



全心傳愛——栽培生命

年報

Annual Report

2014-2015

宗旨 Purpose

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

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

會訓 Motto

爾識真理 真理釋爾

（會訓釋義：耶穌是道路、真理、生命，只要我們認識和得著耶穌並有上帝的話語作生活指南，心靈就不再受罪惡、憂鬱、恐懼所捆綁而滿有真理、喜樂和平安，有持守美善的自由，也有不為惡的自由。）（取自新約聖經約翰福音八章卅二節）

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

世界基督教 女青年會的格言 Motto of the World YWCA

萬軍之耶和華說：「不是倚靠勢力，不是倚靠才能，乃是倚靠我的靈，方能成事。」（取自舊約聖經撒迦利亞書四章六節）

"Not by might nor by power, but by my Spirit,"
says the Lord Almighty. (Zechariah 4:6)



藍三角會徽的意義 The Blue Triangle

象徵基督教女青年會服務宗旨是生命的栽培。

它代表了一個人成長及發展的四方面：

德、智、體、群。

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

The badge of the Y.W.C.A., with its equal sides,
**symbolises the development of the body,
mind and spirit of the whole person,
while the central horizontal line represents
the social relationship development.**

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

Contents

目錄



機構管治與管理 Corporate Governance and Management

- 06** | 會長的話
President's Message
- 08** | 總幹事報告
Chief Executive's Report
- 12** | 遠象、核心價值、使命
Vision, Values, Mission
- 14** | 機構組織圖
Organization Chart
- 16** | 贊助人、名譽會長、名譽董事及董事
Patron, Honorary Presidents, Honorary Directors and Board of Directors
- 17** | 2014至2015年度義務顧問、委員會委員及顧問
2014-2015 Honorary Advisers, Committee Members and Advisers
- 20** | 2014至2015年度管理層員工
2014-2015 Management Staff

策略發展方向 Strategic Development Direction

- 24** | 加強推動女青運動
Strengthening YWCA Movement
- 26** | 建立服務效益評估機制
Establishing Service Impact Assessment Mechanism
- 28** | 開拓公益業務
Developing Social Business
- 30** | 優化員工參與及管理
Enhancing Staff Engagement and Management
- 38** | 拓展資源以回應社會需要
Developing Resources to Meet Social Needs
- 40** | 服務拓展
Service Development
- 50** | 我們的成就
Our Remarkable Achievement



服務簡報 Service Report in Brief

- 60** | 基督教及會員事工
Christian Ministry and Membership
- 66** | 婦女及家庭事工
Woman and Family Affairs
- 72** | 學前教育
Pre-School Education
- 76** | 中學教育
School Education
- 80** | 青年及社區服務
Youth and Community Service
- 86** | 持續教育
Continuing Education
- 90** | 耆年服務
Elderly Service
- 94** | Y Hospitality
- 98** | 公益業務拓展
Social Business Development
- 102** | 傳訊及資源拓展
Communication and Resources Development
- 106** | 中央行政
Central Administration
- 111** | 機構基本統計數據
Basic Statistics of Hong Kong Y.W.C.A.



機構資料 Organization Information

- 114** | 服務單位一覽
Directory of Hong Kong Y.W.C.A. Service Units
- 121** | 鳴謝
Acknowledgements

會長的話

President's Message

胡秀霞太平紳士
Mrs. Patricia Ling, MH, JP



“

回溯本會創立歷史，是由一群具使命感的基督徒婦女發起，她們受到基督大愛的感召，關懷貧苦大眾的需要，並希望透過提供各項適切社會服務，服侍社群及傳揚基督精神。

The Hong Kong YWCA (the Association) was founded by a group of visionary Christian women who were inspired by the love of Christ, and had compassion for the needs of the vulnerable in the community. They hoped that by providing timely social services, the Association would be able to serve the community and spread Christianity.

推動會員運動 致力生命栽培

在創立初期，本會積極推動會員運動，並建構別具特色的會員發展階梯。凡認同本會「生命的栽培」服務宗旨的人士，皆可加入成為本會會員，由服務使用者身份開始，認識本會服務，進而協助提供服務，擔任義工、導師或委員會委員，參與策劃程序及服務，更可通過選舉晉身成為本會董事，負責制訂本會政策及領導會務發展方向，並參與國際事務，貢獻社會。在女青大家庭中，無論董事、委員、會員、義工及同工，藉著多元化社會服務，其生命得以不斷地成長及發展，編出豐盛人生。

Promoting Membership Movement for Life Enrichment

In the early years, the Association was actively promoting the membership movement aiming for our members' growth and development. Individuals who subscribed to our service purpose of "enhancement of life" were welcomed to join as members of the Association. Some of our members, who were initially service recipients would later become volunteers in our various services; and some would serve as instructors or committee members and be responsible for programs and service planning. Later, through election, these members may join the Board as Directors and take part in policy making for the development of the Association. They would be contributing to society and have the opportunity to participate in international matters. In our YWCA family, all of our board and committee members, members, volunteers and staff have experienced an enrichment of their lives through their service or involvement in the diverse social services programs, thereby enhanced their personal growth and development.

本會的董事、委員及同工是夥伴關係，各展所長，在會務上分工合力去策動和推行，並肩合作，形成董事、委員與同工「雙翼齊飛」的傳統。通過大家的同心合一，建立女青成為仰望基督的群體，培養關愛文化，建立團隊，群策群力，服務社群。

培育女性領袖人才
承傳女青文化

本會作為全港最大的婦女團體之一，一直致力促進婦女及家庭的福祉，為婦女爭取多項權益，以培育婦女領袖人才為己任，使婦女的地位得以提升，切實地回應當代婦女的需要。本會積極建立婦女的能力及培育婦女成為領袖人才，使她們可以在職場、家庭及社會上勝任不同角色及崗位。今年度舉辦「第八屆香港傑出婦女義工選舉」，表揚十位來自不同背景及專業的婦女，並鼓勵更多婦女投身義工行列，在社區、職場、專業上發揮婦女義工力量，作出貢獻，回饋社會。

堅守服務信念
迎接創會九十五周年

本會成立於1920年，2015年正好是本會成立九十五周年。為慶賀這個大日子，本會以「全心傳愛·栽培生命」為主題，而今年3月舉辦之首項慶祝活動「3·8女青日」，為九十五周年會慶掀開序幕。隨著多項大型會慶活動陸續登場，將再次激勵我們毋忘女青使命，堅守「生命的栽培」服務信念，全會上下一心，彰顯基督關愛精神，為有需要社群謀求福祉。

過去一年，本會在多項服務皆取得良好發展，本人除由衷感謝天父的恩領外，亦非常感謝本會董事、委員、會員、義工的鼎力支持及無私貢獻。另外，我亦要向有關政府部門及伙伴機構表示謝意，多謝各位對本會的認同及支持。最後，我要衷心感謝全體員工的委身及努力，竭誠服務市民。未來，期望大家同心協力，支持本會可持續發展，回應社會不同群體需要。

Our board and committee members and staff work closely as partners in planning and implementing the affairs of the Association, thus forming the long standing management tradition of "flying with both wings". By God's grace and the solidarity of the board and committee members and staff, the Association strived to cultivate a culture of love and care, and to build a committed team working together for the public good.

Nurturing Women Leaders to Inherit the YWCA Culture

As one of the largest women organizations in Hong Kong, the Association aims to promote the well-being of women and their families by advocating for their rights, raising the status of women, nurturing women leaders as well as meeting the modern day women' needs. We proactively build the capacity of women and train up women leaders so that they could excel in their different roles at the workplace, in the family and the community. This year, the "8th Hong Kong Outstanding Women Volunteers Election" was held to commend the outstanding performance of ten women volunteers with diverse professions and backgrounds. The purpose of the event was to encourage more women volunteers to practice volunteerism and contributing towards society in their professions, at the workplace, and in society.

Upholding Service Mission and Welcoming the 95th Anniversary

Established since 1920, the Association entered its 95 years in 2015. To celebrate such an auspicious occasion, our first event "8 March YWCA Day" was held under the theme of "Nurturing Life with Whole Heart" and would be followed later by a series of celebration programs. This would be a reminder for us to continuously uphold the YWCA mission and the purpose of "life enhancement" in serving the underprivileged in the community and manifesting Christian love.

In conclusion, we succeeded to attain satisfactory results in various services development in the past year. I would like to thank our Lord for His guidance, and to all board and committee members, members and volunteers for their untiring support and valuable contributions. I am also grateful to the government departments and partnership organizations for their kind support. Last but not least, my sincere thanks should be given to all staff for their devoted service and diligence in serving the general public. For the future, I hope that with the unity of spirit, the Association will continue to have your support to address the needs of the community and to sustain the development of the Association.

總幹事報告

Chief Executive's Report

楊建霞女士
Ms. Yvonne Yeung



創立前瞻性服務 回應時代所需

今年是女青成立九十五周年，本會以基督精神服務社會，全心傳愛，栽培生命。回顧一個世紀前，有見當時女性欠缺教育機會，本會首辦女工識字班；至四十年代愈來愈多婦女投身工作，本會開設全港第一間托兒所；因應七十年代青年問題熾熱，本會成立全港第一代的外展社會工作隊；當社會經濟轉型，本會成為第一代開設再培訓課程的機構；至長者服務需求增加，本會成立了耆年服務部。

聯繫策略性伙伴 發展嶄新服務

時至今日，本會仍不斷開拓各類創新服務，回應社會所需。近年，因青年人失業率偏高，大多數青年人從學校轉入職場時，對職涯認識不足，本會乃總結過往多年的生涯規劃經驗，於本年度推出了「敢創我夢」生涯規劃教育及升學就業輔導計劃，全面為學校、青年及其家長提供支援。另外，與僱員再培訓局合作舉辦「青年五月」，透過名人分享協助青年了解自己的職業志向及認識工作世界，為未來擇業作好準備。

兒童及家庭服務方面，本會獲香港賽馬會慈善信託基金贊助，推行為期三年的「女青賽馬會童夢之旅」計劃，為深水埗及東涌區的學童及其家庭舉辦課程及活動，鼓勵孩子發掘夢想，訂立目標。另外，在政府資訊科技

Developing Pioneer Services to Meet Imminent Social Needs

2015 marked the 95th anniversary of Hong Kong YWCA. The Association has been dedicated to serving the community with Christian love, and nurturing life with whole heart. A century ago, women were lacking the opportunities for receiving education. As a remedial measure, we had started literacy classes for working girls. In 1940s, an increasing number of housewives had joined the workforce. In response to their needs, we had established the first nursery in the territory. In view of serious youth problem in the 1970s, we had started the first generation outreaching social work team in the territory. Later when Hong Kong had undergone an economic transformation, we had been one among the first batch of NGOs to offer retraining courses. When there was growing demand for elderly services, we had established the Elderly Service Department.

Connecting Strategic Partners for Social Innovation

Up till now, we still continue to develop innovative services to cope with diverse social needs. Recently, we had taken into account the prevailing high youth unemployment rate and the youth's inadequate knowledge of the workplace at early career life, a life planning education and career counseling project namely the "Dare to Dream" Project was launched by consolidating our strong service experience in life planning to offer comprehensive support to schools, youths and their parents. Besides, we had jointly organized the "Youth for May" Program with the Employees Retraining Board to enhance the understanding of their career inspiration and working environment through a series of sharing workshops by leaders in different industries.

Regarding children and family services, we had launched a 3-year HKYWCA JC "Build Your Dream" program to offer various courses and activities for needy children and their families living in Sham Shui Po and Tung Chung,

總監辦公室的資助下，本會研發全港首個流動應用程式「HOPE中文拆字遊戲」，以支援有讀寫困難的學童及其家庭。透過優質教育基金撥款贊助推行「家庭健康維他命一親親家庭健康兒」計劃，藉各項親子活動向幼兒家長推動家庭健康文化，協助家長與子女建立親密和諧的關係，達致家庭健康成長。此計劃並奪得機構團隊獎勵計劃冠軍。

人口急速老化，成為長遠的社會結構性問題，女青著力開拓耆年新服務，包括獲資歷架構秘書處邀請，開辦全港首個關於安老服務的「其他學習經歷」試驗計劃，名為「金色學堂」，藉以增加中學生對人口老化的認識，長遠解決長者護理人手不足的問題。本會又獲安老事務委員會長者學苑發展基金委託，成立及推行九龍區及港島區長者學苑聯網，負責支援兩個聯網當中合共50多間的「長者學苑」，推動長者教育，鼓勵長者發揮潛能，為長者締造黃金晚年。本會成立三所Y Care青健坊，並配合社會福利署推行「長者社區照顧服務券試驗計劃」，為有需要長者提供日間照顧及社區支援服務。此外，本會耆年服務部通過籌辦各項長者活動計劃，積極推動老有所為精神，奪得社會福利署2014-15年度全港最佳「老有所為活動計劃」一年計劃季軍獎、地區最佳活動計劃獎、跨代義工獎及分區「發揮長者潛能獎」。

深化策略發展 提升服務效益

除了與時俱進提供全新服務，本會持續落實深化於2012年起推行之「四個策略行動方案」。在「加強推動女青運動」方面，本會繼續傳承創會使命，推動及結合女青運動。在邁向一百周年之際，本會特別成立專責小組，有系統地整理本會悠長的歷史文化及具歷史價值的文物文獻，使獨特的女青文化，通過文物保育及文化傳承，能以繼續發揚。而在「建立服務效益評估機制」方面，本年度選定172項服務進行服務效益的年終評估，結果顯示逾八成單位的服務效益及逾九成單位的財務效益均有所提升，反映機制為服務帶來實際成效。而在「開拓公益業務」範疇，本會針對社會需要，發展了多項Y品牌的社會企業及自資服務，包括Y Hospitality、Y Fitness躍動力及Y Silver Link安居通長者家居用品店等。在「優化員工參與及管理」範疇，除獲家庭議會頒發「家庭友善僱主」外，同時亦優化了多項家庭友善政策，加強員工的歸屬感，又推出「女青人友伴成長計劃」，由資深同工向年資較淺的同工傳遞女青文化，達致薪火相傳。

蒙主的恩助，本會各項服務均結出豐盛的果子，將基督的愛與關懷帶給社會。謹此向各位董事、委員、會員、同工、各界伙伴致以真誠的謝意，並衷心期盼與各位同心同行，使會務承古創今，讓女青繼續成為栽培豐盛生命的基督教機構。

with the aim to encourage children to explore their dreams and pursue personal life goals with the sponsorship of the Hong Kong Jockey Club Charities Trust. Besides, we were able to develop "HOPE Chinese Character Game", the territory-first Mobile App specially designed to help dyslexia children and their families with the support from the Office of the Government Chief Information Officer. In addition, the launch of "Vitamins for Healthy Family" Initiative aims to help parents foster intimate parent-child relationship with their children for building happy and healthy family. The Initiative was funded by Quality Education Fund and it won the championship in the YWCA's Team Awards Program competition for the year.

The rapidly ageing population had become a long-term social structural problem. In response, the Association had been keen on developing new elderly services. Upon invitation from the Qualifications Framework Secretariat, we had launched the "Golden Project for Future Elderly Carers", which was the territory-first "other learning experience" pilot scheme on elderly care. The project aimed to enhance students' understanding of the ageing population and ease the manpower supply of elderly care industry in the long run. Besides, the Association had solicited support from Elderly Academy Development Foundation of the Elderly Commission to establish and operate the Hong Kong Island and Kowloon Elder Academies Clusters, and offer support to 50-odd elderly academies under the two clusters, with the objectives to promote elderly education and unleash the potential of elders in their golden life stage. In alignment with the Social Welfare Department's "Pilot Scheme on Community Care Service Voucher for the Elderly", we had established three "Y Care" Centres for the Elderly to offer day care service and community support to needy elders. Furthermore, our Elderly Service Department had organized various elderly programs to promote positive ageing and won several awards in "The Opportunities for the Elderly Project 2014-15" organized by Social Welfare Department, namely The 2nd Runner-up of the Territory's One-year Best Project, the Best District Project, the Intergenerational Volunteer Project and District Special Award- Exploring the Elders' Potential Award.

Strengthening Strategic Development to Enhance Service Impact

The Association had been implementing the "Four Bold Steps" Strategic Plan since 2012. Regarding further promoting the YWCA Movement, we had continued to inherit the mission of our founders by advancing the YWCA Movement. As our 100th anniversary is approaching, a working group has been formed for the collation of our cultural heritage, valuable cultural relics and historical literature so as to preserve and uphold the unique YWCA culture through heritage preservation and cultural inheritance. In the area of establishing service impact assessment ("SIA") mechanism, the effectiveness of SIA mechanism on our services was proven by an overall improvement in both service impact (over 80%) and financial impact (over 90%) of our 172 selected services during a year-end evaluation. To advance our social mission, we had developed various social businesses with the "Y Brand", including Y Hospitality, Y Fitness and Y Silver Link Elderly Household Product Retail Store. For staff engagement and management, apart from receiving the "Family-friendly Employer" Award from the Family Commission, we had also enhanced several family-friendly initiatives. The launch of the YWCA Mentorship Program was another attempt to encourage the inheriting of the YWCA culture from our experienced staff to the next generation through sharing of YWCA core values and its past history.

Thanks to the Lord for His grace, our services had borne fruit abundantly in the past year and we were able to spread Christian love and care to the community. We would like to extend our heartfelt gratitude to all board and committee members, members, staff and partners from various sectors. We sincerely wish to walk along with all of you in the years ahead; and by inheriting our founding mission, we shall continue to be a Christian organization devoted to nurturing and enriching people's life.

機構管治與管理 Corporate Governance and Management



核價 心值 VALUES

基督教倫理觀
專業精神及卓越服務
誠信及承擔
團結契合

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



使命 MISSION

蒙主的恩助，我們致力成為：

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

With God's blessing, we aspire to be:

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



遠象 VISION

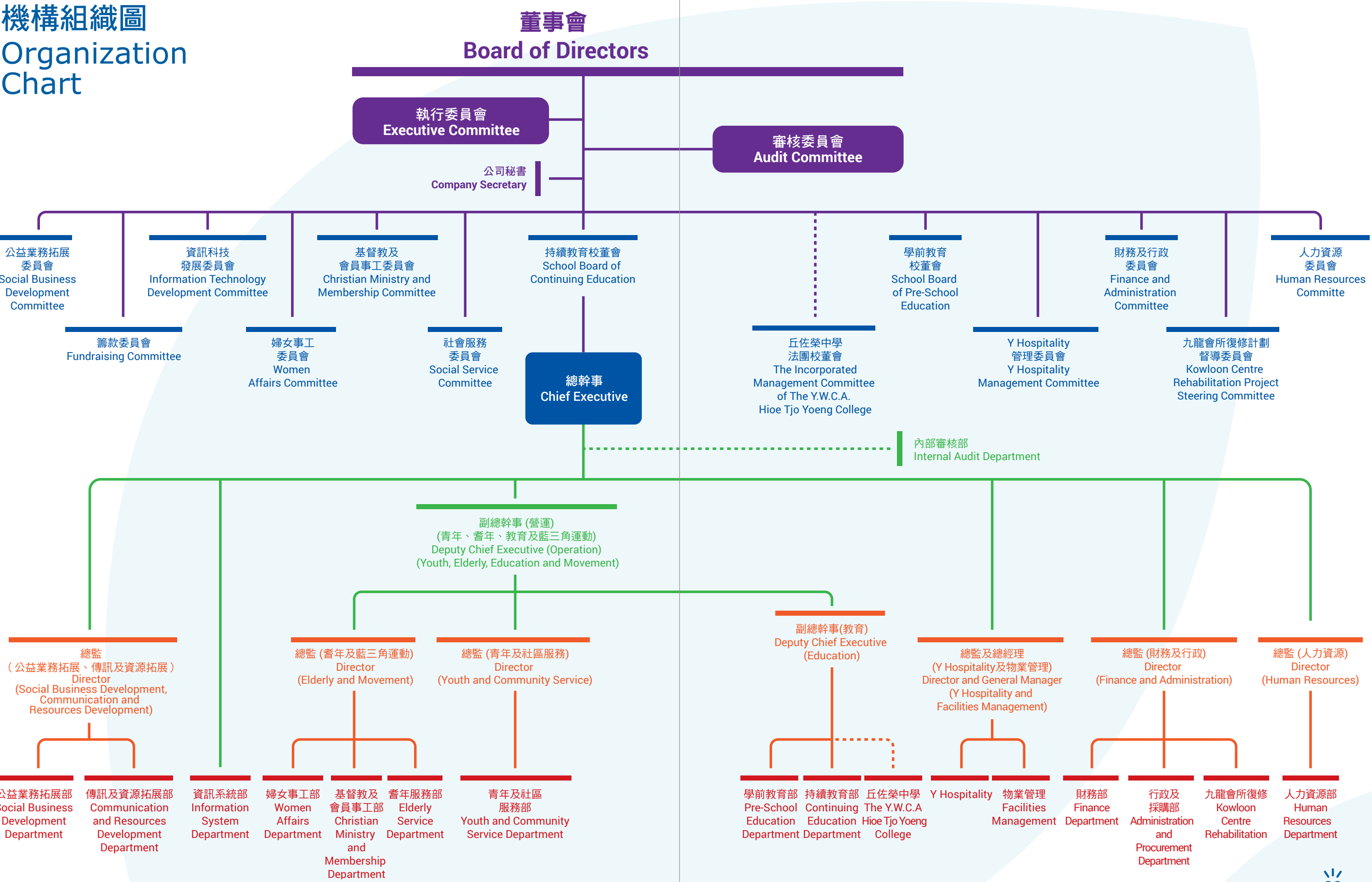
仰賴上帝的帥領，藉著婦女充權及領導，
本會竭盡所能建構一個理想的社會，使
公義、和平、人類健康及尊嚴得以彰顯
及承傳。

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



機構組織圖

Organization Chart



機構管治 Corporate Governance

本會成立九十五年，一直秉承先賢的優良傳統。作為有使命感、勇於承擔的社會服務機構，本會向來重視實踐機構管治，除建立一套有效溝通的管理模式及系統外，亦制定了完善的機構管治政策，清晰訂明機構的權責、管理、領導及監控等各項工作，會方上至董事會及管理層、下達單位層面均持開放且開明的態度去管理服務及規劃發展，致力建立神所喜悅的女青年會，彰顯機構上下一心的精神。

With 95 years history of establishment, Hong Kong Young Women's Christian Association has upheld the tradition of our predecessors and developed into a social service organization with a mission and strong commitment to the community. The Association always stresses on implementing high level of corporate governance. Besides formulating an effective and communicative management system, we also improve our corporate governance policy to clearly define the authority, responsibilities, management, leadership and control matters relating to the Association. The Board, the Management and staff have always maintained an open and enlightened attitude towards the planning and development of our services, striving to build a YWCA that would please our Lord as well as demonstrate the spirit of unity and solidarity.

贊助人、名譽會長、名譽董事及董事 Patron, Honorary Presidents, Honorary Directors and Board of Directors

贊助人 PATRON

香港特別行政區行政長官夫人梁唐青儀女士

Mrs. Regina Leung, 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
鄭容麗女士 Mrs. Grace Tsao
黃文璿女士 Mrs. Mona Leong, SBS, BBS, MBE, JP

李瑞燕女士 Mrs. Vivian S. K. Sung

胡紫霞博士 Dr. Daisy Li, MBE

名譽董事 Honorary Directors

鄧劍雲女士 Mrs. Cheung Tang Kim Wan
高荳華女士 Ms. Ko Siu Wah, OBE, SBS, JP
譚勵明女士 Mrs. Lucy Lo
禰秀萍女士 Mrs. S. P. Huen Lee, May
羅章文女士 Mrs. Helen Koo
劉少梅女士 Ms. Lau Siu Mui
黃麗娟女士 Ms. Wong Lai Kuen, Hannah
楊邦鏘女士 Mrs. Hung Yeung Pong Wah
孫雅娜女士 Mrs. Ella Ng

孫蓮娜女士 Mrs. Lena Liu
黃詩源女士 Mrs. Cheung Wong Sze Yuen
吳夢珍博士 Dr. Agnes Ng, JP
朱清蓮女士 Mrs. Wong Chu Ching Lin
簡瓊珍女士 Mrs. Leung Kan King Chun
梅以菁博士 Dr. Jennie Lee
邵嘉儀女士 Mrs. Emily Cheng
黃定賢女士 Mrs. Shirley Cheung
陳素薇女士 Mrs. Lau Chan So May, Lucy



2014至2015年度董事 2014-2015 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
李綺華女士 Ms. Eva Lee

書記 Honorary Secretary

余悅群博士 Dr. Tse Yu Yuet Kwan, Patricia

司庫 Honorary Treasurers

陳詠敏女士 Ms. Chan Wing Mun, Gracie
譚玉靈女士 Ms. Rosaline Tam

選任董事 Elected Directors

陸西琳女士 Mrs. Tsoi Luk Sai Lam, Alice
樓瑋群博士 Dr. Lou Wei Qun
何潔雲博士 Dr. Ho Kit Wan
李諾詩女士 Ms. Lee Lok Sze
謝瑞賢女士 Ms. Tse Sui Yin, Sally
周瑋瑩女士 Ms. Chow Wai Ying, Jacqueline

陳秀芬女士 Ms. Chan Sau Fan, Julie
林美麗女士 Mrs. Mary Wong
江慧芝女士 Ms. Kong Wai Chi, Jenny
周慧賢女士 Ms. Chau Wai Yin
杜淑婉女士 Ms. To Sook Yuen, Helena
連寶琦女士 Ms. Lin Po Kee, Serena

特聘董事 Co-opted Directors

陳靜嫻女士 Mrs. Lee Chan Ching Han
呂蕙文女士 Ms. Nancy Lui
王絳彥女士 Ms. May Wong

高靜芝女士 Ms. Sophia Kao, SBS, JP
許玉銘女士 Ms. Hsu Yu Ming, Hanna
蕭嘉妍女士 Mrs. Catherine Doo Siu Ka Yin

2014至2015年度義務顧問 2014-2015 Honorary Advisers

法律事務 Legal Affairs

胡百全律師事務所 P. C. Woo & Co.
林子細律師 Ms. Lam Tze Yan

蔡克剛律師 Mr. Herbert H. K. Tsoi
凌蕙珊律師 Ms. Ling Wai Shan

中央電腦系統 Central Information System

劉嘉敏先生 Mr. Stephen Lau

企業傳訊 Corporate Communication

鄭麗敏女士 Ms. Heidi Cheng

傳訊及資源拓展 Communication and Resources Development

方敏生女士 Ms. Christine Fang

業務及服務發展 Business and Service Development

謝家駒博士 Dr. Tse Ka Kui



招標事務
Tender Board

李振強先生 Mr. Lee Chun Keung
陸西琳女士 Mrs. Tsoi Luk Sai Lam, Alice
李雅婷女士 Ms. Adrienne Li
徐嘉樂女士 Ms. Charlotte Tsui

梁錦英先生 Mr. Leung Kam Ying
文志泉先生 Mr. Antony Man
許玉銘女士 Ms. Hsu Yu Ming, Hanna

基督教及會員事工
Christian Ministry and Membership

陳茹九牧師 Rev. Chan Yu Kow
陳希陸牧師 Rev. Chan Hee Luk
劉榮佳牧師 Rev. Lau Wing Kai
袁麗珠牧師 Rev. Yuen Lai Chu
梁永善牧師 Rev. Leung Wing Seen
李秀琮牧師 Rev. Lee Sau King
馮偉權牧師 Rev. Fung Wai Kuen

曾永昌牧師 Rev. Richard Tsang
袁葉華牧師 Rev. Yuen Ip Wah
孔繁漢牧師 Rev. Hung Fan Hon
黎錫雄牧師 Rev. Lai Sik Hung
余勝意牧師 Rev. Yu Shing Yee
郭金滿牧師 Rev. Kwok Kam Moon

婦女事工
Women Affairs

林滿馨律師 Ms. Vera Lam
陳國棟醫生 Dr. Chan Kwok Tung
鄭慧芬醫生 Dr. Cheng Wai Fun, Anna
胡美心女士 Ms. Doris Woo

鄭煥新律師 Mr. Cheng Woon Sun, Alvin
苗延琮醫生 Dr. Miao Yin King, May
葉麗嫦女士 Ms. Ip Lai Sheung
梁智熊博士 Dr. Leung Chi Hung

學前教育
Pre-School Education

孔沃棠醫生 Dr. Hung Yuk Tong
李家仁醫生 Dr. Lee Ka Yan, David
翁善強先生 Mr. Yung Sin Keung, Simon
黃潔薇博士 Dr. Wong Kit Mei, Betty
趙鈞鴻博士 Dr. Chiu Kwan Hung, Angela

蔣在公醫生 Dr. C. K. Chiang
鄭楚萍女士 Ms. Cheng Chor Ping, Irene
林瑞芳博士 Dr. Lam Shui Fong
楊金鳳女士 Mrs. Chow Yeung Kam Fung

青年及社區服務
Youth and Community Service

陳錦棠博士 Dr. Chan Kam Tong
蔡定國醫生 Dr. Tsoi Ting Kwok, Peter
梁傳孫博士 Dr. Leung Chuen Suen, Zeno
呂錦英博士 Dr. Lui Kam Ying, Peggy
吳穎英醫生 Dr. Ng Wing Ying, Angela

劉卓鴻先生 Mr. Lau Cheuk Hung
李力持先生 Mr. Lee Lik Chee
崔永康教授 Prof. Chui Wing Hong
何定邦醫生 Dr. Ho Ting Pong
楊偉強博士 Dr. Yeung Wai Keung, Jerf

持續教育
Continuing Education

洪小蓮女士 Ms. Katherine Hung
鄭惠容博士 Dr. Enid Kwong
詹肇泰博士 Dr. Tsim Siu Tai
朱源和先生 Mr. James Chu
譚展雲博士 Dr. Anthony C.W.Tam
潘萱蔚先生 Mr. Poon Huen Wai
譚淑貞女士 Ms. Tam Suk Ching, Lucy
陳耀宗先生 Mr. Eddie Chan
陳慧敏醫生 Dr. Chan Wai Man
張婉華女士 Ms. Cheung Yuen Wa, Sandra

陳玩芳女士 Ms. Chan Woon Fong, Alice
馮錦康先生 Mr. Fung Kam Hong, Kenny
伍龍威先生 Mr. Ng Lung Wai, Ray
李寶滿女士 Ms. Li Po Moon
黃敏兒女士 Ms. Wong Man Yee, Amy
陳凱欣博士 Dr. Chan Hoi Yan, Celia
區偉邦先生 Mr. Au Wai Pong
葉家健先生 Mr. Yip Ka Kin, Sammy
譚佩群女士 Ms. Tam Pui Kwan
周素名女士 Ms. Chow So Ming, Billie

耆年服務
Elderly Service

江明熙醫生 Dr. Kong Ming Hei, Bernard
賴錦玉教授 Prof. Lai Kam Yuk, Claudia
陳裕麗博士 Dr. Chan Yue Lai, Helen

錢本道醫生 Dr. Chin Boon To
梁浩然醫生 Dr. Leung Ho Yin
余秀鳳博士 Dr. Yu Sau Fung, Doris

2014至2015年度委員會委員、顧問（董事除外）
2014-2015 Committee Members, Advisers (excluding Directors)

文志泉先生 Mr. Antony Man
方蘊萱女士 Ms. Loretta Fong
王詩蒂女士 Ms. Wong Sze Di
伍灼宜教授 Prof. John Ng
江碧霞女士 Ms. Amy Kong
呂倩文女士 Ms. Lui San Man, Simmy
李志珊女士 Mrs. Patricia Chow
周明珠女士 Ms. Libby Chow
周素名女士 Ms. Chow So Ming, Billie
林佩珊女士 Ms. Lam Pui Shan, Sophia
林淑貞女士 Ms. Jane Lam
邱佩曼女士 Ms. Yau Pui Man, Esther
孫淑貞女士 Ms. Susanna Shen
徐海珠女士 Mrs. Henrietta Zee Leung
馬仁武先生 Mr. Mar Yan Mo, Ronald
馬錦華先生 Mr. Timothy Ma
張潔媚女士 Ms. Helen Cheung
曹妙如女士 Ms. Agnes Tso
梁炳貴先生 Mr. Max Leung
梁浩筠女士 Ms. Wendy Leung
梁萃明律師 Ms. Leung Sui Ming
梁麗芬女士 Mrs. Mona Chau
莫華勳先生 Mr. Peter Mok
陳玉馨女士 Ms. Chan Yuk Hing, Catherine
陳玩芳女士 Ms. Chan Woon Fong, Alice
陳耀揚先生 Mr. Daniel Chan
麥國棟先生 Mr. Michael Mak
麥穎頤女士 Ms. Mak Wing Yee, Winnie
黃健先生 Mr. Kenneth Wong
黃宴平女士 Ms. Patty Wong
黃景雲女士 Ms. Wong King Wan
黃儀娟女士 Ms. Cecilia Wong
黃慧詩女士 Ms. Florence Wong
楊雪芳女士 Ms. Yeung Suet Fong
葉建嫻女士 Ms. Sandra Yip
潘秀琮女士 Ms. Flora Pun
鄭佩華博士 Dr. Doris Cheng
賴旭輝先生 Mr. Stephen Lai
鍾慧儀女士 Ms. Diana Chung
鄭惠容博士 Dr. Enid Kwong
魏華星先生 Mr. Francis Ngai
譚偉霖先生 Mr. William Tam
嚴則為女士 Ms. Lauren Yim

方通女士 Mrs. Szeto Fong Tong
王佩兒女士 Ms. Catherine Wong
王麗珍女士 Ms. Wong Lai Chun
朱偉年博士 Dr. Welland Chu
吳婷雅女士 Ms. Ng Ting Nga
李俊女士 Ms. Li Chun
李家瑜女士 Ms. Elina Lee
周錦華女士 Ms. Brenda Chow
明皓博士 Dr. Holly Ming
林國鴻先生 Mr. Gary Lim
林瑞芳博士 Dr. Lam Shui Fong
洪盛興先生 Mr. Kilias Hung
孫巽元女士 Mrs. Fanny Louey
袁彩蓮女士 Ms. Cherry Yuen
馬家儀女士 Mrs. Lau Ma Gar Yee, Grace
張建揚先生 Mr. Chris Cheung
張靄蓮女士 Ms. Cheung Oi Lin, Irene
梁士雄先生 Mr. Carlos Leung
梁秋容女士 Ms. Leung Chau Yung, Catherine
梁琳明醫生 Dr. Leung Lam Ming, Jess
梁裕宏先生 Mr. Leung Yue Wang, Michael
莫乃光先生 Mr. Charles Mok
郭玲麗女士 Ms. Lillian Kwok
陳妙霞女士 Ms. Chan Miu Ha
陳維國先生 Mr. Jackson Chan
麥少梅女士 Ms. Jenny Mak
麥惠芬女士 Ms. Mak Wai Fun
馮達權先生 Mr. Dominic Fung
黃少芬女士 Ms. Wong Siu Fan, Carmen
黃婉涓女士 Ms. Elsa Wong
黃瑞君牧師 Rev. Wong Shui Kwan, Lydia
黃慧貞博士 Dr. Wong Wai Ching, Angela
楊國華先生 Mr. Allen Yeung
葉文慧女士 Ms. Heather Ip
廖愛倩女士 Ms. Liao Ai Chien, Nancy
潘婉書女士 Ms. Poon Yuen Shu
鄭德恩牧師 Rev. Geoffrey Cheng
謝慧芬女士 Ms. Tse Wai Fun, Stella
簡美蓮博士 Dr. Kan Mee Lin, Hayley
鄭福如女士 Ms. Sylvia Kwong
羅蘭女士 Ms. Lo Lan
譚潔瑩女士 Ms. Tam Kit Ying, Angeline

