



循道衛理楊震社會服務處
Yang Memorial Methodist Social Service

2019-2020

年度服務報告
Annual Report

承擔創新 · 服務全人



We Care

We Commit

We Serve With a Pioneering Spirit

年
報

2019-2020

Annual Report



| | 頁數 Page |
|--|---------|
| 我們的信念、使命宣言..... The Creed, The Mission Statement | 3 |
| 歷史及宗旨..... History and Objectives | 4 |
| 董事會成員名單..... List of Board of Directors | 5 |
| 組織架構圖..... Organization Chart | 6 |
| 總幹事、助理總幹事、總監、部門主管、督導主任及單位主任名單..... Name List of Director, Assistant Directors, Superintendent, Division Heads, Supervisors and Unit in-charges | 8 |
| 2019/20年度 總幹事報告..... 2019/20 Director's Report | 10 |
| 家庭服務部..... Family Service Division | 12 |
| 幼稚園駐校社工服務 - 家愛童行..... Social Work Services in Pre-primary Institutions - Project FamChild | 16 |
| 青少年服務部 (沙田區)..... Youth Service Division (Shatin District) | 19 |
| 青少年服務部 (油尖旺區)..... Youth Service Division (Yau Tsim Mong District) | 23 |
| 青少年服務部 (何文田區)..... Youth Service Division (Homantin District) | 26 |
| 青少年服務部 (外展服務)..... Youth Service Division (Outreaching Service) | 30 |
| 長者服務部..... Senior Citizen Service Division | 33 |
| 復康服務部 - 社區支援服務..... Rehabilitation Service Division - Community Support Services | 50 |
| 復康服務部 - 喜晴計劃..... Rehabilitation Service Division - Kowloon (1) Regional Home Care Service | 62 |
| 復康服務部 - 牽晴計劃..... Rehabilitation Service Division - Integrated Support Service for Persons with Severe Physical Disabilities | 65 |
| 復康服務部 - 院舍支援服務..... Rehabilitation Service Division - Residential Support Services | 68 |
| 復康服務部 - 住宿照顧服務..... Rehabilitation Service Division - Residential Care Services | 73 |
| 復康服務部 - 到校學前康復服務..... Rehabilitation Service Division - On-site Pre-school Rehabilitation Services | 85 |
| 專責服務..... Specialized Service | 88 |
| 專業發展部..... Professional Development Division | 127 |
| 服務策劃及發展部..... Service Planning and Development Division | 129 |
| 財務報告..... Financial Report 2019-2020 | 131 |
| 服務單位總覽..... Directory of Service Units | 134 |

我們的信念 The Creed

我們相信

天地間存有仁愛與公義
萬物有開始與結束
在我們有限的知識中
有一種力量維持宇宙秩序
並賦予人生的意義

我們相信

四海之內皆為兄弟
各人有彼此照顧的責任
人人皆有與生俱來的價值和權利
以實現自尊與豐盛的人生

我們相信

不計較報酬的服侍他人
本身已是快樂的泉源
服務香港社會必須群策群力
仁愛是服務的出發點
公義與和平是服務的最終目標

使命宣言 Mission Statement

我們相信

上帝公義及和平的國度
讓我們共同見證基督所彰顯的愛

我們參與

上帝的工作
關懷及服務有需要的人
充實他們的生命
追求實現一個公義和平的社會

因此

我們重視
人性的尊嚴
全人的照顧
公民參與
貧乏者的自力更生和充權
與服務使用者同行

我們致力

凝聚有熱誠及能力的人才
同心建立靈活的組織架構和服務模式
連結社會不同的持份者彼此配搭
提供適切與專業及多元化的社會服務
回應社會的需要

我們的服務基於

熱誠關懷
創意更新
承擔委身
前瞻倡導

We Believe

that love and justice exist through the heaven
that all things have a beginning and an end
that in the midst of the unknown
there is a power which established order in the universe
and gives meaning to life

We Believe

that all men "within the four seas are brothers"
that each man has a responsibility to care for one another
that every man has innate worth and the inherent right
to self-respect and fullness of life

We Believe

that service to others which seeks no reward
is itself a source of happiness
that to serve Hong Kong society is to deal effectively with
the needs of the people through team effort and
that service begins with love and ends in justice

We trust in

God's righteous and peaceable Kingdom
bearing witness to the love manifested by Christ.

We participate in

God's mission to care for and serve people in need
for the flourishing of their lives
aspiring to actualize a just and peaceful society.

Therefore

We value
human dignity
holistic care for people
civic engagement
self-reliance and empowerment of the deprived
and companionship with our service users.

We strive to

unite people with passion and skills
establishing a flexible organization and service delivery with one heart
bringing together different stakeholders in the community as collaborators
providing suitable and professional and diverse social services
in response to the needs of our society.

We offer services founded upon

passionate care
creative renewal
responsible commitment
visionary advocacy.

歷史

循道衛理楊震社會服務處成立於一九六七年，是一間多元化的社會福利服務機構。

早於一九五三年當衛理公會在香港開展教會工作時，美國的衛理公會社會福利部也同時開始在香港提供多類型的服務。該部在香港及世界四十多國家及地區提供緊急救濟、現金援助及徙置等工作，並與多個世界性及不分宗派的福利機構緊密合作，其中包括美國基督教世界服務會，及瑞士普世教會協會。

當香港早期還缺乏曾接受訓練的社會工作人員時，衛理公會福利部與當時多個福利機構在港從事多項緊急援助服務。待衛理公會本身建立了一班專業社會工作人員後，福利部事工於一九六七年正式轉交衛理公會安素堂贊助及成立的「楊震社會服務中心」，中心的命名是紀念安素堂第一位主任楊震牧師。楊震社會服務中心與安素堂位於窩打老道之新大樓於一九六七年十月廿九日正式奉獻啟用。

香港衛理公會與循道公會於一九七五年正式合併為「循道衛理聯合教會」，而「楊震社會服務中心」在一九九零年也改名為「循道衛理楊震社會服務處」。

宗旨

1. 本著基督愛心與受託精神，為有需要之人士服務，不論其信仰或國籍；
2. 對社會之公義及經濟制度，提出合乎基督教信仰之立場和見證；
3. 在發展中之社會擔任「社會服務實驗室」之角色，提供各項倡導性之服務計劃，以解決未滿足之需要，同時讓社會人士知道這些計劃的價值。

History

Yang Memorial Methodist Social Service is a multidisciplinary social service agency organized by the Ward Memorial Methodist Church and established in 1967.

In 1953, the Methodist Committee for Overseas Relief (MCOR) came to Hong Kong with the Wei Li Kung Hui (The Methodist Church). MCOR is an international welfare organization sponsored by the United Methodist Church, USA. It serves over 40 countries around the world with basic programmes of emergency relief, cash assistance and resettlement. MCOR also works through other international and ecumenical organizations, such as Church World Service and the World Council of Churches in Geneva, Switzerland.

During the early years, when trained social work personnel was almost completely unavailable, MCOR worked along with other agencies to meet the needs of Hong Kong on an emergency basis. When the Wei Li Kung Hui was in a position to develop its own local casework and relief programmes, MCOR was ready to establish the Yang Social Service Centre (YSSC), which was managed by the Ward Memorial Methodist Church in 1967, in memory of Rev Chester Yang, the founding pastor of the Ward Memorial Methodist Church. The new building of YSSC and Ward Memorial Methodist Church situated at the Waterloo Road were dedicated to open on October 29, 1967.

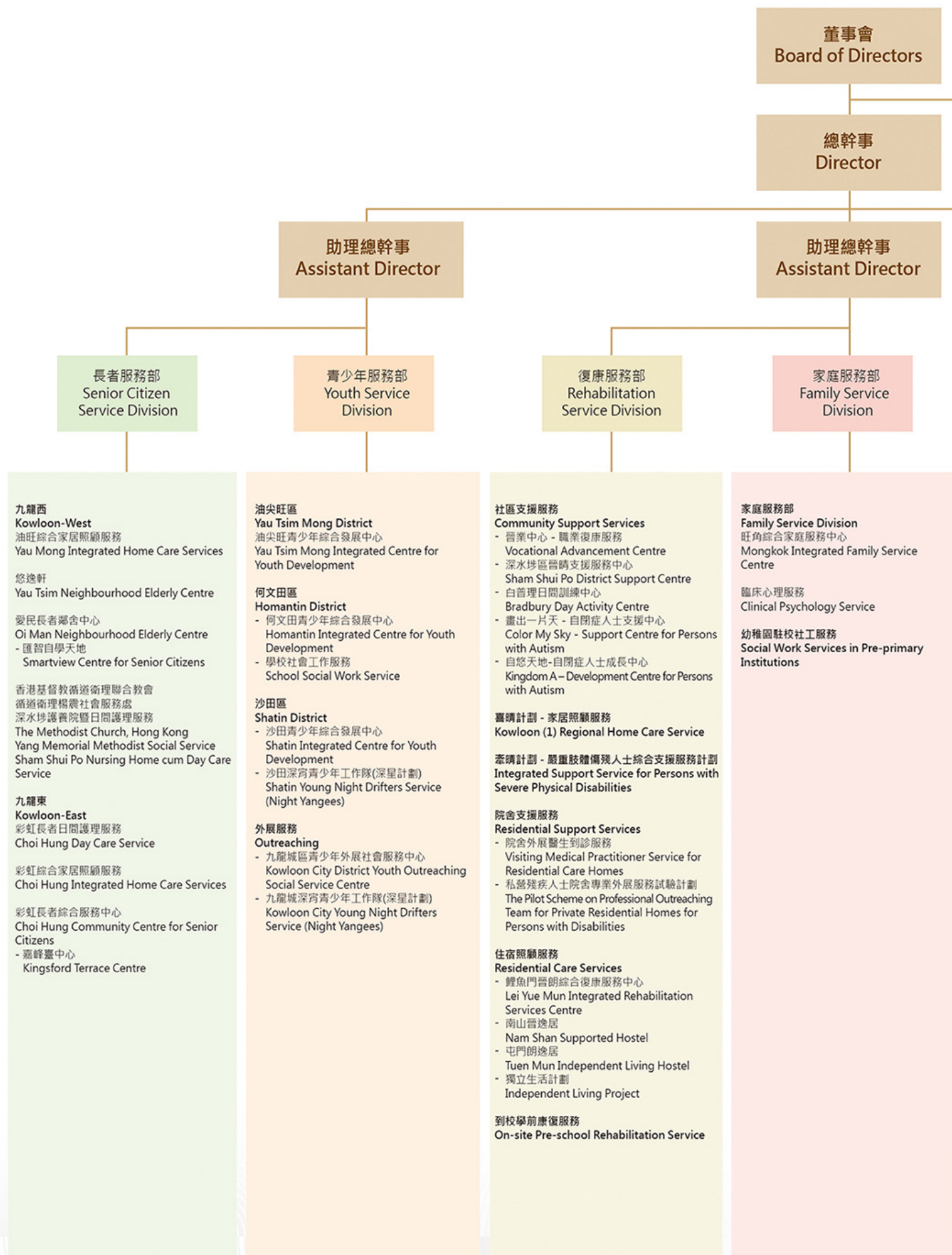
The Wei Li Kung Hui and the Chinese Methodist Church united in 1975 and formed the new Methodist Church, Hong Kong. In September 1990, YSSC was renamed as the Yang Memorial Methodist Social Service.

Objectives

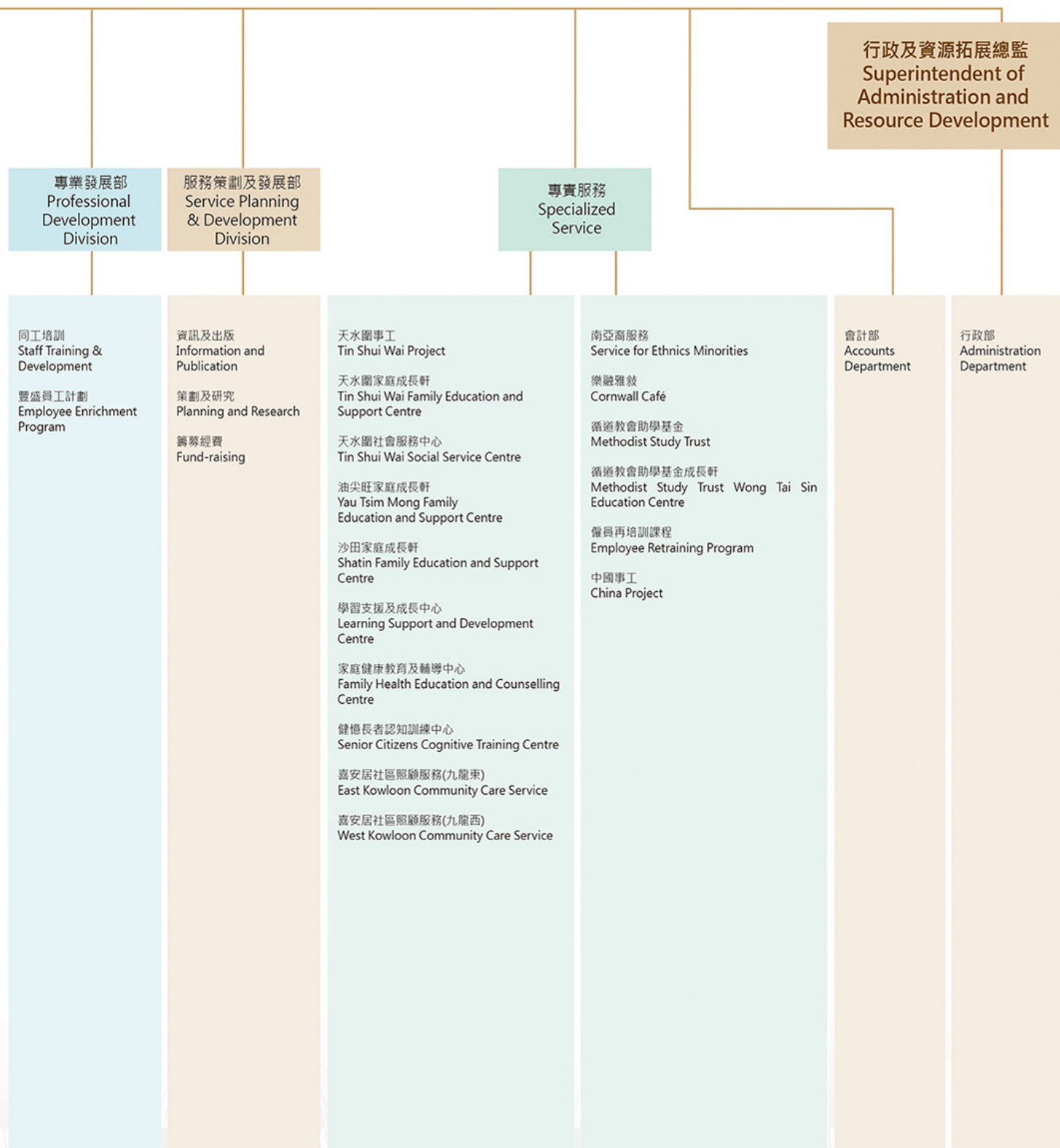
1. To practice Christian love and stewardship towards any persons who are in needs without reference to religion or nationality;
2. To present a Christian witness for social and economic justice;
3. To discover unmet human needs in this evolving society, develop programmes to meet them, function as "social service laboratory", and demonstrate the value of these programmes to the community at large

二零一九至二零二零年董事會成員名錄 Board of Directors 2019-2020

| | | | |
|------|--------------------|-------|--------------------------|
| 主席 | Chairperson | 林崇智牧師 | Rev. Dr. LAM Sung-che |
| 副主席 | Vice-chairperson | 魏永銓先生 | Mr. NGUI Ing-chuang |
| 義務司庫 | Honorary Treasurer | 張國偉先生 | Mr. CHEUNG Kwok Wai |
| 義務書記 | Honorary Secretary | 王澤堂牧師 | Rev. WONG Chak-tong |
| 成員 | Members | 陳凱琪女士 | Ms. Gloria CHAN |
| | | 陳建基牧師 | Rev. CHAN Kin-key |
| | | 張秀雲女士 | Ms. Judith CHEUNG |
| | | 霍文健先生 | Mr. FOK Man-kin Simon |
| | | 向展鴻先生 | Mr. Eric HEUNG |
| | | 郭偉雄先生 | Mr. KWOK Wai-hung |
| | | 林 津牧師 | Rev. LAM Chun |
| | | 劉志明先生 | Mr. LAU Chi-ming |
| | | 劉永楓先生 | Mr. LAU Wing-fung |
| | | 劉志葵先生 | Mr. LAU Chi-kwai |
| | | 連國英先生 | Mr. LIN Kwok-ying |
| | | 伍永鴻先生 | Mr. NG Wing-hung |
| | | 吳水麗先生 | Mr. NG Shui-lai |
| | | 鄧清麟先生 | Mr. TANG Ching-lung Paul |
| | | 曾潔雯博士 | Dr. Sandra TSANG, JP |
| | | 王玉珍女士 | Ms. Jenny WONG |
| | | 黃廣興先生 | Mr. WONG Kwong-hing Paul |



執行委員會
Executive Committee



總幹事、助理總幹事、總監、部門主管、督導主任及單位主任名單

Name List of Director, Assistant Directors, Superintendent, Division Heads, Supervisors and Unit in-charges

(截至二零二零年三月三十一日 As at 31 March, 2020)

| | |
|--|---------------------------------------|
| 總幹事 Director | 朱牧華先生 Mr. CHU Muk-wah, Daniel |
| 助理總幹事 (長者及青少年) Assistant Director (Elderly and Youth) | 李婉心女士 Ms. LEE Yuen-sum, Joyce |
| 助理總幹事 (復康及家庭) Assistant Director (Rehabilitation and Family) | 王佩賢女士 Ms. WONG Pui-yin, Wendy |
| 行政及資源拓展總監 Superintendent of Administration and Resource Development | 余若蘭女士 Ms. YU York-land, Octavia |
| 財務主任 Finance Officer | 黃小華女士 Ms. WONG Siu-wah, Viola |
| 家庭服務部主管 Head of Family Service Division | 呂如香女士 Ms. LUI Yu-heung, Terri |
| 家庭服務部 — 幼稚園駐校社工服務主管 Head of Family Service Division - Social Work Services in Pre-primary Institutions | 林淑霞女士 Ms. LAM Shuk-ha, Priscilla |
| 復康服務部 — 社區支援服務主管 Head of Rehabilitation Service Division - Community Care Service | 莊麗琴女士 Ms. CHONG Lai-Kam, Connie |
| 復康服務部 — 住宿照顧服務主管 Head of Rehabilitation Service Division - Residential Care Service | 陳凱艷女士 Ms. CHAN Hoi-yim, Christine |
| 復康服務部 — 牽晴計劃 (嚴重肢體傷殘人士綜合支援服務計劃) 及 喜晴計劃 (家居照顧服務) 主管 Head of Rehabilitation Service Division – Home Care Service & Integrated Support Service for Persons with Severe Physical Disabilities | 鍾姬爾女士 Ms. CHUNG Craier, Carrie |
| 復康服務部 — 院舍支援服務主管 Head of Rehabilitation Service Division - Residential Support Services | 羅小禎女士 Ms. LAW Siu-ching |
| 復康服務部 — 到校學前康復服務主管 Head of Rehabilitation Service Division - On-site Pre-school Rehabilitation Services | 鄭婷欣女士 Ms. CHENG Ting-yan, Yanki |
| 長者服務部 (九龍東) 主管 Head of Senior Citizen Service Division (EK) | 麥麗娥女士 Ms. MAK Lai-ngor, Alice |
| 長者服務部 (九龍西) 主管 Head of Senior Citizen Service Division (WK) | 伍沛霖先生 Mr. NG Pui-lam, Leo |
| 青少年服務部 (沙田區) 主管 Head of Youth Service Division (Shatin District) | 林明慧女士 Ms. LAM Ming-wai, Cynthia |
| 青少年服務部 (外展服務) 主管 Head of Youth Service Division (Outreaching Service) | 何建欣女士 Ms. HO Kin-yan |
| 青少年服務部 (油尖旺區) 主管 Head of Youth Service Division (Yau Tsim Mong District) | 林俊明先生 Mr. LAM Chun-ming, Patrick |
| 青少年服務部 (何文田區) 主管 Head of Youth Service Division (Homantin District) | 陳艷寧女士 Ms. CHAN Ying-ling, Constant |
| 服務策劃及發展部主任 Service Planning and Development Division In-charge | 何妙瑜女士 Ms. HO Miu-yu, Milk |
| 專業發展部主任 Professional Development Division In-charge | 羅小禎女士 Ms. LAW Siu-ching |
| 白普理日間訓練中心督導主任 Supervisor of Bradbury Day Activity Centre | 曾翠明女士 Ms. TSANG Chui-ming |
| 復康服務部 — 喜晴計劃督導主任 Supervisor of Rehabilitation Service Division – Home Care Service | 葉奕戀女士 Ms. YIP Yik-luen |
| 復康服務部 — 喜晴計劃督導主任 Supervisor of Rehabilitation Service Division – Home Care Service | 何樹威先生 Mr. HO Shu-wai |
| 復康服務部 — 喜晴計劃督導主任 Supervisor of Rehabilitation Service Division – Home Care Service | 霍豪禮先生 Mr. FOK Ho-lai |
| 復康服務部 — 牽晴計劃督導主任 Supervisor of Integrated Support Service for Persons with Severe Physical Disabilities | 歐美美女士 Ms. AU Mei-mei, Jasmine |

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|---|---------------------------------------|
| 深水埗區晉晴支援服務中心督導主任 Supervisor of Sham Shui Po District Support Centre | 梁菁婷女士 Ms. LEUNG Ching-ting, Maggie |
| 晉業中心督導主任 Supervisor of Vocational Advancement Centre | 梁平平女士 Ms. LEUNG Ping-ping, Pinki |
| 鯉魚門晉朗綜合復康服務中心督導主任 Supervisor of Lei Yue Mun Integrated Rehabilitation Services Centre | 陳秋婷女士 Ms. CHAN Chau-ting |
| 畫出一片天 — 自閉症人士支援中心主任 Unit-in-charge of Color My Sky – Support Centre for Persons with Autism | 徐慧敏女士 Ms. TSUI Wai-man, Justine |
| 復康服務部 — 到校學前康復督導主任 Supervisor of Rehabilitation Service Division - On-site Pre-school Rehabilitation Services | 麥曉航女士 Ms. MAK Hiu-hong |
| 復康服務部 — 到校學前康復督導主任 Supervisor of Rehabilitation Service Division - On-site Pre-school Rehabilitation Services | 梁詠琳女士 Ms. LEUNG Wing-lam |
| 復康服務部 — 到校學前康復督導主任 Supervisor of Rehabilitation Service Division - On-site Pre-school Rehabilitation Services | 何麗婷女士 Ms. Ho Lai Ting |
| 樂融雅敘經理 Cornwall Café Manager | 曾艷蘋女士 Ms. TSANG Yim-ping, Apple |
| 香港基督教循道衛理聯合教會 循道衛理楊震社會服務處深水埗護養院暨日間護理服務院長 Superintendent of The Methodist Church, Hong Kong, Yang Memorial Methodist Social Service, Sham Shui Po Nursing Home cum Day Care Service | 陳振興先生 Mr. CHAN Chun-hing, Paul |
| 彩虹長者綜合服務中心督導主任 Supervisor of Choi Hung Community Centre for Senior Citizens | 張駿成先生 Mr. CHEUNG Chun-shing |
| 彩虹綜合家居照顧服務督導主任 Supervisor of Choi Hung Integrated Home Care Service | 黎春妙女士 Ms. LAI Chun-miu |
| 彩虹長者綜合服務 — 嘉峰臺中心督導主任 Supervisor of Choi Hung Community Service for Senior Citizens - Kingsford Terrace Centre | 林晴滔先生 Mr. LIN Ching-to, Steven |
| 彩虹長者日間護理服務督導主任 Supervisor of Choi Hung Day Care Service | 黃妙裕女士 Ms. WONG Miu-yu, Ruth |
| 油旺綜合家居照顧服務督導主任 Supervisor of Yau Mong Integrated Home Care Services | 陳秀雲女士 Ms. CHAN Sau-wan, Janelle |
| 愛民長者鄰舍中心督導主任 Supervisor of Oi Man Neighbourhood Elderly Centre | 詹婷婷女士 Ms. Chim Ting-ting |
| 悠逸軒督導主任 Supervisor of Yau Tsim Neighbourhood Elderly Centre | 朱素春女士 Ms. CHU So-chun |
| 學校社會工作服務主任 School Social Work Service In-charge | 陳艷寧女士 Ms. CHAN Ying-ling, Constant |
| 循道教會助學基金及成長軒主任 Methodist Study Trust and Education Centre In-charge | 何妙瑜女士 Ms. HO Miu-yu, Milk |
| 沙田家庭成長軒主任 Shatin Family Education and Support Centre In-charge | 曾泳琪女士 Ms. TSANG Wing-ki, Fiona |
| 天水圍家庭成長軒督導主任 Supervisor of Tin Shui Wai Family Education and Support Centre | 盧詩韻女士 Ms. LO Sze-wan, Lucy |
| 健憶長者認知訓練中心督導主任 Supervisor of Senior Citizens Cognitive Training Centre | 陳秀雲女士 Ms. CHAN Sau-wan, Janelle |
| 家庭健康教育及輔導中心主任 Family Health Education and Counselling Centre In-charge | 滕琴子先生 Mr. TANG Kam-tsz |
| 學習支援及成長中心主任 Learning Support and Development Center In-charge | 柏凱欣女士 Ms. PAK Hoi-yan |
| 自悠天地 — 自閉症人士成長中心主任 Centre in-charge of Kingdom A - Development Centre for Persons with Autism | 黃美華女士 Ms. WONG Mei-Wa |
| 油尖旺家庭成長軒主任 Yau Tsim Mong Family Education and Support Centre In-charge | 嚴欣樂女士 Ms. YIM Yan-lok, Tina |

2019/20年度 總幹事報告 2019/20 Director's Report

在上主的帶領及眾同工的努力下，過去一年機構有著不同的發展，願意藉此文與大家分享當中的成果。

開拓新服務

機構在今年度開拓了包括由政府資助及申請不同基金的新項目，現就四方面發展的重點作簡報。

家庭及復康服務

幼稚園駐校社工服務及到校學前康復服務都在今年度獲得擴展服務的機會。到校學前康復服務獲社署撥款成立第三隊，共提供395個服務名額，所提供服務的幼稚園/幼稚園暨幼兒中心由42間增加至49間，並將在港島、沙田及屯門增設新的服務點。而幼稚園駐校社工服務亦成功與香港鄰舍輔導會合作成立第三階段試驗計劃的服務隊伍。

復康服務

復康服務部今年獲社署資助推行「畫出一片天」自閉症人士支援服務中心，並已於2020年3月24日正式投入服務，服務對象主要為年齡15歲以上，高功能自閉症(智能70或以上)的青少年及其家屬；同時，機構正向社署申請租金津貼在東九龍租用商業大廈營運新中心。此外，復康服務部亦成功獲社署資助營運深水埗麗翠苑弱智人士輔助宿舍，預計於2020年第四季投入服務。

長者服務

長者服務部獲匯豐銀行信託基金撥款50萬，資助為期2年之「痛·惜自己」長者痛症管理服務計劃。計劃已於2020年1月開始，計劃內容包括：專題講座、短版痛症自理課程、緩痛綜合運動班、「緩痛大使」朋輩輔導員訓練及上門探訪等。部門將與理工大學康復治療科學系合作，搜集參加者的成效數據，並計劃出版一份計劃成效研究報告作為參考。

青少年服務

由2020年9月1日起，機構七間駐校中學，每間學校均增加一名社工，即「一校兩社工」，三間青少年中心亦作出相應配套服務及與學校協商服務細則。另一方面，機構亦成功申請新一期社署推出之「青年護理服務啟航計劃」，計劃將於2020年至2025年期間伙伴香港大學專業進修學院舉辦計劃，學員名額為240人。

Led by God and with the efforts of co-workers, we have achieved various degrees of development in the past year, and I would like to take this opportunity to share the achievements with you.

Developing new services

Our agency developed various new projects funded by the Government as well as those applying for different funds. Development in four key service areas is hereby reported briefly.

Family and Rehabilitation Service

Social Work Services in Pre-primary Institutions and On-site Pre-school Rehabilitation Services have the opportunity to expand new services during the year. With funding from the SWD, On-site Pre-school Rehabilitation Services set up team 3 to provide a total of 395 service places. The number of participated Kindergarten or Kindergarten-cum-child Care Centre was increased from 42 to 49 and new service points will be set up on Hong Kong Island, Shatin and Tuen Mun. Social Work Services in Pre-primary Institutions also successfully set up a service team for the third phase of the pilot scheme in collaboration with the Neighbourhood Advice-Action Council in Hong Kong.

Rehabilitation Service

The Rehabilitation Service Division is able to launch the "Centre for Persons with Autism Service" this year with support from the Social Welfare Department. It has been in service since 24 March 2020, mainly targeting persons aged 15 or above, with high functioning autism (Intelligence Quotient: 70 or above) and their families. The Centre will apply to the SWD for a rental subsidy to operate the new centre in a commercial building in Kowloon East. In addition, the Rehabilitation Service Division has also successfully obtained funding from the Social Welfare Department to operate the Supported Hostel for the mentally handicapped persons in Lai Tsui Court, Sham Shui Po District. It is expected to service in the fourth quarter of 2020.

Elderly Service

The Senior Citizen Service Division has received a HK\$500,000 subsidy from HSBC Trustee (Hong Kong) Limited to support a two-year project "Tresure. Myself" Chronic Pain Management Service for the Elderly. The Project started in January 2020, including Thematic Seminars, Brief Pain Self-Management Program, Pain Relief Integrated Exercise Course, "Pain Relief Ambassador"-Peer Counsellor Training and Home Visits. The Division will work with the Department of Rehabilitation Sciences of the Hong Kong Polytechnic University for purpose of collecting effective data of the participants and planning to publish a research report on the effectiveness of the Project as for reference.

Youth Service

Each of the seven secondary schools with our school social work service has one additional social worker since 1 September 2020, namely "one school, two social workers". Our three Integrated Centers for Youth Development has provided corresponding support and discussed the service details with the schools. On the other hand, our agency has successfully applied for the new "Navigation Scheme for Young Persons in Care Services" which is launched by the SWD. The Scheme will be conducted in partnership with HKU SPACE from 2020 to 2025, with a capacity of 240 students.

促進學習創新文化，提升專業能力

在2019年底，機構聘請顧問公司，為機構進行了一次全體員工的培訓需要分析 (Training Need Analysis)，並就機構未來三年的培訓策略及計劃作出建議。機構已在2019年12月收到顧問報告，並期望在2020年下半年落實，以回應同事對培訓的需求。措施將會包括改組機構培訓小組、聘請專職的專業發展主任統籌培訓工作及落實機構、部門及個人三個層面的員工發展及培訓政策。

前瞻及發展

面對2019年下旬的社會事件及2020年初開始的疫情，機構在提供服務時面對著前所未有的挑戰。感謝同事在這段時間緊守崗位，提供適時、必要及緊急的服務，幫助有需要的人。然而，機構如何回應新時代的社會需要及複雜的社會環境，也是必要討論及檢視的課題。為此，機構原定在2020年第一季舉行管理層的策略集思會，重新檢視機構的遠景、使命及共同價值，並籌備未來三年的策略計劃。雖然有關工作因應疫情而延後至2020年下旬才能進行，但期望有關討論能凝聚同事從事社會服務的初心，提供清晰的基礎及方向，以回應新的社會需要及挑戰。

善用資源

機構在整筆過撥款下有穩健的儲備，以致董事會繼續同意所有以中薪點 (Mid-point) 為頂點的同工，其頂薪點均獲增加一點。強積金福利方面，我們將繼續將部份盈餘按比例發放給同工，以提升同工的歸屬感。

感恩

最後，謹此衷心感謝董事、教會及社會各界的支持，使楊震的服務得以拓展，讓同事有空間持守基督信仰及社工的價值工作，並在疫情下，有足夠的防疫資源維持服務。在困難的時候，更看到同工的投入及委身，對服務及公義的堅持。期望我們能繼續緊靠上主、實踐機構的使命，為困苦者帶來盼望和祝福。

Promoting innovation culture and improving professional competence

At the end of 2019, a consultancy firm was engaged to conduct an organization-wide Training Need Analysis and made recommendations on the three-years training strategy and scheme. We have received the consultancy report in December 2019 and expect to implement it in the second half of 2020 in response to the training needs of our co-workers. The measures will include reorganizing our training committee, employing a dedicated Professional Development Officer to coordinate training and implementing policies for staff development and training at the organizational, departmental and individual levels.

Visionary and development

We face unprecedented challenges in delivering our services from the social events of late 2019 and the COVID-19 outbreak in early 2020. I would like to thank co-workers for their commitment and dedication to duty during this period so that we could provide timely, essential and emergency services to help those in need. However, it is also necessary to discuss and examine how we respond to social needs and to the complex social environment of the new era. With this in mind, a management brainstorming retreat session was originally scheduled to be held in the first quarter of 2020 to re-examine our vision, mission and shared values, and to prepare a strategic plan for the next three years. Although these works have been postponed to late 2020 due to the epidemic, I hope that the relevant discussion can bring together our co-workers' original intention of engaging in social services and provide a solid foundation and a clear direction to respond to the new social needs and challenges.

Optimise use of resources

In the financial management aspect, we will continue to make the best use of the Lump Sum Grants. There will be a wage increment for all staff members having the mid-point salary system through the continued support from our Board of Directors. As for the Mandatory Provident Fund Scheme, we will continue to invest part of the Fund's surplus into staffs' account proportionately to improve the sense of belonging.

Gratitude

Finally, I would like to extend my heartfelt thanks to our board of directors, members of the Church and people from all fields for their continuous support in our organization, which has enabled us to expand our services, uphold our Christian faith and social work values, as well as to have sufficient supplies to support our services during the epidemic. In times of such hardship, we also witnessed the devotion and contribution of our co-workers and their perseverance for service and justice. I hope that we could continue to rely on God, practice our organization's mission so that we can bring hope and blessings to people we served.



家庭服務部

Family Service Division



旺角綜合家庭服務中心 Mongkok Integrated Family Service Centre

旺角綜合家庭服務中心於2004年6月1日成立，為居民提供一站式的整合服務，包括預防、支援和治療服務。中心以「兒童為重、家庭為本、社區為基礎」的服務路向，採取多元化的工作手法及運用社區資源，促使家庭發揮內在的能力，鞏固家庭關係和凝聚力，並協助個人或家庭有效地預防和應付各種問題和挑戰。此外，本年度中心更以自強為主題，透過活動強化區內家庭的自主生活能力。

The Mongkok Integrated Family Service Centre, established on June 1, 2004, provides one-stop preventive, supportive and remedial services to local residents. We continue to adopt a child-centered, family-focused and community-based approach to use a range of different methods and community resources to enable families to maximize their potential, to strengthen their relationships and bond, and to assist individuals and families in preventing and effectively handling different problems and challenges they face. Besides, we used to adopt "self-reliance" be our theme to hold activities this year to strengthen the independent living ability of families in the district.



A. 服務報告 Service Highlights

1. 個案服務

直至2020年3月31日，中心共有694宗處理中的個案。個案性質與過去數年一樣，主要為經濟援助、住屋需要、情緒輔導、子女管教及家庭關係等。全年共處理1,662宗個案諮詢服務，因著2019冠狀病毒病的情況，中心自2020年2月開始處理大量求助個案，新增個案亦達566宗，服務需求非常大。

1. Casework

As of March 31, 2020, the Centre has handled a total of 694 cases. The nature of these cases is similar to past years, including financial problems, housing needs, emotional and parenting/parent-child relationship problems, etc. During the year we have handled a total of 1662 intake cases, out of which 566 cases have been opened, indicating a very high demand for our service. Due to the coronavirus situation in 2019, we started to handle a large number of cases from February 2020.

2. 小組及活動

中心在2019-2020年度的小組及活動以強化區內家庭的自主生活能力為主題，中心積極善用小組及活動的資源，接觸不同家庭狀況的街坊，針對服務使用者的需要，提供更聚焦的支援服務。惟因下半年區內的突發事件及疫情影響，活動及小組也大受影響。

2. Group Activities

During 2019-2020, we again have our mission on strengthening the independent living ability of families in the district. For different families, we have augmented our casework service by means of groups and activities that focused on the specific needs of our service users in groups. However, due to the unexpected events and the epidemic in the second half of the year, group activities were greatly affected.

3. 社區服務

因著近半年區內出現不同的突發事件而令街坊出現不同的情緒狀況，中心社工也主動走出社區設『社工支援站』及製作了小冊子，透過外展手法主動接觸區內街坊，關心他們情緒健康狀態及作簡單的教育工作，讓街坊也有機會作分享及學習以正面及互相尊重的態度面對。

3. Community Service

Due to various unexpected events in the district in the past six months causing different levels of emotional turmoil in the neighborhood, the Centre's social workers also took the initiative to set up Social Work Support Stations and produced pamphlets to reach out to the local residents proactively through outreach services, showing concern for their emotion and mental health and providing general education to the community. In this way, they could share their experiences and learn to get along with each other in a positive and respectful manner.

