



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

推動婦女運動

Advancing Women Movement

推動基督教運動

Advancing Christian Movement

提升服務使用者滿意程度

Enhancing Service Users' Satisfaction

擴展機構網絡

Building Cross-Sector Partnership

推動會員運動

Advancing Membership Movement

強化機構品牌

Strengthening Corporate Branding

開闢嶄新服務  
Developing New Services

生命

的

Enhancement of *life*

栽培



2011-2012 | 年報 | Annual Report





## 宗旨

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。

### PURPOSE

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

### 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）

### MOTTO

And you shall know the truth and the truth shall make you free  
(John 8:32)



## 藍三角會徽的意義

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 BLUE TRIANGLE

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.

## 世界基督教女青年會的格言

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）

### MOTTO OF THE WORLD YWCA

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

(Zechariah 4:6)



## Brief History and Development

# 歷史發展簡介



基督教女青年會運動源起於 1855 年（歐洲工業革命時代）在倫敦創立。創辦人為金耐德夫人和羅拔女士。前者為遠離家庭到工廠謀生或隨南丁格爾到戰場服務的年青女子提供棲身之所，後者集合婦女禱告和研讀聖經。後來這個祈禱會事工和宿舍工作合併成為了基督教女青年會（Young Women's Christian Association，簡稱 YWCA）。由於許多國家跟隨英國設立了 YWCA，至 1894 年成立了世界基督教女青年會（最早會員國有英國、美國、挪威和瑞典四國），會址設於瑞士日內瓦。現時逾一百個國家或地區都有基督教女青年會的設立。

早於 1890 年，中華基督教女青年會發軔於浙江杭州弘道女校，始創人是美籍傳教士司徒先生的夫人，也就是後來燕京大學創辦人及曾任美國駐華大使司徒雷登的母親。第一個市會—上海基督教女青年會在 1908 年成立，其後，各大城市及鄉鎮都相繼成立女青年會，包括上海、廣州、天津、成都、北京、南京、杭州、武漢、廈門和西安等十個城市。香港則是第七個市會。而中華基督教女青年會全國協會亦於 1923 年在杭州正式成立，現今會址設於上海。各市會自八十年代相繼復會。

在二十世紀初，鑑於有大批中國青年女子取道香港往海外留學，一位熱心教會的婦女霍慶棠女士，常作東道在香港招待她們。及後霍女士更與同道包括胡素貞、霍絮

如、吳鑒絃等發起本地女青年會，並於 1920 年 3 月 10 日舉行成立慶典，成為本港第一個婦女團體。當時創立會員 81 位、董事 12 位。創立初期以回應當時殷切的婦女需要為主，一方面於幾所女子中學開拓學生事工，培育年青女子領袖，另一方面為低學歷的勞工婦女開設平民夜校，提供教育機會及提升其就業技能，並為新任母親的婦女提供育嬰知識（為日後幼兒學校服務之始）。踏入四十年代，會務發展迅速，包括自置第一間會所、開辦職業婦女宿舍、發展婦女工作及宗教事工等。其後，各項服務如學前教育及青少年服務、學校教育、耆年服務、家庭及社區服務、職業訓練、酒店服務等亦相繼開展。

一九七九年於希臘雅典舉行的基督教女青年會世協理事會會議上，本會成為世界基督教女青年會正式成員並享有投票權。

端賴上帝的恩佑及各界支持，本會至今已發展至一個多元化服務機構，共有 76 個服務單位遍佈香港、九龍、新界及離島，事工服務伸展到各階層，年齡由一歲幼兒至高齡長者，惠及五十多個國籍之中外人士。

本會由一個祈禱會而啟動，以實際的行動，服侍社會上有需要的群體，見證耶穌基督的大愛，彰顯上帝的榮耀。





The YWCA was first established in London in 1855 (the era of Industrial Revolution in Europe), by Lady Kinnaid and Ms. Emma Roberts. Lady Kinnaid provided homes for young ladies who left their hometowns to work in factories or follow Florence Nightingale to serve in battlefields, while Ms. Roberts gathered women to pray and study the bible, forming the Prayer Fellowship. The Prayer Fellowship and the homes were later combined and formed the Young Women's Christian Association (YWCA). As many countries set up YWCAs after England, the World YWCA merged in 1894 in Geneva, Switzerland (with England, the United States, Norway and Sweden as the first four affiliated countries). Today, YWCAs are established in over a hundred countries across the globe.

In 1890, Mrs. Stewart, the mother of Dr. Leighton Stewart who was the founder of the Yenching University and had been an American Ambassador to China, founded the YWCA of China, first started as a YWCA student association in Hung

Tao School in Hangzhou. The first city YWCA - Shanghai YWCA was then set up in 1908, followed by many other cities Associations. Hong Kong became the seventh city to have her own YWCA. In 1923, the first national convention of China YWCA took place in Hangzhou, whereby the National Committee of YWCAs of China was formally established. Today, the National Committee is located in Shanghai. And since 1980, city YWCAs have been gradually reactivated in ten mainland cities, namely Shanghai, Guangzhou, Tianjin, Chengdu, Beijing, Nanjing, Hangzhou, Wuhan, Xiamen and Xian.

The Hong Kong YWCA was founded to meet social needs. During the early 20th century, many Chinese young girls travelled via Hong Kong on their way to study abroad. Ms. Fok Hing Tong, an enthusiastic Christian, received them in Hong Kong with hospitality. Later, Ms. Fok, together with another three founders, Ms. Wu So Ching, Ms. Fok Shui Yue and Ms. Ng Bik Yuen, set up

Hong Kong YWCA in 1920, with 81 founding members and 12 founding Board Members. Our earliest projects included leadership training for women in secondary schools, evening schools for working women, and parenting skills for new mothers. We then further developed our own premises, hotels and a wide variety of social services.

In 1979 in the World YWCA Council Meeting in Athens, the Hong Kong YWCA became a full member association with the rights to vote.

With our heartiest thanks to the Lord's grace, the Association has bloomed to a multi-service organization, with 76 service units spreading over the territory, to serve targets ranging from infants to senior people of over 50 nationalities.

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# 會長的話



**胡秀霞太平紳士**  
**Mrs. Patricia Ling, MH, JP**

「投資未來，邁向一百周年」，多姿多彩的九十周年會慶活動已圓滿舉行，香港基督教女青年會便開始為機構未來十年的發展作出籌謀，為要妥善應對急速變遷的社會環境，迎接工作上日益嚴峻的挑戰，積極回應各項迫切的民生需求，竭盡所能，締造更美好社區。

## 繼往開來 延續傳奇

本會早於上世紀五十年代於何文田區設立「九龍會所」，時至今日，成為九龍的地標和許許多多香港人的集體回憶。現址大樓樓齡亦接近四十年，本會經過反覆論證，仔細研究不同方案，最終決定以復修形式改善大樓設施，以便提供適時和更優質服務，善用資源，惠及更廣泛社群。復修工程的規劃工作於今年度正式啟動，各項籌募經費活動亦陸續展開。復修「九龍會所」是女青年會對建設香港的一項重要社會投資和優化社區的一項承擔。縱使復修計劃，無論在技術或財政上，勢必成為本會史上最艱巨的任務，但我深信憑著全會上上下下的堅強信念，各界人士的認同和支持，本會將一如既往，眾志成城，排除萬難，成就夢想，創建全港首個「一站式綜合社會服務匯點」，服務人次大幅增加至每年 178,000，提高資源運用效益並促進服務發展可持續性，打造「生命亮點、點亮生命」，延續傳奇。

## 實踐為證 與時並進

本會自 2007 年起，參考外國理論並融會本土文化特質，成立首間家庭健康促進中心。資深的跨專業團隊，採用正向介入手法，摒棄傳統「聚焦問題」的輔導模式，銳意強化家庭正能量，重建家庭功能。由於服務成效顯著，深受服務使用者歡迎和業界推崇。本會非常榮幸獲得香港賽馬會及俊和發展集團鼎力支持，於天水圍設立第二間家庭健康促進中心，預計於 2012 年 7 月正式開幕。而設於復修後「九龍會所」內的第三間中心，亦正積極籌辦中，預計於 2014 年落成。



人才資本是香港賴以成功的基石，面對全球化帶來的激烈競爭，青少年必須懂得裝備自己，創造優勢，「青年發展與就業」因而成為本會另一服務焦點。本會「青年發展與就業」工作的卓越成就備受業界推崇，繼獲得政府委託管理全港所有兩間「青年就業起點」後，今年再被委以重任，負責營運本港首間一站式就業及培訓中心。本會資深社工為求職人士提供個人化綜合支援及入職後持續個案跟進服務，著眼深層次社會問題，提供長遠解決方案。

### 兩性共融 栽培生命

作為國際性婦女團體，「促進自由平等的婦女運動」乃本會重要使命。去年，我有幸率領本會代表團出席四年一度於瑞士蘇黎世舉行的「世協會議暨國際婦女高峰會」，與來自 125 個國家超過 850 位各國代表，就會議主題「婦女建構一個安全的世界」(Women Creating a Safe World) 進行交流分享，反思及探討婦女與人權、機構管治等議題，獲益良多。此行的寶貴學習經驗和討論內容，將有助本會訂定婦女工作的方向和推行方法，為爭取婦女權益，創造更有利條件。本會代表團成員包括董事、同工及會員，旨在融合不同背景人士，集思廣益，並讓年青女性參與國際盛會，擴闊視野，體現本會栽培新一代婦女領袖的承擔。

### 持續優化 勇於承擔

承蒙社會各界的支持和鼓勵，本會上上下下的心血和努力，本年度的工作得以順利進行，更屢獲外界讚賞，我謹此表示衷心謝意。社會問題多樣化，貧富矛盾尖銳化、政治環境複雜化等現象將持續影響香港的營運環境，本會亦不能獨善其身，加上「九龍會所」復修各項籌備和籌募工作開展，來年的挑戰將有增無減。儘管如此，我相信只要仰賴上帝的帥領，持守信念，不斷改善，上下一心，向著標杆直跑，必能再創佳績。盼望各界友好和伙伴，繼續指導和支持本會，同心同德，締造更美好明天。

A close-up photograph of a pair of hands, likely belonging to a woman, gently cupping a small, round, white candle. The candle is lit, with a bright yellow flame and a small wisp of smoke rising from the top. The hands are positioned in the lower-left foreground, with the fingers slightly curled around the base of the candle. The background is a soft, out-of-focus light blue and white, suggesting a bright, airy environment. The overall mood is one of care, hope, and warmth.

## President's Message

The Hong Kong Young Women's Christian Association has completed a series of 90th Anniversary celebration with the theme of "Investing in the Future, Approaching the Centenary". It is time for us to embark on the planning of our ten-year's development for the purpose of meeting future challenges of a rapidly changing social environment and aiming to be more responsive in addressing social needs for the betterment of our society.

### Let the Legend continue

Established in the 1950's, the Hong Kong YWCA Kowloon Centre located at Homantin has since then become the landmark in Kowloon and a collective memory of many people in Hong Kong. After careful consideration, the Association finally decided to rehabilitate the Kowloon Centre and enhance its facilities in providing timely and better services for a wider population, and also to maximize the use of resources. The Kowloon Centre Rehabilitation Project (the Project) started its planning process during the year and various fundraising programs had been organized. The Association regards the Project as an important social investment as well as a commitment for enhancing services to the community. Because of the complex technicality and the high financial costs involved, the Project will undoubtedly be an unprecedented challenge to the Association. However, I strongly believe that with our firm conviction coupled with the staunch support from different sectors of the society, we will be able to overcome all difficulties and realise our dream of establishing the first "One-stop Social Service Hub" in the territory with annual service attendances expected to be greatly increased to 178,000. The rehabilitated Kowloon Centre will enable us to achieve a higher level of resource efficiency and to sustain our service effectiveness. We strive to fulfil our mission of "Lighting up Lives" so that the legend of the Kowloon Centre may continue.

### Launch of "Evidence-based" service to keep abreast of time

Our first family wellness centre was established in 2007, after taking reference to relevant theories and examples in other countries with adaptation to local culture and condition. We managed to replace traditional "problem-oriented" counseling approach with positive interventions provided by a team of multi-disciplinary professionals. Our team strives to reinforce "positive family energy" and rebuild family function. Our service has been well received by service users and has gained recognition by the social sector. With the generous support from Hong Kong Jockey Club and Chun Wo Development Holdings Limited, our second family wellness centre at Tin Shui Wai will be officially opened in July 2012. It is expected that the third family wellness centre to be located at the newly rehabilitated Kowloon Centre would be established in 2014, preparation work for which is already in progress.



Human capital is the foundation of the success of Hong Kong. While facing fierce competition brought about by globalization, young people are required to learn how to equip themselves to become more adaptable. Therefore, “youth development and employment” has been another Association’s service focus. The social sector recognizes our achievement in the youth development and employment service. After being commissioned by the Government to run the two “Youth Employment Start” centres, we have again been invited to operate the first one-stop employment and training centre in the territory. Job seekers are offered personalized integrated assistance service and follow-up service and as for post-employment, there will be case study follow-up provided by our experienced social workers, who are keen to solve in-depth social problems and offer long-term solution.

### Harmonization between two sexes

As an international women organization, it is our mission to promote a women movement advocating freedom and equality. Last year, it was my pleasure to lead the HKYWCA delegation to attend the World YWCA Council cum International Women Summit held in Zurich, Switzerland under the theme “Women Creating a Safe World”. We had the opportunity of the exposure and being benefited from exchanging views and sharing experience with over 850 representatives from 125 countries over the issues of women and human rights and corporate governance etc., which are helpful to us for formulating our future women service direction and implementation and facilitating advocacy for women rights. Our delegation, included board members, staff and members, who come from various backgrounds, were able to express different thoughts and ideas. Young ladies were encouraged to join the international meeting so as to gain experience and to broaden their horizon. It is evident that we are committed to nurture and train second generation young women leaders for service to the Association.

### Continuous enhancement and commitment to the society

It was due to the support and encouragement from the community and the concerted efforts of our members, volunteers and staff that contributed towards our smooth service delivery and obtaining public recognition. The business environment of Hong Kong is affected by diversified social problems, severe wealth polarization, and complex political climate, etc. and the Association would be similarly affected. Under the circumstances, the fundraising and implementation of the “Kowloon Centre Rehabilitation Project” would become even more challenging. Nevertheless, I strongly believe that by relying on God’s guidance in pursuing our mission with a unity of spirit and commitment of continuous improvement, we will be successful in attaining our goal. I sincerely hope that our friends in the social sector and corporate partners will continue to give us valuable advice and support to our cause, and together we will contribute to a better society.



# 總幹事報告

楊建霞女士

Ms. Yvonne Yeung



蒙上帝的帶領，本人十分榮幸於 2012 年 1 月 1 日加入女青大家庭，擔任總幹事一職，秉承女青使命，服務有需要的社群，現由本人報告本會過去一年之服務發展概況。

## 富基督精神之社會服務、貫徹「生命的栽培」

作為一間基督教機構，本會十分重視「生命的栽培」，致力把基督精神融合社會服務，向服務使用者實踐並傳揚上帝的愛。此外，透過舉辦祈禱會、福音午餐會、感恩節聚會及同工心靈加油站等，加強對義工、同工及服務受眾的靈性關顧，全面照顧其身、心、社、靈的健康。

## 致力拓展嶄新服務、重點回應社會需要

本會致力成為滿足社會需要的服務先驅。過去一年，第七屆全港傑出婦女義工順利選出，天水圍家庭健康促進中心成立，承辦天水圍一站式就業及培訓支援服務，足見本會在婦女領袖培育、家庭健康促進服務以及青年發展及就業服務上均有長足的發展，並且成功增強本會實力及資源，更有效服務有需要的個人及群體。另外，通過與政府部門、商界及社會各界的群策群力，本會的服務得以拓展，共推出 188 項嶄新服務，全年服務人次逾 336 萬人次。

## 重視服務成效、事工精益求精

本會採用「服務表現藍圖工具」，從五方面評估本會的工作成效：(一) 推動基督教運動、會員運動及婦女運動；(二) 提升服務使用者滿意程度；(三) 開闢嶄新服務；(四) 擴展本會網絡及(五) 強化機構品牌。評估結果顯示本會在各項範疇均取得不俗的成績。

## 加強資源拓展工作、提倡企業社會責任

在長遠服務發展上，本會積極拓展社會資源，成功與二百多家企業建立企業伙伴關係，共同合作推展各項社會服務計劃。年度內本會亦獲得政府、商界及社會人士的資助及捐款，達致官、商、民合作推動社會服務的目標。就九龍會所復修計劃，本會已訂定全面籌款策略及計劃，並動員全會上下一心，投入籌募工作。

## 建設人才資本，迎接未來挑戰

本會加強人力資源管理，並提供多項培訓課程，以增進專業社工團隊的專業知識及技能。我們鼓勵員工出席本地及海外會議及研討會，以增廣其見聞，吸收新知，包括本會人員曾到訪新加坡、台北及上海等地進行學習交流，出席倫敦、蘇黎世、曼谷及愛爾蘭都柏林之國際會議。透過持續學習，進一步發展本會員工的才華及能力，為本會建設優秀人才資本。

展望未來，在全體董事、委員、義工及員工的齊心協力下，本會將繼續致力提供適時及優質多元化服務，回應社會不同的服務需求，同心創建和諧快樂的社會。

## Chief Executive's Report



With the Lord's guidance, it was my pleasure to have joined the Hong Kong YWCA as Chief Executive on 1 January 2012, to continuously uphold the mission to serve the needy communities. Here I took the opportunity to report on the service development of the Association for the past year.

### **Supporting enhancement of life through Christianized social services**

As a Christian organization with the purpose of enriching life, the Association has integrated Christian spirit with our social services aiming to preach and live out the God's love to our service recipients. Through hosting prayer meetings, Gospel luncheon, Thanksgiving Celebration meeting and staff spiritual care program, we had proactively strengthened the spiritual care and holistic development of our Board members, committee members, staff and service recipients.

### **Launching new services to meet pressing social need**

As stated in our mission, the Association has been aspired to be a service pioneer. During the year, we saw a remarkable development in our women leadership training, family wellness service and youth development & employment as evidenced by the completion of the 7th Hong Kong Outstanding Women Volunteers Selection, the establishment of the Tin Shui Wai Family Wellness Centre, and the launch of Tin Shui Wai one-stop employment and training assistance service. Also, we were able to garner our strengths and resources to be more relevant in helping needy individuals and communities. With collaboration from the government, business and community sector, we have achieved satisfactory results in expanding our service. A total of 188 new services have been launched. Total number of service attendance exceeded 3.36 million.

### **Emphasizing service effectiveness to achieve service excellence**

By implementing the Performance Management Measurement

Tools (PMMT), we were able to evaluate our service effectiveness in five domains including advancing Christian Movement, Women Movement and Membership Movement, enhancing service users' satisfaction, developing new services, building cross-sector partnership and strengthening corporate branding. The evaluation results showed that we have had good performance in all these domains.

### **Strengthening resources development & promoting corporate social responsibility**

For the sake of long-term development, the Association has been actively exploring social resources. We had successfully liaison with more than 200 companies to co-organize various social service programs. We also received funds and donations from the government, business sector and the community, facilitating a tri-partite partnership on launching social services. Regarding the Kowloon Centre rehabilitation project, an overall fundraising strategy and plans have been formulated and all were motivated to engage in various fundraising initiative.

### **Building human capital to meet future challenges**

The Association has enhanced its human resources management, and offered increased opportunities for social service professionals to enhance their skills and knowledge by providing various kinds of courses during the year. Our staff were also encouraged to attend local and overseas seminars and international conferences held in London, Zurich, Bangkok and Dublin to further broaden their horizons and be enlightened by innovative ideas. Through continuing education, our professional staff team's capabilities and competences would be further developed for building human capital for the Association.

In future, with the concerted effort of all board members, committee members, volunteers and staff, the Association would continue to provide timely and quality social services to meet with various social needs for constructing a harmonious society.







# 機構 管治 與 管理

CORPORATE GOVERNANCE  
AND MANAGEMENT



## 遠象

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。

## VISION

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.

## 核心價值

基督教倫理觀  
專業精神及卓越服務  
誠信及承擔  
團結契合

## VALUES

Christian ethics  
Professionalism and service excellence  
Integrity and accountability  
Unity and fellowship





## 使命

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

## MISSION

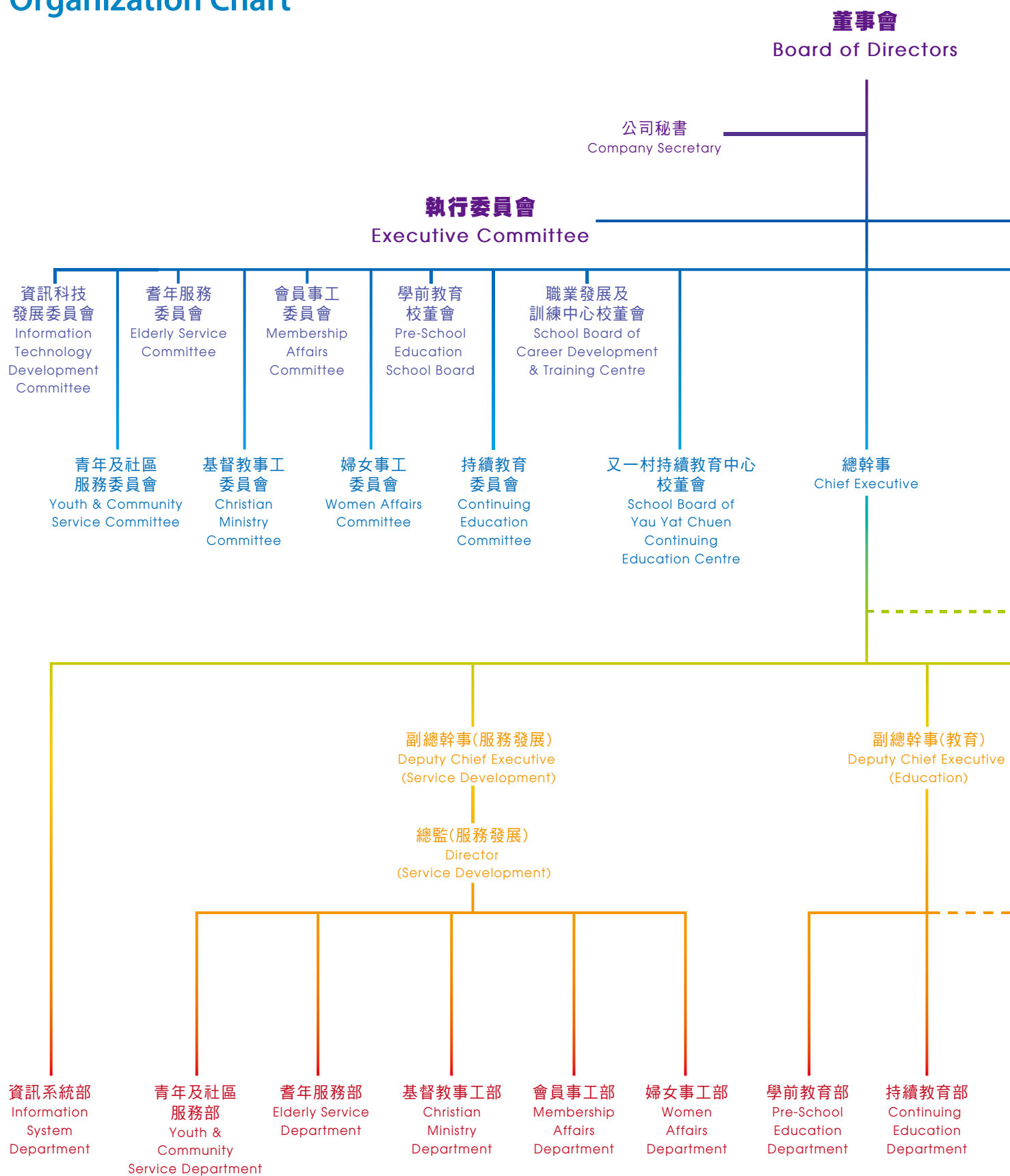
With God's blessing, we aspire to be:

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



# Organization Chart

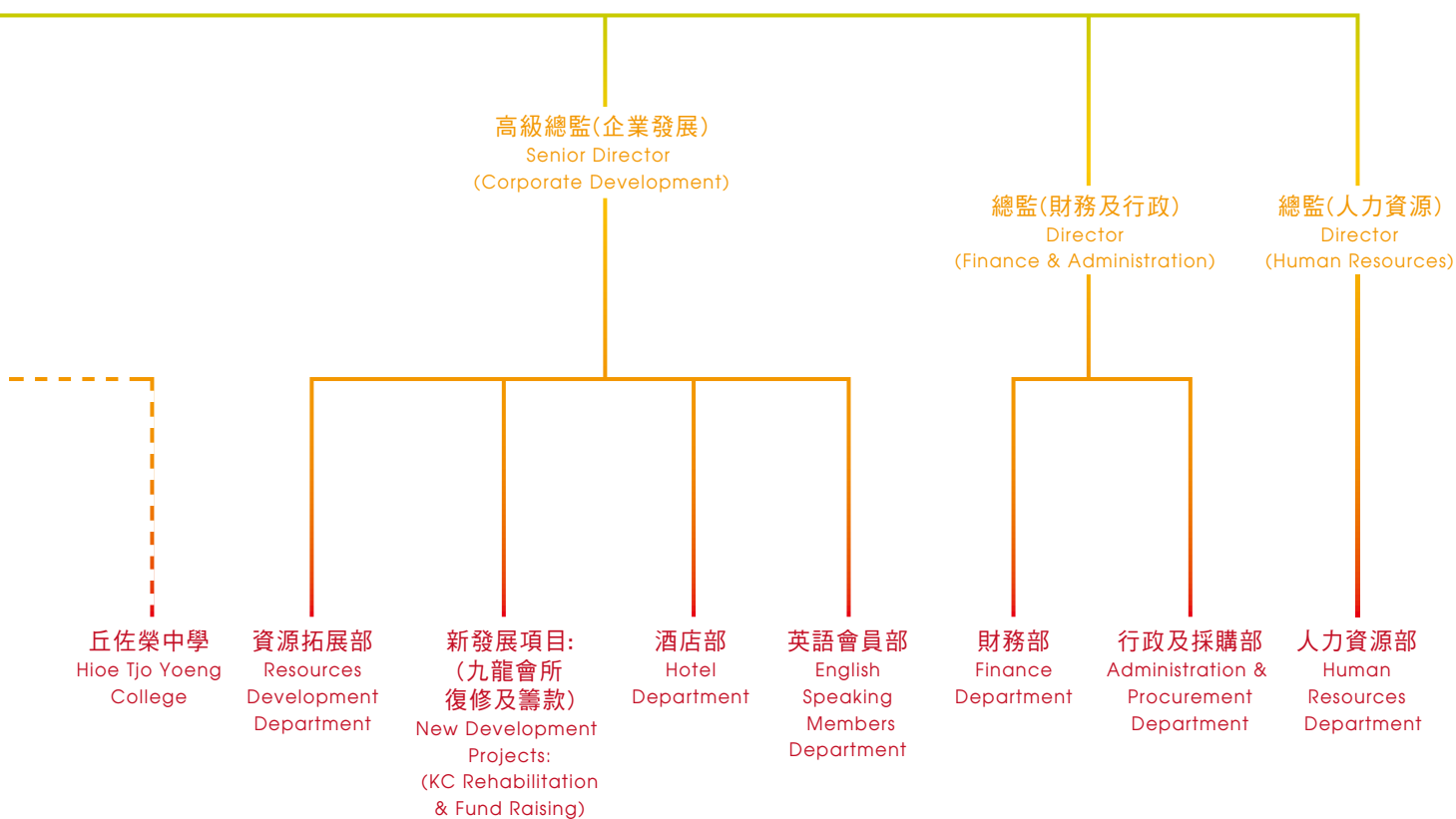
# 機構組織圖



## 審核委員會 Audit Committee



## 審核部總監 (Director of Audit)





## 贊助人

## Patron

香港特別行政區行政長官夫人曾鮑笑薇女士  
Mrs. Selina Tsang, wife of the Chief Executive of  
the Hong Kong Special Administrative Region

## 名譽會長

## Honorary Presidents

葉秀英女士 Mrs. Tai Ip Sau Ying  
李瑞燕女士 Mrs. Vivian S. K. Sung  
鄭容麗女士 Mrs. Grace Tsao  
胡紫霞博士 Dr. Daisy Li, MBE  
黃文璿女士 Mrs. Mona Leong, SBS, BBS, MBE, JP  
(2012 年 1 月 12 日起榮任名譽會長)  
(Appointed as Honorary President on 12 January 2012)

## 名譽董事

## Honorary Board Members

鄧劍雲女士 Mrs. Cheung Tang Kim Wan  
孫蓮娜女士 Mrs. Lena Liu  
高荅華女士 Ms. Ko Siu Wah, OBE, SBS, JP  
黃詩源女士 Mrs. Cheung Wong Sze Yuen  
譚勵明女士 Mrs. Lucy Lo  
馬蓮彩女士 Mrs. Lo Ma Lin Choi  
吳夢珍博士 Dr. Agnes Ng, JP  
禰秀萍女士 Mrs. S. P. Huen Lee, May  
朱清蓮女士 Mrs. Wong Chu Ching Lin  
羅章文女士 Mrs. Helen Koo  
簡瓊珍女士 Mrs. Leung Kan King Chun  
劉少梅女士 Ms. Lau Siu Mui  
梅以菁博士 Dr. Jennie Lee  
黃麗娟女士 Ms. Wong Lai Kuen, Hannah  
邵嘉儀女士 Mrs. Emily Cheng  
楊邦鏢女士 Mrs. Hung Yeung Pong Wah  
黃定賢女士 Mrs. Shirley Cheung  
孫雅娜女士 Mrs. Ella Ng

## 2011 至 2012 年度董事

## 2011-2012 Board of Directors

### 會長

### President

胡秀霞女士 Mrs. Patricia S. H. Ling, MH, JP

### 副會長

### Vice-Presidents

梁慕清女士 Mrs. Chan Leung Mo Ching  
陳素薇女士 Mrs. Lau Chan So May, Lucy  
陸西琳女士 Mrs. Tsoi Luk Sai Lam, Alice

### 書記

### Hon. Secretary

余悅群博士 Dr. Tse Yu Yuet Kwan, Patricia

### 司庫

### Hon. Treasurer

孫巽元女士 Mrs. Fanny Louey

### 選任董事

### Elected Board Members

黃文璿女士 Mrs. Mona Leong, SBS, BBS, MBE, JP  
(至 2012 年 1 月 11 日) (till 11 January 2012)  
郭玲麗女士 Ms. Lillian Kwok  
陳靜嫻女士 Mrs. Lee Chan Ching Han  
陳思佩女士 Ms. Chan Sze Pui  
樓瑋群博士 Dr. Lou Wei Qun  
譚玉靈女士 Ms. Rosaline Tam  
陳玉馨女士 Ms. Chan Yuk Hing  
呂欣茵女士 Ms. Lui Yan Yan, Yvonne  
劉慧中博士 Dr. Grace Lau  
林美麗女士 Mrs. Mary Wong  
陳秀芬女士 Ms. Chan Sau Fan, Julie  
李綺華女士 Ms. Eva Lee  
何潔雲博士 Dr. Ho Kit Wan

### 特聘董事

### Co-opted Board Members

呂蕙文女士 Ms. Nancy Lui  
高靜芝女士 Ms. Sophia Kao, SBS, JP  
謝瑞賢女士 Ms. Tse Sui Yin, Sally  
杜淑婉女士 Ms. To Sook Yuen, Helena  
Ms. Joanne Pereira

## 2011 至 2012 年度義務顧問 2011-2012 Honorary Advisers

### 法律事務

胡百全律師事務所  
蔡克剛律師  
林子綏律師  
凌蕙珊律師  
毛慧賢律師  
蕭詠儀律師

### Legal Affairs

P. C. Woo & Co.  
Mr. Herbert H. K. Tsoi  
Ms. Lam Tze Yan  
Ms. Ling Wai Shan  
Ms. Elizabeth Mo  
Ms. Sylvia Siu

### 醫務事務

沈德昌醫生  
吳美齡醫生  
吳敬文醫生  
葉成坤醫生

### Medical Affairs

Dr. John Tak-cheong Sham  
Dr. Marion Goh Tsao  
Dr. Victor Goh  
Dr. Ip Shing Kwan

### 中央電腦系統

陳志輝博士  
劉嘉敏先生

### Central Information System

Dr. Stephen Chan  
Mr. Stephen Lau

### 企業傳訊

鄭慧敏女士

### Corporate Communication

Mrs. Heidi Kwan

### 籌款

譚希韞女士

### Fundraising

Ms. Tam Hay Wan, Louise

### 人力資源

袁貴華先生  
凌蕙珊律師

### Human Resources

Mr. Thomas Yuen  
Ms. Ling Wai Shan

### 招標事務

李振強先生  
梁錦英先生  
陳文聰先生  
陳靜嫻女士

### Tender Board

Mr. Lee Chun Keung  
Mr. Leung Kam Ying  
Mr. Chan Man Chung  
Mrs. Lee Chan Ching Han

### 譚錦明先生

Mr. Tam Kam Ming

文志泉先生

Mr. Antony Man

許玉銘女士

Ms. Hsu Yu Ming, Hanna

李雅婷女士

Ms. Adrienne Li

徐嘉樂女士

Ms. Charlotte Tsui

陸西琳女士

Mrs. Tsoi Luk Sai Lam, Alice

### 基督教事工

陳茹九牧師

### Christian Ministry

Rev. Chan Yu Kow

曾永昌牧師

Rev. Richard Tsang

陳希陸牧師

Rev. Chan Hee Luk

袁葉華牧師

Rev. Yuen Ip Wah

劉榮佳牧師

Rev. Lau Wing Kai

孔繁漢牧師

Rev. Hung Fan Hon

羅瑪利宣教師

Ms. Law Ma Li, Mary

袁麗珠牧師

Rev. Yuen Lai Chu

黎錫雄牧師

Rev. Lai Sik Hung

梁永善牧師

Rev. Leung Wing Seen

余勝意牧師

Rev. Yu Shing Yee

李秀琮牧師

Rev. Lee Sau King

郭金滿牧師

Rev. Kwok Kam Moon

### 婦女事工

林滿馨律師

### Women Affairs

Ms. Vera Lam

鄭煥新律師

Mr. Cheng Woon Sun

曾繁光醫生

Dr. Tsang Fan Kwong

陳國棟醫生

Dr. Chan Kwok Tung

苗延琮醫生

Dr. Miao Yin King

鄭慧芬醫生

Dr. Anna Cheng

葉麗嫦女士

Ms. Ip Lai Sheung

**2011 至 2012 年度義務顧問**

**2011-2012 Honorary Advisers**

**學前教育**

孔沃棠醫生  
李嘉琦先生  
李家仁醫生  
楊執庸教授  
翁善強先生  
蔣在公醫生  
黃潔薇博士  
鄭楚萍女士  
趙鈞鴻博士  
林瑞芳博士  
楊金鳳女士  
宋銀子教授

**Pre-school Education**

Dr. Hung Yuk Tong  
Mr. Lee Ka Ki  
Dr. Lee Ka Yan  
Prof. Yeung Chap Yung  
Mr. Yung Sin Keung, Simon  
Dr. C. K. Chiang  
Dr. Wong Kit Mei  
Ms. Cheng Chor Ping, Irene  
Dr. Chiu Kwan Hung, Angela  
Dr. Lam Shui Fong  
Mrs. Chow Yeung Kam Fung  
Prof. Sung Yn Tz, Rita

**青年及社區服務**

陳錦棠博士  
劉卓鴻先生  
蔡定國醫生  
李力持先生  
梁傳孫博士  
張景文先生  
呂錦英女士  
崔永康博士  
吳穎英醫生  
何定邦醫生

**Youth & Community Service**

Dr. Chan Kam Tong  
Mr. Lau Cheuk Hung  
Dr. Tsoi Ting Kwok, Peter  
Mr. Lee Lik Chee  
Dr. Leung Chuen Suen, Zeno  
Mr. Cheung King Man  
Ms. Peggy Lui  
Dr. Chui Wing Hong  
Dr. Ng Wing Ying  
Dr. Ho Ting Pong

**持續教育**

洪小蓮女士  
陳玩芳女士  
鄭惠容博士  
郭碧儀女士  
朱源和先生  
馮錦康先生  
詹肇泰博士  
伍龍威先生  
李寶滿女士  
何兆敏女士  
譚展雲博士  
黃敏兒小姐  
潘萱蔚先生  
陳凱欣女士

**Continuing Education**

Ms. Katherine Hung  
Ms. Chan Woon Fong  
Dr. Enid Kwong  
Ms. Tammy Kwok  
Mr. James Chu  
Mr. Kenny Fung  
Dr. Tsim Siu Tai  
Mr. Ray Ng  
Ms. Li Po Moon  
Ms. Ho Siu Man  
Dr. Anthony C W Tam  
Ms. Amy Wong  
Mr. Poon Huen Wai  
Ms. Chan Hoi Yan, Celia

**耆年服務**

江明熙醫生  
錢本道醫生  
賴錦玉博士  
梁浩然醫生  
區仕仁醫生  
陳裕麗博士

**Elderly Service**

Dr. Kong Ming Hei  
Dr. Chin Boon To  
Dr. Lai Kam Yuk  
Dr. Leung Ho Yin  
Dr. Au Si Yan, Alfred  
Dr. Chan Yue Lai, Helen



**2011 至 2012 年度委員會委員、顧問  
(董事除外)**

**2011-2012 Committee Members, Advisers  
(excluding Board Members)**

方 通女士	Mrs. Szeto Fong Tong
方蘊萱女士	Ms. Loretta Fong
王 昉女士	Mrs. Helen Fong
王詩琴女士	Ms. Wong Sze Kam
王詩蒂女士	Ms. Wong Sze Di
王麗珍女士	Ms. Wong Lai Chun
朱偉年博士	Dr. Welland Chu
江碧霞女士	Ms. Amy Kong
江慧芝女士	Ms. Jenny Kong
吳婷雅女士	Ms. Karen Ng
李 俊女士	Ms. Li Chun
李小燕女士	Ms. Wendy Li
李安怡女士	Ms. Lee On Yi
李安琪女士	Ms. Li On Ki, Angel
李志珊女士	Mrs. Patricia Chow
李祖英女士	Ms. Lee Cho Ying
李素玲女士	Ms. Rachelle Lee
李曼儀女士	Mrs. Winnie Chiu
李雅婷女士	Ms. Adrienne Li
李諾詩女士	Ms. Lee Lok Sze
杜淑婉女士	Ms. Helena To
周明珠女士	Ms. Libby Chow
周瑋瑩女士	Mrs. Jacqueline Liu
周慧賢女士	Ms. Chau Wai Yin
周蕙禮女士	Ms. Chau Wai Lee
林春艷女士	Ms. Connie Lam
林國鴻先生	Mr. Gary Lim
林滿馨律師	Ms. Vera Lam

