

香港聖公會

HONG KONG SHENG KUNG HUI LADY MACLEHOSE CENTRE

麥理浩 夫人中心

2021-2022
Annual Report

年報

堅定信念迎挑戰 · 協力同心創未來
Meeting Challenges with Determination · Building Our Future in Solidarity



香港聖公會麥理浩夫人中心
H.K.S.K.H. Lady MacLehose Centre

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2021-2022 Annual Report 年報



宗旨 Aims

香港聖公會麥理浩夫人中心為發揚基督的大愛，提供機會以增強社區及區內人士在個人、社會意識、道德、精神等各方面的成長及發展。

The Hong Kong Sheng Kung Hui Lady MacLehose Centre is established as an expression of the love of Jesus Christ to serve all persons and the community at large with facilities and opportunities for personal, social, moral and spiritual development.

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機構簡介 Introduction



香港聖公會麥理浩夫人中心（「機構」）自1973年11月起，本著「非以役人，乃役於人」的基督精神，以「社區建設、社區照顧、社區健康、建立社區資本和社區融和」服務設計綱領，為不同年齡居民提供多元化社會服務，並於2017年4月開始由香港聖公會福利協會有限公司擁有。

機構設有照顧及教育綜合服務、家庭及社區綜合服務、就業發展綜合服務、長者綜合服務和社區健康綜合服務等五大綜合服務，轄下常設共20個服務部門。機構服務遍佈荃葵青區，年度內合共有34個服務點（年度內已結束及新開始的服務點亦計算在內），包括10個社會企業單位，近700名員工，是區內主要的社會服務提供者之一。

The Hong Kong Sheng Kung Hui Lady MacLehose Centre (“Organization”) was established in November 1973. To express the love of Jesus Christ, we have dedicated to serve all people with the spirit of “Not to be served, but to serve”, with the ultimate goals of “Community Building, Community Care, Community Health, Building Community Capital and Community Cohesion” through diversified and comprehensive social services. Since April 2017, the Centre has been wholly owned by Hong Kong Sheng Kung Hui Welfare Council Limited.

The Organization provides 5 integrated services, including the Integrated Care and Education Service, Integrated Family and Community Service, Integrated Career Development Service, Integrated Services for the Elderly and Integrated Community Health Service, with 20 regular service departments. Our services cover Tsuen Wan and Kwai Tsing districts, with a total of 34 service locations during the year (including those that were closed and newly opened during the year), among which were 10 social enterprises, and our services are operated by nearly 700 employees. We are one of the major social service providers in the region.



服務宣言 Service Pledges

我們深信：實踐「非以役人，乃役於人」精神，達致個人、家庭、社區健全發展，推動社會進步。

我們期望：個人價值得發揮和受尊重，達致家庭和諧，及建立一個互助互愛、彼此關懷的健康社區。

我們樂意：全面照顧每個人的需要，以達致「全人服務、全面照顧」的目標。

我們致力：聆聽意見及積極回應社會轉變，並進行持續服務質素改善，以達致服務最佳果效。

We firmly believe – Through the spirit of “Not to be served, but to serve”, we can achieve a wholesome development in ourselves, in our family and community, hence helping the society to move forward.

We eagerly hope to – Individuality can be developed and respected so that a harmonious, mutually supportive, healthy and caring community can be built.

We are ready to – Provide a full range of services to meet each individual’s needs and reach our goal of “Serving everyone in every way”.

We are committed to – Listen to feedback, respond to changes in society, and make continuous improvements so as to maintain our excellent service quality.



目標 Objectives

提供各類的小組及社區活動，促進區內居民的成長。

To enable the growth and development of local residents through various kinds of group and community services.

因應社區需求及配合社區發展，鼓勵居民參與社區事務及訓練領袖人材。

To serve the community in its needs for leadership training and community development, and to promote social participation.

研究社會需求，探究不同服務策略並提供解決需求的服務。

To study the social needs and methods of social service, and to implement such services in concrete terms.

推行宗教活動，給與靈性的培植和推動堂校社服合作。

To render religious activities to those in need of spiritual nourishment and to introduce Christianity to members through cooperation among the church, the centre and other schools.



社會服務綱領 5Cs – The Programme Areas of Services

社區建設 Community Building

推動區內居民共同關注社區議題，透過群眾參與，培育社區領袖和義工精神，群策群力，解決社區問題，建設美好社區。

To promote awareness about community issues among local residents; to cultivate the spirit of community leadership and volunteerism through community engagement; to put together wisdom and efforts to solve community problems and build a good community together.

社區照顧 Community Care

動員社區裡的鄰里或義工聯網、組織互助網絡、聯繫區內企業或團體的關懷與支持，協助區內弱勢或有特別需要社群，提供直接照顧或支援服務，讓他們在社區繼續有尊嚴地生活。

To mobilize local resident or volunteer networks in the community, organize mutual-aid networks, solicit care and support from corporates or organizations in the community, assist vulnerable or special needs groups in the community, providing care or support services directly to help them live with dignity in the community.



社區健康 Community Health

推動個人、家庭、社區認識「健康管理」概念，關顧與實踐身、心、靈、社不同層面的健康，以達致「全人健康」的果效；支援弱勢社群，讓他們有效地使用醫療健康服務，一起參與推動社區健康及健康老齡化的工作。

To promote the concept of “health management” among individuals, families and the community to care about and practise healthy living of the body, mind, spirit and social connectedness so as to achieve ‘holistic health’; support the disadvantaged groups towards effective use of medical and health services and encourage their participation in promoting the work of community health and healthy ageing.

建立社區資本 Building Community Capital

發掘、培養及善用人力、土地空間、網絡等資源，以有效地轉化為具經濟效益的社會資本。

To discover, nurture and fully utilize resources such as manpower, land space and networks, and effectively turn them into community capital with economic efficiency.

社區融和 Community Cohesion

不同人和不同社群都擁有共同而清晰的信念，樂意為鄰舍、地區和國家之未來作貢獻；不同背景的人均清楚自己和別人皆擁有的權利與責任，相若的機會，和同等的對待；面對不同的利益和角色，人人同樣會獲得公平的對待和評論；無論是新居民或原居民，都可以為社區作出貢獻，並聚焦在大家共通之處；鄰舍之間，無論在何處，都應有正面而緊密的聯繫。

Different people and different groups share common and clear beliefs and are willing to make contributions to the future of their neighbours, regions and nations; people from different backgrounds are well-informed of the rights and responsibilities of their own and other people, with similar opportunities and treatments; facing different interests and roles, everyone will be treated and commented fairly; all residents, new or indigenous, can contribute to the community and focus on their common interests; wherever they are, among residents there is positive and close connections.



里程碑 Milestones

聖公會港澳教區為發揚基督的大愛，乃建立本社會服務機構。承蒙機構名譽贊助人香港第25任港督麥理浩爵士夫人之邀請，遂命名為聖公會麥理浩夫人中心。

To express the love of Jesus Christ, the Sheng Kung Hui Diocese established this social service agency. It was named S.K.H. Lady MacLehose Centre at the request of the principal benefactor and the patronage of Lady MacLehose, wife of the 25th Governor of Hong Kong.

1973

本機構於1973年11月20日成立；樓高六層的總部服務大樓於1973、1980和1994年分三期發展和擴建。本機構服務由最早期的青年及工友服務，不斷開辦創新服務，以回應居民的服務需要。

The organization was established on 20th November 1973. The six-story Headquarters and main service building were built and extended by three phases, with the milestones in 1973, 1980 and 1994. Starting from providing services for young people and labour workers, we are devoted to being the pioneer in providing innovative social services for residents fulfilling their needs.

1980

本機構在1980年獲政府資助開辦社區中心服務，並開拓創新的工業社會服務。在80年代，本機構逐步開辦老人中心、育嬰園及幼兒園、鄰舍層面社區服務計劃和家庭生活教育等政府資助服務，為荃灣、葵涌和青衣區內不同年齡和階層居民服務。

The organization has been subvented by the government to provide Community Centre service since 1980. The innovative Industrial Social Service started in the same year. Other subvented services included Social Centre for the Elderly, Nursery and Crèche, Neighbourhood Level Community Development Project, and Family Life Education Services started in the following few years. All these services served people of all ages and social classes living in Tsuen Wan, Kwai Chung and Tsing Yi.

1994-1995

隨著1994年完成總部服務大樓擴建發展，本機構開展一系列自負盈虧社區健康促進服務、牙科診所和佳音服務。

本機構於1995年獲政府資助提供老人綜合服務中心和家務助理服務，並在隨後數年逐步開辦中年失業工人的再培訓課程，突顯本機構的多元化和全面的社區為本綜合社會服務的特色。

The main service building extension and development work was completed in 1994. It was followed by the provision of a series of community health promotion services, dental clinic, and gospel service.

In 1995, the subvented Multi-services for the Elderly and Home Help Service started. In the following few years, the Organization carried out various retraining programmes for the unemployed middle age people. All these comprehensive and diversified service packages manifested the Organization's distinctiveness in providing community oriented and integrated social services.

1998

香港聖公會教省於1998年成立，本機構亦隨之而易名為香港聖公會麥理浩夫人中心。踏入千禧年代，本機構服務進入新紀元。

The Hong Kong Sheng Kung Hui Provincial was established in 1998, and our Organization was renamed as the Hong Kong Sheng Kung Hui Lady MacLehose Centre. The Millennium has brought the organization to a new era.

2001

隨著荃灣及葵青區的迅速發展，區內居民對社會服務需求的不斷增加，本機構遂於2001年開始在青衣和荃灣區開設新綜合服務中心。

In view of the rapid development in Tsuen Wan and Kwai Tsing, and great demand for social services, the Organization began to set up various integrated social service centres in Tsing Yi and Tsuen Wan since 2001.

2002-2003

在2002年開辦首個社會企業（「社企」）營運點，亦於2003年開始提供小學的全方位學生輔導服務。

In 2002, the Organization also commenced our first social enterprise station. Besides, we started to render the first Comprehensive Student Guidance Services for Primary Schools in 2003.

2006

於2006年起，開展特殊社群，包括新移民、少數族裔、長期病患者、受虐婦女等的支援工作，和試行各項嶄新的服務計劃，以便更有效地為區內居民提供適切服務。

Since 2006, the Organization has developed care support for new arrivals, ethnic minorities, chronic patients, female domestic violence victims and other people in need. In the following few years, various pilot projects responded to local residents' different needs were launched.

2017

於2017年4月開始由香港聖公會福利協會有限公司擁有。

The Organization has been wholly owned by Hong Kong Sheng Kung Hui Welfare Council Limited since April 2017.


2021 - 2022年度重要數字 Significant Figures of 2021 - 2022


歷史 **48**
History


服務點 **34**
Service Locations


職員人數 **691**
No. of Employees


會員人數 **9,245**
No. of Members


總收入 **\$249.3 million**
Total Revenue


總支出 **\$218.5 million**
Total Expenditure



龍家駒博士
Dr Francis Lung Ka-kui

管理委員會主席
Chairman, Management Committee

主說過，他的能力是在我們的軟弱上顯得完全，他的恩典夠我們用。(歌林多後書12:9上)

2019冠狀病毒病疫情近年席捲全球，我們的日常生活和習慣都徹底改變了。本機構作為一個紮根社區、服務坊眾的街坊組織，我們的服務、同工和服務受眾都首當其衝地感受到新冠的侵襲和影響。感謝主愛的信實不變，總在絕望之處播下盼望，支撐著我們勇敢面對疫症蹂躪，不單施予平安，也給我們力量堅定不移的實踐服務使命。

即使在疫情最嚴峻的日子，我們仍然能夠維持以基督為核心的價值觀為社區人士提供始終如一的優質服務。雖然面對著前所未見的世紀疫情挑戰，同工團隊運用靈巧及創新的方法突破萬難，繼續無間的為坊眾提供服務。本人十分榮幸能與同工勇敢並肩的走過這條充滿崎嶇且富挑戰的路途。我為這支專業和優秀的團隊感到驕傲。他們在嚴峻疫境中不單仍能努力不懈堅守崗位的工作，也明白服務使用者的當前需要，同頻共振，休戚與共，讓社區碰到的困難迎刃而解。

2022年1月葵涌邨出現社區爆發而揭開了疫情第五波序幕。葵青區居民經歷著多次的圍封強檢及面對了抗疫物資及食物短缺等前所未有的磨難。尤幸同工團隊的聰敏應對，在嚴格社交距離措施下還能夠照顧支援社區的一切所需。最令本人無以言謝的，就是雖然當時有近二百位同工先後確診染疫及被安排檢疫隔離，然而同工團隊在如斯的逆境中，還堅持把服務使用者需要放在首位，通過敏捷規劃及靈巧調配善用現有資源，讓坊眾在抗疫中及時得著物質和精神上的援助，並見證了基督為世人犧牲的愛。

危險往往為忠勇者帶來機會。對本機構而言亦不例外。近年長者服務需求日趨複雜。經濟結構的改變導致基層社群飢餓案例不斷增加。多年根深蒂固的住屋問題更深的影響著低收入家庭。香港近年的移民潮更讓勞工短缺情況變得日益嚴重。為了應對這些新的危機，管理團隊決定把戰略重點放在做好現有和新服務，著力培養員工凝聚力，提高技能，讓他們在工作上更得著滿足感和成就感。希望通過這些措施，我們的服務在不久將來能夠提升到一個新台階。

The Lord says that his power is made perfect in our weakness, and his grace is sufficient for us. (2 Corinthians 12: 9a)

As COVID-19 swept across the world over the past few years, our lives and habits have been affected irreversibly. Needless to say, as an organisation serving the community, our colleagues and service recipients have borne the brunt of the pandemic impact. Thanks to the unfailing love of God, we were unfazed by the ravage of the pandemic. He brought us hope when we were in despair and kept us safe when we needed it.

We continued to provide top-quality services grounded on Christian values during the difficult periods of COVID. Our colleagues were able to handle the situations innovatively and ingeniously and delivered breakthrough services despite the never before seen pandemic challenges. It was my great honour to have braved this tumultuous journey with my teammates. I am proud of our dedicated and professional staff. Not only did they remain steadfast in their positions and worked tirelessly throughout this period, they kept themselves on the pulse of the urgent community needs and addressed such needs expeditiously.

The Kwai Chung Estate COVID outbreak in January 2022 kicked off the fifth wave in Hong Kong. Residents in Kwai Chung and Tsing Yi Districts endured unprecedented trials and tribulations facing movement restrictions, multiple PCR-testing rounds, anti-epidemic supplies and food shortage. Thanks to the swift responses, our staff helped relieve their plights while strict social distancing measures were in force. In fact, all these were accomplished while there were nearly 200 staff under quarantine due to COVID. Words are not enough to express my gratitude to the hard work and dedication of our staff. They had our users' best interest and welfare at heart all the time. Through agile planning and clever use of our resources available, we were able to give necessary material and spiritual assistance in a timely fashion, and thereby, witness the sacrificial love of Christ.

Risks always bring opportunities to those who dare to embrace them. This has been true for our Organisation too. Over the past few years, the elderly service needs are becoming increasingly complex. Changes in economic structure have resulted in the rising hunger cases at the grassroot level. The long and deep-rooted housing problems continued to affect the low-income families. With an increasing emigration trend in Hong Kong, our labour shortage problem has become more acute. In order to tackle these emerging issues head-on, the management team decided to bring laser-sharp strategic focus in the delivery of existing and new services, nurturing staff cohesion as well as upskilling them for better personal fulfilment. With these initiatives, we are hoping to bring our services to a whole new level in the near future.

我很高興向大家報告，賽馬會葵華健樂中心已於2021年初逐步投入服務。這服務以世界衛生組織的綜合性長者健康照護方案(ICOPE)為基礎，透過醫社合作模式及跨專業團隊協作理念，為社區長者構建一個全面和綜合的護理概念。現在第一步的工作就是建立一個推廣老年人健康護理的「健樂平台」，嘗試以全新方法去幫助社區的耆老和他們的照顧者。

至於扶貧方面，機構已於2021年中在荃灣及葵青區與香港聖公會福利協會共同營運「恩澤膳 – 短期食物援助服務計劃」。這計劃是社會福利署資助的。目的是為有需要之個人或家庭提供免費短期食物援助，並轉介他們申請主流社會福利或就業支援服務，以緩解社會中長期的社會經濟和福利壓力。

一直以來，我們的服務焦點是協助及緩解葵青區內居住於不適切居所之基層市民及劏房家庭的住屋需要。我們很高興在2022年初獲香港社會服務聯會委託為「業成街組合社會房屋計劃」提供物業管理及社會支援服務。參與這項目不單讓有住房需要的基層人士找到出路，也讓我們擴大了社會服務範圍的機會。

各界對我們的信任和樂意結伴同行，是我們在服務發展全力以赴的原動力。我謹代表管理委員會向香港聖公會、特別是香港聖公會福利協會有限公司、各政府部門、慈善基金及善長、地區團體及居民組織、合作伙伴和義工致以由衷的感謝。同時，我還要向我們的員工致以最深切的謝意，感謝他們的無數加班和辛勤工作，讓社區享用到優質服務。

展望未來，我們將繼續努力提供改善服務使用者的身體（身）、心理（心）和情緒（靈）的有關服務。同時，我們會在既定的管治框架下，以謹慎和負責任的態度去管理好機構運作，保證整體服務能夠可持續的發展下去。願主在未來日子裏，繼續保守我們的事工、我們的持份者和我們的同工團隊。

在這裡誠摯送上在基督內最美好的祝福！

I am delighted to report that the Jockey Club Kwai Wah Health and Wellbeing Centre has commenced its operation in early 2021. Our service is based on the Integrated Care for Older People (ICOPE) promulgated by the World Health Organisation. Along with the medical-social collaboration initiative and adopting a multi-disciplinary service model concept, we are offering a holistic and integrated care system for the elderly population in our community. As our first step, we are currently building a “Smart Health Platform” to promote healthy ageing for our elderly users and help carers to monitor their health in an entirely new way.

On poverty alleviation, we have joined hands with the Hong Kong Sheng Kung Hui Welfare Council Limited to provide the “Blessed Food – Short-term Food Assistance Service” in mid-2021 with service locations at Tsuen Wan and Kwai Ching. This programme is funded by the Social Welfare Department. It offers free short-term food assistance to individuals or families in need and refers the appropriate cases for mainstream social welfare application or getting employment support services with the aim of relieving longer-term socio-economic and welfare pressure in the society.

It has always been our objective to help those who are living in inadequately-housed households and subdivided units in Kwai Chung and Tsing Yi Districts. We are excited to have been selected by the Hong Kong Council of Social Service in providing property management services to their Yip Shing Street Modular Social Housing Project in early-2022. Such services will include social service support also. This project not only helps fulfil our objective mentioned earlier, but also an opportunity for us to expand our community service scope.

Working with trusted partners and organisations has always been our motive force in our development of services. On behalf of the Management Committee, I would like to express my heartfelt gratitude for the support and assistance given by Hong Kong Sheng Kung Hui, in particular, the Hong Kong Sheng Kung Hui Welfare Council Limited, as well as various government departments, charitable funds and patrons, local organisations, organisations in our communities, partners and volunteers. My deepest thanks also go to our staff for their dedication through countless overtime and hard work in order to maintain a superb service to our communities.

Looking forward, we shall continue to strive for providing services that can improve the physical (body), psychological (mind) and emotional (soul) well-being of our service users. We shall also manage the Organisation in a prudent and responsible manner under the established governance framework. We shall ensure all our services are developed in a sustainable manner. May God bless our work, our stakeholders and our staff in the coming years!

Best wishes, in-Christ



吳煜明先生
Mr. Benson Ng, Yuk-ming

總幹事
Director

秉承「非以役人，乃役於人」的基督精神，香港聖公會麥理浩夫人中心積極回應社會發展情況，關懷社區裡不同年齡和階層人士的需要。本機構與政府、慈善基金會、企業、教育機構、醫療健康及社會服務機構、居民組織及地區團體等持份者，建立跨界別合作伙伴網絡，推展各項服務計劃，以實踐「堅定信念迎挑戰 協力同心創未來」的服務主題。

本機構一直以「社區建設」、「社區照顧」、「社區健康」、「建立社會資本」、和「社區融和」服務設計綱領，提供多元化、且不斷創新的社區服務。除了提供由社會福利署津貼的「幼兒服務」、「綜合家庭服務」、「社區發展」和「長者社區照顧及支援服務」等恆常服務，機構更獲不同政府部門和慈善基金會資助推展不同領域的創新先導計劃。

過去兩年疫情肆虐，香港經濟嚴重受創，基層市民的生活備受打擊。本機構各服務單位全面幫助失業、減薪及開工不足的人士和有經濟困難的家庭提供援助，如申請公益金及時抗疫基金，共渡時艱。2021年8月，機構獲社會福利署資助，在荃灣及葵涌設立「恩澤膳 — 短期食物援助服務計劃」分區辦事處，八個月內向近4,400名基層人士提供約219,200餐食物援助。

少數族裔人士聚居在葵青區，故此，機構推展多項種族共融計劃，如「賽馬會友趣學中文」計劃、香港機場管理局「里·想高飛」之「先鋒」計劃等，從教育及就業支援入手，協助他們擺脫跨代貧窮。機構的香港聖公會多元文化外展服務隊提供輔導及支援服務，保障他們使用主流社會服務的平等機會。全新服務點 Hamara Hub 於2021年9月起，提供少數族裔家庭為本的適應、融入與種族共融相關服務。

本機構的社會企業和就業培訓支援中心，為青年以至中年人士提供「培訓·實踐·就業」為本的職涯發展及支援服務。機構轄下三個僱員再培訓中心及五間社企，今年共為接近4,700位待業人士提供服務，為重投職場積極準備。此外，機構亦推行多項中年人士及年輕長者彈性就業項目，提供就業配對服務。

Adhering to the Christian spirit of “Not to be Served, but to Serve”, the Hong Kong Sheng Kung Hui Lady MacLehose Centre proactively responds to social development and meets the needs of people of different ages and backgrounds in the community. Together with the government, other charitable funds, corporates, educational institutions, medical healthcare and social services organizations, resident organizations, local organizations and other stakeholders, our Organization has set up cross-sectoral partnering network to implement various service projects as we fulfill our service theme of “Meeting Challenges with Determination, Building Our Future in Solidarity”.

Our Organization has always initiated our services to promote “Community Building”, “Community Care”, “Community Health”, “Building up Community Capital” and “Community Cohesion”, offering diverse and innovative community services. In addition to regular subvented services of the Social Welfare Department, including “Child Care Services”, “Integrated Family Services”, “Community Development” and “Community Care and Support Services for the Elderly”, thanks to the sponsors by various government departments and charitable foundations, we also initiated innovative pilot projects across different aspects.

Over the past two years, the pandemic has dealt a severe blow to Hong Kong's economy as well as the living of the grassroots citizens. All service units of our Organization have given comprehensive support to individuals being affected by unemployment, salary reduction and under-employment, as well as families with financial difficulties. For instance, through applying for The Community Chest Pandemic Rainbow Fund, we helped them to tide over their hard times. In August 2021, funded by the Social Welfare Department, the Organization set up service sub-bases of “Blessed Food — Short-term Food Assistance Service” in Tsuen Wan and Kwai Chung respectively, distributing food assistance of about 219,200 meals to nearly 4,400 grassroots persons in 8 months.

Many of the ethnic minorities (“EM”) live in Kwai Tsing District. Hence, the Organization initiated various racial inclusion projects in the district, including the “C-for-Chinese@JC” Project and The Airport Authority Hong Kong “Extra Mile — The Pioneer Programme”, hoping to help the EM to get rid of intergenerational poverty through education and employment support. The H.K.S.K.H. Outreaching Team for Multi-Cultural Community provided counselling and support services to ensure the EM have equal access to mainstream social services. From September 2021 onwards, the brand-new service spot Hamara Hub started to provide services related to adaptation, inclusion and social integration for EM families.

荃灣及葵青區長者人口不斷上升，本機構推展各類長者社區支援及家居照顧服務，每天為過千位體弱長者提供家居照顧及復康護理服務，幫助高齡及體弱人士實踐居家安老。賽馬會友「伴」同盟護老者支援計劃為護老者進行照顧壓力評估，並舉辦減壓活動及提供個案管理支援服務。

本機構積極推動基層醫療及社區保健服務，推展五項由香港賽馬會慈善信託基金資助的計劃，包括「賽馬會『e健樂』電子健康管理計劃」、「賽馬會e家易離院支援計劃」、「賽馬會痛『正』能量計劃」、「賽馬會『攜手同行』癌症患者支援計劃」和「賽馬會『宅居易』樂齡科技計劃」。配合建設賽馬會葵華健樂中心為醫療及社會服務合作平台，提供保健、復康和健體等服務，以及慈惠社區藥房服務，機構協助居民「治未病，保復健」。

然而，受疫情影響，除了幼兒照顧及家居照顧服務在年度內從未間斷地維持緊急服務，本機構的其他服務在大部份時間只能提供有限度服務，倚重推展網上支援或視像活動等遙距服務模式。機構亦幫助超過200位長者學習使用平板電腦，讓他們在家參與運動訓練班，使用視像醫療諮詢服務，或互助小組活動，在疫情下維持社交生活和接收社會資訊。在第五波疫情快速蔓延期間，本機構獲嘉道理慈善基金緊急撥款超過170萬，組織義工向逾1,300個基層家庭提供防疫物資和購物券，支援有需要家庭和人士「疫下抗逆」。

綜觀本機構全人面對「疫」境仍然迎難而上，服務質素精益求精，設計創新服務模式，開拓前瞻性計劃。在未來日子，同工們會繼續連繫社區各界力量，群策群力，用心服務社會上每位有需要的居民，共創關愛與共融的社區。

The social enterprises and employment training centres of the Organization provide “Training, Practice and Employment” –oriented career development and support service to the youth and middle-aged. This year, three Employees Retraining Centres and five social enterprises of the Organization provided services to nearly 4,700 unemployed persons, equipping them for re-entering the job market. In addition, the Organization also launched various flexible employment projects to provide job matching service for the middle-aged and young-old.

In light of a growing population of senior citizens in Tsuen Wan and Kwai Tsing districts, the Organization has implemented various elderly community support and home care service to provide home care and rehabilitation care services to over 1,000 frail elderly every day, enabling the old age and frail persons to ‘ageing in place’. The Jockey Club “Stand-by U” Caregivers Community Support Project conducted assessment of the stress level of caregivers, organized stress relief activities and provided case management support service.

The Organization actively promoted grassroots medical and community healthcare service. Five projects were launched with fundings from the Jockey Club Charities Trust, including the Jockey Club Community eHealth Care Project, Jockey Club Empowerment-based Transitional Care Project (JCETC), Jockey Club ‘Confront Pain with Ease’ Project (JC-COPE), Jockey Club Cancer Survivorship Care Project (JCCSCP) and Jockey Club Homebound Elderly Gerontech Programme. The Jockey Club Kwai Wah Health and Wellbeing Centre was also set up to act as a collaborative platform of medical care and social service, providing services in healthcare, rehabilitation and physical fitness, along with the services of the Community Pharmacy that has enabled the Organization to help citizens to achieve ‘preventive treatment of diseases and sustainable rehabilitation’.

Nevertheless, under the pandemic, while maintaining our essential services of childcare and home care service, the Organization could only provide limited services in other areas most of the time during the year. Instead, we relied mainly on the remote service mode to facilitate online support or videoconferencing activities. The Organization also helped over 200 senior citizens to learn how to use the tablets, making it possible for them to take part in physical exercise training e-classes, use medical teleconsultation services or participate in mutual aid group activities while staying at home. The elderlies were able to maintain their social life and receive community information during the pandemic. When the fifth wave of the outbreak was rapid and fierce, the Organization received an emergency fund of over \$1.7 million from the Kadoorie Charitable Foundation, which enabled us to mobilize our volunteers to give out anti-epidemic supplies and shopping vouchers to over 1,300 grassroots families, supporting families and individuals in need to ‘fight against the pandemic’.

All in all, our staff have risen to the challenge amid the pandemic. We strive for perfection in our services by creating innovative service modes and launching forward-looking projects. In the future, our staff will continue to pool together strengths and efforts from various sectors as we serve every resident in need wholeheartedly, creating a caring and inclusive community.

機構架構圖 Organizational Chart



管理委員會 Management Committee



龍家駒博士
Dr Francis Lung Ka-kui

主席
Chairman



李正儀博士, JP
Dr Jane Lee Ching-yee, JP

副主席
Vice-chairman



梁祖彬教授, BBS, MH, JP
Prof Joe Leung Cho-bun, BBS, MH, JP

義務秘書
Honorary Secretary



陳玉琮女士
Ms Linda Chan Yuk-king

義務司庫
Honorary Treasurer



周偉文牧師
The Revd Joseph Chow Wai-man

委員
Member



劉子睿牧師
The Revd Lau Tze-yui

委員
Member



胡偉豪牧師
The Revd William Wu Wai-ho

委員
Member



黃譚智媛教授, JP
Prof Vivian Taam Wong, JP

委員
Member



林 昶先生
Mr Benjamin Lam Huen

委員
Member



鄭卓生博士
Dr Arnold Cheng Cheuk-sang

委員
Member



彭君華校長 至2022年3月31日止
Mr Pang Kwan-wah Until 31 Mar 2022

委員
Member



莫裕生先生
Mr Wilson Mok Yu-sang

當然委員
Ex-officio Member



文孔儀先生
Mr Joseph Man Hung-yee

當然委員
Ex-officio Member



周美恬女士
Ms Chow Mee-tim

當然委員
Ex-officio Member



吳煜明先生 (總幹事)
Mr Benson Ng Yuk-ming (Director)

當然委員
Ex-officio Member

財務小組 Finance Sub-committee

召集人 陳玉琮女士
Convenor Ms Linda Chan Yuk-king

委員 龍家駒博士
Member Dr Francis Lung Ka-kui
梁祖彬教授，BBS，MH，JP
Prof Joe Leung Cho-bun, BBS, MH, JP
李正儀博士，JP
Dr Jane Lee Ching-ye, JP
周美恬女士
Ms Chow Mee-tim
文孔義先生
Mr Joseph Man Hung-ye
周偉文牧師
The Revd Chow Wai-man, Joseph
胡偉豪牧師
The Revd William Wu Wai-ho

增選委員 莊偉文先生
Co-opted Member Mr Raymond Chong Wai-man

當然委員 吳煜明先生
Ex-officio Member Mr Benson Ng Yuk-ming

社區健康促進委員會 Community Health Promotion Sub-committee

召集人 黃譚智媛教授，JP
Convenor Prof Vivian Taam Wong, JP

委員 龍家駒博士
Member Dr Francis Lung Ka-kui
周偉文牧師
The Revd Joseph Chow Wai-man
劉子睿牧師
The Revd Lau Tze-yui
胡偉豪牧師
The Revd William Wu Wai-ho

當然委員 吳煜明先生
Ex-officio Member Mr Benson Ng Yuk-ming

人事小組 Personnel Sub-committee

召集人 龍家駒博士
Convenor Dr Francis Lung Ka-kui

委員 梁祖彬教授，BBS，MH，JP
Member Prof Joe Leung Cho-bun, BBS, MH, JP
陳玉琮女士
Ms Linda Chan Yuk-king
李正儀博士，JP
Dr Jane Lee Ching-ye, JP
文孔義先生
Mr Joseph Man Hung-ye
周美恬女士
Ms Chow Mee-tim
周偉文牧師
The Revd Joseph Chow Wai-man
胡偉豪牧師
The Revd William Wu Wai-ho

增選委員 張麗萍女士
Co-opted Member Ms Cecillia Cheung

當然委員 吳煜明先生
Ex-officio Member Mr Benson Ng Yuk-ming

物業管理小組 Property Management Sub-committee

召集人 林 昭先生
Convenor Mr Benjamin Lam Huen

委員 龍家駒博士
Member Dr Francis Lung Ka-kui
彭君華校長（至2022年3月31日止）
Mr Pang Kwan-wah (Until 31 Mar 2022)
王建明先生（至2022年3月31日止）
Mr Robert Wong (Until 31 Mar 2022)

增選委員 何穎儀女士（自2021年9月1日起）
Co-opted Member Ms Joyce Ho Wing-yi (As from 1 Sep 2021)

專業顧問 關學賢女士
Professional Advisor（自2021年10月1日起至2022年3月31日止）
Ms Cynthia Kwan Hok-yin
(As from 1 Oct 2021 until 31 Mar 2022)

當然委員 吳煜明先生
Ex-officio Member Mr Benson Ng Yuk-ming

佳音事工委員會 Gospel Service Sub-committee

召集人 Convenor	劉子睿牧師 The Revd Lau Tze-yui
委員 Member	周偉文牧師 The Revd Joseph Chow Wai-man 胡偉豪牧師 The Revd William Wu Wai-ho 彭君華校長 (至2022年3月31日止) Mr Pang Kwan-wah (Until 31 Mar 2022)
增選委員 Co-opted Member	翟智康校長 (至2021年8月31日止) Mr Chak Chi-hong (Until 31 Aug 2021) 駱瑞萍校長 Ms Lok Shui-ping
當然委員 Ex-officio Member	吳煜明先生 Mr Benson Ng Yuk-ming

程序計劃小組 Programme Sub-committee

召集人 Convenor	梁祖彬教授, BBS, MH, JP Prof Joe Leung Cho-bun, BBS, MH, JP
委員 Member	周偉文牧師 The Revd Joseph Chow Wai-man 劉子睿牧師 The Revd Lau Tze-yui 黃譚智媛教授, JP Prof Vivian Taam Wong, JP 文孔義先生 Mr Joseph Man Hung-yee
當然委員 Ex-officio Member	吳煜明先生 Mr Benson Ng Yuk-ming

幼稚園校董會 Management Committee of Kindergartens

主席兼校監 Chairman and School Supervisor	彭君華校長 (至2022年2月14日止) Mr Pang Kwan-wah (Until 14 Feb 2022) 關恆生先生 (自2022年2月15日起) Mr Alexander Kwan Hang-sang (As from 15 Feb 2022)
校董 School Manager	劉子睿牧師 The Revd Lau Tze-yui 鍾鏡南校長 (至2021年9月6日止) Mr Chung Jan-nam (Until 6 Sep 2021) 羅梁維婉女士 Mrs Sandy Law Leung Wai-yuen 彭君華校長 Mr Pang Kwan-wah 吳煜明先生 Mr Benson Ng Yuk-ming
非註冊校董 Non-registered School Manager	謝玉鳳女士 Ms Tse Yuk-fung
當然委員 Ex-officio Member	張碧琮女士 Ms Cheung Pik-king 杜麗萍校長 Ms To Lai-ping 鍾敏芝校長 Ms Chung Man-chi



新動態 NewsFlashes

新服務計劃 New Services

	名稱	對象	贊助	開始日期
扶貧及社區支援	賽馬會「攜坊互連」 葵芳社區計劃（第二期）	基層居民	香港賽馬會慈善信託基金 （下稱「賽馬會」）	2021年7月3日
	恩澤膳 — 短期食物 援助服務計劃	遭逢經濟突變、 失業而難以應付 日常食物開支的 人士	香港聖公會福利協會 （下稱「福利協會」）	2021年8月1日
	賽馬會Project Mix — 少數族裔多元文化運動共融計劃	少數族裔青少年 及婦女	賽馬會	2021年8月1日
兒童及家庭支援	P.R.A.I.S.E. 少數族裔適應、 融入與種族共融計劃	少數族裔家庭	嘉道理慈善基金會	2021年4月1日
	賽馬會共建健康家庭計劃	少數族裔家庭	賽馬會	2021年10月1日
	第二期「賽馬會友趣學中文」計劃	非華語幼稚園學童	賽馬會	2022年1月1日
長者及護老者支援	「荃」民起動鄉郊基層耆樂及 身心社健康關懷計劃	鄉郊基層長者 及護老者	滙豐銀行慈善基金	2021年9月1日
	耆力無窮®計劃	體弱或前期體弱長者	李國賢基金會	2021年9月1日
	童闖「孖辰」ing計劃	長者及幼童	滙豐銀行慈善基金	2021年9月1日
	賽馬會「幸福點子」跨代悅讀計劃	長者及幼童	賽馬會	2021年9月1日
	賽馬會痛「正」能量計劃	患慢性痛症的長者	賽馬會	2022年1月1日
全人健康	賽馬會e家易離院支援計劃	離院有復康需要人士 及其家庭照顧者	賽馬會	2021年4月1日
	賽馬會「攜手同行」癌症 患者支援計劃	癌症患者及其家庭	賽馬會	2021年11月1日

* 以計劃的服務類型分類，及按計劃於本財政年度展開的時序排列

賽馬會「攜坊互連」葵芳社區計劃（第二期） Jockey Club “We Connect” Community Project in Kwai Fong (Phase Two)

鞏固與建立新舊社區網絡

家庭及社區綜合服務團體及社區工作部之賽馬會「攜坊互連」葵芳社區計劃（下稱「攜坊互連」）的第一期計劃於2021年7月順利完結，新一期三年計劃緊接啟動，服務範圍由葵芳區擴展至整個南葵涌一帶的新舊屋邨，繼續發揮本機構團體及社區工作部就插針式新屋邨的社區支援模式的優勢。

因應政府宣佈將結束全港公共屋邨的屋邨互助委員會（下稱「互委會」），「攜坊互連」與不同互委會成員及持份者連繫，關注互委會結束後的社區需要，聯絡其他地區關注團體共同跟進後續安排。為加強及深化新舊居民參與建設社區，本計劃同時協助居民成立自務組織，以新模式繼續關心屋邨社區。

在2021年6月疫情短暫緩和期間，「攜坊互連」再度舉行墟市活動，選址葵涌活化工廈「活@KCC」經營短期懷舊主題格仔檔，讓葵青區基層居民透過寄賣手作品，賺取收入。活動反應不俗。

Strengthening and building a network of new and old communities

The Jockey Club “We Connect” Community Project in Kwai Fong (Phase One) (“We Connect”) of the Group & Community Work Unit (“G&C”) from the Integrated Family and Community Service (“IFCS”) was concluded smoothly in July 2021. Following its smooth conclusion, a new phase of three-year plan kicked off, and its scope of service was extended from new and old public housing estates in Kwai Fong District to the entire area of South Kwai Chung. The Project continues to make the best of the G&C community support model for in-fill buildings of new public housing estates.

Responding to the government’s announcement on closing all Mutual Aid Committees (“MAC”) in Hong Kong’s public housing estates, “We Connect” joined hands with members and stakeholders of various MACs to care about the community needs after the closure of MACs. They liaised with other community concern groups to make follow-on arrangements together. To enhance and deepen the engagement in community building among residents of the new and old buildings, the Project also helped residents to set up self-help organizations and continued to care about the estate communities in a new mode.

When the pandemic situation slightly slowed down in June 2021, “We Connect” resumed the bazaar activities, choosing Life@KCC, a revitalized industrial building in Kwai Chung to operate a short-term consignment store on nostalgic themes, where grassroots residents of Kwai Chung District could earn some income through consignment of their handmade handicrafts. The activity received an encouraging response.

