



年  
報

ANNUAL REPORT  
2020-2021



家福會  
HKFWS



# 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。

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

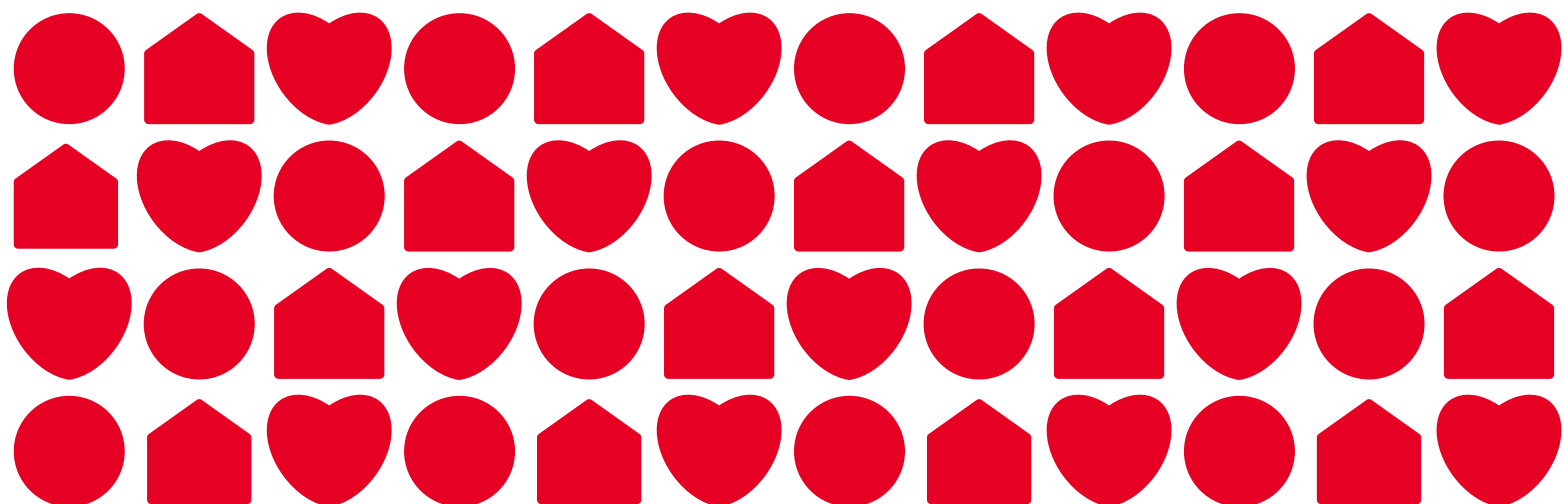
### 要實踐這個使命：

- 我們認同家庭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，提供廣泛的社會服務
- 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

### To realise 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 overcome challenges
- We adopt an integrated approach to provide a wide range of social 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 Hong Kong society
- We advocate a comprehensive public policy for families

## Family Matters

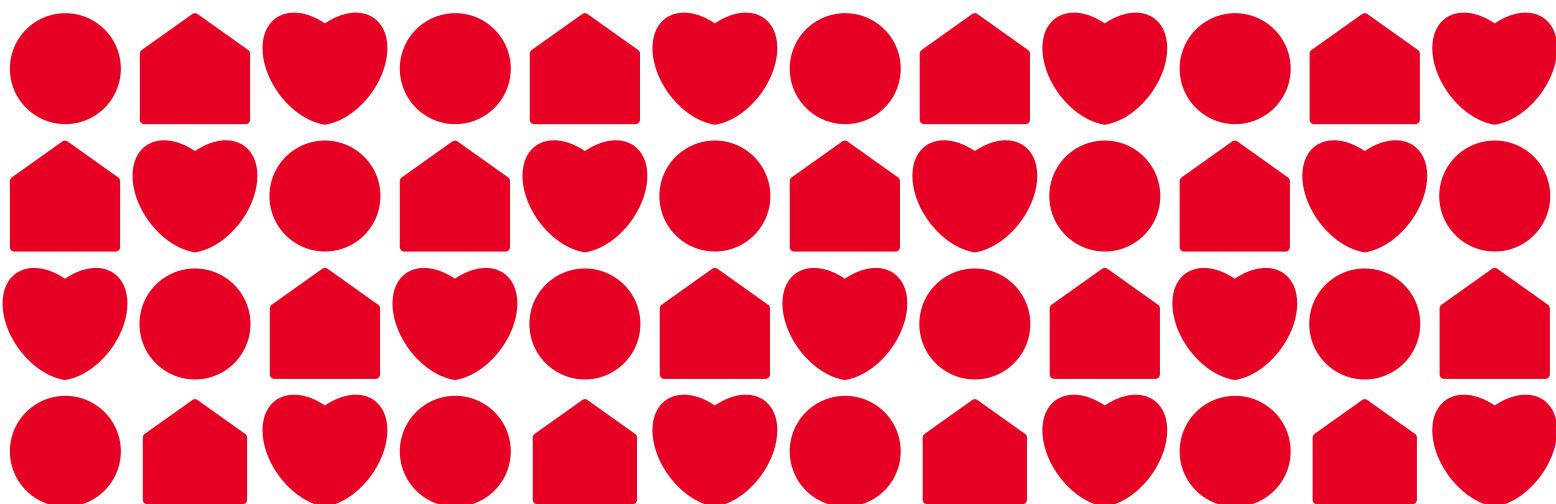


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# 我們的過去、現在與未來

## Our Past, Present and Future



本會於 1938 年在香港建立工作點，初名教會社會服務中心，至 1949 年在何明華會督 (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，成為獨立非政府家庭服務機構，正名為香港家庭福利會。

本會於 1970 年代，倡導家庭生活教育、設臨床心理服務、家務助理服務，試行駐校的社會工作、寄養服務等。1980 年代開始，以實證方法推行嶄新服務，包括健康身心小組、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。

1990 年代，本會開展家事調解服務、新來港定居人士服務和家庭退修中心等，為家庭提供支援。2004 年成立了「綜合家庭服務中心」，提供一站式服務，至今共設立了六間「綜合家庭服務中心」，發展相關服務。

本會特別關注離異家庭的需要，發展家福中心、家事調解服務和「夾縫中的曙光 - 『兒童為本』共享親職先導計劃」，於 2016 年獲社會福利署委託提供「子女探視服務先導計劃」，成立了「親籽薈」，協助離異父母與其子女重建及維持良好的溝通及接觸。此計劃於 2019 年完成，並得到恆常資助，開展「親籽薈共享親職支援中心」，提供一站式共享親職與親子聯繫服務。



Hong Kong Family Welfare Society (HKFWS), known originally as the Social Service Centre of the Churches when established in 1938, became an independent non-governmental organisation on 1<sup>st</sup> January, 1949 with the initiation 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.

In the 1970s, we pioneered Family Life Education, set up Clinical Psychological Service and Home Help Service, and pilot School Social Work Service and Foster Care Service. Since 1980s, we have initiated a variety of evidence-based experimental services including the Mental Health Group, "Drop-in" for isolated families, multiple support for Single Parents, Therapeutic Groups for Abusive Families, and Emergency Foster Care etc.

In the 1990s, the Society developed Family Mediation Service, Service for New Arrivals, and a Family Retreat Centre to support families. In 2004, we set up Integrated Family Service Centres (IFSCs) and have six IFSCs at present to provide accessible one-stop services and develop a variety of services to support families.

The Society has been addressing to the needs of divorced families to develop Family Resource Centre, the Family Mediation Service and "A Beam of Hope-Pilot Project on 'Child-focused' Parenting Coordination and Co-parenting Services for Divorced Families". In 2016, the Society was commissioned by Social Welfare Department to launch the Pilot Project on Children Contact Service to support divorced couples and their children to initiate and maintain communications. In 2019, we have successfully completed the "Pilot Project on Children Contact Service" and received regular funding support to run the "Parent-child Connect Specialised Co-parenting Support Centre" to provide one-stop co-parenting and parent-child contact services.



## 持守宗旨 迎變創新

除學校社會工作服務，於 1999 年設立綜合青少年服務中心，此外，亦提供網絡支援及輔導服務，引入朋輩調解，並擴展至各中小學，締建和諧校園文化，同時協助有特殊需要的學生融入主流學校，發展所長。近年銳意拓展青少年及家長的理財教育工作，設立理財教育中心，推出「S-QUBE 青年理財教育計劃」。

本會自 2011 年開始發展幼稚園社工服務，及早支援有需要的兒童及家庭，和強化其家庭功能。社會福利署於 2019 年開始推出「在學前單位提供社工服務先導計劃」（第一至第三階段），本會順利參與先導計劃，為 32 間幼稚園提供駐園社工服務。

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，提供痛楚治療和復康教育，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」，實踐「老有所安」的精神，推展「認知障礙評估及支援計劃」，並加入社區教育的元素，開展「躍動晚情 - 長者抗抑鬱地區計劃」，以及「預設照顧」計劃，提供支援。

本會致力提升家庭幸福，70 周年慶典其中一個重點項目，就是開展調查研究，制定「香港家庭幸福指數」，以了解香港家庭幸福的狀況，為相關的服務和政策提供實證的參考。2019 年 5 月（家福月），舉行了「共建幸福家庭」研討會，邀請本地及海外的知名學者、家庭服務專業人士、政策制定者和其他持分者，就這個重要的議題分享交流，他們的心得和智慧，成為制定「香港家庭幸福指數」的重要參考。這個首創的「香港家庭幸福指數」已於 2020 年 5 月的家福月發佈。

家福會為香港服務超過 70 年，全體員工秉持「以家為本」的信念，以愛心與熱誠，承擔使命和責任，持續優化服務，迎變創新，以惠澤香港的家庭和廣大市民。

## Upholding mission and adopting new approach to meet ever-changing needs

Apart from School Social Work Service, the Society also set up an Integrated Children and Youth Service Centre in 1999, piloted Net Education services, introduced Peer Mediation in primary and secondary schools to foster a harmonious school environment. The Society has also developed different service packages for students with Special Education Needs (SEN) with the aim to enable them to integrate in school life and actualise their potentials. In recent years, the Society has expanded financial education service for youth and their parents, set up a Financial Education Centre and launched the "S-QUBE Youth Financial Empowerment Project".

The Society has pilot run the kindergarten social work service since 2011 to provide early intervention to children and families, and strengthen family functioning. The Social Welfare Department launched a "Pilot Scheme on Social Work Service for Pre-primary Institutions" (Phase 1 to Phase 3) start from 2019. The Society has successfully joined this Scheme to provide stationing social work service in 32 kindergartens.

Facing the rapidly ageing population in Hong Kong, the Society has reformed our home-based service model to a spectrum of comprehensive elderly and community support services, including pain control and rehabilitation education. We set up health care centres on outlying islands and self-financed service "Viva" in the town to provide flexible day care and rehabilitation programmes for the frail elders. The Society also provides the Dementia Assessment Support Project with the component of Dementia Community Education and has launched the "Smiley Activation Project - Community / Home-based Depression Treatment for the Elderly" and "Advance Care Planning" Project to serve their needs.

The Society is committed to supporting and strengthening family wellbeing. As one of the key projects of the 70<sup>th</sup> Anniversary Celebration, we launched a research study to develop the Hong Kong Family Wellbeing Index (HKFWI) to understand the level of wellbeing of Hong Kong families to shed light on the design of our social service programmes and relevant policy formulation. In May, our "Family Month", we conducted a Symposium on "Family Wellbeing in a Changing Society" inviting renowned local and overseas scholars, family work practitioners, policy makers and relevant stakeholders to share and exchange ideas on this important issue. Their experience and wisdom have become invaluable reference for formulating the HKFWI which has been announced in May, 2020, Family Month.

HKFWS has been serving Hong Kong over 70 years. Based on our "family-centric" perspective, our staff have been dedicated to actualising our mission in serving families and the community with love and passion. We will continue to enhance our service quality and innovate services to meet the changing needs and promote the wellbeing of families and the Hong Kong community.

# 機構組織表 Organisation Chart

香港特別行政區行政長官

林鄭月娥女士, GBM, GBS

The Hon Mrs. Carrie Lam

Cheng Yuet-ngor, GBM, GBS

The Chief Executive of the Hong Kong  
Special Administrative Region



李家祥博士, GBS, OBE, JP

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



企業事務委員會

Corporate Affairs Committee

服務委員會

Service Committees

總幹事

Chief Executive

企業營運總監 / 服務總監

Head of Corporate Functions / Head of Service

## 中央行政 Central Support

會計

Accounting

人力資源及行政  
Human Resources  
and Administration

職員發展及培訓  
Staff Development  
and Training

推廣及聯絡  
Publicity and Liaison

研究及評估  
Research and Evaluation

風險管理及服務審核  
Risk Management and  
Service Audit

資訊科技  
Information Technology

## 綜合家庭服務 Integrated Family Services

綜合家庭服務中心  
Integrated Family Services  
Centre

臨床心理服務  
Clinical Psychological Service

家務指導服務  
Family Aide Service

崇德家福軒 - 家庭退修中心  
Zonta White House -  
Family Retreat Centre

家福關懷專線  
Family Careline

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

和平學坊 -  
平和關係支援計劃  
Peace Campus - Support  
Programme for Enhancing  
Peaceable Relationship

男士家友站  
"HE MEN - Hear Men" Project

危機家庭支援計劃  
Family in Crisis Support  
Project

「同步『童』心行」計劃  
"KIDS" Our Love

少數族裔支援服務  
Support Services for Ethnic  
Minorities

## 調解服務及 離異家庭服務 Mediation Services and Divorce Services

調解中心  
Mediation Centre

親籽薈共享親職支援中心  
Parent-child Connect  
Specialised Co-parenting  
Support Centre

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

童拾曙光 - 危機及離異家庭  
兒童介入計劃

Parade of Lights - Pilot  
Project on "Child-focused"  
Intervention Programme  
for Children Facing Parental  
Conflicts / Separation or  
Divorce

## 兒童服務 Children Services

寄養服務  
Foster Care Service

寄養服務 (緊急照顧)  
Foster Care (Emergency)  
Services

兒童課後照顧及支援服務  
After School Care  
and Support Programme

愛心社區保姆服務 -  
鄰里支援幼兒照顧計劃  
Neighbourhood Support  
Child Care Project

幼稚園社工服務 -  
小荳芽駐園社工計劃  
Kindergarten Social Work  
Service - Nurturing Seeds  
School Social Work Service

在學前單位提供社工服務  
先導計劃  
(第一至第三階段)  
Pilot Scheme on Social Work  
Service for Pre-primary  
Institutions  
(Phase 1 to Phase 3)





# 委員 / 委員會 Officers / Committees

• 2020-2021 •

<b>贊助人</b> Patron	香港特別行政區行政長官 林鄭月娥女士, GBM, GBS	The Hon Mrs. Carrie Lam Cheng Yuet-ngor, GBM, GBS The Chief Executive of the Hong Kong Special Administrative Region
<b>會長</b> President	李家祥博士, GBS, OBE, JP	Dr. Eric Li Ka-cheung, GBS, OBE, JP
<b>執行委員會</b> Executive Committee	羅健中先生, JP (主席) 鄭卓生博士 (副主席) 鄭樹成先生 (義務司庫) 蔡潘少芬女士, MBE, JP 鍾思源醫生 郭梁潔芹女士 劉穎賢女士 劉竟成先生 羅尚平先生 (至 2020 年 11 月 16 日止) 龍漢標先生 蕭詠儀女士, JP 鄧守廉醫生 葉潤雲女士 (總幹事) *	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 Ms. Cecilia W.Y. Lau Mr. Daniel Lau Mr. James Law (Till 16 <sup>th</sup> November, 2020) Mr. Louis Loong Ms. Sylvia W. Y. Siu, JP Dr. Philip Tang Ms. Amarantha Yip (Chief Executive) *
<b>榮譽法律顧問</b> Hon. Legal Advisor	胡百全律師事務所	P.C. Woo & Co.
<b>人事及財務委員會</b> Personnel & Finance Committee	鄭樹成先生 (主席) 鍾加文女士 黎韋潔蓮女士, MH, JP 羅健中先生, JP 龍漢標先生 麥黃小珍女士 總幹事 企業營運總監 (召集人)	Mr. Patrick S. S. Cheng (Chairman) Ms. Catherine Chung Mrs. Minnie Lai, MH, JP Mr. Christopher Law, JP Mr. Louis Loong Mrs. Sandra Mak Chief Executive Head of Corporate Functions (Convenor)
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<b>長者服務委員會</b> Elderly Service Committee	鄧守廉醫生 (主席) 陳玉瑩女士 鄭樹成先生 朱蔡鳴鳳女士 李宋尔芸女士 馬錦華先生, JP	Dr. Philip Tang (Chairman) Ms. Lorraine Chan Mr. Patrick S. S. Cheng Mrs. Janet Chu Choi Ming Fung Mrs. Yvonne Hariman Mr. Timothy Ma, JP

	<p>劉竟成先生 龍漢標先生 蕭詠儀女士, JP 總幹事 服務總監(召集人) 高級經理 社會工作顧問</p>	<p>Mr. Daniel Lau Mr. Louis Loong Ms. Sylvia W. Y. Siu, JP Chief Executive Head of Service (Convenor) Senior Manager Social Work Consultant</p>
<p><b>家庭及兒童服務委員會</b> Family and Child Service Committee</p>	<p>鍾思源醫生(主席)(由 2020 年 11 月 17 日起) 羅尚平先生(主席)(至 2020 年 11 月 16 日止) 劉玉琮博士 # (由 2021 年 3 月 3 日起) 秦安琪博士 黃幸怡女士, JP 總幹事 服務總監(召集人) 高級經理 社會工作顧問</p>	<p>Dr. Chung See Yuen (Chairman) (From 17<sup>th</sup> November, 2020) Mr. James Law (Chairman) (Till 16<sup>th</sup> November, 2020) Dr. Lau Yuk King # (From 3<sup>rd</sup> March, 2021) Dr. Angela O. K. Tsun Ms. Sandy H. Y. Wong, JP Chief Executive Head of Service (Convenor) Senior Manager Social Work Consultant</p>
<p><b>調解服務及離異家庭服務委員會</b> Mediation Service and Divorce Service Committee</p>	<p>劉穎賢女士(主席)(由 2020 年 11 月 17 日起) 鍾思源醫生(主席)(至 2020 年 11 月 16 日止) 陳玉瑩女士 鄭樹成先生 劉玉琮博士 梁欣榮先生 總幹事 服務總監(召集人) 高級主任(調解服務) 高級經理</p>	<p>Ms. Cecilia W. Y. Lau (Chairman) (From 17<sup>th</sup> November, 2020) Dr. Chung See Yuen (Chairman) (Till 16<sup>th</sup> November, 2020) Ms. Lorraine Chan Mr. Patrick S. S. Cheng Dr. Lau Yuk King Mr. Eddie Y. W. Leung Chief Executive Head of Service (Convenor) Senior Coordinator (Mediation Services) Senior Manager</p>
<p><b>青少年服務委員會</b> Youth Service Committee</p>	<p>鄭卓生博士(主席) 陳浩庭先生 連凱欣醫生 麥鄧碧儀女士, MH, JP 鄧守廉醫生 溫馮月珊女士(至 2020 年 11 月 16 日止) 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</p>	<p>Dr. Arnold C. S. Cheng (Chairman) Mr. Mac H.T. Chan Dr. Candy H.Y. Lin Mrs. Agnes Mak Tang Pik Yee, MH, JP Dr. Philip Tang Mrs. Julia Wen (Till 16<sup>th</sup> November, 2020) Dr. Wong Yu Cheung Chief Executive Head of Service (Convenor) Senior Manager Social Work Consultant</p>
<p><b>寄養服務小組委員會</b> Foster Care Service Sub-committee</p>	<p>郭梁潔芹女士(主席) 白瑞禮先生 梁永亮博士 譚敏儀女士 黃幸怡女士, JP 黃慶春女士 服務總監 高級經理(召集人)</p>	<p>Mrs. Ingrid Kwok (Chairman) Mr. Stephen Barry Dr. Patrick Leung Ms. Tam Man Yee, Millie Ms. Sandy H. Y. Wong, JP Ms. Wong Hing Chun Head of Service Senior Manager (Convenor)</p>
<p><b>家福慈善基金委員會</b> Benefactors Fund Allocation Committee</p>	<p>趙曾學韞教授, 榮譽博士, BBS, JP(主席) 鄭樹成先生(由 2020 年 11 月 17 日起) 溫馮月珊女士 黃幸怡女士, JP 服務總監 高級經理 / 經理(召集人)</p>	<p>Prof. Alice T. H. W. Chiu, Hon. Dr. BBS, JP (Chairman) Mr. Patrick S. S. Cheng (From 17<sup>th</sup> November, 2020) Mrs. Julia Wen Ms. Sandy H. Y. Wong, JP Head of Service Senior Manager / Manager (Convenor)</p>