以上排名以本人姓氏筆劃為序
Names being arranged according to the Chinese Version



2014至2015年度管理層員工

2014-2015 Management Staff

總幹事 Chief Executive

楊建霞女士 Ms Yeung Kin Ha, Yvonne

副總幹事 Deputy Chief Executive

黎秀玲女士 Ms Lai Sau Ling

謝淑賢女士 Ms Tse Shuk In

總監 Director

施 恩先生 Mr Sze Yan, Gary

楊翠翠女士 Ms Yeung Chui Chui, Alice

潘廣輝先生 Mr Poon Kwong Fai, Silas

徐英賢先生 Mr Chui Ying Yin, Dominic

李雯珊女士 Ms Lee Man Shan, Emily

督導主任 Supervisor

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

張志坤先生 Mr Cheung Chi Kwan, Daniel

林遠濠先生 Mr Lam Yuen Ho, Foster

胡婉玲女士 Ms Woo Yuen Ling

鄭楚華女士 Ms Cheng Chor Wah, Anna

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

黎玉潔女士 Ms Lai Yuk Kit, Rosanna

黃期儀女士 Ms Wong Kei Yee, Hazel

梁廣浩先生 Mr Leung Kwong Ho, Simon

吳翠萍女士 Ms Ng Tsui Ping, Bettina

(由二零一四年五月一日起) (from 1 May 2014)

部門主管 / 署理部門主管

Head of Department / Acting Head of Department

謝蘊怡女士 Ms Tse Wan Yi, Anny

關珮盈女士 Ms Kwan Pui Ying, Jenny

陸耀盈先生 Mr Lok Yiu Ying, Alan

經理 Manager

陳嘉怡女士 Ms Chan Ka Yee, Virginia

馮斯狄先生 Mr Fung See Dick, Peter

陳白珊女士 Ms Chan Pak Shan, Karen

梁慧敏女士 Ms Leung Wai Mun, Amy

麥沛興先生 Mr Mak Pui Hing, Harris

蔡昭信先生 Mr Tsoi Chiu Shun, Charleson

周麗芳女士 Ms Chow Lai Fang, Alice

單位主任 Unit-in-charge

陳少霞女士 Ms Chan Siu Ha

呂秀儀女士 Ms Lui Sau Yi, Joanne

謝剛華先生 Mr Tse Kong Wah, Frederick

(至二零一四年八月三十一日) (till 31 August 2014)

趙若華女士 Ms Chiu Yeuk Wah, Lillian

吳子樑先生 Mr Ng Tze Leung, Johnny

王志超先生 Mr Wong Chi Chiu

吳礎霞女士 Ms Ng Chor Ha, Brenda

黃寶卿女士 Ms Wong Bo Hing

蘇陽基先生 Mr So Yeung Kei, Samuel

(至二零一四年八月三十一日) (till 31 August 2014)

李雅琪女士 Ms Lee Nga Kee, Katie

高兆芳女士 Ms Ko Siu Fong, Doris

韓慕琮女士 Ms Hon Mo King, Joan

萬雪芬女士 Ms Man Suet Fan, Cathy

李小玲女士 Ms Lee Siu Ling, Safonia

陳潔儀女士 Ms Chan Kit Yee, Kitty

江國儀女士 Ms Kong Kwok Yee, Ivy

鍾嘉華女士 Ms Chung Ka Wah, Carol

黃磊亮先生 Mr Wong Lui Leong

梁豪華先生 Mr Leung Ho Wah, Daniel

曾潔容女士 Ms Tsang Kit Yung, Clara

伍慧嫻女士 Ms Ng Wai Han, Iris

吳翠萍女士 Ms Ng Tsui Ping, Bettina

(至二零一四年四月三十日) (till 30 April 2014)

余本鴻先生 Mr Yu Pun Hung

伍偉湛先生 Mr Ng Wai Cham, Raymond

黃麗婷女士 Ms Wong Lai Ting, Bridget

曾敏芳女士 Ms Tsang Man Fong, Joan

陳鳳琮女士 Ms Chan Fung King, Jessica

彭道華先生 Mr Pang To Wah, Wahly

鄭惠玲女士 Ms Cheng Wai Ling, Jaclyn

鄭雅芝女士 Ms Cheng Nga Chi, Elsa

何冠毅先生 Mr Ho Kwun Ngai, Leslie

郭義聰先生 Mr Kwok Yee Chung, Ivan

廖彩麟女士 Ms Liu Choi Lun, Karen

何景祥先生 Mr Ho King Cheung, Thomas

劉綺珮女士 Ms Lau Yee Pui, Jess

張卉翠女士 Ms Cheung Wai Chui, Haster

李婉明女士 Ms Li Yuen Ming, Fion

鄭佩珍女士 Ms Cheng Pui Chun, Amy

杜羨揚先生

曾藹欣女士

藍庭芳女士

黃霽欣女士

詹潔瑩女士

何震禹先生

夏雅筠女士

張健偉先生

陳志雄先生

唐麗丹女士

陳美琮女士

蘇嘉儀女士

陳立夫先生

洪雪霞女士

高保麟先生

阮秀盈女士

張淑薇女士

顧嘉慧女士

黎美霞女士

張俊聲先生

郭婉蓮女士

李紫芸女士

林逸貞女士

鄭逸琳女士

謝韻姿女士

(至二零一四年十二月三十一日) (till 31 December 2014)

葉慧蓉女士

林素娟女士

黃淑敏女士

曾家豪先生

蘇素芝女士

(至二零一五年一月三日) (till 3 January 2015)

侯志遠先生

何家肇先生

伍偉基先生

卓 敏女士

(至二零一五年一月八日)(till 8 January 2015)

劉卓儀女士

潘雄國先生

賴潔儀女士

黎佩珊女士

(至二零一四年八月十五日)(till 15 August 2014)

朱秀儀女士

李雅姿女士

李詠珊女士

(至二零一四年十月三十一日)(till 31 October 2014)

黎瑩瑩女士

張燕紅女士

林雅儀女士

周偉鴻先生

(由二零一四年五月七日起) (from 7 May 2014)

陳英偉先生

(由二零一四年六月一日起) (from 1 June 2014)

高淨華女士

(由二零一四年八月十五日起) (from 15 August 2014)

Mr To Shin Yeung, Simon

Ms Tsang Oi Yan, Christine

Ms Lam Ting Fong, Emil

Ms Wong Oi Yan, Winnie

Ms Jim Kit Ying, Crystal

Mr Ho Chun Yu, L

Ms Ha Ngar Kwan, Sandie

Mr Cheung Kin Wai, Kenny

Mr Chan Chi Hung, Frederick

Ms Tong Lai Tan

Ms Chan Mei King, Maggie

Ms So Ka Yi, Stephanie

Mr Chan Lap Fu, Eddie

Ms Hung Suet Ha, Joey

Mr Ko Po Lun, Bo

Ms Yuen Sau Ying, Fiona

Ms Cheung Shuk Mei, Hilda

Ms Ku Ka Wai, Joe

Ms Lai Mei Ha

Mr Cheung Chun Sing, Johnson

Ms Kwok Yuen Lin, Amy

Ms Li Tsz Wan, Vivian

Ms Lam Yat Ching, Kitty

Ms Cheng Yat Lam, Rosa

Ms Tse Wan Chi, Vincici

(至二零一四年十二月三十一日) (till 31 December 2014)

Ms Yip Wai Yung, Janice

Ms Lam So Kuen, Bonnie

Ms Wong Suk Man, Choc

Mr Tsang Ka Ho, Louis

Ms So So Chi, Cathy

(至二零一五年一月三日) (till 3 January 2015)

Mr Hou Che Yuen, Manfred

Mr Ho Ka Siu, Vincent

Mr Ng Wai Kei, Ricky

Ms Cheuk Man

Ms Lau Cheuk Yee, Daphne

Mr Poon Hung Kwok, Davis

Ms Lai Kit Yee, Katty

Ms Lai Pui Shan, Grace

(至二零一四年八月十五日)(till 15 August 2014)

Ms Chue Sau Yee, Amanda

Ms Li Nga Chi, Canji

Ms Lee Wing Shan

(至二零一四年十月三十一日)(till 31 October 2014)

Ms Lai Ying Ying, Louisa

Ms Cheong Yin Hung, Lesley

Ms Lam Ngar Yee, Catherine

Mr Chow Wai Hung, Gary

(由二零一四年五月七日起) (from 7 May 2014)

Mr Chan Ying Wai, Simon

(由二零一四年六月一日起) (from 1 June 2014)

Ms Ko Ching Wah, Venus

(由二零一四年八月十五日起) (from 15 August 2014)

何啟銘先生 Mr Ho Kai Ming

(由二零一四年九月一日起) (from 1 September 2014)

汪益之先生 Mr Wang Yick Chi, Eric

(由二零一四年九月一日起) (from 1 September 2014)

王瑞芳女士 Ms Wong Sui Fong, Kathy

(由二零一五年一月一日起) (from 1 January 2015)

李碧玉女士 Ms Lei Pek lok, Sherry

(由二零一五年一月二十六日起) (from 26 January 2015)

王力文先生 Mr Wong Lik Man

(由二零一五年二月二日起) (from 2 February 2015)

學前教育總校長及校長

Chief Principal and Principal, Pre-School Education

劉國嬌女士 Ms Lau Kwok Kiu

譚小文女士 Ms Tam Siu Man, Marina

甘榮美女士 Ms Kam Wing Mee, Theresa

朱雅麗女士 Ms Chu Nga Lai

(至二零一四年八月六日) (till 6 August 2014)

周意妙女士 Ms Chau Yee Miu

馮如意女士 Ms Fung Yu Yee

楊嘉儀女士 Ms Yeung Ka Yee, Karen

(至二零一四年八月十五日) (till 15 August 2014)

黎嘉賢女士 Ms Lai Ka Yin, Patty

林愛平女士 Ms Lam Oi Ping

彭佩詩女士 Ms Pang Pui Sze

許佩玲女士 Ms Hui Pui Ling

麥綺筠女士 Ms Mak Yi Kwan, Eva

(由二零一四年八月六日起) (from 6 August 2014)

關綺雯女士 Ms Kwan Yee Man

(由二零一四年八月十一日起) (from 11 August 2014)

Y Hospitality總監及總經理、副總經理及經理

Director and General Manager, Assistant General Manager, and Managerial staff,Y Hospitality

梁福文先生 Mr Leung Fook Man, Fred

宋家義先生 Mr Sung Ka Yee, Anthony

黃紹德先生 Mr Wong Siu Tak, Dickson

鄧偉雄先生 Mr Tang Wai Hung, Ken

曾勉恒先生 Mr Tsang Min Hang, Eric

方秋明先生 Mr Fong Chau Ming

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



策略發展方向 Strategic Development Direction



加強推動女青運動 Strengthening YWCA Movement

昔日本會由四位基督徒婦女創立，立志以實際行動服侍社會上有需要的群體。近九十五年後的今日，本會繼續秉承先賢推動女青藍三角運動—基督教、婦女及會員事工—的召命和承擔，確立以基督教信仰原則為全人培育的方向，推展由女性領導的婦女運動，並致力透過會員發展階梯，栽培具潛質的新進，造福社群。

Motivated and founded by four enthusiastic Christian ladies, Hong Kong YWCA is devoted to serve the needy for nearly 95 years. Being firmly rooted in Christian faith and subscribed to basis of promoting the all-round development of individuals, efforts have been made to crusade the YWCA Movement, namely Christian Ministry, Women Affairs and Membership Affairs, to nurture both members and volunteers, and to encourage the unleashing of talents for the benefits of the society.

一. 精益求精 整合女青運動

為加強聚焦女青運動及順應服務的發展趨勢，由跨部門代表組成之「女青運動聯席」，竭力策動藍三角運動之結合，並定時檢視全會方向及策略，以就資源及服務作出整全規劃。年內不僅著力於資源增值，以提升部門改組後之管理效能，而且著重以工作策劃為切入點，在服務中注入更多女青運動元素。

1. Strong Tradition of Excellence: Integration of YWCA Movement

In an effort to strengthen the Blue Triangle movement and keep abreast of service development, our inter-departmental task force has strived to better place YWCA to anticipate, plan, implement and review strategies in terms of effective resource allocation and service management. In the year past, the Association put strong emphasis on enhancing impact and operation effectiveness after departmental structuring as well as developing strategic plans for integrating YWCA Movement.



二. 加強果效 拓展跨部門協作

為充份發揮藍三角運動的協同效應，本會近年積極拓展跨部門事工之協作計劃。年度內，女青喜獲12個專業或婦女團體的鼎力支持，舉辦「第八屆香港傑出婦女義工選舉」，以嘉許婦女之社會參與；其後於「三八女青日」頒獎禮上，十位傑出婦女義工更與五區義工誓師，以「簡單·義」環保及扶貧為方向，在未來兩年共同支援1,000個弱勢家庭，藉此策動婦女領袖，凝聚義工力量，體現以服務為懷的基督精神，實為女青運動結連的又一成功例證。

三. 上下一心 傳承女青運動

機構一直致力於深化全會上下對女青運動之認知，以助董事、委員、同工認識及至認同女青運動的核心價值，從而建立團結契合的文化，成為一體去服務社會。年內，機構已舉辦第二屆「Y-Walker女青行者挑戰賽」城市歷奇活動，邀得董事、委員踴躍參與，一同以體驗形式重遊女青舊日的足跡，進一步傳承女青歷史及文化。此外，機構又為全會團隊提供指引支援及裝備培訓，先後草擬《女青運動指引》及發布《女青文物管理政策及指引》，以加深單位對女青運動的認知，進而更有效向會員、義工及服務受眾推廣女青運動。

2. Forging Partnership: Enhancement of Service Impact

To further step up the synergy of YWCA Movement, we have been placing great emphasis on seeding more new collaborations across multiple levels and ministries of the Association in recent years. During the year, with the staunch support of 12 professional and women organizations, the 8th Outstanding Young Women Volunteers Election was launched in appreciation of dedicated women volunteers. At the Award Presentation Ceremony on 8 March YWCA Day, 10 awardees and many other volunteers joined the Pledge Ceremony. Together they read out the oath aloud to show their passion to serve 1,000 underprivileged families in the next two years with "Simple·Easy" Volunteering as the service goal. This initiative demonstrates embodiments of Christian values in social services led by women leaders.

3. We are ONE: Promoting YWCA Movement

To enhance reaffirmation towards the mission of propelling YWCA movement, concerted efforts have been made to communicate the understanding and solicit support across multiple levels of the Association. For instance, our city adventure competition, the Second "Y-Walker Challenge", was held to motivate participating board members, committee members and staff to be familiar with the history and cultural heritage of our Association. In addition, "Y Movement Guideline" was drafted and "YWCA Heritage Management Policy" was announced to equip frontline staff with skills and knowledge necessary for promoting and strengthening YWCA Movement in term of service delivery.





建立服務效益評估機制 Establishing Service Impact Assessment Mechanism

本著基督之關愛精神，女青近百年來貫徹服務社群的信念，毋懼社會變遷，緊貼時代脈搏，不斷更新和發展多元化且優質的服務。為深入探討女青服務之成效，使能在有限的資源下訂出服務優次、整合資源，以達致更高的成本效益，本會自2013年起制定及全面應用一套服務效益評估工具，由此確保服務發展的方向符合機構目標。及至2014/15年踏入第二年，工具內容更加入服務使用者之滿意度評估，進一步反映服務效益之意義。

Inspired by God's call to serve the needy, Hong Kong YWCA is devoted to develop diverse and quality services to meet social changes and community needs for nearly a century. To ensure that the development direction of our services can meet organizational goals and reflect the needs of the community, the "Service Impact Assessment" (SIA) tool has been introduced since 2013 for identifying the potential impact of the Association's policies, services and functions on its service recipients. It helps set priorities and resource integration so as to achieve greater effectiveness. In 2014-15, measurement of users' satisfaction, as a new indicator of the SIA tool, was even adopted and considered to provide further meaningful reflections of service performance.

一. 優化工具 拉近各單位評估之準繩

在落實執行的進程中，單位繼續累積實踐經驗，一同優化效益評估工具。本年度服務效益評估仍以女青運動、社區需要、策略性目標、服務指標、競爭優勢及形象建立為六個服務效益指標，各服務單位在年初就其核心服務作出服務效益表現之基準分數評估，評定每項工作是高效益還是低效益之工作，繼而定出該些服務的「優化／縮減／重組／擴大」之工作策略，執行後再作年終評估。而本年度更釐定了各項服務指標的評分準則，使各單位之核心服務評估的標準差異收窄，有助於凝聚內部共識、清晰服務定位。

二. 成效顯著 為未來服務 策略提供參考

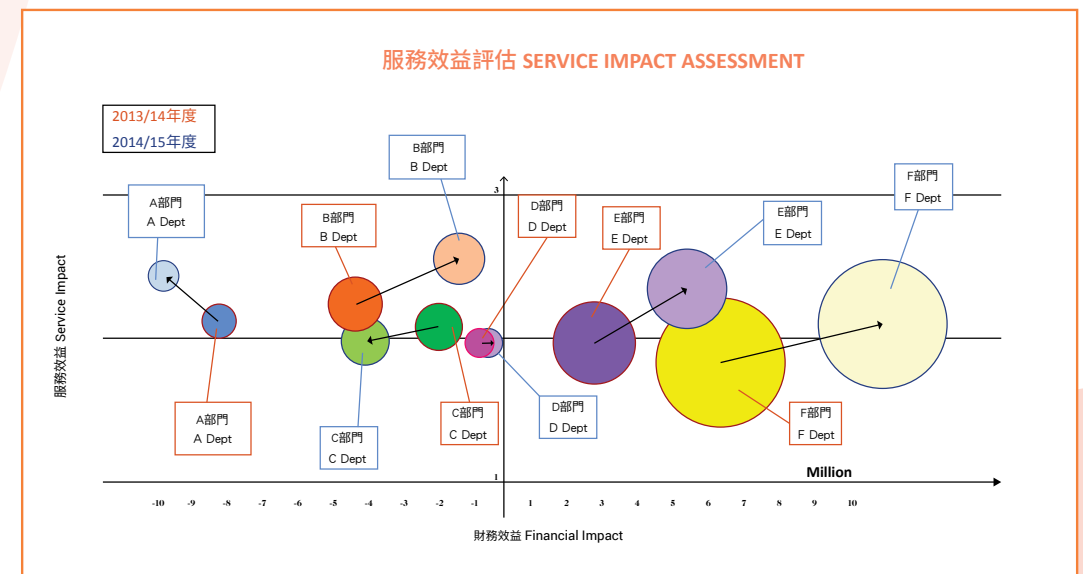
透過檢視評估結果，單位可更明確地構思、推行、優化及檢討服務。本年度共選定172項服務，進行服務效益評估，然後定下策略性行動方案，並作年終評估，顯示當中81%單位在服務效益的總平均分值得有所提升，90.5%單位則在財務效益方面有所提升，而服務使用者的服務整體滿意度更達88%，結果令人鼓舞。這些數據均反映本會優質服務之果效，不僅有利日後靈活調動資源，更能為未來發展服務策略提供有力的參照。

1. Aligning Assessment for Detailed Analysis

By contributing to the application of SIA and implementation of action plans, service units are able to enrich their experience and optimize the use of the SIA tool. Service performance are accessed across the six domains, namely YWCA Movement, social/community needs, strategic goals, FSA/PMMT, strengths/competitive advantage, and brand-building, along with the defining of core services of the year for each of our service units with rating at the outset for benchmarking, followed by action plans with post-implementation review to ensure impetus for service improvement and to assure progress of carrying our project enhancement/ reduction/ restructuring/ expansion. This year, effort has been made to narrow down the discrepancy in benchmarking amongst units by refining the marking scheme. Service positioning strategy could therefore be formulated through mutual understanding.

2. Extensive Reviewing Exercise for Sustainable Development

Through the process of SIA, our service units can be better informed for the planning, implementation, enhancement and review of future social services. During the year, strategic action plans for 172 services have been developed. The post-implementation review reflected that 81% and 90.5% of the participating units scored higher at the year-end in terms of their social and financial impact respectively, with an average of 88% satisfaction rating attained. The results were encouraging and these findings did provide insights for resources maximization and long-term service development and planning.





開拓公益業務 Developing Social Business

女青一直不甘人後，服務推陳出新，在近十多年間更銳意發展公益業務，開拓以人為本及重視生命價值的社會企業，從推動就業、文化傳承、長幼共融、活學人生等方面關注不同階層的需要，冀能立己立人，讓社會人士得以發揮所長，展開燦爛的人生。

All through the years, our Association has strived to improve and develop its services in order to meet the ever changing needs of the community. In the past decade, we have focused on developing people-oriented and high-impact social business so as to provide innovative solutions to manage complex social issues which include promoting employment, cultural heritage, intergenerational harmony, life-long learning, etc.

一. 規劃統籌 建立女青社企品牌

為全力統籌會內各項公益業務以及策劃對外拓展計劃，女青積極從資源規劃及品牌推廣著手。為此，女青於2013年成立了「公益業務拓展部」，專責統籌及策劃全會公益業務的發展，並致力開拓不同資源以優化現存業務的營運，以有效管理財務及人力資源，從而提高成本效益。此外，

1. Branding YWCA's Social Enterprises

The Association has actively developed its social business through resource mapping and brand promotion. To this end, the Social Business Development Department (SBDD) was established in 2013 to be responsible for the strategic development of new social business and enhancement of current operations for the whole Association. The development of its social enterprises, coupled with effective management of financial viability and human resources, has achieved high performance. Besides, in alignment with YWCA's brand image, each of our social enterprise initiatives are now renamed with

女青更為轄下之社企項目重新命名，以「Y」字連貫各個社企，並設計全新標誌，成功建立鮮明的「女青社企」的品牌形象、拓闊社企網絡，使公益業務得以持續發展。

二. 集結社會資本 填補服務空隙

女青的公益業務創前啟後，透過採用靈活多元及創新的時代手法，填補現有社會服務的空隙，以滿足不同服務需求，同時體現社會價值與創新。本會積極推動跨界別、跨部門的合作，滙聚各方資源，於過去兩年間，共有三個公益業務項目誕生——即促進銀齡健康的「Y Care 新創建青健坊」、關顧安老需要的「Y Silver Link 安居通」及實踐良心消費的「Y Delight 女青會員優惠坊」。女青將續以「拓展具潛力的公益業務」為焦點，推動商社協作，突破資源局限，由此加強服務彈性，迅速回應社會問題。

三. 優化業務 提升營運效益

女青持續優化現有的公益業務項目，力臻完善，致力提升業務的營運水平。由於女青社企有賴良好的商業策略和具效益的營運方式以達致盈利，通過市場機制來調動社會力量，把利益運用於改善社會條件之上，從中實踐社會關懷，建構更公平的資源分擔和繁榮共享的社會價值，故年內本會落實多個優化方案，如檢討及制定銷售及訂價策略、善用社交網絡及電子推廣平台、改善服務流程及監控，藉此提升現存業務的營運水平。

introduction of new brand designs so as to make our services more identifiable to the general public and to develop network so as to facilitate the growth of sustainable social business within YWCA.

2. Converge Social Capital to Meet Versatile Service Needs

In an endeavor to fill the service gap and meet with service needs, social enterprises of Hong Kong YWCA create social value and social innovation by adopting versatile and innovative approach. Over the past few years, we had collaborated and synergized with various sectors to develop new brand and launched new social business, including Y Care Day Care Centre for the Elderly, Y Silver Link Elderly Household Product Retail Store, and Y Delight Membership Welfare Shop. With the aim of developing potential social business, the Association has continued to drive collective impact through strong cross-sector partnerships to champion unmet social needs.

3. Operational Enhancement of Current Social Enterprises

Focusing on excellent service delivery, the Association is also devoted to enhance operational effectiveness of current social enterprises, through entrepreneurial strategies and management. As a result, additional revenue is generated where social values are also created. During the year, several enhancements had been implemented to achieve higher overall operational efficiency, which included review and deployment of various promotional strategies, active engagement with the social media, and streamlined procedures with quality control.





優化員工參與及管理 Enhancing Staff Engagement and Management

本會追古而傳承女青精神，惜今而重視「女青一家」，自創會以來，一向重視女青大家庭中每一員的個人發展，務使各人均得到造就，故年內推展式式俱備的項目，旨在營造「機構關心員工、員工關心機構」的氛圍，以建立員工歸屬感及良好的機構文化，進而推動團隊同心合一、盡職服務。

Founded on Christian love and mission, Hong Kong YWCA treats staff as its family members and highly values their personal development. The Association is committed to producing a caring and supportive working environment through a wide range of initiatives, which is conducive to the staff well-being, unity and employee engagement, and, thus, help build a strong commitment for service excellence.

一. 重視家庭健康 營造家庭友善環境

作為「家庭友善僱主」，女青力求為員工打造家庭友善的工作環境，本年度推出多項家庭友善新猷，例如：針對員工產後餵哺母乳之需要，會內單位均嘗試作出適當安排，包括特設「育嬰親子空間」；同時，又修訂物業管理部指引，以期日後

1. Care for Staff - Promoting Family Wellness

As a "family friendly employer", making the workplace family-friendly is essential for addressing our employees' needs to take care of their families. To support nursing mothers, "Breastfeeding Friendly Workplace" measures have been introduced. For instance, a lactation room has been set up in one of our service centre for employees on a trial basis. Furthermore, under the updated Facilities Management guideline, such facility shall also be considered in any new structure and major renovation. In addition to the entitlement of 5-day full-pay Paternity Leave and "Family Friendly Leave", upgraded outpatient medical benefits and pro-rata employee

單位進行大修工程時，能把有關設施納入考慮之列。此外，機構亦不斷優化現行的家庭友善政策，除五天全薪「男士侍產假」及「家庭友善假」外，更增加門診醫療補助、半職職位可按比例享有員工福利等措施，務以員工福祉為要。

女青又致力宣揚家庭健康的信息，鼓勵員工與家人盡享歡樂時光，培育健康家庭。年內，機構響應「國際家庭日」，特號召會內多個單位支持，在5月推出「吃。學。玩樂」同工優惠系列，包括到本會園景軒餐廳及Courtyard Café 可享餐飲折扣優惠、免費參加由家庭健康促進中心舉辦之育兒專家分享講座、以及專享梁紹榮度假村「開心樂活營」的日營優惠，藉此鼓勵員工享受天倫之樂，為家庭增值。

二. 全人關顧 促進員工身心社靈發展

家庭健康始於自我關顧，遂本會於年內頒發第三屆「健康達人獎」，鼓勵員工關注個人健康及生活平衡，並持續傳遞健康正能量。是屆共169位員工獲頒發獎狀、禮券，並獲邀出席「健康達人午餐會」。2014-15健康達人獎名單詳見後頁。

女青關注員工身體健康之餘，亦重視其心靈健康。因上年度新辦之「同心合一豐盛生活系列」課程口碑載道，故機構再接再厲，本年度先後舉辦「人生故事」專題講座，幫助員工及早規劃豐盛人生，以及特設兩場「九型人格知己知彼工作坊」，讓員工認識自我、盡展潛能。

女青著重員工之個人成長，希望使各人均能在工作內外的範疇獲得支援。為此，本會首度推行「女青人」友伴成長計劃，鼓勵職系內較資深的員工為年資較淺的同事提供個人及事業發展上的支援及指導，同時透過與友伴直接溝通和接觸，讓個人在價值觀上得到啟蒙，藉此促進員工全人發展及建立機構關愛互助文化。

benefits for part-time posts were also offered as new family friendly initiatives.

In line with the Association's advocacy of promoting family core values and to celebrate the International Day of Families, a fun-packed schedule of special events and activities was arranged in May to encourage togetherness among families. These included staff dining discount at our GVL restaurant and Courtyard Café, free enrollment to parenting education session, and discounted camping at our Sydney Leong Holiday Lodge.



2. Holistic Wellness Initiatives

Family wellness stresses the importance of self-care taken by individuals. Now in its third year, the "Health Master Award" has been launched to promote health and passion both in workplace and daily life by highlighting the importance of self-care as well as work-life balance. The Awards had been conferred to 169 staff and luncheon was then held to share tips for healthy living. For name list of 2014-15 Health Master Award, please refer to next page.

YWCA cites workforce body-mind-spirit health as its critical concern. Further to last year's life-planning programs which had been well received, a course themed "Your Life Story" was conducted, encouraging staff to create visions and action plans for their personal life. Besides, Workshops on the Nine Personality Types were held with the aim of deepening self-understanding and facilitating participating staff to unleash their potential.

The Association attaches great importance to the personal and professional development of and support to our staff members. In the year past, "YWCA Mentorship Program" was launched in an attempt to provide a mentoring contact and knowledge transfer from our experienced professionals to the next generation. Some of our experienced staff with an expertise who became associated with fellow social workers would provide support and advices in terms of personal development and career prospects. It is aimed that mentees can be inspired by their mentors' experiences and invaluable insights. This definitely helps cultivate a caring culture as well as promote mutual help.



2014/2015 健康達人名單
Name List of 2014-15 Health Master Award

同工姓名 單位/部門

關綺雯 安定幼兒學校
謝水蓮 安定幼兒學校
馮金英 安定幼兒學校
張楚平 安定幼兒學校
楊玉蘭 安定幼兒學校
區麗貞 安定幼兒學校
柳翠媚 宏恩幼稚園
陳肖娥 宏恩幼稚園
余碧芝 信望幼兒學校
馮麗娥 信望幼兒學校
譚嘉鈺 信望幼兒學校
丘蘭英 荃灣幼兒學校
黎偉明 彩雲幼兒學校
李毅堅 彩雲幼兒學校
陳結明 彩雲幼兒學校
戴慧琼 紹邦幼兒學校
馮如意 紹邦幼兒學校
周劍平 隆亨幼兒學校
彭佩詩 趙靄華幼兒學校
曾肖娟 趙靄華幼兒學校
關潤美 趙靄華幼兒學校
鄭瑞芬 趙靄華幼兒學校
陳楚文 趙靄華幼兒學校
周文娟 趙靄華幼兒學校
林凱欣 學前教育部辦事處
雷潔妍 學前教育部辦事處
譚小文 學前教育部辦事處
陳頌恩 學前教育部辦事處
陳麗欣 戴翰芬幼兒學校
鄧裕晴 戴翰芬幼兒學校
謝淑賢 管理層辦公室
黎秀玲 管理層辦公室
陸耀盈 資訊系統部
黃潔心 天水圍家庭健康促進中心
伍偉湛 家庭健康促進中心
劉健偉 基督教及會員事工部
林佩嫦 九龍城綜合家居照顧服務隊
黃頌 九龍城綜合家居照顧服務隊
洪子淇 九龍城綜合家居照顧服務隊
廖永豪 秀群松柏社區服務中心
潘定輝 秀群松柏社區服務中心
梁玉清 秀群松柏社區服務中心
何志浩 秀群松柏社區服務中心
刁鐸桓 明儒松柏社區服務中心
李潔貞 明儒松柏社區服務中心
謝順英 林護紀念松柏日間護理中心
梁美霞 林護紀念松柏日間護理中心
劉艷雯 林護紀念松柏日間護理中心
何卓凝 長青松柏中心
高兆芳 長青松柏中心
楊靄玲 深水埗綜合家居照顧服務隊
鄧淑貞 深水埗綜合家居照顧服務隊
關啟明 深水埗綜合家居照顧服務隊
李雪芬 深水埗綜合家居照顧服務隊
林美嬌 雲華護理安老苑
黃展濤 雲華護理安老苑
劉秀平 雲華護理安老苑

同工姓名 單位/部門

李秀琼 雲華護理安老苑
劉燕 雲華護理安老苑
熊仕蘭 雲華護理安老苑
王文芳 雲華護理安老苑
梁秀娟 雲華護理安老苑
謝團圓 雲華護理安老苑
黎美琪 雲華護理安老苑
柯如嬌 雲華護理安老苑
余淑玲 雲華護理安老苑
郭錦有 雲華護理安老苑
方國華 雲華護理安老苑
伍清鳳 雲華護理安老苑
廖秀芳 雲華護理安老苑
黃云清 雲華護理安老苑
李嘉豪 新創建青健坊(北區)
李麗芬 鄭傍卿護理安老苑
黃惠芳 鄭傍卿護理安老苑
李慧君 秘書室
焦嘉儀 九龍東持續教育中心
冼玉玲 九龍東持續教育中心
李雅琪 九龍東持續教育中心
方淑婉 職業發展及訓練中心
彭嘉琪 麗瑤社會服務處
叶慧麗 大澳文化生態綜合資源中心
江駿傑 大澳文化生態綜合資源中心
紀灝宏 大澳社區工作辦事處
陳惠珍 大澳社區工作辦事處
黃國禮 中西區及離島青年外展社會工作隊
黃潔慧 天水圍一站式就業及培訓中心
李子洋 天水圍綜合社會服務處
梅婉琪 天水圍綜合社會服務處
黃家傑 屯門綜合社會服務處
周健婷 屯門綜合社會服務處
陳偉源 屯門綜合社會服務處
仇建文 屯門綜合社會服務處
蔡玉蓮 屯門綜合社會服務處
鄭惠玲 屯門綜合社會服務處
胡皓琳 西環綜合社會服務處
林振年 西環綜合社會服務處
何冠毅 西環綜合社會服務處
郭義聰 西環綜合社會服務處
李學義 沙田綜合社會服務處
黃靄欣 沙田綜合社會服務處
鄭逸琳 青年就業資源中心(旺角)
張慧鳳 青年就業資源中心(葵芳)
李素蓉 青衣綜合社會服務處
殷麗霞 青衣綜合社會服務處
陳英偉 將軍澳綜合社會服務處
謝嘉雯 將軍澳綜合社會服務處
張活潮 將軍澳綜合社會服務處
李小玲 將軍澳綜合社會服務處
胡素卿 將軍澳綜合社會服務處
梁莹 梁紹榮度假村
梁秋蓮 深水埗綜合社會服務處
黃惠義 深水埗綜合社會服務處
吳翠萍 深水埗綜合社會服務處
胡嘉良 樂華綜合社會服務處

同工姓名 單位/部門

彭道華 樂華綜合社會服務處
陳檸玲 學校社會工作辦事處
周德強 龍翔綜合社會服務處
侯志遠 龍翔綜合社會服務處
李金好 龍翔綜合社會服務處
鍾嘉敏 龍翔綜合社會服務處
林優欽 龍翔綜合社會服務處
杜曉楠 觀龍樓社區工作辦事處
陳志雄 觀龍樓社區工作辦事處
袁壽林 物業管理部
利偉傑 物業管理部
郭錦榮 物業管理部
施偉昇 行政及採購部
黃家文 行政及採購部
LAO 女青活學中心
Eliseo B 公益業務拓展辦事處
方嘉敏 園景軒餐廳
顏巧英 人力資源部
梁慧敏 Y Hospitality
宋家義 峰景軒
黃紹德 海棠軒
何啟聰 海棠軒
林偉明 海棠軒
何世華 般咸軒
梁沛業 般咸軒
張秀儀 般咸軒
陳細玉 般咸軒
蔡淑華 園景軒
張添龍 園景軒
呂博能 園景軒
李文彥 園景軒
王小強 園景軒
恩自強 園景軒
陳寶珍 園景軒
梁惠玲 園景軒
黃惠玲 園景軒
方秋明 園景軒
庾壽華 園景軒
張春紅 秀群松柏社區服務中心
陳兆章 丘佐榮中學
張志誠 丘佐榮中學
趙穎儀 丘佐榮中學
周海倫 丘佐榮中學
黎耀林 丘佐榮中學
林常青 丘佐榮中學
林啟東 丘佐榮中學
羅永祥 丘佐榮中學
林麗萍 丘佐榮中學
鄧素娟 丘佐榮中學
杜煜偉 丘佐榮中學
唐偉傑 丘佐榮中學
黃錦兒 丘佐榮中學
黃潤棠 丘佐榮中學
陳榮基 丘佐榮中學
黃小華 丘佐榮中學
林錦珠 丘佐榮中學



三. 團隊協作互信
發揮同心合一精神

年青得以向受眾提供優質服務，實有賴全會上下對工作之熱忱及相互間之合作。就此，本會於本年度推出嶄新的團隊獎勵計劃，以「關係與協作」為目標，鼓勵跨單位／部門／地區之協作，透過善用不同服務部門優勢，發揮協同效應，以增強服務及財務效益，並促進協作經驗交流、資源共享，及達致更佳效率和效能，把基督的愛與關懷帶給社群。

團隊精神建基於溝通互信及交流接觸。因此，機構亦相當重視員工的參與和意見，於年內著力提供更多溝通平台，舉行逾10場地區「員工溝通會」，集思廣益，從而優化流程及追求卓越服務的效益。此外，本會更先後舉行「聖誕聯歡會」及「同工新春聯歡會」，讓員工能工餘時間聚首一堂，共慶佳節。

3. Consolidating Strength for Unity

Our quality service depends on motivated and committed employees who work hard for the betterment of the community. During the course of the year, emphasis was placed on engaging positive teamwork through a new team-based incentive scheme. By fostering teamwork and collaboration across different work units, departments and districts within the Association, advantage of expertise of different service departments could be taken and, thus, generated synergy. This has served to promote efficient communication and resource optimization, thus contributing to the delivery of the love of the Christ to our service recipient.

