



香港聖公會福利協會有限公司
HONG KONG SHENG KUNG HUI WELFARE COUNCIL LIMITED

年報 2019 - 2020
Annual Report

Together
We

Transform Life
Live in Abundance
轉化生命 活出豐盛





香港聖公會福利協會有限公司

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THE COMMUNITY CHEST
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香港聖公會福利協會有限公司
Hong Kong Sheng Kung Hui Welfare Council Limited



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主教冠 The Mitre

主教冠乃主教的傳統帽飾，既象徵奉行主教制的教會；亦象徵聖公會承襲使徒所留傳的信仰。

The mitre is the traditional headgear worn by bishops. As a symbol, it shows that the Anglican Church is an episcopal church, a church guided by bishops. It also underlines the fact that the Anglican Church has inherited the faith of the Apostles.

盾形 The Shield

象徵信徒在俗世衛道。

The shape of a shield signifies the defending of Christian faith in the temporal world.

冠冕 The Crown

在聖經之上，象徵基督的君王身份。冠冕表明教會服膺基督，並在世上作工，藉以榮耀上帝。

Placed above the Bible, the crown is the symbol of the kingship of Christ. It indicates that the Church works in the world in obedience to Christ and to the glory of God.

聖經 The Bible

放置在中央的聖經是上帝透過歷史—舊約時代以色列人的歷史和耶穌基督的生命—所作的啟示。聖公會的教義、教政和禮儀均以聖經為基礎，並須符合聖經的教訓。

The book in the middle of the shield is the Bible, a record of the self-disclosure of God in history — the history of the people of Israel in the Old Testament period and the life of Jesus Christ. The doctrine, discipline and worship of the Anglican Church are based on the Bible and must be in accordance with its teachings.

鑰匙 The Key

象徵由基督親授教會的權威。

It is the symbol of authority which the Church receives from Christ.

牧杖 The Crozier

象徵教會對世界肩負牧養的責任，以牧人及僕人的謙卑身份在世上工作。

As a symbol of the pastoral responsibility which the Church bears for the world, it is also known as the pastoral staff. It reminds the Church of its humble identity as a servant.

蜆殼 The Shell

放在聖經之下，蜆殼是洗禮的象徵，表明教會之使命乃廣傳福音，領人歸信基督，加入教會。

Placed beneath the Bible, the shell is used to symbolise Baptism. It underlines the evangelistic mission of the Church which is to preach the Gospel, to draw people to Christ and to baptise them.

盾徽用色 The Colours

主教冠紅白兩色，象徵基督之聖潔與犧牲。正中盾形以勞工服之「大成藍」為底色，象徵中國的勞苦大眾及平民，因耶穌原亦為木匠。

The red and white in the mitre symbolise the sacrifice and holiness of Christ, and the blue background of the shield represents the working class of China, for Christ was Himself a carpenter.

福利協會簡介

The Welfare Council's Profile

香港聖公會福利協會（簡稱「福利協會」）於 1966 年成立，並於 2013 年註冊成為獨立註冊的慈善機構。福利協會本著「個別關懷・全面照顧」的服務格言和「轉化生命・活出豐盛」的服務精神，一直為社會上不同年齡和階層的人士提供多元化服務。現時福利協會擁有逾 200 個直屬服務單位及會員機構，分佈全港、澳門及廣州，構建了一個全面而緊密的服務網絡。作為聖公會的社服機構，本會秉承和平之子的角色，與教會、學校相互緊密配合，將愛與關懷帶給社群，並積極連絡社會各界，共同建設關懷的社會。

Established in 1966 and incorporated as a charitable organisation in 2013, the Hong Kong Sheng Kung Hui Welfare Council (the Welfare Council) has been providing multi-faceted services to individuals across all ages and socioeconomic backgrounds in line with its service philosophy, "Personalised Service, Holistic Care", to "Transform Lives" so they may be "Lived in Abundance". With over 200 service units and member agencies across the territory, in Macau and Guangzhou, the Welfare Council has established a comprehensive and close-knit service network. As a branch of the Hong Kong Sheng Kung Hui, the Council walks in the footsteps of the Son of Peace, working hand in hand with churches and schools to deliver love and care to the local community, and to reach out to international communities in a collective effort to build a loving society.

遠象 Vision

福利協會以基督精神，建立愛與關懷的社會，達至個人與天、人、物、我的和諧與平安。

In the Christian spirit, the Welfare Council seeks to help construct a society of love and care, achieving harmony that transcends Heaven, Humankind, Mother Nature and the Self.

使命 Mission

福利協會步武基督，洞悉社會需要，力行仁愛公義，提供適切服務，使生命得以轉化，活出人的尊嚴與價值。

Following in the footsteps of Christ, the Welfare Council discerns the needs of society, puts benevolence and justice into practice, and provides pertinent services that allow the transformation of lives as they unfold with dignity and worth.

核心價值 Core Values

- ✦ 基督精神
- ✦ 彰顯人的尊嚴及價值
- ✦ 愛與關懷
- ✦ 謙卑同行
- ✦ 倡導公義和平
- ✦ 敢於創新及勇於改變

- ✦ Following the Christian spirit
- ✦ Embodying human dignity and worth
- ✦ Expressing love and care
- ✦ Walking humbly with others in the footsteps of God
- ✦ Advocating for justice and peace
- ✦ Dare to invent and dare to change

宗旨 Aims and Objectives

- ✦ 向聖公會各福利機構、學校及牧區提供各有關消息、援助及諮詢服務。
- ✦ 發起及協助各牧區推行新計劃，以符合新情況或新需求。
- ✦ 視乎情況所需而與其他教會或機構聯合推行福利工作。
- ✦ 在有關整體社會福利事業上代表聖公會各福利機構。
- ✦ 代表及協助各個透過本會以籌措經費之會員機構申請政府津貼、公益金款項或其他基金。
- ✦ 向各會員機構推薦一般之工作準則綱領。

- ✦ To provide relevant information, assistance and counsel for Sheng Kung Hui social service organisations, schools and parishes.
- ✦ To initiate and help parishes execute new projects to satisfy present circumstances and meet new needs.
- ✦ To provide welfare alongside other churches or organisations according to present circumstances.
- ✦ To represent all welfare organisations under the Sheng Kung Hui in all matters relating to social welfare.
- ✦ To represent and to assist member agencies with applications for government subvention, funds from the Community Chest or from other resources.
- ✦ To recommend working guidelines for all member agencies.

主席之言 Chairman's Remarks



對任何機構而言，2019/20 年度均是一個很特別和很具挑戰性的一年，不論是 2019 年夏秋的社會運動抑或是 2020 年初爆發的 2019 冠狀病毒病疫情，都令香港人經歷艱辛的時間。蒙主恩典，香港聖公會福利協會有著一群專業和委身的同工團隊，一直均以服務使用者的福祉為先，堅持在任何環境下都本著「個別關懷・全面照顧」的基本理念和「轉化生命・活出豐盛」的服務精神，回應劇變中社會的需要。

我很高興同工在這充滿挑戰的一年裡除堅守崗位，確保服務得以維持正常運作外，仍努力回應新環境下的社會需要，並走進新的服務領域，尤其在運輸及房屋局支持下，與新鴻基地產攜手合作，發展「同心村」過渡性房屋項目，以舒緩居於水深火熱環境的低收入家庭的居住困境。福利協會更於 2020 年中成功投得食物及衛生局「黃大仙地區康健中心」的服務，此將使本會在基層醫療服務方面，藉公私營合作和跨專業、跨界別層面作進一步發展，提供全人優質服務。

面對社會上的急劇轉變，我十分感恩有一直以專業態度提供服務的同工，他們的付出亦獲服務使用者及照顧者和家屬的肯定，機構更收到約 280 封讚賞信，表揚不同單位的優質服務。此外，董事會和執行委員會各委員除支持和關懷同工的辛勞工作外，也持續以機構管治精神，為時代變化所需而作出政策和措施的檢視，當中包括對危機管理機制的重視，讓機構能以可持續發展的思維向前邁進。

福利協會將繼續步武基督，關愛弱小，上下一心，共同努力，繼續持謙卑的態度為香港社會服務。

李國棟

李國棟醫生，SBS，CStJ，JP
董事會主席

2020 年 12 月

Most of us would agree that 2019 to 2020 has been a challenging one — whether it was the social movements in the summer of 2019, or the COVID-19 pandemic that broke out in early 2020. Hong Kong was hit hard. With the Grace of God, employees of the Hong Kong Sheng Kung Hui Welfare Council have remained professional and selfless, putting the interests of service users before their own and continuing to provide “Personalised Service, Holistic Care”. In response to the changing needs of a turbulent society, our staff have never strayed from their pledge to “Transform Lives” so users may be “Lived in Abundance”.

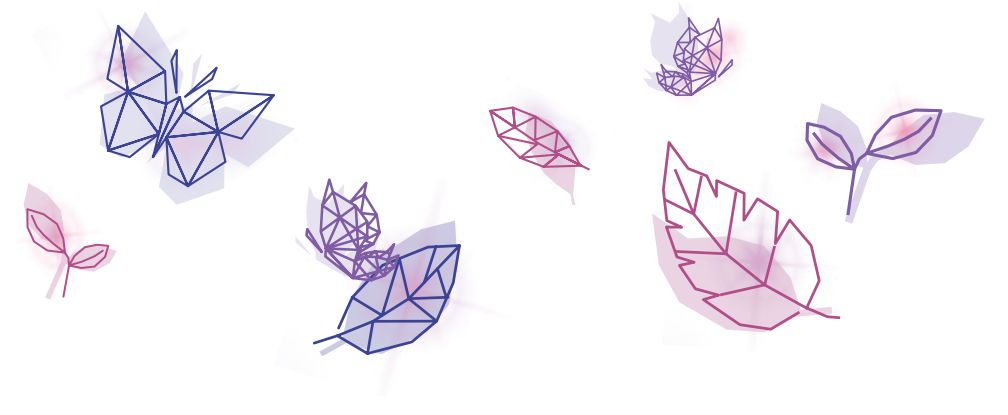
I am honoured to have weathered this challenging year standing shoulder to shoulder with our employees. Together, we have ensured the smooth running of the operations yet worked hard in adapting to our new normal and emerging needs of our society. We have also ventured into new service areas, and with the support of the Transport and Housing Bureau and the partnership of Sun Hung Kai Properties, developed a transitional housing project in Yuen Long that aims to help low-income families who are living in poor environment. In mid-2020, Food and Health Bureau also awarded the Welfare Council with the tender to operate the Wong Tai Sin District Health Centre, which will take the Council to the next level of development through public-private collaboration in multi-disciplinary services providing comprehensive primary care.

In the face of an ever-changing social landscape, I am grateful for the professionalism of our employees, whose contributions have been recognised by service users, caregivers and families. During the year, the Welfare Council received about 280 letters of commendation that showed appreciations for our quality services. In addition to providing employees with support and care, the Board of Directors and members of the Executive Committee have also upheld corporate governance by adapting policies and measures to the changing times, paying special attention to crisis management to ensure the sustainable development of the Council.

Following in the footsteps of Christ, the Welfare Council will continue to care for the less privileged and stand united in our shared goal to humbly serve society.

Dr Donald Li Kwok-tung, SBS, CStJ, JP
Chairman, Board of Directors

December 2020



總幹事報告

Director's Report



2019/20 年度先後出現的大型社會運動和 2019 冠狀病毒病疫情均使任何人都感到不知所措和即時變得被動。在這個充滿挑戰的一年，感恩社會各界人士對福利協會的信任，包括香港賽馬會、社會福利署、李嘉誠基金會、香港理工大學、新鴻基地產、香港工業總會等數十個機構主動與各單位聯絡，為受影響的貧窮家庭提供經濟和物資上的支援，包括捐出食物、現金、日用品、口罩和搓手液等，有企業甚至贊助居於劏房的家庭噴灑消毒塗層，讓他們對家居環境感到放心。

服務先行 多行一步

感恩同工在充滿挑戰的一年裡，不計較付出更多，例如在 2019 年社運期間，當個別同工因交通受阻而無法準時接更時，院舍同工都主動超時工作以確保服務不受影響；綜合家居照顧服務隊的同工為了居家長者有飯吃，用盡心思克服路上額外數小時上班時間和障礙，也要把飯煮好並準時送上門。上述的努力正反映出同工對服務使用者的承擔，令人感動。在 2020 年初爆發疫情時，青少年、幼兒、長者及復康等社區服務單位雖沒有如常開放，但同工為了與服務使用者保持聯繫，給予關懷，他們都施展渾身解數，包括透過電話輔導、網上直播和拍攝短片等方式繼續提供服務，使他們即使未能到中心，仍感受到福利協會的照顧。而於疫情嚴峻期間須保持正常運作的安老及復康院舍、綜合家居照顧服務隊及「恩澤膳一短期食物援助服務計劃」等單位的同工們，仍以專業的態度毫不計較地如常上班，全都以弱勢社群福祉為重。

在疫情期間，機構也考慮到同工的 effort，送上「抗疫包」以表達對同工的關心，本人亦多次向全體同工致函，並為個別單位錄製聲帶以感謝同工於不尋常環境下的努力，及為他們打氣。2020 年中進行的調查結果顯示，同工對機構的整體滿意度維持在 76.3% 的高水平，與過去幾年相若，反映同工持續對機構推行的各項措施和政策感到滿意。

新服務發展

同工努力的付出，也見證於項目發展方面的成果，致使福利協會在此期間發展了不少新服務。

社署資助服務

幼稚園服務

繼 2018/19 學年起獲社會福利署委託承辦「在學前單位提供社工服務先導計劃」後，福利協會在本年度再獲增加服務名額，使我們能為共 32 間聖公宗（香港）幼兒教育議會屬下的幼稚園/ 幼兒學校共約 7,000 名學生提供駐校社工服務。另外，隨著「到校學前康復服務計劃」於 2019 年 10 月起常規化，福利協會獲批增加服務名額至 460 個，共為 53 間幼稚園有特殊需要的學生提供到校康復訓練。

迎康園一展能中心及宿舍

繼早前東涌綜合服務於迎東邨設立新服務點後，福利協會於本年度再獲批營辦迎東邨的「迎康園一展能中心及宿舍」，為中度至嚴重智障人士提供 30 個宿位及 60 個日間展能中心服務名額。宿舍經裝修後於 2020 年 9 月投入服務。

多元文化外展服務隊

福利協會成功投得少數族裔外展隊服務，成為 3 間營運機構之一，自 2020 年初始為居於新界區（屯門、元朗、沙田、荃灣、葵青、大埔及北區）的少數族裔人士提供服務，讓他們有機會與主流福利服務接軌，目的是及早預防家庭問題的發生、增強他們解決問題的能力、改善家庭關係及強化支援網絡，讓他們能融入本地社群，以促進社會共融和種族和諧。

駿洋長者日間護理中心

福利協會於本年度成功投得位於火炭駿洋邨的長者日間護理中心。原訂於 2020 年上半年開展服務，惟因該邨在疫情下一度成為檢疫中心而延至 2021 年 1 月才會正式運作。

過渡性房屋

「同心村」過渡性房屋項目

福利協會於 2020 年 1 月初宣佈將與新鴻基地產及運輸及房屋局攜手合作，在元朗東頭興建「同心村」過渡性房屋，目的是為低收入家庭提供安穩居所。項目也重視與周邊社區互惠互助和居民與社區和睦的氛圍。村內將為居民提供就業及身心靈支援等服務。同心村預計在 2022 年落成，可為約 1,800 個基層家庭提供適切的居所，在 6 年的營運期間估計能惠及 3,600 個家庭。

醫社結合服務

黃大仙地區康健中心

福利協會於 2020 年 9 月獲食物及衛生局批出黃大仙地區康健中心的 3 年營運服務合約。此地區康健中心的服務包括健康推廣、健康評估、慢性疾病管理和社區復康等，屆時可為會員提供醫務及健康諮詢及/或評估。地區康健中心亦會協調區內其他提供社福及醫療健康服務的社區伙伴，為有需要的市民提供轉介服務。

麥理浩夫人中心賽馬會葵華健樂中心

麥理浩夫人中心獲香港賽馬會慈善信託基金撥款及華懋集團支持，在葵涌區設立一站式的「保健教育・健樂服務・地區支援」等服務，協助社區人士關注健康、培育內在健能和促進復原能力。中心提供個人健康評估及指導、健樂課程及健體訓練、中醫養生保健及診療、藥物諮詢、社區藥房等服務，並培訓健康教練及健康指導義工推行全方位社區健樂促進計劃。

中銀—浸大中醫社區中風預防及康復計劃

福利協會與香港浸會大學中醫藥學院合作，成功獲「中銀香港百年華誕慈善計劃」撥款以推行「中銀—浸大中醫社區中風預防及康復計劃」，計劃將自 2020 年 10 月起，透過中醫與社會工作相互配合，為中風高風險人士制訂中醫藥健康管理計劃，減低他們中風的可能性，並為有經濟困難之中風康復期長者提供免費中醫藥治療，預防再次中風，並提供從醫院、社區到家庭的全方位康復流程，減輕社會的醫療負擔。

社區互助支援網絡

中銀—時刻共享社區計劃

麥理浩夫人中心獲「中銀香港百年華誕慈善計劃」撥款推行「『時刻共享』社區計劃」。此計劃於 2020 年 10 月 1 日開始推行，為期 4 年半。計劃乃針對葵青區基層家庭照顧者的處境和需要，以「時間銀行」的推行理念和介入模式，鼓勵基層照顧者進行人際之間的時間及潛能資源交換，促進坊眾之間守望互助，從而編織可持續的社區互助支援網絡及建構社區互助資本力量。此計劃亦邀請社會各界捐助物資或服務支持，讓資源匱乏家庭得以紓解財政緊困，提升抗逆力，協助弱勢家庭脫離困境。

伙伴協作

與信和合辦長城「知」旅

福利協會一直積極與社會各界連結，於 2019 年暑假期間與信和集團合辦「長城『知』旅」。此計劃由黃廷方慈善基金贊助，安排 102 名中學和大學生、教師和同工到長城參與「修復萬里長城」活動。參加者均認為此考察之旅對他們的個人成長和逆境自強能力有很大的幫助。

聖公會群體協作

「天使燭光 祝福香港慈善音樂會」

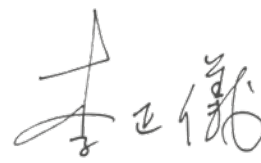
福利協會及香港聖公會東九龍教區於 2020 年 1 月合辦了「天使燭光 祝福香港慈善音樂會」，為福利協會的兒童哀傷輔導服務、中風復康服務及東九龍教區和香港聖公會聖匠堂的牧養工作籌募服務經費。活動邀請到著名聲樂家陳晃相先生及饒嵐女士分別擔任音樂總監及藝術總監，鄭保羅大主教、陳謳明主教、郭志丕主教、鄭慕智博士及多名資深歌唱家和聖公會人也參與演出，演唱會於拔萃男書院葉傑全音樂廳舉行。在此特別鳴謝信和集團和新鴻基地產的大額贊助，最終座無虛席，籌得超過港幣 340 萬元善款，音樂會也為香港送上祝福。

心意行動—抗疫緊急援助

福利協會在香港聖公會教省主教長及福利協會名譽贊助人鄭保羅大主教支持下，自 2020 年 3 月起動員聖公會堂、校、社服等群體，以「心意行動」為平台收集現金捐款、超市禮券、口罩和酒精搓手液等，於疫情期間贈予有需要人士。在此特別鳴謝香港聖公會大主教世界援助基金、Mrs Wendy Liu、何耀棣博士及夫人、李文達和蔡美靈慈善基金、香港聖公會聖士提反堂、玫瑰羅盤協會、謝錫洪先生、岑啟基先生等數十個機構和善長捐出款項及抗疫物資，為受疫情影響而有經濟需要的家庭，在未得到援助的空窗期提供緊急援助。

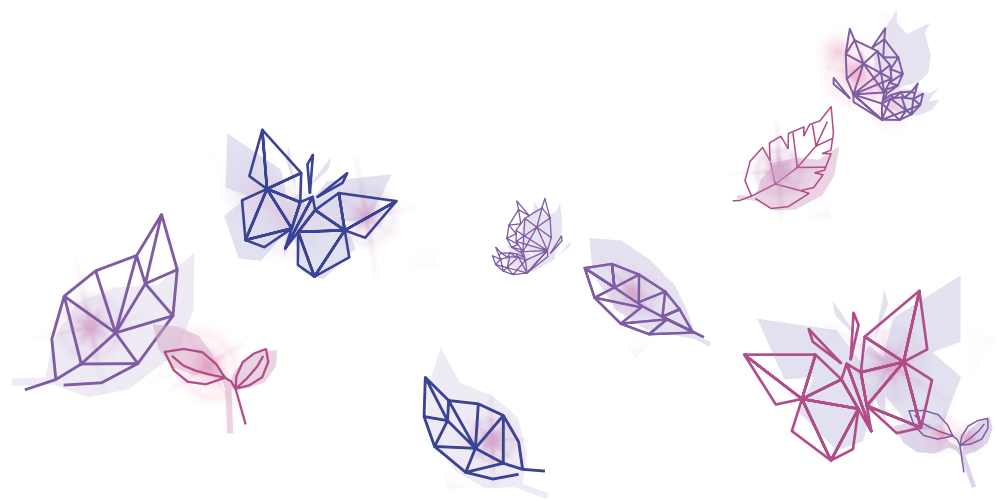
承傳感恩

本人謹代表福利協會，感謝教會、董事會、執行委員會和各小組委員會的指導和信任，並感謝各同工的努力和各政府部門、慈善基金、合作伙伴、服務使用者及其家人、義工和捐款善長的支持和鼓勵。我們會繼續懷著謙卑的態度，全會上下同心，秉持服務弱勢社群的信念，為社會上有需要的人士提供優質和適切的服務，將愛與關懷帶給社會，使更多人得著平安和喜樂。



李正儀博士，JP
總幹事

2020 年 12 月



The emergence of social movements and outbreak of the Covid-19 pandemic from 2019 to 2020 has left most of us feeling helpless. The Welfare Council is grateful for the contributions of such organisations like the Hong Kong Jockey Club, Social Welfare Department, Li Ka Shing Foundation, Hong Kong Polytechnic University, Sun Hung Kai Properties and Federation of Hong Kong Industries, and the trust they have placed in us. Their generosity has enabled us to support families in need of food, cash, daily necessities, surgical masks and hand sanitiser. Some business enterprises even offered free antiviral coating services for families living in subdivided units.

Going the Extra Mile

I am grateful for the selflessness of our employees, who, during this challenging year, willingly covered for their colleagues who were late for their shifts due to traffic disruptions resulting from social movements in 2019 to ensure that service users at our residential homes could still access quality care. Some colleagues of our integrated home care services also spent extra time and effort to cook and deliver meals to the doorsteps of the elderly. I am moved by our staff's commitment shown to our service users. When the coronavirus pandemic broke out in early 2020, service units for young people, children, the elderly and persons undergoing rehabilitation were forced to close. Nonetheless, our employees stayed in touch and extended their care to service users via unconventional methods, such as phone counselling, virtual broadcasts and online videos. Meanwhile, service teams who had to operate as normal during the pandemic, including those of our residential care homes for the elderly, rehabilitation centres, integrated home care services and Blessed Food Short-Term Food Assistance Service, continued to put the needs of underprivileged people before their own with their unwavering dedication to their roles and duties.

During the Covid-19 pandemic, we distributed infection control supplies among staff to show our appreciation. I personally wrote staff letters and recorded voice messages for individual units in an effort to boost morale during these trying times. A survey we conducted in mid-2020 revealed that the level of our staff's satisfaction towards the Welfare Council remained at a high of 76.3 per cent, not unlike that of the last few years, which reflects our employees' general satisfaction towards the company's measures and policies.

New Services

The effort of our staff has enabled the Welfare Council to make considerable achievements in the development of its new services.

Services Subvented by the Social Welfare Department

Pre-school Services

After it was selected for the "Pilot Scheme of Social Work Service for Pre-primary Institutions" in the 2018/19 academic year, the Welfare Council was given new quota, enabling us to serve some 7,000 students at 32 nurseries and kindergartens under the Anglican (Hong Kong) Early Childhood Education Council. In addition, the Council was given extra quota, allowing us to serve a total of 460 students with special educational needs at 53 kindergartens after the "On-site Pre-school Rehabilitation Services" was made regular starting October 2019.

The Grace Garden for Rehabilitation—Day Activity Centre & Hostel

Following the launch of services at Ying Tung Estate by the Tung Chung Integrated Services, during the year, the Welfare Council received the green light to operate the Grace Garden for Rehabilitation—Day Activity Centre & Hostel. The service unit has 30 bedspaces and a quota of 60 persons for its day activities. After undergoing renovations, the service unit began operating in September 2020.

Outreaching Team for Multi-Cultural Community

The Welfare Council has become one of the three "Outreaching Teams for Ethnic Minorities" operators. Since early 2020, it has been serving ethnic minorities in the New Territories (Tuen Mun, Yuen Long, Shatin, Tsuen Wan, Kwai Tsing, Tai Po and North District) and providing them with access to mainstream social services. We hope to prevent problems within ethnic minority families, improve their resilience, reinforce family ties and strengthen support networks to ultimately help ethnic minorities fit in with the local community, and promote racial harmony.

Chun Yeung Day Care Centre for the Elderly

During the year, the Welfare Council made a successful bid to run the Chun Yeung Day Care Centre for the Elderly and was set to begin services within the first half of 2020. However, since the estate was converted into a COVID-19 quarantine facility, the launch of the centre's services has been postponed to January 2021.

Transitional Housing

"United Court" Transitional Housing Project

In January 2020, the Welfare Council announced its collaboration with Sun Hung Kai Properties and the Transport and Housing Bureau to build "United Court", a transitional housing project that aims to provide low-income families with decent living spaces. Placing special emphasis on mutual assistance, the project is set to provide residents with services such as employment and spiritual support. "United Court" is set for completion in 2022 and is expected to provide reasonable living spaces for about 1,800 low-income families. The project is expected to benefit 3,600 families in 6 years.

Medical-social Collaboration

Wong Tai Sin District Health Centre

In September 2020, the Food and Health Bureau offered a 3-year contract to the Welfare Council to establish the Wong Tai Sin District Health Centre, which would provide services in health promotion, health assessments, managing chronic illnesses, social rehabilitation, medical and health consultations and/or assessments. The district health centre would also coordinate social and medical and wellness services provided by its partners within the district by arranging referral services.

Jockey Club Kwai Wah Wellness Centre of the Lady MacLehose Centre

With funding from the Hong Kong Jockey Club Charities Trust and the support of Chinachem Group, the Lady MacLehose Centre established a one-stop service centre in Kwai Chung for health education, wellness services and community support to help raise awareness on health, improve wellness and accelerate healing. The centre provides health assessments and guidance, wellness courses and physical training; health maintenance services inspired by traditional Chinese medicine (TCM) and TCM therapy; pharmacological advice; and pharmaceutical services etc. The centre also trains health coaches and volunteer wellness guides who then execute various aspects of the centre's wellness programmes in the community.

[BOC-HKBU Chinese Medicine Community Stroke Prevention and Rehabilitation Scheme](#)

In partnership with the Hong Kong Baptist University, the Welfare Council was awarded funding by the “BOCHK Centenary Charity Programme” to run the “BOC-HKBU Chinese Medicine Community Stroke Prevention and Rehabilitation Scheme”. The scheme, which launched in October 2020, combines TCM with social work to provide individuals at high risk of stroke with TCM health management plans to reduce the risk of stroke, and to support recovering elderly stroke patients with financial difficulties by providing free TCM therapy to prevent future incidences of stroke. The scheme also offers comprehensive rehabilitation support—from hospitals and the community to homes—to help alleviate the burden on public medical resources.

Community Support Network

[Bank of China—“Good Times” Scheme](#)

The “BOCHK Centenary Charity Programme” provided the Lady MacLehose Centre with funding to launch the “Good Times” Scheme. Launched on 1st October, 2020, the 4.5-year-scheme addresses the needs of low-income caregivers living in Kwai Tsing and borrows the concept of “time banking” as a form of intervention. The scheme encourages low-income caregivers to conduct “transactions” using their time and potential to encourage mutual assistance in the community, sustainability, the formation of support networks and social capital. The scheme also relies on generous donations of materials and services to provide less privileged families with financial assistance, help them build resilience and escape their troubles.

Partnerships

Co-organised a Tour of the Great Wall with Sino Group

The Welfare Council believes in cross-sectoral collaboration. In the summer of 2019, we organised a trip to the Great Wall of China alongside Sino Group. Funded by the Ng Teng Fong Charitable Foundation, the Council took 102 secondary and university students, teachers and staff on the tour, which included helping to restore the Great Wall. Participants agreed that the expedition helped them grow and develop mental strength.

Working with the Sheng Kung Hui Community

[The Angels’ Candlelight: Bless Hong Kong Charity Concert](#)

In January 2020, the Welfare Council and the H.K.S.K.H. Diocese of Eastern Kowloon organised the “Angels’ Candlelight: Bless Hong Kong Charity Concert”, which was held at the Yip Kit Chuen Concert Hall at Diocesan Boys’ School, to raise funds for the Council’s grief counselling services for children, stroke rehabilitation services, the Diocese of Eastern Kowloon and pastoral care work at the H.K.S.K.H. Holy Carpenter Church, and to express goodwill for Hong Kong. Renowned vocalists Mr Jimmy Chan and Ms Rao Lan took the reins as music director and artistic director, while the Most Revd Dr Paul Kwong, the Rt Revd Andrew Chan, the Rt Revd Dr Timothy Kwok, Dr Moses Cheng and other veteran singers and members of the Sheng Kung Hui community sang and participated in the concert. I would like to thank Sino Group and Sun Hung Kai Properties for their generous sponsorship. The concert was ultimately a full house and raised more than HK\$3.4 million of funding.

[Act of Love Emergency Assistance](#)

With the blessing of the Most Revd Dr Paul Kwong, Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council, in March 2020, the Welfare Council mobilised Sheng Kung Hui churches, schools and social service units to collect cash donations and supplies such as supermarket coupons, surgical masks and hand sanitiser for people in need during the pandemic, using “Act of Love” as a platform. I hereby thank the H.K.S.K.H. Archbishop World Relief Fund, Mrs Wendy Liu, Dr and Mrs Gallant Ho, Lee Man Tat and Choi May Ling Charitable Foundation, H.K.S.K.H. St Stephen’s Church, Compass Rose Society, Mr David Tse, Mr Robert Shum and the dozens of organisations who have donated generously to help stricken families access emergency assistance.

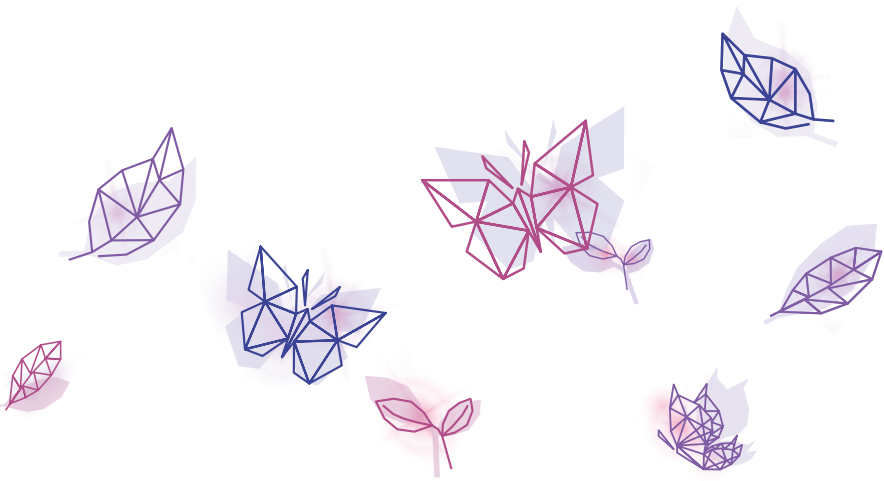
Appreciation

On behalf of the Welfare Council, I hereby thank the Church, the Board of Directors, the Executive Committee and various sub-committees for their guidance and trust. I am also grateful for the hard work of our staff, and support and encouragements of various government departments, funders, partners, service users and their family members, volunteers, and donors. United, we strive to continue to humbly serve and provide people in need with quality, pertinent services. Together, we shall sow the seeds of love and care in society, so there may be peace and joy for all.



Dr Jane Lee, JP
Director

December 2020



名譽贊助人、董事會及委員會

Honorary Patron, the Board of Directors & Committees

名譽贊助人 Honorary Patron



鄭保羅大主教
The Most Revd Dr Paul Kwong

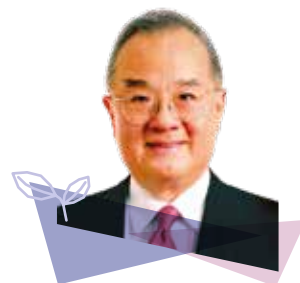
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The Revd Canon Peter Douglas Koon Ho-ming, BBS, OStJ



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Mr Wilson Mok Yu-sang



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Independent Director of the Board of Directors and Member of the Executive Committee
陳唐芷青女士，JP
Mrs Diana Chan Tong Chee-ching, JP

其他執行委員會委員 Other Members of the Executive Committee



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區志偉先生
Mr David Au Chi-wai



委員
Member
盧健明先生
Mr Lo Kin-ming



委員
Member
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Mr Abraham Shek Lai-him, GBS, JP



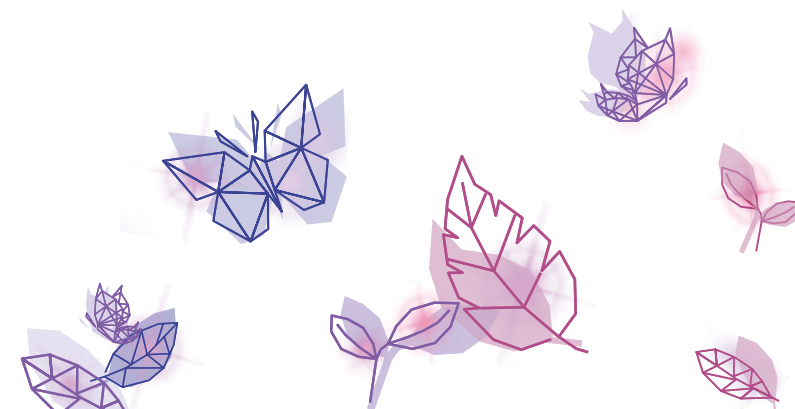
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Mr David Tse Sik-hung



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Mr Ivan Yau Man-wah



當然委員
Ex-officio Member
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Dr Jane Lee Ching-yee, JP



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葉錦輝牧師
The Revd Ip Kam-fai

委員 Member

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The Revd Chan Kwok-keung

郭志芊牧師
The Revd Cindy Kwok Che-chin

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Mr Michael Lai Kam-cheung, BBS, MH, JP

劉永勤牧師
The Revd Kenneth Lau Wing-kan

聖匠賓館服務管理小組委員會 Management Sub-committee of Holy Carpenter Guest House Services

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Mr David Au Chi-wai

委員 Member

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The Revd Canon Peter Douglas Koon Ho-ming, BBS, OStJ

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Mr Ricky Lo Wing-cheong

當然委員 Ex-officio Member

張樹萱牧師
The Revd Cheung Shu-suen

附註：李國棟醫生，SBS，CStJ，JP 及李正儀博士，JP 為財務及人事小組委員會、籌款小組委員會、投訴小組委員會、發展小組委員會及安老院舍委員會的當然委員。李國棟醫生，SBS，CStJ，JP 同時身兼審計小組委員會的當然委員，以及李正儀博士，JP 同時身兼聖匠賓館服務管理小組委員會的當然委員。

Remark: Dr Donald Li Kwok-tung, SBS, CStJ, JP and Dr Jane Lee, JP are ex-officio members of the Finance and Personnel Sub-committee, Fundraising Sub-committee, Complaints Sub-committee, Development Sub-committee and Sub-committee on Residential Service for the Elderly. Dr Donald Li Kwok-tung, SBS, CStJ, JP also serves as an ex-officio member of the Audit Sub-committee, and Dr Jane Lee, JP also serves as an ex-officio member of the Management Sub-committee of Holy Carpenter Guest House Services.

