



香港家庭福利會

Hong Kong Family Welfare Society

68

2017-2018
ANNUAL REPORT
年度報告

For Family and Community

以家為本 愛己及人





香港家庭福利會

Hong Kong Family Welfare Society

使命 Mission

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

要實踐這個使命：

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

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

To realize this mission,

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

目錄 Contents

我們的使命
Our Mission

目錄
Contents

我們的過去、現在與未來
Our Past, Present and Future

機構組織表
Organization Chart

委員 / 委員會
Officers / Committees

總幹事報告
Director’s Remarks

專業支援促進機構發展
Professional Support For Agency Development

職員發展及培訓
Staff Development and Training

社會工作顧問
Social Work Consultant

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

最佳執行指引
Best Practice Manual

推廣及聯絡
Publicity and Liaison

綜合家庭服務
Integrated Family Services

綜合家庭服務中心
Integrated Family Service Centre

臨床心理服務
Clinical Psychological Service

家務指導服務
Family Aide Service

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

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

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

2 和平方動
Peace Movement

4 「心蓮心・齊踏暴」
Women Helping Women Against Violence

6 男士家友站
“He-Men, Hear Men” Project

8 危機家庭支援先導計劃
Family in Crisis Pilot Support Project

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

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

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

新地「雨後彩虹」計劃支援面對家庭逆境的兒童
SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis

「童」步成長路
“Kids” the Future

「婆媳緣・祖孫情」多代家庭教育及支援計劃
Education and Support Project for Multi-generation Families

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

20

兒童照顧服務
Child Care Services

寄養服務
Foster Care Service

寄養服務（緊急照顧）
Foster Care (Emergency)

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

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

50

青少年及兒童服務
Children and Youth Services

學校社會工作服務
School Social Work Service

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

衝突化解培育服務
Peaceful Conflict Resolution Services

生涯目標規劃服務
Life Goal Planning Service

青少年精神健康服務
Adolescent Mental Health Service

「網絡」教育及輔導服務
“Net” Education and Counselling Service

上網學習支援計劃 - 「有機上網」
Internet Learning Support Programme - WebOrganic

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

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

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

綜合家居照顧服務
Integrated Home Care Service

改善家居及社區照顧服務
Enhanced Home and Community Care Service

（九龍城）長者中心
Senior Citizen Centre (Kowloon City)

彈性日間照顧服務
Flexible Day Care Service

家福護老站
Carers Support Service

社區復康及痛楚舒緩站
Community Rehabilitation and Pain Relief Station

維健坊
Viva

長者及照顧者心理健康服務
Elders and Caregivers Mental Health Service

躍動晚情 - 長者抗抑鬱地區計劃
Smiley Activation Project - Community / Home-based Depression Treatment for the Elderly

62

特別服務
Special Services

調解中心
Mediation Centre

「孩子為本」離異危機預防及處理計劃
“Child-Focused” Separation & Divorce Crisis Prevention & Management Project

親籽薈
Parent-child Contact Centre

夾縫中的曙光 - 「兒童為本」共享親職先導計劃
A Beam of Hope - Pilot Project on “Child-focused” Parenting Coordination and Co-parenting Services for Divorced Families

婦女及家庭成長中心
Women and Family Enhancement Centre

「樂啟航」計劃 - 幼兒及家長學習課程
Fly Project

理財教育中心
Financial Education Centre

全人專業服務
Wellness Programme

義工統籌
Volunteer Coordination

專業督導及培訓
Professional Supervision and Consultation

專項基金
Designated Funds

財政報告
Financial Reports

執行委員會報告
Report of the Executive Committee

核數師報告
Auditor’s Report

財政報告
Financial Report and Accounts

會員名單
Society Members

鳴謝
Acknowledgement

我們的服務地點
Our Service Locations

聯絡資料
Contacts

捐獻回條
Donation Slip

會員申請表
Application Form for Membership

伙伴合作登記表
Enrollment Form for Partnership

96

122

136

138

141

142

144

145

146

我們的過去、現在與未來

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

本會一直致力發展先導服務，除了補救性工作，更重視預防家庭問題的發生，於1970年代倡導家庭生活教育、設立臨床心理服務、家務助理服務，試行駐校的社會工作、寄養服務等。其後開展長者及社區支援、青少年及兒童照顧等各項工作。1986年開始，本會以實証方法推行嶄新服務，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，並出版社會服務專業工作手冊、刊物及進行多項調查研究。

90年代，香港的社會和經濟環境、人口和家庭結構經歷轉變，服務的需要亦同時改變。本會分別開展了家事調解服務、新來港定居人士服務和家庭退修中心等，分別為離異家庭、新來港人士，以及面對壓力的家庭提供支援。

2005年是本會服務發展的另一里程碑，我們重組資源，成立了「綜合家庭服務中心」，為家庭提供更便捷的一站式服務，本會也開展了「家庭綠洲 - 家庭健康重建計劃」、家福關懷專線、家庭義工服務、栽種和平行動、和平計劃、全人專業服務、僱員輔助計劃等，為家庭提供更全面的支援。至今，本會共設立了六個「綜合家庭服務中心」，並繼續致力發展相關服務，預防及解決家庭問題，包括幼稚園社工服務、鄰里支援幼兒照顧計劃、男士家友站、「婆媳緣・祖孫情」多代家庭教育及支援計劃、少數族裔服務，以及危機家庭支援先導計劃等。

本會特別關注離異家庭的需要，發展了一系列教育性、預防性和補救性服務，支援離異家庭和各成員，包括家福中心、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」，本會於2016年獲社會福利署委託提供子女探視服務先導計劃，並成立了「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。

本會一直重視發展青少年和家庭的福祉，除了學校社會工作服務，也於1999年設立綜合青少年服務中心，以藝術活動發掘青少年潛能，並透過生涯目標規劃服務，培育青少年自我認識，促進發揮所長和訂定人生目標方向。另一方面，本會關注青少年精神健康需要，設計不同的預防及教育活動，培養正確人生觀和抗逆力，並及為有需要的青少年提供及早介入。本會也開展網絡教育，推廣健康上網，以及關注沉迷上網和網絡欺凌的問題，同時為青少年提供網絡支援及輔導服務。此外，本會致力促進青少年預防和解決衝突的能力和素養，引入朋輩調解，並擴展至各中小學，締建和諧校園文化。在融合教育模式下，本會亦積極開展不同計劃，協助有特殊需要的學生融入主流學校，發展所長。

近年，本會銳意拓展青少年及家長的理財教育工作，除了與不同的伙伴合作，舉辦親子理財活動和工作坊，更設立理財教育中心，和推出了「S-QUBE 青年理財教育計劃」，透過體驗式活動、教學遊戲、公眾宣傳教育活動等，促進青少年建立正確及健康的理財價值觀和行為；此計劃也從美國引入實證的「理財社會工作介入系統」模式，並會將之本地化，透過培訓社工，提升業界預防和處理日趨令人關注的理財問題。

面對香港嚴重的人口老化問題，本會在到戶模式的家居照顧服務上，積極加添專業及多元化的社區支援，提供痛楚治療和復康教育，並在離島及市區為體弱長者設立彈性日間照顧，成立「Viva維健坊」，讓長者可以有選擇地繼續於社區生活，實踐「老有所安」的精神。本會一直關注長者和照顧者的心理健康需要，除繼續推展「認知障礙評估及支援計劃」，並加入社區教育的元素，更開展「躍動晚情 - 長者抗抑鬱地區計劃」，以及「預設照顧」計劃，提供支援。本會致力滙聚資源，結集官、商、民的力量，拓展更多伙伴計劃，支援更多的護老者，強化鄰舍互助精神，令長者得到適切的關懷和照顧，繼續留在熟悉的社區健康愉快生活。

家福會為香港服務接近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。



Our Past, Present and Future

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 organization on 1st 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. Backed by the interest and concern of a group of people of different denominations, the foundation of the Society was put in place with the basic aim of helping families in distress by means of casework. In the early days, just after World War II, the Society helped with relief work for all needy people, including those who had been released from the concentration camps set up during the occupation.

The Society has played a leading role in service innovation. Apart from remedial work, we also focus on the prevention of family problems. 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 1986, 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. Besides, a number of professional practice publications have been produced and many research studies have been undertaken.

In the 1990s, Hong Kong experienced rapid changes in the social and economic environment, population and family structure. The Society developed different services in response to the changing demands, including Family Mediation Service for divorced families, Service for New Arrivals, and a Family Retreat Centre to support families under stress.

The year 2005 marked another milestone of the Society’s service development. We restructured our internal resources to set up Integrated Family Service Centres (IFSCs) to provide accessible one-stop services to support families. We also introduced the Family Oasis - Family Health Redevelopment Project, Family Careline, Family Volunteer Service, Alternatives to Violence Project, Peace Project, Wellness Programme, Employee Assistance Programme, etc. to serve the needs of families. At present, the Society has six IFSCs over the territory and continues to develop a variety of services to prevent and resolve family problems, including Kindergarten Social Work Service, Neighbourhood Support Child Care Project, “He-Men, Hear Men” Project, Education and Support Project for Multi-generation Families, Service for Ethnic Minorities, Family in Crisis Pilot Support Project, etc.

The Society has been addressing to the needs of divorced families and providing a spectrum of services to them and their families from educational, preventive and remedial services, including 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.

The Society put strong emphasis on promoting the wellness development of youth and their families. Apart from School Social Work Service, the Society also set up an Integrated Children and Youth Service Centre in 1999 with an emphasis on developing the potentials of young people through art activities. We also launched the “Life-goal planning” service to facilitate their self-understanding, potential development and to plan for their future and career development. In response to the psychological and mental health issues among youth, the Society has tailor-made different preventive and educational activities to cultivate their positive outlook of life, enhance resilience, and to provide early intervention to those in need. The Society has also piloted Net Education services to promote healthy use of internet and awareness of net addiction problems and cyber-bullying issues, and provide intervention to those being affected. Besides, the Society has been dedicated to develop the competence among youth in preventing and resolving conflicts. We introduced Peer Mediation in primary and secondary schools to foster a harmonious school environment. Under the integrated education system, the Society has also developed different service packaged for students with Special Education Needs (SEN) with the aim to enable them to integrate in school life and actualize their potentials.

In recent years, the Society has expanded our financial education service for youth and their parents. Apart from extending our cooperation with different partners to organize and deliver programmes in this domain, we have set up a Financial Education Centre and launched the “S-QUBE-Youth Financial Empowerment Project” to empower youth with financial literacy through a variety of experiential activities, edutainment and public education programmes. This project has also brought in a proven intervention model “Financial Social Work” from the United States and will localize it for training of social workers to enhance the sector’s competence in prevention and handling of the issue of financial management.

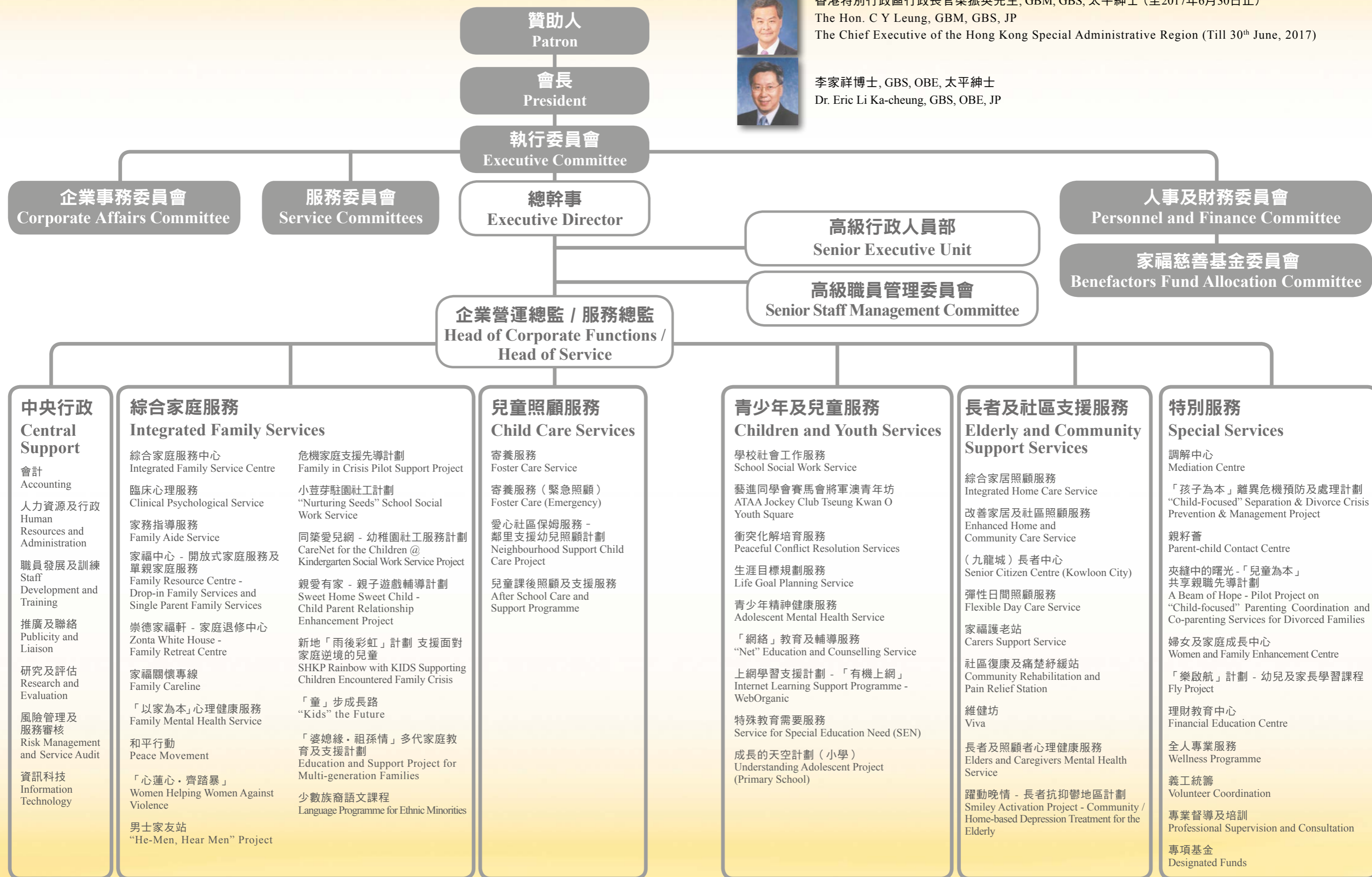
The rapidly ageing population is a major concern in Hong Kong. The Society provides support services to the elders and their carers, and has reformed our home based service model to a spectrum of comprehensive elderly and community support services. To cultivate elders with a sense of belonging, security and worthiness, the Society offers a variety of services, including pain control and rehabilitation education. Also, 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 will continue our efforts in collaboration with the public and private partners to offer more intensive support and care for family carers and the needy elders so that they can continue to enjoy and to live their happy and healthy golden years in the community.

HKFWS has been serving Hong Kong for about 70 years. Based on our “Family Perspective”, our staff has been dedicated to actualizing 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 well-being of families and the Hong Kong community.



機構組織表

Organization Chart



香港特別行政區行政長官林鄭月娥女士,GBM, GBS (由2017年7月1日起)
The Hon Mrs. Carrie Lam Cheng Yuet-ngor, GBM, GBS
The Chief Executive of the Hong Kong Special Administrative Region (From 1st July, 2017)



香港特別行政區行政長官梁振英先生, GBM, GBS, 太平紳士 (至2017年6月30日止)
The Hon. C Y Leung, GBM, GBS, JP
The Chief Executive of the Hong Kong Special Administrative Region (Till 30th June, 2017)



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

委員 / 委員會 Officers / Committees

贊助人

香港特別行政區行政長官林鄭月娥女士 GBM, GBS
(由2017年7月1日起)

香港特別行政區行政長官
梁振英先生, GBM, GBS, 太平紳士
(至2017年6月30日止)

會長

李家祥博士, GBS, OBE, 太平紳士

二〇一七年至二〇一八年度執行委員會

羅健中太平紳士（主席）
鄭卓生博士（副主席）
鄭樹成先生（義務司庫）
蔡潘少芬, MBE, 太平紳士
鍾思源醫生
郭梁潔芹女士
黎韋潔蓮, MH, 太平紳士
劉穎賢女士 #（由2018年1月15日起）
劉竟成先生
羅尚平先生
龍漢標先生 #（由2018年1月15日起）
蕭詠儀太平紳士
鄧守廉醫生
胡仰基先生 #（由2018年1月15日起）
葉潤雲女士（總幹事）

榮譽法律顧問

胡百全律師事務所

人事及財務委員會

鄭樹成先生（主席）
鍾加文女士 #
黎韋潔蓮, MH, 太平紳士
羅健中太平紳士
龍漢標先生
麥黃小珍女士
總幹事
企業營運總監（召集人）

企業事務委員會

蕭詠儀太平紳士（主席）
鄭樹成先生
李宋尔芸女士 #（由2017年11月28日起）
馬天惠女士 #
麥黃小珍女士
鄧守廉醫生
總幹事（召集人）
服務總監
高級經理
推廣及聯絡經理

長者服務委員會

鄧守廉醫生（主席）
鄭樹成先生
朱蔡鳴鳳女士 #
黎韋潔蓮, MH, 太平紳士
劉竟成先生
龍漢標先生
蕭詠儀太平紳士
胡仰基先生

Patron

The Hon Mrs. Carrie Lam Cheng Yuet-ngor, GBM, GBS
The Chief Executive of the Hong Kong Special Administrative Region
(From 1st July, 2017)
The Hon. C Y Leung, GBM, GBS, JP
The Chief Executive of Hong Kong Special Administrative Region
(Till 30th June, 2017)

President

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

Executive Committee 2017/2018

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
Mrs. Minnie Lai, MH, JP
Ms. Cecilia W.Y. Lau # (From 15th January, 2018)
Mr. Daniel Lau
Mr. James Law
Mr. Louis Loong # (From 15th January, 2018)
Ms. Sylvia W. Y. Siu, JP
Dr. Philip Tang
Mr. Jimmy Wu # (From 15th January, 2018)
Ms. Amarantha Yip (Executive Director)

Honorary Legal Advisor

P. C. Woo & Co.

Personnel & Finance Committee

Mr. Patrick S. S. Cheng (Chairman)
Ms. Catherine Chung #
Mrs. Minnie Lai, MH, JP
Mr. Christopher Law, JP
Mr. Louis Loong
Mrs. Sandra Mak
Executive Director
Head of Corporate Functions (Convenor)

Corporate Affairs Committee

Ms. Sylvia W. Y. Siu, JP (Chairman)
Mr. Patrick S. S. Cheng
Mrs. Yvonne Hariman # (From 28th November, 2017)
Ms. Esther Ma #
Mrs. Sandra Mak
Dr. Philip Tang
Executive Director (Convenor)
Head of Service
Senior Manager
Publicity & Liaison Manager

Elderly Service Committee

Dr. Philip Tang (Chairman)
Mr. Patrick S. S. Cheng
Mrs. Janet Chu Choi Ming Fung #
Mrs. Minnie Lai, MH, JP
Mr. Daniel Lau
Mr. Louis Loong
Ms. Sylvia W. Y. Siu, JP
Mr. Jimmy Wu

總幹事
服務總監（召集人）
高級經理
社會工作顧問

家庭及兒童服務委員會

羅尚平先生（主席）
鍾思源醫生
黎韋潔蓮, MH, 太平紳士
蕭詠儀太平紳士
秦安琪博士 #
黃幸怡太平紳士 #
總幹事
服務總監（召集人）
高級經理
社會工作顧問

調解服務及離異家庭服務委員會

鍾思源醫生（主席）
鄭樹成先生
劉穎賢女士
劉玉琼博士 #（由2017年11月28日起）
梁欣榮先生
蕭詠儀太平紳士
總幹事
服務總監（召集人）
高級主任（調解服務）
經理（家福中心）

青少年服務委員會

鄭卓生博士（主席）
陳浩庭先生
連凱欣醫生 #
麥鄧碧儀, MH, 太平紳士
鄧守廉醫生
王維駿先生 #（由2017年11月28日起）
黃於唱博士
總幹事
服務總監（召集人）
高級經理
社會工作顧問

寄養服務小組委員會

郭梁潔芹女士（主席）
白瑞禮先生
梁永亮博士
譚敏儀女士
黃幸怡太平紳士 #
黃慶春女士 #（由2017年11月28日起）
服務總監
高級經理（召集人）

家福慈善基金委員會

趙曾學韜教授, BBS, 太平紳士（主席）
陳國超博士, BBS, MH, 太平紳士 #（由2017年11月28日起）
蔡潘少芬, MBE, 太平紳士
麥黃小珍女士
鄧守廉醫生
溫馮月珊女士 #（由2017年11月28日起）
服務總監
高級經理 / 經理（召集人）

Executive Director
Head of Service (Convenor)
Senior Manager
Social Work Consultant

Family And Child Service Committee

Mr. James Law (Chairman)
Dr. Chung See Yuen
Mrs. Minnie Lai, MH, JP
Ms. Sylvia W. Y. Siu, JP
Dr. Angela O. K. Tsun #
Ms. Sandy H. Y. Wong, JP #
Executive Director
Head of Service (Convenor)
Senior Manager
Social Work Consultant

Mediation Service And Divorce Service Committee

Dr. Chung See Yuen (Chairman)
Mr. Patrick S. S. Cheng
Ms. Cecilia W. Y. Lau
Dr. Lau Yuk King # (From 28th November, 2017)
Mr. Eddie Y. W. Leung
Ms. Sylvia W. Y. Siu, JP
Executive Director
Head of Service (Convenor)
Senior Coordinator (Mediation Services)
Manager (Family Resource Centre)

Youth Service Committee

Dr. Arnold C. S. Cheng (Chairman)
Mr. Mac H. T. Chan
Dr. Candy H. Y. Lin #
Mrs. Agnes Mak Tang Pik Yee, MH, JP
Dr. Philip Tang
Mr. Kenneth Wong # (From 28th November, 2017)
Dr. Wong Yu Cheung
Executive Director
Head of Service (Convenor)
Senior Manager
Social Work Consultant

Foster Care Service Sub-Committee

Mrs. Ingrid Kwok (Chairman)
Mr. Stephen Barry
Dr. Patrick Leung
Ms. Tam Man Yee, Millie
Ms. Sandy H. Y. Wong, JP #
Ms. Wong Hing Chun # (From 28th November, 2017)
Head of Service
Senior Manager (Convenor)

Benefactors Fund Allocation Committee

Prof. Alice T. H. W. Chiu, BBS, JP (Chairman)
Dr. Alfred Chan Kwok Chiu, BBS, MH, JP # (From 28th November, 2017)
Mrs. Peter Choy, MBE, JP
Mrs. Sandra Mak
Dr. Philip Tang
Mrs. Julia Wen # (From 28th November, 2017)
Head of Service
Senior Manager / Manager (Convenor)



作為非政府社會福利服務機構，回應社會大眾的需要是我們的使命，家福會更秉持對家庭的重視，針對家庭以及各成員的需要和面對的挑戰，銳意在服務的廣度和深度發展創新，並且聚合社會資源和多方協作，在預防以至補救性一系列的工作，發揮更大的果效和影響。過去數年，本會在多元服務的基礎上，繼續致力開展多個新項目，填補服務的空隙，欣喜的是，無論政府津助的恆常服務，或透過其他資源去發展的計劃，都展現顯著的成效，政府更計劃長遠津助或加強津助其中一些計劃，造福家庭。

本會的綜合家庭服務，在「以家為本」的理念基礎上，更以「兒童為重」的方向為家庭提供支援，以及預防和教育工作。自2011年起，本會更致力發展幼稚園社工服務計劃，及早識別和支援有需要的兒童和家庭，並與學校協作，加強親職教育，促進兒童健康成長。過去一年，本會繼續拓展這個服務計劃，喜見政府將會透過獎券基金撥款分階段在所有受資助的幼稚園和幼兒中心提供社工服務，我們定會積極參與，貢獻多年來實證為本的服務經驗，促進這項非常有意義服務的發展。而本年度推行，分別以「遊戲輔導」

和「親子遊戲輔導」介入的「雨後彩虹計劃」和「親愛有家-親子遊戲輔導計劃」，也為幼稚園社工以至綜合家庭服務中心服務發展提供寶貴的參考，以有效地幫助兒童，和改善親子關係。

在支援危機家庭方面，本會繼續發展「危機家庭支援先導計劃」，為遭逢突變的家庭提供緊急援助金及持續的跟進輔導，協助他們走出陰霾，重建家庭功能及建立支援網絡。另一方面，我們針對家庭暴力的問題，展開第三階段的「心蓮心·齊踏暴」計劃，幫助受虐婦女及受家暴影響的兒童重建身心健康，迎向新生活。而為施虐者提供的「停止家暴學習計劃」，將會得到政府撥款增加人力資源，服務更多的受眾，遏止暴力對已對家庭造成的傷害。

本會致力發展和倡導的離異家庭專項服務，備受肯定，其中「給孩子兩個快樂的家-『兒童為本』共享親職先導服務」，在香港社會服務聯會的「2017年度『卓越實踐在社福』獎勵計劃」中獲頒「效能獎」；本會去年推行的探視服務先導計劃「親籽薈」，也得到政府及相關專業的支持，政府更承諾參考「親籽薈」的經驗，設立五間中心專門服務離異家庭，加強親職支援。這個進展是我們多年來的努力的一大鼓舞。

在青少年服務方面，本會過去一年針對學童情緒和壓力問題，積極發展「青少年精神健康服務」，提供多方面的支援，我們透過學校社工服務和青少年中心的工作，及早識別及介入有需要的青少年，我們也參與由優質教育基金資助的「好心情@學校」計劃，在33間中學展開一系列的預防和教育活動，培育學生積極的生活態度和提升效能感，而其他的重點服務，包括：「生涯目標規劃服務」、「衝突化解培育服務」和「特殊教育需要服務」等，加以配合，促進青少年有效地處理成長中面對的種種挑戰，發揮所長。

本會去年成立的理財教育中心，在不同企業和持份者的支持下，推行了許多輕鬆有趣的體驗式活動，包括舉辦全港首個模擬理財城市，及利用社交媒體，讓青少年學習正確的理財觀念及實用的理財技巧。而我們首推的「理財社會工作者」證書課程，為業界培訓了33名認可「理財社會工作者」去發展相關服務。在理財教育中心發展的初階，本會很榮幸在「香港財務策劃師學會理財教育領袖大獎 2018」中獲頒「企業理財教育領袖-金獎」，為我們繼續拓展理財教育加添動力。

本會的長者服務繼續秉承「支援家庭，照顧長者」的宗旨，透過綜合家居照顧服務、改善家居及社區照顧服務、長者中心及「維健坊」，提供多元化的照顧和支援。我們共有六個綜合家居照顧服務隊參與由社會福利署於2017年12月推出為期三年的「關愛基金支援身體機能有輕度缺損的長者試驗計劃」，為經評估為身體機能有輕度缺損的低收入長者提供合適的社區照顧服務；「維健坊」順利中心參與了為期三年的「關愛基金支援在公立醫院接受治療後離院的長者試驗計劃」，為剛離院的體弱長者和照顧者提供更到位的過渡支援；祖堯中心也增加了「社區照顧服務券試驗計劃」的服務名額，回應需要。另一方面，本會關注長者及照顧者的心理健康，拓展「躍動晚情-長者抗抑鬱地區計劃」、「認知障礙評估及支援計劃」，及開設「預設照顧計劃」等。本年度，我們慶祝九龍城長者中心成立20周年，而由社會福利署「老有所為」計劃支持，於此中心推行的「愛老護腦方程式」計劃，獲選為2017-2018年度九龍城及油尖旺區地區的最佳「老有所為活動計劃（一年計劃）」，策勵中心繼續發展地區服務，祝福長者和家庭。

在2017-2018年度，本會為超過21,000個人及家庭提供深入的個案工作，我們的多元服務受惠人次超過588,000。本會根據服務經驗和心得，就相關的社會政策和家庭相關的議題，積極地向政府和持份者提出建議，並透過不同的媒介與市民大眾交流分享。本會也進行了「香港家庭幸福感」調查，調查結果得到廣泛報導，本會也藉此推廣促進家庭福祉的信息，鼓勵各成員一起努力，同建幸福家庭。

迎向2019年，家福會立會70周年的里程，我們展開了「家福願景2024」策劃未來的工程，訂定機構未來五年的發展方向，和在不斷轉變的社會環境中所擬發揮的影響。同時，我們也積極進行「檢視和提升機構的形象」項目，讓家福會與時並進地以嶄新的形象，傳遞我們的使命。在此，期盼家福會在既有的良好基礎上，邁進新里程，以服務的熱忱和決心去貢獻香港。

葉潤雲

香港家庭福利會總幹事
葉潤雲女士

As a non-governmental social welfare organization with our strong belief and focus on family, Hong Kong Family Welfare Society (HKFWS) has been dedicated to expand and enhance the spectrum of services to serve the ever changing needs of families and individuals, and engage many partners and social resources to extend the impact. We are delighted to see the positive effect of all our services, including the government subvented services and the self-initiated services to meet the service gaps, and that the Government has committed to provide support or inject more resources to some of the initiatives for the well-being of families.

Building on our “family perspective”, our Integrated Family Service has also adopted a “child-focus” approach in the design and implementation of the various preventive, education and remedial services. We have been committed to develop Kindergarten Social Work Service since 2011 for early identification and intervention of children and families in need and, at the same time, to promote effective parenting. It is encouraging that the Government will allocate Lotteries Fund to launch a three-year pilot scheme to provide social work services for child care centres and kindergartens in a similar vein. We will definitely take part in it and contribute our evidence-based experience to facilitate the development of this very meaningful service. In addition, the “Play Therapy” and “Child-Parent Relationship Therapy” which have been proven as effective interventions in our “Rainbow with KIDS Project” and “Sweet Home Sweet Child – Child Parent Relationship Enhancement Project” also provided good reference in the Kindergarten Social Work Service and the work of our Integrated Family Service Centres.

In the past year, the Society continued a series of services to support families in facing crises. The “Family in Crisis Pilot Support Project” provided financial assistance and social work intervention to help families during tragedies. Besides, we launched the third phase of the project “Women Helping Women Against Violence” to serve women and children victims of domestic violence. While the Government has promise to inject more manpower resource to our “Peace Campus”- Educational Programme on Stopping Domestic Violence, we will serve more abusers and enable them to use non-violence and peaceful means in family communication and conflict resolution.

The Society has been dedicated to develop and advocate for specialized service for divorced families with demonstrated impact. Our initiative “Creating Two Happy Homes for Children – Pilot Services on Child-focused Co-parenting for Divorced Families and the Community” got the “Effectiveness Award” in the 2017 Best Practice Awards in Social Welfare organized by the Hong Kong Council of Social Service. Our “Parent-child Contact Centre” (PCC), which is a Pilot Project on Children Contact Service commissioned by the Social Welfare Department (SWD), has been well recognized by the Government and relevant professionals. It is encouraging that the Government has confirmed the directive to make reference from the PCC and establish five centres for separated or divorced families to strengthen co-parenting support for divorced / separated parents and their children.

In response to the emotional issues and stress among young people, the Society’s Children and Youth Service focused on the development of “Adolescent Mental Health Service” to provide different levels of support to youth and their families. In addition to the prevention and intervention work rendered through our School Social Work Service and Integrated Children and Youth Service Centre, we have partnered with 33 secondary schools to join the “Joyful@School Campaign” sponsored by the Quality Education Fund to launch a series of preventive and education service to develop students’ positive attitudes and enhance their self-efficacy. The other major services, i.e. “Life goal Planning Service”, “Peaceful Conflict Resolution Service” and “Service for Special Education Need” also put concerted efforts to enable young people to handle their problems during this life stage and to actualize their potentials.

The Society’s Financial Education Centre (FEC), which was set up last year, has gained support from corporations and stakeholders to launch a variety of experiential activities to equip young people with positive attitude and practical skills on financial management. We introduced the “Virtual Money Management City” in Hong Kong and used AR/VR as means to facilitate interaction and experiential learning. Furthermore, we launched the first Financial Social Work Certification Course in Hong Kong and trained 33 certified Financial Social Workers to develop related services. We are honoured that, during the initial stage of service, the FEC received the "Corporate Financial Education Leadership - Gold Award" in the IFPHK Financial Education Leadership Awards 2018. The recognition is a great driving force for our continuous effort to promote financial literacy in Hong Kong.

Working towards the aim “Supporting Family to Care for the Elder”, the Society provided different levels of support to the elders and their family through our Integrated Home Care Service (IHC), Enhanced Home and Community Care Service, Kowloon City Senior Citizen Centre (KCSE) and our self-financed Viva. In response to the pressing demands, six of our IHCs and our Viva (Shun Lee Centre) have taken part in two pilot projects, i.e. “Community Care Fund Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment” and “Community Care Fund Pilot Scheme on Support for Elderly Persons Discharged from Public Hospitals after Treatment” respectively, and our Viva (Cho Yiu Centre) has increased service quota under the “Pilot Scheme on Community Care Service Voucher for the Elderly”. Moreover, we have extended the “Elders and Caregivers Mental Health Service”, including the “Similey Activation Project” and “Dementia Care Planning Service” to take care of the emotional well-being of frail elders. We also launched the “Advance Care Planning Project” to assist elders and carers to formulate advance care plan. This year, we celebrated the 20th Anniversary of our KCSE. We are pleased the Centre’s “Brain Health for Happy Aging Formula Project” was awarded the Best One-year Project - “Opportunities for the Elderly Project” (Kowloon City & Yau Tsim Mong District).

