工協助少數族裔學員練習廣東話
Ethnic minorities Students practised Cantonese with HSBC volunteers

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

- 轉眼間，「童」步成長路計劃已完成四年的工作，並即將踏入最後一個計劃年度。過去一年，透過過去數年的計劃營運經驗與及對經濟條件較為匱乏的小朋友之認識，令計劃內容繼續順利進行，除於本會六間綜合家庭服務中心舉行興趣班組外，亦透過香港不同的社福機構、幼稚園及學校等，轉介有需要兒童申請現金援助以參加坊間的興趣班組，發展個人不同潛能。
- 在過去一年，超過130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近900人次。
- 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、提升自信。

To provide equal opportunity to the deprived children, “Kids’ the Future” Project was sponsored by the BOC Life for 5 years to subsidize the children in need to join interest classes and to enhance 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” Project finished the 4th project year and would start its last project year very soon. 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, over 130 participants were benefited from the financial aid. Over 900 attendance participated in interest classes under this project.
- In the year ahead, more children and their families are expected to be benefited from this project.



興趣班開始之前，小朋友與家長來一幅大合照
Before the interest class began, all children and their parents took group photos



「童」步成長路計劃也會走出中心，走入社區。一班幼稚園學生在他們的校園一起參加鼓樂班
Our project conducted not only in our centre, but also in the community. A class of kindergarten students played the drum in their school

「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計劃，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。

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.

服務對象

多代家庭成員如婆媳、祖父母、丈夫、老爺等。

Targeted Users

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

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。

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.

服務重點

本計劃由2016年4月開展至2017年3月期間，進行了以下工作：

- 本年度以「婆媳緣」及「祖孫情」為主題分別進行社區教育講座，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。
- 於不同地區(分別為筲箕灣、九龍城及屯門)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。
- 與全港不同機構建立「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與隔代關係，並關注自身的身心靈健康。
- 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。

Service Highlight

During the period from April 2016 to March 2017, services had been delivered as follows:

- “In-law relationship” and “Grand-parenting” were the main themes of the 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 at different districts (Shau Kei Wan, Kowloon City and Tuen Mun) 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.



婆媳樂融融—婆媳關係講座 (“In-law” relationship Talk)
以家庭系統為理論基礎，配合生活例子，以分享、短片播放、遊戲等手法，與參加者一同了解「婆媳關係」和諧相處之道
Based on the family system theory with daily life examples; enhance the “in-law” relationship by using the video sharing & game



「中間人」訓練工作坊 (“Middle-man” training workshop)
在婆媳關係中，作為中間人的男士能在當中起了協調作用。男士們可在工作坊中分享及學習如何成為協調者
“Man” takes an important role in the “in-law relationship” as a “Middle-man”. They can share and learn how to be “a mediator” at home

親愛有家 - 親子遊戲輔導計劃

Sweet Home Sweet Child - Child Parent Relationship Enhancement Project

為締造有利家庭的環境，本會一直致力發展及推行家長教育服務，支援父母妥善教育子女，讓子女健康成長。承蒙民政事務局及家庭議會贊助，本會由2016年11月起展開為期18個月的試驗計劃「親愛有家 - 親子遊戲輔導計劃」。旨在透過「親子遊戲治療法」的理念及理論基礎，為3至10歲兒童的家長提供一系列不同主題的家長講座、家長培訓工作坊，及深入的「親子遊戲輔導」家長訓練小組，讓家長也能成為孩子的輔導員，協助子女克服並預防各種情緒及行為問題，建立健康品格。

服務對象

3至10歲兒童的家長及寄養家長

服務形式

- 社區推廣站。
- 家長講座。
- 家長訓練工作坊（課程共四節）。
- 「親子遊戲輔導」家長訓練小組（課程共十節）。
- 「親子遊戲輔導」家長同學會。
- 「親子遊戲輔導」大使訓練。
- 家長支援服務。
- 成效評估研究調查。

服務重點

- 讓家長透過本計劃學習如何利用「遊戲」增進與孩子溝通的方法，更明白及了解孩子的內心世界及成長需要，從而令家長重拾育兒的基本信念、重新建立正確親職管教的價值觀。
- 計劃中的「親子遊戲輔導」家長訓練小組（課程共十節），除了讓家長認識遊戲對兒童情緒的治療功能，學習「親子遊戲治療法」的理論、原則及技巧外，課程更會提供角色扮演練習、錄影片段示範，協助家長在家中為自己的子女進行親子特別遊戲時間，並拍攝實習情況，與導師及組員分享片段，以便將所學實踐及應用在日常生活中。
- 家長透過學習「親子遊戲輔導」的理論、技巧及實踐，預備家長作子女的隨時輔導員，幫助子女克服並預防各種情緒及行為障礙，讓子女健康成長。

HKFWS is keen on promoting Parent Education and strengthening the Child-Parent Relationship which is the important foundation for children's healthy development and the family's well-being as a whole. This 18 months project is supported by Home Affairs Bureau and Family Council. It aims to assist parents of children aged from 3 to 10 building up parents' parenting capacity and equipping them with effective parenting knowledges and skills through a series of parental education talks, different topical educational workshops and Child Parent Relationship Therapy (CPRT) parent training groups.

Targeted Users

Parents and foster parents with children (foster children) aged from 3 to 10.

Service Delivery

- This project mainly comprises eight program domains :
- Community Roadshows.
- Parent Educational Talks.
- Topical Educational Workshops.
- "Child Parent Relationship Therapy" Parent Training Groups (10 sessions).
- "Child Parent Relationship Therapy" Parent Alumni.
- "Child Parent Relationship Therapy" Parent Ambassadors.
- Parent Support Service.
- Research & Evaluation.

Service Highlight

- The project represents a new paradigm of parent education such that parents are led to understand the inner world of the children through their natural communication channel of “play” and instead of verbalization.
- The project involves a “practicum” and “supervision” component in which parents videotaped their home play sessions with their children and presented the tape. They could receive feedback from the group members and instructors during the CPRT parent training. Parents can directly practice the parenting skills learnt with their own children and experience the effect of implementation on both of them and their relationships.
- The project is a new breakthrough that parents can also learn the knowledge and skills of play therapy and act as the therapists of their own children to support their needs. This is an empowering process for the parents.

新地「雨後彩虹」計劃 支援面對家庭逆境的兒童

SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis

新地「雨後彩虹」計劃支援面對家庭逆境的兒童。

SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis.

服務對象

18歲或以下、過去12個月內曾遭遇父母離世 / 家庭暴力 / 父母離異 (分居或離婚) / 或其他家庭危機之兒童

Targeted Users

Children aged below 18 who have encountered bereavement of parents / family violence / parental separation or divorce / or other family crises in the past 12 months.

服務形式

- 為兒童提供服務需要評估
- 兒童個案面談，就兒童情緒需要提供適切的輔導
- 設計及推行支援及治療性小組

Service Delivery

- Assessment of service needs for children
- Individual counselling service for children addressing their emotional needs
- Design and implementation of supportive and therapeutic groups

服務重點

- 由臨床心理學家、社工及藝術治療師團隊為兒童提供服務。
- 以兒童為本遊戲治療法或藝術治療提供深入輔導。
- 建立轉介機制，並與轉介者合作為整個家庭提供全面支援。
- 接受全港的轉介。

Service Highlight

- Rendered service by a team of professionals including Clinical Psychologists, social workers and art therapists.
- Rendered in-depth and intensive counselling service by child-centred play therapy or art therapy.
- Built up referral mechanism and co-work with referrers to comprehensively support the family.
- Accept territory-wide referrals.

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「釋放婦女勞動力」以促進婦女就業，兒童照顧服務的需求因而日漸增加。另一方面，當家庭面對危機或困難，未能承擔基本照顧的責任時，提供特別的支援和引導，以保障兒童得到適當的照顧及在安全的環境下成長，猶為重要。

過去十年，香港虐待兒童個案不斷上升。由2006年的806宗虐兒個案升至2016年的892宗，上升率達11%，其中疏忽照顧個案由2006年的77宗躍升至2016年的182宗，上升率達136.4%，值得關注。本會提供寄養服務、兒童課後照顧及支援服務及愛心社區保姆服務，就是要支援這些處於困難或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。2016-17年度，本會以「包容接納」為主題，透過不同活動促進寄養家長、寄養兒童及親生家庭之間的關係，以達到更佳的服务果效。本年度寄養服務的受惠人數為352位。親生家長、寄養兒童及寄養家長對服務的滿意率均為100%。至於寄養服務（緊急）個案，則有95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%、94.44%及100%。

本會轄下不同中心也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。本年度的重點為提升學童對家庭的凝聚力及溝通，透過舉辦各類型活動，如親子工作坊、家庭戶外活動及「課餘託管家長會」等，凝聚家庭力量，促進親子關係。此外，我們亦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739位。

另一方面，本會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，我們在西貢及將軍澳區推行「愛心社區保姆服務 - 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。過去一年，此計劃繼續於地區內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。有鑑於區內嬰幼兒照顧需求日增，我們積極招募更多保姆，並提供訓練，以配合地區上不同幼兒的照顧需要。2016-2017年度本計劃服務時數達56,900小時，幫助了272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 their healthy development. In recent years, the government promotes “unleashing the labour force of women” and, as a result, the demand for child care support continues to rise. Besides, there are families that could not shoulder the child care responsibility due to family crisis or problems. It is necessary to provide extra support and guidance to ensure children receive adequate care and 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 has increased by 11% from 806 cases in 2006 to 892 cases in 2016. It was also alarming that there was an upsurge of child neglect cases from 77 cases in 2006 to 182 cases in 2016, i.e. increased by 136.4 %. The Society has been providing different kinds of child care support services including the Foster Care Service, the After School Care and Support Programme and the Neighbourhood Support Child Care Project to serve the child care needs of families and promote the well-being of children.

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 through our “Foster Parents’ Training School” as well as establishing foster parent mutual support groups in different districts. In 2016-17, with the theme of “Acceptance”, programmes were launched to facilitate the relationship among foster parents, foster children and the natural parents and enhance the quality of care. There were a total of 352 cases in Foster Care (Ordinary) and the satisfaction rate of natural parents, foster children and foster parents were 100%. For Foster care (Emergency), a total of 95 cases were served and the satisfaction rate of natural parents, foster children and foster parents were 100%, 94.44% and 100% respectively.

The “After School Care and Support Programme” provides Centre-based and School-based supportive services to primary and secondary school students. In this year, we focused on enhancing students’ family cohesion and communication and organised parent-child workshops, family outing and regular parents’ meeting sessions for students and families. Furthermore, we mobilized different community resources and provided tailor-made a variety of programme activities to needy children and their families. A total of 739 service recipients were served 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 that provided a flexible day care service for children aged under 9 years old. Through this service, we have developed networks among families in the community and promoted their mutual support. They were also mobilized to participate in community education to advocate for proper child care and prevention of child neglect. The service also continued our promotion and education programmes in the district with the themes “neighbourhood support” and “taking proper care of children”. In view of the increasing demands for infant care, concerted efforts were made to recruit and train up child carers to take care of them. In 2016-2017, we served over 272 infants and children with more than 56,900 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

- 由於寄養家庭數目不足，有需要的兒童未能獲得適當的照顧。有鑑於此，本會於各區推行招募寄養家庭活動，並於社交媒體建立寄養服務專頁，希望讓更多家庭認識此服務，從而加入寄養行列。
- 此外，本會與其他寄養服務機構及社會福利署共同組成「推廣及宣傳寄養服務聯合工作小組」，攜手訂定宣傳及招募策略，並於各區推行招募工作。

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、「我是小蝸牛」特殊學習障礙講座、飲食營養工作坊及「給生命多一點力量」生命教育工作坊等。
- 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。本年度更配合寄養家長訓練課程，於三區「閒情會」作跟進導修，以支援寄養家長在管教技巧方面之應用。此外，本會亦舉辦「靜觀體驗工作坊」以關顧寄養家長身、心、靈等各方面的需要。

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，如藝術同樂日、「童心同行」師友計劃、「甜路由我創」及「你很特別」音樂劇、自信心小組及「扶幼享天倫」親子活動等，以回應寄養兒童不同的需要。

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

- Due to the insufficient foster families, children in need could not be cared properly. Hence, continuous efforts on promotion and recruitment of foster families were made. Promotion at social media such as fans page and google site were also established.
- Besides, collaborating with Social Welfare Department and other foster care agencies, the "Task group on Promotion and Recruitment" was formed to establish the strategies on promotion and recruitment of foster families.

Training and Retention of Foster Parents

- To enhance foster parents' care quality, in-service trainings were inevitable. Topics included Filial therapy, Seminar on Learning Difficulties, nutrient and life education etc workshops were launched.
- Support Groups in New Territories West, East Kowloon and West Kowloon were established to provide mutual support and enhance 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 Fun Day, mentorship program, musical appreciation, self-esteem enhancement and buffet were organized in order to meet different needs of the foster children.

社區協作

- 除了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、扶輪社及呂元祥建築師事務所等，為寄養兒童提供不同類型活動外，本年度本會更與香港大學社會工作及社會行政學系合作推行「表達藝術治療研究計劃」－先導小組，提升寄養兒童處理情緒及行為的能力。

Collaboration with the Community

- Apart from collaborating with different corporate and charity groups such as the China Gas Holdings Ltd, SmarTone Communications Limited, the Rotary Club of Channel Islands and Ronald Lu & Partners etc, we had collaborated with the Department of Social Work and Social Administration – HKU and started a pilot project on “Expressive Art” to enhance foster children’s capacity on handling emotional and behaviours.



「扶幼享天倫」表揚過去一年有進步的小朋友；同時提供一個機會予他們和家長增進感情
Award Ceremony for outstanding foster care children and gathering with their family



食得有營工作坊
Foster parents participated in food workshop



「帶著感恩過聖誕」一同在聖誕節向身邊的人表達感恩之情
Foster parents and children participated in “Thanksgiving to our beloved persons” activity to celebrate the Christmas



透過圓圈繪畫活動以達至包容、合作和創造
Circle painting to express acceptance, enhance cooperation and stimulate creativity



「童心同行2016-17」寄養兒童與義工一同到大埔海濱公園遊玩
A joyful exposure for foster 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「精神健康面面觀」工作坊。
- 提供服務前訓練予新寄養家長。
- 為與緊急寄養家長保持連繫及提供支援，除了每月家訪外，我們亦舉辦「新春茶聚」，與寄養家長分享寄養過程的苦與樂。

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 newspapers and social media to promote Emergency Foster Care Service.

Training and Retention of Foster Parents

- To enhance foster parents' care quality, training on "Understanding Mental Health" was launched.
- Provide pre-service training for newly recruited foster parents.
- Apart from the monthly home visits to support and retain the foster families, the "tea gathering" was launched during Lunar New Year to share their sweets and bitters in fostering.



「精神健康面面觀」講座後大合照
Group picture after the talk on "How to cooperate with family with mental illness" for Emergency Foster Parents

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、親子及戶外活動等），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

- 為學童提供適切及社區為本的課後學習支援服務，提升學童的學習動機，以回應社區需要。
- 協助在職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他們的成長，內容包括：義工服務、社交技巧訓練、團體合作及多元智能活動等。
- 提供個別輔導及小組訓練予有特別需要之學童，加強支援，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 school 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 community.
- 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, team-building activities and multiple-intelligence activities etc to facilitate the development of children.
- Strengthened the support for students with special education needs through individual counselling and group training, 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 statuses of the students.
- Provided continuous on-job training and support for tutors to ensure the services quality and address the demand from parents.



同學與家長參加親子大旅行，享受天倫之樂
Children and parents joined family trip to enjoy their happy moments



同學們專心完成功課習作
Children concentrated to finish their homework



同學們參與團體遊戲，體驗合作精神
Children participated in team-building games to learn team spirits

「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

- 繼續於西貢及將軍澳區提供優質的鄰里支援幼兒照顧服務，藉此喚起鄰里照顧、守望相助的精神。
- 繼續與不同機構及政府部門，如社會福利署、母嬰健康院、學校等維持地區網絡及緊密的合作，以不同形式的宣傳及教育活動，發放「切勿獨留兒童不顧」及「妥善照顧幼兒」的信息。
- 由於服務查詢及新個案人數不斷上升，因此積極於區內招募更多優質的保姆以配合服務需求。
- 定期舉辦保姆訓練活動，以增加保姆對幼兒護理及家居安全的知識，藉以提升她們照顧幼兒的技巧。
- 為保姆及家長舉辦恆常支援活動及大型家庭活動，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

- We continue to offer quality child care service in Sai Kung and Tseung Kwan O District to foster mutual help and care in the neighborhood.
- Through collaboration and networking with the Social Welfare Department, Maternal Child and Health Centre, and schools, publicity and education work were arranged to promote the importance of “not leaving children unattended” and “taking proper care of children”.
- Kept on recruiting more carers in the community so as to accommodate the increasing enquires and new cases of the service.
- Provided regular training on children health and home safety so as to enhance the child care ability of the carers.
- Regular mutual support programmes and mass family programme were held for carers and parents, so as to enhance their physical and mental health well-beings, as well as promote mutual help spirit.