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Mr Joseph Man Hung-yee

吳煜明先生
Mr Benson Ng Yuk-ming

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霍耀全先生生
Mr Fok Yiu-chuen

尹耀祖先生
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Ms Chow Mee-tim

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王麗文女士
Ms Wong Lai-man

洪潔玲女士
Ms Hung Kit-ling

胡子謙先生
Mr Wu Tsz-him

李秀霞女士
Ms Elsa Lee Sau-ha

聖公會澳門社會處管理委員會 S.K.H. Macau Social Service Management Committee

主席 Chairman

李正儀博士，JP
Dr Jane Lee Ching-yee, JP

義務秘書 Honorary Secretary

文孔義先生
Mr Joseph Man Hung-yee

義務司庫 Honorary Treasurer

黃羨琰女士
Ms Rebecca Wong Sim-yim

委員 Member

張麗萍女士
Ms Cecilia Cheung Lai-ping

陳志君校長
Mr Eric Chan Chi-kwan

當然委員 Ex-officio Member

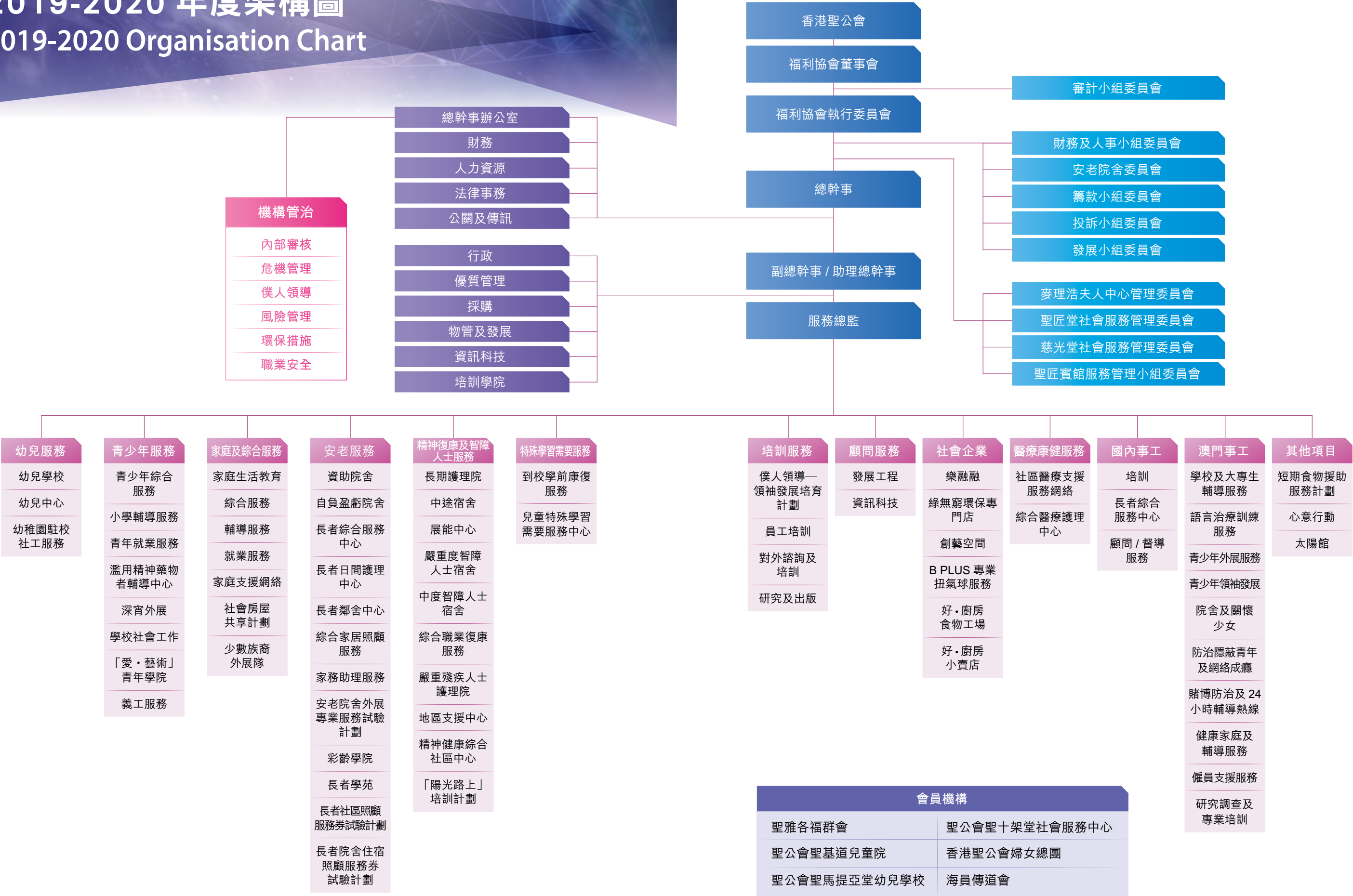
李國豪先生
Mr Lee Kwok-hoo

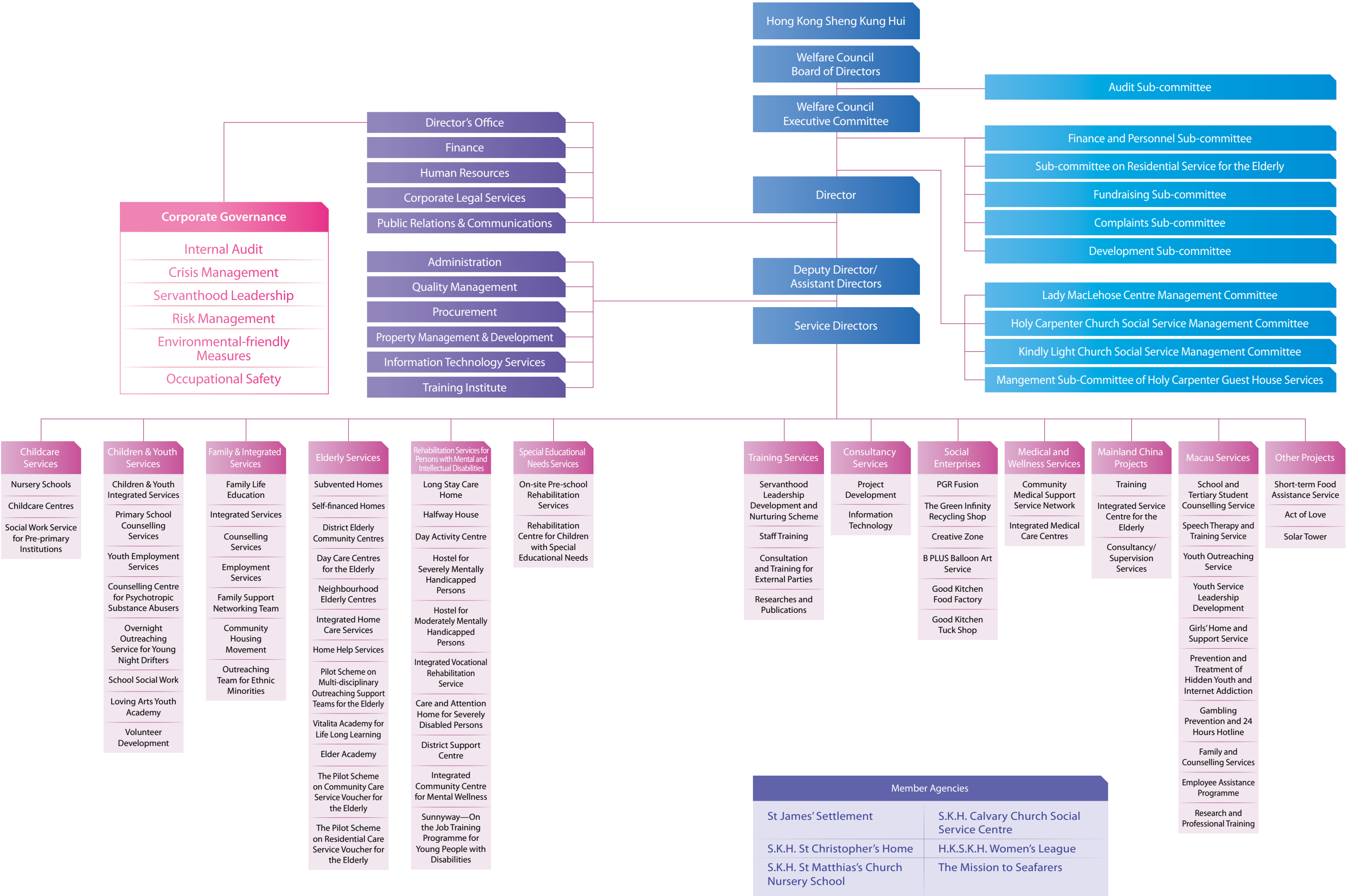
莊偉文先生
Mr Raymond Chong Wai-man

潘靄君牧師
The Revd Odette Pun

2019-2020 年度架構圖

2019-2020 Organisation Chart





機構活動摘記

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*Partnerships with Other
Sheng Kung Hui Community*

2018-2019 年度年會 Annual Meeting 2018-2019

福利協會於 2019 年 12 月 6 日假香港聖公會聖雅各堂舉行 2018 至 2019 年度年會，藉此跟與會嘉賓及同工分享機構本年度的服務成果及最新發展，同時向同工作出嘉許與勉勵。

福利協會董事會主席李國棟醫生，SBS，CStJ，JP 在會上指，香港社會經歷了數個月的動盪不安，但感恩福利協會同工一直堅守服務崗位，更在本年度成功投得多個新服務項目，專業工作深受政府及社會各界認同。另外，大會邀得香港聖公會西九龍教區陳謳明主教擔任主禮嘉賓。陳主教致辭時提到，持續半年的社會運動令香港陷入深層次矛盾，因此他提醒社服同工無忘服務初衷，以客觀及專業化解矛盾與衝突，提供人性化服務，幫助人拉近彼此心靈間的距離。

最後大會向逾 500 位同工頒發長期服務獎，當中 11 位同工已服務 30 載、1 位同工更服務長達 35 年。福利協會衷心感激他們多年來的付出和努力，並盼望他們日後繼續與服務對象同心同行，在地上作鹽作光。



香港聖公會教省及福利協會的代表在會上合照
Representatives of the Hong Kong Sheng Kung Hui and Welfare Council posing for a photo

On 6th December, 2019, the Welfare Council held its Annual Meeting 2018 to 2019 at the H.K.S.K.H. St James' Church. At the event, the Council shared with guests and staff its achievements in social services and developments during the year, and commended and encouraged staff to keep up their good work.

Dr Donald Li, SBS, CStJ, JP, Chairman of the Welfare Council Board of Directors, expressed his gratitude for staff who continued to perform their duties diligently in spite of months of social unrest, enabling the Welfare Council to successfully embark on a number of new projects and to achieve ongoing recognition for its professionalism by the government and other sectors. The Rt Revd Andrew Chan, Bishop of the H.K.S.K.H. Diocese of Western Kowloon, who was an officiating guest, noted during his speech that because months of social movements had plunged Hong Kong

into great uncertainty, it was especially crucial for social service staff to remember their mission to serve and to address conflict objectively and professionally, while providing person-centred services and helping people connect spiritually.

The Welfare Council concluded the meeting by presenting more than 500 long-service awards. 11 of the awards went to staff who had served for 30 years, and 1 went to an employee who had served for 35 years. Thanking employees for years of hard work at the company, the Council expressed hope for them to continue to assist individuals in need, and to live as salt and light.



香港聖公會西九龍教區陳謳明主教期望社服同工能以專業化解社會矛盾
The Rt Revd Andrew Chan, Bishop of the H.K.S.K.H. Diocese of Western Kowloon, expressing hope for social service staff to address social conflict professionally



福利協會助理總幹事李美玲女士獲頒 30 年長期服務獎
Ms Louisa Lee, Assistant Director of the Welfare Council, receiving an award for 30 years of service



得獎同工多年來緊守崗位，盡心服務弱勢社群
Awardees standing committed to their roles in serving the underprivileged

職業安全健康局—香港安健院舍確認計劃 Occupational Safety & Health Council—Hong Kong Safe & Healthy Residential Care Home Accreditation Scheme

獎項 Award



卓越安健院舍
Safe and Healthy Residential Care Home with Excellent Performance

獲獎單位 Recipient

▲ 恩慈長者之家	Home of Loving Care for the Elderly
▲ 張國亮伉儷安老服務大樓	Cyril and Amy Cheung Aged Care Complex
▲ 林護長者之家	Lam Woo Home for the Elderly
▲ 香港聖公會護養院	H.K.S.K.H. Nursing Home
▲ 將軍澳安老服務大樓	Tseung Kwan O Aged Care Complex
▲ 香港聖公會李嘉誠護理安老院	H.K.S.K.H. Li Ka Shing Care & Attention Home for the Elderly
▲ 牧愛長者之家	Good Shepherd Home for the Elderly

第11屆全港傑出職業安全員工嘉許計劃 The 11th Hong Kong Outstanding Employees in Occupational Safety and Health Award Scheme

獎項 Award



「機構／企業組—管工組別」優異獎
Merit (Supervisor—Enterprise/Organisation)

獲獎同工 Recipient

馮智達先生 Mr Fung Chi-tat	安老院舍外展專業服務試驗計劃（九龍東）一級物理治療師 Physiotherapist I of the Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly (Kowloon East)
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第10屆國際亞洲養老產業創業論壇—第7屆亞太區 創新老人照顧服務大獎 The 7th Asia Pacific Eldercare Innovation Awards at the 10th Ageing Asia Innovation Forum



獎項 Award

獲獎同工 / 項目 Recipient

全球養老產業影響者之一 One of the Global Ageing Influencers	福利協會總幹事李正儀博士，JP Dr Jane Lee, JP, Director of the Welfare Council
年度青年建築師—醫療保健 Young Architect of the Year—Healthcare	福利協會助理總幹事王建明先生 Mr Robert Wong, Assistant Director of the Welfare Council
最佳認知障礙症照顧計劃（優異獎） Best Dementia Care Programme (Merit)	「廚樂飄飄滿誠家」及「常伴我心間」 （香港聖公會李嘉誠護理安老院） “Sound of Kitchen” and “Stand by Me” (H.K.S.K.H. Li Ka Shing Care and Attention Home for the Elderly)
年度創新項目（優異獎） Innovation of the Year-Programme (Merit)	愛創奇跡（樂民郭鳳軒綜合服務中心） Love Creates Miracle (Lok Man Alice Kwok Integrated Service Centre)
年度創新產品（優異獎） Innovation of the Year-Product (Merit)	互動光纖感官牆（樂民郭鳳軒綜合服務中心） Interactive Sensory Wall (Lok Man Alice Kwok Integrated Service Centre)
年度創新關顧計劃（優異獎） Innovation of the Year-Care Model (Merit)	愛無痛—痛症紓緩計劃（樂民郭鳳軒綜合服務中心） Love Painless Project (Lok Man Alice Kwok Integrated Service Centre)

社會福利署—啟航計劃護理新星嘉許禮 Social Welfare Department—Navigation Scheme for Young Persons in Care Services

獎項 Award



愛心服務嘉許狀
Certificate of Appreciation

獲獎同工 Recipient

李仲軒先生 Mr Li Chung-hin	牧愛長者之家初級保健員 Junior Health Worker of the Good Shepherd Home for the Elderly
王穎蝶女士 Ms Wong Wing-tip	牧愛長者之家前見習健康訓練員 Former Health Service Trainee of the Good Shepherd Home for the Elderly

新開設項目 Newly Launched Projects

多元文化外展服務隊 Outreach Team for Multi-Cultural Community

社會福利署推行為期 3 年的「少數族裔外展隊計劃」，委託非政府機構於 2020 年 3 月起在香港、九龍及新界設立 3 支少數族裔外展隊，主動接觸及協助有需要的少數族裔人士，讓他們與主流福利服務接軌。

福利協會為其中 1 支提供外展服務的隊伍，支援沙田、大埔、北區、元朗、屯門、荃灣及葵青區的少數族裔人士（當中不包括免遣返聲請人士）。服務隊的部分同工擁有多元文化背景，積極透過外展方式接觸少數族裔人士，包括：使用 5.5 噸流動車（即將投入服務）行走各區，向他們介紹福利服務，並為有需要人士作個案支援。此外，外展隊設有支援 3 種少數族裔語言的電話諮詢服務，同時為服務對象舉辦不同的小組及活動，藉此提升他們的解難能力、鞏固其家庭關係、強化他們的支援網絡及增進他們與本地居民的溝通和了解，及早融入本地社群。

The 3-year Outreach Teams for Ethnic Minorities Scheme by the Social Welfare Department appointed non-governmental organisations to form 3 teams in Hong Kong, Kowloon and the New Territories to reach out and provide assistance to ethnic minorities in need and help them access mainstream social welfare services.

The Welfare Council, one of the appointed NGOs, established its Outreach Team for Multi-Cultural Community, which serves ethnic minorities (excluding asylum seekers) in Shatin, Tai Po, the Northern District, Yuen Long, Tuen Mun, Tsuen Wan and Kwai Tsing. The team comprised some staff of different cultural backgrounds, and employed outreach methods to connect with target service users, including driving a 5.5 mobile truck (in operation soon) around to introduce welfare services, and to provide casework services to people in need. The team also ran a hotline with 3 ethnic minority languages, and organised various group sessions and activities for service users to help them tackle challenges, improve family relationships, strengthen their support networks and bridge communication gaps between them and locals in a bid to help them fit in with the local community.



同工（右一及左一）探望居於元朗攸潭尾村的少數族裔家庭
Staff (far right and left) visiting the ethnic minority families in Yau Tam Mei Tsuen in Yuen Long



同工（中）在錦田社區派發防疫物資
A staff (centre) delivering infection-prevention supplies in Kam Tin



多元文化外展服務隊位於元朗朗屏商場的主中心
The outreach team's headquarters at Long Ping Commercial Centre in Yuen Long

迎康園——展能中心及宿舍 Grace Garden for Rehabilitation — Day Activity Centre & Hostel



中心接待處
The reception at the centre



房間色調柔和，為會員營造舒適的環境氛圍
The rooms feature soft colours, which help create a comforting environment for members



「安樂窩」滿足了會員在視覺、聽覺、觸覺及空間感的需要
“Soothing Zone” addresses the visual, audio, tactile and spatial needs of members

福利協會受社會福利署委託，在東涌迎東邨迎趣樓開設了全新的服務單位——迎康園——展能中心及宿舍，提供 30 個宿位及 60 個日間訓練位，由社工、物理治療師、護士及宿舍導師等組成的跨專業服務團隊，為中度至嚴重智障人士提供日常護理照顧及簡單工作技能訓練等，同時為會員作個案評估及制訂個人復康計劃，目標為提升他們獨立生活及融入社群的能力。此外，服務團隊亦會透過與社區不同持分者協作，共同推動傷健共融。

除了著重會員的參與及自主選擇，迎康園的軟硬件設計及運作模式亦優先配合會員需要，並在日常訓練、照顧護理及家居設備等方面融入新科技元素，包括：配合院舍老齡化的情況及自閉症人士的需要，與福利協會的設計團隊合作設計「安樂窩」，讓會員透過感官刺激，舒緩緊張情緒，表達自身需要，同時中心亦引入「智能家居系統」，系統可自動因應環境濕度調校合適溫度和燈光，減輕自閉症會員對環境轉變的焦慮感。

Commissioned by the Social Welfare Department, the Welfare Council established a new service unit—Grace Garden for Rehabilitation—Day Activity Centre & Hostel—at Ying Chui House in Tung Chung's Ying Tung Estate, which features 30 bedspaces and 60 day training slots, and a multi-disciplinary team of professionals comprising social workers, physiotherapists, nurses and resident tutors provided residents with moderate to severe intellectual disabilities with day care and simple job training. The service team would conduct assessments and design personal rehabilitation plans for members to help them live independently and integrate into the community. The team would also work with various stakeholders in the district to promote harmony between the community and people with disabilities.

In addition to placing emphasis on the participation of members and their independence, Grace Garden's facilities and mode of operation also prioritise members' needs. The service team incorporated technology into training, care and home facilities, including setting up the Soothing Zone with the Council's design team to address the service unit's ageing population and members with autism with sensory stimulus that can help them relax and express themselves. The Grace Garden for Rehabilitation also has a smart home system that automatically adjusts temperature and lighting according to humidity to reduce anxiety caused by environmental changes among members with autism.

重要活動 Major Events

「同心村」大型過渡性房屋項目合作發佈會 Press Conference of "United Court": A Large-Scale Transitional Housing Project

福利協會與新鴻基地產於 2020 年 1 月 10 日舉行新聞發佈會，宣佈在政府政策及撥款支持下，共同合作於元朗東頭興建「同心村」大型過渡性房屋。同心村預計於 2022 年落成後，提供約 1,800 個 1 至 2 人、3 人及 4 至 5 人單位，為基層家庭帶來安穩宜居的生活空間與環境。項目別具特色，包括：(1) 位置便利、交通便捷及社區配套設施齊備；(2) 採用「以人為本」的設計，同時於公共空間設置休憩、康體和兒童遊樂設施，藉此鼓勵居民多運動，培養健康生活習慣；(3) 提供就業支援，提升居民的生活及就業技能；(4) 引入首個在過渡性房屋應用的「康健指數」，按住戶的身、心、靈健康指數提供服務，目標為建構一個社會房屋特有的服務營運模式。

The Welfare Council and Sun Hung Kai Properties organised a joint press conference on 10th January, 2020 to announce its plans for their government-subsidised transitional housing project, "United Court". After completion in 2022, the project is expected to provide about 1,800 1-2 person units, 3-person units and 4-5 person units, which will enable low-income families to enjoy stable accommodation and an adequate living environment. The project will have special features, including 1) An accessible location with convenient transport and comprehensive community facilities; 2) Person-centred design elements with plenty of public space and recreational and children's facilities to encourage active and healthy lifestyles; 3) Employment opportunities to improve the quality of life and skills of residents; and 4) A first-of-its-kind wellbeing index to provide services according to the physical, mental and spiritual wellbeing of residents. The project hopes to develop a systematic service operation model unique to community housing.



運輸及房屋局局長陳帆先生，JP(中)、新鴻基地產執行董事郭基輝先生(左)、福利協會董事會副主席賴錦璋先生，BBS, MH, JP(右)主持項目啟動儀式
Mr Frank Chan, JP, Secretary for Transport and Housing (centre), Mr Adam Kwok, Executive Director of Sun Hung Kai Properties (left), and Mr Michael Lai, BBS, MH, JP, Vice-Chairman of the Welfare Council Board of Directors (right), officiating at the launch of the project



新鴻基地產執行董事郭基輝先生(左四)介紹「同心村」項目
Mr Adam Kwok, Executive Director of Sun Hung Kai Properties (fourth from left), introducing the "United Court" project



「同心村」整體規劃圖
The overall site plan of "United Court"

天使燭光 祝福香港慈善音樂會 The Angels' Candlelight: Bless Hong Kong Charity Concert

福利協會聯同香港聖公會東九龍教區於 2020 年 1 月 5 日假拔萃男書院葉傑全音樂廳舉行大型籌款活動——「天使燭光 祝福香港慈善音樂會」，旨在為福利協會的兒童哀傷輔導服務和中風復康服務，以及香港聖公會東九龍教區和香港聖公會聖匠堂的牧養工作籌募服務經費。活動由著名聲樂家陳晃相先生及饒嵐女士分別擔任音樂總監及藝術總監，並邀得多位資深歌唱家、拔萃歌詠團、拔萃男書院交響樂團和多位聖公會教友表演了 20 多首精彩歌曲，成功為活動籌得逾港幣 300 萬元的善款。

Alongside the H.K.S.K.H. Diocese of Eastern Kowloon, the Welfare Council held the Angels' Candlelight: Bless Hong Kong Charity Concert in the Yip Kit Chuen Concert Hall at the Diocesan Boys' School on 5th January, 2020. The concert raised funds for the Council's grief counselling services for children and stroke rehabilitation services, as well as operational fees for the H.K.S.K.H. Diocese of Eastern Kowloon and the H.K.S.K.H. Holy Carpenter Church. Renowned vocalists Mr Jimmy Chan and Ms Rao Lan were invited to be the event's music director and artistic director respectively. Other vocalists, the Diocesan Choir, Diocesan Boys' Orchestra and S.K.H. church members performed more than 20 songs. The event raised more than HK\$3 million worth of funding.



Angel Singers 演唱大會主題曲《天使燭光》
The "Angel Singers" performing the event's theme song—"Angels' Candlelight"



(左至右) 香港聖公會東九龍教區郭志丕主教、香港聖公會教省主教長及福利協會名譽贊助人鄭保羅大主教、香港聖公會西九龍教區陳福明主教及鄭慕智博士，GBM, GBS, OBE, JP 合唱《Amazing Grace》
From left: The Rt Revd Dr Timothy Kwok, Bishop of the H.K.S.K.H. Diocese of Eastern Kowloon, the Most Revd Dr Paul Kwong, Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council, the Rt Revd Andrew Chan, Bishop of the H.K.S.K.H. Diocese of Western Kowloon; and Dr Moses Cheng, GBM, GBS, OBE, JP singing "Amazing Grace"



福利協會總幹事李正儀博士，JP(中)在台上獻唱
Dr Jane Lee, JP, Director of the Welfare Council (centre), performing a song



音樂會表演者及一眾嘉賓合照留念
Performers and guests posed for a photo at the concert

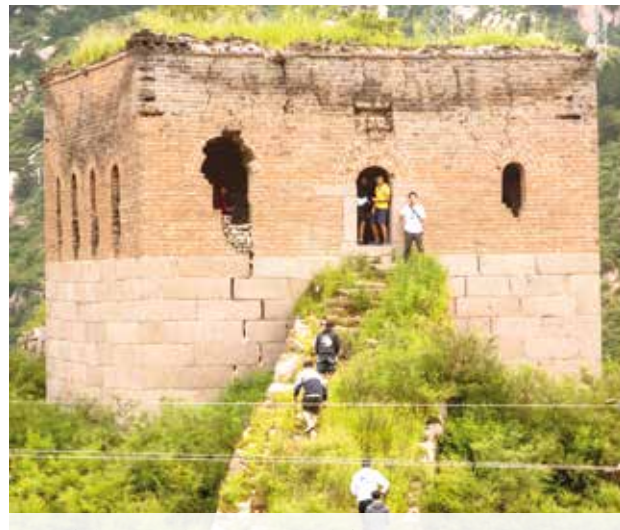
黃廷方 / 信和香港青少年長城知旅 2019 Ng Teng Fong / Sino Visits to the Great Wall for Hong Kong Youth 2019

黃廷方慈善基金董事暨信和集團副主席黃永光先生，JP 向福利協會贊助港幣 130 萬元舉辦「黃廷方 / 信和香港青少年長城知旅 2019」。活動於 2019 年 8 月 11 至 16 日舉行，102 名團員參觀了河北省涿源縣唐子溝村烏字號長城保護站、延慶九眼樓、古崖居及延慶古長城修繕路段等，並在旅程中參與不同的「體驗式學習及活動」，從中認識長城的歷史與價值、保育國家歷史和文化的重要性，以及國家的發展，以提升自我認識、身份認同和學習互相合作。

Mr Daryl Ng, JP, Director of the Ng Teng Fong Charitable Foundation and Deputy Chairman of Sino Group, sponsored the Welfare Council HK\$1.3 million to organise the Ng Teng Fong/Sino Visits to the Great Wall for Hong Kong Youth 2019, which was held from 11th to 16th August, 2019. The 102 participants toured various sections of the Great Wall, including the conservation centre at Tangzigou in Laiyuan, Hebei, Jiuyanlou, Guyaju and Yangqin, and participated in different experiential learning activities. The visits let participants learn the Great Wall's history, cultural and conservation values and the development of the country, which helped participants improve self-awareness towards their Chinese identity and collaborate with each other.



團員登上延慶九眼樓
Participants on Jiuyanlou, Yangqin



團員考察河北省涿源縣唐子溝村烏字號長城路段
Participants visiting a section of Great Wall in Tangzigou, Laiyuan, Hebei



團員學習建造拱門，體驗延慶古長城修繕工作
Participants learning how to build an arch and experiencing repair works at the Great Wall



團員在紅樓前合照
Participants posing for a photo at the Red Building

政府官員探訪 Visits of Government Officials

本年度，多位政府官員分別到訪福利協會轄下單位，認識機構的專業服務及多元化設施，並與服務使用者互動交流，了解他們的狀況和需要。

During the year, a number of government officials visited the Welfare Council's service units to learn more about the organisation's professional services and multi-faceted facilities, and to interact with service users to get to know their circumstances and needs.



運輸及房屋局局長陳帆先生，JP 與 4 位行政會議非官守成員於 2019 年 5 月 27 日探訪「好鄰舍」的共住家庭
On 27th May, 2019, Mr Frank Chan, JP, Secretary for Transport and Housing, and 4 non-official Executive Council members visited the families of the "Good Homes"



時任社會福利署署長葉文娟女士，JP（左二）於 2019 年 5 月 29 日參觀東涌綜合服務的 i-Life 及先進復康訓練設備
Ms Carol Yip, JP, then Director of Social Welfare (second from left), visiting i-Life and advanced rehabilitative facilities at Tung Chung Integrated Services on 29th May, 2019



發展局局長黃偉綸先生，JP（左三）與其團隊於 2020 年 1 月 22 日到訪聖路加福群會長者鄰舍中心
Mr Michael Wong, JP, Secretary for Development (third from left), and his team visiting St Luke's Settlement Neighbourhood Elderly Centre on 22nd January, 2020



香港特別行政區行政長官林鄭月娥女士，GBM，GBS 與林兆波博士於 2020 年 1 月 16 日一同到訪香港聖公會李嘉誠護理安老院
Ms Carrie Lam, GBM, GBS, Chief Executive of the HKSAR, and Dr Lam Siu-por visited the H.K.S.K.H. Li Ka Shing Care and Attention Home for the Elderly on 16th January, 2020

第 22 屆傑出義工獎勵計劃嘉許禮 22nd Outstanding Volunteer Awards Presentation Ceremony

福利協會一直致力建立義工支援網絡，截至 2019 年已有 17,000 位義工，並服務了 20 萬人次。福利協會亦於 2019 年 4 月 13 日舉行「第 22 屆傑出義工獎勵計劃嘉許禮」，主題為「關懷服務 多行一步」，並邀得時任勞工及福利局副局長徐英偉先生，JP 蒞臨主禮，以及頒發多個義工服務獎項，以嘉許一眾熱心服務社會的義工。本年度，大會共頒發 5 個「個人義工獎（榮譽獎）」、42 個「個人義工獎（金獎）」、17 個「團體關懷獎」及 19 個「企業關懷獎」。

The Welfare Council works hard to build its network of volunteers. In 2019, its network has expanded to 17,000 volunteers who had served 200,000 sessions. On 13th April, 2019, the Council held the 22nd Outstanding Volunteer Awards Presentation Ceremony, which was themed "Go the extra mile". The officiating guest, Mr Caspar Tsui, JP, then Under Secretary for Labour and Welfare, presented volunteer service awards to a group of passionate volunteers. During the year, the Council presented a total of 5 Honorary Awards, 42 Gold Awards, 17 Corporate Caring Awards and 19 Organisation Caring Awards.



東涌綜合服務的會員為嘉許禮作精彩舞蹈表演
Members of the Tung Chung Integrated Services put on fantastic dance performance during the ceremony



時任勞工及福利局副局長徐英偉先生，JP 希望福利協會、企業能與政府同行，推動義工服務的發展
Mr Caspar Tsui, JP, then Under Secretary for Labour and Welfare, expressed hopes for the Welfare Council and other corporations to promote the development of volunteer services with the government



院友、義工及同工主持切餅儀式
Residents, volunteers and staff cutting a cake to celebrate

保羅長者之家 35 周年院慶 35th Anniversary of St Paul's Home for the Elderly

保羅長者之家於 2019 年 10 月 19 日舉行 35 周年院慶，當天福利協會康恩園的會員及院友分別表演精彩舞獅及八段錦助慶，並邀得香港聖公會靈風堂主任牧師葉子良蒞臨主持院慶崇拜，場面滿載溫馨。

The St Paul's Home for the Elderly held a 35th anniversary celebration on 19th October, 2019, where members of the Welfare Council's Providence Garden for Rehab and residents of the home performed lion dance and Eight Section Brocades, respectively. The Revd Billy Ip of the H.K.S.K.H. Holy Spirit Church also led participants in worship to celebrate the home's anniversary, filling the atmosphere with warmth.



香港聖公會靈風堂主任牧師葉子良（前排左三）帶領院友、同工及教友進行院慶崇拜
The Revd Billy Ip (first row, third from left) of the H.K.S.K.H. Holy Spirit Church leading residents, staff and church members in worship to celebrate the home's anniversary

聖公會群體伙伴協作 Partnerships with Other Sheng Kung Hui Community

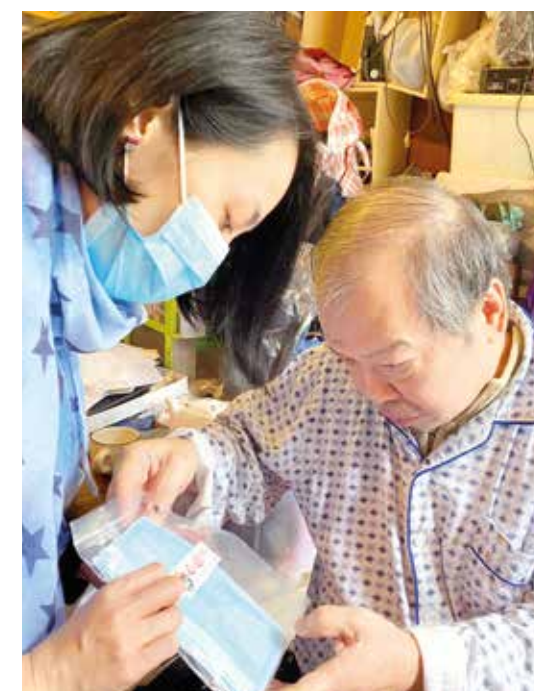
心意行動 Act of Love

「心意行動」一直透過牧區支援、個案輔導、緊急援助金及「尋人網」等服務及轉介，迅速為面對經濟困難、失業及遭逢突變的個人及家庭提供協助。鑑於香港自 2019 年 6 月的社會運動後出現種種矛盾與撕裂，「心意行動」除繼續推動原有服務外，亦訂定了「心靈修復」、「與人復和」及「與主連結」3 個新工作方向，期望未來可透過大型講座、為堂、校及社服單位開辦小組及工作坊等活動，幫助個人重拾內在的和諧與平安，重建人與人之間的互信，並重新與主連結，學習以愛化解恐懼及絕望，活出信徒的社會見證。

此外，「心意行動」獲香港聖公會教省主教長及福利協會名譽贊助人鄭保羅大主教支持，由 2020 年 2 月初透過「五餅二魚行動：支援弱勢社群齊抗疫」活動，呼籲弟兄姊妹在 2019 冠狀病毒病疫情期間捐贈口罩及防疫用品，扶助弱勢社群，分享主愛。由於疫情嚴重打擊本地經濟、加劇失業情況，「心意行動」亦於同年 3 月中呼籲有心人捐贈禮券及現金助基層，鄭保羅大主教更率先撥出港幣 50 萬元成立「心意行動—抗疫緊急援助」，及後也陸續收到企業、基金會、教堂及教友的捐助。截至 3 月底，「心意行動」已收集了一定數目的現金及禮券，當中的捐款已透過「心意行動—抗疫緊急援助」為 296 個有需要的家庭提供食物援助。「心意行動」同期收集逾 59 萬個口罩、8 萬多支消毒搓手液及其他防疫用品，也透過福利協會屬下 50 多個服務單位轉送予有需要的長者、復康人士及低收入家庭。

"Act of Love" provides individuals and families facing economic difficulties, unemployment and sudden changes with support in the parish, case work, emergency fund and "Trace Me" missing persons services. In light of social movements which began in June 2019, which caused rifts across society, in addition to providing and developing its usual services, "Act of Love" established 3 guiding pillars for its work—"Self-healing", "Reconciliation with others" and "Connection with God"; and hope to organise seminars and hold group activities and workshops at churches, schools and social service units to help participants rediscover inner peace, reestablish mutual trust, reconnect with the Lord, learn to overcome fear and desperation with love and be model Christians.

With the support of the Most Revd Dr Paul Kwong, Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council, in early February 2020, the Welfare Council launched the "Five Loaves & Two Fish • Support the vulnerable community to fight the epidemic", which called on brothers and sisters in Christ to donate surgical masks and other infection control supplies to underprivileged communities to help them fight the COVID-19 pandemic. In mid-March 2020, "Act



同工將獲捐贈的口罩轉送獨居長者
A staff distributing donated masks to an elderly who live alone

of Love” also appealed for donations of cash and coupons to low-income families who have been affected by the economic downturn and unemployment as a result of the pandemic. The Most Revd Dr Paul Kwong donated HK\$500,000 to establish the “Act of Love Emergency Assistance”, which saw an outpouring of support from corporates, foundations, churches and church members. By the end of March, “Act of Love” received a considerable amount of cash and coupon donations, which provided 296 families in need with food assistance through the “Act of Love Emergency Assistance”. “Act of Love” had also received over 590,000 surgical masks, more than 80,000 bottles of hand sanitiser and other supplies in the same period, which were distributed to elderly, persons undergoing rehabilitation and low-income families through more than 50 Welfare Council social service units.



李錦記家族基金代表探訪聖公會蒙恩小學，了解「心意行動—抗疫緊急援助」如何支援學生家庭
Representatives from the Lee Kum Kee Family Foundation visiting the S.K.H. Mung Yan Primary School to learn more about the assistance provided by the “Act of Love Emergency Assistance”



北京同仁堂國藥有限公司總經理張煥平先生（後排左六）向福利協會送上抗疫包
Mr Zhang Huan-ping (back row, sixth from left), General Manager of Beijing Tong Ren Tang Chinese Medicine Co., Ltd. gifting infection control supplies to the Welfare Council

「陶造生命工程」師友計劃 “Life Building Project” Mentorship Programme

香港聖公會聖約翰座堂生命啟進中心與福利協會合辦「陶造生命工程」師友計劃，為 23 名有志服務的教友提供嚮導員培訓，內容涵蓋「個人內省篇」、「服務技巧篇」及體驗活動。教友完成逾 24 小時的培訓後，便由 2019 年 9 月起為聖保羅男女中學推展師友活動，藉著啟動禮、成長活動及團契等為中一同學作成長導航。因為受 2019 冠狀病毒疫情影響，計劃改於網上舉行，讓師友保持連繫，互勵互勉，共同抗疫。

Organised in collaboration with the H.K.S.K.H. St John's Cathedral Life Enrichment Centre, the Welfare Council's “Life Building Project” Mentorship Programme delivered mentorship training—which covered introspection, service skills and experiential activities—to 23 church members with a calling to serve. After over 24 hours' training, the church members began mentoring First Form students at St. Paul's Co-educational College from September 2019 over a launching ceremony, personal growth activities and fellowship. Given the Covid-19 pandemic, the mentorship programme had to be carried out online, where mentors and mentees could stay connected and show mutual support in the face of the pandemic.



嚮導員帶領同學參與「剩食回收」體驗活動，以了解基層人士生活實況
Mentors taking students to collect food waste to get to know the life of the underprivileged

同行者——牧區關懷證書課程 Certificate of Companion Programme

為鼓勵教友回應上帝的呼召，在所屬牧區實踐牧養關懷，攜手拓展整全的合一社會見證，香港聖公會明華神學院與福利協會於 2019 年 4 月至 2020 年 1 月合辦「同行者—牧區關懷證書課程」。課程包括「神學篇」、「理念篇」、「技巧篇」及「實務篇」4 個系列，內容從理論到實踐以至連結。「神學篇」由池嘉邦牧師、潘靄君牧師及鄧翊匡牧師擔任導師，而「理念篇」及「技巧篇」則由福利協會的註冊社工擔任主講。修畢課程後，參加者便於 2019 年 10 月起，在所屬牧區的社會服務單位進行 20 小時的探訪及服務，實踐所學。27 位來自 15 個牧區的參加教友均認同，課程有助他們更認識聖公會的神學觀、更了解聖公會的社會服務及更掌握如何在牧區實踐牧養關懷。

In partnership with the H.K.S.K.H. Ming Hua Theological College, the Welfare Council organised the “Certificate of Companion Programme” from April 2019 to January 2020 for church members who have received a calling from God and wish to provide pastoral care in their parishes. The programme covered theology, theory, techniques and a practicum to give participants the opportunity to apply what they had learnt. Theology was taught by the Revd Jonathan Chee, the Revd Odette Pun and the Revd Simon Tang; whereas theory and techniques were taught by registered social workers of the Council. From October 2019, graduates carried out 20 hours of visitations and services at the social service units of their parishes to apply their knowledge. The 27 church members came from 15 parishes, and they all agreed that the programme helped them learn more about Sheng Kung Hui theology, its social welfare services and how to carry out pastoral care in their parishes.



教友協助康恩園的會員進行復康治療及了解他們的生活和需要
Church members helping Providence Garden of Rehab members undergo rehabilitation to learn more about their lives and needs



教友陪伴恩慈長者之家的院友出席香港聖公會聖三一座堂的崇拜
Church members accompanying the Home of Loving Care for the Elderly service users to a worship at the H.K.S.K.H. Holy Trinity Church

慈善獎券 2019 Charity Raffle 2019

一年一度的「慈善獎券」活動繼續得到聖公會堂、校、社服單位和各界善長的鼎力支持，並於 2019 年 10 月 6 日至 11 月 27 日順利舉行，合共籌得逾港幣 430 萬元。善款已撥於發展各項社區支援服務和給予不同群體所需的資源。除了透過獎券銷售及捐款箱募捐外，福利協會亦義賣由紹香園贊助的傳統雞蛋餅。

獎券活動的抽獎禮於 11 月 29 日假香港聖公會聖雅各堂李國寶社區禮堂舉行，部分顧問團成員、贊助商戶、聖公會教堂代表及服務使用者等更撥冗蒞臨，見證抽獎時刻。此外，大會頒發感謝狀予各贊助商及協助擺放捐款箱的商戶，同時嘉許籌款額最高及籌款額按年增幅最多的聖公會學校和教堂，以表謝意。

Made possible by S.K.H. churches, schools, social service units and members of the public, the annual Charity Raffle was organised from 6th October to 27th November, 2019, raising more than HK\$4.3 million. Proceeds from the event went to developing community support services and providing resources for various groups. In addition to selling tickets and collecting donations from donation boxes, the Welfare Council was sponsored by the Walnut Shop to sell traditional egg cookies to raise funds.

