

# 風雨同路 Embracing Hopes 擁抱希望 We Weather Storms

# 1952-2009

香港基督教服務處(服務處)成立於1952年, 一直以專業高質、關心體諒和誠懇可靠的精神, 提供適切的社會服務,扶弱解困,並關注被忽略的弱勢社群, 倡導公義,締造希望,謀求建立一個仁愛、公義的社會。

Hong Kong Christian Service (HKCS), since its inception in 1952, has been continuously providing pertinent social services in professional and high quality, with concern and understanding, cordiality and trustworthiness in serving the needy, especially the deprived groups, to advocate justice and bring hopes. We aim to build a society that is humane and just.

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# 機構介紹 Agency Introduction

# 目標與宗旨 Goals & Objectives

香港基督教服務處是一個不分宗派的基督 教社會服務機構,代表香港各教會為「全人 的發展」而努力,工作包括:

- 1. 向那些在體能、智力、情緒、群體或 靈性上有需要的人,提供教育、輔導及 治療等服務;
- 2. 為在急劇轉變社會中被忽略的人士探求 和推動新的服務;
- 3. 促進基督徒及一般市民對社會的關注, 進而參與社會服務;
- 4. 倡導更理想的社會福利政策,使每一個 人得到充分的照顧和保障;
- 5. 聯同香港各教會把基督為人服務的精神 帶至人群當中;
- 6. 聯合世界各地教會,共同謀求一個公義、大同和永恆的世界。

Hong Kong Christian Service is dedicated to promoting Christian Service for "The Healing and Growth of People" in the Hong Kong community by:

- 1. Providing treatment, guidance and education for those who are in need physically, intellectually, emotionally, socially or spiritually;
- 2. Identifying unmet human needs, and developing new and innovative services to meet such needs;
- Mobilising Christians and the general public to concern and support social services;
- Advocating more adequate social welfare policies in Hong Kong so that all citizens may be protected and cared for;
- Joining with the churches of Hong Kong in working out a servanthood lifestyle that will have an exemplary impact on the community; and
- 6. Uniting with other ecumenical bodies throughout the world to help build a just, participatory and sustainable world society.

# 機構發展路向 Agency Directions

- 1. 辨識社會需要 提供卓越服務
- 2. 倡導合理政策 建設健康补區環境
- 3. 著力服務對象充權 推動市民參與 追求豐盛人生
- 4. 參與國家社會福利發展
- 5. 建立不斷學習的機構文化 讓同工各展所長

- 1 To achieve excellence in services which are responding to the needs of society.
- 2. To advocate just social policy which will move towards a healthy social environment.
- 3. To focus on empowerment of service recipients, citizen participation and the building of an abundant life style.
- 4. To participate in the development of social welfare in China.
- 5. To nurture a culture of continuous learning which will enable each staff develop to their full potential.

# 使命宣言 Mission Statement

我們深信有愛的工作能使人生更豐盛!
We believe a labour of love makes lives more abundant!

香港基督教服務處是一個植根於香港的社會服務機構,本着「非以役人,乃役於人」的精神,及以人為本的信念,以求達致「全人的發展」及建立一個「仁愛、公義的社會」。

- 1. 我們確認個人的尊嚴和獨特性,每個人都有其本身之價值和潛能,因此我們不僅提供服務,也推動市民的回應和參與,建立一個互助互愛的社群。
- 2. 我們深信一個理想的社會必須是一個自由、民主、關懷的社會,市民均能安居樂業,各展所長,各取所需。因此我們積極與市民並肩參與社會政策的釐定及改革。
- 3. 我們求卓越、持遠見、勇創新,提供有效率及人性化的專業服務。我們開發多元化的資源,為社會各階層提供適切的服務,更關注被忽略的群體。我們相信交代的重要性並歡迎市民的監管。
- 4. 我們需要一群有使命、具幹勁、能自省、 忠誠及進取的同工。我們著重人力資源培訓,全力提供發展理想事業的環境。
- 5. 我們崇尚開放、靈活和精簡的**工作風格**, 以充分參與,上下溝通,身體力行,共同 承擔,互相欣賞的團隊精神為辦事方式!

We are a social service organisation rooted in the city of Hong Kong. We seek "to serve and not to be served." Our belief in a person-centred orientation compels us to reach out for "an holistic approach to human development" and for "a society that is humane and just."

- Hong Kong Christian Service affirms the dignity and uniqueness of the individual. Every single person is endowed with intrinsic value and possessed with potentiality. On this affirmation, we engage not only in the provision of services, but also in stimulating initiative and participation among the citizens, whose efforts help gear towards a caring community.
- 2. We are convinced that a good society is a free, democratic and caring place wherein people live in peace, enjoy the fruits of their labour, and are encouraged to develop their unique gifts through interdependence. For this reason, we actively seek to work alongside people with the aim of influencing the formulation of public policies and monitoring their implementation.
- 3. We strive for excellence, vision and creativity in the provision of professional services that are not only effective, but also humane. As an organisation possessing multiple resources, we are committed to providing a myriad of services catered to all sectors of the community, particularly to the most neglected groups. We believe in accountability and welcome public scrutiny.
- 4. We recognise the need for **staff members** who have a sense of mission and motivation, people with a capacity for reflection, loyalty and high ideals. We attach great importance to staff development and an optimum working environment.
- 5. We value openness, flexibility and leanness in our modus operandi, aiming at the creation of a corporate culture which encourages participation, communication, personal involvement, a sense of responsibility and mutual respect for each other.

# 機構徽號 Logo of the HKCS

香港基督教服務處的徽號是一艘載着十字架 的船,在波濤中前進。

十字架代表基督宗教的信仰與精神;船代表服務處;船上的圓點代表不同年齡、性別、階層、能力、宗教和種族的服務對象和同工;下面的曲線是海,代表着這個世界。呈波浪形態

的海表示世界並非風平浪靜,它充 滿着挑戰,而船在海上表示我們在 世而不屬世。

機構徽號表徵着本處乃本着基督 的精神,在這充滿問題的世界中 服務有需要的人。 The logo of the Hong Kong Christian Service (HKCS) is represented by a boat which carries with it a cross and is sailing across the waves of the ocean.

The cross represents the faith and spirit of Christianity; the boat represents HKCS; the dots on the boat represent different age, gender, social status, ability, religion and race of people we are serving and our colleagues; and the curved lines underneath the boat represent the ocean, which is the world we

are living in. The wavy ocean symbolises that the world is full of challenges; while the boat sailing across the ocean symbolises that although we live in this world, we do not belong here.

The logo symbolises that HKCS as an Agency, is committed to serve people who are in need in this world.



全人關心 卓越創新 care for all excel in all

# 歷史與發展 History & Development

總部設於紐約的基督教世界服務委員會,及總部設於日內瓦的世界信義宗香港社會服務處,同在這年於香港展開工作,並分別成立香港基督教世界服務委員會和世界信義宗香港社會服務處。同年,本港基督教組織香港基督教福利及救濟協會成立。

The Church World Service based in New York and the Lutheran World Federation Department of World Service based in Geneva began their work in Hong Kong, setting up the Hong Kong Church World Service and the Lutheran World Service, Hong Kong respectively. Within the same year, the Hong Kong Christian Welfare and Relief Council was also established.

美國公誼會李鄭屋友誼會與世界 信義宗香港社會服務處合併。

The American Friends Lei Cheng Uk Friendly Centre merged with the Lutheran World Service, Hong Kong.

1960

香港基督教世界服務委員會及香港 基督教福利及救濟協會合併成為香港基督教服務委員會,繼後並成為 香港基督教協進會的附屬機構。

The Hong Kong Church World Service merged with the Hong Kong Christian Welfare and Relief Council and became the Hong Kong Christian Service. It then turned into an auxiliary agency of the Hong Kong Christian Council.

1967

1952

1973

香港基督教服務委員會成為香港基督教協進會事工服務部的 服務單位。

The Hong Kong Christian Service became the Service Unit of the Hong Kong Christian Council under its Division of Service.

世界信義宗香港社會服務處與 香港基督教服務委員會合併成 為香港基督教協進會服務社會

的機構 - 香港基督教服務處。

1976

The Lutheran World Service, Hong Kong merged with the Hong Kong Christian Service and became the service arm of the Hong Kong Christian Council. 1978

普世教會協會香港難民及移民 服務組亦加入成為香港基督教 服務處的一部份。

The World Council of Churches' Migration Unit in Hong Kong also became an integral part of the Hong Kong Christian Service. 香港基督教服務處按公司法立 案成為一間有限公司,其會員 為香港基督教協進會的所有執 行委員。

1986

The Hong Kong Christian
Service was incorporated as a
limited company under the
Companies Ordinance. All
Executive Committee members
of the Hong Kong Christian
Council are members of the
Hong Kong Christian Service.

# 服務處團隊 The HKCS Team

服務單位職員會議/ 58類服務 工協會 Staff Association 77個服務單位及服務計畫 工作小組 58 Types of Service 77 Service Units Service Unit Staff Meeting/ Working Groups & Service Projects 服務對象自務組織 Self-governing Organisations of Clients 特別事工 Special Project 核心業務 Core Business 僱員發展服務 兒童發展及敎育 **Employee Development** Child Development Service & Education 內地社會服務事工 教育及訓練 Mainland China **Education & Training** Social Service Project 常設委員會 長者及健康 Committee Elderly & Health 家庭及社區 基督教服務通訊編輯委員會 Family & Community Christian Service News 成長及社會復康 **Editorial Board Growth & Social** Rehabilitation 籌款工作委員會 **Fundraising Working** 專業發展及服務質素 社工聯會 Social Workers' Society Committee **Professional Development** & Quality Assurance 內地社會服務事工委員會 服務發展及研究 Committee on Mainland China Service Development & Research Social Service Project 企業事務及社區關係 書刊出版委員會 **Corporate Affairs** Committee on Publications & Community Relations 服務質素委員會 行政事務 Committee on Administration **Quality Assurance** 政策研究委員會 行政總裁組 Chief Executive Team Policy Research Committee 智囊團 政策倡導 Think Tank 及研究專業助理 行政總裁及兩位副行政總裁 **Policy Advocacy** Chief Executive & 其他臨時工作小組 & Research Professional 2 Deputy Chief Executives Ad hoc Working Groups Assistant 香港基督教服務處管理委員會 財務小組委員會 義務顧問

**Honorary Consultants** 

Hong Kong Christian Service Management Committee

Financial Sub-committee

人事小組委員會 Personnel Sub-committee

# 管理委員會名單 List of Management Committee Members

主席

李炳光牧師

副主席

陳達文博士

義務司庫

趙世存太平紳士

義務書記

崔雪梅律師

委員

無成溢牧即 蘇以葆主教

胡丙杰牧師易嘉濂博士

都德芬博士

職員

吳水麗太平紳士(行政總裁) 胡淑星太平紳士(副行政總裁) 孫勵生先生(副行政總裁)

\*2009年1月1日生效

Chairman

Rev LI Ping Kwong

**Vice Chairman** 

Dr Darwin CHEN, SBS, ISO

**Honorary Treasurer** 

Mr CHIU Sai Chuen, Nicholas, BBS, MBE, JP

**Honorary Secretary** 

Miss TSUI Suet Mui, Connie

**Committee Members** 

Dr CHAN Kai Fong Mrs CHEUNG-ANG Siew Mei Mr HUI Chin Yim, Stephen Dr LAW Chi Kwong, SBS, JP

Rev PO Kam Cheong\* Rev SO Shing Yit

The Rt Rev SOO Yee Po, Thomas, JP

Rev WU Ping Kit

Dr YICK Kar Lim, Lawrence

Dr YUK Tak Fun, JP

Staff

Mr NG Shui Lai, BBS, MBE, JP (Chief Executive) Miss WOO Shuk Sing, Betty, JP (Deputy Chief Executive) Mr SUEN Lai Sang (Deputy Chief Executive)

# 義務顧問 Honorary Consultants

建築

龍炳頤太平紳士

頌和長者服務計畫

陳炳煥太平紳士 陳高凌博士 趙宗義律師

梁萬福醫生

家長及嬰兒訓練服務

陳作耘醫生 馮鄭毓君女士 黎程正家博士 蘇周簡開博士

法律

楊元彬律師

**Architecture** 

Mr LUNG Ping Yee, David, SBS, MBE, JP

**Elder Abuse Reconciliation Service** 

Mr CHAN Bing Woon, SBS, MBE, JP Dr. CHAN Ko Ling, Edward Mr CHIU Chung Yee, Charles Dr LEUNG Man Fuk, Edward

**Infant Stimulation & Parent Effectiveness Training Service** 

Dr CHAN Chok Wan

Mrs FUNG CHENG Yuk Kwan, Clara Dr LAI CHENG Cheng Gea, Alice

Dr Lydia SO

Legal

Mr YEUNG Yuen Bun, Benny

<sup>\*</sup>Effective from 1 January 2009

# 義務顧問 Honorary Consultants

## 「有網能量」青年導航及發展中心

陳智思太平紳士 郭明義先生 梁湘明教授 梁崇斌醫生 譚萬鈞敎授 左思賦醫生 黃昌榮教授 黃鋭林先生

# 傳媒教育

李月蓮博士

## 安華日間展能中心

黎淑卿女士 沈孝欣醫生

#### 青少年綜合服務

愛+人「愛家•Teen希望」希望故事計劃

何敏賢博十

## 青少年綜合服務

有教無「戾」 - 校園欺「零」計畫

馮麗姝博士

## 「隱蔽」成人上門輔導服務

黃昌榮敎授

# 「生命MSN」計畫

馮嘉妍女十 左思賦醫生 黃昌榮敎授

#### PS33藥物濫用者中心

黎守信醫生

## 學校社會工作服務

鄞建偉律師

## 兒童之家服務

黎淑卿女士 沈孝欣醫生

#### 華康宿舍

梁秉綱先生

## 雲漢長者地區中心 -雲漢健康俱樂部

黎嘉慧醫生 羅舜海中醫師 梁萬福醫生 陳志慧小姐

#### 天恆社區網絡計畫

洪雪蓮博士

#### **LET'S Walk-Life Engagement Training Service**

Mr Benard CHAN, JP Mr KWOK Ming Yee, Dicky Prof LEUNG Seuna Mina, Alvin Dr LEUNG Shung Pun Prof TAM Man Kwan Dr Steve TSO

Prof WONG Cheong Wing, Victor

Mr George WONG

#### **Media Education**

Dr LEE Yuet Lin, Alice

# **On Wah Day Activity Centre**

Ms Louisa LAI Dr H Y SHUM, Karen

#### **Integrated Children and Youth Service**

FAMILY: H.O.P.E. Project -

**Hope-Oriented Parents Education for Families in Hong Kong** 

Dr HO Mun Yin, Samuel

## **Integrated Children and Youth Service**

Project C.A.R.E. (Children and Adolescents at Risk Education)

Dr FUNG Lai Chu, Annis

#### **Project Adult Re-link**

Prof WONG Cheong Wing, Victor

# **Project Life MSN - Mutual Support Network**

Ms FUNG Ka Yim, Tracy Dr Steve TSO

Prof WONG Cheong Wing, Victor

#### **PS33-Centre for Psychotropic Substance Abusers**

Dr Benjamin LAI

## **School Social Work Service**

Mr KUN Kin Wai, Joseph

## **Small Group Home Service**

Ms Louisa LAI Dr H Y SHUM, Karen

#### Wah Hong Hostel

Dr LAI Ka Wai

Mr LEUNG Bing Kwong, Edward

#### Wan Hon District Elderly Community Centre – Wan Hon Health Club

Mr LAW Shun Hoi Dr LEUNG Man Fuk, Edward Miss CHAN Chi Wai





然點燭光,使逆境生盼望

Light up our life and stay hopeful.

# 主席的話 Chairman's Remark

李炳光牧師 Rev LI Ping Kwong

過去一年,中國四川地震、全球金融海嘯,接二連三的天災人禍,奪去無數人的生命財產,使人不再歡笑,甚至斷絕希望,對現在痛苦悲傷,對將來驚慌迷惘。

作為一所以基督精神及專業能力去服侍社會 的機構,在這次社會與人心皆陷低潮的困境 中,我們加倍意識到堅定不移地實踐上主託 付予我們的使命是多麼的重要。

上帝的愛,並非抽象,也不遙遠。祂是具體 地來到世上,進入人群,與人同喜同哀。在 生命的接觸中撫平悲傷者的苦痛,讓人重見 曙光,重新得力。

同樣,我們的服務並非抽象的關懷,也不是 空談理想,更不是製造虛幻的信心或無奈的 盼望,乃是正視人性的需要,以創新及有效 的方法追求卓越的服務效果,並且開發多元 化的資源,使受忽略群體的需要得以滿足, 使人在黑暗中得見亮光,從而燃點信心與 希望。

當四圍環境不利,人的信心便會動搖。社會經濟大格局的改善,雖然不是一間社福機構力所能及;但改善人的心境、強化人的抗逆力、增進家庭的功能、改善人際關係……等,卻都是我們專業能力及服務目標之所在。

正所謂"洩氣的皮球彈不起",為市民加油打氣,使他們在逆境中跌而不倒、驚而不慌、迷而不惘、失而不敗,正是本處同工自去年困境驟臨之時的清晰使命及堅定心志,有關我們服務的重點內容,請參閱本年報各頁。

經濟低迷,社會福利服務的資源也受到影響,加上整筆撥款津貼中的「特別一筆過撥款」(SOG)已告停止,本處將面對更嚴峻的資源不足的挑戰,但我們並不因此而喪失方向與鬥志;相反我們更提高警覺,務求以更高的效率來實踐我們的使命,懇請各界人士繼續鼎力支持本處各類事工,與我們一起燃點燭光,建立希望。

藉此機會,我們深深感謝一直以來支持本處的社會人士、基金會、企業、義工、及有關政府部門,本人亦特別向管理委員會每一位委員、本處的顧問及同工致以萬二分感謝,願上主賜福予各位。

Last year, we had gone through the Sichuan Earthquake, as well as the worldwide financial tsunami. These unfortunate events had been taken numerous lives and properties; some of us may even start to feel hopeless and melancholy. Sadness is in the air, and come to think of the future, many are at a loss and even panic-stricken.

We serve the society following Christ's footsteps; so at this current difficult situation, we are even more firmly aware of our mission to live up to God's expectation.

God's love is never abstract and remote. He arrives on earth and enters into the crowd, sharing with us in joy and in sorrow. Through His people, He consoles mourners' pain and leads us find hope and be efficient again.

Similarly, our service and concern to society is never abstract, we do not indulge in empty talk of ideal, and definitely will not create illusory confidence or false hope to our service users; instead, we meet people's need. We use methods that are innovative and effective; we pursue remarkable results, and at the same time, we develop new resources, so that those needs that were being neglected by the community can now be satisfied; those who were living in the dark may now see light. We want to light up people's lives and see them gaining back confidence and stay hopeful.

When facing adversity, people tend to become doubtful. Even though we cannot improve the economy in a blink; yet we can help improving people's mental state, strengthening their resistance to adversity, promoting the family function, and improving people's interpersonal relationship. These are all what we work hard for.

People can sometimes be too frustrated to be effective in work; therefore we are here to boost their morale, to help them not to hurry adverse circumstances, and not be confused and feeling defeated. This was precisely how we all work for last year. For all the details of our work, please refer to this annual report.

As the economy is murky, the resource of social welfare service is also being affected. In addition, the one-off special allocation (SOG) is already stopped; this places us here in the Agency to face the challenge of insufficient resources. However, we do not lose our direction and morale; on the contrary, we become more alert in order to live up to our mission. We hope people from all walks of life would continue to support our service, light up the candle of life with us, and together we will always be hopeful.

We would also like to take this opportunity, to say thank you deeply to all our supporters, including: the general public, various foundations, different enterprises, voluntary workers, and the related government departments. I myself also would like to specially thank our board of committee, and each committee member, consultants and staff, may God bless you all.

# 行政總裁報告 Chief Executive's Report

香港大部分的社會福利服務項目都是由非營 利機構辦理的,但經費絕大部分來自政府撥 款,因此政府的社會福利津助制度對社會福 利的發展與及非營利機構的生態有很大的 影響。

目前整筆撥款津助制度是在2001年1月實施的,整筆撥款督導委員會在2007年11月2日的會議上通過要求全面檢討整筆撥款津助制度,政府在2008年1月18日宣布成立整筆撥款獨立檢討委員會,委員會在同年12月17日發表檢討報告,委員會認為「推行整筆撥款津助制度所依據的原則是正確的,因此此制度值得保留。」同時提出了36項改善的建議。其後政府宣布接納委員會的報告及其建議。

可惜的是委員會對業界最關心的資助水平問題並沒有直接提及,而是只間接略為提到要因應改變的服務需要有系統地檢討褔利服務,並確保在檢討過程中會考慮持份者的意見,因此機構面對最核心的財政問題並未因檢討而得以解決。

報告書中的36個建議大都為方向性的建議,如何落實,尚要看政府如何通過社會福利署、社會福利諮詢委員會和整筆撥款督導委員會去落實執行。正如報告書所言「持份者亦應各盡所能,務求令此制度更臻完善」。西諺有謂「魔鬼是在細節中」,基於過去的經驗,我們有理由請政府有關部門尊重報告書的精神,切實貫徹執行其建議。

過去一年,整個世界都受到金融海嘯的衝擊,香港也不例外,這對機構的財政也有一定的影響,一如上述整筆撥款未能因檢討而在撥款方面帶來改善,另方面捐款及投招,與此同時,為保持在招,與工時能與市場和政府有合理的競爭力,大部分職位的起薪點需要考慮招聘困難而往上,部分職位的起薪點需要考慮招聘困難而往上,調,此外,在經濟困境中,基層的需要也增。在收入減少而支出增加的情況下機構面對很大的財政壓力。

Most of the social welfare services in Hong Kong are provided by Non-Governmental Organisations (NGOs). However, the funding of social welfare services is mainly from government subvention. Hence the government subvention system has great impact on the development of social welfare in Hong Kong and the business environment of NGOs.

The present Lump Sum Grant Subvention System (LSGSS) has been implemented since January 2001. On 2 November 2007, the Lump Sum Grant Steering Committee recommended that there should be a review on the LSGSS. The Government announced to set up a Lump Sum Grant Independent Review Committee on 18 January 2008. The Committee compiled its report on 17 December the same year and of the view that "The principles of the LSGSS are sound. Therefore it is worth retaining......" The Committee further suggested 36 recommendations. Government subsequently accepted the report and the recommendations.

Regretfully, the Committee did not address the issue of funding level directly but only made a general suggestion that the government institutes a review mechanism in view of the changing service needs. The major concern from NGOs regarding the inadequacy of funding level in LSGSS has not yet been settled.

Most of the 36 recommendations made by the Committee are in general terms. Hence the important issue is how the government implement them through the Social Welfare Department, the Social Welfare Advisory Committee and the Lump Sum Grant Steering Committee. The Committee pointed out that "every effort should be made to improve it." But as it has been said "devils are in the details," from past experience, we have strong reasons to urge the government to see to it, that all recommendations would be implemented in accordance to the true spirit of the Committee.

In the past year, Hong Kong just as the whole world was affected by the worldwide financial crisis. NGOs are also being affected. As mentioned, the Lung Sum Grant Review Committee did not resolve the issue of funding level. NGOs also experienced a decreasing of donation and returns on investment. At the same time, NGOs have to raise the starting

salary of most of the posts in recruitment, in order to compete with the market and the government. Ironically, in times of financial crisis, the needs from people are also greater. NGOs are having great financial pressure when income is decreasing and expenditure is increasing.

吳水麗太平紳士 Mr NG Shui Lai, BBS, MBE, JP 在這種情況下,本處各服務單位亦都因應 市民的急需而作出回應,詳情可參閱本年 報各服務之報告,本處並積極部署在各有 關服務推動正向心理,正面迎向逆境。

本年度本處的內地社會服務事工也是可以作一小結的時候,內地今天社會工作的發展由 1988年在北京大學設立第一個社會工作專業 課程至2008年剛好是20年。在這20年中內地社會工作有了很大的發展,本處有幸在1988年開始就有機會在不同的情況下見證和參與了這發展。我們在內地的參與有三方面,第一方面是支援社會工作專業的培訓,包括對實習學生的培訓,到有關大學講授社工課程等;第二方面是參與整體社工專業體系的發展,例如參與「社會工作者國家職業標準」和「國家人事部和民政部社會工作師專業水平考試」的工作。

第三方面是在實務上參與,主要是在2003年 在上海參與成立第一間按[民辦非企業]辦法 成立的專業社會工作機構一樂群社工服務社 (樂群),樂群的主要方向是在內地作出示範 及教育來推動社工專業,本年度已見到具體 成績,樂群已確定出版一套七冊的社會工作 實務叢書,其中兩冊已出版的分別為:《社區 放大鏡一以都江堰社區重建為例的社會工作 實務手冊》和《其樂無窮—社會工作專業活動 遊戲集》。此外,我們在2007年9月開始的深 圳督導計畫也看到了成果,我們一開始就確 定這計畫只應視為過渡性安排,期以3至5年 為期就有本土督導可以負起責任,因為整個 計畫都很重視「訓練訓練者」,而計畫各持份 者亦很支持,正穩步向此發展。該計畫的案 例彙編亦已於2009年3月底出版,並在深圳 舉行發布會及研討會。

20年來內地社會工作的發展,是很多內地有關政府部門的官員、學者和前線人員努力的成果,其間經歷了不少的困難和不斷的嘗試,有很多人並不甘於看到問題,並抱怨去問為甚麼,而是積極去編織夢想而發出「為甚麼不可能呢?」的呼聲。作為一個機構,今年面對社會福利經費上的壓力和社會上因金融海嘯帶來的困難時,我們何嘗不可從社工在內地發展的經歷學習到一些東西呢!

在結束本報告前,我必須向各同工、管委、顧問、義工、政府部門、機構和企業等朋友致以 萬二分的感謝,謝謝你們一直以來的支持。 In such situation, all of our service units are trying their very best to response to these crisis. Details are in the following pages of this Annual Report. We are also planning to integrate positive psychology in our various programmes whenever it is applicable.