# 增選委員 Co-opted member  
\* 當然委員 Ex-officio member

# 總幹事報告

## Report from the Chief Executive

### 香港家庭福利會總幹事

#### 葉潤雲女士

Ms. Amarantha Yip

Chief Executive

Hong Kong Family Welfare Society

2020 年是充滿挑戰與考驗的一年，2019 冠狀病毒疫情肆虐，嚴重影響香港的民生經濟，改變了我們日常的生活模式，「在家工作」及「在家學習」已成為「新常態」。在改變和不穩中，家福會仍持守「以家為本」的理念，努力不懈地實踐為香港家庭及大眾謀福祉的使命，維持服務的提供，並以不同的服務形式及創新的服務計劃，幫助市民應付生活和家庭關係上的種種挑戰。我們也發佈了全港首個「香港家庭幸福指數」調查研究結果，喚起公眾關注家庭幸福。此外，我們繼續積極推行「家福願景 2024」工作，以及展開「機構變革」(Project Trans-form) 的研究，配合願景發展，檢視領導架構和培養領導人才的策略，促進機構的持續發展。

自疫情爆發以來，本會得到許多伙伴的支持和捐助，為有需要的服務使用者送上生活所需和抗疫物資。在同事的努力下，我們除了維持恆常服務，同時透過線上平台提供服務及接觸更多受眾。當中包括與商界及其他機構協辦的「友伴同恒」學童支援計劃，為缺乏資源而學習進度深受影響的基層學生，給予額外的學習支援；親將薈共享親職支援中心為有特別需要的兒童安排線上言語治療服務；青少年服務利用多媒體進行青少年及生涯目標規劃服務，和協助家長適應網絡世界；本會的職業治療師、物理治療師及言語治療師運用資訊科技為體弱長者及照顧者提供視像訓練，使長者於疫情期間仍能接受治療等，以上服務均得到正面迴響。另一方面，本會繼續不斷拓展多元化服務，我們設立了全港第一所提供調解教育及服務的中心「臻和薈」，致力建立和諧家庭及人際關係，並與其他機構一起推出賽馬會抗疫有「家」計劃，及成功參與第三階段的「在學前單位提供社工服務先導」計劃。長者服務方面，我們獲社會福利署增撥綜合家居照顧(體弱個案)服務名額，為更多有需要的長者提供支援，我們也透過「家居友善：長者住屋環境



The year 2020 was full of challenges. The COVID-19 pandemic continued to rage and severely affected Hong Kong's economy and livelihood, causing changes in life styles. "Work from home" and "study from home" have become the "new normal". Amidst changes and instability, the Hong Kong Family Welfare Society (HKFWS) continues to uphold our "family-centric" perspective to actualise our mission to promote family wellbeing. Ongoing services are available and new initiatives have been introduced to support those in need to cope with challenges. This year, we have completed the research study and released the first Hong Kong Family Wellbeing Index (HKFWI) to draw public attention to family wellbeing. We also actively implemented the "HKFWS Envisioning 2024" to realise our vision, and have started the "Project Trans-form" to review our leadership structure and strategies on nurturing leaders for the sustainable development of the Society.

Since the outbreak of the pandemic, the Society has received support and donations from our partners for providing service users with daily necessities and anti-epidemic materials. Our staff have been dedicated to maintain regular services for our service users and at the same time providing various kinds of programmes to connect with the general public through online platforms. In collaboration with the business sector and other NGOs, we introduced the "Hang Seng Academic Assistance Programme" to serve underprivileged students facing difficulties with remote learning due to technology disparities. Our Parent-child Connect Specialised Co-parenting Support Centre arranged free online speech therapy for children with special needs. We used multi-media in our integrated services for young people and to facilitate their life goal planning. We also enabled parents to familiarise with the cyber world. Our occupational therapists, physiotherapists and speech therapists kept conducting online tele-training for the frail elders and their carers so that the elders could have regular exercise during the pandemic. All these services have received positive feedback. In addition, the Society continued to expand our services. We set up a Family Constructive Dispute Resolution Centre, the first of its kind mediation education and service centre in Hong Kong, in fostering harmonious family and interpersonal relationships. We collaborated with other NGOs and co-organised the Jockey Club "Promoting Family Resilience" Project. We have also successfully joined the "Pilot Scheme



改善計劃」為長者改善家居環境，以及推行「以家為本認知障礙評估及支援計劃」訓練義工為長者進行快速檢測及到戶認知訓練。

過去兩年，家福會致力進行調查研究，為香港建立具信效度的「香港家庭幸福指數」。我們已完成這個重要工程，並於 2020 年 5 月 15 日國際家庭日，發佈全港首個「香港家庭幸福指數」調查研究結果，為香港家庭、政府及不同持份者，在促進家庭幸福方面提供重要的參考。我們同時根據調查研究結果，設計了量度家庭幸福工具-「香港家庭幸福指數」網上問卷，幫助大眾了解家庭幸福情況。與此同時，我們亦積極與商業機構合作，鼓勵其員工或客戶填寫網上問卷，推出以來反應良好。為了進一步喚起公眾關注家庭幸福，我們舉辦了「家庭幸福點滴大匯集」比賽，鼓勵家庭分享幸福點滴，宣揚家庭幸福的信息。本會計劃每兩年進行全港性調查，以檢視香港家庭幸福的脈搏，並推動社會關愛家庭。

機構的「家福願景 2024」策略目標及計劃已於本年度落實展開各項具體的工作。感謝各策略小組的努力、同事和持份者的支持，我們成功收集資料以制定「家福方程式」、建立 Facebook Workplace 強化同事連結、成立地區會議平台，以及訂立「最緊要一家人」為核心的宣傳信息和工作框架等，為願景工程奠定基礎。欣見不同服務的同事積極參與，同心合力朝著策略目標邁步向前，令人鼓舞！隨著「家福願景 2024」的發展，機構於年底邀請顧問團隊進行「機構變革」(Project Transform) 研究，檢視和探討如何優化我們的領導架構，著力培養領導人才，承傳開拓，推動機構的持續發展。

這些年，社會世情急劇轉變，家庭備受衝擊，面對許多的挑戰和適應。然而，家福會仍然相信家庭的能力和其無可代替的地位，承托著個人及社會的發展。作為一個重視家庭的機構，我們會繼續維護家庭的價值和福祉，幫助家庭發揮功能迎難而上；我們會繼續結集社會的力量，締建以家庭幸福為核心的關顧社會，讓個人、家庭、社會得到祝福。

on Social Work Service for Pre-primary institutions (Phase 3)". In our Elderly Service, there was an upsurge of service quota allocated by the Social Welfare Department (SWD) for our Integrated Home Care Service (Frail Case), catering for the increasing demands in the community. We have also taken part in the "Jockey Club Home Safety and Living Improvement Project" to improve the living environment of elders. Through the "Family-based Dementia Assessment and Support Project", we have trained up volunteers to do fast screening and home-based cognitive training for the elders.

In the past two years, HKFWS has been committed to conducting a research study for establishing a credible HKFWI in Hong Kong. We have completed the study and announced this first HKFWI on 15th May, 2020, the International Day of Families. The findings provided important reference for Hong Kong families, the Government and different stakeholders to enhance family wellbeing. Meanwhile, we also released the HKFWI online questionnaire, a tool for measuring family wellbeing and facilitating the public to understand their family wellbeing. We have engaged with corporations to encourage their employees and clients to utilise this self-administered tool to assess their family wellbeing and the feedback is positive. We also launched a campaign for families to share their stories with the general public to promote the importance of family wellbeing. The Society plans to conduct the territory-wide HKFWI survey every two years to keep track of the development and to promote care for the family.

The Society has commenced the execution plan of the "HKFWS Envisioning 2024" this year. With dedicated efforts of the strategic teams and support from colleagues and stakeholders, we have collected data to formulate the "HKFWS Formula", set up Facebook Workplace to strengthen connection among colleagues, established district meeting platforms and formulated "Family First" as the core message and framework in promoting family wellbeing, laying the foundation for the ongoing development of our work to achieve our strategic goals. We are delighted to see the active participation by colleagues from different services, putting joint efforts to actualise our vision. To align with the development of "HKFWS Envisioning 2024", we have invited a consultancy team to conduct a "Project Transform" to review and explore ways to improve our leadership structure and nurture leadership talents for the Society's sustainable development.

Facing rapid social changes in recent years, families have been bombarded with challenges which required adjustment and adaptation. Despite that, HKFWS believes in family and its irreplaceable position in facilitating the development of individuals and our community. As an organisation that emphasises on the importance of families, we will continue to guard on our existing family values and promote family wellbeing, help families unleash their strength and cope with the everchanging demands. By incorporating the niches of stakeholder in the community we will spare no effort to build a caring society with family wellbeing as the core.

# 推廣及聯絡 Publicity and Liaison

## 「逆流而上 家添愛」計劃 “Fight Against Virus. Add Love to Families” Project

2019 冠狀病毒病在本港肆虐，疫情對社會和經濟帶來了沉重的打擊。「在家工作」及「在家學習」已經成為「新常態」，亦為家庭關係帶來了張力。因此，本會推出「逆流而上 家添愛」計劃，在疫情下向香港家庭傳播正面的信息，與公眾攜手積極抗疫。我們亦設立了「逆流而上 家添愛」的網上專頁，並分為「家庭篇」及「學生篇」，內容涵蓋由本會專業社工提供的抗疫建議及家人在疫情下相處貼士。為針對學生的需要，我們在專頁上也載了「抗疫心理指南」、「學生精神健康教育小冊子」、「Learn at Home 家長手冊」，以及設計精美並附有鼓勵語句的 WhatsApp stickers 等，為家庭及學生提供實用資訊，分享正面信息。此外，機構網頁「我們的建議」部份亦增添了抗疫資訊。



The Coronavirus Disease 2019 (COVID-19) has ravaged Hong Kong and taken a heavy toll on its economy. Due to the pandemic, “work from home” and “study from home” have become the new normal and created tensions among family members. In response, the Society kicked off the “Fight Against Virus. Add Love to Families” Project to send positive messages to Hong Kong families during these stressful times. We also set up a dedicated webpage on the Society’s website with both “Families” and “Students” sections which offered tips from our professional social workers for maintaining good family relations. We have uploaded the “Guide on Fighting

Against COVID-19”, “Mental Health Booklet”, and “Learn at Home Booklet” to our website as well as released WhatsApp stickers in order to motivate families and students to fight against the pandemic. We further enriched the “Advice” section on the Society’s website on precautions to take during the pandemic.

- 「逆流而上 家添愛」專頁「家庭篇」及 WhatsApp stickers  
“Families” section of the dedicated webpage and WhatsApp stickers of the “Fight Against Virus. Add Love to Families” Project

## 公佈首個香港家庭幸福指數調查結果及推出網上問卷 Announce the Findings of the First Hong Kong Family Wellbeing Index (HKFWI) and Online Questionnaire

本會於 2020 年 5 月 15 日（國際家庭日）舉行記者會公佈全港首個「香港家庭幸福指數」量度工具的調查結果，喚起公眾關注家庭幸福及作為政策倡議參考。本會總幹事葉潤雲女士建議政府根據研究結果，評估和追蹤香港家庭幸福的情況，制定全面的家庭政策，為家庭給予保障、提供所需資源及建立社區網絡的機會，承傳共創，促進家庭幸福，發揮功能和影響。除公佈調查結果外，本會亦推出了「香港家庭幸福指數」網上問卷 (<https://www.hkfws.org.hk/hkfwl>)。葉潤雲女士呼籲市民到家庭福會網站完成問卷，了解自己的家庭幸福狀況，以及參考由本會專業社工提供提升家庭幸福的建議，繼續提升家

The Society organised a press conference on 15<sup>th</sup> May, 2020 (International Day of Families), to announce the findings of the territory’s first HKFWI, in order to raise the public’s understanding of family wellbeing and serve as a reference for advocacy work in this area. Ms. Amarantha Yip, the Society’s Chief Executive recommended the Government to refer to the



- 本會舉行記者會公佈「香港家庭幸福指數」調查研究結果  
The Society organised a press conference to announce the findings of the research report on a study on “Family Wellbeing Index in Hong Kong”

index findings and formulate comprehensive policies on family wellbeing, providing families with protection and social resource; and to encourage their participation in social networks so as to enhance family wellbeing, family functions and related impacts. Meanwhile, the Society also released the HKFWI online questionnaire (<https://www.hkfws.org.hk/hkfwl>). Ms. Amarantha Yip further encouraged the general public to complete the self-administered online questionnaire on the Society’s website in order to evaluate their family wellbeing status, and to refer to the recommendations from our professional social workers to enhance their family wellbeing. The

庭幸福。另外，本會亦推出了家庭幸福影片，以及由本地著名插畫師 Dear me, 所設計的「家庭幸福系列」WhatsApp stickers，配以溫馨語句，讓家人可以互相傳情達意。

Society also came up with other creative means to promote family wellbeing such as releasing a family wellbeing video and WhatsApp stickers designed by a local illustrator Dear me, the WhatsApp stickers came with loving messages for the general public to cheer up their family members.

## 舉辦「家庭幸福點滴大匯集」 Organise "Family Wellbeing" Competition

本會於 2020 年 5 月至 12 月舉辦了「家庭幸福點滴大匯集」，鼓勵公眾把溫馨難忘的家庭故事和生活片段，以影音、圖像或文字表達，參加比賽。比賽反應熱烈，超過 280 人報名參加比賽，網上公眾投票亦逾 80,000 人。本會於 2021 年 2 月 20 日舉行「家庭幸福點滴大匯集」頒獎禮，公佈比賽結果。當日邀請了星級評判森美、導演劉偉恆，以及本會總幹事葉潤雲女士擔任頒獎嘉賓。森美即場分享了個人家庭幸福點滴，有關短片已上載到本會網頁及社交媒體。我們亦在《晴報》推出森美幸福旅行團「家庭幸福點滴大匯集」得獎作品巡禮特稿，公佈比賽結果及分享獲獎家庭維持家庭幸福的心得。

The Society organised the "Family Wellbeing" Competition in May to December, 2020 to garner the general public's unforgettable and loving family stories in the format of video, image or text. Responses towards the competition were overwhelming. More than 280 entrants were recorded and over 80,000 online votes were received from the general public. The Society held the award presentation ceremony on 20<sup>th</sup> February, 2021. Celebrity Mr. Sammy Leung, film director Mr. Benny Lau and the Society's Chief Executive, Ms. Amarantha Yip were invited as guests. Sammy shared his tips of maintaining family wellbeing during the ceremony and the related video clips have been uploaded on our webpage and the social media. The Society also released supplements on *SkyPost* featuring all the winning works of families and their tips of maintaining family wellbeing.

- 本會舉行「家庭幸福點滴大匯集」頒獎禮，邀請了星級評判森美、導演劉偉恆，以及本會總幹事葉潤雲女士擔任頒獎嘉賓  
The Society held the award presentation ceremony for the "Family Wellbeing" Competition. Celebrity Mr. Sammy Leung, film director Mr. Benny Lau and the Society's Chief Executive, Ms. Amarantha Yip were invited as guests



## 與媒體保持緊密聯繫 Maintain Close Contact with the Media

本會重視與各持份者溝通，特別與媒體保持緊密的聯繫。本會的臨床心理學家、專業社工及社會工作顧問經常接受媒體訪問及為本地報章撰文，內容包括本會的恆常服務及熱門議題，例如家庭關係、青少年問題、長者照顧，以至我們的專項服務，如理財教育、跨代相處、夫妻離異等。我們也會按社會熱話，如 2019 冠狀病毒病肆虐下子女在家學習的管教方法、學童網絡欺凌，向傳媒發表專業的意見。

Maintaining effective communications with our stakeholders, especially the media, is one of the Society's prime concerns. Our clinical psychologists, professional social workers and social work consultants have often been interviewed and they also contributed articles related to the Society's key services and hot topics such as family relationships, youth problems and elderly care etc. We also promoted our special services, such as financial education, multi-generational family relationships, and divorce problems in media interviews, as well as shared professional views on popular family issues, for example, parenting for home-schooling under COVID-19 and students' cyberbullying.



- 本會安排臨床心理學家、專業社工、社會工作顧問及服務個案接受訪問，以及撰寫文章介紹本會的服務  
We arranged media interviews with our clinical psychologists, professional social workers, social work consultants and service users and contributed articles to the media in promoting our services



# 家福願景 2024

## HKFWS Envisioning 2024

本會朝著「家福願景 2024」的兩大策略目標，組織以下四個工作策略小組，並於 2020 年展開了五年計劃中的第一年工作 - 「籌備、檢索、連結」，現正步入「製作」階段的工作。機構亦開始完善機構運作，以加強組織能力。

Moving towards the two strategic goals of "HKFWS Envisioning 2024", the following four strategic groups have kick-started the first-year tasks of "Preparation, Stock-taking, Engagement" under our Five-Year Strategic Plan, and we are proceeding to the "Making" stage. The Society has also started refining its operations to enhance its organisational capacity.

### 策略小組一（制定「家福方程式」）- 收集資料，為「家福方程式」作準備

#### Strategic Group 1 (Formulating the "HKFWS Formula") - Collect Information to Prepare for the "HKFWS Formula"

小組收集及整合機構檔案及相關資料，成為準備制定「家福方程式」的重點工作。小組同時進行員工問卷調查、聚焦小組、人物及學者訪問和研習機構各項服務程序指引、機構出版研究報告或刊物等，了解不同持份者對「以家為本」的看法。所有收集的資料由前線同工組成的「資料分析小組」和「考古小組」整理完畢，在各同工的共同努力下，解釋何謂及如何傳遞「以家為本」的「家福方程式」總綱亦已經順利完成。

The focus of our work is to collect and consolidate the Society's archives and relevant information for the formation of the "HKFWS Formula". The group conducted staff surveys, focus groups, personal interviews, and feature interviews with academics and studied various policies and procedures of different service units, research reports and publications of the Society to understand the views of the Society's different stakeholders on our "family-centric" perspective. All the collected information was compiled by two sub-groups composed of frontline staff. With the concerted efforts of all staff, the drafting of the overview of the "HKFWS Formula", which explained the what and how of "Family Matters", was successfully completed.