The Charity Raffle draw was held on 29th November at the H.K.S.K.H. St James' Church David Li Community Hall. Some members of the advisory board, sponsors, representatives from S.K.H. churches and service users attended the event. During the event, the Welfare Council also presented sponsors and retailers who arranged the placement of the Council's donation boxes with tokens of gratitude, and commended and thanked the S.K.H. churches and schools that raised the most funds, and achieved the greatest increase in funds from the previous year.



頭獎贊助商宏益汽車(香港)有限公司執行董事鄭穎熙先生(左)向得獎者(中)頒發萬事得 2 1.5 揭背車
Mr Julio Cheng, Executive Director of Vang Iek Motors (Hong Kong) (left), presented the prize: a Mazda 2 1.5 Hatchback to the winner (centre)



福利協會總幹事李正儀博士，JP，向紹香園代表劉傲軒先生(右)頒發感謝狀及紀念品，答謝對方的慷慨贊助
Dr Jane Lee, JP, Director of the Welfare Council, presented Mr Benny Lau, representative of the Walnut Shop (right), with a token of appreciation and a souvenir for sponsoring the event



籌款額最高的教堂代表接受嘉許
Representatives from the churches that raised the most funds receiving commendations

葡萄園 The Vineyard

福利協會與香港聖公會香港島教區西南聯區三堂(香港聖公會聖士提反堂、香港聖公會聖路加堂及香港聖公會聖提摩太堂)合辦的「葡萄園」計劃，由教會及專業社工為參加者組織結合福傳與成長元素的多元化培育課程及活動，包括：「伙伴同行·師友計劃」安排導師與區內基層家庭配對，負責導師定期接觸及關顧參與的家庭，並運用其知識與技能提供適時協助，以及「陶造生命計劃」安排聖公會呂明才中學的同學與教友一同參與「心靈天使行動」，探訪西區的獨居、隱蔽及有需要之長者，藉此擴闊長者的社區支援網絡。同時，「葡萄園」計劃亦藉著不同活動讓區內長者、學生和居民能夠認識福音，為他們提供身、心、靈的支援，體現堂、校、社服「共負一轡」的精神。

The Vineyard, a joint effort by the Welfare Council and the H.K.S.K.H. Deanery of the Southern and Western Districts (namely H.K.S.K.H. St Stephen's Church, H.K.S.K.H. St Luke's Church and H.K.S.K.H. St Timothy's Church), provides multi-faceted religious programmes and activities that aim to support the growth and development of participants. Led and coordinated by churches and professional social workers, the programmes and activities include the "Peer Mentorship Program", which matched instructors with low-income families in the neighbourhood so the former could interact with and provide assistance for the latter as needed; and the "Life Pottery Scheme", where students of S.K.H. Lui Ming Choi Secondary School and church members participated in the "Angels' Action" visitation activity for elders in the western district who live alone or in isolation, or have other needs, to help increase communal support for them. The Vineyard also organised different activities that spread the gospel to the elderly, students and residents in the districts and provide them with physical, mental and spiritual support, realising the synergy between churches, schools and social service units.



「陶造生命計劃」的學員探訪社區長者，向他們表達慰問
Student participants visiting the elderly in the district and expressing care for them



教友義工透過入校服務計劃為聖公會屬下小學的學生提供培育課程及活動
Church member volunteers organising nurturing programmes and activities for S.K.H. primary school students through campus services

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幼兒服務 Childcare Services

學前教育 Pre-school Education

服務重點

Service Highlights

- ▶ 採用以「大自然與生活」及「自由遊戲」為主題的課程
Organise courses on the exploration of nature and free plays
- ▶ 培育以兒童為本的專業團隊
Nurture a child-centred team of professionals
- ▶ 加強推動融合教育
Enhance the implementation of integrated education
- ▶ 善用科技進行優質管理
Apply technology for quality management

服務數據

Statistics



學生人數
No. of students
731
人 / Students



暫託服務名額
Occasional childcare
service headcount
18
人 / Students



兼收輕度弱能兒童人數
No. of mildly disabled students
48
人 / Students



延長時間服務名額
Extended hours service
headcount
87
個 / Quota

服務概述 Overview

福利協會轄下共設 7 所幼兒學校及 1 所幼兒中心，服務 0 至 6 歲的幼兒。服務單位同時因應家長需要，開設暫託服務、延長時間服務及兼收輕度弱能兒童服務。

The Welfare Council has 7 nursery schools and 1 childcare centre. They serve babies and children aged 0 to 6, and provide families with occasional childcare services, extended hours services and services for children with mild learning disabilities.



工作策略 Strategies

- ▶ 學前教育團隊以基督信仰為基礎，恪守「在基督的愛裡，建立喜樂、自信、和善及健康的孩子」的願景，致力發展切合幼兒特質及成長發展需要，並以品格優先的校本課程。

Guided by Christian values, our pre-school services teams are committed to nurturing happy, confident, kind and healthy children in the love of Christ. When designing our curricula, we prioritised character development and seek to address the developmental needs of young children based on their unique requirements.

學前教育團隊致力培養富愛心及優質的專業團隊，並與家庭及社區保持緊密溝通和合作，共同持守以「兒童為本」的核心價值；同時重點發展家校協作計劃，讓家長透過不同學校服務發展潛能，為孩子樹立正面榜樣。此外，福利協會為屬下之幼兒中心和學校提供駐校社工服務和到校學前康復服務等，使幼兒服務的跨專業團隊可為學生及家長提供適切的評估及介入，促進幼兒健康成長。

Pre-school services teams are dedicated to grooming a team of caring and well-trained professionals; maintaining communication and collaborating with families and the community based on child-centred values; and developing campus support services for parents to create opportunities for them to discover their potentials through volunteering on campus and subsequently become better role models for their children. The Welfare Council also offered on campus social work services and onsite pre-school rehabilitation services to its childcare centre and nursery schools, paving the way for multi-disciplinary assessments and intervention for students and their families where needed to ensure the former's healthy development.

教師團隊引領幼兒走進社區，增加與環境的聯繫，為他們帶來生活化、重感官探索和富趣味的第一身學習經歷。

Teachers brought children on tours around their neighbourhoods to foster the connection between children and their environments through stimulating practical and sensory exploration.

幼兒學校駐校社工定期舉辦家庭活動，促進親子關係
Social workers at nursery schools organised regular family activities to foster bonding



東涌幼兒學校的同學到訪耀中幼教學院的「耀學園」，參與有趣的職業體驗活動
Children from Tung Chung Nursery School experiencing what it is like to work at different jobs at Discovery Space of Yew Chung College of Early Childhood School



聖西門大興幼兒學校鼓勵家長參與「故事爸媽」活動，藉此肯定個人能力及建立良好榜樣
St Simon's Tai Hing Nursery School helping parents rediscover their potentials and identities as role models to their children at a Parent Storytelling Workshop



夏瑞芸幼兒學校舉行跨代共融活動，教導幼兒尊敬長者
Children learning how to respect the elderly, during an intergenerational activity at Ha Sui Wan Nursery School



特色計劃及活動 Special Projects and Activities

推動以「大自然與生活」及「自由遊戲」為主題的課程 Exploring Nature and Free Play

學前教育團隊透過「大自然與生活」的課程啟發幼兒的好奇心和探究精神，推動幼兒探索生活與大自然的關係，並培育他們尊重、欣賞和珍惜自然環境的態度。

Pre-school services teams incorporated the theme, "Nature and Living" in their curricula to spark children's curiosity and adventurous spirits continuously, and to encourage them to explore the relationship between nature and everyday life, and to respect and appreciate nature.



聖西門良景幼兒學校的同學在「大自然教室」活動中，認識不同果實
Children from St Simon's Leung King Nursery School learning about different kinds of fruit during "Classroom in Nature"



聖尼哥拉幼兒學校帶領幼兒及其家人清潔海岸，培養幼兒愛護大自然的態度
A family beach cleanup organised by St Nicholas' Nursery School to educate children on the importance of protecting nature



聖西門西貢幼兒學校安排不同年齡的幼兒一同遊戲，促進社交發展
St Simon's Sai Kung Nursery School let children of different ages play together so as to facilitate their social skills

學前教育團隊以「從遊戲中學習」作為教與學的策略，在課程中融入「自由遊戲」，讓幼兒在玩樂期間自由選擇活動，以及在「動手做」的過程中發掘知識和引證發現，進而認識周遭環境事物，並體驗與人合作和分享的樂趣。幼兒亦可從遊戲中發展個人體能、智力、社交、創作力和思維能力，促進身、心、靈健康。

Pre-school services teams used free play in their curricula which encouraged learning and play among children through self-chosen games. Through exploration and evidence-based discovery during free play, children learnt more about their surroundings and the joys of collaboration and sharing. Children also developed their physical, intellectual, social, creative and thinking abilities for better health in their bodies, minds and spirits via such games.



教師在交流活動中了解自由遊戲的理念、「自由遊戲」課程活動及檢討其成效
Teachers learning the principles and activities of free play and evaluation techniques through knowledge exchange

另外，老師跟從教育局專業人員就課堂規劃及內容的指導及示範，學習如何在校本課程中滲入自由遊戲探索元素的技巧和知識，目標為推動學校持續發展自由遊戲，提升學與教之效能，促進老師的專業成長。

Nursery school teachers followed the guidance from the representatives from the Education Bureau and learnt how to incorporate free play in the curricula, which aims to facilitate the development of free play in our schools, enhance the efficacy of our teaching and the professional development of our teaching staff.

培育以兒童為本的专业團隊 Grooming Child-focused Professionals

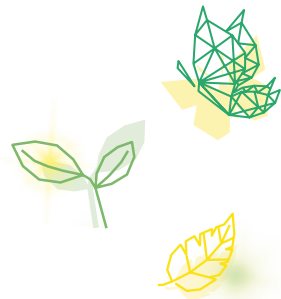
學前教育團隊致力培養同工的專業性，共同持守以「兒童為本」為核心價值，發展切合幼兒特質及成長需要之課程。服務團隊除了舉辦教師退修日以提升同工的身、心、靈健康外，亦讓他們從活動中反思如何具同理心地培育兒童及其家庭，促使每位幼兒成為擁有健康身心、持守正面價值觀和積極態度的人。

Pre-school services teams are committed to grooming quality professionals that address the unique requirements and developmental needs of young children while adhering to our child-focused values. The teams also organised a retreat for teachers to help improve their physical, mental and spiritual health, and to encourage them to, through various activities, reflect on how to raise children and their families with empathy to give the former the chance to become healthy, virtuous and passionate individuals.



在「身心靈健康教師退修日」中，幼兒服務的教師團隊在靜修中得力
Nursery school teachers participated in the retreat on Holistic Wellbeing Development to restore their body and soul

教師透過藝術表達手法，回顧人生上半場已有的恩賜
Teachers expressing gratitude for what life has given them through art



服務團隊與太陽館合辦「大自然與生活課程」教師培訓，由太陽館導師設計各種結合有趣科學現象與生活元素的探索活動，讓教師可在活動中親身體驗，並將學習所得融入日常教學中。

Teaming up with the Solar Tower, the teams organised a "Teacher's Training on Nature and Living". Instructors from the Solar Tower combined scientific phenomena with elements of everyday life to help teachers explore and apply what they learnt in their own classrooms.

學前教育服務單位獲社會福利發展基金第三階段資助舉辦培訓和專業發展計劃，由福利協會的幼兒服務質素改善綜隊邀請資深幼兒教育工作者伍寶珠博士，以到校形式進行教師培訓及工作坊，同時與團隊檢視現行的課程評估系統及學習活動的效能，從中反思教學與評估的關係。培訓課程亦可促進領導課程發展的核心成員和教師團隊的交流，共同優化評估系統，以達至適時調整教學內容和教法，並有效地進行持續及總結性評估。

Having received a third round of funding from the Social Welfare Development Fund, the pre-school service units organised training and professional development for employees in childcare services. The Welfare Council's Childcare Service Quality Improvement Team invited veteran childcare professional Dr Ng Po-chu to hold training and workshops at schools to help teachers evaluate existing assessment tools and the effectiveness of learning activities, and subsequently reflect on the relationship between teaching and evaluation. The training courses also encouraged exchanges between leaders of curricula development and teachers to adjust curricula and teaching methods to suit the changing needs of students and to efficiently carry out sustainable and conclusive assessments.

加強推動融合教育 Enhancing the Implementation of Integrated Education

聖西門大興幼兒學校及聖西門良景幼兒學校獲社會福利發展基金第三階段資助進行研究，以觀察有特別學習需要的幼兒（「兼收組幼兒」）在校內與老師和同儕的互動，並了解學前融合教育的學習環境及老師在當中的角色。結果發現兼收組幼兒若與一般同學多互動，可提升其主動性及學習效能。



太陽館導師透過自製的雨雲，解釋自然現象的成因
A Solar Tower instructor creating rain clouds to explain natural phenomena



伍寶珠博士（左一）為幼兒學校的校長及老師提供有關「課程評估系統與學習活動效能」的專題培訓
Dr Ng Po-chu (far left) training teachers and school principals of nursery schools on assessing curricula and the efficacy of classroom activities

幼兒透過角色扮演遊戲增進社交技巧，同時學習日常生活的用語
Children learning social skills and language through role play



本年度，學校實踐研究，安排兼收組幼兒於適齡班級學習，使他們可透過觀察一般幼兒的言語及行為技巧等而模仿學習。教師亦特別為兼收組幼兒設計可與日常課堂結合的個別教學計劃，並透過各式課堂活動，促進兼收組幼兒與其他同學的互動。輔導老師也會在上課期間個別協助兼收組幼兒，使他們更易適應及融入其中。另外，學前教育團隊在研究後亦安排兼收組和適齡班老師一起接受培訓，以及共同參與融合教育工作，從而掌握如何靈活處理課堂，讓不同程度的幼兒可一起學習。

With the third round of funding from the Social Welfare Development Fund, St Simon's Tai Hing Nursery School and St Simon's Leung King Nursery School conducted research to observe interactions between children with special educational needs (mildly disabled students), teachers and other children to learn more about the roles of learning environments and teachers in integrated education. Results showed the more they interacted with other children, the more mildly disabled children showed initiative and learning efficacy.

During the year, the schools arranged for its mildly disabled students to study alongside suitable age groups to help them pick up language and behaviour that are typical of average children through observation and imitation. Teachers also designed special curricula to complement daily learning for mildly disabled students and organised other classroom activities to encourage interactions between mildly disabled students and other students. To help mildly disabled students fit in, assistant teachers would also spend time with individual students during class. After the research, the pre-school services teams also provided group training for special teaching staff and regular staff and arranged them to participate in integrated education together, which could help them create ideal learning environments for students with different abilities.



適齡班和兼收組老師一起接受培訓，討論幼兒的發展、輔導及課室協作方案
Regular teachers and those of mildly disabled students undergoing training together, exchanging views on child development, counselling and learning support

此外，學前教育團隊參與了香港教育大學舉辦的「評估健腦操與幼兒情緒」研究。研究旨在評估健腦操對減輕有特殊學習需要的學前兒童在壓力和焦慮方面的效用，藉著客觀數據分析令老師和家長理解健腦操之正面果效，以及健腦操在融合教育中的功能。

The pre-school services teams participated in a study conducted by the Education University of Hong Kong on "the development and evaluation of a Brain-Gym® based intervention program in alleviating emotion instability in pre-schoolers with special educational needs". The study aims to show how Brain-Gym® helps mildly disabled students cope with stress and anxiety, and provide objective analysis on the benefits of Brain-Gym® for teachers and parents and its important role in integrated education.

善用科技進行優質管理 Applying Technology in Quality Management

學前教育服務單位得到社會福利發展基金第三階段資助，發展校園通訊平台，功能包括：以電子形式即時發放訊息、通告、請假、進行考勤管理及課堂簽到等，目標為提升家校溝通之效率及簡化學校文書處理的流程。另外，幼兒學校也採用電子圖書管理系統，有助清晰記錄圖書資料及簡化選購圖書的程序等。

Using funds from the third round of funding from Social Welfare Development Fund, our pre-school service units developed the School App, an application for instant notifications, notices, applying leave, attendance management and roll call to enhance communications between parents and teachers and streamline administrative processes at schools. Nursery schools also began using an electronic book management system to track borrowing and streamline purchasing processes.



東涌幼兒學校的同工透過電子圖書管理系統登記圖書資料，方便快捷
Staff using the convenient electronic book management system at Tung Chung Nursery School



同工參與「校園通訊平台工作坊」培訓
Staff at the "Workshop for the School App on Communication with Parents"

疫情下的支援工作 Support Services during the Pandemic

學前教育團隊在 2019 冠狀病毒病疫情期間，製作了有趣的故事聲帶及教學影片，以提升學童在家學習的動機，同時進行網上視像授課，增加老師與學生之互動。團隊亦為幼兒園畢業生舉行網上畢業禮，讓孩子留下美好回憶。另外，老師在疫情期間定期致電家長，了解他們的需要，及時作出支援。

During the outbreak of Covid-19 pandemic, the pre-school services teams produced engaging audio storybooks and video tutorials to keep students motivated to learn at home. The teams also encouraged teacher-student interactions through online learning, and organised a virtual graduation ceremony to give nursery school graduates a memorable experience. Teachers made regular phone calls to parents to learn more about their needs and provide assistance as necessary.



老師邀請同學參與網上課堂活動
Teachers invited students to participate in virtual classroom activities

幼稚園駐校社工服務 Social Work Service for Pre-primary Institutions

服務重點

Service Highlights

- ✦ 與聖公會堂、校合作，為聖公會學前單位提供駐校社工服務
Offer on-site school social work services in S.K.H. kindergartens with the support of S.K.H. churches and schools
- ✦ 為幼兒及家庭提供專業輔導
Provide professional counselling to children and families
- ✦ 支援家長教育工作的電子平台
Offer parental education electronic platform

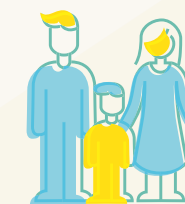
服務數據

Statistics



服務覆蓋的學前單位數目
No. of pre-primary institutions covered

32
間 / Institutions



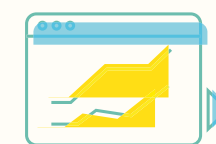
服務之幼兒
No. of children served

逾 Over
6,800
人 / Persons



幼稚園及幼兒學校的教職員
No. of kindergarten and pre-school staff

逾 Over
700
人 / Staff



瀏覽本服務之電子平台的人次
No. of sessions spent on the service's electronic platform

逾 Over
30,000
人次 / Sessions

服務概述 Overview

為及早識別及支援有福利需要的學前兒童及其家庭，社會福利署在 2018/19 學年推出為期 3 年的「在學前單位提供社工服務先導計劃」。福利協會為受資助提供服務的機構之一，成立了「愛·孩子—在學前單位提供社工服務先導計劃」服務隊，於第一階段（2019 年 2 月開展）及第二階段（2019 年 8 月開展）為聖公宗（香港）幼兒教育議會轄下的 32 間學前單位提供駐校社工服務，讓學童在關愛的環境中健康快樂成長。

In the 2018/19 academic year, the Social Welfare Department launched the 3-year Pilot Scheme of Social Work Service for Pre-primary Institutions to provide pre-school children and their families in need with timely support and social welfare services. The Welfare Council was awarded funding to provide such services and established service teams of "Kids in Love—Pilot Scheme of Social Work Service for Pre-primary Institutions". It launched its first phase in February 2019, and began its second phase in August 2019, offering onsite social work services at 32 pre-schools under the Anglican (HK) Early Childhood Education Council to give children a happy and healthy start in life.



工作策略 Strategies

「愛·孩子」服務隊建基於聖公會堂、校、社服協作的優勢，結合了三方的資源及網絡，從而提供以幼兒及家庭為本的專業服務，並藉著創新精神回應不同持分者的需要。

Established on the basis of collaborating with S.K.H. churches, schools and social service units, the Welfare Council's "Kids in Love" service team combined the resources and networks of S.K.H. churches, schools and social service units to deliver children and family-oriented professional services. By innovating new ideas, the teams offered timely support to address the needs of service users.



服務隊為學校的幼兒及其家人舉辦義工訓練及服務，讓參加者了解及關懷弱勢社群
The teams held volunteer training and services for school children and their families to let them understand and show care for the underprivileged groups

特色計劃及活動 Special Projects and Activities

電子平台支援孩子、家庭及老師 Virtual Support for Children, Families and Teachers

受 2019 冠狀病毒病影響，「愛·孩子」服務隊未能以駐校模式進行輔導及家庭支援工作，故嘗試打破傳統家長教育及支援老師的模式，以創新方法回應不同需要，包括：透過電子平台作媒介，有系統及實時為幼兒及其家庭進行親子教育，這不但可增進及改善親子關係，更能有效和持續為高危及有需要的幼兒及其家庭提供專業支援。另外，單位也自行製作《親子教養頻道》及《幼教老師頻道》等 Youtube 頻道，為家長及各校幼教團隊提供身、心、靈支援。



服務隊送贈口罩給服務使用者
Service users in need were given surgical masks by the team

Given the Covid-19 pandemic, the "Kids in Love" service teams were unable to provide on-site school counselling and family support services. To ensure the continuation of services, the teams used an electronic platform to facilitate real-time interactions and deliver practical tips for parents in education. Not only did taking services online improve parent-child relationships, it also enabled staff to continue to provide effective specialised support for at-risk and needy children and families. The teams also relied on the Parent Education Channel and the PPI Teacher Resources Channel on Youtube to provide parents and pre-school teachers with physical, mental and spiritual aid.



團隊在疫情期間舉行線上工作坊，教導老師透過禪繞畫紓壓
The teams organised for teachers a virtual workshop on relieving stress using the Zentangle Method during the Covid-19 pandemic

推出電子刊物 發放實用資訊 Disseminating Useful Information via Digital Publications

「愛·孩子」服務隊自行編製了不同的電子刊物，包括：《偕同》（音：孩童）電子雙週刊、《童學同樂 @Homeschooling》及《Back to School》等，分別為家長提供管教方法及資訊、網上學習資源、家長紓壓方法、親子活動和抗疫資訊，以及為幼兒高班同學及其父母提供復課前的支援。另外，《偕同》亦舉辦了有獎問答遊戲，得獎者會獲得家庭照拍攝服務，期望家長與子女共享親子時光，增潤彼此關係。

The "Kids in Love" service teams produced various electronic publications, including the "Haai Tung" bi-weekly electronic newsletter, "@Homeschooling" and "Back to School", to help educate parents on homeschooling, provide online learning resources, help parents relieve stress, provide suggestions for family activities, improve awareness on fighting the coronavirus and provide upper-class students and their parents with support ahead of class resumptions. "Haai Tung" also organised a quiz, where the winning family was awarded a professional family photoshoot to encourage parent-child interaction.



獲獎家庭在馬灣拍攝家庭照，共度溫馨時光
The winning family enjoying their photoshoot in Ma Wan



「愛·孩子」服務隊在疫情期間推出不同電子刊物，支援家長和孩子
The "Kids in Love" service teams produced different electronic publications to support parents and children during the pandemic

特殊學習需要服務 Special Educational Needs Services

服務重點

Service Highlights

特殊學習需要服務團隊透過「家庭為本服務模式」、「及早識別·適時介入」和「跨專業團隊協作」三大介入策略，全面支援不同年齡層之特殊學習需要學童、其家庭及社區人士，服務包括：及早識別有特殊學習需要的學童及把握其「黃金訓練期」，由跨專業團隊為他們提供個人／小組訓練及專業治療，同時支援其家長及教師的需要。

團隊亦在家庭為本的服務模式中引入親子介入元素，由治療師團隊設計及舉辦各式親子訓練小組及學習日營，增潤親子關係之餘，也讓孩子與家長掌握不同的訓練技巧，並將所學應用於日常生活中。本年度，福利協會更研發了多功能「SEN 童 FUN」手機應用程式，它不但能記錄孩子每天的情緒，而且載有中心最新資訊及跨專業團隊錄製的主題訓練等，讓家長足不出戶也可與孩子進行各項家居訓練。

Through family-focused services, early identification and timely intervention and multi-disciplinary collaboration, the service teams provided special educational needs (SEN) services to support SEN children of different ages and their family members, and other members of the community. Our services include early identification of SEN children and providing group and individual training and professional therapy designed by a multi-disciplinary group of experts to help children seize the optimum training window, and support for their parents and teachers.

The team also incorporated family intervention in its family-centred mode of services by including various family training group sessions and day camps designed by an expert team of therapists. In addition to enhancing parent-child relationships, these activities also enable children and parents to grasp different training techniques and apply them to daily life. During the year, the Welfare Council even developed the "SEN Kids— Sharing the Joy" mobile application, which enables parents to record children's moods, and contained updates from service units and themed training videos produced by interdisciplinary experts to help parents address the needs of their children without leaving the house.

服務數據

Statistics

愛童行計劃 Walk with Love Project



服務覆蓋的幼稚園數目
No. of kindergartens served

53
間 / Schools



全年服務個案
Annual caseload

395
個案 / Cases



學童訓練時數
Training hours to students

17,024
小時 / Hours



教師及家長服務時數 *
Service hours to teacher and parents*

1,430
小時 / Hours



服務總人次 **
Service attendance**

19,435
人次 / Attendance persons

* 包括諮詢、講座、工作坊及家長小組 Including consultations, talks, workshops & parents' groups

** 包括學童、家長及教師 Including students, parents and teachers

「愛·家庭」賽馬會成長中心 WELOVE: Jockey Club Centre for Family Enhancement

中心服務數字 Centre-based Service Statistics



學童個別訓練節數及服務人次（包括參與「為正在輪候資助學前康復服務的兒童提供學習訓練津貼」的學童）

No. of individual training sessions and turnout (Including participants of the "Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services")

1,686
節 / Sessions

1,686
人次 / Attendance persons



學童治療小組節數及服務人次
No. of therapeutic treatment group sessions and turnout

578

節 / Sessions

3,275

人次 / Attendance persons



教師及家長講座節數及服務人次
No. of parent or teacher seminars and turnout

37

節 / Sessions

335

人次 / Attendance persons



其他服務人次 *
Turnout for other services*

3,329

人次 / Attendance persons

* 包括課餘託管服務及家長資源閣 Including after-school care programme and parent resources corner

服務概述 Overview

福利協會於 2015 年獲社會福利署資助推行到校學前康復服務試驗計劃，由其跨專業服務團隊採用外展模式到各幼稚園／幼兒學校提供復康訓練。此服務於 2018 年常規化，並命名為「香港聖公會愛童行計劃」（到校學前康復服務），轄下設有 3 支服務隊，為全港 53 間幼稚園及幼兒學校，提供共 395 個名額的服務。

福利協會亦將特殊學習需要服務推廣至小學及中學，務求以多元化服務模式滿足服務對象的獨特需要。於 2017 年福利協會獲香港賽馬會慈善信託基金捐助成立「愛・家庭」賽馬會成長中心（兒童特殊學習需要服務中心），支援患有專注力不足及過度活躍症的學童及其家庭。

In 2015, the Social Welfare Department began funding the Welfare Council's Pilot Scheme for On-site Pre-School Rehabilitation Services, which provided rehabilitative training to students with special needs studying in kindergartens and nurseries. The scheme was made regularised in 2018, and the Council named it as the "H.K.S.K.H. Walk with Love Project" (*On-site pre-school rehabilitation services*), which provides 395 schoolchildren with on-site pre-school rehabilitation at 53 kindergartens and nurseries through its 3 service teams.

The Welfare Council has also extended its special educational needs services to primary and secondary schools to address the unique needs of service users through providing multi-dimensional services. In 2017, with funding from the Hong Kong Jockey Club Charities Trust, it founded the WELOVE: Jockey Club Centre for Family Enhancement (*Rehabilitation Centre for Children with Special Educational Needs*) to provide support for schoolchildren with attention deficit hyperactivity disorder and their families.



工作策略 Strategies

家庭為本的服務模式 Family-based Services

特殊學習需要服務以家庭系統為核心之一，故服務亦引入家庭為本的理念，以及採用親子介入模式，為學童及其家長提供全面適切的支援。

The SEN services value the importance of "family-based" elements, which have been incorporated into its services. It also uses family intervention methods to provide children and their families with all-rounded pertinent support.

及早識別和介入 Early Identification and Intervention

及早識別和介入乃特殊學習需要服務的重要策略。服務團隊善用學童的「黃金治療期」，及早作出評估和診斷，讓他們盡快在最可塑的階段中接受度身訂造的治療方案，以增強治療成效。

Early identification and intervention are key to SEN services. The service teams aim to make the best use of the golden window of treatment opportunity by customising treatment plans for SEN children after early assessment and diagnosis to improve the effectiveness of therapy.

跨專業團隊提供全方位支援服務 Multi-disciplinary Support

由臨床心理學家、職業治療師、物理治療師、言語治療師、社工、高級特殊幼兒工作員和特殊幼兒工作員組成的跨專業服務團隊，為有特殊學習需要的學前兒童、小學及中學生作出評估，並共同制訂適合學童需要之綜合訓練及治療計劃，以及提供個別和小組訓練，內容涵蓋社交、專注力、言語、感覺統合及小肌肉訓練等範疇。

A team of clinical psychologists, occupational therapists, physiotherapists, speech therapists, social workers, senior special childcare workers and special childcare workers assess nursery, primary school and secondary school children with SEN and formulate integrated training and treatment plans according to their needs. The experts also provide individual and group training, which addresses socialisation, attention span, speech, sensory skills and fine motor skills to help children grow healthily.

特色計劃及活動 Special Projects and Activities

填補學前康復服務的縫隙

Fulfilling the Need for Pre-School Rehabilitation Services

「愛・家庭」賽馬會成長中心獲社會福利署資助推行「為正在輪候資助學前康復服務的兒童提供學習訓練津貼」訓練服務，以照顧學前兒童在輪候學前康復服務期間的學習需要。中心安排跨專業服務團隊為正輪候學前康復服務的學前兒童提供評估、個別和小組訓練，使他們可在輪候期間同時得到適切的訓練機會。此外，團隊亦會個別面見學童的家長，並提供家長輔導、分享親子管教及溝通技巧和轉介相關社區資源等支援服務。



學童參與綜合訓練
A child participated in an integrated training

With funding from the Social Welfare Department's "Training Subsidy Programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services", the Welfare Council's WELOVE: Jockey Club Centre for Family Enhancement addressed the educational needs of pre-school children on the waiting list of subvented pre-school rehabilitation services. The centre arranged for a multi-disciplinary team of professionals to assess and provide individual and group training to children on the waiting list of subvented pre-school rehabilitation services to help them get adequate training while on the waiting list. The service team also met with parents individually to provide additional support as needed, including counselling, coaching on parenting and communication techniques, and referrals to other community support services.

中心的職業治療師及藝術治療師共同設計了首個以親子形式進行的專注力訓練小組－「親子玩出專注力訓練小組」。小組首部分由藝術治療師以藝術創作方式介入，讓家長及學生在舒適自在的空間裡，透過親子互動藝術活動提升創造力、專注力、社交及情緒控制能力和自信心，同時增潤親子關係；第二部分則由職業治療師進行感覺統合訓練，提升學童的感覺調節、動作計劃、肢體協調、上肢力量、視覺協調及執行功能，包括：行為控制、持續專注、工作記憶及彈性思維等。職業治療師亦會即場示範及教授家居訓練活動，讓家長學習如何替孩子持續訓練。

Our occupational therapists and art therapists designed the first "Attention Training Group: Paying Attention in Joyful and Interactive Play". The first phase involved art intervention by art therapists to help children and their parents in a cosy ambience to improve creativity, concentration, social skills, emotional control, self-confidence and parent-child relationships through interactive art; and the second phase involved integrated sensory training delivered by occupational therapists to help children feel rhythm, plan movements, coordinate their movements, improve strength in the upper limbs, coordinate their vision and improve their execution through behavioural control, sustained concentration, working memory and flexible thinking. Occupational therapists also demonstrated how to conduct similar training at home to help parents provide uninterrupted training for their children.



藝術治療師引導家長與孩子共同繪畫自畫像，藉此增進親子互動交流
A parent and child bonding over self-portraits during an art therapist-led session



家長及孩子互相以治療球作深層按摩以平靜情緒
Parents and children enjoying the calming effect of deep-tissue massage using therapy balls



家長和孩子們在親子學習營中既學到不同的訓練技巧，也可享受親子樂
Parents and children enjoying family time and learning training techniques at Parent Child Learning Camp

中心團隊舉行了兩場由治療師團隊設計及帶領的「Play & Fun 親子學習營」，將跨專業及多元化的訓練融入互動親子遊戲中，目標為增強學童的小肌肉、言語及社交技巧，同時讓家長學習到不同的訓練技巧，以及強化親子關係與家庭功能。

The service team organised 2 sessions of therapist-led "Play and Fun: Parent Child Learning Camp" which combined interdisciplinary and multi-faceted training into interactive family activities to help improve children's fine motor skills, speech and social development, and allow parents to pick up different training skills as well as reinforce parent-child relationships and the function of the family.



學童參與吹氣活動，訓練口肌控制能力
A child training their oral muscles by blowing a ball around

感恩傳愛 跨過「疫」境 Paying it Forward during the Pandemic

中心團隊在 2019 冠狀病毒病肆虐期間舉行「讓愛傳出去」活動，邀請服務使用者透過心意卡，向守護市民生活或健康的工作人員表達謝意和支持，感恩傳愛，為社區添上溫暖。跨專業服務團隊也向中心 400 多位學童及其家長送上心意卡，互相打氣，共渡「疫」境。

During the Covid-19 pandemic, the service team organised the "LOVE—Pay it Forward Movement" and invited service users to show their gratitude and support for essential and healthcare workers by writing them thank you cards, adding a touch of warmth to troubling times. The centre's interdisciplinary service team also sent cards to over 400 students and their parents to cheer them on and to show that they would weather the storm together.



家長和孩子透過心意卡，將愛和感謝傳出去
A parent and child sending their love in a card

青少年服務 Children and Youth Services

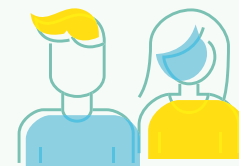
服務重點

Service Highlights

- ▶ 扶助青少年健康成長，建立良好品格
Help young people grow healthily and build strong characters
- ▶ 培養青少年獨立思考和關心社會
Cultivate independent thinkers who care about society
- ▶ 提供職志輔導，作為青少年的成長導航
Provide the youth with career counselling and life guidance
- ▶ 鞏固家庭功能，支援弱勢社群
Enhance the roles of families and support the underprivileged

服務數據

Statistics



青少年會員人數
No. of youth members
9,266
人 / Persons



青少年服務輔導個案
No. of youth counselling cases
639
宗 / Cases



小學輔導服務處理個案
No. of primary school counselling cases
582
宗 / Cases



處理濫藥個案
No. of substance abuse cases
257
宗 / Cases

服務概述 Overview

福利協會一直關注青少年身、心、社、靈的多元發展需要，轄下的青少年綜合服務、小學輔導服務、中學駐校服務、青年就業綜合服務、青少年深宵外展服務、新念坊（濫用精神藥物者輔導中心）及愛·藝術青年學院等，均致力透過多元化的服務，回應青少年的成長需要，並協助他們發展潛能。團隊亦會透過個案 / 小組輔導及指導，協助青年人認識自我，面對成長中的挑戰，達至全人健康發展。於 2019 學年，在社會福利署增撥資源下，福利協會亦為 15 間中學提供「一校兩社工」的駐校服務。

The Welfare Council cares about the physical, mental, social and spiritual needs of young people. Its Children and Youth Integrated Service Centres, Primary School Counselling Service, Secondary School Social Work Service, Youth Employment Integrated Service, Service for Young Night Drifters, Neo Horizon (Counselling Centre for Psychotropic Substance Users) and Loving Arts Youth Academy provide multi-dimensional services that support the developmental needs of young people and nurture their potential. Through individual or group counselling and guidance, the services help young people discover their true selves and tackle the challenges of growing up so they can become healthy, all-rounded individuals. Awarded funding by the Social Welfare Department in 2019, the Welfare Council also executed plans to employ 2 social workers per school for 15 secondary schools with onsite social work services.



工作策略 Strategies

2019年6月以來的社會運動以至2020年「2019冠狀病毒病」肆虐全球等，均對青少年及其家庭帶來巨大衝擊。就此，福利協會的青少年服務團隊採取「迅速回應，靈活變通」的策略，並透過「成長」、「參與」及「支援」三大服務重點，回應新世代青少年的需要。(1)「成長」：透過加強青少年的生命教育，協助他們建立優良品格、培養獨立思考、規劃人生及重建與他人的關係；(2)「參與」：鼓勵青年人以正面態度關心社會，在互相尊重下表達意見及積極參與社會服務；(3)「支援」：以強化家庭功能為目標，及早介入及支援身處弱勢及面對危機的青少年，防患未然。

From June 2019 to 2020, Hong Kong social movement and the COVID-19 pandemic dealt young people and their families a blow. In response, the Welfare Council's youth services teams adopted a strategy based on swiftness and adaptability, and addressed the needs of young people through the 3 service pillars of "Growth", "Participation" and "Support". (1) "Growth" involved reinforcing life education for youth and helping them develop good qualities, independent thinking, and life plans, and rebuild healthy interpersonal relationships; (2) "Participation" pertained to encouraging young people to adopt positive mindsets and show care for society, express their opinions with mutual respect and participate in serving society; while (3) "Support" included strengthening the roles of families, providing early intervention and supporting underprivileged young people and those undergoing crises to prevent misfortune.



服務團隊透過藝術培訓提升青少年的自信心
The services teams helped young people improve self-confidence through art



外展同工派發防疫物資予有需要的社區人士
Outreach staff distributing infection prevention supplies to people in need



學生探訪傳統理髮店，了解他們的工作
Students visiting a traditional barber shop to better understand their work

特色計劃及活動 Special Projects and Activities

回應社會需要 在疫情中提供支援

Providing Support amid the Pandemic in Response to Community Needs

由於2019年的社會運動引起年青人關注，福利協會遂於同年7月設立青年／家長情緒支援專線，為受困擾青少年及家長提供輔導，及至2020年初，專線更向受疫情影響的市民提供即時情緒支援。此外，為了解青少年的精神健康狀況，青少年服務團隊聯同9間中學於2019年12月，透過問卷探討中學生的抑鬱和焦慮狀況，並研究支援網絡及個人適應技巧如何紓緩年青人的困擾。是次調查共收到1,720份問卷，有關研究結果可供學校參照，並與駐校社工共同商討校本跟進計劃。

The Hong Kong social movement, which began escalating in 2019, captured the hearts of many young people. To provide troubled youth and their families with counselling, the Welfare Council set up emotional support helplines for them in July 2019. Starting early 2020, the Council opened the helplines to Hong Kong residents who were impacted by the coronavirus pandemic. In December 2019, to study the mental health of young people, youth services teams also teamed up with 9 secondary schools to survey students on depressive and anxious thoughts, and explored ways to alleviate emotional problems among youngsters through support networks and individual adaptations. Researchers collected 1,720 completed surveys, the results of which can inform schools and on-campus social workers in their follow-up work.