Our social service work in Mainland China is worthy of note in the past year. The development of social work in modern China started in 1988 when the first social work training programme started in the Peking University. Social work profession developed very fast in the past 20 years in Mainland. Hong Kong Christian Service is fortunate to witness and participate in this development since 1988. Our participation mainly is in three areas. Firstly, it is the support of training in social work. We have been providing various training programme in student fieldwork placements, and teaching courses in universities. Secondly, we have been participating in the building of the social work profession in China, by joining in the formulation of the national occupation standard of social work. We also participated in the nation-wide accreditation system of social workers, and the first nation-wide examination of accreditation.

The third area is in social work practice. In 2003, we were part of the effort in setting up the first social work agency in Shanghai - The Shanghai Lequn Social Work Service. Lequn's main objective is to promote professional social work service through demonstration and education. During the past year, we witnessed some solid achievement of this objective. A plan to publish 7 books on social work practices had been formulated; and two of them had already been published. One of these two books is on community development using the experience in Sichuan as an example. The other is on structural activities and games using in social work.

There is also substantial result of our Shenzhen Supervision Project which started in September 2007. Right from the very beginning, this project is aimed at training the trainer; hoping that local social workers can take up in 3 to 5 years time. With the support from other parties concerning the project is moving toward this direction steadily; a casebook of the Project had been published at the end of March 2009. In accordance with the publication, a seminar had also been held.

Twenty years' development of professional social work in China; is a result of the effort of many officials in related to government departments, scholars and practitioners. These are the people who stop pondering over things that have happened and wondering why; but willing to dream big and dare to ask: "why not?"

As an Agency, we are facing great financial pressure and other issues arisen from the worldwide financial crisis. Hopefully, our experience in the development of professional social work in China could teach us a lesson, and we can do better in the future.

Last but not the least; I would like to thank all our colleagues, committee members, advisors, volunteers, government departments, agencies and corporations, for your support and contribution.

# 服務報告 Service Report

# 兒童發展及教育 Child Development and Education

兒童發展及教育核心業務為全港共5,653名兒童提供教育及訓練服務,轄下「幼兒教育服務」共設9間幼兒學校,為2-6歲幼兒提價學前教育、延長時間、兼收見度縣,及短暫托兒服務;「家長及嬰兒訓練中心、1間幼兒中心及2隊至期納稅,為有特殊需要的兒童及其照顧時,為兒中心服務更為2至6歲的弱能弱目間療者,為兒中心服務更為2至6歲的弱能弱目間橋入東。 學習困難或行為偏差的兒童提供及「心嚴兒童發展的專業時訓課程,並為其家庭提供不確、簡單、專業而實用的育兒知識。 The Child Development and Education Core Business currently serve 5,653 children and responsible for various early education and training services.

The Early Childhood Education Service provides quality pre-school education for children of 2 to 6 years of age. Nine nursery schools have been established for this purpose. A wide range of services is offered, including, edu-care service, extended hours child care service, occasional child care service, and an integrated programme for mentally and physically challenged children.

The Infant Stimulation and Parent Effectiveness Training Service provides early training and assistance for children with special needs and for the parents/caregivers of such children. This service operates a number of centres and teams, including the following: five early education and training centres, one child development centre, one special child care centre, and two district-based speech therapy service teams. The special child care centre offers day care service and training for children from 2 to 6 years of age who are developmentally delayed or who have learning and/or behavioral difficulties. In addition, two other professional services, namely, the Parent Education Centre and the Project Bridge for Children's Development, provide training for children including children with special need from birth to 12 years of age; while parents/caregivers are equipped with skills and knowledge in parenting and in children's development.

每件事都為小朋友和家長設想, 細心周到。

The staff are very attentive to the needs of the children and their parents.

時代幼兒學校家長洪太 Mrs HUNG, Parent of Times Nursery School 小女在短短入學時間內,已見到小女的改變,幼兒中心的悉心關懷、照顧,更為家長提供專業資訊和需要,衷心感謝,祝身體健康。

My daughter recently enrolled in the Cheung Wah Child Care Centre and I can see an improvement in her. Thanks for taking good care of my daughter and I am thankful for the professional consultation provided to us. Wish you all the best!

祥華幼兒中心家長 Parent of Cheung Wah Child Care Centre



本港於2008年發生中華鱘死亡的事件,引發幼兒對海洋生態的關注, 他們向海洋公園主席盛智文先生作出「保護魚類的建議」,並獲邀參與 「中華鱘館」開幕典禮,遊覽「海洋館」及「水母館」。

The death of a Chinese Sturgeon in Hong Kong aroused the children's concern for the living environment in the ocean. The children made some suggestions on "How to Protect the Fishes" and gave it to the chairman of the Ocean Park, Mr. Allan ZEMAN. As a result, they were invited to participate in the opening ceremony of the Chinese Sturgeon Aquarium, and visit the Ocean Aquarium and the Jellyfish Aquarium.

## 幼兒教育服務

# 2008香港藝術發展獎 - 藝術教育獎金獎 (非學校組)

「融合藝術與公民教育計畫」是一項以幼兒、幼師、家庭和社會為對象的大型教育計畫,2006年開始實行,許多活動延續報為兒提供恆常的工作坊和藝術發質活動,更與生活實況及社區結合,時為別別與生活實況及社區結合,時期,可確品德和價值觀。幼兒曾就觀塘重光的人類,可以與運等社會議題進行專題研習,與運等社會議題進行專題研習,以圖畫、相片、陶泥立體創作及戲劇等表達出來。

幼兒教育服務憑本計畫榮獲由香港藝術發展局所頒發的「2008香港藝術發展獎 — 藝術教育獎金獎」(非學校組),成為唯一一間獲獎的社會服務機構,該獎項是本港文化藝術界一年一度的盛事,藉以表揚對本港藝術發展有貢獻的機構及團體,評審讚揚本計畫構思具創見,活動目標明確,能有效地透過舉辦各項藝術活動,展現藝術成為全人教育不可忽略的範疇,成就獲政府及各界所肯定。

## 香港幼稚園校長骨幹教師研習班

幼兒教育服務於2008年12月25日至30日獲中聯辦贊助參加南京學術交流活動,並獲南京師範大學教育系教授接待,讓九校共18位老師能夠透過考察當地幼稚園了解內地學前教育改革的理念與實踐,並進行美術和音樂活動的觀摩與研討,以提升實務技巧及知識,擴闊視野。

# **Early Childhood Education Service**

# HONG KONG ARTS DEVELOPMENT AWARDS 2008 – Gold Award for Arts Education (Non-School Division)

The integrated Art and Civil Education Project is a large-scale education project targeting young children, preschool teachers, families, and the community at large. Apart from providing young children with regular workshops and arts appreciation activities, the Project also enriches the content and the substance of arts education by linking its activities with current issues. Such activities are thus useful in stimulating the children's interest in current issues around the world, and in cultivating proper morals and values. In the course of such activities, the children have completed projects relating to social issues and current affairs such as the Kwun Tong Redevelopment Project, the demolition of the Shek Kip Mei housing estate, the Mong Kok Redevelopment Project, and the Beijing Olympic Games. The children express their thoughts on these issues using different media, including, drawing, photography, three-dimensional construction with clay and drama.

The Early Childhood Education Service obtained the 2008 Gold Award for Arts Education (Non-School Division) from the Hong Kong Arts Development Council. No other social service organisation has ever won such an award. The Arts Education Awards Ceremony is a notable annual event in the local arts and cultural scene. Awards are given to organisations that have made the greatest contribution to the development of the arts locally. Our winning project was praised by the panelists and it was also recognised by the Hong Kong Government. The project was praised for its innovative design, clear aims, and contribution in promoting the importance of arts to an all-round education.

#### **Study Tour for Kindergarten Principals and Teachers**

Principals and teachers from our Early Childhood Education Service's nine nursery schools were invited to visit kindergartens in Nanjing from 25 to 30 of December 2008 to learn about the principles and practices of reform in early childhood education in China. Eighteen representatives went to this tour. They were hosted by professors of Nanjing Normal University and were sponsored by the Liaison Office of the Central People's Government in the HKSAR. Through observations and discussions in respect of art and music activities, these representatives widened their horizons and enhanced their professional knowledge and teaching skills.

# 兒童發展及教育 Child Development and Education

# 幼兒學校日間幼兒服務、兼收服務、暫託服務及延展服務使用人數 Enrolments in Nursery School

| 幼兒教育服務<br>幼兒學校名稱<br>Childhood Education Service<br>Nursery School Name | 日間幼兒服務<br>Nursery School<br>Service | 兼收服務<br>Integrated<br>Programme | 暫託服務<br>Occasional Child<br>Care Service | 延展服務<br>Extended Hours<br>Child Care Service |
|--|-------------------------------------|---------------------------------|--|--|
| 雋匯幼兒學校<br>Central Nursery School                                       | 112                                 | 6                               | 971                                      | 2,366  |
| 觀塘幼兒學校<br>Kwun Tong Nursery School                                     | 195                                 | 12                              | 601                                      | 3,936  |
| 李鄭屋幼兒學校<br>Lei Cheng Uk Nursery School                                 | 165                                 | 12                              | 777                                      | 2,150  |
| 石硤尾幼兒學校<br>Shek Kep Mei Nursery School                                 | 169                                 | 12                              | 894                                      | 2,825  |
| 大坑東幼兒學校<br>Tai Hang Tung Nursery School                                | 183                                 | 12                              | 295                                      | 2,399  |
| 時代幼兒學校<br>Times Nursery School   | 96                                  | 6                               | 44                                       | 2,239  |
| 天恒幼兒學校<br>Tin Heng Nursery School                                      | 98                                  | 12                              | 241                                      | 1,426  |
| 聯合醫務協會幼兒學校<br>United Christian Medical<br>Service Nursery School       | 60                                  | 0                               | 0  | 0  |
| 滙豐幼兒學校<br>Wayfoong Nursery School                                      | 136                                 | 0                               | 0  | 0  |
| 總人數 Total:   | 1,214                               | 72                              | 3,823                                    | 17,341                                       |

馬匯幼兒學校成立的親子生命天使義工隊,參與由文匯報舉辦的「萬眾一心,眾志成城,為四川災民獻愛心義演」活動,將自製的愛心錦囊派給在場嘉賓及公眾人士,以傳揚愛的訊息。 The children and the parents of Central Nursery School built a volunteer team, called "Angel of Life". They took part in the Sichuan Earthquake Charity Show, which was held by the Wen-Wei Po. To spread the message of love, they gave out hand-made gifts to the guests and the public.



衷心感謝不只為工作而工作,和一直付出愛心的老師,作為家 長的我們會永遠記得你們的付出。

We as parents can tell that the teachers teach from their heart and we all appreciate for their good teaching.

幼兒學校家長 Parent of Nursery Scho<mark>ol</mark>



親子日營活動中,物理治療師、 特殊幼兒導師及社工籌備一連串 的親子活動,共有約80人出席。 80 participants attended a family day camp in Sai Kung. The activities aimed at promoting parent-child relationship were designed by physiotherapists, senior child care workers and social workers.

#### 家長及嬰兒訓練服務

# 利用故事文法促進兒童的語言發展

家長嬰兒及訓練服務之言語治療師團隊一直致力於研發有關語言遲緩兒童之訓練策略,其中一項為利用「故事文法」及「粵語語法」促進兒童的語言能力。為了推廣「故事文法」及「粵語語法」的應用,言語治療師團隊在不同的層面舉行了培訓。在2009年1月10日,我們受邀於香港社會服務聯會學前殘疾兒童服務分享會上發布了這方面的研究資料及結果,並獲得外界正面的評價。

#### 網上導航計畫「100個怎麼辦」

「100個怎麼辦」是一項網上的家長教育服務,本處家長及嬰兒訓練服務在日常工作中搜集了103條有關一般有特殊需要兒童家長普遍關注的問題,並安排有關之專業人士作出解答。文章內容共分為八大類,包括:

- 1. 生活上的育兒問題和認知發展;
- 2. 與健康/醫療有關的問題;
- 3. 行為、情緒、管教問題;
- 4. 選擇學前服務或學校問題;
- 5. 言語治療師專欄;
- 6. 物理治療師專欄;
- 7. 職業治療師專欄;
- 8. 家長心聲分享。

這項服務的對象是正在輪候早期訓練服務 的家長及廣大的公眾人士,希望藉此為家 長提供管敎和處理弱能兒童情緒行為問題 的有效方法。

## Infant Stimulation and Parent Effectiveness Training Service

# Story Grammar, Cantonese Grammar and Children's Language Learning

The speech therapy team in the Infant Stimulation and Parent Effectiveness Training Service has been exploring and developing specific training strategies for children with language problems. One area of recent research is the use of Story Grammar and Cantonese Grammar to facilitate children's language learning. The team has organised various training workshops to promote the application of Story Grammar and Cantonese Grammar throughout the year. On 10 January 2009, the team was invited to present the results of its research in a 'Service Sharing Meeting' organised by The Hong Kong Council of Social Services. The feedback from this meeting was positive.

#### Online Parent Education Project "100 Q & A"

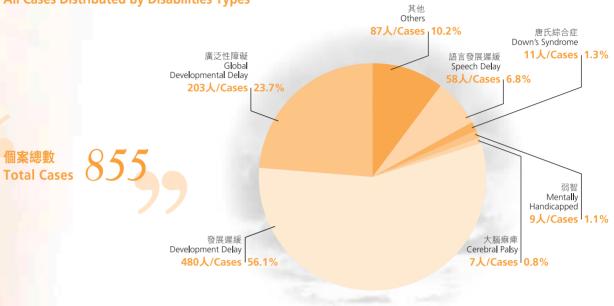
The "100 Q & A" is an online parent education project. It is part of the Infant Stimulation and Parent Effectiveness Training Service. Professionals have answered the 103 questions most frequently asked by the parents of children with special needs. The 103 questions and answers have been organised into 8 categories as follows:

- 1. Children's cognitive development and parenting;
- 2. Health and medical issues;
- 3. Behavioral and emotional issues;
- 4. School placement issues;
- 5. "Ask the Speech therapist" column;
- 6. "Ask the Physiotherapist" column;
- 7. "Ask the Occupational therapist" column;
- 8. Parents' sharing.

The aim of this project is to help the general public and the parents of children awaiting early education and training to obtain knowledge and skills on aspects of parenting and children's developmental needs.

# 兒童發展及教育 Child Development and Education





# 親職敎育中心分類及人數

**Service Types and Enrolments of Parenting Education Centre** 

| 服務分類<br>Service Type            | 服務人次<br>No. of Attendance |
|---------------------------------|---------------------------|
| 訓練課程 Training Courses           | 3,637                     |
| 小組活動 Group Activities           | 1,366                     |
| 資源中心服務 Resources Centre Service | 391                       |
| 單項講座 Talks                      | 344                       |
| 諮詢 Simple Consultation          | 280                       |
| 總人數 Total:                      | 6,018                     |

幼兒在林天行先生及林昭小姐的指導下,繪畫 水墨畫「理想家園」送贈予四川災童,希望他們 能早日重建美好的家園。

Instructed by Mr. Joshua LAM and Ms. Mabel LAM, children drew some Chinese painting titled "Dream-Home" for the children survivors of the Sichuan Earthquake. They hoped the children survivors could rebuild their dream home soon.



# 教育及訓練 Education and Training

教育及訓練核心業務致力彌補香港教育制度的不足,提供社會需要的教育及訓練服務;推動社會不同階層人士持續學習及展,與時並進;為不同類別對象提供多元化及卓越的教育及訓練服務,培們的潛能,提升他們的實體力,讓他們建立自信,教育、職等出訓、長者進修、肢體傷殘兒童、專業培訓、養者進修、肢體傷殘兒童特殊教育、教會事工計畫等。

Education and Training Core Business provides learning opportunities for the needy, complementing the insufficiency of the local education system. We provide multi-disciplinary education and good quality training services for clients from various backgrounds, so as to nurture their personalities, develop their potentials, upgrade their knowledge and abilities, establish their self-confidence, and encourage their participation in and contribution to the society. We promote life-long learning and continuing development in various sectors of the society. Our services include: adult and continuing education, vocational training, professional training, elder learning, special education for physically disabled children, and service project for the church, etc.

透過在觀塘職業訓練中心一年的訓練,讓我知道只要努力,必能創造出屬於自己的一片天地,達成自己的理想。

A year trained in Kwun Tong Vocational Training Centre (KTVTC) helped me to know that I could let my dream come true if I stepped out and made efforts.

觀塘職業訓練中心1995-96設計及攝影系學員唐嘉穎 TONG Ka Wing, Student of Design and Photography Department in 1995-96, Kwun Tong Vocational Training Centre



# 教育及訓練 Education and Training

## 優質教學 卓越成果

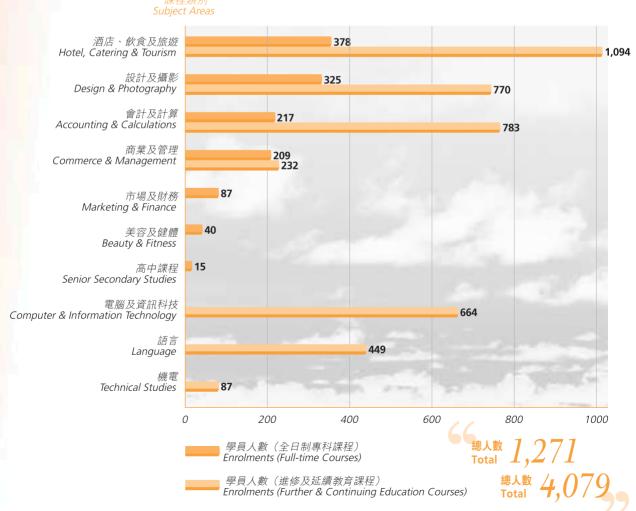
英國商業與技術教育委員會(BTEC)於2008 年6月及2009年1月到觀塘職業訓練中心審 核旅遊服務系的BTEC課程,兩度評定教學 水平為最優質的A級。會計系徐威豪及林慧 思同學,分別在香港財務會計協會 (HKIAAT) 2008年7月的「電腦會計」及12月 的[審計學]公開考試,考獲[最佳學員]榮 譽。設計及攝影系王聲海同學為市區重建 局觀塘資源中心負責牆畫設計,2008年11 月獲頒獎項;設計及攝影系另三位同學參 加觀塘區「防火安全」壁畫設計比賽,囊括 公開組的冠軍、亞軍及季軍。

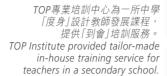
#### **Quality Teaching Standard and Outstanding Learning Outcomes**

The Business and Technology Education Council (BTEC) of the United Kingdom visited Kwun Tong Vocational Training Centre in June 2008 and January 2009 to assess the BTEC programmes offered by the Tourism Department; once and again concluding the highest commend of Grade A on the teaching standard. Mr TSUI Wai Ho and Ms LAM Wai Sze, students of the Accounting Department, were awarded "Top Student" by the Hong Kong Institute of Accredited Accounting Technicians (HKIAAT) for their best performance in the examinations of Computerised Accounting in July 2008 and Auditing in December 2008 respectively. Mr WONG Sing Hoi, student of the Design and Photography Department, who had provided graphic wall design for the Kwun Tong Resources Centre of the Urban Renewal Authority, was awarded an appreciative trophy by the Authority. Three other students of the Design and Photography Department also won the champion, first and second runner-up prizes in the Poster Design Open Competition for Fire Prevention of Kwun Tong District.

# 觀塘職業訓練中心學員人數 **Enrolments in Kwun Tong Vocational Training Centre**









## TOP專業培訓中心學員人數 Enrolments in TOP Institute

| 課程系列<br>Course Series   | <br>課程數目<br>No. of Courses | 學員人數<br>Enrolments |
|---|----------------------------|--------------------|
| 提升專業才能系列 Professional Competence Series                               | 4                          | 639                |
| 專業輔導技巧系列 Professional Counselling Series                              | 12                         | 320                |
| 專業證書系列 Professional Certificate Series                                | 5                          | 172                |
| 專業管理及服務質素系列 Performance & Quality Management Series                   | 4                          | 144                |
| 專業傳意及實務技巧系列<br>Professional Communication and Practical Skills Series | 3                          | 95                 |
| 總數 Total:   | 28                         | 1,370              |

## 專業技巧 多元培訓

TOP專業培訓中心為不同專業界別提供多元 化及高質素培訓課程,並為不同機構「度身」 設計及提供「到會」培訓服務。過去一年,中 心鋭意拓展更多合作伙伴,提供更多元模式 的輔導及治療培訓,包括戲劇治療、音樂治 療、創意藝術治療、園藝治療、歷奇輔導 等,裝備教師及社工等專業人員,應用更豐 富的專業技巧,服務受眾。

# Multi-disciplinary Training for Helping Professionals

TOP Institute has been providing multi-disciplinary and quality training for various professional sectors, and tailor-made in-house training service for different organisations. In the past year, the Institute paid great effort in developing collaborative partnerships, so as to expand the scope of professional training in counselling and therapy, such as Drama Therapy, Music Therapy, Creative Arts Therapy, Horticultural Therapy, and Adventure-based Counselling. Such training enriched the skills of the helping professionals, including teachers and social workers, to serve their clients more effectively.



TOP專業培訓中心戲劇治療課程學員在創作即興劇,表達每個人的獨特角色和心態。 Participants of the drama therapy class of TOP Institute were improvising a drama, illustrating their unique roles and emotion.

# 教育及訓練 Education and Training

# 培愛學校學生弱能類別 Handicapped Conditions of Students in Pui Oi School

| 身體弱能情況 Diagnosis                                | 學生人數 No. of Students |
|---|----------------------|
| 大腦麻痺 Cerebral Palsy                             | 57                   |
| 癲癇症 Epilepsy                                    | 17                   |
| 斜視 Squint                                       | 16                   |
| 偏癱 Hemiplegia                                   | 15                   |
| 肌肉萎縮 Muscular Dystrophy                         | 7                    |
| 腦積水 Hydrocephalus                               | 7                    |
| 聽障 Hearing Impaired                             | 5                    |
| 先天性心臟病 Congenital Heart Disease                 | 3                    |
| 脊柱裂 Spinal Defect                               | 3                    |
| 染色體異常 Chromosomal Abnormality                   | 3                    |
| 腦瘤 Brain Tumor                                  | 3                    |
| 中央呼氣暫停症 Central Hypoventilation Syndrome        | 2                    |
| 粒腺體病 Mitochondrial Disease                      | 2                    |
| 腦創傷 Brain Injury                                | 2                    |
| 唐氏綜合症 Down's Syndrome                           | 1                    |
| 視障 Visual Impaired                              | 1                    |
| 高免疫球蛋白D症候群 Hyper-Immunoglobulinaemia D Syndrome | 1                    |
| 其他 Others                                       | 17                   |
| 總數 Total:                                       | 99                   |
|   |                      |

註:部分學生為多重障礙的肢體傷殘兒童

Note: Part of the Students having more than one form of handicap

#### 天災無情 人間有愛

2008年5月12 日四川發生7.8級地震,數十萬房屋頃刻夷為平地,近7萬人罹難,痛失家園者不計其數,災情震撼全國。為鼓勵學生以行動關愛他人,培愛學校與家一與會在5月23日合辦「用愛戰勝災害一的世震救援籌款活動」,義賣學生製作的門也震救援籌款活動」,義賣學生製作的門主藝品及食品,活動並獲姊妹學校屯門官立中學的師生支持,數小時內籌得善款超過五萬元,全數交予香港世界宣明會派關懷,深信愛能戰勝災害。

#### **Love Can Conquer Disasters**

On 12 May 2008, a 7.8 magnitude earthquake hit Sichuan Province. Many villages and small towns ceased to exist, and large towns were extremely damaged. The earthquake killed nearly 70,000 people, and millions became homeless. Chinese people around the world were shocked by this natural disaster. To encourage students to express their care and concern for the victims, Pui Oi School and its Parent Staff Association jointly organised the event "Our Love Can Conquer Disasters - Fund Raising for Sichuan Earthquake Victims", a charity bazaar of students' handicrafts, snacks and drinks, held on 23 May 2008. The bazaar was further supported by the teachers and students of Pui Oi's sister school, Tuen Mun Government Secondary School. It was a great success that more than HK\$50,000 was raised in just a few hours. The money was then donated to the World Vision Hong Kong – Sichuan Earthquake Relief.

#### 發揮所學 體現自我

康年進修中心於2008年12月13日在梁顯利社區中心舉行「金曲當年情」歌唱晚會,歌唱班的長者學員演繹了多首不同年代的金曲,與逾200位觀眾一起細味昔日歌者的風采。中心又於2009年3月6日至8日在香港文化中心舉行「書情畫意作品展」,展出40位國畫及書法班長者學員數十幅傑作。歌唱晚會及書畫展對長者學員來說,是寶貴的學習體驗,印證他們的學習成果。

#### 青年牧養 碩士課程

教會事工計畫與香港中文大學崇基學院神學院合辦神學碩士課程的「輔導與青少年牧養」單元,講授輔導青少年的理論及技巧, 裝備教牧同工更全面及更有效事奉。

#### 傳媒教育

傳媒教育本年度推行由本處服務發展基金資助的「全民傳媒人」兒童傳媒教育計畫,以兩個不同媒體範疇(分別為文字及影像),讓同學們參與其中,並於08/09學年舉行聯校講座,參觀報社/教育片場及進行訓練工作坊(每校10堂),最後是成品製作、欣賞及解説(debriefing)分享會。

是次計畫的合作伙伴為星島日報及李力持導演。8間學校的小記者合作出版一份以少年口味及角度去策劃及編輯的《小記者日報》。另外,4間參與短片製作的學校,均需完成4段3分鐘的短片,重點乃從少年人角度去思考傳媒的影響力。透過參與,同學能夠更實在地掌握信息傳播者的責任,及道德操守的重要。兩個範疇的製成品,均被派發到教育局及全港小學供參考。

#### **Self-actualisation through Elder Learning**

Institute of the Third Age organised a musical concert at Henry G Leong Yaumatei Community Centre on 13 December 2008. Elder students from singing classes performed and reminisced with an audience of more than 200 about the popular classic oldies from the 1960s to the 1990s. The Institute also hosted an exhibition, namely "A Passion for Chinese Calligraphy and Painting" at the Hong Kong Cultural Centre from 6 to 8 March 2009. Artworks by 40 elder students from classes of Chinese Calligraphy and Chinese Painting were exhibited. Both the concert and the exhibition demonstrated elder learners' proven learning outcomes.

