



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



年報 2020-2021 Annual Report

Together We Co-create

敢闖 敢創

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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Hong Kong Sheng Kung Hui Welfare Council Limited



香港公益金
THE COMMUNITY CHEST
會員機構 MEMBER AGENCY



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會徽釋義 The Meaning Behind the Crest



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

香港聖公會福利協會於1966年成立，至今已有55年歷史。在這超過半世紀的時間，福利協會一直本著「個別關懷・全面照顧」的格言和「轉化生命・活出豐盛」的精神，提供適切的服務，回應社會上不同階層人士的需要。

2020-2021年度的香港持續被2019新型冠狀病毒病疫情影響，各行各業受到不同程度的衝擊，而社會上有更多貧窮家庭需要援助，他們所面對的問題亦變得複雜。有見及此，福利協會感恩能獲運輸及房屋局及新鴻基地產支持，發展「同心村」元朗東頭過渡性房屋項目，興建1,800個單位，並在村內提供身心靈支援服務。項目於2021年6月進行祝福暨動土禮，隨後工程順利開展。

此外，為配合政府推動基層醫療的政策，福利協會於2020年中獲食物及衛生局批出「黃大仙地區康健中心」的營運服務合約後，已進入籌備期，現計劃於2022年中投入服務，為區內人士提供全面的基層醫療服務，包括：健康推廣、健康評估、慢性疾病管理和社區服務等支援，同時協調區內其他社會服務機構和醫療康健服務的伙伴，為有需要的市民提供全面的服務。

隨著機構規模日益壯大，董事會繼續意識到風險管理的重要性。有見及此，管理層成立了「風險及危機管理專責小組」，並請各服務單位和總會部門建立其「風險登記表」，讓他們在日常運作中留意可能面對的風險，並部署適當的預防行動。機構亦訂定了風險檢討和通報機制，旨在管控各項可能出現的危機，減低對服務使用者的影響。

福利協會將繼續步武基督，持謙卑的態度提供適切服務，回應社會需要和面對具挑戰性的社會議題。

李國棟

李國棟醫生，SBS，CStJ，JP
董事會主席



The Welfare Council was established in 1966 and has been in service for 55 years. For more than half a century, the Council has been providing pertinent services to respond to the needs of individuals from different strata of the community by upholding the philosophy of “Personalised Service, Holistic Care” and in the spirit of “Transforming Lives” so that they may “Live in Abundance”.

As Hong Kong continues to be affected by the 2019 novel coronavirus epidemic in 2020-2021, many sectors have been affected to varying degrees. More low-income families in the community require assistance, and their problems have become more complex. The Welfare Council is grateful to the support by the Transport and Housing Bureau and Sun Hung Kai Properties to develop “United Court” Transitional Housing Project at Tung Tau, Yuen Long, to build 1,800 units and to provide psychosocial support services in the village. The blessing and groundbreaking ceremony for the project was held in June 2021, and the project has since commenced smoothly.

In line with government policy to promote primary care, the Welfare Council was awarded a service contract by the Food and Health Bureau for the operation of the Wong Tai Sin District Health Centre in mid-2020. The Centre has entered the preparatory stage and is scheduled to commence service in mid-2022 to provide holistic primary healthcare which includes health promotion, health assessment, chronic disease management and community services to the local community while coordinating with other social service agencies and health care partners in the district to provide comprehensive services to the public in need.

As the Welfare Council has grown in scale, the Board of Directors continues to recognise the importance of risk management. Our management has set up a “Risk and Crisis Management Task Force” and asked the service units and the central headquarter departments to establish their risk registers so that staff would be aware of possible risks in their day-to-day operations and deploy appropriate preventive actions. A risk review and communication mechanism has also been put in place to manage all potential risks and minimise the impact on service users.

In response to the community's needs and challenging social issues, the Welfare Council will continue to follow in the footsteps of Christ and serve the community with a humble heart.

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

總幹事報告

Director's Report

55周年慶祝活動

2021年為福利協會成立55周年，主題為「感恩•同行•We Are One」。為感謝同工的付出，機構向同工送上「好菓子」禮物包，除了含有康恩園復康人士參與製作的乾果外，禮物包亦附上總幹事團成員親臨不同單位進行「反轉•Job」體驗的打氣短片。另外，為鼓勵同工感謝和欣賞身邊的同工為機構的付出，管理層舉辦了「尋找『好同事』•『好團隊』」活動，邀請同工將欣賞及感謝化為行動，提名身邊的同工。機構最終收到285份「好同事」及166份「好團隊」的提名，反應踴躍。嘉許禮於2021年11月初舉行，由福利協會執行委員會委員及管理層向獲獎的同工及團隊頒發小禮物，作為答謝的小心意。

新服務發展

面對日漸複雜的社會問題和公眾期望，福利協會一直以服務使用者的福祉為先，特別是在新型冠狀病毒病疫情期間堅守高標準的感染控制措施和鼓勵同工接種疫苗。在持續鞏固現有社會服務的同時，亦積極發展新領域及推動創意和創新的機構文化，以更多元化的服務回應社會需要。

過渡性房屋

為紓緩香港的房屋短缺問題，福利協會響應政府的呼籲，與運輸及房屋局及新鴻基地產合作發展「同心村」元朗東頭過渡性房屋項目，體現了官、商、民三方合作的新典範。此項目規模大，選址理想，周邊配套全面，相信能造福數千居民。此外，福利協會在這個項目中將建築智慧、用家需要和服務理念融合於設施設計中，包括利用「組裝合成建築法」節省施工時間和提高成本效益，並在設計單位佈局時收集了過百位有意入住的服務使用者的意見，當中更加入以人為本的社區服務設施。項目將以8項「康健指標」（科技、健康、情緒、社交、靈性、環保、理財、就業）讓居民得到均衡發展，並透過睦鄰互助提升能力，裝備他們應對未來生活的挑戰。建築工程已於2021年7月正式展開，預計於2022年中正式入伙，團隊將於2021年底陸續展開住客招募，期望「同心村」元朗東頭過渡性房屋項目不只是基層家庭的一個暫住居所，而是一個安穩的家和一個為睦鄰而設計的社區。

政府資助服務

短期食物援助服務隊

福利協會自2009年起於屯門區營運「短期食物援助服務隊」，為因遭逢突變而有即時經濟困難的人士或家庭提供短期食物援助，及後於2017年承接九龍城及油尖旺區的服務。此服務於2021年8月起正式恆常化，福利協會成功申辦了兩隊服務隊（即「屯門、荃灣及葵青」和「九龍城及油尖旺」），將為該兩區有需要人士提供服務。

加強支援有自閉症學生

福利協會轄下之「愛•家庭」賽馬會成長中心於2015年起參與「賽馬會喜伴同行計劃」，為就讀主流中小學是自閉症學生及其家長提供全方位支援。此項目現已成為政府政策並由教育局承接，中心亦獲教育局資助推行為期3年的「全校參與分層支援有自閉症的學生」計劃，為有需要的學生提供不同的小組訓練，旨在提升他們的社會適應能力和學習能力，同時向他們的家長提供諮詢、培訓和朋輩輔導等支援服務。

香港賽馬會資助服務

支援受新型冠狀病毒病疫情影響的獨居及雙老長者

福利協會轄下之長者地區中心及長者鄰舍中心於2020年底獲香港賽馬會撥款推行為期18個月的計劃，為社區上受疫情影響的3,000位獨居及雙老長者提供支援，包括：安排社區大使定期致電長者進行關顧及鼓勵他們進行自我健康檢查、為有需要的長者運送日常必需品和安排他們往返醫院進行檢查、轉介其他醫療服務等，務求令他們在疫情下仍得到適切的照顧和服務。

少數族裔健康計劃

福利協會的多元文化外展服務隊於2021年獲香港賽馬會資助推行為期3年的「賽馬會少數族裔健康計劃」，向社區上的少數族裔推廣健康管理教育，範圍包括婦女和兒童健康、長期疾病管理和防治新型冠狀病毒病於少數族裔社群擴散等，期望可透過外展服務加強對他們健康上的支援。

賽馬會優質教育模式計劃

福利協會屬下之聖多馬幼兒中心與另外3間非政府機構與耀中幼教學院合作，並獲香港賽馬會撥款資助，推行為期3年的「賽馬會優質教育模式計劃」，一同構建一個全面支援嬰兒和幼兒的課程和服務模式，包括提升家長於照顧幼兒的參與度和向社會傳達學前教育對小孩成長的重要性。

社區投資共享基金：社區互助項目

「愛凝聚」啟德社區互助計劃

九龍城青少年綜合服務中心獲社區投資共享基金撥款資助，推行「愛凝聚」啟德社區互助計劃，旨在以「社、福、校」協作模式，透過組織區內家庭成立「家庭學堂」之「家庭教練」社區義工制度，建立鄰里支援網絡，促進社區融合及加強居民對社區的歸屬感，達致「以愛凝聚，互助社區」的目標。

「健康友里」互聯網

黃大仙長者綜合服務中心獲社區投資共享基金撥款，推行為期3年的「健康友里」互聯網，運用「社、福、醫」跨界別協作模式，以運動作介入點，推動居民關注身心健康。計劃亦會於黃大仙下邨建立「樓長制」，編織鄰里互助網絡，體現守望相助精神，連繫區內不同持份者，築成社區健康網絡，齊心抗逆，共建美好社區。

聖公會群體協作

心意行動 — 抗疫緊急援助

自新型冠狀病毒病疫情在港爆發起，福利協會在香港聖公會教省支持下動員聖公會堂、校、社服等群體，以心意行動為平台收集現金捐款、超市禮券和抗疫物資，並向疫情下有需要的家庭提供支援，包括提供超市禮券、協助家長購買子女「在家學習」所需要的電子儀器等。此外，部份教友亦運用政府發放的「消費券」購買電腦、空氣清新機、食物券等所需物資，並透過心意行動發放予有需要的低收入家庭。

承傳感恩

本人謹代表福利協會，感謝香港聖公會教省、各教區、牧區、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。我們會繼續持謙卑的態度，秉持服務弱勢社群的信念，遵從基督的教導，為社會上有需要的人士提供優質和適切的服務，令更多人得到平安和喜樂。

李正儀博士，JP
總幹事

55th Anniversary Celebration

The year 2021 marks the 55th anniversary, with the theme "Gratitude. Togetherness. We Are One". The organisation presented the staff with a "Good Confectionery" gift pack to thank them for their dedication. Apart from the dried fruits made by the participation of the members of Providence Garden for Rehab, the gift pack also included a short cheering video of the Directorate's team visiting different units to undergo the "Turnaround · Job" experience. In addition, to encourage the staff to appreciate and thank their colleagues for their contribution to the organisation, senior management organised a "Searching 'Good Partners' and " 'Good Teams' " campaign, inviting staff to nominate their colleagues to turn their appreciation and gratitude into action. The organisation received 285 nominations for 'Good Partners' and 166 nominations for 'Good Teams', and the response was overwhelming. The commendation ceremony was held in early November 2021, with the Executive Committee members and management presenting small gifts to the award-winning colleagues and teams as a token of appreciation.

New Service Development

In the face of increasingly complex social issues and public expectations, the Welfare Council has always placed the well-being of its service users at the forefront, particularly during the coronavirus epidemic, by upholding high standard of infection control measures and encouraging staff to get vaccinated. While continuing to consolidate existing social services, we are also actively developing new areas and promoting a creative and innovative organisational culture to respond to the community's needs with more diversified services.

Transitional Housing

To alleviate the housing shortage in Hong Kong, the Welfare Council has responded to the Government's call to collaborate with the Transport and Housing Bureau and Sun Hung Kai Properties on the "United Court" Transitional Housing Project at Tung Tau, Yuen Long, which is a new model of tripartite collaboration among the Government, the business sector and the community. With its large scale, ideal location and comprehensive surrounding facilities, the project benefits thousands of residents. In addition, the Council has incorporated architectural wisdom, user needs and service concepts into the design of the project, including the use of the 'Modular Integrated Construction' method to save construction time and improve cost-effectiveness, as well as collecting the views of over 100 potential service users in the layout of the units and incorporating people-oriented community services. The project will provide residents with a balanced development through 8 "wellness indicators" (technology, health, emotional, social, spiritual, environmental, financial and employment). It will equip residents to meet the challenges of the future through neighbourhood empowerment. Construction work has commenced in July 2021, with official occupation expected in mid-2022, and the team will start recruiting residents by the end of 2021. It is hoped that the "United Court" Transitional Housing Project at Tung Tau, Yuen Long will be not only a temporary home for grassroots families but also a secure home and a community designed for good neighbourliness.

Services Subvented by the Government

Short-term Food Assistance Service Team

Since 2009, the Welfare Council has been operating the Short Term Food Assistance Service Team at Tuen Mun District to provide short-term food assistance to individuals or families in immediate financial hardship due to sudden changes in life circumstances. It has since taken over the service in Kowloon City and Yau Tsim Mong District in 2017. The service is regularised from August 2021, and the Council has successfully bid for 2 teams (namely "Tuen Mun, Tsuen Wan and Kwai Tsing" and "Kowloon City and Yau Tsim Mong") to provide services to the needy in these 2 districts.

Enhanced Support for Students with Autism Spectrum Disorder (ASD)

The Welfare Council's "We Love: Jockey Club Centre for Family Enhancement" has been participating in the "Jockey Club Autism Support Network" since 2015 to provide comprehensive support to students with ASD and their parents attending mainstream primary and secondary schools. The programme is now a government policy and has been taken up by the Education Bureau (EDB). The EDB funds the Centre to implement a 3-year "Whole School Approach to Providing Tiered Support to Students with Autism Spectrum Disorders" programme, which provides different group training for students in need, aiming at enhancing their social adjustment and learning abilities, and providing support services such as consultation, training and peer counselling to their parents.

Hong Kong Jockey Club funded Services

Support for Elderly Singletons and Doubletons Affected by Covid-19

The District Elderly Community Centres and Neighbourhood Elderly Centres of the Welfare Council were funded by the Hong Kong Jockey Club in late 2020 to implement a 18-month programme to support 3,000 elderly singletons and doubletons in the community who are affected by the outbreak. The support includes arranging for community ambassadors to make regular phone calls to the elderly and encourage them to conduct self-health checks, transporting daily necessities and arranging for them to travel to and from hospitals for check-ups, making referrals for other medical services, etc. to ensure that they receive pertinent care and services despite the epidemic.

Jockey Club Health Programme for Ethnic Minorities in the Race

In 2021, the Welfare Council's Outreaching Service for Multi-Cultural Community is funded by the Hong Kong Jockey Club to launch a 3-year "Jockey Club Health Programme for Ethnic Minorities" to promote health management education for ethnic minorities in the community, including women's and children's health, chronic disease management and prevention of the spread of coronavirus in ethnic minority communities, to enhance their health support through outreach services.

Jockey Club Quality Education Model Project

In collaboration with 3 other NGOs and the Yew Chung College of Early Childhood Education, and with funding support from the Jockey Club, the Welfare Council's St Thomas' Child Care Centre is implementing a 3-year "Jockey Club Quality Education Model Project" to develop a comprehensive programme and service model to support infants and young children, including enhancing parental involvement in childcare and promoting the importance of pre-school education to the community.

Community Investment and Inclusion Fund: Community Mutual Aid Project

"Love Cohesion" Kai Tak Community Mutual Aid Project

With funding support from the Community Investment and Inclusion Fund (CIIF), the Kowloon City Children and Youth Integrated Service Centre has launched the "Love Cohesion" Kai Tak Community Mutual Aid Project. The programme aims to build a neighbourhood support network by organising families in the district to set up a "Family School" and "Family Coach" community volunteer system to promote community integration and strengthen residents' sense of belonging to the community. The aim is to achieve "Cohesion with Love and Mutual Help".

"Health @ Community" Mutual Support Network

With funding from the CIIF, the Wong Tai Sin District Elderly Community Centre launched a 3-year "Health @ Community" mutual support network project, which uses the cross-sectoral collaboration model of "social, welfare and medical" and uses exercise as an intervention point to promote physical and mental health among residents. The project will also establish a "Building Representative System" in Lower Wong Tai Sin Estate to form a neighbourhood mutual help network, to embody the spirit of mutual help, and to connect different stakeholders in the district so as to form a community health network to fight against adversity and build a better community together.

Working with Sheng Kung Hui Community

Act of Love — Emergency Assistance in the Fight against the Pandemic

Since the outbreak of the coronavirus in Hong Kong, the Welfare Council, with the support of the Hong Kong Sheng Kung Hui Province, has mobilised churches, schools, social services and other groups to collect cash donations, supermarket vouchers and epidemic prevention materials through the Act of Love platform, and provide support to needy families, including the provision of supermarket vouchers and assistance to parents in purchasing electronic devices for their children's "learn at home". In addition, some parishioners also used the "consumption vouchers" issued by the Government to purchase computers, air fresheners, food vouchers and other necessities and distributed them to low-income families in need through the Act of Love.

Appreciation

On behalf of the Welfare Council, I would like to thank the Province of the Hong Kong Sheng Kung Hui, the dioceses, parishes, the Board of Directors, the Executive Committee and the various Sub-committees for their guidance and trust. I am also grateful for the dedication of our staff, government departments, funders, partners, service users and their families, volunteers and donors for their support and encouragement. United, we strive to serve the underprivileged humbly, follow the teachings of Christ and provide quality and pertinent services to the people in need. Together, we sow the seeds of love and care in society, so there may be peace and joy for all.



Dr Jane Lee, JP
Director

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



陳謳明大主教
The Most Revd
Andrew Chan

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Koon Ho-ming, BBS, OStJ



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執行委員會委員**
Independent Director of
the Board of Directors
and Member of the
Executive Committee
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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



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盧健明先生
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洪潔玲女士
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Mr Eric Chan Chi-kwan

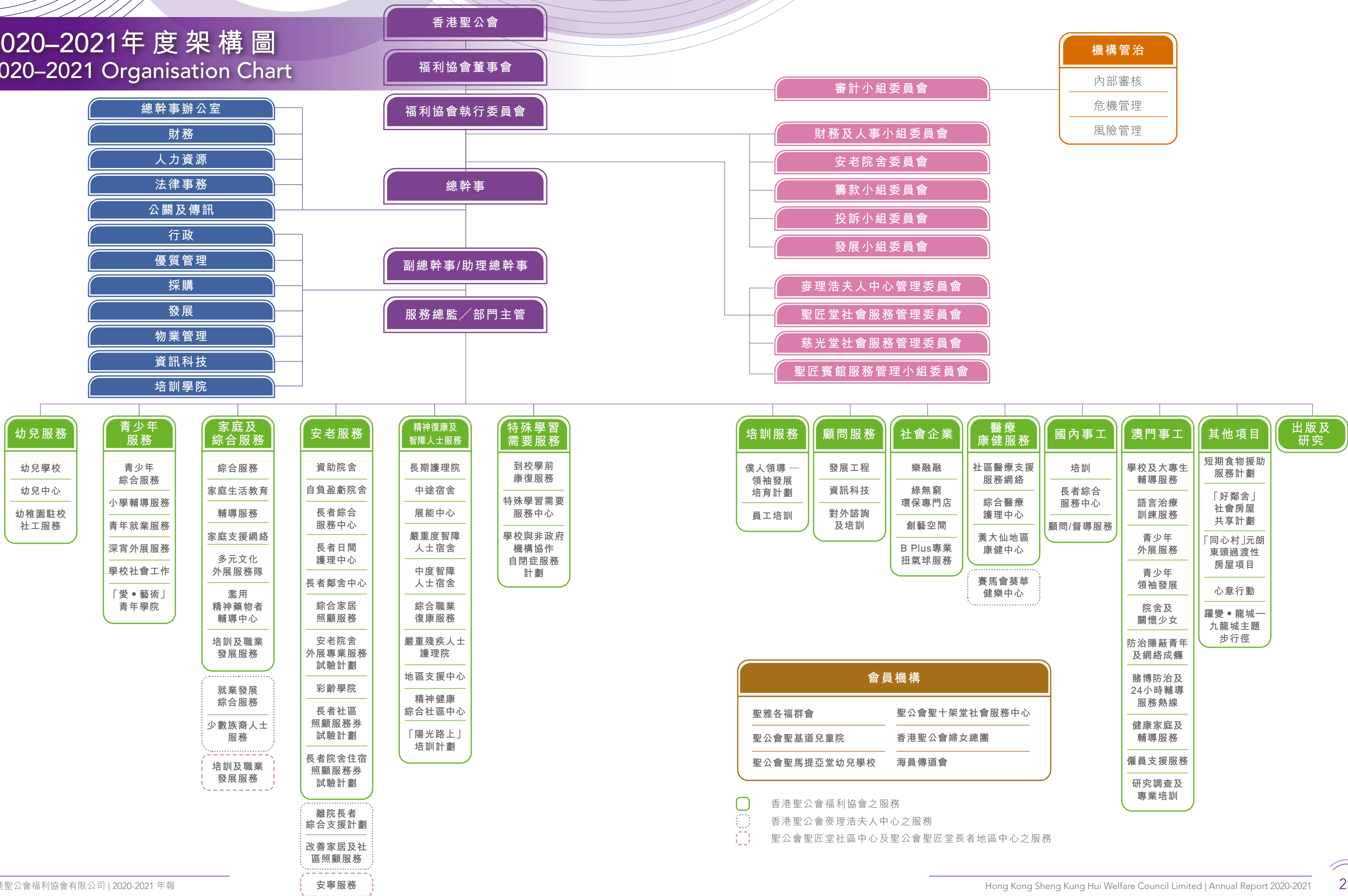
當然委員 Ex-officio Member

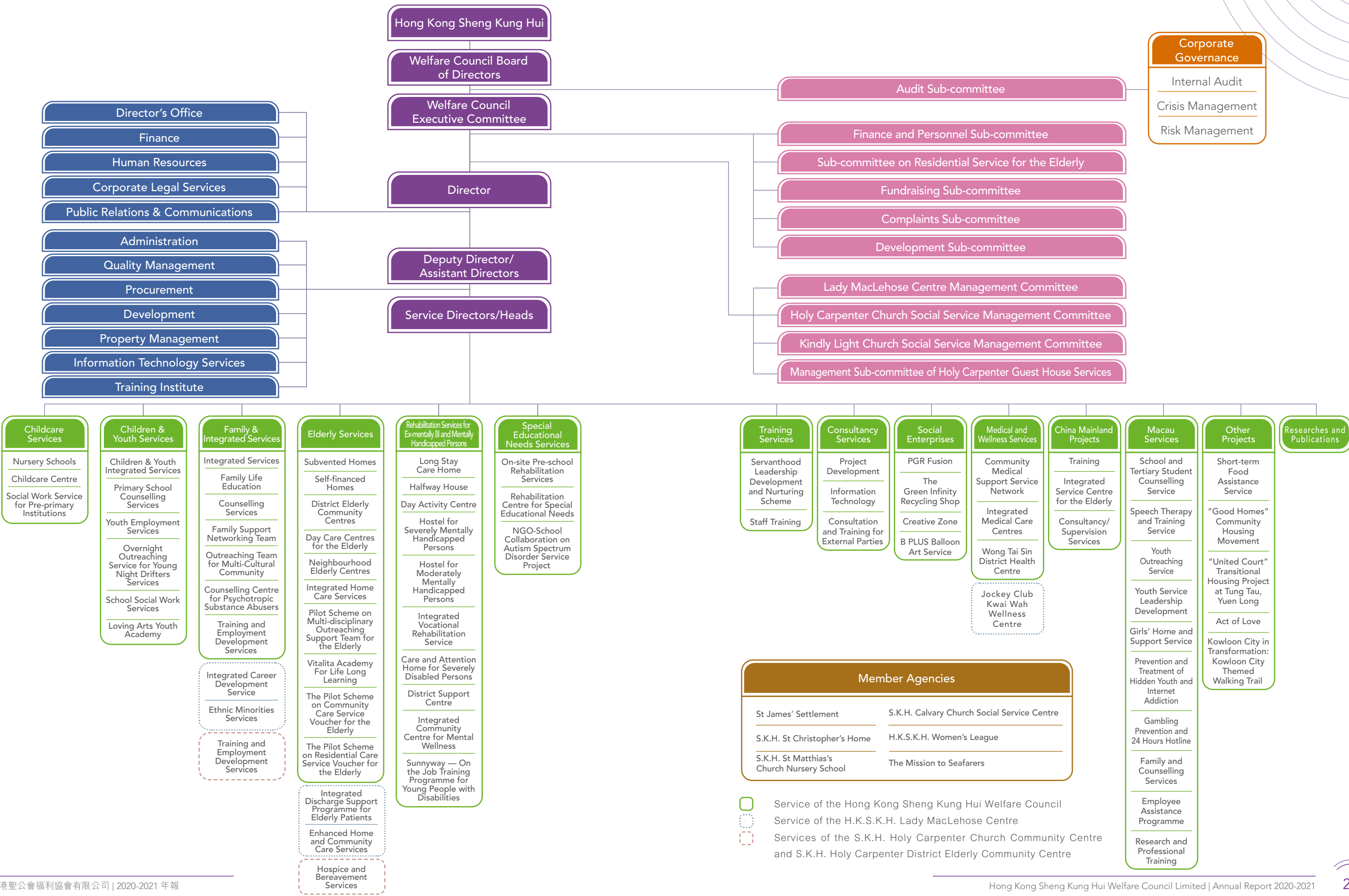
李國豪先生
Mr Lee Kwok-hoo

莊偉文先生
Mr Raymond Chong Wai-man

潘靄君牧師
The Revd Odette Pun

2020–2021年度架構圖
2020–2021 Organisation Chart





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2019-2020年度年會 Annual Meeting 2019-2020

因為疫情關係，福利協會於2020年12月10日舉行的2019至2020年度年會，邀請了香港聖公會教省主教長、福利協會一眾董事會及執行委員會委員以視像形式，與同工一起回顧機構過去一年的工作成果。

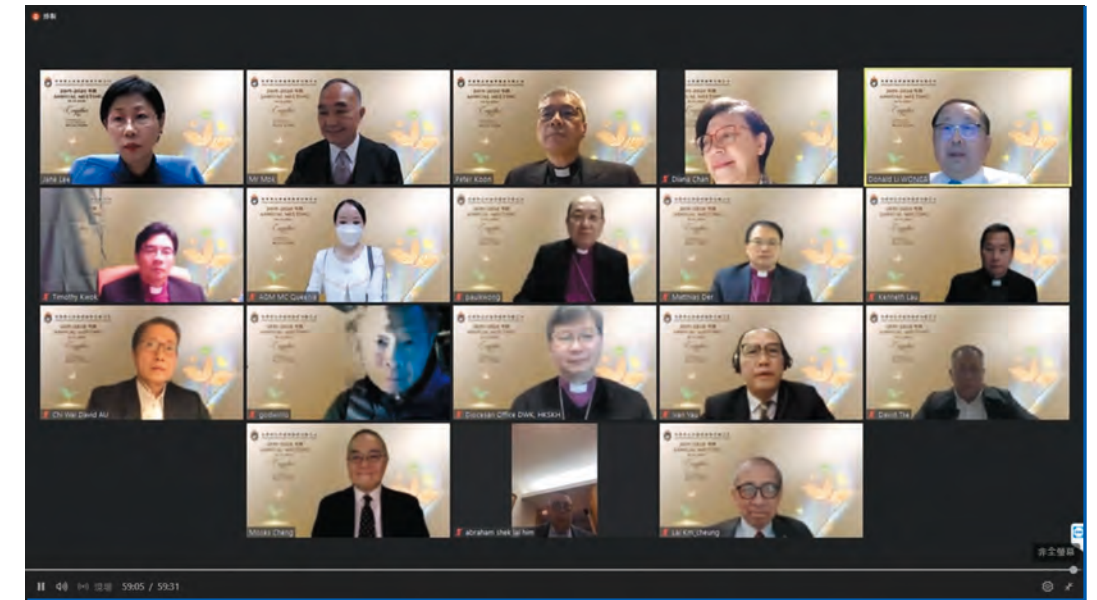
福利協會董事會主席李國棟醫生，SBS，CStJ，JP在會上感激同工在疫情中仍能以服務對象的福祉為先，努力回應社會需要，勇於接受挑戰，走進多個服務新領域。另外，大會邀得時任香港聖公會教省主教長及福利協會名譽贊助人鄭保羅大主教擔任主禮嘉賓，他致辭時回顧自己與福利協會逾30年來在不同方面的協作，令他深切體會到他人的需要，亦體現堂社合作一家親的精神，並希望同工們繼續秉承主的教誨，照顧及關懷弱小，讓他們感到被愛，得到生命的轉化。福利協會總幹事李正儀博士，JP接著代表機構感謝榮休的鄭保羅大主教一直以來的領導，讓福利協會得以持續發展。

本年度，共有逾500位同工獲頒長期服務獎，當中10位同工更服務了30年。福利協會衷心感激他們多年來的支持及貢獻，期望他們日後繼續心懷謙卑，努力為服務使用者提供身、心、靈支援。

Due to the epidemic, the Welfare Council invited Primate of Hong Kong Sheng Kung Hui Province, members of the Board of Directors and the Executive Committee of the Welfare Council to review the achievements of the organisation during the year at the 2019-2020 Annual Meeting held online on 10th December, 2020.

At the meeting, Dr Donald Li, SBS, CStJ, JP, Chairman of the Welfare Council Board of Directors, expressed his gratitude to the staff for their efforts in responding to the needs of the community and taking up the challenge to move into new areas of service despite the epidemic. The Most Revd Dr Paul Kwong, then Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council, was the guest of honour. In his speech, he recalled his collaboration with the Council in various areas over the past 30 years, which had made him deeply aware of the needs of others and the spirit of cooperation between the church and the social service units as a family. He hoped that staff would continue to uphold the teachings of the Lord and care for the weak so that they feel loved and transformed. Dr Jane Lee, JP, Director of the Welfare Council, thanked the Most Revd Dr Paul Kwong, Archbishop Emeritus of H.K.S.K.H. on behalf of the organisation for his continued leadership in keeping the Council on course.

During the year, over 500 co-workers were awarded the Long Service Award, with 10 of them having served for 30 years. The Welfare Council is grateful for their support and contribution over the years and hopes that they will continue to work hard to provide physical, mental and spiritual support to our service users with humble hearts.



時任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、香港聖公會各教區主教、福利協會一眾董事會及執行委員會委員透過視像形式進行年會

The Most Revd Dr Paul Kwong, then Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council, Bishops of different dioceses of the H.K.S.K.H., members of the Board of Directors and the Executive Committee of the Welfare Council conducted the annual meeting through online video



總幹事團成員親自到單位向同工頒發長期服務獎
Members of the Directorate personally presented the long-service awards to the staff at the service units



55周年慶祝活動 55th Anniversary Celebrations



為慶祝機構成立55周年，福利協會舉辦了一連串慶祝活動，以感謝同事與機構彼此同行，並展現「感恩・同行・We are One」的信念。

To celebrate its 55th anniversary, the Welfare Council organised a series of activities to thank our colleagues for their service in the organisation and demonstrate our belief in "Gratitude. Togetherness. We are One".



不同專業 同心同行
United as one across professions



同工在短片中向福利協會送上祝賀
Staff sending blessings to the Welfare Council in the video

55周年啟動禮短片 55th Anniversary Launch Video

10位來自福利協會轄下青少年、家庭、安老及精神復康服務單位的同工獲邀參與拍攝55周年慶祝活動啟動禮短片，從中分享他們在福利協會工作的感受、經歷的小故事，帶出感恩、關懷與同行的訊息。

10 staff from the Welfare Council's youth, family, elderly and mental rehabilitation service were invited to participate in the filming of the 55th anniversary launch video. They shared their feelings and stories about their work with the Council, bringing out the message of gratitude, care and companionship.



來自多元文化外展隊的尼泊爾籍同工分享在福利協會的工作點滴
A Nepalese staff from the Outreaching Team for Multi-cultural Community sharing her experiences of working in the Welfare Council



於福利協會院舍工作十多年的同工，憶述患病期間得到上司與同工的支持
A staff who has worked in the Welfare Council's homes for over 10 years recalling the support she received from her supervisor and colleagues during her illness



尋找「好同事」・「好團隊」 Searching "Good Partners" and "Good Teams"

福利協會舉辦「尋找『好同事』・『好團隊』」活動，鼓勵各同工尋找身邊表現良好，秉承機構核心價值的好同事、好團隊，藉此推動欣賞及正面文化，帶出「感恩・同行・We are One」。大會更於11月8日舉辦嘉許禮，表揚獲獎的207名「好同事」及85隊「好團隊」。



得獎同工齊集嘉許禮分享喜悅
Award-winning staff gathering to share their joy at the commendation ceremony

The Welfare Council organised "Searching 'Good Partners' and 'Good Teams' " campaign to encourage staff to find good partners and good teams around them who are performing well and upholding the core values of the organisation, to promote a culture of appreciation and positivity and bring out the message of "Gratitude. Togetherness. We are One". A commendation ceremony was held on 8th November to recognise the 207 "Good Partners" and 85 "Good Teams".



福利協會董事會獨立董事及執行委員會委員陳唐芷青女士，JP（左圖，左六）及福利協會執行委員會委員謝錫洪先生（右圖，後排左二）頒發「好同事」及「好團隊」獎項
Mrs Diana Chan, JP, Independent Director and Executive Committee Member of the Welfare Council Board of Directors (Photo on the left, sixth from left) and Mr David Tse, Executive Committee Member of the Welfare Council (Photo on the right, back row, second from left) presented the "Good Partners" and "Good Teams" awards

「好菓子·打打氣」及窩心手機貼圖 “Good Confectionery • Cheering Up” and Heartwarming Phone Stickers

福利協會在8月推出「好菓子·打打氣」活動，一方面向所有同事送上美味乾果作為小禮物，表達機構對各同工的欣賞及感謝。福利協會更特別設計一系列窩心手機貼圖，讓同工之間可互相打氣。

此外，總幹事團成員更親臨不同單位進行「反轉•Job」體驗，化身成為實習生體會前線同工的辛勞，同時讓同工感受到機構跟他們一起並肩作戰，使命同行。福利協會的拍攝團隊亦分別將總幹事團成員的實習情況拍成短片，與同工分享，藉此為他們的努力付出予以肯定。

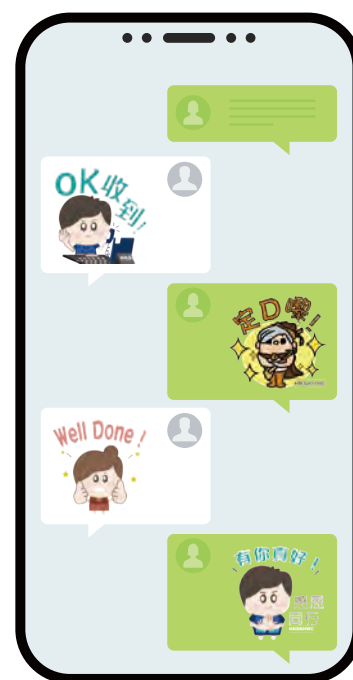
In August, the Welfare Council launched the “Good Confectionery • Cheering Up” campaign to give away delicious dried fruit to all staff as a small gift to express the organisation’s appreciation and gratitude to all staff members. In addition, a series of phone stickers were designed for the staff to cheer each other up.

Members of the Directorate also went to different units to experience the “Job Challenge”, where they were able to experience the hard work of frontline staff as interns, and at the same time, let staff feel that the organisation was working alongside them in their mission. The filming team of the Council made a short video of each of the Directorate members’ internship for sharing with their colleagues in recognition of their hard work and dedication.

福利協會向同工送上「好菓子」，以示謝意
Sending gratitude to the staff of the Welfare Council through “Good Confectionery”



以設計精美的手機貼圖為同事打氣
Specially designed phone stickers to cheer up colleagues



總幹事團成員曾親身到不同單位，體驗前線同工的工作，使命同行
Members of the Directorate visiting different units to experience the work of their frontline colleagues





55周年感恩崇拜 55th Anniversary Thanksgiving Service

55周年感恩崇拜於2021年11月21日(基督君王日)假香港聖公會聖約翰座堂舉行，一同數算主恩，並由香港聖公會教省主教長及福利協會名譽贊助人陳謳明大主教主禮和講道、福利協會董事會成員及執行委員會委員、同工及一眾聖品和友好等亦有出席。陳謳明大主教在講道時簡述福利協會的重要發展歷程，表示福利協會能發展成為全港最大的社會服務機構之一，要感謝上主在過去55年的引領，令福利協會的委員和同工能

透過個別關懷去使人心身飽足、使用全面照顧去建立生命，也以天國工匠的精神去體現天國的擴展。他亦透過「五餅二魚」的聖經故事勉勵同工，縱使面對種種挑戰，也不要輕看個人的力量：「每一個『個人』所付出的努力，所付出一點點的貢獻，足有力量改變世界。」他又指，當大家願意將自己看來微小的力量獻給上帝，祂便能使用各人作祂更大的工。此外，香港聖公會聖樂團和香港聖公會福利協會歌詠團在崇拜上獻詩，參加者也一同禱告，以感謝上帝多年來帶領機構為有需要人士服務。

The 55th Anniversary Thanksgiving Service was held on 21st November, 2021 (Christ the King Day) at H.K.S.K.H. St John's Cathedral to count the blessings of the Lord, with the Most Revd Andrew Chan, Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council, officiating and preaching. Members of the Council's Board of Directors and Executive Committee, staff, and a host of clergies and friends were also present. In his sermon, Archbishop Andrew Chan recounted the important history of the Council, noting that it has grown into one of the largest social service institutions in Hong Kong with thanks to the Lord's guidance over the past 55 years, which has enabled the Council's members and staff to improve the wellbeing of people through individual care, to use holistic care to build lives and to realise the vision of the Kingdom of Heaven. He also used the biblical story of the five loaves and two fishes to encourage our staff not to underestimate the power of the individual despite the challenges we face: "The efforts and commitment of each 'individual', the small contribution they make, has the power to change the world". He also said that when we offer up our seemingly insignificant power to our Lord, He shall surely magnify His work through us. In addition, the H.K.S.K.H. Collegium Musicum Sacrum and the Welfare Council Choir sang hymns during the service. Participants prayed together to thank God for leading the organisation to serve the needy over the years.



福利協會總幹事李正儀博士，JP(中)手持會旗進入教堂
Dr Jane Lee, JP, Director of the Welfare Council (centre), carrying the Council's flag into the church



參加者在55周年感恩崇拜上合照留念
Participants posing for a group photo at the 55th Anniversary Thanksgiving Service

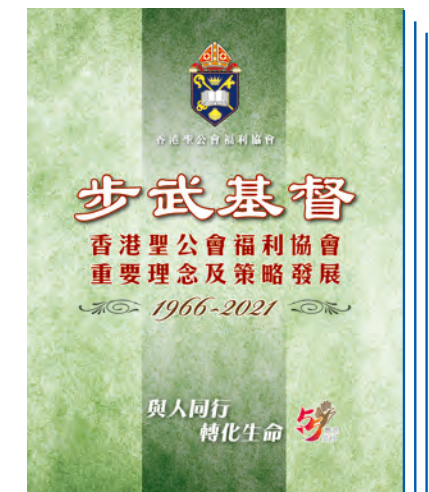
《步武基督 — 香港聖公會福利協會重要理念及策略發展》 Following in the Footsteps of Christ — Key Concepts and Strategic Developments of Hong Kong Sheng Kung Hui Welfare Council

福利協會成立55年來，發展了多元化服務和事工。這些工作一方面為滿足時代的需要，另一方面也反映同工所思所想，反映其能洞悉甚至預視社會所需的思維，也有些是就當時社福界所關注的課題作積極參與。為了回顧及讓讀者了解機構過去的重要理念及策略發展，福利協會值55周年編撰了《步武基督 — 香港聖公會福利協會重要理念及策略發展》。

書中將種種發展歸納為三條主軸。首先，福利協會是以基督信仰為基礎，因此信仰為本的思維一直為服務的重要基石；此包括構建關懷機構和僕人領導的文化；其次，協會非常重視專業水平及服務質素，並以學術與實踐兼備的策略帶動發展；第三，因應社會發展，協會著重創意創新、機構管治及資訊科技的應用等。這三個主軸和其中的重要理念和策略，指導福利協會的服務發展方向，也成為各單位的運作方針和支柱。

In its 55 years of service, the Welfare Council has developed various initiatives and services. On the one hand, these tasks have met the needs of the times and, on the other hand, reflected the ability of our staff to understand and even envisage the needs of the community and participate actively in the issues of concern to the welfare sector at the time. To review and inform the reader of the organisation's key concepts and strategic developments in the past, the Council has compiled the book "Following in the Footsteps of Christ — Key Concepts and Strategic Developments of Hong Kong Sheng Kung Hui Welfare Council" during its 55th anniversary.

The book summarises the development of the categories into 3 main axes. Firstly, the core values of the Welfare Council are built upon the Christian faith. Therefore, a faith-based mindset has always been a fundamental cornerstone of our services; this includes creating a caring and servanthood leadership culture. Secondly, the Council uses theoretical and practical strategies to drive development and attaches great importance to professionalism and service quality. The third axis is the emphasis on innovation, corporate governance and the use of information technology in response to modern practice. These 3 axes and the key concepts and strategies contained therein have guided the direction of the Council's service development and formed the operational guidelines and pillars of each unit.



50至55周年標誌性項目回顧

A Review of the Signature Projects from 50th to 55th Anniversary

糅合設計思維的新項目

Integrating Design Thinking into New Projects

福利協會是業界首個積極推動參與式設計的機構，以設計思維推動內部跨專業、跨服務互動合作，使設計及服務團隊能透過共同討論，突破框限，並在不同的裝修工程和項目設計上強化服務元素，其中包括：於2017年9月獲市區更新基金委託營運的躍變•龍城—九龍城主題步行徑（「步行徑」）、於2020年開展服務的智障人士宿舍及日間中心—迎康園—展能中心及宿舍，以及由福利協會和新鴻基地產合作興建的「同心村」元朗東頭過渡性房屋項目，便是福利協會近年融入以人為本設計思維的代表作。

The Welfare Council is the first organisation in the sector to promote participatory design actively. It believes that design thinking can promote internal multi-disciplinary and cross-service interaction and collaboration. In this connection, design and service teams can together discuss, breakthrough constraints and enhance service elements in designing different renovation projects and programmes. These include: “Kowloon City in Transformation: Kowloon City Themed Walking Trail” (“Walking Trail”), which the Urban Renewal Fund commissioned in September 2017; “Grace Garden for Rehabilitation — Day Activity Centre and Hostel”, a hostel and day centre for mentally disabled persons, which has commenced service in 2020; and the “United Court” Transitional Housing Project at Tung Tau, Yuen Long, jointly developed by the Council and Sun Hung Kai Properties. These projects are representative examples of the Council’s people-oriented design approach in recent years.

