



年 Annual Report 報

2016-2017

生命的栽培
Enhancement of Life



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.

目錄

Contents

02	宗旨，會訓，格言，會徽 Purpose, Motto, Motto of the World YWCA, The Blue Triangle
06	會長的話 President's Message
10	總幹事報告 Chief Executive's Report
14	機構管治與管理 Corporate Governance and Management
16	遠象、核心價值、使命 Vision, Values, Mission
18	機構組織圖 Organization Chart
20	贊助人、名譽會長、名譽董事及董事 Patron, Honorary Presidents, Honorary Directors and Board of Directors
21	2016 至 2017 年度義務顧問及委員會委員 2016 - 2017 Honorary Advisers and Committee Members
24	2016 至 2017 年度管理層員工 2016 - 2017 Management Staff
26	服務效益評估 Service Impact Assessment
28	策略發展方向 Strategic Development Direction
42	服務拓展 Service Development
72	我們的成就 Our Remarkable Achievements
80	主要數據 Key Figures



84	服務簡報 Service Report in Brief
86	基督教事工 Christian Ministry
90	會員事工 Membership Affairs
94	婦女及家庭事工 Woman and Family Affairs
98	學前教育 Pre-School Education
102	中學教育 School Education
105	青年及社區服務 Youth and Community Service
111	職涯發展及持續教育 Career Planning and Continuing Education
114	耆年服務 Elderly Service
118	Y Hospitality
120	公益業務拓展 Social Business Development
122	女青活學中心 Centre of Life Learning and Enhancement
124	傳訊及資源拓展 Communication and Resources Development
126	中央行政 Central Administration
140	機構資料 Organization Information
144	服務單位一覽 Directory of Hong Kong Y.W.C.A. Services Units
150	鳴謝 Acknowledgements
156	會歌 & 回應表 YWCA HYMN & Feedback Form





胡秀霞太平紳士
Mrs. Patricia Ling, MH, JP

會長的話

President's Message

香港基督教女青年會的建立是要見證基督的大愛。藉著提供以人為本的多元化社會服務，使得個人、家庭或社群都能得到愛的澆灌，茁壯成長。

Hong Kong YWCA was established to witness the love of Christ. It is hoped that the Association's diversified social services would impact upon the lives of the community so that they will be enriched and grow in love.

承傳使命 致力生命栽培

本會的創立有其獨特的歷史因素。回顧十九世紀初，本地華人社會思想封建守舊，婦女們受傳統禮教束縛，適時基督教由西方傳來，四位虔誠的基督徒婦女在禱告中被聖靈感動，於一九二零年創立本會，藉開辦祈禱會、研經班、演講會及聯誼會，聯絡各階層婦女，除宣揚福音外，也實施培養及鍛鍊，促進婦女自強，旨在維護婦女尊嚴、提升婦女能力及社會地位，並爭取諸如一夫一妻制、廢除侍婢、教育平等、兩性平等、同工同酬等婦女權益。

見證九十六載歲月，女青以承先啟後的精神，致力以神的公義及憐憫去回應社會需要，招攬不同背景及能力的專才加入本會董事及委員行列，各人發揮所長，彼此配搭服侍，團結一致，實踐跨代同心領導，以愛心及行動承傳本會使命，在服務中彰顯基督教價值觀及藉著推行各項基督教事工，傳揚基督教信仰，關懷會員、義工及服務受眾的身、心、社、靈的發展。

連繫世界基督教女青年會

本會是世界基督教女青年會的會員之一，歷年來與各國及城市的女青年會保持緊密聯繫，透過服務交流、探訪、訓練及舉辦國際會議等，共同努力推動女青運動。

二零一六年十月，北京基督教女青年會舉行成立一百周年慶典，並與全國協會合辦「華語地區基督教女青年會社會服務專題研討會」，本會應邀派出十二人代表團出席慶典，成員包括本人、董事、總幹事及同工，除向北京女青送上熱烈祝賀，並由楊建霞總幹事擔任嘉賓講員，分享題目為「有效提升服務社會和女性的能力與效率」及由本會三位同工分享不同服務的實踐案例。此外，本會高興接待到訪的廣州女青、南京女青及韓國女青年會人員，就各項服務進行交流及經驗分享。

Upholding the Mission of 'Enhancement of Life'

The founding of the Association had its unique historical background. Women living in the early 19th century were socially restrained by a conservative male-dominated Chinese society and by traditional Chinese customs. In 1920, four prominent Christian women in Hong Kong who were deeply moved by the Holy Spirit in their prayers, founded the Hong Kong YWCA. With the aim of preaching gospel and providing training for the empowerment of women, our founders began organizing prayer meetings, Bible classes, lecture gatherings and recreational activities for young girls and women which helped to protect women's dignity, build up their capability as well as to elevate women's social status. In addition, the Association advocated for women rights such as monogamous marriage, the abolition of bonded maids, equality in education, gender equality, equal pay for men and women, etc.

After 96 years, the Association still upholds her founding mission to develop social services to meet the communities' needs based on the principle of Christian spirit of compassion and righteousness. We endeavor to attract and recruit talents with different background and expertise to join as our board and committee members, to encourage them to explore their potentials, to complement with each other in solidarity and to uphold the Association's mission of spreading Christian love by service. Christian values have been promoted in our various services and Christian faith has been spread through our various Christian ministries to bring about the holistic development of our members, volunteers and service recipients.

Affiliating with World YWCA

As a member of the World YWCA, we have been keeping close liaison with various YWCAs in different countries and cities via exchange of service experience, visits, training and international conferences to concertedly promote the YWCA Movement.

In October 2016, the YWCA of Beijing celebrated its 100th anniversary and several celebrative programs were held, which also included a seminar on 'Social Services of YWCA in Chinese Language Speaking Regions' co-organized with the National Committee of the YWCAs in China. I led a twelve-member delegation including board members, our Chief Executive and staff members to attend the auspicious event in Beijing. Furthermore, Ms Yvonne Yeung, Chief Executive was invited to be one of the guest speakers at the seminar on 'Enhancing the Capability and Efficiency in Serving the Community and Women Effectively'. In addition, our three staff members also shared their experience of good practices in different areas of services. During the year, we were delighted to receive visitors from YWCA of Guangzhou, YWCA of Nanjing and YWCA of Korea which provided the opportunity for us to share experiences and exchange views over the latest development of various social services.



推動女青運動

作為基督教機構，本會積極推動涵蓋基督教、義工及婦女工作三大元素的女青運動，目的是承傳女青使命，並作為教會與社會的橋樑。我們特別推出「女青·薈」導賞及推廣活動，以活潑及多元化手法促進大眾認識女青運動歷史及本會服務發展歷程。

另外，透過舉辦創會日祈禱會及感恩節聚會，促進董事、委員及同工互相交流，並藉禱告、感恩及反思，傳遞機構遠象及基督教價值觀，又積極推動地區伙伴教會計劃，與不同地區教會合辦各類地區福音事工及福音小組，努力傳揚福音；致力培育「Y-Fire 生命大使」，凝聚基督徒同工於職場同心事奉。此外，開拓「凝、燃、愛—活動系列」計劃，凝聚同工、會員、義工、教會及社區力量，將基督的關愛精神化為行動，幫助社區人士活出豐盛的生命。

Promoting YWCA Movement

As a Christian organization, we strive to promote YWCA Movement which is composed of three elements: Christian ministry, volunteer service and women service, aiming to further our mission and act as a bridge between the church and society. We launched the 'YWCA Hub' tour guide service and related promotional activities where innovative and diversified approaches were used to enhance public understanding of the history of our YWCA Movement and the development of our various social services.

Furthermore, the holding of prayer meetings on Foundation Day and Thanksgiving Gathering for board and committee members and management staff helped strengthening the communication, liaison, solidarity and spirit of unity, and also by praying together and witnessing, it helped to reinforce our vision and Christian values. In order to spread gospels, partnership schemes with different district churches were launched and various district gospel ministries and gospel rallies were held. We also took the effort to help our staff to grow in Christian faith by appointing 'Y-Fire Ambassadors' to serve at the workplace. Besides, a series of supportive service projects were also launched to mobilize our staff members, members, volunteers, churches and communities to spread the Christian love through delivering service to the needy people and helped them to lead an abundant life.

發展義工服務方面，本會設有義工獎勵計劃及榮譽義工評審，以表揚及嘉許有出色表現的義工。目前女青義工小組數目已突破一百個，構成一支龐大的義工隊伍，以愛心去服侍有需要社群。

栽培年青女性一直是本會的核心事工之一。年度內我們對「香港女聲」年青女性領袖培育計劃進行了革新，並重新命名為「香港女聲 Glocal Y」，意謂「Think Global. Act Local.」，並舉辦了「香港女聲 Glocal Y」年青女性領袖培育計劃，目的是培育更多關心社會議題、勇於發聲、獨立思考及具國際視野的年青女性領袖，為社會人才發展而努力。

過去一年，蒙天父對本會的眷佑，讓本會的會務發展取得佳績。在此，本人非常感謝本會董事、委員、會員、義工的鼎力支持及無私貢獻，政府部門及伙伴機構的衷誠合作和寶貴支持。我特別要感謝全會同工敬業樂業，堅守工作崗位，竭誠服務市民。未來，本會將繼續承傳「生命的栽培」的服務宗旨，與大家一起建設和諧共融的社會。

For the development of our volunteering service, the Association set up a volunteer appreciation scheme and selection of honorary volunteers was held to honour and commend the volunteers for their distinguished service. At present, our more than 100 volunteer teams have become a considerable force serving the vulnerables in society.

Nurturing young women leaders has always been one of our core services. During the year, the 'Women Voice: Young Women Leadership Training Program' has been revamped and it was later renamed as 'Glocal Y' to convey the meaning of 'think global and act local', and 'Glocal Y' Young Women Leadership Training Program was held with the aim to fostering young women leaders who are interested in social issues, having the confidence to speak up, with independent thinking and international horizon, which is conducive to the talent development for the society.

With God's grace, we succeeded to attain outstanding achievements in various service development in the past year. I would like to thank all board and committee members, members and volunteers for their staunch support and selfless contributions. I am also grateful to the government departments and partner organizations for their kind cooperation and valuable support. Last but not least, my sincere thanks should go to all staff for their devoted service and diligence in serving the general public. For the future, we shall continue to uphold our purpose of 'enhancement of life', and with your valuable support we shall endeavor to create a cohesive and inclusive society.



楊建霞女士
Ms. Yvonne Yeung

總幹事報告

Chief Executive's Report

自 1920 年成立至今，香港基督教女青年會一直堅守立會使命，致力關顧各個社群的需要，開拓嶄新服務，貫徹本會「生命的栽培」之服務宗旨。

Established since 1920, Hong Kong YWCA has been upholding her mission and strives to meet the needs of the communities by launching various kinds of innovative services, with the aim of fulfilling our purpose of life enhancement.

鞏固機構持續發展基礎

本會於 2012 年至 2015 年推行第一個「策略發展行動方案」，其中通過評估各項服務的社會效益及財務效益，進行優化及整合，藉以鞏固本會的服務成效及優勢。推動社創精神，拓展公益業務及自資服務，強化機構能力建設包括財務及行政管理、人力資源管理及資訊科技系統發展，發揚女青精神，促進董事、委員及同工的同心合一，為機構推行下一個行動方案建立穩固基礎。

推出第二個「策略發展行動方案」

本會在 2016 至 2020 年推出第二個「策略發展行動方案」。在構思新方案時，亦參照聯合國《改變我們的世界：2030 年可持續發展議程》臚列的 17 項「可持續發展目標」，聯合國並且呼籲各國政府、商界、民間機構及學術界等共同參與，以達成上述目標。而其中 6 項目標與香港的社會環境相關，包括：

1. 在世界各地消除一切形式的貧困；
2. 確保健康的生活方式，促進各年齡層所有人的福祉；
3. 確保包容性和公平的優質教育，為全民提供終身學習機會；
4. 實現性別平等，增強婦女和女童的權能；
5. 建設包容、安全，有復元力和可持續的城市和人類住區；及
6. 確保可持續的消費和生產模式。

促進機構策略發展及能力建設

因此，本會以具體行動支持並努力實現上述 6 項「可持續發展目標」。在推行第二個「策略發展行動方案」，訂立目標包括「機構管治及董事培育」、「女青運動」、「支援弱勢及基層家庭」、「青年充權及發展機會」、「居家安老」及「機構能力建設及可持續發展」。

Consolidating the Foundation for Sustainable Development

During 2012 to 2015, the Association had implemented its first 'Bold Steps' Strategic Plan. By evaluating the social impact and financial impact of our services and by adopting enhancement and consolidation measures, we were able to further enhance our service impacts and strength, promote the spirit of social entrepreneurship, expand our social businesses and self-financed businesses, and also strengthen the agency capacity building including financial and administrative management, human resources management and information technology development, promoting the spirit of YWCA, and enhancing the unity and solidarity of our board and committee members and staff members, thereby lay the foundation for implementing our next strategic plan.

Implementing the Second 'Bold Steps' Strategic Plan

From 2016 to 2020, the Association has started implementing its second 'Bold Steps' Strategic Plan. During the drafting stage, we had referenced the 17 'Sustainable Development Goals' ('SDGs') listed out in the United Nations' 'To Transform Our World: 2030 Agenda for Sustainable Development'. The United Nations also appealed for global collective participation of governments, business sectors, civil societies and academia for attainment of such goals. Among these 17 SDGs, the following 6 goals were also applicable to Hong Kong environment:

1. End poverty in all its forms everywhere;
2. Ensure healthy lives and promote well-being for all at all ages;
3. Ensure inclusive and quality education for all and promote lifelong learning;
4. Achieve gender equality and empower all women and girls;
5. Make cities inclusive, safe, resilient and sustainable; and
6. Ensure sustainable consumption and production patterns.

Facilitating the Strategic Development and Capacity Building

Hence, the Association actively supported and strived to realize the above 6 SDGs by implementing its second 'Bold Steps' Strategic Plan' where the following goals were set up including corporate governance and board succession, YWCA Movement, supporting disadvantaged and grassroots families, youth empowerment and development opportunities, enhancing elderly care services, organization capacity building and sustainability.