恩澤膳 — 短期食物援助服務計劃 Blessed Food – Short-term Food Assistance Service

福利協會成功投得社署撥款，營辦多區的「短期食物援助服務」，名為「恩澤膳—短期食物援助服務計劃」。由2021年8月起，本機構之就業發展綜合服務負責營運恩澤膳於葵青區和荃灣區的全新服務，並分別於葵涌貿易之都及荃灣南豐中心設副服務處。

恩澤膳為那些因遭逢經濟突變、失業，而難以應付日常食物開支的人士，提供免費的短期食物援助，幫助個人或家庭渡過因各種社會問題造成短期在食物開支上的財政困難，並轉介主流福利服務以緩解長遠的經濟和福利需要。現時，全部由恩澤膳提供的膳食均經營養師評估，包括嬰兒食品及按個別健康需要的特別餐、少數族裔餐等，為有需要人士提供不多於8星期的支援。



The Welfare Council was funded by the SWD to launch the Blessed Food – Short-term Food Assistance Service in different districts. Starting from August 2021, the Integrated Career Development Service of the Organization has been operating the new services of Blessed Food in Kwai Tsing and Tsuen Wan, with sub service bases located in Millennium Trade Centre, Kwai Chung and Nan Fung Centre, Tsuen Wan respectively.

Blessed Food renders food assistance free of charge to individuals or families who are unemployed, encountering sudden change or facing immediate financial hardship, to help underprivileged individuals or families to tide over temporary financial problems triggered by various social problems, and refer the needy service users to mainstream welfare services. At present, all food provided by Blessed Food is assessed by dietitians, including baby food, special meals tailored to individual health needs, meals for ethnic minorities, etc., providing not more than 8 weeks of food assistance to those in need.



短短8個月的運作，已有超過4,370位荃灣、葵青及屯門區的人士及其家庭受惠，派出日糧數目約219,200餐。機構樂見九成以上的街坊反映，此服務有效紓緩家庭短期經濟困難，應付日常食物開支。

Within just 8 months of its operation, Blessed Food benefitted over 4,370 individuals and their families in Tsuen Wan, Kwai Tsing and Tuen Mun, with about 219,200 rations (fixed amount of food distributed per day) distributed. The Organization is delighted to receive feedback from residents in the neighbourhood. Over 90% of them reflected that this service had effectively relieved the temporary financial problems of their families, helping them to meet their food expenses.

賽馬會Project Mix — 少數族裔多元文化運動共融計劃 Jockey Club Project Mix Multicultural Sports Programme



延續賽馬會「板動人生」少數族裔運動共融網絡計劃之成功經驗，及社區不同種族人士之意見，啟發了由家庭及社區綜合服務的少數族裔服務部推行之賽馬會Project Mix — 少數族裔多元文化運動共融計劃（下稱「Project Mix」）加入混合新興與富文化特色的運動課程，如卡巴迪、躲避盤、撞射排球等，亦增加少數族裔婦女參與運動的機會。通過非華裔與本地青年的運動接觸，Project Mix得以推廣南亞特色運動及文化發展，以運動作為溝通語言，成為共融的橋樑。

透過賽馬會「TREE」少數族裔青少年發展中心，成立社區跨種族運動義工隊，以及與更多不同種族的專業球會及運動行業的專業人士合作，Project Mix不斷啟發少數族裔青少年，鼓勵他們發展運動專長及運動員生涯規劃，包括培訓了一班對運動充滿熱誠的南亞女性閃避球指導員，在工作坊或入校活動時邀請她們成為助教，裝備她們成為獨當一面的教練。



Building on the success of the Jockey Club “Project SPIN — Sports Inclusion Network” Programme for Ethnic Minorities and taking into account the views of people with different ethnic backgrounds in the community, the IFCS Services for Ethnic Minorities Unit (“EM Services”) was inspired to introduce culturally specific newly merged sport such as Kabaddi, dodgebee and shooting volleyball and encourage EM women’s participation in sports activities in its Jockey Club Project Mix Multicultural Sports Programme (“Project Mix”). Through interaction in sports activities between local and Non-Chinese Speaking (NCS) youth, Project Mix promotes South Asian sports activities and cultural development, bridging cultural diversities with sports as the medium of communication.

The Jockey Club TREE Youth Development Centre for Ethnic Minorities (“TREE Centre”) sets up a community cross-racial sports volunteer team and cooperates with professionals of different races from many professional leagues and the sports industry. Project Mix is devoted to inspiring and encouraging EM youth to develop their sport potential and athlete life plan, including training a group of enthusiastic South Asian ladies to become dodgeball instructors, who are invited to be assistant coaches in workshops or school activities.

P.R.A.I.S.E. 少數族裔適應、融入與種族共融計劃 P.R.A.I.S.E. – PProject for Adaptation, Inclusion and Social integration for Ethnic minorities

嘉道理慈善基金會資助的P.R.A.I.S.E.少數族裔適應、融入與種族共融計劃（下稱「P.R.A.I.S.E. 計劃」），於葵涌和宜合道68號的服務點—「Hamara Hub」開始服務，由家庭及社區綜合服務的少數族裔服務部推行。「Hamara」為烏爾都語的「我們」；「Hamara Hub」就是以葵青區非華語社群為本的實體服務及活動空間。

The P.R.A.I.S.E. – PProject for Adaptation, Inclusion and Social integration for Ethnic minorities (“P.R.A.I.S.E. Project”), funded by the Kadoorie Charitable Foundation, commenced service at the “Hamara Hub”, a service point located at 68 Wo Yi Hop Road, Kwai Chung implemented by the IFCS EM Services. “Hamara” means “Ours” in Urdu, and the Hamara Hub is a place that provides in-person service and space for activities with a focus on NCS communities in Kwai Tsing District.



P.R.A.I.S.E. 計劃以少數族裔家庭為基礎對象，促進家庭角色的功能發展，教育他們成為模範家庭，協助促進少數族裔社區的發展，長遠改善少數族裔跨代貧窮的結構性問題。短短一年，本計劃已凝聚一班活躍於 Hamara Hub 的青年大使，帶動區內其他少數族裔群體，包括成年男士、婦女、新來港少數族裔人士積極參與活動。

本計劃亦希望促進少數族裔與社會各重要持份者的接觸，特別是教育，以取得平等教育權利與機會。現時，本計劃與區內7間中小學合作，進行共融活動、家長翻譯支援等，促進學生、家長及校方三方之間有更佳的溝通與連繫。此外，本計劃亦與商界合作，提供少數族裔學習、就業等等的機會，幫助他們融入主流社群。

The P.R.A.I.S.E. Project primarily serves EM families with an aim of promoting development of family role functions, educating these families to become model families, helping to promote development of EM communities, and improving the structural problem of intergenerational poverty in the long run. In just a year, the P.R.A.I.S.E. Project has gathered together a group of committed young ambassadors in Hamara Hub to encourage other EM communities in the district, including men, women and EM new arrivals to actively take part in the activities.

The P.R.A.I.S.E. Project also wants to promote interaction between the EMs and essential stakeholders of the society, especially in the aspect of education, in order for them to receive equal rights and opportunities to education. At present, the P.R.A.I.S.E. Project cooperates with 7 secondary and primary schools in the district, conducting inclusion activities, translation support for parents, etc. to enhance communication and connection among students, parents and the schools. Moreover, the P.R.A.I.S.E. Project also collaborates with corporates to provide learning and employment opportunities to the EMs, helping them to integrate into the mainstream community.

賽馬會共建健康家庭計劃

Jockey Club S.A.T.H. Project for Healthy Families

在賽馬會的資助下，由香港中文大學賽馬會公共衛生及基層醫療學院統籌，並由福利協會聯同本機構之家庭及社區綜合服務的少數族裔服務部及其他非牟利社福機構合辦為期三年的「賽馬會共建健康家庭計劃」先導計劃。

本計劃為少數族裔家庭提供健康教育及建立健康戶口，由香港中文大學團隊按家庭的健康及抗疫需要，建議一系列具文化適切性的健康資訊、檢查及活動，提升他們的自我健康管理能力，協助他們與專業醫護人員保持連繫，甚至為健康狀況較高危的人士作轉介及跟進，從而達到「人人可持續，齊齊享健康」。

另一方面，本計劃亦為專業醫護人員提供文化敏感度培訓，亦為社會服務前線人員提供具文化適切性的健康資訊，以推動適合多元種族生活的共融社會的發展。

Funded by The Hong Kong Jockey Club Charities Trust (“Jockey Club”) and coordinated by The Chinese University of Hong Kong (CUHK) – The Jockey Club School of Public Health and Primary Care, the three-year pilot project of “Jockey Club S.A.T.H. Project for Healthy Families” was jointly organized by the Welfare Council, the IFCS EM Services of the Organization and other nonprofit social welfare organizations.

The Project provides health education and set up “health accounts” for the EM families. The CUHK recommends a series of culturally specific health information, check-ups and activities according to the families’ health conditions and anti-epidemic needs, thus enhancing their self-health management skills and helping to stay connected with healthcare professionals, or even gives referrals and follow-ups for those with high health risks, hoping to achieve “Sustainability for All, Together for Health (S.A.T.H.)”

On the other hand, the Project also provides training on cultural sensitivity for healthcare professionals and culturally specific health information to frontline social service workers to promote the development of a culturally inclusive community.

第二期「賽馬會友趣學中文」計劃 “C-for-Chinese@JC” Project (Phase Two)

「賽馬會友趣學中文」計劃由賽馬會策劃及資助，本機構之家庭及社區綜合服務的少數族裔服務部與大專院校的中文教育專家及其他非牟利團體合作，自2016年啟動至今協助不少非華語幼童提升中文能力，及早融入主流學前教育。

2022年起，本計劃進入新階段，以「文化回應教學基準」支援幼稚園的教學模式，提升非華語少數族裔學生的中文語言、學習以至社交能力發展，充分發揮天賦，為他們成就了更順利的幼小銜接。透過「家、校、社」合作，舉辦家長課程、跨種族共融活動、學生中文學習支援等，讓不同族群的學童及其家庭有更多的相處，學習世界不同文化，學懂互相尊重。

對本地華語學童而言，本教學模式亦是讓他們從小擴闊國際視野及培養溝通能力的好機會。本機構的計劃參與家庭接受了親子新聞及媒體網站《Oh!爸媽》的訪問，分享參加本計劃的得著，以至不同種族的家長間之融和。新聞及影片於2021年7月在網上首播。

The “C-for-Chinese@JC” Project is created and funded by the Jockey Club, and co-created by the Organization’s IFCS EM Services, Chinese education experts from local universities and other non-governmental organizations. Since its launch in 2016, the Project has helped many NCS children to improve their Chinese proficiency and integrate into mainstream pre-school education.

As it entered a new phase in 2022, the Project supported kindergarten with a set of “Culturally Responsive Education Benchmarks” to enhance the Chinese learning and social competence of NCS EM students, so that they can give full play to their talents, enhancing smooth transitions to primary education. By adopting a “home-school-community” collaborative model, the Project organized parenting courses, cross-cultural inclusion activities and Chinese learning support for students to create more opportunities for students and families of different races to get along, to understand different cultures and learn to respect one another.

For local Chinese students, this mode of teaching also gives them an opportunity to broaden their international outlook and enhance their communication skills from a young age. Participating families of our Project had an interview with “Ohpama”, a parenting news and media website to share what they have learnt through the Project and how social harmony is achieved among parents of different ethnic backgrounds. The news and video were first broadcasted in July 2021.

「荃」民起動鄉郊基層耆樂及身心社健康關懷計劃 Let's Move – Holistic Wellness Programme of Health for Tsuen Wan



家庭及社區綜合服務鄰舍層面社區發展部獲滙豐銀行慈善基金之滙豐香港社區夥伴計劃贊助，推行「荃」民起動鄉郊基層耆樂及身心社健康關懷計劃。本計劃乃荃灣區唯一獲社區夥伴計劃資助的項目，旨在支援被忽略的荃灣鄉郊居民，培養長者及體弱者建立運動習慣，並支援家庭照顧者的身心需要。

疫情帶來嶄新生活需要和生活模式，加上數碼藩籬，往往造成郊區居民的隔閡惡化。本計劃資助及教育村民應用數碼科技與智能裝置的技能，因此令村內居民準確掌握社會資訊。同時，本計劃安排跨專業介入，於服務區域內進行健康講座、運動培訓和社區義工網絡，加強鄰舍、家庭照顧者的自助互助能力及健康意識，改善睦鄰資訊網絡和創造更多鄉郊與市區交流的契機。

Sponsored by the HSBC Hong Kong Community Partnership Programme (“CPP”) of The Hongkong Bank Foundation, the IFCS Neighbourhood Level Community Development Project (“NLCDP”) implemented the “Let’s Move – Holistic Wellness Programme of Health for Tsuen Wan”. As the only NLCDP-sponsored project in Tsuen Wan District, this project puts an emphasis on the rural community in the district, helping to build a habit of doing exercises among the elderly and frail persons, as well as supporting the physical and mental needs of family caregivers.

The pandemic has manifested new social needs and ways of living. In addition, the digital barrier often worsens the barriers for the rural communities. The Project provided funds and taught the villagers digital skills and how to use smart devices to help them grasp accurate community information. At the same time, through cross-professional intervention, the Project conducted health seminars, exercise training and a health ambassador scheme to enhance self-help and mutual-help abilities and an awareness on wellness among the neighbourhood and family caregivers, hoping to improve information networks in the neighbourhood and create more opportunities for exchanges between the rural and urban communities.

耆力無窮®計劃 (第二期) Project GrandMove® (Phase Two)

「耆力無窮®」計劃由李國賢長者基金贊助，香港大學秀圃老年研究中心、香港大學運動中心等主辦，聯同本機構就業發展綜合服務、香港理工大學活齡學院及多間非政府機構攜手推行。乘著第一期良好服務果效與發展的勢頭，本計劃於2021年9月正式踏入第二階段，為期兩年。

透過院校的參與，本計劃建立了一套具有理論基礎的方案，旨在幫助體弱或前期體弱長者，進行簡單的帶氧、阻力運動，以及培養定期鍛鍊身體的習慣，以減輕長者因體弱而帶來的種種問題與後果。同時，本計劃培訓年輕長者成為運動教練，共同為社區的體弱長者服務。

本年度本機構與5間長者中心及長者日間中心合作，順利在疫情緩和時舉辦了多次直接長者小組運動課堂及兩次教練活動。縱使疫情再度在2022年初惡化，本機構得悉有部分曾完成課堂的老友記自發及持續地繼續運動，實在令人鼓舞。

Project GrandMove®, a project funded by Simon K.Y. Lee Foundation, was organized by Sau Po Centre on Ageing and Centre for Sports and Exercise of The University of Hong Kong, and implemented jointly by Integrated Career Development Service of the Organization, the Institute of Active Ageing of The Hong Kong Polytechnic University and other NGOs. Following the satisfactory outcomes and development of Phase One, the 2-year project entered its second phase in September 2021.

With participation from various academic institutions, the Project established a set of theory-based approaches, aiming to help frail or pre-frail elders to do simple aerobic and resistance exercises, helping them to develop a habit of regular exercising to reduce various problems and consequences for the elderly as a result of frailty. Also, the Project trains young-olds to be sports trainers, serving frail elderly persons in the community together.

This year, in collaboration with 5 elderly centres and day care centres for the elderly, the Organization held many in-person small-group elderly exercise lessons and trainer activities twice when the pandemic had eased. Despite another severe outbreak in early 2022, it was encouraging when the Organization learnt that some elderly buddies who had previously completed the lessons continued to do exercises on their own initiatives.

童闖「孖展」ing計劃 X-Generation Co-learning at Market



發揮長者潛能 實現長幼共融

由滙豐香港社區夥伴計劃2020贊助的「千層·GOAL」，服務模式新穎、題材吸引，獲無綫電視《無耆不有》節目邀請，拍攝長者如何發揮所長、保持童心，為兒童設計實境解謎遊戲，走入社區、認識生活文化與歷史。節目於2021年7月首播。

長者設計解謎遊戲 助學童實境學習

計劃於2021年8月順利結束，隨即獲滙豐香港社區夥伴計劃2021贊助，於9月展開以街市為主題的實境學習「童闖『孖展』ing」計劃。現時，本計劃超過40名長者義工，設計一系列體驗活動。參與活動的對象橫跨幼兒、親子至中學生，參加人次超過1,000人。過程中，本計劃拉近新生代與長者的距離，長幼共同透過活動發掘逛街市的趣事；連繫街市檔主和街坊；使長者發揮潛能、充實退休生活。

Unleash elderly potentials and promote intergenerational harmony

With the support from HSBC Hong Kong Community Partnership Programme (“CPP”) 2020, the “Let’s Goal” project adopted innovative intervention methods and interesting topics. Upon invitation by TVB “Revel In Retirement”, a programme was made to feature how the elderly can remain young at heart and utilize their talents to design reality puzzle games for the children, leading the children to learn more about the community and its history. The programme was first broadcasted in July 2021.

Puzzle games designed by elderly help children learn in reality games

Soon after the Programme successful completion in August 2021, it was funded by the CPP again in 2021 to launch the X-Generation Co-learning at Market project in September, a reality learning project with a theme on wet markets. At present, the Project has over 40 elderly volunteers to design a series of experiential activities for participants ranging from young children to secondary school students, as well as parent-child participants, with over 1,000 attendances. The Project brought the new generation and the elderly closer together, allowing them to discover the fun about wet markets through various activities, as well as to connect market stall owners with residents in the neighbourhood. It also unleashed the potentials among the elderly, helping them to live a fulfilling retirement life.

賽馬會「幸福點子」跨代悅讀計劃 Jockey Club "Sparkles of Happiness" Intergenerational Reading and Learning Project



2021年9月開始，本機構獲賽馬會撥款，展開為期三年的賽馬會「幸福點子」跨代悅讀計劃。此計劃提升長者個人潛能，以繪本共讀把長者及兒童連結一起，締造跨世代交流與溝通的平台，促進家庭和諧。計劃更獲撥款租用荃灣Plaza 88的寫字樓作為共創基地，基地設過千本繪本圖書，並舉辦故事活動，讓長者故事義工與小朋友及其家人共享閱讀時光。

發揮長者潛能 帶動計劃推行

計劃已招募超過30位長者成為故事義工。他們分組到社區及院校為兒童講故事，亦會於共創基地支援各項的繪本活動，展現帶領活動的能力，實現長幼共融，亦讓更多的社區人士建立對長者的正面形象。

與團體合作 推動親子繪本活動

首3個月內，本計劃舉辦了6次學校活動、3場親子閱讀講座及社區教育活動。各合作團體的親子活動報名情況均十分踴躍，活動後對長者講故事的認真與技巧深表讚賞，亦加強了公眾人士關注「幸福」與「家庭關係」的重要性。

Starting from September 2021, the Organization was funded by Jockey Club to launch the three-year Jockey Club "Sparkles of Happiness" Intergenerational Reading and Learning Project. The Project aims at enhancing the potentials of the elderly. Through paired reading of picture books, the elderly and children were connected, creating an intergenerational exchange and communication platform that promotes family harmony. The Project was also funded to rent an office premises at Plaza 88 in Tsuen Wan as a co-creation centre, a picture book corner with a collection of over 1,000 picture books. Storytelling activities were also organized, and hosted by elderly storytelling volunteers where children and their families could share reading moments together.

Elderly utilizes potentials to launch project

The Project recruited over 30 senior citizens to be storytelling volunteers, who told stories to children in the community and other institutions. They also supported various picture book reading activities in the co-creation centre. These elderly volunteers not only demonstrated their skills in leading programmes, but also realized intergenerational harmony, thus promoting a positive image of the elderly among the public.

Promote parent-child picture book reading activities with other organizations

During the first three months, the Project organized 6 school events and 3 parent-child reading seminars and community educational activities. Various parent-child activities jointly organized with other organizations were well received by the public. The elderly volunteers were highly praised for their earnestness and storytelling skills after the activities. The Project has raised the public awareness of the importance of 'happiness' and 'family relationship'.

賽馬會痛「正」能量計劃 Jockey Club 'Confront Pain with Ease' Project (JC-COPE)



常見長者有慢性肌骨痛症的健康問題，普遍為腰背、頸、膝和腕關節的痛症。長期痛症不僅引致健康衰退，也對心理以至日常生活造成負面影響，令患者變得虛弱及失去獨立性。

承蒙賽馬會慈善信託基金捐助，本機構與香港中文大學醫學院合作，於本年1月推出賽馬會痛「正」能量計劃，為60歲或以上、患有長期或慢性肌骨痛症，或因痛症感而出現情緒困擾的長者提供社區為本的跨專業支援和自我健康管理服務。

Chronic musculoskeletal pain is a common health issue among the elderly, where as lower back, neck, knee and hip joint are the most common pain sites. Chronic pain does not only lead to deterioration of physical health, but also give adverse impacts on the patients' mental health and daily life, making them frail and dependent.

Thanks to the generous donation from the Hong Kong Jockey Club Charities Trust, the Organization and the Faculty of Medicine at The Chinese University of Hong Kong jointly launched the "JC-COPE" Project in January this year, providing community-based multi-disciplinary support and self-health management service to those aged 60 or above who are suffering from prolonged or chronic musculoskeletal pain or emotional distress caused by pain.

The Project provided personalized services to the elders, including pain assessment, different physical exercise classes, medically themed educational talks and emotional support groups, etc. It helps them to cope with and live with pain confidently and positively. During the fifth wave of the

計劃開展為長者提供個人化服務，包括安排他們進行痛症嚴重程度篩檢、參與不同的運動班、醫療主題講座及情緒支援小組等，協助他們更有信心地面對痛症，更積極地與痛症共處。因第五波疫情，服務暫時改以電話及網上直播形式進行，教育患者在家進行紓緩痛症運動和心理紓緩技巧，不致因減少出外活動而令痛症惡化。本計劃亦會於下年度開拓照顧者教育和支援服務，及招募義工成為痛症大使，推廣服務及支援患者，以接觸更多有需要的人士。

pandemic, the mode of service was temporarily switched to phone contact and online broadcasts. We taught patients some pain relief exercises and skills for emotional relief to prevent deterioration of pain as a result of going out less frequently. In the coming year, the Project will start launching caregiver education and support service as well as recruiting Pain Ambassadors to promote the services and support to patients so as to reach out to more people in need.

賽馬會e家易離院支援計劃

Jockey Club Empowerment-based Transitional Care Project (JCETC)



在賽馬會慈善信託基金的捐助下，香港大學秀圃老年研究中心同本機構之社區健康綜合服務及其他非牟利社福機構，於2021年4月推動「賽馬會e家易離院支援計劃」。本計劃致力透過嶄新的服務模式，全方位支援50歲或以上的離院人士及其家庭照顧者，為其提供專業的社區復康支援，以達至最佳的照顧安排。

With the generous donation from the Hong Kong Jockey Club Charities Trust, Sau Po Centre on Ageing of The University of Hong Kong joined hands with the Integrated Community Health Service of our Organization and other non-profit social welfare organizations to launch the JCETC in April 2021. The Project aims to holistically support the recently discharged adults aged 50 or above, as well as their family caregivers by providing professional community rehabilitation support, so as to achieve the best care arrangements through innovative service model.

專業醫護團隊為離院人士及其照顧者進行全方位評估，以制定個人護理計劃，並提供日間復康和家庭支援服務，例如復健運動、藥物輔導、物理治療、職業治療、照顧者技巧訓練等。關注待康復人士的復健黃金期，並以恢復日常生活技能與自理能力為主導，本計劃在開展初期積極培訓團隊採用interRAI™家居照顧評估工具，以科學實證配合臨床專業判斷的模式，達致服務質與量的平衡。為了惠及更多有需要人士，本計劃向醫院、安老服務機構及病人自助組織推廣服務，以配合個案轉介的需要。

The multi-disciplinary health professional team conducts holistic assessment for discharged persons and their caregivers, and provides day rehabilitation and family support services, such as rehabilitation exercise, medication drug counselling, physiotherapy, occupational therapy, caregiver skills training, etc. Caring for the golden period of rehabilitation for persons in needs, with the focus on resuming daily living skills and self-care ability, the Project was first launched with the interRAI™ home care assessment tool training was provided to the team. It was an evidence-based mode with professional clinical diagnosis to strike a balance between service quality and quantity. In order to benefit even more people in need, the Project promoted its services to hospitals, elderly service agencies and patient self-help groups.

賽馬會「攜手同行」癌症患者支援計劃

Jockey Club Cancer Survivorship Care Project (JCCSCP)



現行癌症治療多數由醫院日間門診提供，集中處理病人身體的徵狀，卻忽略了他們的心理需要、家庭及經濟狀況，以致承受巨大壓力和困擾。

At present, most cancer treatments are carried out in an outpatient setting, with a main focus on treating physical symptoms of the patients. However, the patients' psychological needs, family and financial conditions might often be neglected, resulting in tremendous stress and distress on the patients.

承蒙賽馬會慈善信託基金捐助，香港防癌會統籌，本機構社區健康綜合服務聯同香港大學及多間非政府機構推行之賽馬會「攜手同行」癌症患者支援計劃於2021年11月正式展開。本機構主力支援居於新界西區的有需要人士，特選址於荃灣南豐中心開設新服務中心，將於2022年夏季正式入伙。

Thanks to the donation from the Hong Kong Jockey Club Charities Trust, and co-ordinated by The Hong Kong Anti-Cancer Society, the Integrated Community Health Service of the Organization and the University of Hong Kong joined hands with many NGOs to launch the Jockey Club Cancer Survivorship Care Project in November 2021. As our Organization mainly provides support to people in need living in the New Territories West, we specially chose to locate our new service centre in Nan Fung Centre, Tsuen Wan, and expected to move into the premises in summer 2022.

此前，臨時計劃辦公室已開始為患者提供由確診至康復各階段的支援。他們全程由同一社工、註冊護士或輔導員專責跟進，除了心理輔導外，會安排專職醫療諮詢服務，並按需要轉介至適切的社區資源，為患者提供個人化的全方位支援。

此乃針對現行醫療照顧的不足，旨在協助癌患者及其家庭成員適應癌症帶來的種種轉變，重新主導生活，提升生活質素。本計劃亦會舉辦癌症相關的主題講座，以及提升癌症人士的互助精神的同路人聚會，助患者走出困局。

Before the new centre commenced operation, the temporary project office has started providing support to patients across all stages, from being diagnosed to rehabilitation. The patients' cases are followed up by the same social worker, registered nurse or counsellor. In addition to psychological counselling, we also arrange specialized medical consultation service and referral service for relevant community resources according to the patients' needs, providing them with holistic and personalized assistance.

This Project aims at filling the gap in the existing medical care services by helping cancer patients and their family members to adapt to various changes that may occur, to reclaim their rhythm of life, and to enhance their quality of life. The Project also organizes themed talks related to cancers and companion meetings promoting mutual help among cancer patients, helping them to overcome their hardship.

新服務地點 New Service Locations

Hamara Hub

 葵涌和宜合道68號
68 Wo Yi Hop Road, Kwai Chung

恩澤膳—短期食物援助服務隊（荃灣區分區服務處）
Blessed Food – Short-term Food Assistance Team (Tsuen Wan Sub Service Base)

 荃灣南豐中心821室
Unit 821, Nan Fung Centre, Tsuen Wan

恩澤膳—短期食物援助服務隊（葵青區分區服務處）
Blessed Food – Short-term Food Assistance Team (Kwai Tsing Sub Service Base)

 葵涌貿易之都1003室
Room 1003, Millennium Trade Centre, Kwai Chung

賽馬會「幸福點子」跨代悅讀計劃
Jockey Club "Sparkles of Happiness" Intergenerational Reading and Learning Project

 荃灣Plaza 88 25M室
Room 25M, Plaza 88, Tsuen Wan

綜合家居照顧服務 / 葵青區改善家居及社區照顧服務（葵涌辦事處）
Elderly and Integrated Home Care Services / Kwai Tsing Enhanced Home and Community Care Services (Kwai Chung Office)

 葵涌貿易之都1005室
Room 1005, Millennium Trade Centre, Kwai Chung

賽馬會「攜手同行」癌症患者支援計劃（新界西中心）
Jockey Club Cancer Survivorship Care Project (New Territories West Centre)

 荃灣南豐中心1249室
Unit 1249, Nan Fung Centre, Tsuen Wan

攜手同心 抵抗第五波疫情 Together fighting against the 5th wave of the pandemic

疫情反覆，生活無常。香港在2021年中經歷完新型冠狀病毒第四波疫情後，不久在2022年初迎來更嚴峻的第五波，打亂了香港復甦的步伐，進一步重創經濟、社會和民生。面對疫情下的新常態，機構從兩年前疫情開始至今，早已準備隨時迅速調整服務內容和營運策略。因為機構時刻密切關注區內民生及社會情況，積極尋找不同資源和出路，與基層共渡時艱。

每當新一波疫情開始，機構服務迅即圍繞最迫切的防疫與抗疫，制訂服務應變措施，上下竭力維持緊急服務的營運，在抗疫和防疫資訊及工作上加強跨部門的交流和應變力，適時與各基金及持份者探討有助基層紓困的措施，集中處理六大類的支援：



搜刮資源 贈送防疫物資及生活必需品

當時，高規格的口罩短缺，認可的快速抗原測試包（下稱「快測包」）供應不足，生活必需品及防疫物資亦被搶購一空。機構善用防疫基金，努力在大街小巷及網上搜購物資；連結各界善長、基金、合作伙伴及社區人士徵集、撥款或轉贈物資。

其中，社區健康綜合服務獲滙豐香港社區夥伴計劃贊助，繼續推行「長者健康抗疫先導計劃」及健樂「逆」苗一防疫「良」區基建計劃，向基層長者提供抗疫支援；並成功聯繫北京市科興公益基金會（下稱「科興公益基金會」）及科興控股（香港）有限公司送出共2萬盒快測包，轉贈予區內有需要的基層長者及家庭。

短短在2022年2月初至3月中，家庭及社區綜合服務亦獲得過萬個KF94口罩、4萬多份快測包、其他防疫物資、食物券及福袋等之捐贈。

為解決燃眉之急，機構把握時間為有需要的家庭，特別是因確診或限制與檢測宣告（下稱「圍封強檢」）下的受限區域而足不出的基層家庭以及行動不便的獨居長者或雙老家庭，上門派防疫物資、食糧及生活必需品。派發物資期間，前線員工亦以一門之隔繼續進行「家訪」與慰問，全面關懷區內住戶的身心需要。

向受影響基層家庭送暖

以家庭及社區綜合服務為例，轄下之單位至財政年度結束時支援接近300個確診家庭，當中幸獲一班來自自由周大福慈善基金贊助之「煥居」計劃之「義氣搬遷司機支援平台」的義工司機協助派送近100個確診家庭的物資；我們也與招商局慈善基金會舉辦「招商暖邨@葵涌」行動，向700個受圍封強檢影響之葵涌邨及石籬（二）邨基層家庭派發防疫福袋。

The pandemic situation has been volatile, and our lives are full of uncertainties. Shortly after the fourth wave of pandemic in mid-2021, Hong Kong experienced a more severe fifth wave of outbreak in early 2022, which has disrupted the recovery progress of the city and further dealt a severe blow to our economy, society and livelihood. With all the new normals under the pandemic, ever since the beginning of the pandemic two years ago, the Organization has prepared for swift adjustment of our services and operational strategies. As the Organization is constantly aware of the livelihood of residents in the neighborhood as well as the overall situation of the community, we proactively seek various resources and solutions to ride over the hardships with the grassroots community.

When a new wave of outbreak took place, the Organization quickly focused our services on areas with the most pressing needs in pandemic prevention and measures. We formulated emergency response measures in our services, striving together to maintain operation of our emergency services. As for anti-epidemic information and efforts, we enhanced our cross-departmental exchanges and resilience by exploring with various funds and stakeholders the ways that might help the grassroots to relieve their difficulties, thus focusing on six main aspects of support:

Searching for resources Giving out anti-epidemic supplies and daily necessities

Back then, high-performing masks were in shortage. Approved Rapid Antigen Test kits (“RAT kits”) were short of supply. Daily necessities and other anti-epidemic items were also snapped up. The Organization fully utilized the anti-epidemic fund to search for and purchase all sorts of supplies through the streets and online platforms. Together with generous donors from all sectors, funders, partners and the community, we collected, transferred as well as allocated supplies.

Amongst them, the HSBC HK Community Partnership Programme sponsored the Integrated Community Health Service to launch the “Elderly Healthcare and Anti-epidemic Pilot Project” and “S.A.V.E. – Building a Healthy Community Project”, providing anti-epidemic emergency support to grassroots elderly. A total of 20,000 RAT kits were successfully solicited from Sinovac Foundation and Sinovac Biotech (Hong Kong) Limited as in-kind donations for underprivileged elderly and families.

For Integrated Family and Community Service alone, donations of over 10,000 KF94 masks, over 40,000 RAT kits, other anti-epidemic supplies, food coupons and gift packs were received between early February and mid-March 2022.

To solve the most pressing needs especially for grassroots families and immobile families of elderly singletons or doubletons being confirmed of infection or being homebound for restriction-testing declaration (“compulsory testing at restricted area”), the Organization provided timely support to families in need by delivering anti-epidemic supplies, food items and daily necessities to their doorsteps. While delivering the supplies, our frontline workers would conduct “home visits” and give comforts just outside of the doors, giving comprehensive care of the physical and psychological needs of the residents living in the neighbourhood.

Sending warmth to grassroots families being affected

Take our Integrated Family and Community Service as an example, the units of the Service have supported nearly 300 families being confirmed of infection by fiscal year end, among which almost 100 families received supplies that were delivered by a group of volunteer drivers of the ‘CommonLab – Van’ sponsored by Chow Tai Fook Charity Foundation. In a joint operation with China Merchants Foundation at Kwai Chung, 700 grassroots families of Kwai Chung Estate and Shek Lei (II) Estate being affected by the compulsory testing at restricted areas had received anti-epidemic gift packs.

針對體弱、獨居或雙老的起居

同時，機構分別獲得賽馬會及張慶華慈善基金支援，為長者購買冷藏食物包並教導他們自行翻熱，以免因圍封強檢而未能送飯，造成長者生活不便；機構亦與香港聖公會荊冕堂為長者送上防疫物資及關懷慰問。

派發網課三寶 助基層學童跨越「數碼鴻溝」

疫情爆發，大部分學校及教育機構均轉為使用視像教學，但不少基層學童家中往往缺乏電腦及網絡設備，未能支援網上學習，大大影響學習進度。為此，機構幸獲善長贊助，向來自低收入家庭的學生送贈網課三寶一電腦、無線路由器及上網數據卡，讓學生擁有平等的網上學習機會，真正達致「停課不停學」。

安排申請及發放緊急援助金

許多家庭因確診而停工和突然失業，生計大受影響而申請援助金，令申請宗數大幅增加。為提供適切的即時援助，機構派發食物券和超級市場現金券；各部門派員兼任緊急援助金申請之評估及審批，例如公益金及時抗疫基金；以及轉介基層人士申請坊間其他資源、經濟支援及食物銀行，包括協助長者及少數族裔人士申請消費券。



發展遙距服務模式

面對隔離措施及社署要求關閉服務場所，各單位全面運用遙距服務，包括線上視像活動及課程、服務短片拍攝、應用網上社交平台、電話及通訊軟件慰問等，與服務對象保持聯繫，減少服務對象因服務停擺而帶來不便及無助感。例如，長者綜合服務成功申請社署樂齡及康復創科應用基金及賽馬會「靈活新常态」計劃，採購多項復康及護理樂齡科技產品，包括智能機械人，加強應用資訊科技於服務當中。

社區健康綜合服務則加強推動賽馬會「宅居易」樂齡科技計劃，透過建立一個長者家居數碼平台，讓長者及其照顧者學習使用數碼設備，除可參與線上講座及活動外，亦可接受遙距醫療支援，例如中醫遙距問診，治療新型冠狀病毒病及復康。

日積月累的經驗，各部門對線上服務模式早已熟能生巧。同樣，機構樂見不少原本對使用數碼科技有所抗拒的長者現已學懂應用通訊軟件及上網；亦發現少數族裔家庭的視像服務出席率顯著地不斷提升。種種跡象顯示，遙距服務模式可持續發展。

發放防疫及抗疫快訊

機構不時向服務對象發放防疫資訊，目的為減少民眾因混亂消息而引起恐慌。

Caring for daily living of the frail, elderly singletons or doubletons

With support from the Jockey Club and Cheung Hing Wah Charitable Foundation respectively, The Organization bought frozen food packs for the elderly and taught them to reheat the food, just in case meal delivery services were affected due to compulsory testing at restricted areas. We also joined hands with HKSCH The Crown of Thorns Church to deliver anti-epidemic supplies and show care for the elderly.

Giving out '3 gadgets' for online lessons

Helping grassroots children to overcome the 'Digital Divide'

At the outbreak of pandemic, most schools and educational institutions switched to online teaching. Very often, many grassroots children might not have adequate computer and network connection equipment at home to support their online learning, which would affect their learning progress. Thanks to the generous support from our donors, the Organization was able to give out the '3 gadgets' for online lessons (computers, wireless routers and online data cards) to students from low-income families, so that students enjoyed equal opportunities of online learning, achieving the goal of 'suspending classes without suspending learning'.

Helping with application of emergency relief funds

The number of applications for emergency relief funds had significantly increased among many families whose livelihood was affected by suspension of work due to infection of COVID-19 or sudden unemployment. To provide timely and relevant assistance, the Organization gave out food coupons and supermarket vouchers. Various departments dedicated staff to cope with the assessment and approval process of applications for emergency relief funds, such as The Community Chest Pandemic Rainbow Fund. We also made referrals and assisted grassroots citizens to apply for other suitable resources, economic assistance and food bank, including helping the elderly and ethnic minorities to apply for the Consumption Voucher Scheme.

Developing remote-service mode

While isolation measures were in place and service premises temporarily closed upon requests by SWD, all units have adopted remote-service, including online video activities and classes, making videos of services, use of online social platforms, sending comforting messages through phones and communication software, in order to stay in touch with our service clients, minimizing the inconvenience caused and their feeling of helplessness due to suspension of services. For instance, Integrated Services for the Elderly was granted funding from the 'Innovation and Technology Fund for Application in Elderly and Rehabilitation Care' and Jockey Club "Agility in New Normal" Facilities Enhancement Scheme. These funds were used to purchase gerontechnology products for rehabilitation and nursing, included intelligent robots to enhance the application of information technology in our services.

The Integrated Community Health Service further promoted the Jockey Club Homebound Elderly Gerontech Programme. By building a home-based digital platform, the elderly and their caregivers learnt to use digital devices, enabling them to join online seminars and activities, as well as receiving remote medical assistance, such as remote consultations by traditional Chinese medicine practitioners, treatment and rehabilitation for COVID-19 patients.