- ◎ 福利協會於2017年正式營運躍變•龍城—九龍城主題步行徑，嘗試糅合設計思維於市區更新項目中
- In 2017, the Welfare Council officially launched the Kowloon City in Transformation: Kowloon City Themed Walking Trail, an attempt to integrate design thinking into urban renewal projects



步行徑團隊設計的長者友善座椅包含擺放拐杖及掛鉤的位置，貼合長者需求
Elderly-friendly chairs designed by the walking trail team include areas for cane placement and hanging hooks to suit the needs of the elderly



步行徑團隊親身了解街坊對區內街道設施的看法，著重社區參與和創新思維

The walking trail team understanding in person the views of the residents on the street facilities in the district and emphasises community involvement and innovative thinking

- ◎ 於2020年啟用的迎康園融入設計思維元素，為智障人士構建與人為善的設施和服務
- Opening in 2020, the Grace Garden for Rehabilitation incorporated design thinking to create people-friendly facilities and services for people with intellectual disabilities



復康服務同工和設計、工程團隊組織工作坊，邀請會員一起繪畫以蓮漪為主題的畫作粉飾迎康園
Rehabilitation service workers and the design team inviting members to paint for Grace Garden for Rehabilitation with the theme of Ripple in a workshop

迎康園在裝修設計上融入設計思維，藉此舒緩自閉症人士的情緒
The Grace Garden for Rehabilitation is renovated with a design thinking mindset to soothe autistic persons



- ◎ 「同心村」元朗東頭過渡性房屋項目的單位設計佈局融入設計思維，以用家需要為本
- The layout of the flats in the “United Court” Transitional Housing Project at Tung Tau, Yuen Long, has been designed with the users’ needs in mind



團隊在設計「同心村」元朗東頭過渡性房屋項目的單位時也引入設計思維、參與式設計及以人為本的元素，以切合居民的需要

The team has incorporated design thinking, participatory design and people-oriented elements into the layout of the units in the “United Court” Transitional Housing Project at Tung Tau, Yuen Long to meet the needs of the residents



團隊舉辦「服務使用者聚焦小組及模擬居所體驗日」，讓未來用家就模擬單位的傢俬佈局和硬件配置提供建議

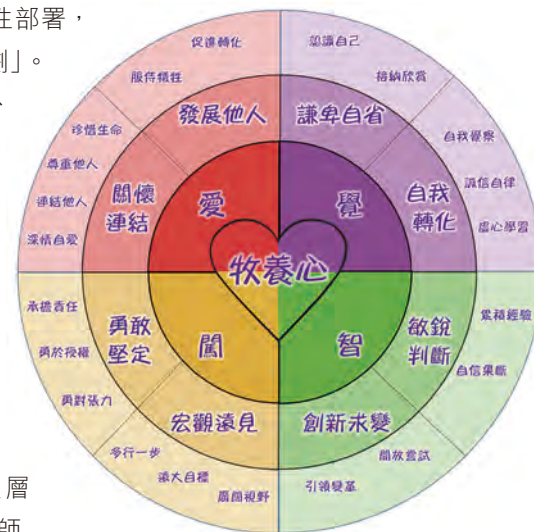
The team organised a “Service User Focus Group” and “Simulated Home Experience Day” for prospective users to provide suggestions on the furniture layout and hardware configuration of the simulated flats

「僕人領導 — 領袖發展培育計劃」及「僕人領導管理層」培訓課程 Servanthood Leadership Development and Nurturing Scheme and Servanthood Leadership Training Programme for Management

為進一步就同工的未來領導力、管理和專業發展作出策略性部署，福利協會於2016年正式推出「僕人領導 — 領袖發展培育計劃」。計劃以5個學習元素組成，包括：神學觀、修為學、技巧課、成長坊和通識論，並以此為培訓框架，設計了一系列相關的培訓活動予僕人領導團隊。

直至2019及2020年，香港先後經歷了社會運動和疫情，社會服務亦面對很大的挑戰和衝擊。福利協會管理層明白面對未來社會上各種挑戰和壓力時，除要有強烈的使命和遠象外，更要有獨特的領導修為與才幹，方可帶領同工持續服務弱勢社群和香港社會。有見及此，福利協會於2021年1月開始推展為期18個月的「僕人領導管理層培訓課程」，以總幹事團、服務總監、部門主管、高級治療師及督導主任為對象，以神學觀、修為及成長、僕人領導4個核心價值（愛、智、覺、闢）課和通識論等為培訓框架，從而提升領導及管理層同工的管治能力。多元化的課程內容，包括：邀請不同背景的資深講者作課堂講授、小組討論、個案研習、書本閱讀、個人反思、戶外學習及教練分享等，目標為能透過不同主題，培育管理層的廣闊胸襟和氣魄，不斷自我完善，成為有宏觀視野的領袖，具體應對社會環境改變和福利協會發展需要的能力。

To help the staff plan strategically in aspects such as leadership capacity, management and professionalism, the Welfare Council has envisioned the “Servanthood Leadership Development and Nurturing Scheme” in 2016 using 5 key learning elements — “Theology, Virtual Cultivation, Management Skills, Personal Growth and Liberal Studies” — as the training framework to design a series of related training activities to strengthen the servanthood leadership team.



「僕人領導」價值行為框架
The “Servanthood Leadership” value-based behavioural framework



香港聖公會教省主教長及福利協會名譽贊助人陳樞明大主教(中)在「君尊義僕」的講座中分享了耶穌作為僕人領導的典範
The Most Revd Andrew Chan, Archbishop and Primate of the H.K.S.K.H. and Honorary Patron of the Welfare Council (centre), sharing how Jesus served as a model of servant leader in his talk “The Servant King”



福利協會總幹事李正儀博士，JP以「耶路撒冷地緣政治看當今香港如何實踐僕人領導」為題與同工工作討論
Dr Jane Lee, JP, Director of the Welfare Council, sharing on the talk “Through Jerusalem’s geopolitics to view how Hong Kong can practice Servanthood Leadership”

and Service Supervisors. The training framework is based on theology, virtue cultivation, personal growth, the 4 core values of servanthood leadership (Love, Ingenuity, Self-Awareness, Heroism), and liberal studies to enhance our staff’s leadership and management skills. The programme comprises diversified contents, including classroom lectures by distinguished speakers from various backgrounds, group discussions, case studies, book reading, personal reflections, outdoor learning and coaching, etc. The aim is to develop the broad-mindedness and vision of the management through different themes, to improve themselves continuously and to become leaders with a broad vision and the ability to respond to changes in the social environment and the development needs of the Council.



香港賽馬會慈善及社區事務執行總監張亮先生就「懷謙卑的心，集思廣益，共闢慈善新猷」專題與同工工作分享，並由福利協會總幹事李正儀博士，JP代表致送紀念品
Mr Cheung Leong, Executive Director, Charities & Community, The Hong Kong Jockey Club, sharing on the talk, “Pooling our Wisdom and Ideas together with a Humble Heart to Venture on New Charitable Initiatives”, was presented with a souvenir by Dr Jane Lee, JP, Director of the Welfare Council

From 2019 to 2020, Hong Kong has experienced an unprecedented social movement and the 2019 Coronavirus (COVID-19) outbreak, both of which have brought tremendous challenges and impacts on social services. The management of the Welfare Council is aware of the challenges and pressures that lie ahead for the community. In facing the challenges of social services in the future, the management of the Council understands that it is necessary to have a strong mission and vision and have unique leadership skills and abilities to lead our colleagues to continue serving the disadvantaged and the community. In light of this, the Council has launched an 18-month “Servanthood Leadership Management Training Programme” in January 2021 for the teams of Directorate, Service Directors and Department Heads, Senior Therapists



鄭慕智博士(站立者)為管理團隊講解投訴及風險管理
Dr Moses Cheng (standing) presented a series of seminars on complaints and risk management to the management team



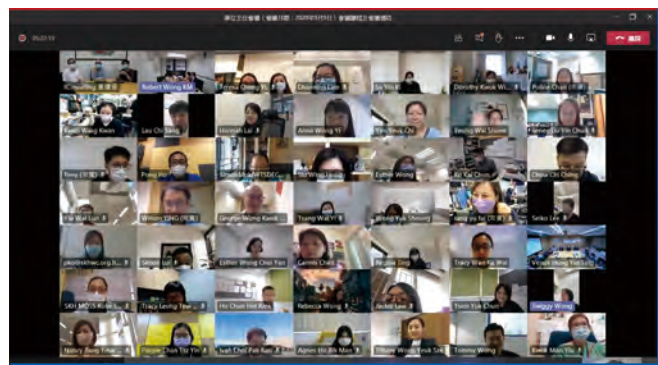
清華大學憲法學博士李浩然先生主講「中國的減貧之路」
Dr Simon Li Hoey, PhD in Constitutional Law, Tsinghua University, speaking on “China’s Road to Poverty Eradication”

香港首個NGOs雲端應用系統中心 Hong Kong's first NGOs Cloud Application Centre

福利協會一直朝著研用科技的方向發展，冀能提升服務質素，近年便透過雲端技術，將財務、人力資源及行政等資訊結合成嶄新的大數據平台，方便管理層利用大數據分析，從多角度了解協會的發展趨勢，從而為未來制定發展方向。此外，福利協會獲香港賽馬會慈善信託基金撥款，建立了香港首個NGOs雲端應用系統中心，將協會現有的家居照顧服務應用系統提升至為全港社福機構提供免費服務。社福機構只要參與「NGOs雲端應用系統中心計劃」，便可免費使用此系統，並透過由雲端系統所收集的服務數據了解服務使用者的服務使用頻率，以及對各項家居照顧服務的需求等，從而提供更適切的服務。系統更配備食材估算功能，協助機構減少廚餘。透過升級版家居照顧手機應用程式，服務使用者亦可查閱各項服務紀錄、每月家居照顧服務應繳費用及每天飯餐內容，增加服務透明度。單位更可透過不同的儀表板資訊，掌握即時服務狀況，如送飯狀況、案主服務位置、當日服務的完成程度等，從而有效快捷地調配人手。



同工可利用家居照顧服務手機應用程式（職員版）查看工作日程表
Staff can use the Home Care Services mobile application (staff version) to check their work schedules



福利協會以雲端服務應用在工作上，如單位主任會議
The Welfare Council has also applied cloud services in its works, such as Unit-in-charge meetings

同時，福利協會將多項雲端服務應用在日常工作上，包括：首次在網上舉行全體同工分享會、周年大會、單位主任會議、不同的研討會及線上線下培訓講座等，並且為所有單位提供雲端儲存空間，以及為全體同工提供一系列的線上文書工具等，方便同工在不同地方工作。

The Welfare Council has been heading in the study and application of technology to enhance the quality of its services. In recent years, the Council has further developed a new Big Data Platform by integrating financial, human resources and administrative information into a cloud-based technology so that the management can use big data analysis to understand the development trend of the Council from multiple perspectives and set the direction for future development. In addition, with funding from the Hong Kong Jockey Club Charities Trust, the Council has set up the first NGOs Cloud Application Centre (NCAC) for NGOs in Hong Kong, upgrading the Council's existing home care application system to provide free services to all social welfare organisations in Hong Kong. By participating in the NCAC Project, welfare organisations can use the system for free and use the service data collected from the cloud to understand the frequency of use by service users and their home care service needs to provide more appropriate services. In addition, the system is equipped with a food estimation function to help organisations reduce food waste. The upgraded home care mobile application allows service users to access their service records, monthly home care service fees, and daily meal content to enhance transparency. The unit can also use different dashboard information to keep track of the service status, such as meal delivery status, service user's location and the completion level of the service on that day for more efficient and effective manpower deployment.

In the meantime, the Welfare Council has also applied many cloud services in its daily work, including the first Online All Staff Meeting, Annual Meetings, Unit-in-charge meetings, various seminars and online and offline training workshops, as well as the provision of cloud storage space for all units and a series of online office applications for all staff to make full use of the convenience brought by cloud technology.



透過大數據儀表板進行全體同工數目分析
Analysis of the total number of staff via big data dashboard

賽馬會社工創新力量：有營市集 InnoPower@JC: Elderly Fresh Market

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黃慧慈同工及樂民郭鳳軒綜合服務中心的林潤玲同工參加了第2屆「賽馬會社工創新力量」計劃，分別成為「創新社工夥伴」及「創新社工夥伴同行者」。同工接受計劃10星期的海外及本地培訓後，籌辦了以有利弱勢社群消費文化為目標的「賽馬會社工創新力量：有營市集」（下稱「市集」），藉著創新手法回應獨居及雙老長者難以購買適量食材的問題，一方面在市集為將軍澳及土瓜灣區的長者出售少份量的食材，讓他們能攝取均衡營養，同時鼓勵商戶為長者提供少份量的食材包裝，共建長者友善社區。

市集推動長者組成籌委會，負責策劃、入貨、分拆、定價、擺檔及與商戶洽商等工序。每星期長者籌委亦會集體向商戶採購食材，令長者可以較便宜的價錢購買不同種類和少份量的蔬菜、乾貨和水果，如一隻香蕉、一隻雞蛋等。由2019年4月至2020年3月期間，光顧市集的長者人次多達1,217，而市集同工、長者籌委及義工更成功取得將軍澳及土瓜灣區逾30個商戶的支持，願意向長者出售少份量的食材。



長者籌委及義工每周出動團購時令食材
Elderly Organising Committee and volunteers making weekly group purchases of seasonal ingredients

Ms Wong Wai-chi, staff of the Tseung Kwan O Aged Care Complex — Jockey Club District Elderly Community Centre cum Day Care Unit and Ms Lam Yun-ling, staff of the Lok Man Alice Kwok Integrated Service Centre, participated in the 2nd InnoPower JC: Fellowship for Social Worker as “Social Worker Follows” and “Buddies” respectively. After receiving 10 weeks of overseas and local training, the staff organised the “InnoPower@JC: Elderly Fresh Market” (“The Market”) to facilitate the consumption culture of the underprivileged groups and responded to the problem of the singleton elderly and the doubleton elderly in purchasing the right amount of food. The initiative encouraged sellers in Tseung Kwan O and To Kwa Wan districts to provide small portion packs for the elderly to build an elderly-friendly community.

The Market is organised by a committee of elderly responsible for planning, stocking, sorting, pricing, stall setting and negotiating with the sellers. Each week, the Elderly Organising Committee would also collectively purchase ingredients from the sellers so that the elderly can buy different types of vegetables, dried goods and fruits, such as a banana and an egg, at a lower price. From April 2019 to March 2020, The Market was visited by 1,217 elderly people. The staff, elderly organisers and volunteers have successfully secured the support of more than 30 sellers in Tseung Kwan O and To Kwa Wan to sell small portions of ingredients to the elderly.



香港賽馬會董事黃嘉純先生(左七)參觀「賽馬會社工創新力量：有營市集」
Mr Huang, Lester G, SBS, JP, steward of Hong Kong Jockey Club (seventh from left) visited the InnoPower@JC: Elderly Fresh Market

社區「時間銀行」服務計劃 Community 'Time Bank' Service Projects

福利協會近年積極推動社區「時間銀行服務」計劃，如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自2017年起推出「織福—長者互助發展計劃」(「織福計劃」)，扭轉傳統上長者擔當受助角色的情況，讓他們透過參與義工服務賺取及儲蓄時分，在有需要時換取服務及實物，推動鄰里互助，促進居家安老。麥理浩夫人中心也獲中銀香港撥款資助，於2020年10月舉辦「時刻共享」社區計劃，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，鼓勵照顧者以義工服務交換時間及潛能資源，推動整個社區參與義工服務，從而為區內家庭照顧者編織鄰舍支援網。



「時刻共享」社區計劃的參加者為其他照顧者家庭義務烹煮晚餐，既可賺取時分，又可減輕他人的照顧壓力
Volunteering participants in the “Be My TimeMate Community Project” preparing dinner for other caregivers’ families, earning hours and, at the same time, relieving others from the stress of caring

The Welfare Council has been actively promoting “Time Banking” projects in the community in recent years. For example, the Tseung Kwan O Aged Care Complex — Jockey Club District Elderly Community Centre cum Day Care Unit has launched the “Seniors’ Mutual Assistance Programme — Blessed Network” (Blessed Network) since 2017. The project aimed to change the traditional role of the elderly as recipients by allowing them to earn and save time through volunteering and exchanging it for services and in-kind items when needed, thereby promoting mutual help in the neighbourhood and ageing in place. With funding support from the Bank of China (Hong Kong), the Lady MacLehose Centre organised a “Be My TimeMate Community Project” in October 2020 to address the situation and needs of grassroots family caregivers in the Kwai Tsing District. The concept of “time banking” and the mode of intervention could encourage caregivers to exchange volunteer services for time and potential resources, and promote community-wide participation in volunteer services, thereby weaving a neighbourhood support network for family caregivers in the district.



「織福計畫」舉辦「大笪地」活動，讓老友記展出親手製作的小食、手工藝作品、書法等，同時換取時分
The “Market” was organised by the “Blessed Network”, where the elderly displaying handmade snacks, handicrafts, calligraphy, etc. and exchanging service points

樓長計劃 Building Representative Scheme

福利協會屬下單位推動「樓長計劃」，目的是為一些人口老化、新建或重建的公共屋邨、居屋的居民，以及新遷入樓宇的住戶建立支援及互助網絡。計劃會邀請住戶擔任樓長，使他們由受助者逐漸變成助人者，為自己及別人的生命帶來轉化。這些計劃包括：於2018年至2021年4月，九龍城青少年綜合服務中心在啟晴邨及德朗邨推行的「家埋里」關愛社區共享計劃，以及竹園馬田法政牧師長者綜合服務中心分別於2016年至2019年及2020年至2023年舉辦的「樓住愛」及「竹園有樂」計劃。此外，福利協會於2018年至2021年獲香港社會服務聯會委託營辦「好鄰舍」社會房屋共享計劃，除了幫助基層市民紓緩住屋需求外，更著重推廣「共住、共管、共生」的鄰里互助文化，如邀請基層街坊擔任樓長，協助參與管理大廈，在鄰里有需要時互相支援，身體力行，實踐「共管」精神。



運輸及房屋局局長陳帆先生，JP在「好鄰舍」共聚分享暨樓長嘉許典禮上表揚樓長「活出共管」精神
A building representative was acknowledged by Mr Frank Chan, Secretary for Transport and Housing, JP, for her co-management abilities at Good Home's Gathering cum Award Ceremony



「樓住愛」計劃的樓長在新春期間寫揮春，為社區增添新年愉快氣氛
Building representatives of the "Good Home" Project writing spring couplets to add a cheerful atmosphere to the community during the Chinese New Year

The Welfare Council's service units have been promoting the "Building Representative Scheme". The aim is to establish a supportive and mutual help network for residents of public housing estates and Home Ownership Scheme estates with an ageing population, newly built or redeveloped, as well as new residents. Staff of the schemes would invite residents to be "building representatives", which enable them to gradually become helpers and bring about changes in their own lives and the lives of others. From 2018 to April 2021, the Kowloon City Children and Youth Integrated Services Centre launched the "Together we build" Caring and Sharing Community Project in Kai Ching Estate and Tak Long Estate. Chuk Yuen Canon Martin District Elderly Community Centre organised the "Home with Love" project from 2016 to 2019 and the "Together with Joy" project from 2020 to 2023. In

addition, the Council has been commissioned by the Hong Kong Council of Social Service to run the "Good Homes" community housing movement from 2018 to 2021, which not only helped alleviate the housing needs of the grassroots but also promoted the neighbourhood culture of "co-housing, co-management and co-living". For example, by inviting the local neighbours to become building representatives, they can practise the spirit of "co-management" by helping to participate in the management of their buildings and providing mutual support to their neighbours in times of need.

「家埋里」關愛社區共享計劃的樓長們親自炮製及分享傳統家鄉菜，增進鄰里間的了解
Building representatives of the "Together we build" Caring and Sharing Community Project shared their traditional hometown dishes to enhance neighbourhood bonding



中銀 — 浸大中醫社區中風預防及康復計劃 BOC-HKBU Chinese Medicine Community Stroke Prevention and Rehabilitation Scheme

福利協會一向以物理治療及職業治療作為復康治療的主導，同時亦將中醫藥治療引入服務中，為日後推動結合中西醫的中風復康治療作好準備。本年度，福利協會獲中國銀行（香港）的資助，與香港浸會大學中醫藥學院合作在社區推行為期3年的「中銀 — 浸大中醫社區中風預防及康復計劃」，透過醫社合作模式，於福利協會屬下單位設立4個社區中醫治療中心，為中風長者提供免費針灸及服用中醫粉治療。此外，計劃團隊舉辦了中醫健康教育講座及長者健康大使計劃，提升社會大眾對中風防治的關注。



中風長者接受免費針灸治療
Free acupuncture treatment for elderly stroke patients



中醫師教導長者按壓風池穴，舒緩頭痛、暈眩等徵狀
Chinese medicine practitioner teaching the elderly to press the "Wind Pool Point" to relieve symptoms such as headache and dizziness



眾嘉賓在「中銀—浸大中醫社區中風預防及康復計劃」啟動禮上合照
Group photo of guests at the launching ceremony of the "BOC-HKBU Chinese Medicine Community Stroke Prevention and Rehabilitation Scheme"

The Welfare Council has been using physiotherapy and occupational therapy as the mainstay of rehabilitation treatment. It has also introduced Chinese medicine into its services to prepare for the future integration of Chinese and Western medicine in stroke rehabilitation treatment. With funding support from the Bank of China (Hong Kong) Limited, the Council and the School of Chinese Medicine of Hong Kong Baptist University (HKBU)

have jointly launched a 3-year "BOC-HKBU Chinese Medicine Community Stroke Prevention and Rehabilitation Scheme" in the community during the year. Through the medical-social partnership model, 4 community Chinese medicine treatment centres were set up in the units of the Council, providing free acupuncture and Chinese medicine treatment to elderly people suffering from a stroke. In addition, the project team organised health education talks on Chinese medicine and an Elderly Health Ambassador Scheme to raise public awareness of stroke prevention and treatment.



中醫師為中風長者診症及評估其手部活動能力的康復進度
Chinese medicine consultation to assess the progress of recovery of hand mobility in elderly with stroke

「同心村」元朗東頭過渡性房屋項目祝福暨動土禮 The Blessing and Ground Breaking Ceremony of the "United Court" Transitional Housing Project at Tung Tau, Yuen Long



行政長官林鄭月娥女士，GBM，GBS與一眾嘉賓和代表跟有意入住「同心村」元朗東頭過渡性房屋項目的市民合照
Mrs Carrie Lam Cheng, GBM, GBS, Chief Executive of HKSAR posed for a photo with guests, representatives and those who wish to move in to "United Court" Transitional Housing Project at Tung Tau, Yuen Long

福利協會與新鴻基地產於2020年宣佈共同合作興建「同心村」元朗東頭過渡性房屋項目，並於2021年6月16日舉行祝福暨動土禮，見證項目邁向新里程碑。

「同心村」元朗東頭過渡性房屋項目以組裝合成法(MiC)建造，整個屋村分為8大居住區域，提供4種戶型、共1,800個單位，預計於2022年7月落成後，全期可為5,000個弱勢家庭提供適切居所。項目特色包括：(1)選址元朗東頭，鄰近港鐵元朗站、朗屏站及元朗市中心，交通便捷，社區配套完善；(2)設有不同利民設施，包括：綜合服務中心、社區園圃、社區小廚、生活用品借用館、便利士多、自助洗衣房和垃圾回收站等，切合居民生活所需；(3)由社工

團隊為居民提供課餘託管、親職教育、健康指導、就業培訓及社區參與機會，提升居民的能力並培養其歸屬感；及(4)引入首個在過渡性房屋應用的八個「康健指標」，按居民身、心、靈健康的需要提供支援，目標是鼓勵居民培養良好的生活習慣和建立自信。



一眾主禮嘉賓主持動土儀式
Officiating guests at the groundbreaking ceremony



嘉賓即場參觀「同心村」元朗東頭過渡性房屋項目的建築模型
Guests were shown the building model of the "United Court" Transitional Housing Project at Tung Tau, Yuen Long

The Welfare Council and Sun Hung Kai Properties announced in 2020 to build "United Court" Transitional Housing Project at Tung Tau, Yuen Long. A blessing and groundbreaking ceremony was held on 16th June, 2021 to mark the milestone of the project.

The "United Court" Transitional Housing Project at Tung Tau, Yuen Long is built by the Modular Integrated Construction (MiC) method. The development will be divided into 8 large residential areas, providing 1,800 units in 4 different household types. Upon expected completion in July 2022, it will

provide suitable housing for 5,000 disadvantaged families. The project features include (1) located at Tung Tau, Yuen Long, which is close to Yuen Long MTR Station, Long Ping MTR Station and Yuen Long Town, with convenient transportation and comprehensive community facilities; (2) various facilities for the benefit of the residents, including an integrated service centre, a community garden, a community kitchen, a lending library for daily necessities, a convenience store, a self-service laundry and a refuse collection point; (3) providing residents with after-school care, parenting education, health guidance, employment training and community participation opportunities by a team of social workers, to enhance the residents' abilities and foster their sense of belonging; and (4) introducing the first "8 Well-Being Indices" in transitional housing to provide support to residents according to their body, mind and spiritual well-being needs, to encourage them to develop good living habits and build up their self-confidence.



「同心村」元朗東頭過渡性房屋項目
高空俯瞰圖
An aerial view of "United Court" Transitional Housing Project at Tung Tau, Yuen Long

黃大仙地區康健中心 Wong Tai Sin District Health Centre

福利協會於2020年9月獲食物及衛生局批出營運黃大仙地區康健中心的3年服務合約，合約期為2022年6月至2025年6月，中心以推廣基層醫療服務為基礎，以及醫社合作、公私醫療合營和地區為本的原則，透過跨專業服務模式，提供健康推廣、疾病預防、慢性疾病管理及社區復康等基層醫療服務，目的為提升市民預防疾病的意識和自我管理健康的能力，讓醫療服務的著眼點，由治療轉為預防。



服務團隊於2021年4月前往主中心選址了解項目施工進度
The service team understanding the progress of the project onsite in April 2021

In September 2020, the Welfare Council was awarded the operation service contract by the Food and Health Bureau for a 3-year operation of the Wong Tai Sin District Health Centre from June 2022 to June 2025 to promote primary care services with the principles of medical-social collaboration, public-private partnership and district-based care. Through a multi-disciplinary service model, the centre will provide primary healthcare services in health promotion, disease prevention, chronic disease management, and community rehabilitation to enhance the public's awareness of disease prevention and health self-management and shift healthcare services' focus from treatment to treatment prevention.

黃大仙地區康健中心位於鑽石山第一期公共屋邨發展項目
Wong Tai Sin District Health Centre is located at the Diamond Hill Public Housing Estates Project Phase 1



恩駿長者日間護理中心 Yan Chun Day Care Centre for the Elderly

福利協會於2020年3月成功申辦社會福利署於火炭駿洋邨駿爾樓一所長者日間護理中心。中心設有60個服務名額及5個指定暫託名額，並額外增設10個名額，為有個別需要的長者延長服務時間至晚上8時。中心為沙田區60歲或以上身體機能屬中度或嚴重缺損的體弱長者（包括認知障礙症長者）提供日間照顧及支援服務，協助他們保持活動能力、發展潛能、改善生活質素和紓緩護理老者的照顧壓力，使長者能在熟悉的社區安老。



中心長者可在消閒徑踱步
The elderly can take a stroll on the leisure trail

中心團隊考慮到認知障礙症長者的獨特需要而設計不同設施，如消閒徑和多感觀互動牆，讓長者可在安全及自在的環境下漫步、休息，以及透過互動設置刺激長者的視覺及嗅覺感觀，增加他們與環境互動的趣味。此外，中心引入陪伴機械人和VR虛擬實景訓練等科技，同時添置由福利協會研發的點餐機，讓長者更掌握自己在中心內的膳餐情況。中心亦增設醫護到戶診症服務，包括：普通科及老人科專科醫生、足療師、中醫師、傷口科護士、營養師、藥劑師服務和牙齒檢查，以填補傳統長者日間護理中心的服務空隙。中心原定2020年9月投入服務，惟駿洋邨於疫情期間曾用作中央隔離中心，故延2021年4月才收回處所，並將於2021年8月投入服務。

In March 2020, the Welfare Council successfully bid for a day care centre for the elderly at Chun Yi House, Chun Yeung Estate, Fo Tan, with 60 service places and 5 designated respite care places, and an additional 10 places, to extend the service hours to 8pm for elders with individual needs. The centre provides day care and support services for frail elders aged 60 or above with moderate or severe impairment (including those with cognitive impairment) in Sha Tin to help them maintain their mobility, develop their potential, improve their quality of life and relieve the stress of the caregivers so that the elders can age in a familiar community.



中心設有休閒雅座，予長者自在的休息空間
The centre's resting places allow the elderly to rest in a comfortable environment

The centre team has taken into account the needs of the elderly with cognitive impairment and designed different facilities, including a leisure trail and a multi-sensory interactive wall, to allow the elderly to stroll and rest in a safe and comfortable environment, as well as to stimulate their visual and olfactory senses through interactive settings to increase their interest in interacting with the environment. In addition, the centre has introduced technologies such as companion robots and VR virtual reality training and a meal ordering machine developed by the Welfare Council to enable the elderly to grasp the information of their meal in the centre better. The centre has also introduced several home-based services, including general and geriatric specialists, podiatrists, Chinese medicine practitioners, wound care nurses, dietitians, pharmacists and dental check-ups, to fill the gap in the services provided by traditional day care centres for the elderly. The centre was initially scheduled to commence operation in September 2020. However, Chun Yeung Estate was used as a central isolation centre during the epidemic, so the recovery of the premises was delayed until April 2021. The centre is expected to be ready for service by August 2021.



多感觀互動牆模仿「百子櫃」的懷舊設計，每格櫃子分別放有兒時玩具、家居用品、香味包等
The multi-sensory interactive wall mimics the nostalgic design of the Chinese cabinet with multiple drawers, with each compartment containing children's toys, household items and scented bags

麥理浩夫人中心賽馬會葵華健樂中心 Jockey Club Kwai Wah Health and Wellbeing Centre of the Lady MacLehose Centre

在香港賽馬會慈善信託基金及華懋集團的鼎力支持下，位於大隴街11號葵華大廈的麥理浩夫人中心賽馬會葵華健樂中心於2021年1月完成基礎建設，開始試業。

中心團隊提供嶄新的一站式「健康教育 — 健樂服務 — 地區支援」社區健樂平台，旨在推動區內居民全面關注個人健康生活，未來亦將逐步推出多項服務，包括：醫護復康（物理治療、職業治療、營養治療及言語治療等）、藥物諮詢、健康指導及評估、視光、個人保健、健體課程及訓練、健樂班組、健康教練及義工培訓、中醫診療和情志養生等。由於疫情令實體服務受阻，中心遂運用資訊科技協助居家長者建立電子社交平台，如指導他們透過平板電腦或智能手機持續參與保健活動、復康訓練及學習新知識，促進身心健康。



服務使用者可於個人健康檢查站定期量度血壓、體溫及體重等
Personal health checkpoints to measure blood pressure, body temperature and body weight of service users on a regular basis

With the generous support of The Hong Kong Jockey Club Charities Trust and Chinachem Group, Jockey Club Kwai Wah Health and Wellbeing Centre of the Lady MacLehose Centre at Kwai Wah Building, 11 Tai Loong Street, was completed with its basic infrastructure and commenced trial operation in January 2021.

The centre's team provided a new one-stop "Health Education — Health Service — District Support" community health platform, promoting a holistic approach to healthy living in the district. In the future, several services will be gradually introduced, including medical rehabilitation (physiotherapy, occupational



長者參與物理治療小組，紓緩痛症和促進肌腱活力
The elderly participating in physiotherapy groups to relieve pain and promote muscle-tendon vitality

therapy, nutritional therapy and speech therapy, etc.), medication consultation, health guidance and assessment, optometry, personal health care, fitness courses and training, fitness classes, health coaching and volunteer training, Chinese medicine and emotional well-being, etc. As the epidemic has disrupted physical services, the centre has used information technology to help the elderly at home to establish an electronic social platform, such as guiding them to use tablets or smartphones to continuously participate in health activities, rehabilitation training and learning new knowledge to promote physical and mental health.

迎康園 — 展能中心及宿舍開幕禮 Grace Garden for Rehabilitation — Day Activity Centre & Hostel's Launching Ceremony

迎康園—展能中心及宿舍於2020年9月15日正式投入服務，為中至嚴重智障人士提供30個宿舍名額及60個日間訓練名額。除了日間照顧及住宿服務外，中心亦著重復康人士與社區之間的互動及共融，如曾與區內復康服務單位聯合參與網上節日慶祝活動及推廣中心服務予東涌居民認識。

待疫情有所緩和，中心於2021年10月23日舉行開幕典禮，邀得社會福利署署長梁松泰先生、以及早前為中心題字的101歲資深書法家熊之安先生等嘉賓出席，席間迎康園會員和東涌綜合服務的青少年分別表演魔術和唱歌，並由中心同工向嘉賓介紹各項具設計思維的設施。



迎康園會員在開幕典禮上表演魔術
Members of Grace Garden for Rehabilitation performing magic at the opening ceremony



職業治療師向社會福利署署長梁松泰（中）及福利協會董事會獨立董事及執行委員會委員陳唐芷青女士（右）介紹壓力氈
Occupational therapist introducing the weighted blanket to the Director of Social Welfare, Mr. Leung Chung-tai (center) and Independent Director and Executive Committee Member of the Welfare Council Board of Directors, Mrs Diana Chan Tong (right)

magic and singing performances, respectively, while the Centre staff introduced the various facilities with design-thinking concepts to the guests.

眾嘉賓在熊之安老師（右四）親筆題字的「迎康園」牌匾下合照
Guests posing for a group photo under the "Providence Garden for Rehabilitation" plaque inscribed by Mr. Hung Chi-on (fourth from right)



服務單位周年慶祝活動 Anniversary Celebrations of Service Units

聖匠堂長者地區中心40周年誌慶 40th Anniversary of the Holy Carpenter Church District Elderly Community Centre



中心團隊舉行線上大抽獎，得獎會員笑逐顏開
The centre team held a lucky draw online, a member winning the prize was beaming with joy



活動以短片回顧中心40年來的發展
The event featured a short video review of the development of the centre over the past 40 years



中心團隊首次透過網上直播，與近百位觀眾一起慶祝周年誌慶
For the first time, the centre team celebrated the anniversary with nearly 100 viewers through a live webcast

聖多馬幼兒中心60周年慶典 —「繽紛聖誕迎鑽禧」 60th Anniversary of the St. Thomas' Child Care Centre — The Diamond Jubilee at Colourful Christmas



中心團隊為「繽紛聖誕迎鑽禧」活動精心設計了多個攤位和遊戲
The centre team organised the event, "the Diamond Jubilee at Colourful Christmas" featuring many booths and games



「多馬60周年校慶標語創作比賽」冠軍作品
The winning entry of the "60th Anniversary of the St. Thomas Slogan Writing Competition"



《60周年紀念特刊》記錄了中心的服務歷程、課程特色、駐校社工服務、歷年獎項和心聲分享等
"The 60th Anniversary Commemorative Booklet" recorded the Centre's service history, programme features, school-based social work services, awards and heartfelt sharing, etc.

「多馬60周年紀念徽章設計比賽」的勝出作品
The winning entry of the "60th Anniversary of the St. Thomas Commemorative Badge Design Competition"



香港聖公會李嘉誠護理安老院 25 周年院慶 25th Anniversary of H.K.S.K.H. Li Ka Shing Care & Attention Home for the Elderly



由於疫情關係，服務團隊分樓層與院友同賀院慶
Due to the epidemic, the service team celebrated with the residents on different floors of the Home



同工與院友合唱生日歌
Staff and residents sang birthday song together

樂華長者日間護理中心 30 周年誌慶 — 「凝聚彼此情・共愛樂華送暖 30 載」 30th Anniversary of the Lok Wah Day Care Centre for the Elderly — “30 Years of Love and Care in Lok Wah”



中心團隊與長者在 30 周年慶典上合照
Group photograph of the centre team and the elderly at the 30th Anniversary Celebration



會員與同工在慶典上同玩遊戲
Members and staff playing games together at the celebration

樂民郭鳳軒綜合服務中心 45 周年誌慶 45th Anniversary of the Lok Man Alice Kwok Integrated Service Centre



會員同賀中心服務 45 周年
Members celebrating 45th Anniversary of the Centre's Services

會員合力製作「45 周年手指畫」及毛巾蛋糕
Members collaborated to produce the “45th Anniversary Finger Painting” and “towel cakes”



護老者及長者排練了一首非洲語生日歌，向中心送上祝福
Caregivers and the elderly rehearsed an African birthday song to wish the Centre well

獎項 Awards

職業安全健康局 — 第19屆香港職業安全健康大獎 Occupational Safety & Health Council — The 19th Hong Kong Occupational Safety & Health Award

獎項 Award

安全文化大獎銅獎
Safety Culture Award (Bronze)

獲獎單位 Recipient

慈雲山長者日間護理中心
Tsz Wan Shan Day Care Centre for the Elderly



香港人力資源管理學會 — 卓越人力資源獎 Hong Kong Institute of Human Resource Management — Human Resource Excellence Awards

獎項 Award

2019/2020 Merit NGO Award

獲獎單位 Recipient

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



勞工及福利局 — 社區投資共享基金 Labour and Welfare Bureau — Community Investment and Inclusion Fund

獎項 Awards

社會資本動力標誌獎
Social Capital Builder Logo Awards

具潛質成為旗艦計劃獎
Potential Flagship Project Award

獲獎計劃及單位 Recipient

「家埋里」關愛社區共享計劃(九龍城青少年綜合服務中心)
"Together We Build" Sharing and Caring Community Project
(Kowloon City Children and Youth Integrated Service Centre)



獎項 Award

社會資本動力標誌獎
Social Capital Builder Logo Awards

獲獎計劃及單位 Recipient

東涌綜合服務與利基三星聯營合作計劃(東涌綜合服務)
Service Projects by Tung Chung Integrated Services and Build
King — SCT Joint Venture (Tung Chung Integrated Services)



獎項 Award

社會資本卓越計劃獎
Outstanding Social Capital Project Awards

獲獎計劃及單位 Recipient

「樓住愛」計劃(竹園馬田法政牧師長者綜合服務中心)
"Home with Love" Project
(Chuk Yuen Canon Martin District Elderly Community Centre)



2020年度香港特別行政區授勳及嘉獎 Hong Kong Special Administrative Region Honours and Awards 2020

獎項 Award

行政長官社區服務獎
Chief Executive's Commendation for Community Service

獲獎同工及服務使用者 Recipient

盧展朗先生(「好鄰舍」社會共享房屋計劃助理程序幹事)
Mr Justine Lo (Assistant Programme Officer of the "Good Homes" Community Housing Movement)

廖灶英女士(「好鄰舍」社會共享房屋計劃住戶)
Ms Liu Chou-leng (Resident of the the "Good Homes" Community Housing Movement)



香港老年學會第27屆老年學周年會議 Hong Kong Association of Gerontology 27th Annual Congress of Gerontology

獎項 Award

優秀論文冠軍
Outstanding Paper Presentation Award (1st Prize)

獲獎計劃 Recipient

賽馬會「無痛E世代」長者膝痛管理計劃
(香港聖公會福利協會有限公司)
The Jockey Club "E-Generation" Chronic Knee Pain Management Project for Seniors
(Hong Kong Sheng Kung Hui Welfare Council Limited)



第11屆國際亞洲養老產業創業論壇 — 第8屆亞太區創新老人照顧服務大獎 The 8th Asia Pacific Eldercare Innovation Awards at the 11th Ageing Asia Innovation Forum

獎項 Award

最佳活躍老年計劃大獎 — 院舍組
Best Active Ageing Programme — Residential

獲獎計劃及單位 Recipient

私營安老院院友能力提升計劃
(安老院舍外展專業服務試驗計劃(九龍東及九龍中))
M.O.S.T.E—Strength Enhancement Project for Residents of Private Elderly Homes
(Pilot Scheme on Multi-disciplinary Outreaching Support Team for the Elderly (Kowloon East & Kowloon Central Cluster))



香港明愛安老服務 —「疫悲疫喜」感人故事片段徵集比賽 Caritas HK — Services for the Elderly — "Sorrow and Joy of the Epidemic" Touching Story Contest

獎項 Award

感人故事片段徵集比賽冠軍
Touching story contest 1st place winner

獲獎單位 Recipient

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



黃金時代展覽暨高峰會2021 — 智齡世代大獎 Golden Age Expo & Summit 2021 — Smart Ageing Award

獎項 Award

「康健服務及優質生活」組別銀獎
Health Care & Well-being (Silver)

獲獎計劃及單位 Recipient

賽馬會「無痛E世代」長者膝痛管理計劃
(香港聖公會福利協會有限公司)
The Jockey Club "E-Generation" Chronic Knee Pain Management Project for Seniors
(Hong Kong Sheng Kung Hui Welfare Council Limited)



獎項 Award

「康健服務及優質生活」組別優異獎
Health Care & Well-being (Merit)

獲獎計劃及單位 Recipient

「愛同行•區樂步」(黃大仙長者綜合服務中心)
"Joyful Walk Together"
(Wong Tai Sin District Elderly Community Centre)

獎項 Award

「社交及社區參與」組別優異獎
Social & Community Engagement (Merit)

獲獎計劃及單位 Recipient

「織福 — 長者互助發展計劃」(將軍澳安老服務大樓)
Blessed Network — Seniors Mutual Help Development Project
(Tseung Kwan O Aged Care Complex)

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

心意行動的緊急支援 Emergency Support from Act of Love



心意行動向有需要人士發放防疫用品及現金券
Act of Love distributed epidemic prevention items and cash coupons to people in need

2020年初，本港在防疫物資一度供不應求的情況下，獲時任香港聖公會教省主教長鄭保羅大主教的關心和支持，心意行動成功為有需要的家庭籌得250萬個口罩及15萬件防疫用品。此外，心意行動透過收集捐款及現金券，為1,366個受疫情影響而失業、開工不足，或面對嚴峻困難的家庭發放食物券及現金援助，解決他們的燃眉之急。

In early 2020, when there was a shortage of supplies for epidemic prevention in Hong Kong. Thanks to the care and support of the Most Revd Dr Paul Kwong, former Archbishop and Primate of the

H.K.S.K.H., Act of Love raised 2.5 million masks and 150,000 epidemic prevention items for families in need. In addition, Act of Love provided food vouchers and cash assistance to 1,366 families who were unemployed, underemployed or facing severe hardship due to the epidemic through the collection of donations and cash coupons.

由於政府鼓勵市民居家抗疫，網上學習和溝通已逐漸成為生活新常態，惟現時仍有不少基層家庭的兒童、長者及復康人士未有能力購買上網咭和電腦等，繼而影響學習進度或難以與社會保持連繫。心意行動立即回應需要，推出「數碼無障礙」計劃，為127個基層家庭學童、獨居長者及社區復康人士添置上網設備，包括：手提電腦、平板電腦、路由器和上網咭，應付他們在學習及社交方面的需要。

As the Government encouraged citizens to fight the epidemic by staying at home, online learning and communication are becoming the new norm of life. However, many children, elderly and rehabilitated persons from grassroots families were still unable to afford data cards and computers, which might affect their learning progress or make it difficult for them to stay connected with the community.

Act of Love immediately responded to the needs by launching the “Digital Accessibility” project to equip 127 primary school children, elderly singletons and rehabilitated persons in the community with Internet access devices, including laptops, tablets, routers and Internet cards, to meet their learning and social needs.

受惠家庭獲贈平板電腦參與網上學習
Beneficiary families received a tablet for online learning



與堂、校及私人機構合作支援基層家庭 Working with Churches, Schools and the Private Sector to Support Grassroots Families

香港聖公會西九龍教區於2020年6月舉行「恩典同行計劃」，鼓勵堂、校及社服單位透過派發福袋，主動接觸及關心區內有需要的居民及家庭，與弱勢家庭分享愛與關懷。心意行動協助執行計劃，至2021年9月已有10間教堂、5間小學及10個社會服務單位參與其中，共派發約3,000個福袋，內附分享「恩典同行計劃」的資訊、福音小冊子、現金券及米糧。

The Diocese of Western Kowloon of the H.K.S.K.H. launched the “Walk in Grace” Project in June 2020 to encourage churches, schools and social services units to reach out and show care to the needy residents and families in the district by distributing lucky bags and sharing love and care with disadvantaged families. Act of Love also helped implement the project, 10 churches, 5 primary schools and 10 social service units have been involved as at September, 2021, distributing about 3,000 lucky bags with the “Walk in Grace” information, gospel booklets, cash coupons and rice rations.