In 2017-18, the Society provided intensive service for more than 21,000 individual and family cases and served more than 588,000 beneficiaries through our variety of services. Based on our service experience and wisdom, we have actively shared with the Government, different stakeholders and the general public our views and suggestions on policies and family related issues. We also launched a Family Well-being Survey and make use of the good publicity to promote message of family well-being, and to encourage family members to put joint effort to work towards the betterment of their families.

HKFWS will be celebrating the 70th Anniversary in 2019. We have kicked started the “HKFWS Envisioning 2024” to define the Society’s positioning in the coming five years, and to create the desired social impact in the changing environment. In parallel, we have continued the Branding Revitalization Exercise to rejuvenate the Society’s brand to express our sense of purpose. It is expected that, building upon our good foundation, HKFWS will further excel and contribute to the Hong Kong society with our passion and determination.

Amarantha Yip

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

專業支援促進機構發展 Professional Support For Agency Development

本會設立不同專業團隊為各服務單位提供支援，促進機構持續發展。職員發展部負責策劃及推行員工培訓活動及相關政策，以提升機構的服務質素及效能。由四名社會工作顧問組成的團隊致力為各服務單位提供支援，包括審視風險管理及服務發展等。服務審核部定期檢討各服務，確保服務切合現今社會需求，符合所訂定的專業標準。推廣及聯絡部則透過與不同媒體的聯繫，合作推廣服務及籌辦活動，將本會的專業形象和服務信息傳遞至不同的持份者及有需要的社群。

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



本會總幹事葉潤雲女士在長者及照顧者心理健康服務舉辦的「我可以作甚麼？認知障礙症研討會」中致歡迎辭
Ms. Amarantha Yip, Executive Director of the Society, delivered the welcoming remarks in “What can I do? Symposium on Dementia” organized by Elders and Caregivers Mental Health Service



黃麗彰博士在「夫妻關係實務督導小組」中分享經驗
Dr. Wong Lai Cheung shared her views at the training “Clinical Supervision Group on Couple Works”



同事全情投入參與「長者服務專業同工退修日2017」
Colleagues actively participated in the “Retreat for Professional Staff of Elderly Service 2017”

職員發展及培訓 Staff Development and Training

本會致力發展員工的職能，提升他們對社會需要的敏銳觸覺、服務的熱誠，及對專業發展的投入。職員發展部負責修訂相關的政策及程序、制訂職員培訓計劃、策劃員工培訓活動、向同事推介合適的外間培訓，以促進員工的專業發展。本會獲僱員再培訓局嘉許為「人才企業」。此認證反映機構在「人才培訓及發展」的傑出成就。本會善用社會福利發展基金支持員工參與內部培訓及會外的進修。

去年，本會為不同職級的員工共籌辦了69個內部培訓工作坊，包括個案工作中的有效撰寫、各類專業的理論和技巧等。培訓活動得到參加者正面的回應，所有活動的平均評分為4.91分（滿分為6分），反映本會的培訓活動能達到預期的目標，以及參加者滿意培訓的質素。

職員發展部定期舉辦機構導向日，目的是加深新同事對機構歷史、使命、願景、制度及服務的認識，幫助員工融入機構文化及培養歸屬感。為新入職的專業同工設計了三個不同服務之基礎課程，促進同工理解「以家為本」的理念及實務工作手法，亦為新的管理層同事提供效績管理的培訓，以提升他們對效績管理的理解及明白他們的角色。

職員發展部籌辦了一系列的培訓課程，以協助新服務發展，例如：「認知障礙照顧」、「長者預設照顧」課程、「離異家庭」小組等。此外，本會為了加強同事在兒童服務的發展，成立了「兒童為本遊戲治療」及「親子遊戲治療」的督導小組。今年本會繼續培訓所有青少年同工認識本會青少年的服務發展重點，同事反映到台灣考察當地的特殊教育服務能有效幫助他們計劃此服務的未來發展。

本會共安排超過317名同事參與會外的進修或交流活動，涵蓋276項不同專題項目，包括管理訓練、資訊科技知識、職業安全及不同的服務手法；機構提供予同事的進修假期合共708日。

本會一直十分支持本地社工的專業培訓，本年度除安排了15名社會工作學系的學生在服務單位實習外，更定期與社福界負責職員培訓的同工交流實務經驗，以促進業界在職員培訓方面的發展。



婚姻及家庭治療師霍玉蓮女士在工作坊中進行情境示範
Ms. Anita Fok, Marital & Family Therapist conducted case demonstration at the workshop “Works on Trauma and Eye Movement Desensitization and Reprocessing (EMDR)”

The Society is committed to enhancing staff’s competences, acumen towards societal needs, passions for serving and professionalism to meet the changing societal needs. Staff Development Unit is responsible for formulating staff development plan, revising policies and procedures, organizing staff development programmes, recommending external training programmes for staff to facilitate their professional development. The Society has been awarded as “Manpower Developer” by the Employees Retraining Board, reflecting its outstanding achievement in Staff Development and Training. The Society well utilized the Social Welfare Department Fund to support internal and external training for staff.

Last year, 69 internal training programmes were organized for different positions of staff. Topics included Writing Effectively and Efficiently in Casework Setting, various theories and skills of professional intervention, etc. There was very encouraging feedback from participants, i.e. an average rating of 4.91 out of a 6-point scale, reflecting the achievement of training objectives and the high quality of the training programmes.

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

The Society organized a series of training to meet the emergent need of new service development, e.g. Peer Learning and Practice Group on Co-parenting (Phase 3), Dementia Care Planning, Advance Care Planning. To strengthen staffs’ competence for service development in child-centered family work, clinical supervision group on child centered play therapy and Parent-child Relationship Play Therapy were conducted. All youth workers were facilitated to understand the development of service foci of youth service. A study tour in Taiwan on service for children with special education needs was completed and colleagues found it very fruitful for future planning of the service.

The Society subsidized over 317 staff members to attend external training programmes in 276 different topics, including management training, IT knowledge, occupational safety and various service approaches. A total of 708 days of study leave were granted for staff to attend these external training programmes.

To support professional training and development in the social welfare sector, a total of 15 placements were offered for social work students in our different service units, and we had regular sharing sessions with different NGOs on staff development for experiences exchange and advancement.



梁玉麒教授在「認知行為治療法」小組中分享經驗
Prof. Leung Yuk Ki, Timothy shared his views at the training “Cognitive Behavioral Intervention Mental Health Groups”

社會工作顧問 Social Work Consultant

顧問團隊由四名資深社會工作員組成，主要工作包括：

優化服務

本會的跨部門工作小組分析於2017年本會所有接獲的投訴和突發事故報告，同時檢討服務運作和研究可行建議，以提升服務質素及減低相關風險。工作小組把報告提交執行委員會，並於不同場合與管理人員匯報有關的分析及建議，及推出相關改善措施。此外，顧問團隊亦按實際需要直接協助處理個別投訴個案，並繼續替服務單位進行服務審視，以提升個案的服務質素及減低服務風險。

機構培訓及員工發展

為提升員工效能及促進學習文化，顧問團隊為不同員工安排全面的培訓計劃，包括各類專業的理論和技巧等。長者服務退修會幫助了不同職位的同事面對新轉變。此外，團隊曾到訪不同服務單位，為個別單位員工提供特定的培訓。個案督導小組也提高了社工處理複雜個案的能力。另一方面，機構也透過知識管理，加強各服務單位的資源共享。

服務發展

社會工作顧問團隊繼續為服務提供專業意見和發展建議，並支援同事的工作。顧問團隊也於嶄新的項目中協助策劃、申請撥款、服務推展，並督導相關員工。例如「預設照顧」計劃、「認知障礙評估及支援計劃」、「親愛有家-親子遊戲輔導計劃」、「『婆媳緣·祖孫情』多代家庭教育及支援計劃」、「『好心情@學校』計劃」等。社會工作顧問亦與大學團隊合作研究新服務的成效，並在本地和國際會議上發表。社會工作顧問在第四屆國際實務研究會議上發表了「躍動晚情 - 長者抗抑鬱地區計劃」的成果及在港島東醫院聯網醫社合作研討會(十二)中發表了「認知障礙評估及認知障礙照顧策劃服務」的成果。此外，為推廣嶄新服務，團隊亦接受了不同傳媒的訪問。

倡議工作

顧問團隊協助擬定機構的回應，向政府提交有關家庭議題的意見書，例如「持續授權書條例草案」、「成立兒童事務委員會」等，期望倡議政府為香港的家庭及有需要人士提供最佳的支援。

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

Service Enhancement

The Social Work Consultant (SWC) team served as key members in the task group to review and analyze all the complaint records and reports of critical incidents in our Society for the year of 2017. The report was submitted to the Executive Committee. Major observations, gaps identified and enhancement measures formulated were shared with management staff. Moreover, direct support was provided in the management of various complaint cases. Besides, Centre-based Service Audits were conducted, which aimed to enhance the service quality of casework intervention and to buffer against possible risks on services.

Agency Training and Staff Development

In order to enhance the competence of professional staff and promote learning culture, the SWC team has formulated a comprehensive staff training plan, including various theories and skills of professional intervention. Staff retreats for elderly service had been conducted for staff of different level to prepare them for future changes. Besides, centre-based training sessions were tailored to meet the specific training needs of various centres. Casework supervision groups had also enhanced social workers’ competence in handling complicated cases. Moreover, knowledge management has been adopted to ensure an effective exchange of service resources among service units.

Service Development

The SWC team has continued to serve as a think tank in the Society’s service development and offer professional support to staff. The team assisted in the service planning, funding application, service implementation and supervising project staff. For example, the “Advance Care Planning Project”, “Dementia Assessment and Support Project”, “Sweet Home Sweet Child - Child Parent Relationship Enhancement Project”, “Education and Support Project for Multi-generation Families”, “Joyful@School Project”. Social Work Consultants also collaborated with academics to conduct studies for different newly established services and released the results in international and local conferences. The “Smiley Activation Project” was presented in the 4th International Conference on Practice Research and Dementia Assessment and Dementia Care Planning Services were presented in the 12th HKEC Symposium on Community Engagement. Moreover, media interviews were also conducted for service promotion.

Advocacy

The team formulated Society’s feedback and made submissions to the government on family related issues, including “the Continuing Powers of Attorney Bill” and “the Establishment of the Commission on Children”, aiming at advocating better support for families and needy individuals in Hong Kong.

風險管理及服務審核

Risk Management and Service Audit

風險管理

自2013年本會確立「風險管理系統」和制訂「風險管理政策」至今，風險管理已融入日常運作及流程中，以致有助機構掌握、監控及管理來自服務和因環境轉變所帶來的風險。

在「風險管理系統」下，本會各單位每年會對其工作及服務範疇內的風險作出嚴謹的辨識和評估，再根據每項風險發生的可能性及嚴重性制定相關的緩解措施。在過去一年，本會各單位已在「風險登記冊」內更新了有關內容以供監察及確保相關的緩解措施得到切實的執行。年終檢討時，本會分析了緩解措施的執行成效，亦一併分析了年內所處理過的投訴和特殊事故，以便制訂適切的改善方案。有關的重點已向執行委員會報告及向同工分享。

本會相信有效的風險管理可有助減低營運風險、優化服務、確保有效的機構管治及促進本會的持續發展。

服務審核

為確保本會提供的服務質素，「內部審核小組」透過在服務單位現場進行審核，以及接見不同服務使用者和員工，從而確定服務運作是按照本會的政策及程序執行。2017年7月，小組為學校社工服務的同事舉辦服務質素工作坊，透過分享過往的案例，加強同事對服務質素的理解，促進他們在工作單位內切實執行相關措施。

在2017年11月，小組亦為葵涌(南)綜合家庭服務中心新任高級經理進行了服務質素及準則導向，提升新任主管在基本服務規定和服務質素標準的認識，促進其在工作單位內有效地執行相關規定。

單位現場審核

在2017至2018年度，小組對以下各服務單位進行了服務審核：東九龍(順利)分會、新界(大窩口)分會、梅窩分會及西九龍(麗瑩)分會的改善家居及社區照顧服務；以及新界(葵芳)分會、東九龍(順安)分會、新界(象山)分會、大嶼山(大澳)分會及香港東區(愛東)分會的綜合家居照顧服務。

在個案服務方面，各服務須按有關的「個案監察系統」跟進個案工作，透過既定的評估程序及定期個案檢討，確保服務質素及個案得到適切的跟進。在過去一年，小組為大嶼山(大澳)分會及香港東區(愛東)分會的綜合家居照顧服務進行個案服務審核，以確保符合本會制訂的「個案監察系統」。

Risk Management

Since the establishment of Risk Management System and Risk Management Policy in 2013, the practice of Risk Management has been effectively embedded in Society's daily operation to help understand, oversee and manage risks arising from its services as well as constantly changing environment.

Under the Risk Management System, risks are rigorously identified and assessed by all units of the Society in their areas of work, and corresponding mitigation measures are developed based on the likelihood and severity of the identified risks annually. Last year, all units of the Society updated the Risk Register in the beginning of the risk management cycle to ensure that continuous monitoring and the planned mitigation actions would be implemented. In the year-end review, the various measures under the Risk Management System were reviewed, including analyzing the complaint cases and critical incidents over the year with a view to develop improvement measures. The major findings were reported to Executive Committee and shared with staff.

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

Service Audit

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

Last year, IAT also conducted Service Quality Standards Orientation for new senior manager of Kwai Chung (South) Integrated Family Service Centre to enhance her understanding on Essential Service Requirements and Service Quality Standards to ensure the relevant requirements would be implemented in her service setting.

On-site Assessment

In 2017-2018, the IAT conducted service audits on our Enhanced Home and Community Care Service Centres in East Kowloon (Shun Lee) Centre, New Territories (Tai Wo Hau) Centre, Lantau (Mui Wo) Centre and West Kowloon (Lai Huen) Centre; Integrated Home Care Service Teams in New Territories (Kwai Fong) Centre, East Kowloon (Shun On) Centre, New Territories (Cheung Shan) Centre, Lantau (Tai O) Centre and Hong Kong Eastern (Oi Tung) Centre.

To ensure that our cases are properly handled, all service units providing casework service have to comply with their own Case Monitoring System (CMS). Through established assessment procedures and regular cases reviews, good quality of service and proper case follow-up and monitoring are assured. In 2017-2018, IAT conducted assessment on Lantau (Tai O) Centre and Hong Kong Eastern (Oi Tung) Centre to ensure that CMS had been complied.

最佳執行指引

Best Practice Manual

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

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

本會已按第一組指引的要求，檢視及制訂有關的管理政策及措施，包括：制訂管理整筆撥款儲備及公積金儲備政策、程序及修訂本會的投訴處理政策及程序。過去一年，第一組指引經已在福利界全面實施。而本會在持續推行有關的政策上，亦已程序化，包括：

- 執行委員會及管理團隊每年就善用上述兩種儲備作出檢視及規劃，並透過適當渠道(包括年報及周年大會)發佈有關儲備的資訊及運用儲備的計劃；及

- 依據社會福利署及《最佳執行指引》的規定運用薪酬調整撥款，把有關的額外撥款全數用於薪酬調整，並通知員工有關的安排。

本會將繼續致力推行有關的管理政策及措施，並作出適當的檢視及持續改進。

此外，本會亦參考第二組指引，因應機構的情況考慮採用有關的建議。

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

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

Our Society has reviewed and formulated relevant policies and procedures according to the Level One guidelines, including: to formulate policies and procedures on managing Lump Sum Grant reserve and provident fund reserve, and to revise the Society's policies and procedures on complaint handling. In the past year, the implementation of Level One guidelines in the welfare sector was completed. For the Society, we have also regularized the implementation of these policies and procedures, including:

- The Executive Committee and management team are responsible for reviewing and planning for the maximized use of the two above-mentioned reserves on annual basis, and disseminating information about the reserves and brief plan on how to use the reserves through appropriate channels (including Annual Report and Annual General Meeting); and

- Spent the full amount of the additional allocation for salary adjustment, and inform staff members about the arrangement according the rules and regulations of SWD and the BPM for salary adjustment.

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

Besides, the Society has made reference to the Level Two guidelines and consider adopting best practice according to the situation of the Society.

推廣及聯絡

Publicity and Liaison

與媒體及團體保持緊密聯繫

2017-18年度，本會繼續安排臨床心理學家、社會工作顧問及專業社工繼續接受不同媒體，包括電視台、電台、各大報章、雜誌及網上平台等訪問，發表專業意見及分享前線工作經驗。訪問內容涉及本會不同的服務範疇，包括夫妻關係、離異家庭與共享親職、家庭關係及溝通、青少年發展及教育、長者及照顧者心理健康、理財教育及全人專業服務等。本會專業社工亦經常在報章及網上平台撰寫不同的主題文章，包括文匯報教育版「家心健康」、明報教得樂「多元導航」、Recruit、Jiu Jik雜誌等，以及出席新聞發佈會及其他團體邀請的公開活動，分享處理個人及家庭情緒、精神壓力、青少年生涯規劃等資訊，加強機構的專業形象。

家福月

本會繼續在五月舉行「家福月」，提升公眾對家庭福祉的關注。今年委託了香港理工大學應用社會科學系進行全港首個「香港家庭幸福感調查」，用電話訪問了超過1,033名年齡在15歲或以上家庭成員，透過使用「家庭生活質素」(Family Quality of Life, FQOL) 的問卷，在「家庭溝通」、「父母教養」、「精神幸福感」、「物質幸福感」和「整體幸福」等五個範疇，量度他們家庭幸福的程度。調查亦探討受訪者對家庭在解決衝突和作財務計劃方面的能力，以及兩者與家庭幸福感的關係，讓公眾了解香港家庭幸福感的現況和值得關注的地方，並就增進家庭幸福提供建議。本會於5月13日舉行了新聞發佈會，公佈調查的結果，得到媒體的廣泛報導。此外，因應開設了兩個嶄新服務單位「親籽薈」及「理財教育中心」，本會在「家福月」中舉行了兩個中心的開放日，向公眾及持分者介紹機構兩項嶄新的服務及中心設施。

賣旗日

本會於2017年8月12日舉行全港賣旗日，是次賣旗日得到超過3,000名義工參與，包括親子義工、學生、長者及企業義工等。為鼓勵更多善長支持賣旗日，本會更邀請本地著名插畫師徐羨曾(Ahtsui)設計旗紙以及其他宣傳品。此外，利用社交媒體，宣傳賣旗日。是次賣旗日所籌得的善款超過港幣140萬元，用於非政府資助的服務項目，包括：「家庭退修中心」、家庭照顧支援服務，以及家福傳愛創新服務。

Maintain close co-operation with media and organizations

In 2017 - 2018, our clinical psychologists and professional social workers were invited by different media including television, radio programmes, newspapers, magazines and online media to share their professional views and practice wisdom on topics such as couples relationship, divorced families, co-parenting, family relationship, youth development and education, elders and caregivers mental health, financial education and wellness programmes, etc. Our professional social workers also contributed articles to columns on Wen Wei Po, Ming Pao, Recruit and Jiu Jik, etc., participated in press conferences and activities organized by other organizations to share tips on handling individual and family emotional problems, stresses management, youths' life goal planning, etc. to reinforce the Society's professional image.

Family Month

We continued to organize “Family Month” in May as the Society's annual signature event to enhance public awareness and concern towards family well-being. The Society has collaborated with Department of Applied Social Sciences at Hong Kong Polytechnic University to conduct the territory's first “Hong Kong Family Well-being Survey”. The Survey has interviewed 1,033 family members aged over 15 through phone to assess their family well-being in the Family Quality of Life (FQOL) Scale in the domains of “family interaction”, “parenting”, “emotional well-being”, “physical and material well-being” and “overall well-being”. The Survey also scrutinized respondents' views on conflict resolution, financial planning and examined their relationships with their family well-being. Recommendations on enhancing family well-being have also been made for the public's reference. The Society has organized a press conference on 13 May to release the survey findings. It has received overwhelming responses from the media. In addition to the survey, the Society has organized open houses of “Parent-child Contact Centre” and “Financial Education Centre” in the “Family Month” to introduce two new signature services and their facilities to the general public.

Flag Day

The Society has organized the Flag Day on 12 August 2017. It has recruited more than 3,000 volunteers including parents and children, students, elders and employees from different corporations. To encourage more people to support the Flag Day, the Society has invited local famous illustrator, Ahtsui to design the flags and promotional materials. Besides, the Society has utilized social media platforms to promote Flag Day. The Society has collected more than HK\$1.4 million and the proceeds have been contributed to the non-subservent services including “Family Retreat Centre”, “Family Care Support Service” and “Innovative Services - Love for Family”.



本會舉行新聞發佈會，撰寫新聞稿及安排臨床心理學家、社會工作顧問及專業社工繼續接受不同媒體訪問，推廣服務。Our Society has organized press conferences, issued press releases and arranged media interviews for clinical psychologists, social work consultants and professional social workers to promote our services.



本會在「家福月」公布了全港首個「香港家庭幸福感調查」的結果。Findings of the territory's first “Hong Kong Family Well-being Survey” were released in Family Month.



本地著名插畫師徐羨曾(Ahtsui)為本會全港賣旗日設計旗紙及其他宣傳品。Local famous illustrator, Ahtsui designed the flags and promotional materials for the Society's Flag Day.

綜合家庭服務

Integrated Family Services

回顧過去一年，社會發生了一些嚴重的虐兒個案，實在令人痛心。家庭面對困境，在照顧及保護兒童的功能上變得脆弱，這都喚起了社會的關注。對於及早辨識兒童及其家庭的需要，並為他們提供及時的支援甚為迫切。此外，家庭暴力事件的數字持續上升，離異家庭數目增多，教養特殊學習需要的兒童所面對的困難，以及經濟和居住等問題，為家庭和諧和凝聚力帶來了衝擊，削弱家庭功能，令固有的問題累積和惡化。兒童是家庭的延續，也是社會未來的棟樑。我們需給予兒童及家長足夠支援，增強家庭的功能。

除核心服務外，本會服務發展團隊聚焦推展「兒童為重」的家庭服務項目，以回應社會的需求，填補服務的縫隙，鞏固家庭在照顧和情緒支援的功能，及早識別有需要的兒童及家庭，盡早介入提供輔導，預防問題惡化，促進兒童的健康成長及增強家長的親職能力。為此，過去多年，我們積極倡導幼稚園駐校社工服務，並於去年得到「凱瑟克基金」的支持，展開「同築愛兒網 - 幼稚園社工服務計劃」，以「社交情緒學習理論」實證為依據提供服務，建立一套識別有需要的學童及其家庭的評估工具。服務成效顯著，亦得到持份者和服務使用者的肯定和支持。

對應家長沉重的親職壓力，我們積極發展以「親子遊戲治療」理論導向的親職訓練課程，並獲家庭議會及民政事務局撥款推行「親愛有家 - 親子遊戲輔導計劃」，在學校和社區推動「親職文化回歸基本」為核心的家庭價值觀念，建立親密的親子關係，讓父母成為孩子成長的養份，建立孩子的自尊及自信，減少負面情緒和行為問題。今年本會發佈全港首個相關研究調查，結果顯示此項親職訓練課程有效改善親子關係和紓解親職的壓力，成效令人鼓舞，社工團隊的努力值得嘉許。

服務發展團隊亦與企業協作，並得到資助，為面對逆境的兒童及家庭提供特別的支援服務，過渡家庭的突變所帶來的身心創傷。新地「雨後彩虹」計劃支援面對家庭逆境的兒童，以「兒童為本」遊戲輔導介入手法及不同兒童活動如藝術治療小組及家庭活動等，幫助面對逆境的兒童紓解心理困擾和壓力，得以健康成長，計劃成果非常正面。除此以外，本會得到周大福慈善基金資助，開展「危機家庭支援先導計劃」，為遇突發事件及危機的家庭以「緊急現金」援助及社工「輔導支援」的服務模式協助家庭過渡危機，重建新生活，當中特別關注年幼在學子女的需要和適應，減低事故對家庭及家人的衝擊及影響，協助建立支援網絡，讓他們重回生活正軌。

回應家庭暴力的問題，本會亦積極透過社會福利署資助的「和平學坊課程」- 停止家暴學習計劃，為有需要的施暴者提供支援，讓他們學習情緒控制，以和平方法處理衝突，及解決與伴侶的矛盾，效果令人滿意。第三期「心蓮心 · 齊踏暴」計劃已進行中，透過治療小組支援受虐婦女及受影響的兒童，提倡「暴力零容忍」的信念，改善家庭關係。

本會關注離異家庭數字的上升及對家庭的影響，繼續發展相關服務，如「家事調解服務」、「孩子為本」離異危機預防及處理計劃、「兒童為本」共享親職先導計劃、「男士家友站」等，協助面對婚姻危機或離異人士，正向處理離異的衝擊，建立新生活。

本年度本會六間綜合家庭服務中心合共處理了7,830個個案，而在完成的個案中，超過98%的服務使用者對整體服務表示滿意。另外，超過97%的服務使用者表示個人解決問題能力獲得提升，超過98%表示個人的支援網絡得以擴闊，當中有超過94%的服務使用者表示所面對的主要問題得到改善，這些數字反映團隊的努力帶來的顯著成果。

我們會繼續致力發展「兒童為重、家庭為本及社區為基礎」的服務，支援有需要的家庭，強化家庭功能，推動家庭的福祉，培育一個互助關懷的社會。

A number of severe child abuse cases brought to light over the past year, which has heightened public concern towards stresses faced by families and the degradation of family function in child care and protection. There has been an urgent need for early identification on needy children and their families for giving them immediate intervention and support. Besides, the number of family violence and divorced families has been kept constantly increasing, difficulty in handling the children with special learning needs, together with financial and housing problems, which have aggravated perennial family problems. Children are the family's continuity and also the future pillars of the Society. Sufficient support to both children and parent will strengthen the family functioning.

Besides core services, our Service Development Team also put its focus on the development of “child-focused” family service initiatives to meet the social needs, fill the service gaps, enhance the family functioning to enable the children growing healthily and strengthening parents in parenting skills. We have advocated social work stationing service at kindergartens. With the support from the Keswick Foundation, we launched the “CareNet for the Children@Kindergarten Social Work Service” Project last year, in which evidence-based approach - “Social Learning Model” has been adopted and a set of effective screening tools for identifying needy children and families were developed. The outcome of the project was prominent and we were glad to receive recognition from our work partners and service users.

We built up an expertise in developing parenting training courses based on the theoretical approach of “Child Parent Relationship Therapy” (CPRT) to ease parents' stress in parenting. In the previous year, we started the “Sweet Home Sweet Child - Child Parent Relationship Enhancement Project” funded by the Family Council and the Home Affairs Bureau. It was run in school-based and community-based mode to raise the public's awareness of the basic and important family value on rebuilding the intimacy between parents and children, which would also enhance children's self-esteem and address their emotional needs. We have conducted the territory's first survey on the effectiveness of CPRT parenting training and the result was very encouraging. Most participants reflected that parent-child relationship and problem of parenting stress have been significantly improved after the training. The project team's effort in this project was highly commendable.

Simultaneously, our Team collaborated with different corporates to tailor-make special service to children in family crisis, as well as to assist them to overcome the hardship and go forward to healthy living. The “SHKP Rainbow with KIDS supporting Children Encountered Family Crisis” provided intensive play counselling based on the theoretical framework of Child-Centred Play Therapy and various children groups such as art work group and family programme were also provided. The feedback was very positive and children were found to have a significant improvement in their emotional and behavioral aspects. The “Family in Crisis Pilot Support Project” sponsored by Chow Tai Fook Charity Foundation in this year offered a new mode of crisis intervention to families, which included “financial assistance” cum continuous “social worker's intervention” to help the families overcome crisis. Through the Project, children have established their social support network and made their life on the right track.

To combat family violence, we have provided “Peace Campus” - Educational Programme on Stopping Domestic Violence subsidized by Social Welfare Department, to assist the batterers in need to learn emotional control and to use peaceful ways to handle the conflicts with their partners. The outcome of the programme was satisfactory. The third phase of “Women helping Women Against Violence” has been going on to reach out to women and children victims to be free from violence, to rebuild their lives, to improve their family relationship, and to promote “zero tolerance” for domestic violence.

Facing the increasing number of divorced families, the Society also developed related services such as “Family Mediation Service”, “Child-Focused” Separation & Divorce Crisis Prevention & Management Project, A Beam of Hope - Pilot Project on “Child-focused” Parenting Coordination and Co-parenting Services for Divorced Families, “He-Men, Hear Men” Project etc. to support those faced with divorced / separated to solve the problems.

In this year, a total of 7,830 cases were handled by our six IFSCs. Of all the closed cases, the overall satisfaction rate from service users was above 98%. Besides, over 97% of the service users indicated an uplift in their problem solving capacity and 98% in their support network extended, while over 94 % revealed perceived improvements in their main problems. These encouraging results reflected the team's effort.

We are committed to focus on “child-focused, family perspective and community-based” and continue to develop initiatives in addressing the family's needs and strengthening the family functioning in order to promote family well-being and cultivate a caring community.

綜合家庭服務中心

Integrated Family Service Centre

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

服務對象

個人及家庭，特別是弱勢社群，包括單親家庭、少數族裔、新來港及低收入家庭。

服務形式

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

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

Targeted Users

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

Service Delivery

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



參加者十分享受和家人郊遊的歡樂時光
Participants enjoyed hiking with their beloved family members

服務重點

- 六間綜合家庭服務中心共處理7,830宗個案。今年新開啟的個案中，最常遇見的問題類別有以下三項：情緒問題（15.2%），老年問題（14.3%），親子關係（11%）。
- 香港是一個生活步伐急速的社會，因而產生不同壓力。有見及此，關注精神健康是我們其中一項重點工作。我們曾推行心理戲劇小組，加深參加者對情緒的認識及釋放成長壓力。此外，亦舉辦了「『痛而不苦』- 照顧身心靈體驗日」，讓參加者有空間來感受自我的需要。我們亦關注家庭精神健康，四間家庭服務中心與香港大學公共衛生學院合辦「正向爸媽樂讚賞」計劃，運用SME模式（與人分享、正面思維、享受生活）為框架，鼓勵家庭以正面和有趣味方式溝通。
- 本會繼續支援弱勢家庭兒童的成長需要。新地「雨後彩虹」計劃是協助面對家庭逆境的兒童，例如父母離異，透過多元化及跨專業的支援服務，幫助他們舒緩心理壓力、提升他們面對家庭逆境的能力、重新建立信心去面對未來的生活。「『童』步成長路計劃」，讓一群成長於匱乏家庭的兒童，能夠有額外的經濟援助及學習機會。「危機家庭支援先導計劃」為育有兒童的家庭，其經濟支柱遇上意外或嚴重疾病導致死亡或失去工作能力，提供經濟援助和情緒支援。
- 各中心均有提供多元化的服務，以滿足有特殊教育需要兒童的成長需求。服務包括感覺統合訓練、言語治療訓練小組、患有自閉症譜系障礙兒童的社交技能訓練小組，以及針對患有過度活躍症兒童的靜觀訓練小組。此外，我們觀察到家長的參與十分重要，一方面家長能學習訓練兒童技巧，另一方面亦能拉近親子關係，提升家庭正能量，故我們也會提供支援家長的服務。
- 我們相信以和平及非暴力方式解決衝突的重要性。「心蓮心·齊踏暴」旨在向曾遭受虐待的婦女和兒童宣傳「零暴力」信息；「和平學坊」為經常發生衝突（曾有暴力）的伴侶舉辦工作坊，教育參加者情緒管理和和平化解衝突的方法。

Service Highlight

- Six IFSCs altogether served a total of 7,830 cases. Among new cases handled this year, emotional problems ranked top (15.2%), old age ranked second (14.3%), whilst parent-child relationship (11%) ranked third.
- Hong Kong is a fast-paced society in which individuals may face pressure from multiple sources, thus mental wellness is one of our concerns. Psychodrama groups were conducted to help participants understand and release pressure during their personal growth. Day camp, “Tendering body, mind, spirit personal care” was conducted to provide participants with space to realize of their own needs. We also cared about family mental health. Four IFSCs joined hands to work with the School of Public Health of the University of Hong Kong to develop “Joyful Parenting Project” in which the model of SME (i.e. sharing, mind and enjoyment), was employed to encourage families to cultivate positive and interesting ways for communication among family members.
- Our Society continued to address the needs of children from deprived families. “SHKP Rainbow with KIDS” supported children facing adverse family situations, e.g. divorce of parents. Through diversified and multi-disciplinary collaborations, the Project helped children face family changes and relieve their pressure so as to re-build confidence to face future life. “‘Kids’ the Future” enabled children from deprived families to obtain additional financial assistance and learning opportunities. “Family in Crisis Pilot Support Project” provided financial assistance and emotional support to families with children whose breadwinners died or lost working ability due to injury or severe illness.
- Every centre has developed a variety of services to accommodate the needs of children with special educational needs. Services including sensory training, speech therapy training groups, social skill training groups for children suffering from Autistic Spectrum Disorder and mindfulness training groups for children suffering from Attention Deficit and Hyperactivity Disorder were implemented. In addition, we observed parents’ participation was very important. Not only can they learn the skills to train their children, but also enabled them to build closer parent-child relationships. Hence, enhancing positive family energy. Therefore, support services for parents were also rendered.
- We value the importance of peaceful and non-violent ways for conflicts. “Women Helping Women Project” aimed at promoting the message of “zero violence” to women and children who had been victims of abuse, “Educational Programmes for Stopping Domestic Violence” provided educational workshops for intimate partners who had frequent conflicts or even violence to educate them methods of emotional management and peaceful conflict resolution.

