

LIFE
生命
的
栽培
ENHANCEMENT

2018-2019
Annual
Report



Y W C A



宗旨 PURPOSE

本基督之精神，促進個人德智體群四育之發展，俾有高尚健全之人格，團契之精神，服務社會，造福人群。

The purpose of the Association is to advance the spiritual, mental, physical and social welfare of individuals, to promote their growth in Christian character and to cultivate Christian spirit of fellowship and service.



會訓 MOTTO

爾識真理 真理釋爾

（會訓釋義：耶穌是道路、真理、生命，只要我們認識和得著耶穌並有上帝的話語作生活指南，心靈就不再受罪惡、憂鬱、恐懼所捆綁而滿有真理、喜樂和平安，有持守美善的自由，也有不為惡的自由。）

（取自新約聖經約翰福音八章卅二節）

And you shall know the truth and the truth shall make you free.

(John 8:32)



世界基督教女青年會的格言 MOTTO OF THE WORLD YWCA

萬軍之耶和華說：「不是倚靠勢力，不是倚靠才能，乃是倚靠我的靈，方能成事。」

（取自舊約聖經撒迦利亞書四章六節）

"Not by might nor by power, but by my Spirit," says the Lord Almighty.

(Zechariah 4:6)



藍三角會徽的意義 THE BLUE TRIANGLE

象徵基督教女青年會服務宗旨是生命的栽培。
它代表了一個人成長及發展的四方面：

德 • 智 • 體 • 群

假如一個人能夠在德智體群各方面平均發展，就會獲得豐盛的生命，
滿有真理、喜樂與平安，成為社會上才德兼備、造福社群的人才。

The badge of the Y.W.C.A., with its equal sides,

symbolises the development of the body,
mind and spirit of the whole person,
while the central horizontal line represents
the social relationship development.

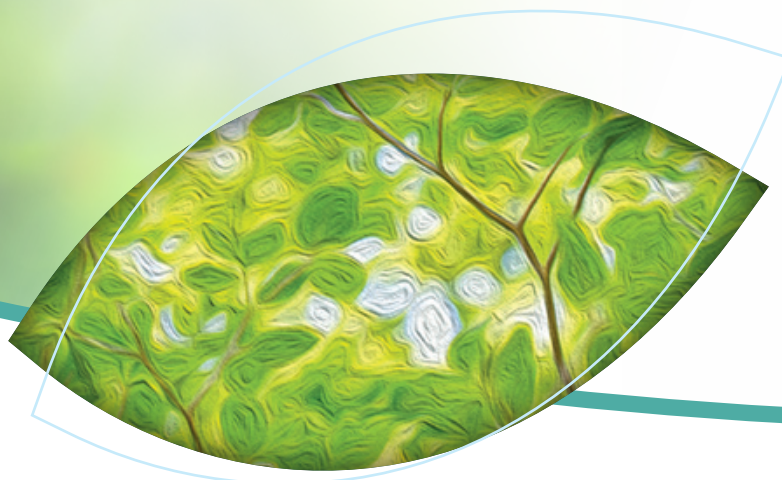
With an all-round development, one will lead an abundant life of truth,
joy and peace, in rich contributions to the society.





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杜淑婉女士
Ms. Helena To

會長的話 PRESIDENT'S MESSAGE

薪火相傳 栽培生命

本會的成立見證了基督的愛和關懷，早在九十多年
前，不少內地年青女子取道香港，出洋留學，一群熱
心的基督徒婦女體恤她們的需要，常作東道，真誠招
待。她們經常集合研經禱告，後來於1920年正式成
立香港基督教女青年會。成立接近一個世紀，在各種
社會變遷中，本會仍秉承前人的立會初衷，以基督信
仰之精神，致力促進個人的全人發展，服務社群，建
立愛和公義的社會。承傳著機構的核心價值，一代又
一代的女青人接過前人火炬，薪火相傳，致力服侍人
群。我很感恩能從前任會長胡秀霞女士手上接棒，承
傳使命，期盼能與女青各位攜手服務社會，並深願女
青繼續追隨天父的腳步，祂的靈常與我們同在，讓女
青成為一個彰顯愛與關懷的機構，作世人的祝福。

Passing on the mission of "Enhancement of life"

The Association was founded to witness the love and
compassion of Christ. Over ninety years ago, Chinese
young women frequently travelled via Hong Kong on their
way to study abroad. Several warm-hearted Christian
ladies who understood their needs received them with
hospitality in Hong Kong. They often gathered to pray
and study the Bible, and later founded Hong Kong YWCA
in 1920. Established for almost a century, the Association
has been upholding its founding mission amid various
social changes. We remain committed to enhancing the
whole-person development of individuals, serving the
community and advocating a caring and just society,
with our faith in Christ. Generations of YWCA fellows have
passed on the Association's core values and devoted
themselves to serving the society for its betterment. It
is my pleasure to take up the role of President following
Mrs. Patricia Ling to join hands with all of you to fulfill
the mission of life enhancement. I sincerely hope that in the
days ahead, the Association will continue to follow the
Lord's footsteps to show love and care, and be a blessing
to all in His presence.

栽培年青女性領袖 倡議婦女發聲

作為本地歷史悠久的婦女團體，本會成立至今一直以關注婦女為己任，積極推動「婦女為本」服務，讓女性在職場、社區及家庭可以有更大的發揮和貢獻。本年度之「3·8女青日」以「青年力量展現」為主題，透過嘉賓分享、問卷調查發佈及話劇表演，呼籲各界一同打破性別定型，讓青年人各展所長，勇敢追尋夢想。事實上，作為婦女服務先驅，女青一直把年青女性領袖培育放在重要的位置。自2004年起已推行「香港女聲」年青女性領袖培育計劃，透過一系列之領袖訓練及國際交流，討論不同性別議題，培養獨立思考和解決問題的能力，學習以性別角度發聲，擴闊視野。計劃及後重新命名為「香港女聲Glocal Y」，以「Think global, act local」為培訓理念，進一步強調「發聲」和「政策倡議」，致力栽培一群關心社會、放眼世界、領導改變的年青女性領袖，凝聚力量，共同為婦女發展出一分力。

建立關愛文化 推動同心合一

一直以來，機構致力提供「以人為本」的服務，本著基督的愛服務社群，秉持同一信念，從會員、義工、同工，及至董事和委員，關懷他們的個人發展和健康，推動機構內的關愛文化，期望每位均能發揮所長。自2012年成立「同心合一」促進小組以來，我們積極促進董事、委員、同工團隊的合一精神，除優化機構的家庭友善政策，亦續舉辦「健康達人」，鼓勵同工關注個人健康及工作生活平衡，以及「女青人獎」選舉，嘉許以身體力行彰顯女青精神，於德、智、體、群四大範疇表現優秀的同工。同時，於本年進行第二次機構文化研究，了解員工的意見及工作情況，促進良好的機構文化。另一方面，透過各項全會性活動如感恩節聚會、創會日祈禱會、以及董事和委員探訪本會服務等，讓董事、委員和同工聚首一堂，彼此溝通和交流，建立緊密的關係。

Grooming young women leaders

As a long-established women's organization in Hong Kong, the Association endeavors to advance its women-centered services to empower women to give full play to their strengths and contribute in the workplace, community and family. Carrying the theme "Showing the youth power", this year's 3·8 YWCA Day encouraged all sectors of the community to collectively eradicate gender stereotypes so that young people can fully develop their potential and boldly pursue their dream. Besides sharing by the guests, survey findings were released and drama was performed. As a pioneer in women's service, the Association has always placed strong emphasis on the nurturance of young women leaders. Since 2004, the young women leadership training programme Women's Voice has been launched with a series of leadership training and overseas exchange activities organized. Participants not only exchanged their views on different gender issues, but also developed their independent thinking and problem solving skills. They were equipped with heightened gender awareness and a global vision. To further reiterate our initiatives in promoting women to speak out and play an active role in policy advocacy, the training programme was subsequently renamed Glocal Y to accentuate the principle of "Think global, act local". Young women leaders with local commitment and international perspective have been groomed to drive for change and work together for women's advancement.

Fostering a caring culture

The Association has always been dedicated to providing the community with people-oriented services on Christian love. In the same spirit, we care for the personal development and wellbeing of all our members, volunteers, staff, committee and board members of the Association. A caring and supportive working environment was promoted where they can build their capacity and realize their potential. Since the establishment of "Y's Unity" taskforce in 2012, we have stepped up effort to strengthen the cohesiveness among board and committee members as well as staff. In addition to the enhancement on family-friendly policies, the Health Master Award was hosted to promote the importance of self-care and work-life balance whereas the Y Award Scheme was launched to commend staff members who have truly lived out the spirit of YWCA in four domains, namely "Young", "Wisdom", "Commitment" and "Association". Besides, to enhance the organizational culture of the Association, the organizational culture survey was conducted this year for the second time to examine staff's perception of their work conditions and experience. By organizing activities such as thanksgiving gathering, founding day prayer meeting and service visit, communication among board and committee members as well as staff is fostered for building closer ties.

堅守服務信念 迎接創會百周年

本會成立於1920年，至今接近百載，回顧女青近百年來的道路，一步一腳印，見證了不少生命栽培的故事。當我們站在社會前線，因應社會政策和環境的轉變而革新，致力滿足社會需要時，我們仍不忘機構的使命。來年將是本會成立一百周年的重要里程碑，本人謹在此感謝全會上下為籌備各項慶祝活動悉力以赴，更期望在將來的日子，女青承載著愛與關懷、無私奉獻，將我們百周年的主題「百載恩百年情」向公眾人士展現。

過去一年，蒙主的恩助，我們各項服務皆取得良好的發展，本人謹在此由衷感謝各位董事、委員、會員、義工和同工的委身付出，以及社會各界伙伴的支持和認同，眾人的同心耕耘讓本會服務得以結出豐碩的果實。女青深信每個生命都能茁壯成長，不論是種子、成長中的幼苗、綠葉茂密成蔭，或是花朵盛放，也能在不同的環境中堅韌自強，綻放著生命力。期盼在未來的日子，我們一同在天父的引領和保守下，繼續持守基督信仰，栽培生命，互相看顧守望，同行成長。

Marching toward the centenary

It has been almost a century since the founding of the Association in 1920. Looking back on the every step we have made, we have again and again witnessed the lived experience of life enhancement. While we strive to cater for the needs of community at the forefront by adapting to the evolving social policies and environment with an innovative approach, we never leave our mission behind. In the coming year, we will enter the centenary of the Association, which is an important milestone in our history. I would like to thank all parts of the Association who have been actively involved in the preparation for multiple celebration activities. I earnestly hope that the Association will continue to embody love and care and devote selflessly to manifest the spirit of the centenary to the public.

With God's grace, we have attained significant achievements in various services over the past year. I would like to express my heartfelt gratitude to all board and committee members, members, volunteers and staff for their commitment and contribution. I am also grateful to our friends and partners in different sectors for their support and recognition. Our concerted effort has borne fruit and bestowed upon us an abundance of accomplishments. We believe that lives are strong. Be it seeds, young seedlings, plants with green foliage or blooming flowers, all have the capability to grow and thrive in different environments. Looking forward, we shall continue to embrace Christian faith and nurture lives with God's guidance. I genuinely hope that we can stand by each other to offer warmth and support on the journey toward a flourishing life.



楊建霞女士
Ms. Yvonne Yeung

總幹事報告 CHIEF EXECUTIVE'S REPORT

促進機構策略發展及能力建設

本會於2016年推動「策略發展行動方案」(2016-2020)，以「機構管治及承傳」、「女青運動」、「居家安老」、「支援弱勢及基層家庭」、「青年充權及發展機會」及「機構可持續發展及能力建設」為目標，促進機構能力建設，期望服務能為社會帶來正面而深遠的影響，實踐使命。

機構管治及承傳

良好的管治和領導在機構發展中扮演重要的角色。因此，本會除積極物色及栽培合適的專業人才加入女青領導層，亦致力優化董事會及委員會的組成，定期進行檢視，按本會不同服務對界別和專長的需要作出配對，使董事及委員都能發揮和發展其專業才能，提升服務質素及管治效能。同時，我們積極為董事及管理層員工提供各種培訓和海外交流的機會，並鼓勵他們多方面參與女青會務，以培育對機構產生歸屬感並具國際視野的管治人才。

Stepping up the strategic development and capacity building

In 2016, the Association initiated the "Bold Steps" Strategic Plan (2016-2020) where six goals were formulated, including corporate governance and succession, YWCA Movement, ageing in place, supporting underprivileged and grassroots families, youth empowerment and development, and organizational sustainability and capacity building, with aim to bring positive and profound impacts on society and realize the mission of the Association.

Corporate governance and succession

Good governance and leadership play a prominent role in the development of an organization. Apart from actively identifying and nurturing talents with matched expertise to join us as part of the leadership, we also endeavor to enhance the composition of the Board and Committees by conducting review on a regular basis. It is hoped that Board and Committee Members can fully utilize and develop their professional knowledge and skills whereas the quality of service and effectiveness of governance can be enhanced. To nurture management talents with a sense of belonging and global vision, opportunities for training

女青運動

女青運動是女青年會的重要基石，因此本會一直積極推動於社會服務中結合基督教、會員和婦女三項元素。為響應聯合國「HeforShe」運動，本年度開展了「IMPACT Uni年青領袖培育計劃」，鼓勵兩性攜手推動性別平等，並關注婦女貧窮情況，為基層婦女發聲。同時，本會積極結連地區伙伴教會合辦福音事工，傳揚基督教價值觀，亦舉辦多項含基督教元素之婦女活動，如福音午餐會、「有心人•婦女生命故事禮讚」活動等，促進女青運動的結合。我們亦持續推動「女青•薈」，透過有趣及互動方式讓會內及社區人士加深對女青運動的了解，承傳女青文化。

居家安老

為推動社區長者服務，本會持續發展一站式居家安老平台，透過多元化服務包括：Y Care青健坊長者日間護理中心支援體弱長者及其家人；Y Senior Care家居照顧服務隊提升長者居家安老的生活質素；Y Silver Link長者家居生活用品銷售及服務網絡；Y Fitness躍動力提倡活躍晚年等，多方面支援長者居家安老，發揮協同效應。本年更於沙頭角成立第四所青健坊，為偏遠地區長者及護老者提供全面健康支援和照顧服務。此外，促進跨代共融亦為安老服務重要一環，如本年展開的西松賽馬會樂齡新天地，除提倡「共用空間」概念，亦連結區內青年中心及學校，舉辦跨代互學活動，鼓勵長幼互相學習和欣賞。

支援弱勢及基層家庭

自2009年起，本會已先後有系統地發展專業介入的特殊教育需要人士支援服務，為推動共融社會而努力。本年度本會自資成立由社工、教育心理學家、職業治療師、言語治療師、特殊幼兒工作員等組成的Y-SENse兒童康復服務跨專業團隊，支援有需要兒童及其家庭。同時，本會研發和推出「HOPE中文詞類及句子遊戲」應用程式，善用科技提升兒童學習中文的興趣和動機，並支援讀寫障礙兒童學習中文。為裝備特殊學習需要兒童面對未來挑戰，本年開展了「我的未來英雄」計劃，透過職業體驗、生涯探索營、義工服務等，提升他們的解難觸覺和能力，迎接人生各種可能。

and overseas exchange were provided to Board Members and management staff. Their broader participation within the Association was also encouraged.

YWCA Movement

YWCA Movement is the cornerstone of the Association, so we have made continuous effort to embody the essence of its three components, namely Christianity ministry, membership and women affairs in the social services. To echo the HeForShe Campaign initiated by the United Nations, IMPACT Uni Transformative Leadership Scheme was launched this year to advocate both genders joining hands in working towards gender equality. It was also concerned about the situation of women in poverty and strived to speak up for grassroots women. To step up the integration of YWCA Movement, the Association takes active steps to liaise with local churches to preach the Christian faith. Various gospel programmes catered for women were organized such as the evangelistic luncheon and gospel seminar. Besides, we continued to advance the Y Hub to promote YWCA Movement within the Association and among the public through lively and interactive means so as to pass on the YWCA heritage.

Ageing in place

To promote community-based elderly service, the Association has been driving the development of a one-stop ageing-in-place platform, with the endeavor to support elders to lead a contented life in their neighborhood through a diverse range of services so as to achieve synergy. They include Y Care Day Care Centre for the Elderly which provides service for frail elders and their carers; Y Senior Care which aims to enhance the living quality of elders; Y Silver Link Elderly Household Product Retail Store, where elderly household products and services can be purchased; and Y Fitness which advocates active ageing. Our fourth Y Care Elderly Centre was established in Sha Tau Kok this year to offer comprehensive healthcare support to elders living in remote areas and their carers. Besides, in view of intergenerational harmony being an integral part of elderly service, various initiatives such as Jockey Club Place for Healthy Ageing – Shared Space for Caring Community Intergenerational Project were launched. The Programme not only applied the concept of "Communal Space", but also promoted reciprocal learning and appreciation across generations by teaming up with the youth centres and schools in the district in organizing different intergenerational learning activities.

Supporting underprivileged and grassroots families

Since 2009, the Association has systematically developed and provided professional intervention and support service for people with special educational needs (SEN), with the initiative to promote an inclusive society. Y SENse, an interdisciplinary team comprising social workers, educational psychologists, occupational therapists, speech therapists and child care workers, was set up on a self-financing basis to provide rehabilitation services to children in need and their families. In light of the advancement in technology, HOPE Chinese Words and

青年充權及發展機會

女青重視青年人平等參與社區發展的機會和角色，一直致力協助他們認識自己及在學習過程中培養個人興趣和發展潛質，好好計劃及開拓未來。我們相信每位青年人都可以「讓夢想著地」，以此為服務信念，Y Plus+女青賽馬會人才發展中心透過專業培訓及各個主題式教室，讓青年人體驗多元化活動，學習將興趣發展成專業。中心亦積極與企業和學校協作，推展各項青年就業及職涯規劃服務，以及專業培訓課程。此外，堅守著服務婦女的使命，本年開展「Own Your Life 年青媽媽生涯規劃服務」，有別於現時以年青媽媽為對象的服務普遍以危機介入為主，服務以生涯規劃作介入支援年青媽媽需要，並提供各種培訓和實習機會，協助她們提升能力，建立自信和正面價值觀，實踐夢想和計劃未來。

機構可持續發展及能力建設

在加強機構能力建設方面，我們致力提升資訊科技應用，本年除持續優化顧客關係管理系統，進一步協助員工提供個人化的服務外，亦籌劃建構企業資源規劃系統，整合人力資源、財務、採購及其他系統資訊，期望藉著提升行政工作效率，協助管理人員掌握社會環境變化，靈活配合服務擴展。同時，我們向來重視機構人才發展，於本年再次聘請專業培訓機構為會內管理層員工舉辦第三輪管理人員培訓計劃，提升他們的領導能力，加強機構管理團隊之傳承。本年亦續舉行第二屆女青友伴成長計劃，透過員工親身分享經驗和交流，建立緊密的師友伙伴關係，栽培人才，薪火相傳。

過去一年，仰賴天父的眷佑和同在，女青各項會務得以順利發展，本人謹在此感謝曾與女青攜手同行的每一位，期盼未來各界人士能繼續慷慨給予支持和鼓勵，讓我們一同向著創會一百周年邁進，承傳使命。

Sentences Game Mobile App was launched to arouse children's interest as well as assist children with dyslexia in learning Chinese. My Future Hero Project was also initiated to prepare SEN children for future challenges. Through job tasting, career and life planning camp and volunteer service, their problem-solving capabilities were enhanced to embrace possibilities in life.

Youth empowerment and development

The Association stresses that young people should have equal opportunity for community engagement and play an active role in it. Therefore, we are committed to fostering their self-understanding and cultivating their interests and talents for future development. With the belief that every youngster can realize their dream, YWCA Jockey Club Y Plus+ Talent Development Centre offered professional training courses on various subjects, where young people could gain exposure by participating in a variety of activities and turn their interest into profession through continuous learning. The Centre is also eager to collaborate with enterprises and schools in launching various employment and career planning services as well as professional training courses. As a women's organization, we devote ourselves to providing services catered for women. In this connection, Own Your Life Young Mothers' Career and Life Planning Support Services was launched to address the needs of young mothers with life planning as the entry point. A variety of training and job attachment programmes were offered. They have not only developed their potential, but also built up self-confidence and positive values for pursuing their dream and planning for the future.

Organizational sustainability and capacity building

The Association has been actively involved in advancing the application of information technology in order to reinforce its capacity building. In addition to the ongoing enhancement of the Customer Relationship Management System, we have also been planning for the Enterprise Resources Planning System, in which data from multiple systems including human resources, finance and procurement will be consolidated, for the sake of increasing the administrative efficiency and facilitating the management to grasp the changes in society and flexibly adjust to the service needs. Besides, with our strong emphasis on talent development, a professional training institution was commissioned to organize the 3rd Management Training Scheme to enhance the leadership abilities of our management team and prepare for its succession. The 2nd YWCA Mentorship Scheme was also launched. Through exchange and sharing of personal experience, participants established a close and caring relationship with their mentors.

With God's grace and presence, we attained outstanding achievements in various service development over the past year. I would like to express my heartfelt gratitude to every companion who has walked along and worked hand in hand with us. We shall continue to uphold our mission and always count on your continued support and encouragement on our journey towards the centenary of the Association.





Key Figures
of
the Year



○ ○ ○ ○ 年 度 主 要 數 據



年度主要數據 KEY FIGURES OF THE YEAR

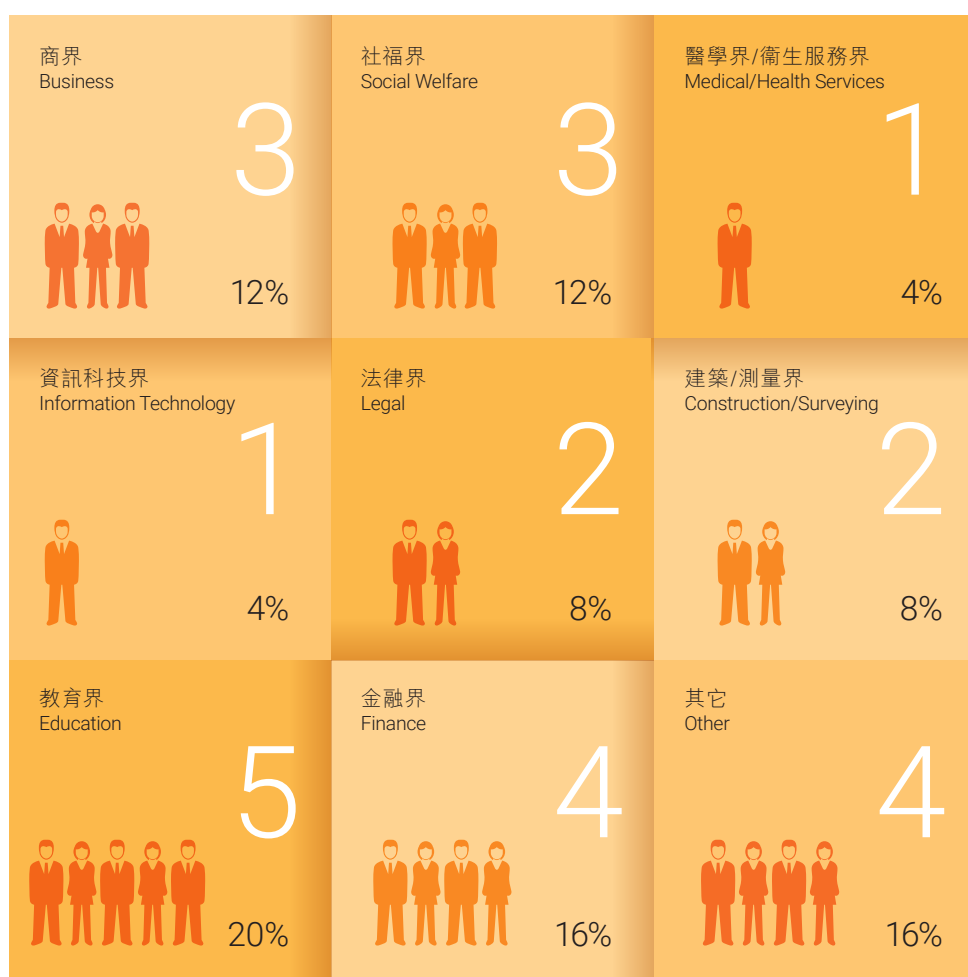
A. 機構管治

Corporate governance

1. 董事會多元化組合

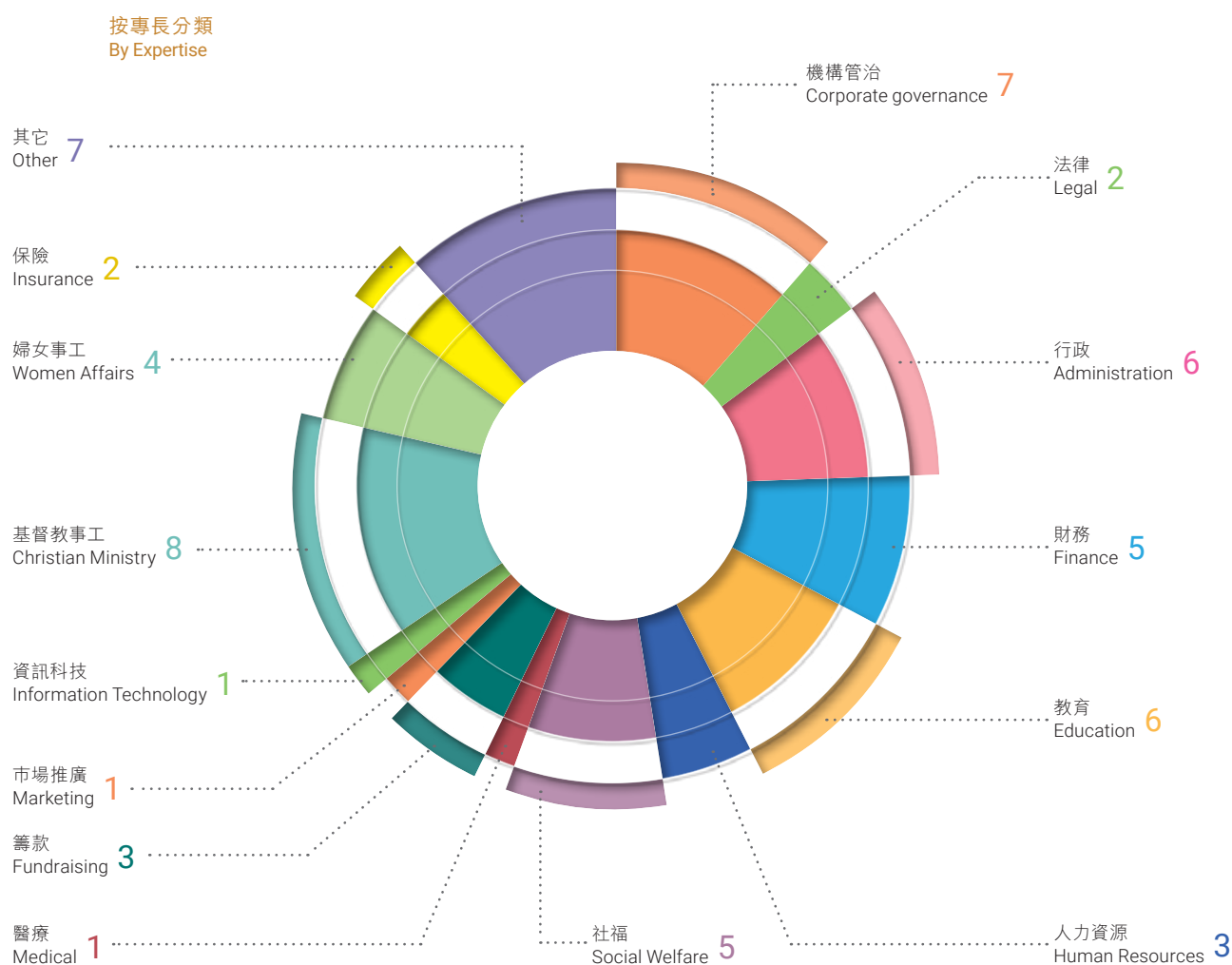
Diversity in the Composition of the Board

按界別分類
By Sector



總數
Total

25



2. 董事會平均會議出席率

Average Meeting Attendance Rate of the Board of Directors



董事會
Board of Directors

3. 董事會自我評估

Self-assessment by the Board of Directors



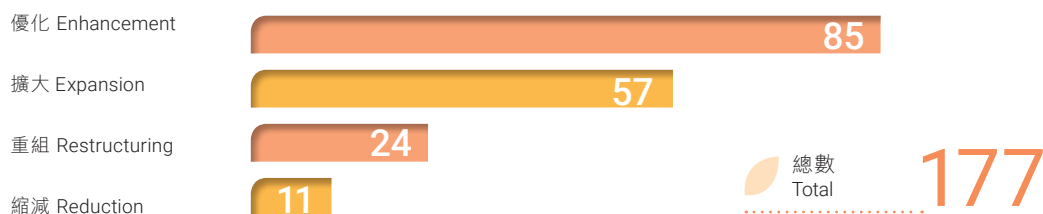
回應董事會自我評估
Response Rate of the Board of Directors' Self-Assessment

4. 董事服務年數 Years of Service of the Board Directors



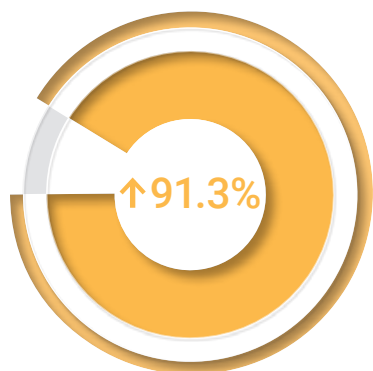
B. 服務效益評估 Service Impact Assessment

1. 行動方案服務項目數量及類型 Type and Quantity of Action Plans for Selected Services

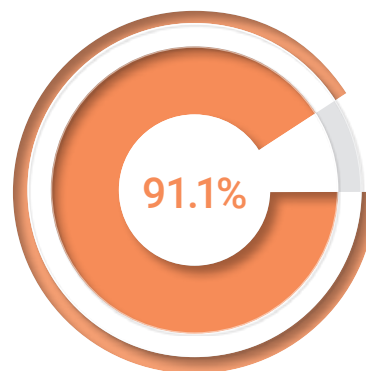


2. 2019年行動方案服務項目之服務效益 Service Impact of 2019 Action Plans

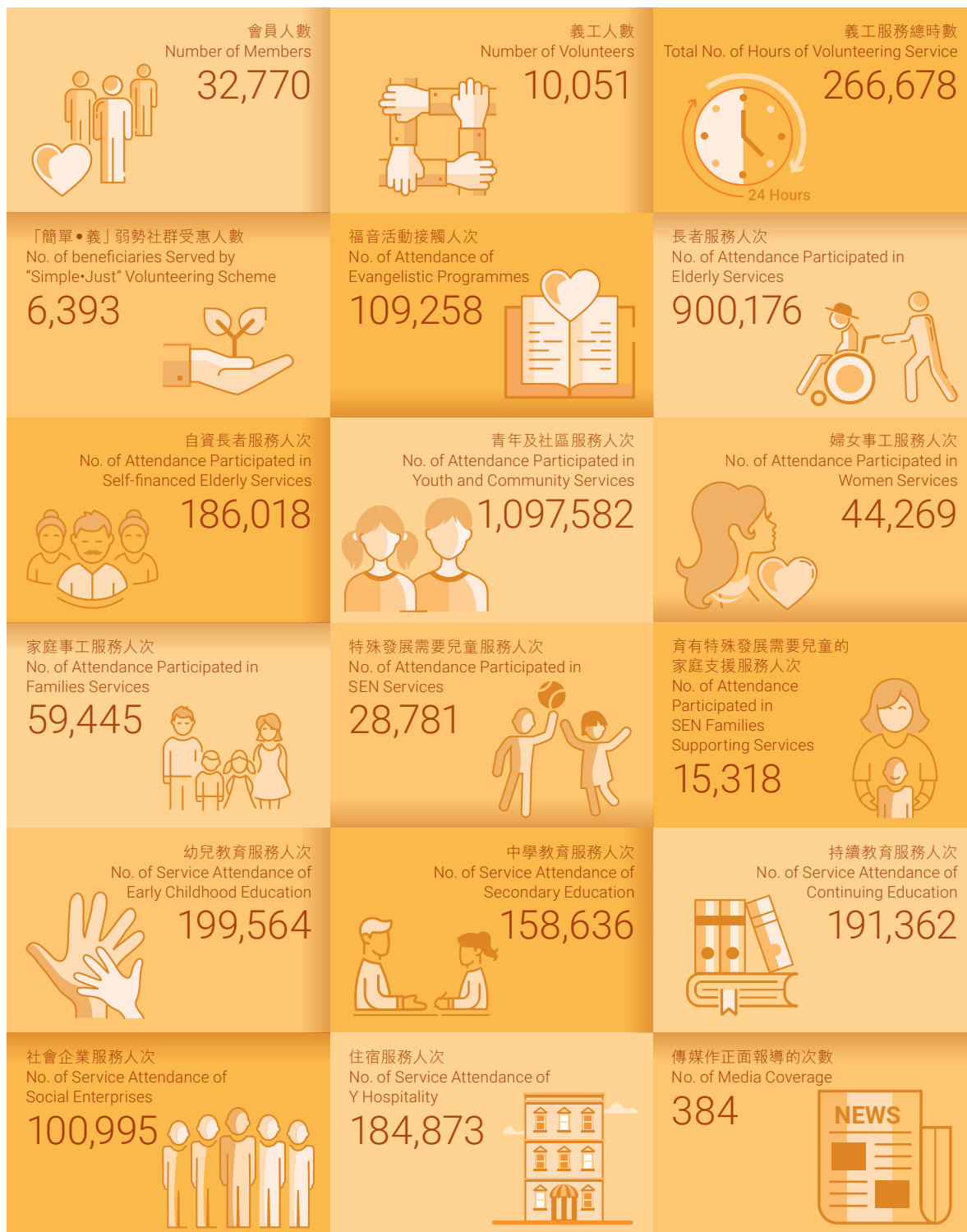
總平均分數對比2018年的增加百分比
Comparing to 2018 figure



3. 服務效益評估項目之服務參加者滿意度 Selected Service User's Satisfaction



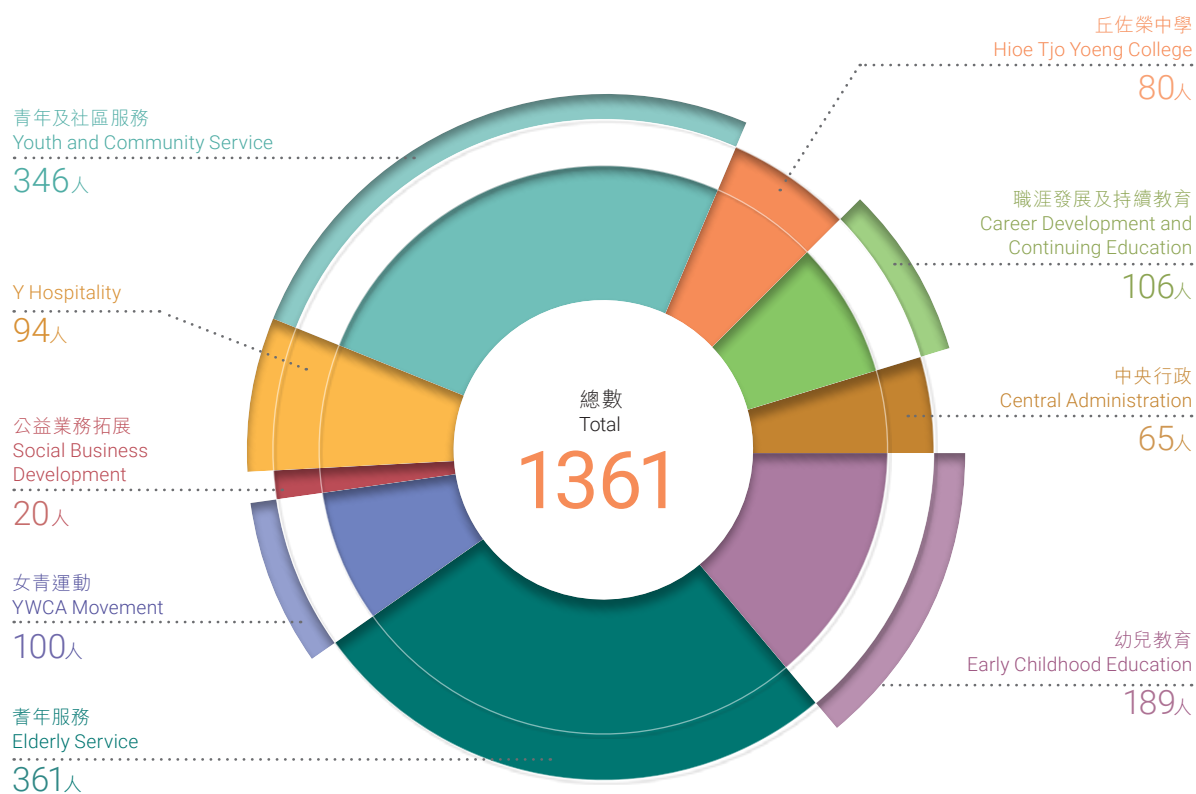
C. 各項服務人數及人次統計 Service Statistics



全年服務總人次 Total No. of Service Attendance :
3,282,670

D. 人力資源 Human Resources

1. 按部門分類之全職員工人數 Distribution of Full-time Staff by Department



2. 按專業分類之全職員工數目 Distribution of Full-time Staff by Profession





2019年忠誠服務獎名單 (2019年1月1日至2019年12月31日) Name List of 2019 Devoted Service Award (1/1/2019-31/12/2019)

服務滿四十年之員工一人

黎秀玲

服務滿三十年之員工共六人

姚佩芬 蕭燕冰 黃寶卿 張志坤 周璜鉅 曾寶珠

服務滿二十五年之員工共十一人

黃德信 吳翠萍 周華達 余本鴻 伍偉湛 黃麗婷
麥筱霞 李毅堅 詹遠全 陳鳳琮 楊靄玲

服務滿二十年之員工共十五人

鄧妙芳 唐麗丹 庾壽華 陳美玲 趙潔欣 徐雅舒 胡偉基 蘇嘉儀
高玉珍 麥誌成 蔣小婉 黎玉潔 陳衛琴 李群好 陳立夫

服務滿十五年之員工共十三人

劉曼娜 李紫芸 陸偉揚 陳嘉怡 黃展濤 謝蘊怡 劉秀平
曾勉恒 王瑞芳 鍾彩霞 曾肇謙 黃慧意 黃美英

服務滿十年之員工共二十二人

梁秀娟 關麗怡 葉惠雲 談玉冰 胡家鳳 劉凱琪 林子建 劉翠萍 梁燕青 周穎茵 黃寶玲
魏梓君 侯冠霖 葉安怡 陳務嬌 梁詠珊 劉家欣 許慧研 郭兆恒 鄭珮珊 劉志強 Bhowmath Betty Pratima