由TPK Kwok Charitable Fund撥款資助的「天恩種子計劃」，於2020年12月起定期向心意行動批出現金援助，為受疫情衝擊而遭逢經濟突變的家庭提供緊急支援，每個受助家庭可獲發約港幣5,000元。截至2021年3月31日，心意行動已成功為94個家庭申請援助，共獲批港幣45萬元。

The “Seeds of Grace” Project, funded by the TPK Kwok Charitable Fund, has provided regular cash grants through Act of Love from December 2020 to provide emergency support to families affected by the epidemic and experiencing financial hardship, with each recipient family receiving approximately HK\$5,000. As of 31st March 2021, Act of Love has successfully offered assistance to 94 families, with a total of HK\$450,000.

香港聖公會聖保羅堂連繫心意行動推出「聖保羅堂緊急援助」，由2020年12月起向心意行動捐出緊急援助金，支援疫情下因患病或失業而面對經濟困難的家庭。本年度，心意行動成功為29個家庭申請緊急援助，並獲批港幣27.6萬元。

The H.K.S.K.H. St. Paul's Church Emergency Assistance Scheme has also joined hands with Act of Love from December 2020 to support families facing financial difficulties due to illness or unemployment in the epidemic. During the year, Act of Love successfully bridged emergency assistance for 29 families with a grant of HK\$276,000.



香港聖公會教省主教長陳謳明大主教(中)及「恩典同行計劃」召集人周偉文牧師(左二)在訪問中分享如何推行計劃
The Most Revd Andrew Chan, Archbishop and Primate of the H.K.S.K.H. (centre), and the Revd Joseph Chow (second from left), who is the convener of the “Walk with Grace” Project, shared about the project in an interview

服務報告

Service Reports

疫情曠持日久，服務單位在這段非常時期，迅速及靈活調節服務形式，持續支援服務使用者的需要。另一方面，福利協會全力加強防感染控制措施，嚴防疫情在單位及院舍擴散，同時亦舉辦多場培訓，提升同工的防疫知識。機構的資訊科技部團隊更在短時間內建立了網上支援系統，方便同工在線上工作及參與不同的會議等。

During the protracted period of the epidemic, the service units were quick and flexible in adjusting their services to continue to support the needs of the service users. The Welfare Council had also stepped up infection control measures to prevent the spread of the epidemic in the units and homes and organised many training sessions to enhance staff knowledge on epidemic prevention. The IT Department of the Council has promptly set up an online support system to facilitate the staff to work online and participate in various meetings.

68 幼兒服務 Childcare Services

- 68 ㊟ 學前教育
Pre-school Education
- 78 ㊟ 幼稚園駐校社工服務
Social Work Services for
Pre-primary Institutions
- 82 ㊟ 特殊學習需要服務(學前)
Special Educational Needs Services
(Pre-school)

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102 家庭及綜合服務 Family and Integrated Services

114 安老服務 Elderly Services

- 114 ㊟ 院舍照顧服務(資助及非資助院舍)
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(Subvented and Non-subvented)
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167 躍變•龍城 — 九龍城主題步行徑 Kowloon City in Transformation: Kowloon City Themed Walking Trail

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幼兒服務 Childcare Services

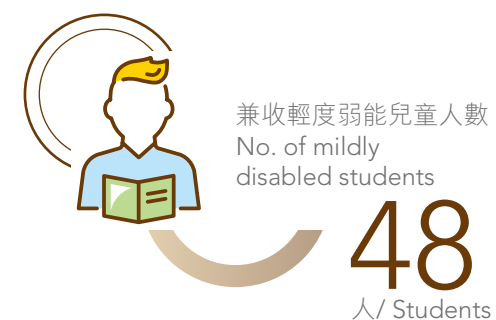


學前教育 Pre-school Education

服務重點 Service Highlights

- ◎ 尊重孩子，推展探究學習
Respect children and promote inquiry-based learning
- ◎ 牧區支援，關顧身心靈健康
Pastoral support for body, mind and spiritual well-being
- ◎ 專業團隊持守以人為本的精神
Build professional teams that care for people
- ◎ 應用科技，達至質優工簡
Use of technology to achieve quality and simplicity

服務數據 Statistics



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 operates 7 nursery schools and 1 childcare centre for children aged 0 to 6. The service units also provide occasional childcare services, extended hours services and services for mildly disabled children to meet the needs of parents.



工作策略 Strategies

- 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、以品格優先及著重探究學習方式的校本課程。另外，學校、教堂及社會服務單位也在疫情下互相支持，共渡難關。

Guided by Christian faith and values, our pre-school services teams are committed to the vision of “nurturing joyful, confident, amiable and healthy children in the love of Christ” and are committed to designing a school-based curriculum that meets the unique requirements of the children’s developmental needs, prioritises character formation and emphasises inquiry-based learning. In addition, schools, churches and social services units also support each other in the face of the epidemic.

- 團隊致力培養富愛心及尊重服務使用者的學前教育專業團隊，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。此外，福利協會為屬下之幼兒中心和學校安排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。

The teams developed a caring and respectful team of pre-school professionals who work closely with families and the community to uphold the core value of “child-centredness”. In addition, the Welfare Council arranged social work services and on-site pre-school rehabilitation services to its childcare centres and nursery schools so that the multi-disciplinary team of childcare services could provide appropriate assessment and intervention to students and parents to promote the healthy development of children.



幼兒重返校園時，在攀爬架上進行體能活動
Children doing physical activities on the climbing frame when resuming lessons

- 團隊在「疫境」中善用科技連繫服務使用者，實現「停課不停學」的目標，繼續為兒童帶來生活化、著重感官探索和富趣味的第一身學習經歷。

The teams used technology to connect service users in the pandemic to achieve the goal of “Suspending Classes without Suspending Learning” and to continue to bring to life first-hand learning experiences for children with an emphasis on sensory exploration and fun.



面授課程重啟後，幼兒可在校園栽種果樹
Fruit trees planted by children in the nursery when resuming face-to-face classes

特色計劃及活動 Special Projects and Activities

尊重幼兒的多樣性 推展探究學習

Respecting the Diversity of Children and Promoting Inquiry-Based Learning

因應幼兒不同的能力、個性、興趣、背景、文化、生活習慣及學習模式，學前教育團隊推動「多元文化共融活動」探究學習，透過與非華語家庭協作，讓其他同學可認識多國文化特色，達致共融學習的果效。



非華語同學透過影片介紹其國家的文化及特色
Non-Chinese speaking students introducing the culture and characteristics of their countries through videos

The pre-school services teams promote “Multiethnic Inclusive Activities” for children with different abilities, personalities, interests, backgrounds, cultures, living habits and learning styles so that through collaboration with non-Chinese speaking families, children could experience the characteristics of multiple cultures and achieve inclusive learning.

團隊發掘不同社區資源，以舉辦多元有趣的活動，如邀請專業劇團到校表演兒童劇目，並讓幼兒參演其中，從而鼓勵他們動腦筋，提升動手做及同協作的的能力，以及增加學習動機。另外，老師帶領幼兒走進社區欣賞兒童音樂劇，一起愉快學習。

The teams explored different community resources to organise a variety of interesting activities. For example, a professional theatre was invited to perform a play at the school. Children were involved in the play to enhance their thinking, acting, and coordination skills and strengthen their learning motivation. Instructors also led children into the community to learn and enjoy musicals together.



劇團導師邀請學生一同參演兒童劇
The drama instructor inviting students to join in the children's play

本年度，幼兒繼續透過自由遊戲和森林學校課程，在日常生活及自然環境中學習新知識。團隊更獲業界及教育局課程發展處邀請，就「森林學校本地化」、「學習範疇與綜合模式的課程規劃」及「加強學習活動中的自由探索元素」等題目分享實踐經驗，並與業界進行交流。

During the year, the pre-school services teams continued to enable children to learn new knowledge in their daily lives and the natural environment through free play and the forest school curriculum. The teams were also invited by the sector and the Curriculum Development Institute of the Education Bureau to share their practical experience and exchange views on topics such as “Localisation of Forest School”, “Whole School Curriculum Planning and Management of Kindergarten”, and “Enhancing the Free Exploration Element in Learning Activities”.



幼兒學習設計餐單，並親自烹調
Children learning to design their menus and cook their meals

全面促進團隊的專業發展

Overall Professional Development of the Teams

學前教育團隊繼續舉行各式活動支援同工，加強其專業知識、技能和態度，同時亦組織一些關顧身、心、靈健康的活動，讓同工可釋放生活壓力。疫情期間，學前教育團隊遇到不同困難和挑戰，香港聖公會的牧者便特別為教師安排靈修及體驗活動，使他們能砥礪前行。

The pre-school services teams continued to organise a wide range of activities to support their staff and strengthen their professional knowledge, skills, and attitudes and hold activities for their body, mind, and spiritual well-being so that they could release their stress. During the epidemic, the pre-school services teams encountered different difficulties and challenges. The pastoral staff of the H.K.S.K.H. have organised spiritual and experiential activities for the teachers to encourage them to move forward.



同工透過明陣踱步冥想，對自己、對人生作出反思
The staff reflected on themselves and their lives through the pacing meditation of the labyrinth



團隊學習製作精美收納袋，並贈予同事，互相打氣
The teams learnt to make beautiful storage bags and gave them to colleagues to cheer each other up

學前教育團隊參與「自由遊戲實務技巧」教師培訓及「自由遊戲設置策略」的培訓，並把所學結合幼稚園教育課程指引，協助同工審視學校現有資源、重新規劃及設置各項自由探索遊戲活動。另外，學校社工亦向老師介紹不同桌上遊戲，讓老師能因應幼兒的發展需要而選擇合適遊戲，從而幫助幼兒抒發情緒及學習。

The pre-school services teams participated in the “Free Play Skills” teacher training and the “Free Play Set-up Strategies” training, and combined what they learnt in the training with the kindergarten education curriculum guidelines so as to help teachers review the school’s existing resources and re-plan and set up various free exploration play activities. In addition, the school social workers introduced different board games to the teachers to choose the appropriate games according to the developmental needs of the children, thereby helping children to express their emotions and learn.



同工參與「校園自由遊戲種子計劃」，學習將自由遊戲帶入校園
Staff participated in the “Play in School — Seed School Training Programme” to learn to bring the free play to their schools

學前教育團隊於聯校教師發展日，邀請福利協會的職業安全及健康經理、一級職業治療師和培訓學院導師為培訓導師，分別主講「齊齊認識職安健」、「感統工作坊」及「健腦操提升學習效能」的培訓，以促進同工各方面的專業發展。另外，團隊利用社會福利署的社會福利發展基金進行一系列之課程規劃培訓，旨在增強同工對評估系統及藝術等專業範疇的認識。



The pre-school services teams invited the Occupational Health and Safety Manager, Occupational Therapist I and the trainers from the Training Institute in the Welfare Council to deliver training on “Together We Learn Occupational Health and Safety”, “Sensory Integration Training” and “Enhancing Learning Effectiveness by Brain Gym®” respectively during the Joint-School Teacher Development Day to promote the professional development of our staff. In addition, the teams conducted a series of training courses under the Social Welfare Development Fund of the Social Welfare Department, aiming to enhance the staff’s knowledge in the professional aspects of the assessment system and the arts.

教師學習健腦操的原理和招式
Teachers learnt the principles and stances of Brain Gym®



謝錫金教授主講的語文講座
Professor Tse Shek-kam giving a language talk

學前教育團隊亦邀得外界專家提供不同教學範疇的培訓，包括：由臨床心理學家透過分享及個案研習，解釋幼兒出現激烈情緒的成因及處理技巧，以及由謝錫金教授主講「如何提升幼兒的語文能力」，旨在加深同工對中文的了解，從而為幼兒設計合適的語文活動。

The pre-school services teams also invited external experts to provide training in different teaching areas, including clinical psychologists to explain the causes of intense emotions in children and how to deal with them through sharing and case studies, and Professor Tse Shek-kam to give a talk on “How to improve the language skills of young children” to enhance the understanding of Chinese language among the staff and to design appropriate language activities for the children.

善用科技 疫情下提升創意

Using Technology to Enhance Creativity in an Epidemic

疫情期間，學前教育團隊積極實踐「停課不停學」的目標，透過網上視像授課，跟同學說故事及示範科學實驗、製作立體圖工及小食等，保持師生互動。與此同時，教師也按課程進度錄製教學影片及派發教學材料，讓家長可陪伴幼兒完成家課、圖工活動和閱讀圖書等。

During the epidemic, the pre-school services teams actively pursued the goal of “Suspending Classes without Suspending Learning” by telling stories and demonstrating science experiments, making three-dimensional drawings and snacks in the video lessons to maintain interaction between teachers and students. At the same time, teachers also recorded videos and distributed teaching materials according to the curriculum progress so that parents could accompany their children to complete homework, artwork activities and reading books.

為加強幼兒的專注及聆聽能力，學前教育團隊設計了「701森林電台」節目，並由老師製作及聲演多個有關常識、音樂、數學、情緒健康、科學、聖經故事、語文和故事等學習範疇的趣劇，大受幼兒及家長歡迎。



在停課期間，同工為幼兒製作「701森林電台」節目
During class suspension, the programmes of “701 Forest Radio” were produced by staff

To enhance children’s concentration and listening skills, the pre-school services teams have designed the “701 Forest Radio” programme that is popular with children and parents, in which teachers produced and performed several interesting dramas on learning areas such as general knowledge, music, mathematics, emotional health, science, biblical stories, languages and stories.



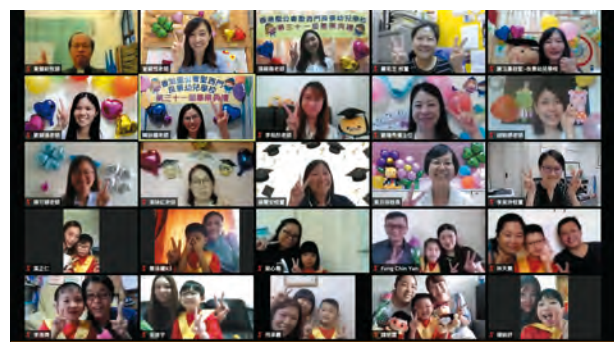
幼兒參與錄製廣播節目
Children were also involved in the recording of the broadcast programme

此外，學前教育團隊在網上舉辦節日慶典和畢業禮等，為幼兒和家人帶來歡樂節日氣氛，也讓畢業班同學留下美好回憶。為了增加慶祝活動的趣味，老師更帶領幼兒預先錄影趣劇助慶，以及安排線上抽獎等精彩節目。

In addition, the pre-school services teams organised online festive celebrations and graduation ceremonies to bring joy to the children and their families and create fond memories for the graduating class. To add to the fun of the celebrations, the teachers led children in a pre-recorded dramedy and arranged online lucky draws to celebrate the event.



幼兒投入演出新春年獸劇
Children put on a Chinese New Year Monster play



老師及畢業生與榮休的聖西門良景幼兒學校黃月琮校長（第三行，右二）在網上畢業典禮中合照
Teachers and graduates with the retired Principal Wong Yuet-king of the St. Simon's Leung King Nursery School (third row, second from right) at the online graduation ceremony



學前教育團隊繼續利用校園通訊平台，以電子形式即時發放訊息及通告，家長亦可透過此平台請假及了解疫情期間的授課安排，讓家校保持緊密聯繫。同工也可利用平台進行考勤管理，從而簡化學校文書處理的流程，達到質優工簡的果效。

The pre-school services teams continued to use the school communication platform to disseminate information and announcements electronically in real-time. Parents can also use the platform to request leave and learn about the school schedule during the epidemic, thus maintaining close contact between home and school. Staff can also use the platform for attendance management, streamlining the paperwork process and achieving quality and simplicity.

東涌幼兒學校利用福利協會開發的「易聯繫」系統，加強與家長聯繫
Tung Chung Nursery Schools used the Group Communication System (GCS) developed by the Welfare Council to enhance communications with parents

學前教育服務單位得到「賽馬會幼稚園數碼能力優化計劃」資助，為幼兒學校添置電子數碼器材及電腦軟件等設備，同時提供相關技術支援及培訓，以提升老師運用電子數碼及多媒體工具的專業知識。同工亦在疫情期間善用數碼平台，增進家校溝通，讓家長在停課期間仍能有效了解孩子的學習進程。

With the support of the "Jockey Club Kindergarten Digitalisation Enhancement Programme", the pre-school services units have been able to equip nursery schools with digital equipment and computer software, as well as provide technical support and training to enhance teachers' professional knowledge in the use of digital and multimedia tools. During the epidemic period, the staff also made good use of the digital platform to enhance home-school communication so that parents could effectively understand their children's learning progress during the suspension of classes.



學校添置電子數碼器材及電腦軟件後，可有效地進行網上教學
With the addition of electronic digital equipment and computer software, schools can effectively implement online teaching and learning



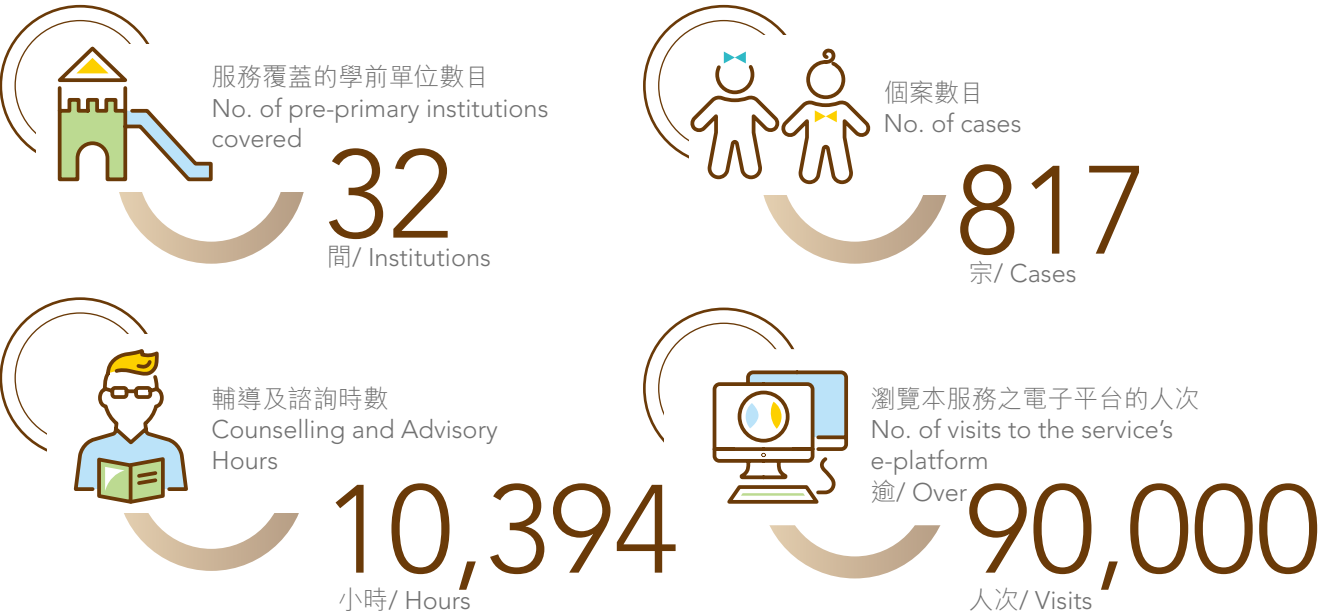


幼稚園駐校 社工服務 Social Work Services for Pre-primary Institutions

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
Collaborate with S.K.H. churches and schools to provide school social work services for S.K.H. pre-primary institutions
- ◎ 為幼兒及家庭提供專業輔導
Provide professional counselling to children and families
- ◎ 建立線上、線下模式的家長教育工作支援平台
Establish an online and offline parental support education platform

服務數據 Statistics



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」。本年度，「愛•孩子 — 在學前單位提供社工服務先導計劃」開展第二階段的工作，並會繼續為聖公宗（香港）幼兒教育議會轄下32間學前單位提供個案輔導、親職管教小組及活動、專業諮詢指導及危機支援等方面的駐校社工服務。

To identify and support pre-school children with welfare needs and their families early, the Social Welfare Department launched a 3-year “Pilot Scheme on Social Work Service for Pre-primary Institutions” in the 2018/19 academic year. During the year, the second phase of “Kids in Love — Pilot Scheme of Social Work Service for Pre-primary Institutions” has been launched and will continue to provide on-site social work services in the areas of case counselling, parenting groups and activities, professional counselling and crisis support to 32 pre-school units under the Anglican (Hong Kong) Early Childhood Education Council.

工作策略 Strategies

疫情來勢洶洶，不少家長既要照顧留家抗疫和學習的幼兒，亦面對因失業或開工不足而帶來的經濟壓力。有見及此，「愛•孩子」服務隊繼續彰顯聖公會堂、校、社服協作的力量，主動為有需要的幼兒及其家人作出身、心、靈支援，同時向他們提供防疫用品、食物、電腦、數據卡和平板電腦，以及家長自助管教指引等實務資源。

As the novel coronavirus epidemic was raging, many parents have to take care of their children staying at home to fight the outbreak and study. Families also faced financial pressure due to unemployment or underemployment. The “Kids in Love” service teams continued to demonstrate the power of collaboration among S.K.H. churches, schools and social services units. The teams proactively provided physical, psychological, and spiritual support to children in need and their families and practical resources such as epidemic prevention supplies, food, computers, data cards, tablets, and parenting self-help booklets.

「愛•孩子」服務隊在疫情期間進行家訪和電話訪談、為有需要的幼兒提供輔導、舉行視訊親子活動、視訊家長管教工作坊及幼教老師工作坊，以及早識別及支援有福利需要的學前兒童及其家庭，為幼教團隊提供支援。在未能面授的情況下，服務隊亦建立了全新的家長教育工作支援平台，藉著線上資源和實體活動連繫各區的幼兒和家長，並為有需要的家庭提供即時及適切的介入。



疫情期間，服務團舉辦親子藝術創作活動
The service teams organised parent-child art creation activities during the epidemic

During the epidemic, the “Kids in Love” service teams conducted home and telephone visits, provide counselling to children in need, organise video parenting activities, positive parenting program and pre-school teacher workshops so as to identify and support pre-school children and their families with welfare needs earlier, and provide support to the team of pre-school teachers. When face-to-face teaching was not possible, the service teams have also set up a new parental support education platform to connect children and parents in different districts through online resources and physical activities and provide immediate and appropriate intervention to families in need.

服務隊向有需要的家庭派發食物券
The service teams distributed food vouchers to families in need



特色計劃及活動 Special Projects and Activities

透過電子平台支援家長及老師

E-platform to Support Parents and Teachers

「愛•孩子」團隊透過《偕同》(音：孩童) 電子親子月刊、親子教養頻道和幼教老師頻道等YouTube頻道，教導家長親職管教的方法，傳授幼教老師識別有需要幼兒的知識和技巧。團隊亦為學前單位的教師提供有關家事調解、自由遊戲和照顧有特殊學習需要幼兒的技巧等相關教材。



駐校社工為老師舉辦減壓活動及講座
School social workers organised stress relief activities and talks for teachers

The “Kids in Love” service teams educated parents on parenting skills through publishing the monthly e-parenting magazine “Haai Tung” (the Companion) and sharing the “Parent Education Channel” and the “Pre-primary Institution Teacher Resources Channel” on YouTube, and to equip pre-school teachers with knowledge and means to identify children in need. The teams also provided teachers in pre-primary institutions with teaching materials on family mediation, free play and skills for children with special educational needs.

TechnoKIDS 視訊親子活動

TechnoKIDS Video Parent-Child Activities

停課期間，「愛•孩子」服務隊獲善長資助購買平板電腦及數據卡，讓有需要的幼兒能夠持續在家學習。此外，團隊設計了TechnoKIDS視訊親子活動「1+3課程」，為受惠家庭提供1節電子設備使用教學課程及3節視訊親子活動，讓父母和子女能善用平板電腦，同時透過網上活動增潤親子關係。

During the class suspension, the “Kids in Love” service teams received financial support from the donors to purchase tablets and data cards to enable children in need to continue their learning at home. In addition, the teams designed the “1+3 Course” of “TechnoKIDS” Video Parenting Programme, which provided families with 1 session of teaching on the use of electronic devices and 3 sessions of video parenting activities to enable parents and children to make good use of the tablets and enhance the parent-child relationship through online activities.

幼兒在網上參與大小肌訓練活動
Children participating in small and large muscle training activities online





特殊學習 需要服務(學前) Special Educational Needs Services (Pre-school)

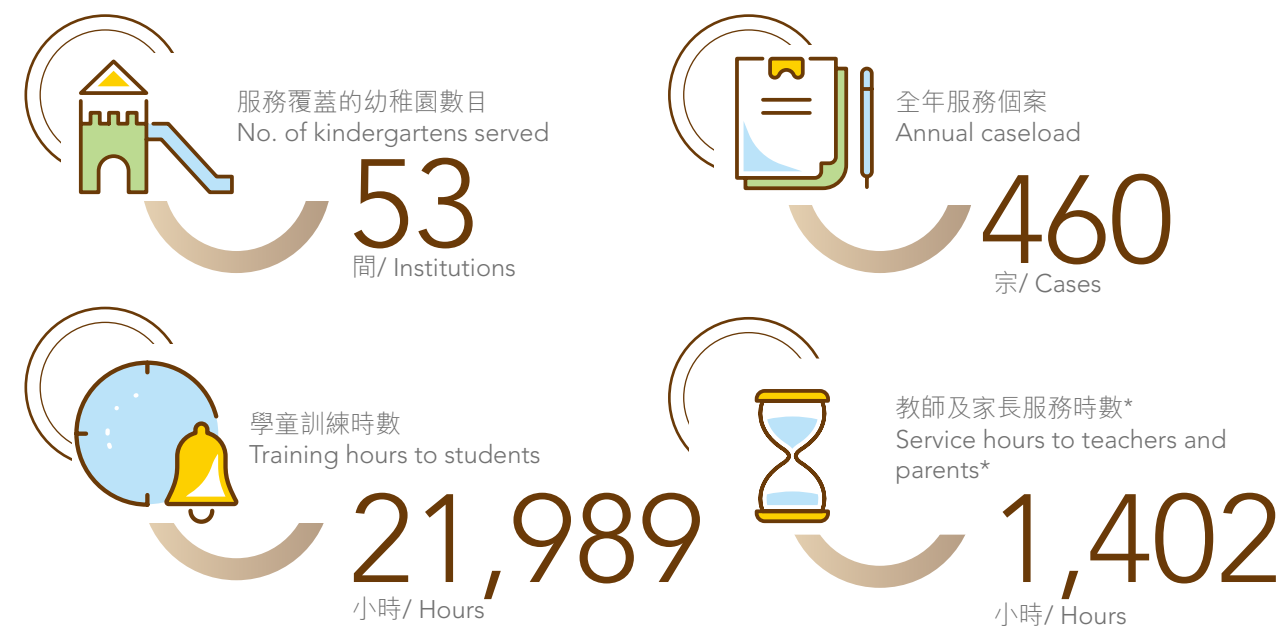
服務重點 Service Highlights

- ◎ 特殊學習需要服務團隊透過「及早識別」、「適時介入」、「家校社協作模式」和「跨專業團隊協作」四大介入策略，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。服務著重及早識別有特殊學習需要的學童及把握其「訓練黃金期」，由跨專業團隊為學童訂立個別訓練計劃，並提供個人／小組訓練及專業治療，同時亦支援其家長及教師的需要。此外，團隊善用聖公會堂、校、社服的強大網絡，並配合服務以地區為本的獨特需要，全面支援各區的特殊學習需要群組。

The Special Educational Needs (SEN) service teams provide comprehensive support to students with SEN of different ages, their families and the community through 4 intervention strategies: “early identification”, “timely intervention”, “home-school-societal work services collaboration”, and “multi-disciplinary teamwork”. The services focus on the early identification of students with SEN and their “golden period of intervention”, with the multi-disciplinary team of professionals developing personalised training plans, providing individual/group training and professional therapy for the students, and supporting the needs of their parents and teachers. In addition, the teams make good use of the strong network of S.K.H. churches, schools and social services units to support the unique needs of SEN groups in each district.

服務數據 Statistics

愛童行計劃 Walk with Love Project



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

「愛・家庭」賽馬會成長中心 We Love: Jockey Club Centre for Family Enhancement



學童個別訓練節數及服務人次*
No. of individual training sessions and turnout*

1,673

節/ Sessions

2,048

人次/ Attendance persons



學童治療小組節數及服務人次
No. of sessions and turnout of treatment groups for school children

79

節/ Sessions

102

人次/ Attendance persons



教師及家長講座節數及服務人次
No. of talks and turnout for teachers and parents

56

節/ Sessions

165

人次/ Attendance persons



其他服務人次**
Turnout for other services**

1,275

人次/ Attendance persons

* 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」的服務數字)
No. of individual training sessions and turnout for school children (including those participating in the "Training Subsidy for Children who were on the Waiting List of Subvented Pre-school Rehabilitation Services")

** 包括課餘託管服務
Including after school care programme

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460個名額的服務。有見特殊學習需要服務的需求愈見殷切，福利協會更將此服務推廣至小學及中學，務求以多元化的服務模式滿足服務對象的獨特需要。2017年，福利協會獲香港賽馬會慈善信託基金的捐助，成立「愛・家庭」賽馬會成長中心(兒童特殊學習需要服務中心)，為患有專注力不足及過度活躍症的學童及其家庭提供為期3年之服務計劃。該服務計劃已於2020年8月順利完成，團隊邀得香港中文大學為計劃進行研究分析，結果顯示透過靜觀家長體驗小組作為介入的成效顯著，有助提升父母的自我效能，減輕其親職壓力。

In 2015, the Welfare Council received funding support from the Social Welfare Department to launch a pilot project on on-site pre-school rehabilitation services. Its multi-disciplinary professional teams provide rehabilitation training to kindergartens and nursery schools using an outreach approach. The scheme was regularised in 2018 and named "H.K.S.K.H. Walk with Love Project" (*on-site pre-school rehabilitation services*), with 3 teams providing 460 places to 53 kindergartens and nursery schools in Hong Kong. Given the increasing demand for SEN services, the Council has extended the service to primary and secondary schools to meet the unique needs of our service users in a variety of ways. In 2017, the Welfare Council received a donation from the Hong Kong Jockey Club Charities Trust to set up the We Love: Jockey Club Centre for Family Enhancement (*rehabilitation centre for children with SEN*) to provide a 3-year programme for children with attention deficit and hyperactivity disorder and their families. The programme was completed in August 2020. The team invited the Chinese University of Hong Kong to conduct a research analysis of the programme, which showed that the parent group with mindfulness practice effectively enhanced parents' self-efficacy and reduced parenting stress.

工作策略 Strategies

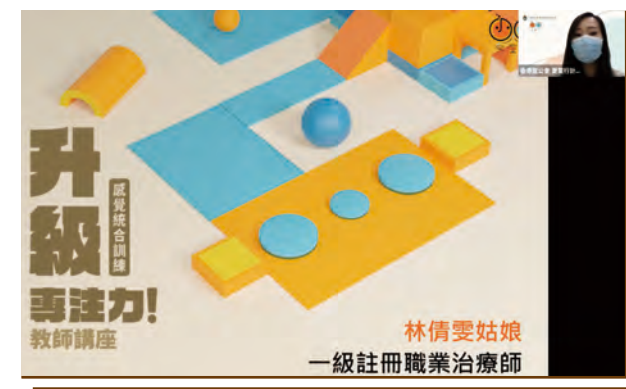


線上線下雙軌模式

Online/Offline Hybrid Service Mode

疫情期間，跨專業服務團隊透過外展到校模式，為學童提供適切的發展性評估、專業訓練及治療性小組。團隊不僅為留家抗疫的家長和學童，提供視像訓練和電子學習訓練，更以電話及電子通訊諮詢服務持續支援特殊學習需要學童、家長及教師。

During the outbreak, the multi-disciplinary professional teams provided timely developmental assessments, professional training and therapeutic groups for children on campus. At the same time, the team provided video training and e-learning training for parents and students who stayed home to fight the epidemic and telephone and electronic consultation services to support students with SEN, parents, and teachers on an ongoing basis.



職業治療師在疫情期間以視像形式進行教師及家長講座
An occupational therapist conducted online video talks for teachers and parents during the outbreak

家庭為本的服務理念 Family-centred Service Concept

特殊學習需要服務以家庭系統為核心，並在服務中融入「F.A.M.I.L.Y」六大重要元素：「歡樂」(Fun)、「欣賞」(Appreciation)、「互信」(Mutual Trust)、「緊密」(Intimacy)、「關愛」(Love)、「獨特」(You are Special)，具體呈現以「家庭為本」的服務理念。

The SEN Service is based on the family system. It incorporates the 6 key elements of "F.A.M.I.L.Y": "Fun", "Appreciation", "Mutual Trust", "Intimacy", "Love" and "You are Special" to realise the concept of "family-centred" services.

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。中心團隊善用學童的「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 were essential strategies in the provision of SEN services. The teams make good use of the "golden treatment period" to assess and diagnose children early so that they can receive tailor-made treatment plans as soon as possible to enhance the effectiveness of their treatment.



學童通過訓練體能的團隊活動，改善大肌肉功能及學習合作技巧
Students learning to improve large muscle function and cooperation skills through physical training team activities

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、高級特殊幼兒工作人員和特殊幼兒工作人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，以及提供涵蓋社交、專注力、言語、感覺統合及小肌肉訓練等範疇的個別和小組訓練。

Our multi-disciplinary teams of clinical psychologists, occupational therapists, physiotherapists, speech therapists, social workers, senior special child care workers and special child care workers assesses pre-school, primary and secondary school children with SEN and jointly develops comprehensive training and treatment plans to meet the needs of the children. The teams also provide individual and group training in social, attention span, speech, sensory integration and fine motor skills to support the development of the children.

特色計劃及活動 Special Projects and Activities

應用科技提升訓練效能

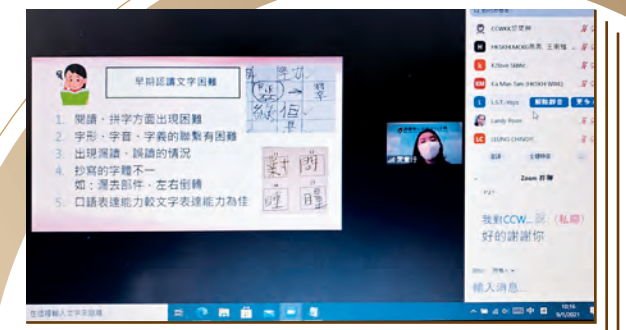
Applying Technology to Enhance Training Effectiveness

中心團隊應用科技以提升服務，如引入社交機械人，為已確診或懷疑有自閉症譜系的學童提供社交訓練。中心團隊以香港中文大學設計的「溝通及社交能力的機械人教學計劃」作為訓練藍本，內容包括：由機械人演繹不同的社交情境，教導學童情感理解和適當行為，而負責訓練的特殊幼兒工作人員或治療師則會與機械人模擬在不同情境中的對話，藉此示範正確的社交溝通技巧，然後讓學童進行角色扮演，實踐所學，提升其在溝通、專注及辨識情緒方面的能力。此外，中心團隊與日本電氣香港有限公司(NEC)團隊合作撰寫兩個全新之機械人訓練程式：「情緒面譜」和「生活自理小達人」，以提升學童辨識情緒的能力及自理排序能力。

The teams used technology to enhance its services, such as introducing a social robot to provide social training to children with diagnosed or suspected autism spectrum disorders. The "Robot for Autism Behavioral Intervention" (RABI), designed by the Chinese University of Hong Kong, was used as a model for the training. The content involves the robot acting out different social situations to teach children emotional understanding and appropriate behaviour. The special child care worker or therapist in charge of the training would simulate conversations with the robot in different situations to demonstrate proper social communication skills. The training will be followed by role-playing to enhance the children's ability to communicate, focus and recognise emotions. In addition, the teams collaborated with NEC Hong Kong Limited (NEC) to develop two new robotic training programmes: "Emotion Faces" and "Self-care Little Master", to enhance the students' ability to recognise emotions and self-regulate their emotions.



同工透過社交機械人教導學童認識及表達情緒
Staff teaching students to recognise and express their emotions using a social robot



言語治療師舉辦提升學童認讀及抄寫能力之教師網上講座
Speech therapist organising webinars for teachers to improve children's reading and transcription skills

主題訓練照顧學童及家長需要

Theme-based Training to Cater for the Needs of Children and Parents

中心的註冊特殊幼兒工作員兼藝術導師設計了提升專注力的訓練系列，當中包括：結合音樂、戲劇及舞蹈元素的課程——「非洲鼓班」、「專注Fun Fun樂」及「活出小珍寶之治療舞蹈小組」。導師更在訓練中應用特色教學技巧，支援學童各種學習需要。導師亦邀請家長一起參與訓練，並即場示範及教授家居訓練技巧，讓家長了解子女的學習情況之餘，也可在家中替他們持續訓練。

The centre's registered special child care worker and art instructor have designed a series of training programmes to enhance attention span, including "African Drumming", "The Fun of Paying Attention" and "Shine! Baby Shine! — Therapeutic Dance Group", which combine music, drama and dance elements with special teaching techniques to support the learning needs of the children. Parents were also invited to join the training sessions and were given live demonstrations and home training methods to understand their children's learning and continue to train them at home.



導師透過「即興創意舞蹈」滿足學童的活動需要，提升他們的四肢協調能力及空間感
Instructor meeting the activity needs of the children through "improvised creative dance" to enhance their coordination and spatial awareness



學童參與專注力訓練小組
Students participating in a training group to enhance attention span



學童在「社交劇場」中藉著重複對話訓練，提升溝通能力和情感認知
Students were trained to improve their communication skills and emotional awareness through repetitive conversations in the Social Theatre

填補學前康復服務的縫隙

Filling in the Gaps in Pre-school Rehabilitation Services

福利協會獲社會福利署資助，於2020年推行新一期為期3年的「為正在輪候資助學前康復服務的學童提供學習訓練津貼」訓練服務，由中心的職業治療師、物理治療師、言語治療師、社工及特殊幼兒工作員組成的跨專業服務團隊，為輪候學前康復服務的學前兒童及家長提供個別和小組訓練、諮詢和評估服務，並共同訂定適合學童需要之綜合訓練及治療計劃，希望可及早介入，讓在輪候中的學童得到適切的訓練機會。除了聖三一白普理中心外，福利協會於2020年10月至12月增設了3個服務點，分別位於深水埗南昌邨、葵芳新都會廣場及屯門柏麗廣場，旨在支援不同地區的特殊學習需要學童及其家長。

With the support of the Social Welfare Department, the Welfare Council has launched a new 3-year training service for the children of "Training Subsidy programme for Children on the Waiting List of Subvented Pre-school Rehabilitation Services" in 2020. A multi-disciplinary professional team comprising occupational therapists, physiotherapists, speech therapists, social workers and special child care workers provides individual and group training, consultation and assessment services to pre-school children and parents on the waiting list for pre-school rehabilitation services and works together to develop a comprehensive training and treatment plan that suits the needs of the children. The aim is to provide early intervention so that children on the waiting list can receive appropriate training opportunities. In addition to the S.K.H. Holy Trinity Bradbury Centre, the Council has set up 3 additional service points from October to December 2020, situated in Nam Cheong Estate in Sham Shui Po, Metroplaza in Kwai Fong and Park Lane Plaza in Tuen Mun respectively, to support students with SEN and their parents in different districts.



位於深水埗南昌邨的新服務點
New service point at Nam Cheong Estate, Sham Shui Po



位於葵芳新都會廣場的新服務點
New service point at Metroplaza in Kwai Fong

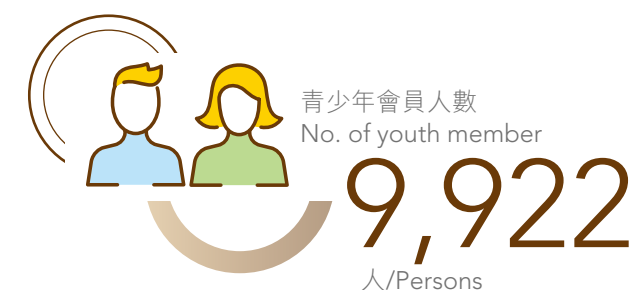


屯門新服務點的感覺統合訓練室
Sensory integration room at the new service point at Tuen Mun

青少年服務 Children and Youth Services



服務數據 Statistics



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及愛•藝術青年學院等，均致力透過多元化服務，回應青少年的成長需要，協助他們發展潛能。團隊亦透過個案／小組輔導及指導，帶領青年人認識自我、與人建立關係及面對成長中的挑戰，達至全人健康發展。

The Welfare Council has always been concerned about the diversified development needs of young people in body, mind, social and spirit. 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 and Loving Arts Youth Academy are all dedicated to respond to the needs of young people and help them develop their potentials via a wide range of services. Through individual or group counselling and guidance, the service teams help young people attain healthy development of the whole person by understanding themselves, building relationships with others and facing challenges in their growth.

服務重點 Service Highlights

- 推動青少年多元思考和關心社會
Promote diverse thinking and social concerns among young people
- 協助青少年建立良好品格及抗逆能力
Help young people build good character and resilience
- 提供職志輔導，作為青少年的成長導航
Provide youth with career counselling and life guidance
- 支援弱勢青少年及鞏固家庭功能
Support the disadvantaged youth and enhance the roles of families



中心同工主持網上桌上遊戲
Staff hosting online board games

工作策略 Strategies

因應近年社會及經濟環境等轉變，福利協會的青少年服務團隊重新修訂及調整原有的5年策略發展計劃，並決定繼續以「成長」、「參與」及「支援」為3大服務重點適切回應新世代青年人的需要。(1)「成長」：加強培育青少年的多元思考、溝通和聆聽能力、協助他們建立良好品格及抗逆力、陪伴他們追尋夢想以至規劃人生；(2)「參與」：增強青少年與自我、家庭及學校的連繫，促進他們關心他人和社區，同時擴闊視野，建立世界觀；(3)「支援」：強化家庭功能，及早介入及支援身處弱勢及面對危機的青少年。

In response to recent changes in the social and economic environment, the youth services teams of the Welfare Council have adjusted its 5-year strategic development plan, and continued to adopt the 3 services pillars of "Growth", "Participation" and "Support" to respond to the needs of the new generation of young people.

(1) "Growth": to enhance the development of young people's diverse thinking, communication and listening skills, to help them build up good character and resilience, and to accompany them in pursuing their dreams and planning their lives; (2) "Participation": to strengthen young people's connection with themselves, their families and schools, to promote their concern for others and the community, and to broaden their horizons and develop a global perspective; (3) "Support": to strengthen the roles of the family, to intervene early and to support for disadvantaged and at-risk youths.

持續的疫情令青少年在生活及學習方面受到極大衝擊，惟在防疫和社交距離限制下，青少年服務單位未能提供實體服務。就此，服務團隊迅速制訂各種應對策略，包括：透過網上直播、教育短片和視像通話等新媒體，持續為青年人提供興趣及社交發展、學習支援、情緒支援及職志輔導等線上服務，協助青少年維持及重建生活秩序，同時亦為因子女須停課留家學習而感到壓力的家長提供線上輔導及小組活動等。各區青少年義工隊也在疫情中關顧基層家庭，如為未能進行實體課的學童提供網上補習，以及透過視像形式關心安老院舍的長者等。此外，服務團隊為受疫情而影響經濟及日常生活的基層家庭，申請緊急經濟援助，例如透過心意行動發放緊急援助、申請「公益金及時雨基金」、派發食物援助及防疫物品等。



團隊在疫情期間透過網上服務，讓服務使用者與社區保持連繫
The service teams keeping service users connected to the community through online services during the outbreak

The protracted pandemic has had a devastating impact on the lives and learning of youngsters. Due to the anti-epidemic measures and restriction of social distancing, the Children and Youth Services units developed strategies to respond quickly and flexibly to the needs of youngsters during suspension of physical services. The service teams continued to provide online activities such as interest and social development, learning and emotional support and career counselling through the use of new media, including live webcasts, educational video and, video calls, etc. to help young people maintain and re-establish order while offering online counselling and group activities to parents stressed by students staying at home to study. Youth volunteer teams in different districts also showed care to underprivileged families during the epidemic by providing online tutorials for students who could not attend classes physically and online care for elderly living in residential care homes. As a result of the epidemic, many families were suddenly plunged into financial and daily life difficulties. The teams assisted families in applying for emergency financial assistance, such as granting emergency assistance through Act of Love, applying for the Community Chest Rainbow Fund, distributing food assistance and epidemic prevention items.