## **Master of Theology Course**

Service Project for the Church co-offered with the Divinity School, Chung Chi College, The Chinese University of Hong Kong, the course "Counselling and Youth Ministry" in the Master of Theology programme. The course equipped pastoral Christians to serve more comprehensively and effectively by introducing them to theories and skills in youth counselling.

#### **Media Education**

Funded by the Agency's Service Development Fund, the "All People are Communicators" - Children Media Education Programme was designed. The programme was comprised of two areas: print and visual media. Joint school talks, visits and training workshops (10 sessions for each school) were organised for the respective medium. It was then rounded up by a sharing and debriefing session. The programme was co-supported by Singtao News Corporation and film director, Mr. LEE Lik Chee.

226 students from 12 primary schools participated in the programme during the school year of 08-09. Students had to collaborate to do reporting for an 8-page "Junior Reporter Post", an experimental tabloid newspaper for primary school students. They had also produced short videos that were focused on the theme of 'Media and Me'. Through participation, students learnt about the characteristics of the individual medium, production skills, code of ethics and responsibilities.



星島日報副總編輯張翠娟女士 於報章編採分享解説會上與同 學們分享意見。 Ms Kandy CHEUNG, Deputy Chief Editor of Sing Tao Daily shared her views with the students in the Debriefing session of the Newsreporting Training Workshop.

# 長者及健康 Elderly & Health

In views of opportunities and challenges of the ageing population; and to speed up service development, the Elderly and Health Core Business have undergone a re-engineering process. With the continuum of care service framework, we have categorised our service units in Kwun Tong, Shamshuipo, Tsing Yi as well as Hong Kong South, into three groups, namely the Active Ageing Integrated Service, Community Care and Support Integrated Service, as well as the Residential Care and Support Integrated Service. Besides, in order to have timely response and advocate for appropriate policies when encountering with rapid changing societal needs, special projects have been launched, including Elderly Service Special Projects (ESSP) and Project on Elder Abuse Reconciliation Service (EARS). Last but not least, through the provision of various health promotion programmes and together with the specialist services of medical and dental clinic, we aim to provide seamless medical and care services to the community-in-need so as to maintain the state of wellness.

婆婆已入住政府安老院,過往兩年,好感謝各位員工的照顧及幫忙。您們的工作對社會是好有意義的,對於每位體弱的老人家也很重要的。本人也感受到各位對老人家的尊敬、愛心、真心的態度, 所以我非常的尊敬各位……永遠的感謝您們。

My mother has been admitted to a subvented elderly home, and sincerely I'm writing to thank for your care for her throughout these two years. I could feel the respect, love and truly attitude of your staff in taking care of the elderly in your centre. Your service is meaningful for the society, especially for those frail elderly living in the community. I am very grateful and want to show my respect and appreciation to all of you.

長者日間護理中心會員梁婆婆家人盧女士 Ms LO, Carer of member of Day Care Centre for the Elderly



護老者,面對很大壓力,多得中心姑娘幫助及鼓勵,丈夫獲得 適合的照顧,而我亦在中心展開了精彩的晚年生活。

Carer faces great pressure. With many thanks to the workers at the elderly centre, my husband has been given appropriate care and I have enjoyed a good life at Shun Lee Neighbourhood Elderly Centre.

順利長者鄰舍中心護老者李燕心女士 Ms LI Yin Shum, Carer of Shun Lee Neighbourhood Elderly Cent<mark>re</mark>



# 長者服務使用者人數 Number of Users of Service Units

| 長者服務單位 Elderly Service Unit   |  |
|---|--|
| 躍動晚年綜合服務<br>Active Ageing Integrated Service  | 平均每月會員人數<br>No. of Members (per month) |
| 雲漢長者地區中心 Wan Hon District Elderly Community Centre  | 1,235                                  |
| 雲漢長者地區中心 (綜合家居照顧服務)<br>Integrated Home Care Service Team of Wan Hon District Elderly Community Centre | 245                                    |
| 雲漢長者地區中心 (長者支援服務)<br>Support Team for the Elderly of Wan Hon District Elderly Community Centre        | 1,558                                  |
| 幸福長者鄰舍中心 Fortune Neighbourhood Elderly Centre   | 474                                    |
| 蘇屋長者鄰舍中心 So Uk Neighbourhood Elderly Centre   | 430                                    |
| 順利長者鄰舍中心 Shun Lee Neighbourhood Elderly Centre  | 633                                    |
| 社區照顧及支援綜合服務 Community Care and Support Integrated Service   |  |
| 深水埗綜合家居照顧服務 Shamshuipo Integrated Home Care Service Team  | 824                                    |
| 展華長者日間護理中心 Chin Wah Day Care Centre for the Elderly   | 123                                    |
| 荷花長者日間護理中心 Lotus Day Care Centre for the Elderly  | 85                                     |
| 院舍照顧及支援綜合服務 Residential Care and Support Integrated Service   |  |
| 長發安老院 Cheung Fat Home for the Elderly   | 82                                     |
| 順利宿舍 Shun Lee Hostel  | 74                                     |
| 華康宿舍 Wah Hong Hostel  | 60                                     |
| 長者特別事工計畫<br>Elderly Service Special Projects  | 參與人數<br>No. of Participants            |
| 全港長者運動會 Athletic Gala for the Elderly<br>(including cheering and the tai chi group participants)      | 1,011                                  |
| 長者評議會 Elderly Council   | 52                                     |
| 居家樂逍遙計畫Home Improvement Project   | 231                                    |
| 健康推廣計畫 Health Promotion Project   | 213                                    |
| 頌和長者服務計畫 Project on Elder Abuse Reconciliation Service  | 21                                     |
| 總數 Total:   | 7,351                                  |
|   |  |

# 長者及健康 Elderly & Health

#### 持續倡導 防治虐老

本處一直致力倡導虐老防治的工作。在過 去三年透過公益金資助,推展「頌和長者服 務計畫」,運用調解輔導協助受虐長者及其 家庭,成功跟進及處理不少個案。為進一 步喚起社會關注及響應第三屆世界關注長 者被虐日(即6月15日),舉行「不再懼怕,站 起來」典禮,邀請幾位曾接受頌和長者服務 的過來人,勇敢站起來,分享他們走出人 生困境的心路歷程,讓社會人士體會長者 如何懷着尊嚴,展開人生新一頁。除了得 到報章廣泛報道,當日「防虐老大使」胡楓 先生亦有到場替長者打氣作出鼓勵。由於 長者夫婦間被虐數字有上升趨勢,轄下長 者地區中心,得到勞工及福利局安老事務 委員會資助,推展「珍愛家」防治虐老計 **畫**,舉行一系列長者夫婦小組、日營及護 老者休息日等,以紓緩及改善長者夫婦及 家人間的緊張關係。

#### **Unceasing Advocacy to Combat Elder Abuse**

We have been working tirelessly to advocate for prevention of elder abuse. With the continuous funding support from Community Chest, we successfully rendered elder mediation service to many needy elderlies and families through the Project EARS. To further enhance public awareness and echo the 3rd World Elder Abuse Awareness Day (15 June), "Fear Not, Stand Up " Programme has been launched, wherein three elder abuse survivors have been invited to share their experience. The Programme has not only attracted the attention of the mass media, our celebrity ambassador Mr WU Fung has also been there to cheer for the elderlies as well. Knowing that the number of elderly couple abuse cases is on the rising trend, we have been able to secure funding support from the Elderly Commission of Labour and Welfare Bureau, to organise the "Loving Home" Against Elder Abuse Programme. And through organising couple groups, day camps and care-taker rest day, positive results have been recognised in releasing the possible tension among elderly couples and family members.

# 輔導服務使用者及其家庭的主要關注 Major Concern of the Service Users and Family Systems of the Counselling Service

| major concern of the service osers and running systems of the cours |                    |                      |
|---|--------------------|----------------------|
| 主要問題分類<br>Main Problems   | 人數<br>No. of Cases | 百分率(%)<br>Percentage |
| 生理疾病 Physical Illness   | 259                | 48.23                |
| 情緒困擾 Emotional Problem / Depressive Mood                            | 75                 | 14                   |
| 適應晚年生活 Adjustment to Ageing Process                                 | 64                 | 11.92                |
| 認知缺損 Cognitive Impairment   | 30                 | 5.59                 |
| 虐待老人 Elder Abuse  | 27                 | 5.03                 |
| 護老支援 Carer Stress and Support                                       | 23                 | 4.28                 |
| 房屋需要 Accommodation Arrangement                                      | 17                 | 3.16                 |
| 婚姻關係 Marital Relationship   | 13                 | 2.42                 |
| 經濟困難 Financial Constraint   | 7                  | 1.3                  |
| 親子關係 Parent-child Relationship                                      | 6                  | 1.11                 |
| 姻親關係 In-law Relationship  | 3                  | 0.56                 |
| 子孫關係 Inter-generational Relationship                                | 2                  | 0.37                 |
| 適應生理的殘障 Adjustment to Physical Handicapped                          | 2                  | 0.37                 |
| 精神病 Mental Illness  | 2                  | 0.37                 |
| 企圖自殺問題 Suicidal Ideation  | 2                  | 0.37                 |
| 與鄰居/同住者的衝突 Conflicts with Neighbour/Co-residents                    | 1                  | 0.18                 |
| 其他 Others   | 4                  | 0.74                 |
| 個案總數 Total Cases:   | 537                | 100                  |

雲漢中心是我的家,我在中心感到安樂和開心,大家的關係不分彼此, 好似兄弟姊妹一樣。我已82歲了,仍會每天由馬鞍山到位於觀塘的中心。

Wan Hon District Elderly Community Centre is my "home". I feel happy and peaceful when I'm in the centre. We share everything like brothers and sisters. I am 82 and keep going to the centre in Kwun Tong everyday from Ma On Shan.

雲漢長者地區中心會員朱妙容女士 Mrs CHU Miu Yung, Member of Wan Hon District Elderly Community Cent<mark>re</mark>

# **Continuous Health Promotion to Ageing in Place**

The Core Business has devoted endless energy to promote a healthy lifestyle. On top of a wide range of health check-up and follow up packages, specialist services of our Clinic have been extended to include psychiatric and podiatry. Besides, with the support from Health Care Research and Promotion Fund of Food and Health Bureau, the district elderly community centre and neighbourhood centres have initiated and operated a "Health Club". Through the active participation of trained elderly health mentors and collaborating with health care organisations, we were able to systematically promote healthy life habits among the seniors and generate life-long benefit. Moreover, the psychosocial well-being of the aged is of our paramount concern. Thus, we further developed the Elderly Outreaching Service, so as to identify those "hidden elders". By using strength-based working approach, we tried to identify the potential and resilience of the elderlies, to encourage them to get connected with the outside world so as to prevent further social isolation. In views of the mounting need of those deprived elderly and low income families; the household environment of which are prone to risk of accidents or require refurbishment of furniture and equipment, we have not only, with the request from the Social Welfare Department, kicked off the Home Environment Improvement Scheme for the Elderly (HEISE). Before that, we have also been working continuously to fill the gap and rendered the Home Improvement Project to the elderly, as well as those families in need. Last year, over 460 applications have been handled with 510 items on purchase of furniture and appliances, and 200 items on refurbishment and maintenance programmes, with total funding amount to HK\$1,140,000.

## **Quality and Quantity Enhancement of Long Term Care**

To further enhance the quality of long term care and work for excellence, our three Elderly Homes and Integrated Home Care Service Team have undergone revamping process with the support from our Professional Development and Quality Assurance Core Business. At the same time, through collaborating with Hong Kong Baptist University, Fall Prevention Programmes, including awareness trainings, safest home election campaign and so forth have been organised. Besides, fall risk assessment and individual care planning have been tailor made for the high risk residents. Looking ahead, we are going to continuously adopt the strength perspective in service provision, appreciating the potential and strength of the elderly, providing with them opportunities to lead a happy, positive and meaningful life.

健康生活 社區安老

業務一向積極推廣健康生活模式,除了提供 多項保健診療計畫,去年,診所更增設足部 診療及精神科專科服務。同時,得到食物及 衛生局健康護理及促進基金撥款,於長者地 區及鄰舍中心,以健康俱樂部形式培訓長者 健康大使、聯繫專業醫護團體、推動長者對 飲食營養、運動及口腔健康的關注和鼓勵建 立恆常健康生活習慣。我們非常關顧長者心 靈需要,繼續推展「耆跡」長者外展支援服 務,組織婦女和地區義工,識別有需要的長 者,以「強項為本」的手法,引發其動力及能 力感,讓長者能具信心與社會聯繫,協助他 們走出隱蔽。另外,有見於很多清貧長者及 家庭急需改善家居環境,除了透過社會福利 署資助的「長者家居環境改善計畫」,改善長 者的居住條件外,業務於年內繼續推展[居 家樂逍遙」計畫。截至年底,計畫共收到460 個申請,當中包括資助購買傢具及電器超過 510項,及達到200項的裝修及維修工程, 總資助金額超過114萬。此項計畫不單止為 有需要的長者,亦向清貧的家庭,提供快捷 及適時的家居維修及傢具購置津助和支援。

#### 長期照顧 質量提升

有以強項為本的方向, 創造更多機會議長 者發揮潛能, 積極投入正向 健康的晚年生活。

香港建築師學會為居家樂逍遙受惠家庭重新設計家居環境,以善用活動的空間。 The Hong Kong Institute of Architects provided voluntary services for Home Improvement Project clients to improve their living environment.

# 長者及健康 Elderly & Health



診所服務人次 **Attendance in Medical Check-up Programme** 

|                          |  |                      | -         |
|--------------------------|--|----------------------|-----------|
| 服務 Service               |  | 人次 No. of Attendance | 總人次 Total |
| 各科診症服務                   | 普通科 General Medical                          | 6,887                | 11,565    |
| Consultation             | 牙科 Dental                                    | 3,011                |           |
| Services                 | 眼科 Ophthalmology                             | 941                  |           |
|                          | 足病診療科 Podiatry                               | 293                  |           |
|                          | 皮膚科 Dermatology                              | 156                  |           |
|                          | 骨科 Orthopaedic                               | 130                  |           |
|                          | 婦科 Gynaecology                               | 100                  |           |
|                          | 耳鼻喉科 Otorhinolaryngology (1/4/08-30/5/0      | 8) 22                |           |
|                          | 精神科 Psychiatry (1/12/08-31/3/09)             | 20                   |           |
|                          | 外科 Surgery                                   | 5                    |           |
| 防疫注射保健計畫                 | 流行性感冒防疫注射 Influenza Vaccine                  | 189                  | 259       |
| Health Promotion         | 乙型肝炎防疫注射 Hepatitis B Vaccine                 | 21                   |           |
| (Vaccination) Programmes | 破傷風 Te-Anatosal Vaccine                      | 21                   |           |
| rrogrammes               | 乙型肝炎抗原及抗體抽血檢驗                                | 11                   |           |
|                          | Blood Test (Hepatitis Bs Antigen & Antibody) |                      |           |
|                          | 甲型肝炎防疫注射 Hepatitis A Vaccine                 | 6                    |           |
|                          | 甲型及乙型肝炎防疫注射 Hepatitis A + B Vacc             |                      |           |
|                          | 水痘注射 Chickenpox Vaccine                      | 5                    |           |
| 各類驗身服務                   | 入職前驗身 Pre-employment Check-up                | 597                  | 1,068     |
| Medical Check-up         | 入讀幼兒學校驗身                                     | 339                  |           |
| Programmes               | Pre-admission to Nursery School Check-up     |                      |           |
|                          | 成人驗身 Health Check-up for Adult               | 59                   |           |
|                          | 婦科 Gynaecological                            | 53                   |           |
|                          | 婚前驗身 Pre-marriage Check-up                   | 11                   |           |
|                          | 外籍傭工驗身                                       | 5                    |           |
|                          | Pre-employment Check-up for Domestic Helpe   |                      |           |
|                          | 癌症檢驗 Cancer Investigation                    | 4                    |           |

# 家庭及社區 Family & Community

我們透過綜合家庭服務中心、臨床心理學服務、寄養服務、兒童之家服務、日間展能中心服務和社區網絡服務,為有需要的個人和家庭提供支援,協助他們解決問題,重建家庭動力。另外,我們亦透過影音製作,推廣社區教育。

We continued to offer community support services to individuals and families encountering difficulties through our integrated family service centre, clinical psychology service, foster care service, small group home service, day activity training centre and community networking service. We also make use of audio-visual productions to promote community education.

我十分多謝妳時常開解我、關心我和安慰我,令我在這兩年的時間內進步了。

You always care about me, comfort me, and give me guidance. Thank you very much! In the past two years, I got improvements.

天瑞兒童之家兒童明仔 Ming, child of Small Group Home

> 感謝有機會參與「讓我快樂」抑鬱情緒認知治療小組,讓我明白這個世界充滿 愛和關懷,當中我們有笑、有淚,很充實,更感謝社工對我們的包容、耐性 和引導!謝謝!

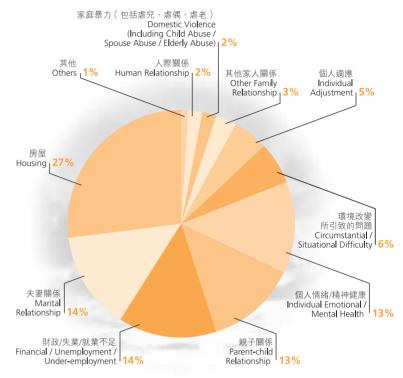
It's thankful to have a chance to join the "Be Happy" cognitive therapy depression group. The group helped me to be aware of the love and care in the world. We had laughter, tear and fruitful sharing. We really appreciated the social workers' acceptance, patience and guidance. Thanks!

天倫綜合家庭服務中心小組組員幸福人 Group member of Family Networks



家庭及社區 Family & Community

# 家庭個案問題分布 Problem Distribution of Family Cases



個案總數 1,610

#### 提供社區支援 服務有困難的家庭

在過去一年,我們為區內的個人和家庭提供了2,269個個案服務,其中936個個案,最後成功完成個案目標而停止服務。此外我們更舉辦不同類型的小組和社區活動,為有需要的個人和家庭提供適切的援助和發展機會。

年度內,我們得到獎券基金的資助,在天倫 綜合家庭服務中心進行大型的維修和設施更 新工程。有關工程已完成,區內人士可以在 一個現代化和舒適的環境接受服務。

# 推行社區教育 促進精神健康

我們了解當有成員患上精神病,對家庭各成員均構成不少壓力。為了有效支援這些家庭和精神病康復者,我們舉辦了認知治療小組,協助抑鬱病患者學習處理情緒。除此之外,我們亦舉辦了不同的活動促進精神病康復者與家人的溝通和關係。

年度內,我們舉辦了旨在促進參加者的個 人成長和人際關係的小組活動。另外我們 亦舉辦不同的小組提升參加者處理壓力的 能力。

#### **Community Support Services for Families with Difficulties**

During the year, we served 2,269 cases, among them 936 were closed upon completion of case goal. Besides, we organised various groups and programmes to meet the various educational and developmental needs of individuals and families.

With support from the Lottery Fund, we started a major renovation in our Family Networks—Yau Tsim Integrated Family Service Centre to improve the environment and facilities of the centre. By end of the past year, majority of the renovation work was completed. Service users can now enjoy the centre service in a relatively modern and comfortable environment.

# **Promote Community Education in Nurturing Knowledge of Mental Health**

We understand that having a member suffering from mental problem posts much pressure on the family. In order to support these families and individuals suffering from mental problem, we adopted the cognitive therapy approach to help individuals suffering from depression in learning how to manage their emotions. Besides, we conducted various programmes and activities to promote the communication and relationship between individual having experience of mental problem and other members of the families.

天倫綜合家庭服務中心在美國通用電氣公司的贊助 及義工的支持下,舉辦「小天使送暖行動」,

-起體驗施與受的喜悦。

With the sponsor and volunteers support from the General Electric International Inc., Family Networks had organised the "Little Angel Warmth-giving" project so as to experience the joy of giving and receiving.



為了有效協助家庭面對「金融海嘯」的衝擊,我們出版了「迎挑戰,同跨過金融海嘯」小冊子,廣泛派發及上載本處網頁,以便有需要的家庭及早得知如何渡過困難。

## 凝聚社區力量 服侍弱勢社群

我們了解到和諧的家庭,除了需要家庭成員的齊心努力外,也有賴於社區人士和團體支持。我們積極地與地區內熱心人士和團體,一同服侍區內的弱勢社群。年度內,我們與地區內超過90個團體和人士合作,為貧困家庭、兒童、獨居長者、單親家庭、新來港人士和少數族裔人士提供服務。

During the year, we organised various groups to help participants to learn the proper ways in handling stress. We also organised various groups to nurture participants' individual growth and development in human relationship. In order to support the families to face the challenges from the 'financial tsunami', we published a booklet on this topic, which was widely distributed in the community and was uploaded to our website, thus making the message available to families for easy reference in combating the challenge.

# **Promote Community Concern to the Deprived Groups**

We understand that apart from the effort of the family members, support from the community is also very important in promoting a harmonised family environment. We called up the community to show concern to the deprived families. During the year, we collaborated with more than 90 community groups, organisations and individuals to offer help to the underprivileged, including the low incomed families and their children, single elderly, single parent families, and families of the ethnic minority and new arrivals from the Mainland.

# 日間展能中心學員主要問題分布 Distribution of Main Problems of Adults Attending Day Activity Centre

| 問題 Problem   | 問題種類 Types of Problem      |                         | 備註 Remarks                         |                                      |   |
|--|----------------------------|-------------------------|------------------------------------|--------------------------------------|---|
|  | 智障<br>Mentally Handicapped |                         | 自閉症/自閉傾向<br>Autism/Autism Features | 自閉症及過度活躍<br>Autism and Hyperactivity |   |
|  | 低度<br>Mild<br>Grade        | 中度<br>Moderate<br>Grade | 嚴重<br>Severe<br>Grade              | 17                                   | 2 |
| 聽覺/語言受損<br>Hearing/Speech<br>Impairment              | 0                          | 0                       | 0                                  |                                      |   |
| 身體傷殘<br>Physically Handicapped                       | 2                          | 2                       | 1                                  |                                      |   |
| 視覺受損<br>Visual Impairment                            | 0                          | 0                       | 1                                  |                                      |   |
| 沒有身體殘障及其他殘缺<br>Without Physical or<br>Other Handicap | 9                          | 45                      | 5                                  |                                      |   |
| 個案總數<br>Total No. of Cases:                          | 11                         | 47                      | 7                                  |                                      |   |

# 家庭及社區 Family & Community

# 兒童離開兒童之家、寄養服務的去向 Placement of Children upon Discharge from Small Group Home Service or Foster Care Service

|   | 離開服務後的去向<br>Placement of<br>Children upon<br>Discharge   | 寄養服務<br>Foster Care<br>Service | 緊急寄養服務<br>Emergency<br>Foster Care<br>Service | 日間寄養服務<br>Day Foster<br>Care Service | 兒童之家服務<br>Small Group<br>Home Service | 緊急/短暫<br>兒童之家服務<br>Emergency/Short-term<br>Small Group Home<br>Service | 個案總數<br>Total Cases |
|---|--|--------------------------------|---|--------------------------------------|---------------------------------------|--|---------------------|
| Н |  | N=44                           | N=68  | N=2                                  | N=31                                  | N=20   | N=165               |
|   | 回家團聚<br>Return Home                                      | 68.2%                          | 51.5%   | 100.0%                               | 74.2%                                 | 65.0%  | 62.4%               |
|   | 領養<br>Adoption   | 13.6%                          | 4.4%  | 0.0%                                 | 0.0%                                  | 0.0%   | 5.5%                |
|   | 轉介寄養服務<br>Transfer to Foster<br>Care Service             | 0.0%                           | 27.9%   | 0.0%                                 | 0.0%                                  | 0.0%   | 11.5%               |
|   | 轉介兒童之家服務<br>Transfer to Small<br>Group Home Service      | 2.3%                           | 5.9%  | 0.0%                                 | 0.0%                                  | 0.0%   | 3.0%                |
|   | 轉介往其他<br>住宿照顧服務<br>Transfer to Other<br>Residential Unit | 15.9%                          | 10.3%   | 0.0%                                 | 25.8%                                 | 35.0%  | 17.6%               |
|   | 總數 Total Cases:  | 100.0%                         | 100.0%  | 100.0%                               | 100.0%                                | 100.0%   | 100.0%              |
|   |  |                                |   |                                      |                                       |  |                     |

N=個案數目 No. of cases

# 著力服務對象的充權 發揮互助精神 共建關懷社區

## **Empowered Service Users to Serve the Community**

We believe that we all have the ability and power to help and support those in need. We actively encouraged service users to help other individuals and families encountering similar difficulties like themselves by sharing their own experiences. During the year, we successfully trained up 27 service users as "family support person" to offer help to families, which were socially isolated and with relatively low motivation in seeking help. These "family support persons" successfully encouraged 85 families to make use of various community resources in solving their problems. We also grouped people having similar difficulties to form "mutual supportive groups"; and we organised 5 of such mutual help groups during the year. Besides, we also organised service users to offer various volunteer services to individuals and families in need.





兒童探訪長者宿舍,與老人家一同唱歌及玩遊戲, 渡過一個愉快的下午。 Children visited hostel for the elderly and had a cheerful afternoon.

我們十分關注「獨留兒童在家」而引致兒童發生意外甚至死亡的事件,因此進行了「獨留兒童在家」調查研究。訪問了168位5歲至15歲來自寄養服務、兒童之家服務及綜合家庭服務中心的兒童,了解他們被獨留在家家庭服務中心的兒童,了解他們被獨留在家的情況、感受、心聲和他們對父母因獨留兒童在家而被罰的感受。我們在6月份舉行新聞發布會,公布研究結果,和倡導政府及公眾人士在關注獨留兒童在家的事情上,除了考慮向有關的父母施予刑罰外,亦應情、理兼備地同時提供兒童照顧服務和配備一套完整的政策,幫助父母照顧兒童。

#### 支援天水圍 成立男士網絡

由於過去較難網絡區內男士,本處年內於區內開展了一項新的服務計畫一天北男士網絡。至2009年3月,該計畫已成功招募一百多位男士成為會員,並成立了四個社旁網絡。此外,透過成立「男士會所」,在了個人對區內男士聚集,從中催化極上,不便社區網絡計畫於年內分別成立了連,計劃亦進行了成效研究,發現計畫

We also concern about the frequent occurence of serious accidents to children being left unattended at home. In order to understand the situation, the feelings of these children and their reaction towards their parents being penalised for the act; we conducted a survey to collect opinion from 168 children aged 5-15 who were recipients of Foster Care Service, Small Group Home Service and Integrated Family Service Centre. A press conference was held in June to report the research findings and we advocated that solving problem cannot be done by just punishing the parents, since it would cause emotional damage to the children. Both the government and the public should in the future, come up with a set of comprehensive child care service and policy to help the parents.

