



全人關心 卓越創新
care for all excel in all


HONG KONG CHRISTIAN SERVICE ANNUAL REPORT

香港基督教服務處 年報

2009-2010



香港基督教服務處
HONG KONG CHRISTIAN SERVICE



固本圖強
整裝待發

*Prepare the Best
Strive for the Excellent*



2009-2010

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.

目錄 Contents

機構介紹 Agency Introduction

- 3 目標與宗旨
Goals & Objectives
- 3 機構發展路向
Agency Directions
- 4 使命宣言
Mission Statement
- 4 機構徽號
HKCS Logo
- 5 歷史與發展
History & Development
- 6 服務處團隊
The HKCS Team
- 7 管理委員會名單
List of Management Committee Members
- 8 義務顧問
Honorary Consultants
- 9 主席的話
Chairman's Remarks
- 11 行政總裁報告
Chief Executive's Report

服務報告 Service Report

- 13 兒童發展及教育
Child Development & Education
- 18 教育及訓練
Education & Training
- 22 長者及健康
Elderly & Health
- 27 家庭及社區
Family & Community
- 33 成長及社會復康
Growth & Social Rehabilitation
- 37 專業發展及服務質素
Professional Development & Quality Assurance
- 42 服務發展及研究
Service Development & Research
- 45 企業事務及社區關係
Corporate Affairs & Community Relations
- 49 行政事務
Administration
- 49 政策倡導及研究
Policy Advocacy & Research
- 51 僱員發展服務
Employee Development Service
- 54 內地社會服務事工
Mainland China Social Service Project
- 57 我們的努力
Our Endeavour

機構委員會 Agency Level Committees

- 59 基督教服務通訊編輯委員會
Christian Service News Editorial Board
- 59 籌款工作委員會
Fundraising Working Committee
- 59 內地社會服務事工委員會
Committee on Mainland China Social Service Project
- 60 書刊出版委員會
Committee on Publications
- 60 服務質素委員會
Committee on Quality Assurance
- 61 政策研究委員會
Policy Research Committee
- 61 智囊團
Think Tank

員工組織 Staff Organisations

- 62 同工協會
Staff Association
- 62 社工聯會
Social Workers' Society

附錄 Appendices

- 63 收入與支出
Income and Expenditure
- 64 同工統計資料
Statistics of Staff
- 65 全年服務使用人次統計
Statistics on Service Users of the Agency
- 66 服務單位通訊錄
Service Units Directory
- 72 鳴謝
Acknowledgement
- 76 捐款表格
Donation Form



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;
3. Mobilising Christians and the general public to concern and support social services;
4. Advocating more adequate social welfare policies in Hong Kong so that all citizens may be protected and cared for;
5. Joining with the churches of Hong Kong in working out a servant-hood 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 建設健康社區環境
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.



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!



使命宣言 Mission Statement

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.”**

1. 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 HKCS Logo

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.



香港基督教服務處
HONG KONG CHRISTIAN SERVICE

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.

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.

1952

1960

1967



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.

1976

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。

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分。

The World Council of Churches' Migration Unit in Hong Kong also became an integral part of the Hong Kong Christian Service.

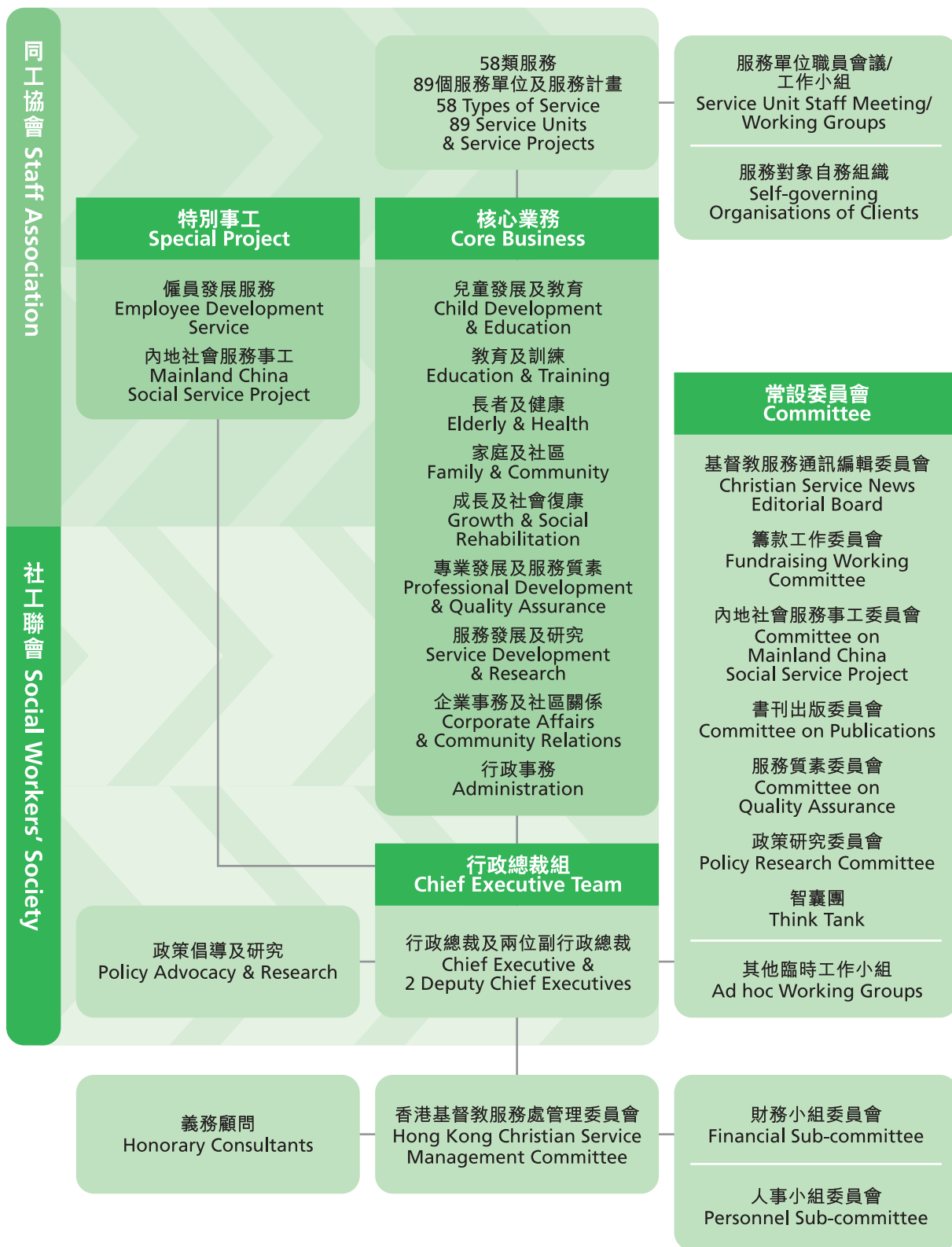
1986

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。

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





管理委員會名單 List of Management Committee Members

主席

李炳光牧師

Chairman

Rev LI Ping Kwong

副主席

陳達文博士

Vice Chairman

Dr Darwin CHEN, SBS, JP

義務司庫

趙世存太平紳士

Honorary Treasurer

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

義務書記

崔雪梅律師

Honorary Secretary

Miss TSUI Suet Mui, Connie

委員

陳啟芳博士
張洪秀美太平紳士
許俊炎校長
羅致光博士
蒲錦昌牧師(當然委員)
蘇成溢牧師
蘇以葆主教(當然委員)
戴浩輝監督
曾福全先生
易嘉濂博士(當然委員)
郁德芬博士

Committee Members

Dr CHAN Kai Fong
Mrs CHEUNG-ANG Siew Mei, JP
Mr HUI Chin Yim, Stephen, MH
Dr LAW Chi Kwong, SBS, JP
Rev PO Kam Cheong (Ex-officio member)
Rev SO Shing Yit, Eric
Bishop SOO Yee Po, Thomas, JP (Ex-officio member)
Bishop TAI Ho Fai, Nicholas
Mr TSANG Fuk Chuen, Thomas
Dr YICK Kar Lim, Lawrence (Ex-officio member)
Dr YUK Tak Fun, JP

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)

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

法律

楊元彬律師

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

長發安老院、華康宿舍

梁秉剛先生

傳媒教育

李月蓮博士

日間展能中心服務

黎淑卿女士
沈孝欣醫生
黃敬歲女士

天恆社區網絡計畫

洪雪蓮博士

融匯 –

少數族裔人士支援服務中心

陳茂釗博士
陳偉文先生
張其帆博士
祈占善博士
關之英博士

「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
譚萬鈞教授
左思賦醫生
黃昌榮教授
黃銳林先生

「隱蔽」成人上門輔導服務

黃昌榮教授

「生命MSN」計畫

馮嘉妍女士
左思賦醫生
黃昌榮教授

學校社會工作服務

鄧建偉律師

正向工程

何敏賢博士

Architecture

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

Legal

Mr YEUNG Yuen Bun, Benny

Infant Stimulation & Parent Effectiveness Training Service

Dr CHAN Chok Wan
Mrs FUNG CHENG Yuk Kwan
Dr LAI CHENG Cheng Gea, Alice
Dr Lydia SO

Cheung Fat Home for the Elderly, Wah Hong Hostel

Mr LEUNG Bing Kwong, Edward

Media Education

Dr LEE Yuet Lin, Alice

Day Activity Centre Service

Ms Louisa LAI
Dr H Y SHUM, Karen
Ms WONG King Shui, Phyllis

Tin Heng Community Networking Project

Dr HUNG Suet Lin, Shirley

Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)

Dr CHAN Mow Chiu, Raymond
Mr CHAN Wai Man
Dr CHEUNG Kay Fan, Andrew
Dr KEEZHANGATTE James Joseph
Dr KWAN Che Ying

LET'S Walk-Life Engagement Training Service

Mr Bernald CHAN, JP
Mr KWOK Ming Yee, Dicky
Prof LEUNG Seung Ming, Alvin
Prof TAM Man Kwan
Dr Steve TSO
Prof WONG Cheong Wing, Victor
Mr George WONG

Project Adult Re-link

Prof WONG Cheong Wing, Victor

Project Life MSN

Ms FUNG Ka Yim, Tracy
Dr Steve TSO
Prof WONG Cheong Wing, Victor

School Social Work Service

Mr KUN Kin Wai, Joseph

Application of Positive Psychology

Dr HO Man Yin, Samuel



主席的話 Chairman's Remarks



李炳光牧師
Rev LI Ping Kwong

過去一年，很多人擔心香港社會的內涵變質，不同的民生、政治議題催生兩極化的立場，激化了語言/肢體暴力的現象，使人擔心「社會共融」只是口號，往後的趨勢是更不和諧。樂觀的看法是公民社會的元素浮現，不同社群渴求參與管治社會的意識上升，甚至年青一代中也有關心及承擔的群體，這是可喜的現象。

沒有人會認為自己的主張是立心不良、破壞香港，但其言行卻往往引起其他人的負面反應。中央及特區政府苦口婆心呼籲共建和諧社會，但種種努力都徒然無功，效果不彰。也許，問題不在於口號、策略、甚至組織背景，而在乎人的質素及其生命是否更新。

香港有識之士甚多，市民的民主意識也日益高漲。然而，在愈熱心熱血的氣氛下，愈有不和諧的危機，因為個體容易流於自我、自私、自負；人性易於沉醉在自義的榮耀中；更大的問題，是人都只會看見別人是自己的敵人，卻看不見最大的敵人是自己。

當然，香港獨特的歷史進程、小島資源匱乏、及社會制度未完善，也是助長人心不安及人性躁動的強大因素，不容漠視。

人心不安，世途不平，社會難和諧，共融似遙遠，置身今天，本處同工更確信我們的服務使命是時代的需要—全人發展，建立仁愛、公義的社會。

In the past year, many people worried about the quality of Hong Kong's society; there appeared to be quite a number of diversified point of views on many issues concerning livelihood, others were of a political nature. People's physical and verbal violent behaviour were intensified; and many of us have started to worry that "social integration" might just be a mere ideal. People started to behave in a disharmonising manner. Nevertheless, on the other hand, we can positively view this as a sign that people are starting to care about what's going on around them, and they are willing to take part in, and be committed to the community; especially among the younger generations.

No one will think of themselves as the villains disrupting Hong Kong but the way they do and act always causing other people to react in a negative way. Though the mainland and Hong Kong governments persuasively called for social harmony, their efforts proved to be unsuccessful. Perhaps, the problem is not with their strategy, but rather, depends on whether people's inner quality has improved or not.

Many people are well educated in Hong Kong, and people are more aware of the importance of democracy. However, with increasingly more people are excited about the social and political matters, the more disharmonies the society might have experienced. In nature, human beings are tend to be boastful and selfish; people often honoring themselves as the righteous one, most important, they see others as enemies, but forget the biggest enemies might be themselves.

Hong Kong has a unique historical background, with limited resources and social systems are not perfect. These may be the reasons why people tend to be feeling unsettled and often of short-tempered.

These unsettled and unfair feeling of people, making the achievement of social harmony very difficult. Today, with all our staff here in Agency, we are convinced that our mission is what the society needs — an holistic development of each person, so as to establish a society that is full of love and justice.



我們的服務，不只是表層解困，更是發展個體的正向心理，改善人際關係，促進社會和諧。

我們的服務，不只是解眼前之急，更著力於建立積極生活態度及人生哲理，使人堅定心志，思想正面。

我們的服務，不是施予，而是同行，並且造就機會，讓更多的人同行，不論是受助者、普羅市民、企業員工、慈善基金等，都可以在付出及參與之中孕育自然而然的共融與和諧。

達致和諧，不是靠凜冽的北風，而是靠和暖人心的太陽，那怕是寒冰遍野，只要人心暖意互相感染，更堅固的寒冰也會溶解。正因着這信念，本處同工在過去一年，繼續以正向心理、正向人生為主旨，在多元化的服務中加以演繹，實踐建立仁愛、公義社會的使命，成為社會上其中一道的冬日陽光。

藉此機會，我們深深感謝一直以來像陽光般支持及溫暖着我們的社會人士、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萬分感謝。

願上帝賜福予各位。

Our services focus on the development of individual's psychological well-being, to improve people's interpersonal skill, and promote social harmony.

Our service is not of a short-term basis, but in a long run, we aim at creating society full of positive energy towards life, with people having a stronger will.

Our service is not a pity-giving but a humbly walk with users. We create opportunities, and invite more people to experience this journey with us. Whether it's the service user, general public, Agency's staff or people from various charitable foundations; we want all of them to play a part in our grander plan. Together, we would be able to create a harmonious world.

In achieving this goal, we must have a heart of gold. In a world as cold as the northern ice, we must spread our love and believe in what we are doing in order to generate positive energy. With this mission in heart, in the past year, we continued to serve with a positive and caring attitude in our diversified services. We want to be the winter sun creating a just and caring society.

Finally, I would like to take this opportunity to deeply appreciate all those of you who have warmly supported us: the general public, various foundations, enterprises, volunteers and relevant government departments. I also want to say thank you to all our management committee members, our consultants and colleagues of the Agency.

God bless you all.





行政總裁報告 Chief Executive's Report



吳水麗太平紳士
Mr NG Shui Lai, BBS, MBE, JP

過去一年，香港的社會福利服務並沒有甚麼令人驚喜的地方，政府資助的服務雖進行了一些個別服務的檢討和改進，但都只是些修補補的措施，乏善可陳。影響社會福利服務發展的長期社會福利規劃，是業界長期以來推動的方向，但至今只聞說是交由社會福利諮詢委員會跟進，可是至本年度結束時，卻還未有任何具體的公布。

除了政府的資助外，熱心人士的捐款也是推動社會福利發展的一大力量，可是近年來市面上籌款者眾多，政府的監管又政出多門，令一些市民無所適從。政府法律改革委員會正研究有關規管非營利機構立法的可行性，有關研究已進行了一段時間，但至今尚未公開諮詢，有關立法肯定有其可取的一面，但監管非營利機構的問責和交代的同時，必須不能犧牲非營利機構的獨立性和自主權利，因此立法之前必須要有充分的諮詢，以及吸納非營利機構的意見。

過去一年，值得一提的是社會福利署接納了整筆撥款獨立檢討委員會的建議，成立了社會福利發展基金，並在2010年1月邀請接受政府資助的機構申請。政府撥出了十億成立該基金，將分三個三年的階段接受申請，每間申請者的上限為其2009/2010年度政府資助的9%。該基金的用途包括員工培訓、營運系統的改善和服務輸送的研究。

該基金的三項用途中，第一項是業界近年來不斷提出的要求：香港社會服務聯會多年來已不斷提出業界這方面的需要。當年曾特首競選連任時，社福界9位提名他的選委回應他表示關心社工的士氣時，就具體地提出過要成立類似教育界的做法，成立基金為社工製造空間。

No surprise was shown in the social welfare service scene for the past year. There were changes and reviews of various programmes and services; but all were minor issues and not worth mentioning. At the same time, the long term social welfare planning which has been advocated by the social service sector for years, did not show any clear indication of when and how it would be done by the government. There was only hearsay that the Social Welfare Advisory Committee has been commissioned by the government to look into this issue.

Besides government subvention, donations are also an important factor for social welfare development. In recent years, there have been many fundraising activities. Various fundraising activities are regulated by different government departments with different regulations and rules. This often confuses the general public. In view of this, the Law Reform Commission has been deliberating the enactment of a charitable ordinance. However, the consultation process has yet been started. There are positive sides for such an ordinance in terms of monitoring the accountability of non-profit organisations. But such an ordinance should not affect the independence of non-profit organisations. Hence, there should be full consultation before the enactment of such an ordinance and the views from non-profit organisations should be taken into account seriously.

One thing worth mentioning in the past year was the setting up of a Social Welfare Development Fund (SWDF), as suggested by the Lump Sum Grant Independent Review Committee. The Social Welfare Department started inviting applications to the Fund in January 2010. The Fund with a total of HK\$1 billion will be operated in three 3-year phases covering a total of 9 years. The funding cap for each agency receiving subvention is set at 9% of its annual subventions in 2009-2010.

The SWDF was set up to support training and professional development, business system upgrading, and studies aiming at enhancing service delivery. The first issue has been repeatedly requested by the sector in recent years. The Hong Kong Council of Social Service has been presenting this request to the government for many years.



事實上，近年由於服務使用者面對的問題愈來愈複雜，問責要求亦愈來愈高。社工介入手法愈趨專業，資源又未能相應配合，社會福利從業員的壓力變得很大，有需要接受進修和培訓。有關基金的成立，確是針對業界急需的措施。

今天香港的社會福利界正面臨人才的轉接期。社會福利服務在70年代是發展的高峰期，當年入職的專業人士，在前幾年已開始步向年屆退休之齡，未來幾年，將會是這批人士退休的高峰期。因此，加強員工的培訓和發展，不僅是回應工作量和專業的要求，也是社會福利服務在香港歷史發展上對領導力的一種需求。

有見及此，我們在本年度開展了一個全面及長期的領導力發展計畫，服務處一直都重視員工的培訓和發展，但這卻是首次有系統以及長遠地去發展機構的領導力。我們邀請了寶鼎管理顧問有限公司，為我們進行了領導才能發展計畫，為本處的管理層釐定了職業能力，並選了第一批40位管理人員進行領導才能的評估，繼而擬定每人的現狀及需要；從而因應每人的需要擬定發展計畫。第二批同工將於來年進行類似的評估。我們亦於2010年3月開始邀請彼得·德魯克管理學院，為這40位同工舉行一個為期17日的行政管理課程。

因應社會福利界近年出現的一些新現象，例如社會企業，商界合作，跨界別合作等，社會福利服務機構未來勢必出現重大的改變，然而，機構變革的基礎，正是機構是否有足夠的領導力。

一個管理者善於處理複雜環境，一個領袖則善於處理改變。我們面對的是一個既複雜而又急劇變化的環境，我們團隊未來的成員要同時兼備管理者和領袖的才能，方可帶領機構變革。

至於過去一年，本處各項服務的概況可詳見本年報以下由各業務總監，和有關同工撰寫的報告。

在此，特別要感謝一直支持我們的社會人士、企業、義工、基金會和有關政府部門。同時向各管委、顧問和同工致以衷心的謝意，有你們的同行，服務處才可以實現我們的願景。

The 9 Election Committee members from the social welfare sector who nominated the current Chief Executive, has made such request loud and clear when responded to Mr. Donald Tsang's concern about the morale of social workers. They have suggested a fund similar to that of the education sector should be set up for social workers.

As a matter of fact, the pressure social workers have been facing in recent years, mainly due to the complexity of problems service users are having; people have higher expectations, and thus social workers are expected to be more professional, no matter how limited the resource is. The training and development needs of social workers are increasing. The establishment of such a fund is very much welcomed by the sector.

The human resource development of the welfare sector is entering a transitional period too. Social welfare in Hong Kong has been developing rapidly since the 70s. Those who started their career around that time are now reaching their retirement age. In the coming years, it will be the retirement peak of this cohort. To promote training and development is not only a response to the professional requirement, but also to the need of leadership development at this stage.

In view of this, Hong Kong Christian Service has started a comprehensive and ongoing leadership development programme. This was the first comprehensive scheme of its kind, though we have always value our staff training and development. The Boyden Management Consulting Asia Limited has been appointed to carry out a talent management exercise including: define the core competencies of our managerial staff, carry out a psychometric assessment, and work out the individual development plans for 40 managerial staff. Another round of assessment will be conducted for another team of staff in the coming years. In March 2010, a 17-day Executive Development Course has also started. The course is conducted by the Peter F. Drucker Academy.

In respond to some of the new development in recent years, such as social enterprise, multi-partite partnership and other collaborations; big changes in the welfare field and the Agency are to be expected. But the transformation of the Agency must be based on whether we have a strong leadership. In handling complicated situation, we need a manager. In handling changes, we require a leader. We are facing a changing and complicated situation, hence our team needs people who have the skills and quality of both a manager and a leader.

As to the details of various programmes and service sectors, please refer to the following pages prepared by our general managers and staff concerned.

I would like to take this opportunity to thank all our supporters, different enterprises, volunteers, various foundations and related government departments. I also want to acknowledge our committee members, advisors and fellow colleagues. Without your support, Hong Kong Christian Service would have been unable to fulfill our mission.



服務報告 Service Report

兒童發展及教育 Child Development & 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」共設有9間幼兒學校，為2-6歲幼兒提供優質學前教育、延展、兼收及暫托服務。

「家長及嬰兒訓練服務」，包括5間早期教育及訓練中心、1間兒童發展中心、1間特殊幼兒中心及2隊地區言語治療服務隊，為有特殊需要的兒童及其照顧者提供及早的訓練及專業支援；而當中的特殊幼兒中心，更為2至6歲的弱能弱智、有學習困難或行為偏差的兒童，提供日間照顧及訓練服務。

「親職教育中心」及「心橋兒童發展計畫」則為全港0-12歲兒童提供啟發潛能的專業培訓課程，並為其家庭提供正確、簡單、專業而實用的育兒知識。

Our Child Development & Education Core Business currently serves 5,653 children and is responsible for various early education and training services.

The Early Childhood Education Service provides quality pre-school education for children from two to six years of age. Nine nursery schools have been established for this purpose. A wide range of services is offered, including: education 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 also provides training 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 of two to six years of age who are developmentally delayed or who have learning and/or behavioural difficulties.

Two other professional services, namely, the Parenting Education Centre and the Project Bridge for Children's Development, provide training for children (including children with special needs) from birth to twelve years of age, and at the same time, provide parents/caregivers with skills and knowledge in parenting and in children's development.

在服務隊伍悉心指導下，尤其在治療師盡心盡責、充滿愛心的教導下，孩子有所進步，作為家長非常感激。

As a parent, I am very much appreciated the devotion, caring and training of the therapist. This has positive influence on my child.

兒童家長余太
Mrs Yu, a child's parent



本處職業治療師為有需要的小朋友進行職業治療。
Our occupational therapists serve the children in need.



雋匯幼兒學校以「生命教育課程」獲本港教育界的最高殊榮「行政長官卓越教學獎」(2008-2009)。
Central Nursery School was granted the Chief Executive's Award for Teaching Excellence (2008-2009).

行政長官卓越教學獎 (2008-2009)

本處的雋匯幼兒學校以「生命教育課程」，榮獲本港教育界的最高殊榮「行政長官卓越教學獎 (2008-2009)」，是多年來第二所獲得此殊榮的幼兒學校。除獲行政長官曾蔭權先生及教育局局長孫明揚先生親自頒發獎座，更獲贈書券及獎金合共港幣十萬三千五百元以支持教學持續發展。

評審團欣賞學校能按幼兒之能力和興趣，以螺旋學習模式環繞「人與自己、人與他人、人與社會」三方面設計適切的核心價值課，並以專題研習、新聞分享及多元化學習活動，發展一套真正以愛為本的生命教育課程，讓幼兒認識自己的長處和明白他人的感受，學習把負面情緒轉化為正面能量，積極面對將來。

內地與香港教師交流及協作計畫

本處的石硤尾幼兒學校，於2009學年參與了由教育局學前教育支援組，與國家教育部及廣東省教育廳合作推行的「內地與香港教師交流及協作計畫」，重點優化校內音樂課程的本體質素。到校支持的內地教師為來自全國的優秀教研人員，以每周駐校一天的形式，透過共同研課、觀課及評課等活動，建構兩地教師的專業交流平台及網絡溝通模式，從而提升課室中的教學效能，並集結教學設計中的精闢見解，調整現有音樂課程的質量，使活動內容更能適切校本幼兒的能力與興趣發展。

The Chief Executive's Award for Teaching Excellence (2008/2009)

The Central Nursery School was granted the Chief Executive's Award for Teaching Excellence (2008/2009). It was the second nursery school to receive this highest honour. Chief Executive Mr TSANG Yam Kuen and Secretary for Education Mr SUEN Ming Yeung, GBS, JP presented the award, and praised our staff for their excellent teaching of life education. The award includes a Continuing Professional Development (CPD) Scholarship of \$103,500, a book token and a trophy.

The Assessment Panels appreciated the fact that the teachers had designed the 'spiral life education curriculum' according to children's abilities and interests. This curriculum addressed the core values of 'person and oneself', 'person and others', and 'person and society'. Using diverse learning activities, including news sharing and projects, teachers had aimed to develop a 'love-based' life education curriculum; a curriculum that encouraged children to appreciate their own strengths and to understand how others feel. The curriculum empowered children to convert negative emotions into positive strengths, thus children learned to face the future positively.