特色計劃及活動 Special Projects and Activities



社工為小一學生安排適應課程
Social worker arranging Induction Programme for Primary One students

駐校社工團隊在疫情下持續支援同學 School Social Work Service Teams Provided Continuous Support to Students amid the Epidemic

疫情期間，學校暫停了大部分實體課堂，小學輔導服務處的團隊編製了《「童」成長 小一適應網上課程》教材套，以遙距方式指導家長及教師協助準小一生認識小學的人、事、物，令孩子建立正面心態，更有信心迎接小一生活。有見疫情令社會籠罩負面氣氛，服務團隊亦製作了《「童」享正能量 性格強項抗疫24式小冊子》，向教師、家長及學生推廣正向心理學「24個性格強項」，促使他們在「疫境」中發掘個人性格強項，保持正面心態，擁抱豐盛人生。

團隊向教師、家長及學生推廣「童」享正能量的性格強項，鼓勵他們保持正向心態
The team promoted the "24 Character Strengths" for Positive Psychology to teachers, parents and students to encourage them to maintain a positive mindset



During the epidemic, most of the face-to-face classes were suspended and the Primary School Counselling Service team developed the distance learning toolkit, "Go Go Growth P1 bridging course", to help parents and teachers guide prospective Primary One students understand the people, activities and environment in primary schools, so that they can build up a positive attitude and have more confidence in their upcoming primary school life. Due to the negative atmosphere in the community, the service team has produced the "Sunshine kids 24 Character Strengths" booklet to promote the "24 Character Strengths" for Positive Psychology to teachers, parents and students so that they can explore their character strengths under the epidemic, maintain a positive mindset and embrace an abundant life.



中學駐校社工服務團隊拍攝不同短片為師生打氣
The Secondary School Social Work Service team filmed a series of short videos to cheer up teachers and students

在疫情下中學駐校社工服務團隊，以預防疫情觸發的危機及關顧同學的身心健康為工作重點，團隊分別在網上舉辦多個有關精神健康、正向生活習慣及保持社交連結的活動，包括：在社交平台與同學、家長及老師分享身心靈「支援包」，介紹情緒管理、防疫及精神健康等資訊、製作「Care for You」短片系列，以同學在疫情下面對的困擾，如缺乏社交、親子衝突、考試壓力和生活習慣失衡等為題材，並提供一些正向思維方法。除此以外，團隊更透過「Sports Challenge」活動，鼓勵同學分享日常運動的短片，以維持健康生活習慣及朋輩間的連結。

The Secondary School Social Work Service team focused on the prevention of the crisis triggered by the epidemic and the physical and mental health of students by organising a number of online activities on mental health, positive living habits and maintaining social connection, including sharing the "Support Pack" with students, parents and teachers on social media platforms, introducing information on emotional management, epidemic prevention and mental health, and producing the "Care for You" video series. The "Care for You" video series reflects the problems faced by students during the epidemic, with topics including lack of social interaction, parent-child conflict, examination pressure and imbalance in living habits, and provides positive thinking methods. Through the "Sports Challenge", students were encouraged to share videos of their exercise routines to maintain healthy habits and peer-to-peer connections.



社工團隊送贈「打氣包」，鼓勵同學保持正向思維
The social worker team gave away "Cheer Packs" to encourage students to maintain positive thinking

愛・連繫生命教育

Connecting with Love — Life Education

福利協會連續第3年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，以「連繫他人」為主題，推動青少年在學校、家庭及社區與人建立良好的連結，同時建立正向人生觀，積極面對人生挑戰。服務團隊亦請來台灣學者陳建榮老師和新晉電影導演陳小娟女士分別以視像及實體形式擔任「生命教育教學工作坊」的講者，教導144位社工及老師如何以電影進行生命教育。此外，團隊亦舉辦「親子攝影遊」及於「校園動畫巡禮」中播放福利協會製作的動畫等活動，分別有88個家庭參加及404位同學受惠其中。



計劃團隊舉辦「親子攝影遊」
The team organised a "Parent-child Photo Tour"

For the third consecutive year, the Welfare Council was sponsored by The Board of Management of The Chinese Permanent Cemeteries to organise the Connecting with Love — Life Education Promotion Program. With the theme of "Connecting with others", the program aims to encourage young people to connect with their schools, families, and communities to build a positive outlook on life and face life challenges bravely. The team also invited Mr Chen Chien-jung, a Taiwanese scholar, and Ms Oliver Chan Siu-kuen, an emerging film director, to be the speakers of the "Life Education Teaching Workshop" in visual and physical formats respectively to train 144 social workers and teachers how to use film to promote life education. The team also organised a "Parent-child Photo Tour" and showed the animation produced by the Welfare Council in the "Campus Animation Tour", with 88 families and 404 students benefiting from the activities respectively.



青年人到長洲西園參與歷奇活動，挑戰自我
Youths challenging themselves with adventure-based activities at Saiyuen, Cheung Chau

愛・藝術青年學院以藝術手法推行品格教育

Loving Arts Youth Academy Promoting Character Education through the Arts

愛・藝術青年學院秉持「愛自己、愛他人及愛社區」的理念，以藝術結合社會工作的手法為青年人帶來嶄新服務體驗。學院早前獲香港賽馬會慈善信託基金贊助，分別舉辦賽馬會「愛・動樂」青年發展計劃及賽馬會「愛・藝力」青年發展計劃。兩項計劃共招募了逾千名學員，並在疫情期間進行了2,300節網上及小班音樂、舞蹈及運動培訓，服務了10,000人次，同時提供2,200次成長輔導及110節義工活動。

The Loving Arts Youth Academy, with its mission of "Loving Oneself, Loving Others, and Loving One's Community", brings a new service experience to young people through a combination of arts and social work. The Jockey Club "Loving Sports" Youth Development Programme and the Jockey Club "Arts Dynamics" Youth Development Project organised by the Academy team were sponsored by the Hong Kong Jockey Club Charities Trust. Over 1,000 trainees were recruited, and 2,300 online and small group music, dance and sports training sessions were conducted during the epidemic, serving an attendance of 10,000 people, while 2,200 sessions of developmental counselling and 110 volunteer activity sessions were delivered.



青年人訪問全職籃球員如何實踐籃球夢
Youths interviewing full-time basketball players on how to realise the dream

Programme, through activities such as the “Photo Contest”, Sport ‘ING’ Online Workshops, “Home Exercise” Videos and Online Sports Day, young people have the opportunity to learn about perseverance and setting goals via the sharing of famous athletes. The Academy team also organised the “Mountaineering for Fun” programme, which led the community to experience the fun of hiking and produced 8 videos promoting “Leave No Trace”, which were viewed 114,000 times. In addition, the “Beat-it-out! All Style 1 on 1 Online Dance Battle”, a territory-wide online dance competition was organised by “Arts Dynamics”, which drew 76 participants, with a total of 9,500 views.

學院亦與著名藝團「新約舞流」及「聲蜚合唱節」合辦專業現代舞及聲樂線上線下訓練，以擴闊學員的藝術視野。為讓有潛質的青年人進一步發展藝術及運動才能，學院更在善長資助下新設立「飛躍發展獎勵計劃」。本年度共向6位青年人頒發獎學金，鼓勵他們善用獎學金作藝術方面的進修，發展個人目標。



愛·藝術青年學院在疫情期間分別舉辦了「運動ING線上教室」及「抗疫舞鬥online」全港網上鬥舞比賽
The Loving Arts Youth Academy organised the Sport ‘ING’ Online Workshops and “Beat-it-out! All Style 1 on 1 Online Dance Battle” during the pandemic

「愛·動·樂」青年發展計劃開展了「愛動∞」網上社區運動推廣，透過「相」挑戰、運動ING線上教室、「在家運動」教學及動樂日等活動，讓年青人有機會從多位著名運動員的分享中，學習堅持及為自己訂立目標。學院團隊亦舉辦「賞山同樂」活動，帶領社區人士體驗健行樂趣，並且製作了8條宣揚「無痕山林」的短片，累計觀看次數達114,000次。此外，由「愛·藝力」青年發展計劃推展的「抗疫舞鬥online」全港網上鬥舞比賽，吸引了76位參加者參加，影片瀏覽人次達9,500。

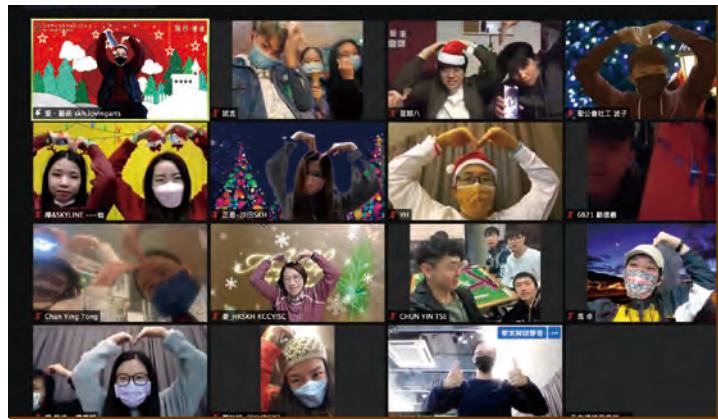
The “Loving Sports Infinity” online community sports promotion programme was launched under the “Loving Sports” Youth Development

The Academy also collaborated with the renowned arts groups “Passoverdance” and “SingFest” to organise online and offline professional modern dance and vocal training to broaden the artistic horizons of our participants. To further develop the artistic and athletic talents of young people with potential, the Academy has also set up the new “Leap Forward Award Scheme” with the support of kind-hearted donors. During the year, 6 scholarships were awarded to young people to encourage them to pursue their artistic pursuits and develop their personal goals.

青少年中心鼓勵青年參與 關心社區 Youth Centre Encouraged Participation in Community Care

聖馬提亞綜合服務 — 賽馬會青年幹線獲香港賽馬會慈善信託基金資助舉辦為期3年半的「光影·維城」社區參與計劃。參加者在計劃中學習製作介紹社區的短片和社區導賞技巧，繼而進行一連串的網上導賞，向公眾展現天水圍的地區特色。本年度整個活動共有655參與人次。此外，計劃推出了一系列「你話事·我話事」拍攝體驗活動和「Vlogging with KOL」，分別讓青年人自行決定拍攝活動的地點及內容，以及投選著名KOL，並跟他們一起製作以天水圍特色為主題的影片。

The St. Matthias’ Integrated Services — Jockey Club Youth Express was funded by The Hong Kong Jockey Club Charities Trust to organise a 3.5-year community engagement programme, “Light and Shadow · HK”. During the year, an attendance of 655 participants learnt to produce short videos on introducing the community and community tour techniques, followed by a series of online tours to showcase the local character of Tin Shui Wai to the public.



青年人在網上音樂會作才藝分享，共賀聖誕
The youth shared their talents during the online concert to celebrate Christmas



青年學員與KOL Sunny(左一)一同拍攝天水圍的美景
Youth participants and KOL Sunny (far left) taking photos of Tin Shui Wai

In addition, the project launched a series of photographic experiential activities, “Your Call · My Call” and “Vlogging with KOL”, participants decided on the location and content of the photographic activities, as well as voted for famous KOLs (Key Opinion Leaders) respectively and to work with them to produce videos on different regional themes.



婦女與青少年一起參與「啟德青年日誌」的跨世代藝術工作坊
Women and youths joined together for an intergenerational art workshop at “Youth Diary @ Kai Tak”

九龍城青少年綜合服務中心的團隊舉辦「啟德青年日誌」，邀請學校提名具領袖天份的年青人參與，以促進他們對青年及地區的議題的關注，加深認識社區。服務團隊以「社區聲音」為本年度的活動主題，推出了「攝入九龍城」、「香港傳統手藝工作坊」、「跨世代藝術工作坊（地區婦女）」、「青年空間發佈日」及地區訪談「麻雀客棧」等活動，讓青年人可從中聆聽區內不同持份者的聲音，並且互相交流意見，帶動不同世代人士對文化價值和身份認同作出反思。

The service team of Kowloon City Children and Youth Integrated Service Centre invited schools to nominate young people with leadership potential to participate in the “Youth Diary @ Kai Tak” to raise awareness of youth and local issues and to enhance their understanding of the community. Under the theme of “The Voice of Community”, the service team promoted activities such as “Photography in Kowloon City”, “Hong Kong Traditional Craft Workshop”, “Intergenerational Art Workshop (for local women)”, “Youth Space Launch Day” and the district interviews of “The Mahjong Boutique Hostel”. The activities enabled young people to listen to the voices of different stakeholders in the district and exchange views with each other, leading different generations to reflect on cultural values and identity.

為了鼓勵青年參與社區服務及促進社區交流，青少年服務團隊推出「種籽基金計劃」，由7個青少年單位組織7隊青年小組，關注社區需要及服務社區長者、兒童、家庭及有特殊教育需要的人士等，以行動表達關心。各小組更於2021年1月舉行之分享會上，闡述服務成果，而香港浸會大學的陳嘉祺博士亦在會上表示計劃成效理想，能回應計劃初衷。

To encourage youth participation in community services and communication among members of the community, the youth service teams launched the “Youth Participation Start-up Project”, in which 7 youth units organised 7 youth teams to focus on community needs and serve and show care to the needy in the community, such as the elderly, children, families and people with special educational needs. The teams presented the results of their services at a sharing session in January 2021, where Dr Catherine Chan Ka-ki of the Hong Kong Baptist University commended that the project had been effective and had met the project’s original objectives.



青年小組參與「種籽基金計劃」分享會，闡述服務成果
Youth participants joined the sharing session of the “Youth Participation Start-up Project” and presented the results of their services

支援弱勢社群 Supporting Disadvantaged Communities

九龍城青少年綜合服務中心獲社區投資共享基金撥款，於2018年至2021年4月期間在啟晴邨及德朗邨推行「家埋里」關愛社區共享計劃，共招募了237個樓長家庭，當中有60位為核心樓長，協助策劃多元化義工服務，以及進行關懷探訪，包括：洗樓探訪及持續配對探訪服務，以認識鄰居的不同需要。經過3年的訓練，很多樓長已將義工服務融入生活中，甚至能自發探望和協助邨內其他鄰居、長者和婦女，成效顯著。



不同樓長家庭一起參與有機耕作，紓緩疫情下的生活壓力
Different building representatives' families joined in organic farming to relieve the stress of living under the epidemic

The Kowloon City Children and Youth Integrated Service Centre was funded by the Community Investment and Inclusion Fund (CIIF) to implement the “Together we build” Caring and Sharing Community Project in Kai Ching Estate and Tak Long Estate from 2018 to April 2021. The project recruited a total of 237 building representative families, of which 60 were core building representatives, to assist in the planning of a wide range of volunteer services and to conduct caring visits, including home visits and continuous matching visits to recognise the different needs of neighbours. After 3 years of training, many of the building representatives have integrated volunteer services into their lives. They have even been able to visit and assist other neighbours, the elderly and women in the estate on their initiative, with remarkable results.



樓長將防疫用品及漂白水轉送予邨內有需要的家庭
The building representative delivered vaccination supplies and bleach to needy families in the estate

支援學童的特殊學習需要

Addressing Special Educational Needs of Children

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」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、小學生提供系統性訓練，協助他們改善社交溝通、情緒調節及社群適應等技巧，提升整體的學習和社交能力。計劃共為40間中、小學及436名學童提供共85項由社工到校進行的學童社交訓練小組，同時為教師及家長提供共3,084小時的服務。即使受疫情影響，團隊亦以多元化支援模式繼續提供四大範疇服務，包括：舉行學童視像社交訓練、網上家長／教師工作坊及諮詢和網上同儕活動等，並善用獎勵計劃、網上訓練計時器、網上互動小遊戲及問卷等網上活動和工具，提升參加者的學習動機。



臨床心理學家在教師工作坊中，分享支援自閉症學童情緒的策略
Clinical psychologist sharing strategies for supporting the emotions of students with autism in a Teacher Workshop



社工透過網上社交小組與學童進行訓練
Social worker providing training to students through online social groups

此外，計劃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一系列的培訓及實時督導，以提升團隊的專業性。計劃團隊一方面組成兩個學習小組，定期就教學概念及技巧互相交流，務求能設計切合學童需要的訓練課程，同時亦積極建立教材資源庫，有系統地整合相關訓練教材及資源，有助提升服務質素。

The Welfare Council is one of the partners of “JC A-Connect: Jockey Club Autism Support Network” of the Hong Kong Jockey Club Charities Trust, and through its “We Love: Jockey Club Centre for Family Enhancement” (*Rehabilitation Centre for Children with Special Educational Needs*), social workers were

arranged to visit schools to provide systematic training to primary and secondary school students with autism spectrum disorders. The programme provides systematic training to help these students improve their social communication, emotional adjustment and social adaptation skills and enhance their overall learning and social skills. A total of 85 small social training groups were conducted by social workers to 40 primary and secondary schools and 436 students on campus, and a total of 3,084 hours of services were provided to teachers and parents. Despite the epidemic's impact, the team continued to provide services in 4 major areas through “Flexible means”, including video social training, online parent/teacher workshops and consultation, online peer activities, etc. Online tools such as award schemes, timers for online training, online games and questionnaires were also used to enhance participants' motivation.

In addition, a team of speech therapists and clinical psychologists was formed to provide regular training and supervision to the social work team to enhance their professionalism. The project team is organised into 2 learning groups to exchange ideas and skills regularly to design training programmes to meet the needs of the children. The team has also set up a resource bank of teaching materials to systematically integrate relevant training materials and resources to enhance the quality of service.



社工在學習小組分享會中互相交流教學概念與技巧，以持續提升服務質素
Social Workers exchanging ideas and skills in the learning group to enhance service quality continuously

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。

Through a multi-faceted approach, multi-disciplinary intervention, professional counselling groups and educational activities, the services teams promote mutual support among individuals, families and the community, reinforcing the role of the family, building social capital and a harmonious society.

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	2,503 人 / Persons	555 家庭 / Families	136,628 人次 / Attendance persons	1,869 宗 / Cases
聖約瑟堂暨社會服務中心 St Joseph's Church & Social Centre	496 人 / Persons	336 家庭 / Families	25,114 人次 / Attendance persons	10 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	823 人 / Persons	267 家庭 / Families	24,267 人次 / Attendance persons	17 宗 / Cases
香港聖公會輔導服務處 H.K.S.K.H. Counselling Service	—	346 家庭 / Families	2,957 人次 / Attendance persons	502 宗 / Cases
新念坊 NEO-Horizon	—	210 家庭 / Families	—	257 宗 / Cases
「好鄰舍」社會房屋共享計劃 "Good Homes" Community Housing Movement	239 人 / Persons	82 家庭 / Families	6,981 人次 / Attendance persons	229 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)	—	1,450 家庭 / Families	4,348 人次 / Attendance persons	1,450 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)	—	3,015 家庭 / Families	7,907 人次 / Attendance persons	3,015 宗 / Cases
多元文化外展服務隊 Outreaching Team for Multi-Cultural Community	—	185 家庭 / Families	2,833 人次 / Attendance persons	195 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 exploring and building the individual potential of the underprivileged and reinforcing positive bonds 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 encourage the physical, mental, social, and spiritual development of families in the district.

特色計劃及活動 Special Projects and Activities

關顧心靈需要 增潤親子關係

Caring for Spiritual Needs and Enhancing Parent-child Relationship

本年度，東涌綜合服務藉著網絡支援手法，促進個人、家庭及地區聯繫，發揮家庭功能，為區內有需要的個人及家庭提供輔導服務，支援逾1,800宗個案。

During the year, the Tung Chung Integrated Services team provided counselling services to individuals and families in need in the district through a network support approach that facilitated the linkage of individuals, families in the district and reinforced the role of family unit, supporting over 1,800 cases.



家長與生命教育導師在小組中交流育兒心得
Parents and life education teachers sharing parenting tips in small groups

救主堂社會服務中心 — 賽馬會家庭幹線的團隊發揮堂、校、社服協作精神，與「啟德豐盛生命之旅」計劃及香港聖公會救主堂合作，培訓教友成為生命教育義務導師。導師會於聖公會屬下兩間小學推行家長課程，教導家長支援孩子的心靈需要、傳遞正確價值觀及增潤親子關係。完成課程後，家長將會成為下屆導師，繼續傳揚愛的訊息。



「Mindful Kids」透過遊戲及音樂元素，帶領小朋友經歷覺醒體驗
“Mindful Kids” provided an awakening experience for children through games and music

In collaboration with the “Kai Tak Life Education Project” and the H.K.S.K.H. The Church of Our Saviour, the service team of The Church of Our Saviour Social Service Centre — Jockey Club Family Express, trained parishioners to become volunteer life education trainers in the spirit of collaboration among the churches, schools and social service units. The trained parishioners assisted in implementing the parenting programme in 2 S.K.H. primary schools to teach parents to support the spiritual needs of their children, pass on the correct values, and enrich the relationship between their children. Upon completion of the course, parents will become the next instructors to continue spreading the message of love.

聖約瑟堂暨社會服務中心致力服務元朗錦田及八鄉區的青少年及家庭，同時亦重點支援區內少數族裔。有見孩子經常要留家抗疫，中心團隊亦推出以小手工、科學、遊戲及生活百科為主題的網上活動，締造多元化的學習機會。疫情稍緩時，團隊更推出「Thinker Box」及「Mindful Kids」等實體活動，鼓勵孩子們保持正向心態，發放正能量。

The St Joseph's Church & Social Centre serves young people in Kam Tin and Pat Heung in Yuen Long and their families, as well as tend to the needs of ethnic minorities in the district. Since children often have to stay home to fight the epidemic, the team has launched online activities with themes such as small crafts, science, games and general knowledge to provide diversified learning opportunities. When the epidemic subsided, the team also launched physical activities such as “Thinker Box” and “Mindful Kids” to encourage children to keep a positive attitude and spread positive energy.

連結社區力量 共抗疫情

Uniting Community Forces to Fight the Epidemic

東涌綜合服務獲香港賽馬會慈善信託基金資助舉辦「賽馬會家家有教計劃」，目標是發掘區內私人樓宇家長群的專才成為家庭教練，推動他們把不同的知識、經驗及人際網絡等寶貴資產傳授及分享予他人，為社區創造更多資源，促進社區的可持續發展。家庭教練亦會透過義工服務及不同活動形式，鼓勵社區人士加入家庭教練的行列，從而成為社區上活躍的參與者及建立支援網絡。

“The Jockey Club Family Coaching Project”, funded by the Hong Kong Jockey Club Charities Trust, aims to identify the talents of parents in private buildings in the district to become family coaches and to encourage them to pass on and share their knowledge, experience and interpersonal networks to others, thereby creating more community resources and promoting the sustainable development of the community. The family coaches will also encourage other community members to join their team through volunteer services and various forms of activities, thus becoming active participants and creating support networks in the community.

疫情令不少基層家庭陷入經濟困境，而學校停課亦使學童缺乏學習及發展機會。本年度，東涌綜合服務獲太古基金資助舉辦「營造東涌I」，透過現金援助、食物券，以及職業導向小組和行業分享等多元網上活動，為區內基層家庭及學童提供經濟及成長上的支援，共同克服疫情帶來的挑戰。

The epidemic has left many grassroots families in financial hardship, and school suspensions have left children without learning and development opportunities. During the year, the Swire Trust's Trust Tomorrow Funding supported the “Building Community, Building Tung Chung I” project, which provided financial and developmental support to grassroots families and students in the district through cash assistance, food vouchers and diverse online activities such as career-oriented groups and industry sharing to help overcome the challenges of the epidemic.



學校社工為應屆文憑試同學製作打氣包
School social workers preparing cheer packs for HKDSE candidates



團隊舉辦家居維修工作坊，培訓社區人士成為專門的家庭教練
The team organised home maintenance workshops to train community members to become specialist Family Coaches

本年度，東涌綜合服務未能舉行實體團年飯，故設計了「NET牛網上賀新禧」，邀得130位長者一起參與線上賀年活動。此外，香港機場管理局、瑞祥集團、裕東苑業主立案法團、東堤灣畔業主立案法團、香港聖公會基督榮光堂和金巴崙長老會牧民堂等團體亦與中心團隊合作，派出逾60名義工將一人盤菜送至上述長者的家中，讓他們在「疫境」中感受到愛與關懷。

Although Tung Chung Integrated Services could not hold a physical Chinese New Year's Eve dinner during the epidemic, the services team designed the “NET Ox Online Chinese New Year Celebration” activity and invited 130 elderly participants. In addition, organisations like the Hong Kong Airport Authority, Ruixiang Group (HK) Limited, Owners' Corporation of Yu Tung Court, Owners' Corporation of Tung Chung Crescent, H.K.S.K.H. Church of the Ascension and Mu Min Cumberland Presbyterian Church also collaborated with the team and sent over 60 volunteers to deliver “Poon Choi for One” to each elderly's home so that they could feel loved and cared for amid the epidemic.

就業援助 鼓勵自力更生

Employment Assistance to Encourage Self-reliance

東涌綜合服務為區內中年人士舉辦「『職』出新希望」季度招聘會，獲區內6間公司及機構參與其中，包括：建造業議會、亞洲空運中心有限公司及中原地產代理有限公司等，提供500個職位空缺。活動吸引800人次參與，成功為東涌居民提供就業及培訓的機會。

Tung Chung Integrated Services organised “New Hopes at Jobs”, a quarterly job fair for middle-aged people in the district. 500 job vacancies were offered by 6 companies and organisations in the district, including the Construction Industry Council, Asia Airfreight Terminal Limited and Centaline Property Agency Limited. The fair attracted an attendance of 800 persons and successfully provided employment and training opportunities for Tung Chung residents.



義工將新年盤菜送到長者府上
Volunteers delivering “Poon Choi” to the elderly's homes to celebrate the Chinese New Year



招聘會為東涌居民提供大量就業機會和資訊
Job fairs provided Tung Chung residents with a wealth of employment opportunities and information

東涌綜合服務及九龍城青少年綜合服務中心獲僱員再培訓局資助舉辦「人才發展計劃」，為社區人士提供逾20多班全日制及兼讀制再培訓課程。本年度，東涌綜合服務新增了「護理員基礎證書課程」，為有志投身護理行業的人士提供訓練，而九龍城青少年綜合服務中心則首次開辦英語訓練課程，大受街坊歡迎。疫情期間，中心團隊亦將部份課程轉為網上授課，讓學員可繼續在家中自我增值。

The Tung Chung Integrated Services and Kowloon City Children and Youth Integrated Service Centre organised over 20 full-time and part-time retraining courses for community members through the “Manpower Development Scheme” funded by the Employees Retraining Board. The Tung Chung Integrated Services implemented the Foundation Certificate for Care Worker Training to nurture trainees to join the care sector. At the same time, the Kowloon City Children and Youth Integrated Service Centre offered English language training courses for the first time, which was well-received by the residents. During the epidemic, the team switched some of the courses to online delivery so that trainees could continue to enhance themselves at home.

學員參加「陪月員基礎證書課程」，學習為嬰兒洗澡的技巧
Trainees attending the Foundation Certificate in Post-natal Care Worker Training Course to learn the skills of bathing babies

為特殊學習需要兒童提供服務

Providing Services to Children with Special Educational Needs

東涌綜合服務獲李國賢基金會資助舉辦「童聚・同愛」，透過網上及實體的個別訓練及小組活動，支援確診或懷疑患有專注力不足或自閉症之學童及其家長，讓他們在疫情下亦可得到適切服務。

Tung Chung Integrated Services was funded by the Simon K. Y. Lee Foundation to organise “Children Gathering with Love” to support students with diagnosed or suspected attention deficit disorder or autism spectrum disorder and their parents. Through individual training and group activities, both online and in-person, they could receive appropriate services in times of epidemic.



幼兒參與個別訓練活動
A child participating in individual training activities

支援低收入家庭

Supporting Low-income Families

社會福利署資助的恩澤膳——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，以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，恩澤膳服務隊共支援逾12,000人次。受疫情影響，市民對恩澤膳的服務需求大增，如屯門區共派發約23萬日糧、九龍城和油尖旺區則派發約40萬日糧，分別較預算增加28%和26%。

Short-term Food Assistance Service — Blessed Food (“Blessed Food”) funded by the Social Welfare Department provides short-term food assistance of up to 8 weeks to residents in Tuen Mun, Kowloon City and Yau-Tsim-Mong districts who have difficulties in coping with daily food expenses due to sudden economic changes or unemployment. During the year, more than 12,000 attendance persons were supported by the Blessed Food teams. The epidemic has also increased the demand for Blessed Food services; for example, the total amount of daily food in Tuen Mun was about 230,000, while the total amount of daily food in Kowloon City and Yau-Tsim-Mong was about 400,000, an increase of 28% and 26% over the budget respectively.



團隊將防疫物資贈予弱勢社群
The team presented the epidemic prevention materials to the underprivileged

除了食物援助外，屯門恩澤膳服務隊和九龍城及油尖旺恩澤膳服務隊亦以其他方式支援服務使用者，包括將社區人士或團體捐出的食物及防疫物資轉贈服務使用者，讓他們感受到節日氣氛和社區關懷、為劏房家庭申請福利協會的「心意行動——抗疫緊急援助」，以及向有學習需要的家庭送上上網卡及線上學習支援服務等。

Apart from food assistance, the Tuen Mun Blessed Food Service Team and the Kowloon City and Yau Tsim Mong Blessed Food Service Teams also supported service users in various ways, including transferring food and epidemic prevention materials donated by community members or groups to service users, so that they could feel the festive atmosphere and community care; applying the Welfare Council's “Act of Love Emergency Assistance” for families living in sub-divided units, as well as providing data cards and online learning support services to families with learning needs.



服務隊向服務使用者送上由香港聖公會西九龍教區「恩典同行計劃」及其他善長送贈的福袋
The service team presenting service user with lucky bag given by the H.K.S.K.H. Diocese of West Kowloon's “Walk with Grace” Project and other benefactors



導師及受惠家庭出席「全心傳家2.0」家庭發展計劃啟動禮
Mentors and beneficiary families attended the launch ceremony of the "Mentorship Scheme 2.0"

曠持日久的疫情重挫本地經濟，低收入家庭的生活和收入亦大受影響。本年度，福利協會與香港女工商及專業人員聯會再度合作，推出「全心傳家2.0」家庭發展計劃，一方面為25個弱勢家庭提供經濟援助，同時35名女工商成員也義務擔任伙伴導師，為受惠家庭提供朋輩式關懷及學習模範，並擴闊其生活圈子和支援網絡。

The protracted epidemic has hit the local economy hard, and the livelihood and income of low-income families have been greatly affected. During the year, the Welfare Council and The Hong Kong Women Professionals and Entrepreneurs Association (HKWPEA) have collaborated

again to launch the "Mentorship Scheme 2.0", which provided financial assistance to 25 disadvantaged families while 35 HKWPEA members served as mentors to provide peer-to-peer care and learning models for the beneficiary families and to widen their life circle and support network.

「好鄰舍」社會房屋共享計劃推廣助人自助 "Good Homes" Community Housing Movement Promoting Self-help

「好鄰舍」社會房屋共享計劃以「共住、共管、共生」為營運理念，透過各式活動推動鄰里守望相助。本年度，「好鄰舍」服務隊舉辦「街坊士多義工積分獎勵計劃」，鼓勵住戶參與計劃的義工服務。住戶參與義工服務可賺取積分，換取日常生活用品。另外，服務隊會安排街坊在士多負責義務當值的工作，從中關顧較弱勢及有需要之家庭，主動分享社區資訊，同時亦會邀請住戶擔任「樓長」，藉著配對探訪，關顧「好鄰舍」的長者及單親家庭，並向社工轉達鄰里的需要。計劃結束後，社工也主動支援居民的搬遷安排。



「好鄰舍」服務隊舉行家居廢物回收活動，提升住戶的環保意識
"Good Homes" Service Team organised a household waste collection campaign to raise awareness of environmental protection among residents

The "Good Homes" Community Housing Movement has been running under the concept of "co-accommodation, co-management and co-living" and promoting neighbourhood solidarity through various activities. During the year, the "Good Homes" service team has launched the "Neighbourhood Store Volunteer Bonus Point Scheme" to encourage residents to participate in the volunteer services under the scheme and redeem the bonus points earned from the services for daily necessities. The "Good Homes" service team would arrange for residents to take up voluntary duty in the store to care for the less fortunate and needy families and proactively share community information. The team also invited residents to become "building representatives" to care for the elderly and single-parent families in the "Good Homes". Through matching ended visits, the "building representatives" conveyed the needs of the neighbours to social workers. After completion of the project, social workers also took the initiative to support relocation arrangements for the residents.

多元文化外展服務隊支援少數族裔 Outreaching Team for Multi-cultural Community Supporting Ethnic Minorities

多元文化外展服務隊致力協助多元文化社群與主流福利服務接軌，其隊員亦由多元文化人士組成，旨在促進不同種族文化的人士溝通。服務隊除了每月定期到不同地區接觸多元文化居民和聯繫地區人士外，亦跟不同服務團體合作，務求為有需要的居民提供更適切的支援。本年度，服務隊便獲元朗區議員支持，讓流動外展車可於元朗錦田橫台山村服務。另外，服務隊也舉辦了21場培訓活動，為社工、社工學生、幼稚園老師、準幼師及服務單位管理人員等提供有關多元文化社群的知識。



同工為幼稚園老師提供多元文化知識培訓
Staff providing multi-cultural knowledge training for kindergarten teachers

The Outreaching Team for Multi-cultural Community dedicates to connecting the multi-cultural community with mainstream welfare services. The service team comprises multi-cultural members to facilitate communication among people of different ethnicities and cultures. In addition to regular monthly visits to reach out to the multi-cultural residents and connect with local people in various districts, the service team also worked with different service groups to provide more appropriate support to the residents in need. The team received permission from Yuen Long District Council members during the year to provide mobile outreach van service in Yuen Long Wang Toi Shan Village. Meanwhile, 21 training sessions were organised to pass knowledge on multi-cultural communities to social workers, social work students, kindergarten teachers, prospective kindergarten teachers and managerial staff of the service unit.



服務隊利用新設的外展車進行不同教育活動
The service team used a new outreach van to conduct educational activities on different topics

新念坊全面支援吸毒家庭

NEO-Horizon Provided Families with Drug Addict Members with All round Support

新念坊為濫用精神科藥物人士提供輔導、醫療支援等服務，協助他們進行戒毒及復康療程，同時透過教育及外展服務，提升有潛在濫藥危機的人士及青少年抵抗誘惑的能力。本年度，新念坊遷址至沙田水泉澳邨，為沙田、大圍及馬鞍山區受毒品困擾的人士及家庭安排個案輔導、醫療支援、小組及活動等，並為不同持份者提供教育活動及專業培訓，以建立無毒社區為目標。鑑於受毒品困擾的人士在擔當伴侶和父母的角色上充滿挑戰，團隊亦舉辦育嬰指導、家庭功能提升小組及親子活動等，以提升他們的親職能力，並促進親子及兩性關係。另外，團隊邀得助產士、護士、兒科、婦產科醫生及中醫師拍攝短片，拆解受毒品問題困擾的新手媽媽及孕婦常見的問題。



註冊助產士教授新生嬰兒照顧技巧
Registered midwives teaching newborn care skills

By providing medical support and counselling services, the NEO-Horizon helps psychotropic substance abusers to undergo treatment and drug rehabilitation. To achieve early intervention, a range of preventive and educational services is also provided for the abusers, potential drug abusers and youngsters, so that they are motivated to abstain from drugs. During the year, the NEO-Horizon relocated in Shui Chuen O Estate, Shatin, which organised case counselling, medical support and group activities for drug-addicted persons and families in Sha Tin, Tai Wai and Ma On Shan districts. It provided educational activities and professional training for different stakeholders to build a drug-free community. Because of the challenging role of drug-addicted persons as partners and parents, the service team also organised parenting guidance, family function enhancement groups and parent-child activities to enhance parenting skills and foster parent-child and gender relationships. In addition, the service team invited midwives, nurses, paediatricians, obstetricians & gynaecologists and Chinese medicine practitioners to make a video explaining the common problems encountered by new mothers and pregnant women who are troubled by drug problems.

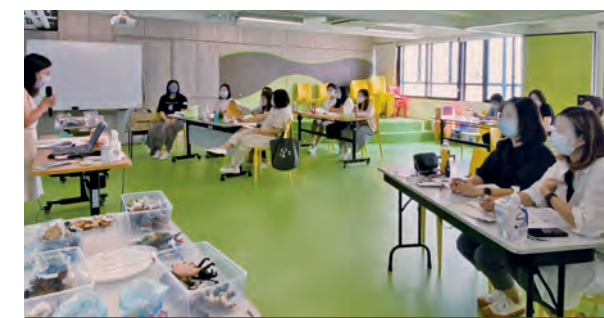


母親和孩子合力創作手工藝，增進彼此溝通
Mothers and children creating crafts together to improve communication

香港聖公會輔導服務處提供多元支援及培訓

The H.K.S.K.H. Counselling Service Provided a Range of Professional Support and Training

福利協會轄下的香港聖公會輔導服務處（「輔導處」）為非牟利的專業輔導中心，為各年齡層的人士提供個人、婚姻及家庭治療和臨床心理服務，內容包括：心理評估、特殊學習需要評估、個人及小組心理輔導、婚前輔導、婚姻及家庭治療、遊戲治療、專業培訓及諮詢督導等。輔導處亦聘請了註冊遊戲治療督導，在治療中以玩具作介入，引領孩子面對個人感受，展現內心世界。輔導處更成為美國遊戲治療協會的認可培訓機構，可為有志成為註冊遊戲治療師的人士提供遊戲治療培訓及督導課程。



輔導處開辦遊戲治療專業培訓
The Counselling Service offering professional training in play therapy

The H.K.S.K.H. Counselling Service ("Counselling Service"), operated by the Welfare Council, is a non-profit professional counselling centre providing individual, marital and family therapy and clinical psychological services for people of all ages. Services include psychological assessment, special educational needs assessment, individual and group counselling, pre-marital counselling, marital and family therapy, play therapy, professional training and counselling supervision. The Counselling Service employed a registered play therapist — a supervisor who uses toys as a bridge to guide children to get in touch with their feelings and reveal their inner world. The Counselling Service is also an accredited training organisation of the Association for Play Therapy (United States) which provides training and supervisory courses on play therapy for those who wish to become registered play therapists.

「時刻共享」社區計劃

Be My TimeMate Community Project

麥理浩夫人中心獲中銀香港撥款資助舉辦的「時刻共享」社區計劃，以「時間銀行」的理念推動社區互助，支援葵青區的照顧者，旨在建立一個照顧友善的社區。計劃團隊收集社會各界捐贈的物資，讓照顧者可利用參與計劃義工服務所得的「時分」換領生活必需品，解決即時生活需要。另外，團隊在疫情期間，為參與的家庭提供經濟支援，以及推動照顧者及其家人透過共聚網絡活動，如：示範縫製布口罩及伸展運動等，助人自助，紓緩照顧者的身心壓力。



團隊舉辦「愛錫自己」工作坊，提升家庭照顧者關顧自我的意識
"Me Time" Workshop was organised to enhance family caregivers' awareness of self-care

With funding support from the Bank of China (Hong Kong), the Lady MacLehose Centre organised a community scheme entitled "Be My TimeMate Community Project" to promote community mutual help through the concept of "time banking", supporting caregivers in Kwai Tsing and building a care-friendly community. The scheme team also collected donations from various community sectors so that caregivers could redeem the "time credits" they received from participating in the project's volunteer services for daily necessities to meet their immediate needs. In addition, the scheme team provided financial support to participating families during the epidemic and encouraged caregivers and their families to help themselves through networking activities such as demonstrations of sewing cloth masks and stretching exercises to relieve their physical and mental stress.






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

- 專業薈萃，循證實踐
Nurturing professionalism and implementing evidence-based practices
- 善用科技，以人為本
Reinforcing person-centred residential home care services by adopting technology-based solutions
- 團結抗疫，靈活應變
Responding flexibly to combat the epidemic together




服務數據 Statistics

	資助院舍 Subvented Homes	非資助院舍 Non-subvented Homes
		將軍澳安老服務大樓 — 恩愉軒 Tseung Kwan O Aged Care Complex — Loving Joy Court
		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
 宿位數目 No. of places	1,177 個/places	60 個/places
 院友入住率 Enrollment	96%	95%
 院友流動率* Turnover*	19%	33%

2021年3月31日當日院友智能缺損情況 Residents with Cognitive Impairment on 31st March 2021

 患認知障礙症院友比率 Residents with cognitive impairment	46%	45%	24%
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長者班組／活動(出席總人次) Group Sessions/Activities for Elderly (Total Turnout)

 為患認知障礙症院友 提供訓練活動 Activities for persons with cognitive impairment	151,844	933	2,295
 室內活動 Indoor activities	53,605	11,361	4,317
 戶外活動／特別活動 (包括節日活動、生日會、 旅行等) Outdoor or special activities including festive events, birthday celebrations and trips, etc	2,896	147	0

* 1. 年度院友流動率計算了2020至2021年間離開安老院舍的院友人數與院舍名額的比率，包括去世、轉院、離院／退院的人數。
The rate of residents no longer enrolled at the residential care homes for the elderly from 2020 to 2021 compared with the quota per home, including death, transfer and dis-enrollment.

** 2. 張國亮伉儷安老服務大樓 — 米毛劍英長者之家提供中風復康服務及出院後過渡期照護，故此有較高院友流動率。
Cyril and Amy Cheung Aged Care Complex — Mei Mao Keen Ying Home for Senior Citizens provides stroke rehabilitation services and post-discharge transitional care and therefore has a high turnover rate of residents.

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服務，包括：起居照顧、住宿和全面的護理照顧，務求滿足院友在身、心、社、靈各方面的全人需要。本年度，疫情持續肆虐，各安老院舍均持續採取較嚴謹的防禦措施，同工亦上下一心，團結抗疫，以減低院友染疫風險和保障院友、訪客及同工的健康，最終成功守住院舍防線，力保不失。安老院舍同工堅守崗位及遵從政府部門指引之餘，亦用心設計不同活動及運用各種智能科技設備，讓留院抗疫的院友可滿足情緒及社交需要，自得其樂。

The Welfare Council operates 7 subvented and 2 non-subvented residential care homes for the elderly to provide quality services, including personal care, residential care, and comprehensive nursing care to meet the residents' body, mind, social and spiritual needs. The epidemic has continued to rage during the year; stringent precautionary measures were taken in all residential care homes for the elderly. Staff were united in the fight against the epidemic to reduce the risk of infection and protect the health of the members, visitors and staff and managed to keep the homes safe and intact. In addition to staying committed to serve and following the guidelines of the government departments, staff of the homes also designed different activities and used various smart technology devices to help the members meet their emotional and social needs and enjoy themselves during the pandemic.