疫情爆發期間，福利協會轄下各青少年中心的實體活動雖然暫停，但社工仍透過派發防疫物品，接觸區內青少年及了解其家庭需要，同時改在網上舉辦活動及提供支援，內容包括：簡易運動、化妝班、手工班、烹飪小組、教育性及情緒支援短片、職志輔導、直播清談節目、中學文憑試考生應試準備及同學復課準備等，讓青少年及家長可獲取正確資訊及與外界保持聯繫。

During the pandemic, the Welfare Council suspended face-to-face activities at its youth services centres. Social workers stayed on top of the needs of youth and their families through distributing coronavirus prevention supplies and made use of online platforms to organise activities and provide support, including simple workouts, makeup workshops, craft workshops, cooking classes, educational videos, emotional support videos, career counselling, talk shows, diploma of secondary education examination preparations, and back-to-school preparations, to help young people and their parents obtain accurate information and maintain contact with the rest of society.



服務使用者可參與網上運動小組，鍛鍊體能
Service users staying fit by participating in virtual exercise classes



同工透過網上直播，與青少年探討與家人及朋友的相處、性教育、男女關係和動漫等
Staff exploring topics such as family relationships, friendship, sex education, romantic relationships and comics virtually with young people



計劃邀請嘉賓分享其成為職業汽球師的經歷，並鼓勵年青人為夢想奮鬥
The programme invited a guest sharing his journey to becoming a balloon artist and encouraging young people to fight for their dreams



台灣學者陳建榮老師在「電影欣賞工作坊」上，教導老師及社工如何以電影進行生命教育
Taiwanese scholar Chen Chien Jung showing teachers and social workers how to teach life education through movies at a workshop

生命教育 與愛相連

Life Education • Connecting Love

福利協會獲華人永遠墳場管理委員會贊助舉辦「愛・連繫」生命教育推廣計劃（2018-2020），以公眾人士、全港小學、中學及大專學生、老師和家長為服務對象，並在32間中、小學推展了「朋輩輔導培訓計劃」，以及開辦了「生命教育電影欣賞工作坊」、「生命教育節」、「名人成長故事分享系列」和「作曲作詞培訓及創作比賽」等活動，成功拉近年青人與自己、他人、家庭、學校及社區的連結，促使其建立正向人生觀及提升抗逆力，以面對生命中的挑戰。

Sponsored by the Board of Management of The Chinese Permanent Cemeteries, the Welfare Council's "Connecting with love — Life Education Promotion Program", held from 2018 to 2020, served the public; local primary, secondary school and tertiary students, teachers, and parents. The programme introduced a peer counselling training scheme at 32 primary and secondary schools, and organised life education movie appreciation workshops, life education festivals, life journey sharing sessions by celebrities and music composition trainings. The activities successfully helped connect young people with their inner selves, others, families, schools and community and to develop positive outlooks on life, improve the resilience and tackle life's challenges.

計劃透過歌曲創作比賽，鼓勵青少年關愛身邊人
The programme encouraged young people to show care for people around them through a singing contest



青年參與 聯繫社區

Youth Participation • Connecting Community

九龍城青少年綜合服務中心的團隊舉辦「伴我同行」計劃，透過不同活動，包括「社會房屋探訪」、「逆權系列—韓國映畫大賞」及「與羅永聰對談」等活動，推動年青人將想法和創意應用於社區建設，促進人與地區的連結。此外，服務團隊舉辦了「台中阿里山之旅」，帶領年青人跟台中西北區扶青團的成員到彰化參與山區清潔活動，亦藉此了解當地的青年地區工作，並分享中心在社區服務的情況及成果。

The Kowloon City Children and Youth Integrated Services Team's "Stand By Me Project" encouraged young people to participate in connecting with and building their communities using creative thinking through programmes such as "Community Housing Visit Program", the "Best Selection of Korean Film Festival" and the "Dialogue with Julian Law". The team also organised Taichung's Alishan Trip, which led young people to participate in a hillside clean-up activity with Rotaract of Taichung North•West. The activity helped our staff learn more about the work of youth in the area and allowed us to share the progress of our work in the Hong Kong.

沙田青少年綜合服務中心 — 賽馬會青年幹線的團隊一直為年青人提供「格仔舖」作寄賣空間，讓他們可展示和售賣其手工藝作品，實踐夢想。鑑於社區內缺乏民生小店，服務團隊亦邀請年青人合作採購文具、零食及飲料等，並放於「格仔舖」寄賣，以回應街坊生活所需。

The service team of Shatin Children & Youth Integrated Service Centre — Jockey Club Youth Express has been providing young people with consignment spaces at the "Cube Shop" to showcase and sell their artistic creations and bring their career aspirations to life. The team also involved youth in the procurement of stationery, snacks and beverages for consignment at the Cube Shop to fill a service gap in the community.



青年人與香港女工商及專業人員聯會的代表了解社會房屋住戶的生活需要
The youth and representatives of the Hong Kong Women Professionals & Entrepreneurs Association visited community housing residents to learn more about their daily needs



青年人參與「台中西北區扶青團」週年大會
Young people participating in the annual meeting of Rotaract of Taichung North•West



居民可在中心的「格仔舖」購買日常食品及用品
Residents could purchase snacks and essentials from the Cube Shop

屯門綜合服務—賽馬會青年幹線的團隊獲公民教育委員會資助舉行「小店在屯門」的活動，在屯門區6間小學招募120位學生，安排他們發掘及探訪區內24間舊式小店，然後整理資料及設計成「屯門小店地圖」，派發給社區人士，從而推動更多街坊認識和關心區內小店，保留舊社區的特色和人情味。

Funded by the Committee on the Promotion of Civic Education, the service team of Tuen Mun Integrated Services — Jockey Club Youth Express held the “Treasure Hunting in Grocery” activity, which recruited 120 students from 6 primary schools in Tuen Mun and had them explore, visit and collect details from 24 traditional shops in the neighbourhood to compile a map of old shops, which was later distributed to the district’s residents to encourage them to get to know and show appreciation for old Tuen Mun.



同學訪問區內報攤店主，了解他如何堅守小店
Students interviewing the owner of a Tuen Mun newspaper stall to learn more about how he kept his business running

連繫家庭 支援弱勢

Connecting Families • Supporting the Underprivileged

屯門綜合服務—賽馬會青年幹線獲香港賽馬會慈善信託基金資助，於2019-2021年度開展為期兩年的賽馬會「星動歷情」計劃，服務對象為140名6至10歲、有特殊教育需要及有個別需要之學生及其家庭，內容包括：為同學舉辦舞蹈及社交情緒課程、提供校內表演機會及個案跟進服務，讓他們從中改善社交技巧及與人建立正面關係，同時亦開辦家長講座及減壓小組、親子舞蹈班等，共為1,488人次提供服務。

Sponsored by the Hong Kong Jockey Club Charities Trust, the Tuen Mun Integrated Services Jockey Club Youth Express launched the “Jockey Club Starry Kids Project”, which runs from 2019 to 2021. The project served 140 six to ten year-olds with special educational needs or other unique needs and their families. The project included organising dance and socialisation courses, school performances, and conducting casework to help children improve social skills and develop positive interpersonal relationships. The project, which had a total headcount of 1,488, also organised seminars for parents, destressing activities and family dance classes.



家長參與減壓小組，交流教養子女的心得
Parents participating in a stress-relief group session and exchanging parenting insights



家長講座有助父母紓緩壓力，增潤親子關係
Seminars for parents help improve family relationships by reducing stress

愛·藝術青年學院以藝術手法培育青少年

Loving Arts Youth Academy Nurtures Young People with Art



學員在結業匯演上將年青人尋夢的心路歷程立體地呈現
Participants bring the dream-chasing journeys of young people to life in the finale show



「光映躍動—青少年正向發展計劃」以嶄新多媒體結合舞蹈創作投影舞，宣揚正面訊息
The “Projection Dance — Youth Positive Development Project” spreads positivity through multimedia projection dance performances

愛·藝術青年學院著重以藝術結合社會工作的方式推行品格教育，給予青年人嶄新服務體驗。學院的服務團隊得到禁毒基金贊助開展「光映躍動—青少年正向發展計劃」，並於2019年11月在香港海洋公園舉行全港首個青少年投影舞創作比賽及匯演，讓青年人藉著表演他們自編的投影舞分享健康生活的訊息。

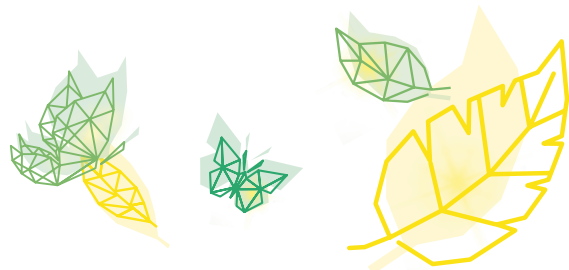
Combining social work and arts, the Loving Arts Youth Academy delivers moral education and provides young people with a refreshing service experience. Sponsored by the Beat Drugs Fund Association, the academy’s service team launched the “Projection Dance—Youth Positive Development Project” and organised Hong Kong’s first projection dance competition and performance at Ocean Park in November 2019, where young performers showcased their self-choreographed productions on stage to convey the message of healthy living.

學院早前獲香港賽馬會慈善信託基金資助開展為期3年的「愛·藝術」青年發展計劃已進入尾聲，並於2020年1月舉辦了「尋：結業匯演」，讓青年人通過歌舞展示其學習成果及追夢的心路歷程。根據本計劃的檢討顯示，逾94%的參加者在堅毅、尊重他人、與人溝通及對音樂/舞蹈知識等方面均有正面改善，而計劃的滿意度亦達96%，成效令人鼓舞。另外，學院的服務團隊亦舉辦「Music is...音樂會」及「樂印音樂分享會」讓年青人透過音樂表演分享心聲。

In its final stages, the 3-year Jockey Club Loving Arts Youth Development Project, sponsored by the Hong Kong Jockey Club Charities Trust, held the “SEEK: Finale Show” in January 2020 to provide young people with a platform to showcase what they had learnt and their journeys to achieving their dreams through song and dance. A review of the project showed more than 94 percent of participants showed positive changes in their perseverance, respect for others, communication skills and knowledge in music and dance; and, encouragingly, 96 percent of participants were satisfied with the project. The academy’s services team also held the “Music is... Concert” and “Happy Mark of Music Live” to allow young people to share their feelings through music.



年青人首次在伊利沙伯體育館為香港電台的節目作開幕表演
Young people opening for a Radio Television Hong Kong programme for the first time at Queen Elizabeth Stadium



小學輔導服務處鼓勵親子關懷弱小

The Primary School Counselling Service Encourages Families to Care for the Less Privileged

小學輔導服務處提供學校社工服務的 25 間學校，與聖公宗（香港）小學監理委員會暨屬校學生輔導主任合辦聖公宗小學「生命、心靈及價值教育」計劃。計劃以「接納關懷愛同行」為主題，凝聚家庭力量，召集 2,916 位同學和 2,256 位家長參與 84 次「謙卑服務」，藉著親子探訪、藝術治療及賣旗等活動為區內長者、視障人士、智障人士、醫院病友及精神病患者等送上愛與祝福，受惠人次超過 10,000。計劃中逾 9 成參加者認同「謙卑服務」使他們懂得關心有需要的群體，饒富意義。

The 25 schools which have social work services under the Primary School Counselling Service co-organised in the "All-around in the Sunshine" project with the Anglican (Hong Kong) Primary Schools Council Limited and Student Guidance Teachers. Themed "Care in Love", the project focused on the collective power of the family and recruited a total of 2,916 students and 2,256 parents to participate in 84 "Humble Servicing" sessions, which, through visits, art therapy and flag-selling, delivered love and blessings to the elderly, visually impaired persons, intellectually disabled people, hospitalised patients and people with mental illnesses in the community. More than 10,000 people benefited from project, and over 90 percent of the participants agreed that "Humble Servicing" was meaningful as it helped them learn how to show care for people in need.



同學跟長者玩遊戲，為他們帶來歡樂及祝福
Students bringing joy and blessings to the elderly through fun and games



同學接受禪繞畫訓練後，再跟院舍長者分享箇中樂趣
Students sharing the joy of zen painting with the elderly after receiving training

新念坊全面支援吸毒家庭

Neo-Horizon Provides Families with Drug Addict Members with Comprehensive Support

新念坊得到香港賽馬會慈善信託基金的撥款，於 2019 年 6 月推行為期 3 年的賽馬會「無毒·愛家」支援計劃，藉著親職教育、兒童評估及介入、醫療、創傷及遊戲治療等服務，強化吸毒家長的親職能力及幫助孩子健康成長，同時建立其與孩子和伴侶的關係，預計計劃可惠及 110 個吸毒家庭。

Using funds from the Hong Kong Jockey Club Charities Trust, Neo Horizon's service team launched the 3-year "Drug Free, with Love" Project for Children and Families of Substance Abusers in June 2019. Providing services such as parental education, assessment and interventions for children, medical services, trauma and game therapy, the project improved the parenting abilities to help children develop healthily while fostering spousal relationships and parent-child relationships of adults with drug addiction problems. The project is expected to help 110 such families.



社工為來自吸毒家庭的孩子舉辦情緒及社交小組
Social workers organising emotional control and socialisation circles for children with drug addict parents

「愛·家庭」賽馬會成長中心支援學童的特殊學習需要

Addressing Special Educational Needs at WELOVE: Jockey Club Centre for Family Enhancement

福利協會為香港賽馬會慈善信託基金「賽馬會喜伴同行計劃」的合作伙伴之一，透過屬下的「愛·家庭」賽馬會成長中心（兒童特殊學習需要服務中心），安排社工到校為患有自閉症譜系的中、小學生提供系統性的支援訓練。計劃共為 40 間中、小學及 237 名學童提供共 85 項學童社交訓練小組，同時為教師及家長提供共 2,508.15 小時的服務。計劃包括四大服務範疇，1) 為學童度身訂造一系列的到校小組訓練，以提升他們的社交溝通技巧、社群適應技巧及情緒管理能力；2) 舉辦朋輩共融活動，建立和諧關愛的校園文化；3) 為老師舉辦專業諮詢、講座及工作坊，加強支援自閉症學生的效能；4) 舉行有關支援自閉症譜系學童技巧及家長身心健康的工作坊，紓緩家長的親職壓力。計劃更安排言語治療師及臨床心理學家組成諮詢團隊，定期為社工團隊舉辦不同培訓及實地督導，藉此提升團隊的專業性及設計切合學童需要的訓練課程。

As a partner of the JC A-Connect: Jockey Club Autism Support Network by the Hong Kong Jockey Club Charities Trust, the Welfare Council served primary and secondary school students with autism through its WELOVE: Jockey Club Centre for Family Enhancement (*Rehabilitation Centre for Children with Special Educational Needs*). Onsite social workers were tasked with providing students with systematic support training. The programme organised 85 group training sessions for 237 students at 40 primary and secondary schools, and provided 2,508.18 hours of service for teachers and parents. The programme addressed 4 key areas, including 1) Supporting children by creating customised onsite group training to improve communication, social and emotional skills; 2) Peer support through inclusion activities to build a loving and harmonious environment; 3) School support through professional consultations, seminars and workshops for teachers to aid students with autism; and 4) Organising workshops on providing autistic children with support and wellness and stress relief for parents. The programme also arranged for speech therapists and clinical psychologists to form consultancy teams who planned and structured group training, provided onsite inspection and guidance and to help raise the professionalism of the SEN services teams and to better equip them to design training that suits the needs of schoolchildren.



同學設計個人的情緒溫度計
"Thermometers" for measuring emotions designed by children



社工為學校舉辦教師工作坊，分享支援班中自閉症學童的技巧
Social workers organising a workshop for teachers on how to provide the right support for children with autism during class



職業治療師帶領學童製作心靈小樽，讓自己的情緒平靜下來
Occupational therapists teaching children bottle crafts to help calm themselves down

另外，中心的服務團隊舉辦了首個以親子形式進行的專注力訓練小組——「親子玩出專注力訓練小組」，由藝術治療師及職業治療師分別為親子們設計互動藝術活動及感覺統合訓練，同時向家長示範及教授家居訓練活動，讓他們可在家中為孩子進行訓練。

The service team organised the first "Attention Training Group: Paying Attention in Joyful and Interactive Play". The team's art therapists and occupational therapists designed interactive art activities and integrated sensory training for parents and children respectively and demonstrated how to conduct at home training for the parents so they could do the same at home.

家庭及綜合服務 Family and Integrated Services

服務重點

Service Highlights

服務團隊透過多元手法、多專業介入模式及專業輔導小組和教育活動等，促進個人、家庭及社區互相支持，發揮家庭功能，建立社會資本，共建和諧社會。

Using a range of methods, multi-professional intervention and providing professional counselling and educational activities, the services teams aims to connect individuals, families and the communities, reinforce the role of family unit, build social capital and a harmonious community.

服務數據

Statistics



會員人數
No. of members



受助家庭數目
Beneficiary families



服務人次
Service attendance



全年服務個案
Annual caseloads

東涌綜合服務
Tung Chung Integrated Services

3,347
人 / Persons

692
家庭 / Families

9,005
人次 / Attendance persons

1,525
宗 / Cases

聖約瑟堂暨社會服務中心
St Joseph's Church & Social Centre

419
人 / Persons

330
家庭 / Families

34,850
人次 / Attendance persons

14
宗 / Cases

救主堂社會服務中心—賽馬會家庭幹線
The Church of Our Saviour Social Service Centre—Jockey Club Family Express

1,047
人 / Persons

371
家庭 / Families

45,362
人次 / Attendance persons

10
宗 / Cases

香港聖公會輔導服務處
H.K.S.K.H. Counselling Service

—

519
家庭 / Families

5,225
人次 / Attendance persons

549
宗 / Cases

「好鄰舍」土瓜灣道社會房屋共享計劃
“Good Homes” To Kwa Wan Road Community Housing Movement

289
人 / Persons

96
家庭 / Families

1,849
人次 / Attendance persons

206
宗 / Cases

恩澤膳—短期食物援助服務計劃（屯門）
Short-term Food Assistance Service—Blessed Food (Tuen Mun)

—

1,074
家庭 / Families

3,112
人次 / Attendance persons

1,074
宗 / Cases

恩澤膳—短期食物援助服務計劃（九龍城及油尖旺）
Short-term Food Assistance Service—Blessed Food (Kowloon City and Yau-Tsim-Mong)

—

2,165
家庭 / Families

6,370
人次 / Attendance persons

2,165
宗 / Cases

工作策略 Strategies

- 家庭及綜合服務團隊一直強調「個人、家庭及社區」的重要性，因此屬下各中心均透過發掘和建立個人潛能，提升弱勢社群的能力；同時連結及促進家庭的正面聯繫，以鞏固家庭和諧關係。

The Family and Integrated Services Teams value the importance of the individual, the family and the community, which is why service units focus on building the individual potential of the underprivileged and reinforcing positive bonds so as to foster harmonious relationships within the family.

- 積極與不同的地區伙伴及機構合作，建立社區資產，並因應社區需要而靈活運用資源，藉此加強對區內家庭的支援，共建健康、和諧和共融的社區。

To improve support services for families and build a healthy, harmonious and inclusive community, the services teams work with various partners in respective districts and organisations to accumulate social capital, which was utilised where necessary.

- 積極與教會合作，以凝聚社區力量，建立強大支援網絡，促進區內家庭在身、心、社、靈的全人發展。

Maintain an active working relationship with churches to pool resources together, build greater support networks and to encourage the physical, mental, social and spiritual development of families in the district.

特色計劃及活動 Special Projects and Activities

地區為本 支援個人及家庭

Supporting Individuals and Families with a Community-based Approach

家庭及綜合服務團隊透過專業輔導為不同人士及同工提供支援。本年度，東涌綜合服務團隊為區內有需要的個人或家庭提供輔導服務，支援逾 1,500 宗個案。

The Family and Integrated Services Teams provide various service users and employees with support through professional counselling. During the year, the Tung Chung Integrated Services Team counselled more than 1,500 individuals and families.

家長義工為說故事活動製作故事手偶
Parent volunteers making puppets for the storytelling programme



救主堂社會服務中心—賽馬會家庭幹線獲社會福利署的「2019-20 強化家庭功能社區教育撥款計劃」資助舉辦「童話奇緣—家長說故事計劃」，邀請幼稚園家長以繪本作為生命教育的題材，教導孩子認識生命的意義及價值。

With funding from a 2019-20 Social Welfare Department family and community education programme, the Church of Our Saviour Social Service Centre—Jockey Club Family Express launched their “Parents Storytelling Training Programme”, which invited parents of kindergarten students to educate the kids on the meaning and value of life through picture books.



幾位家長向幼稚園學生說故事
Parents telling kindergarten students a story

關注低收入社群 Concern about Low-income Groups

社會福利署資助恩澤膳—短期食物援助服務計劃（「恩澤膳」）為居住於屯門、九龍城和油尖旺區及因遭逢經濟突變或失業而難以應付日常食物開支的人士，提供不多於 8 星期的短期食物援助。本年度，共設有 7 個主要服務點及 28 個服務點，負責處理個案評估及食物分發等工作。

Supported by the Social Welfare Department, the “Blessed Food” Short-term Food Assistance Service Teams provide underprivileged residents of Tuen Mun, Kowloon City and the Yau-Tsim-Mong districts with up to 8 weeks of urgent food assistance if they are unable to afford food in the event of economic downturns and unemployment. During the year, they ran 7 main service points and 28 service points, where beneficiaries were assessed and food was distributed.

屯門恩澤膳服務隊邀請了區內 14 間食肆成為「愛心食店」，讓服務使用者可憑恩澤膳的現金券，購買店內價廉味美的熱食。因疫情加劇失業及就業不足的情況，恩澤膳收到的短期食物援助申請數字急增，故轄下的主要服務點一直維持運作及加快審批申請個案，同時轉介有需要家庭申請福利協會「心意行動」的緊急援助及其他社區資源，以解決市民燃眉之急。

“Blessed Food” service team in Tuen Mun invited 14 eateries to become “Caring Canteens” and allowed service users to purchase hot food from them with “Blessed Food” coupons. Given the rising unemployment rate and the lack of jobs, which worsened due to the pandemic, “Blessed Food” saw a jump in the number of food aid applications and, thus, despite the Covid-19 crisis, continued to operate at its usual capacity to speed up the processing of cases, and referred families in need to the temporary emergency assistance of Welfare Council’s “Act of Love” and other resources.



愛心食店贊助服務使用者享用聖誕芝味薄餅
“Blessed Food” service users helping themselves to pizza sponsored by a “Caring Canteen”



諸聖座堂邀請恩澤膳的同工及服務使用者參與盤菜宴
All Saint's Cathedral invited Blessed Food staff and service users to their Chinese New Year banquet



好鄰舍住戶預備餸菜為鄰舍慶祝生日
Good Homes' households prepared for a potluck birthday dinner



「好鄰舍」的孩子以萬聖節趣怪造型現身
Children of "Good Homes" dressed up for a Halloween party

另外，九龍城及油尖旺恩澤膳服務隊邀得香港聖公會諸聖座堂的青年教友擔任其英語學習小組的導師，以照顧基層兒童在學習上的需要。諸聖座堂亦邀請恩澤膳的服務使用者參與新春盤菜宴，共慶新春，體現教堂、社會服務對弱勢社群的關懷。

Blessed Food service team in Kowloon City and Yau-Tsim-Mong invited young church members from H.K.S.K.H. All Saints' Cathedral to address the educational needs of underprivileged children through English classes. All Saints' Cathedral also invited Blessed Food service users to their Chinese New Year banquet—exemplifying how churches and the social service units can show care for the less privileged.

「好鄰舍」土瓜灣道社會房屋共享計劃的服務團隊一直鼓勵住戶互相支援與關顧。在 2019 冠狀病毒病肆虐及經濟下行的背景下，同工推動鄰里參與分發獲捐贈的物資、團購家庭用品、設計及製作布口罩、交換食糧及生活用品和發揮個人技能為鄰舍提供協助，提升居民「共管」、「共生」的互助精神。

The service team of "Good Homes" To Kwa Wan Road Community Housing Movement has been encouraging residents to show mutual support and care. When the COVID-19 outbreak brought with it an economic downturn, Good Homes' employees mobilised residents to distribute donated supplies, buy daily essentials in bulk, use clothes to design and make facial masks, exchange food and other necessities with each other, and helped other neighbours using their individual strengths, demonstrating "co-management" and "co-living".

互助扶持 共建社區力量

Providing Mutual Support and Building up Community Strength

東涌綜合服務一迎東分址已正式啟用，服務團隊除為區內居民提供適切服務外，亦積極與商界和地區組織合作，推動關懷社區活動，如跟「環球行政有限公司」合辦「奇妙聖誕 2019」，以及跟利基三星聯營合作派發由尊尚理財捐贈的防疫及清潔用品予迎東邨 100 個家庭。另外，東涌綜合服務富東及迎東分址獲華懋集團信託基金贊助舉辦「昂坪一日遊」，由華懋集團的義工一對一陪伴 50 名輕度認知障礙症患者及有需要的長者外遊，舒展身心。



來自芬蘭的聖誕老人跟區內基層兒童說故事及大派禮物
The programme invited a Finnish Santa to read stories to underprivileged children and to shower them with gifts



華懋集團義工的陪伴既為長者帶來關愛，亦可紓緩照顧者的壓力
Chinachem Group's volunteers brought warmth to the elderly and helped alleviate the burden of caregivers

Having officially commenced operations, the Tung Chung Integrated Services' Ying Tung Estate branch has been serving residents in the neighbourhood and working with the commercial sector and local organisations on various care movements. For example, the service team partnered with Worldwide Executive Limited to organise a Christmas event in 2019, and collaborated with Build King—SCT Joint Venture to distribute infection control and cleaning products from Dynasty Financial Group to 100 families at Ying Tung Estate. Sponsored by the Chinachem Charitable Foundation Limited, the services teams of Ying Tung and Fu Tung branches also organised the "Ngong Ping 360 Day Trip", which had volunteers from the Chinachem Group each take one of 50 elders in need and service users with mild cognitive impairment on a relaxing tour.



利基三星聯營義工派發抗疫包予獨居長者、兩老及低收入家庭
Build King—SCT Joint Venture volunteers distributing care packages to the elderly who live alone, elderly couples and low-income families

東涌綜合服務—迎東分址的服務團隊獲社區投資共享基金撥款，就為期3年的《共建迎東》計劃舉行「社區苗圃活動」，讓迎東邨居民學習栽種蔬菜，並將收成與社區分享。

With assistance from the Community Investment and Inclusion Fund, the service team of Tung Chung Integrated Services' Ying Tung Estate branch organised a communal farming activity for its 3-year "Co-Build Ying Tung" programme, which taught residents how to grow vegetables and share their harvest with their community.



街坊善用社區土地種植蔬菜
Residents growing vegetables on communal land



街坊會將收成分享予社區人士
Residents will share their harvest with members of community

就業援助 鼓勵自力更生 Encouraging Self-Sustainability with Employment Assistance

東涌綜合服務隊為東涌區內中年人士舉辦「天空之城—就業在東涌」季度招聘會，獲區內近20間大型企業，如國泰航空服務有限公司、富豪機場酒店、佳美航空膳食香港有限公司、機場保安有限公司等提供逾2,500個職位空缺。活動吸引了1,500人次參與，亦成功為東涌居民提供就業及培訓的機會。

The Tung Chung Integrated Services Team organised a seasonal job fair for middle-aged residents in Tung Chung, inviting some 20 large corporations from around the district, including Cathay Pacific Services Limited, Regal Airport Hotel, Gate Gourmet Hong Kong Limited and Aviation Security Company Limited, which offered more than 2,500 positions. The event attracted an attendance of 1,500 persons and provided many Tung Chung residents with employment and training opportunities.

另外，東涌綜合服務續獲社會福利署津助推行「自力更新綜合就業援助計劃」，透過定期面談及開辦不同就業培訓，協助身體健全而正申領「綜合社會保障援助計劃」的失業人士消除就業障礙，增強受僱能力，達至自力更生的目標。

With support from the Social Welfare Department's Integrated Employment Assistance Programme for Self-reliance, the Tung Chung Integrated Services provided able-bodied unemployed persons who had applied for the government's Comprehensive Social Security Assistance Scheme with face-to-face interactions and job training to improve their employability.



招聘會為居民提供大量就業機會及培訓課程的資訊
The job fair provided plenty of employment opportunities and job training details

尊重多元文化 支援特殊需要 Respecting Cultures and Supporting Special Needs

聖約瑟堂暨社會服務中心得到香港賽馬會社區資助計劃撥款，推行「融愛計劃」—少數族裔共融計劃，為區內少數族裔人士提供多元化活動和平等學習機會，藉此強化他們在港的社交網絡，提升他們在不同方面的才能及技能，促進社區和諧共融。計劃亦為青少年提供體育、藝術及相關的工作培訓，隨後安排職場實習機會，讓他們盡早認識就業市場，提升生涯規劃的動機。

With funding from the Hong Kong Jockey Club Charities Fund, St Joseph's Church & Social Centre launched "Project Arise III", which aims to enhance the social networks and skills of ethnic minorities through diverse activities and equal learning opportunities. The project, which emphasises social harmony, also provided ethnic minority youths with physical and art education and related job training and internship opportunities to give them an early start to getting to know the job market and to motivate them to plan for their careers.



非華語及本地年青人一起參加籃球比賽
Non-Chinese youth and local youth participating in a basketball match

中心於每年農曆新年、5月及11月均會舉行「友·錦·動」市集，讓錦田區居民和小商戶可對外展示其特色產品及手工藝製品，從中賺取收入，同時也增加公眾人士對錦田及八鄉區的了解。受疫情影響，中心的服務團隊將市集從實體空間移師至網上進行，並邀請區內小學生定期進行網上直播，推介不同商戶的產品，這不但可以讓他們貢獻社區，而且增加其對社區的歸屬感。

During the Lunar New Year, in May and November, the centre held a Kam Tin bazaar to give residents and shops in Kam Tin a chance to display their signature products and handmade goods, earn some extra money, and to help the public learn more about Kam Tin and Pat Heung. Due to the coronavirus pandemic, the bazaar was held online. Primary school students were invited to promote the goods of different shop owners over live stream, which gave them the chance to give back to society and to experience a sense of community belonging.

孩子們為「友·錦·動市集」表演助慶
Kids performing at the Kam Tin bazaar



東涌綜合服務隊新開設的 i-Life 已正式投入服務，向有能力的東涌居民提供不同的自負營虧服務，包括為有特殊學習需要學童開辦訓練和專題興趣班等。i-Life 也是福利協會首個推動和採用網上報名及電子收費平台的服務，讓服務使用者可在網上平台報名參加不同活動，方便快捷。

The new i-Life centre by the Tung Chung Integrated Services Team provides potential Tung Chung residents with different non-subsidized services, including training and special hobby workshops for children with special educational needs. i-Life is also the first of the Welfare Council's centres to use a digital enrollment and payment system that allows service users to register for different activities online conveniently.



i-Life 添置了多元感覺發展輔導設施，為有特殊學習需要的兒童提供良好的訓練配套
i-Life has multi-sensory counselling facilities that provide children with special educational needs with an ideal training environment

香港聖公會輔導服務處專業支援 H.K.S.K.H. Counselling Service's Professional Support

福利協會屬下的香港聖公會輔導服務處（「輔導處」）為非牟利的輔導中心，其專業團隊由經驗豐富的臨床心理學家、婚姻及家庭治療師和心理輔導員所組成，透過個人、婚姻與家庭治療及臨床心理服務為各年齡層人士提供輔導及評估。鑑於2019年的社會事件或許對同工的身心帶來影響，輔導處與福利協會轄下的培訓學院合辦「流彩·釋心一心靈工作坊」，希望藉著藝術治療，讓同工放鬆心靈及彼此扶持，重拾力量面對工作和生活上的挑戰。

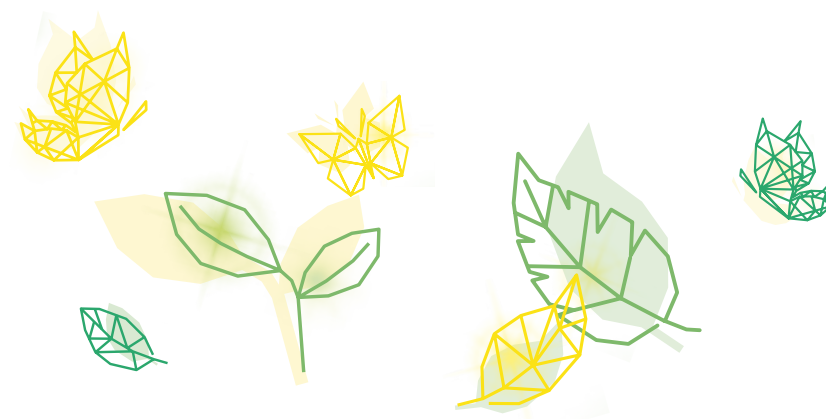
Operated by the Welfare Council, the non-profit H.K.S.K.H. Counselling Service has a team of experienced clinical psychologists, marriage and family therapists and counsellors who offer support and assessment services to people of all ages through individual, couples and family therapy and clinical psychological services. In response to the distressed caused by social movements in 2019, the Counselling Service and the Council's Training Institute co-organised the "Flow Art" art therapy workshop to help employees find spiritual relief, mutual support and the motivation to tackle challenges at work and in life.



同工創作的流體藝術作品
Flow art created by employees



輔導員暨豎琴治療師彈奏療愈音樂，引導同工表達自己
A counsellor and therapeutic harp practitioner helping employees express themselves through music



安老服務 Elderly Services

院舍照顧服務（資助及非資助院舍） Residential Care Homes for the Elderly (Subvented and Non-subvented)

服務重點

Service Highlights

▶ 專業實幹、循證實踐、應用科技，加強「以人為本」的院舍照顧

Reinforce person-centered residential home care services by nurturing professionalism, implementing evidence-based practices, and adopting technology-based solutions

服務數據

Statistics



宿位數目
No. of places

資助院舍
Subvented Homes

1,178
個 / places

非資助院舍
Non-subvented Homes

60
個 / places

張國亮伉儷安老服務大樓—
米毛劍英長者之家
Cyril and Amy Cheung Aged
Care Complex — Mei Mao Keen
Ying Home for Senior Citizens

46
個 / places



院友入住率
Enrollment

98%

93%

86%



院友流動率 *
Turnover

21%

4%

130%

截至 2020 年 3 月 31 日院友智能缺損情況
Residents with Cognitive Impairment as at 31st March, 2020



認知障礙症院友比率
Residents with
cognitive impairment

47%

41%

35%

* 年度院友流動率計算了 2019 年 4 月至 2020 年 3 月離開安老院舍的院友人數與院舍名額的比率。這包括去世、轉院及離開的人數。張國亮伉儷安老服務大樓—米毛劍英長者之家為中風復康病人提供「一站式」中轉支援及復康服務。Referring to the rate of residents no longer enrolled at the residential care homes for the elderly from April 2019 to March 2020 compared with the quota per home. This included death, transfer and disenrollment. The Cyril and Amy Cheung Aged Care Complex — Mei Mao Keen Ying Home for Senior Citizens provided one-stop service for transitional and rehabilitation support for stroke patients.

長者班組 / 活動 (出席總人次) Group Sessions/Activities for Elderly (Total Turnout)

	資助院舍 Subvented Homes	非資助院舍 Non-subvented Homes	
 為認知障礙症院友提供訓練活動 Activities for persons with cognitive impairment	201,380	1,232	737
 室內活動 Indoor activities	74,326	12,509	6,446
 戶外活動或特別活動 (包括：節日活動、生日會及旅行等) Outdoor or special activities including festive events, birthday celebrations and trips, etc.	8,470	847	181

簡介 Introduction

福利協會設有 7 所資助及兩所非資助安老院舍，致力為院友提供優質的起居照顧、住宿和全面護理，務求滿足院友在身、心、社、靈的全人需要。此外，院舍積極推動跨專業隊團協作，並恪守實證為本的原則和勇於創新的精神，以持續提升服務質素，令院友能在關懷備至的環境中，安享有尊嚴的晚年生活。

The Welfare Council's 7 subvented and 2 non-subvented residential care homes for the elderly provide residents with quality accommodation and comprehensive care that address residents' physical, mental, social and spiritual needs. The homes also actively promote multi-disciplinary collaboration, adhere to evidence-based practice and dare to innovate in a bid to improve service quality and create caring and dignified environments for residents.

工作策略 Strategies

步武基督 攜手合作 Collaborating in the Name of Christ

各院舍團隊積極參與聖公會「堂、校、社服」的合作，並招募聖公會牧區教友及學校學生成為義工，安排他們探訪院友，締造關懷社區。

To create a caring community, the services team of residential care homes for the elderly worked with S.K.H. churches, schools and social service units and recruited S.K.H. church members and student volunteers to pay the elderly visits.

專業協作 善用科技 Multi-disciplinary Collaboration and Application of Technology

院舍的跨專業團隊由社工、護士、物理治療師、職業治療師、營養師及醫生等組成，並增設了駐院言語治療服務。團隊合作推展多元化活動，全面照顧院友身、心、社、靈的需要。另外，院舍服務團隊加強應用科技，如提升電腦軟硬件、智能通訊設備和添置各式智能系統與訓練設備等，旨在將科技元素融入護理、復康治療及社康活動中，使服務更精準、多樣及有趣，同時增強對院友的訓練和照顧效益，為他們帶來嶄新生活體驗。院舍同工也嚴格監察各種科技設備的應用情況和成效，以整合所得的經驗，轉化成機構的專業智慧，提升專業層次。

Introducing speech therapy services at the residential care homes for the elderly, the multi-disciplinary teams which include social workers, nurses, physiotherapists, occupational therapists, dietitians, and doctors also worked together to design diverse activities that addressed the physical, mental, social and spiritual needs of residents. The homes' services teams also stepped up the use of technology through upgrading computer hardware, communication channels and incorporating artificial intelligence in various systems and training facilities. The application of technology in care, rehabilitation and socialisation allowed for more precise, varied and engaging services, and also improved the efficacy of training and care of residents, who subsequently benefited from having fresh experiences. Staff at the homes strictly monitored the usage and efficacy of applied technologies and applied the data to enhancing the expertise of the Welfare Council.



香港聖公會李嘉誠護理安老院的院友試玩虛擬飲茶遊戲
A resident from the H.K.S.K.H. Li Ka Shing Care and Attention Home for the Elderly playing a virtual "yum cha" game



將軍澳安老服務大樓與香港理工大學合辦活動，由大學生指導院友玩虛擬賽車遊戲
In partnership with the Hong Kong Polytechnic University, the Tseung Kwan O Aged Care Complex organised an activity that had university students teach residents how to play racing games

多元治療促進身心安寧

Varied Therapeutic Techniques for Physical and Mental Wellness

跨專業團隊糅合創意思，以感官刺激及懷緬導向作介入治療手法，較傳統訓練儀器更有效幫助院友改善與保持身體機能及認知能力，緩減痛症，促進身心安寧。

The multi-disciplinary professionals used sensory and reminiscence therapy, which were more effective than traditional tools in helping the elderly maintain physical and cognitive wellbeing, manage pain and achieve inner peace.