The Mainland-Hong Kong Teachers Exchange & Collaboration Programme

The Shek Kip Mei Nursery School joined the Mainland-Hong Kong Teachers Exchange & Collaboration Programme (2009-2010). This was organised by the Pre-primary Education Support Section of the Education Bureau and the Education Department of Guangdong Province. The main purpose of the programme was to enable collaboration between Mainland music education experts and Hong Kong teachers in order to enhance the quality of the design and implementation of music activities. Mainland music education experts and researchers visited the Shek Kip Mei Nursery School weekly to collaborate with the teachers, and to study, observe and evaluate various music activities. A high level of professional communication was established, and the keen exchange of ideas enriched music activities at the Shek Kip Mei Nursery School.



訓練員對工作充滿熱誠，對兒童充滿愛心和耐性，對孩子有正面影響。

The staff are very enthusiastic; they served with love and patience, and this have positive impacts on my child.

兒童家長黃太
Mrs Wong, a child's parent

本處幼兒教育服務舉辦幼兒創意藝術展，展出由幼兒創作的藝術作品。
Our Early Childhood Education Service has organised a creative arts exhibition to exhibit the children's artwork.

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 Enrollments in Nursery School

幼兒學校名稱 Nursery School Name	日間幼兒服務 Nursery School Service	兼收服務 Integrated Programme	暫託服務 Occasional Child Care Service	延展服務 Extended Hours Child Care Service
雋匯幼兒學校 Central Nursery School	112	6	668	1,525
觀塘幼兒學校 Kwun Tong Nursery School	193	12	532	2,764
李鄭屋幼兒學校 Lei Cheng Uk Nursery School	165	12	1,864	2,616
石硤尾幼兒學校 Shek Kep Mei Nursery School	164	12	633	2,946
大坑東幼兒學校 Tai Hang Tung Nursery School	173	12	349	1,986
時代幼兒學校 Times Nursery School	88	6	810	1,507
天恒幼兒學校 Tin Heng Nursery School	96	18	113	1,070
聯合醫務協會幼兒學校 United Christian Medical Service Nursery School	60	0	0	0
滙豐幼兒學校 Wayfoong Nursery School	136	0	0	0
總人數 Total:	1,187	78	4,969	14,414

藝術與語文發展

家長及嬰兒訓練服務一直致力培育兒童的藝術及語文發展。去年不同單位透過多元化的活動手法，包括音樂治療小組、戶外藝術日、親子藝術活動、視覺藝術活動，以及開展與展能藝術會的合作等；培養兒童多方面的藝術興趣和促進親子關係和溝通。同時透過在訓練中引入藝術元素，加強對兒童的訓練成效。

在語言發展方面，本服務的言語治療師團隊，過去一直努力研發語言訓練策略。其中一項為利用「故事文法」及「粵語語法」來促進兒童的語言能力。去年團隊與本處幼兒教育服務更攜手合作，創作了一系列適合2-6歲幼兒的故事圖卡，讓幼兒可以藉此學習故事的文法及粵語之語法。

網上導航計畫「訓練技巧剪影」

「訓練技巧剪影」是本處的家長及嬰兒訓練服務繼「100個怎麼辦」後，另一項網上家長教育服務，目的是為有特殊需要之幼兒的家長，提供一系列基本訓練技巧的示範，使家長能善用家居的環境及日常生活的事物來教導幼兒。「訓練技巧剪影」集合本處特殊幼兒工作員、職業治療師、物理治療師及言語治療師的專業知識及技巧，透過一系列的示範短片，除了向家長介紹「訓練基本法」外，亦會針對兒童的六大發展範疇：即語言、小肌肉、認知、體能、自理、社交及情緒提供訓練示範。

Art and Language Development for Children

The Infant Stimulation and Parent Effectiveness Training Service is dedicated to the art education and language development of children with special needs. Last year, a number of different service strategies were executed, including: music therapy groups, outdoor art day, parent-child art activities, programmes on visual arts, and collaborative art programmes with the Disabled Association of Hong Kong. These efforts were not only being helpful in developing children's potential and interest in art; but also enhanced the parent-child communication and strengthened their relationship. Thus, the use of a variety of teaching methods did enhance the effectiveness of the training.

Our Speech Therapy Team is devoted to developing effective strategies for the training of children with language problems. Last year, the Speech Therapy Team collaborated with the Early Childhood Education Service in developing a set of story cards for children from two to six years old. Strategies used to facilitate children's language learning including 'Story Grammar' and 'Cantonese Grammar'.

Online Parent Education Project: Videos on Parent Training Skills

Our Online Parent Education Project offered videos for parent training skills as part of the service. The online videos aimed at providing basic training demonstrations for parents of children with special needs, who were doing home based training. These videos were created and developed by special child care workers, occupational therapists, physiotherapists and speech therapists of our service. Apart from providing demonstrations of basic training methods, the videos also provided demonstrations of training skills in a number of specific child development areas, namely, cognition, language, fine motor skills, gross motor skills, self-care, social and emotional aspects of child development.



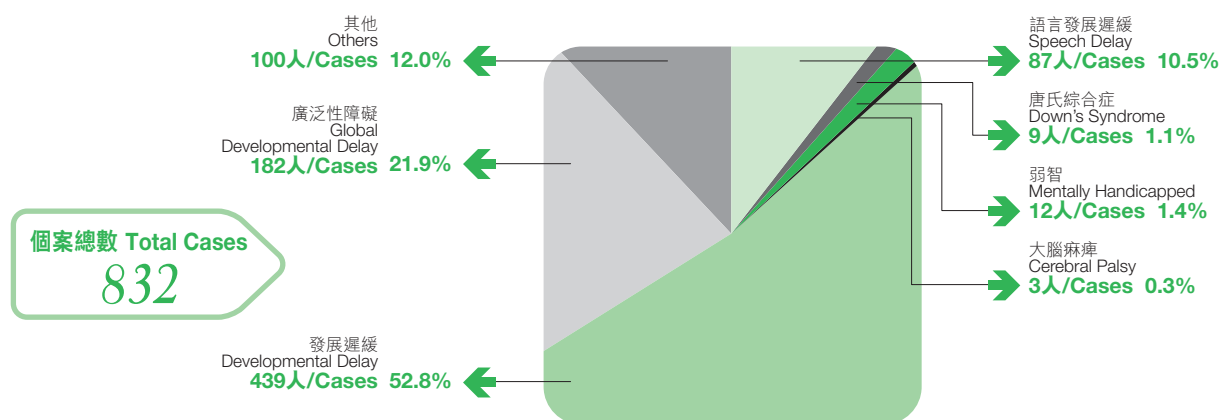
家長與兒童分別利用環保和簡單材料進行藝術創作，然後利用作品進行親子遊戲活動，大家都享受創意藝術和親子的樂趣。

Parents and kids utilised some simple, reusable materials to make up their lovely art products. Through the interesting art work activities, parents and kids had much fun together.

將訓練示範短片上載至網頁，供家長參考使用。
Online videos to teach needy parents of training skills at home.



家長及嬰兒訓練服務個案的弱能類別分布 All Cases Distribution of Infant Stimulation and Parent Effectiveness Training Service



親職教育中心分類及人數 Service Types and Enrollments of Parenting Education Centre

服務分類 Service Type	服務人次 No. of Attendance
訓練課程 Training Courses	26,498
小組活動 Group Activities	8,098
諮詢 Simple Consultation	2,112
資源中心服務 Resources Centre Service	240
單項講座 Talks	196
總人數 Total:	37,144



幼兒透過舞龍表演，表達對長者的關心及支持。
Children of our nursery schools show their care and supports to the elderly through their dragon dance performance.



幼兒去超級市場統計使用環保袋的情況。
Nursery school children conducted a survey on the usage of eco-friendly bag.



教育及訓練 Education & Training

當我在學習上遇到難題時，老師及同學總會不厭其煩地幫助我和鼓勵我。相比以前的中學生活，我在觀塘職業訓練中心更能感受到家的溫暖，我很喜歡這間學校的教學模式。

When I had difficulties in my studies, I received a lot of help and encouragement from teachers and classmates. I like Kwun Tong Vocational Training Centre very much as we all feel like one big family.

觀塘職業訓練中心商業系同學黃康年
WONG Hong Nin, Student of Commerce Department,
Kwun Tong Vocational Training Centre

家瑜就讀培愛學校以來，幸蒙眾位老師諄諄教導，愛心關懷。她能有今日的成績，實有賴學校悉心培育。為此，本人衷心表示感激。

Because of teachers' guidance, love and care, Macy has got great improvement since she studied in Pui Oi School. I sincerely thank all teachers for their hard work.

培愛學校離校生梁家瑜母親
Mother of Macy LEUNG,
Alumnus of Pui Oi School

觀塘職業訓練中心師生往訪四川彭州市花溪村及周邊地方，瞭解地震災後救援及重建工作，探訪當地居民及表達關懷。

Students and staff of Kwun Tong Vocational Training Centre visited Sichuan to understand the recovery and re-construction of the area one year after the earthquake happening in May 2008.



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發展，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，培育他們的人格，啟發他們的潛能，提升他們的知識及能力，讓他們建立自信，參與及貢獻社會。服務包括：成人及持續教育、職業訓練、專業培訓、長者進修、肢體傷殘兒童特殊教育、傳媒教育等。

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 potential, 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 media education, etc.



「蜀港青年雙向交流之旅」

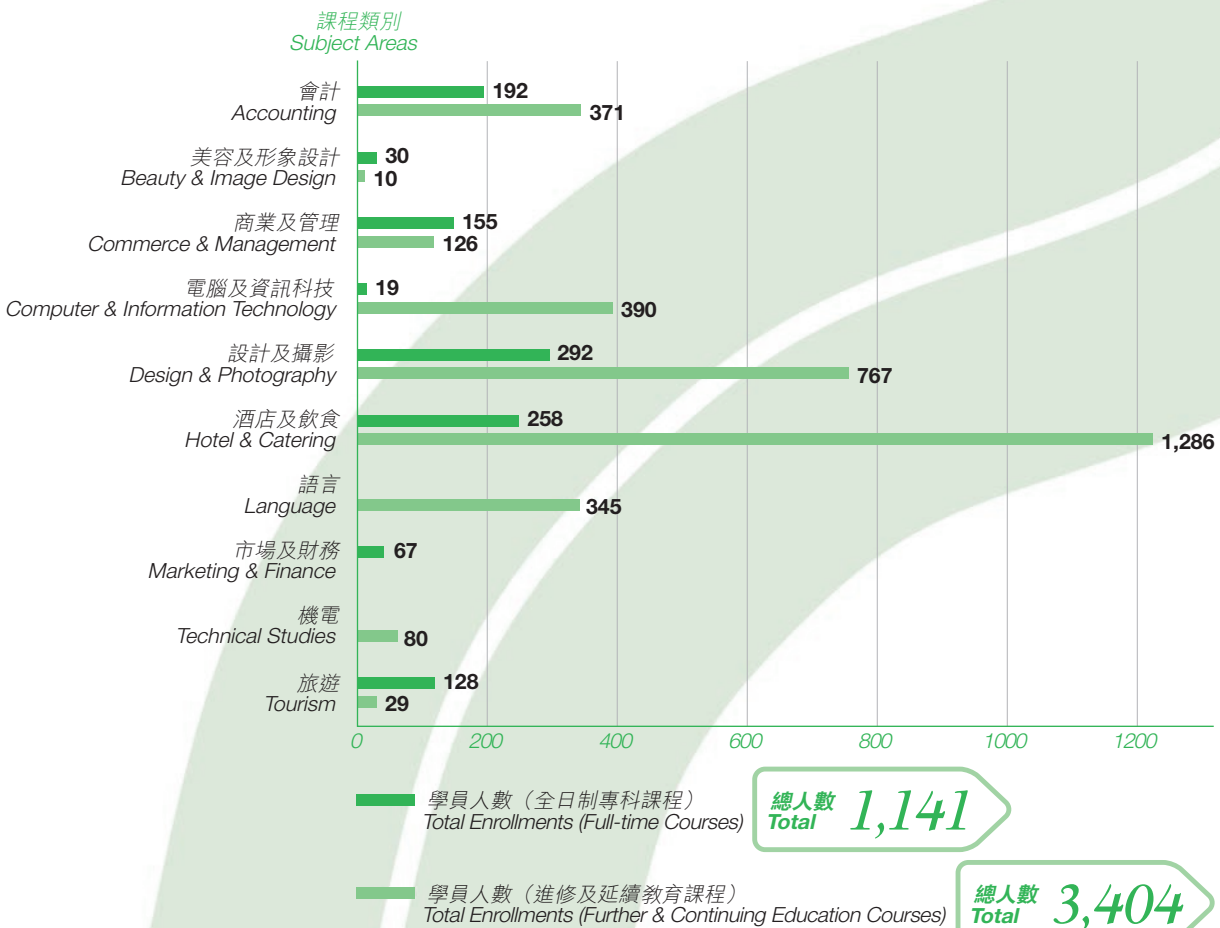
觀塘職業訓練中心舉辦「開拓神州地平線——蜀港青年雙向交流之旅」，獲青年事務委員會及公民教育委員會贊助。「第一向」香港青年探訪四川於2009年7月17日至25日舉行，觀塘職業訓練中心的同學、校友、教師、社工、職員及友好機構人士共39人，往訪四川彭州市花溪村及周邊地方，瞭解地震災後救援及重建工作，探訪當地居民及表達關懷，體驗內地文化及生活情況。「第二向」四川青年訪港於2010年2月28日至3月6日舉行，觀塘職業訓練中心接待15位四川西南石油大學社會工作專業的同學及導師到香港交流，探訪本處總部及服務單位，與觀塘職業訓練中心及香港理工大學社工課程的師生交流，並入住觀塘職業訓練中心同學、校友、教師及友好機構人士的家庭，體驗香港生活。

Sichuan-Hong Kong Youth Exchange Programme

Sponsored by the Commission on Youth and the Committee on the Promotion of Civic Education, Kwun Tong Vocational Training Centre organised a Sichuan-Hong Kong Youth Exchange Programme. A total of 39 people, including students, alumni, teachers, school social workers and staff of Kwun Tong Vocational Training Centre, as well as colleagues from partnership organisations, conducted a visit to Sichuan from 17 to 25 July, 2009. They experienced the village life and witnessed the recovery and re-construction of the area one year after the May 2008 earthquake disaster. In return, Kwun Tong Vocational Training Centre also played host to an instructor and 14 social work students from the Southwest Petroleum University, Sichuan, visiting Hong Kong from 28 February to 6 March, 2010. They visited the headquarters and service units of Hong Kong Christian Service, studied with students and teachers of Kwun Tong Vocational Training Centre and the social work programme of Hong Kong Polytechnic University, and home-stayed with families of students, alumni and teachers of Kwun Tong Vocational Training Centre and colleagues from partnership organisations.

觀塘職業訓練中心學員人數

Enrollments in Kwun Tong Vocational Training Centre





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

課程系列 Course Series	課程數目 No. of Courses	學員人數 Enrollments
專業證書系列 Professional Certificate Series	5	138
提升專業才能系列 Professional Competence Series	7	178
專業輔導技巧系列 Professional Counselling Series	25	785
專業傳意及實務技巧系列 Professional Communication & Practical Skills Series	9	150
總數 Total:	46	1,251

「濫藥·新人類」培訓坊

有見青少年濫用藥物及吸食毒品問題廣受社會關注，校園濫藥新聞更不時成為報章頭條，TOP專業培訓中心夥同PS33藥物濫用者中心舉辦多次「濫藥·新人類」公開及「到會」培訓坊，裝備近300名教師及社工專業介入及處理濫藥問題的技巧。

“Drug Abuse • Generation Y” Training Workshop

Drug abuse happening in schools was a hot issue in the past year. TOP Institute, collaborating with PS33 Centre for Psychotropic Substances Abusers, organised a number of public and in-house tailor-made training workshops named “Drug Abuse • Generation Y” for about 300 teachers and social workers, equipping them with relevant professional intervention skills.

「全民傳媒人」兒童傳媒教育計畫

年度內由本處服務發展基金資助推行的「全民傳媒人」兒童傳媒教育計畫，以兩個不同的媒體範疇（分別為文字及影像）來讓同學們參與其中。於09/10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）；最後製作成品、並舉行欣賞及解說（debriefing）分享會。

Children Media Education

Funded by the Agency's Service Development Fund, the “All People are Communicators” — Children Media Education Programme was carried out last year. The programme was included 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.

4間學校的小記者各自為其學校策劃及編輯出版一份以少年口味及角度為主的〈校園報〉。另4間參與的學校則需完成4段3分鐘的短片。透過參與，同學可更實在地掌握作為傳播者的責任及道德操守之重要性。

180 students from 8 primary schools participated in the programme during the school year of 09-10. The students had to do a reporting for a 2-page ‘School Post’ for their own school. And those 4 schools that joined the visual media programme had to produce 4 short videos. Through participation, students learned about the production skills, code of ethics and responsibilities of being an individual medium.



資深傳媒人於解說會上
分享經驗。
Speakers in the
sharing session.



明天更美好 — 培愛新校舍及宿舍發展大綱

教育局為配合新高中學制的發展，同時為居住在新界西區的肢體傷殘學童提供住宿服務，落實在屯門第十六區為培愛學校重置校舍及設立宿舍。

新校舍暨宿舍共佔兩幅用地，總面積約8,000平方米。校舍設施包括18間課室、多間特別室、治療室、圖書館、會議室、禮堂、學生活動中心、籃球場、跑道等；宿舍設施則包括可容納60名寄宿生的睡房和溫習間、教職員留宿房間、飯堂暨多用途活動室、電視暨休息室、總務室、護士當值室連醫務室、廚房、洗衣房等，堪稱設備完善。此外，當局尚會興建一條行人天橋，以連接課室與禮堂大樓和宿舍大樓。

新校舍設計又揉合了不少環保元素，包括各種節能裝置，例如熱能回收鮮風預調機，用作回收在空調空間排氣中棄用的熱能；光伏系統和太陽能熱水系統，以提供再生能源；綠化措施方面則有一個天台花園、一個園景庭院、圍邊花槽；並以垂直種植模式進行外牆綠化，收環保和美化之效。最後還會裝設雨水收集系統作園景灌溉用途，以節約用水。

建校工程於2010年7月展開，預計在2012年2月竣工，屆時培愛學校可為肢體傷殘的學童提供更理想的教育及住宿服務。

Pui Oi School Reconstruction Project

The Education Bureau decides to reconstruct Pui Oi School into a new school premises together with a boarding section in Area 16, Tuen Mun for implementation of the New Senior Secondary Academic Structure, and to cater for the needs of boarding students with physical disability in the New Territories West.

The new school premises and boarding section comprised of two adjacent sites with a total area of about 8,000 square meters. The facilities in the school section includes 18 classrooms, special rooms, therapy rooms, a library, a conference room, an assembly hall, a student activity centre, a basketball court and a running track, etc. As for the boarding section, there are bedrooms and study areas to accommodate 60 boarders, sleep-in rooms for staff, a dining/multi-purpose room, a television/common room, a general office, a nurse's duty room-cum-sick room, a kitchen and a laundry, etc. Besides, a bridge connecting the classroom block with the assembly hall block and the boarding block will be built.

For environmental implication, the designated project incorporates various energy conservation measures. These include the adoption of different forms of energy efficient features, such as, heat recovery fresh air pre-conditioners in the air-conditioned spaces for reclaiming heat energy drawn from exhaust air. For renewable energy technology, photovoltaic system and solar hot water system will be installed to provide renewable energy. For other green features, a rooftop garden, a landscaped courtyard, peripheral planters and vertical plantation will be provided for refining the environment. For recycle purpose, there will be a rainwater recycling system for landscape irrigation to save water.

The construction starts in July 2010, and plans to complete in February 2012. With the completion of the new school premises and boarding section, we will be able to provide quality education and boarding service for children with physical disabilities.

透過學校師生通力合作，和家長的有限配合，這半年多的時間裡，力嘉進步了許多，謝謝你們的愛心與熱誠。

Through the cooperation of the teachers and students in school as well as our limited assistance, Lik Ka has improved a lot in the past six months. Thank you very much for all your teachers' love and devotion in teaching.

培愛學生力嘉的家長
Pui Oi student, Lik Ka's parent



學生參觀花卉展，並進行戶外寫生。
Students visited Hong Kong Flower Show and were concentrated on their drawing.



長者及健康 Elderly & Health

為回應人口老齡化的挑戰和機遇，長者及健康核心業務通過架構重組，以持續照顧的概念，將轄下多個服務單位，歸類和整合為：躍動晚年、社區照顧及院舍照顧支援綜合服務，以推進服務轉型、更新和發展。同時，我們亦透過各項促進健康的推廣活動，配合診所專業醫療，提供適切的醫護服務，協助有需要人士診治及預防疾病，促進社會健康。

To address the opportunities and challenges of the ageing demography, the Elderly & Health Core Business has been undergoing a series of structural re-engineering programmes. With the continuing care framework, service units have been categorised 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, 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 service to the community-in-need so as to maintain the state of wellness.

我非常感激中心多年來為我體弱的媽媽服務，你們對人不論貧富都充滿愛心及盡心盡力，減輕了我們照顧的壓力。

I would like to express my greatest thanks to your centre for taking good care of my mother in the past few years. All of you have devoted in providing love and care regardless of one's wealth. This certainly relieved our stress.

袁先生 (深水埗綜合家居照顧服務隊會員的兒子)
Mr Yuen (SSPIHCST, Member's son)

用愛心包糰，送給幸福邨的老友記。
Wrapped the sticky dumpling with love,
gave it to the people in Fortune Estate.



「華康是我家！」，聚合院友一起為這個家
「扮靚靚」，並體現出他們無限的潛能。
"Wah Hong is our HOME!" Let's have a
"make up" to this harmonious home with the
fullest potential of the elderly.



“雖然媽媽身體漸弱，記性開始差，但宿舍為她安排了很多活動，令她的時間很充實，我覺得很滿意和安心，媽媽比以前笑得更多了。

I feel satisfied with the diversified and fruitful service provided to my mother in spite of her deteriorated health. I am really happy to see her smiling face.

陳女士 (院友女兒)
Ms Chan (Resident's daughter)



長者服務使用者人數 No. of Users of Service Units

長者服務單位 Elderly Service Unit	
躍動晚年綜合服務 Active Ageing Integrated Service	平均每月會員人數 No. of Members (per month)
雲漢長者地區中心 Wan Hon District Elderly Community Centre	1,181
雲漢長者地區中心 (綜合家居照顧服務) Integrated Home Care Service Team of Wan Hon District Elderly Community Centre	172
雲漢長者地區中心 (長者支援服務) Support Team for the Elderly of Wan Hon District Elderly Community Centre	1,289
幸福長者鄰舍中心 Fortune Neighbourhood Elderly Centre	449
元州長者鄰舍中心 Un Chau Neighbourhood Elderly Centre	568
順利長者鄰舍中心 Shun Lee Neighbourhood Elderly Centre	559
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	561
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	49
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	80
順利安老院 Shun Lee Home for the Elderly	71
華康宿舍 Wah Hong Hostel	52
特別服務計畫 Special Projects	參與人數 No. of Participants
全港長者運動會 Athletic Gala for the Elderly (including athletes cheering and the tai chi group participants)	1,056
長者評議會 Elderly Council	47
居家樂逍遙計畫 Home Improvement Project	8
健康推廣計畫 Health Promotion Project	213
總數 Total:	6,478



持續倡導 防治虐老

我們一直致力倡導虐老防治的工作。年內，某間護老院的工作人員迫患失智症院友吃糞便，叫社會嘩然。早前亦有報載，一個七旬老翁隨兒子到廣州進行白內障手術後被兒子遺下，並騙去他5,000元的醫藥費及證件，流落異鄉20日後才獲救。我們隨即舉行「敬老愛老護老，齊向虐老說不」記者招待會，除公布「頌和長者服務計畫」的成效，亦邀請過來人作現身說法，得到電台及多份報章作出報導。為總結我們運用綜合調解輔導的經驗，去年底出版了新書《「遺忘・告別」香港虐老個案與介入策略初探》。來年，我們將透過香港賽馬會慈善信託基金撥款資助，推展另一個服務計畫「長和滿葵青」(Elder at PEACE)，延續防治虐老及倡導的工作。

健康參與 躍動晚年

躍動晚年綜合服務去年的主題為“健康”及“參與”。服務於長者地區及鄰舍中心，以健康俱樂部形式及透過一年一度全港長者

Say “NO” to Elderly Abuse

We have been working ceaselessly to combat elderly abuse. During the year, there were newspaper headlines reporting occurrence of mistreating elderly. Incidences included the abandonment of a father in the Mainland by the son, and mistreatment of elderly in residential home by care personnel. Immediately afterwards, we held a press conference to report the evaluation of our special project, and recommended some possible solutions. The conference was positively responded and we were successful in arousing the public attention and concern. To consolidate our clinical experiences and have professional exchanges, we have published a case book on elderly abuse reconciliation service and distributed widely to concerned professionals. Looking ahead, with the funding support from the Hong Kong Charities Trust, we are going to launch a new service project, namely, “Elder at PEACE” and hoping that more could be done in responding to the issue.