承蒙凱瑟克基金資助，中心由2019年1月起開展為期三年名為「困不了的幼兒樂」計劃，透過舉辦多元化服務，為居於油尖旺區惡劣環境的0-6歲嬰幼兒家庭提供包括講座、兒童遊戲與發展小組、家長互助小組、親子活動及遊戲治療等服務，旨在提升家庭對嬰幼兒身心發展的關注。同時，計劃積極與區內的社區團體合作，如幼稚園、母嬰健康院及其他社會服務團體等，共同推廣兒童安全、培訓幼兒教師對兒童照顧的認識及於社區中建立持續的支援網絡，藉此強化家庭彼此守望相助的精神及鞏固社區資源。過去一年，計劃已成功接觸36個家庭，服務家庭及社區人士超過400人次。計劃至今，已推行至第二年，我們將會繼續秉持和發揮同行信念，在社區中持續陪伴小孩和家庭共同成長。

In January 2019, the Centre launched a three-years "Untrapped Child well-being Project" sponsored by the Keswick Foundation. The project aims to help parents to be more attentive to their children's physical and mental development through diversified services, including workshops, children's games and developmental groups, parent support groups, parent-child activities and play therapy, for families with children aged from 0 to 6 living in the disadvantaged environment of the Yau Tsim Mong District. At the same time, the Project actively cooperates with community organizations such as kindergartens, Maternal and Child Health Centres (MCHCs) and other social service groups in the district jointly concerning for child safety, developing teachers' knowledge of childcare and establishing a sustainable support network in the community. This promotes mutual support among families and consolidates community resources. In the past year, the project has successfully reached out to 36 families and served up to 400 attendances. With our passion, mission and commitment, we will continue to provide our service user, the needy families and children.

B. 服務統計 Service Statistics

本年度中心服務概覽 Overview of Centre Services :

| 輔導個案數字 Counseling Cases | 新開/重開個案 New / Reopened Cases |
|---|-------------------------------------|
| 深入輔導個案 In-depth counseling | 155 |
| 短期/支援輔導個案 Short term/Support counseling | 411 |
| 小組項目 Groups and Programmes | 小組數字 No. of Groups and Programmes |
| 教育及發展小組 Educational and developmental groups | 19 |
| 教育及發展活動 Educational and developmental programmes | 54 |
| 家庭支援計劃 Family Support Programmes | 數字 No. of Family Support Programmes |
| 家庭之友義工 Family volunteers | 79 |
| 曾成功支援之家庭或人士 Families or individuals who have been successfully supported | 74 |
| 偶到服務/諮詢 Drop-in Services/Inquiries | 1,662人次 times |
| 服務成效 Service Outcomes | |
| 滿意中心服務 Satisfied with service | 99% |
| 提升問題解決能力 Improved problem-solving ability | 99% |
| 強化支援網絡 Strengthened support network | 98% |
| 問題得以改善 Improved problem | 93% |



臨床心理服務 Clinical Psychological Service

臨床心理服務是循道衛理楊震社會服務處核下的一個專業服務，接受社會工作單位推薦及轉介個案，包括本機構的綜合家庭服務中心、學校社會工作、及青少年外展服務。除個案外，我們亦以工作坊及小組形式，服務有需要的人士。

Clinical Psychological Service is a professional service under Yang Memorial Methodist Social Service. We accept cases recommended and referred by specific social services, including the Mongkok Integrated Family Service Centre, School Social Work Service and Youth Outreach Service Units of our agency apart from casework, we also provide services in the form of workshops and groups for those in need.

A. 服務報告 Service Highlights

本年度服務的輔導個案共有44個，每月平均為34個。全年輔導個案中，32位是去年度帶來繼續服務的個案，12位是本年度新轉介的個案。本年度新個案中，除了1位是學校社會工作轉介外，其他皆來自本處的旺角綜合家庭服務中心。

During the year, our Clinical Psychological Service handled a total of 44 counseling cases, averaging of 34 cases per month. Among, 32 old cases that were brought from last year, 12 were new cases referred this year. All of the new cases came from the Mongkok Integrated Family Service Centre, except one that was referred by the School Social Work Service.

本年度舉辦2個工作坊，教育社會人士關注及了解情緒健康，共接觸49位社區人士。但因疫情關係，其中一個工作坊改以網上短片的形式進行。工作坊之後，我們舉辦了一個「靜觀認知治療」課程，以小組形式幫助有焦慮/抑鬱或曾患情緒病的人士處理情緒困難，有20位人士接受課前個別評估及參加小組治療，平均出席率為90%。

Last year, our Clinical Psychological Service held two workshops to educate the public about emotional health. There was a total of 49 local participants. Due to the pandemic, one of the workshops was conducted via clip on-line. Besides, a course on "Mindfulness-Based Cognitive Therapy" was conducted to help issues of people with anxiety/depression or with a history of mood disorders to cope with their emotional difficulties in groups. Twenty individuals received pre-course individual assessment and attended group therapy, with an average attendance rate of 90%.

為支援靜觀課程畢業生繼續學以致用，保持情緒健康，本年度首次舉辦一個靜觀閱讀及共修的小組，每月一聚，共有25位畢業生參加，平均出席率為88%。

To support the graduates to continue to put into practice what they have learned in the course and to maintain their emotional health, a monthly mindfulness reading and practice group was organized for the first time this year. There was a total of 25 graduates joined the group, with an average attendance rate of 88%.

B. 服務統計 Service Statistics

表一：新輔導個案問題類別

Table one: Problem Nature of New Treatment Cases

| | |
|----------------------|-----|
| 焦慮／緊張 Anxiety/Tensed | 58% |
| 哀傷 Grief | 33% |
| 抑鬱 Depression | 8% |

表二：小組參加者問題類別

Table two: Problem Nature of Group Participants

| | |
|------------------------------|-----|
| 焦慮／驚恐 Anxiety/ Panic | 55% |
| 抑鬱 Depression | 25% |
| 抑鬱及焦慮 Depression and Anxiety | 20% |

其他服務：Other services

| | |
|-----------------------|--------------|
| 工作坊 Workshop | 2個 /times |
| 治療小組 Therapy Group | 10節 /session |
| 支援小組 Supportive group | 2節 /session |

C. 未來發展 Future Direction

旺角綜合家庭服務中心一向為區內貧富懸殊的部份旺角及大角咀區家庭提供輔導及其他家庭支援服務，隨著疫情引起一連串的家庭問題，家庭服務的支援更重要，面對不同的挑戰，家庭服務部將會更主動了解各家庭需要，不斷檢視服務內容，為求提供到位的專業服務予區內家庭。而臨床心理服務亦會配合區內需要，與轉介社工合作，共同協助服務使用者，讓他們得到最適切的服務。

Mongkok Integrated Family Service Centre has been providing counselling services and other family support services for needy families in Mongkok and Tai Kok Tsui District. Family support services have become increasingly important as the epidemic has led to a spate of family problems. Facing different challenges though, the Family Service Division will try to understand the needs of family proactively and keep reviewing the service, in order to provide professional and tailor-made services to families in the districts. Our Clinical Psychology Service will also work with social workers dealing with referral-related work to assist service users in receiving the most appropriate services.



幼稚園駐校社工服務 - 家愛童行



Social Work Services in Pre-primary Institutions -
Project FamChild

幼稚園駐校社工服務 - 家愛童行

Social Work Services in Pre-primary Institutions - Project FamChild

為及早識別及支援有需要的學前兒童及其家庭，政府於2019年推出為期三年的「在學前單位提供社工服務先導計劃」，並分三階段為全港符合參與先導計劃資格的學前單位提供駐校社工服務。本處獲資助於第二階段(2019年8月至2022年1月，為期2年半)，為16間合資格的幼稚園提供駐校社工服務。

To identify and support pre-primary children and their families in need at an early stage, the Government launched the three-year Pilot Scheme on Social Work Service for Pre-primary Institutions in 2019 and will provide school-based social work service in three phases to all eligible pre-primary institutions participating in the Pilot Scheme. The project is funded to provide social work services in institutions for 16 eligible kindergartens in the second phase which is 2.5 years from August 2019 to January 2022.



A. 服務報告 Service Highlights

1. 個案輔導

透過及早識別潛在危機之學童及家庭，以支援他們處理學習、情緒、行為、家庭等狀況，提供適切的輔導服務。

1. Case Counselling

Through early identification of students and families at risk, we provide suitable counseling services to help them deal with learning, emotional, behavioral and family issues.

2. 小組輔導及工作坊

為學校舉辦不同的學生小組，培育及強化學童的個人品格、學習及心理健康，如「情緒小主人」、「社交達人」及「升小適應」等活動。

同時為家長舉辦小組及工作坊，以提升正向管教技巧、情緒管理及溝通技巧等。

2. Group Counseling and Workshops

We organize various student groups for schools to nurture and strengthen students' character, learning skills and psychological health, such as Emotional Group, Social Communication Group and Adaptation to Primary School, etc.

We also organize groups and workshops for parents, allowing parents to learn more about effective supervision, emotional management and communication skills.

3. 家長支援

在學校設立家長諮詢平台，為家長建立支援網絡，加強家長教育，提升親職能力及正面親子關係。

3. Parent Support

The parent consultation platform in schools is established for a parent support network, strengthening parent education, enhancing parenting skills and positive parent-child relationships.

4. 教職員培訓

為教職員提供各項培訓，以提昇他們辨識學童能力及處理技巧，同時增加教師團隊間的凝聚力及歸屬感，如「教師團隊訓練」工作坊等。

4. Teacher Training

Teacher training is provided to improve their ability to identify students in needs and deal with problems, as well as to enhance the cohesiveness and sense of belonging, e.g. Teacher Team Training workshop etc.

5. 支援學校制定危機處理機制

駐校社工為學校制定及定期檢視危機處理程序，定期舉辦「危機處理」工作坊，並向校方提供專業意見，提升處理學童危機之成效。

5. Developing a crisis management mechanism for school

School social workers develop and regularly review the school's crisis management procedures, hold regularly Crisis Management workshops, and provide schools with professional advices on the enhancement of effectiveness of handling student crises.

B. 服務統計 Service Statistics

時段：2019年8月1日至2020年3月31日
Period: August 1, 2019 to March 31, 2020

| 個案 Casework | | |
|------------------------------------|--|-----|
| 個案數目 No. of cases | 480個 (截止2020年3月31日) 480 cases (As of March 31, 2020) (包括：正式個案272個，潛在個案208個) (Including: 272 actives cases, 208 potential cases) | |
| 直接輔導時數 Direct Contact hours | 1,972小時 hours | |
| 個案輔導人次 Case counselling attendance | 3,943人次 times | |
| 個案類別 Case category | 情緒狀況：Emotional Status | 35% |
| | 學習能力：Learning Abilities | 33% |
| | 管教狀況：Parental Status | 21% |
| | 家庭狀況：Family Status | 6% |
| | 適應能力：Adaptability | 3% |
| | 學童自理：Students Self-care Capability | 1% |
| | 經濟狀況：Economic Status | 1% |
| 活動 Activities | | |
| 小組節數 No. of group sessions | 139節 sessions | |
| 工作坊節數 No. of workshop sessions | 308節 sessions | |
| 參與人次 Attendance | 15,718人次 times | |
| 諮詢服務 Consultation services | | |
| 諮詢次數 No. of consultation | 857次 times (包括：教職員諮詢615次，家長諮詢242次) (Including: 615 times by teachers, 242 times by parents) | |



C. 未來發展 Future Direction

未來機構會繼續參與第三階段的「在學前單位提供社工服務先導計劃」，與更多的幼稚園成為合作伙伴，透過駐校社工的及早識別及介入，提供適切的輔導服務，加強整個家庭的支援，讓學童能健康快樂成長。

In the coming year, the organisation will continue to participate in the third phase of the Pilot Scheme on Social Work Service for Pre-primary Institutions and partner with more kindergartens. Through early identification and intervention by school social workers and suitable counselling services, we will enhance our work on family support for the healthy and happy growth of students.



青少年服務部(沙田區)

Youth Service Division (Shatin District)



青少年服務部(沙田區) Youth Service Division (Shatin District)

中心服務分為六小隊：兒童及家庭、青少年及青年、社區、專責及啟航計劃小隊，為區內3歲至24歲人士提供各類型服務，回應區內不同的需要，而深宵外展服務則為區內深宵活動之青少年提供即時支援及輔導服務。

The Centre comprises six service teams: the Children and Family Team, the Youth Team, the Community Team, the Specialized Service Team and the Navigation Scheme, providing various types of service for persons aged from 3 to 24 years in the district to meet their diversified needs. Meanwhile, the Outreaching Team for the Youth Night Drifters provides immediate support and counselling services to young night drifters in the district.



A. 服務報告 Service Highlights

綜合服務隊 Integrated Service Team

1. 緊貼社會需要：適時支援社區及青少年

在香港經歷社會運動及2019冠狀病毒疫情期間，本中心緊貼社區需要，為青少年及其家庭提供各樣支援，包括開設情緒支援電話熱線服務、成為公益金及時抗疫基金批款單位、派發抗疫物資、開設社區宣傳站、透過互聯網進行活動及輔導等。此外，駐校社工亦為製作學校學生及家長製作抗疫錦囊，並在停課期間寄發打氣包予學生家庭。

1. Keeping pace with society: timely support the community and the youth

During the time of social movement and COVID-19 epidemic in Hong Kong, the Centre timely provided various types of service for young people and their families by setting up a hotline for emotional support, acting as assessment centres for the Community Chest Anti-NCP Rainbow Fund, distributing anti-epidemic materials, setting up community publicity booths, conducting on-line activities and counselling, etc. In addition, school social workers also prepared anti-epidemic packs for students of production school and their families and sent them cheering packs during the school closure period.

2. 發揮青年所長：大型社區活動及義工服務

中心舉辦多項大型活動及社區活動計劃，包括沙田區青年活動委員會資助之「童一Teen樂園」、「無毒有你」社區禁毒計劃2019、夏日YANG義賣市集及夏日仙境Summer Show等，透過舉辦綜合表演、嘉年華、才藝體驗攤位等，讓青少年發揮所長，增加與社區的連繫。在義工服務方面，「SIC義工網絡」已成立十周年，中心於11月30日舉行義工嘉許禮，當日共106位義工獲得嘉許。

2. Developing the youth's talent: major community events and volunteer services

The Centre organised a number of major community events, including such ones sponsored by Shatin Youth Programme Committee as Pop-up Playground, Community Anti-Drug Programme 2019, Yang Charity Bazaar and Summer Show 2019, etc. It aims to develop the youth's talent and enhance their sense of connection with community by organising variety shows, carnivals and talent shows. In terms of volunteer services, "SIC Volunteer Network" has been developed to its 10th year. The Centre held an Award Presentation Ceremony for SIC volunteers on 30 November, where about 106 committed volunteers had been recognised.

3. 支援師生家長：駐校社工及到校服務

中心為沙田培英中學、沙田循道衛理中學、香港浸會大學附屬學校王錦輝中小學（中學部）及大埔循道衛理小學提供駐校社工服務，並為沙田培英中學、沙田循道衛理中學、香港浸會大學附屬學校王錦輝中小學（中學部）及林大輝中學舉辦「尊重生命、逆境同行」計劃，以「LaughING Together」作為計劃主題，透過輕鬆及貼近青少年興趣的手法推展計劃，提升中學生抗逆能力，裝備他們面對成長的挑戰。此外，中心承接區內學校邀請，到校舉辦不同主題的活動，包括「自主·人生」生涯規劃服務、團隊及領袖訓練、性教育活動等。

4. 探索職業方向：青少年生涯規劃服務

本處獲社會福利署資助，伙拍香港大學專業進修學院舉辦第五屆「青年護理服務啟航計劃」，為有志在護理業發展的青年配對安老及復康護理工作機會，並提供在職培訓，為學員在就業及學術方面提供發展平台。此外，中心是社會福利署沙田區青少年服務地方委員會「職·夢——社福護理服務體驗計劃」的協辦單位，讓青少年認識社福護理服務的發展機遇，讓青年人認識自己、了解生涯規劃的選擇，積極計劃前路方向。

5. 服務特殊學習需要學童：智專成長計劃

中心設有「智專成長計劃」，為懷疑／已評估有專注力不足／過度活躍症或自閉症譜系的學童提供有系統的訓練、家長支援及親子活動等，特設由言語治療師及社工共同舉辦的跨專業模式訓練；本年度更著力發展運動項目，以運動提昇SEN學童的協調及社交能力。

6. 提倡珍惜與分享：兒童及家庭服務

中心鄰近社區的家庭普遍資源豐富，因此本年度的兒童及家庭服務以「珍惜」為主題，透過繪本故事、社區探訪、玩具再生、回收物品等一系列活動，鼓勵會員反思生活態度，讓兒童從小學習珍惜資源、分享所有、加強人與人之間的聯繫，建立物質以外的豐盛生命。

3. Supporting teachers, students and parents: school social worker and on-site services

The Centre provided school-social work services for Shatin Pui Ying College, Sha Tin Methodist College, the Hong Kong Baptist University Affiliated School Wong Kam Fai Secondary and Primary School (Secondary School) and Tai Po Methodist School, and implemented the Joyful School Project for Shatin Pui Ying College, Sha Tin Methodist College, the Hong Kong Baptist University Affiliated School Wong Kam Fai Secondary and Primary School (Secondary School) and Lam Tai Fai College. The Centre has adopted the term "LaughING Together" as the theme of the project. It promotes resilience amongst junior high school students and equips them to cope with the challenges of growing up. In addition, the Centre was invited by schools in the district to organize activities on various themes, including self-motivated career planning service, teamwork and leadership training, sex education activities, etc. The Centre also organized the "Respect Life, Walk Against Adversity" programme.

4. Career exploring: Youth career planning services

YMMSS has received funding from the Social Welfare Department, and partnered with HKU School of Professional and Continuing Education, to organize the 5th Navigation Scheme for Young Persons in Care Services. The purpose of the "Navigation Scheme" is to match up job opportunities for youngsters who are interested to work in the elderly and rehabilitative care industry. They are then provided with on-the-job training and a development platform for finding employment and academic training. As a member of the Shatin District Local Committee on Youth Services of the Social Welfare Department, the Centre organised the Dream Big Job-tasting Scheme on Social Welfare and Care Services, aiming to help young people to gain some knowledge on work scope and career opportunities in elderly and rehabilitation services, to enable youngsters to have self-understanding, identify career path options, and plan their lives pro-actively.

5. Supporting children with special educational needs: WISE Project

The Centre initiated the WISE Project providing systematic training, parent support and parent-child activities for students who are suspected or diagnosed with Attention Deficit Hyperactivity Disorder or Autism Spectrum Disorder. The Centre also offered social skill training courses in a transdisciplinary model delivered by speech therapists and social workers, and focused on sports activities during the year to enhance the coordination and social skills of SEN students.

6. Promoting to cherish and share: Children and family services

In view of the abundance of resources in the nearby community, the term of "Cherish" was adopted as the theme of Children and Family Service this year. Through a series of activities, such as picture books, community visits, toy reuse and recycling, community members were encouraged to reflect on their attitudes towards life, which helped the children learn from a young age to treasure resources, share their belongings and strengthen and enjoy their relationships with others.

B. 服務統計 Service Statistics

沙田青少年綜合發展中心 Shatin Integrated Centre for Youth Development

| | |
|--|--------|
| 核心會員人數 No. of core members | 1,526 |
| 接受核心服務人次 No. of people receiving core services | 2,466 |
| 活動節數 No. of activity sessions | 4,664 |
| 出席人次 Attendance | 32,456 |

深宵外展服務 Outreach Services for Night Drifters

A. 服務報告 Service Highlights

1. 外展工作

深宵外展工作隊以外展工作手法協助深宵時段於區內活動的青少年處理各種危機，並提供電話熱線、輔導、教育及預防等服務。

2. 多元活動計劃

深宵外展工作隊本年度成功申請多個外間資助，為深宵青年舉辦特色活動，包括獲沙田區青少年活動委員會贊助舉辦「星影計劃」，「沙田區蛻變計劃委員會」撥款推行活動計劃等，透過新興活動、網上直播活動、山藝歷奇訓練、團隊建立及社區服務等，讓青少年在活動中反思生命，建立正面的價值觀。本隊亦定期舉辦興趣班組及才藝群組，一方面加強社工及青少年的連繫以作適時介入，另一方面亦讓青年發揮潛能，增加自信。

3. 職涯規劃

建源慈善基金資助本隊舉辦「築·職計劃」，為二十名深宵青年舉辦職業體驗及培訓，行業包括紋身設計、調酒、電競、美容等，參加者在4月28日於中心大型活動「『職』FUN SUNDAY」中擔任義工，向社區人士展現所學。計劃已於7月15日晚上舉行畢業禮，各行業導師為參加者頒發證書及嘉許狀，場面溫馨。

1. Outreach services

The Outreaching service team for young night drifters applied outreach approaches to assist the youth in facing and dealing with various crisis during the night through hot-line service, counseling, education and preventive services.

2. Multi-activity project

This year, the Outreaching service team for young night drifters has successfully applied for a number of external subsidies to organize characteristic activities for young night drifters, including the Shining Path Project sponsored by the Shatin District Youth Programme Committee, and a series of experiential activities funded by the Shatin District Transformation Planning Committee, etc. Through trendy sports, webchats, mountain climbing training sessions, team building and community services, the team aims to enable young people to reflect on their lives and build positive values. The team also organizes interest classes and talent groups on regular basis to strengthen the connection between the social workers and the youths for timely intervention on the one hand, and encourage them to realize their potential and increase their self-confidence on the other.

3. Career planning

Funded by K&K Charity, the Centre has implemented the Weave a Career project that provides 20 young night drifters with vocational experiences and training in industries including tattoo design, bartending, e-sport competition, beauty care, etc. The participants volunteered at the centre's large-scale event Career & Fun Day on 28 April to showcase their knowledge to the community. A graduation ceremony was held on the evening of 15 July, with certificates being issued to the participants by instructors from various industries.

B. 服務統計 Service Statistics

深星計劃 – 沙田深宵外展服務

Shatin Outreaching Service for Night Drifters

| | |
|---|-------|
| 服務節數 No. of service sessions | 897 |
| 服務人次 No. of served persons | 642 |
| 服務轉介次數 No. of service referrals | 36 |
| 深宵出動時數 Hours of outreaching social service | 4,915 |



C. 未來發展 Future Direction

隨著社會環境急劇改變，預期在可見將來青少年將與面對學業、經濟、精神健康及社會適應等各方面的挑戰。中心將致力鞏固青少年的內在資源，並加強他們與朋輩、家庭、學校及社會之連繫，培養他們成為獨立自主、健康積極的新一代。

As the social environment changes rapidly, young people will face more complicated challenges in the foreseeable future in academic, financial, mental health and social adaptation. The Centre is committed to strengthening the quality of young people and their connections with their peers, families, schools and society, expecting them to become an independent, healthy and active generation.



青少年服務部(油尖旺)



Youth Service Division (Yau Tsim Mong District)

青少年服務部(油尖旺) Youth Service Division (Yau Tsim Mong District)

油尖旺青少年綜合發展中心以多元化社會服務手法，為區內兒童和青少年及其家庭，提供成長、輔導、抗逆及社教化活動，以不同形式活動為服務使用者提供愉快成長、培養獨立思考能力、參與社區事務的平台，並以支援家長建立快樂家庭以達到促進兒童及青年成長為目標。

Yau Tsim Mong Integrated Centre for Youth Development takes diversified social service approaches to provide services for growth, counselling, anti-rebellion and social education for children, adolescents and their families residing in the district. The Centre provides a platform for social users to grow happily, cultivate their capacity for independent thinking and participate in social affairs through different forms of activities, to assist parents to forge a happy family and facilitate the growth of children and adolescents.



A. 服務報告 Service Highlights

1. 以社會服務為本為的青年服務

中心一直以單位本位提供社會服務為原則，回應各項青年及其身處的系統所面對的需要，並以外展及多媒體方法，將青年服務定位於建立青年主體的工作重點之上。中心雖然提供駐校服務，但同時認為青年及兒童除學校系統外，亦身處於家庭及社會系統之中。青年於過渡至成人時期，需要達成不同成長階段，如建立自我及能力、擴闊視野、獨立及邏輯思考、社區參與等等，以面對急速轉變的社會帶來的挑戰與機遇。

2. 支援區內處於不同狀態的家庭

青年及兒童理應從家庭系統獲得支援，亦不可避免地於家庭中發生衝突。中心所處地區，家庭經濟條件兩極，而家庭因為各種原因而處於不同的狀態，除政治經濟問題外，家庭亦會面對夫婦關係問題、家庭成員關係問題、管教問題、子女溝通問題、青年及兒童的特殊教育需要問題、家庭成員的精神健康問題等等。面對以上種不同情況，中心以社會服務介入家庭運作，有助青年及兒童獲得適切的支援。

1. Social service-centred youth services

The Centre has been providing social services on centre-based principle to respond to the needs of youth and the system on which they rely, and has always positioned youth services as a key focus of its youth-oriented work through outreach and multi-media service. While the Centre provides school social services, it also recognizes that the youth and children are exposed to the family and social in addition to schools. The transition from adolescence to adulthood requires the ability to build self-control, broaden one's horizons, develop independent and logical thinking, reach out to the community, etc., to prepare for the challenges and opportunities in a rapidly changing society.

2. Supporting families of different status in the district

Adolescents and children deserve support from their families but they conflict with the families inevitably. In the district where the Centre locates, the problems that cause family economic polarization, except political and economic problems, are the marital relationship problem, the families relationship problem, the supervision problem, the parent-child communication problem, the special education needs of adolescents and children, the mental health problem of family members, and so on. In view of the above problems, the Centre intervenes in family operation with social services to help the youth and children receive appropriate support.

3. 協助少數族裔青年進入主流服務

少數族裔因語言問題，減低了進入主流社會服務的機會和意欲。在經濟、就業、就學、生活、就醫、政治等問題上，長期處於劣勢。有見及此，中心於多年前已開展少數族裔服務，並成立專責服務隊為少數族裔及其家庭提供服務，建立少數族裔參與主流服務的平台。本年度中心向少數族裔提供的服務以改善其生活及增加組群融入本地生活的能力，同時增加華裔社群對少數族裔的認識，從雙方面入手加強社會融合。

1. Assisting ethnic minorities to participate in mainstream services

Language problem deprived the opportunities and willingness of ethnic minorities to participate in mainstream social services. For a long time, ethnic minorities have been at a disadvantage in terms of economy, work, education, living conditions, medical care, politicking and so on. In view of this, the Centre started to provide ethnic minorities services many years ago by setting up dedicated service teams for ethnic minorities and their families and establishing a platform for ethnic minorities to participate in mainstream services. The services provided to the ethnic minorities during the year were aimed at improving their livelihood and enhancing their ability to integrate into local life, as well as enhancing the understanding of the Chinese community towards the ethnic minorities, so as to strengthen social integration.

B. 服務統計 Service Statistics

| | |
|--|-----------------|
| 6-24歲會員及附屬會員人數 No. of members and affiliates members of 6-24 years old | 1,197人 people |
| 接受核心服務人數(每季平均) No. of service recipients (quarterly average) | 573人 people |
| 核心活動數目 No. of core services | 332個 activities |
| 核心活動節數 No. of sessions of core services | 3,862節 sessions |
| 核心活動出席人次 No. of core services attendance | 25,116人次 people |

C. 未來發展 Future Direction

為了讓青年及兒童向成年世界展示潛力，中心將持續推展不同形式的藝術表演平台。另外，以服務結合社會關注的議題，建設平台讓服務使用者培養對社會關心及本地歸屬感。隨著不少新興運動興起，中心亦會引入相關服務，作為培育興趣、個人、職志等方面的發展媒介。中心來年亦會繼續建設少數族裔組群參與主流服務的平台，令組群獲得平等的受助機會。

In order to illustrate the potential of adolescents and children to the adult world, the Centre will continue to co-create various kinds of platform for art performances. Besides, by delivering services that driven by key social issues, the Centre has formed platforms that will enhance service users' attention to the society and their sense of belonging. With the popularity of trendy sports, the Centre will also introduce relevant services as a medium to cultivate interest, and develop personal or careers aspiration. In the coming year, the Centre will continue to build a platform for ethnic minority groups to participate in mainstream services, aiming for fair chance eligibility of receiving support and assistance.





青少年服務部(何文田區)



Youth Service Division (Homantin District)

何文田青少年綜合發展中心 Homantin Integrated Centre for Youth Development

青少年服務部(何文田區)包括何文田青少年綜合發展中心和學校社會工作服務。透過多元而整合的服務手法，讓兒童及青少年體驗不同類型的活動，促進健康愉快的成長。而今年中心以Cheers為主題，計劃以運動及競技元素的活動作介入點，希望兒童、年青人及家庭均能建立一個良好的生活習慣，並透過運動將個人的情緒轉化為正能量、並於一連串的活動、訓練及運動競技比賽中，加強與其他人的結連和合作，互相打氣、加油，為生命歡呼、喝采。

The Youth Service Division (Homantin District) includes Homantin Integrated Centre for Youth Development and the school social work services. It aims to enable children and youths to experience different types of activities and promote healthy and happy growth through a diversified and integrated service approach. This year, the Centre uses Cheers as the annual theme, with sports and athletic activities as an intervention point, in the hope that children, the youths and their families develop a good habit of life, turn their emotions into positive energy through sports, and improve the bonding and cooperation with others while cheering for life and cheering for others through a series of activities, training and athletic competitions.



A. 服務報告 Service Highlights

1. 家庭和學校服務支援

中心重視家庭和區內學校的支援服務，包括提供個案/家庭輔導服務、家長小組、講座系列、親子活動等，讓區內家庭得以減壓放鬆心情、促進親子關係；區內學校的服務支援則包括領袖訓練、義工服務、專題工作坊、新來港學生適應活動、生涯規劃及職志活動、家長/教師講座等，希望更全面地支援學童的成長需要。

1. Family and school support service

The Centre pays great attention to support services for families and schools in the district, including case/family/ counselling services, parent groups, workshop series, and parent-child activities, etc., to enable families in the neighborhood to relax and promote a healthy parent-child relationship. Support services, including leadership training, volunteer services, special events, new arrivals programme, career exploration and development, parent/teacher workshops, etc., are provided to schools in the neighborhood to cater for the needs of school children in a more comprehensive way.

2. 支援有特殊學習需要的學童

為區內有特殊學習需要的幼童及中、小學生提供各類適切的支援服務，包括為幼童提供遊戲治療輔導服務、舉辦各類專注、社交、情緒、讀寫訓練及親子平行小組、SEN學童升學資訊講座以及獲社署批款資助的SEN童伴同行計劃，以針對不同學生及其家庭的支援需要。

2. Supporting children with special educational needs

The Centre provides young children and primary and secondary school students having special educational needs with various appropriate support services, including the provision of play therapy counselling services, conducting various training on concentration, social skills, emotional health, literacy and organizing parent-child parallel groups, career planning talks for SEN students, and SEN Peer Support Scheme funded by the SWD, to cater for the diverse needs of students and their families.

3. 促進正面及健康的成長

繼續推行優質教育基金資助的「尊重生命、逆境同行」計劃，為區內有需要的學校提供適切的活動，以加強學生的精神健康及抗逆力。另一方面，中心亦首次舉辦「親子競技大比拼」以加強親子及人際之間的合作和結連，為生命加注正能量，反應正面。

3. Promoting positive and healthy development

The Centre continued to implement the project "Joyful @ School Campaign" funded by the Quality Education Fund, aiming to provide needy schools in the district with appropriate services to promote the mental health and resilience of students. In addition, the Centre held "Parent-Child Competition" for the first time to strengthen parent-child and interpersonal cooperation and bonding, and received positive responses.

4. 多元興趣的發展

中心定期舉辦不同類型的興趣和技能訓練活動，如足球、籃球、樂隊、歌唱組、跳舞隊、雜耍、舞獅、司儀訓練等，以迎合兒童和年青人不同的發展需要；同時，中心今年特別推廣運動與藝術的活動，更成功獲九龍城區青年發展計劃之地區青年活動撥款支持推展中心的Sweat For Fun, Art With Love的計劃。

5. 愛·無限犬隻服務計劃

計劃繼續為區內的中、小學提供不同類型的到校及小組活動，包括犬隻義工服務、犬隻到校探訪、並為有特殊學習需要的學童舉辦動物輔助治療小組、亦為有興趣入行的年青人安排寵物行業探索活動等，計劃反應正面。

6. 深化義工服務及加強社區的聯繫

中心義工網絡不斷發展，定期舉辦證書課程、義工服務、聯誼活動及義工獎勵計劃等以回應義工發展和服務需要，而中心的恒常義工亦包括不同年齡層的區內人士，例如快樂童盟小義工、親子義工、領犬義工、青年義工、家長剪髮義工、而為期20個月的Y-Dragon義工服務今年亦繼續獲得九龍城民政署資助，連同本處其他青少年部門推行的「好人好事」計劃內的義工隊伍，讓義工接觸及服務社區內不同需要的社群，並從中體驗和學習。另一方面，中心亦透過義工服務凝聚社區，如定期舉辦嘉年華、年宵攤位活動、新春團拜、節日探訪等，提昇關愛互助精神。

4. Development of diverse interests

The Centre regularly organizes different types of interest and skill training activities, such as football, basketball, bands, choir, dance group, juggling, Lion Dance and MC training, etc., to cater for the different development needs of children and youngsters. In addition, the Centre particularly promoted sports and arts activities this year and was successfully sponsored by the Kowloon City District Office to implement Sweat For Fun, Art With Love.

5. Love · Canine Volunteer Scheme

The Scheme continues to provide primary and secondary schools in different districts with various in-school and group activities, such as canine volunteer services and canine in-school visits, as well as organize animal-assisted therapy groups for school children with special educational needs. We also organize pet industry exploration activities for young people who are interested in entering the industry. The Scheme receives positive responses.

6. Deepening our volunteer services and strengthening connection in the community

As our volunteer network continues to grow, the Centre regularly holds certificate courses, volunteer services, social gathering activities and volunteer award scheme to cater for the development of our volunteer works and needs of our services. The Centre's regular volunteers include community members from different age groups. Among them are junior volunteers from Joyous Alliance, parent-child volunteers, canine adoption volunteers, adolescent volunteers, and volunteer hairdressers, the 20-months Y-Dragon volunteer service sponsored continually by the Kowloon City District Office this year, as well as volunteer teams from the "Youth Good Deeds Campaign IV" programme launched by our youth division. These activities aim to provide volunteers with opportunities to access and serve various community sectors with their diverse needs and to experience and learn through the volunteer services. At the same time, the Centre also provides volunteer services, such as Carnivals, Chinese New Year Fair stalls, Chinese New Year gathering, Festival visits, to consolidate the community and foster the spirit of mutual help.

B. 服務統計 Service Statistics

| | |
|---|--------|
| 會員人數 Membership | 1,256 |
| 接受核心服務人次 No. of service users receiving core services | 2,083 |
| 核心活動數目 No. of core services | 327 |
| 核心活動節數 No. of sessions of core services | 4,727 |
| 核心活動出席人次 No. of core services attendance | 21,161 |



學校社會工作服務 School Social Work Service

A. 服務報告 Service Highlights

自本學年開始實行一校兩社工的政策，有助加強學校的輔導及學生支援工作，社工將更有效地按學生的需要推展預防及發展性的工作。

The implementation of the policy of “two social workers for one school” in the 2019-2020 academic year helps to optimize the counselling service and student support service in schools, which enables social workers to promote preventive and developmental activities more effectively according to the needs of students.



B. 服務統計 Service Statistics

學校社會工作服務 School Social Work Service

| 服務 Service | 類型細項 Category | 服務數字 Service Count |
|---|---------------------------------|--------------------|
| 個案輔導 Counselling cases | 學校生活適應 Adjustment problem | 31 |
| | 成長適應 Development adjustment | 5 |
| | 情緒/精神健康 Emotional/mental health | 47 |
| | 家庭 Family | 20 |
| | 社會規範/行為 Social norms/behaviors | 0 |
| | 性知識 Sex education | 1 |
| | 朋輩關係 Peer relationships | 11 |
| | 吸毒/濫藥 Drug addiction/drug abuse | 0 |
| | 其他 Others | 1 |
| 總數 Total | | 116個案cases |
| 個案活動 (如面談、家訪) Case activities (e.g. Interviews, home visits) | | 964次times |
| 諮詢服務 Inquiry services | | 458次times |
| 小組及成長訓練系列 Developmental group training | 活動節數 No. of sessions | 79節sessions |
| | 參與人次 Attendance | 753人次attendance |

C. 未來發展 Future Direction

近年區內新樓盤相繼落成，區內居住人口、家庭類型及服務需要亦出現轉變，中心將繼續宣傳及留意區內家庭的支援需要；同時，中心亦很重視學生的情緒健康及抗逆力的發展，加強情緒管理及解難的能力，提昇生命的韌性，特別加強支援高危及有特別需要的家庭。

The service needs of the community may experience changes with the gradual completion of new private housing units in the district, so our Centre will enhance the service promotion and pay attention to the need for support for families in the district. At the same time, the Centre also attaches great importance to the physical and mental health of students and their resilience development. As such, we will enhance our work on students' emotional management and problem solving skills to arouse their resilience in life, especially in supporting families with high risk and special needs.



青少年服務部（外展服務）



Youth Service Division (Outreaching Service)

青少年服務部（外展服務） Youth Service Division (Outreaching Service)

中心為九龍城區日展及夜展隊組成，透過外展的手法主動接觸區內6-24歲弱勢街頭青年及組群，提供多元化成長體驗活動、支援服務、個案及小組輔導工作。

Our division has set up outreaching teams for the daytime and for the nighttime in Kowloon City District to address the needs of disadvantaged street youth and groups aged from 6 to 24. Our service teams provide multi-faceted developmental activities, support services, casework and counselling work.