服務滿五年之員工共八十人

方嘉敏 尹耀廷 徐曉璇 馮婉姿 梁詩琪 彭健強 張影楓 林銀意 余孝儀 李雅思 廖一芬 黃政維
陳潤 梁曉敏 李浩然 何志浩 賈燕玲 徐碧紅 袁偉成 王易麟 蔡泳晶 周偉鴻 胡笑連 朱金瑤
黃嘉歡 賈家豪 鍾婉婷 王金霞 李海琦 林斯朗 吳穎彤 王慧心 黃雅凝 蕭家麗 鄧美鳳 黃嘉敏
雷愛微 鄭淑芬 黃淑文 劉家安 陳潔兒 鄧旭霖 梁翠歡 麥綺筠 黃金晶 張彩濃 黃詠詩 汪益之
雷 燕 郭惠芬 歐陽卓芝 羅詠儀 馬詠欣 李曉晴 謝凱健 彭思雅 黃啟森 謝嘉韻 徐廷封 黃雪儀
黃月英 黎惠瑩 高倩琳 蘇艷芳 陳文永 蔡別人 陳嘉慧 陳嘉諾 林小華 蘇健儀 勞詠欣 馬惠芬
梁思敏 吳潔如 馮凱欣 凌敏瑩 李雯琦 蔡朗昕 張妙蘭 楊偉樂

2018-2019 健康達人名單 Name List of 2018-2019 Health Master Award

同工姓名	單位/部門
宋家義	Y Hospitality
陳志喜	峰景軒
李素紅	峰景軒
陳禮仁	海棠軒服務式住宅
郭大龍	海棠軒服務式住宅
林偉明	海棠軒服務式住宅
胡笑連	海棠軒服務式住宅
馮美蓮	海棠軒服務式住宅
陳紹連	海棠軒服務式住宅
梁沛業	般咸軒服務式住宅
馮煥新	般咸軒服務式住宅
陳細玉	般咸軒服務式住宅
蔡淑華	園景軒
張添龍	園景軒
呂博能	園景軒
英國平	園景軒
吳杏梅	園景軒

同工姓名	單位/部門
袁愛兒	園景軒
陳寶珍	園景軒
方秋明	園景軒
鄭識怡	園景軒
李莉	園景軒
庾壽華	園景軒
徐碧紅	園景軒
陳秀明	園景軒
曾媽容	園景軒
李國威	園景軒
梁惠明	園景軒
楊翠翠	人力資源部
劉瑩儀	人力資源部
王玲玲	內部審核部
LAO Eliseo B	女青活學中心
唐允文	女青活學中心
徐英賢	公益業務拓展部

同工姓名	單位/部門
方嘉敏	公益業務拓展辦事處
黎綺雯	公益業務拓展辦事處
甄朗廷	安居通長者家居用品店
顏巧英	園景軒餐廳
林凱欣	幼兒教育部辦事處
黃詩琪	幼兒教育部辦事處
劉國嬌	幼兒教育部辦事處
關綺雯	安定幼兒學校
王靜文	安定幼兒學校
馮金英	安定幼兒學校
張楚平	安定幼兒學校
蔡朗昕	安定幼兒學校
葉瑞瑩	安定幼兒學校
林雅琳	安定幼兒學校
雷潔妍	宏恩幼稚園
陳肖娥	宏恩幼稚園
梁綺嘉	宏恩幼稚園

同工姓名	單位/部門
何美意	宏恩幼稚園
楊一方	宏恩幼稚園
柳翠媚	宏恩幼稚園
胡運濃	宏恩幼稚園
單桂桃	信望幼兒學校
譚嘉鈺	信望幼兒學校
簡敏怡	信望幼兒學校
鄭文華	荃灣幼兒學校
黃月花	荃灣幼兒學校
楊依齊	荃灣幼兒學校
黃連弟	荃灣幼兒學校
馮如意	荃灣幼兒學校
丘蘭英	荃灣幼兒學校
石宇茵	荃灣幼兒學校
陳衛琴	荃灣幼兒學校
蔡麗麗	彩雲幼兒學校
林斯朗	彩雲幼兒學校
陳結明	彩雲幼兒學校
陳海燕	紹邦幼兒學校
駱偉彩	紹邦幼兒學校
魏萬英	隆亨幼兒學校
黃豔蘭	隆亨幼兒學校
黃健賢	隆亨幼兒學校
彭佩詩	趙露華幼兒學校
陳錦雲	趙露華幼兒學校
周文娟	趙露華幼兒學校
曾肖娟	趙露華幼兒學校
賴盈瑩	趙露華幼兒學校
馮貝琪	趙露華幼兒學校
林秀燕	趙露華幼兒學校
盧婉玉	戴翰芬幼兒學校
王添菊	戴翰芬幼兒學校
丁淑芬	女青聆兒駐校服務
周浩然	女青賽馬會家庭健康促進中心
施倩俐	女青賽馬會家庭健康促進中心
黃浩倫	天水圍家庭健康促進中心
伍偉湛	家庭健康促進中心
賴潔儀	臨床心理服務
袁壽林	物業管理部
張小燕	物業管理部
甘秋明	物業管理部
叶慧麗	大澳文化生態綜合資源中心
陳惠珍	大澳社區工作辦事處
何冠毅	大澳社區工作辦事處
高保麟	中西區及離島青年外展社會工作隊
梅婉琪	天水圍綜合社會服務處
陳偉基	屯門綜合社會服務處
邱詩雯	屯門綜合社會服務處
陳偉源	屯門綜合社會服務處
伍詠淇	屯門綜合社會服務處
梁廣浩	屯門綜合社會服務處
蔡玉蓮	屯門綜合社會服務處
鄭惠玲	屯門綜合社會服務處
彭永祥	西環綜合社會服務處
譚君凝	沙田綜合社會服務處
郭義聰	沙田綜合社會服務處
陳志雄	沙田綜合社會服務處

同工姓名	單位/部門
殷麗霞	青衣綜合社會服務處
余本鴻	青衣綜合社會服務處
凌敏瑩	青衣綜合社會服務處
陳英偉	將軍澳綜合社會服務處
林秀琼	梁紹榮度假村
張春燕	梁紹榮度假村
梁秋蓮	深水埗綜合社會服務處
張詠愉	深水埗綜合社會服務處
吳翠萍	深水埗綜合社會服務處
李學義	樂華綜合社會服務處
劉鳳英	樂華綜合社會服務處
張志坤	樂華綜合社會服務處
王志超	蝴蝶灣綜合社會服務處
吳雪君	學校社會工作辦事處
鍾嘉敏	龍翔綜合社會服務處
麥誌成	龍翔綜合社會服務處
杜曉楠	觀龍樓社區工作辦事處
陳標煥	女青賽馬會青健坊
林家盛	女青賽馬會青健坊
廖永豪	秀群松柏社區服務中心
何志浩	秀群松柏社區服務中心
康詠琴	秀群松柏社區服務中心
林偉樑	秀群松柏社區服務中心
何玉	秀群松柏社區服務中心
許可琦	秀群松柏社區服務中心
黎淑貞	明儒松柏社區服務中心
付幸花	明儒松柏社區服務中心
韓慕琼	明儒松柏社區服務中心
謝順英	林護紀念松柏日間護理中心
張嚴存	林護紀念松柏日間護理中心
陸潔紅	林護紀念松柏日間護理中心
胡秋鳳	林護紀念松柏日間護理中心
李建美	林護紀念松柏日間護理中心
方艷霞	林護紀念松柏日間護理中心
梁仲愛	林護紀念松柏日間護理中心
高兆芳	長青松柏中心
楊露玲	長青松柏中心
郭永佳	雲華護理安老苑
黃展濤	雲華護理安老苑
劉秀平	雲華護理安老苑
李寧	雲華護理安老苑
李秀琼	雲華護理安老苑
熊仕蘭	雲華護理安老苑
梁美霞	雲華護理安老苑
馮梅	雲華護理安老苑
梁秀娟	雲華護理安老苑
郭燕琼	雲華護理安老苑
黎美琪	雲華護理安老苑
吳淑玲	雲華護理安老苑
張彩濃	雲華護理安老苑
黃云清	雲華護理安老苑
高倩琳	雲華護理安老苑
張淑薇	雲華護理安老苑
曾小琴	雲華護理安老苑
黃寶珠	雲華護理安老苑
林麗良	雲華護理安老苑
杜明鈺	雲華護理安老苑

同工姓名	單位/部門
李淑美	雲華護理安老苑
賴遠群	雲華護理安老苑
鄧妙芳	雲華護理安老苑
曾潤輝	照顧易
江國儀	誌寶松柏中心
李麗芬	鄭傍卿護理安老苑
趙永珍	鄭傍卿護理安老苑
李琮娟	鄭傍卿護理安老苑
林國權	鄭傍卿護理安老苑
黃惠芳	鄭傍卿護理安老苑
黎玉潔	鄭傍卿護理安老苑
林平	財務部
余美清	財務部
梁素嫻	基督教及會員事工部
冼靜琳	婦女事工隊
阮秀盈	婦女事工隊
黃志偉	傳訊及資源拓展部
林遠濠	管理層辦公室
冼玉玲	九龍東持續教育中心
曾藝珠	九龍東持續教育中心
廖彩麟	九龍東持續教育中心
李家寶	九龍東持續教育中心
方淑婉	女青賽馬會人才發展中心
胡偉盛	女青賽馬會人才發展中心
郭靜意	天水圍一站式就業及培訓中心
陳民鋒	沙田持續教育中心
李淑冰	旺角持續教育中心辦事處
鄭逸琳	青年就業資源中心
張慧鳳	青年就業資源中心
呂以峰	青年就業資源中心
林銀意	青年就業資源中心
譚敏儀	青年就業資源中心
鍾鳳賢	丘佐榮中學
李曉珊	丘佐榮中學
李家詠	丘佐榮中學
梁嘉豪	丘佐榮中學
李美紅	丘佐榮中學
羅永祥	丘佐榮中學
冼佩瑤	丘佐榮中學
鄧素娟	丘佐榮中學
唐偉傑	丘佐榮中學
黃振邦	丘佐榮中學
王家威	丘佐榮中學
黃小華	丘佐榮中學
王詠恩	丘佐榮中學
許有達	丘佐榮中學
劉志強	丘佐榮中學





Corporate
Governance
and
Management



○ ○ ○ 機 構 管 治 與 管 理

遠象

VISION

仰賴上帝的帥領，藉著婦女充權及領導，本會竭盡所能建構一個理想的社會，使公義、和平、人類健康及尊嚴得以彰顯及承傳。

With God's guidance, we strive for a society where justice, peace, health and human dignity are promoted and sustained through women's empowerment and leadership

使命

MISSION

蒙主的恩助，我們致力成為：

- 栽培豐盛生命的基督教機構
- 促進自由平等的婦女運動
- 滿足社會需要的服務先驅

With God's blessing, we aspire to be:

- A Christian organization to enrich life
- A women movement advancing liberty and equality
- A service pioneer in meeting pressing social needs



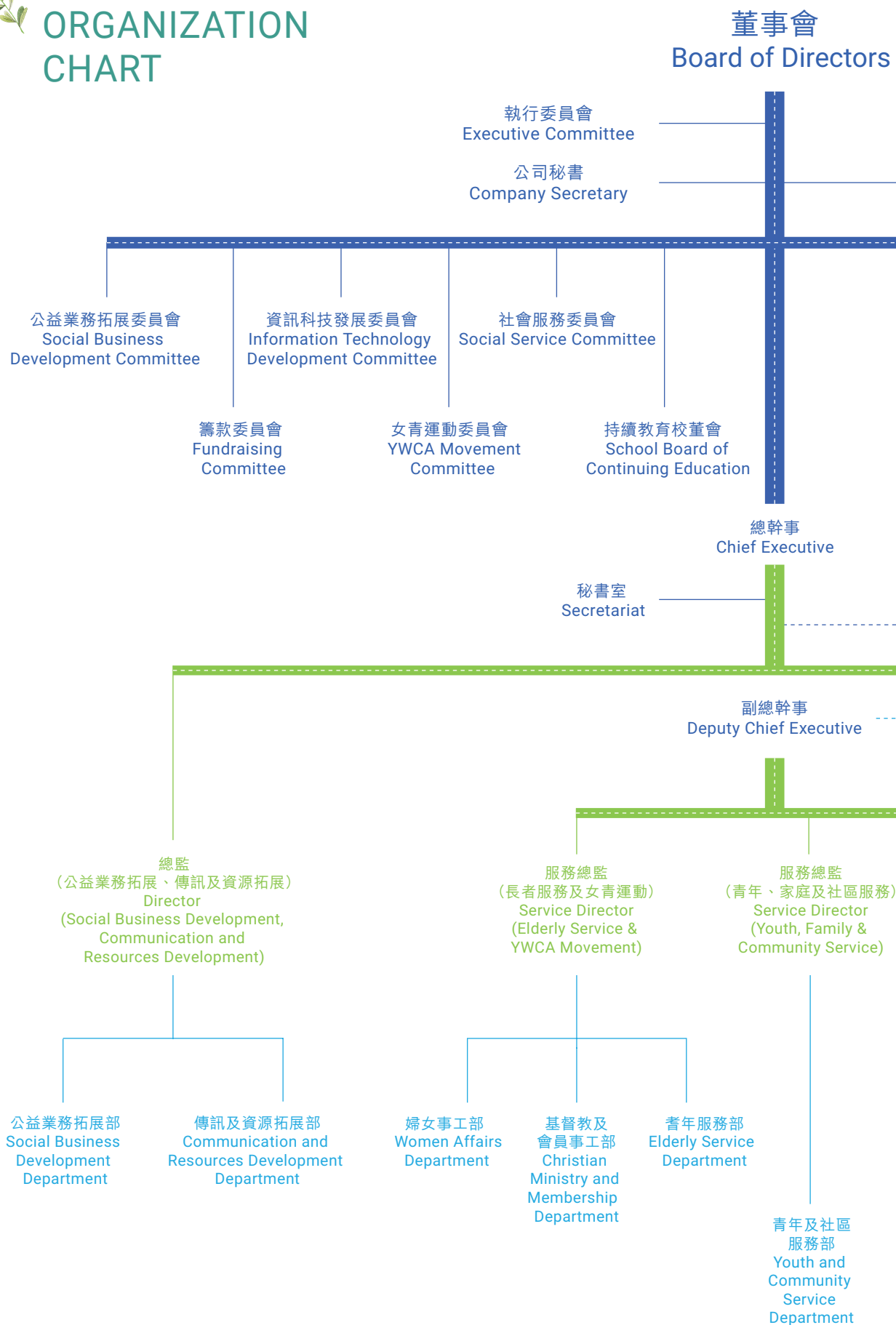
核心價值

VALUES

- 基督教倫理觀
- 專業精神及卓越服務
- 誠信及承擔
- 團結契合
- Christian ethics
- Professionalism and service excellence
- Integrity and accountability
- Unity and fellowship



機構組織圖 ORGANIZATION CHART



審核委員會
Audit Committee

幼兒教育校董會
School Board of
Early Childhood Education

財務及行政委員會
Finance and Administration
Committee

人力資源委員會
Human
Resources
Committee

基督教女青年會丘佐榮中學
法團校董會
The Incorporated Management
Committee of The Y.W.C.A.
Hioe Tjo Yoeng College

Y Hospitality 管理委員會
Y Hospitality
Management Committee

九龍會所復修計劃督導委員會
Kowloon Centre Rehabilitation
Project Steering Committee

內部審核部
Internal Audit
Department

服務總監
(教育及就業服務)
Service Director
(Education &
Employment Service)

幼兒教育部
Early Childhood
Education
Department

職涯發展及
持續教育部
Career
Development
and
Continuing
Education
Department

總監及總經理
(Y Hospitality 及物業管理)
Director and
General Manager
(Y Hospitality and
Facilities Management)

Y Hospitality

物業管理部
Facilities
Management Department

總監
(財務及行政)
Director
(Finance and
Administration)

財務部
Finance
Department

行政及採購部
Administration
and
Procurement
Department

資訊系統部
Information
System
Department

九龍會所
復修計劃
Kowloon
Centre
Rehabilitation
Project

總監
(人力資源)
Director
(Human Resources)

人力資源部
Human Resources
Department

基督教
女青年會
丘佐榮中學
The Y.W.C.A.
Hioe Tjo Yoeng
College



機構管治 CORPORATE GOVERNANCE

本會成立98年，一直秉承先賢的優良傳統。作為有使命感、勇於承擔的社會服務機構，本會向來重視實踐機構管治，除建立一套有效溝通的管理模式及系統外，亦制定了完善的機構管治政策，清晰訂明機構的權責、管理、領導及監控等各項工作，會方上至董事會及管理層、下達單位層面均持開放且開明的態度去管理服務及規劃發展，致力建立神所喜悅的女青年會，彰顯機構上下一心的精神。

With 98 years of history, Hong Kong Young Women's Christian Association has upheld the tradition of our predecessors and developed into a social service organization with a mission and strong commitment to the community. The Association always stresses on implementing high level of corporate governance. Besides formulating an effective and communicative management system, we also improve our corporate governance policy to clearly define the authority, responsibilities, management, leadership and control matters in relation to the Association. The Board, Management and staff have always maintained an open and enlightened attitude towards the planning and development of our services, striving to build a YWCA that would please our Lord as well as demonstrate the spirit of unity and solidarity.

贊助人、名譽會長、名譽董事及董事

Patron, Honorary Presidents, Honorary Directors and Board of Directors

贊助人 PATRON

香港特別行政區政務司司長張建宗先生

Mr. Matthew Cheung Kin Chung, GBM, GBS, JP

Chief Secretary for Administration of the Hong Kong Special Administrative Region

名譽會長 Honorary Presidents

葉秀英女士 Mrs. Tai Ip Sau Ying

黃文璿女士 Mrs. Mona Leong, SBS, BBS, MBE, JP

鄭容麗女士 Mrs. Grace Tsao

胡秀霞女士 Mrs. Patricia Ling, MH, JP

名譽董事 Honorary Directors

孫蓮娜女士 Mrs. Lena Liu

黃詩源女士 Mrs. Cheung Wong Sze Yuen

禰秀萍女士 Mrs. S. P. Huen Lee, May

羅章文女士 Mrs. Helen Koo

梅以菁博士 Dr. Jennie Lee

邵嘉儀女士 Mrs. Emily Cheng

陳素薇女士 Mrs. Lau Chan So May, Lucy

高荳華女士 Ms. Ko Siu Wah, OBE, SBS, JP

吳夢珍博士 Dr. Agnes Ng, JP

朱清蓮女士 Mrs. Wong Chu Ching Lin

簡瓊珍女士 Mrs. Leung Kan King Chun

黃麗娟女士 Ms. Wong Lai Kuen, Hannah

楊邦鏘博士 Dr. Hung Yeung Pong Wah

2018至2019年度董事 2018-2019 Board of Directors

 **會長**
President



杜淑婉女士
Ms. To Sook Yuen,
Helena

 **副會長**
Vice-Presidents



陸西琳女士
Ms. Luk Sai Lam,
Alice



李綺華女士
Ms. Eva Lee



王絳彥女士
Ms. Wong Chiang Yen,
May



呂倩文女士
Ms. Lui San Man,
Simmy

 **書記**
Honorary Secretary



陳詠敏女士
Ms. Chan Wing Mun,
Grace

 **司庫**
Honorary Treasurer



江慧芝女士
Ms. Kong Wai Chi,
Jenny

 **選任董事**
Elected Directors



梁慕清女士
Ms. Leung Mo Ching



余悅群博士
Dr. Yu Yuet Kwan,
Patricia



林美麗女士
Ms. Mary Lim



樓瑋群博士
Dr. Lou Weiqun,
Vivian



陳秀芬女士
Ms. Chan Sau Fan,
Julie



何潔雲博士
Dr. Ho Kit Wan



許玉銘女士
Ms. Hsu Yu Ming,
Hanna



李諾詩女士
Ms. Lee Lok Sze



周慧賢女士
Ms. Chau Wai Yin,
Ada



李淑英女士
Ms. Lee Shuk Ying,
Helen



宋婉真女士
Ms. Sung Yuen Chan,
Jeannette

 **特聘董事**
Co-opted Directors



陳靜嫻女士
Ms. Chan Ching Han



高靜芝女士
Ms. Kao Ching Chi,
Sophia, GBS, SBS, JP



呂蕙文女士
Ms. Lui Wai Man,
Nancy



謝瑞賢女士
Ms. Tse Sui Yin,
Sally



連寶琦女士
Ms. Lin Po Kee,
Serena



梁萃明女士
Ms. Leung Sui Ming,
Olivia



黃儀娟女士
Ms. Wong Yee Kuen,
Cecilia

2018至2019年度義務顧問 2018-2019 Honorary Advisers

法律事務 Legal Affairs	胡百全律師事務所 P. C. Woo & Co. 林子綏律師 Ms. Lam Tze Yan	蔡克剛律師 Mr. Tsoi Hak Kong, Herbert
傳訊及資源拓展 Communication and Resources Development	鄭麗敏女士 Ms. Heidi Cheng 周錦華女士 Ms. Brenda Chow 鄭容麗女士 Mrs. Grace Tsao 簡美蓮博士 Dr. Kan Mee Lin, Hayley	方敏生女士 Ms. Christine Fang 胡秀霞女士 Mrs. Patricia Ling, MH, JP 梅以菁博士 Dr. Jennie Lee
業務及服務發展 Business and Service Development	紀治興博士 Dr. Kee Chi Hing 方乃權博士 Dr. Fong Nai Kuen, Kenneth 黃永森先生 Mr. Wong Wing Sum, Sam 魏志榮先生 Mr. Ngai Chi Wing, Gorman	謝家駒博士 Dr. Tse Ka Kui 蕭明輝博士 Dr. Siu Ming Fai, Parco 陳紹德醫生 Dr. Stephen Chen Mr. Kevin Rushton
文物管理 Heritage Management	黎婉欣教授 Prof. Celine Lai	
法律及機構管治 Legal and Corporate Governance	馮文珊女士 Ms. Melissa Fung	
招標事務 Tender Board	李振強先生 Mr. Lee Chun Keung 陸西琳女士 Ms. Luk Sai Lam, Alice 李雅婷女士 Ms. Adrienne Li 徐嘉樂女士 Ms. Charlotte Tsui	梁錦英先生 Mr. Leung Kam Ying 文志泉先生 Mr. Antony Man 許玉銘女士 Ms. Hsu Yu Ming, Hanna
基督教及會員事工 Christian Ministry and Membership	陳茹九牧師 Rev. Chan Yu Kow 黎錫雄牧師 Rev. Lai Sik Hung 陳希陸牧師 Rev. Chan Hee Luk 孔繁漢牧師 Rev. Hung Fan Hon 蕭如發牧師 Rev. Siu Yu Fat 梁永善牧師 Rev. Leung Wing Seen, Stephen 何約翰牧師 Rev. Ho Yeuk Hon John	曾永昌牧師 Rev. Tsang Wing Cheong, Richard 余勝意牧師 Rev. Yu Shing Yee 劉榮佳牧師 Rev. Lau Wing Kai 關浩然牧師 Rev. Leo Kwan 鄭德恩牧師 Rev. Cheng Tak Yan, Geoffrey 李秀琮牧師 Rev. Lee Sau King
婦女事工 Women Affairs	林滿馨律師 Ms. Vera Lam 劉曉欣醫生 Dr. Lau Hiu Yan, Stephanie	鄭煥新律師 Mr. Cheng Woon Sun, Alvin 胡美心女士 Ms. Woo Mei Sum, Doris
兒童及家庭服務 Children and Family Service	苗延琮醫生 Dr. Miao Yin King, May 葉麗嫦女士 Ms. Ip Lai Sheung	鄭慧芬醫生 Dr. Cheng Wai Fun, Anna 梁智熊博士 Dr. Leung Chi Hung
幼兒教育 Early Childhood Education	孔沃棠醫生 Dr. Hung Yuk Tong 李家仁醫生 Dr. Lee Ka Yan, David 翁善強先生 Mr. Yung Sin Keung, Simon 黃潔薇博士 Dr. Wong Kit Mei, Betty 趙鈞鴻博士 Dr. Chiu Kwan Hung, Angela	蔣在公醫生 Dr. Chiang Chay Kung 鄭楚萍女士 Ms. Cheng Chor Ping, Irene 林瑞芳博士 Dr. Lam Shui Fong 楊金鳳女士 Mrs. Chow Yeung Kam Fung 鄭佩芸博士 Dr. Tay Pui Wan
青年及社區服務 Youth and Community Service	蔡定國醫生 Dr. Tsoi Ting Kwok, Peter 梁傳孫博士 Dr. Leung Chuen Suen, Zeno 呂錦英博士 Dr. Lui Kam Ying, Peggy 吳穎英醫生 Dr. Ng Wing Ying, Angela 莊耀洸律師 Mr. Chong Yiu Kwong 蔡詩贊博士 Dr. Choy Sze Tsan, Clifford 盧定欣女士 Ms. Lo Ting Yan, Diane	劉卓鴻先生 Mr. Lau Cheuk Hung 李力持先生 Mr. Lee Lik Chee 崔永康教授 Prof. Chui Wing Hong, Eric 楊偉強博士 Dr. Yeung Wai Keung, Jerf 鍾國恆醫生 Dr. Chung Kwok Hang 李耀基醫生 Dr. Lee Yiu Ki 許守仁博士 Dr. Hui Sau Yan
職涯發展及持續教育 Career Planning and Continuing Education	洪小蓮女士 Ms. Hung Siu Lin, Katherine 鄭惠容博士 Dr. Kwong Wai Yung, Enid 伍龍威先生 Mr. Ng Lung Wai, Ray 黃敏兒女士 Ms. Wong Man Yee, Amy 陳凱欣博士 Dr. Chan Hoi Yan, Celia 區偉邦先生 Mr. Au Wai Pong	陳玩芳女士 Ms. Chan Woon Fong, Alice 譚展雲博士 Dr. Anthony Tam 馮錦康先生 Mr. Fung Kam Hong, Kenny 李寶滿女士 Ms. Li Po Moon 潘萱蔚先生 Mr. Poon Huen Wai 譚淑貞女士 Ms. Tam Suk Ching, Lucy

耆年服務
Elderly Service

九龍會所復修計劃
Kowloon Centre
Rehabilitation Project

譚佩群女士 張婉華女士 梁健平博士 張海藝先生 潘頌兒博士	Ms. Tam Pui Kwan Ms. Cheung Yuen Wa, Sandra Mr. Leung Kin Ping Mr. Cheung Hoi Ngai, William Dr. Poon Chung Yee	葉家健先生 陳慧敏醫生 李紹權博士 蔡曉青先生 黃永根先生	Mr. Yip Ka Kin, Sammy Dr. Chan Wai Man Dr. Raymond Lee Mr. Patrick Tsoi Mr. Wong Wing Kun
江明熙醫生 錢本道醫生 賴錦玉教授	Dr. Kong Ming Hei, Bernard Dr. Chin Boon To Prof. Lai Kam Yuk, Claudia	梁浩然醫生 余秀鳳教授 雷逸華博士	Dr. Leung Ho Yin Prof. Yu Sau Fung, Doris Dr. Liu Yat Wa, Justina
宋婉真女士	Ms. Sung Yuen Chan, Jeannette		

2018至2019年度委員會委員

2018-2019 Committee Members

文志泉先生 王佩兒女士 伍灼宜教授 朱偉年博士 李秀琼牧師 李俊女士 余秀鳳教授 周瑋瑩女士 明皓博士 林瑞芳博士 徐海珠女士 袁彩蓮女士 馬錦華先生 馬鳳鈿女士 張靄蓮女士 梁浩筠女士 梁琳明醫生 莫乃光先生 郭玲麗女士 陳玩芳女士 麥少梅女士 麥國棟先生 馮達權先生 黃宴平女士 黃淑華女士 楊雪芳女士 楊斯渝女士 葉建嫻女士 潘秀琼女士 鄭佩華教授 鍾慧儀女士 韓祖恩女士 鄭惠容博士 譚偉霖先生 蕭嘉妍女士	Mr. Antony Man Ms. Catherine Wong Prof. John Ng Dr. Welland Chu Rev. Lee Sau King Ms. Li Chun Prof. Yu Sau Fung, Doris Ms. Chow Wai Ying, Jacqueline Dr. Holly Ming Dr. Lam Shui Fong Mrs. Henrietta Zee Leung Ms. Cherry Yuen Mr. Timothy Ma Ms. Ma Fung Tin Ms. Cheung Oi Lin, Irene Ms. Leung Ho Kwan Dr. Leung Lam Ming, Jess Mr. Charles Mok Ms. Lillian Kwok Ms. Chan Woon Fong, Alice Ms. Jenny Mak Mr. Michael Mak Mr. Dominic Fung Ms. Patty Wong Ms. Joyce Wong Ms. Yeung Suet Fong Ms. Yeung Sze Yu, Cindy Ms. Sandra Yip Ms. Flora Pun Prof. Doris Cheng Ms. Diana Chung Ms. Joanne Hon Dr. Kwong Wai Yung, Enid Mr. William Tam Mrs. Doo Siu Ka Yin, Catherine	方蘊萱女士 王麗珍女士 江碧霞女士 吳婷雅女士 李志珊女士 李嘉莉女士 周明珠女士 周素名女士 金港生女士 林佩珊女士 洪盛興先生 馬仁武先生 馬家儀女士 曹妙如女士 梁炳貴先生 梁士雄先生 梁麗芬女士 莫華勳先生 陳維國先生 陳妙霞女士 麥家裕女士 麥穎頤女士 黃健先生 黃慧貞博士 黃慧詩女士 楊樂怡女士 葉文慧女士 廖愛倩女士 潘婉書女士 謝慧芬女士 鍾嘉穎女士 簡美蓮博士 羅少文女士 譚潔瑩女士	Ms. Loretta Fong Ms. Wong Lai Chun Ms. Amy Kong Ms. Ng Ting Nga Mrs. Patricia Chow Ms. Elina Lee Ms. Libby Chow Ms. Chow So Ming, Billie Mrs. Mimi King Cunningham Ms. Lam Pui Shan, Sophia Mr. Kilias Hung Mr. Mar Yan Mo, Ronald Mrs. Lau Ma Gar Yee, Grace Ms. Agnes Tso Mr. Max Leung Mr. Carlos Leung Mrs. Mona Chau Mr. Peter Mok Mr. Jackson Chan Ms. Chan Miu Ha, Miranda Ms. Mak Ka Yu, Flora Ms. Mak Wing Yee, Winnie Mr. Kenneth Wong Dr. Wong Wai Ching, Angela Ms. Florence Wong Ms. Yeung Lok Yi, Chloe Mrs. Li Ip Man Wai, Heather Ms. Liao Ai Chien, Nancy Ms. Poon Yuen Shu Ms. Tse Wai Fun, Stella Ms. Karen Chung Dr. Kan Mee Lin, Hayley Ms. Law Siu Man Mrs. Kwok Tam Kit Ying, Angeline
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以上排名以本人姓氏筆劃為序
Names being arranged according to the Chinese Version



2018至2019年度管理層員工

2018-2019 MANAGEMENT STAFF



總幹事

- 1 楊建霞女士

副總幹事

- 2 黎秀玲女士

總監

- 3 施恩先生 總監（財務及行政）
4 楊翠翠女士 總監（人力資源）
5 潘廣輝先生 服務總監（長者服務及女青運動）
6 徐英賢先生 總監（公益業務拓展、傳訊及資源拓展）
7 李雯珊女士 服務總監（青年、家庭及社區服務）
8 林遠濠先生 服務總監（教育及就業服務）
9 宋家義先生 總監及總經理（Y Hospitality及物業管理）

Chief Executive

- 1 Ms. Yeung Kin Ha, Yvonne

Deputy Chief Executive

- 2 Ms. Lai Sau Ling

Director

- 3 Mr. Sze Yan, Gary Director (Finance and Administration)
4 Ms. Yeung Chui Chui, Alice Director (Human Resources)
5 Mr. Poon Kwong Fai, Silas Service Director (Elderly Service and YWCA Movement)
6 Mr. Chui Ying Yin, Dominic Director (Social Business Development, Communication and Resources Development)
7 Ms. Lee Man Shan, Emily Service Director (Youth, Family and Community Service)
8 Mr. Lam Yuen Ho, Foster Service Director (Education and Employment Service)
9 Mr. Sung Ka Yee, Anthony Director and General Manager (Y Hospitality and Facilities Management)

總主任 Chief Officer

蘇艷芳女士	Ms. So Yim Fong, Tammy
陳明儀女士	Ms. Chan Ming Yee, Nancy
張志坤先生	Mr. Cheung Chi Kwan, Daniel
周華達先生	Mr. Chow Wah Tat, Kenneth
黎玉潔女士	Ms. Lai Yuk Kit, Rosanna
梁廣浩先生	Mr. Leung Kwong Ho, Simon
吳翠萍女士	Ms. Ng Tsui Ping, Bettina
伍偉湛先生	Mr. Ng Wai Cham, Raymond
韓慕京女士	Ms. Hon Mo King, Joan
張詠詩女士	Ms. Cheung Wing Sze, Samantha
郭義聰先生	Mr. Kwok Yee Chung, Ivan
伍慧嫻女士	Ms. Ng Wai Han, Iris
卓敏女士	Ms. Cheuk Man

**部門主管 / Head of Department /
高級經理 Senior Manager**

胡婉玲女士	Ms. Woo Yuen Ling
阮秀盈女士	Ms. Yuen Sau Ying, Fiona
關佩盈女士	Ms. Kwan Pui Ying, Jenny
黃嘉榮先生	Mr. Wong Ka Wing, Chris
馮斯狄先生	Mr. Fung See Dick, Peter
呂秀儀女士	Ms. Lui Sau Yi, Joanne

督導主任 Supervisor

鄭楚華女士	Ms. Cheng Chor Wah, Anna
陳瑩女士	Ms. Chan Ying, Sarah

經理 Manager

陳嘉怡女士	Ms. Chan Ka Yee, Virginia
陳白珊女士	Ms. Chan Pak Shan, Karen
梁慧敏女士	Ms. Leung Wai Mun, Amy
麥沛興先生	Mr. Mak Pui Hing, Harris
蔡昭信先生	Mr. Tsoi Chiu Shun, Charleson
黃期儀女士	Ms. Wong Kei Yee, Hazel
蘇偉迅先生	Mr. So Wai Shun, Veason
鄧永賢先生	Mr. Tang Wing Yin, Anthony

單位主任 Unit-in-charge

吳子樑先生	Mr. Ng Tze Leung, Johnny
王志超先生	Mr. Wong Chi Chiu
黃寶卿女士	Ms. Wong Bo Hing
李雅琪女士	Ms. Lee Nga Kee, Katie
高兆芳女士	Ms. Ko Siu Fong, Doris
萬雪芬女士	Ms. Man Suet Fan, Cathy
李小玲女士	Ms. Lee Siu Ling, Safonia
陳潔儀女士	Ms. Chan Kit Yee, Kitty
江國儀女士	Ms. Kong Kwok Yee, Ivy
鍾嘉華女士	Ms. Chung Ka Wah, Carol
黃磊亮先生	Mr. Wong Lui Leong
梁豪華先生	Mr. Leung Ho Wah, Daniel
曾潔容女士	Ms. Tsang Kit Yung, Clara
余本鴻先生	Mr. Yu Pun Hung

黃麗婷女士	Ms. Wong Lai Ting, Bridget
陳鳳琮女士	Ms. Chan Fung King, Jessica
鄭惠玲女士	Ms. Cheng Wai Ling, Jaclyn
鄭雅芝女士	Ms. Cheng Nga Chi, Elsa
何冠毅先生	Mr. Ho Kwun Ngai, Leslie
廖彩麟女士	Ms. Liu Choi Lun, Karen
何景祥先生	Mr. Ho King Cheung, Thomas
劉綺珮女士	Ms. Lau Yee Pui, Jess
張卉翠女士	Ms. Cheung Wai Chui, Haster
李婉明女士	Ms. Li Yuen Ming, Fion
鄭佩珍女士	Ms. Cheng Pui Chun, Amy
杜羨揚先生	Mr. To Shin Yeung, Simon
曾藹欣女士	Ms. Tsang Oi Yan, Christine
藍庭芳女士	Ms. Lam Ting Fong, Emil
黃靄欣女士	Ms. Wong Oi Yan, Winnie
詹潔瑩女士	Ms. Jim Kit Ying, Crystal
何震禹先生	Mr. Ho Chun Yu, L
夏雅筠女士	Ms. Ha Ngar Kwan, Sandie
張健偉先生	Mr. Cheung Kin Wai, Kenny
陳志雄先生	Mr. Chan Chi Hung, Frederick
唐麗丹女士	Ms. Tong Lai Tan
陳美琮女士	Ms. Chan Mei King, Maggie
蘇嘉儀女士	Ms. So Ka Yi, Stephanie
陳立夫先生	Mr. Chan Lap Fu, Eddie
洪雪霞女士	Ms. Hung Suet Ha, Joey
高保麟先生	Mr. Ko Po Lun, Bo
顧嘉慧女士	Ms. Ku Ka Wai, Joe
黎美霞女士	Ms. Lai Mei Ha
郭婉蓮女士	Ms. Kwok Yuen Lin, Amy
李紫芸女士	Ms. Li Tsz Wan, Vivian
林逸貞女士	Ms. Lam Yat Ching, Kitty
鄭逸琳女士	Ms. Cheng Yat Lam, Rosa
葉慧蓉女士	Ms. Yip Wai Yung, Janice
林素娟女士	Ms. Lam So Kuen, Bonnie
黃淑敏女士	Ms. Wong Suk Man, Choc
侯志遠先生	Mr. Hou Che Yuen, Manfred
何家肇先生	Mr. Ho Ka Siu, Vincent
伍偉基先生	Mr. Ng Wai Kei, Ricky
賴潔儀女士	Ms. Lai Kit Yee, Katty
朱秀儀女士	Ms. Chue Sau Yee, Amanda
張燕紅女士	Ms. Cheong Yin Hung, Lesley
林雅儀女士	Ms. Lam Ngar Yee, Catherine
周偉鴻先生	Mr. Chow Wai Hung, Gary
陳英偉先生	Mr. Chan Ying Wai, Simon
高淨華女士	Ms. Ko Ching Wah, Venus
何啟銘先生	Mr. Ho Kai Ming
汪益之先生	Mr. Wang Yick Chi, Eric
王瑞芳女士	Ms. Wong Sui Fong, Kathy
王力文先生	Mr. Wong Lik Man
郭巧玲女士	Ms. Kwok Hau Ling, Betty
周泳琪女士	Ms. Chow Wing Ki, Wink
李秀華女士	Ms. Lee Sau Wa, Apple
施倩俐女士	Ms. Sze Sin Li, Akina

吳清雅女士	Ms. Ng Ching Ngar, Emily
李鈺鈴女士	Ms. Lee Yuk Ling, Tammy
李學義先生	Mr. Lee Hok Yee, Hut
朱穎莊女士	Ms. Chu Wing Chong, Tish
曾家豪先生	Mr. Tsang Ka Ho, Louis
許婉婷女士	Ms. Hui Yuen Ting, Eva
洪藝女士	Ms. Hung Ngai
徐家健先生	Mr. Tsui Ka Kin, Simon
陳美珠女士	Ms. Chan Mei Chu, May
廖碧美女士	Ms. Liu Pik Mei
李寧女士	Ms. Li Ning
鄧青欣女士	Ms. Tang Ching Yan, Joyce
潘靜妍女士	Ms. Poon Ching Yin, Gladys
冼靜琳女士	Ms. Sin Ching Lam, Ludmilla
黃芷琳女士	Ms. Wong Tsz Lam, Chilam
魏子揚先生	Mr. Wai Clarence
文嘉莉女士	Ms. Man Ka Lee, Carrie
徐雅舒女士	Ms. Chui Nga Shu, Phyllis
陳善彤女士	Ms. Chan Sin Tung, Alice
劉韻嫻女士	Ms. Lau Wan Chau, Teresa
李雅姿女士	Ms. Li Nga Chi, Canji
黃潔心女士	Ms. Wong Kit Sum, Fiona
黃淑妍女士	Ms. Wong Suk Yin, Candy

丘佐榮中學校長**Principal, The Y.W.C.A. Hioe Tjo Yoeng
College**

陳永傑先生 Mr. Chan Wing Kit

**幼兒教育總校長、行政主任(教育)及校長
Chief Principal, Executive Officer
(Education) & Principal, Early Childhood
Education**

劉國嬌女士	Ms. Lau Kwok Kiu
黃詩琪女士	Ms. Wong Sze Ki, Shirley
周意妙女士	Ms. Chau Yee Miu
馮如意女士	Ms. Fung Yu Yee
黎嘉賢女士	Ms. Lai Ka Yin, Patty
林愛平女士	Ms. Lam Oi Ping
彭佩詩女士	Ms. Pang Pui Sze
麥綺筠女士	Ms. Mak Yi Kwan, Eva
關綺雯女士	Ms. Kwan Yee Man
張安愉女士	Ms. Cheung On Yu, Angel
羅淑芬女士	Ms. Lo Suk Fun, Janice

Y Hospitality經理**Managerial staff, Y Hospitality**

鄧偉雄先生	Mr. Tang Wai Hung, Ken
曾勉恒先生	Mr. Tsang Min Hang, Eric
方秋明先生	Mr. Fong Chau Ming
林潔康先生	Mr. Lam Kit Hong, Will





Strategic
Development
Direction



策 略 發 展 方 向

承接2012年推行之策略行動方案，本會於2016年開展了第二個「策略發展行動方案」（2016-2020），為機構未來發展方向提供重要指引。推行方案第三年，女青團隊以實踐機構使命和回應社會不斷轉變的需求為首要任務，繼續按著六大方向促進機構發展，並以穩健步伐多方面推動機構能力建設，加強裝備面對未來挑戰。

Following the “Four Bold Steps” Strategic Plan launched in 2012, the Association initiated its second “Bold Steps” Strategic Plan in 2016 which steered the future development of the Association. In its third year of implementation, fulfilling the Association’s mission and addressing the ever-changing needs in society remained our prime objective. Based on the six Bold Steps, the organizational capacity was enhanced on different fronts at a steady pace so as to gear up for future challenges.