Elderly Participation and Health Promotion

“Participation” and “Health” are the main theme of our Active Ageing Integrated Service. Our various centres have organised series of health related activities, including athletic gala, training of elderly health ambassadors, collaborating with professional medical and paramedical organisations, so as to promote

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

主要問題分類 Main Problems	人數 No. of Cases	百分率(%) Percentage
生理疾病 Physical Illness	273	49.9
情緒困擾 Emotional Problem / Depressive Mood	74	13.5
適應晚年生活 Adjustment to Ageing Process	62	11.3
護老支援 Carer Stress and Support	29	5.3
認知缺損 Cognitive Impairment	29	5.3
婚姻關係 Marital Relationship	12	2.2
精神病 Mental Illness	8	1.5
親子關係 Parent-child Relationship	8	1.5
房屋需要 Accommodation Arrangement	5	0.9
適應生理的殘障 Adjustment to Physical Handicapped	5	0.9
虐待老人 Elderly Abuse	5	0.9
經濟困難 Financial Constraint	3	0.6
企圖自殺問題 Suicidal Ideation	3	0.6
子孫關係 Inter-generational Relationship	2	0.4
與鄰居/同住者的衝突 Conflicts with Neighbour/Co-residents	1	0.2
姻親關係 In-law Relationship	1	0.2
其他 Others	27	4.9
個案總數 Total Cases:	547	100



運動會，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，鼓勵建立恆常健康生活習慣。我們非常關顧長者心靈之需要，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，以讓長者能具信心與社會聯繫，協助他們走出隱蔽。在長者參與方面，長者評議會積極參與及帶領「長者政策監察聯席」，跟進醫療融資方案及推動建設長者友善社區。另外，為配合我們的正向工程，年內我們組織了長者大使，策劃並推行友善探訪，由一班經歷過逆境的長者，以輕鬆有趣的故事形式，將自強信息與人分享。

增撥資源 居家安老

社區照顧及支援綜合服務致力為區內長者提供適切的服務，以讓其提升或維持自理能力，達致居家安老的目標。兩間長者日間護理中心獲得獎券基金資助，添置中心設備及訓練用具，為老年痴呆症患者提供治療性服務，延緩衰退情況甚或提升他們的認知及感官能力。此外，我們亦與診所合作推行「心滿意「足」」一足部護理及教育計畫，內容包括為員工提供培訓、為會員提供足患評估及治療，以及提升他們對足部護理的認識。

加速轉型 持續照顧

本處轄下3間安老院舍開辦超過20年，其中華康宿舍更踏入第40個服務年頭。由於院友身體機能日漸轉弱，為能提供持續照顧，正進行轉型計畫，加速提升硬件和軟件設備。年內，通過獎券基金及外界的撥款，我們進行多項環境改善工程，包括提升院舍電力水平以能提供冷暖空調、熱水設備；廚房設備裝修工程，為院舍及同區服務單位，提供營養餐膳。此外，亦購置了所需的醫療用品，包括醫院床、醫用清洗沐浴床、移位機等，並由護士訓練各護理同工學習操作各醫療器材，為院友提供安全的護理環境，以及減少員工工傷的機會。同時，又加設感官治療室，為中後期老年痴呆症患者提供多感官刺激治療，以維持患者的認知功能，及延緩他們身體功能的衰退。在軟件方面，業務加強對前線員工的培訓，舉行一系列護理知識提升的課程。同時，為同工開展生死教育工作坊，讓同工重新檢視自己對死亡的看法，建立正面積極的生死觀。

holistic health care for the elderly. 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 the resilience ability of the elderly, to encourage them getting connected with the outside world, so as to prevent further social isolation. Regarding elderly participation, our Elderly Council worked hand in hand with Elderly Union to follow up the issue on health care financing and ageing friendly environment. Echoing the Agency's theme of positive psychology, we have nurtured a group of elderly life ambassadors to visit deprived groups, to share with them their life story so as to project positive messages to the needy community.

Strengthening Community Support

Through the provision of timely home healthcare services for the elderly, our community care and support integrated service aim to promote maximum independent ability of the elderly, and to facilitate the senior to ageing in place. With the support of Lotteries Fund, the Day Care Centres have been refurbished with more stimulation, facilitative equipments, to increase cognitive and sensory training to the demented elderly. Besides, we have joined hands with our clinic to launch the special podiatry service to enhance the awareness of our staff and service users on foot care and proper treatment.

Conversion for Continuing Care

Our elderly homes have been operating for at least 20 years. And Wah Hong Hostel, one of which and the first hostel in Hong Kong, has been celebrating its 40th anniversary. With the general decline in health and functioning ability of the residents, we are speeding up our hardware and software upgrades through conversion programme, so as to provide continuing care for the elderly. During the year, with the support of Lotteries Fund, various environmental improvement works have been launched, like enhancement of electricity supply, air conditioning, hot water supply, bathroom and kitchen improvement works. Moreover, to ensure there is a provision of quality care as well as maintaining good occupational health and safety, varieties of personal care, nursing and medical equipments have been provided. Furthermore, sensory rooms have been upgraded in order to provide stimulation for moderate to late / late stage of demented elderly. Last but not least, we have organised a series of clinical update training for frontline care staff to polish their knowledge and skills in personal and nursing care. We also launched life and death education programme for professional and caring staff, so that one could have chance for self-reflection in enhancing their self-awareness, and be more prepared and positive when facing the end of life.



「心·思·路」故事隊往小學細說人生故事。
Story Telling Team shared their real life stories at the primary school.



雲漢長者健康俱樂部 — 長者義工藉着花車
巡遊向社區人士推廣健康生活訊息。
Wan Hon Health Club — senior volunteers
reached out to promote the theme of
healthy living to the community at large.



會員陳先生與中心同事為春茗
活動表演，非常興奮。
'Beatle' Chan Rock & Roll in
our annual spring feast.

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 Consultation Services	普通科 General Medical	6,825
	牙科 Dental	2,896
	眼科 Ophthalmology	1,127
	足病診療科 Podiatry	268
	皮膚科 Dermatology	133
	骨科 Orthopaedic	118
	婦科 Gynaecology	96
	精神科 Psychiatry	79
	外科 Surgery	2
防疫注射保健計畫 Health Promotion (Vaccination) Programmes	流行性感胃防疫注射 Influenza Vaccine	114
	乙型肝炎防疫注射 Hepatitis B Vaccine	37
	破傷風 Te-Anatosal Vaccine	10
	乙型肝炎抗原及抗體抽血檢驗 Blood Test (Hepatitis Bs Antigen & Antibody)	15
	甲型肝炎防疫注射 Hepatitis A Vaccine	14
	甲型及乙型肝炎防疫注射 Hepatitis A + B Vaccine	8
	水痘注射 Chickenpox Vaccine	3
	傷寒注射 Typhoid Vaccine	9
各類驗身服務 Medical Check-up Programmes	入職前驗身 Pre-employment Check-up	580
	入讀幼兒學校驗身 Pre-admission to Nursery School Check-up	360
	成人驗身 Health Check-up for Adult	40
	婦科 Gynaecological	53
	婚前驗身 Pre-marriage Check-up	4
	外籍傭工驗身 Pre-employment Check-up for Domestic Helper	8
	癌症檢驗 Cancer Investigation	3



家庭及社區 Family & Community

感謝職員對兒子的教導，令孩子學會照顧自己及控制情緒，而且職員亦樂意教導我如何處理孩子的問題。

Thanks staff for their guidance to my son in self care and emotional control. They also taught me how to handle his problems.

兒童家長卓女士
Ms Cheuk, a parent

居家樂逍遙計畫讓這家庭感受到社會大眾對弱勢社群，和長期病患者家庭的支持和關愛，有助社會和諧及共融。同時，亦強化家庭成員對家庭的歸屬感。最重要是家居的安全得以改善。

The Home Improvement Project has let the family feeling the supports and concerns from the society and gave them a sense of belonging with their families, at the same time, improved their home safety.

轉介機構社工張姑娘
Ms Cheung, the referral social worker

秋遊濕地公園樂也融融。
Enjoyable day at the Hong Kong
Wetland Park in Autumn.



提供社區支援 服務有困難的家庭

我們透過綜合家庭服務中心、臨床心理諮詢服務、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，為有需要的人士和家庭提供支援，協助他們解決問題，重建家庭動力。

年度內，我們為2,131個家庭和個別人士提供了個案服務；當中的1,072個個案，最後皆能成功完成個案目標而停止服務。此外，我們更舉辦了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。

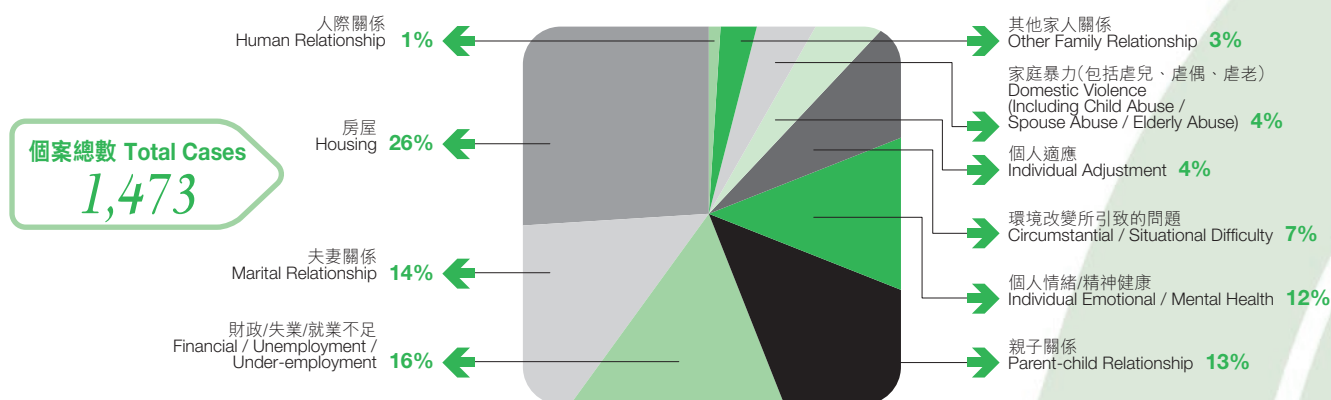
Community Support Services for Families with Difficulties

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.

During the year, we provided case work service to 2,131 individuals and families, among them, 1,072 cases were closed upon completion of the set goal. Besides, we organised various groups and programmes to meet the various educational and developmental needs of individuals and families.

家庭個案問題分布

Problem Distribution of Family Cases



回應社會需要 開展新服務

年內，社會各階層仍然受到金融海嘯餘波的影響，天倫綜合家庭服務中心除了在個案服務中協助當事人得到短期食物、臨時住宿和緊急經濟支援外，我們亦舉辦了小組和就業資訊講座，務求幫助受影響的人士一起跨過金融海嘯的逆境。我們更得到中銀香港暖心愛港計劃的資助，提供「逆旅同行輔導服務」，為受金融海嘯及相關問題所影響的人士提供適切的服務。

Provision of New Services in Response to Social Need

During the year, the influence of the aftermath of the financial tsunami penetrated all strata in the society. Apart from helping affected individuals and families to get food, shelter and emergency financial support, our Family Networks Integrated Family Service Centre also organised groups and career talks to help local residents to navigate through the difficult situation. We received support from the BOCHK "Caring Hong Kong: A Heart Warming Campaign" to launch the "Navigating Adversity Counselling Service" to provide the required services and support to individuals and families affected by the financial tsunami.



參加者踴躍地將寫上祝福字句的貼紙貼在畫紙上。
Participants are sticking the labels on which they wrote their blessings towards their family members.



另一方面，我們亦得到陳登社會服務基金會和攜手扶弱基金的贊助；並在中電義工隊和香港職業治療學會的協助下，繼續推行「居家樂逍遙」計畫，為有需要的家庭和長者提供實質改善家居環境、設施和安全的幫助，避免家居意外的發生，為家庭成員提供有利個人發展和建立自立能力的環境，減少因設施不足而導致家人之間的緊張關係，促進家庭和諧。

推行社區教育 促進精神健康

我們了解當有家庭成員患上精神病，對家庭其他的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個人成長，和人際關係的小組活動。另外，我們亦舉辦了不同的小組，來提升參加者處理壓力的能力。

Moreover, we also received supports from the Chan Dang Social Services Foundation and the Partnership Fund for the Disadvantaged to continue the Home Improvement Project, to improve the living conditions of both the families and senior citizens with financial difficulties so as to prevent any home accidents, and to provide a favourable environment to foster individuals' development and independent ability, to reduce any conflict happens among family members due to the deficiency of family facilities, and to promote harmony.

Promote Community Education to Understand Mental Health

We understand that having a member suffering from mental problem may post much pressure on the rest of the family. In order to support these families and individuals, we have adopted the cognitive therapy approach to conduct therapeutic groups for individuals suffering from depression, to learn how to manage their emotions. Besides, we conducted various programmes and activities to encourage effective communication and relationship among individual having mental problem and other members of the families.

During the year, we have 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, as well as their relationship with other people.

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



寄養家長參加「快樂鬆一鬆 2010」小組活動後，獲頒發證書。
After joining our "Happily Relax 2010" group, foster parents gained their certificates.

開展正向工程 提升抗逆力

我們透過運用正向心理學的概念和方法，開展了「正向工程」計畫，幫助參加者提升抗逆能力。天倫綜合家庭服務中心推行名為「樂在感恩」的年度主題活動，加強社區人士和家庭積極面對困難的能力，以提升快樂及家庭和諧。

寄養服務舉行名為「快樂鬆一鬆」的活動，幫助寄養家長進一步肯定和增強參與支援有困難的家庭，協助兒童健康和快樂地成長。兒童之家服務舉辦「老友鬼鬼」兒童小組，透過提升孩子的「希望」信念，改善他們和別人建立和發展關係的能力。

凝聚社區力量 服侍弱勢社羣

和諧的家庭，除了需要家庭成員的齊心努力外，也有賴社區人士和團體的支持，因此，我們積極與地區內的熱心人士和團體，一同服侍區內弱勢社羣。年度內，我們與地區內超過24個團體合作，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。

Pioneer Project on Positive Psychology to Promote Resilience

We have applied concepts and method of positive psychology to launch pilot projects in promoting participants' ability in resilience. Our Family Networks have started the yearly theme project on gratitude, in order to encourage residents to develop their ability in dealing with difficulties in a positive way.

Foster Care Service has employed the concept of happiness, to promote foster parents' commitment in supporting troubled families, by helping their children to live a healthy and happy life. Small Group Homes organised children's group to teach children what hope means, so as to improve their abilities in relationship skill.

Promote Community Concern to the Deprived Groups

We understand that apart from the effort paid by the family members, support of the community is also very important for promoting family harmony. We called up the community to show concern to the deprived families. During the year, we collaborated with more than 24 community groups and organisations, to offer help to the underprivileged; including the low income families and their children, the single elderly, the single parent families, and families of the ethnic minority and the new arrivals from the Mainland.



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

離開服務後去向 Placement of Children upon Discharge	寄養服務 Foster Care Service N=31	緊急寄養服務 Emergency Foster Care Service N=90	日間寄養服務 Day Foster Care Service N=4	兒童之家服務 Small Group Home Service N=46	緊急/短暫 兒童之家服務 Emergency/Short-term Small Group Home Service N=24	個案總數 Total Cases N=195
回家團聚 Return Home	67.7%	52.2%	75.0%	60.9%	91.6%	62.0%
領養 Adoption	12.9%	4.5%	0.0%	0.0%	0.0%	4.1%
轉介寄養服務 Transfer to Foster Care Service	0.0%	33.3%	0.0%	0.0%	0.0%	15.4%
轉介兒童之家服務 Transfer to Small Group Home Service	0.0%	7.8%	0.0%	0.0%	4.2%	4.1%
轉介往其他 住宿照顧服務 Transfer to Other Residential Unit	19.4%	1.1%	0.0%	34.8%	0.0%	11.8%
其他 Others	0.0%	1.1%	25.0%	4.3%	4.2%	2.6%
總數 Total Cases:	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

N=個案數目 No. of cases

發揮互助精神 共建關懷社區

我們深信每一個人和每一個家庭，都有能力為社區內其他人士和家庭作出支持和貢獻。為此，我們積極鼓勵曾受助的服務對象，以過來人的身分分享經驗，藉着他們的親身經驗，幫助有相同經歷的人士。我們共邀得27位過來人參與協助99個有需要的家庭，成功地運用社區資源解決困難。此外，我們亦積極鼓勵有相同經歷的人士組成互助小組，透過組員之間的互相支持，一起面對和解決大家共同面對的困難。年度內，我們為服務對象共設立了5個互助小組。我們亦積極組織義工，為社區人士提供不同的義工服務，關懷社區內有需要的人士和家庭。

Empower 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 have relatively little motivation in seeking help. They successfully encouraged 99 of these 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. Also, we have organised service users to offer various volunteer services for needy individuals and families in the community.



一班男士合作以攤位遊戲
推動社區平等共融的信息。
*Brothers cooperated with each other
to hold booth games to promote the
social equality and inclusion.*



社區網絡計畫 支援天北社區

年內，天恆社區網絡計畫及天北男士網絡繼續於天水圍北區內建立居民之間的互助網絡。部分天恆社區網絡的網絡小組已自務運作，而天恆邨內的社交網絡也有明顯的改善。由於天恆社區網絡計畫的使命大致達成，故此該單位已於2010年3月31日正式完結。

天北男士網絡方面，過去一年成立了5個互助網絡。天北男士就業關注組約見了新界西區的立法會議員，反映求職的困難，而天北足球隊則舉辦了一次聯賽，兩個分隊更得到聯賽的亞軍及季軍。整體而言，年內會員間的關係深化了不少。

傳播中心影音製作 激勵港人面對逆境

傳播中心一直以專業、優質的影音製作，服務本處不同的單位及外界團體。本年度合共製作了30輯活動影片及聲音光碟。部分影片已上載於本處網頁www.hkcs.org。另外，為寄養服務攝製了兩輯影片以介紹其服務及鼓勵大眾人士成為寄養家長；為服務發展及研究核心業務製作有關離婚及贍養費法律問題的影片；也為順利長者鄰舍中心攝製宣揚正向生活的故事。我們更藉金融海嘯一周年的時候，以簡報形式製作7個有關面對逆境的個案故事，以激勵香港人繼續自強，活在當下。

Community Service in Tin Shui Wai North

During the year, Tin Heng Community Networking Project and Men's Project in Tin Shui Wai North kept building up mutual help networks among residents in the district. Some of the networks have since running smoothly and the social networks were much improved. As the objectives of Tin Heng Community Networking Project were almost achieved, the Project was terminated at 31 March, 2010.

On the other hand, Men's Project in Tin Shui Wai North has established 5 mutual help networks with more than 200 members. The concern group of unemployment had meetings with Legislative Councillors of the New Territories West to reflect on the difficulties encountered in job seeking. Besides, there were more than 40 members joined the soccer team. A soccer tournament was organised and our two teams have won both the 1st and the 2nd runner ups. All in all, the relationship among members was much closer during the year.

Audio Visual Productions to Promote Positive Life Attitude

Communications Centre provides audio visual productions for HKCS and other organisations. During the year, we had a total of 30 video and audio productions. Some of our own units' videos are already being uploaded to the Agency's website www.hkcs.org. Moreover, we had produced two videos for Foster Care Service to encourage people becoming foster parents; we collaborated with Service Development & Research Core Business in producing videos about laws concerning divorce and alimony; also we assisted the Shun Lee Neighbourhood Elderly Centre to produce videos on positive life stories. We have produced 7 power points on the topic of real life adversities at the one year after the financial tsunami to encourage people in Hong Kong.

天北男士於立法會門外遞請願信。
*Brothers gathered outside the Legislative Council
to petition for and raise the public awareness of
the middle-aged unemployment issue.*



其中一個有關金融海嘯一周年的簡報「告別抑鬱」上載於本處網頁www.hkcs.org及Youtube。

"Farewell to Depression" is one of the power points produced to mark the one year anniversary of the financial tsunami. It is being uploaded to HKCS website & Youtube.



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、少數族裔人士服務，及專為有特別需要社群而設的服務，如為隱蔽青年而設的有網能量青年導航及發展中心，和為上網成癮的青年而設的網開新一面 — 網絡沉溺輔導中心等。

We affirm the value and uniqueness of any individual, and are particularly concerned for the neglected groups. We advocate a just social policy that will enable a healthy social environment for personal development. We also provide myriads of services to meet individuals' needs, and try to work with them in coping with their problems. Our services include children and youth services, prevention and rehabilitation services for substance abusers, services for ethnic minorities and tailor-made projects designed for special groups like "LET'S Walk — Life Engagement Training Service" for the hidden youth and "Online New Page — Online Addiction Counselling Centre" for young net-addicts.

“

我祈禱多年希望有人可以幫到我們。我一直不敢跟別人講關於自己的事；因覺得是自己令兒子變成如此。直至遇到你這麼有耐心地對待阿強、如此關心我感受的人。我認為你跟阿強可以溝通得到，他見過你之後，表示不要再留在房中，不想再如此生活；是時候作出一些轉變。

I have prayed for many years and hoped that someone can help us. Actually, I didn't dare to share our situation with other people, because I thought I have made him like this. After we met you, we found that you are very patient to Ah Keung, and you are also willing to care about my feeling. Ah Keung trusts you and loves talking to you. After he knew you, he has started to believe he shouldn't stay in his room any more, he needs to make some changes.

家長黃太
Mrs Wong, a parent

”

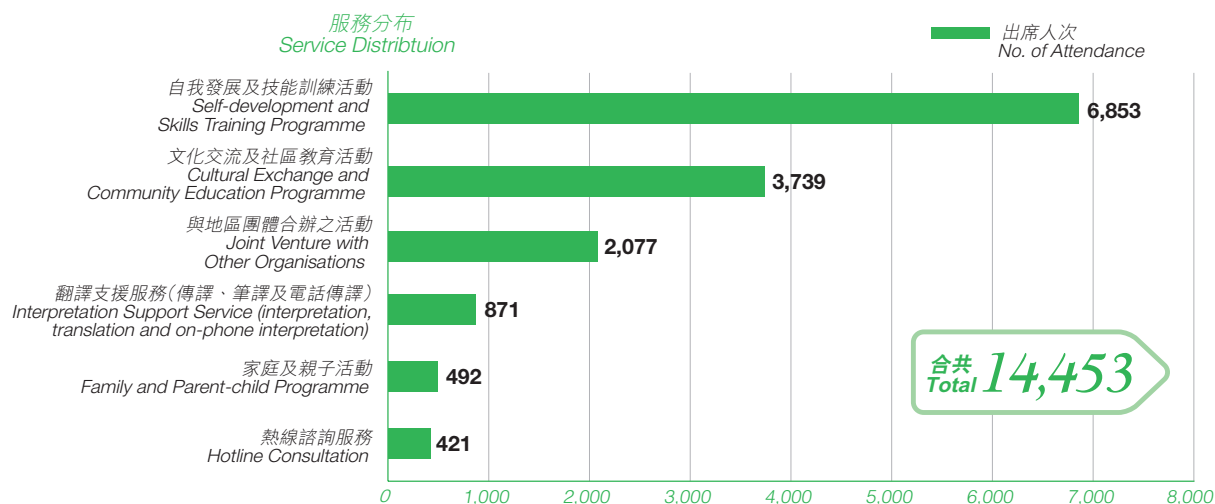
看！我的眼罩，手工多獨特。
Look! How beautiful my eye-mask and art craft.





政府撥款4間機構成立少數族裔人士支援服務中心，而本處為其中一間。CHEER is one of the four subvented centre for harmony and enhancement of ethnic minority residents funded by the government.

南亞裔服務分布及人次 Service Distribution & Attendance of South Asian Service



回應金融海嘯 關注少數族裔

金融海嘯雖已過去，但它對少數族裔人士的衝擊卻餘波未了。有見及此，年內我們透過問卷訪問了超過200名南亞裔男士，探討金融海嘯對他們及其家庭的影響。調查結果顯示，為數不少的受訪者均要面對心理、社交，以至家庭方面的危機；尤其值得關注的，是他們的失業率，在金融海嘯後上升至24.3%。其後我們舉行了發布會，建議政府應採取更積極的措施，以協助少數族裔人士解決生活困難。另一方面，於2009年9月，我們得到政府撥款資助，開辦了「融匯——少數族裔人士支援服務中心」。「融匯」除開辦中、英文課程和多元化的融合活動外，還提供7種少數族裔語言的電話傳譯及即時傳譯服務，包括印尼語、印度語、尼泊爾語、旁遮普語、菲律賓語、泰語和烏都語等，以促進少數族裔人士和公共服務機構之間的溝通，協助他們獲取適切服務。

Financial Tsunami Swept the Ethnic Minorities

Although the financial tsunami seemed to be an event of the past; its sweeping effect on the ethnic minorities has nevertheless, still very strong. Last year, we conducted a survey on exploring the influences of the financial tsunami on ethnic minorities in Hong Kong, and had collected data from over 200 South Asian males. We found that it had affected their psychological and social well-beings as well as family relationships. The most alarming effect was that the unemployment rate of the respondents had risen to 24.3% after the financial tsunami. Subsequently, we held a press conference to advocate for a more proactive policy in assisting the ethnic minorities in tackling their problems. In September 2009, with subvention from the government, we have started to launch a pilot programme CHEER (Centre for Harmony and Enhancement of Ethnic Minority Residents). Apart from the provision of different levels of Chinese and English courses and a wide variety of integration programmes, CHEER provided comprehensive interpretation and translation services. Through provision of tangible and responsive telephone and face-to-face support in seven languages (Bahasa Indonesia, Hindi, Nepali, Tagalog, Thai, Punjabi and Urdu), CHEER had successfully bridged the communication gap between the ethnic minorities and the public service providers, thus facilitating the former in accessing timely assistance.



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	139,499
社群化服務 Socialisation	86,995
為身處不利環境的青少年提供的支援服務 Supportive Service for Young People in Disadvantaged Circumstances	75,248
培養社會責任感 Development of Social Responsibility & Competence	54,049
合共 Total:	355,791

每遇困難 凡事有彎轉

近期不少研究調查顯示，青少年當遇上壓力和困難，或是情緒受到困擾，往往就會產生自殺念頭，情況實在令人憂慮。我們的青少年綜合服務，為了提升青少年的精神健康和解決問題的能力，特別設計了「有彎轉計畫」。是項計畫以中四學生為對象，除了透過教育性講座，教授年青人掌握正向樂觀的思維方式外，還會為那些有抑鬱傾向的年青人，提供認知行為治療小組，以改善他們的情緒問題。是項計畫成效顯著。

為特殊需要 設計專業支援

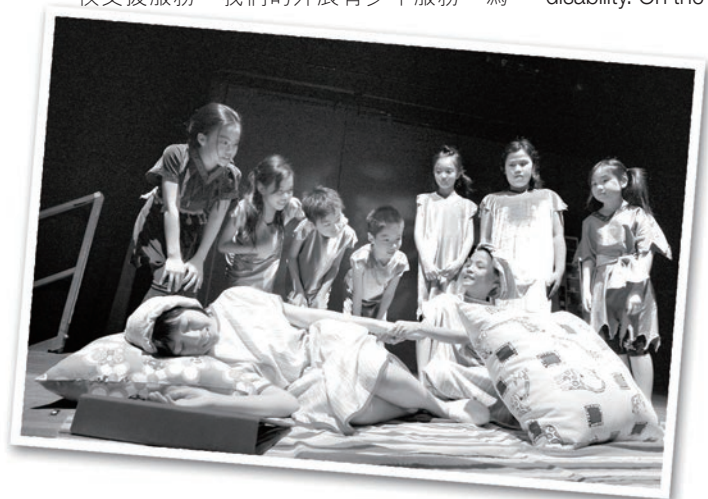
我們一直關注有特別需要的社群，年度內，我們的學校社會工作服務，開展了「特殊教育需要中學生專業支援計畫」，為有讀寫障礙、專注力不足、自閉症、亞氏保加症或有智力障礙的中學生，提供駐校或到校支援服務。我們的外展青少年服務，為

Every Problem has More than One Alternative Solution

Recent researches revealed that our teenagers would develop suicidal thoughts when they were distressed, in trouble or in depressed moods. In order to enhance the problem solving ability of teenagers, and to improve their mental health, our Integrated Children and Youth Service had tailor-made a Project "Multi-Turns" for them. The Project mainly served F.4 students, aiming at enhancing their ability of resilience through educational talks. It also helped identifying students who had depressive tendency, and providing them with cognitive behavioural training to enable them to solve their emotional problems. The overall result of the project was very promising.

