

# 70<sup>th</sup>

ANNIVERSARY



年報

ANNUAL REPORT  
2019-2020



家福會  
HKFWS



# 使命

## Mission

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

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

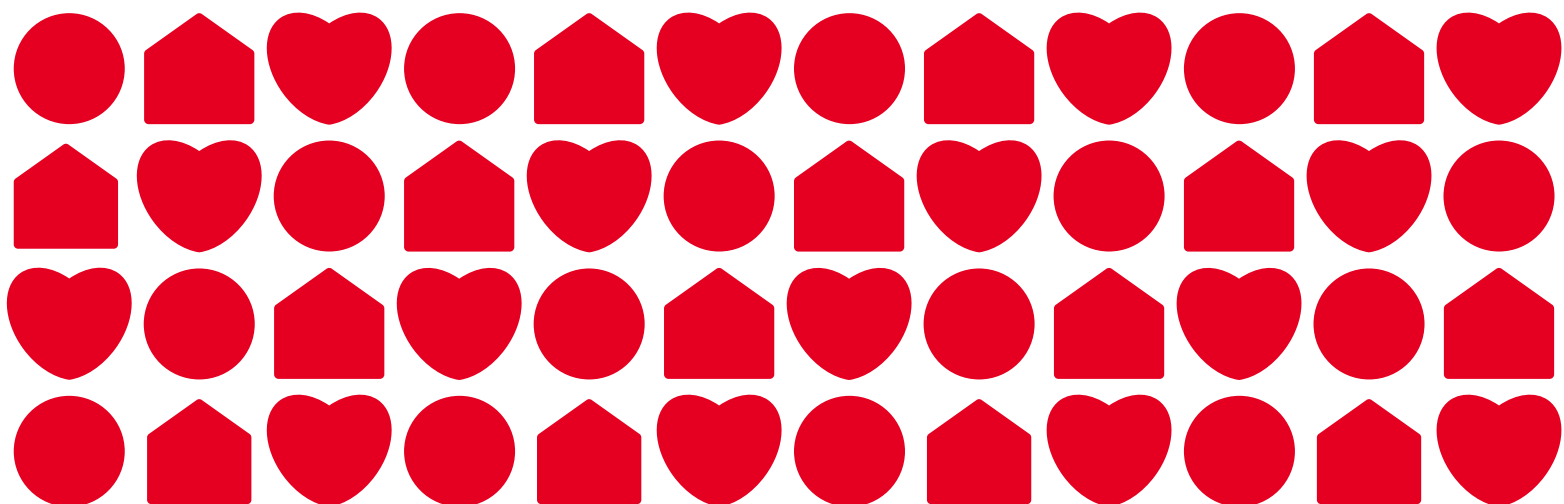
### 要實踐這個使命：

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

### To realise this mission,

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

## Family Matters

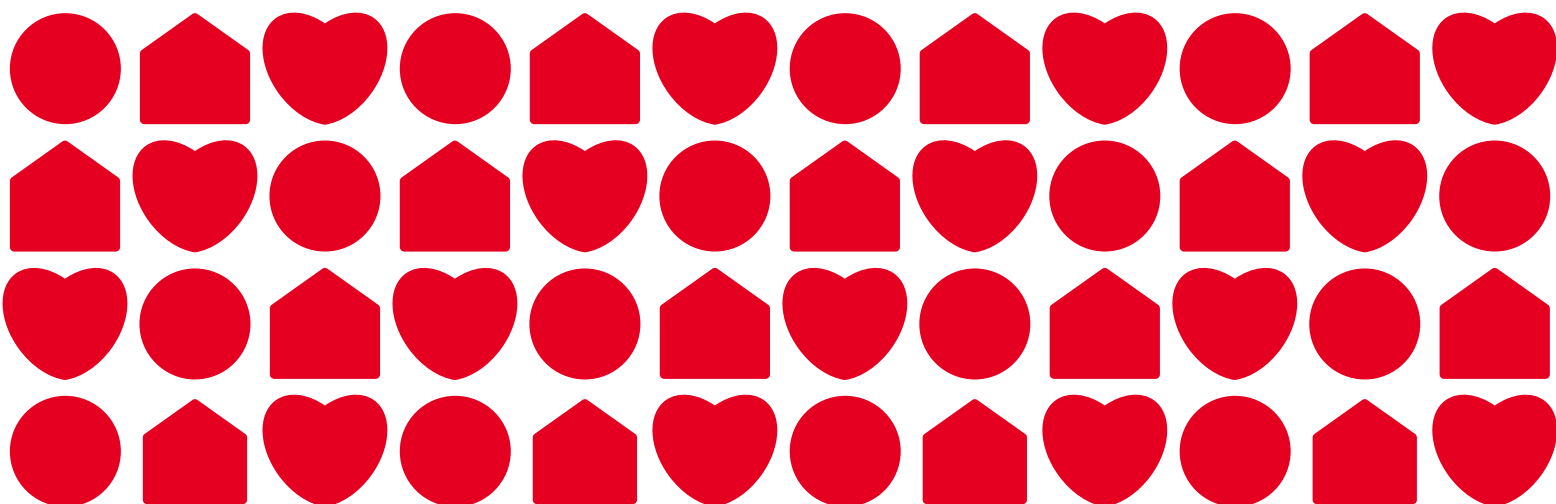


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# 我們的過去、 現在與未來

## Our Past, Present and Future



本會於 1938 年在香港建立工作點，初名教會社會服務中心，至 1949 年在何明華會督 (Rt. Rev. R. O. Hall) 及英國資深社會工作者施國望小姐 (Miss Katherine Scott-Moncrieff) 的協助下，成為獨立非政府家庭服務機構，正名為香港家庭福利會。

本會於 1970 年代，倡導家庭生活教育、設臨床心理服務、家務助理服務，試行駐校的社會工作、寄養服務等。1985 年開始，以實證方法推行嶄新服務，包括健康身心小組、家庭「偶到」服務、單親家庭支援、被虐家庭治療小組、緊急寄養服務等。

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

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

Hong Kong Family Welfare Society (HKFWS), known originally as the Social Service Centre of the Churches when established in 1938, became an independent non-governmental organisation on 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.

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 1985, we have initiated a variety of evidence-based experimental services including the Mental Health Group, "Drop-in" for isolated families, multiple support for Single Parents, Therapeutic Groups for Abusive Families, and Emergency Foster Care etc.

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

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



## 持守宗旨

## 迎變創新

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

本會自 2011 年開始發展幼稚園社工服務，及早支援有需要的兒童及家庭，和強化其家庭功能。社會福利署於 2019 年推出「在學前單位提供社工服務先導計劃」（第一及第二階段），本會順利參與先導計劃，為 24 間幼稚園提供駐園社工服務。

面對香港嚴重的人口老化問題，本會在到戶模式的家居照顧服務上，提供痛楚治療和復康教育，在離島及市區為體弱長者設立彈性日間照顧，成立「Viva 維健坊」，實踐「老有所安」的精神，推展「認知障礙評估及支援計劃」，並加入社區教育的元素，開展「躍動晚情 - 長者抗抑鬱地區計劃」，以及「預設照顧」計劃，提供支援。

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

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

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

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

The Society has pilot run the kindergarten social work service since 2011 to provide early intervention to children and families, and strengthen family functioning. The Social Welfare Department launched a "Pilot Scheme on Social Work Service for Pre-primary Institutions" (Phase 1 and Phase 2) in 2019. The Society has successfully joined this Scheme to provide stationing social work service in 24 kindergartens.

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

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

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

# 機構組織表 Organisation Chart

香港特別行政區行政長官

林鄭月娥女士, **GBM, GBS**

The Hon Mrs. Carrie Lam

Cheng Yuet-ngor, GBM, GBS

The Chief Executive of the Hong Kong  
Special Administrative Region



李家祥博士, **GBS, OBE, 太平紳士**

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



企業事務委員會

**Corporate Affairs Committee**

服務委員會

**Service Committees**

總幹事

**Executive Director**

企業營運總監 / 服務總監

**Head of Corporate Functions / Head of Service**

中央行政

**Central Support**

會計

Accounting

人力資源及行政

Human Resources  
and Administration

職員發展及訓練

Staff Development  
and Training

推廣及聯絡

Publicity and Liaison

研究及評估

Research and Evaluation

風險管理及服務審核

Risk Management and  
Service Audit

資訊科技

Information Technology

綜合家庭服務

**Integrated Family Services**

綜合家庭服務中心

Integrated Family Services Centre

臨床心理服務

Clinical Psychological Service

家務指導服務

Family Aide Service

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

「以家為本」心理健康服務

Family Mental Health Service

和平學坊 - 平和關係支援計劃

Peace Campus - Support Programme for  
Enhancing Peaceable Relationship

男士家友站

"HE MEN - Hear Men" Project

危機家庭支援計劃

Family in Crisis Support Project

「婆媳緣 祖孫情」多代家庭教育及支援計劃

Education and Support Project for  
Multi-generational Families

「同步『童』心行」計劃

"KIDS" Our Love

少數族裔語文課程

Language Programme for Ethnic Minorities

兒童服務

**Children Services**

寄養服務

Foster Care Service

寄養服務 (緊急照顧)

Foster Care (Emergency) Services

兒童課後照顧及支援服務

After School Care  
and Support Programme

在學前單位提供社工服務先導計劃  
(第一及第二階段)

Pilot Scheme on Social Work

Service for Pre-primary  
Institutions (Phase 1 and Phase 2)

愛心社區保姆服務 -

鄰里支援幼兒照顧計劃

Neighbourhood Support

Child Care Project

小荳芽駐園社工計劃

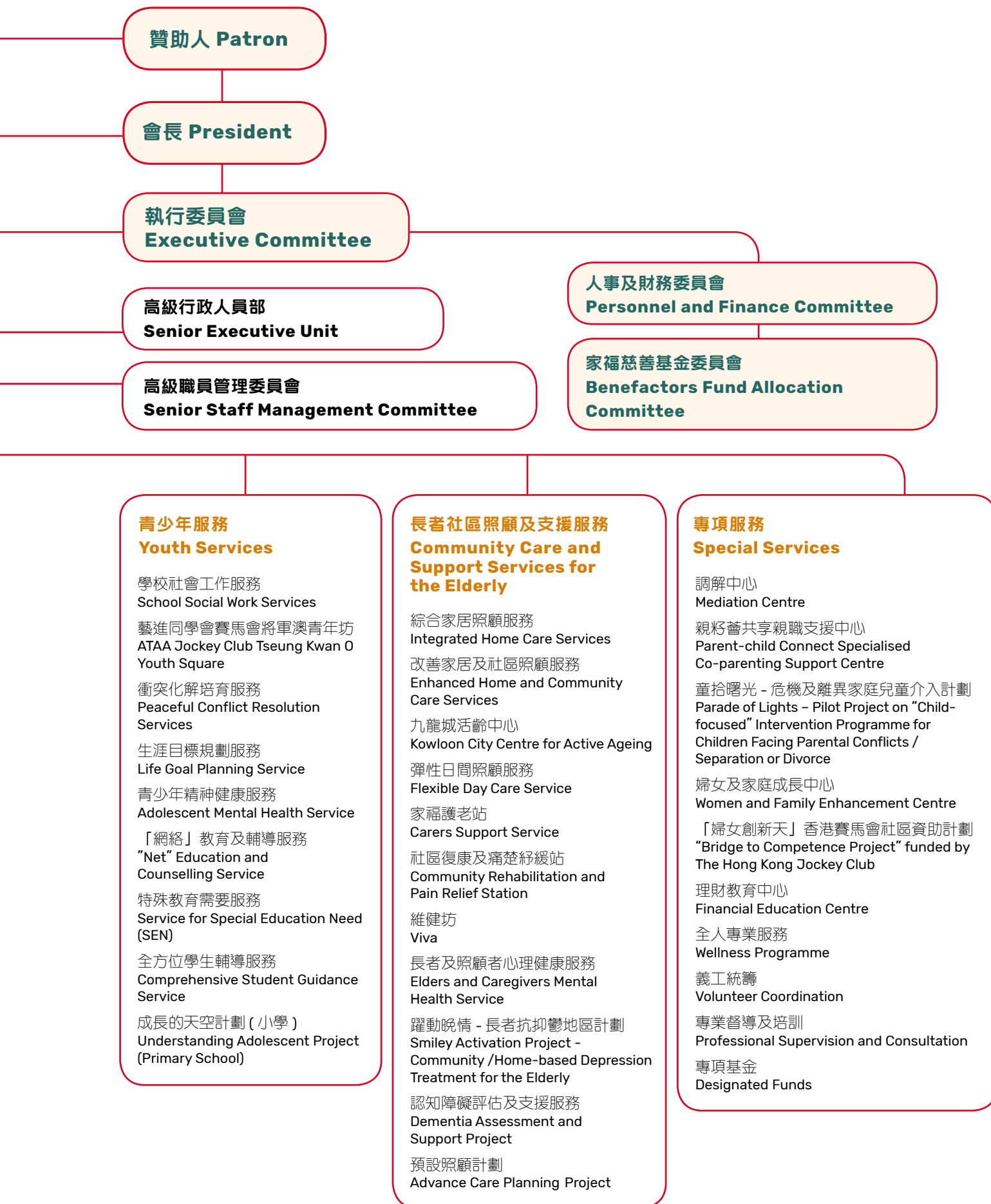
"Nurturing Seeds" School  
Social Work Services

同築愛兒網 - 幼稚園社工服務計劃

CareNet for the Children

@Kindergarten Social Work

Service Project





# 委員 / 委員會 Officers / Committees

• 2019-2020 •

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<b>會長</b> President	李家祥博士, GBS, OBE, 太平紳士	Dr. Eric Li Ka-cheung, GBS, OBE, JP
<b>執行委員會</b> Executive Committee	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 劉穎賢女士 劉竟成先生 羅尚平先生 龍漢標先生 蕭詠儀太平紳士 鄧守廉醫生 葉潤雲女士 (總幹事) *	Mr. Christopher Law, JP (Chairman) Dr. Arnold C. S. Cheng (Vice Chairman) Mr. Patrick S. S. Cheng (Hon. Treasurer) Mrs. Peter Choy, MBE, JP Dr. Chung See Yuen Mrs. Ingrid Kwok Ms. Cecilia W.Y. Lau Mr. Daniel Lau Mr. James Law Mr. Louis Loong Ms. Sylvia W. Y. Siu, JP Dr. Philip Tang Ms. Amarantha Yip (Executive Director) *
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<b>長者服務委員會</b> Elderly Service Committee	鄧守廉醫生 (主席) 陳玉瑩女士 # (由 2019 年 11 月 5 日起) 鄭樹成先生 朱蔡鳴鳳女士 李宋尔芸女士 # (由 2019 年 11 月 5 日起)	Dr. Philip Tang (Chairman) Ms. Lorraine Chan # (From 5 <sup>th</sup> November, 2019) Mr. Patrick S. S. Cheng Mrs. Janet Chu Choi Ming Fung Mrs. Yvonne Hariman # (From 5 <sup>th</sup> November, 2019)

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

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

# 總幹事報告 Report from the Executive Director

香港家庭福利會總幹事

葉潤雲女士

Ms. Amarantha Yip  
Executive Director

Hong Kong Family Welfare Society



2019 年家福會慶祝立會 70 周年，我們展示嶄新的形象，包括以新的會徽及網站，推廣本會「以家為本」的服務。我們「以家為本」(Family Matters) 的特質有雙重意義：我們既相信家庭對每一個人都是非常重要，也落實地關注有關家庭的事務。在這個 70 周年的里程，我們舉行了一系列的活動，展現機構在過去數十年服務家庭和社會的貢獻，這些活動開心難忘的片段刊載於第 12-17 頁。

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

在服務香港 70 年的基礎上，機構制定了「家福願景 2024」策略目標及計劃。感謝同事們積極的參與，組成了專責小組及四個工作小組，落實推行四個重點工作策略，包括：(1) 制定「家福方程式」；(2) 建構員工能力；(3) 協調地區工作 / 跨界別協作；和 (4) 中央倡議工作 / 運動，以促進社會對家庭及家庭價值的重視。我們期望透過這個機構發展的工程，延續家福會的使命，在急劇轉變的社會環境中，維護家庭福祉，並結集力量，建立家庭友善的社會。有關「家福願景 2024」的詳情，請參閱第 20-21 頁。

The Hong Kong Family Welfare Society (HKFWS) celebrated its 70th Anniversary in 2019. We launched a revitalised brand image, including a new logo and website, to promote the essence of "Family Matters" in all our services which has a double meaning: much as we believe that family is very important to everyone, we attend to all family matters as well. During this 70th Anniversary year, we have held a series of programmes and activities to showcase the contributions of the Society to the families and the community we served throughout the past seven decades. The many happy and unforgettable moments of these activities are published on page 12-17.