# Support Tin Shui Wai District and Build Up Men's Network

As it had been rather difficult to include men in community networking, a new service project, the Men's Project in Tin Shui Wai North was launched in the district in August 2008. Up to the end of March 2009, more than 100 men have been engaged in the project and 4 networks have been successfully set up. As a mini club house had also set up, men then used to have gatherings; hence mutual sharing and support were further facilitated.

In the year, Tin Heng Community Networking Project has set up 2 more networks for parents of autistic children and single mothers. Besides, an effectiveness study has proved the service to be effective in building up residents' community networks.

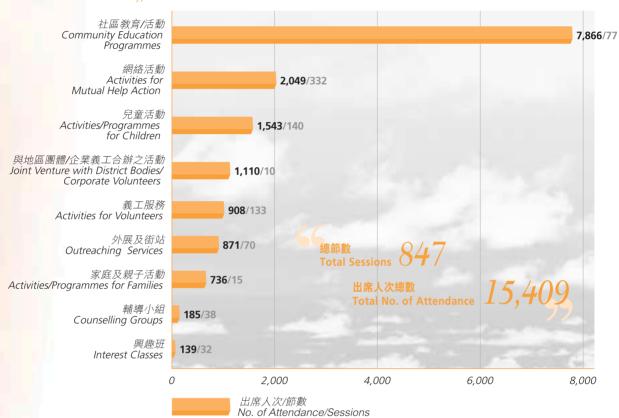


十名天恆邨街坊獲選為好鄰居,並於頒獎典禮中接受嘉許。 Ten residents in Tin Heng Estate were selected as 'Good Neighbours' and awarded in the ceremony.

# 家庭及社區 Family & Community

# 天水圍北社區服務 2008-09年度活動分布及出席人次 Distribution of Activities and Attendance of Tin Shui Wai North Community Service

活動種類 Type of Activities



# 製作影音 推廣社區教育

傳播中心一向為本處及外界團體提供影片及 錄音的製作服務。本年度,傳播中心主力為 本處不同的服務單位製作活動影片及聲音光 碟合共28輯,部分影片已上載於本處的網頁 〈www.hkcs.org〉。另外,我們亦為「愛·分 享券」重新攝製一輯影片,讓義工在售賣分享 券的過程中,能夠掌握更多與途人溝通的技

巧。而本處的機構影片介紹,亦 正如火如荼地在製作中,完成後 會製成光碟(包括廣東話、普通 話及英語三個版本)派發到各單 位使用。

> 機構最新影片的其中一個鏡頭。 A shot of our new Agency video.

#### **Promote Community Education through Audiovisual Productions**

Communications Centre is responsible for the audiovisual productions for HKCS and other outside organisations. For our units, this year we had 28 productions. Some of the videos were already uploaded to our website <www.hkcs.org>. Moreover, we had produced a video about the event "Love & Sharing Ticket Sale" for volunteers to learn more about communication skills with the public. And the new Agency video will be finished in a DVD format including Cantonese, Putonghua and English versions. Discs will be distributed to all service units.



# 成長及社會復康 Growth & Social Rehabilitation

我們確認每個人的潛能與價值,並會因應服務對象的成長需要及所面對的困難,開發多元化資源,倡導有助他們成長的政策及條件,為他們提供適切的服務,更關注被忽略和身處不利環境的社群。我們的服務包括不同種類的青少年服務、藥物濫用預防及康復服務、南亞裔人士服務,及專為有特別需要社群而設的服務計畫,如為貧窮家庭而設計的「愛家・愛玩樂」計畫、為父母患有長期病的子女而設計的「生命MSN」計畫等。

We affirm the value and uniqueness of individual and are particularly concerned for the neglected groups. We provide a wide scope of services to meet their needs, and work with them in coping with their problems. Our services include children and youth services, prevention and rehabilitation services for substance abusers, services for South Asians, and tailor-made projects designed for special groups like "Play@Home" for poor families, and "Life MSN" for the children of parents suffered from chronic illness.

我好高興能參加南Teen會,在我參加南Teen會前,我經常在網吧流連。因我不懂得講廣東話,我 漸漸變得沒有動機去找工作。當我參加南Teen會後,我的生活變得多姿多彩。我喜歡參加露營活 動,因這令我擴闊眼界,亦讓我可以與其他人交流。

I am happy to join the South Asian Happy Teens Club(SAHTC). Before joining it, I was often hanging out in the cyber and I got low motivation to get a job as I don't know any about Cantonese. After joining the SAHTC, my life is more fruitful. I love joining their camping activity which could broaden my horizons and it allows me to exchange ideas with the other people.

南Teen會會員Sunil LIMBU Sunil LIMBU, member of SAHTC

> 學校社工及活動工作員的忠心、熱誠和良好工作表現,都可評為 優質服務,他們對學生的照顧,實在遠超一般人所負擔。

The school social worker and programme worker provide excellent service to our students. Their loyalty, passion and good performance are far beyond standard.

學校老師蕭文耀 SIU Man Yiu, school teach<mark>er</mark>



# 成長及社會復康 Growth & Social Rehabilitation

我以前不喜歡出來見人,現在我很想和兒子一起參加活動, 因為這帶給我很大的歡樂,令我感到很歡欣。

I used to hide myself at home from meeting people, now I do want to join the activities with my son because that bring me fun and make me very joyful.

家長寶珍(假名) Po Chun, Parent (Fake name)

透過大哥哥大姐姐計畫,以及團隊建立活動, 本地和南亞裔人士得以成功建立互信的關係, 並一同攜手面對和克服眼前的挑戰。

Through building up of genuine mentormentee relationship, local Chinese and South Asians join hands to overcome the challenges.



# 個案濫用藥物種類分布 Distribution of Types of Substance Abused

| 藥物種類 Types of Substance | 個案數目 No. of Cases |
|-------------------------|-------------------|
| 氯氨酮 Katamine            | 505               |
| 咳藥 Cough Mixture        | 96                |
| 冰 Ice                   | 72                |
| 海洛英 Heroin              | 56                |
| 大麻 Cannabis             | 29                |
| 可卡因 Cocaine             | 28                |
| 搖頭丸 Ecstasy             | 26                |
| 安眠藥(鎮靜劑 ) Tranquilizers | 25                |
| 合共 Total:               | 837               |

#### 開拓資源 關顧弱勢社群

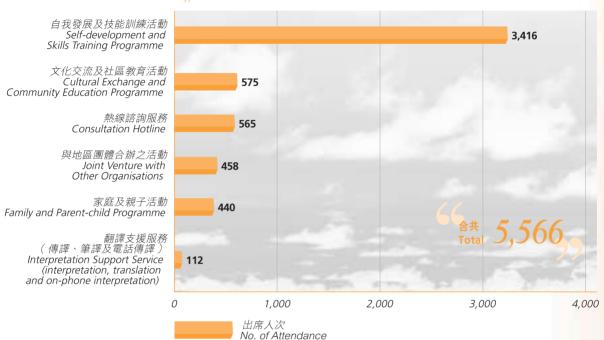
金融海嘯不單直接影響不少人的生計,對於 一群處於不利環境的服務對象,他們所面對 的困境更是嚴峻。開發資源,為弱勢社群在 危機中激發正面的生命能量,是我們在過去 一年的重點工作。去年,我們得到香港賽馬 會慈善信託基金資助,成立了「香港賽馬會社 區資助計劃-南天網絡」,著力於促進南亞裔 婦女在港的適應,及強化她們的社會參與; 同時,我們又得到傅德蔭基金有限公司贊 助,成立了「南Teen會」,專注協助南亞裔兒 童及青少年發展潛能、對抗逆境。去年9月, 我們得到滙豐銀行慈善基金透過公益金的贊 助,成立「隱蔽」成人上門輔導服務,協助一 群受「隱蔽」困擾的成年人走出困境。此外, 我們又得到余兆麒醫療基金撥款資助「牙腔新 生」計畫,讓戒藥者能改善他們的牙腔健康和 儀容,增強他們的自信心和自我形象,在成 功戒藥後提升尋找工作的機會。

## **Concern for the Disadvantaged**

The nightmare of the "financial tsunami" not only had taken away many people's meal tickets; but also washed away their faith. Life was even harder for the disadvantaged groups. Last year, we focused on seeking resources to help the deprived and the neglected to cope with their stress. We got support from the Hong Kong Jockey Club Project Grant to fund our Integrated Service Centre for Local South Asians, which is used for a series of awarding scheme in encouraging South Asian ladies to enhance their participation in the society. Furthermore, Fu Tak lam Foundation Limited also funded our South Asian Happy Teens Club, which facilitated young South Asians in developing their potential and resisting negative circumstances. On the other hand, with support of the Hong Kong Bank Foundation through a donation to the Community Chest, the Project Adult Re-link was set up in September last year to help a group of "socially withdrawn adults" to re-integrate into the society. Besides, the S.K. Yee Medical Foundation funded our Project "Teeth Reborn", which helped the substance abusers to relieve discomfort in their teeth, and enhanced their confidence so as to increase their possibilities of success in finding jobs after rehabilitation.

# 南亞裔服務種類及人次 Service Type & Attendence of South Asian Service





## 調查研討 倡導特別需要

近年,社會人士對「特殊學習需要」的認識有所增強,但注意力多聚焦在小學教育,中學階段仍被忽略,而學校社工對這方面的認識亦很薄弱。有見及此,我們率先於2008年6月為全港的中學學校社工舉辦了「如何處理讀寫障礙中學生公開研討會」,更於2008年7月,出版了全港首本為中學學校社工而編寫的「如何處理讀寫障礙中中中學生」學校社工實用手冊,以提高同業的意識和倡導服務需求。另一方面,去年我們進行了一項有關青少年在金融海嘯下所受的

#### **Advocate Special Needs**

In recent years, the awareness of general public on special education needs have been increased steadily. Yet, the focus was limited to primary education and the needs of the secondary school students were much neglected. In June 2008, we took the lead to organise an open seminar, for secondary school social workers in Hong Kong on handling secondary school students with specific learning difficulties. In July 2008, we published the first work manual for Hong Kong secondary school social workers, on handling secondary school students with specific learning difficulties. Concerning the possible impacts of the "financial tsunami" towards young people in Hong Kong, we had also conducted a research in exploring the youth's perception on the economic situation. Following



這就是我的自畫像, 我是值得自己和別人所欣賞的。 This is my self-portrait, I loved myself and I deserved love from others.

## 成長及社會復康 Growth & Social Rehabilitation

## 核心服務人次 Core Services

| 核心服務類別 Types of Core Services  | 服務人次 No. of Users |
|--|-------------------|
| 指導及輔導服務 Guidance and Counselling Service   | 132,590           |
| 社群化服務 Socialisation  | 111,470           |
| 為身處不利環境的青少年提供的支援服務<br>Supportive Service for Young People in Disadvantaged Circumstances | 59,224            |
| 培養社會責任感 Development of Social Responsibility & Competence                                | 49,724            |
| 合共 Total:  | 353,008           |

影響和看法的調查,其後,更透過發布《金融海嘯對低學歷青年就業的影響》調查結果,喚起社會人士關注經濟衰退對一群待業待學及「隱蔽」青年所構成的影響。我們並推動這群低學歷的青少年表達自己的心聲,以積極的行動去應對逆境。

## 共同抗逆 傳揚希望訊息

我們相信常懷希望的人更能面對逆境衝 擊,因此,我們的樂Teen會去年著力推展 「1日3行動」運動,呼籲以「1日1感謝、1日1 關愛、1日1希望」的態度面對逆境。與此同 時,我們與香港大學公共衛生學院及香港 大學心理學系正向心理學研究室合作舉辦 一個名為「愛 + 人『愛家 ● Teen希望』希望故 事」計畫,該計畫為「愛+人:賽馬會和諧 社會計劃|的其中一項家庭支援項目,由香 港賽馬會慈善信託基金捐助。這項先導計 畫藉着鼓勵父母透過講故事的形式,教導 子女希望感的元素,從而提升家庭的快樂 感,並增進父母與子女間的親子關係。我 們亦會就計畫成效進行嚴謹評估研究,從 而發展一套適合本地運用的正向心理學介 入策略。

that, we had held a press conference to release the findings of a survey on "The unemployment situation of low-educated youths in the midst of financial tsunami"; which had successfully aroused public's concern towards the special needs of these youths.

## **Spread a Sense of Hope**

We believed that people with higher hope could cope with life challenges more effectively. Hence, our Happy Teens Club had launched the "1 Day 3 Actions" campaign to call for the public an attitude of "Gratitude, Love and Hope Everyday" in facing the challenges brought by the financial downturn. Furthermore, during the collaboration with the School of Public Health and the Positive Psychology Laboratory of the University of Hong Kong, we started the "FAMILY: H.O.P.E. Project" (Hope-Oriented Parents Education for Families in Hong Kong) which was one of the intervention projects of "FAMILY: A Jockey Club Initiative for a Harmonious Society" funded by The Hong Kong Jockey Club Charities Trust last year. The Project was a psycho-education programme to facilitate hope-oriented communication between parents and their children through story telling. We hope this channel can enable them to have higher hope and more happiness, thus in turn to promote a harmonious relationship between parents and children in a family. Besides, there would be vigorous evidence-based evaluation on the project effectiveness, so as to develop indigenous intervention strategies of Positive Psychology in Hong Kong.



## 專業發展及服務質素 Professional Development & Quality Assurance

## 持續改善 追求卓越表現

機構若要展現出整體性的卓越表現,實在有賴各服務單位及同工在日常的服務中取得績效,並且得到各方面的配合,促成機構成長並達成使命。本業務繼續協助服務單位檢視和優化服務流程和管理系統,從而提升營運效率和效能,亦定期進行恆常的內部評審工作,協助服務單位查找不足,從引發問題的根本原因著手,提出糾正行動,以達致持續改善的目的。

## 培育人才 提升員工質素

要達致卓越服務,除了不斷優化管理系統外,也必須促進同工對卓越服務的追求,因此,我們亦會為同工提供培訓。專門為社會工作員及其他專業同工的需要而設計的「促進輔導效能」培訓課程已接近完成階段,而我們亦因應同工的培訓需要和核心勝任能力要求,制定了全年的培訓計畫,期望透過各類型的培訓活動,加強同工在專業水平和實踐能力上的表現。

### 專業成就 建立學習文化

本處每年均會舉辦「員工獎勵計畫」,目的在於獎勵及公開表揚具卓越服務質素的同工、團隊及服務單位,透過以工作成果作導向,鼓勵同工、團隊及服務單位按照表獨特性作出持續改善、不斷創新,並聚為對一次,不斷創新,並配合機構的願景和特色,在2008/09年度修訂「員工獎勵計畫」的評審準則,務求能與時並進,配合社會服務不同的需要和最新的專業發展。

To promote personal and organisational learning, Professional Development & Quality Assurance Core Business (PCB) provides comprehensive professional training services to our colleagues. Their professional skills and knowledge are therefore enhanced in order to facilitate the provision of excellent services to our service users. Apart from that, PCB strives to foster an environment of continuous improvement. Ever-improving services will be provided to our service users as a result of continual improvement on our management systems. The services scope of PCB includes, but is not limited to, professional training and development, process revamping service, business planning service, internal auditing and continual improvement on quality management systems.

#### In Pursuit of Service Excellence

The Agency strives to pursue service excellence in all aspects. Nevertheless, that could only be attained by fully integrating management systems while having a devoted workforce to deliver ever-improving services to service users. In the past year, we continually support service units to streamline their operating processes and to enhance operational efficiency and effectiveness. We also drive continuous improvement in operations by conducting periodic internal audits and identifying room for improvement. By conducting a comprehensive root-cause analysis, we would then be able to propose corrective actions not only rectifying the identified issues, but also preventing re-occurrence of the same issues in the future.

#### **Workforce Engagement**

A well-executed approach to staff learning and development fosters the achievement of service excellence. As a result, we invest in staff development and personal learning through education and training. We have therefore continually run the "Enhancement of Counselling Effectiveness" training programme, which caters for the training needs of social workers and other professionals. We have also developed an Annual Agency Training Plan to enhance the competency of all staff, which would in turn enhance our service quality.

#### **Professional Achievement**

Over the years, we organise "Outstanding Staff Award Scheme" to recognise our staff for their achievements in performance, to raise their awareness about the importance of quality and performance excellence, and to drive continuous performance enhancement through organisational and personal learning. It also serves as a platform fostering a knowledge transferring culture, and thus driving the Agency towards the pinnacle of its quest for excellence. This year, we have revised the Scheme so that we would keep ourselves current with ever-changing services needs, while dealing with any new service and professional challenge.

## 專業發展及服務質素 Professional Development & Quality Assurance

## 專業發展及服務質素培訓活動 Professional Development and Quality Assurance Training Activities

| 活動<br>Activities  | 對象<br>Target            | 節數<br>No. of Sessions | 參加人數<br>No. of Participants |  |  |
|---|-------------------------|-----------------------|-----------------------------|--|--|
| 核心勝任能力培訓活動 Training Activities on Generic Competencies                |                         |                       |                             |  |  |
| 「優質顧客服務及接待技巧」培訓坊<br>Workshop on "Excellent Customer Service Skills"   | 有關同工<br>Staff Concerned | 3                     | 77                          |  |  |
| 「認識反歧視條例」工作坊<br>Workshop on "Anti-discrimination Ordinances"          | 全體同工<br>All Staff       | 4                     | 48                          |  |  |
| 「有效會議及撰寫會議紀錄」培訓坊<br>Workshop on "Effective Meetings & Report Writing" | 全體同工<br>All Staff       | 1                     | 37                          |  |  |
| 「少數族裔文化認識」培訓坊<br>Culture Sensitive Workshop on Ethnic Minorities      | 全體同工<br>All Staff       | 1                     | 61                          |  |  |
| 專職勝任能力培訓活動 Training Acti  | vities on Functiona     | l Competencies        |                             |  |  |
| 「年度計畫」培訓坊<br>Workshop on "Annual Planning"                            | 有關同工<br>Staff Concerned | 1                     | 12                          |  |  |
| 「質素管理」培訓坊<br>Workshop on "Quality Management"                         | 有關同工<br>Staff Concerned | 1                     | 8                           |  |  |
| 「時間管理」工作坊<br>Workshop on "Time Management"                            | 有關同工<br>Staff Concerned | 1                     | 26                          |  |  |
| 「招聘面談技巧」工作坊<br>Workshop on "Interviewing Skill"                       | 有關同工<br>Staff Concerned | 1                     | 15                          |  |  |
| 「流程設計」工作坊<br>Workshop on "Process Improvement"                        | 有關同工<br>Staff Concerned | 1                     | 8                           |  |  |
| 「提升輔導效能」培訓課程 Counse   | elling Skills Develo    | oment Course          |                             |  |  |
| 「基本輔導技巧」工作坊<br>Workshop on "Basic Counselling Skill"                  | 社會工作員<br>Social Workers | 2                     | 22                          |  |  |
| 「尋解導向治療模式」培訓坊<br>Workshop on "Solution-focused Therapy"               | 社會工作員<br>Social Workers | 4                     | 22                          |  |  |
| 「個案會議」工作坊<br>Workshop on "Case Conference"                            | 社會工作員<br>Social Workers | 2                     | 42                          |  |  |
| 「敘事治療法」培訓坊<br>Workshop on "Narrative Therapy"                         | 社會工作員<br>Social Workers | 6                     | 39                          |  |  |





| 活動<br>Activities   | 對象<br>Target                                      | 節數<br>No. of Sessions | 參加人數<br>No. of Participants |  |  |  |
|--|---|-----------------------|-----------------------------|--|--|--|
| 服務質素培訓活動 Training  | 服務質素培訓活動 Training Activities on Quality Assurance |                       |                             |  |  |  |
| 「卓越服務指標」實踐工作坊<br>Workshop on "Eight Service Indicators for<br>Service Excellence"                                      | 有關服務單位<br>Service Units Concerned                 | 9<br>d                | 163                         |  |  |  |
| 「卓越實踐」導向活動<br>Orientation Programme on Service Excellence  | 新同工<br>New Staff                                  | 4                     | 256                         |  |  |  |
| SQS工作坊<br>Workshop on "Service Quality Standards"  | 有關服務單位<br>Service Units Concerned                 | 3<br>d                | 50                          |  |  |  |
| 「卓越精神強化之旅」日營<br>Day Camp on Service Excellence   | 入職四年以上同工<br>Staff over 4 yrs                      | 2                     | 73                          |  |  |  |
| 「服務質素監察機制」內部評審及模擬練習 Interna  | al Audit on Service Perf                          | ormance Monito        | oring System                |  |  |  |
| 內部評審組內部評審<br>Internal Audit by Internal Audit Team   | 有關服務單位<br>Service Units Concerned                 | 16<br>d               | 20                          |  |  |  |
| 「內審組培訓」工作坊<br>Workshop on "Internal Auditing"  | 有關同工<br>Staff Concerned                           | 2                     | 18                          |  |  |  |
| 其他培訓活動 Ot  | her Training Activities                           |                       |                             |  |  |  |
| 第十七屆員工獎勵計畫-卓越事工獎公開評審交流會<br>The 17th Staff Award Scheme - Sharing and Open<br>Adjudication of Outstanding Project Award | 全體同工<br>All Staff                                 | 2                     | 89                          |  |  |  |
| 「員工獎勵計畫」簡介會<br>Briefing on "Staff Award Scheme"  | 有關同工<br>Staff Concerned                           | 1                     | 17                          |  |  |  |
| 「流程改善服務計畫」分享會<br>Sharing on "Process Revamping Projects"   | 有關同工<br>Staff Concerned                           | 1                     | 13                          |  |  |  |
| 長者及健康核心業務幸福及蘇屋長者鄰舍中心退修日<br>Fortune and So Uk Neighbourhood Elderly Centre,<br>Elderly & Health Core Business Retreat   | 有關同工 1<br>Staff Concerned                         |                       | 15                          |  |  |  |
| 總數 Total:  |   | 69                    | 1,131                       |  |  |  |



## 專業發展及服務質素 Professional Development & Quality Assurance

## 2008至2009年度員工獎勵計畫 2008-2009 Staff Award Scheme

## 卓越員工獎 Outstanding Staff Award

|   | 早越貝工奖 Uutst                      | anding Staff Award   |  |  |  |
|---|----------------------------------|--|--|--|--|
| 同工姓名 Name   | 提名組別 Nomination Group            |  |  |  |  |
| 兒童發展及敎育核心業務 Child Development & Education Core Business |                                  |  |  |  |  |
| 賴素華   | 登記護士                             | 祥華幼兒中心   |  |  |  |
| LAI So Wah  | Registered Nurse                 | Cheung Wah Child Care Centre                               |  |  |  |
| 林玉嬋   | 中心助理員                            | 心橋兒童發展計畫   |  |  |  |
| LAM Yuk Sim   | Centre Assistant                 | Project Bridge for Children's Development                  |  |  |  |
| 伍彩燕   | 資深特殊幼兒工作員                        | 元朗早期教育及訓練中心  |  |  |  |
| NG Choi Yin   | Senior Special Child Care Worker | Yuen Long Early Education and Training Centre              |  |  |  |
| 胡小麗   | 職業治療師                            | 屯門早期教育及訓練中心  |  |  |  |
| WOO Siu Lai   | Occupational Therapist           | Tuen Mun Early Education and Training Centre               |  |  |  |
| 溫穎芝   | 幼兒教師                             | 時代幼兒學校   |  |  |  |
| WAN Wing Chi  | Teacher                          | Times Nursery School                                       |  |  |  |
| 陳文華   | 兼收幼兒教師                           | 觀塘幼兒學校   |  |  |  |
| CHAN Man Wah  | Teacher (IP)                     | Kwun Tong Nursery School                                   |  |  |  |
| 胡翠珊   | 校長                               | 滙豐幼兒學校   |  |  |  |
| WU Chui Shan, Josephine                                 | Principal                        | Wayfoong Nursery School                                    |  |  |  |
| 麥俊賢   | 文員                               | 幼兒教育服務   |  |  |  |
| MAK Chun Yin  | Clerical Assistant               | Early Childhood Education Service                          |  |  |  |
| 江佩琳   | 教師                               | 石硤尾幼兒學校  |  |  |  |
| KONG Pui Lam  | Teacher                          | Shek Kip Mei Nursery School                                |  |  |  |
|   | 教育及訓練核心業務 Educati                | on & Training Core Business                                |  |  |  |
| 潘光榮   | 副校長                              | 觀塘職業訓練中心   |  |  |  |
| POON Kwong Wing   | Vice Principal                   | Kwun Tong Vocational Training Centre                       |  |  |  |
| 劉嘉儀   | 教師                               | 觀塘職業訓練中心   |  |  |  |
| LAU Ka Yee  | Teacher                          | Kwun Tong Vocational Training Centre                       |  |  |  |
| 溫振期   | 教師                               | 培愛學校   |  |  |  |
| WAN Chun Ki   | Teacher                          | Pui Oi School  |  |  |  |
|   | 長者及健康核心業務 Elder                  | ly & Health Core Business                                  |  |  |  |
| 郭偉權   | 起居照顧員                            | 深水埗綜合家居照顧服務隊   |  |  |  |
| KWOK Wai Kuen, Eric                                     | Personal Care Worker             | Shamshuipo Integrated Home Care Service Team               |  |  |  |
|   | 家庭及社區核心業務 Family                 | & Community Core Business                                  |  |  |  |
| 洪家達   | 中心助理                             | 天倫綜合家庭服務中心   |  |  |  |
| HUNG Ka Tat   | Centre Assistant                 | Family Networks: Yau Tsim Integrated Family Service Centre |  |  |  |
| 盧婉婷   | 社會工作員                            | 天倫綜合家庭服務中心   |  |  |  |
| LO Yuen Ting  | Social Worker                    | Family Networks: Yau Tsim Integrated Family Service Centre |  |  |  |
| 伍蓮好   | 兒童之家代家長                          | 天慈兒童之家   |  |  |  |
| NG Lin Ho   | Relief Houseparent               | Tin Tsz Small Group Home                                   |  |  |  |
| 黃寶玉   | 半職代家長                            | 天慈兒童之家   |  |  |  |
| WONG Po Yuk   | Half-time Relief Houseparent     | Tin Tsz Small Group Home                                   |  |  |  |
| 郭少蘭   | 兒童之家主任                           | 嘉福兒童之家   |  |  |  |
| KWOK Siu Lan  | Supervisor                       | Ka Fuk Small Group Home                                    |  |  |  |
|   |                                  |  |  |  |  |

|  | 戊巨乃社会佐康佐心类效 C                | Contain Dahahilitatian Cons Dunings                        |  |  |
|--|------------------------------|--|--|--|
| 成長及社會復康核心業務 Growth & Social Rehabilitation Core Business |                              |  |  |  |
| 朱麗英  | 助理督導主任                       | 深水埗中青少年綜合服務  |  |  |
| CHU Lai Ying   | Assistant Supervisor         | Shamshuipo Central Integrated Children & Youth Service     |  |  |
| 陳愷姍  | 秘書                           | 深水埗東青少年綜合服務  |  |  |
| CHAN Hoi Shan  | Secretary                    | Shamshuipo East Integrated Children & Youth Service        |  |  |
| 鍾浩荣  | 活動工作員                        | 北角青少年綜合服務  |  |  |
| CHUNG Ho Wing  | Programme Worker             | North Point Integrated Children and Youth Service          |  |  |
| 鍾姸慧  | 社會工作員                        | 有教無「戾」- 校園欺「零」計畫   |  |  |
| CHUNG Yin Wai  | Social Worker                | Project C.A.R.E Children and Adolescents at Risk Education |  |  |
| 韓順心  | <br>社會工作員                    | —————————————————————<br>學校社會工作服務                          |  |  |
| HON Shun Sum   | Social Worker                | School Social Work Service                                 |  |  |
| 陳寶琦  | 秘書                           |  |  |  |
| CHAN Bo Kee  | Secretary                    | Yuen Long District Youth Outreaching Social Work Team      |  |  |
| 林紹倫  | <br>社會工作員                    |  |  |  |
| LAM Siu Lun, Adrian                                      | Social Worker                | LET'S Walk - Life Enhancement Training Service             |  |  |
| 馮慧賢  |                              |  |  |  |
| FUNG Wai Yin   | Programme Worker             | Kwun Tong Integrated Children and Youth Service            |  |  |
|  | 服務發展及研究核心業務 Service De       | evelopment & Research Core Business                        |  |  |
|  |                              | ————————————————————<br>天恒社區網絡計畫                           |  |  |
| PANG Ah Chu, Judy  | Project Supervisor           | Tin Heng Community Networking Project                      |  |  |
|  | 僱員發展服務 Employ                | ree Development Service                                    |  |  |
| 馮嘉妍  | 高級臨床心理學家                     |  |  |  |
| FUNG Ka Yim, Tracy                                       | Senior Clinical Psychologist | Employee Development Service                               |  |  |
| 吳艷華  | 高級顧問                         |  |  |  |
| NG Yim Wah   | Senior Consultant            | Four Dimensions Consulting Limited                         |  |  |