A. 服務報告 Service Highlights

1. 「孕·育·愛」- 年輕媽媽支援計劃

獲蘋果日報慈善基金資助，中心繼續關注年輕媽媽的需要，特別是年紀較輕、成長背景複雜、缺乏正面支援網絡，但願意學習成為好母親的一群年輕媽媽。透過小組活動及參與Playgroup，增加年輕媽媽的正面支援網絡及提升育兒技巧及知識，以強化他們的能力。

1. Nurturing Love- Young Mother Support Programme

Sponsored by the Apple Daily Charity Fund, the Centre continues to focus on the needs of young mothers, especially those who are young, growing up in difficult families, without a positive support network but are willing to learn to be good mothers. Through group activities and Playgroup, we help to broaden the support network of young mothers and improve their parenting and childcare skills and knowledge.

2. 青少年正向發展活動

獲九龍城民政署全年地區青年活動資助，中心透過一系列多元化的體驗活動及興趣技能訓練，以滿足青年人不同興趣和需要，提昇青少年的自我效能感及信心。部分活動更增加與不同社區人士的互動，讓青年人透過不同平台發揮所長，回饋社會。小組包括義剪訓練、跳舞小組、閃避球訓練及滑板訓練計劃。

2. "STAGE" Youth Development Programme

Sponsored by the Kowloon City Home Affairs Department's annual youth activities funding, and through a diverse range of experimental events and interest training groups that cater for various interest and needs, the Centre helps youngsters to improve their sense of self-efficacy and boost their confidence. Some of the activities also included interactive programmes with different community members, allowing the youths to give full play to their talent and repay the society as volunteers. Our group training includes free haircuts, dance, dodge-ball and skateboard training.

3. 社區支援

中心除了持續參與「關懷龍城青年網絡」及「啓德發展區社會福利服務」會議外，今年更新增「西九龍18-24歲在危青少年支援計劃」，與不同政府部門及社福團體共同關注區內有行為危機的青少年。另外，繼續得到九龍城區議會支持，中心與香港浸會大學協辦「同心同行師友計劃」，促進大學生與外展青年建立良好的師友關係，以提供朋輩支援輔導。

3. Community Support

The Centre has continued to attend the Youth Care Network and Kai Tak Development Area Social Welfare Service meetings, along with the newly launched "West Kowloon Support Programme for Youth at Risk aged 18-24" this year to work with government agencies and social welfare organizations to care about high-risk youths. Besides, sponsored by Kowloon City District Council, the Centre and Hong Kong Baptist University have also organized the Peer Support Scheme to facilitate a good mentor-mentee relationship between college students and our young members to provide peer support counselling.

B. 服務統計 Service Statistics

1. 九龍城區外展社會工作隊

Kowloon City District Youth Outreaching Social Work Team

| 服務 Service | 類型細項 Category | 服務數字 Service Count |
|---------------------------------------|--------------------------------|--------------------|
| 個案輔導 Counselling cases | 家庭關係 Family relationships | 41 |
| | 學校/教育 School & Education | 41 |
| | 職業/出路選擇 Vocation | 54 |
| | 朋輩關係 Peer relationships | 163 |
| | 個人成長及發展 Self-functioning | 51 |
| | 社會規範/行為 Social norms/behaviors | 29 |
| | 濫藥 Drug Abuse | 6 |
| | 總數 Total | 385個案cases |
| 潛在個案 Potential cases | | 385個案cases |
| 直接服務青少年時數 No. of direct contact hours | | 6,813小時hours |

2. 九龍城區青少年深宵外展工作隊

Kowloon City District Outreaching Service Team for Young Night Drifters

| | |
|------------------------------------|-------|
| 服務人次 No. of YNDs served | 761 |
| 服務轉介次數 No. of referrals made | 20 |
| 深宵出動時數 No. of direct contact hours | 5,742 |
| 深宵服務節數 No. of service sessions | 490 |



C. 未來發展 Future Direction

留意到青少年意外懷孕數字提升及吸食大麻普及化，中心會繼續支援年輕媽媽面對生活上的壓力與挑戰，並設計不同活動以滿足青年人成長中多元化的需要。另外，中心會繼續以專業輔導手法，協助青年人迎接各種生活挑戰。

In view of the increasing number of pregnancies and the prevalence of marijuana use among teenagers, the Centre will continue to support young mothers to face the stress and challenges of life, and design different activities to cater for the diverse needs of young people as they grow up. Besides, the Centre continues to help adolescents face and deal with various life challenges through professional counselling service.



長者服務部

Senior Citizen Service Division



疫情下的長者服務

Senior citizen service during the epidemic

在2019-2020年度最後一季各服務均受新冠肺炎疫情影响，各單位曾進行超過4,500長者人次電話慰問及物資登記；期間得到不同界別團體捐贈防疫物資，並透過上門派發給超過2,200位長者。同時，為了與使用者保持聯繫，中心拍攝了「彩虹生活頻道」短片，包括：「運動篇」、「心靈篇」、「飲食篇」、「認知篇」等，並上載於Youtube及駿薈Facebook專頁。另外，社工及職業治療師設計認知訓練物資送給護理長者，鼓勵長者於家中進行持續的訓練，超過120位長者受惠。

In the last quarter of 2019-2020, all services were affected by COVID-19. All service units extended their greetings up to 4,500 senior citizens by telephone and recorded epidemic prevention supplies donated by different organizations during the period, which were distributed door-to-door to up to 2,200 senior citizens. At the same time, in order to keep in touch with the users, we have produced short videos for the "Rainbow Channel", including "Exercise", "Spiritual", "Diet", "Cognition", etc., which have been uploaded on Youtube and Facebook page of the Centre. In addition, social workers and occupational therapists designed and delivered cognitive training materials to the carers to encourage them to do continuous training at home, benefiting more than 120 elderly.

彩虹長者綜合服務中心及嘉峯臺中心

Choi Hung Community Centre for Senior Citizen and Sub-base in Kingsford Terrace



A. 服務報告 Service Highlights

1. 義工服務網絡

中心已成立33隊義工團隊，主要由長者、年青長者及街坊組織而成，除了電話慰問及探訪服務外，亦發展以藝術、攝影、資訊科技及家居維修作介入手法的義工隊，為長者帶來創新及多元化的服務。另外，去年亦聯繫超過60個外間義工團體，協助帶領體弱長者戶外活動，智能科技教授等，令長者得到關心之餘亦擴展視野。

1. Volunteer service network

The Centre has established 33 volunteer teams, mainly composed of senior citizens, younger seniors and local residents. In addition to phone calls and visits, the Volunteer Teams also provide innovative and diversified services to the elderly through intervention approaches referring to art, photography, IT and home modification. In addition, the Centre had coordinated up to 60 volunteer groups last year for escorting the frail seniors to join the outdoor activities, smart technology lesson, etc. The horizon of the seniors were broadened and getting the concern by the community.

2. 「我們都是護老者」關懷護老家庭計劃

計劃旨在增加護老者對長者狀況的掌握，從而提升照顧質素。義工及護老者協助了295名長者完成「我仍是我」長者生活資料冊，將長者的生活及照顧喜好紀錄下來，讓家人及護理員設計更貼心的照顧。計劃亦透過地區街站及講座，發掘有需要護老者。

2. 「We all are caregivers」Caregivers' support programme

The programme aims to improve the quality of care by enhancing the carers' understanding of the senior's condition. Volunteers and carers assisted 295 seniors in producing an information booklet called "This is me", which recorded their lives and care preferences, in order to let them receive more attentive care from their families and carers. The programme also identifies needy carers by setting up local street stations and talks.

3. 「智友醫社同行計劃」

中心和廣華醫院及葵涌醫院合作推行計劃，社工、護士和職業治療師，為患有輕至中度認知障礙症的長者，提供「以人為本」的認知訓練。2019年5月開展服務，已為37位長者提供超過1,300小時的小組訓練。另外，亦為照顧者提供5次的照顧技巧講座及情緒支援，提供了超過120小時的服務。

4. 「躍動人生」計劃

計劃持續發展退休人士服務，是年度共有1,412位退休人士加入服務，透過訓練及提供參予機會，有93位退休人士轉化為義工，29位更成為核心領袖。地壺球隊、手作薈、攝耆義、防跌助教等義工團隊的自務能力已漸趨穩固。躍藝匯社更計劃申請註冊成自助社團，持續地在地區上服務。

5. 「有我同在」長者認知障礙症管理及護老支援服務

計劃為447位長者及護老者提供2,920人次的支援服務，包括：回憶茶座、外傭照顧技巧訓練、認知評估等。另外，亦有44名義工參與ICST培訓課程，為認知障礙長者提供到戶訓練。

3 "Dementia Community Support Scheme"

The Centre implemented the "Dementia Community Support Scheme" in partnership with Kwong Wah Hospital and Kwai Chung Hospital, serving seniors suffering from mild to moderate level of Dementia with "Person-Centred" cognitive training through social workers, nurses and occupational therapists. Since its launch in May 2019, the Scheme has provided more than 1,300 hours of group training to 37 elders. In addition, the Scheme has also provided 5 talks on caring skills and emotional support to carers for a total of over 120 hours of service.

4 "Live for Life" Project

The project aims at the sustainable development of the service for retirees. During the year, a total of 1,412 retirees joined the project. Among them, 93 became volunteers and 29 became core leaders after the training and activities. The skill in organizing self-support group are gradually acquired by volunteers in respect of floor curling, handmade items, photography, fall prevention and so on. The "Live for Joy" Group also applies to register as a self-support organization to provide ongoing services in the district.

5 "I am Here" Care Management and Support Service for the Carer of Elderly with Dementia

The project provided 2,920 times of support services to 447 elders and carers, including Memory Tea House, caring skills training for foreign carers, cognitive assessment, etc. In addition, 44 volunteers participated in ICST (Individual Cognitive Stimulation Therapy) training courses to provide in-home training to the seniors with cognitive impairment.



B. 服務統計 Service Statistics

| 中心服務 Centre Service | 數目 Number Served |
|---|------------------|
| 會員人數 Number of membership | 1,761 |
| 曾服務之護老者總人數 Number of carers served | 242 |
| 隱蔽長者平均每月個案數字 Average number of hidden elders cases per month | 36 |
| 預防性及發展性小組(小組及活動) Preventive and developmental groups, activities and programmes | 312 |
| 互助及支援網絡(小組及活動) Mutual help and social support (groups and programmes) | 50 |
| 家庭發展及護老(小組及活動) Family development/Carer Support (groups and programmes) | 55 |
| 治療性小組 Therapeutic Groups | 6 |
| 輔導服務 Counseling Service | 數目 Number Served |
| 新開個案 New Cases | 128 |
| 結束個案 Closed Cases | 137 |
| 平均每月個案數目 Average number of Case per month | 355 |
| 長者支援服務 Support Team for the Elderly | 數目 Number Served |
| 已登記長者 Registered Elderly User | 2,625 |
| 全年提供義工服務次數 Total Volunteer Service Counts | 6,239 |

C. 未來發展 Future Direction

1. 來年透過優化中心運作及加強職員培訓，建構長者認知友善的中心服務。
1. In the coming year, the Centre will optimize its operation and staff training to build up a Dementia-friendly service network.
2. 加強發展義工的組織才能，提升義工團的自務能力，建立持續運作的結構。
2. The Centre will continue to enhance the leadership skills and the management skill of self-support group for the volunteers in order to build up a sustainable service network.
3. 中心於新一年度獲社區投資共享基金資助推行三年「樂助富山」新公屋支援計劃，促進富山村新舊居民融合外，更希望建立社區團隊服務區內居民。
3. The Centre has received funding from the Community Investment and Inclusion Fund (CIIF) to implement a three-year project named "Joyful Family Connection" Community Support Program for New Public Housing Estate. This programme aims at promoting harmony integration of the new and existing residents of Fu Shan Estate, and establishing a community team to serve the residents within.



彩虹長者日間護理服務 Choi Hung Day Care Service

A. 服務報告 Service Highlights

中心的專業服務團隊提供「以耆為本」的服務理念照顧中度至嚴重受損程度的長者。過去一年雖然經歷社會運動及新冠肺炎的影響，中心仍然保持開放，為區內長者提供穩定而持續的照顧服務。過去一年，中心重新整理會車的車線及增加會車上的現實導向，務求令長者有更快捷及舒適的乘車旅程。中心亦致力聯繫不同義工團體，安排關懷活動，增加長者與社區人士的接觸面，促進長者的社交及心理健康。

Our professional team serves the seniors who are suffering from moderate to severe levels of impairment with "Best Practice in Dementia Care" approach. Despite the impact of social movement and COVID-19 epidemic, the Centre remained open to provide reliable and continuous services to the seniors in the community. In the past year, the Centre has re-arranged the route of accessible vehicles and provided reality orientation on the bus to deliver a more comfortable and efficient ride for the seniors. The Centre also strove to connect with numerous volunteer organizations and conducted care programmes for the seniors. Through enjoying the activities, the seniors were in more frequent contact with the community, which in turn facilitated their social and psychological health.



B. 服務統計 Service Statistics

| | 統計數目 Number Served |
|---|-----------------------|
| 全年使用服務者人數 No. of service users in the year | 63 |
| 全年暫託人次 No. of respite attendance in the year | 718 |
| 全年義工人數 No. of volunteers in the year | 186 |
| 全年護老者服務次數（活動及小組） No. of elderly services in the year (activities and groups) | 17 |



C. 未來發展 Future Direction

1. 新年度中心引入言語治療服務，持續地協助長者改善吞嚥及表達的能力。
1. The Centre will introduce Speech Therapy Services in the coming year in order to assist the seniors in improving their dysphagia symptoms and expression abilities on an ongoing basis.
2. 未來中心會建立專屬日間中心義工隊，定期為長者提供個別關懷及推行康樂活動。
2. In the future, the Centre will set up a dedicated daycare volunteer team to provide individual care and organize recreational activities for the seniors on a regular basis.
3. 中心會運用樂齡及康復創科應用基金添置新穎的復健器材，提升長者運動的動力。
3. The Centre will use the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to purchase up-to-date rehabilitation equipment to encourage the seniors to exercise.

彩虹綜合家居照顧服務 Choi Hung Integrated Home Care Service

A. 服務報告 Service Highlights

綜合家居照顧服務主要為一對一上門服務，服務的背後備有一個龐大的團隊，成員包括社工、護士、物理治療師、職業治療師、言語治療師、康健護理員、司機、廚師、編排服務的服務幹事、文員等，職員的工作環環相扣。要為服務使用者提供有質素的服務，內部團隊必須緊密合作。為加強職員的工作技巧、溝通及交流，本年度共舉辦24次培訓，共336人次接受培訓。另外，團隊會每週分組進行服務交接會，讓職員更為掌握服務使用者的最新狀況及需要。

本年度首與惜食堂合作，為有需要的服務使用者安排週六、日之速凍膳食服務，過去一年共1,835人次受惠。

Integrated Home Care Service (IHCS) mainly provides one-to-one in-home service. It is supported by a great team which comprises of social workers, nurses, physiotherapists, occupational therapists, speech therapists, health care workers, drivers, chefs, service secretary, clerks, etc., whose tasks are closely interrelated. Delivering a quality service to our service users requires a high performing team. In order to improve caring skills, communication and develop constructive feedback system among staff, a total of 24 training sessions were held during the year. There were 336 participants. In addition, the team held weekly service meetings in groups to enable our staff to understand the latest situation and needs of service users.

This year, we partnered with Food Angle to provide frozen meal box on Saturdays and Sundays for needy service users, benefiting 1,835 people in total.



B. 服務統計 Service Statistics

平均每月服務使用者的類別及人數

Monthly average of service user categories and no. of persons

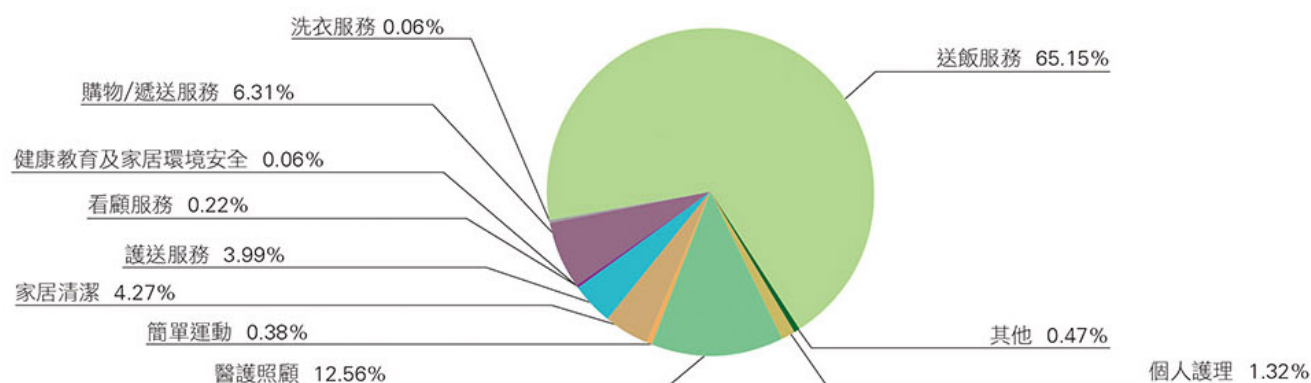
| | 老人個案 Elderly Cases | 傷殘個案 Disabled cases | 社會需要個案 Individuals and families with social need cases | 合共個案人數 Total No. of person |
|-----------------------|-----------------------|------------------------|---|-------------------------------|
| 普通個案 Ordinary Case | 249.5 | 18.8 | 4.9 | 273.2 |
| 體弱個案 Frail Case | 18 | 2 | 不適用 N/A | 20 |

普通及體弱個案平均每月各類服務的次數及人數

Average frequency/people count services provided for ordinary and frail cases per month

| 服務內容 Service Nature | 平均每月次數 Average Frequency per month | 平均每月人數 Average People Count per month |
|--|--|---|
| 個人護理 Personal care service | 69.9 | 14.4 |
| 醫護照顧 Simple nursing care service | 664.1 | 79.3 |
| 簡單運動 General physical exercise | 20.2 | 5.4 |
| 家居清潔 General household or domestic duties | 225.6 | 127.4 |
| 護送服務 Escort | 211.0 | 47.7 |
| 看顧服務 Home respite service | 11.5 | 1.0 |
| 健康教育及家居環境安全 Environmental risk assessment and home modifications | 2.9 | 0.8 |
| 購物/遞送服務 Purchase and Delivery of daily necessities | 333.4 | 160.5 |
| 洗衣服務 Laundry | 3.3 | 2.4 |
| 送飯服務 Provision of Meals | 3,444.3 | 120.0 |
| 其他 Others | 24.8 | 14.9 |
| 合共次數 Total Frequency | 5,286.7 | 547.1 |

平均每月各類服務的次數



C. 未來發展 Future Direction

來年期望透過實施小區管理、職員會議、交流分享會及培訓等，增加職員對服務推展的參與，使康健護理員更能掌握個案的需要，同時促進部門內服務的協作，達至協同效應，從而增加服務成效及滿足需要。另外，來年會延長服務時間，提供更具彈性及多元化的服務。

In the coming year, we expect to increase staff participants in service development through neighborhood service care model, staff meetings, service sharing and staff training, enabling Health Care Workers to better understand the individual needs, and at the same time, promoting high performing team to meet service goals and the community needs. In addition, we will extend our service hours next year to provide more flexible and diversified services.

愛民長者鄰舍中心 Oi Man Neighbourhood Elderly Centre



A. 服務報告 Service Highlights

1. 全新面貌 設備更完善

中心於2019年6月完成環境及設施改善工程，為會員帶來了一個不一樣但人情味仍然滿載的中心，例如中心五樓設有多項運動健體及自助健康測量器材，鼓勵長者建立自我健康管理習慣。

2. 認知障礙症支援服務

「腦」有所為系列為懷疑或確診患認知障礙症之人士及其照顧者提供服務。重點服務包括：「腦」友學堂一日間託管服務、多元化認知訓練小組，如「腦」友藝術室、「腦」友記俱樂部及「腦」友音樂抒情小組等，提供認知、運動及社交技巧訓練等，以保持或提升長者的身體機能及腦部活動能力。

3. 護老者支援服務

過去一年透過不同形式的活動，舒緩護老者照顧壓力，加強護老者與被照顧者之間的關係，活動包括：與衛生署合作的健康講座、戶外旅行、輪椅維修和外傭講座和小組。另外亦透過小組、義工探訪和實務性支援服務，加強有需要護老者的支援。

4. 喜安居-長者社區照顧服務券試驗計劃(九龍城)

中心持續開展長者社區照顧服務券試驗計劃，因應個人照顧計劃提供貼身家居照顧，包括：物理治療師、職業治療師及社工服務、照顧員上門訓練、陪診、清潔、送餐、購物等；同時，結合中心為本優勢，讓長者參與各種社交活動，包括護老旅行、認知障礙症訓練活動、痛症計劃等，使長者在「居家安老」及「身心社交」兩方面都得到全面關顧。

1. A new look and better facilities

After the completion of premise renovation and facility improvement project in June 2019, the Centre has provided our members with an all-new centre with a strong human touch. For example, the 5th floor of the Centre is equipped with a number of fitness facilities and self-service health measurement devices to encourage seniors to develop health management habits.

2. Dementia-related services

"Opportunities for the Brain" project provides services to the elderly with suspected or confirmed Alzheimer's disease and their carers. Key services include Dementia School - Daycare Service, diverse cognitive training groups such as Dementia Art Studio, Dementia Club and Dementia Music Therapeutic Group, etc., providing cognitive abilities, sports and social skills training to maintain and improve the physical and mental functions of the elderly.

3. Support service for carers

Over the past year, the Centre has alleviated the stress of caregiving for carer and strengthened the relationship between the elderly and their carers through different forms of activities including health talks with the Department of Health, outings, Wheelchair Repair Services and Talks and mutual aid groups for foreign domestic helpers. In addition, the Centre further supported the needy carers through group activities, volunteer visits and supporting services.

4. Pilot Scheme on Community Care Service Voucher for the Elderly (Kowloon City)

The Centre continues to launch the Pilot Scheme on Community Care Service Voucher for the Elderly. It provides personalized home care services, including services from physiotherapists, occupational therapists and social workers, Training by home care helpers, Escort Service, Home cleaning, meal delivery, shopping, etc. Besides, it also takes its centre-based advantage and allows elders to participate in various social activities, including senior care trips, dementia training, pain management programmes, etc. to achieve the goals of "Aging at home" and "physical and mental socialization".

B. 服務統計 Service Statistics

| 項目 Category | 總數 Total |
|--|----------|
| 1. 會員人數 Membership | 781 |
| 2. 每節平均偶到使用服務人次 Average number of drop-in service users per session | 80 |
| 3. 本年舉辦小組及活動 Group & activities for the year | |
| 3.1 推廣康健晚年、教育及發展、社交及康樂 Activities on healthy ageing, education and development, social & recreation | 101 |
| 3.2 義工發展及服務 Volunteer development and service | 48 |
| 3.3 護老者支援服務 Support service for carers | 37 |
| 4. 參與服務的長者義工人數 NO. of senior volunteers | 133 |
| 5. 輔導服務 Counselling services | |
| 5.1 每月平均活躍輔導個案數目 Monthly average number of active counselling cases | 88 |
| 5.2 完成輔導協議個案比率 Turnover rate of active counselling cases | 22% |
| 6. 接受護老者服務人數 Total number of carers serviced | 142 |
| 7. 隱蔽長者支援服務 Services for hidden or vulnerable elderly persons | |
| 7.1 每月平均活躍個案數目 Monthly average number of active cases of hidden or vulnerable elderly persons | 43 |
| 7.2 完成服務協議個案比率 Turnover rate of cases served within one year concerning hidden or vulnerable elderly persons | 22% |
| 8. 社區網絡聯繫次數 Number of activities of building up a rapport with local stakeholders | 12 |
| 9. 長者健康及家居護理評估數目 Total number of Minimum Data Set-Home Care (MDS-HC) Assessment | 43 |
| 10. 認知障礙症支援服務 Dementia-related services | |
| 10.1 接受培訓人數 No. of persons being trained | 104 |
| 10.2 公眾教育活動數目 No. of programmes/activities to provide public education | 6 |
| 10.3 支援性或訓練活動數目 No. of programmes/activities to provide support and training | 4 |
| 10.4 支援性或訓練小組數目 No. of groups to provide support and training | 4 |
| 10.5 職員培訓節數 No. of training sessions to staff on dementia | 15.75 |
| 11. 護老者外展支援服務 Service for the needy carer | |
| 11.1 支援性小組數目 No. of supportive groups | 4 |
| 11.2 訓練活動數目 No. of training activities and programmes | 16 |
| 11.3 支援性服務數目 No. of supportive service | |
| 11.3.1 義工探訪次數 No. of volunteer visits | 90 |
| 11.3.2 護送服務 No. of escort service | 83 |
| 11.3.3 偶然性長者暫託服務次數 No. of occasional elder sitting services | 15 |
| 11.4 有需要護老者服務人數 No. of needy carers served | 63 |
| 11.5 完成有需要護老者服務協議人數比率 Turnover rate of needy carers served | 20% |
| 11.6 加強社區持份者對服務的認識的活動數目 No. of activities to increase community stakeholders' awareness of our services | 4 |



C. 未來發展 Future Direction

受著新型冠狀病毒及社會事件影響，相信未來會是充滿挑戰的一年，但中心仍然會貫徹本處全人服務概念，以多元化的服務形式，深入了解長者及護老者的需要，為他們提供適切的服務，讓他們身心得以平衡發展，生活在一個充滿愛與關懷的社區。

Next year will be a challenging year due to COVID-19 and social unrest. However, the Centre will continue to provide all-round and suitable services to meet the further needs of the elderly and their carers in different forms and help them live a physically and mentally healthy life in a community with considerate caring services.



油旺綜合家居照顧服務 Yau Mong Integrated Home Care Services



A. 服務報告 Service Highlights

油旺區唐樓林立，導致不少機能逐漸退化的長者日常生活受到影響。本服務旨在為油旺區內缺乏自我照顧能力之長者、殘疾人士或有需要之家庭提供到戶照顧服務，關顧其日常起居之困難，使他們按照其選擇繼續在家中或社區內有尊嚴地生活。

1. 加強前線防疫培訓及支援

家居照顧服務突發狀況繁多，尤其新冠肺炎疫情嚴峻時，前線護理員仍謹守崗位提供緊急且必要性之支援服務。為預防傳染病於社區內發生及擴散，中心除嚴格落實一系列內部防感染控制措施外，還多次舉辦預防傳染病的感染控制講座，以保障同工及服務使用者的健康，建立安全工作環境。

2. 延緩長者機能退化

中心繼續推行「支援身體機能有輕度缺損的長者試驗計劃」，提供個人化簡單運動及認知刺激練習，透過持續運動延緩長者機能退化。中心亦與社區善心企業合作，經社工評估後送贈電熱墊予受痛症影響，且經濟有困難的長者，並由護理員提供使用教導，以供長者持續自行在家舒緩痛症，反應理想。

As a result of numerous tenement buildings in the Yau Tsim Mong District, a lot of elderly with gradually declining body functions are affected in their daily lives. The Services aim to provide home care services in the district for elderly and disabled persons who cannot care for themselves, or persons and families in need. The Centre would attend to difficulties encountered by them in daily life, and assist and providing them with the option to continue residing in the community with dignity.

1. Supporting Virus Prevention and Hygiene Training for frontline staff

Home care service is prone to emergencies, especially during times of severe COVID-19 epidemic when frontline care workers are always on duty to provide emergency and necessary support services. To prevent the outbreak and spread of this infectious disease in the community, in addition to a series of internal infection control measures, we have organized a number of seminars on infection control to protect the health of our staff and service users and to create a safe working environment.

2. Delaying functional deterioration of the elderly

The Centre continued to implement "Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment" which provided simple individualized exercises and cognitive stimulation exercises that can delay functional deterioration of the elderly with sustained practice. The Centre also cooperated with community charitable enterprises to provide free electric heating pads to the elderly suffering pain and financial difficulties after assessment and offered them instructions that delivered by carers, enabling the elderly to relieve pain at home. The Centre received positive responses.

B. 服務統計 Service Statistics

| 服務內容 Service Nature | 平均每月個案 Average Case per month |
|------------------------|----------------------------------|
| 普通個案 Ordinary cases | 151個 /Cases |
| 體弱個案 Frail cases | 10個 /Cases |

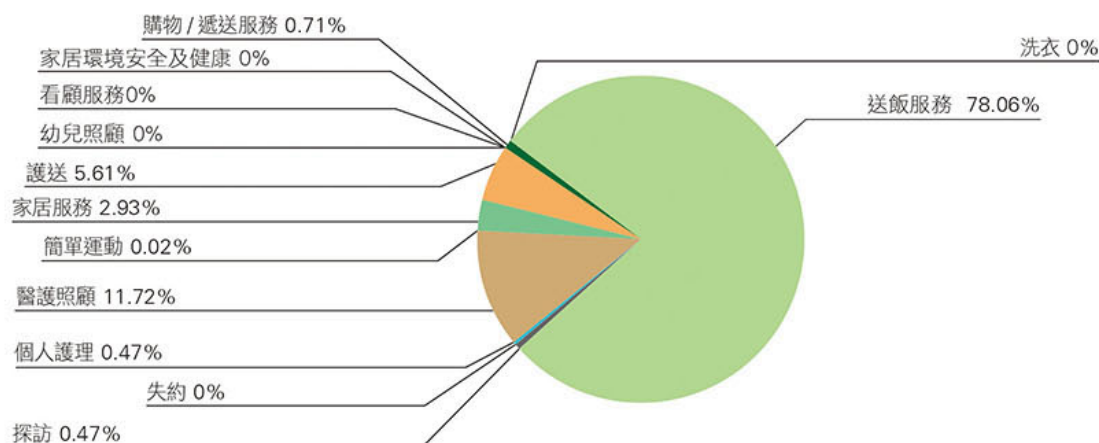


每月平均各類服務的次數(普通及體弱個案)

Average Monthly Services Provided for Ordinary And Frail Cases

| 服務內容 Service Nature | 平均每月次數 Average Service per month | 平均每月次數 % Percentage |
|--|-------------------------------------|------------------------|
| 個人護理 Personal Care | 10.5 | 0.47% |
| 醫護照顧 Nursing Care | 261.2 | 11.72% |
| 簡單運動 Simple Exercise | 0.5 | 0.02% |
| 家居服務 General Household Service | 65.4 | 2.93% |
| 護送 Escort Service | 125 | 5.61% |
| 幼兒照顧 Child Care | 0 | 0% |
| 看顧服務 Home Respite Service | 0 | 0% |
| 家居環境安全及健康 Home Environment Safety & Health Education | 0 | 0% |
| 購物 / 遞送服務 Shopping / Delivery | 15.9 | 0.71% |
| 洗衣 Laundry | 0 | 0% |
| 送飯服務 Meal Delivery | 1,739.7 | 78.06% |
| 探訪 Visits | 10.4 | 0.47% |
| 失約 Missed Appointment | 0 | 0% |
| 合共Total | 2,228.6 | 100% |

每月平均各類服務的次數(普通及體弱個案)



C. 未來發展 Future Direction

1. 長者樂齡科技

中心提供貼身個人護理服務，期望以人手為主，創新科技為輔，能安全地提供全面貼身護理，令被照顧者更有尊嚴地使用服務。

1. Elderly Gerontechnology

The Centre provides considerate personal care services in a safe and personalized manner. It is hoped that through such manner as "carer-driven, innovative technology-assisted", the elderly will be able to enjoy safe, all-round and considerate care with dignity.

2. 關顧社區照顧者

漫長的照顧歷程引致照顧者巨大壓力，來年度中心將加強支援社區內照顧者，如舉辦與照顧者溝通技巧的前線工作坊、了解情緒困擾及生死教育講座等。

2. Care services for carers in the community

Long-term caring work may cause tremendous stress to the carers. In the coming year, the Centre will further support carers in the community by organizing frontline workshops on communication skills with carers, and educational seminars on understanding emotional stress and life and death.

悠逸軒

Yau Tsim Neighbourhood Elderly Centre



A. 服務報告 Service Highlights

本中心以發展新一代金齡人士服務為重點，以創新及適切現代退休人士的活動為接觸契機，並提供空間與平台，讓長者將累積的人生經驗重新詮釋及發揮，以滿足自信承載黃金歲月。

1. 悅齡盡展 · 品味生活

中心過往一年以「悅齡盡展，品味生活」為主題。服務緊貼潮流動向，持續提供多元化的服務，以讓長者盡展活力和享受生活，並藉此發掘長者潛能，鼓勵長者發展個人興趣，透過自務學習及探索，建立自信，發展身心靈健康。中心亦透過各樣新穎的活動、班組、文字媒介、義務工作體驗、個案輔導等，讓長者會員從友儕、親友、中心同工之間了解自我，以實踐上述的信念及價值。

2. 終身學習 · 學無限期

中心致力推動長者進修，本年度開辦多達235個不同文化、藝術、健體動感及數碼科技的班組，進修計劃的導師比例中，直接參與教授的長者導師比例近80%，使「老有所為，學以致用」的理念付諸實踐。此外，中心與油蔴地街坊會學校合作參與「長者學苑計劃」，除了優化本中心長者課程外，亦讓長者參與課程的籌辦工作，以提升他們的信心及自主能力，當中兩代的文化交流活動，能夠促進長幼共融。

The Centre focuses on developing services for the new generation of seniors, provides a space and platform with innovative activities that are appropriate for the modern generation of retirees, allows the elderly to re-interpret their accumulated life experience for further development, and live their golden years with fulfillment and confidence.

1. Golden Age of Dolce Vita Life

Over the past year, the Centre has employed the theme of "Golden Age of Dolce Vita Life". The Centre continuously provides diversified services, which are designed with reference to the latest trend, so the elderly can live and enjoy life to the fullest. Through these services, the potentials of the elderly are also explored and encouraged them to develop personal interest. Besides, through self-learning and exploration, the elderly are encouraged to build up confidence, as well as to develop their physical, psychological and mental health. In order to fulfill the above beliefs and values, the Centre also organised various innovative activities, classes, published media, volunteering experience, case counselling, etc. to enable senior members to understand themselves through friends, families and co-workers in the Centre.

2. Lifelong Learning and Infinite Study

The Centre endeavors to promote continuous learning for the elderly, and had organised 235 classes for culture, art, health and movement, as well as information technology. About 80% of the instructors directly involved in continuous learning classes are elderly instructors, putting the concept of "put elders' knowledge to use, promote a sense of worthiness" into practice. Moreover, the Centre organised the Elder Academy in collaboration with Yaumati Kaifong Association School. Aside from refining the Centre's elderly course, it also enabled the elderly to take part in organising the course, hence enhancing their confidence and self-determination. In particular, the cultural exchange event between two generations can also facilitate inter-generational harmony.

3. 義工體驗 · 助人自助

中心獲社會福利署2018-20年度「老有所為活動計劃」撥款資助推展關懷地區活動「知音友里樂同行」計劃，讓長者透過身心健康及溝通訓練體驗為引動，按志向及興趣組成不同的核心小組，為區內不同的弱勢社群注入關懷；同時此計劃透過增加地區合作伙伴及社區教育，提升地區睦鄰守望精神，關注地區弱勢長者，推廣愛與關懷，建設和諧社會，期間舉行了39個不同類型的義工訓練、探訪、家庭鄰里關愛等活動，共有2,840人次參與。

4. 伴「腦」「護」航 · 認知障礙症及護老者外展支援服務

隨著人口老化，認知障礙症長者及護老者需求日漸增加，本中心提供一連串服務予認知障礙症長者及有需要之護老者，透過治療性小組及個別服務為服務對象提供認知訓練，同時為其家人作出情緒支援，以舒緩生活及照顧壓力。中心亦推行公眾教育，提升社區人士對認知障礙症長者及有需要護老者的關注及認識。此外，社工會為社區人士進行認知障礙症初期檢測，提供專業分析，以及介紹相關的認知障礙症資訊與社區資源。

3. Volunteer experience, help yourself by helping others

The Centre received a subsidy from the "2018-20 Opportunities for the Elderly Project" led by the Social Welfare Department to implement the community caring event "Accompany you all the way" programme. To bring out a caring spirit for various minority groups in the community, various core groups would be formed according to the elderly's interest, training for physical and psychological health, as well as sharing of experience. Besides, through increasing affiliates in the community and promoting community education, the programme enhanced mutual caring for neighbors in the community and the focus on vulnerable elderly in the community, while promoting love and care and building a harmonious society. The programme organised 39 different types of events, such as volunteer training, visits, neighbor caring, etc, with participation from over 2840 people.

4. Outreach Support for Elderly with dementia and Carers

The needs of the elderly with dementia and their caretakers have been gradually increasing as the population ages. The Centre provides a series of services for the Elderly with dementia and their caretakers, such as therapy groups and individual service to provide service users with knowledge training, and emotional support for the patient's family to alleviate the stress stems from daily life and caretaking. The Centre also implemented public education to enhance the community's awareness and interest for the elderly with dementia and their caretakers. Besides, social workers will provide early assessments of Dementia for residences in the community, provide professional analysis and introduce relevant information of Dementia and its community resources.