林樹翔女士	Ms. Lam Shu Cheung
邱佩曼女士	Ms. Yau Pui Man
洪小蓮女士	Ms. Katherine Hung
洪盛興先生	Mr. Kilias Hung
徐海珠女士	Mrs. Henrietta Zee Leung
馬仁武先生	Mr. Mar Yan Mo
馬家儀女士	Mrs. Lau Ma Gar Yee, Grace
馬麗麗女士	Ms. Ma Lai Lai, Lily
崔偉邦先生	Mr. Tsui Wai Bong, Patrick
張潔媚女士	Ms. Helen Cheung
張霈霖先生	Mr. Cheung Pui Lam
張靄雲女士	Ms. Cheung Oi Wan, Evelyn
張靄蓮女士	Ms. Cheung Oi Lin
曹妙如女士	Ms. Agnes Tso
梁秋容女士	Ms. Leung Chau Yung
梁桂平女士	Ms. Iris Leung
梁浩筠女士	Ms. Wendy Leung
梁婉玲女士	Ms. Leung Yuen Ling
梁淑瑜女士	Ms. Liang Shuk Yue, Katherine
梁琳明醫生	Dr. Leung Lam Ming, Jess
梁萃明律師	Ms. Leung Sui Ming
梁麗芬女士	Mrs. Mona Chau
莫乃光先生	Mr. Charles Mok
許玉銘女士	Ms. Hsu Yu Ming, Hanna
連寶琦女士	Ms. Lin Po Kee, Serena
陳小玲女士	Ms. Doris Chan
陳妙霞女士	Ms. Chan Miu Ha
陳玩芳女士	Ms. Chan Woon Fong
陳家韶女士	Ms. Jennifer Tan
陳彩英女士	Ms. Chan Choi Ying, Virginia
陳淑霞女士	Ms. Barbara Chan

**2011 至 2012 年度委員會委員、顧問  
(董事除外)**

**2011-2012 Committee Members, Advisers  
(excluding Board Members)**

陳詠敏女士	Ms. Chan Wing Mun
陳維國先生	Mr. Jackson Chan
陸錦蘭博士	Dr. Catherine Luk
麥少梅女士	Ms. Jenny Mak
麥國棟先生	Mr. Michael Mak
麥梓琪女士	Ms. Joyce Mak
麥惠芬女士	Ms. Mak Wai Fun
曾韻雯女士	Ms. Wendy Tsang
程 殷女士	Ms. Felicity Cheng
馮崇德先生	Mr. Fung Sung Tak
馮達權先生	Mr. Dominic Fung
黃 健先生	Mr. Kenneth Wong
黃秀英女士	Ms. Wong Sau Ying
黃婉湄女士	Ms. Elsa Wong
黃景雲女士	Ms. Wong King Wan
黃瑞君牧師	Rev. Wong Shu Kwan, Lydia
黃儀娟女士	Ms. Cecilia Wong
楊國華先生	Mr. Allen Yeung
楊雪芳女士	Ms. Yeung Suet Fong
雷協強先生	Mr. Lui Hip Keung, Ralph
靳羽珊女士	Mrs. Leong Kan Yu San
廖愛倩女士	Ms. Liao Ai Chien, Nancy
甄偉恆先生	Mr. Yan Wai Hang
趙君錫女士	Ms. Chiu Kwan Sik, Helen

劉朝宗先生	Mr. Jimmy Lau
潘婉書女士	Ms. Poon Yuen Shu
鄭佩華博士	Dr. Doris Cheng
鄭德恩牧師	Rev. Geoffrey Cheng
鄧白瑜女士	Ms. Tang Pak Yue, Jenny
賴旭輝先生	Mr. Stephan Lai
謝慧芬女士	Ms. Tse Wai Fun, Stella
簡美蓮女士	Ms. Kan Mee Lin, Hayley
鄭浩基先生	Mr. Anthony Kwong
鄭惠容博士	Dr. Enid Kwong
鄭福如女士	Ms. Sylvia Kwong
羅 蘭女士	Ms. Lo Lan
羅韻怡女士	Ms. Fiona Law
譚希韞女士	Ms. Tam Hay Wan, Louise
譚炳堃先生	Mr. Tam Ping Kwan
譚潔瑩女士	Ms. Tam Kit Ying
關詠宜女士	Ms. Winnie Kwan
蘇佩芳女士	Ms. So Pui Fong, Winnie
蘇麗芬女士	Ms. Sue So
Mrs. Junko Corrin	
Mrs. Mary Ann Li	
Ms. Sandy Porter	
Mrs. Angela Raine	
Ms. Sarah Rippetoe	

## 2011 至 2012 年度管理 / 督導同工、 督導主任及部門主管

### 2011-2012 Management / Supervisory Staff and Head of Department

#### 總幹事 Chief Executive

楊建霞女士 Ms Yeung Kin Ha, Yvonne  
(由二零一二年一月一日起)(from 1 January 2012)

#### 署理總幹事 Acting Chief Executive

黎秀玲女士 Ms. Lai Sau Ling  
(由二零一一年四月一日至二零一一年十二月三十一日)  
(from 1 April 2011 to 31 December 2011)

#### 副總幹事 Deputy Chief Executives

黎秀玲女士 Ms. Lai Sau Ling  
謝淑賢女士 Ms. Tse Shuk In

#### 署理副總幹事 Acting Deputy Chief Executive

潘廣輝先生 Mr. Poon Kwong Fai, Silas  
(由二零一一年四月一日至二零一一年十二月三十一日)  
(from 1 April 2011 to 31 December 2011)

#### 高級總監 Senior Director

陳志剛先生 Mr. Chan Chi Kong, Charles

#### 總監 Directors

施恩先生 Mr. Sze Yan, Gary  
黃雅麗女士 Ms. Wong Nga Lai, Alice  
(至二零一一年八月二十九日)(till 29 August 2011)  
楊翠翠女士 Ms. Yeung Chui Chui, Alice  
潘廣輝先生 Mr. Poon Kwong Fai, Silas

#### 督導主任 Supervisors

袁慰深先生 Mr. Yuen Wai Sum  
(至二零一一年十一月十四日)(till 14 November 2011)  
潘永盛先生 Mr. Poon Wing Sing, Vincent  
李潔貞女士 Ms. Li Kit Ching, Daisy  
賴潔娥女士 Ms. Lai Kit Ngor  
蘇艷芳女士 Ms. So Yim Fong, Tammy

陳明儀女士 Ms. Chan Ming Yee, Nancy  
李雯珊女士 Ms. Lee Man Shan, Emily  
張志坤先生 Mr. Cheung Chi Kwan, Daniel  
林遠濠先生 Mr. Lam Yuen Ho, Foster  
李穎思女士 Ms. Li Wing Sze  
胡婉玲女士 Ms. Woo Yuen Ling  
門海力女士 Ms. Mun Hoi Lik  
(至二零一一年八月二十八日)(till 28 August 2011)  
鄭楚華女士 Ms. Cheng Chor Wah, Anna  
陳嘉怡女士 Ms. Chan Kar Yee  
(至二零一一年十二月三日)(till 3 December 2011)  
陳玉娟女士 Ms. Chan Yuk Kuen, Candy  
周華達先生 Mr. Chow Wah Tat, Kenneth  
陳瑩女士 Ms. Chan Ying, Sarah  
劉國嬌女士 Ms. Lau Kwok Kiu  
譚小文女士 Ms. Tam Siu Man  
黎玉潔女士 Ms. Lai Yuk Kit, Rosanna  
黃期儀女士 Ms. Wong Kei Yee, Hazel  
(由二零一一年十一月二十八日起)  
(from 28 November 2011)  
梁廣浩先生 Mr. Leung Kwong Ho, Simon  
(由二零一二年一月一日起)(from 1 January 2012)

#### 署理部門主管 Acting Head of Department

謝蘊怡女士 Ms. Tse Wan Yi, Anny  
(由二零一一年十月十日起)(from 10 October 2011)  
林嘉慧女士 Ms. Lam Kar Wai, Carrie  
(由二零一一年十二月三日起)(from 3 December 2011)

#### 酒店部總經理

##### General Manager, Hotel Department

梁福文先生 Mr. Leung Fook Man, Fred

#### 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



# 推動基督教運動

■ 推動基督教運動 ■ 推動婦女運動 ■ 推動會員運動 ■ 提升服務使用者滿意程度 ■ 開闢嶄新服務 ■ 擴展機構網絡 ■ 強化機構品牌

活動總參加人次：  
117,825 人次 · 445 人決志

Programs' Total Attendance: 117,825  
Number of Converts: 445



本會的創立源自四位基督徒婦女，她們在查經祈禱會時受感動，立志以實際行動服侍社會上有需要的群體。因此，本會多年來致力於不同的服務發展上推動基督教運動，向不同年齡層的服務使用者傳揚福音及提供靈性培育，藉此成為社會與教會的橋樑，對外廣結教會及機構的網絡，將服務使用者轉介給教會，延續「生命的栽培」的使命。

本年度依循以下幾項工作主線，推動基督教運動，並已完全達成各項預定的指標：

## 承傳使命，薪火相傳

本會為強化董事、委員及同工之關係，不斷重尋女青年會基督教運動之發展。自2010年起，分別舉行創會日祈禱會及推展董事委員幹事靈性關顧計劃，盼主愛重新建立和鞏固彼此的關係，增強溝通和交流。

## 發揮專業，融合信仰

本會服務多元化及創新，不同專業的同工將信仰與服務結合，先後開創了福音熱線服務、生死教育、駐苑舍苑牧、福音探訪隊、不同類型的福音小組、佈道會、福音午餐會等。另外，本會同工亦與地區內不同的教會、機構或公司建立良好的伙伴關係，使服務推展順暢，屢獲地區人士讚賞及肯定。

## 關愛同工，靈性培育

全會通過舉辦多元化的同工福音活動，服務同工達4,445人次。本會亦特別鼓勵各單位每月在工作時間內舉行一小時同工小組，以增強隊工關係。另每一位新入職的同工將安排一次單獨的信仰協談。

## 成效

基督徒會員

基督徒選舉會員

基督徒委員

基督徒董事

基督徒同工

## Outcomes

Christian Members

10%

Christian Voting Members

74%

Christian Committee Members

53.3%

Christian Board Members

83.3%

Christian Staff

30.8%

## 目標

推動基督教運動

## Goal

Advancing Christian Movement

The Association was founded by four Christian women who were aspired to committing to serve the needy communities during the prayer meeting and Bible study. Hence, while developing various social services, the Association also strives to spread the gospel, provide spiritual nurturing to our service recipients, acting as the bridge between the community and the churches and forming partnerships and networks with local churches and Christian bodies, to continue our mission of "life enhancement".

During the year, Christian ministry has been promoted in three directions. All preset targets were achieved.

### Passing on Evangelical Mission to New Generation

To strengthen solidarity and enhance understanding among our Board members, Committee members and staff, a series of activities including Foundation Day Prayer Meeting and spiritual care programs had been organized since 2010.

### Integration of Christian Ministry and Professional Services

The integration of Christian belief and social services led to the launch of new services including gospel hotline services, life and death education course, stationing chaplain ministry, gospel visit team, gospel groups, gospel rallies and gospel luncheon. Furthermore, good working partnerships had been formed with local churches and organizations where our services had gained commendation and recognition from the community.

### Nurturing Staff's Spiritual Care

Diversified gospel programs for staff were organized with attendance reached 4,445. Staff were encouraged to organize one-hour sharing session during working hour to strengthen team relationship. In addition, newly recruited staff were arranged a one-to-one consultation session when joined the Association.



本會婦女事工部是主力推動婦女運動的部門，而各部門單位也相應推出有關婦女為本之活動，以提升參加者在性別意識及婦女之能力，當中具規模之服務包括：

## 嘉許傑出婦女義工

本年度舉辦「第七屆香港傑出婦女義工選舉」，反應熱烈，共接獲 101 份提名。一月十四日的頒獎禮上，十位大獎得獎者從主禮嘉賓手上接過獎項後，分享感動人心的個人故事。十位得獎者已完成馬來西亞交流活動及本會提供的一系列領袖培訓。

## 參與世協會議暨國際婦女高峰會

本會代表團，在會長胡秀霞女士率領下，一行七人（包括同事、年青董事及委員）出席四年一度之世協會議暨國際婦女高峰會。是次會議於 2011 年 7 月 10 日至 16 日，在瑞士蘇黎世舉行，來自 125 個國家、超過 850 位參加者出席。會議主題為「婦女建構一個安全的世界」（Women Creating a Safe World）。

年青婦女領袖於 7 月 15 日主持「向暴力說不」工作坊，以剪報及統計資料，分享香港婦女面對暴力情況，及以角色扮演讓參加者了解約會暴力概念，又介紹本會之回應策略及工作心得。

## 婦女倡議工作

藉三八國際婦女節，本會進行了一項「香港婦女社會參與狀況研究」，發現普遍婦女期望更多參與社會工作，建議各機構應提供合適的婦女領袖培訓，並需具備持續性及發展階梯，而企業及政府亦應提供「婦女友善」配套服務，以示鼓勵。

與香港中文大學亞太研究所性別研究中心合辦「女人有話兒」三八婦女節婦女社會參與研討會，講者分享「婦女參與社會的挑戰與前瞻」及「從性別角度看婦女的社會參與」。亦有兩位傑出婦女義工分享「由自我醒覺到發聲」及「病人權益工作」。研討會反映婦女面對的社會問題，發言內容具啟發性。





## 成效

具性別角度的活動、推動兩性平等的活動、增強婦女能力和培育婦女領導的活動以及回應本地及國際婦女議題的活動之總參加人次：**62,488**

## Outcomes

**Total attendance on programs with gender perspective or promoting gender equality or aiming at female empowerment and women leadership training plus programs focusing on local and international women issues: 62,488**

## 目標

推動婦女運動

## Goal

Advancing Women Movement

Women movement has been promoted mainly by Women Affairs Department. Other service units also launch relevant women-based programs and some large-scale programs with the aim to promote gender perspective & enhance female empowerment. The programs included:

## Outstanding Women Volunteers Commendation

During the year, the 7th Hong Kong Outstanding Women Volunteers Election was held. A total of 101 nominations were received. During the award presentation ceremony on 14 January, 10 winners received awards from the officiating guest and shared their touching life stories. They then completed an exchange program to Malaysia and attended a series of women leadership training.

## World YWCA Council Meeting cum International Women's Summit

Under the leadership of Mrs. Patricia Ling, the President of Hong Kong YWCA, a 7-member delegation attended the World YWCA Council Meeting cum International Women's Summit held at Zurich, Switzerland during 10 -16 July 2011. Over 850 representatives from 125 countries attended the meeting. Theme of the meeting was "Women Creating a Safe World".

A group of young women leaders hosted a workshop on "Say No to Violence" on 15 July 2011. Newspaper clippings and statistic data were used for demonstrating the situation in which Hong Kong women faced violence; role play were performed to enhance participants' understanding of dating violence. Strategies on fighting violence against women and relevant service experience of the Association were also shared.

## Women Advocacy

On the International Women Day, a research on "Investigating the Status of Hong Kong Women's Social Participation" was conducted. It was found that women in general were eager to have more participation in social service. It was suggested that organizations/agencies should provide adequate women leadership training with continuity and in various developmental stages. Corporations and the Government should offer "women-friendly" auxiliary service as a gesture of encouragement.

An International Women's Day Forum was jointly organized with the Gender Research Centre of Hong Kong Institute of Asia-Pacific Studies where guest speakers were invited to share their views on topics including "Challenges and Prospect of Women Participation in Social Service" and "Women Participation in Social Service from Gender Perspective". On the occasion, two outstanding women volunteers also shared their views on "From Self Awakening to Make My Opinion Known" and "Works for Patient Right". The Seminar successfully reflected those social issues faced by women today and the sharing was thought provoking.



## Advancing Membership Movement

本著「生命的栽培」宗旨，本會致力推動會員運動，栽培會員德、智、體、群四育發展為目標，促進會員個人身心靈全面的發展，培養其領導才華、視野及服務熱誠。而義工是本會會員運動的推動力量。在「共建關愛文化、彰顯女青義工力量」的工作主題下，本會發揮各部門之特色義工服務，亦透過組織家庭義工，服務地區社群。

### 結合會員運動、推動領袖培訓

按不同服務對象的需要，提供有系統的訓練及服務社區的機會，讓義工服侍更多有需要的人，讓他們的生命更豐盛。透過推薦參與競逐會內、會外義工獎項，舉辦義工欣賞會及嘉許禮，擴闊他們的參與空間及視野，使他們能在女青年會運動中有領導改變的能力。本會連續 5 年獲得由社會福利署頒發的「最高服務時數獎（公眾團體）優異獎」。

### 鼓勵會員參與會務，推動會員成長階梯

招募更多社區人士成為會員，透過多元化活動及會員優惠，加深會員對女青年會運動的認識和歸屬感，邀請有質素的會員貢獻所長，參與委員會事務，代表本會出席地區性或國際性會議及事務，共同制訂本會事工政策等。

### 推動企業義工服務

協助不同企業義工於不同單位參與義工服務，使服務使用者透過活動受惠之餘，亦能協助公司提升企業形象，締造雙贏局面。

■ 推動基督教運動 ■ 推動婦女運動 ■ 推動會員運動 ■ 提升服務使用者滿意程度 ■ 開闢嶄新服務 ■ 擴展機構網絡 ■ 強化機構品牌



Adhering to the purpose of "life enhancement", the Association strives to promote Membership Movement with an aim to foster holistic development of our members. Volunteers are the driving force of our membership movement. Various signature volunteer services have been developed and family volunteers have been mobilized to serve the community.

### Promoting Leadership Training

Based on different needs of our service targets, our volunteers were equipped with systematic training and opportunities were offered to serve the needy. Enrichment of the life of our volunteers was made possible by their participating in volunteer awards competitions, volunteer appreciation ceremony and award presentation ceremony. By doing so, their horizons were widened and participating opportunities were increased, enabling them to have the power to lead change in the YWCA Movement. The Association has won the Social Welfare Department's "Highest Service Hour Award (Public Organizations) – Merit" for 5 consecutive years.

### Encouraging Members Participation

Members are recruited from local community sector. By participating various members' activities and entitled to members' benefits, their knowledge about our Membership

Movement and sense of belongings toward the Association were strengthened. Members of high caliber were invited to join the committee(s), attend local and overseas conferences on the behalf of the Association and participate in formulating service policies.

### Promoting Corporate Volunteerism

Corporate volunteers were offered assistance in providing various volunteer services at our different centres. It was a win-win situation as our service recipients were benefited from their services, while our corporate partners enjoyed enhanced corporate image in return.



## 成效

會員人數

義工人數

選舉會員人數

## Outcomes

No. of Members

No. of Volunteers

No. of Voting Members

34,707

9,627

246

## 目標

推動會員運動

## Goal

Advancing Membership Movement

# 提升服務使用者滿意程度

本會共有 76 個工作單位，服務多元化，對社會各階層及年齡層人士提供適切的社會服務。本會重視向服務使用者提供優質服務。每年，單位透過調查問卷、電話訪問、焦點小組，服務意見諮詢論壇和「質素評核」等，搜集服務使用者需要及對服務、設施、職員態度、滿意程度等意見，並會作出跟進，以回應服務使用者要求及提升服務質素。

本會透過不同方式來了解服務使用者對所提供服務的滿意程度：

各單位均進行「服務使用者諮詢大會」、「服務使用者諮詢論壇」或「苑友問卷調查」等，就單位之環境、清潔、膳食、照顧、程序活動及職員表現等收集意見或評分，並在中心刊物、檢討會議和苑友大會等場合回應用者的訴求，達致改善服務質素。

而學校社工組在各學校進行「服務質素焦點小組」，學生就社工提供的服務、學生的需要及社工室設施提供寶貴意見，學校社工督導主任於 2011 年 6 月及 7 月與學校人員進行周年服務檢討會議，席上校方對學校社工整體服務表達欣賞。

學前教育方面，十間學校均通過教育局的「質素評核」並獲極高評價。

■ 推動基督教運動 ■ 推動婦女運動 ■ 推動會員運動 ■ **提升服務使用者滿意程度** ■ 開闢嶄新服務 ■ 擴展機構網絡 ■ 強化機構品牌





Our 76 service centres strive to offer timely and diversified social service to citizen from all walks of life. We concern the quality of our services being offered to our service recipients. Each year, questionnaire, telephone interview, focus group, service consultation forum, and service quality evaluation are the means deployed by service centre for collecting users' needs and comments towards service, facilities and staff attitude as well as users' satisfaction. Follow up action will be taken to meet with the demands from service users. By doing so, it help improve the quality of our services.

Several methods were used to collect data on users' satisfaction:

Each centre held "service users consultation meeting", "service users consultation forum" or "questionnaire for inmate" to collect comments on the centre's environment, cleanness, meals, care, program and staff attitude. With an aim to improve the service quality, feedback on the demands of the service users would be made at review meeting and inmate meeting held at the centre or in centre's newsletters.

School Social Work Team held focus groups on service quality at those schools they stationed. Students were asked to give valuable comments on the service offered by our social workers, students' needs and facilities of social worker room at the campus. During the annual service review meeting held in June and July 2011, the schools expressed their appreciation on the overall service performance of our school social work teams.

Regarding pre-school education, our 10 nursery schools and kindergarten had passed the external assessment conducted by Education Bureau with positive comments.

## 成效

**參加活動總人次：1,865,502**

部門活動

青年及社區服務部 - 藝術課程、職業培訓、義工培訓

耆年服務部 - 基層健康、生死教育、支援獨居長者

其他部門

**滿意機構服務使用者百分比：85%**

## Outcomes

**Number of service attendance: 1,865,502**

Programs offered by Depts

Youth & Community Service Dept – Art Course,

Retraining Course, Volunteer Training

Elderly Service Dept – Primary Health, Life & Death Education,

Supporting Live-alone Elder Singletons

Other Depts

**Percentage of users satisfied with the agency services: 85%**

參加人次

1,076,337

317,780

471,385

No. of attendance

1,076,337

317,780

471,385

## 目標

**提升服務使用者滿意程度**

## Goal

**Enhancing Service Users' Satisfaction**





面對瞬息萬變的年代，大眾對服務的訴求也日新月異，為要有效地回應社會需求，服務模式必需不斷更新，這才能經得起時間的考驗，精益求精。

為要達致服務與時並進的目標，本會表現藍圖內設有「開闢嶄新服務以回應不同社會需要」的項目，目的在於鼓勵各服務單位每年均需要投放資源，掌握社會不同的服務訴求，並以嶄新的服務手法以作回應。

為回應天水圍區的服務需要，本會成功獲勞工處委託，成為第一所「一站式就業及培訓中心」的個案管理服務機構。由駐場註冊社工以個案管理形式為參加者提供切合個人需要的就業援助服務，引入互動電腦程式進行就業服務需要評估工具，為參加者分析就業需要，並因應評估結果提供度身訂造服務。

此外，獲香港賽馬會慈善信託基金的慷慨捐助，於 2011 年底在水圍區成立本會第二間家庭健康促進中心，繼續以國際家庭優勢模式為基礎，盡早讓幼兒家庭認識家庭健康訊息，並以實証研究配合服務發展，以助家庭吸取正能量，成為幼兒成長的健康土壤。

耆年服務方面，與香港中文大學那打素護理學院合作推行「改善長者睡眠質素計劃」，發掘有需要的長者並提供實証為本之跟進治療。透過預防失眠講座為 111 位長者進行「長者睡眠質素評估調查」，發現超過半數長者受睡眠困擾，活動更為 27 名受失眠困擾的長者舉辦「認知行為治療小組」，認識睡眠或失眠不正確的想法和觀念。

## 成效

推出嶄新 / 創新 / 獨有的服務數目 : 188

服務調查的數目 : 37

回應調查所得而舉辦的活動數目 : 44

嶄新 / 創新 / 獨有的服務使用者人次 : 35,507

## Outcomes

Number of New/Innovative/Unique Services launched: 188

Number of Service Research: 37

Number of Activities in response to Findings of Research: 44

Number of Service Users of New/Innovative/Unique Services: 35,507

## 目標

開闢嶄新服務以回應不同社會需要

## Goal

Developing New Services in response to Social Needs

Facing the everchanging era and increasing demand on our services, it is necessary to constantly modify our service mode to keep abreast of times for service excellence.

To achieve the goal of offering timely and relevant services, we include launching new services as one of the service performance blueprint. This is to encourage all service centres to input resources into our services on yearly basis, and to cope with imminent service needs with innovative service approach.

In order to respond to the service needs in Tin Shui Wai, the Association was commissioned by the Labour Department to be the case management service agency at the first "One-stop Employment and Training Centre". Our stationing registered social workers were to offer participants timely employment assistance service in a case management manner. Served as employment need assessment tool, interactive computer programs were introduced and tailor-made employment service would then be offered based on assessment result.

Besides, thanked to the generous donation from Hong Kong Jockey Club Charities Trust, the 2nd Family Wellness Centre was established in Tin Shui Wai by end of 2011. The Centre would continue to apply the theory of international family strengths as its service base, helping families with infants to acquire knowledge on family wellness at early stage. Equipped with evidence-based research, our service would be developed to help local families to absorb positive energy and become healthy families ideally for the growth of young children.

Regarding elderly service, a scheme on improving sleep quality of the elders was jointly organized with Nethersole School of Nursery of CUHK and follow up evidence-based treatment were offered to needy elders. A total of 111 elders had participated in the research on sleep quality while attending a talk on preventing insomnia. It was found that more than 50% elders had sleep problem. 27 affected elders had joined "the cognitive behaviour treatment group" where they were taught about the correct concepts of sleep and insomnia.

作為本地一間具有悠久歷史，在地區上植根多年之社會服務機構，本會相信能夠與不同服務及業務範疇之機構緊密聯繫，能匯聚社區資源，產生協同效應，發揮強大之動員能力，以支持切合社會需要之服務發展。故此，本會各服務單位均積極與政府部門、社福機構、教會、學校及企業等不同界別建立為策略性伙伴，並持續擴展此網絡。

本年度曾參加世界女青年會會議，與各地女青建立友誼；馬來西亞女青年會更曾接待本會傑出婦女義工得獎者。企業方面，2011 年成功提名並獲得「商界展關懷」標誌之機構多達 93 間。11 間企業支持敬老護老愛心券並獲得敬老護老愛心會有限公司頒發金、銀、銅等銷售獎項。

本會曾與多間企業及其義工合作，運用他們的專業知識推動家庭健康、關顧幼兒成長、以及關懷弱勢社群，包括美國通用電器公司為幼兒學校推行家居安全意識活動；信和集團及卡哥特科亞洲有限公司贊助天水圍兒童及家庭活動；瑞安建業有限公司服務深水埗區隱蔽長者；嘉里控股有限公司贊助「寒冬暖愛心行動」惠及 6,000 多人。企業亦積極支持本會暑期工博覽及多項就業活動。

本會與香港理工大學及香港中文大學曾分別進行長者照顧研究計劃及合辦婦女研討會等。教會網絡方面，現有 17 間伙伴教會；13 位教牧成為本會顧問，以及聯繫全港 1,000 多間教會。

■ 推動基督教運動 ■ 推動婦女運動 ■ 推動會員運動 ■ 提升服務使用者滿意程度 ■ 開闢嶄新服務 ■ 擴展機構網絡 ■ 強化機構品牌





As an organization with long history of establishment and social services in Hong Kong, the Association believes that by closely networking with agencies engaged in different services and fields, we would be able to garner communal resources and mobilize huge manpower to support the development of relevant social services. Therefore, our centres have proactively established strategic partnership with governmental departments, social welfare agencies, churches, schools and corporates and continue to expand inter-agency networking.

During the year, the HKYWCA delegation attended the World YWCA Council Meeting and fostered friendship with other YWCAs. YWCA of Malaysia had received our outstanding women volunteers. In 2011, a total of 93 nominated companies had been successfully awarded as "Caring Companies" while 11 corporates supported the sale of Care for the Elderly Charity Tickets and be awarded gold, silver and copper awards by Care for the Elderly Association Limited.

Cooperation with various corporate companies and corporate volunteers had been sought for promoting family wellness, caring the growth of infants and deprived groups. For example, The General Electric Company helped promote household safety awareness at our nursery schools; Sino Group and Cargotec Asia Limited sponsored children and family programs in Tin Shui Wai; volunteers of SOCAM Development Limited served hidden elders in Shamshuipo; and Kerry Holdings Ltd sponsored donation campaign which benefitted over 6,000 people. Other corporates also supported our summer job expo and employment programs.

We had collaborated with Hong Kong Polytechnic University and Chinese University of Hong Kong respectively to conduct research on elderly care and organize a women seminar. For developing church network, we had established partnership with 17 churches, and 13 pastors had been invited to be our advisors. We also liaised with more than 1,000 local churches.

## 成效

參與或與其他地區女青年會合作的活動數目: 30

策略性伙伴數目 (企業): 283

策略性伙伴數目 (學校、政府部門、志願機構、教會等): 726

## Outcomes

Number of Activities with YWCAs in Other Regions: 30

Number of Strategic Partners (Corporate): 283

Number of Strategic Partners (Schools, Governmental Departments, Voluntary Agencies, Churches, etc.): 726

## 目標

擴展不同機構之間的網絡聯繫

## Goal

Building Cross - Sector Partnership

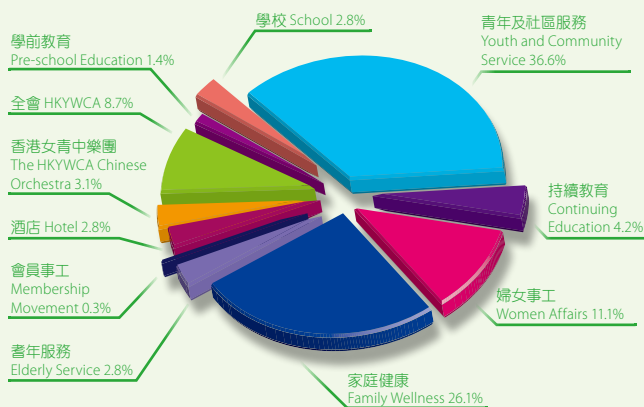


## Agency Performance Blueprint Strengthening Corporate Branding

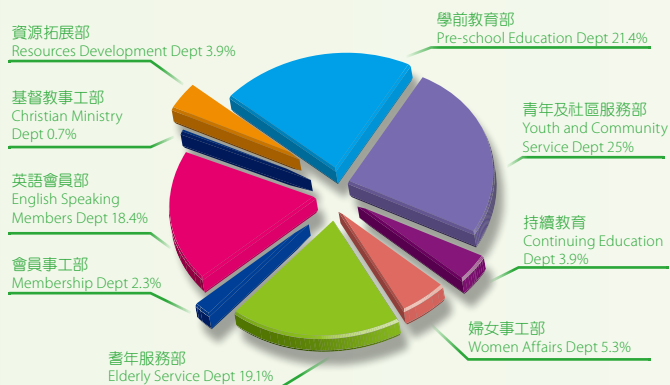
■ 推動基督教運動 ■ 推動婦女運動 ■ 推動會員運動 ■ 提升服務使用者滿意程度 ■ 開闢嶄新服務 ■ 擴展機構網絡 ■ 強化機構品牌



### 傳媒正面報導 Positive Mass Media Exposure



### 機構刊物統計 Statistics on Corporate Publications



### 強化品牌形象 確立服務口碑

一直以來，女青年會透過不同的公關策略、宣傳推廣活動，以及出版不同類型資訊刊物，加深公眾對本會的了解及認受性，以確立優質服務口碑，傳揚「生命的栽培」服務宗旨，建立良好正面的品牌形象。

本會多元化的優質服務吸引廣泛傳媒關注，全年共獲 287 次報導，其中不少服務及活動的成就和果效更成為傳媒焦點：連續第五年舉辦的「Say YES to Work 青年就業暨暑期工招聘博覽」獲報導達 43 次；婦女事工部發佈的「香港婦女社會參與狀況研究」除獲印刷媒體 15 次報導外，本會更獲邀在香港電台《思潮作動》及《笑容從家

開始》節目中分享；家庭健康促進中心舉辦的「香港嬰幼兒父母狀況調查」則獲 20 次報導。另外，本會亦獲亞洲電視本港台《金錢世界》邀請，於節目中分享及建議市民如何善用政府派發的六千元。

此外，本會的工作成效獲外界認同，全年本會向會外人士介紹本會服務及分享工作經驗次數達 153 次。另本會共出版 304 份各類型機構刊物，包括資源拓展部《女聲》季刊及定期電子通訊、單位的調查研究報告書、活動教材套、通訊及特刊等。

## 成效

傳媒作正面報導的次數：287

向會外人士介紹本會服務或分享工作經驗次數：153

出版刊物數目：304

## Outcomes

Number of positive mass media exposure: 287

Number of presentation to or visits by other organizations: 153

Number of publication: 304

## 目標

強化機構品牌

## Goal

Strengthening Corporate Branding

### Strengthening Corporate Brandname and Image

Through deploying different public relation strategies, launching of marketing campaign and publication of newsletters and promotional literature, the Association strives to enhance the understanding and acceptability of our services, establish reputation for our quality services and positive corporate image among the public.

During the year, our quality services had attracted 287 media coverage, including the 5th "Say YES to Work Youth Employment cum Summer Job Expo" (43 coverage); "Investigation on the Status of HK Women's Social Participation" launched by Women Affairs Department had attracted 15 printed media coverage. Also, we were invited to share the research findings on the Radio Hong Kong programs; "Survey on the Situations of Hong Kong Parents with Infants and Toddlers" conducted by Family Wellness Centre received 20 media coverage. Furthermore, we were invited to share and suggest the use of HK\$6,000 at a television program on ATV channel.

Our service effectiveness had earned wide recognition from the public. During the year, we had delivered 153 presentations and sharing on our services to parties outside the Association. Also we published 304 publication including *Women's Voice* quarterly publication and regular e-newsletters, research reports, centres' program kit and special issues etc.



出色表現廣受認同

Recognition for Service Excellence

## Our Remarkable Achievement

# 我們的成就



本會於僱員再培訓局「第4屆人才發展計劃」中，榮獲「**ERB 就業服務獎（一般對象課程組）**」；本會提名的蔡潔儀導師獲「**ERB 優異導師獎**」；透過本會提名的僱主則共有13間分別獲選為「**ERB 傑出僱主獎**」及「**ERB 優異僱主獎**」。

At the 4th ERB "Manpower Development Scheme" Award Presentation, Hong Kong YWCA was awarded "**ERB Outstanding Award for Placement Services (general courses)**", "**ERB Merit Award for Instructor**" for our nominated instructor Ms. Kitty Choi, while 4 nominated employers were awarded "**ERB Outstanding Award for Employers**" and another 9 were awarded "**ERB Merit Award for Employers**".



本會秀群松柏社區服務中心舉辦之「抱抱顯融情計劃」榮獲社會福利署「2011-12 年度老有所為活動計劃」之**大埔及北區地區最佳「老有所為活動計劃」獎**。

"Hugging to Show Your Love Project" launched by Ellen Li District Elderly Community Centre won the "**The Best Project in Tai Po and North District**" in "The Opportunities for the Elderly Project 2011-12" organized by Social Welfare Department.





本會誌寶松柏中心及深水埗綜合社會服務處合辦之「我家在深水埗私樓尋寶計劃」榮獲社會福利署「2011-12 年度老有所為活動計劃」之「**最突顯長者貢獻**」獎。

"Treasure Hunt in Sham Shui Po Private Housing Project" jointly launched by Chi Po Neighbourhood Elderly Centre and Sham Shui Po Integrated Social Service Centre won the "**Most Demonstrating Elder Contributions Award**" in "The Opportunities for the Elderly Project 2011-12" organized by Social Welfare Department.



本會獲敬老護老會頒發 2011「敬老護老愛心券」慈善籌款運動 —「**機構最高籌款獎**」冠軍。

Hong Kong YWCA won the 2011 Sale of "Care for the Elderly Charity Tickets" **Best Fund Raiser Award – Champion.**



出色表現廣受認同

Recognition for Service Excellence

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# 我們的成就



本會連續5年獲得由社會福利署頒發的「**最高服務時數獎(公眾團體)優異獎**」。

Hong Kong YWCA was awarded "**Highest Service Hour Merit Award (Public Organizations)**" by Social Welfare Department for 5 consecutive years.



本會雲華護理安老苑之「伴步人生路」計劃奪得香港社會服務聯會「**卓越大獎**」。

"The Family Partnership Project" launched by Wan Wah Care & Attention Home for the Elderly won the "**Outstanding Award**" from Hong Kong Council of Social Service.



本會秀群松柏社區服務中心推出之「風中暖流送，義工情意長」計劃，獲義務工作發展局之匯豐愛心傳城義工大行動「**最具創意服務計劃**」銀獎。

The HSBC Share-To-Care Volunteer Campaign launched by Ellen Li district Elderly Community Centre won "**The Most Creative Service Project**" Silver Award from Agency for Volunteer Service.



本會長青松柏中心舉辦之「美麗人生由你掌舵計劃」榮獲社會福利署「荃灣及葵青區 2011-12 地區夥伴協作計劃」之「**最佳實踐**」獎。

"A Beautiful Life Project" launched by Cheung Ching Neighbourhood Elderly Centre won "**Best Practice Award**" in the Tsuen Wan/Kwai Tsing District Collaboration Scheme 2011/2012 organized by Social Welfare Department.



女青足球隊榮獲「**社工盃七人足球賽**」冠軍，並締造「三連冠」之輝煌成績，而女青籃球隊亦奪得「**許晉奎盾籃球賽**」冠軍殊榮。

The HKYWCA Staff Football and Basketball Teams won the championships of the Social Work Agencies Tournaments – "**SWA Football Cup**" and "**Hui Chun-fui Shield SWA Basketball Tournament**". On top of this, the football team had won the champion for the third year in a row.



出色表現廣受認同

Recognition for Service Excellence

## Our Remarkable Achievement

# 我們的成就



由本會提名之長期合作伙伴 - 太古地產有限公司榮獲義務工作發展局之「**第四屆香港傑出義工獎**」企業獎。

Nominated by HKYWCA, our long-term corporate partner Swire Properties was the winner of **the Corporate Award in the 4th Hong Kong Volunteer Award** organized by the Agency for Volunteer Service.



本會獲社會服務聯會頒予「**商界展關懷**」計劃 2011/12—連續 10 年提名機構。

Hong Kong YWCA was awarded "**Caring Company Scheme 2011/12 – 10 Consecutive Years Nominator**" by Hong Kong Council of Social Service.



本會 93 間企業伙伴全部獲頒「**2011/2012 商界展關懷**」標誌。

Our 93 corporate partners were awarded "**Caring Company 2011/2012**" logo.