機構管治及董事培育

機構管治及董事培育方面，本會落實執行社會福利署之《最佳執行指引》，並制訂理想的董事會及委員會組合，重視董事及委員專才配對，致力吸納及培育年青董事，並藉舉辦各項交流及培訓活動，擴闊董事、委員、義工及同工的國際視野。

女青運動

配合女青運動，本會社會服務結合基督教、婦女及會員三項元素之特質。在基督教事工方面，以「凝燃愛」為主題在單位中推出多項福音性社區服務事工；在婦女事工方面，將工作焦點重新定位，以婦女參與、婦女支援、婦女發聲、婦女能力建設為服務重點，使本會婦女服務發展方向更清晰。在會員培育方面，全新設計的年青女性領袖培育計劃定名為「香港女聲 Glocal Y」，為參加者提供具性別意識的本地及國際視野之訓練，參加者亦透過網絡視像會議、專題研習及出席聯合國第61屆婦女地位委員會會議，加強與世界各地女青年會之聯繫。

支援弱勢及基層家庭

為加強對本地弱勢及基層家庭的支援，本會積極拓展有特殊發展需要的兒童服務，透過「女青悅兒成長服務」，為2-6歲幼兒提供到校學前復康服務；為深水埗及東涌基層兒童舉辦之「女青賽馬會童夢之旅」計劃，去年參與人次達11,000；由周大福慈善基金贊助之「逆風高飛」計劃則以天水圍及深水埗區兒童為對象；另獲李國賢兒童基金贊助，於天水圍、元朗、屯門及青衣推行「樂啟航」計劃。

青年充權及發展機會

在提升青年充權及發展機會方面，本會繼續透過「賽馬會鼓掌·創你程計劃」，以「創夢」「舞台」為服務主題，與商界、政府、家長及各方面攜手努力下，協助青年人規劃人生及未來發展。另「敢創我夢」生涯規劃服務計劃為個別學校度身訂造，協助學生為自己作生涯規劃，順利由學校過渡至工作世界，當中包括校本系列、學生探索及體驗

Corporate Governance and Board Succession

Regarding corporate governance and board succession, the Association has complied with the 'Best Practice Manual' published by the Social Welfare Department, formulated the desirable board and committee composition, emphasized matching of expertise of board and committee members, enlisted and nurtured young board members, and broadened the international horizon of board members, committee members, volunteers and staff members through holding of various exchange programs and training activities.

YWCA Movement

To align with YWCA Movement, our social services have integrated the elements of Christian ministry, women services and membership affairs. In term of Christian ministry, a variety of evangelistic communal service projects were launched by various service units. Regarding women services, the service direction has been repositioned and focused on women's community participation, women's support, women's voice and women's capacity building. To nurture our members, the revamped 'Glocal Y' Young Women Leadership Training Program provided participants with local and overseas trainings with gender awareness, and through online visual conferences, studies of special topics and attended the United Nations' 61st session of the Commission on the Status of Women, liaison with other YWCAs worldwide was further strengthened.

Supporting Disadvantaged and Grassroots Families

In order to enhance our support to local disadvantaged and grassroots families, we proactively explored various services for children with special development needs. For example, 'Y Seeds Wellness Service' offered on-site pre-school rehabilitation services to young children aged two to six; HKYWCA JC 'Build Your Dream' served grassroots children in Shamshuipo and Tung Chung and a total of 11,000 attendance was reached in last year; 'Y-Flight Project' sponsored by Chow Tai Fook Charity Foundation served children living in Tin Shui Wai and Shamshuipo district; with funding from Simon K Y Lee Children's Fund, 'FLY Project' was launched in Tin Shui Wai, Yuen Long, Tuen Mun and Tsing Yi.

Youth Empowerment and Development Opportunities

Regarding youth empowerment and development opportunities, the Association continued to launch 'CLAP for Youth@JC' Career and Life Adventure Planning. By adopting 'Dream Making' and 'Life Theatre' as its service themes, together with the collaboration from the business sector, the government, parents and the communities, CLAP offered assistance service to youths in their future career life development. Furthermore, 'Dare to Dream' Career Planning Project offered tailor-made service for individual schools to assist students in planning their future careers and

活動、老師及家長培訓等；並與企業合作，支援青年生涯規劃及就業發展，包括與 JP Morgan 合作之「Road to SUCCESS」青年正選就業計劃、與九龍倉「學校起動」計劃合作之「『職』出前路我做得好！」及與新創建集團合作之「創建生涯路」計劃等。

居家安老

隨著人口老齡化，社區照顧的長者服務需求激增，政府於 2016 年推出第二階段「長者社區照顧服務券試驗計劃」，本會除東區 Y Care 及又一村 Y Care 接續成功申請推行這第二階段的日間中心及家居照顧服務外，亦成功申請在北區推行此項服務，以及於全港以服務券形式提供家居照顧 Y Senior Care 服務。

在本會居家安老的服務方向下，地區單位都加強醫社合作之服務策略，讓體弱長者在社區生活得到適切的照顧，本會在東區率先參加由關愛基金資助，與東區醫院合作推行之「智友醫社同行計劃」，為早期認知障礙症長者提供診斷及康復之服務；另與香港中文大學護理學系合作推出「璀璨 D30」健康知識網站平台，由專業護士負責，為退休人士提供健康自我評測、疾病預防等服務。

機構能力建設及可持續發展

在加強機構能力建設方面，我們致力提升資訊科技應用，積極建構「顧客關係管理系統」，進一步改善全會工作效率及服務效能，亦著重人才發展，加強領導力的培訓。而本會九龍會所復修工程正進入最後工序，啟用後將成為全港「一站式綜合社會服務匯點」，整合「家庭健康」、「樂活第三齡」及「青年發展」的多元化服務，開設 Y Family 家庭健康促進中心、Y Care 青健坊、Y Plus+ 人才發展中心及 Y Evergreen 樂齡活學中心等，不但提供全方位服務，也加強服務的可持續發展。

展望第二個「策略發展行動方案」將為本會服務寫下新一頁，並引領機構邁向服務新里程，期待各界人士繼續給予支持及鼓勵，讓我們向著創會一百周年前進。

facilitate a smooth transition from school to working world. Services included school-based training, student exploration and experience activities, training for teachers and parents. We also partnered with corporates to launch support schemes in the area of youth career planning, youth employment and development, such as JP Morgan's 'Road to SUCCESS' Scheme, Wharf's 'Project WeCan' Scheme and NWS's 'Career Navigator for Youth Program'.

Enhancing Elderly Care Services

The aging population has caused a tremendous increase in elderly service demand at communal level. In 2016, the Government launched the Second Phase of the Pilot Scheme on Community Care Service Voucher for the Elderly. Besides our Y Care Day Care Centre for the Elderly at Eastern District and Yau Yat Chuen successfully launched the second phase day-time and home-based care services, we were also able to provide the same service in the North District. In addition, home-based Y Senior Care services were provided in the mode of service voucher across the territory.

Under the Association's service direction of offering home-based elderly service, our district service units reinforced cooperation with hospitals in order to provide adequate care services to frail elders in the community. We took the initiative to participate in 'Dementia Community Support Scheme' sponsored by Community Care Fund with the cooperation of Pamela Youde Nethersole Eastern Hospital, aiming to providing diagnosis and rehabilitation services to elders with mild dementia. We also collaborated with Department of Nursing, the Chinese University of Hong Kong to launch 'Path to Vitality & Vibrancy (PathVV)', a website about health knowledge and managed by professional nurses to offer health self-assessment and disease prevention services for retirees.

Organization Capacity Building and Sustainability

In term of strengthening organization capacity building, we upgraded our information technology application and established the Customer Relationship Management System (CRM) in order to further improve our work efficiency and service effectiveness. We also emphasized on talent development and leadership capability training. Our Kowloon Centre Rehabilitation Project was now entering its final stage and upon completion, the newly furnished Kowloon Centre shall become a 'one-stop social service hub' integrated with the elements of family wellness, learning centre for the elderly and youth development with diverse social services respectively offered by our Y Family Wellness Centre, Y Care Elderly Centre, Y Plus+ Talent Development Centre and Y Evergreen Learning Centre. The new Kowloon Centre and its soon available services would play an important role in ensuring the continuous development of our services.

We expected that the second 'Bold Steps' Strategic Plan shall help turn a new page for our service development, thus leading us to reach the next milestone. We shall always count on your continued support and encouragement to motivate us to move towards our 100th anniversary.



機構管治與管理

Corporate Governance and Management



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.

核心價值 Values

基督教倫理觀
專業精神及卓越服務
誠信及承擔
團結契合

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

使命 Mission

蒙主的恩助，我們致力成為：

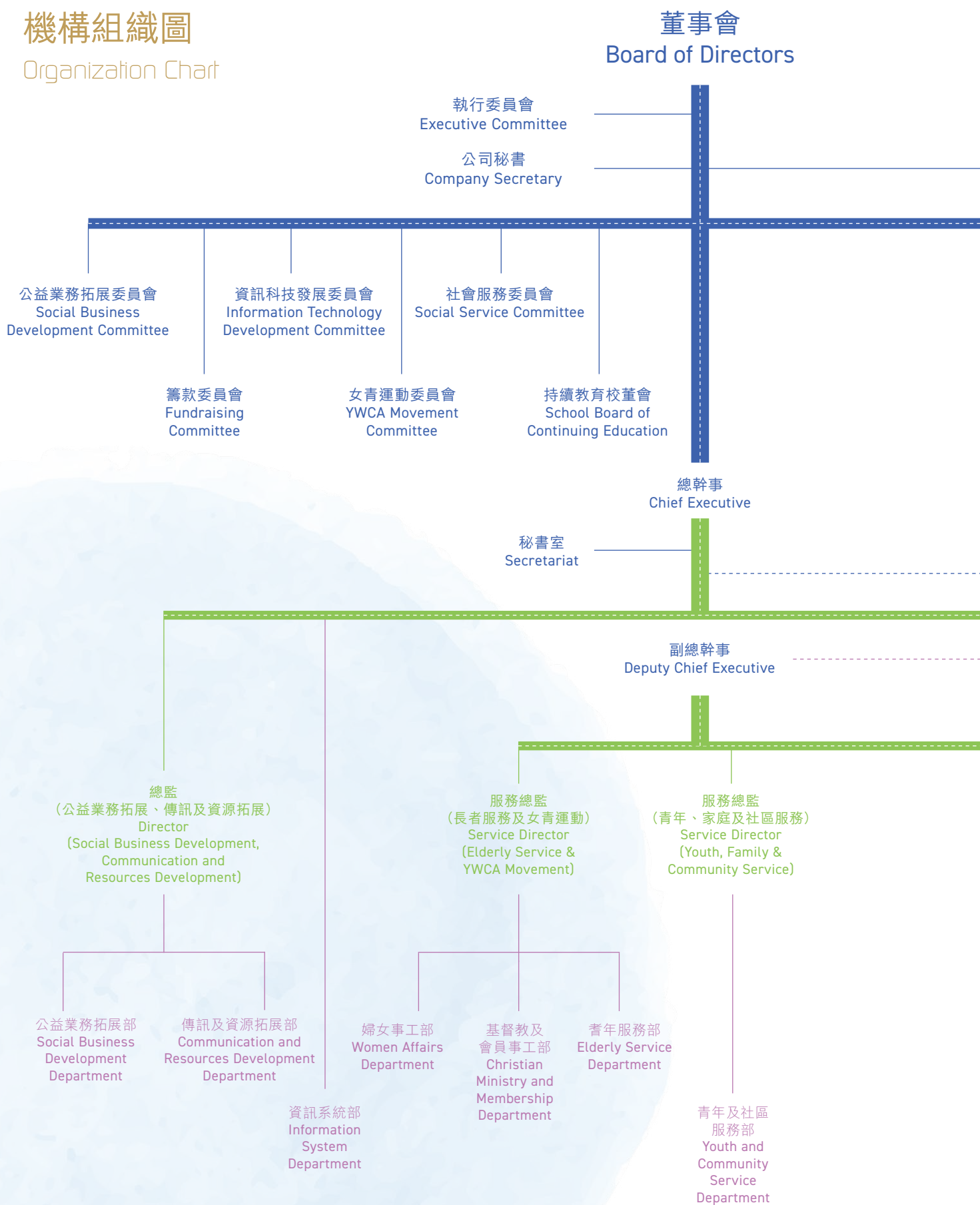
- 栽培豐盛生命的基督教機構
- 促進自由平等的婦女運動
- 滿足社會需要的服務先驅

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

機構組織圖

Organization Chart



審核委員會
Audit Committee

學前教育校董會
School Board of
Pre-School Education

財務及行政委員會
Finance and Administration
Committee

人力資源委員會
Human
Resources
Committee

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

Y Hospitality 管理委員會
Y Hospitality
Management Committee

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

內部審核部
Internal Audit
Department

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

學前教育部
Pre-School
Education
Department

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

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

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

Y Hospitality

物業管理部
Facilities
Management
Department

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

財務部
Finance
Department

行政及採購部
Administration
and
Procurement
Department

九龍會所
復修計劃
Kowloon
Centre
Rehabilitation
Project

總監
(人力資源)
Director
(Human Resources)

人力資源部
Human Resources
Department



機構管治

Corporate Governance

本會成立九十六年，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 96 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 & communicative management system, we also improve our corporate governance policy to clearly define the authority, responsibilities, management, leadership and control matters in 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

名譽董事 Honorary Directors

孫蓮娜女士 Mrs. Lena Liu

高荅華女士 Ms. Ko Siu Wah, OBE, SBS, JP

黃詩源女士 Mrs. Cheung Wong Sze Yuen

譚勵明女士 Mrs. Lucy Lo

吳夢珍博士 Dr. Agnes Ng, JP

禡秀萍女士 Mrs. S. P. Huen Lee, May

朱清蓮女士 Mrs. Wong Chu Ching Lin

羅章文女士 Mrs. Helen Koo

簡瓊珍女士 Mrs. Leung Kan King Chun

梅以菁博士 Dr. Jennie Lee

黃麗娟女士 Ms. Wong Lai Kuen, Hannah

邵嘉儀女士 Mrs. Emily Cheng

楊邦鐸博士 Dr. Hung Yeung Pong Wah

黃定賢女士 Mrs. Shirley Cheung

陳素薇女士 Mrs. Lau Chan So May, Lucy

2016 至 2017 年度董事

2016 - 2017 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 杜淑婉女士 Ms. To Sook Yuen, Helena	李綺華女士 Ms. Eva Lee 王絳彥女士 Ms. Wong Chiang Yen, May
書記 Honorary Secretary	陳秀芬女士 Ms. Chan Sau Fan, Julie	
司庫 Honorary Treasurer	陳詠敏女士 Ms. Chan Wing Mun, Grace	
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 周慧賢女士 Ms. Chau Wai Yin 許玉銘女士 Ms. Hsu Yu Ming, Hanna 江慧芝女士 Ms. Kong Wai Chi, Jenny	余悅群博士 Dr. Tse Yu Yuet Kwan, Patricia 林美麗女士 Mrs. Mary Wong 李諾詩女士 Ms. Lee Lok Sze 連寶琦女士 Ms. Lin Po Kee, Serena 呂倩文女士 Ms. Lui San Man, Simmy
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 謝瑞賢女士 Ms. Tse Sui Yin, Sally 李淑英女士 Ms. Lee Shuk Ying, Helen	高靜芝女士 Ms. Sophia Kao, SBS, JP 蕭嘉妍女士 Mrs. Catherine Doo Siu Ka Yin 梁萃明女士 Ms. Leung Sui Ming, Olivia