With experience gathered over time, our various departments have already mastered the skills for online service mode. Also, the Organization is delighted to see many elderlies who used to resist using digital technology have now learnt to use communication software and the internet. It was also found that the attendance of video services of ethnic minority families has been increasing evidently. All these signs show that the mode of remote-service is sustainable.

Disseminating pandemic prevention and anti-epidemic information

The Organization regularly disseminated information for pandemic prevention to our service clients, with an aim to minimize panic on the people caused by confusing information. Moreover, considering the specific needs of ethnic minorities on language and religion, the

另外，考慮到少數族裔在語言及宗教的特別需要，機構轄下社企香港翻譯通提供防疫資訊翻譯服務，確保少數族裔清楚明白防疫措施的最新變化。

鼓勵接種疫苗

機構積極鼓勵服務使用者，特別是兒童及長者參與疫苗接種計劃，故進行疫苗教育及推廣工作；向獨居及雙老長者提供免費接送服務，往返社區疫苗接種中心、診所及地區康健中心；亦邀得香港醫學會醫護團隊為體弱長者進行上門疫苗接種服務，希望減少長者感染後患重症的機會。

拓展保健養生項目 應對「長新冠」

與疫情共存，不少市民面對「長新冠」（又稱新冠後遺症）問題。機構申請賽馬會等基金的資助，進行社區防疫及疫後保健教育，例如：由老圍中藥園推出網上保健養生中草藥應用知識認證課程，提升公眾疾病預防與抗疫意識；由中醫師按照長者體質提供保健飲食建議，以調理身體和增強免疫力；以及由「健樂教練」以個案管理方式幫助服務對象提升個人健康管理等能力。

Organization provided translation service of anti-epidemic information through our social enterprise, Hong Kong TransLingual Services, to ensure the ethnic minorities are clear about the latest updates on anti-epidemic measures.

Encouraging vaccination

The Organization proactively encouraged its service users, especially children and the elderly, to join the vaccination programme. Hence, we conducted vaccination education and promotion. We also provided free escorts to and from the Community Vaccination Centres, clinics and District Health Centres for elderly singletons and doubletons. We also invited The Hong Kong Medical Association to provide home vaccination service for the frail elderlies, hoping to lower their chance of being infected and suffering from severe complications.

Developing healthcare projects in response to “Long Covid”

Having been fighting COVID for some time, many citizens who were infected suffered from “Long Covid” (also known as Post-Covid Conditions). The Organization applied for funds, from the Jockey Club for instance, implementing community pandemic prevention and post infection healthcare education, such as a certified online course on applied knowledge of Chinese herbs supported by the Jockey Club Lo Wai Chinese Herb Garden, hoping to raise an awareness in the public on disease prevention and anti-epidemic efforts. Traditional Chinese Medicine (“TCM”) practitioners provided healthcare and diets tailored for elderly for toning the body and boosting immunity. Also, ‘health coach’ adopted case management approach to help service clients to enhance their abilities in personal health management.

一人有一個故事 Everyone has a Story

付出與得著

「煥居」計劃「義修義補社區服務隊」 義工 富貴哥

年過70的富貴哥已加入「煥居」計劃之「義修義補社區服務隊」超過4年，為劏房或弱勢家庭提供義務家居小維修。由於曾從事維修相關工作，當初富貴哥抱著一試的心態加入義工隊，成為不適切居所住戶們的義務維修師傅兼導師之一。當中的往事，要數一次正值夏季時為劏房街坊清洗及復原安裝空調為富貴哥最印象深刻。

富貴哥分享道：「約50磅的空調實在太重，完成維修後，我已疲憊不堪、汗流浹背。」但他深明，對劏房戶而言，在空間狹小、悶熱、空氣不流通的環境下，唯有忍受業主濫收昂貴電費的情況下開空調消暑；若空調壞了便要在酷熱中度日如年。

「我是本著『阿Q精神』才參與義工隊，但看到街坊的笑容和聽到一句『多謝』，縱使背後多累也是值得，我便覺得很滿足……只要煥居生活館仍然在，我仍會繼續參與！」富貴哥道。

疫情下的點滴

林植宣博士老人綜合服務中心

義工 慧蓉

和大多數香港人一樣，麗蓉本以為疫情只會維持一段時間便會一切如常；投身長者義工服務多年的她亦以為可以很快與長者們見面。豈料疫情持續，得悉不少長者因為日常生活被打亂，減少外出故長期缺乏運動，與親友減少往來甚至未能相見等，令他們身心健康大不如前，麗蓉的無力感特別強烈：「很多老友記頓時變成『孤島』，需要更多適切

Contribution and Reward

“Common Lab – Renovation” Volunteer Service Team Brother Fu Kwai, a volunteer

Now in his 70s, Brother Fu Kwai has joined the “Common Lab – Renovation” volunteer service team for over 4 years, helping sub-divided flats or disadvantaged households with minor repairs. Since he had relevant working experience in doing repairs before, Brother Fu Kwai just gave it a try to join the volunteer team, where he had become a volunteer repair master and instructor for tenants in inadequate housing. The most unforgettable experience for him was washing and re-installing air-conditioners for sub-divided flat tenants in a hot summer.

Brother Fu Kwai shared, ‘The air-conditioner weighed about 50 pounds. It was so heavy that I was exhausted and soaked in sweat after I finished fixing it.’ However, he was well aware of the unbearable living conditions in the cramped sub-divided flats, where it was stuffy and poorly ventilated. The tenants have no choice but to turn on the air-conditioners to beat the heat despite being overcharged by their landlords for electricity. If the air-conditioners break down, they will be stuck in intolerable heat.

“I first joined the volunteer team without thinking too much. When I see the smiling faces of residents in the neighbourhood and hear them say ‘thank you’, all my hard work pays off and I feel contented... I’ll always be part of Common Lab as long as it continues to run!” said Brother Fu Kwai.

Stories in the Pandemic

Dr. Lam Chik Suen District Elderly Community Centre (DECC)

Lai Yung, a volunteer

Like most people in Hong Kong, Connie thought the pandemic would only last for some time and then everything would be back to normal. Having volunteered in elderly services for years, she thought she could meet the other elderly friends very soon. Who would have expected the pandemic would persist? The pandemic had been disrupting the daily lives of the elderly. Many of them have socialized and exercised much less for a long time. They met their friends and relatives much less often or even hardly met. All these had worsened the elderly people’s

友記頓時變成『孤島』，需要更多適切的支援，但疫情下可以做的實體義工服務有限，令我們更加反思如何支援他們。」

後來，麗蓉參加了電話關懷長者的義工服務，透過電話終於可以慰問區內長者。麗蓉亦感受到，不論是老人綜合服務中心社工、義工及鄰居之間，在疫情下都努力地以不同方式關顧及支援身邊有需要的長者：「實在令我十分感動！」

回饋社會的喜悅

麥理浩餐廳 義工 蓮姐

蓮姐年輕時長期在茶餐廳工作，導致身體勞損而辭職，沒有經濟收入下唯有申領綜援。在就業發展綜合服務的社工提議下，決定到機構的麥理浩餐廳做義工，協助樓面遞餐。「雖然自己不能像從前一樣快手快腳，但我仍有一點能力，便決定回饋社會。」

蓮姐說：「我與其他餐廳職員在工作繁忙時有默契地互相補位，空閒時有說有笑，相處非常融合；與一位每天早上都來餐廳『幫襯』的婆婆短暫傾談，慢慢亦熟絡起來了。」轉眼兩年半的日子中，蓮姐依然感覺在餐廳幫手的時間過得很充實。

「疫」境中的夥伴

家庭活動及資源中心 義工大使 智雯

「做義工的得著有很多，與活動參加者的相處令我獲益良多。」智雯分享道。因此，她繼續在保持社交距離的情況下，和幾位志同道合的義工大使和中心姑娘一起挑戰拍攝教學影片，例如烹飪、手工藝等題材，讓家庭觀眾可以忙裡偷閒之餘，亦可以讓她們有機會與義工夥伴們繼續一起合作、一起感受做義工帶來的積極正能量。

often or even hardly met. All these had worsened the elderly people's physical and mental health, and Connie had grown a strong sense of helplessness when learning about this situation. 'Many elderlies were isolated all of a sudden and needed more appropriate support, but in-person volunteer services allowed during the pandemic were very limited. This makes us reflect more on how we can continue supporting them.'

Later, Connie joined a volunteer service for making caring calls to the elderly. She could finally show her care for the elderly in the neighbourhood. Connie also felt that, whether they were DECC social workers, volunteers or people in the neighbourhood, everyone had been doing their best to care for and support the elderly people in need around them. 'I'm truly touched!'

Finding Joy in Giving Back to the Society

MacLehose Restaurant Sister Lin, a volunteer

Sister Lin worked in a tea restaurant for a long time when she was young. As she suffered from physical strains, she finally quit her job, and could only live on Comprehensive Social Security Assistance. Following the advice of social workers from the Integrated Career Development Service, Sister Lin decided to work as a volunteer waitress in the MacLehose Restaurant of the Organization. 'I may not work as efficient as I used to, but I can still work, so I decide to give back to the society.'

'The other staff in the restaurant and I work as a good team to complement one another during peak hours. When we have some spare time, we chitchat and get along well. I also chat and get acquainted with an elderly lady who comes to the restaurant every morning,' said Sister Lin. Two and a half years had passed, Sister Lin still finds it very fulfilling to help out in the restaurant.

Buddies amid the Pandemic

Family Activity & Resource Centre ("FARC")

Chi Man, a Volunteer Ambassador

'Volunteering is very rewarding. I also learn a lot through interacting with other participants,' shared Chi Man. That was the reason why she continued to take up the challenge of making educational videos with other Volunteer Ambassadors and social workers of FARC sharing the same interests while maintaining social distance. The videos covered topics such as cooking and handicraft. It had not only allowed family viewers to learn something in their leisure time, but also given Chi Man an opportunity to keep working with other volunteer buddies and enjoy the positive energy of volunteering.

研究及倡議

Research and Advocacy

持續關注及倡議扶貧與房屋政策

關注劏房問題 回應市民的迫切需要

葵涌區現有不少舊式私人樓宇分間單位（下稱「劏房」），住屋問題叢生。家庭及社區綜合服務的團體及社區工作部積極為劏房居民提供即時及適切的支援，同時更會連繫居民，推動居民認識、探討及關心扶貧與房屋議題，冀透過共同研究及政策倡議工作，達致促進居民充權互助的效果，回應居民的生活與住屋需要。

本年度，本機構持續關注劏房住戶在疫情下欠缺隔離空間、防疫物資及兒童上網學習支援的問題；規管劏房租賃的《2021年業主與租客（綜合）（修訂）條例》（下稱「租務管制條例」）初生效的落實狀況，以及就社會房屋、住屋標準、能源貧窮及工廈執法等进行各類調查及倡議工作。

Constant concern and advocacy on poverty alleviation and housing policies

Concern about subdivided units Respond to citizens' pressing needs

There are many old private buildings in Kwai Chung district with subdivision of a flat ("subdivided units"), resulting in many housing problems. Our IFCS G&C proactively provides timely and relevant support to tenants of subdivided units. We also connect and promote an awareness among the tenants. By facilitating discussion and concern about poverty alleviation and housing issues, it is hoped that, through discussion and policy advocacy, we can achieve the outcomes of empowering the tenants, promoting mutual help, and responding their livelihood and housing needs in the long run.

This year, the Organization continued to care about tenants living in subdivided units, who faced various problems amid the pandemic, such as lack of space for self-isolation, lack of anti-epidemic items and online learning support for their children. We were also concerned about the implementation of the Landlord and Tenant (Consolidation) (Amendment) Bill 2021 ("The Bill") that regulates domestic tenancy after it first came into effect. We also conducted research and engaged in advocacy of community housing, housing standards, energy poverty and enforcement actions on industrial buildings.

帶動改善葵青地區措施及政策 提高區內基層居民社區參與度

除了扶貧與房屋等社會整體性政策的倡議工作，本機構亦相當重視荃灣及葵青區地區層面的民生政策與措施，並鼓勵區內生活的市民參與社區建設。家庭及社區綜合服務團體及社區工作部獲葵青區議會撥款支持，舉辦兩項推動居民參與改善社區的項目：

「照顧者友善公園設計—葵青區活化公園試驗計劃」乃全港首個把照顧者需要融入公共遊樂空間的設計項目，以社區為本的空間創作手法，結合社區設計師顧問團隊「鄰里關係研究所」的專業知識，推動居民及不同持份者對設計照顧者友善公園提出意見及建議方案。

至於「葵青區兒童議會試驗計劃」亦延續推動區內兒童一同交流及商討本區兒童所關心社區事務，例如社區設施等，共同建議改善方案，並舉行發佈會，提高社區對兒童參與社會事務的認識與關注。

結合文化共融與社會創新

本機構少數族裔服務部提倡凝聚不同種族的人士，以建立多元文化社區，令少數族裔服務主流化，達致社區融和的願景。本機構獲市區更新基金支持，連續七年獲資助推行「小區濃情—葵涌多元文化社區傳承計劃」（下稱「小區濃情」計劃），讓區內生活的華裔和南亞裔人士共同設計及重建葵涌的公共設施，增添對小區的歸屬感。

Promote improvement of local measures and policies for Kwai Tsing district

Enhance participation of grassroots residents in the community

Apart from advocacy on social policies such as poverty alleviation and housing, the Organization also placed great importance on policies and measures related to community livelihood in Tsuen Wan and Kwai Tsing districts, and encouraged local residents to take part in building the community. Our IFCS G&C was supported with funds allocated by the Kwai Tsing District Council to organize two projects for promoting resident participation and community improvement:

“Designing For Caregivers – Kwai Ching District Park Design” is the first Hong Kong project to integrate caregivers’ needs into public play-space designs. By adopting community-based space creation method and integrating the professional knowledge of the Neighbourhood Innovation Lab, the project’s consultant community designer, we promoted local residents and other stakeholders to share their opinions and suggestions for designing a caregiver-friendly park.

The “Kwai Tsing District Children Council Pilot Programme” continues to promote children in the local community to exchange and discuss community affairs they care about, such as community facilities, to give suggestions for improvement together and hold a press conference to raise an awareness and concern among the community on children’s participation in social affairs.

Integrating cultural inclusion and social innovation

The Services for Ethnic Minorities Unit of the Organization promote the integration of different races. By building a multicultural community and mainstreaming ethnic minority services, we aim to achieve the vision of community inclusion. The Organization’s advocacy was supported by the Urban Renewal Fund (URF), with URF sponsoring we launched the Our Community of Love & Mutuality – Nurturing Cultural Diversity & Community Legacy in Kwai Chung (“Our Community of Love & Mutuality” Project) for 7 consecutive years, allowing local Chinese and South Asian people to co-create and rebuild the public facilities of Kwai Chung, which boost a sense of belonging in the community.

前 Before



後 After



「葵涌更『梯』—公眾樓梯美化工程」為「小區濃情」計劃的年度主題。工程前，機構收集地區持分者及街坊的意見並創作樓梯圖案。在珠海學院建築系、羅志業建築有限公司及葵青區各政府部門的支持下，工程將於2022年全面竣工。工程既提升日久失修且人流多的公眾樓梯的安全性和美感，令居民不再對公眾樓梯避之則吉，樓梯不再成為分隔社區的障礙；又可以吸引區內區外人士認識葵涌的多元文化，為小區增添活力。

The “Kwai Chung StairUp” Public Staircase Improvement Work was the annual theme of the “Our Community of Love & Mutuality” Project. The Organization collected the opinions from stakeholders and residents and created the patterns along the stairs. With the support from the Department of Architecture of Chu Hai College of Higher Education, Law Chi Yip Construction Company Limited and various governmental departments of Kwai Tsing District, the work was completed in mid-2022. The residents used to avoid using the public staircase as it was dilapidated with high pedestrian flow, but the work has enhanced both its safety and beauty, so that it is no longer a barrier that separates the community. More people both inside and outside of the local community are drawn to Kwai Chung to learn more about the community’s multiculturalism, which also revitalizes the community.

本年度，市區更新基金更邀請本機構與香港珠海學院合辦題為「社會創新與都市永續的共生關係」的專題研討會。會上，本機構代表分享透過推動共建設社區而培育共融文化的經驗與成果的研究，參與領域的專家對話，一起討論城市更新和可持續性的未來發展方向。

This year, the URF invited our Organization and the Chu Hai College of Higher Education to co-organize an Urban Renewal Fund 10th Anniversary Thematic Seminar on “Symbiosis of Social Innovation and Urban Sustainability”. At the seminar, representatives of the Organization shared their experience and the outcome of cultivating an inclusive culture through facilitating the building of the community together. Participants were brought together to assemble a cross-disciplinary dialogue that responded to the future development of urban renewal and social sustainability.

關注執行及推動社區園圃計劃

葵翠邨2018年落成入伙，家庭及社區綜合服務的團體及社區工作部關注到邨內園圃一直閒置，房屋署未有開始推行社區園圃計劃。至2021年底，本機構終協助居民成功爭取開始招募有興趣的住戶租用園圃耕種，改善環境。

「疫」有困難 「疫」有機遇

疫情下長者及護理者的生活狀況調查

本機構長者綜合服務於2021年7月至8月進行問卷調查，訪問了649名現正使用本機構不同種類服務的長者（88%）及護理者（12%），部分亦接受了跟進訪問，以了解他們在疫情下的生活狀況及使用服務的意見。

結果顯示，近六成（58.8%）受訪者感覺與朋友的關係變得疏離；超過一半（54.7%）的受訪者表示，疫情下中心有限度服務帶來影響。他們期望重建社交生活。當中近六成（58.3%）受訪護理者感到照顧壓力大增，當中有一成（11.8%）護理者更感到照顧壓力將近「爆煲」。

科技改善長者生活 支援不足成卻步主因

疫情持續為長者帶來非一般的挑戰，也帶來新思維和新視野，讓一群從來沒有學習應用資訊科技的長者，思考運用資訊科技應對社交距離限制。有三成（30.8%）受訪老友記同意掌握資訊科技能改善他們的生活質素；當中九成（89.6%）人接觸電子科技的意欲下降，原因包括（一）擔憂缺乏使用電子科技的即時支援，（二）上網流動數據不足，以及（三）沒有合適資訊和器材等。

長者護理者同見證 行之有效一舉兩得

即使如此，其中過半數（56.1%）人同意若能有更多的支援，他們會願意嘗試使用更多的電子科技產品。一位因疫情而初接觸資訊科技的受訪婆婆就是好例子。她花點時間克服了技術上的困難後，更享受不用舟車勞頓的線上學習樂趣，保持社交距離下仍可繼續與朋友溝通和聯繫，多了休息時間和上網學習不同知識的機會，「令自己有更多得著！」

另外，一位照顧患有認知障礙症父親的受訪女士認同，在資訊科技的支援下，父親全賴參與機構的網上活動來延緩認知退化、改善行為問題，故她的照顧壓力亦得以紓緩。

疫情加快推展步伐 樂齡科技事在必行

此項研究不但反映到機構應用資訊科技於長者服務之中，並鼓勵長者接受智能電子產品的成效斐然，印證樂齡科技成功改善長者生活及鼓勵居家安老，鞏固機構繼續長遠發展樂齡科技應對人口老化的決心。

有關本調查的詳細報告結果和分析，歡迎參閱本機構第76期季刊《麥絡》（2021年10月號）。

Concern about implementation and promotion of Community Garden Programme

Kwai Tsui Estate was completed in 2018. The IFCS G&C was aware that the garden in the estate had been left idle all the time, and yet the Housing Authority had not implemented the Community Garden Programme. By end of 2021, the Organization finally successfully helped to start recruiting interested tenants to rent parts of the garden to grow plants and improve the environment.

Difficulties and opportunities amid 'pandemic'

Survey on living conditions of elderly and caregivers in the pandemic

The Organization conducted a survey in July and August 2021. 649 service users of various services of our Organization who were senior citizens (88%) and caregivers (12%) were interviewed. Some of the respondents also accepted follow-up interviews for more in-depth understanding of their living conditions and opinions on using our services in time of the pandemic.

The results showed that nearly 60% (58.8%) of the respondents felt that their relationship with friends had become more alienated. Over half (54.7%) of the respondents stated that the limited services provided by the centres during the pandemic had affected their lives. They wished to rebuild their social life. Among which nearly 60% (58.3%) of the caregiver respondents felt that the caregiving pressure had greatly increased, among which about 10% (11.8%) of the caregivers even felt that they were overloaded with stress.

Technology improves elderly living

Insufficient support being the major barrier

The continuing epidemic situation brought about extraordinary challenges to the elderly. Yet, it also brought new ideas and vision, stimulating a group of senior citizens who have never learnt to use information technology to consider the restraints on social distancing in relation to the use of information technology. About 30% (30.8%) of the elderly respondents agreed that mastering information technology could improve their quality of life, among which 90% (89.6%) showed a lower desire to get in touch with electronic technology, the reasons including (1) worries about a lack of immediate support on using electronic technology, (2) insufficient mobile data, and (3) a lack of suitable information and equipment, etc.

Elderly caregivers witness together the win-win and effective approach

Even so, over half of the elderly interviewees (56.1%) agreed that if more support was given, they would be willing to try using more electronic products. An example was an elderly woman respondent who was first introduced to information technology during the pandemic. After spending some time to overcome the technical problems, she began to enjoy the fun of online learning when she could continue to communicate and stay in touch with her friends while maintaining social distance. Without the need to travel around, she even had more time to rest and learn different new things online, which benefitted her a lot.

Another respondent, a caregiver of her father with dementia, agreed that with support of information technology, her father took part in the Organization's online activities, which had helped to slow down his cognitive decline and improve his behavioral problems. These have relieved stress for the caregiver.

Imperative trend of gerontechnology development sped up amid pandemic

This study not only reflects the remarkable achievements of how the Organization has used information technology on elderly services to encourage the elderly to accept smart electronic products, but also proves that gerontechnology has improved elderly living and encouraged ageing-in-place. It has further enhanced the Organization's steadfast commitment in the long-term development of gerontechnology to cope with an ageing population.

For detailed report and analysis of this study, please refer to the Organization's quarterly newsletter, issue no. 76 (October 2021, Chinese only).



照顧及教育綜合服務

Integrated Care and Education Service

本綜合服務提供學前照顧、學前教育以及學童課餘託管服務，轄下服務單位包括趣智成長樂園、幼稚園幼兒園、（石蔭）幼稚園幼兒園、學童課餘託管服務及學前社工服務。機構早於1980年開始服務兒童及家庭逾40載，由1986年起開始學童課餘託管服務，更於2019年開始在區內提供由社署資助的「在學前單位提供社工服務」先導計劃（第二期），以支援及協助正接受學前服務的兒童及家庭。

雖然疫情嚴峻，全港幼兒中心及幼稚園學生由1月中起暫停面授至復活節假期後，但三園及課託服務單位繼續開放，為有需要的家長及學生提供預約式的照顧服務。此外，各單位除了加強日常清潔及防疫措施外，亦繼續提供線上學習予學生，以確保「停課不停學」，協助兒童在家學習及成長。另各單位亦透過在服務中加入更多正向情緒教育及靜觀教養等元素，以幫助家長和孩子共同走過疫情及逆境，增強個人及家庭的抗逆能力。

The Integrated Care and Education Service provides pre-primary services and after school care services. Its service units include Joyful Children World, Kindergarten Day Nursery, (Shek Yam) Kindergarten Day Nursery, After School Care Project and Social Work Service for Pre-Primary Institutions. The Organization has been serving children and families for over 40 years since the 1980s, and started offering after school care service since 1986. In 2019, the Organization started the Pilot Scheme on Social Work Service for Pre-primary Institutions (Phase 2) funded by the Social Welfare Department ("SWD"), providing support and assistance to children receiving pre-primary services and their families in the local community.

When the pandemic was most severe, although face-to-face classes in all childcare centres and kindergartens in Hong Kong were suspended from mid-January and resumed after the Easter holiday, our three kindergartens and after school care service units remained open, with care service available for parents and children in need by appointment. Moreover, apart from further enhanced cleaning and anti-epidemic measures in various units, we continued to offer online classes to help children continue learning and developing at home, ensuring "suspending classes without suspending learning". The units also instill elements of positive emotion education and mindfulness parenting in their services. It helps parents and children to walk out of the pandemic and hard times together, and strengthens resilience of individuals and families.

服務成果重點 Service Major Achievements

趣智成長樂園 Joyful Children World

0-3歲嬰幼兒培育及學前適應服務
Nurturing and pre-school adaptation service for infants aged 0-3



鼓勵家長參與 共同培育幼童做好入學準備

趣智成長樂園提供0歲至2歲全日制育嬰服務，按嬰幼兒發展需要設計感官遊戲活動，以培育及啟發嬰幼兒的多元潛能。另外，園方提供2歲至3歲幼童半日制學前適應班，透過遊戲學習常規與訓練自理能力等，協助幼兒在語言及群性的發展，為入讀幼稚園作好準備。家長的角色在幼兒黃金成長階段至為關鍵。因此，園方透過舉辦不同活動，例如家長會、家長教育講座及親子活動等，協助家長提升培育孩子的技巧。

Encourage parents' engagement in preparing toddlers for school life together

Joyful Children World provides whole-day care service for infants aged 0-2. The School designs sensory games and activities to suit the children's needs, nurturing and inspiring toddlers' diverse potentials. It also provides half-day pre-nursery adaptation classes for toddlers aged 2-3. By learning school rules and training self-care through playing games, it helps toddlers with language and socialization skills development, thus get prepared for kindergarten school life. Parents play an essential role in children's golden stage of development. Hence, Joyful Children World organizes different activities, such as parents meetings, parenting seminars and parent-child activities to help parents enhance their parenting skills.

幼稚園幼兒園 Kindergartens Day Nurseries

2-6歲照顧及教育服務

Care and education services for children aged 2-6

「綜合課程」 培育兒童均衡成長

幼稚園幼兒園及（石蔭）幼稚園幼兒園（「兩校」）一直為2歲至6歲兒童提供全日制綜合課程，透過主題探索、專題研習、活動教學等，讓幼兒從遊戲及親身體驗中學習知識、技能和態度，從而促進幼兒多元智能的發展，建立幼兒的學習興趣、能力、求知精神及良好的品格。

在暫停面授課堂期間，兩校繼續透過製作小任務電子簡報、拍攝教學影片及每星期派發教材套等，讓幼兒在家中進行學習。透過每週致電及定期視像會面，教師能夠與學童及其家長進行交流互動，了解學生的學習進度，以適時提供幫助。

家校協作 促進親子關係發展

兩校透過舉辦不同類型的活動，例如家長講座及工作坊、親子活動、家長義工小組等，協助家長認識兒童發展，提升管教方面的能力，以促進良好的親子關係。若發現家庭有特別需要，校方會與駐校社工協作，並作出轉介和跟進，以協助解決困難，共建家校合作，同心同行的精神。

"Integrated Curriculum" nurtures a balanced development for children

Kindergarten Day Nursery and (Shek Yam) Kindergarten Day Nursery ("The Schools") provide whole-day integrated curriculum for children aged 2 to 6. Through thematic approach, project learning and activity-based teaching, children acquire knowledge, skills and attitudes through playing and self-experiencing, which enhances the children's multi-intelligence development, and develops their interest in learning, ability, and hunger for knowledge and good virtues.

During suspension of face-to-face classes, The Schools continued to prepare mini mission PowerPoints, teaching videos and distribute teaching packs every week to facilitate children's learning at home. By giving weekly calls and regular video meetings, teachers had exchanges and interactions with students and their parents to learn about the students' study progress and provide timely help.

Home-School collaboration promotes development of parent-child relationship

The Schools organize various activities, such as parents' seminars and workshops, parent-child activities and parent volunteer groups to help parents understand children's development and enhance their parenting skills, thus promoting healthy parent-child relationship. If any families are found to have special needs, The Schools will work with school social workers and give referrals and follow-ups to help solve their problems with a spirit of home-school cooperation and walking together with one accord.





Externally funded activities enrich children's learning opportunities

To enrich students' life experience and widen their horizons, The Schools seized the opportunities to apply for governmental aid and other funds to provide extracurricular learning opportunities and support to children and their parents, including KeySteps@JC, a programme with parent-child box sets designed to encourage interaction between parents and their children through games during the pandemic. Funded by the Education Bureau, books and specially designed handicrafts and resource packs were given to students, including blocks, clay and music books, to encourage and support children's learning at home. We also continued to apply for funding from the Committee on Home-School Co-operation to organize parenting talks and workshops.

Healthy campuses promote whole-person development in children

The Schools implemented the Healthy School Project and continued to conduct various activities to encourage doing exercises, balanced diets, and influenza and COVID-19 vaccinations, thus reinforcing an awareness on healthy living among children and their parents. As for spiritual development, The Schools regularly conducted religious and educational activities such as 'Time with Abba', parent-child gospel programme, summer Bible study and released e-News, hoping that teachers, students and parents would receive peace and blessings, thus learn about the spirit of Christ.



外界資助活動 豐富孩子學習機會

為增進學生的生活經驗和擴展視野，兩校把握申請政府及基金資助的機會，以向學童及其家長提供校外學習機會及支援。包括：參與賽馬會「童亮·同玩」親子盒活動，鼓勵家長在疫情期間透過遊戲與幼兒進行親子互動；透過教育局資助，送贈圖書和設計不同的小手作及資源套予學生，例如積木、泥膠、音樂圖書等，鼓勵及支援兒童在家學習；以及續申請家庭與學校合作事宜委員會的資助，舉辦家長講座及工作坊等。

健康校園 促進兒童全人發展

兩校推行的「健康校園」計劃，續透過舉行各項活動，鼓勵運動、均衡營養及接種流感疫苗及新冠疫苗等，深化幼兒及家長對健康生活的意識。至於靈性的發展方面，兩校定期舉行「親親天父時間」活動、發放福音電子資訊、親子佳音活動、暑期聖經班等宗教教育活動等，期望讓師生及親子在活動中領受平安與祝福，從中認識基督精神。



提早準備 有助順利銜接小一

兩校明白家長非常重視孩子的升學及成長，故每年都舉辦升小一講座，分析選校注意事項，並邀請區內小學校長及舊生家長分享心得；派發小學資訊及參與小學舉辦的活動，以及進行小一模擬活動，多方協助幼兒準備適應小學生活。

Preparation in advance helps bridging to Primary 1

The Schools understand that parents are concerned about their children's studies and development. Hence, every year, we organize Primary 1 promotion seminars to analyze the points to note in choosing schools, and invite primary school principals in the local district and parents of our alumni to share their experiences. We also gave out primary school information, took part in activities organized by primary schools, as well as organized primary 1 adaptation classes to help children prepare for primary school life.



學童課餘託管服務 After School Care Project

恒常託管及學童成長服務

Regular after school care and student development services



本服務的對象為小一至小六學童及其家長，主要服務包括功課輔導、照顧服務，以及各式各樣的課餘及康樂活動，包括社教化、興趣技能、生活體驗、文化康樂、親子、家長管教、節日慶祝，及升小一與升中一銜接等，但部份活動與服務因疫情而暫停或取消。

特別服務配合網上學習需要

因應學生及家長疫情期間使用電子媒體學習上的新挑戰，本服務善用視像通訊軟件，積極透過個別或小組形式指導，協助學童及家長掌握網上學習的方法；並讓缺乏上網設備的學生免費借用平板電腦進行網上學習，大大提升了學童的學習能力及彼此的溝通。

The Service aims at serving primary 1 to 6 students and their parents, mainly providing services including homework guidance, care service, as well as various after-school and recreational activities, including socialization, interest groups, life experience, cultural and recreational activities, parent-child activities, parenting support, festive celebrations, and transition courses to primary education and to secondary education. Nevertheless, some activities and services were suspended or cancelled during the pandemic.

Special service to cope with needs of online learning

In response to the new challenges for students and parents on using electronic media for learning during the pandemic, this service made use of teleconferencing software to help students and their parents to master skills of online learning through one-on-one or group coaching sessions. We also lent tablets free of charge to students who lacked equipment for online learning, which had largely enhanced their learning competencies and communication.



提供STEM學習機會予基層家庭學童

本服務於2021年7月起參與由香港社會服務聯會推行的「有機上網」i.Plant 種籽師友計劃，成功配對了8對基層家庭兒童與大專學生，共同參與STEM活動。過程中，大專生教導學童進行種植方面的編程，並反思生命的意義和價值。最後，學童更運用所學，構思有關精神健康的社會創新點子。其中一位學童更榮獲「最具社會創新意念獎」季軍，成績非常鼓舞。

提供減費服務 幫助基層兒童學習成長

本服務部門善用社署的課餘託管服務收費減免計劃，提供全免、半費減免或三分之一減免的資助，以協助有需要或低收入的家庭使用課餘託管服務，讓學童得到學習及成長上的幫助外，亦減輕家長在照顧上的困難與壓力。

Provide STEM learning opportunities to students from grassroots families

The Service has joined the WebOrganic's i-Plant Mentorship Programme of The Hong Kong Council of Social Service. Eight children from grassroots families were matched with post-secondary students to take part in STEM activities together. Post-secondary students taught the children programming on planting, and to reflect on the meaning and value of life. At the end of the Programme, the children created their own ideas concerning the social need of mental health. One of the children even received the 2nd runner-up of the 'Most Social Innovative Idea' award for the child's remarkable achievement.

Fee-waiving scheme promotes learning and development for grassroots children

To make the best of the Fee-waiving Subsidy Scheme of the SWD, the Service provided full fee-waiving, half fee-reduction or one-third fee-reduction subsidies for children of low-income families to attend after-school care service. This not only supported children's learning and development, but also alleviated the problems and pressure for parenting.

學前單位社工服務 Social Work Service for Pre-primary Institutions

個案輔導 預防與舒緩並重 Case counselling focusses on prevention and relief










學前單位社工服務每星期駐校兩天，為學生及家長提供個案輔導服務之餘，亦定期舉辦學生、家長及教職員小組與活動，並向他們發放電子資訊及實體小冊子，以支援他們在教養上、舒壓上和成長上的需要。由於疫情關係，本年度大部份活動改以網上形式進行，而個案輔導工作則繼續以個別面談、電話及書信聯絡形式進行，盡可能減低疫情對服務對象的影響，特別是有特殊教育需要的學生及其家長或有管教困難的家庭。

Social workers of the Social Work Service for Pre-primary Institutions station at school 2 days per week. Apart from offering case counselling services for students and parents, we regularly organize small group meetings and activities for students, parents and school staff, and also send electronic information and printed pamphlets to support their needs on parenting, stress relief and development. Under the pandemic, most activities during the year were conducted online instead, whereas case counselling continued to be conducted in-person, via phone calls and letters, minimizing the impact of pandemic on our clients as much as possible, especially students of Special Educational Needs ("SEN") and their parents or families with problems disciplining their children.




服務統計 Service Statistics

學前服務 Pre-primary Services

	趣智成長樂園 Joyful Children World	幼稚園幼兒園 Kindergarten Day Nursery	(石蔭) 幼稚園幼兒園 (Shek Yam) Kindergarten Day Nursery
 收生人數 Enrollment no.	384 Age0-2 218 Age2-3	1,189	1,540
 嬰幼兒每日恒常照料紀錄 No. of daily records for infants' personal care routines	10,268	不適用 N/A	不適用 N/A
 個別兒童發展評估次數 No. of reports and reviews for individual child's development progress	41	193	255
 特別活動 (兒童) No. of special activities for children	不適用 N/A	29	33
 特別活動 (鼓勵家長參與) No. of special activities for encouraging parental participation	2	32	36
 暫託服務使用人次 Occasional Child Care Service Attendance	230	67	4 (非資助 Non-subsvented)
 延長服務使用人次 Extended Hours Child Care Service Attendance	736	608	68 (非資助 Non-subsvented)
 兼收服務收生人數 Enrollment no. of Integrated Programme	不適用 N/A	72	72
 兼收兒童個人計劃 No. of achieving plans in Integrated Programme	不適用 N/A	24	25

課餘託管服務 After School Care Services

	小學託管服務及 專科輔導班 After School Care Service & Primary Guidance Programmes	社教化／興趣小組 Socialization Programmes / Interest group	教育／康樂文化等 各項活動 Education/ Recreational Activities
 節數 No. of Programme(s)	154	23	29
出席人次 Attendance	21,195	533	24,858



家庭及社區綜合服務 Integrated Family and Community Service

家庭及社區綜合服務由「社區綜合服務中心」（包括「團體及社區工作部」、「少數族裔服務部」及「全人發展服務部」）、「家庭活動及資源中心」、「青衣邨社區會堂」及「鄰舍層面社區發展計劃」四個部門組成。因應機構整體發展，回應社區人士對服務的需求，推出適切服務以回應轉變中的社會需要。

本綜合服務的主要服務對象包括：區內團體及單位（公屋及私人樓宇社群、學校等等），以及有特別需要的個人、家庭及社群（低收入家庭、少數族裔、新來港人士、單親家庭、學習障礙學童家庭、在成長過程中需要協助的青少年、及有個人增值需要的人等等）。

The Integrated Family and Community Service (IFCS) comprises four departments, namely the Integrated Community Service Centre [including Group & Community Work Unit (G&C Unit), Services for Ethnic Minorities Unit (EM Unit) and Comprehensive Development Service (CDS)], Family Activity & Resource Centre (FARC), Tsing Yi Estate Community Hall (TYECH), and Neighbourhood Level Community Development Project (NLCDP). In view of the Organization's overall development, the IFCS responds to the service needs of the community, launching appropriate services that meet the everchanging needs of society.

The IFCS mainly serves local groups and units (public rental housing and private building communities, schools, etc.), as well as individuals, families and communities with special needs (low-income families, ethnic minorities, new arrivals, single-parent families, families of children with learning disorders, young people who need assistance in their development, and individuals who aspire personal advancement, etc.).



服務成果重點 Service Major Achievements

新服務計劃 New Service Projects

- 賽馬會「攜坊互連」葵芳社區計劃（第二期）
Jockey Club “We Connect” Community Project in Kwai Fong (Phase Two)
- 賽馬會Project Mix — 少數族裔多元文化運動共融計劃
Jockey Club Project Mix Multicultural Sports Programme
- P.R.A.I.S.E. 少數族裔適應、融入與種族共融計劃
P.R.A.I.S.E. — PProject for Adaptation, Inclusion and Social integration for Ethnic minorities
- 賽馬會少數族裔家庭健康先導計劃
Jockey Club S.A.T.H. Project for Healthy Families
- 第二期「賽馬會友趣學中文」計劃
“C-for-Chinese@JC” Project (Phase Two)
- 「荃」民起動鄉郊基層耆樂及身心社健康關懷計劃
Let's Move – Holistic Wellness Programme of Health for Tsuen Wan

上述新服務計劃內容詳列於「新動態」部分。

Details of the above new service projects are listed in the ‘NewsFlashes’ section.