B. 服務統計 Service Statistics

| 項目 Category | 總數 Total |
|---|----------|
| 1. 會員人數 No. of membership | 722 |
| 2. 每節平均偶到使用服務人次 Average number of drop-in service users per session | 71 |
| 3. 本年度舉辦小組及活動總數 Number of groups and activities for the year | 235 |
| 3.1 推廣身心健康 Promotion of activities on physical and psychological health | 153 |
| 3.2 教育及發展性 Educational and developmental activities | |
| 3.3 社交及康樂性活動 Social and recreational activities | |
| 3.4 義工招募、發展及服務 Volunteer recruitment, development and services | 42 |
| 3.5 護老者支援服務 Carers support services | 40 |
| 4. 參與服務的義工人數 Number of volunteers participated | 111 |
| 5. 接受護老者服務人數 Total number of carers served | 157 |
| 6. 輔導服務 Counselling service | 81 |
| 6.1 每月平均活躍個案數目 Monthly average number of active counselling cases | |
| 6.2 完成輔導協議個案比率 Turnover rate of active counselling cases | |
| 7. 隱蔽長者支援服務 Services for hidden or vulnerable elderly persons | 37 |
| 7.1 每月平均活躍個案數目 Monthly average number of active counselling cases | |
| 7.2 完成輔導協議個案比率 Turnover rate of active counselling cases | |

| 項目 Category | 總數 Total |
|---|----------|
| 8. 為推廣隱蔽長者服務曾接觸持份者數目 Total number of activities of building up a rapport with local stakeholders for service promotion and establishing a strategic partnership | 20 |
| 9. 長者健康及家居護理評估數目 Total number of Minimum Data Set-Home Care (MDS-HC) assessment | 30 |
| 10. 認知障礙症支援服務 Dementia-related services | |
| 10.1 接受培訓人數 Number of people being trained | 37 |
| 10.2 公眾教育活動數目 Number of programmes/activities to provide public education | 12 |
| 10.3 支援性或訓練活動數目 Number of programmes/activities to provide support and training | 8 |
| 10.4 支援性或訓練活動數目 Number of programmes/activities to provide support and training | 3 |
| 10.5 職員培訓節數 Number of training sessions to staff on dementia | 24.75 |
| 11. 護老者支援服務 Carers support services | |
| 11.1 支援性或訓練活動數目 Number of programmes/activities to provide support and training | 4 |
| 11.2 支援性或訓練活動數目 Number of programmes/activities to provide support and training | 15 |
| 11.3 義工探訪、護送服務及偶然性長者暫託服務次數 Number of support services to needy carers such as volunteer visits, escort service and occasional elder sitting services | 108 |
| 11.4 (i) 護老者服務人數 Total number of carers served | 63 |
| (ii) 完成護老者外展服務協議人數比率 Turnover rate of needy carers served | 21% |
| 11.5 加強社區持份者對服務認識的活動數目 Number of activities to increase community stakeholders' awareness of our services | 4 |



C. 未來發展 Future Direction

中心將進一步推動新一代長者成為我們的同行伙伴，以推動老有所為、鄰里支援、跨代同行及愛老護老為目標，除了繼續提供多元學習機會讓他們持續進修，更會於鄰舍層面上設立更多實習、交流及義工服務平台，促使他們與社會不同年齡層人士接觸及交流，善用他們豐富的人生經驗與年輕一代分享之餘，同時繼續把關愛帶進社區內的長者，成為社區內推動睦鄰互助、宣揚敬老及跨代共融的橋樑。

The Centre will further encourage the new generation of elders to become our companion, and aim to promote the idea of putting elders' knowledge to use, support from the neighborhood, intergenerational support, and to cherish and care for the elders. Aside from continuing to provide a diversified learning opportunity for prolonged learning, the Centre would also set up internship, exchange and volunteering platform in the neighborhood, to facilitate elder's communication and with various age groups in the society. Hence, elders could make good use of their fulfilling life experiences by sharing with the younger generation. At the same time, the Centre would endeavor to bring love and care to elders in the community, and act as the media in the community to facilitate neighborhood help, promote respect for elders and intergenerational integration.

香港基督教循道衛理聯合教會
循道衛理楊震社會服務處 深水埗護養院暨日間護理服務
The Methodist Church, Hong Kong YMMSS Sham Shui Po
Nursing Home cum Daycare Service Centre



A. 服務報告 Service Highlights

本院設有60個政府資助及40個非政府資助的護養照顧程度宿位；以及32個政府資助日間護理及4個暫托位日間護理名額。

本護養院服務為中度至嚴重傷殘長者提供全天候24小時護養服務。日間中心服務時間亦由早上8時至晚上8時，星期日及公眾假期全年無休開放，以提供護老者更彈性的支援服務。本院亦提供社區照顧服務券及院舍服務券的名額，以配合日益增加的長者需要。

我們的專業團隊包括社工、醫生、護士、職業/物理/言語治療師、營養師及院牧會為每位新院友/長者會員訂立個人護理計劃，並持續定期檢討，致力為長者的身、心、社、靈為關顧目標，建立身心復和的狀態，是我們重要的服務理念。

讓院友及其親人認識基督教信仰以獲靈性上的滿足，亦是本院的宗旨之一。除每星期都有崇拜活動，也有多元化的信仰小組及關懷活動，讓有需要的院友參與分享。

The Home provides 60 government-subsidized and 40 non-government-subsidized residential places respectively. For Daycare Service, there are 32 subsidized daycare places and 4 daycare respite places.

The Home serves moderately to the severely disabled elderly with 24/7 care. The Daycare Service Centre is open from 8:00 a.m. to 8:00 p.m. every day, even on weekends and public holidays, to provide more flexible support services for the elderly. The Home also offers quotas for Pilot Scheme on Community Care Service Voucher for the Elderly and Pilot Scheme on Residential Care Service Voucher for the Elderly, to meet the growing needs of the elderly.

Our professional team, including social workers, doctors, nurses, occupational or physical therapists, dietitians, and chaplains, will work out an individual care plan for each new resident or senior member, and conduct review regularly. Providing physical, mental, social, and spiritual care consistently to maintain their quality of life and spirit is our philosophy of operation.

Satisfying the spiritual needs of our members by knowing the Christian faith is also one of the purposes of the Home. We promote Christianity by organising weekly worship activities as well as diversified faith groups and care groups, for members with different spiritual needs to attend and share.

B. 服務統計 Service Statistics

長期護理宿位2019-2020服務統計 Long-term Care Places 2019-2020

| | 可提供宿位數目 No. of places available | 平均每天入住人數 / 百分比 Average daily occupancy/ percentage |
|---|------------------------------------|---|
| 資助護養院宿位 Subsidized nursing home places | 60 | 59.4人 persons / 99% |
| 非資助護養院宿位 Non-subsidized nursing home places | 40 | 37.4人 persons / 93.5% |

社區照顧2019-2020服務統計 Community care 2019-2020 service statistics:

| | 可提供名額 No. of places available | 平均每天入住人數 / 百分比 Average daily occupancy/ percentage |
|---|--|---|
| 資助日間中心 Funding of daycare service | 32 | 25.92人 persons* / 81.1%* |
| 延展服務(晚間) Extended Service (evening) | 20 | 5.14人 persons* / 25.7%* |
| 延展服務(假日) Extended Service (holidays) | 20 | 9.78人 persons / 48.9% |
| 喜安居西九龍 社區照顧服務券 Pilot Scheme on Community Care Service Voucher for the Elderly offered by West Kowloon Community | 日間平均每天使用服務人數：10.3人 Average Number of Daycare Service Users per Day: 10.3 persons | |

*因新冠肺炎影響，2020年2-3月份是0出席的情況下，影響數據比往年下滑。

*Due to the impact of COVID-19, attendance was zero in February-March 2020, which is down from previous years.

社交康樂 / 義工探訪活動 Social and Recreational Activities or Volunteer Visits

| | |
|---|---|
| 357個 (院友+日間中心) 357 persons (Residents + Daycare centres) | 參加總人次：Total No. of Participation 5213 人次 / persons |
|---|---|



C. 未來發展 Future Direction

因2019冠狀病毒出現的疫情，無論對院舍及社區照顧服務的長者，都產生莫大的威脅，院舍及日間中心除展開一定的隔離措施，暫停相關社交活動外，也引進全院消毒塗層，整個護理團隊也不斷監察院舍的衛生環境及運作，務求令長者及員工都可在安全的環境下生活及工作。

社會人士對院舍服務的質素日益關注，我們相信建立互信的工作團隊文化，令前線與管理同心同意，為院友提供充滿關愛的護理是我們的信念。智能科技融合是未來長者照顧服務發展的重要課題。我們會繼續引進更多年青人投身本院護理服務工作，亦會積極探索院舍寧養及善終服務的發展，更會與不同團體及平台合作，讓多姿多彩的生活刺激元素進入院友生活。

The COVID-19 has posed a great threat to the elderly in residential care homes and community care programmes. In addition to isolation precautions and suspension of social activities, the home and daycare centres were coated with disinfectant. All nursing teams constantly monitor the environmental hygiene and operation of the home to ensure a safe living and working environment for the elderly and staff.

The community is paying more and more attention to the quality of residential care services. We believe that building a mutual-trust team culture, promoting the integration of our front-line staff and management, and providing our residents with considerate nursing and caring services is still our conviction. Human resource management and intelligent technology integration are vital issues for the future development of elderly care services. We will continue to attract more young people to the care service industry and actively improve residential care and good death service as we seek more collaboration with different groups and platforms to introduce colorful and exciting elements into the life of residents.



復康服務部 - 社區支援服務



Rehabilitation Service Division -
Community Support Services

部門服務報告 Division Report

1. 提升學員對體藝的興趣

本年度復康服務部獲「伊利沙伯女皇弱智人士基金」資助舉辦「藝力無界限計劃」活動，計劃旨在發掘及培養殘疾人士對體藝的興趣及潛能，透過「嘗試」，讓學員勇於對不同事物的表達；透過「培訓」，提升學員對不同體藝的認知；透過「回饋」，學員在表演中加強自信，回饋社會。這三部曲向殘疾人士帶出「成長在嘗試、藝力無界限」的信息及突破自我的機會。

2. 發展社區共融活動

部門積極發展與社區各界持份者之聯繫，除了與多個團體進行探訪與交流活動，亦與其他機構合辦大型社區共融活動予殘疾人士。此外，殘疾人士參與展覽手工藝產品及才藝表演等，一方面讓社區人士認識殘疾人士的藝術潛能，另一方面亦讓社區人士提升與殘疾人士的相處技巧，有助殘疾人士融入社區。部門獲邀參加台灣衛生福利部、衛生福利部八里療養院及國立中正紀念堂主辦的「我是藝術家·希望被看見」展覽，三位學員入選，所繪畫的9幅畫作於12月11日至30日在中正紀念堂展出，讓香港以外的人士觀賞及了解學員的藝術創作。

3. 業務發展

本年度主要持續發展中央貨、洗衣、運輸、外勤清潔、果藍、手工藝及花藝等訓練。另外，繼續跨部門合作發展到戶式的洗碗及洗衣訓練，今年亦持續開拓更多不同類型的到戶式清潔訓練，讓中心以外的實場訓練更趨多元化。藉此，讓殘疾人士能於更接近公開就業的場地進行訓練，累積經驗，提升成功就業及融入社會的機會。

4. 未來發展

部門會繼續關注學員老齡化問題，引入創新科技以減慢退化，並提升學員的健康意識。此外，也會關注及支援照顧者的照顧壓力。業務方面，會繼續擴展業務工作，讓學員有更多機會嘗試不同的工作種類、參與不同的展銷及產品製作，提升他們的工作技能。此外，將延續學員體藝的發展，並繼續實踐獨立生活、自主、自決的服務理念。

1. Enhance trainees' interest in sport art

Our Division has received funding from the Queen Elizabeth Foundation for the Mentally Handicapped for implementing "Art is Unlimited", a programme aims to explore and cultivate the disabled persons' interests and potentials in sport art, to encourage them to express themselves through attempt, to enhance their knowledge of sport art through training, and their confidence in performing through repaying the society. The said three steps provided the message of "Growth is through attempt, Art is unlimited" and opportunities for disabled persons to break away from their physical limitations.

2. Develop Community Integration Events

Our Division proactively developed linkage with various community stakeholders. Aside from conducting member visits and exchange events with various organisations, we also cooperated with different associations to organise large-scale community integration events for disabled persons in the community. Besides, disabled persons also participated in an exhibition of their hand-made crafts and talent shows. On one hand, it could showcase the art potential of disabled persons to the community; on the other hand, it could also enhance the communication amongst dwellers of the community and disabled persons, which in turn assisted the inclusion of disabled persons in the community. Our Division was invited to participate in the exhibition "I Am an Artist, I Hope to Be Seen", jointly organized by the Taiwan Ministry of Health & Welfare, Bali Psychiatric Center, Ministry of Health and Welfare, and the National Chiang Kai-shek Memorial Hall. Nine paintings by our three trainees were selected to exhibit at the memorial hall from 11 to 30 December for people outside of Hong Kong to appreciate and understand their artworks.

3. Business Development

During the year, our Division concentrated to continuously develop trainings on central production, laundry, logistics, outdoor cleaning, fruit baskets, crafts, floral arrangement, etc. Besides, further to last year's inter-divisional training on on-site dish washing and laundry, we were dedicated to persist with developing a larger variety of on-site cleaning training in order to diversify practical training outside of the service units. In this light, training can be conducted for disabled persons at a location that better resembles an open employment environment. Accumulation of experiences helps enhance the opportunities for successful employment and community integration.

4. Future Direction

Our Division will pay ongoing attention to the aging problem of trainees, introduce innovative technology to mitigate their deterioration and enhance their health awareness. Besides, we would focus on the carer's needs and support to alleviate their stress. The Division would continue to expand our businesses so that trainees would have more opportunities to try out various types of work, participate in different exhibitions and manufacturing of products to enhance their job skills. Furthermore, we would continue to focus on trainees' development in art and physical education for establishing health awareness, and at the same time, continue to implement our service philosophy of independence, autonomy, and self-determination.

晉業中心 Vocational Advancement Centre



A. 服務報告 Service Highlights

晉業中心於2001年開始投入服務。藉著提供適切的环境及機會，讓弱能人士參與有津貼的職業訓練，讓他們發展社交及經濟潛能，協助他們漸進地適應市場工作要求，繼而投身輔助或公開市場就業。

1. 職業訓練服務

業務發展：中心發展的各項業務，包括中央貨、花藝、洗衣、運輸、洗碗、派遞及外勤清潔都穩步發展，提供了多樣化的職業訓練給予服務使用者。

輔助就業支援：中心推行輔助就業優化計劃，包括為學員提供有津貼的實習機會；中心亦提供津貼給予僱主，鼓勵僱主聘用殘疾人士，以增加學員就業的機會；社工支援及跟進服務會延長至不少於12個月，以助學員更穩定地工作。

僱員再培訓班：中心舉辦了「清潔助理證書課程」，共有15人參加，當中全數學員均能完成有關課程，並透過參與該證書課程後能成功就業。

2. 全人發展

推廣社區共融及回饋社會信息

透過「樂青社」及「多元化活動」，單位共舉辦了123次康樂活動、義工活動及表演藝術活動。另外，透過「家家友鄰」活動，與黃大仙區十多間社福機構推行社區共融活動，藉此讓學員一同服務社群、促進他們融入社區及發展潛能。

3. 職業康復延展計劃

中心於本年度繼續職業康復延展計劃，有10位年長的學員參與計劃，除了提供工作訓練外，亦會提供社交康樂及發展性節目，以及滿足學員健康及身體需要的照顧服務，期望能減慢學員退化的速度及享受更豐盛的晚年。

The Vocational Advancement Centre has been in service since 2001. It provides an appropriate environment for the disabled to participate in subsidized vocational training that enables them to develop their social and productive potential and facilitate their gradual adaptation to market requirements, which in turn allows them to engage in supported or open market employment.

1. Vocational Training Service

Business development: the Centre provides a variety of vocational training for trainees through the development of various business operations including central warehousing, laundry, transportation, dishwashing, couriers and onsite cleaning work, all of which have grown steadily.

Supported Employment: The Centre has a Supported Employment Enhancement Programme that provides trainees with subsidized internship opportunities; in order to increase potential job placement, the Centre also offers subsidies to employers as incentives for them to hire persons with disabilities. Social worker support and follow-up services will be extended to not less than 12 months to help trainees to maintain stable employment.

Employees Retraining Course: The ERB Certificate for Cleaning Assistants Course organized by the Centre had a total of 15 participants. All of them passed the relevant courses and found jobs.

2. All-Round Development

Promote the Idea of Community Inclusion and Giving Back to Society Through Y Club and different activities, the Centre has organized 123 events comprising of recreational activities, volunteering activities and artistic performances this year. Moreover, through the Family Inclusion Scheme, we have also promoted the idea of community inclusion to over ten social welfare institutions in Wong Tai Sin District. Through these activities, our trainees are able to work together with other community members to take a further step towards community inclusion, and development of their potential.

3. Work Extension Programme

During the year, the Centre launched a Work Extension Programme which had ten elderly participants. Apart from providing vocational training, we've also held social recreational and developmental events and provided care services to cater to their health and physical needs, intending to mitigate their deterioration and enhance their quality of life in twilight years.

B. 服務統計 Service Statistics

| 服務統計 (截至31/03/2020) Service Statistics (As of 31/03/2020) | | 綜合職業 復康服務 Integrated Vocational Rehab. Services | 輔助就業服務 Supported Employment Service |
|--|--|--|---|
| 1. 總服務人數 Total no. of users served | | 145 | 80 |
| 2. 男女人數比例 Gender ratio | 男 Male | 83 | 50 |
| | 女 Female | 62 | 30 |
| 3. 各種弱能分類及人數分佈 Distribution of disabilities in service users | 弱智人士 Mentally handicapped persons | 75 | 56 |
| | 精神病康復人士 Ex-mentally ill persons | 50 | 24 |
| | 肢體傷殘人士 Physically handicapped persons | 5 | 0 |
| | 其他 Others | 15 | 0 |
| 4. 全中心各訓練與就業階段人數分佈 Different of no. of employed in different employment categories | | | |
| 公開就業 Open employment | 公開市場就業 Open employment | 16 | 60 |
| | 機構生意就業 Employed in Centre Businesses | 1 | 0 |
| 模擬就業 Simulated employment training | | 128 | 9 |
| 5. 中心業務 Centre businesses | | | |
| 5.1 中心生意額之百分比(%) Distribution by types of open employment (%) | | | |
| 清潔 Cleaning | | 14% | |
| 洗熨 Laundry and ironing | | 15.9% | |
| 出外傳遞 Delivery | | 14% | |
| 桌面工作 Desk work | | 31.2% | |
| 飲食 Food and beverage | | 0.9% | |
| 零售 Retail | | 0.7% | |
| 花藝 Florist | | 22.2% | |



公開市場就業 Open employment

| 服務統計 (截至31/03/2020) Service Statistics (As of 31/03/2020) | | 綜合職業 復康服務 Integrated Vocational Rehab. Services | 輔助就業服務 Supported Employment Service |
|---|--|--|---|
| 6.1 公開就業服務使用者工作種類分佈之百分比(%) Distribution by types of open employment | | | |
| 飲食 Food & Beverage | 樓面清潔 Cleaning restaurants | 12.5% | 21.7% |
| | 送外賣 Food delivery | 12.5% | 15% |
| | 洗碗 Dish washing | 6.3% | 8.3% |
| 清潔 Cleaning | 清潔 Cleaning | 6.3% | 8.3% |
| | 商場或場館清潔 Cleaning in shopping malls and other sites | 18.8% | 10% |
| | 巴士清潔 Bus cleaning | 0 | 3.3% |
| 零售 Retail | | 0 | 0 |
| 派遞 Delivery (or courier) service | | 0 | 0 |
| 派傳單 Distribution of flyers | | 6.3% | 3.3% |
| 其他(保安、包裝、活動助理、廚房、文職等) Others (security, packaging, programme assistance, kitchen help, clerical assistance, etc.) | | 37.5% | 30% |
| 6.2 公開就業服務使用者於2020年3月份平均入息 Average income of service users in open employment as of March 2020 | | \$3206.33 | \$4125.47 |
| 6.3 全年成功就業人士 No. of service users who are successfully employed during the year | | 9 | 10 |
| 7. 全人發展活動 No. of all-round development activities | | 123 | |

C. 未來發展 Future Direction

中心除了會繼續檢視各項業務發展及為不同需要和能力的學員提供多元化的工作訓練及機會外，同時亦會舉辦不同的興趣發展及康樂活動予學員參與，以讓學員能獲得更全面的成長。另外在推展樂齡服務方面，中心將會透過申請「樂齡及康復創科應用基金」購買高科技訓練器材，以提升年長學員的生活質素及減緩他們在肌能上的退化情況。

The Centre will continue to evaluate the developments of our various businesses and provide diversified vocational training and opportunities for trainees with different needs and abilities, as well as organize various interest development and recreational activities for trainees to facilitate their all-round development. To promote elderly services, the Centre will apply for the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to purchase high-tech training equipments with an aim to improve the quality of life of senior trainees and to mitigate their muscle deterioration.

深水埗區晉晴支援服務中心 Sham Shui Po District Support Centre



A. 服務報告 Service Highlights

本服務自2009年開始運作，於2014年11月起搬往長沙灣邨服務設施大樓，為居住在深水埗區的殘疾人士及照顧者提供一站式及多元化支援服務，協助殘疾人士提高生活能力，舒緩照顧者的壓力。

1. 強化治療服務、管理團隊

社會福利署在2020年1月起增加資源，包括提升中心專業治療及管理。在新資源的配合下，中心在未來日子，銳意強化治療服務及管理運作，旨在為區內的殘疾人士及照顧者提供更優質之服務。

2. 殘疾人士的個人訓練、發展、社交康樂服務

中心提供各類型的小組活動，涵蓋自理、工作訓練、社群發展、義工發展、學術教育、靈性發展，當中不乏藝術發展活動，提供平台讓殘疾人士展示潛能，而透過社交康樂、外出活動，增加機會予殘疾人士多接觸不同人士，了解社區，加強互動交流。

3. 託管、家屬及照顧者的支援服務

為支援家屬及照顧者之照顧壓力，本中心恆常提供託管服務，並舉辦回應照顧者需要之各類活動，例如針對舒緩壓力之活動及宣傳最新服務相關資訊，並協助他們建立支援網絡。

The Centre, which has been operated since 2009, was relocated to Ancillary Facilities Block in Cheung Sha Wan Estate in Nov 2014 to provide one-stop and diversified support services for the disabled persons and their carers in Sham Shui Po district. The services provided assist in enhancing the capability of community living of the disabled persons, as well as alleviating the stress of the carers.

1. Strengthen therapeutic services and team management

The Social Welfare Department has allocated additional resources since January 2020, including resources of enhancing professional therapeutic services and management of the Centre. With the additional resources, the Centre determined to strengthen its therapeutic services and management in the coming year for the provision of better quality services to the disabled persons and their carers in the district.

2. Individual training, development, social and recreational services for the persons with disabilities

The Centre provides a wide range of group activities, including self-care and vocational trainings, social development, voluntary work, academic education and spiritual development. Besides, the Centre serves as a platform for the disabled persons to unleash potentials by offering different art developmental activities. And through various socio-recreational and outdoor activities, the disabled persons have greater chances to understand more about society and interact with different people in the community.

3. Respite service and supportive service to the carers

In order to support the family members and the carers to cope with the stress of providing care, the Centre provides respite service regularly and organizes numerous activities to meet the needs of the carers, such as classes of alleviating stress, sharing resources of latest service information, and assisting in building up a support network among themselves.

4. 社區共融服務

中心持續積極發展與社區各界持份者之聯繫，包括參與區內的私院及復康單位聯合舉辦的大型活動，於2019年7月舉行的「星星展才藝·Fun Fun樂歡聚」，一眾居於私院的人士參與才藝表演，以互動即影即有方式拍照留念。而中心殘疾人士的畫作，得到社區人士的青睞，被邀請在2019年12月參展於台北國立中正紀念堂。種種活動，都讓香港、海外人士更認識殘疾人士，有助共融發展，別具意義。

4. Social integration services

The Centre continues to develop networking with stakeholders in society actively. In July 2019, the Centre took part in the activity "Talent Show and Fun Gathering" jointly organized by the private residential homes and rehabilitation units in the district for the disabled persons to show their talents and take instant photos for happy memory. Moreover, the paintings created by the disabled persons in our Centre were highly appreciated and were invited to exhibit at the National Chiang Kai-Shek Memorial Hall in Taipei in December 2019. All these activities are so meaningful that the people in Hong Kong and around the world can understand more about the disabled persons, which enhances the progress of social inclusion.

B. 服務統計 Service Statistics

| 服務類別 Service Category | 全年服務數字 Annual Served Number |
|--|-----------------------------|
| 訓練、照顧及支援服務時數 Training, Care and Support Service Hours | 75,734.5小時 /hours |
| 個人發展、社交及康樂活動及照顧者支援活動節數 Personal development, social and recreational activities, and support for carers sessions | 715 節 /sessions |
| 公眾及社區教育小組及活動節數 Public and community education groups and activity sessions | 19 節 /sessions |
| 臨床心理學家治療服務節數 No. of Clinical Psychologist's service sessions | 156.5 節 /sessions |
| 職業治療/物理治療評估及治療服務節數 No. of physiotherapy/occupational therapy sessions | 2,078 節 /sessions |
| 個案管理服務人數 (每月平均) No. of members for case management (monthly average) | 109.75人 /persons |
| 嚴重殘疾人士日間照顧服務人數 No. of persons with severe disabilities in Day Care Service | 15人 /persons |
| 會員數目 No. of members | 317 |



C. 未來發展 Future Direction

來年中心將繼續鞏固各項訓練及支援服務，致力不斷提高服務質素，提供更適切服務以回應服務使用者需要。

In the coming year, the Centre will consolidate different training and supportive services, striving to enhance the service quality and to respond to the needs of service users.

白普理日間訓練中心 Bradbury Day Activity Centre



A. 服務報告 Service Highlights

過去一年，中心以提升/維持學員身體健康、認知能力及日常生活活動功能為服務的重點。

1. 提升/維持學員身體肌能

中心除了按學員需要釐定及推行提升身體肌能的個別訓練之外，還舉行了親子拉筋班，由社會福利署職業治療師為8對自閉症學員及家屬舉行了6堂拉筋班，讓家屬可以陪伴學員一同在家做運動。此外，中心舉行了「健康體魄」、「踏步有方自有型」、「皮下知坊」、「健腦強身有妙方」及「全民體能王」等小組。

2. 提升學員的認知能力

對於學員來說，維持認知能力十分重要。除了在學員的個別訓練及小組活動加強認知的教導元素外，還在日常流程中，如每天早操後學員在導師的邀請及協助下輪流作情報員介紹日期和天氣，透過訓練加強認知能力，學員表現喜歡。午膳前，導師亦提醒學員多吃蔬菜及介紹是日午餐營養價值，並在下午的小組時段強化學員所學的知識。

3. 提升學員的日常生活活動功能

中心使用日常生活活動功能(ADL - Activities of daily living)評估表(巴氏量表)(Barthel Index)為所有學員進行評估，導師再按學員個別需要為他們釐定提升/維持生活活動功能的個別訓練。其中中心特別關注學員的個人衛生，故製作了清潔護手資訊欄壁報，作為學員在日常生活的視覺提示，提醒學員做好個人衛生。

Throughout the year, the Centre's key services included enhancing/maintaining trainee's physical health, cognitive ability and ability to perform activities of daily living.

1. Enhancing and maintaining physical fitness of trainees

In addition to individual training that formulated and implemented basis on trainees' needs to enhance their physical fitness, the Centre also organized 6 Parent-child stretching exercise classes which were delivered by occupational therapists of the Social Welfare Department for 8 pairs of trainees with autism and their families, enabling the families to accompany the trainees to do exercises at home. Besides, the Centre organized group activities of Good health & healthy body, the square stepping exercise, Skincare, Brain & body strengthening, Physical fitness king for all trainees.

2. Improving trainees' cognitive ability

It is very important for trainees to maintain cognitive skills. In addition to incorporating cognitive elements in individual training and group activities, the instructors also invited and assisted trainees in announcing as informers the date and weather in turn after morning exercises every day to enhance their cognitive skills, which was popular among trainees. Before lunch, the instructor reminded trainees to eat more vegetables, introduced the nutritional value of lunch and reviewed what they had learned in the afternoon group session.

3. Improving trainees' ability to perform daily life activities

All trainees were assessed according to the ADL (Activities of daily living) assessment form, known as Barthel Index, in the Centre, and formulated individual training on enhancing/maintaining trainee's daily life activities according to their needs by the instructors. In particular, the Centre is especially concerned about the personal hygiene of the trainees, and has created the Clean Hands Bulletin as a visual reminder in their daily lives, reminding them about good personal hygiene.

4. 學員家屬工作

過去一年，中心舉行了2次學員家屬會議，分別以介紹宿舍資料及退化性膝關節炎及日常保養為主題。又於1月6日舉行慈山寺家屬旅行及10月15日舉行家屬伸展運動班，邀請了香港伸展運動學會教練教授。過去一年，中心共有13位學員家屬參加家屬義工服務，協助中心帶領學員外出活動，中心感謝家屬義工在過去一年對中心的幫忙及支持。

4. Trainees' families work

Last year, the Centre held 2 Parent Meetings for families of trainees on hostel service, and Osteoarthritis and daily maintenance. Besides, the Centre also held a family trip to Tsz Shan Monastery on 6/1 and a family stretching exercise class on 15/10 with coaches from Hong Kong Stretching Exercises Association. During the year, 13 trainees' families joined our family volunteer service and assisted the Centre in off-the-premise activities for the trainees. We would like to thank the family volunteers for their help and support to the Centre.

B. 服務統計 Service Statistics

| 類別 Category | 服務數字 Service Count Served Number |
|---|----------------------------------|
| 學員人數 (平均每月) No. of trainees (average per month) | 47.7 |
| 學員受訓時間 No. of training hours per trainee (average per month) | 82.9 |
| 學員接受社交及康樂活動時間 (每月) No. of social and recreational service hours per trainee (average per month) | 34.1 |
| 學員弱能類別 Type of mental Disabilities | 人數 No. of trainees |
| 輕度 Mildly Mentally Handicapped | 4 |
| 中度 Moderately Mentally Handicapped | 37 |
| 嚴重 Severely Mentally Handicapped | 5 |
| 學員類別 No. of Male & Female trainees | 人數 No. of trainees |
| 男 Male | 40 |
| 女 Female | 6 |



C. 未來發展 Future Direction

未來一年，是充滿挑戰的一年。由2019年7月起，中心共有9位學員因入住宿舍而退出服務，中心將陸續接收共9位新學員進入服務。中心將會以協助新學員及家屬適應中心生活為工作方向。此外，新型冠狀病毒疫情尚未穩定，中心於全面恢復提供服務之後，將以提升學員的衛生常識及改善學員的個人衛生習慣為服務目標。

Next year will be a challenging year. Since July 2019, a total of 9 trainees have discharged from the service as they moved into hostels. As a result, the Centre will continue to receive an equal number of new trainees to join the service team. Assistance to new trainees and their families in adapting to life at the Centre is considered as our service direction. Furthermore, as the COVID-19 is not yet under control, the Centre will aim to improve the hygiene awareness and personal hygiene habits of the trainees after resumption of all services.

自悠天地 - 自閉症人士成長中心 Kingdom A - Development Centre for Persons with Autism



A. 服務報告 Service Reports

自悠天地 - 自閉症人士成長中心於2011年10月成立，為自閉症譜系兒童提供服務，同時亦為有不同學習需要的兒童提供一站式服務。中心致力為兒童提供專業評估、治療服務及家庭支援，以達至及早介入，並提供適切的服務。

1. 專業評估及治療服務

本中心設有不同的專業服務，包括教育心理評估、言語治療服務、職業治療服務及綜合能力訓練。我們的跨專業團隊是由心理學家、言語治療師、職業治療師、特殊幼兒工作員及社工組成。本中心設備完善，特別設有感覺統合室和具隔音設備室。

Kingdom A – Development Centre for Persons with Autism was founded in October 2011 to support children with Autistic Spectrum Disorder and other special education needs. Our centre has offered early intervention services, such as professional assessment, training, and family support, to help children develop their full potential.

1. Professional Assessments and Treatments

Our centre has provided psychoeducational assessments, psychological counseling, speech therapy, occupational therapy and integrated training. Our multidisciplinary team includes psychologists, speech therapists, occupational therapist, special child care workers, and social workers. We are well-equipped, for example, to strengthen our service, a sensory integration room and a soundproof room have been set up.

2. 專業訓練課程及小組

2.1 跨專業密集式訓練課程

本課程目標為促進兒童適應校園生活和社區參與的能力，由特殊幼兒工作員帶領，並由資深特殊幼兒工作員督導。透過每天兩至三小時的密集式小組課程，在認知、語言、社交、情緒、自理、大小肌肉及專注等方面，提供訓練以加強基礎學習能力。此外，治療師亦會定期提供小組訓練。特殊幼兒工作員每半年會為兒童進行標準化評估，再訂定訓練目標。家長支援方面，特殊幼兒工作員會幫助家長進一步了解兒童的學習需要及其發展，從而實踐有效的管教及家居訓練。此課程深受家長歡迎，兒童在情緒控制、社交互動及遵守常規方面均有顯著進步和成長。

3. 為輪候資助學前康復服務的兒童提供學習訓練津貼

本中心為「為輪候資助學前康復服務的兒童提供學習訓練津貼」計劃的認可服務機構。由社會福利署轉介的合資格兒童可接受每月四至六節的專業訓練服務，包括專業治療及綜合訓練，並由社工作個案管理及提供家庭支援。工作團隊會定期跟進兒童的發展需要。

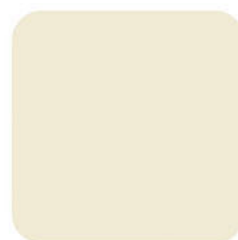
2. Professional Courses and Groups

2.1 Intensive care and training programme

The objectives of the programme are to enhance children's abilities to adapt future school life and social participation. Our programme is led by special child care workers and supervised by a senior supervisor. We provide half-day intensive small group training on a daily basis to work on areas: cognition, language, social cognition, self-care, and fine and gross motor functions. There are group therapy sessions regularly conducted by therapists. Assessments are done in every 6 months to evaluate the children's progress. Besides, to promote effective home training, parental support is another focus. Our programme is well-received by parents as children are seen to make significant progress on emotional control, social interaction, and following routines.

3. Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services

Our centre is one of the service providers of the Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services funded by the Social Welfare Department. Children referred by the Social Welfare Department receive 4 to 6 sessions of training a month provided by therapists and special child care workers. Children's progress are evaluated and follow-up will be carried out regularly. In addition, there are family support handled by social workers.



B. 服務統計 Service Statistics

| 中心服務 Centre Services | 總節數 No. of sessions | 服務總人次 No. of Clients served |
|---|------------------------|--------------------------------|
| 職業治療服務 Occupational therapy services | 2 | 2 |
| 言語治療服務 Speech therapy services | 348 | 344 |
| 認知及綜合訓練服務 Integrated training / assessment | 44 | 44 |

| 中心服務 Centre Services | 總節數 No. of sessions | 服務總人次 No. of Clients served |
|---|------------------------|--------------------------------|
| 跨專業密集式訓練課程 Intensive care and training programme | 364 | 1,207 |
| 入校小組服務 School services | 9 | 54 |

| 資助服務 Subsidy Service | 總節數 No. of sessions | 服務總人次 No. of Clients served |
|--|------------------------|--------------------------------|
| 為輪候資助學前康復服務的兒童提供學習訓練津貼 (TSP) Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services (TSP) | 1,012 | 1,005 |

C. 未來發展 Future Development

本中心會繼續致力為有需要兒童及家庭提供一站式的專業服務。與此同時，本團隊會引入更多實證為本的治療手法，發展優質的密集式訓練課程和專題課程，以促進兒童全面發展。

Our team of professionals will continue to deliver multidisciplinary services to support children and families. We will keep pace with the latest evidence-based treatments and develop intensive training programs to support children in fully develop their potential and successfully participate in their communities.



復康服務部 - 喜晴計劃



Rehabilitation Service Division –
Kowloon (1) Regional Home Care Service

喜晴計劃 - 家居照顧服務 Rehabilitation Service Division – Kowloon (1) Regional Home Care Service



A. 服務報告 Service Highlights

受外界環境影響而靈活調整服務安排

因受社會事件及新型冠狀病毒影響，到戶服務深受影響。由於服務對象為嚴重肢體和嚴重智障人士，單位在平衡職員安全及使用者需要下，盡力維持必要及緊急服務的提供，包括：膳食支援、暫托、護理服務、接送服務等。單位的管理團隊每星期會觀察外界環境的轉變並制訂政策及程序，以確保職員在安全的情況下提供服務。另一方面，在新型冠狀病毒大流行下，除參考社署指引提供緊急及必須的到戶服務外，單位亦獲多個外界團體捐贈，由職員到戶向使用者派發口罩、防疫包等不同的防疫物資。單位亦運用資訊科技，如ZOOM、面書等網上程式為使用者提供情緒支援及訓練，亦製作了錄像及單張予使用者，鼓勵在家繼續進行運動。

此外，在職員的服務支援上，單位亦十分注重。單位成立了採購小組，積極就防疫用品及清潔用品進行採購，以確保職員在提供服務時有充足的裝備。單位亦設立了網上學習平台，由物理治療師、職業治療師及護士定期上載職安健的資訊予同工作培訓用途，以盡量減低工傷的機會。

Flexible adjustment of services in response to the external environment

The Home Care Service was deeply affected by social incidents and COVID-19. As the service targets are severely physically and mentally disabled persons, the Unit strove to maintain the provision of necessary and emergency services, including provision of meals, respite service, nursing services and escort service, etc., while balancing the safety of staff and the needs of users. The Unit's management team was attentive to the changes in the external environment on a weekly basis and developed various policies as appropriate to ensure that staff are providing services in a safe environment. Meanwhile, in the midst of COVID-19 epidemic, apart from providing emergency and essential home care services in accordance with SWD's guidelines, the Unit also distributed various epidemic prevention supplies, donated by many external organizations, such as masks and coronavirus prevention kit to users through the staff. The Unit also used information technology to provide emotional support and training to service users through online applications such as ZOOM, apps, etc., and produced videos and leaflets to encourage them to continue exercising at home.