2019 同工頒獎禮及聯歡會



策略發展方向
Strategic
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1 跨代同心領導 INTERGENERATIONAL LEADERSHIP

良好的管治能提升機構效率和信譽，並促進其持續發展。本會積極物色及培育合適的專業人才加入女青領導層，並規劃全面的管理層繼任計劃；同時致力優化董事會及委員會的組成，作出董事專才配對，提升機構管治水平。

Good corporate governance can enhance the efficiency, credibility and sustainability of an organization. We endeavor to identify and nurture young talents with competence and expertise to join the YWCA leadership. Besides formulating a comprehensive management succession plan, we also step up effort to enhance the composition of the Board and Committee, in order to fully utilize the expertise of existing Directors and foster the standard of corporate governance.

促進董事專才配對及發展

面對社會各種機遇和挑戰，女青相信良好的管治是帶領機構迎向未來發展的重要一步。因此，我們廣泛羅致及培育合適的專業人才加入女青領導層。同時，董事會每年進行自我評估，釐定所需人才的專長和技能組合，並定期檢視董事會的組成，以確保機構擁有所需的專長和技能搭配，提升機構的管治效能，而董事又能充分發揮其專業知識、經驗和能力，貢獻所長，服務社會。

栽培領導人才 推動董事承傳

本會鼓勵董事參與不同委員會，了解機構不同範疇的運作，並邀請他們參與探訪本會不同服務單位，藉著親身與同工交流，加深他們對機構前線服務的認識。我們也積極為年青董事提供各種培訓和交流體驗，包括參與世界女青年會會議、本地及海外有關機構管治的培訓等，讓他們學習相關知識和技能，擴闊視野，領導機構的未來發展。

Matching the expertise of Directors

In the face of various opportunities and challenges ahead of us in society, we believe that a high standard of governance plays a prominent role in steering the Association's development. Therefore, we extensively recruit and nurture talents to join the leadership. By annually conducting self-assessment on Board performance, identifying the expertise we need and regularly reviewing the Board composition, we ensure that the Association possesses a desirable combination of expertise and skills in leadership, with the aim to enhance its corporate governance and enable Directors to give full play to their professional knowledge, experience and ability in contributing to society.

Nurturing future leaders

The Association encouraged Directors to participate in its different committees to broaden their understanding of various fields of the Association. They were also invited to visit our service units to gain knowledge of our frontline services through personally interacting with our staff. Besides, we endeavor to nurture young Directors by providing them with training and exchange opportunities such as World YWCA conferences and training in corporate governance at home and abroad so that they can expand their horizons and be equipped with the knowledge and skill for the future development of the Association.





策略發展方向
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2 透過婦女發聲，建設公義、 和平的理想社會 CREATING A JUST, PEACEFUL SOCIETY THROUGH WOMEN ADVOCACY

作為香港婦女團體的先驅，本會一直關注婦女需要，積極推動兩性平等，同時亦逐漸發展具特色的女青運動。我們致力發掘並栽培具潛質女性成為領袖，在「支援」、「發聲」、「參與」及「能力建設」四方面與本會攜手建構兩性互相尊重的社會。

As a pioneer women's organization, we lay great emphasis on the needs of women, endeavor to promote gender equalities and steadily develop our unique style of YWCA Movement. We are eager to identify and nurture women with potentials and groom them as leaders to join hands with the Association to construct a society with mutual respect between genders by focusing on four domains: support, advocacy, participation and capacity building.



關注婦女婚姻逆境 結網同行迎希望

本會關注女性面對婚姻逆境，20年來都堅持同行，設立自資營運的婦女事工部，透過婦女法律諮詢熱線、治療小組、社區計劃及組織「自強同學會」，陪伴逾420位單親/面對婚姻逆境之婦女走過傷痛、彼此扶持、迎向未來。

憑藉服務經驗，婦女事工部於2018年5月喜獲外界資助，推行為期一年半的「心蓮心・與妳同行」婦女支援服務計劃，加強面對婚姻逆境婦女的支援服務及社區宣傳教育，吸引了原有成員及69位新加入的婦女參加。本年共2,095人次參與各項增值活動，如親子宿營、表達藝術活動、同路人小組、手作、劇場體驗、運動治療、親職工作坊、社區日、節慶/戶外活動等，以開拓她們的生活空間、紓緩情緒壓力及促進同路人彼此交流與關係建立。我們亦組織婦女代表，就單親政策需求前往立法會發聲及接受傳媒訪問，將單親家庭狀況傳達予政策制定者及社會大眾。

服務革新亦有兩項亮點：「同心行」過來人義工接受訓練後突破限制，前往家訪及關懷新接觸婦女；「1x1愛・無限」微電影創作比賽招募了29隊共146位青年人，透過青年視角及創作，呈現單親婦女及離異家庭的堅毅勵志故事。來年我們將透過微電影作品、單親網絡重聚日、政策倡議等，持續拓展單親婦女支援服務，燃亮生命。

Firm support for women in marital adversity

We devote ourselves to supporting women facing marital adversity and have been determined to stand by them for 20 years by setting up Women Affairs Department (WAD) on a self-financed basis. Through women legal consultation hotline, group therapy, community campaign and forming Self-Strengthening Club, we have been the companion of more than 420 single mothers and women experiencing marital adversity to offer them support and heal their sorrow.

WAD was delighted to have received external funding in May 2018 to launch an 18-month programme, Walking with You – Women Helping Women to step up support to women in marital adversity and enhance community education. The programme not only attracted existing members but also 69 newly joined women. A wide spectrum of activities such as parent-child camp, expressive art workshop, self-help group, handicraft and theatre workshop were organized this year to enrich their lives, help them relieve pressure and foster the interaction and relationship among women who shared similar experience. 2,095 attendances in total were reached. Our representatives also expressed their views in Legislative Council and attended media interview to address the needs of single-parent families at the policy level, in the hope of arousing the awareness of their circumstances among policymakers and general public.

Highlights of the services included volunteer training and 1x1 Love-Infinity Microfilm Competition. Women who had experienced marital adversity were trained as volunteers to offer home visit and care to other women. For the Microfilm Competition, 146 youngsters forming 29 teams were recruited as participants. From the perspective of the youth and through their creative works, stories of single mothers and split families showing their perseverance and persistence were depicted. In the coming year, we will remain committed to serving and supporting women through various initiatives such as microfilm production, reunion of single-mother network and policy advocacy.



CREATING A JUST, PEACEFUL SOCIETY
THROUGH WOMEN ADVOCACY

建設公義、和平的理想社會
透過婦女發聲，

策略發展方向
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尊重男女平等 青年攜手實踐永續發展目標

女青致力促進婦女能力發揮，而在現今世代，男女平等已不只着眼於女性，而是集結兩性力量，同心關注，才相得益彰。婦女事工部於2018年為響應聯合國「HeForShe」運動，推出嶄新的「IMPACT Uni年青領袖培育計劃」，招募一批大專及中六男女生，攜手學習聯合國「性別平等」及「消除貧窮」這兩項永續發展目標。他們以「婦女貧窮」為研習主題，透過營會、工作坊及實地探訪清潔女工、劏板房/新移民婦女，把見聞與反思化成《窮遊香港》話劇，於2019年3月的3•8女青日舞台公開演出，為基層婦女發聲。性別視覺已成為這班香港青年男女的生活日常，他們就是推動兩性尊重文化的有心人。

Respect for gender equality

The Association endeavors to empower women and bring their strengths into full play. Nowadays, gender equality is no longer just a women's issue. People of all genders should be mobilized as advocates for achieving greater impact. To echo the HeForShe Global Solidarity Movement for Gender Equality initiated by the United Nations (UN), IMPACT Uni Transformative Leadership Scheme was launched by WAD in 2018. Tertiary and secondary six students, both boys and girls, studied two of the UN sustainable development goals (SDG), "gender equality" and "no poverty", with "women poverty" adopted as the learning theme. After joining activities such as camping, workshop and personally visiting female cleaners, women living in subdivided units and cubicles as well as new immigrant women, participants composed a drama called The Hong Kong Poverty Tour encompassing their experience and reflection throughout. It was performed to the public on 3•8 HKYWCA Day in March 2019 to advocate for grass-roots women. They promote mutual respect between genders by applying a gender lens to their everyday lives.





女青運動轉化生命 婦女福音遍社群

為促進女青運動之結合與發展，本年舉辦多項具福音元素之婦女活動，服務逾600人次。其中包括透過福音午餐會招聚決志或重新立志者；重整婦光團詩歌組，藉頌唱詩歌傳揚基督教價值觀及服務社區；舉辦「有心人•婦女生命故事禮讚」，分享藉著信仰跨過逆境的故事；設立「恩典之路」查經小組回應婚姻逆境女基督徒之服務需求，重塑生命價值。此外，信義會蒙恩堂成為了本會又一村會所的伙伴教會，合辦福音聚會予會員、義工及同工。

YWCA Movement brings about transformation

To enhance the integration of YWCA Movement, a range of women's activities imbued with evangelistic elements were launched this year, serving an attendance of more than 600. They included the gospel luncheon participated by Christians and recent converts to Christianity, the reorganized hymn singing group of Women Light Club which preached Christian values and served the community, the gospel seminar in which stories of overcoming adversity with Christian faith were shared and the Bible study group addressing the service needs of Christian women in the course of marital adversity. Besides, Mong Yan Lutheran Church has become the church partner of our service units in Yau Yat Chuen to co-organize evangelistic gathering for our members, volunteers and staff.





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3 社區為本的自資居家 安老服務

COMMUNITY-BASED SELF-FINANCED ELDERLY SERVICE TO ACHIEVE AGEING IN PLACE

因應人口老化，本會一直致力為長者提供適切的服務，同時透過較靈活和多元化的服務模式，推動社區為本的長者服務，並拓展跨界別協作，期望在資源有限的環境下，提升長者服務效益及他們的生活質素，使香港成為真正更趨完善的長者友善社區。

In response to an ageing population, we are committed to providing services catered for the elders. By employing a flexible and diverse mode of service delivery, we proactively promote community-based elderly services and cross-sector collaboration, with the aim of enhancing our service impact and living quality of elderly people amid resources constraint and turning Hong Kong towards a truly age-friendly community.





Y Care女青賽馬會青健坊(沙頭角) — 融合模式服務社區

本會獲香港賽馬會慈善信託基金贊助，於沙頭角設置一所全新的服務工作點「女青賽馬會青健坊（沙頭角）」，結合長者健康中心、社區中心及日間護理中心的服務元素，為居於偏遠鄉郊的長者、護老者和社區人士提供一站式健康支援及照顧服務，以促進長者在身、心、社、靈各方面的健康發展，從而改善長者的生活質素。

除糅合健康照顧及社交支援的長者中心模式外，亦會透過鄉郊外展健康評估，及嶄新健體及認知訓練器材的應用，提升長者對健康管理及運動的意識；同時，亦會與社區伙伴合作，共同為不同健康程度的長者提供適切的服務，以建立一個和諧共融、讓長者得以居家安老的社區。

增進長者夫婦感情 建立融洽關係

長者夫婦退休後共處時間漸增，重新學習相處的藝術有助共同成長和互相扶持，本會明儒松柏社區服務中心試行夫婦性格透視小組，協助夫婦重新認識自己性格及與配偶相處之道，藉此增進夫婦關係，為晚年互相照顧奠定重要基石。

此外，透過「夫婦健步行」及「萬步愛共行」活動，鼓勵夫婦持續參與活動，建立健康生活習慣，並從而優化共聚時刻。80%參加者認同活動能協助他們與伴侶建立共同興趣，改善溝通及強化彼此關係。



YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok)

Funded by The Hong Kong Jockey Club Charities Trust, YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok), which incorporated the service characteristics of elderly health centre, community centre and day care centre was newly established in Sha Tau Kok to provide one-stop support and care service for elders living in remote villages as well as their caregivers and the local community. It hopes to promote the physical, psychological, social and spiritual health of elderly people and improve their living standard by the running of an integrated regional service centre.

Besides offering healthcare and social support, the Centre also aims to raise the awareness of the significance of health management and physical exercise among elderly people through rural outreaching health assessment and the use of innovative physical and cognitive training equipment. It also joins hands with community partners to provide services tailored to elders with varying health needs for building a harmonious and inclusive neighborhood for the aged.

Promoting intimacy between elderly couples

As elderly couples often spend an increasing amount of time with each other after retirement, learning the art of getting along with their spouse naturally facilitates their mutual growth and support. Therefore, a programme was piloted by Ming Yue District Elderly Community Centre to help elders reappraise their own personality and gain knowledge of ways to get along with their spouse, with the aim to strengthen their bond and support to each other in later years.

QualiWalk activities were launched to motivate couples to exercise together regularly and build it into their daily life, in order to establish a healthy habit and enhance their quality time. 80% of the participants agreed that the activities helped foster their common interest, resulting in improving communication and strengthening relationship.

多元化活動 紓緩護老者壓力

回應人口老化及體弱長者人口增加的情況，本會舉辦了多元化護老者家庭活動，從全面角度紓緩照顧者壓力，包括：「WE WANT」照顧計劃工作坊、「專注覺察及五感親耆有趣」小組及「笑看照顧樂」漫畫集，參與活動人次接近1,500。

「WE WANT」照顧計劃工作坊鼓勵長者實踐自己所訂下的生活目標，為生活增添姿彩；「專注覺察」活動讓護老者學習放鬆的技巧；「五感親耆有趣」小組利用感觀遊戲及玩具為媒介，訓練義工協助護老者及被照顧長者一同「玩樂」，為他們提供一個親密的合作平台；「笑看照顧樂」漫畫集引導護老者從正面及帶有幽默感的角度面對照顧路上的挑戰。不少護老者表示能從活動中發掘長者的強項及有效紓緩他們照顧長者之壓力。

Relieving the stress of carers

In view of an ageing population and a growing number of frail elders, the Association organized a diverse range of programmes for the caregivers of elderly people so as to relieve their stress from a holistic perspective. They included WE WANT Care Planning Workshop, programmes about mindfulness and five senses and publication of a comic book themed with caregiving, which attracted an attendance close to 1,500.

WE WANT Care Planning Workshop encouraged elders to fulfill their goals and lead a fruitful life whereas the mindfulness programme equipped caregivers with relaxation techniques. In Novel Five Senses Group, trained volunteers helped elders and their caregivers have fun together by making use of sensory games and toys, which promoted close cooperation between them. The comic book guided caregivers to face the challenges encountered when taking care of elderly people in a positive light with a sense of humour. Plenty of caregivers reflected that the activities enabled them to realize the strengths of elders and effectively relieved their pressure.





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4 家庭為本的特殊 發展需要的兒童服務 FAMILY-BASED SERVICE FOR CHILDREN WITH SPECIAL DEVELOPMENT NEEDS

本會積極發展「家庭為本」的特殊教育需要兒童復康服務，以整個家庭為介入對象及切入點，進行面談及服務需要評估。除致力為有特殊教育需要的兒童提供正向及多元的發展培育機會外，亦關注家長的情緒健康及夫婦關係，並為他們的家庭建立支援網絡，讓大眾能多了解並接納他們，建立共融文化。

The Association makes vigorous efforts to develop the family-based rehabilitation service for children with special educational needs (SEN). With the whole family as the intervention target and entry point, we conduct family consultation and assessment on their service needs. Besides providing SEN children with opportunities for positive multi-faceted development, we also address the emotional wellbeing of parents and spousal relationship. Support network will be established for their families to achieve public understanding and acceptance as well as social inclusion.

FAMILY-BASED SERVICE FOR CHILDREN
WITH SPECIAL DEVELOPMENT NEEDS

發展需要的兒童服務
家庭為本的特殊

策略發展方向
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女青賽馬會家庭健康促進中心——以可持續服務模式提供自資兒童康復服務

自2009年至今，本會先後有系統地發展專業介入的特殊教育需要人士的支援服務，包括「Infinity・HOPE讀寫障礙兒童支援服務計劃」、「HOPE中文拆字遊戲流動應用程式」、「逆風高飛——家庭為本特殊教育需要幼童支援服務計劃」、「女青悅兒成長服務」到校學前康復服務計劃等。於2018年自資成立兒童康復服務的跨專業團隊，名為Y SENse，成員包括社工、教育心理學家、職業治療師、言語治療師及特殊幼兒工作員等，為有需要的兒童及其家庭提供個別、小組及親子模式的兒童康復支援服務。此外，亦已於30多間中、小學提供到校教師培訓及家長教育，推動校園內的共融文化。

YWCA Jockey Club Family Wellness Centre – Y SENse

Since 2009, the Association has developed a range of support services to offer professional intervention for SEN people in a systematic manner, including Infinity・HOPE Support Project for Children with Dyslexia, HOPE Chinese Character Game Mobile Application, Y-Flight: Family-based Support for Children with SEN and Y Seeds On-site Pre-school Rehabilitation Services. In 2018, Y SENse, a self-financed multi-disciplinary team comprising social workers, educational psychologists, occupational therapists, speech therapists and special child care workers was set up to provide rehabilitation services to children and families in need on an individual, group or parent-child basis. Teacher training and parent education were also provided in more than 30 primary and secondary schools to promote an inclusive culture.



賽馬會喜伴同行計劃（第二期）

自閉症譜系障礙的學生在成長路上經常會遇上很多挑戰，包括人際溝通、社交認知、情緒管理等。本會於2018年8月成功成為八個參與「賽馬會喜伴同行」計劃(第二階段)的社福機構之一，為中、小學的自閉症學生提供校本訓練小組，協助參與的學生改善溝通、社交、解難等社群適應技巧，提升整體的社交和學習能力。小組以實證為本的介入手法，並由香港大學及教育局的教育心理學家團隊到校為本隊同工提供臨床指導。本會於2018/19學年，為18間小學及14間中學推展了60個訓練小組，服務學生人數315位。此外，計劃亦為家長和教師舉行了多場專題講座，以提升他們對自閉症青少年的認識及了解。

JC A Connect – Jockey Club Autism Support Network (Phase Two)

Students with autistic spectrum disorder (ASD) often encounter challenges on various domains such as interpersonal communication, social awareness and emotional management. In August 2018, the Association participated in JC A Connect – Jockey Club Autism Support Network (Phase Two) as one of the eight participating social welfare agencies to provide school-based coaching programmes for primary and secondary students with ASD, with the aim to improve their communication, social and problem-solving skills, and enhance their overall social and learning capacity. An evidence-based intervention approach is adopted and colleagues also received clinical training from educational psychologists of the University of Hong Kong and Education Bureau. In 2018/19, 60 training programmes were conducted in 18 primary schools and 14 secondary schools, serving 315 students. Several seminars were also organized for parents and teachers to raise their awareness and understanding of teenagers with ASD.



「我的未來英雄」支援弱勢兒童服務計劃

或許我們無法準確預知未來，但是我們能夠裝備自己，做好迎向未來的準備。只要經過探索、體驗和嘗試，在人生不同的境況中，我們也能堅定信念、勇往直前，也能成為充滿無限可能的真正英雄。「HSBC 社區夥伴計劃—我的未來英雄」透過職業體驗、生涯探索營及義工服務等，讓30多位6-10歲患有自閉症、過度活躍及讀寫障礙的學童，發掘自己的「未來技能」，為未來裝備自己。參加者透過三種職業體驗—Youtuber、廚師及動植物保育員，訓練自己的創意思維、解難能力及發展個人的獨特性。

My Future Hero Project

Perhaps, we cannot predict future, but we can always equip ourselves with necessary skills in preparing for future through exploration, experience and experiment. Funded by HSBC Community Partnership Programme, My future Hero Project was organized to help those kids who suffered from autism, attention deficit hyperactivity disorder and dyslexia to explore their talents and interests by engaging them in career planning activities and community service. Job tasting opportunities including Youtuber, chef and animal and plant care worker were provided as part of creativity and problem-solving training as well as for the development of their own character.





策略發展方向
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5 職涯發展及生涯規劃 CAREER DEVELOPMENT AND LIFE PLANNING

本會致力透過多元化活動讓青年了解職場，啟發他們個人志向，以正面態度訂立實踐計劃，從校園順利過渡至就業階段，當中包括推動跨界別合作，為在學青年提供生涯規劃及探索機會，亦與多所企業協作推行青年就業項目，提升青年人就業準備。

The Association strives to facilitate the youth to get familiar with the workplace, inspire their vocational aspiration and encourage them to formulate action plans with a positive attitude in the hope of achieving a smooth transition from school to employment. Through a diverse range of initiatives such as enhancing cross-sector collaboration, students are provided with opportunities for life planning and exploration. We also collaborate with enterprises in developing various youth employment programmes to better prepare young people for their future career.





Y Plus+女青賽馬會人才發展中心

秉持著每位青年人都可以「讓夢想著地」的服務信念，Y Plus+透過專業培訓的學習平台及主題式教室，讓青年人體驗多元化活動，將興趣發展成專業。中心以專業團隊推展各項人才發展服務，包括與企業協作之青年就業項目、為企業員工度身訂造培訓及服務、策劃大型義工活動，以及支援學校推行生涯規劃服務。年度內中心服務人次超過7,600。

配合人才發展策略，過去一年，Y Plus+成功申請成為ERB委任培訓中心，主要開辦寵物美容及各式料理課程；中心與本會生涯規劃服務隊及香港版畫工作室合辦「版畫助理」課程，培訓青年成為導師；此外，針對婦女需要，中心獲賽馬會贊助，聯同會內天水圍綜合社會服務處、青年就業資源中心及生涯規劃服務隊，策劃「Free S 婦女創業培訓計劃」。透過教授製作及銷售手工皂，提升參加者的創業技能及經驗，為婦女充權。Y Plus+ 亦發展在職人士專業培訓課程，特別針對社會工作業界同工及學校教師的需要，開辦如校園或服務調解課程；亦為有志創業人士提供自僱創業法例課程等。

YWCA Jockey Club Y Plus+ Talent Development Centre

With our conviction that every youngster can make their dream a reality, Y Plus+ helped young people broaden their exposure in an array of activities and develop their interest into profession by offering professional training and classes of various themes to them. A range of talent development programmes have been initiated by our team of professionals, which included launching youth employment projects in collaboration with enterprises, offering training service tailored for corporate staff, planning large-scale volunteer activities and providing support to schools in running life planning programmes. More than 7,600 service attendances were reached this year.

To align with our talent development strategies, Y Plus+ has become one of the appointed training bodies of ERB, mainly offering pet grooming courses and cooking courses. In partnership with our CLAP Service Team and Hong Kong Open Printshop, a course for training young people to be instructor in print art was also co-organized. Funded by the Hong Kong Jockey Club, the Centre has teamed up with our Tin Shui Wai Integrated Social Service Centre, Youth Employment Resource Centre and CLAP Service Team to initiate Free S Entrepreneurial Training Scheme for Women. By teaching them to produce and sell handmade soap, their entrepreneurial skills and experiences were enhanced, which helped work toward women empowerment. In addition, we also developed on-the-job training programmes such as mediation courses specifically catered for social work and teaching professions as well as courses on ordinances pertaining to self-employment and start-up business for business starters.



開展「Own Your Life」年青媽媽生涯規劃服務

現時社會上為年青媽媽提供的服務大都是以危機介入為主，以生涯規劃介入的服務極為缺乏。按政府統計處2018年人口計算，15至29歲的女性生育人口逾16,650人，她們大多是低學歷、低支援及高危的一群，適當的支援能協助這群年青媽媽重獲向上流動的機會及避免青年家庭危機及虐兒等社會問題。

本會一直以服務婦女為使命。透過前線經驗，我們建構「Own Your Life」年青媽媽生涯規劃試驗計劃，以生涯規劃作為介入，加強年輕媽媽的母親、學習者和工作者角色，同時建立「賦能環境」，協助她們提升能力，建立正面價值，更有信心重拾夢想和計劃未來。現時提供的服務包括輔導服務、陪月及個人護理支援服務、Yo-Life School、Yo-Life Club、「再上學」支援、「輕趣」及「堅趣」訓練、職業技能培訓、工作實習計劃、家庭及寶寶友善僱主網絡和為年青媽媽提供就業機會等。期望將來發展為「一站式年青媽媽生涯規劃服務中心」，讓更多年青媽媽受惠。



Own Your Life Young Mothers' CLP Support Services

Services targeted at young mothers predominantly centre on crisis intervention whereas career and life planning (CLP) service for them is still seriously lacking. According to 2018 population figures of the Census and Statistics Department, the number of teenage mothers aged 15 to 29 exceeded 16,650. As majority of them had low academic attainment, insufficient support and were highly vulnerable, appropriate assistance can empower them to move up the social ladders and social problems such as family crisis and child abuse can hopefully be prevented.

The Association remains committed to its mission to promote the welfare of women. From frontline experience, we developed Own Your Life Young Mothers' CLP Support Services for young mothers to reinforce their role of mother, learner and worker. Meanwhile, an enabling environment was created to build their capacity and help them establish positive values, search for their dream and plan for a brighter future with confidence. Our services included counselling, post-natal and personal care support, Yo-Life School, Yo-Life Club, support for re-attending school, interest training, vocational skill training, job placement, family- and baby-friendly employer network and employment opportunities for young mothers. We aspire to develop a one-stop CLP service centre for young mothers in future so that more of them will be benefitted.



策略發展方向
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6 機構可持續發展能力建設 ORGANIZATIONAL SUSTAINABILITY AND CAPACITY BUILDING

隨著時代變遷，人才發展和資訊科技應用已是現今機構不可或缺的一環。為促進機構整體能力建設及可持續發展，本會不遺餘力鼓勵員工發展潛能，同時加強運用科技協助管理各個服務範疇，以建立有效的機構發展動力。

Talent development and information technology have become indispensable to an organization nowadays. To advance the organizational capacity building and sustainability, we actively encourage staff to develop their potential. The use of technology in service management on different fronts is also reinforced so as to add impetus for organizational development.





策略發展方向
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深化管理能力 服務持續發展

機構向來十分重視員工的發展，為滿足不斷擴展之服務需要、加強管理梯隊之承傳及栽培領袖人才，於本年度再次聘請專業培訓機構進行第三輪之管理人員培訓計劃。共7.5天之培訓計劃分為基礎、進階及教練指導課程，內容設計聚焦管理人員所面對之挑戰及裝備未來領導能力之需要。共86人次參加課程，包括來自不同服務部門的資深及部份新晉升之管理人員。透過小組討論，參加者互相交流學習，促進不同服務部門間的認識。同時，設有分享及匯報環節，讓大家互相交換觀點及心得。為加強課程實用性，本次培訓加入更多元化之學習體驗，邀請業界人士分享成功例子及如何應用課程教授之概念及工具。

Strengthening management capacity

With strong emphasis on staff development, the Association has commissioned a professional training institution to organize the 3rd Management Training Scheme in order to satisfy the growing service needs, enhance the management succession and groom future leaders. The training programme which lasted for 7.5 days comprised basic, advanced and coaching courses, with focus on the challenges facing management staff and the leadership abilities crucial for future development. 86 attendance was reached, which included senior and newly promoted management staff from different departments. Through group discussion, sharing and presentation sessions, participants exchanged their view and learned from each other. Mutual understanding among service departments was also promoted. Besides, members of the sector were invited to share successful cases and ways to apply the concepts and tools learnt, with the aim to enhance practicability of the programme by incorporating a diversity of learning experience.





女青友伴成長計劃 II

女青之關愛文化、專業及同心協作精神，是機構之核心價值，歷來維繫著員工之間的文化承傳及屬性。自2015-2016年度第一屆女青友伴成長計劃完成後，機構進行檢視及評估，於2018-2019年度推行第二屆女青友伴成長計劃。以傳承女青文化及栽培領導能力為目標，本年度採用小組形式，由三位服務總監分別帶領三組，合共18位來自不同服務部門之管理人員，進行小組及個別會面，親身分享經驗及交流意見，亦設有三次大型聚會，以不同主題邀請其他管理層員工及董事分享心得，期望藉著計劃建立緊密的師友伙伴關係，為女青未來發展齊心加力。

「僱員支援」試行計劃 關顧員工精神健康

機構向來關心員工的福祉。生活在如香港般節奏急速的城市，在兼顧家庭、社交、個人和工作需要時，員工有時候難免感到疲累和精神壓力，甚至因此承受情緒困擾。為了照顧員工的精神健康，本會聘請顧問機構按員工需要提供支援服務，包括24小時輔導及諮詢熱線，面談輔導及臨床心理服務，內容保密，為員工提供工作環境以外的支援渠道，及早處理問題，加強抗逆能力，促進員工精神健康。

YWCA Mentorship Scheme II

The core values of the Association lie in its caring culture, professionalism and spirit, which constitute our heritage and connect our staff. Following the 1st YWCA Mentorship Scheme introduced in 2015-2016, review and evaluation on the Scheme were undertaken and the 2nd Mentorship Scheme was launched this year to pass on YWCA culture and nurture the leadership abilities of staff. The Scheme was participated by 18 management staff from different service departments, who formed three groups with each mentored by one of our Service Directors. Individual and group meetings were arranged to personally exchange views and experience. Management staff and Board Members were also invited for sharing. It is hoped that close bonding will be fostered and the Association's development will be enhanced with our concerted effort.

Employee Assistance Pilot Programme

We care for the wellbeing of staff. In a hectic city like Hong Kong, fatigue, mental stress and even emotional disturbances are not uncommon experience when we need to cope with demands from family, social, personal and career aspects. Therefore, a consultancy was engaged to offer assistance to staff with strict confidentiality for their mental wellness, such as a 24-hour counselling and consultation hotline, counselling and clinical psychological services. By providing staff with an additional source of support, it is hoped that the problems facing them can be addressed in a timely manner and their resilience is strengthened.

促進團隊建立 凝聚力量

機構致力推動和諧的工作氣氛，隨著女青服務日益多元化，員工數目亦不斷增加，其中包括來自不同專業和跨界別的員工，因此建立良好工作伙伴關係將有利於加強協作效能，令員工更投入工作。為此本會每年資助單位/部門舉行團隊建立活動，更於本年度增加資助金額，以鼓勵單位/部門同事之間的團隊建立，加深認識和了解，互相支持，同心加力，發揮協同效應，為社群提供更優質的服務。

Enhancing solidarity through team-building

The Association makes every effort to promote harmony in the workplace. Along with an increasingly diverse nature of services and a growing number of staff spanning different disciplines and sectors, good working relations have become crucial to effective collaboration among staff and help cultivate their commitment toward their work. Thus, the Association offers allowance to units/departments every year for their team-building activities and the amount of allowance was increased this year, with the hope to further enhance their mutual understanding and cohesion, and work together to serve the community with excellence.



感謝「默默耕耘女青人」 彰顯同心合一精神

女青服務得以持續發展，全賴員工盡心盡力，同心同行。為嘉許員工的努力，第三屆女青人獎以「默默耕耘女青人」為主題進行選舉，並於2018年圓滿舉行。逾700位員工就「體」、「智」、「德」、「群」四大範疇及「女青生力軍」進行網上投票，以行動表達欣賞和支持，選出最高票之得獎者。受嘉許之16名獲獎者亦獲邀分享得獎感受和心得，宣揚女青精神及文化。得獎者名單如下：吳雪君、曾家豪、鄧木有、汪益之、馮斯狄、潘詩雅、江素媚、周玉英、張瑞昆、朱穎莊、曾肖娟、彭健強、崔舒惠、梁紹豪、梁曉敏、彭芷晴。

Appreciation to our dedicated staff

The continuous development of our services is attributed to the dedication and unity of our staff. In recognition of the effort and diligence of our staff members, the 3rd Y Award Scheme was launched in 2018 to commend staff who had modestly devoted themselves. More than 700 staff members turned their appreciation and support into action by casting their vote online to elect staff members who demonstrated outstanding performance in four domains, "Young", "Wisdom", "Commitment" and "Association" as well as "Y New Blood".



與時並進 善用資訊科技

由於資訊科技迅速發展，本會為提高服務質素，本年度持續優化「顧客關係管理系統」，集中管理及保護服務使用者資訊，協助員工提供個人化的服務。同時在服務上善用各種手機應用程式、社交媒體及雲端服務，以促進服務推廣、服務使用者互動交流及提升工作效率。另外，有見社會服務需求持續增加，機構行政工作將更講求迅速應變以配合各項服務擴展，因此，機構正籌劃建構「企業資源規劃系統」，整合人力資源、財務、採購及其他系統的資訊，提升行政工作效率及協助管理人員加深理解營運環境的各種變化，以制定更有效能的決策，從而為服務發展創造更多資源。

Application of information technology

With rapid advancement of technology in this age, Information System Department continues to play an important role in the Association. Social media and mobile apps are some of the popular technologies that might help in improving the operational efficiency and service delivery. Throughout the year, continuous IT support and improvement were carried out. For example, our Customer Relationship Management System has been enhanced. On the other hand, a feasibility study on Enterprise Resources Planning (ERP) System has been planned. We believe an ERP system can provide a competitive edge in monitoring our finance, procurement and human resource functions.





Service
Development



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女青一直與社會同行，致力為社會各個階層提供多元而適切的服務。面對時代的轉變和需要，本年度本會繼續拓展各項創新服務，並積極推動跨界別合作及社區參與，連結社會不同持份者，期望藉著攜手協作，讓女青服務覆蓋更全面，進一步改善弱勢社群的生活質素，使香港成為一個關愛共融的社區。同時我們重視服務的專業性，鼓勵同工把工作與理論貫通，並透過進行研究，結合實證拓展服務，提升服務質素。

The Association makes every effort to provide a diverse range of services catered for people from all walks of life. In response to the changing times and emerging needs, we remain committed to developing various innovative services and promoting cross-sector collaboration and community engagement to connect different stakeholders in society, in the hope of improving the living quality of the underprivileged and fostering a caring and inclusive community through our comprehensive services. We also strive for professionalism and encourage an integration of theory into practice. Empirical evidence was gathered from research for service development and enhancement of service standard.



服務拓展
Service
Development

1 突破框框 拓展創新服務 DEVELOPING INNOVATIVE SERVICES

豐富體驗 實踐精彩人生下半場

近年本港開始踏入退休高峰期，不少50、60歲的「新中年人士」仍然希望為社會作出貢獻，特別是一班學歷及技術水平較高的「新中年人士」。有見及此，女青賽馬會樂齡活學中心向香港賽馬會慈善信託基金成功申請\$ 670多萬，於2017年11月起推行為期3年的「賽馬會樂活人生 Plan & Go」計劃。計劃招募了200位50歲至65歲及中三或以上學歷的參加者。透過一系列工作坊及另類體驗活動，參加者除擴闊了生活經驗，計劃團隊亦引導他們積極規劃人生下半場，發掘自己的長處及興趣，學習和強化新技能，並協助他們成立多個自務的「實踐社區」，主題包羅萬有，涵蓋香薰治療及按摩、園藝技巧、環保DIY手作，甚至廣播劇及YouTuber等多個範疇。在專業導師的帶領下，參加者以「邊學邊做」的方式，把興趣嗜好融入社區服務中，開拓人生的下半場。

Enriching life after retirement

Along with the approaching peak of retirement in Hong Kong in recent years, there exist a group of young-seniors aged fifties and sixties who still wish to contribute to society, in particular for those with higher education attainment and skill level. In view of this, YWCA Jockey Club Y Evergreen Learning Centre has launched a three-year project named Jockey Club Plan & Go Active Ageing Programme in November 2017 for young retirees with funding of \$6,700,000 from the Hong Kong Jockey Club Charities Trust. 200 participants aged between 50 and 65 with academic qualification above secondary three level were recruited to take part in an array of workshops and experiential activities. With guidance from the project team, the participants took initiative to plan for their retirement. They had not only enriched their life experience, but also discovered their talents and acquired new skills. A number of self-maintained "Communities of Practice" were also established, encompassing a variety of fields such as aromatherapy and massage, gardening, eco-friendly handicrafts, radio dramas and YouTuber. Under the instruction of professional trainers, the participants learned by practice and served the community based on their interests for a meaningful and fulfilling life after retirement.