社區保姆與受託兒童共進午膳
Carer had lunch with the child



社區保姆與照顧受託兒童合照
Carer pictured with the child



社區保姆與服務使用者一起參加家庭同樂營
Carers and service users participated in the Family Day Camp

青少年及兒童服務

Children and Youth Services





過去一年，我們除透過社會福利署的資助，提供駐校社會工作服務及綜合青少年服務外，亦獲得不同商界機構、政府部門及伙伴的支持，推展出不同的服務及計劃。

為有效接觸有需要的青少年，提供適切的服務，我們以位於將軍澳的藝進同學會賽馬會將軍澳青年坊及覆蓋全港40多間中小學的駐校社會工作服務作為基本的服務平台，為青少年及其家庭提供專業個案輔導、小組及不同形式的活動計劃，以協助青少年克服在求學及成長中面對之困難。就學校社會工作服務而言，我們過去一年為2,556位青少年及其家庭提供深入的個案輔導，並為整體學生提供2,776節的小組及活動。而本會的綜合青少年服務中心，以將軍澳社區為主要服務對象，提供到位及多元化的活動，總活動節數共719節，受惠人次達40,000。

過去一年，青少年的精神健康引起各界關注，我們的青少年服務亦將其中一個服務重點由「『網絡』教育及輔導服務」，從新定位為「青少年精神健康服務」。當中我們加強與學校老師及家長的溝通，及早識別有需要的學生並為他們提供個案輔導。同時，我們開展「Mind Your Mind 青少年精神健康推廣計劃」、「心意蜜蜜送」、精神健康講座及小組、親子歷奇日營等校本服務，以協助青少年及其家庭強化精神健康，加強青少年的抗逆力、解難和壓力處理的能力及強化對青少年的支援。我們期望總結經驗，來年為學校提供更全面的校本支援服務。

2001年，我們開始發展專為本地青少年而設的調解教育工作，於中學推展「朋輩調解先導計劃」，讓學生學習和平理智處理衝突的技巧。我們於2016年7月舉行了第15屆「朋輩調解計劃」嘉許禮，分享我們青少年調解工作的成果。2017年3月，我們與扶輪社合作，舉辦全港第一屆「中學朋輩調解比賽」。為小學生而設的「恒生 - 家福青少年調解計劃」亦已進入第五年，計劃的成效得到廣泛的認同，於去年贏得多個本地及國際性獎項，包括：香港社會服務聯會「商界展關懷」- 2016/17年度「傑出伙伴合作計劃獎」、中國國際公共關係協會舉辦「第十二屆中國最佳公共關係獎案例大賽」的「企業社會責任」類別中的金獎、香港公共關係專業人員協會主辦的第三屆香港公共關係獎(2016)的企業社會責任銀獎，以及Mercomm, Inc. 的國際Mercury Award - 銀獎(Corporate Social Responsibility Practices)。我們亦與香港教育大學合辦朋輩調解學分課程及證書課程，為現任及準教師提供系統化調解訓練，促進教師們把調解教育植根在校園裡。這些成果，正反映我們的團隊不斷以創新的意念推動工作發展，並與不同的伙伴合作，提升服務的成效。

香港上海滙豐銀行有限公司贊助的「閃爍成功新一代」計劃於2016年11月正式完結。過去兩年，這個計劃服務全港104間中學，協助青少年發掘自己的潛能，了解自己的生涯方向，開創自己成功之路，受惠人次超過10萬。去年9月，我們更新嘗試舉辦「織夢·閃爍」的手作市集活動，讓青少年從中學習營商的知識及技巧。2016年，由民政事務局資助的「生命掌舵」計劃順利完結，而我們亦成功再次獲得資助，推行「燃·生命掌舵計劃」，在已建的基礎上，繼續配合服務需求的轉變，為學校提供更適切的生涯規劃支援。

隨著有特殊教育需要學生的人數和需求不斷增加，我們繼續於學校推行「我愛猜情尋」情緒支援小組及「生命塗ART」生涯規劃小組，讓有特殊教育需要的學生更易掌握相關知識技巧。我們亦推行「執行技巧訓練」及「社交思考」個別輔導計劃，為有過度活躍、已確診自閉症或有社交溝通障礙的中學生提供訓練和支援。

展望未來一年，我們將繼續以「青少年精神健康服務」、「衝突化解培育服務」、「生涯目標規劃服務」及「特殊教育需要服務」作為青少年服務的發展重點。我們期望繼續與不同的伙伴合作，進一步拓展服務範疇及規模，讓更多有需要的青少年及其家庭受惠。

Last year, apart from providing stationing School Social Work Service and Integrated Children and Youth Service which are subvented by the Social Welfare Department, we have launched different service projects with the sponsorship from corporates, government departments and partners.

Our Artiste Training Alumni Association Jockey Club Tseung Kwan O Youth Square and stationing School Social Work Service for more than 40 primary and secondary schools are major platforms to reach out to and serve youth in need. Through casework, groups and programmes, and different service projects, we helped youth and their families to enhance their capability to overcome difficulties and challenges. Last year, under our School Social Work Service, we provided in-depth counselling for 2,556 youth and their families, and also 2,776 group and programme sessions for students in general. Our Integrated Children and Youth Service Centre has provided a wide range of services with a total number of 719 group / programme sessions and 40,000 attendance.

Mental health issues among the youth population aroused public concern. We expanded one of our service focus “Net Education and Counselling Service” to “Adolescent Mental Health Service” in response to the need. Throughout the year, we strengthened our communication with school teachers and parents to facilitate early identification of the youth in need. At the same time, we launched some new initiatives such as the “Mind Your Mind Adolescent Mental Health Project”, school-based volunteer service, talks and groups on mental health issues, parent-child adventure-based day camp, etc. so as to strengthen the mental health of youth and their families, enhance their resilience, problem-solving, stress management skills and strengthened their social support network. In the coming year, we will continue our work and provide more comprehensive school-based support services under this service focus in the coming year.

In 2001, we piloted the “Pilot Peer Mediation Project” in secondary schools to equip students with peaceful conflict resolution skills. In July 2016, we had the 15th Accreditation Ceremony of Peer Mediation Project to celebrate the achievements of in mediation education for youth. In March 2017, we put joint effort with the Rotary Club and organized the first “Secondary School Peer Mediation Competition” in Hong Kong. Our “Hang Seng - HKFWS Youth Mediation Scheme” for primary school students also entered its fifth year. This project received different local and international awards in the past year, including “Outstanding Partnership Project Award 2016/17” under Caring Company Scheme of HKCSS, “Gold CSR Award” of The 12th China Golden Awards for Excellence in Public Relations, Silver winner of Mercury Awards 2016/17 under the category “Campaigns – Corporate / Commercial: Corporate Social Responsibility Practices” and “Silver Award” in Corporate Social Responsibility of The 3rd Hong Kong Public Relations Awards (2016) organized by Hong Kong Public Relations Professionals’ Association Ltd. Besides, we conducted credit-bearing course and certificate course on peer mediation for teachers and teachers-to-be in the Hong Kong Education University to enable them to promote mediation education in schools. These achievements have reassured our efforts and innovation, as well as our collaboration with different partners for service enhancement.

The project “Let Us Shine - A Journey to Success”, which was sponsored by HSBC, was completed in November 2016. Through the project, we helped the youth to explore their potential and understand their career choice and develop their paths to success. Over the past two years, we reached out to 104 secondary schools and a total of 100,000 attendance to programme activities was recorded. In September 2016, we organized a bazar “Dream Catcher” to provide youth with the opportunity to get a taste of running their businesses. In 2016, we also completed the project “Life Master” sponsored by the Home Affairs Bureau with success. A new project “Ignite” will be launched with funding from the Bureau to carry on the initiative to provide life goal planning services for students

With the increasing number of students with Special Education Needs (SEN), we continued to conduct emotional management groups and “Art @ Life” life goal planning groups for SEN students to acquire the knowledge on career planning. Besides, we also developed “executive skill training” and expanded the service scope of Social Thinking® to serve students with Hyperactivity and Attention Deficit syndrome, Autistics and students having severe social barriers.

In the coming year, we will continue to focus on developing our “Adolescent Mental Health Service”, “Peaceful Conflict Resolution Service”, “Life Goal Planning Service” and “Service for Special Education Need”. We will engage more partners and stakeholders to expand the scope of our services and to benefit more youth and their 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，協助他們面對成長中的挑戰。本年度共處理中學生個案達3,419個及舉辦2,919節活動。
- 積極推展中學生的生涯規劃教育，並獲得香港上海滙豐銀行有限公司及民政事務局贊助，善用多元化的模式，如手作市集、傳統手藝體驗、模擬面試等等，引導年青人尋找目標。
- 回應年青人自殺風氣瀰漫的現象及2017政府施政報告，致力推動精神健康教育活動，除了年青人的生命教育外，亦為家長及老師提供培訓，攜手培育年青人面對逆境的能力。
- 繼續與教育局合作，提供「健康上網支援網絡」服務，並與不同機構合作，包括衛生署、教育局德育及國民教育組、訓輔組、懲教署，母佑會、東莞市莞香花青少年服務中心，將健康使用互聯網訊息惠及更多人。
- 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」，計劃於本年度獲頒四個國際獎項。
- 致力推動校園共融文化，接納有特殊教育需要學生，學習欣賞異同，體現融合教育的真諦。除了整體性的支援服務，亦提供專門的訓練予自閉症譜系障及有過度活躍的中學生。
- 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。

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 to enable their psycho-social adjustment. In this year, 3,419 cases and 2,919 programme sessions were rendered in secondary schools.
- Actively launched life goal planning with funding from HSBC and Home Affairs Bureau through diversified intervention means like DIY trade fair, traditional handcraft workshop, mock interviews etc, for youngsters' to pursue their goals.
- Echoed the social phenomena of youth suicide and Policy Address 2017, mental health education was widely promoted to youngsters, parents and teachers to enhance youngsters' resilience.
- Continued "Healthy Use of Internet – One Stop Hotline and Online Support Service" with support from Education Bureau, further collaborations were expanded to other stakeholders such as Education Bureau Moral, Civic and National Education Unit, Guidance and Discipline Unit, HK Correctional Services, Mary Help of Christians Chinese Province. Message of healthy use of internet was significantly highlighted to public.
- 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. Four awards had been obtained to recognize our efforts in peace work.
- Promoted social inclusion culture among schools under the integration education policy. Besides service for Special Education Needs students in general, some specialized service packages were developed for Autistic Spectrum Disorder and Hyperactivity and Attention Deficit Students.
- 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.

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



新來港同學的共融活動，烹調不同家鄉菜，互相認識交流
Participants made dishes of their hometowns together with local students to facilitate inclusion of new arrival students



領袖訓練營，成功紮木筏，航行前笑著合照
Successfully assemble a DIY raft in a leadership training camp

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

- 青年坊於本年度得到華人永遠墳場管理委員會贊助，推行「Be friend with『DEATH』- 生命藝術探索之旅」計劃，透過一系列小組、參觀活動及社區教育活動，鼓勵青少年及社區人士以開放態度思考及探討死亡，提升對死亡的認識及覺察，並鼓勵他們反思生命的意義及建立正面人生觀。
- 青年坊一直積極回應兒童及其家長的需要，本年度青年坊開始為博愛醫院陳國威小學提供全方位輔導服務。連同保良局黃永樹小學及將軍澳循道衛理小學，共為區內2間小學提供全方位輔導服務及3間小學提供「成長的天空」服務。同時，青年坊亦向不同小學的患有特殊學習需要的學生提供支援服務，致力協助有特殊需要的兒童及其家庭健康成長。
- 自2009年開始，青年坊得到西貢區議會及社會福利署的支持，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，提供「和平大使」訓練課程，於社區及家庭宣揚及推動和平信息。本年度「家添動力愛和平2016」計劃已於2017年1月完成。
- 為了鼓勵及協助兒童及青少年發掘及發展藝術天賦，青年坊連續第6年在西貢區青年活動委員會的支持下於區內舉辦「西貢TEEN藝術創作及體驗活動」。本年度的主題是「創藝·抒情」，透過圓圈畫工作坊、禪繞畫工作坊及藝術體驗日，讓青少年及社區人士透過藝術媒介抒發情緒及表達自己，藉此提升對精神健康的關注。

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

- Project "Be friend with 'DEATH' ", with funding support from The Board of Management of the Chinese Permanent Cemeteries, was implemented in order to facilitate open discussion and reflection on life and death. Its aim was to develop positive life value through different groups, visits and community education activities.
- Youth Square started to provide Primary School Guidance Service (PSGS) for POH Chan Kwok Wai Primary School this year, including PLK Wong Wing Shui Primary School, Youth Square delivered PSGS for 2 schools and "Understanding Adolescent Project" (UAP) for 3 schools in the community. Support services for students with SEN in different primary schools were also provided to echo the need of children and parents.
- With the support from Sai Kung District Council and Social Welfare Department, and the cooperation with more than 20 community partners since 2009, "Peace Begins at Home" project continued to train volunteers to be Community "Peace Ambassadors" in order to cultivate message of peace and zero violence in families and the community. The project was completed in January 2017.
- To facilitate children and youth to explore and develop their talents in creative art, "TEEN Art @ Sai Kung" was organized for the sixth time with the support from Sai Kung District Youth Programme Committee. The theme this year also echoed the need of mental health awareness. Participants were encouraged to express their emotions through Circle painting and Zentangle.

- 讓青少年展現其表演藝術才華，青年坊劇團PLAY’S於2016年假觀塘A2創作社派劇場上演4場年度公演—「誰偷走了我的月亮」，講述一班年青人在漆黑、迷茫之中尋覓出路及方向的內心掙扎及歷程。
- 為促進青年人建立人生目標及計劃，青年坊於社區及中學推行一連串的生涯規劃活動，包括自我認識測試、激發未來體驗活動、職學探究、生涯規劃講座等，加強青少年對自我及生涯的認識，提升學習動力，為將來作出合適的裝備。
- 本年度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」，讓中學生有機會參觀本地創意工業及內地廠房，並與工業家進行交流活動，擴闊青年人生涯規劃的視野。
- Youth were given chance to demonstrate their talents in art performances. The drama group “PLAY’S” had their annual performance with 4 drama shows in Kwun Tong A2 Theatre Theatre π in 2016, sharing the story about seeking path and direction in the darkness.
- To promote students in developing and actualizing their life goals, Youth Square continued to conduct a series of life goal planning and career development programmes. These programmes included self-directed search (SDS), soci-games, career exploration activities, workshops and various career talks, so as to strengthen the self-understanding and career-understanding of youth, as well as enhance their learning motivation.
- Partnering with the Hong Kong Productivity Council, the “VG Experience Sharing Programme” for secondary school students was continued to be organized. Through local and China visits and sharing with the senior staff of the Council, participants widened their perspectives in life goal planning.



「Be friend with『DEATH』—生命藝術探索之旅」計劃轄下生死教育社區活動
Life and death community education programme in Project “Be friend with ‘DEATH’”



「西貢TEEN藝術體驗日」中展出青少年的作品，讓青少年展現才華
Youth’s artworks were demonstrated in “TEEN Art @ Sai Kung” art experiential day



青年坊劇團 PLAY’S - 於2016年上演四場年度公演
The drama group “PLAY’S” had their annual performance with 4 drama shows in 2016

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

- 「朋輩調解計劃」15週年慶祝活動過後，本年度繼續有15間中學參與計劃，共約180位同學接受朋輩調解的訓練後成為朋輩調解員，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，舉辦全港第一屆「中學朋輩調解比賽」，共18間學校參與，讓調解信息更廣泛地得以宣揚。
- 「恒生 - 家福青少年調解計劃」進入第五年，服務內容不斷加添新元素，成效越趨顯著：
 - 1) 訓練來自20間小學約350位同學成為小學朋輩調解員。
 - 2) 舉辦「愛·和諧」調解短片創作比賽，學校以自創短片在校內積極推廣調解。
 - 3) 計劃贏得4個地區及國際性獎項，包括香港社會服務聯會「商界展關懷」- 2016/17年度「傑出伙伴合作計劃獎」，可見計劃成效得到廣泛的認同。
- 獲教育局資助，在10間中學提供調解培訓活動，訓練約120位中學生成為朋輩調解員。
- 在香港教育大學舉辦朋輩調解學分課程及證書課程，為現任及準教師提供系統化訓練，讓教師們把調解教育植根在校園裡。
- 繼續拓展朋輩調解服務至非華語學生群體，訓練少數族裔小學生成為朋輩調解員。

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

- After the celebration of 15th anniversary of the Peer Mediation Project, 15 secondary schools continually joined the Project and about 180 students were trained as Peer Mediators to promote peaceful conflict resolution in schools as well as in the community.
- In collaboration with Rotary Club, the first Secondary Schools Peer Mediation Competition in Hong Kong was launched. 18 schools joined to promote the mediation education.
- Entering the 5th anniversary, the "Hang Seng - HKFWS Youth Mediation Scheme" was added into more initiatives and the Scheme demonstrated significant effectiveness.
 - 1) 350 pupils from 20 primary schools were trained up as Peer Mediators.
 - 2) Schools actively promoted mediation by attending the Mediation Video Competition.
 - 3) The Scheme won 4 regional and international awards including the Outstanding Partnership Award 2016/17 of the Caring Company Scheme by HKCSS.
- The Education Bureau awarded our Society to conduct mediation trainings in 10 secondary schools to train up about 120 students as Peer Mediators.
- Conducted credit-bearing course and certificate course on peer mediation in Hong Kong Education University for teachers to facilitate their consolidation of mediation education in schools.
- Trained ethnic minority primary students to be peer mediators to extend the service to non-Chinese speaking groups.



香港首個「中學朋輩調解比賽」得獎者與評判合照
Group photo of winners and the judges of the first "Secondary Schools Peer Mediation Competition"



「恒生 - 家福青少年調解計劃」在香港社會服務聯會「商界展關懷」2016/17年度嘉許禮中獲「傑出伙伴合作計劃」獎
"Hang Seng - HKFWS Youth Mediation Scheme" received the "Outstanding Partnership Award 2016/17" in the Caring Company Scheme of HKCSS

自2005年起已開展的生涯發展服務，踏入2011年，以「認知行為為生涯介入」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2014-2016期間推行「生命掌舵」計劃後，機構成功再次獲民政事務局資助，繼續推行青年生涯規劃活動資助計劃（2016-2018），命為「燃·生命掌舵計劃」，計劃為30間中學提供全面的生涯規劃支援，對象包括中學生、家長及老師。
- 汲取過往經驗以及配合服務需求的轉變，機構的生涯規劃工作於不同方面加強服務：
- 首先製作了兩本刊物「我的尋夢日誌」及「生涯規劃新煮意」，除了讓學生、家長及老師了解何謂生涯規劃外，同時亦總結過往工作以及服務的成效。
- 另外，於性格評估服務方面，加入了性格透視®作為工具之一，透過工作坊加強家長及教師的自我認識，從而反思與子女或學生的溝通模式及技巧。
- 最後，受文匯報邀請於報章開設專欄，名為「生命掌舵」，由負責不同青少年服務的專業社工撰寫文章，從多角度分享對現時生涯規劃的看法。

Service Highlight

- After Project “Life Master”, with the support from Funding Scheme for Youth Life Planning Activities (2016-2018) from Home Affairs Bureau, Project “Ignite” continued to serve 30 schools on Life Goal Planning activities.
- Learning from the experiences in Project “Life Master” and facing with the changing needs in career development service, we enhanced our services in the following areas:
- At first, two books, namely “My Dream Dairy” and “Life Goal Planning: Atypical Cook Book”, were published to introduce the Life Goal Planning Service and its effectiveness.
- Secondly, we have included the use of Personality Dimension® in Project “Ignite”, the application was mainly in parents and teachers workshop. By increasing their self-understanding, it was hoped to equip their communication skills and achieve the goal of better parent-child or teacher-student relationship.
- Lastly, invited by Wenweipo, a column named as “Life Master” has been generated this year. Articles written by professional social workers in Youth Service Sectors help to share their views from various perspectives concerning the current trend of Life Goal Planning Service in Hong Kong.