社區綜合服務中心 Integrated Community Service Centre

團體及社區工作部 Group & Community Work Unit

振興社區 促進互助 Revitalizing community and promoting mutual aid

貧困家庭居民分擔照顧及經濟壓力

承蒙中銀香港基金資助，「時刻共享」社區計劃於2020年10月啟動至今，以時間銀行手法，成功建立葵涌社區互助網絡，讓基層照顧者在有限資源下進行時間及潛能資源互換，分擔照顧家庭的重擔，並儲存時間積分「時刻」。

「互惠」互助 擴大社區影響力

獲周大福慈善基金支持，「社區互惠銀行」計劃（下稱「互惠銀行」）自2015年起已成功於葵青區推動街坊以參與義工服務或擔任才能導師交換「社區積分」，使弱勢家庭可利用積分換領食物、日用品及服務。

此存戶積分制及捐贈網絡現已擴大應用範圍和流通性，融入到本機構的不同服務計劃之中，亦促成更多跨團體協作。疫情期間，雄厚的捐贈網絡基礎下，互惠銀行得以迅速收集大量防疫物資，緊急轉贈予基層家庭。

Sharing caregiving and financial stress with poor families

With the Bank of China (Hong Kong)'s funding, the "Be My TimeMate" Community Project was launched in October 2020. Adopting the time bank approach, the Project has successfully established a mutual aid network in the Kwai Chung community, where grassroots caregivers could exchange their time and talents with limited resources, sharing the burden of taking care of their families among themselves, and accumulating "Time Points".

Expanding influence of community by mutual help and mutual benefit

Funded by the Chow Tai Fook Charity Foundation, starting from 2015, the Community "Talents Bank" Mutual Support Programme ("Talents Bank") has successfully promoted residents of Kwai Tsing District to earn "community points" by engaging in volunteer services or being instructors, so that disadvantaged families can use the "community points" to exchange for food, daily necessities or services.

This point system and donation network have expanded their scopes of application and usage, covering various services and projects of the Organization, as well as facilitating more collaboration with other groups. During the pandemic, with a strong foundation of donation network, the Community "Talents Bank" swiftly collected a considerable amount of anti-epidemic supplies, which were transferred to grassroots families in need.

紓緩基層住屋問題

Relieving housing difficulties for the grassroots

機構為不同住屋環境家庭提供針對性的服務，包括不適切居所居民、輪候公屋人士，及被忽略的荃灣鄉郊區域居民。

The Organization provided focussed services to families of different housing environments, including inadequate housing residents, individuals on waiting list for public rental housing, and the neglected residents living in the Tsuen Wan rural areas.



私人樓宇、劏房及「n」無家庭支援服務

Support for families living in private housing, subdivided flats and the “N-nothings”

適逢租務管制條例剛剛於2022年1月生效，賽馬會「陽光計劃2.0」劏房居民社區支援服務（下稱「陽光計劃」）就協助劏房居民認識條例制度、處理查詢，以及就新例下的租務事宜提供免費諮詢等工作應運而生。

Since the new legislation to implement the tenancy control on sub-divided units took effect in January 2022, the Jockey Club Sunshine Project 2.0 – Community Support Service for Sub-divided Flat Residents (“Sunshine Project”) has been promoting public awareness of the new regulatory regime, handling enquiries, and offering free consultations on tenancy matters to subdivided unit tenants.

除此之外，陽光計劃新增了土地查冊服務，擴大共同購買（下稱「共購」）計劃的受惠人數至現有過百個基層家庭參與，亦繼續提供網上法律支援等，以協助居民構建睦鄰關係與網絡，發揮守望相助精神，及提升抗逆力。

On top of this, the “Sunshine Project” added the land search service, expanded the scope of beneficiaries of “co-purchasing” to over 100 grassroots families at present, and continued to provide online legal assistance to help residents build a harmonious relationship and network, promoting a spirit of mutual help and enhancing resilience.



擔任地區協作單位 助基層居民申請津貼

本機構於本年度再度成為中電「全心傳電」計劃的地區協作單位，協助約600個低收入家庭透過申請而獲得電費資助；亦透過協助近500位葵青區劏房住戶申請子計劃—「劏房住戶支援計劃」，讓他們獲安排重新鋪設單位電線及安裝獨立電錶，改善家居安全及居住環境。

另一方面，本機構共協助區內居民處理逾1,000宗第二輪關愛基金「非公屋、非綜援的低收入住戶一次過生活津貼」的申請。本機構亦是關愛基金「為低收入劏房住戶改善家居援助計劃」的認可執行單位，年度內共接獲及跟進處理超過600宗申請，協助劏房戶得到非現金津貼，以進行家居改善或維修、購買傢俬等。

Acting as local partner to help grassroots residents apply for allowances

This year, the Organization continued to be a local partner of the CLP Power Connect programme, helping around 600 low-income families to apply for and receive electricity subsidies. We also helped nearly 500 subdivided unit tenants in Kwai Tsing District to apply for its sub-programme – “Support for Subdivided Units Household Scheme” of the CLP Power Connect programme to carry out rewiring works needed for the installation of individual electricity meters to improve home safety and the living conditions of subdivided unit tenants.

On the other hand, the Organization has handled over 1,000 applications from residents in the district for the Community Care Fund (CCF)'s second round of "One-off Living Subsidy for Low-income Households Not Living in Public Housing and Not Receiving Comprehensive Social Security Assistance (CSSA)" Programme. Being an approved agent of the CCF's "Assistance Programme to Improve the Living Environment of Low-income Subdivided Unit Households", our Organization received and followed up on over 600 applications, helping subdivided unit tenants to receive non-cash allowance to carry out home improvement, repair or purchase of furniture.

Promoting community engagement of children living in subdivided units

Children living in subdivided units and other inadequate housing in Kwai Tsing District are living in cramped living spaces and facing a lack of resources. The district also lacks facilities that support learning and play for grassroots children, which will affect the children's learning, growth and development. Hence, from June 2020 onwards, the Organization started to implement the "Kwai Chung's Voice of the Children", a two-year project funded by Plan International (Hong Kong).

The project encourages subdivided unit children in the district to learn and care about the community, and also express their views with various stakeholders in the community. For instance, participating children designed their ideal community facilities. Their designs were then refined by urban planners and presented on virtual reality maps. They also engaged in conversations with district councillors and officials from Leisure and Cultural Services Department to share their opinions on improving the leisure and recreational facilities in the district, which enhances their social awareness and engagement, thus empowering the children. In doing so, the society also learns about the subdivided unit children's needs and ideas, building a children-friendly community together.

Support for public rental housing and interim housing residents

To provide flexible, swift and personalized support for families in need, and to meet the specific needs of a small community, the Organization is dedicated to developing a sustainable community support network and promoting the establishment of mutual aid and care network among residents, helping the beneficiaries to become helpers. We also strengthen cooperation with property management companies of public housing estates, local and resident organizations, as well as relevant government departments, to raise awareness of residents in need, to identify and refer cases concerned, and to build a caring and inclusive community together.

推動劏房兒童社區參與

葵青區居於劏房及其他不適切居所之兒童均面對狹隘及資源短缺的生活環境，加上區內環境缺乏讓基層兒童學習及玩樂的設施，對其學習、成長及發展造成一定的影響。因此，本機構於2020年6月開始推行為期兩年的「葵涌兒童留聲台」計劃，由國際培幼會資助。

本計劃鼓勵區內劏房兒童認識及關心社區，與社區不同持份者表達意見。例如，參加兒童設計他們心中理想的社區設施，由城市規劃師完善他們的設計方案後，以虛擬實境地圖呈現設計成果，與區議員及康文署等交流對區內文娛康樂設施的改善方案等，提升他們的社會意識和參與，達至充權效果；亦讓社會了解到劏房兒童的需要和想法，攜手共建兒童友善社區。

公屋、中轉屋居民支援服務

為有需要家庭提供有彈性、迅速及人性化的支援，滿足小區的獨特需要，本機構致力發展可持續的小區支援網，推動區內居民建立互助與關懷網絡，令受助人蛻變成助人者；並加強與公屋物業管理公司、地區與居民組織，以及相關政府部門的合作，提升對有需要居民的觸覺，及早發現及轉介個案，共建關愛共融的小社區。





助新來港人士融入社區

本機構之內地新來港人士服務團隊獲民政事務總署鄰里互助計劃資助，於2021年2月開展為期兩年的「融情互助」— 內地新來港人士社區支援計劃，透過互動的服務，消除人與人之間的誤解與歧視。本計劃成功推行師友配對，讓新來港學童與本地青年一對一的互動，適應本地教育；更協助新來港人士轉化角色，由無助的服務受助者轉為積極的服務提供者，義務協助機構接觸新來港人士及探訪基層住戶，讓新來港人士貢獻才能，於社區建立正面形象。

發展音樂潛能 成就青年「Music Chasers」



青少年服務團隊在葵涌扶輪社資助下，再開展新一屆「Music Chaser」計劃，成功在疫情下招募新年度學員，進行基礎音樂課程後，透過表演貢獻社區、為社區帶動正能量，提高及深化青少年關心社區的意識。例如探訪長者中心，透過音樂演奏鼓勵長者，而熱愛音樂的青少年亦有表現自己的機會。

Helping new arrivals from the Mainland to integrate into the community

Funded by the Home Affairs Department, the Neighbourhood Mutual Help Programme of our Organization launched the two-year “Mutual Aid” – Community Support Program for New Arrivals from the Mainland in February 2021. The programme aims at removing misunderstanding and discrimination through interactive services. It has successfully carried out a mentor-mentee match by pairing up new arrival students with their local youth counterparts, hoping their interaction will help the new arrival students to adapt to the local education. The programme also helps the new arrivals to transform and convert their roles from vulnerable beneficiaries to proactive helpers who volunteer to help the Organization to reach out to other new arrivals and visit grassroots households. It gives an opportunity for the new arrivals to make a contribution and build a positive image in the community.

Helping the young develop music potential and become “Music Chasers”

Thanks to the funding from the Rotary Club of Kwai Chung, our youth service team launched a new round of the “Music Chaser” programme. Despite the pandemic situation, the programme has successfully recruited trainees for the new year. After completing a fundamental music course, the trainees would contribute and bring positive energy to the community through their performances, which in turn foster and enhance their community awareness. For instance, through visits to elderly centres and giving music performances, young music lovers bring encouragement to the elders while enjoying the opportunity to show their talents.

少數族裔服務部 Services for Ethnic Minorities Unit



提倡回應多元文化需要 與少數族裔同路同行 Promoting cultural responsiveness Walking with ethnic minorities

隨著少數族裔服務部本年度於全新服務點Hamara Hub開展由嘉道理慈善基金會資助的「P.R.A.I.S.E. 少數族裔適應、融入與種族共融計劃」，另一計劃：「賽馬會Project Mix - 少數族裔多元文化運動共融計劃」在賽馬會「TREE」少數族裔青少年發展中心（下稱「TREE中心」）亦順利推行。雖然位於屏麗徑的共融館在2021年底完成歷史任務，但連同社署津助的香港聖公會多元文化外展服務隊（下稱「外展隊」）已上軌道，以及「賽馬會友趣學中文」計劃踏入第二期，皆標誌著少數族裔服務在採用回應多元文化需要的新服務模式之下，服務規模與發展迎來新的里程。

This year, after the Services for Ethnic Minorities Unit (“EM Services”) has launched the “P.R.A.I.S.E. – PProject for Adaptation, Inclusion and Social integration for Ethnic Minorities” funded by Kadoorie Charitable Foundation at our new service spot the Hamara Hub, another project “Jockey Club Project Mix Multicultural Sports Programme” was also smoothly implemented in the Jockey Club TREE Youth Development Centre for Ethnic Minorities (“TREE Centre”). The Kung Yung Koon at Ping Lai Path accomplished its historic mission at the end of 2021. Nevertheless, the H.K.S.K.H. Outreaching Team for Multi-Cultural Community subsidized by the SWD is already on track, and the “C-for-Chinese@JC” Project has entered second phase. These marked the new milestones of the EM Services upon adopting a new service model of culturally responsiveness.



服務主流化 提升少數族裔家庭的自助及互助能力 Mainstreaming services to enhance self-help and mutual-aid among EM families

通過地區宣傳及主流服務單位的轉介，香港聖公會多元文化外展服務隊投入服務第二年，已接觸到區內很多被社會忽略的少數族裔居民，有獨居長者、傷殘人士、長期病患者及其家庭照顧者等。因此，外展隊為他們提供即時支援，長遠協助轉介有需要人士至主流服務提供者，例如綜合家庭服務、社會保障服務及精神健康服務等，支援他們走出溝通與資訊滯後所造成的窘境。

Through local promotion and referrals to mainstream service units, the H.K.S.K.H. Outreaching Team for Multi-Cultural Community (“OTMC”) has been operating for the second year. The OTMC has reached out to many EM residents in the community who are often being neglected, some of whom are elders living alone, persons with disabilities, chronic disease patients and their caregivers. Hence, the OTMC offers immediate support to these residents, and makes referrals for individuals in need to mainstream service providers, such as Integrated Family Services, Social Security services and mental wellness services, helping them to walk out of the awkward situation resulted from communication and information delay.



支援非華語學生及家長順利銜接初小 Supporting Non-Chinese Speaking students and parents for smooth transition to junior primary schools

賽馬會友伴幼小銜接計劃由本機構、香港理工大學和香港基督教服務處聯合推動，支援少數族裔的初小學生適應小學環境，使他們能盡早融入主流學校，為學習生涯奠定良好基礎。踏入第二年，本計劃共與6間小學合作，服務對象包括學生、家長及老師。

The Jockey Club STEPS (Smooth Transition for Early Primary Students) Project was implemented in a joint partnership with our Organization, The Hong Kong Polytechnic University and Hong Kong Christian Service, with an aim to support Non-Chinese Speaking (NCS) early primary students to have a smooth transition from kindergarten to primary school education and eventually have better integration into the local community, thus laying a foundation for their study. In its second year, STEPS has collaborated with 6 primary schools, serving students, parents and teachers.





裝備少數族裔先鋒及求職者 Equipping ethnic minorities pioneers and job seekers

與香港機場管理局合辦的「里·想高飛」之「先鋒」計劃（第二期）為超過40位非華語求職者，提供為期一年的就業機會及在職培訓，並協助他們申請機場職位。疫情重挫航空業，無阻商界合作伙伴開放職位空缺予非華語求職者。其中一位更成功透過計劃獲得機場酒店餐飲主任的職位，以擔當本地主管和非華語僱員之間的溝通橋樑，可見計劃有助參加者發展職涯。

另一方面，計劃員工為商界伙伴提供文化工作坊，建立一個多元文化的共融工作環境。計劃亦與中學合作，帶領將畢業的青年到招聘中心參觀及模擬面試，讓青年更了解機場的發展機會。

The “Extra Mile – The Pioneer Programme (Phase Two)” jointly organized with The Airport Authority Hong Kong (“AA”) has provided a one-year work placement and on-the-job training programme for over 40 Non-Chinese Speakers (NCS) and helped them to apply for jobs at the Airport. The pandemic has dealt a heavy blow to the aviation industry, but it did not stop our corporate partners from opening job vacancies to the NCS job seekers. One of the job seekers was hired as F&B Supervisor of the Airport Hotel through the Programme, acting as a bridge between local supervisors and other NCS employees. The Programme has obviously facilitated the career development for its participants.

On the other hand, the Programme staff organized cultural workshops for our corporate partners, helping to build a culturally inclusive workplace. In collaboration with secondary schools, the Programme led graduating students to recruitment centre for visit and mock interviews, giving them an opportunity to learn more about the career prospect at the Airport.





推展前線醫療傳譯服務

Extending frontline medical interpretation service

為支援少數族裔人士看醫生時明白自身的健康情況，機構社會企業「香港翻譯通」提供20種到場翻譯服務，亦提供視像會議傳譯服務，由去年的5種語言大幅增至12種語言（包括手語）。翻譯通增聘翻譯員，為少數族裔人士提供更多就業機會，為多間公立醫院提供服務，亦為少數族裔翻譯疫情資訊。第五波疫情來勢洶洶，翻譯通亦即時設立熱線，代須圍封強檢的少數族裔街坊聯絡政府部門，為他們提供食物、緊急用品的支援。

To help EMs better understand their own health conditions during medical consultations, the social enterprise Hong Kong TransLingual Services of the Organization provides on-site translation service in 20 languages, as well as video conferencing interpretation services in 12 languages (including sign language), with a significant increase compared to 5 languages last year. Hong Kong TransLingual Services hired additional translators, which not only provided more employment opportunities to EMs, but also offered translation services to public hospitals and translated information on the pandemic situation for EMs. In the face of the raging fifth wave of the pandemic, Hong Kong TransLingual Services swiftly set up a hotline to help EM residents under the “restriction-testing declaration” by communicating with the government departments for provision of food and emergency supplies.





擴闊社企市場 助少數族裔自食其力 Expanding social enterprise market to help EMs develop self-reliance

透過在本地學校和公、私營機構籌辦各種網上或外展文化藝術活動，社會企業 Cultural Playground 為少數族裔社群提供就業機會，讓他們一邊賺取收入、幫補家計，一邊推動共融社會。

社企「愛服飾·南亞創藝」則以銷售由居港南亞裔婦女親手製作的特產為主。她們擅長以繩結及具祝福意義的印度彩繪 Henna 圖案配以不同設計，融入項鍊、耳環、禮盒、紀念品、服裝等，深受顧客喜愛。

本年度，兩間社企聯乘，成功開拓手作品工具網上銷售市場，讓顧客在家製作手工藝，增加大眾對南亞文化的認識。

Cultural Playground is a social enterprise dedicated to providing job opportunities for EMs in Hong Kong. We organise online and outreach cultural activities at local institutions, companies and organisations to provide a platform that enables the EMs to earn an income to sustain their families, at the same time encourage social integration.

Our social enterprise Love Multi-Culture (“LMC”) mainly focuses on selling special craft works handmade by South Asian women living in Hong Kong. They are especially good at making knot crafts and infusing the Indian Henna pattern (a symbol of blessings) designs into necklaces, earrings, gift boxes, souvenirs and clothing. All of these are widely welcome by our customers.

This year, the two social enterprises joined efforts to develop an online market selling tool kits of handmade products, so that our customers can make these handicraft works at home and learn more about the South Asian culture.

全人發展服務部 Comprehensive Development Service Unit

全人發展服務部為不同發展及自我增值需要的兒童、青少年及成年人舉辦班組服務，提供多元化的增值教育課程、興趣班、休閒活動及健體運動班，使參加者達致全人發展的目標。

The Comprehensive Development Service Unit (“CDS”) organizes various groups for children, youth and adults with different development and self-enhancement needs. The CDS provides diverse value-added educational courses, interest classes, leisure activities and physical fitness classes, through which the participants can achieve their goals of holistic development.



區本課後學習及支援 培育莘莘學子成才 Nurturing students through community-based after-school learning and support

本服務部成功向教育局「校本課後學習及支援計劃」之「區本計劃」（下稱「區本計劃」）申請近460多萬元，為葵青、深水埗、沙田及觀塘區21間小學合共2,000多名家境清貧的學生，提供課後學習、輔導服務及全人發展服務。區本計劃提升他們的學習能力、動力與效能，讓他們在平等發展機會下成長。

The CDS successfully applied for grants of over HK\$4.6 million from the Community-based Projects (CBP) of the “School-based After-school Learning and Support Programmes” from the Education Bureau, providing after-school learning, counselling service and whole-person development service for a total of over 2,000 disadvantaged students from 21 primary schools in Kwai Tsing, Sham Shui Po, Sha Tin and Kwun Tong districts. The CBP improves their learning abilities, motivation and effectiveness, so that they may enjoy equal opportunities for their development.

功課輔導為計劃中主要的服務內容之一，協作學校共計劃開辦超過170組的功課輔導班；而其他提升多元智能課程及活動共超過180班，包括自信心訓練、文藝、體育、戶外活動及參觀等。跟隨教育局防疫指引，區本計劃全學年的小學生服務均以非面授形式進行。

With homework guidance as one of the key services of CBP, over 170 sessions of homework guidance classes were organized with collaborating schools. A total of over 180 sessions of other multi-intelligence courses and activities were organized, including self-confidence training, art, physical fitness, outdoor activities and visits. Abiding by the anti-epidemic guidelines of the Education Bureau, all services for primary school students of the CBP were conducted in non-face-to-face mode during the whole school year.

導師工作量大減 助申請基金渡難關 Helping instructors to apply for funds to tide over difficulties as work largely reduced

接近200位區本計劃下的導師因新冠病毒病疫情令工作取消或減少而影響收入。本機構與受疫情影響的導師同舟共濟，為導師向教育局申請第五及第六輪「防疫抗疫基金」下與教育範疇相關的紓困津貼及資助，以支援受影響的導師。

The COVID-19 situation has affected the income of nearly 200 instructors of the CBP, as jobs were either cancelled or the amount of work was reduced. To stand by and support the instructors affected by the pandemic, the Organization applied for the tutors' education-related relief grant under the fifth and sixth rounds of the Anti-epidemic Fund ("AEF") from the Education Bureau.





靈活安排課程 雙軌模式開班 Flexible arrangement of courses in dual mode

2021年夏天，本服務部開辦了超過200個自負盈虧暑期課程，以親子、幼兒、小學生及中學生為對象，讓參加者有各式各樣的選擇。家長藉疫情稍為緩和期間，更積極地為子女安排多項暑期活動，欲彌補子女因學校長期暫停面授課堂及校內活動而損失的學習機會。因此，暑期課程收生情況尚算理想。

In summer 2021, the CDS organized over 200 self-financed summer courses, offering a wide variety of courses for parent-child, young children, primary and secondary school students. As the pandemic slowed down, parents became more eager to arrange various summer activities for their children, hoping to make up for the lost learning opportunities due to prolonged suspension of face-to-face classes and on-campus activities. Hence, the enrolment of the summer courses was quite satisfactory.

除了面授活動及課堂，本服務部亦主動推出非面授課程，包括語文、珠心算、體操及繪畫。隨著2022年初公布全港學校的暑期提早至三月開始，本服務部立即增加非面授課程種類的選擇，為學童提供短期訓練，報名最終反應不俗。縱使課程類別及形式有局限，非面授課程不受地域限制，成功吸引到一批非葵青區的家庭成為全新會員，報名參加活動。

Apart from face-to-face activities and classes, the CDS also proactively launched non-face-to-face courses, including languages, abacus, gymnastics and drawing. Early in 2022, following the announcement of bringing the summer holidays forward to March for all schools in Hong Kong, the CDS promptly added more options of non-face-to-face courses that provided short-term training for students, which were all well received. Though the types and formats of courses were limited, since non-face-to-face courses were unbound by locations, a group of new members from families living outside of Kwai Tsing District were drawn to take part in the activities.

外展兒童及親子活動 接觸更多新服務對象 Outreach activities for children and parent-child to connect with more new service users

本服務部於2021年暑假期間與各區的公共圖書館，協辦多元化親子工作坊，藉活動加深親子關係。同時，本服務部以「到會」服務形式與各區屋苑會所合辦「兒童創意王國」，為小朋友提供培育創意思維的課程。

In 2021 summer, the CDS jointly organized diverse, parent-child workshops with public libraries in different districts, aiming at enhancing parent-child relationships. Besides, the CDS jointly organized the “Children’s Creative Kingdom” with various residential clubhouses, providing onsite creative thinking training for children.

家庭活動及資源中心 Family Activity & Resource Centre



關懷家庭 親子同樂共成長 Caring for families

Promoting joy and growth of parents and children

家庭活動及資源中心（下稱「家庭中心」）為不同階段及面對不同問題的家庭提供適切服務，包括家庭生活教育服務、家長教育、單親家庭支援、家庭互助服務等。

The Family Activity & Resource Centre (“FARC”) serves families facing different problems in different stages, providing appropriate services including family life education service, parenting education, single-parent family support, family mutual help service, etc.

及早開始生活教育 強化家長角色

Introducing life education in early stage to enhance parental roles

透過深化與瑪嘉烈醫院的合作，家庭中心向準父母推廣父母角色適應及家庭生活教育訊息，建立產前家長之互助支援網絡，加強與醫護人員的協作，以接觸更多新手父母。

By deepening cooperation with the Princess Margaret Hospital, the FARC promotes information on fitting in the parental roles and family life education to parents-to-be, builds prenatal parent mutual-aid support network, and strengthens collaboration with healthcare personnel in order to reach more new parents.

以身心健康活動 助建立良好親子溝通 Facilitate good parent-child communication through physical and mental healthy activities

家庭中心為幼兒及其家長舉行一系列親子溝通及心理社交健康小組，藉着互動遊戲及體驗活動，讓子女從中學習表達自我及聆聽他人，確立幼童的個人自我認同感，以及建立親密的親子關係。小組活動亦包括由婦女義工帶領幼兒玩遊戲，訓練幼兒的大小肌肉，亦從家長互助中帶出正向思維的訊息及建立朋輩社交關係。在小組活動過程中，社工會識別有特別需要的親子，提供適切介入、諮詢或個案輔導服務。

The FARC organized a series of parent-child communication and mental health and socialization groups for young children and their parents. Through interactive plays and experiential activities, children learnt to express themselves and listen to others, thus helping the children to build a sense of self-recognition and building a close relationship with their parents. The group activities included games led by volunteer women for gross motor and fine motor training for young children, through which the mutual help among parents convey the message of positive thinking and building peer social relationships. During the process of these group activities, social workers identified parents and children with special needs, so as to provide them with suitable intervention, consultation or case counselling service.



及早識別問題 提升家庭抗逆力 Early identification enhancing family resilience

賽馬會「蛻變旅程」家庭抗逆同行計劃旨在及早識別面對逆境的家庭，減低形成家庭危機的風險，讓家長和照顧者提升抗逆力、建立正向心理。「蛻變旅程」設三重的介入層面，包括個人層面的情緒支援、家庭層面的輔導服務，以及社區層面的互助小組。家庭中心連續5年獲賽馬會資助舉辦此項極具意義的計劃。

The Jockey Club “Transformation Journey” Family Support Project aims at early identification of families facing adversities to reduce risks of family crisis, helping parents and caregivers to enhance their resilience and develop a positive mindset. The “Transformation Journey” adopts a three-tier intervention model, including emotional support at the personal level, counselling service at the family level, and mutual help groups at the community level. The FARC was funded by the Jockey Club to implement this meaningful project for consecutive five years.



向婦女家庭照顧者伸出援手 Reaching out to women family caregivers

家庭中心與多個婦女團體合作，包括香港婦女基金會，婦女服務日趨多元化。透過藝術療癒、歷奇抗逆體驗、運動減壓、靜觀放鬆練習、電影觀賞以及同路人義工服務等，讓婦女建立自信，學會珍惜自己與家人。

The FARC joined hands with various women's groups, including the Hong Kong Women Foundation, providing diverse services for women. Through art therapy, adventurous adversity experience, stress relieving exercises, mindfulness exercises for relaxation, movie sharing and companion volunteer services, women build up their confidence and learn to cherish themselves and their families.

香港崇德社與家庭中心合作多年，共同宣揚「婦女向暴力說不」的訊息，舉辦強健身心健康的主题工作坊及婦女健康教育線上講座等社區教育項目，鞏固婦女自我保護的能力與自我照顧的意識。

The Zonta Club of Hong Kong and the FARC have been collaborating for years, promoting the message "Say No to Violence Against Women" by organizing community education projects such as themed workshops for boosting physical and mental wellness and online talks on women health education, thus strengthening women's ability for self-protection and awareness of self-care.



照顧家庭父母有責 開拓爸爸「俱樂部」 Setting up "Papas' Club" Supporting caregiving roles of both parents

透過舉辦家庭聚會及戶外活動，讓爸爸們為家人發揮才能，「男士與家庭成長計劃」接觸到一班中年父親，為他們提供健康生活及減壓活動，建立男士互助「俱樂部」，逐步提供更多男士支援、輔導及轉介服務。

By organizing family meetings and outdoor activities, fathers have the opportunity to use their talents for their family members. The "Fathers and Families Project" reached out to a group of middle-aged fathers, providing healthy lifestyle and stress-relieving activities to help them build a mutual help 'club' and progressively providing support, counselling and referral services for more male participants.



為成長織夢 「教養孩童走當行的道 — 箴言 22:6」
Weaving dreams for the young
“Start children off on the way they should go – Proverbs 22:6”

家庭中心轄下的施彭年家庭互助中心（下稱「施彭年中心」）鼓勵兒童及青少年實踐生命規劃，為未來發展奠下基礎。本年度施彭年中心再度獲社署的兒童發展基金資助，營辦第九批兒童發展基金計劃，並為青少年提供更多職涯體驗的名額，從中擴闊視野。加上兒童發展配對基金及青少年發展企業聯盟的「READY青少年職學裝備計劃」，施彭年中心為來自弱勢家庭的青年參加者提供更全面的生涯規劃及職場體驗活動，讓他們有平等的學習機會。

The Sze Pang Nien Family Mutual Support Centre (“Sze Pang Nien Centre”) of the FARC encourages life planning for children and young people to lay a foundation for future development. This year, the Sze Pang Nien Centre received the Child Development Fund (“CDF”) of the SWD to implement the ninth batch of CDF Projects and provide more quotas for career experience for young people to broaden their horizons. In addition, with the Child Development Matching Fund and the “CDIA READY Program” of the Child Development Initiative Alliance, the Sze Pang Nien Centre provided young participants from underprivileged families with more comprehensive life planning and career experiential activities, giving them equal learning opportunities.

「堂、校、社服」合作 輔導服務融入牧養元素
“Parish, School, Social Service” collaboration
Integration of pastoral care into counselling services

家庭中心轄下的聖公會荊冕堂牧民中心（下稱「牧民中心」）發揮「堂、校、社服」協作模式的優勢，結合個人成長、家庭關係與牧養的元素，於幼稚園與教堂分別展開輔導為本的駐堂及駐校計劃，支援有服務需要的兒童及家庭。牧民中心亦於為牧區內的香港聖公會小學推行專題合作計劃，舉辦家長講座，讓他們認識荊冕堂及本機構的服務，為有需要的家庭提供「身、心、靈」各方面的支援。

The Pastoral Centre of HKSKH The Crown of Thorns Church (“Pastoral Centre”) under the FARC brings advantage to the “Parish, School, Social Service” collaboration model by incorporating elements of personal growth, family relationship and pastoral care to launch the counselling-oriented parish-based and school-based projects in kindergartens and parishes respectively to support children and families in need. The Pastoral Centre also implemented themed collaboration projects and parent talks in the HKSKH primary schools of the chaplaincy district, introducing the services provided by the Organization and The Crown of Thorns Church, giving all-rounded support for the body, mind, and spirit of families in need.

青衣邨社區會堂 Tsing Yi Estate Community Hall

自2001年，本機構成為青衣邨社區會堂（下稱「青衣會堂」）的代管機構，提供場地設施管理及多元化的社區服務，包括一系列到校服務。

Since 2001, the Organization has been the entrusted organization of the Tsing Yi Estate Community Hall (“TYECH”), providing venue and facility management and diverse community services, including a series of onsite school services.



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

本學年，本機構透過青衣會堂增至為9間小學提供教育局之「成長的天空計劃（小學）」到校服務，透過小組、營會、家長組等活動，協助高小學生提升抗逆力，特別是識別有較大成長需要的一群，以面對成長的挑戰。各校整體上滿意本服務。面對疫情，營會改為在校內進行，小組則改為在放學前舉行，幸好參與學生整體維持對活動的投入度。本服務亦舉辦教師工作坊，邀得心理學家主講有關情緒病及工作生活平衡，參加者反應良好。

This school year, through the TYECH, the Organization provided the “Understanding Adolescent Project (Primary)” onsite school service of the EDB in 9 primary schools. Through small groups, camps and parent groups, we helped upper primary school students to enhance their resilience, especially identifying a group of students who need more support in facing the challenges in their development. All schools were satisfied with our services in general. Under the pandemic, the camps were conducted at school instead, whereas the small groups were held before school ended, and yet the students’ overall involvement was promising. This service also organized a workshop for teachers, inviting psychologists to talk about emotional disorders and work-life balance, which was well received by the participants.

區本課後學習及支援 Community-based learning and support

青衣會堂亦成功獲教育局「區本計劃」批出約500萬元，為荃灣及葵青區19間中、小學的家境清貧的學生，提供課後學習、輔導服務及全人發展服務。本學年，服務分時段採用網上授課及面授模式進行，多間學校滿意雙軌服務模式並增加服務需要，惠及更多新來港學生及非華語學生。因此，在2022年第五波疫情期間，即使面授課堂全面暫停，部分活動亦順利轉為網課，包括在2021/22學年特別假期期間舉辦校本興趣小組。

TYECH also received a grant of about HK\$5 million from the EDB “Community-based Projects” (“CBP”), providing after-school learning, counselling and whole-person development services for underprivileged students from 19 secondary and primary schools in Tsuen Wan and Kwai Tsing districts. This school year, the services conducted online and face-to-face classes during different periods. Many of the schools were satisfied with the dual-track service mode and added extra service needs, benefitting more new arrival and NSC students. Hence, despite the suspension of face-to-face classes in the fifth wave of the epidemic in 2022, some of the activities were switched to online mode smoothly, including the school-based interest groups held during the special holiday in the 2021/22 school year.

興趣班組與功課輔導服務 Interest classes and after-school tutoring service

青衣會堂的興趣班組與功課輔導服務廣受歡迎。藉奧運熱潮，2021年暑期兒童運動班的報名反應特別熱烈。當民政事務總署關閉社區會堂場地，青衣會堂的興趣班組亦隨之而多次暫停。場地重新開放後，班組及活動的收生陸續增長。同時，本學年的功課輔導服務部分轉型為網上視像形式進行，由導師協助督促學童做功課及溫習，亦紓緩家長管教子女的壓力。

The interest classes and after-school tutoring service of the TYECH have been well received. The summer children's sports classes in 2021 received a particularly enthusiastic response, thanks to the trend of the Olympic Games. When the Home Affairs Department closed the venues of community halls, the interest classes of the TYECH were also suspended several times. After the venues reopened, the recruitment of both groups and activities subsequently increased. At the same time, part of the after-school tutoring service was switched to online videoconferencing mode this school year. Under the tutors' supervision, the students completed their homework and revision, which helped relieve parents' stress.



全方位學生輔導服務 Comprehensive Student Guidance Service

現時，本機構為4間小學提供「全方位學生輔導服務」，包括青衣商會小學、靈光小學、李鄭屋官立小學及官立嘉道理爵士小學。疫情下，駐校社工加緊跟進學生在網課適應情況，及行為、情緒或家庭問題方面的需要；並關懷未能返港的跨境學生及非華語學生，與他們及其家庭保持聯繫。除個案輔導外，駐校社工致力以面授及網課模式推行提升學生自信、抗逆力、自我管理、情緒處理及社交技巧等小組活動，促進學生的全人發展。

The Organization provides "Comprehensive Student Guidance Service ("CSGS")" to four primary schools at present, including Tsing Yi Trade Association Primary School, Emmanuel Primary School, Li Cheng Uk Government Primary School and Sir Ellis Kadoorie (S) Primary School. Under the pandemic, school-based social workers closely monitored how the students had been adapting to online lessons, as well as students' needs in their behaviour, emotion and family problems. They also showed care to cross-border students who were unable to return to Hong Kong and NCS students by keeping in touch with these students and their families. Apart from case counselling, school-based social workers were also dedicated to organizing small group activities with both face-to-face and online modes for enhancing students' confidence, resilience, self-management, emotion management and social skills to facilitate all-round development of the students.

鄰舍層面社區發展部 Neighbourhood Level Community Development Project



回應疫情下的社區需要 強化睦鄰關係 Responding to the needs of the community amid the pandemic Strengthening neighbourhood relationships

服務荃灣區內之老圍、新村、芙蓉山及光板田的鄉郊社區，鄰舍層面社區發展部（下稱「鄰舍發展部」）為區內有需要社群提供社區工作、社區建設及家庭服務，亦舉辦興趣班及提供服務轉介。疫情無阻鄰舍發展部以定期家訪增強居民之間的鄰里關係，體驗互助及在有需要時表達意見的重要，並建立對社區的歸屬感。另一方面，鄰舍發展部在鄉郊設立街站或定期諮詢站，加強社區資訊發佈，尤其是防疫資訊、政府紓困措施以及各項關愛基金計劃介紹，並協助合資格人士善用社區資源以提升生活質素和福祉。

Serving rural communities of Lo Wai, San Tsuen, Fu Yung Shan and Kwong Pan Tin, the Neighbourhood Level Community Development Project (“NLCDP”) provides community work, community building and family service, and organizes interest classes and service referrals to the needy communities in the neighbourhood. The pandemic situation did not stop the NLCDP from conducting regular home visits to strengthen neighbourhood relationships among the local residents, who would experience mutual help and realize the importance of expressing one's opinions when necessary, and building a sense of belonging for the community. On the other hand, the NLCDP set up booths or regular consultation points in rural areas to enhance the dissemination of community information, especially anti-epidemic information, government relief measures and information on various community care funds, and to help eligible individuals to make good use of community resources to improve their quality of life and wellbeing.



推廣現代化中醫保健養生之道

Promoting the way to health preservation in modernized Chinese medicine

位於老圍的賽馬會老圍中藥園（下稱「中藥園」）推行的第四個「賽馬會中藥園綜合培訓及教育計劃」已踏入第二年。結合傳統醫療方法與現代化設備，本計劃由中醫師、幹事提供中藥應用、保健養生及社區培育。本計劃於疫情期間仍累計舉辦30次導賞團，共500人次參與，足見服務的獨特和吸引力。

突破場地空間限制，本計劃發展以線上直播及實體的混合模式，提供中藥就業導向課程、各項培訓工作坊和興趣班，在疫情間繼續進行即時視像學習及培訓，提升參加者的健康意識，掌握保健之道與抗疫的中藥知識。課程和活動報名的反應踴躍，為社區人士拓展學習的渠道。

另一方面，隨賽馬會早年資助中藥園進行的場地更新工程竣工，添置廚餘機，嘗試把回收的中藥渣及廚餘混合成肥料，用於種植及派發予有種植的村民應用，灌輸重用及推動升級的環保意識。

Located in Lo Wai, the Jockey Club Lo Wai Chinese Herb Garden (“Chinese Herb Garden”) implemented the fourth “Jockey Club Chinese Herbs Employment Training and Education Programme”, which had entered the second year. Combining traditional medical treatment and modernized equipment, the Programme offers Traditional Chinese Medicine (TCM) application, health preservation and community training by TCM practitioners and programme staff. During the pandemic, the Programme organized 30 sessions of guided tours with a total of 500 attendances. The service was evidently unique and attractive to the participants.

Breaking through the limitation of venue space, the Programme developed a hybrid mode of online broadcast and physical classes, providing TCM employment-oriented courses, various training workshops and interest classes. It continued to conduct real-time video learning and training during the pandemic to help raise participants’ health awareness and let them grasp knowledge of health preservation and anti-epidemic knowledge in TCM. The courses and activities that developed channels of learning for the local residents received overwhelming response.