與時並進 以科技支援讀寫障礙學童

本會獲創科生活基金資助，研發及推出「HOPE中文詞類及句子遊戲」應用程式，並舉辦啟動禮暨專題講座。應用程式內有10個「互動故事遊戲」，以插圖及真人發聲配合文字，提升兒童學習中文的興趣及動機。此外，符合情境式的學習理念有助兒童理解及學習不同語文知識，包括詞語、詞類及句子結構。程式內有超過420個詞語，取材自香港小學學習字詞表，並由香港大學教育學院講師許守仁博士擔任顧問及審閱，確保符合讀寫障礙學童的學習需要，掌握常用字詞。

為使家長更掌握應用程式的重點，本會邀請大學學者講解伴讀的意義，並以實際例子分享陪伴讀寫障礙兒童閱讀的小貼士，讓參加者更容易掌握伴讀技巧，有助提升孩子的閱讀興趣。此外，本會職業治療師介紹各種家居訓練，建議善用顏色、觸覺、聲音等進行多感官學習法，並配以簡單遊戲，如橡筋和萬字夾遊戲、連點劃線練習等，以訓練讀寫障礙兒童的感知機能，提升兒童的書寫能力。

Tech-assisted app for children with dyslexia

Sponsored by the Innovation and Technology Fund for Better Living, the Association has launched the tech-assisted learning app named HOPE Chinese Words and Sentences Game App, which contains 10 interactive games with multi-sensory aids to facilitate children with learning difficulties to easily grasp skills in learning Chinese words and forming sentences. Situational learning methods were also adopted in helping them better understand which Chinese words or sentence structures should be used in specific scenarios. The App contains more than 420 Chinese words, mainly extracted from the Hong Kong Chinese Lexical Lists for Primary Learning, all of which had been reviewed by Dr. Hui Sau Yan, Lecturer of the Faculty of Education, University of Hong Kong and Advisor of the App.

To help parents make effective use of the App, benefits of paired reading were introduced to them as it was an effective way to assist children with dyslexia in learning Chinese. In addition, sensory integration exercises with simple games and tips for household training were also introduced by the occupational therapist to strengthen the children's Chinese writing skills.

造你所想 與眾共享

香港賽馬會慈善信託基金撥款推行「青創社區系列」，鼓勵青少年共學共創，與社區人士協作以新思維回應社會需要。本會的屯門及蝴蝶灣綜合社會服務處成功申請加入此系列中的「創客教育」計劃。計劃推展初期，單位設立「實創工房」，添置了不同的工具及器材，鼓勵青少年動手創作及協助服務社區，學習三維打印、鐳射切割、木工皮匠及布繡紙藝等基本技術，更配合「設計思維」概念，推動青少年以新思維解讀及回應社區問題，達至社會創新。青少年嘗試在不同的活動展現其創意，創製了親子搖搖板、快樂鳥投射架、小型巴士、自造結他及滑板、紙作Cosplay造型及不同的木製金屬小擺設等。未來更會將「創客」這元素結連更多服務範疇，與社區人士共同創作公眾遊樂設施、為獨居長者度身訂造家居、為流浪狗家舍建造環保物料設施及為特殊學習需要學童設計感統玩具等。當創作能夠切實成為助人的工具時，本會相信會帶來社區的改變及創新，達至「造你所想、與眾共享」的計劃理念，青少年亦可從中建立自信。

Maker spirit for social good

To respond to social needs with social innovations, Youth Service Innovation Programme was jointly organized by Tuen Mun Integrated Social Service Centre and Butterfly Integrated Social Service Centre with sponsorship from the Hong Kong Jockey Club Charities Trust. It aimed at nurturing young people with innovative ways and skills so they can create a positive impact on current social issues. The Centres chose one track of Maker Education as the intervention mode and were fully equipped with necessary tools whereby young people could transform their innovative ideas into reality by creating stuff such as teeter-totter, mini bus, guitar, skateboard, cosplay model and metal decoration. In future, maker education programme will be further connected with other community partners in co-creating useful products or concepts to the public and underprivileged groups in the community. The implementation of maker education programme could help the youth explore new technology, collaborate with others, unleash their diverse potential, dream and experiment and develop maker spirit for social good.



2 連結社區

提升協同效應

CONNECT WITH COMMUNITY
TO ACHIEVE SYNERGY

服務拓展
Service
Development



關心基層 服務弱勢 義工伙伴持續務實協作

2015年開展的義工發展主題計劃「簡單·義」，目標是動員義工力量、結連社會支持，以環保手法為弱勢社群帶來實際支援，以服務行動表達關愛；計劃踏入第四個年頭共服務逾20,000人次。我們重視伙伴建立，已累積逾100間學校、政府部門、社福機構、企業及教會的支持，並透過《簡單·義》電子快訊維繫及促進更多協作。伙伴義工除了資助物資或款項，又會跟女青義工合作提供服務、探訪及分享經驗，加深了解服務對象需要，把專業應用於服務中。

本年，女青26個單位的義工聯同外界伙伴於13個地區服務共6,393位基層或弱勢人士，惠及3,068個家庭。資源開拓亦喜獲56間支持團體的支持，包括教會協作及30個新增團體，而「暖暖學子心」校服津助計劃亦可持續推行。會員事工共接收及分配逾7,300項實用物資，透過大型探訪或單位義工服務送交獨居或體弱長者、劏房戶、低收入/新來港/少數族裔/離異婦女家庭、有特殊學習需要學童家庭及無家者。未來，將以創新手法推展「簡單·義」特色服務。



Care for the grassroots and underprivileged

Launched in 2015, Simple • Just Volunteering Scheme aims to unleash the power of volunteers and garner support from community to bring substantial benefits to the disadvantaged by eco-friendly means and serve them with love and care. In its fourth year of implementation, the service attendance has reached 20,000 with support from more than 100 partners including schools, government departments, social welfare organizations, enterprises and churches. Besides, the e-news, *Simple • Just Express* is issued to build and forge closer ties. Apart from material and monetary donations, they also teamed up with volunteers of the Association to serve and visit our service targets, which enabled volunteers to gain better understanding of their needs through exchange of experiences. The expertise of volunteers was also utilized in services.

This year, volunteers from 26 units of the Association lined up with external partners to provide services to 6,393 grassroots and underprivileged people in 13 districts, benefiting 3,068 families in total. Besides the UniWarm School Uniform Subsidy Scheme, we were delighted to receive assistance from 56 supporting bodies in resources development. With coordination by staff from Membership Affairs, 7,300 donated items were given away to singleton or frail elders, tenants of sub-divided units, low-income/new-arrival/ethnic minority households and women from split families during visits and voluntary services by the service units. Looking forward, the Association will step up efforts in developing the Scheme with innovative approaches.

離院長者綜合支援計劃

離院長者綜合支援計劃以跨專業模式運作，透過醫社合作，為北區60歲或以上剛出院，但仍有較高風險再次緊急入院的長者，提供過渡性的「一條龍」綜合家居支援服務。為此計劃，北區醫院設有一隊由醫生、護士、職業治療師、物理治療師等組成的「出院規劃隊伍」，為病人出院前制訂個別的離院計劃，並夥拍由本會社工、護士、職業治療師、物理治療師及照顧員組成的「家居支援隊伍」，為有需要的長者提供離院後的過渡性護理、復康及其他家居照顧服務。

除接受服務之離院長者外，計劃亦重點為其照顧者提供服務，透過不同專業的家居培訓及轉介，強化其照顧技巧及支援網絡。同時，於長者接受服務期完結前，本計劃亦會轉介有持續照顧需要的個案至區內各項正規及非正規服務，以建立長遠支援網絡，達致長者居家安老的目標。

The Integrated Discharge Support Programme for Elderly Patients

Adopting a multi-disciplinary approach, the Integrated Discharge Support Programme for Elderly Patients aims to provide transitional one-stop integrated support services to elders aged 60 or above in North District who were newly discharged from hospitals and assessed to be at high risk of unplanned re-admission. In this connection, a Discharge Planning Team was set up in North District Hospital comprising doctors, nurses, occupational therapists, physiotherapists, etc. to formulate personalized discharge plans for patients to be discharged. Partnering with the Home Support Team formed by social workers, nurses, occupational therapists, physiotherapists and care workers of the Association, transitional nursing care, rehabilitation and other home care services were provided to elders in need through medical and social collaboration.

Apart from the elders newly discharged from the hospital, the Programme also provided their caregivers with home-based training and referral for the sake of reinforcing their caring technique and support network. Meanwhile, cases in need of ongoing care were also referred to formal and informal services in the districts before the end of the Programme so as to establish long-term support network and achieve the goal of ageing in place.





「遊玩·悠活C+C」北區跨代結連及全人健康計劃

「遊玩·悠活C+C」與多個團體及學校合作，舉辦不同類型的長幼共融活動，並以老少咸宜的「遊玩」及由日常生活出發的「悠活」作為焦點，為社區創造一個跨代和諧的空間，讓北區不同年齡層的群體共同參與「遊玩」及「悠活」活動，從而由認識、了解走向欣賞接納每一代人的重要資產及回憶，以達至社區內的「共工 (Co-work) 及共融 (Communion)」(C+C)，為北區以至香港創造更多社會資本，提升整體生活質素，建立優質全人健康生活。

計劃之活動涵蓋「衣、食、住、行」四大生活元素：「衣」—透過遊戲及不同媒體的展示，與參加者探討新舊的衣飾文化特質，並共同創作出蘊含新舊文化特色的作品；「食」—透過製作食品及營養講座，讓坊間少見的傳統美食得以於社區內傳承，並以更健康的方式於工作坊內呈現；「住」—透過宿營活動，鼓勵跨代參加者互相分享及體驗不同年代的娛樂方式；「行」—以社區導賞團、社區探索挑戰賽、攝影活動等形式，提升跨代參加者的互動及合作，並以手機應用程式及攝影展等平台展示成果。

“Play fun • Live Fun – C+C” Intergenerational Connecting & Holistic Health Campaign in North District

In collaboration with several organizations and schools, a range of activities promoting intergenerational harmony have been organized with the emphasis on “play fun” and “live fun” – both old and young people can enjoy themselves when participating together in activities closely related to their everyday living. By engaging people across generations in North District in the Scheme, it hoped to promote understanding, acceptance and appreciation of the valuable assets and collective memories shared by every generation, for achieving the purpose of “Co-work” and “Communion” (C+C) in community and creating social capital to enhance their living quality and foster holistic health.

Activities of the Programme encompassed four aspects of our living: clothing, food, accommodation and transportation. For clothing, participants explored the changing fashion styles at different times through games and different media channels. Clothes integrating both past and present elements were designed. For food, cooking classes and talks on nutrition were organized for promoting traditional cuisine less commonly seen with healthier recipes introduced in classes. For accommodation, participants belonging to different generations were encouraged to share and experience the popular entertainment at different times during camping. For transportation, by organizing activities including guided tours, Community Discovery Challenge and photography events, intergenerational interaction and cooperation were enhanced. Their achievements were showcased in platforms such as mobile app and photography exhibition.



服務拓展
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Jockey Club Place for Healthy Ageing – Shared Space for Caring Community Intergenerational Project

西松賽馬會樂齡新天地

活躍長者的晚年生活，促進跨代共融，是安老服務一大重要的課題。然而，土地不足乃業界面對的難題，在缺乏空間的情況下，服務裹足不前，難以追上社會的需要。由賽馬會慈善信託基金贊助，為期三年的「賽馬會樂齡新天地」正是循以下多方面回應有關需求。

共用空間—以「共用空間」的概念，本年5月開始與置富浸信教會合辦「樂齡課程」，既善用教會的場地，亦進一步吸納新會員，拓展服務。

跨代共融—連結區內青年中心及學校，舉辦跨代互學的活動，善用長者及青年既有的知識和技能，讓長幼互相傳授知識，從而互相學習和欣賞。此外，中心將於暑假開展一系列的「跨代學堂」課程，讓長幼共享相同的學習經歷，達致跨代共融。

活躍晚年—舉辦多元化的課程和活動，滿足年輕長者的需要，促進樂齡人士的心理社交健康，緩減人口老化帶來的問題。

Active ageing and intergenerational harmony have become important subjects in elderly service. Nonetheless, shortage of land is a common obstacle faced by the sector and under the constraint of insufficient space, services are often compromised. Funded by Hong Kong Jockey Club Charities Trust, the three-year Jockey Club Place for Healthy Ageing – Shared Space for Caring Community Intergenerational Project addressed the related needs from the following aspects.

Communal space – Adopting the concept of communal space, the Association has co-organized elderly courses with Chi Fu Baptist Church, which not only enabled an effective use of the Church amenities but also facilitated the recruitment of new members for service development.

Intergenerational harmony – Having liaised with the youth centres and schools in the district, intergenerational learning programmes were hosted. Elders and youngsters learned from each other during the programme, whereby their knowledge and skills were utilized and mutual appreciation was fostered. Besides, the Centre has launched a series of intergenerational classes which provided opportunities for the elderly and young people to learn together to work towards intergenerational harmony.

Active ageing – A diverse range of programmes and activities catered for the needs of young-old generation were organized, with the aim of promoting their psychological and social wellbeing as well as alleviating the problems arising from an ageing population.



與企業合作 推動青年職涯發展

本會相信不同的持份者皆可以善用他們的資源貢獻社會。我們一直積極結連企業成為緊密伙伴，並獲得企業支持，一同策劃針對性項目，關心社會各階層人士。

年度內本會獲得多間企業贊助，成功推行各項青年生涯規劃及就業項目，包括Project WeCan「職」出前路 我做得到！大型生涯規劃探索日、新創建集團「創建生涯路」青年生涯規劃、摩根大通銀行Road to Success青年正選就業計劃、Microsoft YouthSpark、Barclays Citizenship — Step Up Your Career、State Street Foundation — Women Empowerment Project等，協助不同年齡及學歷的青年人探索職志興趣、了解行業趨勢；並提供工作實習或就業諮詢服務，提升青年人就業準備或進修方向。企業義工更踴躍擔任師友，親身分享自己職涯故事，啟發青年人如何向目標進發。

Collective effort to promote career development of youths

The Association believes that different stakeholders can contribute to society on different fronts with the resources available to them. Therefore, we have been actively connecting with enterprises and have enlisted their support in co-organizing various targeted projects for the welfare of people from all walks of life.

With the sponsorship from a number of enterprises, several career development and life planning projects for young people were successfully held this year, including Shape Our Future: WeCan!—Project WeCan Career Exploration Day, NWS Career Navigator For Youth, JPMorgan Chase Foundation—Road to Success Youth Employment Programme, Microsoft YouthSpark, Barclays Citizenship—Step Up Your Career and State Street Foundation—Women Empowerment Project. They helped young people of different ages and academic qualifications explore their vocational aspirations and grasp the industry trends. Job attachment and employment consultation were also offered to prepare youngsters for employment and further studies. Corporate volunteers were actively involved in the programmes where they shared their experience in career development as mentors and inspired youngsters to strive for their goals.



3 推動科研 服務結合實證

PROMOTING EVIDENCE-BASED PRACTICE IN SOCIAL SERVICES



「愛＋閱讀」親子伴讀計劃追蹤研究

本會轄下的幼稚園在過去十多年致力推行「愛＋閱讀」親子伴讀計劃，並進行研究。研究證實參與伴讀計劃的學生在認字的數量、讀字的流暢度，以至學習動機上都有較佳的表現。而家長則有更強的育兒效能感和更好的親子關係，有關的研究結果已刊登在國際期刊。

為探討伴讀計劃的長遠影響，承蒙聖公會基福小學的幫忙，我們進行了追蹤研究，了解趙靄華幼兒學校及宏恩幼稚園畢業生自2014年至2018年在該校的發展情況。研究結果顯示，這些曾經參與伴讀計劃的女青畢業生與全級的學生相比，成績在多個學期裡都處於中上的水平；也有較佳的中文科和操行成績；更喜愛上中文課和數學課；對校園生活和學習都有興趣。而且高年班的效應比低年班更高，反映學生越成長，優勢越明顯，實在令人鼓舞。



Longitudinal study on Paired-reading Parent-child Reading Scheme

Over the past ten years, our nursery schools and kindergarten have made continuous effort to launch the Paired-reading Parent-child Reading Scheme. Research about the Scheme was also conducted. Findings proved that pupils who had participated in the Scheme showed better performance in terms of the number of characters recognized, reading fluency and learning motivation whereas parents demonstrated greater efficacy in parenting and had better relationship with their children. The results have been published in an international journal.

A longitudinal study was conducted to investigate the long-term effect of the Scheme. With gratitude to the support of Sheng Kung Hui Kei Fook Primary School, development of the graduates from Chiu Oi Wah Nursery School and Athena Kindergarten of the Association from 2014 to 2018 in the School was examined. Findings revealed that compared with students at the same grade, our graduates, having participated in the Scheme, obtained higher scores in Chinese subject and showed better conduct. They were more interested in Chinese and Mathematics, with academic performance above standard in a number of school terms. They also loved their school life and learning. The differences were more remarkable among senior grade students, which suggested a positive trend that when students grew up, the benefits brought by the Scheme became more significant.

實證為本 全面支援兒童情緒健康

為積極回應兒童全人發展需要，本會於2017年進行一次全港性的大型研究，就初小兒童的品格、創意、情緒、健康及社交各方面的發展進行深入探討。研究發現相對而言，兒童的情緒需要較品格、創意及社交等更為迫切，而親子關係最能幫助提升兒童情緒健康。本會基於實證數據以及情緒調節論作為理論架構，開發一套以提升兒童情緒的覺察、了解、調節、辨識他人情緒及親子關係的服務模式，並以情緒小組、日營、親子繪本及由社工編寫繪本故事作為創新介入手法。研究驗證發現活動能顯著提升兒童的情緒覺察和表達、親子關係及家長的情緒反省等。本會未來將於多個青少年服務單位推行這名為「童步6英寸」的先導計劃。

Promoting child's emotional health with evidence-based research

To promote the holistic development of children, the Association first conducted a territory-wide survey in 2017 where an in-depth investigation into the character, creativity, emotion, health and social life of children was conducted. We found that the emotional need of children was more pressing than other areas and the parent-child relationship played a vital role in fostering child emotional health. Based on the results, a new service model employing the emotion regulation theory as the framework was developed to enhance the emotional competence of children and parent-child relationship by group sessions, day camp, and storybook making. As evidenced by the survey findings, the activities significantly enhanced children's abilities to recognize and understand people's emotions. Parent-child relationship also improved.

服務拓展
Service
Development



高危中學生服務介入評估

本會獲社會福利發展基金資助進行「高危中學生服務介入評估」，計劃為期三年。首階段參與之學校達32間，研究對象分為高危及非高危學生，期望從而了解高危學生的精神健康狀況。研究發現自我概念和應對逆境能力兩者能夠預測高危學生的精神健康狀況，此外，高危學生的價值觀定位較為單一化，並且過度着重學業成績，這亦構成他們情緒困擾的重要原因。

綜合上述研究結果，本會於研究的次階段開展了針對高危學生的服務介入模式——「遇上小繁星」計劃，透過持續的小組活動提升高危學生的正面自我概念，計劃有三方面之正面成效，包括：1) 提升學生自我概念以改善精神健康；2) 改變追求成績至上的單向價值觀，重新肯定自己能力的多樣性；及3) 遇上生命同行者，加強與人的聯繫感。未來，本會將進一步推展「遇上小繁星」計劃，以回應日趨嚴重的青少年精神健康問題。

An evaluative study on the effectiveness of intervention model for “at-risk” students in secondary schools

Sponsored by Social Welfare Development Fund, an evaluative study on the effectiveness of intervention model for “at-risk” students in secondary schools was conducted to examine the mental health of vulnerable secondary school students and the associated risk factors. 32 schools participated in the first phase of the study. The results indicated that self-concept and coping ability of the students were decisive factors attributing to their emotional disturbance.

Based on the findings, A Little Star Project targeted at the vulnerable students was launched in the second phase as an intervention strategy for building up their positive self-concept. The Project proved to be effective in 1) improving students' mental health by enhancing their self-concept; 2) re-assuring students' multi-faceted abilities with new values instilled in them; and 3) helping students establish connections with people with the support from companions. A Little Star Project will be further enhanced to address the growing mental health concerns among young people.

探索影響護老者照顧的正面元素 關注護老者需要

為回應社會需要，本會於2018年完成「影響護老者照顧的正面元素之探索行動研究」，研究反映護老者與長者的相處態度及關係在照顧過程中擔當著重要角色。本會成功獲「惠民基金會」及私人捐款，推行「護老者加力支援計劃」及「加點愛·護老者支援計劃」，研究報告建議已於本會四間長者中心服務單位落實，透過開展一系列相關活動，藉以加強重塑家庭關係、紓緩照顧壓力、以及讓護老者輕鬆面對照顧者的角色。

Caring for the needs of caregivers of the elderly

In response to the social needs, the Association conducted a study titled “The Action Research Exploring the Positive Factors Affecting the Care Provided to Elderly People” in 2018. The findings revealed that the interaction and relationship between elders and their caregivers played an important role in the caring process. With the sponsorship from People Charity Foundation Ltd. and private donations, two projects, namely, Be Strong • Carer Support Project and +LOVE • Carer Support Project, offering support to the caregivers were run. The recommendations made in the research report were also implemented in four of the Association's elderly centres. By launching an array of related activities, it hoped to reshape the relationship among family members and relieve the stress of caregivers so that they can remain optimistic when performing the role of caregiver.







Our
Remarkable
Achievement



○ ○ ○ ○ ○ ○ 我 們 的 成 就

服務獎項 SERVICE AWARDS

1

僱員再培訓局 — 傑出導師獎、傑出學員獎、優異學員獎、傑出僱主年度大獎、傑出僱主獎、優異僱主獎及推廣宣傳獎

Employees Retraining Board (ERB) – Outstanding Award for Instructors, Outstanding Award for Trainees, Merit Award for Trainees, Excellence Award for Employers, Outstanding Award for Employers, Merit Award for Employers & Outstanding Award for Promotion and Marketing

於第11屆ERB「人才發展計劃」頒獎禮中，本會提名之導師、學員及僱主分別獲得多個獎項：「傑出導師獎」、「傑出學員獎」、「優異學員獎」及僱主獎項包括「傑出僱主年度大獎」、「傑出僱主獎」及「優異僱主獎」。本會亦榮獲「推廣宣傳獎」。

At the 11th ERB Manpower Development Scheme Award Presentation Ceremony, our nominated instructors, trainees and employers were conferred the following awards: Outstanding Award for Instructors, Outstanding Award for Trainees, Merit Award for Trainees, Excellence Award for Employers, Outstanding Award for Employers, Merit Award for Employers. The Association was awarded the Outstanding Award for Promotion and Marketing.



2

「敬老護老愛心券2018」慈善籌款運動 — 「機構最高籌款獎」亞軍
Care for the Elderly Charity Ticket Campaign 2018 – 1st Runner-up of the Top Fundraising Organization



本會獲敬老護老愛心會頒發「敬老護老愛心券2018」慈善籌款運動 — 「機構最高籌款獎」亞軍，連續11年躋身「機構最高籌款獎」三甲。

The Association was awarded the 1st Runner-up of the Top Fundraising Organization in Care for The Elderly Charity Ticket Campaign 2018 organized by Care for the Elderly Association. We have received the Award of Top Fundraising Organization for 11 consecutive years.

3

積金好僱主5年、電子供款化獎及積金推廣獎

Good MPF Employer 5 Years, e-Contribution Award and MPF Support Award

本會參與由強制性公積金計劃管理局主辦的2018-19年度「積金好僱主嘉許計劃」，獲「積金好僱主5年」殊榮（連續5年獲嘉許為「積金好僱主」），以及「電子供款化獎」和「積金推廣獎」。

The Association participated in the Good MPF Employer Award 2018-19 organized by Mandatory Provident Fund Schemes Authority and was recognized as Good MPF Employer 5 years. (A recognition for employers who were awarded Good MPF Employer Award for 5 consecutive years). e-Contribution Award and MPF Support Award were also received.



4

老有所為活動計劃 — 別具創意獎及地區最佳活動獎

Opportunities for the Elderly Project – Best Creative Award and District Best Project Award



本會雲華護理安老苑之「舞動傳“耆”」計劃榮獲社會福利署「老有所為活動計劃2018-19」的「別具創意獎」，而鄭傍卿護理安老苑之「長者友善八式操」則獲中西南及離島區的「地區最佳活動獎」。

The Dancing Legend Programme launched by Wan Wah Care and Attention Home for the Elderly was awarded Best Creative Award in the Opportunities for the Elderly Project 2018-19 of Social Welfare Department whereas the Eight Age-friendly Moves Programme carried out by Cheng Pon Hing Care and Attention Home for the Elderly won District Best Project Award—Central Western, Southern and Islands District.

5

《看得見的秘密》及《請給我多點時間》獲國際設計獎項
Illustration books, *The Visible Secret* and *Please Give Me More Time* won international design awards

「Y-Flight逆風高飛計劃」的兩本繪本《看得見的秘密》及《請給我多點時間》於London International Creative Competition 2018「插畫 — 平面設計」專業組別中分別獲得「Shortlist」及「Honorable Mention」級別獎項。

Illustration books of Y-Flight Project, *The Visible Secret* and *Please Give Me More Time* respectively received Shortlist and Honorable Mention Awards in Illustration – Graphic Design (Professional Category) in London International Creative Competition 2018.



6

無障礙網頁嘉許計劃 2018 — 金獎級別 (流動應用程式組別)
Web Accessibility Recognition Scheme 2018–Gold Award (Mobile App Stream)

本會研發之「HOPE中文詞類及句子遊戲」流動應用程式於「無障礙網頁嘉許計劃2018」中獲頒發「金獎級別 — 流動應用程式組別」。

HOPE Chinese Words and Sentences Game App launched by the Association has won Gold Award (Mobile App Stream) in Web Accessibility Recognition Scheme 2018.



出色表現廣受認同 RECOGNITION FOR SERVICE EXCELLENCE

1

本會總主任伍偉湛成功獲提名甄選為OSC UBS NGO Leadership Programme 2018學員之一，接受一系列的領袖訓練。課程由香港中文大學社會工作系主辦，以及愛心聖誕大行動及瑞銀集團贊助。

Mr. Ng Wai Cham, Raymond, Chief Officer of the Association was nominated to participate and successfully completed OSC UBS NGO Leadership Programme 2018. The Programme was hosted by the Department of Social Work of CUHK and supported by Operation Santa Claus (OSC) and UBS.



2



本會耆年服務部與香港理工大學護理學院雷逸華副教授合作推行「溝通及認知障礙苑友之疼痛管理方案在院舍落實」研究，並獲邀於第15屆世界華人地區長期照護會議暨第25屆老年學周年會議及第7屆跨境安老服務研討會分享實踐經驗。

The Elderly Service Department, in collaboration with Dr. Justina Liu, Associate Professor, School of Nursing, Hong Kong Polytechnic University jointly implemented a pain management programme in nursing homes and were invited to share the experience at the 15th World Congress on Long Term Care in Chinese Communities cum 25th Annual Congress of Gerontology and 7th Cross-border Elderly Care Seminar.

3

財經事務及庫務局局長劉怡翔先生、西貢民政事務專員趙燕驊太平紳士及西貢區議會主席吳仕福先生GBS, JP探訪本會服務單位將軍澳青年外展社會工作隊，與青年人交流，了解他們的心聲。

Mr. James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury, Mr. David Chiu, JP, District Officer (Sai Kung) and Mr. George Ng, GBS, JP, Chairman of Sai Kung District Council visited our Tseung Kwan O Youth Outreaching Social Work Team for exchange and sharing with young people.



4

本會與中文大學一同參與於台北舉辦的第5屆亞洲家庭治療學院年會，向各界分享「Y-Flight逆風高飛計劃」的服務成效。

The Association teamed with the Chinese University of Hong Kong participated in the 5th Annual Conference of Asian Academy of Family Therapy (AAFT) held in Taipei to share the positive service outcomes of Y-Flight Project.



5

社會福利署助理署長郭李夢儀女士探訪本會，了解本會為特殊學習需要兒童及其家庭提供的專業服務。

Mrs. Kwok Li Mung Yee, Assistant Director of Social Welfare Department visited our Centre, during which services provided by the Association to support children with special educational needs and their families were introduced.



6

本會總幹事楊建霞獲邀擔任多項活動的講員及分享嘉賓，包括於婦女事務委員會及勞工處合辦之「性別主流化與良好人力資源管理研討會」上，以「性別主流化—如何推動職場潛力發展」作主題演講，及在香港社會服務聯會主辦之「社會服務機構人力資源研討會2018/19」擔任其中一位分享嘉賓，就題目「層層遞進的人才發展：承上啟下中層人」作分享。



Ms. Yvonne Yeung, Chief Executive was invited to be a guest speaker in various seminars and forums. They included Seminar on Gender Mainstreaming and Good Human Resource Management co-organized by Women's Commission and Labour Department, where she delivered a keynote speech on "Gender Mainstreaming – Ways to Unleash Potential in the Workplace" and the HR Forum for NGOs 2018/19 hosted by the Hong Kong Council of Social Service to share on the theme, "People Development and Succession".

丘佐榮中學校外獎項2018-2019

EXTERNAL ACHIEVEMENT OF HIOE TJO YOENG COLLEGE 2018-2019

Inter-School Swimming Competition [Division Three (Kowloon One)–Boys and Girls]

Champion	3 items
1 st Runner-up	5 items
2 nd Runner-up	2 items
Other prizes	29 items
Girls Grade A 50m Free Style	Champion
Girls Grade A 100m Free Style	Champion
Girls Grade A 4 x 50m Free Style	Champion
Girls Grade A Overall	1 st Runner-up
Boys Overall	2 nd Runner-up

Inter-School Cross Country Competition (Division Three, Area 3)

Champion	2 items
1 st Runner-up	1 item
2 nd Runner-up	3 items
Other prizes	5 items
Boys Grade B Overall	Champion
Girls Grade A Overall	Champion
Girls Grade B Overall	2 nd Runner-up
Girls Overall	1 st Runner-up

Inter-School Basketball Competition (Division Three)

Girls Grade A	2 nd Runner-up
Girls Grade B	1 st Runner-up
Girls Grade C	Champion
Girls Overall	Champion

Inter-School Beach Volleyball Competition

Boys A Grade	1 st Runner-up
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Hong Kong Youth Music Interflows– Symphonic Band Contest

Secondary School Intermediate Class	Silver Award
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Hong Kong Schools Music Festival

Zheng Solo–Intermediate	1 st Runner-up
Oboe Solo–Junior	2 nd Runner-up

Hong Kong International A Cappella Contest: School Division–Vocal Band

A Cappella Team (Acappellies)	Silver Award and Finalist
A Cappella Team (Odyssey)	Bronze Award

The 70th Hong Kong Schools Speech Festival (English Speech)

Champion	1 item
2 nd Runner-up	2 items
Certificate of Merit	49 items
Certificate of Proficiency	9 items

Hong Kong Secondary Schools Debating Competition

Kowloon Region Division 3 Term 1	Champion
	Best Speaker

Speak Out–Act Up!

1-day Improvised Drama Competition	Certificate of Commendation
1-week Improvised Drama Competition	Certificate of Participation

The Hong Kong Federation of Youth Groups Standard Chartered Hong Kong–English Public Speaking Contest 2019

Runner up for Champion
Good Performance

Exchange Kowloon Regional Federations of Parents-Teachers Associations International Youth Scholarship Video Cum English Essay Competition

Winner
1 st Runner-up



丘佐榮中學校外獎項2018-2019 EXTERNAL ACHIEVEMENT OF HIOE TJO YOENG COLLEGE 2018-2019

第70屆香港學校朗誦節（中文）

冠軍	1 項
季軍	7 項
優良獎狀	24 項
良好獎狀	13 項

全國青少年語文知識大賽「菁英盃」（現場作文初賽）

一等獎	1 項
二等獎	2 項
三等獎	3 項

中國青少年語言文化學會作文比賽

一等獎	1 項
二等獎	3 項

向老師致敬2018 徵文比賽

季軍

第18屆基本法多面體全港中學生辯論賽

分區初賽	最佳辯論員
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星島第34屆全港校際辯論比賽

第二回合	最佳辯論員 最佳交互答問
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2019 Google Blocks & Google Tilt Brush Competition

3-member group	2 nd Runner-up
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Young IT Ambassador Award (YITAA) x Microsoft Technology Associate (MTA) Certification

5-member group	School Best Performance 3 rd Place
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Canadian Computing Competition (CCC) 2019

Junior Division	Certificate of Merit Honorable Mention
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Code2App Challenge—Application Development Contest

4-member group	1 st Runner-up
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MakeX Robotics Competition 2018–World Championship

Junior High School Group	Second Prize Award
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第13屆「創協盃」創意科技機械人比賽

Secondary Group - Team 1	First Prize Award
Secondary Group - Team 2	Second Prize Award

JSIT FormulaR 2019 機械人方程式賽車錦標賽

2-member group	First Prize Award
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2019 RoboSTEAM—香港區公開賽（公開組高級）

5-member group	Champion
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2019 STEM Robotics Competition

3-member group	Champion
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2018「我是發明家大獎」

4-member group	Champion Gold Award
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2019 趣味科學比賽「拾級而下」低班組整付組

2-member group 1	一等獎·最佳設計獎
2-member group 2	二等獎

The Chemists Online Self-Study Award Scheme

Diamond Award	1 item
Gold Award	1 item
Bronze Award	2 items

21st Hong Kong Youth Science and Technology Innovation Competition

Science Fiction Drawing	1 st Runner-up
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Australian National Chemistry Quiz

Certificate of Excellence	2 items
Certificate of High Distinction	7 items
Certificate of Distinction	12 items
Certificate of Credit	4 items

Hong Kong Mathematics Creative Problem Solving Competition

Bronze Award (Heats)	4 items
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「傲翔新世代」全方位青年領袖訓練計劃

季軍

明日領航者計劃

CityRun 團隊定向挑戰日 (初中組)

3人組	優秀團隊獎
4人組	全場總殿軍

少年職業規劃師比賽

4人組	職業規劃之星
4人組	最佳團隊合作精神獎
4人組	冠軍

東華三院賽馬會大角咀綜合服務中心

「民間•港•故事(伍)」中學生創業比賽—時代巨輪下的我

5人組	優異獎
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Ng Teng Fong Scholarship

Awardee

Kowloon City District Principals' Liaison Committee Award

Merit Award

Scout of the Year

Awardee





Service Report
in Brief



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服務簡報
Service Report
in Brief

基督教事工 CHRISTIAN MINISTRY

從創會至今，基督教事工不斷與時並進，一直融入本會不同服務之中，服務社群，彰顯基督的愛。透過單位推行福音性小組及活動，2018-19年度受惠達98,687人次；統籌及協調全會福音事工共接觸10,571人次，合共服務109,258人次，當中有64人決志。全年共舉辦155個小組及1,419項福音活動，一切盡是上帝的恩典。

As an organization serving the community with Christian faith, we are committed to infusing Christian ministry into various services of the Association and keeping it abreast of the times. With God's blessings, a total of 109,258 attendances were served during the year, including 98,687 through the gospel programmes delivered by the units and 10,571 through organizing and coordinating the Association's gospel ministries. 155 cell groups and 1,419 evangelistic programmes were organized with 64 non-believers converted to Christianity.



承先啓後 女青邁向一百載

迎接100周年會慶，本會於2018年10月31日舉辦「寶藏重尋，你我同行」研討會，廣邀本港各堂會教牧及機構同工一同以基督教價值觀看家庭功能，這將會是香港未來十年牧養之新挑戰。研討會乃共同探討支援「特殊學習需要 (SEN)」家庭、「沉溺行為青年」家庭、以及「銀髮一族」家庭之法，盼使基督教界及社福界共同協作，跨專業地服侍社群，分享嘉賓包括余達心博士、何羅乃萱師母、吳靜華博士、陳兆焯博士及本會董事樓瑋群博士。研討會另設有三個主題工作坊，由本會同工主領，包括「SEN兒童服務工作坊」、「沉溺青年家庭介入工作坊」及「伴樂同行@護老者工作坊」，內容具實用性及啟發性，有助增強服務推行者的實務技巧。

Marching toward the centenary

Pastors from local parishes and colleagues participated in the Seminar held on 31 October 2018 exploring the functions of families through the Christian faith on the themes of support to families of children with special educational needs (SEN), young addicts and elders. It hoped to line up collaboration between Christian communities and social service sectors in providing multi-disciplinary service to society. Dr. Carver Yu, Ms. Shirley Loo, Dr. Vivian Ng, Dr. Alman Chan and Dr. Lou Weiqun were invited as guest speakers. Besides, three workshops were hosted by colleagues in the Seminar and offered practical and enlightening advice to service providers.



凝心聚力 推展女青運動

「凝•燃•愛」福音事工計劃是由本會已故名譽董事、前基督教事工委員會主席黃定賢女士捐出港幣1,000,000元支持此計劃在未來十年之活動推展，將福音糅合社會服務，展現女青運動，當中包括幼兒、青少年、耆年福音工作、福音義工課程、福音小組教材套、同工福音工作等等。2017-2019年批出約港幣200,000元推行共11個項目。

此外，為加強糅合本會女青運動之三大元素——基督教、婦女及會員/義工的工作，本會編制《LoveHolic愛立刻教材套》及《親子小組/同工團契教材套》，內容並加插了女青運動資訊。

為使女青同工認識如何透過活動推動女青運動，本會編寫「女青運動工作指引」，並於年終推出「女青運動清單」，搜集全會過去一年推動女青運動工作之實況。本年度52個單位共推行了1,614項女青運動工作，較上年項目總數增加了7.9%。

Advocating YWCA Movement

"Condensation • Light • Love" Evangelistic Communal Service Project is supported by the late Honorary Director and former Chairperson of Christian Ministry Committee, Mrs. Shirley Cheung, who donated HK\$1,000,000 for its implementation in the coming ten years. In 2017-2019, a total of HK\$200,000 was granted for 11 programmes which integrated evangelistic components with social services to embody the YWCA Movement. They included gospel ministries for children, teenagers and elders, evangelistic volunteer courses, teaching kits for gospel groups and gospel ministries for staff.