### **2011-2012 年度突擊巡查的整體評級**

辦事處自 2005 年 5 月開始進行突擊巡查培訓機構的工作，透過隨機抽樣的方式，安排職員到訪各機構轄下的培訓中心，觀察課程舉辦時的各項行政工作是否合乎本局規定。如在巡查過程中發現有待改善的地方，我們會向培訓機構提供意見及建議，以協助提升培訓機構的服務質素。

在 2011-2012 年度期間，辦事處職員曾突擊巡查 貴機構轄下的培訓中心 24 次，共涉及 24 個班別，並已按本局既訂的評分準則完成評級。現特致函通知在 A 至 G 共 7 個既定級別中，貴機構於 2011-2012 財政年度突擊巡查的整體評級為「A (卓越)」。

在此再次感謝 貴機構對本局培訓課程作出的支持。如閣下對上述內容有任何查詢，請致電 3129 1163 與本人聯絡。

僱員再培訓局  
質素保證部經理

本會再培訓服務在 **2010-11 年度僱員再培訓局之突擊巡查的整體評級為「A (卓越)」**。

Our Retraining service scored **grade Overall A (Excellence) in the surprise inspection conducted by Employees Retraining Board (2010-11).**



本會贊助人兼香港特別行政區行政長官夫人曾鮑笑薇女士於 **2012 年 1 月到訪本會又一村會所**，讚揚女青熱線輔導服務，以及義工多年來的堅持及貢獻。

**Mrs. Selina Tsang, the Patron of the Hong Kong YWCA and the wife of the HKSAR Chief Executive, visited our Yau Yat Chuen Centre** in January 2012 and was impressed by our Hotline Services and the dedications and contributions of the volunteers.



出色表現廣受認同

Recognition for Service Excellence

## Our Remarkable Achievement

# 我們的成就



本會督導主任潘永盛先生及將軍澳綜合社會服務處單位主任吳礎霞女士榮獲**民政事務局長頒發嘉許狀**，以表揚他們多年來對青年工作的寶貴貢獻。

Mr. Vincent Poon, Supervisor and Ms. Brenda Ng, Centre-in-charge of Tseung Kwan O Integrated Social Service Centre had been conferred **Certificate of Commendation by Director of Home Affairs** for their valuable contributions to the youth work along the years.



本會屯門綜合社會服務處就業服務項目經理仇建文先生榮獲香港社會工作人員協會頒發「**第 21 屆優秀社工獎**」。

Mr. Chow Kin Man, Project Manager (Employment Service) of Tuen Mun Integrated Social Service Centre received the **"21st Outstanding Social Workers Award"** organized by Hong Kong Social Workers Association.



本會學前教育部十間學校均**通過教育局「質素評核」**，並獲極高評價。

Our ten schools under Pre-school Education Department **passed the external assessment of Education Bureau** with positive remarks.







SERVICE REPORT IN BRIEF

# 工作 簡報



# 基督教事工



基督教事工部致力於全會推動基督教運動，協調單位把基督教信仰與社會服務整合，讓接受服務者的生命更顯得多采多姿。在聯繫地區教會及會內單位合作上，本部發揮橋樑作用，匯聚雙方資源，一同為社會上有需要人士提供服務，並栽培不同年齡層的信徒為基督精兵，透過義工服務宣揚上帝的愛，使基督精神植根於女青年會，榮神益人。本部於本年度主領之小組、活動及訓練共接觸了 16,086 人次，另協調及統籌全會事工之服務達 102,716 人次，整體服務人次較去年增長了 22%。期間，動員福音義工 349 人次，服務總時數達 679 小時，並舉辦了 179 個小組，350 項福音活動。

## 關顧同工靈性健康，鼓勵反思生命

### 同工心靈加油站

過去一年本部共舉辦了 4 次，分別邀請高皓正先生、林遲祖傳道、鄧英蘭女士和方文聰先生作見證嘉賓，幫助同工認識基督教信仰。4 次活動共 269 人參加，同工表示活動主題有助他們反思生命意義。

### 同工訓練之「手掌按摩傳福音」工作坊

於 2011 年 11 月 24 日在總會所舉辦，由周家成牧師主講，教授同工藉著手掌按摩向長者或服務使用者傳福音，共有 16 位同工參加。

### 「我不相信運氣」佈道會

為讓非編制同工（活動工作員及活動助理）有機會認識福音，於 2011 年 9 月 16 日在九龍會所禮堂舉行，希望鼓勵年青的同工把握工作機遇、學習與人相處。整個佈道會以保守個人的心態為主，道出一切由心發出，共有 76 人出席。

### 同工退修日

2011 年 2 月 24 日於石澳天主堂靜修舍舉辦，共 23 位同工參加，享受遠離工作和生活的機會，反思生命，從而達致身心靈的休息及情緒健康。



The Christian Ministry Department has always sought to promote the Christian Movement of the Association and assist the service units to integrate Christian values with the social services to enrich the lives of our service recipients. In term of local networking, the Department strives to garner powers and resources of churches and services units in serving the needy. Besides, in an effort to exemplify the Christian spirit and love and serve others for God's glory, the Department is committed to nurture Christians of different age groups to be Christ's disciples through volunteer activities. During the year under review, gatherings, activities and trainings were provided, reaching a total of 16,086 participants, whilst our coordination of the Association's services benefited 102,716. This indicated a surge of 22% as compared to last year. 349 volunteers were mobilized with a total of 679 service hours, whilst 179 cell groups and 350 gospel activities were organized.

## Caring for Staff's Spiritual Growth

### Enlightening your Mind: Staff Spiritual Support Programs

In the past year, 4 support programs were administered and guest speakers, namely, Mr. Zac Kao, Minister Lam Che Cho, Ms. Tang Ying Lan Susanna and Mr. Fong Man Chung, were invited to share their stories of faith in a bid to deepen staff's understanding of Christianity. 269 staff were in attendance, many of whom found the programs very insightful in stimulating thoughts on the meaning of life.

### Evangelism Training on palm massage for Staff

The workshop was held on 24 November 2011 at the Headquarters. Rev. Chow Ka Sing Sunny provided training on evangelizing to the elderly or other service recipients through palm massage. This attracted a total of 16 participants.



### I Don't Believe in Luck: Gospel Rally for Non-regular Staff

To uphold the mission of encouraging non-regular staff (including both Program Workers and Program Assistants) to know about the Christian faith, a staff gospel rally was conducted on 16 September 2011 at our Kowloon Centre. With the theme of keeping one's heart and mind through the teaching of Jesus Christ, the rally aimed to motivate young staff to grasp every job opportunity and enhance their interpersonal skills at workplace. A total of 76 staff attended.

### Staff Retreat

The retreat, attended by 23 staff, was conducted on 24 February 2011 at Martyr Saints of China Chapel in Shek O. The retreat enabled attendees to take time off from their busy work and relieve their stress.





## 服侍形式多樣，助長者活出豐盛生命

### 苑舍崇拜

鄭傍卿護理安老苑及雲華護理安老苑分別獲友好教會聖公會聖提摩太堂及順寧道平安福音堂定期協助主領主日及週間崇拜。

### 長者福音小組

本部與伙伴教會定期到訪誌實松柏中心、西環松柏中心、林護紀念松柏日間護理中心、明儒松柏社區服務中心、秀群松柏社區服務中心、鄭傍卿護理安老苑及雲華護理安老苑，舉行不同形式的長者福音小組，讓長者認識聖經。

### 同工小組

本部也關心耆年部同工的需要，現時林護紀念松柏日間護理中心、長青松柏中心、九龍城綜合家居照顧服務隊及秀群松柏社區服務中心均由本部同工帶領每月或隔月的同工小組，幫助同工於繁忙工作中享受心靈安寧。本部另資助雲華護理安老苑舉辦「工作・生活・正能量」同工靈性關顧計劃，舉辦了6次工作坊，分享在工作上抓住忙而不亂的祕訣。

### 佈道會

本部協助秀群松柏社區服務中心、明儒松柏社區服務中心、鄭傍卿護理安老苑及深水埗區松柏綜合服務（誌實松柏中心、深水埗綜合家居照顧服務隊、林護紀念松柏日間護理中心及雲華護理安老苑）籌辦地區耆年佈道會，共有500多位長者參加。

### 追思會

我們關愛活著的苑友，也思念逝去的苑友。本年度鄭傍卿護理安老苑共進行了3次追思會，服務63人次。

## Enriching the Meaning of Life of Elders

### Worship Services at Homes for the Elderly

Sheng Kung Hui St. Timothy's Church and Shun Ning Road Peace Evangelical Centre committed to offer regular worship services and sermons on Sundays and weekdays for Cheng Pon Hing Care & Attention Home for the Elderly and Wan Wah Care & Attention Home for the Elderly respectively.

### Cell Groups for Elders

In partnership with local churches, the Department paid visits to 7 elderly service units (i.e. Chi Po Neighbourhood Elderly Centre, Sai Wan Social Centre for the Elderly, Lam Woo Memorial Day Care Centre for the Elderly, Ming Yue District Elderly Community Centre, Ellen Li District Elderly Community Centre, Cheng Pon Hing Care & Attention Home for the Elderly, and Wan Wah Care & Attention Home for the Elderly) on a regular basis. Gospel cell groups of different kinds were formed for elders to learn more biblical knowledge.

### Cell Groups for Staff under the Elderly Service Department

With an aim to strengthen their spiritual wellness, Staff Cell Groups in 4 units (i.e. Lam Woo Memorial Day Care Centre for the Elderly, Cheung Ching Neighbourhood Elderly Centre, Kowloon City Integrated Home Care Services Team and Ellen Li District Elderly Community Centre) were led on a monthly or bimonthly basis. Moreover, sponsorship had been granted to Wan Wah Care & Attention Home for the Elderly to launch a spiritual care scheme which aimed to encourage staff to take a positive attitude towards work and life. In this regard, a series of 6 workshops were provided to share the importance of effective work management.

### Evangelical Meetings for the Aged

Jointly organized with various units under the Elderly Service Department (namely, Ellen Li District Elderly Community Centre, Ming Yue District Elderly Community Centre, Cheng Pon Hing Care & Attention Home for the Elderly and some other elderly service units in the Shum Shui Po District), the Evangelical Meetings were well received by more than 500 elders.

### Memorial Services

We care not only those who are still alive, but also remember those in the past year who had passed into blessed memory. 3 memorial services were given by Cheng Pon Hing Care & Attention Home for the Elderly for the deceased, serving 63 participants in total.





## 造就婦女信徒，委身社區服侍

### 流通管子團契

為了栽培婦女成為基督的精兵，招聚過往「流通管子信徒婦女造就課程」的學員與主內姊妹團結合一，在生活各層面為主作美好見證，並鼓勵加入本會成為福音義工，同心廣傳福音，每月舉辦一次。

### 流通金管子信徒婦女造就課程（天水圍）

共進行了16個系列的訓練，裝備婦女成為天水圍木蘭軍，外展傳揚福音。今屆共有13位婦女順利畢業，另有1位婦女學員修業，畢業感恩會已於2012年1月11日舉行。由4月份開始，本會伙伴教會基督恩典教會協助帶領流通金管子團契，與一班願意委身參與社區服侍的畢業學員一同敬拜、禱告及進行外展探訪，預計於10月在水天圍綜合會服務處定期舉行福音聚會，邀請區內街坊認識信仰。



## 開展幼兒及家長福音工作

### 「利慕伊勒」家長小組

隔星期於中華基督教會錦江紀念禮拜堂舉行一次，每次透過不同主題，幫助信望幼兒學校的家長認識基督教價值觀和信仰，讓家長在小組內得到更大的支援及幫助，並建立同路人網絡。

### 親子小組

為讓家長及小朋友們更了解基督教信仰，本部於長青幼兒學校、信望幼兒學校、彩雲幼兒學校、趙靄華幼兒學校、安定幼兒學校隔月舉行一次。

### 同工團契

為使同工在忙碌中有休憩機會，同時亦深化單位的基督信仰精神，故本部協助推動轄下的十所幼兒學校及幼稚園每月舉行一次同工團契。

### 暑期聖經班

每年暑假時間也教導幼兒更多聖經知識，讓他們升往小學前，能立志跟從神。其中戴翰芬幼兒學校、長青幼兒學校、彩雲幼兒學校及安定幼兒學校均在8月份舉行了暑期聖經班活動。

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## Grooming and Engaging Christian Women in Ministry

### “Channels of God” Women’s Christian Fellowship

Past students of the “Channels of God” - Training Course for Women were gathered with other sisters in Christ to enjoy monthly fellowship. The goals of this fellowship are three-fold: to train up women in evangelism; to be Christ’s witness in their daily life; and to proclaim the gospel.

### “Golden Channels of God” - Training Course for Women (Tin Shui Wai District)

16 training sessions were conducted to gear women up to become Gospel Crusade and to spread the Good News. During the year, 13 had graduated from and 1 had completed the course. Graduation Thanksgiving Gathering was held on 11 January 2012. Since April, one of our partner churches, Grace Church, has committed to coordinate worship, prayer meetings and outreaching visits with those devoted graduates and sisters. It was planned that gospel gatherings would be arranged in October, inviting residents in the vicinity to know about the Christian faith.



## Nurturing the Spiritual Development of Children

### Lemuel Parents’ Group

Held at the Church of Christ in China Kam Kong Memorial Church every other week, the Parents’ Group helped parents of Faith Hope Nursery School understand Christian values and faith under various themes. Parents were greatly benefited from this family support network.

### Parent-child Groups

The Department designed bimonthly activities for parents and their kids of our 5 nursery schools (including Cheung Ching, Faith Hope, Choi Wan, Chiu Oi Wah and On Ting) to learn about the Christian faith.

### Evangelical Fellowship for Staff

Staff fellowship in 10 nursery schools and kindergarten allowed staff to squeeze time to relax and be refreshed.

### Summer Bible Schools

During the summer vacation, children were taught about more biblical knowledge and invited to be followers of Jesus Christ before they were to be promoted to primary schools. 4 nursery schools (including Tai Hon Fan, Cheung Ching, Choi Wan and On Ting) planned to hold the summer bible classes in August.

## 培育青年精兵，傳承福音使命

### 佈道會

旺角持續教育中心及港島東持續教育中心兩所夜校分別於 2011 年 6 月 16 日及 6 月 22 日舉行「可喜可樂佈道會」及「放下重擔佈道會」，兩次佈道會共有 111 人出席。

### 奮路 Teen 兵青少年訓練證書課程

為培育更多有使命感的青少年，本部與香港路德會聖三一堂禮堂合辦的第八屆課程，於 2011 年 7 月 20 日至 8 月 21 日舉行，共有 18 位青少年參加。為使每一位 Teen 兵畢業生繼續茁壯成長，成立了畢業生「VIP Platform」，建立日後分享和相聚的平台。



### 反校園暴力校園之旅

本部獲西貢區議會社會服務及健康安全城市委員會邀請，於 2011 年 9 月 2 至 15 日期間承辦「活力 Teen 愛和平校園之旅」，舉行合共 7 場的校園活動，服務 2,720 人次。活動目的為傳遞反暴力的意識及技巧，鼓勵青年人正面及健康地表達情緒。

### 維「祂」命職青營會

於 2012 年 2 月 18 至 19 日在突破青年村舉行，招聚了 23 位來自不同宗派的職青信徒，建立屬靈支援網絡，重拾職場使命。

### Dance For God 義工小組

獲外界邀演出舞蹈，11 位義工分別於 11 間中學表演，共服務 3,120 人次。

## 關愛兼善，支援社區

### 「樂·滿家」福音電影晚會

本部成功向飲食福音團契申請「百分百愛筵」，免費提供 100 位晚餐。於 2011 年 11 月 25 日，本部與伙伴教會中華基督教會錦江紀念禮拜堂合辦福音電影晚會，林遲祖傳道伉儷蒞臨分享，當晚有 113 人參與，不少出席父母深受感動，並繼續參加本部所舉辦的「媽媽組」。本部亦派出 5 位婦女義工到場協助招待工作。

### 「向生命讚好」計劃

本部成功向匯豐銀行慈善基金申請基金，獲得 \$15,820 贊助，計劃已於 2012 年 3 至 4 月期間，與伙伴教會中華基督教會錦江紀念禮拜堂合作，藉著快樂人生五常法（常感恩、常欣賞、常關心、常愛笑、常放下），幫助黃大仙區弱勢社群家庭建立健康的身、心、靈。「向生命讚好」計劃共 20 個家庭報名參加，參加家庭均表示計劃給他們的生命帶來正面影響，促進與家人融洽相處。



## Raising Up a Generation of Young Disciples

### Evangelical Meetings for Students

In order to reach the youths with the Gospel of Christ, 2 evangelical meetings were held by the 2 Evening Schools of our Continuing Education Centres in Hong Kong East and Mongkok on 16 and 22 June 2011 respectively, which were well attended by 111 students.

### 2011 Teenage Army of God: Certificate Training Course for Young Believers

Co-organized with Holy Trinity Lutheran Church from 20 July to 21 August 2011, the 8th Certificate Training Course had catered for 18 young believers. A VIP Platform was also set up to facilitate personal growth and communication.

### Anti-School-Violence Project

Upon invitation of Sai Kung District Council Social Services & Healthy and Safe City Committee, the Department contracted for the Anti-School-Violence Project. 7 activities benefiting 2,720 participants were organized. It aimed to combat violence in schools; to enhance students' handling techniques; and to inspire positive expression of feelings and emotions.

### Gospel Camp for Young Adults

On 18 and 19 February 2012, a gospel camp was organized to cater to 23 young adults from different denominations to establish a Christian support network and reconfirm their calling at workplace.

### "Dance For God" Volunteer Team

The 11-member volunteer team was invited by 11 secondary schools to give Praise Dance performances, serving 3,120 participants.

## Cultivating a loving Christian Community

### "Joyous Home" Movie Night

To subscribe to the theme of "Feast with eternal love", The Catering Evangelistic Fellowship generously sponsored 100 sets of free meals for participants. On 25 November 2011, the Department also partnered with Church of Christ in China Kam Kong Memorial Church to organize a gospel movie program. Minister Mr. & Mrs. Lam Che Cho were invited to talk about their own faith journey which touched the hearts of many attending parents. Welcomed by 5 woman volunteers of the Department, there was a total audience of 113, some of whom even committed to join the parents' support group.

### "Like" Your Lives Campaign

With a grant of \$15,820 from the Hong Kong Bank Foundation, the Department had jointly run the campaign with Church of Christ in China Kam Kong Memorial Church. In an effort to enhance the body-mind-spirit well-being of the underprivileged families in Wong Tai Sin District, the said campaign highlighted "5 ways to lead a joyous life" - Giving thanks, Making appreciation, Caring for others, Smiling more often and Letting go. 20 families in total participated and were benefited from the project that brought about positive attitude towards life and helped consolidate family relations.





Service Report in Brief  
**Woman and  
Family Affairs**

# 婦女及家庭事工



婦女事工部以「莊敬自強、康健齊家、兩性共融、女創高峰」為部門工作方向，繼續深化本會對婦女運動的信念，關注不同年齡及背景之女性需要，讓女性能力得到提升，發揮領袖才能，致力推動性別意識培育。同時，部門亦關心家庭，重視個人及家庭健康，推動家庭健康運動，協助家庭成員身、心、社、靈之健康發展，今年更成立了第二所家庭健康促進中心。婦女部聯同1,100名義工，提供婦女及家庭服務達73,640人次，讓兩性攜手合作，貢獻社會。當中重點包括推動性別教育工作、女性領袖培育、婦女與健康、推動家庭健康及關心嬰幼兒家庭等活動及小組工作，讓更多社區人士關心婦女及家庭。

## 強化婦女領袖角色，積極為女性發聲

### 澳門交流團

應澳門婦聯青年協會邀請，女聲舊生會理事參與「兩岸四地澳門交流團」，主題為「新時代女性三高現象」。於研討會中，團員分享香港女性的「三高」現象，介紹本隊的單身人士計劃服務、中學生性別意識培育服務等，女聲舊生會主席陳嘉玲女士亦與三地代表，接受澳門日報及市民日報專訪。團員不單能透過交流團，與來自台北、廣東、澳門等女性互相認識及分享，增廣見聞，更能加深對兩岸四地婦女議題的認識。

### 領袖訓練

為裝備婦女領袖，曾舉辦不同類型訓練，包括：陳淑莊議員主講「女性領袖如何洞察社會議題」、黃桂林先生主持「口才培訓」、金佩璋女士主講「性別角度看施政報告及區議會選舉」講座。亦推薦婦女領袖參與由平等機會婦女聯席舉辦之領袖訓練營，結連婦女團體之餘，亦學習《消除對婦女一切形式歧視公約》(CEDAW)及傳媒應對技巧。

### 發聲工作

婦女領袖關注社會事件，致函商務及經濟發展局局長，促請當局留意免費報紙爽報之不雅內容，倡議兩性尊重及要求重新啟動淫褻及不雅物品管制條例之修訂。回應纏擾法之諮詢工作，呈交意見書，表達不應借保障婦女而限制新聞自由，並倡議改善現行措施及制度，增加對家暴婦女之保障。女聲亦發表了「從性別角度看區議會選舉」文章及「2011年十大女性議題新聞選舉」結果，促進公眾人士對婦女狀況的關注。

The Women Affairs Department (WAD) aims at strengthening women's capacity, enhancing holistic wellness, promoting gender awareness and scaling new heights. To propel the women movement, the Department is tasked with addressing to the needs of women of all ages and different social backgrounds, empowering women, grooming women leaders and promoting gender equality. With regard to family affairs, fostering holistic development and well-being of family members are our core missions. During the year under review, the second Family Wellness Centre was set up. Besides, in collaboration with 1,100 volunteers, women and family wellness services coordinated by the Department reached 73,640 recipients through mutual cooperation between two sexes. Highlights of the year included gender awareness education, women leadership training, and campaign on promoting family wellness in a bid to draw public attention to women and family affairs.



## Strengthening Women's Capacity

### Exchange Tour to Macau

Committee members of HK Women's Voice Alumni Association had been invited by the Fu Lun Youth Association of Macau to go on an exchange tour to study the recent phenomenon concerning women in the modern world. The theme of this tour was to shed light on the negative labels for women at marriageable age with high qualifications and high pay. At the symposium, our Services for Singletons, Gender Awareness Education, etc. were introduced to other women delegates from Taipei, Guangdong and Macau. Ms. Chan Ka Ling, Chairperson of the Alumni Association and some other delegates were also interviewed by two local newspapers in Macau (Macao Daily News and Jornal do Cidadao). The exchange tour not only offered an eye-opening experience to the delegates, but also enabled in-depth sharing and deepened insights in women's issues.

### Leadership Training Programs

In strengthening the leadership role of women, a series of training programs were conducted. These included a keynote speech on "Identifying social issues for women leaders" made by Legislator Ms. Tanya Chan, an eloquence training provided by Mr. Wong Kwai Lam, as well as a sharing session on "Understanding policy address and district council election from a gender perspective" hosted by Ms. King Mary Ann Pui Wai. Furthermore, the Association had nominated women leaders to join the Leadership Training Camp hosted by HK Women's Coalition on Equal Opportunities. During which, women leaders was given chances to link up with one another, to learn about the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and to upskill their media handling techniques.

### Speaking for Women

Women leaders are devoted to keep tracks of social affairs. In opposition to Sharp Daily, being one of the free local newspapers, over the indecent contents, women leaders wrote to Secretary for Commerce and Economic Development advocating for gender respect and pressing for review on the amendments to Control of the Obscene and Indecent Articles Ordinance. With regard to the public consultation on Stalking Law, position paper was submitted to opine that the legislation shall not be made as an excuse for limiting the freedom of press. In view of this, we also urged for improvement in existing laws and systems to better protect women from family violence. In addition, an article on "Understanding district council election from a gender perspective" was published in *Women's Voice* and the results of "2011 Election on top ten news on women's issues" was released.



## 倡議提高性別意識，助年青少女尋找真我

### 性別意識研討會及教材套

為提升教育工作者對兩性平等教育關注，舉行「識」「識」相關性別意識與通識教育的融合研討會，由蔡寶瓊教授、盧健凌老師及本部蘇艷芳督導主任就如何把性別意識融合通識教育範疇作經驗分享。出版《男女本「識」中學生性別意識活動教材套》，進一步推廣性別意識。

### Grow Potential with Fun 青少年自信提升計劃

本隊獲「真我自信基金」贊助，舉辦一連串青少年潛能發展計劃，開幕禮以剪紙創作獨一無二的「笑臉娃娃」、藝人及嘉賓分享揭開序幕。並藉暑期潛能藝術工作坊，讓青少年開濶思考空間，從而提升自我認識、學習欣賞自己、發掘潛能、重新建立自信。潛能班的主題內容包括「自信與智慧」、「自信與魅力」、「自信與成就」、「自信與夢想」，8個課程共426人次參與。

展覽日暨結業禮共有99位同學、老師和親友出席。當日分開四個場區進行展覽，當中包括：社區攝影相片展區、Art jamming 畫作及環保袋設計區、馬賽克吊燈及樹脂水晶飾物作品展區、藝術試玩體驗區。對於能夠展覽作品，讓藝術潛能班參加者感到極大成功感。同學亦感激社工及藝術導師，給她們自由發揮的空間、認識藝術並建立自信。活動獲得經濟日報及香港電台《好孩子星期天》專訪。



## Increasing Gender Awareness in Adolescent-hood

### Symposium and Education Kit on Gender Awareness

At the Symposium on integration of gender awareness into education organized by the Department, Professor Choi Po King, Miss Lo Kin Ling and Ms Tammy So, supervisor of the Department shared their experience on how to integrate gender awareness education into liberal studies. In addition, Teaching Kits on Gender Awareness for Secondary Schools were produced and disseminated to draw public attention to gender-related issues.

## Grow Potential with Fun: Confidence-building Project for Young Girls

"Grow Potential with Fun: Confidence-building Project for Young Girls" was launched with a generous grant from the Dove Self Esteem Fund. A variety of activities, ranging from doll paper-cutting to sharing by guest speakers, marked the Launch Ceremony of the said project on developing young girls' potential. Then, an array of summer artistic workshops under the themes of self-confidence with wisdom, charisma, achievements and dreams were organized to help young girls think outside the box, learn to know about and appreciate themselves, cultivate their own potential as well as rebuild their self-confidence. The 8 sessions were well attended by a total of 426 participants.

At the Exhibition Day cum Graduation Ceremony which attracted 99 teenage girls, their family members and teachers, the exhibition hall was divided into various thematic zones for displaying photography, paintings of Art jamming style, DIY environmental-friendly bags and other handicrafts like painted Mosaic chandeliers and resin crystal accessories made by young girls, and for gaining artistic experience. While being excited about display of their own artworks, participants expressed sincere gratitude to their social workers and tutors in upgrading their self-esteem through interface with the arts. The event was reported by Hong Kong Economic Times and on a RTHK Radio Phone-in Program.





## 重視婦女健康，舉辦專題講座

### 「敏感症狀要照顧 中西醫藥齊調護」健康講座

與香港中文大學公共衛生及基層醫療學院婦女健康促進及研究中心合辦上述健康講座。講座由中西醫角度講解敏感症狀及治療方法。本部蘇艷芳督導主任講解情緒及人際關係中「另類敏感」。講座後設有攤位活動，分別有免費血壓量度、脂肪比例測試、骨質密度檢查及血糖測試。參加人數 311 人。

## 「童」途共行，推動嬰幼兒家庭健康

### 「童」途有我們－關心嬰幼兒家庭健康計劃

家庭健康促進中心獲美國輝瑞科研製藥有限公司贊助「童」途有我們－關心嬰幼兒家庭健康計劃。家長反應非常熱烈，報名人數遠超過預期 142%，但由於場地所限，實際出席人數為 535 人。整項計劃共分為兩大服務，包括起動禮及分享講座，以及 5 場巡迴工作坊。

### 「童」途有我們起動禮及「童」伴專家分享講座

為響應國際家庭日，於 5 月 15 日舉行了「童」途有我們起動禮及「童」伴專家分享講座，主禮嘉賓為勞工及福利局

張建宗局長，並邀請多位童伴專家分享嬰幼兒身心發展的需要及分析，包括美國輝瑞科研製藥有限公司（營養品－香港區）總經理鍾志偉先生、輝瑞營養品代表陳慧心女士、嚴沛瑜講師及曾繁光醫生，講者風趣幽默，例子生動，給予在場家長不少寶貴建議。同場亦邀請了香港母乳育嬰協會主席、香港人力資源管理學會代表及母親代表，就著「社會、企業應如何推動家庭友善措施以支援嬰幼兒家庭」分享經驗及心得。

### 香港嬰幼兒父母狀況調查

家庭健康促進中心進行了「香港嬰幼兒父母狀況調查」，研究發現被訪嬰幼兒父母的「個人與家庭健康指數」令人滿意，以 10 分為滿分，嬰幼兒父母的個人開心指數平均高達 7.97 分，夫婦之間的親密程度平均亦達 7.33 分。同時，數據也反映受訪者與家人關係的狀況，與原生家庭的緊密程度平均達 7.28 分，反映新生命能為家庭帶來正面價值。另發現嬰幼兒父母不易為，以 5 項為上限，近七成嬰幼兒家長最少面對 3 至 5 項家庭挑戰，更有近七成父母睡眠不足，而如何平衡育兒與工作的時間亦是受訪雙職父母面對的最大關注。是次調查共獲 19 間文字媒體、電子傳媒及電台報導。



## Promoting Women and Personal Growth

### Health Talk on “Treating Allergies from Chinese and Western Medical Perspectives”

Jointly organized with CUHK Centre of Research and Promotion of Women’s Health, the health talk was conducted to introduce the symptoms and therapies of allergies from Chinese and Western medical perspectives. Ms Tammy So, Supervisor of the Department also remarked on a kind of “alternative allergy” relating to emotions and social relationships. There were also booths set up for free measurement on blood pressure, tests on body fat percentage, osteoporosis and blood glucose. The total attendance reached 311.

## Improving Wellness in Early Childhood and Families

### Paving Our Way: Early Childhood and Family Wellness Project

“Paving Our Way: Early Childhood and Family Wellness Project”, which was made possible with financial support from Pfizer Corporation Hong Kong Limited, had been launched. With an enrollment rate of 142%, the well-received Project attracted a total of 535 participants. What is worth highlighting were the Kick-off Ceremony cum Parental Education Seminar and the 5 subject talks in different districts.

### Early Childhood and Family Wellness Project Kick-off Ceremony cum Parental Education Seminar

To celebrate the International Day of Families, the Kick-off Ceremony cum Parental Education Seminar was held on 15 May. We were honored to have invited Mr Matthew Cheung Kin-chung, GBS, JP, Secretary for Labour and Welfare as officiating guest and Mr. Clarence Chung, General Manager of Pfizer Nutrition Hong Kong; Ms. Chan Macy Wai Sum, Medical Affairs Associate of Pfizer Nutrition Hong Kong; Dr. Eunice Yim and Dr. Tsang Fan Kwong as special guests. Attendees were enlightened by the lively illustrations and professional of the essence of parenting and physical and psychological development of infant and toddler. Besides, Chairlady of Hong Kong Breastfeeding mother’s Association and Representative of Hong Kong Institute of Human Resource Management and mothers also shared opinions, experience and insights on family friendly policies in the society.

### Survey on the Situations of Hong Kong Parents with Infants and Toddlers

During the year, our Family Wellness Centre has conducted the said quantitative study, for which the assessments were indicated by a score on a 10-point scale. As shown in the findings, the “index of personal and family wellness” for targeted parents with infants and toddlers was significantly high. In particular, parents’ overall “index of personal happiness” and “index of intimacy in marriage” were 7.97 and 7.33 points respectively. Meanwhile, the “index of closeness of immediate family” was also high (7.28 on average). In other words, the study has proven a beneficial impact of the births on strengthening family bonds. It is also revealed that parents were facing quite a lot of difficulties. The number of family challenges encountered by about 70% of the targeted parents was no less than 3 to 5 (maximum: 5), and close to 70% even suffered from a lack of sleep. Concern most commonly cited by those working parents was their work-life balance. This quantitative study was reported by 19 printed media, electronic media and radio station.







### 慶祝父親節暨第二屆準爸媽派對

於6月舉行了「慶祝父親節暨第二屆準爸媽派對」，一班準爸媽聚首一堂，慶祝他們第一個父親節。活動內容包括藝人林盛斌先生分享當父親的喜悅，以及精神科苗延琮高級醫生分享產前產後心理調適的專業意見及多個體驗性活動。活動輕鬆溫馨，讓準爸媽互相表達對另一半的謝意及愛意，藉以鞏固在迎接新生命來臨的夫婦關係。活動中亦公佈了「嬰幼兒家庭的服務及政策需要」。

### 「童」伴巡迴工作坊

於7、8月期間在全港不同地區舉辦了一系列跟進之「童」伴巡迴工作坊，旨在推動對嬰幼兒家庭健康的關注及讓嬰幼兒家長獲得最佳的育兒知識，報名人數超過470人，反應十分踴躍。各場講座的參加家長反應熱烈，積極投入，主動提問。綜觀5場講座，100%的回應者表示整體滿意所參與的講座，而目標達成度亦達100%。

### 發佈家庭健康資訊，助家長扶持孩子成長

#### 健康快「樂」廚計劃

家庭健康促進中心獲惠康超級市場贊助舉辦「健康快『樂』廚計劃」，以喚起社會大眾對家庭健康的認識和關注。首先舉行「家庭用膳新聞發佈會」。其後安排於不同地區舉行一系列共8場「健康快『樂』廚」家長講座，參與的家長均給予極高評價，認為內容有助他們以家庭健康理念扶助孩子成長。最後，於天水圍區舉辦了「家添健康嘉年華」及「小廚師大廚神」作為計劃總結，活動人次超過3,000。

#### 香港家庭讓子女參與課餘活動狀況調查研究

獲新鴻基地產有限公司委託，家庭健康促進中心進行了「香港家庭讓子女參與課餘活動狀況調查研究」，並發現近四成受訪家長因子女參加課餘活動感到壓力，同時兩成多受訪者表示觀察到子女參加課餘活動時感到壓力，出現症狀包括表現經常疲倦、拒絕參加、情緒不穩及發脾氣等。調查亦反映八成受訪者在上學日子及暑假期間都有讓子女參加課餘活動，42.2%受訪家庭讓子女參加3至4項課餘活動，不算是過份催谷子女。惟數據亦顯示壓力大家長的深層憂慮，他們較一般家長更擔心「子女比不上其他人的子女」、「缺乏與他人競爭的能力」及「不能追上社會的要求」，情況令人關注。

### **Celebration of Fatherhood and Advocacy of Family Wellness for Parents-To-Be**

A group of parents-to-be celebrated their first Fathers' Day in June. Artist Mr. Bob Lam was invited to share the joy of fatherhood whilst Dr. May Miao who specializes in Psychiatry gave professional advices on pre-and-post-natal psychological adjustment. There were also a range of experiential activities which provided participants with opportunities to say thank you to their spouse and to show their love. Findings on "Service and Policy Provision for Families with Infants and Toddlers" were also released.

### **Paving Our Way: Parents' Talk Series**

"Paving Our Way: Parents' Talk Series" were held between July and August throughout several districts to follow up on the advocacy of early childhood and family wellness and to equip parents with the necessary knowledge and skills to bring up well-adjusted children. Over 470 parents

signed up for the 5 plenary sessions to show their interest and to interact with the guest speakers. Participants were benefited from the insightful sharing towards various parenting issues. The event received positive responses from all participants and attained the objectives.

### **Promoting Well-being of Families with Young Children**

#### **"Wellcome" Family Wellness Project**

The Project was run with the generous financial support of Wellcome, one of the largest local supermarket chains. Press Conference on Family Meal Time Study was held, followed by 8 Parents' Talks. Attending parents were deeply inspired by the talks under the concept of healthy childhood with family wellness. The Project was concluded by two of the many activities, "Wellcome" Family Wellness Funfair and "Junior Master Chef" Competition held in Tin Shui Wai District. The total project participants reached 3,000.

### **Survey on Children's Extra-curricular Activities**

Commissioned by the Sun Hung Kai Properties, our Family Wellness Centre has conducted a survey on children's participation of extracurricular activities in Hong Kong families. The findings indicated that close to 40% of the targeted parents were subject to pressure caused by their children's participation of extracurricular activities, while more than 20% noticed that their children showed symptoms of pressure such as fatigue, reluctance to attend, emotional instability and loss of temper. In spite of this, a four-fifth (80%) of the parents have allowed children to engage in extracurricular activities after school and during summer vacation, while 42.2% of the families being interviewed believed that involvement of 3 to 4 extracurricular activities was not too demanding. Alarming, the commonly cited worries of some high-pressure parents for their kids were "lack of competitive advantages over their peers", "lack of competitiveness", "not living up to the required standard in today's world".

## **香港家庭讓子女參與課餘活動狀況 調查報告發佈會**



## 會員事工



會員事工部負責推動全會會員運動、義工發展、國際事務，致力協助各單位栽培會員及義工之健康發展，並協調「服務及會員管理系統」之建立。本年度重點工作包括：優化「服務及會員管理系統」、訂立全會義工發展五年策略計劃、籌備 2011 世協理事會會議。年度內全會員人數共 34,154 人。

### 會員運動：栽培生命 相關顧 愛社群

#### 董事選舉

本會董事會成員均經由選舉會員選出，有別於一般服務機構的委任制。為達致選賢任能，本會繼續出版三期《選舉專訊》，介紹選舉事宜及應屆董事候選人；另於 2011 年 10 月 15 日舉行「候選董事茶座」，由候選人作自我介紹、分享選舉心聲及機構管治理念，並回應選舉會員的提問，增進會員對候選人的認識，促進互動交流。

#### 第九十一屆周年大會暨董事就職禮

第九十一屆周年大會暨董事就職禮於 2011 年 12 月 2 日舉行，由循道衛理聯合教會九龍堂陳德昌牧師蒞臨主持就職典禮，勉勵就職董事及會眾立定方向，本著基督精神，以具體的行動服務社會。是日近二百位來賓分享本會的服務成果及展望，並見證新一屆董事進行就職典禮，同心拓展女青會務。

#### 服務及會員管理系統 (SMMS)

由獎券基金資助建立的多功能 SMMS 系統自 2010 年底起正式投入服務，為全會近五十個前線服務單位，提供一個跨單位的收費平台及服務管理系統。本會在過去一年裡不斷收集各前線服務單位對有關系統的意見，並先後進行三項改善 / 提升項目 (Change Request)，以迎合各服務單位之訴求。同時，就改善 / 提升項目之新增功能，本會聯同電腦公司進行了二次交流訓練，令同工更掌握系統的操作。





The Membership Affairs Department (MBD) is responsible for propelling the membership movement, volunteer development, international affairs of the Association, assisting holistic development of members and volunteers of our service units and coordinating set up of "Service and Membership Management System" (SMMS). During the year, the Department focused on enhancing SMMS, organizing preparatory work for 2011 YWCA World Council meeting. The total number of members was 34,154.

## Membership Movement: Enriching Life

### Election of Board Directors

The YWCA Board of Directors is elected among our voting members, which is different from the common practice of appointment. In order to elect candidates with high caliber, three issues of *Election Express* had been published to provide information on election-related issues and candidates profile. To facilitate communication among candidates and voting members, a designated gathering was held on 15 October 2011 where candidates were given opportunity to give a self introduction and shared their views on corporate governance as well as answered questions raised by voting members.