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

Building on the foundation of our 70 years of service in Hong Kong, the Society has launched the project "Envisioning 2024" and formulated the strategic goals and execution plan for the coming five years. Our dedicated staff members have set up an Executive Task Force and four working teams to implement four key strategies including: (1) Formulating the "HKFWS Formula"; (2) Building employee capabilities; (3) Aligning district efforts / cross-sector collaboration; and (4) Advocating central initiative work / campaign drives to promote public discourse on family and family values. We hope we could ride on this important project to further implement our mission of safeguarding family wellbeing and developing a family-friendly environment in this rapidly changing society. More detailed information on "Envisioning 2024" is on page 20-21.



過去一年，家福會的服務繼續拓展。我們自 2011 年開始發展的幼稚園社工服務得到認可，社會福利署於去年推出「在學前單位提供社工服務先導計劃」(第一及第二階段)，本會順利參與此計劃，為 24 間幼稚園提供駐園社工服務。我們在 40 間中學提供的學校社會工作服務，也得到政府提供額外資源，將人手比例增加，由兩位社工服務一間中學，以回應日益複雜青少年和家庭的需要。長者服務方面，本會在「改善家居及社區照顧服務」和「支援身體機能有輕度缺損的長者試驗計劃」的服務名額及個案總數均大幅增加，以支援不同缺損程度長者的需要。另一方面，本會成功地完成了「子女探視服務先導計劃」，並得到恒常資助，開展「親籽薈共享親職支援中心」，提供一站式共享親職與親子聯繫服務。此外，我們欣喜地見到同事們繼續落實機構的使命，嘗試或大或小的創新服務計劃，以填補服務的縫隙。這些服務計劃已羅列於各服務報告中，請細閱。

自去年中下旬，香港經歷著社會事件，和 2019 冠狀病毒疫情的衝擊，家庭和市民大眾承受著壓力和挑戰。家福會除了透過恆常服務去幫助家庭處理生活上和家庭中出現的問題，更就著突顯的精神健康和家人關係的張力，針對性地提供適切的服務，我們也善用資訊科技去連繫和服務家庭和受眾。我們感謝許多團體和有心人的支持，捐獻物資和給予協助，向家庭送上關愛。

過去 70 年，家福會和香港社會一起成長，見證著許多的逆境和變遷，正如現在的處境，縱然艱難，但我們仍然相信家庭和家發揮的力量，並堅守信念，以專業和熱忱去支援家庭的需要，凝聚家庭成員，逆境自強。我們期盼和社會上重視家庭的團體和市民協作，繼續燃亮關愛家庭的精神，為提升家庭幸福努力。

The HKFWS continued to expand our services in the past year. The kindergarten social work service developed since 2011 was well recognised. The Social Welfare Department launched a "Pilot Scheme on Social Work Service for Pre-primary Institutions" (Phase 1 and Phase 2) last year. Our Society has successfully joined this Scheme to provide stationing social work service in 24 kindergartens. The School Social Work Service we provided in 40 secondary schools had also received additional resources from the Government to increase the manpower ratio. Two social workers served one secondary school to address the increasingly complex needs of young people and families. In terms of services for the elderly, there was a significant increase in the service capacity and caseload of the "Enhanced Home and Community Care Service" and the "Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment" to serve the needs of the elderly with varying levels of impairment. On the other hand, we have successfully completed the "Pilot Project on Children Contact Service" and received regular funding support to run the "Parent-child Connect Specialised Co-parenting Support Centre" to provide one-stop co-parenting and parent-child contact services. We are also delighted to see colleagues continue to carry out the mission of the Society and devise innovative service plans, large or small, to fill the service gaps. These service plans are listed in each service report.

Since mid-2019, Hong Kong has been gravely affected by the social issue and the Coronavirus Disease (COVID-19) pandemic with families and individuals under huge pressure and stressful challenges. In addition to our regular services to help families deal with problems in life and family issues, the Society also provided tailor-made initiatives to address the mental health issues and tensions in family relationship. We also made good use of information technologies to connect and provide services to families and individuals. We are indebted to many organisations and individuals for their donation and support, sending love and care to the needy families.

The HKFWS has grown with Hong Kong and witnessed the many changes and adversities it has endured throughout the past 70 years. Despite the hardship we are facing at present, we believe in the power of family and its capacity for continuous development. We will uphold our "family-centric" perspective and serve families with conviction, passion and professionalism. We are dedicated to promoting family solidarity and strengthening family functioning amidst adversities. We look forward to collaborating with organisations and members of the public that cherish family values to ignite the spirit of caring for families and fostering family wellbeing.

# 70 周年會慶活動 70th Anniversary Celebration Activities

以家為本、關愛熱誠、對專業和服務質素的堅持等機構特質，都是香港家庭福利會（家福會）多年來發展的動力，也是機構對服務香港社會的承擔。家福會在 2019 年慶祝成立 70 周年，特別更新了機構的形象，及舉辦了一連串活動，繼往開來，將機構的使命具體地展現。在這個報告環節，我們將重溫 70 周年活動許多值得紀念的片段。

**The Hong Kong Family Welfare Society (HKFWS) takes a "family-centric" perspective and is committed to providing high quality and professional services. These attributes serve as a driving force for the Society's continuous development and signify our commitment in serving the Hong Kong community. The Society celebrated its 70th Anniversary in 2019. We introduced a brand-new image and organised a series of activities to showcase our mission and commitment. This section highlights the many memorable moments of the anniversary events.**



## 更新了機構的形象，推出嶄新會徽及新網頁

### Launching of a Revitalised Brand Image with a New Logo and New Website

家福會在 70 周年會慶啟動禮，介紹機構更新的形象，本會特別推出新的會徽和網頁，並透過不同的媒體、公共交通的免費宣傳平台等，向公眾展現機構發展的活力，迎變創新的精神。

家福會的新會徽，一方面秉承以往鮮紅色的色調，帶出溫暖和活力感，另一方面，設計更親切和具現代感，簡約的會徽更易辨認。

會徽由三個圖案組成：

圓型圖案：象徵太陽的光和熱，和社會團結的力量；

屋型圖案：象徵不同組合、不同背景的家庭；

心型圖案：象徵家福會的愛、關懷和熱誠；置於屋的左方更顯人性化；

會徽中文名稱縮寫為「家福會」，而英文名稱縮寫則為 HKFWS。

本會新設計網頁內容豐富，特別增加了「我們的建議」，由本會的專業社工問答形式解答家庭在生活經常遇到的挑戰和難題，包括夫婦關係、育兒、多代相處等。我們期望在網頁中，提供更多的資訊，幫助家庭預防和及早處理相關的問題。



The Society introduced a revitalised brand image with a new logo and website at the Kick-off Ceremony of the 70th Anniversary Celebration. The new brand image, presenting our revived energies for changes and advancement, was promoted through various media and free public transport platforms.

The Society's new logo has kept the distinctive and vibrant red colour to convey warmth and vitality, with the design evolved from the previous logo to present a friendly and modern look for easy identification.

The revitalised HKFWS logo comprises three shapes:

The circle represents the light and warmth reflected by the sun, and the power of the united efforts of the community;

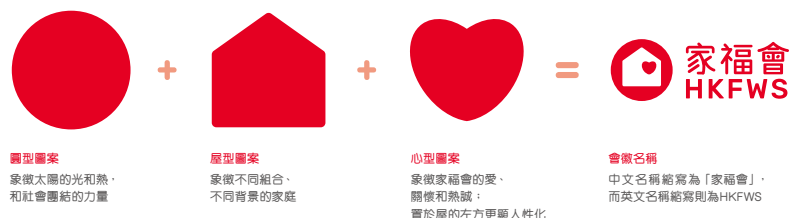
The house represents families in all forms and backgrounds;

The heart represents the love, care and passion of all stakeholders of the HKFWS, positioned slightly to the left of the house to reflect its humanity.

Our full name is shortened to an acronym in both Chinese and English – “家福會” and HKFWS respectively.

The Society's new website features resourceful information and “Advice”, which is a new column contributed by our professional social workers on the challenges and problems which families usually come across such as couple relationships, parenting, multi-generation relationships and others in “Q&A” format. We expanded the website to provide more resources to help families adopt proactive, preventive approaches to problems.

新會徽由三個圖案組成：



## 70 周年會慶啟動禮 - 「家福全接觸」

### 70th Anniversary Kick-off Ceremony 2/3/2019

啟動禮由執行委員會主席羅健中太平紳士和 70 周年會慶籌備委員會主席郭梁潔芹女士主禮，眾執行委員會委員、服務委員會委員、嘉賓、義工和員工一起參與，喜喜洋洋地為會慶活動揭開序幕。我們在啟動禮中正式介紹家福會的新形象，包括新的會徽和網頁，並在當天於不同媒介作推廣。完成啟動儀式後，委員及嘉賓乘坐印上新會徽的會車，浩浩蕩蕩地出發到訪不同的服務中心和探訪長者，或連同特別安排印上新會徽的雪糕車，在不同地區派發單張、雪糕和小禮物，同慶本會 70 周年。

Mr. Christopher Law, JP, Chairman of the HKFWS and Mrs. Ingrid Kwok, Chairperson of the Organising Committee for the HKFWS Celebration of the 70th Anniversary officiated at the Kick-off Ceremony in the presence of members of the Executive Committee and Service Committees, guests, volunteers and staff members. We introduced our new brand image at the Ceremony and also promoted it through various media. After the ceremony, all members, guests and colleagues took the Society's vans with our new logo to visit our service centres and pay home visit to the elders, or joined the ice-cream truck with our new logo to distribute our service leaflets, ice-cream and small gifts to the general public in different districts in celebration of our 70th Anniversary.





## 70 周年籌款晚會 – 愛的頌歌

### 70th Anniversary Fundraising Gala – Ode to Love 2/3/2019

70 周年籌款晚會假香港大會堂音樂廳舉行，由政務司司長張建宗先生 GBM, GBS, JP 蒞臨主禮，「美聲匯」一眾音樂家，透過原創半舞台音樂劇「快樂王子與第四個智者」，演繹無私的愛和奉獻。我們感謝籌備委員會主席溫馮月珊女士、兩位名譽顧問 一前會長譚惠珠 GBM, GBS, 太平紳士和現任會長李家祥博士 GBS, OBE, 太平紳士，以及委員們的努力，和各界人士慷慨捐助，出席晚會。籌款晚會共籌得超過港幣 350 萬元善款，以發展「家福傳愛創新服務」，填補服務的縫隙，促進家庭幸福。

The Fundraising Gala was officiated by Mr. Matthew Cheung Kin-chung, GBM, GBS, JP, Chief Secretary for Administration of the HKSAR held at the Concert Hall of the Hong Kong City Hall. We invited the Bel Canto Singers to present an original semi-staged musical "The Happy Prince & The Other Wise Man" which conveyed the message of "unconditional love and giving". We are grateful for the dedicated contributions by Mrs. Julia Wen, Chairperson of the Organising Committee, Ms. Maria Tam, GBM, GBS, JP and Dr. Eric Li Ka-cheung, GBS, OBE, JP, Honorary Advisors and the Society's Former President and President, and all committee members, and also the donation and support from generous donors. Through this event, the Society has raised more than HK\$3.5 million to develop our "Innovative Services of Love for Family" to fill service gaps and enhance family wellbeing.



## 家福會全港賣旗日

### The HKFWS Territory-wide Flag Day 16/3/2019

本會透過全港賣旗日籌募善款，同時向公眾推廣機構的新形象。我們重新設計了旗袋和旗紙，配上可愛的家人造型，傳遞家庭的愛。是次賣旗活動打破了歷年紀錄，共招募了超過 4,700 名義工參與，當中包括 2,500 名親子義工，籌得善款超過港幣 190 萬元，以發展「家福傳愛創新服務」、「家庭照顧支援服務」和「家庭退修中心」的工作。

In addition to fund raising, the Society also promoted our new brand image through Flag Day. We adopted a new design for the flag bags afresh with our new logo and figures of family members to convey the message of family love. We have broken our record and recruited more than 4,700 volunteers, with 2,500 family volunteers, and raised more than HK\$1.9 million to develop the Society's "Innovative Services of Love for Family", "Family Care Support Service" and "Family Retreat Centre".



## 「家福傳愛」義工嘉許禮

### Volunteer Recognition Ceremony 4/5/2019

「家福傳愛」義工嘉許禮由社會福利署推廣義工服務督導委員會非官方委員劉健華博士太平紳士擔任主禮嘉賓，於九龍灣 E-Max 舉行，藉以表揚義工和企業義工的貢獻，並鼓勵家庭和各界參與義工服務，回饋社會。共有 150 名義工獲頒發榮譽金、金、銀、銅、專務義工等獎項，15 間企業獲頒發感謝狀；本會義工組也分享他們由受助者成為義工的心路歷程。

The Volunteer Recognition Ceremony was officiated by Dr. Kevin Lau Kin-wah, JP, Non-official Member of the Steering Committee on Promotion of Volunteer Service, Social Welfare Department and organised at the E-Max in Kowloon Bay. We acknowledged the contributions of individual and corporate volunteers and promoted volunteerism in families and different sectors. A total of 150 volunteers received the platinum gold award, gold award, silver award, bronze award or specialised volunteer award, while 15 corporations received certificates of merits at the Ceremony. Our volunteer groups also shared their journey of transforming from service users to volunteers of the Society.



## 70 周年研討會 — 「共建幸福家庭」

### 70th Anniversary Symposium on Family Wellbeing in a Changing Society 17/5/2019

70 周年研討會 — 「共建幸福家庭」假香港會議展覽中心舉行，並邀得勞工及福利局局長羅致光博士 GBS, 太平紳士擔任主禮嘉賓。本會感謝李錦記家族基金全力贊助、家庭議會及香港社會服務聯會成為支持機構，透過此研討會一起推動社會共建幸福家庭。本會邀得來自美國哈佛大學的著名學者和馬來西亞前政府官員等，分享他們在當地提升家庭幸福及制定有關政策的寶貴經驗，以及本地不同界別代表，就「共建幸福家庭」交流意見和心得。本會委託香港中文大學進行調查研究，發展「香港家庭幸福指數」，團隊也在研討會中發表研究框架。研討會下午部份，分別由學者、業界代表及家福會專業社工在不同專題環節，分享前線工作經驗和智慧，及相關的研究；我們也特別安排了校長茶聚，就「家校合作 - 培育正向新一代」的課題，彼此交流分享。

The 70th Anniversary Symposium on Family Wellbeing in a Changing Society was officiated by Dr. Law Chi-kwong, GBS, JP, Secretary for Labour and Welfare of the HKSAR organised at the Hong Kong Convention and Exhibition Centre. We are grateful to the Lee Kum Kee Family Foundation for their sole sponsorship, and the Family Council and the Hong Kong Council of Social Service for their participation as supporting organisations to promote family wellbeing through this Symposium. We have invited renowned academics from The Harvard T.H. Chan School of Public Health and the Former Deputy Director General of the National Population and Family Development Board Malaysia to share their local experiences in promoting family wellbeing and formulating relevant policies in this regard. There was also exchanges by representatives from different sectors on "Co-creating Family Wellbeing in Hong Kong". The research team of the Chinese University of Hong Kong (CUHK), which the HKFWS has commissioned to conduct a research study to establish the Hong Kong Family Wellbeing Index (HKFWI), also presented the framework of the HKFWI at the Symposium. In the afternoon session, we invited academics, representatives from the social welfare sector and our social workers to share their experiences and wisdom on their frontline practice, and the evidence-based work supported by research findings. At the same time, we organised a Principal Gathering to facilitate exchange among school representatives on "Working Together for the Wellbeing of the New Generations & Family".