工作策略 Strategies

步武基督 傳遞祝福

Following in the Footsteps of Jesus and Passing on the Blessings

疫情之下，安老院舍團隊仍繼續與聖公會堂、校合作開展關懷長者服務，如邀請聖公會牧區教友及學校學生錄製祝福視頻、打氣短片或送上心意卡等，向院友送上窩心關懷。聖公會院牧亦錄製崇拜影片或透過視像與院友進行讀經及祈禱，給予院友祝福及屬靈牧養。



牧師透過錄影為香港聖公會護養院的院友作屬靈牧養
Pastoral care for the residents of the H.K.S.K.H. Nursing Home through video recording

Despite the epidemic, the services team of residential care homes for the elderly continued to work with S.K.H. churches and schools to provide caring services for the elderly, such as inviting church parishioners and students to record videos of blessings, cheer-up clips or send wish cards to the residents to show their heartwarming care. The Chaplain also led worship services and prayers for the residents through video recordings or video conferencing to give blessings and spiritual care to the residents.

專業互動 融會智慧

Professional Interaction and Integration of Wisdom

各院舍的專業同工組成團隊，包括：護士團隊、復康團隊、言語治療師及營養師團隊、助理社會工作主任團隊、行政主管團隊等，分享經驗、交流意見、結合智慧、取長補短，以提升專業層次及服務質素。

Teams of professional staff from different residential care homes for the elderly were formed, including nurses, rehabilitation staff, speech therapists and dieticians, assistant social work officers, administrative supervisor teams, etc., to share experiences, exchange views, combine wisdom and complement each other to enhance the professional level and service quality.

齊心抗疫 歡樂護「家」

Fighting the Epidemic and Protecting "Home" with Joy

安老院舍團隊積極加強感染控制措施、增添防疫設備、注重環境及個人清潔衛生和彈性調整服務流程及安排等，保障院友及同工的安全。在鞏固防線之餘，團隊亦積極為未能外出活動的院友舉辦多元活動，關顧他們在疫情下的心靈健康及社交需要。

The service teams of residential care homes for the elderly had strengthened the infection control measures, enhanced the epidemic prevention equipment, emphasised environmental and personal hygiene, and adjusted the service flow and arrangement flexibly to ensure the safety of the residents and staff. In addition to strengthening the defence line, the teams also organised various activities for the residents who were unable to go out, taking care of their mental health and social needs during the outbreak.



將軍澳安老服務大樓的同工在疫情期間進行撤離演習，增強同工的應變能力
Evacuation drills for staff of the Tseung Kwan O Aged Care Complex during the epidemic to enhance their response capability



牧愛長者之家的同工為院友舉辦防疫知識講座
Staff of the Good Shepherd Home for the Elderly held a seminar on epidemic prevention for residents of the Home

特色計劃及活動 Special Projects and Activities



張國亮伉儷安老服務大樓團隊將安老院舍佈置成酒樓，讓院友安坐其中、品嚐「一盅兩件」
The team of Cyril and Amy Cheung Aged Care Complex set up a restaurant for the residents to enjoy Dim Sum

嚴控防疫 全面保障

Strict Control and Prevention of Epidemic and Comprehensive Protection

本年度，福利協會各中央部門一直為安老院舍提供各種支援，包括：確保防疫物資及保護裝備供應充足、安排到戶強制檢測服務、說明疫情變化資訊、建議全面防疫措施，並鼓勵同工接種疫苗等。除配合社會福利署就福利服務的特別安排及參考衛生及防護中心發出的「給安老及殘疾人士院舍的指引」外，安老院舍團隊群策群力，具備疫情危機管理意識，並定期噴灑防病毒塗層、進行感染控制及撤離演習、設定家屬探訪專區及按特別需要制定安老院舍人力等特別措施，確保各安老院舍能持續有效運作。另外，團隊亦安排院友與親人定時進行視像會面、向家人發送院友的生活照，以及將戶外活動及場景移師到安老院舍範圍內，如把安老院舍佈置成酒樓、年宵市場或運動場等，讓院友仿如親歷其境，保持身心康泰。

During the year, the central departments of the Welfare Council have been providing various kinds of support to the residential care homes for the elderly, including ensuring an adequate supply

of prevention supplies and protective gears, arranging compulsory onsite testing, providing information on changes in the epidemic, recommending comprehensive preventive measures and encouraging vaccination of staff, etc. Apart from making special arrangements for welfare services with reference to the "Guidelines for Residential Care Homes for the Elderly and Persons with Disabilities for the Protection of Coronavirus Disease" issued by the Centre for Health Protection, the teams also worked together to ensure that staff have an awareness of crisis management. Special measures have been put in place to ensure the continued effective operation of all residential care homes for the elderly, including spraying antiviral coating regularly, conducting infection control and evacuation drills, setting up family visitation zones, and formulating manpower arrangements as required. In addition, regular video meetings were arranged between members and their relatives, photos of the members' lives were sent to their families, and outdoor activities and scenes were set up in the residential care homes for the elderly, such as a restaurant, a Chinese New Year market, a sports ground, etc., so that the members could maintain their physical and mental well-being as if they were in those venues.



各安老院舍定期噴灑防病毒塗層
Regular spraying of antiviral coating in all residential care homes for the elderly

多元活動 生活添姿

Diversified Activities to Add Variety to Life

為減少人群聚集及保持院友間適當的社交距離，預防交叉感染，安老院舍暫停所有跨樓層、班組及大型活動，改為舉辦多元化的房間活動及個人復康訓練，並引入及使用智能科技和設備，如Temi機械人、平板電腦和Switch電視遊戲機等，供院友觀賞電影及享受不同娛樂等，院舍同時亦以中央廣播系統播放音樂、廣播劇及防疫資訊，讓院友可增添生活樂趣及了解疫情發展。另因義剪服務暫停，同工也自發為院友修剪頭髮，保持其儀容整潔，並且增加日常代院友購買食物及日用品的次數和款式，以及按院友個別需要，特別為他們外出代購其他類別的貨品，以滿足其生活所需。暫停探訪期間，同工適時向院友加強心理支援及關顧，更利用視像通訊設備，讓院友與家人保持聯繫。當疫情相對緩和時，安老院舍在採取適當的防禦措施下，分階段放寬安排恩



在疫情期間，林護長者之家的同工轉發院友的生活照予家人，讓他們保持緊密連繫
The Lam Woo Home for the Elderly staff forwarded photos of the residents to their families to keep in close touch with them during the pandemic

恤探訪，讓院友與家屬短聚，一解思念之情。



保羅長者之家特別安排院友乘坐院車「遊車河」，紓解疫情中的鬱結
The staff of St. Paul's Home for the Elderly arranged a ride on the shuttle bus for the residents to relieve their frustration during the epidemic



恩慈長者之家將院友的畫作印製成精美聖誕卡，向身邊人傳達心意
The Home of Loving Care for the Elderly printed the paintings of the residents into beautiful Christmas cards to convey their thoughts to the people around them



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

All inter-floor, group and large scale activities were suspended and replaced by various room activities and individual rehabilitation training to reduce crowd gathering and maintain a proper social distance among residents to prevent cross-infection. Smart technologies and devices such as Temi robots, tablet PCs, and Switch TV games were introduced and used by the residents for movie watching and other entertainment. Music, radio drama and information on epidemic prevention were also broadcasted through the centralised broadcasting system to add fun to the residents' lives and let them keep abreast of the latest development of the epidemic. As voluntary haircut service was suspended, the staff took the initiative to trim the residents' hair to keep them clean and tidy while volunteers could. The frequency and variety of food and daily necessities purchased were increased on behalf of the residents, as well as the number of outings to buy other types of goods to meet their individual needs. During the suspension of visits, staff members offered timely psychological support and care to the residents. They made use of video communication equipment to keep the residents in touch with their families. When the epidemic subsided, the residential care homes for the elderly relaxed the arrangement of compassionate visits in phases to allow residents to have short visits with their family members to relieve their longing.

香港聖公會李嘉誠護理安老院的長者透過輕觸式認知訓練軟件，鍛鍊手眼協調能力
Hand-eye coordination for residents of the H.K.S.K.H. Li Ka Shing Care and Attention Home for the Elderly through light touch cognitive training software



結合科技 輔助治療

Combining Technology with Therapies

安老院舍專業團隊引入先進科技設備，如Smart Pegboard智能插棒系統、Bike Labyrinth踏單車遊世界、OmiVista多感官互動投影遊戲、智能水耕種植機、SilverFit虛擬實境遊戲、CARES4WOUND傷口評估系統、Keeogo啟而走、吞嚥電療刺激系統及遠程醫療等，以加強智能及輔助訓練，為院友的復康治療帶來裨益。此外，安老院舍團隊改變過往較傳統的訓練模式，透過多媒體遊戲、模擬實境等形式進行訓練及治療，讓院友可寓訓練於玩樂，大大增加訓練的成效和趣味。



香港聖公會護養院透過Bike Labyrinth虛擬實景單車，讓院友可邊踏車，邊看世界各地風景
H.K.S.K.H. Nursing Home offering members the chance to see the scenery around the world while cycling through the virtual reality bike, "Bike Labyrinth"

The professional teams of the residential care homes for the elderly introduced advanced technological equipment such as Smart Pegboard, Bike Labyrinth, OmiVista (Multi-sensory interactive projection game), Smart Hydroponic Planting Machine, SilverFit (virtual reality games), CARES4WOUND (wound assessment system), Keeogo, Swallowing Electrotherapy and Telemedicine to enhance intelligent and supportive training for the benefit of the residents' rehabilitation. In addition, the teams have also modified the conventional approach to rehabilitation. Training and treatment were conducted through multi-media games and simulations to enhance the effectiveness and fun of the training for the residents.



治療師運用Smart Pegboard為院友進行認知及專注力訓練
The therapist used the Smart Pegboard to conduct cognitive and concentration training for the residents



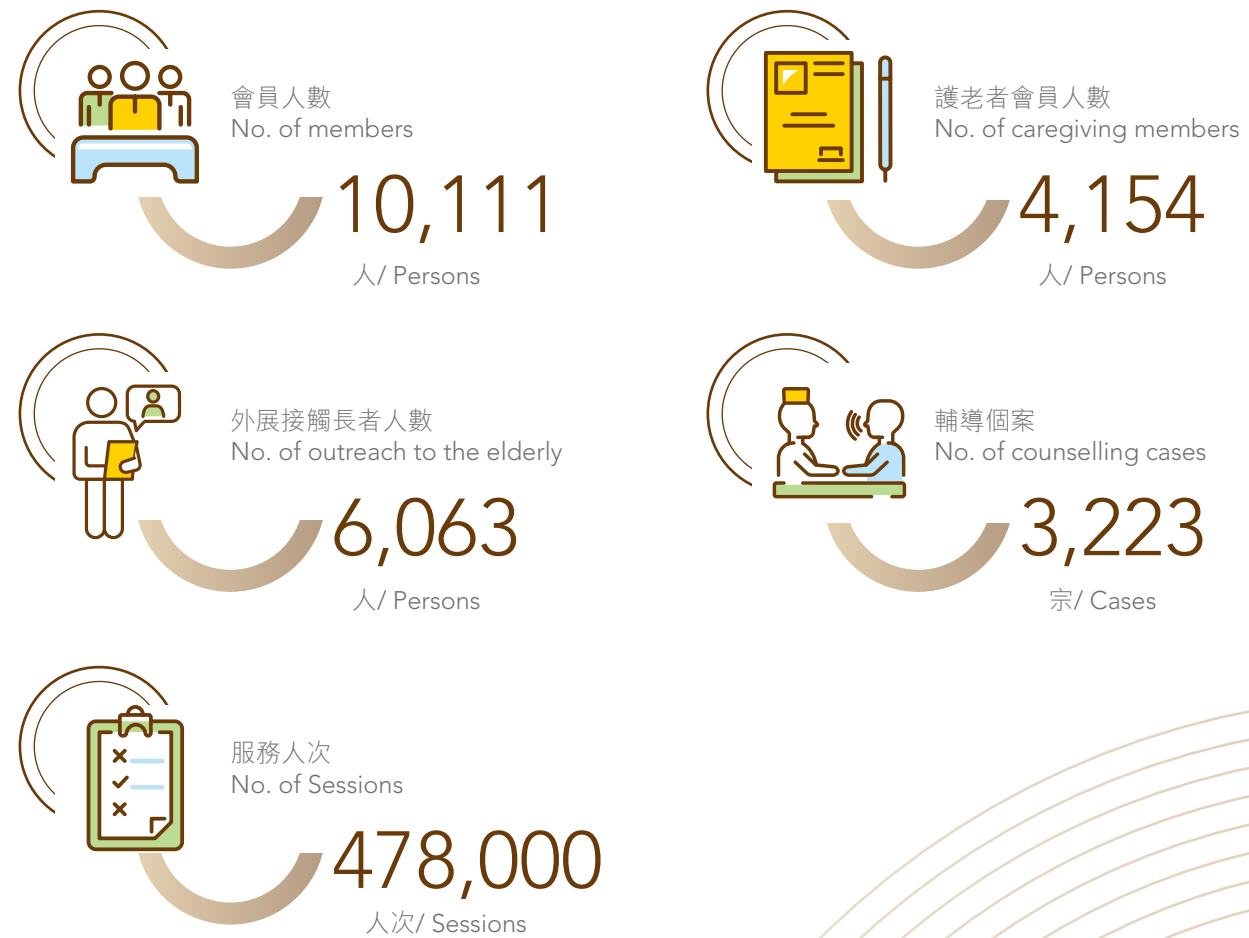
長者社區照顧及 支援服務 Community Care and Support Services for the Elderly

服務重點 Service Highlights

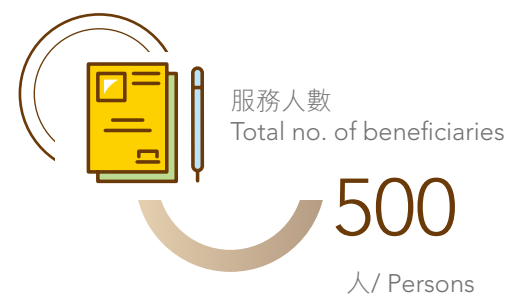
- 積極回應老年化社會的需要，為社區注入健康正能量
Respond positively to the needs of an ageing society and inject positive health energy into the community
- 建立鄰里關係及跨界別協作，增加社會資本
Build neighbourhood and cross-sectoral collaboration to enhance social capital
- 支援長者及其家人共渡「疫境」
Support the elderly and their families through the epidemic

服務數據 Statistics

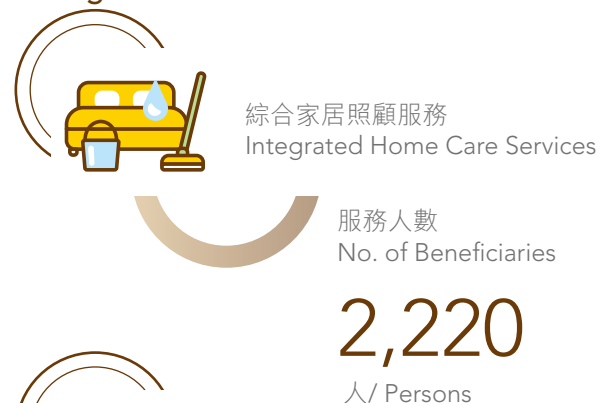
長者綜合服務中心及長者鄰舍中心 District Elderly Community Centres and Neighbourhood Elderly Centres



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



綜合家居照顧服務隊 Integrated Home Care Services



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

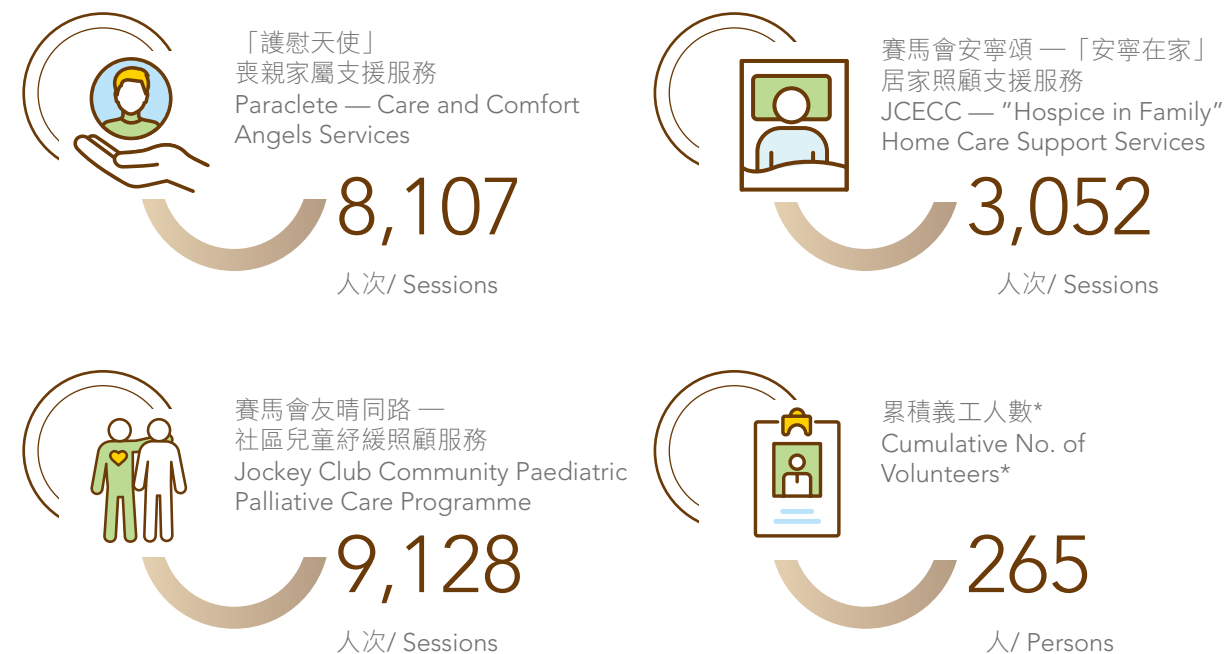


安老服務 Elderly Services



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

安寧服務部服務人次及義工人數
No. of Service sessions and volunteers of Hospice and Bereavement Service



* 包括「護慰天使」喪親家屬支援服務、賽馬會安寧頌 — 「安寧在家」居家照顧支援服務及賽馬會友晴同路 — 社區兒童紓緩照顧服務的義工
Including the volunteers of Paraclete — Care and Comfort Angel Services, the JCECC — “Hospice in Family” Home Care Support Services and the Jockey Club Community Paediatric Palliative Care Programme





彩齡學院 The Vitalita Academy For Life Long Learning



工作策略 Strategies

本年度，疫情持續反覆，長者的社區照顧服務亦須按政府的指示提供有限度服務，以保障服務使用者及同工的安全。然而，同工並未鬆懈，主動連繫有心人士，合力支援有需要的長者及為社區注入正能量，同時協助長者透過數碼科技與社區保持連結。服務團隊亦積極實踐4大工作策略，與服務使用者在「疫境」中並肩同行：

During the year, as the epidemic continued to recur, community care services for the elderly had to provide limited services as directed by the Government to protect the safety of service users and staff. However, the teams did not let up. It took the initiative to reach out to those in need to support the elderly and inject positive energy into the community while helping the elderly stay connected to the community through digital technology. The service teams were also working alongside service users in the epidemic by implementing 4 key strategies:

-  抗疫同行，建立關愛互助社區
Build a caring community by fighting the epidemic
-  促進數碼共融，增加生活自主
Promote digital inclusion and independence
-  推動疫情下在家的自我健康管理
Promote self-health management at home under the epidemic
-  紓緩長者及護老者的精神壓力，注入生活動力
Relieve the mental stress of the elderly and their caregivers and boost their lives

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 community care and support services for the elderly under the Welfare Council provides holistic care for the elderly and their caregivers, helping the elderly age in place and enjoy a healthy lifestyle.

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，讓長者可於熟悉的社區中安享晚年，同時中心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 6 district elderly community centres and 7 neighbourhood elderly centres of the Welfare Council adopt an integrated service approach to enable the elderly to develop their interests and potential through various activities and groups and to lead an active and enriching life in their senior years. The service teams also provide a wide range of innovative and pertinent community support services for the elderly and their caregivers, enabling elders to age in place while promoting a respectful and caring culture for the elderly and building a caring and inclusive community.

特色計劃及活動

Special Projects and Activities

推動長者自我健康管理

Promoting Self-Health Management for the Elderly

福利協會自2019年4月開始推展賽馬會「無痛E世代」長者膝痛管理計劃，幫助有需要的長者紓緩膝痛和提升管理痛症的能力。計劃團隊同時研發了「雙膝掌門人」創新人工智能應用程式，一方面可提升長者在疫情期間持續在家運動的動機，同時可定期監測長者的運動成效。計劃團隊亦於2020年10月12日舉行網上成果發佈會，介紹「雙膝掌門人」應用程式、分享計劃首階段研究的正面成果，以及介紹如何預防膝關節痛和護膝方法等，藉此提升大眾對於膝關節護理的認識。計劃舉辦至今已服務8,725位參加人士。



服務團隊和長者在成果發佈會合照
Group photo of the service team and the elderly at the launch event

The Jockey Club “E-Generation” Chronic Knee Pain Management Project for Seniors had been running since April 2019, which provides elderly in need with knee pain management and strengthens their ability in pain management. The project team also developed the “Master Knee” artificial intelligence application, which helped encourage elderly stay active at home during outbreak, and monitor their progress. On 12th October, 2020, the project team held an online launch event to introduce the innovative “Master Knee” gaming application developed by the team and share the positive results of the first phase of the programme. The team also introduced how to prevent knee pain and protect the knees, to raise public awareness of knee joint care. The project has already served 8,725 participants.

福利協會轄下6間長者綜合服務中心和7間長者鄰舍中心繼續參與賽馬會「e健樂」電子健康管理計劃(第二期)，各中心均設有「電子健康站」，為長者提供恆常量度服務，並由註冊護士定期跟進個別長者的情況，而計劃團隊也會開辦營養、運動、認知、精神健康治療小組。由於實體服務受疫情影響，計劃團隊特別製作了有關自我健康管理的短片及小冊子，鼓勵長者在家利用手機應用程式量度血壓，透過科技應用推廣居家保健。



計劃促進長者管理自我健康的知識、正面態度，有助其建立健康生活模式
The programme promoted knowledge, positive attitudes and healthy lifestyles for the elderly to manage their health

During the year, 6 district elderly community centres and 7 neighbourhood elderly centres under the Welfare Council continued to participate in the "Jockey Club Community eHealth Care Project (Phase 2)". Each centre has set up an "eHealth" Station to provide regular measurement services for the elderly. The registered nurses of the project would follow up on the physical conditions of the elderly individually while the project team would organise nutrition, exercise, cognitive and mental health therapy groups. As the physical services were affected by the epidemic, the project team produced a video and pamphlet on self-health management and encouraged the elderly to measure their blood pressure at home using a mobile application to promote home healthcare through technology applications.

抗疫同行 建立關愛互助社區

Combating the Epidemic and Building a Caring Community

福利協會轄下5間長者綜合服務中心和1間長者鄰舍中心參與賽馬會「抗疫同行」長者支援計劃，向獨居及雙老家庭進行電話關懷慰問、提供社區實務支援及專業健康服務和轉介，從而提升長者自我健康管理意識，並支援長者在疫情下的需要。計劃團隊合共服務了3,000位獨居及兩老長者，並向逾千位長者派發智能手機、藍牙血壓計、體溫槍及電子體重磅等，以便他們在家中監察自我健康狀況，累計有超過12,000人次已進行個人健康檢查。此外，計劃招募約280位義工大使分別為長者提供超過15,000次和2,000次電話關懷慰問和到戶服務。



長者(中)獲贈血壓計，並學習如何配合手機應用程式使用
An elder (centre) receiving a blood pressure monitor and learning how to use it with the mobile app

5 district elderly community centres and 1 neighbourhood elderly centre of the Welfare Council participated in the Jockey Club "Anti-epidemic Support Program for the Elderly", which provided telecare support, practical community support and professional health services and referrals to elderly singletons and elderly doubletons, thereby raising the awareness of self-health management among the elderly and supporting their needs during the epidemic. A total of 3,000 elderly singletons and elderly doubletons were served, and over 1,000 elders were given smartphones, Bluetooth blood pressure monitors, temperature guns and electronic weighing scales to monitor their health status at home. Over 12,000 personal health checks were conducted. In addition, about 280 volunteer ambassadors were recruited to provide more than 15,000 and 2,000 telecare support and home visits, respectively, to the elderly.



工作人員為長者居室滅蟲
A worker exterminating bugs in an elderly's home

黃大仙長者綜合服務中心獲黃大仙區議會撥款贊助，為區內長者進行家居滅蟲服務，並分別向區內180戶長者提供抗菌塗層消毒服務和向820名長者送上清潔禮物包，冀能改善老友記的家居衛生，讓他們可安心留家抗疫。南區獅子會及港島獅子會亦贊助黃大仙長者綜合服務中心(平台及龍達聚單位)進行塗層消毒，關顧服務使用者和同工的安全和健康。

The Wong Tai Sin District Council sponsored the Wong Tai Sin District Elderly Community Centre to provide bugs eradication service for the elderly in Wong Tai Sin District. 180 households in the district were provided with an anti-bacterial coating disinfection service, and 820 elderly people were given cleaning gift packs, respectively. The measure aimed to improve the home hygiene of the elderly and give them more peace of mind when they stayed at home to fight against the epidemic. The South Lions Club and the Lions Club of Hong Kong Island also sponsored the disinfection of the Wong Tai Sin District Elderly Community Centre (platform floor and the Lung Tat Point) for the safety and health of service users and staff.

沒有實體活動期間，各長者中心的團隊均在網上平台與長者及社區人士分享中心及社區資訊的短片，更推出名為「連繫里」的網上抗疫頻道，輯錄了各長者中心製作的消閒節目，內容包括：分享社區休閒設施、長者的旅遊和生活體驗、介紹手機遊戲程式、分享心靈故事繪本和日常生活智慧等，旨在關懷長者和社區人士的心靈需要，送上祝福和關愛，以及舒緩長者在疫情下的精神壓力。

In the absence of physical activities, the elderly centre teams have been sharing short videos of their centres and community information with the elderly and the community via the online platform. The teams have also launched an online channel, EC Lane, which features leisure programmes produced by the elderly centres, including sharing of community leisure facilities, travel and living experiences of the elderly, the introduction of mobile phone games, sharing of inspiring picture books and wisdom on daily life, etc. The programme aimed to provide blessings and care to the elderly and the community and relieve the mental stress of the elderly during the epidemic.



由服務團隊精心製作的「山道28號」節目，為長者和社區人士帶來歡樂
The service team has produced a programme, "28 Hill Road", bringing fun to the elderly and the community

服務團隊除了將不同企業和友好伙伴捐出的口罩和防疫物資轉贈長者外，更設計及製作了多款簡便易用的訓練工具，鼓勵長者持續在家中鍛鍊腦筋和手眼協調，延緩身體退化。

Apart from donating masks and epidemic prevention materials to the elderly, the service teams also designed and produced various easy-to-use training tools to encourage the elderly to exercise their brain and hand-eye coordination at home and slow down their physical deterioration.



服務團隊為長者設計及製作的「七小福家居遊戲包」
The "7 Little Fortunes Home Play Kit" was designed and produced by the service team for the elderly



同工派發口罩及防疫物資予有需要的長者
Staff distributing masks and epidemic prevention materials to the elderly in need

促進數碼共融 增加生活自主

Promoting Digital Inclusion, Increasing Autonomy in Life

主誕堂長者鄰舍中心、聖馬太長者鄰舍中心、聖路加福群會長者鄰舍中心及西環長者綜合服務中心均於2019年至2021年推行「I Connect 智型生活數碼計劃」，因應時下長者面對的數碼困難，提供有關資訊及通訊科技培訓課程。兩年來，計劃共培訓了288名長者，參加人次達495，99%的參加者認同課程有助提升他們對資訊及通訊科技的興趣。疫情期間，計劃團隊亦透過網上授課，讓長者可繼續在家中學習數碼知識，令生活更添便利。



講者在課堂介紹不同的多媒體軟件
Speakers introducing different multi-media software in the classroom

The "I Connect Smart-E Project" was launched by the Holy Nativity Church Neighbourhood Elderly Centre, St. Matthew's Neighbourhood Elderly Centre, St. Luke's Settlement Neighbourhood Elderly Centre and Western District Elderly Community Centre during 2019 and 2021. The project focused on the digital challenges faced by the elderly today and provided information and communications technology (ICT) training courses. During these 2 years, 288 elders have been trained, with 495 attendance persons. 99% of the participants agreed that the courses have helped enhance their interest in ICT. During the epidemic, the project team also made life easier for the elderly by delivering online classes to let them learn digital literacy at home.

福利協會的長者服務單位獲香港電訊透過「一卡一關愛」計劃捐出1,000張15GB 4G本地流動數據卡，讓受惠的服務使用者可在疫情期間上網了解不同資訊，並與家人朋友保持聯繫。

The elderly service units of the Welfare Council have received a donation of 1,000 15GB 4G local mobile data cards from Hong Kong Telecom through the "Sim for Love" programme, enabling the elderly beneficiaries to access different information online and keep in touch with family and friends during the outbreak.

在社交距離的限制下，長者難以參與社區活動，故安老服務團隊亦透過「心意行動」的「數碼無障礙計劃」為獨居及雙老長者添置數據卡、路由器、基本數碼產品及上網服務等，讓他們可融入數碼生活，在網上學習不同知識及與社區連繫，減輕疫情下的孤單感。



服務使用者獲贈數據卡，方便上網消閒及與家人聯絡
Service user received a complimentary data card to access the Internet for leisure and contact with family members

The service team applied the "Digital Accessibility Project" launched by Act of Love to provide elderly singletons and elderly doubletons with digital cards, routers, basic digital products and Internet access services for them to integrate into digital life, learn different knowledge online and stay connected with the community, thus reducing isolation under the epidemic.

福利協會與香港理工大學生物醫學工程學系合辦第2屆「愛•創耆樂」計劃，當中結合「STEM」及「樂齡科技」的理念，鼓勵學生關注長者的需要，同時利用設計思維解決長者生活問題，為長者設計或改善合適的輔助器材，從而促進長幼共融，並為社會帶來創新科技及效益。今屆共有51隊來自大、中、小學的學生組隊參賽，200位參賽者透過網上評審環節，向評判及長者介紹其設計作品，大會亦在網上舉行「學生作品展及比賽暨頒獎禮」。

The Welfare Council and the Department of Biomedical Engineering of the Hong Kong Polytechnic University jointly organised the 2nd "Love, Innovate for Happy Ageing" Project. It combined the concepts of "STEM" and "Technology for Ageing" to encourage students to care for the needs of the elderly and to use design thinking to solve problems in their lives. To design or improve appropriate assistive devices for the elderly, thereby promoting the elderly and the young's integration and bringing innovative technology and benefits to the community. A total of 51 teams of students from primary, secondary and tertiary schools participated in this year's competition. 200 participants presented their designs to the judges and the elderly through an online judging session, and the "Student Exhibition and Competition cum Award Presentation Ceremony" was held online.



香港理工大學學習服務團隊到訪長者家中，一同參與網上頒獎禮
The Hong Kong Polytechnic University's learning services team visited the homes of the elderly and participated in the online award presentation ceremony

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與香港伍倫貢學院社工系學生合辦的「織福：長者互助發展計劃」，由學生訓練長者會員成為數碼大使，並設立流動數碼站，教授區內長者使用「織福2」手機應用程式及數碼科技知識，讓長者在疫情期間，也可靠著手機和網絡了解計劃最新情況和運用時分配對服務，打破數碼鴻溝。

The Tseung Kwan O Aged Care Complex — Jockey Club District Elderly Community Centre cum Day Care Unit and the students from the Department of Social Work of the UOW College Hong Kong jointly organised the project, “Seniors’ Mutual Assistance Programme — Blessed Network”. Students trained elderly members to become digital ambassadors and set up a mobile digital station to teach the elderly in the district using the “Blessed Network 2” mobile application and digital technology knowledge. The initiative enabled the elderly to keep abreast of the latest situation of the project and use the volunteer time matching services with their mobile phones and the Internet during the epidemic, bridging the digital gap.

竹園馬田法政牧師長者綜合服務中心獲黃大仙區議會批款舉行「護老『機』靈」計劃，添置了10部平板電腦、數據卡及相關支援器材，外借予缺乏數碼器材、家居寬頻或因視力較差而未能透過手機參加網上活動的護老家庭。參加者除透過計劃學習使用網上通訊程式外，亦可使用平板電腦參與和諧粉彩班、互動遊戲和分享繪本及生命故事等，讓護老者在疫情下與其他人保持連結，增添生活姿彩。



護老者可借用平板電腦，參與中心的網上活動
Caregivers could borrow tablet computers to participate in the centre's online activities



學生教導長者使用手機應用程式
Students teaching the elderly to use mobile apps



樓長與區內青年一起主持網上直播室，同賀新年
Building representatives hosting a live webcast with local youths to celebrate the New Year

During the year, the team from the Chuk Yuen Canon Martin District Elderly Community Centre organised inclusive activities such as “Inclusion Matching Video Visits” and “Close as Neighbours”, where building representatives and local elders were paired up with local children and youths to enhance mutual understanding and tolerance among people from different generations and backgrounds while enabling the elders to maintain social and community participation under the epidemic and to improve their sense of well-being and quality of life. Between May 2020 and April 2021, 52 building representatives, 181 elderly, and 624 volunteers in the district participated in the above community inclusion programmes, providing 231 sessions of services.

強化社會支援網絡

Strengthening the Social Support Network

本年度，竹園馬田法政牧師長者綜合服務中心的團隊舉辦「共融配對視像探訪」和「竹里齡距離」等共融活動，將樓長和區內長者與區內兒童和青少年編配成組，藉此提升跨代與跨背景人士間互相理解及包容，同時讓長者能在疫情下維持社交和社區參與，提升幸福感和生活質素。2020年5月至2021年4月期間，上述社區共融活動共有52位樓長、181位長者及624位區內義工參與，合共推行了231節服務。



樓長上門向長者派發食物包
Building representatives handed out food packs to the elderly at home



長者籌委在「香港時間銀行網絡平台」研討會上分享織福會的活動內容
Elderly members shared about the “Blessed Network” project at the “Hong Kong Time Bank Platform Forum”

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於2020年9月19日聯同麥理浩夫人中心、聖雅各福群會、天姿作園及香港婦女中心協會舉辦了第1屆有關「時間銀行」的研討會，邀請了不同專家和學者分享「香港時間銀行」如何回應社會需要、資訊科技在「時間銀行」的應用，以及不同地區推行「時間銀行」計劃的實務經驗，並成立了「香港時間銀行網絡平台」，以促進「時間銀行」在本港的發展，回應社會需要，締造長遠的經濟和社會效益。

On 19th September 2020, the team of the Tseung Kwan O Aged Care Complex — Jockey Club Integrated Elderly Community Centre cum Day Care Unit, in collaboration with the Lady MacLehose Centre, St James’ Settlement, Grassroots and Hong Kong Federation of Women’s Centres, organised the first “Time Banking” Seminar. The seminar invited various experts and academics to share their views on how Time Banking in Hong Kong responds to the community’s needs, the application of information technology in Time Banking, and the implementation of the projects in different districts. The “Hong Kong Time Bank Platform” was also established to promote the development of “Time Banking” in Hong Kong, responding to the community’s needs and creating long-term economic and social benefits.

2020年6月至11月期間，黃大仙長者綜合服務中心的14位長者會員參與由社區文化發展中心舉辦的「賽馬會（從聲出發）社區音樂計劃」，讓他們透過音樂向社區表達當下心聲。長者在計劃導師和同工的帶領下，一起討論、學習、創作及錄製了一首以疫情為主題的歌曲 — 「口罩除得下」，憑歌鼓勵大家做好個人的防疫措施，齊心對抗「疫境」。

Between June and November 2020, the Wong Tai Sin District Elderly Community Centre’s 14 elderly members participated in the Jockey Club “Community Remixing” Music Project organised by the Centre for Community Cultural Development, where they could express their voices to the community through music. Led by the project instructors and staff, the elderly members discussed, learnt, composed and recorded a song on the theme of the epidemic — “Taking off the mask”, which encouraged them to take personal precautions to combat the epidemic.



長者透過歌曲創作，抒發在疫情下的心聲
The elderly expressed their feelings in the face of the epidemic through songwriting



促進長者精神健康

Promoting the Mental Health of the Elderly

福利協會轄下3間長者綜合服務中心參與「賽馬會樂齡同行計劃」，目標為推廣長者情緒健康，預防老年抑鬱。各中心團隊每年招募60名「樂齡友里」義工，接受計劃提供的課程和實務培訓。完成有關精神健康急救課程後，義工既會在社區推廣關注長者心理健康，亦會為中心長者進行情緒篩查，藉此發掘及轉介有情緒支援需要的長者予計劃團隊跟進。部份「樂齡友里」義工更獲推薦擔任「樂齡之友」朋輩輔導員，接受進階培訓及實習，與計劃社工一同支援個案，全面提升長者面對晚年生活的抗逆力。

3 district elderly community centres of the Welfare Council participated in the “Jockey Club Holistic Support Project for Elderly Mental Wellness” (JC JoyAge), which aims to promote the emotional well-being of the elderly and prevent depression in old age. Each centre team recruited 60 volunteering “Ambassadors” each year to receive courses and practical training under the programme. Upon completing the Mental Health First Aid Course, the volunteers would promote mental health in the community and conduct emotional screening for the elderly in the centres. Those with emotional support needs can be identified and referred to the project team for follow-up. Some volunteer Ambassadors were recommended to serve as “Peer Supporters” for the JC JoyAge programme, where they received further training and practicum and worked together with the social workers to support cases and enhanced the resilience of the elderly in their twilight years.



「樂齡之友」進深學習支援長者情緒健康的知識及技巧
“Peer Supporters” participating in advanced training to acquire further knowledge and skills in supporting the emotional well-being of the elderly

長者綜合服務中心開辦護老者減壓活動，讓護老者可在柔和寧謐的空間體驗頌鉢、豎琴及瑜珈環等療癒活動，使身體得到深度放鬆，並在過程中學習放下煩憂，滋養身心靈，重新得力。此外，黃大仙長者綜合服務中心亦製作了一系列舒緩情緒的網上影片，讓長者可從中學習製作花茶、進行靜觀和手指明陣練習等靜態活動，尋回平靜的心，活在當下。

District elderly community centres organised stress relief activities for caregivers of the elderly, where caregivers experienced healing activities such as singing bowl therapy, harp therapy and yoga circles in a tranquil space to deeply relax their bodies and learn to let go of worries, nourish their bodies and souls, and regain their strength. In addition, the Wong Tai Sin District Elderly Community Centre has also produced a series of online videos to help the elderly learn to make flower tea, meditate and practice finger labyrinth exercises, and other quiet activities to find peace of mind and live in the present moment.



護老者學習以頌鉢為他人進行放鬆療癒
Caregivers learning to relax and heal others with a singing bowl

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

簡介 Introduction

雖然本年度疫情肆虐，福利協會屬下6所長者日間護理中心仍然秉持社區照顧理念，在嚴守防疫措施的情況下，為體弱及日間缺乏照顧的社區長者提供專業護理、個人照顧、社交康樂活動及復康運動訓練服務等，以滿足他們在身、心、社、靈各方面的需要，並能繼續在熟悉的社區中安享晚年。

Despite the epidemic during the period, the 6 Day Care Centres for the Elderly of the Welfare Council upheld the concept of community care. The centres provided professional nursing care, personal care, social and recreational activities, rehabilitation, and sports training services to the community's frail and day-care deprived elders to meet their body, mind, social and spiritual needs and continue to enjoy their twilight years in a familiar community.

特色計劃及活動 Special Projects and Activities

多元活動 豐盛晚年

Diversified Activities for a Fruitful Senior Age

長者日間護理中心的團隊特別舉辦聖誕和新春慶祝活動，希望讓長者在疫情中感受到節日的熱鬧氣氛，增添生活趣味。

The teams at the centres organised special Christmas and Chinese New Year celebrations hoping that the elderly would feel the festive spirit and add fun to their lives amidst the epidemic.



中西區長者日間護理中心團隊舉辦團拜活動，與長者共賀新禧
Central & Western District Day Care Centre for the Elderly's team celebrating Chinese new year with the elders



香港聖公會李嘉誠長者日間護理中心團隊舉辦聖誕慶祝活動，與長者一起唱歌、遊戲和抽獎
H.K.S.K.H. Li Ka Shing Day Care Centre for the Elderly's team organised a Christmas celebration with singing, games and raffle for the elderly



慈雲山長者日間護理中心的會員用心製作賀年揮春，為其他會員、同工和家人送上祝福
Members of the Tsz Wan Shan Day Care Centre for the Elderly making Chinese New Year couplets to send blessings to other members, staff and their families

適切支援 盡顯關愛

Showing Care and Pertinent Support

安蔭長者日間護理中心團隊舉辦「食得安心・耆樂無窮」工作坊，由中心的言語治療師為同工講解長者吞嚥困難的問題、介紹中心餐膳種類、分享個案和示範餵食技巧等，同時邀請同工分組討論和嘗試實踐所學習的技巧，然後即時作出指導，藉此提升同工的照顧技巧和服務質素。

The team of On Yam Day Care Centre for the Elderly organised a workshop on "Eating with Peace of Mind". The workshop was conducted by the centre's speech therapist, who explained the swallowing problems, introduced the types of meals, shared case studies and demonstrated feeding techniques, etc., to the staff. At the same time, the staff were invited to discuss and try out the skills they had learnt in groups while the speech therapist provided guidance to enhance the staff's ability in caring for the elderly and service quality.

受疫情影響，各長者日間護理中心只能提供有限度服務，並繼續嚴格執行各項防疫工作。為照顧長者會員的不同需要，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定時致電慰問會員，並在中心會車等候站分享抗疫資訊及派發防疫包。同工亦準備導向及認知訓練的工作紙予會員在家中持續練習。

Due to the epidemic, the day care centres could only provide limited services and continue to carry out various preventive measures strictly. To cater for the different needs of the elderly members, the team of the Tseung Kwan O Aged Care Complex — Jockey Club District Elderly Community Centre cum Day Care Service Unit made regular calls to the members, shared information on the epidemic and distributed epidemic prevention care kits at the waiting area of the centre's pick-up spot. The team also prepared orientation and cognitive training worksheets for members to practise at home on an ongoing basis.



言語治療師向同工講解何謂吞嚥困難
Speech therapist explaining swallowing difficulties to centre's staff



長者收到防疫包，感受到同工的關懷
An elder felt the care of staff upon receiving the epidemic prevention care kit

綜合家居照顧服務 Integrated Home Care Services

簡介 Introduction

福利協會轄下共有15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 15 integrated home care services teams, 1 home help team and 4 Community Care Service Vouchers for the Elderly teams. With the objective of “Ageing in Place, Caring in the Community”, the teams are committed to providing different home care services to families and the elderly in need.

特色計劃及活動 Special Projects and Activities

增加首階段體弱長者照顧名額

Increasing the Number of Care Places for Frail Elders in the First Phase

由於政府增加全港綜合家居照顧服務的體弱個案名額，故福利協會轄下5區綜合家居照顧服務的體弱個案名額亦於首階段增至225個名額，而全港唯一的東涌家務助理隊也獲社會福利署批准，升格為東涌綜合家居照顧服務隊，繼續為北大嶼山的長者提供更深入和跨專業的護理支援。

As the Government has increased the number of places for frail cases under the integrated home care services (IHCS) in Hong Kong, the number of places for frail cases in the 5 districts under the Welfare Council has also been increased to 225 in the first phase. The only Tung Chung Home Help Team in Hong Kong has been upgraded to Tung Chung Integrated Home Care Services Team with the approval of the Social Welfare Department to continue to provide more intensive and multi-disciplinary care support to the elderly in North Lantau.