● 參與聚焦小組的同事給予很多寶貴意見  
Colleagues shared valuable opinions in the focus group interview

## 策略小組二（建構員工能力）- 積極規劃人才培訓及員工能力建構計劃 Strategic Group 2 (Staff Capacity Building) - Strategic Plan on Staff Talent Development

小組審視機構人才，釐定人才需要和員工培訓計劃，加強員工溝通。它也負責提升員工的資訊科技應用能力，開創「Facebook Workplace」及「家人」溝通平台，加強同事了解「家福願景 2024」的工作。與此同時，它更制定招聘策略，促進社工專業人才培訓，優化服務成效。

The group reviewed the Society's talent pool to identify manpower needs and design training schemes in order to strengthen staff's communication. It also enhanced the use of Information and Communication Technology (ICT) and created the "Facebook Workplace" and "Centre Leads" platforms to reinforce staff's understanding of the "HKFWS Envisioning 2024". Formulating the recruitment strategies and strengthening professional social workers training to streamline service delivery were parts of the group's work.



- 「家人」推動同事參與願景工作  
"Centre Leads" helped mobilise staff's participation in Envisioning Project



- 創建「Facebook Workplace」平台推廣願景信息  
Facebook Workplace has been launched to promote Envisioning

## 策略小組三（協調地區工作 / 跨界別協作）- 成立地區會議平台、訂立社區參與框架

### Strategic Group 3 (Aligning District Efforts / Cross-sector Collaboration) - Establish District Meeting Platform and Formulate Community Engagement Framework

小組成立了七個地區平台（港島東、中西離島、東九龍、西九龍、將軍澳、荃葵青、新界西），並分別舉行了兩次地區會議，共 45 個單位及 180 個同工參與，促進彼此認識、討論地區共同關注議題、探索協作；並將機構願景納入服務中心年度計劃。在推動社區參與方面，小組訂立社區參與工作框架，邀請不同服務中心自評參與程度，以作日後檢視。

The group successfully established seven district platforms (Hong Kong Eastern, Central, Western and Islands, East Kowloon, West Kowloon, Tseung Kwan O, Tsuen Kwai Tsing, New Territories West) and two meetings were arranged in each district respectively, involving a total of 45 service units and 180 members of staff attendance. Through these platforms, the group was able to enhance staff's understanding on services, discuss community common concerns, explore areas of collaboration, and incorporate the Society's vision into service centre's annual business plan. To facilitate work on community engagement, it formulated a framework of community engagement, and invited different service centres to conduct self-assessments on their engagement levels as a baseline review.



- 地區會議，促進協作  
District meetings were in place to promote services synergy

## 策略小組四（中央倡議工作 / 運動）- 訂立倡議方向，以不同方法連結伙伴

### Strategic Group 4 (Central Advocacy Campaign) - Confirm the Key Advocacy Direction and Engage Partners by Various Means

小組訂立以「提升香港家庭幸福」為目標，採用「最緊要一家人」為核心宣傳信息，舉辦全港公眾教育活動、運用社交平台及媒體喚起公眾關注家庭幸福；並以「香港家庭幸福指數」為基礎，並按相關議題定期進行調查研究，以提升市民對家庭幸福的關注。小組致力與企業建立伙伴關係，共創以家庭幸福為核心的社會。

The group set "Enhance Family Wellbeing of Hong Kong Families" as the goal and crafted "Family First" as the key promotional message to be conveyed in the advocacy campaign. It organised territory-wide public education programmes and aroused public awareness through social media platforms and media outreach, and regularly conducted advocacy studies echoing the Hong Kong Family Wellbeing Index to raise the general public's attention on the topic. The group also engaged with corporates to co-create and build a caring society.



- 以「最緊要一家人」為核心宣傳信息，喚起公眾關注家庭幸福  
"Family First" is the key promotional message to promote family wellbeing among the public





- 星級評判森美與得獎家庭於「家庭幸福點滴大匯集」頒獎禮分享與家人相處之道  
Celebrity Mr. Sammy Leung and winning families shared their tips on maintaining family relationships at the award presentation ceremony of the "Family Wellbeing" Competition



- 與香港永明金融有限公司攜手合作，共創以家庭幸福為核心的社會  
We collaborated with Sun Life Hong Kong Limited to co-create and build a family-centric society



- 進行「疫境下的家庭生活新平衡」調查，以了解「在家工作」和「在家學習」措施對香港家庭幸福的影響  
We conducted the "Family Wellbeing and Family Life during the Pandemic" survey to understand the impact on family wellbeing under "work from home" and "study from home" measures



- 運用社交媒體宣揚關注家庭幸福的信息  
Promoting family wellbeing messages on social media

## 優化架構以加強組織能力 Optimise Organisational Capacity

為有效實行「家福願景 2024」和建立檢討機制，本會把願景概念納入機構及各服務年度計劃內。另外，本會推動同工積極參與「家福願景 2024」各項工作，如聚焦小組、工作小組及建立地區網絡，從而建立正面共創文化。同時，本會積極優化各中央部門架構，令計劃執行和機構運作更有效率。

In order to effectively implement the programme and establish the review mechanism, the ideas of "HKFWS Envisioning 2024" have been included in the Society's and the service centre's annual business plan. Positive and co-creating organisational culture was nurtured by mobilising staff's participation via focus groups, working groups and district platforms. In the meantime, we continuously streamlined our operation and execution by proactively reorganising the structure of functional units.

# 香港家庭幸福指數

## Hong Kong Family Wellbeing Index

本會於 2019 年委託香港中文大學研究團隊開展「香港家庭幸福指數」研究項目，建構首個切合香港社會文化和信效度俱佳的「香港家庭幸福指數」量度工具，為香港家庭、政府及不同持份者，在促進家庭幸福方面提供重要的參考。研究團隊於 2019 年 7 月至 8 月，以隨機抽樣方式，透過固網及手提電話，成功訪問了 1,343 名 18 歲或以上與家人同住的香港居民，調查結果確立了首個「香港家庭幸福指數」和影響香港家庭幸福的六個範疇：「家庭團結」、「家庭資源」、「家庭健康」、「社會資源」、「社會連繫」和「生活平衡」。

The Society commissioned a research team from The Chinese University of Hong Kong to conduct a study on "Hong Kong Family Wellbeing Index" (HKFWI) in 2019, which is the territory's first socially relevant and culturally appropriate measurement tool in terms of reliability and validity. The index provided reference for stakeholders including individuals and government officials to assess the wellbeing of Hong Kong families. The research team interviewed 1,343 Hong Kong residents who were aged 18 or above and lived with families by local fixed telephone and mobile phone during July to August, 2019. The research findings helped finalise the "Hong Kong Family Wellbeing Index" which consisted of six domains, namely "family solidarity", "family resources", "family health", "social connection", "social resources" and "work-life balance".

### 2020「國際家庭日」公佈研究調查結果

#### Announce the Research Findings on the International Day of Families 2020

本會於 2020 年 5 月 15 日（國際家庭日）舉行記者會，發佈「香港家庭幸福指數」調查結果，喚起公眾關注家庭幸福。當日香港中文大學社會工作學系馬麗莊教授、香港中文大學社會工作系助理教授黃美菁及本會總幹事葉潤雲女士分享調查結果及建議。調查結果顯示，2019 香港家庭幸福指數，平均為 6.23 分，屬「一般」水平的低端。（分數範圍為 0-10 分，分數愈高代表家庭幸福水平愈高，研究團隊將家庭幸福水平劃分為四個層級：7.5 分或以上為「良好」，6 至 7.5 分以下為「一般」，5 至 6 分以下為「偏低」，5 分以下則為「較差」。）

香港家庭在家庭內部相關的範疇得分較高，包括：

- 家庭團結（7.41 分）
- 家庭資源（7.29 分）
- 家庭健康（6.99 分）

在其他三個家庭與社會相關的範疇則得分較低，包括：

- 社會資源（5.19 分）
- 社會連繫（4.10 分）
- 生活平衡（4.45 分）

The Society held a press conference on 15<sup>th</sup> May, 2020 (International Day of Families), to announce the research findings of the HKFWI in order to arouse public attention towards family wellbeing. Prof. Joyce Ma and Prof. Mooly Wong from the Department of Social Work of The Chinese University of Hong Kong and the Society's Chief Executive, Ms. Amarantha Yip took part in the event to share the research findings and recommendations. The research showed that the overall HKFWI score in 2019 (6.23) was at the low end within the "average" range (Range of Score: 0-10, a higher score represents a higher family wellbeing status. Four levels of family wellbeing status namely: good (>7.5), average (6 to <7.5), below average (5 to <6), and poor (<5)).

Hong Kong families have higher scores in the domains which are related to family internally. They include:

- Family solidarity (7.41)
- Family resources (7.29)
- Family health (6.99)

Three other domains which are related to the society as a whole score lower. They include:

- Social resources (5.19)
- Social connection (4.10)
- Work-life balance (4.45)





- 左起：香港中文大學社會工作學系馬麗莊教授、家福會總幹事葉潤雲女士及香港中文大學社會工作系助理教授黃美菁於記者會合照

From left: Prof. Joyce Ma from the Department of Social Work of CUHK, Ms. Amarantha Yip, the Chief Executive of HKFWS and Prof. Mooly Wong from the Department of Social Work of CUHK were pictured at the press conference

## 推出網上問卷，讓公眾即時檢視家庭幸福情況

### Release the Self-administered Online Questionnaire for Public Use

本會在網頁推出「香港家庭幸福指數網上問卷」(<https://www.hkfws.org.hk/hkfwi>)。問卷共有 26 條題目，涵蓋香港家庭幸福的六個範疇。公眾只需用五分鐘便可以完成問卷。參加者可即時知悉家庭幸福狀況和獲取由本會專業社工提升家庭幸福的建議。



The Society released the "self-administered questionnaire on family wellbeing" on its webpage (<https://www.hkfws.org.hk/hkfwi>). The questionnaire contains 26 questions covering six domains. The general public need to spend only five minutes to complete the questionnaire

and their family wellbeing status and advice on enhancing family wellbeing from our professional social workers are immediately available for reference.

- 「香港家庭幸福指數網上問卷」(<https://www.hkfws.org.hk/hkfwi>)  
The "self-administered questionnaire on family wellbeing" on the Society's webpage (<https://www.hkfws.org.hk/hkfwi>)

## 向不同持份者派發研究報告，推動家庭幸福倡議工作

### Distribute the Research Report to Different Stakeholders for Advocacy Work on Family Wellbeing

本會於網頁上載研究報告，供公眾下載了解報告內容，以及印製研究報告，並且免費派發予各持份者，包括政府官員、立法會議員、智庫團體、學者、專上院校、社福團體、慈善基金及企業等，推動家庭幸福倡議工作。



The Society has uploaded the research report on its webpage and distributed free copies to different stakeholders including government officials, legislative councillors, think tanks, academics, tertiary institutes, other non-profit organisations, charitable foundations and corporates to advocate for promoting family wellbeing.

- 研究報告免費派發予各持份者，推動家庭幸福倡議工作

The report was distributed to different stakeholders to advocate for promoting family wellbeing

# 職員發展及培訓 Staff Development and Training

## 獲僱員再培訓局嘉許為「人才企業」

### Awarded "Manpower Developer" by the Employees Retraining Board (ERB)

本會自 2016 年開始榮獲僱員再培訓局嘉許為「人才企業」，肯定機構在人才培訓及發展的傑出成就。

The Society has been awarded "Manpower Developer" by the ERB since 2016, reflecting its outstanding achievement in staff development and training.

## 為同工籌辦多類別培訓工作坊

### Conduct Various Training and Workshops for Staff

本會善用社會福利發展基金支持同工參與內部培訓及會外進修。今年為不同職級的同工共籌辦了 92 個內部培訓工作坊，內容包括各類專業的理論和技巧。培訓活動得到參加者正面評價，所有活動的平均評分為 4.97 分，滿分為 6 分，百分之 95.84 參加者表示培訓達成預期的目標，反映參加者滿意培訓的質素。為協助服務發展以面對新挑戰，本會籌辦了一系列的專題培訓活動，例如：「預設照顧計劃」、「疫情後的復課準備」、「強化多代家庭照顧功能」學習與實踐小組、「促進家庭轉變」工作坊等。

The Society had well utilised the Social Welfare Development Fund to support internal and external training for staff. A total of 92 internal training programmes were organised for staff of different grades during the year, with topics covering various theories and skills of professional intervention. We have received very encouraging feedback from participants, with an average rating of 4.97 out of a 6-point scale and an objective achievement rating of 95.84 percent, demonstrating the successful realisation of our training objectives and the high quality of the training programmes. The Society organised a series of training to meet the emergent challenges of service development, such as "Advance Care Planning Project", "Preparing Students for School Resumption", Peer Learning and Practice Group (PLP) on "Enhancing Caring Functions in Multi-generational Families", and a workshop on "Facilitating Changes for Families" etc.



- 兩天工作坊 - 「促進家庭轉變」系統理論的個案理解及介入  
"Facilitating Changes for Families"- a two-day workshop on Case Conceptualisation and Intervention with Systemic Framework



- 網上開組，善用應用程式進行討論培訓，使用科技保持疫情下的工作效率  
We made use of information technology to enhance online training and maintain work efficiency under the pandemic



- 社會服務的策略計劃  
Strategic Planning in Social Service



- 「危機管理」工作坊  
"Risk Management" Workshop

## 舉辦機構導向日

### Organise Staff Orientation Programmes

本會恆常舉辦機構導向日，加深新入職同事對機構歷史、使命、願景、制度及服務的認識，幫助他們融入機構文化及培養歸屬感。此外，本會為履新的專業同工設計了三個不同服務之基礎課程，促進他們了解「以家為本」的理念及實務工作手法，亦為管理層同事提供培訓，以提升他們的領導能力。

Staff orientation programmes were organised on a regular basis, enhancing new colleagues' understanding of the Society's history, mission, vision, systems and services, and fostering their sense of belonging to the Society. Three different service-specific induction courses were organised for newly-recruited social workers to cultivate their understanding of the "family-centric" perspective and equip them with knowledge and skills in service delivery. Training programmes were also organised for management staff to enhance their leadership skills.



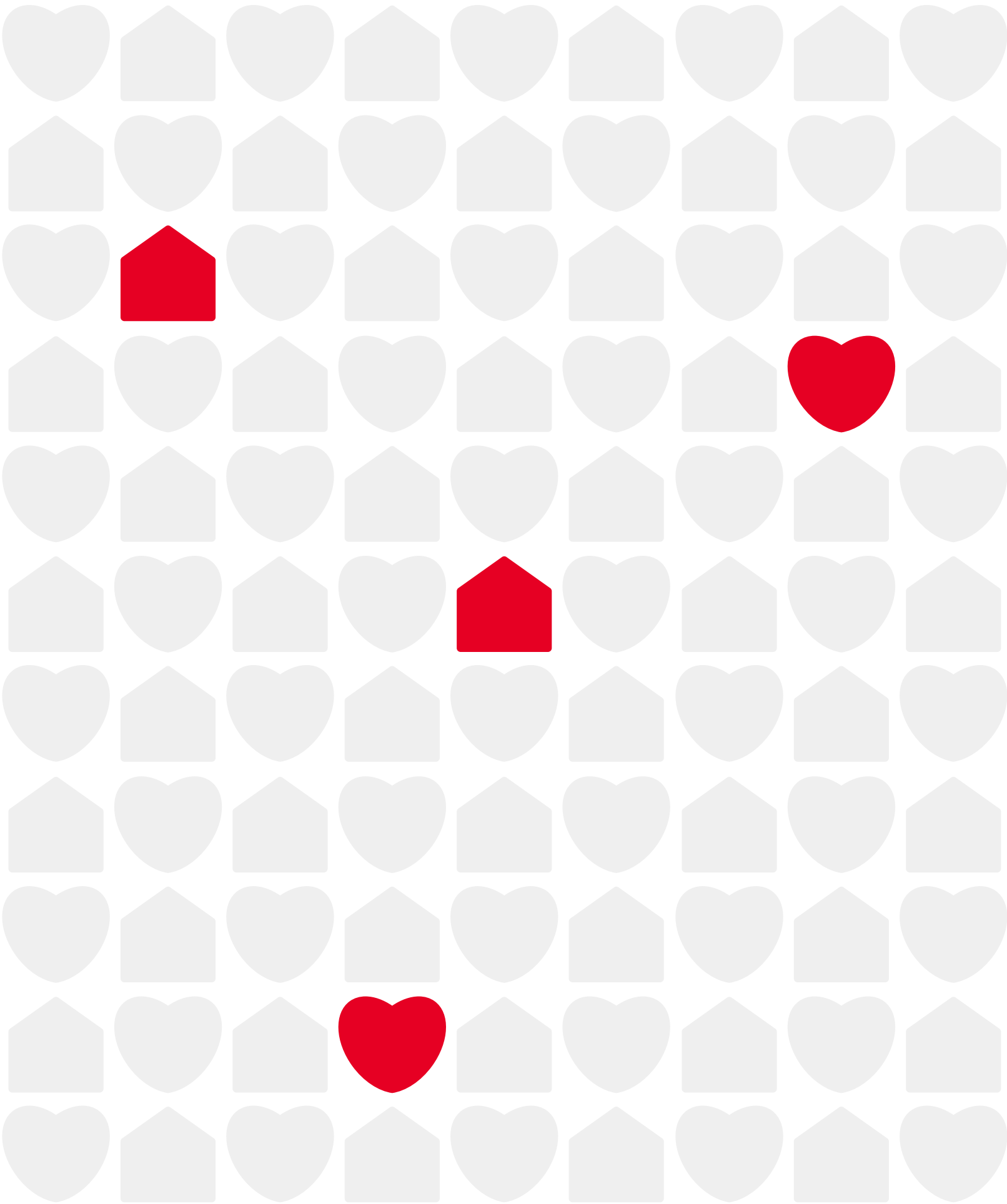
- 疫情下的「機構導向日」以網上形式舉行  
"Staff Orientation" programme was held via Zoom under the pandemic

## 資助同工參與進修活動

### Subsidise Staff to Attend External Training Programmes

本會資助超過 250 名同事參與會外的進修活動，同事的進修假期合共 567.5 日，進修內容涵蓋 203 項不同專題項目。

The Society subsidised over 250 members of staff to attend external training programmes covering 203 topics. A total of 567.5 days of study leave were granted for staff to attend these external training programmes.