On the other hand, the Chinese Herb Garden was funded by the Jockey Club in previous years to conduct renewal works. Following the completion of such works, food waste disposers were installed in an attempt to convert collected Chinese herb waste and food waste into fertilizers to be used for planting and given out for villagers’ use, instilling an environmental awareness of recycling and upcycling.

服務統計 Service Statistics

社區中心 Community Centre


	社署服務指標 (每月平均數) SWD Service Indicators (Monthly Average)	基準數字 Benchmarks	實際數字 (至2022年3月) Actual Results (as of March 2022)
	會員人數 No. of Members	3,600	7,756
	小組總數 No. of Groups	66	368
	小組出席人次 Group Attendance	2,400	10,360
	活動總數 No. of Programmes	80	255
	活動出席人次 Programme Attendance	2,200	2,535
	社區接觸總數 No. of Community Contacts	500	2,633
	自修室及閱覽室使用人次 Study Room and Reading Room Attendance	3,800	949

家庭生活教育 Family Life Education Services

	社署服務指標 SWD Service Indicators	基準數字 Benchmarks	實際數字 (至2022年3月) Actual Results (as of March 2022)
	活動總數 No. of Programmes	43	84
	教育性活動與混合性或推廣性活動之比例 Ratio of Educational Programmes to Programmes with Multiple or Promotional Nature	7:3	75:9
	以兩節或以上之小組或活動形式進行之教育性活動 Educational Programmes Implemented in the Form of Group or Activity with 2 Sessions or Above	6	7
	全年教育性及針對五大類服務對象之活動總參加人數 Attendance in Educational Programmes Specially for the Five Major Target Groups	1,200	1,202

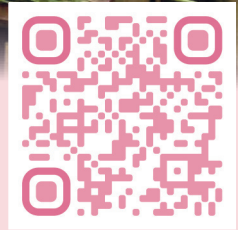
鄰舍層面社區發展部 NLCDP

老圍辦事處 Lo Wai Office

	社署服務指標 SWD Service Indicators	基準數字 Benchmarks	實際數字 (至2022年3月) Actual Results (as of March 2022)
 服務時數 Service Hours		3,579	5,366
 小組活動時數 Group Activity Hours		504	273
 接觸人次 No. of Contacts		12,000	8,664
 成功率 Successful Rate		85%	100%

賽馬會老圍中藥園 Jockey Club Lo Wai Chinese Herb Garden

服務指標 Service Indicators	節數 No. of Sessions	人數 No. of Participants	參與人次 Attendance
就業課程 Employment-oriented Courses	4	62	248
應用課程 Applied Courses	2	33	66
保健及社區教育 Healthcare & Community Education	49	800	800
社區推動 Community Promotion	不適用 N/A	不適用 N/A	33,878
義工培訓 Volunteer Trainings	49	不適用 N/A	1,151



就業發展綜合服務

Integrated Career Development Service

工商業社會服務部 Industrial and Commercial Social Service

青衣綜合服務中心 Tsing Yi Integrated Service Centre

梨木樹綜合服務中心 Lei Muk Shue Integrated Service Centre

本綜合服務前身為工商業社會服務，於1980年成立，旨在提供一站式的「培訓·實踐·就業」服務，以提升就業市場內各階層人士之就業能力和提升工作與生活質素，如領取綜援人士、較年長者、婦女及青少年等。現時，本綜合服務由工商業社會服務部、青衣綜合服務中心及梨木樹綜合服務中心組成，緊密合作的同時亦各司其職。

針對不同行業、地區及人才優勢，三個服務單位開展多元化的就業相關服務，包括培訓課程、工作體驗、搜尋與配對工作機會，及就業轉介等服務。各服務單位轄下亦設有社企項目，讓學員在真實工作環境中進行在職培訓，實踐所學，提升專業能力。同時，我們鼓勵學員運用所學及發揮個人才能，參與義工服務，回饋社會之餘，更可建立自信，啟發職業及進修志向。

Formerly known as the Industrial and Commercial Social Services, the Integrated Career Development Service was established in 1980. It aims at providing one-stop “Training, Practice and Employment” service to enhance the employability of people at all levels in the employment market, such as CSSA recipients, the young old, women and youth, and to promote work conditions and quality of life. At present, the Integrated Service comprises Industrial and Commercial Social Service (ICSS), Tsing Yi Integrated Service Centre (TYISC) and Lei Muk Shue Integrated Service Centre (LMSISC). These units work closely together, each performing its own functions.

With a focus on different industries, districts and advantage of manpower, the three service units implement diverse employment-related services, including training courses, work experience, job search, matching and job referral. Each service unit has its own social enterprise projects that provide actual work environment for on-the-job training, where trainees can practise what they have learnt and enhance their professional competencies. We also encourage our trainees to take part in volunteer work, not only can they make use of what they have learnt and their talents to give back to society, but also build up their self-confidence and find their career and educational aspirations.

服務成果重點 Service Major Achievements

新服務計劃 New Service Projects

- 恩澤膳 — 短期食物援助服務
Blessed Food – Short-term Food Assistance Service
- 耆力無窮®計劃（第二期）
Project GrandMove® (Phase Two)

上述新服務計劃內容詳列於「新動態」部分。
Details of the above new service projects are listed in the 'NewsFlashes' section.



鼓勵發揮個人能力 過渡至新職場再出發

Encourage full use of personal strengths for transitioning to new workplace

在疫情下就業服務策略重心從處理個人低就業能力問題，擴展至處理行業結構性失業問題；失業人士從過去較常見的低學歷低技術的人士，擴闊至高學歷或具資歷的專業人士。社工發現，相對少面對就業問題的高學歷專業人士，更可能會因突然失業而引發情緒困擾、精神壓力和產生自我否定。

故此，前線社工和就業主任會按失業人士的需要而主動介入，提供就業輔導服務，為其調整心態；培訓課程導師就學員的能力調節教學手法及程度；積極鼓勵學成為同行者及參與義工小組，守望相助；以及組織學員參與招聘會，接觸就業市場資訊。

Under the pandemic, the strategic focus of Employment Service extended from handling low employability of individuals to structural unemployment of an industry. The employed population also expanded from the usual group of lowly educated and low-skilled workers to the highly educated or qualified professionals. Social workers found that sudden unemployment is more likely to trigger emotional distress, mental stress and self-denial among highly educated professionals who relatively experience less employment difficulties.

Hence, our frontline social workers and Placement Officers actively intervened according to the needs of unemployed individuals, providing employment counselling to help them adjust their mindsets. They provided training to course instructors on modifying their teaching methods and levels of difficulty according to abilities of the trainees. Trainees were encouraged to become companions and join the volunteer groups to help one another. Trainees were also arranged to take part in recruitment fairs to keep abreast of employment market information.

當中不少學員來自航空業、旅遊業及飲食業，失業後報讀本機構舉辦之全日制花藝設計、物業設施管理、行政助理等課程，成功轉型及轉職。部份畢業生表示，學習到的新工作技能，有助尋覓新工作機會，賺取收入，過渡難關。總括而言，本機構透過服務從個人、社交及社區層面多管齊下，讓失業者在能力與心理方面恢復狀態，從職場再出發。

Many trainees from the aviation, tourism and catering industries enrolled in courses organized by the Organization after they have become unemployed. Many have successfully changed careers and jobs after completing full-time courses of the Organization such as floral design, property and facilities management and administrative assistant training. Some graduates expressed that they acquired new work skills which would help them find new jobs and get an income to tide over the difficult times. All in all, through the Service, the Organization adopted a multipronged approach from the personal, social and community aspects to help the unemployed regain their strengths and psychological wellbeing and re-enter the job market.



僱員再培訓局大力支持 推動新課程發展

Promote new curriculum development with full support from ERB

本機構獲不同政府部門及基金支持，續以此服務介入手法為本，提供適合不同對象、行業及工作的就業支援服務及課程，回應各種需求。其一，作為僱員再培訓局（ERB）的營運機構，本機構繼續提供「人才發展計劃」（再培訓課程）及「技能提升課程」，而本年度首三季的服務進度及各類課程開班情況均相當理想，甚至保持一定的課程輪候人數。

單計工商業社會服務部於葵涌總部、葵星中心建業坊，兩個服務點成功開辦27班就業掛鈎課程及5班非就業掛鈎課程，整體較上一個年度開班率增加了約四成。除了正規課程，機構亦舉辦行業講座和課程試讀班，以吸引更多市民認識相關服務。可惜，因年度第四季經歷疫情大爆發，服務因而停擺。

為支援受疫情影響的新失業、放取無薪假期或開工不足的求職者及僱員提升技能，ERB自2019年10月推出「特別·愛增值」計劃，至今踏入第三期。本機構屬培訓機構之一，當中有網上課程，以增加學員上課的彈性。

Supported by various government departments and funds, and through its intervention service, the Organization continued to provide employment support service and courses for various industries and users catering to different needs. As an operator of the Employees Retraining Board (ERB), the Organization continued to provide 'Placement-tied Courses', 'Youth Training Courses', 'Generic Skills Courses' and 'Skills Upgrading Courses'. During the first 3 quarters of the year, service progress and opening of various courses were both satisfactory, with a certain number of waitlisted courses.

With the two ICSS service points at Kwai Chung Headquarters and Kwai Sing Centre's Career Station alone, 27 Placement-tied Courses and 5 Non-Placement-tied Courses were operated, with an increase of about 40% in course commencement rate compared with last year in general. Apart from regular courses, the Organization also organized career talks and trial lessons to raise an awareness of the relevant service among the general public. However, the service was suspended due to an outbreak of pandemic in the 4th quarter.

To support job seekers and employees who were newly unemployed, required to take no-pay leaves or under-employed, the ERB launched the "Love Upgrading Special Scheme" in October 2019. Being one of the training organizations of the Scheme, our Organization provided online courses that gave trainees more flexibility.

協助失業及就業不足人士提升就業能力

Helping unemployed and under-employed individuals to enhance employability

健全成人失業而領取綜援的成因複雜，既可能涉及個人及家庭因素，亦可能受行業結構性轉型及疫情影響。由社署資助之「就業支援計劃」，透過定期就業面談及輔導，為健全綜援申請人提供一站式的綜合就業援助服務，增強受僱能力，使他們能找到有薪工作，自力更生。然而，本年度參與服務人士的就業數據顯示，工作達一個月以上而工時介乎60至120小時的健全成人較去年跌55%，反映香港經濟繼續低迷而未能吸納勞動力。

There are complex reasons why able-bodied adults become unemployed and receive CSSA. It could be due to personal or family factors, or being affected by structural change of an industry and the pandemic. Funded by the SWD, the “Employment Support Services (EmSS)” provides one-stop integrated employment assistance service through regular employment interviews and counselling to the able-bodied CSSA recipients to enhance their employability, helping them to secure paid employment to move towards self-reliance. However, the employment statistics of service participants this year showed that the number of able-bodied adults who stayed employed for over 1 month with working hours between 60–120 hours has dropped by 55% compared with last year. It shows that the economy in Hong Kong remains in the downturn that it cannot absorb the manpower.



青年職志發展 為未來作準備

Youth career orientation development to prepare for future

另一方面的工作是為青年人提供職志導向及發展服務。透過勞工處、僱主和本機構的通力合作，由勞工處資助的展翅青見計劃為15至24歲學歷在副學位或以下的離校人年輕人，提供全面的求職平台，配合職前和在職培訓，幫助他們認識自我和職業志向，豐富他們的工作技能及經驗，以提升就業競爭力。

One of the main duties of the department is to provide career orientation and development services for young people. Through joint efforts among the Labour Department, employers and our Organization, the Youth Employment and Training Programme (YETP), funded by the Labour Department, aims at providing a comprehensive platform of job search for young school leavers aged 15 to 24 with educational attainment at sub-degree level or below. With pre-employment and on-the-job training, young people can better understand themselves and their work aptitudes while enriching their job skills and experience so as to enhance their employability.

本計劃同時設「就業·起動」項目，安排有特別就業困難的青年人於本機構進行為期12個月的有薪在職培訓，提升其就業能力。本年度共7位青年人參加，並於不同服務單位進行在職培訓。他們的改變令人鼓舞。

“Career Kick-start” employment project of YETP offers 12-month paid on-the-job training to young people with special employment difficulties, through placements in our Organization with a view to enhancing their employability. This year, a total of 7 young people took part in the project and received on-the-job training in various service units. It is very encouraging to see the changes in these youths.

此外，到校職涯規劃服務主要與5間中學合作，提供職業技能課程、模擬面試、生涯規劃課堂、職業性向分析工作坊，介紹資歷架構認受的課程及行業服務，為有意離校的學生提供各行業持續進修的途徑及晉升階梯。過去一年，入校職涯規劃服務的受惠人數達2,600人。

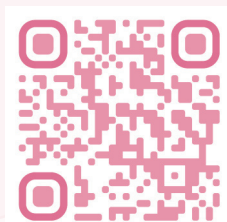
On the other hand, the On-site Career Development Services primarily collaborated with 5 secondary schools. The Services provided vocational skills courses, mock interviews, life planning lessons and career aptitude analysis workshops, introducing Qualifications Framework (QF)-recognised courses and industries to give students who intend to leave school information about continued studies and career paths of different industries. In the past year, 2,600 persons benefitted from the On-site Career Development Services.



邀企業伙伴支持 提升參加者就業機會 Inviting corporate partnership to enhance employment opportunities for participants

為整合及擴大僱主網絡，本綜合服務於2021年3月推出此「求職同行網」，邀請各界僱主投放免費招聘廣告，建設網站成為職位配對服務及職位空缺轉介平台；同時，聯同其他部門，舉辦了3場實體招聘會，線上及實體雙管齊下，期望為僱主增加招聘途徑時，也為服務對象配對合適工作。

To integrate and expand our employer network, this integrated service launched the website WalknWorkWithU.com. Employers of different sectors are invited to place their job ads free of charge. This website has established as a platform for job matching service and job vacancies referral. We also joined hands with other departments to organize 3 physical job fairs. Through both online and physical platforms, we hope to give the employers more ways for recruitment and match our clients with suitable jobs.



迎難而上 經營社企提供服務 建立社會資本

Brave the challenges Operating social enterprises to build social capital

本綜合服務提供一站式的「培訓·實踐·就業」服務當中，以社企為「實踐」平台，透過工作體驗及實習，讓參加者能學以致用，了解真實的工作環境。畢業學員打穩根基，強化個人競爭力，能夠更有信心和勇氣踏足公開市場就業。本機構的各間社企均營運超過5年，見證不少畢業學員不斷自我增值，考取不同資歷級別的證書，甚至成功創業，於區內繼續為街坊服務。

Social enterprises are the platform of “Practice” in our one-stop service of “Training, Practice and Employment”. Through work experience and practical training, participants can apply their knowledge and understand the actual work environment. Upon completion of training, the trainees would have built a solid foundation and enhanced their competitiveness, thus become more confident and competent in entering the job market. All the social enterprises of our Organization have been in operation for over 5 years. During these times, we have witnessed many trainees who have completed their training, continued to upgrade themselves, studied and obtained various QF recognized certificates, or even successfully started their own businesses, serving the people in the community.



麥理浩餐廳 培訓餐飲業專才

麥理浩餐廳（餐飲業培訓中心）提供早、午市及下午茶餐飲服務，更為有意從事餐飲工作人士提供職業培訓，提供日常的餐飲營運工作體驗及鍛鍊機會。本餐廳實施會員制，會員人數已達6,925人；本年度另提供午市員工八折優惠。而餐廳營運模式、食客人數限制及防疫措施均嚴格跟隨政府要求。可惜在2022年2月中旬開始，隨著疫情嚴重及食材供應不穩，餐廳暫時停業，待疫情緩和時再重開。

MacLehose Restaurant Train catering talents

MacLehose Restaurant (Catering Training Centre) serves breakfast, lunch and afternoon tea and provides vocational training to those who are interested in the catering industry, giving them work experience and opportunities to practise in the daily catering operation. Operated on a members-only model, the Restaurant has 6,925 members. This year, the Restaurant offered 20% discount during lunch for staff members. The restaurant strictly complied with the government's requirements on operation model, restriction on number of customers and other anti-epidemic measures. However, due to severity of the pandemic and unstable food supply, the Restaurant has been temporarily closed starting from mid-February 2022, to be reopened when the epidemic situation subsides.



寵愛軒 認受課程助青年抓緊機遇

寵愛軒乃寵物美容培訓及實踐中心，除了提供寵物美容服務，亦有寵物美容師專業認受證書課程，以及適合「貓奴」和「狗奴」報讀的日常照顧寵物技巧興趣班及與國際寵物營養公司希爾思™合辦的講座。本年度寵愛軒參與了中電「傳心傳電」計劃，另與不同非牟利團體合作，各項推廣及宣傳工作成功令更多普羅大眾認識本社企的服務及產品。

近年寵愛軒的學員多為輟學及經社工轉介的青年為主，當中不少人有精神疾患，需要特別的照顧、輔導及就業轉介服務。故本年度寵愛軒加強社工人手，並安排畢業學員會由寵物美容師帶領下成立寵物美容義工隊，前往合作機構開辦的狗場提供寵物美容服務及領養活動；甚至讓部分畢業學員以自僱人士的身份在寵愛軒提供寵物美容服務，進一步增強工作能力並累積經驗。

建業坊 按摩師及美容師的搖籃

提供保健按摩與美容護理服務及培訓的建業坊開業14年，由於屬表列處所中的按摩院類別，故首度由2022年1月起按政府要求暫時停業。在此之前，建業坊全年由26位自僱技師服務超過3,000人次。本年度5位畢業學員加入自僱技師的行列，把握在建業坊就業的機會，作為個人事業的起點。

PetZone accredited courses help youth grab opportunities

PetZone is a pet grooming training and practice centre. In addition to pet grooming service, the centre also offers recognized certificate courses on pet grooming, as well as courses on daily care for pets suitable for cat and dog lovers. The centre has jointly organized 4 seminars with Hill's, an international pet nutrition company, benefitting 320 persons. This year, PetZone joined the CLP Power Connect Programme, and also partnered with NGOs to provide various kinds of activities. All the promotion and publicity work has introduced the service and products of this social enterprise to the public.

In recent years, the pet grooming trainees of PetZone are mostly school dropouts and young people referred by social workers. Many of these trainees suffer from psychiatric disorders and require special care, counselling and employment referral service. To meet these needs, PetZone has increased manpower of social workers this year, who made arrangements for trainees who have completed training to form a pet grooming volunteer team led by professional pet groomers. The team provided pet grooming service and held pet adoption activities at dog shelters operated by our partner organizations. Some of these trainees even started working as self-employed pet groomer at PetZone, where they enhanced their abilities and gained experience.

Career Station – Cradle of massage therapists and beauticians

Career Station has been in operation for 14 years, providing services and training on health massage and beauty care. Categorized as a massage establishment among the Scheduled Premises, Career Station was required to suspend its operation by the government for the first time in January 2022. Prior to this, Career Station had 26 self-employed therapists giving over 3,000 services during the year. This year, 5 trainees joined the league of self-employed therapists after completing their training, taking the opportunity to work in Career Station as a starting point of their personal career.

融藝工房 合作模式下的手作品生產線

布藝產品工作室 — 融藝工房致力讓區內婦女重拾昔日車縫手藝，重投社會，盡展所長。參與的婦女會在車縫課程中指導參加者的手藝，零售布藝品予手作愛好者，接收街坊的改衣及布藝用品訂單，甚至向合作伙伴生產及供應布藝用品。本年度更與M+視覺文化博物館及香港房屋協會合作生產布藝用品。估計由於疫情影響消費意欲，連帶今年比去年的改衣服務需求及收入皆有所增加。

融藝坊 婦女零售手作實現自力更生

為締造婦女就業或自僱機會、鼓勵她們助人自助，本機構於港鐵南昌站開設布藝飾品零售兼手作產品寄賣店 — 融藝坊。作為融藝工房的手作品的主要零售點，相關產品的銷情不俗，直到2022年1月起疫情再臨令生意額大減，間接影響婦女參加者的生計。

In Art Work Station — a handicraft production line under cooperation mode

In Art Work Station, a fabric production workshop, is dedicated to help women living in the neighbourhood to pick up and make full use of their sewing skills so that they may engage in the labour market. Participating women instructed other participants on their skills in sewing courses, sold fabric products to handicraft lovers, received orders for clothing alteration and fabric products from residents in the neighbourhood, and even produced and supplied fabric products to our partners. This year, In Art Work Station partnered with M+ Museum of Visual Culture and Hong Kong Housing Society in making fabric products. It is estimated that since the pandemic has dampened consumer sentiment, the needs of clothing alteration and the income thus generated have increased compared with last year.

In Art House Women achieve self-reliance by selling handmade products

Creating employment or self-employment opportunities for women and encouraging them to help themselves and others, the Organization established In Art House, a fabric products retail and handmade products consignment shop located in MTR Nam Cheong Station. As the major retail spot of handicraft products from In Art Work Station, the relevant products have been selling well. Until the pandemic outbreak in January 2022, the sale was greatly reduced, which indirectly affected the livelihood of participating women.



悅麗居 覓新服務點再出發

悅麗居開辦第6年，進入新營運模式。自2021年5月份租約期滿，提供美甲服務的悅麗居暫時合併及遷入建業坊。在尋覓到合適的新舖之前，自僱的美甲師改於建業坊提供服務，以及繼續擔任ERB美甲班導師，實行個人服務及培訓課程的結合。

I-Nail Looking for new location to make new start

I-Nail adopted a new mode of operation in the 6th year since its establishment. When its tenancy expired in May 2021, I-Nail, a unit providing manicure services, temporarily merged with and moved into Career Station. Before finding a suitable new shop, the self-employed manicurists provided service in Career Station instead. They continued serving as ERB manicure instructors, practising practicing a combination of personal service and supporting training courses.

服務統計 Service Statistics

工商業社會服務部 Industrial and Commercial Social Service Unit

ERB課程
ERB Programmes

平均出席率
Average Attendance Rate

92.5%

平均就業率
Average Employment Rate

89.2%

就業支援服務
Employment Support Services

個案數目
No. of Cases

168

展翅青見計劃
Youth Pre-employment
Training Programmes

個案數目
No. of Cases

73

麥理浩餐廳(會員專用)
MacLehose Restaurant
(Members Only)

供膳次數
No. of Meal Served

23,571

餐飲培訓
Catering Training

培訓及活動次數
No. of Training and Programmes

11

出席人次
Attendance

459



建業坊
Career Station

保健按摩次數
No. of Health Care Massage Services

2,994

保健按摩師出勤次數
Massage Therapists Attendance

914

美容次數
No. of Beauty Services

73

美容師出勤次數
Beauticians Attendance

55

悅麗居
I-Nail

美甲次數
No. of Manicure Services

46



青衣綜合服務中心 Tsing Yi Integrated Service Centre

ERB課程
ERB Programmes

平均出席率
Average Attendance Rate 98.8%

平均就業率
Average Employment Rate 85.7%

就業支援服務
Employment Support Services

個案數目
No. of Cases 26



融藝坊
In Art House

零售交易次數
No. of Retail Transactions 1,860

融藝工房
In Art Work Station

訂單次數
No. of Orders 97

梨木樹綜合服務中心 Lei Muk Shue Integrated Service Centre

ERB課程
ERB Programmes

平均出席率
Average Attendance Rate 91.4%

平均就業率
Average Employment Rate 94.0%

就業支援服務
Employment Support Services

個案數目
No. of Cases 192

寵愛軒
PetZone Training &
Practice Centre

培訓及活動次數
No. of Training and Programmes 21

出席人次
Attendance 661

合辦大型推廣活動次數
No. of Co-organized Mass
Promotional Events 11

寵物美容次數
No. of Pet Grooming Services 263

寵物美容見習生出勤次數
Pet Groomer Interns Attendance 46





長者綜合服務 Integrated Services for the Elderly

長者綜合服務以「啟發長者潛能，提升生活質素，活出豐盛生命」為服務宗旨，為長者及護老者推行核心的社區支援、家居照顧及保健復康服務，展開各項創新的自負盈虧項目，推動長者友善社區的發展。

長者綜合服務由三大部門組成：林植宣博士老人綜合服務中心（包括長者地區中心、長者支援服務隊及「綜合家居照顧服務（普通個案）」）、長期護理綜合服務部（包括「綜合家居照顧服務（體弱個案）」、改善家居及社區照顧服務以及離院長者綜合支援計劃），以及張慶華慈善基金長亨復康中心（包括長者社區照顧服務券）。

The Integrated Services for the Elderly (ISE) aims at 'Unleashing potentials for elderly to enhance their quality of life to live an abundant life'. The ISE implements core community support, home care and healthcare and rehabilitation services for the elderly and their caregivers, launching various innovative self-financed programmes to promote development of an elderly-friendly community.

The ISE is comprised of Dr. Lam Chik Suen District Elderly Community Centre (DECC) cum Support Teams for the Elderly and Integrated Home Care Services (Ordinary Cases), Integrated Long Term Care Services Unit (ILTC) (including "Integrated Home Care Services (Frail Cases)", Enhanced Home and Community Care Services and Integrated Discharge Support Programme for Elderly Patients), and Cheung Hing Wah Charitable Foundation Cheung Hang Rehabilitation Centre – CHRC (including Community Care Service Voucher for the Elderly, CCSV).

服務成果重點 Service Major Achievements

新服務計劃 New Service Projects

- 賽馬會「幸福點子」跨代悅讀計劃
Jockey Club "Sparkles of Happiness" Intergenerational Reading and Learning Project

上述新服務計劃內容詳列於「新動態」部分。
Details of the above new service projects are listed in the 'NewsFlashes' section.

林植宣博士老人綜合服務中心 Dr. Lam Chik Suen District Elderly Community Centre



推動居家安老 安享樂齡生活 Promote ageing-in-place and active ageing

林植宣博士老人綜合服務中心（下稱「長者中心」）作為葵涌區的長者地區中心，透過提供一站式全人發展及關顧服務，幫助長者在社區過著健康、受尊重及有尊嚴的生活。此外，長者中心亦聯繫地區上各不同持份者，更有效地運用社區資源，共同建立「長幼一家」的長者友善社區。

縱然受疫情影響，長者中心在2022年1月起按社署公告暫停實體活動，長者中心大部份核心服務仍達社署的服務指標，包括輔導服務、隱蔽長者服務、長者支援服務隊、認知障礙症長者服務、一般護老者與有需要護老者支援服務，以及綜合家居照顧服務（普通個案）的送飯、護理及個人清潔服務。

Dr. Lam Chik Suen District Elderly Community Centre (DECC) serves as a local elderly centre in Kwai Chung District, providing one-stop holistic development and care services to help the elderly enjoy a healthy life with respect and dignity in the community. Moreover, the DECC also liaises with different stakeholders of the local community for effective use of community resources, building a cross-generational and elderly-friendly community together.

Under the pandemic, the DECC suspended all physical activities starting from January 2022 as requested by the SWD announcement. However, most core services of the DECC had met the SWD service indicators, including counselling services, hidden elderly services, Support Teams for the Elderly, dementia elderly services, Carer and Needy Carer Support Service, and the meal delivery, nursing care and personal cleaning services of the Integrated Home Care Services (Ordinary Cases).

樂齡科技應對新常態 長者義工變身做「網紅」 Gerontechnology to cope with new normal Elderly volunteers becoming 'KOLs'

為迎合長者及護老者在防疫持久戰之中產生的複雜多變的服務需要，長者中心設計及提供雙軌服務—善用樂齡科技的便利和優勢，並配合局部及間歇性恢復的有限度實體活動，令服務更貼心、更有人情味。

The prolonged fight against the pandemic has resulted in diverse and complex needs in the services for elderly and their caregivers. To cater to such needs, the DECC designed and provided a dual-track service – taking advantage of the convenient gerontechnology and aligning with the limited physical activities that were partially and intermittently resumed. It added a human touch to our services, making them more personalized.



為此，在政府資助下，長者中心成功增聘「樂齡科技大使」，協助長者使用智能手機接觸外界、接收生活資訊，例如教育長者使用視像通話，與家人及中心員工保持聯繫。同時，長者中心添置有助長者及員工進行網上互動的電子產品及輔助器材，包括攝錄器材，以製作更多元化題材的短片，讓長者和護老者安坐家中參加活動及接收服務資訊。長者中心進一步跨部門參與由社區健康綜合服務執行的賽馬會「宅居易」樂齡科技計劃，轉介需要家居電子產品的長者，以便參加線上保健及復康訓練活動。

除了在設備配套上花功夫，長者中心更邀請長者義工與員工一起進行網上直播，讓長者義工發揮所長，繼續於線上關懷其他老友記，甚至為學校提供線上長幼共融服務。漸漸地，一班長者義工已駕輕就熟，定期提供服務，變身成為小「網紅」。

In this light, funded by the government, the DECC recruited additional 'Gerontechnology Ambassadors' to assist the elderly in using smartphones, helping them to stay connected with the world and receive daily life information, for instance, teaching the elderly how to use video calls to keep in touch with their family and the centre staff. The DECC also installed electronic products and ancillary equipment (including recording equipment) to produce more short films on diverse topics, so that the elderly and their caregivers could take part in activities and receive service information while staying home. The DECC further took part in the 'Jockey Club Homebound Elderly Gerontech Programme' implemented by another department, the Integrated Community Health Service, to make referrals for elderly who needed home electronic products to help them take part in online activities for healthcare and rehabilitation training.

Besides putting effort into associated equipment, the DECC also invited elderly volunteers and staff members to do online broadcasts together, giving the elderly volunteers an opportunity to bring their talents into play. They could keep caring for other elderly buddies online, or even provide online inter-generational inclusion service at schools. This group of elderly volunteers gradually got familiar with it. Now they become little 'KOLs (key opinion leaders)' who provide service regularly.

關顧長者精神健康 Care for mental health of elderly



機構關心長者的情緒及心理健康，自2016年起，推展由賽馬會策劃及捐助的「賽馬會樂齡同行計劃」，共同發掘區內有情緒困擾的長者，為他們提供個案輔導、治療性小組和栽培「樂齡之友」朋輩支援員探訪等服務，紓緩長者的情緒及強化長者的免疫力與心理素質。本機構推行計劃的成效理想，獲賽馬會延續合作夥伴關係及贊助至2023年底。

本機構在長者精神健康的工作有目共睹，兩度獲無綫電視《最強生命線》節目報導：一次是訪問計劃的負責人及受助人，分享長者如何走出因慢性痛症而起的情緒困擾，節目於2021年9月首播；另一次於2021年11月首播的一集，邀請了長者中心社工從親友的角度出發，講解如何及早發現及尋求專業人士的協助。

The Organization cares for the emotions and mental wellness of the elderly. Since 2016, we have launched the JC JoyAge: Jockey Club Holistic Support Project for Elderly Mental Wellness (“JoyAge” project) initiated and funded by the Hong Kong Jockey Club. The JoyAge project aims at identifying elderly with emotional distress in the community, providing them with services including case counselling, psychotherapy group and training of Peer Supporters to pay visits in order to relieve the elderly emotions and enhance their resilience and mental wellness. The outcomes of the project implemented by the Organization were satisfactory, thus our partnership with the Jockey Club and their funding were extended to end of 2023.

The Organization’s efforts on mental wellness of the elderly have been evident to all. Our works have been reported by the TVB programme Vital Lifeline twice: the first was an interview with project-in-charge and beneficiary of the project, sharing how the elderly can walk out of their emotional distress caused by chronic pains, which was first broadcasted in September 2021; the second was premiered in November 2021, in which social workers of the DECC explained how to identify and seek professional assistance at an early stage from the perspective of family and relatives.



連結護老者 增喘息空間 Connecting caregivers to create temporary relief

機構於2021年2月展開為期兩年的賽馬會友「伴」同盟護老者支援計劃，為不同階段的護老者提供照顧壓力評估及減壓服務，並培訓及組織「退役」護老者提供替假護老服務，讓「現役」護老者有喘息的空間。本計劃經評估辨識到108名有需要護老者，為此，長者中心上半年展開了「替假護老者」新工種，努力招募區內有護老經驗的社區人士，現已為超過380名護老者提供支援服務，成績不俗。

The Organization launched the two-year Jockey Club “Stand-by U” Caregivers Community Support Project in February 2021, providing caregiving stress assessment and stress relief services to caregivers at various stages. The Project also trained and organized ‘Ex-caregivers’ to provide respite care to ‘current’ caregivers short-term breaks and relief. The Project has identified 108 caregivers in need upon assessment. Hence, from the first half of the year, the DECC has introduced a new type of job known as ‘respite care caregivers’, actively recruiting experienced caregivers in the community. At present, the recruitment process has been satisfactory, and support services were provided to over 380 caregivers.

醫社合作 加強社區層面醫護 Enhancing healthcare in the community through medical-social collaboration

累積數年的服務經驗，長者中心深明醫社合作的重要性，故早年已建立並不斷擴充由資深護士、職業治療師及社工組成的跨專業團隊的人手，加強社區層面上的護理及復康服務元素。以此模式推展的「智友醫社同行計劃」，為醫院管理局轉介的認知障礙症長者及其照顧者提供社區為本的適切支援。

With years of service experience, the DECC knows full well the importance of medical-social collaboration. Hence, in early years, the DECC has established and been expanding a cross-professional team of senior nurses, physiotherapists and social workers to enhance healthcare and rehabilitation services in the community. The Dementia Community Support Scheme was launched through this model to provide appropriate support services to elderly persons with dementia in the community as referred by the Hospital Authority.



義工同路人角色 強化互助與自助能力 Volunteer companions enhance mutual aid and self-help

疫情下，鄰里層面的義工支援網絡更難能可貴。長者中心超過120名長者義工，提供義工服務次數達3,660次以上。當中有38位長期服務的義工更成為了時薪指導員、朋輩支援員或替假護老者，從不同崗位恆常地分別為「毋忘我」認知障礙症長者家居生活指導服務計劃的認知訓練、護老者支援及「賽馬會樂齡同行計劃」之情緒支援提供服務，把握彈性就業機會。

It is commendable to have an established volunteer support network in the neighbourhood amid the pandemic. Over 120 elderly volunteers from the DECC provided over 3,660 volunteering sessions, among which 38 long-term volunteers became hourly-paid instructors, peer supporters or respite caregivers. The volunteers provided regular services by supporting cognitive training, caregiver support and “JoyAge” project emotional support under the “Forget Me Not” dementia elderly home training service project, serving from different positions while enjoying flexibility at work.



另一方面，獲社區投資共享基金贊助之「逆風展翅」社區組織計劃踏入第二年，亦不斷擴展中風患者互助義工網絡，提供專業培訓及定期舉辦會議，讓義工討論及策劃中風人士需要的服務，加強同路人之間的互助與自助能力。例如：為行動不便的中風人士提供上門的生活支援，並帶領中風長者及其照顧者參與不同活動，接觸更多鄰里與社區人士。

On the other hand, funded by Community Investment and Inclusion Fund (CIIF), the “Flyway in Headwind” Community Organizing Project strode into its second year. The Project continued to expand the mutual aid volunteer network for stroke patients, providing professional training and organizing regular meetings to let the volunteers discuss and plan services tailored to stroke patients’ needs. It also enhanced the mutual aid and self-help ability among these patients and their caregivers. For instance, in-home support was provided to stroke patients who are immobile. Stroke patients and their caregivers were also arranged to take part in different activities, so that they were connected to more people in the neighbourhood and the community.

跨部門合作 關懷少數族裔長者 Cross-departmental cooperation to care for ethnic minority elderly

長者綜合服務獲社署資助，聘請一位少數族裔大使，並與少數族裔部之香港聖公會多元文化外展服務隊合作，接觸區內少數族裔社群。本服務成功連繫超過20位少數族裔長者及其家庭接受持續探訪與實務支援，讓他們認識主流長者服務、與長者中心建立信任關係，進而接受服務。

Funded by the SWD, the ISE employed an EM Ambassador and worked with the H.K.S.K.H. Outreaching Team for Multi-Cultural Community to reach out to the EM residents in the community. The service has successfully connected over 20 EM elderly persons and their families so they could receive regular visits and practical support to acquaint them with mainstream services for the elderly and build a rapport with the DECC, so that they would receive its services.



完善家居照顧服務系統 疫情下迎難而上 Enhancing home care service system Rising up to challenges amid pandemic

為進一步提升服務質素、效率及資料紀錄的準繩度，以配合近1,000個名額的體弱長者上門家居照顧服務的龐大服務量，各家居照顧服務（包括「綜合家居照顧服務（普通個案）」、「綜合家居照顧服務（體弱個案）」、改善家居及社區照顧服務、支援身體機能有輕度缺損的長者試驗計劃、「長者社區照顧服務券」試驗計劃以及離院長者綜合支援計劃）本年使用由福利協會開發的個案管理及服務編排系統，配合為前線員工配備的器材。

To further improve our service quality, efficiency and data accuracy in order to cope with the massive volume of services for onsite home care services for nearly 1,000 frail elderly persons, various home care services (including “Integrated Home Care Services (Ordinary Cases)”, “Integrated Home Care Services (Frail Cases)”, Enhanced Home and Community Care Services, Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment, Pilot Scheme on Community Care Service Voucher for the Elderly, and Integrated Discharge Support Programme for Elderly Patients) started adopting the case management and service scheduling system developed by the Welfare Council this year, along with the equipment installed for frontline employees.

疫情下維持六大核心服務（送飯、護送、購物、藥物管理、個人護理及簡單護理）亦不容易。例如為應付有進出廚房的員工確診時，長者中心隨即向飯盒供應商購買外賣飯盒，代替部分由中心的廚房烹調飯餐的工作，並借調其他家居照顧服務的前線人手以維持送餐及照顧服務。

It was not easy to maintain our six core services (meals, escort, nursing, administration of medicine, assistance with personal hygiene and procurement of necessities) amid the pandemic. For instance, when employees working in and out of kitchens were confirmed of infection, the DECC responded instantly to order takeaway boxed meals from our suppliers to replace some of the meal preparation work in the Centre’s kitchen. Frontline staff members were deployed from other home care services to maintain our meal delivery and care services.

長期護理綜合服務部 Integrated Long Term Care Services Unit

長期護理綜合服務部（下稱「服務部」）透過提供個案管理、護理、復康和家居支援等專業服務，以達至減低服務對象的住院風險，院舍照顧為後援，實踐居家安老的宗旨。為滿足增加服務名額而增聘人手及增添服務空間與設備，服務部轄下的綜合家居照顧服務（體弱個案）以及改善家居及社區照顧服務於2021年12月初搬往葵興貿易之都辦公。

The Integrated Long Term Care Services Unit (“ILTC”) provides professional services including case management, nursing care, rehabilitation and home-based support to reduce the risks for hospitalization of our service users. It aims at achieving ‘ageing in place’ with the support of residential care. To cope with the increased service quota, additional staff members were employed, extra service space was arranged, and extra facilities were installed. Integrated Home Care Services (Frail Cases) and Enhanced Home and Community Care Services of the ILTC also moved into Millennium Trade Centre, Kwai Hing in early December 2021.