Special Needs Call for Tailor-made Programmes

We had devoted ourselves in serving people with special needs. Last year, our School Social Work Service has started a new service project to provide professional support services for secondary school students with special educational needs. Services were provided to schools either in stationing or visiting mode, and the service targets were students with specific learning difficulties, attention deficit disorder, autism, asperger syndrome or intellectual disability. On the other hand, our Youth Outreaching Social Work Service had



本處深中樂Teen會兒童話劇團「哈比劇團」
於沙田大會堂舉行了2場話劇演出。
Our Shamshuipo Central Happy Teens
Club Children Drama Group has held two
performance in Shatin Town Hall.

“如果沒有你的出現和堅持幫助我，也許我仍然會整天待在家裡；永遠躲在自己築起的圍牆內，虛度着沒有目標、希望、朋友、親情與快樂的光陰。

If I have never met you, I think I would still stay at home for the whole day. If you did not insist in helping me; I would probably trap myself home all day long as usual, and wasting my time in a life that has no purpose, no hope, no friends, no relatives and no happiness.

Raymond, 學員/Client



日出山莊的樂隊前往中學表演音樂及分享遠離藥物的信息。
The band of Lodge of Rising Sun performed music and shared the message of "Away from Drug" in secondary school.



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
氯氮酮 Katamine	383
咳藥 Cough Mixture	67
冰 Ice	58
可卡因 Cocaine	24
海洛英 Heroin	19
搖頭丸 Ecstasy	18
安眠藥(鎮靜劑) Tranquilizers	15
大麻 Cannabis	13
合共 Total:	597

那些心智尚未成熟的年輕父母，尤其是重複懷孕的高危少女，提供度身訂造的「Good媽爹」計畫，以強化他們教養子女的能力。至於我們的藥物濫用者輔導中心，則針對年輕濫藥者的特性，設計了「HRS破解攻略」，並製作一套光碟，將影音形式融入預防重吸精神毒品的輔導中，訓練年輕濫藥者如何處理危機處境(High Risk Situations)，抗拒毒品的誘惑。

designed the "Good Ma Dad Project", especially for young parents, teenage girls who had repeated pregnancy. The project aimed at teaching these teenage parents who were not ready to take up the parenting role with effective parenting skills. As for our Counselling Centre for Substance Abusers, we had adopted the use of audio-visual means in the relapse prevention counselling process, to help young substance abusers to deal with High Risk Situations (HRS) of re-using drugs. Furthermore, we were producing a set of DVD named "HRS Handling Strategies" for more effective intervention on promoting drug resistance among young abusers.



於本年度為全港中學教師舉辦「如何有效處理專注力不足/過度活躍症中學生」教師研討會。
The seminar focused on "How to Handle Students with Attention Deficit/ Hyperactivity Disorders Effectively" was organised for all secondary schools teachers.



一班已停藥或正實踐停藥計畫的服務對象正接受歷奇助手訓練。
A group of service users who have stopped or planned to stop taking drugs were participating in the training as adventure activities helper.



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

變革創新 提供卓越服務

面對不斷變動的內外環境，變革管理已是機構管理層的日常工作。當機構以組織狀態為內因的依據，以服務發展機會為外緣的條件，便有了變革轉型的契機。本業務繼續在本處推動各方面的變革，從而提升營運效率和效能，在精益求精的前提下，為服務使用者提供卓越服務。

培育人才 提升領導素質

因應同工不同的培訓需要，本處於2009-10年度設計了各類型的培訓課程，同時亦特別推行領導發展培訓課程，致力提升領導素質。首先，針對新入職服務單位主管的需要，本業務於2009年5月開始推行為期4天，合共8節的「管理導向和發展課程」。課程內容包括人力資源管理、財務管理、機構內外溝通和營運管理等，讓同工更了解本處的日常運作，在短時間內可掌握基本的管理技巧，並且促進有效的管理模式，以應付未來的工作需要。此外，本處亦展開「領導才能發展計畫」，參與首輪計畫的同工需接受「領導才能評估」，按個人需要訂定「個人發展計畫」，並出席歷時8個月的「行政管理課程」，強化領導力。

卓越成就 促進專業交流

香港社會服務聯會舉辦的「2009年度卓越實踐在社福」獎勵計畫之主題為「變更求發展 服務創新機」，參選組別分為「組織更新」和「服務創意」兩組，而本處的「可持續發展的組織改革計畫」及「心燃計畫」分別於兩個組別中，榮獲「卓越管理大獎」和「專業大獎」；此外，兩項計畫亦同時獲得「十大卓越服務獎」，成績實在令人鼓舞。

Changes for Sustainable Development

While facing ever-changing environment and situations, managing change has become a daily routine in organisations. An organisational change occurs and rests on its drive for improvement and service development opportunities. Therefore, we strive for sustainable development via successful change, as it brings about opportunities for innovation and service enhancement. In the previous year, we continually facilitated the Agency to drive changes in various aspects, so that operational efficiency and effectiveness would be enhanced and excellent service would be provided to service users.



本處行政總裁吳水麗(右二)與副行政總裁胡淑星(右一)上台領獎。
Our Chief Executive, Mr NG Shui Lai (right 2) and Deputy Chief Executive (right 1), Ms WOO Shuk Sing received the awards from HKCSS.

Leadership Development

Apart from organising various training and development programmes to cater for the different needs of staff, we have specially tailored different programmes to develop our leaders. We first designed a "Management Orientation Programme" for new service unit heads in May 2009. All new service unit heads are required to go through a 4-day, 8-session programme focusing on human resources management, finance management, corporate communication and operations management. The programme aims at equipping the new service unit heads with the basic knowledge on management, and facilitating them to appreciate the existing management and administrative systems in the Agency. We have also launched our first phase of Leadership Development Programme in 2009/10. All selected talents had gone through Competency Assessment, in order to identify individual development areas. Individual Development Plan was then formulated accelerating leadership qualities. All talents would also attend an Executive Development Course which spanned a period of 8 months.

Excellent Performance

2009 was a remarkable year for us, as we have achieved outstanding performance in the "2009 Best Practice Awards in Social Welfare", organised by the HK Council of Social Service. The theme for the year was "Embracing Changes for Sustainable Development" and two new categories were established, namely "Organisational Change" and "Service Improvement and Initiation". Our "Organisational Changes with Sustainable Development Project" and "Project iHeart" were awarded with "Outstanding Management Award" and "Professional Wisdom Award" respectively. Both projects also won "Top Ten Best Practice Awards" at the same time.



獎項 Awards



專業發展及服務質素培訓活動

Professional Development and Quality Assurance Training Activities

活動 Activities	對象 Target	節數 No. of Sessions	參加人數 No. of Participants
管理及領導培訓活動 Management & Leadership Training Activities			
管理導向及發展課程 Management Orientation Programme	新上任服務單位主管 New Service Unit Heads	16	65
教練技巧課程 Workshop on Coaching Skills	全體同工 All Staff	2	13
「基礎財務管理」培訓坊 Workshop on Introduction to Financial Management	全體同工 All Staff	3	75
「撰寫服務建議書技巧」培訓坊 Workshop on Proposal Writing Skills and Technique	全體同工 All Staff	1	15
「紀律處分技巧」培訓坊 Workshop on Staff Disciplining Skills	全體同工 All Staff	1	10
核心業務主題培訓活動 Training Activities on Generic Competencies			
護理服務質素提升課程 Programme on Service Enhancement of Personal Care	有關同工 Staff Concerned	32	78
「中文構詞法及閱讀理解」培訓坊 Workshop on Chinese Morphology and Comprehension	有關同工 Staff Concerned	2	40
「老年痴呆症的照顧管理」培訓坊 Workshop on Care Management for Elders with Dementia	有關同工 Staff Concerned	2	16
「痴呆症患者照顧」培訓坊 Workshop on Dementia Care	有關同工 Staff Concerned	2	15
「攜手防虐老」工作坊 Workshop on Elder Abuse	有關同工 Staff Concerned	1	7
「認識長者精神健康問題－預防、介入及處理方法」工作坊 Workshop on Elderly Mental Health: Detection and Intervention	有關同工 Staff Concerned	1	12
「從需求鑒定到服務提供及成效評估」培訓坊 Workshop on From Need Identification to Service Delivery and Outcome Evaluation	有關同工 Staff Concerned	2	17
「再思以人為本的照顧理念： 如何從照顧關係中獲得工作滿足感和專業成長」培訓坊 Workshop on Person-centred Care: How to Gain Job Satisfaction & Professional Growth in Caring Relations	有關同工 Staff Concerned	2	25
卓越服務管理培訓活動 Management Training Activities on Service Excellence			
「優質顧客服務」培訓坊 Workshop on Customer Service	有關同工 Staff Concerned	2	26
「內部評審培訓」工作坊 Workshop on Internal Auditing	有關同工 Staff Concerned	1	18
「綜合性文件管理系統」培訓坊 Workshop on Integrated Management System	全體同工 All Staff	1	31
「內部評審」分享會 Sharing on Internal Audits	全體同工 All Staff	1	26
「卓越實踐」導向活動 Staff Orientation Programme	新同工 New Staff	5	199



活動 Activities	對象 Target	節數 No. of Sessions	參加人數 No. of Participants
專業發展及培訓活動 Professional Development & Training Activities			
「認識特殊學習困難」培訓坊 Workshop on Special Learning Difficulties	全體同工 All Staff	2	16
「性別事務」講座 Seminar on Awareness to Gender Issues	全體同工 All Staff	2	35
技巧學習與策略發展課程 Workshop on Strategies and Skills Learning and Development	全體同工 All Staff	6	36
「社會服務前線工作者基本輔導技巧」培訓坊 Workshop on Basic Counselling Skills	有關同工 Staff Concerned	2	20
食物衛生經理課程 Certificate Course on Food Hygiene	有關同工 Staff Concerned	5	11
「善別輔導」培訓坊 Workshop on Bereavement Counselling	有關同工 Staff Concerned	2	9
辦公室行政培訓活動 Office Administration Training Activities			
「認識反歧視條例」工作坊 Workshop on "Anti-discrimination Ordinances"	全體同工 All Staff	2	13
「五常法」培訓坊 Workshop on 5S	全體同工 All Staff	1	16
「職業安全健康」講座 Seminar on Occupational, Health and Safety	全體同工 All Staff	1	26
其他培訓活動 Other Training Activities			
第十八屆員工獎勵計畫 — 卓越事工獎公開評審交流會 The 18th Staff Award Scheme — Sharing and Open Adjudication of Outstanding Project Award	全體同工 All Staff	1	105
觀塘樂TEEN會退修日 Kwun Tong Happy Teens Club Retreat	有關同工 Staff Concerned	1	33
總數 Total:		102	1,008

2009-2010年度員工獎勵計畫
卓越事工獎評審團。

The assessment team of
Outstanding Project Award,
2009-10 Staff Award.





2009至2010年度員工獎勵計畫 2009-2010 Staff Award Scheme

卓越員工獎 Outstanding Staff Award

同工姓名 Name	職位 Post	提名組別 Nomination Group
兒童發展及教育核心業務 Child Development & Education Core Business		
文妙蘭 MAN Miu Lan	幼兒教師 Teacher	時代幼兒學校 Times Nursery School
吳文卿 NG Man Hing	幼兒教師 Teacher	天恆幼兒學校 Tin Heng Nursery School
鄧明慧 TANG Ming Wai, Patricia	校長 Principal	基督教聯合醫務協會幼兒學校 United Christian Medical Service Nursery School
鄒燕玲 CHAU Yin Ling	主任 Senior Teacher	滙豐幼兒學校 Wayfoong Nursery School
王鳳兒 WONG Fung Yi	特殊幼兒工作員 Special Child Care Worker	葵興早期教育及訓練中心 / 心橋兒童發展計畫 Kwai Hing Early Education and Training Centre / Project Bridge for Children's Development
李慧雅 LEE Wai Nga	一級物理治療師 Physiotherapist I	摩理臣山兒童發展中心 Morrison Hill Child Development Centre
陳嘉霖 CHAN Ka Lam, Jess	資深言語治療師 Senior Speech Therapist	地區言語治療服務隊(第四隊) District Speech Therapy Service (Team 4)
教育及訓練核心業務 Education & Training Core Business		
薛仰祿 SIT Yeung Luk	司機 Special Driver	培愛學校 Pui Oi School
林向成 LIN Shiang Cheng	系主任 Department Head	觀塘職業訓練中心 Kwun Tong Vocational Training Centre
長者及健康核心業務 Elderly & Health Core Business		
鄭秀卿 CHENG Sau Hing	文員 Clerical Assistant	幸福及元州長者鄰舍中心 Fortune & Un Chau Neighbourhood Elderly Centre
潘潔貞 POON Kit Ching	起居照顧員 Personal Care Worker	深水埗綜合家居照顧服務隊 Shamshuipo Integrated Home Care Service Team
林瑞龍 LAM Sui Lung, Nicky	起居照顧員(兼具司機職務) Personal Care Worker (perform driver duty)	深水埗綜合家居照顧服務隊 Shamshuipo Integrated Home Care Service Team
梁淑賢 LEUNG Suk Yin	登記護士 Enrolled Nurse	荷花長者日間護理中心 Lotus Day Care Centre for the Elderly
周瑞琴 CHAU Shui Kam	起居照顧員 Personal Care Worker	順利安老院 Shun Lee Home for the Elderly
洪游 HUNG Yau	廚師 Cook	順利安老院 Shun Lee Home for the Elderly
嚴穎君 YIM Wing Kwan	照顧經理(社會服務) Care Manager (Social Service)	華康宿舍 Wah Hong Hostel



家庭及社區核心業務 Family & Community Core Business		
黃啟稜 WONG Kai Ling	中心主任 Centre-in-Charge	安華日間展能中心 On Wah Day Activity Centre
梁錦榮 LEUNG Kam Wing	社會工作員 Social Worker	天倫綜合家庭服務中心 Family Networks: Yau Tsim Integrated Family Service Centre
呂碧岑 LU Pi Tsen	半職代家長 Half-time Relief Houseparent	嘉福兒童之家 Ka Fuk Small Group Home
黎淑玲 LAI Suk Ling, Dora	正家長 Houseparent	天瑞兒童之家 Tin Shui Small Group Home
成長及社會復康核心業務 Growth & Social Rehabilitation Core Business		
朱燕顏 CHU Yin Ngan	高級社會工作員 Senior Social Worker	香港賽馬會社區資助計劃 — 南天網絡 Hong Kong Jockey Club Community Project Grant: Integrated Service Centre for Local South Asians
鍾可婷 CHUNG Ho Ting	文員 Clerk	南Teen會 South Asian Happy Teens Club
陳少娟 CHAN Siu Kuen	隊長 Team Leader	觀塘青少年綜合服務 Kwun Tong Integrated Children and Youth Service
區曉彤 AU Hiu Tung, Annette	社會工作員 Social Worker	北角青少年綜合服務 North Point Integrated Children and Youth Service
莊詠敏 CHONG Wing Man	社會工作員 Social Worker	深水埗中青少年綜合服務 Shamshupo Central Integrated Children and Youth Service
施明惠 SY Ming Wai	社會工作員 Social Worker	PS33 — 藥物濫用者中心 PS33-Centre for Psychotropic Substance Abusers
張綉賢 CHEUNG Sau Yin	社會工作員 Social Worker	學校社會工作服務 School Social Work Service
服務發展及研究核心業務 Service Development & Research Core Business		
葉穎思 YIP Wing Sze, Ida	專業助理 Professional Assistant	服務發展及研究核心業務 Service Development & Research Core Business
特別事工 Special Projects		
林雪芬 LAM Sheut Fan	首席顧問 Chief Consultant	僱員發展服務 Employee Development Service
行政事務核心業務 Administration Core Business		
呂惠儀 LUI Wai Yee	會計主管 Accounting Supervisor	會計部 Accounts Office

卓越事工獎 Outstanding Project Award

獎項 Award	項目 Project	服務單位 Service Unit
主題組 Thematic Category	愛 + 人「愛家·Teen希望」希望故事計劃 Family: H.O.P.E. Project (Hope-Oriented Parents Education for Families in Hong Kong)	青少年綜合服務(樂Teen會) Integrated Children & Youth Service (Happy Teens Club)
非主題組 Non-thematic Category	「企業心理危機支援」計劃 Crisis Care Service Project	僱員發展服務 Employee Development Service



服務發展及研究 Service Development & Research

本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。

服務發展配合社區需要

年內，因應金融海嘯對社會的衝擊，本處推出了多項回應行動，其中包括成功獲得中銀香港暖心愛港計劃撥款資助，開辦了「逆旅同行輔導服務」；此外，又與半島南扶輪社合辦「半島南扶輪社技能提升援助金」計畫。

年內，在陳登社會服務基金會和攜手扶弱基金的支持下，本處再度推出「居家樂逍遙」計畫第二期。另外，亦得到民政事務局資助，為南亞裔婦女和天水圍居民提供有關認識離婚和贍養費的社區推廣服務。

一直以來，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」。其中，天恆社區網絡計畫以4年半時間，完成在水圍天恆邨的服務使命，因此，此計畫已按照原定計畫於2010年3月底結束。原本用於該計畫的資源，將投放於同區推出的「家庭及婚姻啟導服務」。

「正向工程」全面展開

為回應社會上日益嚴峻的精神健康問題，本處以「正向工程」為主題，鼓勵各單位在設計服務時加入正向心理學的元素。去年，共340位單位主管和前線同工，學習了有關「正向心理學」的基本知識，5個服務單位推出了先導計畫，以實證為本的方式，應用正向心理學的概念；機構層面亦同時設立了「正向心理學資源庫」。

Our 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 locate any service gap and distinguishing service effectiveness, as well as promoting new service trends among staff.

Service Development Responding to Social Need

In respond to last year's financial tsunami, we have launched the "Navigating Adversity Counselling Service" sponsored by Bank of China (Hong Kong) Limited "Caring Hong Kong — A Heart Warming Campaign". We also collaborated with Rotary Club of Peninsula South to launch the "Employment Skills Enhancement Sponsorship".

With continuous supports from Chan Dang Social Services Foundation and Partnership Fund, our Home Improvement Project has successfully promoted to the second stage. With support from Home Affairs Bureau, we also provided community education programmes on divorce and maintenance to South Asian ladies as well as Tin Shui Wai residents.

In March 2010, Tin Heng Community Networking Project was terminated. The funding resources then relocated for the launching of the Family and Marriage Enhancement Project.

Application of Positive Psychology

In order to promote the education of mental health in the society, our Agency has motivated our staff to apply different theories and concepts of Positive Psychology in their daily services. Last year, we arranged briefing sessions on Positive Psychology for 340 colleagues. Five evidence-based pilot projects were also launched.



出版新書《天水圍•情》，講述天水圍居民自強與互助的故事；發表網絡評估研究報告，並派發告別特刊《一起走過的日子》。
"Our Tin Shui Wai Stories", the research report on the evaluation of its networking effectiveness, and the service report "The Path We Walked Together" were published.



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			
天水圍、上水及葵涌區社區服務現況分析 A Community Study of Tin Shui Wai, Sheung Shui and Kwai Chung	資料及數據搜集 Information and Data Collection	內部參考 Internal Use	已完成 Completed
《二零一二年行政長官及立法會產生辦法諮詢文件》 同工意見調查 Internal Opinion Survey on Methods for Selecting the Chief Executive and for Forming the Legislative Council in 2012 Public Consultation	意見調查 Opinion Survey	內部參考 Internal Use	已完成 Completed
正向工程服務成效研究 A Study of the Effectiveness of the Project of Positive Psychology	量化研究 Quantitative Research	內部參考 Internal Use	進行中 In Process
服務單位服務滿意程度意見調查 Opinion Survey on the Service Satisfaction among Service Units	意見調查 Opinion Survey	內部參考 Internal Use	持續工作 Continued Work
協助其他業務單位 Assisting Other Core Businesses			
僱員正向心理調查(僱員發展服務) A Survey of Positive Psychology among Employees in Hong Kong (Employee Development Service)	量化研究 Quantitative Research	向外發布 Release to Public	已完成 Completed
「居家樂逍遙」計畫成效評估(長者及健康) A Study of the Effectiveness of the Project of Home Improvement Project (Elderly & Health)	量化研究 Quantitative Research	內部參考 Internal Use	已完成 Completed
生命MSN服務成效評估(成長及社會復康) A Study of the Effectiveness of the Project Life Mutual Support Network (Growth & Social Rehabilitation)	量化研究 Quantitative Research	內部參考 Internal Use	已完成 Completed
元州及幸福邨居民服務需要調查(長者及健康) A Survey of the Service Need of Residents in Un Chau Estate and Fortune Estate (Elderly & Health)	量化研究 Quantitative Research	內部參考 Internal Use	已完成 Completed
學生及家長服務需要調查(成長及社會復康) A Survey of the Service Need of Students and their Parents (Growth & Social Rehabilitation)	質性研究 Qualitative Survey	內部參考 Internal Use	已完成 Completed
男士尋找服務原因研究(服務發展及研究) A Study of the Reasons for Seeking Service among Men (Service Development & Research)	質性研究 Qualitative Survey	內部參考 Internal Use	已完成 Completed
頌和服務模式成效研究(長者及健康) Effectiveness of the Project on the Service Model of Elder Abuse Reconciliation Service (Elderly & Health)	質性及量化研究 Qualitative & Quantitative Research	向外發布 Release to Public	已完成 Completed
生命MSN計畫「預防跨代抑鬱 — 抑鬱症患者之子女身心健康狀況」調查(成長及社會復康) Research on the Status of Preventing Intergenerational Depression — Children with Depressed Parents, Project Life Mutual Support Network (Growth & Social Rehabilitation)	量化研究 Quantitative Research	向外發布 Release to Public	已完成 Completed



題目 Topic	性質 Nature	用途 Purpose	進度 Progress
雲漢長者健康俱樂部服務評估(長者及健康) A Study of the Effectiveness of Health Club for Elderly, Wan Hon District Elderly Community Centre (Elderly & Health)	量化研究 Quantitative Research	向外發布 Release to Public	已完成 Completed
特殊學習障礙服務成效數據分析(成長及社會復康) Data Analysis of Effectiveness of the Specific Learning Disabilities Service (Growth & Social Rehabilitation)	量化研究 Quantitative Research	內部參考 Internal Use	已完成 Completed
2009青少年使用電腦網絡現象調查 (成長及社會復康) Survey on the Phenomenon of Computer Usage among the Youth in 2009 (Growth & Social Rehabilitation)	量化研究 Quantitative Research	向外發布 Release to Public	已完成 Completed
「青少年對援助交際看法」調查(成長及社會復康) Youth's Opinion Survey of the "Compensated Dating" in Hong Kong (Growth & Social Rehabilitation)	量化研究 Quantitative Research	向外發布 Release to Public	已完成 Completed
金融海嘯對南亞裔男士的影響調查 (成長及社會復康) Survey on Influences of Financial Tsunami on South Asian Males (Growth & Social Rehabilitation)	量化研究 Quantitative Research	向外發布 Release to Public	已完成 Completed
收集有關成人及兒童依附理論的量表資料 (成長及社會復康) Searching about the Scales of Adult and Children Attachment Theory (Growth & Social Rehabilitation)	資料搜集 Information Collection	內部參考 Internal Use	已完成 Completed
觀塘及深水埗地區分析(長者及健康) A Community Study of Kwun Tong and Shamshuipo (Elderly & Health)	資料及數據搜集 Information and Data Collection	內部參考 Internal Use	已完成 Completed
網絡世代研究(成長及社會復康) Net Research (Growth & Social Rehabilitation)	量化研究 Quantitative Research	向外發布(稍後) Release to Public (Coming soon)	進行中 In Process
幼兒潛能訓練課程服務評估(兒童發展及教育) A Study of the Effectiveness of Infant Stimulation Programme (Child Development & Education)	量化研究 Quantitative Research	內部參考 Internal Use	進行中 In Process
兒童之家服務成效評估(家庭及社區) A Study of the Effectiveness of Small Group Home Service (Family & Community)	量化研究 Quantitative Research	內部參考 Internal Use	持續工作 Continued Work
天水圍中年人士求職狀況調查(服務發展及研究) Survey on the Status of Job Seeking among the Middle Aged Adult in Tin Shui Wai (Service Development & Research)	量化研究 Quantitative Research	向外發布(稍後) Release to Public (Coming soon)	進行中 In Process
全港長者運動會研究(長者及健康) A Study of Athletic Gala for the Elderly (Elderly & Health)	量化研究 Quantitative Research	內部參考 Internal Use	進行中 In Process
關愛校園研究(成長及社會復康) A Study of Caring School Award Scheme (Growth & Social Rehabilitation)	質性研究 Qualitative Research	向外發布 Release to Public	進行中 In Process



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

本處透過各種不同性質的籌款活動、對外對內的傳訊工作，傳揚社會關懷和仁愛、公義的訊息。除讓公眾加深了解社會的需要，進而支持本處服務事工外，亦希望引起公眾關注社會事務和拓展更多適合社會大眾需要的服務。

開拓資源回應服務需要

為加強服務的持續性及長遠籌劃，使其能發揮更大的成效，本處年內繼續以開拓每月定額捐款為籌募工作的重點。由本年度開始，本處「月捐悅多」月捐計畫邀得陳慧琳小姐擔任大使。同時，亦舉行了多項年度性的大型籌款活動，包括第六屆「步行籌款」、第三屆「愛·分享券」銷售活動，及第三屆「人人有利事」新春「利是」收集活動。為回應金融海嘯的衝擊，年內的步行籌款特別以「風雨同路 擁抱希望」為主題，部分善款亦用於相關的支援服務。

另外，本處亦以4位服務處天使「仁愛」、「公義」、「關懷」及「希望」為造型，製作了連同傳意咭的「章顯您的愛」襟章及磁石貼套裝，籌募服務發展經費，並鼓勵大眾送贈天使襟章給家人友好，互勉打氣，一同發放正能量。

此外，年度的「願望成真——燃亮生命的聖誕禮物」活動，幫助了約80個有需要的家庭/人士達成他們的小願望。本處舉辦籌款活動的目的，除了籌募善款外，亦希望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，我們總經費約四成是沒有政府資助的，所以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。



風雨同路，擁抱希望！1,700名參加者冒雨出席步行籌款，為有需要的人締造希望！
Despite the rain, 1,700 dauntless participants attended our Walkathon to bring hope for the needy.