### The 91st YWCA Annual General Meeting cum Inauguration Ceremony of Board Directors

On 10 December 2010, close to 200 guests participated in the 91st YWCA Annual General Meeting cum Inauguration Ceremony of Board Directors, officiated by Rev. Chan Tak Cheong from the Kowloon Methodist Church, to witness and celebrate the outstanding achievement of the Association.

### Service and Membership Management System (SMMS)

Funded by Lotteries Fund, a multi-functioned SMMS has started its operation since 2010, to serve as a trans-unit fee collection and service management platform for near 50 frontline service units. After gathering comments on the system from relevant service units during the year, three change requests for improvement of the system had been undergone to meet the users' demands. Also, two training sessions had been provided to improve staff's operation skills.



## 義工運動：凝聚力量 獻愛心 展潛能

### 社會福利署義工服務時數獎

本會連續 5 年獲得由社會福利署頒發的「最高服務時數獎（公眾團體）優異獎」，頒獎禮已於 2011 年 12 月 3 日舉行。此外，本會鄭傍卿護理安老苑之義工蕭敬群女士及婦女事工部之義工李如蘭女士亦同時榮獲「長期服務嘉許狀」（20 年）；而秀群松柏社區服務中心之家庭義工吳觀清夫婦則榮獲「最佳家庭義工」，以上兩項獎項均於同日頒發。

### 第七屆「榮譽義工評審」

本年度的榮譽義工評審已於 2012 年 3 月 17 日下午舉行，評審團成員包括港交所董事、東亞銀行高級顧問陳子政太平紳士、會員事工委員會主席陳靜嫻女士及榮工代表霍佩珊女士，甄選出六位來自不同服務之優秀義工，表揚他們熱誠勤懇、創意策劃的出色表現。

### 全會義工發展策略計劃（2011-15）

本會於 2010 年底召開全會義工發展策略會議，討論義工發展策略及方向，並於 2011 年 3 月份確立了 2011-15 年「全會義工發展策略計劃書」，主題為『共建關愛文化，彰顯女青義工力量』，一方面加強推廣家庭義工，另一方面發揮各部門之特色義工服務。而未來五年全會義工活動包括：傑出婦女義工選舉（2011-12）；「全會義工起動」，以彰顯全城義工齊參與之力量（2012-13）；論壇，討論有關義工政策及服務品質之彰顯（2013-14）；配合本會九十五周年之活動（2014-15）。

### 長者機場大使義工計劃

由本會與香港機場管理局合作成立，招募退休人士任機場義工，解答旅客需要，推廣香港旅遊城市之熱誠形象。現時計劃共有 75 位長者大使參與。年度內，本會為機場大使安排共八項活動，包括「長者機場大使新春聯歡」、「海洋公園之旅」、「廣州西關一天遊」、「周年茶聚 大使歡聚在女青」、「西貢鹽田梓文化暨東壩賞石之旅」、「生死教育之旅程規劃」、「南丫島再生能源暨遠足郊遊之旅」及「南蓮園池半天遊」，藉此提升義工的身心健康、團隊精神、服務素質，以及加強各大使對女青年會的認識及歸屬感，增進彼此聯繫。





## Volunteer Development: Unleashing Potentials

### Social Welfare Department's Highest Service Hours Award

At the award presentation ceremony held on 3 December 2011, the Association had won the SWD's "Highest Service Hours Award (Public Organizations) – Merit" for 5 consecutive years. Besides, two volunteers, Ms. Siu King Kwan from Cheng Pong Hing Care & Attention Home for the Elderly and Ms. Lee Yu Lan from Women Affairs Department were conferred "20 Years Long Service Award", and Mr. and Mrs. Ng Koon Ching, family volunteers from Ellen Li District Elderly Community Centre were awarded "Best Family Volunteer Team".

### The 7th Honorary Volunteers Selection

The Selection took place on 17 March 2012. The selection panel consisted of Mr. Chan Tze Ching, director of Hong Kong Exchanges and Clearing Limited and Senior Consultant of Bank of East Asia, Mrs. Lee Chan Chin Han, Chairperson of our Membership Affairs Committee, and Ms. Fok Pui Shan, honorary volunteer representative. 6 outstanding volunteers from various service sectors have been awarded for their dedication and innovation.

### The YWCA Volunteer Development Plan (2011-2015)

In December 2010, a meeting on YWCA volunteer development plan was held and a 5-year plan (2011-15) on volunteer development was finalized in March 2011, with focus on promoting family volunteers and signature volunteer service of various service units, under the theme of "establishing a caring culture and demonstrating volunteer power". Future programs would include outstanding women volunteers election (2011-12), the YWCA volunteer program to manifest the collective power of volunteer (2012-13), forum on volunteer strategies and service quality (2013-14) and activities aligned with the YWCA 95th Anniversary (2014-15).

### "Senior Airport Ambassadors Program"

Co-founded by the Association and the Airport Authority Hong Kong, the "Senior Airport Ambassadors Program" started with recruiting retirees as volunteers, who were to answer enquiries from tourists and promote the image of Hong Kong. At present, 75 Senior Ambassadors participated in the program. During the year, a series of activities was held to promote health, teamwork, quality of service and communication amongst our volunteers and their sense of belongings toward the Association. These included Chinese New Year Party, trip to Ocean Park and one-day trip to Xi Guan, Guangzhou, annual tea gathering at YWCA, life and death education and several cultural & ecological tours.





## 國際聯繫：友好情誼 相關顧 心連心

本會樂於與各地女青分享服務經驗，並拓展合作，以善用國際化特色。本部定期把本會消息發放予各地女青，亦於會內發放各地女青消息，推動同工、會員及義工加深認識國際女青網絡。

### 2011 世協理事會

四年一度的基督教女青年會世界協會理事會於 2011 年 7 月 10-16 日在瑞士蘇黎世舉行，題目為：「由婦女建設一個安全的世界」"Women Creating a Safe World"，內容包括：全球婦女高峰會 (International Women's Summit)、促進婦女人權頒獎禮 (The Mary Robinson Award for Young Women's Leadership on Human Rights)、提升能力工作坊、理事會事務會議、地區會議、婦女議題展覽等，邀請世界知名婦女領袖分享如何全方位保障婦女的情況及權益。

本會派出 7 名代表出席，包括會長胡秀霞、兩位董事郭玲麗及陳玉馨、兩位年青女性義工邱佩曼及李素玲、署理總幹事黎秀玲及督導主任蘇艷芳，與一千多名來自世界各地女青的代表共同探討婦女議題，並議定全球女青運動 2012-15 之策略大綱。

### 接待中國青年 100

本會於 2011 年 7 月 25 日接待內地機構「中國青年 100」之 47 名青少年，參加由大澳社區工作隊安排之大澳一天遊，親身體驗及認識本會社會企業的營運模式；另他們亦參觀本會葵芳青年就業起點，了解本會持續教育及青少年就業輔導服務，本會並安排他們與本港青年創業者直接交流，令參加者獲益良多。





### International Exchange: Fostering Friendship

The Association was willing to share its service experience and explore cooperation opportunities with other YWCAs by regularly disclosing the agency news and forwarding news about other YWCAs to our staff, members and volunteers, enabling them to learn more about the international YWCA network.

### 2011 World YWCA Council Meeting

Under the theme of "Women Creating a Safe World", the 2011 World YWCA Council Meeting was held during 10-16 July 2011 at Zurich, Switzerland. Meeting itinerary included International Women's Summit, The Mary Robinson Award for Young Women's Leadership on Human Rights, workshops on enhancing productivity, council meeting, regional meetings and exhibition on women issues. Renowned world women leaders were invited to share on how to protect women and their rights.

The Hong Kong YWCA 7-member delegation consisted of Mrs. Patricia Ling, President and two board directors Ms. Lillian Kwok and Ms. Catherine Chan, two young ladies Ms. Yau Pui Man and Ms. Rachelle Lee, Acting Chief Executive Ms. Lai Sau Ling and Supervisor Ms. Tammy So. More than 1,000 representatives attended to discuss on women issues, and mapped out the strategy outline of Global YWCA Movement 2012-15.

### Welcoming Chinese Youth 100

On 25 July 2011, the Association received 47 youngsters from a mainland agency called Chinese Youth 100. They were arranged to visit Tai O to learn about the running of our social enterprise. They also visited Kwai Fong Youth Employment Start (Y.E.S.) to understand our continuing education service and youth employment counseling service. Also, they were benefitted from direct dialogue with local young entrepreneurs.



# 英語會員事工

Service Report in Brief  
**English Speaking  
Members Affairs**



英語會員部於 1946 年由李曹秀群博士創辦，至今已有 66 年歷史，服務對象以外籍婦女及其家庭為主，讓她們認識香港文化和生活環境，融入本地社會，並藉此促進中西文化交流。同時，本部定期舉辦各式各樣的興趣班、訓練課程及社交活動，供會員參加。

## 「家在香港」課程，協助適應居港生活

本部於 1976 年創辦「家在香港」課程，按初來港外籍婦女的需要和所面對的困難，設計多元化和充實的內容，提供有用的資訊，建立社交網絡，協助她們盡早深入了解香港，一個將會成為她們另一個家的地方。課程深受歡迎，多年來受惠婦女無數。近年，更有多位曾參加「家在香港」的會員，由對香港一竅不通的外國人晉身成為「家在香港」課程導師的香港通。能夠成為女青年會的一份子，更運用從女青年會學習得來的知識及自身的經驗作出回饋，她們都感到十分雀躍。

## 會員擔任英語義工，發揮個人專長

本部會員熱心義務工作，發揮自身的專長，服務本地社區，進一步彰顯中西共融的理念。自 2005 年開始，會員積極參與由本部與幼兒服務部合辦的「學前教育英語義工計劃」。計劃成效顯著，除有助本地兒童提高英語能力外，義工們亦非常享受服務過程及成果；部分義工更帶同她們的家人參與其中，增進家庭成員關係。

## 提供多元化課程，促進會員個人成長

於 2010-2011 年，本部為超過 1000 位會員提供近 800 多個不同課程及講座。當中包括藝術、文化、電腦、運動、健康、語言、烹飪、家居安全及兒童發展的課程等等。服務對象亦包括兒童及家庭傭工。服務使用人次超過 7,000 人次。

## 加強溝通，凝聚會員歸屬感

除此以外，我們透過網頁、電子郵件和每週通訊等，加強與會員之間的溝通；每年舉辦春季賣物會和聖誕聚餐等，凝聚會員歸屬感。本部銳意成為一個會員與社區之間的一個生活體驗平台，讓會員得以以香港為家，盡情融入及回饋本地社會。





English Speaking Members Department (ESMD) was established by Dr. Ellen Li in 1946. With a history of 66 years, the ESMD serves mainly expatriate women and their families, to enhance their understanding of the local culture and living environment, thus facilitating their adapting to living in Hong Kong. By doing so, it further enhance the exchange of both Chinese and Western culture. Besides, interest classes, training courses and social activities are provided for our members on a regular basis.

### **“At Home” program facilitates members’ adapting to living in Hong Kong**

Launched in 1976, ESMD’s signature program “At Home” is designed to orientate newcomers to Hong Kong through diversified programs and offering of useful information based on their needs and difficulties they might encounter upon arrival in Hong Kong, a home away from home. It also serves as a platform where newcomers could meet like-minded friends. Since its launch, “At Home” has been well received and many expatriate were benefited. In recent years, as their understanding and knowledge of Hong Kong had been greatly improved, several ex-“At Home” members had become tutors of the program. They were very pleased to be able to make use of the knowledge learnt from the Association and their own experiences to make contributions to the community.



### **Be an “English Volunteer” to utilize one’s expertise**

ESMD members were enthusiastic in participating volunteer works and utilizing their expertise in serving local community. Since 2005, our members proactively participated in the “Pre-school English Volunteer Program” jointly organized with Pre-School Education Department. The outcome was remarkable. With their help, the English standard of children of local families was improved. Our volunteers had been so enjoyed teaching that some of them even brought along their family members to participate in the program, which also helped enhance their family relationship.

### **Offer diversified programs to foster members’ personal growth**

In 2010-2011, ESMD served more than 1,000 members with nearly 800 multi-faceted programs, talks and courses. They covered the areas of arts, local culture, computer, health and fitness, languages, creative cooking, home safety as well as developmental courses for children with children and domestic helpers as service targets. Total service attendance was over 7,000.

### **Enhance communications to strengthen members’ sense of belongings**

Through the use of the ESMD website, emails and weekly e-newsletters, the Department was keen to enhance communications with our members. The Spring Bazaar and Christmas Luncheon were held annually to strengthen members’ sense of belongings. The Department strived to serve as a platform for our members to experience communal live and enable them to make Hong Kong their home, be able to settle in smoothly and making contributions to the society.

Service Report in Brief  
**Youth and  
Community Service**

# 青年及社區工作



青少年是社會寶貴的資產，亦是本會的主要服務對象。青年及社區服務部透過綜合服務的概念，提供一站式支援服務，為青少年締造健康及可持續發展的理想生活環境，使他們的潛能得以發揮。本著「生命的栽培」的信念，在過去一年本部共展開了 47 項嶄新服務，並進一步提升服務效益，強化服務網絡，與 349 間機構及團體結連為服務策絡伙伴，為青少年及社區提供高達 1,076,337 人次服務。

## 以多元化的服務模式，協助青年 Say Yes to Work

為加強青少年對「職業潛能評估」工具的認識，為此舉辦「職業潛能評估」開放日，內容包括職業潛能定向、DIY 年曆咕、見工相拍攝及年度巡禮暨嘉許禮。參加者十分投入，反應良好。

為了讓有志成為大型活動統籌青年人對行業更加認識，舉辦了 3 次「大型活動策劃與統籌培訓」課程，課程內容主要以經驗學習的方法為學習模式，讓參加者可全面掌握策劃及統籌大型活動的思維模式及應變技巧。參加者更可以透過協助統籌勞工處舉辦的大型活動如「職場互動劇場」、「傑青與你暢談人生計劃」講座及「我愛大想頭自僱實戰日」吸取寶貴的實戰經驗。

除了每年均舉行的「青年就業暨暑期工招聘博覽」外，本部繼續積極參與多項青年就業項目，包括：展翅計劃、青少年見習就業計劃、繼續走出我天地計劃，Action S5、交通費支援計劃及為青年提供超過 200 個短期就業職位，包括活動工作員及活動助理等。今年更聯同俊和建築工程有限公司及勞工處展翅青見計劃合辦「工料測量助理」度身訂造課程，共有 152 名青少年參與度身訂造招聘日，反應踴躍。僱主揀選了 20 名青少年入讀為期 10 天的工料測量助理培訓課程，所有參加者均完成課程及成功獲聘成為工料測量助理，成效理想。

Youth are invaluable assets of the society and they are also our service targets. The Youth and Community Service Department aims to nurture the development of the youth through our integrated social services. We strive to create a healthy and sustainable environment for youths so that their potentials could be fully developed. Upholding the belief of "life enhancement", we had launched 47 new services. In order to further improve our service effectiveness and strengthen our service networks, the Department had partnered with 349 corporates and the total number of service attendance reached 1,076,337.

### Assisting Youth to Say Yes to Work

In order to enhance youth's knowledge of career assessment kit, an open day was held where youth took part in career assessment orienteering competition, making DIY calendar card, photo shooting for job interview and annual review cum appreciation ceremony. The function was well attended with good response.

With an aim to enhance youth's understanding of the job nature of event organizer, three sessions of "event management training workshop" were held where participants learnt about the thinking pattern and coping skills required for event management through experiential learning mode. Participants were welcome to accumulate valuable working experience through assisting the Labour Department in organizing large-scale events such as "Interactive Drama on Interview Skills and Etiquette", "Sharing Tips on Successful Career Planning by Outstanding Youth Persons" and "Think Big-Self-employment Experience Day".

Apart from the annual Youth Career cum Summer Job Expo, the Department continued participating in various youth employment programs including Youth Pre-employment Training Program, Youth Work Experience and Training Scheme, MY STEP, Action S5 and Transport Support Scheme etc. Over 200 time-based posts such as program workers and program assistants were also offered for youth job seekers. This year, the Department had partnered Chun Wo Development Holdings Limited and the Labour Department to run a tailor-made training course for quantity surveying assistant and it attracted 152 enrollments. Among them, the employer selected 20 youths to join the 10-day training course. All of them had been successfully employed as quantity surveying assistant after completing the course.







### 關注讀寫障礙兒童需要，提供跨專業介入服務

本部以地區支援模式推行「Infinity · HOPE」讀寫障礙兒童支援服務計劃，由 5 間綜合社會服務處（深水埗、沙田、天水圍、青衣、樂華）招募合共 47 個家庭參與，以「多感官學習方法」提高兒童學習效率，並以親子平行活動改善參加者親子關係；此外，亦透過「跨專業介入」改善讀寫障礙兒童的肌肉協調能力、專注力、自我表達能力及閱讀興趣。成效方面，本計劃採用實證為本（evidence-based）的項目評估研究調查，發現參與的兒童在自信心、學習能力和親子關係上均有改善；參與家長在協助子女提升學習能力和改善親子關係上，亦有顯著進步。逾 200 人參與該調查發佈會，包括業界、教育界、家長及社區人士。發佈會除分享計劃的推行經驗，更發佈上述項目評估結果，並首次公開發售整合了整套 HOPE 實踐經驗的活動教材套。

本年度亦嘗試開展以初中讀寫困難青少年為對象的「青聰成長路計劃」，期望藉多感官學習法、記憶訓練和體驗活動等，改善參加者的思考、記憶、學習和表達能力。這計劃與中學合作推行，有 16 名青少年參加，活動反應和成效理想。

### 回應青少年吸食危害精神毒品問題，推動齊向毒品 Say No

本部透過不同形式服務計劃向青少年灌輸吸食危害精神毒品之禍害，鼓勵建立良好的生活習慣。天水圍綜合社會服務處獲禁毒基金撥款 47 萬元推行為期一年的 ASPECT：「把握時機」計劃，透過一系列之訓練、問卷及論壇、「暑期工抗毒」工作、禁毒食譜及抗毒短片製作、MV、電腦網絡及街頭宣傳、短片發佈、社區教育嘉年華等，成功向元朗、天水圍、葵青區、深水埗區推廣禁毒訊息。ASPECTS 於網上亦建立「粉絲專頁」及「組群」，當中「粉絲專頁」有 400 多個「Like」，效果十分理想，而「組群」更達 2,000 人，讓一眾流連網絡上的青年人能夠接觸抗毒訊息。

中西區及離島青年外展社會工作隊則獲民政事務處撥款 50 萬元舉辦「TEEN

### Cross-disciplinary Intervention Service for Students with Special Learning Needs

By adopting district support mode, a support scheme called “Infinity • HOPE” was carried out by our five integrated social service centres located at Shamshuipo, Shatin, Tin Shui Wai, Tsing Yi and Lok Wah. A total of 47 families participated where multi-sensory learning method was deployed to enhance kids’ learning effectiveness and parallel group activities for participating parents were also organized to improve parent-child relationship. Through cross disciplinary intervention, the abilities of muscle coordination, concentration, self expression and reading interest of children with dyslexia were improved. Regarding scheme effectiveness, by conducting evidence-based evaluation survey, it was found that the self-confidence, learning ability and parent-child relationship of those participating kids were improved and those participating parents were more capable in helping their kids to improve their learning ability. Over 200 attendees presented at the survey conference. On the occasion, the full set of HOPE teaching kit was available for sale for the first time.

During the year, a joint school project called “My PACE” project targeting S1-S3 students with dyslexia was initiated. It was hoped that by applying multi-sensory learning method, memory training and experiential activities, the participants’ abilities in area of thinking, memory, learning and expressing oneself could be improved. Joined by 16 students, the project was well received and achieved satisfactory result.

### Response to Youth Drug Abuse Problem

By organizing different service projects, the Department strived to instill in the younger generation the knowledge of the damaging effect of psychotropic substances on oneself and the importance of forming good living habit. With a grant of \$470,000 from Beat Drugs Fund, Tin Shui Wai Integrated Social Service Centre had launched a one-year “ASPECT” project. The project was to promote the anti-drug message to districts included Yuen Long, Tin Shui Wai, Kwai-Tsing and Shamshuipo via a series of training, questionnaire and forum, anti-drug promotional video, anti-drug recipes, music video, internet website, street publicity campaigns and broadcast of short anti-drug video. ASPECT also established its on-line “Fan Page” and “Group”. The website recorded more than 400 “Like” and there were 2,000 people enrolled under the “Group”, showing that the anti-drug message had successfully reached those young web surfers.







生我才 - 青少年反吸毒社區計劃」，透過參加者主導的話劇演出、體驗活動及義工服務分享等向他們的家人、朋輩，與及社區人士展示他們的寶貴經歷及成長得著。此外；「Teen 生我才」計劃亦舉行了兩次交流團活動，其中一項是「澳門交流團」，活動組織了 20 名高危青少年前往澳門參觀當地的預防及戒毒服務，並與澳門的青少年進行文化及興趣交流，更透過城市歷奇形式，讓他們對澳門的生活有更深入的了解。而另一項則是前往廣東省羅定市進行山區探訪，由 17 名高危青少年為當地小學生進行義教，並參觀國內的戒毒所及法院。於過程中，參加者能夠體驗於嚴寒天氣下「打水」洗澡，住宿於農村學校之宿舍，令他們對現今所擁有的作深刻的反省，加強他們抗拒毒品的信念。

沙田綜合社會服務處獲地區撲滅罪行委員會贊助推行『愛自己·展才能』飛「藥」行動。整個計劃透過讓青少年壁畫創作，從中認識毒品的禍害，壁畫竣工儀式當日共有 100 位參加者參與，當日每位義工均盡心盡力，建構出這幅很有意義的壁畫，並於壁畫上寫著「踢走毒品」、「齊心抗毒」、「健康社區」，意味著大家同心協力向毒品說「不」。

計劃完成後更將重要環節輯錄成一本特輯，總結計劃的經驗之餘，更藉此向社區人士推廣抗毒訊息。

### 透過「快樂七式」，推動正面生活態度

自 2009 年開始，本部透過不同單位致力推廣「快樂人生」訊息，屯門綜合社會服務處更成立「快樂 Teen 使」小組及「快樂家庭大使」網絡，讓更多的青少年及家庭掌握「如何快樂」的秘訣，並舉辦不同的體驗活動，使更多社區人士受惠，期望建立更多「快樂人」、「快樂校園」及「快樂社區」。而本年度的重點工作是透過「家·Teen 愛社區實踐計劃」達致「家庭快樂」效果，除了有快樂家庭 Teen 使訓練、家庭日營及追蹤 480 城市定向比賽外，更出版快樂人生日記簿加強推廣效果。而龍翔綜合社會服務處則積極參與地區「快樂人生社區健康推廣計劃」，更以「快樂人傳人」活動榮獲該區的「優秀計劃總冠軍」，成績有目共睹。



Central, Western & Islands District Youth Outreaching Social Work Team organized “Teen’s Power Up- Youth Anti-Drug Community Scheme” with a \$0.5 million sponsorship from Central & Western District Office. Participating youth were required to take part in drama performance, experience programs and volunteer service and then shared their valuable growth experience with their family members, peers and community. Furthermore, two exchange programs were also arranged. A group of 20 youth-at-risk were arranged to visit drug prevention and drug cessation services at Macao and engaged in cultural exchange with the youths in Macao. Their understanding of the life of Macao was further enhanced through joining a city adventure program. Another group of 17 youth-at-risk were engaged in a visit to the hilly region in Loding City, Guangdong and acted as volunteer teachers to pupils at local primary schools. They also visited drug cessation service centre and legal court in Guangdong area. During the stay, the youths had experienced taking cold bath under chilly weather and slept at the dormitory at the village school. Such experience provoked them to have serious reflection on what they have possessed, and strengthened their conviction to stand firm against drugs.

Sponsored by District Fight Crime Committee, a program called “Action to Show Talent and Keep Away From Drugs” was organized by Shatin Integrated Social Service Centre. Participating youth learned about damaging effect of taking drugs during the process of wall painting. At the final completion stage, 100 volunteers were present to write down phrases such as “kick away drugs”, “fight against drugs with solidarity” and “healthy community” on the wall surface, indicating that they stand firm to say “no” to drugs. Later, a booklet recording those important moments during the process of wall painting were published so as to spread the anti-drug message to the community.

### Promoting Positive Life Attitude

Since 2009, the Department had been promoting the message of happy life. Our Tuen Mun Integrated Social Service Centre had formed “happy angels groups” and “happy family ambassador network” to share tips on how to be happy to youths and families in the community. The launch of various experiential programs was aimed to create more happy guys, happy campus and happy communities. Besides organizing “Teens Love Family: Community Project”, day camp for families and Speed Tracing 480: City Hunt Competition, and training of happy family angels were launched. Copies of “happy living” diary were also published to enhance program publicity. Lung Cheung Integrated Social Service Centre took part in the District’s Happy Living Community Health Promotion Projects Competition and its “Happy Together” project won the outstanding project (overall)-Champion.





### 與企業義工成為服務伙伴，合作推行更適切義工服務

本會天水圍綜合社會服務處與新創建集團有限公司合作舉辦「創建新領袖」計劃，透過新創建企業義工提供不同類型的支援服務，將他們人生及企業經驗向青少年分享，培養他們成為未來的領導者。整個計劃橫跨大半年的時間，期間參加者出席企業不同類型的活動，如：業績發佈會、香港地貌行、社區關懷日及企業參觀等，從而豐富他們各方面的學習經驗。

另一方面，信和集團分別與天水圍綜合社會服務處及深水埗綜合社會服務處於聖誕及新年期間舉行家庭活動及基層家庭探訪，並送贈毛氈予他們。此外，深水埗綜合社會服務處亦與瑞安建業合作推出二手家居用品捐贈服務，慳電膽更換計劃及「瑞安建業藍綠人生環保嘉年華」，受惠的基層人士超過 300 人。

卡哥特科亞洲有限公司（簡稱 Cargotec），在過去三年除贊助天水圍綜合社會服務處兒童及家庭活動外，更推動公司員工擔當義工。增加參加者對該公司的認識之餘，亦強化義工與參加者的關係，於活動以外時間作生活經驗分享。於 2011 年 12 月，該計劃舉行了一個名為「成果分享日」活動，於當日成立「Cargotec 同學會」，以便凝聚參加者與義工日後繼續保持良好的關係。

「美國通用電氣公司」企業義工組（GE volunteers）與龍翔綜合社會服務處合作，共同為本會彩雲幼兒學校的兒童及家長推行提升家居安全意識之主題教育活動。活動內容除了以家居安全為主題外，亦由兒童及義工共同製作 Comfort 4 Kids（毛公仔），製成品於活動後贈予其他有需要的兒童，以發揮助人自助的精神。





### Partnering Corporate Volunteers for Volunteer Service Promotion

Tin Shui Wai Integrated Social Service Centre joined hand with NWS Holdings Limited to organize "Creating New Leaders" project where NWS volunteers shared with youths from Tin Shui Wai their life stories and corporate experience via various support service, in the hope of cultivating future leaders. The whole project lasted for six months and participating youths were arranged to attend a series of NWS activities including NWS Results Announcement Press Conference, NWS Hong Kong Geo Wonders Hike, NWS Caring Day and visits to companies.

Our two Integrated Social Service Centres (Tin Shui Wai and Sham Shui Po) teamed with Sino Group to organize activities and visits for grass-root families during Christmas and New Year and free blankets were delivered. Besides, Shamshuipo Integrated Social Service Centre also partnered with SOCAM Development

Limited to launch secondhand household products donation service and the project of installing compact fluorescent light bulbs for energy saving. A carnival was organized under the theme of environmental protection. Over 300 deprived people were benefited.

Besides sponsoring children and family service at our Tin Shui Wai Integrated Social Service Centre for past three years, Cargotec Asia Limited also encouraged its staff to be volunteers. By doing so, it not only enhanced the participants' understanding of Cargotec, but also strengthened the relationship between volunteers and participants through sharing of life experience. In December 2011, a sharing session on project performance was held and later a Cargotec Friend club was formed to solidify friendship among Cargotec volunteers and participants.

Lung Cheung Integrated Social Service Centre and GE volunteers worked together to organize an educational program with children and parents of Choi Wan Nursery School as service target. The theme of the program was to arouse public awareness of home safety. Participating children and volunteers joined hand in making "Comfort 4 Kids" fluffy dolls and delivered them as gifts for the needy children.





### 「喝采聲背後」另類的國情教育

龍翔綜合社會服務處獲青年事務委員會青年內地考察資助計劃撥款舉辦「喝采聲背後」－中國國家體育發展研習團。參加義工以「體育與發展」為主題，籌辦四地考察團，先後在香港、廣州、北京及深圳作研習，從經濟、民生、文化三方面，探討祖國體育事業與其他方面的發展如何相輔相成。同時以「舉辦大型運動會對兩地市民之影響」為題，進行了一個簡單的兩地問卷調查。

計劃透過香港精英運動員協會及香港殘疾人奧委會暨傷殘人士體育協會的協助，訪問了多位現役及退役精英運動員，包括何嘉麗女士、陳念慈女士及蘇樺偉先生，讓青少年透過運動員的分享，深切體會他們如何透過參與賽事，培養出堅毅刻苦的品格。

此外，計劃獲雜誌 CULT 及 Kidults 訪問，並於 CULT 第 82 期及 Kidults 第 81 期中刊登，藉此向全港大學生及中學生分享本會的青年義工於研習團中的體會，並鼓勵更多年青人關心國家，建立對民族的認同及歸屬感。

### 大澳文化生態綜合資源中心

本會大澳「資源中心」以社會企業的理念營運，並以「可持續發展」的概念，善用大澳的生態資源和文化特色，轉化為具特色的地區資產，聘請村民擔任文化及生態導賞員及活動的指導員等，將其技術轉化為大澳地區的經濟活動，增加村民的收入以及推廣漁村文化予廣大香港市民。

「資源中心」由初期以社會服務團體為對象，拓展至全港中、小學及中小企業。導賞產品種類豐富：包括「文化生態教育系列」、「水鄉系列」，「暖流溢水鄉系列」等。「資源中心」各項漁村體驗活動廣受公眾歡迎，當中參加人次較去年增加 18.5%，合共創作了 1,548 個間接職位。在財政上，「資源中心」已達致自負盈虧的營運目標。

### **A “Different” National Education**

Sponsored by the Community Participation Scheme for Organizing Study Tours to the Mainland under Commission on Youth, Lung Cheung Integrated Social Service Centre organized “Applause behind the scene”- national sport development study tour. Under the theme of ‘sport and development’, study tours to Guangzhou, Beijing, Shenzhen and Hong Kong were organized to investigate the interrelation between national sport development and development in national economy, livelihood and culture. Concurrently, a simple survey on “How Organizing Large Scale Sport Game Affected People in Hong Kong and Mainland China” was conducted.

With the assistance from Hong Kong Elite Athletes Association and Hong Kong Paralympic Committee & Sports Association for the Physically Disabled, several athletes and veteran athletes including Ms. Ho Kai Lai, Ms. Chan Lim Chee and Mr. So Wa Wai were interviewed. From

these interviews, youths could learn how to develop tough and persistent character during their sharing of participating in athlete games.

The program attracted interviews from CULT and Kidults magazines and the said interviews were reported in the 82nd issue (CULT) and 81st issue (Kidults), with an aim to share with the youth readers (both university students and secondary school students) about the learning of our youth volunteers through participating the above study tours and encourage more youths to concern about national affairs, establish a sense of national identity and national sense of belongings.

### **Tai O Cultural and Ecological Integrated Resource Centre**

By adopting the concept of sustainable development, our social enterprise- Tai O Cultural and Ecological Integrated Resource Centre has transformed the ecological resources and cultural characteristics of Tai

O into unique local assets. Local residents were employed as cultural and ecological guides as well as program instructors so that their skills could be capitalized to earn higher income while fishing village culture could be promoted to general public at the same time.

The Resource Centre had expanded its service from targeting social service agencies to all primary and secondary schools in Hong Kong and small and medium-size enterprises. Different tour programs were offered including cultural and ecological education program, Oriental Venice program and volunteer service program etc. Besides, our village experiential activities were well received with service attendance 18.5% higher than last year. A total of 1,548 indirect jobs were created. At present, the centre was financially self-sufficient.





## 持續教育

Service Report in Brief

## Continuing Education



持續教育部持守「生命的栽培」的宗旨，為不同需要人士提供持續教育及培訓，並為其個人及家人提供適切服務，包括再培訓人才發展計劃、文憑及高級文憑課程、社會企業青心坊、展翅青見計劃、成人基本教育、機構僱員服務、兒童及家長培育服務及其他增值課程。全年服務使用者人次逾 15 萬；除恆常課程及服務外，年度內新增課程及服務數目共 40 項。本部努力擴展僱主網絡獲得正面回應，建立之策略夥伴多達 190 間。年度內服務使用者對部門服務的整體滿意度達 95%。

### 人才發展計劃備受認同，繼續開辦嶄新培訓課程

勞工及福利局局長張建宗太平紳士於 2011 年 8 月 8 日探訪本部沙田持續教育中心，參觀陪月、起居照顧員及保安訓練課程上課情況。局長於 9 月 27 日再次到訪本部參觀成人基本教育課程，與學員及同工會面交流。局長讚揚本會多年來積極為社會上有不同需要的人士提供培訓及教育服務，並在推動持續教育方面不遺餘力，成績驕人。

本會於 ERB「第 4 屆人才發展計劃」中，榮獲「ERB 就業服務獎（一般對象課程組）」；本會提名的蔡潔儀導師獲「ERB 優異導師獎」；透過本會提名的僱主則共有 13 間分別獲選為「ERB 傑出僱主獎」及「ERB 優異僱主獎」，成績令人鼓舞。

本會在再培訓服務多項審計中均獲得優異成績。在 2011-12 財政年度僱員再培訓局突擊巡查本會培訓中心 24 次，突擊巡查的整體評級為「A(卓越)」。

本會配合僱員再培訓局之人才發展計劃，年度內成功開辦全日制就業掛鉤及部份時間制課程共 154 班，就業掛鉤課程之畢業學員平均就業率逾 90%。

今年度除成功開辦「點心製作員證書課程」、「就業基礎技能證書」及「Y『清』年服務行業證書課程」，並積極參與 ERB 推出的特別培訓項目，包括「行業愛增值」（為企業的基層職員提供以企業為本的課程），本會成功為「和記黃埔地產有限公司」開辦「防火訓練單元證書」課程。





Upholding the principle of "Enhancement of Life", the Continuing Education Department (CED) offers various timely and professional continuing education and training services to cater for diverse needs. These include ERB Manpower Development Scheme, various diploma and advanced diploma courses, social enterprise-Serenity Wellness and Massage Centre, Youth Pre-employment Training Program, Youth Work Experience and Training Scheme, Adult Basic Education, Employees Service Scheme, Children and Parent Development Service and other value-added courses. Total service attendance reached over 150,000. Tapping into the regular programs and services, this year saw the introduction of 40 new courses and services. Our expanding employer network also received positive feedback. We had formed strategic partnership with 190 corporations. Overall service satisfaction rate reached 95%.



### Talent Development Scheme

On 8 August 2011, Mr. Matthew Cheung, Director of Labour and Welfare Bureau visited our Shatin Continuing Education Centre to inspect the classes on maternity helper and daily caregiver as well as security officer training courses. Again on 27 September 2011, Mr. Cheung visited our Adult Basic Education courses and met with the course trainees and teaching staff for exchange of ideas. Mr. Cheung commended that the Association has been proactively offering training and education service to needy persons and achieved excellent result in promoting continuing education.

At the 4th ERB "Manpower Development Scheme" Award Presentation, Hong Kong YWCA was awarded "ERB Outstanding Award for Placement Services (general courses)", while our nominated instructor Ms. Kitty Choi was conferred "ERB Merit Award for Instructor" and 13 nominated employers were awarded "ERB Outstanding Award for Employers" and "ERB Merit Award for Employers" respectively.

Our retraining service had scored excellent result in several external audit exercises. During the fiscal year of 2011-12, our Retraining service earned grade Overall A (Excellence) in surprise inspection after Employees Retraining Board conducted 24 surprise inspection to our retraining service centres.

In alignment with ERB Manpower Development Scheme, the Department ran 154 full-time placement-tied courses and part-time courses. Average job placement rate of graduates of placement-tied courses exceeded 90%.

Besides running courses such as "Dim-Sum Preparation Diploma Course", "Diploma on Basic Working Skills" and "Y-FRESH (Service Industry Training)", the Department also offered ERB special training courses such as "corporate-oriented" courses for lower-level staff. "Fire Prevention Training Course" had been provided for staff of Hutchison Whampoa Properties Limited.



ERB 舉辦「全民進修星級試讀班」項目，以推廣「新技能提升計劃」。本會成功開辦「零售業英語試讀堂」，邀得鴻福堂集團執行董事司徒永富博士為星級講者。

本部於 2011 年 4 月 30 日及 10 月 29 日舉行兩次 ERB「人才發展計劃」聯合畢業典禮，超過 400 位畢業學員及 200 位親友出席，一同見證學員努力的成果及分享歡樂時刻。由於每年在本會接受人才發展計劃課程之學員眾多，參加畢業典禮亦成為他們努力的目標，藉着畢業同學的心聲，鼓勵學員繼續積極進取。本部將繼續每年舉辦兩次聯合畢業典禮。

本部成功申請黃大仙區議會的資助，在區內舉行「愛心送暖行動」，透過結合再培訓學生及文憑學員的專長，組織兩隊送暖義工隊及小丑義工隊，為區內長者服務及帶來歡樂，回饋社會。是次活動共有 31 位義工參與及 140 位長者受惠。

本會重視「生命的栽培」，讓學員尋找豐盛生命的意義是我們的使命。年度內本部舉辦多達 17 次午間學生福音活動，讓學員有機會認識基督教信仰，參與福音活動人次達 294 人。

### 增廣學生見聞，提供職前及升學指南

2010/11 學年，約有 80 多間機構為兩校文憑課程學生提供 8 及 13 星期的實習機會。本部一直與業界維持緊密聯繫，務求提供更多的實習機會予學生，汲取職前實際工作經驗，有助學生成長及增強求職優勢。

款待及項目管理高級文憑及工商管理高級文憑共 20 名學生於 2011 年 4 月 17 日至 20 日期間，前往新加坡進行學術交流。行程除參觀當地展覽會議中心 Suntec Centre，學生於 Informatics Academy 與當地大學生一起上管理學及市場學課，並與該校修讀工商管理碩士課程的學生進行專題討論。同學均認同是次交流團能擴闊視野，獲益良多。

本部一直為本地中學提供免費的「升學及就業講座」。此外，亦設計了「全方位飛躍人生計劃」(STAR Program)，課程涵蓋四大範疇：自我管理 (Self Management)、策略學習 (Tactic Learning)、職場認知 (Awareness) 及求職 (Recruitment)，合共 35 個單元。對象為初中及高中學生。本部亦為中學度身編寫與款待業相關之教材光碟及提供行業用語評核，此乃嶄新嘗試項目，校方反映效果良好。



ERB had introduced “Taster Classes for Advanced-Level Courses” to promote ‘New Skills Enhancement Scheme’. The Department was responsible to conduct “Taster Classes for Use of English in Retail Industry” and Dr. Szeto Wing Fu, Executive Director of Hung Fook Tong Group was invited to act as star guest speaker.