在疫情中關懷同工和支援長者

Caring for Staff and Supporting the Elderly amid the Epidemic

福利協會轄下15支綜合家居照顧服務隊一直在疫情中緊守崗位，持續為服務使用者提供必需的服務。因服務隊須提供前線服務，故福利協會特別為有關同工安排防疫培訓、彈性上班、分流午膳、訂立清晰服務指引及提供充足個人保護裝備和防疫用品，使同工可在安全及安心的情況下工作。此外，福利協會亦為同工更換了乾爽透氣的新制服，以減少在炎夏工作的不適感。

服務隊為長者送上食物及家居消毒用品等
The service teams delivering food and home disinfection products to the elderly



The 15 Integrated Home Care Services (IHCS) teams of the Welfare Council have been on duty during the epidemic and continued to provide essential services to the service users. As the staff have to deliver frontline services, the Welfare Council has also arranged epidemic prevention training, flexible working hours, lunch shifting, clear service guidelines, and adequate personal protective equipment and epidemic prevention supplies to enable the staff to work in a safe, secure environment. In addition, new dry and breathable uniforms were provided to the teams to reduce the discomfort of working in the hot summer.



同工外出工作時做足防疫準備
Staff wearing appropriate personal protective equipment before carrying out their work

另外，有見長者大部份時間也留家抗疫，服務隊推出為期10週的「喜樂放送之『家見•加健=愛+健』」健體獎勵計劃，內容包括：鼓勵服務使用者完成每日「運動任務」換取獎品及分享生活資訊，一方面提升長者的防疫意識，另一方面也加強他們與同事的互動溝通。

Besides, since elderly people stayed home most of the time to fight against the epidemic, the service teams launched a 10-week health incentive programme, which included encouraging service users to complete daily “exercise tasks” for prizes and share life information to raise the awareness of the elderly on epidemic prevention and to enhance communication and contact with staff.



服務隊向同工送上水果，感謝同工辛勞工作
The service teams presented fruit to thank staff for their hard work



同工換上透氣輕薄的新制服
Staff wearing the new breathable and lightweight uniforms

以數碼科技連繫長者

Connecting Elders with Digital Technology

疫情期間，過百名服務使用者獲賽馬會「抗疫同行」長者支援計劃借用智能電話及提供數據服務，方便服務隊同工透過電話或網上視像會議與服務使用者及家屬互相溝通，了解他們的需要。另外，服務隊亦透過福利協會研發的「易聯繫」手機應用程式系統上載通告，讓長者及其家人可立即得知單位最新消息。

During the epidemic, over 100 service users were provided with smartphones and data services under the Jockey Club Support Project for the Elderly under COVID-19, facilitating communication with service users and their family members through telephone or online video conferencing to understand their needs. In addition, the service team also uploaded announcements through the “Easy Link” mobile application system developed by the Welfare Council so that the elderly and their families could be informed of the latest news of the service units immediately.

本年度，服務隊新增流動八達通電子收費服務，方便長者於接受家居照顧服務後以八達通支付服務費，省卻傳統收取現金、點算及核對金額之程序，倍添便利。

During the year, the service teams have added the Mobile Octopus electronic payment service to facilitate the payment of service fees by Octopus after receiving home care services, eliminating the traditional procedures of collecting cash, counting and verifying the amount.



同工耐心教導長者使用「易聯繫」手機應用程式
Staff patiently teaching the elderly to use the “Easy Link” mobile application



長者可透過八達通支付服務費
The elderly paying for services via Octopus

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，服務覆蓋九龍中及九龍東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 to 178 private, contract and self-financing residential care homes for the elderly in Kowloon Central and Kowloon East. The professional teams provide clinical assessment, rehabilitation training and social networking outreach services to the residents of the private homes. The teams also offer consultation and training for the staff and caregivers of private, contract and self-financing residential care homes to enhance their care capacity and improve the residents' quality of life.

特色計劃及活動

Special Projects and Activities

跨界別合作 關顧長者需要

Cross-sectoral Collaboration to Address the Needs of the Elderly

服務隊與協恩中學附屬幼稚園、聖公會基顯小學、香港聖公會東九龍教區婦女團、福利協會屬下的「愛•藝術」青年學院、駐校社工、長者、家庭及綜合服務和青少年服務單位，以及不同企業合作，招募義工為院友舉辦多元化活動，包括：視像關懷探訪、認知訓練活動、健身運動、製作手工藝及才藝表演等，以促進跨代共融，增強院友與社區的連結。

The service teams collaborated with the Heep Yunn School Private Kindergarten, S.K.H. Kei Hin Primary School, the Women's Group of the H.K.S.K.H. East Kowloon Diocese, the Loving Arts Youth Academy of the Welfare Council, school social workers, elderly, family and integrated services and youth services units, as well as various enterprises to recruit volunteers to organise diversified activities for the residents. These activities include video care visits, cognitive training activities, fitness and sports, arts and crafts and talent shows, etc., to promote inter-generational integration and strengthen the connection between the residents and the community.



義工為院友親手書寫揮春及製作福袋
Volunteers writing new year couplets and preparing lucky bags for the home residents



義工為院友送上心意咭及禮物包
Volunteers delivering cards and gift packs to the home residents

實證研究 成效顯著**Evidence-based Research with Significant Impact**

服務隊就2019至2020年度的服務數據進行研究分析，並發表題為「香港安老院舍外展跨專業復康服務治療成效」的文章，結果顯示院友在接受服務後，其活動、認知、自理及吞嚥能力均有顯著改善。以上研究於2020年11月28日在網上舉行的「第27屆老年學周年會議」以海報形式發佈。

The service teams conducted a study and analysis of the service data for 2019–2020 and published an article entitled “A new regimen for elderly rehabilitation: treatment effects of multi-disciplinary outreach health services in private and self-financing RCHes in Hong Kong”. The results showed that the residents’ mobility, cognition, self-care and swallowing abilities improved significantly after receiving the services. The above study was presented in an online poster at the “HKAG 27th Annual Congress of Gerontology” held on 28th November, 2020.

舉辦培訓 提升服務質素**Training to Enhance Service Quality**

服務隊與香港職業治療師協會合辦「蒙特梭利認知障礙症療法™」證書課程，共有23位來自服務隊和福利協會屬下的長者社區支援服務及安老院舍之職業治療師及社工參與其中。參加者亦會運用上述療法照顧所屬單位的認知障礙症患者，從而提升服務質素。

The service teams and Hong Kong Occupational Therapy Association co-organised “Certification Course on DementiaAbility Methods: The Montessori Way™”. A total of 23 occupational therapists and social workers under the service teams and from the community support services and residential care homes for the elderly of the Welfare Council participated in the programme. The participants will also use the acquired therapies to take care of patients with dementia in their respective units, aiming to enhance the quality of service.



同工完成證書課程後合照留念
Group photo after completion of the certification course

線上線下多元化服務**Diversified Online and Offline Services**

疫情期間，兩支服務隊的治療師及社工除了到院舍提供服務外，也透過其他方式支援院友，例如向院舍提供平板電腦，透過視像形式跟院友進行復康訓練和連繫活動、拍攝運動短片並上載至YouTube頻道，讓院友可跟著示範，進行運動，以及將手部訓練球等運動物資送給院友作練習之用等。服務隊亦舉辦「院舍員工護理培訓視像證書課程」，以提升院舍職員的照顧技巧。此外，九龍東分隊與香港老年學會合作推行「孤島移除」計劃，送贈35部平板電腦予資源貧乏的院舍，讓院友可與親人視像會面，並在線上接受訓練和情緒支援等。

During the epidemic, the therapists and social workers of the 2 teams not only provided services to the homes but also supported the residents through other means, such as the provision of tablet computers to the homes to conduct rehabilitation training and contact activities with the residents through video, the filming and uploading of exercise videos to the YouTube channel so that the residents could follow the demonstration and exercise, and the delivery of exercise materials such as hand training balls to the residents. A “Video Certificate Course for Residential Care Staff Training” was organised to enhance the caring skills of the staff. The Kowloon East Team also collaborated with the Hong Kong Association of Gerontology to launch the “Removing Isolation” project, under which 35 tablet computers were donated to under-resourced homes for residents to meet their relatives and provide online rehabilitation training and emotional support.



治療師以電腦體感遊戲，提升院友參與復康訓練的動機及成效

Therapists making good use of the Motion Sensing games to enhance the motivation and effectiveness of rehabilitation training for the residents

院友與家人透過視像對話
A resident and family members talking to each other via video



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安寧服務部於2004年成立，屬下服務包括：「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「說生道死」生死教育推廣計劃。服務團隊致力在本地推展各項安寧服務，旨在為喪親人士、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。

Established in 2004, the Hospice and Bereavement Service of Holy Carpenter Church District Elderly Community Centre provides bereavement support services, Paraclete — Care and Comfort Angel Services, the JCECC — “Hospice in Family” Home Care Support Services, the Jockey Club Community Paediatric Palliative Care Programme and the HBSD Life-and-Death Education Promotion Plan. The service teams promote hospice and bereavement 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 organise art activities, disseminates information, and offer training to raise public awareness of life and death education.

特色計劃及活動

Special Projects and Activities

網上推廣生死教育

Online Promotion of Life and Death Education

在疫情之下，安寧服務部大部份實體服務均須暫停，但團隊善用數碼科技，持續支援服務對象，並透過網上會議形式舉辦多場公眾生死教育活動，包括由賽馬會安寧頌——「安寧在家」居家照顧支援服務在線上舉行「死都要講——生死教育地區論壇2020」。團隊共舉辦了27場專業講座，吸引逾2,000名社區人士及專業同工參與其中，並邀得香港中文大學陶國璋博士、博愛醫院歐陽東偉醫生和香港大學周燕雯教授等多位本地學者講解生死教育理論，同時由前線生死教育工作者分享推動生死教育的實踐經驗。



團隊於2020年12月11日舉行「死都要講——生死教育地區論壇2020」
Regional Forum on “DEATH TALK — Life and Death Education 2020” on 11th December 2020 held by the team

While most of the physical services of the Hospice and Bereavement Service had to be suspended due to the epidemic, the service team continued to support the clients through digital technology and organised a number of public life and death education activities through webinars, including “DEATH TALK 2020” held by the JCECC and “Hospice in Family” Home Care Support Services. A total of 27 professional talks were organised, attracting over 2,000 community members and professional practitioners, and local scholars, including Dr Tao Kwok-cheung from The Chinese University of Hong Kong, Dr Au Yeung Tung-wai of Pok Oi Hospital and Prof. Amy Chow from The University of Hong Kong, and many other local scholars giving talks on life and death education theories, while frontline life and death educators shared their practical experience in promoting life and death education.



由服務團隊設計的「蓋棺之前」體驗遊戲盒，旨在讓公眾能輕鬆和開放地談論後事安排
The service team designed the ‘Before closing the Casket’ experience box to allow the public to talk about after death arrangements in a relaxed and open manner

支援失胎父母 開展公眾教育

Promoting Public Education on Support for Parents of Lost Babies



服務團隊指導父母製作藝術品，紀念他們逝去的胎兒
The service team guided parents in making artwork to commemorate the loss of their unborn child

香港每年約有9,000名懷孕婦女因著不同原因而失去胎兒。由於這些小生命從沒出生和成長，其父母的哀傷亦容易為人忽略或誤解。2020年12月，聖匠堂長者地區中心獲香港東區崇德社及華懋集團資助，開展為期1年的全新服務計劃——「永續愛」，主要為失胎父母提供殯葬支援及輔導服務、組織失胎父母同路人小組及推展有關的公眾教育，目標為增加社會人士對失胎父母的同理心，以及為有需要的個案提供輔導和危機支援，陪伴他們走出喪親陰霾。

Every year, about 9,000 pregnant women in Hong Kong lose their babies for various reasons. As these little lives are never born, the grief of their parents can easily be overlooked or

misunderstood. In December 2020, with the support of the Zonta Club of Hong Kong East and the Chinachem Group, the Holy Carpenter Church District Elderly Community Centre launched a new 1 year service project — “Wings of Love”. The project provided funeral support and counselling services to parents who have lost their babies, organised small support groups for bereaved parents and promoted public education on the subject. The aim was to increase the community’s empathy towards parents who have lost their babies and provide counselling and crisis support to those in need to help them overcome their grief.



計劃的義工從水彩畫創作中抒發情緒、學習放鬆及自我照顧

Through watercolour painting, the project's volunteers expressed their emotions, learnt to relax their minds and take care of themselves

「護慰天使」喪親家屬支援服務自2004年開始投入運作，多年來，計劃的同工和義工皆致力為喪親的服務使用者提供殯葬支援和哀傷輔導服務，服務團隊接觸的個案更多達7,000宗。由於服務成效顯著，施永青基金、利希慎基金和黃焯書慈善基金聯合資助計劃未來3年（至2024年8月底）的營運費，讓喪親家屬可繼續得到適切服務。

Paraclete — Care and Comfort Angels Services has been in operation since 2004. Over the years, its staff and volunteers have provided funeral support and grief counselling services to bereaved service users. The service team has

come across 7,000 cases. Given the service's success, the Shih Wing Ching Foundation, Lee Hysan Foundation and Wong Check She Charitable Foundation have jointly funded the project's operation for the next 3 years (until the end of August 2024), enabling bereaved families to continue to receive pertinent services.

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，透過開辦多元化的課程，讓參加者可終生學習，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9,175位學生，參與活動的人次達14,500。

Designed for retirees, the Vitalita Academy For Life Long Learning offers a wide range of programmes to engage participants in lifelong learning, enrich and plan their retirement and embark on an exciting new chapter of life. During the year, 9,175 students participated in 14,500 activity sessions.

特色計劃及活動 Special Projects and Activities

推廣自我健康管理文化 Promoting a Culture of Self-Health Management

學院團隊繼續推廣「三點・吾師傅」中人人也可自己管理健康的理念，分別推出新興運動重溫、桌上運動及愉悅心靈影片系列，透過網上平台跟長者分享健康管理資訊。服務團隊在影片中展示了適合不同年齡人士進行的桌上運動，鼓勵大眾在居家抗疫之時，也持續進行訓練手部肌肉及手眼協調的運動。此外，團隊在「愉悅心靈」影片中介紹了音叉、單弦琴、頌鉢、豎琴、茶道及香道療癒等，讓長者認識一些滋養身心靈的活動，發掘興趣所在。此外，團隊也舉辦工作坊，讓長者接觸及體驗不同療癒方式，學習掌握管理情緒健康的技巧。團隊已在彩齡學院Facebook專頁及YouTube頻道等發佈66段「三點・吾師傅系列」的短片，覆蓋人數超過110,570人。



同工在影片中示範Kururin（不倒棒）的玩法，訓練手部肌肉和手眼協調
Staff demonstrating the use of Kururin to train the hand muscles and hand-eye coordination in the online video

The academy's team continued to promote the concept that everyone can manage their health with the online video series "3 O'clock. I'm the Master". The videos covered popular exercises recap, tabletop exercises and mindfulness to share health management information with the elderly online. In the video, the team showcased tabletop exercises for people of all ages, encouraging the public to continue training their hand muscles and hand-eye coordination while fighting the epidemic at home. In addition, the team introduced tuning forks, monochord, singing bowls, harp, tea ceremony and incense lore in the video "Delighting the Soul" to introduce the elderly to activities that nourish the mind, body and soul, and to explore their interests. The team also organised workshops to let the elders expose to and experience different healing modalities and learn to manage emotional well-being. The team has posted 66 "3 O'clock" videos on the academy's Facebook page and YouTube channel. The video series has reached over 110,570 views.

疫情中持續發展音樂興趣 Continuing to Develop Musical Interests amidst the Epidemic

本年度，大家都在努力適應疫情下的新常態，如彩齡學院合唱團的團員在未能參與實體練習期間，仍然嘗試運用數碼科技繼續上課，並錄製「憑著愛」一曲，以鼓勵大家以愛攜手渡過艱難時刻。

During the year, everyone was trying to adapt to the new normal in the face of the epidemic. The Vitalita Academy Choir members used digital technology to continue their classes when they could not participate in physical practice. They recorded "With This Love" to encourage people to join hands in love through difficult times.



彩齡學院合唱團的團員在網上合唱
Members of the Vitalita Academy Choir singing online

跨專業創意認知訓練 Cross-disciplinary Creative Cognitive Training

由攜手扶弱基金及香港中華煤氣有限公司贊助並與福利協會合辦，以及由香港中文大學賽馬會老年學研究所協辦的「煮播2.0」，將「煮飯」變成一種訓練腦筋的活動，提升輕度認知障礙症長者的自信心、煮食和認知能力。計劃更融入家庭元素，鼓勵護老者陪伴長者一起參與及學習製作家常菜式，從而增進彼此了解、溝通和欣賞，學習如何相處，鞏固家庭關係和傳承家庭文化。

Sponsored by the Partnership Fund for the Disadvantaged and the Hong Kong and China Gas Company Limited and co-organised by the Welfare Council and the Jockey Club Institute of Gerontology of the Chinese University of Hong Kong, "Chef Anchor 2.0" intended to turn "cooking" into a brain training activity to enhance the self-confidence, cooking and cognitive abilities of elderly people with mild cognitive impairment. The project also incorporated a family element by encouraging caregivers to accompany the elderly to participate and prepare home-cooked meals together, thereby enhancing mutual understanding, communication and appreciation, learning how to get along with each other, strengthening family relationships and passing on family culture.



在企業義工鼓勵和協助下，長者投入參與活動
Encouraged and assisted by corporate volunteers, the elderly actively engaging in the activity

精神復康及智障人士服務

Rehabilitation Services for Ex-mentally Ill and Mentally Handicapped Persons



服務重點 Service Highlights

- 精神復康及智障人士服務團隊採用多元專業介入、正常化和充權理念、社區為夥伴的方向，積極為會員提供有尊嚴、有選擇及有質素的生活

The rehabilitation service teams for persons with mental and intellectual disabilities adopt an approach of multi-disciplinary intervention, normalisation, empowerment philosophy and a community-partnership approach to provide members with a life with dignity, choice and quality

- 服務團隊按「力行仁愛」、「多元發展」和「同心抗疫」三個主題發展不同活動，讓復康人士可正面地在生活中體驗身、心、靈與社會的融合

The service teams organised various activities under the 3 themes of “Acting with Compassion”, “Diversified Development”, and “Fighting the Epidemic Together” to enable the rehabilitated persons to experience the integration of body, mind and spirit with the society in a positive way

服務數據 Statistics



* 包括：康恩園、湖景綜合復康服務 — 展能中心暨宿舍、迎康園 — 展能中心及宿舍、屯門精神健康綜合社區中心 — 樂喜聚、屯門地區支援中心 — 樂屯聚的會員

* Including members from The Providence Garden for Rehab, the Grace Garden for Rehabilitation — Day Activity Centre & Hostel, the Wu King Integrated Rehabilitation Services — Day Activity Centre and Hostel, the Tuen Mun Integrated Community Centre for Mental Wellness — The Club and the Tuen Mun District Support Centre — The Gathering

服務概述 Overview

福利協會屬下之康恩園、湖景綜合復康服務 — 展能中心暨宿舍、迎康園 — 展能中心及宿舍、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，為超過1,700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。

The Welfare Council operates the Providence Garden for Rehab (PGR), the Wu King Integrated Rehabilitation Services — Day Activity Centre and Hostel, the Grace Garden for Rehabilitation — Day Activity Centre & Hostel, the Tuen Mun District Support Centre — The Gathering and the Tuen Mun Integrated Community Centre for Mental Wellness — The Club, providing quality holistic care services to over 1,700 mentally handicapped, ex-mentally ill and physically disabled persons. The service teams also provide one-stop community support and rehabilitation services to Tuen Mun residents, people with emotional disturbance and their families. Meanwhile, the teams promote mental health education and community inclusion activities. In addition, the teams runs the “Sunnyway — On the Job Training Programme for Young People with Disabilities” to provide vocational training, employment counselling and mental rehabilitation services for young people with early signs of mental illness.

工作策略 Strategies

服務團隊繼續採用跨專業介入及協作的服務手法，務求為會員提供更全面及適切的服務，提升照顧服務的質素。團隊亦善用各種先進科技設備，以提升會員照顧及服務方面的效能。

The services teams continued to adopt a multi-disciplinary intervention and collaborative approach to provide more comprehensive and appropriate services to our members and enhance care services. The teams also made good use of advanced technology to enhance the effectiveness of service provision.

康恩園 The Providence Garden for Rehab

特色計劃及活動 Special Projects and Activities

多元支援 共渡「疫境」

Multi-disciplinary Support to Tide over the Epidemic

本年度，長期護理院及中度智障人士宿舍的會員不僅要留院抗疫，多項新春外出活動亦要取消。為了讓會員能歡度佳節，服務團隊分別為兩批會員舉辦年宵市集等新春活動，讓會員可在院內選購年宵貨品、品嚐賀年食品及參與攤位遊戲，從中感受節日氣氛。

此外，服務團隊為長期護理院會員安排視像通話，讓他們可跟家人拜年，互相關懷。香港聖公會青山聖彼得堂亦邀請教父母製作賀年影碟，向會員送上祝福。



會員在康恩園的年宵市集中選購心頭好
Members shopping for their favourite items at the Lunar New Year Fair in the PGR

During the year, members of the Long Stay Care Home and Hostel for Moderately Mentally Handicapped Persons had to stay in the hostel to fight against the epidemic. Many outdoor New Year festivities were cancelled. To help members enjoy the festive season, the teams organised activities such as the Lunar New Year Fair for 2 batches of members, allowing them to enjoy this special occasion by shopping for Lunar New Year products, tasting festive food and participating in game booths.

In addition, the service team arranged video calls for members of the Long Stay Care Home to send Lunar New Year messages to their families and express care to each other. H.K.S.K.H. St. Peter's Church (Castle Peak) also invited the godparents to produce festive videos to send their best wishes to the members.

有見康恩園的防疫工作大增及會員需要尋找工作，中途宿舍的服務團隊遂與大樓各個服務單位合作，成立「康恩就業特工隊」計劃，旨在為會員提供在康恩園實習的機會，工作範疇包括：運送職員制服、清潔公共地方及在繁忙時間管控大樓升降機的人流，同工亦會加以支援及指導，從而提升會員的工作能力和技巧。18位參與計劃的中途宿舍會員均反應正面，部份會員更在完成計劃後成功覓得心儀工作，達成公開就業之目標。



實習會員協助消毒升降機按鈕
Trainee members assisting in disinfecting the lift buttons

Because of the increased workload for epidemic prevention in the PGR and the members' employment needs, the service team of the Halfway House collaborated with the various service units in the complex to set up the "PGR Employment Specialists" programme for providing internship opportunities for the members. The programme provided internship opportunities in the PGR for those Halfway House members who were underemployed or unemployed due to the epidemic. The work areas included staff uniforms delivery, enhanced public spaces' cleaning, and crowd control of building lifts during peak hours. The staff provided support and guidance to improve the functional ability and skills of the members. 18 participants from the Halfway House responded positively. Some of them were able to find jobs of their choice after participating in the programme and achieved their goal of open employment.



團隊引入互動投影機，為會員作肌能訓練
The interactive multi-media project helped train members' muscles

team incorporated technology and creativity into the service to bring back the joy of life to the members. For example, the service team arranged regular video interviews with family members and sent out photos and videos of members' lives to keep in touch with each other. Meanwhile, the service team has also installed technology products such as game bikes, interactive robots and virtual reality fitness bikes to facilitate members' leisure and training activities in the hostel. Subject to the latest requirements and restrictions and the adoption of sufficient epidemic prevention measures, the service team transported members in groups for "joyride" with the hostel van. The members could enjoy the scenery along the route and stay in touch with the community. The staff also held some physical and mental stretching activities in the labyrinth garden of the PGR.

由於中至嚴重智障人士宿舍的會員須暫停外出活動及回家度假等，故服務團隊將科技和創意融入服務之中，令會員重拾生活樂趣，如安排會員與家人定時進行視像面談，以及發送會員的生活照及影片等，讓彼此保持聯繫，同時添置了波子機腳踏車、互動機械人及結合虛擬實境的健身單車等科技產品，方便會員在宿舍進行消閒及訓練活動。此外，服務團隊亦在符合防疫規定和安全情況下，使用院車接載會員分批「遊車河」，讓他們可欣賞沿途風光，與社區保持連繫，以及帶領會員在康恩園的明陣花園舒展身心。

As members of the Hostel for Moderately and Severely Mentally Handicapped Persons had to suspend their activities like leaving the hostel and going home for holidays, the service

康恩園綜合職業復康服務中心的團隊一直積極為會員建構多元化和迎合市場需要的訓練平台，從而提升其技能、自主性及就業能力。本年度，樂融融首度推出「DIY Fusion — 心太軟」烘焙套裝，希望鼓勵市民在家抗疫時，發掘烘焙的樂趣。團隊邀請會員協助預備及包裝每份烘焙材料，更為他們拍攝心太軟製作短片，一方面方便購買者跟從示範，與家人一起製作美味甜品，同時讓會員發揮創意，作出不同嘗試。此外，團隊在疫情初期，率先與本地納米口罩公司合作，安排會員參與口罩包裝及檢查工序。為表謝意和肯定，口罩公司更將口罩贈予會員及其家人，共渡「疫境」。



烘焙師傅負責主理「DIY Fusion — 心太軟」食譜，會員則示範製作步驟
The baker was in charge of the “DIY Fusion — Chocolate Lava Cake” recipe, while members demonstrated the steps to make it

The service team of Integrated Vocational Rehabilitation Service Centre of the PGR has been actively building a diverse and market-driven training platform for its members, thereby enhancing their skills, independence and employability. During the year, PGR Fusion launched the first-ever “DIY Fusion — Chocolate Lava Cake” baking kit, hoping to encourage the public to find the joy of baking while fighting the epidemic at home. The service team invited members to help prepare and pack each baking ingredient. A short video was made for the buyers to follow the demonstration and make delicious desserts with their families while allowing members to experiment with their creativity. In addition, the service team took the lead in working with a local nano mask company in the early days of the epidemic and arranged for members to participate in the mask packaging and inspection process. As a token of appreciation and recognition, the mask company gave the masks to members and their families to help them overcome the epidemic.

從園藝活動中學會惜食

Learn to Treasure Food through Gardening Activities

鑑於中度智障人士宿舍的會員對種植有濃厚興趣，服務團隊持續舉辦種植活動，讓會員可在宿舍的露台栽種植物和蔬果，跟同工一起經歷撒種、澆灌、施肥及收割等過程。會員不但在活動中學會合作互助，更見證每棵小幼苗在他們的努力下結成果實，從而學懂珍惜食物的道理。

Given the keen interest of the members of the Hostel for Moderately Mentally Handicapped Persons in planting, the service team continued to organise planting activities where the members could grow plants, fruits and vegetables on the balcony of the hostel and experience the process of sowing, watering, fertilising and harvesting together with the staff. The members learnt to cooperate and help each other and witnessed the fruits of each seedling through their hard work that helped them understand more in treasuring food.

會員在宿舍一同灌溉植物
Members irrigating plants together at the hostel



會員及同工合力為圓柱壁畫著色
Members and staff working together to paint the cylinder mural

復康藝術治療 Rehabilitative Art Therapy

復康服務的藝術治療師實踐「共建共創」的機構文化，與福利協會的設計團隊共同策動康恩「樂藝園」共融壁畫計劃，讓大樓同工及會員透過共融藝術創作提升身心健康，同時美化康恩園的公共空間。園林壁畫構圖由藝術治療師鼓勵參加者共同創作，圖畫呈現復康社群的創意想像。團隊更在壓軸舉行的「共融壁畫日」邀請大樓同工及會員為各種奇趣森林動物填上繽紛色彩，群策群力，使院舍更有活力和朝氣。

The art therapist of the rehabilitation service has put into practice the Welfare Council's culture of “co-creation” by jointly initiating the PGR “Joyful Forest” Inclusive Mural Project with the design team of the Council. The project aimed to enhance the physical and mental health of the

staff and members of the building through inclusive art creation and beautify the public space of the PGR. The art therapist encouraged the participants to co-create the mural, which reflected the creative imagination of the rehabilitation community. At the project's grand finale, the team also invited the staff and members of the building to colour in various fascinating forest animals in the “Inclusion Mural Day”, adding vibrant colours to the hostel.

團隊湊合參加者的作品在大型壁畫中，呈現森林四季的面貌
The team incorporated the participants' work to present the four seasons of the forest in murals



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

在疫情的陰霾下，屯門區市民對精神健康教育及情緒支援服務的需求顯著上升。本年度，樂喜聚獲社會福利署增撥資源，由2021年3月起於屯門栢麗廣場增設約1,000平方呎及為期3年的臨時活動場地，以便為有需要的社區人士提供更多預約面談的時段、日間訓練、社交、康樂活動及治療和支援小組等。



受助個案獲資助購買電熱水爐，解決生活所需
A recipient was sponsored for buying electric water heaters to support the daily needs

另外，樂喜聚獲聖公會熱心教友慷慨捐出港幣20萬元，資助推行「心隨境轉家居改善計劃」。個案經理會評估會員的經濟狀況、居住環境和身心健康，並推薦合適個案接受資助以添置家電。計劃共資助了27個個案及家庭改善家居設施，這不但有效提升他們的生活質素，更使其重拾整理家居，以至生活的動力。

Under the shadow of the epidemic, the demand for mental health education and emotional support services in Tuen Mun has increased significantly. During the year, the Social Welfare Department has allocated additional resources to set up a temporary venue of The Club of about 1,000 square feet at Tuen Mun Parklane Square for 3 years from March 2021. As a result, more appointment slots, day training, social and recreational activities and therapy and support groups were offered to those in need in the community promptly.

In addition, The Club has received a generous donation of HK\$200,000 from enthusiastic parishioners of the S.K.H. churches to support the implementation of the "Home Improvement Project", under which case managers would assess the financial situation, living environment and physical and mental health of the members and recommend suitable cases to receive financial assistance for the purchase of home appliances. A total of 27 cases and families were sponsored to improve their home facilities, effectively enhancing their quality of life and giving them a new sense of motivation to organise their homes and living.

會員現在可以在臨時活動場地參與活動
Members can participate in activities at the temporary activity venue now



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

受疫情影響，樂屯聚的會員未能到中心接受實體訓練，照顧者亦要承受更大的照顧壓力。有見及此，服務團隊製作了不同的直播節目、復康訓練及生活技能訓練影片，讓會員及照顧者可在家收看和繼續進行訓練之餘，亦為生活加添歡樂。此外，樂屯聚的同工自發縫製布口罩套，送贈予有需要的家庭，同時將部分由企業和慈善團體捐贈予福利協會的防疫物資，送贈予會員及其家人，解決他們的燃眉之急。



同工努力趕製布口罩套，送給有需要的家庭
Staff working diligently to make cloth mask covers to give to families in need

Due to the epidemic, members of The Gathering were unable to attend physical training at their centre. Caregivers were under increased pressure to take care of them. Given this, the service team has produced various live programmes, rehabilitation and life skills training videos for members and caregivers to watch at home and continue their training while adding joy to their lives. In addition, staff of The Gathering self-initiated to make cloth masks and donated them to families in need. At the same time, some of the epidemic prevention materials donated to the Welfare Council by corporations and charities were given to members and their families to meet their imminent needs.



同工送贈布口罩套予服務使用者
A staff gave cloth masks to a service user

會員接過由香港聖公會西九龍教區代表送出的防疫物資包
A representative of the Diocese of West Kowloon of the H.K.S.K.H. presented epidemic preparedness kits to a member



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

特色計劃及活動 Special Projects and Activities

迎康園於2020年9月正式開展服務，本著「多元介入」、「善用科技」及「自主自決」三大理念，為中度至嚴重智障人士提供優質的住宿、日常護理照顧及訓練服務等。服務團隊亦與福利協會設計團隊、資訊科技部及其他地區人士共同參與服務單位之設計，以致能照顧服務使用者的實質需要，如引入由福利協會資訊科技部研發的點餐機，讓會員可自行選餐，體驗自主，同時亦增設智能玩樂設備，提升生活樂趣。另外，服務團隊著重讓會員「自主自決」，鼓勵智障會員在遊戲和訓練中以不同圖像表達個人意願及想法，同時劃設特定的自由活動空間，讓會員可自行選擇喜歡的座位和感官區域，體現他們在生活上的自主性。

Grace Garden for Rehabilitation offered services officially in September 2020, with the 3 main missions of “Multi-dimensional Intervention”, “Technological Application” and “Self-determination” to provide services such as quality accommodation, daily care and training for moderately to severely mentally disabled persons. The service team also participated in the design of the

venue in collaboration with the design team and IT Department of the Welfare Council and other local community members so that the actual needs of the service users could be catered for, such as the introduction of a food ordering machine developed by the IT Department of the Council that allows members to choose their meals and experience autonomy. Electronic gaming devices were also added to enhance the fun of life for the members. In addition, the team gave emphasis on members’ “self-determination” by encouraging mentally disabled members to express their wishes and ideas through different images in games and training. The team also designated an activity space where members could choose their seats and sensory areas to realise their autonomy in life.



團隊鼓勵會員以圖像表達個人想法
The team encouraged members to express themselves through images



會員可自由點選喜愛的食物，體驗自主自決
Members are free to order their favourite food and experience personal autonomy

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



會員投入參與電子桌面訓練，鍛鍊手眼協調及邏輯思維
Members participating in electronic desktop training to develop hand-eye coordination and logical thinking

由於湖景綜合復康服務的會員在疫情期間未能進行各種實體訓練和活動，服務團隊遂聘請導師透過「遠程教學」以視像方式教授毛巾操，並邀請會員與來自福利協會聖馬提亞綜合服務的青年義工透過視像會議，互相認識和交流。團隊亦關顧會員的身、心需要，分別為他們安排視像覆診及與家人通話等。

Since physical training and activities could not be conducted during the epidemic, the service team of Wu King Integrated Rehabilitation Services employed instructors to train the towel exercise through “distance learning” in video format. Members were also invited to get to know each other and communicate with the youth volunteers from the St. Matthias’ Integrated Services of the Welfare Council through video conferences. The service team also took care of the physical and psychological needs of the members by arranging video medical consultations and calls to their families.



會員投入地與青年義工互相交流
Members enjoyed communicating with youth volunteers

精神科醫生以視像方式為會員應診
Psychiatrists working with members through video



醫療康健服務 Medical and Wellness Services

服務重點 Service Highlights

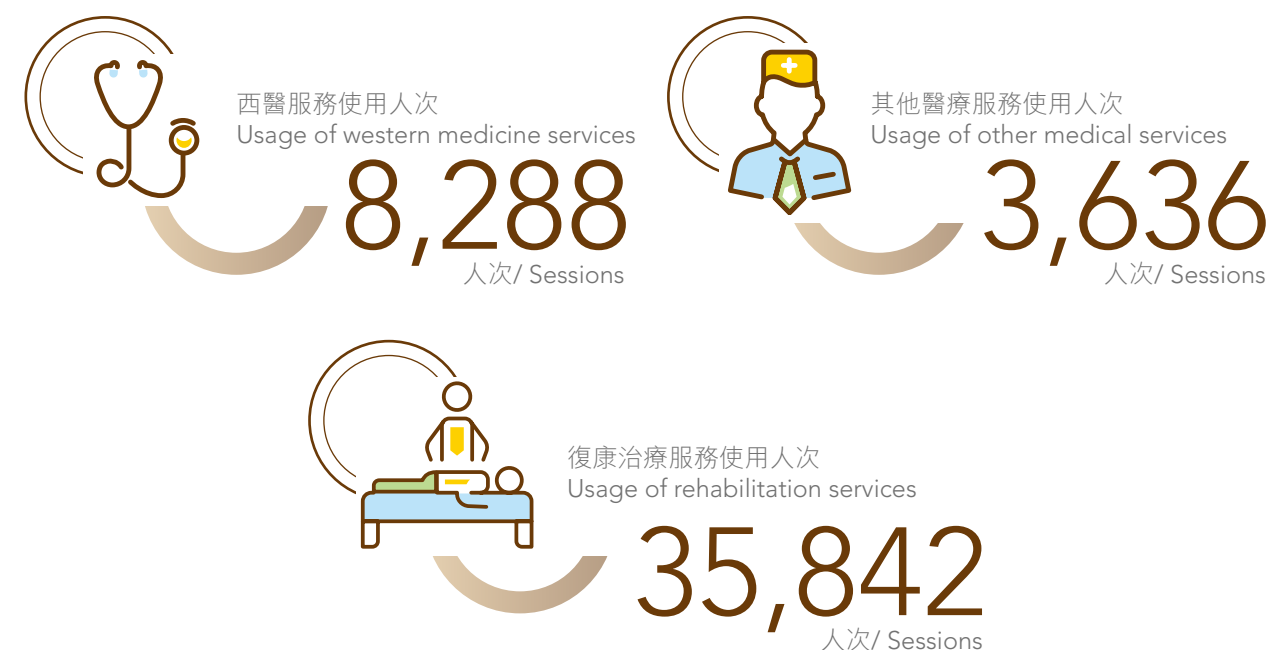
- 採用醫社合作模式，為社區人士提供優質的復康及照顧服務

Provide quality rehabilitation and care services to the community through a medical-social collaboration model

- 透過預防、支援及治療三個層面的介入，積極推廣健康生活教育

Promote healthy living education through prevention, support and treatment interventions

服務數據 Statistics



服務概述 Overview

醫療康健服務的單位包括：康健天地、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，其龐大跨專業服務團隊由西醫、物理治療師、職業治療師、護士、營養師、言語治療師及社工等團隊組成，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, the Centre of Wellness (East Kowloon) and the Cyril and Amy Cheung Aged Care Complex, which offer self-financed services. Its interdisciplinary professional team of doctors, physiotherapists, occupational therapists, nurses, dietitians, speech therapists and social workers are dedicated to providing one-stop community medical and wellness services to people from all walks of life.



工作策略 Strategies

醫社合作模式

Medical-social Collaboration Model

為應對人口老化及社會對醫療服務之龐大需求，醫療康健服務團隊採用醫社合作模式，在福利協會轄下的長者地區中心及長者鄰舍中心注入醫療及復康元素，使其跨專業團隊能為有需要的長者提供適切醫療服務及協助。

In response to the ageing population and the huge demand for medical services, the medical and wellness services team has adopted a medical-social collaboration model to inject medical and rehabilitation elements into the district elderly community centres and neighbourhood elderly centres of the Welfare Council so that its interdisciplinary team can provide appropriate medical services and assistance to the elderly in need.

推動健康社區

Promoting a Healthy Community

醫療康健服務團隊致力在地區推廣健康生活教育，分別透過預防、支援及治療三個層面的介入，服務不同年齡及階層的社區人士。此外，團隊主動與不同團體、私人企業及公營機構合作，為有需要的人士提供優質的醫療及復康服務。

The medical and wellness services team is committed to promoting healthy living education in the community through preventive, supportive and treatment interventions for people of all ages and walks of life. In addition, the team worked proactively with various organisations, private enterprises and public bodies to provide quality medical and rehabilitation services to those in need.



護士在地區中心舉辦長者心理健康講座
Nurse organising mental health talks for the elderly at district centres

治療師協助服務使用者進行復康訓練
Therapist assisting a service user with rehabilitation training

特色計劃及活動 Special Projects and Activities

黃大仙全新服務中心

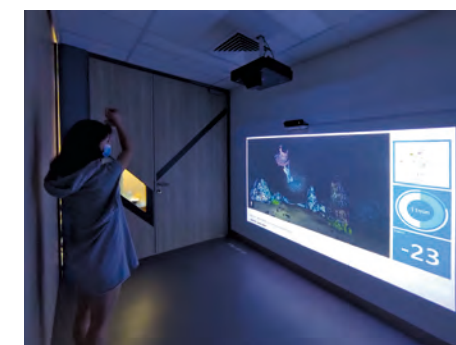
New Service Centre in Wong Tai Sin

為配合服務發展，康健天地（觀塘）已於2020年5月正式遷往黃大仙現崇山商場，新址毗鄰港鐵黃大仙站，佔地2,000多平方呎，為不同階層的社區人士提供西醫診症、身體檢查、疫苗注射、物理治療、職業治療、言語治療及營養諮詢等多元化和跨專業的醫療及康健服務。另外，新中心配備多種先進的復康及訓練器材，方便醫療團隊為中風病人、痛症患者及患有認知障礙症的人士設計個人化的復康訓練計劃，協助他們盡快回復獨立自主的生活。

In line with the development of services, the Centre of Wellness (Kwun Tong) has been relocated to the Lions Rise Mall in Wong Tai Sin in May 2020. The new premises, which occupies an area of over 2,000 square feet adjacent to the Wong Tai Sin MTR Station, provides a wide range of multi-disciplinary medical and wellness services including western medical consultation, physical examination, vaccination, physiotherapy, occupational therapy, speech therapy and nutritional counselling to people from different walks of life. In addition, the new centre is equipped with a wide range of advanced rehabilitation and training equipment to facilitate the design of individualised rehabilitation programmes for stroke patients, pain patients and those with cognitive impairment, helping them return to independent living as soon as possible.



康健天地位於黃大仙的新服務中心
The new service centre of the Centre of Wellness in Wong Tai Sin



患者透過嶄新的體感虛擬實境遊戲，訓練四肢活動幅度、協調及平衡力
A patient received training on the range of motion, coordination and balance of the limbs through a brand new VR game



治療師指導服務使用者進行復康訓練
Therapist guiding a service user in rehabilitation training

同心抗疫 響應疫苗接種計劃 Active Infection Prevention and the Vaccination Programme

康健天地響應政府的感染防控工作，參加了2019冠狀病毒疫苗接種計劃，安排診所的註冊醫生及護士為合資格的市民、福利協會安老院舍的院友和機構同工接種疫苗，預防疫情蔓延。由於疫情或有社區爆發的風險，服務團隊定期舉行感染控制演習，以提升同工處理不同情境的應變能力及危機意識，同時亦定期考核同工使用防護裝備的知識，增加他們應對疫情的信心。

In response to the Government's infection prevention and control efforts, the Centre of Wellness has joined the COVID-19 Vaccination Programme, arranging registered nurses and doctors from the Centre to administer the vaccine to the public, residents of the residential care homes for the elderly and the staff of the Welfare Council to prevent the spread of the epidemic. As there is a risk of a community outbreak, the service team regularly conducted infection control drills to enhance staff's ability to deal with different scenarios and crisis awareness. Staff are also regularly assessed on their knowledge of the use of protective equipment to increase their confidence in dealing with the outbreak.



同工參與防護裝備應用考核
Staff participating in the personal protective equipment application assessment



康健天地的醫護人員為市民接種疫苗
Medical staff of the Centre of Wellness offering the vaccine to the public

商、社、福合作 為長者改善家居環境 Business, Community and Welfare Cooperation to Improve the Home Environment for the Elderly

本年度，麥理浩夫人中心獲香港賽馬會慈善信託基金及華懋集團支持，開展集「健康教育 — 健樂服務 — 地區支援」於一身的社區健樂平台 — 賽馬會葵華健樂中心，協助社區人士關注健康、培育內在健能和促進復原能力。與此同時，社區醫療支援服務網絡（社網）亦與新創建集團（新創建）再度合作，開展第2期的「『傳』靠你 — 居家長者服務」計劃，由「商、社、福」進行跨專業合作，支援有需要的地區長者和照顧者。社網及新創建分別安排職業治療師和義工為長者評估身體狀況及家居環境，同時協助長者維修破損的家居設備，並按其需要設計合適的家居改善設施，以防家居意外。計劃團隊亦為體弱長者提供合適的復康用品、沐浴椅和安全扶手等輔助設備，以及傳授照顧者一些照顧技巧，以減輕其壓力。另外，計劃定期舉辦義工探訪及聯誼活動等，旨在擴闊長者的社交網絡。

受疫情所限，計劃部份活動須取消或延期，個別長者也因身體情況而要退出計劃，但最終亦有逾7成長者順利完成計劃，所有參與者均認同計劃有助改善獨立自理與家居安全。計劃後，參加者的日常活動能力和社區設施運用亦顯著提升，跌倒風險大幅減少。

With funding from the Hong Kong Jockey Club Charities Trust and Chinachem Group, the Lady MacLehose Centre established the Jockey Club Kwai Wah Wellness Centre for health education, wellness services and community support to help raise awareness on health, improve wellness and accelerate healing. At the same time, the Community Medical Support Service Network (CMSN) and NWS Holdings Limited (NWS) have collaborated again to launch the second phase of the "Count on You — Safe Home for Seniors" programme, which is a multi-disciplinary collaboration among the business, community and welfare sectors to support the needy elderly and their caregivers in the community. Occupational therapists and volunteers from the CMSN and NWS respectively were deployed to assess the physical condition of the elderly and their home environment, and help the elderly repair their broken equipment and design suitable home improvement facilities to prevent home accidents. The project team also provided the frail elderly with appropriate rehabilitation products, assistive devices such as shower chairs and safety rails, and taught caregivers caring skills to relieve their stress. In addition, regular volunteer visits and social activities were organised to widen the social network of the elderly.