With Agency's various fundraising activities, works on extending our external and internal communication channels, we aim to arouse people's concern in different social service affairs and care for the people in need. We also hope the public can learn more about our Agency's works and then support us through various channel to develop resources for new and unsubsidised services to cater for the emerging needs of society.

Raising Fund for Service Development

To build up stable funding for service continuity and better development planning, recruiting monthly donors continued to be our fundraising focus of the year. Besides, we continue to organise various annual fundraising events. These included our 6th Walkathon, 3rd "Love Sharing Charity Ticket Sale", and 3rd "Charity Laissee Campaign" held in the Chinese New Year. We also staged the "Make a Wish Come True" programme for the second year, in which about 80 cases of needy families and individuals had their little Christmas wishes came true.

During the year, we have launched the new initiative "HKCS Charity Badge Programme", in which badges and magnets of the four HKCS Angels — Humanity, Justice, Care and Hope — with blessing cards were sold as charity gift sets; hopefully would spread positive energy to the community in the gloomy economic environment caused by the financial tsunami. These fundraising events were organised with the dual purposes of raising fund for our service development, and providing a platform for service users and the public to make contribution to 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 is critical for the sustainability and development of our services.

以親子義工形式參與「愛·分享券」外出銷售，不但讓小朋友體驗學習，更能加強親子溝通。
Mother and child working as volunteers to help selling the "Love Sharing Charity Ticket".





中電義工隊
為獨居長者安裝光管
CLP volunteers helped
the elderly living alone to
install the light tube.



院友代表院舍衷心感謝企業員工
到院與她們歡渡聖誕。
Our clients on behalf of the Residential Home
gave thanks to the enterprise and their
employees for celebrating Christmas with them.

發展雙贏伙伴合作

一直以來，本處非常重視鞏固及拓展與伙伴間的合作，包括企業及個人義工發展、服務計畫合作、企業捐贈和專業協助等多方面。

本處亦積極透過不同途徑，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，年度由本處成功提名的企業達47間。

在個人義工方面，2009年的義工人數有1,864名，總服務時數達38,928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」來嘉許表現出色的義工。

企業義工方面，2009/10年度共有124間企業及團體派出4,565人次的義工，服務時數共15,608小時。

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, and the best synergy effect can be created in helping the needy. The partnership can be carried out in many different forms, such as corporate and individual volunteering, project co-operation, donation (in cash or in-kind), provision of placement opportunities and other professional supports.

To appreciate their contribution, we made use of different channels to recognise our partners. For example, we nominate our devoted corporate partners for the "Caring Company Scheme" organised by the Hong Kong Council of Social Service every year, and 47 partners were successfully nominated during the year.

For individual volunteers, we also recognise their contribution by nominating them for the awards of "Volunteer Movement" organised by the Social Welfare Department. In 2009, we had 1,864 individual volunteers contributed a total of 38,928 hours for different types of volunteer services.

For corporate volunteers 4,565 person counts of volunteers from 124 corporations and schools/organisations contributed for 15,608 service hours in 2009/10.



本處今年共成功提名47間伙伴企業獲社聯「商界展關懷」標誌。其中，國泰航空公司更獲「全面關懷大獎」。

47 partner companies were successfully nominated for the Caring Company Logo from HKCSS, among them, the Cathay Pacific Airways Limited received the Total Caring Company Award.



協助服務單位召開記者招待會，引起社會關注青少年援交現象。
Assisted our service units to hold press conference so as to arouse public attention on youth compensated dating phenomenon.

現時，任何熱心人士、企業及團體，均可透過網上登記成為義工，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。

持續加強溝通渠道

為了讓外界更了解本處的工作，和更有效地透過文字媒介倡導合理的政策，本處於每個月出版《基督教服務通訊》，這是業內少有的出版方式，目的是希望能提供多一個平台予社會大眾討論社會需要關心的議題。年內，我們不斷增加專題的趣味性和可讀性，以切合社會需要及時勢發展。我們的讀者的人數不斷增加，在最新的檢討問卷中，本處的通訊更取得100%的滿意度，成績令人鼓舞。本處的網上瀏覽人數，亦從去年的84萬多人增至今年的逾104萬人次，較之前一年有近25%的升幅。

年度內，我們對外發出了16篇新聞稿，並分別與《Recruit》和《星島學生報》合作，撰寫專欄。本處的僱員發展服務自去年4月，每周為《Recruit》撰寫關於僱員心理健康的文章，年內共撰寫43篇文章；另外，觀塘職業訓練中心亦為《星島學生報》撰寫20篇與進修及與工作經驗有關的專欄文章。年內，共有471個傳媒報道；包括報章339篇、雜誌85篇和電子媒體47次。

除此之外，亦為本處管理人員提供了兩次關於機構內外溝通的培訓，提升對機構形象及傳媒關係的知識及技巧。另外，我們亦為新加坡的社會服務機構Presbyterian Community Service安排考察之旅，探訪本處多個單位，以分享服務經驗，供境外同業參考。

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

Enhancing Communication Channels

In order to let the public learn about our works and understand our advocated policy through written form, we keep issuing our Chinese "Christian Services News" monthly; which is rare in the social welfare industry. By doing so, we hope to provide a platform for discussions on various social topics, and show our concerns for the society. During the year, we continuously enrich our contents to cater the needs of our readers, so as to arouse their concerns for social issues. Number of readers were increased. Through the questionnaires received, an encouraging result was also shown with 100% of readers' satisfaction. Apart from our newsletters, browsers of our website were also increased from 840,000 the year before, to this year's 1,048,839, which was a near 25% of increment!

During the year, we had issued 16 pieces press release, and were also closely worked with local newspaper & magazine. Began from April during the year, our Employee Development Service started to provide articles on the topics of employees' mental health, a total of 43 pieces for "Recruit" Magazine within the year. Besides, our Kwun Tong Vocational Training Centre also provided 20 pieces of write-ups regarding continuous education and work experience for Sing Tao Students' Press.

With our continuous effort during the year, total of 471 news about our Agency were recorded: 339 pieces at newspapers, 85 pieces at magazines and 47 times at electronic media.

Apart from this, we hold twice in a year an internal communication training; to teach the knowledge and technique to our management staff on how to promote and improve our Agency's image. Moreover, we also received a social welfare organisation from Singapore, the Presbyterian Community Service, to visit our units for sharing our work experiences.



本處「愛·分享券」獲陳慧琳小姐連續3年義務擔任大使，並獲多間熱心商戶贊助，讓善長憑券享用消費優惠。

With different shopping coupons on each "Love Sharing Charity Ticket", donors buying the ticket can enjoy both the pleasure from charity giving and shopping privileges.



每套「章顯您的愛」慈善套裝附有4款天使襟章連傳意咭，可同時為多位好友打打氣！
Each gift set of the HKCS Charity Badge Programme contains 4 different angel badges and blessing cards for cheering up friends.



2009/10年度主要籌款活動一覽

2009/10 Major Fundraising Events

活動 Event	總收入 Gross Income (HK\$)	淨收入 Net Income (HK\$)	善款用途 / 受惠服務 / 計畫 Use of Fund Raised / Beneficiary Service Units
步行籌款 Walkathon	\$504,262	\$435,789	支持天水圍的失業中年男士考取技能牌照以協助他們就業 Support unemployed men in Tin Shui Wai to obtain recognised qualifications for re-entering the job market 幫助貧困家庭子女購買輔助學習的工具 Buy study-aids for children of low-income families 為有需要而未能獲其他支援的家庭 / 人士提供緊急援助 Provide emergency aids for the needy who cannot obtain support from other sources 為長者及有需要人士推行足部治療及護理計畫 Promote podiatry programmes for the elderly and needy 服務發展專款 Support HKCS Service Development Fund
愛·分享券 Love Sharing Charity Ticket	\$495,133	\$443,082	服務發展專款 Support HKCS Service Development Fund
人人有利事 Charity Laisee Campaign	\$84,972	\$79,276	服務發展專款 Support HKCS Service Development Fund
章顯您的愛 HKCS Charity Badge Programme	\$122,593	\$69,939	服務發展專款 Support HKCS Service Development Fund
其他 Others ('願望成真'活動、網上拍賣、 '全民愛傳愛'行動) ("Make a Wish Come True" programme, Online Charity Auction and "HKCS Staff LifeCare Movement")	\$64,840	\$58,884	幫助有需要人士及家庭的聖誕「願望成真」 Help needy families and individuals to have their Christmas wishes come true 服務發展專款 Support HKCS Service Development Fund



行政事務 Administration

行政事務核心業務負責提供高效率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。範圍包括財務、人力資源、資訊科技、工程和總辦事處的行政事務等。

本業務亦負責確保行政流程順暢，和各政策合乎資助機構及法例的要求。

The Administration Core Business is responsible for delivering efficient and timely supportive 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 Core Business also proactively helps the Agency to set policies and strategies relating to administration.

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

政策倡導及研究 Policy Advocacy & Research

除了提供社會福利服務之外，倡導合理的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研究幹事、政策研究委員會，和各服務及單位的同工來推行。委員會的成員，包攬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，並向有關之政府政策局和部門提交意見書，例如空氣質素指標檢討、個人資料(私隱)條例、集體訴訟和於香港引入預設醫療指示概念等。

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，各服務單位也會因應他們的服務範疇推行政策倡導的工作，例如憂鬱症病人的子女、沉迷上網青年和少數族裔等等的服務對象。

Besides providing 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 Research Officer on policy advocacy, the Committee on Policy Research, and through various services and service units. Members of the Committee on policy research are formed by both frontline and managerial staff from various services; hence the analyses on public policy can be conducted by examining issues from different perspectives.

In the past year, our Agency has conducted studies on various policy areas, and submitted opinions to relevant government policy bureaus and departments. These including: Air Quality Objectives Review, Review of the Personal Data (Privacy) Ordinance, Class Actions and the Introduction of the Concept of Advance Directives in Hong Kong.

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 would also do advocacy work in respective service areas, such as, policy on children with depressed parents, young internet addicts and ethnic minorities.



向傳媒分享本處頌和長者服務計畫如何有效地預防長者被虐的情況。
Sharing the effectiveness of the Project on the Service Model of Elder Abuse Reconciliation Service (EARS) to prevent the elderly abuse in the press conference.



政策倡導及研究之議題

Policy Advocacy & Research Issues

日期 Date	主題 Theme	曾討論 Discussed	組成工作小組 Working Group Formed	提交意見書 Written Submission
8/2009	特首施政報告 Policy Address of Chief Executive	✓		
8/2009	空氣質素指標檢討 Air Quality Objectives Review Public Consultation			✓
8/2009	救護服務：救護車調派分級制公眾諮詢 Public Consultation on Medical Priority Dispatch System			✓
11/2009	檢討《個人資料(私隱)條例》的諮詢文件 Public Consultation on Review of the Personal Data (Privacy) Ordinance		✓	✓
12/2009	香港電台：履行公共廣播機構的新使命公眾諮詢 Public Consultation Paper on the New Radio Television Hong Kong: Fulfilling its Mission as a Public Service Broadcaster			✓
12/2009	高鐵工程 Hong Kong Express Rail Link	✓		
2/2010	《集體訴訟》諮詢文件 Consultation Paper on Class Actions		✓	✓
2/2010	《2012年行政長官及立法會產生辦法》諮詢文件 Consultation Document on the Methods for Selecting the Chief Executive and for Forming the Legislative Council in 2012			✓
2/2010	《升降機及自動梯(安全)條例》(第327章) 修訂建議公眾諮詢 Public Consultation on the Amendment Proposals to Lifts and Escalators (Safety) Ordinance, Cap.327	✓		
2/2010	2010-11年度財政預算案 The Budget 2010-11	✓		
2/2010	本港實踐《殘疾人權利公約》現況諮詢 Consultation on the Implementation of the UN Convention on the Rights of Persons with Disabilities in Hong Kong	✓		
3/2010	電訊管理局就《檢討本地接駁費》諮詢文件 Consultation Paper on Review of Local Access Charge by the Telecommunications Authority	✓		
3/2010	《公司條例草案》擬稿 — 第一期諮詢 First Phase Consultation of the Draft Companies Bill	✓		
3/2010	《在香港引入預設醫療指示概念》 Consultation on the Introduction of the Concept of Advance Directives in Hong Kong			✓
3/2010	《廢電器電子產品生產者責任計畫》諮詢文件 Consultation Paper on a New Producer Responsibility Scheme for Waste Electrical and Electronic Equipment			✓



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、僱員及其家庭的發展潛能、解決工作生活上的困擾，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。

推廣僱員正向心理

自金融海嘯後，不少企業及僱員均飽受經濟衰退的影響。為了提升工作間的正能量，我們致力為各大企業籌辦跟正向心理有關的員工支援計畫，協助他們提升員工的心理質素和敬業精神。我們的2009年度論壇更以「正向領導」為題，讓160多名來自各大公司的人力資源管理人員交流正向管理的心得。此外，為了推廣正向心理工作間，我們在去年進行了一項「僱員正向心理調查」，並透過傳媒發布會及社區教育，讓更多僱主了解培育僱員心理質素的重要性。

Our Agency is the pioneer organisation in Employee Assistance Programme (EAP) in Hong Kong. Since 1991, we have launched our 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 our services, we have also established a subsidiary company, the Four Dimensions Consulting Limited in 2005, dedicated in building strategic alliance for corporate wellness.

Promotion of Positive Psychology in the Workplace

The financial tsunami last year has brought the global economy into recession. Many organisations and employees are still under its unprecedented effects. In order to promote positive psychology in the workplace, we have designed and implemented a series of employee assistance programmes concerning positive emotions and positive connections. This contributed to the enhancement of the employees' resilience and engagement at work to some extent. With the theme on "Positive Leadership," our 2009 Annual EAP Forum had attracted more than 160 human resources personnel to share experiences on how thriving their work was, which shed light on good practice in building a happy and productive work-force. Besides, we had also conducted a survey and a press conference on "Positive Psychology among Employees in Hong Kong" to promote the importance of psychological well-being among employees.

「香港僱員正向心理調查」記者招待會。
Press conference on
"Positive Psychology
among Employees
in Hong Kong".



「樂力」工作間。
Positive Psychology in the Workplace.



我認為這個服務非常重要。因為一個人若然沒有健康的心靈，他是得不到真正的快樂的。所以，照顧僱員的心理需要實是顧主應有的責任。謝謝你們的幫助。

I think EAP service is very important. If a person's body and soul cannot stay healthy; one would not enjoy real happiness. It is the responsibility of employers to take care of the psychological needs of employees. Thanks again for your help.

服務使用者陳小姐
Ms Chan, our service user

年度EAP論壇：正向領導。
EAP Forum 2009: Positive Leadership
— Key to Thriving at Work.



“多謝你們的幫助及專業意見，我相信我的同事都非常感激你們適時的關顧與支援。

Many thanks for your help and professional advice. I am sure our colleagues are all highly appreciated your timely concern and assistance.

危機支援服務使用對象黃先生
Mr Wong, Crisis Care Service User

危機過後重建心靈

去年有多間公司及機構發生災難性的危機事故，我們為管理人員及受危機事故影響的員工提供各類專業的危機支援服務，協助他們儘快走出傷痛的陰影，令他們更快速和更有效地達至心理復原，亦讓員工在過程中體會僱主對他們的關愛；這有助重整軍心，回復工作動力。同時，我們為人力資源管理人員、前線管理人員及社工提供「精神健康急救」證書課程，讓他們成為工作間的精神健康急救員，以便及早協助受到精神病困擾的員工，致力預防精神健康問題。我們更為社工提供「國際危機事故壓力協會」認可的「危機事故壓力處理」證書課程，學員包括百多名協助處理台灣八八水災的社工，讓他們將來能以更專業和有效的方法去處理危機。

Restoration of Psychological Well-being through Crisis Care

During the year, there were a number of our corporate clients who had experienced serious industrial accidents, traffic accidents or other kinds of crisis. Through systematic and professional crisis care service, we helped these managerial staff and affected employees to minimise their negative thought from the crises, and tried to regain their psychological well-being in a timely way. This was not only showing how the employers were caring for and supporting the employees; but also helped the teams to restore their energy at a faster pace. To prevent mental problems and reduce the risks of crises in workplace, we also organised certificate courses on “Mental Health First Aid” for human resources personnel, and “Critical Incident Stress Management” for social workers; including those in Taiwan who had handled the flooding disaster happened last year. On one hand, more trained professionals would be able to help in identifying mental health issues in the workplace at an early stage, thus appropriate assistance for the employees concerned can be provided. On the other hand, more social workers would be able to handle crises in a more professional and effective way.

主要僱員培訓課程／活動

Major Employee Training Programmes/Activities

活動 Programmes / Activities	節數 No. of Sessions	參加人次 No. of Attendance
僱員支援服務導向活動／駐場訪談 Orientation on Employee Assistance Services/On-site Visits	78	3,202
危機事故壓力管理／自殺介入技巧 Critical Incident Stress Management/Suicide Intervention	51	2,359
情緒管理 Management of Emotions	45	1,293
精神健康急救課程 Mental Health First Aid	32	1,000
工作生活平衡 Work-life Balance	29	887
九型人格 Enneagram	25	876
督導及管理技巧 Supervisory/Management Skills	31	615
促進個人與人際效能 Personal Effectiveness and Interpersonal Relationship	23	574
激活工作 提升抗逆力 Power of Resiliency	20	507
戰勝壓力 Triumph Over Stress	12	468
思路創出路 Power of Positive Thinking	6	445
夜夜好睡到天明－優質睡眠工作坊 Have a Good Night Sleep	13	416
正向心理的魅力 The Charm of Positive Psychology	7	381
高效團隊建設 High Impact Team Building	5	278
美滿家庭生活 Enriching Family Life	13	273
身心精神健康系列 Mental Health Series	4	234
變革管理 Change Management	8	181
優質顧客服務 Quality Customer Service	6	172
時間管理 Time Management	5	170
退休樂逍遙 Pre-retirement	5	147
總數Total	418	14,478



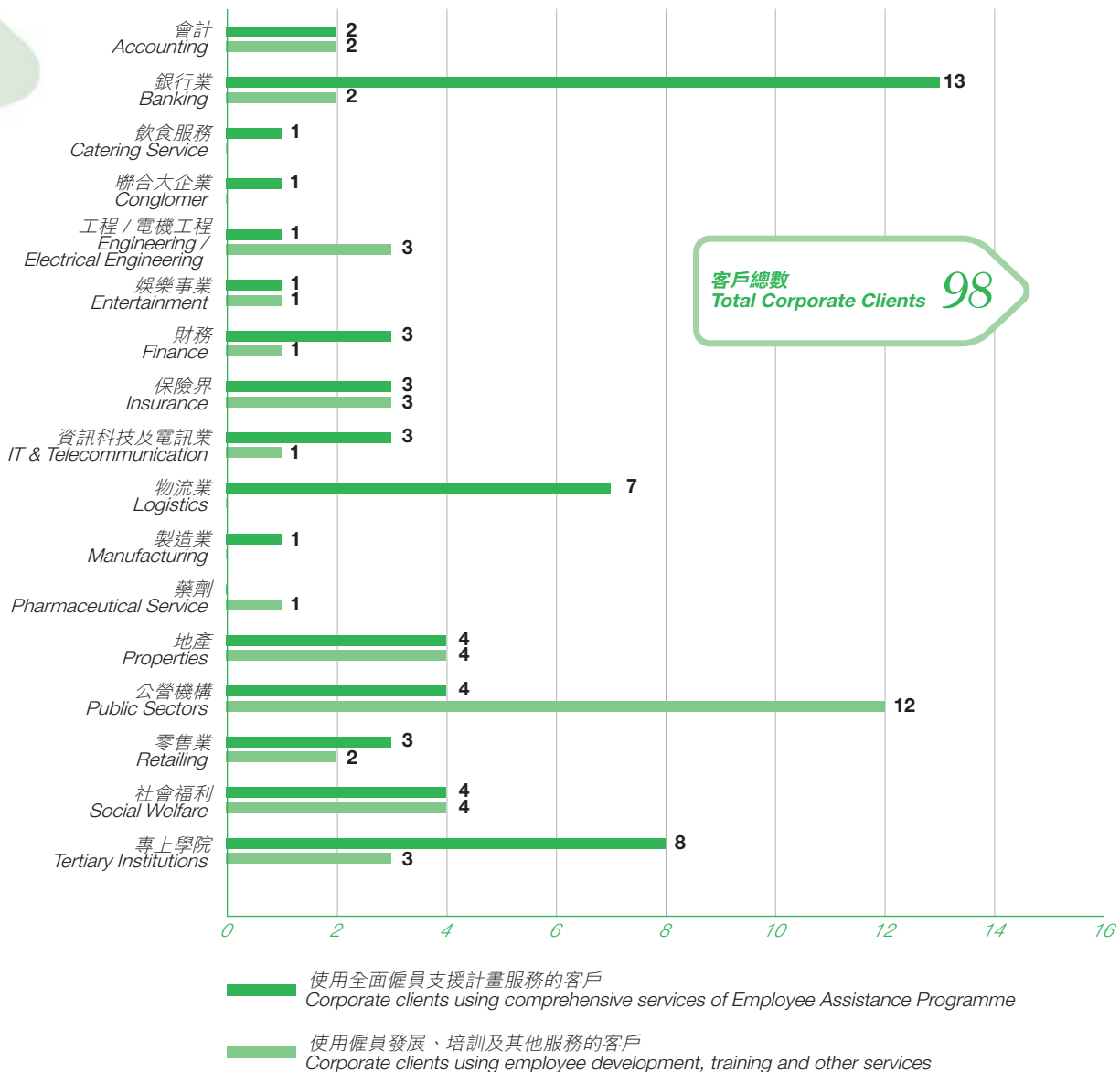
服務種類分布

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	14,478
個人諮詢及輔導服務 Professional Personal Consultation and Counselling Service	6,291
突發危機事故壓力管理 Critical Incident Stress Management	621
企業附設幼兒學校服務 Day Nursery Schools for Corporate Clients	196 (2學校/schools)
總數 Total:	21,586

客戶類別分布

Distribution of Nature of Corporate Clients Served



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

為深圳前線社工提供有關青少年輔導技巧訓練。
Training workshop on youth counselling offered to
frontline Shenzhen social workers.



本處督導積極參與深圳社會工作國際論壇。
Our Agency supervisors actively participated in the
International Conference on Social Work at Shenzhen.

機構素來關注內地的社會福利發展，早於1989年，本處已洞悉國內社會福利事業的需求，因而開始就內地社會服務事工發展商議有關策略；同時亦開展了一些社工兩地交流及培訓的工作。於1996年，我們成立了「內地社會服務事工委員會」以推動各項事工計畫；更於1999年訂下「參與國家社會福利發展」為機構五大發展路向之一。

內地社會服務事工年內的主要工作包括：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，以推動發展具本地特色的社會工作及培育有關的專業人員。與此同時，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

過去，本處一直支持北京大學社會學系的碩士研究生的教育工作，年內，機構邀請的第16批共5位同學來港進行接近一個月的專題研習，到有關政府機構、社會福利機構及大學參觀，並與有關同工及服務對象面談，了解香港社會福利及社會工作的情况。

The Agency has always concerned about the development of social welfare in the Mainland, and has learnt that there has been a great demand for social welfare since 1989. We then began discussion on our participation in providing services in the Mainland. The Committee of Mainland China Social Service Project was formed to promote China projects in 1996, and we prioritised "To Participate in the Development of Social Welfare in China" as one of our Agency's 5 main 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 encouraging the knowledge exchange between Hong Kong and China, in order to help social work professionals in training 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 have provided a 4-week intensive training programme for 5 social work postgraduate students from the Sociology Department of Peking University in the July 2009. This was the sixteenth time to arrange this programme. We have arranged visits and talks so that they could share experiences with staff serving at different social service units and universities, to gain better understanding about the social welfare policy in Hong Kong.



參與「華人社區社會工作專業研討會」
並發言和當主持。
As speakers and moderators in the
Conference for Chinese Communities.

參與「粵港社會服務交流研討會」並發言。
Gave speeches in "Harmonious Society and Social Work
Conference in Dongguan, Guangdong Province".



今年機構繼續派員親身赴穗，為中山大學社會工作學系部分的實習同學進行定期督導，亦提供多方面支援如以電郵方式解答查詢等；而在同學實習前，本處亦為他們安排了在港之考察活動。

促進社會工作實務發展

自2003年起，本處長期派一名香港社工駐滬，為上海浦東新區民辦非企業的专业社工組織先驅——上海樂群社工服務社（樂群）提供實務督導。今年，本處再與樂群達成合作共識，繼續派員協助樂群運作及規劃督導等。

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》，我們分別促進了上海基督教青年會（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，務求為市民提高更優質的服務。本處繼續委派一位香港同工駐上海為青年會進行實務督導，提供專業意見；本處兩名資深同工，更分別於09年4月及8月舉辦了各為期三天的歷奇及老人痴呆症長者工作的培訓予其同工。

年內本處更特別成立工作小組，委派同工赴四川都江堰，為青年會在當地的青少年發展中心項目提供指導及技術支援。

分享交流及支持內地教會推動社會服務

年內，本處亦持續接待來自內地不同地區的學院及社會服務單位進行參觀交流，如中華女子學院社工系以及四川西南石油大學社工系的師生等。

We have also sent two experienced staff to Guangzhou regularly to supervise the social work students from the Sun Yat-sen University; we also have arranged a pre-placement visit to Hong Kong for these students in order to widen their scopes.