On 30 April & 29 October 2011, two joint graduation ceremonies for graduates of ERB Manpower Development Scheme were held. More than 400 graduates and 200 families and friends attended to share this joyful moment. As there is large number of enrollments in the above ERB Scheme each year, attending the graduation ceremony has become a goal for trainees to achieve. On the occasion, they were encouraged by the sharing of fellow graduates. The Department will continue to hold graduation ceremony twice a year.

Having been granted sponsorship from Wong Tai Sin District Council, the Department had organized various volunteer programs. By utilizing the talents of trainees of retraining courses and

diploma courses, we had organized two volunteer teams and one volunteer clown team to serve the elder in the localities. About 31 volunteers participated and 140 elders were benefited.

Helping trainees to search the meaning of abundant life is our mission. In order to let our trainees understand more about the Christian belief, 17 gospel luncheon for students were held in the year with 294 attendances.

### **Preparation for Career and Academic Advancement**

During the academic year of 2010/11, more than 80 companies and organizations had entrusted 8-week and 13-week internships to our diploma students. The Department has maintained close contact with several industrial sectors for securing more internship to our students so that they might gain competitive advantage in securing jobs.

20 students from Diploma in Hospitality Management, Event Management and Business Administration had engaged in an

academic exchange to Singapore during 17-20 April 2011. The itinerary included a visit to Suntec Centre and attended classes on management and marketing with local university students, and participated in discussions on special topic with students of Business Administration Master Degree Course from Informatics Academy.

The Department has provided free education and career talk for local secondary schools. Furthermore, A “STAR Program” comprised of four areas including Self Management, Tactic Learning, Awareness and Recruitment (total 35 modules) had been designed for S1-S7 students. The Department had developed teaching DVDs and conducted assessment at secondary schools about the knowledge of useful expressions in hospitality industry. This was our first attempt and favourable feedback was received.





近年青少年自殺個案不斷增加，本部獲華人永遠墳場管理委員會資助，籌辦以「說死、談生」為題的生死教育計劃，為中學舉行「生命教育活動」，包括講座、展覽、工作坊、嘉年華會、出版刊物、書籤設計或攝影比賽等，鼓勵青少年珍惜生命和時間，以正面和積極的態度生活。

學校與基督教事工部及牧鄰教會合作，舉辦佈道會、團契小組及在個人成長課中進行品格教育，透過福音活動接觸 319 人次；有多位同學在佈道會及團契聚會中決志信主。

### 提供持續進修課程，鼓勵終身學習

旺角及港島東持續教育中心於年度內舉辦多項成人夜小學課程及短期課程，2010/11 及 2011/12 學年之學生共 1,284 人。「成人基本教育課程」之學員主要為基層人士，包括家庭主婦、工人、低收入人士、新來港人士及失業人士等，亦有印尼、越南、泰國及緬甸僑民入讀。除成人基本教育之外，本年度亦開辦多項短期課程，包括成人中文識字班、實用基礎普通話、新來港人士英文識字班、英語拼音班、英語國際音標班及初中英文強化課程。為促進學員全人成長，兩中心亦舉辦多項活動，包括通識教育講座、聯校旅行、聖誕聯歡會、佈道會等。

為輔助在職人士兼顧工作及家庭，協助其家庭成員健康成長，本會於年度內舉辦多元化兒童課程，入讀人數達 4,965 人。當中包括了 26 項嶄新兒童課程。此外，亦舉辦多項消閒課程，包括：瑜珈班、健康舞班、太極班等，照顧在職人士之全人發展。本年度入讀人數達 854 人。

### 商社合作，推展助人自助社會企業

為配合服務發展及推廣健康生活的訊息，本部青心坊（香港店）及青心坊（九龍店）除了作為再培訓畢業學員之就業平台，同時亦與工商機構更緊密合作，為他們提供到戶服務。期間亦多次參與外界之社企聯展及工展會活動，加強服務推廣，為公眾人士所認識及支持。



In response to the recent rising number of youth suicide, and with the sponsorship from the Board of Management of the Chinese Permanent Cemeteries, an education program on life and death was launched at secondary schools with the purpose of encouraging youngster to treasure their life and lead a positive living. The program consisted of talks, exhibition, workshops, carnival, booklet publication, bookmark design competition or photography competition.

Incorporated with our Christian Ministry Department and Shepherd Community Church, gospel rallies, cell groups and personal growth classes for students were organised with 319 attendances. Several students had accepted the Christian faith.

### **Continuing Education Course to Promote Lifelong Learning**

Adult Evening School Programs and other short courses have been provided at our Mongkok and Hong Kong East Continuing Education Centre. Totally, 1,284 students enrolled for our programs for the academic years 2010/11 and 2011/12. Adult Basic Education Scheme targeted the grassroots in need, which included housewives, workers, low-income groups, new arrivals, the unemployed, and immigrants from the South East Asian

Region, etc. In addition, the Department also launched a number of short courses including Basic Chinese for Adults, Introduction to Mandarin, Phonetics and S1-S3 English Enhancement Course. To promote students' holistic development, other activities not limiting to General Education Seminars, joint schools picnics, Christmas Party and gospel rallies were also organized.

In order to help parents achieve family-work balance, the Department introduced a wide range of children courses, including 26 new children programs, with a total enrollment of 4,965. Other leisure courses such as yoga, fitness dance and Tai Chi were offered to working populace with 854 enrollments in total.

### **Social Enterprise**

In line with service development and to promote the message of healthy living, our Serenity Wellness and Massage Centres (Kowloon & Hong Kong stores) not only serves as employment platform for graduated trainees of our retraining courses, but also provides office-based massage services for companies and organizations. By actively participating in several social enterprises exhibitions and Hong Kong Brands and Products Expo Fairs, our service exposure to general public was further enhanced.





# 耆年服務



耆年服務部將「基層健康」及「生死教育」成為各單位重點發展工作，並著重實證為本的方向。推動基層健康有助長者實踐養生之道，從而達致長者積極享頤年。為長者製作「生命故事冊」能促進長者及其家人的溝通和關係，肯定長者對其家庭及社會作出的貢獻。

## 實踐健康管理 促進養生之道

部門各單位均以「神養、動養、食養、卧養」為養生主題，透過情緒及精神健康、起居作息、日常運動與健康飲食四方面，配合長者的自我管理模式，與長者一起開展，實踐和體會「養生」的好處。

雲華護理安老苑推行「健康會員卡計劃」，長青松柏中心之「長松健身室」，單位增添健身器材，鼓勵長者以自助方式，使用運動器材並實行積分獎勵計劃，培養長者做運動的習慣。

誌寶松柏中心推行「長者健康計劃」，透過跨專業設計和合作，為長者訂立個人健康目標和一系列營養和食療工作坊，提升長者自我管理健康的能力。

明儒松柏社區服務中心之「養生健優悠獎勵計劃」、林護紀念松柏日間護理中心及深水埗綜合家居照顧服務隊合辦「健康生活由我創」，均以健康銀行存摺簿方式，鼓勵長者每日紀錄及儲蓄健康，實踐個人養生目標和任務，從而建立健康生活模式。

秀群松柏社區服務中心舉辦「健步齊飛北區行」，鼓勵 300 位長者每日步行三十分鐘以增強心肺功能，兩條步行路線均由長者自行設計。

九龍城綜合家居照顧服務隊與房屋協會長者資源中心、博愛醫院中醫戒煙服務於 2011 年 9 月 9 日舉辦長者健康檢查及身體評估服務。



By adopting an evidence-based approach, the Elderly Service Department emphasized on promoting primary health for the elders and life & death education. The promotion of primary health helped the elders practice healthy lifestyle, thus leading to positive ageing, while the compilation of "life story book" facilitated communication among the elders and their family members for building harmonious family relationship. It was also a mean to recognize their contributions to their families and the society as a whole.

### **Promoting Health Management and Physical Well-being**

By assisting the elders practice health management in terms of emotion, mentality, lifestyle, daily exercise and healthy diet in line with self management mode, it was expected that the elders would be benefited from following a set of rules for promoting health and physical well-being.

Wan Wah Care and Attention Home and Cheung Chung Neighbourhood Elderly Centre had launched "Healthy Membership Card Scheme" and "Healthy Fitness Scheme" respectively to encourage the elders cultivating a habit of doing exercise by making use of the fitness equipment and joining the reward point scheme.

A "Health Project for the Elder" was launched by Chi Po Neighbourhood Elderly Centre in order to help elders set up personal health goal and a series of diet and nutrition workshops were also organized to enhance elders' ability in managing their personal health by themselves.

Health Bank Books for Elders were used by Ming Yue District Elderly Community Centre and Lam Woo Memorial Day Care for the Elderly to encourage the elders to keep daily record of their health condition, work hard to attain personal health goal and establish a healthy lifestyle.

Ellen Li District Elderly Community Centre organized the "Walking for Health in North District". 300 participating elders were encouraged to take a daily 30 minutes' walk along the two routes designed by themselves.

On 9 September 2011, health checkup and health assessment services for the elderly were jointly organized by Kowloon City Integrated Home Care Services Team, Hong Kong Housing Society Elderly Resources Centre and Pok Oi Hospital Smoking Cession Service.



## 重整生命故事 譜出人生樂章

部門各單位以「生死教育」為重點工作方向，邀請長者家人及義工為長者製作「人生紀念冊」，透過訪問，與長者回顧及整理其生命故事，從中了解長者的生活點滴、人生智慧和刻苦的精神，為義工帶來積極和正面的影響，對於長者家人而言，更提供機會促進及鞏固彼此間的溝通，更能予以肯定他們對家庭及社會的貢獻。

本部與無線電視台合作拍攝《星期日檔案—她們的紀念冊》製作特輯，該節目於2011年8月4日播出，邀請兩位長者及其家人接受訪問，並展示其「人生紀念冊」，與長者共同回顧生命，為長者留下美好的回憶外，長者活在當下，並從容面對人生終結的來臨。

誌實松柏中心舉辦「生之頌—夫婦生命回顧小組」，與12位夫婦組員突破忌諱，一同談生說死，並體會到彼此應「珍惜眼前人」的重要訊息。他們更為自己人生最後一程作出規劃，包括遺囑、預囑及叮囑等。

## 長者自資服務 發揮長者潛能

獲民政事務總署「伙伴倡自強」社區協作計劃撥款資助，位於本會總會所「園景軒餐廳」，於2010年12月開業，成為本會其中一項社會企業，由一群活力充沛的退休長者營運，並提供就業及展現才華的機會，活出更豐盛晚年。餐廳除提供西式餐飲服務，特設健康套餐，另設私人包場聚會等服務。

秀群安閒活動坊推展「開心堂退休人士服務」，以自資服務回應長者服務需要及服務的空隙。本年度為一群準退休人士舉辦30項持續學習課程及6次戶外活動，藉此培養關心社會及發揮長者潛能，參加人次多達1,502人，6位退休人士更參與香港消費者委員會舉辦「第一屆第三齡消費文化考察報告獎」，榮獲金獎及最佳選題獎。

健康長者農場全年共有4,197人次參與農務，義工當值、農場活動及展外園藝項目，農場義工的全年服務總時數更超過10,000小時。健康長者農場的獨特服務經驗，既吸引本港及澳門的社會福利機構的同工到訪了解，同時亦與不同多間商界企業、學校及團體合作，舉辦義工培訓、農耕體驗，員工培訓及環保學習等不同類型的農場活動。

秀群安閒活動坊拓展「樂健日間照顧服務」，為新界北區體弱長者提供日間照顧服務及復康運動，協助他們保持活力，發展潛能，改善生活質素，並藉此加強對護老者的支援，讓他們在有需要時能得到歇息的機會，以紓緩生活和照顧的壓力，服務人次518人。







### Reconstructing Life Stories for Elderly

Life and Death Education was adopted as service direction of our elderly service units. Family members of the elders and volunteers were invited to compile "Elders' Life Story Book" and revisited the precious life moments of the elders. By doing so, those volunteers could benefit from the wisdom and resilient spirit of the elders while the latter were given recognition for their contributions to their family and the society.

Jointly produced by the Department and TVB, a special television program titled "Sunday File – Their Life Story Books" was broadcasted on 4 August 2011. In the program, two elders and their family members were interviewed and their life story books were showcased to recall wonderful life memories of old good days and get themselves prepared to face the end of their life.

Chi Po Neighbourhood Elderly Centre formed "Life Review Group for Couples" where 12 married couples were invited to share their thought on life and death and convey the important message of

treasuring your family members. They also made plans ahead including the handling of wills, medical directives and words for beloved ones.

### Launching Self-Financed Elderly Services

With the grant from Enhancing Self-Reliance through District Partnership Program under the Home Affairs Department, a social enterprise called "Garden View Lounge" located at the Headquarters was opened since December 2010. It was run by energetic retirees with a view to offer elder's employment and unleash their culinary talents. The restaurant offers western style dishes, healthy set meal and private party venue booking is also available.

To keep in touch with social affairs and utilize their capabilities, Ellen Li Leisure Activity Centre offered 30 continuing education courses and 6 outdoor activities for retirees. Total number of participants reached 1,502. 6 retirees joined the "1st Third Age Consumer Cultural Study Award" competition as organized by the Consumer Council and won Gold Award and Best Topic Award.

For Farm for Healthy Ageing, 4,197 participants had engaged in various farmer duties, farming activities and horticulture-related services. Farm volunteers' service hours for the whole year exceeded 10,000 hours. Such unique service had attracted visitors from local NGOs and social service agencies from Macao. The Farm also collaborated with corporations, schools and other agencies to organize volunteer training, various farming activities, ecological study and staff training, etc.

Healthy Ageing Day Care Service was launched by Ellen Li Leisure Activity Centre with frail elders living in North District as its service targets. Day care services and rehabilitation exercise were provided with a view to sustaining their vitality, developing their potentials, improving the living quality and relieving their family carers from the pressure of taking care of infirm elders. Total service recipients were 518.





### 推動持續教育 發揮積極晚年

由本部香港基督教女青年會長者學苑、明儒長者學苑、青顯長者學苑、青崇長者學苑委員會策劃，22 位退休人士組成「上海學習交流團」，已於 2012 年 3 月 13 日至 16 日順利完成，參加者能親身體會國內的長者教育、長者服務等，並製作報告書，參加者更巡迴到本會之松柏中心分享所學，與長者和社區人士分享交流學習成果。

本部於 2011 年 11 月進行「準退休人士 / 長者電腦學習行為研究」調查，共訪問了 588 位年 50 歲或以上人士，並於 2012 年 3 月舉行調查發佈會。調查顯示，參與電腦課程的長者認為電腦課程可以幫助長者在生活上解決困難能力、生活滿意度和人生意義上起有積極的正面影響，讓長者可以克服數碼鴻溝。

### 凝聚義工力量 共建和諧社會

耆年部各單位於年度內分別成立「第五屆長者議會」，長者議會由長者選舉產生，並發揮會員與單位之間溝通橋樑作用，除關注長者政策外，也關心各單位的服務運作、設施和膳食等，並積極提出意見和改善跟進。

由本部 10 個單位組成「中央長者議會」，並凝聚義工力量，於 2012 年 1 月至 2 月期間進行「優化港鐵服務問卷調查」，訪問了本部 1,026 位長者會員，了解他們的外出狀況，包括使用港鐵的情況、被讓座情況及期望港鐵可增加的設施等，共建一個長者友善的社區。

本部各單位共提名 33 企業及團體參與香港社會服務聯會舉辦之商界展關懷活動，並獲頒發「商界展關懷」及「同心展關懷」標誌。各企業及團體於年度內均與各單位推行關懷獨居長者及隱蔽長者的探訪活動和義工服務，鼓勵和推動其企業員工參與社會服務，充分表現履行企業責任的精神。

### 發展創新服務 建立服務品牌

雲華護理安老苑推行「到院藥劑師服務試驗計劃」，由藥劑師到苑舍提供藥物諮詢、核查、優化藥物管理及紀錄、員工訓練等。

明儒松柏社區服務中心與香港中文大學那打素護理學院合作推行「改善長者睡眠質素計劃」，共識別 27 位受失眠困擾的長者，參加「認知行為」治療小組，成效顯著，睡眠質素大有改善。



### Promoting Continuing Education for Positive Ageing

During 13 -16 March 2012, 22 retired persons joined the Shanghai Exchange Study Tour jointly organized by HKYWCA Elder Academy, Ming Yue Elder Academy, Ching Hin Elder Academy and Ching Tsung Elder Academy, to learn about the elderly education and elderly service in mainland China. Relevant report was prepared and sharing of experience among elders and local communities at our elderly service centres were held.

A survey on internet learning behaviour among would-be retirees/ elders was conducted in November 2011. A total of 588 elders aged 50 and above were interviewed. As revealed in the survey in March 2012, those elders enrolled in computer courses believed that those courses could help them overcome digital gap and strengthen their abilities to solve daily life problems by themselves, enhance life satisfaction and life meaning.

### Converging Volunteer Power for Harmonious Society

The 5th Elderly Council was formed with members elected among the elders themselves. Served as a communication channel among members and the elderly service units, the Council concerned about the elderly policies, service operation, facilities and meals provision of all elderly service units and offered suggestion for further improvement.

With the help from volunteers, the Central Elderly Council (formed by 10 elderly services units) conducted a survey on the MTR enhancement service during January and February 2012. 1,026 elder members were interviewed for their outing habits, including the frequency of using MTR service, the frequency of being offered seat inside the train compartment and their expectation on MTR facilities.

33 corporations nominated by the elderly service units were successfully awarded as "Caring Companies" and "Caring Organizations" by Hong Kong Council of Social Service. During the year, they paid visits to singleton elders and hidden elders and participated in various volunteer services. Corporate staff were encouraged to engage in social services to fulfill the corporate social responsibilities.

### Developing Innovative Services and Building Service Brandname

Wan Wah Care and Attention Home launched a pilot scheme to provide visiting pharmacist service. Under the scheme, visiting pharmacist would offer residential care homes with medicine consultation and examination, improved medicine management and filing system as well as staff training.

Joined hand with Nethersole School of Nursery of CUHK, Ming Yue District Elderly Community Centre launched a scheme to improve the sleep quality of the elders. 27 elders with insomnia problem had joined "the cognitive behaviour therapy group" to receive treatment. As a result, their sleep quality was greatly improved.





學前教育部之宗旨為：本基督之精神和愛心，培養幼兒德、智、體、群、美、靈全面性的發展，致力栽培幼兒成為熱愛生命、追求學問、勇於承擔的人。本部幼稚園設上、下午及全日制，而幼兒學校除提供全日制外，尚設有融合教育、暫託幼兒服務及嬰幼兒遊戲小組，及為配合家長之需要而延長服務時間。本年度畢業生共 307 名，均升讀各區理想的小學。

### 家校合作，推動幼兒語文和品德的培育

「愛・閱讀」計劃於本部十間學校全面推展，除透過 7 星期的伴讀活動，讓家長認識引導幼兒閱讀圖書的技巧，並為已接受培訓之家長及幼兒實踐技巧重溫訓練，藉以協助他們能持之以恆、保持閱讀的習慣，更成立家長義工隊到校與幼兒一起閱讀，把閱讀融入課程，幫助幼兒建立聽、說、讀、寫的基礎能力，增強自信心和表達能力。

良好的品德及行為需要由幼兒期開始培育。本部透過聖經故事，教導幼兒學懂為他人設想、樂意幫助別人、守時、有禮貌、孝順及願意與人分享的好品德。品德教育的意義，是讓幼兒在日常生活中懂得行善，讓良好的行為能內化成習慣。各校也設計不同的德育課題及冊子，例如「我是有品小天使」、「阿德種果子日記」等，以增強幼兒品德培育的成效；家長問卷調查顯示，有 98% 以上家長認同幼兒品德的培育是非常重要的，故此家校協作更能達致事半功倍的果效。





The mission of the Pre-school Education Department is to promote, in the Christian spirit and love, the all-round development of young children, in their moral, intellectual, physical, social, aesthetic and spiritual aspects, so that they grow to love seeking knowledge, willing to shoulder responsibilities and treasure life. Our Kindergarten provides AM, PM session and Full-day service; whilst our Nursery Schools offer not only the full-day service, but also others such as integrated education, occasional child care service, play group and extended hours service. During the year, there were over 307 graduates, all of whom were successfully admitted to the primary schools of their preference.

### **Emphasis on English learning and character formation**

“Love • Reading” program have been initiated in our ten schools. The 7-week paired-reading scheme help parents master the technique of inducing children to read, where recap of reading techniques further refined the skills learnt by those participating parents and children, thus leading to forming a persistent reading habit. Volunteer parent teams were formed to enhance paired-reading with children and help them develop the basic skills in listening, speaking, reading and writing, boost up their self confidence and enhance the ability to express oneself.

It is essential to cultivate child’s character and behaviour at early age. Through sharing of bible stories, children were taught to be considerate, courteous, punctual and willing to share and lend a helping hand to others. Character education means to educate children to do good deeds in everyday life and keep doing it as a habit. Various topics and booklets on character education were designed. Findings from parents’ questionnaire showed that over 98% parents agreed that child’s character education was very important. Thus, cooperation between schools and parents could greatly improve the effectiveness of child’s character education.



### 透過「愛家人－駐校社工計劃」，為家庭帶來正能量

「愛家人－駐校社工計劃」獲得中銀香港暖心愛港計劃資助兩年經費，透過與專業社工協作，把健康家庭元素帶給服務受眾，幫助家長培養積極正向的生活態度，為子女建立溫暖和諧的家庭生活，藉此推動健康家庭的社會文化。配合計劃推行「親親家庭儲蓄計劃」小冊子，透過活動冊鼓勵家庭成員在家中實踐健康家庭維他命元素，主題包括：聯繫信念、溝通分享、責任承擔、家庭抗逆力、關懷欣賞、歡聚時光。開設「親子平衡小組」建立家長正確的教養態度，對幼兒發展予以適切期望，促進親子關係。家長及幼兒透過參與校內或社區不同的義務工作，發揮個人能力，有助推動人際間的關愛精神，從而讓幼兒學習尊敬父母，培養承擔責任的精神，提升自理能力。及早識別有需要之家長，給予適當的支援和輔導，強化身心靈健康。透過正規及非正規性的會議及與社工的交流，讓老師不但能夠學習輔導家長的技巧，也給予教師有形及無形的支援。

### 支援幼兒教育團隊，促進教師專業發展

本部的專業教師團隊經常反思和檢討各項工作，配合社會步伐，與時並進；亦重視員工之間的溝通，使用不同渠道促進彼此的聯繫。如「融合組教師會」就著幼兒的學習障礙和問題行為進行個案研討，並有教育心理學家參與，在個案研討上給我們寶貴意見。「課程組長會」每間學校的課程組長就著課程策劃、執行和評鑑進行研討，互相學習教學技巧，分析啟發幼兒學習效能的方法。「部門行政會」之對象為學校的主任和協助校長處理行政的教師，就學校的政策和措施、人事管理等工作進行分享和培訓，成為校長推動學校行政工作的夥伴。部門亦會安排全體同工接受多元化的培訓，包括文職及庶務同工，以促進不同職級的專業發展。



### Love Family – Stationing Social Worker Project

The project had received funding from “BOCHK Caring Hong Kong - A Heart Warming Campaign” for two years. Through collaboration with professional social workers, it was expected to bring the element of healthy families to service recipients, help parents establish positive life attitude and harmonious family life, thus promoting the message of healthy family in the society. The publication of “family saving plan” booklet aimed to encourage family members to bring into the families the six vitamin of healthy family: positive communication, spiritual well-being, commitment, affection and appreciation, resilience and enjoyable time together. Parents were educated to foster positive parenting attitude and develop reasonable expectation on child’s development with the help of parent-child balance groups. As a result, parent-child relationship was improved. Through participating volunteer works at school or in the community, both parent and children could make good use of their capabilities and developed the spirit of caring others. Children were taught to respect their parents. Their sense of responsibilities and self management ability were also enhanced. Adequate support and counseling were offered to parents in need to foster physical and spiritual health. Teachers were given opportunities to learn the counseling skills for parents during formal and informal meetings and exchange with social workers.



### Promoting Professional Development of Teachers

To keep abreast of times, our professional teacher teams had been keen on continuous improvement. Communication between staff was enhanced through use of different communication methods. Teacher meetings were held and case studies on kids’ learning difficulties and behaviour were discussed and valuable advice was sought from educational psychologist. Meetings on school curriculum were held to discuss on the planning, implementing and assessing of school curriculum at each school. The best method of motivating children to learn was analyzed. Administrative meetings were also held to discuss school administrative policies and measures as well as personnel management and related training were provided to school officers and teachers assisting in school administration. Various trainings were also arranged for all school staff to promote career development in their own profession.





# 學校教育

## Service Report in Brief School Education



### 丘佐榮中學 The Y.W.C.A. Hioe Tjo Yoeng College

2009-2012 三年學校發展計劃的重點，是嚴謹學習和良好品格，目標是協助學生建立良好的基礎去面對新課程的挑戰。學校期望學生有良好的學習態度和習慣，並且有遠大的志向和具體的計劃，憑著堅毅的精神，克服困難，邁向目標。

#### 嚴謹學習

嚴謹學習從基本學習習慣開始，學生必須上課專心，課業也必須認真。丘中強調當天的事當天做好，學生必須訓練自己有自律學習的能力。丘中亦鼓勵學生互助互勵，分享學習經驗和心得。

丘中鼓勵學生為自己制訂目標，反思自己的進展，調整計劃，努力不懈向目標邁進。學校推行「學業指標計劃」，推動學生在學業成績上進步。每週又透過聖經金句、每週格言、學生、老師、嘉賓或傑出校友的分享，鼓勵學生培養遠大的人生方向。很多丘中校友在他們的專業中有卓越的成就，是學生的榜樣和模範。

#### 良好品格

學習和成長的動力必須源自正確的價值觀和人生觀。因此，丘中十分重視宗教教育，除舉辦定期的宗教活動，亦會安排福音週和節日崇拜。本年度福音週主題是「得勝」(Victory)，鼓勵學生認識基督，靠著主的恩典和能力，過得勝的生活。除福音週外，全年有多項活動讓學生參與：團契、細胞小組、早會聖經及詩歌分享、節日崇拜等，學生有很多機會明白基督教信仰，體會主恩的偉大，從而確立人生的價值和方向。

丘中重視學生彼此間正面的影響，尤其著力推動僕人領袖的發展，學生領袖要能成為其他學生的榜樣。學校會安排模範學生在早會和週會中分享，勉勵全體學生努力求進。



### **The Y.W.C.A. Hioe Tjo Yoeng College (HTYC)**

The new senior secondary (NSS) curriculum poses greater challenges on students and they need strong foundations to meet these challenges. Therefore, the two major concerns in the 2009-2012 School Development Plan were geared towards building such foundations: namely, students' motivation to learn and students' good character, with the underpinning emphasis on tenacity for excellence. Moreover, students are nurtured to have a broad outlook on life and the ability to plan for their future.

### **Students' Motivation to Learn**

Good learning habits were crucial. Students have to be attentive in lessons and serious with their assignments. In HTYC, the notion was "Today's work is not for tomorrow." Students were trained to be self-disciplined in their learning. Students were also trained to be collaborative, sharing with peers and helping one another.

Goal-setting was emphasized, accompanied by realistic plans, regular self-reflections, and tenacity. Study Target Scheme helped students set goals and plans for improvements in academic results. Students were constantly encouraged in their paths of pursuits by the teachers', students' and alumni's sharing of Bible messages, mottos, skills and learning experiences. Many alumni are renowned professionals and they serve as good models for HTYC students.

### **Students' Good Character**

The motivation for learning and personal growth had to be founded on good morals and values. For this, Christian education is crucial. Apart from regular activities like fellowships and cell groups, the annual Evangelistic Week (for 2011, the theme being "Victory") and festival worships were important opportunities to spread the gospel.

Students were expected to pass on positive influences to one another: make a difference in others! In particular, model students in the direction of 'servant leadership' were a focus: student leaders were carefully selected for services and for modeling, and they would be invited to share experiences in assemblies or school functions.





### 充足預備，迎接新學制

新學制下，學生需要對升學有具體的想法和充足的預備。丘中給高中的學生安排有系統的生涯規劃活動，亦與女青持續教育部合作，為中五、中六學生提供模擬面試訓練。學校亦邀請傑出校友回校分享經驗，讓學生更深入地明白怎樣去規劃前路。本年，我們邀請了政府飛行服務隊機師袁耀強先生、堡獅龍國際集團人才發展部副董事謝曉丹女士、中文大學醫學院梁浩雲醫生等回校，鼓勵學弟學妹努力學習。

第一批「學生學習概覽」正式完成，學生可以完整地展示學習經驗和成果，同時可以協助學生檢視自己的學習情況，為升學做好預備。

### 四十周年校慶

學校舉行四十周年校慶感恩崇拜，前校監曹鄭容麗女士及前校長程汝初先生回校講述學校的發展，分享對學校的情誼。此外學校亦舉辦校慶徽號設計比賽、壁畫活動、嘉年華會等，師友共聚，同頌主恩。

適逢四十周年校慶，學校籌款擴建有四十年歷史的圖書館，使藏書量增加百份之五十，又設置多用途小組學習中心及升學及就業輔導專區，配合新學制下的學習需要。

### 其他成就

丘中在多項比賽中獲獎，包括香港學校音樂節、香港學校朗誦節、學界運動會、澳洲國際化學比賽、基督教青年會傲翔新世代青年領袖訓練及獎勵計劃、數學奧林匹克比賽、香港青少年數學精英選拔賽、香港中學數學創意解難比賽、2011「社企短片及徵文」比賽、2012 明日領袖獎等。

中三級王詠詩同學參加由教育局資優教育組主辦的「中國語文菁英計劃 (2011/12)」，王同學經過專業評審團的嚴格甄選下，在初賽（即席寫作）、決賽（即席創意寫作、個人短講及小組討論），以及總決賽（中華文化問題、思考及表達能力競賽）表現優異，於全港二百多位中學參賽者中脫穎而出，成為前十名優異學生之一，獲「菁英金獎」。王詠詩同學與另外九位菁英金獎得主，代表香港前往中國南京進行學術交流活動。

在教育局資優教育組主辦的「香港科學青苗獎 2012」中，丘中學生獲全港季軍。同學經過初賽筆試後，又以廚餘為題進行科學探究，提出解決方法；其後亦邀請了香港中文大學生物醫學學院徐國榮教授進行專訪。

學生在 2011 年香港高級考試中有優異的表現，多個科目的優良率 (A-C 級) 遠高於全港平均水平，而且有八科獲 100% 合格率，約 90% 考生達到大學入學要求，多人升讀本地大學。



### Preparation for Successes in the 3-3-4 New Academic Structure

Under the new academic structure (NAS), students need to have clear ideas for further studies and future career development. To prepare students for this, there are systematic career planning programs and mock interviews trainings. Outstanding alumni were invited to share their learning and working experiences. This year, the list included government pilot Mr. Yuen Yiu Keung, Associate Director of Human Capital Development of Bossini International Holdings Ltd. Ms Tse Hiu Tan Dana, Dr. Leung Ho Wan of Medicine School, Chinese University of Hong Kong, etc.

The first batch of Student Learning Profiles (SLP) was produced allowing students to showcase comprehensively their learning experiences and attainments. The SLP also allows students to overview their learning process in order to prepare for university admission.

### 40th Anniversary

HTYC kicked off the celebration of her 40th anniversary with the 40th Anniversary Thanksgiving Service. Mrs. Grace Tsao, 2nd Supervisor, and Mr. Ching Yue Chor, 2nd Principal, described the changes of the school through the years and shared their deep affections for her development. Also,

there were the logo design competition, wall painting activity, fun fair, etc.

The 40th Anniversary also witnessed the spectacular renovation of the 40-year-old School Library, with 50% expansion of the volume of reading materials, spaces for two multi-purposes group learning centres, and a new Further Education & Careers Guidance Centre. The new library can enhance the new modes of learning in the new curriculum.

### Other Achievements

Students had various awards in external competitions, including the Hong Kong Schools Music Festival, the Hong Kong Schools Speech Festival, Inter-school Sports Championships, the Australian International Chemistry Assessment, the YMCA Youth Leadership Development Award Scheme, the Mathematics Olympiads, the Hong Kong Mathematical High Achievers Selection Contest, the Hong Kong Mathematics Creative Problem Solving Competition, 2011 Social Enterprise Video and Essay Competition & 2012 Future Leaders Award, etc.

S3 Wong Wing Sze joined The Chinese Language Elite Competition 2011/12 organized by the Gifted Education Section of the Education Bureau (EDB). Wing-size

had undergone several challenges before finally selected an elite student amount the top ten winners of the occasion. As one of these ten Gold Award winners, Wing-Sze represented Hong Kong in a study trip to Nanjing.

5 students participated in The Hong Kong Budding Scientists Award Competition 2011-12 organized by the Gifted Education Section of the Education Bureau (EDB), finally winning the 2nd Runner-up title. The competition began with a science knowledge quiz, then some scientific research about problems of "food waste" in Hong Kong, and finally an interview of a local scientist, Professor Stephen Kwok Wing TSUI from CUHK.

Students had outstanding results in Hong Kong Advanced Level Examinations. Credit rates (Grade A to C) of most subjects were far higher than the Hong Kong averages. 8 subjects achieved 100% pass and about 90% of the candidates attained university entrance requirements, many ending up in local university degree programs.



## Service Report in Brief Hotels & Residences Services



香港旅遊業經過 2010 年成果豐碩的一年，在全球經濟逐步改善、亞洲市場蓬勃增長及美元疲弱導致其他貨幣升值之因素下，2011 年旅遊業持續增長，香港作為亞洲區商業中心及旅遊熱點將對旅客更具吸引力。

2011 年全年旅客創歷史新高，錄得共 4,200 萬人次，較 2010 年上升 17%，因此所有類別的酒店在入住率及平均房租均有顯著增長。本部四間酒店及服務式住宅經員工堅定不懈之努力開拓商機來源及敏捷地控制營運成本等措施，整體業績盈利連續第二年出現破紀錄的情況，較往年上升 30%。

### 酒店企業策略

本部之銷售策略仍以加強本會酒店品牌、尋找高回報之市場定位、開拓合適之新業務網絡、發展多元化的業務組合，今年更參加香港旅遊發展局於俄羅斯及越南舉行之展覽活動，向具潛力的市場開拓。

本部繼續以提供最優質及物有所值的酒店服務為使命，透過有效的維修工程及增加資本投資，不斷提升各項服務及設施之質素。在完成女青園景軒共四期的翻新工程及女青大廈第一期的翻新工程後，女青雅舍亦將於 2012 年開始進行翻新工程。

### 業務運作

本部之營業收益主要來自兩間酒店及兩間服務式住宅，而餐廳營運亦帶來部份收益。

Following a fruitful year of 2010, Hong Kong's hospitality industry did enjoy a continual and significant growth in 2011, which mainly resulted from the volatile but forward-moving global economic conditions, the substantial rising demand with the Asian region and the prevalent strengthening of most currencies against the weak US-dollar. These had been underlying Hong Kong's appeal as a leading commercial and leisure destination in Asia

The turnaround in visitor arrivals continued to gain great momentum during 2011, hitting a new record of 42 million, representing an annual growth of 17% versus 2010.

As a consequence of such an increase in visitor arrivals, all the hotel proprietors did benefit from higher occupancies and average room rates.

In all, the overall performance of our four operating hotels and residences under HKYWCA, through all the staff's perseverance and efforts at earnestly exploring more business opportunities to optimize business yields and astutely monitoring the operating costs, achieved another consecutive year of record-breaking Gross Operating Profit with a growth of 30% in 2011 versus 2010.

### **Hotels & Residences Corporate Management Strategies**

Without being complacent, we have been working relentlessly on the reinforcement of our unique branding through various marketing initiatives and activities. More proactive efforts have been continuously made at attaining more high-yield market segments, exploring on niche markets opportunities and diversifying our business mix. We had participated in the trade shows in Russia and Vietnam organized by the Hong Kong Tourism Board to enhance our market exposures and establish new business relationships with these highly potential emerging markets.



Our services and products are all tied in with our hotel mission which is "Let our guests enjoy our value-for-money services and facilities in a comfortable, clean and safe living environment". We have been persistently committed to upgrading the services and facilities by implementing various renovation and maintaining general upkeep programs to enhance our service and product quality. In tandem with the completion of the hotel renovation of The Garden View – YWCA, and the first-phase renovation of 6 simplex units at the serviced apartment, The Building –YWCA, was completed in March, 2011 receiving spontaneous popularity amongst our discerning prospective tenants. Another remodeling program for 6 single-bedded studio units at the serviced apartment, The Lodge-YWCA, would have been underway by the inception of 2012, refurbishing the rooms and converting them into double-bedded ones to enhance more sale flexibilities and revenues.

### **Operations Review**

The operations' turnover is derived principally from its two hotels and two serviced residences and other incomes from restaurant catering services.



業務主要分為三類：

## 酒店經營

### 女青園景軒：

坐落於港島半山高尚住宅區麥當勞道一號，毗鄰香港公園及香港動植物公園，設有 141 間具國際級酒店水平之標準客房及套房。為商務及遊覽旅客提供理想、舒適及價格合理之住宿服務。

### 女青柏顏露斯：

位於九龍窩打老道山高尚住宅區，鄰近旺角繁華鬧市，環境靜中帶旺。設有 169 間寬敞的客房及專為女士而設的樓層，提供整潔、安全又經濟之住宿服務予不同需要的人士。

## 服務式住宅租賃

### 女青大廈：

矗立於港島半山般咸道，迷人的維多利亞港景致盡入眼簾。100 間客房，包括單人及附設獨立廚房的套房，以及頂層的複式套房，為到訪亞洲的商務旅客、學者等提供最合適、方便及親切的住宿服務。

### 女青雅舍：

位處低密度及環境清幽的又一村，交通方便，三個樓層共設有 99 個房間，包括單人房及附設獨立廚房設備的套房，設計新穎。最適合為亞洲商務旅客、訪港學者等提供舒適、方便及幽靜的住宿服務。

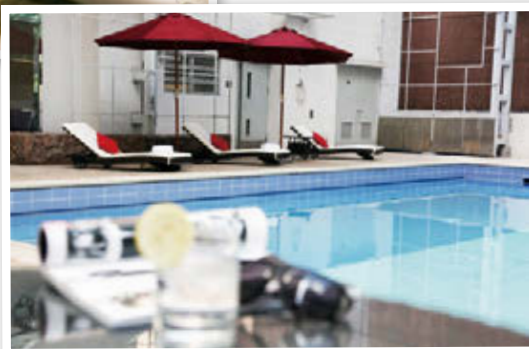
## 餐廳

女青園景軒、女青柏顏露斯及女青雅舍均設有餐廳服務，分別為特韵食坊、趣屋餐廳及 Teddy's Cafe，為住客及會員提供各款中西美食。

## 展望

2012 年對酒店業仍然是具挑戰性的一年，受著全球性的不穩定局勢如日本地震影響、歐洲債務危機及美國疲弱的經濟溫和復甦，市場將無可避免面對動盪及不明朗的局面。

本部將繼續以審慎樂觀的態度，以致能在不穩定的世界局勢下，並利用本會已有的優勢，加強與商業伙伴的合作，亦會積極發展現有的東南亞及東歐等地區之市場。





The business is divided among three segments as follows:

### Hotel Operations

**The Garden View** – YWCA: Nestled between the Hong Kong Zoological & Botanical Garden and the Hong Kong Garden, in the prestigious Mid-Levels residential environment, No.1 MacDonnell Road, it is an international standard hotel. There are 141 spacious hotel rooms and suites, offering optimum comfort with full services yet reasonably priced accommodation ideal for business or leisure visits and extended stays.