「我的尋夢日誌」(左)及「生涯規劃新煮意」(右)分別以嶄新的角度將「生涯規劃」的概念重新包裝，讓學生、家長及老師都能透過簡單而有趣的角度認識生涯規劃

“My Dream Dairy” (Left) and “Life Goal Planning: Atypical Cook Book” (Right) introduces Life Goal Planning concept from an innovative angle, allowing students, parents and teachers to grasp the concept in an easy and funny way

青少年精神健康服務

Adolescent Mental Health Service

本服務旨在提升青少年及家長對精神健康的認識，同時透過加強青少年的抗逆力、解難和壓力處理，發掘和運用個人資源的技巧，讓他們掌握面對成長挑戰的方法與技能。

服務對象

中學生及其家長。

服務形式

講座、小組、義工活動、展覽、親子活動。

服務重點

- 開展「Mind Your Mind 青少年精神健康推廣計劃」，透過一系列活動，協助青少年及其家庭強化精神健康。
- 透過精神健康講座、小組，提升青少年對精神健康的知識，通過認知行為介入手法，裝備個人能力來處理壓力及面對逆境。
- 「心意蜜蜜送」校本義工服務，讓青少年將小組體會到的正向精神健康訊息，製作不同的手藝送給同學、家長及老師，傳送關懷予別人同時加強自我效能感。
- 舉辦親子歷奇日營，家長及青少年學習正向溝通和互相欣賞，強化青少年的支援系統。
- 通過一系列的展覽，推廣正向精神健康的訊息，提升青少年及家長對精神健康的知識和處理方法，鼓勵同學在有需要時盡早尋找支援。

Our service promotes positive mental health for youth and their families. We aim to prevent youth with mental health difficulties by helping them to improve resilience, problem solving and stress management. Strengthening youth's resources building skills and social networks, to cope with developmental challenges.

Targeted Users

Youth and their families.

Service Delivery

Talks, groups, volunteer services, exhibitions, parent-child programmes.

Service Highlight

- Mind Your Mind Adolescent Mental Health Project adopted an approach based on a positive view of mental health, aimed at engaging and empowering youth and their families to improve mental health.
- Talks and groups with cognitive behavioural intervention skills, enhance youths' mental health knowledge and help them cope with stress as well as to face developmental challenges.
- School-based volunteer services provide chance for youth to use the positive mental health knowledge to prepare handmade gifts to their classmates and teachers. Throughout this give and share process, youth are helped to enhance their self-efficacy.
- Parent-child adventure-based day camp stressed on communication and appreciation between parents and youths, strengthen the social support network for youth.
- A series of exhibition on positive mental health help to enhance youths' self-awareness and knowledge on their mental health, encourage help seeking so that early intervention could be made.



「心意蜜蜜送」校本義工服務製作小禮物，在校內傳送正能量
Participants of school-based volunteer services prepared handmade gifts to their classmates and teachers



參加者製作遊戲攤位及展覽角強化在活動中所學習到的青少年精神健康知識
Participants strengthened their knowledge in adolescent mental health through game booths and exhibitions

「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

- 本會與香港中文大學社會工作學系合作，進行「青少年使用數碼產品與家庭關係」研究，成功訪問了1,561位學生和他們的1,233位家長。研究於5月7日舉行發布會，與在場的服務合作伙伴及傳媒發布研究成果。隨後，我們亦於5月10日在社聯會議向業界分享研究成果。
- 根據本會研究的發現和建議，發展「ICC - App世代親子管教模式」，於本會中心、學校及衛生署學生健康服務推行相關的家長講座與小組，以助家長有效協助青少年子女健康上網。
- 連續六年與教育局合作，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。本年度共接聽熱線1,825個，進行1,168次網上支援服務，舉辦3場教師培訓工作坊及56場家長教育活動，服務人次超過5,000。
- 獲教育局德育及國民教育組、訓輔組、懲教署、母佑會、東莞市莞香花青少年服務中心及不同學校與組織邀請，進行40場網絡教育專業分享，對象包括教師、社工、懲教人員、家長及學生，主題包括處理沉迷上網、網絡欺凌及網絡危機等，參加人數超過2,200人。
- 加強與衛生署學生健康服務合作，進行一次護士及醫生的專業分享及六次家長活動，並加強轉介機制，及早識別並轉介有需要的家庭至本會跟進。
- 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」，於社區及多間學校為家長分享上網經驗。此外，我們推行「健康生活體驗營」，以網『樂』大使為導師，協助高小學生及早預防網絡成癮。

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 Department of Social Work, CUHK, our Society conducted a research on “A Study on Youth’s Digital Usage Habit in Relation to Family Relationships”. There were 1,561 students and 1,233 of their parents involved in the study. Our partners and public media attended our research released on 7th May. Furthermore, we participated the HKCSS Convention 2016 to share our research result on 10th May.
- According to the research findings and recommendations, we developed a parenting model, namely “ICC – App generation parenting model”, to support parents helping their children to develop healthy online habit effectively. Relevant seminars and groups were conducted in our centres, schools and Department of Health Student Health Service.
- With the support from the Education Bureau, our Society stepped into the sixth year in launching the counselling hotline on healthy use of internet students, parents and teachers. Services included counselling hotline, online support via WhatsApp, teachers’ trainings, parent programmes and online resources. To support parents and teachers in nurturing students with concept on healthy use of internet, 1,825 hotline calls and 1,168 WhatsApp were made, 3 teacher trainings and 56 sessions of parent education programmes were conducted, with over 5,000 service users were served.
- Upon invitation from Education Bureau Moral, Civic and National Education Unit, Guidance and Discipline Unit, HK Correctional Services, Mary Help of Christians Chinese Province and various schools and organization, 40 sessions of Net Education programmes with the themes of handling net addiction, cyber-bullying and online risks were delivered to over 2,200 participants.
- To strengthen the cooperation with Department of Health Student Health Service, we conducted a professional sharing for their medical professionals and 6 parents’ education programmes. We enhanced the referral mechanism, in order to early identify and serve the needy families.
- To reduce the digital generation gap, 20 students were trained as Net Ambassadors to enhance parents’ understanding on youth online culture and promote healthy internet use in schools and community. Also, we conducted a “Healthy Lifestyle Experiential Camp”, our Net Ambassadors were trained as mentors to support primary schools pupils getting rid of online addiction.



本會社工、家長與年青人攜手於家福月分享如何於App世代建立和諧親子關係
Our social workers, parents and young people shared their tips on building of cohesive family relationship with app generation in the Family Month



中文大學副教授黃於唱博士分享「青少年使用數碼產品與家庭關係」研究的結果
Professor Wong from Chinese University of Hong Kong shared the findings of “A Study on Youth’s Digital Usage Habit in Relation to Family Relationships”

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

- 本計劃為區內低收入家庭提供多元化及適切的服務，當中包括：技術支援、介紹潮流科技資訊以切合服務對象上網學習的需要。
- 本年度共舉辦150場電腦班及工作坊，出席活動人次為1,577。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。
- 於地區團體和學校舉辦講座及工作坊以推廣本計劃及教育公眾善用互聯網學習。當中活動出席人次為401。
- 舉辦義工訓練予小學生會員並帶領他們到社區向公眾宣揚健康使用互聯網及預防網絡欺凌的訊息。
- 為有需要的家庭提供輔導及轉介服務，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。
- 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。計劃共招募了15位學員及10位大專生成為友師。

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 providing variety of services, including technical support and introducing up-to-date I.T. technology to meet the e-learning needs of low income families.
- Conducted 150 sessions of computer training and workshops for 1,577 participants. Topics included healthy use of internet, basic computer knowledge, prevention of online crisis and ways to enhance family relationship.
- 401 participants were served in the community and school programmes for the promotion of the project, healthy use of internet and e-learning.
- Conducted volunteer training for primary school students' members and led them to serve in the community and to deliver messages of and healthy use of internet and anti-cyber bullying.
- Counselling and referral services were provided to families in need and helping them to handle issues related to the use of internet and offered timely intervention for urgent or crisis cases.
- “Mentorship Programme” was held in which 10 mentors and 15 mentees were recruited. Mentors from universities taught the mentees the knowledge of healthy use of internet and design e-portfolio.



訓練小學生會員於「中西區青年日」當義工，透過擺設攤位向公眾宣揚預防網絡欺凌及健康使用互聯網的知識

Members (primary school students) were trained to be the volunteers to lead the game booth and deliver messages of anti-cyber bullying and healthy use of internet to the public



自製虛擬實境盒子體驗新科技

Teaching the members to make VR boxes to experience the new technology

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。針對他們的需要，設計不同輔導計劃，協助他們跨越障礙。
- 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。
- 本年度亦推行「執行技巧訓練」，為有過度活躍的中學生提供解難，先思後行的訓練。
- 積極拓展社交思考模式®於服務上，協助已確診自閉症或有社交溝通障礙的中學生。除了原有的初中小組支援朋輩關係及高中小組計對職場關係，本年度亦推行了「社交思考」個別輔導計劃，提供深入的社交思考模式個人訓練，進一步照顧個別差異。
- 本會亦設計了一系列「伴你同行」活動，支援子女有特殊教育需要的中學生家長，包括講座、生涯規劃小組、社交思考小組及壓力處理小組，以加強家長在培育有特殊教育需要的資源和效能感。
- 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。

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 psycho-social adjustment of SEN students by a variety of supportive services and individual counselling.
- 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.
- Began to launch new initiative on “executive skill training” for those students with Hyperactivity and Attention Deficit syndrome.
- Expanded the service scope of Social Thinking® for those Autistics and students having severe social barriers. Besides group work on interpersonal relationship for junior forms and colleagues’ relationship for senior forms. Intensive care plan was rendered to address specific social needs.
- A series of parental work has been launched to support parents with SEN children, including talk, life goal planning group, Social Thinking® group and stress management group.
- 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.



「生命塗ART」生涯規劃小組·參加者的作品
Participants' artwork from "Art@ Life" life goal planning groups



「伴你同行」生涯探索家長講座
A parent talk on life goal planning tips for parents with SEN children

閃爍成功新一代

Let us Shine - A Journey to Success

「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」由上海滙豐銀行有限公司贊助，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。計劃於2014年9月展開至2016年11月完結，共服務全港104間中學，受惠人次超過十萬人。
- 計劃積極鼓勵年青人尋夢，發掘自己的潛能，把這些素質開拓成日後成功的基石。計劃中的生涯規劃小組、興趣培育小組、與職場義工交流及模擬面試等等，運用不同的介入模式及人力資源，拓闊年青人視野之餘，也慢慢建構個人的生涯規劃。
- 為了讓年青人實踐夢想，並學習解決過程中的困難，舉辦了名為「織夢·閃爍」的手作市集活動。年青人在一個真實的環境下，學習營商、創業的知識，要達致成功，知識與人溝通、事前計劃及風險管理固然重要，個人的堅持和毅力也不可缺。
- 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。
- 整個計劃亦印製了不同刊物，包括香港中學文憑小冊子、燃亮觸動·SEN學生故事分享集及月記事。除了提供資訊給受眾，亦跟業界及教育界分享計劃的點滴及成果。



滙豐義工為同學教授營商之道
Teaching workshops on running business by HSBC volunteers

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. Project was launched from September 2014 to November 2016, which had served 104 secondary schools and over 100,000 beneficiaries.
- Life goal planning group, interest development group, sharing and mock interviews by Corporate volunteers were organized to widen youngsters’ horizon and to build up their assets for future.
- A trade fair named “DreamCatcher” was launched for youngsters to integrate their learning on running business, customer skills and risk management into real practice. Besides knowledge and skills, good personal qualities were also important for attaining a success.
- Life coaching workshops were provided for parents and teachers to offer support to youngsters.
- Some publications were made to share the project outcome to sector, teachers and public, including a booklet on facing HKDSE, a booklet on shining stories of SEN youngsters, as well as a planner on life goal planning.



邀請歌手許廷鏗作分享嘉賓，為年青人打氣
Sharing from a popular artist, Mr. Alfred Hui Ting Hang on his life goal planning

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

- 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。
- 在成長過程中，學習感恩是提升抗逆力中重要的一環。學習感恩可讓他們留意及欣賞身邊的事情，有助提升學生的樂觀感，減少負面的思想。因此，本年度的計劃中也多著重學習感恩，特別是在每次的活動後也引導學生思考當中欣賞或感謝的人和事。

Understanding Adolescent Project (Primary School) 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

- With close cooperation and support from principals and teachers, we continued to run this project in 3 primary schools in Tseung Kwan O district.
- Gratitude is a significant element to enhance the resilience and sense of optimistic of children. Gratitude helps students to give thanks to people and situation around them, and thus reduce negative thoughts. Students were encouraged to share the people or things they appreciated in every activity.



全靠組員不斷的嘗試，我們才可以全組平衡在木板上。
After trying many times, we can balance on the board finally!

難得爸爸放假，與我一同參加親子日營。
I am delighted about my father's participation in the family day camp!

長者及社區支援服務

Elderly and Community Support Services



隨著醫學和科技的進步，人們享有更長的預期壽命。因應持續上升的長者人口和他們不同的健康狀況和需要，本會提供一系列多元化的服務，以支援家庭照顧長者，使他們能夠留在社區中享受有尊嚴和有質素的生活。

對於身體狀況較佳和不需要護理支援的長者，本會九龍城長者中心致力推廣和促進他們的健康生活模式，例如舉辦「『營』聚龍城健康推廣計劃」、「開心小綿羊 - 失眠治療小組」、參與香港大學的「耆力無窮」計劃等。為鼓勵長者持續學習和參與社區，中心舉辦了共328項活動和小組，服務達800名會員及152名護老者。我們開展了男士服務，成立「城男天地」小組，為年長男士提供了交流平台。有賴148名長者義工支援中心的多項活動和日常運作，充分體現如能為長者提供機會，善用才能，他們同樣可以為社會作出貢獻。我們又透過與各企業及地區團體合辦活動，例如「活腦『智』醒嘉年華」，推廣長幼共融及長者的正面形象，並加強公眾對長者的了解。

有效的家居照顧及社區照顧服務能夠讓居住於社區的長者在健康和照顧需要轉變的過程中，適時獲得適切的照顧。對於缺損程度較為輕微的長者，這些服務能夠支援他們維持日常生活。至於被評估為身體機能屬於「中度」或「嚴重」缺損的長者，有關服務可以提供所需的復康服務和合適的護理，延緩他們的健康惡化。家人亦能得到相關的培訓及支援，加強照顧的技巧和信心。過去一年，曾經接受本會「綜合家居照顧服務」的「普通個案」共有3,647個、「體弱個案」共235個，而接受「改善家居及社區照顧服務個案」則共有1,154個。我們又積極檢視及改良服務模式，與香港大學秀圃老年研究中心合作並發表「綜合家居照顧服務之優化」研究報告，與業界分享經驗。研究顯示，結合家居支援及中心活動兩方面的介入，能有效協助服務使用者提升身體機能及心理健康，加強健康意識、建立運動習慣及健康生活模式和滿足社交需要。

「維健坊」繼續為社區提供在政府資助服務以外更大的彈性服務，與及更多的種類和選擇，以滿足個別需要，全年服務個案共 246個。由社工及輔助醫療人員所組成的專業團隊亦為各政府部門、學校、地區組織及非政府機構提供專業培訓。此外，維健坊轄下的祖堯中心、北角中心及順利中心成功申請成為「長者社區照顧服務券試驗計劃」第二期的認可服務提供者，提供更靈活的服務組合，讓長者及照顧者可以更有彈性使用家居照顧及日間中心服務，並在有需要時得到暫時性院舍照顧服務的支援。

本會「維健坊 - 順利中心」參與為期三年的「賽馬會『e健樂』電子健康管理計劃」。這項計劃由香港賽馬會慈善信託基金資助，並由香港中文大學老年學研究所以及多間非政府機構合作，透過電子科技，鼓勵長者建立健康管理習慣，掌握自己的身體狀況。

承蒙滙豐銀行慈善基金透過香港公益金撥款資助，「躍動晚情 - 長者抗抑鬱地區計劃」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。本計劃提供「躍動晚情」抗抑鬱個人管理計劃、「長者抗抑鬱關懷專線」、舉辦社區流動諮詢站、社區教育活動及義工活動，服務共4,096人次。本計劃獲「香港公益金」撥款資助，將延續至2018年，以支援更多有需要人士。

「認知障礙評估服務」獲「《信·望·愛》行動」贊助，繼續為有認知障礙徵狀的長者提供詳細評估，並伙拍醫療機構及專業人員提供及早診斷評估及免費臨床測驗。此外，更舉辦攝影比賽、義工訓練、社區流動服務諮詢站、教育講座及工作坊等，以喚起社區人士對認知障礙症的關注，服務共2,092人次。本會也獲得「左滌江慈善信託基金」資助，繼續提升服務。

香港的人口漸趨老齡化，長者的預期壽命也更長，他們具較高的教育水平和經濟能力，也對個人健康更關注。無論長者和照顧者都對服務的種類和質素，與及選擇服務時的彈性和自主性有更高的期望。面對這些轉變，本會將繼續致力透過多方協作及創新思維提升服務，回應需要。

Thanks to the advancement of medicine and technology, the life expectancy of people is getting longer. In response to the ageing population, and the health condition and different needs of the elders, our Society provides a variety of services to support families to take care of them so that elders could stay living in the community with quality of life and dignity.