2016 至 2017 年度義務顧問

2016 - 2017 Honorary Advisers

法律事務 Legal Affairs	胡百全律師事務所 P. C. Woo & Co. 林子綱律師 Ms. Lam Tze Yan	蔡克剛律師 Mr. Herbert H. K. Tsoi
中央電腦系統 Central Information System	劉嘉敏先生 Mr. Stephen Lau	
傳訊及資源拓展 Communication and Resources Development	鄭麗敏女士 Ms. Heidi Cheng 周錦華女士 Ms. Brenda Chow	方敏生女士 Ms. Christine Fang
業務及服務發展 Business and Service Development	紀治興博士 Dr. Kee Chi Hing 方乃權博士 Dr. Fong Nai Kuen, Kenneth 翁麗女士 Ms. Yung Lai 蕭明輝博士 Dr. Parco Siu Mr. Kevlin Rushton	謝家駒博士 Dr. Tse Ka Kui 陳紹德醫生 Dr. Stephen Chen 黃永森先生 Mr. Wong Wing Sum, Sam 魏志榮先生 Mr. Ngai Chi Wing, Gorman



文物管理 Heritage Management	黎婉欣教授 Prof. Celine Lai	李錦洪先生 Mr. Lee Kam Hung
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 孔繁漢牧師 Rev. Hung Fan Hon 黃景雲女士 Ms. Wong King Wan 黎錫雄牧師 Rev. Lai Sik Hung 梁永善牧師 Rev. Leung Wing Seen 李秀琮牧師 Rev. Lee Sau King 袁葉華牧師 Rev. Yuen Ip Wah	曾永昌牧師 Rev. Richard Tsang 劉榮佳牧師 Rev. Lau Wing Kai 袁麗珠牧師 Rev. Yuen Lai Chu 黃瑞君牧師 Rev. Wong Shui Kwan, Lydia 余勝意牧師 Rev. Yu Shing Yee 馮偉權牧師 Rev. Fung Wai Kuen 鄭德恩牧師 Rev. Geoffrey Cheng
婦女事工 Women Affairs	林滿馨律師 Ms. Vera Lam 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	鄭煥新律師 Mr. Cheng Woon Sun, Alvin 鄭慧芬醫生 Dr. Cheng Wai Fun, Anna 胡美心女士 Ms. Doris Woo
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 黃潔微博士 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 莊耀洸律師 Mr. Chong Yiu Kwong 鍾國恆醫生 Dr. Chung Kwok Hang	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 盧定欣女士 Ms. Lo Ting Yan, Diane 李耀基醫生 Dr. Lee Yiu Ki
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 葉家健先生 Mr. Yip Ka Kin, Sammy 陳慧敏醫生 Dr. Chan Wai Man 李紹權博士 Dr. Raymond Lee 蔡曉青先生 Mr. Patrick Tsoi	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 譚佩群女士 Ms. Tam Pui Kwan 張婉華女士 Ms. Cheung Yuen Wa, Sandra 梁健平博士 Mr. Leung Kin Ping
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 方通女士 Mrs. Szeto Fong Tong 譚玉靈女士 Ms. Rosaline Tam	錢本道醫生 Dr. Chin Boon To 梁浩然醫生 Dr. Leung Ho Yin 余秀鳳教授 Prof. Yu Sau Fung, Doris
Y Hospitality 資訊科技發展 Information Technology Development		
九龍會所復修計劃 Kowloon Centre Rehabilitation Project	宋婉真女士 Mrs. Jeanette Ho	

2016 至 2017 年度委員會委員

2016 - 2017 Committee Members

文志泉先生 Mr. Antony Man
王佩兒女士 Ms. Catherine Wong
王麗珍女士 Ms. Wong Lai Chun
伍紹康先生 Mr. Ng Siu Hong
江碧霞女士 Ms. Amy Kong
宋婉真女士 Mrs. Jeannette Ho
李志珊女士 Mrs. Patricia Chow
周明珠女士 Ms. Libby Chow
周瑋瑩女士 Ms. Chow Wai Ying, Jacqueline
高少邦先生 Mr. Ko Siu Pong
林瑞芳博士 Dr. Lam Shui Fong
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
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
陳建成先生 Mr. Chan Kin Shing
陳維國先生 Mr. Jackson Chan
麥國棟先生 Mr. Michael Mak
馮達權先生 Mr. Dominic Fung
黃少芬女士 Ms. Wong Siu Fan, Carmen
黃儀娟女士 Ms. Cecilia Wong
黃慧貞博士 Dr. Wong Wai Ching, Angela
楊雪芳女士 Ms. Yeung Suet Fong
葉文慧女士 Mrs. Li Ip Man Wai, Heather
廖愛倩女士 Ms. Liao Ai Chien, Nancy
潘婉書女士 Ms. Poon Yuen Shu
謝慧芬女士 Ms. Tse Wai Fun, Stella
簡美蓮博士 Dr. Kan Mee Lin, Hayley
顏樂思女士 Ms. Ngan Lok Si, Cecilia
羅綺華女士 Ms. Lo Yee Wah
譚潔瑩女士 Mrs. Kwok Tam Kit Ying, Angeline

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
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
周素名女士 Ms. Chow So Ming, Billie
明皓博士 Dr. Holly Ming
林佩珊女士 Ms. Lam Pui Shan, Sophia
洪盛興先生 Mr. Kilias Hung
袁彩蓮女士 Ms. Cherry Yuen
馬家儀女士 Mrs. Lau Ma Gar Yee, Grace
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
莫乃光先生 Mr. Charles Mok
郭玲麗女士 Ms. Lillian Kwok
陳玩芳女士 Ms. Chan Woon Fong, Alice
陳嘉玲女士 Ms. Chan Ka Ling, Karen
麥少梅女士 Ms. Jenny 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
黃淑華女士 Ms. Joyce Wong
黃慧詩女士 Ms. Florence Wong
楊樂怡女士 Ms. Yeung Lok Yi, Chloe
葉建嫻女士 Ms. Sandra Yip
潘秀琮女士 Ms. Flora Pun
鄭佩華教授 Prof. Doris Cheng
鍾慧儀女士 Ms. Diana Chung
鄭惠容博士 Dr. Enid Kwong
羅少文女士 Ms. Law Siu Man
譚偉霖先生 Mr. William Tam

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



2016 至 2017 年度管理層員工

2016 -2017 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

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
 林遠濠先生 Mr Lam Yuen Ho, Foster

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
 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
 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
 伍偉湛先生 Mr Ng Wai Cham, Raymond
 阮秀盈女士 Ms Yuen Sau Ying, Fiona
 韓慕琮女士 Ms Hon Mo King, Joan

部門主管 Head of Department

關珮盈女士 Ms Kwan Pui Ying, Jenny
 陸耀盈先生 Mr Lok Yiu Ying, Alan
 黃嘉榮先生 Mr Wong Ka Wing, Chris

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
 蘇偉迅先生 Mr So Wai Shun, Veason

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
 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
 李雅琪女士 Ms Lee Nga Kee, Katie
 高兆芳女士 Ms Ko Siu Fong, Doris
 萬雪芬女士 Ms Man Suet Fan, Cathy
 李小玲女士 Ms Lee Siu Ling, Safonia
 陳潔儀女士 Ms Chan Kit Yee, Kitty
 江國儀女士 Ms Kong Kwok Yee, Ivy
 鍾嘉華女士 Ms Chung Ka Wah, Carol
 黃磊亮先生 Mr Wong Lui Leong
 梁豪華先生 Mr Leung Ho Wah, Daniel
 曾潔容女士 Ms Tsang Kit Yung, Clara
 伍慧嫻女士 Ms Ng Wai Han, Iris
 余本鴻先生 Mr Yu Pun Hung
 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 Mr To Shin Yeung, Simon
曾藹欣女士 Ms Tsang Oi Yan, Christine
藍庭芳女士 Ms Lam Ting Fong, Emil
黃靄欣女士 Ms Wong Oi Yan, Winnie
詹潔瑩女士 Ms Jim Kit Ying Crystal
何震禹先生 Mr Ho Chun Yu, L
夏雅筠女士 Ms Ha Ngar Kwan, Sandie
張健偉先生 Mr Cheung Kin Wai, Kenny
陳志雄先生 Mr Chan Chi Hung, Frederick
唐麗丹女士 Ms Tong Lai Tan
陳美琮女士 Ms Chan Mei King, Maggie
蘇嘉儀女士 Ms So Ka Yi, Stephanie
陳立夫先生 Mr Chan Lap Fu, Eddie
洪雪霞女士 Ms Hung Suet Ha, Joey
高保麟先生 Mr Ko Po Lun, Bo
張淑薇女士 Ms Cheung Shuk Mei, Hilda
顧嘉慧女士 Ms Ku Ka Wai, Joe
黎美霞女士 Ms Lai Mei Ha
郭婉蓮女士 Ms Kwok Yuen Lin, Amy
李紫芸女士 Ms Li Tsz Wan, Vivian
林逸貞女士 Ms Lam Yat Ching, Kitty
鄭逸琳女士 Ms Cheng Yat Lam, Rosa
葉慧蓉女士 Ms Yip Wai Yung, Janice
林素娟女士 Ms Lam So Kuen, Bonnie
黃淑敏女士 Ms Wong Suk Man, Choc
侯志遠先生 Mr Hou Che Yuen, Manfred
何家肇先生 Mr Ho Ka Siu, Vincent
伍偉基先生 Mr Ng Wai Kei, Ricky
賴潔儀女士 Ms Lai Kit Yee, Katty
朱秀儀女士 Ms Chue Sau Yee, Amanda
李雅姿女士 Ms Li Nga Chi, Canji
黎瑩瑩女士 Ms Lai Ying Ying, Louisa
張燕紅女士 Ms Cheong Yin Hung, Lesley
林雅儀女士 Ms Lam Ngar Yee, Catherine
周偉鴻先生 Mr Chow Wai Hung, Gary
陳英偉先生 Mr Chan Ying Wai, Simon
高淨華女士 Ms Ko Ching Wah, Venus
何啟銘先生 Mr Ho Kai Ming
汪益之先生 Mr Wang Yick Chi, Eric
王瑞芳女士 Ms Wong Sui Fong, Kathy

李碧玉女士 Ms Lei Pek Lok, Sherry
王力文先生 Mr Wong Lik Man
郭巧玲女士 Ms Kwok Hau Ling, Betty
周泳琪女士 Ms Chow Wing Ki, Winki
李秀華女士 Ms Lee Sau Wa, Apple
卓敏女士 Ms Cheuk Man
施倩俐女士 Ms Sze Sin Li, Akina
吳清雅女士 Ms Ng Ching Ngar, Emily
李鈺鈴女士 Ms Lee Yuk Ling, Tammy
李學義先生 Mr Lee Hok Yee, Hut
朱穎莊女士 Ms Chu Wing Chong, Tish

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
周意妙女士 Ms Chau Yee Miu
馮如意女士 Ms Fung Yu Yee
黎嘉賢女士 Ms Lai Ka Yin, Patty
林愛平女士 Ms Lam Oi Ping
彭佩詩女士 Ms Pang Pui Sze
許佩玲女士 Ms Hui Pui Ling
麥綺筠女士 Ms Mak Yi Kwan, Eva
關綺雯女士 Ms Kwan Yee Man

Y Hospitality 總監及總經理、經理

Director and General Manager, Managerial staff, Y
Hospitality

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



服務效益評估

Service Impact Assessment

本會自 2013 年起制定一套服務效益評估工具，於 2016-17 年度進入第四年應用，促成本會各服務單位共同配合機構目標，以及服務的發展方向，並建立評估後的行動方案，努力開拓資源，建立服務優勢，增強服務的成本效益及提升優質服務水平。

The 'Service Impact Assessment' (SIA) tool that was devised and adopted by the Association since 2013 has been implemented continuously for four years to enable the alignment of the service direction of our respective service units and the overall service goals of the Association, formulation of the action plans after assessment, resources development, developing service strength and enhanced cost-effectiveness and quality of our services.

評估持之有效 有助服務發展

服務效益評估的六個服務指標為女青運動、社區需要、策略性目標、服務指標、競爭優勢、形象建立，並加上財務效益指標，各服務單位在年初就其核心服務作出服務效益表現的基準評分，評定每項工作是高效益還是低效益的工作，然後定出「優化 / 縮減 / 重

Effective Assessment Fostering Service Growth

In addition to the assessment on financial impact/viability, service performance was accessed across the 6 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 to assure progress





組/擴大」的行動方案，務求促進服務項目的效益，並在評估過程中收集各同工對服務的意見交流及評分，以及服務使用者的回應，以增強同工對服務設計、推行手法及果效的洞察力，有助提升服務質素。

服務效果顯著 不斷精益求精

本年度各單位選定 177 項核心服務進行服務效益評估，得出結果後進行服務擴大策略有 52 項，服務縮減有 9 項，服務優化有 97 項，服務重組有 19 項。這些項目更制定了行動方案，方案執行後於年終再作評估，顯示當中 86% 單位服務效益的總平均分値有所提升，而 86.05% 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達 99%，這些數據皆反映本會優質服務之果效。由於是項服務效益評估工具在過去數年都能幫助促進本會單位的服務效益，因此，由本會新近研發的顧客關係管理系統亦會加入這項評估服務的概念。新的服務效益評估工具將會更全面地評估本會的服務效益，將有利服務的未來發展。

of carrying our project enhancement/reduction/restructuring/expansion to achieve greater service impact. The collection of opinions and the rating of our staff and the feedbacks from our service users also strengthened the staff's insight in the design, implementation and effectiveness of services.

SIA Enabling Service Excellence

Based on the SIA results, various strategies for 177 selected services were developed as follows: expansion strategy for 52 services, service reduction for 9 services, enhancement for 97 services and restructuring applied to 19 services, followed by implementation of strategic action plans and post-implementation review. The review result showed that 86% and 86.05% of the participating units scored higher at the year-end in terms of their social and financial impact respectively, with an average of 99% satisfaction rating attained. All these demonstrated the effectiveness of our quality services. As the use of the SIA tool has been effectively enhancing the service impact in past years, the newly developed Customer Relationship Management System would incorporate the SIA concept into its inception. As a result, the future service development will be benefited from the more effective assessment of the updated SIA tool.





策略發展方向

Strategic Development Direction





女青於 2012 推行之「策略行動方案」已於上年度完成，取得良好成績。為追求卓越，本年度開展新一個 2016-2020「策略行動方案」，展現未來五年發展遠景，作為機構發展新方向。

Implemented since 2012, the Association's 'Bold Steps' strategic plan was accomplished in 2015 with good results. To strive for further excellence, a new 2016-2020 'Bold Steps' strategic plan has been in place where the Association's development direction is anchored and a future 5 year development is envisaged.