## 「兒童為本」提升離異家庭兒童福祉跨專業研討會

### Symposium on Child-focused Collaborative Practice to Promote the Wellbeing of Children in Divorced Families 23/5/2019

「兒童為本」提升離異家庭兒童福祉跨專業研討會假九龍塘達之路的生產力促進局舉行，由社會福利署助理署長彭潔玲女士擔任主禮嘉賓。研討會旨在促進各持份者交流和分享，共同推展服務離異家庭的工作，提升離異家庭中兒童的福祉。研討會共有超過 300 名來自法律界、教育界和社福利界的代表，以及來自美國和台灣的合作夥伴參與。本會早前委託了香港中文大學社會工作學系進行「『兒童為本』模式在共享親職服務的評估研究」，負責此項研究的專業顧問劉玉琮博士在研討會中公佈研究結果，總結家福會過去六年在共享親職和親職協調工作上的成效，為「共享親職」、「親職協調」及「親子聯繫」服務提供實證參考。

The Symposium on Child-focused Collaborative Practice to Promote the Wellbeing of Children in Divorced Families was officiated by Ms. Pang Kit-ling, Assistant Director of Family and Child Welfare Branch, Social Welfare Department and held at the Hong Kong Productivity Council. The Symposium facilitated the sharing and exchanges, as well as collaboration among stakeholders to promote the wellbeing of children from divorced families. Over 300 professionals attended the event, including those from the legal, education and social welfare sectors, and academics from the United States and Taiwan. Dr. Lau Yuk-king, Professional Consultant, Department of Social Work, CUHK, who was in-charge of the "Evaluation Study on the Application of CPI Model in Co-parenting and Parenting Coordination Services" commissioned by the Society, released the findings which demonstrated the effectiveness of our co-parenting work in the previous six years. It also provided evidence-based references for conducting services in "Co-parenting", "Parenting Coordination" and "Children Contact".



## 中心開放日

**Centre Open Day 25/5/2019**

為加深公眾對本會地區服務的認識，位於香港東區、將軍澳區、觀塘區、荃葵青區、西九龍區及屯門區域的六間服務中心聯合舉辦「中心開放日」。各中心除透過展覽介紹本會的服務和新形象，和安排遊戲攤位及表演活動吸引居民參與，也特別設置攤位，推廣 70 周年會慶的遊戲咭「家事研究所」，讓家庭成員從遊戲中彼此了解和互動。中心開放日共有超過 2,300 名居民參與。

The Centre Open Day was organised at six service centres of the Society with the purpose of enhancing the public's understanding of our district-based services, including Hong Kong East, Tseung Kwan O, Kwun Tong, Tsuen Wan & Kwan Chung, West Kowloon and Tuen Mun. There were exhibitions showing the Society's new brand image and services, game booths and performances to attract and engage local residents. We also set up a booth "Family Matters Lab" for family members to play the game cards which was specially designed to celebrate the 70th Anniversary to promote family interaction. More than 2,300 participants took part in the Centre Open Day.



## 挪亞方舟「家」歷險

**"Family" Adventure at Noah's Ark 21/7/2019**

本會得到 Rainbow Foundation 的贊助，安排超過 90 名小朋友與其家長到挪亞方舟進行歷險活動，讓家庭成員一起體驗如何協力解決困難，增進親子間的互動，加深感情。

With sponsorship from the Rainbow Foundation, over 90 children and their parents joined this adventure-based programme. Through these experiential activities, family members experienced how to work together to solve problems, enhancing parent-child interaction for a deeper relationship.





# 推廣及聯絡 Publicity and Liaison

## 推廣機構新形象

### Promotion of the Society's New Brand Image

本會於去年 3 月更新機構形象，包括以新的會徽及網站，推廣本會「以家為本」的工作。除透過設計嶄新的網頁及社交媒體作宣傳，更製作新會徽簡介單張及動畫影片，讓不同持份者掌握新形象傳達的意義。各中心陸續換上了新會徽的標牌，予人煥然一新的感覺。



The Society launched a revitalised brand image, including a new logo and website, to promote our family-centric work. In addition to publicising our new image through our website and social media, a leaflet and animated video have also been produced to allow different stakeholders to understand the meaning of the new image. We have also furnished the signboards of our Centres one after another with the new logo to present a refreshed image.

- 服務中心入口換上了新會徽的招牌，予人耳目一新的感覺  
New signboard installed at the entrance of a service centre to present a refreshed image

## 更新網頁、為公眾提供預防家庭問題資訊

### A New Website with an "Advice" Column for Prevention of Family Problems

本會的新網頁，除了提供機構的服務資訊和最新發展，也特別增加了「我們的建議」環節，由本會的專業社工問答形式解答家庭在生活經常遇到的難題和挑戰，包括夫婦關係、育兒、多代相處等。我們期望在網頁中，提供更多的資訊，幫助家庭預防和及早處理相關的問題。

In addition to providing service information and the latest developments of the Society, the new website has added an "Advice" column. Our professional social workers will answer questions on the challenges and problems which families usually come across such as couple relationships, parenting, multi-generation relationships and others in a "Q&A" format. We look forward to providing more information on the website to help families adopt proactive and preventive approaches to problems.

## 回應社會問題 支援家庭需要

### Responding to Social Issues and Providing Support to Families

去年，社會面對前所未有的挑戰，很多家庭因為社會事件，成員間關係出現張力。本會推出「尊重不同家添愛」計劃，鼓勵家人互相聆聽，尊重彼此的不同。除了由專業社工提供建議外，我們也製作了情緒支援小冊子、「心靈暖包」、「暖心咭」及 WhatsApp stickers，鼓勵家人互相表達尊重。隨著 2019 冠狀病毒病的侵襲，家庭面對生活上的壓力，本會推出「逆流而上 家添愛」計劃，為家庭、青少年及長者提供實用的防疫建議和有用資訊，提升家庭正能量，一起齊心合力抗疫。我們同時開展「逆流齊學」計劃，向公眾徵集到 400 部手提或平板電腦，轉贈有需要的基層學童，讓他們在停課期間仍然可以在家學習。



Hong Kong faced great challenges in the past year. The social issue has brought tensions in family relationship. The Society launched a project "Respecting the Differences, Adding Love to the Family" to encourage family members to listen to and respect the differences among each other. In addition to the advice by our professional social workers, we produced "emotion support" brochures, "heart warmers", "heartwarming cards" and WhatsApp stickers to facilitate family members to show their respect for each other. Under the Coronavirus Disease 2019 (COVID-19), the Society introduced the project "Fighting against Virus, Adding Love to the Family" to provide families, young people and the elderly with practical prevention suggestions and useful information to fight against virus with positive energy. We also initiated a campaign "Learning Together during Tough Times" and received 400 notebook computers or tablets donated for needy grassroot students so that they could continue to study at home during class suspension.

- 「逆流齊學」計劃的受助家庭欣喜地接收平板電腦  
The needy family was happy to receive tablet in the "Learning Together during Tough Times" Campaign



## 與媒體保持緊密聯繫

### Maintain Close Contact with the Media

本會一直積極回應社會問題，與媒體保持密切聯繫。本會的專業社工及臨床心理學家經常接受不同媒體的訪問及撰文，就不同問題提供建議，例如：青少年精神問題、家庭關係和長者照顧等。我們也針對特別的議題，如學童網絡欺凌、家庭理財、婆媳相處、離異問題，以及社會事件家庭的張力、疫情下子女在家學習的管教等，分享專業意見。

The Society has been actively responding to social issues and maintaining close contact with the media. Our professional social workers and clinical psychologists have often been interviewed by media and contributed articles to give advice on different issues such as adolescent mental health, family relationship and care of the elderly. We also grasped opportunities to share professional views on special social issues like cyberbullying among students, family financial management, in-law relationship, divorce problems, tension among family members under the social issue and parenting issues in home schooling.



- 本會回應不同社會問題，安排專業社工、社會工作顧問及服務使用者接受媒體訪問  
The Society responded to different social issues and arranged professional social workers, social work consultants and service users to conduct media interviews

## 家福會全港賣旗日 2020

### The HKFWS Territory-wide Flag Day 2020

本會 2020 年 2 月 8 日舉行賣旗日，在 2019 冠狀病毒病的影響下，我們取消了街上賣旗活動，主力透過網頁和社交媒體，呼籲公眾捐款支持。賣旗日籌得超過港幣 41 萬元，以發展「家福傳愛創新服務」、「家庭照顧支援服務」和「家庭退修中心」的工作。

The Society's Flag Day was scheduled for 8 February, 2020. Due to the COVID-19 pandemic, the flag selling activity was cancelled. We focused on appealing for donation through our website and social media. More than HK\$410,000 was raised to develop the Society's "Innovative Services of Love for Family", "Family Care Support Service" and "Family Retreat Centre".



- 家福會全港賣旗日 2020 海報宣傳  
Promotional poster of the HKFWS Territory-wide Flag Day 2020

# 家福願景 2024

## HKFWS Envisioning 2024

### 2·4·4·2 準備就緒，起步！

### 2·4·4·2 Get set, Go!

在家福願景 2024 的工作下，我們已經訂定了兩大策略目標，四個工作策略，以達至四個內部轉變及兩大對外影響。

Under the "Envisioning 2024", we have set two strategic goals and four working strategies to achieve four internal transformations and two external influences.



- 萬眾一心，高級職員在集思會中，一同建構家福願景  
With concerted effort, we formulated HKFWS Envisioning together



- 最緊要一家人網頁  
Family First website

## 兩大策略目標

### Two Strategic Goals

目標一：

加強「以家為本」獨特介入模式在各服務範疇的貫徹實踐，以更有效應對在急劇轉變社會中的家庭需要、維護家庭的福祉和建立家庭友善的環境。

目標二：

建立伙伴、動員社區參與，共創、承傳及倡議家庭價值，建立以促進家庭福祉為核心的關顧社會。

Goal 1:

To strengthen the application of the unique “family-centric” intervention model across services, to effectively address the needs of families, safeguard family wellbeing and develop a family-friendly environment in this rapidly changing society.

Goal 2:

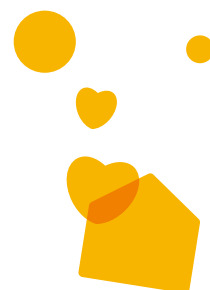
To engage the community and foster partnerships to co-create, pass on and advocate the family value so as to build a caring society with family wellbeing as the core.

## 四個工作策略

### Four Key Strategies

1. 制定「家福方程式」
2. 建構員工能力
3. 協調地區工作 / 跨界別協作
4. 中央倡議工作 / 運動

1. Formulating the “HKFWS Formula”
2. Building employee capabilities
3. Aligning district efforts / cross-sector collaboration
4. Advocating central initiative work / campaign drives



## 四個內部轉變

### Four Internal Transformations

藉著「講得出，做得到，集得氣，認得出」四方面的內部轉變，於各服務範疇中，去強化和貫徹執行「以家為本」的實踐框架。

Targeted to making four internal changes: “Can tell”, “Can do”, “Can synergise” and “Can be recognised”, we aim to align, strengthen and thoroughly implement the “family-centric” intervention model in all aspects of our services.

## 兩大對外影響

### Two External Influences

在服務提供及社區協作上，有效地應用「家福方程式」的信念及工作手法，以達至在「家庭事務」上有影響力。

Effective application of the systemic “family-centric” intervention model (HKFWS Formula) in service provision and community engagement to achieve an impact on “Family Matters”.

## 五年策略計劃

### Five Year Strategic Plan

第一年 (2020) 籌備、檢索、連結

第二年 (2021) 製作

第三至四年 (2022-23) 嘗試及實驗

第五年 (2024) 執行及推廣

我們計劃以五年時間，分四階段推行工作。今年，我們依據四個工作策略分別成立了四個工作小組，並已經展開了前期工作。

Year 1 (2020) Preparation, Stock-taking, Engagement

Year 2 (2021) Production

Year 3 - 4 (2022-23) Exploration and experiment

Year 5 (2024) Implementation and Promotion

We plan to implement these strategic plans in four stages in the coming five years. We have formed four working teams this year, each focuses on one of the key strategies, and have started the preliminary work.



# 職員發展及培訓 Staff Development and Training

## 獲僱員再培訓局嘉許為「人才企業」

### Awarded "Manpower Developer" by the ERB

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

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

## 為員工籌辦不同類別培訓工作坊

### Conduct Various Training and Workshops for Staff

本會善用社會福利發展基金支持員工參與內部培訓及會外的進修，今年為不同職級的員工共籌辦了 59 個內部培訓工作坊，包括各類專業的理論和技巧。培訓活動得到參加者正面的回應，所有活動的平均評分為 4.94 分，滿分為 6 分，95.72% 參加者表示培訓達成預期的目標，反映參加者滿意培訓的質素。為協助新服務發展，亦籌辦了一系列的培訓課程，例如：「認知障礙評估」、「婦女及家庭」學習小組、「家長工作理念及實務」工作坊、危機事故壓力管理等。

The Society had well utilised the Social Welfare Department Fund to support internal and external training for staff. A total of 59 internal training programmes were organised for all staff of different grades this year. Topics included various theories and skills of professional intervention. We have received very encouraging feedback from participants, with an average rating of 4.94 out of a 6-point scale and an objective achievement rating of 95.72%, demonstrating the successful realisation of training objectives and the high quality of the training programmes. The Society organised a series of training to meet the emergent need of new service development, e.g. Dementia Assessment, Peer Learning and Practice Group on Women and Family Service, Workshop on Theoretical Framework and Practice of Parent Work and Critical Incident Stress Management.



- 黃愛玲博士與同工分享以家庭角度處理兒童和青少年問題的知識和經驗  
Dr. Wong Oi Ling shared her knowledge in working with vulnerable families with children and youth by family perspective intervention



- 績效管理與評核課程  
Performance Management and Incentive System Training



- 實踐所學，同工在「藝術治療工作坊」課程中展示作品  
Applying learning into practice, staff showed their masterpieces at Art Therapy Workshop



## 舉辦機構導向日

### Organise Staff Orientation Programmes

舉辦機構導向日，加深新入職同事對機構歷史、使命、願景、制度及服務的認識，幫助他們融入機構文化及培養歸屬感。此外，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，亦為管理層同事提供培訓，以提升他們的領導能力。

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

## 資助員工參與進修活動

### Subsidise Staff to Attend External Training Programmes

資助了超過 274 名同事參與會外的進修活動，提供予同事的進修假期合共 593 日，進修內容涵蓋 210 項不同專題項目。

The Society subsidised over 274 staff members to attend external training programmes in 210 different topics. A total of 593 days of study leave were granted for staff to attend these external training programmes.