To step up integration of the three essential components of YWCA Movement: Christian ministry, women affairs and membership affairs, "LoveHolic" Teaching Kit and Parent-child Cell Group / Staff Fellowship Teaching Kit were published in which information on YWCA Movement was provided.

YWCA Movement Guidelines were compiled to provide colleagues with suggestions on ways to advance YWCA Movement. YWCA Movement Checklist which collects information about the practice of YWCA Movement in the Association throughout the year was introduced. 1,614 Movement-related projects and programmes had been launched by 52 units this year, showing an increase of 7.9% when compared with last year.

薪火相傳 承傳創會使命

本年度共培育了65位「Y-Fire生命大使」，也舉辦了「Y-Fire生命大使計劃」退修日營，凝聚本會基督徒同工，燃點他們職場事奉及禱告之心。

2018年11月21日舉行的感恩節聚會中，除製作一段回顧九龍會所復修恩典之路的短片，感恩上帝與董事、委員、幹事一起跨越不少困難和挑戰外，香港聖公會諸聖座堂范晉豪座堂牧師以「八福人生」為題作證道，鼓勵我們活現八福人生，並將女青年會發展成為合神心意的社會服務機構。

Passing on the founding mission

To unite the Christian staff in the Association and affirm their commitment to serving and praying for the Association, 65 Y-Fire Ambassadors were trained this year and a retreat day camp was held.

The Thanksgiving Gathering was held on 21 November 2018 in which a video featured reminiscences of the journey of Kowloon Centre Rehabilitation was broadcast. With God's grace, Directors, Committee Members and colleagues have overcome many challenges throughout. The Very Rev. Fan Chun Ho, Samson Jeremiah from Hong Kong Sheng Kung Hui All Saints' Church was invited to give a sermon on the Beatitudes. He encouraged us to live out the eight blessings and develop the Association into a social service agency after God's heart.





伙伴機構及教會共同肩擔使命

本會鼓勵單位與地區教會合辦福音事工，帶領同工、會員及義工認識基督教信仰。本會有36間伙伴教會，另有13位來自不同宗派的顧問團牧師，同心發展福音工作。

香港三間青年會歷年秉承異象，每年均舉辦「世界基督教青年會/女青年會公禱週聯合崇拜大會暨普世團契」，本年度活動由本會統籌，主題為「青年充權、生命燃亮」，播放了公禱週歷史及三會青少年充權片段，講員盧龍光牧師鼓勵我們生命被更新改變，為主發亮。

Joining hands with partner organizations and churches

Our service units are encouraged to collaborate with local churches to co-organize gospel ministries and engage our colleagues, members and volunteers to get in touch with Christian faith. The Association has teamed up with 36 local churches and 13 pastors from different denominations to jointly develop gospel ministries.

World YMCA/YWCA Week of Prayer Joint Service and World Fellowship has been co-organized annually in Hong Kong by the Association, YMCA of Hong Kong and Chinese YMCA of Hong Kong. It was coordinated by the Association this year, themed with "Youth Empowerment for Good". History of the Prayer Week and stories of youth empowerment were shown in video. Guest speaker Rev. Lo Lung Kwong encouraged us to embrace a revived and enlightened life for God.





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會員事工 MEMBERSHIP AFFAIRS

本會積極透過各部門及單位招募會員及義工，期望藉著多元化的活動，促進德、智、體、群四育發展，讓生命得以成長。我們為32,770位會員提供優質服務，並加深他們對女青運動的認識和歸屬感，又致力推動義工服務發展，年內10,051位義工共投入了266,678小時的服務。

The Association endeavors to recruit members and volunteers through our departments and units. Through various programmes and activities, their moral, intellectual, physical and social development are fostered. We provide quality service to our 32,770 members and enhance their understanding and sense of belonging towards the YWCA Movement. Besides, we also promote the development of our volunteering services. During the year, total number of service hours of our 10,051 volunteers reached 266,678 hours.



凝聚義工力量 同心服務社群

本會義工獎勵計劃自九十年代設立至今，持續表揚女青義工之無私奉獻、利他精神及委身。本年度耆年服務部與青年及社區服務部分別有6位及17位資深義工獲提名參與「榮譽義工評審」，並全部順利通過考核，獲最高嘉許，成為女青榮譽義工。會員事工亦特意舉辦「榮譽義工嘉許禮」，讓兩部門歷屆榮譽義工聚首一堂，互相認識、交流心得。

我們連續12年獲社會福利署頒發「最高服務時數獎（公眾團體）優異獎」，4單位共11位資深義工獲「長期服務嘉許狀」（20年），多年熱誠與付出實在殊不簡單。感謝每位女青義工對社區及服務對象的關愛，我們將繼續拓展義工運動，鼓勵更多人同心服務社群。

Collective strength of volunteers

The Association has launched the Volunteers' Appreciation Scheme since the 1990s to commend its volunteers for their selfless dedication, altruism and commitment. This year, 6 experienced volunteers from the Elderly Service Department and 17 from the Youth and Community Service Department entered the Honorary Volunteer Nomination and Election. All were awarded as our Honorary Volunteers, the highest honor for YWCA volunteers. Honorary Volunteer Appreciation Ceremony was held, where Honorary Volunteers from the two departments came together and exchanged experience.

The Association was awarded the "Highest Service Hours Award (Public Organization) – Merit" by the Social Welfare Department for 12 consecutive years, with 11 volunteers from 4 units conferred "Long Service Award (20 years)". Their passion and devotion should be strongly applauded. We are grateful to every volunteer for their care and love to the community and service users. We shall continue to commit ourselves to the volunteer movement to engage more people in serving the community.



同心合一 推動義工運動發展

部門有見會務拓展及同工經驗傳承之需求，於2019年1月舉辦「全會義工發展同工訓練及分享會」，凝聚逾40位來自全會不同單位推動義工發展的義工經理、主任、社工及幹事，在輕鬆互動的氣氛下，一起探討培育新世代不同年齡層義工所面對之狀況及困難、實務點子、創新手法及未來發展，並邀得具豐富義工同行經驗的資深同工擔任組長，啟發討論及思考。在越加繁忙的時代，期盼分享會能促進義工運動薪火相傳，鼓勵更多跨單位結連與合作。

Promoting volunteer movement

For service development and staff succession of the Association, staff training and sharing session on volunteer development was held in January 2019. Under a relaxing and interactive atmosphere, over 40 colleagues from different service units who were closely involved in advancing the volunteer movement came together to explore the difficulties, means and best practices of the nurturance of volunteers of different generations. Senior staff with rich volunteering experience acted as group leaders to inspire participants to reflect and discuss. We hope the sharing session will enhance the succession of volunteer movement and collaboration across units.



會員義工 一銀兩面 相輔相成

本會一向鼓勵會員在接受服務之同時，亦能成為義工，貢獻才能、服務社群，彰顯及承傳「生命的栽培」這服務宗旨。我們於本年度推出優化措施，由2018年4月1日起增加會費優惠措施——凡任何人士新入會、或普通會員續會時，如過去一年內其女青義工服務時數累積達20小時，即可獲豁免會費一年，以鼓勵會員加強投入義務工作，同時亦展現義工有機會享用會員權益。自新措施推出以來，受惠義工人數達889人。本會未來將持續優化會員及義工的相關政策及系統。

Volunteers and members as mutually supportive force

We always encourage our members to contribute to the community by volunteering which serves as a means to fulfill and pass on the mission of "Enhancement of Life". Therefore, the enhanced membership fee promotion to volunteers has been rolled out since 1 April 2018. For any new members or ordinary members who wish to renew their membership, they can enjoy exemption from one-year membership fees provided that their accumulated volunteer service hours at YWCA have reached 20 hours over the past year. The initiative has benefitted 889 volunteers since its launch. Enhancement on related policies will continue in the future.





女青運動 走進社區 無遠弗屆

我們確信，近百年的機構發展與成長之路，可以趣味盎然；認識女青非但毫不枯燥，反能讓人饒有興味，甚至人人皆可從中調整個人志向，重尋初心，立志向善。而「女青·薈」就是女青運動文化、歷史、使命及故事之薈萃。過去三年，「女青·薈」以精采的活動吸引會內單位及會外機構認識女青；今年更進入豐收時刻，在參與服務的11個團體中，人次達794人，較去年增幅5倍。此外，「女青·薈」亦不止於會內單位，今年更獲學校社會工作辦事處串連，前往本會提供駐校社工服務的沙田崇真中學，向全級中一學生宣揚女青文化，誠然難得；又趁園景軒一年一度賀年活動，舉行新春版「女青·薈」，於總會所大堂設立攤位，把握機會向住宿服務的住客、來賓及社區人士介紹女青歷史及服務。逾20款度身訂造的「女青·薈」活動及遊戲套餐已妥善建立，隨時歡迎任何社區人士、企業及團體洽商活動時間。

YWCA Movement reaching the community

We believe that the past journey of the Association is full of interesting moments we can savour, and may even invite us to revisit our aspiration and reaffirm our determination to strive for social good. Y Hub is the essence of the heritage, history, mission and tale of YWCA Movement. Over the past three years, our service units and other organizations are attracted by the exciting activities of Y Hub to gain an understanding of YWCA. This year, its attendance even reached 794, a five-fold increase compared with last year, with 11 participating parties. Besides, liaised with the School Social Work Unit, we took the opportunity to promote YWCA culture to the secondary one students of Sha Tin Tsung Tsin Secondary School, where the Association offered the stationing school social work service. During the annual Lunar New Year celebration of Garden View, Y Hub – Lunar New Year Special was organized. Booths were set up in the lobby of Headquarters to introduce the history and service of the Association to guests and visitors. Over 20 tailor-made Y Hub programme and game packages are in place for any interested citizens, corporates and parties to enroll.



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婦女及家庭事工 WOMEN AND FAMILY AFFAIRS

作為本港歷史悠久的婦女服務機構，本會一直關心婦女和家庭的需要，秉持「婦女為本」的初心，致力推展婦女支援、婦女參與、婦女發聲及婦女能力建設四大核心範疇，於不同服務加強灌注婦女角度、男女共融及性別意識，並同時以強化家庭功能、推動家庭健康運動為服務信念，發展不同類型的支援服務，又在合適服務裡加強滲透基督教福音元素，結合女青運動，多方面地回應社會需求。

As a time-honored women's organization, we have been caring for the needs of women and families. Adhering to our women-driven endeavors, we advance women services with emphasis on four domains: support, participation, advocacy and capacity building. Women's perspective and an inclusive mindset with gender awareness have been instilled into our services. Meanwhile, we continue to actively engage in the initiative for family wellness and reinforcement of family functions. To enhance the integration of YWCA Movement, gospel elements are also embedded into services as appropriate.



跨代傳承 促進男女平等意識培育及倡議

婦工事工部聯同跨代義工群體持續推動多元化性別意識培育，促進兩性尊重共融。「香港女聲Glocal Y」年青女性領袖策動第三屆「中學生兩性議題辯論比賽」，獲香港中文大學亞太研究所性別研究中心支持合辦，共20間中學報名參加；精彩雄辯於社交平台直播和報導，鼓勵中學生及社會大眾思辨男女平等議題。本部又與香港工程師學會合作推行STEM及性別意識工作坊，消除中學生就職業性別定型之迷思，鼓勵女生按能力及興趣追求理想。

同時，部門積極推動逾15項中小學入校服務，就性別意識、自我保護、性騷擾、戀愛及分手處理等進行教育，及透過「Beauty in CHARM健康攝影KOL計劃」舉行攝影/性別意識工作坊，以及社區攝影作品展，促進青少年建立自信與正面價值觀，防患於未然。

倡議工作方面，青年及婦女義工本年逾10次就家庭友善政策及男女平等措施，以不同途徑如社交媒體、社區日、列席立法會、面見議員和官員、提交意見書等表達意見。



Advocating gender equality across generations

Women Affairs Department has teamed up with intergenerational volunteer groups to promote gender awareness with diverse means to achieve gender respect and harmony. The 3rd Gender Equality Debate Competition for Secondary Schools co-organized by Glocal Y and Gender Research Centre of the Hong Kong Institute of Asia-Pacific Studies, CUHK was held with 20 schools participated. Their brilliant performance was broadcast live and reported on different social media platforms to inspire students and the public to discuss and reflect on gender equality issues. Besides, with the collaboration of the Hong Kong Institution of Engineers, STEM and gender awareness workshops were organized to dispel the gender stereotype attached to occupations among students and encourage schoolgirls to pursue their vocation according to their abilities and interest.

Meanwhile, the Department actively engaged in more than 15 projects offering on-site services to primary and secondary schools concerning gender awareness, self-protection, sexual harassment, love affairs and separation handling. Beauty in CHARM KOL Photography Project was also launched with photography/gender awareness workshops and photo exhibition held so as to help young people build up their self-confidence and develop positive values.

For policy advocacy, our youth and women volunteers have expressed their views towards family-friendly policies and gender equality through a variety of means including social media, community day, attending meetings of the Legislative Council, meeting with councilors and government officials, and opinion paper submission for more than ten times during the year.



凝聚婦女義工 關注健康與能力發揮

有見乳癌位列本港女性最常見癌症之首位，凝聚不同背景與才華的香港傑出婦女義工協會自2016年起以行動回應，策劃「與妳何干？」乳健社區推廣計劃，舉辦逾20個工作坊，由協會義工（包括乳癌康復者、資深義工領袖、專業人士）向260位會內外對象講解分享及以乳房模型作示範，促進不同年齡女士主動關注生殖健康，顧己及人；有年青人隨後回家檢查並發現硬塊，萬幸及早發現和治療。協會亦放眼世界，往廣州及台北與當地女青義工交流，參觀和分享服務；又接待澳門婦女團體到訪。

「穎飛」婦女職涯計劃獲婦女事務委員會資助，推動跨單位婦女就業及職涯規劃活動，如工作坊及招聘日。而創新的「SureRun」女子跑步隊則以放鬆減壓、鍛煉毅力及實踐身心美為目標。

Unleash the potential of women volunteers

In view of breast cancer being the most commonly diagnosed cancer among women in Hong Kong, Hong Kong Outstanding Women Volunteer Association, which comprises women from different backgrounds and possessing various talents, have turned their concern into action by initiating the Breast Health • Our Concern Community Promotion Scheme from 2016 onwards. More than 20 workshops were organized, where volunteers from the Association including breast cancer survivors, experienced volunteer leaders and professionals gave briefing and sharing as well as demonstration with a breast model to 260 participants to raise the awareness on reproductive health among women. With a global vision, the Association not only received a women's group from Macau this year, but also travelled to Guangzhou and Taipei for exchange with local YWCA volunteers and service visit.

Funded by Women's Commission, a women career planning project was launched to enhance cross-unit employment and career planning programmes such as workshops and career fair. A brand new campaign, SureRun Female Running Team, was carried out with the goal of relieving stress and building up stamina among participants as well as nourishing their body and spirit.



「愛・無憂」家長教育計劃

照顧和教養幼兒並不容易，因為家長有自己的要求，孩子有自己的想法；若加上家長受情緒病的困擾，事情就更見艱難了。本計劃獲仁美清叙慈善機構贊助，分三期推行一連串支援患有抑鬱情緒家長的先導計劃，計劃反應十分理想，參加家庭的出席率也超乎想像。另外，亦有23位受訓義工的參與，為有需要的家長及幼兒提供持續關懷服務，並協助中心推廣精神健康訊息。整個先導計劃已於2018年8月告一段落，除家庭輔導、治療性小組、遊戲輔導外，連同家庭活動、社區教育、義工服務等，全年服務人數共618人及近2200人次。由於服務需求殷切，故天水圍家庭健康促進中心於計劃完結後，仍以自資營運方式延續服務，安排每月一次的義工聚會及家庭聚會，讓參加者與中心繼續保持聯繫。



Love without Fear – Parent Education Programmes

As parents have their own standards in mind while children possess independent thinking, child rearing and parenting are never an easy task, let alone for parents who are emotionally disturbed. Sponsored by Yau Mei (Miss Asia) Charity Organization, a series of pilot programmes were launched in three phases to support parents suffered from depressive mood. The programmes were enthusiastically received and the attendance rate went beyond expectation. Besides, 23 trained volunteers provided ongoing caring services to families and children in need and helped promote mental wellness. Completed in August 2019, the programmes have served 618 persons in total and reached 2200 attendances throughout the year covering family counselling, group therapy, play therapy, family activities, community education and volunteering services. In view of the keen demand, Tin Shui Wai Family Wellness Centre has continued to operate the programmes on self-financed basis, with monthly gathering among volunteers and families organized for staying in touch.

Take Care Annie愛生命計劃

對很多家庭來說，嬰兒夭折是個沉重的打擊，如何可盡綿力為這些小天使送上祝福呢？家庭健康促進中心（又一村）幸獲李露華和陳妙霞伉儷善心捐助，開展「Take Care Annie愛生命」計劃（2017-2019），為夭胎製作天使袍或被單。本中心特意邀請天水圍家庭健康促進中心合作，分別在不同地區招募婦女義工，每月定期到中心製作天使衣物包，送贈予全港八間設有婦產科的協作伙伴醫院，為有需要的家庭送上祝福。除小天使衣物包製作之外，計劃亦包括為瑪麗醫院婦產科提供「產前產後電話慰問服務」，以及為該院轉介的早夭胎及產前產後抑鬱的婦女，提供心理輔導服務。此計劃獲醫院管理局致函銘謝。並且有關計劃亦獲明報邀請作專題報導，名為「他們不再光禿禿 為流產胎做衫仔 義工助家長釋懷」及「意義在於讓胎兒尊嚴地離去」。

Take Care Annie – Love Life Project

Pregnancy loss and infant death are devastating experience to many families. With the generous donation from Mr. Conder Li and his wife, Ms. Annie Chan, Take Care Annie – Love Life Project (2017-2019) was initiated by Family Wellness Centre (Yau Yat Chuen) to deliver our blessings to these little angels by producing robes and bed sheets for them. By teaming up with Tin Shui Wai Family Wellness Centre, women volunteers from different districts have been recruited to make "little angel clothes" regularly at the Centre, which are then offered to eight partner hospitals with obstetrics and gynecology services for the families in need. Besides, a pre- and post-natal telephone counselling programme was launched for the Obstetrics and Gynecology Department of Queen Mary Hospital. Counselling services were also provided for women referred by the Hospital, who had experienced early death of child and were suffered from antenatal or postnatal depression. A letter of gratitude from the Hospital Authority was received for the programme. There were also features on the project in Ming Pao.





女青昕兒駐校服務

本會自2003年開始已為幼稚園／幼兒學校提供學校社工服務，本著「及早識別、及早介入」的原則，配合「幼兒為中心、家庭為本」的服務模式，為學校的幼兒、家長、照顧者以及教職員，提供專業、適切及到位的駐校社工服務。本會亦喜獲委任成為政府透過獎券基金撥款的「在學前單位提供社工服務先導計劃（第一階段）」17個營辦機構之一，本會的服務名為「女青昕兒駐校服務」（昕兒服務），委派學校社工，為16間幼稚園及幼兒學校，包括本會5間學校，超過3,200名幼兒，提供為期三年的駐校社工服務。有關計劃已於2019年2月順利展開。

Y Joy Early Childhood School Social Work Service

Since 2003, the Association has provided school social work service for kindergarten and nursery school. Adhering to the "early identification and intervention" principle, we render professional and tailored stationing school social work service to school children, parents, caretakers and teaching staff in accordance with the "child-centered and family-focused" service model. We were pleased to be commissioned by the Government as one of the 17 operating agencies of the Pilot Scheme on Social Work Service for Pre-primary Institutions (Phase One) supported by the Lotteries Fund. The service which has started in February 2019 is called Y Joy Early Childhood School Social Work Service (Y Joy). School social workers were assigned to 16 kindergartens and nursery schools, 5 of which are our schools, serving over 3,200 children.





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幼兒教育部 EARLY CHILDHOOD EDUCATION

二次大戰過後，百廢待興，社會對勞動力需求大增。為了幫助在職婦女解決照顧年幼子女問題，而能安心就業，本會於1948年興辦了第一間托兒所支援雙職家長。時至今天，已開辦了九間幼兒學校和一間幼稚園。隨著時代進步，幼兒服務的性質已由原來的照顧功能，提升至教育與照顧並重。我們本著基督精神辦學，以關顧兒童、家長和教師的需要為教育目標，原因是三者關係密切，對兒童全人發展影響深遠。

In response to the growing demand for labor after the end of the Second World War, the Association opened its first child care centre in 1948 to help working women take care of their young children. To date, 9 nursery schools and 1 kindergarten have been operated under the Association. As times have changed, child care services no longer solely serve the function of caring but also equally emphasize education. Adhering to the Christian faith, we aim to address the needs of children, parents and teachers as the three are interconnected and profoundly influence the whole-person development of children.



東涌新校舍育苗

本會以「生命的栽培」信念辦學，重視培育幼兒全人的發展。今年，我們獲得教育局分配新校舍，新校舍位處東涌滿東邨滿樂坊，佔地736平方米。我們以「萌動幼兒•起動人生」為新校的發展綱領。「萌」者，比喻事情剛剛顯露的發展趨勢或開端，兒童就像一顆小種子，只要有充足的養份，小種子就能萌芽成長，寓意幼稚園肩負啟蒙幼兒的使命。「動」表達幼兒好動和充滿好奇心的特質，他們從遊戲和操作中學習，因此幼稚園的課程和教學策略，必須生動有趣，才能激發他們的學習動機，達到「做中學、學中樂」果效。倘若幼兒從小感覺學習充滿刺激和樂趣，自然會建立追求知識的熱誠態度，定能對他們的學習終身受用。

不久的將來，我們將與東涌的家長共同攜手培育幼兒，屆時定當竭盡所能彰顯女青的辦學精神，不負社會人士的期望和愛戴。



New kindergarten in Tung Chung

We adhere to the mission of "Enhancement of life" in education and give emphasis on the holistic development of children. This year, we were allocated a new school premises located at Retail cum Welfare Block (JoysMark), Mun Tung Estate, Tung Chung (736 sq. m) from the Education Bureau. We believe that the kindergarten has the mission to provide nurturance and enlightenment as every child is like a geminating seed which will sprout and thrive when provided with a nourishing environment. Children are also inherently energetic and curious who learn from play and activities. A lively and interesting curriculum and teaching strategies can thus ignite their motivation in learning and enable them to learn from practice and enjoy themselves in learning. If children experience learning as exciting and fun at a tender age, their passion for knowledge will develop, which will definitely bring lifelong benefit.

We will soon join hands with parents in Tung Chung in nurturing our young children and we promise that we will spare no effort to realize the mission of the Association in education.



幼兒中心新措施

免費幼稚園教育已實施了兩年多，可惜0-3歲嬰幼兒的福利政策只是寸進，受惠不多。幼教業界毋忘這群幼小的福利，所以不斷與政府磋商，表達訴求，提出我們的關注事項。其中包括優化2-3歲班組的師生比例，由現時1比14下調至1比8，讓老師有更多空間與兒童互動，照顧他們的發展和學習需要；提高學額資助，以減低學費至家長可負擔的水平；以及增加幼兒中心的託位，以支援家長照顧初生子女，並釋放婦女勞動力，讓她們投身社會工作，紓緩社會上人力資源短缺的問題。我們欣喜社會福利署承諾在新學年，優化2-3歲班的師生比例至1：11，教師部份的薪酬將由政府資助，而學費資助也有新安排。相信這些措施有利學費下調，減輕家長的經濟負擔。另一方面，政府也積極尋求資源，以解決託位嚴重不足的問題。展望新一年，幼兒教育又有一番新景象，實在令人鼓舞。

New initiatives of child care centres

While the Free Quality Kindergarten Education Scheme has been implemented for about two years, only meager improvement on the welfare policies towards infants and toddlers aged 0-3 was seen. In view of this, the early childhood education sector continued to deliberate with the government and express our concerns and requests. They included: to enhance the teacher-to-pupil ratio of classes for children aged 2-3 from the ratio of 1:14 to 1:8 to provide teachers with more room for interacting with children and attending to their developmental and educational needs; to raise the subsidies for places in order to reduce the tuition fees to an affordable level; to increase child care service places to support parents to take care of their newborns and facilitate more women to join the workforce to reduce the shortage of labour.

It is encouraging that the Social Welfare Department is going to adjust the teacher-to-pupil ratio of classes for children aged 2-3 to 1:11 in the coming school year, with the government subsidizing a portion of teachers' remuneration. New arrangement on fee subsidy is also in place. The initiatives are conducive to reduced tuition fees and lessened financial burden of parents. The government is also proactively seeking resources to alleviate the shortage of child care service places. Looking ahead, the early childhood education will enter a new era.





持續進修 教師專業發展

老師是推動幼兒教育的核心成員，他們的專業發展必須與時並進，才能配合教育的政策，滿足幼兒的學習需要。本會重視師資培訓，每年均從課程檢討所得，制訂老師的培訓計劃。今年以聯校形式進行的培訓，計有教授幼兒數學、英語故事和音樂活動等技巧訓練。因應校情制訂校本培訓則有「幼兒視覺藝術教育教師發展研究計劃」、「幼兒體能活動帶領技巧」和「遊戲、學習、成長」計劃等。本會又安排了一位校長參加由教育局主辦的「2018/19學年韓國首爾幼稚園考察課程」及兩位主任參加「2018/19學年幼稚園領袖專業培訓課程」到北京考察交流，以擴闊視野，學習所得，將進深強化學校的質素。

Professional development of teachers

Teachers play a pivotal role in childhood education. Their professional development should keep pace with the times in order to align with current education policies and suit the educational needs of children. Therefore, the Association focuses on teacher training and develops training programmes every year based on an annual review of curriculum. This year, an inter-school training programme for teachers was held to brush up on their teaching skills in mathematics, English storytelling and music activities. We also engaged in school-based trainings including professional development programme on visual art education for children, skill training for leading physical activities among children and Play-Learn-Grow in Hong Kong Kindergartens Project. Besides, one of our principals participated in the 2018/19 Kindergarten Visits to Seoul, Korea hosted by the Education Bureau whereas two senior teachers went on an exchange tour in Beijing for the 2018/19 Professional Training Programme for Kindergarten Leaders. The experience has broadened their horizons and brought an enhanced quality of education.





服務簡報
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中學教育——基督教女青年會丘佐榮中學 SCHOOL EDUCATION — The Y.W.C.A. Hioe Tjo Yoeng College

自1971年創校至今，基督教女青年會丘佐榮中學靠著神的恩典，一直堅守崗位，為莘莘學子提供優質教育，並得到社區人士的認同和支持。在過去一個學年，丘中全校學生人數共718人，保持24班的結構，以英語授課。丘中抱持基督教教育的使命，「嚴中有愛」，悉心栽培學生，讓他們有均衡健康的發展。2019年3月，有445位小六學生申請丘中41個自行收生學位，競爭相當激烈。

The Y.W.C.A. Hioe Tjo Yoeng College (HTYC), in God's Grace, enjoys continuous support of the community to provide life-nurturing education to their students. 2018-2019 is the first year of a new three-year cycle of school development. The major area of concern is the students' engagement in learning, with the focus on active exploratory involvement and problem-solving skills. Running on a 24-class structure (totaling 718 students) and a full-range EMI curriculum, HTYC upholds the notion of "high expectations with love". For their S.1 admission interviews in March 2019, there were 445 applicants for 41 discretionary places.



豐富學習機會 促進健康成長

丘中為學生提供多元化的學習機會，讓學生發展興趣，發揮才華。老師積極勤奮，設計日常課業，安排各類比賽，舉行全校性大型活動如福音週、英文週、學術週等。不同的學生組織，如四社、學生會、領袖生、學生輔導員、興趣學會等，也為學生舉辦多元的活動，讓學生享受豐富而踏實的學習生活。

這個學年，福音週的主題為「GLOW世代」，目標是鼓勵同學好好發揮自己的才能，而活動得到學生的踴躍支持，當中有47位同學決志信主，接受栽培。英文週也有配合的主題「Count Your Blessings」，宣揚感恩和關心。至於學術週的主題是「Active Engagement & Proactive Learning」，推動學生投入學習生活，提升學習興趣，並邀請了香港著名作家韓麗珠女士在學術週會分享寫作和閱讀心得。



另外，學校第二次舉辦中三級科創專題研習，學生需要留意日常生活中的難題，然後透過分析，研製一個解決難題的產品，在STEAM Fair中展示。這項活動讓學生有一個很深刻的學習經歷，而大部份學生作品亦有很高水平。學校也為中一及中二級學生安排了有趣的科創活動，把初中三年建立成科創專題研習系統的初模，提升學生的科學創新知識和技術，培養他們解難的能力。學校還透過活動和比賽推動科創教育，包括由香港圓桌會舉辦的24小時腳踏車慈善籌款大賽、由U-STEMists舉辦與世界知名的林漢明教授協作的大豆種植計劃、由世界自然基金會香港分會舉辦的微塑膠問題研究等。此外，「進深資訊科技課程」繼續為中二至中五級的學生提供高階的資訊科技課程，內容包括電腦編程、機械人知識和技術、人工智能等等，讓學生成為未來智能社會的電腦專才。

在英國皇家音樂學院攻讀歌劇演唱的邱惠美校友，和在英國劍橋大學攻讀心理學博士班的陳遵良校友亦於本年回母校分享心得，他們的分享對學生有很大的啟發和鼓勵，邱惠美校友更演唱一曲，技驚四座。學校也邀請了在2004年以電腦程式「買雞易」勇奪亞太資訊及通訊科技大賽中學組大獎的丘中隊伍成員何德毅校友，在學術週會中分享學習及創業心得。

Abundant learning opportunities

HTYC offers a good variety of opportunities to suit the diverse interests and needs of students. Teachers provide a wide spectrum of learning activities, ranging from daily work to special weeks, inter-class competitions, whole school events, etc. Moreover, there are extra-curricular activities organized by various student bodies including Student Union, School Prefects, the 4 Houses, Student Counsellors, Further Education & Career Guidance Student Counsellors, etc. All these conjoint efforts allow students to enjoy a rich and fruitful school life.

To highlight, there was the Evangelistic Week in October 2018; the theme was "GLOW Generation" – 47 students expressed commitment to Christ Jesus. In February 2019, there was English Week with the theme of "Count Your Blessings", spreading the message of care for family, friends, other people and nature. In April and May 2019, there was the Academic Week with the theme of "Active Engagement & Proactive Learning" with a series of fun-rich learning activities. This year, the Academic Assembly featured a talk by famous Hong Kong writer Ms. Hon Lai Chu, inviting teachers and students of other schools for meaningful sharing and exchanges.

The S.3 project-based learning (PBL) activity, together with their counterparts in S.2 and S.1, formed the PBL scheme of HTYC, aiming at nurturing students' problem-solving skills and their advancement in STEAM education. STEAM activities have been vigorously organized to stretch students' interests as well as capability in technology-related facets of daily life. Such activities ranged from 24-hour Pedal Kart Charity Race, the Mr. Bean Project organized by U-STEMists in collaboration with famous Prof. Lam Hon Ming of The Chinese University of Hong Kong, the Big Issues of Microplastics organized by WWF, etc. An important prong is certainly The Enriched IT Class Programme, running advanced IT training courses for S.2 to S.5 students, which certainly helps elevate students' IT competence to a very senior level. The programme is starting to incorporate elements of Artificial Intelligence, hoping to equip students with a very strong backbone of 21st century technical skills essential to the future walks of life.

This year, two alumni from England, Mr. Lucas Chan, PhD candidate in University of Cambridge, and Ms. Yau Wai May, opera student in Royal Academy of Music UK, visited their Alma Mater. Wai May gave a brilliant performance of opera singing and Lucas delivered a presentation on learning skills, both giving students great inspirations. In the Academic Assembly in February, alumnus Mr. Ho Tak Ngai Jack, Senior Engineer, Hong Kong Applied Science and Technology Research Institute Co. Ltd. shared his learning and career experience with fellow schoolmates. He was one of the team members for the 2004 Asia Pacific ICT Award winning innovation "Easy Buy Chicken".

學生勤奮堅毅 屢獲優異成績

大部份丘中學生在畢業後都是繼續升學。在2019年香港中學文憑考試中，學生成績優異，67.2%的學生獲得大學聯招派位。在過去一年，丘中學生在不同比賽中取得優異的表現，屢獲殊榮。在2018「我是發明家大賽」中，丘中隊伍以發明品Windows 90獲得金獎，評審團給予高度評價，更建議學校為作品申請專利。另一隊伍在「RoboSTEAM 2019比賽」中勇奪冠軍，有機會到日本大阪大學參加Universal Robotics Challenge 2019。更有一組學生在「香港中小學科學機械人大賽2019」奪得冠軍，參加美國矽谷探索之旅，收穫豐富，滿載而歸。另外，全國青少年語文知識大賽「菁英盃」香港區賽，丘中學生獲選到國內參加全國賽。

Outstanding academic and non-academic performance

In HKDSE Exam 2019, the performance of HTYC students were very outstanding, outweighing averages of Hong Kong students. 67.2% students had JUPAS offers to local university programmes. Graduates of 2019 have different pathways for further academic and career pursuits, including Medicine, Chinese Medicine, Nursing, Business & Management, etc.

HTYC students had indeed demonstrated talents, tenacity and team spirit in a wide range of competitions, gaining an accolade of trophies. These included robotics competitions, scientific innovation competitions, competitions on language competence, sports competitions and music competitions. To highlight, one of the S.3 PBL teams last year continued to develop their prototype and constructed an easy-clean window, Windows 90, which won Gold Award in 2018 我是發明家大賽—the judges highly commented on the invention and suggested securing a patent for it. A group of students won championship in RoboSTEAM 2019 and were selected to represent Hong Kong in the Universal Robotics Challenge 2019 held in Osaka University, Japan. Another group of students won championship in HK Primary and Secondary Schools STEM Robotics Competition 2019 and joined the Silicon Valley Technology Exploration Tour in summer 2019. Our students also represented Hong Kong to participate in Ching Ying Cup, a national competition on language competence in mainland China.





全面均衡發展 培育僕人領袖

丘中相信，學生面對世界的急速發展和變化，需要廣博的知識基礎以及均衡的發展，尤重個人品格素質的培育，除了學業成績，學生需要參與體育或藝術活動。丘中亦設計了「六年社區關懷計劃」，讓學生有機會認識社會上需要幫助的人，藉此推動學生關心社會，服務社群。這個學年的焦點是關心戒毒人士。2010年開始，學校建構資優教育系統，幫助學生發揮不同才華，倡導「人人可成才」的理念。丘中的教育孕育出優秀的畢業生，他們有扎實的知識和能力，良好的品格，傑出的領導才能，以及服務的精神。丘中期盼他們成為僕人領袖，榮神益人。

Holistic development towards servant leadership

HTYC upholds holistic well-being of the students and students are expected to pursue academic excellence as well as good character. Formal and informal curricula aim at helping students achieve balanced developments in multiple aspects, namely in the moral, intellectual, physical, social, aesthetic and spiritual dimensions. They also need to join social services. The "6-year curriculum of community concerns" could highlight to students a spectrum of needy people in Hong Kong, and the focus this year was caring for people under drug rehabilitation.



This approach also aims at helping students identify and develop talents of their own. The gifted education of the school, which advocates "gifted education for all", has contributed a lot in tapping the talents and stretching the potential of many students. Various strengths in particular have been highly recognized, namely, language competence (in both English and Chinese), IT and STEAM competence, music and sport talents, and services. Through these various elements in the HTYC school life, graduates possess admirable competence, upright character, leadership qualities and a spirit to serve. Specially, HTYC is nurturing servant leaders for the future.



服務簡報
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in Brief

青年及社區服務 YOUTH AND COMMUNITY SERVICE

本會十分重視兒童及青少年的全人發展，積極鼓勵他們實現夢想及服務社群。配合社會需求日增，現時本會轄下之青少年及社區服務包括十間綜合青少年服務中心、兩隊青少年外展社會工作隊、兩隊鄰舍層面社區工作隊、梁紹榮度假村及女青中樂團等，並為四十多間中、小學提供駐校社工服務。

Children and youths are the pillars of our future society. Hence, the Association lays great emphasis on nurturing their holistic growth and encouraging their self-actualization and social participation. To cope with social changes, the Association has been operating ten integrated social service centres, two outreaching social work teams, two community work teams, Sydney Leong Holiday Lodge, HKYWCA Chinese Orchestra, and providing stationing school social work services at over 40 primary and secondary schools.



助孩童面對困擾 重投愉快童年 Helping Children Cope with Stress

「童年・不再一樣」

兒童及青少年是社會的未來主人翁、社會的棟樑，他們身心發展及生命質素是我們所看重的。本會重視兒童的全人發展，學童除了面對讀書壓力外，在人際關係上亦面對不少困難，倘未能及時處理，容易對兒童自我存在價值構成負面影響。「童年・不再一樣」計劃主要協助情緒起伏大及生活屢受挫折的學童重新經歷一個快樂的童年。此計劃由社工辨別有情緒及行為困擾的學童，以小組形式讓他們重整自我，教導他們如何處理日常生活中的挫敗、人際關係的失落及各種的情緒困擾。小組以體驗活動形式推行，讓學童能將內在壓抑的情緒，以輕鬆形式表達及釋放，有效協助學童處理情緒困擾。

Childhood • It's Not The Same

Children and youth are the precious asset and key pillars for society in the future so we do care for their holistic development and their personal growth. They commonly encounter stress from study and interpersonal relationship during their puberty. If not properly handled, it could cause negative impact on their self-worth and self-esteem. Childhood • It's Not The Same Programme aimed to target at the children who have emotional disturbance where the social worker used group experiential learning as a way to equip them with necessary skills in handling frustration, depressed mood and other emotional issues.



「Play Heart Work SMART」 專注力不足兒童支援計劃

為提升兒童的執行技巧及專注力，並加強家長的管教技巧，本會特為懷疑或確診專注力不足的小學生及其家長提供「Play Heart Work SMART」專注力不足兒童支援計劃，內容包括兒童專注力訓練、自理營、音樂治療、體適能訓練、家長小組、親子義工及親子旅行等。此外，計劃獲得滙豐香港社區夥伴計劃贊助，成功出版了一份「FOOD JAMMING x 專注力食譜」，透過中醫及營養學的理論，設計了9款具食療作用以加強孩子專注力的食譜，並讓公眾人士認識專注力不足兒童的表徵及推廣社區共融訊息。

Play Heart Work SMART Project for the Children with ADHD

In strengthening children's executive functioning and concentration skills as well as parenting skills, Play Heart Work Smart project was especially designed for those who suspected or suffered from ADHD by engaging them in a series of training courses including concentration skills, self-care, musical therapy, parents group, parents-child voluntary service and outing. With the sponsorship from HSBC Community Partnership Programme, a cook book aimed at enhancing child concentration with nine healthy recipes incorporating Chinese medicine diet and nutrition concept was published to promote social inclusion.