## 卓越事工獎 Outstanding Project Award

| 同工姓名 Name                     | 職位 Post  | 提名組別 Nomination Group  |
|-------------------------------|--|--|
| 非主題組<br>Non-thematic Category | 「降低金融海嘯傷害」服務計畫<br>Service Plan on "Reducing the Risks<br>Arising from Financial Tsunami" | 僱員發展服務<br>Employee Development Service                                 |
| 非主題組<br>Non-thematic Category | 「愛家.愛玩樂」計畫<br>Play@Home  | 深水埗中青少年綜合服務<br>Shamshuipo Integrated Children & Youth Service          |
| 非主題組<br>Non-thematic Category | 「有路行工程」<br>Path Creation Project   | 「有網能量」青年導航及發展中心<br>LET's Walk — Life Enhancement Training Service      |
| 非主題組<br>Non-thematic Category | 「深圳市社會工作專業督導計畫」<br>Shenzhen Social Work Professional<br>Supervision Project              | 深圳市社會工作專業督導計畫<br>Shenzhen Social Work Professional Supervision Project |

## 卓越單位獎 Outstanding Service Unit Award

| 服務單位     | Service Unit               |
|----------|----------------------------|
| 安華日間展能中心 | On Wah Day Activity Centre |

## 服務發展及研究 Service Development & Research

服務發展及研究核心業務主責協助機構推動與服務發展有關的工作,工作內容十分多元化,包括撰寫新服務建議書、配對服務資源、統籌資助申請、進行與服務需要和服務成效有關的調查研究,與及向同工推廣新服務趨勢等。

## 新增計畫

年內,本處在香港公益金的資助下,正式開辦「天北男士網絡」和「隱蔽成人上門輔導服務」;此外,本處的南亞裔服務同時分別獲得賽馬會慈善基金撥款,於西九龍開辦社區資助計畫「南天網絡」,以及開辦由傳德蔭基金全力支持,專為服務新界西南亞裔青少年而設的「南Teen會」。

## 全力支援

除致力開拓新服務外,本業務在年內亦扮演了十分重要的支援角色。這包括在機構中央層面推動有關本港長遠社會福利規劃的內部討論,集合同意見,並主力承福劃不實力。 「性別事務工作小組」、「精神健康研究的組」和「探討發展特殊學習困難服務研有的相關工作。在前線業務方面,則協助評估和構思如何持續拓展現有的財服務,例如虐老防治工作、藥物濫用服務、智障歷奇服務等。

## 配合所需

本業務同時肩負直接督導天水圍北區的兩項社區服務,即「天恆社區網絡計畫」和「天北男士網絡」。去年,因金融海嘯對本港經濟的打擊,本處為該區居民而設的「天恆緊急援助金」所收到的申請數目,比往年有顯著上升。

Service Development & Research Core Business is to support service development by all means, including composing new project proposals, matching of funding resources with new projects, conducting research and surveys to find out service gaps and effectiveness, as well as promoting new service trends among staff.

## **Newly Developed Projects**

During the year, the Community Chest of Hong Kong allocated additional funds to our Agency to set up the Men's Project in Tin Shui Wai North; as well as the Adult Re-link. On the other hand, the Integrated Service Centre for Local South Asians was set up under the Hong Kong Jockey Club Community Project Grant. Last but not the least; Fu Tak Iam Foundation Limited also supported us to set up the South Asian Happy Teens Club.

## **Backup our Agency**

In addition to developing new service projects, our core business played a significant supportive role to our Agency last year. First of all, we were responsible for mobilising internal staff discussion on the agenda of Long Term Social Welfare Planning in Hong Kong and submitting our written opinion to the Social Welfare Advisory Committee. Besides, we provided enduring support to all frontline core businesses in the aspects of evaluating and sustaining the development of valued projects.

## **Responsive to Social Need**

Our core business is also responsible for providing direct supervisory support to Tin Heng Community Networking Team and Men's Project in Tin Shui Wai North. Under these 2 projects, an emergency fund has been set up to provide emergency financial assistance for the residents living in north Tin Shui Wai. Last year, because of the impact of financial tsunami, the number of applications to this fund was found to have a sharp increase.



天北男士網絡會員應邀參與焦點小組訪問。 Members of Men's Project in Tin Shui Wai North participating a focus group interview.

年度曾進行研究 / 資料搜集之項目 Topics of Research and Data Collection Conducted During the Year

| 題目Topic  | 性質 Nature   | 用途 Purpose                                      | 進度 Progress            |  |  |
|--|---|---|------------------------|--|--|
| 獨立研究 Independent Studies   |   |   |                        |  |  |
| 為本港及海外女性提供服務的庇護中心資料<br>The Information of Women's Shelter in<br>Hong Kong and Oversea  | 資料搜集<br>Information Collection                    | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 天水圍社區現有數據<br>The Data of Tin Shui Wai Community  | 數據搜集<br>Data Collection                           | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 服務單位服務滿意程度意見調查<br>Opinion Survey on the Service Satisfaction<br>among Service Units  | 意見調查<br>Opinion Survey                            | 內部參考<br>Internal Use                            | 持續工作<br>Continued Work |  |  |
| 服務發展顧問服務<br>Advisory Consultation for Service Development  | 質性研究<br>Qualitative Survey                        | 內部參考<br>Internal Use                            | 持續工作<br>Continued Work |  |  |
| 協助其他業務單位   | Assisting Other Core Bu                           | sinesses  |                        |  |  |
| 天恒社區網絡計畫網絡評估研究 (服務發展及研究)<br>A Study of Community Network in Tin Heng Estate,<br>Tin Shui Wai (Service Development & Research)                      | 質性及量化研究<br>Qualitative &<br>Quantitative Research | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 賽馬會日出山莊服務成效調查 (成長及社會復康)<br>A Study of the Effectiveness of Jockey Club<br>Lodge of Rising Sun (Growth & Social Rehabilitation)                     | 質性及量化研究<br>Qualitative &<br>Quantitative Research | 向外發布 (稍後)<br>Release to Public<br>(coming soon) | 已完成<br>Completed       |  |  |
| 雲漢長者健康俱樂部服務評估 (長者及健康)<br>A Study of the Effectiveness of Health Club for Elderly<br>Wan Hon District Elderly Community Centre (Elderly & H         |   | 向外發布 (稍後)<br>Release to Public<br>(coming soon) | 已完成<br>Completed       |  |  |
| 頌和服務模式成效研究 (長者及健康)<br>A Study of the Service Model and Effectiveness<br>of the Project of Elder Abuse Reconciliation Service<br>(Elderly & Health) | 量化研究<br>Quantitative Research                     | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 網開新一面計畫服務成效研究 (第二階段)<br>(成長及社會復康)<br>A Study of the Effectiveness of the On-line New<br>Page Project (Phase II) (Growth & Social Rehabilitation    | 量化研究<br>Quantitative Research<br>n)               | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 家長對遊戲的看法及與子女遊戲的模式調查<br>(成長及社會復康)<br>A Parent's Opinion Survey of Game and the Mode of<br>Playing with Their Children (Growth & Social Rehabil      | 量化研究<br>Quantitative Research<br>:<br>itation)    | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 香港青少年性格強項問卷調查 (成長及社會復康)<br>A Study on the Strength of the Youth in<br>Hong Kong (Growth & Social Rehabilitation)                                   | 量化研究<br>Quantitative Research                     | 向外發布<br>Release to Public                       | 已完成<br>Completed       |  |  |
| RAM速遞成效研究 (成長及社會復康)<br>A Study of the Effectiveness of the Project of<br>RAM Express (Growth & Social Rehabilitation)                              | 量化研究<br>Quantitative Research                     | 內部參考<br>Internal Use                            | 已完成<br>Completed       |  |  |
| 香港青少年對援助交際的看法問卷調查<br>(成長及社會復康)<br>Youth's Opinion Survey of the "Compensated Dating"<br>in Hong Kong (Growth & Social Rehabilitation)              | 量化研究<br>Quantitative Research                     | 向外發布 (稍後)<br>Release to Public<br>(coming soon) | 已完成<br>Completed       |  |  |



## 服務發展及研究 Service Development & Research

| 題目 Topic  | 性質 Nature                                     | 用途 Purpose                | 進度 Progress       |
|---|---|---------------------------|-------------------|
| 金融海嘯對低學歷青少年就業的影響調查<br>(成長及社會復康)<br>A Survey on the Unemployment Situation of<br>Low-educated Youths in the midst of<br>Financial Tsunami (Growth & Social Rehabilitation) | 量化研究<br>Quantitative Research                 | 向外發布<br>Release to Public | 已完成<br>Completed  |
| 缺乏社會資本/社會資源青少年的相關研究<br>(成長及社會復康)<br>Insufficient Social Capital/ Social Resource among<br>the Youth (Growth & Social Rehabilitation)                                      | 文獻回顧<br>Literature Review                     | 內部參考<br>Internal Use      | 已完成<br>Completed  |
| 「居家樂逍遙」計畫成效評估 (長者及健康)<br>A Study of the Effectiveness of the Project of<br>Home Improvement Project (Elderly & Health)  | 量化研究<br>Quantitative Research                 | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 雲漢長者地區中心三年工作計畫成效評估<br>(長者及健康)<br>A Study of the Effectiveness of the Three-year Plan<br>of Wan Hon District Elderly Community Centre (Elder                               | 量化研究<br>Quantitative Research<br>ly & Health) | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 生命MSN服務成效評估 (成長及社會復康)<br>A Study of the Effectiveness of the Project Life MSN<br>(Growth & Social Rehabilitation)   | 質性研究<br>Qualitative Survey                    | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 元州邨及幸福邨居民服務需要調查 (長者及健康)<br>A Survey of the Service Need of Residents in<br>Un Chau Estate and Fortune Estate (Elderly & Health)   | 量化研究<br>Quantitative Research                 | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 天北男士網絡服務成效評估 (服務發展及研究)<br>A Study of the Effectiveness of the Men's Project in<br>Tin Shui Wai North (Service Development & Research)                                     | 量化研究<br>Quantitative Research                 | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 學生及家長服務需要調查 (成長及社會復康)<br>A Survey of the Service Need of Students and<br>Their Parents (Growth & Social Rehabilitation)   | 質性研究<br>Qualitative Survey                    | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 智障歷奇活動服務成效研究(成長及社會復康)<br>A Study of the Effectiveness of the Mobile<br>Adventure Service for Mental Retarded Children<br>(Growth & Social Rehabilitation)                 | 量化研究<br>Quantitative Research                 | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 男士尋找服務原因研究 (服務發展及研究)<br>A Study of the Reasons for Seeking Service<br>among Men (Service Development & Research)  | 質性研究<br>Qualitative Survey                    | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 學生希望感調查 (成長及社會復康)<br>A Survey of the Sense of Hope among Students<br>(Growth & Social Rehabilitation)   | 量化研究<br>Quantitative Research                 | 內部參考<br>Internal Use      | 進行中<br>In Process |
| 僱員正向心理調查 (僱員發展服務)<br>A Survey of the Positive Psychological Capital<br>of Employees (Employee Development Service)  | 量化研究<br>Quantitative Research                 | 向外發布<br>Release to Public | 進行中<br>In Process |
| 網絡世代研究 (成長及社會復康)<br>Net Research (Growth & Social Rehabilitation)   | 量化研究<br>Quantitative Research                 | 向外發布<br>Release to Public | 進行中<br>In Process |

## 企業事務及社區關係 Corporate Affairs & Community Relations



「愛·分享券」得到陳慧琳小姐再度義務擔任活動大使, 參與外出銷售活動的學校/企業義工隊伍亦持續增長。 Famous artist Ms Kelly CHEN served as the Ambassador for the Love & Sharing Ticket again, and the number of school and corporate volunteer teams took part in the outdoor sales activities continued to increase.

本業務除了與各服務單位及社區緊密接觸外,亦透過不同的機構性活動及建立內外溝通渠道,加強與社會各界的聯繫,加深他們對本處以至整體社會服務的了解和支持;拓展及發展服務資源,以提供更多適切的社會服務和鼓勵參與,推動社會的關懷文化。

#### 開拓資源回應服務需要

為加強服務的持續性及長遠籌劃,令其得以發揮更大的成效,本處今年推出了「月捐悅多」每月定額捐款計畫,以籌募持續及穩定的資源配合服務發展。同時,本處今年亦再度舉行了多項大型的機構性籌款大型的機構性籌款五屆「愛・分享券」銷售活動及同樣是第二屆舉辦的「人人有利事」新春「利是」收集活動。舉辦這些活動的目的,除了籌募善款外,亦是藉此為社會人士及服務對象提供一個參與社會服務的平台。

現時,我們總經費約四成非由政府資助,因此社會各界的支持對我們維持及發展服務極為重要。除舉辦籌款活動及推動月捐計畫外,本處亦透過善用熱心人士的日常捐贈、與工商及專業機構合作,及申請基金撥款等不同方式,拓展資源,維持及完善現有服務,以及發展創新服務,繼續迅速和有效地回應不斷轉變的社會服務需要。

We made use of different communication channels to enhance understanding among staff and win the support of the community for our work and social service affairs. Our effort made to generate resources for timely development of new services, and sustaining projects had paid off. We also try to foster a love and caring society by encouraging community participation.

#### Raising Fund for Service Development

To build up stable funding for service continuity and better development planning, we have launched our Monthly Donation Programme this year. We also continue to organise different fundraising events. These included our 5th Walkathon, 2nd Love & Sharing Charity Ticket Sale and 2nd Charity Laisee Campaign held in Chinese New Year. These events served the dual purposes of raising fund for our service development, and providing a platform for service users and the public to make contribution in social service.

Among our total funding, about 40% was non-government subsidies and relied on the support from the community. Besides fundraising programmes, we explored resources through different channels, such as general donations from the public, corporate partnership and application for charity funds. Community support was vital for the sustainability and development of our service projects; which enabled us to continue to response timely to the emerging needs of our society and bring hope to more people.



「人人有利事2009」有近60間學校及公司參與,共收集超過 4,000封利是。

Over 4,000 Laisee were collected in the Charity Laisee Campaign and the number of participating schools and companies exceeded 60.

## 企業事務及社區關係 Corporate Affairs & Community Relations

## 2008/09年度主要籌款活動一覽 2008/09 Major Fundraising Events

| 活動<br>Event  | 總收入<br>Gross Income (HK\$) | 淨收入<br>Net Income (HK\$) | 善款用途 / 受惠服務 / 計畫<br>Use of Fund Raised / Beneficiary Service Units   |
|--|----------------------------|--------------------------|--|
| 步行籌款<br>Walkathon                                  | \$435,614                  | \$356,989                | 長發安老院及華康宿舍緊急安裝冷氣機<br>Install air-conditioners for elderly hostels  |
|  |                            |                          | 元朗區青少年外展工作隊「無國界心燃大使計畫」<br>Support "Volunteers Without Boundary"<br>Programme of Yuen Long District Youth<br>Outreaching Social Work Team for helping<br>the neglected youths |
|  |                            |                          | 服務發展專款 <sup>註</sup><br>Support HKCS Service Development Fund <sup>Note</sup>   |
| 愛·分享券<br>Love & Sharing Ticket Sa                  | \$546,296<br>le            | \$488,335                | 服務發展專款 <sup>註</sup><br>Support HKCS Service Development Fund <sup>Note</sup>   |
| 人人有利事<br>Charity Laisee Campaign                   | \$97,330                   | \$89,354                 | 服務發展專款 <sup>註</sup><br>Support HKCS Service Development Fund <sup>Note</sup>   |
| 其他 Others<br>(義賣活動、網上拍賣、                           | \$68,079                   | \$61,805                 | 隱蔽長者支援服務<br>Support service for the socially withdrawn elderly   |
| 「願望成真」活動、<br>「全民愛傳愛」行動)                            |                            |                          | 幫助早期教育及訓練中心有發展障礙的學童及其家人「願望成真」  |
| (Charity Sales, Online Ch<br>Make A Wish Come True | •                          |                          | Help the disadvantaged children served by our<br>Early Education and Training Centres  |
| Life Care Movement)                                |                            |                          | 服務發展專款 <sup>註</sup><br>Support HKCS Service Development Fund <sup>Note</sup>   |

「服務發展專款」2008/09年度撥款資助的創新服務包括為小四至小六學生而設的「全民傳媒人」兒童傳媒教育計畫,及為少數族裔人士提供專業翻譯訓練的「匯流」翻譯及支援服務。

In year 2008/09, HKCS Service Development Fund supported two service programmes: "Everyone is a Communicator" (a media education programme for Primary 4-6 students) and "Project Link & Interpretation Support for South Asians" (providing specialised trainings in South Asian language translations to the South Asian youths).



到超過1,600位個人及企業/團 Over 1,600 participants took part in the Walkathon held in



企業義工教小朋友製作復活蛋。 Corporate volunteers were teaching our children service users in making Easter egg.

## 發展雙贏伙伴合作

一直以來,本處非常重視鞏固及拓展伙伴合作,包括企業及個人義工發展、服務計畫合作、企業捐贈和專業協作等多方面。我們著重就伙伴的特長和意向,配合服務需要,發揮最佳的協同效益,一同進步,達至雙贏,並藉着伙伴提供的資源和協助,加強我們的服務,有效幫助更多被忽略的社群。

本處積極透過不同途徑表揚熱心支持社會服務的伙伴,其中包括提名伙伴企業/機構參加由香港社會服務聯會主辦的「商界展關懷」標誌選舉。我們今年成功提名了42間企業/機構,乃成功提名最多企業/機構的社福機構之一。

在個人義工方面,2008年的義工人數超過 1,500名,總服務時數超過37,000小時,服 務類別廣泛。我們亦透過社會福利署推動 的「義工運動」嘉許表現出色的義工。

企業義工方面,2008/09年度共有38間企業及88個團體派了出近3,500義工人次,服務時數超過11,500小時。

現時,任何熱心人士、企業及團體,均可 透過網上登記成為我們的義工,或致電熱 線2731-6369查詢有關義工服務、伙伴合作 或捐助的事宜。

## 加強溝通渠道 倡導合理政策

為讓外界人士認識本處的工作,並倡導合理的政策和關愛的社會,本處透過多種不同的渠道定期發放機構刊物,例如《基督教服務通訊》、"Christian Service News"、年報,及各單位的通訊發放資訊及提供有質素之文章。此外,我們亦迅速更新網頁,利用電郵傳送機構的最新消息,令外界人士得到關於本處最新最快的資訊。

同時,我們亦與傳媒緊密合作,例如舉行新聞發布會、發放新聞稿、定期為雜誌供稿、主動邀約傳媒報道及迅速回應傳媒訪問等。經過持續的努力,本年度各電子、報章傳媒報道共有458篇,平均每月約38篇:本年度網上瀏覽人數亦由去年的58萬增至84萬多人。

## **Developing Win-win Partnership with Corporate and Individuals**

Building a win-win partnership is our target in partnership development. We believe that a successful partnership should be able to match our service needs with the strengths and interests of our partners, so that every party involved can grow and benefit from each other; and the best synergy effect can then be created in helping the needy. The partnership can be carried out in many different forms, such as corporate or individual volunteering, project co-operation, donation (in cash or in-kind), provision of placement opportunities and other professional supports.

To appreciate for their contribution to us and to social services in the community, we made use of different channels to recognise our partners. For example, we nominate our devoted partner companies/organisations for the "Caring Company Scheme" organised by the Hong Kong Social Service Council every year. This year, we have successfully nominated 42 partners for the "Caring Company Logo" or "Caring Organisation Logo", making us one of the NGOs with the largest number of successful nominations.

For individual volunteers, we also recognise their contribution by nominating them for the awards of "Volunteer Movement" organised by the Social Welfare Department. In 2008, we have over 1,500 individual volunteers contributed a total of over 37,000 hours for different types of volunteer services.

For corporate volunteers, nearly 3,500 person counts of volunteers from 38 corporations and 88 schools/ organisations contributed over 11,500 service hours in 2008/09.

Any individual and corporations interested in contributing their voluntary services can simply register with us online. We also welcome any enquiries for voluntary services, partnership or donations via our hotline at 2731-6369.

## **Enhacing Communication Channels Advocate Just Policy**

In order to let the public to learn about our works and advocate a just policy and a caring society, our Agency used different channels to deliver our news and provide quality articles. For instance, the monthly Chinese "Christian Service News", seasonal English newsletter "Christian Service News", annual report and newsletters from different service units. Besides, our website is frequently being updated, and all the latest news will be sent to our stakeholders through emails so that they would learn about our latest development.

We also keep close contact with the media by hosting press conferences, issuing press release, providing quality write-ups for magazine, arranging media interviews, and making prompt respond to media requests. With our continuous effort, a total of 458 news of our Agency were recorded, which was approximately 38 news stories per month. The number of browsers has increased from last year's 580,000 to this year's 841,091.

## 行政事務 The Administration

行政事務核心業務負責提供有效及適切的 支援服務給前線的服務單位,亦協助機構 釐定與行政有關的政策和策略。當中的範 圍包括財務、人力資源、資訊科技、工程 和總辦事處行政事務等。

業務亦負責確保行政流程和政策合乎資助 機構及法例的要求。 The Administration Core Business is responsible for delivering effective and timely supporting services to cater for the needs of the frontline service units in the areas of finance, human resources, information technology, renovation works and Head Office administration. The Administration Core Business also proactively helps the Agency to set policies and strategies concerning administration.

Moreover, the Administration Core Business is responsible for ensuring that the administrative procedures and policies comply with the requirements of our funding bodies and statutory regulations.

## 政策倡導及研究 Policy Advocacy & Research

除了直接社會福利服務之外,倡導合理公 共政策也是本處的其中一項重要使命。這 項工作,主要透過專責倡導的專業助理、 政策研究委員會,和各服務及單位同工進 行。委員會的成員,包括了不同服務和工 作範疇的前線和督導同工,使委員會能夠 從不同的角度去研究和倡導公共政策。

本處曾就不同的公共政策範疇進行研究,並 向有關的政府政策局或部門提交意見書,例 如公平競爭法、淫褻及不雅物品管制條例、 《種族歧視條例》僱傭實務守則等。

此外,本處作為一間多元化的社會服務機構,各服務的發展和推行,也與政府的公共政策息息相關。因此,各服務和單位,也會因應他們的服務範疇進行政策倡導的工作。

本處亦會就與市民息息相關的公共政策範疇,與外間的團體合作共同關注,例如參與以遏止賭風蔓延為目的的監察賭風聯盟,和參與以保護和可持續發展維港為目的的「想創維港」等。

Besides direct social welfare service, advocating for proper public policy is also one of the important missions of our Agency. This is implemented mainly through the Professional Assistant on policy advocacy, the Committee on Policy Research, and through various services and service units. Members of the Committee on Policy Research are from both frontline and managerial level of various services, so that analyses on public policy can be made by examining the issues from different perspectives.

In the past year, our Agency has conducted studies on various policy areas, and to submit opinions to relevant government policy bureaus and departments. Examples including: Review of the Control of Obscene and Indecent Articles Ordinance, Competition Law, and Racial Discrimination.

Moreover, as a diversified multi-service social service organisation, the operation and development of various service units are also closely related and affected by public policies. Thus, our service units will also do advocacy work in their respective service areas.