(一) 跨代同心領導

I. Intergenerational Leadership

良好的管治是機構不可或缺的基石，我們一直致力在問責、管理、領導等方面提升執行力。與此同時，亦積極物色及培育合適的專業人才，加入女青領導層，以加強機構的管治能力，促進機構持續發展。

Good corporate governance is the foundation of an organization. We have been constantly striving to improve the execution on accountability, management and leadership etc. In addition, we will also identify and nurture young talents with competence and expertise to join as part of the YWCA leadership, with the aim to strengthening our governance for sustainable development.

管理層繼任計劃

為確保女青的使命得以承傳下去，我們將訂定繼任計劃，以培育有志服務女青及認同機構文化的年青專業人才加入董事會及執行委員會。透過檢討及改良現行選舉會員的制度，廣泛羅致熟悉社會服務機構運作及具國際視野的人才，邀請加入各個委員會，以強化管理質素。我們深信，計劃將能優化董事會及執行委員會成員組合，進一步提升機構管治水平，帶領機構為未來發展做好準備。

Management Succession Plan

To ensure the inheriting of the mission of the Association, a succession plan will be formulated, aiming to nurture young professionals who recognize the Association's culture and who are willing to serve the Association to join as members of the Board and Executive Committee. By reviewing and improving the existing voting member mechanism, we focus on recruiting talents who are familiarized with NGO's operation and with international horizon to join as members of our various committees so as to strengthen the management quality. We believe that the succession plan will further enhance the composition of the Board and Executive Committee, improve the corporate governance and prepare the Association for its future development.

促進董事專才配對及發展

為達致服務與時並進，我們將定時檢視機構現時及未來所需，藉著安排董事們到訪服務單位作親身體驗和與同工交流，加深她們對機構及服務的了解，並通過將董事個人專長、知識和經驗作出配對，使她們能夠善用專長，貢獻社會。

Matching the Expertise of Directors

To keep our services abreast of times, we will review the present and future needs of the Association on a regular basis. To deepen Board Directors' understanding of the organization and its services, visits to several service units will be arranged to provide our Directors the opportunities to have exchange with frontline staff. And by matching the expertise, knowledge and experience of our Directors, their potentials could be unleashed for the good of the society.



(二) 透過婦女發聲，建設公義、和平的理想社會

2. Creating a Just, Peaceful Society through Women Advocacy

作為婦女機構，本會自創立以來，一直積極發展具特色的女青運動，並加強推動婦女事工，為有需要的婦女提供適切服務，推動及爭取婦女權益。

As a women organization, the Association has been actively developing our unique YWCA movement since its establishment. Moreover, we will further promote women-oriented services, offer adequate services for women in need, as well as safeguard and fight for women rights.



培育具國際視野的女性領袖

為培育更多關心社會議題、勇於發聲的年青女性領袖，女青革新了已舉辦了四屆的「香港女聲」年青女性領袖培育計劃，並重新定名為「香港女聲 Glocal Y」，意謂「Think Global. Act Local.」，期望透過各種領袖培訓訓練，善用世界女青網絡，安排參與海外交流活動及出席國際會議等，擴闊參加者的國際視野，鼓勵發聲，學習新知，了解各地推動男女平等及婦女權益的手法及經驗，成為未來領袖之才。

提升婦女地位 建立專業形象

促進兩性平等乃本會婦女核心工作之一。女青除每年舉辦「3·8 女青日」以喚起各界關注婦女的需要外，亦於未來數年繼續加強婦女工作，在「支援、發聲、參與、能力建設」這四大重點上開拓更多元化的服務，以促進婦女於政治、經濟及社區層面的參與，攜手建立兩性互相尊重及和諧共處的社區。



Nurturing Women Leaders with International Horizon

With the purpose of nurturing young woman leaders who concern about various societal problems and who are willing to speak out their opinions, during the year, the 4th 'Women's Voice' Young Women Leadership Training Program has been revamped and renamed as 'Glocal Y' with the connoted meaning of 'Think Global. Act Local.' Under the program, participants will receive leadership trainings, engage in overseas exchange activities and international conferences through the World YWCA network where they could learn about new knowledge and gain understanding of the approaches and experience of promoting gender equality in different countries so as to broaden their international horizon and be trained up as future young women leaders.

Advancing Women Status and Shaping Professional Image

Promoting gender equality is always one of our core missions. Each year, the Association organizes '3·8 YWCA Day' to draw public attention on women needs. In future, we will continue to strengthen our women services by exploring the feasibility of multifarious women-centred services in four aspects, namely 'Support', 'Advocacy', 'Participation' and 'Capacity Building', with the view to further enhancing women participation in political, economic and social affairs, and concertedly building a gender inclusive community.



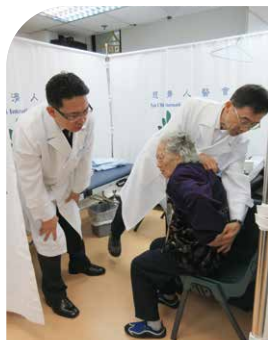
(三) 社區為本的自資居家安老服務

3. Community-based Self-financed Elderly Service to Achieve Ageing in Place

能夠在社區中頤養天年，是不少長者的心願。為此，本會一直積極推動創新的社區為本的長者服務，並期望增加跨界別的合作，在資源有限的環境下提升長者服務效益，使香港能成為真正的長者友善社區。

Ageing in place at the community is the deep-felt wish of most elders. For this, the Association has actively promoting innovative community-based elderly services. It is hoped that through increasing cross-sector collaboration, it could enhance the service impact of our elderly service regardless of resource constraint, thus contributed to making Hong Kong a truly age-friendly community.





社區為本的居家安老服務

推動長者友善社區是近年香港長者服務的重點之一。隨著老年人口增加，社區層面的支援服務更顯得重要。除鼓勵社會人士關注地區設施及環境外，女青將繼續積極配合政府「居家安老」政策並提出具可行性的建議，包括：支援認知障礙症長者及其護老者，加深公眾對認知障礙症的了解，應用科技協助患者及其家人等；拓展金齡服務，成立 Y Evergreen 樂齡活學中心，發展退休人士服務，以及透過社區參與和就業，令長者得以繼續發揮專長，貢獻社會。

發展自負盈虧的安老服務

針對社區長者照顧服務的空隙，發展並建構長者「居家安老服務平台」，機構旗下的服務單位以商業模式營運，包括增設 Y Care 青健坊長者日間護理中心以支援體弱長者及其家人；成立 Y Senior Care 家居照顧服務隊，以提升居家安老的生活質素；擴展 Y Silver Link 長者家居生活用品銷售及服務網絡；並發展 Y Fitness 躍動力以提倡活躍晚年的理念。通過多樣化的服務支援，以及連結服務而產生的協同效應，期望能為香港的長者服務發展模式帶來創新思維。

Community-based Elderly Services

Recently, establishing an age-friendly community has become one major area of elderly service in Hong Kong. In view of an increasing elderly population, it is of utmost importance to offer elderly support service at the communal level. Apart from encouraging the public to become more attentive about communal facilities and environment, the Association will proactively initiate feasible suggestions in alignment with the government's elderly policy, such as providing assistance to dementia patients and their carers, increasing public understanding of dementia and applying technology in our assistance to patients and their families; exploring services for golden agers through establishing Y Evergreen Learning Centre, developing retiree services and communal participation as well as offering employment to encourage the elders' continuous contributions to the society.

Developing Self-financed Elderly Services

To fill the existing service gap on providing community care to the elderly, the Association will create an 'Ageing in Place Service Platform'. At present, some of our elderly service units have adopted business model in their operation. For examples, Y Care Day Care Centre for the Elderly is created to provide support services to frail elders and their families, Y Senior Care Home Care Service Team is formed to enhance the quality of living for those elders staying at home, Y Silver Link Elderly Household Product Retail Store is expanding its marketing and service network and Y Fitness is established to promote the concept of active ageing. Through diversified service support and generating synergy by combining services, the Association hopes to bring new ideas to the development model of elderly service in the territory.

(四) 家庭為本的特殊發展需要的兒童服務

4. Family-based Service for Children with Special Development Needs

女青一直倡議以「家庭為本」的模式協助孩子作多元發展，強化其家庭效能及連繫社區資源，為有特殊教育需要的兒童創造理想成長條件而努力。

YWCA has been advocating to adopt 'family-centred' model to facilitate diverse development for children, reinforce their family function and link with the resource in the community so as to create an optimal growth environment for children with special educational needs.





支援特殊兒童及其家人的需求及發展

現時，不少基層家庭即使察覺到子女有特殊教育需要，也無力負擔私人機構的評估和治療服務，而輪候政府服務又需時甚長，以致白白錯過 0-6 歲治療黃金期。有見及此，女青致力提供有關的支援服務予基層兒童，包括到校學前康復服務試驗計劃—「女青悅兒成長服務」，以及「Infinity Hope 讀寫障礙兒童支援服務計劃」，期望能給予兒童機會作多元的發展及培育，同時加強社區了解及關注有特殊教育需要的學生及其需要，以便及早作出支援和輔導。

促進家庭健康，提升家庭抗逆能力

在協助有需要的基層兒童發展方面，本會除了直接針對他們的教育需要外，亦致力提升家庭抗逆能力，及強化社區支援網絡。其中，由香港賽馬會資助的「兒家同行」及由周大福慈善基金捐助的「『逆』風高飛」等計劃，正好是以「家庭為本」模式進行的康復及支援服務，以上兩個計劃已推行一段時間並取得良好成效。此外，即將投入服務的九龍會所將開設家庭健康促進中心(何文田)，可望成為有特殊發展需要的兒童及其家庭的服務基地。本會期望，透過各種現有計劃及新開發的資源和設備，能協助建構社區接納及共融文化，讓有特殊學習需要的幼童及其家庭得到適切支援。

Assisting Children with Special Needs and their Families

Currently, despite the fact that grassroots parents are aware of the special educational needs ('SEN') of their children, however, the unaffordable cost of assessment and treatment provided by private organization, coupled with the long waiting time for relevant government service has caused those needy children to give up the chance to have treatment during prime treatment period between age 0 to 6. To remedy this, the Association strives to provide support to these children and their families by launching Y Seeds Wellness Service (Pilot Scheme on On-site Pre-school Rehabilitation Services) and 'Infinity HOPE' Support Project for Children with Dyslexia. The two services aim to offering SEN children opportunities to pursue diverse development, promoting a greater communal understanding and awareness of SEN children and their needs so as to facilitate provision of necessary support and counselling services at an early stage.



Promoting Family Wellness and Strengthening Family Resilience

In assisting the development of deprived children, besides addressing their educational need directly, the Association also helps strengthen family resilience and enhance community support network. The two projects, namely 'Walk Along with Kids and Families Project' sponsored by the Hong Kong Jockey Club and 'Y-Flight: Family-based Support Service for Children with Special Educational Needs' sponsored by the Chow Tai Fook Charity Foundation, had adopted a 'family-centred' concept and yielded good results in the past years. Furthermore, the soon operating Family Wellness Centre (Ho Man Tin) located at Kowloon Centre will serve as the service base for SEN children and their families. Via existing projects and utilizing newly developed resources and facilities, it is expected to create an inclusive community culture so that SEN children and their families could be able to receive timely and adequate support.

(五) 職涯發展及生涯規劃

5. Career Planning and Development

女青重視青年人平等參與社區發展的機會和角色，一直致力協助青年人認識自己及培養個人才幹及能力，在學習過程中培養個人興趣及發展潛質，好好計劃及開拓個人未來。

YWCA stress on the roles and opportunities of youth in their equal participation in communal development, and effort have been taken to help them discover themselves and cultivate personal capabilities and skills while they could also develop personal interests and potentials, plan and explore their future during the learning process.





生涯規劃體驗計劃

女青藉舉辦「Project WeCan」大型生涯規劃探索日，以及提供一站式生涯規劃服務，協助青年人了解不同行業發展，進行生涯探索。我們計劃於未來加強現有服務，包括各項跨部門的協作計劃，例如獲民政事務局資助推行「敢創我夢」生涯規劃體驗計劃、與新創建集團合作「創建生涯路」計劃，旨在向高中生及青少年提供長期及多元化的生涯規劃教育支援，亦會進一步探討與社會各界合作策劃其他生涯規劃服務的可能性。

Career Planning Experience Scheme

By organizing the 'Project WeCan' Career Exploration Day and by providing a one-stop career planning service, we assist teenagers to understand the development of various industries, and explore their own career life path. In future, we are going to enhance current services including several collaboration projects such as 'Dare to Dream', a life planning project for youth as funded and promoted by the Home Affairs Bureau, and 'NWS Career Navigator for Youth', a long-term program launched by NWS Holdings Limited to give relevant education and support to young people on mapping their career path. The Association will further investigate the possibility of launching more projects in collaboration with various sectors.

提升青年工作能力

女青樂意協助因失業感到失去人生方向的年青人，幫助他們保持正面思考、找回工作原動力。我們獲政府委託，是全港唯一同時管理兩間青年就業起點的機構，透過營運兩所青年就業資源中心，向青年人提供適切的個人化服務，加強他們的就業競爭力。即將投入服務的九龍會所將增設「Y Plus+ 青年人才發展中心」，目的是協助青年人認清目標，裝備自己，培育成為社會有用人才。

Enhancing Youth Working Ability

YWCA is eager to help those unemployed teenagers with no clear life direction to keep a positive mindset and recover their work initiative. Currently, we have been entrusted by the Government and become the only organization managing two Youth Employment Start Centres (Y.E.S.) in Hong Kong. Both Y.E.S. centres provide personalized services to the teenagers, aiming to enhance their job competitiveness. The Y Plus+ Talent Development Centre located at Kowloon Centre will be put into service soon and its objective is to help young people to set up clear life goal, to equip themselves and be able to make contributions to the society.

青年發聲

本會積極提倡青年充權，透過與企業度身訂造課程或合作計劃，去連結青年與社區，就各項社會議題及青年問題發表意見及表達關注。未來日子，本會將成立青年工作顧問團，倡議青年工作友善政策，以提升青年人參與社會工作的動機為目標，鼓勵青年參與社會事務，投身建設社會。

Speaking Out for Youth

The Association has been actively advocating youth empowerment. Through designing tailor-made courses or launching collaborative schemes with corporates to connect young people with the community and give them the opportunities to express their views and concerns over various social issues and youth problems. In the days to come, the Association will establish an advisors' panel on youth work, initiate youth-friendly work policy with the aim of raising youth motivation to take part in social works, encourage their social participation for the sake of building our society.