Considering that effective communication and mutual trust are fundamental, YWCA has continued to develop a close rapport with our staff by providing them with channels to express views and to make suggestions openly. For instance, over 10 Staff Communication Meetings had been arranged in different districts to facilitate constructive dialogue, whilst staff activities were well attended and received by many of our staff members during the Christmas and Chinese New Year times.



四. 忠誠服務 表揚盡心竭力之精神

女青服務香港逾90年，與這城市一起成長和發展，當中不少董事、委員及幹事與機構共同服務市民達數十載，見證了香港社會的演變與進步。他們對工作的投入及對本會的歸屬感，實為推動優質服務文化的重要因素，令本會能一直維持穩定的服務。為表揚這許多長期緊守崗位及熱誠服務的董事及員工，本會特設「忠誠服務獎」，藉此答謝他們默默地為會務發展作出的努力及貢獻，2015年獲獎者共80位，而得獎人數更有按年增加之勢。名單如下：

4. In Recognition of Dedicated Service

Hong Kong YWCA has been serving Hong Kong for over 90 years and has been developing and growing with this city. To accompany such a long history, many Board, Committee and staff members have witnessed the evolution and development of Hong Kong. Having a team of reliable and loyal members is one of the most important factors in delivery of our quality services. In appreciation of their exemplary contributions and dedication to the Association, 80 awardees were accorded the "Devoted Service Award 2015".

There were 1 Board Director with over 15 years service, 1 Board Director with over 10 years service, 2 staff with over 35 years service, 3 staff with over 30 years service, 10 staff with over 25 years service, 18 staff with over 20 years service, 23 staff with over 15 years service and 22 staff with over 10 years service. It is also encouraging that the number of awardees is on the rise.

2015年忠誠服務獎名單 Name List of 2015 Devoted Service Award (1/1/2015- 31/12/2015)

服務滿十五年之董事 梁慕清

服務滿十年之董事 高靜芝

服務滿三十五年之員工兩人 謝秀芳 劉國嬌

服務滿三十年之員工三人 潘廣輝 方妙珍 黃潤棠

服務滿二十五年之員工十人

李美嫦 馮如意 丘蘭英 謝淑賢 李雅琪 陳明儀
黃玉笑 陳兆輝 羅綺華 黃小華

服務滿二十年之員工共十八人

鄧金娥 龍愛詩 彭道華 徐麗勤 鄭惠玲 鄭雅芝
何冠毅 鄭楚華 凌少芝 陳結明 陳潔玲 鄭桂鳳
劉德祥 郭義聰 鍾潔貞 林秀琮 梁嘉麗 黃秀清

服務滿十五年之員工共二十三人

盧燕卿 陳國輝 羅鳳英 王國強 劉敏兒 黃寶珠 秦惠雲 洪雪霞 廖永豪 彭佩詩 鄒嘉儀 鄧楚恩 高保麟
左敏傑 阮秀盈 鄭麗麗 林平 張淑薇 陳錦雲 潘惠玲 陳玉冰 鄧青欣 林麗萍

服務滿十年之員工共二十二名

柳翠媚 李寧 吳杏梅 張秀儀 李麗芬 林逸貞 潘美琪 陳雅慈 李秀琮 曾曼綺 劉慧珊 湯秀梅 陳卓雯
馬鳳儀 李浩娜 洪秀忍 鍾鳳賢 許鵬 劉惠強 劉顯榮 羅永祥 唐偉傑



五. 價值認同 深化女青運動

女青運動為本會服務的核心價值，也是推動會務發展的基石。為提升員工對機構使命與價值的認同，進而在前線服務中彰顯女青運動的精神。年內，機構除舉辦第「Y-Walker 女青行者挑戰賽」外，又在「同工迎新會」上安排資深員工講解創會歷史及進程，並透過短片及遊戲，讓新入職員工體會女青獨特之處。此外，單位方面亦積極配合，集結力量及經驗，舉辦共45項具創意及趣味的體驗活動，讓前線員工也能認識機構文化。

5. Inheriting YWCA Core Values and Culture

As the core values of our services, YWCA Movement lays the solid foundation for sustainable development of the Association. In this regard, it is crucial that our team communicates the shared vision and common understanding of YWCA's mission and values, which are then integrated into frontline service delivery. In addition to Y-Walker Challenge, unique history and development of the Association had been introduced to all new recruits through interaction during the induction sessions. Furthermore, 45 interactive and innovative activities were also initiated at unit level to promote organization culture.



六. 追求卓越
建構人才資本

機構視員工為寶貴的資產，一直致力推行「以人為本」的人力資源政策，著重發掘員工才能及協助其發展所長，除了向員工提供在職培訓，更安排不同種類之知識及經驗分享會，以提升員工技能及知識，為女青未來之服務發展奠下鞏固基礎。

6. Thriving at Work: Enhancing Talent Management

The Association recognizes all its employees to be the most valuable resource. People-oriented human resources policy is therefore top of our agenda enabling employees to develop towards their full potential. We strive to foster a continuous learning culture and help our professional team keep abreast of service advancement.

全職同工人數統計 (截至2015年3月31日)
Distribution of Full-time Staff by Job Nature (As at 31 March 2015)

工作性質 Job Nature	同工人數 Number of Staff
社會工作 Social Work	301
醫護/輔導 (臨床心理學家、物理治療員、職業治療員、註冊護士、登記護士、保健員、物理治療技術助理、保健員助理) Medical care / Counseling (Clinical Psychologist, Physiotherapist, Occupational Therapist, Registered Nurse, Enrolled Nurse, Health Worker, Physiotherapy Technical Assistant, Health Worker Assistant)	46
行政管理 Executive Management	24
社會福利、公益業務及藍三角事工 (程序幹事、活動助理、服務助理、照顧員、營地導師、陪月員導師) Social Welfare, Social Business and YWCA Movement Program Secretary, Program Assistant, Service Assistant, Care Worker, Camp Instructor, Instructor (Post-natal Care Worker)	231
教育(校長、教師) Education (Principal, Teacher)	160
中央行政 Central Administration	51
行政助理及資訊系統支援 Administration Assistant and Information System Support	123
支援員工 (廚師、司機、技術員、庶務員) Supporting Staff(Cook, Driver, Technician, Workman)	140
酒店服務 Hotel & Residences	56
政府資助臨時職位 Government Funded Temporary Positions	53
合共 TOTAL:	1,185



- 海外會議 了解服務趨勢：
5位管理層及專業員工獲提名參加海外會議及研討會，舉辦地區包括澳洲、新加坡、中國及台灣，藉此擴闊視野，了解世界各地社會服務之最新發展及趨勢。
- 津貼培訓 鼓勵自我增值：
本會又按照各服務部門及員工發展的需要，善用員工培訓資源，每年每位員工均可享用全薪進修假及個人之進修津貼修讀培訓課程，使員工個人技能、能力、知識不斷提高。總結全會員工已享用之進修假為1,843節；進修津貼 \$375,071。
- 在職實習 考取專業資歷：
為協助及鼓勵員工繼續提升其專業資歷，員工可以上班時間及享有全薪工資修讀本地大學學位課程或進行會內實習，以滿足學科要求。5位員工成功獲資助修讀學士及碩士課程，以豐富工作經驗及閱歷。

- Overseas Exchanges:
The Association has sponsored 5 management staff to attend symposiums, exchange tours and exhibitions in the Mainland China, Taiwan, Singapore and Australia, etc. so as to keep current with the latest development in the field.
- Continuous Learning:
Based on the needs of various service departments and staff development, various resources are mobilized so that skills, traits and knowledge are captured, cultivated and developed for service excellence. During the year under review, 1,843 sessions of full-paid training leave and \$375,071 training subsidy had been offered.
- Professional qualification:
In our efforts to facilitate and encourage staff to continuously upgrade their professional qualification, the Association has allocated resources to subsidize staff to further their undergraduate studies locally or undergo fieldwork placements in our organization during their working hours with full pay. 5 staff were funded to enroll in undergraduate or postgraduate university programs, capturing new work experiences and exposure.





拓展資源以回應社會需要 Developing Resources to Meet Social Needs

作為全港歷史最悠久的婦女團體和服務多元化的社福機構，女青本年度銳意從不同角度強化機構品牌，期望透過公關策略及宣傳推廣，讓公眾更了解本會服務的獨特性，進而認識及使用本會以「生命的栽培」為宗旨的優質服務。近年，本會更積極拓展資源及合作網絡，以各式籌款計劃及活動，針對性地籌募資源，以迅速回應社會不同需要。

As the city's oldest women organization and a multi-service NGO, Hong Kong YWCA strives for the best to achieve higher visibility and better accessibility for our unique and quality services through public relations and promotion strategies to promote organizational branding and image. In recent years, the Association has endeavored to explore resources and develop network for our timely and sustainable services to meet emerging social needs, through expanding our fund-raising avenues to extend our reach and rolling out different innovative initiatives.



一. 「婦女情緒支援服務」 月捐計劃－針對婦女及 其家庭需要

因著創會以來對婦女服務的承擔，女青本年度推出了「婦女情緒支援服務」月捐計劃，希望藉此讓自資的婦女服務可得到更穩定的資源，以持續支援情緒受困擾的產婦、雙職或全職母親、面對婚姻逆境的婦女，助她們解開心結，重整生命。

二. 「生命栽培」樂捐計劃－ 支援社會不同階層人士 度過難關

女青服務除以婦女為本外，亦著重發展多元化服務，支援受眾在人生不同階段中遇到的困境。為此，女青亦推出了「生命栽培」樂捐計劃，為有特殊發展需要的基層幼兒、讀寫障礙學童、抑鬱症患者、面對婚姻逆境的婦女、認知障礙長者等籌款，讓不同的弱勢社群克服困境，重整生命。

三. 「生命樹」捐款計劃－ 發展「一站式綜合社會 服務匯點」

女青為回應家庭疏離、青年問題、人口老化等挑戰，並正為九龍會所復修計劃籌款，以發展嶄新的「一站式綜合社會服務匯點」，繼上年度推出「生命樹」捐款計劃後，女青本年度更為此捐款計劃推出網上捐款系統，進一步方便善長捐獻。



1. "Women's Support Services" Monthly Donation Scheme

Recognizing its long-standing commitment to care for women, the Association has launched the Monthly Donation Scheme to support self-financed women-based service. The regular monthly donation provides stable source of income to develop counseling service and emotional support for women with prenatal problems or marital adversity, and for working mothers and housewives with emotional disturbance.



2. "Enhancement of Life" Donation Campaign

Besides, YWCA is aspired to develop multifarious services to support service users facing challenges at different stages of life. The "Enhancement of Life" Donation Campaign has been carried out to obtain the public support for the benefits of the disadvantaged, which include young children with special educational needs or dyslexia, clients suffering from depression, women encountering marital problem, and elderly with dementia, etc.

3. "Tree of Life" Fundraising Appeal

In response to the deteriorating social problems such as estranged family relationship, youth unemployment and ageing population, "Tree of Life" Fundraising Appeal has been rolled out to support the Kowloon Centre Rehabilitation Project with the aim of establishing the territory-first "One-Stop Integrated Social Service Hub". To encourage giving, the Association stepped up its fund raising efforts by launching a new online donation system.





服務拓展 Service Development

作為一間與時並進的機構，本會致力拓展各項服務，為社群謀福祉。

As an organization keeping abreast of the times, Hong Kong YWCA strives to develop various kinds of social services for the betterment of the society.

一. 服務專業 備受社會認同

青年人是社會的重要棟樑。女青一向重視年青人的發展，為回應青年人對生涯規劃的需要，女青特別成立跨部門協作工作小組去探討形勢、分析需要及訂訂適切策略，並分工執行。同時，本會重視不同年齡層的服務受眾在不同人生歷程上的需要，因此為他們提供相關的人生規劃。由於服務成效理想，因此備受同業及社會的認同，更獲得外界邀請及基金支持，推出多個嶄新項目。

1. Public Recognition for Service Professionalism

Youth is an important element of the community. The Association always attaches great importance to nurturing the development of youths. In order to cope with the need of career planning for youth, a cross-departmental taskforce was formed to study the issue, analyze service need and formulate timely service strategy for implementation. Besides, relevant life planning programs were being offered to meet different needs in the life course of our service recipients. Due to satisfactory service results, we had gained recognition from the social service sector and the community and along with supports from various funds we had been invited by outside bodies to launch more innovative services.



• 生涯規劃

青年服務方面，面對青年人的前途發展及就業需要，本會於中學推廣「敢創我夢」生涯規劃，為學生、教師及家長提供專題工作坊；又舉辦金色學堂-安老服務業「其他學習經歷」，提倡敬老及長幼共融；僱員再培訓局委託本會舉辦「青年五月」，為中六離校生舉行大型星級講座、試讀班及面試技巧工作坊等，總參與人次為2,322；本會成功申辦由民政事務局資助之生涯規劃青年活動計劃，透過個人會面、工作坊、參觀及實習等，推廣生涯規劃至20間中學。項目於2015/16年正式展開。

• 長者學苑

長者服務方面，因應人口老化及讓長者得享豐盛晚年，本會長者持續教育中心及明儒松柏社區服務中心於2014年10月獲勞工及福利局長者學苑發展基金資助，分別成立港島區及九龍區長者學苑聯網。聯網主要服務及協調兩個區內各機構共逾五十間長者學苑及服務使用者，提供服務包括退休人士導師轉介及培訓、全港性長者學習活動、跨學苑協作計劃、長幼共融活動等，以彰顯老有所為、長幼共融的精神。



• Career Planning

Targeting the career development and employment needs of youth, "Dare to Dream" Career Planning Project was launched at secondary schools where a series of workshops with special topics were being offered to students, teachers and parents; "Golden Project for Future Elderly Carers" was launched to provide other learning experience in elderly care industry and promote intergenerational harmony; commissioned by Employees Retraining Board, "May for Youth" Program offered large-scale career talks, job tasting classes and interview workshops for S6 leavers and total attendance reached 2,322; funded by the Home Affairs Bureau's Funding Scheme for Youth Life Planning Activities, career planning programs for youth comprising individual interviews, workshops, visits and internship would be officially launched at 20 secondary schools during 2015/16.

• Elderly Academy

In response to ageing population and facilitate a fruitful later life for the elders, our Elderly Continuing Education Centre and Ming Yue District Elderly Community Centre had obtained funding from the Elderly Academy Development Foundation of the Labour and Welfare Bureau in October 2014, to respectively establish Hong Kong Island Academies Cluster and Kowloon Elder Academies Cluster to serve and coordinate a total of 50-odd elderly academies run by various agencies and their service users in the two districts. Services like referral and training of retired tutors, territory-wide elderly learning activities, collaborative projects among elderly academies and intergenerational activities etc. were offered to demonstrate the spirit of active ageing and inter-generational harmony.



• 賽馬會童夢之旅

家庭方面，本會家庭服務突破政府資助的局限，全力推展正向、預防性的家庭服務接近七年，透過進行研究及專業介入，突破服務框架，備受外界認同。承蒙香港賽馬會慈善信託基金認同本會對家庭健康的信念和支援基層家庭服務的願景，全力贊助本會家庭健康促進中心推行「賽馬會童夢之旅」計劃。此計劃針對深水埗及東涌區內基層兒童及其家庭，幫助他們燃點希望，透過多元化活動、親職課程及提供更多探索世界的機會，鼓勵孩子發掘夢想，認識自己的能力及潛質，建立正面形象、人生方向及目標。

• HKYWCA JC "Build Your Dream"

In family service, we were able to overcome the restraint of governmental grant and promote positive and preventive family services close to seven years. Through conducting researches, deployment of professional intervention and launch of innovative services, our family services had gained wide public recognition. Thanks to Hong Kong Jockey Club Charities Trust's full support, its recognition of our family wellness concept and its wish to support grass-rooted families, HKYWCA JC "Build Your Dream" Program was launched to offer diversified activities, parenting courses and opportunities for children to explore the world. It helped to ignite the hope of children and those underprivileged families in Shamshuipo and Tung Chung and helped children develop their potentials, establish positive self-image, life direction and life goal.



二. 盡顯優勢 持續拓展研發工作

本會重視服務的專業性，鼓勵同工將工作與理論結合，力求完善服務，使能提供卓越服務，並在工作中加入研究部份或與本地學院合作，又嘗試採用研發的角度去擴展優質服務。

• 「Infinity · HOPE」讀寫障礙兒童支援服務計劃

女青自2009年起推行HOPE四階段介入模式，期望能夠透過整全服務介入及跨專業協作，支援有讀寫困難的兒童及其家庭。

由2012年開始，本會更獲利希慎基金贊助，在全港六個地區推展「Infinity · HOPE」讀寫障礙兒童支援服務計劃，三年來共260名讀寫障礙兒童及其家庭受惠。

2. Researches Conducted to Demonstrate Service Strength

We stress the importance of service professionalism and encourage our staff to integrate theories in our services, include researches as part of their works or partner with local educational institutions for the sake of offering quality services. Besides, we also attempted to expand our quality services from a research perspective at its developmental stages.

• "Infinity · HOPE" Support Project for Children with Dyslexia

Since 2009, the Association had been implementing HOPE four-phase intervention mode, hoping to support children with dyslexia and their families through integrated service intervention and cross-disciplinary collaboration.

Starting from 2012, with fund from Lee Hysan Foundation, the Project had been expanded to six local districts in three-year time and a total of 260 dyslexic children and their families were benefited.



本會以循證為本的角度，設計、評估及持續提升計劃的服務成效，數據結果顯示社工、跨專業及伴讀義工的介入，有助提升兒童自信心及改善親子關係，並減低讀寫障礙程度。這三年間，本會積極整理實務經驗，研發針對學習中文字詞及加強專注力的訓練工具，並獲政府資訊科技總監辦公室支持，開發全港首個為讀寫困難學童而設的「HOPE 中文拆字遊戲」流動應用程式，讓學童可在家中自行進行訓練及溫習，提升其學習成效。

另外，本會藉進行調查研究，來了解社會最新概況及發展，並為日後工作規劃作部署。透過舉行發布會或分享會，與社會人士及業界分享調查成果及本會的建議，反映及揭示社會訴求及需要，同時亦為探索服務最新需求提供有力佐證。

By adopting evidence-based perspective in the design, evaluation and continuous service enhancement, the data revealed that the intervention of both social workers and pair-reading volunteers as well as cross-disciplinary intervention helped improve the self-confidence of dyslexic children and strengthened the parent-child relationship. It also helped reducing the severity level of dyslexic. In the past three years, effort was made to develop training tools for helping dyslexic children learn the structure of Chinese characters and improve concentration ability. With funding from the Office of Informational Technology of Hong Kong SAR, the Association had developed the territory-first "HOPE Chinese Character Game" Mobile App which assists dyslexic children to undergo training and revision at home by themselves and help improve their learning effectiveness in the long run.

Furthermore, we also conducted researches to grasp the latest societal statistics and its development and lay the preparation groundwork for future service planning. We also held press conference or sharing session to share with the community and the sector the research findings and our recommendations. Such research findings also served as impactful evidence for our assessing the latest service needs.

• 「公共交通工具讓座文化」調查

為回應未來人口老化，本會青年服務部進行大型「長者友善社區研究調查」，獲傳媒廣泛報導。各單位依據於2014年7月發布「長者友善社區研究調查」的建議，於地區進行多個長者友善社區實踐活動項目；本部長者義工組織「中央長者議會」更透過「公共交通工具讓座文化問卷調查」發布，喚起社會人士關注「長者企唔耐，讓座傳關愛」長者對讓座之需要，長者未能在搖擺不定交通工具上站立超過15分鐘。調查結果於2014年8月舉行發布會，成功吸引了逾40份報章及電子傳媒的報導，令更多社會人士關切長者日常生活需要。

• 「香港女士照鏡習慣及心態」調查

本會重視婦女的身心靈健康及福祉，年度內與Dove進行「香港女士照鏡習慣及心態」調查，檢視香港女性照鏡習慣與心態、探討自我形象及重新評估與鏡子的關係。調查結果與全球18個地區／國家之同類調查作比較，從502位年齡介乎18至64歲香港女性中，發現有6成香港女性出現逃避照鏡心態，而每年花在照鏡的時間則達218小時，可是這些時間卻為絕大部份女性帶來負面感受，造成精神健康危機。於調查後本會推行「Smile Back Campaign」系列活動，鼓勵大眾探索女性獨特的美及愛笑練習，提升女性自信美。

• Survey on Offering Seats on Public Transport

In response to ageing population, our Elderly Service Department had conducted a large-scale captioned survey and received wide media coverage. In July 2014, our elderly service units organized various elder-friendly community implementation programs based on the survey recommendations. Our elderly volunteer body, The Central Elderly Council, also made use of the survey findings to raise the public concern over the needs of offering seats for needy elders who could not tolerate standing inside moving public transports for more than 15 minutes. A press conference was held in August 2014 and attracted coverage of more than 40 newspapers and electronic media.

• Survey on the Habit of Looking at Oneself in the Mirror and the Mentality of Hong Kong Women

The well-being of women are one of our major concerns. During the year, we had teamed with Dove to conduct the captioned survey to discuss the issue of self-image and re-evaluate the relationship between oneself and the mirror. Compared with the findings of the same type of surveys conducted in other 18 districts/countries, it was found that among the 502 Hong Kong women respondents aged 18 to 64, about 60% respondents tended to avoid looking at the mirror. While a total 218 hours per year was spent on looking at the mirror, it mostly brought negative feelings and caused mental health peril.

As a follow-up, a series of "Smile Back Campaign" activities were organized to encourage the public to investigate the unique beauty of women and practice smiling exercise to boost women's self-confidence.





• 「初小學生與家長日常時間運用」調查

家庭健康促進中心於2014年12月舉行「初小學生與家長日常時間運用調查」新聞發布會。調查顯示，幾乎所有受訪學生在平日上學日子的「睡眠時間」和逾半數學生的平日「娛樂休息時間」都較國際標準的為低。另外，有四成家長在平日根本沒有與配偶的「二人世界時間」和「私人時間」。結果反映小學生及其家長的生活安排欠佳，而家庭健康、均衡的生活模式對孩子學習和成長都是十分重要；於發布會上家長受邀分享箇中的見解與出路。本會極力呼籲家長應重視孩子的情緒需要，妥善安排孩子遊戲、學習及休息時間；善用睡前最放鬆的時間作親子溝通，避免話題集中在學習上；以及善用孩子參與興趣班的時間，創造夫婦拍拖或私人的空間。



• “Research on Daily Time Management of Junior Form Pupils and their Parents”

The press conference of the captioned research was held by our Family Wellness Centre in December 2014. The research findings showed that the sleeping time on school days of nearly all pupil respondents and the daily rest time of over 50% of the respondents were less than the international standard. Also, 40% of parents did not have any “private time” and “spare time with their spouse”. It reflected that both pupils and their parents had poor time management. However, healthy family and balanced life style are crucial to the learning and development of a child. Hence, the Association strongly recommended that the parents be more attentive to the emotional needs of their children and they should wisely allocate the time slots for entertainment, learning and relaxation; to improve parent-child communication at bedtime by avoiding topic on learning; make use of the time while children were attending interest classes to create private time for oneself or spend time with their spouse.

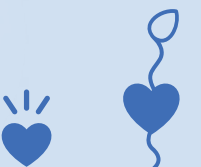
三. 實踐社企精神 釋放銀髮力量

香港長者人口日益龐大，長者服務發展潛力絕對不容忽視，而與長者相關的服務需求大幅增加，但由於社會資源匱乏，出現服務空隙。本會乃秉承「生命栽培」的服務宗旨，致力實踐社企精神，開發多項具社會價值的長者增值服務，其中包括「Y Silver Link 安居通」、「Y Fitness 躍動力」及「Y Care 青健坊」，以回應銀髮市場的需要。



3. Social Enterprises Established to Release Silver Power

In Hong Kong, the increasing elderly population brings potentialities in developing elderly services. However, there is a service gap resulting from growing service need and limited social resources. In order to uphold our service purpose of life enhancement and realize entrepreneurial spirit, the Association strives to develop various value-added elderly services enhanced with social values. Examples included “Y Silver Link Elderly Household Product Retail Store”, “Y Fitness” and “Y Care Day Care for the Elderly”.



• Y Silver Link 安居通 — 支持活躍到老 支援在家安老

有別於一般的復康及健康用品店，「Y Silver Link 安居通」主力提供各式各樣長者家居生活用品，並於社區內進行推廣教育，致力提升市民對長者家居安全的意識，讓長者產品變得普及。此外，安居通聘用長者擔任「長者優質生活顧問」，以長者的經驗及角度，為顧客介紹合適家居產品。安居通既讓活躍長者能夠發揮所長，亦讓體弱長者可以安享晚年，體現服務的雙重意義。Y Silver Link 首階段以女青現有單位網絡作為銷售點，於轄下其中三個長者服務單位開設銷售專櫃，另外亦將配合網上商店作為宣傳據點，既能建立一個低成本的營運模式及平台，亦發揮了各部門的潛能及效益。

• Y Silver Link Elderly Household Product Retail Store

To differentiate from generic rehabilitation and health product stores, "Y Silver Link Elderly Household Product Retail Store" ("Y Silver Link") mainly sells various kinds of elderly household products, promote communal education programs to increase product popularity and raise the awareness of the general public about home safety for the elderly. In addition, the elders have been hired as Elder Quality Living Consultant to use their own experience and perspective in introducing household products to customers. Through Y Silver Link, those active elders could utilize their talents while fragile ones could lead a quality life. At its initial stage, the YWCA unit network would serve as sales venue and sales counters had been set up at three elderly service units whereas the on-line store would be used as a promoting platform for low cost operation and achieve cost effectiveness.



• Y Fitness 躍動力—成就青年就業 發展健體事業

除了「Y Silver Link 安居通」，女青年會正籌備開辦一項具社會創新性的銀髮服務——「Y Fitness 躍動力」。「躍動力」是以嶄新的商業模式，開拓及營運長者體適能訓練服務，並發展成為一個新興行業，滿足銀髮市場龐大的服務需要。躍動力培訓一群有志從事此行業的青年人成為「專業長者體適能教練」，以外展形式於不同地區提供一系列專為長者設計的「體適能訓練課程」，課程有效改善長者的健康狀況，成就長者活躍晚年，並減輕他們對公營醫療服務的倚賴。計劃已獲得民政事務總署之「伙伴倡自強社區協作計劃」撥款，並獲得不同界別的合作伙伴支持。

• Y Care 青健坊(東區)(又一村)

配合社會福利署推出之「長者社區照顧服務券試驗計劃」，Y Care 青健坊(東區)及(又一村)，為身體機能受損及患有認知障礙症的長者提供日間照顧及社區支援服務，兩所中心均獲獎券基金批款購買11座位加3輪椅位之復康車及130萬元購買傢俱設備，以提升服務質素。

由於計劃乃以「錢跟人走」的模式推行，除提供康復及護理服務，亦增設按摩服務、家居物理治療服務及家居照顧服務等，讓護老者得到支援和培訓、護老壓力亦得以舒緩，長者也可以在社區得到全面照顧服務，得以社區安老。

• Y Fitness

"Y Fitness" is another innovative service to be developed by the Association where a new business model will be employed to explore and offer physical fitness training service to the elderly, and that it will be further developed into a new industry to meet with the tremendous service needs of the silver market. Youths showing keen interest in entering this industry will be trained up and become "elder fitness instructors" and shall teach a series of tailor-made fitness classes solely for the elderly at different districts using an outreach approach. Such classes could effectively improve the health condition of the elders, enabling them to remain energetic and depend less on public health service. The program has obtained funding from the "Enhancing Self-Reliance through District Partnership Program" of the Home Affairs Bureau and support from various sectors.

• Y Care Day Care Centre for the Elderly (Eastern District & Yau Yat Chuen)

In alignment with the Social Welfare Department's "Pilot Scheme on Community Care Service Voucher for the Elderly" ("The Scheme"), our two Y Care Day Care Centres for the Elderly at Eastern District and Yau Yat Chuen offer daytime care service and communal support to those elders with physical impairment or cognitive difficulties. Both centres received grant from the Lotteries Fund to procure two 14-seater (including 3 seat spaces specialized for wheel cars) rehabilitative buses and a sum of \$1.3 million to purchase furniture and equipment for the sake of service improvement.

The Scheme is implemented using the "money-follows-the-user" approach. Besides offering rehabilitative and caring service, services including message, domestic physiotherapeutic treatment and domestic care service would also be offered to render support and training to the caregivers to relieve the pressure of taking care of their elderly family members. It also allowed the elderly to receive comprehensive communal caring services and thus achieve active ageing in the community.



我們的成就 Our Remarkable Achievement

服務獎項 Service Awards

ERB就業服務獎、
傑出僱主年度大獎、
傑出僱主獎、
優異僱主獎、
優異學員獎

ERB Outstanding Award for Placement Service,
ERB Outstanding Award for Employers 2015,
ERB Outstanding Award for Employers,
ERB Merit Award for Employers,
ERB Merit Award for Retrainee

1. 於2015年1月24日舉行之「第七屆ERB人才發展計劃」頒獎禮，本會榮獲僱員再培訓局頒發「就業服務獎」。本會提名之僱主及學員亦分別獲得多個獎項：傑出僱主年度大獎（2間，全港3名）、傑出僱主獎（6間，全港14名）、優異僱主獎（5名）及優異學員獎（1名）。

At the ERB "Manpower Development Scheme" Award Presentation Ceremony held on 24 January 2015, the Association was awarded "ERB Outstanding Award for Placement Services", and our nominated employers and retrainees were also conferred the following awards: ERB Outstanding Award for Employers 2015 (2 out of 3 awardees in total), ERB Outstanding Award for Employers (6 out of 14 awardees in total), ERB Merit Award for Employers (5 awardees) and ERB Merit Award for Retrainee.



服務獎項 Service Awards

全港最佳「老有所為活動計劃」
一年計劃季軍獎
東區及灣仔地區最佳「老有所為活動計劃獎」

The Territory's One-year Best OEP Project-
2nd Runner-up
The Best Project in Eastern District and
Wan Chai

2. 明儒松柏社區服務中心舉辦之「家常樂愛長傳」計劃，榮獲社會福利署「2014-15老有所為活動計劃」全港最佳「老有所為活動計劃」一年計劃季軍獎及東區及灣仔地區最佳「老有所為活動計劃」獎。

"Happy Home and Lasting Love" Project launched by Ming Yue District Elderly Community Centre won The 2nd Runner up of the Territory's One-year Best Project and "The Best Project in Eastern District and Wanchai" in "The Opportunities for the Elderly Project 2014-15" organized by Social Welfare Department.



跨代義工獎 | The Intergenerational Volunteer Project

3. 樂華綜合社會服務處舉辦之活動計劃「耆玩」旅程，榮獲社會福利署「2014-15老有所為活動計劃」之「跨代義工獎」。

"Fun Journey for the Elderly" Project launched by Lok Wah Integrated Social Service Centre won "The Intergenerational Volunteer Project" in "The Opportunities for the Elderly Project 2014-15" organized by Social Welfare Department.