We have also participated in joint efforts with other concern groups to advocate for policy areas that are common concerns of Hong Kong people. For example, we have joined the Gambling Watch to try to curb the gambling atmosphere before it lost control. Also, we are a member of the Citizen Envisioning@Harbour, aiming to protect the Victoria Harbour and to suggest ways for a sustainable development of the waterfront.

## 政策倡導及研究之議題

## Policy Advocacy & Research Issues

| 日期<br>Date     | 主題<br>Theme  | 曾討論<br>Discussed | 組成工作小組<br>Working Group Formed | 提交意見書<br>Written Submission |
|----------------|--|------------------|--------------------------------|-----------------------------|
| 4/2008         | 醫療融資 Health Care Reform  |                  | ✓                              | ✓                           |
| 6/2008         | 公平競爭法 Competition Law  |                  |                                | ✓                           |
| 6/2008         | 為獲法律援助的婚姻訴訟個案調解的安排<br>Reform of the Law of Arbitration<br>in Hong Kong               | ļŧ               |                                | ✓                           |
| 6/2008         | 通漲對市民的影響 Impact of Inflation   | <b>✓</b>         |                                |                             |
| 8/2008         | 關於性罪犯名冊臨時建議的諮詢文件<br>Sex Offender Register  |                  | <b>√</b>                       | ✓                           |
| 8/2008         | 特首施政報告<br>Policy Address of Chief Executive  | <b>√</b>         |                                |                             |
| 10/2008        | 淫褻及不雅物品管制條例檢討<br>Review of the Control of Obscene<br>and Indecent Articles Ordinance |                  | ✓                              | ✓                           |
| 10/2008        | 貧窮問題 Poverty   |                  | <b>✓</b>                       |                             |
| 12/2008        | 《種族歧視條例》僱傭實務守則<br>Racial Discrimination (Employment)                                 |                  |                                | ✓                           |
| 1/2009         | 市區重建 Urban Renewal   |                  | <b>✓</b>                       |                             |
| 1/2009         | 《家庭暴力(修訂)條例》Family Violence  | <b>√</b>         |                                |                             |
| 3/2009         | 精神健康 Mental Health   | <b>√</b>         |                                |                             |
| 恒常<br>On-going | 監察賭風 Gambling Watch  | <b>√</b>         |                                |                             |
| 恒常<br>On-going | 城市規劃(維港)<br>Urban Planning (Victoria Harbour)  | <b>√</b>         |                                |                             |
| 恒常<br>On-going | 教育 Education   |                  | <b>√</b>                       |                             |



開調查發布會讓成功突破「隱蔽」框框青年向傳媒分享 個人成長經歷及投入就業市場的困難。

The youth, who successfully broke the "social withdrawal" situation, shared his experience and difficulties in joining the labour force in the press conference.

## 僱員發展服務 Employee Development Service

本處於1991年成立「僱員發展服務」,是本 港首間開辦「僱員支援計畫」的領航機構, 為各大公司及機構的僱員提供專業的個人 諮詢及輔導服務、員工發展、培訓、管理 諮詢及突發危機事故壓力管理等服務。為 了進一步拓展服務,更於2005年設立「富達 盟信顧問有限公司」,致力協助管理人員、 僱員及其家庭發展潛能,解決生活上的困 擾,並培育快樂、健康、具生產力的團 隊,促進員工及機構的整全健康。

## 降低金融海嘯傷害

2008年9月中雷曼事件爆發,本服務隨即接 獲不少銀行及金融服務公司的管理諮詢, 表示他們的員工每天要面對顧客的質詢、 投訴、指責、謾罵和工作的巨大壓力,很 多員工甚至已出現焦慮、恐慌、睡眠失 調、無故哭泣、抑鬱、逃避退縮及容易受 驚等急性壓力徵狀。我們迅速協助企業設 計危機管理策略性計畫,並為員工提供「重 新減壓」、「處理難纏顧客情緒」及「迎戰轉 變」等工作坊。另一方面,我們亦為受到極 度心理困擾的員工提供心理解説小組。此 外,我們更為顧客製作了「沉著應戰」自助 小貼士以令他們處變不驚。

Our Agency is the first organisation pioneering Employee Assistance Programme (EAP) in Hong Kong. Since 1991, it has launched its Employee Development Service (EDS) to serve employees in their workplace. Over the years, EDS has built up extensive experience in EAP services including professional personal consultation and counselling, employee development and training, management consultation as well as critical incidents stress management. In order to further develop its services, HKCS has established a subsidiary company, the Four Dimensions Consulting Limited in 2005, dedicated in building strategic alliance for corporate wellness.

## Reducing the Risks Arisen from Financial Tsunami

In mid-September 2008, soon after the bankruptcy of Lehman Brothers, we had received numerous phone calls from the managerial staff of banks and financial sectors, indicating that their employees were under tremendous pressure in handling enquiries, complaints and blames from angry customers everyday. Many employees had developed symptoms such as emotional distress, extreme anxiety, panic attack, insomnia, depression, withdrawal and over-sensitive to stressors, etc. We therefore promptly assisted these companies to develop their risk management strategic plans. Moreover, we also organised several workshops for their employees such as "Triumph Over Stress", "Handling Acute Emotions of Difficult Customers" and "Change Management". In addition, we also provided psychological debriefing groups for those employees who were extremely emotionally disturbed. Besides, some self-help tips on "Facing Challenges with Courage" were specially designed for our customers in helping them to maintain their psychological well-being.



## 服務種類分布 Types of Service

| 服務種類 Types of Service Rendered                                       | 人次 Frequency    |
|--|-----------------|
| 僱員培訓課程/活動 Training Programmes/Activities                             | 14,477          |
| 個人諮詢及輔導服務 Professional Personal Consultation and Counselling Service | 6,515           |
| 突發危機事故壓力管理 Critical Incident Stress Management                       | 333             |
| 企業附設幼兒學校服務 Day Nursery Schools for Corporate Clients                 | 196 (2 schools) |
| 總數 Total:  | 21,521          |

## 裁員潮下重整軍心

## 支援受四川地震影響的企業及僱員

我們在5.12四川地震發生後的一個月內, 迅速由廣州派員工前往成都,為直接受地 震災害影響的企業及僱員提供危機心理輔 導,並為非地震區而深受這突發事故影響 的內地僱員提供熱線輔導服務。為了進一 步支援四川對危機心理輔導的需要,本處 亦隨即派員前往上海,為當地準備服務領 區的社工提供危機事故壓力管理及哀輔 導的培訓坊,讓他們更專業和更有信心地 協助受地震影響人士。

#### 提升員工挫折復原力

為了在金融海嘯的陰影下為客戶打氣及提升僱員的抗逆力,我們本年度的EAP論壇特別以「挫折復原力 - 讓員工的心更富彈性」為題。論壇吸引了超過180位人力資源管理人員參與,成功地讓參加者在熱烈的氣氛下共同探討正向心理學與復原力對身心健康的重要性,並分享如何培養員工的正面情緒及如何創建抗逆工作間。我們冀望能在遊境中與不同的企業、機構、公司一起攜手並肩,共創企業整全健康。

## **Boosting Staff Morale under Massive Layoff Plan**

Many corporations had to make the inevitable decision to layoff their employees under the impact of the financial tsunami. We endeavored to assist our corporate clients to reduce the negative impact on their employees, attempted to achieve the results of laying-off people without losing their trust in the companies. Before the layoff take place, we provided training on "Bad News Interview" for the managerial staff. In the course of providing the service, not only did we provide management consultancy service to assist the managerial staff to release their stress, but also provided on-site support and out-placement services to the affected staff so as to help them to cope with the sudden change coming ahead. At the same time, we designed tailor-made workshops for the remaining employees in helping them to lead a balanced life. By doing this, the employees could effectively manage their emotions and develop a better psychological status to face the challenges or even turning the crisis into opportunities.

## Supporting the Staff Affected by the Sichuan Earthquake

Within the month of the 5.12 Sichuan earthquake, we sent our staff from Guangzhou to Zhengdu to provide critical incident stress management service to the corporations and staff directly affected by the earthquake. We also provided hotline services to those mainland employees who were outside the earthquake area, but were deeply affected by the incident. In order to provide further support to Sichuan citizens, we also sent our staff to Shanghai to organise workshops on crisis and bereavement counselling for the social workers who were going to serve in the earthquake area. This enabled them to help people affected by the earthquake in a more professional manner and with greater confidence.

## **Building Resilience in Workplace**

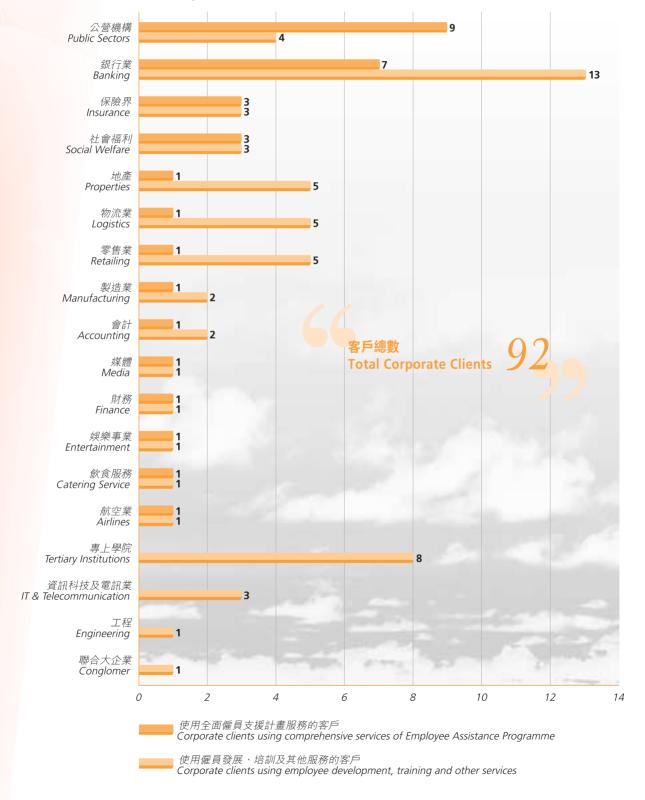
In order to help our corporate clients to improve the morale of their employees and make use of their abilities in dealing with adversity under effects of the financial tsunami, our EAP forum this year was entitled as "Becoming Resilient - Key to Thriving in Times of Change and Uncertainty". The forum attracted over 180 managerial staff in the field of human resources. We successfully led the participants to actively discuss the topics of positive psychology and the importance of resilience in promoting people's well-being. We also shared with them on how to develop positive emotion amongst their employees and how to establish a resilient workplace. We hope that we can work hand-in-hand with different corporations, organisations and companies to develop corporate wellness in the face of adverse environment.



EAP論壇:「挫折復原力一讓員工的心更富彈性」 EAP Forum - "Becoming Resilient - Key to Thriving in Times of Change and Uncertainty".

## 僱員發展服務 Employee Development Service

客戶類別分布 Distribution of Nature of Corporate Clients Served



## 主要僱員培訓及支援活動 **Major Employee Training Programmes/Activities**

| 活動 Programmes / Activities  | 節數 No. of Sessions | 參加人數 No. of Participants |
|---|--------------------|--------------------------|
| 僱員支援服務導向活動/駐場訪談<br>Orientation on Employee Assistance Services/On-site Visits | 172                | 5,953                    |
| 戰勝壓力 Triumph Over Stress  | 46                 | 1,367                    |
| 情緒管理 Management of Emotions   | 34                 | 852                      |
| 處理難纏顧客的激動情緒<br>Handling the Acute Emotions of Difficult Customers             | 23                 | 670                      |
| 高效團隊建設 High Impact Team Building  | 19                 | 664                      |
| 促進個人與人際效能<br>Personal Effectiveness and Interpersonal Relationship            | 21                 | 662                      |
| 思路創出路 Power of Positive Thinking  | 21                 | 554                      |
| 夜夜好睡到天明-優質睡眠工作坊 Have a Good Night Sleep                                       | 12                 | 507                      |
| 九型人格/性格透視 Enneagram/Personality Dimension                                     | 14                 | 503                      |
| 工作生活平衡 Work-life Balance  | 17                 | 437                      |
| 美滿家庭生活 Enriching Family Life  | 18                 | 364                      |
| 變革管理 Change Management  | 10                 | 364                      |
| 督導及管理技巧 Supervisory/Management Skills   | 12                 | 248                      |
| 心理解説小組 Psychological Debriefing Group   | 18                 | 210                      |
| 正向心理的魅力 The Charm of Positive Psychology                                      | 6                  | 200                      |
| 優質顧客服務 Quality Customer Services  | 11                 | 176                      |
| 激活工作 提升抗逆力 Power of Resiliency  | 12                 | 175                      |
| 自殺/危機介入技巧 Suicide/Crisis Intervention Skills                                  | 9                  | 162                      |
| 培訓員技巧提升 Train the Trainers  | 8                  | 117                      |
| 身心精神健康系列 Mental Health Series   | 5                  | 113                      |
| 時間管理 Time Management  | 7                  | 75                       |
| 退休樂逍遙 Pre-retirement  | 3                  | 71                       |
| 財來自有方 Financial Planning  | 1                  | 33                       |
| 總數 Total:   | 499                | 14,477                   |

做個抗逆不倒翁,提升抗逆能力! Let's build up our resilience and bounce back from adversity!

## 内地社會服務事工 Mainland China Social Service Project

本處主席李炳光牧師及行政總裁吳水麗先生應邀出席 上海基督教女青年會成立一百周年慶典。 Our Agency's Chairman and Chief Executive attended



自1989年,本處已洞悉到國內社會福利事 業的需求而開始商議參與內地社會服務事 工的計畫。1996年,本處設立「內地社會 服務事工委員會」推行「內地社會服務事工 計畫」,裝備同工參與內地事工的條件而 提供普通話培訓。1999年,更將「參與國 家社會福利發展」訂為本處五大發展路向 之一。

年內,內地社會服務事工主要的工作包 括:支援內地社會工作教育、推動社會工 作實務發展、加強兩地社會服務交流,以 推動發展具本土特色的社會工作及培育有 關專業人員;同時,為配合有關工作,本 處亦積極加強同工對內地事工的關心及 參與。

## 支援內地社會工作教育

一如過去,本處於2008年7月底安排了4位 北京大學社會學系社會工作方向的碩士研 究生到港進行4星期的專題研習,是年已是 第15批共48位同學參與此計畫。

中山大學方面,本處繼續派出兩名資深的 同工為其4名社工專業學生擔任實習督導, 並於2008年4月底安排當中兩名同學來港進 行考察。另廣東商學院方面,本處亦安排 14名社工同學於8月中來港進行1星期的觀 摩,讓他們了解香港社會服務操作的實際 情況。

The Agency has learnt there is a great demand for social welfare in Mainland China since 1989. We then began discussion on our participation in providing services in mainland. The Committee of Mainland China Social Service Project was formed to promote China projects in 1996. In order to equip our staff with the skills necessary for taking part in these projects, the Agency provided a series of Putonghua course. Moreover, the Agency made "To participate in the development of social welfare in China" to be one of our Agency's five directions in 1999.

During the year, the major tasks of the Mainland China Social Service Project are, to support the development of social work education in China, to enhance the social work practice, plus to encourage the exchange between Hong Kong and China, in order to social work professionals and developing localised social work. At the same time, the Agency also aims at encouraging staff devotion to take part in the projects in China.

## **Support Social Work Education in the Mainland**

We provided a 4-week intensive training programme for 4 social work postgraduate students from the Sociology Department of Peking University in the late July 2008. This was the fifteenth time and we had received 48 students in total through this programme.

We also sent 2 experienced staff to Guangzhou regularly to supervise 4 social work students from the Sun Yat-sen University. At the end of April, we arranged a study visit to Hong Kong. Likewise, in August, we continued to provide 14 social work students in Guangdong University of Business Studies a pre-placement visit to Hong Kong in order to widen their scopes.

本處3位同工出席於深圳舉行的 社會工作國際論壇,並與民政部 **社工研究中心副院長王嬰、中國** 社工教育協會會長王思斌合影。 Our staff attended the International Conference on Social Work held in Shenzhen.





本處行政總裁拜訪上海市民政局時與上海市民政局局長馬伊里博士合影。 Our Chief Executive visited Shanghai Civil Bureau and took photo with the head of the bureau.

## 促進社會工作實務發展

本處持續支持上海浦東新區民辦非企業的專業社會工作組織先驅-上海樂群社工服務社(樂群)。自2003年起,本處特聘一位香港社工駐上海,為樂群提供實務督導。此外,本處亦於2009年3月上旬安排1位樂群同工來港作兩星期主要體驗少數族裔的工作。

承蒙世界傳道會/那打素基金撥款支持第二年的《推動上海浦東蘆灣區社會工作發展計畫》,促進上海基督教青年會(青年會)建立社工部:協助青年會在日常服務發揮更多社工元素,為市民提高更優質的服務。本處委派一位香港同工長駐上海為青年會進行實務督導,提供專業意見:並於2008年11月,本處兩名資深同工,為青年會的早期教育中心舉辦為期兩天的培訓予其同工及服務對象。

## 5.12四川大地震回應工作

本處對5.12四川大地震的特大災難作出即時回應,除了舉辦各項籌款活動,本處亦立刻召集專業同工透過伙伴網絡參與各項非救災性工作,特別是具危機事故壓力處理資格的同工,要隨時候命。

此外,亦製作《為四川大地震影響人士提供情緒支援》小冊子;於2008年5月下旬,本處派出同工分別為樂群20多名及青年會10多名社工各舉辦「危機事故壓力處理及哀傷輔導」專業培訓坊,讓他們了解如何有系統的方法即時處理及跟進災民的心理危機,並為有需要人士提供適切的哀傷輔導。還有,本處分別於5、6月期間,派員往廣州仁愛社會服務中心為50名在廣州各相關醫院探望災民的義工提供輔導培訓及為裝備深圳的準社工提供災後心理輔導培訓。

本處派員往綿陽與青少年義工交流 Our Agency sent staff to one of the seriously affected Sichuan earthquake district to share and exchange experience with youth volunteers.

## **Enhance the Development of Social Work Practice**

The Agency continuously offers supports to the Shanghai Lequn Social Service Agency (Lequn), a pioneer in non-profit making organisation, providing professional social work service in Shanghai by sending 1 full time staff stationed in Shanghai, to provide clinical social work supervision. We also invited its staff to acquire ethnic minority social work skills in Hong Kong for 2 weeks.

The Agency is much obliged to CWM/Nethersole Fund to support our "Project on Enhancing the Development of Social Work Practice in Luwan District, Pudong, Shanghai" during the year, to assist YMCA Shanghai to set up its social work division which can provide quality social service to their community. Not only sending our staff to station in Shanghai to give professional supervision and share valuable clinical experience with their staff, the Agency also assigned 2 experienced staff to provide a two-day training for the staff and service users in their Early Education Centre.

## Respond to the 5.12 Sichuan Earthquake

The Agency did make an immediate response to the 5.12 Sichuan Earthquake, other than organising fund-raising activities, our professional staff also form a supporting force, to take part in the non-disaster relief work, and get ready to do the Critical Incident Stress Management via our networks' requests.

The Agency issued a "Manual on Emotional Support Techniques for those who are affected by the Sichuan Earthquake". In late May, the Agency also sent staff to Lequn and YMCA Shanghai to conduct workshop on "Critical Incident Stress Management and Grieve Counselling", let the participants learning how to treat the victims systematically. Moreover, during May and June, we held 2 more related trainings for 50 volunteers who would visit the victims in hospitals in Guangzhou Renai Social Service Centre, and the social workers-to-be in Shenzhen respectively.





## 加強同工對內地事工的關心及參與

本處繼續以不同方法積極推動同工關心及參與內地社會服務事工。今年繼續舉行每月一天的『普通話日』,以鼓勵同工運用普通話交談,亦藉此引發和維繫同工對國家的情懷。

2008年9月,本處行政總裁率領一行19人 到上海考察,希望透過參觀和交流討論, 使本處同工對本處在上海的事工有所了 解。是項活動亦是世界傳道會/那打素基金 資助計畫的一部分。

## 分享交流及支持內地不同組織 推動社會服務

這年,本處繼續接待來自國內不同地區的 學院、服務單位及政府部門進行參觀交流,如台灣東海大學社會工作系、東莞市 市政府及民政局黨政代表團、國家民政部 港澳辦代表及深圳市婦女聯合會等。

## Reinforce Staff's Concern to Social Service Projects in the Mainland

The Agency continuously encourages staff to partake in our social service projects. "Putonghua Campaign" has consecutively taken place every month to cultivate staff's Putonghua speaking ability.

Furthermore, Our Chief Executive has led a total of 19 Agency staff to Shanghai in September 2008 on a Study Tour. The staff was given the opportunity to exchange professional social work experience, learn the current condition of our motherland and understand the progress of projects in Shanghai including our networks. This activity is one of the items in the project sponsored by the CWM/Nethersole Fund.

Besides, the Agency also organised a "National Studies Programme" regarding the reform of the Mainland. The first part of the programme consisted of a seminar on "China's 30-Year Reform", held in the morning of 24 February. Mr. Huang Xiao Jun, researcher at the Guangdong Social Science Research Institute gave a profound and comprehensive account on modern China during and after China's 30 years of reform from different aspects. In that afternoon, a sharing session was conducted, and 2 guests shared their experience and feelings working in the Mainland. Then on 6 March, a National Studies Tour in Shenzhen was held. We visited an exhibition titled "Shenzhen's Reform and Opening-up History" at the Shenzhen Museum, and the Shenzhen Hi-Tech Industrial Park Bio-incubator, a site built to support those newly set-up bio-engineering enterprises and Fishermen Village, one of the New Socialist Rural Villages in Luwo District.

## **Exchange and Support the Social Service Project in Mainland**

This year, the Agency has continued to receive different institutes, service units and governmental departments from China, including Tunghai University in Taiwan, the Dongguan Municipal People's Government, the representatives from the Hong Kong and Macao Affairs Office of the State Council and Shenzhen Women Federation, etc.



國家民政部港澳事務辦公室康鵬主任和陳勇剛處長到訪本處作交流。

Officials from National Civil Department Hong Kong Macao Affairs Office visited our Agency.



為了讓市民更了解社工督導,深圳官方特別在社工宣傳周展示本處督導服務的展板。 To let people know more about the supervision project, an exhibition board was tailor-made in the Social Work Promotion Week at Shenzhen.

## 深圳市社會工作專業督導計畫

深圳市社會工作專業督導計畫始於2007年9 月獲深圳市民政局的委託而展開。由本處派出同工到深圳,為深圳社工提供實務指導。在上述計畫期內,本處共派出11名同工擔任此項工作,每周親赴深圳60多個工作單位,督導128名深圳社工。

計畫的主要目的分為兩個層次,第一個層次是向深圳社工提供工作手法及知識的指導;第二個層次是就社工管理、服務規劃及檢定等制度提供意見,從而推動深圳市社會工作專業發展。

本着「使能者」的角度出發,本處注重提升深圳社工的潛能,並推動發展本土化、適合內地情況的社會工作服務。在過去一年多的參與,本處成功為深圳社工提供了督導服務近一萬小時、舉辦了5次集體訓練及3次交流活動。此外,透過將社工實踐經驗編印成案例以及對督導服務成效果一包括為深圳社工確立了他們對投身專業的心志與投入;另外,對深圳官方制定社工制度,也產生一定的影響力。

## **Shenzhen Social Work Professional Supervision Project**

Upon invitation by Shenzhen Ministry of Civil Affairs, the Shenzhen Social Work Professional Supervision Project was launched from September 2007 to February 2009. During this period, a total of 11 colleagues were deployed to the project and provided weekly on-site professional supervision to 128 Shenzhen social workers working at more than 60 service units.

Objectives of this project were of two folds. On one hand, it was aimed to offer practical guidance and supervision to Shenzhen social workers. On the other hand, it was expected to facilitate the Shenzhen officials to establish an all-rounded social work model including the quality management system, service development model, and the human resource management strategies. Our ultimate aim is to focus on the future development of indigenous social work services.

Within a relatively brief period, it could be concluded that the outcome was more than expected. To sum up, a total of nearly ten thousand supervision hours were provided to the Shenzhen social workers, 5 large scale training sessions and 3 exchange activities were held, a 300 pages case book was compiled, seminars in the Mainland were successfully organised, and in-depth evaluation research on the effectiveness of the project was conducted. Regarding effectiveness, the Supervision Project was well received and highly appraised by the Shenzhen social welfare agencies, their social workers, as well as the Shenzhen Ministry of Civil Affairs.

Besides, there were also various other sustainable and positive implications to the future development of social work in Mainland China, such as establishing the appropriate attitude towards service provision, boosting up staff's commitment to the profession, and formalising systems and structures of social work practice in a local context.



## 我們的努力 Our Endeavour

## 服務、計畫獲獎 Awarded by Service/Projects

幼兒教育服務的「融合藝術與公民教育計畫」榮獲「2008香港藝術發展獎 - 藝術教育獎金獎(非學校組)」,為唯一一間獲獎社會服務機構。

"The Integrated Art and Civic Education Project" of Nursery School Service obtained the Gold Award (Non-School Division) in Hong Kong Art Development Award 2008 organised by Hong Kong Art Development Council.



## 同工獲獎 Awarded by Our Staff

幼兒教育服務合共有11位幼師於「敬師日慶典表揚狀頒發典禮」中獲教育局局長孫明揚先生頒發表揚狀,受表揚的幼師包括謝蓉蓉老師、文妙蘭老師、莫美儀老師、陳思惠老師、張美貞老師、林曉雯主任、陳文華老師、陳凱寧老師、鄭瑞景老師、劉麗影老師、劉志英老師。

Eleven teachers from our nursery schools obtained the commendation certificate in "Praise of Teacher Scheme" organised by the Committee on Respect Our Teachers Campaign. Mr Michael SUEN, the Secretary for Education, presented the certificates to the teachers including Ms TSE Yung Yung, Ms MAN Miu Lan, Ms MOK Mei Yi, Ms CHAN Sze Wai, Ms CHEUNG Mei Ching, Ms LAM Hiu Man, Ms CHAN Man Wah, Ms CHAN Hoi Ning, Ms CHENG Shui King, Ms LAU Lai Ying and Ms LAU Chi Ying.

## 義工服務獲獎 Awarded by Volunteer Service

本處義工積極參與義務工作,服務社會達37,684.6小時, 獲社署頒發2008義工服務嘉許金狀。

Because of our volunteers' active participation in volunteer work, Gold Award Certificate by the Social Welfare Service was awarded to our volunteers in appreciation of their contribution of 37,684.6hours.