Enhance the Development of Social Work Practice

The Agency continuously offer supports to the Shanghai Lequn Social Service Agency (Lequn), a pioneer in non-profit making organisation, providing professional social work service in Shanghai. Apart from sending a full time staff stationed in Shanghai to provide clinical social work supervision; the Agency and Lequn have also signed a mutual agreement on supporting such operations and supervision plans.

The Agency is much obliged to CWM/Nethersole Fund to support our 2nd year of "Project on Enhancing the Development of Social Work Practice in Luwan District, Pudong, Shanghai". During the year, we have assisted YMCA Shanghai to set up its social work division to provide quality social service for their community. Not only sending our staff to station in Shanghai to give professional supervision and share valuable clinical experience with their staff, we have also assigned two experienced staff to provide a three-day training on adventure service and elderly with alzheimer disease for their staff in April and August respectively.

Meanwhile, the Agency has formed a special duty unit and has sent staff to assist the running of YMCA youth development centre in Sichuan.

Exchange and Support the Church Social Service Project in Mainland

This year, the Agency has continued to receive people visiting from different institutes, service units and governmental departments from China; including the China Women's University Social Work Department and the Southwest Petroleum University, etc.



極端認真，嚴謹！跟着督導，一個字，累！一句話，真正受益！

My supervisor is extremely earnest and serious to our service provided. The only word I could describe my own experience in working with my supervisor is "tired but beneficial!"

羅紅 (深圳督導助理)

LUO Hong (Shenzhen Intern Supervisor)



加強同工對內地社會服務的關心及參與內地事工的裝備

本處亦透過不同方法，積極推動同工關心及參與內地社會服務事工。今年度繼續推動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。

培育深圳本地督導人才隊伍

本處參與深圳社工督導工作已進入第3年。目前，本處共提供督導人員23名，督導社工總人數為300名，分布在50個工作點。過去一年，共提供超過5,000個督導時數、16次專業培訓和舉辦了4次學習交流活動。

在參與深圳市社會工作專業督導這工作上，本處一直抱着「授人以魚，不如授之以漁」的宗旨，除了為深圳社工提供實際的工作指導外，也希望透過實務督導的經驗，為深圳市社會工作專業化、職業化的過程，提供一些參考意見。期望在可見的兩、三年內，深圳的社會工作發展可獨立展開，香港的督導亦可暫告一段落。

循着這個方向，本處於去年的深圳督導計畫，主力推動深圳本土督導人才的培育。我們成功推動40多名有督導經驗及能力的社工擔當前線督導工作、引導深圳社工機構自行選拔督導人才、舉辦以自學為原則的督導人才來港學習、以及出版有關培育未來督導人才的書籍。期望透過上述工作，深圳可以在本處的支援下，成功發展一支專業的社工人才隊伍。

To Reinforce Staff's Concern in Social Service Projects in the Mainland

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

Train a Team of Local Social Supervisors

Hong Kong Christian Service has been involving in the Shenzhen Professional Social Work Supervision Project for nearly 3 years. At present, we have assigned 23 supervisors to render professional supervision for 300 Shenzhen social workers in 50 working points in Shenzhen. In the past year, we have provided 5,000 supervision hours, 16 times of professional training and had held 4 learning activities for Shenzhen social workers.

Throughout the involvement, we believed the most sustainable way is to help Shenzhen to develop its social work policy and procedure; instead of just offering them with frontline practical knowledge and skill. All along, we had been making suggestions on various aspects of policy and procedure of Shenzhen's social work system. It is expected that Shenzhen will eventually work out its indigenous way of professional development in social work in the near future.

Following this direction, we have endeavoured in training a team of local social work supervisors last year. Eventually, more than 40 local supervisors have been successfully selected, and the social work agencies in Shenzhen were well equipped with the ability of choosing potential local supervisor. Also, we have launched a self learning Hong Kong study trip for the local supervisors and a book was written on our experience in supervising local social supervisors; hence, the "Hong Kong Christian Service Shenzhen Social Work Professional Supervision Project, the Way Forward" was published.

It is hoped that with our support, Shenzhen will establish a team of capable and brilliant social work professionals in the near future.

出版《社工先行者印記後篇》
分享督導深圳社工經驗。

Published "Hong Kong Christian Service Shenzhen Social Work Professional Supervision Project, the Way Forward" to share our experience in supervising Shenzhen Social Workers.



協助深圳舉辦社會服務機構管理人員培訓。
Render training to the management level of Shenzhen social work agencies.



我們的努力 Our Endeavour



本處網頁從2004年首次參與互聯網專業協會的「無障礙優異網站」獎，多年來一直蟬聯「無障礙優異網站」金獎，今年更在200多間達到標準的「無障礙優異網站」中脫穎而出，獲得最高榮譽的「無障礙優異網站」卓越獎，並成為唯一一間獲此獎的社會福利機構。

Ever since our first participation in the Web Care Award organised by the Internet Professional Association in 2004, we have attained Gold Prize every year. This year, we stood out from over 200 websites that have achieved the web accessibility level to attain the Excellence Award on top of the Gold Prize. We feel greatly honoured to have been the only social service organisation granted the Excellence Award this year.

本處的「心燃計畫」榮獲由香港社會服務聯會所頒發的「2009卓越實踐在社福獎勵計畫」之「十大卓越服務獎」及「專業大獎」，肯定了計畫協助受黑社會文化影響的待業待學青年的服務模式。

The Project iHeart is honoured to win one of the Top Ten Best Practice Awards, as well as the championship of the Synergy Award at the 2009 Best Practice Awards in Social Welfare from The Hong Kong Council of Social Service. It is a recognised service model in assisting those youths that are out of school and without any job, to be free from participation in and/or connection with criminal organisations.



本處元朗區青少年外展隊資深社會工作者馮藝文榮獲香港社會工作人員頒發《第十九屆優秀社工獎》。他輔導元朗區邊緣青年接近20年，其優秀及默默耕耘的專業表現值得表揚。

Our senior social worker in Yuen Long District Youth Outreaching Social Work Team, Mr FUNG Ngai Man, obtained the "Outstanding Social Worker Award" at the 19th Outstanding Social Worker Award 2009-2010 organised by Hong Kong Social Worker Association. He has served the youths at risk in Yuen Long District for nearly 20 years. His outstanding performance and dedication to his work was being appreciated.

長發安老院主辦的「耆義力量耀社群」獲社會福利署頒發「荃灣及葵青區的最佳老有所為活動計劃獎」。計畫能獲此佳績，實有賴長者義工百分百投入。他們表演難度極高的魔術、教授幼稚園學生製作「敬老咭」送贈獨居長者，表達敬意，教導患有老人痴呆症老友友做健體運動，在教與學的過程中，成功締造了一個關懷的社區。

The project of Cheung Fat Home for the Elderly "Elderly Volunteers Bring Sparkles into Community" has obtained the Best Elderly Programme Award of Tsuen Wan and Kwai Tsing District organised by the Social Welfare Department. The total devotion of the elderly volunteers is the key to the success of project. Through playing extremely difficult magic shows in front of the community, teaching the kindergarten students how to make their own unique "Senior Citizen Card" to single elderly; and teaching the elderly with dementia to do the physical exercise that strengthens their muscle and sensory, they have successfully brought care and love to the community.



本處觀塘職業訓練中心專業會計文憑林燦龍同學得到學校推薦，成功獲取「香港財務會計協會」獎學金。

Mr LAM Tsan Lung, student of Diploma in Professional Accounting, Kwun Tong Vocational Training Centre, was awarded a scholarship by the Hong Kong Institute of Accredited Accounting Technicians, through the school's recommendation.



▶ 本處幼兒教育服務合共有1位校長及16位老師於「教師日慶典暨表揚狀頒發典禮2009」中，獲教育局局長孫明揚先生頒發表揚狀，包括鄧玉霞校長、黎亞芳、曹文慧、江佩琳、劉詠嫻、盧麗雅、羅欣桓、曾凱雯、張嘉慧、黃穎頤、方珮珊、林藹文、黃珮瑩、林子慧、陳珮雯、劉麗影及劉志英老師。

1 principal and 16 teachers were presented with commendation certificates in "Salute to Teachers 2009 — Teacher's Day and Commendation Certificate Presentation Ceremony". They are DUNG Yuk Ha, LAI Ah Fong, CHO Man Wai, KONG Pui Lam, LAU Wing Han, LO Lai Nga, LAW Yan Wun, TSANG Hoi Man, CHEUNG Ka Wai, WONG Wing Yee, FONG Pui Shan, LAM Oi Man, WONG Pui Ying, LAM Tsz Wai, CHAN Pui Man, LAU Lai Ying and LAU Chi Ying.



◀ 本處李鄭屋幼兒學校的黎雪瑩老師榮獲由香港教育工作者聯會舉辦的《2009優秀教師選舉》頒發之《2009優秀教師》獎項。(右二為黎雪瑩老師)

Ms LAI Suet Ying from Lei Cheng Uk Nursery School has won the "Outstanding Teacher Award 2009", from Outstanding Teachers Election 2009 organised by the Hong Kong Federation of Education Workers. (2nd right is Ms LAI Suet Ying)

▶ 本處天恒幼兒學校的高班幼兒吳璋呈同學參加了「2010徐悲鴻盃國際青少年及兒童美術比賽」；其作品獲評審委員甄選為香港區獲選作品，並將送往北京人民大學徐悲鴻藝術委員會作最終評審。

NG Wai Ching, a student of our Tin Heng Nursery School, has joined the "Xu Bei Hong Arts Competition for Young Adults and Children." His art piece was selected to represent HKSAR and sent to the Renmin University of China Beijing to undertake the final accreditation.



◀ 本處大坑東幼兒學校的陳奕安、趙嘉琳、賴卓欣、黎芯悅及林芷慧同學在「你我攜手迎東亞運動會」阿妹東仔填色設計比賽中分別獲得冠軍、亞軍、季軍及優異獎。

CHAN Yik On, CHIU Ka Lam, LAI Cheuk Yan, LAI Sum Yuet and LAM Tsz Wai of our Tai Hang Tung Nursery School were awarded the champion, first runner-up, second runner-up and Merit Award respectively in the "East Asian Games Dony and Ami Colouring Competition".

▶ 本處聯合醫務協會幼兒學校的黃柏瑜同學的家長李月桂女士於「第一屆香港十大傑出家長選舉頒獎禮」中獲頒十大傑出家長獎項。

Parent of our student of United Christian Medical Service Nursery School, LI Yuet Kwai, has won the Excellent Parent Award.





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、每期專題及撰稿人的釐定等。年度內共召開6次會議，出版了12期《基督教服務通訊》，發表共60篇專題、評論等文章。年度專題內容包括：長者醫療券、食物銀行、畢業即失業、精神健康服務、創業先鋒、新高中新學制、私營智障人士院舍的規管、金融海嘯一周年、膠袋徵費、樂在感恩 愛在社群、網上的社交世界和九十後的絕世好工。

The major function of the Editorial Meeting Board is to discuss the editorial direction and theme of the commentary column as well as generate ideas for feature stories. The Board also proposes writers for the article of "Christian Service News". 6 meetings were held and 12 issues were published during the year. A total of 60 articles were published. Feature stories published included, Elderly Health Care Voucher, Food Bank, Unemployment Problem on University Fresh Graduates, What's Wrong with Mental Health Service, Start Your Own Business, New Academic Structure, Regulation on Private Hostel for Mentally Handicapped, Year Review on Financial Tsunami, Environmental Levy on Plastic Shopping Bags, Social Media on Web and Live a Happy Life in Poverty, and The Views of the 90s Youth on Work.

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和促進本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发展提供意見，為開展長期和穩定的資源以支持服務發展作出努力。此委員會的另一重要工作，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 our 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 of the public and our staff towards our fundraising work.

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是發展內地社會服務事工的策略及為具體事工提供建議，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內地社工機構工作人員培訓的方向。

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: "Participate in the Development of Social Welfare in China."

The Committee had discussions about how to support the development of social work professional in the Mainland, and the strategy of education and training of social workers in the Mainland at Agency level. Other issues, such as the directions of training professionals at the social service agencies in Mainland were also discussed.



書刊出版委員會 Committee on Publications

書刊出版委員會有監管出版事務之職責，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，使能更配合機構服務的宗旨。

年度內，委員會共召開了5次會議，出版了4本新書，包括《天水圍·情》寫的是天水圍天恆邨多個居民助人與自強的故事；《醫療心理這一家》由一群在港島西聯網內不同類型醫院工作的臨床心理學家，透過一些病人個案，讓更多人認識「臨床心理學服務」；《快樂周記》乃由香港心理學會臨床心理學家執筆，希望引導讀者以正面的思想及行為面對生活的順逆，並提供一些健康生活的建議；《戒藥途中的同行者》讓讀者更深入了解吸毒者及其至親的心路歷程，以支持他們走過戒藥的人生幽谷。

年度內，我們亦參加了7月舉行之「香港書展 2009」。

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 writers, as well as printing and publications of books and reports.

During the year, the Committee held 5 meetings. Four books were published, namely: "Our Tin Shui Wai Stories" covered a number of self-strengthening stories of the residents in Tin Hang Estate; "The House of Clinical Psychology", was written by a group of clinical psychologists from the Hospital Authority - Hong Kong West Cluster that aimed to educate the community to know more about the service of clinical psychology through sharing of case handling; "The Diary of Happiness" was a compilation of 52 short articles wrote by the Division of Clinical Psychology of the Hong Kong Psychological Society, to promote positive thinking during adversities in daily life; "Companions on the Drug Free Journey", revealed the inner thoughts of drug abusers and their families on their road to rehabilitation.

We also participated in the Hong Kong Book Fair 2009 (Social Welfare booth) in July.

服務質素委員會 Committee on Quality Assurance

服務質素委員會的工作，主要負責確保一切的營運環境、管理架構、服務提供和日常營運過程，皆能有助提供高質素之社會服務。委員會的任務包括檢討現有管理系統的合適程度，和提出並實施改善行動等，以便能提升服務質素，達至惠及服務使用者的目的。在過去一年，委員會協助機構推動的改善包括：優化行政程序、建議培訓項目以提升同工能力等。此外，委員會亦把本處推行三年的「卓越服務指標」執行情況結集成綜合報告，總結服務單位的經驗，促進互相學習和持續改善的氣氛。

The Committee on Quality Assurance is responsible for ensuring that the operational environment, management structures, systems and processes are in place for the delivery of high quality social service. More specifically, the Committee's functions include, but not limited to, reviewing the appropriateness of existing management systems and identifying opportunities for improvements. The purpose of such review and improvement is to enhance service quality so as to benefit our service users. In the previous year, the Committee has successfully improved certain administrative policies and procedures, as well as has identified training and development topics for enhancing staff competency. The Committee has also consolidated our experience in implementing "Service Excellence Indicators" over a period of 3 years. Experience sharing and learning can then be fostered among our workforce.



政策研究委員會 Policy Research Committee

倡導合理公共政策，乃本處作為香港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研究幹事推行。政策研究委員會由不同服務範疇的同工組成，務求在研究公共政策時，有更廣泛和全面的考慮，和加入多角度的分析。

此外，政策研究委員會屬下，亦會不時組成臨時的工作小組，就當時關於公共政策的議題進行專門和深入的研究；例如檢討《個人資料(私隱)條例》工作小組及《集體訴訟》工作小組。

另外，在過去1年，委員會亦曾對空氣質素指標、香港電台：履行公共廣播機構的新使命、2012年行政長官及立法會產生辦法，以及在香港引入預設醫療指示概念等議題進行研究。

Policy advocacy is one of the major missions of Hong Kong Christian Service. Advocacy work of the Agency is implemented mainly through the Policy Research Committee and the Research Officer. In order to have a comprehensive consideration, and be able to view from a multi-perspective angle, members of the Committee were formed by staff from various services of the Agency.

Under this Committee, ad-hoc working groups were formed to study and respond to various public policy issues whenever they have become a current concern of the society such as, the Working Group on Review of the Personal Data (Privacy) Ordinance, and the Working Group on Class Actions.

In the past year, the Advocacy Committee had studied a number of public policies and public issues, such as the Air Quality Objectives Review, the New Radio Television Hong Kong: Fulfilling its Mission as a Public Service Broadcaster, the Methods for Selecting the Chief Executive and for Forming the Legislative Council in 2012, and the Introduction of the Concept of Advance Directives in Hong Kong.

智囊團 Think Tank

智囊團由來自不同單位、不同專業的同工組成，就機構最關注的課題作出建議，直接交予行政總裁參考。過去一年，智囊團就以下列課題作出了討論，提出建議：

機構曾在2003年進行了一次重大的架構重組；後於2006年再作出了檢視及一些改動；智囊團就未來機構架構提出了一些建議。

智囊團就機構對外的網絡聯繫作出了檢視，並從單位層面和中央統籌兩方面作出了一些建議。

智囊團關注到擴闊同工視野的重要性，建議從同工心態入手，提出了一些具體的活動建議。

在內地事工的發展方面，智囊團亦作出了檢視，並建議除現有的事工外，尚可考慮推銷本處的專門知識。

Members of the Think Tank came from various units and with different professional background. The Committee discusses issues that the Agency is facing and makes suggestions directly to the Chief Executive. Last year, the following areas were discussed:

Agency has a new organisation structure in 2003 and the organisation structure was reviewed in 2006. The Committee reviewed the current situation, and made some suggestions on the organisation structure for future consideration.

The Committee discussed the networking of the Agency and made suggestions on both unit level and Agency level.

The Committee concerned about widening the perspective of our colleagues. It suggested first, we should aim at the change of mentality. It also had some suggestions on concrete actions.

Besides, the Committee reviewed the work of our Mainland China Social Service Project and reaffirmed the current programmes. It also suggested promoting our expertise to Mainland China.



員工組織 Staff Organisations

同工協會 Staff Association

同工協會成立的宗旨，是為促進同工之福利及互相的關懷，並在福利事宜上與機構管理階層作出溝通。

本年度協會舉辦了不少多元化的活動以促進同工之間的聯繫，包括「南亞食物製作及跳舞體驗班」、「乒乓球賽」、「下白泥之旅」、「歌唱比賽」、「跨業務同工有SAY」和「同工大會暨周年聚餐」。同時，協會亦為同工不斷謀求各樣的福利，如稻香集團優惠、教協購物優惠；並統籌了一場社工機構七人足球賽，以及社工機構男、女子籃球賽。今年女子籃球隊更贏得了社工盃的亞軍。

此外，協會亦響應2009年度公益服節日，及公益綠「識」日等活動，為公益金籌款協助社區內有需要之人士。

The establishment of the Staff Association aims to provide more welfare to our members, strengthening their relationship, and serve as a communication channel between frontline staff and managerial staff on welfare issues.

The Association organised different activities for members including the "South Asian Cooking and Dancing Night", "Table-tennis Competition", "Hak Pak Lai Trip", "Singing Contest", "Cross Core Business Staff-has-say" and the "Annual Staff Dinner." Apart from hosting activities, the Association also enables staff members to enjoy discounts at Tao Heung Restaurants and the Hong Kong Professional Teachers' Union. We also coordinated the Social Welfare Agency Cup Competitions. Our basketball team won the second-runners up in the female section.

In addition, the Association supported activities organised by the Community Chest including "Dress Special Day 2009," and the "Community Chest Green Day," to raise money in assisting people in need.

社工聯會 Social Workers' Society

「擴闊視野，專業體驗」乃本年度社工聯會的主題。我們選擇了4個不同的服務單位，讓同工透過參觀、交流，和與服務對象接觸，了解不同服務的現況、機遇和挑戰；從不同的角度和深度，反思社會現況和服務的推展。

其次，正值特區政府進行《香港社會福利的長遠計劃》諮詢，我們亦舉辦了一次機構內的同工交流會，搜集會員對規劃的意見並提交局方跟進。此外，我們亦出版了3期會訊，以多樣化的形式和內容接觸每位會員，以作互勉和激勵。

"Broadening Our Horizons, Enhancing Professional Experience" is the theme of Social Workers' Society last year. We selected four different service units, provided our members with the opportunity to visit and communicate with the service users; understand the situation and challenges of different services unit, which lead us to reflect on our social conditions and services' promotion from different angles and depth of view.

Second, as HKSAR Government run a consultation of "Long-term Social Welfare Planning in Hong Kong", we have organised a seminar to gather the views of members on the welfare planning and submitted it to the related department for follow up action. Besides, we also published 3 newsletters as the platform of mutual support and incentives among our members.

社工聯會會員探訪長發安老院。

A visit to Cheung Fat Home for the Elderly organised by Social Workers' Society.



士氣如虹 — 機構女子籃球隊獲得社工盃女子籃球賽亞軍。

Our basketball team won the second runner up in the female section.

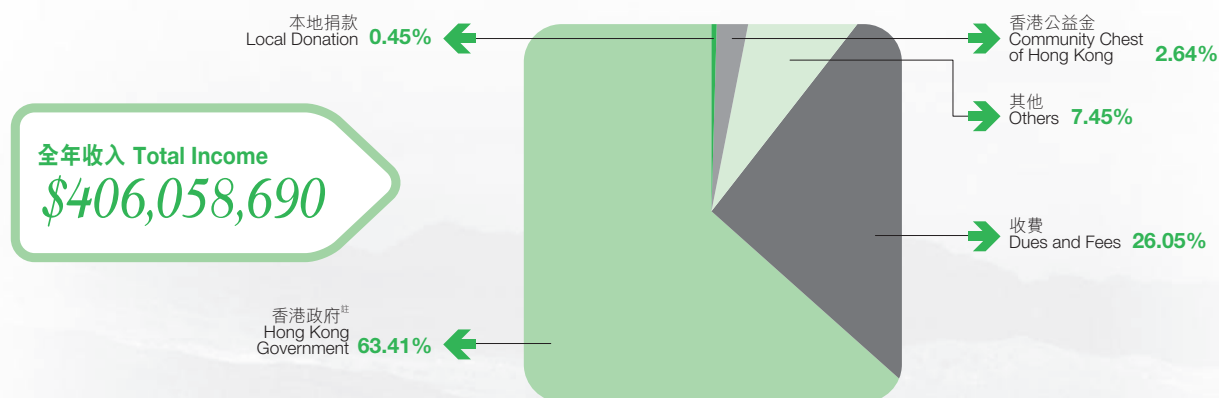


附錄 Appendices

收入與支出 Income and Expenditure

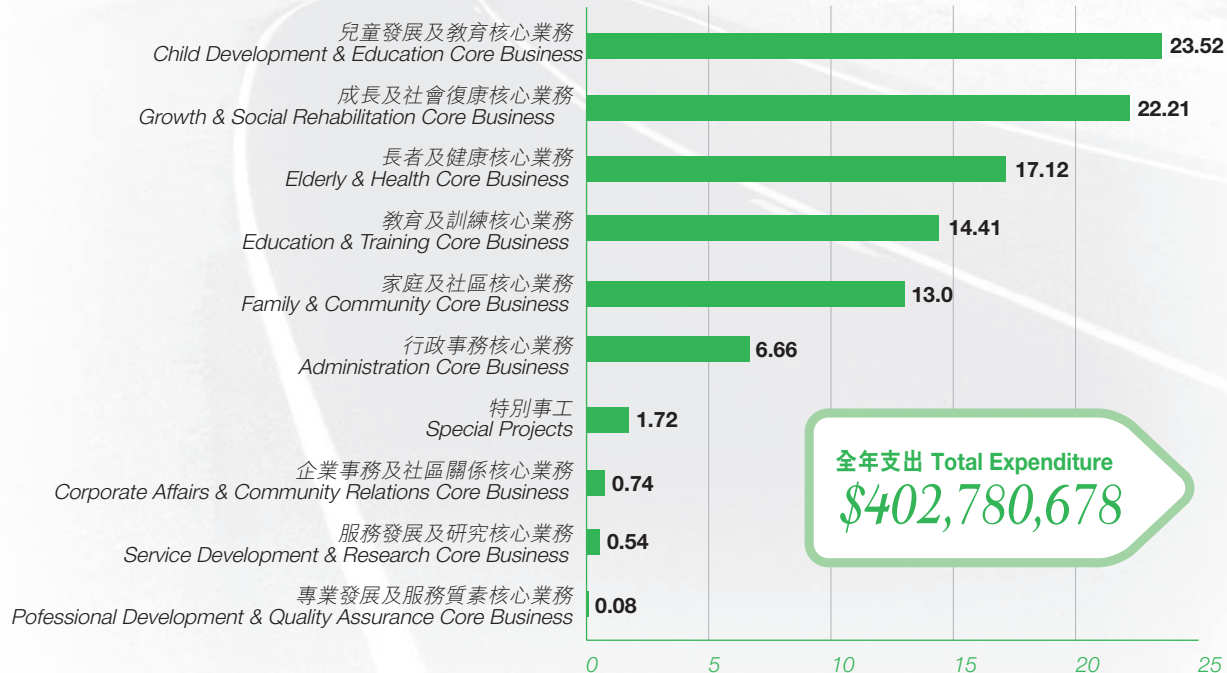
收入分析

Income Analysis



支出分析

Expenditure Analysis



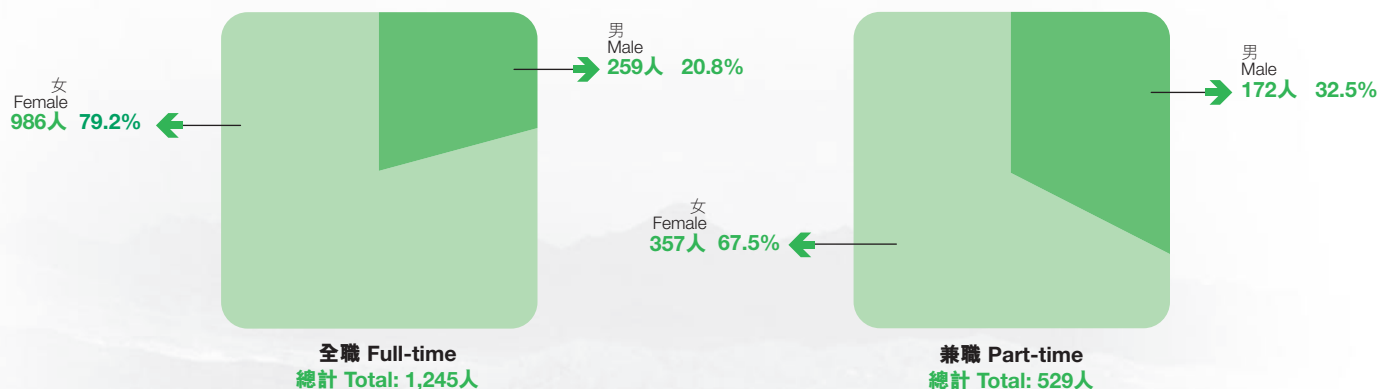
註：2009-2010周年財務報告(社會福利署資助服務)已經上載至本處網頁：<http://www.hkcs.org/about/income.html>中，關於服務處之財務資料，歡迎各界上網查閱。

Note: 2009-2010 Annual Financial Report (Service subvented by the Social Welfare Department) was already uploaded in our website: <http://www.hkcs.org/about/income-e.html> for browsing.