特色計劃及活動

Special Projects and Activities

樂齡科技提升服務效能

Enhancing Abilities with Technology

院舍引入多種智能設備，包括：新加坡的傷口評估應用系統、腳踏單車電視訓練系統、Smart Pegboard 及 Peg Amore 兩款認知訓練器材，分別用作提升傷口護理質素及復康治療的效能。另外，院舍添置了智能機械人 Temi，它既可與院友作簡單互動、播放音樂和影片，也設有視像通話功能，方便院友與家人保持聯繫。

The services team of residential care homes for the elderly incorporated new technologies such as the Singaporean Cares4Wounds, the Bike Labyrinth exercise regime, and 2 cognitive training tools, Smart Pegboard and Peg Amore, to improve wound management and rehabilitation respectively. The teams also introduced Temi robot to the homes to interact with residents, play music and videos and also facilitate video calls to help residents stay connected with their families.



大樓進行了多項翻新工程，好讓中風復康病人可在舒適及科技配套完善的環境中接受治療
The complex was refurbished to provide recovering stroke patients with a more comfortable and technologically advanced environment for therapy



牧愛長者之家以表達藝術作治療手法，促進院友身、心、社、靈的健康
Art therapy at the Good Shepherd Home for the Elderly helping residents improve physical, mental, social and spiritual health



將軍澳安老服務大樓的院友透過視像機械人 Temi 與家人即時面談
A resident of the Tseung Kwan O Aged Care Complex connecting with her family virtually using Temi robot

為貼心照顧服務使用者的需要，張國亮伉儷安老服務大樓進行了一系列的翻新工程，包括：安裝了智能遙控系統，方便中風復康病人自行使用房中的設備，提升自理能力、購入具有離床警報功能的醫療床，減低院友自行離床跌倒的風險，以及重新設計及裝修部分單人房。

To better cater to the needs of service users, the Cyril and Amy Cheung Aged Care Complex underwent a renovation, which included installing smart remote-controlled systems to help recovering stroke patients regain independence by using facilities on their own, purchasing medical beds with sensors and alarms that can reduce the risk of fall in patients who leave their beds, and redesigning and renovating some of the single rooms.

多元介入的治療模式 提升生活質素

Improving Satisfaction with Multi-intervention Approaches

跨專業團隊關顧及配合院友不同需要，透過彈奏豎琴、香薰按摩、種植和花藝、書畫、煮食及懷緬導向活動等，讓他們嘗試新穎有趣的認知訓練及復康治療，同時為其帶來多元感官體驗。這些活動不但能穩定長者的情緒，亦有助減慢機能退化，舒緩身體痛感。

Based on the unique needs of residents, multi-disciplinary experts used different therapeutic tools, such as the harp, aromatherapy massage, gardening, expressive arts, cooking and reminiscence to provide residents with interesting cognitive training and rehabilitation. These varied tools helped engage residents' senses. In addition to helping the elderly manage their emotions, these activities also helped delay physical decline and alleviated pain.

適切的防疫及應變措施

Controlling Infections and Adapting to New Challenges

2019 冠狀病毒病持續肆虐，各院舍也加強防感染措施，如暫停所有跨樓層、小組及大型活動，改為進行不同的房間活動及個人化復康訓練，同時透過機械人 Temi、平板電腦、Switch 電視遊戲等設備，讓院友觀賞電影及享受不同娛樂。在疫情暫停探訪期間，同工安排視像通話、發送院友生活照及影片和協助家屬傳遞物資及食物等，讓院友與家人保持聯繫。院舍亦為有特別需要、受情緒困擾的院友或臨終個案，安排個別酌情處理及「恩恤探訪」，如安排長期卧床院友至非住宿樓層與家人短聚等。

As the Covid-19 pandemic gripped the world, the residential care homes for the elderly stepped up infection control measures, such as suspending activities across different floors, group classes and programmes involving large groups of participants. Activities were conducted in different rooms and rehabilitative training was personalised. Using various platforms, including Temi robot, tablet computers and Switch video gaming, the homes provided different forms of entertainment, such as films to residents. When visitations were suspended, employees made arrangements to enable residents to connect and share photos and videos with their family members virtually, and the delivery of supplies from family members. Homes also arranged for special visits to dying residents or those with special needs or psychological issues, such as by placing bedridden residents in a non-residential floor to meet with family.



保羅長者之家的同工以香薰按摩，舒緩長者的痛症及焦慮情緒
An employee of the St Paul's Home for the Elderly using aromatherapy massage to help alleviate a resident's pain and anxiety



林護長者之家推動院友參與多元藝術創作，增添生活姿彩
Lam Woo Home for the Elderly used mixed media art therapy to enhance the quality of life of residents



香港聖公會護養院增設 75 吋大螢幕電視，讓院友在適當社交距離下一同觀賞影片
Residents watching a movie on the new 75-inch TV at the H.K.S.K.H. Nursing Home



恩慈長者之家的同工為未能外出的院友購買日用品及水果
Employees from the Home of Loving Care for the Elderly buying fruit and supplies for residents who have not been able to leave the home

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

服務重點

Service Highlights

- ▶ 積極回應老年化社會的需要，為社區注入健康正能量
Actively respond to the needs of an ageing society and spread positivity in the community
- ▶ 建立鄰里關係及跨界別協作，增加社會資本
Encourage mutual care among neighbours and establish multi-disciplinary collaborations to accumulate social capital
- ▶ 支援長者及其家人共渡「疫」境
Support the elderly and their families to combat the pandemic

服務數據

Statistics

長者綜合服務中心及長者鄰舍中心 District Elderly Community Centres and Neighbourhood Elderly Centres



會員人數
Total no. of members

8,769
人 / Persons



服務人數
Total no. of beneficiaries

27,053
人 / Persons



服務人次
Turnouts

637,546
人次 / Attendance persons

長者日間護理中心 Day Care Centres for the Elderly



服務人數
Total no. of beneficiaries

478
人 / Persons

綜合家居照顧服務 Integrated Home Care Services



綜合家居照顧服務隊 / 家務助理隊
Integrated home care services teams
and home help team

服務人數
Total no. of beneficiaries

2,362
人 / Persons

服務人次
No. of Sessions

295,231
人次 / Sessions



社區照顧服務券
Community Care Service Voucher

188
人 / Persons

12,402
人次 / Sessions

安老院舍外展專業服務試驗計劃

Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly

服務院舍數目
No. of elderly
homes served九龍中分隊
Kowloon Central Team116
間 / Elderly homes九龍東分隊
Kowloon East Team62
間 / Elderly homes服務總人數
No. of service users7,815
人 / Persons4,767
人 / Persons服務總人次
No. of sessions39,122
人次 / Sessions23,432
人次 / Sessions義工人數
No. of volunteers902
人 / Persons664
人 / Persons義工團體數目
No. of volunteer
groups62
個 / Groups44
個 / Groups

聖匠堂長者地區中心安寧服務

Hospice and Bereavement Service of the Holy Carpenter Church District Elderly Community Centre

安寧服務 Hospice and Bereavement Service

義工人數
No. of volunteers192
人 / Persons

護慰天使—喪親家屬支援服務 Paraclete—Care and Comfort Angels

年度接收兼處理的個案總數
Accepted and processed
cases during the year679
宗 / Cases*案主的哀傷程度高達7分以上(最嚴重10分)及需接受情緒支援服務的人數
Cases ranked above 7 (with 10 being the worst) in terms of grieving and require emotional support services232
人 / Persons* 包括 641 宗成年個案及 38 宗兒童哀傷輔導個案，較預算接收的個案數字多出 30%
Including 641 adult cases and 38 child counselling cases—30% more than anticipated賽馬會安寧頌—「安寧在家」居家照顧支援服務
JCECC—"Hospice in Family" Home Care Support Services年度接收兼處理的個案總數
Accepted and processed
cases during the year109
宗 / Cases考慮接受預設照顧計劃的個案比率
Percentage of cases
considering care plans

91.4%

開始與家人或專業人士商討預設照顧計劃的個案比率
Percentage of cases discussing care plans with family or professionals

93.8%

耹齡學院 The Vitalita Academy for Life Long Learning



學生人數
Total no. of members

8,004
人 / Members



活動參與人次
Total turnout for the activities

92,826
人次 / Attendance persons

工作策略 Strategies

- ▶ 推動長者管理自我健康
Encourage elderly to care for their own health
- ▶ 全力建設長者友善社區
Build an elder-friendly community
- ▶ 支援護老者，分擔照顧壓力
Provide carers with support and share the burden of caregiving
- ▶ 醫社合作，關懷認知障礙症患者
Medical-social collaboration to provide cognitively impaired patients with assistance
- ▶ 同心抗「疫」，為社區注入正能量
Bring positivity to the community by building a united front against the pandemic
- ▶ 建立社會資本，共建關愛社區
Accumulate social capital to build a caring community

服務概述 Overview

福利協會屬下的長者社區照顧及支援服務，全面照顧長者及護老者的需要，協助他們居家安老，康健樂頤年。

The Welfare Council's community care and support services for the elderly address the holistic needs of service users and their caregivers to help them age in place and enjoy their golden years.

長者綜合服務中心及長者鄰舍中心 District Elderly Community Centres & Neighbourhood Elderly Centres

簡介 Introduction

福利協會轄下 6 間長者綜合服務中心及 7 間長者鄰舍中心的服務團隊均採用綜合服務模式，長者可透過不同活動及小組，發展個人興趣及潛能，開展積極而豐盛的晚年生活。中心的服務團隊亦為長者及護老者提供多元創新和適切的社區支援服務，讓長者可於熟識的社區中安享晚年，同時更著力推動尊敬及關愛長者的社區文化，致力建立關愛共融社區。

The Welfare Council's 6 district elderly community centres and 7 neighbourhood elderly centres employ integrated services to help the elderly develop their interests and potential and lead fulfilling lives through various activities and hobby circles. The centres' services teams also provide various creative and suitable social services for both the elderly and their caregivers to help the former age in place, while promoting a caring culture towards the elderly and building caring and harmonious communities.

特色計劃及活動 Special Projects and Activities

推動長者管理自我健康 Promoting Healthy Habits among the Elderly

由 2016 年 11 月至 2020 年 1 月，福利協會轄下 6 間長者綜合服務中心和 7 間長者鄰舍中心參與由香港賽馬會慈善信託基金資助的賽馬會「e 健樂」電子健康管理計劃。各中心均設立「電子健康站」，為逾 1,700 位參加者提供恆常量度服務，結果發現參加者減少了血壓及血糖異常的情況，反映計劃有效透過電子科技及創新服務模式，鼓勵長者建立健康管理習慣，以掌握個人身體狀況，同時推動基層人士關注健康。此外，計劃的團隊運用電子健康管理科技分析本地長者的健康狀況和模式，隨後由福利協會的醫護人員及治療師舉辦 188 節相關之健康教育講座和小組，吸引逾 5,500 人次出席。賽馬會「e 健樂」電子健康管理計劃（第二期）已於 2020 年 2 月開展，期望能進一步應用電子健康管理科技以提升長者的生活質素。

From November 2016 to January 2020, 6 of the Welfare Council's district elderly community centres and 7 of its neighbourhood elderly centres participated in the "Jockey Club Community eHealth Care Project" funded by Hong Kong Jockey Club Charities Trust. The centres set up "eHealth" stations to conduct regular health measurement for more than 1,700 participants, which resulted in a reduction of participants' blood pressure and blood sugar levels. The results reflect the effectiveness of technology and innovation in encouraging the elderly to develop healthy habits and to monitor personal health, as well as motivating lower-income individuals to pay attention to health. Using an electronic health management system, the programme's team members also analysed the health and health patterns of local elderly. Healthcare workers and therapists from the Council then followed up by organising a total of 188 educational seminars and group sessions, which drew an attendance of more than 5,500 people. In February 2020, the teams kicked off Phase 2 of the "Jockey Club Community eHealth Care Project" in hopes of improving the lives of more elderly using electronic health management technology.



長者進行平衡力訓練，預防跌倒
Participants of a group session learning how to prevent falls by improving their balance



計劃的團隊舉辦了 3 次大型社區健康教育活動，參與人次達 1,350
The project team organised 3 large community health education activities for 1,350 attendees



參加者透過平板電腦遊戲訓練記憶力
Participants boosting their memories by playing games on tablet computers

聖馬太長者鄰舍中心的服務團隊舉辦「陪著你跑 POWER Runners」老友記跑步團，長者由運動教練和物理治療師帶領進行基本肌肉訓練、學習正確跑姿及一起練跑，藉此發展長者的潛能、強化其管理自我健康的意識及能力，並推動他們建立積極健康的生活態度。

The service team of St Matthew's Neighbourhood Elderly Centre organised the "Power Runners" running club, which worked with fitness trainers and physiotherapists to help elderly conduct basic muscle training, learn correct running posture and practise running. The running club helped elderly participants develop their potentials, improve awareness towards their health, enhance personal health management and establish a passion for healthy living.



參加者進行跑前訓練
Participants undergoing training ahead of a run



長者可透過遊戲應用程式進行肢體伸展、關節舒緩及肌肉強化運動
With the help of the gaming app, the elderly can perform stretching movements, alleviate joint discomfort and strengthen their muscle



賽馬會「無痛E世代」長者膝痛管理計劃自2019年4月開始推展，計劃為每位60歲以上的膝患長者提供半年的專業服務，幫助他們舒緩膝痛和提升管理痛症之能力。計劃採用醫社合作模式—福利協會的安老服務團隊與瑪麗醫院合辦網上健康教育講座，並由合作伙伴聖母醫院轉介有膝痛困擾的長者至計劃。

此外，計劃團隊會在網上社交平台發佈最新護膝資訊，亦研發了集專業治療、運動及娛樂於一身的「雙膝掌門人」遊戲應用程式，旨在提升長者持續在家運動的動機，同時可定期監測長者的運動成效。計劃團隊已服務中西區及黃大仙區逾1,500名長者。根據計劃的前後測結果顯示，長者參加計劃後的健康狀況、運動習慣、對膝痛的認識和面對痛症的態度均有顯著進步，反映計劃首階段成效甚佳。

The Jockey Club "E-Generation" Chronic Knee Pain Management Project for Seniors had been running since April 2019, which provides elderly aged 60 and above with 6 month's worth of professional knee pain management and strengthen their ability in pain management. Using a medical-social model, the Council's elderly services team and Queen Mary Hospital organised virtual health seminars, and the Council's partner, Our Lady of Maryknoll Hospital, also referred patients with knee pain to the programme.

The project team also disseminated knee pain management information on social media platforms, and developed the "Master Knee" gaming application, which combines professional therapy, exercise and entertainment to encourage elderly to stay active at home, and monitor their progress. The project team served more than 1,500 elderly from the Central and Western District and Wong Tai Sin. The initial phase of the project had proven to be a success: data collected before and after the project showed a significant improvement in the elderly participants' health, exercise habits, knowledge on knee pain and attitude towards pain.

全力建設長者友善社區 Building an Elder-friendly Community

福利協會一向積極推動齡活城市，鼓勵長者關注區內環境及設施，共建長者友善社區。屬下的黃大仙長者綜合服務中心便獲香港賽馬會齡活城市計劃資助推行「愛同行·區樂步」，向20位年輕長者提供健步及伸展運動培訓，學成後由他們帶領其他長者在區內指定公園進行相關運動。計劃團隊亦透過手機應用程式發佈運動的日期及地點和提醒長者出席活動等，藉此鼓勵長者保持每天運動的習慣。另外，計劃團隊推出「風物·情」探索之旅，讓不同年齡的社區人士可參與文化導賞及步行體驗，從而深入認識黃大仙的風土人情及歷史文化，加深人與社區的結連、凝聚社區資本及促進跨代共融。

The Welfare Council has always been promoting an elder-friendly community and encouraging elderly to pay attention to their environment and available facilities so they can take an active role in building an elder-friendly community. Its Wong Tai Sin District Elderly Community Centre launched the "Joyful Walk Together" programme with funding from the Hong Kong Jockey Club Age-friendly City Scheme to provide 20 young-olds with training in walking and stretching. The trained participants would then teach the elderly relevant exercises at specified parks in the neighbourhood. The programme team also notified users of the dates and venues of activities, and reminders for such activities; and encouraged the elderly to maintain daily exercise habits. The programme team also held an experiential journey that was open to people of different ages in participating in cultural tours and walking exercises so as to learn the culture and history of Wong Tai Sin, which could improve social cohesion, accumulate social capital and encourage intergenerational harmony.

樂民郭鳳軒綜合服務中心與聖匠堂長者地區中心合辦「健康自主全攻略計劃」，邀請長者友善大使實地及網上搜集九龍城區門診及住院服務資料，並定期分享予中心的長者會員，使他們能善用社區健康資源。計劃的服務團隊亦舉辦了多項活動，讓長者多加認識區內之長者友善設施及醫療配套的位置，並反映對社區友善設施的意見，合力把九龍城打造成友善之城。

Lok Man Alice Kwok Integrated Service Centre and the Holy Carpenter Church District Elderly Community Centre organised the "Health Autonomy Project" in Kowloon City, which invited elder-friendly ambassadors to collect details on clinics and hospitals in the district onsite and from online sources to share them regularly with service users so they can make the most of information that is available. The teams also organised various activities to help elderly understand more about elder-friendly facilities in the district, the location of medical facilities and to collect their opinions on elder-friendly facilities to help make Kowloon City more livable for the elderly.



已受訓的長者教授參加者進行明陣踱步默想和健步運動
The trained ambassadors teaching participants mindfulness and walking exercises in a maze



「愛同行·區樂步」既可促進長者的健康，也可提升他們的社區參與度
"Joyful Walk Together" programme helped improve health and social participation of the elderly



長者友善大使為不同地區構思友善計劃
Elder-friendly ambassadors coming up with elder-friendly ideas for different districts

支援護老者 分擔照顧壓力 Sharing the Burden of Caregiving

安老服務團隊與大學及專業團體合辦不同服務計劃，務求為護老者提供適切的社區支援。西環長者綜合服務中心舉辦之「愛護有『里』計劃」，以提升自我效能感及強項為本為基礎，並與物理治療師、言語治療師、護士及香港大學法律系學生等開展跨專業合作，教導護老者實務照顧方法，提升其照顧家中長者的能力及知識。護老者亦可互相分享成功的照顧經驗，藉著助人自助促進個人身心健康。

The elderly services teams worked with universities and professional organisations to launch various service plans to provide caregivers with community support. The Western District Elderly Community Centre's "Care Lane" Project aimed to improve caregivers' abilities and strength, teaching them how to care for the elderly through classes by a multi-disciplinary team of physiotherapists, speech therapists, nurses and law students from the University of Hong Kong (HKU). During the classes, caregivers also shared their positive caring experience with their peers and were therefore able to benefit mentally and physically through helping others.

基愛長者鄰舍中心的服務團隊除為護老者舉辦園藝治療減壓活動外，還邀請護士及言語治療師等專業人士教授護老者如何量血壓及照顧有吞嚥困難的長者等。中心團隊亦提供長者暫託服務及護送服務，盡量分擔照顧者之壓力。

In addition to organising stress-relieving gardening activities for caregivers, the service team of Kei Oi Neighbourhood Elderly Centre invited professionals such as nurses and speech therapists to teach caregivers techniques, including measuring blood pressure and caring for elderly with swallowing problems. The team also offered temporary care services and elderly companion services to help shoulder the burden of caregiving.



外傭學習扶抱長者的技巧
Domestic helpers learning how to support the elderly



護老者跟香港大學法律系學生學習法律知識
HKU law students taught caregivers about the law



長者投入創作花藝作品
Elderly creating floral arrangements

樂民郭鳳軒綜合服務中心與聖匠堂長者地區中心繼續在九龍城推行由社會福利署獎券基金資助舉辦之「外傭護老培訓試驗計劃」，旨在加強外傭照顧體弱長者的技巧，達致支援長者「居家安老」及提升長者生活質素之目標。衛生署的護士、營養師、物理治療師及職業治療師會擔任外傭培訓課程的導師。當外傭出席培訓課程時，中心的社工及資深義工亦為長者安排平衡小組，透過五感練習、運動、營養及情緒管理等主題內容，促進長者的身、心、靈健康。

The Lok Man Alice Kwok Integrated Service Centre and Holy Carpenter Church District Elderly Community Centre continued to organise the Social Welfare Department's Lotteries Fund-backed Pilot Scheme on Training for Foreign Domestic Helpers in Elderly Care, which aims to improve helpers' techniques in caring for frail elderly, help support ageing in place and provide the elderly with a better quality of life. Nurses, dietitians, physiotherapists and occupational therapists from the Department of Health were the instructors of the said training course. Social workers and experienced volunteers from the centres also arranged parallel groups for the elderly while their helpers were undergoing training to help improve their physical, mental and spiritual health through sensory training, exercise, good nutrition and emotional management.



資深義工協助舉行平衡小組
An experienced volunteer leading a parallel group

醫社合作 關懷認知障礙症患者 Supporting Cognitively Impaired Patients through Medical-Social Collaboration

2019年5月，福利協會轄下6間長者綜合服務中心與食物及衛生局、醫院管理局和社會福利署合辦「智友醫社同行計劃」。計劃團隊因應認知障礙症患者的狀況而制定個人護理方案，並為他們提供認知、心理、社交和身體肌能訓練，以保持患者的認知及活動能力，達致在社區「居家安老」的目標，同時亦為護老者提供適切支援，包括：壓力管理訓練、輔導服務、教授護理知識及組織護老者支援小組等。本年度，計劃已為279人提供服務。

In May 2019, 6 of the Welfare Council's district elderly community centres launched the "Dementia Community Support Scheme" with the Food and Health Bureau, the Hospital Authority and the Social Welfare Department. The project team tailored personal care plans for cognitively impaired patients according to their needs, as well as provided cognitive, psychological, social and physical training to help them maintain cognition and mobility so they could age in place. The scheme also provided caregivers with support, including stress management techniques, counselling, nursing skills and support groups. During the year, 279 people benefited from the scheme.

長者參與心理社交訓練，透過畫作描繪自己的優點及特質
Elderly drawing their strengths and features during social psychology training



聖路加福群會長者鄰舍中心團隊與渠務署義工隊合辦的「愛・與耆義同行」長者關懷活動，安排該署義工參與由中心提供的相關培訓及活動，藉此學習與長者溝通合作，培養同理心，以及為有認知障礙症的長者提供支援。完成培訓後，義工為中心長者設計了多個認知訓練工具、籌劃一系列關注認知障礙症長者的工作坊及座談會和舉辦聖誕及新春活動。

The service team of St Luke's Settlement Neighbourhood Elderly Centre and Drainage Services Department volunteers organised a "Lovely Trip with the Elderly", where the department's volunteers took part in the centre's training and activities. The voluntary activity taught volunteers how to communicate and work with the elderly, have empathy and provided elderly with cognitive impairment with relevant support. After training, volunteers designed cognitive tools and organised a range of workshops and seminars to raise awareness on cognitive impairment among the elderly, as well as Christmas and Lunar New Year activities.



渠務署義工為長者設計合適的認知訓練遊戲
Drainage Services Department volunteers designing suitable cognitive training games for elderly

慈光堂長者鄰舍中心的服務團隊為香港聖公會慈光堂的教友舉辦認知障礙症服務分享會，鼓勵有志服務的教友成為「認知友善好友」及參與中心的義工培訓，學習面談技巧及進行簡易認知問卷測試，以便日後支援中心會員及年長教友，並及早識別有認知障礙症的長者和轉介相關服務，發揮堂、社合作的精神。

The service team of Kindly Light Church Neighbourhood Elderly Centre held a sharing session on cognitive impairment support services for H.K.S.K.H. Kindly Light Church members to encourage those who are interested to become friends of cognitively impaired elderly and participate in the centre's volunteer training to learn how to talk to and identify cognitively impaired patients through easy, survey-based testing. This collaboration between churches and social service units

helps reinforce support for members of the centre and elderly church members and provide early identification for cognitively impaired elders so they can be referred to appropriate institutions.



香港聖公會慈光堂的教友成為「認知友善好友」，服務有認知障礙症的長者
H.K.S.K.H. Kindly Light Church members becoming volunteers to serve elderly with cognitive impairment

同心抗「疫」為社區注入正能量 Fighting Covid-19 and Staying Positive Together

2019 冠狀病毒來襲期間，各長者中心只可提供有限度服務，但同工也發揮創意，主動透過其他媒介與長者、護老者及社區人士保持聯繫，如在網上分享居家運動和製作防疫小手作的影片、教授如何繪畫禪繞畫和播放靜觀聲帶等，陪伴他們積極居家抗疫。此外，中心的視覺藝術創藝師設計了 Whatsapp 貼圖，以推動防疫意識及正向氛圍。同工及義工也藉著視像通話關心長者的生活需要，藉此紓緩他們在疫情中的孤單、無助及不安感。



社工及義工透過視像通話關懷長者
Social workers and volunteers showing care to elderly via video conferencing

Due to the COVID-19 pandemic, the elderly centres could only offer limited services, so staff went online to stay in touch with the elderly, caregivers and other members of the community. They shared home workout tips, demonstrated how to make homemade health supplies, taught mindful drawing and played mindfulness soundtracks to help keep the service users active at home. A centre's visual artist also designed WhatsApp stickers to help promote a positive mindset towards infection control. Staff and volunteers used video conferencing to learn more about the needs of the elderly and to help them feel less alone, helpless and uneasy during the pandemic.

建立社會資本 共建關愛社區 Building Social Capital for a Caring Community

竹園馬田法政牧師長者綜合服務中心獲社區投資共享基金撥款資助，開展為期 3 年的「樓住愛」計劃，透過「醫、校、社、福、商」跨界別合作，使竹園南、北邨建立起全面的「長者社區支援網絡」。計劃團隊發掘了邨內逾 90 位長者及社區人士成為「樓長」，為他們舉辦有關家居安全知識、簡單健康評估、活動策劃及人際溝通的培訓，並推動他們參與帶動鄰里關懷的服務，如探訪長者和帶領區內長者及居民到不同社區參觀與交流，思考如何共建有人情味的社區等。中心團隊亦舉辦「樓長月會」，讓樓長可透過例會加強彼此支援及掌握社區資源資訊，為區內獨居雙老戶提供適切的實務支援，同時透過計劃的「竹園南北邨長者網絡關注組」，使樓長可與區內持分者分享對社區需要的意見，互惠互助。

With support from the Community Investment & Inclusion Fund, the Chuk Yuen Canon Martin District Elderly Community Centre launched the 3-year "Home with Love" programme, which aims to develop a comprehensive community support system for the elderly residents of Chuk Yuen North and South Estates through the multi-disciplinary collaboration of the medical, educational, social, welfare and commercial sectors. The programme team identified some 90 elderly and community members as ambassadors and had been organising training in home safety, simple health assessment, planning activities and communication for them to empower them to lead care campaigns, such as elderly home visits, neighbourhood tours for the elderly and residents, and develop ideas on building loving communities. The team organised monthly meetings for the ambassadors, where they benefitted from mutual support and exchanging details over the meetings so as to provide adequate and practical support for live-alone elderly households. The ambassadors also participated in the programme's concern group to share their opinions towards the needs of the community with other stakeholders of the district.



各長者中心均收到各界善長捐贈的口罩、防疫物資及食物等，並派發予社區上有需要的長者
The elderly centres received mask donations, infection control supplies and food from various sectors and disseminated the goods to elderly in need in the community



計劃推出不同的社區活動，凝聚長者及社區人士，建立緊密互信的長者支援網絡
The programme launched various community activities to connect the elderly and members of the community to build an elderly support network based on mutual trust

將軍澳安老服務大樓—賽馬會長者綜合服務中心暨日間護理服務的團隊自 2017 年起在區內推行結合「時間銀行」、「社區經濟」及「能力為本」的「織福—長者互助發展計劃」（「織福計劃」），旨在令長者發揮老有所為及自助互助的精神，促進居家安老。為使年青人明白長者居家安老的需要及促進跨代共融，團隊安排長者與香港城市大學及澳門科技大學的學生分享「織福計劃」的成效，以及當中「生產消費合一者」的概念，如長者透過服務別人儲蓄時分，日後亦可以時分換取不同服務，從而打破長者只是受助者的角色定形。另外，團隊邀請浸信會天虹小學的學生教授長者使用智能手機及「織福計劃」手機應用程式，以便長者自主配對服務及儲蓄時分。本年度，「織福計劃」已服務 3,285 人次，受惠人數達 426 人。

Since 2017, the service team of Tseung Kwan O Aged Care Complex—Jockey Club District Elderly Community Centre cum Day Care Unit has been running the “Blessing Network—Seniors Mutual Help Development Project (Blessing Network)”, which combines time banking, social economy and ability-based activities, to help the elderly improve their abilities and provide mutual assistance to encourage ageing in place. To help young people learn more about the needs of elderly ageing in place and to encourage intergenerational harmony, the team arranged for the elderly and students from the City University of Hong Kong and the Macau University of Science and Technology to present the results of the Blessing Network and the concept of “Prosumer” – which includes scoring points redeemable for other services from time spent serving others – thus showing the audiences that the elderly are more than beneficiaries. The team also invited students from Baptist Rainbow Primary School to teach elderly how to use smartphones and the Blessing Network’s mobile application to help elderly arrange their services and earn service points. During the year, the Blessing Network served 426 people during 3,285 sessions.



「織福計劃」的長者籌委與澳門科技大學學生互相交流，擴闊彼此視野
Elderly members of the Blessing Network planning committee interacting with students from the Macau University of Science and Technology and broadening each other's horizons

主誕堂長者鄰舍中心的服務團隊與養和醫院合組「養和山村義工隊」，期望藉著跨專業合作，改善長者及護老者的身心健康，提升長者居家安老的效益及強化其社區支援網絡。參加義工服務的醫生、護士、物理治療師、放射治療師及其他員工除了探訪獨居長者，也會為他們作簡單身體檢查和提供藥物諮詢，同時為有需要的長者或護老者進行香薰油按摩，以紓緩痛症及其他不適。

The service team of Holy Nativity Church Neighbourhood Elderly Centre and the Hong Kong Sanatorium & Hospital formed a volunteer team which aims to improve the physical and mental wellness of elderly and caregivers, improve the effectiveness of ageing in place and reinforce their social support networks through multi-disciplinary collaboration. Volunteers include doctors, nurses, physiotherapists, radiologists and other staff who conduct simple medical checks and administer medication when visiting live-alone elders. The volunteers would also perform essential oil massages to help elderly relieve pain and other discomforts.



「養和山村義工隊」的義工鼓勵獨居長者走進社區，參與不同活動
Volunteers of Hong Kong Sanatorium & Hospital encouraging live-alone elders to participate in different activities in their community

長者日間護理中心 Day Care Centres for the Elderly

簡介 Introduction

福利協會轄下 6 所長者日間護理中心秉承社區照顧的理念，致力強化長者在預防意外及自我健康管理的意識，提升個人、家庭和社區的能力，使有需要的人士能獲得適當的照顧及保障。此外，各中心的服務團隊採用嶄新活動設計及體驗式學習概念，推出多個建立多元智能與正面情緒的小組活動，目標為滿足長者在身、心、社、靈各方面的需要，同時推廣躍動晚年與正向心理發展，讓長者可在熟悉的社區中安享晚年。

Guided by the principles of community care, the Welfare Council's 6 day care centres for the elderly aim to reinforce their service users' awareness towards accident prevention and health management; and improve the skills of individuals, families and the community, ensuring that appropriate care and protection were given to people in need. The services teams also adopted innovative programme designs and experiential learning techniques in organising multi-faceted smart and positive group activities to address the physical, mental, social and spiritual needs of the elderly, and promote positive and active ageing in place.

特色計劃及活動 Special Projects and Activities

多元體驗 精彩晚年 Diverse Experiences for the Elderly

長者日間護理中心的服務團隊舉辦多元興趣小組及活動，包括：和諧粉彩畫、參觀博物館及介紹美容時尚玩意等，讓長者可開展多姿多彩及健康積極的晚年生活。

The services teams of day care centres of the elderly organised a wide spectrum of interest groups and activities, including Pastel Nagomi Art activity, visiting museums and cosmetology class, to encourage the elderly to lead active lives in their golden years.

中西區長者日間護理中心的服務團隊舉辦「我的創意城市」活動，以「創意學習 2.0」為主題，鼓勵長者以積木拼砌心中理想的房屋或商店，並組成創意城市模型的一部分，以此提升他們的自信心及正能量。另外，中心同工邀請長者走出社區，拍攝不同新景點及公開展出這些照片，並與社區人士分享攝影的好處，藉此推動老有所為的精神。

The service team of Central & Western District Day Care Centre for the Elderly organised the “Develop My City” activity. Themed “Creative learning 2.0”, the initiative helped the elderly improve self-confidence and positivity by encouraging them to build their dream homes or shops using bricks as part of a creative city model. Staff also invited the elderly to photograph their community for a public showcase to share the benefits of photography and promote purposefulness in old age.



長者參與「美麗人生」活動，嘗試了美甲、化妝和敷面膜等，增加自信心
The elderly trying manicures, makeup and facial masks at the “Beautiful Life” activity to improve confidence



長者共建的創意城市
The elderly co-building a creative city

貼心照顧 適切支援 Providing Customised Support

安蔭長者日間護理中心的服務團隊舉辦「腦當益壯」認知訓練小組，幫助長者維持認知及記憶力，以提升生活質素。另外，職業治療師亦為同工作專題培訓，豐富他們對照顧認知障礙症長者的知識及技巧，並可及早發現有照顧需要的會員，以便轉介職業治療師作進一步評估。

The service team of On Yam Day Care Centre for the Elderly held the "Brainstorming with aging" cognitive training circle to help the elderly maintain healthy cognition and memory for a better quality of life. Occupational therapists also provided staff with specialised training to teach them the right knowledge and skills when caring for patients with cognitive impairment, and how to identify members in need early on, so they can be referred to occupational therapists for further assessment.

長者日間護理中心質素改善綜隊與 6 間長者日間護理中心的服務團隊合辦「認知障礙症—言語治療與吞嚥障礙」講座，為會員家屬及中心同工介紹認知障礙症長者的言語和吞嚥障礙，以及相應的治療和照顧技巧，藉此提升他們的照顧能力。

The day care centres for the elderly service quality improvement team and services teams of all 6 day care centres for the elderly co-organised a talk on "Dementia—Speech Therapy and Dysphagia", which taught members' families and staff how to treat and provide care according to the language and swallowing difficulties elderly with cognitive impairment face, as well as enhanced their ability in caring of the elderly.

受 2019 冠狀病毒病疫情的影響，各長者日間護理中心須按政府指引暫停服務。為能持續照顧服務使用者，慈雲山長者日間護理中心同工組成了「站頭關愛小隊」，在中心會車等候站分享抗疫資訊，並了解會員在疫情期間的需要及派發防疫包。

When the COVID-19 pandemic struck, the Welfare Council's day care centres for the elderly had to suspend operations according to the government's guidance. To ensure that service users continue to receive the assistance they require, the Tsz Wan Shan Day Care Centre for the Elderly formed the "rehabus pick-up spot care team" and delivered infection prevention information at the pick-up spot. The care team also distributed care packages and attempted to learn more about the needs of service users.



長者投入參與認知訓練活動
The elderly actively participated in the cognitive training



言語治療師向參加者傳授專業的護理知識
A speech therapist teaching participants professional caring skills



同工送上防疫包，解決長者燃眉之急
Staff giving an elderly service user an epidemic prevention care package

綜合家居照顧服務 Integrated Home Care Services

簡介 Introduction

福利協會轄下共有 14 支綜合家居照顧服務隊、1 支家務助理服務隊及 4 支社區照顧服務券的隊伍，以「居家安老，社區照顧」為目標，致力為有需要之家庭及長者提供不同的家居照顧服務。

The Welfare Council operates 14 integrated home care services teams, 1 home help team and 4 Community Care Service Voucher for the Elderly teams who, guided by the teams' goal to help the elderly age in place with community care, are dedicated to providing the elderly and families with various home care services.

特色計劃及活動 Special Projects and Activities

逆境同行 傳遞關愛 Uniting Against the Pandemic and Paying Love Forward

在半年多的社會運動期間，各綜合家居照顧服務隊的工作雖然受到影響，但同工仍然緊守崗位，如面對交通癱瘓的狀況，單位亦靈活調動人手與上班時間及協助長者更改覆診期，有的同工甚至徒步為長者送上餐膳及藥物等，貼心照顧他們在非常時期的不同需要。另外，單位獲香港賽馬會慈善信託基金資助，於 2019 冠狀病毒病疫情期間向 2,877 位服務使用者提供防疫用品。服務隊的同工亦與服務使用者保持緊密電話聯繫，了解他們的近況及需要，作出適切支援。

Although social movements that occurred during most of the year affected the work of the integrated home care services teams, staff continued to do their best. For example, when traffic was brought to a standstill, the teams adopted flexible manpower and working hour arrangements and helped reschedule medical appointments for the elderly. Some staff even delivered meals and medication to the elderly on foot in an effort to address their needs in spite of difficult times. With funding from the Hong Kong Jockey Club Charities Trust, the service units distributed infection prevention supplies to 2,877 service users during the Covid-19 pandemic. Services teams stayed in touch with services users over the phone and stayed on top of their needs so they could provide them with assistance as necessary.



照顧員致電長者，關顧他們的生活需要
A care worker giving the elderly a call to learn more about their daily needs



服務隊為長者送上防疫包，解決即時生活需要
The services teams delivered infection prevention care packages to the elderly to address their urgent daily needs



具藍牙功能的血壓計及健康檢測設備方便即時上傳長者的健康數據
The elderly's health data can be uploaded immediately via a Bluetooth-enabled blood pressure monitor and health monitoring tool

電腦化管理 提升服務效率 Digitalising Records for Efficiency

各綜合家居照顧服務隊全面使用「家居照顧服務電腦系統」，落實「無紙化」及「自動化」概念，以電子形式記錄服務使用資料、編製更表及送餐路線、制定個人照顧計劃、匯出統計資料、進行健康監察及計算廚房食物使用量等，藉此提升整體服務的準確性及效率。另外，家居照顧員可透過電子系統紀錄服務、為長者進行身體檢查及即時上傳他們的健康數據，藉此加強長者及其家人的自我健康管理概念。

The Welfare Council's integrated home care services teams have gone paperless and become automated with the help of a computer system, which records service data, creates rosters, maps meal delivery routes, designs personal care plans, produces statistics, monitors the health of service users and tracks the amount of food that has been cooked etc. The system ensures precision and efficiency of the services. Employees can also use the system to record their services, conduct health checks on the elderly and upload live data to raise the awareness of the elderly and their families towards managing their own health.