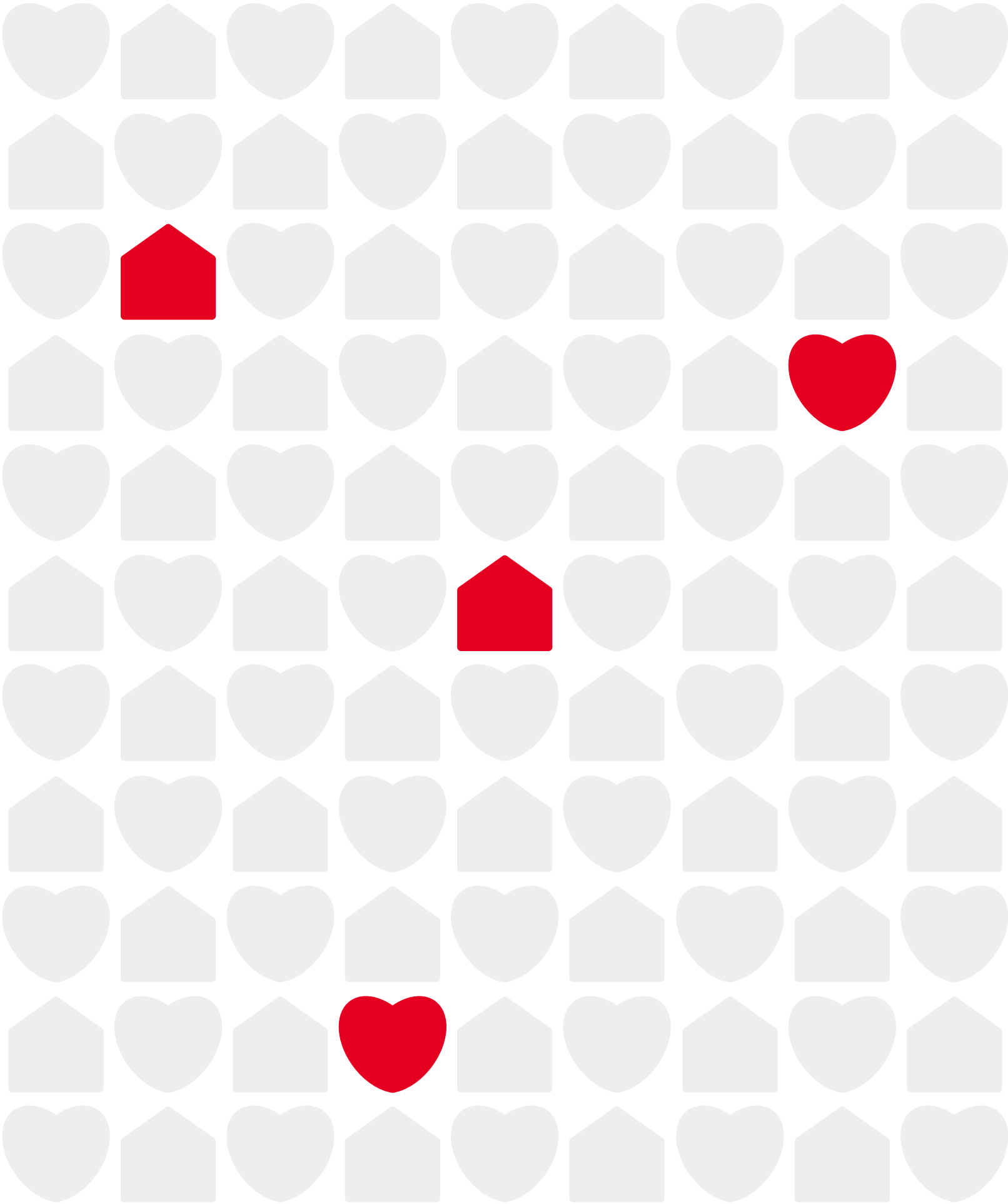
- 「處理夫婦互動」培訓工作坊  
Training Workshop on "Handling Couple Dynamic"



- 連凱欣醫生分享特殊教育需要青少年的個案處理  
Dr. Lin Hoi Yan was invited to share the psychiatrist's perspective on SEN case management



- 同工完成了精神健康急救（關懷青少年）證書課程  
Staff completed Youth Mental Health First Aid (MHFA) Certificate Course



# 服務 Services

綜合家庭服務  
Integrated Family Services

兒童服務  
Children Services

青少年服務  
Youth Services

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

專項服務  
Special Services







## 年度服務重點

Service Highlights

綜合家庭服務，本著「以家為本」的服務信念，緊貼社會需要及經濟環境帶來的影響，協助家庭克服逆境，並強化家庭功能，維護家庭福祉。

- 關心精神健康，減低生活壓力
- 支援基層兒童，面對逆境難關
- 鼓勵表達分享，關顧男士壓力
- 減低家庭衝突，強調正面溝通
- 支援危機家庭，重建家庭功能

**Integrated Family Services, based on "Family Perspective", assist families in strengthening their abilities to function properly and building up resilience under adverse socio-economic situations.**

- Promote mental wellness and reduce stress in daily life
- Support vulnerable children to overcome adversities
- Encourage men to learn stress management
- Alleviate family conflicts and promote positive communication
- Support families in crisis to restore family functioning



# 服務報告

## Service Report Highlights

### 延續「以家為本 - 心理健康服務」

### Continue to Deliver "Family Mental Health Service"



- 參加者創作屬於自己的和諧粉彩藝術作品，完成後一同欣賞

After completing Pastel Nagomi Art, participants shared their drawings



- 「五行與養生健康 - 阿育吠陀治療」超過 70 位參加者一同學習不同的養生方法

Over 70 people participating in a community programme to learn about Yoga and Ayurveda Therapy to improve their health



- 註冊營養師透過講解及體驗活動，讓參加者了解飲食與身心健康的秘訣

Qualified dietitian shared the knowledge of healthy eating habit to participants

獲公益金資助的「以家為本 - 心理健康服務」，本年度共舉辦了 12 個健康身心小組，參加者的出席率接近九成；在小組的互動及社工的指引下，組員能更深入了解壓力來源，並能以積極的思考方式去處理情緒困擾，以及建立良好的支援網絡。另外，針對都市人忙碌及受壓的生活，本年度的「晴心天地」以自我照顧及提升抗逆力為主題，例如透過音樂重新了解自己的「身心共鳴 - 頌鉢靜觀體驗」；亦有多項紓壓活動例如「和諧粉彩」、「認知行為治療模式 - 失眠改善小組」等。此外，今年亦舉辦了一個大型社區教育活動 - 「五行與養生健康 - 阿育吠陀治療」，讓超過 70 名參加者了解自己的體質，學習不同的伸展動作，體驗放鬆的時刻並達到療癒的效果。

With funding support from the Community Chest, the "Family Mental Health Service" conducted 12 therapeutic groups by using the Cognitive Behavioral Approach this year. Through the facilitation of social workers and interaction among group members, participants were able to understand their sources of stress, learn positive ways to cope with them and extend their social support network. The attendance rate of the groups reached nearly 90%. To help cope with today's busy and stressful urban life, a series of programmes under Mental Health Educational Programme was organised this year to focus on selfcare and the enhancement of resilience capacity. This we have achieved by working on a "body-mind resonance and meditation" exercise through music, and organising many other de-stress activities which included "Pastel Nagomi Art", "Sand Painting" and "Cognitive Behavioral Therapy Mode - Group Insomnia Improvement". We had also organised a large-scale community education event, "Five Elements and wellness - Ayurveda Treatment" successfully helping more than 70 participants understand their physical constitution, practice body stretching exercise together and experience moments of relaxation to achieve healing effect.



## 「同步『童』心行」計劃 “KIDS” Our Love

中銀集團人壽保險有限公司贊助本會於 2019 年 10 月 1 日至 2022 年 9 月 30 日期間舉辦「同步『童』心行」計劃。計劃目的是支援來自經濟匱乏家庭、並正就讀於本港幼稚園至小學六年級的兒童，及其家庭正接受綜合家庭服務中心的個案服務，享用其中一項服務：「童夢之助」- 透過現金資助學童參加非學術性的興趣班，協助他們發展潛能，或經社工的專業評估及推薦，識別正面對家庭逆境的兒童，例如家人離世、家庭暴力、父母離異等，給予「兒童為本」遊戲治療輔導服務或相關的治療小組服務，以疏解他們的情緒及 / 或行為問題。

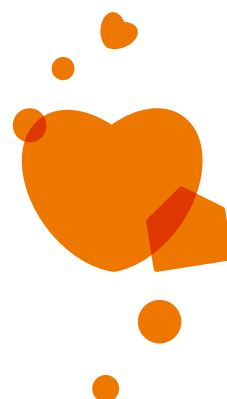
With the funding support by BOC Group Life Assurance Company Limited, we organised a three-year project “KIDS’ Our Love”, from 1 October, 2019 to 30 September, 2022. The project aimed at subsidising kindergarten or primary school students from underprivileged families who are receiving casework services from the Integrated Family Service Centre (IFSC) in Hong Kong. The students could enjoy one of the services “Children’s Dream Help” through cash subsidies to enable them to participate in non-academic interest classes to help them develop their potential, or through professional assessment and recommendation by social workers to identify children facing family adversities such as death of a family member, domestic violence or divorce of parents and others, to provide them with child-oriented play therapy counselling services or related group treatment services to relieve or resolve their emotional distress and / or behavioral difficulties.



- 透過現金資助津貼受家庭經濟限制的兒童參加非學術性的興趣班，協助他們發展潛能  
Assisted students from underprivileged families in developing potentials by providing cash subsidy for them to participate in extra-curricular activities



- 透過「兒童為本」遊戲治療，協助曾經歷家庭逆境的兒童疏解他們的情緒壓力及 / 或行為問題  
Through child-centered Play Therapy services and other related therapeutic group services to relieve their emotional stress and behavioral problems



## 關注男士情緒健康

### Concern about the Mental Health of Men



- 男士及其家人參與郊外旅行共渡愉快週末  
Men and their family members enjoyed a weekend outing



- 男士透過遠足來紓緩身心壓力  
Participated in hiking for relaxing stress



- 男士互助小組  
恆常聚餐  
Mutual aid  
group regular  
dinner  
gathering



- 男士參與義工服務回饋社區  
Participated in voluntary service to give  
back to the community

本會為期兩年的「男士家友站」計劃於 2019 年 8 月順利完成。為鞏固及延續組員所學所得，以及發揮互助網絡的功能，「家友站」以互助小組及男士瑜珈班形式繼續提供服務。在過去一年，共舉辦七次的生命重整課程、兩次治療小組及四個互助小組，讓男士認識紓緩生活壓力的方法。此外，也舉辦了兩次男士講座及七次社區活動，推展社區支援服務，回饋社區。藉著九次男士家庭戶外活動，增進家庭成員彼此認識了解，也促進了家庭之間的親密關係。另外，「男士家友站」服務使用者獲「星期日檔案」邀請拍攝新聞專題特輯 - 男言之隱，藉此喚起社會人士對男士情緒健康的關注。

The two-year project "HE MEN - Hear Men - on Enhancing Men's mental wellness" had been successfully completed by August, 2019. Seven life rebuilding classes, two therapeutic groups and four mutual aid groups were held in the past year. The participants were able to learn coping skills in reducing life stress and applying them in daily lives. Two educational seminars and seven community programmes were held to encourage members in participating voluntary services in order to give back to the community. We also organised nine family outing activities for them to enhance family communication and relationships among family members. Our service users were invited to share their life journeys in TVB "Sunday Report" so as to raise public's awareness on promoting men's mental wellness. Men's yoga group and mutual aid groups are sustained to consolidate their learning and maintain their supporting networks.



## 「和平學坊 - 平和關係支援計劃」

### “Peace Campus - Support Programme for Enhancing Peaceable Relationship”

自 2018 年 10 月開始，本會三間位於東九龍之綜合家庭服務中心在社會福利署支持下，推出「和平學坊 - 平和關係支援計劃」，為「親密伴侶」暴力人士及曾目睹家庭衝突的兒童提供學習課程及家庭凝聚活動。本會於本年度分別為 53 名成人及 54 名兒童參加者提供了「親密伴侶」暴力課程及兒童課程，亦舉辦了四次家庭凝聚活動、五次社區教育講座及接近 20 次服務宣傳活動。計劃得到正面成效，讓「親密伴侶」暴力人士學習到以非暴力的方式處理衝突，也讓曾目睹家庭衝突的兒童學習到處理負面情緒及應對家庭衝突的技巧，家庭關係及溝通得以改善。

Since October, 2018, with the support from Social Welfare Department, three of our IFSCs in East Kowloon District launched the project “Peace Campus - Support Programme for Enhancing Peaceable Relationship”, providing various courses and family cohesion activities for individuals with intimate partner violence and children who have witnessed domestic violence, serving 53 and 54 participants respectively, through four family programmes, five community talks and approximately 20 service promotion activities. The project gained positive feedback. Through these programmes, participants having intimate partner violence were able to learn non-violent ways to resolve conflicts. The children become more capable of handling negative emotions and solving problems related to family conflicts.



- 透過親子遊戲及表達藝術活動，增進家庭溝通及關係

Facilitating family communication and relationship through parent-child interactive games and expressive art activities

## 繼續推行「危機家庭支援計劃」協助危機家庭重建家庭功能

### “Family in Crisis Support Project” Facilitate Crisis Families to Restore Family Functioning

周大福慈善基金繼續贊助本會推行「危機家庭支援計劃」，為正面對家庭經濟支柱突然死亡或患上嚴重疾病，而有年幼在學子女的家庭提供支援服務。於 2019 年，本計劃更拓展服務範圍至港島、九龍及西貢區，期間為 81 個有需要而又合乎資格的家庭提供及時經濟援助，以解決突如其來的家庭危機及困難。計劃亦同時配合情緒輔導支援，讓服務使用者可以漸漸重建家庭功能，重新適應生活。

Chow Tai Fook Charity Foundation continued sponsoring the Society in the operation of the “Family in Crisis Support Project” to support families with young children who suffered from losing their breadwinners due to sudden death or severe illness. The service coverage of the project has been expanded to include Hong Kong Island, Kowloon and Sai Kung District since 2019. The project aimed at providing monetary support to settle the imminent financial need of the targeted families caused by family crisis. Together with the professional counselling offered by social workers, the project helped 81 families this year to enhance their resilience and facilitate gradual restoration of normal family functioning.



- 受助家庭聯同義工暢遊香港，促進家庭關係
- Enhancing family resilience through various outdoor programme with volunteers



- 受助家庭歡樂地出席家庭活動
- Beneficiaries enjoyed the outdoor programmes



兒童服務

Children  
Services



## 年度服務重點

Service Highlights

近年兒童疏忽照顧個案持續上升，更有幼兒受虐慘劇接連發生，兒童服務的需求因而日漸增加。本會除了提供寄養服務、兒童課後照顧及支援服務及愛心社區保姆服務等照顧服務外，本年度更獲資助推行「在學前單位提供社工服務先導計劃」，以及早識別及支援有處於困難或危機中的家庭和兒童。

- 「小荳芽駐園社工計劃」邁向新里程
- 招募寄養家庭及社區保姆
- 推廣「保護兒童」信息，提升家長及照顧者的管教及照顧能力
- 透過發展性及治療性活動，促進兒童發展，提升學習動機，並為有特別學習需要兒童提供支援

With increasing number of child abuse and neglect cases, the demand for children service continues to rise. Apart from providing different kinds of child care support services including Foster Care Service, After School Care and Support Programme and Neighbourhood Support Child Care Project (NSCCP), the Society got subvention to provide the "Pilot Scheme on Social Work Service for Pre-primary Institutions" this year to early identify and support the children and families in needs.

- New Milestone of "Nurturing Seeds Kindergarten Social Work Service"
- To recruit foster families and child carers through promotion programmes
- To promote the message of child protection, and improve the abilities of disciplining and care for parents and carers
- To enhance children's development and learning motivation and provide extra support to children with special education needs (SEN) by means of different developmental and therapeutic programmes



# 服務報告

## Service Report Highlights

### 持續發展，「小荳芽駐園社工計劃」邁向新里程

#### New Milestone of "Nurturing Seeds Kindergarten Social Work Service"

本會自 2011 年開始發展幼稚園社工服務，以回應社會對兒童發展服務的需求及填補服務縫隙。駐園社工以「及早介入」策略，為幼童及其家庭提供預防及治療性活動，有需要時展開個案跟進，及早支援有需要的兒童及家庭，和強化其家庭功能。駐園社工亦作為幼稚園和幼童家庭的橋樑，促進家校合作，與校長老師共建關愛校園。

於 2020 年 3 月本會發表了「幼稚園學生情意、社交和能力駐園社工計劃的成效研究」，家長和老師對駐園社工服務的評價都是正面的。其中研究顯示超過八成的受訪家長和老師均表示滿意駐園社工服務。

隨著社會福利署在 2019 年推出「在學前單位提供社工服務先導計劃」(第一及第二階段)，駐園社工服務邁向了一個新的階段。本會承蒙 24 間幼稚園的信任，在先導計劃下開展駐園社工服務。此外，本會亦與 10 間幼稚園以伙伴形式合作提供服務。

The HKFWS has started the kindergarten social work service since 2011 to address the developmental needs of children and to fill the service gaps. Kindergarten stationing social workers adopted an "Early Intervention" strategy to provide preventive and therapeutic activities for young children and their families, and used casework approach to support those families in need and strengthen their proper family functioning as early as possible. They also act as bridges between kindergartens and families to promote home-school communication and cooperation to co-create a caring campus with principals and teachers.