**The Anne black** – YWCA: Situated downhill in an elegant residential area of Waterloo Hill, away from the hustle & bustle of city life, it has 169 spacious rooms with one floor exclusively for women, offering choices of comfortable accommodations to suit different needs and budgets.

### Serviced Residences – Property Rentals

**The Building** – YWCA: Located at Bonham Road, the prime residential area of West Mid-Levels, this modern high-rise building offers 100 fully furnished residences, overlooking the city with panoramic Victoria Harbor view. Some simplex and duplex units are equipped with kitchenette. These serviced residences are most ideal

for those on extended Asian assignments who want a comfortable, convenient and homely environment.

**The Lodge** – YWCA: Situated at Yau Yat Chuen, the prestigious and so rare city living environment, it is surrounded by the tree-lined avenues of Kowloon's most exclusive neighborhood. This unique low-rise building offers 99 fully furnished residences overlooking the city. Some studio and suite units are equipped with kitchenette. These serviced residences are most ideal for those on extended Asian assignments who need a comfortable, convenient and homely environment.

### Restaurant Catering Services

These caterers, namely The One Restaurant, Cheer O Café, and Teddy Café, are attached respectively at The Garden View, The Anne Black and The Lodge, serving Chinese or Western menus to all members and our house guests.

### Prospect

2012 will be again another year of many challenges for our hotel industry. The global economy is still overshadowed by the repercussions of Japan's earthquake, euro zone sovereign debt chaos and the slow recovery of the fragile US economy. The impact of other uncertainties such as stemming from jittering political situations,

the rumors of Euro-PIGS leaving the euro zone, and event natural disasters have still been bewildering the global political and economic leaders. The hotel industry will continuously, inevitably be liable to a number of upheavals or turbulences in the market.

To navigate success between the regional political instability and any unpredictable, the Management will have to continuously stay vigilant by taking proactive and prudent approaches to realign and execute all necessary marketing and business strategies, making prompt responses to this turbulent economic environment. Simultaneously, more emphasis will be placed on capitalizing our fundamental strengths and fostering collaboration with our business partners. Apart from capturing those high-yield market segments, we will spare no pain at exploring more business opportunities from other emerging markets such as South & North Asia, the ASEAN and Eastern Europe. Granted that all the favorable global and domestic conditions prevail, and all leading governments continue exercising their economic intelligence and integrity to offset any upheaval, the Management will remain cautiously optimistic in 2012.







CENTRAL ADMINISTRATION

# 中央行政

財務部致力提供優越的財務管理服務予本會各單位及管理層，並充分善用財政資源，以達致高效率、高效能及最佳經濟效益的果效。

財務部除了負責提供會內所有財務及會計服務，包括收支入賬、整理全會傢俬物品登記冊、整合全會每年財務預算及分析、提供財務管理知識給員工，還制訂及定期更新財務流程以加強內部監控措施，並負責統籌全會及個別獨立項目核數等工作。

於 2011-12 年期間，財務部與財務顧問公司合作，重新訂立年度預算流程，令本會每年所編制的財務預算能更有效地反映董事會及管理層所訂定之策略管理計劃。

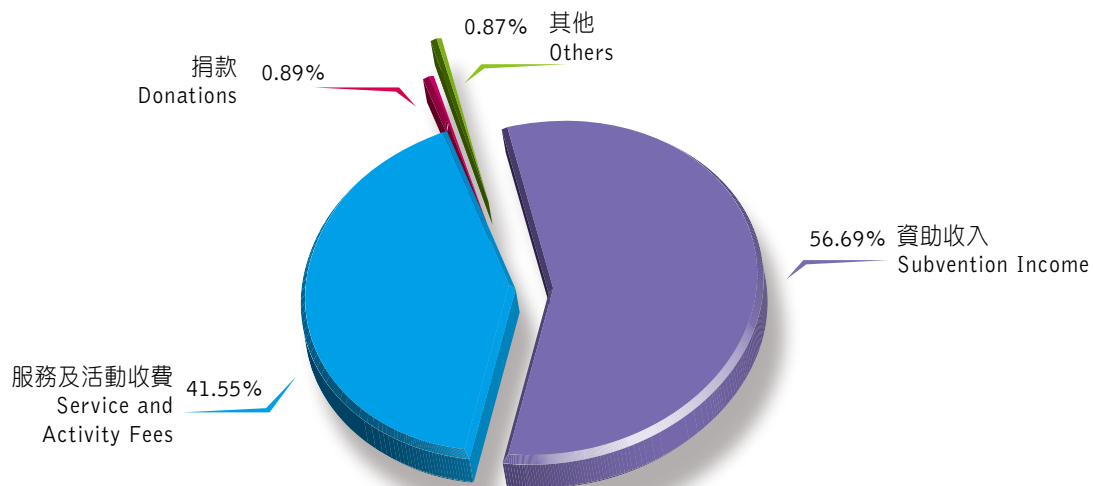
本會的財務報表是根據香港會計師公會頒布的《香港財務報告準則》及《香港公司條例》編制而成。

本會於 2011-12 會計年度錄得盈餘 \$43,611,957。主要收入來源為資助收入共 \$269,504,203，佔總收入的 57%，其次為服務及活動收費共 \$197,515,097，佔 42%。支出方面，青年及社區服務佔全會總支出 36%，共 \$156,718,053，其次是耆年及學前教育，分別佔總支出的 18% 及 11%。

## 全年收入與支出 Financial Report

### 收入分析 Income Analysis

總收入 Total Income: \$ 475,422,977\*



The Finance Department provides quality financial management services in an efficient and effective manner to ensure optimal use of financial resources and maximization of economic return.

Besides providing accounting and financial services including IE accounting, furniture and inventory registry, annual financial budgeting, financial analysis and provisioning financial management knowledge for our colleagues, the Department also formulates and revises financial workflow on regular basis in order to strengthen internal control. It also oversees the auditing of individual project(s) and those relating to the Association.

During the year, the Department joined with an independent financial consultancy firm in devising new annual budgeting process which would enable annual budgeting thereafter in alignment with the strategic plan(s) of the Board and the Management.

The financial statements of HKYWCA are prepared in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance.

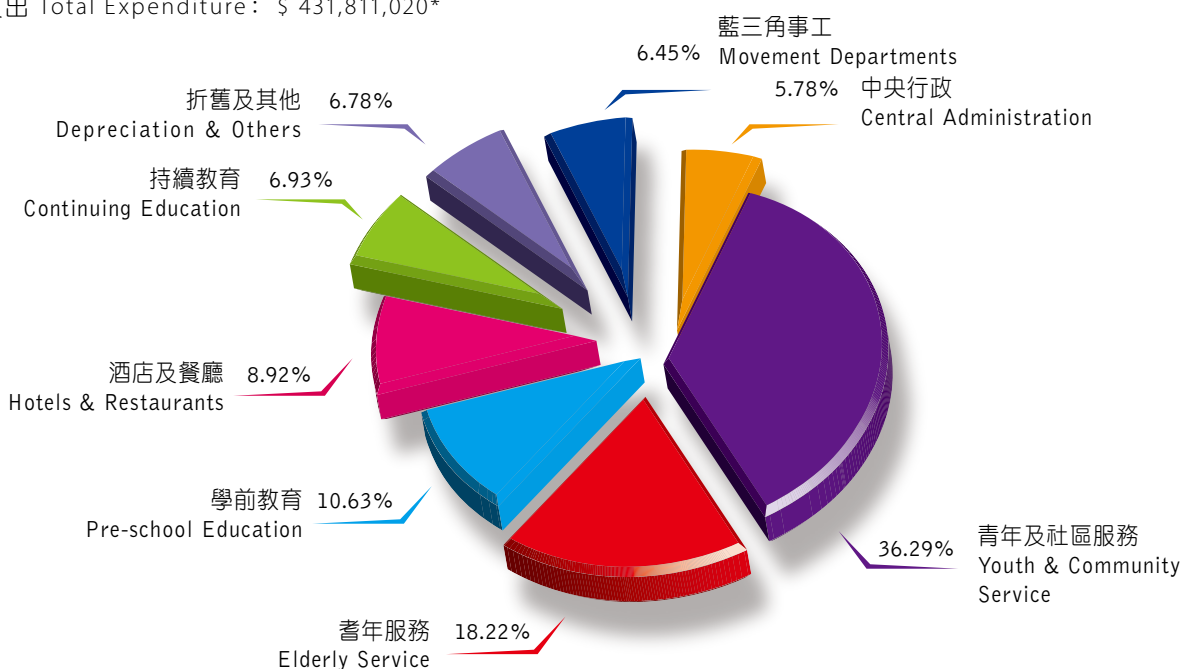
During the fiscal year of 2011-12, the Association recorded a surplus of \$43,611,957. About HK\$269,504,203, representing 57% of the Association's total

income, came from subvention. Followed by service fee income from classes and activities totaled HK\$197,515,097, representing 42% of total income. In term of expenditure, about HK\$156,718,053, representing 36% of the Association's total expenditure, came from youth and community services. Next two biggest expenditures were elderly services and pre-school education, representing 18% and 11% of the total expenditure respectively.



## 支出分析 Expenditure Analysis

總支出 Total Expenditure: \$ 431,811,020\*



\* 不包括丘佐榮中學 Excluding Hioe Tjo Yoeng College





行政及採購部乃由前行政組及採購組於 2012 年 3 月透過整合而成立的，目標是繼續為會內各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兩方面作出適切的支援。

#### 行政方面主要工作為：

- 全會一般保險
- 各服務單位租約
- 全會服務統計數字編纂、工作報告及報表匯報
- 中央印件、物資訂購及分發
- 總會所場地借用
- 總會所會車使用及全會文件物流運送
- 為總會所大型活動提供後勤支援及場地佈置
- 總會所庶務工作（包括：收發郵件、外勤、款待、清潔、園藝）
- 其他會所非屋宇設備項目之協調工作

#### 採購方面主要工作為：

- 制訂、檢討本會採購政策及程序
- 為各部門／單位尋找貨源及供應商、報價、分析比較、議價；及於需要時預備供應商名冊
- 定期更新中央採購系統目錄、價錢及供應商資料
- 協助部門／單位集合訂購物品、跟進送貨、換貨及退貨
- 管理及監察中央採購項目的日常運作
- 監察供應商之貨品質素及服務表現
- 定期收集部門／單位意見、編印及分析各類報表
- 研究增加中央採購項目及提升採購服務

除了恒常的工作外，本部於 2011 年 6 月 22 日舉行了招標專責小組成員迎新日及交流講座。是次講座邀請到廉政公署職員作主講嘉賓，出席者包括招標專責小組成員及各委員會代表合共十多人及多名管理層代表。

此外，本部於 2011 年 11 月成功為又一村會所、九龍東持續教育中心及大嶼山梁紹榮度假村安排中華電力有限公司技師團隊進行費用全免的電力效能評估及建議，以期達致節約能源及減低電費支出。

Administration & Procurement Department was formed after merging Administration Section and Procurement Section in March 2012. The Department is responsible for offering quality logistic support, in-house coordination and timely assistance in administrative affair and central procurement.

### **Major Administrative Duties:**

- Genetic insurance
- Lease of all service units
- Preparation of service statistics, work reports and reports presentation
- Central printing, ordering and distribution of supplies
- Rental of premises at the Headquarters
- Use of the HKYWCA 24-seater van and courier services
- Logistic support to all large-scale functions at the Headquarters and venue decoration
- Manual duties at the Headquarters (including collection and distribution of mails, legwork, reception, cleaning and landscaping)
- Coordination for non-building facilities at the clubhouse

### **Major Procurement Works:**

- Formulated and reviewed the procurement policy and process of the Association
- Sought supplies source and suppliers for departments/units, quotation, quotations analysis and price comparison, negotiation; and prepare vendor list whenever necessary
- Updated Central Procurement System Content, Price and Vendors' Information on regular basis
- Assisted Department/Unit in ordering supplies, followed up delivery of goods, replacement and return of goods
- Managed and monitored the daily operation of central procurement items
- Monitored the quality of goods and service performance of vendors
- Collected opinions from departments/units, printed and analysed various types of reports
- Studied the addition of other central procurement items and upgraded procurement service

Besides routine duties, the Department also organized an orientation day and a talk for Tender Board members on 22 June 2011. ICAC personnel was invited as the guest speaker of the talk. More than 10 Tender Board members and committee members and several management staff had attended.

With an aim to save energy and reduce electricity cost, the Department successfully arranged technician teams of China Power Ltd to conduct a free electricity efficiency assessment and offer recommendations on energy saving to our Yau Yat Chuen Centre, Kowloon East Continuing Education Centre and Sydney Leong Holiday Lodge at Lantau Island in November 2011.



人力資源部致力提供專業之人力資源管理服務，提升全會人力資源之效率及效能；同時促進員工的專業及管理技能，加強員工與機構之間的溝通以提升員工的歸屬感。

## 人力資源管理及政策

- 籌備及推行「新年度薪酬調整」，優化行政管理，以公平、合理及持守審慎理財原則，以釐訂員工之調薪政策。
- 推行五天全薪侍產假，令男性員工安心照顧家人及初生嬰兒。
- 整合及釐清全會年度人手分配，薪酬預算及開支。
- 實施《性罪行定罪紀錄查核》，加強對 18 歲以下兒童或精神上無行為能力人士的保護及減低這類人士受性侵犯的風險。
- 實施第一階段之員工退休重聘優化政策及為實行第二階段之延長退休年齡作出安排。

## 全會員工培訓

- 2011 年 9 月份舉行「籌募文化推廣」活動之籌募培訓工作坊，從多角度了解籌募對機構發展的重要性，以及個人在籌募工作中的角色和貢獻，培養正確的態度，積極投入籌募推廣的工作。
- 2012 年 2 月份 20 位員工到訪台北基督教女青年會作交流活動，維繫女青年會之國際網絡，分享管理心得，視察當地社企之運作及經營模式。
- 2012 年 3 月份的工作坊由 HMI Consulting Limited 講授“Effective People Management Workshop”，內容包括職位描述、工作目標、績效評核、員工工作效率、紀律及情緒問題等，更特別邀請資深人力資源管理人士黎鑑棠先生蒞臨分享非政府機構之人力資源管理文化、挑戰及策略等議題，藉以協助管理人員了解現時非政府機構所面臨之挑戰及應對策略。





The Human Resources Department provides professional human resources management services and enhances the efficiency and effectiveness of human resources of the Association. Communications between the Association and staff were strengthened so as to enhance their sense of belonging.

### Human Resources Management and Policies

- Preparation and implementation of the “New Annual Pay Mechanism” for the fiscal year, aiming at streamlining of the administration workflow and to ensure adherence to a fair, reasonable and prudent principle for formulating policy on staff annual pay adjustment.
- Implementations of 5-day full pay paternity leave for our male employees to enable them to take care for their family member and the newborn with ease.
- Consolidation and clarification of the manpower allocation, salary budget and related expenses of the Association.
- Implementation of Sexual Conviction Record Check Scheme to offer better protection of children aged below 18 or mentally incapacitated persons and to reduce the risk of being sexually offended.
- Implementation of the first-phase re-employment of retired staff and preparatory arrangement for implementation of extending retirement age of staff in second phase.

### Staff Training

- With an aim to promote fundraising culture, a fundraising training workshop was organized in September 2011, where the importance of fundraising for the development of the Association, a person's role and contribution in the fundraising work were studied from different aspects so that a proper attitude towards fundraising was cultivated and staff were motivated to actively participate in the fundraising work.
- 20 staff had joined an exchange tour to YWCA of Taipei in February 2012 to enhance the YWCA linkage, sharing of management philosophies and visiting various social enterprises in Taipei to observe their operation model and environment.
- An “Effective People Management Workshop” was conducted by HMI Consulting Limited in March 2012 where topics including job description, job objective, performance appraisal, staff productivity, disciplinary and emotional issues were discussed. Through the sharing of Mr. Lai Kam Tong, a seasoned HR professional on the culture, challenges and strategies of human resources management of non-governmental organizations (NGOs), our managerial staff gained a better understanding of the challenges faced by NGOs and the relevant tackling strategies.

## 資源拓展

**多角度加強推廣籌募文化，動員上下一同拓展籌募工作**

資源拓展部銳意從多角度加強全會籌募工作，本年度推出了「籌募文化推廣運動」，以「支持女青年會・實現生命栽培」為口號，通過會內各項宣傳渠道，提升全會上下對籌募工作的了解、認同和支持，同心協力，開拓更多社會資源，讓本會繼續推展優質服務。本部並邀得 Asian Charity Services (ACS) 免費為本會提供「籌募培訓工作坊」，增進本會董事委員、管理層及同工對最新籌募策略的認識。

**九龍會所復修計劃「生命亮點・點亮生命」**

本部已積極為「九龍會所復修計劃」展開各項籌款活動及宣傳工作，包括開設網頁及印製宣傳小冊子，亦獲香港電燈有限公司及永隆銀行協助廣發捐款信函予客戶。本部現正積極籌辦 2012 年 7 月的「詩弦四季・點亮生命 香港中樂團 50 週年紀念籌款音樂會」及 11 月的「九龍會所復修籌款晚宴」，又廣邀善長參與命名權捐助計劃，為本會這項歷年來最艱巨的任務籌募經費。

**各項大型籌款活動，屢創佳績**

全賴全會上下一心，伙伴鼎力支持，多個籌款活動在本年度的成績均令人鼓舞。

本會繼過去連續兩年成為「敬老護老愛心券」「全港機構最高籌款獎」亞軍後，今屆更在全港 144 間參與單位中突圍而出，再上一層樓勇奪冠軍寶座，共籌得 \$1,005,666。善款已撥作「長者持續教育中心」之營運經費及發展「退休人士服務」。



### Scaling up the Multi-level Fundraising Campaign

During the year, the Department has endeavored to empower HKYWCA in running the fundraising campaign under the slogan of "Help Enhancing lives, Support HKYWCA". We communicated the understanding and support across multiple levels of the Association by different means and strived to boarden community engagement and resources in order to render quality services. Besides, Asian Charity Services (ACS) was invited to conduct free fundraising training workshops for our Board members, committee members, senior management and staff to enrich their knowledge about the latest fundraising strategies.

### Highlights of the Lives, Light up the Lives: Kowloon Centre Rehabilitation Project

The Department has embarked upon a publicity campaign to raise fund for the Kowloon Centre Rehabilitation Project. A new official website was set up and brochures were produced. Sincere gratitude was especially extended to The Hongkong Electric Company Limited and Wing Lung Bank for the dispatch of bulk mailers. Furthermore, with an aim to meet this unprecedented challenge to the Association, the HKYWCA Chinese Orchestra 50th Anniversary Charity Concert in July and Charity Dinner in November 2012 as well as the launch of the Naming Rights Donation Scheme would be highlights of the fundraising campaign.

### Fundraising Efforts in Support of Service Delivery Paid Off

With the staunch support and concerted efforts of the management, staff and partners, the much-needed funds to support multifarious services were raised through a series of fundraising initiatives.

The Association ranked second as the "Top Fundraising Organization" of the sales of "Care for the Elderly Charity Ticket" for the past two consecutive years. During the year, we moved a step further to win the Championship among the 144 participating organizations. \$1,005,666 was raised to run the Elderly Continuing Education Centre and to develop services for retirees.



「第五屆抱抱家人慈善日」於 2011 年 10 月 9 日圓滿舉行，榮幸獲得社會福利署副署長麥周淑霞女士親臨主持啟動禮，同時更邀得連續三年任活動首席贊助俊和發展集團副主席彭一邦先生及唱作人、本會青年大使王梓軒先生攜同家人出席支持，身體力行宣揚愛家訊息。活動善款達 \$546,966.1，較 2011 年略為上升。

在 2012 年 2 月 18 日舉行的女青賣旗日(九龍區)義工人數再創新高，達 3,400 人，街頭賣旗收入亦較 2010 年上升，整體總收入達 \$639,184.2。扣除支出後，淨籌款額為 \$588,584.3，為本會「家庭健康服務」帶來寶貴經費。

「第三屆 ChariTea 慈善計劃」繼續在三八國際婦女節舉行，已累積向逾 8 萬人傳遞愛與關懷。今年參與計劃的企業數目大幅增長至 14 間，共籌得善款 \$207,000，較去年增加 61%。

### **把握契機，呼籲捐獻政府發放的 \$6,000**

因應政府發放 \$6,000，本會特別展開「善用您的資源・改變她的生命」捐獻計劃，呼籲公眾善用這筆款項，以支持本會自資的「家庭健康」及婦女服務。本部亦特別安排高級企業發展總監陳志剛先生及一位受惠婦女接受亞洲電視《金錢世界》節目訪問，分享是次捐款如何協助本會維持非政府資助服務。





The 5th Hug Families Charity Day was successfully held on 9 October 2011. It was our honor to have invited Mrs. Mak Chow Suk-har, Anna, Deputy Director of Social Welfare to officiate at the kick-off ceremony. Chun Wo Development Holdings Limited has been our principal donor of the Charity Walk for three years in succession. Mr. Derrick Pang, Deputy Chairman of Chun Wo Development Holdings Limited and Mr. Jonathan Wong, Singer-Songwriter and Youth Ambassador of HKYWCA, had set good examples by bringing along their families and participating in the event in support of the “loving family” message. The event raised \$546,966.1, representing a slight surge as compared to 2011.

Held on 18 February 2012, the Flag Day (Kowloon Region) has achieved a record high - the number of volunteers reached 3,400 and the street sale of flags also recorded a higher receipt as compared to 2010. Gross receipt was \$639,184.2. After deducting the expenses, the net proceed of \$588, 584.3 was allocated to support the Association's family wellness service.

The “Chari-Tea” Program on the International Women’s Day has been running for three consecutive years to enhance advocacy on loving care. Over 80,000 people have been benefited since its launch. We were grateful to have engaged 14 corporations in collaboration this year and raised \$207,000, which represented a substantial surge of 61% as compared to last year, to support services for women.

### **The Scheme \$6,000 Appeals for Donation**

Echoing the theme of “Your contribution may change the life of others”, the public appeals for donation of the one-off cash payment of \$6,000 were launched. The fund raised went towards supporting the self-financing Family Wellness and women services. Mr. Charles Chan, Senior Director (Corporate Development) of HKYWCA and a service beneficiary were interviewed on an ATV program, Money World, to share how impactful the donation was as to services without government subvention.





### 與商並肩，攜手服務社羣

一年一度的「企業伙伴午餐會」已成為本會與企業伙伴交流的重要平台，本年度共吸引逾 40 家企業超過 70 位嘉賓撥冗出席，更榮幸地邀得中華電力有限公司副主席阮蘇少湄女士擔任「企業領袖分享」主講嘉賓，分享「營商中實踐企業社會責任」。

「商界展關懷」計劃踏入 10 周年，本會是為其中一間獲嘉許之「連續 10 年提名機構」，由本會提名之頒發標誌之公司／機構亦由 72 間增至 93 間，升幅近 3 成，肯定了本會與商界伙伴共同推動企業社會責任的努力和成果。

承蒙各界伙伴的支持，本會能夠持續優化服務。本年度本部繼續與多家企業緊密合作，包括俊和發展集團、聯合利華、美國輝瑞科研製藥有限公司、新鴻基地產代理有限公司、新創建集團及信和集團等，共同為有需要人士開展嶄新的服務和活動。

### 加強公關宣傳培訓，服務推廣計劃見成效

為加強本會公關宣傳的效能，本部邀請了前無線電視主播兼首席記者、現任浸會大學新聞系高級講師趙麗如女士，為十多位代表本會焦點服務的發言人及高級管理層舉辦了一次傳媒訓練，藉以提升同工接受傳媒採訪的技巧。

本部年內與多個服務部門共同制定策略性的宣傳計劃，多項研究及活動均成功獲廣泛報導，包括「Say YES to Work 青年就業暨暑期工招聘博覽」、「香港婦女社會參與狀況研究」及「香港嬰幼兒父母狀況調查」等。詳情請見「機構服務藍圖—強化機構品牌」。





### Joining hands with Corporate Partners to serve the community

As the Association's signature annual event, the "Corporate Luncheon" serves as a cross-sector platform to strengthen ties with our corporate partners. This year, over 70 guests from 40 corporations attended the luncheon. It was our honor to have Mrs. Yuen So Siu-mai, Betty, Vice Chairman of CLP Power Hong Kong Limited as the keynote speaker of the sharing session and she made noteworthy sharing on how to adopt CSR practices to the business operation.

Furthermore, joining for the tenth year since the launch of the Caring Company Scheme, the Association had been awarded the "Nominator of Caring Companies/Organizations for 10 Consecutive Years". The number of caring companies/organizations successfully nominated by our Association this year soared from 72 to 93, accounting for a 30% growth. These achievements have fully manifested the commitments and contribution of the Association and our corporate partners in promoting CSR.

Thanks to the unwavering support from various sectors and partner corporations, the Association was able to deliver quality services sustainably. The Department has successfully established close corporate partnerships with Chun Wo Development Holdings Limited, Unilever Hong Kong Limited, Pfizer Corporation Hong Kong Limited, Sun Hung Kai Real Estate Agency Ltd, NWS Holdings Limited, Sino Group, etc. in developing innovative services and programs for the needy.

### Fostering Public Relations to Generate Exposure

In order to strengthen public and media relations of the Association, Ms. Bonnie Chiu, former TVB news anchor & chief reporter, and Senior Lecturer of the Department of Journalism of Hong Kong Baptist University, was invited to conduct a media training for over 10 senior staff and the management so as to further develop their media handling techniques.

Given various promotional strategies formulated, the Department and different service units of the Association was able to garner extensive publicity during the year under review. In particular, recent researches and events including "Say YES To Work Youth Career cum Summer Job Expo", "Investigation on the Status of HK Women's Social Participation" and "Survey on the Situations of Hong Kong Parents with Infants and Toddlers" had attracted substantial media coverage. For details, please refer to "Strengthening Corporate Branding" section.



### 資訊系統部

隨著本會服務不斷增長及更新，為提升同工及服務使用者的效益，資訊系統部一直堅定為本會各部門及單位提供可靠而快捷的系統及諮詢服務。除此以外，資訊系統部亦不斷強化本會基礎網路建設，及為電腦系統項目提供具成本效益及高效率的管理服務，務求透過資訊科技不斷提升本會的服務質素。

去年，資訊系統部在本會管理層及資訊科技發展委員會的推動及領導下，積極落實多項資訊科技管理計劃，加強各部門及單位運作效益。

### 雲端系統建設工程

雲端運算及雲端應用是近年各行各業的熱門議題，資訊系統部一直緊隨資訊科技發展，亦進行了一系列雲端系統建設工程，為將來各項大型工程作好準備。

虛擬主機 (Virtualization) 是雲端運算中一個重要環節，在本會的日常應用系統中，職員資訊網、房間預約系統、及防毒軟件管理系統等已經在虛擬主機運行，預計來年完成之新系統亦會在虛擬主機上運作。

另外，資訊系統部於本年度亦完成了電郵過濾系統提升工作，透過雲端運算有效過濾潛藏風險的電子郵件，提升系統及資訊安全性。

### 網速提升工程

在本年度中期，資訊系統部完成了網速提升工程，透過更換互聯網服務供應商改善本會各單位網絡質素，總會所的網絡速度更由原來 20M 大幅提升至 50M，縮短各單位連線至總會所的存取時間，從而提升服務效率。



網絡連線為資訊系統服務的基礎，提升網絡連線質素所帶來之好處將不能言喻，在整個網速提升工程中，資訊系統部嚴守躬行節儉之宗旨，在提升網速的同時，亦為本會在合約期內節省合共拾餘萬圓。

### 伺服器機房重整工程

為預備來年之大型伺服器提升工程及災難恢復站點建設項目，本年初，資訊系統部與外判供應商完成了伺服器機房重整工程，為減少對各部門及單位服務之影響，資訊系統部特意選取在聖誕假期間進行重整工作。

### 服務及會員管理系統 (SMMS) 第二期功能提升工程

SMMS 系統為本會服務之核心系統，一站式處理會員、活動及個案管理，資訊系統部一直致力維護系統穩定。系統由 2009 年運作至今，已進行了兩次大型功能提升工程，本年度因應青年及社區服務部需要而進行了其中一次大型系統更新，改善同工處理效率，進而提升服務質素。

### 資訊科技安全風險評估

由於資訊科技日新月異，科技系統潛在之安全問題亦日益受到各界關注。為提供一個安全而可靠的資訊科技平台，資訊系統部於本年度委托獨立資訊科技安全顧問公司進行了首次資訊科技安全風險評估，因應現有應用系統及網絡基建等範疇進行詳細風險評估，資訊系統部已就顧問所指出的安全風險作出改善或制定應對措施及完善之時間表。

### 資訊系統安全研討會

去年在資訊科技發展委員會大力推動下，特別安排了有關資訊系統安全的研討會讓本會管理層同工參與，由資訊科技發展委員會副主席朱偉年博士主講，期望透過本次研討會，加深本會管理層同工對資訊科技安全的瞭解，進而將本議題融入日常管理工作中，協助提升全會同工對資訊安全問題的認知。

### 展望將來

展望未來年度，將有更多大型系統及網絡基建項目相繼完成，如職員資訊網更新、籌款管理系統、財務系統功能提升工程、工作配對系統、SMMS 系統第三期功能提升工程、度假村無線網絡建設、總會所伺服器重組及升級、及災難恢復站點建設等，資訊系統部同工面對新一輪的考驗，同工會繼續緊隨本會需求提升服務水平，努力迎接新的挑戰。

### Information System Department

In line with the service growth and service improvement of the Association, and in order to enhance benefit of both staff members and service users, the Information System Department (ISD) provides reliable and speedy IT service and consultation services to all departments and units. Besides, through the application of information technology, the Department aims to continuously strengthen the network infrastructure of the Association, offering cost-effective and efficient management service for all computer systems so as to upgrade the service quality of the Association.

Last year, encouraged by the management and led by Information Technology Development Committee, various IT management projects had been implemented to enhance operation effectiveness of various departments and units.

### Cloud Computing System Project

Cloud computing and cloud application has become hot discussion topics in various industry sectors. In order to keep abreast of the IT development in the market and get prepared for large scale projects in future, a series of Cloud Computing System Projects had been completed during the year.

As an important component of Cloud Computing, virtualization had been applied to HKYWCA Staff Intranet, room booking system and anti-virus software management system in daily application systems of the Association. In future, it is hoped that other newly completed systems will also be virtualized.

Besides, the Department also completed email spam filtering enhancement. The use of Cloud Computing allowed effective filtering of emails with hidden risk and thus improved system and data security.

### Network Enhancement Project

During the middle of the year, network enhancement project had been completed by replacing the internet service provider which allowed an increase of the network speed at the Headquarters from 20M to 50M. Hence, it helped shorten the time for units to access the Headquarters' server. As a result, service efficiency had been improved.

Online networking is the foundation of IT service. The benefit of enhancing online quality is self explanatory. During the contract period while the network speed had been improved, the Department also helped save a hundred thousand dollars for the Association.

### Server Room Re-establishment Project

In preparing future large-scale server upgrading and construction of disaster recovery site, the Department had completed the server room re-establishment with assistance from outside supplier. The project was undergone during the Christmas holiday so as to minimize the impact on all departments and units.

### SMMS Change Request 2

As a core system of our service, SMMS is a one-stop system responsible for managing membership, programs and cases. The Department is held responsible for maintaining the stability of SMMS. Since its operation in 2009, it had undergone two major system enhancements, including one being done in response to the demand from Youth and Community Service Department, with an aim to improve handling efficiency of our staff. By doing so, our service quality could be further improved.

### Information Technology Security Risk Assessment

Due to rapid development of IT technology, the issue of potential security risks in technology system had arouse public concern. In order to provide a secured and reliable IT platform, the Department had commissioned an independent IT safety consultantancy firm to conduct an IT Security Risk Assessment for the Association for the first time. A detailed risk assessment had been made to the existing application systems and network infrastructure. In response to those identified security risks, corresponding improvement work or tackling measures had been implemented and improvement timetable had been in place.

### Information Security Seminar

With the support from Information Technology Development Committee (ITDC), a seminar on IT security for senior management staff was organized last year with Dr. Welland Chu, Vice chairperson of ITDC acted as the speaker. It was hoped that the attending management staff would access more knowledge on IT security and by including the discussion of IT security risk into their daily management duties, it could help arouse the awareness of their subordinates on IT security issue.

### Prospect

The future will see the completion of several major system and network infrastructure projects including Staff Intranet Revamp, Donation and Event Management System, Accounting System Enhancement, Job Matching System, SMMS Change Request 3, Campsite Wifi System, Server Upgrade and Consolidation and Construction of Disaster Recovery Site etc. In anticipating future challenge, staff of ISD would continue to work hard meeting with the demand of service quality enhancement.





物業組確保會內各項物業、場地和基礎設施的安全建造和使用及可持續發展。透過善用有限資源，提升資本性投資的成本效益。工作取向是設計概念乃以人為本，以客為先，盡量滿足會內單位在工作流程、服務內容、質量和時間等多方面的考慮及要求。

### 主要任務

1. 確保會內各項工程的設計及施工均遵守相關建築法例及指引，並能有效地保障使用者的安全，並為他們提供最大的方便。
2. 參與會內重點工程項目（如新增服務單位或服務單位進行大型翻新），提供技術支援和項目管理服務，包括協助制訂預算、申請撥款、提供設計建議、預備申請政府審批文件、招聘則師／承建商、工程策劃及監督、施工安全、品質管理、成本控制和完工證明等。
3. 制訂保養及維修方案及預算，減慢設施損耗及老化，提升物業效益，降低成本。
4. 提供專業意見，協助服務單位加強設施，改善空間運用，優化服務場地和員工作息環境，提升服務和工作效率。

### 其他職能

1. 推動綠色建築及能源效益管理，加強員工環保意識。
2. 培訓前線單位工作人員，如舉辦簡介會／講座介紹政府新政策及法例、維修保養基礎知識等。
3. 會所牌照之申請及續牌事宜。

### 2011/12 主要工程

- |                               |                |
|-------------------------------|----------------|
| 1. 天水圍家庭健康促進中心（全新）            | 已於 12/2011 完工  |
| 2. 誌實松柏中心／深水埗綜合社會服務處（更換天台製冷機） | 預計於 09/2013 完工 |
| 3. 觀龍樓社區工作辦事處（擴建）             | 預計於 12/2012 完工 |
| 4. 鄭傍卿護理安老院（大型翻新）             | 預計於 02/2013 完工 |
| 5. 九龍會所（復修工程）                 | 預計於 2014 完工    |

Property Section strives to ensure that all premises, venues and infrastructure of the Association are constructed and utilized in a safe manner and are fit for sustainable development; enhance cost effectiveness of all capital investment by maximum utilization of limited resources and by adopting “people-centred” and “client-oriented” concepts in its work design, it could satisfy, to the greatest extent, the considerations and requirements on workflow, service content, work quality and work time of all centres/ units.

## Major Tasks

1. To ensure that those designs and construction of all projects are in compliance with the relevant ordinance and regulation and offer effective protection and the greatest convenience to all users.
2. To participate in all major projects of the Association (e.g. new units/ large-scale renovation of service unit(s)), provide technical support and project management services including formulating budget, fund application, offering design recommendations, preparation of documents for applying for government approval, recruitment of contractor(s), project planning and supervision, construction safety, quality monitoring, cost control and completion verification etc.
3. To formulate maintenance and repair proposals and related budgets, retard the depreciation and ageing of facilities, enhance premises value and reduce cost.
4. To provide professional advices relating to facilities enhancement at our service units for better space utilization with the view to improve service venues and staff working environment so as to achieve service enhancement and higher work efficiency.

## Other Responsibilities

1. To promote green construction and energy efficiency management, and strengthen staff's environmental awareness.
2. To train frontline staff and introduce new government policies and ordinances as well as basic repair and maintenance knowledge by organizing briefing/seminar.
3. To apply for club license and its renewal.

## Major Projects in 2011/12

- |   |                            |
|---|----------------------------|
| 1. Tin Shui Wai Family Wellness Centre (New)  | Completed in 12/2011       |
| 2. Chi Po Neighbourhood Elderly Centre/<br>Sham Shui Po Integrated Social Service Centre<br>(Replacement of Roof Chiller Plant) | To be completed in 9/2013  |
| 3. Kwun Lung Lau Community Work Office (Expansion)  | To be completed in 12/2012 |
| 4. Cheng Pon Hing Care & Attention Home<br>for the Elderly (Large Scale Renovation)   | To be completed in 2/2013  |
| 5. Kowloon Centre (Rehabilitation)  | To be completed in 2014    |



### 任務

審核部代表董事會及管理層，就會內各運作和內部監控是否適當及有效，進行專業及獨立的檢視及評估。

### 角色及匯報

- 協助董事會有效地履行其監督之責任而提供有關之分析、評估、建議及報告。
- 審核部主管是獨立及直接向審核委員會匯報有關工作，並可通過審核委員會上達董事會。

### 權責

- 董事會授權予審核部，可在執行職務時查閱會方的紀錄、資產、接觸相關員工及索取相關資料。

### 目標

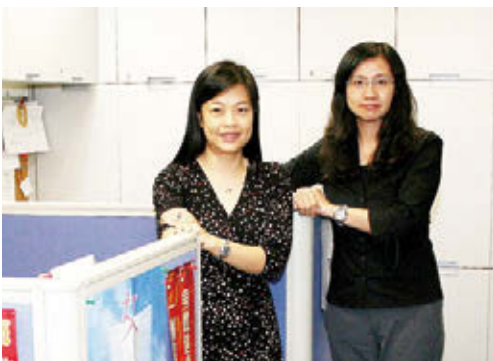
審核項目是按審核委員會批核的年度審核計劃推行，亦會按董事會或管理層要求而執行。審核工作之主要目標如下：

- 確保會內運作遵守法律、規則及內部政策
- 評估內部監控是否適當及有效
- 確保公共資源能恰當地運用

### 已完成之主要審核項目

本年度內已完成之工作及審核項目如下：

- 綜合社會服務單位
- 學前教育單位
- 長者鄰舍中心
- 持續教育中心
- 檢視投標流程
- 檢視慈善券流程
- 慈善券於公眾場所攤位銷售之突擊檢查及有關的檢查結果分享





## **Mission**

To provide professional and independent reviews on behalf of the Board and management to measure and evaluate the effectiveness of internal controls and the efficiency of operations.