服務獎項 Service Awards

發揮長者潛能獎 | Exploring the Elders' Potential Awards

4. 鄭傍卿護理安老苑舉辦之活動計劃「家樂同頌流聲機」及蝴蝶灣綜合社會服務處之舉辦之活動計劃「花樣耆年·家愛相傳」，俱榮獲社會福利署「2014-15老有所為活動計劃」之分區「發揮長者潛能獎」。

"Memories of Family's Good Old Days" Project and "Spreading Love in Family" Project respectively launched by Cheng Pong Hing Care & Attention Home for the Elderly and Butterfly Bay Integrated Social Service Centre won the respective District "Exploring the Elders' Potential Award" in "The Opportunities for the Elderly Project 2014-15" organized by Social Welfare Department.



第八屆香港傑出婦女義工 | The 8th Hong Kong Women Volunteers

5. 龍翔綜合社會服務處義工麥家裕及沙田綜合社會服務處義工馬鳳鈿，獲選為第八屆香港傑出婦女義工。

Ms. Mak Ka Yu and Ms. Ma Fung Tin, volunteers from Lung Cheung and Shatin Integrated Social Service Centre respectively were elected as "The 8th Hong Kong Women Volunteers".



服務獎項 Service Awards

2014-15年度香港傑出青年義工 | Hong Kong Outstanding Youth Volunteers 2014-15

6. 龍翔綜合社會服務處義工黃震豪、葉芷琪及梁英杰，以及蝴蝶灣綜合社會服務處義工陳筠蓀，榮獲社會福利署推廣義工服務督導委員會頒發2014-15年度香港傑出青年義工。

Three volunteers of Lung Cheung Integrated Social Service Centre, namely Mr. Wong Chun Ho, Ms. Ip Tsz Ki and Mr. Leung Ying Kit, and Ms. Chan Kwan Kiu, a volunteer of Butterfly Bay Integrated Social Service Centre were awarded the "Hong Kong Outstanding Youth Volunteers 2014-15" from the Steering Committee on Promotion of Volunteer Services of the Social Welfare Department.



2014「敬老護老愛心券」慈善籌款運動 — 「機構最高籌款獎」亞軍

2014 Sales of "Care for the Elderly Charity Tickets" Best Fund Raiser Award – 1st Runner Up

7. 本會獲敬老護老愛心會頒發2014「敬老護老愛心券」慈善籌款運動 — 「機構最高籌款獎」亞軍，並連續七年問鼎三甲。

Hong Kong YWCA won the 2014 Sales of "Care for the Elderly Charity Tickets" Best Fund Raiser Award – 1st Runner Up and had won the top three positions for seven consecutive years.



我最喜愛展位 | My "Like" Exhibition Booth

8. 於社會服務聯會舉辦之「商界展關懷」社區伙伴合作展2015，本會展位獲選為「我最喜愛展位」，並連續三年獲此殊榮。

At the Caring Company Partnership Expo 2015 hosted by Hong Kong Council of Social Service, the Association's creative booth was the winner of My "Like" Exhibition Booth for three consecutive years.



服務獎項 Service Awards

社會資本動力獎 | Social Capital Builders Award

9. 本會秀群松柏社區服務中心之「北區護老城市建設計劃」，及長青松柏中心之「安樂窩笑呵呵」計劃，獲勞工及福利局社區投資共享基金頒發「社會資本動力獎」。

The "Constructing Age-Friendly City in North District" Project and the "Happy Home" Project respectively launched by Ellen Li District Elderly Community Centre and Cheung Ching Neighbourhood Elderly Centre were awarded the Social Capital Builders Award from Community Investment & Inclusion Fund of Labour and Welfare Bureau.



「無障礙網頁嘉許計劃」金獎 | Web Accessibility Recognition Scheme - Gold Award

10. 由政府資訊科技總監辦公室及平等機會委員會合辦之「無障礙網頁嘉許計劃」頒獎禮，於2015年4月13日舉行，本會為有讀寫困難學童而研發的全港首個流動應用程式「HOPE中文拆字遊戲」，奪得流動應用程式組別金獎。

Co-organized by the Office of the Government Chief Information Officer and Equal Opportunities Commission, the Web Accessibility Recognition Scheme Awards Ceremony 2015 was held on 13 April 2015. The Association's "HOPE Chinese Character Game", the territory-first Mobile App developed for dyslexia children won the Gold Award (Mobile Application Stream).



基督教女青年會丘佐榮中學學生獎項 | Awards won by Students of the Y.W.C.A. Hioe Tjo Yoeng College (HTYC)

11. 基督教女青年會丘佐榮中學學生隊伍勇奪2014-15年度YMCA傲翔新世代全方位青年領袖訓練計劃冠軍，是該校第六次取得冠軍；中四學生黃梓濤於香港電腦應用程式設計比賽「學生專題習作比賽」取得亞軍；中二學生邵均俊奪得渣打香港馬拉松少年跑2015冠軍。

The HTYC team won Championship in YMCA Youth Leadership Development Award Scheme 2014-15 for the 6th time. S.4 student Wong Tsz Ying won 1st Runner-up (Senior) in Computer App Programming (CAP) 2015 -- Student Projects and S.2 student Chiu Wan Chun won Championship in the Standard Chartered Hong Kong Marathon Youth Dash 2015.



出色表現廣受認同 Recognition for Service Excellence

1. 本會天水圍一站式就業及培訓中心完成第二期營運合約後，由於服務表現理想，成功獲勞工處批出第三期營運合約，繼續提供服務兩年。

Our Tin Shui Wai One-stop Employment and Training Centre has been awarded a third term contract by the Labour Department to offer service for two more years after expiration of its second term contract with satisfactory service performance.

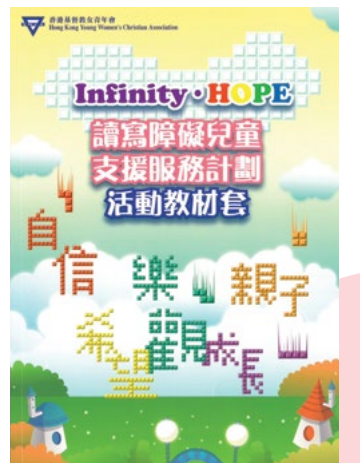


2. 本會陪月一站完成首個營運合約後，由於服務表現理想，獲僱員再培訓局批出第二期營運合約，繼續提供服務十八個月。

Due to its satisfactory service performance, our "Smart Baby Care Centre" has been awarded a second term contract by the Employees Retraining Board to offer service for another eighteen months after completion of its first term contract.

3. 本會多項創新性服務計劃，喜獲不同界別團體撥款贊助推行，包括香港賽馬會慈善信託基金、長者學苑發展基金委員會、李國賢兒童基金、利希慎基金、僱員再培訓局、政府資訊科技總監辦公室、領展資產管理有限公司及嘉里控股有限公司等，贊助金額逾一千萬元。

Several of our innovative service projects had been granted sponsorship of over 10 million dollars in total from various bodies of different sectors, including Hong Kong Jockey Club Charities Trust, Elderly Academy Development Foundation, Simon K.Y. Lee Foundation, Lee Hysan Foundation, Employees Retraining Board, the Office of the Government Chief Information Officer, Link Asset Management Limited and Kerry Holdings Limited, etc.



出色表現廣受認同 Recognition for Service Excellence



5. 由香港社會企業總會及社企民間高峰會籌辦之「香港社企優秀員工嘉許計劃2014」嘉許禮於2014年10月14日舉行，本會五位同工接受嘉許，包括：陳國昌(Y Serenity 青心坊)、顏巧英 (Y Garden View Lounge 園景軒餐廳)、潘建裕 (Y Silver Link 安居通長者家居用品店)、沈珊珊 (Y Care女青新創建青健坊(北區)長者日間護理中心)及葉慧麗(Y Ecotour 大澳文化生態綜合資源中心)。

Co-organized by the Hong Kong General Chamber of Social Enterprises and the Social Enterprise Summit, the Hong Kong Social Enterprise Outstanding Employee Recognition Ceremony 2014 was held on 14 October 2014. Our five employees were commended for their excellent work performance. They were Mr. Chan Kwok Cheong (Y Serenity Wellness and Massage Centre), Ms. Ngan Hau Ying (Y Garden View Lounge), Mr. Poon Kin Yee (Y Silver Link Elderly Household Product Retail Store), Ms. Shen Shan Shan (NWS Y Care Day Care Centre for the Elderly (North District)) and Ms. Yip Wai Lai (Y Ecotour Tai O Cultural and Ecological Integrated Resource Centre).

4. 2014-15財政年度僱員再培訓局突擊巡查本會再培訓中心3次，整體評級為「B(優異)」；本會於2014-15「綜合性周年審計系統」實地審計，並再次獲評為第一組，連續六年獲最佳評級。

During the fiscal year of 2014-15, our retraining services scored grade B (Merit) in the Surprise Class Inspection Overall Evaluation after the Employees Retraining Board conducted 3 surprise class inspections to our retraining service centres. We also scored "Band 1" ranking again at the "2014-15 Comprehensive Annual Audit System", which was the best ranking for six consecutive years.



出色表現廣受認同 Recognition for Service Excellence



7. 2014年11月，本會總幹事楊建霞接受《媽咪快報》訪問，主題為親子育兒之道，同年12月接受香港社會服務聯會轄下刊物《社情》訪問，分享社會企業的發展模式和策略；2015年1月接受網上電台HK FEEL訪問，分享女青如何回應人口老化，及發展以青年人為本的生涯規劃服務，並介紹社企及自資服務的發展模式；同月又接受新城知訊台《女當家男當家》訪問，分享女青未來在老人及青年服務上的發展計劃。

In November 2014, Ms. Yeung Kin Ha, our Chief Executive was interviewed by *Mommy's Express Weekly* to share her experience on parenting. Later in December 2014, she was interviewed by *Scenario*, a quarterly magazine of Hong Kong Council of Social Service, to share her views on the development mode and strategies of social enterprises. In January 2015, she also shared the Hong Kong YWCA's strategy on coping with the ageing population, our developing of career planning service for youth and introduced the growth model of social enterprises and self-financed services during an interview with HK FEEL, an online radio station. Besides, Ms. Yeung talked about the HKYWCA's future development on both elderly and youth services during an interview with the METROINFO.

6. 深水埗綜合社會服務處單位主任阮秀盈，因積極參與地區事務，獲民政事務局局長頒發嘉許狀。

Ms. Fiona Yuen, Centre-in-charge of Sham Shui Po Integrated Social Service Centre has been conferred Certificate of Commendation by Director of Home Affairs for her active participation in communal affairs.



服務簡報 Service Report in Brief





基督教及會員事工 Christian Ministry and Membership

本會乃由一群熱心的基督徒婦女義工，以基督精神和基督教真理建立的團體。成立初期，基督教事工一直融合在本會不同事工中，透過舉辦各類福音性事工，致力向會員、義工及同工傳揚基督教信仰及價值觀，促進其人格健康成長，藉以表達本會栽培豐盛生命的熱忱。

在發展基督教事工的同時，本會積極透過各部門及單位招募會員，讓認同本會服務宗旨的人士加入成為女青一分子，鼓勵他們以義工身份參與開拓及策劃各項事工服務，發揮所長，貢獻社群，而其個人生命同樣得著造就、成長和發展。

由2013年起，本會將基督教事工部及會員事工部合併為一，加強女青運動的整合，以配合本會長遠發展。本部聯同其他部門全年提供服務達172,726人次；全會會員人數達33,784人，義工人數共12,298人，義工服務時數達282,783小時。

Hong Kong YWCA was established by a group of devoted Christian women volunteers based on the spirit of Christ and biblical truth. During its formative years, Christian ministry had been infiltrated in all our services in the form of various kinds of evangelical programs organized for our members, volunteers and staff, with the aim to preach the Christian belief and Christian values and foster healthy character development. All these had shown our dedication in nurturing life enhancement.

Through developing our Christian ministry and active participation of various departments and service units, the general public are encouraged to become members of the Y. Any person concurring with the purpose of the Hong Kong YWCA is eligible to join initially as a member of the YWCA family and eventually participate, as a volunteer, in developing and planning of YWCA volunteer works of various levels so that one's skills and experience could be utilized to make contributions to the society. It is hoped that by participating in Y's affairs, the life of our members will also be nurtured, enriched and developed.

To strengthen the integration of the YWCA Movement, the Christian Ministry Department and Membership Affairs Department were merged and the "Christian Ministry and Membership Department" ("CMMD") had been established since January 2013. With collaboration from other departments/service units, the CMMD's total service attendance reached 172,726; total membership reached 33,784 and total number of volunteers was 12,298. Total number of volunteers' service hours reached 282,783 hours.

一. 推動基督教事工 發揚女青精神

加強靈性培育 傳遞女青使命

舉行全會性活動如創會日祈禱會、「董事、委員、幹事祈禱會」及感恩節崇拜，藉著感恩、禱告及反思，培育董事、委員及同工的靈命成長，宣揚基督教價值文化，傳遞以基督教信仰為根基的服務使命。

1. Promoting Christian Ministry and the Spirit of YWCA

Strengthening Spiritual Care to Pass on the YWCA Mission

Programs including Foundation Day Prayer Meeting, Prayer Meeting for Board Members, Committee Members and staff, and Thanksgiving Celebration were organized to take care of the spiritual needs of Board Members, Committee Members and staff; and through thanksgiving, prayer and reflection, to promote Christian culture and values and pass on our service mission based on Christian belief.



動員Y-Fire生命大使 承擔同工職場召命

由2014起，本會招募基督徒同工58人擔任「Y-Fire生命大使」，發揮職場事奉力量，在工作及社區中推動基督教的價值觀，又於會內大型福音聚會中擔任敬拜隊、祈禱隊、陪談員及分享職場見證，努力傳揚福音。

訓練基督精兵 拓展社區福音事工

積極與地區教會及團體合作，拓展福音事工，其中包括：舉辦第一屆「Y-Alive青少年領袖訓練」，透過提供基督教社會服務及社區服侍實習體驗，培育年輕信徒成為關心社會及具使命感的屬靈領袖；與香港基督教協進會婦女事工小組合辦「愛@綠色」講座及工作坊，鼓勵基督徒婦女推動環保，於生活中實踐聖經真理；本會擔當「社會與教會」的橋樑，夥同十一間教會與服務單位組成「伙伴教會」，有策略地發展地區福音工作。

Mobilizing "Y-Fire Ambassadors" to Fulfil Evangelical Vocation at Workplace

Starting from 2014, 58 staff had been appointed as "Y-Fire Ambassadors" to promote the Christian values at workplace and in the communities. They also preached the gospels by serving as members of worship team, prayer team, follow up after evangelical rallies and shared testimony at workplace with non-believers.

Developing Gospel Volunteers for District Gospel Ministry

Local churches and voluntary organizations were engaged to explore gospel ministry, including hosting the "1st Y-Alive Youth Leadership Training" to train up young believers as spiritual leaders with mission and care for the community. They were further equipped with sharing on actual serving experience embodied with Christianity element; cohosting a "Love @ Green" seminar and workshop with Women Ministry Group of Hong Kong Christian Council to encourage Christian women to live out the Biblical truth in their daily life by promoting environmental protection; CMMD serves as a bridge between community and church by strategically forming "partner churches" with eleven churches and service units for the sake of developing district gospel ministry.



二. 著重會員培育 推動會員運動前進

會員栽培及義工發展乃一脈相承，透過發展義工運動，促進會員人格健康成長，而會員透過加入委員會工作，參與制訂服務發展，為本會注入新血，使女青運動生生不息，常保活力，薪火相傳。

本著基督教「人人平等」的信念，會員皆有機會通過選舉，晉身機構決策層。本會董事皆由選舉會員循選舉投票選出。為協助選舉會員作出明智抉擇，本會舉辦候選董事茶座及出版《選舉專訊》，以達致選任賢能的目標。

三. 發展義工運動 展示義工力量

榮譽義工評審

為表揚優秀義工的努力及貢獻，本會特設有榮譽義工(本會最高義工榮譽)評選。經評審後，共十一位候選人獲選為新一屆榮譽義工。

2. Nurturing Members to Forward the Membership Movement

There is an interrelation between the nurturing of members and volunteer development. Through participating in YWCA volunteer works, our members not only serve the community but also experience holistic personal growth. In addition, their participating in leading the committee affairs and formulating service development helps bring new blood to the Association and keeps the YWCA movement forever young and vibrant through generations.

Stemmed from the conviction of "everyone is equal", our members could join the decision-making body (the Board) through election process. Directors of Hong Kong YWCA are elected by casting votes among our voting members. During the year, in order to elect candidates with high caliber, a tea gathering for Board of Directors' candidates and voting members was held and issues of "Election Express" were published before the election took place.

3. Developing the Volunteerism to Unleash the Power of Volunteer

Honorary Volunteers Selection

As a gesture to commend our outstanding volunteers for their dedication and contributions, the Association had organized the Honorary Volunteers (the highest honors for YWCA volunteers) Selection. This year, 11 candidates were selected and awarded as our Honorary Volunteers.



義工展現才華

響應『國際義工日』，以「承擔盛載，齊放義彩」作為94屆周年大會暨新董事就職典禮及年會聚餐主題，並由各單位義工負責表演環節，盡顯義工才華，展示義工力量。

「簡單·義」義工計劃

於全會層面推行「簡單·義」義工計劃，由今屆十位「香港傑出婦女義工」得獎者與本會義工攜手推動，在全港五區推行以環保及扶貧為目標的義務工作，支援約五千戶弱勢家庭，包括低收入家庭、新來港家庭、劏房戶或露宿者、獨居長者及有特殊學習需要學童家庭，表達對社區的關愛。於2015年3月7日舉行了「簡單·義」啟動禮。

知識型婦女義工網絡

本會有意建立知識型婦女義工網絡，以凝聚一班專才女性，鼓勵其發揮個人才能及恩賜，服侍有需要的群體，於2015年3月舉辦「知識型婦女義工網絡」工作坊，邀請有組織知識型義工的人士擔任嘉賓分享相關經驗，並設分組討論分析本會推動知識型義工的機遇及方法。

Talent Show

Volunteers from various service centres had demonstrated their talents and potentials during an exciting talent show at the 94th Annual General Meeting cum Inauguration Ceremony of Board of Directors and the Annual Dinner, under the theme of "Committing to Serve and demonstrating the Force of Volunteers", an echo to the Year of International Volunteerism.

"Simple · Easy" Volunteering Scheme

The Scheme was implemented at various level of the Association. On top of this, 10 outstanding Hong Kong Women Volunteers joined hands with our volunteers to launch volunteering services in five districts, to promote environmental protection and poverty alleviation. It was targeted to offer assistance to 5,000 underprivileged families including low income families, new arrivals families, families living at partition homes or homeless persons, live-alone elders and families with children with special educational needs, so as to express our care and love to the community. The kick-off ceremony was held on 7 March 2015.

Knowledge-Based Women Volunteer Network

Driven by the needs to establish a knowledge-based women volunteer network where a group of women with professional skills could be encouraged to make use of their talents to serve the needy communities, a workshop was held in March 2015 and guests were invited to share their relevant experience in organizing knowledge-based volunteers. On the occasion, group discussions were held to analyze the opportunities and ways of promoting such network.



四. 關顧同工靈命需要 增強同工對女青運動的 認識

新同工信仰面談及入職迎新會

早於2005年開始，本部已為新入職同工設立信仰面談，透過關懷分享，關顧他們的靈命需要；今年的入職迎新會更播放《女青運動短片》，讓到職同工認識到女青運動的意義及發展，增強對機構的歸屬感。

第二屆 Y-Walker女青行者挑戰賽

女青運動為本會服務的核心價值，也是推動會務發展的基石。藉著舉辦第二屆「Y-Walker女青行者挑戰賽」城市歷奇活動，讓同工透過「身體力行」，以「行動」去認識女青，加強同工對機構使命與價值的認同，進而在前線服務中彰顯女青運動的精神。



4. Addressing the Staff's Spiritual Needs and their Understanding of the Y Movement

Orientation for Newly Recruited Staff

Started as early as 2005, the Department had arranged orientation sessions with all newly recruited staff to understand their spiritual needs. This year, a short film on YWCA Movement was broadcasted to enhance the staff's understanding of the meaning and development of the YWCA Movement which had also strengthened their sense of belongings towards the Association.

The 2nd Y-Walker Challenge

The YWCA Movement is the core value of our services and the foundation of our service development. The 2nd Y-Walker Challenge was held to strengthen staff's recognition of the mission and values of the Association to facilitate their upholding of the spirit of YWCA Movement in their frontline service.



5. Awards

The Association had won the SWD's "Highest Service Hours Award (Public Organizations) – Merit" for eight consecutive years. Besides, two volunteers of our Hotline service Mr. Yip Chung Pak and Ms. Li Kar Kwan were conferred "30 years Long Service Award" and "20 years Long Service Award" respectively.

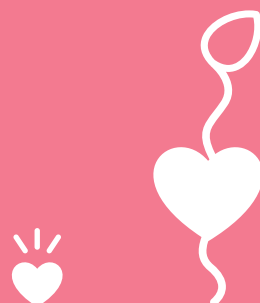




婦女及家庭事工 Woman and Family Affairs

女青自1920年代已相當重視婦女需要，由提供識字教育、培訓就業，以至於關注婦女權益、兩性平等、家庭支援等，均不遺餘力。婦女事工部尤致力於從女性角度及成長需要，按時代變遷適時提供以「婦女為本」的全方位服務，透過強化家庭及支援系統，豐富她們的生命，發揮女性潛能、貢獻社會。本部於年內聯同539位義工，提供服務達92,376人次。

Recognizing its long-standing and mission-driven commitment, Hong Kong YWCA endeavors to address to the needs of women: from literacy classes and vocational training to advocacy of women rights and gender equality, etc. Through all the years, the Women Affairs Department has strived to foster holistic development of women by offering a wide spectrum of woman-centered services and strengthening the family support system, with the aim of facilitating women to play their role to the greatest potential in families and the community. Besides, in collaboration with 539 volunteers, services coordinated by the Department reached 92,376 recipients.



一. 累積服務智慧 創出服務新里程

「女青輔導熱線三十周年」— 熱線義工風雨同路

三十年前，本會體察到社會中情緒支援服務的需求很大，洞悉及早提供情緒支援，能對其個人及家庭有很大之幫助，故本會自資設立了熱線輔導服務。三十年來，一班熱心且具質素的義工，無間斷地為市民提供及時的情緒支援。在30周年慶祝活動上，來自15間不同機構的業界同工及義工，參與了熱線助人者工作坊「你我連於一線，成為彼此生命的祝福」。同日晚上舉行慶祝晚宴，透過歷任同工分享帶動參加者回顧30年的熱線服務演變。

1. A Rich Service Experience

Unique Hotline Counseling Service for 30 Years

In response to people's increasing need for counseling, a hotline was set up to serve those in need of immediate emotional support 30 years ago. The dedicated volunteer team of the hotline counseling service has never slowed down its pace in serving the needy. A sharing workshop, which was well attended by practitioners and volunteers from 15 agencies, followed by the celebration dinner were held to mark the 30th anniversary of our hotline service.



「同行十五載」－ 婚姻逆境服務實踐婦女互助

近年離婚數字一直上升，本部由1997年已開展單親服務，累積了十五年服務經驗，由服務使用者組成的自強同學會舉行「同行十五載」分享會暨聚餐，邀得藝人胡美儀女士分享面對逆境的心得。節目還包括兩位《「五味人生」分享集》主角親身分享其成長經歷，《「演亮人生」》話劇組真情演繹單親路的心路歷程，《「舞出真我」》跳舞組則透過舞蹈分享她們蛻變的喜悅和自信，程序組負責司儀工作、帶領遊戲、製作心意小禮物、顧問紀念品等，讓不同組員之潛能得以發揮和貢獻。未來，自強同學會將繼續與律師、藝術工作者、中醫等組成之顧問團隊，結連企業伙伴，全面關顧婚姻逆境婦女需要。

Support Network for Women in Adversity for 15 Years

Under the context of increasing divorce rate observed in Hong Kong, needs of divorced women has become a great social concern. As such, the Department had embarked upon the support service to women in the face of marital adversities since 1997. At the 15th anniversary dinner, our Single Parent Self-Help Group had invited artist Ms. Wu Mei Yee Amy to share her uplifting life story. Meanwhile, every member of the self-help group got involved and played a role in this event where they could realize their potential and make a contribution. In the years ahead, our Self-Help Group shall continue to work with the team of consultants (made up of lawyers, artists, and Chinese medical doctors, etc.) and corporate partners to cater the needs of women to better manage life transitions and cope with marital problems.



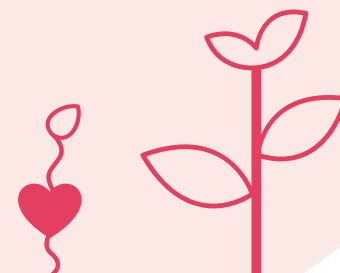
二. 發揮婦女潛能 助婦女投身社會

「沿途有您」演藝之夜－ 展現婦女潛能

婦女服務並非主流之社會福利服務，婦女需要經常被忽略。本部一直動員部門內各會員、義工及服務對象，透過演藝平台，與社區連繫，幫助婦女發掘自身價值及發揮潛能。本年度「沿途有您」演藝之夜於跑馬地禮頓山社區會堂內舉行，以金曲和舞蹈等為「產後電話慰問服務計劃」籌募善款。當晚表演項目達33項，表演者及義工達102人，出席人數共295人。在大家積極的參與和全力的支持下，扣除支出，共籌得款項逾12萬元。

「慧悅女性」計劃－ 助婦女踏進職場

婦女就業乃勞動市場未來發展中不容忽視的一環，為此，本部連續第三年獲婦女事務委員會「婦女發展資助計劃」撥款資助，舉辦與女性就業有關的活動。「慧悅女性」工作坊幫助參加者檢視個人、社會及就業狀況，加強個人能力，為工作或預備工作作出適度調適，助其投入勞動市場，主題包括生涯規劃、身心健康、九型人格及人際關係。「慧悅人生社區日」於沙田第一城舉行，活動包括「現今婦女就業困難及權益」講座、陪月行業介紹、就業諮詢及職志評估、婦女保障教育展覽攤位等，參與人次共543。



2. Unlocking the Power of Women

Realizing Women's Talents: "By Your Side" Variety Show

Women's needs are often overlooked and thus social services for women are clearly not a priority for many. However, in view of its strong commitment to women empowerment, the Women Affairs Department is constantly seeking ways to enable women to realize their self-worth and reach their full potential. By mobilizing our members, volunteers and service users as well as engaging the local community, the Department offers as many learning platforms as possible for women to perform their talents. For instance, "By Your Side" Variety Show with more than 30 programs was held during the year. With the staunch support and concerted efforts of over 100 performers and volunteers and nearly 300 audience, a net proceed of over \$120,000 was raised and channeled to support our self-financed postnatal care hotline service.

Gearing Up: "Be Smart" Women's Employment Opportunity Project

Women have all along been playing an important role in Hong Kong's labor market. In view of this, the Department has been running an array of employment-related activities funded by Women's Commission for three consecutive years. During the year, workshop and community day job fair were organized, where advisory and support services, ranging from career assessment and thematic talks to career planning and information on labor market, are rendered to women with a view to enhancing their employability. The project reached out to 543 attendance in total.





三. 倡導親職教育 關注兒童需要

「戲有益」計劃— 進深親職課程

本部致力推動家庭健康，積極舉辦親職教育。今年繼續獲嘉里控股有限公司鼎力贊助，推行「戲有益」計劃，幫助低收入幼兒家長明白遊戲對孩子身心發展的益處，掌握親子遊戲輔導的理念和技巧，在家庭中實踐，以助處理孩子情緒及建立親密親子關係。並出版《戲有益》— 親子遊戲輔導手冊，受惠人次逾8,900。

3. Embracing Family

Advanced Parenting: "Good to Play" Project

The Department has been persistently committed to promoting family wellness through the provision of parenting education. With the continuous support from Kerry Holdings Limited, the "Good to Play" Project has been launched to serve the low-income parents with young children. Paramount emphasis is placed on helping these parents understand the importance of play in promoting healthy child development, maintaining strong parent-child bond, and equipping them with knowledge and skills of play counseling. In addition, "Good to Play" booklets were also dispatched for public education and promotion. This project was well received by over 8,900 beneficiaries.

「童夢之旅」計劃— 發掘孩子才華

為使基層兒童也有發掘夢想機會，本部在三間小學推行女青賽馬會童夢之旅計劃，過程中強調家長的角色，帶出家長的鼓勵與支持乃兒童建立自信心和自我效能感之關鍵。本年度舉辦逾十場「發掘孩子潛能」家長講座，亦安排一連串工作坊及小組以支援基層家長，助家長充份掌握有關概念。

Unleashing Potential: "Build Your Dream" Program

To help underprivileged children from disadvantaged families to go further and formulate their dreams, the Department has introduced the HKYWCA JC "Build Your Dream" Program in three primary schools. It is aimed to enhance parents' awareness of the importance of their parenting role in assisting their children to experience greater sense of satisfaction and competency. During the year, over 10 parenting talks were conducted to build up parents' confidence in guiding their children and preparing them for a better future.

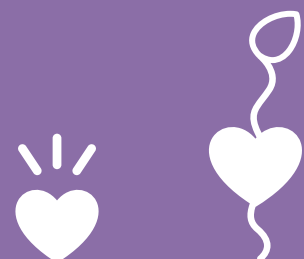




學前教育 Pre-School Education

女青幼兒服務源於1923年的嬰兒保育計劃；針對當時在職婦女兼顧家庭的困難，本會於1948年在深水埗開設全港首間託兒所，使母親安心工作，孩子接受良好教育，此為本港托兒工作之創舉。發展至今，學前教育部轄下已有十所學前教育單位，均貫徹「生命栽培」的宗旨，積極透過家校合作，致力培養孩子德、智、體、群、美、靈全面的發展，成為熱愛生命、追求學問、勇於承擔的新一代。

As a pioneer of child care service, Hong Kong YWCA started the Child Care Project in 1923 and established the territory-first nursery home in 1948 to meet the needs of working mothers and their young children. Up to now, we are running a total of 10 pre-school educational units in Hong Kong. With home-school cooperation, the Pre-School Education Department is committed to nurturing young children, in the Christian spirit and love, to attain all-round development in the domains of ethics, intellect, physique, social skills and aesthetics and spiritual well-being, so that they grow to love pursuing knowledge, willing to shoulder responsibilities and treasure life.



一. 親子同行 推動家庭健康的文化

健康的家庭組成和諧的社會，是以本部運用不同策略向家長推動家庭健康的文化，培養孩子成為未來理想社會的傳承者。年內，本部獲優質教育基金贊助推行「家庭健康維他命—親親家庭健康兒」計劃，內容包括『大畫家、小畫家』等親子活動，透過互動分享，建立更親密的親子關係。此計劃的又一亮點，是學校裡添了三位深受家長和孩子歡迎的新成員——「通通」、「歡歡」和「賞賞」，他們分別代表「溝通分享」、「歡聚時光」和「關懷欣賞」這三大健康家庭要素，引導家長在生活中為家庭積極注入更多正能量。

二. 親職教育 學習「愛與管教」的算式

家庭是兒童成長的重要環境，家長在子女的教育上更扮演推動者的角色，故本部親職教育學院為家長舉辦內容豐富實用的育兒講座，幫助家長學以致用，為孩子締造美好童年。年內，在「家有霸道兒」講座裡，講者提醒家長在管理孩子的行為問題時，應要情理兼備；而「愛與管教一易解不易結」講座中則提出兩道簡單的算式：（1）規矩－親子關係＝反抗；（2）規矩＋親子關係＝響應，內容實用，實在令家長獲益匪淺。



1. Fostering Healthy Families

Considering that healthy families are the foundation of a harmonious society, the Pre-School Education Department is constantly devising various strategies to promote family wellness and nurture young children. With Quality Education Fund, the Department had launched the "Vitamins for Healthy Family" Initiative in which three vitamins, namely "positive communication", "enjoyable time together" and "affection and appreciation" were introduced. In this regard, a series of interactive family activities were organized, aiming at strengthening family core values and fostering intimate parent-child relationship.

2. Encouraging Supportive Parenting Practices

Family is the place where children grow up and parents play an important role as facilitators of children's learning. As such, our Parenting Education Academy conducts many useful and informative training courses to inspire parents to create an optimal environment for their young children. For example, during the year, parents were educated to foster positive parenting by adopting strategies for managing difficult behaviors. Another parents' talk was held to assist parents in striking the right balance between love and discipline. Participants benefited a lot from the insightful sharing towards various parenting issues.





三. 師資培訓 實踐自主學習的教學目的

安排老師參加培訓，促進他們的專業發展是本部的教育方針。裝備老師亦是要回應孩子的需要，實踐學會學習的教育目的。今年，學校參加了由教育局主辦各類培訓活動。校長參加了「香港幼稚園領袖專業培訓課程」，老師則參與幼稚園教師專業發展課程。而長青和趙靄華幼兒學校也參加了教育局「校本支援計劃」，以進一步優化體能及美藝課程的規劃和實踐。而本部亦主辦「遊戲與兒童全人發展的關係」培訓工作坊，其間，講員鄭佩華博士分享的兒童自主學習實例，進深啟發了老師如何運用環境、遊戲和日程表，達致自主學習的目的。



3. Continuing Professional Enhancement of Teaching Force

The Department attaches great importance to staff training, aiming at advancing the quality and performance of our professional team. It is envisaged to prepare teachers to achieve the goal of developing students' self-learning ability. To strive for excellence, we have made use of the wide range of professional development resources offered by Education Bureau. For instance, our principals and teachers joined the Professional Training Program for Kindergarten Leaders and Professional Development Program for Kindergarten Teachers respectively. Meanwhile, our Cheung Ching and Chiu Oi Wah Nursery Schools joined the School-Based Support Scheme for enhancing curriculum development. Furthermore, a training workshop themed "the importance of play and children's all-round development" had been conducted. Dr. Doris Cheng was invited to provide professional advice with illustration. This workshop helped inspire teachers how to foster active learning.



四. 體驗學習 讓孩子當課室的主人

本部重視孩子學習自主，以經驗學習法培養積極主動的求知態度。孩子透過親手種植及烹調的過程，學會尊重生命，珍惜資源。課室裡也到處可見孩子親自設計的作品，例如：棋子，房屋社區模型…等。每件作品誕生的過程，均提供了不同的機會培養孩子的知情意發展、創意的發揮和共通能力的建立。讓孩子當課室的人，學習自然充滿樂趣。這些都不是書本所能涵蓋的，「生命的栽培」的使命也因而得以彰顯。

4. Developing Children's Learning-to-learn Competence

The Department puts emphasis on facilitating children's active learning through the experiential learning approach. Young children are exposed to diversified learning experience which help cultivate their keen interest and initiative in learning with an enquiring mind. Through sensory, exploratory and interesting activities, such as planting and cooking, our classrooms are filled with student artworks and plants. Such an inviting and fun-filled learning environment definitely helps facilitate children develop their multiple intelligences, creativity as well as generic skills. The service purpose of "Enhancement of Life" is then realized.