# 服務 Services

**綜合家庭服務**  
Integrated Family Services

**調解服務及離異家庭服務**  
Mediation Services and Divorce Services

**兒童服務**  
Children Services

**青少年服務**  
Youth Services

**長者社區照顧及支援服務**  
Community Care and Support Services for the Elderly

**專項服務**  
Special Services





## 服務重點

Service Highlights

本著「兒童為重、家庭為本、社區為基礎」之信念，綜合家庭服務中心協助家庭提升親子關係，促進家庭和諧。

- 提供全面關懷兒童的身、心、靈健康及發展
- 透過靜心紓壓活動，推動關顧精神健康
- 支援男士社群，紓緩壓力及平衡工作生活
- 推動家庭和諧關係，提倡家庭零暴力
- 支援失去摯親及面對突發危機的家庭

**Based on the value of being “child-centred, family-focused and community-based”, the integrated family services target to help families enhance parent-child relationship and cultivate harmonious family relationships.**

- Provide holistic care for the physical, psychological and spiritual health of children
- Promote mental health through mindfulness and stress relief programmes
- Support men to reduce daily life stress and maintain work-life balance
- Cultivate peaceful relationship and advocate zero family violence
- Support families facing crisis and loss of family members



# 服務報告 Service Report

## 持續為有需要家庭提供心理健康服務，紓緩壓力

### Provide Family Mental Health Service to Needy Families in Relieving Their Stress

過去一年，受到 2019 冠狀病毒病影響，部份活動轉為網上進行，但本服務仍致力提供多元化的項目，讓參加者可以藉此放鬆心靈，減輕壓力。

2020-2021 年度，共有九個「健康身心小組」在本會之六間綜合家庭服務中心推行，讓參加者認識壓力的來源、分辨正負面的想法，學習積極的思考方法去處理困擾的情緒及加強解決問題的能力。縱然疫情仍未完全受控，小組平均出席率仍達八成以上，且參加者均表示活動對個人有很大幫助，包括改善情緒及人際關係等。

「晴心天地」亦舉辦了多個創新活動以促進參加者的精神健康，「活得自在」標語創作比賽、和諧粉彩體驗活動、中醫講座、禪繞工作坊、「那些年的健康身心小組·回顧分享 2020」等。參加者在疫情下學習放鬆自己，尋找舒適的空間。

In the face of the challenge of COVID-19, some of the programmes were organised online. Despite the pandemic, our Family Mental Health Service still strived for providing holistic support to the needy.

In 2020-2021, nine Cognitive Behavioural Therapy (CBT) groups were implemented in our six Integrated Family Service Centres (IFSCs), aiming at enhancing participants' understanding of their sources of stress, positive thinking, interpersonal relationship and problem solving skills. Although the pandemic was not completely under control, the average attendance rate still exceeded 80%. Participants found the groups useful in terms of improvement in their emotional management and interpersonal relationships.

Different groups and activities have been organised in "Mental Health Enhancement Programme (MHEP)" so as to enhance participants' mental wellness, such as slogan competition, Pastel Nagomi Art® workshop, Chinese medicine practitioners' talks, Zentangle workshop and experience sharing by ex-CBT members. Participants have learnt how to relieve stress and stay positive under the pandemic.



- 社工示範繪畫禪繞的基本技巧  
Social worker demonstrated the basic drawing skills of Zentangle



- 參加者把自己的作品拼湊在一起，構成了一幅美麗的圖案  
Participants created a beautiful picture by combining their individual artwork



## 透過「同步『童』心行」計劃協助基層家庭兒童發揮潛能

### Help Children in Underprivileged Families Explore Their Potentials through “KIDS” Our Love

中銀集團人壽保險有限公司贊助本會舉辦為期三年的「同步『童』心行」計劃，原定於 2019 年 10 月 1 日至 2022 年 9 月 30 日期間推行，因受疫情影響，計劃順延至 2023 才完結。計劃目的是支援來自經濟匱乏家庭的本地幼稚園至小學六年級兒童，以及其家庭正接受綜合家庭服務中心的個案服務。服務對象可享其中一項服務：「童夢之助」- 透過現金資助學童參加非學術性的興趣班，協助他們發展潛能；或「個人輔導服務 / 小組性的治療服務」- 經社工的專業評估及推薦，識別正面對家庭逆境的兒童，例如家人離世、家庭暴力、父母離異等，給予「兒童為本」遊戲治療輔導服務或相關的治療小組服務。計劃推出至今，反應良好。第一個計劃年度已完成，為 12 名兒童提供共 120 節的遊戲治療輔導服務；另外，兩個為期八節的治療小組有效地幫助他們疏理負面情緒和行為問題。同時，中心亦陸續收到「童夢之助」之申請，讓更多兒童受惠，發展潛能。

With the funding support by BOC Group Life Assurance Company Limited, we organised a three-year project - “KIDS” Our Love from 1<sup>st</sup> October, 2019 to 30<sup>th</sup> September, 2022. However, completion of the project will be postponed to 2023 with the impact of the pandemic. The project aimed at subsidising kindergarten or primary school students from underprivileged families in our casework services from the IFSCs in Hong Kong. Students were eligible for one of the services: “Children’s Dream Help” which provided cash subsidies to enable participants to enroll in non-academic interest classes to help them develop their potentials; or individual counselling service / therapeutic groups, which provided Child-centred Play Therapy counselling services or related therapeutic group services to children facing family adversities, such as death of family members, domestic violence or divorce of parents, with the help of professional assessment and recommendations by social workers to identify the children in need. Response from participants was satisfactory since the launch of the project. We have conducted 120 play sessions for 12 cases and two eight-session therapeutic groups in the first year of the project which has received positive feedback. The service was effective in relieving the children’s emotional distresses and behavioural difficulties. We also received continuous referrals for “Children’s Dream Help” to benefit more children from the cash subsidies in developing their potentials.



- 透過「兒童為本」遊戲治療輔導服務，協助曾經歷家庭逆境的兒童疏解他們的情緒壓力及 / 或行為問題  
Child-centred Play Therapy counselling services helped children who encountered adversity in releasing or resolving their emotional distresses and / or behavioural difficulties



- 透過「童夢之助」以現金資助受家庭經濟限制的兒童參加非學術性的興趣班，發展潛能  
“Children’s Dream Help” has supported children from underprivileged families to develop their potentials by providing cash subsidies for them to participate in non-academic interest classes

## 協助男士紓緩工作及生活壓力

### Assist Men in Reducing Stress in Work and Life

自 2019 年 8 月完成「男士家友站」計劃後，因區內男士們的踴躍支持，男士互助小組及男士瑜珈班繼續舉辦。踏入 2020 年受疫情的影響，一些原定安排的戶外活動及講座因此暫停。隨著疫情在 2020 年中稍有緩和，男士互助小組及男士瑜珈班重新啟動，並與賽馬會智家樂計劃合辦中醫講座網上直播，支援男士社群，紓緩及平衡他們在疫情下遇到的生活壓力。過去一年男士服務共舉辦兩次生命重整課程、兩次治療小組及兩次互助小組，讓男士認識紓緩生活壓力的方法。另外，亦舉行三場講座加強男士抗疫情期間的凝聚力及關愛精神。互助小組鼓勵男士自發組織戶外活動，從而維持及增進彼此之間的關係。

Though “HE MEN - Hear Men” Project completed in August, 2019, with the overwhelming support from men in the community, we continued offering men’s mutual support group and men’s yoga class. Due to the pandemic in 2020, a number of groups and programmes were cancelled and put the men’s service to a standstill. As the pandemic has been under control in the mid of 2020, we resumed men’s mutual support group and men’s yoga class. We have collaborated with SMART Family-Link Project to hold a live broadcast for a Chinese medicine seminar to support men in our community and relieve their stress. Over the past year, we offered two life rebuilding classes, two therapeutic groups and two mutual aid groups. The participants were able to learn different strategies to reduce stress and to apply them in daily life. We also offered three educational seminars and encouraged them to initiate outdoor activities so as to strengthen their relationships.



● 男士互助小組  
Men's mutual support group



● 男士瑜伽紓壓班  
Stress relief yoga class for men

## 持續推動計劃達致家庭零暴力

### Implement Programmes Persistently to Achieve Zero Family Violence

自 2018 年 10 月開始，本會在社會福利署支持下，推行「和平學坊 - 平和關係支援計劃」，支援有「親密伴侶」暴力人士及曾目睹家庭衝突的兒童，並提升公眾的認識及關注。本會於 2020-2021 年度分別為 41 名參加者提供了處理親密伴侶暴力課程及 34 名參加者提供了兒童課程，舉辦了四次家庭凝聚活動、七次社區教育講座及 15 次服務宣傳，計劃成效顯著，讓有「親密伴侶」衝突人士學習到以非暴力的方式處理衝突，曾目睹家庭衝突的兒童學習到處理負面情緒及應對家庭衝突的技巧，家庭關係及溝通得以改善。

With the support from Social Welfare Department, we have launched the project “Peace Campus – Support Programme for Enhancing Peaceable Relationship” since October, 2018, providing supportive services for families to handle intimate partner violence and children witnessing domestic violence. In 2020-2021, we have offered stopping intimate partner violence classes and children classes to 41 and 34 participants respectively. Four family programmes, seven community talks and 15 service promotions were launched. The effectiveness of the project was significant. Through these programmes, participants having intimate partner violence were able to learn non-violent ways to handle conflicts. Children were more capable to ventilate their negative emotions and acquired problem-solving skills in addressing family conflicts. The relationship and communication among the families could also be improved.





- 認清三把火，衝突遠離我  
Participants were educated to recognise the anger signals to alienate conflicts



- 透過親子甜品製作，讓家庭共同創造快樂回憶  
Parent-child baking activity created happy moments

## 為危機家庭提供緊急援助

### Provide Immediate Support to Families in Crisis

周大福慈善基金自 2017 年起贊助本會推行「危機家庭支援計劃」至今，一直為面對家庭經濟支柱突然死亡或患上嚴重疾病，而有年幼在學子女的家庭提供支援服務。2020-2021 年度計劃為 119 個相關家庭提供不同類型的支援；批出 60 次經濟援助，以協助有需要的家庭解決突如其來的危機；舉行八次家庭活動及一次兒童哀傷輔導小組，由專業社工提供情緒輔導支援，讓服務使用者從危機中重建家庭功能，重新適應生活。

With the sponsorship of Chow Tai Fook Charity Foundation since 2017, the Society has launched "Family in Crisis Support Project" to support families with young children who have lost their breadwinners due to sudden death or severe illness. The project supported 119 families with professional counselling offered by social workers, offering 60 times of monetary support to those families, eight family programmes and one child bereavement group in 2020-2021. It helped families in crisis enhance their resilience and facilitate their restoration of family functioning.



- 兒童在「伴你同行生命小組」中分享自己與離世家人的經歷  
Children shared their experience with their deceased family members in the "Child Bereavement Group"



- 趁疫情稍緩時舉行戶外活動，讓受助家庭重拾喜樂  
Enhancing the wellbeing of beneficiaries through outdoor activities during the relief of pandemic

# 調解服務及 離異家庭服務

## Mediation Services and Divorce Services





## 服務重點 Service Highlights

有見離婚個案逐年上升，本會透過家事調解和離異家庭服務支援有需要的家庭，以平和理性態度處理離婚及相關事宜，並且與離異的家長攜手合作，以「兒童為本」精神合力幫助子女適應家庭轉變所帶來的挑戰。

- 推展「臻和善 - 調解教育及服務」計劃，為社會建立和諧家庭及人際關係
- 推展「非凡爸爸」支援離異及非同住父親試驗計劃
- 運用線上平台，協助離異家庭子女與非同住父母於疫情下仍能保持穩定聯繫

**With an increasing number of divorce cases, we render various mediation services and divorce services to support needy families to handle divorce related issues in amiable and rational manners. We encourage divorced couples to develop "child-focused" perspective to facilitate children coping with family changes.**

- Launch Family Constructive Dispute Resolution (CDR) Centre to enhance harmonious family and interpersonal relationships
- Develop innovative services for divorced and non-residing fathers
- Facilitate children from divorced families to keep stable connection with their non-residing parents through various online platforms under the pandemic





# 服務報告 Service Report

## 推展「臻和薈 - 調解教育及服務」計劃，為社會建立和諧家庭及人際關係 Launch "Family Constructive Dispute Resolution (CDR) Centre" to Enhance Harmonious Family and Interpersonal Relationships

本會運用專業調解的個案手法，協助離異夫婦、親子、家人安排照顧家中長者、同事間等不同組群的人士化解高衝突的糾紛。我們推行社區及青少年領航員訓練、專業調解員培訓、調解教育活動和法律諮詢服務等，讓社會上不同背景人士將化解爭議的精神、知識和技巧運用在日常生活中。為了提升普羅大眾認識及認同調解精神，我們透過社區推廣及教育，運用更多社交媒體及大眾傳媒，提倡彼此尊重，重建互信，預防及處理不同人際之間的爭議，締結和而不同的文化。

The Society rendered professional Mediation Casework Service to help resolve high-conflict disputes among divorced couples, parent-and-children, carers of elderlies in families as well as colleagues. We organised community and youth peace navigator training, training for professional mediators, mediation education and legal consultation programmes to facilitate different people of the society to apply mediation in their daily life and to help the community resolve conflicts. In order to enhance the public's awareness and recognition of the concept of mediation, we widely used social and mass media in promotion so as to enhance mutual respect, rebuild trust, as well as to prevent and manage interpersonal conflicts despite diversities.



● 處理學生衝突調解技巧教師工作坊  
Mediation workshop on handling conflicts for teachers



● 青少年領航員訓練  
Youth Peace Navigator Training

## 家福中心 - 推展「非凡爸爸」支援離異及非同住父親試驗計劃 Develop the Pilot Project for Divorced and Non-residing Fathers

本會開展「非凡爸爸」支援離異及非同住父親試驗計劃，並與香港浸會大學社會工作系系主任洪雪蓮教授合作，以「敘事實踐」應用於離異父親工作。洪教授不單親自帶領離異父親小組，並為本會同工提供專業訓練及顧問服務；同時開展實踐研究項目，期望能研發本地化工作模式協助離異父親處理因離異所帶來的傷痛，重建離異後的生活，並學習與另一方家長（前配偶）合作，以「兒童為本」共享親職，為子女的成長共同努力。同時製作多輯動畫短片，推廣共享親職信息。

The Society launched the Pilot Project on Supporting Divorced and Non-residing Fathers in collaborating with Prof. Shirley Hung, Department Head of the Social Work Department of the Hong Kong Baptist University. Adopting the Narrative Practice Approach, Prof. Hung ran therapeutic group for divorced father, and provided supervision group and consultation service to our professional staff. A practice research has been commenced with a view to developing an indigenous working model to facilitate divorced fathers to handle emotions derived from divorce, rebuild post-divorce life and learn to cooperate with the other parents (ex-spouse) to practise co-parenting for the best interest of their children. Several animation videos have been produced for promotion of co-parenting concept.



● 離異父親小組  
Divorced fathers group



● 抗疫物資捐贈  
Donation of anti-epidemic materials

## 運用線上平台，協助離異家庭子女與非同住父母於疫情下仍能保持穩定聯繫 Facilitate Children from Divorced Families to Keep Stable Connection with Their Non-residing Parents through Various Online Platforms under the Pandemic

親將透過多類型的線上平台，繼續為有需要家庭提供督導子女聯繫服務，以協助離異家庭子女與非同住父母於疫情下仍能保持穩定聯繫。得到載欣社區健康顧問有限公司的協助，免費為有特別需要的兒童提供線上言語治療服務，協助他們在疫情期間，仍能安坐家中，接受專業評估和治療。各項線上服務均得到服務使用者正面的評價。與此同時，本會得到維多利亞崇德社贊助，持續送出抗疫物資，在疫情期間支援離異家庭兒童的需要。

In view of the pandemic, we continued to provide Supervised Parent-child Contact Service through various online platforms to facilitate children from divorced families to keep stable connection and contacts with their non-residing parents. The Society received kind assistance from the Joyance Community Health Consultant Company Limited to provide free online speech therapy to the children with special needs. Children were also eligible for professional assessment and therapeutic services at home during the pandemic. The online services were well recognised by the service users and received positive feedback. The Zonta Club of Victoria also continuously donated anti-epidemic materials to support children in need.



● 口罩捐贈予有需要兒童  
Donation of masks to children in need



● 專業同工培訓  
Professional training for staff



兒童服務

Children  
Services





## 服務重點 Service Highlights

受 2019 冠狀病毒病疫情影響，學校停課。兒童服務的需求亦隨之而改變及服務個案有所增加。本會按不同家庭的需要，透過新服務形式如網上舉行親子活動等，為有需要家庭提供支援，紓緩家長壓力，以及早識別及支援處於困難或危機中的家庭和兒童。

- 推廣「家庭幸福」及「保護兒童」信息，支援家長照顧及減輕管教壓力
- 支援多媒體學習，協助兒童在家學習，提升學習動機及減輕家長照顧壓力
- 持續招募寄養家庭及社區保姆，為有需要幼童提供適切的照顧
- 擴展「小荳芽駐園社工計劃」規模

**Owing to the COVID-19 and class suspension, the need of children services has changed and the number of cases served has increased. The Society provides different brand new support services such as online parent-child programmes to relieve their stress and early identification for those families and children in need.**

- Promote "family wellbeing" and the message of "child protection" and provide support to parental care and relieve their parenting pressure
- Facilitate children's studying at home, enhance their learning motivation and relieve stress on parents' child care through multi-media learning support
- Constant recruitment of foster families and child carers to cater to the needs of child care
- Expand the scope of "Nurturing Seeds Kindergarten Social Work Service"



# 服務報告 Service Report

## 推廣「家庭幸福」及「保護兒童」信息，支援家長照顧及減輕管教壓力 Promote the Messages of "Family Wellbeing" and "Child Protection" and Enhance Parental and Care Capacities of Parents and Carers

2020-2021 年度，本會寄養服務舉行了「香港寄養兒童精神健康研究」分享會暨「孩子心靈家添愛」專題講座，藉此提升公眾對寄養兒童精神健康問題的關注，加強對寄養兒童與家長的支援。活動邀請了著名演員陳錦鴻先生分享作為家長如何促進親子關係，協助孩子計劃將來及建立自我，以積極樂觀的態度去陪伴孩子開心成長，藉此鼓勵家長們積極面對照顧及管教的壓力。此外，分享會亦邀請了前寄養服務使用者 Jay 及寄養家長翁姨姨分享他們以「生命影響生命」的感人故事，從而帶出寄養家庭的愛與關懷對寄養兒童成長有關鍵性的幫助。

由於疫情影響，學校停課，為支援家長的照顧壓力，本會駐園社工團隊透過不同方式，例如於社交媒體貼文、舉辦網上講座、派發工作紙及小冊子等，推廣正向管教，提升親子關係。團隊更於不同幼稚園舉辦「保護兒童」教師工作坊，宣揚「保護兒童」信息，以及早識別危機家庭並及早介入。

In 2020-2021, our foster care service held a sharing session on "Hong Kong Foster Children's Mental Health Research" and "Parenting Education" to raise the public's concern on the mental health of foster children, and strengthen the support for foster children and their families. The famous actor, Mr. Chan Kam Hung was invited to share his experience in facilitating parent-child relationship and development of the children's self-image. Former foster care service user, Jay, and his ex-foster parent, Mrs. Yung were also invited to share their touching stories on "life affects life", thus bringing out the message that the love and care from foster families are crucial to the growth of foster children.