In March, 2020, the HKFWS released the Research Report on "A Study on the Kindergarten Stationing Service – Enhancement of Social Emotional Competencies of Preschoolers", in which both parents and teachers gave positive feedback on the kindergarten stationing social work service. Research results also showed that more than 80% of the interviewed parents and teachers were satisfied with the service.

Kindergarten Social Work Service has reached a new milestone with the commencement of the "Pilot Scheme on Social Work Service for Pre-primary Institutions" (Phase 1 and Phase 2) by the Social Welfare Department (SWD) in February, 2019. Our Society launched stationing social work service in 24 kindergartens under the Scheme. In addition, our Society also provided social work service for 10 kindergartens under a Partnership Scheme.

### 招募寄養家庭及社區保姆，並提供相關訓練

#### Recruitment of Foster Families and Child Carers through Promotion Programmes, with Training on Related Skills and Techniques

社會對寄養服務的需求不斷提高，同時對寄養家庭的需要也相應增加。因此，本會透過不同的媒體及舉辦招募活動，希望讓更多的家庭認識寄養服務，從而有興趣投身成為寄養家庭。此外本會亦積極於西貢及將軍澳區招募更多優質的社區保姆，以配合不斷增加的服務需要。為提升寄養家長及社區保姆的服務質素，本會定期舉辦不同主題的訓練活動，以加強他們照顧幼兒的知識及技巧，讓有需要的兒童得到更適切的照顧。



Owing to an increasing demand of foster care service when faced with insufficient foster families, continuous efforts on service promotion and recruitment of foster families were conducted through different media platforms, programmes and mobile counters. We also provided and strengthened various professional training and support groups to foster parents in addressing the needs of foster children. Concerted efforts to recruit carers in Sai Kung and Tseung Kwan O District had been made to meet the increasing needs of child care service. In order to enhance the quality of NSCCP service, regular training with different themes were arranged for carers to enhance their child care knowledge and skills.

- 寄養家長訓練 - 協助兒童面對突變的挑戰  
In-service training for foster parents - helped children to face crisis



## 推廣「保護兒童」信息，提升家長及照顧者的管教及照顧能力

### Promote the Message of Child Protection, and Enhance Parental and Care Capacities of Parents and Carers

本會與不同機構及政府部門，如社會福利署、母嬰健康院及學校等維持地區網絡及緊密合作，並透過不同的宣傳及教育活動，向大眾傳遞「保護兒童」、「切勿獨留兒童不顧」及「妥善照顧幼兒」等信息。此外，透過在不同學前教育機構提供個案輔導、小組及工作坊等服務，為有需要的幼童及其家長提供支援，以提升親子關係，強化家庭功能。我們更為幼師舉辦不同主題的培訓活動，以協助幼師處理不同家長及幼兒的需要。

Through collaboration and networking with different organisations and government departments, such as the SWD, Maternal Child Care and Health Centre and schools, publicity and educational work were arranged to convey the message of "child protection", "not leaving children unattended" and "taking proper care of children". Other counselling services, small-group seminars and workshops to support children and families in need, promote parent-child relationship and strengthen family wellbeing, were provided in the pre-primary institutions. We also launched different training programmes for teachers in order to cater for the different needs of children and parents.



● 共「童」成長社區教育活動  
Community education programme on child protection



● 「正向爸媽」講座  
Positive parenting Seminar

## 透過發展性及治療性活動，促進兒童發展，提升兒童學習動機，並為有特別學習需要兒童提供支援

### To Enhance Children's Development and Learning Motivation and Provide Extra Support to the SEN Children through Different Developmental and Therapeutic Programmes

課餘託管服務於本年度引入 STEM 學習資源，邀請專業導師帶來嶄新科技體驗，啟發學童創意和體驗運算思維，學童面對新鮮事物反應積極，感受到學習的樂趣。此外，我們亦與國際學校的親子義工合作，與課餘託管的本地學生交流，了解不同文化，打破隔膜。寄養服務方面，我們為寄養兒童提供不同參與活動的機會及體驗，例如師友計劃、職業體驗學習等以回應他們不同的身心需要。在幼稚園服務方面，透過舉辦不同型式的活動，提升幼童多方面的認知及身心發展，如情緒管理，專注力訓練及自理能力等。另一方面，在 2019 冠狀病毒病疫情下，以網上活動、WhatsApp 問功課等形式支援停課的學童及其家長，協助學童「停課不停學」。

The After School Care Programme (ASCP) had invited professional STEM instructors to enhance service users' creativity and computational thinking with new technology. Participants were much motivated under such new learning modality. We had also invited family volunteers from International School to join our activities. Through games and activities, the language barrier was reduced. Local students also tried to speak in English boldly to get to know each other. For the foster care service, different programmes including mentorship programmes, career experiential learning programmes and multiple-intelligence activities were launched to widen the children's exposure and meet their developmental need. For the Pre-primary institution social work service, different programmes for children were launched to enhance their cognitive and psychological development, such as emotional management and concentration and self-care ability. During the outbreak of Coronavirus Disease 2019 (Covid 19) and school suspension, we supported children and their parents with Information and Communication Technology (ICT) means such as zoom programmes and homework support through WhatsApp to ensure students understand that "school might have to be suspended but not learning".



青少年  
服務

Youth  
Services



## 年度服務重點 Service Highlights

本會的青少年服務，本著「以家為本」的理念，為 40 多間中小學提供駐校社會工作服務，並為三間小學提供學校社工督導服務。政府於九月推行中學「一校兩社工」措施，本會善用這新資源加強支援中學生及家長。另外，藝進同學會賽馬會將軍澳青年坊（青年坊）亦在社區提供各式各樣的青少年服務。於社會事件、2019 冠狀病毒病及停課期間，我們因應服務需要，繼續與伙伴單位緊密協作以服務有需要的青少年及其家庭。

- 延續生涯目標規劃服務，拓展網上社交及串流平台工作手法
- 推廣調解教育，惠及更多青少年及社區人士
- 以多元手法支援青少年精神健康發展
- 協助弱勢家庭網上學習，減少網絡鴻溝
- 支援有特殊教育需要的學生（特教生），推動共融校園文化

The Society adopts "Family Perspective" in its youth services, providing school-based stationing services and a variety of service projects to more than 40 primary and secondary schools in Hong Kong, as well as consultation service to social workers at three primary schools. With the implementation of "Two School Social Workers for Each School" measure in September, we made good use of this new resources to better serve the youth and their families. ATAA Jockey Club Tseung Kwan O Youth Square (YS) continues to provide integrated youth services. Facing the newly arising needs due to social issues, Coronavirus Disease 2019 (COVID-19) and class suspension, we collaborated closely with different partners in serving needy youth and their families.

- Strengthen life goal planning service, and make good use of information technology in service delivery
- Promote mediation education to youth and community
- Support adolescent mental health development through diversified means
- Support deprived families for eLearning and ease the digital gap
- Support students with Special Education Needs (SEN), and promote harmonious school culture





# 服務報告

## Service Report Highlights

**延續生涯目標規劃服務，拓展網上社交及串流平台以增強服務**  
**Strengthen Life Goal Planning Service, and Make Good Use of Information Technology in Service Delivery to Reach Out to More People**



- 參賽者看似發呆，實情是練習放空，尋找個人內在的平和  
Despite the stiff expression, participants learnt about mindfulness in searching for the inner peace



- 同工們化身網上教學高手，停課不停學  
Our workers were very professional in online teaching



- 經過兩個月的裝修工程，中心室內設計煥然一新  
A brand-new look of our centre, it looked more stylish and chic



- 在 2019 冠狀病毒病疫情下，同工利用社交媒體平台分享點滴與歡笑  
Under the influence of Coronavirus Disease 2019 (COVID-19) we shared our moments with service users through the social media platforms

本年度，青年坊與年青人及其家庭一同面對社會各種挑戰。除了竭力維持現有服務外，本會亦嘗試在不同範疇中作出新嘗試。首先，本會分別增加了一間小學的全方位學生輔導服務以及兩間小學的學校社工督導服務，著力為小學提供優質的輔導服務。其次，我們繼續成功獲得民政事務局資助，於未來三個學年推行「燃・生命掌舵計劃」，為本港 26 間中學提供全面的生涯規劃專業支援。本會亦為受社會事件和疫情影響的年青人及其家庭提供支援，包括情緒支援、親子溝通工作坊等。在停課期間，本會也嘗試將服務拓展至網上社交及串流平台，透過另一種方式與服務使用者保持聯繫。

Walking hand-in-hand with the youth and their families in facing challenges in society environment, YS strived to expand its capacity while maintaining its existing services in the midst of the difficulties encountered. First, we increased the number of schools we served in the Comprehensive Student Guidance Service and the related consultation service. This development allowed us to provide quality counselling service to more students in Primary Schools. Second, we continued to receive grants from the Home Affairs Bureau, to provide professional and comprehensive life goal planning services to 26 secondary schools for the coming three years. Furthermore, we provided support to the youth and their families, who were affected by social issues and COVID-19. Services included emotional support to the affected youth and parent/child communication workshops. During class suspension, we made use of information technology to deliver services.

## 推廣調解教育，惠及更多青少年及社區人士 Promote Mediation Education to Youth and Community

本會積極推廣調解教育，透過在中小學推行的「朋輩調解計劃」及「恒生一家福青少年調解計劃」，鼓勵青少年在學校、家庭及社區裡以和平理智的態度化解衝突。本年度成功訓練超過 680 名朋輩調解員，服務受惠人數達 16,850 人次。其中，小學的計劃從校本的服務推展到社區的親子活動，結合媒體的宣傳及嶄新的服務手法，讓更多社會人士認識調解。接近 200 間中小學、教育局、香港教育大學、香港調解會及恒生銀行等都是我們多年來的合作伙伴，透過多元化的活動推動調解教育普及化及生活化，創造共贏成果。

Mediation education was actively promoted in primary and secondary schools through "Peer Mediation Project" and "HS-HKFWS Youth Mediation Scheme", encouraging young people to resolve conflicts in schools, families and the community in a peaceful and constructive way. Over 680 peer mediators were trained in the past year, serving 16,850 beneficiaries. The service was extended from schools to the community, promoting mediation to the public by media and creative initiatives. In collaboration with different active partners over the years including about 200 primary and secondary schools, Education Bureau, Education University of Hong Kong, Hong Kong Mediation Council and Hang Seng Bank, mediation education was successfully promoted with win-win results.



- 全港首個朋輩調解 APP「調解研究所」在課堂上應用學習  
The first "Peer Mediation App" in Hong Kong used in classes



- 社區親子調解活動，帶動和諧互動  
Parent-child mediation programmes at community level

## 以多元手法支援青少年精神健康發展 Support Adolescent Mental Health Development Through Diversified Means

青少年精神健康服務旨於為青年人建構有利身心靈健康之善環境，並在家庭及學校積極參與下，促進青少年的整全精神健康。參考過去兩年「好心情 @ 學校」計劃，本年度共有 20 間中學繼續推行校本的支援活動，以提升有潛在危機青少年的抗逆力。聯校家長講座主要探討家長在子女的學習和生涯規劃的角色，有超過 250 名家長參加。「精神健康急救培訓」豐富了學生對心理健康的認識，提升他們對同輩需要的敏感度。「身心靈健康小組」有效提升學生的自我效能及強化其抗逆力。同時，引入創新介入手法「和諧粉彩」，以促進青少年的自我理解和心理健康。

Adolescent Mental Health was promoted by focusing on cultivating a mental health friendly-environment for our adolescents and promoting holistic wellbeing among adolescents with active involvement of their schools and families. Under the "Triple R Project under Joyful@School" supported by Quality Education Fund in previous two years, a total of 20 secondary schools continued their good practice to formulate School-based Joyful@School Project aiming at enhancing resilience and mental wellbeing of potential youth-at-risk. In order to increase awareness of family strength and youth psychosocial issues, Joint-school Parent Talk on handling study stress and career planning was held, attended by more than 250 parents. The Mental Health First Aid Training aimed at promoting better understanding and awareness of mental health issues among adolescents, strengthening their sensitivity as well as rendering support to peers in the campus was conducted. Body-Mind-Spirit Group was launched for enhancing the self-efficacy of students and strengthening their resilience. Innovative interventions were also applied into our practice, namely Pastel Nagomi Art, for facilitating self-understanding and the mental health of our adolescents.



- 學生體驗「和諧粉彩」，覺察及接納人生的不完美  
Students experienced "Pastel Nagomi Art" and finished their own piece of artwork, learning to embrace imperfect life



## 協助弱勢家庭網上學習並減少網絡鴻溝

### Support Deprived Families for eLearning and Ease the Digital Gap

本會與教育局合作，繼續為全港學生、家長及教師提供一站式健康上網支援服務，包括超過4,000次的諮詢及輔導。此外本會亦獲教育局、衛生署、禁毒署，以及多間學校和組織的邀請，舉辦多場專業培訓、學生及家長活動。我們關注網絡遊戲成癮、網絡欺凌、網絡危機及資訊素養，並致力促進親子對上網的認識和溝通。我們著重跨專業和界別的協作，包括政府部門、教育界、醫護界和互聯網專業等。在疫情期間，我們開展多個先導的網上教育服務，受到各界支持。我們了解停課期間基層家庭缺乏電子裝置及上網服務，也缺乏技術支援，因此我們聯繫政商各界及向民間募捐，幫助有需要的家庭。

With the support from the Education Bureau, we launched one stop "healthy use of internet" service to students, parents and teachers. Over 4,000 consultations and counselling service sessions were rendered. We also launched professional training, education and prevention programmes for students and parents in collaboration with the Education Bureau, Health Department, Narcotics Division, schools and NGOs. We are concerned about online gaming disorder, cyber bullying, online risks and information literacy, and are committed to promoting understanding and communication among parents and children regarding the use of internet, in cooperation with government, education, IT and medical sectors. During the COVID-19, our service found deprived families lacking digital devices, internet services and technical support for eLearning during class suspension and we mobilised resources from Government and business sector, as well as the general public to support needy families through launching innovative eLearning projects.



- 與青年人、香港教育城及專科醫生一同分享健康上網信息  
Sharing session for youth net ambassadors, HKEdCity and medical professionals



- 到校派發 sim 卡及提供家長諮詢，讓學生在家能停課不停學  
Set up consultation booths and distribution of sim-cards to support students' elearning at home during classes suspension
- 由大專友師教授學童編程及健康上網，並在疫情期間轉為網上教學  
Mentors provided teaching on coding and healthy use of internet and used online means during the COVID-19



## 支援特教生需要，推動共融校園文化

### Support Students with SEN, and Promote Harmonious School Culture

本會在不同中學舉辦講座及共融攤位遊戲，並培訓共融大使，推廣尊重異同、共融的信息，減少校園欺凌的問題。本會特別運用藝術元素於活動中，包括圓圈繪畫、心靈拼貼<sup>®</sup>，表達藝術及各項藝術創作，協助特教生了解自己的需要，並為日常生活的困擾尋找出路。在疫情停課期間，特教生遇到更多學習及社交困難，為學生及家長帶來了不少困擾。因此本會提供了超過 300 次輔導諮詢服務，並協助學生善用坊間的應用程式，解決網上學習的困難。亦創作了一個「抗疫桌遊」，透過遊戲方式，向特教生灌輸抗疫知識及積極正面的思想。

We promoted harmonious school culture by launching educational talks, game booths and training ambassadors to disseminate the message promoting social inclusion and accepting SEN students. During service delivery, we particularly adopted much art elements in the programme design such as Circle Painting, SoulCollage<sup>®</sup>, Expressive Arts and DIY art means. Art means were found fruitful to facilitate SEN students in self-understanding and self-healing. During the COVID-19, SEN students encountered more difficulties in learning and social life when compared with others, and they and their parents experienced huge stress during class suspension. We had provided more than 300 consultations to these families on stress management, parent-child relationship and the facilitation of their online learning through the utilisation of Apps. We also created an anti-pandemic board game for SEN students to strengthen their knowledge and positive attitude towards pandemic with an interesting and fun format.