For elders with good health condition and do not require nursing support, our Senior Citizen Centre (Kowloon City) has dedicated to promote and facilitate them to lead a healthy life style. For example, we have launched the “Healthy Kowloon City Project” and “Happy Sheep-Therapeutic Group on Insomnia”, and also the “Grand Move Project” which is a joint venture with the Sau Po Center of Ageing of the University of Hong Kong. To encourage life-long learning and community participation, we organized 328 programmes and groups serving 800 members and 152 carers. A men’s group, namely “City-land for Men”, was set up and provided a platform for male elders to interact with each other. Moreover, a total of 148 seniors were engaged as volunteers to offer support in our programme activities and daily operation of the centre. It has demonstrated that, with opportunities provided, elders could contribute their talents to serve the community. Besides, we co-organized programmes with different corporates and organisations in the community, such as “Be Healthy, Be Smart” Fun Fair, to promote cross-generational integration as well as the positive image of the elders, and to facilitate public understanding on the elderly.

Effective home care and community care services can help elders living in the community to receive timely care for their changing needs in health and care. Elders with mild impairment can maintain daily functioning through the support from these services. For elders with moderate or severe level of impairment, these services help them to postpone health deterioration through rehabilitative services and nursing care. The family members can also receive relevant training and support to strengthen their skills and confidence in care-giving. Last year, we served 3,647 “Ordinary Case” and 235 “Frail Case” under the Integrated Home Care Service as well as 1,154 cases under the Enhanced Home and Community Care Service. To proactively review and improve our service model, we joined the Sau Po Center of Ageing of the University of Hong Kong to release the “Report on Study on Enhancement of Integrated Home Care Service” and shared our experience with the sector. The study result confirmed the effectiveness of integrative intervention of both home based support and centre based activities can help service users enhance physical functioning and mental health. It can also promote their health awareness, development of healthy life style incorporating exercising habit as well as social support to meet their psychosocial needs.

Our three Viva units have kept on meeting individual needs through providing self-financing services with more flexibility and service choices comparing with the Government subvented services, serving a total of 246 cases last year. Our professional team, comprised of social workers and health care professionals, offered professional training for government departments, schools, community bodies and non-government organizations. In addition, our Cho Yiu Centre, North Point Centre, and Shun Lee Centre have become recognized operators of the “Pilot Scheme on Community Care Service Voucher for the Elderly” Phase II, offering more flexible service packages. The elders and carers can receive home based service and day care service at the same time and can be supported by temporary residential respite service when necessary.

Viva Shun Lee Centre joined the “Jockey Club Community ‘eHealth Care Project’” which is a three-year project funded by the Hong Kong Jockey Club Charities Trust. In collaboration with CUHK Jockey Club Institute of Ageing (IoA) and various NGOs, the project aims to encourage the elderly to enhance self management skills and obtain a better understanding to their health status through the use of electronic technology.

Sponsored by the Hongkong Bank Foundation through the Community Chest of Hong Kong, the “Smiley Activation Project - Community / Home-Based Depression Treatment for the Elderly” (SAP) helped frail elders re-build community connection and problem solving ability and raise community awareness on elderly depression. This Project provides Smiley Activation Programme, Anti-Depression Care Line for the Elderly, outreaching booths, community education programmes and volunteer trainings. Last year, we recorded a total attendance of 4,096. With the continuous funding support of Community Chest, this project will be extended to 2018 to support more people in need.

With sponsorship from the “Faith • Hope • Love” Movement, our Dementia Assessment Service continued to provide comprehensive assessment for the elders with dementia symptoms. Partnership was established with medical institutions / professionals to offer early diagnostic assessments and free clinical tests. To raise community awareness on dementia, we also launched photo competition, volunteer training, community mobile counters, educational talks and workshops with a total attendance of 2,092. The service components will be further enriched in next year with funding support from the Tsu Te Kian Charitable Trust.

In this ageing society with longer life expectancy, the elderly population also has higher education level and better financial condition, and they pay more attention to their health condition. The elders and carers will have higher expectation on the variety and quality of services as well as their choices and autonomy in obtaining the services. Our Society will continue to enhance our services through innovation and synergies with different partners to serve the ever changing needs.

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。

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。

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。

服務重點

- 為了讓經常留在家中的服務使用者及其護老者多與外界接觸，本會鼓勵他們參與中心的小組及活動，例如興趣小組、運動小組、戶外活動及節日慶祝活動等等，以滿足他們的心理及社交需要。
- 本會積極與多個團體及企業伙伴合作，為服務使用者提供不同類型的義工服務，讓他們感受到社區人士的關懷，並促進跨代共融。
- 我們舉辦一連串的培訓活動予前線員工（例如職安健、醫療廢物處理、與情緒病患者溝通及緊急情況演習）及專業員工（例如中醫飲食治療應用於常見長者疾病），以提升在家居照顧服務及支援照顧者方面的專業知識及技巧。

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

Targeted Users

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

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 etc. and referral service etc.

Service Highlight

- To strengthen the social contact of our service users and their carers who always stay at home, they were encouraged to participate in our groups and programmes, such as interest groups, exercise groups, outdoor activities and festival celebration programmes etc to meet their psychosocial needs.
- To promote community care and to facilitate cross-generational integration, we collaborated with different organizations and corporate partners to organize a variety of volunteer services for our service users.
- We organized a wide range of trainings to our frontline staff (e.g. occupational safety, clinical waste management, communication skills for clients with depression and emergency drill) and professional staff (e.g. basic understanding on Chinese medicine for treatment on common diseases for elderly) to enhance professional knowledge and skills in home care services and support to carers.



與香港大學秀圃老年研究中心合作「耆力無窮運動計劃活動」
Project GrandMove with Sau Po Centre on Ageing - The University of Hong Kong



「冬至跨代共融2016」- 長者享受節日加餸飯
Elders enjoyed feast in Intergenerational Harmony in Winter Solstice 2016

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、荃灣區及離島區的改善家居及社區照顧服務團隊之營辦權將延續至2019年2月，而深水埗區之營辦權則延續至2021年2月。本會將持續檢討及改善服務模式、人力方案及工作流程，以回應不斷轉變的服務需要及未來發展。
- 支援護老者是本服務的其中一項重點，包括提供「到戶護老者照顧訓練」以加強照顧者在日常生活照顧、復康運動及認知訓練等有關方面的知識和技巧。同時我們又舉辦各類型健康講座，小組活動及戶外活動，以關顧照顧者的身心健康。
- 此外，我們經常鼓勵服務使用者參與中心小組活動，例如痛楚紓緩活動、運動小組及各項治療小組，滿足他們的個別需要。

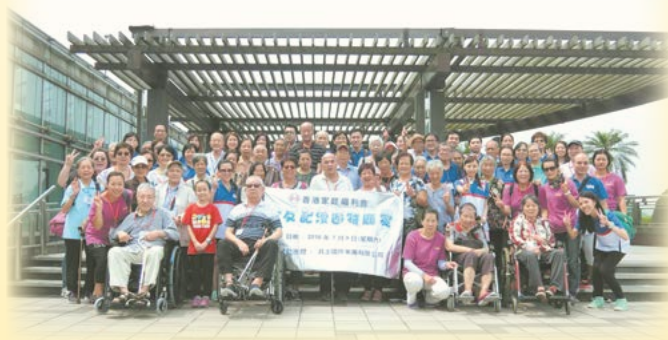
Enhanced Home and Community Care (EHCC) Service is one of our essential elderly services. Home and community care support is provided to elders suffering from physical or cognitive impairment. We also support their carers, in order to empower elders who desire to live in their own home.

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 service operation contract of our Enhanced Home and Community Care service (EHCCS) teams at Kwun Tong, Tsuen Wan and Islands districts will be extended to February 2019, while the contract of Sham Shui Po team will be extended to February of 2021. We will continue to review and improve the service mode, manpower modality and service workflow in response to the changing service need and future development.
- To support carer is one of our service focus, including “On Site Carer Training” to strengthen their knowledge and skills in daily care, rehabilitation exercise and cognitive training. Meanwhile, we organized various carer support programmes such as health talks, group activities and outdoor programmes so as to enhance the well-being of carers.
- We always encouraged service users to participate in our centre-based programmes such as pain relief activities, exercise groups and other treatment groups to meet their individual needs.



離島區改善家居照顧服務使用者獲其士集團贊助，與企業義工聚首一堂參觀特麗愛3D影像館及享用精美自助餐

Service users and their carers of Islands EHCCS Team were sponsored by the Chevalier Group to visit the Trick Eye Hong Kong and enjoyed buffet with corporate volunteers



「2016年聖誕節聚會及詩歌」活動
Christmas Party 2016 and Christmas caroling

(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

- 中心有賴企業義工隊及鄰近小學的支持，舉行了「活腦『智』醒嘉年華」，以喚起公眾對長者認知退化的關注。
- 推行「『營』聚龍城健康推廣計劃」，除了由義工向有需要長者送上營養食材表達關懷外，亦藉以向社區推廣養生資訊。
- 為配合長者的身心需要，社工舉行了不同類型的治療性小組，包括「開心小綿羊—失眠治療小組」及「『經過那些年』懷緬小組」等。
- 推行一系列生死教育活動，例如「品味人生—人生回顧小組」及「『生命旅程』講座」等，以鼓勵長者及護老者坦然面對生死，以及重整生命的意義。
- 與不同企業公司、學校及社會福利團體合作，讓新生代了解長者的需要，促進跨代共融。
- 發展多元化義工活動以配合長者的能力及興趣，並於年終舉行大型嘉許禮以肯定義工的付出及努力。
- 發展男士服務 — 「城男天地」，舉辦不同主題的男士聚會，讓一群志同道合的男士們聚首一堂，互相交流。

Service Highlight

- Our gratitude to corporate volunteers and nearby primary schools for their support to the “Be Healthy, Be Smart” Fun Fair to enhance public awareness for dementia.
- Implementing “Healthy Kowloon City Project” in the community to promote healthy diet and express concern to the deprived and needy elders.
- Meeting the psychosocial needs of the elderly by conducting different kinds of therapeutic groups by social workers, such as group for the elders with insomnia and reminiscence therapeutic group, etc.
- Conducting a series of Life and Death educational programmes, including life review group and life journey talk, to encourage the elders and carers to break through the taboo on discussing death as well as affirming their life’s value.
- Fostering intergenerational harmony by implementing various programmes with corporate, schools and NGOs.
- Organizing diverse volunteer groups and services for the elders with different abilities and interests and conducting Volunteer Award Ceremony at the end of the year to recognize their effort.
- Developing Men’s Group to broaden the male elders’ social circles and develop their strengths and abilities.



中心的集體舞班於義工嘉許禮中表演，台下觀眾以熱烈掌聲肯定他們的才藝及努力

The dancing class performed in the Volunteer Award Ceremony, audiences gave them a big applause to recognize their talent and effort



一眾「城男天地」的成員眾首一堂，歡渡農曆新年

The Men’s Group members celebrated the Lunar New Year together

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

- 在本會與香港大學秀圃老年研究中心的攜手合作下，發表「綜合家居照顧服務之優化」研究報告，顯示參加者在加強健康意識，建立運動習慣及滿足社交需要方面成效理想，其身體機能在經過設計及定期的運動鍛煉下有顯著的改善。家居服務結合日間中心照顧元素之服務模式能有效支援長者留在社區生活。
- 本會根據上述研究的經驗，進一步優化日間中心照顧服務，於港島及離島區推展「健樂同行」運動小組，成效正面。我們將繼續探索靈活彈性的服務模式，以協助服務使用者提升身心健康。

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

- With the joint effort of the Society and the HKU Sau Po Center of Aging, "Report on Study on Enhancement of Integrated Home Care Service" was published. It reflected positive result in developing awareness of health prevention, doing regular exercise and meeting psychological needs, with improved daily functioning through regular exercises with proper design and intensity. The project concluded the effective model integrating home care and centre based intervention to support the elders to stay in the community.
- Based on the findings of the Study mentioned above, we improved our flexible day care service. Our centres in Hong Kong Island and Islands districts carried out the modified version of Happy and Healthy (Hn'H) exercise groups with positive effect. We will keep exploring flexible service modes to facilitate physical and psychological well-being of our service users.



「健樂同行II之樂也融融」運動小組畢業大合照(由大澳文物酒店贊助)
Graduates of Health Enrichment group (Hn'H Exercise Group)
(Sponsored by Tai O Heritage Hotel)



運用運動球協助，達致強化肩部、核心肌肉及髖部的力量，以幫助平衡
Using exercise ball to strengthen balance

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

為回應社區內的照顧者及長者的需求，本年度持續推行「支援家庭，照顧長者」的理念，繼續致力提供支援護老者的服務，除定期舉辦講座、日間暫託及外借復康器具、影音教材等等外，本年度亦舉辦相關之護老者紓緩活動，讓長者及護老者從中獲得愉快及正面的相處和接觸，即使在辛勞的照顧歷程中，都能感受到被關注及支持。

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 needs of frail elders and carers in the community, we continued to actualize our service philosophy of “Supporting Family to Care for the Elder”. Apart from the regular service, e.g. educational talks, day respite, loan of rehabilitation equipments and audio visual materials, we organized various activities to support elders and carers. Through positive experience in joining our programmes, elders and carers can share joy, concern and support.



參加者為自己裝扮一番，共同慶祝聖誕節
Participants dressed up to celebrate Christmas



一起分享快樂與愛!
Let's sharing with Joy and Love!

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.



已接受針灸訓練的註冊西醫為長者提供針灸治療
Acupuncture treatment by registered doctor



中醫師正為婆婆把脈
The Chinese Medicine practitioner take the pulse for the elder

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

- 社會福利署在2016年10月推出第二階段「長者社區照顧服務券試驗計劃」，維健坊屬下祖堯中心、北角中心及順利中心亦成功申請成為認可服務提供者，持有服務券之長者可靈活因應個人需要選擇適切的服務組合，讓他們可以獲得所需的日間照顧或復康服務，因此繼續居家安老。
- 維健坊祖堯中心獲得「何東爵士慈善基金」贊助推行為期18個月的「維健腦師傅計劃」，讓區內長者可以進行認知、體能訓練及小組活動，以提升個人身心之康健及掌握運用社區資源，享有更多參加外界活動的機會。
- 為加強配合服務上的發展及需要，維健坊增聘新職位，讓有志於服務長者之年青人成為「全方位活動員」，他們具有物理治療助理的專業資格，中心並會提供在職培訓及進修機會，讓他們在長者的復健過程中提供更大的幫助及貢獻。
- 維健坊的專業團隊繼續為各大政府部門、社企及學校提供專業培訓，包括香港房屋委員會、瑞穗銀行及聖士提反女子中學等。

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).
- Caregivers (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).
- Caregivers support (e.g. training on care skills, support group, purchasing rehabilitative aids).

Service Highlight

- Three Viva Centres have successfully become the service providers of the “Pilot Scheme on Community Care Service Voucher for the Elderly” in Phase II starting from 10/2016.
- Viva Cho Yiu Centre has received the sponsorship from the Sir Robert Ho Tung Charitable Fund to carry out “Viva Master Mind Project” to improve the physical and cognitive function of the hidden and frail elderly.
- To fulfill the service development and needs, Viva has a new post of Programme Workers who have the professional qualification of Physiotherapy Assistant. They could receive the on-site job coaching and subsidies for further studies. They could also contribute and apply their knowledges in the rehabilitative process of the frail elderly.
- Health Care Professionals of Viva continued to provide health related trainings or talks to government departments, corporates and schools.



中心社工 - 「認知障礙症照顧策劃師」為香港房屋協會健康村長者康樂中心推行「健智小組」
Our Social Worker with qualification of Certified Dementia Care Planner conducted a cognitive training group for the Hong Kong Housing Society Healthy Village Elderly Centre



中心物理治療師為香港房屋委員會提供「辦公室痛症處理」工作坊
Our Physiotherapist conducted the “Pain Management in Office Workshop” to the Hong Kong Housing Authority



「長者社區照顧服務券試驗計劃」持有人正使用日間護理中心服務
The voucher holder of the “Pilot Scheme on Community Care Service Voucher for the Elderly” enjoyed the day care service

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 elders, 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、認知障礙照顧策劃服務及社區教育：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進行詳細評估，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。此外，認知障礙症照顧策劃師亦全面評估照顧者的需要，協助他們訂立目標及系統地面對照顧上的挑戰。本服務繼續積極推行認知障礙社區教育，透過舉辦攝影比賽、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。本會獲得左滌江慈善信託基金資助，將於來年豐富服務元素。

- Dementia Assessment Service, Dementia Care Planning 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. Besides, Certified Dementia Care Planners provided comprehensive assessment on caregiver’s needs and assisted them to better face the challenges of caregiving journey. We continued to promote Dementia Community Education. Programmes such as photo competition, volunteer training, community mobile counters, educational talks and workshops were conducted to raise community awareness on dementia. With funding support of Tsu Te Kian Charitable Trust, we will further enrich the service components next year.



義工正在向社區人士介紹認知障礙症的徵狀。(社區流動諮詢站)
A volunteer introduced the symptoms of Dementia to the general public. (Community Mobile Counter)



「強腦健心班」以多元方式為長者提供認知訓練活動，讓長者體驗愉快開心的互動交流。(長者「強腦健心班」)
The elders enjoyed their time in the interactive cognitive training group. (Elderly Cognitive Training Group)

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。在各方面協助下，本計劃順利推行。第一階段的「躍動晚情」抗抑鬱個人管理計劃研究結果顯示本計劃能減輕參加者的抑鬱程度，效果令人鼓舞。

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 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 wellbeing. 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 different support, the Project was conducted smoothly. The first batch of research results indicated that the Smiley Activation Programme can reduce level of depression of the participants and the result is encouraging.