Owing to the pandemic and class suspension, the kindergarten social work team had tried various methods to support the children and families in need, such as posting information on social media, organising online seminars, distributing worksheets and brochures etc., to promote positive parenting and enhance parent-child relationship. We also organised "child protection" teacher workshops in different kindergartens to promote the message of "child protection", early identification and intervention of crisis families.



● 幼童培育活動 - 「我們是一家」  
Children nurture programme - "We are Family"



● 前寄養服務使用者 Jay 及寄養家長翁姨姨分享他們在寄養服務中的點滴  
Jay and Mrs. Yung shared their sweets and bitterness during fostering

## 支援多媒體學習，協助兒童在家學習，提升學習動機及減輕家長照顧壓力 Facilitate Children's Studying at Home, Enhance Their Learning Motivation and Release Parents' Child Care Stress through Multi-media Learning Support Programme

疫情持續，家長在學童停課期間，未能全天候照顧小朋友，本會課餘托管服務為照顧有需要的家庭，彈性處理學生就功課上遇到的困難，進行網上及實體課堂，延長課餘托管時間，減輕家長照顧子女的負擔，幫助受託兒童得到適切的照顧。而愛心社區保姆服務，亦為在學幼兒配對合適保姆，以支援及協助受託幼兒在停課期間維持網上學習。同時，本會亦與商界及其他機構協辦「友伴同恒」學童支援計劃，幫助基層學童，提供一連串的網上功課輔導及網上活動，協助他們在停課期間持續學習，也能在復課後保持對學習的信心。此外，駐園社工服務亦繼續提供「家長支援服務」。專業家長指導員按幼童需要而訂立訓練計劃，協助家長在家中為有特別學習需要的幼童作家居訓練。疫情期間，家長指導員透過視象面談為幼童及家長提供訓練，讓幼童於停課期間可以持續學習及發展。另外，駐園社工亦透過網上講座及影片等協助家長及幼童學習處理情緒。

Some parents were unable to look after their children around the clock during the class suspension. Our after-school care service was designed to take care of families in need, and to provide online and face-to-face classes flexibly. It also extended hours to enable students to deal with difficulties in homework in order to reduce the burden of parents. The neighbourhood support child care service also tried to match suitable carers for children in need and support the online learning during the suspension of classes. At the same time, the Society also collaborated with the business sector and other NGOs in launching the "Hang Seng Academic Assistance Programme". The purposes were to support the deprived students by providing a series of online homework guidance and online activities during the class suspension and to enhance their confidence in learning after class resumption. The kindergarten social work service also continued to provide "parent support services". Professional parent-aide formulated different training plans according to the needs of the children and supported parents to continue the training at home. During the pandemic, the parent-aide provided training through video interviews, so that young children could continue to learn and develop during the class suspension. To support the children and parents, online seminars and videos on emotional management were offered.



- 幼兒希望可以回校上課  
Children hoped to resume classes at school



- 停課期間，導師與小朋友做點手工活動  
During class suspension, tutors instructed children to try DIY handicrafts



- 幼兒期盼可以再次看見大家的笑容  
Children wished to see smiling faces without wearing masks



- 「情緒至叻星」情緒管理影片  
"Emotional management" video



## 持續招募寄養家庭及社區保姆，為有需要幼童提供適切的照顧

### Constant Recruitment of Foster Families and Child Carers to Cater to the Increasing Child Care Needs

本會透過不同的媒體及舉辦不同招募活動，讓更多家庭認識寄養服務，從而投身成為寄養家庭，為有需要兒童得到適切的照顧。此外，疫情期間，停課為家長帶來不少照顧壓力。為此愛心社區保姆服務亦不斷招募保姆以支援有需要的家庭。因應疫情的限制，在宣傳上亦作出改變，如利用不同媒體宣傳服務；實行推薦計劃以鼓勵現有保姆推薦合適婦女成為保姆，以促進社區參與和鄰里互助的精神。

The Society reached out to more families through media and recruitment activities to promote foster care services and recruit foster families for the children in need. The class suspension during the pandemic brought a lot of stress for parents. To this end, the neighbourhood support child care service also constantly recruited carers to support families in need. Upon the restrictions of the pandemic, we have also made changes in publicity, such as using different media to promote the service; and encourage existing carers to recommend suitable friends to join the service through nomination scheme, so as to promote community involvement and foster mutual support in the neighbourhood.



- 透過推廣街站，向大眾家庭介紹寄養服務  
We recruited foster families through roadshow



- 於港鐵站內之社區畫廊宣傳社區保姆服務  
Promotion of neighbourhood support child care service at MTR Community Art Galleries



- 於周年聚會上，向保姆為服務作出的貢獻及對幼童的關愛及照顧作出嘉許及謝意  
We recognised and thanked carers for their contribution and their love and care to the needy children in the annual gathering



## 擴展「小荳芽駐園社工計劃」

### Move forward of the "Nurturing Seeds Kindergarten Social Work Service"



- 讓我們為大家誠意介紹 - 我們的DIY手偶

We proudly presented our DIY puppets



- 家長教育 - 家中創意遊戲  
Parent education - play at home



- LEGO 不單是有趣好玩具，還可以訓練小朋友專注和小手肌  
LEGO is not only a toy but also a useful tool which trains up children's attention and fine motor skills

本會自 2019 年推行「在學前單位提供社工服務先導計劃」(第一及第二階段)，2020-2021 年度再獲社會福利署資助，推行第三階段服務，為 32 間學前單位提供駐園服務。駐園社工以「及早識別及介入」為原則，透過個案跟進及舉辦不同預防或治療小組 / 活動，支援有需要幼童及其家庭。更為幼稚園教職員提供支援及培訓服務，提升「保護兒童」意識，促進家校合作，共建關愛校園。此外，本會亦與其他幼稚園以伙伴形式合作。停課為家長及幼稚園帶來不同挑戰與壓力，駐園社工服務模式亦因疫情而有所改變。透過不同形式活動如網上教育活動、繪本分享及親子遊戲等，支援因停課在家的幼童及家長。

Since 2019, the Society commenced the "Pilot Scheme on Social Work Services for Pre-primary Institution" (Phase 1 and Phase 2). In 2020-2021, we were granted from the Social Welfare Department to implement the third phase of services, serving a total of 32 pre-primary institutions. Based on the principle of "early identification and intervention", the social workers in the kindergarten supported the children in need and their families through case follow-up and various preventive or treatment groups / programmes. We also provided support and training to kindergarten staff to enhance their awareness on "child protection" and promoted home-school cooperation to build a caring campus with schools and parents. We also provided services with other non-serving kindergartens. The class suspension has brought different challenges and stresses to parents and kindergarten personnel, and the service mode had also been changed due to the pandemic. The kindergarten social work team supported the children and parents through different forms of activities such as online education programmes, picture book sharing and parent-child games.



青少年  
服務

Youth  
Services



## 服務重點 Service Highlights

本會的青少年服務，本着「以家為本」的信念，為 40 多間中小學提供駐校社會工作服務。另外，藝進同學會賽馬會將軍澳青年坊（青年坊）亦在社區提供各式各樣的青少年服務。於 2019 冠狀病毒病及停課期間，因應需要，我們加強網上服務，利用不同電子媒體提供服務。

- 加強駐校社工管理支援系統及員工培訓，提供具質素網上服務
- 利用多媒體提供綜合青少年及生涯目標規劃服務，幫助家長認識網絡世界
- 推動和平與調解教育，致力締造和諧校園、家庭及社區
- 多元介入，促進青少年精神健康
- 以實證為本的介入手法，處理學生沉迷上網問題
- 關顧有特殊教育需要學生及照顧者在疫情下的身心靈健康

The Society adopts a "family-centric" perspective in its youth services, providing school-based stationing services and a variety of projects to more than 40 primary and secondary schools; ATAA Jockey Club Tseung Kwan O Youth Square (YS) continues to provide integrated youth services in the community. In response to new needs arisen from COVID-19 and class suspension, we strengthened our online service delivery.

- Enhance School Social Work Management System and staff capacity to provide quality online service
- Adopt multimedia in providing integrated youth and life goal planning services, support parents in getting familiar with the cyber world
- Promote peace and mediation education in schools, families and communities
- Enhance adolescent mental health development through diversified interventions
- Adopt evidence-based intervention to tackle the net addiction problems of youth
- Support students with Special Educational Needs (SEN) and their parents, and enhance their wellbeing under the new normal brought by the pandemic



# 服務報告 Service Report

## 加強駐校社工管理支援系統及培訓，提供具質素網上服務

### Enhance School Social Work Management System and Staff Capacity to Provide Quality Online Service

疫情下的新常態，大大提升了網上服務的需求。學校社會工作系統電腦化已趨成熟，讓同工在家工作時，仍能維持正常服務。本會舉辦培訓課程以協助同工掌握推行網上活動的技巧、活動設計及事前準備。本會更嘗試進行網上個案輔導，並將這經驗在香港社會服務聯會舉行的「疫情下的學校社會工作服務」作實戰分享。為貼近年青人的步伐，本會在 IG 建立了「家福會。屋仔人之日常」帳戶，與年青人分享生活點滴，在疫情下互相打氣。



Under the pandemic, social workers were able to work from home with the technical support from School Social Work Management System. Service could be delivered smoothly as usual. In order to enhance staff's knowledge and skills regarding online programme implementation, staff training was conducted. We attempted to conduct online counselling and share this experience in a forum for school social workers organised by the Hong Kong Council of Social Service. A new Instagram (IG) account "hkfw.teenlife" has been set up to connect youngsters and cheer them up during the pandemic.

- 在中學文憑試期間，設計一系列「屋仔人」stickers，為各考生打打氣

During HKDSE, WhatsApp stickers were designed to cheer for candidates

## 利用多媒體提供綜合青少年及生涯目標規劃服務，協助家長適應網絡世界

### Adopt Multimedia in Providing Integrated Youth and Life Goal Planning Services and Support Parents in Getting Familiar with the Cyber World

在過去一年，青年坊大部分時間都需配合防疫措施而提供有限度服務，同工利用此契機，使用多媒體繼續提供服務。同工將生涯目標規劃工作包括面試技巧及自我認識與網上平台結合，透過輕鬆有趣的形式將實用資訊製成影片，讓青少年停課不停學。有見家長及兒童對繪本甚感興趣，我們將繪本與戲劇融合，進行品格教育的工作。青年坊首次以網上形式進行暑期嘉年華，以「牽絆同行」為題，與服務使用者一起走過疫情，砥礪前行。

Although some of the services in Youth Square were suspended temporarily due to the pandemic, we tried to deliver our services through multimedia and online platform in the past year. We produced videos relating to life goal planning, including interview skills and self-understanding. This helped to eliminate physical boundaries with the students, providing alternative ways for them to learn from home. As picture books were popular among parents and children, we integrated drama and picture books to promote moral education. We also attempted in launching our summer carnival through online under the theme of "Accompanying each other and being together" to connect our service users under the pandemic.



- 2020 暑期嘉年華的主題為「牽絆同行」，以直播形式與會員隔空相見，互相打打氣

Our online Summer Carnival was themed as "Accompanying each other and being together" to cheer our members



- 「吹水？傾計？」同工希望透過個人經歷及故事分享，輕鬆地帶出生涯目標規劃重點資訊以及有用面試技巧

Our workers delivered useful information and skills relating to life goal planning



## 推動和平與調解教育，致力締造和諧校園、家庭及社區 Promote Peace and Mediation Education in Schools, Families and Communities

本會透過推行為期三年的「臻和薈 - 調解教育及服務計劃」及「朋輩調解計劃」，成功培訓 270 多名朋輩調解員，鼓勵青少年以理智態度化解人際衝突。本會繼續與教育局、香港教育大學、朋輩調解舊生會等，攜手在校園、家庭、社區推廣調解教育。疫情期間，調解教育亦以全新形式舉辦了「親子調解之旅 - 網上嘉年華」，吸引超過 550,000 名參加者及瀏覽人次。乘著公眾的熱烈反應，本會開設「家長調解網絡」，把調解教育數碼化，讓更多人受惠。

Mediation education was promoted through the three-year "Family Constructive Dispute Resolution Centre" and "Peer Mediation Project". Over 270 peer mediators were trained to resolve daily conflicts in a rational and peaceful manner. We collaborated with the Education Bureau, The Education University of Hong Kong, Peer Mediation Alumni and the Hong Kong Mediation Council to promote mediation education from schools and families to the community. We also organised the Mediation Online Carnival attracting more than 550,000 participants and viewers. With the overwhelming success of the carnival, we also launched the Parent Mediation Network to reach more beneficiaries.



- 安排準教師到校實習，演繹調解故事  
Students from The Education University of Hong Kong participated in internship programme to tell mediation stories



- 積極在校推廣調解的學校接受嘉許  
Schools which enthusiastically promoting mediation were awarded

## 以多元導向，促進青少年精神健康

### Enhance Adolescent Mental Health Development through Diversified Dimensions

本年度「加・心・思」計劃的主題為「再連繫」，提倡青少年的精神健康須連繫到五個核心生活要素，包括情感、關懷、理解、感恩和希望。藉不同導向的介入，以及青少年及持份者的參與，提升他們的抗逆力及解難能力。為建立青少年的支援網絡，我們舉行了「聯校精神健康急救課程」及「健康校園祭」；為提升家庭能力，舉辦了兩次聯校家長講座，共有 500 名家長參加。

We promoted the holistic wellbeing of young people through Positive M.I.N.D. Project this year. The theme was "Reconnect" for advocating re-connection to five core life elements, including emotion, care, understanding, gratitude and hope. With the use of different interventions, adolescents and stakeholders were engaged to enhance their resilience and problem-solving skills. For building supportive network, Joint-school Mental Health First Aid Training and Wellness Day were launched to enhance the peer support in campus. Two joint-school parent seminars were also held with the attendance of 500 parents.



- 親子義工和長者們一起進行遊戲，有趣的互動，互相認識各自的文化

Parent-child volunteers and the elders played together to learn from each other

- 初中學生參加「友距離飛行棋」活動，勝出者展示獎品 - 小食部禮券

Junior form students participated in the "Aeroplane Chess Activity" and the winners showed their prizes - tuck shop coupons



## 以實證為本的介入手法，處理學生沉迷上網問題

### Adopt Evidence-based Intervention Model to Tackle Net Addiction Problems of Youth

受疫情影響，學生長時間進行網上學習；家長擔心子女沉迷上網激化親子衝突。本會健康上網支援網絡熱線由過去平均每月 200 多個求助電話，增加至每月超過 360 多個，網上諮詢每月更超過 1,000 多次。在本學年開始，本會與香港中文大學合作，研究網絡遊戲成癮對學生的影響，以及認知行為小組的成效。本會舉辦超過 100 場的家長小組或工作坊，應用研究為本的 ICC 親子方程式，並與教育局合作舉辦多場教師及新教師培訓。

Under the pandemic, students engaged in online learning throughout the year. Parents showed their concern for the risk of internet addiction and resulted in frequent parent-child conflicts. The monthly incoming calls for seeking help in the Healthy Net Hotline service increased from over 200 to over 360 calls, and online consultation exceeding 1,000 per month. Since this academic year, we collaborated with Chinese University of Hong Kong to study the impact of internet gaming disorder on students and the effectiveness of using cognitive behavioural therapy groups as treatment. We provided over 100 parents groups and workshops by adopting our research-based "ICC (Involvement, Parental Confidence, Cohesive Family Relationship)" parenting model. We collaborated with the Education Bureau to conduct training for teachers and new teachers.



- 網上工作坊教導學童於新年製作賀年裝飾以及資訊素養的知識

The online workshop taught students information technology literacy through making decorations during the Chinese New Year



- App 世代 ICC 親子管教小組 (網上版)

App generation ICC parenting group (online version)



- 熱線工作員為有需要的家庭提供即時的輔導服務

Hotline worker provided instant counselling services for needy families



## 關顧有特殊教育需要學生及照顧者在疫情新常態下的身心靈健康

### Support Students with SEN and Their Carers, and Enhance Their Wellbeing under the New Normal Brought by the Pandemic

本會繼續推行執行技巧、精神健康及生涯目標規劃小組，並加入新穎有趣元素，包括樂高認真玩 (LEGO® SERIOUS PLAY®)、心靈拼貼® 及表達藝術等介入手法。疫情下有特殊教育需要學生長時間留在家中，透過網上小組，協助他們善用賦閒在家的時間，為自己發展新的潛能。另外，家長的身心靈健康也需關注，透過網上工作坊，尋找同行者的支持，學習善待自己及有效的教養方式。

Executive skill, mental wellness and life goal planning were launched for SEN students, with integration of new innovative elements like LEGO® SERIOUS PLAY®, SoulCollage® and Expressive Art. In order to help SEN students to adapt new normal gradually, further online training was rendered to them to explore their potentials with better utilisation of idle time at home. As to the wellbeing of their parents, online parental workshops were also conducted for them to seek companions release their stress and to learn effective parenting.



- 讓學生回顧自己最常出現的情緒，畫在布上，而這些情緒背後，反映了各人潛在的天賦特質  
Students were facilitated to reflect their hidden strengths and those feelings commonly found in their daily lives and drew their feeling on the cloth



- 每張心靈拼貼® 圖卡都代表同學的特質和生活力量。透過造卡、讀卡過程，發掘自己的天賦  
Students were facilitated to explore their talents and inner wisdom by creating and reading SoulCollage® cards



# 長者社區 照顧及支援 服務

**Community  
Care and  
Support  
Services for  
the Elderly**





## 服務重點 Service Highlights

本會致力促進「積極樂頤年」、「居家安老」及「持續照顧」，以回應人口老化的需要。我們秉持「支援家庭，照顧長者」的理念，為家庭及社區提供支援，讓長者得以安享晚年。

- 發展多元化社區照顧服務，實現持續照顧，居家安老
- 多向導提升活齡人士全人健康，締造長者友善社區
- 積極支援認知障礙症患者及情緒困擾人士，推動社區關注長者及照顧者精神健康
- 善用樂齡科技，推動遠程復康

With an ageing population, we strive to facilitate "Active Ageing", "Ageing in Place" and "Continuum of Care" for the elders. With our mission of "Supporting Family to Care for the Elderly", families and communities are also supported to facilitate positive ageing of their elderly members.

- Achieve a continuum of care and ageing in place through diversified community care services
- Enhance the holistic health of the elders for an age-friendly community with a multi-faceted approach
- Provide dedicated support to people with Dementia and depressive mood, and to promote public concern for the mental health of elders and carers
- Promote tele-rehabilitation through utilisation of gerontechnology



# 服務報告 Service Report

## 持續支援，同渡疫境

### Continuous Support under the Pandemic

本會家居照顧服務於疫情下仍繼續提供必要的基本服務以維持長者的生活所需，例如護理、送飯、個人照顧、覆診和購物等。另外，為使長者仍能接受治療服務，職業治療師、物理治療師及言語治療師運用資訊科技為體弱長者及照顧者提供視像訓練。本會特別感謝多間機構及團體慷慨捐贈防疫物資，協助服務用者渡過疫情。在服務發展方面，本會獲社會福利署增撥資源，綜合家居照顧（體弱個案）服務名額由 180 增至 605 個，服務更多有需要人士。

We continued to provide necessary home care services for the elders to maintain daily living during the pandemic, such as nursing care, meal delivery, personal care, escort, and delivery of daily necessities. To facilitate effective rehabilitation, our occupational therapists, physiotherapists and speech therapists offered online tele-training for the frail elders and their carers. We highly appreciated the generous donation of protective materials from the corporates and organisations to support our service users. We have received additional governmental resources from the Social Welfare Department for the development of home-based services. The service capacity of Integrated Home Care Service (Frail Case) increased from 180 to 605 so as to serve more people in need.