- 揉合不同的藝術創作及圓圈繪畫於活動中  
Integration of art means and circle painting in programme design



- 在校內舉辦共融攤位活動，由共融大使宣揚共融文化  
Game booths to promote harmonious school culture with the support of school ambassadors



- 社工同事自創的「抗疫桌遊」的棋盤，與有特殊教育需要學生一同面對抗疫之旅  
Anti-pandemic board game for SEN students learning to fight against pandemic with fun



- 心靈拼貼<sup>®</sup>活動 - 向圖卡致敬  
SoulCollage<sup>®</sup> Activity - Salute to Cards



# 長者社區 照顧及支援 服務

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



## 年度服務重點 Service Highlights

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

- 提供生活支援、復康服務及照顧者支援，讓長者能安全而有尊嚴地在社區獨立生活
- 發展可負擔、可達性更高的多元化社區照顧服務，以提升照顧質素，服務使用者享有更多選擇
- 鼓勵長者加強身心健康和社會參與，以達致積極及健康的晚年
- 推廣長者及照顧者精神健康，並以抑鬱、認知障礙和預設照顧計劃為重點

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

- Provide support in assistive living, rehabilitation services and support for carers to enable elders to continue living in the community with security, independence, and dignity
- Develop a spectrum of affordable and accessible community care services to enhance quality of care and user's choice
- Optimise elders' opportunities for health and participation to achieve active and healthy ageing
- Promote mental wellness of elders and carers with focus on depression, dementia, and advance care planning





# 服務報告 Service Report Highlights

## 為回應社區需要增加服務名額

### Increased Service Capacity to Address Community Needs



- 長者感謝善長捐贈防疫用品  
The elders thanked for the donated anti-epidemic materials

為回應不同缺損程度長者的需要，本會的「改善家居及社區照顧服務」和關愛基金「支援身體機能有輕度缺損的長者試驗計劃」，服務名額及個案總數均大幅增加。此外，在 2019 冠狀病毒病疫情下，本會的家居照顧服務兼顧服務使用者的需要及同事安全，仍然提供必要的服務，例如送飯、護送、購物、護理、個人照顧及藥物管理等。本會亦得到多間熱心機構和多名善心人士捐贈防疫物資予服務使用者及本會員工，本會十分感謝他們的貢獻和支援。



- 長者感謝善長捐贈防疫用品  
The elders thanked for the donated anti-epidemic materials

In response to the needs of elders with varying frailty levels, there was a significant increase in the service capacity and caseload of our Enhanced Home and Community Care Service and the "Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment". Under the Coronavirus Disease 2019 (COVID-19), striking a balance between the needs of service users and staff safety, our home care service teams continued necessary services, such as meal delivery, escorting, delivery of daily necessities, nursing care, personal care, and drug management, etc. We received a lot of generous donation of anti-epidemic materials for our service users and staff from many enthusiastic organisations and kind-hearted individuals. Their contributions and support were highly appreciated.



## 「維健樂居家支援計劃」支援體弱及有經濟困難的長者 “Viva Ageing in Place Support Project” Supporting Deprived and Frail Elders

維健坊在港島及九龍區提供日間護理中心及家居支援服務。中心透過外界贊助之「維健樂居家支援計劃」，為體弱及有經濟困難的長者提供專業評估及護理服務，由護士提供專業諮詢以解答長者及護老者之疑難，並有治療助理為長者舉辦健體運動班，提倡強身健體及建立運動的習慣。中心亦著重服務的專業發展，於2019年9月至2020年3月期間，由賽馬會耆智園高級訓練顧問透過「外展認知障礙諮詢服務」為員工提供一系列培訓，讓員工認識到更多照顧認知障礙症患者的技巧及支援護老者的方法。

Viva provides day care and home care services in Hong Kong Island and Kowloon districts. With the support from external sponsorship, deprived and frail elders could benefit from the “Viva Ageing in Place Support Project” to enjoy assessment as well as professional caring service at affordable prices. Nurse Station provides free-of-charge nurse consultation service to the needy elders and their carers. Exercise classes are also provided by Therapist Assistants who helped the elders establish habit of doing exercise in their daily life. On the other hand, Viva strives to promote professional development of our staff. From September, 2019 to March, 2020, Dementia Care Specialist of the Jockey Club Centre for Positive Ageing provided intensive training through Outreach Dementia Consultation Service to our team. Our staff were equipped with knowledge and skills in taking care of demented users and supporting their carers.



- 治療助理帶領長者健體運動班  
Therapist Assistant conducted physical exercise class for the elders



- 護士諮詢站為長者提供免費醫護諮詢服務  
Nurse Station provided free nursing consultation service to needy elders and their carers



- 訓練顧問與員工討論照顧認知障礙症患者的方法  
Dementia Care Specialist discussed with the staff about dementia cases handling

## 協助長者建立健康人生

### To Promote Healthy Life Styles Among the Elders

本會九龍城活齡中心積極建立地區伙伴，動員社區參與。本年度中心與伙伴合辦了 128 個活動。合作團體包括大專院校、私人機構、宗教團體、政府部門及社福機構等，攜手建立以促進長者及家庭福祉為核心的關顧社會。中心重視會員的身心健康。透過賽馬會「e 健樂」電子健康管理計劃，共撥打了 1,389 次健康跟進電話，並舉行了 64 節活動，活動受惠人次合共 1,069 人次。承蒙香港賽馬會慈善信託基金的支持，該計劃於未來兩年亦得以延續。中心將繼續為長者提供全面的支援服務，協助建立健康人生。

Our Kowloon City Centre for Active Ageing actively builds up partnership with local stakeholders and mobilises community participation. This year, 128 programmes were organised with various partners, including higher education institutions, private organisations, religious bodies, government departments and welfare organisations with the core objective of building a caring society for the elderly and the wellbeing of their families. Our centre values physical and psychological wellbeing of members. Through the Jockey Club Community eHealth Care Project, 1,389 concern calls were made. The Centre also organised 64 activity-sessions benefiting 1,069 attendees under the project. The eHealth Care Project will be extended in coming two years with the generous support of the Hong Kong Jockey Club Charities Trust. Our Centre will continue to provide comprehensive health-care support services to our members and endeavor to promote a healthy lifestyle for the elders.



● 患有長期痛症的會員參與園藝治療小組  
Members with chronic pain participated in Horticultural Therapy group



● 會員戴上虛擬實境眼鏡，探索科技帶來的進步  
Members wearing VR glasses to experience technological advancement



● 耆青畫樂共融義工與區內伙伴合作提供服務  
Volunteer team served the community through cooperating with local partners



● 參加者及義工於 e 健樂成果分享會分享經驗  
Participants and volunteers shared their experience in e-Health Care Project



## 預設照顧計劃提倡未雨綢繆

### Advance Care Planning (ACP) – Think, Talk & Plan End-of-life Care Arrangement



- 預設照顧計劃成果分享會，讓不同界別人士交流其心得  
Different parties shared their views on ACP in the sharing session

承蒙《信・望・愛》行動撥款資助，過去一年，本計劃協助 10 名長者制訂個人晚情照顧計劃；並從社區招募 36 名義工，替 20 名長者撰寫生命故事，肯定其生命意義。我們更把當中 12 名長者的經歷結合出版《長者生命故事集》，讓大眾學習長者的生命智慧。於 2019 年 12 月，本計劃舉辦了成果分享會，由專家學者、社工、參加者及義工分享，內容豐富。此外，本計劃也舉辦教育講座、參觀活動等，提升大眾認識預設照顧計劃的重要性。



- 親身參觀了解環保殯儀，打開生死對話  
Elders started their conversation on life and death naturally through visiting funeral parlour

With the funding support of "Faith. Hope. Love" Movement, the Advance Care Planning Project aims at preparing people for end-of-life care. In the past year, our Project facilitated 10 users to formulate their planning of end-of-life care. We also trained 36 volunteers and helped 20 users to review their lives and complete their life stories. A book composed of 12 stories of elders was published which documented their lives in the old days and sharing their life wisdom. A sharing session was organised in December, 2019 in which expert speakers, social workers, participants and volunteers shared their wisdom and learning. Under this project, other educational talks, visits, etc. to raise public awareness of ACP were also successfully arranged.

## 透過及早識別、及早介入及社區教育推廣長者及照顧者情緒健康 Enhance Elders and Carers' Emotional Wellbeing via Early Detection, Early Intervention and Public Education



- 「耆幻藝行」表達藝術活動小組  
Group activities on expressive art

「躍動晚情 - 長者抗抑鬱地區計劃」獲得「滙豐 150 週年慈善計劃」透過「香港公益金」資助，繼續協助長者 / 照顧者重建社區連繫、學習解決問題方法和開展愉快活動，從而減輕抑鬱徵狀及改善情緒。本計劃又舉辦支援小組、教育活動及巡迴展覽等，旨在提升社區人士對長者 / 照顧者抑鬱的關注。本年度整體受惠人次共 4,770 人次，新登記之義工共 62 人，累計 117 人。此計劃有賴義工的支持及參與，義工服務時數共 764 小時，長者抗抑鬱關懷專線通電共 1,578 次。



- 「活力綻放樂晚情」社區教育活動  
Community education programme to promote emotional health for elders

The "Smiley Activation Project - Community / Home-Based Depression Treatment for the Elderly", funded by the HSBC 150th Anniversary Charity Programme via the Community Chest of Hong Kong, continued to treat elders / carers with depressive symptoms through enhancement of problem-solving ability, strengthening social connections and engagement in interesting activities to reduce depression and improve emotional wellbeing. We also conducted support groups, educational programmes, and exhibition to raise community understanding and public concern on elderly / carers depression. The total attendance of beneficiaries was 4,770 this year. The newly recruited volunteers was 62 with an accumulative total of 117 volunteers. The participation and contribution of our volunteers was highly appreciated. They totally contributed 764 volunteers service hours and conducted 1,578 phone calls through careline service.



專項  
服務

Special  
Services





## 年度服務重點 Service Highlights

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

- 調解中心推出不同類型的服務及訓練推廣調解文化
- 離異家庭服務推動業界交流及親籽薈共享親職支援中心成為恆常服務
- 婦女及家庭成長中心開拓資源為婦女及多代家庭服務
- 理財教育中心推展理財社工訓練
- 全人專業服務開拓僱員支援服務並舉辦認證課程

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

- Mediation Centre launches different services and training to promote a mediation culture
- Divorce Services launch professional exchanges and the Parent-child Connect Specialised Co-parenting Support Centre provides regular support services
- Women & Family Enhancement Centre acquires new resources to serve women and multi-generation families
- Financial Education Centre develops the financial social work intervention model
- Wellness Programme expands employment assistance programme and organises Certificate Courses



# 服務報告

## Service Report Highlights

### 調解中心推出不同類型的服務及訓練推廣調解文化

### Mediation Centre Launches Different Services and Training to Promote a Mediation Culture

調解中心致力為分居 / 離婚人士提供調解服務，協助雙方和平理性地達成共識並合作教養子女。

「孩子為本」離異危機預防及處理計劃已進入第四年，會繼續發展「子女參與」調解模式，促使離異父母作出符合孩子的需要之計劃。本會為高衝突家庭開辦的親子遊戲治療法家長訓練課程繼續獲參加者高度評價，家長學員都表示能學到有效的技巧幫助子女紓緩壓力。本會亦繼續舉辦認可家事調解訓練課程及專業調解培訓工作坊，培訓更多認可家事調解員，及提升業界專業服務水平。

Mediation Centre is committed to helping couples facing divorce / separation to handle disputes rationally and amicably so that they can reach a settlement and maintain co-operation in the care of their children. It has been the fourth year of our "Child-focused" Separation & Divorce Crisis Prevention & Management Project, and we continued to develop a new initiative of Child-inclusive Practice to help parents understand and address the needs of children more when they formulate their future childcare arrangement. To address the needs of high conflict families, Filial Play Training Group for Parents was launched and highly valued by the participants. They learned effective skills to relieve stress of their children to enable them to better relate to the other family members. We organised Accredited Family Mediation Training to instruct Family Mediators and conducted Continuing Professional Development (CPD) Programmes to enhance the service quality in the field.



● 為澳門社會工作局舉辦之家事調解培訓課程  
Training Course on Family Mediation for Social Welfare Bureau of Macau



● 認可家事調解訓練課程 2019  
Accredited Family Mediation Training 2019



● 「親子遊戲治療法」家長訓練課程  
"Filial Play" Training Group for Parents



● 專業調解培訓工作坊 2019  
Family Mediation CPD Workshop



## 離異家庭服務推動業界交流及親籽薈共享親職支援中心成為恆常服務 Divorce Services Launch Professional Exchanges and the Parent-child Connect Specialised Co-parenting Support Centre Providing Regular Support Services



- 兒童為本——提升離異家庭兒童福祉跨專業研討會  
Symposium on Child-focused Collaborative Practice to Promote the Wellbeing of Children in Divorced Families



- 義工訓練  
Volunteer Training



- 專題演講嘉賓高等法院上訴法庭副庭長林文翰法官  
Keynote Speaker The Hon. Mr. Justice Johnson Lam Man Hon, VP, The Court of Appeal of the High Court

為了解共享親職服務成效，本會與香港中文大學合作，於2019年5月發佈CPI親職協調模式及共享親職服務成效研究，為服務發展提供參考。同月舉辦兒童為本——提升離異家庭兒童福祉跨專業研討會，超過300名跨專業同工參與，促進業界交流。由獎券基金贊助推行的子女探視服務先導計劃得到社會福利署恆常資助，同年9月率先擴展成為親籽薈共享親職支援中心，提供一站式共享親職與親子聯繫服務。又得到公益金贊助，同時推出全港第一個專為離異家庭兒童而設的網頁，協助兒童正面面對因父母離異帶來的挑戰。

To understand the effectiveness of our practice in co-parenting work, we collaborated with The Chinese University of Hong Kong to embark on an Evaluation Study on the Application of CPI Model in Co-parenting, and Parenting Coordination Services and announced the results in May, 2019. The findings have shed lights on our future service development. Meanwhile, we organised the Symposium on Child-focused Collaborative Practice to Promote the Wellbeing of Children in Divorced Families and attracted over 300 professionals from cross sectors to attend and facilitate exchanges among them. The Pilot Project on Children Contact Service supported by the Lotteries Fund has been expanded to the Parent-child Connect Specialised Co-parenting Support Centre with regular funding support from the Social Welfare Department (SWD) in September, 2019 to offer one-stop co-parenting and parent-child contact services. With support from the Community Chest, we have released the first Website "I have Two Homes" for Children from Divorced Families in Hong Kong and assisted them to positively cope with parental divorce.

## 婦女及家庭成長中心開拓資源為婦女及多代家庭服務 Women and Family Enhancement Centre Acquires New Resources to Serve Women and Multi-Generation Families

為回應婦女及多代家庭的服務需要，婦女及家庭成長中心獲香港賽馬會慈善信託基金支持延續「婦女創新天」計劃，擴闊婦女的社交支援網絡、加強身心靈健康繼而提升對生活的滿足感及能力感。本會與李錦記家族基金及香港樹仁大學合作「婆媳緣。祖孫情 - 多代家庭教育及支援計劃」第二期，探討多代家庭的服務模式。本會善用何東爵士慈善基金推展「樂融身心 - 提升婦女精神健康計劃」，滿足社會上有需要的婦女及家庭；也運用教育局區本計劃及社會福利署的資助，為低收入婦女及家庭提供課餘託管服務，以減輕婦女照顧子女的壓力。

To address the needs for women and multi-generation families, Women and Family Enhancement Centre successfully sought support from The Hong Kong Jockey Club Charities Trust Community Project Grant to organise "The Bridge to Competence Project" continuously which aimed to expanding women social network, strengthening women mental health and promoting a life of satisfaction and self-efficacy. The Centre collaborated with Lee Kum Kee Family Foundation and the Hong Kong Shue Yan University to launch the 2nd phase of "Education and Support Project for Multi-generation Families". We made good use of Sir Robert Ho Tung Charitable Fund to run "Good Care, Good Health - Mental Health Enhancement and Wellness Project for Women", and also utilised the resources from Community-based Projects of the Education Bureau and SWD to provide after school care service and programmes to low-income women and families to release their burden and stress in looking after their children.