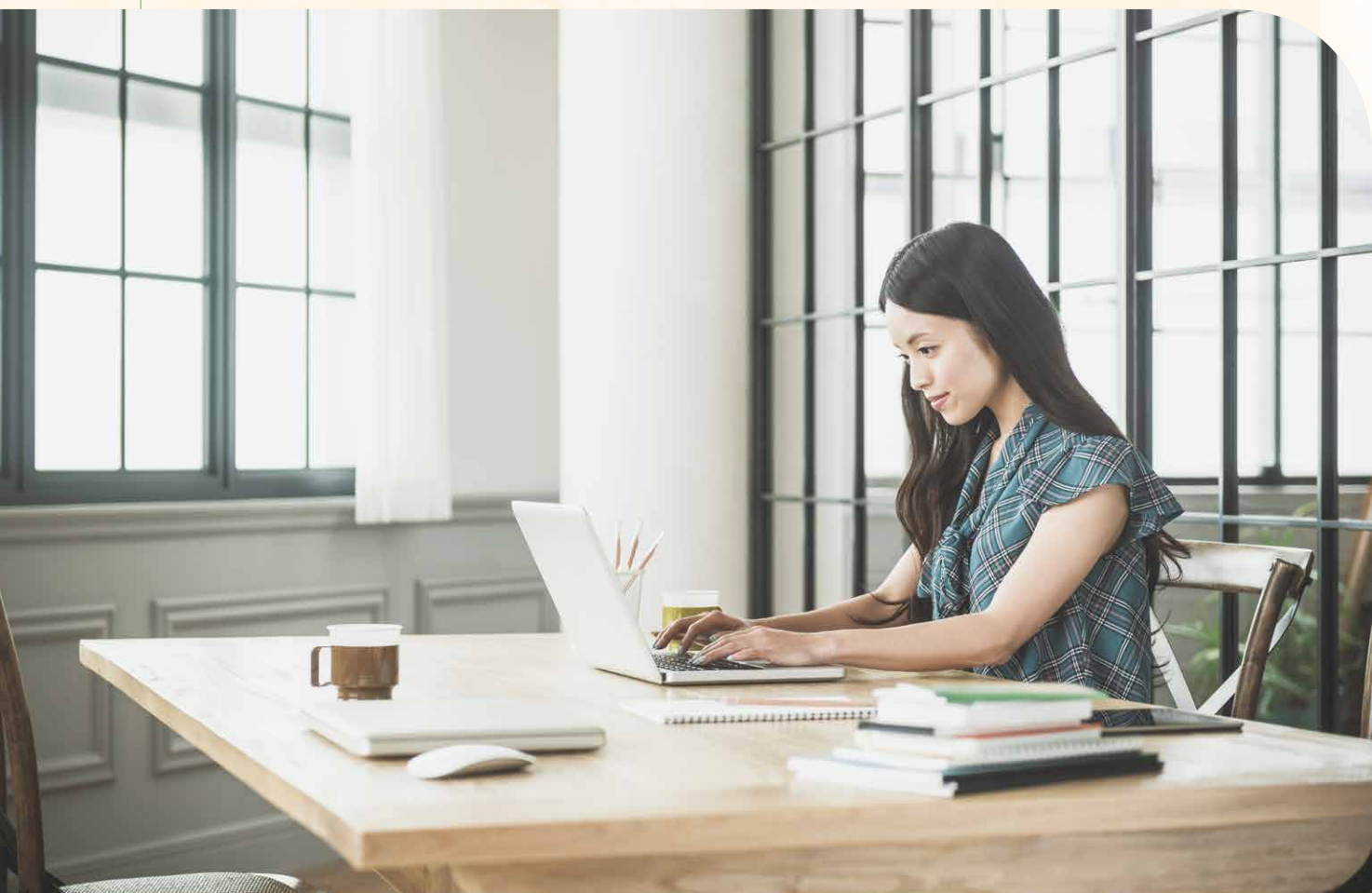


(六) 人才發展及資訊科技應用

6. Talent Development and Application of Information Technology

女青銳意於人才發展及提升本會資訊科技的應用，來促進機構能力建設及可持續發展。

YWCA endeavors to engage in talent development and enhance the application of information technology in furtherance of reinforcing the organization capacity building and sustainability.



人才發展

女青一直相信，讓員工發揮潛能，對機構發展尤其關鍵。我們將制訂繼任計劃及推動人才發展計劃，促進長遠人才培育及能力建設，以創造機構未來的發展動力，又會繼續積極推行「以人為本」的人力資源政策，關注員工的需要。人才發展已經成為現代機構管理不可或缺的一環，女青將藉著各種度身訂造的培訓、講座、研討會及工作坊等，讓員工增值自己，持續發展。



資訊科技應用

女青一直致力引進資訊科技應用於機構營運上，以提高服務水平。通過建構顧客關係管理系統，加強提高機構營運效率和能力。我們亦計劃繼續強化機構數據整合及分析、精簡及自動化日常流程、升級會內資訊系統基建設備及善用數碼媒體及科技作業，於各個層面中活用資訊科技技術，使機構更有效地調配資源，加強現有服務的穩定性，並為未來的各項挑戰做好準備。



Talent Development

The Association believes that allowing our employees to unleash their potentials is crucial to organization development. With the aim to creating organization's future growth momentum, we shall formulate the succession plan and implement the talent development scheme for developing our future talent pool and capacity building. Besides, we shall continue to implement people-oriented human resources policy to address the needs of our staff. The development of human resources has become an indispensable part in modern organization management. We will continue offering a variety of trainings, seminars, talks and workshops for our staff to encourage them to upgrade their skills and pursue learning for continuous development.

Application of Information Technology

Striving to improve our service level, the Association has been working hard on applying information technology in our operation. By establishing the 'Customer Relationship Management' System, it enables us to enhance the operating efficiency and effectiveness. We have been also planning to strengthen data integration and data analysis, streamline and automate daily routine workflow, upgrade IT infrastructure and make good use of the media and other new IT products. The wide application of information technology across the organization allows us to effectively deploy resources, reinforce the stability of current service, and be well prepared for facing upcoming challenges.



服務拓展

Service Development





為推動機構持續發展，本會於 2016 年起逐步開展第二個「策略行動方案」，在下列六個範疇作出回應。

To promote agency's sustainable development, the Association has started implementing the second 'Bold Steps' in 2016 and responses had been made in the following six areas.



回應策略行動方案(一)——跨代同心領導

Response to Bold Step One: Intergenerational Leadership

加強人才的培養和儲備

面對社會接踵而來的機遇和挑戰，女青相信培育人才去帶領機構迎向未來發展是重要一步。因此物色及招募具不同專業及才能的人士加入女青，為機構注入新血，促進跨代同心領導本會發展，是完善機構管治方面的首項任務。

本會董事是由選舉會員以投票方式產生，而選舉會員有選舉及被選為董事的權利，故此選舉會員的質素直接影響機構整體管治。由董事會成員及管理層組成的「機構策略發展工作小組」正就機構管治及董事繼任問題作深入討論，並對現行選舉會員制度作出檢視及將會提出優化建議。

就專才配對方面，機構先釐訂所需人才的專長及技能組合，繼而檢視董事會及各委員會的成員組成情況，並確保擁有所需的專長及技能配搭，而本會董事及委員都能善用其專業知識、經驗及能力，在其專業範疇作出貢獻。



Enhancing Talent Development and Building Talent Reserve

While facing the upcoming opportunities and challenges in the society, we believe that nurturing talents as our future leaders will be a crucial step towards the Association's development. Hence, our first mission would be identifying and enlisting new talents with different background and expertise to join the Association. By doing so, we would be able to instill the Association with new blood, strengthen our intergenerational leadership and further improve our corporate governance.

The Board of Directors is elected by our voting members through election. Our voting members are entitled to vote and be voted as Directors. Hence, the quality of voting members has direct impact on agency governance. A Task Force for Implementation Plan of the 5-year (2016-2020) Strategic Directions of the Association has been formed consisted of members of the Board and the management. The Taskforce is to conduct an in-depth discussion on corporate governance and board succession issues, reviewing the current voting members' mechanism and offering recommendation on enhancing the mechanism.

In matching expertise of the talents, the Association has firstly determined the kinds of expertise and skills it requires, and then reviewed the composition of the Board and various committees to ensure that we process the desirable composition and that all our Board and committee members are able to utilize their professional knowledge, experience and skill sets to make contributions in their professional fields.





回應策略行動方案(二)—— 透過婦女發聲，建設公義、和平的理想社會

Response to Bold Step Two:
Creating a Just, Peaceful Society through Women Advocacy

傳承女青文化 共建同心合一團隊 Inheriting YWCA Culture and Building a Service Team with Unity

第二屆女青人獎

第二屆女青人獎選舉於 2016 年圓滿舉行，由全會員工就「體」、「智」、「德」、「群」四大範疇，以及『女青生力軍』進行網上投票，亦由行政會議成員選出「女青『超』人獎」。今屆共十六名同工獲獎，再次肯定員工的努力及宣揚女青精神。得獎同工如下：王德莊、何冠毅、蘇艷芳、黃德信、黃德祺、關珮盈、李金好、彭道華、黎瑩瑩、林思琪、侯志遠、趙永珍、沈憶、林小華、胡婉玲、張志坤。

The 2nd 'Y Award' Scheme

The 2nd 'Y Award' Scheme was successfully launched in 2016, with staff's online votes casted in four categories: 'Young', 'Wisdom', 'Commitment' & 'Association' and on 'Y New Blood' Award. Besides, the 'Y Superman' Award was elected by the Executive Council members. A total of 16 staff was awarded, which was recognition of their contribution to the Association. The spirit of YWCA was also promoted through the voting.





Y-Walker 女青行者挑戰賽

本年度屯門區首次舉辦「Y-Walker 女青行者挑戰賽」城市歷奇活動，讓區內同工身體力行走進社區各處了解女青的服務發展的足跡，加強同工對機構使命與價值的認同。

Y-Walker Challenge

This year, Y Walker Challenge was launched in Tuen Mun District for the first time, giving our staff working in the region an opportunity to familiarize with the service development history of the Association in the community, thereby strengthen their consensus to YWCA's vision and mission.

中大暑期實習

香港中文大學文化管理課程四名大學生暑假期間到本會進行專題研習，探討題目分別是《長者學習與生命栽培》與《兒童及青少年服務與生命栽培》，以勾勒出本會兩大重點服務（耆年及青年服務）的發展軌跡。同時進行女青故事人物專訪及單位文物盤點工作，加深他們對女青文化的認識。

CUHK Student Summer Internship

Under the Summer Internship program, four students studying BA Programme in Cultural Management of the Chinese University of Hong Kong had been engaged in specific topic study and wrote essays on the topics of 'Elderly Learning and Enhancement of Life' and 'Children and Youth Services and Enhancement of Life', with the purpose of outlining the development milestone of our two main services - elderly service and youth service. Besides, their understanding of YWCA culture were increasing after conducted interviews with some of our staff, and service recipients and completed the inventory control of cultural relics at several service units.





深化女青運動 Refining YWCA Movement

「凝·燃·愛 活動系列」及福音活動

2016-2018「凝·燃·愛—活動系列」計劃透過在社會服務項目中加入福音元素，將女青運動推展至服務使用者層面，所舉辦的七個項目包括「沙漠中的盼望、西松置浸共創明天」（西環松柏中心）、「全人關顧系列—義工服事長者證書課程」（鄭傍卿護理安老院）、「凝·燃·愛—活出新姿彩」（深水埗區松柏綜合服務處）、「愛·在人間」（天水圍綜合社會服務處）、「大澳福音足球隊」（大澳社區工作辦事處）、「Loveholic 愛立刻同工 / 福音小組之教材套」（基督教及會員事工部）及「同工團契教材套」及「親子小組教材套」（學前教育部）。

此外，本會繼續藉 Y Fire 生命大使、董事委員幹事祈禱會、同工心靈加油站等活動，宣揚基督教價值觀；並推行女青運動周、女青運動指引及短片、「女青·薈」、「簡單·義」等，普及及深化同工對女青運動的認知。

香港女聲

女青致力培育一群有理想、品格良好，願意與女青攜手同行，關心社會和世界需要之年青女性領袖。於 2003 年起首次舉辦，至今共辦了四屆的「香港女聲」年青女性領袖培育計劃，配合機構策略性發展進行了革新，並重新定名為「香港女聲 Glocal Y」，意謂 Think Global, Act Local（國際思維、服務香港），進一步強調「發聲」和「政策倡議」，加入跨代領導及國際視野等元素，旨在培訓女性充權發展意識，及增進學員對兩性平等與性別議題之認知，培養她們獨立思考及解



Community Service Series Program and Evangelistic Activities

Gospel element was added into the 2016-2018 Association's Community Service Series Program with the aim to spread Christian love to the society and enhance our service users' understanding of YWCA movement. Seven programs were organized, namely 'Hope in the Desert – Create our Tomorrow' (Sai Wan Social Centre for the Elderly), 'Holistic Care Series – Volunteer Certificate Course for Elderly Care Service' (Cheng Pon Hing Care & Attention Home for the Elderly), 'Living a Fruitful Life' (Sham Shio Po District Integrated Social Services for the Elderly), 'Love in the World' (Tin Shui Wai Integrated Social Service Centre), 'Tai O Gospel Football Team' (Tai O Community Work Office), 'Loveholic Staff/Gospel Cell Groups Resource Kit' (Christian Ministry and Membership Department), and 'Resource Kit for Staff Fellowship' & 'Resource Kit for Parenting Group' (Pre-School Education Department).

Besides, we have continued to promote Christian value through various activities, including 'Y-Fire Ambassadors', prayer meeting for Board Members, Committee Members and staff, and 'Enriching Your Soul' program etc. Also, the launch of 'YWCA Week', 'Y Movement Guideline & Short Video', Y Hub Programs and 'Simple · Just' Volunteering Scheme etc., helped deepened staff understanding of the YWCA movement.