中學教育 School Education

本會丘佐榮中學（丘中）建於1971年，乃一間津貼男女英文文法中學，以『思明俊德』為校訓，培育莘莘學子。學校本著基督精神，為青年人提供優質中學教育，全人栽培，藉促進學生在德、智、體、群、美、靈六育方面的成長和發展，建立正確價值觀，使學生建立高尚健全人格，進而委身社會，造福人群。

Established in 1971, The Y.W.C.A. Hioe Tjo Yoeng College ("HTYC"), adhering to the school motto of "Think Critically and Be Moral", continued to strive for excellence in the provision of quality education. It is our School's aim to promote, in the Christian spirit, the all-round development of students, in their moral, intellectual, physical, social, aesthetic and spiritual aspects, so that they may have a sound character to serve the community and to contribute to the betterment of mankind.



一. 扎實基礎 促進有效學習

良好的根基對年青人的發展極其重要，所以丘中著力協同學打好基礎，提升同學的語文水平、邏輯思維和數學能力，建立能力、自信和對前路的盼望，由此促進有效學習。丘中引入多種語文元素，優化語文環境，例如中英文辯論、戲劇欣賞、戲劇培訓、木偶戲表演等。此外，數學科繼續獲得香港中文大學「優質學校改進計劃」團隊的支援，改進教學策略，強化老師照顧學習多樣性的能力，以及改善尖子學生的進度。

二. 主恩眷佑 締造優異成就

同學的健康成長和優異成就，見證了丘中師生及員工的努力，亦見證神對學校的保守和幫助。丘中同學在2014香港中學文憑考試取得優秀成績，2012-2014三年來平均有53%畢業同學升讀學士學位課程。同學在不同比賽中亦有傑出表現。音樂方面，無伴奏合唱隊在香港國際無伴奏合唱比賽獲得銀獎。三位中二同學在由香港大學理學院跟Go.Asia及教育局聯合舉辦的首屆「科學廚神挑戰賽」中勇奪季軍。四位中六同學在EF國際英語水平測試中獲得“Advanced”或“Upper Advanced”級別證書。其他獎項還包括YMCA傲翔新世代全方位青年領袖訓練計劃冠軍，2015年度九龍地域深資童軍賽冠軍、香港電腦應用程式設計比賽亞軍及渣打香港馬拉松2015少年跑冠軍。



1. Building a solid foundation for fruitful learning

For young people to establish confidence and motivation in their academic advancement and in turns whole person development, a logical mind and critical thinking skills supported by strong language and mathematics proficiencies form a crucial foundation. HTYC had launched new explorations to step up its language environment and to enrich the learning experience of students: English and Chinese debating trainings, English drama and puppetry, Chinese drama appreciation, drama workshop, to name just a few. HTYC also continued her collaboration with The Quality School Improvement Project of CUHK to sharpen curricular and pedagogical practices in Mathematics to cater for learners' diversity. Structurally, ability grouping arrangements for junior English, Chinese and Mathematics allowed for effective accommodation of learners' diversity and the acceleration of the strong learners.



2. Testifying God's Grace with outstanding achievement

HTYC has been blessed for her efforts with outstanding achievement of students in academic and other domains. In HKDSE Exam 2014, subject results were encouraging. On average, 53% of S.6 graduates furthered their studies in university degree programs for the past three years 2012-2014. Students also had outstanding achievement in external competitions. To highlight, in music, School A Cappella Team won Silver Diploma in Hong Kong International A Cappella Contest. Three S.2 students explored the application of science knowledge in cooking and won 2nd Runner-up in SciChef Cooking Challenge organized by The University of Hong Kong and Go.Asia. In EF English Proficiency Index assessment, four S.6 students attained Advanced or Upper Advanced Level Certificates. In YMCA Youth Leadership Development Award Scheme, the HTYC team won Championship, for the 6th time. The scouts also won Championship in Kowloon Region Venture Trophy 2015. For individuals, S.4 Wong Tsz Ying won 1st Runner-up (Senior) in Computer App Programming and S.2 Chiu Wan Chun won Championship in the Standard Chartered Hong Kong Marathon 2015 Youth Dash. These are some of the harvests we can see in the life enhancement mission and they testify God's Grace and blessings on the school.

三. 生涯規劃 為學習注入動力

青年人在中學階段，會對未來的職業有所憧憬，這正好為學習注入目標和動力，故配合全會發展，丘中亦全力推動學生生涯規劃訓練。丘中升學及就業輔導委員會為各級的同學有系統地安排活動，協同同學了解自己的興趣和能力，尋找個人的發展方向，從而確立目標，努力向前。這些活動包括職業性向測驗、生涯地圖習作、職業專題研習、以及主題性活動。年前介紹過電視專輯《神州大地》的拍攝工作，今年則透過一連串活動介紹時裝設計，校友Matt Hui（香港時裝設計師）更親臨母校，出席訪問及時裝展覽，大受同學歡迎。

四. 關心社區 傳遞天父大愛

丘中的願景，是培養有使命感的青年領袖，盼望學生能夠承傳創會創校的主愛精神，在生命中活出關愛的使命。因此，設立了「六年社區關愛計劃」，14-15年的焦點為『關顧肢體傷殘人士』。除了有再生勇士周志明先生的分享外，同學亦定期到耀能協會的盛康園探訪院友。這些關心行動讓同學深入認識不同的有需要人士，亦有效地建立同學的使命感。



3. Instilling aspirations through career & life planning

Another important dimension of life enhancement in teenage development is career exploration. Young people need a direction for their growth, an aspiration, and a hope. Further Education and Careers Guidance Committee of HTYC had organized a systematic series of programs for HTYC students, aiming at fostering their awareness of future development and their aspirations. Programs also helped train students in soft skills, self-understanding, goal-setting, and decision-making. There were job simulations, aptitude tests, career projects, career mapping, etc., together with large-scale thematic projects on interesting careers: previously, on TV series production and this year, fashion design. Outstanding alumnus and fashion designer, Mr. Matt Hui, guided a group of students in their career explorations and in launching a fashion show, inviting tremendous responses from students.

4. Passing on God's love through community concerns

HTYC puts extra efforts to help students recognize the importance of giving and caring in a fulfilling life --- a legacy of love for others in HKYWCA and HTYC. In actions, students participate in community services. 2014-15 was the second year of the 6-year plan of community concerns, with a focus on "caring for the physically disable". Apart from the inspiring talk by barrier-breaker Mr. Chow Chi Ming, students had paid a number of visits to SAHK LOHAS Garden to show their concerns and support for the residents there. Through these focused activities, students had gained in-depth understanding of the target needy people and had more chances to express sincere concerns for them. These actions had helped anchor in students a mission of care and love, essential in leadership development.

五. 全心傳愛 迎向未來挑戰

小六升中學生人數持續下降，為學界帶來重大的衝擊；在動盪的環境中，丘中秉承「傳揚主愛，生命栽培」的精神，堅守教育崗位。蒙主眷佑，亦憑著眾人的努力，丘中得到家長們的支持，在2015年錄得438人申請40個自行收生學位，比例接近11:1，足見丘中的努力得到認同。丘中會繼續努力，積極辦學，全心傳愛，栽培生命。

5. Braving new challenges with a legacy of love

There is turmoil in the education environment. In the face of the drastically dwindling P.6 student population, HTYC was blessed to record a number of 438 applications for 40 S.1 discretionary places (ratio: 11:1), which was a rise compared with the figure in the previous year. The school was blessed with fine community support. Under God's never failing protection, growing recognition by community partners, and with conjoint efforts of staff members, HTYC will continue to brave every tide of challenges, keeping her mission of care and love for the young generation.





青年及社區服務

Youth and Community Service

本會十分重視兒童及青少年的全人成長及品格培育。早於1915年創會之前，本會已於本港中學組織小團工作，其後於1968年成立「學生少年部」加強推動青少年事工，及至八十年代本會青少年事工發展迅速。配合社會轉變，現時本會以「綜合服務」模式為青少年及其家庭提供多元化綜合性服務，透過一站式綜合支援、外展服務、駐校社會工作及社區工作，及鼓勵青少年積極參與社會，協助青年人發展潛能，訂立人生目標及使命，實現理想。

The Association stress on the importance of nurturing the holistic growth and character development of children and youths. As early as 1915 (before the YWCA was established), small group service had been initiated in several local secondary schools. Later in 1968, the Students' and Youth Department was formed to further promote services to youngsters. The 1980s saw the rapid development of youth services. To cope with the social changes, the Association has adopted an "integrated service" mode to provide multi-purpose service to youths and their families so that young people are enabled to stretch their potential, establish personal life goal and realize ambitions through one-stop integrated support service, outreaching, stationed school social work and active participation in community services.



一. 兒童全人培育： 讓兒童積極快樂成長

現今父母極為重視小朋友學業成績，希望孩子能「贏在起跑線」，卻往往忽略培養孩子的品格、道德及正確價值觀。本會透過一系列多元化品格教育工作，如：趣味品格故事班、有品王國計劃、小海豚精靈部隊、兒童職業探索系列等等，以富創意、有趣及持續的手法，培育小朋友堅毅、樂觀、有禮、感恩、孝順等良好品格，及建立正面積極的價值觀。此外，由本會十間綜合社會服務處提供的多項多元智能興趣發展課程，讓小朋友在德、智、體、群、美取得均衡發展。

二. Y Play兒童為本遊戲治療： 為兒童提供情緒支援

很多家長認為「勤有功·戲無益」。其實遊戲不單是小朋友成長中的「必需品」，更是兒童的語言，它是兒童與人溝通的最佳媒介，兼具治療作用。兒童未必懂得用語言來表達自己，但卻可以透過遊戲來表達不同情緒，而在遊戲過程中，輔導員可以從中介入，幫助兒童化解鬱結。故本會致力推行Y Play「兒童為本遊戲治療」服務，目標是希望幫助兒童明白自己的內心需要、提高兒童的表達能力、穩定兒童情緒並加強兒童的安全感。服務內容除了兒童個別治療及輔導，為兒童作初步評估外，輔導員更會與家長面談，討論長遠計劃，讓治療效果得以延伸至日常生活。

此外，本會亦推行「遊藝創意空間」，透過不同的非指導式的「自由遊戲」及「表達藝術」，結合遊戲與藝術，讓小朋友及青年人尋找生活的樂趣，認識自己內在的能力，表達自我，發揮潛能。



1. Whole Person Development for Children

Hong Kong parents concern over their children's academic results and expect them to be winners at an early age at the expense of cultivating the character, ethics and values. By adopting a creative, interesting and long-term approach, the Department provides a wide range of character education programs such as story-telling, character-building programs and job exploration for kids, etc to nurture good characters and positive values for the kids. Besides, our ten integrated social service centres also offer various kinds of multi intelligences interest classes to foster a balanced development of children.



2. Y Play Child-Centred Play Therapy

Many parents believe that play is no good for children. On the contrary, play is vital in children development. With healing effect, play is the best communication tools for kids to communicate with others as they could be able to display their different emotions during the play session rather than using words to express themselves. During the session, by intervention counselor could help dispel the pent-up frustration of kids. Hence, the Association was devoted to launch "Y Play Child-Centred Play Therapy" service, aiming to help children understand their inner needs, strengthen their ability to express themselves, stabilize children's emotion and enhance their sense of security. The service included initial assessment through individual child therapy and counseling, parent interviews with counselor to map out long-term plan to prolong the therapeutic effectiveness into daily life.

Furthermore, the Department also launched "Creativity Space for Play" for children and youth to discover fun in daily life, learn their inner ability, develop potential and express one-self through free play and demonstrative arts.



三. 義工發展： 培育青年人關心社會

本會致力推動青年人參與本地義務工作，鼓勵青年人突破自我，服務人群，尤其希望年青人認識到在同一天空下，弱勢貧困社群的身份價值同樣珍貴。本會青年義工堅守「愛」、「投入」、「付出」、「尊重」及「分享」信念，透過籌辦數十個義工計劃，包括「同天空」愛·改變·行動、「小城大愛-聯校領袖義工訓練暨社區服務計劃」、「義路同行計劃」、「童TEEN空社區服務計劃」，向社會上有需要人士表達愛與關懷。服務對象包括：無家者、露宿者、低收入家庭、殘疾人士、新來港人士等。此外，本會更透過國情教育工作及舉辦多項內地服務體驗計劃，讓青年人有機會親身踏足祖國，為內地山區及貧乏兒童提供服務。每年本會的青年義工及所舉辦之義工計劃均獲得政府及外界的認同及支持，屢獲頒發傑出獎項。

3. Concern towards the Society: Youth Volunteering

Youth are encouraged to participate in local volunteer works. We strongly hoped that the youth could realize that the identities of those underprivileged groups were also worthy and valuable. As upholders of the belief of love, engagement, respect, sacrifice and sharing, our youth volunteers had demonstrated their love and care towards the homeless, low-income families, persons with disabilities and new arrivals through organizing a few dozens of volunteering programs. In addition, our national educational programs and various mainland China service experience schemes gave the youngsters opportunities to offer services in person to those poor children living in hilly regions. Public recognition and support of our youth volunteers and youth volunteering programs were evidenced by awards conferred by the government and various sectors every year.



四. 善用社區資本： 推動社區體驗

在香港，一些偏遠社區或入息中位數偏低的社區，往往予人負面或欠缺發展機會的印象，因此，本會運用「資產為本」概念，發掘區內寶貴資源，並推動年青人及當區居民一起參與，體驗一個不一樣的社區，發放社區正能量，促進社區持續發展。

「拾源百塊」社區導賞員培訓計劃——由深水埗區內隱蔽和自信心低的基層青少年接受培訓後擔任導賞員，走訪及搜羅區內老舖及老街坊的舊門故事，將歲月痕跡製作成「拾源百塊」社區淘「埗」微展館，讓公眾從多角度認識和珍惜深水埗的寶藏。

4. Maximization of Social Capital

In Hong Kong, those remote districts or districts with lower median in income level have made a negative impression or have been viewed as lacking development opportunities. Hence, by using the "asset-based" concept in exploring valuable resources of these districts, the Association motivated joint participation of youth and local residents to experience a "not the same" district in the hope of generating positive communal power for sustainable development of these districts.

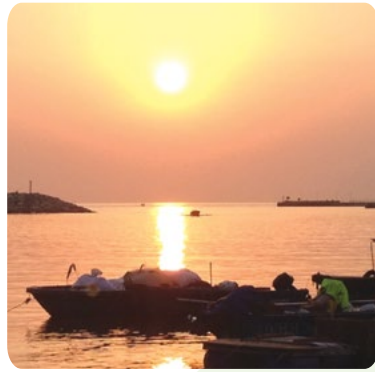
District Tour Guide Training Program – training was designated for those hidden youths with low self-confidence from grass-rooted families to act as tour guides and be responsible for visiting and collecting stories from old stores and old neighbours about their daily struggle for earning a livelihood. An exhibition on those stories collected in these visits was held so that the general public could learn about the treasures found in Shamshui district.





天水圍一直以來被形容為悲情城市，而本會希望為天水圍找到另一個形容詞。「天拉吧－天水圍故事館」(Tin Library)取自時下青年對圖書館（其英文翻譯Library）的俗稱，希望藉著社區藝術，凝聚街坊參與，重構天水圍正面的生活故事。活動邀請了「天水圍人」參與多場的工作坊及講故會，一起講述自己在水圍的生活故事，及以不同藝術表達形式向公眾展示。工作坊的成品更於中環、天水圍及澳門展出。

大澳是香港目前僅存的古漁村，具獨特歷史價值及文化特色。本會的社會企業「Y Eco Tour 大澳文化生態綜合資源中心」，透過積極聯繫區內商舖、食肆、觀光船公司，及培訓大澳居民擔任導賞員，向市民及遊客推介大澳獨有的體驗活動如織魚網、曬鹹蛋等，不但能為區內居民提供就業機會，更可促進大澳的持續發展。資源中心更結連鄰近的梁紹榮度假村，發展多元化體驗活動，讓參加者享受宿營樂趣之餘，亦可領略大澳漁村的古樸風味。



Tin Shui Wai had been nicknamed as a city of sadness. In a wish to allocate another adjective for this district, the Association launched the Tin Library Program, aiming to reconstruct the positive life story of Tin Shui Wai through communal arts exhibition and community participation. Several local residents were invited to tell their life stories at storytelling rallies and sharing workshops. Exhibition of these life stories in various artistic forms were also respectively held in Central, Tin Shui Wai and Macau.

Tai O is the only existing old fishing village in Hong Kong. It contains unique historical and cultural characteristics. Our social enterprise "Y Eco Tour Tai O Cultural and Ecological Integrated Resource Centre" had liaison with stores, eateries and leisure cruise tour company and trained up local residents to be tour guides to introduce to the public and the tourists the unique activities like fish net knitting and drying salted eggs under the sun. This could provide employment for local residents and further the development of Tai O. The Resource Centre also connected with the nearby Sydney Leong Holiday Lodge to develop diverse experience activities for campers so that they could also appreciate the charms of a simple and unadorned fishing village.



五. 於傳統中樂發揮創意：栽培年青樂手

本會積極用多元手法栽培年青人才藝發展，如成立超過五十年的女青中樂團，每次音樂會均會加入新元素，讓觀眾細味不一樣的中樂，就如2014年7月舉行「光影歲月」音樂會，將中樂配上西樂元素，以經典的電視劇及電影主題曲，配合歷史照片，與觀眾一起集體回憶。而12月舉行「風城」音樂會，更邀請了台灣著名指揮家劉江濱及著名三弦演奏家趙太生坐陣，讓青年樂手有機會一睹大師級風采並作出學習。中樂團在培養年青人亦不遺餘力，於2015年3月舉行「女青菁英」音樂會，讓年青樂手大展身手。



5. Training up Local Young Musicians

The Association is keen on nurturing youths with artistic talents. With over 50 years of establishment history, the HKYWCA Chinese Orchestra always inserts new elements in its concert performance. One example was "The years of Lights and Shadows in Hong Kong" concert held in July 2014 where a collective memory was created for the audience through viewing historical photographs and listening to the theme songs of classic TV drama and films performed by Chinese music instruments blended with western music elements. At the "Windy City Concert" held in December 2014, the Orchestra had collaborated with two famous Taiwanese musicians: renowned conductor Mr. Liu Chiang-pin and well-known sanxian performer Mr. Zhao Taisheng. Local young musicians were given another performing opportunity at the "HKYWCACO Elite" Concert held in March 2015.



持續教育 Continuing Education

早於二十年代至五十年代，本會已組織各類團會活動及開辦勞工夜校，主要為當時勞工階層婦女提供基本教育及品德培育。隨著八十年代香港工業北移，為了適應經濟轉型，針對失業或轉業人士的再培訓服務應運而生。時至今日，本會持續教育部提供服務更趨多元化，包括持續教育、職業技能培訓及就業服務、ERB人才發展計劃、成人基本教育、學校支援、企業培訓、社會企業及其他增值課程。部門獲得校董會帶領及支持，並在年度內委任共21位專業顧問，在行業趨勢、課程發展及質素保證方面提供寶貴意見。

In early 1920s to 1950s, the Association had already organized various kinds of cell group activities and established evening schools to provide basic education and character cultivation for factory girls and young women. During the 1980s, the Hong Kong economy had been transformed due to migration of local industries into the mainland China. At that time, the retraining services had been created to help those unemployed or displaced workers to cope with the changing workplace environment. Up to now, our Continuing Education Department (CED) endeavors to offer more diverse services, including continuing education, job skill training and employment services, ERB Manpower Development Scheme, adult basic education, school support, corporate training, social enterprise and other value-added courses etc. During the year, in addition to the guidance and support of the School Board, a total of 21 advisors from different professions were appointed to offer valuable advice in area of industry trend, curriculum development and quality assurance.



一. 關懷青年就業 服務與時並進

重視青少年發展需要，年度內獲僱員再培訓局委託舉辦「青年五月」，為中六離校生舉辦4場大型星級講座；46班涵蓋15類行業的試讀班及9班面試技巧工作坊，參與人次共2,322，當中有64間學校推薦學生參加。本部聯同青年及社區服務部，以跨部門協作形式成功申辦民政事務局的生涯規劃青年活動計劃，將以個人諮詢及各類工作體驗活動，為20間中學推行生涯規劃活動，整個計劃將於2015/16年全面展開。

1. Launching New Service to Assist Youth Employment

We attach importance to the development needs of youths. During the year, the Association was commissioned by the Employees Retraining Board ("ERB") to organize "May for Youth" program where four large-scale career talks solely for S6 leavers, 46 classes comprising job tasting classes of 15 different industries and 9 interview skill workshops were held, with total attendance of 2,322 from students of 64 secondary schools. In addition, in collaboration with our Youth and Community Service Department, CED had successfully won the bet to organize the Career Planning Program Scheme for Youths under the Home Affairs Bureau. The Scheme would be carried out in full span in 2015/16, aiming to introduce career planning to students of 20 secondary schools through offering individual consultancy service and various kinds of work experience programs.



二. 回應社會需要 致力人才發展

本會一直積極致力為社會培育人才，及協助失業及轉業人士找到工作方向，發展所長。本會自1993年起獲僱員再培訓局資助，推出各項再培訓服務，至今服務人次超過九萬。本年度受委託開辦「ERB人才發展計劃」課程，提供共147班全日制及部份時間制課程，其中全日制新課程包括復康助理員、診所助理、人力資源及行政助理及咖啡調製員等證書課程。為入職人士提供技能提升課程，新課程包括中醫實用食療知識、香薰美容理論、體重管理營養學。專為陪月員而設的母乳餵哺及嬰兒特殊照顧、嬰兒疾病及常用藥物認知及嬰兒發展等單元證書課程。就業掛鈎課程之平均學員就業率逾85%。

第7屆ERB「人才發展計劃」頒獎禮於2015年1月24日舉行，本會作為僱員再培訓局的培訓機構之一，獲頒「就業服務獎」。而本會成功提名13間僱主機構分別獲得「傑出僱主年度大獎」、「傑出僱主獎」及「優異僱主獎」；一位年青的保健員證書畢業學員，憑她對醫護行業的熱誠及堅毅，並不斷向目標進發，獲得「優異學員獎」。

本會重視提供優質培訓服務，年度內在僱員再培訓局多項審計中獲得佳績。年度周年審計整體評級為「第一組」，連續六年獲最佳評級。

2. Talents Development to Meet Social Needs

The Association is keen on nurturing talents for the society, assisting those unemployed and displaced workers to secure job direction and utilize their capabilities. Since 1993, the Association had been subsidized by ERB to run various types of retraining courses. Up to now, the total service attendance had exceeded 90,000. During the year, a total of 147 full-time and part-time courses were offered. Among them, new full-time courses included Foundation Certificate in Rehabilitation Assistant Training, Foundation Certificate in Medical Clinic Assistant Training, Foundation Certificate in Human Resources Assistant Training and Foundation Certificate in Barista Training. Skills enhancement courses for the employed to strengthen their employability were also offered. New courses included Module Certificate in Knowledge of Dietary Supplement in Chinese Medicine, Module Certificate in Theory of Aromatherapy for Beauty, Module Certificate in Body Weight Management (Nutrition), Module Certificate in Skills Upgrading for Post-natal Care Worker (Breast Feeding and Infant Special Care), (Awareness of Common Pediatrics Diseases and Medicine) and (Infant Development). The average job placement rate for graduates from placement-tied courses was over 85%.

At the ERB "Manpower Development Scheme" Award Presentation Ceremony held on 24 January 2015, the Association, as one of the training bodies, was awarded "ERB Outstanding Award for Placement Services", and our nominated 13 employers were conferred ERB Outstanding Award for Employers 2015, ERB Outstanding Award for Employers and ERB Merit Award for Employers. A young health retrainee was also conferred ERB Merit Award for Retrainee, an acclaim for her passion and diligence in pursuing her goal in the health care industry.

We emphasize on providing quality training service. During the year, we had scored excellent results in several external audit exercises. We had attained the highest grade ("Overall Band 1") at the Annual Audit for the sixth consecutive year.



三. 增強婦女能力 增進基層信心

本會作為婦女團體，向來重視婦女各方面的需要。為關懷初為人母及育有幼兒母親，本部致力提供陪月及嬰幼兒照顧的一條龍服務，於2014年10月獲僱員再培訓局繼續委任營運一站式服務「陪月一站」，年度內不但成功為1,627位家庭僱主轉介陪月員及嬰幼兒照顧員，同時滿足再培訓學員的求職需要，協助1,432位陪月員及嬰幼兒照顧員成功就業。

獲勞工及福利局資助，提供成人基本教育課程，以增強其競爭力。2014/15學年就讀學生逾90%為女性，超過90%之服務對象來自內地、印尼、越南、泰國及緬甸等地，報讀與語言有關課程，包括小學一年級至初中之中英文課程、中文識字班、新來港人士英文識字班、英語拼音班等。2013/14及2014/15學年就讀成人教育總人次共1,002。為使學生得到全人發展，本部亦舉辦多項活動，包括通識教育講座、聯校旅行、聖誕聯歡會、佈道會等。年度活動人次達327人。

3. Enhancing Women's Capability through Adult Education

As a women organization, the Association is always attentive to the various needs of women. In order to show our care for novice mothers and mothers with infants and young child, CED had been devoted to offer post-natal care and infant and child care helpers service. In October 2014, we had been commissioned by ERB to run "Smart Baby Care Centre". During the year, referral services offered to more than 1,627 family employers not only satisfied the job-seeking needs of retrainees but also resulted in the employment of 1,432 post-natal care helpers and infant care helpers.

With the subsidy from the Labour and Welfare Bureau, CED provides various adult basic educational courses to strengthen adult's competitiveness in the job market. During the academic year 2014/15, over 90% of course students were women, and over 90% of students were immigrants from mainland China, Indonesia, Vietnam, Thailand and Burma. Enrolled language courses included Chinese and English courses (P1 level to F3 level), Chinese Literacy, Practical Basic Putonghua, English Literacy for New Arrivals, Basic Phonics, etc. During the academic years 2013/14 and 2014/15, total enrolment of adult educational courses reached 1,002. Besides, to foster holistic development, a wide variety of activities like seminar on general education, joint school picnic, Christmas celebration party and gospel rallies were organized with a total enrollment of 327.



耆年服務 Elderly Service

本著生命栽培之服務宗旨及洞察人口高齡化的長者服務需求，本會早於1982年開辦首間長者活動中心，並服務自1990年成立耆年服務部以來迅速擴展，一直致力培育長者身、心、社、靈康健的豐盛生命，為體健、體弱長者提供質量並重的全人關顧，助其展開積極的人生另一階段的光輝歲月。

年內，本部有三大發展方向：(1) 持續推動「長者友善社區」的實踐，促進長者居家安老；(2) 培養長者自我保健及自我管理的意識，致力推動長者基層健康；以及(3) 以跨專業協作及實證為本的手法，發展具前瞻性的多元化服務，提升體弱長者的生活質素。

Upholding our service purpose of life enhancement and to cope with the increasing service needs arisen from rapid ageing, the Association opened its first elderly centre in 1982 and set up the Elderly Service Department in 1990. The Department has been making every effort to provide holistic support and expanding its comprehensive aged-care services, which are personalized to the needs of the elderly, so as to facilitate them to lead a fulfilled life.

During the year, the Department worked devotedly to promote the service directions, namely (i) to advocate building an age-friendly community that facilitates ageing in place; (ii) to promote elder primary healthcare to enhance their self-care and self-management ability; and (iii) to develop a spectrum of service initiatives by adopting evidence-based service strategies.



一. 建設長者友善社區 締造宜居環境

改善家居安全

年內推行「長者住安心計劃」，為舊樓長者住戶進行家居安全評估及住屋設施改善。鯽魚涌區獲得香港房屋協會及太古地產的協作及贊助，共有18戶獨居長者安裝了床邊和浴室扶手、沐浴椅及門前斜台等；深水埗區亦完成了60戶評估，當中有24戶長者得以改善室內光線及通道障礙、更換傢俱及進行小型改善工程。

加強資訊掌握

為鼓勵長者積極參與，發揮老有所為，在深水埗區及葵青區透過到戶探訪、攤位活動等，向年長的街坊介紹不同的社區資源；又獲北區區議會資助舉辦「『e道·醫路』長者友善社區推廣計劃」，組織長者考察區內醫療機構的交通路線，並製作小冊子派發予北區長者。各活動共逾2,000人次參與。



1. Building an Age-Friendly Community for Better Living Environment

Higher Level of Safety and Accessibility

To support "ageing in place", the "Home Assist Secure" Initiative was rolled out to investigate emerging needs and opportunities for aged-care facilities for seniors. Supported by Hong Kong Housing Society and Swire Properties Limited, home modification services, which included installation of handrails, indoor ramps and shower chairs, were provided to 18 elderly living alone in Quarry Bay for accessibility purposes. Besides, age-friendly assessments had been also conducted in Sham Shui Po District whilst 24 out of 60 of the households interviewed were benefited from the improvement works to barrier-free roadways, replacement of furniture and minor maintenance.

Making Informed Choices

To encourage community participation and foster active ageing, door-to-door visits and booth games had been organized to provide older people in Sham Shui Po and Kwai Tsing Districts with information on community services and resources. With the sponsorship of the North District Council and the help of a group of retired and senior volunteers, the "Easy Ways" Aged-Friendly Initiative was run to gather up-to-date information about community-based transport options whilst printed brochures, profiling the transportation routes to nearby healthcare facilities, were then published and distributed to the senior residents. These events had attracted over 2,000 participants.



二. 鼓勵自我健康管理 促進居家安老

痛症自我管理

本部引入「身心靈健康介入模式」，各服務單位採用『多元介入』及『強項為本』手法，舉辦以慢性痛症為主題的講座、小組及活動體驗，讓長者認識身、心、靈之間的互為影響，以正面態度學習「與痛為友」，適應新的生活模式，從而在心靈上得著平安喜樂。超過300位長者參與有關計劃。



推廣基層健康

為鼓勵長者注重預防性的身心保健，綜合家居照顧服務隊持續推行「普及保健計劃」，年內舉辦了「慎防跌倒小組」、「養生健康操」及「喜樂常存活力小組」等專項服務。計劃的前後測試顯示，80%以上參加長者在平衡力和身體活動能力方面均有進步或得以維持，60%以上長者的身心健康指數及快樂指數更有所提升。

引入體適能訓練

隨著年齡增長，長者的肢體柔軟度及伸展度日漸減弱，健體運動有助長者保持活力，松柏中心邀請體適能教練協助舉辦「健體Aerobic」。長者學習後，其「功能性體適能前後檢測」及「自我感覺評估表」內均顯示出活動對其健康有一定的提升，並加強了自我管理健康的信心。部份長者更學而優則教，協助中心推廣健體運動，發揮自助助人的精神。

2. Encouraging Elders' Self Healthcare Management in Community

Enhancing Self-Management of Chronic Pain

By adopting the multi-modal, strength-based approach, the Department has pioneered the body-mind-spirit intervention service, which is aimed to help the older adults learn to live with long-term pain by taking coping measures and positive attitude. Over 300 elders benefited from this initiative.

Promoting Primary Healthcare

The Department has long attached great importance to healthy ageing amongst the elderly population. Under the Primary Healthcare Project run by our Integrated Home Care Services Team, a series of services have been offered to elders with the aim of reducing falls, promoting physical activities and fostering active living. As shown in the post-implementation findings, more than 80% of the participating elders showed improvement in balance and mobility while over 60% scored higher in terms of health and happiness.

Initiating Physical Fitness Training

As people age, the joints become stiffer and less flexible. Fitness exercise, which helps boost energy, is more important than ever. In view of this, fitness trainers were invited to provide aerobic training at our elderly centres. It is proved that the participating elders showed improvement in physical fitness and confidence in self-management after workout. Some even helped promote the importance and benefits of doing aerobic exercise based on their personal experience.



三. 發展嶄新服務模式 回應弱老需要

認知障礙症持續照顧

認知障礙症患者人數隨著人口老齡化不斷飆升，成為長期護理服務的重大挑戰。本部積極回應，關注處於不同階段認知功能缺損長者的需要，提供由辨識至治療的多元服務，包括由嘉里控股有限公司贊助，與香港理工大學、香港中文大學及東區醫院共同協作，推行『「智」愛一生認知障礙症服務』計劃，為9,787人次長者提供預防性社區教育工作坊及轉介評估服務；Y Care新創建青健坊亦與北區醫院合作「社區認知訓練及研究試驗計劃」，以「醫社合作」模式，為認知障礙症長者舉辦了67次訓練，及為其護老者提供支援；院舍亦透過「健腦俱樂部」、「智齡樂日間照顧模式」及「多感官刺激訓練計劃」，為有早期記憶問題、中度認知障礙症及後期認知退化的苑友，提供各種訓練和活動，以減慢認知功能退化及維持生活質素。

院舍晚間照顧改善計劃

本部與香港中文大學那打素護理學院合作進行「安老院舍夜間護理指引的研發及效果評估」，並製訂《安老院舍晚間照顧手冊》，採用「以人為本」的概念，於晚間分別就院友的皮膚、疼痛、行為問題及宿房的溫度等作個別處理，並以睡眠觀察紀錄作前後評估，成效理想，並獲邀於2015年3月26日研究發布會上，分享先導計劃的推行經驗及成效。

引用觀察疼痛評估機制

約有70%院舍長者有中度至嚴重程度的疼痛問題，院舍年內與理工大學護理學院合作，使用「觀察疼痛評估機制」，觀察長者的「呼吸」、「負面聲音表達」、「面部表情」、「身體語言」及「可安撫程度」，給予個別非藥物治療，讓缺乏表達能力院友的痛症能被及早察覺及處理，生活質素得以改善。

3. Empowering Seniors: Developing Service Initiatives

Continuum of Care for Elders with Dementia

In light of the imminent challenges posed by rising number of dementia patients amid a rapid ageing population, the Elderly Service Department has always sought to harness the energy and resources to improve care at various stages of the disease and address the needs with a diverse range of services. With the generous financial support of Kerry Holdings Ltd. and in close cooperation with The Hong Kong PolyU, CUHK and Eastern Hospital, "Chain of Love: Care for Elders with Dementia" Training Program has been rolled out. During the year, public education workshops and referral services were offered to over 9,500 participants. Through medical-social collaboration, our NWS Y Care Day Care Centre for the Elderly and North District Hospital worked closely to launch a pilot scheme on community-based dementia training intervention and study, where 67 training were offered to support dementia elders and their caregivers. Furthermore, there was an array of supportive services and activities, which included "Dementia Club", "Dementia Day Care Program" and "Multi-sensory Training Course", in an effort to delay function deterioration of our elders with mild, moderate and severe dementia and, thus, to maintain their quality of life.