- 男士是我們關心的一個群體。「活得精彩」男士天地計劃，為基層40-65歲中年男士提供各種興趣班、支援活動和互助小組，除了讓他們自我增值外，亦互相關建立團隊精神，開拓社交網絡，並且一同參與義工服務，回饋社區。「男士家友站」製作了一個網站，提供與男士相關的資訊。

- Male is a distinctive group that we care for. The “Brightening My Life’s Path” Men’s Club provided a variety of interest classes, supportive activities and mutual help groups for middle-aged men aged 40-65. Apart from self-enhancement, the Project also aimed at assisting them to establish social networks and cultivating sense of belongingness and serving the community by doing voluntary work together. “He-Men, Hear Men Project” designed a webpage providing information to promote the wellbeing of men.

- 各中心與地區夥伴合作，回應社區需要。順利中心與各政府部門、地區福利單位及地區團體緊密聯繫，並安排外展活動和家庭活動及合辦嘉年華等，主動認識新落成的安泰邨居民；葵芳中心與區內學校合作，提供校本課後學習及支援計劃，以達致及早識別家庭需要的目的；將軍澳中心繼續推行以「珍惜生命」為主題的街頭展覽；北角中心與東區尤德夫人那打素醫院合作，舉辦不同講座及活動給懷孕婦女及其家人；西九龍中心與企業義工一同為區內目標群體策劃及義工服務，藉以促進不同界別的聯繫和建立伙伴關係；油塘中心分別與三個屋邨管理委員會合作，舉辦嘉年華會給居民參加，推動和諧家庭信息。

- Each centre worked with community partners to respond to community needs. Shun Lee Centre closely liaised with various government departments, district welfare units and local organizations to arrange outreach activities, family programmes and co-organized carnivals for the residents of On Tai Estate, the new public housing estate in East Kowloon; Kwai Fong Centre jointly organized “After School Care and Support Programme” with nearby schools for the purpose of early identification of family needs; Tseung Kwan O Centre continued to set up mobile counters with the theme of “cherishing life” for suicidal prevention; North Point Centre co-operated with Pamela Youde Nethersole Eastern Hospital to organize talks and programmes for pregnant women and their families; West Kowloon Centre conducted voluntary services with corporate volunteers for specific target groups in the community so as to promote collaboration between social service and corporates, Yau Tong Centre co-organized three carnivals with the three Estate Management Advisory Committees respectively to promote harmonious family.



在新入伙的安泰邨舉辦嘉年華會，居民反應踴躍

Organized a carnival at On Tai Estate, the newly-established public housing, in which residents showed their overwhelming response



社區居民參加講座後，對個人身心靈健康的關注亦提升了

Residents' awareness towards their physical and mental health have been tightened up after joining the seminar



親子全情投入有趣的親子桌上足球遊戲

Parents and children were engrossed in a board game



學童參加感覺統合訓練，以加強其專注力和執行力

Children received sensory integration training so as to strengthen their attention and execution skills

臨床心理服務

Clinical Psychological Service

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

服務對象

經本會社工轉介的個人或家庭，當中包括兒童、青少年、成人及長者。

服務形式

心理評估及診斷、心理治療、危機處理支援、專業培訓及心理健康講座。

服務重點

- 提供專業的心理評估及治療服務。
- 與綜合家庭服務中心及學校社會工作服務合作，提供專業支援予特殊項目發展，為地方及公眾人士提供精神健康專題講座，也為專業人士（如老師）提供培訓以處理學童精神健康問題。
- 為本會社工提供專題培訓以加強支援受情緒健康困擾的服務使用者。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Provide professional psychological assessment and treatment services to the community.
- Collaborate with Integrated Family Service and School Social Work Service to enhance professionalism of service development. Talks and workshops were delivered to enhance mental health awareness in the community as well as providing trainings for professionals (such as teachers) to handle mental health problems of children and adolescents.
- Provide internal training for social workers to enhance professional knowledge on psychological intervention for population with psychiatric illness.

家務指導服務

Family Aide Service

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

服務對象

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

服務形式

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

服務重點

- 本年度共提供441個個案訓練。除了個案訓練服務，還舉辦了約25個小組訓練及51個活動，受惠人士約1,348位。
- 除了提供個別訓練以改善服務使用者的個人照顧、家居照顧或兒童照顧方面的技能及知識外，為了預防家庭問題發生，家務指導員與中心同事合辦了很多不同類型的小組及活動，旨在加強服務使用者的精神健康，改善家庭和諧。家務指導員亦會陪同服務使用者與其家人參與中心的家庭活動，改善親子關係。
- 家務指導員會協助接送因家庭突發事件而暫時入住緊急住宿服務的兒童上學，減少對小朋友的影響。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- 441 cases have handled in this year. Besides individual training, 25 group trainings and 51 programmes have conducted for over 1,348 participants.
- Besides individual trainings to service users to equip them with home management and / or child care skills, various groups and programmes were conducted with IFSC social workers. The purpose was to prevent family tragedy, promote mental health of individual and harmonious family relationship. Family Aide would accompany service users and their family members to join family activities for enhancement of parent-child relationship.
- During family crisis, children might need to stay in emergency residential placement. Family Aides would escort the children to attend school in order to minimize negative influence on the children.

家福中心 - 開放式家庭服務及單親家庭服務

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

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

服務對象

全港離異或單親家庭及居於屯門區之家庭。

服務形式

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

服務重點

- 積極推動與社區夥伴的專業合作，在全港推展一站式離異家庭教育與支援服務，協助更多有需要家長及兒童正面面對由家庭關係改變所帶來的挑戰。
- 開展離異家庭父親支援服務，特別為非同住父親設計治療及定期互助小組，提升其「兒童為本」意識及「共享親職」技巧，同時促進他們在子女照顧的參與。
- 推展多元化的離異家庭兒童支援服務，包括個人指導、遊戲服務、教育、治療小組及大哥哥大姐姐互助小組等，提升離異家庭兒童自尊感及面對家庭改變的抗逆力。
- 持續推展由香港公益金撥款資助「夾縫中的曙光 - 兒童為本共享親職先導計劃」第二期。整合過去服務經驗，推動離異父母以「親職夥伴」關係合作教養子女。
- 上述服務以「給孩子兩個快樂的家 - 兒童為本共享親職先導服務」參加社聯2017「卓越實踐在社福」獎勵計劃，榮獲「效能獎」，並得評審團評為能引入美國CPI「兒童為本」親職協調模式設計本港首個「共享親職」服務，成為業界先導者。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- To collaborate with district partners, provide territory-wide one-stop educational and supporting service to divorced families with aims to facilitate parents and children to positively cope with the challenges arising from changing family environment due to parental divorce / separation.
- To launch support services to divorced fathers. Specially tailor-made therapeutic and regular mutual support groups to non-residing fathers, with aims to raise their awareness on “child-focused” value and “co-parenting” skills so as to enhance their involvement in child caring.
- To provide diversity support services for children from divorced families, including individual coaching, play service, educational and, therapeutic groups, buddies programmes etc., with aims to enhance children’s self-esteem and post-divorce resilience when facing family changes.
- To continue implementing “A Beam of Hope - Pilot Project on ‘Child-focused’ Parenting Coordination and Co-parenting Services for Divorced Families” Phase II supported by the Community Chest. Through consolidating the past practice experience to motivate divorced parents to develop “co-parenting partnership” in taking care of their children.
- “Creating Two Happy Homes for Children – Pilot Services on Child-focused Co-parenting for Divorced Families and the Community” participated in the 2017 Best Practice Awards in Social Welfare organized by the Hong Kong Council of Social Service (HKCSS). The service was granted the “Effectiveness Award” and recognized by the judging panel as the pioneer of the sector by introducing CPI Parenting Coordination Model in the United States into local context.

- 接受多間報紙、雜誌、電台及電視台等媒體訪問，推動社會大眾更關注離異家庭的需要，提升公眾對「兒童為本 - 共享親職」的認識。

- Accepted interviews from newspapers, magazines, radio and television stations to arouse public attention towards needs of divorced families and enhance their understandings towards “Child-focused co-parenting”.



離異家庭兒童支援小組
Support Group for children from divorced families



家庭參觀活動
Family outing activities



榮獲「卓越實踐在社福」獎勵計劃「效能獎」
“Effectiveness Award” of “2017 Best Practice Awards in Social Welfare” from the HKCSS

崇德家福軒 - 家庭退修中心

Zonta White House - Family Retreat Centre

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

服務對象

家庭或個人、註冊非牟利社會福利機構、學校。

服務形式

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

服務重點

- 為家庭及個人提供一個安恬閒適的環境，反思現況、更新力量及連繫關係。透過一系列的身心靈舒壓活動，增強家庭及個人優勢及功能。
- 聚焦恬靜和獨特的環境，發展一系列「健康樂活」的主題活動，例如「綠活寫意工作坊」、園藝舒壓、親親大自然親子活動等促進康和樂的家庭生活、親子溝通，強化家庭功能。同時，繼續深化靜觀活動，參加者學習覺察和聆聽自己內在需要，提升處理情緒及壓力的正能量。
- 持續與地區協作伙伴、學校合作，舉辦員工退修、培訓及親子活動，促進身心健康。
- 與香港理工大學設計學院合作，為設計學院學生提供實習機會。

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

Targeted Users

Families and individuals, registered non-profit making social welfare organizations, schools.

Service Delivery

- Day or overnight groups or programmes on topics such as personal growth, parent-child relationship, stress management, marital enrichment and conflict resolution.
- Venue booking to registered non-profit making organizations on weekdays and collaboration with district partners to run tailor-made programmes are also promoted.

Service Highlight

- To provide a peaceful resting place for families and individuals for reflection, reconnection and renewal. Through series of tailor-made programmes, family and individual’s strength and functioning are enhanced.
- To focus its peaceful and unique environment, a series of activities promoting “LOHAS” elements for healthy family living such as Green Life Living”, “Gardening for emotional management” and peaceful parent-child activities were organized to strengthen the family functioning. Programmes for Mindfulness were developed to enhance participants’ self-awareness on nurturing the self and improving stress management with positive energy.
- Kept on collaboration with district partners to render staff retreat training programmes and parent-child activities for promoting healthy mental health.
- Collaborated with the Design Department of The Hong Kong Polytechnic University by providing internship opportunities for students.



「綠色環保小博士日營」種植香草，珍愛自然
“Dr. Green Day Camp”: planting and environmental protection



種出我心
Planting herbs & planting heart



親子樂在崇德家福軒參加日營，享受大自然
Family day camp in Zonta White House

家福關懷專線

Family Careline

由受訓義工為有需要人士或家庭提供電話輔導服務，並即時給予情緒支援。

服務對象

面對生活上各種困難的人士及家庭。

服務形式

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

服務重點

- 本年度「家福關懷專線」持續接聽來電者作電話熱線輔導，合共超過1,700來電者接受服務，所遇問題以情緒困擾為主，佔45%，其次是有關家庭關係，佔17%。並轉介51人接受輔導或其他服務。
- 義工團隊更為有需要的個人或獨居長者及夫婦，定期致電關懷，向33位有需要人士送上溫暖及關懷。
- 專線義工團不單以電話提供服務，更擴闊了服務的範疇，參與社區外展服務行動，分別於農曆年間探訪區內私型護老院及進行街頭展覽，為街坊即席寫揮春，進入人群中傳遞關愛信息。
- 本年度義工團舉行了專線十周年紀念慶祝會，一起重溫過往的服務歷程，彼此激勵；而年中舉辦的新義工訓練課程，完結後合共有16位新義工加入電話輔導的行列，令團隊人數增至40多人，而團隊士氣也進一步提升。部份資深義工更參與中心為澳門婦女義工的訓練活動，分享服務使命及經驗。



專線義工十周年紀念晚會

Careline volunteers celebrated the 10th Anniversary of Careline Service

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

Targeted Users

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

Service Delivery

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

Service Highlight

- This year, the Family Careline Service continued serving in telephone counselling service. More than 1,700 calls were received on emotional problems which accounted for 45% of the total number of calls received, followed by family relationship problems, which occupied 17%. 51 persons were referred for counselling or other services during the year.
- Besides, a total of 33 individuals and elders alone or elder couples were served with regular telephone concern calls by volunteers sending their love and concern to the needy.
- Other than hotline telephone service, volunteers also extended their service scope to outreaching community service, which included visit to a private elderly home and road show cum Fei Chun writing was arranged during Lunar New Year to promote caring in the community.
- During the year, the volunteer team had organized the 10th Anniversary Programme of Careline Service and revisited its milestones to facilitate mutual support and inspiration among volunteers. After the new volunteer training course, 16 new volunteers had joined the hotline service, putting the total number of volunteers to 40. Some of the experienced volunteers also participated in the Woman Volunteer Training Programme from Macau and shared their mission and servicing experience in Careline.



2018義工同樂日：攤位遊戲齊參與

Participation in a game booth in 2018 Volunteer Fun Day

「以家為本」心理健康服務

Family Mental Health Service

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

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

Targeted Users

People suffering from stress or emotional problems.

Service Delivery

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

Service Highlight

- “Cognitive Behavioural Therapy (CBT) groups” were implemented in our six IFSCs continuously. The group aimed at enhancing participants’ stress management, positive thinking, skills in interpersonal relationship and problem solving skills. The outcomes and feedback were very positive. On the other hand, new and diversified approaches were applied in Mental Health Enhancement Programme (MHEP) to facilitate participants’ mental wellness. Physical pain was common nowadays. MHEP organized related programme to cater users’ need in this year, such as yoga, eight-section brocade, health exercises and positive breathing. Members found them useful for reliving their pains and stresses.
- This year, the Community Education Programme was held in Jan 2018 with over 100 attendances. Participants showed very positive feedback. Music therapy was the theme of this year. Through sharing of registered music therapist, participants learnt how to reduce their stresses by music. Different experiential workshops were organized after the talk, such as mindfulness and Africa drum for enhancing participants’ mental wellness.

此計劃在機構屬下六間綜合家庭服務中心推行，主要是為情緒有困擾或有壓力的人士，透過多樣的活動，學習以不同的角度處理問題，從而減輕壓力。

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

服務對象

受情緒或壓力困擾的人士。

服務形式

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

服務重點

- 一如以往，此計劃繼續在機構之六間綜合家庭服務中心推行。「健康身心小組」旨在讓參加者認識壓力的來源、分辨正負面的想法並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。完成小組後，參加者都表示獲益良多。而「晴心天地」之活動繼續以多元化的形式來提升參加者的精神健康。有見都市人患有痛症的情況越趨普遍，故今年有不少相關活動舉辦，以舒緩參加者的情況並藉以促進他們的身心健康，例如瑜珈班、八段錦保健班、健康操及正向呼吸等。
- 今年舉辦的大型社區教育活動，主題是音樂治療。報名情況踴躍，有過百名參加者出席。透過音樂治療師的分享，參加者學習到如何從音樂中得到放鬆。活動當日也安排了不同的體驗工作坊，例如靜觀、非洲鼓等，以提升參加者對自己身心靈的認識。參加者對活動都有非常正面的評價。



「樂韻柔心·樂在你手」，本服務一年一度的大型活動。今年的主題是音樂治療。由音樂治療師帶領參加者學習如何從音樂中減輕個人壓力。The community education programme was the thematic programme of this year. Through the sharing of registered music therapist, participants learnt how to reduce their stress by music.



初春·品茶

由茶藝師帶領參加者學習在日常生活中透過品飲放鬆減壓，讓參加者渡過輕鬆愉快的時光

Tea tasting programme provided space for participants to experience relaxing time

和平行動

Peace Movement

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

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

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

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

栽種和平行動

Alternatives to Violence Project

服務對象

有興趣的人士。

服務重點

- 為「栽種和平」畢業學員舉辦季度工作坊，繼續深化對「和平」主題的學習。
- 繼續在西貢及將軍澳區為青少年和市民舉辦工作坊及地區活動，培訓和平大使，推廣和平的信息。

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

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

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

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

Targeted Users

People who are interested.

Service Highlight

- Conducted quarterly meetings for AVP alumni to consolidate learning of peace.
- Continue to run workshops and programmes for youths and other public in Sai Kung and Tseung Kwan O to train peace ambassadors promoting peace in the districts.

「和平學坊」課程 - 停止家暴的學習計劃

“PEACE CAMPUS” - Educational Programme on Stopping Domestic Violence

服務對象

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

服務形式

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

服務重點

- 舉辦教育工作坊，增強參加者掌握「非暴力」及和平的伴侶溝通的知識，服務滿意率達100%。
- 共舉辦4次互助聚會，令畢業學員繼續互相支持，自我提升。
- 透過不同宣傳手法向區內人士推廣，包括到地區會議介紹和進行街展等，宣傳「和平學坊」課程。

Targeted Users

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

Service Delivery

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

Service Highlight

- Educational workshops were conducted to enhance participants’ knowledge on “non-violent” and “peaceful” couples communication, participants’ satisfaction rate towards the workshops reached 100%.
- 4 Mutual-aid sessions were completed to facilitate graduates’ mutual support and self-learning.
- Promoting the “Peace Campus” programme to district organizations and the public through different channels, including sharing sessions in district meetings and mobile counters, etc.



「和平學坊」互相聚會，課程畢業男士在社工帶領，分享生活點滴
A graduate under the guidance of social worker in the “Peace Campus” Mutual-aid session shared his experience in the programme



「栽種和平」畢業同學季度聚會
Gathering of “AVP” Alumni

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

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

服務對象

- 曾經或現正經歷家庭暴力的婦女和兒童。
- 公眾人士。

服務形式

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

服務重點

- 透過「反家暴」社區教育以不同的心理治療法及技巧訓練，協助及支援受虐婦女及兒童過渡困境。
- 推動義工服務以支援有需要的婦女及兒童，於社區進行教育活動。
- 邀請「過來人」成為導師，幫助居住在觀塘及葵青有需要的人士。
- 正與香港大學及香港理工大學，合作進行一項婦女健康調查，為面對與親密伴侶衝突或正承受伴侶的暴力的婦女探討其求助行為，分析結果會於2018年底公佈。



在嘉年華活動中，設置攤位遊戲，讓大眾認識情緒管理的方法
Set up game booths in a district carnival to enhance public awareness on emotional control

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Community education on anti-violence. Assist and support abused women and their children to cope with their hardships through therapy and skills enhancement programmes.
- Continue to provide voluntary service on supporting abused women and their children and implementing educational programmes in the community.
- Invite users to be mentors helping the new users in Kwun Tong, Kwai Chung and Tsing Yi.
- Conducting a research with University of Hong Kong and The Hong Kong Polytechnic University on help-seeking behaviors of women who experienced high marital conflict and/or violence. Research results would be announced at the end of 2018.



兒童在治療小組中透過故事、圖卡及個人分享處理他們在家暴經歷中的壓抑情緒
Children who witnessed parents' violence shared their pent-up feelings through emotion card and story re-telling



男士家友站 “He-Men, Hear Men” Project

一直以來，男性因為文化及性別的定形，多數在困難時將自己孤立起來，以工作、嗜好作為逃避，或將悲哀的情緒轉化為憤怒，本會獲得公益金撥款，展開為期兩年的男士家友站之「再展男圖」計劃，為正面對婚姻危機的男士，提供各種支援服務，讓他們可以找到同路人的扶持，告別分居 / 離婚的傷痛。

服務對象

正面對婚姻危機的男士。

服務形式

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

服務重點

- 共舉辦八次多元化的生命重整興趣班。
- 兩次治療及五個互助小組、11次男士講座及17次社區活動，相互勉勵，重整婚姻離異後生活上的適應。
- 舉辦一次朋輩輔導訓練，培訓七位義工，進行了超過100次電話關懷及探訪。
- 成功舉辦一次男士家庭戶外活動，促進男士與家人的關係。
- 獲慈善基金撥款資助男士服務計劃兩年，由2017年10月開始。



社區教育
Community education

Affected by cultural and gender influence, men tend to hide up themselves or adopt a avoidance approach when facing difficulties. This 2-year project is supported by Community Chest. It aims to assist separated / divorced men (SDM) in adjusting to new life and rebuilding connection with Self, Family, Peers and Community through a series of life rebuilding classes, groups and educational programmes.

Targeted Users

Divorced / Separated men.

Service Delivery

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

Service Highlight

- Eight Life Rebuilding Classes had been completed.
- Two therapeutic groups, 5 mutual aid groups, 11 educational seminars and 17 community programmes for SDM were organized. All of the participants showed improvement in adjustment towards marital separation and overall mental health.
- one mentorship training workshop with seven mentors was trained. Over 100 concern calls and visits were conducted.
- one family outing was held to enhance family relationship of men.
- Received funding from a charitable foundation in Hong Kong for two more years starting from October 2017.



家庭燒烤樂
Family barbecue

危機家庭支援先導計劃

Family in Crisis Pilot Support Project

承蒙周大福慈善基金資助，於2017年1月在九龍區(包括將軍澳以及西貢)開展為期兩年的「危機家庭支援先導計劃」。為面對危機的家庭提供即時的經濟援助及情緒支援，協助家庭面對難關，重建正常家庭功能。

服務對象

- 居住於九龍區(包括將軍澳及西貢)的香港居民。
- 遇上突發意外或家庭變故，如交通意外、工業意外、天災、火災等，導致家庭經濟支柱失去工作能力或死亡。
- 包括有年幼子女或在學青少年的家庭。
- 具經濟困難之基層家庭及相關需要未被政府資助服務所涵蓋的基層家庭。

服務形式

- 提供經濟援助及情緒輔導。
- 組織家庭活動和義工探訪。

服務重點

- 計劃社工主動識別和聯絡有需要的家庭，或接受轉介。
- 提供緊急經濟援助。
- 提供跨專業綜合服務：社工以個案形式跟進，按需要為家庭提供情緒支援或哀傷輔導等。
- 舉辦家庭活動，讓家庭成員共同享受輕鬆愉快的時光。
- 組織義工探訪，讓受助家庭感受社會的關心。



充滿活力的義工參與培訓後，準備出發探訪前開心的一刻
Energetic volunteers departed happily for visits after training

Chow Tai Fook Charity Foundation sponsored a 2-year project namely “Family in Crisis Pilot Support Project” starting from January 2017 in Kowloon District (including Tseung Kwan O and Sai Kung) providing immediate financial and emotional support to the families that are suffering from crisis so as to help the family restore its normal functioning.

Targeted Users

- Hong Kong citizens living in Kowloon District (including Tseung Kwan O and Sai Kung) .
- Loss of breadwinners or breadwinners unable to work due to accidents or family crisis, for example traffic accidents, industrial accidents, natural disasters or fire.
- Families with dependent children.
- Grass-root families with financial difficulties; and service need is not covered by the Government.

Service Delivery

- Provide financial assistance, casework service.
- Organize family outing and volunteer visit.

Service Highlight

- Social worker took the initiative to identify and contact the family-in-needs, or received referrals.
- Provided Emergency Financial Assistance.
- Rendered inter-disciplinary integrated service, social worker assessed the welfare needs of the family and provided services including emotional support or grief counselling.
- Conducted family activities to enable families to enjoy happy time together.
- Organized volunteer visits to send warm regards to the families.



義工與受訪家庭一起製作甜品，一起分享歡樂
Volunteers making desserts with families so as to share sweetness and joy together

小荳芽駐園社工計劃

“Nurturing Seeds” School Social Work Service

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

服務對象

幼稚園 / 幼兒園之幼童、其家人及園內老師。

服務重點

- 本年度有13間幼稚園及幼兒園參與「小荳芽駐園社工計劃」。過去一年，處理483諮詢及166個案，舉辦75個活動及24個小組，成功培育幼童及家長於社交及情緒的正面發展。
- 透過駐園社工個案輔導服務，識別有家庭危機的幼童，協助受困的家庭，支援老師處理問題。
- 為提升教職員對懷疑虐兒個案處理技巧，本會於本年度3月23日舉辦了「保護兒童 - 處理懷疑虐待兒童個案」實務技巧工作坊，並邀請了兒科醫生、本會臨床心理學家及家庭服務高級經理與參加者作實戰討論及經驗分享。



「我做得好」幼童專注力小組，透過不同的活動及練習，提升幼童專注力及學習技巧
“I Can Do It” Preschoolers Concentration Training Group, to help pre-schoolers enhance concentration and focusing skill to improve their learning ability

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

Targeted Users

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

Service Highlight

- 13 kindergartens and nurseries joined our service. 483 enquiries and 166 cases were handled in this year. 75 programmes and 24 groups were conducted to strengthen users’ social and emotional development.
- Stationing social workers provided counselling to identify at-risk preschoolers and their families so as to offer timely casework service and strengthen teachers’ ability to meet the needs of families and kindergartens.
- To equip teachers with necessary skills in handling suspected child abuse cases, our Agency conducted “Child Protection Workshop” to enhance teachers and principals’ sensitivity on detecting the children at risk. We have invited paediatrician, clinical psychologist and senior managers of family service to share their experience and practice wisdom of handing child abuse cases.



ABC歷奇教師工作坊，老師們積極討論和參與不同的歷奇遊戲，發揮團體合作的精神
Adventure-based Counselling teachers’ Workshop provided different adventure-based games to engage teachers in team building activities

同築愛兒網 - 幼稚園社工服務計劃

CareNet for the Children @ Kindergarten Social Work Service Project

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

服務對象

(排名不分先後)

• 竹園區神召會梁省德中英文幼稚園

• 仁愛堂鄧楊詠曼幼稚園

• 大埔商會張學明幼稚園 (將軍澳)

• 懷恩浸信會幼稚園

• 北角聖彼得堂幼稚園

• 路德會錫安堂幼稚園

• 救世軍中原慈善基金油塘幼稚園

• 天主教聖雅各伯幼稚園

• 基督教中心幼稚園 (油塘)

服務形式

• 諮詢服務

• 個案輔導

• 幼童培訓

• 家長培訓

• 親子培訓

• 教師支援

• 「實証為本」幼稚園學童及其家庭需要評估研究

服務重點

• 及早識別有需要的幼童及其家庭，透過駐園社工服務及個案輔導服務，在園內建立關愛輔導系統。

• 為幼童、家長及老師提供情緒管理、家長教育的支援，透過家校社工的合作，為幼童成長建築關愛的支援網絡。



舉行教師工作坊提升團隊精神
Teacher training workshop for team building

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

Targeted Users

(In no particular order)

• Pentecostal Church Of Hong Kong Leung Sing Tak Anglo-Chinese Kindergarten

• Yan Oi Tong Dan Yang Wing Man Kindergarten

• Tai Po Merchants Association Cheung Hok Ming Kindergarten (Tseung Kwan O Branch)

• Grace Baptist Kindergarten

• St Peter's Church Kindergarten

• Zion Lutheran Kindergarten

• The Salvation Army Centaline Charity Fund Yau Tong Kindergarten

• St James Catholic Kindergarten

• Christian Youth Centre Kindergarten (Yau Tong)

Service Delivery

• Enquiry service

• Casework service

• Educational / Developmental Group & Programmes for pre-schoolers

• Educational / Developmental Groups & Programmes for parents

• Parent-Child Activities

• Teacher Training Workshop

• Evidence-based research study

Service Highlight

• To have early identification on underprivileged or at risk preschoolers and families, offer timely support to them through stationing kindergarten school social work service.

• Tailor-made intervention programmes for preschoolers, parents and teachers in the serving kindergartens to enhance their functioning and mutual collaboration to achieve the healthy development of the preschoolers.



家長在「管教孩子我有計」家長小組完成4節家長小組後，變得更有信心去管教孩子
Parents in the “positive parenting group” have more confidence in parenting after the completion of 4 sessions in training group

親愛有家 - 親子遊戲輔導計劃

Sweet Home Sweet Child - Child Parent Relationship Enhancement Project

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

服務對象

3至10歲兒童的家長及寄養家長

服務形式

• 社區推廣站。

• 家長講座。

• 家長訓練工作坊 (課程共四節)。

• 「親子遊戲輔導」家長訓練小組 (課程共十節)。

• 「親子遊戲輔導」家長同學會。

• 「親子遊戲輔導」大使訓練。

• 家長支援服務。

• 成效評估研究調查。

服務重點

• 讓家長透過本計劃學習如何利用「遊戲」增進與孩子溝通的方法，更明白及了解孩子的內心世界及成長需要，從而令家長重拾育兒的基本信念、重新建立正確親職管教的價值觀。

• 計劃中的「親子遊戲輔導」家長訓練小組 (課程共十節)，除了讓家長認識遊戲對兒童情緒的治療功能，學習「親子遊戲治療法」的理論、原則及技巧外，課程更會提供角色扮演練習、錄影片段示範，協助家長在家中為自己的子女進行親子特別遊戲時間，並拍攝實習情況，與導師及組員分享片段，以便將所學實踐及應用在日常生活中。

• 家長透過學習「親子遊戲輔導」的理論、技巧及實踐，預備家長作子女的隨時輔導員，幫助子女克服並預防各種情緒及行為障礙，讓子女健康成長。



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

Targeted Users

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

Service Delivery

• This project mainly comprises eight program domains :

• Community Roadshows.

• Parent Educational Talks.

• Topical Educational Workshops.

• “Child Parent Relationship Therapy” Parent Training Groups (10 sessions).

• “Child Parent Relationship Therapy” Parent Alumni.

• “Child Parent Relationship Therapy” Parent Ambassadors.

• Parent Support Service.

• Research & Evaluation.

Service Highlight

• The project represents a new paradigm of parent education such that parents are led to understand the inner world of the children through their natural communication channel of “play” and instead of verbalization.

• The project involves a “practicum” and “supervision” component in which parents videotaped their home play sessions with their children and presented the tape. They could receive feedback from the group members and instructors during the CPRT parent training. Parents can directly practice the parenting skills learnt with their own children and experience the effect of implementation on both of them and their relationships.

• The project is a new breakthrough that parents can also learn the knowledge and skills of play therapy and act as the therapists of their own children to support their needs. This is an empowering process for the parents.

完成10節「親子遊戲輔導」家長訓練小組的家長一起來張表情鬼馬大合照
Parents who completed the 10 sessions of “Child Parent Relationship Therapeutic” training made their funny faces in group photo

新地「雨後彩虹」計劃 支援面對家庭逆境的兒童

SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis

新地「雨後彩虹」計劃支援面對家庭逆境的兒童。

服務對象

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

服務形式

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

服務重點

- 本計劃承蒙新鴻基地產發展有限公司撥款贊助，為18歲或以下、過去12個月內曾遭遇父母離世、家庭暴力、父母離異或其他家庭危機之兒童提供適切的輔導服務，以舒緩兒童的負面情緒及心理壓力，減低家庭危機為兒童帶來之長遠心理及社交發展之影響。
- 本會由2017年1月起推行此計劃，為期一年半，計劃之服務重點包括：
 - 由臨床心理學家、社工及藝術治療師之多專業團隊為兒童提供服務。
 - 以兒童為本遊戲治療法或藝術治療提供深入輔導。
 - 建立轉介機制，並與轉介者合作為整個家庭提供全面支援。
 - 接受全港的轉介。



藝術治療小組之枕頭大戰，以枕頭表達心中所想
Pillow fight in therapeutic group for participants to express their feeling

SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis.

Targeted Users

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

Service Delivery

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

Service Highlight

- With the generous support from Sun Hung Kai Properties Limited (SHKP), our Society had launched SHKP Rainbow with KIDS Supporting Children Encountered Family Crisis, which targets children suffering from family crisis, including bereavement of parents, family violence parental separation or divorce or other family crisis in the past 12 months. It also aims at relieving psychological stress of children and reducing the possible far-reaching impacts on children's psychological and social development by providing in-depth counselling service.
- This project has been commenced from January 2017 for 1.5 years. Service highlights include:
 - Render service by a team of professionals including clinical psychologist, social workers and art therapist.
 - Render in-depth and intensive counselling service by child-centred play therapy or art therapy.
 - Buildup referral mechanism and co-work with referrers to provide comprehensive support families in need.
 - Accept territory-wide referrals.



參加者在藝術治療小組撕報紙，撕走心中的不快
Participants in the therapeutic group tore newspapers to tear their unhappiness

「童」步成長路

“Kids” the Future

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

服務對象

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

服務形式

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

服務重點

- 今年，是「童」步成長路計劃的第五年，亦是計劃的最後一個年度。與過去四年一樣，計劃提供了額外的資源，為經濟條件較為匱乏的小朋友提供了不少於課餘時間參與體藝活動的經驗。他們除可獲資助參加本會六間綜合家庭服務中心舉行的興趣班組外，亦透過香港不同的社福機構、幼稚園及學校等，轉介有需要兒童申請現金援助，以及參加坊間的興趣班組，發展個人不同潛能。
- 在過去一年，超過140名小朋友獲計劃現金援助。而於機構綜合家庭服務中心參加興趣班組的小朋友則近900人次。



部份透過本計劃參加口琴班的小朋友，有機會到屯門大會堂作畢業表演
Some children performed in the Harmonica Performance Show at Tuen Mun Town Hall

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

Targeted Users

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

Service Delivery

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

Service Highlight

- This is the fifth year, and also the final year of “Kids” the Future Project. Same as the past four years, with the funding support from the BOCG Life, the Project supported children from deprived families, in terms of financial assistance, as well as interest classes in our IFSCs to develop their potentials and enhance their confidence.
- In the past year, over 140 participants were benefited from the financial aid. Over 900 attendances were recorded in interest classes under this project.