Moreover, service support to staff was highly valued. The Unit has established a procurement team for active procurement of epidemic prevention supplies and cleaning supplies to ensure that staff are adequately equipped when delivering services. An e-learning platform has also been set up for physiotherapists, occupational therapists and nurses to upload information on occupational safety and health information to their colleagues regularly for training purposes. In this way, we hope to minimize the risk of injury at work as far as possible.

中心除了會繼續檢視各項業務發展及為不同需要和能力的學員提供多元化的工作訓練及機會外，同時亦會舉辦不同的興趣發展及康樂活動予學員參與，以讓學員能獲得更全面的成長。另外在推展樂齡服務方面，中心將會透過申請「樂齡及康復創科應用基金」購買高科技訓練器材，以提升年長學員的生活質素及減緩他們在肌能上的退化情況。

The Centre will continue to evaluate the developments of our various businesses and provide diversified vocational training and opportunities for trainees with different needs and abilities, as well as organize various interest development and recreational activities for trainees to facilitate their all-round development. To promote elderly services, the Centre will apply for the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to purchase high-tech training equipments with an aim to improve the quality of life of senior trainees and to mitigate their muscle deterioration.

B. 服務統計 Service Statistics

| 項目 Category | 人數 No. of people |
|--|-----------------------------------|
| 全年服務個案數字 No. of cases served in the year | 831人 /persons |
| 服務指標 Service indicators | 節數 / 時數 Session / No. of hours |
| 由職業治療師 / 物理治療師 / 言語治療師提供的到戶服務 Home Care Service provided by occupational therapists/physiotherapists/speech therapist | 14,503.60小時 /hours |
| 由護士 / 保健員提供的到戶服務 Home Care Service provided by nurses/healthcare workers | 10,745.02小時 hours |
| 由康復工作員 / 家居照顧員提供的到戶服務 Home Care Service provided by rehabilitation workers/homecare workers | 73,109.34小時 hours |
| 支援者活動 Carer Programmes | 23個 /events |
| 關懷大使訓練 Community concern ambassador training | 2個 /sessions |
| 關懷大使探訪 Community concern ambassador visit | 4個 /events |
| 友伴行 Partnership scheme for persons with disabilities | 4個 /events |
| 共融活動 Inclusion Activities | 3個 /events |

C. 未來發展 Future Direction

社署將於2020年撥款為本單位增加50個服務名額，服務對象更由嚴重殘疾人士調整至中度殘疾人士，服務能惠及更多社區人士。另一方面，亦新增了言語治療服務及會車服務，提供更全面及更貼心的服務。最後，單位亦已申請『樂齡科技基金』以添置更多復康器材，亦計劃運用資訊科技以提昇服務質素，正與科學園種籽公司合作，計劃運用手機程式鼓勵服務使用者在家居進行治療運動，同時治療師亦可透過該程式監察使用者在家運動的進度，以加強治療效能。

In 2020, SWD will allocate funding for the Unit to expand 50 additional service places, and the target service users will be extended from persons with severe disabilities to persons with moderate disabilities, thus benefiting more people in the community. On the other hand, speech therapy service and rehab bus escort service have been introduced to provide more comprehensive and attentive services. Furthermore, the Unit has applied for the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to purchase more rehabilitation equipments and to enhance the quality of service with the help of information technology. In collaboration with an HKSTP Startup, we are planning to encourage our service users to do therapeutic exercise at home through mobile apps. The therapists can also use the apps to monitor the exercise progress to consolidate the effectiveness of the therapy.



復康服務部 - 牽晴計劃



Rehabilitation Service Division -
Integrated Support Service for
Persons with Severe Physical Disabilities

牽晴計劃 - 嚴重肢體傷殘人士綜合支援服務 Integrated Support Service – Integrated Support Service for Persons with Severe Physical Disabilities



A. 服務報告 Service Highlights

1. 匯集社會資源，支援匱乏家庭

在過去一年艱難的社會環境下，大量轉介「惜食計劃」、中電「傳心傳電」計劃、殘疾人士牙科護理、社區藥房和煤氣公司單親家庭費用減免計劃等社區資源；以減輕基層殘疾人士家庭的經濟困難。

2. 協助照顧者發掘其專長和興趣

以關懷照顧者自身需要為出發點，通過一系列多元化活動讓勞累的照顧者可關顧自己身心需要。部門推動照顧者參與禪繞畫和油畫繪畫、呼吸訓練、穿珠、美甲、中醫養生、香薰治療等活動；讓他們能在過程中互相學習和欣賞，並發展個人興趣。

3. 提昇員工專業服務水平

部門過去一年提供了預防工傷、足部健康問題與護理、感染控制、靜觀和正念訓練、臨終照顧、呼吸機應用等培訓；期望同工面對功能缺損嚴重和極高護理需要之個案時的服務信心和技巧。

1. Pooling social resources to support deprived families

Last year, under difficult social circumstances, the Division made a large number of referrals to community resources, such as the Food Wise Project, CLP Power Connect Project, dental care for disabled persons, community pharmacy scheme and the Towngas Concession Scheme for Single-parent Families, to alleviate the financial difficulties of deprived families with disabled members.

2. Assisting carers in developing their talents and interests

With the aim of caring for the carer's own needs, the Division offered a wide range of activities through which tired cares can attend to their own physical and mental health. The Division facilitated the carers to participate in activities on Zentangle and oil painting, respiration training, beading, manicure, health prevention in traditional Chinese medicine, aromatherapy, etc., during which they can learn from and appreciate each other and develop their personal interests.

3. Enhancing the professional service level of our staff

In the past year, the Division provided trainings on injury prevention, foot health problems and foot care, infection control, mindfulness training, hospice care, ventilator application, etc. It is expected that staff would have confidence and skills to deal with cases with severe functional impairment and of high care needs.

B. 服務統計 Service Statistics

| 項目 Project | 人數 No. of people |
|---|------------------|
| 以個案管理形式提供服務的個案 Cases using Case Management Approach | 529人 /persons |
| 純現金津貼個案 Cases of Pure Cash Subsidies Program | 81個 /cases |

| 到戶服務類別 Home Care Service Category | 數量 No. of Sessions /Hour |
|---|-----------------------------|
| 由職業治療師 / 物理治療師提供的到戶服務 Home Care Service provided by occupational therapists/physiotherapists | 9,878.76小時 /hours |
| 由護士 / 保健員提供的到戶服務 Home Care Service provided by nurses/healthcare workers | 9,406.38小時 /hours |
| 由復康工作員 / 家居照顧員提供的到戶服務 Home Care Service provided by rehabilitation workers/homecare workers | 33,895.57小時 /hours |
| 支援者活動 Carer Programmes | 19個 /cases |
| 轉介次數 No. of referrals | 408次 /times |
| 會車接載人次 No. of bus escort | 975次 /times |



C. 未來發展 Future Direction

為迎合社會更多殘疾人士對家居照顧服務的殷切需求，部門將於來年增加多一部殘疾會車和提供言語治療服務；期望優化服務質素和增加服務的多元性。

To meet the increasingly strong demand for home care services for persons with disabilities, the Division will provide one more rehabus and additional speech therapy services next year, expecting to improve the quality and diversity of the services.



復康服務部 - 院舍支援服務



Rehabilitation Service Division -
Residential Support Services

院舍外展醫生到診服務

Visiting Medical Practitioner Service for Residential Care Homes

院舍外展醫生到診服務(九龍西(2))為荃葵青區72所私營及自負盈虧安老院和殘疾人士院舍的住客提供外展醫生到診服務，以積極應對季節性流感及其他偶發性疾病，和促進住客的健康及減少依賴公共醫療系統。

The Visiting Medical Practitioner Service for Residential Care Homes (Kowloon-West (2)) has provided visiting medical treatments to 72 private and self-financing RCHes and RCHDs for proactive management of seasonal influenza and other episodic illnesses so as to improve the general health of the residents and to reduce their reliance on the public healthcare system.



A. 服務報告 Service Highlights

本單位由21位註冊西醫為區內私營及自負盈虧安老院和殘疾人士院舍的住客提供基層醫療服務，本年度外展醫生到訪院舍的次數達到7,374次，合共服務的人次高達63,636次，並為各院舍住客及員工舉行了124場健康及感染控制講座。服務包括為住客治療偶發性疾病；定期為住客進行身體檢查；評估個人照顧需要，包括使用約束、其他康復及輔助設備；就院舍住客的健康記錄提供建議；就住客的急性醫療狀況提供電話諮詢服務，及為院舍員工提供有關健康護理和感染控制方面的訓練。

The 21 registered medical practitioners in the Unit had provided primary health care services to private and self-financing RCHes and RCHDs in the district, along with 7,374 visiting medical treatments, with total service count up to 63,636 times. Meanwhile, 124 health and infection control seminars were held for residents and staff of the institutions. The service included medical treatment of episodic illness for residents; regular medical examination of residents; assessment on care plans of residents, including the use of restraints, other rehabilitative and assistive devices; advice on maintaining proper health records of residents; telephone consultation on the management of acute medical conditions of residents; and training to staff of RCHs on health care and infection control.

B. 服務統計 Service Statistics

| | |
|--|--------|
| 服務院舍數量 No. of Residential Care Homes (RCHs) served | 72 |
| 荃灣區安老院舍數量 No. of RCHs (Elderly Persons) in Tsuen Wan district | 21 |
| 葵青區安老院舍數量 No. of RCHs (Elderly Persons) in Kwai Tsing district | 44 |
| 荃灣及葵青區殘疾人士院舍數量 No. of RCHs (Persons with Disabilities) in Tsuen Wan and Kwai Tsing district | 7 |
| 外展醫生到訪院舍次數 No. of visits to RCHs by medical practitioners | 7,374 |
| 外展醫生到診服務總人次 No. of residents served by medical practitioners (Head count) | 63,636 |
| 基層醫療服務人次 No. of medical consultations | 52,528 |
| 健康評估及身體檢查人次 No. of health assessments and medical examinations | 6,361 |
| 健康狀況評估及個人照顧計劃人次 No. of assessments and reviews on the health conditions and care needs | 4,747 |
| 外展醫生主講的健康講座次數 No. of health talks by medical practitioners | 71 |
| 註冊護士主講的感染控制講座次數 No. of infection control talks by registered nurses | 53 |



C. 未來發展 Future Direction

服務發展以來與各院舍建立了良好的合作關係，團隊期望本服務能夠為院舍住客及職員提供持續及適切的醫療服務及資訊，提升院舍的醫療護理照顧的質素，同時能促進改善住客的身體健康及生活質素。

With the establishment of a good working relationship between our unit and RCHs, we believe our team can provide constant and more appropriate medical services and suitable information to the RCHs residents and in turn, improve their health and quality of life.

私營殘疾人士院舍專業外展服務試驗計劃(荃灣及葵青區) The Pilot Scheme on Professional Outreaching Team for Private Residential Homes for Persons with Disabilities (Tsuen Wan & Kwai Tsing District)

私營殘疾人士院舍專業外展服務試驗計劃(荃灣及葵青區)為居於私營殘疾人士院舍的舍友提供一系列服務。團隊內有不同專業人士，包括註冊社工、精神科護士、職業治療師、物理治療師、言語治療師及臨床心理學家提供專業外展服務以滿足舍友的社交及復康需要。此外，團隊亦會透過專業諮詢及培訓，支援舍友的家屬、院舍職員，以照顧舍友的不同需要。

除個別治療、專業諮詢及培訓外，團隊亦會透過小組活動，促進舍友與社區之間的聯繫，藉以提升舍友的生活質素及達致社會共融的理念。

The Pilot Scheme on Professional Outreaching Team for Private Residential Homes for Persons with Disabilities (Tsuen Wan & Kwai Tsing District) provides multi-services for residents in private residential homes. Our team, consisting of registered social workers, psychiatric nurses, occupational therapists, physiotherapists, speech therapists and clinical psychologists, etc., provides professional outreach services to meet the social and rehabilitation needs of the residents. In addition, our team also provides support to residents' families and staff of residential care homes through professional consultation and training so as to cater for their different needs.

Apart from individual therapy, professional counselling and training, the team organizes group activities to promote bonding between the residents and the community, intending to improving the quality of life of the residents and achieving social inclusion.



A. 服務報告 Service Highlights

本單位共為荃灣及葵青區內7間私營殘疾人士院舍提供服務。於本年度單位共為2007人次提供服務。治療團隊共為1151人次提供訓練及輔導。小組活動及社區聯結共有1458人次參與。社工團隊管理的個案數量多達198個。

具體服務內容包括由註冊社工為舍友提供輔導及家屬支援服務；職業治療師、物理治療師及言語治療師提供適切的復康訓練；精神科護士提供健康、護理、感染控制等方面諮詢及講座；社交康樂團隊提供多元的小組及活動，以迎合舍友及家屬的不同需要。

The Unit served 7 private residential care homes for the disabled in Tsuen Wan and Kwai Tsing districts. During the year, the Unit provided services to a total of 2007 persons. The therapy team provided training and counselling service to a total of 1151 persons. A total of 1,458 persons participated in group activities and community networking activities. The social worker teams managed up to 198 cases.

Our services included counselling and family support by registered social workers; rehabilitation training by occupational therapists, physiotherapists and speech therapists; consultation and talks by psychiatric nurses on health, nursing and infection control; and diversified groups and activities by the social recreation teams, to cater for the different needs of the residents and their families.

B. 服務統計 Service Statistics

| | |
|--|-------|
| 服務院舍數量 No. of Residential Care Homes (RCHs) served | 7 |
| 服務總人次 No. of residents served | 2,007 |
| 社工團隊管理個案數量 No. of cases managed by social work teams | 198 |
| 參與治療團隊訓練的人次 No. of participants in therapy team training | 1,151 |
| 參與小組活動及社區聯結人次 No. of participants in group activities and community bonding | 1,458 |



C. 未來發展 Future Direction

來年將致力與各院舍深化合作關係，確保服務可以順利進行。同時加強各專業團隊間的交流及合作，提昇服務質素。整合社交康樂小組，為舍友及家屬提供多元化的活動。拓展及聯繫社區資源，陪同舍友走進社區並提升舍友生活質素。

In the coming year, we will strive to deepen our working relationship between the Unit and residential care homes to ensure the smooth operation of the services. Meanwhile, we will strengthen communication and cooperation among professional teams for better service quality. Moreover, we will reorganize social recreation groups to provide diversified activities for residents and their families, and expand our resources networking in the community with the aim of improving their quality of life.



復康服務部 - 住宿照顧服務



Rehabilitation Service Division –
Residential Care Services

住宿照顧服務

Rehabilitation Service Division - Residential Care Services

部門服務報告 Division Report

1. 加強服務管理及運作資源

因應社會福利署增撥復康服務資源及服務發展需要，本部門於2020年3月正式成立，並由4個原屬復康服務部及有提供殘疾人士住宿照顧服務的單位組成。除此以外，各單位於過去一年亦增設前線及管理人力資源以加強服務管理及運作質素。

2. 院舍服務發展

本部門所有單位均已取得社會福利署發出的殘疾人士院舍正式牌照，服務質素均達到牌照部要求。同時，部份單位新增了言語治療等專業服務，讓服務更能全面回應學員需要。面對社區疫症威脅，各單位均迅速作出回應，包括即時提升感染控制措施、檢視及改變服務流程、加強防護裝備等，確保學員及職員均得到健康保障。

3. 職業康復服務發展

透過發展多元化業務項目，部門積極為學員拓展訓練機會，提升職業技能。部門亦引入多項新式儀器，加強業務發展的市場競爭力，同時提升學員的技能與自信。隨著社會福利署加強輔助就業服務的資源，成功鼓勵更多學員嘗試就業體驗。

4. 未來發展

部門將檢視及改善院舍服務流程，為學員提供更優質服務，同時亦會持續積極發展職業康復訓練，提升學員的職業技能及發揮潛能的機會。隨著服務重組及發展，部門將繼續加強單位間的協作，更有效運用服務資源，讓學員受惠。

1. Strengthening Service Management and Resource Operations

With the new resources allocated by the Social Welfare Department for rehabilitation services and to meet the needs of service development, the Division was formally established in March 2020 and comprises four units that were formerly under the Rehabilitation Services Division providing residential care services for disabled persons. Besides, the Units recruited additional staff over the past year to undertake frontline and management work in order to strengthen service management and operational quality.

2. Residential Care Service Development

All units in the Division have met the service quality requirements of the licensing authority and obtained official licenses issued by the Social Welfare Department for hostel operation. Meanwhile, speech therapy services have been introduced in subvented units to better meet the needs of trainees. Faced with the threat of the epidemic in the community, all units responded immediately by upgrading infection control measures, reviewing and adjusting service procedures, and increasing protective supplies to ensure the health of our trainees and staff.

3. Work Extension Service Development

Through the development of diversified business projects, the Division actively expanded training opportunities for trainees to enhance their occupational skills. The Division has also introduced a number of new equipments to enhance its business competitiveness and trainees' skills and confidence. With the increased resources from the SWD for Supported Employment Service, we have successfully encouraged more trainees to try the employment experience.

4. Future Direction

The Division will review and improve the operation for provision of better services to our trainees, and continue to proactively develop vocational trainings to enhance the occupational skills and potentials of our trainees. Along with the reorganization and development of services, the Division will continue to strengthen inter-unit collaboration to enhance resource efficiency for trainees' benefit.



鯉魚門晉朗綜合復康服務中心 Lei Yue Mun Integrated Rehabilitation Services Centre



A. 服務報告 Service Highlights

本單位自2009年開展服務，主要包括職業復康訓練服務、輔助就業服務及宿舍服務，中心會員人數達185人。中心服務宗旨以發展學員的互助生活能力、提升獨立生活能力及發展社區生活，為學員提供多元化的發展。

1. 職業復康訓練服務

本中心相信每個學員都有自己的潛能，除了提供基本的中央貨、洗衣及清潔訓練外，亦積極發展場外工作訓練及業務，包括洗碗、派遞及外勤清潔等，為學員拓展多元化的訓練及就業機會，肯定他們的本身的能力外，亦增加他們的收入。另外，本中心亦積極開發自己的產品，例如：寵物傢俬及玩具，讓學員的能力及潛能得到充份的肯定。於設備方面，我們添置了鐳射雕刻機、噴碼機、半自動圓筒標貼機及LED UV Printer，提升學員於工作技能之餘，亦提升工場的競爭能力。同時，我們亦注重學員身、心健康，我們每星期有基督少年軍集會，外聘專業導師教導國術班、非洲鼓，藉此發展學員的藝術潛能及提供多元化的小組活動，豐富學員的生活。

Lei Yue Mun Integrated Rehabilitation Services Centre commenced its service in 2009, including Vocational Rehabilitation Training Service, Supported Employment Service and Hostel Service. The Centre has a membership of 185 persons. The Centre is established to develop trainees' skills of cooperative living, independent living and community living, and provide diversified opportunities for their development.

1. Vocational Rehabilitation Training Service

The Centre believes that every trainee has his or her own potential. Apart from the basic provision of on-site trainings such as packaging work, laundry service, and cleaning service, the Centre also actively developed off-site trainings and business operations in the field of dishwashing, delivery, and on-site cleaning service, etc., to provide trainees with diversified training and employment opportunities, which not only recognize their abilities but also increase their income. In addition, we actively developed our products, such as pet furniture and toys, so that our trainees' abilities and potential can be fully recognized. In terms of equipment, we have procured laser engraving machines, inkjet printers, semi-automatic cylinder labelers and LED UV Printers in order to enhance the skills of our trainees and the competitiveness of our workshop. We also concentrated our efforts on trainees' physical and mental health. We offered weekly the Boys' Brigade assemblies, and Martial arts classes and African drumming classes which are delivered by professional instructors from outside the Centre, so as to develop the artistic potential of our trainees and provide diversified group activities to enrich their lives.

2. 輔助就業服務

受惠於社署的增值服務，本年度增設了工作見習及在職試用計劃，讓學員可以有更多的機會去體驗不同的工作，同時亦資助僱主去聘請殘疾人士，無形鼓勵了他們去支持殘疾人士就業。由於增值服務的服務期需不少於12個月，所以本年度在數字上暫未有成功就業個案，但已經超過10位學員正投入勞動市場公開就業，包括：餐飲、清潔、送遞、活動助理等。未來一年，本中心除了會加強招攬有需要的殘疾人士成為輔助就業學員之外，亦會開拓更多不同工作體驗的機會，讓他們在配對工作時會有更大的機會選擇到合適自己的。

3. 宿舍服務

宿舍為了發展舍友的不同興趣，定期舉辦小組及活動如畫班、教會崇拜、儀容小組、煮食小組、電腦小組、運動小組、義工小組、水療活動、社區認識活動、社交訓練及大旅行等。此外，在制定舍友的個別訓練計劃亦加強個人自理訓練及舍務訓練，讓舍友的個人能力得以於家中發揮。中心亦持續發展家屬網絡及定期活動，讓家屬可與宿舍有緊密聯繫及加強彼此間的溝通。

2. Supported Employment Service

Benefited from the value-added services of SWD, we set up the scheme of Job Attachment and Job Trial this year to provide trainees with more opportunities to experience different jobs, and subsidize employers to employ persons with disabilities, indirectly encouraging them to support the employment of persons with disabilities. As the requirement of the value-added service is not less than 12 months, no successful employment cases have been achieved so far this year. However, more than 10 trainees have applied in the labor market for open employment positions of catering, cleaning, courier services and activity assistant, etc.,. In the coming year, the Centre will recruit more persons with disabilities in need as supported employment trainees, and explore more opportunities for work and job matching, so that they will have higher opportunities to find the suitable jobs.

3. Residential Care Service

To facilitate the personal development of our residents, the hostel regularly organizes groups and activities such as painting classes, worship gatherings, beauty groups, cooking groups, computer groups, sports groups, volunteer groups, spa activities, community activities, social skill training, and outings. Besides, we also have enhanced the element of self-care training and hostel-keeping training, in the design of the individual training programs for our residents so that they can realize their personal ability in our hostel. The Centre also continues to establish the parent support network, to organize regular family activities to enable parents to maintain a close relationship with the Hostel and to strengthen the communication between parents and the Hostel.

B. 服務統計 Service Statistics

| 類別 Category | 服務數字 Served Number | |
|--|--|---------|
| 宿舍學員人數 No. of Residents | HMMH 40 | HSPH 15 |
| 宿舍完成個別訓練計劃 Rate of Achieving Individual Plans | 98.18% | |
| 工場學員人數 No. of Trainees (IVRSC) | 185 | |
| 工場每月平均接受服務之人數 Average Number of Persons Served (IVRSC) | 180.5 | |
| 公開就業個案 Open Employment Cases | 0 (每兩個年度結算) (To be calculated every two years) | |
| 完成工作訓練檢討進度計劃比率 Rate of Progress Reviews Completed | 103.5% | |
| 學員男/女類別 Distribution of Male/ Female Trainees | 服務數字 Served Number | |
| 宿舍 Hostel | HMMH | HSPH |
| 男 Male | 21 | 8 |
| 女 Female | 19 | 7 |
| 工場 IVRSC | 人數 No. of Trainees | |
| 男 Male | 101 | |
| 女 Female | 84 | |

B. 服務統計 Service Statistics

| 學員殘疾類別 Type of Disabilities | 服務數字 Served Number | |
|---|--------------------|------|
| 宿舍 Hostel | HMMH | HSPH |
| 輕度智障 Mildly Mentally Handicapped | 15 | 3 |
| 中度智障 Moderately Mentally Handicapped | 23 | 1 |
| 嚴重智障 Severely Mentally Handicapped | 2 | 0 |
| 肢體殘障 (沒有智障) Physically Handicapped (Not Mentally Handicapped) | 0 | 11 |
| 學員殘疾類別 Type of Disabilities | 服務數字 Served Number | |
| 輕度智障 Mildly Mentally Handicapped | 68 | |
| 中度智障 Moderately Mentally Handicapped | 62 | |
| 嚴重智障 Severely Mentally Handicapped | 4 | |
| 肢體殘障 (沒有智障) Physically Handicapped (Not Mentally Handicapped) | 14 | |
| 肢體殘障 (輪椅人士) Physically Handicapped (With Wheelchair) | 10 | |
| 肢體殘障 (其他) Physically Handicapped (Others) | 4 | |
| 精神病復康者 Ex-Mentally ill Persons | 34 | |
| 其他 Others | 3 | |



C. 未來發展 Future Direction

中心為了讓學員可以嘗試不同的工作訓練及工作體驗，已積極籌備場外訓練地點及新訓練項目包括洗碗隊、派遞隊及院舍外勤房務隊等。每開拓新的工作訓練項目，並不是一朝一夕，需要家長及學員支持及配合。未來一年，中心繼續發展工場不同的訓練項目、業務及提升學員的職業技能。此外，宿舍會為舍友發展多姿多采的生活節目及個人興趣，亦建立家長支援網絡及舉辦定期的家屬活動，讓家長與中心能保持良好及緊密關係，促進家長與中心間的溝通。

In order to allow trainees to try different job training and experience, the Centre has been actively developing off-site training premises and new training programmes, involving dishwashing, delivery and on-site hostel-keeping. Each new job training programme cannot be completed without support and cooperation of parents and trainees. In the coming year, the Centre will continue to develop different training programmes and business operations in the workshop and to upgrade the vocational skills of the trainees. In addition, the Centre will develop a variety of programmes and special interest groups for the residents. Furthermore, it will continue to establish the parent support network, organize regular family activities to enable parents to maintain a good and close relationship with the Centre and promote the communication between parents and the Centre.

南山晉逸居 Nam Shan Supported Hostel



A. 服務報告 Service Highlights

宿舍為學員度身訂造不同的訓練計劃，以提升學員的獨立生活能力。另外，宿舍亦會提供不同種類的活動，例如外出活動，學員生日會及房舍煮食活動等，以充實學員的餘暇生活。

獨立生活訓練

宿舍為學員繼續提供不同的個別訓練和家居訓練，以提升他們的生活技能。

家屬支援

宿舍於本年度舉行三次家屬活動，透過活動增進家長、學員和職員間的彼此溝通和認識，並從活動中收集家長和學員對宿舍的意見，從而優化宿舍的發展。

社區支援及參與

1. 宿舍與不同的團體合作舉行共融活動，例如與深水埗YMCA的在職青年及楊震YIC的親子進行共融活動，活動過程中學員表現投入及愉快。
2. 宿舍跟中華便以利會合辦義工活動，讓學員們能增長見聞，提升溝通及合作技巧。
3. 宿舍繼續參與東華三院舉辦的「I Run 馬拉松」活動，讓學員能一展所長，發揮潛能。
4. 宿舍亦與深水埗區康民署合辦殘疾人士康樂及體育活動計劃，讓學員能在舍參加園藝班和爵士舞班，以鍛練體魄。

The Hostel provides customized training programmes for hostel trainees to enhance their ability to lead independent lives. Also, the Hostel will provide various activities, such as outings, birthday parties and house cooking, for a fulfilling experience.

Individual Living Training

The Hostel continues to provide various individual trainings and home trainings for trainees to enhance their skills in daily life.

Family Support

The Hostel held 3 events for hostel members' families this year in order to help parents, members and staff to be better acquainted and facilitate their communication through the activities. Comments regarding the Hostel were collected from parents and members to optimize the development of the Hostel.

Community Support and Participation

1. The Hostel organised inclusion activities in collaboration with various groups, such as the on-the-job youths of Sham Shui Po YMCA, the parent-child groups of Yang Memorial Methodist Social Service YIC, which were very interesting and enjoyable for all the trainees.
2. The Hostel and China Peniel Missionary Society Inc organized jointly volunteer activities. Not only can members broaden their horizons through activities, it could also improve their communication and cooperation skills.
3. The Hostel continued to participate in the "I Run Marathon" organised by the Tung Wah Group of Hospitals, so members can develop their potentials and put their talents to use.
4. The Hostel also participated in the Community Recreation and Sports Programmes for Persons with Disabilities co-organised by Sham Shui Po District Leisure Services. Members could participate in gardening classes and jazz dance classes in the hostel to build up a strong physique.

B. 服務統計 Service Statistics

| 類別 Category | 服務數字 Service Count Served Number |
|---|----------------------------------|
| 服務總人數 Number served | 30 (17男 male/13女 female) |
| 個別訓練百分比 Percentage of participation in training activities | 101.2% |
| 共融活動 Organized Inclusive Activities | 6次 /times |
| 義工活動 Volunteer activities | 2次 /times |
| 家屬活動 Activities with Family members | 3次 /times |
| 資助學員參加外間課程或興趣班 (成功申請人次) Financially supporting hostel residents participating in external courses or programs in which they are interested (Applying successfully) | 20次 /times |



C. 未來發展 Future Direction

來年宿舍以『精英 LEVEL UP』為主題，期望學員能關注自己的身心健康，透過園藝種植、各項運動及補習班，讓學員建立良好習慣及有規律的生活。

In the coming year, the Hostel will adopt the theme of "Elite Level Up", in hopes that members can pay more attention to the status of their physical health through gardening, sports and tutorial classes, and in turn build up good habits and disciplined life.

屯門朗逸居 Tuen Mun Independent Living Hostel



A. 服務報告 Service Highlights

單位於過去一年致力提升學員的個人能力、加強對宿舍與山莊的歸屬感、增加學員與社區的接觸、並透過一系列活動加強單位與家屬的溝通及建立信任關係。

1. 提升學員的個人能力

為持續提升學員的獨立生活能力，單位推行了一系列有助提升個人能力的訓練，包括製作晚餐食譜，讓學員能按食譜學習煮食，有效提升煮食技巧。另一方面，透過推行獎勵計劃，釐訂提升生活管理能力的個別訓練計劃，同時有助提高學員的學習動機。恆常活動亦滲透免受侵犯等知識，加強學員應變危機及自我保護的能力。

2. 增加對宿舍與青麟山莊生活的歸屬感

作為青麟山莊的一份子，單位一直與山莊內其他機構緊密聯繫，除了恆常參與山莊管理委員會會議，讓單位職員與學員知道山莊最新資訊，亦安排學員參與山莊的清潔活動，加強歸屬感。此外，學員亦有定期參加宿舍的大清潔活動。雖然2月起因疫情影響，大部份學員停止外出工作而逗留在單位，仍透過「清潔特工隊」獎勵計劃協助進行簡單清潔活動，明白到作為宿舍一份子的責任，亦提高了衛生防疫意識。

In the past year, the Unit has been committed to (i) enhancing trainees' independence in handling affairs; (ii) enhancing trainees' sense of belonging to the Hostel and the life in Greenery Villa; (iii) increasing their contact with the community; and (iv) strengthening communication and build up trust between the Unit and families through a range of activities.

1. Enhancing trainees' independence in handling affairs

In order to continuously improve trainees' independence, a series of helpful trainings were implemented, including the preparation of dinner recipes, to enable trainees to learn to cook according to recipes and to enhance their cooking skills. In addition, the Unit has formulated individual training programmes to enhance life management skills through award schemes, as well as to motivate trainees to learn. The regular activities also conveyed the knowledge of protection from assault, which enhanced the trainees' ability to cope with crisis and protect themselves.

2. Enhance trainees' sense of belonging to the life in the Hostel and Greenery Villa

As a member of the Greenery Villa, the Unit has been in close contact with other organizations within the villa community. In addition to regular attendance at the Greenery Villa Management Committee meetings to keep the staff and trainees informed of the latest information about the villa, we also arranged for trainees to participate in cleaning activities in the Villa to enhance their sense of belonging. Furthermore, trainees also participate in cleaning activities at the Hostel on a regular basis. Although most of the trainees had stopped working and stayed in the hostel since February due to the outbreak of COVID-19, they were still able to carry out simple cleaning activities through the Cleaning Force Award Scheme, which helped them understand their responsibilities as a member of the hostel and improved their awareness of hygiene and epidemic prevention.

3. 增加學員與社區的接觸

學員於本年度積極參加外出活動，包括各類參觀活動、透過參加太平清醮活動，並與教育大學學生合辦活動，增加學員與社區人士的接觸機會。

3. Increase trainees' contact with the community

During the year, the trainees actively participated in outdoor activities, including outings, the Bun Festival and activities with students of The Education University of Hong Kong (EdUHK), which increase the opportunities to meet people in the community.

4. 加強與學員家屬的溝通及建立信任關係

本年度單位積極舉辦各類家屬活動，增進單位與家屬的溝通，除了輔導、節日慶祝活動，亦舉辦了「親子家庭屋」，邀請家屬體驗宿舍生活，參與者對體驗活動反應正面。

4. Strengthen communication and build up trust between the hostel and families

In order to strengthen communication between the Unit and the families, the Unit actively organized various family events this year. Apart from counselling services and festival activities, a "Parenting House" was also held to invite families to experience hostel life. The activities received positive responses.

B. 服務統計 Service Statistics

服務使用者訓練課程 Training Courses for Our Service Users

| | |
|--|------------------|
| 整全住宿課程人數 Participants in the complete residential training program | 26人 /persons |
| 短期住宿課程人數 Participants in the short term residential training program | 0人 /persons |
| 體驗住宿課程人數 Participants in the residential training on trial basis | 6人 /persons |
| 達成個別訓練數目 (每學員2項) No. of items of training completed (2 items per member) | 54個 /projects |
| 達成小組訓練節數 Sessions of group training completed | 1,895節 /sessions |

服務使用者支援服務 Support Services for Our Service Users

| | |
|--|----------------|
| 輔導家屬節數 (每年36節，36人計) No. of counselling sessions for family members (36 sessions per year for 36 persons) | 53 節 /sessions |
| 家屬活動數目 (每年3項) No. of family activities (3 projects per year) | 5項 /projects |
| 共融活動 / 義工活動數目 (每年6項) Inclusion activities/volunteer activities (6 projects per year) | 10項 /projects |
| 外出活動數目 (每年6項) No. of outdoor activities (6 projects per year) | 13項 /projects |



C. 未來發展 Future Direction

未來一年，單位會繼續積極提升服務，期望透過多元化活動提升訓練學員的獨立生活能力。同時，面對疫症威脅及護理需要，亦會加強相關服務及感染控制措施以提高服務質素，提供安全舒適的環境予服務使用者。

In the coming year, our unit will continue to actively improve our services in order to enhance the trainees' independence in daily life through diversified activities. In the meantime, faced with epidemic threats and care service needs, the Unit will strengthen its services and infection control measures to enhance the quality of service and provide a safe and comfortable environment for service users.



獨立生活計劃 Independent Living Project



A. 服務報告 Service Highlights

獨立生活計劃為智障人士提供住宿訓練及體驗，協助提升獨立生活及自決能力，以便日後能適應家中、社區或宿舍生活。

1. 訓練方面

每位學員均會接受個別評估，由單位與家屬及學員一同訂立學員的個人訓練計劃，並會定期作檢討。除此以外，每位學員均會接受日常獨立生活訓練，透過個別及小組訓練，加強生活技能，提高學員的健康意識及自理能力。單位繼續會舉行「房務旅行社」獎勵計劃，鼓勵學員主動參與房務訓練，成果顯著，有助提高學習動力。

2. 家庭支援方面

單位與家屬保持密切聯繫，就學員需要及跟進緊密合作。單位亦為家屬提供支援服務，邀請家屬及學員一同參與單位活動，例如：新年盤菜宴及聖誕聯歡會活動，增加彼此溝通。

3. 社區參與方面

過去一年，單位曾舉辦社區探索等活動，例如：端午節看龍舟及到海洋公園遊等，讓學員能認識社區。

The Independent Living Project is designed to provide opportunities for mentally disabled persons to receive training and gain experiences and help them to enhance their independent living and decision making abilities so they are prepared for household, community or hostel living in the near future.

1. Training

Our social workers and instructors will assess the trainee's individual needs, and, in collaboration with the trainee and his/her relatives, design a customized training plan for him/her with regular reviews. Apart from the above, each trainee will also receive trainings for independent living through diversified means such as individual and small group trainings to enhance their health awareness and self-care ability. The Unit will continue to adopt the award scheme to encourage trainees to participate actively in various types of housekeeping trainings. It serves to motivate learning and the results are remarkable.

2. Family Support

In order to cater to the needs of the trainees, we maintain close contact and work in close collaboration with their family members. We also provide support to their family members and invites family members to participate in events together with the trainees, such as New Year's feast and Christmas party, to enhance the chance of communicating with each other.

3. Community Participation

Last year, we organised community explorations, for example, watching the Dragon Boat Races at the Dragon Boat Festival and visiting the Ocean Park, to help trainees familiarize themselves with their residential community.

B. 服務統計 Service Statistics

| 類別 Category | 全年總數 Total |
|---|------------|
| 獨立生活「整全課程」人數 (住宿期三個月以上) Number of people attending Integrated Course for Independent Living (staying at our hostel for more than 3 months) | 16 |
| 獨立生活「整全課程」人數 (住宿期三個月以上) Number of people attending Integrated Course for Independent Living (staying at our hostel for less than 3 months) | 1 |
| 成功返回社區居住人數 Number of people successfully returning to the community | 2 |
| 訓練節數 Number of training sessions | 240 |
| 共融活動 Inclusion activity | 1 |
| 輔導家屬節數 Number of counselling sessions to family members | 50 |



C. 未來發展 Future Direction

來年單位將繼續透過獎勵計劃，加強學員之獨立生活訓練，並就注重健康及衛生意識方向重點培訓，讓學員培養健康及良好的生活習慣。

In the coming year, we will continue to strengthen the independent living trainings for our trainees through reward schemes, and concentrate our efforts in the direction of increasing health and hygiene awareness, so that our trainees can develop healthy and good living habits.