滋養身心 體驗喜樂 Nurturing Physical and Mental Health for Happiness

九龍城綜合家居照顧服務隊、黃大仙綜合家居照顧服務隊及東涌家務助理服務單位均舉辦了多元化的活動小組，讓長者可發展興趣，滿足身、心、社、靈的需要。此外，各綜合家居照顧服務隊分別舉辦團年飯活動，讓服務使用者及其家屬可跟同工聚首一堂，共迎鼠年。

The Kowloon City Integrated Home Care Services Team, Wong Tai Sin Integrated Home Care Services Team and Tung Chung Home Help Service Unit organised diverse group activities to help the elderly discover their interests and satisfy their physical, mental, social and spiritual needs. All integrated home care services teams also organised New Year lunches to give service users and their families the chance to celebrate the Year of the rat under the same roof.



長者會員在團年飯活動上化身「財神」，大派利是
An elderly member during New Year lunches dressed as the Chinese God of Fortune distributing red packets



患有痛症的長者進行伸展運動，舒緩痛楚
Elderly with chronic pain stretching to help ease discomfort

安老院舍外展專業服務試驗計劃 Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly

簡介 Introduction

福利協會設有兩支安老院舍外展專業服務隊（九龍中（九龍城及油尖旺區）及九龍東（觀塘、黃大仙及西貢區）），服務覆蓋 178 間私營、合約及自負盈虧院舍。單位的專業團隊為私營安老院之院友提供臨床評估、康復治療訓練及社交連繫等外展服務，同時為各院舍的職員及護老者提供諮詢和培訓活動，務求提升私營、合約及自負盈虧院舍的照護能力，改善院友的生活質素。

The Welfare Council's 2 outreaching support teams for the elderly provide services at 178 private, contracted and self-financing residential care homes for the elderly in Kowloon Central (Kowloon City and Yau-Tsim-Mong District), as well as Kowloon East (Kwun Tong, Wong Tai Sin and Sai Kung District). Offering services including clinical assessments, rehabilitation training and social services, the teams also offer advice and training to their staff and caregivers to improve the ability of the private, contracted and self-financing homes to care for residents and residents' quality of life.

特色計劃及活動 Special Projects and Activities

跨專業協作 服務成效顯著 Interdisciplinary Collaboration for Effective Services

兩支服務隊共有 40 多位物理治療師、職業治療師、言語治療師及 13 位社工，透過跨專業合作模式，由治療師或社工擔任個案經理，跟進院友的社交及復康需要，並提供適切的個別或小組治療及訓練。此外，專業團隊亦因應院友的能力，一同策劃不同訓練活動。團隊共收到 137 封服務使用者的讚賞信，表示服務大大改善及提升院友在活動、認知、言語、吞嚥及社交等方面的能力，成效顯著。

The 2 teams have more than 40 physiotherapists, occupational therapists, speech therapists and 13 social workers. Led by a therapist or social worker, the experts worked together to follow up on the cases' social and rehabilitation needs, and provide adequate individual or group therapy and training. The professional teams also designed different training activities for residents according to their abilities. The teams received 137 letters of appreciation from service users, evidencing the effectiveness of the services in improving the mobility, cognition, language abilities, swallowing reflexes and social skills of service users.



職業治療師應用 Smart Gloves 為院友進行上肢及手部功能訓練
An occupational therapist using Smart Gloves to help train the upper limb and hand movements of a resident



言語治療師及社工合辦「懷緬小玩意」活動，讓有吞嚥困難的院友品嚐懷舊食物及分享昔日生活
Speech therapists and social workers treating residents with swallowing difficulties to nostalgic dishes and encouraging them to share the past with one another through a reminiscence group therapy

跨界別合作 關顧長者的全人健康 Cross-sector Collaboration to Address the Needs of the Elderly

兩支服務隊與香港聖公會東九龍教區婦女團、香港聖公會聖約翰座堂、香港聖公會聖馬可堂、拔萃男書院、李求恩紀念中學、福利協會屬下的長者綜合服務中心及長者鄰舍中心合作，招募教友、學生及長者義工為院友舉辦多元化活動，包括：關懷探訪、認知訓練小組活動、康樂表演、節日慶祝活動等，以促進長幼共融，增強院友與社區的連結。

此外，服務隊得到新世界建築有限公司、香港上海滙豐銀行有限公司、電訊盈科及法國髮型品牌 Rene Furterer 等商界伙伴的支持，不時為院舍長者提供義工服務，送上窩心關懷。

Working with the Women's League of H.K.S.K.H. Diocese of Eastern Kowloon, H.K.S.K.H. St John's Cathedral, H.K.S.K.H. St Mark's Church, Diocesan Boys' School, Lee Kau Yan Memorial School, the Welfare Council's District Elderly Community Centres and Neighbourhood Elderly Centres, the services teams recruited volunteers among church members, students and the elderly to organise diverse activities for residents, including visits to the elderly, group cognitive training, performances and celebrate festivities. This helps encourage intergenerational harmony and improve ties between residents and their communities.

To show love and care for the residents of residential care homes for the elderly, the services teams also co-organised volunteer activities for residents of the homes alongside commercial partners, including New World Construction Company Limited, the Hongkong and Shanghai Banking Corporation, PCCW and Rene Furterer.

出版季刊分享資訊 Exchanging Insights in a Quarterly Publication

安老院舍外展專業服務隊出版了季刊《師訊》，由物理治療師、職業治療師、言語治療師及社工向院舍職員、院友及護老者分享有關健康、健腦、護老、服務個案及心靈支援等實用資訊及最新服務消息，從而促進服務使用者的身、心、靈健康及提升護老技巧。

The outreaching support teams for the elderly published a quarterly publication, where physiotherapists, occupational therapists, speech therapists and social workers shared their insights with staff and residents at residential care homes for the elderly and caregivers. The information they shared on health, brain health, caregiving, casework and spiritual support enhanced the physical, mental and spiritual wellbeing of service users and improves caregiving.



拔萃男書院的學生探訪年老院友，表達關心
Diocesan Boys' School students visiting the residential care homes of the elderly to express their care



新世界建築有限公司的義工於聖誕期間探訪院友，送上親手編織的冷頸巾
Volunteers from New World Construction Company Limited visiting residents and presenting them with handmade scarves during Christmas



《師訊》為院友、院舍職員及護老者提供健康及護老資訊
The quarterly publication provides residents and staff of the homes and caregivers with information on caregiving

聖匠堂長者地區中心安寧服務 Hospice and Bereavement Service of the Holy Carpenter Church District Elderly Community Centre

簡介 Introduction

聖匠堂長者地區中心於 2004 年成立安寧服務，服務包括：「護慰天使」喪親家屬支援服務、賽馬會安寧頌——「安寧在家」居家照顧支援服務、賽馬會友晴同路——社區兒童紓緩照顧服務及「說生死」生死教育推廣計劃。服務團隊致力在本地推展安寧服務，為喪親人士、臨終病者及其家屬和照顧者提供全面適切的支援、輔導與關懷，同時亦積極透過藝術活動、分享資訊及培訓等，向社會大眾推廣生死教育訊息。

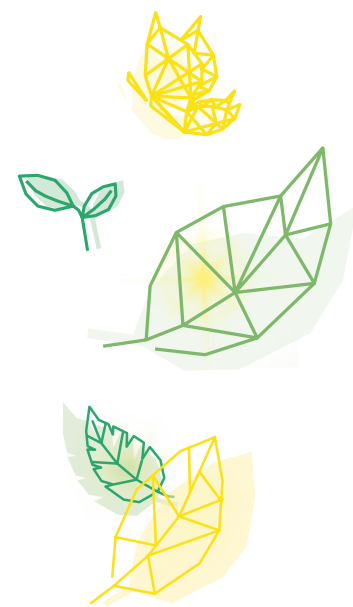
The Holy Carpenter Church District Elderly Community Centre established the Hospice and Bereavement Service in 2004, which includes services such as Paraclete—Care and Comfort Angel Services, JCECC—'Hospice in Family' Home Care Support Services, Jockey Club Community Paediatric Palliative Care Programme and HBSD Life-and-Death Education Promotion Plan. The services teams focus on promoting end-of-life services across Hong Kong to provide grieving families; terminally ill patients and their families; and caregivers with comprehensive and pertinent support, counselling and care. The teams also organises art activities, disseminates information and offers training to raise public awareness towards life and death education.

特色計劃及活動 Special Projects and Activities

支援喪親家屬服務 Support for Grieving Families

護慰天使——喪親家屬支援服務由傅德蔭基金有限公司和利希慎基金聯合資助營辦，主要工作為協助喪親的家庭成員處理喪事、申請殯葬資助及提供哀傷紓緩服務。

Sponsored by the Fu Tak Lam Foundation Ltd. and Lee Hysan Foundation, the Paraclete—Care and Comfort Angel services helps arrange funeral services, apply for funding for funeral expenses for, and provides support services to grieving families.



同工帶領義工參觀道風山基督教墳場及新設的天使花園
Staff accompanied volunteers to visit the Tao Fong Shan Christian Cemetery and its new Garden of Angels

推廣在家寧養照顧服務 Promoting Hospice-at-home Care Services

賽馬會安寧頌—「安寧在家」居家照顧支援服務獲香港賽馬會慈善信託基金資助，為新界西的晚期病人及其家屬提供在家安寧照顧。服務團隊安排社工和註冊護士定時為在家病者提供紓緩照顧，同時開辦病人家屬輔導小組，令照顧者能建立互助平台。單位亦經常舉辦各類生死教育推廣活動，藉此提升公眾對「晚期照顧」的認識和關注。

Funded by the Hong Kong Jockey Club Charities Trust, the JCECC—'Hospice in Family' Home Care Support Services provides terminally ill patients and their families who live in New Territories West with hospice services. The services team coordinates at-home care services offered by social workers and registered nurses to service users, while organising group counselling for family members to provide caregivers with a platform for mutual assistance. Through various life and death education activities, the team also educates the public on end-of-life services.

服務團隊亦運用豐富的前線工作經驗，創立了一套與晚期病人溝通的方式—「3L 模式」：Love 回憶與愛、Loss 失去與轉化、Legacy 準備與承傳，嘗試從這 3 個主題作為介入點以接通病者的心靈。同工更按「3L 模式」製作了「愛。失去。傳承 生命故事盒」，並舉辦多場網上講座和工作坊，教導公眾和專業人士如何運用故事盒與病者溝通。

Backed by the plentiful experience of frontline staff, the service team formulated the "3L" method of communication for terminally ill patients, which involves reaching out to them through "Love", "Loss" and "Legacy". Using the "3L" method, staff created a special box that can be used to communicate with patients, and offered online seminars and workshops to teach both the general public and professionals how to use the box.



使用者與病者可透過故事盒的輪盤遊戲選擇話題
This wheel on this special box can be used to inspire conversations on various subjects between users and patients



《人生百味》宣揚以正面態度面對死亡，並與家人增進溝通
"Oh! Touchwood!" promoting positive attitudes towards death and communication within families

was also performed at 25 schools and social service organisations for 3,500 students and members of the public. Close to 90 percent of surveyed audience members said the play helped them learn more about end-of-life care and advanced care planning. Some respondents even said they would share their own advanced care planning with their families.

另外，賽馬會安寧頌—「安寧在家」居家照顧支援服務分別於 2019 年 6 月及 9 月公演了兩齣舞台劇—《紅色的天空》和《人生百味》，與約 4,700 位公眾人士分享長者晚期生活和預設照顧計劃等訊息。《人生百味》其後更在 25 間學校和社福機構作社區巡迴表演，吸引多達 3,500 名觀眾，其中近 9 成受訪觀眾認為舞台劇加深了他們對晚期照顧及預設照顧計劃的認識，部分受訪者更表示會與家人分享自己的預設照顧計劃。

In June and September 2019, the services team put on 2 plays covering topics such as the final days of the elderly and advanced care planning—"Red Sky" and "Oh! Touchwood!"—which were received by an audience of 4,700. "Oh! Touchwood!"

病童紓緩照顧 Paediatric Palliative Care

安寧服務獲香港賽馬會慈善信託基金撥款開展「賽馬會友晴同路—社區兒童紓緩照顧服務」，由於受到 2019 冠狀病毒病疫情的影響，服務團隊集中在網上社交平台，以四格漫畫宣傳兒童紓緩照顧服務，並以簡明方式解釋死亡和紓緩治療等複雜概念。

The Hospice and Bereavement Service launched the "Jockey Club Community Paediatric Palliative Care Programme" with funding from the Hong Kong Jockey Club Charities Trust. Due to the Covid-19 pandemic, the service team has shifted its focus to promoting paediatric palliative care online using comics, and explaining concepts such as death and palliative care in a simple manner.



透過「友哥哥、阿晴、同仔、路路」4 位主角帶出關懷兒童病者的訊息
Promoting care for sick children through a comic featuring 4 characters

生死教育活動 Life and Death Education Activities

「說生道死生死教育推廣計劃」的服務團隊積極為外間機構舉辦講座、工作坊及參觀導賞等活動，以推廣生死教育及賺取經費，持續發展服務。本年度，計劃舉辦了 16 場講座、8 場工作坊、3 次外出參觀、2 次職員培訓及 1 場讀書會，約有 2,300 名人士受惠。

The service team of "HBSD Life-and-Death Education Promotion Plan" organises seminars, workshops and guided tours for external organisations to educate the general public on life and death and to earn income to sustain the division's work. During the year, the plan hosted 16 seminars, 8 workshops, 3 guided tours, 2 staff training and 1 reading session for some 2,300 people.



同工為小學生進行生死教育
Staff teaching primary students life and death education

彩齡學院

The Vitalita Academy for Life Long Learning

簡介 Introduction

彩齡學院專為退休人士而設，讓參加者透過終生學習，豐富及規劃退休生活，展開精彩的人生下半場。本年度，學院共有 8,004 位學生、參與活動的人次達 92,826，並有近 1,400 位參加者修畢課程及獲頒證書。

Designed with retired individuals in mind, the Vitalita Academy for Life Long Learning encourages participants to enrich, plan for post-retirement and make the next chapter of life exciting through lifelong learning. During the year, 8,004 students participated in 92,826 activity sessions, and some 1,400 participants enrolled in and graduated from certificate courses.

特色計劃及活動 Special Projects and Activities

善用網上平台 推廣自我健康管理 Promoting Management of One's Health Using Online Platform

於疫情期間，學院的服務團隊改用網上平台跟長者分享健康管理資訊。服務團隊與醫道惠民和築動者 DreaMapper 合作製作了 10 集有關運動與健康的影片——「三點・吾師傅」，每集分別由中醫師、現役和退役運動員介紹運動知識及養生心得，推廣人人也可自己管理健康。運動員也在節目中分享其運動生涯及如何面對成敗和困難，與長者在「疫」境中共勉。福利協會的長者中心同工透過 Facebook 及 YouTube 等平台發佈「三點・吾師傅」的影片，覆蓋人數已超過 526,208 人，平均點擊觀看人次達 5,064。



「三點・吾師傅」介紹的強身運動，長者都可以在家中練習

The video series introduced exercises that can be done at home to the elderly

During the Covid-19 pandemic, the academy's service team used online platforms to share health management information with them. Partnering with the Community Med Care Clinic and DreaMapper, the team produced 10 workout and health-related videos, which included expert fitness and wellness commentary from traditional Chinese medicine practitioners, athletes and retired athletes, to promote the concept that everyone has the ability to manage their own health. Athletes in the video also shared their sporting career and how they dealt with success and challenges, and encouraged the elderly to stand strong amid the pandemic. Staff at the Welfare Council's elderly centres played the videos for the elderly on platforms such as Facebook and YouTube, which helped bring the number of views to more than 526,208 by an audience of 5,064.

發展音樂天賦 Developing Musical Talents

學院的服務團隊舉辦結合音樂與遠足的消閒活動——「樂陶行」，由導師帶領年輕長者暢遊郊野，放鬆身心，同時在山林中學習吹奏陶笛，感受大自然的恬淡寧謐。

The academy's service team organised the "Ocarina X Hiking" activity, during which an instructor took young olds on a leisurely hike in the countryside, where participants learnt to play the ocarina in the stillness of nature.



參加者及導師以陶笛在大自然合奏一曲
Participants and their instructor playing the ocarina in nature

彩齡合唱團的團員來自福利協會屬下 13 間長者中心，他們過往曾在不同場合演唱，並得到主辦機構的讚賞和肯定。本年度，合唱團更獲邀在香港迪士尼樂園舉行之「社區妙韻響城堡」參與聖誕表演活動，以歌聲祝福社區。

The Vitalita Academy Choir's members come from 13 of the Welfare Council's elderly centres, and have performed in different occasions, much to the appreciation of various organisers. The choir was also invited to perform and spread the yuletide cheer at the "Community Castle Sing Along Christmas Show" at Hong Kong Disneyland.



彩齡合唱團在香港迪士尼樂園內獻唱
The Vitalita Academy Choir performing at Hong Kong Disneyland

學院的 Music Club 由委內瑞拉音樂家 Melissa Nino 負責教授小提琴及鐵片琴課程，目標為發展長者對音樂的興趣，同時讓他們透過社區表演發展才華。即使疫情來襲，Music Club 亦推出網上課程，讓長者透過視像方式在家學習，繼續開展音樂之旅。

Under the guidance of Venezuelan musician Melissa Nino, the academy's Music Club teaches the violin and glockenspiel to cultivate the elderly's interest in music and to help them improve their talent through public performances. During the coronavirus pandemic, Music Club was conducted online, during which the elderly practised music at home and continued with their musical journeys without interruption.



學員練習鐵片琴
Students learning the glockenspiel

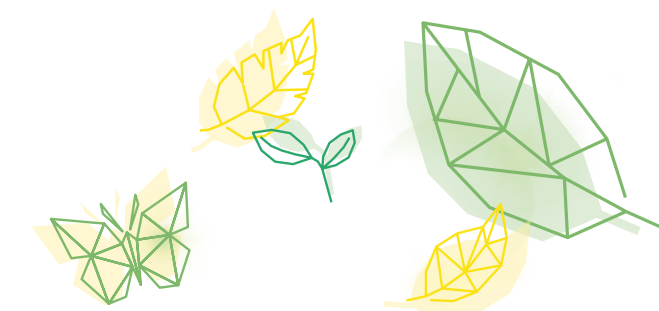
為長者打造健康愉快的人生 Helping the Elderly Build Healthy and Happy Lives

學院的服務團隊參與由「黃金時代基金會」籌辦之「黃金時代展覽暨高峰會 2019」，並以「彩齡奇樂園 Adventure Park」為主題，介紹學院的創新長者服務，以及展示如何以創意活動促進長者開展樂活人生。此外，學院亦與醫療團隊一同為長者設計新穎而有趣的活動，為長者打造健康的身、心、靈狀態。

The academy's service team participated in the Golden Age Foundation's "Golden Age Expo & Summit 2019", where they introduced the academy's innovative elderly services at their booth using the theme "Adventure Park" to showcase how the elderly can lead happy lives with a bit of creativity. The academy also teamed up with medical staff to organise new and interesting activities to help the elderly enjoy physical, mental and spiritual wellness.



創藝師在會場示範藝術創作技巧
Artists demonstrating the art of improvisation at the event



精神復康及智障人士服務

Rehabilitation Services for Persons with Mental and Intellectual Disabilities

服務重點

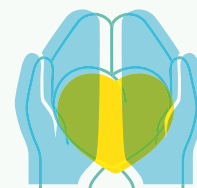
Service Highlights

精神復康及智障人士服務團隊一直以能耐取向為本，了解會員多元發展的需要，並讓他們充份發揮潛能，同時致力推動社區共融，協助會員建立自尊、自主及自立的生活。

The rehabilitation services teams for persons with mental and intellectual disabilities focuses on boosting the abilities of ex-mentally ill and mentally handicapped persons through rehabilitation services, addressing its service users' needs in a multi-faceted manner to help them fully realise their potentials. The teams are also committed to promoting social harmony to help service users rebuild self-esteem, self-confidence and lead independent lives.

服務數據

Statistics



復康服務人數 *
No. of members

2,091
人 / Members



住宿會員完成復康計劃比率
Rate of completion of residents' individual rehabilitation plans

100%



社區個案數字
No. of cases in the community

屯門精神健康綜合社區中心—樂喜聚
Tuen Mun Integrated Community Centre for Mental Wellness—The Club

365
宗 / Cases

屯門地區支援中心—樂屯聚
Tuen Mun District Support Centre—The Gathering

110
宗 / Cases

* 包括：康恩園、湖景綜合復康服務—展能中心暨宿舍、屯門精神健康綜合社區中心—樂喜聚、屯門地區支援中心—樂屯聚
It includes service users from the Providence Garden for Rehab, the Wu King Integrated Rehabilitation Services—Day Activity Centre and Hostel, the Tuen Mun Integrated Community for Mental Wellness—The Club, and the Tuen Mun District Support Centre—The Gathering

服務概述 Overview

福利協會致力為智障人士、精神病復康者、肢體殘障人士、有特殊學習需要的兒童和青少年及中風患者提供不同類型的復康服務，其中屬下之康恩園、湖景綜合復康服務—展能中心暨宿舍、屯門地區支援中心—樂屯聚及屯門精神健康綜合社區中心—樂喜聚，為約 2,000 名智障人士、精神病康復者、肢體殘障人士提供優質的全人關顧服務，並向屯門區居民、有情緒困擾人士及其家屬提供一站式的社區支援及康復服務，同時推廣精神健康教育及社區共融活動。服務團隊亦推行「陽光路上」培訓計劃，為有精神病早期症狀之青年人提供職業培訓、就業輔導及精神復康服務。

為符合殘疾人士院舍牌照的建築及消防規定，康恩園於 2019 年初開展為期 10 個月的院舍內部規劃改善工程，當中涉及繁多的項目，有賴康恩園全體同工互相配合與支援，整項工程已於 2019 年年底完成及獲社會福利署發出有關牌照，期間亦能妥善兼顧 700 名會員的住宿和日常生活安排。

The Welfare Council provides different rehabilitation services to mentally handicapped, ex-mentally ill and disabled persons; children and youth with special educational needs; and stroke patients. The Council's Providence Garden for Rehab (PGR), the Wu King Integrated Rehabilitation Services—Day Activity Centre and Hostel, the Tuen Mun District Support Centre—The Gathering and the Tuen Mun Integrated Community Centre for the Mental Wellness—The Club serve about 2,000 mentally handicapped, ex-mentally ill and disabled persons with holistic care services. The services teams also provide Tuen Mun residents, and people with emotional problems and their families with one-stop support and rehabilitation services. In addition, the teams actively promote mental health education and social inclusion activities and provide vocational training, career counselling and mental rehabilitation services for young people who show early signs of mental illness through the "Sunnyway—On the Job Training Programme for Young People with Disabilities".

In compliance with the construction and fire safety guidelines of the Licensing Scheme for Residential Care Homes for Persons with Disabilities, in early 2019, the PGR began a complex, 10-month remodelling. With the cooperation and support of PGR staff, alternative accommodation and everyday arrangements were made for 700 members to make way for the improvements works — which were completed in late 2019 — after which the Social Welfare Department awarded the PGR with the license.



在工程期間，樂融融改用作會員進行活動的場地
PGR Fusion became a makeshift activity area during the improvement works



康恩園 6 樓的活動室改作睡房區，以便逐一騰空樓層進行規劃改善工程
The sixth floor activity room at the Providence Garden for Rehab was converted into a bedroom to make way for improvement works on different floors

工作策略 Strategies

- 推動會員作多元發展及發揮潛能，同時建立共融社區，讓會員享有自尊、自主及自立的生活
Promote the all-rounded development of members and help them develop their potential, as well as establish a harmonious community to help members enjoy dignified and independent lives
- 利用資訊科技及不同器材和工具，提升照顧及訓練質素，為會員提供更適切的服務
Use technology and other tools to improve care and training for members and provide them with pertinent services

康恩園 The Providence Garden for Rehab

特色計劃及活動 Special Projects and Activities

將科技及遊戲融入治療 提升照顧及訓練質素 Improving Care and Training through Technology and Games

長期護理院服務團隊將科技融入治療，以加強延緩年長會員身體肌能衰退的訓練，如物理治療師在懸架步行訓練中加入互動投影元素，投影的影像會因應會員的步姿及身體活動而不斷變化，從而為他們帶來感官刺激，並令治療模式變得更富趣味。

The Long Stay Care Home service team incorporated technology in its therapies to reinforce training for and delay the physical regression of elderly members. For instance, physiotherapists would include in walking training projection features that would adjust according to members' gait and movement to provide sensory stimuli and interest.

嚴重智障人士宿舍的會員日趨老齡化，精神及體能也逐漸衰退。為了讓會員維持日常活動量及健康體魄，並為他們帶來消閒娛樂，服務團隊於 2019 年成功申請「樂齡及康復創科應用基金」，購買流動沐浴系統、震動訓練系統、單車彈珠機、虛擬實境遊戲及音樂板等設備，務求將科技融入會員的生活中，同時讓他們以有趣方式進行肌能、動作計劃及手眼協調等訓練，從而改善生活質素及體能，並減輕護理人員的照顧壓力。

The mental and physical abilities of members of the Hostel for Severely Mentally Handicapped Persons regress as they age. To help members maintain everyday mobility and health and bring them leisure and enjoyment, the service team used the funding from its successful application to the Innovation and Technology Fund to purchase a mobile shower facility, vibration training system, a bicycle pinball machine, augmented reality games and music boards to make daily life and muscular, movement planning and hand-eye coordination training more interesting. While this would improve the quality of life and stamina of members, it would also alleviate the burden of caregivers.



物理治療師可自訂互動投影訓練的內容和深淺程度，從而增加會員的訓練動機及投入感
Physiotherapists can adjust the content and levels of walking training projection to motivate and engage members



會員透過虛擬實境康復系統鍛鍊肢體及手眼協調
A member training physical and hand-eye coordination using a virtual reality rehab system



虛擬實境訓練有助提升會員的投入感及積極性
Augmented reality increases involvement and engagement of members

發展多元興趣及潛能 增加自信與能力感 Developing Varied Interests and Potential to Enhance Self-confidence and Ability

中途宿舍的服務團隊於本年度首次舉行兩日一夜的歷奇宿營活動，旨在讓會員跳出框限及在同工較少介入的情況下，學習應對不同的生活情境。會員參與營中多個歷奇遊戲及訓練，藉此提升解難能力及自信心，並學習與人相處，建立互助及團隊精神。

For the first time during the year, the Halfway House service team organised a two-day, one-night adventure camp that encouraged members to learn to deal with different day-to-day scenarios by stepping out of their comfort zones with minimal intervention from staff. During the camp, members participated in a range of adventure games and training to improve their problem-solving skills and confidence, learn how to get along with others, build team spirit and mutually beneficial relationships.

另外，中度智障人士宿舍獲蘋果日報慈善基金資助舉辦「彩龍醒獅揚愛心」計劃，以延續會員對舞龍舞獅的濃厚興趣。計劃的團隊安排了 17 節舞龍舞獅訓練，36 位參與的會員均在訓練中投入學習，其活力和愉快情緒也有明顯改善。參與計劃的義工亦跟會員互相支持及關懷，達致彼此共融。受訓的會員更曾到保羅長者之家及香港聖公會李嘉誠護理安老院的慶典活動表演舞獅，與長者互動。

During the year, the Hostel for Moderately Mentally Handicapped Persons continued their members' passion for lion dance by organising a lion dance training programme for its members with assistance from the Apple Daily Charitable Foundation. The team in charge of the programme organised 17 lion dance training sessions for 36 participants who reportedly saw significant mobility and emotional improvements. Volunteers and members exchanged mutual support and care, thus achieving harmony. After completing the programme, members performed for and interacted with the elderly at St Paul's Home for the Elderly and the H.K.S.K.H. Li Ka Shing Care and Attention Home for the Elderly during festivities.



會員參與攀石活動，挑戰自我
Members challenging themselves over a rock climbing session



歷奇遊戲讓會員學習解難及團體合作
Members learning to solve difficulties and work together through adventure games



會員在公開活動中作出精彩的舞獅表演
Members putting on an exciting lion dance performance in public



會員為植物淋水施肥
Members watering and fertilising the plants

中度智障人士宿舍的服務團隊舉辦種植活動，讓有興趣的會員在宿舍的露台栽種，優化會員的生活。會員在活動中不但可感受種植、收割及分享成果的滿足感，更可學懂和睦相處和珍惜食物。服務團隊也透過此活動進行生命教育，令會員在照顧植物的過程中認識生命中的生長與枯萎。此外，服務團隊安排部分已退休的會員幫忙將香草類植物製成驅蚊包及香包等，藉此維持他們的工作能力。

The service team of Hostel for Moderately Mentally Handicapped Persons also organised a gardening activity, which involved interested members to engage in horticultural activities on the hostel's balconies. Members did not only gain satisfaction from planting, harvesting and sharing their harvest, but also learnt to appreciate camaraderie and food. The team also delivered life education through the activity to help members learn about the life cycle through tending to the plants. To encourage retired members to stay active, the team also involved them in activities such as packaging herbs into mosquito repellent packs and fragrance packs.

屯門精神健康綜合社區中心—樂喜聚 Tuen Mun Integrated Community Centre for Mental Wellness—The Club

特色計劃及活動 Special Projects and Activities

樂喜聚服務團隊致力推廣社區精神健康教育，有見持續多時的社會事件及 2019 冠狀病毒病對社會大眾帶來精神及情緒困擾，服務團隊製作了一系列有關情緒問題的繪本小冊子及短片，旨在以生動有趣的方式向社區人士宣揚精神健康訊息。此外，樂喜聚一直鼓勵會員善用餘暇，積極參與社區活動，本年度有會員於全港羽毛球復康盃獲得團體殿軍獎項，而參與中國畫班的會員更有機會與畫班導師一起在香港大會堂中國畫公開展覽中展出作品，體現努力成果。



樂喜聚為長者舉辦精神健康講座
Elderly attending a mental wellness seminar by the Club

The Club's service team is committed to promoting awareness on mental health in the community. In light of social movements and the Covid-19 pandemic, the team produced a series of booklets and videos on emotional issues to deliver messages on mental wellness in a lively and engaging manner to members of community. Members were also encouraged to spend their spare time by actively participating in activities in the community. Their efforts proved fruitful: members came in fourth in the Rehabilitation Badminton Championship of Hong Kong 2019; and displayed their Chinese painting works alongside their instructor's at a public exhibition in Hong Kong City Hall.



繪本小冊子分別介紹抑鬱及焦慮情緒的病徵及處理方法
Illustrated booklets on symptoms of and treatment for depression and anxiety

屯門地區支援中心—樂屯聚 Tuen Mun District Support Centre—The Gathering

特色計劃及活動 Special Projects and Activities

樂屯聚服務團隊一直致力為屯門區有需要的殘疾人士及其家屬提供支援服務，本年度亦為照顧者開辦了一系列的支援小組，其中「禪繞畫」班讓照顧者學習放下照顧殘疾子女的擔子，讓自己放鬆心情，重新得力。照顧者參與活動後更出現明顯轉變，如學會尋找屬於自己的空間、放下長期繃緊的心情及在繪畫時尋找成功感等，繼而帶著平安的心迎接未來挑戰。

The Gathering's service team provides support services for Tuen Mun residents with disabilities and their families. During the year, the team organised support groups for caregivers, including a zen painting workshop to help caregivers learn to momentarily put aside the burden of caring for their children with disabilities, relieve stress and restore their body and soul. Caregivers showed remarkable improvements after the activity and, through learning how to make space for themselves, letting go of long-term stress and finding satisfaction from creating art, found themselves able to calmly tackle new challenges.



照顧者放下照顧殘疾子女的重擔，透過禪繞畫尋回安穩平靜
Caregivers found inner peace and temporary respite from caring for their children with disabilities through zen drawing



照顧者與她們的禪繞畫作
Caregivers displaying their zen drawings

湖景綜合復康服務—展能中心暨宿舍 Wu King Integrated Rehabilitation Services—Day Activity Centre and Hostel

特色計劃及活動 Special Projects and Activities

湖景綜合復康服務獲社會福利處獎券基金批款進行翻新工程，為中心引入滑梯及攀登架等物理治療訓練設備，以及加建舞蹈室和可舉辦繪畫、陶瓷及烹飪等活動的多元藝術室。此外，中心的服務團隊亦在走廊牆壁增加了拼貼和繪畫空間，並鋪設仿真草裝飾牆及以對比強烈的色彩劃分不同區域，藉此滿足會員的視覺及觸感刺激，同時擴闊空間感及幫助會員識別環境。

With funding from Social Welfare Department's Lotteries Fund, the Wu King Integrated Rehabilitation Services—Day Activity Centre and Hostel was renovated to include new physiotherapy training facilities, including a slide and a climbing frame, a new dance studio, and a multi-purpose room for drawing, pottery making and cooking. The service team also included murals and drawing spaces in its corridors, and installed artificial grass and used contrasting colours to differentiate between zones, create more sensory stimulus for members, increase the sense of space and help members recognise their environment.



翻新的睡房區
Refurbished sleeping quarters

中心邀請會員就翻新工程提出建議及參與其中
The centre encouraged members to give suggestions for and get involved in the improvement works



醫療康健服務 Medical and Wellness Services

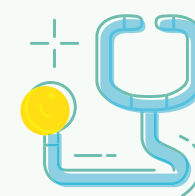
服務重點

Service Highlights

- ▶ 以醫社合作的思維，為社區人士提供優質的復康及照顧服務
Providing quality rehabilitation and care services for the community using the medical and social concepts
- ▶ 透過預防、支援及治療三個層面的介入，積極推動及建立健康社區
Promoting healthy living in the community through prevention, support and therapy

服務數據

Statistics



西醫服務使用人次
Usage of western medical services

12,959
人次 / Sessions



其他醫療服務使用人次
Usage of other medical services

2,685
人次 / Sessions



復康治療服務使用人次
Usage of rehabilitation services

31,058
人次 / Sessions

服務概述 Overview

醫療康健服務的單位包括：康健天地（觀塘）（單位已改名為「康健天地」及於 2020 年 5 月 11 日遷至黃大仙）、康健天地（東九龍）及張國亮伉儷安老服務大樓等非資助服務，其跨專業團隊致力為不同階層的人士提供一站式社區醫療及康健服務。

The Welfare Council's medical and wellness services include the Centre of Wellness (Kwun Tong) (the service unit has been renamed as the Centre of Wellness and relocated to Wong Tai Sin on 11th May, 2020), the Centre of Wellness (Kowloon East) and the Cyril and Amy Cheung Aged Care Complex, which offer self-financed services and are run by a team of interdisciplinary professionals in a bid to provide one-stop community medical and wellness services for different social strata.



物理治療師為長者進行痛症治療
A physiotherapist helping the elderly manage pain



工作策略 Strategies

醫社合作模式 Medical-social Model

醫療康健服務團隊採用醫社合作模式，一方面由專業醫護及治療師為福利協會轄下的長者地區中心及長者鄰舍中心提供醫療及康健服務，加強社區層面的護理和支援，同時由社工關顧長者的情緒狀況，全面為他們建立身、心、靈健康支援網絡。

Operating on a medical-social model, the medical and wellness services teams professional medical staff and therapists provided service users of district elderly community centres and neighbourhood elderly centres with medical and wellness services to enhance community care and support. Meanwhile, social workers cared for the emotional wellbeing of the elderly and helped them build physical, mental and spiritual support networks.

推動健康社區 Promoting a Healthy Community

醫療康健服務團隊透過預防、支援及治療三個層面的介入，致力推動健康社區。此外，團隊積極與不同團體及機構合作，為有需要人士提供優質的醫療康健服務。

The medical and wellness services teams actively disseminated knowledge on healthy living through promoting the concepts of prevention, support and treatment. The teams also worked with various groups and organisations to provide quality medical and wellness services to underprivileged individuals.



護士為長者檢查身體及提供健康教育資訊
A nurse conducting health assessments on the elderly and providing them with health tips and advice

特色計劃及活動 Special Projects and Activities

積極響應感染防控工作 Proactive Infection Control Response

為響應政府的感染防控工作，康健天地的服務團隊參與了「疫苗資助計劃」、「院舍防疫接種計劃」及「季節性流感疫苗學校外展（免費）計劃」，由康健天地的註冊護士及醫生先後為 14 間長者地區中心及長者日間護理中心的長者、聖公會教友、12 間安老院舍的院友及 12 間小學的學童接種了近萬劑疫苗。

In response to the government's infection control efforts, the Centre of Wellness services teams participated in the Vaccination Subsidy Scheme, the Residential Care Home Vaccination Programme and the Seasonal Influenza Vaccination School Outreach (Free of Charge). Registered nurses and doctors gave about 10,000 vaccinations for members at 14 district elderly community centres, neighbourhood elderly centres and day care centres for the elderly, Sheng Kung Hui church members, residents at 12 residential care homes for the elderly, and children at 12 primary schools.



康健天地派出合資格的醫護人員為學童注射流感疫苗
Registered medical workers from the Centre of Wellness administering vaccines to students

善用醫學科技 提升中風復康進程 Enhancing Stroke Rehabilitation with Medical Technology

張國亮伉儷安老服務大樓的團隊引入了嶄新之機械腳步行輔助裝置—Keeogo（啟而走）。Keeogo 內置行動感測器，它可透過感測使用者的起動動作，估計使用者下一步想進行的下肢動作（如坐下及步行等），再即時驅動裝置在膝關節位置的摩打，同時根據治療師在裝置的設定，輔助使用者完成該動作。

另外，服務團隊採用 Keeogo 為中風復康患者進行坐、站、步行及上下樓梯等復康訓練，幫助他們在家中重拾自主生活。服務團隊也為因退化、疾病或受傷影響活動能力的患者，如帕金森症、嚴重膝關節和髖關節骨關節炎或多發性硬化症等人士提供 keeogo 訓練。

The Cyril and Amy Cheung Aged Care Complex's service team brought in Keeogo—a walking assistance device—which is fitted with motion detectors that detect and interpret the users' lower body movements (such as sitting down or walking) before activating motors in the knees to help users complete their movements according to settings made by their therapist.

The service team used Keeogo to help stroke patients with rehabilitation, such as relearning how to sit, stand, walk and climb the stairs, which will enable them to lead independent lives. The team has also been offering Keeogo training for service users with mobility problems resulting from degeneration, diseases or injuries, such as Parkinson's disease, arthritis in the hip and knees or multiple sclerosis.



中風患者透過 Keeogo 進行樓梯及弓步訓練
Stroke patients climbing stairs and relearning how to lunge using Keeogo

推廣地區健康生活教育 Promoting Health Education in the Community

服務單位獲社區投資共享基金資助舉辦的「健康城市」鄰里互助計劃已於 2019 年 10 月 31 日圓滿結束。計劃以「健康」為介入點，藉著與專業醫護義工團隊合作，定期推廣健康資訊及健康普查，提升居民的健康意識，推動中西區成為可持續發展的健康城市。此外，計劃亦招募「關愛大使」及「街坊長」協助區內長者強化鄰里關係，加強社區互助。計劃全期惠及 6,800 人，吸納近 300 位地區人士及企業成為義工，當中更有 130 多位參加者成為計劃的「關愛大使」或「街坊長」，持續為有需要的長者建立社區支援網絡。

Supported by the Community Investment and Inclusion Fund, the service unit's "Healthy City—Neighbourhood Network Scheme" ended on 31st October, 2019. The scheme worked with medical volunteers to regularly disseminated health advice and conducted health surveys to raise health awareness among residents of the Central and Western District. This was also part of a plan to shape the district into a sustainable and healthy one. The scheme also recruited active members of the community as care and neighbourhood ambassadors who helped elderly residents form social networks. With more than 6,800 beneficiaries, the scheme was supported by some 300 individual and corporate volunteers, over 130 of whom became the scheme's ambassadors who continue to help elderly in need establish social support networks.