搭建成長舞台 展現青少年藝術才華 Nurturing the Youths Talent in Performing Arts

「CROWD BIG」青少年才藝培育計劃

為創造一個展現青少年獨特多元才能的平台，凝聚追尋共同才藝夢想的同路人，以一同自我挑戰及突破自己為服務理念，本計劃以「We Are One」為主題，培育數十名對表演藝術滿載熱誠的青少年，讓他們互相支持及交流，創造一同成長的平台，由「We」發展成一體的「One」，並透過多項體驗活動，如社區快閃、街頭音樂表演、錄製唱片、改編曲詞、社區大匯演和才藝交流營等，讓青少年人以音樂作為鞭策自己進步的動力，以不易放棄的態度，真切地體會「改變」自我、堅毅不屈，並推動青少年建立成長核心價值。

CROWD BIG Youth Talent Development Project

Creating a supportive environment is a prerequisite for young people to grow as people need a platform that allows them to show their talents. CROWD BIG Youth Talent Development Project aimed to nurture their talent with the theme of "We Are ONE" by providing a platform for them to show and exchange their talents. They devoted their passion into performance arts by taking part in community shows, busking, album debut, lyric writing and talent shows. Performance art became a motivator for them in personal development, where they learnt not to give up easily and maintain their perseverance.



《開荒牛》



自九十年代起，天水圍經歷多年的發展，由一片小荒地演變至人煙稠密的社區，第一代天水圍人見證社區的演進，有見及此，本會邀請第一代「開荒牛」以口述歷史分享天水圍的發展和他們獨特的故事，再將故事改編成舞台劇劇本，舉行名為「開荒牛 | 天水圍人演」的戲劇匯演，由天水圍的年輕人主演，細說天水圍人默默耕耘及努力克服生活困難的一面，並洗脫天水圍「悲慘城市」的負面印象。

A Pioneer

Tin Shui Wai has developed from a small village built on reclaimed land, to a town of over 300,000 people, and as such it has undergone many changes with a unique process since it was conceived by the Government in 1990s. Tin Shui Wai has long been stereotyped as a problematic city in a remote area of Hong Kong, filled with high-density homes and burgeoning population. In order to help get rid of this stereotype, a group of young people who grew up in Tin Shui Wai, created a play about its unique story of development that they witnessed while living there. They ultimately wanted to demonstrate their perseverance, hard-working attitude to the public through a play from their perspective.

勇創生命旅程 助青少年面對逆境 Assisting the Youths to Face up to Adversity

「毅·非凡3.0」生命體驗計劃

人生就像大海中一次旅程，有峰迴路轉、有驚濤駭浪、有逆風轉向；但是人生中輸贏成敗並不是最重要，相反最重要的是你有沒有勇氣踏出第一步，在茫茫大海中努力尋覓屬於自己生命中的一座光明燈塔。「毅·非凡3.0」生命體驗計劃讓一眾青年人與四位「生命鬥士」分成小組，分別經歷一次三日兩夜環繞香港一周的帆船非凡體驗，面對各種驚濤駭浪的挑戰，從中培養青少年積極樂觀的態度，提升他們面對逆境的應變力。整個過程被攝製隊以真人show形式拍攝，製作短片——《逆風旅程》，當中更邀請資深導演關信輝先生分享，從而啟發青年人如何樂觀堅毅面對逆境。

Life is Beautiful Experiential Project 3.0

Life's journey is like sailing as we may encounter many ups and downs and lots of uncertainties. Taking the first step with courage in achieving a life goal is like finding the lighthouse at sea. The Life is Beautiful Experiential Project 3.0 provided a 3-day special sailing challenge, sailing around Hong Kong with four "life fighters", in which the project aimed at nurturing the young people with perseverance and resilience ability in facing and dealing with challenges. The whole journey was filmed and the famous film director Mr. Kwan Shun Fai, was invited as honorable guest in inspiring how the young people manage the adversity with positive attitude.



「尊重生命，逆境同行」(好心情@學校微型計劃)

為回應學生之情緒及精神健康需要，本會於2018-19學年獲優質教育基金資助合共\$4,000,000，為20間中小學推行「尊重生命，逆境同行」(好心情@學校微型計劃)，以回應有關學生精神健康及輕生問題。計劃透過中大團隊設計的「甄別工具」，辨別「低抗逆力」及有「高精神健康風險」的學生，作出次級預防。藉表達藝術、園藝治療、水果治療、弓箭、歷奇等多元手法小組活動和關愛社區行動，以及多場為教師及家長提供的講座和工作坊，提升學生的正向情緒及抗逆能力，建構正面及積極的校園氣氛。

Joyful@school Projects

Funded by Quality Education Fund which provided more than 4 million dollars in support of the well-being of mental health of young people, the Association has organized Joyful@school Projects for 20 schools as one of the preventive measures of youth suicides, which particularly targeted at junior form students. These students often have lower resilience with higher mental health risk, thus we managed to select students with a higher need for support and guidance by using special screening tools designed by the Chinese University of Hong Kong. The programmes aimed at strengthening resilience of young people to stress by providing a series of training such as expressive arts therapy, horticultural therapy, fruit therapy, archery, community service, and adventure-based counseling activities. Teachers workshop and parents talk were also provided in helping them deal with this complicated issue.





金禧伴你五十年 跨越同步創未來

本會於六十年代因應社會對宿營場地的需求，於1968年開展了營舍服務，至今已有五十年。為了慶祝營舍服務金禧紀念，梁紹樂度假村舉辦了一系列慶祝活動，其中「快樂同遊日」邀請居於東涌的基層家庭參與，享用度假村別出心裁的活動及營地設施，如紮染、樹頭彩繪、躲避盤、射箭、攀石及戶外廚房等活動，一起共享歡樂時光，體驗「美好人生，快樂同行」。

Celebrating 50 Years of Excellence

HKYWCA Sydney Leong Holiday Lodge has been providing camping services since 1968, and this year has marked its 50th anniversary. In celebrating this meaningful moment, HKYWCA Sydney Leong Holiday Lodge designed a series of programmes like cloth dyeing, tree painting, dodgebee, archery, rock climbing, outdoor kitchen to the Tung Chung neighborhood.



另香港女青中樂團五十多年來由一個只有數名成員的中樂組，發展至今成為本港最活躍的業餘中樂團之一，每年都為觀眾精心舉辦別具特色的音樂會。中樂團本年聯同四擊頭敲擊樂團在荃灣大會堂演奏廳上演了一場充滿澎湃動感的擊樂音樂會《擊 • Strong Point》，以敲擊樂作為音樂會的主題，奏出《歡慶序曲》、《生生不息》、《百年孤寂》等名曲。

HKYWCA Chinese Orchestra started from few members more than 50 years ago and has now expanded to become one of the most important professional amateur Chinese Orchestras in Hong Kong. Every year they provide highly acclaimed performances to the public. This year, a concert was held with the "Four Gig Heads Percussion Group" at Tsuen Wan Town Hall with the theme of cross-over with percussion and well-known musical episodes were delivered.



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職涯發展及持續教育 CAREER DEVELOPMENT AND CONTINUING EDUCATION

致力實踐本會「生命的栽培」服務宗旨，職涯發展及持續教育部為各個階層人士提供持續教育、職業技能培訓及就業服務，並與不同持份者緊密合作，讓服務使用者得以持續學習，裝備技能。

Striving to realize the mission of "Enhancement of Life", the Career Development and Continuing Education Department provides people from all walks of life with continuing education, vocational training and employment services. By closely collaborating with different stakeholders, lifelong learning and skills enhancement are promoted.



服務與時並進 積極發展人才

為協助失業及轉業人士重新找到工作目標、掌握實用技能，本部成功開辦多個僱員再培訓局（ERB）課程，包括「物理治療助理」、「職業治療助理」、「花店實務及花藝設計助理」、「健身指導員基礎證書課程」等。連同50多項其它課程，全年共開辦186班，就業掛鈎課程之平均學員就業率逾85%。為與學員及家人分享學習成果，本會分別於2018年5月及11月舉行ERB「人才發展計劃」聯合畢業典禮，合共超過400位畢業學員及其親友出席。

本部一向重視優質服務，在2018-19年度成功通過ERB周年審計之自行評審，獲評為「第一組」，連續第十年保持最佳評級。同時，本會致力讓參與人才發展的各個持份者的努力獲得肯定，在2019年1月第11屆ERB「人才發展計劃」頒獎禮中，本會成功提名導師及學員分別獲得「傑出導師獎」、「傑出學員獎」及「優異學員獎」，以及多間企業獲得僱主獎項，以表揚他們積極支持人才發展；本會亦榮獲「推廣宣傳獎」。

本部關心就業困難之社群，並透過個案方式協助有需要人士。由勞工處委託本會營運之天水圍一站式就業及培訓中心，年度內為656位待業人士提供就業輔導及培訓服務。



Actively engage in manpower development

To facilitate the unemployed and displaced workers to re-establish their work objectives and be acquainted with practical skills, several training courses of Employees Retraining Board (ERB) have been introduced, including physiotherapist assistant training, occupational therapist assistant training, florist and floriculture assistant training and physical fitness instructor training. 186 courses in total were offered during the year and over 85% of the trainees of Placement-tied courses have secured a job on average. The ERB Manpower Development Scheme Joint Graduation Ceremony was held by the Association in May and November 2018, where over 400 graduates and their relatives participated to celebrate their accomplishments together.

We value service excellence and in 2018-19, we have successfully passed the ERB Annual Management Audit and were graded level one, the best rating in self-assessment for 10 consecutive years. In recognition for the contributions of different stakeholders in manpower development, our trainers and trainees were conferred ERB Outstanding Award for Instructors, ERB Outstanding Award for Trainees and ERB Merit Award for Trainees respectively at the 11th ERB Manpower Development Scheme Award Presentation Ceremony held in January 2019. Several corporates also received awards for employers as commendation for their enthusiastic support. The Association was awarded the ERB Outstanding Awards for Promotion and Marketing.

Employment difficulty is one of our concerns and we have been actively supporting the people in need using the case approach. Commissioned by the Labour Department, the Association operates the "Employment in One-stop" in Tin Shui Wai, which has rendered career counselling and training services for 656 job seekers during the year.

增強婦女能力 建立社會資本

為關懷婦女在不同人生階段的需要，僱員再培訓局委託本會營運之「陪月一站」年度內為1,617位家庭僱主轉介陪月員及嬰幼兒照顧員，並協助1,447位陪月及嬰幼兒照顧員獲得就業機會，整體服務指標達標率為106%。

此外，本年增設「陪月員及嬰幼兒照顧員獎勵計劃」，並於2018年11月舉行「陪月一站頒獎禮」，由僱員再培訓局行政總監吳國強先生BBS頒發獎狀予11位獲得「優質服務獎」及23位獲得「新晉陪月員及嬰幼兒照顧員獎」之學員，更有僱主到場分享陪月員的優秀表現；傳媒的報導亦大大提升僱主對「陪月一站」的認受性及學員的工作信心。

針對年青媽媽的需要，「陪月一站」與本會「生涯規劃服務隊」合作的「年輕媽媽陪月服務支援計劃」，由2018年7月開始，已為超過10位年青媽媽完成陪月支援服務，未來將爭取更多資源以加強陪月服務。

為關顧家庭主婦及低收入人士之教育需要，本部獲勞工及福利局資助65班成人基本教育課程。超過90%之服務對象來自內地及東南亞等地區，並報讀語文課程。此外，2018年10月邀請了柏克萊國際銀行首次帶領就讀小學四年級之成人學員進行互動英語工作坊。出席同學受到義工們的鼓勵，大大增加學習英語的信心。



Empowerment of women

To take care of the needs of women at different stages of life, the Association was commissioned by the ERB to run the Smart Baby Care Scheme. During the year, it has offered referral services to 1,617 household employers, which provided employment for 1,447 post-natal care helpers and infant care helpers. An overall achievement rate of 106% was reached.

Besides, an Award Scheme for post-natal care helpers and infant care helpers was introduced this year. At the "Smart Baby Care" Award Presentation Ceremony held in November 2018, Mr. Byron Ng Kwok Keung, BBS, Executive Director of ERB awarded certificates to 11 awardees of the Quality Service Award and 23 awardees of the Uprising Helper Award. Employers shared the outstanding performance of their helpers at the ceremony. Thanks to the media coverage, recognition for the Scheme among employers, as well as confidence of the trainees in their job were substantially enhanced.

To address the needs of young mothers, Smart Baby Care Scheme has collaborated with CLAP Service Team of the Association in launching the "Y Mother": Young Mothers' Post-natal Care Support Services. From July 2018 onwards, more than 10 young mothers have received the services. In future, we will strive for more resources to reinforce the post-natal care services.

In view of the educational needs of housewives and low-income groups, 65 basic adult education programmes have been run by the Association with subvention from the Labour and Welfare Bureau. Over 90% of the service users were from the Mainland and Southeast Asian regions and enrolled in language courses. In October 2018, Barclays Hong Kong was invited to conduct an interactive English learning workshop for adult students in primary four. With encouragement from the volunteers, their confidence in learning English was boosted.



回應社會需要 拓展新服務

為支援老齡化社會以及照顧者的需要，本部為耆年服務部協辦「社區復康訓練員課程」。課程吸引了有意加深對社區復康工作認識的人士報讀，年度內已成功開辦兩班。

有見社區內診斷為有特殊學習需要之兒童日增，照顧者亦需要加強此方面的知識。年度內本部成功發展及向ERB申辦「特殊學習需要兒童課餘託管技巧基礎證書(兼讀制)課程」，為相關服務提供者裝備實用知識及技巧，年度內共成功開辦四班。

New initiative to address social needs

In response to an ageing society and the emerging need to support caregivers, we have teamed up with the Elderly Service Department in organizing the Community Care Worker Training, which catered for people who aspired to gain deeper understanding of community rehabilitation. Two classes have been run during the year.

Considering a growing number of children in Hong Kong being diagnosed with special educational needs (SEN), the need for caregivers to broaden knowledge in this regard becomes prominent. This year, the Department successfully applied for the running of After School Care Skills for SEN Children Basic Certificate Programme (part-time) to equip service providers in related fields with practical knowledge and skills. Four classes were held during the year.



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耆年服務 ELDERLY SERVICE

面對人口老齡化帶來的挑戰，本會致力提供多元化長者服務，協助長者在熟悉的社區安享晚年，並藉著推動跨界別協作，讓社會資源得以有效運用，共建長者有善的關愛社區。

Facing the challenges brought by an ageing population, the Association strives to render a variety of services to support the aged to live a contented life in their neighborhoods. Cross-sector collaboration is encouraged to achieve an effective use of social resources for building a caring and age-friendly community.





Promoting age-friendly community

The Association has actively engaged in building an age-friendly community in response to the needs arising from an ageing population. With the support of stakeholders and participation of elders, our elderly service units have made continued effort in this regard. For example, more than a hundred of elders were recruited and trained as Age-friendly Ambassador in North District and the Looking into the Multi-faceted Age-friendliness Campaign themed with "Respect and Social Inclusion" was launched to advocate age-friendly messages to primary and secondary students. Besides, an open forum on elderly participation was organized where stakeholders including government departments, academic institutions and elderly representatives exchanged views on enhancing social participation of elders for promoting an age-friendly North District.

Subsidized by the Opportunities for the Elderly Project of the Social Welfare Department, a 1-year project called Eight Age-friendly Moves was carried out by Cheng Pon Hing Care and Attention Home for the Elderly to promote the eight domains of an age-friendly community. The Dancing Legend Programme was also launched by Wan Wah Care and Attention Home for the Elderly where dancing teams were formed by elders and student volunteers. The programme was awarded Best Creative Award by the Opportunities for the Elderly Project of the Social Welfare Department.

推動長者友善社區 促進社區關愛

回應人口老化需要，本會致力建設長者友善環境，讓更多長者能夠居家安老。在地區持份者支持和長者積極參與下，各耆年部服務單位持續推動長者友善社區工作，包括於北區培訓及組織百多位長者成為「長者友善大使」，以「尊重和社區包容」為主題，舉辦「長者友善多面睇」計劃，並向區內中小學生宣揚長者友善社區訊息。此外，更舉行以「長者參與」為主題的社區論壇，並邀請地區持份者如政府部門、學術團體、長者代表等，就著如何提升「長者參與」元素互相討論及分享，共同致力打造「長者友善北區」。

鄭傍卿護理安老苑亦獲社會福利署「老有所為活動計劃」贊助，推展為期一年的「長者友善八式操」，於南區推廣「長者友善社區」的八大範疇，希望讓長者能活在一個充滿愛的友善社區，共同建構長者期許的景象。雲華護理安老苑之「舞動傳「耆」」計劃，由長者及學生義工共同組成「舞出生命」小組，更榮獲社會福利署「老有所為活動計劃」的「別具創意獎」。



安寧在院舍 照顧彌留長者

生老病死是人生必經階段，院舍一方面明白到住院的體弱長者希望可以舒適及有尊嚴地準備離開，另一方面亦希望可以協助家人陪伴彌留長者以減少離別遺憾，兩者意義同樣重大，因此兩院舍分別與不同持份者合作，讓苑友在自己熟悉的院舍環境中，舒適及有尊嚴地度過人生的最後旅程。

雲華護理安老苑透過與香港老年學會合作，推行賽馬會安寧頌「安寧在院舍」計劃，設置了安寧室，讓臨終長者在佈置溫馨的房間中，接受專業護士的紓緩治療及照顧。鄭傍卿護理安老苑亦參與了救世軍「香港安老院完善人生關懷計劃」，除設置了房間——「晨曦閣」，為臨終長者及家人提供獨立的空間，亦為體弱苑友實現夢想，曾舉辦生日感恩會、重遊苑友舊居、重回昔日教會等。

Palliative care in residential homes

While death is inevitable, we understand that to frail elders in residential care homes, it carries significant meaning that they can approach the final stage of life with comfort and dignity, and their relatives are there to provide company to alleviate feelings of grief and loss. Therefore, our two care and attention homes for the elderly have liaised with different stakeholders to support residents to live their final days in a familiar environment with comfort and dignity.

Collaborating with Hong Kong Association of Gerontology, Wan Wah Care and Attention Home for the Elderly has carried out the Jockey Club End-of-Life Community Care Project: End-of-life Care in Residential Care Homes for the Elderly. A hospice room was set up where elders approaching the end of life receive palliative care from specialized nurses in a cozy environment. Besides, Cheng Pon Hing Care and Attention Home for the Elderly participated in the scheme, Palliative Care in Residential Care Homes for the Elderly of the Salvation Army. A room called The Dawn was specifically set up for residents who enter to their terminal phase and their relatives. We also helped frail elders fulfill their dream such as organizing thanksgiving birthday gathering, revisiting their former residence and church.





善用社區資源 推動長者預防認知障礙症

誌寶松柏中心去年獲社會福利署「老有所為活動計劃」贊助推行「腦友智愛好鄰里」計劃，計劃結連不同專業人士，包括中醫、西醫、護士、臨床心理學家、健康管理師、健腦操導師及體適能教練，為自覺記憶困難及輕度認知缺損的長者舉辦「健身」、「健腦」及「靜心」活動；明儒松柏社區服務中心亦獲社會福利署「老有所為活動計劃」贊助推行「智在社區・守望傳愛」計劃，目的為提高社區人士對認知障礙症的認識及提升大家對此疾病的關注。

Pooling resources for dementia prevention

Subsidized by the Opportunities for the Elderly Project of the Social Welfare Department, Chi Po Neighbourhood Elderly Centre has launched the "Dementia Friends" Campaign which networked various professionals including Chinese and Western medical practitioners, nurses, clinical psychologists, healthcare managers, "Brain Gym" instructors and fitness trainers to offer physical training, cognitive training and meditation to elderly people having self-perceived problems with memory and mild cognitive impairment. Ming Yue District Elderly Community Centre has also organized the "Dementia-friendly Community Programme" to raise the public awareness of dementia.

融合科技和創意 提倡長者健康管理

本會各長者社區服務單位與香港賽馬會、長者安居協會及香港中文大學合作，推行賽馬會「e健樂」電子健康管理計劃，透過利用數碼雲端電子健康管理系統及設備，定期收集健康數據，資料會直接經由護士、保健員及社工等跨專業團隊，作出即時的健康數據儲集及分析，希望鼓勵長者關注自己的健康，提升其自身健康管理能力。

為提升服務成效，各中心計劃開展以健康為題的服務計劃，如長青松柏中心配合中醫養生著作《黃帝內經》中的「神養」、「動養」、「臥養」及「食養」，推行一系列養生保健活動；誌寶松柏中心開展推動長者自我健康管理的「+-乘除愛健康」計劃，提倡長者要為自己的生活習慣作調整，如加(+)決心、減(-)不健康習慣等。

Advocating health management with technological innovations

Working in conjunction with Hong Kong Jockey Club, Senior Citizen Home Safety Association and the Chinese University of Hong Kong, elderly service units of the Association have carried out the Jockey Club Community eHealth Care Project in which health data is regularly collected and transferred to a multi-disciplinary team comprising nurses, health workers and social workers by cloud technology for monitoring and follow-up. It hopes to promote the health awareness among elderly people and empower them to build self-management habits.

To enhance service impact, our elderly centres have initiated various programmes themed with wellness. For example, Cheung Ching Neighbourhood Elderly Centre has organized an array of wellness and healthcare activities in accordance with the Chinese medicine classic Huangdi Neijing. Besides, a "+ - x ÷" Wellness Campaign was launched by Chi Po Neighbourhood Elderly Centre to advocate self-management of health among elderly people by adjustment in their daily habits such as boosting (+) determination and giving up (-) unhealthy habits.





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Y HOSPITALITY

本會轄下之Y Hospitality致力為客人提供優質的住宿服務。隨著時代變遷，為有需要人士或其家庭提供舒適、貼心的住宿環境以回應社會的需求。Y Hospitality更將營運所得的收益用作支持本會提供各項自資社會服務，積極為有需要的社群及促進社區和諧作出一分力。

Y Hospitality is always committed to providing quality accommodation services to our customers. To keep abreast of the times and meet the growing needs, we have been constantly striving to provide comfortable and caring accommodation for people and their family who are in need of temporary accommodation. All the operating income of Y Hospitality is used to support HKYWCA's self-financing social services so as to actively contribute to the community and in compliance with our Association's core values and missions.



為弱勢社群提供優惠住宿服務

本會一直以實踐關愛社會及推動社會共融為使命，峰景軒更於2019年推出短期社會住宿服務計劃，供急需短期住宿之人士入住；並設立關愛住宿優惠，讓青年人於國際交流或生命培育等活動時以優惠價格享用優質的住宿服務，使社會各階層可獲裨益。

Providing preferential accommodation services to disadvantaged groups

Caring for the society and encouraging social integration have always been the mission of HKYWCA. In 2019, Summit View Kowloon has launched a short-term social accommodation service for those people in need of temporary shelter because of their family problems or other plights. Besides, Y Hospitality also offered accommodation priority with preferential price to young people for international exchange programmes and other social activities so as to benefit all sectors of the community.

提升設施配合優質服務

2018-19年度，園景軒及海棠軒已分別完成部份客房之翻新工程，全新客房內的設備均由專業人士悉心籌備，以進一步提升住客的住宿體驗。

同時，位於峰景軒大堂之地中海餐廳-Summit Café已於2018年12月正式營運，為客人帶來優質的餐飲體驗，使Y Hospitality之服務更趨多元化。

Improved facilities and quality services

Y Hospitality has always been making every effort to better the accommodation services and facilities to ensure a safe, clean and homely environment. During the year of 2018-19, both Garden View and Begonia Residence have completed its room renovation to improve the lodging experience of our customers.

In the meantime, Summit Café which is located at the lobby of Summit View Kowloon was officially opened in December 2018, bringing our guests a new quality dining experience and thus making Y Hospitality's services become more diversified.

學生及青年培訓

Y Hospitality致力與本地各教育學院及社福機構合作，給予學生及青年參觀和培訓的機會，令他們對行業有更深入了解，期望有助他們在職業生涯作出合適的規劃。

Student and youth training

Y Hospitality has always been cultivating all possible collaborative relationships with different education institutes, vocational schools and other social service entities, providing their students and the youths with internship or familiarization programmes. Through these experiences, they will hopefully understand more about the nature of hospitality industry and develop their interest for their future studies or careers.





服務簡報
Service Report
in Brief

公益業務拓展 SOCIAL BUSINESS DEVELOPMENT

配合本會「策略發展行動方案」的理念，本年度三個主要社企項目均持續加強與政府、商界及社福界的合作，積極推動長者就業、居家安老、豐盛耆年等層面的發展，持續及有效地回應社會需求。

In line with the “Bold Steps” strategic plan, we continue to step up collaboration with the government, corporates and social service agencies in three major social business initiatives during the year to address the needs of society by promoting elderly employment, ageing in place and active ageing.

Y Garden View Lounge 園景軒餐廳

本年度園景軒餐廳繼續以提供就業及培訓機會予年長退休人士為主要營運理念，並推行彈性工作時間安排，配合長者的就業情況及需要。我們亦透過接受不同有關香港中高齡就業情況的傳媒專訪，於大眾媒體上推動及鼓勵長者就業，讓他們可擁有更充實的退休生活，體現老有所為的實踐。另外，餐廳亦進行多項環境及設備改善工程，冀為顧客及員工提供更佳的用餐及工作環境；幸得顧客們的長期愛戴，本年度餐廳的財務表現為成立以來最佳之一。

Y Garden View Lounge

Y Garden View Lounge remains committed to providing employment and training opportunities for older retirees. Flexible working hours were introduced this year to cater for the needs of the elders. By attending different media interviews in relation to the employment of the elderly and middle-aged, and encouraging their employment, it is hoped that the elders will lead a fulfilling life after retirement with a sense of worthiness. Several improvement works on the environment and facilities of the restaurant were also carried out to provide customers and staff with a better dining and working environment. With gratitude to the long-term support of customers, we have achieved the best financial performance this year since its opening.

Y Silver Link 安居通

本年度本部積極發展社區教育工作，於本會總會所開設「長者安居體驗示範屋」，透過實地參觀、體驗、測試及互動遊戲，教育長者及護老者如何為長者締造舒適及安全的家居生活環境，喚起關注；同時，本年度亦新增「一站式電動輪椅評估及訓練服務」、「長者家居環境改善服務」、「長者友善家居網上評估」及「DIY長者家居簡易改裝」等多項專業服務。我們期望透過提供嶄新及多元化的專業服務、社區教育及長者家居生活產品銷售，全面照顧長者衣食住行，提升其家居生活質素，達致「居家安老」的願景。

Y Silver Link

We actively engage in community education and Y Silver Link's home safety demonstration room was set up at the Association's headquarters this year. Through site visits, experiential activities and interactive games, the elders and their caregivers learn how to create a comfortable and safe living environment for them. Besides, a range of professional services such as one-stop powered wheelchair assessment and training service, home environment enhancement service for the elderly, online assessment of age-friendly home and home modification DIY for the elderly have been introduced. By offering a variety of innovative and professional services, promoting community education and selling elderly household and daily living products, we hope to take care of every aspect of the elderly people's living and enhance their living quality for advancing ageing in place.



Y Fitness 躍動力

本年度Y Fitness積極回應社會「50+」人士對專業健體服務的殷切需求，除了在本港不同新地區開辦廣受歡迎的「綜合運動班系列」外，亦推出針對不同運動需要而設計的「主題訓練班系列」，如水中健體、ZUMBA®健身舞、女士強骨負重、肌筋膜放鬆及肌肉伸展、普拉提訓練等運動班。另外，我們亦積極發展多項專業服務，包括私人指導、企業康體、專業體適能評估、康體教育等，成功把服務擴展至全港14區，亦是成立3年以來首年度達致收支平衡。同時，我們持續為有意成為專業健體教練的年青人提供培訓及就業機會，期望協助推動本地健體行業的發展。

Y Fitness

In response to the eager demand for professional fitness service among the "50+" citizens, the well-received integrated sports courses were newly launched in several districts in Hong Kong. Thematic training courses catering for various training purposes such as aqua fitness, ZUMBA® dance, weight-bearing exercise, myofascial release and muscle stretching exercise and Pilates have been introduced. We also actively develop an array of professional services such as personal training, corporate wellness programme, physical fitness assessment, recreation and sports education. Our services have been expanded to 14 districts and a balanced budget was achieved for the first time since its launch 3 years ago. Besides, we continue to provide training and employment opportunities for youngsters who aspire to pursue a career as professional fitness coach, in the hope of fostering the development of local fitness industry.



服務簡報
Service Report
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女青活學中心 CENTRE OF LEARNING AND LIFE ENHANCEMENT

女青活學中心是一個創新及專業的教育中心，主要以兒童及家庭為對象，提供一站式全方位及國際化的教育課程及活動。於2018-2019年，中心為超過 600個家庭提供接近450項不同類型的課程及活動。

The Centre of Learning and Life Enhancement (CLLE) is an innovative and professional one-stop learning centre equipped with a full spectrum of multicultural educational services catering for children and families. Nearly 450 courses and activities of wide variety were provided in 2018-2019, serving well over 600 families.





本中心International Kids Club以「寓遊戲於學習」為方向及模式，提供不同類型的教育活動及服務，讓孩子開心快樂地成長。本中心亦提供一系列「互動親子」課程及活動，讓父母與孩子一齊遊戲、一同學習、一起成長，藉以增進親子及家庭關係。同時，我們的Helpers Training Academy亦為在職家傭提供不同培訓活動，從而優化及培育她們的工作技能、態度及習慣，讓她們在支援家庭的工作中更有效發揮其所能。

同時，本中心每年均會舉行一系列大型比賽及活動，讓家長能夠親身陪同子女一起參與，例如：課程開放日、足球分齡賽、體操比賽、籃球玩樂日、畫展等。我們亦成立Y Dream Teams體操隊及足球隊，代表女青年會出外比賽，讓孩子可以在更大的舞台，進一步發揮所長。



Our International Kids Club advocates learning through play. An array of learning activities and services is provided for promoting a happy childhood.

Interactive parenting programmes and activities are also offered for parents and children to learn, play and grow together, thereby enhancing their parent-child and family relations. Besides, our Helpers Training Academy provides domestic helpers with various on-the-job trainings with the aim to reinforce their job-related skills and establish good work practice so that they will effectively serve the caregiving role for the family.

In addition, a range of large-scale competitions and events such as open day, football match by age groups, gymnastic competition, basketball day and painting exhibition are organized every year for parents to participate with their children. Y Dream Teams – gymnastic team and football team set up by the Centre also take part in competitions on behalf of the Association, which offers children a wider arena to give full play to their strength.





服務簡報
Service Report
in Brief

傳訊及資源拓展 COMMUNICATION AND RESOURCES DEVELOPMENT

女青得以穩步發展邁向百年，除自身努力外，亦有賴政府及社會各界同行者的支持與參與。為此，在本會各部推陳出新、開拓服務的同時，轄下傳訊及資源拓展部亦努力推廣企業品牌，透過不同媒體、活動及各種創意宣傳策略及手法，向公眾傳達本會目標、理念及動向，接觸社會不同階層，維繫與持份者長久以來建立的深厚關係，以長遠發展並鞏固本會深耕細作的社會服務機構形象。

The steady growth of the Association is attributed to its own effort as well as the support and participation of the government and various sectors in society. While our departments have been developing services with an innovative mindset, the Communication and Resources Development Department (CRDD) actively engages in brand building and promotion by delivering the mission, value and latest information of the Association to the public, getting in touch with different sectors of the community and maintaining the close ties with stakeholders through the media and a range of activities and publicity strategies.



多元媒體推廣 與時並進

為有效讓社區人士了解女青服務，本部一直有效利用不同類型的媒體與平台向大眾傳遞本會資訊。在網路無國界時代，我們努力發展女青「自媒體」，利用社交平台幫助大眾並為他們主動發聲。

由本部設立的女青面書專頁，成立至今已有逾2,000名追隨者，他們的積極分享，讓本部各項活動推廣成效更大、更順利，如於2018年秋天推出的「ChariTea月滿相聚特別版」籌款項目，成功利用多媒體圖像、影片及文字，為本會深水埗長者飯堂籌得經費，為長者提供長達十八個月的免費午餐及食物券。

籌款以外，本部亦透過社交「自媒體」發放各項活動資訊，如2018年推出的「女青新耆事」系列，透過影片及專訪，介紹本會多項嶄新的耆年服務，而短片平均瀏覽人數突破20,000人次，教人鼓舞。

傳統媒體依然是本會的重點宣傳方案，本年度女青共獲384篇正面媒體報道，除續於《文匯報》撰寫生涯規劃專欄外，本部今年亦舉辦了多個記者會、調查發佈及採訪活動，讓市民更了解女青服務及各類社會議題。而付印經年、全港唯一免費派發之女性季度雜誌《女聲》仍繼續發行，並續推出網上版供市民免費下載瀏覽。

Keeping abreast of the times

The Department has leveraged a variety of media platforms to disseminate the Association's information to the public for enhancing their understanding of our services. We also spare no effort to develop our own media by employing social media platform to offer support to the public and make their voices heard broadly.

The Facebook page of the Association established by the Department has attracted more than 2,000 followers since it was created. Their enthusiastic sharing greatly enhanced the effectiveness of our promotions. For example, the "ChariTea Mid-Autumn Box Set" fundraising project launched in the autumn of 2018 has raised fund for the Association's elderly canteen in Sham Shui Po through multimedia images, videos and texts. Free meals and food coupons for a span of 18 months were offered to elderly people.



In addition to fundraising, information of our activities is also shared on our social media channels. In 2018, a series of videos and interviews were produced and conducted, which introduced several innovative elderly services of the Association. It is encouraging that an audience of over 20,000 was attracted on average.

Conventional media remains our primary focus in publicity. This year, the Association has received positive media coverage for 384 times. Besides the column on career planning in Wen Wei Po, a number of press conferences, releases of survey findings and interviews were conducted to advance public understanding of our services and various social subjects. Women's Voice, the only local women's magazine which is free of charge continues to be issued quarterly. Electronic version of the magazine is also available for free public download.



建立企業關係 籌募資源

女青珍惜每位同路的「女青人」，一如以往，本部積極支持合作伙伴參與香港社會服務聯會的「商界展關懷」/「同心展關懷」計劃，本年度共提名103間公司/機構，全部成功獲頒發標誌，足見本會與合作伙伴攜手服務社區的成果。

由本部策劃的“棗”點愛ChariTea慈善計劃，於本年度喜迎十周年，為此本部特別以「愛十回•拾回愛」為主題，並設計有趣的卡通吉祥物及精美信封茶包，免費為市民送上紅棗茶之餘亦鼓勵他們拾回對身邊人的愛。活動成功籌得逾\$230,000以支援女青自資婦女服務。

Enhancing resources through partnership

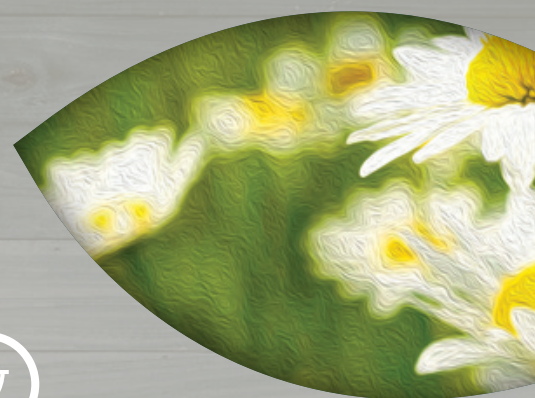
We value every companion on our journey. As always, the Association strongly supports our corporate partners to participate in the Caring Company Scheme organized by Hong Kong Council of Social Services. This year, 103 caring companies/ organizations in total were successfully nominated by the Association, which served as an indicator of the achievements accomplished by our concerted efforts in serving the community.

Initiated by the Department, the ChariTea Programme celebrated its 10th anniversary this year. Red-dates tea bags beautifully designed as a letter with adorable cartoon mascots were distributed to citizens to encourage them to send love and care to people around them. More than \$230,000 were raised to support our self-financed women services.





Central
Administration



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中央行政
Central
Administration



中央行政 CENTRAL ADMINISTRATION

妥善及專業的行政支援能有效提升機構管治水平，加強服務質素，幫助服務暢順開展和推行。因此，本會設有完善的中央行政部門，並聘用專業行政人才，負責不同性質的行政工作，與服務部門緊密溝通和配合，提供優質而穩妥的行政支援。

Effective and professional administrative support significantly enhances corporate governance, strengthens service quality and facilitates the smooth running of service. By recruiting a team of competent administrative and managerial staff with different expertise, we have established well-functioning Central Administration Departments serving various administrative purposes and duties. They closely collaborate and coordinate with the service departments and offer quality comprehensive administrative support.

人力資源管理

為配合機構的持續發展，人力資源部繼續夥伴各服務部門及管理層，發展員工能力、培育繼任人選，及提升人力資本的靈活性。持守女青年會的使命，配合服務發展，及促進現時和長遠服務社會的發展需要，是人力資源部策略性的核心項目。

Human Resources Management

To prepare for the continuous growth of the Association, the Human Resources Department continued to partner with the service departments and management to advance the capabilities, talent succession and agility of the work force. Upholding YWCA's mission and facilitating the service development in line with the needs of the community are the core purposes and strategic initiatives of human resources for the current and long-term development of the Association.

2018/2019年度完成之重點項目包括：

1. 為了提升員工的專業發展和能力，本年度完成了多項員工培訓計劃，加強員工的專業、管理和個人能力。
 - A. 董事、管理層和員工的會內培訓和講座：
 - ① 由董事會成員分享出席澳洲舉行之2018 Better Boards Conference後的學習心得和知識，並分別邀請個人資料私隱專員及廉政公署專業資深培訓人員向董事會成員介紹相關法例要求，以加強他們對良好機構管治的認識。
 - ② 分別邀請廉政公署和平等機會委員會的專業培訓人員在定期舉行的幹事會中，向員工講解於工作場所中如何防止貪腐（工作操守），以及歧視和騷擾行為的發生，促進員工對法例的理解和遵循。
 - ③ 各中央行政部門的管理人員舉行了一場簡報會，向120名行政助理及管理人員的員工進行講解，以加強各服務單位對中央行政部門的政策和程序的了解。
 - ④ 為了確保良好績效管理持續執行，特別為新加入或剛晉升為管理人員的員工，講解本會績效管理的概念、執行須知及進行績效管理時的注意事項。

Major tasks completed in 2018/2019 included:

1. To enhance the professional development and capabilities of staff, several staff development projects have been accomplished for the year focusing on staff's vocational, managerial and personal capabilities.
 - A. In-house training and talk for Board, management and general staff:
 - ① Sharing of the thoughts and key learnings of the Better Boards Conference 2018 in Australia was conducted by a Board Member. External senior training professionals from the Independent Commission Against Corruption and Privacy Commissioner for Personal Data were invited to present to Board Members on the Do's and Don'ts of related ordinances to enhance Board Members' knowledge on corporate governance and best practices.
 - ② Talks were organized in the regular all-staff-meetings on the Prevention of Corruption (Ethics at Work) and Prevention of Discrimination and Harassment in the workplace. These talks were conducted by the training professionals from the Independent Commission Against Corruption and from the Equal Opportunity Commission respectively to enhance staff understanding and compliance.
 - ③ To strengthen the knowledge of the administrative assistants and management staff in the respective service units, a briefing session held to a total of 120 participants on the key policies and procedures of central administration was conducted by managers of the respective central administration departments.
 - ④ To continuously enforce the best practices on performance management system, a special briefing session was conducted for newly joined or promoted appraisers on the concept of good performance management and key attention areas in conducting performance appraisals.