全面應用國際認可評估工具 Application of internationally accredited assessment tool

本年度，服務部有幸邀得香港大學社會工作及社會行政學系副教授樓瑋群博士提供培訓，協助員工更了解國際認可的評估工具—interRAI™家居照顧評估工具。除此之外，社區健康綜合服務的專業員工為服務部員工就實際應用interRAI™而作出分析及介入方法的建議，更有系統地處理臨床評估、訂定照顧計劃及跟進個案管理工作。

This year, the ILTC was honoured to have invited Professor Lou, Vivian, Associate Professor of Department of Social Work and Social Administration, The University of Hong Kong to provide training for our employees, helping them to better understand the interRAI™ home care assessment tool, an internationally accredited assessment tool. Moreover, professional staff members of the Integrated Community Health Service made suggestions on how to use the interRAI™ home care assessment tool to draw analysis and interventions, thus systematically process clinical assessment, set care plans and follow up case management.

綜合家居照顧服務（體弱個案） Integrated Home Care Services (Frail Cases)

綜合家居照顧服務（體弱個案）（下稱「體弱個案服務」）由本年度起再增50個名額，為總共120名經社署評定為自我照顧能力有限的中度或嚴重體弱者，提供全面的直接到戶照顧、醫療護理、日間暫託、24小時緊急支援及護老者支援等服務。

This year, Integrated Home Care Services (Frail Cases) ["IHCS(Frail Cases)"] increased service quota by 50 starting from this year, providing services to totally 120 frail elders with limited self-care ability who suffer from moderate or severe level of frailty upon assessment by the SWD. The services include elderly sitting, nursing care, day-time respite, 24-hour emergency support and caregiver support.

改善家居及社區照顧服務 Enhanced Home and Community Care Services ("EHCCS")

現時服務隊每月為450名體弱長者提供一站式個案管理服務，使他們繼續留在熟悉的家居及社區環境接受護理、復康、照顧服務及情緒支援，維持日常生活及社交活動能力。

At present, EHCCS provides one-stop case management service to 450 frail elderly every month, allowing them to receive nursing care, rehabilitation, care service and emotional support in a familiar home setting and community, maintaining their self-care and social skills.



離院長者綜合支援計劃

Integrated Discharge Support Programme for Elderly Patients (“IDSP”)

與仁濟醫院內科部緊密合作10年，離院長者綜合支援計劃本年度合共為近630名由院方轉介的區內長者，提供六至八星期的過渡性護理、復康及實務家居支援服務，減低他們再次緊急入院的風險。由本年度開始，本計劃的服務對象擴大至離院後一個月或曾使用急症室服務之長者，令更多有需要的長者可以安心在家康復。

The IDSP has been working closely with the Department of Medicine of Yan Chai Hospital for 10 years. This year, the IDSP provided 6 to 8 week transitional nursing care, rehabilitation and practical home support services to nearly 630 elderly adults living in the district referred by the Hospital, reducing their risks for emergency hospitalization. Starting from this year, the IDSP expanded its scope of service to elderly who have been discharged for 1 month or received A&E service in the hospital, so that more elderly in need can stay home for recovery.

本計劃成功聯繫10個暫託服務合作伙件，為32名有需要的長者提供過渡性院舍住宿或日間暫託服務。長者回家後，本計劃為他們的家庭照顧者提供扶抱、皮膚護理、輪椅使用等到戶指導服務，減低長者非必要的入住安老院舍及減輕家人的照顧壓力。過千人次接受過本服務，當中超過九成人滿意服務。

The Programme successfully lined up with 10 partners of respite services, providing transitional residential care or daytime respite service to 32 elders in need. After the elders went home, the Programme provided onsite guidance for their caregivers at home, including training on lifting, skin care and use of a wheelchair, aiming at reducing the need of unnecessary residential care and lessening the caregiving stress of their family members. Over 1,000 persons received this service, among which over 90% were satisfied with the service.

社企代購及銷售保健及樂齡產品

Social enterprise to purchase and sell healthcare and gerontechnology products

社企「健樂坊」的門市位於港鐵荃灣西站，以銷售價格親民的健康、有機、環保及樂齡復康生活用品為主。健樂坊善用現有服務之用品供應商網絡進行採購，亦會協助有需要的服務使用者購買醫療復康及護理用品，讓他們有多一項購物的選擇。

Located in Tsuen Wan West Station, the retail shop of our social enterprise Health Online sells healthy, organic and eco-friendly gerontechnology products for rehabilitation at affordable prices. Health Online puts good use of its existing supplier network to make purchases, and also helps service users with other needs to purchase medical, healthcare and nursing products, giving them one more option.



張慶華慈善基金長亨復康中心 Cheung Hing Wah Charitable Foundation Cheung Hang Rehabilitation Centre

在疫情導致服務曾經暫停及名額有限的情況下，張慶華慈善基金長亨復康中心（下稱「日間復康中心」）仍成功在全年內為超過1,600人次舉辦近300節日間照顧、護理及復康服務。透過跨專業協作，本日間復康中心設有各類專業醫療配套與儀器，協助長者進行日間復康訓練，紓緩護老者的照顧壓力。

Despite temporary suspension of service amid the pandemic with limited service quotas, Cheung Hing Wah Charitable Foundation Cheung Hang Rehabilitation Centre (“CHRC”) managed to organize nearly 300 sessions of daycare, nursing care and rehabilitation services for over 1,600 persons during the year. Through cross-professional collaboration, the CHRC is equipped with various professional medical equipment and devices, helping the elderly to receive daytime rehabilitation training, thus reducing the caregiving stress of their caregivers.



「長者社區照顧服務券」試驗計劃 Pilot Scheme on Community Care Service Voucher for the Elderly (Third Phase) (“CCSV”)

前身為自負盈虧服務的「家護通」服務，去年順利過渡為社署第三階段「長者社區照顧服務券」試驗計劃的認可服務提供者。本計劃的優質服務成果在區內贏得良好口碑，故在疫情緩和期間維持穩定服務需求，今年整體共為792人次的長者提供日間及家居照顧服務。

Formerly a self-financing service known as Home Care Link, the scheme was transitioned into a Recognised Service Provider (RSP) of the Pilot Scheme on Community Care Service Voucher for the Elderly (Third Phase) (“CCSV”) last year. The Scheme received wide acclaim for the outcomes of its quality service in the district, thus it maintained stable services when the pandemic situation slowed down. This year, a total of 792 attendances of elderly received daycare and home care services.

樂齡科技助長期護理與復康 Innovation and Technology Fund for Application in Elderly and Rehabilitation Care



提倡以科研實證為本的專業服務，日間復康中心成功申請樂齡及康復創科應用基金，以引入更多不同類型的復康儀器，幫助體弱長者提升復康效能。同時，日間復康中心繼續與商界和基金保持緊密協作，以資助添置復康器材、舉行捐贈及義工關愛活動，回應區內長者的需要。

當中，中心日間復康中心與康栢會計師事務所有限公司的合作伙伴關係11年，繼續合辦「『動起來』復康效能計劃」，讓長者及復康人士使用局部體重承托步行儀配合跑步機進行訓練，以樂齡科技協助參加者改善步姿、提升肌肉力量及步行耐力，重拾自主日常生活能力。康栢義工隊於2021年4月亦受訓後進行上門探訪長者，並一同進行家居運動，推廣長者家居運動。

The CHRC promotes professional services based on scientific evidence. With successful application of the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care (“I&T Fund”), CHRC introduced more rehabilitation devices to enhance the effectiveness of rehabilitation for frail elderly. At the same time, CHRC continued its close collaboration with the commercial sector and I&T Fund for sponsoring the installation of rehabilitation equipment, organization of donation and volunteering events to answer the elderly needs in the district.

Among these efforts, with 11 years of partnership, CHRC and Conpak CPA Limited continued to jointly organize the “Move Yourself” Rehabilitation Efficacy Project, which facilitates elders and rehabilitants to receive training with the LiteGait device. The use of gerontechnology helps participants to improve their walking posture, muscular strength and walking endurance, which in turn enhance their self-care ability. After receiving training, the Conpak Volunteers paid home visits to the elderly in April 2021 and did exercises together to encourage the elderly to do exercises at home.

審批長者援助金 助享平等治療機會
Allocating rehabilitation fund for elderly to receive
equal opportunities in medical treatment



日間復康中心繼續管理及審批「張慶華復康援助金」，津助有經濟困難的體弱長者及復康人士使用日間復康中心內的自負盈虧服務，使他們能及時得到有效的治療。

The CHRC continued to manage and approve the Cheung Hing Wah Rehabilitation Fund, subsidizing frail elderly and rehabilitants with finance difficulties to use the self-financing services of the Centre, so that they can receive timely and effective treatment.

服務統計 Service Statistics

林植宣博士老人綜合服務中心 Dr. Lam Chik Suen District Elderly Community Centre

服務質量指標 Service Quality Indicators

會員 Members

人數 No. of Registered Members	1,632
全年平均人數 Average Membership within One Year	1,628

偶到服務 Drop-in Service

使用人次 No. of Service Usage	33,377
每節平均人次 Average Attendance Per Session within One Year	61.70

治療及輔導服務 Therapeutic and Counselling Service

輔導個案總數 Total No. of Case Served within One Year	610
輔導個案每月平均數 Monthly Average of Active Counselling Cases	314
安老服務統一評估次數 No. of Standardised Care Need Assessment (MDS-HC) Conducted	55

治療小組次數 No. of Therapeutic

外展長者(隱蔽長者)個案每月平均數 Monthly Average No. of Active Case of Hidden or Vulnerable Elderly Persons	37
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長者支援服務隊服務 Service of Support Team for the Elderly (STE)

本年度新接觸的長者人數 No. of Elderly Persons in the Community, who are not Know to STE	1,206
曾接受服務的長者人數 No. of Elderly Persons who had Received STE Networking Support Services	600
義工服務次數 No. of Network Support Services Rendered by Volunteers	3,148
新增長者義工人數 No. of New Volunteers	142

護老者服務 Service for Carers

曾接受服務的護老者人數 No. of Carers Served	399
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有需要護老者支援服務 Support Service for Needy Carers

有需要護老者人數 No. of Needy Carers Served	150
完成有需要護老者協議個案比率 Turnover Rate of Needy Carers Served	32.67%
互助小組次數 No. of Supportive Groups	6
培訓及活動次數 No. of Training Activities / Programmes	37
支援服務次數 No. of Support Services	187
向團體推廣服務的活動次數 No. of Liaisons for Building up Rapport with Stakeholders	3



為團體舉辦提升對有需要護老者關注的活動次數 No. of Programmes and Activities for Stakeholders in Raising the Awareness on Needy Carers	8
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智友醫社同行計劃 Dementia Community Support Scheme (DCSS)

個案總數 No. of Cases	38
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職員培訓(每節不少於4小時) No. of Staff Training Sessions (Each session no less than 4 hours)

認知障礙症培訓節數 No. of Training Sessions	22.19
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少數族裔地區大使服務 Service of Ethnic Minorities District Ambassadors (EMDA)

接觸少數族裔人數 No. of Ethnic Minorities who had been Receiving EMDA Services	141
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活動次數(活動/宣傳/培訓) No. of Groups/ Programmes/ Publicity/ Promotional Activities/ Training	28
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實務支援(填表/護送/家訪) No. of Forms Filling Assistance/ Visits/ Escort Services	1
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樂齡科技支援服務 Gerontechnology Support Service

受惠人數 No. of Beneficiaries	141
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發展性/預防性小組及活動 Developmental and Preventive Groups, Activities and Programmes

教育及發展/義工招募、訓練及服務次數 No. of Preventive and Developmental Groups, Activities and Programmes	245
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社交及康樂服務次數 No. of Social and Recreational Service	89
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支援性小組及活動 Supportive Groups, Activities and Programmes

互助服務次數 No. of Mutual Support Groups, Activities and Programmes	86
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護老者支援服務次數 No. of Carer Support Service	50
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社區協作及聯繫 Collaboration and Liaison with the Community Stakeholders

地區支援訓練活動次數 No. of Support and Training Activities/ Programmes	12
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地區網絡活動次數 No. of Activities/ of Building up Rapport with Local Stakeholders	17
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綜合家居照顧服務隊服務 Service of Integrated Home Care Services Teams (IHCST)


普通個案總數 No. of Ordinary Cases	251
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服務總加權單位數目 No. of Weighted Units of Service	89,609
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護理照顧服務總數 No. of Nursing Care Service	65,600
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護理照顧佔總加權單位(65600)百分比 Percentage of Nursing Care Service to the Total Weighted Units of Service	22%
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綜合家居照顧服務隊 (體弱個案) / 改善家居及社區照顧服務
Integrated Home Care Services Team (Frail Cases) /
Enhanced Home and Community Care Services

	服務質量指標	綜合家居照顧服務隊 (體弱個案)	改善家居及 社區照顧服務
	Service Quality Indicators	Integrated Home Care Services Team (Frail Cases)	Enhanced Home and Community Care Services
	個案總數 No. of Cases	156	563
	個案每月平均數 Monthly Average of Cases	118	444
	長者及護老者對服務的滿意程度 Service Satisfaction of Service Users and Their Carers	99%	99%
	有需要護老者對服務的滿意程度 Service Satisfaction of Needy Carers	90%	96%
	認知障礙症患者及其護老者對服務的滿意程度 Dementia Care Service Satisfaction of Service Users and Their Carers	83%	91%
	長者及護老者對言語治療服務的滿意程度 Speech Therapy Service Satisfaction of Service Users and Their Carers	75%	84%

離院長者綜合支援計劃
Integrated Discharge Support Programme for Elderly Patients (IDSP)

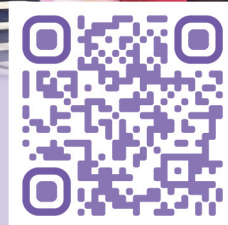
個案總數 No. of Cases	631
個案每月平均數 Monthly Average of Cases	81

張慶華慈善基金長亨復康中心
Cheung Hing Wah Charitable Foundation Cheung Hang
Rehabilitation Centre

會員人數 No. of Members	243
日間護理中心服務 Day Care Centre Service 受惠人次 Attendance	247
家居復康及支援服務 Home Care and Rehabilitation Service 受惠人數 No. of Beneficiaries	34
俱樂部 CHRC Club 活動出席人次 Activity Attendance	289

第三階段「長者社區照顧服務券」試驗計劃
Pilot Scheme on Community Care Service Voucher for the Elderly (Third Phase)

個案總數 No. of Cases	797
個案每月平均數 Monthly Average no. of Cases	66



社區健康綜合服務 Integrated Community Health Service

社區健康綜合服務旨在以全人健康理念，透過社區為本的服務，締造個人生理、心理、社交及靈性四方面的健康，促進家庭和諧及充實幸福的生活。因此，社區內任何對健康促進、預防、保健、復康及寧養方面的基層健康服務有需要的社區人士、家庭及團體均為本綜合服務的服務對象。

隨著社會日漸對健康管理的關注度提高，人口老化加劇，醫療系統超負荷等因素，本機構大力發展社區健康相關服務以回應社會需要。社區健康綜合服務已於2021至2022年度擴展至由普健綜合服務中心、賽馬會葵華健康中心、社區健康促進服務部及佳音服務部組成。

Striving for holistic health, the Integrated Community Health Service (“ICHS”) aims at enhancing the physical, psychological, social and spiritual wellbeing of individuals and fostering family harmony and wellness through community-based services. Hence, our scope of services includes all members of the community, families and groups, providing them with primary healthcare services focusing on people’s needs in the community along the continuum from health promotion and disease prevention to treatment, rehabilitation and palliative care.

There is a growing awareness on health management, rapid ageing population and the overloaded public healthcare system. In view of this, the Organization was dedicated to developing services related to community health to respond to the social needs. In the year 2021–2022, the ICHS has been expanded to the Community Health Integrated Services Centre (“CHISC”), Jockey Club Kwai Wah Health and Wellbeing Centre, Community Health Promotion Unit (“CHPU”) and Gospel Service Unit.

服務成果重點 Service Major Achievements

新服務計劃 New Service Projects

- 賽馬會 e 家易離院支援計劃
Jockey Club Empowerment-based Transitional Care Project (JCETC)
- 賽馬會痛「正」能量計劃
Jockey Club 'Confront Pain with Ease' Project (JC-COPE)
- 賽馬會「攜手同行」癌症患者支援計劃
Jockey Club Cancer Survivorship Care Project (JCCSCP)

上述新服務計劃內容詳列於「新動態」部分。

Details of the above new service projects are listed in the 'NewsFlashes' section.

社區健康促進服務部 Community Health Promotion Unit



社區健康促進服務部以「社區健康」為本，藉著增強及建立社區健康資源網絡，以強化社區基層人士的全人健康概念及改善他們的健康為依歸，而為他們提供健康教育與資訊，策劃醫社合作的服務模式，並招募及培育社區健康大使。

部門在年度內推行多個基金贊助之服務，包括繼續推行由賽馬會贊助的「賽馬會『e健樂』電子健康管理計劃」及「賽馬會『宅居易』樂齡科技計劃」，並分別於2021年4月起開展「賽馬會e家易離院支援計劃」、2021年11月起開展「賽馬會「攜手同行」癌症患者支援計劃」及2022年1月開展「賽馬會痛『正』能量計劃」。同時，部門亦繼續以主題活動形式推廣健康訊息及恆常服務，並透過上門探訪或線上支援服務對象的健康需要。

With a focus on community health, the Community Health Promotion Unit ("CHPU") aims at instilling the holistic health concept into the grassroots community and improving their health by enhancing and building the community health resources network. CHPU provides the grassroots community with health education and information, plans the medical-social collaboration service mode, recruits and trains community health ambassadors.

CHPU implemented services sponsored by various funds during the year, including the Jockey Club Community eHealth Care Project and the Jockey Club Homebound Elderly Gerontech Programme that have been implemented continuously, as well as the Jockey Club Empowerment-based Transitional Care Project (JCETC), the Jockey Club Cancer Survivorship Care Project (JCCSCP) and the Jockey Club "Confront Pain with Ease" Project (JC-COPE) commenced in April 2021, November 2021 and January 2022 respectively. The department also continued to promote health information and regular services in the form of themed activities and to meet the health needs of the target service users through home visits or online support.

支援長者應用電子科技 改善生活質素 Support elderly using electronic technologies to improve quality of life

長者的數碼鴻溝問題近年備受關注。針對改善長者應用數碼設備的能力及習慣，由賽馬會慈善信託基金贊助的「賽馬會『宅居易』樂齡科技計劃」特別為居住於葵青及荃灣區內的長者及其照顧者提供支援，向區內長者借出平板電腦，鼓勵他們學習使用平板電腦等電子產品，以改善生活及健康。

The problem of digital divide among elderly has become an increasing concern in recent years. Putting a focus on improving the elderly's ability and habit of using digital devices, the Jockey Club Homebound Elderly Gerontech Programme which was funded by the Hong Kong Jockey Club Charities Trust specially provides support to elderly and their caregivers living in the Kwai Tsing and Tsuen Wan districts. The Programme provides tablets for loan to local elderly, and encourages them to learn how to use electronic products such as tablets to improve their daily life and health.



透過電子科技，長者可獲取生活資訊，在疫情下保持視像社交活動及擴闊社交圈子，甚至進而能夠接受遙距健康支援，延續復康及認知訓練。過程中，長者們得以重拾掌握生活和解難的自信心。

With electronic technologies, the elderly can receive daily life information, continue social activities via media platform and expand their social circles in the pandemic, or even receive remote health support to continue their rehabilitation and cognitive training. During the process, the elderly regained confidence in taking control of their lives and problem solving.

本計劃成功培訓了一班在電子產品應用上有一定認知的義工，除了定期舉辦每月聚會、電話慰問及設立電子應用支援站外，更為服務使用者於每週兩個下午舉行名為「居家三點三」的電子應用支援及關懷服務。活動不但可解答長者疑難，更能養成長者使用平板電腦的習慣，特別在疫情不穩的歲月中，讓不適合經常外出的年邁長者可以保持一定程度的社交活躍度。

The Project successfully trained a group of volunteers who have some knowledge on using digital devices. Apart from organizing monthly meetings, giving caring calls and setting up support stations for electronic applications, we organized the "3:15 p.m. @Home" as a support and care service twice a week. This programme does not only help to solve the problems for the elderly, but also help them to build a habit of using tablets. This allows the elderly who are not fit to go out very often to maintain their social activity to a certain extent.

開展多個身心健康老齡化服務 Launching multiple services for healthy ageing



要推動健康老齡化，樂齡科技的應用必不可少。為此，本機構參與由賽馬會慈善信託基金策劃及捐助的「賽馬會『e健樂』電子健康管理計劃」。「e健樂」乃是全港首個結合雲端技術而建立的電子健康管理技術、社區關懷及專業團隊跟進的長者健康管理服務計劃。

「e健樂」的服務形式靈活，透過自助電子健康檢查站，鼓勵長者定期進行健康檢測，整體成效顯著。健康數據會透過雲端即時傳送至長者安居協會進行監察及大數據分析，當數據超出標準，計劃的護士團隊會聯絡服務對象跟進，策劃針對性的健康服務及保健活動。

另一個廣受歡迎的健康老齡化服務為社區保健及防跌計劃。本計劃由物理治療師主理，為長者進行跌倒危機評估，教授他們學習復康運動，並按不同需要轉介進行進一步檢查，如骨質密度檢測及家庭醫生治療服務。藉此，本計劃可幫助長者改善四肢筋肌、增強平衡力、預防跌倒，從而避免骨折而誘發其他長期病患。

To promote healthy ageing, gerontechnology is indispensable. In light of this, the Organization participated in the Jockey Club Community eHealth Care Project which was planned and funded by the Hong Kong Jockey Club Charities Trust. The Project is the first territory-wide elderly care support project incorporated with cloud technology which integrates e-health management technology, community care and professional support.

The Project adopts a flexible approach. Elderly are encouraged to have regular health checkup at the eHealth stations, and it has achieved remarkable results. Health data are transferred to the Senior Citizen Home Safety Association for proactive monitoring and big data analysis. When the measurements are outside of the standard range, the Project nurse team will contact the clients for follow-up, providing healthcare services and activities based on their needs.

Another popular healthy ageing service is the community healthcare and fall prevention project. Managed by physiotherapist, this Project conducts fall risk assessment, teaches the elderly rehabilitation exercises, and refers the elderly to further check-ups, such as bone density test and family doctor consultation as if needed. The Project helps the elderly improve their muscle and tendon strength of the limbs, balance, and fall prevention, thus reducing other long-term illnesses resulted from bone fracture.

及早預防疾病 提前根治隱患 Early prevention, early cure

健康問題不是長者獨有。中年人士當中，低收入家庭的經濟支柱容易患有慢性疾病，例如出現高血壓、高血糖或高血脂之其中一種症狀。長遠小問題可引致嚴重的慢性疾病或併發症，繼而令其他家庭成員承受經濟壓力，增加貧窮問題惡性循環的風險。

本機構透過參與由宏利人壽保險（國際）贊助之宏利「『券』顧您健康」計劃，成功協助超過400位低收入家庭經濟支柱的人士提供免費健康檢查及協助他們找出健康問題，提供免費醫療及諮詢服務，讓他們及時得到治療或復康支援。

Health issues are not exclusive to the elderly. Among the middle-aged persons, breadwinners in low-income families are also vulnerable to chronic diseases, for instance they may suffer from either one of the “three hyperts” – hypertension, hyperglycemia or hyperlipidemia. These conditions can lead to major chronic diseases and complications, in turn putting financial stress on other family members, thereby increasing the risk of perpetuating the cycle of poverty.

The Organization took part in the Manulife Health Voucher Program sponsored by Manulife (International) Limited and successfully provided free body checks to over 400 breadwinners of low-income families and helped identify their health issues. Free medical treatment and consultation services are also provided, helping them receive timely treatment or rehabilitation support.

賽馬會葵華健樂中心 Jockey Club Kwai Wah Health and Wellbeing Centre

一站式保健服務平台 One-stop healthcare services platform



承蒙香港賽馬會慈善信託基金支持下，本機構於葵涌總部毗鄰的葵華大廈地下開辦賽馬會葵華健樂中心，提供一站式「健康教育 — 健樂服務 — 地區支援」健樂平台，推動區內居民全面關注及實踐個人健康生活。葵華健樂中心由2021年逐步投入服務至今，不斷擴展成為機構現時全人健康相關服務的重點發展基地和跨部門合作平台。

Thanks to the support of The Hong Kong Jockey Club Charities Trust, the Organization opened the Jockey Club Kwai Wah Health and Wellbeing Centre located in Kwai Wah Building adjoining our Kwai Chung Headquarters. The Centre provides one-stop ‘Health education — Healthcare service — Local support’ healthcare platform, raising the public awareness on and promoting healthy living in the local residents. Since its establishment in 2021, the Centre has now expanded into a major base for development and cross-departmental cooperation platform of holistic health related services of the Organization.

實證為本 以國際指引建立社區照護服務

Evidence-based integrated care services guided by international guidelines

中心的營運及服務模式，以世界衛生組織（「世衛」）的綜合性長者照護方案——「ICOPE」之針對老年人內在健能減退的相關研究及指南為藍本。內在健能包括身心方面的整體能力。如及早發現內健能衰退，可設法延緩、維持甚至改善老年人身體功能與心理健康，達致健康老齡化。

The Centre's mode of operation and service is guided by the World Health Organization (WHO) guidelines and related studies on Integrated Care for Older People (ICOPE). Intrinsic capacity is defined as the composite of all the physical and mental capacities of an individual. By early identification of decreased intrinsic capacity, it helps slow its decline, or even maintain and improve the physical functions and mental health of the older adults, thus achieving healthy ageing.

專業醫療團隊及設備 提升服務質素

Professional healthcare team and equipment enhance service quality



中心現時的主要服務對象為中、老年人士，提供身體檢查、健康評估、醫療及復康護理、中醫服務、藥物資助及輔導、保健運動方案及訓練等。各項服務均由跨專業服務團隊策劃及執行，團隊包括高級物理治療師、高級職業治療師、言語治療師、營養師、註冊護士、社工、中醫師及健體教練等。為進一步提升服務質素、籌備更多新種類的健樂服務，中心更於本年度添置了不少高端先進的醫療及保健儀器，以進行健康評估、體能培訓、腦力訓練等。

At present, the Centre mainly serves middle-aged persons and elderly by providing physical examinations, health assessments, medical and rehabilitation care, Traditional Chinese Medicine (TCM) service, drugs subsidization and counselling, rehabilitation planning and training. All services are planned and implemented by our multi-disciplinary professional service team, which comprises senior physiotherapist, senior occupational therapist, speech therapist, dietitian, registered nurse, social worker, TCM practitioner, fitness trainer, etc. In order to provide better service, the Centre also installed many high-end medical and healthcare devices this year for conducting health assessments, physical training and cognitive training.



促進跨部門合作 連結跨專業服務 Promoting cross-departmental cooperation and connecting inter-disciplinary professional services

中心與長者綜合服務長期進行跨部門及跨專業的協作，鞏固本機構在區內提供一站式長者社區健康服務的領導地位，多管齊下改善服務成果。

現時合作的範圍廣泛，包括：聯繫長者參與中心的優質健康服務；與不同的醫療專業共同跟進體弱長者情況，以interRAI™家居照顧評估工具作個案管理，訂定跟進項目，如吞嚥狀況、認知訓練等；從現時合作的基礎上逐步研發及設立長期護理個案管理程式軟件，共同分析服務對象的臨床情況，研究改善方案；並為前線長者社區服務員、護老者及健康服務義工提供培訓。

The Centre has long-term cooperation with the Integrated Services for the Elderly. Through cross-departmental and multi-disciplinary professional cooperation, it strengthens the Organization's leading position as one-stop elderly community health service in the district, improving our service outcomes with a multi-pronged approach.

Currently, the Centre has a wide scope of cooperation, including reaching out to the elderly asking them to join the Centre's quality healthcare services, jointly following up the conditions of frail elderly with different healthcare professionals, adopting the interRAI™ home care assessment tool to conduct case management and set out follow-up items, such as swallowing condition or cognitive training. Based on the existing cooperation base, we gradually develop and set up long-term care case management application programme to analyze the clinical conditions of the target service users and explore improvement solutions. We also provide training to frontline elderly community service workers, caregivers and healthcare volunteers.

培育專業義工 發展健樂義工服務模式 Training professional volunteers to develop service mode of healthcare volunteering

除了專業工作團隊，社區長者健樂生活的推廣同樣需要透過建立社區資源及支援網絡。因此，中心培訓一班義工成為「身、心、靈健樂義工」，學習健康管理及情緒支援技巧，以便受訓後協助部門推行不同的健康活動、定期聯絡長者關顧他們的身心需要，包括為長者進行初步健康評估，以同行者的身份鼓勵有需要的長者進一步接受專業中西健康支援服務。

In addition to professional team, promotion of community health and wellness of the elderly also relies on building community resources and support network. Hence, the Centre trains a group of volunteers to become “Body, Heart, Spirit Wellbeing Volunteers” who learn skills for health management and emotional support. Upon completion of training, they can help the department to conduct various health activities, and regularly contact to elderly for preliminary health assessment. They also act as companions to encourage the elderly in need to accept professional support services in Chinese and western medicine.

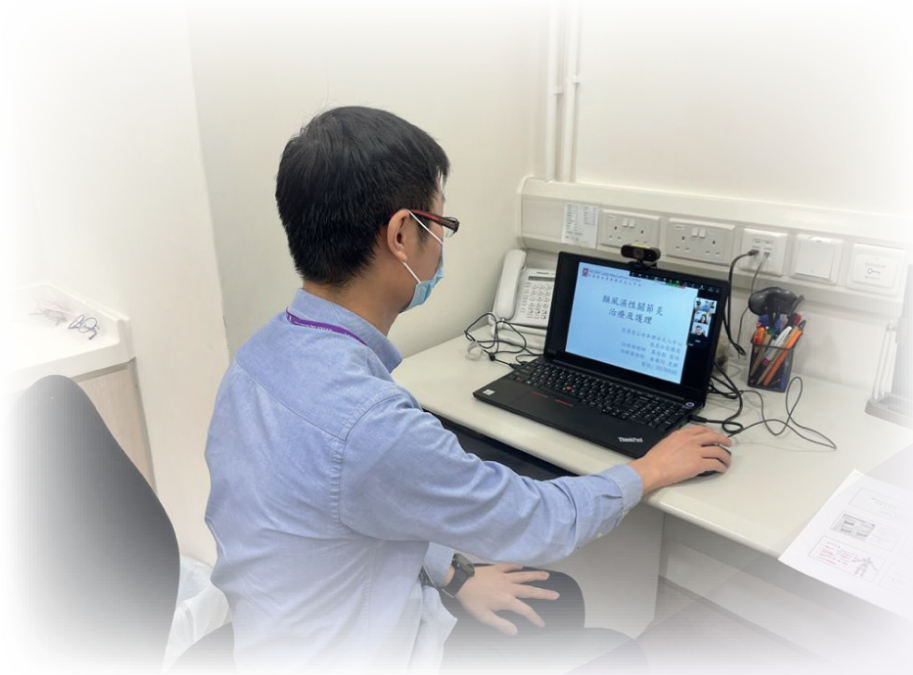
普健綜合服務中心 Community Health Integrated Services Centre (CHISC)



普健綜合服務中心一直提供廣泛的社區健康支援服務，包括牙科診所、物理治療、保健及中醫藥服務，保障基層市民接受相關服務的平等機會。隨著賽馬會葵華健樂中心投入服務，部分服務，如慈惠社區藥房、中醫藥服務、「視健閣」視光服務及疫苗接種服務亦已搬遷至賽馬會葵華健樂中心，貫徹一站式健樂服務的優勢。

CHISC is devoted to provide a wide range of community health support services, including dental clinic, physiotherapy, healthcare and TCM services to ensure grassroots citizens have equal access to various services. Following the commencement of service at the Jockey Club Kwai Wah Health and Wellbeing Centre, some services such as the H.K.S.K.H. Lady MacLehose Community Pharmacy, TCM services, Vision Corner optometry service and vaccination service were also moved to the Centre, taking full advantage of one-stop health and wellbeing services.

社區藥房 為基層節省逾500萬藥費 Community Pharmacy helps grassroots save drug costs for over \$5 million



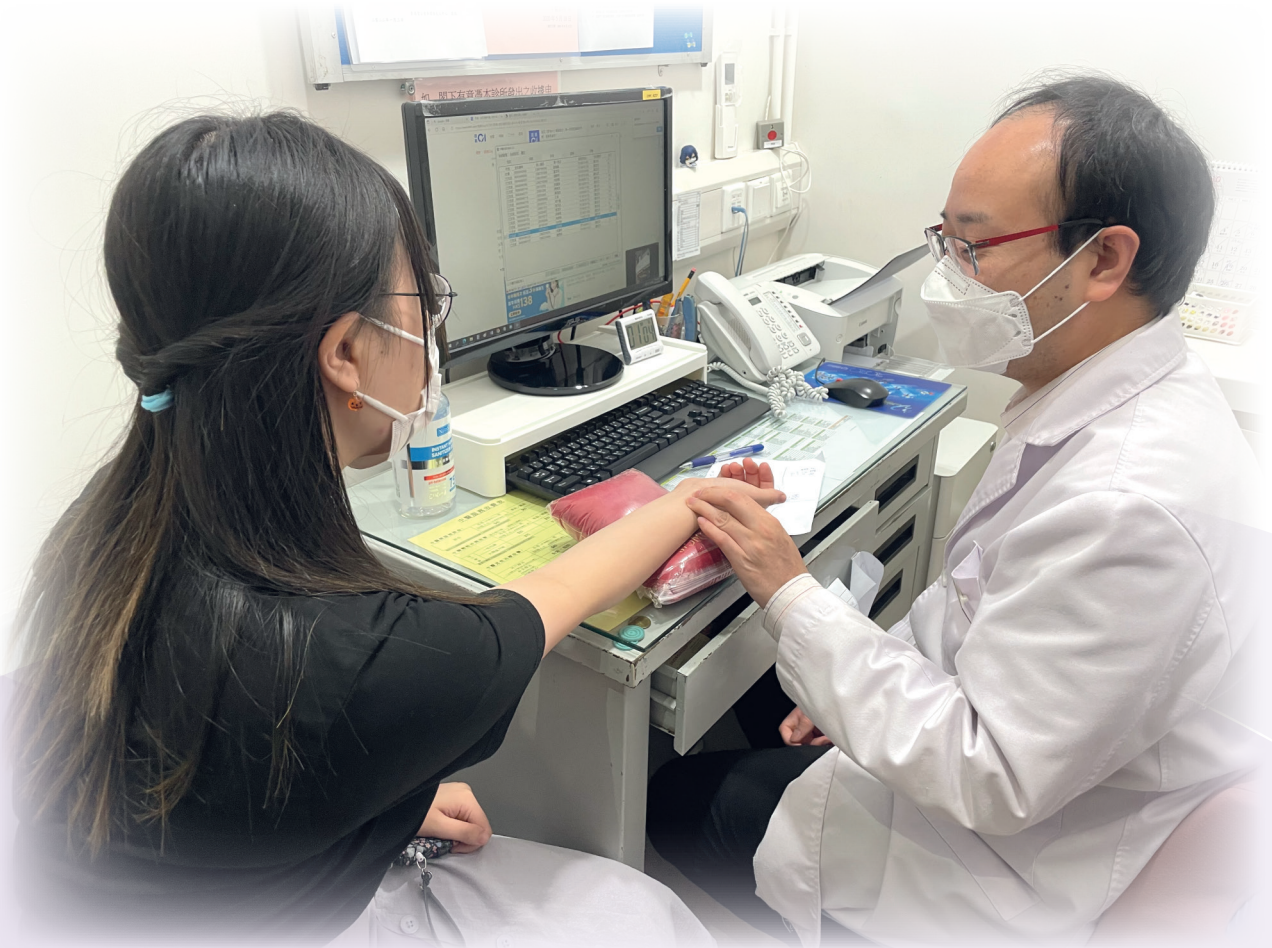
透過與不同藥廠合作，「慈惠社區藥房」致力提供藥物資助計劃，本年度為全港低收入人士及長者節省超過五百萬藥費，造福社會。藥房積極擴闊可資助藥物種類，本年度更成功與藥廠達成新的合作協議，拓展藥物資助予癌症病人。

為控制疫情而出一分力，藥房參與「社區臨時藥物補充計劃」，讓無法前往醫管局門診覆診的長期疾病患者及長者補充購買藥物名冊下的自費藥物及一般日常常用藥物，解決燃眉之急。同時亦提供藥劑師遙距藥物諮詢服務，協助他們正確服用多樣藥物及藥物貯存的知識。

In collaboration with different pharmaceutical companies, the H.K.S.K.H. Lady MacLehose Community Pharmacy (“The Pharmacy”) is dedicated provide drug subsidization schemes. This year, the Pharmacy helped the persons from low-income families and elderly save over \$5 million of drug costs, which benefitted the society. The Pharmacy proactively extends the scope to have more types of drugs being subsidized. This year, The Pharmacy reached a new cooperative agreement with a pharmaceutical company to provide drug subsidy to cancer patients.

As an effort to the pandemic control, the Pharmacy took part in the Community Interim Medication Refill Services, helping chronic disease patients and elderly who were unable to attend regular follow-up at the Hospital Authority out-patient clinics to provide them with urgently needed drug refill for self-financed drugs and other commonly used drugs temporarily. Remote advisory services were also provided by pharmacists, teaching the patients how to take and store their various drugs properly.

推廣現代化中醫保健養生之道 Promoting modernized ways to wellness in Traditional Chinese medicine



機構的中醫藥服務由註冊中醫師主理，以傳統醫療方法配合現代化設備，提供綜合保健及診療服務。近年，中心積極推廣「治未病」概念，治療慢性疾病及預防復發，長遠調整體質達致預防疾病的目的。除了處方中藥外，亦設有針灸、拔罐、耳穴等治療和外展中醫診療服務，支援社區人士不同的健康需要。

The Chinese Medicine service of the Organization is managed by registered Chinese Medicine Practitioners. Adopting traditional Chinese medicine treatments and modernized equipment, the service provides integrated healthcare and medical treatment. In recent years, we have been proactively promoting “preventive treatment of disease” concept that focuses on chronic illness treatment and relapse prevention, with an aim of preventing illnesses by long-term regulating the body constitution. Apart from Chinese medicine prescription, acupuncture, cupping, ear acupuncture and outreach TCM service are also available to support the different health needs in the community.

牙科保健 融入社區教育 Instilling community education in dental healthcare

機構轄下兩間分別位於葵涌總部的牙科診所及荃灣聖公會荊冕堂的傑德牙科醫務所，除了提供牙科醫療服務，亦著重透過社區教育提高基層牙齒保健的意識，及早治療。

同時，兩間牙科診所已登記成為關愛基金「長者牙科服務資助」下的關愛牙科診所，為65歲或以上及領取長者生活津貼的長者提供資助牙科服務，鼓勵長者定期口腔檢查及處理牙患，回應區內龐大而持續增長的長者牙科服務需求。

The two dental clinics of the Organization, one located at the Kwai Chung Headquarters, and the other one situated at the S.K.H. Crown of Thorns Church and Kit Tak Dental Clinic provide dental care services, and also focus on raising public awareness on dental healthcare in the grassroots community through education, so as to achieve early treatment.