- 透過遊戲及體驗，增進親子關係，愉快渡過歡樂週末  
Through games and experiential activities to enhance parent-child relationship and have a joyful weekend for women and families



- 婦女義工在中心建立友好關係，齊齊聚首一堂  
The volunteers built up good relationship with each other



- 透過互動攤位遊戲、音樂表演，提升社區人士對婦女精神健康  
Enhanced citizens' awareness and concern on women mental health through interactive booth games and music performance



- 婦女及小朋友合作完成遊戲解開難題，共享天倫之樂  
The children and women worked together to complete the game to solve problems and have fun



## 理財教育中心推展理財社工訓練

### Financial Education Centre Develops the Financial Social Work Intervention Model

理財教育中心得到投資者及理財教育委員會（投委會）及多間金融機構支持，把理財教育帶進校園，同時透過社交媒體滲透理財理念到各階層，服務總人次達 15,735 次。亦為業界培育理財社工，讓同業推展理財教育以至從財務處理介入個案工作。中心獲恒生銀行贊助，引進通信技術，讓學童在「無現金」之模擬社會進行理財體驗學習。此外，中心很榮幸連續兩年獲投委會及香港財務策劃師學會頒發理財教育獎項，表揚本會致力提升市民金融知識作出貢獻。



● 第三屆理財社工訓練課程  
The third Financial Social Work Certification Course

Financial Education Centre has partnered with The Investor and Financial Education Council (IFEC) and a number of financial institutions, bringing financial education to campus, and penetrating the concept of financial management through social media to different social strata of the society, serving a total of 15,735 beneficiaries. We have also developed the Financial Social Work intervention model in welfare sector with a spectrum of services from financial education to clinical intervention in Hong Kong. With sponsorship from Hang Seng Bank, we have started a new venture of financial education with introduction of Information and Communication Technology (ICT). Students can experience money management learning in a "cashless" simulated society. It is an honor for the Centre to continue receiving Financial Education awards from the Financial Education Council and the Institute of Financial Planners of Hong Kong and other investors in recognition of our Society's commitment to enhancing the financial literacy of the local public.



● 家福會理財教育中心獲發新增設的「理財教育獎—質量」獎項  
HKFWS Financial Education Centre was awarded the new "Finance Education Award – Quality" Award

## 全人專業服務開拓僱員支援服務並舉辦認證課程

### Wellness Programme Expands Employment Assistance Programme and Organises Certificate Courses

全人專業服務除了繼續為香港社會服務聯會「中小企關懷聯網」的企業提供僱員支援服務外；由 Euroclear Bank 贊助的「打工仔支援計劃」，為基層提供輔導和講座亦全面開展。為回應社會需要，舉辦「危城轉機」和「疫轉為安」講座。僱員支援服務除了繼續為公商機構提供輔導、培訓、義工配對及舉辦義工嘉許禮推廣關懷文化，更邀請了劉婷博士為香港助人專業同工舉辦情緒取向治療認證課程。另提供專業輔導，包括婚前及婚姻、家庭治療及兒童遊戲治療。



Our Wellness Programme has been the sole Employee Assistance Programme (EAP) supplier for all SME Alliance members referred by the Hong Kong Council of Social Service. With the sponsorships of Euroclear Bank, we have launched an 18-month Working Class Caring Scheme to provide EAP for low-income individuals and families. Responding to social need, we delivered talks on "Withstand the Coronavirus at ease" and "Coping with uncertainty in today's world". Through EAP, Wellness Training, Corporate Volunteer Services and the Annual Volunteers Recognition Ceremony, organisations in both the commercial and public sectors could foster a pleasant workplace and caring company culture. For nurturing counselling skills of helping professionals in Hong Kong, we invited a well-known Emotionally Focused Therapy trainer, Dr. Liu Ting to organise a certificate course on Emotionally Focused Couple Therapy. We also offered individual pre-marital, marital, child-centred play therapy and family counselling.

● 「打工仔支援計劃」  
"Working Class Caring Scheme"

# 統計數字 Statistics

資料截至2020年3月31日  
Updated as at 31 March, 2020

## 機構摘要 Highlights of HKFWS



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

**1,012**



服務單位數目  
No. of Services Units

**43**



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

**59**



培訓課程參加人次  
No. of Attendance

**2,335**

## 2019-2020 年度服務統計 Annual Service Statistics

### 綜合家庭服務 Integrated Family Services



**8,357**

服務個案  
No. of Cases

**52,929**

服務人次  
No. of Attendance

### 兒童服務 Children Services



**1,141**

服務個案  
No. of Cases

**34,538**

服務人次  
No. of Attendance

### 青少年服務 Youth Services



**4,252**

服務個案  
No. of Cases

**394,334**

服務人次  
No. of Attendance

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



**5,404**

服務個案  
No. of Cases

**18,068**

服務人次  
No. of Attendance

### 專項服務 Special Services



**972**

服務個案  
No. of Cases

**75,322**

服務人次  
No. of Attendance

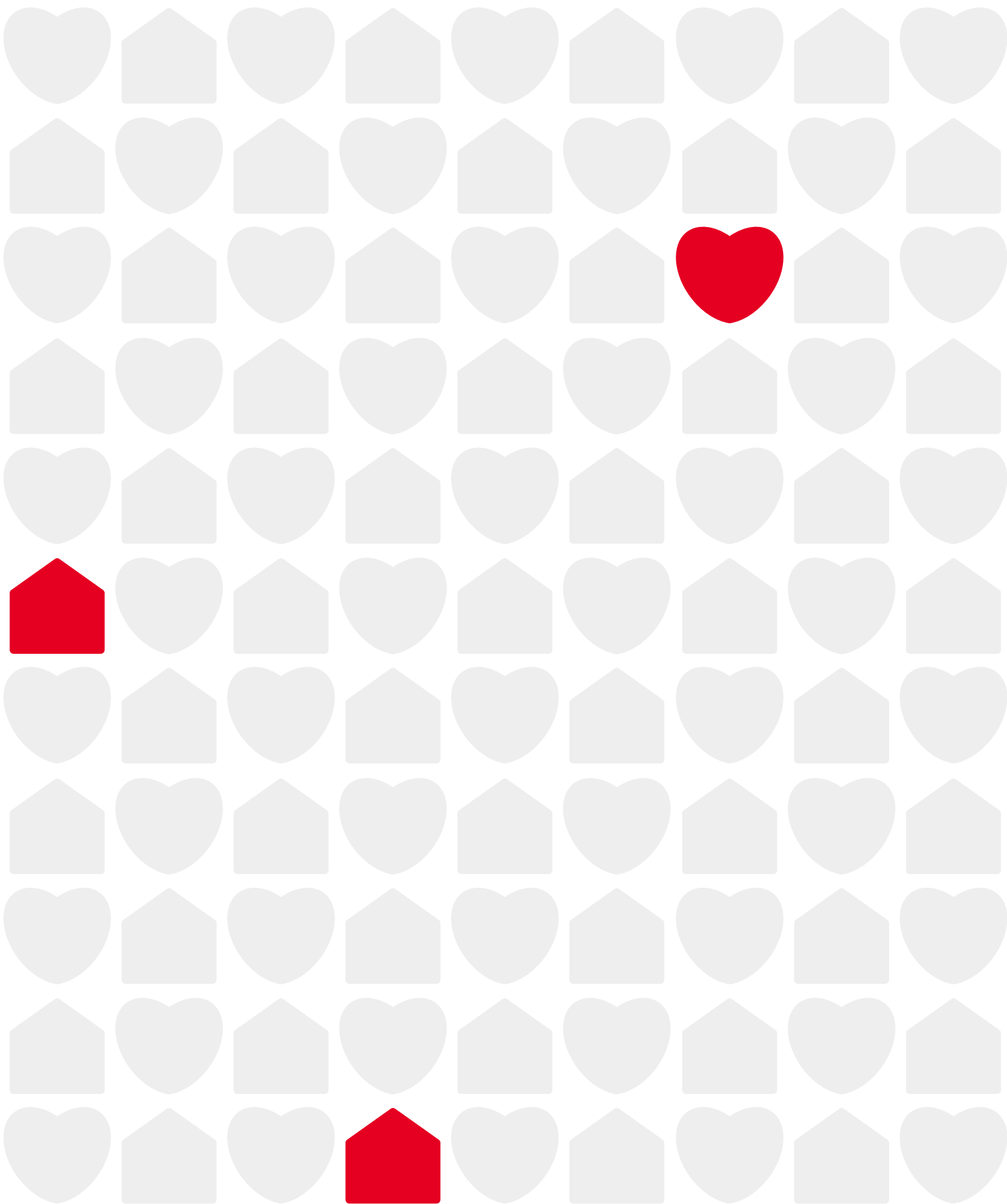


全年服務個案總數  
Total No. of Cases  
**20,126**



全年服務總人次  
Total No. of Attendance  
**575,191**







# 財政報告

## Financial Reports



## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE

The Executive Committee submits its report together with the audited financial statements of Hong Kong Family Welfare Society (the “Society”) for the year ended 31st March 2020.

#### 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 43 service centres in Hong Kong:

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

The Society celebrated our 70th Anniversary in 2019. We introduced our revitalized brand image and revamped our website, and organised a series of programmes to connect with different stakeholders and celebrated our achievements. In our “Family Month” in May, we held two symposiums to exchange with relevant professionals on family related subjects, and conducted an open day of service centres to promote our services in the community. At the “70th Anniversary Symposium on Family Wellbeing in a Changing Society”, many local and international renowned scholars were invited to share their research and studies on the subject. We have also engaged the Chinese University of Hong Kong to launch a research study to develop the Hong Kong Family Wellbeing Index, the result of which will be announced in the coming year.

This year, we continued the organisation-wide project “Envisioning 2024”. We have formed 4 Work Teams to undertake tasks for the 4 key strategies to achieve the two strategic goals, and have started the preparation, stock-taking and engagement work.



## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### Business review (Continued)

##### Main business (Continued)

2019/20 was a challenging year to Hong Kong, the impact of social unrest and the outbreak of COVID-19 have been raging the whole city. With the uncertainties amid the crises, HKFWS continued to work together with our partners to provide both tangible and intangible support to families in need. Our devoted and professional staff team has continued serving our service users and taking care of the wellbeing of their families.

##### Business review and performance analysis

The Society was financially stable with an increase in total income by 15.8% 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 79.8% 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) "Bronze Award" and "Outstanding Award" of Corporate and Employee Contribution Programme 2019/20 by the Community Chest;
- b) The status of "Manpower Developer" (1st April 2019 – 31st March 2020) in the "Employees Retraining Board ("ERB") Manpower Developer Award Scheme"; and
- c) Financial Education Centre received the 2020 Financial Education Champion Award and the Quality Award from the Investor and Financial Education Council and the "Corporate Financial Education Leadership - Gold Award" in the Institute of Financial Planners of Hong Kong (IFPHK) Financial Education Leadership Awards 2020.

##### 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 2019/20, the Society maintained a membership of 119.

###### b) Service Users

In general, service users of the Society are families or individuals who meet the eligibility criteria for services of the Society and wish to use the Society's services. Apart from providing appropriate services to its service users, the Society also promotes a family-friendly environment and advocates policies which enhance family wellbeing. The Society commissioned The Chinese University of Hong Kong in 2019 to conduct a study on "Hong Kong Family Wellbeing Index", which aims to develop a social relevant and culturally appropriate measurement tool of sound reliability and validity to assess the wellbeing of Hong Kong families on "Hong Kong Family Wellbeing Index".

## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### Business review (Continued)

##### Key Relationships (Continued)

##### b) Service Users (Continued)

Besides, the Society took an active stance in sharing views and concerns towards relevant social issues, government policies and legislation, including “Review of the enhancement of the LSG Subvention System”. The Law Reform Commission’s “Causing or Allowing the Death or Serious Harm of a Child or Vulnerable Adult”, etc. During the year, the Society offered education, preventive and remedial services for almost 570,000 beneficiaries and provided intensive service for more than 20,000 individual and family cases.

##### c) Staff

The Society maintained a work force of over 1,000 as at 31st March 2020, comprising professional, management, administrative, frontline and support staff. The number of staff slightly increased as compared with 2018/19.

##### 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 140 committees, panels, working groups, task force, liaison groups and network meetings of different nature set up under the SWD, Home Affairs Bureau, 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 wellbeing of families and foster a caring community.

##### Principal risks and uncertainties

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

The Society had an overall staff turnover rate at 14.9%, which recorded a decrease as compared with the figure of 18.6% last year. With service expansion in the social welfare sector, we faced strong competition in the manpower market. There was difficulty in the recruitment and retention of social workers, 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 introduced Group Personal Accident Insurance for staff and improved the Maternity Leave from 10 weeks to 14 weeks.

##### Future development

The Society will focus on the implementation of the strategic plan of Envisioning. With the announcement of the first Hong Kong Family Wellbeing Index in the coming year, we will engage different stakeholders to put joint efforts to promote family wellbeing in Hong Kong. We will develop new initiatives to better connect and serve the needs of families and our community in the ever-changing environment.



## 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 12 to 14 to the financial statements.

#### Executive Committee members

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

Mr. Law Kin Chung, Christopher, JP (Chairman)  
 Dr. Cheng Cheuk Sang, Arnold (Vice Chairman)  
 Mr. Cheng Shee Sing, Patrick (Honorary Treasurer)  
 Mrs. Choy Pun Siu Fun, Veronica, MBE, JP  
 Dr. Chung See Yuen  
 Mrs. Kwok Leung Kit Kan, Ingrid  
 Ms. Lau Wing Yin, Cecilia  
 Mr. Lau King Shing, Daniel  
 Mr. Law Sheung Ping, James  
 Mr. Loong Hon Biu, Louis  
 Ms. Siu Wing Yee, Sylvia, JP  
 Dr. Tang Sau Lim, Philip  
 Mrs. Lai Wei Kit Lin, Minnie, MH, JP (retired on 5th November 2019)  
 Ms. Yip Yun Wan, Amarantha (Executive Director) (ex-officio)

Mrs. Lai Wei Kit Lin, Minnie, MH, JP retired as Executive Committee member and did not offer herself for election at the last Annual General Meeting. She has confirmed that there are no disagreements with the Board and nothing relating to the affairs of the Society needed to be brought to the attention of the Executive Committee of the Society.

In accordance with Article 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.