## 服務對象獲獎 Awarded by Service Users

時代幼兒學校高班學生吳天藍、楊嘉敏於香港普通話 教師會舉辦的「第八屆全港學界普通話傳藝比賽」兒歌 組獲得優良獎。

NG Jehiah Lee and YEUNG Ka Man, upper class students of Times Nursery School, obtained the Outstanding Award (Singing Group Competition) in the 8th Hong Kong Schools Putonghua Speech and Art Competition.

觀塘幼兒學校幼初班學生鄧明眷於漢語聖經協會舉辦的 「最美的時光 - 親子看圖説聖經故事比賽」獲得初級組亞軍。 TANG Ming Kuen, an lower class student of Kwun Tong Nursery School, obtained the second runner-up in the story-telling competition organised by Chinese Bible International Limited.



天恒幼兒學校高班學生趙卓文、黃文軒、柳俊江及低班學生陳潤澤、朱德明於 聖公會天水圍靈愛小學舉辦的「聖誕嘉年華填色比賽」分別獲得冠軍、亞軍、 季軍及優異獎。

Upper class students CHIU Cheuk Man, WONG Man Hin, LAU Chun Kong, and lower class students CHAN Yun Chak and CHU Tak Ming of Tin Heng Nursery School obtained the champion, the first runner-up, the second runner-up and the outstanding award in the Christmas Carnival Coloring Competition organised by S.K.H. Tin Shui Wai Ling Oi Primary School.

天恒幼兒學校高班學生羅藹瑩、柳俊江、吳家欣、郭梓維、黃焯楠、 劉枳喬、彭樂仁、陳俊瑋 於香港學生輔助會小學舉辦的 「第七屆校運會幼稚園競技賽」獲得亞軍。

LO Oi Ying, LAU Chun Kong, NG Ka Yan, KWOK Tsz Wai, WONG Cheuk Nam, LAU Chi Kiu, PANG Lok Yan and CHAN Chun Wai, 8 upper class students of Tin Heng Nursery School, obtained the first runner-up in the 7th Athletics Competition organised by Hong Kong Student Aid Society Primary School.



## 我們的努力 Our Endeavour

天恒幼兒學校低班學生呂芷淇、陳世雄、陳潤澤於順德聯誼總會伍冕端小學主辦的「追蹤校園創意」填色比賽分別獲得冠軍、亞軍及季軍。 LUI Tsz Ki, CHAN Sai Hung and CHAN Yun Chak, lower class students of Tin Heng Nursery School, obtained the champion, first runner-up and the second runner-up in the "Campus Trace" Coloring Competition organised by S.T.F.A. Wu Mien Tuen Primary School.





石硤尾幼兒學校高班學生謝葆霖、低班學生陳映諭及黃芷婷於深水埗文藝協會文化委員會主辦「深水埗區兒童繪畫比賽」獲得初級組優異獎。
Upper class students TSE Po Lam, lower class students CHAN Ying Yu and WONG Tsz Ting of Shek Kip Mei Nursery School obtained the outstanding awards in a drawing competition organised by Shamshuipo Arts Association.

觀塘職業訓練中心會計系林慧思同學在香港財務會計協會 2008年12月的「審計學」公開考試考獲「最佳學員」榮譽。 LAM Wai Sze, student of the Accounting Department, Kwun Tong Vocational Training Centre, was awarded "Top Student" by the Hong Kong Institute of Accredited Accounting Technicians (HKIAAT) for her best performance in the examination of Auditing in December 2008.





觀塘職業訓練中心會計系陳玉玲同學通過中心的提名推薦, 獲「香港財務會計協會獎學金」。

CHAN Yuk Ling, student of the Accounting Department, Kwun Tong Vocational Training Centre, was awarded the Hong Kong Institute of Accredited Accounting Technicians (HKIAAT) Scholarship through the Centre's nomination.

市區重建

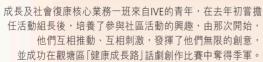
觀塘職業訓練中心設計及攝影系王聲海同學為市區重建局觀塘資源中心負責牆畫設計,2008年11月獲頒獎項。

WONG Sing Hoi, student of the Design and Photography
Department, Kwun Tong Vocational Training Centre, provided
graphic wall design for the Kwun Tong Resources Centre of the
Urban Renewal Authority, and was awarded an appreciative
trophy by the Authority.





青少年綜合服務成立了兩年的「小Teen使話劇團」在觀塘區「健康家庭·和諧社區」計畫之「健康成長路」話劇創作比賽獲冠軍,他們一班小四至小六學生從劇本創作至演出,表現出他們無限創意和潛能。 A group of primary 4 to 6 students formed "Little Teens Drama Group" two years ago. They developed their potential and creativity through drama script writing and playing performance. They won the Champion of Kwun Tong District Drama Competition.



A group of IVE students participate in community service and programme actively. They develop their creativity and finally won the 2nd runner up of Kwun Tong District Drama Competition.





天恆社區網絡計畫的會員黃容彬義工家庭, 投入參與社區網絡服務,憑其熱心服務的精神榮獲 「元朗區傑出義工選舉2008」的家庭組亞軍。

Member of Tin Heng Community Networking Project, WONG Yung Pan family was awarded the 1st runner-up in the Family Group in Yuen Long District Outstanding Volunteer Award 2008. The whole family keeps on participating in our community networking service enthusiastically.

# 機構委員會 Agency Level Committees

## 基督教服務通訊編輯委員會 Christian Service News Editorial Board

通訊編輯委員會主要的職責及功能是為了 釐定每期《基督教服務通訊》的內容,包括 編輯方針、評論的主旨、每期專題及12期 《基督教服務通訊》,發表共60篇專題、 《基督教服務通訊》,發表共60篇專題、 論等文章。今年專題內容則包括: 說不容 辭、怎樣放暑假、網上的自由國四川 是國別 性罪犯名冊、信有明天、社區保姆、 性罪犯名冊、信有明天。 性罪犯名冊和第二個家。

The major function of the editorial meeting board is to discuss the editorial direction and theme of the commentary column and generate ideas for feature stories. The board also proposes writers for the article of "Christian Service News". Six meetings were held and 12 issues were published during the year. A total of 60 articles were published. Feature stories published this year included Volunteers Works, Summer Holiday Planning, The Space of Freedom of Internet, Dyslexia, The Influence of Inflation on Low Income Families, Sex Education for Youth, Sichuan Rebuild, Sex Offender Register, Hope for Tomorrow, Neighbourhood Support Child Care Project, How to Prepare Your Retired Life and Foster Care Service.

## 籌款工作委員會 Fundraising Working Committee

籌款工作委員會由本處多個服務單位的同工組成,負責為籌款項目的推行提供意見,並參與推行有關項目及協助聯絡服務處各單位及同工共同推行。

今年委員會繼續協助優化每年舉行的機構性籌款活動的安排,亦為新的籌款活動及 恆常捐款的發展提供意見,為開展長期和 穩定的資源以支持服務發展作出努力。

我們的籌款工作的另一重要項目,是加強 機構內外對籌款事工的了解和認同。 Fundraising Working Committee is composed of staff members from selected units. It is responsible for giving suggestions on Agency's fundraising programmes. The members also provide logistic supports and assist in co-ordination among units and staff to facilitate the implementation of major fundraising programmes.

This year, the Committee continued to spend efforts in enhancing quality of annual fundraising events. It also gave suggestions in the development of new programmes and the promotion of regular donations.

Another focus is to increase understanding and support from the public, as well as our staff towards our fundraising work.

## 書刊出版委員會 Committee on Publications

書刊出版委員會負責監管機構的出版事務,包括機構書刊出版的路向、種類、刊印的數量、約稿、印刷及銷售等工作,以便更能配合機構服務的宗旨。

本年度委員會共召開了4次會議,出版了《社工先行者印記----香港基督教服務處深圳市社會工作專業督導計畫案例滙編》。2007年本處在深圳市進行社工試點時,首先倡議加入督導制度;我們有責任把經驗記下,以作為後來者的參考,成功的地方可供借鏡,不足之處則可避免重蹈覆轍。

年內我們亦參加了7月舉行之「香港書展 2008」。 The establishment of the Committee is to discuss publication matters for management purpose. It aims to formulate publication plans for the Agency, and invite articles submission from various writers, as well as printing and publications of books and reports.

During the year, the Committee had held 4 meetings. A book entitled "Casebook of Hong Kong Christian Service-Shenzhen Social Workers Supervision Project" was published. It was aimed to consolidate our experience, and to elaborate on how social work models could be applied in the local Mainland China settings.

We had also participated in the Hong Kong Book Fair 2008 (Social Welfare booth) in July.

## 內地社會服務事工委員會 Committee on Mainland China Social Service Project

委員會的主要功能職責乃就發展內地社會 服務事工的策略及具體事工提供建議,以 落實本處五大發展路向之一:「參與國家社 會福利發展」。

年內主要的商議重點包括本處支援內地社 會工作教育及實務的方向和機構性策略、 未來支援社工實習督導及參與國家社工人 才隊伍建設工作的方向。 The major function of the Committee is to make recommendations, and set out strategic plans concerning our projects in the Mainland; in order to consolidate one of our Agency's directions: "To participate in the development of social welfare in China."

The Committee had discussions on how to support the development of social work profession in the Mainland, and education and training of social workers at Agency level. Other issues, such as Agency's participation in building a professional team of social workers in the Mainland were also discussed.

## 服務質素委員會 Committee on Quality Assurance

服務質素委員會一向致力促進機構對服務質素及卓越文化的追求,透過建立一套以成果導向的服務質素管理系統,從而推動同工不斷與時並進,持續改善工作手法並提升服務素質。在2009年2月,本處再度為資深同外,委員會繼續討論機構在質素方面的改善工作,包括融合及優化現有的質素管理系統,如何讓同工內化及實踐機構的使命、如表現以行知識管理、將質素管理緊扣同工的表現以配合服務單位和核心業務的目標及發展等,以達致建構本處卓越文化的目標。

The mission of the Committee is to build a culture of service quality improvement within the Agency. Therefore, during the year, the Committee focused its work on building quality culture and revamping operating systems, while promoting continuous improvement practices in operations. Another Day Camp for experienced staff was organised in February 2009 to raise their awareness on quality and performance excellence. The Committee has also addressed strategic issues on the pursuit of service excellence, for instance, integration of existing management systems, internalisation of HKCS mission, establishment of knowledge management mechanisms, and the development of a result-oriented performance management system. Among all issues, it is particularly essential to ensure that all staffs share the beliefs on service excellence, which would eventually serve as the foundation for our quest for excellence.

## 政策研究委員會 Policy Research Committee

倡導合理公共政策是本處作為香港的非政府 機構的其中一項重要使命。機構的倡導工作 主要透過政策研究委員會和專責研究和政策 倡導的專業助理進行。政策研究委員會由不 同服務的同工組成,務求在研究公共政策時 有更廣泛和全面的考慮和多角度的分析。

此外,政策研究委員會屬下亦成立了常設的 政策研究小組。其中,教育政策研究小組就 教育政策事宜進行恆常性的關注和倡導。另 外,亦會不時組成臨時工作小組,就當時關 於公共政策的議題進行專門和深入的研究, 例如醫療融資研究小組、貧窮問題研究小 組、淫褻及不雅物品管制條例檢討研究小 組、性罪犯名冊臨時建議研究小組等等。

此外,在過去一年,委員會亦曾對公平競爭法、《種族歧視條例》僱傭實務守則、市區重建等議題進行研究。

Policy advocacy is one of the major missions of Hong Kong Christian Service. Advocacy work of the Agency is implemented mainly through the Professional Assistant and the Policy Research Committee. In order to have a comprehensive consideration and be able to view from a multiperspective angle, members of the Committee come from various services of the Agency.

Under this Committee, standing sub-committees have been set up. The Education Policy Analysis Sub-Committee held regular meetings in the past year. In addition, ad hoc working groups were also formed to study and respond to various public policy issues when they are current concerns of Hong Kong society, such as Task Group on Health Care Reform, Task Group on Poverty, Task Group on Sex Offender Registry, and Task Group on Control of Obscene and Indecent Articles Ordinance.

In the past year, the Advocacy Committee had studied a number of public policies and public issues, such as the Competition Law, policy on plastic bag levy, the future development of political system of Hong Kong, discrimination on ethnic minorities, and urban renewal.

## 智囊團 Think Tank

智囊團是由不同背景的同工組成的,在不 拘形式的氣氛下集思廣益,討論機構面對 的內外問題,然後再向行政總裁建議。年 度內,智囊團主要討論了以下幾個議題:

推動社會政策—建議應加強研究,以數據支持倡導工作。因應目前的社會形勢,應運用現有的渠道與議員建立關係,使他們更能認識清楚社會的需要,使能在現有改變不在員工獎勵計畫中配合獎勵倡導的工作,組織小組就一些議題進行討論及交流,並同時建議在招聘同工時,應吸納一些對社會政策有敏鋭觸覺的人才。

領袖培育—智囊團認為最有效的是上司以身作則再配合加強督導,其他培育的方法 包括:舉辦領袖訓練營,增加同工擔任署 構層面的委員會的機會:由同工擔任署理 職位,和在日常工作中加強授權同工復 項目。至於培育內容方面,則認為在個質 實素、專業和行政技巧,擴闊視野等高利 都很重要,同時亦要加強同工對社會福利 發展的了解。

如何發展內地事工一以目前兩地的發展而言,應開始步向雙方「協作」的考慮而非單向的,具體的建議包括設立一個以內地社會工作和社會福利為核心內容的網站,選取一些本處出版的書籍在內地出版,與內地社工合作撰寫有關本處所累積之社會工作經驗的書刊。

Think Tank was formed by staff from various professions. The major function of the Committee is to collect ideas and make suggestions to our Chief Executive on issues that the Agency are facing. During the year, the following issues were discussed:

Mobilising Social Policy — the Committee suggested that the research function should be strengthened, so that we have data evidence to support our work. We should also utilise the existing channel and establish a good relationship with councillors, and inform them with the social needs being raised, to influence the existing political institution. In internal aspect, the Committee also suggested that we should reward the staff and projects related to advocacy work in Staff Award Scheme, in order to encourage staff to form social policy groups for further discussion and exchange ideas on these issues. The Committee also suggested we should put interest and knowledge of social policy into consideration when we recruit our staff.

Train the Leaders — the Committee members think that the most effective way for a supervisor to train leaders is to set examples in front of her team. Other ways include setting up a conduct scheme in the leader training camp, creating opportunity for staff joining committee in Agency level, and let the subordinates to temporarily acting their supervisor's post while he/she is on leave. Also, it is equally important to empower staff in their routine work. For training content, strengthening their personal quality, professional and administration skill, widening their scope and the understanding of social welfare development are all very important for nurturing future leaders of our Agency.

Develop Mainland China Social Service Project – the social welfare development in mainland is different from Hong Kong, the "Cooperative Approach" should be enforced instead of the "Single Direction Approach". A concrete suggestion for this is to set up a website focus in mainland's social service work and social welfare development. We could also selectively choose books from our Agency to publish it in mainland, and cooperate with mainland 's social workers to write books and periodicals so as to share our Agency's experience on social work development.

# 員工組織 Staff Organisations

## 同工協會 Staff Association

同工協會成立的宗旨,是為了促進本處員 工之福利、關係及互相關懷,及在福利事 宜上與機構管理階層之溝通。

年度主題為「我的Team - 我的Home」,意指不同國籍的同工聚集在機構團隊中,期望彼此能以愛連繫,用雙方能明白的語文和方法溝通,猶如置身於互諒互讓的家中。因此,我們按主題舉辦「收A樹人」歷奇之旅(參觀清真寺及重慶大廈):「歌舞昇平今晚夜」(增設非華語組)及提供英文版同工協會文件。此外,我們亦一如以往舉辦多項活動加強同工的聯繫。

The establishment of Staff Association aims at providing more welfare services to our members, promoting smooth relationship and mutual care among members, and serves as a communication channel with managerial level on welfare issue.

The theme of this year was "Our Team - Our Home". That means colleagues from different origins worked together in our Agency. We devoted to use the language and communication method that could be mutually understood. It seems like we were all living in a caring "Home". So, we launched a series of programme like "Adventure with South Asians" in Mosque and Chung King Mansion, singing contest with non-Chinese section etc., and provided with English translations for Staff Association documents. Besides, we also arranged various activities to strengthen members' relationship.

協會亦響應「2008年度公益金服飾日」、「萬糭同心為公益」及「公益綠『識』

日」等活動,為公益 金籌款協助社區有 需要的人士。



The Association also supported activities organised by the Community Chest including "Dress Special Day 2008" and "Community Chest Green Day" etc., so as to raise money in assisting people in need.

同工從李炳光牧師手中接過 獎品時的興奮情況。 Lucky draw in the Staff

## 社工聯會 Social Workers' Society

要應付日常各式各樣具挑戰性的工作,社工除了需要在專業知識及技巧上經常裝備自己,保持個人的身心靈健康亦見重要,因此社工聯會幹事會特議定年度的主題為「固本培元」,藉以提倡會員關注個人的身心靈狀態。

為配合上述主題,聯會舉辦了「Club O生機養生之旅」,以提倡「生機養生」概念,此外亦透過「社工巴士33」推廣「正向心理學」的訊息;與此同時,聯會亦舉辦了「立法會社會福利界功能組別選舉候選人座談會」及「災後地區心靈重建工作分享會」,以推動會員關注業界事務及發展。

在會員聯繫工作上,聯會透過向新會員致送迎新卡、收集及更新會員電郵地址及出版「社工巴士33」,繼續與會員保持接觸及為他們打氣。

"To refresh and strengthen the physical and mental health of social worker" was the theme of the Social Workers' Society during the year.

To promote the above-mentioned theme, the society has organised an activity, named "Club O Organic Keep-fit Tour". Furthermore, the message about "Positive Psychology" has been spread through the newsletter. Besides, "Legislative Council Social Welfare Functional Constituency Election Forum" and "Psychological Aftercare Work for Sichuan Earthquake District Sharing Meeting" have been held for advocating our members' concern in the recent development of the social welfare industry.

Last but not the least, the society has published newsletters as a platform of mutual support and view exchange among our members.



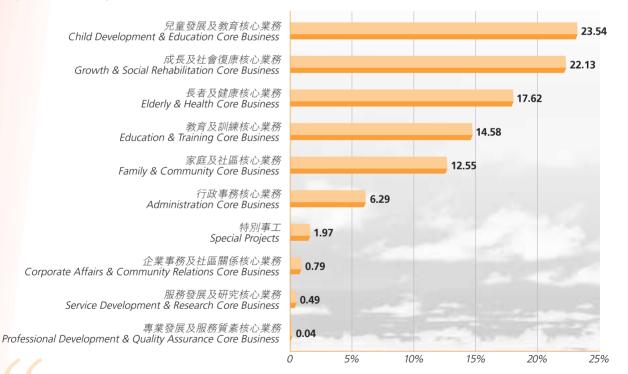
社工聯會的會員們於活動中積極交流。 The members of Social Workers' Society have actively participated in the gathering.

# 附錄 Appendices

## 收入與支出 Income and Expenditure



## 支出分析 Expenditure Analysis

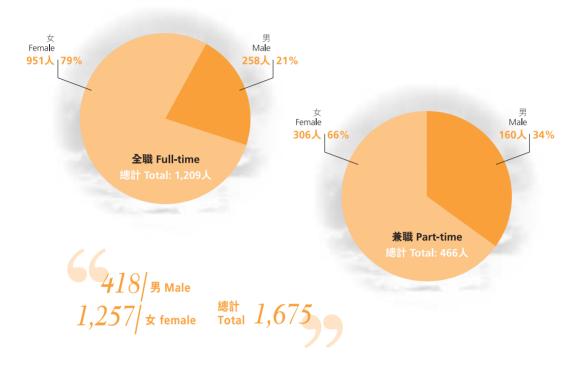


註: 2008-2009社會署資助服務的周年財務報告已經上載至本處網頁:<u>http://www.hkcs.org/about/income.html</u>中關於服務處之財務資料,歡迎各界上網查閱。

Note: 2008-2009 Annual Financial Report (Sevice subverted by the Social Welfare Department) was alreadly uploaded in our website: <a href="http://www.hkcs.org/about/income.html">http://www.hkcs.org/about/income.html</a> for browsing.

## 同工統計資料 Statistics of Staff

## 同工人數 No. of Staff



## 全職同工職務分布 Distribution of Full-time Staff by Job Nature

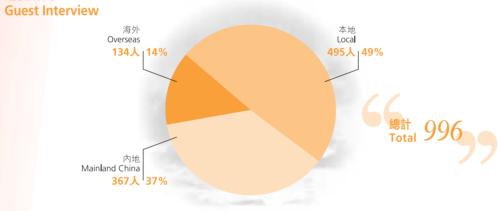
| 工作性質 Job Nature  | 同工人數 No. of Staff |
|--|-------------------|
| 社會工作 Social Work   | 257               |
| 文職/技工 Clerical/Technical   | 256               |
| 職工 Manual  | 183               |
| 社會福利(福利工作員、家務助理員、個人護理員)<br>Social Welfare (Welfare Worker, Home Helper, Personal Care Worker)  | 169               |
| 幼兒工作 Day Care Work   | 166               |
| 醫療/輔導醫療(臨床心理學家、物理治療員、職業治療員、醫生、登記護士、註冊護士)<br>Medical/Para-medical (Clinical Psychologist, Phsiotherapists, Occupational Therapists, Doctors,<br>Enrolled Nurses, Registered Nurses) | 83                |
| 教育 Educational   | 80                |
| 行政 Administrative  | 15                |
| 總計 Total:  | 1,209             |

## 同工統計資料 Statistics of Staff

## 同工參與外界工作統計 Participation of Staff Members in Outside Committees



## 嘉賓訪問



## 同工參與課程、研討會及會議統計

**Attendance of Staff Members in Courses, Seminars and Conferences** 

| 機構 Organisation                                 | 參與人次 No. of Attendance |
|---|------------------------|
| 本處 Our Agency                                   | 3,263                  |
| 教育統籌局 Education & Manpower Bureau               | 383                    |
| 大學及專上學院 University and Post Secondary Institute | 336                    |
| 政府機構 Government Organisation                    | 257                    |
| 香港社會服務聯會 Hong Kong Council of Social Service    | 250                    |
| 社會服務機構 Non-governmental Organisation            | 250                    |
| 社會福利署 Social Welfare Department                 | 220                    |
| 其他 Others                                       | 355                    |
| 總計 Total:                                       | 5,314                  |

## 全年服務使用人次統計 Statistics on Service Users of the Agency

## 服務分類 Types of Services

服務人次 Head Count of Service Users

## 兒童發展及教育 Child Development & Education

33 020

幼兒學校服務、幼兒兼收服務、幼兒暫託服務、幼兒延展服務、心橋兒童發展計畫、地區言語治療服務隊、早期教育及訓練中心、智愛家長會、早期教育及訓練中心暨特殊幼兒中心、特殊幼兒中心、親職教育中心

Nursery School Service, Integrated Programme, Occasional Child Care Service, Extended Hours Child Care Service, Project Bridge for Children's Development, District-based Speech Therapy Service, Early Education & Training Centre, Chih Ah Parents' Association, Early Education & Training Centre-cum-Special Child Care Centre, Special Child Care Centre and Parenting Education Centre.

## 教育及訓練 Education & Training

8,173

全日制職業訓練課程、成人進修及持續教育課程、肢體傷殘兒童特殊教育、長者進修、專業培訓、教會事工計畫、傳媒教育 Full Time Vocational Training, Adult and Continuing Education, Special Education for Physically Disabled Children, Elder Learning, Professional Training, Service Project for the Church and Media Education.

## 長者及健康 Elderly & Health

521,614

長者日間護理中心、長者地區中心、綜合家居照顧服務隊、長者鄰舍中心、長者院舍服務、虐老防治先導計畫、長者支援服務、全港長者運動會、長者評議會、診所、健康推廣計畫、居家樂逍遙計畫

Day Care Centre for the Elderly, District Elderly Community Centre, Integrated Home Care Service Team, Neighbourhood Elderly Centre, Residential Home for the Elderly, Project on Elder Abuse Reconciliation Service, Support Team for the Elderly, Athletic Gala for the Elderly, Elderly Council, Medical & Dental Clinic, Health Promotion Project and Home Improvement Project.

## 家庭及社區 Family & Community

30,838

一般寄養服務、緊急寄養服務、日間寄養服務、天倫綜合家庭服務中心、臨床心理學服務、兒童之家服務、緊急/短期 兒童之家宿位服務、安華日間展能中心、社區網絡服務、白普理退修中心、傳播中心

General Foster Care Service, Emergency Foster Care Service, Day Foster Care Service, Family Networks: Yau-Tsim Integrated Family Service Centre, Clinical Psychological Service, Small Group Home Service, Emergency/Short-term Care in Small Group Home Service, On Wah Day Activity Centre, Community Network Service, Bradbury Retreat Centre and Communications Centre.

## 成長及社會復康 Growth & Social Rehabilitation

438,058

青少年地區外展服務、青少年綜合服務、流動歷奇服務、南亞裔人士服務、深宵外展服務、藥物濫用預防及康復服務、學校社會工作服務、小學輔導服務、青少年導航及發展中心、成人上門追擊服務、網開新一面計畫、校園欺「零」計畫、生命MSN計畫、愛家●愛玩樂計畫

District Youth Outreaching Social Work Service, Integrated Children and Youth Service, Mobile Adventure Service, Service for South Asians, Service for Young Night Drifters, Prevention and Rehabilitation Services for Substance Abusers, School Social Work Service, Comprehensive Guidance Project for Primary School, Services for Non-engaged Youth, Adult Re-link, On-line New Page, Children and Adolescents at Risk Education, Life MSN and Play@Home Project.

## 僱員發展服務 Employee Development Service

21,521

僱員支援服務 Employee Assistance Service

## 內地社會服務事工 Mainland China Social Service Project

10,200

深圳實習社工、到港實習體驗學生、探訪本處外間機構團體

Shenzhen practical social workers, students acquire social work skills in Hong Kong and visitors from other Chinese organisations.