Night Time Care Protocol

Jointly organized with the Nethersole School of Nursing (CUHK), the Department has conducted research in and pilot evaluation of a night-time care protocol for residential care homes and developed a protocol to promote knowledge and skills transfer regarding quality night-time care, which includes pain management and handling of difficult behaviors. Project outcomes and successful experiences were also shared at press conference held in March.



Pain Assessment in Advanced Dementia Scale

It is noteworthy that around 70% of the elderly in residential homes suffered from moderate to severe pain. In this regard, our Care & Attention Home for the Elderly worked closely with School of Nursing, (PolyU) to apply the "Pain Assessment in Advanced Dementia Scale" through detailed observation of elders' behaviors in terms of five specific indicators, namely breathing, negative vocalization, facial expression, body language and consolability. This tool helps aid pain treatment for non-communicative patients and improves their quality of life.



Y Hospitality

回顧本會創立歷史，早在二十年代初，本會已開始發展住宿服務，主要為當時遠離家庭出外工作或求學的婦女，提供安全舒適的居所。發展至今，本會的優質住宿服務各具特色，目標是照顧不同階層人士的需要，達致賓至如歸的服務承諾。

2014年香港的經濟面對多方面的挑戰，對營運帶來衝擊。儘管如此，各員工仍繼續堅守崗位，提供優質的服務，開源節流，務使每分收入得以支持本會推行各項自資社會服務。

Since the establishment of HKYWCA in 1920's, we have been providing affordable lodging services for those ladies seeking away-from-home accommodation conducive to their working or studying purposes. Nowadays, we have been catering to the needs and demands of people from all walks of life, committed to serving them with our homely hospitality.

2014 is a challenging year for Hong Kong economy, causing adverse impacts on the operational environment of hospitality services. Despite this, all staff continued to make all possible efforts at providing quality service and astutely controlling our costs with all the income sustaining the self-financing social and community services of our Association.



一. 致力提供適切住宿服務

本部致力推行多項優化及保養計劃，以確保服務和設施之質量，為客人提供更舒適及安全的住宿環境。九龍會所及女青柏顏露斯的全面復修工程預計將於2016年完工。復修後的九龍會所將以嶄新形象出現，並為各界人士提供更全面的社福服務，而女青柏顏露斯亦將改名為「峰景軒」，提供適切住宿服務和設備，讓更多受眾受惠。

1. Striving for Quality Services

We have been persistently placing a great deal of emphasis on the enhancement of services and facilities by implementing various renovation and general upkeep programs to ensure our service and product quality for each operating property, providing our customers with more choices in a safe and pleasant accommodation environment.

The Anne Black Guest House attached to the Kowloon Centre has got its full rehabilitation program underway and targeted to be completed amid 2016. The new premises are composed of Y Summit providing our users with more comprehensive social and community services and Summit View Kowloon providing our customers with accommodation services and facilities to meet up with their needs and demands.



二. 全新品牌形象— Y Hospitality

本會轄下四所提供住宿服務的單位於2014年10月已正式以“Y Hospitality”品牌出現，全新標誌以一片葉子為主題，配以“Y”形的葉脈，呼應本會「生命的栽培」的使命。意味住客對“Y Hospitality”的支持除可裨益社區，更名為弱勢社群帶來適切的支援。

2. Uniqueness of Y Hospitality

With effect from October 2014, the four lodging properties have been rebranded as “Y Hospitality” and the new logo design is echoing our Association’s mission “Enhancement of Life”. All users supporting “Y Hospitality” are helping and benefiting the underprivileged in the community.



三. 秉承社會使命 協助青少年未來發展

Y Hospitality 秉承女青使命，協助年輕人在業內追尋自己的事業發展。配合機構致力於青年發展及推動年青人之生涯規劃工作，本部樂意與所有專業學院及大學合作，提供學生實習機會或工作實習計劃，以助學生了解行業發展。同時與本會其他社會服務部門緊密合作，安排中學生親臨了解本部運作。



3. Commitment to Y’s Mission: Our Youth Our Future

Y Hospitality has always been adhering to the Association’s mission advocating a thorough development of those youngsters who wish to pursue their career in the direction of the hospitality industry. As part of our commitments to our Association’s mission on the enhancement of youth education and career development, we welcome all working relationship with vocational schools and universities, offering their students with internship programs or industrial placements to fulfil their study requirements. In association with our social service centres, we regularly arrange site visits to our operating properties for secondary school students to understand more about the prospect of the industry and develop their interest in their future studies.



公益業務拓展 Social Business Development

女青服務與時俱進，近十多年來，更大力拓展不同的公益業務及提高現存業務的營運效益，旨在以商業模式突破資助模式之限制及補足服務之空隙，從而有效回應社會的需求，裨益社群。配合本會的發展方針，公益業務拓展部於本年度就“Y”系列女青社企品牌，進行連串業務優化工作，進一步實踐社企使命與價值。

Hong Kong YWCA has all along been working relentlessly to develop innovative services that continue to meet the changing needs of Hong Kong's complex society. In the past decade, the Association has put strong emphasis on development of new social business and operational enhancement of current social enterprises. By adapting competitive market-driven business models, revenue generated from our social business is used for addressing pressing social needs for the benefits of our society. In line with our Y's branding strategies, Social Business Development Department has rebranded and renamed the Association's social enterprises, striving for a more distinct image and a step forward to create social value and achieve social goals.



一. Y Garden View Lounge 園景軒餐廳—傑出表現 備受肯定

Y Garden View Lounge園景軒餐廳 於2014年12月榮獲香港社會企業總會頒授「社企認證」創建級標誌，成為全港首20間成功通過「社企認證」評核的社企之一。「社企認證」是一套專業、客觀、全面性的評審工具，評核範圍既包括商業策略、財務、人力資源等企業管理能力，也包括社會創效、良心消費等社企特點。認證旨在提升公眾人士及潛在投資者對社企的認識，令公眾清楚社企的社會目的、價值、產品和服務。園景軒餐廳主要提供優質而健康的西式餐飲服務，並透過聘請年長退休人士擔任侍應，讓他們擁有更充實的退休生活，締造自力更生、老有所為的豐盛晚年。餐廳獲得「社企認證」創建級標誌，足證餐廳在各方面的卓越表現。

二. Y Silver Link 安居通— 提供居家安老支援

有見長者對家居安全及使用長者輔助產品的意識不高，「Y Silver Link 安居通」於本年度著力於社區內進行推廣及教育工作。我們特別成立了一隊「長者優質生活顧問」外展團隊，團隊由退休長者組成，到訪不同的機構團體，如長者地區中心、醫院、安老院舍等，為護老者、長者及其家人進行免費「長者家居生活講座」，同時亦介紹長者生活輔助用品，以助長者減少家居意外。團隊於本年度已進行了超過60場的講座及活動。期望通過持續的推廣教育工作，逐步提高大眾對長者家居安全的意識，同時讓長者產品變得更普及。



1. Y Garden View Lounge - Elevating our Services to New Heights

Y Garden View Lounge was one of the first 20 social enterprises receiving the Social Enterprise Endorsement (SEE) Mark presented by Hong Kong General Chamber of Social Enterprises Limited. SEE Mark is a professional, objective, and all-rounded assessment based on the SE's corporate management ability including business strategy, financial and human resources management, as well as social enterprise characteristics such as social impact and ethical consumption, etc. It helped to raise public and potential investors' understanding on social enterprises, so that they can know more on the social mission, value, products and services of different social enterprises. Y Garden View Lounge, serving healthy western style dishes, is one of our social enterprises which offers job opportunity to retirees to encourage active aging. This award definitely benchmarked our continuous commitment to delivering the highest level of service quality to our guests.



2. Y Silver Link Elderly Household Product Retail Store - Supporting Ageing-in-place

In the light of a general lack of knowledge and awareness on home safety and use of daily living aids for elderly, "Y Silver Link" Elderly Household Product Retail Store has pursued its efforts on various publicity and education events this year. A Team of "Elder quality living consultant" was formed by a group of enthusiastic retirees. In an effort to arouse public attention, the team paid visits to various elderly centres and hospitals and organized talks and exhibitions for the elderly and their carers.



三. Y Delight 女青會員優惠坊－良心消費新體驗

「Y Delight 女青會員優惠坊」於上年度開業後，聘用弱勢社群，為他們提供培訓、實習及就業機會，並透過不斷積極優化服務及提供更多優質貨品，滿足不同會員的購物需要。於本年度，女青會員優惠坊網上商店正式投入服務，同時增設家庭電器銷售，使貨品種類更多樣化。另外，網上商店更不時提供不同的推廣活動，為會員帶來更大的購物優惠。而為提高會員對的女青會員優惠坊的認識，我們於本年度走訪了多間本會的社會綜合服務處，進行即場展銷及有獎推廣活動，反應良好。

3. Y Delight Membership Welfare Shop – Promoting Ethical Consumption

Established in 2013, the Y Delight Membership Welfare Shop has shouldered social responsibility by offering employment, on-the-job training and job opportunities to the underprivileged. Several enhancements have been carried out and more prime products are offered to enrich members' shopping experience. During the year, the online shop has also been in operation and a lot more quality household goods such as domestic appliances are now available for sales. In term of marketing strategies, both online and offline promotions during the year were effective in strengthening liaison with our members and extending our reach.



女青活學中心 Centre of Life Learning and Enhancement

由2014年1月起，有近七十年歷史之英語會員部與會員事工部（班組服務）正式合併，成為「女青活學中心」。中心乃一多元文化之「學習及教育」平台，並秉承服務外籍及本地社群的精神，為幼童至長者等不同國籍的會員提供更完善及全面的服務。

Starting from January 2014, English Speaking Members Department, with nearly a 70-year history, and Membership Affairs Department (course services) had been merged and formed the "Centre of Life Learning and Enhancement" ("CLLE"). CLLE is aspired to be a multi-cultural "learning and educational" platform and it continuously serves both expatriate and local communities by providing better and extensive services to its members ranging from infants to elders of different nationalities.



一. 一站式教育中心 創新專業

「女青活學中心」提供一系列的「學習及教育」服務，致力服務外籍及本地社群，促進個人德智體群四育之發展。不論是學前幼童、兒童、青年、成人或退休人士，中心都希望以「一站式的服務」為他們度身設計不同的課程及活動。2014-2015年間，「女青活學中心」已提供超過2,000個課程及活動，為超過1,500位會員提供服務，參加者的年齡由1歲到85歲。

1. Going Extra Miles: One-Stop Education Centre

With the aim of fostering healthy and balanced whole-person development, CLLE is devoted to provide a wide range of tailored-made "learning and educational" courses for preschoolers, children, youth, adults and retirees. During the year, over 2,000 courses and programs were offered to more than 1,500 members aged 1 to 85 years.

二. 活動與比賽 促進學員交流

過去一年，本中心除提供多元化課程外，亦舉行多項大型活動及賽事，包括：春季賣物會、2015劍道女青盃、Kinder Kicks兒童足球分齡賽、女青兒童體操比賽2015等，藉以讓學員有更多機會聚首一堂，與朋友及家人一起參與活動，並展示及分享其努力學習的成果。同時，他們亦能從中學習欣賞及尊重對手的表現，體現「友誼第一、比賽第二」的體育精神。

2. We Share: Capture for Values and Spirit of Sport

In the year past, CLLE also provided an outstanding range of extracurricular sport and physical activity opportunities, not limited to YWCA Kendo Cup, "Kinder Kicks" Competition, Gymnastics Competition, etc. These games brought to life the sporting spirit values, thus allowing our members to maximize the impact of all competitions as a stimulus for personal best, raised aspirations and opportunities for learning and sharing.





傳訊及資源拓展 Communication and Resources Development

社會及公眾的支持，對於機構籌募資源及拓展服務至為關鍵。為提升女青的知名度，建立女青品牌形象及推廣女青之優質服務，本會於2007年成立傳訊及資源拓展部，致力在品牌建立、籌款、企業聯繫、公關宣傳各方面協助機構發展，爭取不同界別的認同及支持，為機構注入動力。

Public and community support are vital for fundraising and service development of the Association. In order to increase the popularity of Hong Kong YWCA, establish corporate image and brand as well as promote the quality services of Y, the Department of Communication and Resources Development has been established in 2007, responsible for corporate image building, service promotion, fundraising, corporate liaison, public relations, as well as soliciting supports from various sectors.

一. 品牌建立 樹立鮮明形象

本部繼上年度推出全新女青品牌設計後，本年度繼續配合女青嶄新服務的發展，為一系列的Y品牌自資服務及社會企業，度身訂造饒富深意的標誌，藉以突顯女青的服務精神，包括Y Hospitality、Y Play 兒童為本遊戲治療、Y Silver Link 安居通長者家居用品店、Y Garden View Lounge 園景軒餐廳、Y Delight 女青會員優惠坊等。

為進一步鞏固機構形象，使女青的品牌服務更加深入人心，本年度向知識產權署商標註冊處遞交10個商標註冊申請，包括：女青會徽及品牌標誌、ChariTea 標誌、Y Delight、Y Care 及Y Hospitality 系列標誌等。同時，本會季刊《女聲》的革新版亦以全新面貌面世，定位為全港唯一免費派發的女性季度雜誌，從多角度探討與女性相關的議題，建立本會以婦女為本的機構形象。

1. Building Distinguished Brand and Corporate Image

After launching the new Y brand design in last year, the Department has continued to tailor-made well-defined brands for a series of Y's self-financed service and social enterprises including Y Hospitality, Y Play Child-Centred Play Therapy, Y Silver Link Elderly Household Product Retail Store, Y Garden View Lounge and Y Delight Membership Welfare Shop, in the hope of aligning with the development of our innovative services and demonstrating our service spirit.

In order to consolidate the corporate image and impress the public of our signature services, we have applied to the Trade Marks Registry of Intellectual Property Department of registration of ten trademarks, including Hong Kong YWCA badge and new brands: ChariTea brand, Y Delight, Y Care and Y Hospitality, etc. Besides, we have repositioned our revamped *Women's Voice* quarterly magazine with a new outlook as the territory's sole women quarterly magazine focusing on women-related issues from various perspectives and its free distribution would further strengthen the image of the Association as a women-centred organization.



二. 再接再厲 為九龍會所復修籌款

本會正全力復修九龍會所，以創設全港首間「一站式綜合社會服務匯點」及開展各項適切服務。本部繼續廣邀各界為九龍會所復修計劃集腋成裘，於11月14日假座九龍圓方The Grand Cinema順利舉行《摩納哥王妃》慈善首映。首映當晚榮幸地邀得民政事務局副局长許曉暉太平紳士及著名導演許鞍華女士擔任嘉賓，以勉勵婦女堅毅迎接挑戰，並突顯女青對於現代女性的支持與鼓勵。

本會首度舉行「券輕情重」女青慈善券，喜獲十間熱門商戶贊助優惠券，籌款成績及宣傳效果均不俗。此外，本會參與「敬老護老愛心券2014」，再締佳績，連續七年獲獎，蟬聯「機構最高籌款獎」亞軍。

2. Fundraising for the Rehabilitation of Kowloon Centre

The Kowloon Centre Rehabilitation Project is now in full swing towards establishing the territory-first "One-Stop Social Service Hub" for the provision of various timely social services. The Department has held the Gala Premiere of the *Grace of Monaco* at the Grand Cinema (Elements) on 14 November 2014 to raise fund for the Project and also demonstrate our support to women today. It was our pleasure to have Ms. Florence Hui, Under Secretary for Home Affairs and famous female film director Ms. Ann Hui acted as guest-of-honour for the event. Their presence was indeed a valuable support and encouraged those struggling women to face challenges with courage and severance.

Thanks to effective marketing effort and the support of ten popular vendors, our first-time sale of HKYWCA Charity Tickets had attained satisfactory fundraising result. In addition, the Association won the 2014 Sales of "Care for the Elderly Charity Tickets" Best Fund Raiser Award – 1st Runner Up for the past seven consecutive years.



三. 連結力量 與企業攜手服務社區

年度內，本部繼續深化企業聯繫的工作，與多間企業合作，發揮協同效應，為各項服務拓展資源。本年度共提名92間公司參與香港社會服務聯會的「商界展關懷」，全部成功獲頒發標誌，足見本會與合作伙伴攜手服務社區的成果。在2015年的「商界展關懷」社區伙伴合作展中，本會更以「新耆力量」為主題、別出心裁的展位連續三年榮獲「最Like展位」。此外，本會第六年在三八國際婦女節舉辦「棗」點愛 ChariTea慈善計劃，亦獲19企業參與，為婦女服務籌得寶貴資源。

另一方面，本會年度內共獲402篇正面新聞報道，其中與Dove合作的「香港女性照鏡習慣及心態調查」，便以較有趣的題目配合本會婦女服務的社區教育工作。



3. Partnering with Corporations to Serve the Community

Through strengthening our liaison and cooperation with corporations, the Department was able to explore resources for our services. During the year, a total of 92 caring companies/organizations were successfully nominated by the Association. These achievements have fully manifested our combined effort in serving the community. At the Caring Company Partnership Expo 2015, the Association's creative booth was the winner of My "Like" Exhibition Booth for three consecutive years. Besides, on the International Women Day, the launch of "ChariTea" Program for six consecutive years has engaged 19 corporations in collaboration to secure valuable resources for our women services.

During the year, the Association received positive newspaper coverage (402 articles in total), including "Survey on the Habit of Looking at Oneself in the Mirror and the Mentality of Hong Kong Women" in collaboration with Dove where an interesting topic was adopted to help promote communal education of our women service.



中央行政 Central Administration

機構的宗旨是服務社會、造福人群；要達成目的，除了要有專業的服務團隊，還要有穩妥的行政支援。近年，機構除了成立「優化行政流程工作小組」，加強服務部門與行政部門的溝通外，更設立了「中央行政部門運作協調會議」，讓不同行政部門互相配合，提升效率，一站式解決服務部門的行政需要。

The purpose of the Association is to serve the community and benefit mankind. To achieve this, apart from running professional service teams, reliable administrative support is also crucial. In recent years, a Taskforce on Enhancing Central Administrative Management has been formed by the Association to enhance communication among service units and administrative departments. Furthermore, coordination meetings of operation of various administrative departments have also been held to facilitate better coordination and further improve work efficiency among these departments so as to provide service units with a one-stop solution in meeting their needs for administrative support.

人力資源管理

為配合服務需要及會務發展，及以建立與服務單位之良好溝通及協作為首要，本部採取彈性及專業行政管理措施，進一步優化本會人力資源管理。

2014/2015年度完成之重點項目包括：

1. 根據社會福利署「最佳執行指引」，將薪酬調整撥款全數用於員工的薪酬調整，並向所有受整筆撥款津貼的員工（“津貼員工”）作書面發佈。同時，於董事會及人力資源委員會會議中報告及檢視津貼員工之退休保障計劃及儲備之狀況；定期監察津貼員工之強積金儲備走勢、因應整體員工流失率、招聘情況、薪酬趨勢等，進行討論及釐訂相關政策；

Human Resources Management

In alignment with the service needs and the development of the Association, as well as establishing good communication and rapport with all service units, the Human Resources Department has implemented flexible and professional measures to further enhance the management of human resources matters.

Major tasks completed in 2014/2015 included:

1. In compliance with the Best Practice Manual published by Social Welfare Department, the Lump Sum Grant (“LSG”) had been totally allocated to staff's salary adjustment and those concerned LSG subvented staff were notified in writing. Concurrently, the status of staff's retirement benefits and the reserve are reported to and reviewed by the Board and the Human Resources Committee respectively. There were regular monitoring of LSG subvented staff mandatory provident fund reserve trend, the overall staff turnover, recruitment status and pay trend etc. for discussion and development of corresponding policies and procedures;

2. 按機構文化調查所提出的各項建議，制訂及完成與人力資源相關的行動計劃，及成功啟動「女青人」友伴成長試驗計劃，參與人數為31位組長及組員(分成13組)；
3. 對流失率偏高的職級進行分析，及根據行業的調查數據，提高5個高流失率職級之員工薪酬和福利，透過優化政策，加強員工的歸屬感；
4. 配合機構的策略方向和需要，完成檢視全套員工考績評核的24項機構核心勝任能力和51項功能性勝任能力，及更新全會55個職級的績效管理要求；
5. 舉行「管理人員培訓」，包括為35位管理層員工舉辦為期六天的管理課程，以加深參加者的管理知識及讓員工分享不同部門之實務應用，「處理投訴事件的手法及須注意的法律責任」工作坊及「人力資源行政工作流程、程序及更新表格」簡報會等；
6. 持續推行各項「家庭友善措施」（詳見「策略發展方向：優化員工參與及管理」部分）；及
7. 推行電子付款通知，以電郵方式發出糧單。定期舉行優化中央部門行政流程工作小組會議，以促進溝通。

物業管理

為使會內同工和服務對象有安全及舒適的工作和服務環境，物業管理部致力優化本會自置物業設施，並為各部門/服務單位提供裝修工程方面的技術支援及工程管理服務。另配合最新修訂之法例及指引要求，協助單位處理相關工程項目，並給予專業支援。

2014/2015年度完成之大型重點工程項目包括：

1. 梁紹榮度假村開心農莊建造工程；
2. 戴翰芬幼兒學校更換全校冷氣工程；
3. 誌實松柏中心及深水埗綜合社會服務處更換天台中央冷氣機組工程；及
4. 秀群松柏社區服務中心的新服務中心裝修工程。

2. Based on the recommendations of Corporate Cultural Survey, completed the Action Plan addressing and follow-up on the HR related issues and kick off the pilot scheme on Y Mentorship involving 31 mentors and mentees (total 13 mentor/mentee groups);
3. Analyzed and addressed the issue on the attrition of high turnover positions, based on market survey data, the compensation and benefits policies for 5 high turnover positions were reviewed to enhance staff loyalty and engagement;
4. Reviewed the full set of 24 core competences and 51 functional competencies for staff performance appraisal in alignment with agency's strategic direction and update Performance Management Competency requirements for all job bands and 55 grade positions;
5. Training designated for administrative staff were organized, including “6-day Management Training Program” in which 35 managerial staff were provided with insights into practical management knowledge and skill for service development, “Workshops on How to Handle Complaints and What are the Legal Responsibilities We should Concern” and “Briefing on the HR administrative workflow, procedure and documentation”, etc;
6. Continuous implementation of various family-friendly initiatives (for details, please refer to “Strategic Development Direction: Enhancing Staff Engagement and Management” on page 30); and
7. Issuance and distribution of staff monthly salary e-payment advice by email. Task force meetings on enhancing central administrative management are regularly held per year to foster communications among departments.

Facilities Management

In order to maintain a safe and comfortable workplace and service environment, the Department is keen on keeping our self-owned premises in prime condition, and providing technical support and project management on renovation projects for all Y's service units and centres.

Major projects completed in 2014/2015 included:

1. Construction of Happy Farm at Sydney Leong Holiday Lodge;
2. Replacement of Air-conditioning System at Tai Hon Fan Nursery School;
3. Replacement of chillers at roof of Chi Po Neighbourhood Elderly Centre/ Sham Shui Po Integrated Social Service Centre; and
4. Fitting-out works of new service centre of Ellen Li District Elderly Community Centre.

內部審核

內部審核部就會內的主要運作和內部監控是否適當及有效，透過提供專業、獨立及客觀的檢視及評估，支持董事會及機構的管理，以提升管治效能。部門主管定期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。審核項目是按審核委員會批准的年度審核計劃推行，亦會按董事會或管理層要求而執行。

2014/2015年度完成之重點項目包括：

1. 突發巡查服務單位之現金管理；
2. 地區長者中心及耆年服務，包括會員登記、服務及個案跟進之流程審核；
3. 慈善券於公眾場所攤位銷售之審核；
4. 基督教及會員事工部之審核；
5. 財務部之審核；及
6. 舉行審核經驗及技巧分享會。

行政及採購支援

行政及採購部為會內提供優質後勤及內部協調服務，在行政事務及中央採購方面作出適切的支援。

2014/2015年度完成之重點項目包括：

1. 共處理約100項採購合約包括多於40個投標項目；
2. 與供應商議價後開支節省：\$380,000；
3. 購買一貨倉作內部倉儲用途；
4. 主要招標項目包括：
 - a) 九龍會所復修工程：前期工程合約、總承建商合約及分判商合約
 - b) Y Hospitality：裝修工程
 - c) 總會所：1/F 女青營裝修工程
 - d) 又一村會所：屋頂防水工程
 - e) 戴翰芬幼兒學校：更換冷氣系統工程
 - f) 為服務單位購置3架復康巴士
5. 持續優化採購程序：單位自行採購金額由港幣五萬元或以下提升至十萬元或以下，加強單位工作自由度；
6. 協助秀群松柏社區服務中心由舊址搬到新址；及
7. 處理保險索償及舉辦保險簡介會。

資訊系統

資訊系統部致力提供優質資訊系統發展及支援服務，並就不同之資訊科技專案提供諮詢服務。2014-2015年度，本部與會內不同單位共同開展一系列嶄新資訊科技項目，其中最受注目的是兩項全會性之跨年度工作項目－建構「顧客關係管理系統」，及就九龍會所復修計劃設計及建構整座會所之電腦網絡。

Internal Audit

The role of the Department is to support the Board and management of the Association to enhance the effectiveness of governance by providing professional, objective and independent reviews and appraisals to measure and evaluate the effectiveness of internal control and the efficiency of operations. The Head of Internal Audit periodically reports to the Audit Committee and has direct access to the Board via the Audit Committee. Audit reviews were carried out in accordance with its annual audit plan as approved by the Audit Committee or as requested by the Board and management.

Major tasks completed in 2014/2015 included:

1. Surprise cash management review in service units;
2. District Elderly Community Centre service and other elderly service operations including membership registration and renewal process, and services and cases follow-up;
3. Charity tickets sales at public places compliance review;
4. Christian Ministry and Membership Department operation review;
5. Accounting and business process review of Finance Department; and
6. Arrangement of audit experience and knowledge sharing sessions.

Administration and Procurement

Administration and Procurement Department aims to offer quality back-office services to support the operational needs of the Association.

Major tasks completed in 2014/2015 included:

1. Handled about 100 procurement cases including over 40 tender exercises;
2. Procurement saving: \$380,000 after negotiation;
3. Purchased a warehouse for internal use;
4. Major tenders included:
 - a) Kowloon Centre Rehabilitation Project: advance works contracts, main contract and nominated sub-contracts
 - b) Y Hospitality: renovation works
 - c) Headquarters: Y-Hub renovation works on 1/F
 - d) Yau Yat Chuen Centre: water improvement works on roof-top
 - e) Tai Hon Fan Nursery School: chiller plant replacement works
 - f) 3 rehabilitation buses for service centres
5. Continuous enhancement in procurement procedures: increased the upper limit of centre's purchasing authority from \$50,000 to \$100,000;
6. Assisted the relocation of Ellen Li District Elderly Community Centre; and
7. Handled insurance claims and organized insurance briefing session for all staff.

Information System

Information System Department provides quality information system support and development service, and consultancy services for various IT projects. During 2014/2015, the Department had partnered with other centres/service units to develop a series of IT projects, including the two most eye-catching two-year projects of the Y – the implementation of “Customer Relationship Management” and the design and establishment of the new IT infrastructure for the whole rehabilitated Kowloon Centre.

2014/2015完成之重點項目包括：

1. 建立「生命樹」網上捐款平台；
2. 為本會Y Hospitality 網站換上全新面貌；
3. 與青年及社區服務部合作，研發「HOPE 中文拆字遊戲」流動應用程式；
4. 為會內同工提供電子糧單服務；及
5. 更換全會之寬頻網絡供應商。

財務管理

財務部致力提供優質財務管理服務，並確保本會財政資源有效善用，提升服務質素及效益。為使財務資源運用更具效益，董事會及相關委員會每年按實際情況及發展策略，把備用款調撥予不同範疇。董事會亦在其會議上討論如何管理及運用儲備，包括整筆撥款儲備及非定影員工公積金儲備，目的在於善用儲備，以加強服務質素和推動策略性發展。

為使外界對本會的財務狀況有更深入的了解，本會透過不同合適的渠道向公眾發布有關本會過去一年運用整筆撥款儲備的資訊，並制定了未來如何運用儲備的計劃，以確保公平、合理、妥善及有效地運用儲備。

財務部於本年度推行了以下重點工作：

- i. 加強中央行政服務單位之間的溝通、協調及資源分配；
- ii. 鼓勵及推行各項環保措施；
- iii. 確保新儲備政策及措施順利推行；及
- iv. 完成財務部工作流程手冊。

整筆撥款儲備

截至2015年3月31日，本會整筆撥款儲備為五千萬元，當中以每年受整筆撥款資助服務的營運開支的20%作為營運儲備，其餘(整筆撥款儲備減去營運開支的20%)用於不同範疇的分配，例如：用作支付員工獎勵金、獎勵性增薪及員工專業發展及培訓等。

公積金/強積金儲備

公積金/強積金儲備只會用作支付公積金/強積金，而本會亦嚴格遵守《整筆撥款手冊》、其通告及相關信函所列明之條文及理念。本會亦相應地訂立了有關動用儲備金之守則及政策予員工參考及遵守。本會按既定政策及員工的服務年資遞增公積金及強積金的僱主供款，分別由5%、10%、15%及5%、7.5%、10%不等。截至2015年3月31日，本會累積之公積金及強積金結餘為港幣一千九百多萬元。

Major projects accomplished in 2014/2015 included:

1. Construction of “Tree of Life” on-line donation platform;
2. Revamped our Y Hospitality Website;
3. Teamed with the Youth and Community Service Department to develop “HOPE Chinese Character Game” Mobile App;
4. Provision of staff monthly salary e-payment advice; and
5. Replacement of the YWCA's broadband network vendor.

Finance Management

The Finance Department (FD) aims to provide quality accounting and financial functions to management and other users. In addition, FD also supports the Board and management to ensure resources are efficiently and effectively deployed.

To enhance transparency and communication with our stakeholders, financial information was disseminated through appropriate channels to public.

During the year, major tasks completed are highlighted as follows:

- i. To promote cross central administration departments' communication, understanding, resources sharing and synergy;
- ii. To promote and carry out the Go Green projects;
- iii. To implement the new reserves policies and procedures; and
- iv. To complete FD's Operation Manual.

Lump Sum Grant (LSG) Reserve

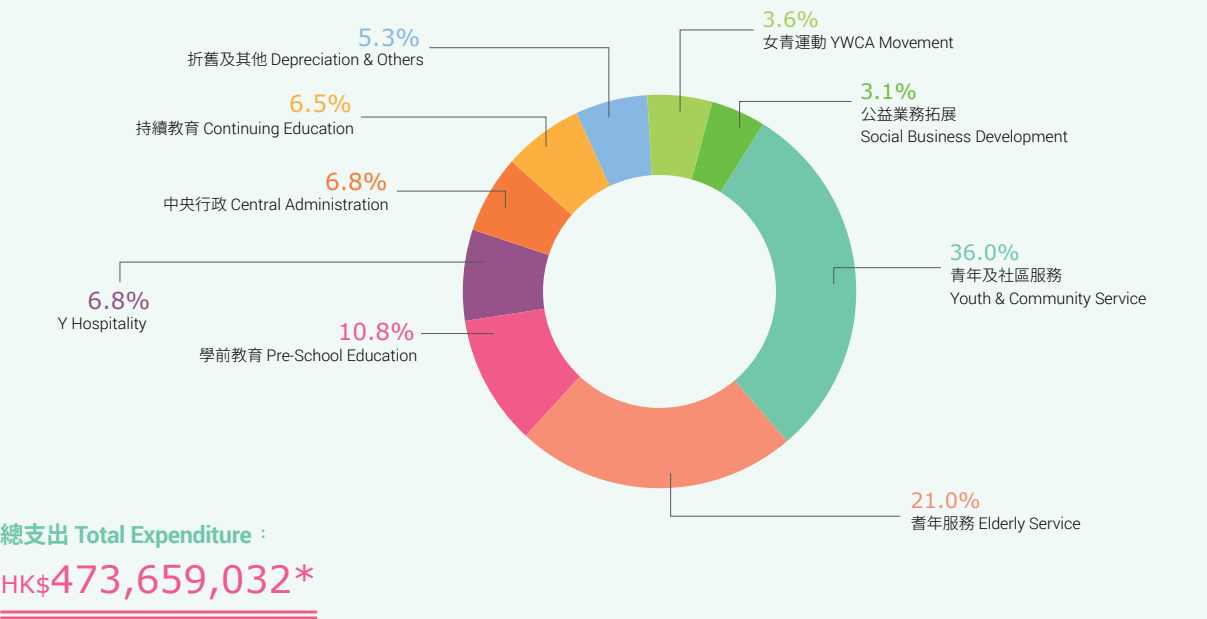
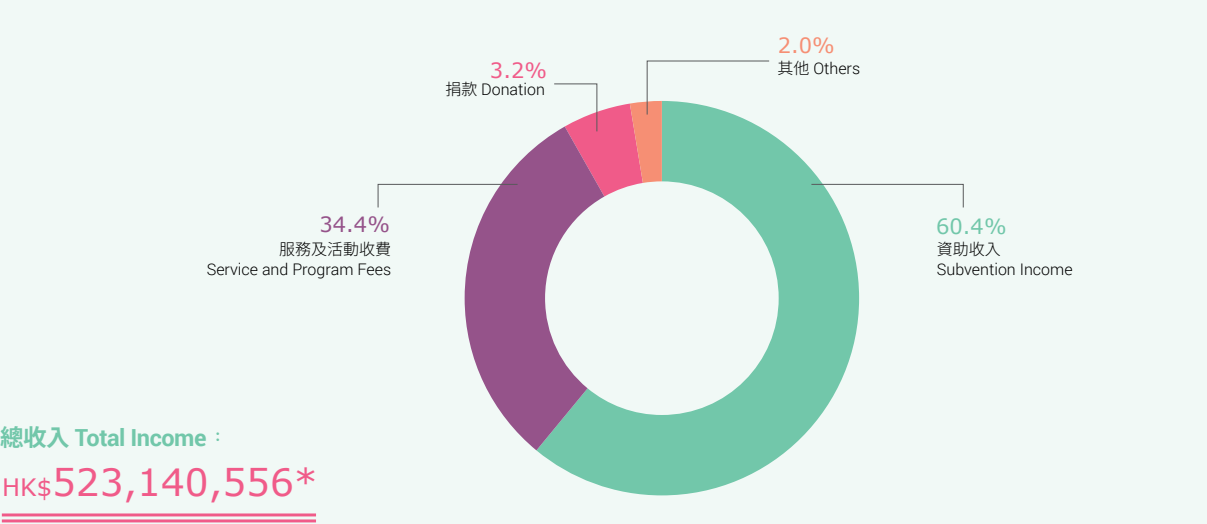
At year ended 31 March 2015, the cumulative LSG Reserve was \$50m. When utilizing the reserve, the Association has observed the intended purposes as stipulated in the LSG Manual, Circulars and relevant notifications. According to our strategic reserve policy, part of the accumulated LSG Reserve is designated for operating reserve purpose whilst the balance is for staff expenses, other operating expenses and service enhancement and development. The maximum amount of LSG Reserve deemed for operating reserve purpose is capped at 20% of the subvented services' operating expenditure (excluding Provident Fund expenditure).