Due to the epidemic, some activities had to be cancelled or postponed and some elderly had to withdraw from the programme due to their health conditions, nevertheless, over 70% of the participants completed the programme and all of them agreed that the programme had helped improve independence and home safety. After joining the programme, the elderly were able to improve their daily activities and use of community facilities, and their risk of falling was significantly reduced.



義工向長者派發防疫物資及食品
Volunteers distributing epidemic prevention materials and food supplies to the elderly



義工學習正確的照顧技巧
Volunteers learning proper caregiving skills

社會企業 Social Enterprises

Party Fusion (由餐廳轉型為派對房間) Party Fusion (changed from a restaurant to a Party Room)

因應疫情及市場需要，本年度，樂融融團隊改變營運策略，由餐廳轉型為派對房間，為團體提供出租場地作派對、遊樂、會議及工作坊等用途。Party Fusion以自負盈虧模式經營，更由精神復康會員和綜合職業復康服務團隊合作管理，未來將按會員的專長而提供更多元化的訓練機會，為他們重投市場作全面準備。

In response to the development of the epidemic and market needs, the team changed its operation strategy from a restaurant to a Party Fusion, which provides rental space for groups for parties, fun, meetings and workshops during the year. Party Fusion is operated on a self-financing basis and managed by a team of ex-mentally ill members and integrated vocational rehabilitation services. In the future, more diversified training opportunities will be provided according to members' expertise to prepare them fully for re-entry into the market.



Party Fusion將會舉辦不同主題的DIY工作坊
Party Fusion will offer a variety of DIY workshops



Party Fusion已完成裝修及進行內部測試
Party Fusion has completed the renovation and is undergoing internal testing

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, 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。

本年度，綠無窮環保專門店的團隊一方面積極推廣環保訊息，同時獲公司和東涌居民捐贈的全新和二手物品，如服裝、小型家電、嬰兒用品、玩具、廚具、餐具、文具和傢俬等，並以廉價銷售予居民。同工亦定期將最新收到的捐贈物品和倉存貨物上架，以保持貨品的流動性，為顧客帶來新鮮感。因受疫情影響，專門店須以預約到店方式維持服務，方便控制人流，同時積極透過網上直播，與服務使用者保持互動。



團隊利用線上平台宣傳最新產品
The team used an online platform to promote the latest products

另外，專門店增設免費借閱兒童圖書的「漂書閣」及供居民使用的電動衣車等，並且舉辦少數族裔服裝設計及製作比賽、陶杯彩繪工作坊等多元活動，目標為凝聚街坊，增添生活趣味。

The Welfare Council operates 4 social enterprises at the Tung Chung Integrated Services, including Rainbow Arts Corner, B PLUS Balloon Art Service, the Green Infinity Recycling Shop and Azure Production Workshop that provide training to women, unemployed people and young people in Tung Chung to develop their skills and expertise.

During the year, the team at the Green Infinity Recycling Shop continued to promote environmental protection, while receiving new and second-hand items such as clothing, small household appliances, baby products, toys, kitchenware, tableware, stationery and furniture donated by companies and Tung Chung residents, and selling them to residents at low prices. Our staff also regularly stocked the shelves with newly received donations and stocked items to keep goods flowing and maintain a sense of freshness for customers. However, due to the epidemic's impact, the shop held its services by appointment for crowd control and interacted with service users through active live webcasts.

In addition, the shop has set up a "Book Floating Corner" for free children's books and an electric sewing machine for residents to use. It also organised various activities such as ethnic minority clothing design and production competitions and ceramic mug painting workshops to bring the neighbourhood together and add joy to life.

錦華設計工程有限公司 Kam Wah Design & Engineering Limited



團隊了解長者的身體狀況及需要

The team understood the situation and needs of the elderly

本年度，錦華設計工程有限公司（「錦華」）承辦由市區重建局推出的「樂齡安居」家居改善計劃，採取「以人為本」的設計原則，協助重建項目內部分有需要的長者，改善獲編配公屋單位之居住環境。錦華的設計團隊與福利協會康健天地的職業治療師及聖匠堂長者地區中心的社工組成跨專業團隊，由社工評估及篩選個案、職業治療師評估長者的身體狀況，而錦華則為長者製作預防潛在家居意外的長者友善設計方案。團隊亦鼓勵長者提出家居設計的要求及需要，透過「參與式設計」，共建一個能配合長者目前生活狀況及未來需要的適設居所。

During the year, Kam Wah Design & Engineering Limited ("Kam Wah") undertook the "The Elderly Home Improvement Community Programme" launched by the Urban Renewal Authority, adopted a "people-oriented" design principle to assist some needy elderly in redevelopment projects to improve the living environment of their allocated public housing units. Kam Wah's design team, occupational therapists from the Welfare Council's Centre of Wellness and social workers from the Holy Carpenter

Church District Elderly Community Centre formed a multi-disciplinary team, with social workers assessing and screening cases, occupational therapists evaluating the physical conditions of the elderly, and Kam Wah developing elderly-friendly design solutions to prevent potential home accidents. The team also encouraged the elderly to express their requests and needs for home design to create a suitable home that could meet their current living conditions and future needs through "participatory design".



團隊為長者打造開放式多層間隔層架，增加家居的空間感

Open shelves with multiple compartments were designed to make the space feel bigger

躍變・龍城——九龍城主題步行徑

Kowloon City in Transformation: Kowloon City Themed Walking Trail

躍變・龍城——九龍城主題步行徑（「步行徑」）全長6.5公里，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，共分為5個特色路段。步行徑團隊透過多元化的軟、硬件項目，連結區內居民及持份者，致力延續和推廣九龍城區的文化歷史和人情味。

Kowloon City in Transformation: Kowloon City Themed Walking Trail (the Walking Trail) is 6.5 km long and starts from the Kowloon Walled City Park at the northern end, passes through Sung Wong Toi and To Kwa Wan, and links up with St. Mary's Church in Hung Hom at the southern end, comprising 5 routes. Through a variety of facilities and cultural activities, the Walking Trail team aims to connect residents and various stakeholders in the district and to sustain and promote the cultural history and human touch of Kowloon City.

優化公共設施及空間

Enhancement of Public Facilities and Spaces

步行徑路段三「社區藝術・牛與十三」的硬件工程，包括：更換新欄杆、加置燈柱裝飾、資訊指示牌及地面裝飾等，已於2021年首季順利完成，方便使用者識別步行徑的路線。步行徑團隊亦持續舉辦「參與式設計工作坊」，收集公眾對社區設施及公共空間的意見，為其餘路段的硬件設計提供靈感。

The facilities enhancement works for the Walking Trail Route 3 — "Community Art Walk" — was completed in the first quarter of 2021, including the refurbishment of railings, installation of light pole sign plates, information panels and paving blocks to facilitate users' identification of the route of the Walking Trail. The Walking Trail team has also continued to organise "Participatory Design Workshops" to collect public views on the community facilities and public spaces, which will inspire the hardware design of the remaining routes of the trail.

參加者在工作坊製作LED紙雕燈，為步行徑路段的燈箱裝飾提供設計靈感

Participants making LED paper sculptures in the workshop to provide design inspiration for the lightbox decorations along the walking trail



多元活動連結社群

Diverse Activities to Connect the Community



「光影·龍城——社區攝影比賽」入圍及得獎作品展
Exhibition of shortlisted and winning entries of the "Dragon City of Light and Shadow"
Community Photography Competition

疫情之下，步行徑部分實體活動須改為網上活動，其中包括於2020年5月推出的「光影·龍城——社區攝影比賽」，主題為「變與不變」，鼓勵參加者以影像細說九龍城區的故事，並於線上提交作品。步行徑團隊共收到378張作品，入圍及得獎佳作於步行徑訪客中心展出及製成精美紀念品。

In the wake of the epidemic, some physical activities of the Walking Trail had to be replaced by online activities, including the launch of the "Dragon City of Light and Shadow" Community Photography Competition in May 2020. The theme of the event was "Changes and Constancy" and participants were encouraged to tell the story of Kowloon City with their images and submitted them online. A total of 378 entries were received and the Walking Trail team exhibited the finalists and winning entries at the Information Centre of the Walking Trail and made into beautiful souvenirs.



團隊推出線上導賞團，讓市民足不出戶也可同遊社區
Guided tours are available online so that people can visit the community without leaving home

社區繪本x創意科技

Community Picture Book x Creative Technology

步行徑團隊於2020年12月出版了第一本社區繪本《爺爺的工廠之旅》，由故事帶領讀者認識土瓜灣區昔日的工業發展。繪本更加入擴增實境技術，讓讀者透過有趣、互動的形式感受社區歷史。

In December 2020, the Walking Trail team released "Visiting Factories with Grandpa", its first community picture book, which takes readers on a journey through the past industrial development of To Kwa Wan. The book also incorporated augmented reality (AR) technology, allowing readers to experience the history of the community in a fun and interactive way.



讀者可透過擴增實境技術，在《爺爺的工廠之旅》中看到實景照片、動畫及體驗互動遊戲
Readers can view real-life photos, animations and experience interactive games in "Visiting Factories with Grandpa" through AR technology

國內事工 Services on China Mainland

顧問培訓及優化社區安老服務 Consultancy Training and Enhancement of Community Services for the Elderly

疫情期間，國內事工團隊繼續舉辦不同網上顧問培訓，以及參與優化社區安老服務。本年度，團隊為廣州市老人院提供顧問培訓，協助全面推進長者個人護理計劃及優化相關的電腦系統。此外，福利協會與廣州市老人院合作構思和推展各類服務，包括：新園區特色服務及粵港澳大灣區創新服務，並協助研究及制定大灣區養老服務機構標準。

Under the epidemic, the China Mainland Services team continued to conduct different online consultancy training and participated in optimising community services for the elderly. During the year, the services team provided consultancy training to the Home for the Aged Guangzhou (the Home) to facilitate the implementation of personal care plan and optimise its computerised system. In addition, the Welfare Council worked with the Home to conceptualise and implement various services, including special services in the new campus and innovative services in the Guangdong-Hong Kong-Macao Greater Bay Area and assisted in the research and development of standards for elderly care institutions in the Greater Bay Area.

另外，國內事工團隊與廣州恩善社會服務中心同工分別在線上、線下為10間參加了廣州市民政局的社區居家養老服務督導項目的長者日間護理中心提供專業督導及培訓服務。隨著項目於本年初圓滿結束，團隊亦為各中心進行終期評估，以及舉行網上總結分享會。長者日間護理中心同工認為參與項目後，他們在長者照顧上的專業知識和服務技巧均有提升，更對中心的服務理念和日常運作有更全面的了解。

In addition, the China Mainland Services team and the staff of Guangzhou En Shan Social Service Centre provided professional supervision and training services to 10 day care centres for the elderly participated in the Guangzhou Municipal Civil Affairs Bureau's pilot scheme for ageing in place online and offline. With the successful completion of the project earlier during the year, the team conducted a final evaluation and an online sharing session for each centre. The staff of the day care centres for the elderly found that their professional knowledge and service skills in elderly care have been enhanced after participating in the project. They also had a more comprehensive understanding of the service concept and daily operation of the centres.



廣州市民政局領導、福利協會同工、各社區及中心代表分別在線上線下同步參與總結分享會
Leaders of Guangzhou Municipal Civil Affairs Bureau, staff of the Welfare Council, representatives of the community and centres participated in the sharing sessions held online and offline simultaneously

2020年，廣州恩善社會服務中心與廣州市老人院發揮雙方優勢，合力打造包含家居照顧、社區安老照顧以至安老院舍照顧的一站式綜合養老服務模式，當中服務包括：以多元認知訓練延緩長者認知衰退、為長者提供日間照顧、居家訓練及家屬支援等多元服務，以及成立「腦友同行——社區同行者聯盟」，建立認知障礙症友善社區網絡，為長者提供適切支援。

In 2020, Guangzhou En Shan Social Service Centre and the Home for the Aged Guangzhou jointly developed a one-stop integrated elderly care service model encompassing home care, community elderly care and residential care homes for the elderly, with services, including multi-domain cognitive training to delay cognitive decline, daycare, home training and family support for the elderly, as well as the establishment of the “Brain Buddies — Community Peer Alliance”. The “Community Peer Alliance” has been set up to establish a cognitive impairment-friendly community network to provide appropriate support to the elderly.



服務團隊與區內不同單位組建「腦友同行——社區同行者聯盟」
The service team has formed the “Brain Buddies — Community Peer Alliance” with different organisations in the district

廣州恩善社會服務中心的團隊於2020年7月至2021年3月開展「活齡計劃——社區微公益行動」專案，帶領長者義工自行組隊、策劃及推動各式社區服務，包括：為失去獨生子女的長者提供互助活動、社區文化導賞、協助長者達成心願和廣播訓練班等，從中探索「初老服務老老」的互助養老服務模式，同時營造友好社區氛圍，推動長者開展積極晚年。專案活動共成立了8支長者義工隊、培育了83名長者義工、探訪有困難長者的累計人次達126、服務長者人次達630，並為長者籌得550斤愛心助農產品。

From July 2020 to March 2021, the Guangzhou En Shan Social Service Centre has launched the “Ageing Project — Community Micro-welfare Action” to lead elderly volunteers to form their teams, plan and promote community services such as organising activities on mutual support for elderly people who have lost their only child, guided cultural tours in the community, assistance in fulfilling the wishes of the elderly and broadcasting and host training classes, etc. The project explored the mutual help model of “young-old serving the oldest-old seniors” while creating a friendly community atmosphere and enabling the elderly to age actively. The project established 8 elderly volunteer teams, trained 83 elderly volunteers, visited the needy elderly 126 times, served the elderly 630 times and raised 550 catty of farming products for the elderly.



長者義工協助參加者達成心願
The elderly volunteer helped participants fulfil their wishes

澳門事工 Services in Macau

疫情之下，不少實體服務因配合防疫措施而未能進行。有見及此，澳門社會服務處靈活調節服務形式，旨在能迅速回應社會與澳門居民的不同需要。

During the outbreak, many physical services could not be provided due to the epidemic prevention measures. Given this, the Macau Social Services Coordination Office (the Office) has flexibly adapted its services to respond quickly to the different needs of the community and Macau residents.

增設線上服務 關顧青少年的情緒 Plugging in Online Services Caring for Young People's Emotions

本年度，澳門曾經歷近半年停工停課的日子，期間市民主要透過網絡平台與人溝通，服務處團隊亦因時制宜，回應需要，主力以 Facebook、微信、Instagram(IG) 等社交平台，與服務使用者保持聯絡，並提供資訊及支援，包括：上載「疫情下子女瘋狂打機」家長網絡小冊子，教導家長如何應對子女沉迷打機的方法，以及在 IG 發佈「Flowering 盛放花蕾」兩性教育，引導青少年檢視自身的感情經歷，反思兩性相處上的迷思和危機。

Macau experienced nearly half a year of work and school suspensions during the year. The public mainly communicated with each other through online platforms. The Office's service team also adapted to the situation by using social media platforms mainly through Facebook, WeChat and Instagram (IG) to keep in touch with service users and provide information and support, including uploading a parental online pamphlet on "Children Crazyly Playing Video Games during the Epidemic" to educate parents how to deal with their children's addiction to video games, and the publication of a gender education service "Flowering Buds", was posted on IG to guide young people to examine their own relationship experiences and reflect on the myths and crises in dealing with the opposite sex.



「Flowering 盛放花蕾」透過自我檢測的問題，讓青少年辨識失控的愛情行為。"Flowering Buds" enables young people to identify uncontrollable love behaviours through self-testing questions.



同工向大專青少年推廣「Chat With U 大專輔導熱線及網上支援計劃」
Staff promoting "Chat With U — Tertiary Counselling Hotline and Online Support Programme" to young people in tertiary institutions

服務處團隊發現青少年及大專學生在疫情下較少有面對面交流的機會，缺乏情感聯繫，增加個人孤獨感，故推出「On Channel 情緒支援站」，定時在 Facebook、微信及 IG 等社交平台發佈關顧情緒的帖文，並為有需要的青少年提供即時情緒支援至凌晨2時。此外，團隊獲澳門高等教育基金資助，開展「Chat With U 大專輔導熱線及網上支援計劃」，為在本澳就讀及離澳升學的澳門大專學生提供方便而隱密的求助渠道，並在本澳院校的非辦公時間提供網上和電話即時情緒支援，同時建立恒常轉介機制，讓合適的大專生銜接所屬院校的輔導服務。

The Office's service team found that young people and tertiary students had fewer opportunities for face-to-face communication during the epidemic leading to the lack of emotional contact and an increasing sense of loneliness. Therefore, the "On Channel Emotional Support Station" was launched to display regular posts on emotional care on Facebook, WeChat and IG, and provide immediate emotional support to young people in need until 2 am. In addition, with funding support from the Macao Higher Education Fund, the team launched the "Chat With U — Tertiary Counselling Hotline and Online Support Programme" to provide a convenient and confidential channel for Macau tertiary students studying in and out of Macau to seek help. The Programme also offered immediate emotional support online and over the phone during their institutions' non-office hours and established a regular referral mechanism for applicable tertiary students to articulate their respective institutions' counselling services.

團隊成立了 On Channel 情緒支援站
The team established the "On Channel Emotional Support Station"



以創新服務模式探討社會議題 Exploring Social Issues through Innovative Service Models

適逢澳門青少年外展服務開展超過20年，服務處團隊於2020年11月舉行了《Alpha時代下青少年發展趨勢》圓桌會議，邀請澳門4隊社區青年工作隊、政府部門、青少年服務機構、學校及青年代表等，分享在資訊科技世代下青少年的發展現況，討論如何應對當中的「危」與「機」。

It has been over 20 years since the launch of the Macau Youth Outreach Service. A roundtable discussion on “Trends in Youth Development in the Alpha Era” was hosted in November 2020, inviting 4 Macau community youth work teams, government departments, youth service organisations, schools and youth representatives in Macau to share the current situation of youth development in the generation of information technology and to discuss how to cope with the “risks” and “opportunities”.



長者及青少年合拍時裝照
Seniors and youngsters posing for a fashion photo

社會趨向老齡化，為促進長、青兩代互相了解，服務處團隊推展「長青共融新世代」服務計劃，於2020年10月舉行「長幼花生 Show」，由青少年與長者共同參與有關「時裝」、「音樂」和「兩性相處」等議題的舞台表演，以及設有沙龍照片展覽，展示長者及青少年共同拍攝的時裝照，帶出兩個世代對「堅毅」及「重視家庭」的共同價值，展現別具新意的長青共融精神。

The Office's service team has launched the “New Generation for Inclusion” service project to promote mutual understanding between the two generations in the ageing society. In October 2020, the “Old and Young Fashion Show” was held, in which young people and the elderly participated in a stage performance on topics such as “fashion”, “music”, and “gender harmony”, as well as a salon photo exhibition featuring fashion photos taken by the elderly and youngsters together. These brought out the shared values of “perseverance” and “family values” between the two generations, demonstrating a new and innovative spirit of “Old and Young Inclusion”.



聖公會 Ü CARE 共享巴士社區流動服務車啟動禮
The launch ceremony of S.K.H. “Ü CARE Sharing Bus Community Mobile Service Truck”

支援兒童需要 減輕家長壓力 Supporting the Needs of Children and Relieving Parental Stress

服務處獲美高梅中國控股有限公司贊助添置8.5噸的「Ü CARE 共享巴士社區流動服務車」，並於2020年10月正式投入服務。流動車將會遊走澳門社區，藉著不同主題和形式的活動，提升大眾關注兒童的語言發展及訓練需要，以及為家長提供支援。另外，團隊於2020年6至10月舉辦「好孩子・好家居」家居設置比賽，由社工推動家長檢視及改善子

女在家中的學習環境，以提升他們的學習專注和自理能力。團隊亦與職業治療師合作撰寫「功課全攻略 FBI 小冊子」，以減輕家長跟進子女課業的壓力和增潤親子關係。

MGM China Holdings Limited has sponsored the Office to purchase an 8.5-tonne “Ü CARE Sharing Bus Community Mobile Service Truck”, officially launched in October 2020. The truck travelled around the Macau community to raise awareness of children's language development and training needs and provide support to parents through different themes and activities. In addition, the team organised a “Good Kids, Good Home” Home Setting Competition from June to October 2020. Parents were encouraged by social workers to review and improve their children's learning environment at home to enhance their concentration and self-care skills. The team also collaborated with an occupational therapist to write the “Homework Tips FBI Booklet” to relieve parents' stress in following up their children's school work and enhancing the parent-child relationship.

推出戒賭應用程式 Gambling Cessation App Launched

服務處團隊開發及推出嶄新的「線上同行者」— 賭博篩查手機應用程式，讓服務對象可主動求助，尋求戒賭資訊。使用者只須以手機掃描二維碼，回答簡短情境問題後，便能獲得戒賭所面對阻力的初步評估，程式亦會自動發出由輔導員整理的自助戒賭建議，以及負責任博彩資訊。手機應用程式也提供8個戒賭求助的真實故事供賭博人士的家人和其他支援者參考，並就家人應對賭博人士的常見反應給予建議。

The Office's service team has developed and launched a new “Online Companion”, a gambling screening mobile application that allows service users to seek help and find information on quitting gambling proactively. Users simply need to scan a QR code on their mobile phones and answer short contextual questions to get an initial assessment of the resistance to quit gambling cessation. The mobile application also automatically issues self-help gambling advice compiled by counsellors and information on responsible gambling. The application also provides 8 real-life stories of help-seeking gamblers for reference to family members and other supporters of gamblers and advices on the common family responses to gamblers.



團隊推出「線上同行者」手機應用程式，評估使用者戒賭時面對的阻力
The team launched the ‘Online Companion’ mobile application to assess the resistance users face when quitting gambling

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優質之旅 Quality Journey

福利協會自1996年起推行「優質之旅」，透過培訓及推廣優質文化，不斷改善和提升同工的专业技能，從而建立優秀專業的團隊。同工多年來亦秉持優質管理文化的理念，以服務對象的福祉為先，實踐以人為本的精神，滿足服務使用者的需要和期望。

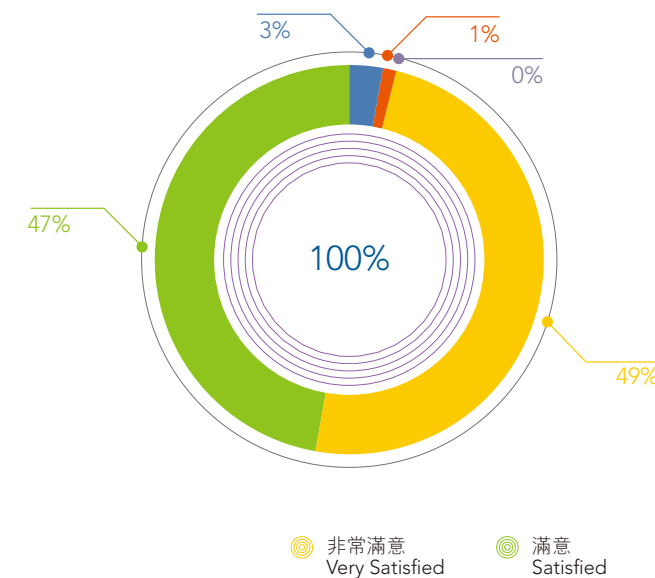
Since 1996, the Welfare Council has been implementing the "Quality Journey" to improve and enhance the professional skills of our staff through training and promotion of a quality culture, thereby building up an excellent and professional team. Throughout the years, the Welfare Council has also upheld the concept of quality management culture, putting the well-being of our clients first and practising a people-oriented spirit to meet the needs and expectations of our service users.

服務滿意度 Service Satisfaction Rate

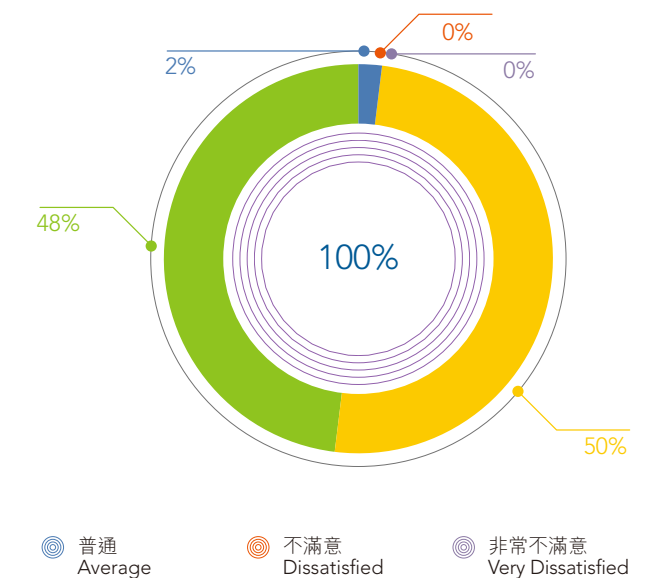
福利協會轄下73個服務單位每年向服務使用者及照顧者／家屬進行年度服務滿意度問卷調查，請他們就「整體來說，我對中心／院舍／單位服務的滿意程度是」，以「非常滿意」、「滿意」、「普通」、「不滿意」及「非常不滿意」作出評級。結果顯示96%服務使用者滿意或非常滿意福利協會之服務，而98%照顧者／家屬滿意或非常滿意福利協會之服務，兩項數據均較去年輕微上升1%，反映服務使用者、照顧者／家屬的整體服務滿意度均維持於高水平。另外，福利協會共收到214封服務使用者的嘉許信，這不但是對單位優質服務的認同，亦是對同工努力的肯定和鼓勵。

The annual service satisfaction survey was conducted by 73 service units of the Welfare Council on service users and caregivers/families, asking them to rate their satisfaction with the service of the centres/homes/units as "very satisfied", "satisfied", "average", "dissatisfied" and "very dissatisfied". Results showed that 96% of the service users were satisfied or very satisfied with the services provided by the Council, while 98% of the caregivers/families were satisfied or very satisfied with the services provided. Both figures showed a slight increase of 1% over last year, reflecting that the overall satisfaction level of service users and caregivers/families remained high. In addition, the Council received 214 letters of appreciation from service users. This is not only a recognition of the quality of service provided by the units but also an acknowledgement and encouragement of the efforts of our staff.

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



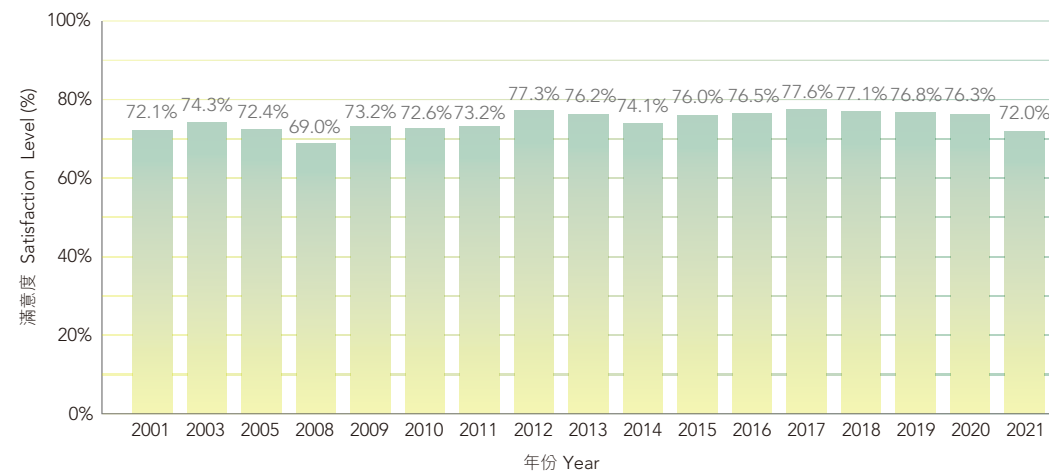
同工滿意度調查 Staff Satisfaction Rate

福利協會非常著重與同工的溝通，故每年均舉行同工滿意度調查，以適時掌握同工對機構的意見。受疫情影響，本年度的員工意見調查一如去年以網上問卷及不記名形式進行，共收到884份有效問卷，較去年增加了25%，而同工對福利協會的整體滿意度為72%。同工亦藉此向機構提出多個寶貴意見，當中包括不少欣賞的事項，管理層也逐一跟進建議，貫徹持續改善的精神。

The Welfare Council attaches great importance to communicate with its staff and therefore conducts a staff satisfaction survey every year to keep abreast of their opinions on the Council. As a result of the epidemic, this year's staff opinion survey was conducted online and anonymously as last year. 884 valid questionnaires were received, an increase of 25% over last year, and the overall staff satisfaction rate with the Council was 72%. The staff also took the opportunity to offer a number of valuable suggestions to the Council, including some appreciation items, and the management followed up on each of these suggestions in the spirit of continuous improvement.

同工對機構的整體滿意度

The Overall Satisfaction of Staff towards the Welfare Council



福利協會總幹事李正儀博士，JP 與一眾管理層以直播形式即時回應同工提問及介紹機構最新發展
Dr Jane Lee, JP, Director of the Welfare Council, and the management responded to questions raised by staff and introduced the Council's latest development through a live webcast



同工在工作單位參與線上舉行的2020年全體同工分享會
Staff participated in the online 2020 All Staff Meeting at the service unit

The Welfare Council's Quality Management team is responsible for independent and objective audits and internal control consultations to strengthen corporate governance and ensure resources' proper and effective use. During the year, the team conducted 5 different types of internal audits, including Service Quality Standards (SQS) scheduled audit (including subvented service units, nursery schools, self-financing units, and the Council's headquarter departments), scheduled financial audits of petty cash held in trust for residents of care homes; spot audits on anti-wandering systems (including residential care homes for the elderly, day care centres for the elderly and rehabilitation services); audits on applications and allocation procedures for placement in residential care homes for the elderly, and scheduled audit of petty cash for sundry/meal. The team also prepared for the external audits by conducting pre-screening audits before the units' Social Welfare Department (SWD) visits. In the end, all SWD visits met the requirements.

Due to the epidemic, all types of internal audits, except for the pre-audits before the SWD visits, were carried out in a video format instead of on-site audits. The team communicated with the units before the audit to handle the paperwork review in advance. During the video audit, the team understood the actual operation of the units and conducted audits on various items, including cash counts, inspections of cash storage locations, spot checks on fixed assets, and inspection of CCTV systems and anti-wandering systems for proper operation. The units responded positively to the video audits, and the audit processes were smooth, which significantly reduced the epidemic's impact on the audit work.

同工培訓 Staff Training

優質管理部團隊進行一系列培訓，包括三大範疇：為有興趣參與內部審核工作的同工介紹社會福利署「服務質素標準」、進行內部審核要點及審核時的應對技巧之內部審核專才培訓、就內部審核之結果分析提供培訓，藉此加強同工對財務管理及採購的概念，使他們日常進行財務與採購工作時更為順暢，以及加強對新成立單位之支援，團隊為新成立單位提供一系列培訓，期望能提升新同工對社會福利署的服務準則及福利協會財務程序之認識，使服務得以順利推展。雖然所有培訓皆以視像形式進行，但同工仍然積極參與其中，踴躍提問。

The Quality Management team conducted a series of training sessions in 3 main areas: Internal Audit Specialist Training on the SWD's SQS for staff who are interested in participating in internal audits, the critical points of conducting internal audits and the techniques to deal with them during the audits; training on the analysis of the results of internal audits to enhance the staff's understanding of financial management and procurement so that they can conduct financial and procurement work more smoothly; strengthening support for newly established units. The team provided a series of training to the newly established units to enhance their understanding of the service standards of the SWD and the financial procedures of the Welfare Council to facilitate smooth service delivery. Although all training sessions were conducted in video format, the staff participated actively in the sessions.

恆常內部審核 Regular Internal Audit

福利協會的優質管理部團隊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，團隊進行了5項不同類型的內部審核，包括：《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）、院友託管零用現金預約財務審核、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）、安老院舍機構名額宿位申請及編配程序審核，以及零用／膳食現金預約審核。此外，團隊也在社會福利署到單位審核前進行預備審核，為外審作好預備，結果所有社會福利署到單位的審核均符合要求。

由於疫情關係，除社會福利署的預審外，各類型的內部審核均由實地審核改以視像模式進行。團隊於審核前先與單位作出溝通，預先處理文件審閱工作，隨後在視像審核期間，了解單位實際運作流程，並即時審核不同項目，包括：點算現金、視察現金存放地點、抽查固定資產、檢視閉路電視系統及防遊走裝置是否運作正常等。單位均對視像形式內審反應正面，而審理過程亦很暢順，大大減低疫情對審核工作之影響。

積極推動職安文化 Actively Promoting a Culture of Occupational Safety and Health

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、義工和訪客營造安全及健康的工作及服務環境。疫情期間，職安培訓課程主要透過視像形式進行，單位主管亦協助安排前線同工參與「九龍城綜合家居照顧服務職安培訓」、「幼兒服務全體同工職安培訓」、「院車司機培訓」及「廚師職安健及食物安全培訓」等視像培訓，確保同工掌握和理解如何在單位實踐職安健文化，同時提升相關意識。另外，福利協會不斷優化工傷管理策略及加強職安健宣傳和推廣活動，希望能更有效預防工傷個案發生，使同工能在更安全與健康的環境下工作。此外，本年度福利協會屬下4間幼兒服務單位及3間院舍分別再次獲確認為「國際安全學校」及在「安健院舍確認計劃」中獲得卓越成績。

The Welfare Council has been promoting a culture of occupational safety and health to create a safe and healthy working and service environment for staff, service users, volunteers and visitors. During the epidemic, occupational safety and health training courses were mainly conducted in the form of videos. The unit-in-charge also assisted in arranging for frontline staff to attend video training on “Occupational Safety and Health Training for Integrated Home Care Services in Kowloon City”, “Occupational Safety and Health Training for All Staff in Childcare Services”, “Training for Home Shuttle Bus Drivers” and “Occupational Safety and Health and Food Safety Training for Cooks” to ensure that staff understood and practised the occupational safety and health culture in their units and to raise their awareness of the same. In addition, the Council continued to improve its injury management strategies and strengthen its occupational safety and health publicity and promotion activities, to prevent work-related injuries and enable staff to work in a safer and healthier environment. Also, 4 childcare services units and 3 residential care homes of the Council were again recognised as “International Safe Schools” and achieved outstanding results in the “Hong Kong Safe and Healthy Residential Care Home Accreditation Scheme”.



幼兒服務同工參與線上舉行的「幼兒服務全體同工職安培訓」
Childcare staff participating in the “Occupational Safety and Health Training for All Staff in Childcare Services” online

上下一心 對抗疫情 Fighting the Epidemic Together

新聘請的護理部高級經理跟福利協會各部門及服務單位發揮團隊精神，互補互助，合力對抗疫情，同時為同工提供防疫及感染控制培訓。早在疫情肆虐初期，福利協會已迅速制訂「疫情危機處理」指引，設立疫情危機處理小組，為有2019冠狀病毒病確診個案、確診個案密切接觸者及有感染2019冠狀病毒病風險個案的服務單位，提供建議和全面支援及協助。

2020年7月中，本港正值第三波疫情，多所院舍先後出現確診個案，福利協會轄下的中途宿舍亦有一名會員不幸確診，同房會員均須接受隔離。福利協會跟社會福利署及衛生防護中心商討後，以及平衡檢疫要求和照顧會員的需要，於3天內迅速在中途宿舍興建6個符合檢疫隔離條件的獨立房間，作為原址隔離中心，讓有關會員能夠原院完成醫學監察。各院舍就一旦出現確診個案需要原址檢疫或院友須撤離院舍等情況，制訂一系列應對方案及進行演習。

充足的防疫用品是單位賴以防疫的最基本防線，對於照顧體弱服務使用者的安老院舍、復康院舍、日間護理中心和綜合家居照顧服務單位更尤其重要。因此，機構實施了「防疫用品中央管控制制」，以三個月防疫用品儲存量為指標，定期檢視各單位防疫用品，包括：口罩、頭套、保護衣和酒精搓手液等的庫存和耗用情況，而機構整體防疫用品的存量仍屬穩健。本年度，福利協會在抗疫工作中累積不少寶貴經驗，希望隨着疫苗接種和各項防疫工作發揮作用後，能有效遏止疫情蔓延，市民大眾可盡快重回生活正軌。

The new Senior Manager (Nursing Section) worked together with various departments and service units of the Welfare Council to fight the pandemic while providing epidemic prevention and infection control training to the staff. At the beginning of the epidemic, the Council has promptly developed guidelines on ‘Outbreak Crisis Management’ and set up a Crisis Management Team to provide advice and comprehensive support and assistance to service units with confirmed cases of Coronavirus 2019, close contacts of confirmed cases and service units with cases at risk of contracting Coronavirus 2019.

In mid-July 2020, the third wave of the epidemic was underway in Hong Kong, with confirmed cases in several residential care homes, and a member of the Welfare Council's halfway house, unfortunately, was confirmed. After discussion with the Social Welfare Department and the Centre for Health Protection, and balancing the quarantine requirements and the need to care for the members, the Council promptly constructed 6 separate rooms meeting the quarantine requirements in the halfway house within 3 days to serve as in-situ isolation centres to enable the members concerned to complete medical surveillance in the halfway house. A series of contingency plans and drills were conducted for each home in case of confirmed cases requiring in-situ quarantine or evacuation of residents from the homes.

An adequate supply of epidemic prevention supplies is the most basic defence against epidemics, especially for Residential Care Homes for the Elderly, Rehabilitation Hostels, Day Care Centres, and Integrated Home Care Services Units, which care for frail service users. Therefore, a “Central Control Mechanism” has been implemented to regularly review the stock and consumption of epidemic prevention supplies, including masks, headgear, protective clothing and alcohol-based hand rub, etc., in each unit, using the 3-month stock level as an indicator. The overall stock of epidemic prevention supplies remains stable and adequate. During the year, the Welfare Council have accumulated valuable experience in the fight against the epidemic, and hope that with the vaccination and other preventive measures in place, the spread of the epidemic can be effectively halted, and the public can return to their normal lives as soon as possible.

機構培訓

The Welfare Council Training Institute



本年度，培訓學院舉辦的「僕人領導管理層培訓」，邀請多位有份量人士擔任課程的講者。但因疫情影響，課程改於網上進行。另外，由關俊棠神父帶領為期兩年的導修小組已完滿結束。關神父在疫情期間仍然透過適時的網上培訓，讓42位同工可持續學習。

During the year, the Welfare Council's "Servanthood Leadership Training Programme for Management" has invited a number of renowned speakers to deliver the programme online due to the epidemic. Besides, the 2-year programme led by Father Thomas Kwan on guiding the Servanthood Leadership small group has come to a successful conclusion. During the epidemic, Father Thomas Kwan continued to provide timely online training to enable the 42 co-workers to learn continuously.



「僕人領導管理層培訓」課程曾邀請有份量人士擔任講者 Distinguished speakers were invited to share with our top senior management in the "Servanthood Leadership Training Programme for Management"



關俊棠神父帶領網上靈修
Father Thomas Kwan leading a series of online devotions

2021年1月至10月「僕人領導管理層培訓」課程題目包括：

Topics covered in the "Servanthood Leadership Training Programme for Management" from January to October 2021 include:

題目 Topic	講者 Speaker
以僕人領導為本的聖公會福利協會管理層 從耶路撒冷地緣政治看當今香港如何實踐僕人領導 Hong Kong Sheng Kung Hui Welfare Council's Management Team based on Servanthood Leadership Through Jerusalem's geopolitics to view how Hong Kong can practice Servanthood Leadership	李正儀博士 Dr Jane Lee
中國往何處去？香港往何處去？ Where will China be? And where will Hong Kong be?	陸人龍博士 Dr Michael Luk
違法違義與社會公義價值 — 何謂社工的社會公義 Civil disobedience and social justice — what is justice and social workers' value	曾繁凱退休法官 Former Judge Thomas Tsang
從今天的民主政治制度問題 反思僕人領導的修為 Reflecting on the practice and virtue of Servanthood leadership from today's Democratic System	李正儀博士 Dr Jane Lee
「君尊義僕」 The Servant King	陳謳明大主教 The Most Revd Andrew Chan
從中美關係的前因看今日 兼論香港的位置和角色 Looking at today from the antecedents of Sino-U.S. relations and discussing the position and role of Hong Kong	陸人龍博士 Dr Michael Luk
僕人領導的核心價值(增潤) The core value of servant leadership (enrichment)	關俊棠神父 Father Thomas Kwan Tsun Tong
在戰火衝突中工作—對話、接觸及取得平衡 Working in the situation of armed conflict — dialogue, engagement and its limitation	葉維昌 Mr Jason Yip
「僕人領導管理層培訓：對培訓反思 — 討論會」 Reflection Session	李正儀博士、郭志丕主教 Dr Jane Lee & The Rt Revd Dr Timothy Chi-pei Kwok
鐵窗下的靜(反省)與動(蛻變) Quiescence (Reflection) and Motion (Transformation) behind bars	管浩鳴法政牧師 The Revd Canon Peter Douglas Koon

題目 Topic	講者 Speaker
風險管理 Risk Management	鄭慕智博士 Dr Moses Cheng
社會運動和冠狀病毒疫情後的人力資源管理的挑戰 The Challenges of Human Resource Management in the Wake of the Social Movement and Pandemic	文孔義 Mr Joseph Man
設計思維與社會創新 Design Thinking and Social Innovation	凌嘉勤教授 Prof Ling Ka Kun
邁向穩健人格 (I) — 形象、成長、價值觀 Forming a Healthy Character (I) — Image, Growth, Values	關俊棠神父 Father Thomas Kwan Tsun Tong
邁向穩健人格 (II) — 溝通、愛 Forming a Healthy Character (II) — Communication & Love	關俊棠神父 Father Thomas Kwan Tsun Tong
投訴處理 Dealing with Complaints	鄭慕智博士 Dr Moses Cheng
勇創生與死 Pioneering Life & Death matters	伍桂麟 Mr Pasu Ng
反思 + 討論 Reflection Session	李正儀博士及其他總幹事團成員 Dr Jane Lee & other Directorate members
懷謙卑的心，集思廣益，共闢慈善新猷 Pooling our Wisdom and Ideas together with a Humble Heart to Venture on New Charitable Initiatives	張亮 Mr Cheung Leong

職員培訓 Staff Training

福利協會的培訓學院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合作伙伴分享。疫情之下，培訓學院團隊除了著重防疫及感染控制的培訓外，還舉辦多項促進同工發展的培訓項目。本年度，團隊舉辦了一系列的網上身心靈滋養活動，包括：定期靈修、森林療愈工作坊及靜觀環節等，藉著不同主題和手法，讓同工觀照個人情緒，紓緩在疫情下的工作壓力，使精神得以滋潤調適。

The Training Institute of the Welfare Council organised a wide range of training activities to develop the professionalism and inner qualities of our staff and to share our expertise and service experience with different partners. In the wake of the epidemic, the Training Institute team not only focused on epidemic prevention and infection control training but also organised a range of training programmes to promote the development of staff. During the year, the team organised a series of online spiritual nourishment activities, such as spiritual retreats, “forest healing” workshops and meditation sessions. Through a variety of themes and techniques, the programme allows staff to face their emotions, relieve work stress under the epidemic, and nourish their inner beings.