## 發展義工及企業義工 Volunteer Development

5,000

總計 Total: 1,058,224

## 服務單位通訊錄 Service Units Directory

## Service Units and Persons-in-charge

## **■**總部大樓 The Headquarters:

中國香港特區九龍加連威老道33號

33 Granville Road, Kowloon, HKSAR, China

電話 Tel: 2731-6316 傳真 Fax: 2731-6333

網址 Website: http://www.hkcs.org 電郵 Email: info@hkcs.org

## ■行政總裁辦公室 Chief Executive Office:

中國香港特區九龍加連威老道33號8樓

8/F, 33 Granville Road, Kowloon, HKSAR, China

行政總裁:吳水麗太平紳士

Chief Executive: Mr NG Shui Lai, BBS, MBE, JP

電話 Tel: 2731-6281 傳真 Fax: 2311-0275

電郵 Email: ce@hkcs.org

副行政總裁:胡淑星太平紳士

Deputy Chief Executive: Ms WOO Shuk Sing, Betty, JP

電話 Tel: 2731-6283 傳真 Fax: 2311-0275

電郵 Email: dce@hkcs.org

副行政總裁:孫勵生先生

Deputy Chief Executive: Mr SUEN Lai Sang

電話 Tel: 2731-6389 傳真 Fax: 2311-0275

電郵 Email: dcesls@hkcs.org

## ▋兒童發展及敎育核心業務

## **Child Development and Education Core Business**

中國香港特區九龍加連威老道33號4樓

4/F, 33 Granville Road, Kowloon, HKSAR, China

業務總監 General Manager: 甘秀雲博士 Dr KAM Shau Wan, Sanly 電話 Tel: 2731-6266 傳直 Fax: 2724-3593

電郵 Email: cdcb@hkcs.org

## 幼兒教育服務 Early Childhood Education Service

中國香港特區九龍加連威老道33號4樓

4/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 江小慧女士 Ms KONG Siu Wai, Adelina

電話 Tel: 2731-6222 傳真 Fax: 2724-3593

電郵 Email: eces@hkcs.org

## 雋匯幼兒學校 Central Nursery School

中國香港特區九龍上海街557號旺角綜合大樓3樓

3/F, Mongkok Complex, 557 Shanghai Street, Kowloon, HKSAR, China

校長 Principal: 鄧玉霞女士 Ms DUNG Yuk Ha, Rani

電話 Tel: 2380-2320 傳真 Fax: 2380-9788

電郵 Email: cns@hkcs.org

## 觀塘幼兒學校 Kwun Tong Nursery School

中國香港特區九龍觀塘翠屏道17號觀塘社區中心5樓及天台

4/F & Roof Playground, Kwun Tong Community Centre, 17 Tsui Ping Road, Kwun Tong, Kowloon, HKSAR, China

校長 Principal: 李淑芬女士 Ms LI Suk Fan

電話 Tel: 2389-1866 傳真 Fax: 2345-3525

電郵 Email: ktns@hkcs.org

## 李鄭屋幼兒學校 Lei Cheng Uk Nursery School

中國香港特區九龍深水埗李鄭屋邨信義樓平台316室

No. 316, Podium Level, Shun Yee House, Lei Cheng Uk Estate,

Shamshuipo, Kowloon, HKSAR, China

校長 Principal: 蘇媛媛女士 Ms SO Yuen Yuen, Whitney

電話 Tel: 2361-2355 傳真 Fax: 2374-6101

電郵 Email: lcuns@hkcs.org

#### 石硤尾幼兒學校 Shek Kip Mei Nursery School

中國香港特區九龍深水埗窩仔街石硤尾邨第23座1樓201-218號 Unit 201-218. 1/F. Block 23. Shek Kip Mei Estate. Woh Chai Street.

Shamshuipo, Kowloon, HKSAR, China

校長 Principal: 黃綺荷女士 Ms WONG Yee Hoi

電話 Tel: 2779-1891 傳真 Fax: 2778-6442

電郵 Email: skmns@hkcs.org

#### 時代幼兒學校 Times Nursery School

中國香港特區香港灣仔謝斐道391至407號新時代中心地下B舖及1樓 G/F, Shop B & 1/F, Times Tower, 391-407 Jaffe Road, Wan Chai,

Hong Kong, HKSAR, China

校長 Principal: 許慧敏女士 Ms HUI Wai Man

電話 Tel: 2833-6600 傳真 Fax: 2833-6555

電郵 Email: tns@hkcs.org

## 天恒幼兒學校 Tin Heng Nursery School

中國香港特區新界天水圍天恒邨恒貴樓地下B及C翼

G/F, Wing B & C, Heng Kwai House, Tin Heng Estate, Tin Shui Wai, N.T.,

HKSAR, China

校長 Principal: 李素貞女士Ms LEE So Ching

電話 Tel: 2486-5007 傳真 Fax: 2486-5009

電郵 Email: thns@hkcs.org

## 大坑東幼兒學校 Tai Hang Tung Nursery School

中國香港特區九龍大坑東棠蔭街17號大坑東社區服務中心4樓及天台

4/F & Roof Playground, Tai Hang Tung Community Centre, 17 Tong Yam Street, Tai Hang Tung, Kowloon, HKSAR, China 校長 Principal: 司徒潔貞女士 Ms SZETO Kit Ching, Agnes 電話 Tel: 2777-8020 傳真 Fax: 2776-0854

電郵 Email: thtns@hkcs.org

## 基督教聯合醫務協會幼兒學校

## **United Christian Medical Service Nursery School**

中國香港特區九龍觀塘協和街130號基督教聯合醫院」座(陳國本大樓)1樓

1/F, Block J (Chen Kou Bun Building) United Christian Hospital, 130 Hip Wo Street, Kwun Tong, Kowloon, HKSAR, China 校長 Principal: 鄧明慧女士 Ms TANG Ming Wai, Patricia 電話 Tel: 2347-2286 傳真 Fax: 2348-6740

電郵 Email: ucmsns@hkcs.org

## 滙豐幼兒學校 Wayfoong Nursery School

中國香港特區九龍大角咀深旺道1號滙豐中心3座高層地下

UG/F, Tower 3, HSBC Centre, 1 Sham Mong Road, Tai Kok Tsui, Kowloon, HKSAR, China

校長 Principal: 胡翠珊女士 Ms WU Chui Shan, Josephine

電話 Tel: 2288-4922 傳真 Fax: 2288-4921

電郵 Email: wfns@hkcs.org

## 親職教育中心 Parenting Education Centre

中國香港特區九龍加連威老道33號4樓

4/F. 33 Granville Road, Kowloon, HKSAR, China

中心主任 Centre-in-charge: 李耀群女士 Ms LEE Yiu Kwan 電話 Tel: 2731-6245 傳真 Fax: 2724-3703

電郵 Email: pec@hkcs.org

## 家長及嬰兒訓練服務

### Infant Stimulation and Parent Effectiveness Training Service

中國香港特區九龍加連威老道33號4樓

4/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 陸綺萍女士 Ms LUK Yee Ping

電話 Tel: 2731-6257 傳真 Fax: 2724-3593

電郵 Email: isp@hkcs.org

#### 彩雲早期教育及訓練中心

#### Choi Wan Early Education and Training Centre

中國香港特區九龍黃大仙彩雲邨彩鳳徑彩雲社區中心地下 G/F, Choi Wan Community Centre, Choi Wan Estate, Choi Fung Path, Wong Tai Sin, Kowloon, HKSAR, China

中心主任 Centre-in-charge: 梁慧菁女士 Ms LEUNG Wai Ching 電話 Tel: 2796-2722-3 傳真 Fax: 2796-2790

電郵 Email: cweetc@hkcs.org

## 葵興早期教育及訓練中心

### **Kwai Hing Early Education and Training Centre**

#### 中國香港特區新界葵涌葵興邨興福樓地下

G/F. Hing Fuk House, Kwai Hing Estate, Kwai Chung, N.T., HKSAR, China 中心主任 Centre-in-charge: 馬翠玲女士 Ms MA Chui Ling

電話 Tel: 2423-1822 傳真 Fax: 2423-1838

電郵 Email: kheetc@hkcs.org

## 心橋兒童發展計畫 Project Bridge for Children's Development

#### 中國香港特區新界葵涌葵興邨興福樓地下

G/F. Hing Fuk House, Kwai Hing Estate, Kwai Chung, N.T., HKSAR, China 中心主任 Centre-in-charge: 馬翠玲女士 Ms MA Chui Ling

電話 Tel: 2423-1822 傳真 Fax: 2423-1838

電郵 Email: kheetc@hkcs.org

## 屯門早期敎育及訓練中心

#### Tuen Mun Early Education and Training Centre

#### 中國香港特區新界屯門青山公路201號2樓

1/F, 201 Castle Peak Road, Tuen Mun, N.T., HKSAR, China 中心主任 Centre-in-charge: 江嘉慧女士 Ms KONG Ka Wei, Carrie 傳真 Fax: 2440-8600 雷話 Tel: 2451-6738

電郵 Email: tmeetc@hkcs.org

## 環翠早期教育及訓練中心

## **Wan Tsui Early Education and Training Centre**

中國香港特區香港柴灣環翠邨福翠樓地下102-107號

102-107, G/F, Fook Tsui House, Wan Tsui Estate, Chai Wan, Hong Kong, HKSAR, China

中心主任 Centre-in-charge: 楊文禮先生 Mr YEUNG Man Lai 電話 Tel: 2898-9505 傳真 Fax: 2889-7165

電郵 Email: wteetc@hkcs.org

## 元朗早期教育及訓練中心

## Yuen Long Early Education and Training Centre

中國香港特區新界元朗水邊圍邨碧水樓207-210室

Room 207-210, Bik Shui House, Shui Pin Wai Estate, Yuen Long, N.T., HKSAR, China

半職中心主任 Half-time Centre-in-charge: 古慧祈女士 Ms KU Wai Ki 電話 Tel: 2473-2989 傳真 Fax: 2442-4761

電郵 Email: yleetc@hkcs.org

## 特殊幼兒中心服務 Special Child Care Centre Service

#### 中國香港特區九龍加連威老道33號4樓

4/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 陸綺萍女士 Ms LUK Yee Ping 傳真 Fax: 2724-3593

電話 Tel: 2731-6257 電郵 Email: isp@hkcs.org

#### 祥華幼兒中心 Cheung Wah Child Care Centre

#### 中國香港特區新界粉嶺祥華邨祥智樓地下A翼

Wing A, G/F, Cheung Chi House, Cheung Wah Estate, Fanling, N.T., HKSAR, China

中心主任 Centre-in-charge: 黃紫薇女士 Ms WONG Tze Mei 電話 Tel: 2676-2020 傳真 Fax: 2676-7673

電郵 Email: cwsccc@hkcs.org

#### 摩理臣山兒童發展中心 Morrison Hill Child Development Centre

中國香港特區香港灣仔皇后大道東282道鄧肇堅醫院社區日間醫療中心1字樓 1/F., Community Ambulatory Care Centre, Tang Shiu Kin Hospital, 282 Queen's Road East, Wan Chai, HKSAR, China

中心主任 Centre-in-charge: 鄭燕萍女士 Ms CHENG Yin Ping 傳真 Fax: 3553-3636 電話 Tel: 3553-3638

電郵 Email: mcdc@hkcs.org

### 地區言語治療服務 District-based Speech Therapy Team

中國香港特區九龍加連威老道33號4樓

4/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 陸綺萍女士 Ms LUK Yee Ping

電話 Tel: 2731-6257 傳直 Fax: 2724-3593

電郵 Email: isp@hkcs.org

## 地區言語治療服務隊 - 第4隊

## District-based Speech Therapy Team - Team 4

中國香港特區香港柴灣環翠邨福翠樓地下102-107號

102-107, G/F, Fook Tsui House, Wan Tsui Estate, Chai Wan, Hong Kong, HKSAR, China 中心主任 Centre-in-charge: 楊文禮先生 Mr YEUNG Man Lai

電話 Tel: 2898-9505 傳真 Fax: 2889-7165

電郵 Email: wteetc@hkcs.org

### 地區言語治療服務隊 - 第6隊

#### **District-based Speech Therapy Team - Team 6**

## 中國香港特區新界屯門青山公路201號2樓

1/F, 201 Castle Peak Road, Tuen Mun, N.T., HKSAR, China 中心主任 Centre-in-charge: 江嘉慧女士 Ms KONG Ka Wei, Carrie 電話 Tel: 2451-6738 傳真 Fax: 2440-8600

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## ■教育及訓練核心業務 Education and Training Core Business

中國香港特區九龍加連威老道33號5樓

5/F, 33 Granville Road, Kowloon, HKSAR, China

業務總監 General Manager: 龐偉業先生 Mr PONG Wai Ip 電話 Tel: 2731-6344 傳真 Fax: 2724-3655

電郵 Email: edcb@hkcs.org

### 持續教育服務 Continuing Education Service

中國香港特區九龍尖沙咀山林道18號栢豪商業大廈6樓

6/F, Park Hovan Commercial Building, 18 Hillwood Road, Tsimshatsui,

Kowloon, HKSAR, China

業務總監 General Manager: 龐偉業先生 Mr PONG Wai Ip 電話 Tel: 2722-5117 傳真 Fax: 2781-4951

電郵 Email: ces@hkcs.org

#### TOP專業培訓中心 TOP Institute

## 中國香港特區九龍尖沙咀山林道18號栢豪商業大廈6樓

6/F, Park Hovan Commercial Building, 18 Hillwood Road, Tsimshatsui,

Kowloon, HKSAR, China

業務總監 General Manager: 龐偉業先生 Mr PONG Wai Ip 電話 Tel: 2722-5117 傳真 Fax: 2781-4951

電郵 Email: top@hkcs.org

## 康年進修中心 Institute of the Third Age

## 中國香港特區九龍尖沙咀山林道18號栢豪商業大廈6樓

6/F, Park Hovan Commercial Building, 18 Hillwood Road, Tsimshatsui,

Kowloon, HKSAR, China

業務總監 General Manager: 龐偉業先生 Mr PONG Wai Ip 電話 Tel: 2722-5117 傳真 Fax: 2781-4951

電郵 Email: ces@hkcs.org

#### 教會事工計畫 Service Project for the Church

中國香港特區九龍尖沙咀山林道18號栢豪商業大廈6樓

6/F, Park Hovan Commercial Building, 18 Hillwood Road, Tsimshatsui,

Kowloon, HKSAR, China

業務總監 General Manager: 龐偉業先生 Mr PONG Wai Ip 傳真 Fax: 2781-4951 電話 Tel: 2722-5117

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## 服務單位通訊錄 Service Units Directory

## 觀塘職業訓練中心 Kwun Tong Vocational Training Centre

中國香港特區九龍觀塘翠屏道5號

<mark>5 Tsui Ping Road, Kw</mark>un Tong, Kowloon, HKSAR, China

校長 Principal: 吳達維先生 Mr NG Tat Wai

電話 Tel: 2389-1238 傳真 Fax: 2357-4209

電郵 Email: ktvtc@hkcs.org

#### 培愛學校 Pui Oi School

中國香港特區新界屯門第39區顯發里

Area 39, Hin Fat Lane, Tuen Mun, N.T., HKSAR, China 校長 Principal: 劉鳳珍女士 Ms LAU Fung Chun

電郵 Email: pos@hkcs.org

## ■長者及健康核心業務 Elderly and Health Core Business

中國香港特區九龍加連威老道33號5樓

5/F, 33 Granville Road, Kowloon, HKSAR, China 業務總監 General Manager: 周翠女士 Ms CHOW Tsui 電話 Tel: 2731-6348 傳真 Fax: 2724-3655

電郵 Email: ecb@hkcs.org

#### 躍動晚年綜合服務 Active Ageing Integrated Service

中國香港特區九龍加連威老道33號5樓

5/F. 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 陳健儀女士 Ms CHAN Kin Yi, lvy電話 Tel: 2731-6348 傳真 Fax: 2724-3655

電郵 Email: aas@hkcs.org

雲漢長者地區中心及雲漢綜合家居照顧服務隊

## Wan Hon District Elderly Community Centre and Wan Hon Integrated Home Care Service Team

中國香港特區九龍觀塘雲漢邨漢柏樓地下

G/F, Hon Pak House, Wan Hon Estate, Kwun Tong, Kowloon, HKSAR, China

電郵 Email: whdecc@hkcs.org

## 順利長者鄰舍中心 Shun Lee Neighbourhood Elderly Centre

中國香港特區九龍觀塘順利邨順緻街2號順利社區中心2樓

2/F, Shun Lee Community Centre, 2 Shun Chi Street, Shun Lee Estate, Kwun Tong, Kowloon, HKSAR, China

中心主任 Čentre-in-charge: 徐玉琼女士 Ms TSUI Yuk King, Ann 電話 Tel: 2345-8323 傳真 Fax: 2763-4585

電郵 Email: slnec@hkcs.org

#### 幸福長者鄰舍中心 Fortune Neighbourhood Elderly Centre

中國香港特區九龍深水埗幸福邨福日樓地下

G/F, Fook Yat House, Fortune Estate, Shamshuipo, Kowloon, HKSAR, China 中心主任 Centre-in-charge: 朱敏儀女士 Ms CHU Man Yee, Katherine 電話 Tel: 2387-9951 傳頁 Fax: 2307-9784

電郵 Email: fnec@hkcs.org

## 蘇屋長者鄰舍中心 So Uk Neighbourhood Elderly Centre

中國香港特區九龍深水埗蘇屋邨劍蘭樓111-114室

Unit 111-114, Gladiolus House, So Uk Estate, Shamshuipo, Kowloon, HKSAR. China

中心主任 Centre-in-charge: 朱敏儀女士 Ms CHU Man Yee, Katherine 電話 Tel: 2720-3105 傳真 Fax: 2725-7792

電郵 Email: fnec@hkcs.org

#### 社區照顧及支援綜合服務

## Community Care and Support Integrated Service

中國香港特區九龍深水埗白田上邨第三座105-106室

Room 105-106, Block 3, Upper Pak Tin Estate, Shamshuipo, Kowloon, HKSAR, China

電郵 Email: ccs@hkcs.org

#### 深水埗綜合家居照顧服務隊

#### Shamshuipo Integrated Home Care Service Team

中國香港特區九龍深水埗石硤尾邨第24座207至210室

Room 207-210, Block 24, Shek Kip Mei Estate, Shamshuipo, Kowloon, HKSAR, China

中心主任 Centre-in-charge: 王文淵先生 Mr WONG Man Yuen 電話 Tel: 2776-5712 傳真 Fax: 2776-0028

電郵 Email: sspihcst@hkcs.org

#### 展華長者日間護理中心 Chin Wah Day Care Centre for the Elderly

中國香港特區九龍牛頭角樂華南邨展華樓3樓

3/F, Chin Wah House, Lok Wah (South) Estate, Ngau Tau Kok, Kowloon,

HKSAR, China

電郵 Email: cwde@hkcs.org

#### 荷花長者日間護理中心 Lotus Day Care Centre for the Elderly

中國香港特區九龍深水埗蘇屋邨荷花樓101-106室

Room 101-106, Lotus House, So Uk Estate, Shamshuipo, Kowloon, HKSAR, China 中心主任 Centre-in-charge: 譚鳳潔女士 Ms TAM Fung Kit, Sanchia

電話 Tel: 2708-1676 傳真 Fax: 2708-4429

電郵 Email: Itde@hkcs.org

### 診所 Medical and Dental Clinic

中國香港特區九龍加連威老道33號1樓

1/F, 33 Granville Road, Kowloon, HKSAR, China

電郵 Email: clinic@hkcs.org

## 保健致寶-健康推廣計畫 Health Promotion Project

中國香港特區九龍加連威老道33號1樓

1/F, 33 Granville Road, Kowloon, HKSAR, China

電郵 Email: clinic@hkcs.org

## 頌和長者服務計畫 Project on Elder Abuse Reconciliation Service

中國香港特區九龍深水埗白田上邨第3座105-106室

Room 105-106, Block 3, Upper Pak Tin Estate, Shamshuipo, Kowloon, HKSAR. China

電郵 Email: ears@hkcs.org

## 長者服務特別事工計畫 Elderly Service Special Projects

中國香港特區九龍深水埗白田上邨第3座105-106室

Room 105-106, Block 3, Upper Pak Tin Estate, Shamshuipo, Kowloon, HKSAR, China

計畫主任 Project Manager: 黃桂清女士 Ms WONG Kwai Ching 電話 Tel: 2777-8179 傳真 Fax: 2778-1129

電郵 Email: essp@hkcs.org

## 全港長者運動會 Athletic Gala for the Elderly

中國香港特區九龍深水埗白田上邨第3座105-106室

Room 105-106, Block 3, Upper Pak Tin Estate, Shamshuipo, Kowloon, HKSAR, China

計畫主任 Project Manager: 黃桂清女士 Ms WONG Kwai Ching 電話 Tel: 2777-8179 傳真 Fax: 2778-1129

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## 長者評議會 Elderly Council

中國香港特區九龍深水埗白田上邨第3座105-106室

Room 105-106, Block 3, Upper Pak Tin Estate, Shamshuipo, Kowloon, HKSAR, China

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#### 院舍照顧及支援綜合服務

## **Residential Care and Support Integrated Service**

中國香港特區九龍加連威老道33號5樓

5/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 何婉慧女士 Ms HO Yuen Wai, Vennus

傳真 Fax: 2724-3655 電話 Tel: 2731-6348

電郵 Email: rcs@hkcs.org

#### 長發安老院 Cheung Fat Home for the Elderly

中國香港特區新界青衣長發邨亮發樓地下及2樓

G/F & 1/F, Leung Fat House, Cheung Fat Estate, Tsing Yi, N.T., HKSAR, China

院長 Superintendent: 徐秀珊女士 Ms CHUI Sau Shan 電話 Tel: 2434-0143-6 傳直 Fax: 2434-7337

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#### 順利安老院 Shun Lee Home for the Elderly

中國香港特區九龍觀塘順利邨利富樓4樓

4/F, Lee Foo House, Shun Lee Estate, Kwun Tong, Kowloon, HKSAR, China

院長 Superintendent: 盧佩芬女士 Ms LO Pui Fan, Yvonne 傳真 Fax: 2793-4238 電話 Tel: 2342-0346

電郵 Email: slh@hkcs.org

## 華康宿舍 Wah Hong Hostel

中國香港特區香港香港仔華富邨華康樓2樓及3樓

2/F & 3/F, Wah Hong House, Wah Fu Estate, Aberdeen, Hong Kong,

HKSAR, China

院長 Superintendent: 李志剛先生 Mr LEE Chi Kong

電話 Tel: 2551-0980 傳真 Fax: 2538-1737

電郵 Email: whh@hkcs.org

## ■家庭及社區核心業務 Family and Community Core Business

中國香港特區九龍加連威老道33號5樓

5/F, 33 Granville Road, Kowloon, HKSAR, China

業務總監 General Manager: 郭偉強先生 Mr KWOK Wai Keung

電話 Tel: 2731-6258 傳真 Fax: 2724-3655

電郵 Email: fcb@hkcs.org

## 日間展能中心服務 Day Activity Centre Service

中國香港特區九龍加連威老道33號5樓

5/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 袁燕紅女士 Ms YUEN Yin Hung, Ena

傳直 Fax: 2724-3655

電話 Tel: 2731-6392

電郵 Email: enayuen@hkcs.org

#### 安華日間展能中心 On Wah Day Activity Centre

中國香港特區九龍牛頭角樂華南邨安華樓地下

G/F, On Wah House, Lok Wah (South) Estate, Ngau Tau Kok, Kowloon,

HKSAR, China

中心主任 Centre-in-charge: 黃啓稜女士 Ms WONG Kai Ling

電話 Tel: 2798-0900 傳真 Fax: 2798-0699

電郵 Email: owdac@hkcs.org

## 寄養服務 Foster Care Service

中國香港特區新界荃灣大河道60號雅麗珊社區中心1樓103及104室 Room 103-104, 1/F, Princess Alexandra Community Centre, 60 Tai Ho Road,

Tsuen Wan, N.T., HKSAR, China

總協調主任 Principal Coordinator: 李玉英女士 Ms LEE Yuk Ying 傳真 Fax: 2411-6400

電話 Tel: 2492-6088

電郵 Email: fcs@hkcs.org

## 天倫綜合家庭服務中心

#### Family Networks: Yau Tsim Integrated Family Service Centre

中國香港特區九龍加連威老道33號2樓

2/F, 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 李紫薇女士 Ms LI Chi Mei 電話 Tel: 2731-6259 傳真 Fax: 2724-3520

電郵 Email: familynet@hkcs.org

#### 兒童之家服務 Small Group Home Service

中國香港特區九龍加連威老道33號5樓

5/F. 33 Granville Road, Kowloon, HKSAR, China

總協調主任 Principal Coordinator: 袁燕紅女士 Ms YUEN Yin Hung, Ena

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#### 嘉福兒童之家 Ka Fuk Small Group Home

中國香港特區新界粉嶺嘉福邨

Ka Fuk Estate, Fanling, N.T., HKSAR, China 主任 Supervisor: 郭少蘭女士 Ms KWOK Siu Lan

電話 Tel: 2669-3820 傳真 Fax: 2669-3820

電郵 Email: kfsgh@hkcs.org

#### 石籬兒童之家 Shek Lei Small Group Home

中國香港特區新界葵涌石籬邨

Shek Lei Estate, Kwai Chung, N.T., HKSAR, China 主任 Supervisor: 何嘉汶女士 Ms HO Ka Man

電話 Tel: 2421-6060 傳真 Fax: 2425-9237

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#### 天瑞兒童之家 Tin Shui Small Group Home

中國香港特區新界元朗天水圍天瑞邨

Tin Shui Estate, Tin Shui Wai, Yuen Long, N.T., HKSAR, China 主任 Supervisor: 張文娟女士 Ms CHEUNG Man Kuen

電話 Tel: 2617-2779 傳真 Fax: 2617-8551

電郵 Email: tssgh@hkcs.org

### 天慈兒童之家 Tin Tsz Small Group Home

中國香港特區新界元朗天水圍天慈邨

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本處成功提名40多間企業伙伴獲頒社聯「商界展關懷」 標誌,表揚他們對本處及社會服務的支持。

Over 40 corporate partners were successfully nominated for the HKCSS "Caring Company Scheme".

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陳慧琳(愛·分享大使&青年導航網絡大使) Ms Kelly CHEN (Love·Sharing Ambassador & Ambassador of Youth Advisor)

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