復康服務部 - 到校學前康復服務



Rehabilitation Service Division –
On-site Pre-school Rehabilitation Services

到校學前康復服務 - 早苗計劃 On-site Pre-school Rehabilitation Services – Early Intervention Project for Pre-school SEN Children



A. 服務報告 Service Highlights

本處於2016年1月獲社會福利署的撥款推行「到校學前康復服務試驗計劃」，當時營辦的服務隊伍為1隊，提供共150個訓練名額，服務全港共25所幼稚園/幼稚園暨幼兒中心。同時，設立全港三區的訓練點：西九龍及香港區、東九龍區、新界區，方便學童於學校以外進行專職及特別器材的訓練項目。

及後，於2018年10月，試驗計劃服務隊伍正式以常規化的服務形式推行服務，本處的服務隊伍由1隊增加至2隊，提供共275個訓練名額，服務幼稚園/幼稚園暨幼兒中心增至42所。

政府於2019年10月2日(第二階段恆常化)把服務名額進一步增加至7,000個，令到校學前康復服務在全港幼稚園/幼稚園暨幼兒中心的覆蓋率增至逾八成。本處的服務隊伍由2隊增加至3隊，服務名額由275個增加至395個，所提供服務的幼稚園/幼稚園暨幼兒中心由42間增加至49間，同時，服務分區由新界區、西九龍及香港、東九龍及香港共三區，發展為五區：新界東區、新界西區、西九龍區、東九龍區及香港區，服務中心也增加了：火炭沙田商業中心（新界東區）、屯門柏麗廣場（新界西區）、荔枝角長沙灣廣場（西九龍區）、灣仔衛斯理大樓（香港區），方便家長及小朋友到中心進行中心為本的訓練服務。

Our division launched “On-site Pre-school Rehabilitation Services” funded by the Social Welfare Department in 2016. We operated with 1 service team with 150 service quotas serving 25 kindergartens/ kindergarten-cum-child care center across the territory. Therapies which require special rehabilitation facilities were conducted in training centers. They were located in three districts: West Kowloon & Hong Kong, East Kowloon and New Territories.

In October 2018, the pilot scheme was regularized and our division expanded the service scale. The number of service team was doubled with 275 service quotas at that time. The number of kindergartens/ kindergarten-cum-child care center that we served increased to 42.

Social Welfare Department released more service quota on 2 October 2019 (second phase regularization) to 7000. More than 80% of kindergartens in Hong Kong can be benefited from the scheme. We further expanded our service team to 3 teams with 395 service quotas. More schools joined our service which makes the total number of kindergartens to 49. We are now running the service in 5 districts. Training centers are set up in each district. It is more convenient for parents and children to attend center-based training. The centers are located in Shatin Galleria (Fo Tan, New Territories East), Tuen Mun Parklane Square (Tuen Mun, New Territories West), Cheung Sha Wan Plaza (Lai Chi Kok, West Kowloon) and Wesleyan House (Wan Chai, Hong Kong).

本處所推行的《到校學前康復服務 - 早苗計劃》，「早」意指「及早介入」，「苗」意指「參與計劃的學前兒童」是我們珍而重之栽培的「小樹苗」。「早苗」跨專業服務團隊由臨床心理學家、言語治療師、職業治療師、物理治療師、特殊幼兒教師及社工組成，致力與伙伴學校及家長合作，攜手陪伴「小樹苗」在障礙賽上，愉快地茁壯成長，為有特殊需要學童在訓練的黃金期及早獲得所需訓練，同時為教師及家長提供培訓及支援服務。

Our division names the "Early Intervention Project for Pre-school SEN Children" as "Sprout Project" in Chinese. The "sprout" is analogous of our preschool service users whom we treasure and nurture, and to whom we provide early intervention. Our multidisciplinary professional team comprising of clinical psychologists, speech therapists, occupational therapists, physiotherapist, special child care workers and registered social workers also offer training and seminars for teachers and parents. We endeavour to work with all the stakeholders so that our "sprouts" can overcome the hurdles and grow.

B. 服務統計 Service Statistics

| | |
|--|--|
| 合作伙伴幼稚園、幼稚園暨幼兒中心 Kindergarten, Kindergarten-cum-Child Care Center participated in the service | 49間 /school |
| 個案數字 No. of Cases | 342人 (截至2020年3月31日) 342 cases (As at 31 Mar 2020) |
| 教師講座/工作坊/活動 Seminars/Workshops/Activities for Teachers | 827.08小時 /hours |
| 家長訓練及教育活動 Training/Educational Activities for Parents | 23節 (1節2小時) 23 sessions (2 hours/session) |



C. 未來發展 Future Development

「早苗計劃」除了繼續發揚「及早識別 及早介入」的精神，協助家長及學校及早認識學童需要，及時進行訓練介入外，還會特別關注學童融入社會及升讀小學需要，而舉辦相關活動，務求讓服務學童的進步能持續及穩步上揚。

"Early Diagnosis and Intervention" is our motto and principle. Moreover, we are concerned with the children's enrollment in primary school and their integration to society. Activities and seminars of relevant topics will be conducted to help parents plan holistically. It is hoped that our "sprouts" will continue to make progress and shine.



專責服務

Specialized Service



樂融雅敘 Cornwall Café



A. 服務報告 Service Highlights

樂融雅敘餐廳為社會企業的先鋒，為殘疾人士提供實習及職前訓練，藉此『踏腳石』逐步提升其工作水平及服務質素。過去一年，實習學員人數達至12位，同時餐廳有兩位全職同事經過多年在職訓練後，達至市場要求，繼而公開就業，能真真正正地融入社會，自力更生，讓他們可以服務社群。

面對社會運動及新型冠狀病毒疫情影響下，各行各業均受不同程度的衝擊，餐飲業亦不會例外，過去一年影響餐廳堂食營業額。餐廳積極推廣到會服務，並且繼續提供茶會及包場服務給予不同團體，經過同心努力下，茶會及包場服務的次數比較去年多。

由於茶會及包場服務的次數增加，有助提供機會予不同機構及學校的學員到餐廳進行工作體驗及參觀。當中亦有多位學員經過實習後能成功外出公開就業，可見餐廳實習有助學員累積工作經驗，提升他們公開就業的技能及信心。

本年度餐廳提供茶會及到會服務共599次，服務達29,243人次；餐廳亦曾接待1個外界團體探訪及交流意見，合共35人次。

As one of the pioneering social enterprises, Cornwall Café provides internship opportunities and pre-employment training for disabled persons, taking such as a stepping stone to gradually improve their work standard and service quality. Last year, the number of interns has reached 12. At the same time, we have two full-time staff members who have completed years of on-the-job training to meet market requirements and are now in open employment. They have become self-reliant, truly integrated into the community and serving the community.

Under the impact of social unrest and the COVID-19, various industries have suffered losses of varying degrees, including the catering industry which has been affected in dine-in turnover in the past year. The restaurant actively promoted catering services and continued to provide tea parties and private functions. With concerted efforts, the number of tea parties and bookings has increased compared to last year.

The increase in the number of tea parties and private functions helped to offer more opportunities for trainees from different institutions and schools to visit us and to learn about the job through practice. Among the participants, some have successfully found employment after finishing their internship. Such a result demonstrates that internship in the cafe can help trainees to gain work experience and enhance their skills and confidence for open employment.

This year, the restaurant has provided a total of 599 tea parties and catering services, serving up to 29,243 guests. It has also been visited by 1 organization, serving up to 35 visitors.

B. 2019-2020年度樂融雅緻餐廳服務100份問卷調查結果 2019-2020 Survey Results of Cornwell Café from 100 Copies of Questionnaires

| 1. 光顧次數？ How often do you come here? | 結果 Results |
|---|------------|
| 每月1至3次 1 ~ 3 times a month | 31 |
| 每月4次或以上 4 times or above | 15 |
| 偶然或無定時 Occasionally 首次 (請接著答第4題) | 42 |
| The First time (please continue to answer question No. 4) | 12 |

| 2. 您為甚麼光顧樂融雅緻？ (可選擇多項) Why do you choose Cornwell Cafe? (could choose more option) | 結果 Results |
|---|------------|
| 時間方便 Convenient time | 25 |
| 地點方便 Convenient location | 61 |
| 價錢合適 Reasonable price | 42 |
| 品種合適 Satisfactory food variety | 20 |
| 服務滿意 Satisfactory service | 43 |
| 其他 Others | 8 |

| 3. 您一般在甚麼時間光顧樂融雅緻？ (可選擇多項) When do you usually use our service? (could choose more option) | | | | | |
|--|----|------------------|----|---------------|----|
| 星期一至四及星期六 Monday ~ Tuesday, and Saturday | | | | | |
| 12:30pm-3:00pm | 38 | 3:00pm-6:00pm | 15 | 6:00pm-9:00pm | 5 |
| 星期五 Friday | | | | | |
| 12:30pm-3:00pm | 24 | 3:00pm-6:00pm | 23 | 6:00pm-9:00pm | 11 |
| 星期日 Sunday | | | | | |
| 9:30am-12:00noon | 12 | 12:00noon-3:00pm | 18 | 3:00pm-7:00pm | 23 |
| 在舉行比賽或活動的日子才光顧 Only when there are functions | | | | | 38 |

| 4. 請您給予意見： Please comment: | | | | | |
|----------------------------|--------------|---------|------------|--------|--------------|
| 食物質素 Food Quality | 優異 Excellent | 良好 Good | 一般 General | 差 Poor | 很差 Very poor |
| 味道 Taste | 11 | 76 | 13 | 0 | 0 |
| 食物外觀 Food presentation | 12 | 50 | 38 | 0 | 0 |
| 食物溫度 Serving temperature | 24 | 63 | 13 | 0 | 0 |
| 份量多少 Portion size | 14 | 60 | 21 | 5 | 0 |
| 種類選擇 Menu variety | 2 | 43 | 53 | 2 | 0 |
| 食物價錢 Price | 5 | 58 | 33 | 4 | 0 |
| 服務質素 Service Quality | | | | | |
| 服務效率 Service efficiency | 38 | 47 | 15 | 0 | 0 |
| 職員態度 Staff courtesy | 25 | 53 | 22 | 0 | 0 |
| 環境清潔 Cleanliness | 43 | 36 | 21 | 0 | 0 |
| 環境氣氛 Atmosphere | 59 | 30 | 11 | 0 | 0 |

5. 您認為樂融雅緻應獲得的評價是：What is your overall comment on Cornwall Café?

| | | | | | |
|--------------|---|--------------|----|------------|----|
| 優異 Excellent | 8 | 良好 Good | 82 | 一般 General | 10 |
| 差 Poor | 0 | 很差 Very Poor | 0 | | |

6. 您會再光臨樂融雅緻嗎？ Will you visit Cornwall Café again?

| | | | | | |
|-------|-----|-------|---|---------------|---|
| 會 Yes | 100 | 不會 No | 0 | 沒回答 No answer | 0 |
|-------|-----|-------|---|---------------|---|

7. 您是否支持餐廳提供就業機會予弱能人士？

Do you support the café to provide open employment opportunities for handicapped people?

| | | | | | |
|-------|----|-------|---|----------------|---|
| 會 Yes | 91 | 不會 No | 0 | 無意見 No comment | 9 |
|-------|----|-------|---|----------------|---|

7. 您是否支持餐廳提供就業機會予弱能人士？

Do you support the café to provide open employment opportunities for handicapped people?

| | | | | | |
|-------|----|-------|---|----------------|----|
| 會 Yes | 88 | 不會 No | 0 | 無意見 No comment | 12 |
|-------|----|-------|---|----------------|----|



C. 未來發展 Future Direction

樂融雅緻多年來一直為殘疾人士提供實習及就業機會，讓他們能於現實環境中進行職前培訓，提升他們公開業的工作技巧及信心。餐廳仍會以此為目標，繼續與不同的機構、學校及團體合作。

餐廳會繼續以開源節流的原則運作，並不斷檢視餐廳食物款式、配搭及定價，為顧客提供優良而舒適的服務。為保障餐廳的顧客及員工安全健康，餐廳已採取一切措施響應抗疫，讓每位蒞臨光顧的顧客，可以在此樂也融融地閒談雅緻，並且可以放心盡情飲食。

For many years, Cornwall Cafe has been providing internship and employment opportunities for disabled persons. Through such pre-employment training in a realistic environment, we aim to enhance their skills and confidence for open employment. The restaurant wishes to continue working with different organizations, schools and groups towards this goal.

The restaurant will continue to operate on the principle of "seeking new income source and controlling cost." More and more innovative cuisine and different types of set meals will be provided for better services and revenue increase. To ensure the safety and health of our customers and staff, all anti-epidemic measures have been taken to ensure that every guest can enjoy a pleasant chat and a relaxed meal.

健憶長者認知訓練中心 Senior Citizens Cognitive Training Centre



A. 服務報告 Service Highlights

本中心致力為早期、中期至晚期的認知障礙症患者提供非藥物治療，包括個人化認知訓練及小組，以訓練患者專注力、創造及協調能力，並透過「小班」模式，為患者塑造舒適、溫馨的訓練環境。中心為照顧者提供緊急性支援服務，在新冠肺炎疫情嚴峻期間，改為提供到戶認知及短暫看顧服務，以舒緩照顧者巨大壓力。

1. 第二階段「長者社區照顧服務券試驗計劃」

本中心於2017年起成為社會福利署相關計劃認可服務提供者，為合資格長者提供日間中心及家居照顧，現時服務接近50位服務券使用者，反應理想。

2. 支援特殊行為及心理症狀(BPSD)

不少認知障礙症患者會出現BPSD，如粗言穢語、遊走、暴力行為等，中心處理患者BPSD問題，以個案管理形式為患者度身設計認知訓練，改善家居照顧環境，並為前線提供相關培訓，以改善症狀及減低其之影響。

The Centre strived to provide patients in early stage, middle to late stage of cognitive impairment with non-pharmacological treatments, including personalized cognitive training and group therapy, to develop their concentration, creativity and coordination skills and to create a comfortable and warm training environment for our patients through the "small class" model. The Centre provided emergency support to carers. During the rapidly evolving situation related to COVID-19, the emergency support service was replaced by home-based cognitive and respite care services that relieved the immense pressure on the carers.

1. The Second Phase of the Pilot Scheme on Community Care Service Voucher for the Elderly

The Centre has become a recognized service provider of the relevant scheme since 2017 to provide day care centre service and home service for eligible seniors. For now, it has serviced nearly 50 service voucher users and has received positive responses.

2. Behavioral and Psychological Symptoms of Dementia

Many patients have behavioral and psychological symptoms of dementia (BPSD), such as swearing, wandering, and violent behaviors, etc. The Center continues to handle patients with BPSD problems and strives to reduce the impact of BPSD and relieve pressure from caregivers by designing cognitive training for patients on a case by case basis and improving home care environment, as well as providing relevant training to frontline staff.

B. 服務統計 Service Statistics

| | |
|--|-------------------|
| 接受認知評估服務 Total No. of people receiving cognitive assessment | 16人 /people |
| 日間中心服務開放總節數 (半天為一節) Total sessions of Day Care Centre open service (Half day is regarded as one session) | 419 節 /sessions |
| 日間中心服務總人次 Total attendance receiving the Day Care Centre's service | 7,329 人次 /persons |
| 家居照顧服務總人次 Total attendance receiving the Home Care Service | 4,719 人次 /persons |



C. 未來發展 Future Direction

1. 服務漸趨細緻化

認知障礙症相關服務需要及關注日益增多，為回應患者及照顧者服務需求，中心除持續開放更多服務節數外，亦就著不同認知缺損程度之患者作分組，提供更針對性之認知訓練，以細緻化認知相關服務。

1. More refined services

As the demand for services related to dementia and awareness of cognitive disorders grows in our society, in order to meet the needs of patients and carers, the Centre, in addition to more service sessions, has provided more targeted cognitive training to patients with different levels of cognitive impairment by grouping them by the severity for their refined services.

2. 持續發展照顧者支援服務

為支援照顧者的需要，中心會為有需要的照顧者提供個別情緒支援服務，亦定期舉辦大型活動，邀請照顧者與患者同樂，為雙方創造愉快記憶。中心會加強推展照顧者支援服務，以舒緩照顧壓力，維持患者及照顧者生活質素。

2. Continuous implementation of Carer Support Service

To support the needs of carers, the Centre will provide individualized emotional health services to carers in need. And we will organize large-scale activities on a regular basis and invite carers to have fun with the patients, with the aim of creating pleasant memories for them. The Centre will enhance the implementation of the Carer Support Service to ease their pressure and maintain the life quality of patients and carers.

僱員再培訓局課程 Employee Retraining Program



A. 服務簡介 Service Introduction

本處自1994年開辦僱員再培訓課程，至今共開辦27項不同類型的課程。現時轄下共有四間服務單位獲局方委任為培訓中心，當中包括：晉業中心（殘疾及復康人士課程）、天水圍家庭成長軒（本地一般人士課程）、油尖旺家庭成長軒及本處總部（少數族裔人士課程），為不同服務對象提供訓練。

本地一般人士再培訓課程 - 天水圍家庭成長軒

本處於天水圍繼續開辦1班初級美容師基礎證書課程、2班化妝助理基礎證書課程及1班美甲師基礎證書課程，提供有興趣從事有關行業之待業人士入讀，提供96個學額。本年度畢業學員的就業率達95%。

復康人士再培訓課程 - 晉業中心

晉業中心於本年度繼續開辦清潔助理基礎證書課程，提供15個訓練名額予待業之復康人士，課程主要分清潔技能理論與實習、職業英語及普通話、個人素養和求職技巧四部份，期望畢業學員能認識及掌握清潔知識及技巧運用，投身清潔行業相關工作，該課程一共有15位學員畢業，而就業率達100%。

Since the commencement of the employee retraining course in 1994, we have set up 27 different courses. Currently, a total of four service units have been appointed by the Employees Retraining Board as training centers, including Vocational Advancement Centre (courses for disabled persons), Tin Shui Wai Family Education and Support Centre (courses for local able-bodied persons), Yau Tsim Mong Family Education and Support Centre and Headquarter (courses for ethnic minorities), providing training to different service users.

Training for local able-bodied - Tin Shui Wai Family Education and Support Centre

The Tin Shui Wai Family Education and Support Centre continues to provide one class in the Foundation Certificate in Junior Beautician Training course, two classes in the Foundation Certificate in Cosmetician Assistant Training course, and one class in the Foundation Certificate in Nail Technician Training course, with a total of 96 places for those interested in such professions. This year, 95% of our graduates successfully found employment.

Training for disabled persons - Vocational Advancement Centre

This year, the Vocational Advancement Centre continues to offer the Foundation Certificate in Janitor Training with 15 trainee places for the disabled. The certificate comprises four parts: cleaning skills theory and practice, vocational English and Mandarin, personal attribute and job search skills. The graduates will be able to master sanitization knowledge and practical cleaning skills to join the cleaning-related industries. A total of 15 students graduated from the course and the employment rate was 100%.

少數族裔人士再培訓課程—油尖旺家庭成長軒

油尖旺家庭成長軒本年度獲僱員再培訓局批撥4個全日制就業掛鉤課程以及1個半日制／晚間制課程，合共6班，為少數族裔人士提供訓練，以提升學員的工作技巧，提升其就業競爭力。而全日制就業掛鉤課程更設長達6個月的就業跟進期，以協助少數族裔人士尋找工作，解決他們在港工作遇到的困難。惟受到新型冠狀病毒疫情影響，簿記 (LCCI Level 1 Bookkeeping Examination) 基礎證書課程(英語授課)及咖啡調製員基礎證書課程(英語授課)未能在本年度如期開辦。

Training for ethnic minorities - Yau Tsim Mong Family Education and Support Centre

This year, with the approval by the Employees Retraining Board, the Yau Tsim Mong Family Education and Support Centre has opened four Placement Tied Full-time Courses and One-Half Day or Evening Course, 6 classes in total, to provide training for ethnic minorities to improve their working skills and employment competitiveness. The Placement Tied Full-time Courses was accompanied with a six-month follow-up period to help the participating ethnic minorities to find jobs and overcome difficulties in working in Hong Kong. However, due to the epidemic, the courses - Foundation Certificate in Bookkeeping (LCCI Level 1 Bookkeeping Examination) (English Medium) and Foundation Certificate in Barista Training (English Medium) cannot be offered this year as scheduled.

B. 服務統計 Service Statistics

2019-2020年度開辦課程資料 Courses offered in 2019-2020

| 課程名稱 Course Name | 課程類別註一 Course Category Note 1 | 舉辦課程數目 No. of Courses Held | 畢業人數 No. of Graduates | 就業人數 No. of People Employed | 相關行業就業人數 No. of People Employed in Relevant Industries |
|---|----------------------------------|-------------------------------|--------------------------|--------------------------------|---|
| 本地一般人士再培訓課程 Training for local able-bodied | | | | | |
| 初級美容師基礎證書課程 Foundation Certificate in Junior Beautician Training | 全 / FT | 1 | 20 | 20 | 20 |
| 化妝助理基礎證書課程 Foundation Certificate in Cosmetician Assistant Training | 全 / FT | 2 | 37 | 36 | 30 |
| 美甲師基礎證書課程 Foundation Certificate in Nail Technician Training | 全 / FT | 1 | 15 | 13 | 13 |
| 復康人士再培訓課程 Training for disabled persons | | | | | |
| 清潔助理基礎證書課程 Foundation Certificate in Janitor Training | 全 / FT | 1 | 15 | 15 | 14 |
| 少數族裔人士再培訓課程 Training for ethnic minorities | | | | | |
| 西式助理廚師基礎證書課程 (英語授課) Foundation Certificate in Junior Chef in Western Cuisine Training (English Medium) | 全 / FT | 1 | 3 | 2 | 1 |
| 美甲師基礎證書課程 (英語授課) Foundation Certificate in Nail Technician Training (English Medium) | 全 / FT | 1 | 11 | 4 | 3 |
| 西餅製作(蛋糕類)基礎證書課程 (英語授課) (兼讀制) Foundation Certificate in Pastry Making (Cake) (English Medium) (Part-Time) | 半 / PT | 2 | 22 | 不適用 N/A | 不適用 N/A |
| 總計 Total | | 9 | 123 | 90 | 81 |

註一：課程類別 — 「全 / FT」為全日制就業掛鉤課程，設有就業跟進；「半 / PT」為半日制/晚間制課程，不設就業跟進。

Note 1: Course categories — “全/FT” refers to as Placement Tied Full-time Courses being appointed with follow-up job. “半/PT” refers to as Half Day or Evening Course without being appointed with follow-up job.



C. 未來發展 Future Direction

本處有見少數族裔人士培訓需求殷切，故向僱員再培訓局遞交新課程申請—LCCI Level 2 簿記及會計考試備試基礎證書(英語授課)(兼讀制)，並已於2020年1月獲僱員再培訓局批准於2020/21年度開辦，期望讓少數族裔人士更多課程選擇，增強他們的就業競爭力。

In view of the keen demand for training from ethnic minorities, we submitted an application to the Employees Retraining Board (ERB) for a new course - Foundation Certificate in Preparation for LCCI Level 2 Bookkeeping and Accounting Examination (English Medium) (Part-time). And in January 2020, we were approved by ERB to run the course in 2020-2021, with a view to providing more courses for ethnic minorities to enhance their employment competitiveness.

家庭健康教育及輔導中心 Family Health Education and Counselling Centre



A. 服務報告 Service Highlights

1. 家庭健康教育服務

根據本中心婚前輔導服務意見調查，97%參加者在輔導過程中，能夠從新彼此認識及學習婚姻相處之道，從而增加他們對婚姻關係的肯定。本年度除了為準婚人士提供婚前輔導外，亦為準父母及家人提供心理準備課程及親職教育服務。此外，中心亦為太古小學、正邑鄧振猷學校、香港青年協會李兆基小學、仁濟醫院陳耀星小學、聖公會青衣邨何澤芸小學、香港學生輔助會小學、聖公會田灣始南小學、基督教中心幼稚(油塘)、基督教中心幼稚園暨幼兒園、氹仔家庭成長軒(澳門)等多間小學及幼稚園提供家長教育及親子活動，傳遞健康家庭及和諧親子的訊息。同時，本年度亦為兩所幼稚園提供幼稚園駐校社工服務，在校內為學童及家長提供各項輔導服務。

2. 預防兒童焦慮計劃

近幾年來不同的研究及調查中，不難找到兒童情緒問題都被社會人士所關注；無論基層及非基層兒童都是面對學業、校園朋輩相處、社會事件及父母管教模式等對兒童情緒、社交及自我觀感都有不同程度的影響。「樂童行計劃」，是為全港小學提供預防焦慮服務，包括學生小組、家長小組、學生講座、家長講座、個別輔導、體驗訓練等。透過創意藝術小組及家長教育，協助學童應付壓力，認識情緒、處理焦慮。

1. Family Health Education

According to our pre-marital counselling survey, 97% of the participants were able to get to know each other better and learn about the marital relationship during the counselling process, thus becoming more confident in getting married. In addition to premarital counselling for couples preparing for marriage, we also provided adjustment courses and parenting services for new parents and their family members this year. Furthermore, the Centre also provided parenting and parent-child activities for numerous primary schools and kindergartens, such as Tai Koo Primary School, F.D.B.W.A. Chow Chin Yau School, Hong Kong Federation of Youth Groups Lee Shau Kee Primary School, Yan Chai Hospital Chan Lu Seng Primary School, S.K.H. Tsing Yi Estate Ho Chak Wan Primary School, Hong Kong Student Aid Society Primary School, S.K.H. Tin Wan Chi Nam Primary School, Christian Youth Centre Kindergarten (Yau Tong), Christian Youth Centre Kindergarten & Nursery, Taipa Family Education & Support Centre, in order to promote the message of healthy family and harmonious parent and child relationship. During the year, the Centre also provided social school work service to two kindergartens, that is, on-site counselling services for students and parents.

2. Programme for Preventing Childhood Anxiety

Various studies and surveys in recent years have shown that children's emotional problems are of concern to the community. Children from deprived or non-deprived families have experienced varying degrees of impact on their emotional, social and self-perceptions from schoolwork, peer interactions at school, social events and parenting styles. The "Be With You Project" provided services for the prevention of anxiety in primary schools in Hong Kong, including student groups, parent groups, student talks, parent talks, individual counselling, trial experience, etc. Through creative art groups and parent education, the campaign assisted students to handle pressure and deal with anxiety.

3. 南亞裔人士服務

中心繼續為油蔴地街坊會學校、元朗朗屏邨東莞學校、寶安商會溫浩根小學提供校本計劃活動、區本計劃、非華語學生銜接課程，並為保良局陳守仁小學提供升中(中文)面試課程。除了小學支援服務，中心同時為幼稚園提供非華語小組服務，讓扎根於香港的非華語幼兒得到適切的支援以適應本地的教育制度。

4. 專業培訓服務

中心繼續為不同機構及學校提供專業培訓，包括：「社會運動情況」教師工作坊、香港海關壓力管理工作坊等。

5. 疫情期間的服務轉型

中心與時俱進，因應社會狀況及疫情發展，提供安全及適切的網上教育、資源分享及輔導工作，讓服務使用者能居家得到持續及合適的服務。

3. South Asian Students Service

The Centre continued to provide Yaumati Kaifong Association School, Yuen Long Long Ping Estate Tung Koon Primary School and Po On Commercial Association Wan Ho Kan Primary School with the school-based programme and district-based programme and non-Chinese speaking students bridging courses, as well as pre-secondary school interview course (Chinese) for Po Leung Kuk Camões Tan Siu Lin Primary School. In addition to the primary school support service, the Centre also provided non-Chinese speaking (NCS) group services to kindergartens so that NCS children with roots in Hong Kong can receive appropriate support to adapt to the local education system.

4. Professional Training Services

The Centre continued to provide professional trainings to different organizations and schools, including "Social Movements" Teacher Workshop, Stress Management Workshop for the Customs and Excise Department, etc.

5. Service Transformation during the Pandemic

The Centre kept abreast of the social and pandemic situation and provided safe and appropriate online courses, resource sharing and counselling to enable service users to receive continuous and suitable services at home.

B. 服務統計 Service Statistics

| 類別 Category | 服務人數 No. of People Receiving the Service |
|---|---|
| 1. 準父母及家長親職教育服務 Parents-to-be and Parenting Education Services | 1,968 |
| 2. 戀愛、婚前及婚姻服務 Romantic Relationship, Pre-marriage and Marriage Services | 2,054 |
| 3. 親子服務 Parent-child Services | 1,654 |
| 4. 心理輔導服務 Psychological Counselling Services | 31 |
| 5. 預防兒童焦慮計劃 Programme for Preventing Childhood Anxiety | 339 |
| 6. 南亞裔服務 Services for South Asian | 675 |
| 7. 專業培訓服務 Professional Training Services | 384 |



C. 未來發展 Future Direction

中心將會展開以中心為本的課程及活動，為社區人士或家庭提供適切的需要，藉此擴展區內服務及聯繫。

The Centre will develop Centre-based courses and activities to provide appropriate services to individuals and families in the community, thereby expanding community services and connections.

學習支援及成長中心 Learning Support and Development Centre



A. 服務報告 Service Highlights

隨著公眾對特殊教育需要¹多了理解，公眾、社區服務及教育支援個案亦急劇上升。學習支援及成長中心透過「中心為本」及「學校為本」之兩大服務導向，配合跨專業合作團隊：成員包括臨床心理學家、言語治療師、職業治療師、特殊幼兒工作員及註冊社工，發展一兼具治療及發展性的社會服務單位，為全港中、小學及幼稚園提供到校支援服務。至今已與一百間學校合作，因此在學習支援服務方面有相當經驗。

As the public understanding of Special Education Needs (SEN)¹ has been growing, there is a surge in service demands in the public and education sectors. The Learning Support and Development Centre is a social service unit catering children and youth with diverse service modes. With a multidisciplinary professional team comprising of clinical psychologists, speech therapists, occupational therapists, special child care workers and registered social workers, our centre delivers on-site and centre services for children through the development. Having served over 100 schools, we have a solid foundation and experience in supporting SEN children.

B. 服務統計 Service Statistics

1. 『及早介入』

我們提倡為懷疑或已評估有發展障礙的兒童及早提供評估、訓練及治療。

1. Early Intervention

Our centre aims at providing timely assessment and training to children suspected of or diagnosed with development disabilities.

¹根據香港特別行政區政府教育局，特殊教育需要(Special Education Needs，簡稱SEN)分為9大類，分別為：(1) 特殊學習困難(讀寫困難/讀寫障礙)、(2) 智力障礙、(3) 自閉症、(4) 注意力不足/過度活躍症、(5) 肢體傷殘、(6) 視覺障礙、(7) 聽力障礙、(8) 言語障礙、(9) 精神病

¹ According to the Education Bureau, HKSAR, there are nine types of Special Education Needs (SEN): (1) Specific Learning Difficulties; (2) Intellectual Disability; (3) Autism Spectrum Disorders; (4) Attention Deficit/Hyperactivity Disorder; (5) Physical Disability; (6) Visual Impairment; (7) Hearing Impairment; (8) Speech and Language Impairments; (9) Mental Illness

1. 臨床心理評估個案 (中心) : Clinical Psychological Assessments (Centre-based) :

| 類別 Category | 個案數量 No. of Individual Cases |
|---|---------------------------------|
| 特殊學習困難評估 Specific Learning Difficulties (SpLD) Assessment | 2 |
| 學前兒童全面發展評估 Comprehensive Assessment for Preschool Children | 16 |
| 注意力不足／過度活躍症評估 Attention Deficit/Hyperactivity Disorder Assessment | 6 |
| 自閉症評估 Autism Spectrum Disorders Assessment | 3 |
| 輔導 Counselling | 4 |
| 總計 Total Number of Cases | 31 |

2. 言語治療服務 (中心) : Speech Therapy (Centre-based) :

| 類別 Category | 節數 No. of Sessions | 人次 Attendances | 個案數量 No. of Individual Cases |
|--|-----------------------|-------------------|---------------------------------|
| 個別治療 Individual Therapy | 477 | 467 | 37 |
| 為輪候資助學前康復服務的兒童提供學習訓練津貼 Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services | 430 | 425 | 48 |
| 總計 Total Number of Cases | 907 (節)/sessions | 892 (次)/times | 85 (個) /cases |

3. 職業治療服務 (中心) : Occupational therapy (Centre-based) :

| 類別 Category | 節數 No. of Sessions | 人次 Attendances | 個案數量 No. of Individual Cases |
|--|-----------------------|-------------------|---------------------------------|
| 個別治療 Individual Therapy | 3 | 3 | 1 |
| 為輪候資助學前康復服務的兒童提供學習訓練津貼 Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services | 75 | 71 | 48 |
| 總計 Total Number of Cases | 78 (節)/sessions | 74 (次)/times | 49 (個) /cases |

4. 綜合訓練 (特殊幼兒工作員) (中心) :

Integrated Training (Special Child Care Workers) (Centre-Based) :

| 類別 Category | 節數 No. of Sessions | 人次 Attendances | 個案數量 No. of Individual Cases |
|--|-------------------------|----------------------|---------------------------------|
| 個別訓練 Individual Training | 65 | 65 | 9 |
| 為輪候資助學前康復服務的兒童提供學習訓練津貼 Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services | 836.95 | 727.98 | 48 |
| 種籽計劃 (到校) Seed Projects (On-site) | 4 | 4 | 1 |
| 總計 Total Number of Cases | 905.95 (節) /sessions | 796.98 (次) /times | 58 (個) /cases |

5. 為輪候資助學前康復服務的兒童提供學習訓練津貼 (社會福利署資助服務)

Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services (Social Welfare Department Subsidy Service)

5.1 服務個案：Cases Served：

| 總服務個案 Total no. of cases | 已結束個案 Terminated cases | 總訓練節數 No. of sessions |
|--------------------------|------------------------|------------------------|
| 48 (個) /cases | 33 (個) /cases | 1,341.95 (節) /sessions |

5.2 服務內容：Service Contents：

| 項目 Category | 節數 No. of Sessions |
|---|------------------------|
| 1. 綜合訓練(由特殊幼兒導師提供，包括認知、社交及小肌肉訓練) Integrated Training (Provided by Special Child Care Workers, including cognitive, social skills and fine motor training.) | 905.95 |
| 2. 言語治療 Speech Therapy | 430 |
| 3. 職業治療 Occupational Therapy | 75 |
| 4. 註冊社工跟進家長之個別支援服務 Family Support Services provided by Registered Social Worker | 133.22 |
| 總計 Total Number of Cases | 1,544.17 (節) /sessions |



2.『教育社區』

透過社區教育，我們希望能增加社區人士對發展障礙的認識，了解兒童發展潛能並鼓勵培育。

有見及此，本中心於本年度與提供特殊教育需要服務的學校合辦老師會議，除了加強學生的成長交流外，更為老師提供處理特殊教育需要學童的專業意見。另外，我們亦為不同學校及中心舉辦有關特殊教育需要及處理方法的家長講座/工作坊。

2.Community Education

The Centre aims at educating the public on developmental disabilities. It is hoped that they can learn about the abilities of SEN children and how to unleash their potential.

In light of the needs in community education, the Centre host teachers' meeting with schools subscribing our SEN support services. The SEN children's developmental profiles are discussed and evidence-based techniques are offered to school teachers. Moreover, seminars and workshops are organised to introduce parents to SEN and the relevant coping skills.

| 類別 Category | 節數 No. of Sessions | 人次 Attendances |
|--|-----------------------|-------------------|
| 老師會議 Teachers' meeting | 1 | 5 |
| 家長講座/工作坊 Seminars/ workshops for parents | 19 | 450 |
| 小組學生家長之個別面談 Individual consultation for parents | 14 | 63 |
| 老師培訓講座/工作坊 Seminars/ workshops for teachers | 3 | 190 |
| 學生講座 Talks for students | 4 | 1,186 |
| 總計 Total Number of Cases | 41 節 /sessions | 1,894 (次) /times |



3. 『支援學校』

我們為中、小、幼稚園，設立一外展式的專業評估，訓練及治療團隊成員包括臨床心理學家、言語治療師、職業治療及註冊社工，我們透過個別、小組或團體活動形式作專業介入，到校提供支援或治療予有特殊教育需的學童。

3. Support Schools

We offer multidisciplinary onsite service for kindergarten, primary and secondary school. With a professional team comprising of clinical psychologists, speech therapists, occupational therapists and registered social workers, SEN students can receive assessment and treatment/training at school which helps them to cope with academic needs.