## **Roles and Reporting**

- To assist the Board in the effective discharge of its responsibilities by providing it with analyses, appraisals, recommendations, counsel and information concerning the activities and functions reviewed.
- The Head of Audit Department is independent and reports directly to the Audit Committee and has direct access to the Board via Audit Committee.

## **Authority and Responsibilities**

- The Audit Department are authorized by the Board and management to have full access to records, assets, personnel and other relevant documents as are necessary for the proper fulfillment of their responsibilities.

## **Objectives**

Audits reviews carried out were either based upon an annual audit plan or as requested by the Board and management. The main objectives of our reviews were:

- To ensure compliance with the applicable laws, regulations and internal policies
- To assess the adequacy and effectiveness of internal controls
- To ensure the utilization of public funds was properly accounted for

## **Assignments Conducted**

During the year, the following assignments and audit reviews had been conducted:

- Integrated Social Service Centres
- Pre-school education institutions
- Neighbourhood Elderly Centre
- Continuing Education Centre
- Review on tendering process
- Procedural review of charity tickets sales
- On-site surprise check on charity tickets sales and related observations sharing





# 員工關係發展

STAFF RELATIONS AND  
DEVELOPMENT



# 員工活動 (2011/2012)



本會在人力資源管理上視員工為重要的資產，竭力建立員工關愛文化。於年度內舉行三次不同形式之員工活動，其中兩次活動，員工家人亦可參加，並與其他部門的同事及其家人共享郊旅樂趣。旅行地點及日期分別為「馬灣公園挪亞方舟」(2011年6月26日)及「西貢糧船灣遠足及船河」(2012年2月26日)。

此外，為了提高不同部門及單位之員工之團隊精神、增進友誼及認識，本會於2012年2月6日在烏溪沙青年新村舉行「員工同樂日」。當日，透過分組及多個競技項目，讓各隊參賽者發揮團隊精神，全力比拼，互相切磋，競逐『武林盟主』，爭奪各個獎項。

Regarding human resources management, staff are valuable asset of the Association. Hence, efforts have been taken to cultivate a caring culture among our staff. During the year, three staff activities were held in which two of them allowed staff to bring along their family members and joined with others from different departments. Those activities included visit to "Ma Wan Park Noah's Ark" (26 June 2011), and hiking and cruise at "Leung Shuen Wan, Sai Kung" (26 February 2012).

To enhance the team spirit of our staff in various centres/ departments, a "All Staff Fun Day" was held on 6 February 2012 at Wu Kwai Sha Youth Village. Participants were divided into groups and competed in a variety of team-building games in good spirit, with a goal to be the victorious "winner".

## Staff Relations and Development Team Awards Program

# 團隊獎勵計劃

本會致力鼓勵員工在單位／部門內建立團隊精神，推出優質服務及開拓領先服務，以配合社會新需求。本年度內推行六個團隊獎勵計劃讓各單位／部門參加。得獎單位如下：

### 「營運及服務獎」

獎項之五個評審原則包括服務表現、資源開拓、成本效益、建立夥伴關係及對其他機構或行業的貢獻。

In order to encourage our staff to build up team spirit at their own centres and departments, deliver quality services and launch innovative services to meet new service demands, the Association had initiated six team awards program for our staff. The winners were as follows:

### Business Operation & Service Award

Five evaluation criteria: service performance, resources development, cost effectiveness, partnership formation and contribution to the industry or other agencies.

獲獎單位 (Awardee)	
1	明儒松柏社區服務中心 Ming Yue District Elderly Community Centre
2	秀群松柏社區服務中心 Ellen Li District Elderly Community Centre
3	天水圍綜合社會服務處 Tin Shui Wai Integrated Social Service Centre
4	沙田綜合社會服務處 Shatin Integrated Social Service Centre
5	西環綜合社會服務處 Western District Integrated Social Service Centre
6	學校社會工作辦事處 School Social Work Office
7	雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly
8	持續教育部 Continuing Education Department





# Staff Relations and Development Team Awards Program

## 團隊獎勵計劃

### 「卓越項目獎」

獎項之評審主要以①服務特色及②成效及影響為原則。

### Excellent Project Award

Criteria for evaluation: service uniqueness, program effectiveness and impact

獲獎單位 (Awardee)		獲獎項目名稱 (Winning Project)
1.	中西區及離島青年外展社會工作隊 Central, Western & Islands District Youth Outreaching Social Work Team	TEEN生我才-中西區青少年反吸毒社區計劃-「好友凝計劃」 Anti-Drug Youth Community Program at Central and Western Districts
2.	九龍城綜合家居照顧服務隊 Kowloon City Integrated Home Care Services Team	「長者在家」何文田社區協作計劃 "Elder at Home" Homantin Community Collaborative Program
3.	深水埗綜合社會服務處 Sham Shui Po Integrated Social Service Centre	「Infinity•HOPE」讀寫障礙兒童支援服務計劃(第二期) "Infinity•HOPE" Support Services for Children with Dyslexia (Second Phase)
4.	蝴蝶灣綜合社會服務處 Butterfly Bay Integrated Social Service Centre	展藝融和在外展 Talent Show in Outreach Services
5.	屯門綜合社會服務處 Tuen Mun Integrated Social Service Centre	「Happy Summer樂身心」計劃 "Happy Summer" Program
6.	鄭儗卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly	【三齡共創的偶影天地】 Photography of Third Agers
7.	家庭健康促進中心 Family Wellness Centre	「童」途有我們-關心嬰幼兒家庭健康計劃 Caring Program for Hong Kong Families with Infants and Toddlers
8.	基督教事工部 Christian Ministry Department	2011董事、委員及幹事靈性關顧計劃 Spiritual Care Program for Directors, Committee Members and Staff 2011





## 「外界及特別榮譽」

參選獎項均為年度單位 / 部門所獲取之①全港性質、②地區性質、③全會性質之榮譽及獎項。

評審原則：獲獎項目 / 單位 / 人士是因為本會推行的多元化計劃或栽培項目而促使其獲得獎項。

## External & Special Honor Award

Awardees of awards and honors on territory-wide and district-wide levels and those conferred by the Association were eligible to enter the competition.

Criteria for evaluation: the project/centre/persons were being awarded due to the implementation of such diversified programs/nurturing programs by the Association.

獲獎單位 (Awardee)		獲獎榮譽 (Winning Award)
1.	林護紀念松柏日間護理中心 Lam Woo Memorial Day Care Centre for the Elderly	深水埗區最佳「老有所為活動計劃」獎 "The Opportunities for the Elderly Project" The Best District Project in Sham Shui Po
2.	將軍澳綜合社會服務處 Tseung Kwan O Integrated Social Service Centre	老有所為計劃 - 特別獎項：跨代義工獎 "The Opportunities for the Elderly Project" Special Award: Inter-generation Volunteer Award
3.	龍翔綜合社會服務處 Lung Cheung Integrated Social Service Centre	第七屆全港傑出婦女義工大獎 The 7 <sup>th</sup> Hong Kong Outstanding Women Volunteer Award
4.	長青松柏中心 Cheung Ching Neighbourhood Elderly Centre	荃灣及葵青區最佳「老有所為活動計劃」獎 "The Opportunities for the Elderly Project" The Best District Project in Tsuen Wan and Kwai-Tsing District
5.	婦女事工隊 Women Affairs Team	香港婦聯紅棉獎-自強不息大獎 Self Resilience Prize from Hong Kong Women Development Association Ltd
6.	宏恩幼稚園 Athena Kindergarten	1. 套拳組冠軍 Taekwondo Pattern Champion 2. 團體套拳組冠軍 Taekwondo Champion (Group)

## 「開源節流獎」

評審原則為單位推行之開源（增加收入）及節流（減少不必要開支的措施及成效），因此參賽者需說明推行措施之內容、時間、成效及實際之額外收入或已節省之開支總額。

## Highest Rate on Increased Sources of Income and Cost Effectiveness Award

Income increase and cost reduction are two criteria for evaluation. In this regard, the participating units were required to describe the measure content, time, effectiveness, actual increased income amount or reduced cost amount after implementing such measure.

獲獎單位 (Awardee)		
1.	青衣綜合社會服務處	Tsing Yi Integrated Social Service Centre
2.	長者持續教育中心	Elderly Continuing Education Centre
3.	梁紹榮度假村	Sydney Leong Holiday Lodge
4.	會員事工部	Membership Affairs Department
5.	酒店部	Hotel Department

### 「最佳中央部門／組別」選舉

評核準則為中央部門／組別對支援服務部門的幫忙度、方便度、回應度及準確度。

### The Best Administration Department / Unit

Evaluation criteria: degree of helpfulness, convenience, response and accuracy of the services delivered by the Administration Department/units to support other service departments

獲獎單位（行政單位） Awardee (Administration Unit)	
	財務部 Finance Department
	秘書室 Secretariat
	資訊系統部 Information System Department

### 「最佳單位管理」選舉

評分準則：單位在年度內提交給中央行政各部門之文件均能配合行政措施的準時性、準確性、並能提供創新建議及優良實踐。

### The Best Management Unit Award

Scoring criteria: those documents submitted to the administration departments by centres were accurate and had been delivered punctually, with good suggestions for improvement and good practice.

獲獎單位（服務單位） Awardee (Service Unit)	
1.	天水圍綜合社會服務處 Tin Shui Wai Integrated Social Service Centre
2.	深水埗綜合社會服務處 Sham Shui Po Integrated Social Service Centre
3.	西環綜合社會服務處 Western District Integrated Social Service Centre
4.	鄭傍卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly
5.	雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly
6.	誌實松柏中心 Chi Po Neighbourhood Elderly Centre
7.	梁紹榮度假村 Sydney Leong Holiday Lodge
8.	基督教事工部 Christian Ministry Department
9.	宏恩幼稚園 Athena Kindergarten
10.	酒店部 Hotel Department

# 人才培訓及發展

Staff Relations and Development

## Staff Training and Development

本會非常重視員工培訓，每年均按各服務發展及員工之需要，舉辦不同範疇之培訓；並訂立員工培訓政策：每年每位員工均可享用十二節進修假，以及一千至三千元之進修津貼（視職級而定），以鼓勵員工積極參與會外之培訓進修，使服務質素得以不斷提升。

此外，為栽培專業人才，本會鼓勵及資助員工以上班時間修讀學位課程或進行實習工作。

同時，本會亦提名員工參加海外訓練課程，有關詳情請見第 137 頁「出席國際會議 / 考察訪問 / 交流團」。

The Association places great emphasis on staff training. Based on the service and staff development needs, the Association sponsored and organized various types of staff training programs during the year. Under the human resources staff training policy, every regular staff is entitled to 12 sessions of training leave and HK\$1,000 - \$3,000 training subsidy (based by ranking) each year, to encourage our staff to attend training courses organized by different institutions so as to enhance staff's competitiveness level and service quality.

We encouraged and sponsored staff to take up degree course studies during the working hour. Staff taking up degree courses organized by local universities or tertiary institutions requiring fieldwork placement can apply for internal field placement during working hours to fulfill the school work requirements.

The Association had nominated staff to attend overseas trainings or conferences. For details, please refer to "Conference, Visit and Exchange Tour" on page 137.

### A. 機構及部門安排舉行之訓練課程

### A. Training organized by Agency / Departments

培訓種類 Type of Training Program	總出席人次 Attendance	總時數 Hours
機構文化系列 Corporate Culture Series	204	714
基督教信仰系列 Christian Faith Series	658	2,773
管理系列 Management Series	789	3,973
服務提升系列 Service Enhancement Series	2,532	9,371
工作效率促進系列 Efficiency & Effectiveness Enhancement Series	267	826

合共 Total:

**4,450****17,657**

### B. 員工獲批核之有薪進修假及進修津貼以參加各機構學院之培訓進修

### B. Approved Training Leave and Training Subsidy for Staff Attended Training Courses Organized by Different Institutions and Organizations

獲批核之有薪進修假 Total Number of Full Paid Training Leave Taken by Staff	2,718節 (Session)
獲批核之進修津貼 Amount of Training Subsidy Paid to Staff	\$248,550.00



**C. 上班時間修讀學位課程或進行會內實習****C. Degree Course Studies or Fieldwork Placement during Working Hours**

員工人數 Number of Staff	6
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**全職同工人數統計（截至 2012 年 3 月 31 日）****Distribution of Full-time Staff by Job Nature (as at 31 March 2012)**

工作性質 Job Nature	員工人數 No. of Staff
社會工作 Social Work	280
醫護/輔導（臨床心理學家、物理治療員、輔導員、註冊護士、登記護士、保健員） Medical care/ Counselling (Clinical Psychologist, Physiotherapist, Counsellor, Registered Nurse, Enrolled Nurse, Health Worker)	31
行政管理 Management Team	29
社會福利及活動（程序幹事、活動助理、照顧員、營地導師） Social Welfare (Program Secretary, Program Assistant, Care Worker, Camp Instructor)	192
教育（校長、教師） Education (Principal, Teacher)	164
文職及技術員工 Administration and Technical Staff	155
支援員工（廚師、司機、技工、庶務） Support Staff (Cook, Driver, Technician, Workman)	135
酒店 Hotels	81
政府資助臨時職位 Government Funded Temporary Positions	220
<b>總計 Total</b>	<b>1,287</b>

**長期服務獎（截至 2012 年 3 月 31 日）****Long Service Awards (as at 31 March 2012)****服務滿十年之董事：** 余悅群**服務滿三十年之同工：** 李淑燕 陳達浩 鄧燕薇 陳少霞 呂秀儀 梁敏玲**服務滿二十年之同工：**

鍾衛民 高兆芳 何少英 梁廣浩 巫玉娣 林遠濠 李鳳萍 李雯珊 韓慕琮 萬雪芬 李小玲 陳玉芬  
 陳潔儀 茹貝然 陳淑貞 高淨華

**服務滿十年之同工：**

樂海平 簡凱狄 張添龍 古玉英 胡俊英 郭寶珍 張毅儀 蘇燕玲 王雯珊 黃運芳 郭永佳 顧嘉慧  
 梁輝輝 張仙虹 冼靜琳 陳廣恩 張瑞昆 陳燕芬 譚月玲 蔣國斌 胡樹萬 周偉基 曾肖娟 朱穎莊  
 李學義

There were 1 Board Director with 10 years service, 6 staff with 30 years service, 16 staff with 20 years service and 25 staff with over 10 years service.

Staff Relations and Development  
**Conference, Visit and  
Exchange Tour**

## 出席國際會議／考察訪問／交流團

### 新加坡學術交流團

#### Singapore Study Tour

日期 Date : 17-20/4/2011

地點 Venue : 新加坡 Singapore

出席者 Attendee : 本會同工及參加者共23人  
23 participants

### 培育社工新一代國情研修班2011

#### HKSWA China Study Tour 2011

日期 Date : 29/5-4/6/2011

地點 Venue : 北京 Beijing

出席者 Attendee : 高兆芳、黃靄欣  
Ko Siu Fong, Wong Oi Yan

### 第六十三屆世界幼兒教育聯會國際研討會

#### 63rd OMEP World Conference

日期 Date : 8/7/2011

地點 Venue : 香港 Hong Kong

出席者 Attendee : 楊嘉儀 Yeung Ka Yee

### 27屆基督教女青年會世界協會理事會 暨國際婦女高峰會

#### 27th World YWCA Council Meeting & International Women's Summit

日期 Date : 10-16/7/2011

地點 Venue : 瑞士蘇黎世 Zurich, Switzerland

出席者 Attendee :

胡秀霞, 黎秀玲, 蘇艷芳, 邱佩曼, 李素玲, 郭玲麗,  
陳玉馨 Patricia Ling, Lai Sau Ling, So Yim Fong, Yau  
Pui Man, Lee So Ling, Kwok Ling Lai, Chan Yuk Hing

### Co-organized training and Exchange of Working Experience on Cyber Youth Work

日期 Date : 19-22/9/2011

地點 Venue : 英國倫敦

London, United Kingdom

出席者 Attendee : 張俊聲 Cheung Chun Sing

### Building the WHO Global Network 2011 1st International Conference on Age-friendly Cities

日期 Date : 28-30/9/2011

地點 Venue : 愛爾蘭都柏林 Dublin, Ireland

出席者 Attendee : 李潔貞 Li Kit Ching

### 兩岸四地澳門交流團

#### Macau Exchange Tour

日期 Date : 14-16/10/2011

地點 Venue : 澳門 Macau

出席者 Attendee :

陳嘉玲, 楊蕙菁, 黃寶儀, 譚牧萱, 孫夢絲, 李婉珊,  
韓亦芝, 陳穎欣, 周慧賢, 林穎怡, 吳藝華, 曾江婷  
Karen Chan, Tiffany Yeung, Bowie Wong, Tan Mu  
Xuan, Suen Mung Sze, Susan Li, Hon Yik Chi, Bopo  
Chan, Ada Chau, Quin Lam, Ng Nga Wah, Abe Tsang

### 營舍世界大會

#### International Camping Congress

日期 Date : 4-7/11/2011

地點 Venue : 香港 Hong Kong

出席者 Attendee : 梁紹榮度假村同工共6人  
6 participants

### Thailand Dementia 2011 and the 14th Asia-Pacific Regional Conference of the Alzheimer's Disease International

日期 Date : 11-13/1/2012

地點 Venue : 泰國曼谷 Bangkok, Thailand

出席者 Attendee : 陳美琼 Chan Mei King

### 台北學習交流團

#### Taipei Study Tour

日期 Date : 22-26/2/2012

地點 Venue : 台灣台北

Taipei, Taiwan

出席者 Attendee : 本會同工21人  
21 participants

### 中國香港營舍總會珠海及 中山訓練基地訪問團

#### Camping Association of HK, China Ltd Delegation's Exchange Tour to Zhuhai and Zhongshan Training Facilities

日期 Date : 27-28/2/2012

地點 Venue : 中國廣東 Guangdong, China

出席者 Attendee : 曾家豪、陳瑩  
Tsang Ka Ho, Chan Ying

### 上海學習交流團

#### Shanghai Study Tour

日期 Date : 13-16/3/2012

地點 Venue : 中國上海 Shanghai, China

出席者 Attendee : 本會同工及參加者共25人  
25 participants









## Highlight of Visit by Guests

# 嘉賓到訪剪影

社會福利署沙田區助理福利專員譚佩珊女士、策劃及統籌組人員一行三人  
Ms. Tam Pui Shan, Assistant District Social Welfare Officer (Shatin), Social Welfare Department and her colleagues  
(total 3 persons)

日期 Date : 18-May-11

參觀單位 Unit : 沙田綜合社會服務處  
Shatin Integrated Social Service Centre

職業訓練局及廣東省人力資源和社會保障廳一行四人

4 representatives from Vocational Training Council and Department of Human Resources and Social Security of Guangdong Province

日期 Date : 25-May-11

參觀單位 Unit : 青衣綜合社會服務處  
Tsing Yi Integrated Social Service Centre

社會福利署沙田區福利專員  
劉婉明女士一行三人  
Ms. Maria Lau, District Social Welfare Officer (Shatin), Social Welfare Department and her colleagues (total 3 persons)

日期 Date : 22-Jul-11

參觀單位 Unit : 沙田綜合社會服務處  
Shatin Integrated Social Service Centre

社會福利署助理署長(安老服務)李婉華女士及勞工及福利局首席助理秘書長馮泳萍女士

Ms. Cecilia Li Yuen Wah, Assistant Director (Elderly) of Social Welfare Department and Mrs. Angelina Cheung, Principal Assistant Secretary for Labour and Welfare Bureau

日期 Date : 30-Jul-11

參觀單位 Unit : 明儒松柏社區服務中心  
Ming Yue District Elderly Community Centre



勞工及福利局局長張建宗太平紳士

Mr. Matthew Cheung Kin-chung, GBS, JP, Secretary for Labour & Welfare

日期 Date : 8-Aug-11

參觀單位 Unit : 沙田持續教育中心  
Shatin Continuing Education Centre



勞工及福利局局長張建宗太平紳士一行四人  
Mr. Matthew Cheung Kin-chung, GBS, JP, Secretary for Labour & Welfare and his colleagues (total 4 persons)

日期 Date : 27-Sep-11

參觀單位 Unit : 旺角持續教育中心  
Mongkok Continuing Education Centre

社會福利署黃大仙及西貢區福利專員  
伍莉莉女士一行四人  
Ms. Lily Ng, District Social Welfare Officer (Wong Tai Sin/Sai Kung), Social Welfare Department and her colleagues  
(total 4 persons)

日期 Date : 4-Oct-11

參觀單位 Unit : 龍翔綜合社會服務處  
Lung Cheung Integrated Social Service Centre

社會福利署沙田區福利專員  
劉婉明女士一行二人

Ms. Maria Lau, District Social Welfare Officer (Shatin), Social Welfare Department and her colleague (total 2 persons)

日期 Date : 18-Oct-11

參觀單位 Unit : 沙田綜合社會服務處  
Shatin Integrated Social Service Centre

社會福利署署長聶德權太平紳士  
Mr. Nip Tak-kuen, JP, Director of Social Welfare  
日期 Date : 22-Oct-11  
參觀單位 Unit : 雲華護理安老苑  
Wan Wah Care & Attention Home for the Elderly

國際營舍總會主席Mr.Valery Kostin, 亞太區營舍總會主席Mr. Fumio Morooka 連同參加營舍世界大會的海外營地界同業共80人  
Mr. Valery Kostin, Chairman of International Camping Fellowship, Mr. Fumio Morooka, Chairman of Asia Oceania Camping Fellowship and overseas representatives of International Camp Industry Sector (total 80 persons)  
日期 Date : 5 & 6-Nov-2011  
參觀單位 Unit : 梁紹榮度假村  
Sydney Leong Holiday Lodge



教育局官員一行廿一人  
Officers from Education Bureau (total 21 persons)  
日期 Date : 2-Dec-11  
參觀單位 Unit : 紹邦幼兒學校  
Shiu Pong Nursery School

香港特別行政區行政長官夫人曾鮑笑薇女士  
Mrs. Selina Tsang, wife of the Chief Executive of Hong Kong Special Administrative Region  
日期 Date : 9-Jan-12  
參觀單位 Unit : 婦女事工部、紹邦幼兒學校  
Women Affairs Department, Shiu Pong Nursery School

西貢民政事務專員蕭慕蓮太平紳士一行四人  
Ms. Maureen Siu, JP, District Officer of Home Affairs Department (Sai Kung District Office) and her colleagues (total 4 persons)  
日期 Date : 17-Feb-12  
參觀單位 Unit : 將軍澳綜合社會服務處  
Tseung Kwan O Integrated Social Service Centre

台北女青年會馬桂蘭副總幹事、張佩珊主任幹事、台北女青聽濤營主任謝意模先生及幹事蔡志和先生  
Ms. Grace Ma, Assistant General Secretary of Taipei YWCA and her colleagues Ms. Susan Chang, Mr. Kevin Hsieh and Mr. Chih-Ho Tsai  
日期 Date : 29-Mar-12  
參觀單位 Unit : 梁紹榮度假村  
Sydney Leong Holiday Lodge

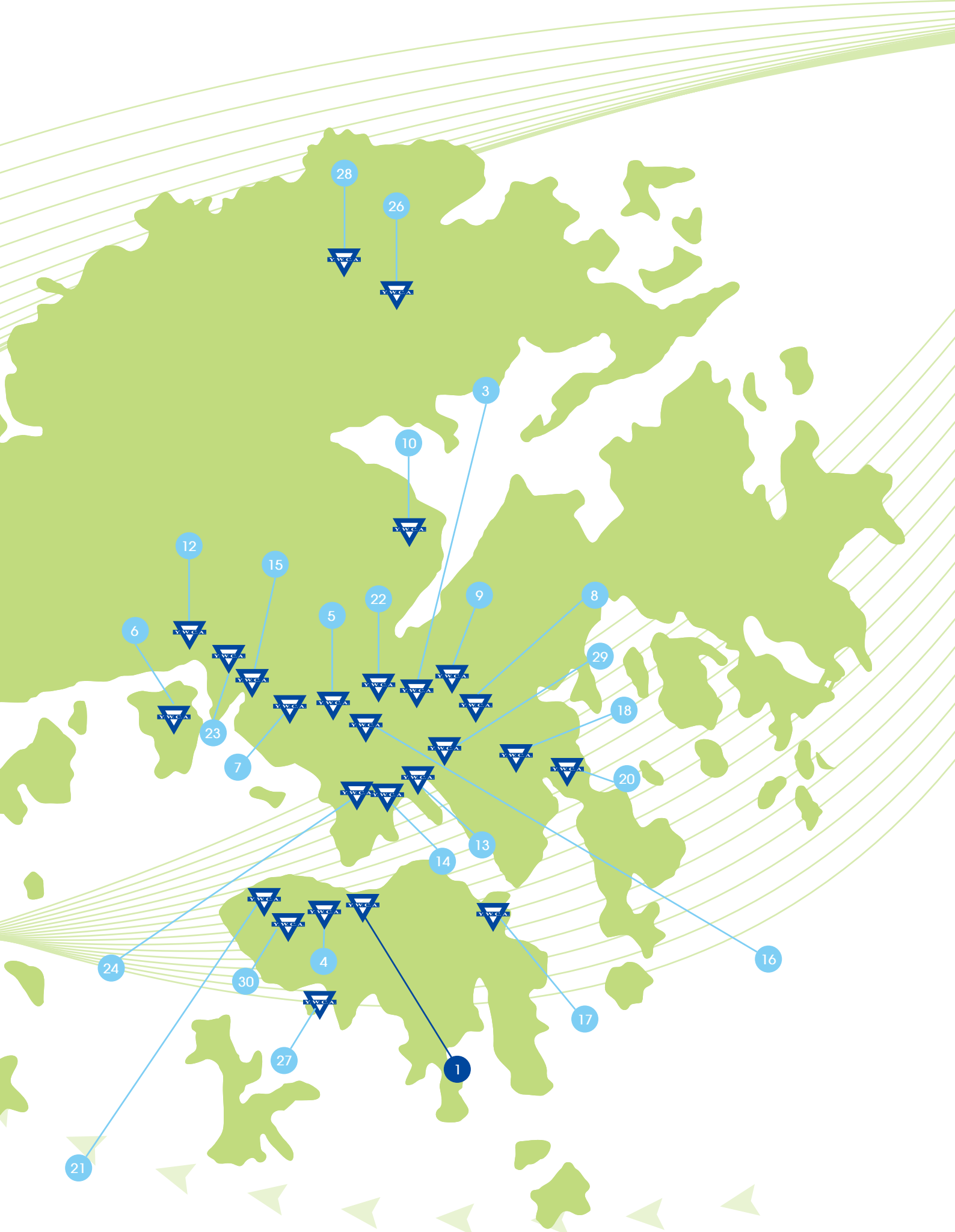


# Location Map of Hong Kong Y.W.C.A. Service Units

## 工作地區分佈圖

1	總辦事處、審核部、財務部、行政及採購部、人力資源部、資源拓展部、資訊系統部、基督教事工部、會員事工部、英語會員部、女青園景軒、園景軒餐廳、特韵食坊
2	梁紹榮度假村
3	婦女事工部、臨床心理服務、家庭健康促進中心、熱線服務、紹邦幼兒學校、又一村持續教育中心、女青雅舍、Teddy's Café
4	戴翰芬幼兒學校
5	學前教育部辦事處、宏恩幼稚園、深水埗綜合社會服務處、誌實松柏中心、雲華護理安老苑、林護紀念松柏日間護理中心、深水埗綜合家居照顧服務隊
6	長青幼兒學校、青衣綜合社會服務處、長青松柏中心、長青松柏中心(青葵辦事處)
7	趙靄華幼兒學校、職業發展及訓練中心
8	彩雲幼兒學校
9	信望幼兒學校、九龍東持續教育中心、龍翔綜合社會服務處
10	隆亨幼兒學校、沙田持續教育中心、沙田綜合社會服務處、沙田綜合社會服務處(禾輦分處)、青崇長者學苑
11	安定幼兒學校、蝴蝶灣綜合社會服務處、屯門綜合社會服務處、屯門綜合社會服務處(安定分處)
12	荃灣幼兒學校
13	基督教女青年會丘佐榮中學、香港基督教女青年會長者學苑
14	持續教育部(九龍會所)、旺角及港島東持續教育中心辦事處、青心坊(九龍店)、長者持續教育中心、女青柏顏露斯、趣屋餐廳
15	麗瑤社會服務處
16	旺角持續教育中心
17	港島東持續教育中心、明儒松柏社區服務中心、明儒長者學苑
18	樂華綜合社會服務處
19	天水圍綜合社會服務處、天水圍家庭健康促進中心、天水圍一站式就業及培訓中心
20	將軍澳綜合社會服務處
21	西環綜合社會服務處、中西區及離島青年外展社會工作隊、觀龍樓社區工作辦事處、西環松柏中心
22	學校社會工作辦事處
23	青年就業資源中心—葵芳
24	青年就業資源中心—旺角
25	大澳社區工作辦事處、大澳文化生態綜合資源中心
26	秀群松柏社區服務中心、秀群松柏社區服務中心(秀群安閒活動坊)、健康長者農場
27	鄭傍卿護理安老苑
28	青顯長者學苑
29	九龍城綜合家居照顧服務隊
30	青心坊(香港店)、女青大廈





# Directory of Hong Kong Y.W.C.A. Service Units

## 服務單位一覽

### 中央行政 CENTRAL ADMINISTRATION

#### 總辦事處 Headquarters

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1300  
傳真 Fax : 2524 4237  
電郵 E-mail : ywca@ywca.org.hk  
地圖編號 Location map no. : 1

#### 審核部 Audit Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1300  
傳真 Fax : 3476 1392  
電郵 E-mail : add@ywca.org.hk  
地圖編號 Location map no. : 1

#### 財務部 Finance Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1300  
傳真 Fax : 3476 1418  
電郵 E-mail : fd@ywca.org.hk  
地圖編號 Location map no. : 1

#### 行政及採購部 Administration and Procurement Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1300  
傳真 Fax : 2524 4237  
電郵 E-mail : apd@ywca.org.hk  
地圖編號 Location map no. : 1

#### 人力資源部 Human Resources Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1300  
傳真 Fax : 3476 1362  
電郵 E-mail : hrd@ywca.org.hk  
地圖編號 Location map no. : 1

#### 資源拓展部 Resources Development Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1419  
傳真 Fax : 3476 1364  
電郵 E-mail : rdd@ywca.org.hk  
地圖編號 Location map no. : 1

#### 資訊系統部 Information System Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1300  
傳真 Fax : 2524 4237  
電郵 E-mail : isd@ywca.org.hk  
地圖編號 Location map no. : 1

### 「藍三角」事工 MOVEMENT DEPARTMENTS

#### 基督教事工部 Christian Ministry Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1324  
傳真 Fax : 3476 1326  
電郵 E-mail : cmd@ywca.org.hk  
地圖編號 Location map no. : 1

#### 會員事工部 Membership Affairs Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1310  
傳真 Fax : 3476 1320  
電郵 E-mail : mbd@ywca.org.hk  
地圖編號 Location map no. : 1

#### 英語會員部 English Speaking Members Department

香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1345  
傳真 Fax : 3476 1346  
電郵 E-mail : esmd\_admin@ywca.org.hk  
地圖編號 Location map no. : 1

#### 婦女事工部 Women Affairs Department

九龍又一村海棠路六十六號  
No. 66 Begonia Road, Yau Yat Chuen, Kln.  
電話 Tel : 3443 1600  
傳真 Fax : 3443 1620  
電郵 E-mail : wad@ywca.org.hk  
地圖編號 Location map no. : 3

#### 臨床心理服務 Clinical Psychological Service

九龍又一村海棠路六十六號  
No. 66 Begonia Road, Yau Yat Chuen, Kln.  
電話 Tel : 3443 1601  
傳真 Fax : 3443 1640  
電郵 E-mail : cps@ywca.org.hk  
地圖編號 Location map no. : 3

#### 家庭健康促進中心 Family Wellness Centre

九龍又一村海棠路六十六號  
No. 66 Begonia Road, Yau Yat Chuen, Kln.  
電話 Tel : 3443 1601  
傳真 Fax : 3443 1640  
電郵 E-mail : fwc@ywca.org.hk  
地圖編號 Location map no. : 3

#### 熱線服務 Hotline Service

九龍又一村海棠路六十六號  
No. 66 Begonia Road, Yau Yat Chuen, Kln.  
電話 Tel : 3443 1601  
傳真 Fax : 3443 1640  
電郵 E-mail : fwc@ywca.org.hk  
地圖編號 Location map no. : 3

#### 天水圍家庭健康促進中心 Tin Shui Wai Family Wellness Centre

新界元朗天水圍天晴邨天晴社區  
綜合服務大樓五零一至  
Unit 501, 5/F, Tin Ching Amenity & Community Building,  
Tin Ching Estate, Tin Shui Wai, Yuen Long, N.T.  
電話 Tel : 3907 0491  
傳真 Fax : 3907 0498  
電郵 E-mail : fwc\_tsw@ywca.org.hk  
地圖編號 Location map no. : 19



## 學前教育 PRE-SCHOOL EDUCATION

### 學前教育部辦事處

Pre-school Education Department Office

九龍深水埗長沙灣道三一一號怡靖苑閣靜閣  
地下一至八室

Units 1-8, G/F, Han Ching House, Yee Ching Court, 311

Cheung Sha Wan Road, Shamshuipo, Kln.

電話 Tel : 3586 0344

傳真 Fax : 2545 1197

電郵 E-mail : pedo@ywca.org.hk

地圖編號 Location map no. : 5

### 宏恩幼稚園

Athena Kindergarten

九龍深水埗長沙灣道三一一號怡靖苑閣靜閣  
地下一至八室

Units 1-8, G/F, Han Ching House, Yee Ching Court, 311

Cheung Sha Wan Road, Shamshuipo, Kln.

電話 Tel : 2728 1122

傳真 Fax : 2728 1214

電郵 E-mail : kga@ywca.org.hk

地圖編號 Location map no. : 5

### 長青幼兒學校

Cheung Ching Nursery School

新界青衣長青邨長青社區中心六樓

5/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

地圖編號 Location map no. : 6

### 趙靄華幼兒學校

Chiu Oi Wah Nursery School

九龍長沙灣元州邨元豐樓地下B及C翼

G/F, Wing B & C, Un Fung House, Un Chau Estate,  
Cheung Sha Wan, Kln.

電話 Tel : 2386 6339

傳真 Fax : 2194 8892

電郵 E-mail : nscow@ywca.org.hk

地圖編號 Location map no. : 7

### 彩雲幼兒學校

Choi Wan Nursery School

九龍彩雲邨銀河樓地下一零九至一一四號

G/F, Ngan Ho House, Choi Wan Estate, Kln.

電話 Tel : 2755 1546

傳真 Fax : 2759 0078

電郵 E-mail : nscw@ywca.org.hk

地圖編號 Location map no. : 8

### 信望幼兒學校

Faith Hope Nursery School

九龍黃大仙下邨龍康樓地下

G/F, Lung Hong House, Lower Wong Tai Sin Estate, Kln.

電話 Tel : 2322 5308

傳真 Fax : 2328 6199

電郵 E-mail : nsfh@ywca.org.hk

地圖編號 Location map no. : 9

### 隆亨幼兒學校

Lung Hang Nursery School

新界沙田隆亨邨隆亨社區中心六樓

5/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

地圖編號 Location map no. : 10

### 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六樓

5/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

地圖編號 Location map no. : 11

### 紹邦幼兒學校

Shiu Pong Nursery School

九龍又一村海棠路六十六號地下

G/F, No. 66 Begonia Road, Yau Yat Chuen, Kln.

電話 Tel : 3443 1678

傳真 Fax : 3443 1670

電郵 E-mail : nssp@ywca.org.hk

地圖編號 Location map no. : 3

### 戴翰芬幼兒學校

Tai Hon Fan Nursery School

香港中環皇后大道中九十九號中環中心地下

G/F, The Centre, No. 99 Queen's Road Central, Central,  
H.K.

電話 Tel : 2545 1177

傳真 Fax : 2789 1163

電郵 E-mail : nsthf@ywca.org.hk

地圖編號 Location map no. : 4

### 荃灣幼兒學校

Tsuen Wan Nursery School

新界荃灣大道六十號雅麗珊社區中心五樓

4/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

地圖編號 Location map no. : 12

## 學校教育 SCHOOL EDUCATION

### 基督教女青年會丘佐榮中學

The Y.W.C.A. Hioe Tjo Yoeng College

九龍何文田常和街六號

No. 6 Sheung Wo Street, Homantin, Kln.