此外，本計劃成功獲得公益金延長一年撥款至2018年，以服務更多有需要的長者。

Besides, this project has successfully received funding support from Community Chest to extend its service one till September 2018 for serving more elders in need.



通過藝術工作坊，協助長者發掘興趣及處理情緒
Elders cultivated their interests in art and managed their emotions in art workshop



發掘長者的長處：長者開心地與義工交流烹飪心得
Identified strengths of elders: The elder shared her cooking wisdom with the volunteers



讓我們一起鼓舞躍動！
Let's start dancing and lift up your mood!

賽馬會「e健樂」電子健康管理計劃

Jockey Club Community eHealth Care Project

本會「維健坊-順利中心」參與了為期三年的「賽馬會『e健樂』電子健康管理計劃」（下稱「計劃」）。這項計劃由香港賽馬會慈善信託基金撥款一億三千八百萬港元，與香港中文大學老年學研究所（下稱「研究所」）、長者安居協會及多間非政府機構合作，透過電子科技，鼓勵長者建立健康管理習慣，了解自己的身體狀況。

Viva Shun Lee Centre joined the “Jockey Club Community eHealth Care Project” (the Project) which is a three-year project funded by the Hong Kong Jockey Club Charities Trust, earmarked HK\$138 million, in collaboration with CUHK Jockey Club Institute of Ageing (IoA), Senior Citizen Home Safety Association (SCHSA), and various NGOs. The Project aimed to encourage the elderly to build self-management habits and gain a better understanding of their own health through the use of electronic technology.

服務對象

- 六十歲或以上居於社區的長者
- 患有高血壓 / 糖尿病的獨居長者或雙老
- 服務優先給予高血壓，糖尿病，超重的高危患者

Targeted Users

- Aged 60 or above and living in the community
- Elderly living alone /elderly couple with hypertension or diabetes
- Priority will be given to those with high risk of hypertension, diabetes and overweight elderly

服務形式

「賽馬會『e健樂』電子健康管理計劃」由三部分組成，包括：

- 長者電子照顧平台－長者憑智能卡登入系統後，會由經過訓練的中心工作人員或保健員協助進行血壓、血糖及體重等量度，健康數據會透過雲端技術即時傳送作監察及分析，並由護士致電長者了解及跟進。此外，由護士、保健員及社工組成的跨專業團隊亦會定期到中心探訪，與長者分享健康資訊。
- 長者健康質素調查－研究所協助參與計劃的長者定期進行健康質素調查，了解他們的心理健康、認知能力及社會需要等。預計可覆蓋約10,000名長者，結果將有助長者中心全面了解長者的服務需要，設計合適的活動及服務。
- 大數據分析－研究所將分析由遠程護理服務及上述調查得出的數據，了解本港長者的健康狀況及趨勢。

Service Delivery

The Jockey Club Community eHealth Care Project consists of three main components:

- Tele-care programme: When elderly log in the e-health system with their smart cards, they will be assisted to conduct measurement of blood pressure, blood glucose and weight by trained staff or health workers. This data will be transmitted for real-time monitoring and analysis via cloud-based technology with follow up by nurses over phone calls. Regular centre visits were provided by a multi-disciplinary team of nurses, health workers and social workers to share health information with the elderly.
- Well-being surveys: IoA supported the elderly participants in carrying out regular well-being survey, focusing on their psychological, cognitive, and social well-being. Targeted for around 10,000 respondents in total, it is hoped that the findings will help elderly centres get a more comprehensive picture on service needs and design suitable programmes and services.
- Big data analysis: IoA will analyze the data collected from the tele-care programme and well-being survey to understand the health status of the elderly population as well as the related trend in Hong Kong.

服務重點

- 維健坊順利中心成功招募了100名居於社區的長者參予此項計劃。長者可具體了解自己最近的健康精神狀況，例如口腔健康、聽力、視力、衰老、記憶徵狀、精神健康、藥物管理、日常自理能力等。本會又因應長者的需要，舉辦多項健康講座/小組、運動健體班，鼓勵長者多關注自己的身體，勤做運動，保持均衡飲食，並且多參予社區活動，以保持身心健康。

Service Highlight

- Viva Shun Lee Centre successfully recruited 100 elderly living in the community to join the Project. They were able to have better understanding on their health condition, such as oral health, hearing and visual ability, memory, mental health, drug management, and daily self care etc. We also launched health talks / groups, fitness exercise classes based on the needs of elderly, to encourage them to have regular exercises and proper diet as well as participate in community activities.

- 此計劃鼓勵長者改變以往在了解自己健康狀況方面的被動模式，轉為主動到中心量度血壓、血糖等，透過應用電子健康管理技術，將健康數據上載雲端技術，使專業人員更密切掌握有關狀況，從而作出跟進，並鼓勵長者建立健康管理的良好習慣。
- In contrast to the common passive approach in understanding one's own health condition among elderly, the participants were encouraged to visit centre regularly to measure their blood pressure and blood glucose. They were facilitated to develop a good habit in health management through uploading health data via cloud based system and electronic technology which enables professionals to better grasp necessary information and take follow-up action.



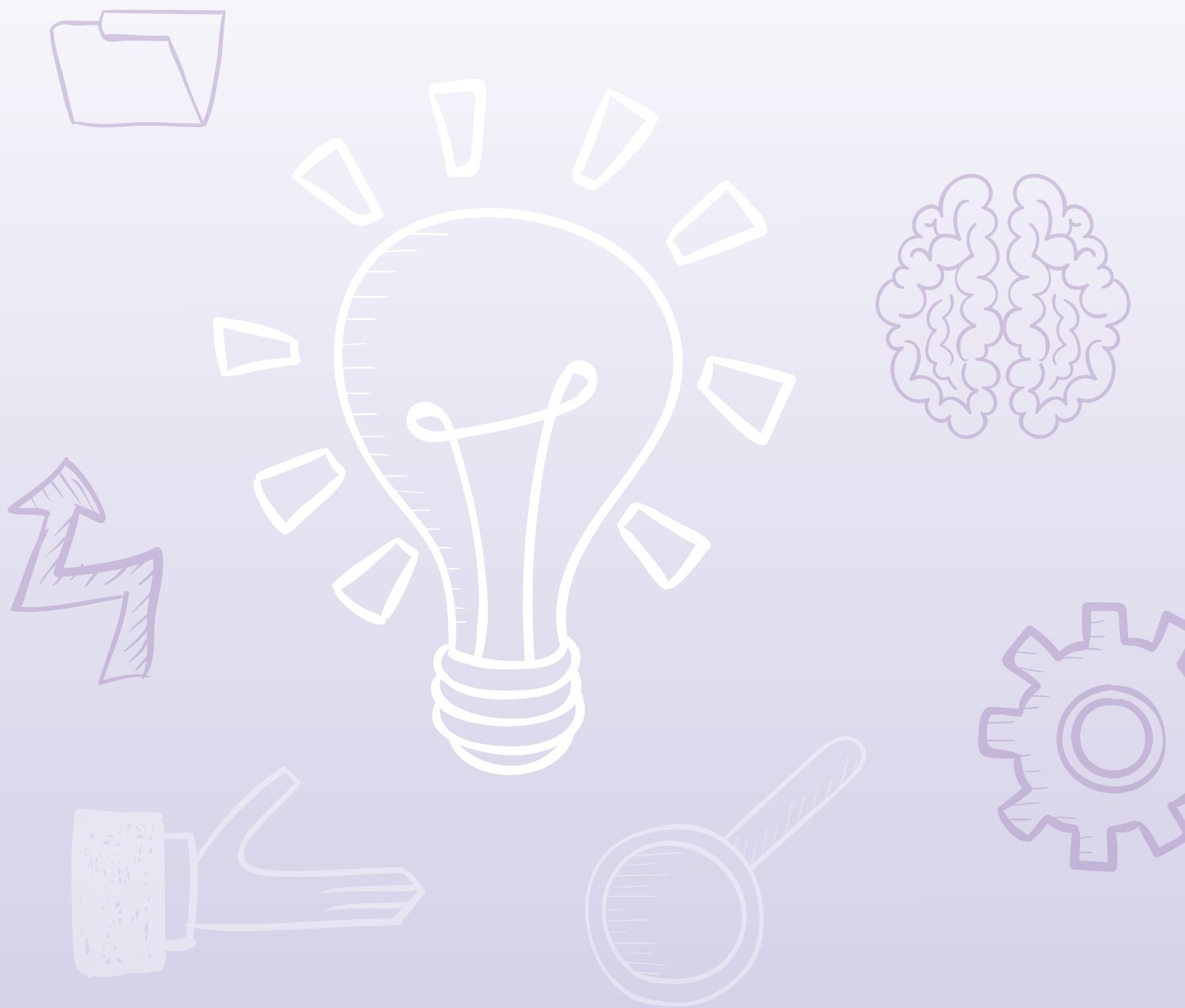
護士派發每月健康報告
Nurse delivered monthly health reports to the elders



長者學習使用e健樂健康站
The elder learnt to use the eHealth Station

特別服務

Special Services





本會推出了多項的嶄新服務和計劃以回應社會的需要和填補服務的空隙。面對離異家庭數字不斷上升，我們透過滙豐150週年慈善計劃透過香港公益金的贊助，開展為期兩年的「孩子為本」離異危機預防及處理計劃，為離婚 / 分居的低收入家庭提供家事調解服務，並配以『兒童遊戲治療』服務及『親子遊戲治療法』家長訓練課程，促進親子關係。我們再度獲香港公益金撥款資助，開展第二期夾縫中的曙光「兒童為本」共享親職先導計劃，整合第一期服務經驗，我們更有效地繼續推動及支援離異父母以「親職夥伴」關係合作教養子女。

本會進一步拓展離異家庭服務，得到社會福利署的支持及獎券基金的撥款，我們於2016年9月推出「兒童為本 - 子女探視服務先導計劃」，並於10月31日於荔枝角的成立的「親籽薈」正式投入服務。中心為有需要的離異家庭提供專業的督導子女聯繫 / 交接服務，協助離異 / 分居的非同住父母與子女保持穩定的接觸，維繫/重建彼此關係，促進子女健康地成長。「親籽薈」標誌著本會發展離異家庭服務的里程，並反映我們銳意填補離異家庭服務的夾縫，特別受影響的子女的承擔。

2017年1月，本會成立了理財教育中心，協助青少年及早學習財務知識和培養正確的理財習慣。我們得到滙豐150週年慈善計劃的資助，推出為期五年的「S-QUBE」青年理財教育計劃，在計劃中，從美國引入「理財社會工作介入系統」模式，並配合香港的實際情況及需要，為服務青年的社會工作者提供有系統的專業訓練；此計劃也透過不同的體驗式活動、教學遊戲、小組活動、個別指引，以及運用社交媒體，協助青少年建立正確的理財價值觀念。此外，我們繼續與強制性公積金計劃管理局合作推行「理財智叻KID」計劃，以及與投資者教育中心協作提供「Get \$et Go理財工作坊」及「兒家學理財工作坊」等。有關服務受惠的青少年及家長多達100,000人次。

至於婦女服務，我們繼續獲賽馬會社區資助計劃資助為期3年的「婦女創新天」計劃，並舉辦不同類型活動，加強婦女的自信心和自我形象，擴闊她們個人及社區的支援網絡。本會的婦女及家庭成長中心亦繼續推行由李錦記家族基金贊助的「『婆媳緣·祖孫情』多代家庭教育及支援計劃」，為跨代家庭提供支援及教育工作。

本會的全人專業服務積極推廣僱員支援工作，以關顧僱員的身心健康。我們也為企業提供不同的培訓活動，促進企業發展並提升員工的士氣。過去一年，我們與57間企業伙伴及團體，合辦共116個服務項目，並提名51間機構參加「商界展關懷」。此外，我們成功招募3,393名義工為63,719名服務使用者提供多達16,003小時的服務，並於2017年4月1日舉辦「編愛行」義工嘉許禮，表揚他們的貢獻。

The Society launched various innovative services and projects in response to the social needs and to fill the service gaps. To serve the up-surging number of divorced families, we were supported by the HSBC 150th Anniversary Charity Programme through the Community Chest to start a two-year project “Child-focused” Separation & Divorce Crisis Prevention & Management Project” to provide mediation services for low-income divorced or separated families. The project also provided “Child-centred Play Therapy” and “Filial Therapy for parents” to promote parenting in divorced families. Moreover, "A Beam of Hope – Pilot Project on “Child-focused” Parenting Coordination and Co-parenting Service for divorced Families, which was sponsored by the Community Chest, entered into its second phase. Through consolidation of the experience in the first phase of the project, we continued to promote and facilitate divorced parents to develop “co-parenting partnership” to take care of their children.

The service for divorced families has further expanded and a “Child-focused” Children Contact Service was launched in September 2016 with support from the Social Welfare Department and sponsored by the Lotteries Fund. The service was operated in our newly set up Parent-child Contact Centre located in Lai Chi Kok since 31 October 2016. It provided Supervised Children Contact / Exchange Service for separated / divorced parents and their children so that the non-residential parents could maintain stable contacts with their children and to sustain / rebuild their relationship. This new service marked a milestone in our divorce services and also reflected our commitment to meet the service gaps for divorced families, especially issues related to children.

In January 2017, we established a Financial Education Centre to help young people equip with financial knowledge and develop their proper financial habits. We also obtained funding support from the HSBC 150th Anniversary Charity Programme to launch a five-year “S-QUBE - Youth Financial Empowerment Project”. In the project, we introduced the financial social work model from the United States and taking into the local situation to provide systematic professional training for social workers of youth service. Besides, we organized different experiential activities, edutainment programmes, intensive group work and individual coaching and make use of social media to help young people develop positive financial values. Moreover, we continued the “Smart Kids” Money Management Workshops, "Get Set Go Money Management Workshop" and "Teaching Your Kids About Money" with the support from the Mandatory Provident Fund Schemes Authority and Investor Education Center. There were a total number of 100,000 youth and parents beneficiaries being served through these initiatives.

For Women Service, we continued the three-year “The Bridge to Competence Project” supported by The Hong Kong Jockey Club Charities Trust Community Project Grant to enhance women’s self-esteem and self-image, and expand their social network through a series of programmes. Moreover, the Women and Family Enhancement Centre continued to implement the Education and Support Project for Multi-generation Families supported by Lee Kum Kee Family Foundation to provide support and community education to address the needs of multi-generation families.

The Society’s Wellness Programmes actively promoted Employee Assistance Programmes to improve the wellness of employees. A variety of corporate trainings were organized to propel corporate development and enhance staff morale. Throughout the year, we cooperated with 57 corporate partners to organize 116 programmes and nominated 51 companies as "Caring Company". Last but not least, we recruited 3,393 volunteers who contributed 16,003 hours to serve 63,719 service users. A Volunteer Recognition Ceremony was held on 1 April 2017 to celebrate and award their contributions.

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

- 推行由滙豐150週年慈善計劃透過香港公益金贊助的「『孩子為本』離異危機預防及處理計劃」，協助面對離婚 / 分居之低收入家庭，透過家事調解服務和諧處理離異後的安排；並以「孩子為本」的理念，提供「『兒童遊戲治療』服務及『親子遊戲治療法』家長訓練課程」。另藉調解教育課程，預防家人間的衝突。
- 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。
- 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25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」。

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

- To implement “‘Child-focused’ Separation & Divorce Crisis Prevention & Management Project” sponsored by the HSBC 150th Anniversary Charity Programme through the Community Chest of Hong Kong. It is targeted to serve the families in need, especially those from the low income group and sandwich class, aiming to help the couples at the edge of separation / divorce to arrive at peaceful settlement in relation to divorce by Family Mediation Service and to serve the families with young children by adopting a child-focused approach, i.e. “Child-centred Play Therapy” for “Children and Filial Therapy for Parents”. It is further geared to render Mediation Education to enable family members to apply mediation concepts and skills in dealing with conflicts / disputes in the family context.
- 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.
- 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 the Peer Mediation in 25 secondary schools and the “Hang Seng - HKFWS Youth Mediation Scheme” in 20 primary schools.



香港調解實務講座 2016
CPD Seminar on Family Mediation Practice in Hong Kong 2016



調解員工作坊 - 處理障礙調解之情緒
CPD Seminar on Mediation Skills of Removing Emotional Obstacles



親子遊戲治療法家長課程 2017
Filial Therapy Group for Parents 2017

親籽薈

Parent-child Contact Centre

過去十年本港離婚數字持續上升，為協助離異家庭的兒童能在安全、沒有衝突和中立的環境下，與其父母重建關係及維持良好的溝通和接觸，本會於去年9月獲獎券基金撥款，推出為期兩年嶄新的「兒童為本—子女探視服務先導計劃」，而負責提供服務的中心親籽薈亦已於2016年10月31日正式啟用。透過專業的督導子女聯繫 / 交接服務，協助分居 / 離異父母建立以子女利益為依歸的價值觀與態度，讓子女能與父母雙方保持正面的接觸和親子關係，促進兒童健康成長。

服務對象

分居 / 離異父母及其子女。

(雙方礙於某些原因未能自行安排與未成年子女聯繫或交接，經雙方及子女同意後可使用本服務)。

服務形式

由專業親子聯繫員(註冊社工)以個案形式為有需要家庭提供督導子女聯繫 / 交接服務或以小組形式開設「共享親職」訓練，並透過接聽「親子聯繫」專線，為坊眾提供有關子女聯繫 / 交接服務的資訊和相關意見。

服務重點

- 為服務確立清晰的轉介和申請機制，方便業界轉介和有需要家庭申請服務。
- 為提升社會和相關專業人員對新服務的認識，中心為業界舉行超過30次服務簡介會，促進跨專業的相互溝通和協作。
- 提供相關在職培訓以提高員工對探視工作的敏銳性和提升專門知識。
- 親子聯繫員(註冊社工)為有需要家庭提供專業親子聯繫服務，督導兒童與非同住父母或其他家庭成員見面，共度相聚時光；又或在子女交接出現困難的家庭安排督導子女交接服務，協助子女順利往來父母雙方的家。
- 為面對「親職」困擾的父母或有需要家庭舉辦訓練 / 工作坊，協助他們了解離異及家庭關係轉變對兒童身心靈的影響，並學習以「兒童為本」共享親職模式，促進子女的成長和福祉。
- 透過「共享親職」社區教育服務如教育講座、展覽、服務推廣活動等，推動社會人士更多關注離異家庭的需要，並提升其對「父母責任」和「兒童為本 - 共享親職」信念的關注與認同。

There has significant increase in the number of divorce in the past ten year. In order to assist those children from separated / divorced families to rebuild the relationship and to maintain stable contact with both parents in a safe, conflict-free and neutral environment, sponsored by the Lotteries Fund, we have launched a 2-year pilot “Child-focused” Children Contact Service in September 2016. The Parent-child Contact Centre has also come into operation on 31 October 2016 to support the service delivery. Separated / divorced parents will be facilitated to develop “child-focused” perspective and maintain stable connection as well as rebuild positive relationship with their children through the professional Supervised Children Contact / Exchange Services.