1. 到校臨床心理服務 Clinical Psychology Therapeutic Service (On-site)

| 類別 Category | 節數 No. of Sessions | 人次 Attendances |
|----------------|--------------------|----------------|
| 評估 Assessments | 31 | 22 |

2. 到校言語治療服務 Speech Therapy (School-based)

| 類別 Category | 節數 No. of Sessions | 人次 Attendances |
|-------------------------------|--------------------|----------------|
| 評估及治療 Assessments and therapy | 69 (節) /sessions | 90 (次) /times |

3. 到校社工小組服務 Training Groups Provided by Social Worker (On-Site)

| 服務對象 Target Users | 節數 No. of Sessions | 人次 Attendances |
|--|--------------------|------------------|
| 1. 讀寫障礙學生 Students with Dyslexia | 110 | 638 |
| 2. 專注力不足/過度活力症學生 Students with Attention Deficit/Hyperactivity Disorder | 121 | 747 |
| 3. 自閉症學生 Students with Autistic Spectrum Disorder | 94 | 563 |
| 4. 特殊學習需要學生 (未分類) Students with Special Learning Needs | 66 | 375 |
| 5. 其他類別學生 Other Students | 28 | 170 |
| 總計 Total Number of Cases | 419 (節) /sessions | 2,493 (次) /times |

C. 未來發展 Future Development

《為輪候資助學前康復服務的兒童提供學習訓練津貼》

自2013年起，本中心與社會福利署關愛基金組合作，參與《為輪候資助學前康復服務的兒童提供學習訓練津貼》之津助訓練項目，成為提供臨床心理、言語治療、職業治療及綜合訓練(特殊幼兒工作人員)之服務單位。

中小學到校服務特色 - 跨專業支援團隊

本中心服務香港各區多間中小學，提供多元化到校小組訓練服務，並運用「多元介入的模式」，根據學生的特性度身設計合適的課程，如：歷奇輔導理論、戲劇教育、音樂治療、藝術治療等方法為學生設計具趣味性的活動，加強學生的參與動機。當中學校對《讀寫技巧系列》、《情緒及社交系列》、《專注力技巧系列》等訓練之需求殷切，例如《I Can》書寫技巧訓練小組、《劇場空間》中文學習小組(對象為有學習及讀寫能力較弱、或懷疑讀寫障礙之學生)、《I-Laugh-社交思考訓練小組》、《情緒摩天輪》情緒社交小組(對象為評估為自閉症譜系的學生)、《Attention小兵團》專注力訓練小組、《執行·計劃SO EASY》執行技巧訓練課程等(對象為有專注力不足及過度活躍症的SEN學生)。

當中《I Can》書寫技巧訓練小組更揉合職業治療訓練元素，例如其中的兩節訓練由職業治療師帶領，除了訓練學童執筆技巧外，亦訓練手部小肌以強化執筆的耐力和穩定性。另外，小組會透過視覺辨別、空間感及記憶訓練等以增強學童的抄寫及認字的能力，從而減低學童對書寫文字的抗拒性，曾接受該服務之學校均有口皆碑。

SEN駐校社工計劃及跨專業支援配套計劃

隨著特殊教育需要學生的發展及校園成長支援備受關注，本中心於近年發展一《SEN駐校社工計劃》。中、小、幼稚園可按校情需要，選擇不同日數的SEN駐校社工模式；SEN社工主責支援校內較複雜之SEN學生個案及其家庭，同時，按校內之學生特性，為其舉辦不同類型之學生小組/外出活動。此外，本中心將按校內之SEN學生的訓練需要，於駐校社工計劃內加入合適日數之言語治療、職業治療及臨床心理學家到校之評估/治療訓練服務，以回應SEN學生多樣化之訓練項目。SEN駐校社工計劃已於多所中、小學及幼稚園推行，成效顯著。

Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services

Since 2013, Our centre is one of the service providers of the Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services funded by the Social Welfare Department. We offer Clinical Psychological Service, Speech Therapy, Occupational Therapy and Integrated Training (provided by Special Child Care Workers).

Primary and Secondary School Onsite Service: Multidisciplinary Intervention

Our Centre has provided diverse onsite training for primary and secondary schools students. Programmes are individualised according to the needs of the students using multiple approaches. We offer a range of courses using techniques from Adventure Based Counselling, Educational Drama, Music Therapy and Art Therapy. Motivating activities are designed to encourage students' participation and learning. There has been a great demand of training in these aspects: "Reading and Writing Skills", "Social Skills and Emotion Regulation", "Attention Control Training". We have designed various programmes accordingly, such as "I CAN" Reading and Writing Training Group, "The Drama Space" for students with/ suspected with dyslexia, "The ILAUGH Model of Social Thinking", "The Ferris Wheel of Emotion" for students with ASD, "The ATTENTION Squad" and "SO EASY: Executive Function Training" for students with ADHD.

We have invited Occupational Therapist to conduct two of the "I CAN" Reading and Writing Training sessions. Pencil grip and fine motor strength are targeted. Having strong wrists, hands and fingers can help students write with endurance and stability. Furthermore, visual-spatial processing and memory training can provide a stepping stone for students in writing and word recognition. All these can provide positive experience for students in reading and writing. Our service is well regarded by the schools.

School-based SEN Social Worker Programme and Interdisciplinary Support

Concerning the development and school life of SEN students, our centre has launched "the School-based SEN Social Worker Programme". The schools (Kindergarten, Primary and Secondary Schools) can work out the number of service day per week with us according to their needs. SEN social workers are responsible of supporting difficult cases and their families. They provide training groups and outings for students as well. They also make suggestion on incorporating onsite Speech Therapy, Occupational Therapy and Clinical Psychological Service in respect of the SEN students' training needs. "The School-based SEN Social Worker Programme" has been implemented in a number of schools with an impressive outcome.

循道教會助學基金成長軒 Methodist Study Trust Education Centre

循道教會助學基金成長軒會址位於黃大仙下邨龍達樓，中心日間推行全日制訓練課程予有特殊學習困難的英語人士，提供實用生活技能訓練。此外，我們也會舉辦成人教育課程，為殘疾人士提供教育及職業技能訓練。

The Methodist Study Trust Education Centre is located at Lung Tat House of Lower Wong Tai Sin Estate. The Centre provides full-time training courses that focuses on training skills in daily life for English Speaking persons with special learning difficulties. Also, the Centre provides an adult education programme to provide education and occupational skills training for the disabled.



一、傷健人士服務 - 成人教育課程

I. Services for the Disabled - Adult Education Courses

A. 服務報告 Service Highlights

為促進傷健一家，建立融洽、接納之精神，我們為循道教會助學基金學員舉辦成人教育課程，為殘疾人士提供教育及職業技能訓練課程。課程包括：殘疾人士電腦操作及基本手機應用課程等。

To facilitate integration between physically handicapped and able-bodied persons, and to build up a harmonious and inclusive spirit, Adult Education Programme was organised for students of the Methodist Study Trust. The courses provided education and occupational skill training courses for physically handicapped persons, including Computer Training and Basic Application of Mobile Phone for the Disabled, etc.

B. 服務統計 Service Statistics

傷健人士服務 Service for People with Disabilities

| 成人教育課程 Adult education courses | 班次 No. of classes | 參加人次 Attendance |
|---|-------------------|-----------------|
| 殘疾人士電腦操作及基本手機應用課程 Computer Training and Basic Application of Mobile Phone for the Disabled | 1 | 11 |

C. 未來發展 Future Direction

成長軒將繼續為區內有需要的殘疾人士提供優質的訓練課程，促進他們多元發展，積極裝備自己，融入社會。

The Centre would continue to provide high-quality training courses for physically handicapped persons who reside in the district, in order to facilitate their diversified development, assist them to proactively equip themselves to integrate into the society.

二、為有特殊需要的青少年提供所需的生活技能訓練 II. Life-skills Training for Youth with Special Needs



A. 服務報告 Service Highlights

Youth Empowerment Service (YES) 服務計劃於2014年4月正式投入服務，其願景是為有特殊需要的年輕英語人士提供服務，以推動多方面的發展。隨著服務需求大增，我們決定於2017年9月展開另一個CONNECT計劃，針對有特殊需求的年輕人，為他們的生活和生涯規劃提供協助。

YES 服務計劃

YES服務計劃的目的是在回應離校年輕人的各種需求。透過全面的培訓，計劃加強受訓者必備的生活技能，為融入社會做好準備。培訓內容包括生活技能、職業知識和技能、語文素養，基礎數學、主要財務管理、社交技能、感統、衛生措施、自我反省和自我欣賞。此外，我們亦會與受訓者的父母討論，為每位受訓者訂立為期六個月的個性化發展計劃。

除了促進受訓者的獨立能力發展，我們更會營造輕鬆友好的環境，讓他們學習和掌握生活技能。我們還會鼓勵受訓者互動交流並結交朋友，以最自然的方式學習和練習社交技能。參與計劃的受訓者喜歡共同玩樂，互相探索新事物。

CONNECT計劃

CONNECT計劃的重點是職業和生活規劃，為離校的受訓者提供幫助，引領他們投入社區和社會，縮短差距。計劃使受訓者認識自己的優點和缺點、能力和個性。透過基本技能培訓，受訓者會對自己的興趣和能力有更深入了解，以長遠角度發展個人的職業路途。

Youth Empowerment Service (YES) was founded in April 2014, and its vision is to enhance the multifaceted development of English-speaking young adults with special needs. Along with the increasing service needs, we decided to form another programme, CONNECT, in September 2017, which focuses more on life and career planning for young adults with special needs.

YES Programme

The YES Programme aims to cater to the various needs of young adults who have left school. Through a broad range of training, we enhance the required life skills of our trainees to prepare for the integration to the society. Our training includes life skills, vocational knowledge and skills, pragmatic literacy, basic mathematics, essential finance management, social skills, sensory integration, hygiene measures, self-reflection and self-appreciation. We also discuss the developmental plan of our trainees with their parents, so that each trainee can have an individualised developmental plan on a six-month basis.

Apart from fostering independence of our trainees, we also create a friendly, relaxing environment for them to learn and acquire life skills. We encourage our trainees to interact and make friends with each other so that they can learn and practise social skills in the most naturalistic way. Our trainees love to have fun and explore new things with each other.

CONNECT Programme

The CONNECT Programme mainly focuses on vocational and life planning, and we intend to help trainees bridge the gap between leaving school and entering the community as well as society. The programme also allows trainees to have more self-understanding in terms of their strengths, weaknesses, capability and personality. Through basic skills training, our trainees can explore more about their interests and abilities, and then develop their career pathway in the long run.

B. 服務統計 Service Statistics

| 服務類型 Types of users | 服務使用者人數 Number of users |
|------------------------------|-------------------------|
| YES 計劃 YES Programme | 11 |
| 假日計劃 Holiday Programme | 1 |
| CONNECT 計劃 CONNECT Programme | 5 |

| 訓練類型 Type of training | 課堂數目 Total number of sessions |
|-------------------------------|-------------------------------|
| 生活技能 Life Skills | 412 |
| 個人訓練 Individual Training | 157 |
| 社交及康樂 Social and recreational | 88 |
| 社區共融 Community integration | 180 |
| 職前培訓 Pre-vocational | 156 |



C. 未來發展 Future Direction

透過高質量的培訓，我們期望能繼續支持社區中的殘疾人士，促進社會共融。培訓計劃中的各種元素都能使受訓者充份裝備自己，為融入社會做好準備。我們會按服務質素、受訓者的個性化需求及父母意見而不時檢視課程。同時，我們將緊貼最新的實證研究和科技，為受訓者提供最廣泛全面的培訓內容。

We want to continue supporting people with disabilities in the community with quality training and to foster integration in society. The diverse components in our training programmes allow our trainees to gear up themselves and prepare for blending into society. We will review our programmes from time to time in terms of our service quality, the individualised needs of the trainees and our communication with the parents. We will also keep up with updated empirical research and technologies to provide comprehensive training for our trainees.

循道教會助學基金 Methodist Study Trust

本基金於1984年，由循道公會英語堂（現改稱：循道衛理聯合教會國際禮拜堂）的熱心教友捐款而成立。基金旨在支援受助學生學業相關的開支，以幫助他們實踐學業理想。由2004年7月起，基金交由循道衛理楊震社會服務處執行行政管理。

The Trust was founded in 1984 with donations from enthusiastic members of the Methodist Church (English Speaking) (now renamed as Methodist International Church, Hong Kong). The Trust aims to finance education-related expenses for student beneficiaries, in order to assist them to fulfill their educational aspirations. Yang Memorial Methodist Social Service has been executing administrative management of the Trust since July 2004.

A. 服務報告 Service Highlights

I. 助學基金

助學基金服務對象是香港中四或以上肢體殘障學生、清貧或有特別困難的學生。基金於每年7月中旬接受申請。截至2020年3月31日，助學基金接獲56宗申請，當中43位同學獲撥款資助。

I. Methodist Study Trust

The Study Trust Fund serves students of Secondary 4 or above, with physical disabilities, and financial needs or other special needs. The Trust is opened for application in mid-July each year. As at 31 March 2020, the Study Trust received 56 applications and funding had been granted to 43 students in total.

II. 助學金之友

助學基金主要的經費來源都是由每年一次的步行籌款所得，其次是一班熱心人士作每月的捐款，他們有志為傷健學生及清貧學生作出精神及經濟上的援助。

II. Friends of the Methodist Study Trust

The main source of income for Methodist Study Trust is fund-raising from the annual walkathon. Aside from that, the Study Trust relied on a group of enthusiastic friends who made monthly donations. They are committed to assisting disabled and disadvantaged students psychologically and financially.



B. 服務統計 Service Statistics

受助學生之學業背景 Education Background of Beneficiaries

| 學業背景 Educational Background | 人數 No. of Beneficiaries |
|---------------------------------|-------------------------|
| 中學 F.4-F.5 Secondary Education | 31 |
| 高中 F.6 Post-secondary Education | 7 |
| 大專 Tertiary Education | 5 |
| 合計 Total | 43 |

受助人之背景 General Background of Beneficiaries

| 項目 Category | 金額 Amount |
|---|----------------|
| 清貧／有特別經濟困難的學生 Students with special financial needs | HK\$87,672.60 |
| 肢體殘障 Students with physical disability | HK\$25,189.00 |
| 合計 Total | HK\$112,861.60 |

撥款項目之分佈 Distribution of Approved Items

| 項目 Items | 金額 Amount |
|----------------------------|----------------|
| 交通費 Travelling | HK\$11,916.00 |
| 學費 Tuition Fee | HK\$37,325.00 |
| 書簿費 Book Fee | HK\$19,420.60 |
| 學習輔助儀器 Learning Assistance | HK\$42,200.00 |
| 其他學習相關支出 Education Sundry | HK\$2,000.00 |
| 合計 Total | HK\$112,861.60 |

C. 未來發展 Future Direction

未來我們會增設更多溝通平台，加強市民對本基金的認識。同時，也增加捐款人與受助學生彼此交流的機會，傳揚「施比受更有福」的精神。

In the future, we would set up more communication platforms to promote the Trust to the public. At the same time, we would facilitate communication opportunities between donors and student beneficiaries, to promote the spirit of "It is more blessed to give than to receive".

沙田家庭成長軒 Shatin Family Education and Support Centre

沙田家庭成長軒由1993年成立至今，致力為家庭提供各類以「成長」為主題的活動，為12歲或以下的幼兒、兒童及其家庭成員提供服務，同時在牧區層面與堂會及學校合作，建立共融社區。

Since its establishment in 1993, the Shatin Family Education and Support Centre has been providing activities with the theme of "development" for families, and various services for toddlers or children at or under 12 years old and their family members. Also, the Centre endeavours to collaborate with Churches and schools.



A. 服務報告 Service Highlights

1. 地區工作

1.1 中心服務

1.1.1 課餘託管及「課後加油站」

中心繼續獲得社會福利署資助，為區內雙職、低收入、單親及綜援家庭的小學生提供課後照顧、功課輔導及成長支援活動。中心亦設有「課後加油站」，指導小學生完成功課及建立良好學習習慣，減輕家長管教壓力。

1.1.2 親職教育及成長小組

中心獲得公益金撥款資助，舉辦不同主題的成長小組、家長工作坊及親子活動，以提昇學童精神健康，傳遞正向訊息，亦致力促進親子關係，從而提升家庭功能。

1.1.3. 「幼兒成長快線計劃」

「幼兒成長快線計劃」為有特殊學習需要之幼兒及其家長提供適切服務，包括：跨專業密集式訓練課程、言語治療、特殊幼兒工作員綜合訓練、社交溝通小組、親子活動等。中心團隊致力與有需要的家庭同行，把握幼兒發展的黃金期為其提供適切支援。

1. District-based Work

1.1. Services of the Centre

1.1.1. After School Care Programme and After School Academic Support Classes

The Centre continues to receive a subsidy from the Social Welfare Department, to provide care services, homework guidance classes, and development support for primary school students from dual-career families, low-income families, single-parent families, or families receiving CSSA. The Centre also organised After School Academic Support Classes to guide primary school students to finish their homework and establish good study habits, with an aim to alleviate parents' disciplinary stress.

1.1.2. Parenting and Growth Group

The Centre received a subsidy from the Community Chest of Hong Kong to organise Growth Groups, Parenting Workshops, and Parent-Child Activities with various themes, in order to enhance students' psychological health, promote a positive message, and endeavour to facilitate parent-child relationships and enhance family function.

1.1.3. Growth Express for Children Service

"Growth Express for Children" Service aimed to provide children with Special Educational Needs and their parents with appropriate services, including Trans-disciplinary Intensive Training Programmes, speech therapy, Child Care Workers Training Course, Social Communication Group, and Parent Child Activities, etc. The Centre's team endeavour to support families in need, and provide appropriate assistance by seizing the golden period of childhood development.

1.1.4 「為輪候資助學前康復服務的兒童提供學習訓練」

中心獲得社會福利署資助成為認可單位，為輪候資助學前康復服務的6歲或以下幼兒提供持續及專業的學習訓練，服務內容包括：言語治療、職業治療、特殊幼兒工作員綜合訓練、家庭支援服務等。

1.1.5第五階段「李國賢兒童基金－樂啟航®」計劃

本中心得到李國賢兒童基金贊助，舉辦為期55節實證為本的幼兒學習課程及家長教育課程予16至20個月的幼兒及其家長。課程內容由本地大學教授研發，具針對性，能有助促進幼兒入學前的學習及發展，同時提升家長育兒知識和技巧，建立正確的親職態度。

1.1.6兒童多元課程

中心恆常舉辦各類型課程，包括：藝術、運動、音樂、成長及親子系列等，除能促進學童多元智能的發展外，亦能提昇其自理、情緒及社交能力。課程獲正面回饋，深受區內家長歡迎。

1.2 地區學校支援

中心與區內學校素有聯系，到校服務包括：專注力訓練、社交小組、情緒管理小組、風紀訓練、家長講座、教師培訓等，持續回應學童、家長及校方的需要。

1.3 社區工作

中心不定期與外間團體（如：社會福利署）合作，推廣及參與社區工作，如：推行「家·加力」計劃及社區宣傳。

2. 牧區工作

透過三結合的合作，中心與本會屬下的沙田循道衛理小學及循道衛理聯合教會沙田堂保持緊密聯繫。中心為沙田循道衛理小學提供「全方位學生輔導服務」及「成長的天空計劃」，提供社工駐校輔導服務及舉辦抗逆力活動。中心亦定期與沙田堂合辦活動及為沙田循道衛理中學提供義工服務的機會，以實踐牧區合作，祝福社區。

1.1.4. Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services (TSP)

The Centre is a recognised service provider that received a subsidy from the Social Welfare Department to provide continuous and professional training for children aged 6 or below on the waiting list of Subvented Pre-school Rehabilitation Services. Services include speech therapy, occupational therapy, Child Care Workers Training Course, and support services for parents, etc.

1.1.5. The 5th Phase of Simon K Y Lee Children's Fund – FLY Project

With the fund provided by Simon K Y Lee Children's Fund, the Centre launched a 55 - session evidence-based course on children learning and parent education for toddlers aged 16 to 20 months and their parents. The course, developed by local university professors, was targeted to facilitate children's pre-school learning and development, as well as to enhance parents' parenting knowledge and skills to help them develop proper parenting attitudes.

1.1.6. Diversified Programme for Children

The Centre regularly organises various programmes, including arts, sports, music, development and parent-child series, etc.. Not only could the programmes facilitate children's development in multiple intelligences, but it could also enhance their self-caring, emotional and socialising abilities. The programme has received positive feedback and is popular amongst parents in the area.

1.2. School Support

The Centre is in contact with schools in the district to provide on-site services such as Training for Concentration, Social Groups, Management of Emotion Groups, Prefect Training, Parent Talks and Teacher Trainings, etc. to continuously cater for the needs of students, parents and school personnel.

1.3. Community Work

The Centre collaborates with government departments (such as the Social Welfare Department) irregularly to promote and participate in community work, including the implementation of "Home. Come on" programme and promotion in the community.

2. Pastoral Work

The Centre maintains close contact with the Shatin Methodist Primary School and the Sha Tin Methodist Church. The Centre provided "Comprehensive Student Counselling Services" and "Understanding-Adolescents Program" for the Shatin Methodist Primary School, also regularly organises activities in collaboration with the Sha Tin Methodist Church it also provides volunteering opportunities for the students of Shatin Methodist Secondary School, in order to implement cooperation in the pastoral area and bless the community.

B. 服務統計 Service Statistics

| 服務 Service | 數量 No. of Sessions /Hour | 總服務人次 Total No. of Services |
|---|-----------------------------|--------------------------------|
| 課餘託管及課後加油站服務 (未計算假期託管及暫託) After School Care Programme and After School Academic Support Classes (holiday care and respite care are not included) | 38個服務名額 Services Quotas | 4,808人次 /persons |
| 兒童多元課程 Diversified Programme for Children | 148個課程 /Programmes | 6,406人次 /persons |
| 幼兒成長快線服務 Growth Express for Children Service | 1,038節服務 /Sessions | 2,279人次 /persons |
| 為輪候資助學前康復服務的兒童提供學習訓練 Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services | 912節服務 /Sessions | 912人次 /persons |
| 成長小組/活動 Growth Groups / Activities | 147節服務 /Sessions | 1,482人次 /persons |
| 親職教育小組/活動 Parenting Groups / Activities | 92節服務 /Sessions | 1,689人次 /persons |
| 入校服務 Services at School | 67節活動 /Sessions | 1,097人次 /persons |
| 牧區工作 Parish Work | 216節活動 /Sessions | 9,748人次 /persons |



C. 未來發展 Future Direction

1. 來年，中心以「關顧家庭精神健康，提供優質親子時間」為年度主題。職員團隊於順境中與家庭分享喜悅，也於逆境中為家庭提供適切支援。
1. Next year, the Centre will adopt "caring for family mental health and creating quality parent-child time" as an annual theme. The staff team shares the joy with families in good times and provides appropriate support to families in bad times.
2. 來年的中心目標為「善用科技，增強中心宣傳」。中心將持續善用網上平台及即時通訊軟件，與會員保持聯系，並讓更多地區人士知悉本中心的服務。
2. In the coming year, we aim to "enhance publicity by leveraging technology". We will continue to make good use of on-line platforms and instant messaging applications to keep in touch with members so as to let more people in the community know about our services.
3. 本中心會持續檢視特殊學習需要幼童家庭的需要，適時調整及拓展中心服務，以提供到位的支援。
3. The Centre will continue to review the demands of families with children of special educational needs, and make timely adjustments and expansion of services in order to provide adequate support.

B. 服務統計 Service Statistics

服務次數 No. of Service

| 項目 Category | 次數 Service Count |
|---|------------------|
| 與屋宇署職員會議 Meeting with Buildings Department staff | 6,315 |
| 個案面談 Case interviews | 716 |
| 家訪 Home visits | 1,393 |
| 場地視察 Site inspection | 5,631 |
| 電話聯繫 Contacting via phone | 18,800 |
| 與其他機構團體聯絡 Liaison with other organizations | 5,576 |
| 轉介 Referrals | 39 |
| 其他 Others | 397 |
| 合共 Total | 38,867 |

C. 未來發展 Future Direction

本年度本處完成所有屋宇署社工合約，因應資源調配及出於服務重新定位，本處決定來年度暫停參與屋宇署社工隊工作。兩隊社工隊於合約期滿時，已將需要繼續跟進的個案順利轉介至新服務合約隊跟進。

During the year, we completed all the BD social work contracts. In view of resource deployment and service positioning, we have decided temporary suspend the work of the BD social service team next year. Upon the expiry of their contracts, the two social service teams had successfully referred cases requiring further follow-up to the new contract teams.

駐屋宇署支援服務隊

Social Service Teams in Buildings Department

本處自2006年起提供駐屋宇署支援服務隊服務，向受屋宇署推行樓宇安全行動影響人士提供社會資源轉介、心理或家庭輔導等服務，並促進住戶與屋宇署之間的互相了解及溝通。本年度至2019年12月31日，本處在屋宇署共有兩隊社工隊，分別是強制性驗樓組(2)(MBI2)及樓宇部B、D及F組(EB1/B、D&F)。

Since 2006, the Social Service Teams has been stationing in the Buildings Department to serve those who are affected by the Department's actions in implementing the Building Safety Ordinance, though the provision of social resource referral, psychological or family counselling and other services as well as setting up communication channels between the residents and the Buildings Department. This year, as of December 31, 2019, we have two social service teams station at the Department, offering support to the Mandatory Building Inspection Team (2) (MBI2) and the Existing Buildings Team B, D and F (EB1/B, D&F).

A. 服務報告 Service Highlights

協調不同服務機構

本年度社工隊主要工作在於主動聯繫不同政府部門及社會服務機構，協調不同服務，與各方持份者積極溝通和協調，出席業主大會、協助部份個案籌組業主立案法團，並按需要聯同屋宇署及不同政府部門進行多方會議等，一起就個案面對的問題尋找切實可行的解決方案。社工隊亦會協助居民向屋宇署反映他們的需要及意見，提供屋宇署命令的相關資訊，協調不同服務，以改善居住環境質素。

Coordinate with different service agencies

This year, the Social Service Team was mainly engaged in taking the initiative to contact different government departments and social service agencies, coordinate a variety of services, actively communicate and collaborate with stakeholders, attend the property owners' meetings, assist in the establishment of the management committee in some cases, and, when necessary, work in conjunction with the Buildings Department and various government departments to hold multi-party meetings and so on, to find practical solutions to the problems at hand. The Social Service Team will also help the residents to reflect their needs and views to the Buildings Department. They will provide information relating to the orders of the Buildings Department and collaborate with other services to enhance the quality of people's living environment.

天水圍事工 The Tin Shui Wai Project

天水圍事工共有三個服務單位，包括位於天澤邨的天水圍家庭成長軒，以「成長」為主題，主要提供就業輔導和支援服務、特殊學習需要服務等，支援區內有需要之家庭，促進身心健康發展及和諧家庭關係。另外兩個單位則是位於天悅邨及天華邨的天水圍社會服務中心，主要提供就業輔導及支援服務。

The Tin Shui Wai Project is comprised of three service units, including the Tin Shui Wai Family Education and Support Centre in Tin Chak Estate, which focuses on the theme of "growth". The Centre mainly provides career counselling and support services, as well as services for special educational needs, etc. in order to support families in need in the district, facilitate the development of physical and mental health, as well as a harmonious family relationship. The other two units are the Tin Shui Wai Social Service Centres located in Tin Yuet Estate and Tin Wah Estate, which mainly provide career counselling and support services.



天水圍家庭成長軒 Tin Shui Wai Family Education and Support Centre

A. 服務報告 Service Highlights

1.1 支援區內家庭

1.1.1 單位本年度再次成功向教育局申請舉辦區本計劃，為區內的低收入家庭之學生提供多元智能學習課程，如功課輔導班、才藝興趣班及外出活動等，藉此支援區內基層兒童的需要。

1.1.2 單位為香港中華煤氣有限公司「單親家庭煤氣費優惠計劃」及「低收入家庭煤氣費優惠計劃」之審核單位，協助有需要家庭申請以減少生活上之開支。

1.1. Supporting Families in the District

1.1.1 Our unit successfully applied to the Education Bureau for implementing the Community-based Projects again this year, which would provide students from low-income families in the district with multiple intelligences education programme, including homework guidance class, talent groups, outing activities, etc., in order to support the needs of children from low-income families in the district.

1.1.2 Our unit is an approved organisation for the "Towngas Concession Scheme for Single-parent Families" and "Towngas Concession Scheme for Low-Income Families" of the Hong Kong and China Gas Company Limited, which assist families in need to apply for a reduction in daily expenditure.

1.2 就業輔導及支援服務

1.2.1 自力更生綜合就業援助計劃

單位繼續協助社署推行由2019年4月至2020年3月為期一年的「自力更生綜合就業援助計劃」，為領取綜援的失業人士提供就業支援以提升其就業技能，鼓勵他們邁向自力更生並重投勞動市場。

1.2.2 僱員再培訓課程

單位在本年度開辦5班全日制就業掛鈎課程，包括初級美容師基礎證書課程、化妝助理基礎證書課程及美甲師基礎證書課程，共提供120個學額，期望能提升參加者的相關工作技能，亦會提供就業跟進，協助學員入職相關行業。

1.3 支援特殊學習需要兒童及其家庭之服務

1.3.1 特殊學習需要家庭支援服務

單位提供跨專業且多元化之服務，根據幼兒的能力及需要編訂適切的訓練計劃，以提升言語、認知及社交等能力，從而協助其適應幼稚園或小學的生活。同時亦為家長提供親職支援服務，全面地支援整個家庭。服務類型包括：密集式訓練、言語治療、個別訓練、親子小組、家長互助加油站等。另本年度承蒙蘋果慈善基金之資助，本單位能以較相宜的價格為低收入家庭提供職業治療服務及臨床心理學家服務。

1.3.2 「為正在輪候資助學前康復服務的兒童提供學習訓練津貼」

由2019年9月起，單位的服務名額改為提供23個高額津貼名額及17個普通津貼名額，為前者提供每月六節服務及每季一次的家庭支援服務；為後者提供每月四節服務及每季一次的家庭支援服務。服務內容包括：言語治療、個別訓練及職業治療等，以把握幼兒發展黃金期。



1.2. Career Counselling and Support Services

1.2.1 The Integrated Employment Assistance Programme for Self-reliance

Our unit continued to assist the Social Welfare Department in implementing the Integrated Employment Assistance Programme for Self-reliance, which is a 1-year programme from Apr 2019 to Mar 2020. The Programme provides career counselling for unemployed persons under the Comprehensive Social Security Assistance (CSSA) Scheme to enhance their vocational skills, encourage them to be self-reliant and re-enter the workforce.

1.2.2. Employee Retraining Courses

Our unit organized five Full-time Placement-tied Courses this year that provided 120 vacancies, including Foundation Certificate in Junior Beautician Training, Foundation Certificate in Cosmetician Assistant Training, and Foundation Certificate in Nail Technician Training. It is hoped that the courses could enhance relevant vocational skills of participants, provide career counselling to assist students' employment in relevant industries.

1.3. Support Service for Children with Special Learning Educational Needs and Their Families

1.3.1 Support Service for Families of Children with Special Learning Educational Needs (SEN)

Our unit provided an inter-disciplinary and diversified services. Training plans were formulated according to the calibre and needs of individual child to assist him/her in enhancing language, cognitive and social abilities, in turn assisting them to adapt to kindergarten and primary school life. At the same time, we provided parenting support services for parents to comprehensively support the needs of the entire family. The Services included intensive training, speech therapy, individual training, parent-child activities, professional talk and support group for parents, etc. At the same time, sponsored by the Apple Daily Charity Fund, our unit provided occupational therapy and clinical psychologist services at a relatively lower price to assist low-income families in the district.

1.3.2. Training Subsidy Programme For Children on the Waiting list for Subvented Pre-School Rehabilitation Services

Since Sept 2019, the division's number of places has been changed to 40, including 23 places for Higher Level Subsidy and 17 places for Normal Level Subsidy. For children receiving Higher Level Subsidy, 6 sessions of services per month, and 1 session of family support services per quarter would be provided; for children receiving Normal Level Subsidy, 4 sessions of services per month, and 1 session of family support services per quarter would be provided. The Services included speech therapy, individual training and occupational therapy, which could assist children to seize the prime period for development.

1.4與區內團體合作

1.4.1 元朗區家庭生活教育宣傳運動工作小組

單位為2019-2020年度元朗區家庭生活教育宣傳運動工作小組之一，本年度小組以「家+愛語樂」為主題，小組會推行一系列活動，包括：創作及心聲表達比賽、日營、嘉年華及製作記事簿派發。

1.4.2 學校合作

單位繼續於2017-2020期間為天水圍循道衛理小學學生舉辦功課輔導班，提供課後學習支援，以照顧學生及家長的需要。

1.4. Collaboration with Organisations in the District

1.4.1 Yuen Long Family Life Education Publicity Campaign Working Group

Our unit is a part of the Yuen Long Family Life Education Publicity Campaign Working Group 2019-2020. This year, the theme of the Working Group is "Family-Love Language-Happy". The Working Group would organise a series of events including Creation and Express Your Heart Competition, Day Camp, Carnivals and Production and distribution of Notebook.

1.4.2 Cooperation with Schools

Our unit would continue to organise Homework Guidance Class for students of the Tin Shui Wai Methodist Primary School in 2017 to 2020, which provides after school learning support in order to cater for the needs of students and parents.

B. 服務統計 Service Statistics

1. 自力更生綜合就業援助計劃 (01/04/2019-31/03/2020)

The Integrated Employment Assistance Programme for Self-reliance (01/04/2019-31/03/2020)

| 項目 Category | 參加者類別 Participation Category | 15-59歲身體健全的 失業綜援受助者 Unemployed able-bodied CSSA recipients aged 15 to 59 | 年幼子女介乎12-14歲 的綜援單親家長及兒童照顧者 Single parents and child carers on CSSA with their youngest child aged 12 to 14 |
|---|------------------------------|--|--|
| 個案統計 Case statistics | | | |
| 累積成功登記個案數目 Accumulative number of enrolled cases | | 669 | 141 |
| 就業數字 Employment figures | | | |
| 最少1個月全職工作數目 No. of cases sustained full-time employment for one month | | 93 | 不適用 N/A |
| 最少3個月全職工作數目 No. of cases sustained full-time employment for three months | | 76 | 不適用 N/A |
| 最少1個月兼職工作數目 No. of cases sustained part-time employment for one month | | 41 | 32 |
| 最少3個月兼職工作數目 No. of cases sustained part-time employment for three months | | 不適用 N/A | 29 |

2. 僱員再培訓課程 (01/04/2019-31/03/2020)

Employee Retraining Courses (01/04/2019-31/03/2020)

| 項目 Category | 總節數 No. of sessions | 總服務人次 Total No. of Services |
|--|---------------------|-----------------------------|
| 初級美容師基礎證書課程 Foundation Certificate in Junior Beautician Training | 45 | 900 |
| 化妝助理基礎證書課程 Foundation Certificate in Cosmetician Assistant Training | 56 | 1,036 |
| 美甲師基礎證書課程 Foundation Certificate in Nail Technician Training | 30 | 450 |

3. 特殊學習需要家庭支援服務 (01/04/2019-31/03/2020)

Support Service for Families of Children with SEN (01/04/2019-31/03/2020)

| 項目 Category | 總節數 No. of sessions | 總服務人次 Total No. of Services |
|---|---------------------|-----------------------------|
| 言語治療 Speech Therapy Sessions | 295 | 295 |
| 個別訓練 Individual Training Sessions | 200 | 200 |
| 密集式訓練 Intensive Training | 241 | 1,564 |
| 多元智能小組 Multiple Intelligences Programmes | 24 | 29 |
| 社交小組 Social Group | 45 | 191 |
| 情緒小組 Emotional Health Group | 14 | 56 |
| 認知訓練小組 Cognitive Training | 32 | 138 |
| 家長支援小組 Mutual Support Group | 12 | 73 |
| 遊戲小組 Play Therapy | 37 | 180 |
| 興趣班 Interest Groups | 25 | 138 |
| 為正在輪候資助學前康復服務的兒童提供 學習訓練津貼 Training Subsidy Programme For Children on the Waiting list for Subvented Pre-School Rehabilitation Services | 1,790 | 1,790 |

C. 未來展望 Future Direction

1. 單位已獲社會福利署的撥款以推行為期五年半的「就業支援服務」(前稱「自力更生綜合就業援助計劃」)，預計由2020年4月1日至2025年9月30日期間能為居住於天水圍北以及領取失業援助的綜援受助人提供就業輔導服務，提升其就業技能，重投勞動市場，達至自力更生。
1. Our unit continues to receive a subsidy from the Social Welfare Department for the five-and-a-half-year Employment Support Service (formerly known as Integrated Employment Assistance Programme for Self-reliance). It is anticipated that career counselling services could be provided from Apr 1, 2020, to Sep 30, 2025, for CSSA recipients who are also recipients of the Employment Support Supplement and reside in North Tin Shui Wai, in hopes of assisting them to enhance vocational skills, re-enter the workforce and achieve self-reliance.
2. 特殊學習需要家庭支援服務將繼續把服務對象擴展至初小，提供銜接服務以支援由幼稚園升至小學之學童及其家長。另希望來年申請更多之基金以支援區內家庭之需要。
2. Service targets of the Support Services for Families of Children with SEN are planned to be expanded to junior primary school students, which would provide bridging services to assist students' transition from kindergarten to primary school and their parents. At the same time, we hope to apply for more funds in the coming year to support the needs of families in the district.

天水圍社會服務中心 Tin Shui Wai Social Service Centre

A. 服務報告 Service Highlights

就業輔導及支援服務

除天水圍家庭成長軒外，本單位亦有推行社署之「自力更生綜合就業援助計劃」，詳見天水圍家庭成長軒的服務報告 - 「自力更生綜合就業援助計劃」的部分。

Career Counselling and Support Services

Aside from Tin Shui Wai Family Education and Support Centre, our unit also implements the Integrated Employment Assistance Programme for Self-reliance under the Social Welfare Department. Please refer to the section on "The Integrated Employment Assistance Programme for Self-reliance" under the Service Report of Tin Shui Wai Family Education and Support Centre.