Glocal Y

The Association endeavors to nurture and train up young women leaders with personal dreams and good characters, showing concern over the needs of the society and the world and are willing to join with the Association to lead changes through collective action. First launched in 2003, the 'Women Voice: Young Women Leadership Training Program' had been organized for four times. This year, the program has been revamped to align with the strategic development of the Association and afterwards it was renamed as 'Glocal Y' to convey the meaning of 'think global and act local', and stress on the importance of 'voicing out opinions' and 'policy advocacy'. The elements of intergenerational leadership and international exposure were added so as to strengthen the participants' conscience of developing women empowerment,

難能力，並且藉與政經領袖交流對談，參加各類專題工作坊、影子工作實習、工作體驗及政策倡議訓練等全面裝備自己。

第五屆「香港女聲 Glocal Y」已順利完結，並於今年的「3·8 女青日」舉行了嘉許禮，表揚十多位於過去一年努力學習的年青女學員。展望未來，Glocal Y 畢業學員將聯同歷屆舊生會成員一同實踐更多發聲行動，成為本會青年領袖平台的主要參與者。



聯合國第 61 屆婦女地位委員會會議

2017 年 3 月，女青運動委員會主席李綺華與督導主任阮秀盈率領來自本會 Glocal Y、女聲舊生會、傑出婦女義工協會或青社部榮譽義工之 4 位年青女性義工，前往美國紐約聯合國總部，參與「聯合國第 61 屆婦女地位委員會會議」，出席的還有來自全球各地非牟利機構及政府的逾 4,000 名代表，亦是本會自 2003 年以來第三次派出代表團出席有關會議；一行六人於 8 天 6 夜會期參與了多個工作坊及研討會，與全球女性交流溝通、認識各地推動男女平等及婦女權益之工作手法和經驗，加深了解世界婦女人權及各地相關政策／社會狀況。學習歸來，期望代表團成員可參照各國經驗協助構思機構服務發展，為建設性別平等的社會而努力。



increase the understanding of gender equality and gender issues, enhance the ability of independent thinking and problem solving. They were given opportunities to further equip themselves through dialogues and interviews with several leaders in political and economic circles, attending various workshops on specific topics, shadow work internships, job experience and training related to policy advocacy.

This year, an appreciation ceremony for the 5th Glocal Y was held at the '8 March YWCA Day' to commend our young ladies for their studious learning in past year. Looking forward, the Glocal Y graduates will join with the alumni to get involved in more advocacy actions, and will become key participants in the Association's youth leadership platform.

The 61st session of the Commission on the Status of Women

In March 2017, Ms Eva Lee, Chairman of the YWCA Movement Committee and Ms Fiona Yuen, Supervisor were leading four young women volunteers whose came from our Glocal Y, Women's Voice Alumni Association, Outstanding Women Volunteers Association or honorary volunteers of Youth and Communities Service Department to attend the 61st session of the Commission on the Status of Women ('CSW') at the United Nations Headquarters in New York. Attendees also included over 4,000 representatives from the governments and ECOSOC-accredited non-governmental organizations of other regions around the World. This was the 3rd time the Association sent a delegation to attend the CSW session since 2003. During the 8-days session period, our 6-member delegation participated in various workshops and conferences, engaged in communication with women from other countries, learnt about the approaches and experience in promoting gender equality in other part of the world, broadened their understanding of human rights of women and the global status of the relevant policies/societies. After the meeting, it was hoped that the delegation could refer to the experience in other countries in deliberating our service development and making efforts to build a gender equality society in Hong Kong.



回應策略行動方案(三)—— 社區為本的自資居家安老服務

Response to Bold Step Three:
Establishing Community-based Self-financed Elderly Service

躍動晚年 Active Ageing

第二階段長者社區照顧服務券試驗計劃

本會轄下三所長者自資日間護理中心「Y Care 青健坊」及自資家居照顧服務「Y Senior Care 照顧易」，成功獲社會福利署甄選為第二階段長者社區照顧服務券試驗計劃的認可服務提供者，分別於九龍中、港島東及新界北等地區為合資格的長者提供日間護理及家居照顧服務。在此階段，服務使用者可根據自身的服務需求自由地選擇服務機構、服務種類及內容等，加強服務接受過程的靈活度，以進一步實踐長者居家安老的願景。

Second Phase of the Pilot Scheme on Community Care Service Voucher for the Elderly

Our three self-financed 'Y Care Day Care Centres' for the Elderly and Y Senior Care Home Care Service team have been accepted to be Recognized Service Providers in the 'Second Phase of the Pilot Scheme on Community Care Service Voucher for the Elderly' and are providing day care and home care services to eligible elderly persons in central Kowloon, Hong Kong Island East and North District. In this phase, eligible service users are entitled to freely choose their desired service agencies and types of services according to their personal needs, thus increase the flexibility in service user's acceptability and would further realize the vision of 'ageing in place'.





賽馬會樂齡活學中心

「Y Evergreen 樂齡活學中心」前身為「長者持續教育中心」，是一所與年齡 50+ 新中年人士一同擁抱夢想、一起閃耀生命的自負盈虧社會服務中心；通過提供人生規劃、持續學習及各類社區服務，鼓勵 50+ 新中年「終身學習」、「學以致用」、「學而優則教」。除設有特色課程外，中心亦透過參與「長者學苑」、「香港第三齡學苑」等自助學習計劃，讓 50+ 新中年人士參與統籌及策劃不同有益身心的活動，發揮潛能，從而使「身、心、社、靈」得以均衡發展。

「耆義鄉土網鄉情」

本會單位獲社區投資共享基金贊助，開展為期三年的「耆義鄉土網鄉情」計劃，透過連繫不同團體協作，發揮各自專長，達致凹凸互補及協同效應，並在北區各鄉村積極推動鄰里互助，鞏固社區網絡，重現昔日鄉村的人情味。

秉承本會「生命的栽培」之宗旨，計劃亦致力協助長者活出躍動晚年，以「充權」介入模式，鼓勵鄉郊長者由受助者轉化成為導師或義工，向城市年青人傳承文化、手藝，以致分享個人經歷，以生命影響生命，促進城鄉及長幼共融，創建社會資本。

Y Evergreen Learning Centre

The 'Y Evergreen Learning Centre', which is formerly known as the 'Elderly Continuing Education Centre', is a self-financed social service centre assisting the 50+ years-old 'new middle aged people' to embrace their dreams and lead a glamorous life. Through providing life planning, continuous learning and various community services, we encourage them to be active lifelong learners and further on become tutors to make good use of their knowledge. Besides offering characterful courses, the Centre also collaborates with several self-learning programs such as 'Elder Academy' and 'U3A' etc. to offer opportunities for new middle aged people to engage in planning and organizing various healthy activities so that they could unleash their potentials and achieve holistic development.

Networking Village Communities

With funding from the Community Investment and Inclusion Fund, the Association launched a 3-year 'Networking Village Communities' project. Through collaborating with various bodies and making good use of our respective strengths, we aimed to generate synergy by networking different villages in North district to promote mutual support in the rural neighbourhood and strengthen the community network, hence rendering the human touch in old Hong Kong.

Upholding YWCA's purpose of 'Enhancement of Life', the project also committed in helping seniors to achieve active ageing. By using the empowerment approach, we encouraged the elderly to switch from aid recipients into instructors or volunteers, and engage in passing on the cultural heritage, traditional arts and crafts as well as sharing of their personal experience to teenage city dwellers to make an impact on their lives and eventually conducive to building an urban-rural and inter-generational inclusive society and creation of social capital.





發展自資長者服務

Self-financed Elderly Service Development

全力開拓全新安老服務

「Y Senior Care 照顧易」獲民政事務總署之「伙伴倡自強」社區協作計劃撥款推行，致力為全港長者提供跨專業、多元化及優質的家居照顧及家居復康服務，全面支援長者及照顧者的需要，實踐「居家安老」願景。作為社會企業，一方面培訓青年人加入護理服務業界，成為「星級照顧伙伴」，另一方面協助中年婦女及退休人士工作轉型，提供就業及持續培訓的發展機會。



鞏固並擴展現有公益業務

未來十年，本港長者人口將持續增加，銀髮市場發展潛力優厚，本會致力擴展現有公益業務項目，包括：「Y-Silver Link 安居通」及「Y Fitness 躍動力」等來配合市場的服務需要。本會將繼續借鑒過去多年服務經驗，配合各方資源，透過在業務拓展、財務策劃、創新服務、市場推廣、人才培訓等多個層面推出多項擴展計劃，致力建構「一站式服務平台」。

Development of New Elderly Services

Sponsored by the Enhancing Self-Reliance through District Partnership Program (ESR Program) under the Home Affairs Department, our 'Y Senior Care' aimed at offering multi-disciplinary, diversified and quality home care and rehabilitation service to support the elderly people and their carers. As a social enterprise, on one hand we endeavor to train up young people for the health care industry, on the other hand we assist middle-aged women and retirees to engage in new career by providing continuous training and employment opportunities.

Consolidating and Expanding Existing Social Business

The next decade will see a continuous growing elderly population and a robust developing silver market with great market potential. Hence, the Association strives to expand existing social business, including 'Y-silver Link' and 'Y Fitness' to cope with the market demand. We will draw on our past experiences and garner various resources to launch different kinds of expansion projects in term of business development, financial planning, innovative services, marketing and talent development etc., for the aim of creating a 'One-Stop Service Platform'.



回應策略行動方案(四)—— 家庭為本的特殊發展需要的兒童服務

Response to Bold Step Four:
Family-based Service for Children with Special Development Needs

兒童復康服務 Children Rehabilitation Service

女青悅兒成長服務(到校學前康復服務試驗計劃)

及早識別和介入對幼兒發展十分重要。本計劃由1/12/2015開展至今，服務全港38間幼兒學校/幼稚園合共200位已評定為有特殊教育需要的學生，為他們提供全面的治療訓練。此外，計劃已順利通過社會福利署的服務質素審核，證明服務質與量兼備。除了為幼兒提供個別訓練外，亦透過家庭個案管理、「同路人」小組、親職及家庭活動來提高家長的參與度。展望未來，本計劃將於兩年試驗計劃結束後，將會致力爭取政府資助，繼續為育有特殊教育需要的幼兒家庭，提供以家庭為本介入的兒童康復服務。

Y Seeds Wellness Services (Pilot Scheme on On-site Pre-school Rehabilitation Services)

Early identification and intervention is of paramount importance to childhood development. Started since December 2015, the Y Seeds Wellness Service has served 200 children with special educational need (SEN) in 38 pre-primary schools in Hong Kong. The scheme has successfully passed the Social Welfare Department's SQS audit, proven that the Service has placed equal emphasis on both quality and quantity. Apart from providing individual training to children, we also targeted to enhance parents' engagement by means of family case management, peer support group for parents, parenting activities and family programs. Looking ahead, after the completion of the Pilot Scheme, the Association would seek subsidy from the government for the continuation of the Service to serve young SEN children and their families by providing family-oriented intervention and rehabilitation services.





周大福「『逆』風高飛」— 家庭為本特殊教育需要幼童支援服務計劃

為讓有特殊教育需要幼童可及早獲得適切訓練和服務，本會大力發展相關服務，並成功得到多個基金會支持。「『逆』風高飛」計劃乃是一項為期三年，支援特殊教育需要幼童的跨部門、跨單位及跨專業的服務。以「家庭為本」為核心理念，從家長、幼童、同行者及社區等四個層面，為新界西及九龍西的有需要幼兒及初小基層家庭，提供預防性、發展性及教育性的康復及家庭支援服務。至今已服務超過 150 個核心家庭，提供超過 590 節服務，服務人數超過 2,020 人，總人次高達 3,430。希望透過本計劃，能讓家長與孩子一同踏出屬於他們的一片天空，一起「逆」風高飛！

女青賽馬會「兒家同行」計劃（天水圍幼兒家庭全方位支援網絡服務）

第一年計劃（2015 年 9 月展開）已順利完成，核心受惠家庭共 74 個，當中有一半的家庭育有有特殊教育需要的幼兒，這些家庭所面對的情緒困擾及親職壓力較大；香港教育大學的研究學者已蒐集有關數據作分析，初步結果顯示服務介入模式成效理想，特別是基層幼兒家庭的情緒支援服務和家長精神健康促進服務，數據顯示，在服務介入後，幼兒家庭的情緒及家長的精神健康均有正面影響。第二年計劃將向有需要的家長提供更多家庭康樂活動及具治療性的個人成長小組，旨在提升家長親職效能、親子關係及增添家庭歡聚時光，讓幼兒能夠健康及快樂地成長。



Chow Tai Fook 'Y-Flight: Family-based Support for Children with Special Educational Needs (SEN)'

To give SEN children timely access to appropriate training and service, the Association has been actively developing relevant services, and received support from multiple foundation bodies. Funded by the Chow Tai Fook Charity Foundation, a 3-year 'Y-Flight' project was launched to provide cross-departmental and trans-disciplinary service to needy infants and grassroots families with children studying at junior forms in primary schools in West New Territories and Kowloon West. By adopting 'family-centred' as its core concept, a wide range of preventive, developmental and educational rehabilitation and family support service was provided in four aspects, namely parent, children, companion and community. Up to now, over 150 core families and 2,020 people were served over 590 service sessions, and total attendances reached 3,430. We hoped that through the project those SEN children and their families could be able to lead a better and brighter future.

HKYWCA JC Walk Along with Kids and Families Project (Supportive Networking for Young Families in Tin Shui Wai)

Launched in September 2015, the first year of 'Walk Along with Kids and Families Project' has been successfully completed and 74 core families were benefitted. Half of these families had children with special developmental needs and those parents suffered a higher level of emotional distress and were more stressful in parenting. Researchers from the Hong Kong Education University had collected the relevant data to conduct analysis. The preliminary findings showed that the intervention mode had achieved satisfactory result especially the offering of emotional support service for grassroots families with infants and provision of mental health enhancement for parents. The statistic revealed that the intervention service has positive impacts on both emotional and mental health of families with young children. In the second year of the project, more recreational activities and remedial personal growth group would be offered to those needy families, with the purpose to enhance parenting efficacy and parent-child relationship, create more happy together times for families so that young children could live and grow in a healthy and happy family environment.

支援弱勢兒童及其家庭

Support Underprivileged Children and their Families

「女青賽馬會童夢之旅」計劃

本會重視香港家庭的健康，致力協助建立和諧家庭，尤其關心弱勢兒童及其家庭的福祉。自 2014 年 9 月起獲賽馬會資助推行「童夢之旅」計劃，今年已踏入第三年，透過成長課、多元智能宿營、工作考察及夢想壁畫，發掘學生強項，擴闊視野，亦透過舉行家長工作坊、家庭面談及親子旅行，提升家長支援孩子發展夢想的能力。第三年參加的學校增至 7 間，包括來自東涌區及深水埗區的小學，受惠家庭共 181 個，參與人次逾 7,000；校方對本計劃非常欣賞，期望可繼續在區內推行。

第二階段「李國賢兒童基金 — 樂啟航」計劃

本會於 2016-17 年度再獲李國賢兒童基金會撥款，進行第二階段樂啟航計劃，共為 48 個育有 16-20 個月大幼兒的基層家庭，推行為期 8 個月、共 55 節的親職教育課程。本計劃不但讓幼兒有系統地全面發展，更讓家長掌握正確的親職管教技巧，並在家庭之間建立互助網絡。此乃屬跨部門和跨專業協作計劃，參與同工包括來自婦女事工部天水圍家庭健康促進中心、青年及社區服務部屯門和青衣綜合社會服務處的社工及幼兒教師。此外，本會更成為樂啟航計劃導師培訓之一員，與業界分享實務經驗。

HKYWCA JC 'Build Your Dream' Program

The Association attaches great importance to Hong Kong family wellness, and has particularly concerned about the well-being of underprivileged children and their families. The 'Build Your Dream' program had entered its third year of implementation since its embarkment in September 2014. Multiple growth course, multi-intelligence camp, job visit and mural painting about dreams were offered to unearth children's potentials and broaden their horizon. Parent workshop, family interviews and child-parent picnic were held to enhance parent's abilities to support their children in pursuing their dreams. In the third year of program implementation, the number of participating schools increased to seven, which also included schools located in Tung Chung and Sham Shui Po district. A total of 181 families were benefitted with total attendance exceeded 7,000. Heartfelt appreciation was earned from those participated schools and it was hoped that the program would continue in the two districts in future.