Targeted Users

Separated / Divorced parents and their children.

(Separated / Divorced parents being unable to arrange children contact / exchange on their own, and with consent of both parents and their children can use the service).

Service Delivery

The Visitation Monitor (Register Social Worker) will provide Supervised Children Contact / Exchange Service in the form of casework or offer “co-parenting” group or training to needy families and receive “Children Contact Helpline” to answer enquiries related to children contact issues from the public.

Service Highlight

- To set up a clear referral and application mechanism to ensure smooth referral from referrers and application of service by needy families.
- To raise the community and the sector to get better understanding on the pilot service, we have conducted over 30 service briefing sessions with aims at facilitating cross sector communication and collaboration.
- To provide on-job training to raise staff’s sensitivity and develop expertise in children contact work.
- Professional Visitation Monitors will provide Supervised Children Contact Service to those in need families through supervising children to meet or enjoy the gathering time with their non-resident parents or other family members; or to arrange Supervised Children Exchange Service to those parents who are having difficulties in children exchange to facilitate the smooth exchange of children between two homes.
- To organize training / workshops for parents or families having difficulties in co-parenting, and to help them understand the impacts of divorce on children’s well-being, and learn to practice “child-focused” co-parenting with aims at facilitating healthy development and the well-being of the children.
- Through community education service such as talk, exhibition and service promoting activities, raise public concern on the needs of divorced families and promote to the community the concept on “Parental Responsibility” and “Child-focused Co-parenting” perspective.



親籽齋
The Parent-child Contact Centre



親籽聯繫空間
Parent-child Contact Circle

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「夥伴合作」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，由香港公益金撥款資助。

This 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.

服務對象

離異或分居父母及社會人士。

Targeted Users

Divorced / separated parents and general public.

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。

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.

服務重點

- 由於效果理想並能回應社會需要，獲香港公益金再度撥款資助開展第二期工作至2018年9月。整合過去服務經驗，繼續推動離異父母以「親職夥伴」關係合作教養子女。
- 透過持續舉辦專業培訓及研討會等，提升跨專業人士如律師、家事調解員、社工、老師、輔導員等對「兒童為本」共享親職模式的認識，並藉此連結跨界別於社會內推動上述理念。
- 特設「共享親職」短期證書進修課程、治療小組、個別教育及協調服務等，支援離異父母學習「兒童為本」共享親職教養模式，建立「夥伴合作」親職關係，為子女締造和諧成長的空間。
- 舉辦「大手牽小手」大哥哥大姐姐伴行活動，培訓來自離異家庭的青年人，鼓勵及支持離異家庭兒童建立正面人生觀，適應兩個家的新生活。
- 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」技巧訓練，並進行社區外展教育，提升社區人士對離異家庭需要的關注。

Service Highlight

- The project has been extended to September 2018 with continuous support from the Community Chest due to its effective outcome and able to echo the community needs. Through consolidating the past practice experiences, to continue to promote to divorced parents on developing “co-parenting partnership” to take care of their children.
- Through conducting regular professional trainings and seminars to various professionals such as lawyers, family mediators, social workers, teachers and counselors, etc. to enhance their understanding on the “child-focused” co-parenting concept and to facilitate cross sector collaboration in promoting the co-parenting values to the community.
- Short-term Co-parenting Certificate Course, co-parenting therapeutic groups, individual education and parenting coordination services were tailor-made to divorced / separated parents to facilitate them to learn “child-focused” co-parenting concept and to establish partnership relationship for the betterment and welfare of their children.
- To train up youth from divorced families to provide “Buddies Programmes” to support and encourage the children from divorced families to develop positive coping and life value to adjust to the new life in two homes.
- The “Parent-aid Worker” continued to offer skills coaching service to divorced parents through individuals or groups and provide community outreaching education programmes to raise public awareness towards needs of divorced families.



「共享親職」專業培訓工作坊
“Co-parenting” professional training workshop

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

- 繼續透過2016-2017賽馬會社區資助計劃資助「婦女創新天」計劃，舉辦不同類型活動為不同身份角色的婦女充能、提升及發展，從而加強她們的自信心、能力，並擴闊她們個人以至社區的支援網絡，進而提升社區對不同婦女的關注。
- 繼續獲李錦記家族基金贊助「『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。
- 透過何東爵士慈善基金贊助的「愛同行」照顧者支援計劃，舉辦多項個人成長體驗活動、減壓技巧工作坊和互相支援小組，鼓勵婦女在盡心關顧家人和子女同時，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。
- 為了支援有需要的婦女，課餘託管服務再獲教育局區本計劃及社會福利署資助，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，減輕婦女照顧子女壓力，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 Bridge to Competence Project" continuously supported by The Hong Kong Jockey Club Charities Trust Community Project Grant in 2016-2017 which aimed to enhance the competence and empower the capability for women through various of groups, programmes and activities. Besides, the project also facilitated building up of support network for women in need, and arouse community awareness and concern to women.
- The "Education and Support Project for Multi-generation Families" continuously supported by 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.
- The "Love in Action" Carer Support Project for Women funded by the Sir Robert Ho Tung Charitable Fund aimed to facilitate carers to develop better self-care skills, stress management and mutual help network through varieties of groups and programmes.
- To support women in need, After-school Care Service continuously funded by the Community-based Projects of the Education Bureau and Social Welfare Department, the Centre has to provide free after-school support services to primary students from low-income and needy families to facilitate better time management after school so as to relieve women stress in handling children's school work and enhance better parent-child relation.

- 承蒙婦女動力基金贊助，舉辦「獨樂人生計劃」，設計各種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。

- 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 labeling on middle-aged single women through advocacy work and social media platform.



跳出性別框日營 (Gender Day Camp)

在日營中，與參加者探討及經歷性別的定型與個人成長的限制及影響，從中提升參加者對打破性別定型的重要性

The camp was organized to promote a breakthrough in gender stereotype



單身女士口述故事 (Single Women Stories)

透過訪問及發布單身女性的生命故事，讓更多人明白及尊重單身女士的選擇，為單身女性從新建立自我形象

Re-build the positive image of single women through sharing their life stories in different platforms to educate general public to respect single-women's choices



單親才藝學堂 (Mutual Support Program for Single-mothers)

單親互助小組定期舉辦不同學習坊讓單親媽媽能在互相學習，互相支持下，共同努力生活

Mutual support group for single-mothers would organize different programmes and lessons in order to give support and mutual help for single-mothers

理財教育中心

Financial Education Centre

理財教育中心於二零一七年一月成立，透過體驗式的活動及社交媒體平台為服務使用者傳遞健康理財訊息，促進兒童、青少年及家長的理財知識和能力，建立正確的理財觀念。我們更會提供理財社會工作證書培訓課程，提升社會工作者的理財知識，並加強他們處理財務相關個案的技能。

服務對象

6至24歲的兒童與青少年及其父母、社會工作者。

服務形式

社會模擬遊戲和青少年體驗活動、小組、工作坊和諮詢服務（面見或經社交媒體的）。
專業培訓課程和工作坊。

服務重點

- 獲滙豐150週年慈善計劃的資助，中心推出為期五年名為「S-QUBE」青年理財教育計劃。我們連繫了不同的持分者和協作伙伴，為在學及在職青少年舉辦具趣味性的教育活動。又為有特殊教育需要的學生和特殊學校的學生開辦小組。與香港理工大學的服務學習課程合作為青少年設計理財學習活動，提升他們的理財知識。除為家長及青少年舉辦講座和工作坊外，我們還使用社交媒體平台，宣揚健康理財的信息。在2016年11月和2017年3月期間，已有97,617位青年及家長受惠。
- 我們從美國引入已獲National Association of Social Work認可的「理財社會工作證書」課程，在本港發展理財社會工作服務，為未來的服務發展奠定基礎。
- 我們繼續與強制性公積金計劃管理局合作推行「理財智叻KID」計劃，舉辦共45場兒童理財工作坊及家長兒講座。與投資者教育中心的合為中學生舉辦「Get \$et Go理財工作坊」及小學生和家長「兒家學理財工作坊」。
在信安金融集團支持下，開展了「識多DD，財多D」活動系列。除舉辦各類活動，我們出版家庭理財教育小冊子及開辦兒童小組予基層家庭，讓參加者學習並實踐理財技巧。
以上各項目為3,043位兒童及青年及家長，提供了78節活動。

Having been established since January 2017, the Financial Education Centre is dedicated to promote financial literacy of children, youth and parents through experiential activities, and social media platforms. It also offers Financial Social Work Certificate Training to equip social workers with the competence in intervening service users' cases in finance related matters.

Targeted Users

Children and Youth aged between 6-24 and their parents, social workers.

Service Delivery

Mass simulation games and experiential programmes for youth, Groups, Workshops and Counseling (Face-to-face or through social media).
Training course and workshop for professionals.

Service Highlight

- With the support from HSBC 150th Anniversary Charity Programme, the five-year project "S-QUBE - Youth Financial Empowerment Project" has been launched. With the partnerships with different stakeholders, we extensively developed edutainment programs for secondary, tertiary students and young apprentices. We also deliver intensive groups for vulnerable youngsters including but not limited to students with Special Education Needs and students at special schools. We have also engaged students from Hong Kong Polytechnic University to participate in the project through service learning. Students had learnt financial knowledge through helping the younger generations. We also organized talks, seminars for youth and their parents, and utilized social media platform to enhance their awareness and conveyed healthy financial management message. During November, 2016 and March 2017, the Project has reached 97,617 beneficiaries.
- We introduced Financial Social Work Certification course to Hong Kong from United States, the course had been endorsed by National Association of Social Worker. We aim to lay the foundation for the Society's service development in financial wellness in future.
- We continuously cooperate with Mandatory Provident Fund Schemes Authority to deliver 45 sessions of "Smart Kids" Money Management Workshops and Parenting seminars. With support from Investor Education Centre, we also organized "Get \$et Go Money Management Workshop" for secondary students and "Teaching Your Kids About Money" for primary students and their parents.

With the support from Principal Financial Group, we launched the project "Be a Smart Money Manager". In the project, we published a booklet for parents and had run children groups on teaching students money management skills.

The programmes mentioned had served 3,043 children, youth and parents through 78 sessions of programmes, talks and workshops.



「S-QUBE」青年理財教育計劃大專午間理財工作坊 由滙豐銀行150週年慈善計劃贊助

S-QUBE - Youth Financial Empowerment Project Lunch and Learn Workshop funded by HSBC 150th Anniversary Charity Programme



兒家學理財與投資者教育中心合辦

Co-organized with Investor Education Centre Teaching Your Kids About Money workshop



「S-QUBE」青年理財教育計劃 家長講座 由滙豐銀行150週年慈善計劃贊助

S-QUBE - Youth Financial Empowerment Project Parent Talk funded by HSBC 150th Anniversary Charity Programme

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。

服務重點

- 現今社會工時長、工作壓力大，嚴重影響僱員的情緒，並影響家庭關係及身體健康。有見及此，全人專業服務積極推廣僱員支援服務，改善僱員的身心健康。為提供更全面的服務，今年更加入健康諮詢服務，為僱員提供日常生活的健康資訊。
- 在企業培訓方面，全人專業服務為配合不斷變更的企業需求，以多元化的主題工作坊，為企業提供員工退修、培訓等活動，促進企業發展之餘，更能改善員工士氣。

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.

Service Highlight

- Nowadays, long working hours and work stress have negatively impact the emotions of the employees, which may also affect the health and family relationship. In order to enhance employee's wellness, Wellness Programme has been promoting Employee Assistance Programme. This year, we had introduced the brand new Health Consultation Service to provide a holistic care for them.
- In terms of Corporate Trainings, Wellness Programme provides a variety of workshops to cater the ever changing needs in the labor market. The workshops provide solutions to achieve corporate development and enhance the employees' morale in the forms of retreats or training workshops.

- 近年，有關個人及家庭發展的主題工作坊的反應愈趨熱烈，反映企業日益重視員工的身心靈健康。全人專業服務將繼續推動員工間的非工作交流，製造愉快工作環境，推廣生活與工作平衡的訊息。
- 過去一年，在服務使用的比率上，政府部門使用者佔整體僱員輔導服務約10%，零售業佔30%，而物業管理則約有7%。至於培訓及發展活動方面，私人機構約佔35%，學校(包括中小學及高等教育)約佔40%，政府部門約佔10%，而非政府機構亦約佔15%。
- 家庭輔導方面，全人專業服務的「兒童為本遊戲治療」服務及「親子遊戲治療法訓練課程」一直深受家長及學校歡迎，於過去一年與多間學校及中心舉辦親子課程。計劃將來會涵蓋更多課題並舉辦進階班，以滿足家長學習管教子女之需求。
- 有關婚姻輔導方面，全人專業服務推出了為情侶或夫婦而設的「擁抱熱情」工作坊，以改善夫妻相處及溝通。未來將加強宣傳工作，包括於報章撰文，及透過社交網絡開設專頁，務求接觸更多準新人或夫婦，以宣揚和諧家庭的訊息。

- In recent years, workshops relating to individual and family aspects are growing popular, which reflects the importance of employees' wellness as perceived by the corporates. In the future, Wellness Programme will continue its advocacy on healthy workplace and work-life balance.
- In the past year, the government accounted for 10% of the overall purchase of Employee Assistance Programme, while the retail industry and property management industry accounted for 30% and 7% respectively. For training related services, 35% was from the private corporates, 40% was from school, while 10% and 15% were from government departments and NGOs respectively.
- Our "Child Centered Play Therapy" and "Filial Play Therapy" were both the renowned programmes at schools and for parents. In the past year, we have collaborated with several schools and centres to organize a series of parent workshops. In the future, we will provide more topics and enhancement programmes to cater the learning needs of the parents.
- For marital counselling, Wellness Programme launched a workshop for couple to promote the couples' relationship and their communication. In the future, we will strengthen our promotions with the message of harmonious family through different media platform reaching more couples.



夫婦於「擁抱熱情」工作坊進行體驗活動，展示溫馨一面
Couple carried out experiential activity in the workshop



為企業提供「大笑瑜珈」工作坊，提升員工身心健康
We provided "Laughter Yoga" workshop for corporates to enhance the health of the employees



參加員在「親子遊戲治療」課程的最後一節合照
Participants gathered at the last session of "Filial Play Therapy" Training for group picture

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57間企業伙伴及團體，他們透過服務配對，與本會15個服務單位合辦共116個服務項目，受惠人士共2,651名。今年獲本會提名「商界展關懷」標誌的機構共51間，更是歷年之冠！
- 本年度舉辦不同活動，服務對象包括兒童、青少年及長者。參與機構之員工身體力行與不同受助者接觸，送上關愛。其中「藝童樂無窮-兒童藝術教育系列」、「亮『深』行動之親親小義工訓練計劃」及「冬至跨代共融計劃」獲渣打銀行資助，透過義工訓練及青少年參與，讓青少年多關心區內長者，鼓勵社區共融。另一方面，香港生產力促進局為本會提供交流平台，讓青少年走訪不同公司及廠商，體驗職涯生活，以規劃未來職業。

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 57 corporations and voluntary organizations. They were matched with 15 service units of our Society and successfully organized 116 programmes to serve 2,651 users with our joint effort. We had nominated 51 companies for the caring company partnership, which was highest when compared with previous years.
- We had organized different types of programmes that catered the needs of children, youth and elderly. Through our services, corporate volunteers showed their care to the needy. "Sharing Heart Parent-child Volunteers Training Project 2016", "Festival Meal for Intergenerational Harmony in Winter Solstice 2016" and "Green Children-Eco-Protection Experiential Learning Program", sponsored by Standard Chartered Bank sponsored a number of projects, aimed at training volunteers and youth engagement and promote community communion. Besides, Hong Kong Productivity Council has provided a platform for our youth to visit different companies and manufactures, which facilitated their knowledge to different workplaces and encourage them to plan their careers.

中央統籌及協調

- 本年度，共有3,393名義工為 63,719名服務使用者提供多達16,003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。而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2017年4月1日於九龍國際展覽中心舉辦「編愛行」義工嘉許禮。二百多位來自各區的義工及企業義工濟濟一堂，接受嘉許。其中一位服務超過8年，獲頒發「長期服務獎」之企業義工代表 - 壹清潔環境服務有限公司創辦人及董事總經理鍾浩輝先生於典禮分享服務的經歷，更表示公司的員工在義工服務及相關培訓後，默契增進之餘，同時收到鞏固團隊之效。

Central Coordination

- This year, there were a total of 3,393 volunteers contributing 16,003 service hours to 63,719 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 their unfailing support, we received “Gold Award for Volunteer Service” from Social Welfare Department recognizing our contribution of over 10,000 service hours in the year.
- Volunteer Recognition Day was held on 1 April 2017 at E-Max. Over 200 volunteers and corporate volunteers had participated in the event and received volunteer awards. At the event, one of the Long Term Service Awardees in corporate volunteer service, Mr. Quincy Chung, Founder and Managing Director, of Magic Clean Environmental Service Ltd., whose company has served in various services for over 8 years, shared his valuable experience during the ceremony. He reflected that the services and trainings had promoted colleagues’ mutual understanding and strengthened teamwork in his company.