In response to the huge and growing needs for elderly dental services in the district, the two dental clinics have also registered as community care dental clinics of the Community Care Fund (CCF)'s Elderly Dental Assistance Programme to provide subsidized dental services to elderly aged 65 or above who are recipients of Old Age Living Allowance, encouraging the elderly to have regular oral check-up and treat their dental problems as soon as possible.



開展註冊營養師服務 推廣健康飲食生活模式 Commencing registered nutritionist service to promote health dieting lifestyle

當疫症流行之際，長時間留在家或會增加進食加工零食的機會，而當中的脂肪、鹽和糖含量一般較高。因此，機構參與衛生署「我好『叻』」社區健康推廣計劃2021，透過安排健康教育講座，由註冊營養師分享食材選擇和烹調方法等，加強推廣在抗疫新常態下的健康飲食及生活模式；配合由物理治療師或健體教練帶領如何在家做運動，以改善社區人士的身心健康和增強免疫能力。

During the pandemic, while staying at home for long period of time, we may eat more processed food and snacks, which are often high in fat, salt and sugar. Hence, the Organization took part in "I'm So Smart" Community Health Promotion Programme 2021 organized by the Department of Health. By organizing health educational talks, our registered dietitian shared ideas on food choice and cooking methods to further promote healthy diet and lifestyle under the new normal. Along with the exercises done at home as taught by our physiotherapist or fitness trainer, it improved the physical and mental health as well as boosted immunity for the individuals.

眼科保健 愛心視光服務 Caring optometric service for eyecare

愛心視光服務已成為恆常服務項目，透過與社區愛心商戶合作，安排註冊視光師為貧困長者及低收入家庭提供基本視光服務，合資格人士更可以優惠價配製眼鏡，發揮醫社結合的服務模式。同時我們定期舉辦正確保護視力的資訊性活動，提醒社區人士關注眼睛健康。

The caring optometric service has become a regular service. Through collaboration with community caring shops, we arranged registered optometrists to provide basic optometric services for elderly in poverty and low-income families. Eligible persons can get the prescribed glasses at discounted price, making the best use of the medical-social collaborative service model. We also regularly organize educational programmes on proper eyecare to raise public awareness on eyecare.

佳音服務部 Gospel Service Unit

從恩憐憫 從心愛人 With grace and compassion Loving others from the heart

由於疫情不宜舉辦群體聚集的活動，佳音服務部於本年度續以傳道及社牧事工的三個服務層面——個人層面、服務層面及社區層面，散播佳音種子至社區的每一個角落。

Since large group gatherings were avoided during the pandemic, this year, the Gospel Service Unit continued to conduct evangelical and chaplaincy ministries at three service levels — personal level, service level and community level, spreading the seeds of the Gospel to every corner of the community.

關懷員工 關注疫情下的心靈及靈性健康 Caring for employees with focus on emotional and spiritual health amid the pandemic

第一層，佳音服務部對內提升機構員工在心靈與靈性健康的支援以及信仰上的根基為工作重心，而進行個人預約式面談，舉行祈禱小組，新入職員工交流，及以電子方式在通訊軟件與社交平台上傳遞佳音訊息。

On the first level, the Unit puts an emphasis on enhanced support for employees' mental and spiritual health and foundations of their faith. Scheduled interviews for individuals, prayer groups and new employee sharing were conducted, and e-version gospel messages were spread through communication software and social media.

因應機構今年有多個新服務地點投入服務，機構邀得管理委員會委員周偉文牧師、劉子睿牧師及胡偉豪牧師分別為各個新服務點於啟用前進行祝福禮。祝福禮讓將於單位內工作的員工們聚首一堂，共同禱告感謝上主的美好安排，祈求員工在基督的領導下推展服務，並由牧師代表贈送十字架裝飾，代表上主的臨在。

This year, several new service locations of the Organization commenced operation. The Revd Joseph Chow Wai-man, The Revd Lau Tze-yui and The Revd William Wu Wai-ho, Management Committee members were invited to officiate at the benediction ceremonies of the new service points respectively. The ceremonies brought together the employees working in these units to pray and give thanks to the Lord for the wonderful arrangement. Together, they prayed that the employees would implement the services under the guidance of Christ. The Reverends presented Cross ornaments as a symbol of the Lord's presence.

藉著社會服務 彰顯神對人的愛 Revealing God's love for man through social services

佳音服務部進而協助不同服務部門建立以基督信仰為核心的社會服務，希望透過服務過程體現基督精神，在滿足服務使用者的生活需要之餘，更進一步關顧他們在靈性上的富足。同時，佳音服務部與長者綜合服務合作，培訓「身·心·靈義工網絡」基督徒義工隊進行定期電話慰問，繼續為有需要長者作長期的心靈關顧及全人健康支援。

The Gospel Service Unit further helped different service departments to build social services that are centred on Christian faith. It is hoped that through the process of the services, we can reflect the Christian spirit, so that while meeting the daily needs of our service users, we can further take care of their spiritual riches. At the same time, the Gospel Service Unit and Integrated Services for the Elderly jointly trained the "Body, Heart & Spirit Volunteer Network", a team of Christian volunteers who give caring calls regularly, continuing to provide long-term spiritual care and holistic health support for elderlies in need.

連結社服與教會 強化溝通與協作 Connecting social services and the Church to strengthen communication and collaboration

佳音服務部與多間地區教會及其他福音機構亦保持緊密聯繫，彼此守望，亦會接受來自教會的個案轉介，為教友提供社會服務。

The Gospel Service Unit and other local churches and gospel organizations keep in close touch and watch over for one another. The Unit also accepts and provides social services for case referrals from other churches.

服務統計 Service Statistics



牙科服務
Dental Service

服務次數
No. of Services

7,144

受惠人次
Beneficiaries Attendance

7,144

賽馬會葵華健樂中心*
Jockey Club Kwai Wah Health
and Wellbeing Centre*

15,513

19,755

藥物及保健品支援服務
Medication & Health-related
Products Support Service

10,163

10,163



中醫藥服務
Chinese
Medicine Service

6,838

6,838

健康教育活動
Health Education Activities

650

41,773

社會工作介入服務
Social Work Intervention Service

2,620

2,753



佳音服務
Gospel Service

119

250

*服務包括：健康檢查及跟進、社區防疫計劃、疫苗注射、基層醫療、復康服務、營養服務、言語治療服務、視光服務、健樂班組、自我健康管理站、震動治療、運動訓練、義工培訓及照顧者培訓。

*Services included: health screening and follow up service, communicable disease prevention programme, vaccination, primary care, rehabilitation, dietitian, speech therapy, optometric services, Health Smart training classes, Self Health Management Station, vibration therapy, fitness training, volunteer training and carer training.



優質管理 Quality Management

優質服務發展 Quality Service Development

一間機構得以可持續發展，除了有創新的思維和具質素的服務外，亦需要有效的管治和嚴謹的監察。面對疫情下的艱難險阻，機構有賴全體員工謹守崗位，齊心協力，排除萬難，持續以優質服務照顧市民的迫切需要。感恩員工上下多年來的默默耕耘，機構才得以奠定雄厚營運基礎，面對當前疫情的打擊仍能克服困難、邁步向前。

Apart from innovative thinking and quality services, it takes effective governance and stringent monitoring for an organization to maintain sustainable development. Facing all the hardships and challenges amid the pandemic, thanks to our staff members who have remained steadfast in their positions and worked together against all odds, the Organization was able to maintain our quality services to meet the citizens' pressing needs. Thanks to the dedicated service of our staff team over the years, they have laid a solid foundation for the operation of the Organization, enabling us to overcome all obstacles and move forward despite the impacts of the pandemic.



質素監察 Quality Monitoring

定期服務評審

為加強自行服務評審的果效，機構派員參與由福利協會舉辦之內部審核專才培訓，並按社署訂下的「服務質素標準 (SQSs)」及「津貼及服務協議 (FSAs)」的要求，讓獲認可的審核員定期為津助服務單位進行審檢工作，例如以審閱文件方式進行評審及核數，持續主動改善服務質素。

Regular Service Assessment

To enhance the effect of service internal audit, the Organization sent representatives to take part in the professional internal auditor training organized by the Welfare Council. We also comply with the requirements of the 'Service Quality Standards (SQSs)' and 'Funding and Service Agreements (FSAs)' and let approved auditors to conduct regular audits in our subvented service units, for instance, assessment and auditing by reviewing documents, to keep improving our service quality.

風險與危機管理

隨著服務不斷發展，中心有必要提升風險意識及警覺性，鼓勵各單位識別潛在的風險或威脅，尋找應對機制與方案，並強化管理與應變能力。為此，機構年內籌辦了風險及危機管理工作坊，旨在把風險及危機管理及評估制度引入到各部門之中，增強員工的風險評估技巧及執行風險管理機制的的能力。完成培訓後，各單位均重新進行風險評估，制定相應的應變策略和注意事項。

Risk and Crisis Management

With expansion of services, it is necessary for the Organization to raise our risk awareness and encourage various units to identify potential risks or threats, in order to find a response mechanism and approaches, thus strengthening our management and response capability. Hence, the Organization organized risk and crisis management workshops during the year, with an aim of incorporating risk and crisis management and assessment mechanism to all departments, thus enhancing the staff's risk assessment skills and ability of executing risk management mechanism. On completing the training, all units conducted risk re-assessment and stipulated relevant emergency response strategies and things to note.



服務構思與檢討

機構每半年均定期進行服務檢討大會，並且在年終的大會上構思中、短期的服務計劃。透過跨部門及跨職級超過130位同工之間的深入交流，年終的大會上會就未來服務的發展方向進行討論，其後再由各部門為不同服務訂定具體行動計劃及執行細節。

Service Planning and Review

The Organization conducts the Service Review Meeting biannually. Mid-term and short-term service plans will be set out during the year-end meeting. Over 130 staff members from different departments and ranks will have thorough communication and discuss the future direction of our services in the year-end meeting, afterwards all departments will formulate concrete action plans and execution plans for various services.

平衡緊急防疫及抗疫需要 竭力保持服務質素 發掘改進空間 Striking a Balance between Emergency Response and Anti-epidemic Needs Striving for Excellence in Service Quality and Exploring Room for Improvement

維持緊急服務運作

在第五波疫情爆發期間，面對超過160名員工確診、大量員工須要隔離、總部服務大樓納入強制檢測範圍等等危機，機構上下依然沉著應對，採取措施，竭力維持服務營運。例如：任何人士進入中心範圍時均須要測量體溫；服務使用者預約在指定時間方可到訪中心；場地設置透明膠板分隔空間；調動人手當值；穿著保護衣維持必需的體弱長者外展送餐、護理、購物服務；以視像方式面談、代替上門服務……

Maintaining Emergency Services

During the fifth wave of the pandemic, with more than 160 staff members being infected, numerous colleagues put under quarantine, and the headquarters service building being listed in the compulsory testing notice, staff of the Organization remained calm and formulated strategies, doing their utmost to maintain our services. For instance, all persons were required to undergo body temperature checks upon entering the building, service users were only allowed to visit the Organization at the designated time by appointment, spaces in the premises were separated by transparent plastic barriers, manpower reallocation, staff wore protective gear to maintain necessary services such as meal delivery, health care and shopping service for frail elderly, conducting video meetings instead of door-to-door service...

深層及全面消毒所有場所

不論是否有確診者辦公或到訪，機構均為所有場所及車輛進行至少一次外判噴灑長效殺菌防疫塗層及醫護級霧化消毒，以作深層及全面消毒，並加密清潔的次數，保持空氣流通及環境衛生等，以防止感染。部分服務使用者的活動場所亦額外添置超聲波霧化器及醫療級次氯酸抗菌液，自行定期或按需要作霧化消毒。

Deep Cleaning and Thorough Disinfection of All Premises

Regardless of whether infected persons have worked or visited, the Organization conducted at least one outsourced long-term spray disinfection service and medical level atomizing disinfection in all premises and vehicles for deep cleaning and thorough disinfection. Increased frequency of cleaning, good ventilation and good hygiene of the place were measures of infection control. Some of the activity venues for service users have installed additional ultrasonic nebulizers and medical class HOCL sanitizer for nebulization disinfection done regularly by themselves or as needed.

感謝和讚揚 Gratitude and Appreciation

在艱難的日子裡，本機構同工團隊仍然全力以赴，不斷為服務受眾提供優質而到位的專業服務。服務部門及同工的的努力有目共睹，因此，本年度機構共收到18封感謝信，來自會員、服務對象、家屬，甚至是公眾人士等。獲讚賞的同工來自不同服務，包括幼兒服務、長者服務、青少年服務及家庭服務等。感恩有不同持份者的認同和支持，是推動我們不斷向前邁進的原動力。

During the tough times, the staff team of the Organization continued to do their best to provide quality professional services to our service users. The hard work of our service departments and colleagues has been noticed. Hence, this year the Organization received 18 letters of appreciation from our members, service users, their families, and even the general public. The appreciated colleagues came from various services, including child care service, elderly service, youth service and family service. We are grateful to our stakeholders, whose recognition and support have been the source of motivation to keep us moving forward.

獎項與殊榮 Awards and Honours

本機構的優質服務獲社會的認可與嘉許，於不同範疇均榮獲多個獎項與殊榮。

Quality services of the Organization are widely accredited and recognized, and have received numerous awards and honours in various aspects.

服務計劃創佳績 Service Plans Achieve Excellence

ERB課程發展獎

機構按社會趨勢，積極推廣ERB最新一屆「特別·愛增值」計劃的課程，令服務對象增加專業的知識、技能和增強競爭力，疫情下仍可提高工作轉型的機會。因此，ERB向本機構頒發年度「ERB課程發展獎」，以表揚本機構作為培訓機構在課程發展方面的出色表現。



青年培訓獎項

機構青年培訓方面的ERB服務亦獲當局肯定，終獲ERB頒發年度「ERB青年培訓獎」。另外，作為勞工處「展翅青見計劃」的服務機構之一，機構致力幫助年輕學員認識自我和職業志向，豐富人生經驗。今年機構樂見當中一位學員獲選成為「展翅青見超新星2021」，成功實踐生涯規劃。

神秘顧客管理服務優異獎

社企健樂坊再度獲得香港鐵路有限公司之2021至2022年度神秘顧客管理服務優異獎項，亦即是於神秘顧客評分方面得到滿分，成績斐然。此成果全賴健樂坊各位同工之努力與付出，長期保持最優質的店舖服務及提供最佳顧客體驗。

ERB Course Development Award

To keep up with the social trend, the Organization proactively promoted the courses under the latest Love Upgrading Special Scheme of the Employees Retraining Board (ERB). These courses aimed to enhance professional knowledge, skills and competitiveness of service targets, giving them a higher chance to switch their careers under the pandemic. In this light, ERB has awarded the 'ERB Course Development Award' of the year to the Organization in recognition of our outstanding performance in course development as a training institution.

Youth Training Awards

In recognition of the Organization's efforts in youth training of ERB services, the ERB awarded our Organization the 'ERB Youth Training Award' of the year. Moreover, being one of the service providers of Youth Employment and Training Programme (YETP) of the Labour Department, the Organization is dedicated to helping young trainees to learn about themselves, find their career aspirations and enrich their life experiences. This year, the Organization is pleased that our trainee has successfully achieved her life plans and was awarded one of the 'YETP Most Improved Trainees 2021'.

Merit Award of Mystery Checking on Station Shop Safety Management Scheme

Our social enterprise Health Online again received the Award of Merit in the 2021-2022 'Mystery Checking on Station Shop Safety Management Scheme' organized by the MTR Corporation, an award given to a shop that is given full marks in the scope of mystery shoppers. This achievement would not have been possible without the efforts and contributions of our staff, who always keep up with the best quality shop service and provide the best customer experience.

機構環保評級 Organization Green Rating



首次申請綠建環評 獲專業評級機構認可

經香港綠色建築議會評級後，去年新落成的賽馬會葵華健樂中心（位於葵涌大隴街葵華大廈地下全層）於2021年12月正式獲評定為綠建環評室內建築（1.0版）銀級，在能源使用、建築用材、室內環境質素、管理等評核範疇中取得理想成績，印證機構在綠色

Recognition from Professional Rating Institution upon Application to BEAM Plus for the First Time

After applying for assessment to the Hong Kong Green Building Council, our newly-completed Jockey Club Kwai Wah Health and Wellbeing Centre (located at G/F, Kwai Wah Building, Kwai Chung) was officially graded Silver in the BEAM Plus Interiors v1.0 category in December 2021. The building achieved satisfactory results in the aspects of energy use,

建築方面的努力得到專業認證，展示出機構致力推動可持續發展的決心。

首機構連續八年榮獲國際環保認證

世界綠色組織多年來認可本機構在環保範疇的卓越表現，今年是第八度向本機構頒授「綠色辦公室」及「健康工作間」標誌及證書。



materials aspect, indoor environmental quality and management. This is a proof of the Organization's efforts in making a building green, which have been recognized by professional certification, showing our determination in promoting sustainable development.

Winning International Environmental Certification for the 8th Consecutive Year

The Organization's environmental excellence has been recognized by the World Green Organisation (WGO) over the past years. This year, the Organization was awarded with WGO's 'Green Office Awards' label and 'Eco-Healthy Workplace' label and certificates for the 8th consecutive year.

服務諮詢委員會 Service Advisory Committees

本機構深信，優化服務除了需要內部員工及管理層的努力，亦有賴機構持份者的支持。因此，機構成立3個服務諮詢委員會，以提供正式平台，邀請持份者就機構的服務相關政策積極參與討論及提供寶貴意見，以達致可持續的優質服務發展。三個委員會分別是「服務諮詢委員會」、「長者服務諮詢委員會」及「鄰舍層面社區發展部服務諮詢委員會」；成員來自多個界別，包括會員、服務使用者、區議員、社區團體或組織的代表等等，反映機構重視不同社會人士的建議。

In addition to the efforts of the staff and the management, the Organization firmly believes the optimization of services relies on the support from stakeholders. Therefore, the Organization had established 3 Service Advisory Committees (SACs) as formal platforms and had invited stakeholders to actively participate in discussions and sharing of valuable opinions on the Organization's service-related policies for achieving sustainable quality service development. The 3 SACs are the Agency Service Advisory Committee, the Elderly Service Advisory Committee and the Neighbourhood Level Community Development Project Advisory Committee. The Organization values the advice of different people of the community, hence, the SAC members came from different sectors. They included the Organization's members, service users, District Council Members and representatives of communities or groups.

2021-23年度服務諮詢委員會 2021-2022 Agency Service Advisory Committee

委員	Members
黃美鳳女士	Ms Christine Wong Mei-fung
管惜惠女士	Ms Guau Xihui
馮錦恩女士	Ms Fung Kam-yan
梁藹娟女士	Ms Leung Oi-kuen
吳貫雄先生	Mr Ng Koon-hung
黃榮斌先生	Mr Howard Wong Wing-pun
賴媛娥女士	Ms Lai Luen-ngor
鍾秀蘭女士	Ms Chung Sau-lan
黃耀忠先生	Mr Wong Yiu-chung
徐錦發先生	Mr Dickson Chui Kam-fat
霍愛蓮女士	Ms Fok Oi-lin
Mr Jimmy Nasab Khan	
黃德求先生	Mr Wong Tak-kau
馮玉珍女士	Ms Fung Yuk-chun
黃天賜先生	Mr Wong Tin-chi
陳宏謀先生	Mr Chan Wan-mow
陳順珍女士	Ms Chan Shun-chen (音譯 by transliteration)
譚志輝先生	Mr Tam Chi-fai (音譯 by transliteration)
鄧錦權先生	Mr Tang Kam-kuen
陳業卿女士	Ms Chan Ip-hing
雷慧霞女士	Ms Louie Wai-har

* 名單截至2022年3月31日

2021-22年度長者服務諮詢委員會 2021-2022 Elderly Service Advisory Committee

委員	Members
陳宏謀先生	Mr Chan Wan-mow
胡燦先生	Mr Wu Chaan
潘潤華女士	Ms Poon Yun-wah
楊志成先生	Mr Yeung Chi-shing
何愛萍女士	Ms Ho Oi-ping
梅榮光先生	Mr Mui Wing-kgong
劉彩雲女士	Ms Lau Choi-wan
謝梅英女士	Ms Tse Mui-ying
張偉貞女士	Ms Cheung Wai-ching
陳阮珍女士	Ms Rattana Cheng
彭秀英女士	Ms Pang Sau-ying
麥秀娟女士	Ms Mak Sau-kuen
陳鳳娟女士	Ms Chan Fung-kuen
董燕貞女士	Ms Tung Yin-ching
曾國鴻先生	Mr Tsang Kwok-hung
俞宏誠先生	Mr Yu Wan-shing
姚琳玲女士	Ms lu Lam-ling
梁燕玉女士	Ms Leung Yin-yuk
周慧容女士	Ms Chow Wai-yung
梁燕萍女士	Ms Leung Ying-ping
陳淑華女士	Ms Chan Suk-wah

(排名不分先後)

人力資源發展 Human Resources Development

有賴員工的努力與付出，機構方能以優質服務來回應社會需要，實踐使命。我們視員工為最重要的資產之一，致力建立穩定和高效的團隊，並透過行政部（人力資源組）以及由不同職級同工參與的「人力資源運用及培訓統籌小組」商議及推動人力資源計劃，以及有效地執行相關政策。

特別防疫措施保障員工

由於疫情繼續肆虐，在年度後期更是達至高峰，嚴重影響市民的日常生活，亦一定程度上影響服務推行和服務營運。因此，我們採取多樣化工作模式及安排，包括彈性上班與午膳時間、在家工作、輪班當值、視像會議及服務等，以配合服務需要。

同時，為保障同工和服務使用者的健康，機構鼓勵同工接種疫苗，並特設接種疫苗假期，讓同工得以休息；亦感謝各界對本機構同工的關懷，送贈中藥包和各種防疫用品。

Thanks to the efforts and contributions of our staff, the Organization was able to respond to social needs with quality services and fulfill our mission. As our staff is one of the most valuable assets, we are dedicated to building a stable and highly effective team. Our Administrative Unit (HR Team) and the HR Management & Training Co-ordination Working Group consisting of staff of different levels have collaborated on the discussion to formulate HR plans and ensure effective implementation of relevant policies.

Special Anti-epidemic Measures to Protect Employees

As the pandemic continued to ravage the city and the outbreak peaked towards the end of the fiscal year, it has significantly affected the everyday lives of many citizens as well as the implementation and operation of our services to a certain extent. Hence, we adopted different working modes and arrangements to cope with our service needs, including flexible work and lunch hours, working from home, shift work, video conferences and video-conferencing services.

To safeguard the health of our staff and service users, the Organization encouraged our staff to get vaccinated and specially offered vaccination leaves so that they could take sufficient rest after. We also express our gratitude to all sectors for their care for our staff by giving us Chinese medicine sachets and various anti-epidemic items.

統計 Statistics

員工 Staff

工作性質 Job Natures	人數 No. of Staff*
行政及文書 Administrative & Clerical Support	104
社會及程序工作 Social Work & Programme Work	260
活動支援 Activity Support	39
商業營運 Business Operations	13
教育 / 幼兒工作 Educational/ Child Care	51
照顧工作 Care Work	122
職工 General Support	57
醫療及健康 Medical & Health	45

*不包括時薪翻譯員 Excluded On-call Interpreters

總數 Total 691

人才培訓 Manpower Trainings

	內部培訓 Internal Trainings	外界培訓 External Trainings
培訓次數 No. of Activities	24	不適用 N/A
出席人數 No. of Participants	不適用 N/A	61
出席人次 Attendance	526	84
時數 (小時) No. of Training Hours	1,114	839.25

實習 Placement

家庭及社區綜合服務	Integrated Family and Community Service	學生人數 No. of Students
香港城市大學專上學院 /	Community College of City University /	10
香港伍倫貢學院	UOW College Hong Kong	
香港中文大學	The Chinese University of Hong Kong	6
香港理工大學專業及持續教育學院	The Hong Kong Polytechnic University – College of Professional and Continuing Education	6
香港城市大學	City University of Hong Kong	5
明愛專上學院	Caritas Institute of Higher Education	4
香港浸會大學	Hong Kong Baptist University	4
香港專業教育學院	Hong Kong Institute of Vocational Education	4
香港中文大學那打素護理學院	The Nethersole School of Nursing, The Chinese University of Hong Kong	2
香港大學	The University of Hong Kong	2
宏恩基督教學院	Gratia Christian College	1
長者綜合服務	Integrated Services for the Elderly	學生人數 No. of Students
香港專業進修學校	Hong Kong College of Technology	4
明愛專上學院	Caritas Institute of Higher Education	2
香港中文大學那打素護理學院	The Nethersole School of Nursing, The Chinese University of Hong Kong	2
社區健康綜合服務	Integrated Community Health Service	學生人數 No. of Students
香港中文大學	The Chinese University of Hong Kong	1

總學生人數 No. of Students in Total 53

員工嘉許 Staff Appreciation Schemes

長期服務獎 Long Service Awards

30年長期服務獎 30 Years Long Service Award

鄧愛芬女士 Ms Tang Oi-fan

25年長期服務獎 25 Years Long Service Award

梁莉蘭女士 Ms Leung Lee-lan	吳雪英女士 Ms Ng Suet-ying	張鳳娟女士 Ms Cheung Fung-kuen
葉慧盈女士 Ms Yip Wai-ying	彭淑貞女士 Ms Pang Shuk-ching	陳敏貞女士 Ms Josephine Chan Man-ching
曾麗娟女士 Ms Tsen Lai-kuen	彭安瑜女士 Ms Pang On-yue	陳浩明醫生 Dr Barry Chan Ho-ming
杜愛萍女士 Ms Tao Oi-ping		

20年長期服務獎 20 Years Long Service Award

阮雪杏女士 Ms Yuen Suet-hang	竇衛紅女士 Ms Tau Wai-hung
呂碧琪女士 Ms Lui Bik-ki	張麗芬女士 Ms Cheung Lai-fan
尹盛先生 Mr Wan Seng	梁淑芬女士 Ms Leung Suk-fan

15年長期服務獎 15 Years Long Service Award

梁玉貞女士 Ms Leung Yuk-ching	高小燕女士 Ms Ko Siu-yin	黃志寶先生 Mr Wong Chi-po
陳惠英女士 Ms Chan Wai-ying	鍾文燕女士 Ms Chung Man-yin	賴穎妍女士 Ms Lai Wing-yin
張明霞女士 Ms Cheung Ming-ha	王南雅女士 Ms Wong Nam-nga	黃威信先生 Mr Wong Wai-shun
連尚平女士 Ms Lin Chiu-ping		

10年長期服務獎 10 Years Long Service Award

霍永昌先生 Mr Fok Wing-cheong	邱小莉女士 Ms Yau Siu-lee	馮佩珊女士 Ms Fung Pui-shan
單麗君女士 Ms Sin Lai-kwan	李美冰女士 Ms Lee Mei-ping	林曉欣女士 Ms Lam Hiu-yan
陳亦愛女士 Ms Chan Yik-oi	楊思枚女士 Ms Yeung Sze-mui	李嘉媛女士 Ms Li Ka-woon
林佩榆女士 Ms Lam Pui-yu	呂群滿女士 Ms Lu Qunman	梁玉瓊女士 Ms Leung Yuk-ha
蘇美珍女士 Ms So Mei-chun	陳珮琪女士 Ms Chan Pui-ki	葉慧儀女士 Ms Yip Wai-ye
劉君女士 Ms Liu Jun	吳堃廉先生 Mr Ng Kwan-lim	

5年長期服務獎 5 Years Long Service Award

何茹萍女士 Ms Ho Ju-ping	吳少英女士 Ms Ng Siu-ying	楊采薇女士 Ms Yeung Choi-mei
劉貴連女士 Ms Lau Kwai-lin	許玉艷女士 Ms Hui Yuk-yim	黃子乘先生 Mr Wong Chi-shing
鄭嘉敏女士 Ms Cheng Ka-man	林玉玲女士 Ms Lin Yuling	何嘉莉女士 Ms He Jiali
蔡秋嫦女士 Ms Cai Qiuchang	安之蘭女士 Ms An Zhilan	嚴美情女士 Ms Yim Mei-ching
伍穎珊女士 Ms Ng Wing-shan	高文忠先生 Mr Ko Man-chung	葉詠婷女士 Ms Ip Wing-ting
譚琪琪女士 Ms Tam Ki-ki	張夢玲女士 Ms Zhang Mengling	吳美姬女士 Ms Ng Mei-kei
陸瑋瑛女士 Ms Luk Wai-ying	Mr Tauqir Ahmad Mr Tauqir Ahmad	馬翠卿女士 Ms Ma Chui-hing

職員嘉許計劃 Staff Appreciation Awards

行政部 Administrative Unit	趙卓明先生 Mr Chiu Cheuk-ming
照顧及教育綜合服務 Integrated Care and Education Service	林綺雲女士 Ms Lam Yee-wan
家庭及社區綜合服務 Integrated Family and Community Service	吳英銓先生 Mr Ng Ying-chuen
就業發展綜合服務 Integrated Career Development Service	曾淑儀女士 Ms Tsang Shuk-yi
就業發展綜合服務 Integrated Career Development Service	周文傑先生 Mr Chow Man-kit
長者綜合服務 Integrated Services for the Elderly	陳智聰先生 Mr Chan Chi-chung
社區健康綜合服務 Integrated Community Health Service	陳偉誠先生 Mr Chan Wai-shing

財務報告 Financial Report



范陳會計師行有限公司
Fan, Chan & Co. Limited

INDEPENDENT AUDITOR'S REPORT

TO THE MANAGEMENT COMMITTEE OF H.K.S.K.H. LADY MACLEHOSE CENTRE
香港聖公會麥理浩夫人中心

Opinion

We have audited the financial statements of H.K.S.K.H. Lady Maclehoose Centre ("the Centre") set out on pages 4 to 56, which comprise the statement of financial position as at 31 March 2022, and the statement of comprehensive income, statement of cash flows and statement of changes in reserve for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Centre as at 31 March 2022, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standard for Private Entities ("HKFRS for Private Entities") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the "Lump Sum Grant Manual" and other instructions issued by the Director of Social Welfare from time to time.

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSA") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Centre in accordance with the HKICPA's Code of Ethics for Professional Accountants ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management Committee for the Financial Statements

The Management Committee is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRS for Private Entities issued by the HKICPA, "Lump Sum Grant Manual" and other instructions issued by the Director of Social Welfare from time to time, and for such internal control as the Management Committee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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



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Nexia
International

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范陳會計師行有限公司
Fan, Chan & Co. Limited

INDEPENDENT AUDITOR'S REPORT
TO THE MANAGEMENT COMMITTEE OF H.K.S.K.H. LADY MACLEHOSE CENTRE
香港聖公會麥理浩夫人中心
(continued)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you as a body and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSA's, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Centre's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Management Committee.
- Conclude on the appropriateness of the Management Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Centre's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Centre to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.



A member of
Nexia
International

Rooms 1007-1012, 10/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣華道191號嘉華國際中心10樓1007-1012室
Tel: (852) 2816 3188 Fax: (852) 2891 5103 Email: fanchan@fanchan.com

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范陳會計師行有限公司
Fan, Chan & Co. Limited

INDEPENDENT AUDITOR'S REPORT
TO THE MANAGEMENT COMMITTEE OF H.K.S.K.H. LADY MACLEHOSE CENTRE
香港聖公會麥理浩夫人中心
(continued)

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

Fan, Chan & Co. Limited
Certified Public Accountants
Leung Kwong Kin
Practising Certificate Number P03702

Hong Kong, 16 September 2022



Rooms 1007-1012, 10/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣華道191號嘉華國際中心10樓1007-1012室
Tel: (852) 2816 3188 Fax: (852) 2891 5103 Email: fanchan@fanchan.com

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H. K. S. K. H. LADY MACLEHOSE CENTRE
香港聖公會麥理浩夫人中心

STATEMENT OF FINANCIAL POSITION
AS AT 31 MARCH 2022

	Note	2022 HK\$	2021 HK\$
Non-current assets			
Property, plant and equipment	4	2,410,949.97	2,370,508.94
Other financial assets	5	9,163,556.00	5,714,580.00
		<u>11,574,505.97</u>	<u>8,085,088.94</u>
Current assets			
Utility and other deposits	6	5,158,134.80	3,340,903.95
Accounts receivable and prepayment	7	28,705,510.71	22,115,883.28
Cash and cash equivalents	8	114,702,592.82	89,543,000.42
		<u>148,566,238.33</u>	<u>114,999,787.65</u>
Current liabilities			
Grant, fees and donations received in advance		22,287,158.61	17,968,324.97
Accounts payable and accrued expenses		12,024,875.76	10,037,693.20
Rent and rates subvention surplus account refundable to Social Welfare Department		11,089.80	13,659.00
Social Welfare Subvention surplus account	9	130,059.29	208,683.29
Subsidy Scheme surplus account	10	52,582.52	274,959.62
Received in advance from EDB for District Based After-School Learn and Support Programmes		2,983,198.30	2,016,380.10
		<u>37,488,964.28</u>	<u>30,519,700.18</u>
Net current assets		<u>111,077,274.05</u>	<u>84,480,087.47</u>
Net assets		<u>122,651,780.02</u>	<u>92,565,176.41</u>
Representing			
Accumulated general fund	11	15,194,260.07	15,236,837.07
Reserve fund	12	46,130,033.26	25,384,226.82
Other funds - project fund	13	2,413,986.37	1,575,109.72
Other funds - non-subsented services	14	45,733,372.59	38,177,715.54
Other funds - special fund	15	8,131,655.03	7,961,090.58
Aided day nursery operating surplus account	16	71,473.84	71,473.84
Aided day creche operating surplus account	17	4,923,661.21	4,114,369.86
Social welfare development fund (Phase 3)	18	53,337.65	44,352.98
		<u>122,651,780.02</u>	<u>92,565,176.41</u>

The financial statements were approved and authorised for issue by the Board of Directors of the Hong Kong Sheng Kung Hui Welfare Council Limited on 16 September 2022 and are signed on its behalf by:



Lung Francois Ka Kui
Chairman of the
Management Committee



Fung Chan Yuk King, Linda
Honorary Treasurer of the
Management Committee

收入 Revenue

港幣 HK\$

社會福利署資助 Subvention from Social Welfare Department	120,712,530
僱員再培訓局 Employee Retraining Board	17,415,700
醫院管理局 Hospital Authority	6,205,000
香港賽馬會慈善信託基金 The Hong Kong Jockey Club Charities Trust	28,197,345
香港匯豐基金 The Hong Kong Bank Foundation	1,099,299
基金資助項目 Funding Projects	27,530,297
服務及活動收費 Service fee and Programme fee revenue	39,217,496
其他 Others	8,964,533

總數 Total 249,342,200

支出 Expenditure**(以服務分類) (By Service Type)**

港幣 HK\$

幼兒服務 Child Care Services	8,224,542
就業發展服務 Career Development Services	24,065,560
青少年及綜合服務 Youth and Integrated Services	75,214,460
長者服務 (社區支援) Elderly Services (Community Support)	81,447,524
醫療支援服務 Medical Support Services	20,534,074
中央行政 Central Administration	8,964,802

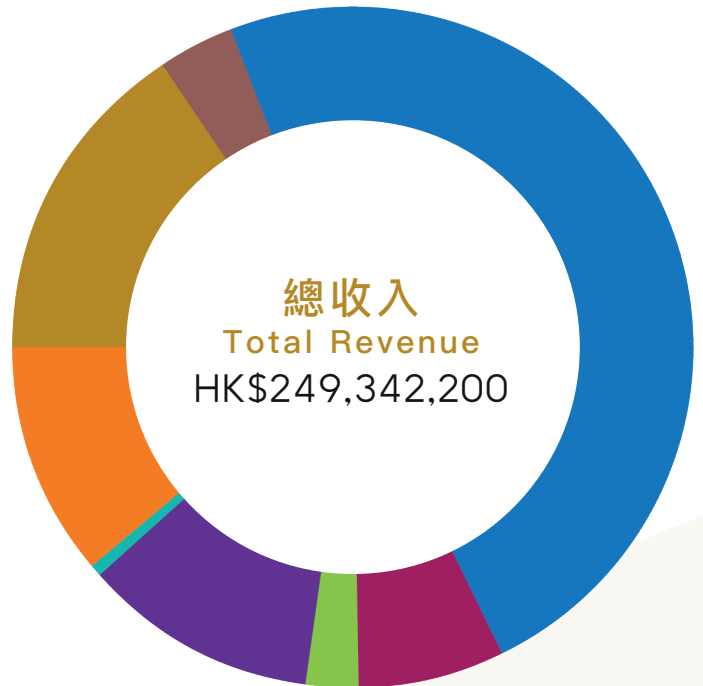
總數 Total 218,450,962

盈餘 Surplus 30,891,238

**轉調至整筆撥款及公積金儲備
Transfer to Lump Sum Grant and
Provident Fund Reserve Accounts 21,820,832**

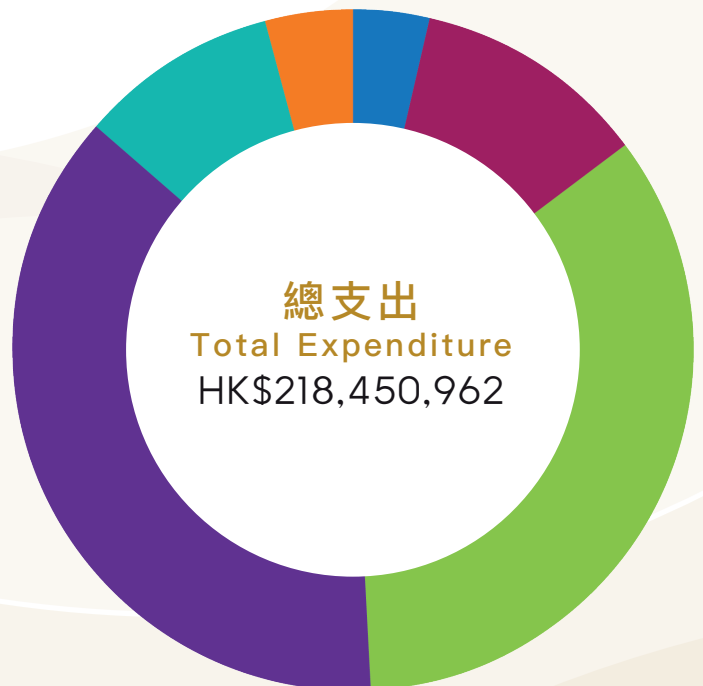
%

- 48.4 社會福利署資助
Subvention from Social Welfare Department
- 7 僱員再培訓局
Employee Retraining Board
- 2.5 醫院管理局
Hospital Authority
- 11.3 香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
- 0.4 香港匯豐基金
The Hong Kong Bank Foundation
- 11.1 基金資助項目
Funding Projects
- 15.7 服務及活動收費
Service fee and Programme fee revenue
- 3.6 其他
Others



%

- 3.8 幼兒服務
Child Care Services
- 11 就業發展服務
Career Development Services
- 34.4 青少年及綜合服務
Youth and Integrated Services
- 37.3 長者服務 (社區支援)
Elderly Services (Community Support)
- 9.4 醫療支援服務
Medical Support Services
- 4.1 中央行政
Central Administration



會員統計 Membership Statistics

會員人數 No. of Members

9,245

會籍 Membership

個人 Individuals

58.3

5,389

長者 Elderly

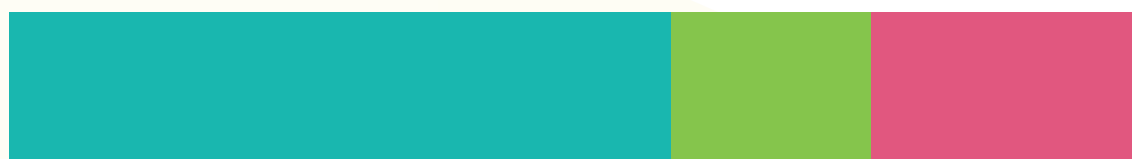
17.7

1,632

家庭 Family

24

2,224



年齡 Age

%

10歲以下 Aged 10 or below

13.4

1,239

11歲至20歲 Aged 11 to 20

5.6

519

21歲至30歲 Aged 21 to 30

5.3

491

31歲至40歲 Aged 31 to 40

9.5

876

41歲至50歲 Aged 41 to 50

11.1

1,025

51歲或以上 Aged 51 or above

55.1

5,095



居住地 Residence District

%

荃灣 Tsuen Wan

10

924

葵涌 Kwai Chung

46.6

4,310

青衣 Tsing Yi

12.2

1,128

香港島 Hong Kong Island Districts

3.3

302

九龍 Kowloon Districts

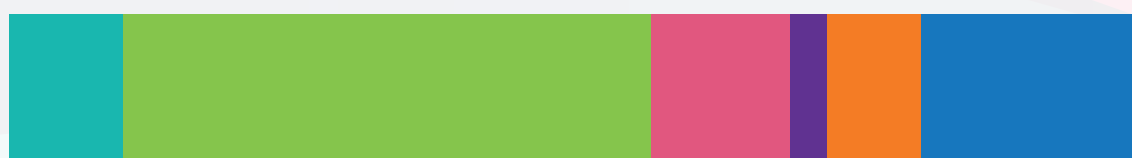
8.3

766

新界其他地區 Other New Territories Districts

19.6

1,815



服務單位一覽 Service Units Directory



總部 Headquarters

📍 新界葵涌和宜合道22號 22 Wo Yi Hop Road, Kwai Chung, New Territories.