- 物理治療師提供治療，改善長者肌力  
The physiotherapist provided intervention for the elders to improve their muscle strength

- 長者參與運動小組，增強活動機能  
The elders joined exercise group for improving body functioning





## 多向導提升長者全人健康

### Promote Holistic Wellbeing of the Elders in Multiple Dimensions

九龍城活齡中心透過身、心、社、靈、認知、環境六個向導提升活齡人士的全人健康，建立地區伙伴，動員社區參與，建構促進長者及家庭福祉為核心的關顧社會。除了通過賽馬會「e健樂」電子健康管理計劃提升長者的身心健康，中心於疫情期間更廣泛使用資訊科技提供服務，無間斷地支援長者。中心注重長者家居友善及安全，透過賽馬會「家添友善：長者住屋環境改善計劃」改善家居環境，提高安全意識。本會將繼續提供全面的支援服務，協助長者建立健康快樂的人生。

Kowloon City Centre for Active Ageing promotes holistic wellbeing of elders through six dimensions including physical, psychological, social, spiritual, cognitive and environmental aspects. The centres collaborated with community partners and mobilised community participation to promote a caring society at the core of family and elders' wellbeing. To improve the wellbeing of elders in the "Jockey Club Community eHealth Care Project", we have also extensively utilised information technology during the pandemic to provide continuous support to the elders. With our emphasis on age-friendly and home safety, our Jockey Club Home Safety and Living Improvement Project improved elders' living environment and safety awareness. We will continue to provide comprehensive support services to facilitate our elders to lead a healthy and happy life.



● 「e健樂」電子健康管理計劃  
Jockey Club Community eHealth Care Project



● 長者學習踢拳強健體魄  
Elders learnt kick boxing for better health



● 中心準備手工包，讓長者於疫情期間也能在家中進行活動  
Elders utilised the materials provided by centre to make handicrafts at home during the pandemic

## 積極支援認知障礙症患者及照顧者

### Active Support to Dementia Patients and Their Carers

「以家為本認知障礙評估及支援計劃」獲香港公益金資助推行。過去一年，計劃訓練義工為長者進行快速檢測及到戶認知訓練；認知障礙照顧策劃師為長者進行認知評估，為照顧者提供認知障礙照顧策劃服務、舉行「樂在照顧中」照顧者訓練小組及「輕鬆結伴行」照顧者互助小組。社區教育方面，本會舉辦了「腦」當益壯認知訓練產品設計比賽、派發認知訓練工具、印製漫畫書及舉行講座，提升青少年與社區人士對認知障礙症的關注。

The "Family-based Dementia Assessment & Support Project" was funded by The Community Chest of Hong Kong. In the previous year, the project has trained volunteers to do fast screenings and home-based cognitive trainings for elders. Dementia care planners conducted assessments for elders, provided Dementia care planning service for the caregivers, organised caregiver training groups and mutual support group. Regarding community education, our Project organised a design competition of cognitive training products, distributed cognitive training packs, produced comic books and organised talks to raise awareness of the youths and the public on Dementia.



- 派發認知訓練用具讓長者在疫情期間持續訓練  
We distributed cognitive training packs to elders for continuous training during the pandemic



- 受訓義工致電關懷長者  
Careline service for elders by trained volunteers

## 社區教育加強關注長者抑鬱

### Community Education to Raise Concern for Elders' Depression

「躍動晚情 - 長者抗抑鬱地區計劃」一直致力協助長者改善抑鬱情緒及提升社區人士對長者抑鬱的關注。過去一年受到疫情影響，部份服務需要轉換形式，例如：家訪改為電話輔導、加強運用網絡繼續提供服務等。計劃包括製作多輯社區教育短片，由臨床心理學家、物理治療師等與大眾分享有關預防抑鬱及促進情緒健康的訊息。此外，亦出版《身心啟「晴」》小錦囊冊子及《心寬解鬱》一書，以圖像和文字闡述長者經歷情緒困擾的心路歷程，以喚起大眾對長者抑鬱的關注。

"Smiley Activation Project - Community / Home-Based Depression Treatment for the Elderly" aims to alleviate depressive mood of the elders and raise community concern on elders' depression. Owing to the pandemic last year, the mode of some programmes was adjusted, such as home visit being replaced by phone counselling and online communication. Through the community education video clips produced under the Project, our clinical psychologist and physiotherapist shared messages for prevention of depression and promotion of emotional health. We also published the booklet, 身心啟「晴」小錦囊 and the book 心寬解鬱, aiming to raise public's concern on elders' depression through the stories and photographs from the perspectives of the elders suffering from depressive mood.



- 物理治療師教授在家居進行輕鬆運動  
Home-based exercises were guided by physiotherapist



## 疫境自強，連繫社區，樂齡科技，促進復康

### Foster Self-improvement and Strengthen Social Connection under the Pandemic, and Promote Rehabilitation Using Gerontechnology

疫情期間，服務使用者被迫留在家中，我們因此安排網上視像訓練，鼓勵服務使用者持續進行家居練習。本會積極聯絡友好機構，讓體弱長者保持社區連繫，例如安排西廚學員與長者一同包餃子、由職業治療師帶領蒙特梭利小組及專上學院學生舉行活動等。

本會得到「樂齡及康復創科應用基金」撥款購置無線生命表徵紀錄及智能資料管理系統，更有效監察服務使用者之健康狀況。另外我們添置了兩項智能訓練工具，可以因應中風、肌力不足及認知障礙症長者的需要而設定訓練課程，達致復康及延緩退化的目標。

Our service users had to stay at home during the pandemic. We flexibly provided tele-rehabilitation through mobile devices to encourage service users to maintain home-based training. To help the frail elders maintain social connection, we actively liaised with community partners to organise activities, including dumplings cooking with western culinary trainees, Montessori groups by occupational therapist and other programmes by tertiary students.

Funded by the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care, the centre could monitor the health condition of service users more effectively through acquiring smart vital sign recording and information management system. The two newly procured smart training systems could facilitate effective rehabilitation of service users suffering from stroke, weak muscle and Dementia through tailor-made training programmes.



- 智能生命表徵系統了解長者的身體狀況  
Smart vital sign system for effective monitoring of elders' physical condition



- 社區協作 - 西廚學員包餃子活動  
Community collaborative programme - Dumpling making with western culinary trainees



- 以樂齡科技設備進行復康及認知訓練  
Rehabilitation and cognitive training with Innovation and Technology Fund equipment



專項  
服務

Special  
Services



## 服務重點 Service Highlights

專項服務主要為個人及家庭提供收費專業服務，以及為工商機構及政府部門提供僱員支援服務，以協助處理個人、家庭及工作上的問題，並推動個人及企業義工服務，提升自我和對社會作出貢獻。

- 將實體理財教育活動數碼化
- 疫情下繼續支援婦女照顧者及推動多代情
- 持續開拓僱員支援服務，並舉辦專業認證課程

**Our Society has continued to utilise community resources to launch and sustain innovative services to meet the ever-changing needs of the community.**

- Digitalise financial education programme
- Support women as carers and launch services for multi-generational families under the pandemic
- Expand Employee Assistance Programme and organise professional certificate courses





# 服務報告 Service Report

## 將實體理財教育活動數碼化

### Digitalise Financial Education Programmes

理財教育中心於「e\$mart 理財童學會」計劃首次引進通訊技術，從中得到寶貴經驗，更把其他實體理財教育活動電子化。電子化後之「Get \$et Go! 理財工作坊」模擬社會遊戲，可讓中學生在體驗無現金支付的過程中，反思電子理財模式的利弊。另外，中心於中學及大專院校推廣理財數碼「講」網上有獎理財問答活動，喚起青少年對網上理財的關注，提升他們對虛擬數碼世界的理財管理知識及警覺性。服務以應對電子支付普及化為首要目標，減低新一代因金錢疏離感而導致理財不善狀況。

With the introduction of Information and Communication Technology to develop the "e\$mart Money Management Workshop" for primary students, The Financial Education Centre has gained valuable experience to incorporate digital element in our financial education programmes. The digitalised "Get \$et Go! Money Management Workshop" simulated social games, which allowed secondary students to reflect on the pros and cons of the digital transaction in cashless payment. We also launched the Online Financial Literacy Prize Quiz for secondary and tertiary students to arouse young people's attention towards online financial management and enhance their awareness of financial management in the digital world. In the future, the Centre will proactively respond to the popularity of electronic transaction of our next generation to reduce potential risk of poor financial management caused by money disconnection brought by digital era.



- 理財數碼「講」網上有獎理財問答活動得獎者領獎合照  
Winner of the Online Financial Literacy Prize Quiz

- 「e\$mart 理財童學會」遊戲日讓同學體會電子理財及記帳的重要  
e\$mart Game Day enabled students to experience digital transaction and the importance of book-keeping





## 疫情下繼續支援婦女照顧者及推動多代情

### Support Women as Carers and Launch Services for Multi-generational Families under the Pandemic

為回應婦女照顧者的服務需要，婦女及家庭成長中心透過「婦女創新天」計劃加強婦女的身心靈健康、擴闊支援網絡；並倡議社區提升對婦女的關注，達致「婦女友善」社區。本會善用何東爵士慈善基金推行「煥然身心」提升婦女精神健康計劃。有見多代家庭的服務需求日增，我們繼續與李錦記家族基金及香港樹仁大學合作「婆媳緣。祖孫情 - 多代家庭教育及支援計劃」第二期，推展多代情的服務。疫情影響下大部份活動轉變為網上形式進行，令更多婦女及家庭也因此而受惠。

To address the needs of women carers, Women and Family Enhancement Centre organised "The Bridge to Competence Project" which aimed at strengthening women's mental health, extending their social networks, and advocating a "Women Friendly" community to arouse the awareness and concern towards women as carers in the families. We also launched the "Revamp Life, Revive Health - Mental Health Enhancement and Wellness Project for Women" funded by Sir Robert Ho Tung Charitable Fund. To enhance the support to multi-generational families, we collaborated with the Lee Kum Kee Family Foundation and the Hong Kong Shue Yan University to develop the second phase of "Education and Support Project for Multi-generational Families". Affected by the pandemic, most of the programmes were delivered online to facilitate women's and their families' participation.



- 婦女學國畫陶冶性情  
Women attended the drawing class to enhance the psychological wellbeing



- 婦女參加互動劇場發揮所長  
Women joined the interactive theatre training to develop their potentials

## 持續開拓僱員支援服務，舉辦專業認證課程

### Expand Employee Assistance Programme (EAP) and Organise Professional Certificate Courses

我們透過僱員支援服務，為公、私營及教育機構提供輔導、培訓及危機事故介入（特別為受疫情和隔離等影響的僱員及家人提供情緒等支援），於不同途徑向企業及團體介紹僱員支援服務及疫情下的支援，包括提供線上「疫轉為安」、「在家抗疫食譜」、「中醫角度看抗疫」、「上班族按穴療法」講座。於業界培訓方面，我們成功邀請國際知名情緒取向治療訓練師劉婷博士，主持「當焦慮症遇上 EFT 2021」課程，訓練近百名助人專業同工。

EAP was tailor-made for employees' and their family members' better wellbeing by enhancing their competence in coping with challenges effectively. For those who were critically affected by the pandemic and related crisis, Critical Incident Stress Management (CISM) were arranged. EAP was promoted through various platforms to corporates and organisations. To enhance the physical, mental and spiritual wellbeing of employees in the new normal, we offered online wellness workshops such as "From COVID to Comfort", "Cook Healthier@home", "COVID-19 from Chinese Medicine Perspective" and "Acupuncture for employees" workshops. In supporting helping professions, we invited Dr. Liu Ting, a well-known Emotionally Focused Therapy (EFT) trainer, to deliver the "When Anxiety meets Emotionally Focused Therapy" webinar to around 100 staff members.



- 於香港社會服務聯會分享會介紹僱員支援服務  
We introduced EAP in The Hong Kong Council of Social Service's (HKCSS) talk



- 香港社會服務聯會邀請主講「在職照顧者支援及『身・心・靈』健康系列分享會」  
HKCSS' talk on "Health Care Support to On-job Caregivers"



- 網上輔導及培訓  
Online counselling and training

# 統計數字 Statistics

資料截至2021年3月31日  
Updated as at 31<sup>st</sup> March, 2021

## 機構摘要 Highlights of HKFWS



員工數目，包括全職及兼職  
No. of Staff,  
include Full Time and Part Time

**1,065**



服務單位數目  
No. of Services Units

**45**



為員工提供培訓課程的數目  
No. of Training for Staff

**92**



培訓課程參加人次  
No. of Attendance

**4,746**

## 2020-2021 年度服務統計 Annual Service Statistics

### 綜合家庭服務 Integrated Family Services



**9,215**

服務個案  
No. of Cases

**41,066**

服務人次  
No. of Attendance

### 調解服務及離異家庭服務 Mediation Services and Divorce Services



**533**

服務個案  
No. of Cases

**10,401**

服務人次  
No. of Attendance

### 兒童服務 Children Services



**910**

服務個案  
No. of Cases

**17,629**

服務人次  
No. of Attendance

### 青少年服務 Youth Services



**4,340**

服務個案  
No. of Cases

**540,003**

服務人次  
No. of Attendance

### 長者社區照顧及支援服務 Community Care and Support Services for the Elderly



**6,241**

服務個案  
No. of Cases

**19,034**

服務人次  
No. of Attendance

### 專項服務 Special Services



**1,082**

服務個案  
No. of Cases

**21,105**

服務人次  
No. of Attendance

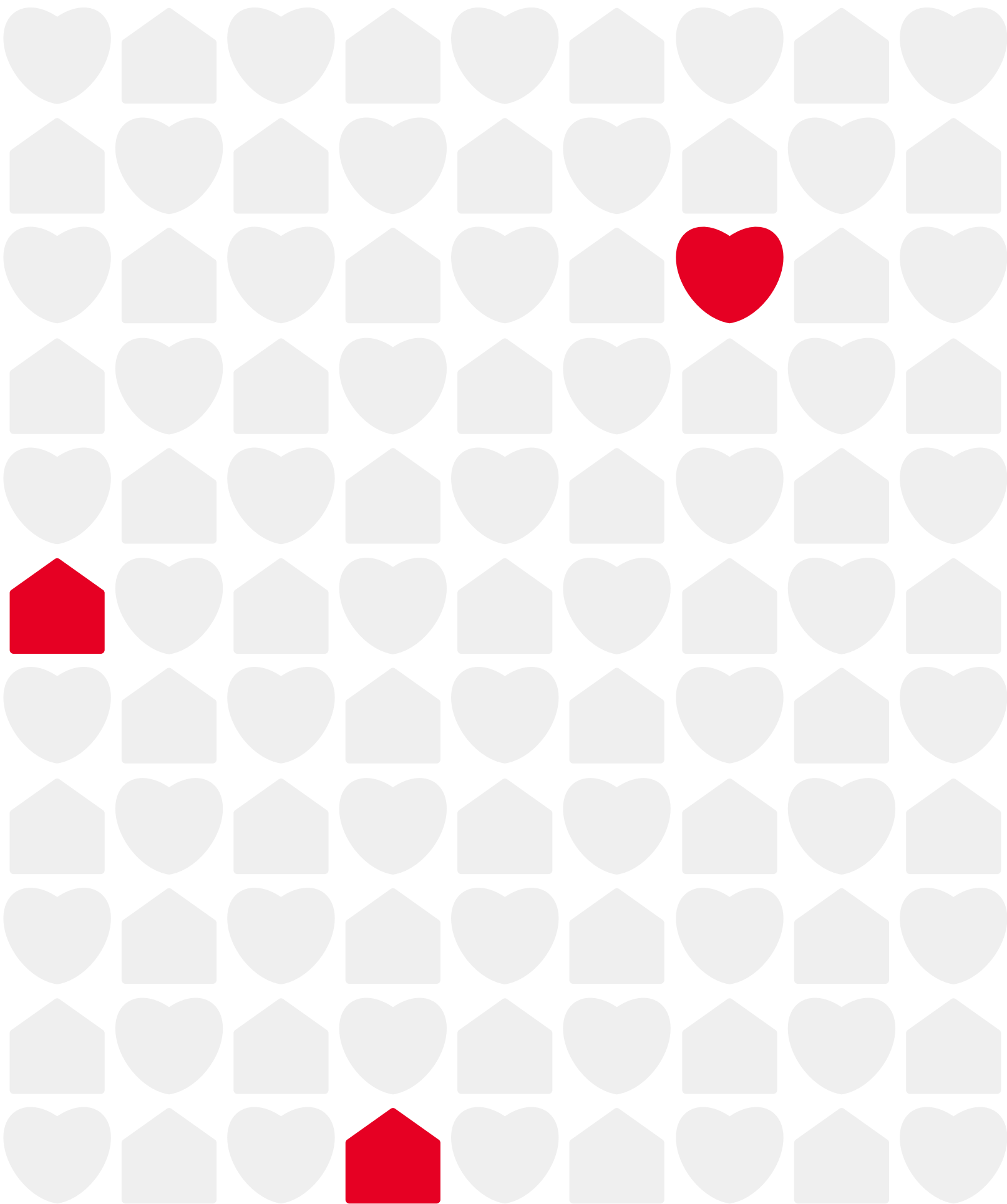


全年服務個案總數  
Total No. of Cases  
**22,321**



全年服務總人次  
Total No. of Attendance  
**649,238**







# 財政報告

## Financial Reports



## 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 2021.

#### 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-centric” perspective, the Society is committed to delivering quality and professional social services to enhance the wellbeing of families and individuals in Hong Kong and foster a caring community.

The Society renders the following major types of social services for families and individuals through its 43 service centres in Hong Kong:

- a) Integrated Family Services – including 6 Integrated Family Service Centres, Zonta White House – Family Retreat Centre, Clinical Psychological Service, and service projects to promote the wellbeing of families;
- b) Mediation Services and Divorce Services – including a Mediation Centre, a Parent-child Connect Specialised Co-parenting Support Centre, a Family Resource Centre, and “Child-focused” Parenting Coordination and Co-parenting Services for Divorced Families;
- c) Children Services – including Foster Care Service, After School Care and Support Programmes, Neighbourhood Support Child Care Project and Kindergarten Social Work Service, and Pilot Scheme on Social Work Service for Pre-primary Institutions;
- d) Youth Services – including School Social Work Service for 40 secondary schools, an Integrated Children and Youth Service Centre, and a variety of service projects to serve the developmental needs of young people;
- e) Community Care and Support Services for the Elderly – including Integrated Home Care Service, Enhanced Home and Community Care Services, a Neighbourhood Elderly Centre, Self-financed “Viva” and service projects that address the mental health issues of elders and their carers; and
- f) Special Services – including a Financial Education Centre, a Women and Family Enhancement Centre, Services for Multi-Generational Families, Volunteer Service, and Wellness Programmes.