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、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。
- 本年度，本會為深圳市寶安區「婦女兒童活動中心 - 家庭服務園」提供督導工作，協助他們建立專業團隊、發展服務及深化管理和服務制度。
- 本會派出資深社工為「北京市婦聯 - 芳華社會工作服務發展中心」其下北京首家綜合家庭服務中心提供深度督導服務，協助中心完善服務場地、建設服務制度、制定服務方向和內容等。
- 本年度，本會受「東莞市石龍鎮人口計生衛生局」邀請，帶領其下「家健中心」社工編撰青春期性教育教材套。全書共四個單元八個課節，目的旨在協助青少年建立正確的性態度及價值觀。
- 本會亦為「佛山市南海區鵬星社會工作服務社」其下三個服務項目提供督導工作，協助社工及項目工作人員提升專業能力。

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 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.
- This year, we provided supervision to an Integrated Family Service Centre in Baoan, Shenzhen and three community service projects in Foshan to enhance social workers' competence as well as assist them in the set-up of management system and development of service.
- Since April 2016, we have delivered individual and group supervision to workers from an Integrated Family Service Centre in Beijing to help them get a better understanding of social work's values and to enhance their competence in case handling.
- Invited by Dongguan Silong Government, we assisted their youth workers to publish a set of comprehensive sex education teaching kit for adolescents in Dongguan. Feedbacks from teaching professions and parents were positive and encouraging.

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。
- 本會亦為「深圳市東西方社工服務社」、「深圳市陽光家庭服務中心」及「深圳市新現代社工服務中心」提供顧問服務，協助其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。服務遍及深圳七個行政區共22間黨群社區服務中心及2個青少年項目。

Consultation and Training

- Training courses have been organized in the Mainland China and Hong Kong for social service professionals from various provinces in Mainland China, which included training workshops on crisis management, peer mediation, domestic violence, family service, family mediation, and volunteer management.
- Last year, we delivered professional consultation service to 3 social work agencies, 22 service units and 2 projects in Shenzhen, aiming at developing a formal and localized work system, a community-based family service and achieving professional social work development.



社工機構顧問服務：為深圳七個行政區共22間黨群社區服務中心及2個青少年項目提供顧問和培訓服務
We delivered professional consultation service to 22 service units and 2 projects in Shenzhen



北京市婦聯系統專業社會工作研究班：本會派出資深社工擔任講師，為近500名學員提供實務工作培訓
 Provided training for social service professionals in Beijing on women services and volunteer management



東莞青春期性教育教材套項目：東莞市石龍鎮計衛局局長向本會派出督導頒發感謝狀及鮮花
 Our senior social worker shared his experience on helping the local government construct a set of sex education teaching kit for adolescents in a press conference in Dongguan City



為期兩日的佛山社工督導及培訓計劃：本會同工為「調解個案培訓」作輔導技巧示範
 A 2-day workshop for social workers on family mediation was organized in Foshan in November, 2016. Our worker demonstrated counselling techniques in mediation case training

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104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、購買傢俱及支付情緒及精神治療費用等用途。基金的確為這班極有需要的家庭提供了及時的經濟援助。

漢基國際學校 - 李淑琴教育基金

漢基國際學校 - 李淑琴教育基金的設立是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。近年，基金更得到李淑琴女士的家人捐款，令基金可以為有需要的學童提供了適切的支援。

在過去一年，受基金援助的學童中約有一半來自單親家庭；而受惠學童他們均為就讀幼稚園至中學，藉著基金的幫助，他們可以解決部份教育開支，得以繼續學業。

除了為有需要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，例如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。另外藉著探訪老人院等活動，擴闊兒童對社區的認識及關懷。

在未來一年，基金會繼續運作，使更多學童受惠。

Benefactors Fund

The “Benefactors Fund” aims at providing timely financial assistance to the service users of the 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 2016-2017, the Fund supported 104 needy individuals and families, mainly on their basic living expenses, rent, furniture and psychiatric treatment. The Fund did give a timely financial assistance to secure the needy family.

CIS Khim Houg Lee Education Fund

The CIS Khim Houg 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 years, the family members of Madame Khim continued to make donation to the fund that had supported needy children to continue their studies.

Similar to previous years, the fund has helped a number of kids from kindergarten, primary and secondary students in their educational ventures. In the past year, about half of the beneficiaries came from single-parent families, who have encountered financial difficulties in helping their children in their studies.

Apart from funding support, students from the Chinese International School also participated in voluntary service, such as arranging tutorial classes for students from deprived families who have difficulties in English learning and arranging visit to the elderly home with the children so as to broaden their horizons and to raise their concern to the society.

In the coming years, the fund would continue to offer support to needy children.

何韻詩助學金

「何韻詩助學金」為香港著名歌手何韻詩創立的，並已進入第七個年頭了。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。

基金就近年有不少學童被確認為有特殊學習需要。例如，過度活躍症讀寫障礙及發展遲緩等。基金在數年前已將此類兒童的訓練及課外活動納入受惠範圍內，希望藉著現金援助，支援學童有關之訓練課程及學習所需，在去年之受惠的兒童中，就有超過三成的學童是有特殊學習需要的。

而在所有受惠學童中，有一半來自單親家庭。

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。

基金已於2016年12月31日完成各項資助並正式完結，其「代代承傳、代代有愛」的精神會透過「『婆媳緣·祖孫情』多代家庭教育及支援計劃」，服務更多有需要的多代家庭。

HOCC Education Grant

The Fund has been launched in our Society for seven years, which has been sponsored by a Hong Kong pop singer, Ms Ho Wan See, Denise, to offer financial subsidy to support deprived children on their expenses related to studies.

In view of the increasing number of children with special education needs, the fund has extended its coverage to support the training needs of those children who are studying in the primary and secondary schools. Similar to previous years, over 30% of the beneficiaries are student applicants who are with Attention Deficit and Hyperactivity Disorder (ADHD), dyslexia and developmental delay, etc. With the support from the fund, they have received proper training.

Among the beneficiaries, about half of them came from single parent families.

In the coming years, the fund would continue to support children so that they can continue their study.

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 pervious year, such as taking cross generation family photos, organizing birthday party, worshipping family ancestors, participating in family reunion activities ate. 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.

The Fund has supported cross generations families until 31st December, 2016. The mission “Love and Care” for cross generations families would be enliven by the “Education and Support Project for the Multi-Generation Families” to benefit more cross generations families in need.

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 2017.

Principal activity

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

Business review

Main business

Hong Kong Family Welfare Society, established in 1949, is one of the major social service organisations in Hong Kong. With a family perspective, the Society is 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.

The Society renders the following major types of social services for families and individuals through its 42 service centres in Hong Kong:

- a) Integrated Family Services –including 6 Integrated Family Service Centres, a Zonta White House – Family Retreat Centre, and service projects to promote the well-being of families;
- b) Mediation and Divorce Services –including a Mediation Centre, a Family Resource Centre, a Parent-child Contact Centre, and "Child-focused" Parenting Coordination & Co-parenting Services for Divorce Families;
- c) Child Care Services - including Foster Care Service, Neighbourhood Support Child Care Project, and After School Care and Support Programmes;
- d) Children and Youth Services –including an Integrated Children and Youth Service Centre, School Social Work Service for 40 secondary schools, a Financial Education Centre, and a variety of service projects to serve the developmental needs of young people;
- e) Elderly and Community Support Services - including an 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
- f) Special Services - including a Women and Family Enhancement Centre, Volunteer Service, and Wellness Programme.

In the financial year 2016/17, the Society set up two new service centres: Parent-child Contact Centre and Financial Education Centre. The former is supported by the Social Welfare Department ("SWD") through the Lotteries Fund for a two-year pilot project on children contact service from 2016-2018 to facilitate the arrangement of children contact with separated/divorced parents and to strengthen support for separated/divorced families. The latter, which includes a major project "S-QUBE Youth Financial Empowerment Project" sponsored by HSBC 150th Anniversary Charity Programme in 2016-21, aims at promoting financial literacy and capability of children, youth and parents through experiential activities, edutainment programmes and use of social media.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Business review (Continued)

Business review and performance analysis

The Society was financially stable with a slight increase in total income by 6% as compared with last year. Its major source of fund was from the subvention by the SWD, including Lump Sum Grant ("LSG"), which is 82% of the total income. The Society also got funding support from other government departments and different kinds of project fund and charity fund, including The Community Chest, The Hong Kong Jockey Club Charities Trust and the Lotteries Fund Grant as well as donation from individuals and corporates.

All along, the Society complies with the requirements stipulated in the 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. In 2014, the 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.

During the year, the Society was granted different awards for its contributions:

- a) The status of "Manpower Developer" (1st April 2016 – 31st March 2018) in the " Employees Retraining Board ("ERB") Manpower Developer Award Scheme";
- b) "Award of 10,000 Hours for Volunteer Service" by the Steering Committee on Promotion of Volunteer Service 2016 under the SWD;
- c) "Outstanding Award" and "Silver Donors Award" of "Corporate and Employee Contribution Programme 2016/17 ("CECP")" by the Community Chest;
- d) Awards for the project "Hang Seng – HKFWS Youth Mediation Scheme":
 - Silver Award in Corporate Social Responsibility in The 3rd Hong Kong Public Relations Awards (2016) organised by Hong Kong Public Relations Professionals' Association Ltd.,
 - Silver Winner in Campaigns - Corporate/Commercial: Corporate Social Responsibility Practices at Mercury Pearl Anniversary 2016-2017 organised by International Academy of Communications Arts and Sciences / MerComm. Inc., and
 - Outstanding Partnership Project Award in the Hong Kong Council of Social Service Caring Company Scheme 2016/17.

Key Relationships

a) Members

Members of the Society are persons, corporates or institutional bodies who register and subscribe to the Articles of Association and pay the annual subscription. At the end of the financial year 2016/17, the Society maintained a membership of 117.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Business review (Continued)

Key Relationships (Continued)

b) Service Users

In general, service users of the Society are families or individuals who meet the eligibility criteria for services of the Society and wish to use the Society's services. Apart from providing appropriate services to its service users, the Society also promotes a family-friendly environment and advocates policies which enhance family well-being. The Society continued to organise the Family Month in May 2016 with a series of family-related programmes to arouse public concern towards family well-being and advocate positive family values. Besides, the Society took an active stance in sharing their views and concerns towards relevant social issues, government policies and legislation, including "Retirement Protection Forging Ahead", "Sexual Offences Involving Children and Persons with Mental Impairment", and "Proposed Arrangement with the Mainland on Reciprocal Recognition and Enforcement of Judgments on Matrimonial and Related Matters", "Elderly Services Programme Plan Consensus Building Stage", etc.

During the year, the Society offered education, preventive and remedial services for more than 460,000 beneficiaries and provided intensive service for more than 20,000 individual and family cases.

c) Staff

The Society maintained a work force of over 950 as at 31st March 2017, comprising professional, management, administrative, frontline and support staff. The number of staff slightly increased as compared with 2015/16.

d) Funders and External 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 over 130 committees, panels, working groups, task force, liaison groups and network meetings 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, etc., 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.

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 has been formulated and 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 Society had an overall staff turnover rate at 13%, which recorded a slight decrease as compared with the figure of 16% last year. There was difficulty in the recruitment and retention of paramedical staff and frontline care staff. As in the past years, the Society conducted regular monitoring of the turnover rate and took different measures to tackle the issues, including 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. The Society had enhanced benefits of its Group Medical Insurance Scheme for staff.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Business review (Continued)

Future development

The Society will be celebrating its 70th Anniversary in 2019 and will take this opportunity to conduct a Branding Revitalization Exercise in 2017-2019. Besides, 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.

Results

The results of the Society for the year are set out in the statement of comprehensive income on page 10.

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)	
Dr Cheng Cheuk Sang, Arnold (Vice Chairman)	
Mr Cheng Shee Sing, Patrick (Honorary Treasurer)	
Mrs Cheng Yuen Pui Yan, Betty	(resigned on 29th November 2016)
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	(resigned on 29th November 2016)
Miss Siu Wing Yee, Sylvia, JP	
Dr Tang Sau Lim, Philip	
Ms Leung Kit Kan, Ingrid	(appointed on 9th January 2017)
Ms Yip Yun Wan, Amarantha (Executive Director)	

Mrs Cheng Yuen Pui Yan, Betty and Miss Lee Yuen, Anita resigned as executive committee members of the Society of their 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.

Permitted indemnity provisions

A permitted indemnity provision (as defined in Section 469 of the Hong Kong Companies Ordinance) for the benefit of the executive committee members of the Society is currently in force and was in force throughout the year.

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, 18 OCT 2017

核數師報告

Auditor's Report



羅兵咸永道

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

Opinion

What we have audited

The financial statements of Hong Kong Family Welfare Society (the "Society") set out on pages 9 to 44, which comprise:

- the balance sheet as at 31st March 2017;
- the statement of comprehensive income for the year then ended;
- the statement of changes in own funds for the year then ended;
- the statement of cash flows for the year then ended; and
- the notes to the financial statements, which include a summary of significant accounting policies.

Our opinion

In our opinion, the financial statements give a true and fair view of the financial position of the Society as at 31st March 2017, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

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

Independence

We are independent of the Society in accordance with the HKICPA's Code of Ethics for Professional Accountants ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code.

Other Information

The Executive Committee is responsible for the other information. The other information comprises the information included in the Executive Committee's report and the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.



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

(Incorporated in Hong Kong and limited by guarantee)

Other Information (Continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Executive Committee for the Financial Statements

The Executive Committee is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA 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.

In preparing the financial statements, the Executive Committee is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Executive Committee either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

The Executive Committee's responsibilities include overseeing the Society's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. We report our opinion solely to you, as a body, 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. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.



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

(Incorporated in Hong Kong and limited by guarantee)

Auditor's Responsibilities for the Audit of the Financial Statements (Continued)

As part of an audit in accordance with HKSAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Executive Committee.
- Conclude on the appropriateness of the Executive Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Executive Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

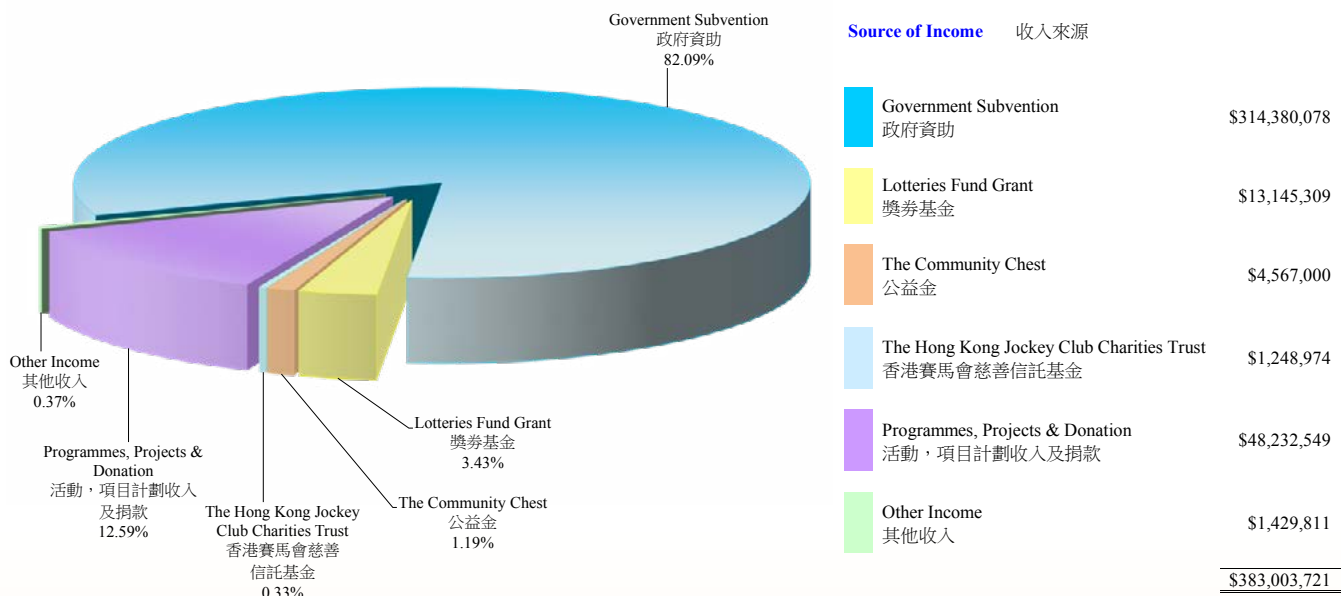
PricewaterhouseCoopers
Certified Public Accountants

Hong Kong, 18 OCT 2017

財政報告

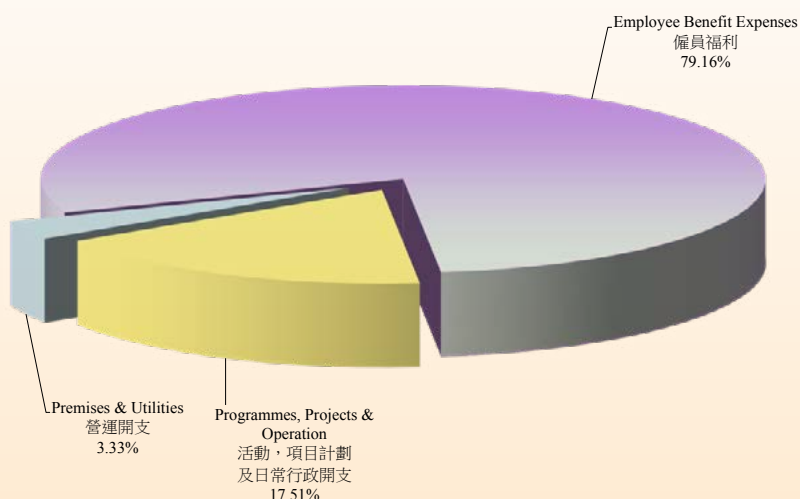
Financial Report and Accounts

HONG KONG FAMILY WELFARE SOCIETY
FINANCIAL HIGHLIGHTS (財政簡報)
FOR THE YEAR ENDED 31 MARCH 2017
(ALL AMOUNTS IN HONG KONG DOLLARS)



Expenditure 支出

Employee Benefit Expenses 僱員福利	\$295,320,506
Programmes, Projects & Operation 活動, 項目計劃及日常行政開支	\$65,315,964
Premises & Utilities 營運開支	\$12,407,066
Total	\$373,043,536



Note: The Annual Financial Report (Lump Sum Grant) for the year ended 31 March 2017 that submitted to Social Welfare Department can be downloaded from the Society's website: <http://www.hkfw.org.hk>.