☎ 2423 5265

照顧及教育綜合服務 Integrated Care and Education Service

趣智成長樂園 Joyful Children World

部門主任 Unit-in-charge : 周淑芬女士 Ms Chau Suk Fan

☎ 2423 5496

幼稚園幼兒園 Kindergarten Day Nursery

校長 Principal : 杜麗萍女士 Ms To Lai Ping

☎ 2427 3523

學童課餘託管服務部 After School Care Project

部門主任 Unit-in-charge : 阮雪杏女士 Ms Yuen Suet Hang

☎ 2487 3980

就業發展綜合服務 Integrated Career Development Service

工商業社會服務部 Industrial and Commercial Social Service

部門主任 Unit-in-charge : 董嘉文女士 Ms Tung Ka Man

☎ 2423 5042

餐飲業培訓中心 / 麥理浩餐廳

Catering Training Centre / MacLehose Canteen

部門主任 Unit-in-charge : 董嘉文女士 Ms Tung Ka Man

☎ 2410 0807

家庭及社區綜合服務 Integrated Family & Community Service

家庭活動及資源中心 Family Activity & Resource Centre

部門主任 Unit-in-charge : 彭安瑜女士 Ms Pang On Yue

☎ 2423 5045

團體及社區工作部 Group & Community Work Unit

部門主任 Unit-in-charge : 王馥雅女士 Ms Wong Fuk Nga

☎ 2423 5064

少數族裔服務部 Services for Ethnic Minorities Unit

部門主任 Unit-in-charge : 梁詠婷女士 Ms Leung Wing Ting

☎ 2423 5064

全人發展服務部 Comprehensive Development Service Unit

部門主任 Unit-in-charge : 陸智韜先生 Mr Luk Chi To

☎ 2426 6075

香港翻譯通 Hong Kong TransLingual Services

部門主任 Unit-in-charge : 梁詠婷女士 Ms Leung Wing Ting

☎ 2423 5101

長者綜合服務 Integrated Services for the Elderly

林植宣博士老人綜合服務中心 Dr. Lam Chik Suen District Elderly Community Centre

部門主任 Unit-in-charge : 陳詩敏女士 Ms Chan Sze Man

☎ 2423 5489

社區健康綜合服務 Integrated Community Health Service

普健綜合服務中心 Community Health Integrated Services Centre

部門主任 Unit-in-charge : 譚國龍先生 Mr Tam Kwok Lung

☎ 2619 1098

社區健康促進服務部 Community Health Promotion Unit

部門主任 Unit-in-charge : 嚴詠兒女士 Ms Yim Wing Yee Emily

☎ 2619 1098

香港聖公會麥理浩夫人中心牙科診所有限公司 H.K.S.K.H. Lady MacLehose Centre Dental Clinic Ltd.

部門主任 Unit-in-charge : 譚國龍先生 Mr Tam Kwok Lung

☎ 2619 0087

佳音服務部 Gospel Service Unit

部門主任 Unit-in-charge : 譚國龍先生 Mr Tam Kwok Lung

☎ 2619 0087

其他地區服務單位 Service units in other locations

家庭及社區綜合服務

Integrated Family & Community Service

共融館 – 活化點子 (至2021年12月31日止)

Kung Yung Koon – The Dost (Until 31 Dec 2021)

📍 新界葵涌屏麗徑3-21號葵豐樓地下G2舖
Shop G2, Kwai Fung House, 3-21 Ping Lai Path,
Kwai Chung, New Territories.

部門主任 Unit-in-charge: 梁詠婷女士 Ms Leung Wing Ting

☎ 2427 2223

賽馬會陽光鄰里互助中心

Jockey Club Sunshine Neighbourhood Centre

📍 新界葵涌大隴街29號銀行大廈地下29號舖
Shop 29, G/F, Bank Building, 29 Tai Loong Street,
Kwai Chung, New Territories.

部門主任 Unit-in-charge: 王馥雅女士 Ms Wong Fuk Nga

☎ 2616 0766

煥居生活館 Common Lab

📍 新界葵涌大隴街43號銀行大廈地下43號舖
Shop 43, G/F, Bank Building, 43 Tai Loong Street,
Kwai Chung, New Territories.

部門主任 Unit-in-charge: 王馥雅女士 Ms Wong Fuk Nga

☎ 2616 4777

「賽馬會友趣學中文」計劃多元化學習天地

C-for-Chinese Multicultural Learning Hub

📍 新界葵涌葵昌路56號貿易之都7樓702室
Room 702, 7/F, Millennium Trade Centre,
56 Kwai Cheong Road, Kwai Chung, New Territories.

部門主任 Unit-in-charge: 梁詠婷女士 Ms Leung Wing Ting

☎ 2690 1111

攜坊中心 WeConnect Centre

📍 新界葵涌盛芳街7號葵芳商業中心18樓4室
Rm 4, 18/F, Kwai Fong Commercial Centre,
7 Shing Fong Street, Kwai Chung, N.T.

部門主任 Unit-in-charge: 王馥雅女士 Ms Wong Fuk Nga

☎ 2242 5068

青衣邨社區會堂

Tsing Yi Estate Community Hall

📍 新界青衣青衣邨第二期
Phase II, Tsing Yi Estate, Tsing Yi, New Territories.

部門主任 Unit-in-charge: 鄭佩霞女士 Ms Cheng Pui Har

☎ 2435 9342

鄰舍層面社區發展部

Neighbourhood Level Community Development Project

📍 新界荃灣老圍路137B老圍公立學校
Lo Wai Public School, 137B Lo Wai Road,
Tsuen Wan, New Territories.

部門主任 Unit-in-charge: 李彥豪先生 Mr Lee Yen Hao

☎ 2492 9909

賽馬會老圍中藥園

Jockey Club Lo Wai Chinese Herb Garden

📍 新界荃灣老圍村二坡圳
Yi Pei Chun, Lo Wai Tsuen, Tsuen Wan,
New Territories.

部門主任 Unit-in-charge: 李彥豪先生 Mr Lee Yen Hao

☎ 3488 0031

聖公會荊冕堂牧民中心

Pastoral Centre of The Crown of Thorns Church

📍 新界荃灣德士古道67號聖公會荊冕堂5樓
5/F, The Crown of Thorns Church, 67 Texaco Road,
Tsuen Wan, New Territories.

部門主任 Unit-in-charge: 彭安瑜女士 Ms Pang On Yue

☎ 2614 3720

葵涌社區服務中心

Kwai Chung Community Service Centre

📍 新界葵涌葵涌邨旭葵樓地下7號室
Room 7, Yuk Kwai House, Kwai Chung Estate,
Kwai Chung, New Territories.

部門主任 Unit-in-charge: 王馥雅女士 Ms Wong Fuk Nga

☎ 2410 8077

「社區互惠銀行」計劃 – 社區互惠資源中心

People's Talents Bank Project – Community Mutual Support Resource Centre

📍 新界葵涌青山公路葵涌段482號和記新邨5A舖
5A, Hutchison Estate, 482 Kwai Chung Section,
Castle Peak Road, Kwai Chung, New Territories.

部門主任 Unit-in-charge: 王馥雅女士 Ms Wong Fuk Nga

☎ 2960 1623

施彭年家庭互助中心

Sze Pang Nien Family Mutual Support Centre

📍 新界葵涌石籬(二)邨石偉樓地下C翼
Wing C, G/F, Shek Wai House, Shek Lei (II) Estate,
Kwai Chung, New Territories.

部門主任 Unit-in-charge: 彭安瑜女士 Ms Pang On Yue

☎ 2486 1225

賽馬會「TREE」少數族裔青少年發展中心

Jockey Club TREE Youth Development Centre for Ethnic Minorities

📍 新界青山公路402-406號石文徑20號盈豐大廈1樓B室
Unit B, 1/F, 20 Shek Man Path, 402-406 Kwai Chung
Section, Castle Peak Road, Kwai Chung, New Territories.

部門主任 Unit-in-charge: 梁詠婷女士 Ms Leung Wing Ting

☎ 2418 2218

Harama Hub

📍 新界葵涌和宜合道68號金恆樓下層地下2A舖

Shop 2A, UG/F, 68 Wo Yi Hop Road, Kwai Chung, N.T.

部門主任 Unit-in-charge: 梁詠婷女士 Ms Leung Wing Ting

☎ 2492 0866

社區健康綜合服務

Integrated Community Health Service

聖公會荊冕堂傑德牙科醫務所有限公司

S.K.H. Crown of Thorns Church Kit Tak Dental Clinic Ltd.

📍 新界荃灣德士古道67號聖公會荊冕堂地下
G/F, The Crown of Thorns Church, 67 Texaco Road,
Tsuen Wan, New Territories.

部門主任 Unit-in-charge: 譚國龍先生 Mr Tam Kwok Lung

☎ 2614 5333

賽馬會葵華健樂中心

Jockey Club Kwai Wah Health and Wellbeing Centre

📍 新界葵涌大隴街11號葵華大廈地下
G/F, Kwai Wah Building, 11 Tai Loong Street,
Kwai Chung, New Territories.

部門主任 Unit-in-charge: 譚國龍先生 Mr Tam Kwok Lung

☎ 2619 0848

賽馬會「攜手同行」癌症患者支援計劃 (新界西中心)

Jockey Club Cancer Survivorship Care Project (New Territories West Centre)

📍 新界荃灣青山公路264-298號南豐中心12樓1249室
Unit 1249, 12/F, Nan Fung Centre, 264-298 Castle
Peak Road, Tsuen Wan, N.T.

部門主任 Unit-in-charge: 譚國龍先生 Mr Tam Kwok Lung

☎ 2616 9108/ 9883 7334

長者綜合服務

Integrated Services for the Elderly

林植宣博士老人綜合服務中心 (盈豐辦事處) / 綜合家居照顧服務 (盈豐辦事處)
Dr. Lam Chik Suen District Elderly Community Centre (YF Office) / Integrated Home Care Services Team (YF Office)

📍 新界葵涌青山公路葵涌段402-406號石文徑20號 盈豐大廈1樓A室
Unit A, 1/F, 20 Shek Man Path, 402-406 Kwai Chung Section, Castle Peak Road, Kwai Chung, New Territories.
部門主任 Unit-in-charge: 陳詩敏女士 Ms Chan Sze Man
☎ 2423 5533 / 2421 5350

綜合家居照顧服務 (石籬辦事處)
Integrated Home Care Services Team (Shek Lei Office)

📍 新界葵涌石籬邨石安樓地下
G/F, Shek On House, Shek Lei Estate, Kwai Chung, New Territories.
部門主任 Unit-in-charge: 陳詩敏女士 Ms Chan Sze Man
☎ 2423 5966

長期護理綜合服務部 (東葵涌辦事處)
Integrated Long Term Care Services Unit (Kwai Chung East Office)

📍 新界葵涌青山公路葵涌段402-406
Unit A, 1/F, 20 Shek Man Path, 402-406 Kwai Chung Section, Castle Peak, New Territories.
部門主任 Unit-in-charge: 劉健邦先生 Mr Lau Kin Pong
☎ 2421 5350

綜合家居照顧服務 (葵涌辦事處) / 葵青區改善家居及社區照顧服務 (葵涌辦事處)
Integrated Home Care Services Team (Kwai Chung Office) / Integrated Long Term Care Services Unit (Kwai Chung Office)

📍 新界葵涌葵昌路56號貿易之都10樓1005室
Room 1005, 10/F, Millennium Trade Centre, 56 Kwai Cheong Road, Kwai Chung, New Territories.
部門主任 Unit-in-charge: 劉健邦先生 Mr Lau Kin Pong
☎ 2157 0480

張慶華慈善基金長亨復康中心 / 張慶華慈善基金長亨復康中心 - 家護通 / 長期護理綜合服務部 (青衣辦事處)
Cheung Hing Wah Charitable Foundation Cheung Hang Rehabilitation Centre / Cheung Hing Wah Charitable Foundation Cheung Hang Rehabilitation Centre - Home Care Link / Integrated Long Term Care Services Unit (Tsing Yi Office)

📍 新界青衣長亨邨亨緻樓地下1-6號單位
Unit 1-6, G/F, Hang Chi House, Cheung Hang Estate, Tsing Yi, New Territories.
部門主任 Unit-in-charge: 冼鳳慈女士 Ms Sin Fung Tsz
☎ 2420 9121

長期護理綜合服務部 (離院長者綜合支援計劃)
Integrated Long Term Care Services Unit (Integrated Discharge Support Program for Elderly Patients)

📍 新界荃灣仁濟街18號仁濟醫院綜合服務大樓11樓1117室
Room 1117, 11/F, YCH Multi-services Complex, 18 Yan Chai Street, Tsuen Wan, New Territories.
部門主任 Unit-in-charge: 劉健邦先生 Mr Lau Kin Pong
☎ 2417 8018 / 2490 8010

健樂坊 Health Online

📍 新界港鐵荃灣西站10號舖
Shop 10, Tsuen Wan West MTR Station, New Territories.
部門主任 Unit-in-charge: 劉健邦先生 Mr Lau Kin Pong
☎ 2405 5919

賽馬會「幸福點子」跨代悅讀計劃
Jockey Club "Sparkles of Happiness" Intergenerational Reading and Learning Project

📍 新界荃灣楊屋道88號Plaza 88 25樓M室
Unit M, 25/F, Plaza 88, 88 Yeung Uk Road, Tsuen Wan, N.T.
部門主任 Unit-in-charge: 陳詩敏女士 Ms Chan Sze Man
☎ 2423 5489

照顧及教育綜合服務

Integrated Care and Education Service

(石蔭) 幼稚園幼兒園
(Shek Yam) Kindergarten Day Nursery

📍 新界葵涌石蔭邨二期商場地下
G/F, Commercial Centre, Phase II, Shek Yam Estate, Kwai Chung, New Territories.
校長 Principal: 鍾敏芝女士 Ms Chung Man Chi
☎ 2276 5028

就業發展綜合服務

Integrated Career Development Service

青衣綜合服務中心 / 青衣教育中心 / 融藝工房
Tsing Yi Integrated Service Centre / Tsing Yi Education Centre / In Art Work Station

📍 新界青衣長安邨安濤樓地下127至144號
G/F, 127-144 On Tao House, Cheung On Estate, Tsing Yi, New Territories.
部門主任 Unit-in-charge: 葉永歡女士 Ms Yip Wing Foon
☎ 2436 2977

寵愛軒 - 培訓及實踐中心
Petzone - Training and Practice Centre

📍 九龍太子大南街138號
138 Tai Nan Street, Prince Edward, Kowloon.
部門主任 Unit-in-charge: 曾淑儀女士 Ms Tsang Shuk Yi
☎ 2381 8500

融藝坊 In Art House

📍 九龍港鐵南昌站5號舖
Shop 5, Nam Cheong MTR Station, Kowloon.
部門主任 Unit-in-charge: 葉永歡女士 Ms Yip Wing Foon
☎ 2958 1376

建業坊 / 悅麗居 Careers Station / I-Nail

📍 新界葵涌青山公路葵涌段416號葵星中心48號及55號舖
Shop 48 & 55, Kwai Sing Centre, 416 Kwai Chung Section, Castle Peak Road, Kwai Chung, New Territories.
部門主任 Unit-in-charge: 董嘉文女士 Ms Tung Ka Man
☎ 2958 1376

梨木樹綜合服務中心
Lei Muk Shue Integrated Service Centre

📍 新界荃灣梨木樹邨榕樹樓地下101-104及108室
Room 101-104 & 108, Yung Shue House, Lei Muk Shue Estate, Tsuen Wan, New Territories.
部門主任 Unit-in-charge: 曾淑儀女士 Ms Tsang Shuk Yi
☎ 2423 2993

恩澤膳 - 短期食物援助服務隊 (荃灣區副服務處)
Blessed Food - Short-term Food Assistance Team (Tsuen Wan Sub-base)

📍 新界荃灣青山公路264-298號南豐中心8樓821室
Unit 821, 8/F, Nan Fung Centre, 264-298 Castle Peak Road, Tsuen Wan, N.T.
部門主任 Unit-in-charge: 葉永歡女士 Ms Yip Wing Foon
☎ 2690 0920

恩澤膳 - 短期食物援助服務隊 (葵青區副服務處)
Blessed Food - Short-term Food Assistance Team (Kwai Tsing Sub-base)

📍 新界葵涌葵昌路56號貿易之都10樓1003室
Room 1003, 10/F, Millennium Trade Centre, 56 Kwai Cheong Road, Kwai Chung, N.T.
部門主任 Unit-in-charge: 葉永歡女士 Ms Yip Wing Foon
☎ 2364 8191

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政府部門 Government Departments

僱員再培訓局
勞工及福利局 – 社區投資共享基金
勞工處
教育局
民政事務總署
民政事務總署 – 民政事務處
民政事務總署 – 葵青民政事務處

民政事務總署 – 鄰里互助計劃
發展局 – 市區更新基金 – 市區更新文物保育及地區活化資助計劃
石籬（一）邨房委會邨屋邨辦事處
石籬（二）邨房委會邨屋邨辦事處
石蔭東房委會邨屋邨辦事處
社會福利署

社會福利署 – 攜手扶弱基金
社會福利署 – 荃灣及葵青區安老服務協調委員會
社會福利署 – 荃灣及葵青區青少年服務地方委員會
衛生署 – 社區聯絡部

慈善基金會 Charitable Foundations

中銀香港慈善基金
中銀香港百年華誕慈善計劃 – 公開徵集項目
佛教慈濟基金會香港分會
兒童發展基金

兩噸慈善基金
利銘澤黃瑤璧慈善基金
周大福慈善基金
嘉道理慈善基金會
安老事務委員會 – 長者學苑發展基金

張慶華慈善基金
戴麟趾爵士康樂基金 – 非建設工程計劃
扶貧委員會 – 關愛基金

商界 Commercial

Katland Studio
Season Components Co. Ltd.
SG Wireless Ltd.
中國移動香港有限公司
九零學社
亞洲空運中心有限公司
仁人安老院有限公司
位元堂藥廠有限公司 – 位您寵
來來護老中心 (荃威) 有限公司
信宇發展 (香港) 有限公司
健舞軒
利農有限公司
創毅物業服務顧問有限公司 (石籬二邨)
力新清潔有限公司
力高環保服務有限公司
加拿大妙睡寧 (香港) 有限公司
卓嘉體育會
卓安物業顧問有限公司 (葵興邨)
卓師教育
同甘共苦香港國藥號
善待視力有限公司 – 善視眼鏡店
大同機械企業有限公司
大同機械企業有限公司
孝通太極研究社

安福護老院有限公司
安達思科技有限公司
宏利人壽保險 (國際) 有限公司
定安護老院有限公司
宜居顧問服務有限公司 (長青邨)
寵樂緣
康栢會計師事務所有限公司
康誠動物醫院
廣福護老院 (荃灣) 有限公司
新景安老院有限公司
星科資訊科技有限公司
時信電子有限公司
曼秀雷敦 (亞洲太平洋) 有限公司
杏林安健實業有限公司
東方國際保健品有限公司
榮·運動有限公司
永恒洋行醫療用品有限公司
活力健康產品有限公司
港島西動物醫院
港香堂
漢方醫藥有限公司
然美國際有限公司
瑞安護老中心 (葵盛東) 有限公司

生歷奇教育統籌有限公司
盈康醫療
精憶教室
自家私塾
荃灣中心老人中心
華懋集團
葉頌文環保建築師事務所有限公司
蔚蒼苑
藍澳動物醫院
豐盈動物腫瘤中心
農本方有限公司
遊學教育有限公司
采欣貿易企業有限公司
金馬公司
陸氏廣告有限公司
雅居物業管理有限公司 (石籬一邨)
雅居物業管理有限公司 (石蔭邨)
雅居物業管理有限公司 (麗瑤邨)
香港國際機場管理局
騰達護老中心 (葵涌)
體健有限公司
高耀物業管理有限公司 (長發邨)
鴨洲獸醫診所

教育界 Education

世界龍岡學校黃耀南學校
中華傳道會許大同學校
中華基督教會全完第一小學
中華基督教會基慧小學
中華基督教會基真小學
九龍城浸信會禧年 (恩平) 小學
亞斯理衛理小學
仁濟醫院趙曾學韜小學
佛教林炳炎紀念學校 (香港佛教聯合會
主辦)
佛教林金殿紀念小學
佩儀體操舞蹈學校
保祿六世書院
保良局觀塘幼兒園
保良局雨川小學
劍擊全方位
博愛醫院任永賢夫人幼稚園幼兒中心
啟思幼稚園幼兒園 (馬灣)
喬色園主辦可信學校
嘉言中文英幼稚園
坪石天主教小學
基督教香港信義會深信學校

明愛專上學院湯羅鳳賢社會科學院
東涌浸信會幼稚園
東華三院洗次雲小學
東華三院吳祥川紀念中學
東華三院周演森小學
東華三院高可寧紀念小學
東華三院黃士心小學
東華三院黃士心幼稚園
柏立基教育學院校友會盧光輝紀念學校
梨木樹天主教小學
樂善堂梁植偉紀念中學
樂富禮賢會幼稚園
海壩街官立小學
浸信會沙田圍呂明才小學
深水埔街坊福利會小學
激姿舞蹈
瑪利諾神父教會學校 (小學部)
石籬天主教小學
石籬聖若望天主教小學
祖堯天主教小學
繩研跳繩運動學院
聖公會主恩小學

育苗智能課外活動教育中心
荃灣公立何傳耀紀念小學
荃灣商會邱健峰幼稚園
荃灣天主教小學
荃灣官立小學
荃灣潮州公學
荔枝角天主教小學
葵涌循道中學
鄔家林 教授
金巴倫英文幼稚園
靈光小學
靈恩學校
青衣商會小學
香海正覺蓮社佛教普光學校
香港中文大學社會工作學系
香港中文大學賽馬會公共衛生及基層醫
療學院
香港中文大學賽馬會老年學研究所
香港中文大學醫學院
香港伍倫貢學院社會科學院社會工作系
香港兒童棋院
香港大學秀圃老年研究中心

基督教香港信義會葵盛信義學校
基督教香港信義會馬鞍山信義學校
天主教伍華小學
天主教慈幼會伍少梅中學
天主教聖葉理諾幼稚園
天主教郭怡雅紀念小學
奇遇藝術室
展才能通識教育集團
慈幼葉漢千禧小學
慈幼葉漢小學
旅港開平商會學校

聖公會主愛小學 (梨木樹)
聖公會仁立小學
聖公會何澤芸小學
聖公會基福小學
聖公會林護紀念中學
聖公會置富始南小學
聖公會聖多馬小學
聖公會青衣主恩小學
聖公會青衣邨何澤芸小學
聖方濟愛德小學

香港大學護理學院
香港手工藝藝術學院
香港教育大學
香港理工大學 – 香港專上學院
香港科技大學
香港道教聯合會圓玄學院第一中學
香港青年體育會
香港高等教育科技學院 – 食品與健康科學學系

醫療界 Medical

仁濟醫院 (內科部)
余枝勝 醫生, MH
佳創系統有限公司
保利安公司
信恩醫護復康集團
健源醫療有限公司
全康情緒治療綜合中心
全康醫務綜合中心
力宏醫療器材有限公司
匯寶醫療用品配套有限公司
卓越醫療器材有限公司
啟言堂言語治療及復康訓練中心
好好生活
康寧保健產品有限公司
康盛復康服務有限公司

張雅琪 註冊中醫師
德國寶靈家股格翰 (香港) 有限公司
心賢復康有限公司
拜耳醫療保健
普康醫學儀器有限公司
深聆輔導及全人發展中心
港恩醫療有限公司
漢立方藥業有限公司
盧迪富 先生
真善美醫護
穩健醫療 (香港) 有限公司
米施洛營養護理中心
羅鳳儀 教授
美國雅培製藥有限公司
義發醫療器材有限公司

聖公會荊冕堂傑德牙科醫務所有限公司
葵涌醫院老齡精神科
藥師堂國際中醫藥業有限公司
衛理復康服務中心
鄭子蔚 註冊中醫師
頤生康健有限公司
香港中藥學會
香港中藥劑師協會
香港中醫藥服務中心
香港外展治療及護理服務有限公司
香港外展醫療及護理服務有限公司
香港綜合化驗中心
香港醫學會
馮家俊 註冊中醫師
黃立光藥業有限公司

社福界 Social Welfare

九龍城浸信會長者鄰舍中心 (樂富)
九龍城浸信會長者鄰舍中心 (龍翔)
仁濟醫院社會服務部
保良局夏利萊博士伉儷綜合復康中心
國際培幼會
基督教家庭服務中心
工程及醫療義務工作協會
敬老護老愛心會
明愛荃灣社區中心
明愛荃灣綜合家庭服務中心 (東荃灣)

樂康耆社會服務
結伴同行慈善基金服務中心
耆康會荃灣長者地區中心
聖雅各福群會
嚶明會
錫安社會服務處勗勵軒輔導中心
長者安居協會
長者安居協會 – 一線通呼援服務
香港公益金
香港基督教女青年會麗瑤社會服務處

香港小童群益會賽馬會長沙灣青少年綜合服務中心
香港崇德社
香港復康會 – 社區復康網絡
香港社區藥物教育輔導會
香港社會服務聯會
香港聖約翰救護機構
香港聾人福利促進會
香港輪椅輔助隊
香港防癌會

宗教界 Religion

五餅二魚網站協會
基督教宣道會葵芳堂
基督真光教會

香港九龍塘基督教中華宣道會石籬堂
香港聖公會主愛堂
香港聖公會基督顯現堂

香港聖公會福利協會
香港聖公會聖腓力堂
香港聖公會荊冕堂

議會及居民組織 Councils and Resident Organizations

石籬（一）邨石泰樓互助委員會
石籬（二）邨石禧樓互助委員會
老圍村公所

荃灣區議會
荃灣白田壩光板田村村民福利會
葵青區議會

葵青私人樓宇業主聯會
長青邨青桃樓互助委員會
麗瑤邨貴瑤樓互助委員會

其他團體及機構 Other Groups and Institutions

1600熊貓義工隊
Ada Wong School of Ballet
中藥園義工組
佛光淨舍
建祝義工隊
復修冰室
救狗之家

文化葫蘆
明門身心靈中心
海藝體育會
環保協進會 – 鳳園蝴蝶保育區
盈愛行動
綠人工作室
綠腳丫
芙蓉山社區關注組

葵芳愛鄰社
葵青健樂社
行善最樂
足印義工服務團
香港樹葉吹奏藝術
香港管理專業協會
香港跳繩精英訓練社

個人 Individuals

Mr Jimmy Cheung Wai-yin
Mr John Lee
Mr Ng Man-kueng
Mr Ng Shuk-ming
Ms Charlotte Kwok
Ms Grace Chu Ching-han
Ms Lai Ho-yee
Ms Lam Nga-shan
Ms Lee Ming-ching
Ms Lee Sze-ki
伍寶珠 女士
何寶英 博士
何志英 女士

余慧玲 女士
吳嘉敏 女士
周桂梅 女士
張博 先生
朱劍虹 先生
李錦華 先生 與 一位熱心校友
梁芳 女士
楊德明 醫生
楊德明 醫生夫人
江炳輝 醫生
江炳輝 醫生夫人
沈鈺滄 女士

聖公會荊冕堂牧民中心 長者
聖公會荊冕堂葵涌幼稚園 家長
胡婉嫻 女士
莫鄧曼英 女士
葉耀 先生
袁翠盈 女士
謝蓮英 女士
鄧康民 先生
鄭潔嫦 女士
黃大翀 先生
黃沛宜 先生
黎秀姬 女士

義工 — 義工嘉許名單2021

Volunteers — Volunteer Recognition List 2021

義工小組服務獎 Service Awards of Volunteer Groups



金獎 (服務滿1,000小時)

餐廳助理工作實習



銀獎 (服務滿600小時)

Music Chaser
中藥園義工組
中風服務義工組
暖流組



銅獎 (服務滿300小時)

金山田園
吟吟鄰里組
關愛護老行動組

個人義工服務獎 Service Awards of Individual Volunteers



金獎 (服務滿200小時)

應國求
葉月洪
陳宏謀



銀獎 (服務滿100小時)

孫金蓮
雷涵涵
戴炎均
莫耀霞



銅獎 (服務滿50小時)

謝文穎	胡小英	溫大衛	陳香子	杜惠貞	黎燕珊	陳海清	張偉貞
盧麗貞	蔡珠梅	鄧惠玲	陳遠花	林曉彤	高天佑	高夢賢	陳映荷
鍾燕	張雪玲	趙蓉	譚志輝	林金珠	甄美玲	楊保玉	余美霞
阮君芬	蔡惠蓮	姚桂嫻	鄭國昇	朱淑霞	馮錦恩	劉惠英	丁再成
文婧瑜	王婉兒	何慧萍	余月媚	吳美莉	呂紗	宋佩珍	李汶迪
李芸慶	李國輝	周倩慧	姚琳玲	夏萍	張金英	張雁洋	梁亦群
梁佩英	梁淑珍	陳定榮	陳金蓮	麥晞暉	黃春燕	黃蕊玲	楊珮珊
楊麗卿	劉玉香	歐陽松月	潘英	賴福權			



嘉許獎 (服務滿20小時)

李寶蓮	曾德銘	黃益萍	王劍玲	楊珍妮	陳嘉文	黎志嫦	王雪
鍾玉英	鄭潔愛	吳淑群	梁智雯	樂仙鳳	焦維	鄧潔薇	林琮藍
蘇蘊明	崔秀蓮	張錦輝	吳小雅	歐陽順銀	楊莎莎	蕭翠婉	吳翠媚
陳利苹	梁綺雲	程雲華	雷幼琳	柯雪芳	張淑萍	吳靄玲	呂婧同
陳佩筠	曾佩雲	劉劍蘭	楊明欽	張潤波	張子玲	王鳳兒	周梅葉
焦翠蓮	羅麗	鄭遠坪	顏佑如	顏寶珠	郭艷芳	廖莊敏	楊麗華
朱梅娘	江玉瑩	余君君	徐君玉	梁玉玲	譚惠燕	吳彩群	馮菊英
梁貴珍	黃沛芬	宋金蘭	張羨女	黃萍萍	陳勤珍	朱潔玲	錢敏華
譚衛洪	蕭吉蒂	朱軍平	李春	符咏曦	梁淑瑜	陳自蘭	馬小恆
林慧玲	宋瑩	何少珍	周美英	陳彩娟	董晴	鄭權	王靜儀
伍淑兒	余舒霞	吳志筠	李佩文	李蓮	周慧容	周慧馨	林美華
林諾潼	邱秀仁	胡沃文	倫有興	凌卓琳	國玉香	崔仲發	張依
張卓婷	張沅棋	梁梳蓮	梁惠珍	許慧嫻	陳阮珍	陳惠珍	陳毅文
陳靜恆	陳麗珍	陳歡興	麥秀梅	麥秋明	黃芳笑	黃嘉琳	楊玉華
雷國倫	廖遠深	劉昌明	劉波	劉金蓮	劉普記	劉嘉文	歐陽月笑
歐陽君怡	鄧蓮珍	鄭子茵	鄭嘉雯	鄭靜儀	蕭錦娥	謝慶珍	鍾依琳
韓祥玉	譚燕敏						

長期義工服務獎 Long Service Award of Volunteers



十年長期服務獎

陳香子
李芸慶
張金英
陳金蓮
黃春燕
黃蕊玲
歐陽松月



五年長期服務獎

莫耀霞
張雪玲
梁貴珍
林慧玲
雷國倫
劉金蓮



支持我們 Support Us

本機構歡迎各方善長捐獻，共同關懷社區。除用於提供服務上，捐獻亦會透過本機構設立的多個直接提供物資與經濟援助的計劃，發放給有需要的人士，以協助他們渡過難關。讓我們一同攜手，為有需要的人士提供多一分關懷、多一點溫暖。

捐款港幣100元或以上，可憑收據申請減免稅項。

The Organization welcomes generous donation for the caring of the community together. In addition to provide services, donations will be granted to those in need for tiding over their difficulties through the material and financial assistance service projects of the Organization. Let us join hands to care and bring warmth to the needy ones.

Donation of HK\$100 or above is tax deductible by receipt.

捐款方法 Donation Methods

① 直接存入銀行戶口 By Direct Bank Deposit

將捐款直接存入本機構於以下銀行開設的捐款專戶：

• 中國銀行（香港）：
012-875-2-062354-0

• 東亞銀行：
015-514-10-411699-9

• 中國工商銀行（亞洲）：
072-701-520-04062-9

Bank in the donation through the following banks to the designated donation accounts:

• Bank of China (Hong Kong):
012-875-2-062354-0

• Bank of East Asia:
015-514-10-411699-9

• Industrial and Commercial Bank of China (Asia):
072-701-520-04062-9

② 捐款支票 By Cheque

請於劃線支票抬頭寫上「H.K.S.K.H. Lady MacLehose Centre, wholly owned by Hong Kong Sheng Kung Hui Welfare Council Limited」，及於支票背後寫上捐款人姓名及聯絡電話。

可親臨送交本機構或郵寄支票往「新界葵涌和宜合道22號香港聖公會麥理浩夫人中心收」，信封面請註明「捐款」。

Please issue a crossed cheque payable to "H.K.S.K.H. Lady MacLehose Centre, wholly owned by Hong Kong Sheng Kung Hui Welfare Council Limited" with donor's name and contact phone number at the back

Submit the cheque in person or by post to "H.K.S.K.H. Lady MacLehose Centre, 22 Wo Yi Hop Road, Kwai Chung, N.T.". Please indicate "Donation" on the envelope.

下載捐款表格

Download Donation Form

如需索取捐款收據，請將網上交易紀錄列印本 / 銀行入數紙正本 / 劃線支票，連同填妥的捐款表格，寄往「新界葵涌和宜合道22號香港聖公會麥理浩夫人中心收」，信封面請註明「捐款」。

If the donor wishes to receive donation receipt, please mail the printed copy of online transaction record/ original bank deposit slip/ crossed cheque, together with the completed Donation Form by post to "H.K.S.K.H. Lady MacLehose Centre, 22 Wo Yi Hop Road, Kwai Chung, N.T.". Please indicate "Donation" on the envelope.



收集個人資料聲明

- 本機構有關收集、使用、保障及查閱個人資料的政策及慣例，皆根據《個人資料(私隱)條例》- 第486章（下稱「條例」）的規定所辦理。
- 本機構收集的所有個人資料將絕對保密，只作處理有關捐款用途，包括但不限於行政、發送收據、安排鳴謝及通訊用途，例如有關善款運用的通知，以及籌募與活動的最新情況。
- 除本機構授權人員外，不會轉交其他人士或機構使用。為配合行政需要，個人資料將會妥善保存一段合理時間。
- 如善長不願意接收本機構的資訊，請電郵至 skhlmcad@skhmaclehose.org.hk 或郵寄往「新界葵涌和宜合道22號香港聖公會麥理浩夫人中心」以作出書面通知。

- The Organization collects, holds, processes or uses the personal data in accordance with the provisions of the Personal Data (Privacy) Ordinance (Cap 486, Laws of Hong Kong) (PDPO).
- The personal data collected is confidential and shall only be used for the purposes of processing the donation, including but not limited to administrative work, issue receipt, acknowledgement arrangement and communication purposes, such as provide updates on use of donation, and fundraising and event news.
- The data will NOT be transferred to other organizations or persons without authorization. To comply with administrative requirements, the data will be kept in safe custody for a reasonable period of time.
- If donor does not wish to receive information from the Organization, please send us a written notice by email to skhlmcad@skhmaclehose.org.hk or by post to "H.K.S.K.H. Lady MacLehose Centre, 22 Wo Yi Hop Road, Kwai Chung, N.T.".

本機構的籌款活動均一律參考社會福利署、民政事務總署及食物環境衛生署的「慈善籌款良好實務指引」。

Fundraising activities organized by the Organization are in accordance to "Good Practice Guide on Charitable Fund-raising" issued by Social Welfare Department, Home Affairs Department and Food and Environmental Hygiene Department.

電子版年報
Online Annual Report



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