由於不少服務單位在疫情期間須在網上推行活動，故培訓學院團隊亦舉辦了多場「網上開組工作坊」，教授同工如何應用相關的支援軟件，以及利用網上平台帶領組員互動。此外，學院亦推出「疫情下的療愈藝術」網上系列，讓同工學會簡單的表達藝術治療介入技巧，以便日後為服務使用者設計及推行不同的網上減壓活動。

As many service units switched to online activities during the epidemic, the Training Institute organised several workshops on “Using Online Tools to Lead Group Activities” to equip staff with the skills to deploy various online applications for group activities. In addition, the institute launched an online series of train-the-trainer workshops, “Healing Arts under Covid-19” to equip staff with simple intervention skills using expressive arts to facilitate the design and implementation of online stress reduction activities for service users.

本年度，培訓學院分別獲香港社會工作專科院及香港護士管理局認可屬下26個及19個課程的專業學分，希望能鼓勵同工持續進修，提供更專業的服務。

During the year, the Training Institute were awarded continuous professional development credits for 26 courses by the Hong Kong Academy of Social Work and 19 courses by The Nursing Council of Hong Kong, to encourage our staff to continue their learning and provide more professional services.

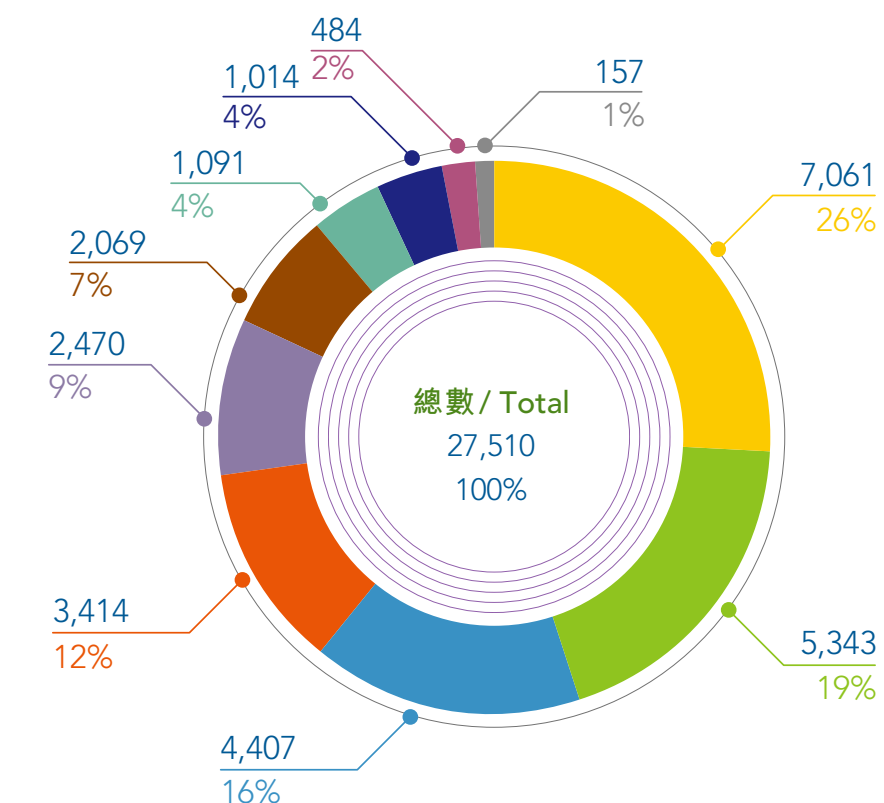
表達藝術治療師主持「疫情下的療愈藝術」網上系列
Expressive Arts Therapist holding online “Healing Arts under Covid-19” series



服務統計 Service Statistics

人次／百份比

Attendance Persons/Ratio



- | | |
|--|--|
| <ul style="list-style-type: none"> 優質管理
Quality Management 前線同工專業知識及技巧
Frontline Staff Knowledge & Skills 消防及職安
Fire Safety & Occupational Health 專業知識及技巧
Professional Knowledge & Skills 感染控制及衛生
Infection Control & Hygiene | <ul style="list-style-type: none"> 僕人領導、管理知識及技巧
Servanthood Leadership 資訊科技
Information Technology 新同工導向及團隊建立
Staff Orientation & Team Building 身心靈及個人成長
Body, Mind & Spirit and Personal Growth 福利及社會發展
Welfare & Social Development |
|--|--|

培育未來專才 Nurturing Future Professionals

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162位來自19間大學及專上學院的學生於服務單位進行實習。機構首次為香港理工大學社會工作文學碩士學位（家庭本位實務及家庭治療）課程、香港樹仁大學社會工作（榮譽）學士課程、宏恩基督教學院社會工作榮譽學士課程學生提供實習機會。為配合服務發展，機構亦為外國院校之藝術治療文學碩士課程及遊戲治療證書課程提供專科實習機會。

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, 162 students from 19 universities and institutions interned at the Council's service units. For the first time, the Council also provided work experience opportunities to students from the Master of Arts in Social Work (Family-centred Practice and Family Therapy) of The Hong Kong Polytechnic University, Bachelor of Social Work (Honours) Programme of the Hong Kong Shue Yan University and Bachelor of Social Work (Honours) Programme of the Gratia Christian College. In line with the development of its services, the Council also provided students of the Master of Arts in Art Therapy and Post Graduate Certificate in Therapeutic Play Skills of foreign institutions with subject-specific internship opportunities.

提供對外培訓服務 Providing External Training Services

道程專業培訓中心團隊將福利協會內不同範疇專才所累積的專業智慧與外界分享，如與助人專業、聖公會群體及其他非牟利團體等提供培訓及顧問服務。本年度，中心團隊共為21間位於香港及澳門的機構及團體，籌辦25項度身訂造的課程，並舉辦了3場公開工作坊，參加人次多達2,026。

Building on the expertise of the professionals of the Welfare Council in different fields, the service team of L.E.A.D. Professional Training Centre provided training and consultancy services to the helping professions, the S.K.H. groups and other non-profit organisations. During the year, the team organised 25 tailor-made courses for 21 organisations and groups in Hong Kong and Macau, as well as 3 public workshops with a total turnout of 2,026.



團隊為多間社服機構提供身、心、靈的退修活動
The team held staff retreats for various social service organisations to nurture their body, mind and spiritual well-being

為深化堂、校、社服的合作，團隊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2020」。團隊亦分別為聖公會青山聖彼得堂幼稚園、聖公會基愛幼兒學校及香港聖公會西南聯區葡萄園舉辦「職安健講座2020」、澳門社會服務處「主任級同工退修日2021」、「健腦操提升學習效能家長講座」、「親子溝通家長講座」及「正念減壓講座」等。

To deepen the collaboration among churches, schools and social services units, the team continued to co-organise "Mission for Migrant Workers Training Program 2020" with H.K.S.K.H. St. John's Cathedral. The team also organised "Occupational Safety and Health Talk 2020" for S.K.H. St. Peter's Church Kindergarten (Castle Peak), S.K.H. Kei Oi Nursery School and the Vineyard of H.K.S.K.H. Deanery of the Southern and Western Districts, Diocese of Hong Kong Island, as well as "Retreat Day 2021 for centre-in-charge" for Macau Social Services Coordination Office", Parents' Talk Series – "Enhancing Learning Effectiveness by Brian Gym", "Parenting Communication" and "Positively Stress Reduction".



為外籍傭工兼教友提供專業的家居安全及照顧培訓
Training on home safety and home care skills was offered for the church members who were also helpers

團隊為澳門社會服務處舉辦同工退修日，跟關俊棠神父在網上會面
Father Thomas Kwan met staff online in a retreat day organised by the team for the staff in Macau Social Services Coordination Office



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，讓他們可在工作及生活上取得平衡，促進友誼，同時增加對福利協會的歸屬感。受疫情影響，本年度職福會未能如常舉辦球類比賽和實體興趣班，故透過其他活動形式，鼓勵同工保持身心健康。

The Staff Welfare Committee regularly organises a wide range of recreational and sports activities for the staff to let them to strike a work-life balance, promote friendship and enhance their sense of belonging to the Welfare Council. Due to the epidemic, ball games and face-to-face interest classes could not be held as usual. Therefore, the Staff Welfare Committee tried to encourage our staff to maintain their physical and mental health through other forms of activities.

疫情之下難以進行戶外運動，為使同工保持健康體魄，職福會成員不但邀請了福利協會的足、籃球隊精英隊員，還親身上陣拍攝運動示範影片，呼籲同工在家中或工作單位多做運動，提升身心健康。同工完成整套運動後更獲贈杯墊和蘋果，以作鼓勵。

It is difficult to have outdoor exercises during the outbreak, to keep the staff healthy and fit, members of the Staff Welfare Committee not only invited the elite football and basketball team members of the Welfare Council but also took part in a demonstration video on exercise, urging staff to do more exercises at home or at work to improve their physical and mental health. Coasters and apples were given to the staff as an incentive after completing the whole exercise.



職福會舉辦「全民運動獎勵計劃」，並向同工送上蘋果打氣
The Staff Welfare Committee organised the "Sport-for-All Award Scheme" and gave apples to staff to cheer them up



同工在工作間齊做運動
Staff doing exercises at work together

戶外活動方面，職福會於2020年11月推出「放輕鬆同工資助計劃」，以資助形式鼓勵同工善用餘暇，走進大自然，舒展身心。同工可邀約同單位或跨單位同工結伴遊覽本港短線遊樂徑或步行徑，並拍攝短片介紹該路徑的特色。

As for outdoor activities, the Staff Welfare Committee launched the "Relaxation Staff Subsidy Scheme" in November 2020, which provided a cash grant to encourage staff to make good use of their leisure time to enjoy nature and relax. Staff could invite colleagues from the same unit or inter-unit to visit short recreational trails or walking trails in Hong Kong and make a video to introduce the features of the trails.

同工獲計劃資助，分別遊覽大澳、
灣仔文物徑和小夏威夷等
Staff were sponsored to visit places
like Tai O, Wan Chai Heritage Trail
and Little Hawaii Trail



同工福利 Staff Benefits

職福會繼續為同工發掘多元購物及服務優惠。本年度共得到10多間公司為福利協會同工提供購物優惠。

The Staff Welfare Committee continued to explore various shopping and service offers for our staff. During the year, more than 10 companies were willing to offer shopping privileges to the staff of the Welfare Council.

出版及研究 Publications and Researches

出版 Publication

膝頭哥自由行 Self-guided Tour for the Knees

出版：香港聖公會福利協會有限公司

Publisher: Hong Kong Sheng Kung Hui Welfare Council Limited

本書由「賽馬會無痛E世代——長者膝痛管理計劃」跨專業團隊撰寫，與讀者分享實務經驗、工作體會和服務成果，同時讓大眾增加對膝關節的認識、護理技巧和能力、建立良好的運動和生活習慣，並強化同路人的社區支援網絡。

Written by the multi-disciplinary team of the Jockey Club "E-Generation" Chronic Knee Pain Management Project for Seniors, this book shares with readers the learning through practice, work experience and service outcomes while enabling the general public to enhance their knowledge, care skills and abilities of knee, establish good exercise and lifestyle habits, and strengthen the community support network of fellow travellers.



看一場好戲 上一堂生命教育課 Let's Watch a Movie to Learn a Life Lesson

出版：屯門綜合服務——賽馬會青年幹線

Publisher: Tuen Mun Integrated Services — Jockey Club Youth Express

福利協會青少年服務單位同工在台灣學者陳建榮老師的指導下編寫此書，內容涵蓋生命教育議題和教學方法等，教導老師或社工如何透過電影與青少年分享生命訊息。

The book was compiled by the youth services units of the Welfare Council under the guidance of Taiwanese scholar Chen Chien-jung. The book covers life education issues and teaching methods to teach teachers or social workers how to share the in-depth meaning of life messages with youth through movies.



研究 Research

「愛笑抗疫兩點半」的實證研究試驗活動 — 員工

Evidence-based Research Trial on “Love Laughs against the Coronavirus Campaign” — Staff

發佈：屯門精神健康綜合社區中心 — 樂喜聚

Presented by: Tuen Mun Integrated Community Centre for Mental Wellness — The Club

研究團隊設計了一套以抗疫工作為主題的「愛笑抗疫運動」，並於2020年10至12月期間讓同工在特定的時間和空間內獨自或集體進行「愛笑運動」。團隊在活動期間採用傳統成效問卷方式，以及透過本地研發、具FDA醫療級別認證的睡眠質素檢測儀器，分前、中、後期調查「介入組」(參與活動的員工)，以及「對照組」(無參與的員工)的精神及睡眠狀況，以作成效評估。初步發現前者的睡眠質素持續改善，抑鬱感等負面情緒遞減，環境適應力亦有提升。



國際愛笑運動創辦人 — Dr. Madan Kataria 在分享會上以視像形式對「愛笑抗疫運動」表示欣賞及支持
Dr Madan Kataria, the founder of the Laughter Yoga Clubs movement, expressed his appreciation and support for the “Love Laughs against the Coronavirus Campaign” in a video presentation

The research team designed a “Love Laughs against the Coronavirus Campaign” based on the theme of anti-epidemic and allowed staff to do the “Love Laughs” exercises individually or in groups at specific times and places from October to December 2020. During the Campaign, the team used a traditional effectiveness questionnaire and a locally developed, FDA-approved sleep quality testing device to measure the mental and sleep status of the “intervention group” (staff who participated in the Campaign) and “control group” (non-participants) in the pre-, mid- and post-periods for effectiveness assessment. Initially, it was found that the former group continued to improve their sleep quality, reduced negative emotions such as depression and improved their environmental resilience.

香港大學行為健康教研中心總監何天虹教授(左三)在研究團隊舉辦的分享會上指，活動能以輕鬆、有趣手法提升同工在疫情下的精神健康

At the sharing session held by the research team, Professor Rainbow Ho (third from left), Director of the Centre on Behavioural Health, The University of Hong Kong, agreed that the Campaign could enhance the mental health of staff in the epidemic in a relaxed and fun way



粵港澳大灣區下澳門大專青年電子消費現況及理財管理能力調查

Survey on the Current Situation of E-spending and Financial Management Skills of Macau Youth in the Guangdong-Hong Kong-Macao Greater Bay Area

發佈：澳門社會服務處

Presented by: Macau Social Services Coordination Office



服務處於2021年1月的發佈會呼籲青年注意借貸及騙案陷阱
The office's team urged the youth to be aware of borrowing and scam traps at the conference in January 2021

調查以電子消費及理財情況為核心主題，於2020年9至10月訪問了394名學生及279名在職青年，結果發現逾5成受訪者首選以電子支付消費，當中佔9成受訪者於過去一年曾到粵港澳大灣區，期間有接近7成受訪者使用電子支付方式。此外，6成受訪者表示因電子消費使用方便，結果增加個人整體支出，約3成受訪者則表示購物後情緒高漲。調查建議青年人要注意過度消費的風險，同時應加強理財宣傳及教育，鼓勵院校可與民間機構或理財機構合辦理財通識課、推廣日等，促進青年人對理財工具及相關資訊的認識。

The survey focused on e-spending and financial management and interviewed 394 students and 279 working youths from September to October 2020. The survey found that over 50% of the respondents preferred to use e-payment, and 90% of them had visited Guangdong-Hong Kong-Macao Greater Bay Area during the year, during which 70% of them used e-payment. In addition, 60% of the respondents said that the convenience of using e-payment had increased their overall spending. In comparison, about 30% of the respondents said that their emotions were high after shopping. The survey suggests that young people should be aware of the risks of overspending. At the same time, they should strengthen financial management publicity and education and encourage institutions to co-organise financial literacy courses and promotion days with private organisations or financial management institutions to promote young people's understanding of financial management tools and related information.

建立「長者生活關注指數」調查 Survey on Establishing "Age Watch Index"

發佈：澳門社會服務處

Presented by: Macau Social Services Coordination Office

聖公會調查研究中心獲澳門基金會支持開展本調查，於2020年10月訪問391名60歲以上的長者，發現受訪者對「醫療準備」、「應急準備」、「未來負擔醫療支出」項目的安全感評分為「一般」；而在「社會連結」（即接收資訊的容易度）的得分則較低。研究建議建構「長者友善社區」，加強長者與社會的連結，並呼籲準退休人士應及早進行醫療準備及財務規劃，提升自己對未來生活的安全感；同時善用青少年的活力與創意，推動長者與社會連繫，培養互相欣賞的態度。

S.K.H. Survey Research Centre was supported by Macau Foundation to conduct this survey. 391 elderly people aged 60 or above were interviewed in October 2020, and the respondents' sense of security in the items of "medical preparedness", "emergency preparedness" and "future medical expenditure burden" was "average", the score for "social connectedness" (i.e. ease of receiving information) was lower than average. The study recommended establishing "elderly-friendly communities" to strengthen the connection between the elderly and the community and calls on those about to retire to make early medical preparations and financial planning to enhance their sense of security in their future life. At the same time, the communities made good use of the vitality and creativity of young people to promote the connection between the elderly and the community and cultivate an attitude of mutual appreciation.



研究團隊與嘉賓出席2021年3月9日的發佈會
The research team and guests at the 9th March, 2021 launch event

澳門中學生情緒與心理復原力（抗逆力）研究調查 A Study on Emotional and Psychological Resilience of Secondary School Students in Macau

發佈：澳門社會服務處

Presented by: Macau Social Services Coordination Office

研究團隊訪問了623位中學生，了解青少年在疫情期間的情緒及心理復原力（抗逆力）狀況，結果顯示中學生「焦慮」情況得分最高，近半數受訪者需要進行關注及跟進；心理復原力（抗逆力）指數亦值得關注。研究亦發現青少年面對壓力時，多傾向選擇「不直接面對」，並主要選擇朋輩作為傾訴對象。

The research team interviewed 623 secondary school students to understand their emotional and psychological resilience status during the epidemic. The results showed that secondary school students had the highest scores for "anxiety", with nearly half of the respondents needing attention and follow-up; the psychological resilience index was also of concern. The study also found that young people tended to choose "not to face it directly" and mainly chose their peers as the confidant when facing stress.



研究團隊於2021年3月舉行發佈會，同時以網上直播方式讓社區人士參與
The research team held a launch event in March 2021 and webcasted it for community participation

財務報告

Financial Report

資產負債表 31-3-2021

Statement of Financial Position as at 31st March, 2021*

資產	Assets	港幣 HK\$
固定資產	Property, Plant and Equipment	26,928,099
投資	Investment	123,201,530
應收未收及預付	Accounts Receivable and Prepayments	109,408,776
現金及銀行存款	Cash and Bank Balances	454,119,043
總數	Total	713,657,448
基金及債務	Funds and Liabilities	港幣 HK\$
應付未付	Accounts Payable	96,146,251
預收款項	Receipt in Advance	65,447,833
政府資助項目盈餘	Government Project Fund Surplus Account	34,793,867
累計盈餘	Accumulated Fund	92,424,589
指定用途儲備金 (整筆撥款及公積金)	Restricted Reserve (Lump Sum Grant and Provident Fund)	311,055,083**
指定用途儲備金(其他)	Restricted Reserve (Others)	31,681,022
指定用途捐款儲備	Designated Donation Fund	82,108,803
總數	Total	713,657,448

* 福利協會已在網頁 (www.skhw.org.hk) 上載「年度財務報告」，供公眾查閱。
The "Annual Financial Report" is available for public inspection on the Welfare Council's website (www.skhw.org.hk).

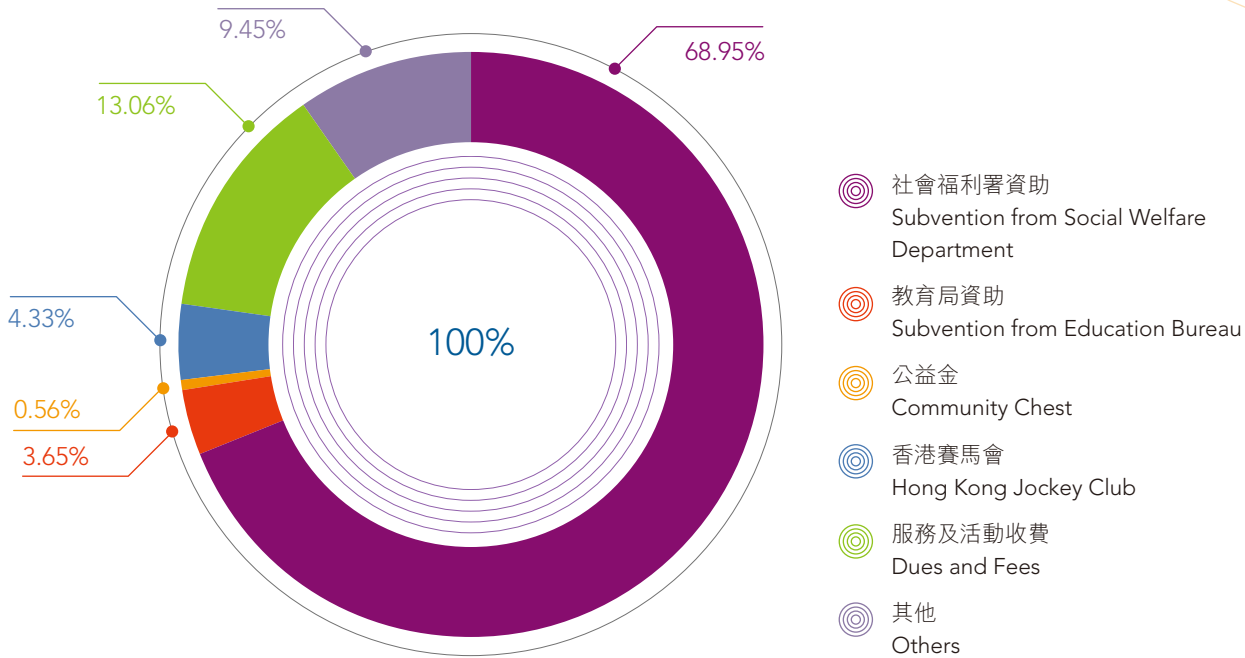
** 未來運用整筆撥款儲備的計劃 Plan on future use of Lump Sum Grant Reserve:

- 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.

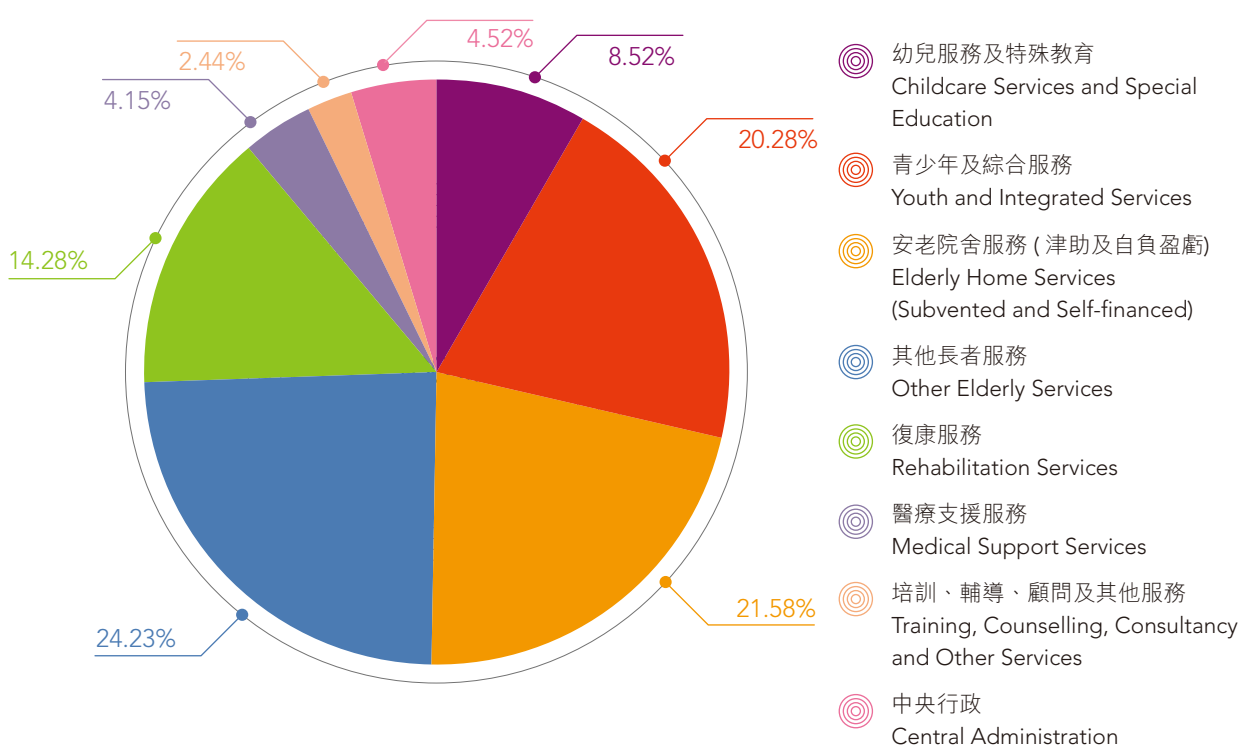
全面收入表 截至 31-3-2021
Statement of Comprehensive Income for the year ended
31st March 2021

收入	Revenue	港幣 HK\$
社會福利署資助	Subvention from Social Welfare Department	1,141,536,126
教育局資助	Subvention from Education Bureau	60,382,953
公益金	Community Chest	9,259,627
香港賽馬會	Hong Kong Jockey Club	71,627,643
服務及活動收費	Dues and Fees	216,295,630
其他	Others	156,405,928
總數	Total	1,655,507,907
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	133,120,979
青少年及綜合服務	Youth and Integrated Services	316,771,702
安老院舍服務 (津助及自負盈虧)	Elderly Home Services (Subvented and Self-financed)	337,077,187
其他長者服務	Other Elderly Services	378,545,698
復康服務	Rehabilitation Services	223,148,226
醫療支援服務	Medical Support Services	64,902,667
培訓、輔導、顧問及 其他服務	Training, Counselling, Consultancy and Other Services	38,148,978
中央行政	Central Administration	70,595,503
總數	Total	1,562,310,940
盈餘	Surplus	93,196,967
轉調至整筆撥款及 公積金儲備	Transfer to Lump Sum Grant and Provident Fund Reserve Accounts	25,473,274
轉調至指定計劃 項目／儲備金	Transfer to Designated Project Fund/ Reserve Accounts	28,446,970
轉調至累計盈餘儲備	Transfer to Accumulated Fund	39,276,723

全面總收入 Total Revenue



全面總支出 Total Expenditure



福利協會社會服務單位 Social Service Units of the Welfare Council

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

福利協會社會服務單位 Social Service Units of the Welfare Council

幼兒服務 Childcare Services

香港聖公會基愛幼兒學校
H.K.S.K.H. Kei Oi Nursery School

香港聖公會聖尼哥拉幼兒學校
H.K.S.K.H. St. Nicholas' Nursery School

香港聖公會夏瑞芸幼兒學校
H.K.S.K.H. Ha Sui Wan Nursery School

香港聖公會東涌幼兒學校
H.K.S.K.H. Tung Chung Nursery School

香港聖公會聖西門大興幼兒學校
H.K.S.K.H. St. Simon's Tai Hing Nursery School

香港聖公會聖西門良景幼兒學校
H.K.S.K.H. St. Simon's Leung King Nursery School

香港聖公會聖西門西貢幼兒學校
H.K.S.K.H. St. Simon's Sai Kung Nursery School

香港聖公會聖多馬幼兒中心
H.K.S.K.H. St. Thomas' Child Care Centre

「愛・孩子」－在學前單位提供社工服務先導計劃（第一階段）
"Kids in Love" – Pilot Scheme of Social Work Service for Pre-primary Institutions (Phase 1)

「愛・孩子」－在學前單位提供社工服務先導計劃（第二階段）
"Kids in Love" – Pilot Scheme of Social Work Service for Pre-primary Institutions (Phase 2)

特殊學習需要服務 Special Educational Needs Services

香港聖公會愛童行計劃(隊1)
H.K.S.K.H. Walk with Love Project (Team 1)

香港聖公會愛童行計劃(隊2)
H.K.S.K.H. Walk with Love Project (Team 2)

香港聖公會愛童行計劃(隊3)
H.K.S.K.H. Walk with Love Project (Team 3)

「愛•家庭」賽馬會成長中心
We Love: Jockey Club Centre for Family Enhancement

青少年服務 Children and Youth Services

香港聖公會青年就業綜合服務中心
H.K.S.K.H. Youth Employment Integrated Service Centre

香港聖公會九龍城青少年綜合服務中心
H.K.S.K.H. Kowloon City Children and Youth Integrated Service Centre

香港聖公會沙田青少年綜合服務中心 — 賽馬會青年幹線
H.K.S.K.H. Shatin Children and Youth Integrated Service Centre — Jockey Club Youth Express

香港聖公會馬鞍山(北)青少年綜合服務中心 — 賽馬會青年幹線
H.K.S.K.H. Ma On Shan (North) Children & Youth Integrated Service Centre — Jockey Club Youth Express

香港聖公會馬鞍山(南)青少年綜合服務中心 — 賽馬會青年幹線
H.K.S.K.H. Ma On Shan (South) Children & Youth Integrated Service Centre — Jockey Club Youth Express

香港聖公會聖馬提亞綜合服務 — 賽馬會青年幹線
H.K.S.K.H. St. Matthias' Integrated Services — Jockey Club Youth Express

香港聖公會屯門綜合服務 — 賽馬會青年幹線
H.K.S.K.H. Tuen Mun Integrated Services — Jockey Club Youth Express

「愛•藝術」青年學院
Loving Arts Youth Academy

香港聖公會小學輔導服務處
H.K.S.K.H. Primary School Counselling Service

家庭及綜合服務 Family and Integrated Services

香港聖公會東涌綜合服務
H.K.S.K.H. Tung Chung Integrated Services

香港聖公會東涌綜合服務家庭生活教育組(中西南及離島區)
H.K.S.K.H. Tung Chung Integrated Services Family Life Education Unit
(Central Western, Southern & Islands District)

香港聖公會東涌綜合服務(迎東分址)
H.K.S.K.H. Tung Chung Integrated Services (Ying Tung Sub-base)

聖公會聖西門社會服務處
S.K.H. St. Simon's Social Services

香港聖公會九龍城家庭支援網絡服務
H.K.S.K.H. Kowloon City Family Support Networking Team

聖公會聖約瑟堂暨社會服務中心
S.K.H. St. Joseph's Church & Social Centre

香港聖公會多元文化外展服務隊
H.K.S.K.H. Outreaching Team for Multi-Cultural Community

香港聖公會救主堂社會服務中心 — 賽馬會家庭幹線
H.K.S.K.H. The Church of Our Saviour Social Service Centre — Jockey Club Family Express

聖公會聖匠堂社區中心
S.K.H. Holy Carpenter Church Community Centre

香港聖公會福利協會新念坊
H.K.S.K.H. Welfare Council NEO-Horizon

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

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

安老服務 Elderly Services

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

香港聖公會林護長者之家
H.K.S.K.H. Lam Woo Home for the Elderly

香港聖公會牧愛長者之家
H.K.S.K.H. Good Shepherd Home for the Elderly

香港聖公會保羅長者之家
H.K.S.K.H. St. Paul's Home for the Elderly

香港聖公會恩慈長者之家
H.K.S.K.H. Home of Loving Care for the Elderly

香港聖公會護養院
H.K.S.K.H. Nursing Home

香港聖公會張國亮伉儷安老服務大樓
H.K.S.K.H. Cyril and Amy Cheung Aged Care Complex

香港聖公會將軍澳安老服務大樓
H.K.S.K.H. Tseung Kwan O Aged Care Complex

香港聖公會黃大仙長者綜合服務中心
H.K.S.K.H. Wong Tai Sin District Elderly Community Centre

香港聖公會黃大仙長者綜合服務中心 — 龍達聚
H.K.S.K.H. Wong Tai Sin District Elderly Community Centre — Lung Tat Point

香港聖公會竹園馬田法政牧師長者綜合服務中心
H.K.S.K.H. Chuk Yuen Canon Martin District Elderly Community Centre

香港聖公會竹園馬田法政牧師長者綜合服務中心 — 榕園聚
H.K.S.K.H. Chuk Yuen Canon Martin District Elderly Community Centre — Yung Yuen Point

香港聖公會西環長者綜合服務中心
H.K.S.K.H. Western District Elderly Community Centre

香港聖公會西環長者綜合服務中心 — 怡恩坊
H.K.S.K.H. Western District Elderly Community Centre — Yee Yan Court

香港聖公會樂民郭鳳軒綜合服務中心
H.K.S.K.H. Lok Man Alice Kwok Integrated Service Centre

香港聖公會主誕堂長者鄰舍中心
H.K.S.K.H. Holy Nativity Church Neighbourhood Elderly Centre

香港聖公會聖馬太長者鄰舍中心
H.K.S.K.H. St. Matthew's Neighbourhood Elderly Centre

香港聖公會聖路加福群會長者鄰舍中心
H.K.S.K.H. St. Luke's Settlement Neighbourhood Elderly Centre

香港聖公會慈光堂長者鄰舍中心
H.K.S.K.H. Kindly Light Church Neighbourhood Elderly Centre

香港聖公會基愛長者鄰舍中心
H.K.S.K.H. Kei Oi Neighbourhood Elderly Centre

香港聖公會太和長者鄰舍中心
H.K.S.K.H. Tai Wo Neighbourhood Elderly Centre

香港聖公會太和長者鄰舍中心 — 亨和聚
H.K.S.K.H. Tai Wo Neighbourhood Elderly Centre — Hang Wo Point

香港聖公會主誕堂明華活動中心
H.K.S.K.H. Holy Nativity Church Ming Wah Centre

香港聖公會中西區長者日間護理中心
H.K.S.K.H. Central & Western District Day Care Centre for the Elderly

香港聖公會李嘉誠長者日間護理中心
H.K.S.K.H. Li Ka Shing Day Care Centre for the Elderly

香港聖公會樂華長者日間護理中心
H.K.S.K.H. Lok Wah Day Care Centre for the Elderly

香港聖公會恩駿長者日間護理中心
H.K.S.K.H. Yan Chun Day Care Centre for the Elderly

香港聖公會慈雲山長者日間護理中心
H.K.S.K.H. Tsz Wan Shan Day Care Centre for the Elderly

香港聖公會安蔭長者日間護理中心
H.K.S.K.H. On Yam Day Care Centre for the Elderly

香港聖公會樂民郭鳳軒綜合服務中心 — 綜合家居照顧服務隊
H.K.S.K.H. Lok Man Alice Kwok Integrated Service Centre — Integrated Home Care Services Team

香港聖公會西環長者綜合服務中心 — 綜合家居照顧服務隊
H.K.S.K.H. Western District Elderly Community Centre — Integrated Home Care Services Team

香港聖公會聖路加福群會綜合家居照顧服務隊
H.K.S.K.H. St. Luke's Settlement Integrated Home Care Services Team

香港聖公會黃大仙綜合家居照顧服務隊
H.K.S.K.H. Wong Tai Sin Integrated Home Care Services Team

香港聖公會樂民綜合家居照顧服務隊
H.K.S.K.H. Lok Man Integrated Home Care Services Team

香港聖公會鶴園綜合家居照顧服務隊
H.K.S.K.H. Hok Yuen Integrated Home Care Services Team

香港聖公會深水埗綜合家居照顧服務隊
H.K.S.K.H. Shamshuipo Integrated Home Care Services Team

聖公會聖匠堂九龍城綜合家居照顧服務隊
S.K.H. Holy Carpenter Church Kowloon City Integrated Home Care Services Team

香港聖公會東涌綜合家居照顧服務隊
H.K.S.K.H. Tung Chung Integrated Home Care Services Team

香港聖公會安老院舍外展專業服務試驗計劃(九龍東)
H.K.S.K.H. Pilot Scheme on Multi-disciplinary Outreaching Support Team for the Elderly (Kowloon East Cluster)

香港聖公會安老院舍外展專業服務試驗計劃(九龍中)
H.K.S.K.H. Pilot Scheme on Multi-disciplinary Outreaching Support Team for the Elderly (Kowloon Central Cluster)

聖公會聖匠堂長者地區中心
S.K.H. Holy Carpenter Church District Elderly Community Centre

彩齡學院
Vitalita Academy For Life Long Learning

精神及智障人士復康服務 Rehabilitation Services for Ex-mentally Ill and Mentally Handicapped Persons

康恩園
The Providence Garden for Rehab

香港聖公會湖景綜合復康服務 — 展能中心及宿舍
H.K.S.K.H. Wu King Integrated Rehabilitation Services — Day Activity Centre and Hostel

香港聖公會屯門精神健康綜合社區中心 — 樂喜聚
H.K.S.K.H. Tuen Mun Integrated Community Centre for Mental Wellness — The Club

香港聖公會屯門地區支援中心 — 樂屯聚
H.K.S.K.H. Tuen Mun District Support Centre — The Gathering

香港聖公會迎康園 — 展能中心及宿舍
H.K.S.K.H. Grace Garden for Rehabilitation — Day Activity Centre and Hostel

醫療康健服務 Medical and Wellness Services

康健天地
Centre of Wellness

香港聖公會福利協會康健天地(東九龍)
H.K.S.K.H. Welfare Council Centre of Wellness (East Kowloon)

社區醫療支援服務網絡
Community Medical Support Service Network

黃大仙地區康健中心
Wong Tai Sin District Health Centre

社會企業 Social Enterprises

樂融融
PGR Fusion

綠無窮環保專門店
The Green Infinity Recycling Shop

香港聖公會東涌綜合服務 — 創藝空間
H.K.S.K.H. Tung Chung Integrated Services — Creative Zone

B Plus 專業扭氣球服務
B Plus Balloon Art Service

錦華設計工程有限公司
Kam Wah Design & Engineering Limited

國內事工 Services on China Mainland

廣州恩善社會服務中心
Guangzhou En Shan Social Services Center

澳門事工 Services in Macau

聖公會澳門社會服務處
S.K.H. Macau Social Services Coordination Office

聖公會學校輔導服務
S.K.H. School Counselling Service

聖公會專業治療訓練服務
S.K.H. Professional Therapy and Training Service

聖公會青年領袖發展中心
S.K.H. Youth Leadership Development Centre

聖公會調查研究中心
S.K.H. Research and Survey Centre

聖公會專業培訓中心
S.K.H. Professional Training Centre

聖公會僱員支援服務
S.K.H Employee Assistance Program

聖公會樂天倫賭博輔導暨健康家庭服務中心
S.K.H. Gambling Counseling and Family Wellness Centre

聖公會北區青年服務隊(筷子基)
S.K.H. North District Youth Service Team (Fai Chi Kei)

聖公會「重新連線」— 隱蔽及網路成癮青年服務計劃
S.K.H. "We-Connect" Hidden and Internet Addicted Youth Service Project

聖公會北區青年服務隊(黑沙環)
S.K.H. North District Youth Service Team (Areia Preta)

聖公會星願居
S.K.H. Astor Shore

聖公會青年本色
S.K.H. Youth Works

聖公會氹仔青年服務隊
S.K.H. Taipa Youth Service Team

聖公會氹仔青少年及家庭綜合服務中心
S.K.H. Taipa Youth and Family Integrated Service Centre

聖公會24小時賭博輔導熱線及網上輔導
S.K.H. 24 Hours Hotline and Online Gambling Counselling Services

培訓服務 Training Services

香港聖公會福利協會培訓學院
H.K.S.K.H. Welfare Council Training Institute

香港聖公會福利協會道程專業培訓中心
H.K.S.K.H. Welfare Council LEAD Professional Training Centre

其他項目 Other Projects

躍變•龍城 — 九龍城主題步行徑
Kowloon City in Transformation: Kowloon City Themed Walking Trail

香港聖公會福利協會恩澤膳(九龍城區及油尖旺區)
H.K.S.K.H. Welfare Council Blessed Food (Kowloon City and Yau Tsim Mong)

香港聖公會福利協會恩澤膳(荃灣區、葵青區、及屯門區)
H.K.S.K.H. Welfare Council Blessed Food (Tsuen Wan, Kwai Tsing and Tuen Mun)

「同心村」元朗東頭過渡性房屋項目
"United Court" Transitional Housing Project at Tung Tau, Yuen Long

心意行動
Act of Love

鳴謝

Vote of Thanks

過去一年，疫情來勢洶洶，不僅重挫本地經濟，更大幅扭轉人們的生活常態。這段日子，福利協會亦要學習與病毒共存，靈活調節服務形式，務求多行一步，在「疫境」中與服務使用者繼續同行。

福利協會明白服務使用者的需要不會因疫症而停下來，因此我們衷心感謝同工們一直在疫情中緊守崗位，凡事以服務受眾的福祉為先，以創新靈活手法回應服務使用者的需要，同時亦向政府部門、友好機構及團體致謝，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。

福利協會亦感激香港聖公會教省、各教區、傳道地區、各牧區和傳道區、各聖品同工及主內兄弟的領導、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表達謝意。

約翰福音 1：5 節說：「光照在黑暗裡，黑暗卻沒有勝過光。」在上帝的帶領下，我們定能走出病毒的陰霾，重見光明日子。福利協會未來亦會繼續與聖公會群體和社會各界共負一轡，共同為弱勢社群燃起愛與希望。

Over the past year, the pandemic has been a major setback to the local economy and a significant change in the way people live their lives. During this period, the Welfare Council has to learn to live with the virus and adjust its services flexibly to go the extra mile to work with service users during the pandemic.

The Welfare Council understands that the needs of our service users will not stop because of the epidemic, so we would like to express our heartfelt gratitude to our staff members who have kept their posts during the epidemic, put the well-being of our service users first and responded to the needs of them with dynamic services. Thanks are also extended to various government departments, partner organisations and groups, including the Labour and Welfare Bureau, Social Welfare Department, Labour Department, Education Bureau, Home Affairs Bureau, Food and Health Bureau, Transport and Housing Bureau, Hong Kong Housing Society and Social Welfare Bureau of Macau S.A.R. Government, various subvented organisations/individual foundations, social organisations, religious groups, voluntary organisations, business organisations, and district councils/committees.

The Welfare Council is also grateful for the leadership, encouragement and prayers of the Province of the Hong Kong Sheng Kung Hui, the Dioceses, the Mission Areas, the Pastoral and Mission Districts, the clergies and the brothers and sisters in Christ, and for the advice and guidance provided by the member agencies, the Executive Committee and the Sub-Committees of the Council.

“The light shines in the darkness, and the darkness did not overcome it.” (John 1:5). With God's guidance, we will be able to walk out of the darkness of the coronavirus and see the light of day again. The Welfare Council will continue to rise to the occasion and work together with the Anglican Communion and the community to bring love and hope to the underprivileged.





封面設計釋義 About the Cover

環環相扣，凝聚團結力量，
互動糅合，轉出重重變化；
福利協會的跨專業團隊結合多元智慧，
共建共創，為生命帶來轉化。

Interlocking hand in hand, rallying cohesion and strength,
Through the interplay of interaction and integration,
brings out various possibilities;
Symbolising the Welfare Council's ability to combine multi-disciplinary wisdom
and co-creating to bring transformation to life.