「街坊長」透過定期探訪、分享技能及設置健康檢查站等方式服務社區
Neighbourhood Ambassadors served their community by paying regular visits to their fellow residents, sharing their skills and manning health testing booths

培訓服務 Training Services

服務重點

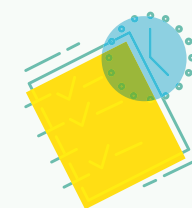
Service Highlights

- ▶ 持續為參與「僕人領導—領袖發展培育計劃」的 350 位「僕人領導」團隊成員，提供不同形式的培訓，促進他們在領導能力方面的靈性修為及在素養上的成長
Provide various forms of training to 350 participants of the "Servanthood Leadership Development and Nurturing Scheme" to help them better their leadership skills, spirituality and literacy
- ▶ 持續提升同工的專業能力，同時關顧他們的身、心、靈需要
Improve the professionalism of staff and address their physical, mental and spiritual needs
- ▶ 推動聖公會堂、校、社服的無間合作
Encourage seamless collaboration between S.K.H. churches, schools and social service units

服務數據

Statistics

職員培訓 Staff Training Sessions



培訓時數
Total no. of hours
54,403
小時 / hours



參加人次
Turnout
22,397
人次 / Attendance persons



接受培育之專業培訓導師
No. of trained professional mentors
196
位 / Persons

對外專業培訓項目 External Professional Training Programmes



培訓數目
Total no. of trainings
30
項 / Programmes



參加人次
Turnout
1,779
人次 / Attendance persons

工作策略 Strategies

- ▶ 積極舉辦多元化培訓活動，致力培養同工的專業能力和內在修為，並將專長及服務經驗，與不同聖公會群體及合作伙伴分享。

Actively nurture staff's professionalism and virtue through multi-faceted training activities, and share its expertise and experience with the Sheng Kung Hui community and its partners.



特色計劃及活動 Special Projects and Activities

職員培訓 Staff Training

培訓學院團隊一直推出不同形式的培訓，未來亦會延續為期 5 年的「僕人領導—領袖發展培育計劃」。計劃除了開辦講座及工作坊外，更邀請了資深歷奇專家盧慶陽博士籌辦「僕人領導成長坊—非帆體驗」，於 2019 年 5 月 17 日帶領福利協會的管理團隊體驗不同的海上歷奇情境，並反思如何走出安舒區，迎接新挑戰。部分「僕人領導」團隊的成員也繼續參與本年度由關俊棠神父定期主持的專題導修小組，進一步深入學習僕人式領導。

The Training Institute service team employs different forms of training and will continue to organise over the following 5 years the "Servanthood Leadership Development and Nurturing Scheme". In addition to seminars and workshops, the Training Institute invited veteran hiker and adventurer Dr Simon Lo to host the "Servanthood Leadership Personal Growth Workshop—Not Just a Sailing Experience". On 17th May, 2019, he took Welfare Council management on an exploration of different scenarios at sea to escape their comfort zones and take on new challenges. Some of the servanthood leadership development team also continued to join Father Thomas Kwan's ongoing regular group sessions to delve deeper into servanthood leadership.



關俊棠神父在 2019 冠狀病毒疫情下繼續帶領導修小組在網上學習及靈修
Father Thomas Kwan taking his spiritual group sessions online during the Covid-19 pandemic



「非帆體驗」是「僕人領導—領袖發展培育計劃」的活動之一，為福利協會管理層提供特別的海上體驗
An activity of the Servanthood Leadership Scheme, the "Not just a Sailing Experience" gave Welfare Council management an extraordinary experience at sea



福利協合同工完成課程，成功取得性格透視®（一級）認可培訓師的資格
Welfare Council staff achieving their certifications for the Personality Dimension® Level 1 Qualifying Programme



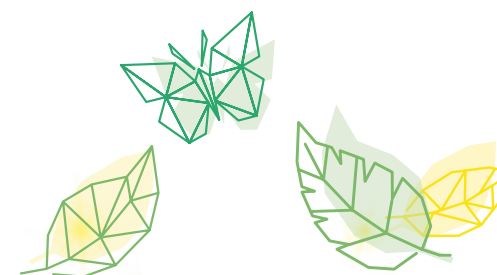
同工完成培訓學院的和諧粉彩指導師課程後，帶領退修參加者透過粉彩畫，表達在活動中的得著
Staff completed the Pastel-Nagomi-Art course organised by the Training Institute teaching fellow employees how to express the benefits of a retreat activity using pastels

培訓學院團隊持續開辦各式認證課程，包括：性格透視®（一級）認可培訓師課程、危機事故壓力管理證書課程、Coaching Clinic®、和諧粉彩準指導師及正指導師課程及園藝治療師認證課程等，以加強同工在不同方面的專業能力。由於電子競技近年成為潮流新興產業，團隊亦安排近百位來自不同服務單位的同工到電競場與職業電競選手作賽及交流意見，從而探討電競活動為社會服務迎來的挑戰與機遇。

To help employees comprehensively improve their professional skills, the Training Institute service team continued to run a number of certificate courses, including the Personality Dimension® Level 1 Qualifying Programme, Crisis Incident Stress Management Certificate Programme, Coaching Clinic®, the Diploma in Basic of Pastel-Nagomi-Art & Associative/Advanced Instructive Art Course and the Horticultural Therapist Certificate Programme. With the rise in the popularity of eSports, the team also organised matches between professional eSports players and about 100 staff from various service units to encourage the exchange of ideas and the exploration of the challenges and opportunities that the eSports brings to society.

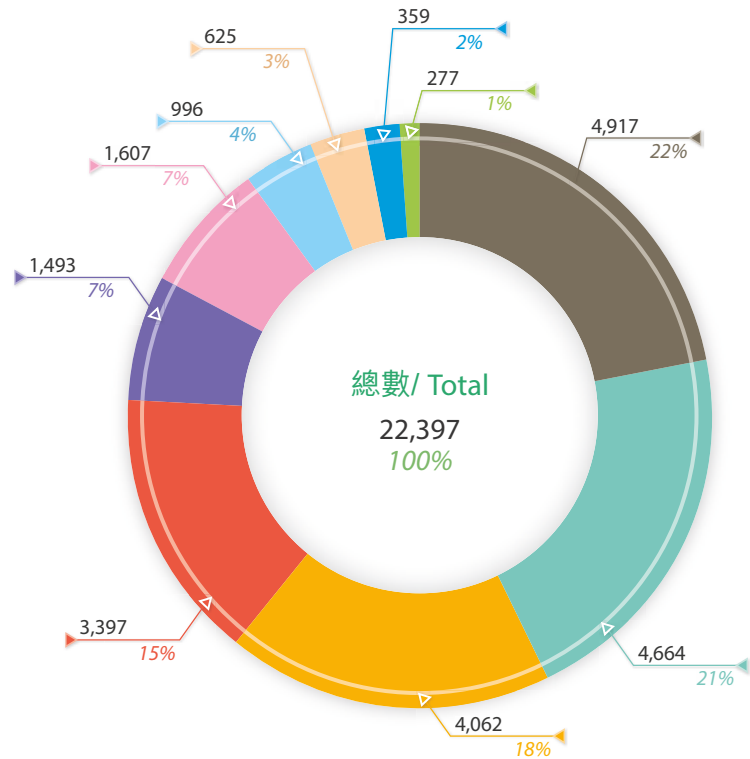
培訓學院團隊每年也為不同職級的同工舉辦退修活動，讓他們能短暫退下崗位，滋養身、心、靈。本年度，專業同工及前線同工的退修主題分別為「人生斷捨離」及「人生的容器」，旨在鼓勵同工檢視在人生各階段中對生命的渴求，以及反思在生命中不同的人際關係，尋找工作上的召命。

Every year, the Training Institute service team hosts retreats for employees of different ranks to tend to their physical, mental and spiritual needs. During the year, professional and frontline staff respectively participated in the "Declutter the Life: Danshari" and "Life Container" retreats, which encouraged employees to reflect on what they wanted out of different stages in life, their relationships with other people and their calling at work.



服務統計 Service Statistics

人次 / 人次百份比
Attendance Persons/ Ratio



培訓性質
Scope of Training

- 優質服務
Quality services
- 前線同工專業知識及技巧
Frontline staff knowledge & skills
- 專業知識及技巧
Professional knowledge & skills
- 消防及職安
Fire safety & occupational health
- 僕人領導、身心靈及個人成長
Servanthood leadership, body, mind, spirit and personal growth
- 感染控制及衛生
Infection control & hygiene
- 同工導向及團隊建立
Staff orientation & team building
- 資訊科技
Information technology
- 管理知識、海外會議及考察
Management knowledge, overseas conferences and study tours
- 福利及社會發展
Welfare & social development



同工在 2019 年亞洲老年學與老年醫學會議上匯報研究結果
A Welfare Council staff reporting on the research findings at the AGen 2019 — The Asian Conference on Ageing & Gerontology



福利協會高級職業治療師 (左四) 代表機構到澳洲與各地不同醫護專業人員交流
A senior occupational therapist (fourth from left) representing the Welfare Council at an international medical professionals exchange programme in Australia

培育未來專才 Grooming Leaders of the Future

福利協會持續為各大專院校學生提供實習機會，以培育社福界、護理界及教育界等方面的專才。本年度，共有 506 位來自 25 間專上學院及大學的學生於機構的服務單位實習。福利協會亦首次為香港教育大學教育言語及語言病理學暨學習障礙理學碩士、香港浸會大學創意及專業寫作文學士（榮譽）課程及香港輔導教師協會的學生提供實習機會。為配合服務發展，機構也為基督教靜觀傳統的靈性指導深造文憑課程、國際豎琴療法課程、藝術治療藝術碩士課程之學生提供專科實習機會。

The Welfare Council continued to provide local tertiary students with work placement opportunities to help them develop professional careers in social work, nursing and education. During the year, 506 students from 25 institutions and universities interned at the Council's service units. For the first time, the Council also provided work experience opportunities to candidates of the Master of Science in Educational Speech-Language Pathology and Learning Disabilities (MScESLPLD) of the Education University of Hong Kong, Bachelor of Arts (Hons) in Creative and Professional Writing of the Hong Kong Baptist University and the Hong Kong Association of Careers Masters and Guidance Masters. In line with the development of its own services, the Council also provided students of the Postgraduate Diploma of Spiritual Direction in the Christian Contemplative Tradition, International Harp Therapy Programme and Master of Expressive Arts Therapist with subject-specific internship opportunities.

海外交流及培訓 Overseas Exchanges and Trainings

本年度，培訓學院團隊籌辦了多個海外交流及培訓活動，讓同工可擴闊視野及提升個人專業質素。
During the year, the Training Institute service team organised a number of overseas exchanges and trainings to help staff expand their horizons and improve their expertise.

交流及培訓項目 Exchange and Training Programmes	目的地 Destinations	參加人數 No. of Participants	日期 Date
「2019 年第 10 屆國際亞洲養老產業創業創新論壇」暨「第 7 屆亞太區創新老人照顧服務大獎」 10 th Ageing Asia Innovation Forum cum 7 th Asia Pacific Eldercare Innovation Awards 2019	新加坡 Singapore	6	2019 年 5 月 13-16 日 13 th to 16 th May, 2019
2019 年亞洲老年學與老年醫學會議 AGen 2019—The Asian Conference on Ageing & Gerontology	日本 Japan	2	2019 年 5 月 20-22 日 20 th to 22 nd May, 2019
「敢想敢創」澳門青少年服務交流團 Dare to Create—Macau Youth Service Exchange Tour	澳門 Macau	27	2019 年 5 月 30 日 30 th May, 2019
澳洲之旅—促進醫生、護士、物理治療師及職業治療師交流 Australia trip — promotion of doctors, nurses, PTs and OTs	澳洲 Australia	1	2019 年 9 月 16-20 日 16 th to 20 th September, 2019
促進積極和健康老齡化的國際合作 Fostering International Collaboration on Active and Healthy Ageing	西班牙 Spain	1	2019 年 10 月 1-8 日 1 st to 8 th October, 2019



上海華東師範大學師生到訪東涌綜合服務
Students and teachers from the Shanghai East China Normal University visiting the Tung Chung Integrated Services



同工向完成廣州考察的武漢華中科技大學師生送上禮物
Staff presented gifts to students and academics from the Wuhan Huazhong University of Science & Technology who completed the visit in Guangzhou

福利協會分別安排上海華東師範大學、武漢華中科技大學及中國社會科學院大學共 68 位社工系師生到香港及廣州進行考察，讓他們了解社工如何在不同服務中發揮專業及作出介入。培訓學院團隊除帶領參加者在活動中探索個人成長及參觀不同服務單位外，更以探究學習模式作活動框架，讓同學發掘有興趣研究的社會服務主題，藉此加強他們在考察過程中的反思能力。

The Welfare Council also invited 68 social work students and academics from the Shanghai East China Normal University, Wuhan Huazhong University of Science & Technology and the University of Chinese Academy of Social Sciences to tour facilities in Hong Kong and Guangzhou to help them understand the professional roles of social workers and their intervention methods in different services. In addition to leading participants in the exploration of personal growth and visits to various service units, the Training Institute service team also used the enquiry learning model to help them discover topics of interest pertaining to social work, which helped reinforce their abilities to reflect during the learning process.

對外培訓服務 External Training Services

道程專業培訓中心團隊以福利協會的信仰及不同範疇專才所累積的專業智慧為基礎，向其他企業、非牟利團體及內地機構等提供培訓及顧問服務。本年度，中心團隊共為 25 間機構及團體於香港及澳門籌辦 27 項度身訂造的課程，並舉辦了 3 場公開工作坊，共有 1,779 參加人次。

Guided by the Welfare Council's Christian faith and years of wisdom across various areas of expertise, the service team of L.E.A.D. Professional Training Centre provides other corporations and non-profit organisations and organisations on the mainland with training and consultancy services. During the year, the team organised 27 exclusive courses for 25 groups and organisations in Hong Kong and Macau, in addition to 3 public seminars, which had a total turnout of 1,779.



中心為外籍傭工兼教友，舉辦不同的技能提升課程，包括：基本急救及如何照顧患有認知障礙症的僱主及其家屬等
The centre offered various courses on topics such as basic first aid and caring for people with cognitive impairment and their families to the church members who were also helpers

團隊除繼續與香港聖公會聖約翰座堂合辦「移民工牧民中心培訓課程 2019」外，更與香港聖公會明華神學院合辦「同行者—牧區關懷證書課程」。中心團隊亦分別為聖公會青山聖彼得堂幼稚園、聖公會置富始南小學和聖公會基樂小學等聖公會屬校舉辦「職安健講座 2019」、「團隊建立教師培訓工作坊」及「健腦操。提升學習效能家長講座」。

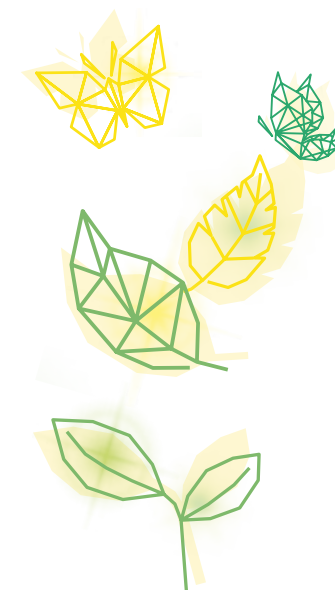
In addition to continuing the "Mission For Migrant Workers Training Program 2019", co-organised with the H.K.S.K.H. St. John's Cathedral, the service team also partnered with the H.K.S.K.H. Ming Hua Theological College to teach the "Certificate of Companion Programme". The team also organised the "Occupational Safety and Health Talk 2019", "Team Building Workshop for Teaching Staff" and "Parents' Talk—Enhancing Learning Effectiveness by Brian Gym®" at the S.K.H. St. Peter's Church Kindergarten (Castle Peak), S.K.H. Chi Fu Chi Nam Primary School and S.K.H. Kei Lok Primary School respectively.

團隊亦開辦了多場國際證書課程，包括：「危機事故壓力管理—小組輔導證書課程」及「BG104 丹尼遜健腦操。26 式證書課程」等，共有 90 名參加者獲頒相關證書。

The service team also organised a number of international certificate programmes, including the "Critical Incident Stress Management—Group Crisis Intervention Certification Program" and "Brain Gym 104: Brain Gym® 26 Movements Certification Program". 90 participants were awarded relevant certifications.



團隊為外間團體設計團隊建立培訓活動，促進團隊之間的認識及合作精神
The service team designed training activities for other organisations to enhance teamwork and collaboration



團隊為聖公會屬校舉辦各式教師退修活動，提升老師與自己身、心、靈的連結，達至內在平安
The service team organised various forms of retreats for teachers of Sheng Kung Hui schools to help them achieve body-mind-soul connection and inner peace



社會企業 Social Enterprises

樂融融 PGR Fusion

樂融融讓福利協會康恩園的精神復康及智障會員透過餐飲、烘焙工作及手工藝創作等，展現「共融」與「愛」的精神，同時亦開辦多元培訓，以提升會員的技能、自主性及就業能力。另外，樂融融亦積極安排會員嘗試不同產品的製作工序。本年度，樂融融除了繼續推出各款精美曲奇禮盒，更首度推出由同工及會員共同製作的手工香皂，廣受顧客喜愛。

PGR Fusion provides ex-mentally ill and mentally handicapped members with opportunities to deliver harmony and love through catering, baking and handicrafts. It also organised various kinds of training to improve the skills, independence and employability of members, and let members participate in different production processes. During the year, in addition to its long-running cookie gift box production, PGR Fusion launched a new line of soap products handmade by staff and members in various scents, which are popular among customers.

活出彩虹工藝坊、B PLUS 專業扭氣球服務、綠無窮環保專門店、青藍天工作室 Rainbow Arts Corner, B Plus Balloon Art Service, the Green Infinity Recycling Shop and Azure Production Workshop

福利協會轄下 4 間位於東涌綜合服務的社會企業，包括：活出彩虹工藝坊、B PLUS 專業扭氣球服務、綠無窮環保專門店及青藍天工作室，分別為東涌區的婦女、待業人士和年青人，提供不同方面的培訓，以發展其個人能力及專長。



樂融融出品的新年曲奇及甜點禮盒
PGR Fusion's Chinese New Year cookie and dessert gift box



樂融融可按客戶要求，製作不同款式的特色香皂
PGR Fusion custom-makes soaps according to customers' requests



B PLUS 專業扭氣球服務的成員為香港聖公會聖士提反堂的活動作場地佈置
B PLUS Balloon Art Service members decorating the event space at H.K.S.K.H. St Stephen's Church



青藍天工作室的青年人為活動提供音響技術支援
Young people from the Azure Production Workshop providing event audio services



活出彩虹工藝坊的學員擔任導師，教授其他婦女製作布藝成品
Students of the Rainbow Arts Corner teaching other women how to make textile crafts

The Welfare Council operates 4 other social enterprises at the Tung Chung Integrated Services, including the Rainbow Arts Corner, B PLUS Balloon Art Service, the Green Infinity Recycling Shop and the Azure Production Workshop, which provide women, unemployed people and young people in Tung Chung with different kinds of training to help them develop personal skills and talents.

好·廚房食物工場、 好·廚房小賣店 Good Kitchen Food Factory & Good Kitchen Tuck Shop

好·廚房食物工場主力為學校、團體及機構供應餐膳，同時提供到會服務及出售節慶食品。食物工場更建立食物安全管理系統，並取得 ISO22000 食物安全管理系統國際認證。此外，好·廚房小賣店配合香港恒生大學賽馬會住宿書院推動「精神健康生活」的主題，推出「寧神花茶系列」，新口味大受師生歡迎。小賣店亦繼續聘用基層婦女負責日常經營，讓她們可重投職場，發展潛能。

The Good Kitchen Food Factory provided catering services for schools, various groups and organisations, including event catering and seasonal offerings. It also established a food safety management system and attained the ISO22000 Food Safety Management System Standard. In addition, the Good Kitchen Tuck Shop took part in the mental wellness-themed campaign of the Hang Seng University of Hong Kong Jockey Club Residential Colleges and launched a series of floral teas, which was popular among staff and students. The tuck shop also continued to employ women from low-income families to run its daily operations to help them return to the workforce and develop their potentials.



綠無窮環保專門店以優惠價錢出售全新及二手物品
The Green Infinity Recycling Shop sells both new and used products at affordable prices



好·廚房小賣店炮製的「洛神花山楂茶」和「百果園柚子蜜」
Chinese hawthorn and yuzu teas from the Good Kitchen Tuck Shop



好·廚房的到會美食色香味俱全
Delicious and beautiful offerings from the Good Kitchen's catering services

躍變·龍城—九龍城主題步行徑

Kowloon City in Transformation — Kowloon City Themed Walking Trail

服務重點

Service Highlights

- 串連九龍城區內的歷史建築和設施，優化公共活動空間，打造全港最長的主題步行徑
Connect historical architecture and facilities in Kowloon City, improve public space and operate the longest themed walking trail in Hong Kong
- 舉辦歷史、藝術和保育活動，推廣及傳承地區文化
Organise historical, artistic and conservation activities to promote and prolong local culture
- 與區內不同持份者合作，透過參與式設計，由下而上推動社區發展
Work with various stakeholders to promote the development of the community through participatory design

服務數據

Statistics



全年活動數目
No. of annual activities
94
項 / Activities



參與活動的人次
Turnout
14,406
人次 / Attendance persons



訪客中心及流動訪客中心的到訪人次
No. of visitors to the Information Centre and mobile Information Centre
10,575
人次 / Attendance persons



Facebook 專頁讚好總數
No. of Facebook page likes
3,243
讚好 / Likes

服務概述 Overview

福利協會獲市區更新基金資助營運躍變·龍城—九龍城主題步行徑（「步行徑」），項目於2018年1月1日起正式營運，為期6年。步行徑全長6.5公里，分為5個特色路段，北端以九龍寨城公園為起點，途經宋皇臺、土瓜灣，連接南端的紅磡聖母堂。步行徑團隊透過不同硬件設施的配置、舉辦文化活動、出版刊物和設立訪客中心等連結區內居民，以及延續及推廣九龍城區的文化歷史。

Supported by the Urban Renewal Fund, the 6-year Kowloon City in Transformation— Kowloon City Themed Walking Trail (Walking Trail) project began operation on 1st January, 2018. The 6.5km trail comprises 5 routes. The northern route starts at the Kowloon Walled City Park and passes Sung Wong Toi and To Kwa Wan to connect with St. Mary's Church in Hung Hom in the south. The Walking Trail team has also designed various hardware facilities, organised cultural activities, prepared publications and established an Information Centre to connect with residents, prolong and promote the cultural history of Kowloon City.





步行徑路段三鋪設特色欄杆、資訊指示牌及地面裝飾（設計概念圖）
A rendering of special railings, information panels and paving blocks along Route 3 of the Walking Trail

團隊舉辦「公共設施測試日」，讓公眾親身體驗長者友善設施
The team organised a day activity to let the public experience elderly-friendly facilities



團隊收集學生及家長的意見，以改良步行徑的硬件設計
Collecting the opinions of students and parents to improve the Walking Trail's hardware design

工作策略 Strategies

優化公共設施及空間 Improving Public Facilities and Space

步行徑團隊致力改善及美化各路段的公共設施，包括：翻新路段的花盆及欄杆、加設地面及地磚裝飾、設置資訊指示牌及安裝長者友善座椅等，以突顯步行徑的連貫性，方便使用者及旅客識別步行徑的路線，並為他們提供實用資訊。

The Walking Trail team aims at improving and beautifying the streets and public facilities, including refurbishing planter boxes and railings, paving blocks and infill blocks, putting up information panels and installing elderly-friendly seats to highlight the Walking Trail's connectivity and to make it more convenient for users and tourists to navigate the trail with practical information.

多元活動連結社群 Bringing the Community Together with Varied Activities

步行徑團隊與學校及地區團體組成「躍龍步隊」伙伴團隊，共同構思及推廣步行徑的活動。另外，團隊亦邀請九龍城區議員、歷史學家、建築學者和設計師組成顧問團隊，就步行徑的硬件設計及活動提供意見。

Working with schools and community groups, the Walking Trail team formed a special taskforce—KC Transformers who thought of ways to promote activities along the walking trail. A Steering Committee was also assembled, comprising of Kowloon City District Councillors, historians, architects and designers to provide insights on the trail's hardware design and activities.

推動參與式設計 Participatory Design in Action

步行徑團隊以街站普查、設計工作坊及公開投票等方式收集公眾對社區設施及公共空間的意見，以及向公眾推廣「參與式設計」的理念，讓居民可就步行徑的公共設施及整個建設過程提出不同想法。

Through roadside surveys, design workshops and public votes, the Walking Trail team collected public opinion towards communal facilities and public space and promoted the idea of participatory design to get residents involved in the design of the Walking Trail's public facilities and the entire construction process.

特色計劃及活動 Special Projects and Activities

舉辦特色活動 推動公眾參與 Connecting the Community

步行徑之訪客中心—躍變·龍城體驗館，每季均與不同的合作伙伴合辦主題活動，如「玩創規劃師」及「社區地膽導賞培訓」等，並定期舉辦導賞、展覽和工作坊，以連繫區內居民，推廣九龍城區的歷史文化。

The Walking Trail team co-organised seasonal themed activities in the Walking Trail's Information Centre with different partners, including "Urban planner: Plan for FUN" and "Community Guided Tour Training". The team also held regular local tours, exhibitions and workshops to bring the community together and promote the history and culture of Kowloon City.

步行徑團隊於2019年舉辦了「牛棚藝術公園開幕典禮—牛棚體驗之旅」及「步遊藝術—步行徑階段展」。前者介紹路段硬件及活動亭等公共設施，讓公眾認識步行徑團隊的工作，後者則展示路段三的硬件設計，並舉辦了一系列的手藝工作坊，讓參加者體驗土瓜灣的文藝氣息，從而推動社區文藝發展及宣傳步行徑。

The Walking Trail team organised "Cattle Depot Artist Village Opening Ceremony: Cattle Depot Experience Journey" and "Walking with Art: Walking Trail Milestone Exhibition" in 2019. The former introduced the facilities such as hardware design and an activity shed to help the public understand the work of the Walking Trail team, whereas the latter showcased the hardware of Route 3 and held a series of art workshops to give participants a sense of To Kwa Wan's cultural and artistic side and to promote community art and the Walking Trail.

善用創意科技 Applying Creativity and Technology

步行徑團隊推出「躍變·龍城手機應用程式」，方便用戶使用程式報名參加活動之餘，亦可透過「互動地圖」功能查閱步行徑的導賞路線，以及透過擴增實境遊戲認識各路段的不同地標。

A mobile application was launched to enable users to sign up for activities, locate routes on its interactive map and to learn more about the landmarks on the trail through the augmented reality games.



躍變·龍城體驗館設有長者友善設施
The Information Centre has elderly-friendly facilities



參加者即席設計及創作獨一無二的街道模型
Participants took part in the creation of a unique model of the street



用戶可透過程式深入了解步行徑的內容及活動
Users can learn more about the Walking Trail and its activities on the app



程式將繼續加入更多擴增實境遊戲
The app is set to feature more augmented reality games

太陽館 Solar Tower

太陽館既是科學教育和研究的基地，也是對外開放的科學展覽館和綜合培訓場地，為公眾提供結合天文學及參與式設計概念之多面向科學活動。此外，太陽館設有度假營地，提供 45 個房間共 200 個宿位，同時附設多個可供租用的活動室，一向是教會、學校團體以至商業機構舉辦各類營會、工作坊或團隊建立訓練的理想之選。

The Solar Tower is more than just a base for scientific education and research: it also serves as an exhibition space for the public and an integrated training venue. Combining astronomy and participatory design, the Solar Tower develops diverse science-based activities for the public. The Solar Tower also leases space—including 45 rooms, 200 bed spaces and activity rooms—to churches, schools and commercial organisations, which is an ideal choice for camps, workshops and team building activities.

創意活動 啟發多元思維 Innovative Activities that Spark Ideas

太陽館連繫了多個專業機構合辦特色主題活動，其中包括：與本地大型平衡車公司於 2020 年 1 月合辦「STEAM x 平衡車探索之旅」，為親子們提供日營及宿營體驗，透過營會活動、工作坊及攤位遊戲等，讓他們從中學習 STEAM 知識，共吸引逾 170 名參加者。另外，太陽館亦邀請了專業設計師及大專講師於營會內講授「設計思維」的課題，引領學童認識 21 世紀解難要訣，提升抗逆能力。

Working with other professional groups, the Solar Tower organised special themed activities, including the family-friendly “STEAM x Balance Bike Adventure” co-organised with a local balance bike company in January 2020. The activity featured day camps and overnight camp with STEAM knowledge-infused camp activities, workshops and booth games, attracting more than 170 participants. The Solar Tower also invited professional designers and lecturer to talk about design thinking in the camps, which introduced students to problem-solving in the 21st century and helped nurture their resilience against challenges.



參加者利用編程控制機械人完成太空任務
A participant programmed a robot to complete a “space mission”



平衡車活動激發孩子的智能及體能，協助他們發掘興趣和專長
The balance bike activity stimulates the intelligence and physical abilities of children to help them discover their interests and abilities

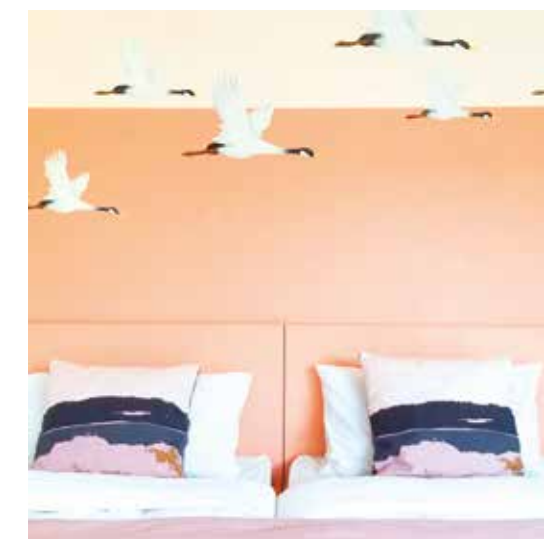
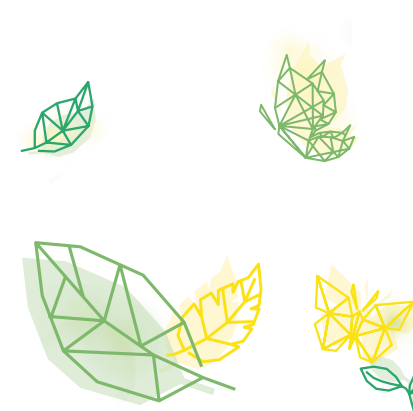
多功能營舍 迎合不同需要 A Multi-purpose Camp for Different Needs

太陽館於 2019 年 12 月推出為期 6 個月的「鄰住幫」義工共居計劃（「鄰住幫」），旨在紓緩在職青年的住屋需要，並讓不同背景的青年人體驗獨立生活之時，亦能在共享空間中擴闊人際網絡，互相幫忙和學習，凝聚正向思維，發揮以生命影響生命的精神。計劃共甄選了 12 名年青人成為住客，他們每月需履行 12 小時的義工服務，為太陽館及社區作出貢獻。另外，於 2020 年 1 月，太陽館把房間翻新，打造成主題家庭房，並獲網上媒體推介，廣受歡迎。

In December 2019, the Solar Tower launched the 6-month “Co-living x Volunteer Scheme”, which provided accommodation, the opportunity to live independently and the chance to expand personal networks for young employed people in need through co-living. The scheme encouraged residents to help and learn from each other, think positively as a team and to make an impact on each other. The 12 young people who were selected for the scheme also had to dedicate 12 hours to volunteer work every month to give back to the Solar Tower and the community. Besides, in January 2020, the Solar Tower renovated and launched a themed family room, which was covered by online media platforms and was well-received.



年青住客的共享休憩空間
Shared recreational space for young residents



「鄰住幫」住客協助設計及粉飾的主題家庭房，感覺繽紛而有生氣
Co-living residents designed and decorated a themed family room to make it feel more energised

國內事工 Services on Mainland China

顧問培訓服務 Consultancy and Training Services

福利協會一直為國內長期合作伙伴—廣州市老人院提供專業顧問培訓服務，本年度更透過專業督導、專題培訓和會議交流等，協助廣州市老人院及第二院（鎮龍院區）優化院內的管理和督導、加強社工在專業評估、個案輔導及開展實證小組方面的專業知識和技巧、提升服務人員的專業水平、完善其「個人照顧計劃系統研發專項」的研發工作，以及探討發展特色服務之新方向。

On top of providing expert consultancy and training services to its longterm partner, the Home for the Aged Guangzhou, the Welfare Council has also been helping it and the Home for the Aged Guangzhou (Second Branch in Zhenlong), through professional guidance, targeted training and conferences, improve their management and leadership, and enhance their social workers' professional assessment skills, counselling, knowledge and skills in evidence-based practices, overall professionalism, as well as develop a personal care planning system and explore new service angles.



國內事工團隊為廣州市老人院第二院（鎮龍院區）的環境佈局及功能定位提供專業意見
The Mainland Services Team providing professional advice on the Home for the Aged Guangzhou's (Second Branch in Zhenlong) environment and functions

參與優化社區安老服務 Helping Improve Community Services for the Aged

福利協會和廣州恩善社會服務中心參與廣州市民政局的社區居家養老服務督導項目，為市內 10 間長者日間護理中心（包括越秀長者綜合服務中心）提供 1 年的專業督導及培訓服務，目標為提升市內長者日間護理中心的服務質素，奠下良好服務基礎。項目團隊會為有關的長者日間護理中心進行恆常督導，同時因應不同中心的需要而提供針對性培訓。因為受到 2019 冠狀病毒病疫情影響而未能中心開展服務，團隊也以網上形式繼續進行督導、培訓及顧問服務等工作。

As part of the Guangzhou Municipal Civil Affairs Bureau's pilot scheme for ageing in place, the Welfare Council and the Guangzhou En Shan Social Service Centre provided 10 day care centres for the elderly, including the Yuexiu Integrated Service Center, with 1 year of professional guidance and training to improve the quality of their services and build a solid foundation for the development of future services. The project team would regularly provide directions and targeted training according to the needs of different day care centres for the elderly. Although the Covid-19 outbreak has impacted the Council's work at the centres, the team has been offering virtual guidance, training and consultancy services.



同工以網上直播形式進行培訓，並跟參加者即時互動交流
An employee providing virtual training and interacting with participants over a live streaming platform

利用網上平台回應服務需要 Responding to Service Demands Online

由於疫情爆發令國內的實體社會服務受到不同程度的影響，故廣州恩善社會服務中心的服務團隊亦改以網上平台推出活動及互動學習小組，當中包括：「腦力一分鐘」健腦頻道、火神山抗疫志願者網上分享會、網上生日會、防疫健康講座、疫情防騙小組及居家運動打卡小組等，讓長者安坐家中也可參與多元活動，與社群互動和連繫。此外，中心團隊為社區的居家養老服務平台及社工站提供網上培訓，藉此加強服務人員的知識和技能，讓他們可互相學習和交流。

During the coronavirus pandemic, the service team of Guangzhou En Shan Social Service Centre began organising activities and interactive classes online, including a brain workout course, a talk by survivors of the virus, birthday parties, seminars on infection prevention, awareness towards scams and home workouts, so the elderly could participate in a variety of activities and interactions without leaving their homes. The team also began offering online training on an ageing-in-place platform and among social workers to help them improve their skills and knowledge, and encourage interactions between them.



同工通過網上直播介紹家居防疫
An employee introducing infection prevention tips at home online



網上培訓題材多元化，內容實用有趣，深受參加者歡迎
Online training offered varied topics and content, which had been popular among participants

澳門事工 Services in Macau

著重培育同工 加強推動青年服務發展 Grooming Staff and Promoting Youth Services Development

澳門社會服務處（「服務處」）著重同工的栽培，同時亦配合澳門政府在「人才培育」、「青年向上流動」及大灣區發展的政策方向，於2019年11月舉行了兩次交流活動，包括：率領同工前往珠海與高技能人才公共實訓中心、北山文化創意產業區及橫琴青年創業谷，就社會服務及培訓經驗交流意見，未來亦會透過轄下不同中心為本澳青少年規劃服務。另外，服務處團隊於同月獲澳門基金會贊助及中聯辦協助舉辦「一帶一路」社會機遇與服務交流，安排19位同工前往西安，認識當地的特殊學習需要和長者服務，同時了解國情。

The Macau Social Services Coordination Office is dedicated to nurturing staff while working in line with Macau's government's plans to nurture talent, drive upward mobility among youth and promote development in the Greater Bay Area. In November 2019, the office organised 2 exchange activities, including bringing staff to the ZhuHai Skills Training Center, the BeiSan Cultural and Creative Industrial Park and the HengQin Youth Entrepreneur Center, where employees exchanged views with the organisations on social services and training. The office's social service units will also develop more services for Macanese youth. Sponsored by the Macao Foundation and supported by Liaison Office of the Central People's Government in the HKSAR, the team organised the "Opportunity and Challenge of 'Belt Road' Social Study Tour" in the same month, where 19 staff were sent to Xi'an to learn more about special educational needs, elderly services and local issues.



同工到訪珠海北山文化創意產業區
Employees at the BeiSan Cultural and Creative Industrial Park in Zhuhai

提升長者居家安全感 Improving at-home Safety for the Elderly

服務處團隊舉辦長幼共融創意發明活動，鼓勵青少年深入了解長者需要，並創作便利長者日常生活的輔助品。另外，服務處團隊推行「長者智能家居與護老者支援服務先導計劃」，其中活動包括：護老者壓力調查及發佈、福利協會的職業治療師為安老服務前線同工及護老者講解如何透過資訊科技軟件學習認知訓練技巧，以及向參加計劃的長者贈送智能家居產品，使護老者可實時了解長者在家情況，減輕照顧壓力，同時令長者可在安全、便利的環境原居安老。計劃也招募了年青人參與義工探訪，協助向長者介紹智能產品的好處及安裝有關產品，有助促進彼此交流互動，達致長幼共融。

The office's service team organised intergenerational innovative activities to help young people understand the needs of the elderly and to design tools that would provide the elderly with the support they need. The team also launched a pilot project on smart living for the elderly and support for caregivers, which included activities such as a survey on the pressure faced by caregivers and an announcement on survey results, and training by the Welfare Council's occupational therapists for frontline

elderly service workers and caregivers on how to apply technology in cognitive training. The team also gifted the elderly with smart home devices to make the work of caregivers easier by helping them monitor the elderly at home, and allowing the elderly to age in place in a safe and convenient environment. Moreover, the project recruited young people to become volunteers who paid the elderly visits to introduce the smart home devices to the elderly, help them install the home devices and enhance interactions between the young people and the elderly, thus promoting intergenerational harmony.