## HONG KONG FAMILY WELFARE SOCIETY

### REPORT OF THE EXECUTIVE COMMITTEE (CONTINUED)

#### **Executive Committee members' interests in the shares and debentures of the Society or any specified undertaking of the Society**

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

#### **Management contracts**

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

#### **Permitted indemnity provisions**

A permitted indemnity provision (as defined in Section 469 of the Hong Kong Companies Ordinance (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, 12 OCT 2020

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

**Opinion**

*What we have audited*

The financial statements of Hong Kong Family Welfare Society (the "Society") set out on pages 9 to 54, which comprise:

- the balance sheet as at 31st March 2020;
- 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 2020, 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 ("HKSA") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

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

*Independence*

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

**Other Information**

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

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



羅兵咸永道

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

**Other Information (Continued)**

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

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

**Responsibilities of Executive Committee for the Financial Statements**

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

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

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

**Auditor's Responsibilities for the Audit of the Financial Statements**

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

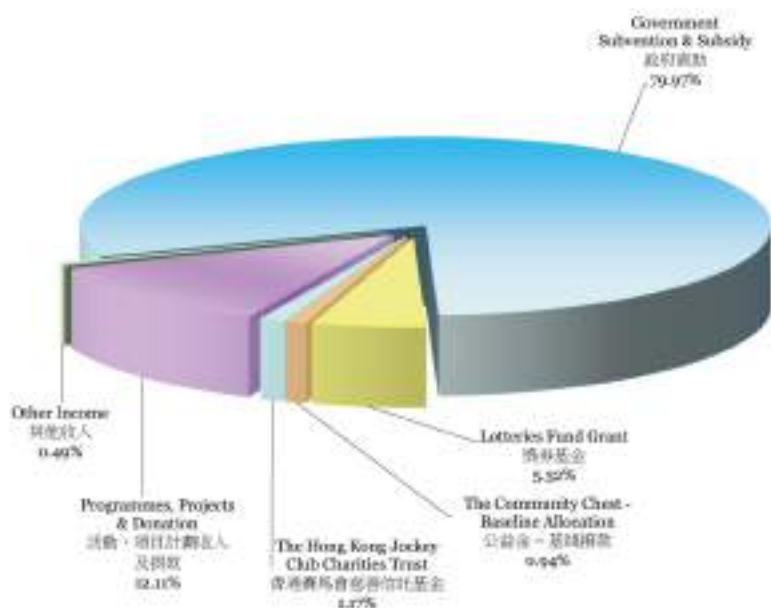
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting 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, 12th October 2020

HONG KONG FAMILY WELFARE SOCIETY  
FINANCIAL HIGHLIGHTS (財政簡報)  
FOR THE YEAR ENDED 31 MARCH 2020  
(ALL AMOUNTS IN HONG KONG DOLLARS)

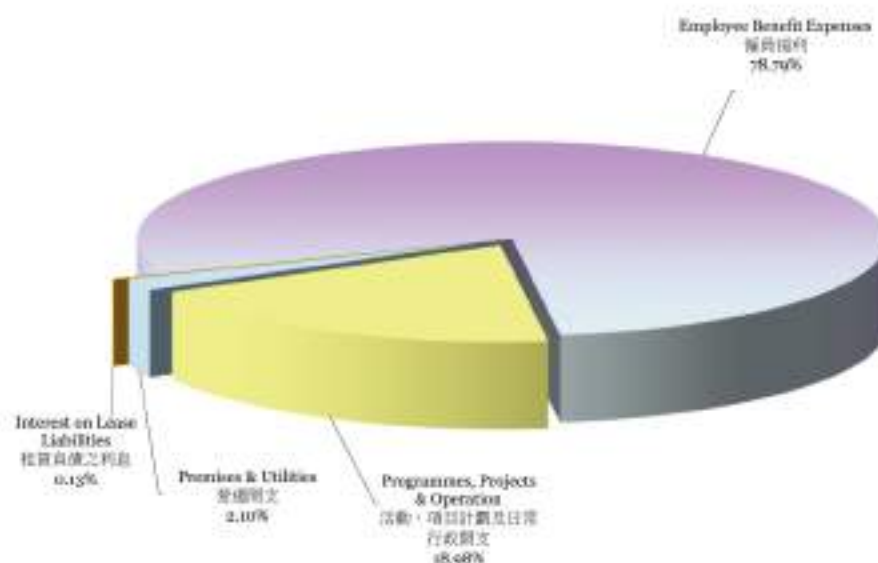


Source of Income 收入來源

Government Subvention & Subsidy 政府資助	\$425,782,369
Lotteries Fund Grant 獎券基金	\$28,351,987
The Community Chest - Baseline Allocation 公益金－基礎撥款	\$4,990,700
The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託基金	\$6,242,093
Programmes, Projects & Donation 活動・項目計劃收入及捐款	\$64,489,587
Other Income 其他收入	\$2,696,491
	<u>\$532,483,227</u>

Expenditure 支出

Employee Benefit Expenses 僱員福利	\$390,356,349
Programmes, Projects & Operation 活動・項目計劃及日常行政開支	\$94,033,876
Premises & Utilities 營運開支	\$10,426,862
Interest on Lease Liabilities 租賃負債之利息	\$612,611
	<u>\$495,429,698</u>



Note: The Annual Financial Report (Lump Sum Grant) for the year ended 31 March 2020 that submitted to Social Welfare Department can be downloaded from the Society's website: <https://www.hkfw.org.hk/en/home>.

備註：本會向社會福利署提交之二零一九至二零二零年度周年財務報告(撥款摘要)，已上載至本會網站。本會網址：<https://www.hkfw.org.hk>。

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

**BALANCE SHEET**

		As at 31st March	
	Note	2020	2019
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	5	24,421,768	20,289,091
Right-of-use assets	6	11,403,409	-
Trust fund assets	8	42,334,396	63,829,409
Total non-current assets		78,159,573	84,118,500
<b>Current assets</b>			
Receivables from Lotteries Fund	9	11,025,205	10,165,005
Deposits, prepayments and other receivables	10	20,788,301	14,791,753
Fixed deposits with original maturity over three months	11	24,957,226	24,223,240
Cash and cash equivalents	11	224,154,066	196,574,197
Total current assets		280,924,798	245,754,195
<b>Total assets</b>		<b>359,084,371</b>	<b>329,872,695</b>
<b>FUNDS AND RESERVES</b>			
<b>Own funds</b>			
General Fund	12	78,419,667	57,730,153
Capital Reserve	13	1,204,203	1,466,914
Designated Funds	14	40,893,659	38,966,051
Total own funds		120,517,529	98,163,118
<b>Other reserves and trust funds</b>			
Social Welfare Lump Sum Grant Reserve	15(a)	85,713,015	79,401,585
Provident Fund Reserve	15(b)	17,239,960	17,104,678
Subvented Employee Benefit Reserve	15(a) & (c)	17,887,394	15,430,809
Social Welfare Subvention Reserve	16	8,853,876	8,610,811
Trust Funds	17	42,334,396	63,829,409
Total other reserves and trust funds		172,028,641	184,377,292
<b>Total funds and reserves</b>		<b>292,546,170</b>	<b>282,540,410</b>
<b>LIABILITIES</b>			
<b>Non-current liabilities</b>			
Deferred income	18	18,489,518	14,125,778
Lease liabilities	20	5,841,216	-
Total non-current liabilities		24,330,734	14,125,778
<b>Current liabilities</b>			
Payables and receipts in advance	19	16,248,971	15,920,918
Home help deposits received		97,000	94,000
Provisions for unutilised annual leave and long service payments		5,466,280	5,409,631
Deferred income	18	14,527,546	11,781,958
Lease liabilities	20	5,867,670	-
Total current liabilities		42,207,467	33,206,507
<b>Total liabilities</b>		<b>66,538,201</b>	<b>47,332,285</b>
<b>Total funds and liabilities</b>		<b>359,084,371</b>	<b>329,872,695</b>

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

12 OCT 2020

Law Kin Chung, Christopher  
Chairman

Cheng Shee Sing, Patrick  
Honorary Treasurer



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

**STATEMENT OF COMPREHENSIVE INCOME**

		Year ended 31st March	
	Note	2020	2019
<b>Revenue</b>			
Government subvention		423,970,484	355,784,661
One-off subsidy from Social Welfare Department		911,400	19,200
Income from Lotteries Fund - Block Grant		3,981,747	3,786,210
Income from Lotteries Fund - Social Welfare Development Fund ("SWDF")		1,508,994	1,480,992
Income from Lotteries Fund - General		22,861,246	13,538,489
Back payment from Social Welfare Department		900,485	852,615
Home help fees		9,542,583	9,862,142
Donation funding for specific projects from:			
- The Community Chest – Baseline Allocation		4,990,700	4,845,300
- The Hong Kong Jockey Club Charities Trust		6,242,093	3,857,925
- Other sponsors	24	37,272,038	41,390,137
Donations and income from fund raising activities	25	1,408,351	5,702,482
Subsidiary services and other project income		16,266,615	16,599,316
		<u>529,856,736</u>	<u>457,719,469</u>
<b>Other income</b>			
Dividend income		1,531,668	1,403,032
Interest income		1,094,823	589,140
		<u>2,626,491</u>	<u>1,992,172</u>
<b>Total income</b>		<u>532,483,227</u>	<u>459,711,641</u>
<b>Expenditure</b>			
Employee benefit expenses	21	390,366,349	334,565,394
Programme expenses	22	57,518,545	57,436,838
Premises expenses	23	10,426,862	13,961,264
Other expenses	23	36,515,331	28,001,156
Interest on lease liabilities		612,611	-
		<u>495,439,698</u>	<u>433,964,652</u>
<b>Total expenditure</b>		<u>495,439,698</u>	<u>433,964,652</u>
<b>Surplus and total comprehensive income for the year</b>		<u>37,043,529</u>	<u>25,746,989</u>
<b>Utilisation of current year's surplus:</b>			
Surplus transferred to:			
- General Fund	12	22,189,514	3,220,272
- Capital Reserve	13	(262,711)	(242,110)
- Designated Funds	14	427,608	5,672,755
- Social Welfare Lump Sum Grant Reserve	15(a)	8,747,776	10,729,352
- Social Welfare Provident Fund Reserve	15(b)	198,775	275,607
- Social Welfare Subvention Reserve	16	5,742,567	6,091,113
		<u>37,043,529</u>	<u>25,746,989</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 2020 included in the Annual Report for 2019-2020 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2020年3月31日  
As at 31 March, 2020

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Mr. Au-yeung Wing On

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Mrs. Sophia Wrangham

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Mr. Jimmy Wu

楊家正博士  
Dr. Yeung Ka Ching

楊黃佩霞女士  
Mrs. Katherine Young

Mr. Yu Look Yau

# 接受服務學校名單

## List of Schools Served

### · 中學 Secondary School ·

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

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

· 小學 Primary School ·

中華傳道會呂明才小學  
香海正覺蓮社佛教黃藻森學校  
保良局黃永樹小學  
博愛醫院陳國威小學  
伊利沙伯中學舊生會小學分校  
伊利沙伯中學舊生會小學

CNEC Lui Ming Choi Primary School  
HHCKLA Buddhist Wong Cho Sum  
Po Leung Kuk Wong Wing Shu Primary School  
Pok Oi Hospital Chan Kwok Wai Primary School  
Queen Elizabeth School Old Students' Association Branch Primary School  
Queen Elizabeth School Old Students' Association Primary School

· 幼稚園 Kindergarten ·

611 生命樹幼稚園  
佛教慈光幼稚園  
佛教慈慧幼兒園  
佛教真如幼稚園 / 幼兒中心 (東涌)  
佛教傳康幼稚園  
佛教金麗幼稚園  
佛教陳策文伉儷幼稚園  
佛教沈東福幼稚園  
佛教普果成中英文幼稚園  
基督教佈道中心樂富幼稚園  
基督教中心幼稚園 (油塘)  
中華傳道會基石幼稚園  
懷恩浸信會幼稚園  
嘉言中英文幼稚園  
港九街坊婦女會環翠幼稚園環翠幼兒園  
基督教康山中英文幼稚園  
觀塘浸信會彩明幼稚園  
觀塘浸信會幼稚園  
基督教樂道幼稚園  
美樂中英文幼稚園  
美樂幼兒園 (美樂花園校)  
新界婦孺福利會博康邨幼兒學校  
新界婦孺福利會元朗幼兒學校  
新界婦孺福利會長發邨幼兒學校  
竹園區神召會梁省德中英文幼稚園  
香港培道小學幼稚園  
順德聯誼總會梁潔華幼稚園  
順德聯誼總會屯門梁李秀娛幼稚園  
天主教聖雅各伯幼稚園  
聖文嘉幼稚園 (何文田)  
聖文嘉幼稚園 (荃灣)  
北角聖彼得堂幼稚園  
大埔商會張學明幼稚園 (將軍澳)  
宣道會上書房中英文幼稚園  
香港華人基督會煜明幼稚園  
香港中國婦女會幼稚園幼兒園  
香海蓮社兆禧苑幼稚園  
救世軍中原慈善基金幼稚園  
青衣商會將軍澳幼稚園  
路德會錫安堂幼稚園

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



# 鳴謝

## Acknowledgement

本會謹向下列機構及熱心人士在過去一年來給予捐款、物資捐贈、贊助及提供義工服務，致以衷心謝意。

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

### 機構 Organisations

4M Industrial Development Limited

A.S. Watson Industries

Agency For Volunteer Service

Agnes b. HK Limited

Bank Consortium Trust Company

BCT Financial Limited

BKT Group Limited

BNP Paribas

Buddhist Lim Kim Tian Memorial Primary School

Building Healthy Kowloon City Association Limited

BYME Engineering (Hong Kong) Limited

Cathay United Bank Company, Limited

Centaline Property Agency Limited

Centre for Community Culture Development

Chevalier International Holdings Limited

Chi Lin Nunnery

China Gas Charity Foundation Limited

China Gas Holdings Limited

China Harbour Engineering Company Limited

Chinese International School

Chow Tai Fook Charity Foundation Limited

Christian Youth Centre Kindergarten (Yau Tong)

Chun Wo Development Holdings Limited

Citrus Growers International

CK Hutchison Holdings Limited

CNEC Christian Kindergarten

Connexus Travel Limited

Consumer Council

Contemporary Charitable Foundation Limited

Continental Engineering Corporation

Cooperative Parenting Institute USA

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Education Bureau

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Happy Line Limited

Hip Hing Construction Co., Ltd.

Hip Hing Engineering Company Limited

HKBN Group



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Hong Kong Chiu Merchants Mutual Assistance Society Ltd	Shaukiwan Tsung Tsin School
Hong Kong Disneyland Resort	SHKP Club Limited
Hong Kong Shanghai Alliance Holdings Limited	Silka Tsuen Wan, Hong Kong
Hong Kong Trade Development Council	Sir Robert Ho Tung Charitable Fund
HSBC Insurance (Asia) Limited	Slim Beauty
Hui Kam Foundation Limited	Smartone
Integrated Cognitive Assessment Clinic (ICAC), United Christian Hospital	Supervised Visitation Network USA
Integrity Service Limited	TA Communication Limited
Investor and Financial Education Council	Tai Koo Primary School
KITEC Management Limited	Tai O Heritage Hotel
Korchina Logistics Holdings Limited	The Chinese International School Foundation Limited
Ladies Circle Hong Kong	The Christian Church of Divine Grace
Lee Kum Kee Family Foundation	The Community Chest of Hong Kong
Leo Club of Lion Rock	The Hong Kong Council of Social Service
Magic Clean Environmental Services Limited	The Hong Kong Jockey Club Charities Trust
Mandatory Provident Fund Schemes Authority	The Hongkong and Shanghai Banking Corporation Limited
Manulife (International) Limited	The Peninsula Hotels
Master Finance Company Limited	The Prudential Assurance Company Limited
Mobile Nursing Museum, United Christian Hospital	Togo Pacific Limited
MTR Corporation Limited	TY Property Japan Limited
Online Holdings Limited	United Asia Finance Limited
Pearson Education Asia Limited	Urban Renewal Authority
Principal Asset Management Company (Asia) Limited	Van Shung Chong Hong LTD
Principal Financial Group	VC Group
Principal Insurance Company (Hong Kong) Limited	Vita Green Charitable Foundation
Principal International (Asia) Limited	Vogue Laundry Service Limited
Principal Investment & Retirement Services Limited	Watsons Water
Principal Trust Company (Asia) Limited	Women's Commission
Ricoh Hong Kong Limited	Woori Bank, Hong Kong Branch
Rotary Club	Woori Global Markets Asia Limited
Rotary Club of Channel Islands	Yi Wo Yuen Aged Sanatorium Centre
School of Accounting and Finance, The Hong Kong	Ying Wa Girls School
	Zonta Club of Victoria



土瓜灣公共圖書館

土瓜灣同興花園業主立案法團

中國基督教播道會總會樂泉堂

中華基督教禮賢會紅磡堂

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本會謹向下列機構及熱心人士在 70 周年會慶給予捐款、物資捐贈、贊助及提供義工服務，致以衷心謝意。

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**順利綜合家庭服務中心**  
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27 - 30, G/F., Sau Shan House, Cheung Shan Estate,  
Tsuen Wan, New Territories

 2411 3052  2413 1497

### 宏福服務中心

#### Tivoli Service Centre



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

 2436 1413  2495 0790

### 九龍城活齡中心

#### Kowloon City Centre for Active Ageing



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

### 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

### 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

### 愛東服務中心

#### Oi Tung Service 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

### 坪洲服務中心

#### Peng Chau Service 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

### 梅窩服務中心

#### Mui Wo Service Centre



大嶼山海窩銀灣邨銀日樓 102 號地下  
Room 102, G/F., Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island

 2984 7920  2984 9532

### 順利服務中心

#### Shun Lee Service 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

### 牛頭角服務中心

#### Ngau Tau Kok Service 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

### 麗萱服務中心

#### Lai Huen Service 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

### 葵芳服務中心

#### Kwai Fong 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 9666  2776 2131

### 長亨服務中心

#### Cheung Hang Service 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

### 大窩口服務中心

#### Tai Wo Hau Service 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

### 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

### 利富服務中心

#### Lee Foo Service 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


### 專項服務

#### Special Services

### 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







## 以家為本 Family Matters

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  
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