備註: 本會向社會福利署提交之二零一六至二零一七年度周年財務報告(整筆撥款), 已經上載至本會網站。本會網址: <http://www.hkfw.org.hk>。

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

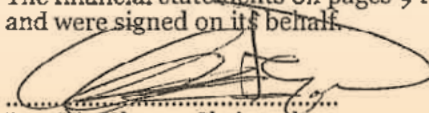
BALANCE SHEET

	Note	As at 31st March	
		2017	2016
ASSETS			
Non-current assets			
Property, plant and equipment	4	18,963,504	22,205,035
Trust fund assets	6	61,980,902	60,360,242
		<u>80,944,406</u>	<u>82,565,277</u>
Current assets			
Receivables from Lotteries Fund	7	519,380	5,400,806
Deposits, prepayments and other receivables	8	7,782,113	5,235,974
Fixed deposits with original maturity over three months	9	23,544,858	22,711,742
Cash and cash equivalents	9	172,422,365	155,179,402
Restricted bank deposits	10	-	649,951
		<u>204,268,716</u>	<u>189,177,875</u>
Total assets		<u><u>285,213,122</u></u>	<u><u>271,743,152</u></u>
FUNDS AND RESERVES			
Own funds			
General Fund	11	55,370,849	55,905,311
Capital Reserve	12	2,151,339	2,861,550
Designated Funds	13	29,767,118	29,026,985
Total own funds		<u>87,289,306</u>	<u>87,793,846</u>
Other reserves and trust funds			
Social Welfare Lump Sum Grant Reserve	14(a)	64,294,563	58,179,446
Provident Fund Reserve	14(b)	18,261,435	17,828,937
Subvented Employee Benefit Reserve	14(a) & (c)	13,228,710	13,296,111
Social Welfare Subvention Reserve	15	7,847,684	6,065,064
Trust Funds	16	61,980,902	60,360,242
Total other reserves and trust funds		<u>165,613,294</u>	<u>155,729,800</u>
Total funds and reserves		<u><u>252,902,600</u></u>	<u><u>243,523,646</u></u>
LIABILITIES			
Non-current liabilities			
Deferred income	17	11,551,010	15,647,856
Current liabilities			
Payables and receipts in advance	18	8,620,692	1,792,155
Home help deposits received		126,776	999,068
Provisions for unutilised annual leave and long service payments		3,981,200	1,659,943
Deferred income	17	8,030,844	8,120,484
		<u>20,759,512</u>	<u>12,571,650</u>
Total liabilities		<u><u>32,310,522</u></u>	<u><u>28,219,506</u></u>
Total funds and liabilities		<u><u>285,213,122</u></u>	<u><u>271,743,152</u></u>

The notes on pages 13 to 44 are an integral part of these financial statements.

The financial statements on pages 9 to 44 were approved by the Executive Committee on and were signed on its behalf.

18 OCT 2017


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	
		2017	2016
Revenue			
Government subvention		313,616,951	299,137,757
Income from Lotteries Fund – Block Grant		3,511,600	3,191,988
Income from Lotteries Fund – Special One-off Block Grant		-	10,426
Income from Lotteries Fund – Social Welfare Development Fund (“SWDF”)		1,758,304	1,795,736
Income from Lotteries Fund - General		7,875,405	5,096,655
Backpayment from Social Welfare Department (“SWD”)		763,127	101,112
Home help fees		9,793,257	9,427,504
Donation funding for specific projects from:			
- The Community Chest – Baseline Allocation		4,567,000	4,655,595
- The Hong Kong Jockey Club Charities Trust		1,248,974	1,219,300
- Other sponsors	22	20,367,196	20,904,311
Donations and income from fund raising activities		444,626	475,960
Subsidiary services and other project income		17,627,470	14,658,853
		<u>381,573,910</u>	<u>360,675,197</u>
Other income			
Dividend income		1,201,103	1,081,679
Interest income		228,708	236,738
		<u>1,429,811</u>	<u>1,318,417</u>
Total income		<u>383,003,721</u>	<u>361,993,614</u>
Expenditure			
Employee benefit expenses	19	295,320,506	266,007,723
Programme expenses	20	38,521,168	38,288,615
Premises expenses	21	12,407,066	11,233,207
Other expenses	21	26,794,796	24,407,041
Total expenditure		<u>373,043,536</u>	<u>339,936,586</u>
Surplus and total comprehensive income for the year		<u>9,960,185</u>	<u>22,057,028</u>
Utilisation of current year’s surplus:			
Surplus/(deficit) transferred to:			
- General Fund	11	(534,462)	5,668,777
- Capital Reserve	12	(710,211)	(529,602)
- Designated Funds	13	740,133	1,768,919
- Social Welfare Lump Sum Grant Reserve	14(a)	5,977,614	11,848,272
- Social Welfare Provident Fund Reserve	14(b)	918,226	1,470,879
- Social Welfare Subvention Reserve	15	3,568,885	1,829,783
		<u>9,960,185</u>	<u>22,057,028</u>

The notes on pages 13 to 44 are an integral part of these financial statements.

Disclaimer

The figures and financial information relating to the year ended 31 March 2017 included in the Annual Report for 2016-2017 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 Hong Kong Companies Ordinance is as follows:

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

Hong Kong Family Welfare Society's 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 Hong Kong Companies Ordinance.

會員名單

Society Members

截至2017年3月31日止

As at 31st March, 2017

終生會員

區廣強先生
歐陽榮安先生
巴利先生
Mr. C. Besde Berc
Bryson Charitable Group
陳彩英女士
陳浩庭先生
陳家君先生
陳國超先生
Dr. Chan Kwong Fook
陳本禮先生
陳璇冰女士
陳紹沅先生
陳允彤醫生
陳燕屏女士
周馬佩堅女士
陳若珠女士
鄭阮培恩女士
鄭志仁教授
鄭卓生博士
鄭樹成先生
張馮淑芬女士
張鍾麗裳女士
張俞壽韶女士
張鄺金玲女士
張慧心女士
錢黃長玲女士
蔡惠璇夫人
鍾思源醫生
Mrs. Frederick Cooke
馮國興先生
金宏仕先生
香港紅卍字會
何李麗芳女士
洪廖雪宜女士
葉祖賢先生
Miss M. Knowles
關何少芳女士
關錦嫦女士
關偉康先生
郭嘉祥醫生

Life Members

Mr. Au Kwong Keung
Mr. Au-yeung Wing On
Mr. Robert S. N. Baly
Mr. C. Besde Berc
Bryson Charitable Group
Miss Virginia Chan Choi Ying
Mr. Mac H.T. Chan
Mr. Chan Ka Kwun
Mr. Chan Kwok Chiu
Dr. Chan Kwong Fook
Mr. Chan Pun Lai
Miss Chan Shuen Ping
Mr. Stephen Chan Siu Yuen
Dr. Chan Wan Tung
Miss Chan Yin Ping
Mrs. Katherine Chau
Miss Frances Chen
Mrs. Betty Cheng
Prof. Frank C. Y. Cheng
Dr. Arnold Cheng Cheuk Sang
Mr. Patrick Cheng
Mrs. Olivia Cheong
Mrs. Lisa Cheung Chung Lai Seung
Mrs. Irene Cheung
Mrs. Lillian Cheung
Miss Maria Cheung Wai Sum
Mrs. Chien Huang Chang Ling
Mrs. Peter Choy
Dr. Chung See Yuen
Mrs. Frederick Cooke
Mr. Fung Kwok Hing
Mr. Cameron G. Greaves
H.K. Red Swastika Society
Mrs. Ho Lee Lai Fong
Mrs. Shirley Hung
Mr. Ip Cho Yin
Miss M. Knowles
Mrs. Cecilia Kwan
Miss Anita Kwan Kam Sheung
Mr. Roger Kwan Wai Hong
Dr. Kwok Ka Cheong

郭梁潔芳女士
鄺秀紅女士
黎韋潔蓮女士
林灼欽先生
劉竟成先生
劉月容博士
柳華絢女士
劉穎賢小姐
羅健中先生
羅尚平先生
李澤培先生
李樂詩女士
李婉女士
李耀輝先生
李揚安女士
Mrs. Sydney S. W. Leong
梁正本先生
梁德安先生
梁志誠先生
梁愛詩女士
梁賽珠女士
梁陳燕玲女士
梁欣榮先生
李建賢先生
李家祥博士
Mr. Li Lan Sang
李湯玉美女士
李程玉蓮女士
列國遠女士
Mrs. Richard Liu
羅愛蓮女士
羅惠潔女士
龍漢標先生
馬天惠小姐
麥萍施女士
麥海華先生
麥基恩醫生
麥鄧碧儀女士
麥黃小珍女士
馬登夫人
Mr. L. C. McCormack
Mrs. Ingrid K.K. Kwok
Miss Sandy Kwong Sau Hung
Mrs. Minnie Lai
Mr. Lam Cheuk Yum
Mr. Daniel Lau
Dr. Ellen Lau
Miss Lau Wah Huen
Ms. Cecilia Lau Wing Yin
Mr. Christopher Law
Mr. James Law Sheung Ping
Mr. Lee Jark Pui
Miss Rebecca Lee
Miss Anita Y. Lee
Mr. Lee Yiu Fai
Mrs. Y. O. Lee
Mrs. Sydney S. W. Leong
Mr. Allan Leung
Mr. Anthony Leung
Mr. Donald Leung Chi Shing
Miss Elsie Leung
Miss Rita Leung
Mrs. Anna Y. L. Leung
Mr. Leung Yan Wing
Mr. Mark K. Y. Li
Dr. Eric Li Ka Cheung
Mr. Li Lan Sang
Mrs. Lillian Li
Mrs. Philomena Li
Miss Thekla Lit Kwok Yuen
Mrs. Richard Liu
Mrs. Aileen S. Lloyd
Miss Grace Lo Wai Kit
Mr. Louis H.B. Loong
Ms. Esther Ma
Miss Diana Mak
Mr. Mak Hoi Wah
Dr. Mak Ki Yan
Mrs. Agnes P.Y. Mak
Mrs. Sandra Mak
Mrs. Anne Marden
Mr. L. C. McCormack

Mr. E. K. McCray	Mr. E. K. McCray
莫偉龍先生	Mr. Vernon Moore
馬偉東先生	Mr. Thomas J. Mulvey
吳屈綺芸女士	Mrs. Yvonne Ng
廖樂柏先生	Mr. Robert Nield
列祖莉女士	Miss Josephine A. Philips
維珍斐度女士	Mrs. D. G. Pilbrow
潘徐少薇女士	Mrs. May Poon
Dr. Ton L. Quong	Dr. Ton L. Quong
Mr. A. R. Reid	Mr. A. R. Reid
Mr. K. G. Sakhrani	Mr. K. G. Sakhrani
謝雪儀女士	Miss S. M. Sersale
蕭何卓惠女士	Mrs. Alison Siu Ho Cheuk Wai
蕭詠儀女士	Miss Sylvia W. Y. Siu
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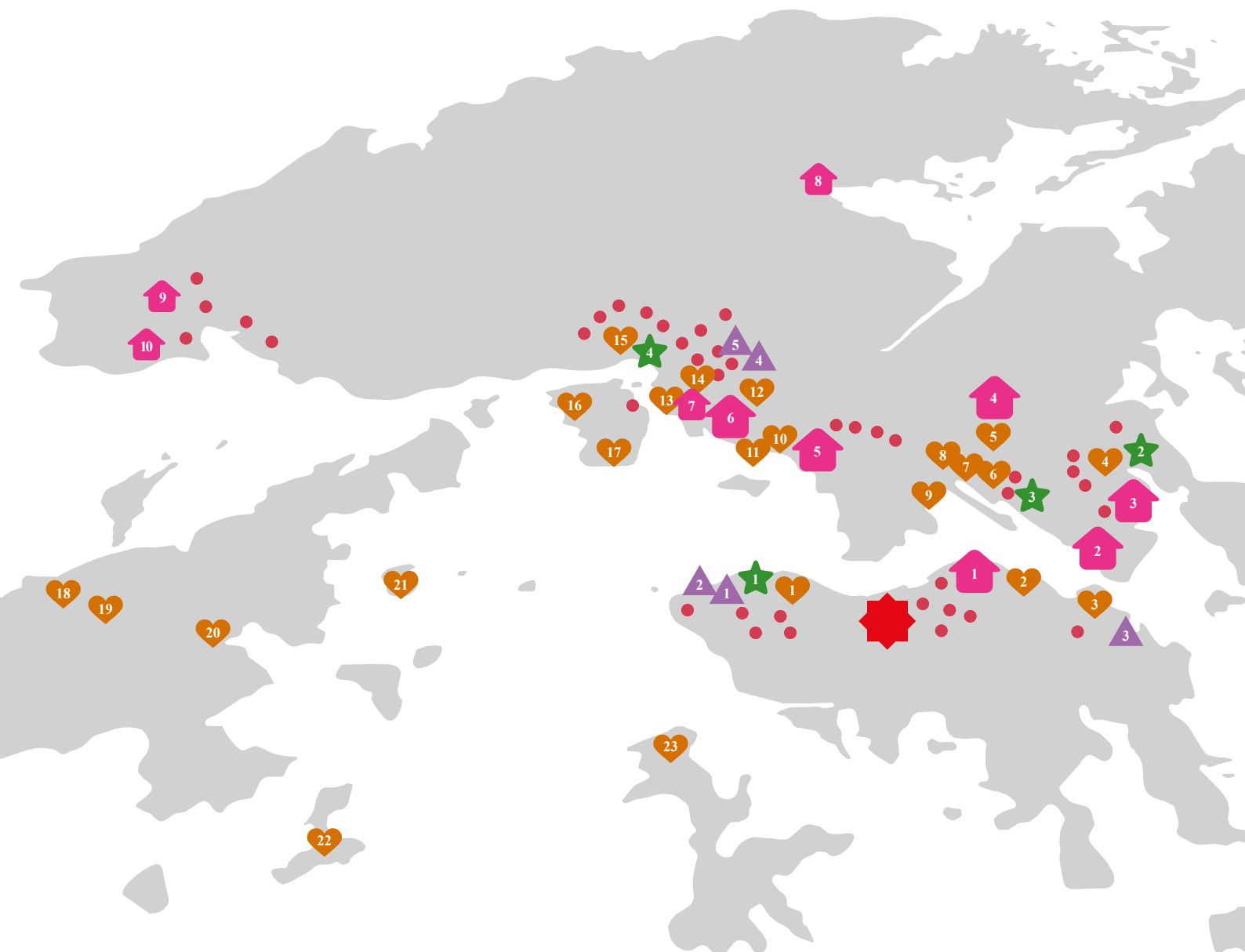
恕未能盡錄所有善長芳名。本會亦謹此向各位曾協助推行服務及活動的學校及義工們，致衷心謝意；亦感謝各傳媒機構協力推廣本會服務。

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.65 Please refer to P.65 for the lists of serving schools)



聯絡資料 Contacts

網址 Website www.hkfws.org.hk



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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
☎ 2893 0073 ☎ 2439 9091

- 8 崇德家福軒 - 家庭退修中心**
Zonta White House - Family Retreat Centre
新界大埔大埔公路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
新界葵芳邨葵仁樓地下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** 親籽耆
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 ☎ 2743 5833
- 5** 理財教育中心
Financial Education Centre
九龍長沙灣道833號長沙灣廣場二期5樓501B室
Unit 501B, 5/F, Tower II, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Kowloon
☎ 3950 1900 ☎ 3950 1901
🌐 www.fechk.org

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

包括：貧窮家庭、長者、婦女、青少年及兒童等。

Included: deprived families, elders, women, youth and children, etc.

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

Donation Receipt:

- 本人/機構不需要收據 I / We do NOT need an official 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. 捐款額達港幣100元或以上，可憑收據申請扣減稅項。

Total donation in money terms exceeds HK\$100 would be issued an official receipt, your contributions are tax-deductible.

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

MEMBERSHIP APPLICATION FORM

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.

Please put a tick ✓ on the appropriate box(es)

終生會員會費

: **HK\$1,000**

Life membership fee

常任會員會費

: **HK\$100** (每年 per annum)

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 Name in Chinese : _____ 稱謂 Title : _____

英文姓名 Name in English : _____ 稱謂 Title : _____

住址 Home Address : _____

住宅電話 Home Tel No : _____

手提電話 Mobile No. : _____ 電郵地址 E-mail Address : _____

請說明您是否同意我們使用您的電子郵件地址作為日後通訊之用（包括向您發送會員大會通知和財務報表等）

同意 / 不同意 / 不適用 (例如: 沒有電郵地址)

Please indicate if you consent that we will use your email address for future communication (including sending to you notice of General Meetings and financial statements, etc.)

Consent / Not Consent / Not Applicable (e.g. do not have email address)

工作機構名稱 Name of Organization : _____

職位 Job Title : _____ 工作部門 Department : _____

職業 / 專業 Occupation / Profession : _____

工作地址 Office Address : _____

公司電話 Office Tel No. : _____ 傳真號碼 Fax No. : _____

Correspondence Address: Same as Home Address / Same as Office Address / Others (please specify):

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：會員申請，必先由本會會員提名，並獲執行委員會通過。

Remark: Membership application must be proposed by a Registered Member of the Society and approved by the Executive Committee.

本人 同意 / 不同意 / 不適用

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。

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



香港家庭福利會

Hong Kong Family Welfare Society

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

☎ : 2527 3171 📠 : 2861 2198

💻 : www.hkfws.org.hk



Charity listed on

Wisegiving 慈善機構