服務結合資訊科技 Incorporating Technology

服務處團隊以資訊科技作為服務媒介，利用虛擬實景技術製作電競賭博影片，向大專生宣傳預防問題賭博及避免過度消費的訊息。另外，服務處團隊舉辦「科」競體驗日，讓青少年參與電競事業技能培訓，希望令他們減少沉迷網絡遊戲和認識自己，隨後，團隊邀請他們協助舉辦大型活動，以提升其自信心，亦讓家長及市民進一步了解青少年的需要及優勢。

Using technology as a medium, the office's service team used virtual reality (VR) to screen a video on gambling on esports to raise awareness among tertiary students on the prevention of gambling addiction and overspending. The team also organised the "Experiential Day on MUST E-sport Center" to train young people in skills needed for a career in the esports industry with the aim of helping them to minimise addiction in online gaming and get to know themselves better. Young people were also invited to plan large events so as to boost their confidence and allow parents and the public to learn more about the needs and strengths of youngsters.

博企支持 共渡「疫」境 Gambling Industry Supports to Combat Covid-19

2019冠狀病毒病在全球蔓延，服務處團隊亦與澳門政府及澳門博彩企業合作，齊心抗疫，目標為令市民盡快重回生活正軌。多間博彩企業均贊助服務處向為不同社區群體提供支援，如贈送防疫物資予有需要人士，藉此傳遞愛與關懷。

The office's service team worked with the Macau government and members of the gambling industry in Macau to help fight the Covid-19 pandemic and bring life back to normal. With the sponsorship of members of the gambling industry, the team provided various community groups with support, including donating infection control kits to people in need to help spread the love and care.

服務處團隊舉辦相片徵集活動，鼓勵市民在疫情下保持樂觀心情
The office's service team encouraged the public to stay positive through a photo campaign



計劃參加者在活動上合照
The project's participants posing for a photo in the activity



參加者置身「VR 逃脫遊戲體驗區」
Participants experiencing gambling addiction in VR

機構點滴

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優質之旅 Quality Journey

福利協會自 1996 年開始推行「優質之旅」，透過各類員工培訓，提升同工的專業技能，持續優化專業服務。同工多年來亦秉持優質管理文化的理念，並以服務對象的福祉為先，實踐以人為本的優質服務，滿足服務使用者的需要和期望。

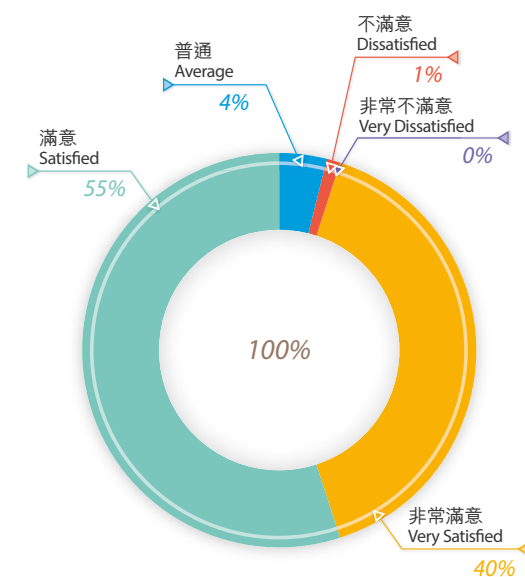
The Welfare Council began its "Quality Journey" in 1996. Since then, the Council, through various forms of training, strives to elevate its staff's expertise and improve its professional services, and its staff have been working hard to sustain quality management, putting the needs and expectations of service users first when delivering its people-focused quality services.

服務滿意度 Service Satisfaction Rate

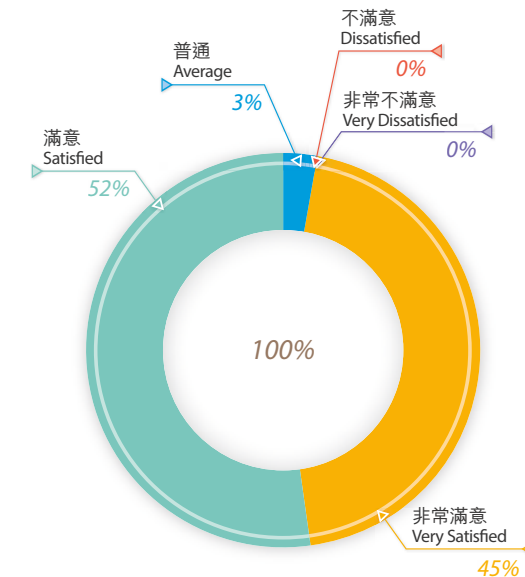
福利協會轄下 73 個服務單位每年向服務使用者及照顧者／家屬進行年度服務滿意度問卷調查，請他們就「整體來說，我對中心／院舍／單位服務的滿意程度是」的問卷題目，以「非常滿意」、「滿意」、「普通」、「不滿意」及「非常不滿意」作出評級。結果顯示 95% 服務使用者滿意或非常滿意福利協會之服務，而 97% 照顧者／家屬滿意或非常滿意福利協會之服務，兩項數據與 2018/19 年度相若，反映服務使用者、照顧者／家屬的整體服務滿意度均維持於高水平。另外，福利協會共收到 277 封服務使用者的嘉許信，這不但是對單位優質服務的認同，亦是對同工努力的肯定和鼓勵。

Every year, the Welfare Council's 73 service units survey service users and their caregivers/family members on the satisfaction level with their experiences at these units. Respondents were asked if they were "very satisfied", "satisfied", "average", "dissatisfied" or "very dissatisfied" with the service they received. During the year, 95% of service users said they were either "satisfied" or "very satisfied" with the Council's services; while 97% of caregivers/family members said they were either "satisfied" or "very satisfied" with the Council's services. The results are similar to that of 2018 to 2019, reflecting a high level of satisfaction towards the Council's services among service users, caregivers/families. The Council also received 277 commendation letters from service users, which not only reflected approval towards the quality services of service units, but also provided employees with well-deserved recognition and encouragement.

服務使用者的服務滿意度 Service Users' Service Satisfaction Rate



照顧者／家屬的服務滿意度 Caregivers/Family Members' Service Satisfaction Rate



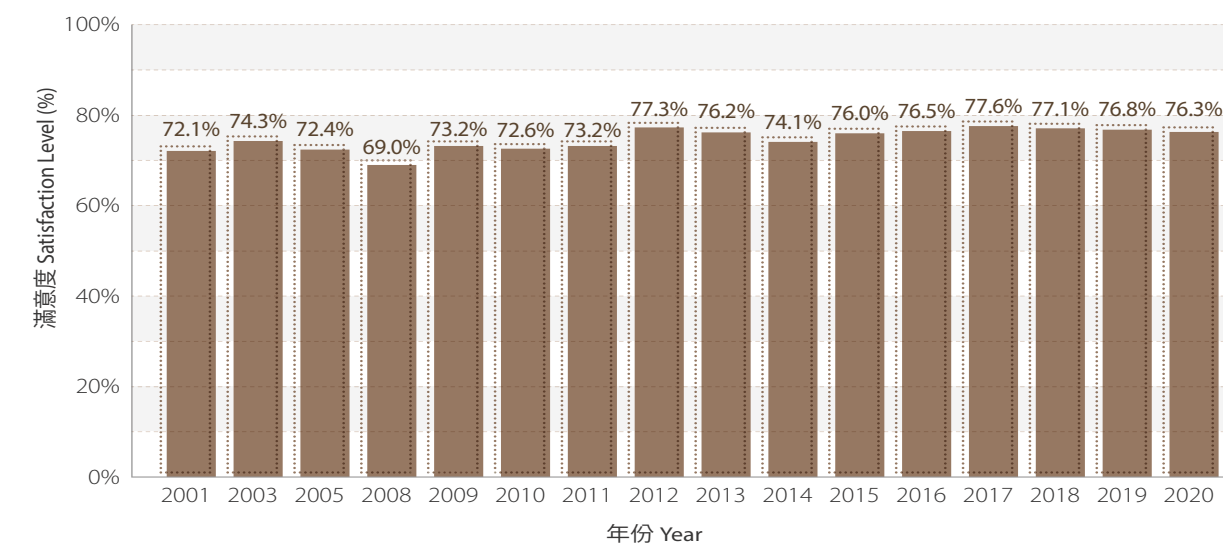
同工滿意度調查 Staff Satisfaction Rate

福利協會每年均舉行同工滿意度調查，目的為適時掌握同工對機構的建議及意見。本年度的全體同工分享會因受 2019 冠狀病毒疫情影响而取消。員工意見調查改以網上問卷及不記名方式進行，結果共收到 709 份有效問卷。同工對福利協會的整體滿意度為 76.3%。同工藉此向機構提出多個寶貴意見，當中包括不少正面欣賞事項，管理層亦逐一跟進及向同工公佈跟進結果，貫徹持續改善的精神。

The Welfare Council also conducts annual surveys among employees to collect their opinions towards the Council and their suggestions. Due to the Covid-19 pandemic, the "All Staff Meeting" was cancelled, so staff submitted their responses online anonymously. The Council collected 709 valid questionnaires and found that 76.3% of employees were satisfied with the Council. Respondents also provided a number of helpful suggestions and many even commended the Council, which have been addressed by management staff in due course in the spirit of continued improvement.

同工對機構的整體滿意度

The Overall Satisfaction of Staff towards the Welfare Council



內部審核 常規監察 Internal Auditing and Monitoring

福利協會的優質管理部負責獨立和客觀審核，以及內部監控諮詢工作，旨在強化機構管治，確保資源妥善及有效運用。本年度，優質管理部進行了 5 項不同類型的內部審核及社會福利署審核前預備工作，包括：1.《服務質素標準》預約審核（包括受資助單位、幼兒學校、自負盈虧單位及總會部門）、2. 院友託管零用現金預約財務審核、3. 安裝防遊走裝置突擊審核（包括安老院舍、長者日間護理中心及復康服務單位）、4. 安老院舍機構名額宿位申請及編配程序審核及 5. 社會福利署到單位審核前之預審工作。雖然部分審核受到 2019 冠狀病毒病疫情影響而延期，優質管理部亦迅速應變，研究透過電郵、電話及視像各項形式進行審核，並預先處理部分文件審核工作（原須在單位作現場審核），然後與單位同工以視像進行審核面談。單位同工對這項新嘗試，表示歡迎。

The Welfare Council's Quality Management Department performs independent and objective audits as well as internal monitoring and consultation to reinforce corporate governance and ensure the appropriate and effective use of resources. During the year, the department conducted 5 types of internal audits and prepared the Council for auditing by the Social Welfare Department. These included: the "Service Quality Standards" planned audits for subvented service units, nurseries, non-subvented service units and the Council's headquarters; 2. Planned financial audits on petty cash for residents of residential care homes; 3. Spot audits on anti-wandering systems (including residential care homes for the elderly, day care centres for the elderly and rehabilitation services); 4. Audits on applications and allocation procedures for the Council's residential care homes for the elderly; and 5. Preparation for inspections by the Social Welfare Department. Due to the Covid-19 pandemic, some auditing procedures had to be delayed. The Quality Management Department stepped in by examining alternative means of auditing, including email, phone and video conferencing. Some procedures involved vetting documents ahead of time (documents were originally supposed to be vetted at the service units) and meeting with service unit staff using video conferencing. Staff of our service units welcomed these new measures.

預審培訓 準備得宜 Well-prepared for Audits

為了讓新到職的同工掌握和理解福利協會的運作，以及為服務表現監察審核作充分準備，優質管理部舉行了一系列的培訓，包括：社會福利署「服務質素標準」簡介、表現監察制度審核的應對技巧及面談技巧分享，以及一系列新同工財務管理培訓，介紹有關固定資產紀錄機制的資產盤點、單位零用及暫存之現金支取機制、活動經費申請及結算。雖然財務管理培訓在疫情期間以網上視像形式進行，但參與的同工均積極投入，踴躍提問。



優質管理部為單位同工舉辦不同主題的培訓
The Quality Management Department organised various training courses for service unit staff

To help new recruits understand the operations of the Welfare Council and to prepare for auditing on service quality, the Quality Management Department conducted a series of training sessions, which included a brief introduction to the Social Welfare Department's "Service Quality Standards", and a sharing on how to tackle service performance monitoring oneself and interview skills during in-person segments. The department also organised a series of financial management training sessions for new staff, including calculating and recording fixed assets, managing and storing petty cash at service units, applying for programme funding and accounting. In light of the coronavirus pandemic, the financial management training sessions were conducted via video conferencing. Participants were engaged and actively asked questions.



優質管理部簡介各項服務質素標準及邀請單位同工分享接受社會福利署審核的經驗
The Quality Management Department giving employees a brief introduction to the "Service Quality Standards" and inviting service unit staff to share their experiences with the Social Welfare Department's auditing procedures

培養職安文化 加強宣傳推廣 Promoting Occupational Safety

福利協會一直努力推動職業安全及健康文化，為同工、服務使用者及訪客營造安全及健康的工作及服務環境。就此，機構定期為同工提供不同類型的培訓，以提升同工的職安健意識，如於本年度舉辦了「緊急應變措施培訓」，目標為加強同工在工作期間遇到突發事件的應變能力。福利協會亦積極與外界分享職安健資訊，如為其他社福機構和學校提供專業職安健顧問服務，宣傳職安健的重要性。

The Welfare Council is dedicated to promoting occupational safety to create a safe and healthy work and service environment for staff, service users and visitors. The Council provides various forms of regular training for staff to improve their awareness towards occupational safety. During the year, the Council organised training on emergency responses to improve the response of employees towards unforeseen incidents at work. The Council also shared its expertise with other parties by providing professional occupational safety consultation services to other social welfare organisations and schools to help promote the importance of occupational safety.



院舍同工參與「緊急應變措施培訓」
The home's staff participated in the training on emergency measures

全面落實感染控制工作

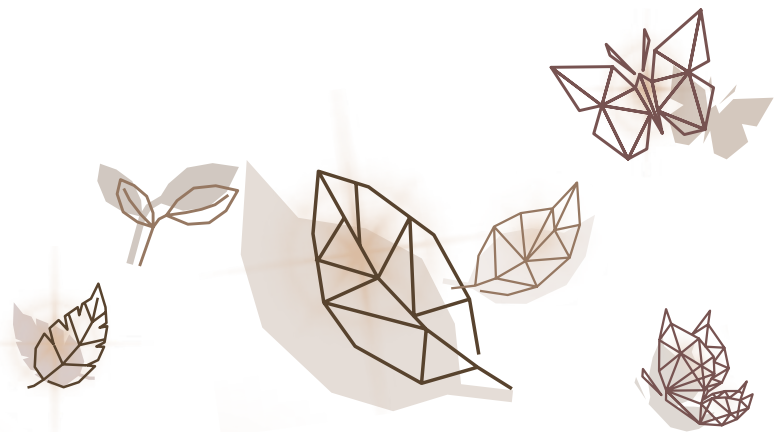
Comprehensive Infection Control Measures

福利協會的感染控制部協助服務單位有效評估、預防和控制傳染病爆發，並了解服務使用者和同工的需要，從而落實感染控制預防及控制策略，推廣健康習慣和行為。部門亦為同工提供有關感染控制的專業培訓，以保障服務使用者和職員的健康。此外，部門協助優化機構之感染控制管理，以提升單位進行傳染病控制的能力，同時與單位檢視感染控制品質系統文件，目標為加強同工認識常見傳染病的預防方法、各防疫物品的特性和使用及「標準防預」和「針對傳播途徑」的防護措施等，防範社區隱形病患者病原體的感染。雖然 2019 冠狀病毒病疫情大幅增加機構對多項防疫物品的需求，但部門亦努力監察各防疫用品的品質，為防疫工作好準備。

本年度，感染控制聯絡主任直接到各服務單位了解其處理防疫的方法和能力，並推行感染控制措施，以及為同工提供有關感染控制工作的技巧和知識培訓，使單位能有效執行及實踐感染控制工作。當同工發現不同傳染病出現之時，亦能迅速啟動通報機制和應變防感染措施，從而預防傳染病在單位內傳播，促使各單位於本年度呈報的傳染病事故和感染人次大幅減少。

By helping service units evaluate, prevent and control the spread of diseases, the Welfare Council's Infection Control Department also made an effort to understand the needs of service users and staff so as to implement infection prevention and control measures and promote healthy habits and behaviour. The department offered professional training on infection prevention and control to staff to safeguard the health of service users and staff. The department also assisted with improving infection control at the Welfare Council, which aims to improve the ability of service units to address and control infections. It went through quality inspection and control documents with service units to reinforce employees' knowledge of preventing the spread of common diseases, features of infection control products and the usage, and infection control measures, including "Standard Prevention Measures" and "Targeted Methods of Transmission" to prevent transmission via silent carriers. In response to the Covid-19 pandemic, the Council's need for infection control tools has increased. The department has therefore been working hard to monitor the quality of infection control supplies to ready service units against outbreaks of infectious diseases.

During the year, the Infection Control Coordinator went to individual service units to learn more about each unit's pandemic prevention measures and capabilities, implement infection control measures and provide employees with training on infection control skills and knowledge to effectively implement and execute them in their units. Staff also have sufficient awareness to, during outbreaks of infectious diseases, swiftly activate alert mechanisms and contingency measures to lower the risk of spreading within service units, which saw a dramatic drop in the number of outbreaks and patients during the year.

出版及研究
Publications and Researches

出版 Publications

一部好戲的誕生：樓住愛

Home with Love

出版：竹園馬田法政牧師長者綜合服務中心

Publisher: Chuk Yuen Canon Martin District Elderly Community Centre

本書闡述了中心於 2016 至 19 年期間在竹園南、北邨開展「樓住愛」計劃，藉著「社、醫、校、福、商」跨界別合作，凝聚居民、培訓「樓長」及累積區內社會資本，為長者建立緊密的支援網絡。

The book is a documentation of "Home with Love" project—the centre's interdisciplinary collaboration with the social, medical, educational, welfare and commercial sectors to unite and train community ambassadors of the Chuk Yuen North and South Estates from 2016 to 2019 in the accumulation of social capital and development of a tight-knit support network for the elderly in the district.

賽馬會「無痛 E 世代」長者膝痛管理計劃—
《雙膝掌門人》絕密遊戲攻略
Jockey Club "E-Generation" Chronic Knee Pain Management
Project for Seniors: Tips Booklet of Master Knee

出版：香港聖公會福利協會有限公司

Publisher: Hong Kong Sheng Kung Hui Welfare Council Limited

福利協會長者服務單位於 2019 年開展了為期 3 年的賽馬會「無痛 E 世代」長者膝痛管理計劃。福利協會亦就此研發了相關的遊戲應用程式—《雙膝掌門人》，本書則配合該程式，以遊戲攻略形式為長者玩家提供不同運動處方的指南。

Having launched the 3-year Jockey Club "E-Generation" Chronic Knee Pain Management Project for Seniors in 2019, the Welfare Council's elderly service units subsequently developed the "Master Knee" mobile game application. The book, an accompaniment to the app, teaches elderly users "hacks" on performing the exercises.



研究 Researches

「藝術築福社區」計劃 Loving in Community

發佈單位：黃大仙長者綜合服務中心
Presented by: Wong Tai Sin District Elderly Community Centre

中心透過「藝術築福社區」計劃培訓長者成為視覺藝術導師，並安排完成培訓的參加者義務向黃大仙區的弱勢社群教授藝術創作。中心委託香港城市大學的崔永康教授研究計劃成效，結果顯示計劃提升了長者學習藝術的動機、教授藝術的效能及參與義工服務的投入程度和內在動力。

The centre trained a group of elderly to become visual art instructors, who went on to become volunteer instructors of visual art to underprivileged residents of Wong Tai Sin. Prof. Eric Chui Wing-hong of the City University of Hong Kong, who was invited to conduct research on the programme, found that it improved the motivation of elderly to learn art, improved their ability to teach art, and made the elderly more engaged in voluntary services and motivated to help others.



程序及前線同工身心靈健康與服務使用者狀況關係研究 An Explorative Study on the Significance of the Body-mind-spirit Well-being of the Frontline Staff and Its Influence on the Well-being of the Service Users

發佈單位：培訓學院
Presented by: Training Institute

研究為了解程序及前線同工參與以「關注個人情緒」為主題的退修及鞏固培訓後，會否有助提升「以人為本」的服務質素及改善服務使用者的情緒健康。結果發現同工參與上述活動後，其進行關顧情緒練習的頻率顯著上升，而他們所屬單位之院友及會員出現正面情緒的情況也隨之增加。此外，同工所屬單位的正面情緒頻率愈高，則更能持守「以人為本」的照顧原則。

The study looked into whether the participation of frontline and programme staff in the retreat and training focused on awareness towards personal emotions would improve the quality of their person-centred services and help enhance the emotional health of service users. Results of the study showed that employees' participation in the said activity increased the frequency of them conducting emotional awareness exercises and residents and members of their respective service units also reported more positive emotions. The study also found that the more positive the service unit, the better employees are able to deliver person-centred care.



同工參與退修活動，培養內在修為和能力
Staff participated in a retreat to nurture their virtue and skills

「僕人領導」研究 Study on Strategies of Developing a Corporate Culture of Servanthood Leadership and the Effectiveness on Staff Retention

發佈單位：培訓學院
Presented by: Training Institute

研究設定之「僕人領導」行為問卷共有 67 條問題，分析顯示「僕人領導」有助同工在心態上更能培育他人，同時提升了個人的工作表現及個人成長等。

The 67-question survey was used in the study, results of which showed that “servanthood leadership” made a positive impact on employees' attitudes, encouraging them to go the extra mile to nurture others, and improving personal work performance and personal growth.



關俊棠神父（站立者）為「僕人領導—領袖發展培育計劃」的顧問
Fr Thomas Kwan (standing) is the consultant of the “Servanthood Leadership Development and Nurturing Scheme”

應用機械人科技支援院舍認知缺損院友成效研究 Deployment of Technology-assisted Interventions in Elderly Care Home for Residents with Cognitive Impairment

發佈單位：香港聖公會福利協會安老院舍
Presented by: Residential Care Homes for the Elderly of the Hong Kong Sheng Kung Hui Welfare Council

研究旨在探討安老院舍應用陪伴機械人「南瓜仔」為有認知障礙院友提供一對一陪伴治療的成效，以及持份者對應用陪伴機械人作為介入治療的觀感。結果顯示「南瓜仔」能有效處理長者的問題行為、降低抑鬱症狀及讓長者維持良好生活質素，從而減輕照顧員的工作壓力。

The publication examined the effectiveness of using the “Kabo Chan” companion robot on elderly residents with cognitive impairment in residential care homes for the elderly and how stakeholders felt about using the robot as therapy. Results showed “Kabo Chan” to be an effective tool at addressing behavioural problems in elderly, boosting depressive moods and improving the quality of life of the elderly, thus helping care workers relieve stress.



「應用機械人科技支援院舍認知缺損院友成效」研究發佈會
Press conference on the “Deployment of Technology-assisted Interventions in Elderly Care Home for Residents with Cognitive Impairment”



陪伴機械人「南瓜仔」有效提升院友照顧水平
The companion robot “Kabo-Chan” helped improve care for residents

手機使用與家庭關係狀況調查

Study on the Effects of Mobile Device Usage on Family Dynamics

發佈單位：澳門社會服務處

Presented by: Macau Social Services Coordination Office

服務處開展以「使用手機對家庭互動的影響」為主題之研究，結果發現近 3 成受訪青少年覺得父母使用手機的時間多於與自己互動。若這種被忽略的感覺持續及長期冷處理，加上家庭成員間亦欠缺正面溝通，則會影響伴侶以及親子間的關係。

The Study on Effects of Mobile Device Usage on Family Dynamics found that almost 30 percent of surveyed teenagers felt that their parents spent more time on their phones than interacting with them. If left unaddressed, in the long run, combined with the absence of direct communication among family members, spousal and parent-child relationships would also be affected.



「手機使用與家庭關係狀況調查發佈」暨遊戲體驗日
Press conference on "Study on the Effects of Mobile Device Usage on Family Dynamics" and Game Experience Day

父母管教模式與孩子情緒氣質之關係調查

Study on Relationship Between Parenting Patterns and Children's Emotion

發佈單位：氹仔青少年及家庭綜合服務中心及聖公會調查研究中心

Presented by: Taipa Youth and Family Integrated Service Centre and the S.K.H. Research and Survey Centre

調查主要探討兒童情緒能力與家長管教模式的關連及相互影響，並以 3 至 12 歲孩子的家長為主要研究對象，結果發現育有特殊學習需要子女之家庭中，佔 8 成夫妻的管教意見不一，且子女受父親影響而產生的負面情緒亦較一般家庭多。

The study examined the interrelations between children's emotions and parenting methods. The subjects were parents of 3 to 12 year-olds. Results showed that 80 percent of married couples who have children with special educational needs do not agree on parenting and children from these families are more likely to develop negative emotions as a result of their father's influence than other families.



同工活動 Staff Activities

職員福利會（「職福會」）定期為同工舉辦多元化的康樂及體育活動，並以「健康」、「信仰」及「平常心」為服務重點，鼓勵同工在工作與生活上取得平衡，以及透過不同活動促進友誼和舒緩工作壓力。

The Staff Welfare Committee organises regular recreational and sports activities for employees. Guided by its focus on health, faith and calm, the committee encourages staff to try to maintain work-life balance and holds various activities to improve friendship and alleviate stress from work.

同工福利 Staff Benefits

職福會工作小組積極聯絡各大商店，並成功為同工爭取不同類別的購物優惠，包括：運動用品、學車、賀年海味及健康食品等，期望能關顧及滿足同工的生活所需。

The Staff Welfare Committee actively sought shopping discounts for staff, including sporting goods, driving lessons, dried seafood and health foods, to help address the needs of employees.

體育活動及興趣小組 Sports Activities and Hobby Classes

職福會籌組男子足球隊及男、女子籃球隊，代表福利協會參與業界社工盃，並與其他機構的同儕切磋球技，建立情誼。另外，職福會於 2019 年 5 月舉行肌能動態運動班，讓同工透過不同訓練改善神經系統的功能、減少痛症和增加身體的靈活性。另亦於 2019 年 6 月至 7 月開辦「卡通公仔蛋糕班」，讓同事可以親手製作美味蛋糕。

Formed by the Staff Welfare Committee, the men's football team and men's and women's basketball team represented the Welfare Council in matches with other teams from the social welfare sector and attended mock meets with other organisations to form firm bonds. In May 2019, the committee organised a Functional Range Conditioning (FRC) course, which gave staff the opportunity to improve their nervous systems, relieve pain and improve flexibility through training. From June to July 2019, the committee also held a baking course which taught staff how to bake cake inspired by cartoon characters.



籃球隊及足球隊定期參與訓練
The basketball and football teams attended regular trainings



肌能動態運動班可提升同工健康
FRC course helps employees improve their body and health

財務報告

Financial Report

香港聖公會福利協會有限公司及轄下服務單位
Hong Kong Sheng Kung Hui Welfare Council Limited and
Service Units Under its Management

資產負債表 31-3-2020 Balance Sheet as at 31st March, 2020

資產	Assets	港幣 HK\$
固定資產	Property, Plant and Equipment	22,931,528
投資	Investment	111,792,410
應收未收及預付	Accounts Receivable and Prepayments	116,180,369
現金及銀行存款	Cash and Bank Balances	361,409,789
總數	Total	612,314,096

基金及債務	Funds and Liabilities	港幣 HK\$
應付未付	Accounts Payable	99,852,270
預收款項	Receipt in Advance	51,189,888
政府資助項目盈餘	Government Project Fund Surplus Account	8,464,662
累計盈餘	Accumulated Fund	63,230,761
指定用途儲備金 (整筆撥款及公積金)	Restricted Reserve (Lump Sum Grant and Provident Fund)	287,396,456*
指定用途儲備金(其他)	Restricted Reserve (Others)	29,883,618
指定用途捐款儲備	Designated Donation Fund	81,698,162
投資重估儲備	Investment Revaluation Reserve	(9,401,721)
總數	Total	612,314,096

* 未來運用整筆撥款儲備的計劃 Plan on future use of Lump Sum Grant Reserve:

- 維持資助服務日常財政運作之穩健性。
Maintain financial sustainability for recurrent operations of subvented services.
- 在人力之計劃及發展投放資源，以吸引及保留人材。
Invest in human resource planning and development for manpower attraction and retention.
- 在服務之計劃及發展投放資源，以回應社區及服務使用者之需要。
Invest in service development to fill service gap as identified in need assessment of community and service users.

全面收入表 截至 31-3-2020

Statement of Comprehensive Income for the year ended 31st March, 2020

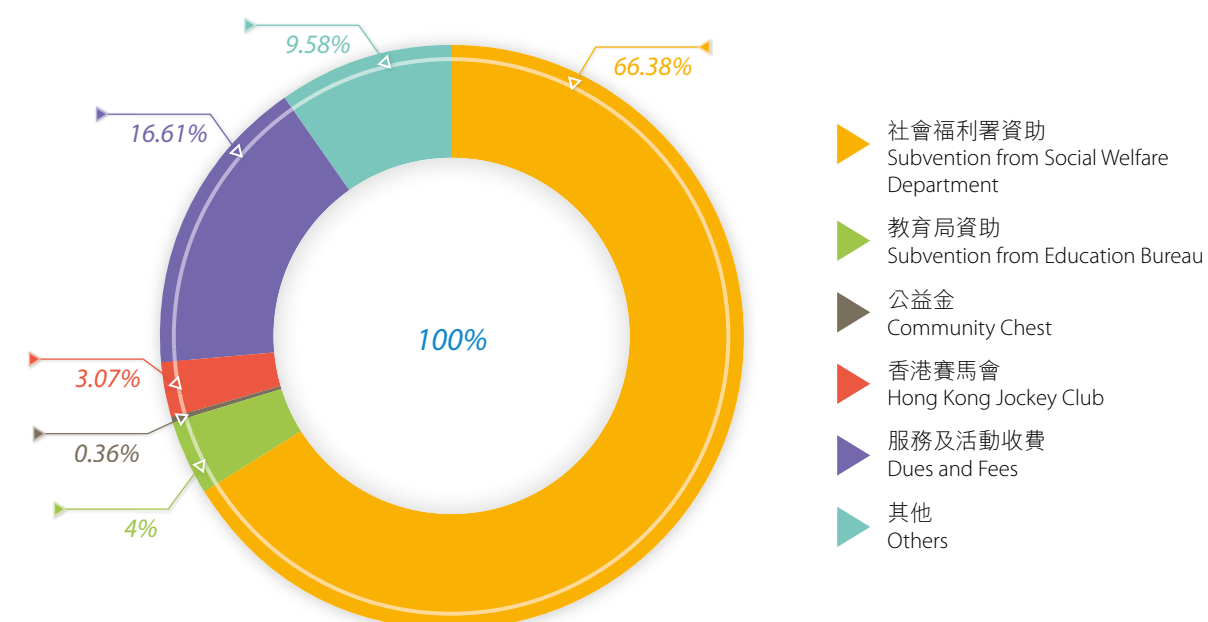
收入	Revenue	港幣 HK\$
社會福利署資助	Subvention from Social Welfare Department	1,033,254,839
教育局資助	Subvention from Education Bureau	62,379,362
公益金	Community Chest	5,617,853
香港賽馬會	Hong Kong Jockey Club	47,753,146
服務及活動收費	Dues and Fees	258,537,231
其他	Others	149,111,783
總數	Total	1,556,654,214

支出	Expenditure	港幣 HK\$
以服務分類	by Service Type	
幼兒服務及特殊教育	Childcare Services and Special Education	124,748,375
青少年及綜合服務	Youth and Integrated Services	317,866,737
安老院舍服務 (津助及自負盈虧)	Elderly Home Services (Subvented and Self-financed)	327,542,740
其他長者服務	Other Elderly Services	359,054,816
復康服務	Rehabilitation Services	205,013,193
醫療支援服務	Medical Support Services	53,722,050
培訓、輔導、顧問及其他服務	Training, Counselling, Consultancy and Other Services	41,193,769
中央行政	Central Administration	70,898,305
總數	Total	1,500,039,985
盈餘	Surplus	56,614,229

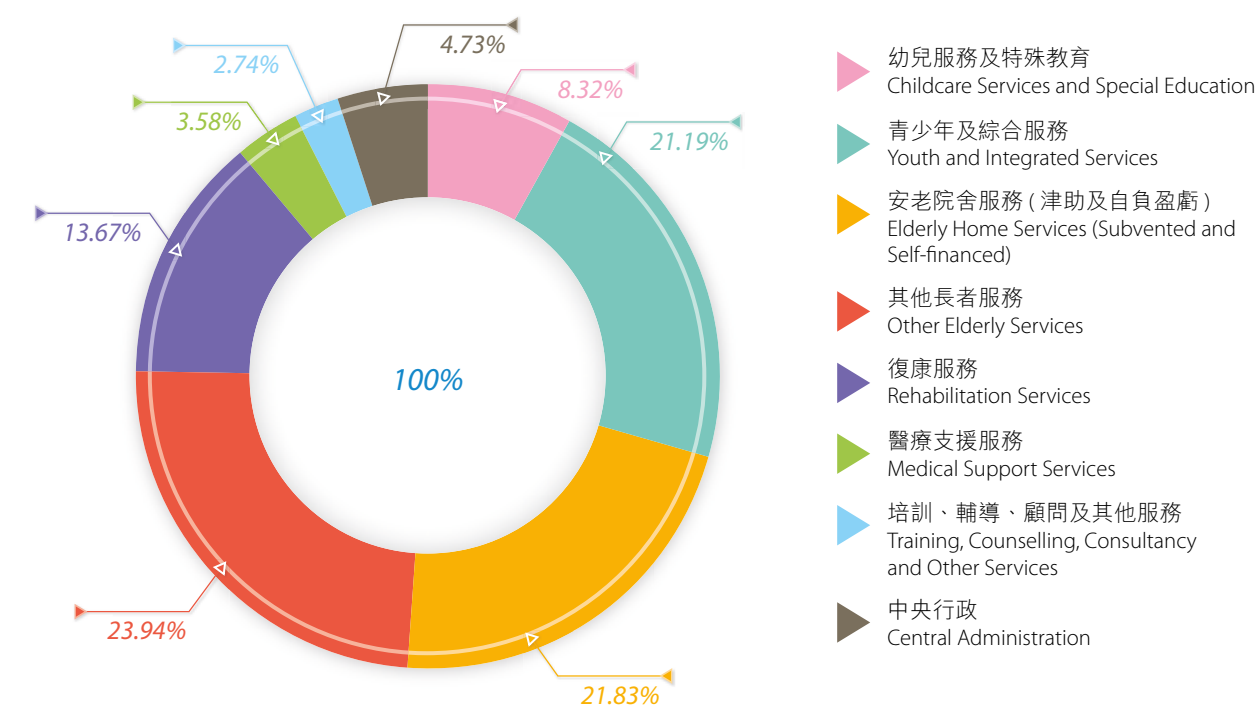
其他全面收入	Other Comprehensive Income	(10,356,125)
總全面收入	Total Comprehensive Income	46,258,104

轉調至整筆撥款及公積金儲備	Transfer to Lump Sum Grant and Provident Fund Reserve Accounts	16,613,042
轉調至指定計劃項目 / 儲備金	Transfer to Designated Project Fund / Reserve Accounts	24,116,272
轉調至累計盈餘儲備	Transfer to Accumulated Fund	5,528,790

全面總收入 Total Revenue



全面總支出 Total Expenditure



2019/20 年度香港經歷了多個風雨飄搖的日子，令不少人心感到迷惘不安，甚至對生活及未來失去信心和力量。在這艱難時刻，福利協會同樣面對不同的挑戰和壓力，但作為弱勢社群的後盾，我們仍然迎難而上，關心社會的迫切需要，盡心為服務使用者提供更到位的身、心、社、靈支援。

福利協會特別感激一群專業同工一直無私緊守崗位，以及各界伙伴在逆境中的各種支援，使我們有能力繼續填補服務空隙，為軟弱心靈雪中送炭。福利協會多年來的努力不僅獲得服務使用者的認同，更得到政府部門、友好機構、不同團體和社會各界的支持和信任，當中包括：勞工及福利局、社會福利署、勞工處、教育局、民政事務局、食物及衛生局、運輸及房屋局、香港房屋協會及澳門特別行政區社會工作局、各資助機構 / 個人基金會、社會團體、宗教團體、義工團體、商業機構、地區議會 / 委員會。

福利協會亦多謝香港聖公會教省、各教區、傳道地區、各牧區和傳道區、各聖品同工及主內兄姊的領導、鼓勵和代禱，同時對各會員機構、福利協會執行委員會與小組委員會提供之意見及指導心存謝意。

哥林多後書 12：9 節說：「我的恩典是夠你用的，因為我的能力是在人的軟弱上顯得完全。」前路縱是崎嶇，只要我們靠著上帝的恩典、懷著信心，最終定會邁向康莊大道。福利協會未來亦將繼續按恩賜和專業經驗，帶領人與人之間重建關懷互信，同時為社會服務使命作出更多貢獻。

Hong Kong faced much difficulty from 2019 to 2020 — the past year has caused confusion, unease, the loss of motivation and confidence in the future. While the Welfare Council faced its share of challenges and pressure, as a pillar of support for many underprivileged groups, we tackled our problems head-on, addressing the pressing needs of society and providing service users with physical, mental, social and spiritual support.

The Welfare Council is grateful for its professional employees, who stayed committed to serve, and its partners who have offered support during the turmoil, empowering us to help the underprivileged weather these difficult times. In addition to achieving recognition from service users for its years of hard work, the Council also received the support and trust of various government departments, partner organisations, various groups and all sectors of the community, including the Labour and Welfare Bureau, the Social Welfare Department, the Labour Department, the Education Bureau, the Home Affairs Bureau, the Food and Health Bureau, the Transport and Housing Bureau, the Hong Kong Housing Authority, the Social Welfare Bureau of the Macau S.A.R., group/private sponsors, community organisations, religious groups, volunteer groups, the commercial sector, and district councils/committees.

The Welfare Council thanks the Hong Kong Sheng Kung Hui and its dioceses, missionary areas, parishes, mission churches, clergies and church members for their leadership, encouragement and prayers. We would also like to express our appreciation for the advice and guidance of our member organisations, members of our Executive Committee and sub-committees.

2 Corinthians 12:9 says “But he said to me, ‘My grace is sufficient for you, for my power is made perfect in weakness.’ Therefore I will boast all the more gladly about my weaknesses, so that Christ’s power may rest on me.” The road ahead may be unpredictable, but as we go forward in faith with God’s grace, there is light at the end of the tunnel. Using our gift from God and expertise, the Welfare Council is committed to taking the lead in rebuilding trust within and doing more for society.



封面設計釋義 About the Cover

天地養份滋養自然萬物，
使其能順應四時更迭，生生不息；
香港聖公會福利協會以愛與關懷滋養生命，
陪伴服務對象走過生命的順與逆，
使其活出豐盛人生。

Nature provides for all beings
so they may thrive through the seasons.
Like nature, with love, care and nourishment,
the Hong Kong Sheng Kung Hui Welfare Council walks
with service users
through dark days and bright
into the light of tomorrow.