人力資源管理 HUMAN RESOURCES MANAGEMENT

- ⑤ 舉行2018管理層退修會，以檢視2016-2020年各個策略發展行動方案的進度，及相關行動計劃的成效，以規劃及作出相應的跟進和行動。
- ⑥ 為加強員工對投資的認識及擴闊其全球視野，強積金服務公司在幹事會中以「中美貿易戰的影響」為題，從資產管理角度向員工進行講解及討論。

B. 安排員工到海外交流，參加會議/考察團，從而了解專業服務的發展趨勢，並於結束後在幹事會中向員工作介紹和分享。

- ① 台灣—認知障礙症和照顧者服務
- ② 北京—2018亞太生涯發展協會年會
- ③ 美國—2018社會創新峰會

C. 栽培員工及提供針對性的培訓：

- ① 培育社會服務專業人才，3名員工獲批於會內接受在職培訓，及提供了79個實習機會予大專或以上程度之學生。
- ② 19名員工獲得資助修讀學位課程，以促進他們的個人和專業發展。

- ⑤ 2018 Management Retreat was conducted to update the progress on each of the 2016-2020 Bold Steps, the strategic initiatives of the Association. Corresponding follow-up actions needed for the completion of the strategic plan were formulated.

- ⑥ To broaden staff's knowledge on investment and equip them with a global perspective, a talk on "The Impact of Sino-US Trade War" was conducted by the MPF service provider to general staff in the regular all-staff-meeting to discuss the topic from the asset management perspective.

B. Arranged overseas conferences/study trips on the development trend of professional service for staff, with presentation and sharing in the Association after the event completed.

- ① Dementia and Caregiver Service in Taiwan
- ② 2018 Asia Pacific Career Development Association Conference in Beijing
- ③ Social Innovation Summit 2018 in the U.S.

C. Nurturance of talents and the provision of targeted training for staff:

- ① 3 staff were approved to receive on-the-job training and 79 internship opportunities were offered to tertiary students for nurturing talents in social profession.
- ② 19 staff were subsidized to enroll in degree programme to enhance their personal and professional development.

2. 致力加強家庭友善措施，將女性員工的全薪產假從10週增至14週，男性員工的侍產假從5天增至7天。
3. 獲家庭議會認可為家庭友善僱主：
 - 優秀家庭友善僱主
 - 特別嘉許（金獎）
 - 支持母乳餵哺獎
4. 提高招聘競爭力及挽留員工，本會運用社會福利署的苑舍護理人員額外恆常資助，優化照顧員職位的薪酬水平和薪酬範圍，共110位照顧員受惠。
5. 為長遠提升員工歸屬感及挽留人才，優化已完成連續3年及4年服務的強積金員工的僱主自願性供款歸屬的百分比，由0%增加至50%；而已完成連續5年服務的強積金員工則增加至100%。
6. 管理人員手冊已更新並上載到內聯網，內容涵蓋人力資源敘用程序、員工福利及員工守則等管理人員須留意的重點事項。
7. 本會致力建立員工歸屬感和提高透明度，向員工提供不同表達意見的渠道，於本年度舉行了多場分區溝通會，共520名來自不同職級和專業的員工參與，聆聽他們的意見和作出相應跟進。

2. Strived to enhance family-friendly measures and increased the fully paid maternity leave of female staff from 10 weeks to 14 weeks and the paternity leave of male staff from 5 days to 7 days.
3. Awarded by the Family Council as a Family-Friendly Employer with the following recognition :
 - Meritorious Family-Friendly Employer
 - Special Mention (Gold)
 - Award for Breastfeeding Support
4. Made proper use of the additional recurrent subvention from the Social Welfare Department for para-medical staff to enhance the pay level and salary range of care worker positions. The exercise benefited 110 care worker staff with the objective to boost recruitment competitiveness and increase retention rate of these difficult-to-retain-and-recruit positions.
5. For long-term staff retention and engagement, the Mandatory Provident Fund (MPF) Scheme's vesting percentage of employer's voluntary contribution for MPF staff members who completed 3 and 4 years of continuous service has been increased from 0% to 50%; and for MPF staff members who completed 5 years of continuous service, it has been increased to 100%.
6. The Management Staff Handbook has been updated and uploaded to the Intranet covering the key focuses on the management of staff deployment processes, benefits and monitoring of staff's code of conduct.
7. With the effort to continuously build staff engagement and increase transparency, staff were provided with different channels to express their opinions. Several staff communication meetings were organized in different districts and participated by around 520 staff of different rankings and professions. Their views were listened and followed up accordingly.

物業管理

物業管理部致力推動環保及可持續發展性的概念應用於本會物業維修保養及支援各部門及服務單位的裝修工程上。有鑑於中電及港燈於2019年推出「可再生能源上網電價計劃」；政府亦推出相關支援計劃「採電學社」協助非政府福利機構；同時中電推出的「中電節能設備升級計劃」亦資助客戶更換或添置高能源效益設備，如LED燈膽及光管，本會的物業管理部深入了解上述計劃，並積極回應以提倡節能環保。

Facilities Management

Facilities Management Department has applied the environmental protection and sustainable development concepts to the maintenance of our property and renovation works of various departments/service units. In view of the Renewable Energy Feed-in Tariff (FiT) Scheme launched by CLP and HK Electric in 2019, along with the relevant supporting plan Solar Harvest implemented by the Government of HKSAR to assist non-governmental organizations to participate in the FiT scheme and the Electrical Equipment Upgrade Scheme launched by CLP which provides subsidies for the replacement or upgrade of existing electrical equipment to energy efficient models, such as LED light bulbs and light tubes, Facilities Management Department actively promoted energy conservation and environmental protection by gaining an in-depth understanding of and taking part in the above-mentioned plan/scheme.

2018/2019年度的大型重點工程項目包括：

1. 全新服務單位—趣沂幼稚園；
2. 職業發展及訓練中心搬遷；
3. 園景軒13及14樓客房翻新工程；
4. 海棠軒10間開放式房間全面翻新；
5. 總會所沖廁設施提升以配合鹹水沖廁；及
6. 總會所3樓全層更換冷氣凍水管工程及走廊翻新工程。

Major projects in 2018/2019 included:

1. New service unit – Helen Lee Kindergarten;
2. Talent Development Centre (Kowloon West) relocation works;
3. Garden View Hong Kong 13/F and 14/F room renovation;
4. Begonia Residence Kowloon 10 single studio rooms conversion works;
5. Headquarters toilet flushing system upgrade work to suit seawater supply; and
6. Headquarters 3/F A/C chilled water pipe replacement work and corridor fitting-out work.

內部審核

內部審核部根據審核委員會所授權的約章，行使獨立的檢視及評估職能。透過進行專業、獨立及客觀的檢視，就會內的主要運作及內部監控是否適當及有效作出評估及報告，從而加強本會的機構管治。部門主管定期向審核委員會匯報，並透過審核委員會直接向董事會匯報。

審核項目是按審核委員會批准的年度審核計劃推行，亦會按董事會或管理層要求而執行。

Internal Audit

The Internal Audit Department serves as an independent appraisal function as mandated by the Audit Committee. To support the Board and Management of the Association to enhance the effectiveness of corporate governance, Internal Audit Department provides professional, independent and objective audit reviews on the effectiveness of internal control and the efficiency of operations of the Association. The Head of Internal Audit Department periodically reports to the Audit Committee and has direct access to the Board via Audit Committee.

Audit reviews are carried out in accordance with its annual audit plan approved by the Audit Committee or as requested by the Board and Management.

2018/2019年度完成之重點項目包括：

1. 突擊巡查服務單位之現金管理；
2. 安老苑舍分配機構名額之審核；
3. 幼兒學校之審核；
4. 長者社區服務中心之審核；
5. 長者日間護理中心之審核；
6. 顧客關係管理系統之審核；
7. 物業管理部之審核；
8. 社區工作辦事處之審核；
9. 綜合社會服務處之審核；
10. 梁紹榮度假村之審核；
11. 女青住宿服務之審核；
12. 一站式就業及培訓中心之審核；
13. 基督教女青年會丘佐榮中學之審核；
14. 資料保密之審核；及
15. 舉行審核經驗及技巧分享會。

Major tasks completed in 2018/2019 included:

1. Surprise cash management review in service units;
2. Audit on Allocation of Places under Agency Quota for Care and Attention Home for the Elderly;
3. Review on nursery school;
4. Review on district elderly community centre;
5. Review on day care centres for the elderly;
6. Review on Customer Relationship Management (CRM) System;
7. Review on Facilities Management Department;
8. Review on community work office;
9. Review on integrated social service centre;
10. Review on Sydney Leong Holiday Lodge;
11. Review on Y Hospitality;
12. Review on One-Stop Employment and Training Centre;
13. Review on The Y.W.C.A. Hioe Tjo Yoeng College;
14. Review on Data Security; and
15. Audit experience and knowledge sharing sessions.

行政及採購支援

行政及採購部為會內單位提供優質後勤及內部協調服務，在行政事務及中央採購方面作出適切的支援，務求使各單位得到最優質的協助。

Administration and Procurement

The Administration and Procurement Department strives to provide quality back-office services, support, and procurement functions for the Association's service centres /departments.

2018/2019年度完成之重點項目包括：

1. 全年處理超過530宗採購個案，包括中央採購項目、傢俬、固定設備及儀器、工程、顧問服務、外判工作及保險等合約；
2. 全年採購工作共節省約\$300,000元；
3. 加入「企業資源規劃系統」工作小組及為可行性研究提交相關資料；
4. 協助成立女青昕兒駐校服務隊臨時辦公室；
5. 協助處理由公司條例（第622章）而衍生的跟進事項；
6. 全年處理100多宗保險個案；及
7. 於總會所內設立員工休憩室，並添置餐椅、餐桌及咖啡機。

Major tasks completed in 2018/2019 included:

1. Handled over 530 procurement cases, including but not limited to the contracts of the central procurement items, furniture, fixtures and equipment, works, consultancy services, outsourcing services and insurance covers.
2. Achieved a cost saving of about \$300,000 through negotiation with vendors;
3. Participated in the Enterprise Resources Planning (ERP) System taskforce and provided relevant information for the ERP feasibility study;
4. Assisted in setting up a temporary office for Y Joy Early Childhood School Social Work Service Team;
5. Assisted in handling the follow-up matters arising from the Companies Ordinance (Cap 622);
6. Handled over 100 insurance cases; and
7. Established a staff rest room with coffee machine and furniture in the Headquarters.

資訊系統

資訊系統部致力提供優質資訊系統發展及支援服務，以及各項資訊科技專案諮詢服務。本年度本部繼續與會內不同單位緊密合作，開展嶄新的資訊科技項目，並適時提供相關支援。

Information System

Information System Department (ISD) provides quality information system support and development service, as well as consultancy service for various IT projects. During 2018/2019, ISD has partnered with different service units and centres of the Association to launch a series of IT projects and offer timely support.

2018/2019年度完成之重點項目包括：

1. 持續改善「顧客關係管理系統」；
2. 協助建立總會所業務延續性計劃及程序，並為人力資源和財務系統建立災難恢復程序及備選地點；
3. 協助開發「HOPE中文詞類及句子遊戲」流動應用程式，以協助有讀寫障礙的兒童學習中文詞類及句子結構；
4. 協助會內單位於裝修工程中設計及跟進電腦系統之事宜；及
5. 檢視現時市場各企業資源規劃系統功能及確定系統符合機構的營運需求。

Major tasks completed in 2018/2019 included:

1. Enhanced the Customer Relationship Management (CRM) System;
2. Assisted in establishing the Business Continuity Plan and designed the disaster recovery procedures for both Finance and Human Resources Department;
3. Assisted in developing HOPE Chinese Words and Sentences Game Mobile Application to support children with dyslexia to learn Chinese words and sentence structure;
4. Provided IT advice and support to all units and centres during renovation; and
5. Carried out feasibility study for deploying an Enterprise Resources Planning (ERP) System to meet with operational needs.

財務管理

財務部致力提供優質財務及會計管理服務，並協助董事會及其他持份者確保資產及資源得到妥善保障和有效運用，以及符合各財務規定及要求。本會也力求妥善執行內部監控制度，使其有效運作。

Finance Management

The Finance Department (FD) aims to provide quality financial and accounting functions to the Association and its Management. In addition, FD assists the Board and other stakeholders to ensure that assets and resources are properly safeguarded and used efficiently and effectively, and in accordance with governing regulations or requirements. FD also ensures that an effective system of internal control is in place and that it is operating effectively.

2018/2019年度完成之重點項目包括：

1. 提供財務資訊、報表及分析予董事會、委員會及管理層，協助他們了解及監察本會的財務狀況，從而制訂合適的發展計劃；
2. 制訂全會及服務單位的年度預算及財務目標；
3. 檢視及監察本會之投資策略及回報；
4. 就處理稅務相關事宜的方向和策略，為董事會提供意見和建議；
5. 持續制訂及執行本部之「持續業務計劃方案」；
6. 為服務單位提供財務及會計之意見及管理，以滿足各項新服務及項目的要求；
7. 加強中央行政部門與服務單位之溝通及協調，以提高運作效率；
8. 推行各項開源節流措施；及
9. 管理儲備，確保其配合本會發展策略，運用得宜。

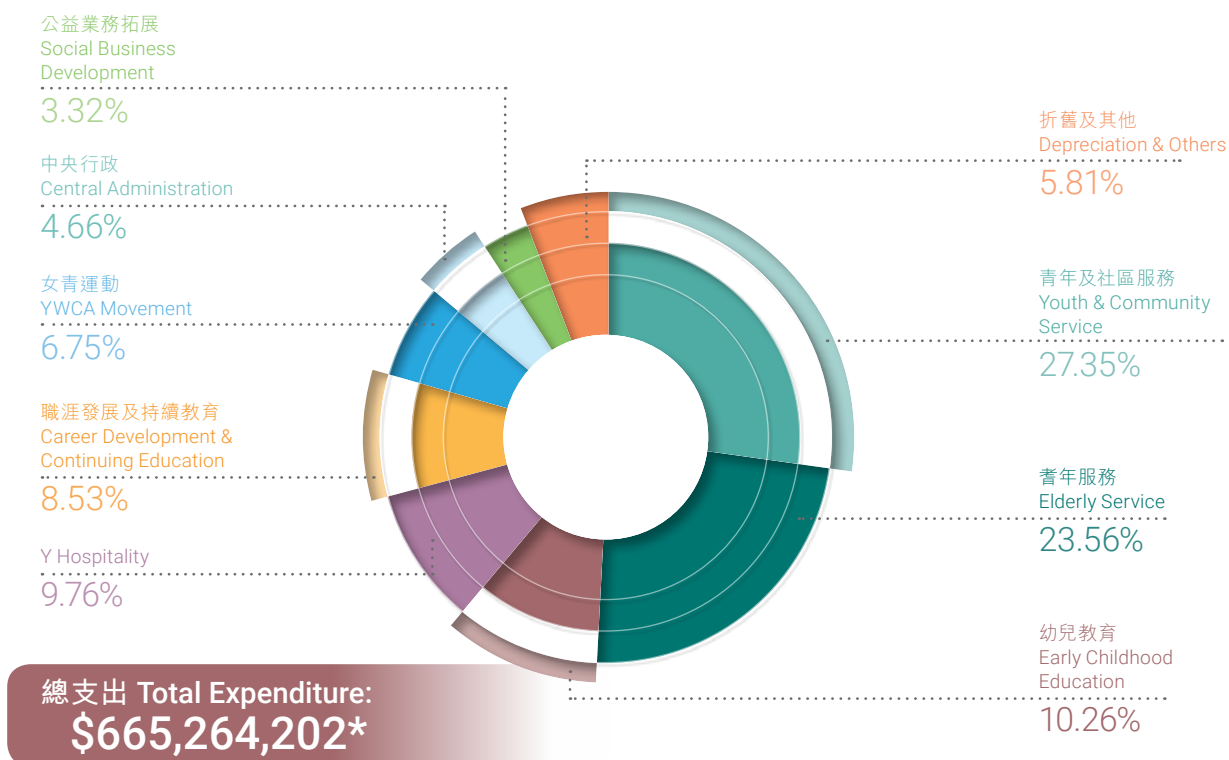
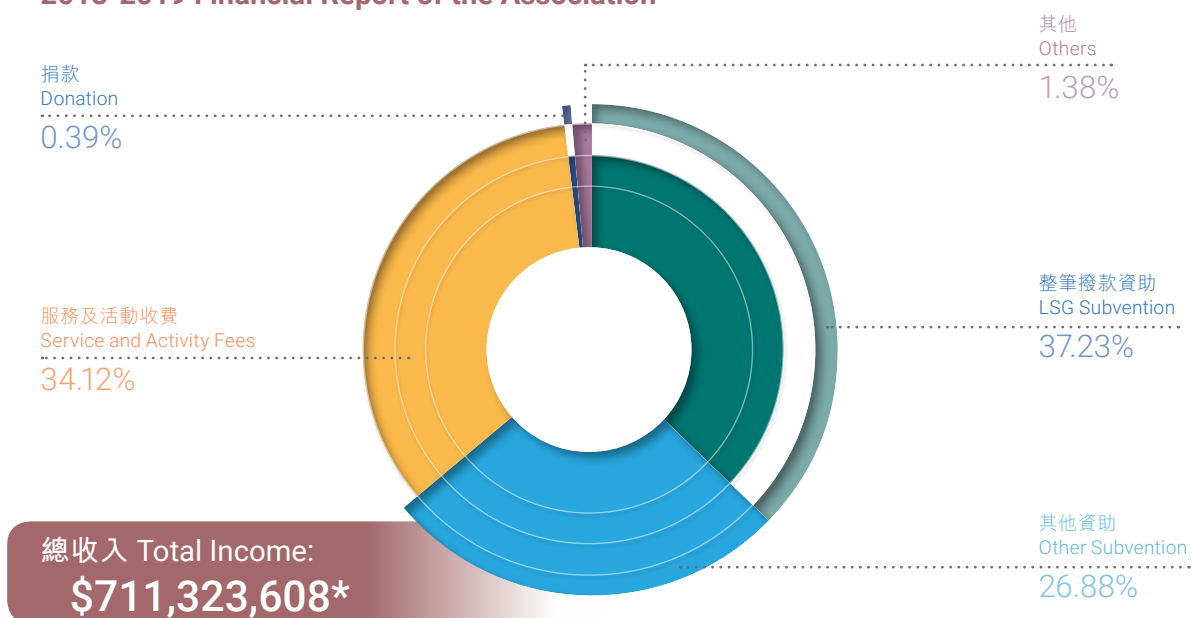
Major tasks completed in 2018/2019 included:

1. Furnished regular financial information, reports and analysis to the Board, Committees and Management for their reviews and planning;
2. Preparation of annual budget and financial goals for all services and the Association;
3. Reviewed and monitored investment strategy and returns;
4. Advised and made recommendations to the Board on the directions and strategies in relation to any tax issues;
5. Continued to implement the Business Continuity Plan for FD;
6. Provided finance and accounting advice and controls to services centres to meet the requirements of the new services and projects;
7. Enhanced communication and coordination between central administrative departments and service units to improve operational efficiency;
8. Implemented various cost saving initiatives and income generating measures; and
9. Reserves management to align with the strategic development of the Association.

為增加財政透明度及加強與各持份者的溝通，本會透過不同渠道向公眾發佈有關過去一年本會運用整筆撥款儲備的資訊，並制訂未來儲備運用之計劃，以確保儲備得到公平、合理及有效的運用。

To enhance transparency and communication with our stakeholders, the Association, through appropriate channels, has disseminated information about the utilisation of the Lump Sum Grant (LSG) reserve in the past year to the public. Moreover, in order to ensure the reserve is used fairly, reasonably and effectively, we provided plans on how the reserve is going to be used in the future.

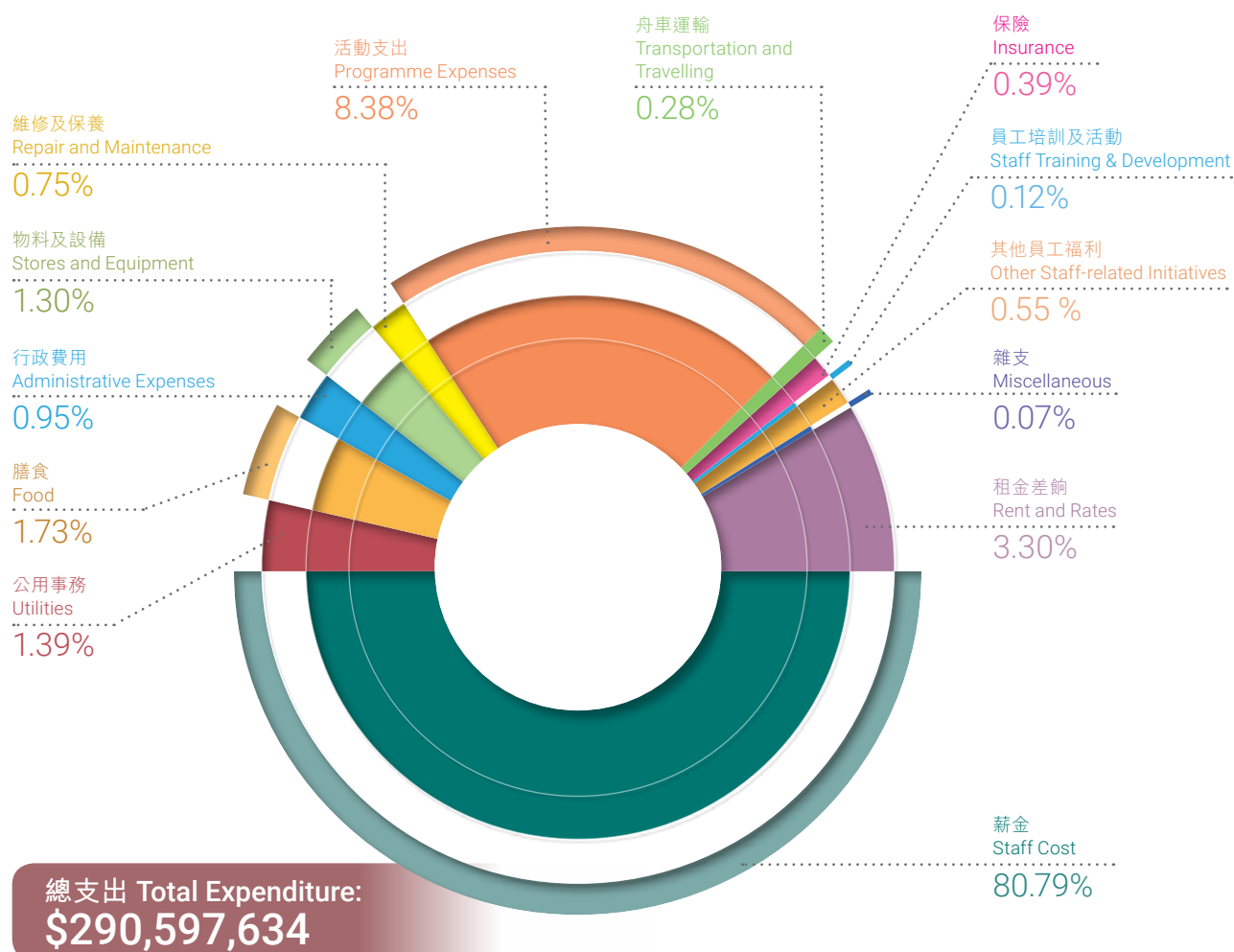
2018-2019年度機構整體收入與支出 2018-2019 Financial Report of the Association



*備註: 以上數據不包括丘佐榮中學
Excluding Hioe Tjo Yoeng College



2018-2019年度社會福利署整筆撥款支出分佈 Breakdown of Social Welfare Department LSG Expenditures for 2018-2019



Remarks:

The figures and financial information related to the year ended 31 March 2019 as shown on page 135-136 are not the Association's statutory annual financial statements for that year. The Association has delivered those financial statements to the Registrar of Companies as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance. The Association's auditor has reported on those financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) of (3) of the Companies Ordinance.

Please refer to the link <https://www.ywca.org.hk/files/ywca/annualreport/2018-19%20AFR%20-%20for%20YWCA%20website.pdf> for the complete AFR.

整筆撥款儲備

截至2019年3月31日，本會之整筆撥款儲備約為港幣\$84,900,000。按著過去一年的環境需要和發展策略，本會分配整筆撥款儲備用於不同範疇，例如：履行對員工的合約承諾、維持或加強服務推展，以及執行策略發展計劃，包括透過改善現有員工的聘用條件、支持員工工作專業發展等，以建立一支高質素的工作團隊。

公積金/強積金儲備

公積金/強積金儲備只作支付公積金/強積金之用，而本會亦恪守《整筆撥款手冊》、其通告及相關信函所列明之條文及理念。根據既定政策及員工的服務年數，本會公積金及強積金的僱主供款比例將隨之遞增，分別為5%、7.5%、10%或15%。截至2019年3月31日，本會累積之公積金及強積金結餘約為港幣\$27,300,000。

Lump Sum Grant (LSG) Reserve

At year ended 31 March 2019, the total cumulative LSG Reserve amounted to HK\$84,900,000.

Based on the actual circumstances and our development strategies, the Association has used the LSG reserve in different areas, such as fulfilling the contractual commitment to staff, maintaining or strengthening service delivery and implementing strategic development plans, including building up a staff team with high quality through enhancement of the employment terms of existing staff and supporting the professional development of staff, etc.

Provident Fund Reserve

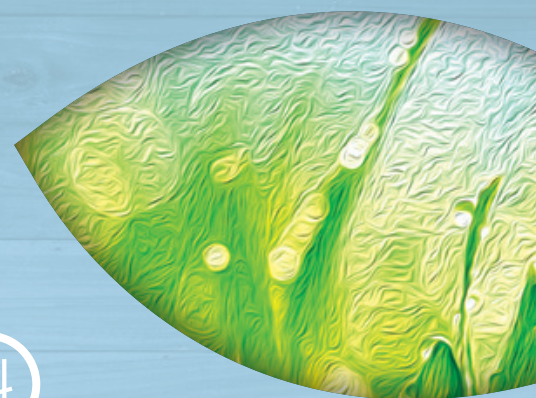
Provident Fund Reserve is used for provident fund purpose and when utilizing the reserve, the Association has followed the intended purpose as stipulated in the LSG Manual, circulars and relevant notifications. Based on the Reserve Policy and the number of years of service, the employer's contribution rates for ORSO and MPF were 5%, 7.5%, 10% or 15%.

At the year ended 31 March 2019, the total cumulative ORSO and MPF Reserve amounted to HK\$27,300,000.





Organization
Information



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機構資料 ORGANIZATION INFORMATION

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	3	資訊系統部 Information System Department
	4	財務部 Finance Department
	5	人力資源部 Human Resources Department
	6	傳訊及資源拓展部 Communication and Resources Development Department
	7	物業管理部 Facilities Management Department
	8	內部審核部 Internal Audit Department
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	11	女青活學中心 Centre of Learning and Life Enhancement
	15	園景軒餐廳 Y Garden View Lounge
	12	Y Silver Link 安居通長者家居用品店 Y Silver Link Elderly Household Products Retail Store
	13	Y Fitness 躍動力 Y Fitness
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	76	賽馬會沙田綜合社會服務處 (禾輦分處) Jockey Club Shatin Integrated Social Service Centre (Wo Che Office)
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	32	女青悅兒成長服務 Y Seeds Wellness Service
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	63	職業發展及訓練中心 Career Development and Training Centre
	48	九龍東持續教育中心 Kowloon East Continuing Education Centre
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	74	沙田持續教育中心 Shatin Continuing Education Centre
	50	旺角持續教育中心辦事處 Mongkok Continuing Education Centre Office
	64	ERB 服務中心 (九龍西) ERB Service Centre (Kowloon West)
	45	Y Serenity 青心坊 Y Serenity
	23	明儒松柏社區服務中心 Ming Yue District Elderly Community Centre
耆年服務 Elderly Service	84	秀群松柏社區服務中心 Ellen Li District Elderly Community Centre
	20	西環松柏中心 Sai Wan Social Centre for the Elderly
	71	長青松柏中心 (青葵樓) Cheung Ching Neighbourhood Elderly Centre (Ching Kwai House)
	70	長青松柏中心 (長青社區中心) Cheung Ching Neighbourhood Elderly Centre
	59	誌寶松柏中心 Chi Po Neighbourhood Elderly Centre
	61	林護紀念松柏日間護理中心 Lam Woo Memorial Day Care Centre for the Elderly
	37	九龍城綜合家居照顧服務隊 Kowloon City Integrated Home Care Services Team
	62	深水埗綜合家居照顧服務隊 Sham Shui Po Integrated Home Care Services Team
	25	鄭傍卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly
	60	雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly
	42	女青賽馬會樂齡活學中心 YWCA Jockey Club Y Evergreen Learning Centre
	43	港島區及九龍西長者學苑聯網 Hong Kong Island and Kowloon Elder Academies Cluster
	40	女青賽馬會青健坊 YWCA Jockey Club Y Care Elderly Centre
	24	Y Care 青健坊 (東區) 長者日間護理中心 Y Care Day Care Centre for the Elderly (Eastern District)
	33	Y Care 青健坊 (又一村) 長者日間護理中心 Y Care Day Care Centre for the Elderly (Yau Yat Chuen)
	85	Y Care 新創健青健坊 (北區) 長者日間護理中心 NWS Y Care Day Care Centre for the Elderly (North District)
	86	Y Farm 健康長者農場 Y Farm for Healthy Ageing
	87	女青賽馬會青健坊(沙頭角) YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok)
Y Hospitality	14	園景軒 Garden View Hong Kong
	17	般咸軒 Bonham Residence Hong Kong
	35	海棠軒 Begonia Residence Kowloon
	44	峰景軒 Summit View Kowloon



服務單位一覽

DIRECTORY OF HONG KONG Y.W.C.A. SERVICE UNITS

港島 - 中區
Hong Kong Island -
Central District

1 總辦事處

Headquarters

香港麥當勞道1號
No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1300
傳真 Fax: 2524 4237
電郵 E-mail: ywca@ywca.org.hk

2 行政及採購部

Administration and Procurement Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road,
Hong Kong
電話 Tel: 3476 1303
傳真 Fax: 2524 4237
電郵 E-mail: apd@ywca.org.hk

3 資訊系統部

Information System Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1366
傳真 Fax: 2524 4237
電郵 E-mail: isd@ywca.org.hk

4 財務部

Finance Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1317
傳真 Fax: 3476 1418
電郵 E-mail: fd@ywca.org.hk

5 人力資源部

Human Resources Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road,
Hong Kong
電話 Tel: 33476 1347
傳真 Fax: 3476 1362
電郵 E-mail: hrd@ywca.org.hk

6 傳訊及資源拓展部

Communication and Resources Development Department

香港麥當勞道1號2樓
2/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1311
傳真 Fax: 3476 1364
電郵 E-mail: crdd@ywca.org.hk

7 物業管理部

Facilities Management Department

香港麥當勞道1號2樓
2/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 2549 9292
傳真 Fax: 2549 8853
電郵 E-mail: fmd_mail@ywca.org.hk

8 內部審核部

Internal Audit Department

香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1423
傳真 Fax: 3476 1392
電郵 E-mail: iad@ywca.org.hk

9 基督教及會員事工部

Christian Ministry and Membership Department

香港麥當勞道1號106室
Rm 106, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1322
傳真 Fax: 3476 1326
電郵 E-mail: cmmd@ywca.org.hk

10 公益業務拓展辦事處

Social Business Development Office

香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1328
傳真 Fax: 3443 1320
電郵 E-mail: sbdd@ywca.org.hk

11 女青活學中心

Centre of Learning and Life Enhancement

香港麥當勞道1號3樓
3/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1340
傳真 Fax: 3476 1346
電郵 E-mail: clle@ywca.org.hk

12 Y Silver Link 安居通長者家居用品店

Y Silver Link Elderly Household Product Retail Store

香港麥當勞道1號1樓 (通訊處)
1/F, No. 1 MacDonnell Road,
Hong Kong (Correspondence Address)
電話 Tel: 3476 1328
傳真 Fax: 3476 1320
電郵 E-mail: sbdd@ywca.org.hk
香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung
Estate, Sai Wan Ho
粉嶺華明邨頌明樓地下3號
Unit No.3, Chung Ming House,
Wah Ming Estate, Fanling
九龍深水埗元州街59號至63號
元州街市政大廈4樓
4/F, Un Chau Street Municipal
Services Building, No. 59-63
Un Chau Street, Shamshuipo, Kowloon

13 Y Fitness 躍動力

Y Fitness

香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1328
傳真 Fax: 3476 1320
電郵 E-mail: yfitness@ywca.org.hk

14 園景軒

Garden View Hong Kong

香港麥當勞道1號
No. 1 MacDonnell Road, Hong Kong
電話 Tel: 2877 3737
傳真 Fax: 2845 6263
電郵 E-mail: gardenview@yhk.com.hk

15 園景軒餐廳

Y Garden View Lounge

香港麥當勞道1號6樓
6/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1390
傳真 Fax: 3476 1320
電郵 E-mail: gvl@ywca.org.hk

16 戴翰芬幼兒學校

Tai Hon Fan Nursery School

香港中環皇后大道中99號中環中心地下
G/F, The Centre, No. 99 Queen's
Road Central, Central, Hong Kong
電話 Tel: 2545 1177
傳真 Fax: 2789 1163
電郵 E-mail: nsthf@ywca.org.hk

港島 - 西區
Hong Kong Island -
Western District

17 般咸軒

Bonham Residence Hong Kong

香港般含道38號C
No. 38C Bonham Road, Hong Kong
電話 Tel: 2915 2345
傳真 Fax: 2915 5677
電郵 E-mail: bonham@yhk.com.hk

18 生涯規劃服務隊 (香港島及離島)

**CLAP Service Team
(HK & Outlying Islands)**

香港般含道38號C般咸軒一至二樓
1/F & 2/F Y.W.C.A. Bonham Residence,
38C Bonham Road, Hong Kong
電話 Tel: 2559 6310
傳真 Fax: 2559 6810
電郵 E-mail: clap@ywca.org.hk

19 賽馬會西環綜合社會服務處

**Jockey Club Western District
Integrated Social Service Centre**

香港西環域多利道9至15號百年
大樓第1期A座2樓
Flat A, 1/F, Block 1, Centenary
Mansion, No. 9-15 Victoria Road,
Western District, Hong Kong
電話 Tel: 2818 8356
傳真 Fax: 2855 9004
電郵 E-mail: itwd@ywca.org.hk

20 西環松柏中心

Sai Wan Social Centre for the Elderly

西環加惠民道西環邨房屋辦事處2樓
2/F, Estate Office Building,
Sai Wan Estate, Hong Kong
電話 Tel: 2818 9722
傳真 Fax: 2817 0933
電郵 E-mail: sesw@ywca.org.hk

21 中西區及離島青年外展社會工作隊

**Central, Western & Islands District
Youth Outreaching Social Work Team**

香港西營盤高街2號西營盤社區
綜合大樓地下
G/F, Sai Ying Pun Community Complex,
No. 2, High Street, Sai Ying Pun,
Hong Kong
電話 Tel: 2818 8298
傳真 Fax: 2816 2213
電郵 E-mail: yot@ywca.org.hk

22 觀龍樓社區工作辦事處

**Kwun Lung Lau Community Work
Office**

香港堅尼地城觀龍樓D座地下
60,62,64號
Shop Nos. 60, 62, 64 plus Corridor in
front of Shops, G/F, Block D,
Kwun Lung Lau,
20 Lung Wah Street, Kennedy Town,
Hong Kong
電話 Tel: 2610 0769
傳真 Fax: 2424 9609
電郵 E-mail: cdkll@ywca.org.hk

港島 - 東區及南區

**Hong Kong Island -
Eastern and Southern District**

23 明儒松柏社區服務中心

**Ming Yue District Elderly Community
Centre**

香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House,
Hong Tung Estate, Sai Wan Ho
電話 Tel: 2676 7067
傳真 Fax: 2967 1626
電郵 E-mail: memy@ywca.org.hk

24 Y Care 青健坊 (東區) 長者日間護理中心

**Y Care Day Care Centre for the Elderly
(Eastern District)**

香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House,
Hong Tung Estate, Sai Wan Ho
電話 Tel: 2676 7067
傳真 Fax: 2967 1626
電郵 E-mail: memy@ywca.org.hk

25 鄭傍鄉護理安老苑

**Cheng Pon Hing Care & Attention
Home for the Elderly**

鴨脷洲利東邨東業樓101-108,
117-124及201-224號
Units 101-108, 117-124 & 201-224,
Tung Yip House, Lei Tung Estate,
Ap Lei Chau
電話 Tel: 2874 3663
傳真 Fax: 2874 2236
電郵 E-mail: hecph@ywca.org.hk

大嶼山

Lantau Island

26 大澳社區工作辦事處

Tai O Community Work Office

大澳龍田邨龍田商場1號舖單位
Shop No.1, Commercial Centre,
Lung Tin Estate, Tai O
電話 Tel: 2985 5681
傳真 Fax: 2985 6313
電郵 E-mail: cdto@ywca.org.hk

27 Y Eco Tour 大澳文化生態綜合資源中心

**Y Eco Tour Tai O Cultural and
Ecological Integrated Resource Centre**

大嶼山大澳永安街61至63號地下(中)
G/F, No. 61-63 Wing On Street,
Tai O, N.T.
電話 Tel: 2985 6310
傳真 Fax: 2985 4979
電郵 E-mail: cerc@ywca.org.hk

28 梁紹榮度假村

Sydney Leong Holiday Lodge

新界大嶼山磡石灣10號A
No. 10A, San Shek Wan,
Lantau Island, New Territories
電話 Tel: 2980 2321
傳真 Fax: 2980 2163
電郵 E-mail: cmp@ywca.org.hk

九龍 - 九龍塘及九龍城

**Kowloon - Kowloon Tong &
Kowloon City**

29 婦女事工隊

Women Affairs Team

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel: 3443 1600
傳真 Fax: 3443 1620
電郵 E-mail: wad@ywca.org.hk