同工統計資料 Statistics of Staff

同工人數
No. of Staff



431 / 男 Male 總計 Total
1,343 / 女 female 1,774

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
文職／技工 Clerical/Technical	300
社會工作 Social Work	258
職工 Manual	178
社會福利(福利工作員、家務助理員、個人護理員) Social Welfare (Welfare Worker, Home Helper, Personal Care Worker)	169
幼兒工作 Day Care Work	165
教育 Educational	82
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) Medical/Para-medical (Clinical Psychologist, Physiotherapists, Occupational Therapists, Doctors, Enrolled Nurses, Registered Nurses)	81
行政 Administrative	12
總計 Total:	1,245



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	61,414
<p>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</p> <p>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 Ai Parents' Association, Early Education & Training Centre-cum-Special Child Care Centre, Special Child Care Centre and Parenting Education Centre.</p>	
教育及訓練 Education & Training	8,607
<p>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</p> <p>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.</p>	
長者及健康 Elderly & Health	579,604
<p>長者院舍服務、長者日間護理中心、綜合家居照顧服務隊、長者地區中心、長者支援服務、長者鄰舍中心、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</p> <p>Residential Home for the Elderly, Day Care Centre for the Elderly, Integrated Home Care Service Team, District Elderly Community Centre, Support Team for the Elderly, Neighbourhood Elderly Centre, Athletic Gala for the Elderly, Elderly Council, Medical & Dental Clinic, Health Promotion Project and Home Improvement Project.</p>	
家庭及社區 Family & Community	45,149
<p>寄養服務、緊急寄養服務、日間寄養服務、綜合家庭服務中心服務、臨床心理學服務、兒童之家服務、緊急/短期兒童之家服務、日間展能中心、逆旅同行輔導服務、社區網絡服務、白普理退修中心、傳播中心</p> <p>Foster Care Service, Emergency Foster Care Service, Day Foster Care Service, Integrated Family Service Centre, Clinical Psychological Service, Small Group Home Service, Emergency/Short-term Care in Small Group Home Service, Day Activity Centre, Navigating Adversity Counselling Service, Community Network Service, Bradbury Retreat Centre and Communications Centre.</p>	
成長及社會復康 Growth & Social Rehabilitation	465,933
<p>青少年地區外展服務、青少年綜合服務、流動歷奇服務、少數族裔人士服務、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、成人上門輔導服務、網開新一面計畫、生命MSN計畫</p> <p>District Youth Outreaching Social Work Service, Integrated Children and Youth Service, Mobile Adventure Service, Service for Ethnic Minority, 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 Project, On-line New Page Project and Life MSN Project.</p>	
僱員發展服務 Employee Development Service	21,585
僱員支援服務 Employee Assistance Service	
內地社會服務事工 Mainland China Social Service Project	1,611
<p>督導深圳社工、安排社工學生到港實習體驗、探訪本處外間機構團體</p> <p>Supervise Shenzhen social workers, organise study tours for Mainland social work students and receive visitors from other organisations of Mainland China.</p>	
發展義工及企業義工 Volunteer Development	6,429
總計 Total:	1,190,332



服務單位通訊錄 Service Units Directory

服務單位及負責同工 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

兒童發展及教育核心業務

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 傳真 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, Adeline
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: 林珮珊女士 Ms LAM Pui Shan
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: 李梓清女士 Ms LEE Tze 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J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: 許慧敏女士 Ms HUI Wai Man
電話 Tel: 2288-4922 傳真 Fax: 2288-4921
電郵 Email: wfnns@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: 李麗群女士 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: 馬翠玲女士 Ms MA Chui Ling
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: 張灝寧女士 Ms CHEUNG Ho 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: 陸綺萍女士 Ms LUK Yee Ping
電話 Tel: 2423-1822 傳真 Fax: 2423-1838
電郵 Email: isp@hkcs.org

屯門早期教育及訓練中心

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
電話 Tel: 2451-6738 傳真 Fax: 2440-8600
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
中心主任 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
電話 Tel: 2731-6257 傳真 Fax: 2724-3593
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: 梁慧菁女士 Ms LEUNG Wai Ching
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: 劉淑明女士 Ms LAU Shuk Ming, Eliza
電話 Tel: 3553-3638 傳真 Fax: 3553-3636
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 傳真 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: 梁慧菁女士 Ms LEUNG Wai Ching
電話 Tel: 2451-6738 傳真 Fax: 2440-8600
電郵 Email: tmeetc@hkcs.org

教育及訓練核心業務

Education and Training Core Business

中國香港特區觀塘翠屏道5號
5 Tsui Ping Road, Kwun Tong, Kowloon, HKSAR, China
業務總監 General Manager: 龐偉業先生 Mr PONG Wai Ip
電話 Tel: 2389-1238 傳真 Fax: 2357-4209
電郵 Email: ktvtc@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
計畫主任 Programme Officer: 林嘉雯女士 Ms LAM Ka Man, Ava
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
計畫主任 Programme Officer: 林嘉雯女士 Ms LAM Ka Man, Ava
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
計畫主任 Programme Officer: 林嘉雯女士 Ms LAM Ka Man, Ava
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
計畫主任 Programme Officer: 林嘉雯女士 Ms LAM Ka Man, Ava
電話 Tel: 2722-5117 傳真 Fax: 2781-4951
電郵 Email: ces@hkcs.org

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
5 Tsui Ping Road, Kwun Tong, Kowloon, HKSAR, China
校長 Principal: 龐偉業先生 Mr PONG Wai Ip
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
電話 Tel: 2490-2955 傳真 Fax: 2490-6187
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: 2731-6346 傳真 Fax: 2724-3655
電郵 Email: ec@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, Ivy
電話 Tel: 2731-6343 傳真 Fax: 2724-3655
電郵 Email: aas@hkcs.org

幸福及元州長者鄰舍中心

Fortune & Un Chau Neighbourhood Elderly Centre

幸福中心：中國香港特區九龍深水埗幸福邨福日樓地下
Fortune Centre: G/F, Fook Yat House, Fortune Estate, Shamshui, Kowloon, HKSAR, China
電話 Tel: 2387-9951 傳真 Fax: 2307-9784
電郵 Email: fnec@hkcs.org

元州中心：中國香港特區九龍深水埗元州邨元樂樓地下
Un Chau Centre: G/F, Un Lok House, Un Chau Estate, Shamshui, Kowloon, HKSAR, China
電話 Tel: 2720-3105 傳真 Fax: 2725-7792
電郵 Email: ucnc@hkcs.org

中心主任 Centre-in-charge: 朱敏儀小姐 Ms CHU Man Yee, Katherine

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 Centre-in-charge: 徐玉琮女士 Ms TSUI Yuk King, Ann
電話 Tel: 2345-8323 傳真 Fax: 2763-4585
電郵 Email: slnc@hkcs.org

長者評議會 Elderly Council

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 Centre-in-charge: 徐玉琮女士 Ms TSUI Yuk King, Ann
電話 Tel: 2345-8323 傳真 Fax: 2763-4585
電郵 Email: ecouncil@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
中心主任 Centre-in-charge: 鄧詩慧女士 Ms TANG Sze Wai
電話 Tel: 2717-0822 傳真 Fax: 2174-5564
電郵 Email: whdecc@hkcs.org

全港長者運動會 Athletic Gala for the Elderly

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
中心主任 Centre-in-charge: 鄧詩慧女士 Ms TANG Sze Wai
電話 Tel: 2717-0822 傳真 Fax: 2174-5564
電郵 Email: athletic@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, Shamshui, Kowloon, HKSAR, China
總協調主任 Principal Coordinator: 周樂明女士 Ms CHOW Lok Ming
電話 Tel: 3586-9337 傳真 Fax: 2778-1129
電郵 Email: ccs@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
中心主任 Centre-in-charge: 李佩芳女士 Ms Li Pui Fong
電話 Tel: 2305-1805 傳真 Fax: 2305-9987
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, Shamshui, 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: ltde@hkcs.org

深水埗綜合家居照顧服務隊

Shamshui Integrated Home Care Service Team

中國香港特區九龍深水埗石硤尾第24座207至210室
Room 207-210, Block 24, Shek Kip Mei Estate, Shamshui, 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

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
電話 Tel: 2731-6349 傳真 Fax: 2724-3655
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 傳真 Fax: 2434-7337
電郵 Email: cfh@hkcs.org

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
電話 Tel: 2342-0346 傳真 Fax: 2793-4238
電郵 Email: slh@hkcs.org

華康宿舍 Wah Hong Hostel

中國香港特區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

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
診所主管 Clinic-in-charge: 伍俊榮女士 Ms NG Chun Wing
電話 Tel: 2731-6214 傳真 Fax: 2731-6219
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
診所主管 Clinic-in-charge: 伍俊榮女士 Ms NG Chun Wing
電話 Tel: 2731-6214 傳真 Fax: 2731-6219
電郵 Email: clinic@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: 李紫薇女士 Ms LI Chi Mei, Cross
電話 Tel: 2731-6392 傳真 Fax: 2724-3655
電郵 Email: crossleung@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: 黃啓棧女士 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: 陸綺萍女士 Ms LUK Yee Ping, Evin
電話 Tel: 2492-6088 傳真 Fax: 2411-6400
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: 江淑華女士 Ms KONG Suk Wah, Florence
電話 Tel: 2731-6259 傳真 Fax: 2724-3520
電郵 Email: familynet@hkcs.org

居家樂道遙計畫 Home Improvement Project

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
計畫主任 Project-in-charge: 李樂恩女士 Ms LI Lok Yan
電話 Tel: 3184-0444 傳真 Fax: 2411-6400
電郵 Email: hip@hkcs.org

逆旅同行輔導服務 Navigating Adversity Counselling 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
計畫主任 Project-in-charge: 黃麗萍女士 Ms WONG Lai Ping
電話 Tel: 2731-6330 傳真 Fax: 2724-3655
電郵 Email: nacs@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: 李紫薇女士 Ms LI Chi Mei, Cross
電話 Tel: 2731-6392 傳真 Fax: 2724-3655
電郵 Email: sgsh@hkcs.org

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: 冼容妹女士 Ms SIN Yung Mui
電話 Tel: 2669-3820 傳真 Fax: 2669-3833
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: 郭少蘭女士 Ms KWOK Siu Lan
電話 Tel: 2421-6060 傳真 Fax: 2425-9237
電郵 Email: slsgh@hkcs.org

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
Tin Tsz Estate, Tin Shui Wai, Yuen Long, N.T., HKSAR, China
主任 Supervisor: 李章嘉女士 Ms LI Wai Ka, Monica
電話 Tel: 2447-6164 傳真 Fax: 2149-9315
電郵 Email: ttsgh@hkcs.org

成長及社會復康核心業務

Growth and Social Rehabilitation 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: 郭乃揚先生 Mr KWOK Nai Yeung
電話 Tel: 2731-6347 傳真 Fax: 2724-3655
電郵 Email: kwoknaiyeung@hkcs.org

少數族裔服務 Ethnic Minority Services

中國香港特區九龍深水埗青山道64號名人商業中心604-05室
Room 604-05, Celebrity Commercial Centre, 64 Castle Peak Road, Shamshuipo, Kowloon, HKSAR, China
總協調主任 Principal Coordinator: 陳頌皓女士 Ms CHAN Chung Ho
電話 Tel: 3188-3707 傳真 Fax: 3188-0255
電郵 Email: ems@hkcs.org

融匯 - 少數族裔人士支援服務中心 Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)

中國香港特區九龍觀塘翠屏道5號地下
G/F, 5 Tsui Ping Road, Kwun Tong, Kowloon, HKSAR, China
中心主任 Centre-in-charge: 陳玉碧女士 Ms CHAN Yuk Pik
電話 Tel: 3106-3104 傳真 Fax: 3106-0455
電郵 Email: cheer@hkcs.org

香港賽馬會社區資助計劃 - 南天網絡

The Hong Kong Jockey Club Community Project Grant: Integrated Service Centre for Local South Asians

中國香港特區九龍深水埗青山道64號名人商業中心604-05室
Room 604-05, Celebrity Commercial Centre, 64 Castle Peak Road, Shamshuipo, Kowloon, HKSAR, China
高級社會工作員 Senior Social Worker: 朱燕顏女士 Ms CHU Yin Ngan
電話 Tel: 3188-2525 傳真 Fax: 3188-0255
電郵 Email: issa@hkcs.org

南Teen會 South Asian Happy Teens Club

中國香港特區新界元朗朗泰祥街2-8號大鴻輝(元朗)商業大廈7樓C室
Flat C, 7/F, Tai Hung Fai (Yuen Long) Commercial Building, Nos. 2-8, Yuen Long Tai Cheung Street, Yuen Long, N.T., HKSAR, China
高級社會工作員 Senior Social Worker: 鄭銘輝先生 Mr CHANG Ming Fai
電話 Tel: 2786-2227 傳真 Fax: 2786-3772
電郵 Email: sahtc@hkcs.org

南亞裔支援聯盟

Project South Asians Support Alliance (Project SASA)

中國香港特區九龍觀塘翠屏道5號
G/F, 5 Tsui Ping Road, Kwun Tong, Kowloon, HKSAR, China
總協調主任 Principal Coordinator: 陳頌皓女士 Ms CHAN Chung Ho
電話 Tel: 3188-3195 傳真 Fax: 3106-0455
電郵 Email: psasa@hkcs.org



青少年綜合服務 Integrated Children and Youth 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: 翟冬青女士 Ms CHAK Tung Ching
電話 Tel: 2731-6344 傳真 Fax: 2724-3655
電郵 Email: yvonnechak@hkcs.org

觀塘青少年綜合服務

Kwun Tong Integrated Children and Youth Service

中國香港特區九龍觀塘順利邨利康樓2樓
2/F, Lee Hong House, Shun Lee Estate, Kwun Tong, Kowloon, HKSAR, China
督導主任 Supervisor: 曾婉姬女士 Ms TSANG Yuen Kei
電話 Tel: 2342-6156 傳真 Fax: 2790-8955
電郵 Email: ktis@hkcs.org

北角青少年綜合服務

North Point Integrated Children and Youth Service

中國香港特區香港北角和富道51至53號地下
G/F, 51-53 Wharf Road, North Point, Hong Kong, HKSAR, China
督導主任 Supervisor: 劉靜棠女士 Ms LAU Ching Tong
電話 Tel: 2561-0251 傳真 Fax: 2561-1851
電郵 Email: npis@hkcs.org

深水埗中青少年綜合服務

Shamshuiipo Central Integrated Children and Youth Service

中國香港特區九龍深水埗李鄭屋邨仁愛樓地下101室
Flat 101, G/F, Yan Oi House, Lei Cheng Uk Estate, Shamshuiipo, Kowloon, HKSAR, China
電話 Tel: 2729-8216 傳真 Fax: 2729-8218
附屬會址：中國香港特區九龍深水埗李鄭屋邨和平樓平台314室
Sub Office: Shop 314, Podium Level, Wo Ping House, Lei Cheng Uk Estate, Shamshuiipo, Kowloon, HKSAR, China
電話 Tel: 2729-6330 傳真 Fax: 2729-2250
半職督導主任 Half Time Supervisor: 謝可儀女士 Ms TSE Ho Yi
電郵 Email: sspcis@hkcs.org

深水埗東青少年綜合服務

Shamshuiipo East Integrated Children and Youth Service

中國香港特區九龍深水埗南山邨南樓樓地下
G/F, Nam Wai House, Nam Shan Estate, Shamshuiipo, Kowloon, HKSAR, China
督導主任 Supervisor: 李天倫先生 Mr LI Tin Lun
電話 Tel: 2779-9556 傳真 Fax: 2779-9561
電郵 Email: sspeis@hkcs.org

網開新一面計畫 Online New Page Project

中國香港特區九龍深水埗白田邨潤樓樓地下
G/F, Yun Tin House, Pak Tin Estate, Shamshuiipo, Kowloon, HKSAR, China
計畫主任 Project Leader: 孔憲正先生 Mr HUNG Hin Ching
電話 Tel: 3586-2356 傳真 Fax: 2304-3562
電郵 Email: online@hkcs.org

流動歷奇服務 Mobile Adventure Service

中國香港特區九龍觀塘順利邨利康樓2樓
2/F, Lee Hong House, Shun Lee Estate, Kwun Tong, Kowloon, HKSAR, China
督導主任 Supervisor: 曾婉姬女士 Ms TSANG Yuen Kei
電話 Tel: 3188-3149 傳真 Fax: 2790-8955
電郵 Email: mas@hkcs.org

深宵外展服務 Service for Young Night Drifters

中國香港特區九龍深水埗李鄭屋邨仁愛樓地下101室
Flat 101, G/F, Yan Oi House, Lei Cheng Uk Estate, Shamshuiipo, Kowloon, HKSAR, China
電話 Tel: 2729-8216 傳真 Fax: 2729-8218
附屬會址：中國香港特區九龍深水埗李鄭屋邨和平樓平台314室
Sub Office: Shop 314, Podium Level, Wo Ping House, Lei Cheng Uk Estate, Shamshuiipo, Kowloon, HKSAR, China
電話 Tel: 2729-6330 傳真 Fax: 2729-2250
半職督導主任 Half Time Supervisor: 謝可儀女士 Ms TSE Ho Yi
電郵 Email: sspcis@hkcs.org

賽馬會日出山莊 Jockey Club Lodge of Rising Sun

中國香港特區新界屯門青雲路33號
33 Tsing Wun Road, Tuen Mun, N.T., HKSAR, China
院長 Superintendent: 司徒明旺先生 Mr SZETO Ming Wong
電話 Tel: 2468-0044 傳真 Fax: 2468-0555
電郵 Email: jclrs@hkcs.org

PS33藥物濫用者中心

PS33-Centre for Psychotropic Substance Abusers

中國香港特區九龍加連威老道33號地下
G/F, 33 Granville Road, Kowloon, HKSAR, China
中心主任 Centre-in-charge: 韓小雲女士 Ms HON Siu Wan
電話 Tel: 2368-8269 傳真 Fax: 2739-6966
電郵 Email: ps33@hkcs.org

社會復康服務及特別事工

Social Rehabilitation Service and Special Projects

中國香港特區新界葵涌麗瑤邨樂瑤樓地下119-125室
Unit 119-125, G/F, Lok Yiu House, Lai Yiu Estate, Kwai Chung, N.T., HKSAR, China
總協調主任 Principal Coordinator: 袁燕紅女士 Ms YUEN Yin Hung, Ena
電話 Tel: 3188-5050 傳真 Fax: 3188-5004
電郵 Email: srsp@hkcs.org

「隱蔽」成人上門輔導服務 Project Adult Re-link

中國香港特區新界葵涌麗瑤邨樂瑤樓地下119-125室
Unit 119-125, G/F, Lok Yiu House, Lai Yiu Estate, Kwai Chung, N.T., HKSAR, China
督導主任 Project Supervisor: 哈偉明先生 Mr HAR Wai Ming
電話 Tel: 3188-0661 傳真 Fax: 3188-5004
電郵 Email: adultrelink@hkcs.org

「有網能量」青年導航及發展中心

LET'S Walk - Life Engagement Training Service

中國香港特區新界葵涌麗瑤邨樂瑤樓地下119-125室
Unit 119-125, G/F, Lok Yiu House, Lai Yiu Estate, Kwai Chung, N.T., HKSAR, China
中心主任 Centre-in-charge: 林紹倫先生 Mr LAM Siu Lun
電話 Tel: 3188-5050 傳真 Fax: 3188-5004
電郵 Email: letswalk@hkcs.org

元朗區青少年外展工作隊

Yuen Long District Youth Outreaching Social Work Team

中國香港特區新界元朗朗屏邨雁屏樓地下1至4室
Room 1-4, G/F, Ngan Ping House, Long Ping Estate, Yuen Long, N.T., HKSAR, China
隊長 Team Leader: 高佩怡女士 Ms KO Pui Yee
電話 Tel: 2474-6592 傳真 Fax: 2475-5963
電郵 Email: ylyot@hkcs.org

學校社會工作服務 School Social Work Service

中國香港特區九龍黃大仙竹園南邨貴園樓地下111-116室
Unit 111-116, G/F, Kwai Yuen House, Chuk Yuen (South) Estate, Wong Tai Sin, Kowloon, HKSAR, China
總協調主任 Principal Coordinator: 周可兒女士 Ms CHOW Hor Yee, Alice
電話 Tel: 2389-4242 傳真 Fax: 2790-4157
電郵 Email: ssw@hkcs.org

專業發展及服務質素核心業務

Professional Development and Quality Assurance 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: 王莉萍女士 Ms WAN Lee Ping, Janet
電話 Tel: 2731-6271 傳真 Fax: 2724-3655
電郵 Email: pdqa@hkcs.org



服務發展及研究核心業務

Service Development and Research 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: 陳佩儀女士 Ms CHAN Pui Yi
電話 Tel: 2731-6246 傳真 Fax: 2724-3655
電郵 Email: scb@hkcs.org

天北男士網絡 Men's Project in Tin Shui Wai North

中國香港特區新界天水圍天恒邨恒翠樓D翼地下
Wing D, G/F, Heng Chui House, Tin Heng Estate, Tin Shui Wai, N.T., HKSAR, China
督導主任 Supervisor: 葉穎思女士 Ms YIP Wing Sze, Ida
電話 Tel: 2146-3636 傳真 Fax: 2146-3631
電郵 Email: mptn@hkcs.org

天恒社區網絡計畫 Tin Heng Community Networking Project

中國香港特區新界天水圍天恒邨恒翠樓地下D翼1室及2室
Unit 1 and 2, Wing D, G/F, Heng Chui House, Tin Heng Estate, Tin Shui Wai, N.T., HKSAR, China
計劃主任 Project Leader: 周佩詩女士 Ms CHAU Pui Sze
電話 Tel: 2146-3633 傳真 Fax: 2146-3631
電郵 Email: thcnp@hkcs.org

企業事務及社區關係核心業務

Corporate Affairs and Community Relations Core Business

中國香港特區九龍加連威老道33號6樓
6/F, 33 Granville Road, Kowloon, HKSAR, China
業務總監 General Manager: 黃萬成先生 Mr WONG Man Sing, Barry
電話 Tel: 2731-6285 傳真 Fax: 2731-6363
電郵 Email: ccb@hkcs.org
籌款經理 Fundraising Manager: 周森詠女士 Ms CHOW Sum Wing, Rita
電話 Tel: 2731-6298 傳真 Fax: 2731-6363
電郵 Email: fundraising@hkcs.org
新聞主任 Information Officer: 何心怡女士 Ms HO Sum Yi, Cindy
電話 Tel: 2731-6263 傳真 Fax: 2731-6363
電郵 Email: info@hkcs.org
事工幹事 Project Officer: 陳潔盈女士 Ms CHAN Kit Ying, Kitty
電話 Tel: 2731-6212 傳真 Fax: 2731-6363
電郵 Email: mcssp@hkcs.org
事工幹事 Project Officer: 黃國富女士 Ms WONG Kwok Fu, Annie
電話 Tel: 2731-6262 傳真 Fax: 2731-6363
電郵 Email: mediaed@hkcs.org

傳播中心 Communications Centre

中國香港特區九龍加連威老道33號6樓
6/F, 33 Granville Road, Kowloon, HKSAR, China
傳播幹事 Communication Officer: 吳慧芬女士 Ms NG Wai Fun, Doris
電話 Tel: 2731-6264 傳真 Fax: 2731-6363
電郵 Email: cc@hkcs.org

行政事務核心業務

Administration Core Business

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
業務總監 General Manager: 劉綺華女士 Ms LAU Yee Wah, Cecelia
電話 Tel: 2731-6232 傳真 Fax: 2731-6333
電郵 Email: acb@hkcs.org
會計部會計主管 Accounts Office Accounting Supervisor:
呂惠儀女士 Ms LUI Wai Yee
電話 Tel: 2731-6387 傳真 Fax: 2731-6333
電郵 Email: accounts@hkcs.org
總部主任 General Office Office-in-charge:
鄧耀文先生 Mr TANG Yiu Man, Amond
電話 Tel: 2731-6202 傳真 Fax: 2731-6333
電郵 Email: go@hkcs.org
人事部主任 Personnel Office Office-in-charge: 葉若韻女士 Ms YIP Yeuk Wan
電話 Tel: 2731-6235 傳真 Fax: 2731-6373
電郵 Email: personnel@hkcs.org
資訊科技部主任 Information Technology Office Office-in-charge:
李德民先生 Mr LIE Te Min
電話 Tel: 3525-0723 傳真 Fax: 3003-8626
電郵 Email: it@hkcs.org

白普理退修中心 Bradbury Retreat Centre

中國香港特區長洲觀音灣路31號地下
31 Kwun Yam Wan Road, Cheung Chau, HKSAR, China
總部主任 General Office Office-in-charge:
鄧耀文先生 Mr TANG Yiu Man, Amond
電話 Tel: 2731-6202 傳真 Fax: 2731-6333
電郵 Email: bro@hkcs.org

僱員發展服務

Employee Development Service

中國香港特區九龍加連威老道33號7樓
7/F, 33 Granville Road, Kowloon, HKSAR, China
總經理 General Manager: 張錦紅女士 Ms CHEUNG Kam Hung, Rainbow
電話 Tel: 2731-6350 傳真 Fax: 2724-3703
電郵 Email: edsinfo@hkcs.org

內地社會服務事工

Mainland China Social Service Project

中國香港特區九龍加連威老道33號6樓
6/F, 33 Granville Road, Kowloon, HKSAR, China
主任 Head: 黃萬成先生 Mr WONG Man Sing, Barry
電話 Tel: 2731-6285 傳真 Fax: 2731-6363
電郵 Email: mcssp@hkcs.org

深圳市社會工作專業督導計畫

Shenzhen Social Work Professional Supervision Project

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
計畫經理 Programme Manager: 區潔盈女士 Ms AU Kit Ying, Anita
電話 Tel: 2731-6381 傳真 Fax: 2311-0275
電郵 Email: kitau@hkcs.org



鳴謝 Acknowledgement

我們衷心感謝下列機構、公司、團體及人士對服務處之撥款、捐助及各方面的支持。

We would like to give our heartfelt thanks to the below bodies and individuals for their generous donation, funding and supports to our services.