來讓我們一起合奏一曲
Let's jam a song together

「婆媳緣・祖孫情」多代家庭教育及支援計劃

Education and Support Project for Multi-generation Families

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

服務對象

多代家庭成員如婆媳、祖父母、丈夫、老爺等。

服務形式

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

服務重點

由2017年4月開展至2018年3月期間，本計劃進行了以下工作：

- 以「中間人」為主題分別進行多次多代家庭戶外活動，例如「多代家庭運動會」、「代代有愛家庭日營」等，以正面及有趣的方法，向社區人士推廣尊重、關心、代代有愛的核心家庭價值信念，締造社會的關愛文化。
- 繼續以外展手法於不同戶外地點設立家庭教室，向公眾人士推廣及倡議和諧婆媳及祖孫關係的重要性。
- 繼續於不同地區（筲箕灣、九龍城及屯門）設立多代家庭資源閣，為多代家庭成員提供家庭關係資訊，如婆媳相處技巧、隔代管教秘訣等。
- 與全港不同機構建立「同心行」夥伴網絡，並為其服務使用者舉辦奶奶 / 準奶奶 / 媳婦 / 準媳婦及丈夫 / 老爺 / 祖父母訓練工作坊等，提升婆媳關係及祖父母與隔代關係，並關注自身的身心靈健康。
- 招募奶奶及媳婦為義工並接受義工訓練，成為婆媳「代」言人，於日後的活動中協助推廣及分享正面婆媳信息。
- 透過紙媒及大氣電波，向社會大眾傳遞有關「婆媳緣・祖孫情」的多代家庭和諧關係的重要性。

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

Targeted Users

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

Service Delivery

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

Service Highlight

From April 2017 to March 2018, the project had been delivered as follows:

- “Middle Person in Family” was the main theme of the community activities, such as “Multi-Generation Sport Day”, “Multi-Generation Day Camp”, which advocated the core family value in order to promote the “respect, concern and love” culture and to create care and concern in the community.
- Conducted outreach family classrooms in different locations to advocate harmonious and positive in-law relationship and grandparent-child relationship.
- Established resource corner at different districts (Shau Kei Wan, Kowloon City and Tuen Mun) for multi-generation families and to provide information on in-law and grandparent relationship, grand-parenting skills, etc.
- Collaborated with district partners in the territory to organize workshops for mothers and daughter-in-laws, in-laws to be, husbands, father-in-laws and grandparents, etc. and to enhance their physical and psychological well-being.
- Recruited mothers and daughter-in-laws to be the volunteers and provided trainings to facilitate them in promoting and conveying positive in-law relationship to the community.
- Leveraged the printed and electronic media to advocate the importance of maintaining loving family and harmonious multi-generation relationships.



戶外地區教室
Outreaching classroom



到外間機構進行的「婆媳關係」工作坊
Conducting workshop for other agency on the in-law relationship



到外間機構進行的「祖孫情」工作坊
Conducting workshop for other agency on the grand-parenting relationship



三代童堂競技賽 - 三代人一起的運動會
Multi-generation obstacle race to enhance relationship of multi-generation families



在代代有愛日營中的中間人講座
Seminar, “The role of “middle-person” in multi-generation family” was held during the “loving family day camp”

少數族裔語文課程

Language Programme for Ethnic Minorities



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

服務對象

居住於荃灣及葵青區之少數族裔成年人士。

服務形式

廣東話、英語課堂及課程亦包括課堂以外的學習活動。

服務重點

- 自2010年7月，本會獲民政事務局贊助，開辦為少數族裔而設之「語文課程」，並於本年度繼續在荃灣及葵青區推行，目的是協助少數族裔人士學習中英文，適應及融入社區生活。
- 本年度為少數族裔之成年人士開辦六班語文班，包括廣東話及英文班基礎、中班及高級課程。受惠人士合共85人，包括美國、菲律賓、印度、老撾、尼泊爾、巴基斯坦、泰國、委內瑞拉及越南籍人士。
- 廣東話班採用「中文環境系統教學方法」，透過中文環境系統電腦程式輸入法，讓學員認識中文繁體字的結構，學習到聽、講、讀、寫等範疇，更能讓少數族裔學員學習到中文電腦輸入法。
- 英文班部份課程採用「聖三一國際英文口語考試課程」，加強學員的會話能力。
- 滙豐銀行義工定期到中心協助少數族裔學員練習聽、讀、寫、講中文，提升學員說廣東話的信心，協助他們融入社區生活。



用英文在快餐店點食物
Using English to order food at a fast food shop

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

Targeted Users

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

Service Delivery

Cantonese and English courses with classroom and activities.

Service Highlight

- Our Society has arranged Language Programmes for Ethnic Minorities funded by Home Affairs Department (HAD) since July 2010. In this year, it continued to arrange Programmes in Tsuen Wan and Kwai Tsing districts, to help Ethnic Minorities (EM) learn Chinese and English to adapt to new life in Hong Kong.
- A total of six language classes in Cantonese, English including Basic, Intermediate and Advanced Levels have been arranged for the adults of ethnic minority groups. A total of 85 beneficiaries including American, Filipino, Indian, Nepalese, Pakistani, Thai, Venezuelans and Vietnamese were recorded.
- The “Chinese Alphabets Logical Language System (CALLS)” was adopted to teach the EM students on traditional Chinese characters. Through CALLS, students not only learnt Chinese listening, speaking, reading and writing skills, but also Chinese Characters Input Method.
- The English Classes adopted the curriculum of “Trinity Graded English Examinations in Spoken English” so as to strengthen students’ oral skills.
- Volunteers from HSBC were invited to help the students to practise their Chinese listening, speaking, reading and writing skills, which strengthened students’ confidence in speaking Cantonese and facilitated their integration into the community.



到家庭用品店學習不同日用品的英文名稱
Learning English in a grocery store

兒童照顧服務

Child Care Services

兒童是社會的未來棟樑。兒童的健康成長，有賴家長及家人適當的照顧和關懷。近年，政府鼓勵「釋放婦女勞動力」以促進婦女就業，兒童照顧服務的需求因而日漸增加。另一方面，當家庭面對危機或困難，未能承擔基本照顧的責任時，提供特別的支援和引導，以保障兒童得到適當的照顧及在安全的環境下成長，猶為重要。

過去十年，香港每年的虐待兒童個案維持於900-1,000宗。其中疏忽照顧個案由2007年的114宗躍升至2017的229宗，上升率達101%，而過去五年，0-2歲兒童受虐個案亦有上升的趨勢，由2013年70宗至2016年158宗，上升率達126%，值得關注。本會提供的寄養服務、兒童課後照顧及支援服務，以及愛心社區保姆服務，就是要支援這些處於困難或危機中的家庭和兒童。

本會抱持「以家為本」的服務信念，自1984年起提供各項寄養服務，以協助缺乏家人照顧的兒童。由於絕大多數寄養兒童皆有特殊的社會需要，對寄養父母在照顧兒童方面造成不少額外的要求和挑戰。有鑒於此，本會透過「家福寄養學堂」定期開設有關兒童心理及行為的專業培訓班，並設立寄養家長互助小組「閒情會」，交流個案實踐的經驗，以提升寄養家長的照顧能力及給予支援。2017-2018年度，本會以「不離不棄」為主題，透過不同活動促進寄養家長、寄養兒童及親生家庭之間的關係，以達到更佳的服務果效。本年度寄養服務的受惠人數為370名。親生家長、寄養兒童及寄養家長對服務的滿意率分別為100%、97%及100%。至於寄養服務（緊急）個案，則有78個。親生家長、寄養兒童及寄養家長對服務的滿意率分別為98%、100%及98%。

本會轄下不同中心也派員到校提供兒童課後照顧及支援服務，為有需要之中、小學生提供課餘託管與課後學習及支援服務。本年度的重點為提升學童對家庭的凝聚力及溝通，透過舉辦各類型活動，如親子工作坊、家庭戶外活動及「課餘託管家長會」等，凝聚家庭力量，促進親子關係。此外，我們亦為學校及社區引入不同的資源，提供更多元化的服務予有需要的兒童及其家庭。本年度兒童課後照顧及支援服務的受惠人數達304名。

另一方面，本會為就讀小學的兒童提供短暫式照顧及發展性活動，以回應近年社會對於這些兒童的照顧及支援服務的殷切需求。除了配合政府的政策，在各區的服務單位內提供「兒童課後照顧及支援服務」外，我們在西貢及將軍澳區推行「愛心社區保姆服務－鄰里支援幼兒照顧計劃」，為九歲以下幼兒及兒童提供具彈性的日間照顧服務。透過此計劃，區內不少家庭已成功建立互助支援網絡，並參與推行社區教育，倡導正確的幼兒照顧和預防兒童疏忽照顧等信息，進一步鞏固及提升社區內兒童的照顧素質及關注。過去一年，此計劃繼續於地區內推行不同形式的宣傳及教育活動，藉此推廣「鄰里守望」及「妥善照顧幼兒」等信息。有鑒於區內嬰幼兒照顧需求日增，我們積極招募更多保姆，並提供訓練，以配合地區上不同幼兒的照顧需要。2017-2018年度本計劃服務時數達53,153小時，幫助了275名幼兒及兒童。來年，本會將繼續開拓地區資源，招募更多愛心保姆，使有需要的家庭得到足夠的支援，減輕照顧幼兒的壓力。

此外，社會福利署於2016年12月委託香港大學社會工作及社會行政學系開展「幼兒照顧服務的長遠發展研究」，檢視本港幼兒照顧服務的情況，並對有關服務的長遠發展提出建議。本會將協助邀請保姆參與聚焦小組及問卷調查，使是項研究能順利進行。

Children are the future of our society. Proper care from parents and family during childhood is essential for their healthy development. In recent years, the government promotes “unleashing the labour force of women” and, as a result, the demand for child care support continues to rise. Besides, there are families that could not shoulder the child care responsibility due to family crisis or problems. It is necessary to provide extra support and guidance to ensure children receive adequate care and grow up in a safe environment.

In the past decade, there was a record of 900-1,000 child abuses cases every year. It was alarming that there was an upsurge of child neglect cases from 114 cases in 2007 to 229 cases in 2017, i.e. increased by 101 %. In the past five years, the number of abused children with 0-2 years old increased significantly from 70 cases in 2013 to 158 in 2016, i.e. 126%. The Society has been providing different kinds of child care support services including the Foster Care Service, the After School Care and Support Programme and the Neighbourhood Support Child Care Project to serve the child care needs of families and promote the well-being of children.

Upholding the family perspective, the Society has developed different kinds of foster care services since 1984 to take care of children without proper family care and support. As the vast majority of children under Foster Care are those with special social needs, this has created additional demands and challenges on foster parents’ caring functions. In view of this, the Society has kept on providing professional training and support to foster parents through our “Foster Parents’ Training School” as well as establishing foster parent mutual support groups in different districts. In 2017-2018, with the theme “To contain and accept”, programmes were launched to facilitate the relationship among foster parents, foster children and the natural parents and enhance the quality of care. There were a total of 370 cases in Foster Care (Ordinary) and the satisfaction rate of natural parents, foster children and foster parents were 100%, 97%, 100% respectively. For Foster care (Emergency) Service, a total of 78 cases were served and the satisfaction rate of natural parents, foster children and foster parents were 98%, 100% and 98% respectively.

The “After School Care and Support Programme” provides Centre-based and School-based supportive services to primary and secondary school students. In this year, we focused on enhancing students’ family cohesion and communication and organized parent-child workshops, family outing and regular parents’ meeting sessions for students and families. Furthermore, we mobilized different community resources and provided a variety of tailor-made programme activities to needy children and their families. A total of 304 service recipients were served in this year.

Apart from the “After School Care and Support Programme”, the Society also rendered the “Neighbourhood Support Child Care Project” in Sai Kung and Tseung Kwan O that provided a flexible day care service for children aged under nine years old. Through this service, we have developed networks among families in the community and promoted their mutual support. They were also mobilized to participate in community education to advocate for proper child care and prevention of child neglect. The service also continued our promotion and education programmes in the district with the themes “neighbourhood support” and “taking proper care of children”. In view of the increasing demands for infant care, concerted efforts were made to recruit and train up child carers in this respect. In 2017-2018, we served 275 infants and children with more than 53,153 service hours. We would continue to explore community resources and recruit child carers to support and release the child care stress of the needy families. Besides, in December 2016, the Social Welfare Department (SWD) engaged The University of Hong Kong to conduct a consultancy study to investigate the overall provision of day child care services in Hong Kong. We would invite our carers to join the focus group and survey and to contribute to the study.

寄養服務

Foster Care Service

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

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

服務對象

由初生至18歲的兒童，男女均可。

服務形式

為有需要兒童提供24小時家庭式照顧。

服務重點

招募寄養家庭

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

訓練及維繫寄養家長

- 為提升寄養家長照顧寄養兒童的質素，本會舉辦了不同類型的訓練，如親子遊戲治療法家長訓練、「親子糖藕豆暨家福寄養學堂頒獎禮」、養心養生工作坊及「ADHD有藥醫」講座等。
- 於新界西、東九龍及西九龍區設立「閒情會」，為寄養家長提供互相支援的平台，提升照顧兒童的能力，並支援及維繫該區寄養家長。本年度更配合寄養家長訓練課程，於三區「閒情會」作跟進導修，以支援寄養家長在管教技巧方面之應用。此外，本會亦舉辦新春茶聚、緣聚食堂等活動，以維繫及關顧寄養家長身、心、靈等各方面的需要。

支援寄養兒童

- 寄養兒童來自有不同問題的家庭，故需要特別照顧及支援。本年提供了不同種類的活動，如「童心同行」師友計劃、Story Fun Fun Fun、「小煮意，大玩意」、「喵星人」電影欣賞及「昆蟲王國奇遇記」音樂劇及「扶幼享天倫」親子活動等，以回應寄養兒童不同的需要。

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

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

Targeted Users

Children of both sexes aged from 0 - 18.

Service Delivery

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

Service Highlight

Recruitment of Foster Families

- Due to the insufficient foster families, children in need could not be cared properly. Hence, continuous efforts on promotion and recruitment of foster families were made such as using social media and developing facebook fans page to promote foster care service.
- We had collaboration with the Social Welfare Department and other foster care agencies to form the “Task group on Promotion and Recruitment” in developing the strategies on promotion and recruitment of foster families.

Training and Retention of Foster Parents

- To enhance foster parents’ care quality, in-service trainings were inevitable. Topics such as Filial therapy, “Parent child relationship cum award ceremony”, “Seminars on handling ADHD children” and “Chinese herbal treatment” were arranged.
- Support Groups in New Territories West, East Kowloon and West Kowloon were established to provide mutual support and enhance care quality of foster parents.

Support for Foster Children

- Foster children usually come from families with complicated problems, they were in need of special care and support. Activities such as Mentorship programme, Story Fun Fun Fun, movie and musical appreciation, and buffet were arranged to meet their different needs.

社區協作

- 本年本會與不同企業或慈善團體合作，如中國燃氣控股有限公司、數碼通電訊有限公司、離島扶輪社及九龍城浸信會長者鄰舍中心等，為寄養兒童提供不同類型活動。

Collaboration with the Community Organizations

- In 2017-18, we collaborated with different corporates and charity groups such as the China Gas Holdings Ltd, SmarTone Communications Limited, the Rotary Club of Channel Islands and the Kowloon City Baptist Church Elderly Neighbourhood Centre to arrange different activities for foster children.



寄養小朋友與寄養家長們在義工悉心指導下製作薄餅
Foster children joined foster parents to make pizzas under the guidance from volunteers



義工們為寄養兒童設計遊戲
Volunteers designed programme for foster children

寄養服務（緊急照顧） Foster Care (Emergency)



「親子遊戲輔導」家長小組之學員正進行角色扮演
Foster parents in filial play training conducted role play session



寄養小朋友和義工們參與「友共扶鄰-社區大搜查」計劃
Foster children and volunteers joining in a community programme



中心定期為寄養家長進行培訓添加知識
Regular in-service trainings for foster parents

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

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

服務對象

由初生至18歲的兒童，男女均可。

服務形式

為有需要兒童提供24小時家庭式照顧。

服務重點

招募寄養家庭

- 透過不同媒體如報章及社交網絡宣傳寄養服務。

訓練及維繫寄養家長

- 為提升寄養家長照顧寄養兒童的質素，舉辦「共童渡過 - 天有不測之風雲」工作坊。
- 提供服務前訓練予新寄養家長。
- 為與緊急寄養家長保持連繫及提供支援，除了每月家訪外，我們亦舉辦中秋及新春茶聚，與寄養家長分享寄養過程的苦與樂。

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

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

Targeted Users

Children of both sexes aged from 0 - 18.

Service Delivery

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

Service Highlight

Recruitment of Foster Families

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

Training and Retention of Foster Parents

- Training on “Walking with the children - helping children to work through family crisis” was arranged to enhance foster parents’ care quality.
- Provide pre-service training for newly recruited foster parents.
- Apart from the monthly home visits to support and retain the foster families, tea gatherings were also arranged during the Mid-Autumn Festival and Lunar New Year to share their sweets and bitters of fostering.



寄養姨姨分享如何協助寄養兒童入住緊急寄養家庭的經驗
Experience sharing among foster parents on helping foster children in foster care (emergency) service

「愛心社區保姆服務」- 鄰里支援幼兒照顧計劃

Neighbourhood Support Child Care Project

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

服務對象

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

服務形式

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

服務重點

- 因應社區需要，於西貢及將軍澳區提供優質的鄰里支援幼兒照顧服務。
- 為九歲以下兒童提供具彈性的幼兒照顧服務，同時促進社區參與和鄰里互助。
- 與不同機構及政府部門，如社會福利署、母嬰健康院、學校等維持地區網絡及緊密的合作，以不同形式的宣傳及教育活動，發放「切勿獨留兒童不顧」及「妥善照顧幼兒」的信息。
- 由於服務查詢及新個案人數不斷上升，因此積極於區內招募更多優質的保姆以配合服務需求。
- 為提升及確保保姆服務的質素，由招募、評核到訓練保姆的過程，一律由計劃的專業社工負責統籌管理及提供訓練。
- 定期舉辦保姆訓練活動，以增加保姆對幼兒護理及家居安全的知識，藉以提升她們照顧幼兒的技巧；同時，也為保姆及家長舉辦恒常支援活動及大型家庭活動，促進身心健康，倡導互助精神。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Provided community-based and quality child care service for working parents or parents with urgent needs in Tseung Kwan O and Sai Kung District so as to reduce the risk of leaving young children unattended at home.
- Provided flexible form of child care service for children aged under nine, and promoted community participation and mutual help in the neighbourhood.
- Through collaboration and networking with the Social Welfare Department, Maternal Child and Health Centre, and schools, publicity and education work were arranged to promote the importance of “not leaving children unattended” and “taking proper care of children”.
- Kept on recruiting more carers in the community so as to accommodate the increasing enquires and new cases of the service.
- The recruitment, assessment and training of volunteer carers were managed and supervised by registered social workers of Neighbourhood Support Child Care Project operators to ensure service quality.
- Provided regular training on children health and home safety so as to enhance the child care ability of the carers. Regular mutual support programmes and mass family programmes were arranged for carers and parents, so as to enhance their physical and mental health well-being, as well as promote mutual help spirit.



社區保姆為幼兒預備午餐及協助幼兒進食
Carers prepared lunch for children and assisted them to eat



保姆悉心照顧幼兒，逗幼兒玩耍
Carer looked after and played with the child



社區保姆在照顧幼兒期間一同玩玩具
Child carers played toys with children

兒童課後照顧及支援服務

After School Care and Support Programme

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

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

服務對象

- 父母或照顧者未能於放學後提供適切照顧的小學生。

- 來自清貧家庭的中、小學生。

服務形式

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

服務重點

- 為學童提供適切及社區為本的課後學習支援服務，提升學童的學習動機，以回應社區需要。
- 協助在職家長或正身處危機的家庭，解決他們照顧子女的困難，避免兒童獨留在家中。
- 為學童設計多元化活動以促進他們的成長，內容包括：團體合作、多元智能活動、自理訓練等。
- 提供個別輔導及小組訓練予有特別需要之學童，包括專注力和社交技巧訓練，有需要與其他服務單位緊密合作，強化支援效果。
- 定期與家長會面，加強雙方的溝通，以了解學童的狀況及建議適切的管教技巧。
- 定期舉行親子活動，提升親子間的了解和關係。

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

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Provided tailor-made community-based after school care service for the targeted students to enhance their study motivation. Supportive programmes were also designed according to the needs of the community.
- Provided child care assistance for working parents or families facing crisis or having difficulties in looking after their children so as to minimize the risk of children unattended at home.
- Designed different programmes including team-building activities and multiple-intelligence activities, self-care ability training etc. to facilitate the development of children.
- Strengthened the support for students with special needs through individual counselling and group training, such as attention skill training and social skill training, and closely cooperated with other service units, so as to enhance the effectiveness of the support as a whole.
- Provided regular meetings with parents to understand the statuses of the students and suggest appropriate parenting skills to them.
- Provided regular family activities to enhance the relationship and understanding between parents and child.



同學接受訓練，學習團隊合作精神
Students joined the training camp to learn how to build up team spirit



中心定期為學生舉辦節日活動，增加歸屬感
Centre organized festival celebration activities regularly to enhance students' sense of belonging



功課時間後，學生參與遊戲，放鬆讀書壓力
After doing homework, students participated in different games to relieve their study pressure

青少年及兒童服務

Children and Youth Services

本會之青少年服務主要由駐校社會工作服務及綜合青少年服務中心組成，我們分別為全港40間中學及將軍澳區的青少年及其家長提供專業服務，與他們一起面對在求學及成長中遇到的挑戰。除此以外，我們繼續透過與其他政府部門、商業機構、學校及社區團體之伙伴合作，推出以四個服務焦點為主軸的服務，當中包括「青少年精神健康服務」、「衝突化解培育服務」、「生涯目標規劃服務」及「特殊教育需要服務」。

過去一年，我們學校社會工作服務團隊共為3,435名青少年及其家庭提供深入的個案輔導，同時於校內舉辦了2,598節小組及活動。我們位於將軍澳的綜合青少年服務團隊整年合共進行了3,577節多元化活動，服務人次達40,616。此外，我們推出不同主題及形式之計劃，將服務進一步推展至其他中小學及社區，讓更多青少年及家長受惠。

回應學童自殺問題，本會得到優質教育基金贊助下，與33間中學協作推行「沿途有你 - 與『好心情@學校』計劃有關」之校本計劃。計劃圍繞四個主題，包括積極樂觀、情緒管理、解難能力和人際關係，以提升學生自我效能感和培育正面的價值觀。除此之外，我們亦為家長及老師提供協助，強化學校、家庭及社區的相互支援系統，締造關愛的學習環境。

本會致力在校園推行調解教育，培養學生正確處理衝突的態度和技巧，從而建立和諧校園氣氛。我們亦為24間中學提供朋輩調解員訓練，讓他們在學校及社區推廣以和平理智處理衝突的精神。另一方面，針對小學的「恒生一家福青少年調解計劃」已經進入第六年，本學年除了為22間小學提供朋輩調解員訓練之外，我們舉辦了全港第一屆「小學朋輩調解比賽」及推出「調解研究所」故事書，進一步在校園及社區推廣調解信息。

至於學生的生涯規劃工作，我們獲得民政事務局資助繼續推行的「燃・生命掌舵計劃」，為參與中學提供多方面的支援。當中「ArTech工藝承傳」，透過學習具特色的工藝及導師的經歷分享，協助青少年發掘潛能，建立正向的生活態度，從而積極規劃自己的生涯方向。面對有特殊教育需要學生的需要，我們安排「我愛猜情尋」情緒管理小組、「生命塗ART」生涯規劃小組及「執行技巧訓練」、「社交思考」小組及輔導，總共為23間中學提供超過102節的小組及活動支援，共1,707名學生受惠。

回顧過去一年的工作，我們的團隊不單達致預期的服務指標，服務質素亦獲得不同持份者的讚譽，對於前線同工的辛勞是重要的肯定。展望未來一年，我們將繼續以四個服務焦點作為服務的主軸，鞏固現有的服務內容並加入嶄新的元素，讓更多有需要的青少年及其家庭受惠。

The Society's Children and Youth Services are mainly comprised of Stationing School Social Work Service and an Integrated Children and Youth Service Centre. We provided professional services to young people and families from 40 secondary schools and those in the Tseung Kwan O District to support them to overcome the challenges in studies and personal growth. Besides, we continued to work with different government departments, corporate partners, schools and community organizations to launch services under the four main service foci, including “Adolescent Mental Health Service”, “Peaceful Conflict Resolution Services”, “Life Goal Planning Service” and “Service for Special Education Needs”.

Last year, our School Social Work team provided in-depth casework counselling service to 3,435 youth and their families and conducted 2,598 sessions of groups and programmes in schools. Our Integrated Children and Youth Services Centre in Tseung Kwan O delivered 3,577 sessions of activities throughout the year with a total of 40,616 attendances. We have also launched different projects with various themes and formats to extend our services to primary and secondary schools as well as the community to benefit more young people and their parents.

In response to the issue of student suicide, we partnered with 33 secondary schools to launch the “Triple R Project – related to the ‘Joyful@School’ Campaign” sponsored by the Quality Education Fund. The Project was designed under the four main themes of optimism, emotional management, problem solving skills and interpersonal relationships to enhance students' self-efficacy and develop their positive values. Besides, we engaged parents and teachers, and strengthened the supportive network and created a caring learning environment for students.

Our Society is dedicated to promoting mediation education in schools, and through which to equip students with positive attitudes and skills in handling conflicts and foster a peaceful school atmosphere. We provided peer mediation training for 24 secondary schools to promote peaceful conflict resolution. Moreover, the “Hang Seng — HKFWS Youth Mediation Scheme” targeted at primary school students has entered the sixth project year. Apart from providing peer mediation training for 22 primary schools, we continued to develop new initiatives and launched the first “Primary School Peer Mediation Competition” in Hong Kong and published a story book to further promote mediation in schools and the community.

Regarding “Life Goal Planning Service”, the Project “Ignite” funded by Home Affairs Bureau was continued and extended to provide various support to the participating secondary schools. “ArTech”, being a new attempt, was organized to help young people to explore their potential by learning crafting skills as well as the life story of the tutors, so as to develop their positive attitude towards future career planning. To serve students with Special Education Needs, we continued to run emotional management groups, “Art@Life” life goal planning groups, executive skill training, Social Thinking® training group for 1,707 students from 23 secondary schools with over 102 groups and programme sessions.

Last year, the service team not only achieved the service targets, but also received appreciations and recognition from different stakeholders on the service quality. All these were affirmation for the hard work of frontline staff. In the coming year, we will continue the four service foci and add new elements to flourish the solid work to benefit youth and their families.

學校社會工作服務

School Social Work Service

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

服務對象

中小學生及其家庭。

服務形式

個案、小組及活動。

服務重點

- 本會為40多間中小學提供駐校社會工作服務，除了輔導工作，亦為不同需要同學提供支援服務，協助他們面對成長中的挑戰。本年度共處理中學生個案達3,435個及舉辦2,598節活動。
- 積極回應年青人自殺風氣瀰漫的現象及施政報告對年青人精神健康的關注，本年度獲優質教育基金贊助，在33間中學推行「尊重生命，逆境同行」-沿途有你(好心情@學校)計劃；並有一間中學參與由食衛局統籌「醫教社同心協作計劃」試驗計劃，與學校攜手培育年青人面對逆境的能力，及為有精神健康問題的學生提供適切的服務。
- 繼續與教育局及電影、報刊及物品管理辦事處合作，提供「健康上網支援服務」，服務包括輔導熱線、WhatsApp支援、教師培訓、家長講座等，本年更致力推廣電子學習及網絡安全，令年青人及家長對網絡世界有更充足的準備。
- 獲得民政事務局贊助，繼續在中學推行生涯規劃教育，善用多元化的手法，讓年青人體驗傳統手藝，引領他們尋找目標。
- 繼續於中小學及大專院校推行 - 「朋輩調解計劃」及「和平與調解教育」，並繼續推行「恒生 - 家福青少年調解計劃」，惠及更多的中小學。
- 為有特殊教育需要的學生提供校本支援服務及不同訓練課程，使他們能夠適應主流學校生活，並致力推動校園共融文化，體現融合教育的真諦。今年三月亦遠赴台北考察特殊教育服務，為未來服務發展帶來新角度新思維。
- 獲得保安局禁毒處資助，在兩間中學繼續推行「健康校園計劃」，及早識別和介入，為高危青少年提供預防性活動。

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

Targeted Users

Primary and secondary students and their families.

Service Delivery

Casework, groups and programmes.

Service Highlight

- The Society provides school-based stationing service, including counselling and supportive services to more than 40 secondary and primary schools in Hong Kong to enable their psycho-social adjustment. In this year, 3,435 cases and 2,598 programme sessions were rendered in secondary schools.
- Echoed the social phenomena of youth suicide and the concerns of mental health problems as revealed in Policy Address, “Triple R Projects under Joyful@School” sponsored by Quality Education Fund were launched in 33 secondary schools while one secondary school has joined “Student Mental Health Support Scheme” by Food & Health Bureau, in order to enhance youngsters’ resilience and address their mental health problems.
- Continued to collaborate with Education Bureau and Office for Film, Newspaper and Article Administration to render service on “Healthy use of Internet”, including hotline, WhatsApp service, teachers training and parent seminars. More emphasis was put on e-Learning and e-Safety in this year.
- Life goal planning programmes were delivered through various learning means such as traditional handcraft, enabling youngsters to pursue their goals.
- Continued the “Peer Mediation Project” and “Peace and Mediation” education to primary, secondary and tertiary schools and continued the “Hang Seng - HKFWS Youth Mediation Scheme” to further promote mediation education in society.
- Various supportive service packages were provided on school-based mode to assist students with Special Educational Needs (SEN) to adjust to mainstream education. A study tour was conducted in March in which SEN service unit was visited in Taipei, bringing new insights for service development in future.
- Continued the “Healthy School Programme” in two secondary schools with funding support by the Beat Drug Fund in order to early identify and to intervene those at-risk students through preventive programmes.

接受服務學校名單

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

顯理中學

基督教聖約教會堅樂中學

香港中國婦女會中學

港澳信義會慕德中學

香港四邑商工總會陳南昌紀念中學

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

寶覺中學

香海正覺蓮社佛教正覺中學

List of Schools Served

ADFD of 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 SC Chan Memorial College

Clementi Secondary School

CNEC Lee I Yao Memorial Secondary School

Cotton Spinners Association Secondary School

Henrietta Secondary School

The Mission Covenant Church Holm Glad College

HK Chinese Women’s Club College

HKMLC Queen Maud Secondary School

The HKSYPIC Chan Nam Cheong Memorial 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 Miu Fat B.M.

Po Kok Secondary School

HHCKLA Buddhist Ching Kok Secondary School

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

五旬節聖潔會永光書院

培僑中學

皇仁書院

禮賢會彭學高紀念中學

喬色園主辦可風中學

聖若瑟書院

聖類斯中學

聖保羅書院

聖士提反女子中學

順德聯誼總會李兆基中學

順德聯誼總會譚伯羽中學

順德聯誼總會梁銑琚中學

荃灣公立何傳耀紀念中學

東華三院張明添中學

匯基書院

英華女學校

播道書院

Po Leung Kuk Lee Shing Pik College

POCA Wong Siu Ching Secondary School

POH 80th Anniversary Tang Ying Hei College

PHC Wing Kwong College

Pui Kiu Middle School

Queen’s College

Rhenish Church Pang Hok Ko Memorial College

Sik Sik Yuen Sponsored Ho Fung College

St. Joseph’s College

St. Louis School

St. Paul’s College

St. Stephen’s Girls’ College

STFA Lee Shau Kee College

STFA Tam Pak Yu College

STFA Leung Kau Kui College

Tsuen Wan Public Ho Chuen Yiu Memorial College

TWGHs Chang Ming Thien College

United Christian College

Ying Wa Girls’ School

Evangel College



「寮屋體驗」：了解香港基層的生活
Experiential field trip in “huts village” to enable students understanding the plight of the underprivileged in Hong Kong



山藝體驗活動及証書課程
Certificate course for students on Mountaineering



歷奇體驗活動，學習突破自我舒適區
Learntto break out of comfort zone through adventure activity

藝進同學會賽馬會將軍澳青年坊

ATAA Jockey Club Tseung Kwan O Youth Square

綜合青少年服務中心座落於將軍澳區，服務目標如下：

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

服務對象

6 - 24歲青少年及其家長。

服務形式

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

服務重點

- 青年坊一直積極回應兒童及其家長的需要，本年度青年坊繼續為區內二間小學（保良局黃永樹小學及博愛醫院陳國威小學）提供全方位輔導服務及3間小學提供「成長的天空」服務。同時，青年坊亦為不同特殊學習需要的小學生提供入校小組及中心班組等支援服務，致力協助有特殊需要的兒童及其家庭健康成長。
- 青年坊多年來素有為少數族裔提供不同層面的支援服務，本年度在滙豐社區夥伴計劃的贊助下，推行了「語別不同少數族裔社區同行計劃」。計劃包括了手語學習及服務、本地大專生同行計劃、中文能力提升及製作社區教育短片。計劃目的是嘗試打破語言障礙，增加社區對少數族裔認識，提升少數族裔的形象。
- 自2009年開始，青年坊得到西貢區議會及社會福利署的支持，於西貢及將軍澳主辦「家愛·和平」計劃，與20多個地區團體合作，提供「和平大使」訓練課程，於社區及家庭宣揚及推動和平訊息。本年度「家」添動力愛和平計劃已於2018年1月順利完成。
- 為了鼓勵和協助兒童及青少年發展藝術天賦，青年坊連續第7年在西貢區青年活動委員會的支持下，於區內舉辦「西貢TEEN藝術創作及體驗日」。本年度的主題為「創藝·傳承」，透過傳統工藝工作坊、特色傳統工藝展覽及藝術體驗日，為青少年及社區人士提供機會接觸中式燈籠紮作、迷你喜慶花牌、白鐵信匣、剪紙等傳統手藝，體驗傳統工藝與創意的結合。

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

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

Targeted Users

Young people aged 6 - 24 and their parents.