30 臨床心理服務

Clinical Psychological Service

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel: 3443 1601
傳真 Fax: 3443 1640
電郵 E-mail: cps@ywca.org.hk



服務單位一覽

DIRECTORY OF HONG KONG Y.W.C.A. SERVICE UNITS

- 31 又一村家庭健康促進中心**
Yau Yat Chuen Family Wellness Centre
 九龍九龍塘又一村海棠路66號
 No. 66 Begonia Road,
 Yau Yat Chuen,
 Kowloon Tong, Kowloon
 電話 Tel: 3443 1600
 傳真 Fax: 3443 1640
 電郵 E-mail: fwc@ywca.org.hk
- 32 女青悅兒成長服務**
Y Seeds Wellness Service
 九龍九龍塘又一村海棠路66號
 No. 66 Begonia Road,
 Yau Yat Chuen,
 Kowloon Tong, Kowloon
 電話 Tel: 3443 1622
 傳真 Fax: 3443 1691
 電郵 E-mail: yseeds@ywca.org.hk
- 33 Y Care 青健坊 (又一村)**
長者日間護理中心
Y Care Day Care Centre for the Elderly (Yau Yat Chuen)
 九龍九龍塘又一村海棠路6號2樓
 2/F, No. 66 Begonia Road, Yau Yat Chuen, Kowloon Tong, Kowloon
 電話 Tel: 3443 1686
 傳真 Fax: 3443 1698
 電郵 E-mail: ycyyc@ywca.org.hk
- 34 紹邦幼兒學校**
Shiu Pong Nursery School
 九龍九龍塘又一村海棠路66號地下
 G/F, No. 66 Begonia Road,
 Yau Yat Chuen, Kowloon Tong, Kowloon
 電話 Tel: 3443 1678
 傳真 Fax: 3443 1670
 電郵 E-mail: nssp@ywca.org.hk
- 35 海棠軒**
Begonia Residence Kowloon
 九龍九龍塘又一村海棠路66號
 No. 66 Begonia Road,
 Yau Yat Chuen,
 Kowloon Tong, Kowloon
 電話 Tel: 3443 1881
 傳真 Fax: 3443 1803
 電郵 E-mail: begonia@yhk.com.hk
- 36 基督教女青年會丘佐榮中學**
The Y.W.C.A. Hioe Tjo Yoeng College
 九龍九龍城何文田常和街6號
 No. 6 Sheung Wo Street,
 Homantin, Kowloon
 電話 Tel: 2711 7159
 傳真 Fax: 2714 2958
 電郵 E-mail: info@htyc.edu.hk
- 37 九龍城綜合家居照顧服務隊**
Kowloon City Integrated Home Care Services Team
 九龍九龍城馬頭涌富寧街真善美邨
 低座地下
 G/F, Low Block, Chun Seen Mei Chuen,
 Fu Ning Street, Ma Tau Chung,
 Kowloon City, Kowloon
 電話 Tel: 2712 0701
 傳真 Fax: 2714 9564
 電郵 E-mail: hhkc@ywca.org.hk
- 九龍 - 旺角及油麻地**
Kowloon - Mong Kok & Yau Ma Tei
- 38 青年就業資源中心 (旺角)**
Youth Employment Resource Centre (Mong Kok)
 九龍旺角亞皆老街8號
 朗豪坊辦公大樓42樓8至11室
 Suites 8-11, Level 42, Office Tower,
 Langham Place, No.8 Argyle Street,
 Mongkok, Kowloon
 電話 Tel: 2111 8533
 傳真 Fax: 3580 7743
 電郵 E-mail: yerc@ywca.org.hk
- 39 女青賽馬會家庭健康促進中心**
YWCA Jockey Club Family Wellness Centre
 九龍窩打老道山文福道5號1樓
 1/F, 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1700
 傳真 Fax: 2700 1710
 電郵 E-mail: kcfwc@ywca.org.hk
- 40 女青賽馬會青健坊**
YWCA Jockey Club Y Care Elderly Centre
 九龍窩打老道山文福道5號2樓
 2/F, 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1730
 傳真 Fax: 2700 1755
 電郵 E-mail: ychmt@ywca.org.hk
- 41 女青賽馬會人才發展中心**
YWCA Jockey Club Y Plus+ Talent Development Centre
 九龍窩打老道山文福道5號3樓
 3/F, 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1788
 傳真 Fax: 2700 1799
 電郵 E-mail: yplus@ywca.org.hk
- 42 女青賽馬會樂齡活學中心**
YWCA Jockey Club Y Evergreen Learning Centre
 九龍窩打老道山文福道5號4樓
 4/F, 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1600
 傳真 Fax: 2700 1610
 電郵 E-mail: yeg@ywca.org.hk
- 43 港島區及九龍西長者學苑聯網**
Hong Kong Island and Kowloon Elder Academies Cluster
 九龍窩打老道山文福道5號4樓
 4/F, 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1600
 傳真 Fax: 2700 1610
 電郵 E-mail: yeg@ywca.org.hk
- 44 峰景軒**
Summit View Kowloon
 九龍窩打老道山文福道5號
 No. 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1688
 傳真 Fax: 2700 1699
 電郵 E-mail: summitview@yhk.com.hk
- 45 Y Serenity 青心坊**
Y Serenity
 九龍窩打老道山文福道5號3樓
 3/F, 5 Man Fuk Road,
 Waterloo Road Hill, Kowloon
 電話 Tel: 2700 1788
 傳真 Fax: 2700 1799
 電郵 E-mail: swmc@ywca.org.hk

九龍 - 黃大仙、觀塘及將軍澳
Kowloon - Wong Tai Sin,
Kwun Tong, Tseung Kwan O

46 彩雲幼兒學校

Choi Wan Nursery School

九龍彩雲邨銀河樓地下109至114號
Units 109-114, G/F, Ngan Ho House,
Choi Wan Estate
電話 Tel: 2755 1546
傳真 Fax: 2759 0078
電郵 E-mail: nscw@ywca.org.hk

47 信望幼兒學校

Faith Hope Nursery School

九龍黃大仙下邨龍康樓地下110至116室
Flat 110-116, G/F, Lung Hong House,
Lower Wong Tai Sin Estate, Kowloon
電話 Tel: 2322 5308
傳真 Fax: 2328 6199
電郵 E-mail: nsfh@ywca.org.hk

48 九龍東持續教育中心

**Kowloon East Continuing Education
Centre**

九龍黃大仙中心平台3樓
Unit No. P2, Podium Floor,
Wong Tai Sin Shopping Centre,
Lower Wong Tai Sin (II) Estate, Kowloon
電話 Tel: 3146 3333
傳真 Fax: 3146 3388
電郵 E-mail: rske@ywca.org.hk

49 賽馬會龍翔綜合社會服務處

**Jockey Club Lung Cheung
Integrated Social Service Centre**

九龍黃大仙中心平台2樓
Unit No. P1, Podium Floor,
Wong Tai Sin Shopping Centre,
Lower Wong Tai Sin (II) Estate, Kowloon
九龍黃大仙上邨啟善樓地下2-4號(分處)
Units 2-4, G/F, Kai Sin House,
Upper Wong Tai Sin Estate, Kowloon
(Branch)
電話 Tel: 2326 0192
傳真 Fax: 2351 7152
電郵 E-mail: itlc@ywca.org.hk

50 旺角持續教育中心辦事處

**Mongkok Continuing Education
Centre Office**

九龍黃大仙中心平台3樓
Unit No. P2, Podium Floor,
Wong Tai Sin Shopping Centre,
Lower Wong Tai Sin (II) Estate, Kowloon
電話 Tel: 3146 3211
傳真 Fax: 3146 3388
電郵 E-mail: ceco@ywca.org.hk

51 學校社會工作辦事處

School Social Work Office

九龍白田邨裕田樓地下2B,
3-6, 7A, 7B及8B號
Unit No. 2B, 3-6, 7A, 7B & 8B, G/F,
Yue Tin House, Pak Tin Estate,
Kowloon
電話 Tel: 2715 9558
傳真 Fax: 2713 1625
電郵 E-mail: ssw@ywca.org.hk

52 賽馬會樂華綜合社會服務處

**Jockey Club Lok Wah Integrated
Social Service Centre**

九龍牛頭角樂華南邨樂華社區中心
地下, 3至5樓
G/F, 3/F-5/F, Lok Wah Estate
Community Centre
Ngau Tau Kok, Kowloon
電話 Tel: 2750 2521
傳真 Fax: 2751 9099
電郵 E-mail: itlw@ywca.org.hk

53 將軍澳綜合社會服務處

**Tseung Kwan O Integrated
Social Service Centre**

新界將軍澳澳景路88號維景灣畔
第3期地庫第3層
Lower Ground Level 3, Phase III,
Ocean Shores, 88 O King Road,
Tseung Kwan O, New Territories
電話 Tel: 2709 3388
傳真 Fax: 2709 3311
電郵 E-mail: ittko@ywca.org.hk

54 將軍澳青年外展社會工作隊

**Tseung Kwan O Youth Outreaching
Social Work Team**

新界將軍澳調景嶺澳景路88號
維景灣畔第17座地庫第3層
LG3, Tower 17, Ocean Shores,
No. 88 O King Road, Tiu Keng Leng,
Tseung Kwan O, N.T.
電話 Tel: 2709 3388
傳真 Fax: 2709 3311
電郵 E-mail: yottko@ywca.org.hk

九龍 - 荔枝角、長沙灣及深水埗

Kowloon - Lai Chi Kok,
Cheung Sha Wan & Sham Shui Po

55 幼兒教育部辦事處

**Early Childhood Education Department
Office**

九龍深水埗長沙灣道311號
怡靖苑閣靜閣地下1至8室
Unit 1-8, G/F., Han Ching House,
Yee Ching Court,
No. 311 Cheung Sha Wan Road,
Shamshui, Kowloon
電話 Tel: 3586 0344
傳真 Fax: 2545 1197
電郵 E-mail: eced@ywca.org.hk

56 趙靄華幼兒學校

Chiu Oi Wah Nursery School

九龍深水埗元州邨元豐樓地下B及C翼
Wing B & C, G/F, Un Fung House,
Un Chau Estate, Kowloon
電話 Tel: 2386 6339
傳真 Fax: 2194 8892
電郵 E-mail: nscow@ywca.org.hk

57 宏恩幼稚園

Athena Kindergarten

九龍深水埗長沙灣道311號
怡靖苑閣靜閣地下1至8室
Units 1-8, G/F, Han Ching House,
Yee Ching Court, 311 Cheung
Sha Wan Road, Shamshui, Kowloon
電話 Tel: 2728 1122
傳真 Fax: 2728 1214
電郵 E-mail: kga@ywca.org.hk

58 賽馬會深水埗綜合社會服務處

**Jockey Club Sham Shui Po
Integrated Social Service Centre**

九龍深水埗元州街59至63號
元州街市政大廈5樓、6樓
5/F & 6/F, Un Chau Street
Municipal Services Building,
59-63 Un Chau Street, Shamshui, Kowloon
電話 Tel: 2720 4318
傳真 Fax: 2720 4201
電郵 E-mail: ittssp@ywca.org.hk



- 59 誌寶松柏中心**
Chi Po Neighbourhood Elderly Centre
九龍深水埗元州街59至63號
元州街市政大廈4樓
4/F, Un Chau Street
Municipal Services Building,
No. 59-63 Un Chau Street,
Shamshui, Kowloon
電話 Tel: 2720 6364
傳真 Fax: 2720 5818
電郵 E-mail: secp@ywca.org.hk
- 60 雲華護理安老苑**
Wan Wah Care & Attention Home for the Elderly
九龍麗安邨麗廉樓及麗榮樓地下
(B座及C座)及1樓
G/F, Wing B & C and 1/F Wing A to D,
Lai Lim House, Lai On Estate,
Kowloon
電話 Tel: 2708 3677
傳真 Fax: 2729 1359
電郵 E-mail: heww@ywca.org.hk
- 61 林護紀念松柏日間護理中心**
Lam Woo Memorial Day Care Centre for the Elderly
九龍麗安邨麗正樓地下C翼6-10 號
Unit No. 6-10, G/F,
Lai Ching House, Lai On Estate,
Kowloon
電話 Tel: 2725 0697
傳真 Fax: 2725 6107
電郵 E-mail: delw@ywca.org.hk
- 62 深水埗綜合家居照顧服務隊**
Sham Shui Po Integrated Home Care Services Team
九龍深水埗麗安邨麗廉樓地下
(辦公室)
G/F, Lai Lim House, Lai On Estate,
Shamshui, Kowloon
麗閣邨麗蘭樓314號
Unit 314, Lai Lan House,
Lai Kok Estate, Kowloon
電話 Tel: 2725 7702
傳真 Fax: 2725 7798
電郵 E-mail: hhssp@ywca.org.hk
- 63 職業發展及訓練中心**
Career Development and Training Centre
九龍深水埗東京街12 號麗閣商場1樓
101室
Room 101, 1/F, Lai Kok Shopping Centre,
Lai Kok Estate, 12 Tonkin Street,
Shamshui, Kowloon
電話 Tel: 3970 0800
傳真 Fax: 3970 0887
電郵 E-mail: pcykc@ywca.org.hk
- 64 ERB 服務中心 (九龍西)**
ERB Service Centre (Kowloon West)
九龍深水埗東京街12 號麗閣邨
麗閣商場一樓101室
Room 101, 1/F, Lai Kok Shopping Centre,
Lai Kok Estate, 12 Tonkin Street,
Shamshui, Kowloon
電話 Tel: 2700 1777
傳真 Fax: -
電郵 E-mail: kwss@ywca.org.hk.hk
- 65 女青昕兒駐校服務**
Y Joy Early Childhood School Social Work Service
九龍長沙灣長沙灣道646, 648, 650號
中國船舶大廈1604-1605室
Unit 1604 & 1605, China Ship
building Tower, No.646, 648, 650,
Cheung Sha Wan Road, Kowloon
電話 Tel: 3188 1543
傳真 Fax: 3585 2693
電郵 E-mail: yjoy@ywca.org.hk
- 新界 - 荃灣、葵涌及青衣**
New Territories - Tsuen Wan, Kwai Chung & Tsing Yi
- 66 荃灣幼兒學校**
Tsuen Wan Nursery School
新界荃灣大河道60號雅麗珊社區
中心5樓
5/F, Princess Alexandra Community
Centre, No. 60 Tai Ho Road,
Tuen Wan, N.T.
電話 Tel: 2490 9060
傳真 Fax: 2490 0144
電郵 E-mail: nstw@ywca.org.hk
- 67 麗瑤社會服務處**
Lai Yiu Social Service Centre
葵涌麗瑤邨貴瑤樓地下25-26, 28-32號
No. 25-26, 28-32, G/F,
Kwai Yiu House, Lai Yiu Estate,
Kwai Chung, N.T.
電話 Tel: 2745 5185
傳真 Fax: 2745 5385
電郵 E-mail: rslys@ywca.org.hk
- 68 長青幼兒學校**
Cheung Ching Nursery School
新界青衣長青邨長青社區中心6樓
6/F, Cheung Ching Estate Community
Centre, Cheung Ching Estate,
Tsing Yi, N.T.
電話 Tel: 2495 7678
傳真 Fax: 2431 0322
電郵 E-mail: nscc@ywca.org.hk
- 69 賽馬會青衣綜合社會服務處**
Jockey Club Tsing Yi Integrated Social Service Centre
新界青衣長青邨長青社區中心3至5樓
3/F-5/F, Cheung Ching Estate
Community Centre,
Cheung Ching Estate, Tsing Yi, N.T.
電話 Tel: 2497 3030
傳真 Fax: 2433 0136
電郵 E-mail: itty@ywca.org.hk
- 70 長青松柏中心 (長青社區中心)**
Cheung Ching Neighbourhood Elderly Centre
新界青衣長青邨長青社區中心102室
Room 102, 1/F, Cheung Ching
Estate Community Centre,
Cheung Ching Estate, Tsing Yi, N.T.
電話 Tel: 2433 1666
傳真 Fax: 2435 4388
電郵 E-mail: secc@ywca.org.hk
- 71 長青松柏中心 (青葵樓)**
Ching Kwai House
Cheung Ching Neighbourhood Elderly Centre (Ching Kwai House)
新界青衣長青邨青葵樓406-411室
(通訊處)
Unit No. 406-411, Ching Kwai House,
Cheung Ching Estate,
Tsing Yi (Correspondence Address)
電話 Tel: 2433 1666
傳真 Fax: 2435 4388
電郵 E-mail: secc@ywca.org.hk
- 72 青年就業資源中心 (葵芳)**
Youth Employment Resource Centre (Kwai Fong)
新界葵芳興芳路223號新都會廣場
辦公大樓2期9 樓907-912室
Units 907-12, 9/F, Metroplaza Tower II,
No. 223 Hing Fong Road,
Kwai Fong, New Territories
電話 Tel: 3188 8070
傳真 Fax: 3188 3752
電郵 E-mail: yerc_kf@ywca.org.hk

新界 - 沙田
New Territories – Sha Tin

73 隆亨幼兒學校

Lung Hang Nursery School

新界沙田隆亨邨隆亨社區中心6樓
6/F, Lung Hang Community Centre,
Lung Hang Estate, Shatin, N.T.
電話 Tel: 2606 7962
傳真 Fax: 2606 7760
電郵 E-mail: nslh@ywca.org.hk

74 沙田持續教育中心

Shatin Continuing Education Centre

新界沙田小瀝源順圍28號都會廣場
5樓521至522室
Units 21 & 22, 5/F Citimark, No.
28 Yuen Shun Circuit, Shatin, N.T.
電話 Tel: 3106 3411
傳真 Fax: 3106 3407
電郵 E-mail: rsst@ywca.org.hk

75 賽馬會沙田綜合社會服務處

Jockey Club Shatin Integrated Social Service Centre

新界沙田沙田廣場4樓
L4, Podium, Shatin Plaza, Shatin, N.T.
電話 Tel: 2691 9170
傳真 Fax: 2606 6351
電郵 E-mail: itst@ywca.org.hk

76 賽馬會沙田綜合社會服務處 (禾輦分處)

Jockey Club Shatin Integrated Social Service Centre (Wo Che Office)

新界沙田禾輦邨協和樓217-224號
Units 217-224, Hip Wo House,
Wo Che Estate, Shatin, N.T.
電話 Tel: 2698 3008
傳真 Fax: 2606 6357
電郵 E-mail: itst@ywca.org.hk

新界 - 屯門、元朗及天水圍
New Territories – Tuen Mun,
Yuen Long & Tin Shui Wai

77 安定幼兒學校

On Ting Nursery School

新界屯門安定邨安定友愛社區中心6樓
6/F, On Ting Yau Oi Community Centre,
On Ting Estate, Tuen Mun, N.T.
電話 Tel: 2458 0578
傳真 Fax: 2458 0339
電郵 E-mail: nsot@ywca.org.hk

78 賽馬會屯門綜合社會服務處

Jockey Club Tuen Mun Integrated Social Service Centre

屯門友愛邨愛廉樓地下103號
Unit No. 103, G/F, Oi Lim House,
Yau Oi Estate, Tuen Mun
電話 Tel: 2451 0311
傳真 Fax: 2450 8984
電郵 E-mail: ittm@ywca.org.hk

79 賽馬會屯門綜合社會服務處 (安定分處)

Jockey Club Tuen Mun Integrated Social Service Centre (On Ting Office)

新界屯門安定邨定龍樓地下119-121室
Units 119-121, Ting Lung House,
On Ting Estate, Tuen Mun, N.T.
電話 Tel: 2458 9070 / 2441 6638
傳真 Fax: 2458 9900
電郵 E-mail: ittm2@ywca.org.hk

80 賽馬會蝴蝶灣綜合社會服務處

Jockey Club Butterfly Bay Integrated Social Service Centre

新界屯門蝴蝶邨蝶聚樓地下112-122號
Units Nos. 112-122, Tip Chui House,
Butterfly Estate, Tuen Mun
電話 Tel: 2466 0136
傳真 Fax: 2455 8040
電郵 E-mail: itbb@ywca.org.hk

81 賽馬會天水圍家庭健康促進中心

Jockey Club Tin Shui Wai Family Wellness Centre

新界天水圍天晴邨天晴社區綜合服務大樓
5樓501室
Unit 501, 5/F, Tin Ching Amenity
& Community Building,
Tin Ching Estate, Tin Shui Wai, N.T.
電話 Tel: 3907 0491
傳真 Fax: 3907 0498
電郵 E-mail: fwc_tsw@ywca.org.hk

82 賽馬會天水圍綜合社會服務處

Jockey Club Tin Shui Wai Integrated Social Service Centre

新界元朗天水圍天瑞社區中心地下
1、2、4樓
G/F, 1/F, 2/F, 4/F, Tin Shui Community
Centre, Tin Shui Wai, Yuen Long, N.T.
電話 Tel: 2447 9228
傳真 Fax: 2447 9246
電郵 E-mail: ittsw@ywca.org.hk

83 天水圍一站式就業及培訓中心

Tin Shui Wai One-Stop Employment and Training Centre

新界元朗天水圍天晴邨天晴社區
綜合服務大樓401室
Unit 401, 4/F, Tin Ching Amenity
& Community Building,
Tin Ching Estate, Tin Shui Wai,
Yuen Long, N.T.
電話 Tel: 3907 0466
傳真 Fax: 3907 0456
電郵 E-mail: osstsw@ywca.org.hk

新界 - 屯門、元朗及天水圍
New Territories – Tuen Mun,
Yuen Long & Tin Shui Wai

84 秀群松柏社區服務中心

Ellen Li District Elderly Community Centre

粉嶺和鳴里7號粉嶺南政府綜合大樓1及2樓
1/F & 2/F, Fanling South Government
Complex, No. 7 Wo Ming Lane, Fanling, N.T.
電話 Tel: 2676 2525
傳真 Fax: 2682 0408
電郵 E-mail: meel@ywca.org.hk

85 Y Care 新創健青健坊 (北區)

**長者日間護理中心
NWS Y Care Day Care Centre
for the Eldery (North District)**

新界粉嶺雍盛苑雍盛商場1樓110室
Room 110, Yung Shing Shopping Centre,
No. 22 Wah Ming Road, Fanling, N.T.
電話 Tel: 2278 2100
傳真 Fax: 2278 2300
電郵 E-mail: meel@ywca.org.hk

86 Y Farm 健康長者農場

Y Farm for Healthy Ageing

粉嶺和鳴里7號粉嶺南政府綜合
大樓1及2樓 (通訊處)
1/F & 2/F, Fanling South Government
Complex, No. 7 Wo Ming Lane, Fanling, N.T.
粉嶺丹竹坑老圍
Tan Chuk Hang Lo Wai, Fanling, N.T.
電話 Tel: 2676 2525
傳真 Fax: 2682 0408
電郵 E-mail: meel@ywca.org.hk

87 女青賽馬會青健坊(沙頭角)

YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok)

新界順興街23號沙頭角邨迎海樓地下
5、6及7號舖
Shop 5 - 7, G/F, Ying Hoi Hse,
Sha Tau Kok Chuen, 23 Shun Hing Street,
Sha Tau Kok, N.T.
電話 Tel: 2247 5335
傳真 Fax: 2247 5200
電郵 E-mail: ycstk@ywca.org.hk

鳴謝 ACKNOWLEDGEMENTS

本會過去一年事工，承蒙社會各界人士及團體慷慨捐助和支持，謹此致以衷心謝意。

The Association would like to express its most sincere thanks to the following donors and supporters for their generous help during the year 2018/19.

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建造業議會
食物及衛生局
香港吸煙與健康委員會
香港房屋委員會
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麥迪專業醫療有限公司
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啟勝管理服務有限公司—新城市廣場三期
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康業服務有限公司
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殿堂公共關係顧問集團有限公司
滙秀企業有限公司
聖諾盟健康家居用品有限公司
裕安食品國際有限公司
雋康綜合治療服務
壽桃牌
彰記麻雀廠
維健生香港有限公司
舞台文化集團
領展管理有限公司
領盛國際有限公司
德國寶靈家科研藥廠
摩根士丹利
摩根大通
衛克斯姆克羅門(遠東)有限公司
衛信企業服務有限公司
歷耆者有限公司
衛安有限公司
親子王國
百佳超級市場
利康中西藥房有限公司
君好飲食管理有限公司

基金/ 計劃 Fund/Scheme

Chatteris Educational Foundation
Foodlink Foundation
Hope of the City Foundation
「食德好」食物回收計劃
土地教育基金
仁濟慈善基金

心繫心生命教育基金
旭茉JESSICA慈善基金
何東爵士慈善基金
亞洲動物基金
社區關護長者基金
香港寬頻人才CSI基金
香港賽馬會慈善信託基金
香港藥學服務基金
港安醫院健康生活基金
匯豐香港社區夥伴計劃
愛心(慕名)慈善基金會
慈濟基金會
樂言社教育基金
鐵人暖心慈善基金會

伙伴教會 Partner Churches

Community Church H.K.
基督教銘恩堂粉嶺堂
基石教會恩盛堂
新生命浸信會
香港聖公會聖提摩太堂
基督教宣道會利東堂
海怡浸信教會
置富浸信教會
基督教宣道會青衣堂暨好鄰舍中心
港澳信義會活石堂
中國基督教播道會恩福堂—四牧團契
中國基督教播道會恩福堂—以勒團契
香港基督徒短期宣教訓練中心
基督教榮光堂
香港聖公會聖多馬堂
興田浸信會
順寧道平安福音堂
中國基督教播道會恩福堂
中國基督教播道會窩打老道山福音堂
萬國敬拜與讚美教會
彩虹喜樂福音堂
基督教香港潮人生命堂
中華基督教會錦江紀念禮拜堂
香港宣教會恩佑堂
國際四方福音會隆亨堂
中華宣道會恩友堂
基督教中國佈道會尖沙嘴迦南堂
基督教宣道會基蔭堂
聖公會靈風堂
神召會西環堂
中華基督教會天約堂
基督教宣道會大澳堂
香港九龍塘基督教中華宣道會友愛堂
南屯門平安福音堂



團體

Non-governmental Organizations

上海總會
大澳文化協會
大澳漁民互助社
女童軍總會
小母牛國際（香港分會）
仁愛堂
文化葫蘆
古洞義工團
打鼓嶺耆樂會社
安徒生會
扶康會
扶輪社
亞洲協會香港中心
協康會
東華三院
社企民間高峰會
保良局
香港小童群益會
香港心理衛生會
香港地壺球協會
香港老年學會
香港房屋協會
香港明愛
香港社會服務聯會
香港青少年發展聯會
香港青年協會
香港紅十字會
香港家庭福利會
香港耆康老人福利會
香港路德會
香港遊樂場協會
香港精英運動員協會
香港輪椅輔助隊
基督教家庭服務中心
基督教靈實協會
惜食堂
救世軍
港島青年商會
新生精神康復會
路向四肢傷殘人士協會
銅鑼灣獅子會
鄰舍輔導會
離島婦聯
關愛社會醫生聯會

學校及教育團體

Schools & Educational Bodies

九龍工業學校
十八鄉鄉事委員會公益社中學
上水官立中學
中華基督教青年會中學
中華基督教會大澳小學
中華基督教會方潤華中學
中華基督教會扶輪中學
中華基督教會基智中學
中華基督教會基華小學
五旬節聖潔會永光書院
五邑工商總會學校
元朗天主教中學
天水圍香島中學
天水圍循道衛理中學
天主教總堂區學校
王肇枝中學
伊利沙伯中學舊生會中學
匡智張玉瓊晨輝學校
伯裘書院
佛教張梅桂幼稚園
佛教筏可紀念中學
李求恩紀念中學
李陞小學
李鄭屋官立小學
沙田官立中學
沙田蘇浙公學
明愛胡振中中學
東灣莫羅端華學校
金巴崙長老會耀道小學
保良局曹金霖幼兒學習中心
保良局劉陳小寶幼稚園
保良局蔡繼有學校
保良局錦泰小學
皇仁舊生會中學
英皇書院
英皇書院同學會小學第二校
英華女學校
英華書院
迦密梁省德學校
香島中學
香港大學秀圃老年研究中心
香港大學社會工作及行政學系
香港中文大學博群全人發展中心
香港仔浸信會呂明才書院
香港李寶椿聯合世界書院
香港保護兒童會馬頭涌幼稚園學校
香港城市大學社會及行為科學系
香港城市大學專上學院
香港科技大學
香港浸會大學社會工作系
香港高等教育科技學院

香港專業教育學院
香港教育工作者聯會黃楚標中學
香港理工大學
香港理工大學好善社Good Seed
香港理工大學眼科視光學院
香港理工大學護理學院
香港青基信書院
香港華人基督教聯合真道書院
香港道教聯合會圓玄學院第三中學
香港潮商學校
香港樹仁大學
旅港開平商會學校
浸信會呂明才中學
真道書院（中學部）
般咸道官立小學
高雷中學
啟思幼稚園（藍田）
基督教宣道會大澳幼稚園
基督教宣道會利東幼兒學校
基督教香港信義會深信學校
張沛松紀念中學
張祝珊英文書院
深水埗官立小學
深水埗街坊福利會小學
惠僑英文中學
港澳信義會小學
港澳信義會明道小學
順德聯誼總會鄭裕彤中學
匯基書院
慈雲山天主教小學
新九龍婦女會樂華幼兒園
聖士提反女子中學
聖士提反堂中學
聖公會呂明才中學
聖公會呂明才紀念小學
聖公會油塘基顯小學
聖公會基恩小學
聖公會基愛小學
聖公會基德小學
聖公會基樂小學
聖公會聖多馬小學
聖公會聖安德烈小學
聖公會聖彼得小學
聖公會聖紀文小學
聖公會聖馬太小學
聖公會鄧肇堅中學
聖文德書院
聖保羅書院
聖保羅書院小學
聖若瑟書院
聖若翰天主教小學
聖嘉勒小學
裘錦秋中學（元朗）

裘錦秋中學（葵涌）
路德會利東幼兒園
路德會協同學校
路德會救主學校
嘉諾撒聖心書院
德貞女子中學
慕光英文書院
樂華天主教小學
鴨脷洲街坊學校
優才（楊殷有娣）書院
嶺南大學文化研究系
賽馬會毅智書院
寶血會嘉靈學校

國內機構

Mainland Organizations

東莞市大眾社會工作服務中心
東莞市普惠社會工作服務中心
雲南青少年發展中心

由於篇幅所限，恕未能盡錄所有善長芳名。本會謹此向曾協助本會各項事工及服務之義工，深表謝意；並感謝各傳媒機構協力推廣本會服務。

Due to limited space, we regret not being able to include the names of all individuals, donors and supporters. The Association would like to wholeheartedly thank all the volunteers who have assisted in our programs and services and to express our gratitude to all the media for promoting our services.



會歌

Y.W.C.A. HYMN

調自：《做主軍人歌》（普天頌讚423首）

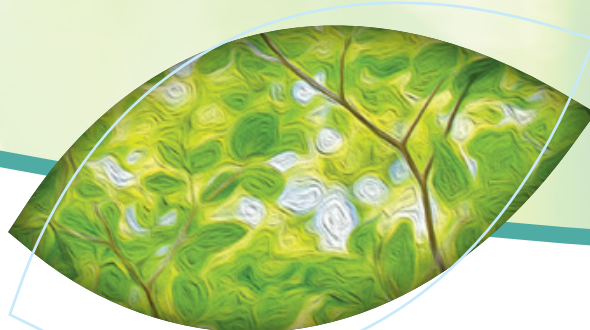
John Goss, 1871

維我大好青年，努力齊向前；精神宗仰基督，
Rise, We all Young Christians Forward let us go; Bo - dy, mind & spi - rit,

人格求健全。內心具足真理，自由自得焉；
Strengthen as we grow, Christ is our example, Forward in His might,

促進人群福利，服務日乾乾。高舉我藍三角，
One in faith & hope & love we all u - nite. Fellowship for - e - ver,

四育作中堅；相愛相敬相助，團契合人天。
Strengthen as we grow, Rise, We all Young Christians Forward let us go.





誠邀您的支持，推展女青服務！

Offer your support to **promote YWCA service!**

蒙上帝的祝福並各界熱心人士之支持與襄助，本會會務得以不斷進展，歷年積極為幼兒、青少年、婦女、長者、社區、失業人士、新來港家庭及弱勢社群等提供多元化綜合服務，與時並進。

展望未來，本會更需要您的參與和支持，令服務繼續發展，造福社會。在此誠邀您加入女青大家庭，共同協助有需要的人士。我們期待您的回應——

Thanks to our Lord's blessing and the support from all sectors of the community, the Hong Kong YWCA has been actively providing multi-faceted integrated services to keep abreast of time for children, youths, women, elderly, community, unemployed persons, new arrival families and deprived groups.

In the years ahead, we shall continue to count on your precious participation and support in our service advancement. Taking this opportunity, we cordially invite you to join the YWCA Family and serve needy persons together. Please fill in and send the feedback form below to us.

回應表 Feedback Form

我願意為基督教女青年會運動： I would like to support the YWCA Movement by:

- ☐ 代禱 Prayer
- ☐ 參與常務義工行列，請與我聯絡
Joining as a YWCA volunteer. Please contact me.
- ☐ 成為會員，附上會費港幣三十元正*
Joining as a YWCA Ordinary Member and enclose herewith* HK\$30 as membership fee.*
- ☐ 捐款支持女青服務，幫助社會上有需要的人士*
Donating to YWCA*
- ☐ 了解更多關於女青服務，請提供資料
Getting to know more about the YWCA's _____ service. Please send me more details.
- ☐ 提出以下意見： Offering my comments: _____
- ☐ 其他： Other (Please specify): _____

- * 以劃線支票繳付會費或捐款，抬頭人祈付「香港基督教女青年會」或(Hong Kong Young Women's Christian Association)，連同此頁，寄回香港麥當勞道一號「基督教及會員事工部」收。（一百元或以上捐款收據，可在香港申請減免稅項）。
- * For payment of membership fee or donation, please send a crossed cheque, payable to "Hong Kong Young Women's Christian Association", together with this completed form, to the YWCA Christian Ministry and Membership Department, No.1 MacDonnell Road, HK. (YWCA's receipt of donation of HK\$100 or above can be used for tax deduction)

為方便本會寄回收據及跟進，請填寫以下資料：
For our returning the official receipt and follow up, please fill in the information below:

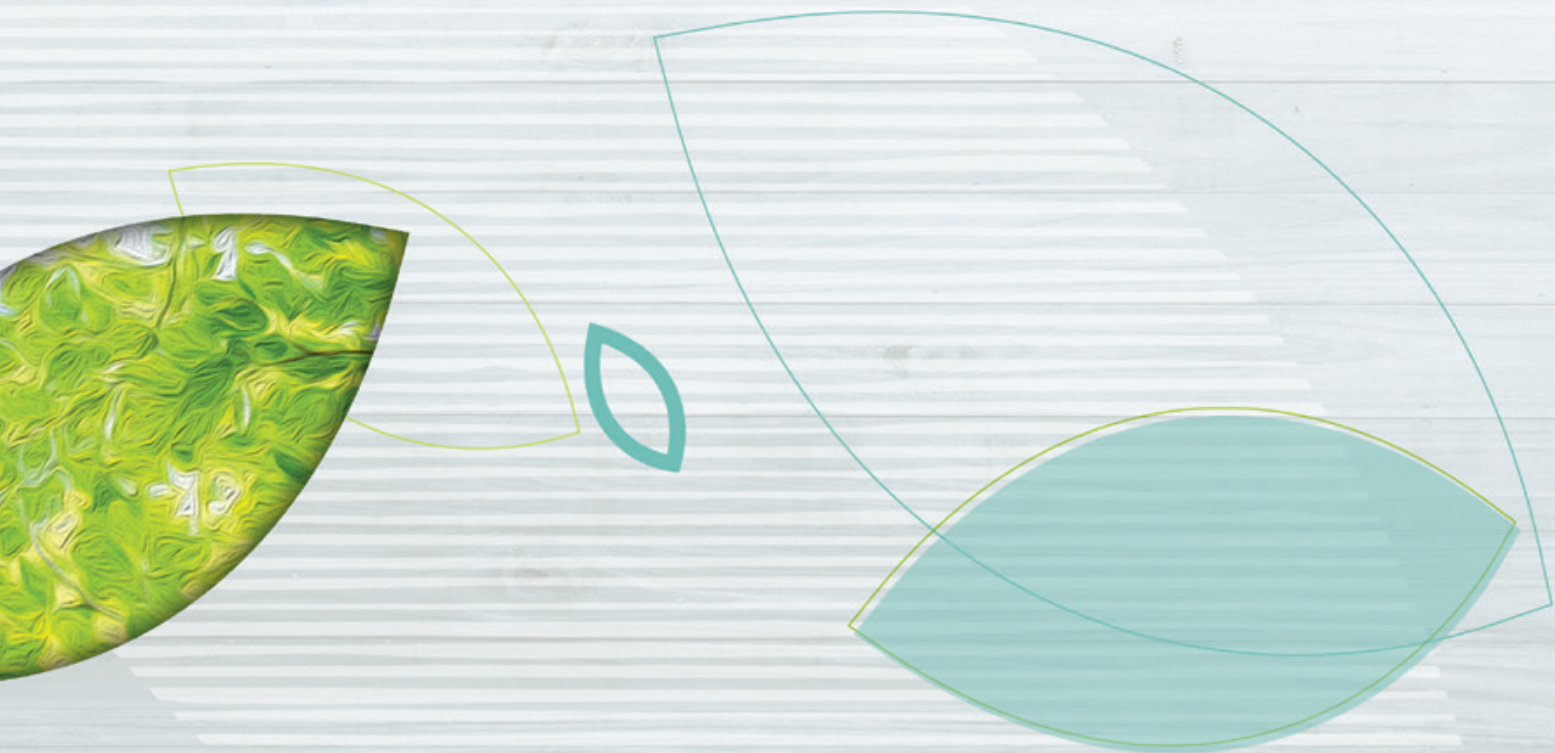
姓名 Name: _____	先生/女士/小姐 Mr./Ms./Miss _____	聯絡電話 Tel: _____ (日間 daytime) _____ (夜間 night-time)
通訊地址 Address: _____ _____	傳真/電郵 Fax/E-mail: _____ _____	

郵票
STAMP

寄香港麥當勞道一號
香港基督教女青年會
「基督教及會員事工部」收

Christian Ministry and Membership Department
Hong Kong Young Women's Christian Association
No.1, MacDonnell Road, Hong Kong





香港基督教女青年會
Hong Kong Young Women's Christian Association

總會所 Headquarters

香港中環麥當勞道1號

No. 1, MacDonnell Road, Central, H.K.

Tel: 3476 1300 Fax: 2524 4237

ywca@ywca.org.hk <http://www.ywca.org.hk>