The 2nd Phase of 'Simon K Y Lee Children's Fund - FLY' Project

Supported by the Simon K Y Lee Children's Fund in 2016-2017, the 2nd Phase of 'FLY' Project was launched to engage 48 grassroots families with 16-20 month old infants to 55 sessions of parenting education during an 8 month period. The Project not only facilitated the holistic development of infants, it also strengthened the parenting skills of participating parents and succeeded to form a network of mutual help among those participating families. This was a cross-departmental and multi-disciplinary collaborative program involving social workers and nursery teachers from our Tin Shui Wai Family Wellness Centre, Tuen Mun and Tsing Yi Integrated Social Service Centre. Besides, the Association was honored to become a member in the 'train-the-trainer' program to share our practice and experience with the industry.





回應策略行動方案(五)—— 職涯發展及生涯規劃

Response to Bold Step Five:
Career Planning and Development Service

跨部門協作，提供生涯規劃及就業支援服務

Cross Departmental Collaboration to Provide Career Planning and
Employment Assistance Services

民政事務局青年生涯規劃

本會於 2014-16 學年獲民政事務局資助，以「敢創我夢」為主題，成功為 19 間中學共 500 多位學生提供生涯規劃服務，包括 1 間群育學校。本會再次成功申請 2016-18 學年之計劃，服務 15 間學校，包括 2 間群育學校。

HAB Support to Launch Youth Career Planning Activities

Funded by the Home Affairs Bureau, 'Dare to Dream' Career Planning Project was launched in the school years 2014 – 2016, to provide career planning service for 19 schools, including one Schools for Social Development (SSD) and participated by more than 500 students. The Association has successfully applied the same funding scheme for the school years 2016-2018, and targeted to provide services for 15 schools, including 2 SSD.





「學校起動」計劃「職」出前路，我做得得到！

本會於 2016 年 6 月及 11 月為「學校起動」計劃，分別協辦兩次大型生涯規劃探索日，共 50 間中學之老師、家長及高中學生，接近 5,000 人參加。每一次活動均動員超過 200 位本會同工及企業義工帶領各項活動，協助參加者認識個人職志，探索工作世界。

新創建「創建生涯路」計劃

由新創建集團資助，本會職涯發展及持續教育部與青衣綜合社會服務處合作，向荃葵青區 5 間指定中學提供由 2016-2020 年共四學年之生涯規劃服務，以每校兩屆中四共 40 名學生為參加對象。通過企業多元業務及網絡，加上學生職業志向評估、職場探索、與 CEO 對談、模擬面試、工作影子體驗等活動設計，帶領同學了解職場實況，啟發個人職業志向，並訂定個人職志目標。

Project WeCan - Shape Our Future: WeCan!

The Association organized 'Project WeCan' Career Exploration Day in June and November 2016 respectively, attracted the participation of close to 5,000 people, including teachers, parents and senior forms students from 50 secondary schools. Over 200 staff members and our corporate volunteers were participating in our programs during the Exploration Day, helping participants to understand their personal vocations and explore the working world.

NWS Career Navigator for Youth Program

Sponsored by NWS Holdings Limited, Our Career Planning and Continuing Education Department cooperated with Tsing Yi Integrated Social Service Centre to offer career planning service to 5 secondary schools in Tsuen Wan and Kwai Tsing District in the school years 2016-2020, targeting about 40 S4 students in each school. By utilizing NWS Holdings' diversified business and corporate network, coupled with vocational aptitude assessment, career exploration, talks with CEO, mock interview, shadow work experiment etc., students were given chances to understand the real job market situation, be inspired of their personal vocation and determine their career prospects.





摩根大通 - 青年正選就業計劃

針對副學位程度青年人的就業需要，為提升他們的就業準備，本會於 2016 年 3 月開始獲 JP Morgan 贊助，推行一項 'Road to SUCCESS' 青年正選就業計劃，內容包括行業參觀、職前訓練、工作實習、個人生涯諮詢及師友計劃等。計劃推行至今，超過 200 位青年人參加不同階段之項目。本會亦成功向勞工處申請開辦管理見習生課程，11 名副學士程度之畢業生獲分派到本會不同部門工作，所有參加者皆認同實習使他們更加認識社福界的服務及工作範疇，助其規劃職業生涯。

JP Morgan 'Road to SUCCESS'

Focused on the employment need of youths with Associate Degree level and to equip them for job market, and with the sponsor from J. P. Morgan Chase Foundation, the Association launched the 'Road to Success' Youth Employment Program in March 2016. The program consisted of visits to different industries, pre-employment training, internship, personal career planning consultation and mentorship program, etc. So far over 200 youngsters participated in different phase of the program. The Association also successfully applied for Labour Department to run the YWCA management trainee program. Under this program, 11 Associate Degree holders were assigned to work in our different departments. All of them agreed that the program has helped to deepen their understanding of the social service sector, and also gave useful guidance for mapping their career path.



為社區青年提供生涯規劃、就業及創業支援服務 Providing Career-related Services for Youths in Local Community

地區生涯規劃服務隊(香港島及離島)

由香港賽馬會慈善信託基金撥款資助，為期五年之「賽馬會鼓掌·創你程計劃」女青生涯規劃服務隊，以興趣發展及多元化介入模式，協助青少年經歷生涯規劃四大主要階段，包括：啟發參與、自我認識及發展、多元出路探索及生涯規劃管理，從而協助他們累積及建立生涯規劃所需的知識、技能和態度。服務隊運用「自助旅遊」為特色的生涯規劃工作策略，結合「延展工作」概念推行服務，以滿足非在學、非在職青少年服務組群、高危輟學組群、DSE 離校生服務組群及校內 SEN 群組的不同需要。計劃亦強調建立「賦能環境」，分別為僱主、青年領航員及師友、家長及社區提供發展及支援服務。

年度內曾舉辦多個大型活動，例子包括生涯規劃— DSE 有「趣」齊齊 Fun 計劃、東涌劃道七彩入伙 Party、王者對決二(拳賽)青年義工服務、「心戰·DSE」如何建立高心理素質面對 DSE、職場新力軍 - Event Helper 篇等。

青年就業資源中心(旺角及葵芳)

為鼓勵青年人追尋個人夢想，兩間青年就業資源中心(Y.E.S.)以多元手法啟發青年人勇敢地向困難作出挑戰。葵芳 Y.E.S. 曾舉辦「曾司長與我們細味人生咖啡—『困難與挑戰』」、「『擁抱夢想·擁抱挑戰』—高永文醫生」等星級嘉賓故事分享。活動共吸引了百多名青年人參加，反應非常理想。旺角 Y.E.S. 則於 2016 年 11 月 4 日及 5 日於油塘大本型商場舉辦「我愛大想頭 2016—青年自僱實戰日」，共有 20 支隊伍參加，售賣創意精品及手作飾物。

District Career Planning Service Team (Hong Kong & Outlying Islands)

Funded by the Hong Kong Jockey Club Charities Trust, a 5-year program 'CLAP for Youth @ JC' has been launched and interest development and diverse intervention mode were used to assist youths to experience the four main stage in career planning, namely 'Engagement', 'Self-understanding', 'Career and Pathway Exploration' and 'Career Planning and Management', with the aim of assisting youths to accumulate and establish the required work knowledge, skills and attitude. Our CLAP Service Team adopted 'DIY itinerary planning' as its service strategy in combination with the 'extended work' concept in its service implementation, so as to satisfy the different needs of out-of-school youth and out-of-work youth, high risk youth & school dropout, DSE graduates and SEN students. The program also emphasized on constructing an 'enabling environment', and rendering developmental and supportive services for employers, youth advisors, mentors, parents and the communities accordingly.

A spectrum of large scale events were organized throughout the year, including DSE Learning Project, service kick-off party held in Tung Chung, youth volunteer service in boxing match, 'The DSE Exam Warfare: Be Psychologically Sound to Cope with DSE' seminar, and 'event helpers' chapter for new young workforce etc.

Youth Employment Resource Centre (Mongkok & Kwai Fong)

To encourage young people to pursue their dream, two Y.E.S. centres applied diversified means to inspire teenagers to face up to adversity and overcome challenges. Kwai Fong Y.E.S. organized story sharing sessions to be hosted by predominant guests including Mr. John Tsang, the Financial Secretary and Dr. Ko Wing-man, the Secretary for Food and Health. These sessions had attracted over 100 youngsters and their responses were overwhelming. Mong Kok Y.E.S. also organized large scale events on 4 & 5 November 2016 where 20 youth teams were given the opportunities to sell gifts and handmade accessories at Yau Tong Shopping Mall, and got the first taste of starting their own business.



回應策略行動方案(六)—— 人才發展及資訊科技應用

Response to Bold Step Six:
Talent Development and Application of Information Technology

孕育領袖 薪火相傳

面對來自服務質素及管理人員勝任能力要求提升的挑戰，女青積極培訓人才，及早進行人才規劃，並執行現代化的管理措施，同時優化員工福利及簡化流程，以提升士氣及挽留人才。為延續女青優質管理及多元化服

Nurturing Our Next Generation Leaders

To meet the demands and challenges of our services and management competence requirement, the Association has been actively nurturing talents, cultivating leaders and professionals, strengthening the competitiveness of agency human capital by implementing talent planning and recruitment and effective management measures. We have





務，聘請專業顧問公司設計一套清晰及配合未來服務發展的領導人員能力模型，又因應未來領導能力之要求，物色一套合適分析工具，為管理人員進行有系統的人才潛能分析，以確立領導才能發展及培訓方向，促進機構人才持續發展。

促進同工伙伴關係，凝聚同心合一精神

女青多年來的服務發展，有賴同工一起參與及共同努力，而且為了促進董事、委員、同工同心合一的精神，達致建立機構關心員工、員工關心機構的文化，於年度內推行分為三個範疇的「家庭友善」及「同心合一」政策及措施，令同工在繁忙工作中亦能兼顧家庭及個人發展之需要。

also enhanced employees' benefits, offered diversified training and staff activities and streamlined the process to improve staff retention, boost staff morale and satisfy the increasing service demand. In order to continue our quality and diversified services, we commissioned a professional consultancy to design a clearly defined leadership competency model that would cope with our future service development. In view of the demand for future leadership capability, a suitable analysis tool had been identified to conduct aptitude analysis to determine leadership capability development and training direction for sustainable talent development of the Association. At the same time, according to the long-term development of our various services, the leadership capabilities of the management ladder team was analyzed so as to grasp a better understanding of the training needs of the management and future successors and to prepare for talent succession planning.




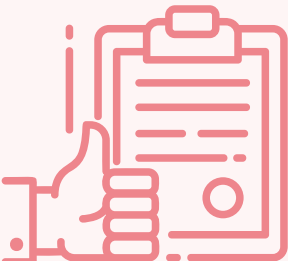





Strengthening Staff's Partnering Relationship and Spirit of Unity

Without the commitment and dedication of our staff, HKYWCA would not be able to moving ahead throughout these years. In order to consolidate the spirit of unity among directors, committee members and staff, and to create a caring culture within the Association, several 'family-friendly' and 'unity and solidarity' policies and initiatives in three different aspects were implemented to facilitate our staff to strike a balance between taking care of their families and pursuing personal development in busy work life.





A. 同工家庭友善措施 Family-friendly Initiatives for Staff

<p>母乳餵哺及育嬰親子空間 Breastfeeding and babysitting room</p>  <p>建立指引及政策，一個單位已有育嬰親子空間 formulated the guideline and policy, 1 service unit has set up its babysitting room</p>	<p>同工有需要時可申請半職以方便照顧家庭及個人需要 Staff may apply for half-time job to take care of personal needs and family needs whenever necessary</p> <p>30 人次 30 applications</p> 	<p>同工有需要時可申請會內幼兒學校暫托服務 Staff may apply for occasional child care service at our nursery schools whenever necessary</p> <p>7 人次 7 applications</p> 
<p>同工報讀本會暑期課程及活動並享有折扣 Handling of staff enrolment for summer courses and programs at discounted fee</p> <p>共 34 位同工報讀， 144 人次 34 staff enrolments, 144 attendance</p> 	<p>免費享用梁紹榮度假村 Free use of hostel service at Sydney Leong Holiday Lodge</p> <p>共 50 同工入住， 323 晚 50 staff check-in, 323 night consumed</p> 	<p>同工在有特別需要時可申請放取無薪假以照顧家庭或個人特別需要 Staff may apply for no-paid leave to take care of personal special needs and family needs</p> <p>共 90 人次， 720 日 90 applications, 720 days of no-paid leave consumed</p> 
<p>優化同工申請額外三天有薪假處理直屬家人紅白二事之安排 Optimized staff application of three days of paid leaves to handle arrangement of marriage or funeral matters of immediate family members</p> <p>共 108 人次，225 日 108 staff applications, 225 days of paid leaves consumed</p> 	<p>放取一天事假以照顧家中長者或幼兒，作為家庭友善假 Consumption of one day of casual leave as family-friendly leave to take care of elderly family members or young children</p> <p>共 529 人次，498 日 529 staff applications, 498 days consumed</p> 	<p>提供自願參與牙科保健計劃予同工及其家人 Provision of voluntary dental care scheme to staff and their family members</p> <p>共 147 人次， 包括同工及家人 147 attendance, including staff and their family members</p> 

B. 加強同工溝通及凝聚力 Strengthening Staff Communication and Cohesion





2017 年忠誠服務獎名單 (2017 年 1 月 1 日至 2017 年 12 月 31 日)

Name List of 2017 Devoted Service Award (1/1/2017 - 31/12/2017)