Service Delivery

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

Service Highlight

- Youth Square has continued to provide Primary School Guidance Service (PSGS) to 2 schools (PLK Wong Wing Shui Primary School and POH Chan Kwok Wai Primary School) and “Understanding Adolescent Project” (UAP) to 3 schools in the community. Support services for students with SEN were also provided in centre and different primary schools to echo the needs of children and parents.
- Youth Square had provided support services for ethnic minorities for years. With the support from the HSBC Community Partnership Programme, “Speak As One Ethnic Minority Community Project” had been launched this year. Sign language learning and social service, EM X Local college students Co-walker Scheme, tutorials and Chinese classes, as well as video shoots for community education were included. The project aimed at breaking the language barriers, enhancing mutual understanding between ethnic minorities, as well as promoting a positive image of ethnic minorities in the community.
- Since 2009, with the support from Sai Kung District Council and Social Welfare Department, and cooperation with more than 20 partners in Sai Kung district, the “Peace Begins at Home” project continued to train volunteers to be “Peace Ambassadors” in order to promote message of peace and zero violence in families and the community. The project was completed in January 2018.
- To facilitate children and youth to explore and develop their talents in creative art, “TEEN Art @ Sai Kung” was organized for the seventh time with the support from Sai Kung District Youth Programme Committee. The theme this year was about traditional art. Workshops and exhibition related to traditional handcraft like Chinese lantern, tin mail box, paper cutting were organized for youth and the public to get a taste of new creation of traditional art.

- 為讓青少年展現其表演藝術才華，青年坊劇團「PLAY'S」於2017年假葵青劇院上演4場年度公演 - 「彼望之橋」，是次演出由一眾青年人肩負台前幕後的所有角色，故事對於「未知的恐懼」、「相信」及「珍惜」帶出了一連串的思考與及討論。



「滙豐香港社區節2017」當日氣氛熱烈
Participants reveled in “HSBC Hong Kong Community Festival 2017”

- Youth were given a chance to demonstrate their talents in art performances. The drama group “PLAY'S” staged 4 drama shows in their annual performance 2017 in Kwai Ching Theatre. The youth took up all the front-stage and back-stage positions. The story had brought up the discussion about “anxiety towards uncertainty”, “trust” and “cherishing”.



青年坊劇團 PLAY'S - 於2017年上演了4場年度公演
The drama group “PLAY'S” staged 4 dramas shows in their annual performance 2017



「西貢TEEN藝術創作及體驗日」
“TEEN Art @ Sai Kung” Exhibition and Experiential Workshop



學生於「尊重生命·逆境同行」- 沿途有你(好心情@學校)計劃的歷奇成長營中表現投入積極
Students were in high-spirited in the adventure camp of the project “Joyful at School”



「家」添動力愛和平2017圓滿劃上句號
Students posed for a group picture to wrap up Family with Love and Peace Project 2017

衝突化解培育服務

Peaceful Conflict Resolution Services

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

服務對象

青少年、家長、老師及相關專業人士。

服務形式

訓練課程、工作坊、講座、為相關專業人士提供培訓活動。

服務重點

- 本年度有14間中學參與「朋輩調解計劃」，共約180位同學接受朋輩調解的訓練後成為朋輩調解員，在學校及社區推廣以和平理智處理衝突調解的信息。其中一間學校在參與第二屆「中學朋輩調解比賽」中獲得亞軍。
- 「恒生一家福青少年調解計劃」：
 - 1) 訓練來自22間小學約400位同學成為小學朋輩調解員。
 - 2) 2間學校參與計劃的進深訓練，讓學校能持續發展校本的調解教育。
 - 3) 推出「調解研究所」故事書，以故事演講形式為初小學生提供調解教育。
 - 4) 舉辦全港第一屆「小學朋輩調解比賽」，共11間小學參與，透過比賽及媒體報導讓調解信息更廣為人知。
- 獲教育局資助，在10間中學提供二年的調解培訓活動，訓練約120位中學生成為朋輩調解員。
- 繼續在香港教育大學舉辦朋輩調解學分課程及證書課程，為現任及準教師提供系統化訓練，讓教師們把調解教育植根在校園裡。
- 繼續拓展朋輩調解服務至非華語學生群體，訓練少數族裔小學生成為朋輩調解員。



「恒生一家福青少年調解計劃」推出一書三冊以調解為主題的故事繪本
A set of story books was released to promote peer mediation under "Hang Seng — HKFWS Youth Mediation Scheme"

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

Targeted Users

Youth, parents, teachers and relevant professionals.

Service Delivery

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

Service Highlight

- 14 secondary schools joined the "Peer Mediation Project" and about 180 students were trained as Peer Mediators to promote peaceful conflict resolution in schools as well as in the community. One of the schools won the first runner-up in the "Second Secondary Schools Peer Mediation Competition."
- "Hang Seng - HKFWS Youth Mediation Scheme"
 - 1) 400 pupils from 22 primary schools were trained up as Peer Mediators.
 - 2) 2 schools joined the advanced training to develop school-based mediation education.
 - 3) A set of story book was launched to promote mediation education for P.1- P.3 pupils by story-telling programmes.
 - 4) "The first Primary Schools Peer Mediation Competition" in Hong Kong was held with the participation of 11 schools. Through the Competition and the media coverage, mediation education was promoted widely.
- The Education Bureau awarded our Society to conduct the two-years mediation training in 10 secondary schools to train up about 120 students as Peer Mediators.
- Conducted credit-bearing course and certificate course on peer mediation in the Education University of Hong Kong for teachers to facilitate the school-based development of mediation education in schools.
- Trained ethnic minority primary students to be peer mediators to extend the service to non-Chinese speaking groups.



在小學的課堂上透過故事演講推廣調解教育
Story telling workshops were run in classes of primary schools to promote mediation education

生涯目標規劃服務

Life Goal Planning Service

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

服務對象

6 - 24歲之青少年。

服務形式

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

服務重點

- 本年度機構繼續推行由民政事務局資助的青年生涯規劃活動資助計劃 (2016-2018) - 「燃·生命掌舵計劃」，為參與中學提供多方面的支援。
- 計劃開始進入後半期的工作階段，除了提供恆常的專業服務項目外，機構亦於服務內容上作出新嘗試。
- 首先，開展計劃當中名為「ArTech工藝承傳」的部分，ArTech是指Art(藝術)與Technology(技術)的融合，例如繡花、紮作及藍染等。除了提供機會讓學生學習一門具特色的工藝外，亦透過教授技術的生命導師將自身經歷及生活態度與學生分享，讓整個學習更具層次。最後，透過於文化中心舉行的「ArTech生活市集」，讓學生與公眾分享他們的學習成果及提供一個學習營商的機會。
- 總結過往經驗，為加強親子層面的生涯規劃工作，開始籌備出版「生涯規劃家長自助手冊」，目的是希望以輕鬆方式作介入點，附以不同互動活動，促進親子了解及溝通，亦讓家長能更具信心與子女準備生涯規劃。



ArTech的生命導師將自己熟練的工藝技術傳授予學生後，再由學生自己創作出別出心裁的作品
After Life Coach in "ArTech" taught the students their unique hand-crafting skills, it was the time to put their creativity into test

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

Targeted Users

Youth from age 6 - 24.

Service Delivery

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

Service Highlight

- Funded by Home Affairs Bureau, we continued to launch the Project "Ignite" under the Funding Scheme for Youth Life Planning Activities (2016-2018), providing life goal planning services to the participating schools.
- Stepping into the later stage of the project "Ignite", apart from delivering professional services to participants on a regular basis, we tried to introduce new elements.
- First of all, we launched an item namely "ArTech", which signified the blending of "Art" and "Technology", under the project. We provided workshops for students to acquire crafting skills, including embroidery, paper and bamboo crafting, blue dyeing and the like. We also invited tutors, as Life Coaches, to share their personal experiences and life attitude to inspire students. Their learning outcomes were exhibited in "ArTech Market (flea market)" at Hong Kong Cultural Centre.
- Second, we prepared to publish a "Life Goal Planning Parent Self-help Guidebook", aiming to provide a stimulating way to intervene and facilitate parents to walk with their children on life goal planning.



學生將介紹自己的品牌理念時絕不怯場，希望將自己的心血結晶帶到欣賞的人手上
Student were confident to market the products with their brands

青少年精神健康服務

Adolescent Mental Health Service

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

服務對象

中學生及其家長。

服務形式

講座、小組、義工活動、展覽、親子活動。

服務重點

- 本會獲優質教育基金資助，與33間中學協作開展為期一年的「沿途有你-好心情@學校」校本計劃，透過一系列活動，協助青少年及其家庭強化精神健康及抗逆力。
- 透過精神健康講座、小組，提升青少年對精神健康的知識，通過認知行為介入手法，裝備個人能力來處理壓力及面對逆境。
- 透過校本義工服務，讓青少年將小組體會到的正向精神健康訊息，製作不同的手藝送給同學、家長及老師，傳送關懷予別人同時加強自我效能感。
- 舉辦教師專業培訓，親子活動，提升教師及家長處理青少年抗逆力的技巧，強化青少年的支援系統。
- 通過一系列的展覽，推廣正向精神健康的訊息，提升青少年及家長對精神健康的知識和處理方法，鼓勵同學在有需要時盡早尋找支援。



小組活動內提升其情緒管理及精神健康有關之知識

Group activities enhanced participants' emotional management and mental health

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

Targeted Users

Youth and their families.

Service Delivery

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

Service Highlight

- Having been granted funding support from Quality Education Fund to implement one-year "Triple R Project under Joyful@ school" in 33 secondary schools. The project would arrange a series of activities to strengthen youths and their families mental health and resilience.
- Talks and groups with cognitive behavioural intervention skills, enhance youths' mental health knowledge and help them cope with stress as well as to face developmental challenges.
- Provide school-based volunteer services for youths to prepare handmade gifts to their classmates, parents and teachers to promote positive mental health message. Throughout this give and share process, youth would enhance their self-efficacy.
- A series of teachers training and parent-and-children activities are delivered to equip youths' techniques to enhance their resilience and social support network.
- A series of exhibition to promote positive mental health and to enhance youths' self-awareness and knowledge on their mental health, and seek help when needed.



透過親子歷奇活動，加強親子關係

To strength parent-child relationship through adventure programme

「網絡」教育及輔導服務

“Net” Education and Counselling Service

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

Targeted Users

Youth and parents.

Service Delivery

Educational and preventive service.

Service Highlight

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

服務對象

青少年及其家長。

服務形式

教育性及預防性服務。

服務重點

- 家福會連續第七年與教育局合作，為全港中小學生、家長及教師提供「健康上網支援網絡」計劃。服務包括輔導熱線、WhatsApp支援、到校家長活動及網上教育資源等。本年度共接聽熱線2,008個，進行2,219次網上支援服務，舉辦68場家長教育活動，活動參與人次超過7,000人。
- 為處理學生沉迷上網及家庭因上網而起的衝突，本會透過面談、熱線及網上輔導，並舉辦學生及家長輔導小組，提供各種適切的介入服務。服務得到衛生署學生健康服務及學校的支持，收到超過二百份家庭轉介，以提供及早識別與支援。此外，本會根據研究的發現，發展「ICC-App世代親子管教模式」，以有效幫助家長協助青少年子女健康上網。
- 為促進親子溝通及共同參與，創造家庭生活樂趣與和諧家庭關係，並提倡健康使用互聯網，本會特別舉辦「家3創意家庭活動設計比賽」。比賽得到學生及家長踴躍支持，收到超過1,000份已實踐的家庭活動。頒獎禮於五月順利舉行，並得到合作伙伴及名人到場支持。
- 家福會自七月與電影、報刊及物品管理辦事處合作，舉辦「上網無掛濾」計劃，向中小學及幼稚園的家長推廣網絡安全資訊。活動包括四場大型座談會和38場家長工作坊，參加人數超過1,500人。
- 為使家長了解青少年網絡文化及縮窄兩代數碼鴻溝，本會於本年度培訓二十多名學生成為「網『樂』大使」，於社區及學校為家長分享網絡文化與健康上網訊息。此外，我們以網『樂』大使為導師推行「健康生活體驗營」，協助小學生預防網絡成癮。

- With the support from the Education Bureau, our Society stepped into the seventh year in launching the counselling hotline and online support service on “healthy use of internet” for students, parents and teachers. Services included counselling via hotline and WhatsApp, school-based onsite parents programmes and online resources. 2,008 hotline calls and 2,219 WhatsApp services were made, 68 sessions of parent education programmes were conducted with over 7,000 participants.
- To deal with students' internet addiction problems and family conflicts arising from internet use, our Society provided face-to-face, hotline and online counselling services, and conducted therapeutic groups for students and parents. With the support of Department of Health Student Health Service and Schools, over 200 referrals were received. Furthermore, we developed the “ICC – App generation parenting model”, which based on our Society's research findings, to support parents helping their children to develop healthy online habit effectively.
- To foster parent-child communication and mutual devotion, delight family life to enhance positive family atmosphere and advocate healthy use of the internet, we organized the “Family Cube - Family Life Innovation Campaign”. We received over 1,000 entries of families' activities from students and parents. The presentation ceremony was successfully organized in May, with the support from our partners and celebrities.
- With the support from the Office for Film, Newspaper and Article Administration, we have conducted the “Project Filtering” since July. The project targets were the parents from kindergarten to secondary schools, which aimed at promoting cyber safety. The project included four public seminars and 38 parents' workshops, which served over 1,500 parents.
- To reduce the digital generation gap, over 20 students were trained as “Net Ambassadors” to enhance parents' understanding on youth online culture and promote healthy internet use in schools and community. Also, we conducted “Healthy Lifestyle Experiential Camp” and our Net Ambassadors were trained as coaches, to support primary schools pupils getting rid of online addiction.

上網學習支援計劃 - 「有機上網」 Internet Learning Support Programme - WebOrganic



家長工作坊
Parents workshops



「家3創意家庭活動設計比賽」頒獎禮
“Family Cube - Family Life Innovation Campaign” prize presentation ceremony

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

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

服務對象

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

服務形式

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

服務重點

- 本計劃為區內低收入家庭提供多元化的服務，當中包括：技術支援及介紹最新的科技資訊，以切合服務對象上網學習的需要。
- 本年度共舉辦101場工作坊，出席活動人次為1,143。內容包括教授健康使用互聯網及電子產品、預防網絡危機及增進家庭關係。
- 在工作坊中應用「STEAM」進行網絡教育工作，如教授會員利用編程操作機械車，以提升會員對電子學習的認識。
- 與地區團體和學校合作，舉辦工作坊以推廣本計劃及善用互聯網學習，當中活動出席人次為375。
- 為有需要的家庭提供輔導及轉介服務，協助處理因使用互聯網所帶來的問題。
- 舉行「師友計劃」，招募大專生成為友師，並由家福會提供培訓，以能教導會員編程及製作個人電子簡歷。計劃共招募了15位小學學員及九位大專生友師。



透過與家長及子女一同遊玩桌上遊戲，藉此增進會員之間的關係，學習社交技巧，並減少使用電子產品
Through board games, to enrich the relationship among members, to enhance the social skills and to lower down the time of using digital devices

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

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Our project aimed at providing variety of services, including technical support and introducing up-to-date I.T. technology to meet the e-learning needs of low income families.
- Conducted 101 sessions of workshops for 1,143 participants. Topics included healthy use of internet and digital devices, prevention of online risks and ways to enhance family relationship.
- Conducted “STEAM” workshops, e.g. coaching participants to use coding to control the machinery vehicles so as to enhance members’ understanding on e-Learning.
- 375 participants were served in the community and school programmes for the promotion of the project and healthy use of internet for e-learning.
- Counselling and referral services were provided to families in need and helping them to handle issues related to the use of internet.
- “Mentorship Programme” was held in which nine mentors from universities and 15 mentees from primary schools were recruited. Mentors provided training for the mentees on coding and design e-portfolio.



利用網上不同平台學習英語
Learning English through different platforms on Internet

特殊教育需要服務

Service for Special Education Need (SEN)

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

服務對象

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

服務形式

個案、小組及活動。

服務重點

- 為中小學有特殊教育需要學生提供支援服務及個人輔導，以協助他們融入主流學校並促進個人成長。針對他們的需要，設計不同輔導計劃，協助他們跨越障礙。
- 回應不同有特殊教育需要學生的需要，於各中學推行「我愛猜情尋」情緒管理小組、「生命塗ART」生涯規劃小組；為有過度活躍的中學生提供「執行技巧訓練」，學會先思後行，並運用「社交思考」模式為確診自閉症或有社交溝通障礙的中學生，提供小組及個別輔導。為全港23間中學提供支援，舉辦超過130活動節。
- 本年度積極推動共融校園文化，透過共融講座、攤位活動及圓圈繪畫活動，使同學能接納有特殊教育需要學生，尊重每個人的異同，締造和諧共融社會。
- 本年三月，本會亦到訪台北市考察不同特殊教育服務單位，並交流服務的經驗。台灣沿用政令先行來推行特教服務，當中重視個人化教育方案、不同教育階段的銜接及以特教生為軸心的共融教育，是值得借鏡及反思的地方。
- 在小學推行多元化訓練課程，提升有特殊教育需要小學生的專注力、讀寫能力及學習技巧。另外，本會亦開拓小六升中的適應服務，加強有特殊教育需要學生投入中學生活的裝備。

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

Targeted Users

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

Service Delivery

Casework, groups and programmes.

Service Highlight

- Enhanced psycho-social adjustment of SEN students by a variety of supportive services and individual counselling.
- In response to specific needs of different types of students with SEN, we continued to run emotional management groups, “Art@ Life” life goal planning groups, executive skill training for students with Hyperactivity and Attention Deficit syndrome, and to provide “Social Thinking®” training to those Autistics and students having severe social barriers. Totally 23 secondary schools were served with over 130 programme sessions.
- Promoted harmonious school culture by launching social inclusion talk, game booths and circle painting activities, enhanced youngsters’ acceptance towards SEN.
- A study tour was conducted in March 2018 to have visits on SEN service units in Taipei, the initiatives of legislation, individualization of SEN service and smooth bridging between different schooling stages were worthy to be reflected in Hong Kong service context.
- Provided a variety of services to primary schools for students with SEN to enhance their concentration, reading and writing skills and study skills. Moreover, new service initiative on enabling SEN students’ adjustment from primary to secondary schooling would be developed.



共融攤位活動，在校內宣揚接納異同的文化
To cultivate a social inclusive culture at school through game booth



台北特殊教育服務考察之旅
A study tour on SEN Service was launched, visits were made to respective service units in Taipei

成長的天空計劃（小學）

Understanding Adolescent Project (Primary School)

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

效能感 - 加強學生解決問題和克服困難的能力，提高他們的自信心和自我形象。

歸屬感 - 強化學生的支援網絡，使他們在面對困難時更能得到支持和幫助。

樂觀感 - 培養正面的思考方式和處理情緒的方法，積極面對挑戰，抵抗逆境。

服務對象

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

服務形式

小組訓練、日營、宿營、義工服務、家長工作坊、親子活動及家長教師分享會。

服務重點

- 將軍澳區的三間小學，包括：將軍澳循道衛理小學、保良局黃永樹小學及博愛醫院陳國威小學繼續與本會合辦成長的天空計劃，為小四至小六學生、其家長及教師提供服務，以協助學生掌握面對逆境的知識、技能和態度。
- 本計劃以效能感、歸屬感、樂觀感為藍本，強化學生面對逆境的能力，在老師及家長的共同參與及支持下，以輔導小組、歷奇活動、義工服務等不同形式的活動，協助學生在社交、情緒及人格等各方面得到健康的發展，以加強他們抵禦逆境的能力；同時透過家長工作坊，強化家長的管教能力，共同協作，幫助他們的孩子全面發展。
- 大部份學生、家長及教師均表示計劃對學生個人成長及抗逆能力有顯著的成效。

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

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

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

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

Targeted Users

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

Service Delivery

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

Service Highlight

- The Society has continuously cooperated with 3 Tseung Kwan O schools, namely, Tseung Kwan O Methodist Primary School, Po Leung Kuk Wong Wing Shu Primary School and Pok Oi Hospital Chan Kwok Wai Primary School to carry out the Understanding Adolescent Project (UAP). This Project served Primary 4 to 6 students, their parents and teachers.
- The UAP aims at helping students acquire necessary knowledge, skills and attitudes when facing adversities. UAP is a series of small groups, adventure-based programmes, volunteer service, and parent-child activities to strengthen students' social, emotional and personality development by taking the attributes of competence, belongingness and optimism into reference.
- Findings from evaluation questionnaires showed that most of the students, in general, have made positive impacts on their personal growth and strengthened resilience.



透過歷奇體驗活動，訓練學生的團體合作及人際溝通技巧
Adventure-based activities enhanced students' team work and communication skills



遊戲是消除隔膜的好方法
Games were one of the best ways to dissolve barriers



親子一起製作田園手工，既能陶冶性情，又能學習彼此欣賞，維繫正面親子關係
Handicraft making facilitated parents and children mutual appreciation and built up positive relationship



學生以攤位遊戲學習抗逆技巧
Students participating in game booths to enhance their resilience



學生參加義工服務，探訪低收入家庭，把關懷送給有需要人士
Students visited the underprivileged families in voluntary service to share their love with them

長者及社區支援服務

Elderly and Community Support Services

香港正步入老齡化社會。根據政府統計處2017年發布《香港人口推算 2017-2066》，65 歲及以上的長者在未來 20 年將增加一倍，由2016年的116萬（佔總人口16.6%）上升至2036年的237萬（31.1%）。如何達致居家安老自然成為政策制定者和社會大眾所關注的議題。能夠在自己熟悉的社區過著有尊嚴和有質素的生活，這對長者的身、心方面都是較理想的安老模式。秉承「支援家庭，照顧長者」的宗旨，本會透過多元化的社區照顧及社區支援服務，讓長者在健康和照顧需要轉變的過程中，獲得適切的支援。

九龍城長者中心一直積極鼓勵長者建立社會支援網絡，發揮潛能，參與社區，以體現居家安老和積極樂頤年。中心舉辦了共205項活動和小組，活動受惠人次共9,391，服務會員803名、護老者295名、義工207名及個案共147個。今年適逢中心成立20周年，承蒙香港鳳凰獅子會贊助，聯同本會「龍城攻略計劃」義工小組以「長者友善社區」為主題出版月曆和舉辦誌慶午宴，並鼓勵他們參與社區。此外，中心獲賽馬會慈善信託基金資助，與香港理工大學活齡學院合辦「賽馬會齡活城市計劃」之「耆青健體運動推廣計劃」。由長者及青年義工擔任「齡活大使」，向區內長者宣揚「多做運動強身健體」。中心又獲得社會福利署「老有所為」計劃支持推行「愛老護腦方程式」，於區內推廣預防認知障礙症。此計劃獲選為2017-2018年度九龍城及油尖旺區的地區最佳「老有所為活動計劃（一年計劃）」。

家居照顧服務為不同缺損程度的長者提供各類型的到戶支援。過去一年曾經接受本會「綜合家居照顧服務」的「普通個案」共有3,629個、「體弱個案」共220個，而接受「改善家居及社區照顧服務個案」則共有1,184個。本會共有六個綜合家居照顧服務隊參與由社會福利署於2017年12月推出為期三年的「關愛基金支援身體機能有輕度缺損的長者試驗計劃」，為經評估為身體機能有輕度缺損的低收入長者提供合適的社區照顧服務。合資格的長者可透過共同付款的方式，選擇切合需要的服務提供者和不同價值的服務組合。截至2018年3月為止，本會共完成216個申請評估，服務個案共190個。

「維健坊」為需要較全面照顧的長者提供日間護理服務及家居照顧服務，以減輕照顧者所面對的壓力。本年度服務個案共261個，活動及小組受惠人次共3,217。為回應日益增長的服務需求，祖堯中心增加了「社區照顧服務券試驗計劃」的服務名額。而順利中心亦參與了為期三年的「關愛基金支援在公立醫院接受治療後離院的長者試驗計劃」，為剛離院的體弱長者和照顧者提供更到位的過渡支援，使他們能順利康復，重返社區。

本會積極透過多項服務計劃提升長者和照顧者的身心福祉。由滙豐銀行慈善基金透過香港公益金撥款資助的「躍動晚情 - 長者抗抑鬱地區計劃」，於2017年10月獲香港公益金撥款延續一年，由社工外展推行抗抑鬱個人管理計劃、受訓義工致電關心長者，並透過教育活動、巡迴展覽、教育短片及出版「長者抑鬱」照顧者指南等，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。服務個案共117個，活動受惠人次共1,309。我們於傳媒及公開論壇上分享了該計劃的實踐成果，並再次成功獲批延長兩年撥款至2020年，以服務更多有需要的長者和照顧者。本會又獲「左滌江慈善信託基金」資助「認知障礙評估及支援計劃」，延緩患者認知退化及減輕照顧者壓力。承蒙《信・望・愛》行動資助，我們開展了「預設照顧」計劃，由社工協助長者及照顧者制定預設臨終照顧計劃，並訓練義工協助長者製作生命故事，為生命的終結作出更妥善的準備。此外，我們繼續參與香港大學秀園老年研究中心之「耆力無窮」計劃及響應由香港賽馬會慈善信託基金資助，並與香港中文大學老年學研究所合作的「賽馬會『e健樂』電子健康管理計劃」，以鼓勵長者培養恆常運動和管理自己健康的習慣。

為有效協助長者居家安老，我們將持續以多元化的專業服務，支援長者維持生活功能，體現積極晚年，和促進長者及照顧者的身心健康。我們亦會繼續與不同的伙伴合作，進一步拓展服務範疇，讓更多有需要的長者及其家庭受惠。

Hong Kong is evolving into an ageing society. According to “Hong Kong Population Projections 2017-2066” released by Hong Kong Census & Statistics Department, HKSAR in 2017, the number of elders aged 65 and over is projected to more than double in the next 20 years, increasing from 1.16 million (16.6% of the total population) in 2016 to 2.37 million (31.1%) in 2036. How to achieve ageing-in-place has become a matter of concern for policy makers and the public. It is surely a preferred ageing model for their physical and psychological benefits if elders can lead a quality life with dignity in their familiar community. With our mission, “Supporting Family to Care for the Elder”, our Society supports elders with diversified community care and community support services in their course of changing needs in health and care.

To facilitate the achievement of ageing-in-place and active ageing, our Senior Citizen Centre (Kowloon City) (the Centre) has been eager to help elders develop social support network, maximize their potentials, and participate in the community. There were 205 activities / groups launched with 9,391 attendance, 803 members, 295 carers and 207 volunteers registered as well as 147 cases served. The Centre celebrated its 20th Anniversary this year. Thanks to the sponsorship from Lions Club-Phoenix Hong Kong and our volunteers from the project “Strategy in Kowloon City” to publicize calendar and to launch celebrating banquet for promoting the message of elder-friendly community. We also received support from the Hong Kong Jockey Club Charities Trust for our “Jockey Club Age-friendly City Project - Cross-generation Age-friendly Exercise Scheme” which was in collaboration with the Institute of Active Ageing, Hong Kong Polytechnic University. The elder and youngster ambassadors promoted healthy exercises among the community-dwelling elders. “Brain Health for Happy Ageing Formula Project”, sponsored by Social Welfare Department (SWD), raised public concerns on preventing dementia. It has received award of the Best One-year Project - “Opportunities for the Elderly Project” (Kowloon City & Yau Tsim Mong District).

Various kinds of home based support were offered by our home care services to the elders with different impairment levels. Last year, we served 3,629 “Ordinary Case” and 220 “Frail Case” under the Integrated Home Care Service (IHCS) as well as 1,184 cases under the Enhanced Home and Community Care Service. Our six IHCS teams operated the “Community Care Fund Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment”, a three-year project by SWD commenced in December 2017. It aimed at offering suitable community care services for the low-income elders assessed as mildly impaired. Based on their needs, those eligible elders can choose service providers and service packages of different values through co-payment. Up to March 2018, we have completed 216 application assessments, and served 190 cases.

To relieve care-giving burden of families, Viva provided day care service and home care service for those elders needed comprehensive care. This year, we served 261 cases with 3,217 attendance for activities and groups. In response to the pressing service demand, Cho Yiu Centre increased service quota for the “Pilot Scheme on Community Care Service Voucher for the Elderly”. Shun Lee Centre joined the three-year project “CCF Pilot Scheme on Support for Elderly Persons Discharged from Public Hospitals after Treatment”. It aimed at facilitating better transitional care and rehabilitation for those community-dwelling frail elders who were discharged from hospitals.

Our Society dedicated to promote the physical and psychological well-being of elders and carers through various service projects. Sponsored by the Hongkong Bank Foundation through the Community Chest of Hong Kong, the “Smiley Activation Project - Community/Home-Based Depression Treatment for the Elderly” was extended for one more year by the Community Chest from October 2017, to help the elders reduce depressive symptoms and raise community awareness on elderly depression. Our social workers offered outreaching Smiley Activation Programme, trained volunteers made phone calls to elders, with community educational programmes and outreaching booths together with educational videos and Caregiver Guide on Elderly Depression to support caregivers. There were 117 cases served with 1,309 attendance for programmes. The positive outcome was presented in media interviews and public conference. It has successfully received funding support again to extend for two years until 2020 for serving more elders and carers in need. Gratitude to the Tsu Te Kian Charitable Trust, we started the Dementia Assessment and Support Project to serve elders with dementia and to help their carers reduce stress in daily care. Advance Care Planning Project received funding support from the “Faith • Hope • Love” Movement. To better prepare for end of life, social workers assisted elders and caregivers to formulate advance care plan, and our trained volunteers help elders produce life story books. To encourage the elders to develop habit in regular exercise and health management, we continued our commitment in the two joint projects. They were “Grand Move Project”, which was a joint venture with the Sau Po Centre on Ageing, the University of Hong Kong as well as the “Jockey Club Community eHealth Care Project”, funded by the Hong Kong Jockey Club Charities Trust and in collaboration with CUHK Jockey Club Institute of Ageing.

To facilitate ageing-in-place, we will continuously provide diversified professional services to support elders to maintain daily functioning, to achieve productive ageing, and to promote the physical and psychological well-being of elders and carers. We will also continue our collaboration with various partners to expand our service scope to serve more elders and families in need.

綜合家居照顧服務

Integrated Home Care Service

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

服務對象

年滿60歲或以上身體虛弱的長者、殘疾人士及有特殊需要的人士及家庭。

服務形式

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

服務重點

- 本會舉辦不同類型的小組及活動，以鼓勵經常留在家中的服務使用者及其護理者多與外界接觸，滿足他們的心理及社交需要。
- 本會積極與多個團體及企業伙伴合作，為服務使用者提供不同類型的義工服務，讓他們感受到社區人士的關懷。
- 我們舉辦一連串培訓活動予前線員工（例如職安健、人際溝通技巧、壓力管理、痛症認識、傷口處理、認識處理工作間性騷擾及緊急情況演習），以提升員工的專業知識及技巧。
- 本會共有六個綜合家居照顧服務隊，參與由社會福利署負責推行，關愛基金於2017年12月推出為期三年的「支援身體機能有輕度缺損的長者試驗計劃」，為經評估為身體機能有輕度缺損的低收入長者提供所需的家居照顧及支援服務。申請人須正在輪候綜合家居照顧服務「普通個案」。



長者與義工一同做運動，十分盡興
The elderly users enjoyed doing exercise with the volunteers

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

Targeted Users

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

Service Delivery

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

Service Highlight

- To strengthen social contact of our service users and their carers who always stay at home, we organized a variety of groups and programmes to meet their psychosocial needs.
- To promote community care, we collaborated with different organizations and corporate partners to organize a variety of volunteer services for our service users.
- We organized a wide range of trainings to our frontline staff (e.g. occupational safety, interpersonal and communication skills for clients, stress management, knowledge of pain, wound dressing, handling of sexual harassment in work place and emergency drill) to enhance their professional knowledge and skills.
- Our six Integrated Home Care Service Teams joined the three-year "Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment". Launched in December 2017, this Pilot Scheme was administered by the Social Welfare Department and Community Care Fund to provide home care and support services to low-income elderly persons with mild impairment. The applicants should be on wait list of the Integrated Home Care Services (Ordinary Cases).