Provident Fund (PF) Reserve

Provident Fund Reserve is used for provident fund purpose and when utilizing the reserve, the Association has observed the intended purpose as stipulated in the LSG Manual, Circulars and relevant notifications. The Association has policy governing the use of the reserve. Based on policy and the number of years of service, the employer's contribution rates for ORSO and MPF were from 5%, 10%, 15% and 5%, 7.5%, 10% respectively. At the year ended 31 March 2015, the total cumulative ORSO and MPF Reserves amounted to \$19.1m.



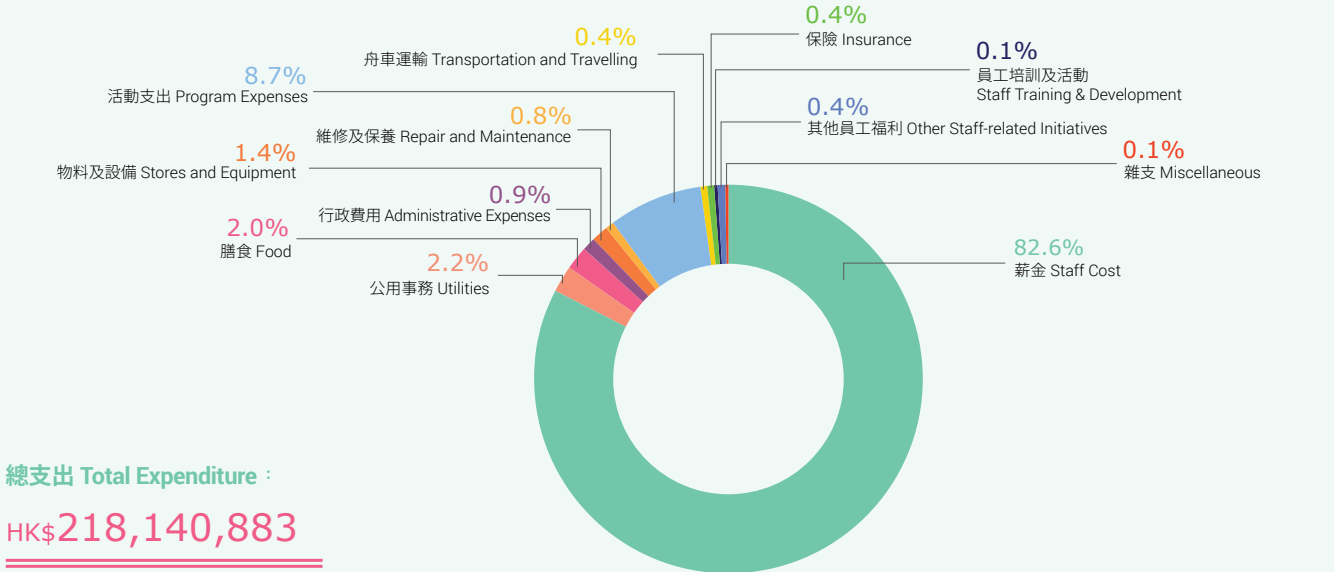
2014-2015 機構整體收入及支出
Financial Report of the Association



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

Remarks:
The figures and financial information relating to the year ended 31 March 2015 as shown on page 110-111 are not the Association's statutory annual financial statements for that year. The Association has delivered those financial statements to the Registrar of Companies as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance. The Association's auditor has reported on those financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) or (3) of the Companies Ordinance.

2014-15年度 社會福利署整筆撥款支出分佈
Breakdown of Social Welfare Department LSG Expenditure for 2014-15



全會服務統計 Annual Service Statistics
服務性質 HKYWCA's Services by Nature
參加活動總人次 Total No. of Attendance: 2,658,930

性質 Nature	服務分類 Types of Services	人次 No. of Attendance
基督教及會員事工 Christian Ministry and Membership	福音小組、佈道會、福音講座、義工培訓、同工心靈關顧、地區教會聯繫、會員服務、義工服務、國際事務 Gospel Groups, Gospel Rally, Evangelistic Gathering, Volunteer Training, Staff Spiritual Care, Regional Churches Connection, Membership Affairs, Volunteer Service, International Affairs	37,287
婦女及家庭事工 Woman and Family Affairs	婦光團、基層婦女工作、年青女性領袖培育、性別意識培育工作、熱線輔導服務、臨床心理服務、家庭健康促進中心 Women's Club, Grassroots Women Projects, Young Women Leadership Training, Gender Awareness Education, Hotline Counseling Service, Clinical Psychological Service, Family Wellness Centre	78,802
資源拓展 Communication and Resources Development	籌款事宜、公關宣傳、企業網絡 Fundraising, Communication and Public Relations, Corporate Liaison	45,697
學前教育 Pre-School Education	幼兒學校、幼稚園 Nursery School, Kindergarten	171,870
青年及社區服務 Youth and Community Service	學校社會工作、外展社會工作、綜合社會服務、支援家庭服務、青年就業服務、社區發展、綜合就業支援服務、康體事工、梁紹榮度假村、女青中樂園、歷奇訓練 School Social Work, Outreaching Social Work, Integrated Social Service, Family Support Service, Youth Employment Service, Community Development, Integrated Employment Assistance Scheme, Recreational and Sports Service, Sydney Leong Holiday Lodge, Y.W.C.A. Chinese Orchestra, Adventure Training	858,504
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	124,002
持續教育 Continuing Education	職業發展及訓練中心、再培訓服務、機構僱員服務計劃、持續教育中心、青心坊 Career Development & Training Centre, Retraining Service, Employee Service Scheme, Continuing Education Centre, Y Serenity	235,223
耆年服務 Elderly Service	松柏中心、護理安老苑、日間護理中心、綜合家居照顧服務、松柏社區服務中心、長者持續教育中心、健康長者農場、青健坊 Centre for the Elderly, Care & Attention Home for the Elderly, Day Care Centre for the Elderly, Integrated Home Care Services Team, District Elderly Community Centre, Elderly Continuing Education Centre, The Farm for Healthy Ageing, Y Care Day Care Centre	884,509
Y Hospitality	園景軒、般咸軒、海棠軒、特約食坊 Garden View Hong Kong, Bonham Residence Hong Kong, Begonia Residence Kowloon, The One Restaurant	149,036
社會企業 Social Business	女青活學中心、女青會員優惠坊、園景軒餐廳、安居通長者家居用品店、Courtyard Café Centre of Learning and Life Enhancement, Y Delight, Y Garden View Lounge, Y Silver Link, Courtyard Café	74,000

機構資料 Organization Information



機構資料 Organization Information

服務單位一覽 Directory of Hong Kong Y.W.C.A. Service Units

索引		辦事處	通訊索引編號(見116-120頁)	
Index		Office	Correspondence Index (see P.116-120)	
中央行政 Central Administration	1	總辦事處 Headquarters		
	2	行政及採購部 Administration and Procurement Department		
	3	資訊系統部 Information System Department		
	4	財務部 Finance Department		
	5	人力資源部 Human Resources Department		
	6	傳訊及資源拓展部 Communication and Resources Development Department		
	7	物業管理部 Facilities Management Department		
	8	內部審核部 Internal Audit Department		
公益業務拓展 Social Business Development	10	公益業務拓展辦事處 Social Business Development Office		
	16	園景軒餐廳 Y Garden View Lounge		
	12	Y Delight 女青會員優惠坊 Y Delight Membership Welfare Shop		
	11	女青活學中心 Centre of Learning and Life Enhancement		
	13	Y Silver Link 安居通長者家居用品店 Y Silver Link Elderly Household Product Retail Store		
	14	Y Fitness 躍動力 Y Fitness		
學前教育 Pre-School Education	49	學前教育部辦事處 Pre-School Education Department Office		
	17	戴翰芬幼兒學校 Tai Hon Fan Nursery School		
	50	趙靄華幼兒學校 Chiu Oi Wah Nursery School		
	40	信望幼兒學校 Faith Hope Nursery School		
	39	彩雲幼兒學校 Choi Wan Nursery School		
	63	長青幼兒學校 Cheung Ching Nursery School		
	61	荃灣幼兒學校 Tsuen Wan Nursery School		
	68	隆亨幼兒學校 Lung Hang Nursery School		
	72	安定幼兒學校 On Ting Nursery School		
	33	紹邦幼兒學校 Shiu Pong Nursery School		
	51	宏恩幼稚園 Athena Kindergarten		
青年及社區服務 Youth and Community Service	28	梁紹榮度假村 Sydney Leong Holiday Lodge		
	19	西環綜合社會服務處 Western District Integrated Social Service Centre		
	52	深水埗綜合社會服務處 Sham Shui Po Integrated Social Service Centre		
	42	龍翔綜合社會服務處 Lung Cheung Integrated Social Service Centre		
	44	樂華綜合社會服務處 Lok Wah Integrated Social Service Centre		
	64	青衣綜合社會服務處 Tsing Yi Integrated Social Service Centre		
	70	沙田綜合社會服務處 Shatin Integrated Social Service Centre		
	71	沙田綜合社會服務處（禾輦分處）Shatin Integrated Social Service Centre (Wo Che Office)		
	75	蝴蝶灣綜合社會服務處 Butterfly Bay Integrated Social Service Centre		
	73	屯門綜合社會服務處 Tuen Mun Integrated Social Service Centre		
	74	屯門綜合社會服務處（安定分處）Tuen Mun Integrated Social Service Centre (On Ting Office)		
	77	天水圍綜合社會服務處 Tin Shui Wai Integrated Social Service Centre		
	45	將軍澳綜合社會服務處 Tseung Kwan O Integrated Social Service Centre		
	46	將軍澳青年外展社會工作隊 Tseung Kwan O Youth Outreaching Social Work Team		
	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		
	22	觀龍樓社區工作辦事處 Kwun Lung Lau Community Work Office		
	26	大澳社區工作辦事處 Tai O Community Work Office		
	27	Y Eco Tour 大澳文化生態綜合資源中心 Y Eco Tour Tai O Cultural and Ecological Integrated Resource Centre		
	37	青年就業資源中心（旺角）Youth Employment Resource Centre (Mong Kok)		
	67	青年就業資源中心（葵芳）Youth Employment Resource Centre (Kwai Fong)		
	78	天水圍一站式就業及培訓中心 Tin Shui Wai One-Stop Employment and Training Centre		
	43	學校社會工作辦事處 School Social Work Office		

機構資料 Organization Information

服務單位一覽 Directory of Hong Kong Y.W.C.A. Service Units

索引		辦事處	通訊索引編號(見116-120頁)	
Index		Office	Correspondence Index (see P.116-120)	
基督教及會員事工 Christian Ministry and Membership	9	基督教及會員事工部 Christian Ministry and Membership Department		
婦女及家庭事工 Woman and Family Affairs	29	婦女事工隊 Women Affairs Department		
	31	又一村家庭健康促進中心 Family Wellness Centre (Yau Yat Chuen)		
	76	賽馬會天水圍家庭健康促進中心 Jockey Club Tin Shui Wai Family Wellness Centre		
	30	臨床心理服務 Clinical Psychological Service		
學校教育 School Education				
	35	基督教女青年會丘佐榮中學 The Y.W.C.A. Hioe Tjo Yoeng College		
持續教育 Continuing Education	57	職業發展及訓練中心 Career Development and Training Centre		
	41	九龍東持續教育中心 Kowloon East Continuing Education Centre		
	62	麗瑤社會服務處 Lai Yiu Social Service Centre		
	69	沙田持續教育中心 Shatin Continuing Education Centre		
	47	旺角持續教育中心辦事處 Mongkok Continuing Education Centre Office		
	48	旺角持續教育中心 Mongkok Continuing Education Centre		
	59	Y Serenity 青心坊 Y Serenity		
	60	ERB 服務中心（九龍西）ERB Service Centre (Kowloon West)		
耆年服務 Elderly Service	23	明儒松柏社區服務中心 Ming Yue District Elderly Community Centre		
	79	秀群松柏社區服務中心 Ellen Li District Elderly Community Centre		
	81	Y Farm 健康長者農場 Y Farm for Healthy Ageing		
	20	西環松柏中心 Sai Wan Social Centre for the Elderly		
	66	長青松柏中心（青葵樓）Cheung Ching Neighbourhood Elderly Centre (Correspondence Address)		
	65	長青松柏中心（長青社區中心）Cheung Ching Neighbourhood Elderly Centre		
	53	誌寶松柏中心 Chi Po Neighbourhood Elderly Centre		
	36	九龍城綜合家居照顧服務隊 Kowloon City Integrated Home Care Services Team		
	56	深水埗綜合家居照顧服務隊 Sham Shui Po Integrated Home Care Services Team		
	55	林護紀念松柏日間護理中心 Lam Woo Memorial Day Care Centre for the Elderly		
	25	鄭傍卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly		
	54	雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly		
	58	長者持續教育中心 Elderly Continuing Education Centre		
	32	Y Care 青健坊（又一村）長者日間護理中心 Y Care Day Care Centre for the Elderly (Yau Yat Chuen)		
	24	Y Care 青健坊（東區）長者日間護理中心 Y Care Day Care Centre for the Elderly (Eastern District)		
	80	Y Care 新創建青健坊（北區）長者日間護理中心 NWS Y Care Day Care Centre for the Elderly (North District)		
Y Hospitality	15	園景軒 Garden View Hong Kong		
	38	峰景軒 Summit View Kowloon		
	18	般咸軒 Bonham Residence Hong Kong		
	34	海棠軒 Begonia Residence Kowloon		

機構資料 Organization Information

港島—中區
Hong Kong Island -
Central District

- 1

總辦事處
Headquarters

香港麥當勞道1號
No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1300
傳真 Fax：2524 4237
電郵 E-mail：ywca@ywca.org.hk
- 2

行政及採購部
Administration and
Procurement Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1303
傳真 Fax：2524 4237
電郵 E-mail：apd@ywca.org.hk
- 3

資訊系統部
Information System
Department

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

財務部
Finance Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1317
傳真 Fax：3476 1418
電郵 E-mail：fd@ywca.org.hk
- 5

人力資源部
Human Resources Department

香港麥當勞道1號4樓
4/F, No. 1 MacDonnell Road,
Hong Kong
電話 Tel：3476 1347
傳真 Fax：3476 1362
電郵 E-mail：hrd@ywca.org.hk
- 6

傳訊及資源拓展部
Communication and
Resources Development
Department

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

- 7

物業管理部
Facilities Management
Department

香港般含道38號 C1樓
1/F, No. 38C Bonham Road, Hong Kong
電話 Tel：2549 9292
傳真 Fax：2549 8853
電郵 E-mail：fmd_mail@ywca.org.hk
- 8

內部審核部
Internal Audit Department

香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1423
傳真 Fax：3476 1392
電郵 E-mail：iad@ywca.org.hk
- 9

基督教及會員事工部
Christian Ministry and
Membership Department

香港麥當勞道1號106室
Rm 106, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1322
傳真 Fax：3476 1326
電郵 E-mail：cmmdd@ywca.org.hk
- 10

公益業務拓展辦事處
Social Business
Development Office

香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1328
傳真 Fax：3443 1320
電郵 E-mail：sbdd@ywca.org.hk
- 11

女青活學中心
Centre of Learning and
Life Enhancement

香港麥當勞道1號3樓
3/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1340
傳真 Fax：3476 1346
電郵 E-mail：clle@ywca.org.hk
- 12

Y Delight 女青會員優惠坊
Y Delight Membership
Welfare Shop

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

- 13

Y Silver Link
安居通長者家居用品店
Y Silver Link Elderly Household
Product Retail Store

香港麥當勞道1號1樓(通訊處)
1/F, No. 1 MacDonnell Road, Hong Kong
(Correspondence Address)
香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung
Estate, Sai Wan Ho
粉嶺華明邨頌明樓地下3號
Unit No.3, Chung Ming House, Wah Ming
Estate, Fanling
九龍深水埗元州街59號至63號元州街
市政大廈4樓
4/F, Un Chau Street Municipal Services
Building, No. 59-63 Un Chau Street,
Shamshuipo, Kowloon
電話 Tel：3476 1328
傳真 Fax：3476 1320
電郵 E-mail：sbdd@ywca.org.hk
- 14

Y Fitness 躍動力
Y Fitness

香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1328
傳真 Fax：3476 1320
電郵 E-mail：yfitness@ywca.org.hk
- 15

園景軒
Garden View Hong Kong

香港麥當勞道1號
No. 1 MacDonnell Road, Hong Kong
電話 Tel：2877 3737
傳真 Fax：2845 6263
電郵 E-mail：ghadm@ywca.org.hk
- 16

園景軒餐廳
Y Garden View Lounge

香港麥當勞道1號6樓
6/F, No. 1 No. 1 MacDonnell Road, Hong Kong
電話 Tel：3476 1390
傳真 Fax：3476 1320
電郵 E-mail：gvl@ywca.org.hk
- 17

戴翰芬幼兒學校
Tai Hon Fan Nursery School

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

港島—西區
Hong Kong Island -
Western District

- 18

般咸軒
Bonham Residence Hong Kong

香港般含道38號C
No. 38C Bonham Road, Hong Kong
電話 Tel：2915 2345
傳真 Fax：2915 5677
電郵 E-mail：ghadm@ywca.org.hk
- 19

西環綜合社會服務處
Western District Integrated
Social Service Centre

香港西環域多利道9至15號百年大樓
第1期A座2樓
Flat A, 1/F, Block 1, Centenary Mansion,
No. 9-15 Victoria Road, Western District,
Hong Kong
電話 Tel：2818 8356
傳真 Fax：2855 9004
電郵 E-mail：itwd@ywca.org.hk
- 20

西環松柏中心
Sai Wan Social Centre for
the Elderly

西環加惠民道西環邨房屋辦事處2樓
1/F, Estate Office Building, Sai Wan
Estate, Hong Kong
電話 Tel：2818 9722
傳真 Fax：2817 0933
電郵 E-mail：sesw@ywca.org.hk
- 21

中西區及離島青年外展社會工作隊
Central, Western & Islands
District Youth Outreaching
Social Work Team

香港西營盤高街2號西營盤社區綜合
大樓地下
G/F, Sai Ying Pun Community Complex,
No. 2, High Street, Sai Ying Pun, Hong Kong
電話 Tel：2818 8298
傳真 Fax：2816 2213
電郵 E-mail：yot@ywca.org.hk
- 22

觀龍樓社區工作辦事處
Kwun Lung Lau Community
Work Office

香港堅尼地城觀龍樓D座地下60, 62,
64號及一樓160,162及164號
Shop Nos. 60, 62, 64, G/F & Living
Quarters Nos.160,162 &164, 1/F, Block
D, Kwun Lung Lau, 20 Lung Wah Street,
Kennedy Town, Hong Kong
電話 Tel：2610 0769
傳真 Fax：2424 9609
電郵 E-mail：cdkll@ywca.org.hk

港島—東區及南區
Hong Kong Island -
Eastern & Southern Districts

- 23

明儒松柏社區服務中心
Ming Yue District Elderly
Community Centre

香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung
Estate, Sai Wan Ho
電話 Tel：2676 7067
傳真 Fax：2967 1626
電郵 E-mail：memy@ywca.org.hk
- 24

Y Care 青健坊(東區)
長者日間護理中心
Y Care Day Care Centre for the
Elderly (Eastern District)

香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung
Estate, Sai Wan Ho
電話 Tel：2676 7067
傳真 Fax：2967 1626
電郵 E-mail：memy@ywca.org.hk
- 25

鄭傍卿護理安老苑
Cheng Pon Hing Care &
Attention Home for the Elderly

鴨脷洲利東邨東業樓101-108, 117-124 及
201-224號
Units 101-108, 117-124 & 201-224,Tung Yip
House, Lei Tung Estate, Apleichau
電話 Tel：2874 3663
傳真 Fax：2874 2236
電郵 E-mail：hecph@ywca.org.hk
- 26

大澳社區工作辦事處
Tai O Community Work Office

大澳龍田邨龍田商場1號鋪單位
Shop No.1, Commercial Centre, Lung Tin
Estate,Tai O
電話 Tel：2985 5681
傳真 Fax：2985 6313
電郵 E-mail：cdto@ywca.org.hk
- 27

Y Eco Tour 大澳文化生態綜合資源中心
Y Eco Tour Tai O Cultural and
Ecological Integrated Resource Centre

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

- 28

梁紹榮度假村
Sydney Leong Holiday Lodge

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

九龍—九龍塘及九龍城
Kowloon - Kowloon Tong &
Kowloon City

- 29

婦女事工隊
Women Affairs Department

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel：3443 1600
傳真 Fax：3443 1620
電郵 E-mail：wad@ywca.org.hk
- 30

臨床心理服務
Clinical Psychological Service

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel：3443 1600
傳真 Fax：3443 1640
電郵 E-mail：cps@ywca.org.hk
- 31

又一村家庭健康促進中心
Family Wellness Centre
(Yau Yat Chuen)

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel：3443 1600
傳真 Fax：3443 1640
電郵 E-mail：fwc@ywca.org.hk
- 32

Y Care 青健坊(又一村)
長者日間護理中心
Y Care Day Care for the Elderly
(Yan Yat Chuen)

九龍九龍塘又一村海棠路66號
2樓215-218室
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel：3443 1686

[33] 紹邦幼兒學校
Shiu Pong Nursery School

九龍九龍塘又一村海棠路66號地下
G/F, No. 66 Begonia Road, Yau Yat Chuen, Kowloon Tong, Kowloon
電話 Tel : 3443 1678
傳真 Fax : 3443 1670
電郵 E-mail : nssp@ywca.org.hk

[34] 海棠軒
Begonia Residence Kowloon

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen, Kowloon Tong, Kowloon
電話 Tel : 3443 1881
傳真 Fax : 3443 1803
電郵 E-mail : ghadm@ywca.org.hk

[35] 基督教女青年會丘佐榮中學
The Y.W.C.A. Hioe Tjo Yoeng College

九龍九龍城何文田常和街6號
No. 6 Sheung Wo Street, Homantin, Kowloon
電話 Tel : 2711 7159
傳真 Fax : 2714 2958
電郵 E-mail : info@htyc.edu.hk

[36] 九龍城綜合家居照顧服務隊
Kowloon City Integrated Home Care Services Team

九龍九龍城馬頭涌富寧街真善美邨
低座地下
G/F, Low Block, Chun Seen Mei Chuen, Fu Ning Street, Ma Tau Chung, Kowloon City, Kowloon
電話 Tel : 2712 0701
傳真 Fax : 2714 9564
電郵 E-mail : hhkc@ywca.org.hk

九龍一旺角及油麻地
Kowloon - Mong Kok & Yau Ma Tei**[37] 青年就業資源中心(旺角)**
Youth Employment Resource Centre (Mong Kok)

九龍旺角亞皆老街8號朗豪坊辦公大樓
42樓8至11室
Suites 8-11, Level 42, Office Tower, Langham Place, No. 8 Argyle Street, Mongkok, Kowloon
電話 Tel : 2111 8533
傳真 Fax : 3580 7743
電郵 E-mail : yerc@ywca.org.hk

[38] 峰景軒
Summit View Kowloon

九龍窩打老道山文福道5號
No. 5 Man Fuk Road, Waterloo Road Hill, Kowloon
電話 Tel : 2713 9211
傳真 Fax : 2761 1269
電郵 E-mail : ghadm@ywca.org.hk

九龍一黃大仙、觀塘及將軍澳
Kowloon - Wong Tai Sin, Kwun Tong & Tseung Kwan O**[39] 彩雲幼兒學校**
Choi Wan Nursery School

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

[40] 信望幼兒學校
Faith Hope Nursery School

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

[41] 九龍東持續教育中心
Kowloon East Continuing Education Centre

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

[42] 龍翔綜合社會服務處
Lung Cheung Integrated Social Service Centre

九龍黃大仙中心平台P1室
Unit No. P1, Podium Floor, Wong Tai Sin Plaza, Lower Wong Tai Sin (II) Estate, Kowloon
電話 Tel : 2326 0192
傳真 Fax : 2351 7152
電郵 E-mail : itlc@ywca.org.hk

[43] 學校社會工作辦事處
School Social Work Office

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

[44] 樂華綜合社會服務處
Lok Wah Integrated Social Service Centre

九龍牛頭角樂華南邨樂華社區中心地下、3至5樓
G/F, 2/F-4/F, Lok Wah Estate Community Centre, Ngau Tau Kok, Kowloon
電話 Tel : 2750 2521
傳真 Fax : 2751 9099
電郵 E-mail : itlw@ywca.org.hk

[45] 將軍澳綜合社會服務處
Tseung Kwan O Integrated Social Service Centre

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

[46] 將軍澳青年外展社會工作隊
Tseung Kwan O Youth Outreaching Social Work Team

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

九龍一荔枝角、長沙灣及深水埗
Kowloon - Lai Chi Kok, Cheung Sha Wan & Sham Shui Po**[47] 旺角持續教育中心辦事處**
Mongkok Continuing Education Centre Office

九龍深水埗東京街12號麗閣邨麗閣商場1樓101室
Room 101, 1/F, Lai Kok Shopping Centre, Lai Kok Estate, 12 Tonkin Street, Shamshuiipo, Kowloon
電話 Tel : 3970 0876
傳真 Fax : 3970 0887
電郵 E-mail : ceco@ywca.org.hk

[48] 旺角持續教育中心
Mongkok Continuing Education Centre

九龍深水埗東京街12號麗閣邨麗閣商場1樓101室(通訊處)
Room 101, 1/F, Lai Kok Shopping Centre, Lai Kok Estate, 12 Tonkin Street, Shamshuiipo, Kowloon (Correspondence Address)
電話 Tel : 2391 4701
電郵 E-mail : ceco@ywca.org.hk

[49] 學前教育部辦事處
Pre-School Education Department Office

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

[50] 趙靄華幼兒學校
Chiu Oi Wah Nursery School

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

[51] 宏恩幼稚園
Athena Kindergarten

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

[52] 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59至63號元州街市政大廈4樓、5樓、6樓
4/F, 5/F & 6/F, Un Chau Street Municipal Services Building, 59-63 Un Chau Street, Shamshuiipo, Kowloon
電話 Tel : 2720 4318
傳真 Fax : 2720 4201
電郵 E-mail : ittssp@ywca.org.hk

[53] 誌實松柏中心
Chi Po Neighbourhood Elderly Centre

九龍深水埗元州街59至63號元州街市政大廈4樓
4/F, Un Chau Street Municipal Services Building, No. 59-63 Un Chau Street, Shamshuiipo, Kowloon
電話 Tel : 2720 6364
傳真 Fax : 2720 5818
電郵 E-mail : secp@ywca.org.hk

[54] 雲華護理安老苑
Wan Wah Care & Attention Home for the Elderly

九龍麗安邨麗康樓及麗榮樓地下(B座及C座)及1樓
G/F, Wing B & C and 1/F Wing A to D, Lai Lim House, Lai On Estate, Kowloon
電話 Tel : 2708 3677
傳真 Fax : 2729 1359
電郵 E-mail : hewww@ywca.org.hk

[55] 林護紀念松柏日間護理中心
Lam Woo Memorial Day Care Centre for the Elderly

九龍麗安邨麗正樓地下C翼6-10號
Unit No. 6-10, G/F, Lai Ching House, Lai On Estate, Kowloon
電話 Tel : 2725 0697
傳真 Fax : 2725 6107
電郵 E-mail : delw@ywca.org.hk

[56] 深水埗綜合家居照顧服務隊
Sham Shui Po Integrated Home Care Services Team

九龍深水埗麗安邨麗康樓地下(辦公室)
G/F, Lai Lim House, Lai On Estate, Shamshuiipo, Kowloon
麗閣邨麗蘭樓314號
Unit 314, Lai Lan House, Lai Kok Estate, Kowloon

電話 Tel : 2725 7702
傳真 Fax : 2725 7798
電郵 E-mail : hhssp@ywca.org.hk

[57] 職業發展及訓練中心
Career Development and Training Centre

九龍深水埗東京街12號麗閣商場1樓101室
Room 101, 1/F, Lai Kok Shopping Centre, Lai Kok Estate, 12 Tonkin Street, Shamshuiipo, Kowloon
電話 Tel : 3970 0800
傳真 Fax : 3970 0887
電郵 E-mail : pcykc@ywca.org.hk

[58] 長者持續教育中心
Elderly Continuing Education Centre

九龍深水埗東京街12號麗閣邨麗閣商場1樓101室(通訊處)
Room 101, 1/F, Lai Kok Shopping Centre, Lai Kok Estate, 12 Tonkin Street, Shamshuiipo, Kowloon
電話 Tel : 2715 8389
傳真 Fax : 2715 8802
電郵 E-mail : ecec@ywca.org.hk

[59] Y Serenity 青心坊
Y Serenity

九龍深水埗東京街12號麗閣邨麗閣商場1樓101室(通訊處)
Room 101, Lai Kok Shopping Centre, Lai Kok Estate, 12 Tonkin Street, Shamshuiipo, Kowloon
電話 Tel : 3970 0800
傳真 Fax : 3970 0888
電郵 E-mail : swmc@ywca.org.hk

[60] ERB 服務中心(九龍西)
ERB Service Centre (Kowloon West)

九龍長沙灣順寧道273號日輝大廈商場1樓
1/F, Sunlight Building, 273 Shun Ning Road, Cheung Sha Wan, Kowloon
電話 Tel : 2711 6022
傳真 Fax : 2199 7162
電郵 E-mail : kwsc@ywca.org.hk

新界一荃灣、葵涌及青衣
New Territories -Tsuen Wan, Kwai Chung & Tsing Yi**[61] 荃灣幼兒學校**
Tsuen Wan Nursery School

新界荃灣大河道60號雅麗珊社區中心5樓
4/F, Princess Alexandra Community Centre, No. 60 Tai Ho Road, Tusen Wan, N.T.
電話 Tel : 2490 9060
傳真 Fax : 2490 0144
電郵 E-mail : nstw@ywca.org.hk

[62] 麗瑤社會服務處
Lai Yiu Social Service Centre

葵涌麗瑤邨貴瑤樓地下25-26, 28-32號
No. 25-26, 28-32, G/F, Kwai Yiu House, Lai Yiu Estate, Kwai Chung, N.T.
電話 Tel : 2745 5185
傳真 Fax : 2745 5385
電郵 E-mail : rslys@ywca.org.hk

[63] 長青幼兒學校
Cheung Ching Nursery School

新界青衣長青邨長青社區中心6樓
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

[64] 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3至5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

[65] 長青松柏中心(長青社區中心)
Cheung Ching Neighbourhood Elderly Centre

新界青衣長青邨長青社區中心102室
Room 102, 1/F, Cheung Ching Estate, Tsing Yi
電話 Tel : 2433 1666
傳真 Fax : 2435 4388
電郵 E-mail : secc@ywca.org.hk

[66] 長青松柏中心(青葵樓)
Cheung Ching Neighbourhood Elderly Centre (Correspondence Address)

新界青衣長青邨青葵樓406-411室(通訊處)
Unit No. 406-411, Ching Kwai House, Cheung Ching Estate, Tsing Yi
電話 Tel : 2433 1666
傳真 Fax : 2435 4388
電郵 E-mail : secc@ywca.org.hk

[67] **青年就業資源中心(葵芳)**
Youth Employment Resource Centre(Kwai Fong)

新界葵芳興芳路223號新都會廣場辦公大樓2期9樓907-912室
Units 907-12, 9/F, Metroplaza Tower II, No. 223 Hing Fong Road, Kwai Fong, New Territories
電話 Tel : 3188 8070
傳真 Fax : 3188 3752
電郵 E-mail : yerc_kf@ywca.org.hk

新界一沙田
New Territories - Sha Tin

[68] **隆亨幼兒學校**
Lung Hang Nursery School

新界沙田隆亨邨隆亨社區中心6樓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

[69] **沙田持續教育中心**
Shatin Continuing Education Centre

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

[70] **沙田綜合社會服務處**
Shatin Integrated Social Service Centre

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

[71] **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217-224號Units 217-224, Hip Wo House, Wo Che Estate, Shatin, N.T.
電話 Tel : 2698 3008
傳真 Fax : 2606 6357
電郵 E-mail : itst@ywca.org.hk

新界一屯門、元朗及天水圍

New Territories - Tuen Mun, Yuen Long & Tin Shui Wai

[72] **安定幼兒學校**
On Ting Nursery School

新界屯門安定邨安定友愛社區中心6樓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

[73] **屯門綜合社會服務處**
Tuen Mun Integrated Social Service Centre

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

[74] **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地下119-121室Units 119-121, Ting Lung House, On Ting Estate, Tuen Mun, N.T.
電話 Tel : 2458 9070 / 2441 6638
傳真 Fax : 2458 9900
電郵 E-mail : ittm2@ywca.org.hk

[75] **蝴蝶灣綜合社會服務處**
Butterfly Bay Integrated Social Service Centre

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

[76] **賽馬會天水圍家庭健康促進中心**
Jockey Club Tin Shui Wai Family Wellness Centre

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

[77] **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社區中心地下、1、2、4樓G/F, 1/F, 2/F, 4/F, Tin Shui Community Centre, Tin Shui Wai, Yuen Long, N.T.
電話 Tel : 2447 9228
傳真 Fax : 2447 9246
電郵 E-mail : ittsw@ywca.org.hk

[78] **天水圍一站式就業及培訓中心**
Tin Shui Wai One-Stop Employment and Training Centre

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

新界一粉嶺及上水
New Territories - Fanling & Sheung Shui

[79] **秀群松柏社區服務中心**
Ellen Li District Elderly Community Centre

粉嶺和鳴里7號粉嶺南政府綜合大樓一及二樓1/F & 2/F, Fanling South Government Complex, No. 7 Wo Ming Lane, Fanling, N.T.
電話 Tel : 2676 2525
傳真 Fax : 2682 0408
電郵 E-mail : meel@ywca.org.hk

[80] **Y Care 新創建青健坊（北區）**
長者日間護理中心
NWS Y Care Day Care Centre for the Elderly (North District)

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

[81] **Y Farm 健康長者農場**
Y Farm for Healthy Ageing

粉嶺和鳴里7號粉嶺南政府綜合大樓一及二樓（通訊處）1/F & 2/F, Fanling South Government Complex, No. 7 Wo Ming Lane, Fanling, N.T. (Correspondence Address)
電話 Tel : 2676 2525
傳真 Fax : 2682 0408
電郵 E-mail : meel@ywca.org.hk