2020 was a remarkably challenging year. The COVID-19 pandemic continued to rage which brought not only great stress on the economy and caused the unemployment rate to hit a peak but also further changed our ways of living to a “new normal”.

The Society proactively developed services and projects in response to changes brought by the pandemic and corresponding social needs. During the year, the Society continued to work together with our partners to provide both tangible and intangible support to families in need. Our online services were well received by the service users. Besides, the first socially relevant and culturally appropriate research findings on family wellbeing, “Hong Kong Family Wellbeing Index” (HKFWI), was announced in May 2020. It enhanced the general public’s understanding of family wellbeing and served as a reference for advocacy work in this area.



## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### Business review (Continued)

##### Main business (Continued)

The Society started the execution of the “HKFWS Envisioning 2024” project with the “Preparation, Stock-taking, Engagement” work. The work under the 4 key strategies had established the solid foundation on which the future of the project is to be built.

##### Business review and performance analysis

The Society was financially stable with an increase in total income by 11.5% as compared with that of last year. Its major source of fund was from the subvention by the SWD, including Lump Sum Grant (“LSG”), which was 81.9% 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:

- “Bronze Award”, “3rd Highest Donation Award in Donation Drive” and “Outstanding Award” of Corporate and Employee Contribution Programme 2020/21 by the Community Chest;
- The status of “Manpower Developer” (1st April 2020 – 31st March 2021) in the “Employees Retraining Board “ERB” Manpower Developer Award Scheme;
- Parent-child Connect Pilot Project on Children Contact Service received the Outstanding Award in the Wofoo Asian Award for Advancing Family Well Being (Wofoo 3A Project) 2020; and
- Financial Education Centre (FEC) received the 2021 Financial Education Champion Award and the Quality Award by the Investor and Financial Education Council.

##### 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 2020/21, the Society maintained a membership of 119.

###### 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 wellbeing. The Society had announced the first HKFWI in May 2020, which aimed to arouse the attention and understanding of general public on family wellbeing. Besides, the Society took an active stance in sharing views and concerns towards relevant social issues, government policies and legislation, including Consultation on Proposed Amendments to the “Principles, Criteria & Standards for Recognizing Qualifications in Social Work” (PCS), Views on “Mandatory reporting of suspected child abuse cases”, Sentencing and Related Matters in the Review of Sexual Offences, etc.

## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### Business review (Continued)

##### Key relationships (Continued)

##### b) Service users (Continued)

During the year, the Society offered education, preventive and remedial services for more than 649,238 beneficiaries and provided intensive service for more than 22,321 individual and family cases.

##### c) Staff

The Society maintained a work force of over 1,050 as at 31st March 2021, comprising professional, management, administrative, frontline and support staff. The number of staff slightly increased as compared with 2019/20.

##### 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 119 committees, panels, working groups, task force, liaison groups and network meetings of different nature set up under Labour and Welfare Bureau, Social Welfare Department, Home Affairs Bureau, Social Workers Registration Board, Hong Kong Council of Social Service and Family Council, 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 wellbeing 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 10.0%, which recorded a decrease as compared with the figure of 14.9% last year. With service expansion in the social welfare sector, we faced strong competition in the manpower market. The turnover rate dropped for the second year, but we continued to face difficulty in the recruitment and retention of social workers, paramedical staff and frontline care staff. 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.

##### Adoption of new Articles of Association of the Society

On 17th November 2020, an Extraordinary General Meeting was held to adopt the new Articles of Association of the Society. Amendments mainly fell into content which was in line with the Company Registry's guidance notes for a company that has been given licence to dispense with the word "Limited", and in compliance with the new requirements of New Companies Ordinance.



## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### Business review (Continued)

##### Future development

In face of rapid social changes, the anxiety hurts one's confidence in the future. The Society will continue to pay attention to the challenges and difficulties faced by individuals and families. By sustaining the extensive experiences of the Society and our collaboration with different stakeholders, we will further promote the importance of family values and functions, and to support those in need with professionalism, care and enthusiasm. Besides, we will continue the implementation of the strategic plan of Envisioning and the implementation on the enhancement of Performance Monitoring and Incentives System.

#### 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 12 to 14 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. Choy Pun Siu Fun, Veronica, MBE, JP  
 Dr. Chung See Yuen  
 Mrs. Kwok Leung Kit Kan, Ingrid  
 Mr. Lau King Shing, Daniel  
 Ms. Lau Wing Yin, Cecilia  
 Mr. Law Sheung Ping, James (retired on 17th November 2020)  
 Mr. Loong Hon Biu, Louis  
 Ms. Siu Wing Yee, Sylvia, JP  
 Dr. Tang Sau Lim, Philip  
 Ms. Yip Yun Wan, Amarantha (Chief Executive) (ex-officio)

Mr. Law Sheung Ping, James retired as Executive Committee member and he did not offer himself for election at the last Annual General Meeting. He has confirmed that there are no disagreements with the Board and nothing relating to the affairs of the Society needed to be brought to the attention of the Executive Committee of the Society.

In accordance with Article 33 of the Society's Articles of Association, the members of the Executive Committee (except ex-officio) shall be elected annually from amongst the members of the Society in the Annual General Meeting.



## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### Executive Committee members (Continued)

In accordance with Article 37 of the Society's Articles of Association, the Executive Committee may appoint not more than four persons to be co-opted members of the Executive Committee but so that the total number of Executive Committee members shall not at any time exceed 16.

#### 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.

#### 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 (Cap. 622)) 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, 11 OCT 2021

**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 54, which comprise:

- the balance sheet as at 31st March 2021;
- 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 2021, 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.



羅兵咸永道

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

**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 HKSA's 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:

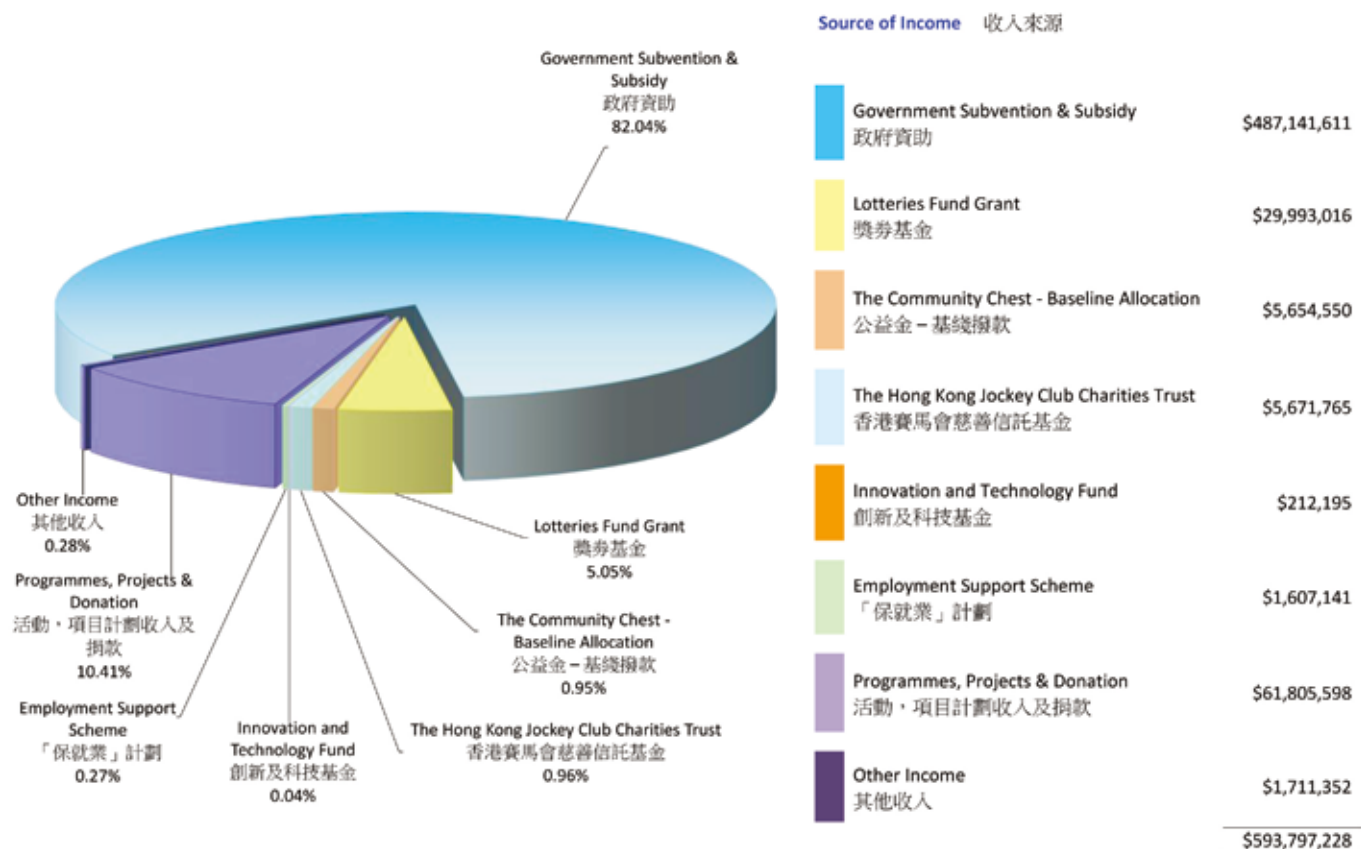
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting 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, 11 OCT 2021

HONG KONG FAMILY WELFARE SOCIETY  
FINANCIAL HIGHLIGHTS (財政簡報)  
FOR THE YEAR ENDED 31 MARCH 2021  
(ALL AMOUNTS IN HONG KONG DOLLARS)



Note : The Annual Financial Report (Lump Sum Grant) for the year ended 31 March 2021 that submitted to Social Welfare Department can be downloaded from the Society's website : [hkfws.org.hk/en/about-us/financial-reports](http://hkfws.org.hk/en/about-us/financial-reports).

備註：本會向社會福利署提交之二零二零至二零二一年度周年財務報告(整筆撥款)，已經上載至本會網站。  
本會網址：[hkfws.org.hk/about-us/financial-reports](http://hkfws.org.hk/about-us/financial-reports)。


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

**BALANCE SHEET**

		As at 31st March	
	Note	2021	2020
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	5	25,848,262	24,421,768
Right-of-use assets	6	6,848,188	11,403,409
Trust fund assets	8	49,354,575	42,334,396
Total non-current assets		82,051,025	78,159,573
<b>Current assets</b>			
Receivables from Lotteries Fund	9	3,644,910	11,025,205
Receivables from Innovation and Technology Fund		86,680	-
Deposits, prepayments and other receivables	10	22,598,953	20,788,301
Fixed deposits with original maturity over three months	11	25,156,219	24,957,226
Cash and cash equivalents	11	276,347,235	224,154,066
Total current assets		327,833,997	280,924,798
<b>Total assets</b>		<b>409,885,022</b>	<b>359,084,371</b>
<b>FUNDS AND RESERVES</b>			
<b>Own funds</b>			
General Fund	12	100,656,902	78,419,667
Capital Reserve	13	663,094	1,204,203
Designated Funds	14	39,391,948	40,893,659
Total own funds		140,711,944	120,517,529
<b>Other reserves and trust funds</b>			
Social Welfare Lump Sum Grant Reserve	15(a)	107,644,488	85,713,015
Provident Fund Reserve	15(b)	17,965,391	17,239,960
Subvented Employee Benefit Reserve	15(a) & (c)	23,823,212	17,887,394
Social Welfare Subvention Reserve	16	11,057,833	8,853,876
Trust Funds	17	49,354,575	42,334,396
Total other reserves and trust funds		209,845,499	172,028,641
<b>Total funds and reserves</b>		<b>350,557,443</b>	<b>292,546,170</b>
<b>LIABILITIES</b>			
<b>Non-current liabilities</b>			
Deferred income	18	18,230,536	18,489,518
Lease liabilities	20	1,091,329	5,841,216
Total non-current liabilities		19,321,865	24,330,734
<b>Current liabilities</b>			
Payables and receipts in advance	19	15,765,319	16,248,971
Home help deposits received		100,000	97,000
Provisions for unutilised annual leave and long service payments		3,245,674	5,466,280
Deferred income	18	14,768,249	14,527,546
Lease liabilities	20	6,126,472	5,867,670
Total current liabilities		40,005,714	42,207,467
<b>Total liabilities</b>		<b>59,327,579</b>	<b>66,538,201</b>
<b>Total funds and liabilities</b>		<b>409,885,022</b>	<b>359,084,371</b>

The above balance sheet should be read in conjunction with the accompanying notes. The financial statements on pages 9 to 54 were approved by the Executive Committee on 11 OCT 2021 and were signed on its behalf.

  
Law Kin Chung, Christopher  
Chairman

  
Cheng Shee Sing, Patrick  
Honorary Treasurer



# HONG KONG FAMILY WELFARE SOCIETY

(All amounts in Hong Kong dollars unless otherwise stated)

## STATEMENT OF COMPREHENSIVE INCOME

	Note	Year ended 31st March	
		2021	2020
<b>Income</b>			
Government subvention		485,197,414	423,970,484
One-off subsidy from Social Welfare Department		570,895	911,400
Income from Lotteries Fund - Block Grant		5,122,141	3,981,747
Income from Lotteries Fund - Social Welfare Development Fund ("SWDF")		912,462	1,508,994
Income from Lotteries Fund - General		23,958,413	22,861,246
Income from Innovation and Technology Fund		212,195	-
Back payment from Social Welfare Department		1,373,302	900,485
Government grants for Employment Support Scheme		1,607,141	-
Home help fees		9,754,143	9,542,583
Donation funding for specific projects from:			
- The Community Chest - Baseline Allocation		5,654,550	4,990,700
- The Hong Kong Jockey Club Charities Trust		5,671,765	6,242,093
- Other sponsors	24	35,791,060	37,272,038
Donations and income from fund raising activities	26	1,062,133	1,408,351
Subsidiary services and other project income		15,198,262	16,266,615
		<u>592,085,876</u>	<u>529,856,736</u>
<b>Other income</b>			
Dividend income		1,446,110	1,531,668
Interest income		265,242	1,094,823
		<u>1,711,352</u>	<u>2,626,491</u>
<b>Total income</b>		<u>593,797,228</u>	<u>532,483,227</u>
<b>Expenditure</b>			
Employee benefit expenses	21	430,561,323	390,366,349
Programme expenses	22	56,794,523	57,518,545
Premises expenses	23	8,831,363	10,426,862
Other expenses	23	39,882,535	36,515,331
Interest on lease liabilities	20	485,734	612,611
<b>Total expenditure</b>		<u>536,555,478</u>	<u>495,439,698</u>
<b>Surplus and total comprehensive income for the year</b>		<u>57,241,750</u>	<u>37,043,529</u>
<b>Utilisation of current year's surplus:</b>			
Surplus transferred to:			
- General Fund	12	22,188,390	22,189,514
- Capital Reserve	13	(541,109)	(262,711)
- Designated Funds	14	(1,579,063)	427,608
- Social Welfare Lump Sum Grant Reserve	15(a)	27,830,896	8,747,776
- Social Welfare Provident Fund Reserve	15(b)	1,038,241	198,775
- Social Welfare Subvention Reserve	16	8,304,395	5,742,567
		<u>57,241,750</u>	<u>37,043,529</u>

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

## Disclaimer

The figures and financial information relating to the year ended 31 March 2021 included in the Annual Report for 2020-2021 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.

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截至2021年3月31日  
As at 31<sup>st</sup> March, 2021

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Mrs. Katherine Young

Mr. Yu Look Yau

# 接受服務學校名單

## List of Schools Served

### · 中學 Secondary School ·

博愛醫院歷屆總理聯誼會梁省德中學  
 庇理羅士女子中學  
 佛教葉紀南紀念中學  
 新界西貢坑口區鄭植之中學  
 宣道會陳瑞芝紀念中學  
 金文泰中學  
 中華傳道會李賢堯紀念中學  
 棉紡會中學  
 播道書院  
 顯理中學  
 香海正覺蓮社佛教正覺中學  
 港澳信義會慕德中學  
 可風中學（薈色園主辦）  
 香港中國婦女會中學  
 葵涌蘇浙公學  
 九龍塘學校（中學部）  
 觀塘瑪利諾書院  
 樂善堂顧超文中學  
 妙法寺劉金龍中學  
 五旬節聖潔會永光書院  
 寶覺中學  
 保良局李城璧中學  
 寶安商會王少清中學  
 博愛醫院八十週年鄧英喜中學  
 培僑中學  
 皇仁書院  
 禮賢會彭學高紀念中學  
 順德聯誼總會李兆基中學  
 順德聯誼總會梁銑珪中學  
 順德聯誼總會譚伯羽中學  
 聖若瑟書院  
 聖類斯中學  
 聖保羅書院  
 聖士提反女子中學  
 東華三院張明添中學  
 香港四邑商工總會陳南昌紀念中學  
 基督教聖約翰教會堅樂中學  
 荃灣公立何傳耀紀念中學  
 滙基書院  
 英華女學校

AD & FD POHL Leung Sing Tak College  
 Belilios Public School  
 Buddhist Yip Kei Nam Memorial College  
 Cheng Chek Chee Secondary School of Sai Kung & Hang Hau District, N.T.  
 Christian Alliance S. C. Chan Memorial College  
 Clementi Secondary School  
 CNEC Lee I Yao Memorial Secondary School  
 Cotton Spinners Association Secondary School  
 Evangel College  
 Henrietta Secondary School  
 HHCKLA Buddhist Ching Kok Secondary School  
 HKMLC Queen Maud Secondary School  
 Ho Fung College (Sponsored by Sik Sik Yuen)  
 Hong Kong Chinese Women's Club College  
 Kiangsu-Chekiang College (Kwai Chung)  
 Kowloon Tong School (Secondary Section)  
 Kwun Tong Maryknoll College  
 Lok Sin Tong Ku Chiu Man Secondary School  
 Madam Lau Kam Lung Secondary School of MFBM  
 PHC Wing Kwong College  
 Po Kok Secondary School  
 Po Leung Kuk Lee Shing Pik College  
 Po On Commercial Association Wong Siu Ching Secondary School  
 Pok Oi Hospital 80th Anniversary Tang Ying Hei College  
 Pui Kiu Middle School  
 Queen's College  
 Rhenish Church Pang Hok Ko Memorial College  
 Shun Tak Fraternal Association Lee Shau Kee College  
 Shun Tak Fraternal Association Leung Kau Kui College  
 Shun Tak Fraternal Association Tam Pak Yu College  
 St. Joseph's College  
 St. Louis School  
 St. Paul's College  
 St. Stephen's Girls' College  
 T.W.G.Hs Chang Ming Thien College  
 The HKSyc & IA Chan Nam Chong Memorial College  
 The Mission Covenant Church Holm Glad College  
 Tsuen Wan Public Ho Chuen Yiu Memorial College  
 United Christian College  
 Ying Wa Girls' School

· 小學 Primary School ·

佛教志蓮小學  
中華傳道會呂明才小學  
保良局黃永樹小學  
博愛醫院陳國威小學  
將軍澳循道衛理小學

Chi Lin Buddhist Primary School  
CNEC Lui Ming Choi Primary School  
Po Leung Kuk Wong Wing Shu Primary School  
Pok Oi Hospital Chan Kwok Wai Primary School  
Tseung Kwan O Methodist Primary School