老友記與青年義工享受了一個愉快又難忘的聖誕節
The elderly users enjoyed a warm and memorable Christmas with the youth volunteers

改善家居及社區照顧服務

Enhanced Home and Community Care Service

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

服務對象

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

服務重點

- 為了更有效體現醫社合作以提升護理服務質素和促進服務發展，本會邀請持有護士資格之專業人士加入管理團隊，使能更有系統地完善本會護理服務的質素標準及規劃家居照顧員和護士的培訓。此舉亦能為個別護士在專業層面提供更周全的支援。
- 本會增設「治療助理」一職，在專職醫療治療師指導下，協助提供個別項目之治療及復康運動，以服務有較高護理或復康需求的體弱長者和配合推行彈性日間中心活動及各項運動小組。
- 此外，我們經常舉辦各類型健康講座、小組活動及戶外活動，鼓勵服務使用者參與及關顧照顧者的身心健康。



中醫講座提升長者及家人的中醫常識，並且改善健康
Chinese Medicine Health Talk to enhance clients, carers' Chinese medical knowledge and to improve their health

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

Targeted Users

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

Service Highlight

- With a view to facilitating service development and enhancing the quality of nursing service through strengthening medical-social collaboration, we invited professional with nursing qualification to join our management team. It can more effectively refine the quality standard of nursing service, and more systematically plan for the training for home care assistant and nurse. It can also offer professional support to nurse individually in a more comprehensively manner.
- Under the guidance of allied health therapists, Therapist Assistant, a newly added post, provided assistance in offering treatment and rehabilitative exercise. It can better support services for the frail elders who needed more intensive nursing care or rehabilitation, as well as the implementation of flexible day care and exercise group.
- In addition, we organized various programmes, like health talks, group activities and outdoor programmes, promoting their participation and caring for the well-being of carers.



2017年聖誕節聯歡會，慶祝聖誕節
Happy Christmas Party 2017 to celebrate Christmas

(九龍城)長者中心

Senior Citizen Centre (Kowloon City)

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

服務對象

60歲或以上長者、護老者（照顧長者之人士）。

服務形式

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

服務重點

- 中心獲得香港鳳凰獅子會全力贊助，於2017年12月9日舉辦20周年午宴活動，並以「鳳凰家福關愛在龍城」作主題，關心區內長者友善的設施。當天有過百位中心會員和來自社會福利署、民政署、獅子會及本會的嘉賓共同為中心成立20周年慶祝。
- 中心獲得賽馬會信託慈善基金的資助，於2017年6月至12月期間，連同合作伙伴香港理工大學舉行「賽馬會齡活城市計劃之耆青建體運動推廣計劃」，訓練青年及長者成為「齡活大使」，並以「運動」作為媒介於社區內推廣長者友善社區概念。
- 中心於2017-2018年度獲得社署的「老有所為」資助計劃支持推行名為「愛老護腦方程式」的活動；讓一群義工教導長者使用平板電腦及提供健腦湯水探訪，於區內推廣預防認知障礙症。此計劃並當選為2017-2018年度九龍城及油尖旺區的地區最佳「老有所為活動計劃」之一年計劃。



一群義工經過專業訓練成為齡活大使，以「運動」作為媒介於社區內推廣長者友善社區概念。

Active Aging Ambassadors promoted healthy exercises for the elders dwelling in the community with “Age-friendly Cities” concept

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

Targeted Users

Elders aged 60 or above, Carers of the elderly.

Service Delivery

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

Service Highlight

- With the support and sponsorship with Phoenix Hong Kong Lions Clubs, the 20th Anniversary Luncheon was held on 9th December, 2017. Over 100 members and guests from Social Welfare Department, Home Affairs Bureau and Lions Clubs were happy together to celebrate our 20th Anniversary.
- Our gratitude to The Hong Kong Jockey Club Charities Trust for their support to the “Jockey Club Age-friendly City Project Cross-generation Age-friendly Exercise Plan” for our Centre to have the collaboration with the Hong Kong Polytechnic University to implement “Cross-generation Exercise Programme”. This programme could recruit the elders and youngsters to be ambassadors to promote healthy exercises for the other elders dwelling in the community with “Age-friendly Cities” concept.
- “Brain Health for Happy Aging Formula Programme” was sponsored by Social Welfare Department “Opportunities for the Elderly Project” and it was also awarded the Best One-year Project in Kowloon City & Yau Tsim Mong District. The volunteers could teach the elders to use the tablets to play the cognitive training games and deliver the soups for better brain health and Dementia prevention.



協恩中學邀請中心會員參與「新春敬老宴」，向長者表達關懷及敬意
Members joined the Lunar New Year Banquet organized by students of Heep Yunn School

彈性日間照顧服務

Flexible Day Care Service

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

Targeted Users

Aged 60 or above frail elders.

Service Delivery

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

Service Highlight

- We continued to promote Happy and Healthy (Hn’H) exercise group, in response to the needs in various districts, our centres provided a range of rehabilitation and health education service for elderly users and carers in order to promote both physical and psychological well-being, and to support them to stay in the community.
- Our Society also joined the “Grand Move” Project organized by HKU Sau Po Centre of Ageing. It takes 18 months into 3 stages, including cardio-pulmonary training, muscle training and health education. Exercise groups, home visits and concern calls were provided by the coach in order to facilitate the elders to develop habit of doing exercises regularly.

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

服務對象

60歲或以上的體弱長者。

服務形式

日間活動、復康活動、個別諮詢、針灸及中醫治療。

服務重點

- 本會延續「健樂同行」運動小組，各分會因應地區需要分別提供不同的復康及健康教育活動予服務使用者及護老者，從而提升他們的身體及精神健康，支援他們繼續留在社區生活。
- 另外，本會亦參與香港大學秀園老年研究中心之「耆力無窮」計劃。整個計劃為期18個月，分為3個階段進行，包括心肺訓練、健康教育及肌肉訓練。透過運動教練為長者提供小組練習、上門指導及電話跟進，從而協助長者培養恆常的運動習慣。



由大陸工程公司贊助之「健樂同行II之梅窩運動小組」，長者與義工一同製作紙扇

“Mui Wo Exercise Group” sponsored by Continental Engineering Corporation, volunteers and elders made handcrafts together



於日間中心活動中，一起替長者慶祝百歲壽辰
A party in day care session celebrating the 100th birthday of elders

家福護老站

Carers Support Service

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

服務對象

需要照顧長者的人士，包括：家人、親友、義工及鄰里。

服務形式

提供有關護老者的訓練、老年病患的資訊、復康器具的借用、長者日間暫託服務。

服務重點

照顧體弱人士並非易事。一直以來，大部分照顧工作均由家庭照顧者負責。秉承「支援家庭，照顧長者」的理念，我們一直致力為護老者提供支援，以回應社區內長者和照顧者的需求。除了定期舉辦講座、日間暫託及外借復康器具、影音教材等等外，我們亦舉辦多元化的活動，讓護老者可從身心各方面獲得益處，並且鼓勵他們互相扶持。

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

Targeted Users

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

Service Delivery

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

Service Highlight

Caregiving is not easy and family members always serve as care givers. With the service philosophy of “Supporting Family to Care for the Elder”, we continued to offer support to carers to address the needs of frail elders and carers in the community. Apart from educational talks, day respite, loan of rehabilitation equipment and audio visual materials, we organized various activities to enhance carers’ well-being in physical and psychological aspects, and to promote mutual support among carers.



分享節日快樂，共創美好回憶
Sharing joy during festival



長者也來慶祝萬聖節
Let's celebrate Halloween

社區復康及痛楚紓緩站

Community Rehabilitation and Pain Relief Station

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

服務對象

60歲或以上有痛楚問題之長者。

服務形式

現有4間中心提供社區復康及痛楚紓緩站，服務內容包括：

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

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

服務重點

本會四間社區復康及痛楚紓緩服務站，繼續以不同專業團隊，如註冊中醫師、已接受針灸訓練之註冊西醫及註冊物理治療師等，以優惠的價錢，為不同地區有需要長者提供個人或小組之痛楚紓緩及復康服務。

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

Targeted Users

Elders of 60 or above with pain problems.

Service Delivery

There are 4 Service Centres providing these services including:

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

Service Highlight

The professional teams from our four pain stations, consisting of registered Chinese medicine practitioners; registered medical doctors with acupuncture training and registered physiotherapists, continued to render services on individual or group basis at discounted price for pain management, pain relief and rehabilitation services to elders in the community.



醫生正在為伯伯提供針灸，紓緩腿部痛楚
A doctor gave an acupuncture treatment to an elderly user



醫師正在為婆婆把脈
The Chinese medicine practitioner felt the pulse for the elderly user

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

服務對象

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

服務形式

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

服務重點

- 維健坊祖堯中心接待香港特別行政區政務司司長張建宗，大紫荊勳賢，GBS, JP一行人到訪參觀，張司長更與長者一起進行「腦康操」。
- 維健坊致力培育有心人士成為安老服務業界從業員，「港專職業訓練學院物理治療助理課程」學生到祖堯中心參觀，中心治療助理分享服務心得與點滴。另外，維健坊物理治療師獲該校邀請於「創建新動力培訓就業嘉年華」中向在場參與人士分享復康行業未來前景及發展趨勢，鼓勵有志者踏上專業護理階梯。
- 維健坊獲得機構委員會委員的支持與贊助，得以添購先進復康用品，讓服務使用者可以體驗各種趣味性訓練，如：有轆座椅式步行訓練架、彩像投射機等；另外，亦舉辦了「維健親聚之旅」，讓服務使用者及家人開開心心共享美食及旅遊樂趣。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- The Hon Matthew Cheung Kin-chung, GBM, GBS, JP, Chief Secretary for Administration visited Viva Cho Yiu Centre. Mr Cheung showed concern to the service users and joined the Brain Health Exercise together with them.
- Viva puts the great effort to cultivate the potential new workers who would like to serve the elders. The students of “Physiotherapist Assistant Course from Hong Kong College of Technology” visited Viva Cho Yiu Centre and our Therapist Assistant introduced our services as well as shared his working experiences. On the other hand, our Physiotherapist was invited to share future prospect and development trends of rehabilitative service in their “Training and Career Carnival”.
- With the support and sponsorship with our Committee Members, Viva purchased the advanced training materials, such as Merry Walker, projector for our service users to receive more rehabilitative training with fun. Moreover, we organized “Happy Family Trip” for our service users and their family members to enjoy outdoor activities with barrier-free arrangement.



香港特別行政區政務司司長張建宗先生、大紫荊勳賢, GBS, JP參觀維健坊祖堯中心
The Hon Matthew Cheung Kin-chung, GBM, GBS, JP, Chief Secretary for Administration visited Viva Cho Yiu Centre



維健坊物理治療師應港專職業訓練學院邀請於「創建新動力培訓就業嘉年華」中擔任分享嘉賓

Our Physiotherapist was invited to share future prospect and development trends of rehabilitative service in the “Training and Career Carnival” organized by Hong Kong College of Technology



服務使用者及家人開開心心參與「維健親聚之旅」
Viva's service users and their family members joined Happy Family Trip together

長者及照顧者心理健康服務

Elders and Caregivers Mental Health Service

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

- 長者及照顧者精神健康諮詢服務。
- 健康身心小組（長青版）。
- 認知障礙評估及支援計劃。
- 「預設照顧」計劃。

服務對象

- 長者及照顧者精神健康諮詢服務：年齡55歲或以上有精神健康 / 情緒困擾迹象，從來沒有或不願去醫院 / 診所諮詢的長者。
- 健康身心小組（長青版）：年齡55歲或以上有情緒困擾 / 壓力的長者。
- 認知障礙評估及支援計劃
 - 認知障礙評估服務：65歲或以上有認知障礙症徵狀的長者。
 - 認知障礙照顧策劃服務：認知障礙症患者的照顧者。
 - 認知障礙症醫療優惠計劃：認知障礙症患者及65歲或以上綜援或長者生活津貼的人士。
 - 認知障礙快速檢測：長者。
 - 其他活動：認知障礙症患者、照顧者及公眾人士。
- 「預設照顧」計劃：65歲或以上的長者，有初期認知障礙症、嚴重中風、腎臟衰竭、嚴重呼吸系統疾病、心臟衰竭或末期癌症。

服務形式

- 長者及照顧者精神健康諮詢服務：由本會的義務精神科醫生及社工提供一次性免費諮詢及轉介服務（如適合）。
- 健康身心小組（長青版）：以認知行為療法的12節治療小組，通過多種活動，學習使用不同角度來處理情緒 / 壓力。
- 認知障礙評估及支援計劃：認知障礙評估服務、認知障礙照顧策劃服務、認知障礙症醫療優惠計劃、認知障礙快速檢測、認知障礙社區教育、認知障礙關懷專線。
- 「預設照顧」計劃：生命故事及預設臨終照顧計劃。

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

- Elders and Caregivers Psychiatric Consultation Service.
- Mental Health Group for Older Adults.
- Dementia Assessment and Support Project.
- Advance Care Planning Project.

Targeted Users

- Elders and Caregivers Psychiatric Consultation Service: Older adults aged 55 or above with signs of mental health / emotional disturbance who have never been or are reluctant to go to hospitals / clinics for consultation.
- Mental Health Group for Older Adults: Older adults aged 55 or above with emotional disturbance / stress.
- Dementia Assessment and Support Project
 - Dementia Assessment Service: Elders aged 65 or over and identified with early signs of Dementia
 - Dementia Care Planning Service: Caregivers of persons with dementia.
 - Medical Support Scheme for Dementia: Elders with diagnosis with dementia and aged 65 or over, receives Comprehensive Social Security Assistance or Old Age Living Allowance.
 - Fast Dementia Screening to Elderly: Elders.
 - Other Programmes: Persons with dementia, caregivers, and general public.
- Advance Care Planning Project: Elders aged 65 or over, with mild dementia, severe stroke, renal failure, severe respiratory disease, chronic heart failure or late-stage cancer.

Service Delivery

- Elders and Caregivers Psychiatric Consultation Service: One-off free consultation and referral service (if suitable) by our volunteer psychiatrist and social worker.
- Mental Health Group for Older Adults: A 12-session treatment group using cognitive-behavioural therapy through variety of activities and learning to use different perspectives to manage emotion / stress.
- Dementia Assessment and Support Project: Dementia Assessment Service, Dementia Care Planning Service, Medical Support Scheme for Dementia, Fast Dementia Screening to Elderly, Dementia Community Education, Dementia Care Line.
- Advance Care Planning Project: Life Story Book and Advance Care Planning.

服務重點

- 本會獲「左滌江慈善信託基金」資助開展認知障礙評估及支援計劃。透過三層介入手法，以 1) 提升社區人士關注 / 認識認知障礙症及其可改變的風險因素 2) 及早識別認知障礙症及轉介 3) 支援認知障礙症長者及其照顧者，從而延緩患者認知退化及減輕照顧者壓力。過去一年，本會合辦「第十一屆全港認知障礙症照顧者論壇」；並於港島東醫院聯網醫社合作研討會(十二)中發表了「認知障礙評估及認知障礙照顧策劃服務」的成果。
- 本會獲《信·望·愛》行動資助「預設照顧」計劃，訓練義工協助長者製作生命故事。社工亦協助長者及照顧者制定預設臨終照顧計劃，促進長者重整生命意義；及為生命的終結作出準備，減少遺憾和家人壓力。

Service Highlight

- With funding support of “Tsu Te Kian Charitable Trust”, we started the Dementia Assessment and Support Project. Using a three-tiers intervention, this Project aims at 1) raising community understanding on dementia, awareness of modifiable risk factors on dementia; 2) early identification of elderly with dementia and make referrals for early intervention(s); 3) intervention to elders with dementia and / or their caregivers to enhance their competence / reduce their stress in living with dementia. In the past year, we co-organized the “11th Hong Kong Dementia Caregivers Forum”; presented the Dementia Assessment and Dementia Care Planning Services in the 12th HKEC Symposium on Community Engagement.
- “Advance Care Planning” Project received funding support from the “Faith • Hope • Love” Movement. We trained volunteers to assist elders to produce life story books. Also, social workers assisted elders and caregivers to formulate advance care plans to reconstruct elders’ meaning of life and prepare for their end of life so as to reduce regret and family distress.



受訓義工協助長者製作生命故事

Trained volunteers assisted elders to produce life story books

躍動晚情 - 長者抗抑鬱地區計劃

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

躍動晚情 - 長者抗抑鬱地區計劃獲滙豐銀行透過香港公益金撥款資助，由2015年10月展開為期兩年的服務，其後成功獲得公益金延長一年撥款至2018年9月。計劃旨在提升社區人士關注長者抑鬱，協助長者重建社區連繫、學習解決問題的方法，開展愉快活動，從而減輕抑鬱徵狀及改善情緒。

服務對象

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

服務形式

關懷探訪、社區活動、生活實踐、服務轉介。

服務重點

- 本計劃旨在提升社區人士關注長者抑鬱、協助長者重建社區連繫、幫助體弱 / 不便外出有抑鬱徵狀的長者學習解決問題方法，開展愉快活動，從而減輕抑鬱徵狀及改善情緒。本計劃採取三層介入手法，包括八節由社工外展推行的「躍動晚情」抗抑鬱個人管理計劃、由受訓義工致電關心長者的「長者抗抑鬱關懷專線」、教育活動、巡迴展覽、義工訓練、製作教育性短片及「長者抑鬱」照顧者指南以支援照顧者。本計劃於傳媒及第四屆國際實務研究會議上發表了「躍動晚情 - 長者抗抑鬱地區計劃」的成果。
- 此外，本計劃再次成功獲得滙豐150週年慈善計劃透過香港公益金延長兩年撥款至2020年，以服務更多有需要的長者。

Smiley Activation Project – Community/ Home-Based Depression Treatment for the Elderly (SAP) was launched in October 2015 with funding support of HSBC through Community Chest for two years; and later extended for one more year with sponsorship of Community Chest till September 2018. It aims to raise community’s awareness of elderly depression, assist the rather home-based older adults to rebuild connection with the community, learn problem-solving skills and enjoy in pleasant activities to reduce their depression symptoms and improve emotional well-being.

Targeted Users

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

Service Delivery

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

Service Highlight

- Three-tiers intervention strategies include an 8-session outreaching “Smiley Activation Programme” by social workers, an Anti-Depression Care Line for the Elderly managed by our trained volunteers to make calls to elders; community educational programmes; outreaching booths; volunteer trainings as well as production of educational videos and Caregiver Guide on ‘Elderly Depression’ to support caregivers. This Project was presented in media interviews and in the 4th International Conference on Practice Research on its positive outcomes.
- Besides, this project has once again successfully received funding support from HSBC 150th Anniversary Charity Programme through Community Chest to extend its service for two years till 2020 for serving more elders in need.



長者在義工支持下發掘個人興趣
Elder learnt to cultivate his hobby with support of volunteers



長者體驗草地滾球
Elders experienced lawn bowls



長者扮靚靚行天橋
Elders Catwalk Show in Finale

特別服務
Special Services

本會秉承「以家為本」的信念，引進社會資源，繼續推出和發展多項嶄新的服務，回應需要。面對離婚數字不斷上升，本會發展一系列服務計劃，支援離異/分居父母之需要。我們相信縱使婚姻不能挽回，父母雙方是能夠為子女建立兩個愉快的家，讓子女繼續在父和母的關愛下健康地成長。「親籽薈」、「孩子為本」離異危機預防及處理計劃及夾縫中的曙光「兒童為本」共享親職先導計劃，便是基於這份信念及願景，規劃計劃內容，為離異父母提供支援，讓他們和諧地處理離異後的安排，協助保持正面的接觸和關係，並以「親職夥伴」關係合作教養子女。過去一年，除了為離異家庭提供服務外，我們透過社區教育活動，推廣「兒童為本」及「父母責任」的「共享親職」價值。同時，我們為不同界別安排專業訓練，舉行中心開放日及交流分享會等，分享我們工作的心得與成果，提升同工對服務離異家庭工作的認識。而「給孩子兩個快樂的家 - 『兒童為本』共享親職先導服務」更在香港社會服務聯會的「2017年度『卓越實踐在社福』獎勵計劃」中獲頒「效能獎」。

為教育年青新一代建立正面的理財態度和良好的理財行為，理財教育中心繼續以輕鬆有趣的體驗式活動及利用社交媒體，讓青少年反思正確的理財觀念及學習實用的理財技巧。透過滙豐150週年慈善計劃的資助，我們於2018年3月舉辦全港首個模擬理財城市，以體驗活動及AR/VR互動智能遊戲，與青年人一同探討電子貨幣的利弊，學習良好的理財習慣。同時，我們從美國引入「理財社會工作介入系統」模式服務，開展了本港首個「理財社會工作者」證書課程，為業界培訓了33名認可「理財社會工作者」。而理財教育中心去年於「香港財務策劃師學會理財教育領袖大獎2018」中獲頒「企業理財教育領袖 - 金獎」，肯定團隊在理財教育的貢獻。透過與多間企業義工團體和機構合作，過去一年我們共為超過35萬名受眾提供不同形式的服務。

至於婦女服務，我們開展了新一階段由賽馬會社區資助計劃資助的「婦女創新天」計劃，強化婦女的自信心及能力感，並擴闊她們個人以至社區的支援網絡。我們在計劃中亦加入了新元素提升她們對精神健康的認識。此外，本會繼續推行由李錦記家族基金贊助的「婆媳緣·祖孫情」多代家庭教育及支援計劃，為婆媳、祖孫和作為中間人的爸爸或其他家人提供支援，協助多代家庭建立正面和諧的跨代關係。

全人專業服務繼續為企業提供僱員支援服務，改善僱員的身心健康，使他們成為可靠的員工及可親的家庭成員。面對社會不斷的轉變，為更有效提供適切的服務，我們積極加強與企業合作及建立義工網絡。過去一年，我們與51間企業伙伴及團體，合辦共108個服務項目，當中有49間機構獲提名參加「商界展關懷」。義工方面，我們成功招募了7,230名義工為79,254名服務使用者提供多達25,392小時的服務。

總結過去一年的工作，本會實在感謝合作伙伴的支持，讓我們可以繼續推展各項特別服務，回應需要。展望來年，我們會進一步結集各方的資源和專長，並透過互相協作，將服務拓展和優化，促進家庭和市民大眾的福祉，培育互相關顧的社會。

Upholding the “family perspective”, our Society has continued to engage community resources to launch and sustain innovative services to meet the needs of the community. In view of the increasing number of divorce, our Society has developed a series of services to support the needs of divorced/separated parents. We believe that even when marriage cannot be continued, parents can build two happy homes for their children and let them grow healthily under the care of both parents. “Parent-child Contact Centre”, “Child-Focused” Separation & Divorce Crisis Prevention & Management Project and A Beam of Hope - Pilot Project on “Child-focused” Parenting Coordination and Co-parenting Services for Divorced Families were launched based on this belief and vision. These services aimed at providing support to divorced / separated parents to assist them to maintain positive contact and relationship, so as to establish “partnership” for the betterment of their children. In the past year, we also promoted “child-focused” and “parental responsibility” through community education. In addition, we arranged trainings, centre open days and sharing sessions with various professionals to share the experience and achievements of our work, so as to enhance the understanding of the work for divorced families. We were honored that “Creating Two Happy Homes for Children - Pilot Services on Child-focused Co-parenting for Divorced Families and the Community” was granted the “Effectiveness Award” in the 2017 Best Practice Awards in Social Welfare organized by the HKCSS.

To cultivate the younger generation positive financial management attitude and good financial management behaviors, the Financial Education Centre continued to conduct experiential activities and utilize social media to help young people reflect their value on financial management and learn practical financial management skills. With the support from HSBC 150th Anniversary Charity Programme, we organized the first experiential “Virtual Money Management City” in Hong Kong in March 2018, using AR/VR as means of interaction, to explore the advantages and shortcomings of electronic money and foster the good financial management habit of young people. Furthermore, we introduced the proven intervention model from the United States and launched the first Financial Social Work Certification Course in Hong Kong to train up 33 certified Financial Social Workers. Financial Education Centre had received the “Corporate Financial Education Leadership - Gold Award” in the IFPHK Financial Education Leadership Awards 2018, which has confirmed our contribution in improving financial literacy in Hong Kong. With the partnership of different corporate volunteers and corporations, we provided services for over 350,000 beneficiaries throughout the year.

For Women Service, we launched a new phase of the “Bridge to Competence Project” sponsored by the Hong Kong Jockey Club Charities Trust which aimed at enhancing women’s confidence and self-efficacy, as well as broadening their support network. New elements were added to enhance their awareness on their mental health conditions. Moreover, we continued to implement the “Education and Support Project for Multi-generation Families” supported by The Lee Kum Kee Family Foundation to handle intergenerational relationships issues including those between the mother-in-law and daughter-in-law, grandparents and grandchildren, as well as the father or other family member who serves as the middleman among them.

The Society’s Wellness Programme provided Employees Assistance Programme to corporates to promote the physical and mental well-being of employees. We also strengthened our cooperation with corporates and enhanced the volunteer network to tailor make support to those in need in the community. Last year, we co-organized a total of 108 service projects with 51 corporate partners and organizations. Among them, 49 organizations were nominated for the “Caring Company”. For volunteers service, we successfully recruited 7,230 volunteers who provided 25,392 hours of service to 79,254 recipients.

To conclude, the Society would like to express our gratitude to our partners for their unfailing support for the continuous development of the many special services to meet the changing needs. In the coming year, we will further mobilize community resources and expertise, and to put concerted efforts to extend and advance our services to promote the well-being of families and individuals, and foster a caring community.

調解中心

Mediation Centre

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

服務對象

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

服務形式

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

服務重點

- 透過家事調解服務和諧處理離異後的安排。
- 提供專業調解培訓講座予家事調解員及綜合調解員。
- 為認可家事調解員進行現場個案督導。
- 參與香港調解資歷評審協會（調評會）認可的調解課程之指導工作。
- 與社會服務機構、大學及學校等不同單位合作，舉辦調解活動及訓練，推廣調解文化。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Rendered Family Mediation Service to help the couples at the edge of separation / divorce to arrive at peaceful settlement in relation to divorce / separation.
- Conducted Continuing Professional Development Programmes for Family Mediators and General Mediators.
- Conducted live supervision for accreditation of Family Mediators.
- Participated in the coaching for Mediation Courses accredited by Hong Kong Mediation Accreditation Association (HKMAAL).
- Cooperated with various social service organizations, universities and schools to conduct mediation trainings to create and sustain the impact of a pro-mediation culture.



認可家事調解訓練課程（為綜合調解員而設）2017
Conversion Course on Family Mediation Practice for General Mediators 2017



認可家事調解訓練課程 2017
Accredited Family Mediation Training 2017



專業調解培訓工作坊 2017
Continuing Professional Development (CPD) Family Mediation Workshop 2017

「孩子為本」離異危機預防及處理計劃 “Child-Focused” Separation & Divorce Crisis Prevention & Management Project

無論面對婚姻困難、分居或離異，父母或多或少會經歷生活、情緒及關係上的變化。父母對雙方的指責、控訴和埋怨，很多時會把子女拖進爭拗的漩渦裏，令他們承受不必要的壓力和傷害。有見及此，本會希望透過推動「孩子為本」的理念，為離異父母及其子女提供多元化的支援服務，協助父母以和諧及積極的態度處理離婚安排的同時，能顧及孩子的最佳利益及需要，讓子女在父母離異的過程中能順利過渡，繼續健康快樂地成長；並透過調解教育鼓勵社區人士能將調解的理念及技巧應用於親子、夫婦及家庭成員的關係中，共同締造和諧家庭及社區。本計劃於2016年12月開展為期兩年的服務，由滙豐150週年慈善計劃透過香港公益金資助。

服務對象

- 正面對婚姻困難 / 分居 / 離異之父母及其子女、社區人士等。

服務形式

- 家事調解服務。
- 兒童遊戲治療。
- 親子遊戲治療法家長訓練課程。
- 調解教育。
- 免費約見律師。
- 法律諮詢服務。

服務重點

- 由認可之家事調解員提供家事調解服務，協助面臨分居/離異人士和諧理智地商討離異後的安排，以達成具法律約束力的協議，使雙方和子女的利益同被顧及。
- 輔導員透過兒童遊戲治療讓子女在一個安全及自然的環境下表達因父母婚姻出現困難或離異而產生的不安情緒，引導他們化解內心的鬱結，建立內在能力面對家庭的轉變。
- 透過親子遊戲治療法的訓練及實習過程，讓家長成為子女的輔導員，幫助子女克服因父母面對婚姻困難或離異所產生的困擾，預防各種情緒和行為障礙問題，並增進親子關係。
- 透過提供不同主題的調解教育活動，鼓勵公眾人士將調解的概念及技巧，以生活化的方式應用於處理家庭的不同成員間衝突當中。

The divorcing / separating couples are facing major life stresses inevitably when they are pulled to encounter changes in living, emotions and relationships during marriage breakdown. The children's emotional and psychological development could be adversely affected if couples fail to cope with the disputes peacefully. In this light, the Project adopted the “child-focused” perspective and aimed to provide a series of services to help those families in need to arrive at peaceful settlement in relation to divorce, to safeguard the benefits and interests of the children and promote the healthy growth of the children. It is further geared to render mediation education to enable members to apply mediation concepts and skills in dealing with their conflicts / disputes in the family, with the aim to promote a harmonious community. The two-year project has been launched in December 2016. HSBC 150th Anniversary Charity Programme has funded this project through the Community Chest of Hong Kong.

Targeted Users

- Divorcing / separating couples, children facing crisis of parental divorce / separation and families in need.

Service Delivery

- Family Mediation.
- Play Therapy for children.
- Filial Therapy for Parents.
- Mediation Education.
- Free Legal Consultation.
- Legal Consultation.

Service Highlight

- Family Mediation is rendered by Accredited Family Mediators to help couples facing divorce / separation to resolve their disputes in a non-adversarial way, to reach a mutually acceptable and legally-binding settlement agreement while benefits of children and both parties are attended to.
- Counselling Service for children is rendered in the approach of Child-centred Play Therapy, to relieve the emotional stress of the children under the distress arising from the impact of separation / divorce of their parents, to enhance their self-esteem as well as coping ability for adversity.
- Through the “Filial Therapy for Parents” training group and practicum, parents are trained to be therapeutic agents to their children to facilitate their coping with the emotional disturbances and behavioural problems arising from the parental divorce / separation.
- Through the Mediation Education groups, participants are equipped with effective conflict resolution skills and mediation concepts can be applied to different relationship contexts.

- 透過法律諮詢服務及講座，增強市民對有關他們所面對的問題之法律知識，並鼓勵面對爭議的人士運用調解方法處理衝突。

- The Legal Consultation Service and Seminar continued to quench participants' enquiries on legal issues and to share knowledge on legal aspects of divorce / separation. Introducing the Family Mediation as an amicable way to settle the divorce disputes was emphasized.



「孩子為本」兒童遊戲治療服務
Child-centred Play Therapy for Children



親子遊戲治療法家長訓練課程
“Filial Play Therapy for Parents” Training Group



「離婚路上」法律諮詢講座
Legal Consultation Seminar on Divorce



調解教育課程
Mediation Education Programme

親籽薈

Parent-child Contact Centre

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

服務對象

分居 / 離異父母及其子女。

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

服務形式

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

服務重點

- 親子聯繫員（註冊社工）為有需要家庭提供專業親子聯繫服務，督導兒童與非同住父母或其他家庭成員見面，共度相聚時光；又或在子女交接出現困難的家庭安排督導子女交接服務，協助子女順利往來父母雙方的家。
- 透過「共享親職」社區教育服務如教育講座、展覽、服務推廣活動等，推動社會人士更多關注離異家庭的需要，並提升其對「父母責任」和「兒童為本 - 共享親職」信念的關注與認同。
- 為業界舉行超過30場服務簡介會，以提升社會和相關專業人員對親子聯繫工作的認識和了解；同時透過服務經驗分享會暨中心開放日，接待來自本港及台灣的福利和司法機構等，促進本地與兩地跨專業的相互溝通和協作。
- 提供相關在職培訓及舉辦同工退修會，提高員工對服務離異家庭工作的敏銳性和提升相關的專業知識。
- 製作宣傳短片，向公眾具體地介紹服務目標和內容，以期鼓勵更多有需要家庭使用服務。

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

Targeted Users

Separated / Divorced parents and their children.

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

Service Delivery

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

Service Highlight

- Professional Visitation Monitors (Registered Social Workers) provided Supervised Children Contact Service to those in needy families through supervising children to meet or enjoy the gathering time with their non-resident parents or other family members; or arranged Supervised Children Exchange Service to those parents who were having difficulties in children exchange to facilitate the smooth transferring of children between two homes.
- To raise public concern on the needs of divorced families and promote the concepts to the community on “Parental Responsibility” and “Child-focused Co-parenting” through community education services such as talk, exhibition and service promoting activities.
- In order to help the community and the sector to get a better understanding on the parent-child contact service, over 30 service briefing sessions were conducted. Besides, through conducting Professional Service Sharing and Centre Open Day as well as receiving welfare and judiciary sectors from local and Taiwan to facilitate cross sectors communication and collaboration.
- To provide on-job training and staff retreat to raise staff’s sensitivity and develop their expertise in serving divorced families.
- To produce video for introducing the service and allow public to visualize the service objectives and contents so as to encourage needy families to use the service.