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個人 Individuals

Ms. Cheung Hing Nei
Dr. Anthony Lee Kai Yiu
Mr. Cheung Kam Yuen
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The Executors of the Estate of Li Wai Chun, Deceased
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李國麟教授
李惠珍女士
李綺華女士
李韶博士伉儷
李鳳萍女士
杜淑婉女士
沈靜兒醫生
周李志珊女士
周肖玉女士
周忠信先生
周思誠先生
周梁麗芬女士
陳子政伉儷
周璋瑩女士
周慧賢女士
林月萍女士
林其發先生
林其豐先生
林美麗女士
林胡秀霞女士
林海銓先生
林淑貞女士
林携娣女士
金曾素儀女士
姚中立先生
洪嫚禧女士
胡太
胡文新先生
胡志輝先生
胡啟宏先生
苑友陳佩儀家屬
范淑蓮女士
凌志歡女士
唐蕊華女士
孫如珍女士
孫巽元女士
徐玉蓮女士
黃汝瑛女士
徐海珠女士
袁小姐
袁彩蓮女士
馬妙貞女士
馬春玲女士
馬家儀女士
馬錦華先生

高荳華女士
婦光13團團友
張乃玲女士
張玉群女士
張秀蓮女士
張建揚先生
張黃定賢女士
張瑞霖先生
張鄭寶蓮女士
張麗華女士
張寶玲女士
梁世敏女士
梁萃明律師
梁黃文譜女士
梁愛怡女士
梁遇顏女士
梁榮隆先生
梁麗怡女士
章尚龍先生
莊小嫦先生
莊耀洸律師
莫華勳先生
莫寶珍女士
郭玲麗女士
郭美娥女士
郭渭光太太
郭遜娟女士
陳子政伉儷
陳永豪先生
陳玉馨女士
陳妙霞女士
陳志豪先生
陳秀芬女士
陳秀霞女士
陳彥琳女士
陳美仙女士
陳美容女士
陳家嫻女士
陳偉嫦女士
陳國培先生
陳梁慕清女士
陳詠敏女士
陳鳳鑾女士
陳麗雲教授
陸西琳女士
錢古道醫生
麥嘉灝先生
傅劉健瑜女士
彭天澤先生
馮民重先生
馮秀炎女士
馮佩華女士
鍾詠璇女士
黃志強先生
黃佩琪女士
黃金興女士
黃振南先生
黃時昌先生
黃珮琪女士
黃乾亨夫人

黃惠珍牧師
黃錦成先生
黃錦榮先生
黃禮池先生
黃遵言先生
黃麗娟女士
黃麗彰女士
黃麗欣女士
楊琦雯女士
溫彥先生
溫燕勤女士
葉鈺先生
葉樹華先生
董蘭英女士
鄧任宏先生
鄧德娜女士
廖國娟女士
廖愛倩女士
廖鳳娟修女
趙宇良伉儷
鄭惠容博士
劉明珠醫生
劉張季玲女士
劉新麗娟女士
劉暢女士
劉轉好女士
慧明精舍眾信徒
樊志明先生
潘少芬女士
潘秀琼女士
蔡定國醫生
蔡時恩女士
鄧玉珍女士
鄧呂慧瑜女士
鄧欣賢女士
鄧惠芬女士
鄧慰慈女士
鄭可玄先生
鄭俊星先生
鄭曾偉先生
黎美儀女士
黎桂清女士
盧孔懷先生
盧王綺濱女士
盧定欣女士
盧錦強先生
蕭亮美女士
蕭施羽先生
蕭嘉妍女士
錢古道醫生
鮑天樂女士
戴健文先生
謝家駒伉儷
謝碧玲女士
謝慧芬女士
謝燕雲女士
鍾詠璇女士
鄺詠琪女士
顏何麗玲女士
顏秋南先生
顏鄭勝芳女士
羅玉琴女士
羅瑞平先生
羅蘭女士

關燕華女士
蘇少涓女士
蘇烈南先生

政府部門及相關機構 Government Departments and Related Bodies

沙田區家庭及兒童福利服務協調委員會
中西區新來港定居人士服務地區統籌委員會
中西區撲滅罪行委員會
公民教育委員會
公務員事務局
少年警訊
水務署
北區醫院
平等機會委員會
民政事務總署及各區民政事務處
各區青年活動統籌委員會
安老事務委員會
西貢滅罪會
西區警區
吸煙與健康委員會
扶貧委員會
房屋署
東區尤德夫人那打素醫院
社會福利署及各區福利辦事處
金融管理局
青年事務委員會
青衣(西南)分區委員會
保安局禁毒處
屋邨管理諮詢委員會
政制及內地事務局
香港吸煙與健康委員會
香港房屋協會
香港房屋委員會
香港家庭福利會
香港消防處
荃灣區公民教育委員會
基督教聯合醫院
深水埗區防火委員會
創新科技署
勞工及福利局
勞工處
港島總區交通部
黃大仙區議會
廉政公署
義務工作發展局
漁農自然護理署
瑪麗醫院老人精神科
機電工程署
懲教署

商業機構Businesses

Sixty Eight Limited
Aberdeen Marina Holdings Ltd
Adecco Personnel Limited
Adidas Hong Kong Limited

Adsmart Hong Kong Ltd
Arcon Marketing Communications (HK) Ltd
太平洋咖啡有限公司
太興環球發展有限公司
文林出版有限公司
日本命力健康食品有限公司
牛津大學出版社
加美敦實業有限公司
AXA安盛金融有限公司
Bauhaus Holdings Ltd
Beauty Avenue
Berkeley Burke Asia Pacific Ltd
Bigboxx.Com Limited
Biotek Ozone HK Ltd
BOASE COHEN & COLLINS
Breadtalk Concept Hong Kong Limited
Cargotec Asia Ltd
Center for Health & Medical Research
Chubby Charlie
City Super Limited
CosMax Laser & Medical Skin Care Centre
Cotton On Hong Kong Limited
DBS數碼電台校園台
Delifrance (HK) Ltd
Designer Group Company Limited
Dining Innovation Hong Kong Limited
Dove
Dr. Kong 健康鞋專門店
Drawing Room Concepts Limited
ELLA CHEONG (H.K.) LTD
E-MAC
Euro Gogo
EVI Services Limited
GAP Limited
Golden Scene Company Limited
ilovemama.com
Intelligence Security Printing Co. Ltd
Internet Learning Resource Centre Limited
ISS Facility Services Limited
Kiddo Zone
LF Asia (Hong Kong) Ltd
Newdex Communications (Holdings) Limited
Nova Insurance Consultants Limited
Novartis Pharmaceuticals (HK) Limited
NY Beebies 美國入口嬰兒用品服裝專門店
Ralph Lauren Asia Pacific Limited
Realistic Virtuality Laboratories Company Limited
Redshift Industries Ltd
Scotiabank
SDM 爵士芭蕾舞學院
She.com
Skechers Hong Kong Limited
TAKBO Limited
Teledirect Hong Kong Limited
Telok Real Estate Partners (HK) Ltd
The Grand Cinema
UNIR (HK) Management Limited
Verint Systems (Asia Pacific) Ltd
WeLab Limited
Worldwide Flight Services Holding S.A.
Wyeth (Hong Kong) Holding Company Limited
Zim Systems Limited

ZTAMPZ Limited
一田有限公司
FLAIR IRON 調酒學校
BEAUTY TECH 化妝學校
C+ CAFÉ
LES ARTISTES CAF
MENCE 男士美容中心
RED HILL SALON
Regal Hotel
Rob's Hair Gallery
Greens PR
Hong Kong Yakult Co. Ltd
九龍東皇冠假日酒店
九龍巴士(一九三三)有限公司
九龍酒店
二德惠甜品烘焙專門店
又一村花園俱樂部有限公司
千禧新世界香港酒店
大生行(亞洲)有限公司
大快活快餐有限公司
大班麵包西餅有限公司
大眾書局有限公司
大黃蜂(香港)資訊技術有限公司
(快的打車)
小企鵝樂園
中信國際電訊(信息技術)有限公司
中原地產代理有限公司
元暉光電有限公司
天一牙科服務有限公司
天一醫療機構有限公司
天行體育公司
天興咖啡
太古可口可樂香港有限公司
太古地產有限公司
包點先生
卡哥特科亞洲有限公司
永旺(香港)百貨有限公司
永隆銀行
仲量聯行物業管理有限公司
先施有限公司
合益膠盒廠有限公司
吉野家快餐(香港)有限公司
名家集團有限公司
好安心專業陪月服務有限公司
如意護理安老院
安心媽寶陪月中心
安盛保險有限公司
安樂影片有限公司(百老匯電影)
旭日企業有限公司
旭日集團
江偉強張振邦律師行
百佳超級市場
西貢成豐片場
位元堂藥廠有限公司
利康中西藥房有限公司
利斯貝思企業有限公司
利童(香港)有限公司
利潔時有限公司
君好飲食管理有限公司
宏力保安服務有限公司
快圖美
車路士足球學校 (香港)
亞洲運動及體適能專業學院
佳力高試驗中心有限公司
佳定物業管理有限公司
其士集團
協成行發展有限公司
協利興記置業有限公司 - 永祥興鐵造
協興建築有限公司
和心有限公司
宜居物業管理有限公司
尚德邨中國海外物業服務限公司
尚德邨新昌管理服務有限公司
屈臣氏集團
怡中航空服務有限公司
怡邦客務資源管理有限公司
怡和有限公司

拉斐特婚禮統籌
昌瑞有限公司
明記粉麵專家
東亞銀行
東華三院名善頤庭
東華三院楊成紀念長期護理老院
林志韋律師事務所
牧羊少年・咖啡・茶・酒館
玩具反斗城
花王 (香港) 有限公司
金星珠寶
金源茶餐廳
長江生命科技集團
阿陳理髮店
青洲英坭(集團)有限公司
青苗琴行(香港)有限公司
俐通(香港)有限公司
保利安公司
保柏 (亞洲) 有限公司
信生(科技)有限公司
信和停車場有限公司
信和集團
信和置業有限公司
信和護衛有限公司
信德中旅船務管理有限公司
信德物業管理有限公司
冠輝警衛有限公司
城巴有限公司
姿足坊
威智護衛有限公司
帝京酒店管理有限公司
建同展覽有限公司
建業建築工程公司
恆生銀行
恆隆集團
恒益物業管理有限公司
恒隆地產有限公司
星豐有限公司
柏斯琴行有限公司
皇家運動專門店
盈健醫療(香港)公司
美香村茶莊
美國安利(香港)日用品有限公司
美國冒險樂園有限公司
美國通用電氣有限公司
美國惠氏藥行
美國雅培製藥有限公司
美麗華酒店企業有限公司
美麗實鞋業有限公司
香港小型賽車學校
香港中華煤氣有限公司
香港日立有限公司
香港利惠有限公司
香港君悅酒店
香港亞洲展覽 (集團) 有限公司
香港迪士尼樂園
香港骨科中心有限公司
香港基督教服務處長發安老院
香港電台第一台
香港電訊
香港銅鑼灣皇冠假日酒店
香港機場地勤服務有限公司
香港賽馬會
香港蘇寧雲商有限公司
香港鐵路有限公司
夏利文物業管理有限公司
家亮香港有限公司
庭恩兒童中心
根基雜誌
海欣纖體美容中心
海洋公園
特佳印刷有限公司
特約飯店
班尼路有限公司
紐約醫療集團
能益有限公司
述寶有限公司

馬莎有限公司
高美怡輝(香港)有限公司
高衛物業管理有限公司
偉民製藥廠有限公司
偉易達通訊設備有限公司
偉易達集團
健怡坊
健明邨創毅物業服務顧問有限公司
健康工房(食品製造)有限公司
健康工房(涼茶)有限公司
億誠教育中心
商務印書館(香港)有限公司
啟勝管理服務有限公司
國泰航空飲食服務(香港)有限公司
國際物業管理有限公司
國衛會計師事務所
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
康年警衛有限公司
康妍專業護理中心
康泰旅行社
康和置業中心
康業服務有限公司
康盟有限公司
彩明苑住定物業管理有限公司
碧藝有限公司
綠坊市場發展有限公司(AIGLE)
維健生香港有限公司
網博項目管理
梓峰教育
第一太平戴維斯物業管理有限公司
荷里活廣場
蛋撻王
許留山食品製造有限公司
通力技術服務有限公司
通濟隆外幣找換有限公司
陪月阿姨
雪印有限公司
麥迪專業醫療服務有限公司
麥高迪保安及管理服務有限公司
創庫系統有限公司
創毅物業服務顧問有限公司
善圖市場研究有限公司
喜來登酒店
堡獅龍企業有限公司
壹清潔環境服務有限公司
富城技術服務有限公司
富城物業管理有限公司
富城集團
富城網有限公司
富臨
惠保(香港)有限公司
惠保建築有限公司
惠康超級市場
惠康環境服務有限公司
惠普香港公司
惠達企業
愉景灣服務管理有限公司
愉景灣高爾夫球會有限公司
智舒適家居服務有限公司
港基物業管理有限公司
無印良品(香港)有限公司
華潤萬家(香港)有限公司
華潤萬家禾歌便利店
超羣麵包西餅有限公司
逸濤灣物業管理有限公司
開元信德會計師事務所有限公司
開心頻道製作公司
隆堡酒店管理有限公司
雅柏藥業有限公司
順豐速運(香港)有限公司
傲視(香港)有限公司
塞科利達保安服務(香港)有限公司
慈雲山博愛醫院陳鴻曼玲護理安老院
新力數碼光碟香港有限公司
新世界中國地產有限公司

新世界第一巴士服務有限公司
新世界第一渡輪服務有限公司
新世界發展有限公司
新世界電訊有限公司
新城保險顧問有限公司
新都醫療
新創建集團有限公司
新華旅遊有限公司
新德發小廚
新實城集團
楊志遠醫生醫務所
殿堂公共關係顧問集團
滙秀企業有限公司
瑞士高比(香港)有限公司
瑞安建築
經緯會計事務所
聖安娜餅屋有限公司
路訊通集團
達夢中國有限公司
電訊首科有限公司
頌恩護理院
嘉里物業管理服務有限公司
嘉里控股有限公司
滴露公司
漢科電腦公司
碧耀有限公司 (The Grand Cinema)
綠坊市場發展有限公司(AIGLE)
維健生香港有限公司
網博項目管理
領先工業有限公司
領盛國際有限公司
領匯管理有限公司
劉尉欣牙科醫務所
廣泰代理有限公司
慧瑩專業陪月僱傭服務中心
歐萊雅香港有限公司
陪月阿姨
蔡羅會計師事務所
衛信企業服務有限公司
學前教育雜誌
樺建零售香港有限公司(經緯書店)
機場保安有限公司
澳門鉅記餅家(香港)有限公司
糖苑豆甜品屋
樂灃纖體美容中心
興怡物業服務有限公司
興發鮮花
衛安有限公司
親子王國
頤康護理老院
聯生發展股份有限公司
邁奧嬰幼兒發展潛能中心
鍾聲慈善社劉梅軒安老院
鴻福堂集團
藍十字(亞太)保險有限公司
雙妹嚶
鯉景灣物業管理有限公司
寵物用品速遞(香港)有限公司
願新顧問有限公司
麗豪酒店
實林邨住定物業管理有限公司
實潔香港有限公司
鷹君物業管理有限公司
鷹君集團有限公司
觀塘攝影工作室

基金／計劃 Fund/Scheme

地區夥伴協作計劃
「食得好」食物回收計劃
中西區青少年反吸毒社區計劃
中西區區議會資助婦女發展計劃
左鄰右里積極樂頤年計劃
地區青少年發展資助計劃
天水圍自主社區實踐計劃
有衣食分享計劃
東華三院天友伴計劃
匯豐社區夥伴計劃

滙豐慈善基金社區發展計劃
香港中文大學博群計劃
第十五屆「荃葵青義工大學」
義工培訓計劃
沙田民政地區青年資助計劃
IGM Hope Foundation
Rainbow Foundation Limited
太陽報慈善基金
利希慎基金
余仁生慈善基金
禁毒基金
優質教育基金
攜手扶弱基金
渣打慈善基金
教育局關愛基金
李國賢兒童基金
東方日報慈善基金
社區關護長者基金
美國冒險樂園兒童基金
佛教慈濟基金會香港分會
香港賽馬會慈善信託基金
書伴我行(香港)基金會
羅英石慈善基金
蘋果日報慈善基金
鐵人暖心慈善基金會
港燈百週年紀念基金
環境及自然保育基金
黃廷方慈善基金有限公司
豐盛創建慈善基金有限公司
安老事務委員會長者學苑發展基金

**教會及基督教團體
Churches and Christian Bodies**

中國基督教播道會太古城堂
九龍塘基督教中華宣道會恩友堂
中國基督教播道會恩福堂
中華基督教會香港潮人生命堂
中華基督教會雅各堂
中華基督教樹魚涌堂
天水圍基督恩典教會
沙田平安福音堂
青衣基督教惠荃堂
宣道會大澳堂
宣道會利東堂
宣道會青衣堂
宣道會愛主堂
宣道會恩光堂
香港基督教短宣教訓練中心
聖公會靈風堂
香港靈合堂
神召會西環堂
粉嶺恩臨堂
國際四方福音會隆亨堂
基石教會恩盛堂
基恩福音堂
基督教巴拿巴愛心服務團
基督教基恩會屯門堂
基督教聖約翰教會堅中堂
基督教榮光堂
彩虹喜樂福音堂
港澳信義會活石堂
順寧道平安福音堂
新生命浸信會
聖十架堂聖雲仙會
聖公會聖多馬堂
興田浸信會

團體 Non-governmental Organizations

American Women's Association
AOE義工隊
Dance floor
Dreamart

FoodLink
GAPSK 普通話朗誦比賽執委會
Hope of the City
MCC 劇團
九龍城區長者健康外展隊伍
九龍區編織組
九龍醫院醫療康復團隊
上海總會
大埔扶輪社
大澳華商會
女老事務委員會
小母牛
中西區公益少年團
中區獅子會
中國人民解放軍駐香港部隊
中華基督教會荃灣會所
中環協服務中心
仁愛堂
仁濟醫院曾榮夫長者鄰舍中心
仁濟醫院嚴徐玉珊福來睦鄰社區服務中心
元朗區中學校長會
屯門市鎮公園爬蟲館
屯門文藝協進會
世界綠色組織
世青社會服務中心
北區醫院寧養中心
古洞義工團
平等機會婦女聯席
幼兒消防安全教育組
匡智會
好友義工隊
安徒生會大澳中心
安徒生會包咸信中心
安泰軒 - 新生精神康復會
百福道交通安全城
西貢區區中心
西貢將軍澳婦女會
阡陌中心
何民傑議員辦事處
利東邨社會服務機構聯席
利東邨業主立案法團
扶康會會長康之家
扶康會順利成人訓練中心
扶康會樂華成人訓練中心
扶輪社
沙田廣場業主立案法團
秀茂坪交通安全城
秀茂坪警區警民關係組
亞洲民眾戲劇節協會
亞洲動物基金/計劃狗醫生
亞洲婦女協進會
卓嘉體藝學社
協康會
周永動議員辦事處
和諧之家賽馬會和諧一心家暴防治中心
尚德邨屋邨管理諮詢委員會
明愛長康兒童及青少年中心
明愛綜合家庭服務中心
東九龍童軍231旅
東九龍傷健協會傷健中心
東區醫院老人精神科外展隊
東華三院
社區發展陣線
社區藥物教育輔導會
花生社區藝術工作室
保良局
保護遺棄動物協會有限公司
南豐新村業主立案法團
恒生銀行義工隊
政東二十一有限公司
紅十字會青年團
美中浸信會蝴蝶灣浸信會老人中心
香港大學校友會
美差會潮浸服務聯會浸信會鳳德青少年綜合服務

香港女童軍總會
香港小童群益會
香港中華基督教青年會
香港屯門兒童及青少年院
香港心理衛生會恆樂坊
香港世界宣明會公共教育部
香港旭日扶輪社
香港西區婦女福利會關啟明紀念松鶴老人中心
香港明愛
香港扶幼會
香港房屋協會長者安居資源中心
香港明愛
香港東區婦女福利會梁李秀娛長者鄰舍中心
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
香港青少年服務處賽馬會麗城綜合青少年服務中心幼童軍
香港青年協會
香港青年博藝坊
香港青年獎勵計劃學校行政處
香港宣教會白普理上水家庭中心綜合家居照顧服務
香港宣教會恩霖社區服務中心
香港科學館
香港紅十字會
香港家庭福利會
香港射手會
香港氣槍實用射擊總會
香港浸信會愛群社會服務處
香港神託會
香港耆康老人福利會
香港動植物公園
香港區編織組
香港專業教育學院(葵涌分校)
復康服務高級文憑學生
香港傑出青年義工協會
香港華人基督教恩庭長者中心
香港視網膜病變協會
香港傷健協會
香港傷殘青年協會賽馬會活動中心
香港聖公會東涌綜合服務
香港聖公會麥理浩夫人中心
香港聖公會黃大仙長者綜合服務中心
香港路德會社會服務處青欣中心
香港路德會社會服務處路德會青彩中心
香港道教聯合會鄧顯紀念中學家長教師會
香港壽臣山獅子會
香港精英運動員協會
香港歷史博物館
香港濕地公園
香港職業發展服務處
香港醫院藥劑師學會
香港醫療專業人士協會
香港耀能協會白普理黃大仙宿舍
香港耀能協會橫頭磡幼兒中心
家計會將軍澳婦女會
悅韻之友
旅港開平商會學校順德聯誼總會
海洋公園學院
浸信會愛群社會服務處
粉嶺神召會關愛中心
耆康會長青早期教育及訓練中心
耆康會懷熙荃灣長者地區中心
荃灣及葵青區護耆網
荃灣官立中學公益少年團
荃灣環境資源中心
健明管業處
啟勝管業處
基督教宣道會長亨長者鄰舍中心
基督教香港信義會天水圍青少年綜合服務中心

基督教香港信義會尚德青少年綜合服務中心
基督教香港崇真會禧福頤樂天地
基督教家庭服務中心
基督教勵行會
基督教懷智服務處(安定中心及宿舍)
基督教靈實教會基層健康服務網絡(社康)
婦光團金曲組
婦光團演藝組
將軍澳南小社區協作網絡
將軍澳街坊聯會
康盛護理中心
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
莊元苓議員辦事處
郭強議員辦事處
陸智夫國術總會
博愛醫院陳士修紀念社會服務中心
博愛醫院陳平紀念長者鄰舍中心
善導會
尊賢會
復和服務中心
循道衛理楊震社會服務處南山晉逸居
循道衛理觀塘社會服務處
智樂Play Right
港島西老人評估組外展醫療服務
重學童樂教育中心
黃大仙上邨屋邨管理諮詢委員會
黃大仙下邨(二區)屋邨管理諮詢委員會
匯豐仁愛堂「仁間有愛」支援中心
舊色園可聚耆英地區中心
舊色園可觀自然教育中心暨天文館
新界屯門育智中心西醫院聯網
新界西長者學苑聯網
聖公會麥理浩夫人中心
聖公會湖景展能中心
聖公會黃大仙長者綜合服務中心
聖公會聖基道兒童院同心牽
聖公會聖基道兒童院耀盛兒童之家
聖伯多祿天主教小家長教師會
聖保羅書院小學家長教師會
聖雅各福群會
葵青安全社區及健康城市協會青衣社區健康中心
路德會雍盛青少年綜合服務中心
路德會賽馬會海濱花園綜合服務中心
路德會賽馬會雍盛綜合服務中心
維景灣畔業主委員會
鳳溪公立學校鳳溪長者鄰舍中心
蓬瀛仙館祥華長者鄰舍中心
衛生署北區長者健康外展隊
衛生署長者健康服務荃灣及葵青外展隊
鄰舍輔導會
錫安社會服務處綜合青少年服務中心
嶺南大學服務研習處
環保觸覺
環境保護運動委員會
賽馬會麗城綜合青少年服務中心
禮賢會彩雲綜合青少年服務中心
簡兆祺議員辦事處
離島青少年發展協會
離島區健康城市工作小組
離島婦聯
鬆一鬆義工小組
靈實體弱長者家居照顧服務隊(觀塘)
鑽石獅子會
天水圍香島輔導組/義工服務團

學校

Educational Bodies

上水官立中學
九龍工業學校
九龍城浸信會禧年(恩平)小學
十八鄉鄉事委員會公益社中學
中華基督教會大澳小學
中華基督教會屯門堂何福堂幼稚園
中華基督教會協和小學
中華基督教會協和小學(長沙灣)
中華基督教會基智中學
中華基督教會基智中學
中華基督教會基華小學
中華基督教會蒙民偉書院
中華基督教會譚李麗芬紀念中學
五旬節聖潔會永光書院
五邑司徒浩中學
五邑鄧振猷學校
仁愛堂田家炳小學
仁愛堂劉皇發夫人小學
仁德天主教小學
仁濟醫院陳耀星小學
仁濟醫院羅陳楚思小學
元朗官立小學
天水圍香島中學
天主教柏德學校
天主教郭怡雅神父紀念學校
天主教郭得勝中學
天主教普導小學
天主教聖安德肋小學
天主教聖華學校
太古小學
孔教學院大成小學
孔教學院大成何郭佩珍中學
王肇枝中學
世界龍岡學校劉德容小學
加拿大神召會嘉智中學
民生書院
石籬天主教中學
禾韋信義學校
伊利沙伯中學舊生會中學
伊利沙伯中學舊生會湯國華中學
伊斯蘭學校
地利亞修女紀念學校(吉利徑)
伯裘書院
伯裘書院潮陽百欣小學
佛教中華康山學校
佛教筏可紀念中學
佛教葉紀南紀念中學
庇理羅士女子中學
李陞小學
沙田官立小學
沙田官立中學
沙田崇真中學
沙田培英中學
沙田培基小學
沙田梁文燕中學
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
官立嘉道理爵士中學(西九龍)
官渡區興玲學校
明愛胡振申中學
東涌天主教中學
東華三院甲寅年總理中學
東華三院李嘉誠中學

東華三院邵肇堅小學
金巴崙長老會耀道中學
長沙灣天主教英文中學
青衣商會小學
青松侯寶垣中學
保良局朱敬文中學
保良局曹金霖幼兒學習中心
保良局梁周順琴小學
保良局陳南昌夫人小學
保良局陳溢小學
保良局劉陳小寶幼稚園
保良局蔡繼有學校
保良局蕭漢森小學
保良局錦泰小學
保良局羅傑承(一九八三)中學
南亞路德會沐恩中學
宣道中學
宣道會陳朱素華紀念中學
宣道會陳瑞芝紀念中學
英皇書院
英皇書院同學會小學第二校
英華女學校
英華中學
英華書院
迦密梁省德學校
迦密愛禮信中學
香島中學
香海正覺蓮社佛教正覺中學
香海正覺蓮社佛教正覺蓮社學校
香海正覺蓮社佛教梁植偉中學
香海蓮社兆福苑幼稚園
香港大學
香港中文大學
香港中文大學那打素護理學院
香港中文大學校友會聯會張煊昌中學
香港中文大學醫學院
香港中國婦女會中學
香港中國婦女會馮堯敬紀念中學
香港仔浸信會呂明才書院
香港扶幼會則仁中心學校
香港青年協會李兆基小學
香港城市大學
香港科技大學
香港浸信會聯會小學
香港浸會大學
香港真光書院
香港專業教育學院(屯門)
香港專業教育學院(沙田)
香港專業教育學院(黃克競)
香港專業教育學院(摩理臣山)
香港專業教育學院(觀塘)
香港教育工作者協會黃楚標中學
香港教育學院心理研究學系
香港理工大學
香港理工大學香港專上學院
香港華人基督教聯合真道書院
香港路德會增城兆霖學校
香港道教聯合會青松中學
香港道教聯合會圓玄學院第一中學
香港道教聯合會鄧顯紀念中學
香港潮商學校
香港樹仁大學
香港嶺南大學文化研究系
香港耀能協會橫頭磡幼兒中心
恩主教書院
旅港開平商會中學
浸信會呂明才小學

浸信會呂明才中學
真道書院中學部
馬鞍山崇真中學
高雷中學
培基小學
基督書院
基督教宣道會大澳幼稚園
基督教香港信義會禾韋信義學校
將軍澳官立小學
將軍澳循道衛理小學
張沛松紀念中學
彩虹邨天主教英文中學
彩雲聖若瑟小學
救恩學校
梁文燕紀念中學 (沙田)
深水埗街坊福利會小學
深培中學
郭怡雅神父紀念小學
博愛醫院歷屆總理聯誼會鄭任安夫人學校
循道衛理聯合教會李惠利中學
惠僑英文書院
港澳信義會小學
港澳信義會明道小學
順德聯誼總會李金小學
順德聯誼總會胡兆熾中學
黃大仙天主教小學
黃大仙官立小學
黃笏南中學
匯知中學
匯基書院
薈色園主辦會銘學校
圓玄學院妙法寺內明陳呂重德紀念中學
慈雲山天主教小學
慈雲山聖文德天主教小學
新生命教育協會平安福音中學
聖士提反女子中學附屬小學
聖士提反女子中學
聖士提反堂中學
聖公會呂明才紀念小學
聖公會林護紀念中學
聖公會油塘基顯小學
聖公會青衣村何澤芸小學
聖公會基恩小學
聖公會基愛小學
聖公會基福小學
聖公會基德小學
聖公會基樂小學
聖公會曾肇添中學
聖公會聖多馬小學
聖公會聖彼得小學
聖公會聖紀文小學
聖公會聖馬太小學
聖公會蔡功譜中學
聖公會鄧肇堅中學
聖文德書院
聖母無玷聖心書院
聖多馬幼稚園
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
聖貞德中學
聖博德學校
聖嘉勒小學
聖羅撒書院
聖類斯中學

裘錦秋中學(屯門)
裘錦秋中學(葵涌)
路德會利東幼稚園
路德會長青幼兒園
路德會長青幼兒學校
路德會救主學校
道教青松小學
嘉諾撒小學(新蒲崗)
廖寶珊紀念書院
福榮街官立小學
廠商會蔡章閣中學
德貞女子中學
德望學校
德蘭中學
慕光英文書院
樂善堂梁植偉紀念中學
樂善堂梁詠琚中學
樂善堂梁詠琚書院
樂善堂楊葛小琳中學
樂華天主教小學
潔心林炳炎中學
鴨洲洲街坊學校
優才(楊殷有娣)書院
賽馬會官立中學
賽馬會毅智書院
賽馬會體藝中學
職業訓練局高峰進修學院
靈糧堂怡文中學
觀塘功樂官立中學
觀塘官立小學(秀明道)

內地機構

Mainland Organizations

上海天山幼稚園
中國人民解放軍駐香港部隊
四川成都女青年會
共青團英德市委員會
共青團連南瑤族自治縣委員會
連南瑤族自治縣青年聯合會
成都基督教女青年會
東莞市普惠社會工作服務中心
連南瑤族自治縣三排小學
連南瑤族自治縣三排鎮油岭小學
連南瑤族自治縣香坪中心小學
雲南青少年發展中心
遠市連南瑤族自治縣教育局
廣州基督教女青年會
廣州醫科大學



誠邀您的支持, 推展女青服務!

Offer your support to promote YWCA service!

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

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

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

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



回應表 FEEDBACK FORM

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

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

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

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

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

寄香港麥當勞道一號
香港基督教女青年會
「基督教及會員事工部」收

郵票
STAMP

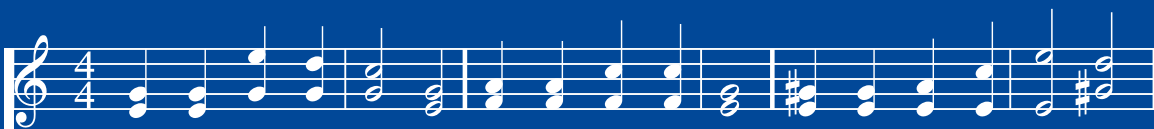
Christian Ministry and Membership Department
Hong Kong Young Women's Christian Association
No.1, MacDonnell Road, Hong Kong

會歌

Y.W.C.A. HYMN

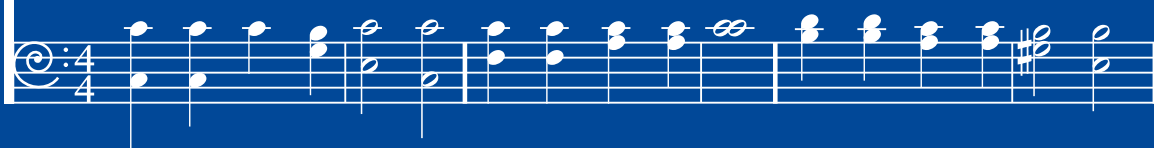
調自：《做主軍人歌》(普天頌讚423首)

John Goss, 1871



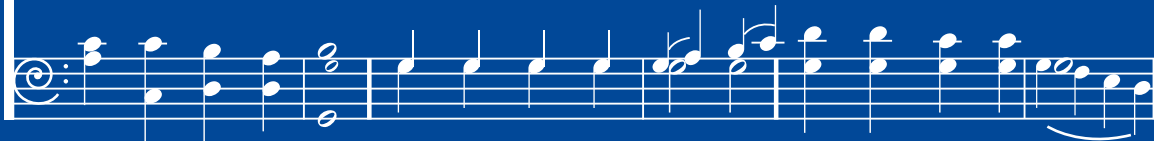
維我大好青年，努力齊向前；精神宗仰基督，

Rise, We all Young Christians Forward let us go; Bo - dy, mind & spi - rit,



人格求健全。內心具足真理，自由自得焉；

Strengthen as we grow, Christ is our example, Forward in His might,



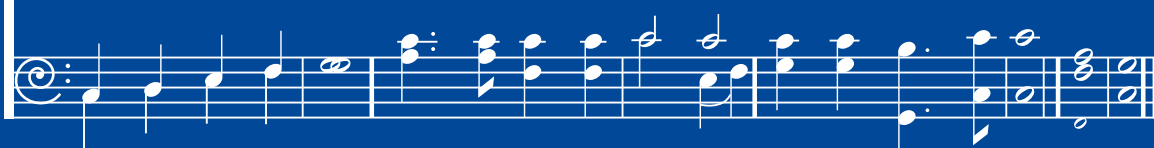
促進人群福利，服務日乾乾。高舉我藍三角，

One in faith & hope & love we all u - nite. Fellowship for - e - ver,



四育作中堅；相愛相敬相助，團契合人天。

Strengthen as we grow, Rise, We all Young Christians Forward let us go.



總會所 Headquarters

香港中環麥當勞道1號 No.1, MacDonnell Road, Central, Hong Kong

Tel: 3476 1300

Fax: 2524 4237

ywca@ywca.org.hk

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



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