· 幼稚園 Kindergarten ·

611 生命樹幼稚園  
佛教慈光幼稚園  
佛教慈慧幼兒園  
佛教真如幼稚園 / 幼兒中心 (東涌)  
佛教博康幼稚園  
佛教金麗幼稚園  
佛教陳策文伉儷幼稚園  
佛教沈東福幼稚園  
佛教普果成中英文幼稚園  
基督教佈道中心樂富幼稚園  
基督教中心幼稚園 (油塘)  
中華傳道會基石幼稚園  
懷恩浸信會幼稚園  
嘉言中英文幼稚園  
港九街坊婦女會環翠幼稚園環翠幼兒園  
基督教康山中英文幼稚園  
觀塘浸信會彩明幼稚園  
觀塘浸信會幼稚園  
基督教樂道幼稚園  
美樂中英文幼稚園  
美樂幼兒園 (美樂花園校)  
新界婦孺福利會博康邨幼兒學校  
新界婦孺福利會元朗幼兒學校  
新界婦孺福利會長發邨幼兒學校  
竹園區神召會梁省德中英文幼稚園  
香港培道小學幼稚園  
順德聯誼總會梁潔華幼稚園  
順德聯誼總會屯門梁李秀娛幼稚園  
聖文嘉幼稚園 (何文田)  
聖文嘉幼兒園幼稚園 (荃灣)  
香港浸信會聯會香港西北扶輪社幼稚園  
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青衣商會將軍澳幼稚園  
路德會錫安堂幼稚園

611 Tree of Life Kindergarten  
Buddhist Chi Kwong Kindergarten  
Buddhist Chi Wai Day Nursery  
Buddhist Chun Yue Kindergarten / Nursery (Tung Chung)  
Buddhist Foo Hong Kindergarten  
Buddhist Kam Lai Kindergarten  
Buddhist Mr. & Mrs. Chan Chart Man Kindergarten  
Buddhist Sum Tung Fook Kindergarten  
Buddhist Tsang Kor Sing Anglo-Chinese Kindergarten  
Christian Evangelical Centre Lok Fu Kindergarten  
Christian Youth Centre Kindergarten (Yau Tong)  
CNEC Christian Kindergarten  
Grace Baptist Kindergarten  
Greenville Anglo-Chinese Kindergarten  
Hong Kong & Kowloon Kaifong Women's Association Wan Tsui Kindergarten Wan Tsui Nursery  
Kornhill Christian Anglo-Chinese Kindergarten  
Kwun Tong Baptist Church Choi Ming Kindergarten  
Kwun Tong Baptist Church Kindergarten  
Lock Tao Christian Kindergarten  
Melody Anglo-Chinese Kindergarten  
Melody Nursery (Melody Garden)  
NTW & JWA Ltd Pok Hong Estate Nursery School  
NTW & JWA Ltd Yuen Long Nursery School  
NTW & JWA Ltd Cheung Fat Estate Nursery School  
Pentecostal Church of Hong Kong Leung Sing Tak Anglo-Chinese Kindergarten  
Pooi To Primary School Kindergarten  
Shun Tak Fraternal Association Leung Kit Wah Kindergarten  
Shun Tak Fraternal Association Tuen Mun Leung Lee Sau Yu Kindergarten  
St. Monica's Kindergarten (Ho Man Tin)  
St. Monica's Play School & Kindergarten (Tsuen Wan)  
The Baptist Convention of Hong Kong Rotary Club of H.K. Northwest Kindergarten  
The Christian & Missionary Alliance Scholars' Anglo-Chinese Kindergarten  
The Hong Kong Chinese Church of Christ the Light Kindergarten  
The Hong Kong Chinese Women's Club Kindergarten Nursery  
The Lotus Association of Hong Kong Siu Hei Court Kindergarten  
Tsing Yi Trade Association Tseung Kwan O Kindergarten  
Zion Lutheran Kindergarten



# 鳴謝

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### 機構 Organisations

4M Industrial Development Limited

A.S. Watson Group

A.S. Watson Industries

Agency For Volunteer Service

AL District (AIA)

Atos Information Technology HK Limited

Bank Consortium Trust Company Limited

BKT GROUP LIMITED

Blackmores

BUDDHIST COMPASSION RELIEF TZU-CHI  
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Cathay United Bank Company, Limited

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Happy Line Limited

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Home Affairs Department

Hong Kong Broadband Network Limited

Hong Kong Christian Service Kwun Tong Nursery School

Hong Kong Organic Resource Centre Certification Limited

Hong Kong Pharmaceutical Care Foundation

Hong Kong Professional Lenders Association



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Integrity Service Limited

Investor and Financial Education Council

Joyance Community Health Consultant Company Limited

Koo Tin Lok Charitable Foundation Limited

Korchina Logistics Holdings Limited

Kowloon City District Office

Labour and Welfare Bureau

Ladies Circle Hong Kong

LCI District 303 (Hong Kong & Macao, China)

Lee Kum Kee Family Foundation

Li Ka Shing Foundation Limited

Link Asset Management Limited

Love Legacy

Magic Clean Environmental Services Limited

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SHKP Club Limited

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Social Welfare Department, Subventions Units

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Sunshine Action

SWS Shooting Workshop

Tai O Heritage Hotel

Tata Consultancy Services Limited

The Aisle

The Chinese University of Hong Kong

The Christian Church of Divine Grace

The Community Chest of Hong Kong

The Hong Kong Baptist University

The Hong Kong Council of Social Service

The Hong Kong Jockey Club

The Hong Kong Jockey Club Charities Trust

The Hong Kong Polytechnic University

The Hongkong and Shanghai Banking Corporation Limited

The HSBC 150th Anniversary Charity Programme

The Jigme Charitable Foundation

The Joseph Lau Luen Hung Charitable Foundation Limited

The Open University of Hong Kong

The University of Hong Kong

Togo Pacific Limited

TPK Kwok Charitable Fund

TY Property HK Limited

U-Hearts

Unilever Hong Kong Ltd.

United Asia Finance Limited

Urban Renewal Authority



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Mr. Steven S. L. Leung

Mr. Eddie Leung Yan Wing

Ms. Vivien Leung Yuen Man

Ms. Vickie W. K. Ling





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Mr. Bryan G. T. Lung

Mr. Peter S. L. Ma

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Ms. Fanny Mak Siu Fa

Ms. Jacqueline W. H. Mak

Ms. Shirley H. T. Ngan

Ms. Alice Pang Yun Yee

Ms. Alison W. Y. Pun

Mr. Jeremy N. C. Shek

Ms. Jody Sin

Mr. Roger T. N. So

Ms. Yantl S. C. Sze

Mr. Douglas K. L. Tang

Ms. Florence M. F. Tang

Ms. Vanessa Y. L. Tang

Dr. Philip Tang

Ms. Ann Marie Termini

Mr. Ken C. To

Mr. Raymond S. W. Tsui

Dr. Angela Tsun

Ms. Winnie M. L. Yau

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Mr. Bowie W. S. Yip

Ms. Clara Yip

Dr. Yu Ka Kui Gabriel

Mr. Yu Wang Man, Allan

Ms. Yuen Sze Sze

福頭老師

# 聯絡資料 Contacts

截至2021年11月1日  
As at 1<sup>st</sup> November, 2021

## 總辦事處 Head Office

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☎ 2771 2306 🖨 2781 1072

## 綜合家庭服務 Integrated Family Services

**北角綜合家庭服務中心** 香港北角英皇道 668 號健康邨第二期地下高層  
**North Point Integrated Family Service Centre** Upper G/F., Healthy Village, Phase II, 668 King's Road, North Point, Hong Kong  
☎ 2832 9700 🖨 2893 4133

**油塘綜合家庭服務中心** 九龍油塘油麗邨信麗樓 1 樓  
**Yau Tong Integrated Family Service Centre** 1/F., Shun Lai House, Yau Lai Estate, Yau Tong, Kowloon  
☎ 2775 2332 🖨 2775 2221

**順利綜合家庭服務中心** 九龍順利邨順緻街 2 號順利社區中心 4 樓  
**Shun Lee Integrated Family Service Centre** 4/F., Shun Lee Estate Community Centre, 2 Shun Chi Street, Shun Lee Estate, Kowloon  
☎ 2342 2291 🖨 2357 4639

**深水埗（西）綜合家庭服務中心** 九龍深水埗元州邨元謙樓 2 樓 204 室  
**Shamshui Po (West) Integrated Family Service Centre** Unit 204, 2/F., Un Him House, Un Chau Estate, Sham Shui Po, Kowloon  
☎ 2720 5131 🖨 2725 6621

**將軍澳（南）綜合家庭服務中心** 新界將軍澳健明邨彩明商場 1 號平台 2 號  
**Tseung Kwan O (South) Integrated Family Service Centre** Unit 2, Podium 1, Choi Ming Shopping Centre, Kin Ming Estate, Tseung Kwan O, New Territories  
☎ 2177 4321 🖨 2177 1616

**葵涌（南）綜合家庭服務中心** 新界葵涌葵翠邨碧翠樓平台 1 層 102 室  
**Kwai Chung (South) Integrated Family Service Centre** Room 102, Podium 1 Floor, Bik Tsui House, Kwai Tsui Estate, Kwai Chung, New Territories  
☎ 2426 9621 🖨 2422 1875

**崇德家福軒 — 家庭退修中心** 新界大埔大埔公路 4010 地段下黃宜坳村  
**Zonta White House - Family Retreat Centre** Ha Wong Yi Au Village, DD4010, Tai Po Road, Tai Po, New Territories  
☎ 2650 6762 🖨 2638 9889

**臨床心理服務** 新界葵涌葵翠邨碧翠樓平台 1 層 102 室  
**Clinical Psychological Service** Room 102, Podium 1 Floor, Bik Tsui House, Kwai Tsui Estate, Kwai Chung, New Territories  
☎ 2893 0073 🖨 2439 9091

## 調解服務及 離異家庭服務 Mediation Services and Divorce Services

**調解中心** 香港西營盤第一街 80 號 A 西園  
**Mediation Centre** Western Garden, 80A, First Street, Sai Ying Pun, Hong Kong  
☎ 2561 9229 🖨 2811 0806

**親籽耆共享親職支援中心** 九龍荔枝角道 838 號勵豐中心 3 樓 302 室  
**Parent-Child Connect Specialised Co-parenting Support Centre** Unit 302, 3/F., Laford Centre, 838 Lai Chi Kok Road, Kowloon  
☎ 8100 8883 🖨 2743 5833

**家福中心** 新界屯門蝴蝶邨蝶意樓地下 104 - 106 號  
**Family Resource Centre** 104 - 106, G/F., Tip Yee House, Butterfly Estate, Tuen Mun, New Territories  
☎ 2465 6868 🖨 2466 3672



## 兒童服務 Children Services

**良景服務中心** 新界屯門良景邨良智樓地下 23 - 25 號

**Leung King Service Centre** G23 - 25, G/F., Leung Chi House, Leung King Estate, Tuen Mun, New Territories

2497 9079 2436 4116

**油麻地服務中心** 九龍油麻地眾坊街三號駿發花園 C1 地舖

**Yau Ma Tei Service Centre** Shop C1, G/F., Phase 2, Prosperous Garden, 3 Public Square Street, Yau Ma Tei, Kowloon

2720 5900 / 2720 5911 2720 5622

## 青少年服務 Youth Services

**香港西區服務中心** 香港西營盤第一街 80 號 A 西園

**Hong Kong Western Service Centre** Western Garden, 80A, First Street, Sai Ying Pun, Hong Kong

2549 5106 2858 4794

**牛頭角服務中心** 九龍牛頭角樂華南邨展華樓地下 141 - 150 號

**Ngau Tau Kok Service Centre** 141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon

2798 8411 2756 4948

**藝進同學會賽馬會將軍澳青年坊** 新界將軍澳唐明苑停車場大樓地下

**ATAA Jockey Club Tseung Kwan O Youth Square** G/F., Carpark Block, Tong Ming Court, Tseung Kwan O, New Territories

2177 4567 2177 4400

**葵盛服務中心** 新界葵涌葵盛西邨第 10 座地下 123 - 128 號

**Kwai Shing Service Centre** Unit 123 - 128, G/F., Block 10, Kwai Shing West Estate, Kwai Chung, New Territories

2419 7830 2419 7820

**葵盛服務中心(二)** 新界葵芳興芳路 223 號新都會廣場 2 座 20 樓 2002 室

**Kwai Shing Service Centre (2)** Unit 2002, 20/F., Metroplaza Tower 2, 223 Hing Fong Road, Kwai Fong, New Territories

2348 2622 2348 2320

**葵盛服務中心(三)** 新界葵芳興芳路 223 號新都會廣場 2 座 20 樓 2008 室

**Kwai Shing Service Centre (3)** Unit 2008, 20/F., Metroplaza Tower 2, 223 Hing Fong Road, Kwai Fong, New Territories

2348 3733 2348 3390

## 長者社區照顧 及支援服務 Community Care and Support Services for the Elderly

**上環服務中心** 香港皇后大道中 181 - 183 號新紀元廣場低座地下

**Sheung Wan Service Centre** G/F., Low Block, Grand Millennium Plaza, 181 - 183 Queen's Road Central, Hong Kong

2546 3332 2167 8987

**愛東服務中心** 香港筲箕灣愛東邨愛善樓 1 樓 101 室

**Oi Tung Service Centre** Unit 101, 1/F., Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong

2564 7555 2564 7486

**長洲服務中心** 長洲長貴邨長廣樓地下 101 - 103 號

**Cheung Chau Service Centre** 101 - 103, G/F., Cheung Kwong House, Cheung Kwai Estate, Cheung Chau

2986 8616 2981 3555

**坪洲服務中心** 坪洲金坪邨金坪樓 N10B 地下

**Peng Chau Service Centre** N10B, G/F., Kam Peng House, Kam Peng Estate, Peng Chau

2559 7773 2983 9967

**南丫島服務中心** 南丫島榕樹灣大街 31 號 A 地下 B 座

**Lamma Island Service Centre** Block B, G/F., 31A Main Street, Yung Shue Wan, Lamma Island

2982 4411 2982 1144

**梅窩服務中心** 大嶼山梅窩銀灣邨銀日樓 102 號地下

**Mui Wo Service Centre** Room 102, G/F., Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island

2984 7920 2984 9532

**大澳服務中心** 大嶼山大澳龍田邨幼稚園座 1 號地下

**Tai O Service Centre** Unit 1, G/F., Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island

2985 5797 2985 6817

**健明服務中心** 新界將軍澳健明邨彩明商場 1 號平台 1 號

**Kin Ming Service Centre** Unit 1, Podium 1, Choi Ming Shopping Centre, Kin Ming Estate, Tseung Kwan O, New Territories

2791 7230 2791 0091

**順利服務中心** 九龍順利邨利富樓 3 樓(平台) 10 - 11 號

**Shun Lee Service Centre** Unit 10 - 11, F3 (Podium Floor), Lee Foo House, Shun Lee Estate, Kowloon

2798 8189 2345 3781

長者社區照顧  
及支援服務Community  
Care and  
Support  
Services for  
the Elderly**順安服務中心** 九龍順安邨安逸樓地下 1 - 4 及 9 - 12 號**Shun On Service Centre** 1 - 4 & 9 - 12, G/F., On Yat House, Shun On Estate, Kowloon

2793 1670 2763 6008

**牛頭角服務中心** 九龍牛頭角樂華南邨展華樓地下 141 - 150 號**Ngau Tau Kok Service Centre** 141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon

2796 4880 2756 4948

**啟業服務中心** 九龍九龍灣啟業邨啟樂樓地下 G11 號舖**Kai Yip Service Centre** Unit G11, G/F., Kai Lok House, Kai Yip Estate, Kowloon Bay, Kowloon

2387 7312 2387 0320

**麗閣服務中心** 九龍深水埗麗閣邨麗菊樓 129 號地下**Lai Kok Service Centre** Unit 129, Lai Kuk House, Lai Kok Estate, Sham Shui Po, Kowloon

2361 8212 2728 7340

**麗薈服務中心** 九龍深水埗麗閣邨麗薈樓 102 號地下**Lai Huen Service Centre** Unit 102, Lai Huen House, Lai Kok Estate, Sham Shui Po, Kowloon

2350 0955 2793 1680

**葵芳服務中心** 新界葵芳邨葵仁樓地下 106 號**Kwai Fong Service Centre** 106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories

2426 9666 2776 2131

**長亨服務中心** 新界青衣長亨邨亨業樓地下**Cheung Hang Service Centre** G/F., Hang Yip House, Cheung Hang Estate, Tsing Yi, New Territories

2436 9090 2436 3661

**宏福服務中心** 新界青衣青敬路 75 號宏福花園第 1 座地下**Tivoli Service Centre** G/F., Block 1, Tivoli Garden, 75 Tsing King Road, Tsing Yi, New Territories

2436 1413 2495 0790

**大窩口服務中心** 新界葵涌大窩口邨富安樓平台 114 - 115 號**Tai Wo Hau Service Centre** Unit 114 - 115, Podium Floor, Fu On House, Tai Wo Hau Estate, Kwai Chung, New Territories

2436 9062 2776 6839

**象山服務中心** 新界荃灣象山邨秀山樓地下 27 - 30 號**Cheung Shan Service Centre** 27 - 30, G/F., Sau Shan House, Cheung Shan Estate, Tsuen Wan, New Territories

2411 3052 2413 1497

**九龍城活齡中心** 九龍土瓜灣九龍城道 55 - 61 號同興花園第 2 座 1 樓**Kowloon City Centre for Active Ageing** 1/F., Block 2, Harmony Garden, 55 - 61 Kowloon City Road, To Kwa Wan, Kowloon

2711 2488 2711 0925

**離島扶輪社健康中心** 大嶼山大澳龍田邨天富樓 101 室**Rotary Club of Channel Islands Health Centre** Room 101, Tin Fu House, Lung Tin Estate, Tai O, Lantau Island

2985 5797 2985 6817

**利富服務中心** 九龍順利邨利富樓 3 樓 (平台) 23 號**Lee Foo Service Centre** Unit 23, F3 (Podium Floor), Lee Foo House, Shun Lee Estate, Kowloon

2174 7737 2345 3781

## 專項服務

Special  
Services**理財教育中心** 九龍長沙灣道 833 號長沙灣廣場二期 5 樓 501B 室**Financial Education Centre** Unit 501B, 5/F., Tower II, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Kowloon

3950 1900 3950 1901

**婦女及家庭成長中心** 香港筲箕灣耀東邨耀貴樓 C 翼地下**Women and Family Enhancement Centre** G/F., Wing C, Yiu Kwai House, Yiu Tung Estate, Shau Kei Wan, Hong Kong

2811 5244 2960 0125

**全人專業服務** 香港西營盤第一街 80 號 A 西園**Wellness Programme** Western Garden, 80A First Street, Sai Ying Pun, Hong Kong

2771 1891 2811 0806

**義工館** 香港北角渣華道 210 號地下**Volunteer Hub** G/F., 210 Java Road, North Point, Hong Kong

2771 1891 2811 0806





## 以家為本 Family Matters

香港家庭福利會

HONG KONG FAMILY WELFARE SOCIETY



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