製作服務宣傳短片花絮
Highlights of video shooting



立法會福利事務委員會探訪親籽薈了解日常服務運作
Panel on Welfare Services of the Legislative Council (LEGCO) visited Parent-child Contact Centre to understand the daily service operation



台灣花蓮兒家協會探訪中心作專業交流
Welfare agency from Hualien Taiwan visited the Centre for professional sharing

夾縫中的曙光 - 「兒童為本」共享親職先導計劃

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

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

服務對象

離異或分居父母及社會人士。

服務形式

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

服務重點

- 獲香港公益金再度撥款資助第二期計劃至2018年9月。持續推動離異父母以「親職夥伴」關係合作教養子女。特設「共享親職」短期證書進修課程、治療小組、個別教育及協調服務、親職指導服務等，支援分居/離異父母學習「兒童為本」共享親職教養模式，為子女締造和諧成長的空間。
- 透過持續舉辦專業培訓，提升跨專業人士對「兒童為本」共享親職模式的認識，藉此連結跨界別於社會內推動共享親職理念。
- 舉辦「大手牽小手」大哥哥大姐姐伴行活動，培訓來自離異家庭的青年人，鼓勵及支持離異家庭兒童適應兩個家的新生活。
- 製作「我愛我爸、我愛我媽 - 『共享親職』兒童手冊」，內容包括多項互動練習，鼓勵家長或專業人士陪伴兒童一起閱讀，按兒童個別需要，協助兒童正面面對家庭轉變，引導他們表達內心感受，勇敢面對人生的挑戰。兒童手冊於2018年3月出版及派發至社區。



親職輔導員與家長探討「兒童為本」共享親職的概念與實踐
Co-parenting Counsellor discussed with parents about “Child-focused” co-parenting concept and practice wisdoms

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

Targeted Users

Divorced / separated parents and general public.

Service Delivery

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

Service Highlight

- The project had been extended to September 2018 with continuous support from the Community Chest to continue the promotion of divorced parents to take care of their children through “co-parenting partnership”. Short-term Co-parenting Certificate Course, therapeutic groups, individual education, parenting coordination services and parent-aide services were provided to support divorced / separated parents to build up “Child-focused” co-parenting relationship for the betterment and welfare of their children.
- To conduct trainings for professionals from cross sectors to enhance their understanding on “child-focused” co-parenting concept and to facilitate collaboration in promoting the co-parenting values to the community.
- To train up youth ambassadors from divorced families to provide “Buddies Programmes” to encourage and support the children from divorced families to adjust to the new life in two homes.
- To produce the “Co-parenting Guidebook” for Children. Parents and helping professionals were encouraged to make use of various interactive exercises designed to facilitate children in needs to positively cope with the critical family changes, express their feelings and positively face life challenges. The Guidebook had been published and distributed to the community in March 2018.



透過外展教室，向公眾人士宣傳「兒童為本」共享親職的概念
To promote to the community on “Child-focused” co-parenting concept through outreach and community educational programme

婦女及家庭成長中心

Women and Family Enhancement Centre

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

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

服務對象

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

服務形式

包括各類型小組及活動、外展服務接觸婦女、社區網絡工作等。

服務重點

- 2017-18年度為新一階段接續由賽馬會社區資助計劃資助的「婦女創新天」計劃，除了繼續舉辦不同類型活動為不同身份角色的婦女充能、提升及發展，從而加強她們的自信心、能力感，並擴闊她們個人以至社區的支援網絡，進而提升社區對不同婦女的關注；亦透過不同類型小組活動，提升和加強婦女在精神健康的認識；以及為中年婦女而設的生命導航活動，讓她們重建未來人生的規劃。
- 繼續推行由李錦記家族基金贊助「『婆媳緣·祖孫情』多代家庭教育及支援計劃」，舉辦不同類型的婆媳、祖孫和中間人工作坊，教育多代家庭中的成員建立和諧的家庭關係；亦透過多元化的社區教育及支援服務，向社區推廣正面婆媳關係信息，提升婦女面對婆媳相處困難的能力。
- 透過何東爵士慈善基金贊助的「『甜睡安康』提升婦女精神健康計劃」，透過一系列的工作坊和小組，讓婦女學習減壓技巧，並認識和了解自我睡眠和健康的狀況，繼而建立良好的睡眠模式，提升睡眠質素。同時，亦向公眾人士推廣精神健康的重要，從而提升對婦女的關注。

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

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

Targeted Users

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

Service Delivery

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

Service Highlight

- A new project period of “The Bridge to Competence Project” was supported by The Hong Kong Jockey Club Charities Trust Community Project Grant from 2017-2018 which aimed to enhance the competence and empower the capability for women, facilitated building up of support network for women in need, and aroused community awareness and concern to women through various of groups and programmes. Besides, different kinds of trainings were conducted for women to enhance and strengthen their mental health knowledge and skills; besides, some groups and programmes were tailor-made for middle-aged women to re-build their positive life in future.
- The “Education and Support Project for Multi-generation Families” was continuously supported by the Lee Kum Kee Family Foundation. Different kinds of in-law, grandparent-child trainings and community education programmes were conducted for enhancing the positive intergeneration relationship among cross generations family members.
- The “Good Sleep Good Health - Mental Health Enhancement Project for Women” funded by the Sir Robert Ho Tung Charitable Fund aimed to facilitate women for learning stress management skills, understanding their sleep condition and health, in order to build up a good quality of sleep and enhance women mental health. Moreover, various kind of community education programmes to promote the significant of mental health, and enhanced the awareness on women mental health.

「樂啟航」計劃 - 幼兒及家長學習課程 Fly Project

- 成功獲得由滙豐香港社區夥伴計劃2017資助舉辦「『婦女自家製環保布藝產品』- 可持續生活與消費社區計劃」，動員婦女透過舊衣物 / 碎布加以再造和再生的方式，促進婦女建立自主和有尊嚴的生活形態。
- 為支援有需要的婦女，本中心課餘託管服務再獲教育局區本計劃及社會福利署資助，為區內低收入及有需要之小學生提供極低收費的課後支援服務，協助學童善用課後時間，減輕婦女照顧子女壓力，促進親子關係。
- The “Women Homemade Eco-Friendly Fabric Product Community Project” supported by HSBC Community Partnership Programme 2017, which aimed to facilitate women for building up autonomous and dignity of lives through various of groups and programmes.
- To support women in need, After-school Care Service was continuously funded by the Community-based Projects of the Education Bureau and Social Welfare Department, and this provided low charges of after-school support services to primary students from low-income and needy families to facilitate better time management after school so as to relieve women stress in handling children’s school work and enhance better parent-child relation.



中年單身婦女透過身體互動來互相認識
Middle-aged women singleton have involved in the interactive exercises for enhancing mutual understanding



中年婦女參與由社工帶領的生命導航訓練
Social worker have conducted Life Revamping Training for Middle-aged Women



婦女於劇場訓練堂中的肢體練習
Women have participated in the theatre training sessions

為使基層家庭的下一代有較為公平的發展機會，「李國賢兒童基金 - 樂啟航計劃」為基層家庭提供免費而優質的早期幼兒及家長學習課程，一方面支援家長在管教方面遇到的困難，建立正面親子關係；另一方面鼓勵幼兒從生活中探索學習，培育身心全面發展。

服務對象

基層家庭的1歲半嬰幼兒及父母。

服務形式

- 課程共有55節，每星期二節，每節二小時；
- 每節首一小時為幼兒課程，由已受訓的社工教授課程，親子共同上課；第二小時主要為家長課程，幼兒會交由職員及受訓義工進行遊戲小組；而社工教授家長有關幼兒管教之課程；
- 另設親子戶外活動及畢業禮。

服務重點

- 幼兒課程涵蓋不同的幼兒發展領域，例如認知、學前概念、語言、社交、大小肌肉及行為等；
- 家長課程包括正向管教方法、幼兒成長發展進程、親子伴讀技巧、幼兒健康資訊及親子關係等；
- 共有11對親子完成本計劃，所有家長均認為計劃對他們本人、幼兒和親子關係均有正面影響；
- 家長之間能夠自行建立互助網絡，分享社區資訊和資源；
- 基於家長和幼兒異室上課的安排，家長於家長課程時間可以享有難得的學習和分享空間，稍稍舒緩平日作為照顧者的壓力；
- 計劃為期八個月，家長和幼兒除了出席課程外，期間亦有使用中心其他服務，如各種小組、活動、諮詢和個案服務，反映這些家庭對社區服務的持續需要，亦是對中心服務質素的肯定。

Aiming at helping the children from deprived families to have a fairer chance for development, “Simon K Y Lee Children’s Fund - FLY Project” support these families with a free and quality early intervention service for preschoolers as well as parents. On one hand, the project provide parents with positive parenting skills and hence building a positive parent-child relationship. On the other hand, it encouraged the preschoolers to learn from daily life experience for a holistic personal development.

Targeted Users

Preschoolers aged 1.5 and parents from deprived families.

Service Delivery

- The project contained 55 sessions with two hours for each session in twice a week;
- The first hour of each session was child-learning programme which were delivered by trained social workers; The second hour was parent education programme. Children would be placed in playing room and taken care by staff and trained volunteers;
- There were also parent-child outings and a graduation ceremony.

Service Highlight

- Child-learning covered different aspects of child-development such as cognitive, preschool concept, language, social skills, gross and fine motor, and behaviors etc.;
- Parent education included positive parenting skills, child development, paired reading techniques, child’s health information and parent-child relationship etc.;
- A total of 11 pairs of parent and children have completed the project. All parents found that both of them and their children were benefited from the programme. Parent-child relationship was also enhanced;
- Parents were able to establish a mutual support network sharing community information and resources;
- Parents treasured learning and sharing moments during the parent education programme when they were separated in different venues from children. They were released from stress of being care-givers on ordinary days;
- The project lasted for 8 months. Apart from attending the scheduled programmes, parents and children also joined other services like groups, activities, consultation and counseling service, which showed persistent need for community services and the a recognition of our service quality.



幼兒與義工保母姨建立深厚感情
Children have established close relationships with voluntary “nannies”



看！我們學習多認真！
Look! How serious we were in learning!



親子共享戶外活動快樂時光
Parents and children have fun in an outdoor activity

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

服務對象

6至24歲的兒童與青少年及其父母、社會工作者。

服務形式

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

服務重點

- 我們的願景是建立一群擁有可持續和健康理財態度和行為的新一代，我們不僅通過直接的服務，如：講座、工作坊、小組和寓教於樂的活動向年輕人和家長提供教育及服務，還與不同界別的持份者成為合作伙伴，建立一個倡導改變的關鍵群體。
- 獲滙豐150週年慈善計劃的資助，為期五年的「S-QUBE」青年理財教育計劃已踏進第二年。我們已整合我們的服務，透過不同方式提供理財教育服務。由2017年4月至2018年3月，本計劃的受惠人數共333,932人。以下為本年的重點活動：
 - 1) 成功開展本港首個「理財社會工作者」課程，培訓33位認可「理財社會工作者」。
 - 2) 為智障學生及其家長開辦「由錢入心」親子理財平衡小組。家長的參與讓學生更有效鞏固於小組所學的技巧，促進他們在個人理財更長遠的改變。
 - 3) 於2018年3月10-12日舉辦全港首個「模擬理財城市」，透過AR / VR互動智能遊戲，以輕鬆有趣的體驗，讓青年人探討電子貨幣所帶來的利弊，學習良好的理財習慣。
- 我們很高興獲得保誠保險有限公司的資助，讓我們得以繼續推展與投資者教育中心共同創製的「兒家學理財」理財教育計劃。來自保誠的企業義工與我們的理財社工攜手合作，啟發孩子的理財商數，並幫助家長掌握這方面的育兒技巧。

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Our vision is to build up the younger generation with a sustainable financial attitude and healthy financial behavior. We deliver direct services not only to youngsters, but also parents through talks, workshops, groups and edutainment programmes. We also partnered with stakeholders from different sectors to build up a critical mass for advocating change.
- The five year “S-QUBE - Youth Financial Empowerment Project” has been stepping into its second year. We have consolidated our service in financial education through different means. The Project has recorded a total of 333,932 beneficiaries during April 2017 and March 2018. The Project highlights for this year are as follows:
 - 1) We launched the first “Financial Social Work Certification” Course in Hong Kong and trained 33 certified “Financial Social Workers”.
 - 2) Parent-child parallel groups on financial education for mentally retarded youngsters were delivered. Parents' involvement in groups have strengthened the students' learning and created sustainable and far-reaching impacts on managing their personal finance.
 - 3) We organized the territory-wide event “S-QUBE Virtual Money Management City” during 10-12 March 2018, which aimed to arouse the sensitivity among the younger generation towards electronic money management through their experiential learning in the virtual city with AR and VR interactive motion game booths with various financial themes.
- We were glad to receive funding from Prudential Hong Kong Limited to support the programme, “Teaching Your Kids About Money” which has been jointly developed with Investor Education Center. Volunteers from Prudential also joined hands with our Financial Social Workers to boost kids' financial quotient and enhance their parenting skills on promoting kids' financial literacy.

- 美國信安金融集團已經連續第二年支持「識多DD，財多D」活動項目。除原有的服務外，我們設計及製作了「森林理財奇兵」桌上遊戲，通過互動和有趣的遊戲為家長和孩子們提供輕鬆學習理財的平台。
- 除上述合作計劃，本中心亦與多間企業義工團體及機構舉辦理財教育活動，包括投資者教育中心。在2017/18年度，本單位共舉辦了582節諮詢、小組、工作坊及活動予19,323位兒童、青少年及家長。
- With the support from Principal Financial Group for the second year on the project “Be a Smart Money Manager”, apart from the developed programmes, we proudly produced a financial educational board game for kids to facilitate parents and children in money management through interactive and fun activities.
- Apart from above projects, the Centre also collaborated with Investor Education Center and various corporations to organize finance education activities. During 2017/18, the Centre had served 19,323 children, youth and parents through 582 sessions of consultations, groups, workshops and programmes.



「理好人生模擬理財城市」由滙豐銀行150週年慈善計劃贊助
“S-QUBE Virtual Money Management City” funded by the HSBC 150th Anniversary Charity Programme



保誠保險有限公司義工在「成家學理財」親子理財工作坊中引導學童體驗工作賺取收入
Volunteers from Prudential Hong Kong Limited guided kids to experience earning process during the “Teaching Your Kids About Money” Parent Child Workshop

全人專業服務

Wellness Programme

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

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

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

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

企業義工服務：推動跨界別協作及透過企業義工服務推動社區共融，建立和諧社會。

服務對象

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

服務形式

個人 / 家庭輔導、小組、工作坊、公開大型講座等。

服務重點

- 現今香港社會節奏急速，工時長，生活和工作壓力與日俱增，時刻衝擊每個僱員的身心健康，更影響其人際相處、家庭關係。當一位僱員的身心狀態得到支援，惠及的其實不只是企業，更是個人和家庭每一位成員。本會全人專業服務提供的僱員支援服務，透過電話熱線諮詢，個人和家庭輔導，以及在工作間舉辦活動，為他們身心健康提供支援。
- 有效的企業培訓有助企業發展，加深員工對企業的信任，亦能深化員工之間的正面溝通、關係和尊重。因應不同企業和團體的獨特要求，全人專業服務設計，提供成效顯著的員工培訓、退修等活動，有效令企業最重要的資產 - 每位員工，增強士氣，平衡身心。

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

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

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

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

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

Targeted Users

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

Service Delivery

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

Service Highlight

- Nowadays, long working hours and work stress have been negatively impacting the emotions of employees, which may also deteriorate their health and family relationship. In order to enhance employee's wellness, Wellness Programme has been promoting Employee Assistance Programme. This year, we had introduced the brand-new Health Consultation Service to provide a holistic care for every single employee and his/her family members.
- In terms of Corporate Trainings, Wellness Programme provides a variety of workshops and activities to cater to the ever-changing needs of corporates and organizations in the labor market. Trainings were delivered in the forms of retreats, workshops and activities to provide insights to participants on corporate development and to enhance their employees' morale.

• 過去一年，在服務使用的比率上，政府部門使用僱員支援服務約佔15%，零售業佔40%，而物業管理則有13%。至於培訓及發展活動方面，私人機構約佔29%，學校（包括中、小學及高等教育）約佔55%，政府部門則佔8.5%，而非政府機構亦佔7.5%。

• 在家庭輔導方面，除了提供學校增設的家庭輔導服務之外，「兒童為本遊戲治療」服務和「親子遊戲治療法訓練課程」的成效亦一直廣受家長、學校和機構所肯定，在過去一年曾與多所學校和機構舉辦相關親子課程。另外，隨著學校和團體對服務成效的肯定和對服務的要求與日俱增，我們將會涵蓋更多課題和舉辦進階課程，讓更多家庭得到益處。

• In the past year, the government accounted for 15% of the overall purchase of Employee Assistance Programme, while the retail industry and property management industry accounted for 40% and 13% respectively. For training related services, 29% was from the private corporates, 55% was from schools (including primary, secondary schools and tertiary institutes), while 8.5% and 7.5% were from government departments and NGOs respectively.

• Our “Child-Centred Play Therapy” and “Filial Play Therapy” were the programmes popular among schools and parents. Over the past year, we have collaborated with several schools and centres to organize a series of parent workshops. In the future, we will provide more new topics and higher level of programmes to cater to the increasing needs of families.



輕觸體驗之旅
Mindfulness Workshop



「拆彈專家」職場危機管理講座
“Crisis Management in Workplace” Public Seminar



「商界展關懷」社區伙伴合作展2018
Caring Company Partnership Expo 2018



「團體動力再創新高」企業義工研討會
“Group Power to a New High” Corporate Volunteer Conference

義工統籌 Volunteer Coordination

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

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

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

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

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

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

服務對象

個人、家庭、工商機構、政府部門、學校及義工團體。

Targeted Users

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

服務重點

企業義工服務發展

• 中央義工服務共聯繫了51間企業伙伴及團體，他們透過服務配對，與本會16個服務單位合辦共108個服務項目，受惠人士共1,539名。同年獲本會提名「商界展關懷」標誌的機構共49間。

Service Highlight

Corporate volunteer service development

• The Central Volunteer Service Coordination Unit had networked 51 corporations and voluntary organizations. They were matched with 16 service units of our Society and successfully organized 108 programmes to serve 1,539 users. We had nominated 49 companies for the caring company partnership.

• We had organized a spectrum of programmes targeting to children, youth and elderly. Corporate volunteers showed their care to the needy by participating into these voluntary activities. Eight corporate partners joined the Scheme of Elderly Visitation. Support was rendered to 350 elderly who have suffered from brain degeneration problem or depression. Apart from this, Chow Tai Fook Charity Foundation Limited arranged volunteers to pay visits to the needy families. Financial support was rendered to families in crisis. In view of corporate volunteer service, we conducted the “Group Power to a New High” Corporate Volunteer Conference. We invited representatives from BCT Group and CK Hutchison Holdings Limited to share their experiences in voluntary service. We also took this opportunity to encourage our corporate partners in building volunteer teams and developing volunteer service.

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中央統籌及協調

- 本年度共有7,230名義工為79,254名服務使用者提供多達25,392小時之服務。當中共有224多位專務義工，包括家福關懷專線、青年網絡大使、理財教育義工及家庭關懷大使等，為社區提供適切支援。而本會繼續獲得社會福利署頒發「金獎義務工作嘉許狀」，嘉許服務時數超過10,000小時的義工。
- 本會於2018年3月24日於北角健康村遊樂場舉辦「愛傳承」義工同樂日。大會主題為運動與關愛。400多名來自各區的義工、企業義工、服務使用者及公眾人士濟濟一堂共渡歡樂一天。本會總幹事與中心主管主持起動禮。隨即大會安排運動環節，以及由物理治療師帶領健體操。透過運動，參加者在會場所燃燒的卡路里，轉化為等值的食物送贈有需要的長者，令活動更添意義和溫暖。

Central Coordination

- This year, there were a total of 7,230 volunteers contributing to 25,392 service hours, covering 79,254 service users. Amongst, there were over 224 specialized volunteers from Family Careline, “Net” Education and Counselling Service, Financial Education and Family Ambassador, etc. With their unfailing support, we received “Gold Award for Volunteer Service” from Social Welfare Department, to recognize our contribution of over 10,000 service hours in the year.
- Under the Sports & Love theme, “Inheritance of Love” Volunteer Fun Day was held on 24 March 2018 in which 400 individuals, family and corporate volunteers, service users and people from all walks of life participated. Physiotherapist led participants to undertake stretching. In this meaningful occasion, participants’ calories which had been consumed through stretching and physical activities were converted into equal amount of calories in food dedicated to the needy.



中原地產義工協助農耕活動
Volunteers from Centaline Property assisted in farming



義工同樂日
Volunteer Fun Day



義工協助舉辦兒童活動
Volunteers provided support on children programme



義工同樂日企業義工合照
Group photo for corporate volunteers in Volunteers Fun Day

專業督導及培訓

Professional Supervision and Consultation

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

服務對象

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

服務形式

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

服務重點

督導工作

- 本會為內地一線社工及社會工作管理人員提供專業督導服務，結合社會工作理論、實踐社會工作的手法及經驗，以及當地本土文化及服務需要，督導社工實務工作操作、建立制度等，協助其推動本土化社工專業發展。
- 本年度，本會為「北京市婦聯-芳華社會工作服務發展中心」建立之北京首家綜合家庭服務中心、深圳市寶安區「婦女兒童活動中心-家庭服務園」及「東莞市南城街道辦事處社會事務局」轄下之七位主任及30多位前線社工提供督導工作，協助他們建立專業團隊、深化管理和服務制度、制定服務方向和內容等。

培訓及顧問服務

- 過去一年，本會分別為台灣、澳門、北京及廣東省內外不同市級、區級，以及鎮街社工服務單位舉辦主題式培訓課程，包括：危機處理、家暴輔導服務、家庭服務、家事調解、義工管理等。
- 本會亦為「深圳市東西方社工服務社」、「深圳市陽光家庭服務中心」及「深圳市新現代社工服務中心」提供顧問服務，協助其建設或完善行政制度、社工專業培訓，以及項目規劃和發展等。服務遍及深圳七個行政區共22間黨群社區服務中心及二個青少年項目。

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

Targeted Users

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

Service Delivery

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

Service Highlight

Supervision

- We provided supervision for the respective frontline social workers, intern social work supervisors and junior social work supervisors in the Mainland China in order to enhance their competence in social work theories and practice, help them develop a localized work system, and to assist the development of local supervisors.
- This year, we provided supervision service to an Integrated Family Service Centre in Beijing, an Integrated Family Service Centre in Baoan, Shenzhen and more than 30 social workers in Dongguan to help them get a better understanding of social work values and to enhance their competence in case handling as well as assist them in the set-up of management system and development of service.

Consultation and Training

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

專項基金 Designated Funds

家福慈善基金

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

由基金繼續營運的「家福慈善基金」及「短期貸款計劃」，在本年度內共有61位人士及家庭接受援助。大部份援助申請用作日常生活費的補助、支付租金、購買傢俱及支付情緒及精神治療費用等用途。基金的確為這班極有需要的家庭提供了及時的經濟援助。

於2017年6月，在香港中華煤氣有限公司的贊助下，一班善長人翁及中心的義工小廚神一起參加了由名廚馬廖千睿女士教授的烹飪班，為家福慈善基金籌得超過港幣十萬元！讓香港更多有需要的家庭受惠。

Benefactors Fund

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

The Fund comprises two schemes, “the Grant Assistance Scheme” and “the Loan Assistance Scheme”. In the year 2017-2018, the Fund supported 61 needy individuals and families, mainly on their basic living expenses, rent, furniture and psychiatric treatment. The Fund provided a timely financial assistance to secure the needy families.

In June 2017, with the sponsorship from Towngas, the donors and our junior chefs joined a cooking class conducted by Ms. Elaine Ma. Their participation helped the Fund collect over HK\$100,000 donation.



接待內地社工，分享綜合家庭服務中心服務模式和手法
Sharing on service model and principles adopted by Integrated Family Service Centres (IFSC) for social workers coming from Mainland China



一班義工小廚神於籌款活動後來一張大合照
Junior chefs posed for group photos after the fund raising cooking class



專心學習如何準備食材
Participants learnt how to prepare recipe

漢基國際學校 - 李淑琴教育基金

漢基國際學校 - 李淑琴教育基金的設立是紀念已故的李淑琴女士及表揚漢基國際學校的師生及家長為基金籌募所作出的貢獻。近年，基金更得到李淑琴女士的家人捐款，令基金可以繼續運作，為有需要的學童在學習上提供了適切的支援。

基金一直致力為有經濟困難家庭提供經濟援助，以免該些家庭因經濟困難而令兒童失去學習的機會。在過去一年，受基金援助的學童中大部份來自單親家庭；而受惠學童年齡層廣，他們均為就讀幼稚園至中學，藉著基金的幫助，他們可以解決部份教育開支，得以繼續學業。

除此以外，漢基國際學校的學生更親力親為義務到中心舉辦英文補習班，協助貧困學生改善他們在英文學科上的困難，並與貧困兒童建立朋輩關係，鼓勵及支持貧困兒童繼續努力學習。

CIS Khim Houng Lee Education Fund

The CIS Khim Houng Lee Education Fund was set up to pay tribute to Madame Khim and to honor the teachers, parents and students of the Chinese International School (CIS) who have made tremendous efforts to help the deprived students. In the recent years, the family members of Madame Khim continued to make donation to the Fund so that the needy students are able to continue their studies.

The main objective of the fund is to offer financial assistance to the needy students so that they can continue their studies. In the past year, the majority of the student applicants came from single parent families while the beneficiaries ranged from children from kindergarten to secondary students.

Apart from that, the students from CIS have participated in organizing English learning classes for deprived students. Through their enthusiastic participation, the needy students are benefited and be able to develop meaningful peer relationship with the other students.

何韻詩助學金

「何韻詩助學金」為香港著名歌手何韻詩創立，自成立以來，已為多名在學的兒童及青少年提供現金援助，資助他們學習及教育需要。在過去一年，受惠兒童多來自單親家庭，而當中亦有超過三成的學童是有特殊學習需要。

基金除了資助有經濟困難家庭的學童的一般學習開支外，為回應「一生一體藝」的學習需要，基金亦會資助他們在課外活動中所需的學習用品、樂器及訓練等。

另外，為照顧患有特殊學習需要的學童，如過度活躍症、讀寫障礙及發展遲緩等，基金自數年前起已將此類兒童的訓練納入受惠範圍內，以助這些學童學到相關技巧以應付日常的學習困難。

基金在來年會繼續運作，希望讓更多有需要學童及家庭受惠，讓這些兒童都有均等的學習機會。

HOCC Education Grant

The Fund has been launched in our Society for many years, which has been sponsored by a Hong Kong pop singer, Ms Ho Wan See, Denise, to offer financial subsidy to support deprived children on their expenses related to studies. In the past year, over 30% of the beneficiaries are students with special needs.

Apart from offering financial support to the needy students to accommodate basic education expenses such as uniforms, books and stationaries, the Fund also supports students to participate in extra-curricular activities required by schools so as to respond to the need for “one life one art / sport scheme“ in school curriculum.

To pinpoint the needs of student applicants who are with Attention Deficit and Hyperactivity Disorder (ADHD), dyslexia and developmental delay, etc., the Fund has also included training for these target groups.

In the coming years, the Fund would continue to support more children and families to ensure they would receive the equal opportunity of learning.



漢基國際學校學生為有需要的學童提供英文學習班
The English Tutorial class rendered by students of the Chinese International school to students in underprivileged families

財政報告

Financial Reports



執行委員會報告

Report of the Executive Committee

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE

The Executive Committee submits its report together with the audited financial statements of Hong Kong Family Welfare Society (the "Society") for the year ended 31st March 2018.

Principal activity

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

Business review

Main business

Hong Kong Family Welfare Society, established in 1949, is one of the major social service organisations in Hong Kong. With a family perspective, the Society is committed to delivering quality and professional social services to enhance the well-being of families and individuals in Hong Kong and to foster a caring community.

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

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

In the financial year 2017/18, the Society launched two organisation-wide projects, namely the Envisioning 2024 and the Branding Revitalization Exercise. While the year 2019 marks the 70th anniversary of the Society, the Envisioning Exercise was kick-started this year with the objective to clarify/define the Society's positioning in the coming 5 years, to create the desired social impact in response to the needs/expectations of key stakeholders, especially service users, and maximize the uniqueness of the organisation in the changing environment. In parallel, the Branding Revitalization Exercise was also launched to rejuvenate the Society's brand and express its sense of purpose.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

Business review (Continued)

Business review and performance analysis

The Society was financially stable with a slight increase in total income by 6.5% 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 80.0% of the total income. The Society also got funding support from other government departments and different kinds of project fund and charity fund, including The Community Chest, The Hong Kong Jockey Club Charities Trust and the Lotteries Fund Grant as well as donation from individuals and corporates.

All along, the Society complies with the requirements stipulated in the SWD LSG Manual, Lotteries Fund Manual and 16 Service Quality Standards. The Society has policies to ensure all units observe the relevant legal obligations in their operation, including Employment Ordinance and Personal Data (Privacy) Ordinance. In 2014, the SWD introduced a new requirement, namely the Best Practice Manual ("BPM"), and the Society has reviewed its policies and procedures to comply with the "Level One" requirements stipulated in the BPM.

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

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

- a) The Community Chest Award for Outstanding Service 2017/2018;
- b) "Outstanding Award" of Corporate and Employee Contribution Programme 2017/18 by the Community Chest;
- c) The status of "Manpower Developer" (1st April 2018 – 31st March 2020) in the "Employees Retraining Board ("ERB") Manpower Developer Award Scheme";
- d) Financial Education Centre received the "Corporate Financial Education Leadership - Gold Award" in the IFPHK Financial Education Leadership Awards 2018;
- e) "Creating Two Happy Homes for Children – Pilot Services on Child-focused Co-parenting for Divorced Families and the Community" received the "Effectiveness Award" of "2017 Best Practice Awards in Social Welfare" from The Hong Kong Council of Social Service.

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 2017/18, the Society maintained a membership of 118.

b) Service Users

In general, service users of the Society are families or individuals who meet the eligibility criteria for services of the Society and wish to use the Society's services. Apart from providing appropriate services to its service users, the Society also promotes a family-friendly environment and advocates policies which enhance family well-being. The Society continued to organize the Family Month in May 2017 and conduct the first Hong Kong Family Well-being Survey to arouse public concern towards family well-being and advocate positive family values. Besides, the Society took an active stance in sharing views and concerns towards relevant social issues, government policies and legislation, including "Review of Procedural Guide for Handling Child Abuse Cases (Revised 2015) - Consultation on Definition of Child Abuse and Handling Approaches", "Establishment of a Commission on Children - Public Engagement", "Consultation Paper on the Continuing Powers of Attorney Bill", "Review of the enhancement of the LSG Subvention System", 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 588,000 beneficiaries and provided intensive service for more than 21,000 individual and family cases.
- c) Staff
The Society maintained a work force of over 962 as at 31st March 2018, comprising professional, management, administrative, frontline and support staff. The number of staff slightly increased as compared with 2016/17.
- 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 160 committees, panels, working groups, task force, liaison groups and network meetings of different nature set up under the SWD, Home Affairs Bureau, Department of Justice, Social Workers Registration Board, Hong Kong Social Workers Association, Hong Kong Council of Social Service and Hospital Authority, etc., to advise on the development of social services, social welfare policies and issues relating to the welfare of its service users and the community as a whole. All these efforts are to actualize the Society's mission to promote the well-being of families and foster a caring community.

Principal risks and uncertainties

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

The Society had an overall staff turnover rate at 12.4%, which recorded a slight decrease as compared with the figure of 13.0% last year. There was difficulty in the recruitment and retention of paramedical staff and frontline care staff. As in the past years, the Society conducted regular monitoring of the turnover rate and took different measures to tackle the issues, including annual review of the remuneration package to align with the manpower market, and enhance the Human Resource initiatives and benefits to promote the competitiveness in recruitment and retention of staff. The Society had enhanced benefits of its Group Medical Insurance Scheme for staff.

Future development

The Society will be celebrating its 70th Anniversary in 2019 and will be continuing the two exercises of Envisioning and Branding Re-vitalization. With the identified strategic goals and the developed Brand model, the Society will move into the execution stage to work out action plans. Besides, the Society will strive to sustain and enhance its existing services and develop new initiatives to meet the changing social needs and demands. The Society will continue to collaborate with the public and private sectors for better synergies in service provision to serve families and the community.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

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 10 to 12 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 Lai Wei Kit Lin, Minnie, MH, JP	
Mr Lau King Shing	
Mr Law Sheung Ping, James	
Miss Siu Wing Yee, Sylvia, JP	
Dr Tang Sau Lim, Philip	
Ms Leung Kit Kan, Ingrid	
Mr Loong Hon Biu, Louis	(appointed on 15th January 2018)
Mr Wu Yeung Key, Jimmy	(appointed on 15th January 2018)
Ms Lau Wing Yin, Cecilia	(appointed on 15th January 2018)
Ms Yip Yun Wan, Amarantha (Executive Director)	(Ex-officio)

In accordance with Article 31 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.