團體 Bodies

Dr. Kong健康鞋專門店
LC19義工
LC義工團
九倉電訊有限公司
九龍大廈總會
九龍清真寺暨伊斯蘭中心
九龍機械有限公司
九龍靈光小學
大昌行電器管家
大昌食品市場
大昌貿易行有限公司
大濃國際有限公司
工程及醫療義務工作協會
工義福音團契
工聯會康齡翠屏長者中心及
康齡長青書法社
中文大學新亞書院
中文大學新亞書院迎新營
中英劇團
中國基督教播道會順安堂
中華旅行社
中華基督教會青衣志道堂
中華基督教會基協中學
中華傳道會李賢堯紀念中心
中電義工隊
中銀香港暖心愛港計畫
元朗明愛服務中心 — 安老服務部
元氣壽司
友華股份有限公司
友義玩具有限公司
天下太平咖啡館
天水圍(北)綜合家庭服務中心
天主教香港教區
教區勞工牧民中心(新界)
天躍醫務中心
太古地產
屯門官立中學學生
巴黎八區國際有限公司
心記蔬菜
世界傳道會/那打素基金
世晉社會服務中心
以馬內利使徒會
包浩斯國際(控股)有限公司
半島南扶輪社
半島酒店基金
民政事務處

永昌肉食公司
生記旅遊巴士有限公司
伊利沙伯女皇弱智人士基金
合一堂學校
合發鮮魚
地區青少年發展資助計畫
安永會計師事務所
安老事務委員會/勞工及福利局
安興紙業集團有限公司
百仁基金
百本生活雜誌
西歐花藝社
西龍傳香飯團
佛教大光慈航中學
佐敦道官立小學
伯裘書院
余兆麒殘疾人士基金
余兆麒醫療基金
希慎興業有限公司
扶康會
扶輪中學
扶輪社舊生會
沙田公園
亞洲青年管弦樂團
亞洲動物基金
協恩中學
協高創意(香港)有限公司
卓思廊
和記港陸實業有限公司
官燕棧
怡和科技(香港)有限公司
房屋署順利邨屋邨
管理諮詢委員會
明愛長康兒童及青少年中心
明愛瑜藝社
明愛毅進社會服務證書班
明愛鄭承峰長者地區中心
明愛麗閣苑
昇輝設計(傢俱)有限公司
東方日報慈善基金
東海堂(香港)有限公司
東區區議會
欣妍形象顧問有限公司
油尖旺家長教師會聯會
油尖旺區議會及家庭協作計畫
籌委會
油塘瑞安護老中心
泛基企業有限公司
狗教授
社區發展陣線
社會福利署
社會福利署之
「老有所為活動計劃」
社會福利署及灣仔區福利
辦事處策劃及統籌小組
社會福利署天水圍綜合家庭
服務中心
社會福利署屯門區推廣義工
服務地區協調委員會
社會福利署地區青少年發展
資助計畫
社會福利署幸福由「深」出發
運動籌備委員會
社會福利署社會服務令辦事處
社會福利署深水埗區福利辦事處
社會福利署攜手扶弱基金
社聯「共建耆樂新世紀」長者
關顧計畫
社聯腦有所為大行動計畫
金門建築有限公司
長者關懷計畫義工
長發豆腐檔
長發雞鴨
長匯公司
阿貓地攤
青年事務委員會及公民教育
委員會
亮視點
信和物業管理有限公司
便利倉
保良局
保良局長者援手網路中心(寶翠園)
促進校園健康飲食基金
冠威管理有限公司
宣基中學
帥建機電工程有限公司
恆興海味雜貨
星光之旅(發展)有限公司
柏林工程公司
柏齡物業管理有限公司
美育奧福兒童音樂國際教育機構
美怡餅店
美時服裝有限公司
美國冒險樂園
美國通用金融(香港)有限公司
美國通用電氣國際公司
美國瑞輝藥廠
美善生命計畫
美鋁國際(亞洲)有限公司
英華餅店

迦密梁省德學校
香海正覺蓮社佛教普光學校
香港上海匯豐銀行有限公司
香港大學公共衛生學院
香港大學心理學系正向心理學
研究室
香港小莎翁劇團
香港中樂團
香港公益金
香港仔街坊福利會社會服務中心
香港四邑商工總會新會商會學校
香港交響樂協會
香港存款保障委員會
香港扶幼會盛德中心
香港房屋協會
香港房屋委員會
香港盲人輔導會元朗盲人安老院
香港社會服務聯會
香港青年協會粉嶺中心
香港青年協會賽馬會
坪石青年空間
香港建築師學會
香港紅十字會東九龍青年
第151團
香港展能藝術會
香港消防處
香港浸會大學體育系太極研究
香港海洋公園
香港國際社會服務社
香港基督教女青年會
香港基督教女青年會樂華綜合社
會服務處
香港電訊工程處
香港專業教育學院
(黃克競分校社會服務團)
香港智能學會
香港童軍九龍第54旅
香港童軍東九龍第35旅
香港貿易發展局
香港愛護動物協會
香港萬美有限公司
香港聖公會基愛長者鄰舍中心
香港聖約翰救傷隊
香港賽馬會慈善信託基金
香港職工會聯盟
香港職業治療學會
香港寵物美容師協會
香港警務處警察談判組
香港鐵路有限公司
家昌文具公司



恩光之友會
 時富投資集團有限公司
 梳化倉
 浸信會永隆中學
 海上學府
 真證傳播有限公司
 真鐸學校
 粉嶺禮賢會中學
 耆望佈道隊
 馬拉松
 偉記鮮果
 動物醫生
 區本計劃
 區議會
 唯一電子有限公司
 國際扶輪3450地區
 基協中學
 基督教平安堂
 基督教宣道會北角堂
 基督教香港信義會鑽石堂 一合團契
 基督教家庭服務中心
 順安長者地區中心
 基督教崇真中學
 基督教聯合那打素社康服務
 基督教聯合那打素社康服務：
 南亞裔人士健康支援計畫
 基督教懷智服務處
 專注不足/過度活躍症(香港)
 協會
 崇真學校
 康樂及文化事務處葵青區
 康樂事務辦事處
 康樂及文化事務署
 強生香港有限公司
 救世軍牛潭尾社區發展計畫
 救世軍南泰長者中心
 教育局
 教育系統國際有限公司
 梁森記製衣公司
 深水埗區青少年暑期活動
 深水埗區議會
 深水埗區警署
 深水埗學校聯絡委員會
 陳少棠議員辦事處
 陳登社服務基金
 傅德蔭基金有限公司
 博愛醫院戴均護理安老院
 富安集團有限公司
 富通保險(亞洲)有限公司
 幾好茶餐廳

惠而浦(香港)有限公司
 普明佛學會
 晶晶幼稚園
 港龍旅遊巴士公司
 港鐵義工隊
 渣打銀行
 善一堂安逸幼稚園
 善寧會
 開心快樂義唱組
 雲頂香港有限公司
 雲漢邨屋邨管理諮詢委員會
 順利天主教中學
 黃巴士兒童生活雜誌
 黃昏繽紛義工小組
 匯基書院(東九龍)
 匯趣坊圖書有限公司
 匯豐銀行慈善基金社區發展計劃
 薈色園可富耆英鄰舍中心
 奧沙藝術基金
 奧的斯電梯(香港)有限公司
 意揚室內設計工程有限公司
 愛高中國有限公司
 愛群清真寺暨林士德伊斯蘭中心
 新世界保險公司
 新世紀辦公室傢俬公司
 新生精神康復會
 新生精神康復會安泰軒
 新東鮮果
 新紀元國際時裝有限公司
 新偶像集團
 新創機電工程集團有限公司
 新鳴圖書有限公司
 楊子熙議員辦事處
 獅子山獅子會
 萬國兒童佈道團
 聖公會北角聖彼得堂
 聖公會基愛小學
 聖公會基福小學
 聖公會聖提摩太堂
 聖匠中學
 聖保祿中學
 聖雅各福群會
 葵涌及青衣區文藝協進會
 有限公司
 葉傲冬議員辦事處
 葡萄樹傳媒
 裕生糧油雜貨
 達信裝飾設計工程公司
 零焦距攝影義工隊

瑪利諾神父教會學校
 銘賢書院
 齊放「義」彩親子義工
 樂友會
 樂天慈善基金
 樂華天主教小學校友會
 獎券基金
 衛生署外展隊
 興業旅運公司
 聲河曲藝社
 聯大國際模具有限公司
 賽馬會
 賽馬會青少年培育計畫
 職業訓練局
 職業訓練局工商資訊學院
 職業訓練局青年學院(美孚)
 職業訓練局葵涌職業訓練中心
 顏寶玲書院學生
 藝電工程有限公司
 證券及期貨事務監察委員會
 譚李麗芬紀念中學
 麗安(工業)有限公司
 麗晶膠片
 繼續再玩
 蘋果日報慈善基金
 鐘聲學校
 攜手扶弱基金
 體藝中學
 鑫淼菜柏
 觀塘民政事務署
 觀塘健康城市督導委員會
 (觀塘區議會)
 觀塘區議會
 式發鮮魚
 衛生署長者健康服務
 505 United Limited
 Aedas Limited
 Bauhaus Holdings Limited
 BEAUTRIUM(LS MODE)
 Bell-Net International Hong Kong
 Limited
 BSH Home Appliances Limited
 Carlyle Hong Kong Limited
 CASH Financial Services Group
 Limited
 Cathay Pacific Airways Limited
 Cheng, Yeung & Co.
 Christian Environmental Health
 Limited
 Communion W Limited

Creative Peinary School
 Kindergarten
 EC-ATECH Limited
 Fay's Beauty & Fitness Centre
 Fotton Ela Architects Limited
 FunTown Hong Kong Limited
 GigaSports
 Graqnd Mix Limited
 Home Retail Group (Asia) Limited
 IL COLPO GROUP
 Innosphere Product
 Development Co.
 Jocelyn Foundation Limited
 Jones International Limited
 Kaydon Fashion Wholesale
 Khalsa Diwan (Hong Kong) Sikh
 Temple
 Love & Care
 LUCY'S
 NIKKO Sports
 Nitrotrade International Limited
 NWS Holdings Limited
 Parkfield Industrial Limited
 Pricerite Stores Limited
 Rock Trading Company
 Limited
 Step Ahead Language Centre
 Sunnyside Club Limited
 Super Warm Group Limited
 Swire Coca-Cola Hong Kong
 Target Sourcing Services
 Hong Kong Limited
 The Express Lift Company
 Limited
 Toy Century Company Limited
 Twoods (HK) Limited
 Vcast (Asia) Limited
 Vega Technology Limited
 Verona Limited
 Vevion Hong Kong Limited
 Vitality Publications Limited



個人
Personal

仇太太
孔佩貞
方寶文
王小姐
王汝良
王卓祺
王泊錡
王星智
王雅倫
王群信
王潔源
王鐘輝
包陪慶
古遠強
司徒秀貞
史才苗
史書明
甘進彩
伍玉琴
伍素馨
任詠儀
列小慧
戎曼怡
朱永添
朱妙容
朱幸暉
朱浩棠
朱鳳茵
朱德明
何女士
何立華
何 昊
何芷蕾
何思敏
何振華
何偉才
何敏賢
何達禧
何嘉新
何嘉蓮
何潔好
余仲文
余利安
余秀貞
利家樹
吳 意

吳有妹
吳使風
吳美嫻
吳家欣
吳家星
吳偉張
吳培鍾
吳德貞
吳潔貞
吳蓬盛
呂宇俊
呂芷淇
宋明鋒
李 勳
李小姐
李小蓮
李小龍
李文慧
李平妹
李玉威
李玉琛
李志昌
李杏琳
李佳敏
李佩芳
李昇群
李春梅
李秋炎
李紅粧家人
李凌燕
李家琦
李笑蓮
李間開
李漢文
李銀好
李劉上恩
李賢德
李燕笑
李錦灶
李瓊林
沈紀慈
沈逸東
汪桂蘭
谷美娟
阮福慶伉儷
卓詩明
周佩華
周吳彥
周建衡

周梓駿
周森詠
周瑞芬
周榮錦
林 廣
林天富
林永堅
林先生
林如娟
林有帶
林秀容
林炳嘉
林泳鋒
林洵銘
林美玲
林家而
林桂芳
林偉麒
林惠梅
林愛媚
林煥華
林詩欣
林慧儀
林靜妙
林翼謀
金惠娟
冼君行
姜月珍
封德堅
柯 林
柯貞吟
柯嘉麗
柳俊江
洪先生
洪國榮
洪清琅
胡順群
胡路明
范金瓏
范禹齡
英倩雯
孫月桃
容惠英
徐 宇
徐吳瑞貞
徐妙君
徐卓欣
徐素芬
徐燕芬

徐耀林
殷麗珍
浦麗珍
翁來華
翁德文
袁小姐
袁佩鈺
馬容卿
馬嫻貞
高家雯
高珮綾
高淑芬
區志立
區 桂
崔錦芝
崔應猶
張少豪
張玉儀
張幸怡
張旻哲
張春容
張美娟
張美婷
張偉明
張偉基
張婉芸
張欣豐
張淑芬
張淑鈴
張景培
張智傑
張雁雄
張煦昌
張福群
張樂遙
張蓮限
曹貴華
梁少芬
梁志偉
梁秀雲
梁秋容
梁庭芳
梁茹茵
梁偉麟
梁雪卿
梁惠珍
梁綺萍
梁慧萍
符笑虹

莫積勤
莊少偉
莊奕之
莊紫欣
許洪波
許國鑫
許惠珍
許德珠
許耀仙
連寶燕
郭 鑽
郭信亨
郭情怡
陳 忠
陳月珍
陳世冰
陳世雄
陳巧淑
陳永健
陳玉美
陳羽穎
陳君揚
陳佩文
陳俊民
陳俊璋
陳為政
陳美玉
陳美華
陳浩楷
陳浩豐
陳珞汶
陳珞恩
陳健培
陳婉薇
陳彩鈺
陳彩霞
陳惜香
陳惠英
陳詠強
陳詠霖
陳雲強
陳黃亨秀
陳達昌
陳煒邦
陳瑋洛
陳嫻鈺
陳嘉雄
陳嘉豪
陳碧華

陳德光
陳德邦
陳德端
陳暹惜
陳燕紅
陳賽絨
陳禮彥
陸志用
陸志賢
陸彩琴
麥又方
麥卓萍
麥韻韻
麥碧莉
麥禮祥
麥耀安
傅美茵
彭佩璇
彭培輝
彭耀櫻
曾女士
曾永先
曾玉卿
曾雪嬌
曾 傑
曾智龍
曾詩雅
曾錦源
湯如森
湯梓俊
湯淑美
湯淑英
程正芬
程芷芬
程國偉
馮 錦
馮志權伉儷
馮慕嫻
馮學枝
馮興旺
黃少娟
黃文軒
黃玉燕
黃玉琮
黃仲平
黃行素
黃肖紅
黃來蔭
黃保欣

黃凌雁
黃海富
黃國文
黃培光
黃敏玲
黃淑玉
黃傑鴻
黃惠娟
黃萬成
黃頌謙
黃蓮珍
黃曉紅
黃燕兒
黃蘭桂
楊玉蘭
楊偉濠
楊雪珍
楊義專
楊嘉欣
葉 強
葉希活
葉秀珍
葉佩琴
葉泳忻
葉菁怡
葉慧敏
葉灝霖
鄧嘉豪
鄧麗英
雷仕勳
鄔揚正
廖思雅
廖美英
廖惠群
廖嘉明
蒙亞壬
蒙崔美益
趙卓文
趙韋嘉
趙浩森
趙善儀
趙靖虹
劉小姐
劉星河
劉恩蓮
劉雪霞
劉集輝
劉嘉政
劉麗華



劉寶添	盧志杰	羅藹瑩	Gabriel CHUI	MAK Hon Lun
歐卓榮	盧振雄	譚 深	Raju DARSI	Sham MELWANI
歐陽志維	盧婉雲	譚永樂	FAN Mei Fung, Cynthia	NG Ka Po
歐陽諾琳	盧惠玲	譚妙英	Humbert D.A. FERNANDES	NG Kwok Keung, Marco
歐陽麗雲	盧惠群	譚杞田	Florinda	NG Kwok Yin
潘志健	盧德成	譚英奇	FUNG Chi Kuen, Johnny	NG Mei Ling
潘志傑	盧潤慈	譚詠瞳	FUNG Wai Hon	NG Yuen Man
潘秀卿	蕭菊園	關家倩	FUNG Yee Man	Devi NOVIANTI
潘祈恩	蕭錦瑚	關焯薇	GURUNG Aruna	PANG Man Chung, Patrick
潘綺君	賴佛清	關寶青	Sharmila GURUNG	Jenny PHANG
潘穎心	賴卓琳	嚴冬文	Sita GURUNG	Raul Benjamin PUENTESPINA
潘穎敏	錢家駒	蘇玉英	Vikram GURUNG	S J RAGHBI
滕 順	霍 曼	蘇紹莊	HA Kit Yee	SAEED-Uddin
蔡 宅	霍潤根	蘇麗梅	Ruby HAMET	Cielo SANTELICES
蔡子希	鮑 星	Hashmi Midhat ALI	M Ali HASHMI	SHAHAB Muhammed Javed
蔡可創	鮑婉玲	Corazon AMAYA-CANETE	HO Ka Lun	SIN Shuk Kwan
蔡承昆	鮑錦儀	Muhammad ARSHAD	HO Kit Ping	Gurmeh SINGH
蔡素娟	龍慶祥	Paul ASHWORTH	HO Yin Kwan, Yvonne	SIU Wai Ming
蔡敏怡	龍艷霜	Thapa Buddhi BAHADUR	Paul HUI	Bungon TAMASOM
蔡景森	戴劍凌	Ping BEVAN	Surachna KAUR	TANG Ying Ying, Flora
蔡業生	戴錦鈴	CHAN Kin Pong	David KHOSA	TO Wai Ching, Candy
蔡銳根	薛惠蘭	CHAN Mei Wah	KWAN Shuk Hing, Susan	TOOK
鄭女士	薛少玲	CHAN Wai Ling, Amy	KWOK Tai Tai, Rebecca	TSUI Wai Nei
鄭水蓮	謝沛興	CHAN Wai Lun, Agnes	KWONG Sau Lan, Angela	Lucia VIDASARI
鄭向欣	謝美玲	CHAN Wing Keung	KWONG Wai Ying	WONG Chi Ngan
鄭彤暉	謝琇如	CHAN Ying Kit, Raymond	LAM Ching Yee, Joanna	WONG Chun King
鄭秀碧	謝凱珊	CHEUNG ANG Siew Mei	LAM Mei Ling	WONG Hau Lan
鄭秀蓮	謝雲開	CHEUNG Mui, Iddie	LAM Shui Chun	WONG Kwok Chun
鄭育生	謝達孫	Peggy CHEUNG	LAU Hoi Ling, Oliver	WONG Yin Ching, Winnie
鄭育德	謝蔭寧	CHEUNG Yu Sheung	LEE Ka Wai	WONG Yui Lam
鄭汧雅	鍾佩恩	CHIM Cheuk Yee	LEE Lai Kuen	WOO Bee Kim
鄭美玲	鍾黃秀容	CHIM Man Yi	LEUNG Kun Hang	YEUNG Sai Hung
鄭惠君	鍾裕聘	CHONG Ka Wong	LI Pui Chi, Phoebe	YIM Chun Hoi, Aaron
鄭煜強	鍾裕謙	CHONG Pak Wang	Renny LIN	Jennifer YU
鄭慧鑽	鍾麗兒	CHOW Bun	LO Chui Fung, Lanty	YU Lai Ha, Cecilia
鄧少婉	簡恩桐	CHOY Bing Kong	LUI Suk Yee, Judy	YU Sum Tong, Irene
鄧秀蘭	簡國偉	CHU Lai Leng, Carrie	MAK Hon Fun, Alex	
鄧卓思	顏福偉			
鄧金玉	魏江嘉			
鄧啟泉	魏雲平			
黎卉婷	鄭嘉欣			
黎玉玲	鄭翠萍			
黎伯佑	羅少強			
黎泳希	羅杏輝			
黎家仁	羅欣琪			
黎桂經	羅美玉			
盧小天	羅桂基			
盧巧萍	羅敏欄			
盧永康	羅嘉欣			

特別鳴謝 Special Thanks :

陳慧琳 (月捐大使及愛•分享大使)
Ms Kelly CHEN (Love Sharing Ambassador and Monthly Donation Ambassador)

名單若有誤寫或缺漏，祈望見諒，並請您電郵至 info@hkcs.org 聯絡本處負責的同事，讓我們作出跟進。
In case we have misspelled or omitted your name or organisation, please accept our apologies and contact our responsible staff at info@hkcs.org.

分享源於關懷 點滴都是恩情

Sharing Comes from Caring
Every Bit Shows Loving



香港基督教服務處
HONG KONG CHRISTIAN SERVICE

全人關心 卓越創新
care for all excel in all

☐ 本人 / ☐ 本公司 願意支持香港基督教服務處的事工 ☐ I / ☐ My company wish to:

☐ 捐款 Make a Donation

☐ 一次過 One-off Donation

☐ 每月 Monthly Donation (以銀行戶口自動轉賬、繳費靈或信用卡方式付款 Payment by Autopay, PPS or Credit Card)

☐ HK\$1,000

☐ HK\$500

☐ HK\$300

☐ 其他金額 Other amount: HK\$ _____

☐ 提供物資捐助 Make an In-kind Donation * / 參與義務工作 Offer Volunteer Services *

☐ 支持「愛傳愛計畫」 Make an Insurance Policy Donation* (捐贈保單的部分投保額)

* 本處將按您提供的資料與您聯絡提供詳情。您亦可參閱本處網頁，或以電話或電郵查詢。

We will contact you shortly. You are also welcome to call or email us directly, or visit our website for further information.

Charity listed on
WiseGiving
惠施·慈善機構

付款方法 Payment Method

☐ 劃線支票 Crossed Cheque (支票抬頭: 香港基督教服務處 Payable to: Hong Kong Christian Service)

銀行名稱 Bank: _____ 支票號碼 Cheque no.: _____

☐ 繳費靈 PPS (服務處之商戶編號 Our merchant code: 9365; 選擇項目 choose: (1) 捐款 donation)

你的付款編號 Your payment reference no.: _____ 捐款日期 Date: _____

☐ 銀行戶口每月自動轉賬 Autopay (請連同「銀行戶口自動轉賬—直接付款授權書」正本寄回，授權書可於網上或致電本處索取。
Please send us the Original Direct Debit Authorisation Form. The form is available at our website or by calling us.)

☐ 信用卡 Credit Card ☐ Visa ☐ MasterCard ☐ UnionPay ☐ JCB

信用卡號碼 Credit card no.: _____

信用卡有效期至 Credit card expiry date: _____ 月 (Month) _____ 年 (Year) (最少3個月內有效 At least 3 months from expiry)

持卡人姓名 Cardholder's name: _____

持卡人簽署 Cardholder's signature: _____ 日期 Date: _____

本人(只適用於每月捐款者)同意此授權書在此信用卡有效期過後及獲發新卡後仍繼續生效，直至另行通知。

For monthly donations, this authorisation will continue after the expiry date of the cardholder and with the issuance of a new card until further notice.

☐ 直接存入戶口 Direct Transfer: 滙豐銀行 HSBC 181-4-003883 / 東亞銀行 BEA 015-523-10-400062-7

(請連同銀行存款收據正本寄回。Please send back the original bank receipt.)

☐ 現金 Cash

- 到本處服務單位: 或
At any HKCS Service Centres or
- 攜同本處條碼到全港任何一間 7-ELEVEN® 捐款。
via any 7-ELEVEN® in Hong Kong

香港基督教服務處捐款條碼 HKCS Donation Barcode
請向7-ELEVEN出示此條碼 Present this barcode to 7-ELEVEN
(最低捐款額 Min. donation HK\$100)

7-11 (HSBC)



3590 1000 0000 0013 2

聯絡資料 Contact Information

中文姓名: _____ Name: _____ (先生/女士 Mr/Ms/Mrs)

公司 Company (如適用 if applicable): _____

職銜 Job title (如適用 if applicable): _____

聯絡電話 Tel: _____ 傳真 Fax: _____ 電郵 Email: _____

郵寄地址 Mailing address: ☐ 住宅 residential ☐ 公司 office _____

通訊語言 Language: ☐ 中英均可 ☐ 中文 ☐ English

CCB-D-01-B02(200903)

請將表格連同有關文件正本或支票，交回本處:

郵寄: 「中國香港特區九龍加連威老道33號」; 或
「簡便回郵69號」(在本港投寄，無需貼上郵票)

傳真(繳費靈、信用卡、7-ELEVEN捐款者適用): +852 2731 6363

Please return this form with your cheque or original bank receipt /authorisation form:

By mail: "33, Granville Road, Kowloon, Hong Kong SAR, China", or
"Freepost No. 69" (No stamps are needed for local postage.)

By fax (for PPS, credit card, or 7-ELEVEN Donation only): +852 2731 6363

捐款可憑正式收據申請稅務減免 Donations are tax deductible with official receipts

- ☐ 本處會於網上及合適的媒體上鳴謝捐款者的支持。本表格收集的個人資料必定保密處理，只用作寄發收據及保持通訊之用。若您日後不願意收到服務處的宣傳通訊，請在方格內填上 "X"
- Donors will be acknowledged at our website and other media where appropriate. Personal data collected will be kept strictly confidential for issuing receipts and communications only. If you do not want to receive any promotional mailings from HKCS, please mark an "X" against the box.



查詢及捐助
Enquiries and Donations

電話 Tel: +852 2731 6369

傳真 Fax: +852 2731 6363

電郵 Email: giving@hkcs.org

網址 Website: www.hkcs.org/support



封面設計：張耀棠
(本處觀塘職業訓練中心設計及攝影系畢業同學)
Cover designed by: **Don Cheung**
(Graduate of Design & Photography Department,
Kwun Tong Vocational Training Centre, HKCS)

電話 Tel: +852 2731 6316
傳真 Fax: +852 2731 6363
電郵 Email: info@hkcs.org

中國香港特區加連威老道33號
33 Granville Road, Kowloon, HKSAR, China

<http://www.hkcs.org>