電話 Tel : 2711 7159

傳真 Fax : 2714 2958

電郵 E-mail : info@htyc.edu.hk

地圖編號 Location map no. : 13

# Directory of Hong Kong Y.W.C.A. Service Units

## 服務單位一覽

### 持續教育 CONTINUING EDUCATION

<p>持續教育部（九龍會所） Continuing Education Department (Kowloon Centre)</p> <p>九龍窩打老道山文福道五號二樓 2/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kln. 電話 Tel : 2715 4301 傳真 Fax : 2246 6432 電郵 E-mail : pcykc@ywca.org.hk 地圖編號 Location map no. : 14</p>	<p>職業發展及訓練中心 Career Development and Training Centre (Kowloon Centre)</p> <p>九龍窩打老道山文福道五號四樓 4/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kln. 電話 Tel : 2715 4301 傳真 Fax : 2246 6431 電郵 E-mail : pcykc@ywca.org.hk 地圖編號 Location map no. : 7</p>	<p>又一村持續教育中心 Yau Yat Chuen Continuing Education Centre</p> <p>九龍又一村海棠路六十六號一樓一零一室 Room 101, No. 66 Begonia Road, Yau Yat Chuen, Kln. 電話 Tel : 3443 1606 傳真 Fax : 3443 1607 電郵 E-mail : pcyyc@ywca.org.hk 地圖編號 Location map no. : 3</p>
<p>九龍東持續教育中心 Kowloon East Continuing Education Centre</p> <p>九龍黃大仙中心平台三樓 2/F Podium, Wong Tai Sin Plaza, Kowloon 電話 Tel : 3146 3333 傳真 Fax : 3146 3388 電郵 E-mail : rske@ywca.org.hk 地圖編號 Location map no. : 9</p>	<p>沙田持續教育中心 Shatin Continuing Education Centre</p> <p>新界沙田小瀝源順圍二十八號都會廣場五樓 五二一至五二二室 Units 21 &amp; 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 地圖編號 Location map no. : 10</p>	<p>麗瑤社會服務處 Lai Yiu Social Service Centre</p> <p>新界麗瑤邨貴瑤樓二十五至二十六號地下 Units 25-26, 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 地圖編號 Location map no. : 15</p>
<p>旺角及港島東持續教育中心辦事處 Mongkok and Hong Kong East Continuing Education Centre Office</p> <p>九龍窩打老道山文福道五號四樓 4/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kln. 電話 Tel : 2246 6411 傳真 Fax : 2246 6431 電郵 E-mail : ceco@ywca.org.hk 地圖編號 Location map no. : 14</p>	<p>旺角持續教育中心 Mongkok Continuing Education Centre</p> <p>九龍荔枝角道二十三號 No. 23 Lai Chi Kok Road, Kln. 電話 Tel : 2391 4701 傳真 Fax : 2246 6431 電郵 E-mail : ceco@ywca.org.hk 地圖編號 Location map no. : 16</p>	<p>港島東持續教育中心 Hong Kong East Continuing Education Centre</p> <p>香港西灣河鯉景道五十六號康東邨康瑞樓地下 G/F, Hong Shui House, Hong Tung Estate, No. 56 Lei King Road, Sai Wan Ho, Hong Kong 電話 Tel : 2967 0949 傳真 Fax : 2246 6431 電郵 E-mail : ceco@ywca.org.hk 地圖編號 Location map no. : 17</p>
<p>青心坊(九龍店) Serenity Wellness Massage Centre (Kowloon)</p> <p>九龍窩打老道山文福道五號二樓 2/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kln. 電話 Tel : 2715 4301 傳真 Fax : 2246 6432 電郵 E-mail : swmc@ywca.org.hk 地圖編號 Location map no. : 14</p>	<p>青心坊(香港店) Serenity Wellness Massage Centre (Hong Kong)</p> <p>香港般咸道三十八號C二樓 2/F, No. 38C Bonham Road, Hong Kong 電話 Tel : 2915 5622 傳真 Fax : 2915 5733 電郵 E-mail : swmc@ywca.org.hk 地圖編號 Location map no. : 30</p>	

### 青年及社區服務 YOUTH & COMMUNITY SERVICE

<p>蝴蝶灣綜合社會服務處 Butterfly Bay Integrated Social Service Centre</p> <p>新界屯門蝴蝶邨蝶聚樓地下 G/F, Tip Chui House, Butterfly Estate, Tuen Mun, N.T. 電話 Tel : 2466 0136 傳真 Fax : 2455 8040 電郵 E-mail : itbb@ywca.org.hk 地圖編號 Location map no. : 11</p>	<p>樂華綜合社會服務處 Lok Wah Integrated Social Service Centre</p> <p>九龍牛頭角樂華邨社區中心地下、三至五樓 G/F, 2/F-4/F, Lok Wah Estate Community Centre, Ngau Tau Kok, Kln. 電話 Tel : 2750 2521 傳真 Fax : 2751 9099 電郵 E-mail : itlw@ywca.org.hk 地圖編號 Location map no. : 18</p>	<p>龍翔綜合社會服務處 Lung Cheung Integrated Social Service Centre</p> <p>九龍黃大仙中心平台二樓 1/F, Podium, Wong Tai Sin Plaza, Kln. 電話 Tel : 2326 0192 傳真 Fax : 2351 7152 電郵 E-mail : itlc@ywca.org.hk 地圖編號 Location map no. : 9</p>
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## 青年及社區服務 YOUTH & COMMUNITY SERVICE

### 深水埗綜合社會服務處

Sham Shui Po Integrated Social Service Centre

九龍深水埗元州街五十九至六十三號元州街  
市政大廈五樓、六樓  
5/F & 6/F, Un Chau Street Municipal Services Building,  
No. 59-63 Un Chau Street, Shamshui, Kln.  
電話 Tel : 2720 4318  
傳真 Fax : 2720 4201  
電郵 E-mail : itssp@ywca.org.hk  
地圖編號 Location map no. : 5

### 沙田綜合社會服務處

Shatin Integrated Social Service Centre

新界沙田正街二十一至二十七號沙田廣場四樓平台  
L4, Podium, Shatin Plaza, 21-27 Shatin Centre Street,  
Shatin, N.T.  
電話 Tel : 2691 9170  
傳真 Fax : 2606 6351  
電郵 E-mail : itst@ywca.org.hk  
地圖編號 Location map no. : 10

### 沙田綜合社會服務處 (禾輦分處)

Shatin Integrated Social Service Centre  
(Wo Che Office)

新界沙田禾輦邨協和樓二樓  
L2, Podium, 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  
地圖編號 Location map no. : 10

### 天水圍綜合社會服務處

Tin Shui Wai Integrated Social Service Centre

新界元朗天水圍天瑞邨天瑞社區中心地下、  
一、二、四樓  
G/F, 1/F, 2/F, 4/F, Tin Shui Community Centre, Tin Shui  
Estate, 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  
地圖編號 Location map no. : 19

### 將軍澳綜合社會服務處

Tseung Kwan O Integrated Social Service Centre

新界將軍澳調景嶺澳景路八十八號維景灣畔第十七  
座地庫第三層  
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 : ittko@ywca.org.hk  
地圖編號 Location map no. : 20

### 青衣綜合社會服務處

Tsing Yi Integrated Social Service Centre

新界青衣長青邨長青社區中心三至五樓  
2/F-4/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  
地圖編號 Location map no. : 6

### 屯門綜合社會服務處

Tuen Mun Integrated Social Service Centre

新界屯門友愛邨愛廉樓地下  
G/F, Oi Lim House, Yau Oi Estate, Tuen Mun, N.T.  
電話 Tel : 2451 0311  
傳真 Fax : 2450 8984  
電郵 E-mail : ittm@ywca.org.hk  
地圖編號 Location map no. : 11

### 屯門綜合社會服務處 (安定分處)

Tuen Mun Integrated Social Service Centre (On Ting  
Office)

新界屯門安定邨定龍樓一一九室一二一室  
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  
地圖編號 Location map no. : 11

### 西環綜合社會服務處

Western District Integrated Social Service Centre

香港西環域多利道九至十五號百年大樓第一期A座  
二樓  
Flat A, 1/F, Block 1, Centenary Mansion, No. 9-15 Victoria  
Road, Western District, H.K.  
電話 Tel : 2818 8356  
傳真 Fax : 2855 9004  
電郵 E-mail : itwd@ywca.org.hk  
地圖編號 Location map no. : 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

香港西營盤高街二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, H.K.  
電話 Tel : 2818 8298  
傳真 Fax : 2816 2213  
電郵 E-mail : yot@ywca.org.hk  
地圖編號 Location map no. : 21

### 學校社會工作辦事處

School Social Work Office

九龍白田邨裕田樓地下三至六號  
No. 3-6, Yue Tin House, Pak Tin Estate, Kln.  
電話 Tel : 2715 9558  
傳真 Fax : 2713 1625  
電郵 E-mail : ssw@ywca.org.hk  
地圖編號 Location map no. : 22

### 青年就業資源中心 - 葵芳

Youth Employment Resource Centre - Kwai Fong

新界葵芳興芳路223號新都會廣場二期9樓907-912室  
Units 907-12, 9/F, Metroplaza Tower II, No. 223 Hing  
Fong Road, Kwai Fong, N.T.  
電話 Tel : 3188 8070  
傳真 Fax : 3188 3752  
電郵 E-mail : yerc\_kf@ywca.org.hk  
地圖編號 Location map no. : 23

### 青年就業資源中心 - 旺角

Youth Employment Resource Centre-Mong Kok

九龍旺角亞皆老街八號朗豪坊辦公大樓四十二樓  
八至十一室  
Suites 8-11, Level 42, Office Tower, Langham Place, 8  
Argyle Street, Mongkok, Kln.  
電話 Tel : 2111 8533  
傳真 Fax : 3580 7743  
電郵 E-mail : yerc@ywca.org.hk  
地圖編號 Location map no. : 24

### 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  
大樓四零一室  
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  
地圖編號 Location map no. : 19

### 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座六十、六十二、  
六十四號地下及一樓  
Shops 60, 62, 64, G/F & 1/F, Block D, Kwun Lung Lau,  
Kennedy Town, H.K.  
電話 Tel : 2610 0769  
傳真 Fax : 2424 9609  
電郵 E-mail : cdkil@ywca.org.hk  
地圖編號 Location map no. : 21



# 服務單位一覽

## 青年及社區服務 YOUTH & COMMUNITY SERVICE

### 大澳社區工作辦事處

Tai O Community Work Office

香港大嶼山大澳龍田邨龍田商場一號舖單位

Shop No.1, Commercial Centre, Lung Tin Estate, Tai O Lantau Island, H.K.

電話 Tel : 2985 5681

傳真 Fax : 2985 6313

電郵 E-mail : cdto@ywca.org.hk

地圖編號 Location map no. : 25

### 大澳文化生態綜合資源中心

Tai O Cultural and Ecological Integrated Resource Centre

新界大澳永安街六十一至六十三號地下

G/F, No. 61-63 Wing On Street, Tai O, Lantau Island

電話 Tel : 2985 6310

傳真 Fax : 2985 4979

電郵 E-mail : cerc@ywca.org.hk

地圖編號 Location map no. : 25

### 梁紹榮度假村

Sydney Leong Holiday Lodge

新界大嶼山南區磡石灣10A號

No. 10A, San Shek Wan, South District, Lantau Island, N.T.

電話 Tel : 2980 2321

傳真 Fax : 2980 2163

電郵 E-mail : cmp@ywca.org.hk

地圖編號 Location map no. : 2

## 耆年服務 ELDERLY SERVICE

### 長青松柏中心

Cheung Ching Neighbourhood Elderly Centre

新界青衣長青邨長青社區中心一零二室

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

地圖編號 Location map no. : 6

### 長青松柏中心(青葵辦事處)

Cheung Ching Neighbourhood Elderly Centre (Tsing Kwai Office)

新界青衣長青邨青葵樓406-411室

Room 406-411, Cheung Kwai House, 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

地圖編號 Location map no. : 6

### 誌寶松柏中心

Chi Po Neighbourhood Elderly Centre

九龍深水埗元州街五十九至六十三號元州街市政大廈四樓

4/F, Un Chau Street Municipal Services Building, No. 59-63 Un Chau Street, Shamshuipo, Kln.

電話 Tel : 2720 6364

傳真 Fax : 2720 5818

電郵 E-mail : secp@ywca.org.hk

地圖編號 Location map no. : 5

### 西環松柏中心

Sai Wan Social Centre for the Elderly

香港西環加惠民道西環邨房屋辦事處二樓

1/F, Estate Office Building, Sai Wan Estate, Ka Wai Man Road, H.K.

電話 Tel : 2818 9722

傳真 Fax : 2817 0933

電郵 E-mail : sesw@ywca.org.hk

地圖編號 Location map no. : 21

### 秀群松柏社區服務中心

Ellen Li District Elderly Community Centre

新界粉嶺華明邨頌明樓地下

G/F, Chung Ming House, Wah Ming Estate, Fanling, N.T.

電話 Tel : 2676 2525

傳真 Fax : 2682 0408

電郵 E-mail : meel@ywca.org.hk

地圖編號 Location map no. : 26

### 秀群松柏社區服務中心(秀群安閒活動坊)

Ellen Li District Elderly Community Centre (Ellen Li Leisure Activity Centre)

新界粉嶺雍盛苑雍盛商場一樓一一零室

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

地圖編號 Location map no. : 26

### 明儒松柏社區服務中心

Ming Yue District Elderly Community Centre

香港西灣河鯉景道五十六號康東邨康瑞樓地下

G/F, Hong Shui House, Hong Tung Estate, No. 56 Lei King Road, Sai Wan Ho, H.K.

電話 Tel : 2676 7067

傳真 Fax : 2967 1626

電郵 E-mail : memy@ywca.org.hk

地圖編號 Location map no. : 17

### 鄭傍卿護理安老苑

Cheng Pon Hing Care & Attention Home for the Elderly

香港鴨脷洲利東邨東業樓地下

G/F, Tung Yip House, Lei Tung Estate, Apleichau, H.K.

電話 Tel : 2874 3663

傳真 Fax : 2874 2236

電郵 E-mail : hecph@ywca.org.hk

地圖編號 Location map no. : 27

### 雲華護理安老苑

Wan Wah Care & Attention Home for the Elderly

九龍深水埗麗安邨麗康樓地下

G/F, Lai Lim House, Lai On Estate, Shamshuipo, Kln.

電話 Tel : 2708 3677

傳真 Fax : 2729 1359

電郵 E-mail : heww@ywca.org.hk

地圖編號 Location map no. : 5

### 林護紀念松柏日間護理中心

Lam Woo Memorial Day Care Centre for the Elderly

九龍深水埗麗安邨麗正樓地下

G/F, Lai Ching House, Lai On Estate, Shamshuipo, Kln.

電話 Tel : 2725 0697

傳真 Fax : 2725 6107

電郵 E-mail : delw@ywca.org.hk

地圖編號 Location map no. : 5

### 長者持續教育中心

Elderly Continuing Education Centre

九龍窩打老道山文福道五號三零三室

Room 303, No. 5 Man Fuk Road, Waterloo Road Hill, Kln.

電話 Tel : 2715 8389

傳真 Fax : 2715 8802

電郵 E-mail : ecec@ywca.org.hk

地圖編號 Location map no. : 14

### 青崇長者學苑(沙田崇真中學合辦)

Ching Tsung Elder Academy (co-organised with Shatin Tsung Tsin Secondary School)

新界沙田大圍美田路一號

No. 1, Mei Tin Road, Tai Wai, Shatin, N.T.

電話 Tel : 2715 8389

傳真 Fax : 2715 8802

電郵 E-mail : ecec@ywca.org.hk

地圖編號 Location map no. : 10

## 耆年服務 ELDERLY SERVICE

青顯長者學苑  
(香港道教聯合會鄧顯紀念中學合辦)  
Ching Hin Elder Academy (co-organised with  
HKTA Tang Hin Memorial Secondary School)  
新界上水彩園邨  
Choi Yuen Estate, Sheung Shui, N.T.  
電話 Tel : 2676 2525  
傳真 Fax : 2682 0408  
電郵 E-mail : meel@ywca.org.hk  
地圖編號 Location map no. : 28

明儒長者學苑(香港中國婦女會中學合辦)  
Ming Yue Elder Academy (co-organised with  
Hong Kong Chinese Women's Club College)  
香港西灣河太祥街2號B  
2B Tai Cheong Street, Sai Wan Ho, H.K.  
電話 Tel : 2676 7067  
傳真 Fax : 2967 1626  
電郵 E-mail : memy@ywca.org.hk  
地圖編號 Location map no. : 17

香港基督教女青年會長者學苑  
(基督教女青年會丘佐榮中學合辦)  
HKYWCA Elder Academy (co-organised with  
YWCA Hioe Tjo Yoeng College)  
九龍何文田常和街六號  
No. 6 Sheung Wo Street, Homantin, Kln  
電話 Tel : 2715 8389  
傳真 Fax : 2715 8802  
電郵 E-mail : ecec@ywca.org.hk  
地圖編號 Location map no. : 13

健康長者農場  
The Farm for Healthy Ageing  
新界粉嶺丹竹坑  
Tan Chuk Hang, Fanling, N.T.  
電話 Tel : 2676 2525  
傳真 Fax : 2682 0408  
電郵 E-mail : meel@ywca.org.hk  
地圖編號 Location map no. : 26

九龍城綜合家居照顧服務隊  
Kowloon City Integrated Home Care Services  
Team  
九龍馬頭涌富寧街真善美村低座地下  
G/F, Low Block, Chun Seen Mei Chuen,  
Fu Ning Street, Kln.  
電話 Tel : 2712 0701  
傳真 Fax : 2714 9564  
電郵 E-mail : hhkc@ywca.org.hk  
地圖編號 Location map no. : 29

深水埗綜合家居照顧服務隊  
Sham Shui Po Integrated Home Care Services  
Team  
九龍深水埗麗閣邨麗蘭樓三一四室及  
麗安邨麗康樓地下  
Room 314, Lai Lan House, Lai Kok Estate & G/F, Lai Lim  
House, Lai On Estate, Shamshui, Kln.  
電話 Tel : 2725 7702  
傳真 Fax : 2725 7798  
電郵 E-mail : hhssp@ywca.org.hk  
地圖編號 Location map no. : 5

## 酒店及餐廳 HOTEL & RESTAURANT

女青柏顏露斯  
The Anne Black - YWCA  
九龍窩打老道山文福道五號  
No. 5 Man Fuk Road, Waterloo Road Hill, Kln.  
電話 Tel : 2713 9211  
傳真 Fax : 2761 1269  
電郵 E-mail : ywab@ywca.org.hk  
地圖編號 Location map no. : 14

趣屋餐廳  
YWCA Cheer-O Cafe  
九龍窩打老道山文福道五號  
No. 5 Man Fuk Road, Waterloo Road Hill, Kln.  
電話 Tel : 2711 3157  
傳真 Fax : 2715 1015  
地圖編號 Location map no. : 14

女青大廈  
The Building - YWCA  
香港般咸道三十八號C  
No. 38C Bonham Road, H.K.  
電話 Tel : 2915 2345  
傳真 Fax : 2915 5677  
電郵 E-mail : ywbldg@ywca.org.hk  
地圖編號 Location map no. : 30

女青園景軒  
The Garden View - YWCA  
香港麥當勞道一號  
No. 1 MacDonnell Road, H.K.  
電話 Tel : 2877 3737  
傳真 Fax : 2845 6263  
電郵 E-mail : ywgv@ywca.org.hk  
地圖編號 Location map no. : 1

園景軒餐廳  
Garden View Lounge  
香港麥當勞道一號六樓  
6/F, No. 1 MacDonnell Road, H.K.  
電話 Tel : 3476 1390  
傳真 Fax : 3476 1320  
電郵 E-mail : gvl@ywca.org.hk  
地圖編號 Location map no. : 1

特約食坊  
The One Restaurant  
香港麥當勞道一號地下  
G/F, No. 1 MacDonnell Road, H.K.  
電話 Tel : 2849 3388  
傳真 Fax : 2849 3381  
地圖編號 Location map no. : 1

女青雅舍  
The Lodge - YWCA  
九龍又一村海棠路六十六號  
No. 66 Begonia Road, Yau Yat Chuen, Kln.  
電話 Tel : 3443 1881  
傳真 Fax : 3443 1803  
電郵 E-mail : ywlodge@ywca.org.hk  
地圖編號 Location map no. : 3

Teddy's Café  
九龍九龍塘又一村海棠路六十六號  
No. 66 Begonia Road, Yau Yat Chuen, Kowloon Tong, Kln.  
電話 Tel : 2381 6638  
傳真 Fax : 2381 6606  
地圖編號 Location map no. : 3

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公民教育委員會  
公務員培訓處  
少年警訊  
水警海港警區  
北區醫院  
民政事務總署及各區民政事務處  
各區青少年暑期活動統籌委員會  
各區青年活動委員會  
各區區議會  
各區新來港定居人士服務地區統籌委員會  
各區撲滅罪行委員會  
地政總署  
西貢區公民教育促進委員會

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西貢區社區中心  
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社會福利署及各區福利辦事處  
青年事務委員會  
保安局禁毒處  
香港房屋協會  
香港房屋委員會及房屋署  
香港家庭計劃指導會  
香港旅遊發展局  
香港電台  
香港警務處及各分區警署  
家庭計劃指導會各分區婦女會  
效率促進組  
消防安全大使

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荃灣及葵青區青少年服務地方委員會  
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勞工及福利局  
勞工處  
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路政署  
僱員再培訓局  
瑪麗醫院老人精神科  
醫院管理局九龍西醫院聯網家庭醫學及基層醫療部  
離島區防火委員會  
衛生署

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Aberdeen Marina Holdings Ltd.  
Adecco Personnel Limited  
Age Group Consulting Ltd.  
Artland Watch Company Limited  
Baleno Kingdom Limited  
Bauhaus Holdings Limited  
Big Kids Education Association  
Cargotec Asia Limited  
Citysuper Group  
Cotton On  
CrewPlayers  
CSL Limited  
Delifrance (HK) Ltd  
Designer Group Company Limited  
DHL Express (Hong Kong) Ltd.  
Dog One Life  
DSC 德爾斯  
eHobby Asia  
ESPIRT  
G.O.D. Limited  
Haitong International Securities Group Limited  
HKT Services Limited  
HLB 國衛會計師事務所  
Hong Kong Saizeriya Co. Ltd.  
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Initial Fashion Company Limited  
ISS Facility Services Limited  
JCDecaux Cityscape

K11 Concepts Limited  
Lane Crawford (Hong Kong) Limited  
Lexington Limited  
Little Steps  
Magazines International (Asia) Limited  
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New York Life International, LLC  
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Procter & Gamble Hong Kong Limited  
RS Components Ltd  
S.W.S. 射擊工作室  
Sassou Cosmo Japan Company Limited  
Shine Production Company  
Sinfarr Trading Co. Ltd.  
Starrystep Limited  
Telok Group  
The Pizza-BOX  
Time's System  
Wise Security Limited  
Zespri International Ltd  
ZTAMPZ Limited  
乙己實業有限公司  
九龍公司 (一九三三)有限公司  
三針草堂  
三號幹線(效野公園段)有限公司  
大同老餅家  
大昌行貿易有限公司  
大眾書局有限公司  
大澳文物酒店

大澳商號  
大聯大電子(香港)有限公司  
中地有限公司  
中原地產代理有限公司  
中華電力有限公司  
五方寵物有限公司  
友勤供應網有限公司  
天使化妝品國際有限公司  
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太古城物業管理有限公司  
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# Acknowledgements

## 鳴謝

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香港華人永遠墳場管理委員會  
香港賽馬會慈善信託基金  
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健康護理及促進基金

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禁毒基金  
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護苗基金  
滙豐銀行慈善基金

## 教會及基督教團體 Churches and Christian Bodies

九龍城基督徒會  
上水平安福音堂  
中國信徒佈道會有限公司  
中國基督徒恆恩會  
中國基督教播道會恩福堂  
中國基督教播道會望福堂  
中國基督教播道會總會  
中國播道會窩打老道山福音堂  
中華基督教會雅各堂  
中華基督教會錦江紀念禮拜堂  
五旬節聖潔會永光堂運動佈道外展隊  
天梯使團  
以勒基金  
沙田平安福音堂  
芥菜種  
宣教會恩佑堂  
宣道會大澳堂  
宣道會深水埗堂  
美麗傳奇音樂製作  
香港中華基督教聯會

香港協進會  
香港基督少年軍  
香港基督徒短期宣教訓練中心  
香港基督教服務處  
香港靈合堂  
恩雨之聲  
真光美髮福音網絡協會  
真証傳播有限公司  
神召會西環堂  
粉嶺基督教恩臨堂  
國度事奉中心  
基石教會恩盛堂  
基督恩典教會  
基督教以琳扶植培訓中心暨以琳有機農場  
基督教角聲佈道團有限公司  
基督教服務處  
基督教牧鄰教會  
基督教宣道會利東堂  
基督教宣道會沙田堂  
基督教宣道會青衣堂

基督教香港信義會  
基督教香港潮人生命堂  
基督教粉嶺神召會  
彩虹喜樂福音堂  
港澳信義會活石堂  
華惠神召會長康堂  
順寧道平安福音堂  
傳恩為你  
新生命浸信會  
置富浸信教會  
聖公會聖多馬堂  
聖公會聖提摩太堂  
路德會聖三一堂  
筲箕灣浸信會  
筲箕灣潮語浸信會  
漢語聖經協會有限公司  
播道醫院院牧部  
興田浸信會  
錫安浸信會  
禧福協會

## 學校 Educational Bodies

九龍工業學校  
九龍華仁書院  
十八鄉鄉事委員會公益社中學  
上水官立中學  
大坑東宣道小學  
大埔沐恩中學  
大埔舊墟公立學校(寶湖道)  
中華基督教何福堂幼稚園  
中華基督教會大澳小學  
中華基督教會扶輪中學  
中華基督教會香港志道堂基博幼稚園  
中華基督教會基協中學  
中華基督教會基華小學(九龍塘)  
中華基督教會協和小學  
中華基督教會協和小學(長沙灣)  
中華基督教會基真小學

五旬節於良發小學  
五旬節聖潔會永光書院  
五旬節新茂生小學  
五邑鄒振猷學校  
仁愛堂田家炳小學  
仁德天主教小學  
仁濟醫院山景幼稚園／幼兒中心  
仁濟醫院陳耀星小學  
仁濟醫院觀次伯紀念中學  
仁濟醫院羅陳楚思小學  
天水圍天主教小學  
天水圍香島中學  
天主教郭得勝中學  
天主教聖安德肋小學  
天主教聖華學校  
孔教學院大成小學

王肇枝中學  
世佛會真言宗幼兒學校  
世界龍岡學校劉德容紀念小學  
伊利沙伯中學舊生會中學  
伊斯蘭學校  
地利亞修女紀念學校(吉利徑)  
竹園區神召會將軍澳康樂幼兒學校  
西貢將軍澳中學校長會  
西貢崇真天主教學校(小學部)  
佛教中華康山小學  
佛教志蓮小學  
佛教筏可紀念中學  
妙法寺陳呂重德紀念中學  
李陞小學  
沙田官立小學  
沙田官立中學



# Acknowledgements

## 鳴謝

### 學校 Educational Bodies

沙田培英中學  
沙田崇真中學  
沙田循道衛理中學  
沙田學院  
沙田蘇浙公學  
秀茂坪天主教小學  
拔萃男書院附屬小學  
明愛胡振中中學  
明愛徐誠斌學院  
明愛馬鞍山中學  
東華三院甲寅年總理中學  
東華三院李嘉誠中學  
東華三院辛亥總理中學  
東華三院姚達之紀念小學  
東華三院馮黃鳳亭中學  
東華三院鄧肇堅小學  
長沙灣天主教英文中學  
青衣商會將軍澳幼稚園  
青松侯寶垣中學  
保良局八三年總理中學  
保良局方王煥娣幼稚園  
保良局馬錦明中學  
保良局梁周順琴小學上／下午校  
保良局陳溢小學  
保良局陸慶濤小學  
保良局董玉娣中學  
保良局蔡繼有學校  
保良局錦泰小學  
南亞路德會沐恩中學  
宣道會陳朱素華紀念中學  
宣道會陳瑞芝紀念中學  
皇仁書院  
皇仁舊生會中學  
英皇書院同學會小學第二校  
英華女學校  
英華書院  
迦密愛禮信中學  
香島中學  
香海正覺蓮社佛教正覺中學  
香海正覺蓮社佛教馬錦燦紀念英文中學  
香海正覺蓮社佛教梁植偉中學  
香海正覺蓮社佛教黃藻森學校  
香港大學  
香港中文大學  
香港中文大學那打素護理學院  
香港中文大學社會工作學系  
香港中文大學校友會聯會張煊昌中學  
香港中國婦女會中學  
香港四邑商工總會陳南昌紀念中學  
香港知專設計學院  
香港青年協會李兆基書院  
香港保護兒童會維景灣幼兒學校

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香港浸信會聯會小學  
香港浸信會大學  
香港真光中學  
香港真光中學幼稚園  
香港真光書院  
香港神託會培基書院  
香港基督教播道會聯會中國基督教播道會  
厚恩堂厚恩幼兒學校  
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香港華人基督教聯合真道書院  
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香港機場地勤服務有限公司  
旅港開平商會中學  
旅港開平商會學校  
浸信會永隆中學  
浸信會呂明才中學  
祖堯天主教小學  
高雷中學  
基協中學  
基督教宣道會大澳小學  
基督教宣道會利東幼兒學校  
基督教神召會梁省德小學  
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將軍澳官立小學  
將軍澳官立中學  
將軍澳香島中學  
將軍澳循道衛理小學  
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彩雲聖若瑟小學  
啟思幼稚園  
啟勵扶青會  
梁文燕紀念中學(沙田)  
梁式芝書院  
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博愛醫院歷屆總理聯誼會鄭任安夫人學校  
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港澳信義會明道小學

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順德聯誼總會何日東小學  
順德聯誼總會梁潔華小學  
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新生命教育協會平安福音中學  
聖士提反女子中學  
聖士提反女子中學附屬小學  
聖士提反堂中學  
聖公會呂明才紀念小學  
聖公會李炳中學  
聖公會阮鄭夢芹小學  
聖公會林護紀念中學  
聖公會油塘基顯小學  
聖公會基恩小學  
聖公會基福小學  
聖公會基德小學  
聖公會基樂小學  
聖公會梁季彝中學  
聖公會曾肇添中學  
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  
聖公會聖馬太小學  
聖公會蔡功譜中學  
聖公會鄧肇堅中學  
聖文德書院  
聖母無玷聖心書院  
聖安多利學校  
聖芳濟書院  
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  
聖馬可中學  
聖嘉勒女書院  
聖嘉勒小學  
聖瑪加利男女英文中學  
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筲箕灣東官立中學  
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瑪利亞書院

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廠商會蔡章閣中學  
德貞女子中學  
慕光英文書院

樂善堂王仲銘中學  
樂善堂梁植偉紀念中學  
樂善堂梁錫琚書院  
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寶血會上智英文書院  
靈糧堂劉梅軒中學  
觀塘官立小學(秀明道)  
滙基書院

## 團體 Non-governmental Organizations

CULT 雜誌  
一對手農舍  
九龍醫院醫療康復團隊  
上水唐公嶺村村公所  
上海總會  
大中華青年在線  
大澳華商會  
大澳鄉事委員會  
小童群益會賽馬會將軍澳青少年綜合服務中心  
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中區青年獅子會  
中區獅子會  
井欄樹心朗村  
五旬節聖潔會靈光白普理失明人中心  
仁人家園  
仁愛堂  
仁濟醫院曾榮夫人長者鄰舍中心  
元朗區中學校長會  
天主教香港教區勞工牧民中心(九龍)  
太陽國際體育會  
少林文化武術中心  
屯門育智中心  
水警義工隊  
古洞義工團  
打鼓嶺耆樂會社  
匡智會粉嶺綜合復康中心  
各區屋邨互助委員會  
各區屋邨管理諮詢委員會  
地區數碼中心聯網  
多背一公斤  
安徒生會  
安徒生會包威信中心  
西貢將軍澳婦女會  
西貢經華樓互助委員會  
利民會  
利東邨業主立案法團  
君傲灣業主委員會  
扶輪社  
沙田廣場業主立案法團

亞洲婦女協進會油麻地頤老中心  
協興/惠保義工及康樂籌委會  
和明苑業主立案法團  
和富社會企業  
屈臣氏集團義工隊  
明愛牛頭角社區中心  
明愛北區綜合家居照顧服務隊  
明愛東頭綜合家庭服務中心  
明愛粉嶺綜合家庭服務中心  
明愛綜合家庭服務中心  
明愛龍田苑  
東華三院大埔及北區安老服務單位  
東華三院黃祖棠長者地區中心  
東華三院賽馬會利東綜合服務中心  
社區文化發展中心  
長者安居協會  
青松安老院  
保良局  
保良局學生支援服務  
俊和義工聯隊  
政策二十一有限公司  
美中浸信會蝴蝶灣浸信會老人中心  
香海正覺蓮社北區改善家居及社區照顧服務  
香港大學行為健康教研中心  
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香港小童群益會  
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香港少年領袖團  
香港心理衛生會  
香港失明人互聯會  
香港失明人協進會  
香港西區婦女福利會關啟明紀念松鶴老人中心  
香港扶幼會  
香港扶幼會元洲宿舍  
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香港明愛  
香港東區婦女福利會梁李秀娛晚晴中心  
香港東區崇德社  
香港社會服務聯會  
香港青少年服務處賽馬會粉嶺綜合青少年服務中心  
香港青少年發展聯會  
香港青年協會  
香港青年協會西貢及黃大仙區域外展服務隊  
香港青年博藝坊  
香港保護兒童會  
香港宣教會白普理上水家庭中心  
香港紅十字會青年及義工事務部  
香港家庭福利會  
香港家庭福利會將軍澳(南)綜合家庭服務中心  
香港家庭福利會藝進同學會賽馬會將軍澳青年坊  
香港特別行政區政府行政主任協會  
香港茶道總會  
香港國際社會服務社  
香港基督教青年會  
香港婦女中心協會  
香港善導會朗日居  
香港華人基督教會恩庭長者中心  
香港傷健協會  
香港聖公會  
香港聖公會九龍城青少年綜合服務中心  
香港聖公會麥理浩夫人中心  
香港聖公會湖景綜合復康服務-展能中心及宿舍  
香港聖公會黃大仙長者綜合服務中心  
香港聖公會聖路加福群會長者鄰舍中心  
香港聖公會樂民郭鳳軒綜合服務中心  
香港路德會友安長者中心  
香港路德會社會服務處  
香港路德會社會服務處路德會利東  
香港遊樂場協會慈雲山青少年綜合服務中心  
香港道教聯合會鄧顯中學家長教師會  
香港電腦商會  
香港精英運動員協會  
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耆康會長青網  
國際扶輪3450地區  
國際專業培訓協會  
基督教宣道會長亨長者鄰舍中心  
基督教香港信義會尚德青少年綜合服務中心  
基督教香港信義會天水圍青少年外展社會工作隊  
基督教香港崇真會福禧長者中心  
基督教家庭服務中心  
基督教新生會何文田堂及老人中心  
基督教聯合那打素社康服務  
基督教懷智服務處  
基督教靈實協會  
基督教靈實協會胡平頤養院  
基督教靈實協會智樂居  
基督教靈實協會樂頤居  
基督教靈實教會基層健康服務網絡(社康)  
將軍澳街坊聯會  
彩明苑業主立案法團  
救世軍竹園綜合服務竹園青少年中心  
救世軍德田長者之家  
牽晴間義工隊  
通善壇  
傑生會

博愛醫院梁之潛夫人綜合中醫專科診所  
博愛醫院陳平紀念長者鄰舍中心  
富寧花園業主立案法團  
富麗花園屋苑  
循道衛理楊震社會服務處彩虹長者綜合服務中心  
循道衛理觀塘社會服務處  
港島青年獅子會  
港島獅子會  
無國界工程師  
無極限(香港)有限公司  
黃大仙清新社區禁毒大聯盟撥款  
黑暗中對話  
圓玄學院粉嶺社會服務中心  
廈村鄉事委員  
愛·生命義工團  
新生精神康復會利東宿舍  
煜明苑業主立案法團  
瑞安海鷗社  
聖公會聖彼得小學家長  
聖伯多祿天主教小學家長教師會  
聖約翰救傷總會  
聖雅各福群會  
裕明苑業主立案法團  
路德會雍盛綜合服務中心  
路德會賽馬會華明綜合服務中心  
頌明苑業主立案法團  
精英運動員協會

綠色力量  
綠林城野  
維景灣畔業主委員會  
翠林邨業主立案法團  
鳳溪公立學校鳳溪長者鄰舍中心  
樂樂坊中樂團  
潤福堂(香港)國術龍獅總會  
蓬瀛仙館祥華老人中心  
鄰舍輔導會友愛展能中心  
鄰舍輔導會天瑞鄰里康齡中心  
鄰舍輔導會利東課餘託管服務中心  
鄰舍輔導會利東鄰里康齡中心  
鄰舍輔導會東涌綜合服務中心  
鄰舍輔導會黃大仙下邨展能中心暨宿舍  
鄰舍輔導會黃大仙康盛支援中心  
澳門敬老總會  
戴翰芬幼兒學校家長教師會  
賽馬會創意藝術中心  
鍾聲慈善社劉梅軒安老院  
禮賢會彩雲綜合青少年服務中心  
鬆一鬆義工小組  
寶琳邨業主立案法團  
蘇文郁攝影同學會  
瞋明會  
顯明苑業主立案法團

### 內地機構 Mainland Organizations

共青團英德市委員會  
成都基督教女青年會  
從化市從化中學  
從化市教育局

清遠市連南瑤族自治縣科技教育  
雲南迪喜慈善學校  
雲南草根公益支持中心  
廣州醫學院青年志願者協會

麗江大學旅遊文化學院旅遊管理系  
麗江市玉龍縣拉市海綠色流域

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 also 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.



## 誠邀您的支持，推展女青服務！

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，令服務繼續推展，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——

### 回應表

我願意為基督教女青年會運動：

- ☐ 代禱
- ☐ 參與常務義工行列，請與我聯絡
- ☐ 成為會員，附上會費港幣三十元正 \*
- ☐ 捐款支持女青服務，幫助社會上有需要的人士 \*
- ☐ 了解更多關於女青服務，請提供資料
- ☐ 提出以下意見：\_\_\_\_\_
- 其他：(請註明)\_\_\_\_\_

\* 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 Y.W.C.A.)，連同此頁，寄回香港麥當勞道一號「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)。

為方便本會寄回收據及跟進，請填寫以下資料：

姓名：\_\_\_\_\_ 先生/女士/小姐

通訊地址：\_\_\_\_\_

聯絡電話：\_\_\_\_\_

傳真/電郵：\_\_\_\_\_

## Offer your support to promote YWCA service!

Thanked to our Lord's blessing and the support from different 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 below feedback form to us.

### Feedback Form

I would like to support the YWCA Movement by:

- ☐ Prayer
- ☐ Joining as a YWCA volunteer. Please contact me.
- ☐ Joining as a YWCA Ordinary Member and enclose herewith \*HK\$30 as membership fee.
- ☐ \*Donating to YWCA
- ☐ Getting to know more about the YWCA's \_\_\_\_\_ service. Please send me more details.
- ☐ Offering my comments: \_\_\_\_\_
- ☐ Other (Please specify): \_\_\_\_\_

\* For payment of membership fee or donation, please send your crossed cheque payable to the Hong Kong Y.W.C.A., together with this completed form, to the Hong Kong Y.W.C.A. Membership Affairs Department, Room 103, No.1 MacDonnell Road, HK. (Hong Kong YWCA's receipt of donation of HK\$100 or above can be used for tax deduction)

For our returning the official receipt and follow up, please fill in the information below:

Name: Mr./Ms./ Miss \_\_\_\_\_

Address: \_\_\_\_\_

Tel: (daytime) \_\_\_\_\_

(night-time) \_\_\_\_\_

Fax/E-mail: \_\_\_\_\_

郵票  
STAMP

寄香港麥當勞道一號  
香港基督教女青年會  
**「會員事工部」收**

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

## 會歌

維我大好青年，努力齊向前；  
精神宗仰基督，人格求健全。  
內心具足真理，自由自得焉；  
促進人群福利，服務日乾乾。  
高舉我藍三角，四育作中堅；  
相愛相敬相助，團契合人天。

## Y.W.C.A. HYMN

Rise, We all Young Christians

Forward let us go;

Body, mind & spirit,

Strengthen as we grow,

Christ is our example,

Forward in His might,

One in faith & hope &

love we all unite.

Fellowship forever,

Strengthen as we grow,

Rise, We all Young Christians

Forward let us go.







香港基督教女青年會

Hong Kong Young Women's Christian Association

總會所 Headquarters

香港中環麥當勞道一號 1 MacDonnell Road, Central, Hong Kong

電話 Tel: 3476 1300 傳真 Fax: 2524 4237

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