In accordance with Article 35 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.

HONG KONG FAMILY WELFARE SOCIETY

REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

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, 15 OCT 2018

核數師報告
Auditor's Report



羅兵咸永道

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

Opinion

What we have audited

The financial statements of Hong Kong Family Welfare Society (the "Society") set out on pages 9 to 46, which comprise:

- the balance sheet as at 31st March 2018;
- 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 2018, 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 Report of the Executive Committee and the annual report, but does not include the financial statements and our auditor's report thereon.

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

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

Other Information (Continued)

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

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

Responsibilities of Executive Committee for the Financial Statements

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

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. We report our opinion solely to you, as a body, in accordance with Section 405 of the Hong Kong Companies Ordinance and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKASs 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 HKASs, 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.

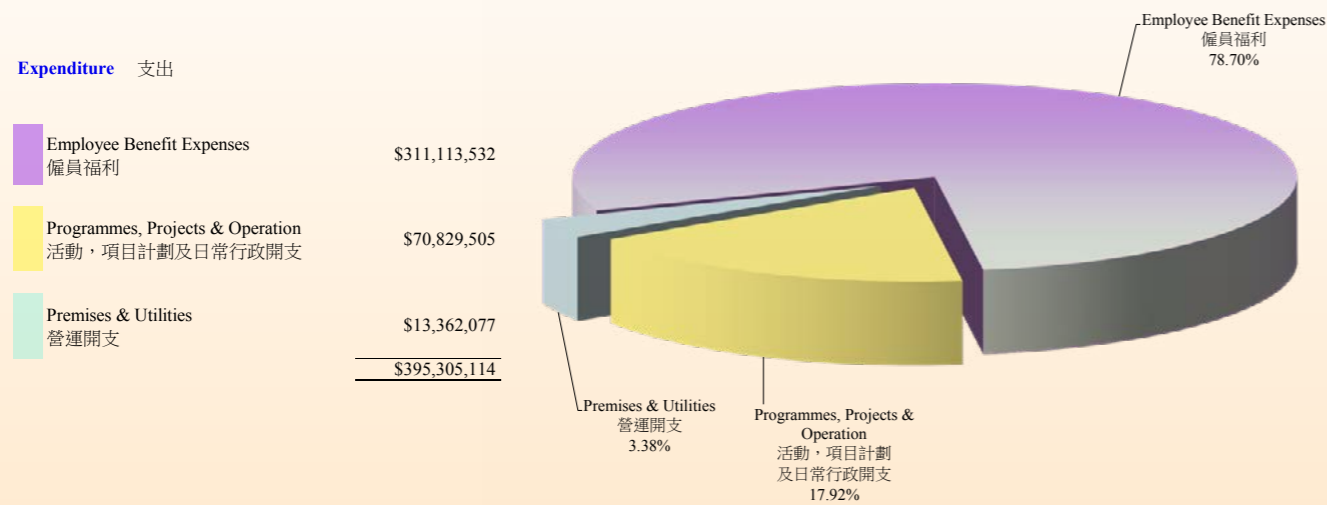
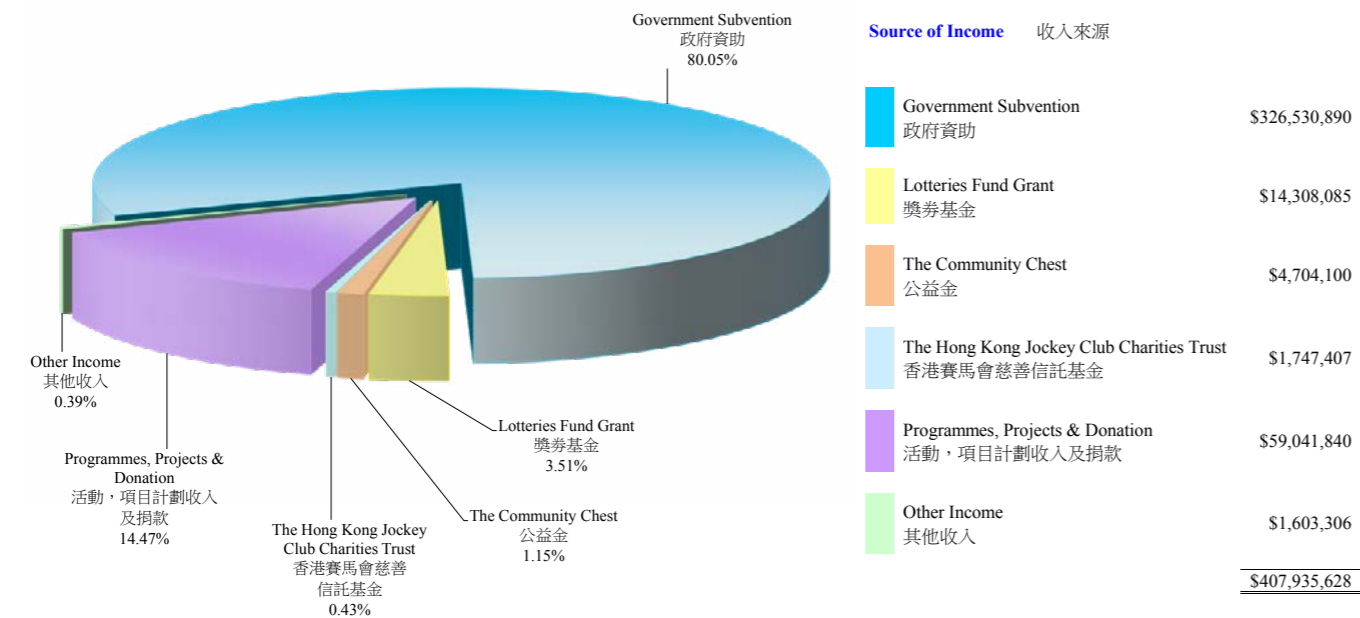
We communicate with the Executive Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PricewaterhouseCoopers
Certified Public Accountants

Hong Kong, 15 OCT 2018

財政報告
Financial Report and Accounts

HONG KONG FAMILY WELFARE SOCIETY
FINANCIAL HIGHLIGHTS (財政簡報)
FOR THE YEAR ENDED 31 MARCH 2018
(ALL AMOUNTS IN HONG KONG DOLLARS)



Note : The Annual Financial Report (Lump Sum Grant) for the year ended 31 March 2018 that submitted to Social Welfare Department can be downloaded from the Society's website : <http://www.hkfws.org.hk>.

備註：本會向社會福利署提交之二零一七至二零一八年度周年財務報告(整筆撥款)，已經上載至本會網站。本會網址：<http://www.hkfws.org.hk>。

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

BALANCE SHEET

	Note	As at 31st March 2018	2017
ASSETS			
Non-current assets			
Property, plant and equipment	4	15,259,074	18,963,504
Trust fund assets	6	65,754,480	61,980,902
Total non-current assets		81,013,554	80,944,406
Current assets			
Receivables from Lotteries Fund	7	-	519,380
Deposits, prepayments and other receivables	8	11,537,320	7,782,113
Fixed deposits with original maturity over three months	9	23,801,458	23,544,858
Cash and cash equivalents	9	179,952,492	172,422,365
Total current-assets		215,291,270	204,268,716
Total assets		296,304,824	285,213,122
FUNDS AND RESERVES			
Own funds			
General Fund	10	54,509,881	55,370,849
Capital Reserve	11	1,709,024	2,151,339
Designated Funds	12	33,293,296	29,767,118
Total own funds		89,512,201	87,289,306
Other reserves and trust funds			
Social Welfare Lump Sum Grant Reserve	13(a)	70,155,052	64,294,563
Provident Fund Reserve	13(b)	17,521,418	18,261,435
Subvented Employee Benefit Reserve	13(a) & (c)	13,966,936	13,228,710
Social Welfare Subvention Reserve	14	6,096,187	7,847,684
Trust Funds	15	65,754,480	61,980,902
Total other reserves and trust funds		173,494,073	165,613,294
Total funds and reserves		263,006,274	252,902,600
LIABILITIES			
Non-current liabilities			
Deferred income	16	9,674,295	11,551,010
Current liabilities			
Payables and receipts in advance	17	11,171,014	8,620,692
Home help deposits received		82,500	126,776
Provisions for unutilised annual leave and long service payments		4,517,035	3,981,200
Deferred income	16	7,853,706	8,030,844
Total current liabilities		23,624,255	20,759,512
Total liabilities		33,298,550	32,310,522
Total funds and liabilities		296,304,824	285,213,122

The above balance sheet should be read in conjunction with the accompanying notes.

The financial statements on pages 9 to 46 were approved by the Executive Committee on and were signed on its behalf.

15 OCT 2018

Law Kim 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

		Year ended 31st March	
	Note	2018	2017
Revenue			
Government subvention		325,323,225	313,616,951
Income from Lotteries Fund – Block Grant		3,565,378	3,511,600
Income from Lotteries Fund – Special One-off Subsidy		15,000	-
Income from Lotteries Fund – Social Welfare Development Fund (“SWDF”)		1,617,682	1,758,304
Income from Lotteries Fund - General		9,110,025	7,875,405
Backpayment from Social Welfare Department (“SWD”)		1,207,665	763,127
Home help fees		9,879,145	9,793,257
Donation funding for specific projects from:			
- The Community Chest – Baseline Allocation		4,704,100	4,567,000
- The Hong Kong Jockey Club Charities Trust		1,747,407	1,248,974
- Other sponsors	21	32,216,397	20,367,196
Donations and income from fund raising activities	22	2,154,265	444,626
Subsidiary services and other project income		14,792,033	17,627,470
		<u>406,332,322</u>	<u>381,573,910</u>
Other income			
Dividend income		1,284,866	1,201,103
Interest income		318,440	228,708
		<u>1,603,306</u>	<u>1,429,811</u>
Total income		<u>407,935,628</u>	<u>383,003,721</u>
Expenditure			
Employee benefit expenses	18	311,113,532	295,320,506
Programme expenses	19	45,299,404	38,521,168
Premises expenses	20	13,362,077	12,407,066
Other expenses	20	25,530,101	26,794,796
		<u>395,305,114</u>	<u>373,043,536</u>
Total expenditure		<u>395,305,114</u>	<u>373,043,536</u>
Surplus and total comprehensive income for the year		<u>12,630,514</u>	<u>9,960,185</u>
Utilisation of current year’s surplus:			
Surplus/(deficit) transferred to:			
- General Fund	10	39,032	(534,462)
- Capital Reserve	11	(442,315)	(710,211)
- Designated Funds	12	2,626,178	740,133
- Social Welfare Lump Sum Grant Reserve	13(a)	6,573,276	5,977,614
- Social Welfare Provident Fund Reserve	13(b)	135,840	918,226
- Social Welfare Subvention Reserve	14	3,698,503	3,568,885
		<u>12,630,514</u>	<u>9,960,185</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 2018 included in the Annual Report for 2017-2018 are not the statutory annual financial statements of Hong Kong Family Welfare Society for that year. Further information relating to those statutory annual financial statements required to be disclosed in accordance with Section 436 of the Hong Kong Companies Ordinance is as follows:

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

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

會員名單
Society Members

截至2018年3月31日止
As at 31st March, 2018

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鳴謝

Acknowledgement

本會謹向下列機構及熱心人士在過去一年來給予本會捐款、物資捐贈、贊助本會活動及提供義工服務，致以衷心的謝意：

The Society would like to express its sincere gratitude to the following organizations and supporters for their generosity in general donation, donation-in-kind, sponsorships and voluntary services.

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4M Industrial Development Limited	KITEC Management Limited
A. S. Watson Industries	Korchina Logistics Holdings Limited
Agnès b. HK Limited	Kwai Chung Hospital Psychogeriatric unit
Apple Daily Charitable Foundation	Ladies’ Circle Hong Kong
Atos Information Technology HK Limited	Leo Club of Causeway Bay
Bank Consortium Trust Company Limited	Magic Clean Environmental Services Limited
BKT Group Limited	Mandatory Provident Fund Schemes Authority
BOC Life	Mapperthor Community Action Project-Chinese YMCA of Hong Kong
Carmel Leung Sing Tak School	Master Finance Company Limited
Centaline Property Agency Limited	Mongkok Fa Yuen Street Public Library
Chaine, Chow & Barbara Hung	MTR Corporation Limited
Chevalier International Holdings Limited	My Champagne
Chi Lin Nunnery	New World Department Store China Limited
China Gas Holdings Limited	Ngau Chi Wan Public Library
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Continental Engineering Corporation	Principal Financial Group
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Credit Suisse (Hong Kong) Limited	Prudential Assurance Company Limited
Department of Social Work and Social Administration, The University of Hong Kong	Rainbow Foundation
Emax International Trademart Company Limited	Rhema Social Services
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We regret not being able to include the names of all individual donors and supporters. The Society would also like to extend our gratitude to all the schools and volunteers who have assisted in our programmes and activities, and all the media for promoting our services. 恕未能盡錄所有善長芳名。本會亦謹此向各位曾協助推行服務及活動的學校及義工們，致衷心謝意；亦感謝各傳媒機構協力推廣本會服務。

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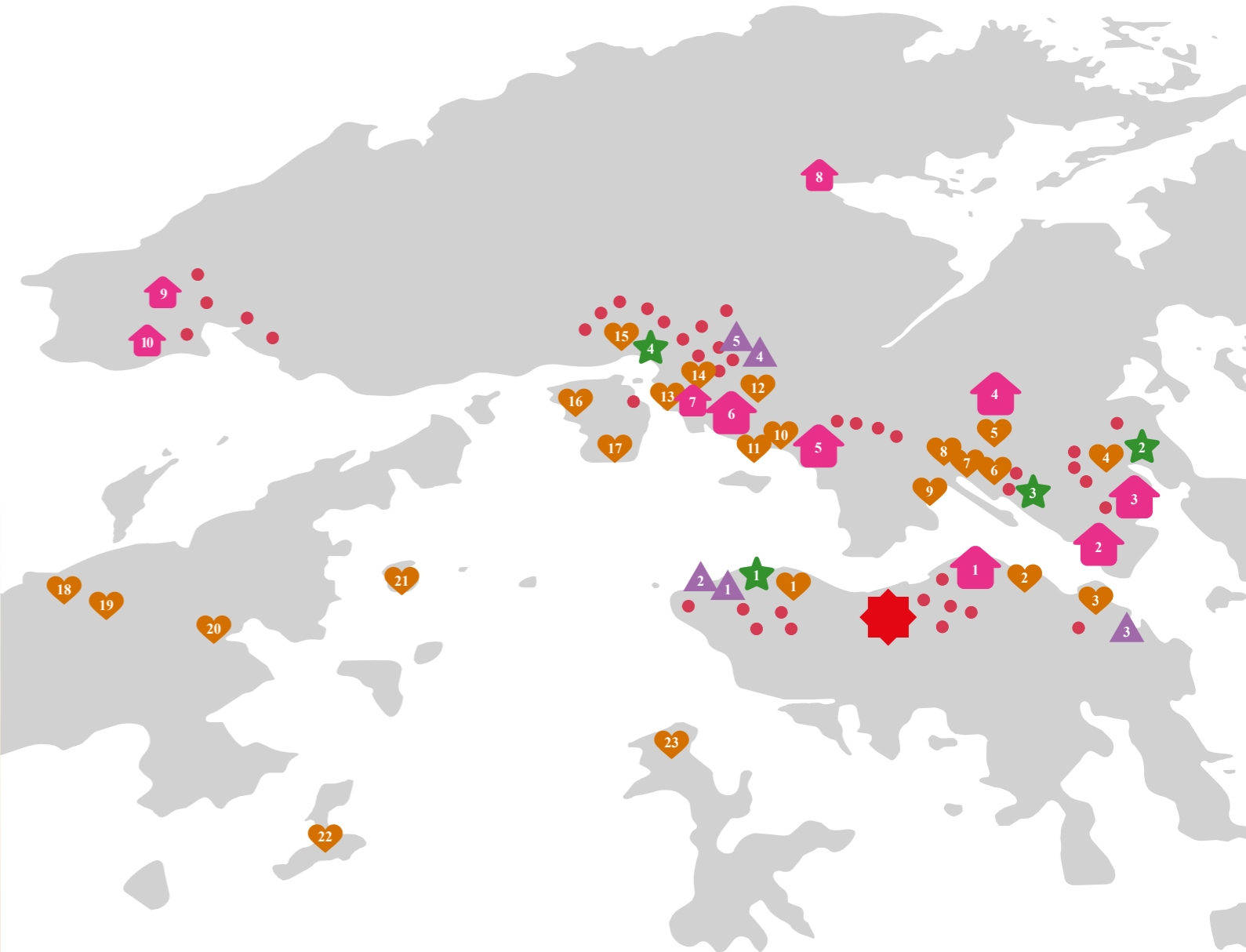
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我們的服務地點
Our Service Locations

總辦事處 Head Office

服務類別 Service Index

- 家庭及兒童照顧服務 Family and Child Care Services
- 青少年及兒童服務 Children and Youth Services
- 長者及社區支援服務 Elderly and Community Support Services
- 特別服務 Special Services
- 本會駐校社工服務之學校 School with Stationing Social Work Services
(40間學校之名單，請參閱 P.67 Please refer to P.67 for the lists of serving schools)



聯絡資料 Contacts

網 址 Website www.hkfws.org.hk



總辦事處 Head Office ☎ 2527 3171 📠 2861 2198 📧 hoffice@hkfws.org.hk

香港灣仔軒尼詩道130號修頓中心20樓2010室
Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

灣仔辦事處 Wan Chai Office ☎ 2771 2306 📠 2781 1072

香港灣仔軒尼詩道15號溫莎公爵社會服務大廈1003室
Room 1003, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong

家福關懷專線 Family Careline ☎ 2342 3110

家庭及兒童照顧服務

Family and Child Care Services

1 香港東區分會 - 北角綜合家庭服務中心
Hong Kong Eastern Centre
North Point Integrated Family Service Centre
香港北角英皇道668號健康村第二期地下高層
Upper G/F., Healthy Village, Phase II, 668 King's Road,
North Point, Hong Kong
☎ 2832 9700 📠 2893 4133

2 東九龍分會 - 油塘綜合家庭服務中心
East Kowloon Centre
Yau Tong Integrated Family Service Centre
九龍油塘草園街8號嘉賢居地下高層G6號
G6, Upper G/F., The Spectacle, 8 Cho Yuen Street, Yau Tong, Kowloon
☎ 2775 2332 📠 2775 2221

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

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

5 西九龍分會 - 深水埗（西）綜合家庭服務中心
West Kowloon Centre
Shamshuipo (West) Integrated Family Service Centre
九龍深水埗元州邨元謙樓2樓204室
Unit 204, 2/F., Un Him House, Un Chau Estate, Sham Shui Po, Kowloon
☎ 2720 5131 📠 2725 6621

6 葵涌分會 - 葵涌（南）綜合家庭服務中心
Kwai Chung Centre
Kwai Chung (South) Integrated Family Service Centre
新界葵芳邨葵仁樓地下106號
106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories
☎ 2426 9621 📠 2422 1875

7 臨床心理服務
Clinical Psychological Service
新界葵芳邨葵仁樓地下106號
106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories
☎ 2893 0073 📠 2439 9091

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

9 寄養服務 - 新界（良景）分會
Foster Care Service - New Territories (Leung King) Centre
新界屯門良景邨良智樓地下23 - 25號
G23 - 25, G/F., Leung Chi House, Leung King Estate,
Tuen Mun, New Territories
☎ 2497 9079 📠 2436 4116

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

青少年及兒童服務 Children and Youth Services

1 香港西區分會
Hong Kong Western Centre
香港西營盤第一街80號A西園
Western Garden, 80A, First Street, Sai Ying Pun, Hong Kong
☎ 2549 5106 📠 2858 4794

2 藝進同學會賽馬會將軍澳青年坊
Artiste Training Alumni Association
Jockey Club Tseung Kwan O Youth Square
新界將軍澳唐明苑停車場大樓地下
G/F., Carpark Block, Tong Ming Court, Tseung Kwan O, New Territories
☎ 2177 4567 📠 2177 4400

3 東九龍（牛頭角）分會
East Kowloon (Ngau Tau Kok) Centre
九龍牛頭角樂華南邨展華樓地下141 - 150號
141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon
☎ 2798 8411 📠 2756 4948

4 新界（葵盛）分會
New Territories (Kwai Shing) Centre
新界葵涌葵盛西邨第10座地下123 - 128號
Unit 123 - 128, G/F., Block 10, Kwai Shing West Estate,
Kwai Chung, New Territories
☎ 2419 7830 📠 2419 7820

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

1 香港（上環）分會
Hong Kong (Sheung Wan) Centre
香港皇后大道中181 - 183號新紀元廣場低座地下
G/F., Low Block, Grand Millennium Plaza, 181 - 183 Queen's Road Central, Hong Kong
☎ 2546 3332 📠 2167 8987

2 維健坊 - 北角中心
Viva - North Point Centre
香港北角渣華道210號地下
G/F., 210 Java Road, North Point, Hong Kong
☎ 2561 3362 📠 2561 3315
🌐 www.vivahkfws.com

3 香港東區（愛東）分會
Hong Kong Eastern (Oi Tung) Centre
香港筲箕灣愛東邨愛善樓1樓101室
Unit 101, 1/F., Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong
☎ 2564 7555 📠 2564 7486

4 將軍澳分會
Tseung Kwan O Centre
新界將軍澳健明邨彩明商場1號平台1號
Unit 1, Podium 1, Choi Ming Shopping Centre, Kin Ming Estate,
Tseung Kwan O, New Territories
☎ 2791 7230 📠 2791 0091

5 東九龍（順利）分會
East Kowloon (Shun Lee) Centre
九龍順利邨利富樓3樓（平台）10 - 11號
Unit 10 - 11, F3 (Podium Floor), Lee Foo House, Shun Lee Estate, Kowloon
☎ 2798 8189 📠 2345 3781

6 維健坊 - 順利中心
Viva - Shun Lee Centre
九龍順利邨利富樓3樓（平台）23號
Unit 23, F3 (Podium Floor), Lee Foo House, Shun Lee Estate, Kowloon
☎ 2174 7737 📠 2345 3781

7 東九龍（順安）分會
East Kowloon (Shun On) Centre
九龍順安邨安逸樓地下1 - 4及9 - 12號
1 - 4 & 9 - 12, G/F., On Yat House, Shun On Estate, Kowloon
☎ 2793 1670 📠 2763 6008

8 東九龍（牛頭角）分會
East Kowloon (Ngau Tau Kok) Centre
九龍牛頭角樂華南邨展華樓地下141 - 150號
141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon
☎ 2796 4880 📠 2756 4948

9 （九龍城）長者中心
Senior Citizen Centre (Kowloon City)
九龍土瓜灣九龍城道55 - 61號同興花園第2座1樓
1/F., Block 2, Harmony Garden, 55 - 61 Kowloon City Road, To Kwa Wan, Kowloon
☎ 2711 2488 📠 2711 0925

10 西九龍（麗閣）分會
West Kowloon (Lai Kok) Centre
九龍深水埗麗閣邨麗菊樓129號地下
Unit 129, Lai Kuk House, Lai Kok Estate, Sham Shui Po, Kowloon
☎ 2361 8212 📠 2728 7340

11 西九龍（麗瑩）分會
West Kowloon (Lai Huen) Centre
九龍深水埗麗閣邨麗萱樓102號地下
Unit 102, Lai Huen House, Lai Kok Estate, Sham Shui Po, Kowloon
☎ 2350 0955 📠 2793 1680

12 新界（葵芳）分會
New Territories (Kwai Fong) Centre
新界葵芳邨葵仁樓地下106號
106, G/F., Kwai Yan House, Kwai Fong Estate, New Territories
☎ 2426 9666 📠 2776 2131

13 維健坊 - 祖堯中心
Viva - Cho Yiu Centre
新界葵涌祖堯邨祖堯坊E座1樓101 - 106號
101 - 106, 1/F, Block E, Cho Yiu Centre, Cho Yiu Chuen, Kwai Chung, New Territories
☎ 2742 8900 📠 2742 8077

14 新界（大窩口）分會
New Territories (Tai Wo Hau) Centre
新界葵涌大窩口邨富安樓平台114 - 115號
Unit 114 - 115, Podium Floor, Fu On House, Tai Wo Hau Estate, Kwai Chung, New Territories
☎ 2436 9062 📠 2776 6839

15 新界（象山）分會
New Territories (Cheung Shan) Centre
新界荃灣象山邨秀山樓地下27 - 30號
27 - 30, G/F., Sau Shan House, Cheung Shan Estate, Tsuen Wan, New Territories
☎ 2411 3052 📠 2413 1497

16 新界（長亨）分會
New Territories (Cheung Hang) Centre
新界青衣長亨邨亨業樓地下
G/F., Hang Yip House, Cheung Hang Estate, Tsing Yi, New Territories
☎ 2436 9090 📠 2436 3661

17 新界（宏福）分會
New Territories (Tivoli) Centre
新界青衣敬路75號宏福花園1座地下
G/F., Block 1, Tivoli Garden, 75 Tsing King Road, Tsing Yi, New Territories
☎ 2436 1413 📠 2495 0790

18 大嶼山（大澳）分會
Lantau (Tai O) Centre
大嶼山大澳龍田邨幼稚園座1號地下
Unit 1, G/F., Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island
☎ 2985 5797 📠 2985 6817

19 離島扶輪社健康中心
Rotary Club of Channel Islands Health Centre
大嶼山大澳龍田邨天富樓101室
Room 101, Tin Fu House, Lung Tin Estate, Tai O, Lantau Island
☎ 2985 5797 📠 2985 6817

20 大嶼山（梅窩）分會
Lantau (Mui Wo) Centre
大嶼山梅窩銀灣邨銀日樓102號地下
Room 102, G/F., Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island
☎ 2984 7920 📠 2984 9532

21 坪洲分會
Peng Chau Centre
坪洲金坪邨金坪樓N10B地下
N10B, G/F., Kam Peng House, Kam Peng Estate, Peng Chau
☎ 2559 7773 📠 2983 9967

22 長洲分會
Cheung Chau Centre
長洲長貴邨長廣樓地下101 - 103號
101 - 103, G/F., Cheung Kwong House, Cheung Kwai Estate, Cheung Chau
☎ 2986 8616 📠 2981 3555

23 南丫島分會
Lamma Centre
南丫島榕樹灣大街31號A地下B座
Block B, G/F., 31A Main Street, Yung Shue Wan, Lamma Island
☎ 2982 4411 📠 2982 1144

特別服務 Special Services

1 全人專業服務
Wellness Programme
香港西營盤第一街80號A西園
Western Garden, 80A First Street, Sai Ying Pun, Hong Kong
☎ 2771 1891 📠 2811 0806
🌐 www.wellnesshk.com

2 調解中心
Mediation Centre
香港西營盤第一街80號A西園
Western Garden, 80A First Street, Sai Ying Pun, Hong Kong
☎ 2561 9229 📠 2811 0806
🌐 www.mediationcentrehk.org

3 婦女及家庭成長中心
Women and Family Enhancement Centre
香港筲箕灣耀東邨耀貴樓C翼地下
G/F., Wing C, Yiu Kwai House, Yiu Tung Estate,
Shau Kei Wan, Hong Kong
☎ 2811 5244 📠 2960 0125

4 親籽耆
Parent-child Contact Centre
九龍荔枝角道838號勵豐中心19樓1906室
Unit 1906, 19/F., Laford Centre, 838 Lai Chi Kok Road, Kowloon
☎ 8100 8883 📠 2743 5833

5 理財教育中心
Financial Education Centre
九龍長沙灣道833號長沙灣廣場二期5樓501B室
Unit 501B, 5/F, Tower II, Cheung Sha Wan Plaza, 833 Cheung Sha Wan Road, Kowloon
☎ 3950 1900 📠 3950 1901
🌐 www.fechk.org

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

捐款方法 Methods of donation

1. 直接存入捐款賬號
Deposit into bank A/C
2. 或郵寄劃線支票（抬頭：香港家庭福利會）到：香港灣仔軒尼詩道130號修頓中心20樓2010室
OR Mail a crossed cheque made payable to “HONG KONG FAMILY WELFARE SOCIETY” to:
Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong
3. 或透過全港七·十一便利店（請告知店員欲捐款予香港家庭福利會）
OR Make cash donation via any 7-Eleven outlets
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香港家庭福利會
香港灣仔軒尼詩道130號修頓中心20樓2010室
Please send this form together with bank deposit slip / crossed cheque / receipt issued by 7-Eleven to:
Hong Kong Family Welfare Society
Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

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聯絡人 Contact Person :
聯絡電話 Contact No. : 傳真 Fax / 電郵 Email :
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受惠目標 Target Beneficiaries

包括：貧窮家庭、長者、婦女、青少年及兒童等。
Included: deprived families, elders, women, youth and children, etc.

捐款金額 Donation Amount: \$

現附上 Attach: ☐ 銀行存款收據 Bank deposit slip
☐ 劃線支票 Crossed cheque (支票號碼 cheque no.)
☐ 七·十一便利店捐款收據 Receipt issued by 7-Eleven

捐款收據 Donation Receipt:
☐ 本人/機構不需要收據 I / We do NOT need an official receipt
☐ 請寄回收據到上述地址/其他地址：
Please send me an official receipt to the above address or other address:

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

附註 Remarks:
1. 請在適當之 ☐ 內填上 ☒ 及於 _____ 填上適當資料 Please indicate the appropriate ☐ with ☒ and fill in the blank _____ when appropriate.
2. 捐款額達港幣100元或以上，可憑收據申請扣減稅項。
Total donation in money terms exceeds HK\$100 would be issued an official receipt, your contributions are tax-deductible.

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

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

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



會員申請表
MEMBERSHIP APPLICATION FORM

請加入成為本會會員，支持我們的工作。
Please support our Society’s work by becoming a Registered Member.

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

終 生 會 員 會 費 Life membership fee	: HK\$1,000	常 任 會 員 會 費 Ordinary membership fee	: HK\$100 (每年 per annum)
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本人對香港家庭福利會之工作感興趣並希望參加成為 ☐終生 / ☐常任會員。
I am interested in the Society’s work and I wish to apply for ☐Life / ☐Ordinary membership.

中文姓名 Name in Chinese : 稱謂 Title :
英文姓名 Name in English : 稱謂 Title :

住址 Home Address :
住宅電話 Home Tel No :
手提電話 Mobile No. : 電郵地址 E-mail Address :

請說明您是否同意我們使用您的電子郵件地址作為日後通訊之用（包括向您發送會員大會通知和財務報表等）
☐ 同意 / ☐ 不同意 / ☐ 不適用 (例如: 沒有電郵地址)
Please indicate if you consent that we will use your email address for future communication (including sending to you notice of General Meetings and financial statements, etc.)
☐ Consent / ☐ Not Consent / ☐ Not Applicable (e.g. do not have email address)

工作機構名稱 Name of Organization :
職位 Job Title : 工作部門 Department :
職業 / 專業 Occupation / Profession :

工作地址 Office Address :
公司電話 Office Tel No. : 傳真號碼 Fax No. :

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

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

提名人 Nominated by (in block letters) :

備註：會員申請, 必先由本會會員提名，並獲執行委員會通過。
Remark: Membership application must be proposed by a Registered Member of the Society and approved by the Executive Committee.

本人 ☐ 同意 / ☐ 不同意 / ☐ 不適用
香港家庭福利會使用本人以上提供的聯絡資料作為日後直接促銷 / 推廣接觸之用，包括通訊、社會服務及活動推廣 / 典禮邀請或籌款等用途。
I ☐ AGREE / ☐ DISAGREE Hong Kong Family Welfare Society to use my personal contact data provided above for direct marketing / promotion of social service and relevant activities, event invitation and fundraising.

申請人簽名 Signature of Applicant : 日期 Date:

請填妥申請表格後，寄回香港灣仔軒尼詩道130號修頓中心20樓2010室
Please return the application form to Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

本會已按《 個人資料（私隱）條例 》制定政策及實務常規，確切保障你的資料。閣下向本會提供的個人資料，將作為有關會員申請事宜及日後本會與會員聯絡之用。將來如閣下的聯絡資料有任何改變，請以書面通知本會。如對收集、使用或查閱資料有任何查詢，可聯絡本會。
The Society has developed policies and practice guide to ensure compliance with the obligation under the Personal Data (Privacy) Ordinance and to protect the privacy of your data. The personal data you provide will be used for the purposes of handling membership application and our contact with member. In future, if you have any change of your contact information, please inform us by mail to the above address. Any enquiries concerning data collection, usage and access, please contact our Society.

伙伴合作登記表 Enrollment Form for Partnership

日期 Date :

機構 / 團體名稱 Name of Organization :

聯絡人 Name of Contact Person :

部門 Department :
 職位 Title :

地址 Address :

電郵 / 傳真 Email / Fax :

聯絡電話 Contact Tel. No :

合作形式 Format of Partnership

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

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

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

查詢電話 : **(852) 2527 3171**
 Enquiry



香港家庭福利會

Hong Kong Family Welfare Society

香港灣仔軒尼詩道130號修頓中心20樓2010室

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



: 2527 3171



: 2861 2198



: www.hkfws.org.hk