B. 服務統計 Service Statistics

2019-2020年度「自力更生綜合就業援助計劃」的服務統計數字詳見天水圍家庭成長軒的服務統計 - 「自力更生綜合就業援助計劃」的部分。

For service statistics of the Integrated Employment Assistance Programme for Self-reliance in 2019-2020, please refer to the section "Integrated Employment Assistance Programme for Self-reliance" in the Service Statistics of Tin Shui Wai Family Education and Support Centre.

C. 未來發展 Future Direction

期望來年度繼續在單位中提供「就業支援服務」，並在單位中舉行更多的課程及訓練以提升參加者的就業技能，回應他們的需要。

It is hoped that our unit could continue to provide services for the Integrated Employment Assistance Programme for Self-reliance in the coming year, and organise more courses and training to enhance service recipients' vocational skills and respond to their needs.



油尖旺家庭成長軒 Yau Tsim Mong Family Education and Support Centre

油尖旺家庭成長軒透過各項服務計劃為區內少數族裔人士提供社會服務。中心以扶助弱勢、支援就業及建立社群為服務目標。與族群領袖及社區人士，攜手建立和諧、共融健康的社群。

Yau Tsim Mong Family Education and Support Centre provides different services for ethnic minorities in the district, aiming to support the disadvantaged, to provide employment training and assistance in job search, and joining hands with community leaders in building a harmonic and integrative community.



A. 服務報告 Service Highlights

1. 促進少數族裔組群參與主流服務

少數族裔因為語言不通而未能全面接收社會服務資訊，所以中心透過不同形式的活動，讓參加者能透過參與或接受社會服務，獲得生活所需，並獲取必要的社會資訊，取得平等的受助機會。

1. Encouraging ethnic minorities to participate in mainstream services

For ethnic minorities having difficulties in fully getting social information due to language barriers, we have organized different forms of activities to enable participants to acquire the necessities of life and vital social information, and have equal access to aids, as they participate in or accepting social services.

2. 提倡少數族裔青年參與與社會服務

中心著重青年發展，透過靈活運用資源及取得外界資助，為少數族裔青年獲得成長發展的機會；透過不同類型的活動，增加服務使用者在成長發展權利、反暴力、兩性平等領域的認識。

2. Promote the participation of ethnic minority youth in social services

Focusing on youth development and leveraging on our flexibility in the use of resources and external funding, the Centre will provide ethnic minority youths with the opportunity to grow and develop. Through different types of activities, the service users will be able to deepen their understanding on the rights to grow and develop, anti-violence and gender equality.

3. 與少數族裔一同面對生活困難和挑戰

與華裔人士一樣，少數族裔人士面對不少生活困難和挑戰。中心本年度繼續透過不同政府部門及社會團體的資助，轉化為各種服務計劃，介入少數族裔的濫用藥物、就業技能不足、家庭暴力、婦女權益等問題，配合倡導行動，持續改善少數族裔的社會經濟狀況。

3. Assisting ethnic minorities in dealing with living problems and challenges

Ethnic minorities face a lot of problems and challenges in their daily lives just as local Chinese. During the year, under the sponsorship of various government departments and funding bodies, the Centre has implemented various service plans to intervene in the problems of drug abuse, low job skills, family violence and the suppression of women's rights confronting ethnic minorities, coupling with our promotion initiatives to facilitate the continuous improvement of the social economic status of ethnic minorities.

B. 服務統計 Service Statistics

| 服務計劃 Service Programmes | 服務數字 Service Count |
|---|---|
| 《Project SPADE》 | 活動 36 節 Activities Sessions: 36 參加/受惠251人數 Participants/ Beneficiaries: 251 參加/受惠963人次 Participants/ Beneficiaries: 963 |
| 《多元節日慶典》 Multi Cultural Festival | 活動 40 節 Activities Sessions: 40 參加/受惠 1,083 人數 Participants/ Beneficiaries: 1,083 參加/受惠 2,452 人次 Participants/ Beneficiaries: 2,452 |
| 《無毒家有愛》 No Drugs Home with Love (截至2020年3月31日，計劃延續至2020年7月) (As of 31 March 2020, the project is extended to July 2020) | 活動 394 節 Activities Sessions: 394 參加/受惠 100 人數 Participants/ Beneficiaries: 100 參加/受惠 4,369 人次 Participants/ Beneficiaries: 4,369 |



C. 未來展望 Future Direction

中心未來將繼續服務區內少數族裔人士，促進少數族裔接受主流服務，回應社群需要；同時推動社會關注少數族裔獨特社會需要，提倡少數族裔青年參與社會服務，以及鼓勵少數族裔長者參與社區活動。

We will continue to serve ethnic minorities in the district and encourage them to utilize mainstream services so as to meet the needs of the community. Meanwhile, we will advocate for the awareness of social issues that pertain to the specific needs of ethnic minorities, promote the participation of ethnic minority youths in social services and encourage the elderly to take part in community events.

兒童發展基金 友您夢飛航計劃 Child Development Fund Dream Big with U Project



本處的兒童發展基金（第六批）—友您夢飛航計劃得到勞工及福利局撥款支持，於九龍城及油尖旺區為100名來自基層家庭的傷健、少數族裔及本地兒童及青少年提供連串的个人發展訓練，師友計劃及個人儲蓄基金的訓練機會，好讓透過不同的體驗學習，能夠協助這群孩子從少懂得規劃未來，長遠有助建立健康正面的人生觀。

同時，本處轄下的六個服務單位，包括：旺角綜合家庭服務中心、何文田青少年綜合服務中心、油尖旺青少年綜合發展中心、油尖旺家庭成長軒、家庭健康教育及輔導中心及服務策劃及發展部一直合作推展此計劃，並與我們在地區上招募的50位義務友師，一起從旁與計劃的家長、兒童及青少年同行，讓他們有機會開創更加敢於追尋夢想的未來。

計劃自開展至今已接近尾聲，計劃的導生都已經動用其「儲蓄基金」實現其個人發展的見標和夢想，過程中，我們樂見各位義務友師和家長都一直從旁支持計劃的導生努力追尋「夢想的旅程」，透過各種新的體驗和學習，慢慢累積更多的能力和信心去面對新的人生挑戰。

Our Child Development Fund (6th Batch) - Dream Big with U Project, which continued to receive funding from the Labour and Welfare Bureau, provided a series of personal development training, mentorship programme, training opportunity for the targeted savings fund for 100 abled, disabled, ethnic minority and local children and adolescents from deprived families in Kowloon City and Yau Tsim Mong District. The Project could provide various opportunities for learning through experience, facilitate the children's future planning from a young age, and assist to build up a healthy and positive outlook on life in the long term.

At the same time, our six service units continued to implement the programme in collaboration, including Mongkok Integrated Family Service Centre, Homantin Integrated Centre for Youth Development, Yau Tsim Mong Integrated Centre for Youth Development Programs, Yau Tsim Mong Family Education and Support Centre, Family Health Education and Counselling Centre, and the Service Planning and Development Division. 50 Voluntary mentors recruited from the district also collaborated with the 6 service units to support parents, children and adolescents who participated in the project and give them the opportunity to create and pursue a daring future of dreams.

The project has nearly come to an end, and most of the participants had gradually begun to make use of their "saving fund" to realise their goals and dreams for personal development. During the implementation, we are pleased to see that the volunteer mentors, mentees, and parents have been steadily participating in various events to support the mentees in pursuing their "journey of dreams" and gaining more skills and confidence to face new challenges in life.

中國事工 China Project

都江堰市華循社會工作服務中心 Dujiangyan Huaxun Social Work Service Centers



A. 服務報告 Service Highlights

四川都江堰市華循社會工作服務中心（華循）自2009年2月，正式於四川註冊成立為地區上首間民辦非企業單位、專門從事社會服務的工作機構。

「華循」自2008年在四川都江堰市推展「汶川大地震」之災後社區重建工作至今已超過十個年頭，中心開展的工作得到當地政府的肯定，多年來為當地居民、孤寡長者及弱勢家庭提供多項的關懷專項服務。同時，華循亦於2017年起承辦及管理位於壹街社區的「長者日間照料中心」，致力推展全方位的長者支援服務，期望能令社區上的長者能夠於社區上安享晚年。

此外，近年華循亦一直積極推動川港兩地的「愛心天使長青計劃」及「點滴祝福行動」，招募一班熱心的朋友成為計劃中的愛心天使，讓來自香港의「愛心」和「溫暖」化作具體行動，透過社工及義工的定期探訪及帶上生活物資的支援，直接送暖至都江堰市一班弱勢長者手上，讓他們面對年老、患病及孤單的晚年生活送上祝福和鼓勵。

B. 未來展望 Future Direction

有見中國內地近年面對「人口老齡化」的社會問題，社區內獨居高齡、缺乏關懷的長者人數愈來愈多。華循將致力開展更多適切的支援服務提高長者的生活質素，並對居於社區中有復康需要及疑似患有認知障礙症的長者提供適切、多元化的地區及居家養老訓練，鼓勵他們重新與社區連結，豐富其晚年生活。

Sichuan Dujiangyan Huaxun Social Work Service Centers (Huaxun) has been officially registered in Sichuan since February 2009 as the first working organisation which is a people-run non-enterprise unit and specialises in social services.

Since the 2008 Sichuan earthquake, Huaxun has spent 10 years promoting post-disaster community reconstruction work in the Dujiangyan City of Sichuan. The work of the Centre has earned recognition from the local government and has been providing various specialised care-taking services for local residence, elderly who lives alone, and minority families for years. At the same time, Huaxun has contracted and managed the "Elderly Day-care Centre" in Yijie Community since 2017. The Centre is devoted to a comprehensive support service for elderly and hope that elderly who resides in the community could enjoy their retirement life in the same area.

Furthermore, Huaxun has been actively promoting the Sichuan-Hong Kong "Evergreen Caring Angel Program" and "Moments of Blessing" in recent years to recruit enthusiastic supporters as Caring Angels of the Program. The Program transforms the "care" and "warmth" from Hong Kong into regular visits and support of daily necessities by social workers and volunteers, delivering such warm wishes, blessing, and encouragement to minority elderly in Dujiangyan City for them to face old age, sickness or loneliness in a later stage of life!

In recent years, the social issue of aging population in the Mainland has led to an increasing number of elderly who are of advanced age, live alone, and lack of care. Huaxun will endeavour to launch support services that are more fitting to enhance the living quality of elderly; provide appropriate and diversified regional and household care-taking training for elderly in the community who are in need of home-helping or suspected to be suffering from Dementia, and encourage elderly to reconnect with the community and enjoy their fulfilling life.

喜安居 · 九龍東社區照顧服務 East Kowloon Community Care Service



A. 服務報告 Service Highlights

本年度加強營造認知友善的日間照顧服務，重組各治療介入模式及時段，更有效跟進長者的個別需要。另外，亦為長者提供一個零約束的日間照顧環境，提高長者的尊嚴及生活質素。

喜動計劃旨在為身體機能有輕度缺損的低收入長者提供家居照顧服務。由計劃開展至今兩年，本單位已處理超過280個轉介，活躍個案數目達207個。所有個案均由社工製訂個人照顧計劃，提供適切的生活支援及保健活動，讓長者延緩衰退，繼續留在熟悉的環境安老，達致「居家安老」。

This year, we have continued to adopt the Dementia Friendly approach in the day care service and review all the therapeutic intervention and service schedule in order to, addressing the individual needs of the seniors more effectively. Besides, to enhance the senior's dignity and quality of life, our Day Care Centre has kept on following the restraint free policy.

The East Kowloon Community Care Service - Elderly Person with Mild Impairment aimed to provide home care and support services for low-income senior with mild impairment, in order to prevent deteriorating functional capacity of the seniors. The Service has been implemented for 2 years. We handled over 280 referred cases, while the number of active cases had increased to 207. All cases were handled by social workers who formulated individual care plans, and provided appropriate daily support and health care activities accordingly, so as to mitigate deterioration of the senior and enable them to continue to stay and live in a familiar environment and achieve "ageing in place".

B. 服務統計 Service Statistics

喜安居 · 九龍東社區照顧服務 (East Kowloon Community Care Service)

| | |
|--|--------|
| 日間照顧人次 No. of People Receiving Day Care | 6,456 |
| 家居照顧人次 (時數) No. of People Receiving Home Care (Hours) | 10,650 |



喜動計劃 (East Kowloon Community Care Service - Elderly Person with Mild Impairment)

| 類別 Category | 全年受惠人次 Total No. of People benefited per year |
|--|--|
| 膳食服務 Provision of Meal | 582 |
| 個人照顧 Personal care | 354 |
| 一般家居或家務服務 General household or domestic duties | 1,195 |
| 簡單護理 Simple nursing care | 3,168 |
| 護送服務 Escort | 675 |
| 購物及送遞服務 Purchase and Delivery of daily necessities | 952 |
| 簡單運動 General physical exercise | 1,483 |
| 小組活動 Group activities | 43 |
| 運動訓練 Sports Training | 509 |
| 轉介其他資源 Referral of other resources | 191 |
| 合共次數 Total Frequency | 9,152 |



C. 未來展望 Future Direction

1. 來年將增加由專業人員提供之臨床治療服務，提升長者的復康成效。
1. In the coming year, we will further increase the clinical services delivered by professionals in order to enhance the rehabilitation effect for the seniors.
2. 為強化個人照顧計劃的效能，喜動計劃社工就著認知訓練、跌倒風險及痛症管理三個範圍，運用認可的評估工具及執行有系統的介入方案，進一步延緩輕度缺損長者的退化。
2. To enhance the impact of the individual care plans, the social workers of the Service will use standardize assessment and evidence based interventions in the area of cognitive training, falls risk management and pain management in order to prevent further deterioration of elderly with mild impairment



專業發展部

Professional Development Division



豐盛員工計劃 Employee Enrichment Program

本年度專業發展部為多間機構提供專業培訓，內容包括壓力管理及團隊訓練等，共313人次參與。

During the year, our division has provided professional staff development programmes to several organizations, including stress management and team building programmes, with a total of 313 participants.

實習生資料如下：

The details of the Trainees are as follows:

| 院校 Institution | 人數 Number of persons |
|---|----------------------|
| 香港城市大學專上學院 Community College of City University | 8 |
| 香港城市大學 City University of Hong Kong | 1 |
| 香港理工大學 The Hong Kong Polytechnic University | 4 |
| 香港浸會大學 Hong Kong Baptist University | 11 |
| 香港專業教育學院(IVE) (沙田) Hong Kong Institute of Vocational Education (IVE) (Sha Tin) | 1 |

| 範疇／服務對象 Scope/Service User | 人數 Number of persons |
|----------------------------|----------------------|
| 長者 Elderly | 10 |
| 家庭 Family | 5 |
| 青少年 Youth | 10 |

| 課程 Programme | 人數 Number of persons |
|--|----------------------|
| 社會工作副學士 Associate Degree in Social Work | 8 |
| 社會工作學士 Bachelor of Social Work | 3 |
| 社會工作碩士 Master of Social Work | 13 |
| 社會工作高級文憑 Higher Diploma in Social Work | 1 |



服務策劃及發展部



Service Planning and Development Division

服務策劃及發展部 Service Planning and Development Division

服務策劃及發展部主要配合機構之政策及形象，協助機構推展三項工作：

1. 研究及服務發展
2. 資訊及聯絡
3. 籌募活動

The Service Planning and Development Division assists the Organization in three aspects of work pertaining to the overall organization policies and image:

1. Research and Service Development
2. Information and Communication
3. Fund-raising Activities

A. 服務報告 Service Highlights

1. 研究及服務發展

部門主要協助機構拓展嶄新性項目，以回應社會需要。本年度，部門協助發展服務項目如下：

部門繼續協調及推展之勞工及福利局地區性扶貧計劃：兒童發展基金第六批的「友您夢飛航」計劃，並致力為計劃中的配對儲蓄籌募捐款，協助地區上一班來自基層之兒童青年人實踐夢想。

2. 資訊及聯絡

部門分別支援內部發展及對外聯絡工作，積極建立機構形象，推廣本處服務，支援包括：

- 出版機構刊物
- 新職員迎新
- 資訊及書籍統籌
- 安排及接待賓客
- 協調同工參與「循道衛理聯合教會－社會關懷主日」

3. 籌募活動

本年度部門協助籌劃之籌募活動包括：
循道教會助學基金2019年攜手慈善步行日

1. Research and Service Development

Our Division helps the Organization to launch pioneer projects in response to society's needs. During the year, we have helped to develop the following projects:

The Division continues to coordinate and promote the Labour and Welfare Bureau's Regional Poverty Alleviation Programme: Child Development Fund - Dream Big with U Project (6th Batch), and is committed to raising funds for the matched savings programme to assist the general young children from low-income families in the district to fulfill their dreams.

2. Information and Communication

Our Division supports internal development and outreach work to help maintain a positive image of the Organization and promote our services. The support work includes:

- Publishing the agency's brochures and reports;
- New staff orientation;
- Coordinating information and resource materials;
- Arranging for organization visits and receiving visitors;
- Liaising with the Methodist Church, Hong Kong for our colleagues to attend the Care for Society Worship Sunday.

3. Fund-raising Activities

This year, we have assisted in fund-raising activities including the 2019 Walkathon for the Methodist Study Trust.

B. 未來展望 Future Direction

部門將持續以協助機構拓展嶄新性及非資助項目為目標，積極善用社會上各類資源，回應弱勢社群之需要，實踐本處「社會服務實驗室」之信念。

Our Division will assist the organization to develop pioneer and privately-funded projects, to make good use of community resources, and to respond to the needs of the disadvantaged groups, thereby helping to actualize our Agency's commitment to serving as a 'social service laboratory' for society.



財務報告

Financial Report 2019-2020

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020

| | 2020 HK\$ | 2019 HK\$ |
|---|---------------------------|---------------------------|
| Fixed Asset | | |
| Fixed Assets - Furniture fixture and fittings | 1 | 1 |
| Current Assets | | |
| Accounts Receivable | 11,225,506 | 5,267,071 |
| Payment in Advance | 5,320,740 | 2,218,695 |
| Utility Deposit & Prepayment | 696,559 | 649,209 |
| Rental Deposit | 655,279 | 171,194 |
| Cash and Bank Balance | <u>152,200,464</u> | <u>143,953,940</u> |
| | 170,098,548 | 152,260,108 |
| Current Liabilities | | |
| Accounts Payable and Accruals | 337,182 | 820,456 |
| Fee Received in Advance | <u>903,045</u> | <u>596,089</u> |
| | <u>1,240,227</u> | <u>1,416,545</u> |
| Net Current Assets | <u>168,858,321</u> | <u>150,843,563</u> |
| Net Assets | <u>168,858,322</u> | <u>150,843,564</u> |
| Financed by: | | |
| Specific Fund | 59,177,219 | 56,174,713 |
| Lotteries Fund Block Grant Reserve | 1,608,950 | 901,303 |
| Lump Sum Grant Reserve | 91,004,670 | 73,803,059 |
| Provident Fund Reserve | 11,648,969 | 9,528,984 |
| Central Items Subvention Reserve | 9,274,085 | 12,663,337 |
| Rent and Rates Subvention Reserve | <u>(3,855,571)</u> | <u>(2,227,831)</u> |
| Total funds and reserves | <u>168,858,322</u> | <u>150,843,564</u> |

OPERATING INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2020

| | 2020 | 2019 |
|---------------------------------|--------------------|--------------------|
| INCOME | HK\$ | HK\$ |
| Lump Sum Grant Subvention | 298,008,568 | 237,320,563 |
| Provident Fund Subvention | 19,352,755 | 16,266,215 |
| Central Items Subvention | 10,833,884 | 21,321,648 |
| Rent and Rates Subvention | 7,773,451 | 7,058,610 |
| Block Grant Subvention | 4,367,000 | 3,346,000 |
| Fee Income | 16,625,698 | 15,981,859 |
| Bank Interest Income | 1,643,548 | 138,972 |
| Community Chest | 3,454,570 | 3,555,623 |
| Designated Donation | 1,035,090 | 1,466,842 |
| Flay Day Income | - | 2,053,740 |
| Non-Recurrent Grant Income | 43,229,773 | 27,949,381 |
| Other Income | 30,782,471 | 39,439,877 |
| TOTAL INCOME | 437,106,808 | 375,899,331 |
| EXPEDNITURE | | |
| Salaries and Allowances | 257,699,078 | 224,020,993 |
| Contribution to Provident Fund | 18,031,370 | 16,590,940 |
| Central Items | 13,650,672 | 19,327,292 |
| Rent and Rates | 10,975,149 | 9,525,886 |
| Block Grant Expenditure | 3,659,353 | 2,444,697 |
| Flay Day Expenditure | - | 163,499 |
| Non-Recurrent Grant Expenditure | 48,940,515 | 36,357,408 |
| Other Charges | 66,406,831 | 49,747,077 |
| TOTAL EXPENDITURE | 419,362,968 | 358,177,791 |
| SURPLUS FOR THE YEAR | 17,743,840 | 17,721,540 |



服務單位總覽

Directory of Service Units

總辦事處

Headquarter

九龍窩打老道54號

54 Waterloo Road, Kowloon

電話 Tel: 2251 0888 (總機) 傳真 Fax: 2770 1417 電郵 E-mail: yang@yang.org.hk

中央行政

Central Administration

行政部

Administration Department

九龍窩打老道54號二樓

2/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0888 傳真 Fax: 2770 1417 電郵 E-mail: admin@yang.org.hk

會計部

Accounts Department

九龍窩打老道54號二樓

2/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0888 傳真 Fax: 2770 1417 電郵 E-mail: acct@yang.org.hk

專業發展部

Professional Development Division

九龍窩打老道54號二樓

2/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0888 傳真 Fax: 2770 1417 電郵 E-mail: pdd@yang.org.hk

服務策劃及發展部

Service Planning and Development Division

九龍窩打老道54號二樓

2/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0893 傳真 Fax: 2770 1417 電郵 E-mail: spdd@yang.org.hk

專責服務

Specialized Service

樂融雅敘

Cornwall Café

九龍塘歌和老街公園壁球及乒乓球中心地下 (餐廳)

G/F, (Portion) Squash & Table Tennis Centre, Cornwall Street Park, Kowloon Tong, Kowloon

電話 Tel: 2304 5011/ 2304 5044 傳真 Fax: 2338 4483 電郵 E-mail: cafe@yang.org.hk

健憶長者認知訓練中心

Senior Citizen Cognitive Training Centre

九龍窩打老道54號一樓

1/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0890 / 2251 0818 傳真 Fax: 2770 0667 / 2770 2730 電郵 E-mail: emsc@yang.org.hk

家庭健康教育及輔導中心

Family Health Education and Counselling Centre

九龍油麻地彌敦道466-472號恩佳大廈二樓

2/F, Yun Kai Building, 466-472 Nathan Road, Yaumatei, Kowloon

電話 Tel: 2171 4111 傳真 Fax: 2385 5547 電郵 E-mail: fhe@yang.org.hk

學習支援及成長中心

Learning Support & Development Centre

九龍油麻地彌敦道466-472號恩佳大廈二樓

2/F, Yun Kai Building, 466-472 Nathan Road, Yaumatei, Kowloon

電話 Tel: 2171 4171 傳真 Fax: 2385 5547 電郵 E-mail: lsdc@yang.org.hk

灣仔學習支援及成長支援中心

Wan Chai Learning Support & Development Centre

香港灣仔皇后大道東271號衛斯理大廈10字樓

10/F Wesleyan House, 271 Queen's Road East, Wan Chai, Hong Kong

電話 Tel: 2318 1015 傳真 Fax: 2318 1016 電郵 E-mail: wcslsdc@yang.org.hk

油尖旺家庭成長軒

Yau Tsim Mong Family Education and Support Centre

九龍油麻地上海街396號五樓

5/F., 396 Shanghai Street, Yaumatei, Kln

電話 Tel: 2781 2921 傳真 Fax: 2781 2123 電郵 E-mail: ytmfesc@yang.org.hk

循道教會助學基金成長軒

Methodist Study Trust Wong Tai Sin Education Centre

九龍黃大仙下邨龍達樓地下109-110室

Rm 109-110, G/F, Lung Tat House, Lower Wong Tai Sin Estate, Kowloon

電話 Tel: 2351 7393 傳真 Fax: 2353 0054 電郵 E-mail: mstec@yang.org.hk

沙田家庭成長軒

Shatin Family Education and Support Centre

新界沙田新田圍邨欣園樓地下

G/F, Yan Wai House, Sun Tin Wai Estate, Shatin, NT

電話 Tel: 2605 7155 傳真 Fax: 2602 1424 電郵 E-mail: fesc@yang.org.hk

天水圍家庭成長軒

Tin Shui Wai Family Education & Support Centre

新界天水圍天澤邨服務設施大樓6樓604室

Rm 604, 6/F, Ancillary Facilities Block, Tin Chak Estate, Tin Shui Wai, NT

電話 Tel: 3147 9277 傳真 Fax: 3147 9270 電郵 E-mail: tswfesc@yang.org.hk

天水圍社會服務中心

Tin Shui Wai Social Service Centre

新界天水圍天華邨華逸樓B翼地下

G/F, Wing B, Wah Yat House, Tin Wah Estate, Tin Shui Wai, NT

電話 Tel: 3147 9177 傳真 Fax: 3147 9147 電郵 E-mail: tssc@yang.org.hk

長者服務部

Senior Citizen Service Division

彩虹長者綜合服務中心

Choi Hung Community Centre for Senior Citizens

九龍彩虹邨金漢樓地下106-115室

Rm 106-115, G/F, Kam Hon House, Choi Hung Estate, Kowloon

電話 Tel: 2329 6008 傳真 Fax: 2329 6758 電郵 E-mail: chcc@yang.org.hk

彩虹綜合家居照顧服務

Choi Hung Integrated Home Care Services

喜安居 · 九龍東社區照顧服務

East Kowloon Community Care Service

九龍彩虹邨金漢樓地下106-115室

Rm 106-115, G/F, Kam Hon House, Choi Hung Estate, Kowloon

電話 Tel: 2326 1331 傳真 Fax: 2329 6758 電郵 E-mail: ekccs@yang.org.hk

彩虹長者綜合服務中心 (附屬中心)

Choi Hung Community Centre for Senior Citizens(Sub-base)

九龍牛池灣瓊東街8號嘉峰臺地下

G/F, Lot No. 8 Kingsford Terrace, King Tung Street, Ngau Chi Wan, Kowloon

電話 Tel: 2711 0333 傳真 Fax: 2711 3122 電郵 E-mail: chcc@yang.org.hk

彩虹長者日間護理服務

Choi Hung Day Care Service for Senior Citizens

九龍彩虹邨金漢樓地下172-178室

Rm 172-178, G/F, Kam Hon House, Choi Hung Estate, Kowloon

電話 Tel: 2329 9232 傳真 Fax: 2322 0122 電郵 E-mail: chdcs@yang.org.hk

愛民長者鄰舍中心

Oi Man Neighbourhood Elderly Centre

九龍愛民邨嘉民樓401-404、509-511室

Rm 401-404, 509-511 Kar Man House, Oi Man Estate, Kowloon

電話 Tel: 2715 8677 傳真 Fax: 2761 4144 電郵 E-mail: omnec@yang.org.hk

匯智自學天地

Smartview Centre for Senior Citizens

九龍愛民邨嘉民樓509-511室

Rm 509-511 Kar Man House, Oi Man Estate, Kowloon

電話 Tel: 3499 1262 傳真 Fax: 3499 1403 電郵 E-mail: omnec@yang.org.hk

悠逸軒

Yau Tsim Neighbourhood Elderly Centre

九龍柯士甸道西1號1樓103室

Rm 103, 1/F, 1 Austin Road West, Kowloon

電話 Tel: 3149 4123 傳真 Fax: 3149 4033 電郵 E-mail: ytnec@yang.org.hk

油旺綜合家居照顧服務

Yau Mong Integrated Home Care Services

九龍窩打老道54號一樓

1/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0818 傳真 Fax: 2770 2730 電郵 E-mail: ymihcs@yang.org.hk

香港基督教循道衛理聯合教會

循道衛理楊震社會服務處深水埗護養院暨日間護理服務

The Methodist Church, Hong Kong, Yang Memorial Methodist

Social Service, Sham Shui Po Nursing Home cum Day Care Service

九龍深水埗窩仔街100號石硤尾邨二期服務設施大樓二樓及三樓

2/F and 3/F, Ancillary Facilities Block, Shek Kip Mei Estate Phase 2, 100 Woh Chai Street, Sham Shui Po, Kowloon

電話 Tel: 2342 3220 傳真 Fax: 2342 3660 電郵 E-mail: nhssp@yang.org.hk

喜安居、九龍西社區照顧服務

West Kowloon Community Care Service

九龍深水埗窩仔街100號石硤尾邨二期服務設施大樓二樓及三樓

2/F and 3/F, Ancillary Facilities Block, Shek Kip Mei Estate Phase 2, 100 Woh Chai Street, Sham Shui Po, Kowloon

電話 Tel: 2361 9211 傳真 Fax: 2361 9944 電郵 E-mail: wkccs@yang.org.hk

家庭服務部

Family Service Division

旺角綜合家庭服務中心

Mong Kok Integrated Family Service Centre

九龍旺角彌敦道736號中匯商業大廈地下

G/F, Central Commercial Tower, 736 Nathan Road, Mongkok, Kowloon

電話 Tel: 2171 4001 傳真 Fax: 2388 3062 電郵 E-mail: ifsc@yang.org.hk

臨床心理服務

Clinical Psychology Service

九龍旺角彌敦道736號中匯商業大廈地下

G/F, Central Commercial Tower, 736 Nathan Road, Mongkok, Kowloon

電話 Tel: 2171 4001 傳真 Fax: 2388 3062 電郵 E-mail: cp@yang.org.hk

幼稚園駐校社工服務

Social Work Services in Pre-primary Institutions

香港灣仔皇后大道東271號衛斯理大廈10字樓

10/F Wesleyan House, 271 Queen's Road East, Wan Chai, Hong Kong

電話 Tel: 2219 0050 傳真 Fax: 2219 0001 電郵 E-mail: ppi@yang.org.hk

青少年服務部 (何文田區)

Youth Service Division (Homantin District)

何文田青少年綜合發展中心

Homantin Integrated Centre for Youth Development

九龍何文田邨恬文樓地下

G/F, Tim Man House, Homantin Estate, Kowloon

電話 Tel: 2718 1330 傳真 Fax: 2716 2524 電郵 E-mail: hic@yang.org.hk

學校社會工作服務

School Social Work Service

九龍何文田邨恬文樓地下

G/F, Tim Man House, Homantin Estate, Kowloon

電話 Tel: 2718 1330 傳真 Fax: 2716 2524 電郵 E-mail: ssw@yang.org.hk

青少年服務部 (九龍城區)

Youth Service Division (Kowloon City District)

九龍城區青少年外展社會服務中心 (日間及深宵服務)

Kowloon City District Youth Outreaching Social Service Centre

九龍愛民邨嘉民樓506-508室

Rm 506-508, Ka Man House, Oi Man Estate, Homantin, Kowloon

電話 Tel: 2395 3101 傳真 Fax: 2715 3335 電郵 E-mail: kcyor@yang.org.hk

青少年服務部 (沙田區)

Youth Service Division (Shatin District)

沙田青少年綜合發展中心

Shatin Integrated Centre for Youth Development

新界沙田愉翠苑服務設施大樓二樓

2/F, Ancillary Facilities Block, Yu Chui Court, Shatin, NT

電話 Tel: 2609 1855 傳真 Fax: 2602 7115 電郵 E-mail: sic@yang.org.hk

青少年服務部 (油尖旺區)

Youth Service Division (Yam Tsim Mong District)

油尖旺青少年綜合發展中心

Yau Tsim Mong Integrated Centre for Youth Development

九龍旺角西海泓道海富苑海欣閣二樓

2/F, Hoi Yan House, Hoi Fu Court, Hoi Wang Road, Mongkok West, Kowloon

電話 Tel: 2332 0969 傳真 Fax: 2782 0349 電郵 E-mail: yic@yang.org.hk

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復康服務部

Rehabilitation Service Division

白普理日間訓練中心

Bradbury Day Activity Centre

九龍窩打老道54號五樓

5/F, 54 Waterloo Road, Kowloon

電話 Tel: 2251 0870 傳真 Fax: 2770 0231 電郵 E-mail: dac@yang.org.hk

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晉業中心

Vocational Advancement Centre

九龍慈雲山慈正邨正怡樓地下

G/F Ching Yi House, Tsz Ching Estate, Tsz Wan Shan, Kowloon

電話 Tel: 2327 7116 傳真 Fax: 2327 7181 電郵 E-mail: vac@yang.org.hk

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獨立生活計劃

Independent Living Project

新界沙田禾輦邨康和樓地下127-131室

Unit 127-131, G/F, Hong Wo House, Wo Che Estate, Shatin, N.T.

電話 Tel: 2681 1772 傳真 Fax: 2681 1909 電郵 E-mail: ilp@yang.org.hk

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南山晉逸居

Nam Shan Supported Hostel

九龍深水埗南山邨南逸樓地下33-48號

Units 33-48, G/F, Nam Yat House, Nam Shan Estate, Sham Shui Po, Kowloon

電話 Tel: 2778 3876 傳真 Fax: 2778 3880 電郵 E-mail: nssh@yang.org.hk

深水埗區晉晴支援服務中心

Sham Shui Po District Support Centre

九龍長沙灣道391號長沙灣邨服務設施大樓二樓201室

Unit 201, 2/F, Ancillary Facilities Block, Cheung Sha Wan Estate, Sham Shui Po, Kowloon

電話 Tel: 2710 8070 傳真 Fax: 2788 3817 電郵 E-mail: dsc@yang.org.hk

鯉魚門晉朗綜合復康服務中心

Lei Yue Mun Integrated Rehabilitation Services Centre

九龍觀塘鯉魚門邨鯉隆樓地下低層

Lower G/F, Lei Lung House, Lei Yue Mun Estate, Kwun Tong, Kowloon

電話 Tel: 22465255 / 22465355 傳真 Fax: 2246 5177 電郵 E-mail: irsc@yang.org.hk

自悠天地－自閉症人士成長中心

Kingdom A - Development Centre for Persons with Autism

九龍荔枝角長沙灣廣場第二期五樓512室

Unit 512, 5/F., Cheung Sha Wan Plaza 2, 833 Cheung Sha Wan Road, Lai Chi Kok, Kowloon

電話 Tel: 2743 2555 傳真 Fax: 2743 2999 電郵 E-mail: kingdom-a@yang.org.hk

屯門朗逸居

Tuen Mun Independent Living Hostel

新界屯門青松觀路及青麟路交界青麟山莊2E及2F座

Blocks 2E & 2F at The Junction of Tsing Lun Road & Tsing Chung Koon Road, Tuen Mun, NT

電話 Tel: 2463 5022 傳真 Fax: 2463 5581 電郵 E-mail: tmh@yang.org.hk

喜晴計劃－家居照顧服務

Rehabilitation Service Division - Kowloon (1) Regional Home Care Service

九龍深水埗白田邨潤田樓地下C翼

G/F., Wing C, Yun Tin House, Pak Tin Estate, Sham Shui Po, Kowloon

電話 Tel: 2337 9966 傳真 Fax: 2337 9060 電郵 E-mail: khcs@yang.org.hk

牽晴計劃－嚴重肢體傷殘人士綜合支援服務計劃

Integrated Support Service for Persons with Severe Physical Disabilities (ISS)

九龍深水埗麗安邨麗德樓地下6-10號

Units 6-10, G/F, Lai Tak House, Lai On Estate, Sham Shui Po

電話 Tel: 3959 1700 傳真 Fax: 3425 4994 電郵 E-mail: iss@yang.org.hk

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到校學前康復服務

On-site Pre-school Rehabilitation Services

九龍荔枝角長沙灣廣場第二期8樓806室

Unit 806, 8/F, Tower II, Cheung Sha Wan Plaza, Lai Chi Kok, Kowloon

電話 Tel: 2171 4022 傳真 Fax: 2171 4033 電郵 E-mail: oprs@yang.org.hk

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院舍外展醫生到診服務

Visiting Medical Practitioner Service for Residential Care Homes

葵涌興芳路223號葵芳新都會廣場2期45樓7A至7B室

45/F 7A~7B Tower 2, Metro Plaza, 223, Hing Fong Road, Kwai Tsing, New Territories

電話 Tel: 2337 9433 傳真 Fax: 2337 9446 電郵 E-mail: vmpps@yang.org.hk

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私營殘疾人士院舍專業外展服務試驗計劃

The Pilot Scheme on Professional Outreaching Team for Private Residential Homes for Persons with Disabilities

葵涌興芳路223號葵芳新都會廣場2期45樓7A至7B室

45/F 7A~7B Tower 2, Metro Plaza, 223 Hing Fong Road, Kwai Tsing, New Territories

電話 Tel: 2337 8300 傳真 Fax: 2337 8555 電郵 E-mail: pot@yang.org.hk

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畫出一片天－自閉症人士支援中心

Colour My Sky - Support Centre for Persons with Autism

九龍九龍灣宏開道16號德福大廈14樓1408及1411室

Unit 1408 & Unit 1411, 14/F, Telford House, 16 Wang Hoi Road, Kowloon Bay, Kowloon

電話 Tel: 2748 0318 傳真 Fax: 2748 0016 電郵 E-mail: spa@yang.org.hk



循道衛理楊震社會服務處

Yang Memorial Methodist Social Service

九龍窩打老道54號

54 Waterloo Road, Kowloon

電話 Tel : 2251 0888

傳真 Fax : 2770 1417

電郵 E-mail : yang@yang.org.hk

網址 Web site : <https://www.yang.org.hk>



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