服務滿十五年之董事 余悅群

服務滿四十年之員工 甘榮美

服務滿三十五年之員工三人 梁敏玲 黎瑩瑩 陳建成

服務滿三十年之員工五人 趙若華 吳子樑 劉雯詩 王志超 周意妙

服務滿二十五年之員工十七人

何鳳慈 江國儀 蘇艷芳 鍾嘉華 梁明月 黃詠賢 張燕紅 馮婉明 陳淋苗

梁惠玲 徐凱華 石宇茵 陳詠欣 廖悅來 蔡玉蓮 陳兆章 蔡茹茵

服務滿二十年之員工共十七人

李婉明 林雅儀 許寶欣 馮少茵 何嘉慧 鄭佩珍 何啟銘 杜羨揚 潘美施

龍少娟 李家寶 羅慧敏 曾藹欣 藍庭芳 黃靄欣 劉楚薇 陳瑞意

服務滿十五年之員工共二十六人

譚月玲 蔣國斌 胡樹萬 周偉基 曾肖娟 朱穎莊 李學義 黃秀婷 李桂芬 吳清雅

黃紹德 譚小文 梁嘉儀 蕭巧誼 陳清和 詹梓茵 施恩 呂博能 楊永嫦 彭詠詩

劉智傑 朱信芬 周德強 陳結蘭 陳詩雅 杜蘭君

服務滿十年之員工共六十人

梁慧敏 黃嘉蕙 熊仕蘭 吳寬群 梁志明 鄭逸琳 單桂桃 恩自強 陳麗容 梁景林 楊翠翠

黃錦妹 黃云清 鄧淑珍 張春紅 彭群枝 叶慧麗 袁敏光 蘇偉雄 陳偉基 楊少萍 謝韻姿

王添菊 甄院瑜 吳國基 許美珊 陳君璉 袁愛兒 梁凱儀 林培明 葉慧蓉 黎嘉賢 宋家義

黃仕娣 鄭文華 冼玉玲 麥沛興 崔綺明 王靜文 李鈺鈴 陳潔美 林素娟 李永祥 何金福

韋栢莉 張嚴存 余碧芝 簡嘉儀 江素媚 周玉英 謝婷婷 楊結妍 馬小蓮 李雪芬 徐小金

韓晶豐 許廓雯 葉彩雲 Bhowmath Betty Pratima Botelho Junya

服務滿五年之員工共五十四人

楊建霞 鄧淑貞 姚紀庭 黃慕貞 黎美琪 區麗貞 廖詠恩 陳曉蘇 梅婉琪 李雅姿 關珮盈

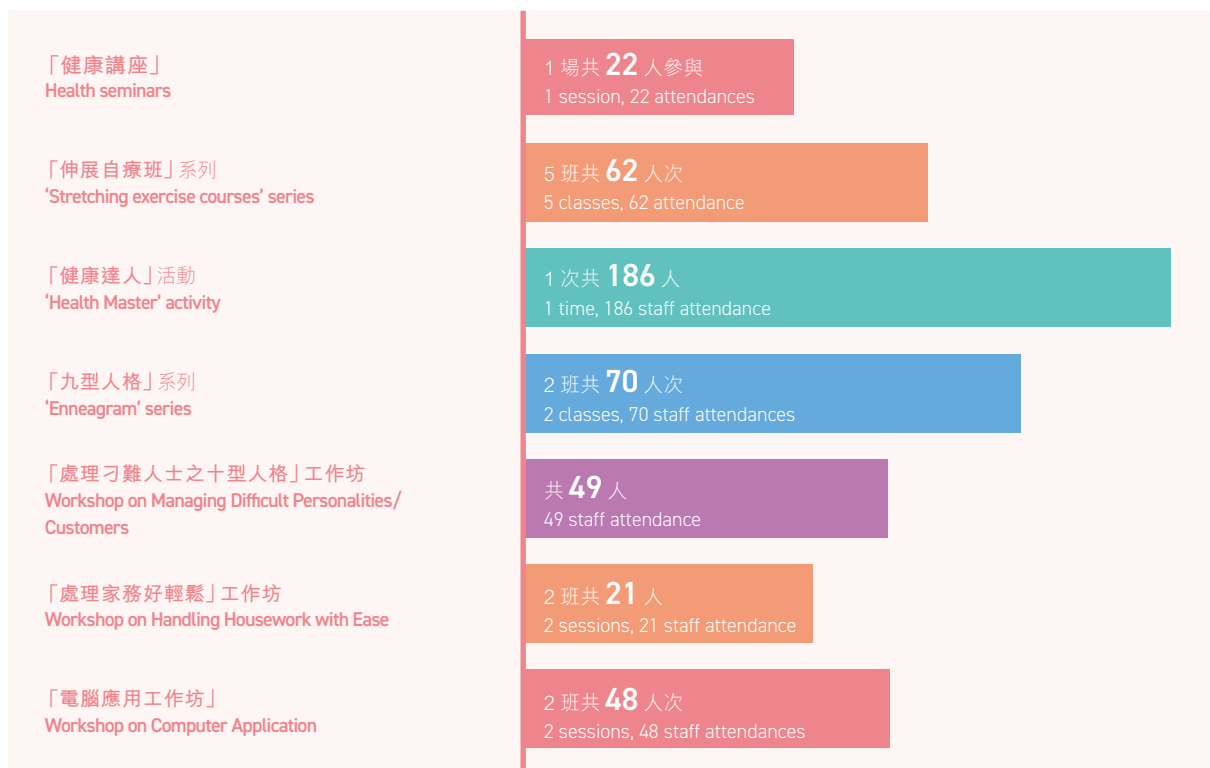
陳肖娥 劉民光 李容莊 李秋嫻 吳淑玲 陳憬樟 黃詠欣 梁瑩 勞惠嫻 盧靖兒 鄭琛婷

賴杰玲 蔡麗麗 黃娟梅 楊愛雯 談婉華 葉慧思 杜曉楠 吳婷茵 周嫻愛 黃希雯 梁敏恩

紀灝宏 鄧逸詩 林淑華 王啟慧 濮偉雄 龍艷儀 趙佩珊 阮佳麗 葉靖 潘家燕 謝雅智

朱小明 徐英賢 詹瓊珍 陳偉源 何銀英 林萬義 林常青 呂樂明 許有達 Sirothia Divya

C. 「豐盛生活」講座及活動 'Fulfillment of Life' Seminar and Activities





2016 - 2017 健康達人名單

Name List of Health Master Award 2016 - 2017

同工姓名 單位部門

阮秀盈	婦女事工隊
陳禮仁	海棠軒
林偉明	海棠軒
劉智傑	般咸軒
馮偉新	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
吳杏梅	園景軒
恩自強	園景軒
袁愛兒	園景軒
陳寶珍	園景軒
方秋明	園景軒
鄭識怡	園景軒
李 莉	園景軒
徐碧紅	園景軒
朱金瑤	園景軒
陳秀明	園景軒
陳志喜	園景軒
黃惠玲	園景軒
陳 荊	園景軒
梁慧敏	人力資源部
張淑儀	人力資源部
楊翠翠	人力資源部
楊慧玲	人力資源部
LAO Eliseo B	女青活學中心
唐允文	女青活學中心
徐英賢	公益業務拓展部
方嘉敏	公益業務拓展辦事處
蘇偉迅	公益業務拓展辦事處
盧振邦	健體通
顏巧英	園景軒餐廳
陳嘉儀	園景軒餐廳
施偉昇	行政及採購部
袁壽林	物業管理部
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
袁家強	大澳文化生態綜合資源中心
陳惠珍	大澳社區工作辦事處
何冠毅	大澳社區工作辦事處
高保麟	中西區及離島青年外展社會工作隊
吳維謙	中西區及離島青年外展社會工作隊
陳思漢	天水圍綜合社會服務處
李子洋	天水圍綜合社會服務處
鍾巧霖	天水圍綜合社會服務處
梅婉琪	天水圍綜合社會服務處

同工姓名 單位部門

李嘉穎	天水圍綜合社會服務處
譚敏儀	天水圍綜合社會服務處
吳育龍	天水圍綜合社會服務處
周詠珊	屯門綜合社會服務處
周健婷	屯門綜合社會服務處
李春燕	屯門綜合社會服務處
陳偉源	屯門綜合社會服務處
吳鈺華	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
黃雪儀	西環綜合社會服務處
鄭孝賢	西環綜合社會服務處
陳偉基	沙田綜合社會服務處
周子盈	沙田綜合社會服務處
楊偉傑	沙田綜合社會服務處
蘇艷芳	沙田綜合社會服務處
梁廣浩	沙田綜合社會服務處
黃靄欣	沙田綜合社會服務處
李素蓉	青衣綜合社會服務處
廖玉嫻	青衣綜合社會服務處
殷麗霞	青衣綜合社會服務處
王梓琪	青衣綜合社會服務處
譚家樑	青衣綜合社會服務處
陳英偉	將軍澳綜合社會服務處
林秀琮	梁紹榮度假村
張春燕	梁紹榮度假村
冼靜琳	深水埗綜合社會服務處
伍偉基	深水埗綜合社會服務處
梁秋蓮	深水埗綜合社會服務處
王啟慧	深水埗綜合社會服務處
吳翠萍	深水埗綜合社會服務處
李學義	樂華綜合社會服務處
劉鳳英	樂華綜合社會服務處
彭道華	樂華綜合社會服務處
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
郭俊彥	龍翔綜合社會服務處
麥誌成	龍翔綜合社會服務處
杜曉楠	觀龍樓社區工作辦事處
陳志雄	觀龍樓社區工作辦事處
黃國傑	九龍城綜合家居照顧服務隊
張春紅	秀群松柏社區服務中心
梁嘉宜	秀群松柏社區服務中心
歐陽卓芝	秀群松柏社區服務中心
馬惠芬	秀群松柏社區服務中心
李雯琦	秀群松柏社區服務中心
唐麗丹	秀群松柏社區服務中心

同工姓名	單位部門
陳務嬌	明儒松柏社區服務中心
黎淑貞	明儒松柏社區服務中心
李小玲	明儒松柏社區服務中心
曾潔容	明儒松柏社區服務中心
何景祥	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
袁志雄	林護紀念松柏日間護理中心
張嚴存	林護紀念松柏日間護理中心
胡秋鳳	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
陳結蘭	林護紀念松柏日間護理中心
姚彩雲	長青松柏中心
高兆芳	長青松柏中心
楊靄玲	長青松柏中心
李雪芬	深水埗綜合家居照顧服務隊
林愛芳	深水埗綜合家居照顧服務隊
吳子樑	深水埗綜合家居照顧服務隊
黃展濤	雲華護理安老苑
李秀琮	雲華護理安老苑
劉 燕	雲華護理安老苑
李麗霞	雲華護理安老苑
熊仕蘭	雲華護理安老苑
梁美霞	雲華護理安老苑
馮 梅	雲華護理安老苑
郭燕琮	雲華護理安老苑
黎美琪	雲華護理安老苑
梁敏恩	雲華護理安老苑
龍艷儀	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
高倩琳	雲華護理安老苑
曾小琴	雲華護理安老苑
謝團圓	雲華護理安老苑
李雪娥	雲華護理安老苑
鄧妙芳	雲華護理安老苑
陳學賢	鄭傍卿護理安老苑
梁志明	鄭傍卿護理安老苑
李麗芬	鄭傍卿護理安老苑
趙永珍	鄭傍卿護理安老苑
吳惠珍	鄭傍卿護理安老苑
黎玉潔	鄭傍卿護理安老苑
陳嘉怡	財務部
余美清	財務部
羅浩珊	天水圍家庭健康促進中心
伍偉湛	家庭健康促進中心
黃志偉	傳訊及資源拓展部
陸耀盈	資訊系統部
黎秀玲	管理層辦公室
林遠濠	管理層辦公室
關綺雯	安定幼兒學校
謝水蓮	安定幼兒學校
張楚平	安定幼兒學校

同工姓名	單位部門
陳肖娥	宏恩幼稚園
林愛平	長青幼兒學校
單桂桃	信望幼兒學校
麥錦蘭	信望幼兒學校
楊依齊	荃灣幼兒學校
丘蘭英	荃灣幼兒學校
石宇茵	荃灣幼兒學校
盧靖兒	彩雲幼兒學校
黎偉明	彩雲幼兒學校
林斯朗	彩雲幼兒學校
施 蕾	彩雲幼兒學校
李毅堅	彩雲幼兒學校
陳結明	彩雲幼兒學校
戴慧琮	紹邦幼兒學校
陳海燕	紹邦幼兒學校
馮如意	紹邦幼兒學校
魏萬英	隆亨幼兒學校
黃豔蘭	隆亨幼兒學校
彭佩詩	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
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
劉國嬌	學前教育部辦事處
麥綺筠	戴翰芬幼兒學校
許寶欣	戴翰芬幼兒學校
胡偉盛	ERB 服務中心 (九龍西)
冼玉玲	九龍東持續教育中心
廖彩麟	九龍東持續教育中心
李家寶	九龍東持續教育中心
郭靜意	天水圍一站式就業及培訓中心
李淑冰	旺角持續教育中心辦事處
鄭逸琳	青年就業資源中心
張慧鳳	青年就業資源中心
王詠芝	青年就業資源中心
李秀華	青年就業資源中心 (葵芳)
胡婉玲	職業發展及訓練中心
方淑婉	職業發展及訓練中心
陳兆章	丘佐榮中學
張志誠	丘佐榮中學
林健昇	丘佐榮中學
林啟東	丘佐榮中學
羅永祥	丘佐榮中學
杜煜偉	丘佐榮中學
唐偉傑	丘佐榮中學
蔡茹茵	丘佐榮中學
黃錦兒	丘佐榮中學
黃潤棠	丘佐榮中學
葉麗麗	丘佐榮中學
陳榮基	丘佐榮中學
韓晶豐	丘佐榮中學
何銀英	丘佐榮中學



日本東京考察團

本會重視機構持續發展、同工培訓及提升服務效能，遂於 2016 年 10 月由總幹事率領來自不同單位共 14 位同工到東京進行考察及交流，認識日本在長者照護方面的現況及發展。

是次行程包括參觀當地不同資助模式之長者自立型住宅及相關設施，拜訪政府或私人營運之老人養護機構，以及遊覽專為長者提供生活用品、衣服及器材之「巢鴨地藏通商店街」等。另一行程重點為參觀「國際福祉機器展」，親身體會當地之科研產品及器材，如何於設計理念上更能以全人角度關顧助人及其家庭的需要，讓他們能更自主、更有尊嚴地生活。

我們期望此次考察團能為機構的服務發展帶來更多的創新意念，加強應用科技去配合長者需要之餘，亦借鏡日本社區的敬老文化氛圍，鼓勵更多香港年青人加入安老或護理服務行業，推動社區教育，實踐關愛共融的社區。



Tokyo Study Tour

The Association attaches great importance on sustainable development, staff training and enhancement of service effectiveness. In October 2016, a study tour led by our Chief Executive and joined with colleagues from 14 service units went to Tokyo to study the present situation and development of elderly service in Japan, and exchange ideas on elderly care services.

The tour arranged visits to Japanese senior residence facilities operated under different subvention mode, several Government-run and private nursing homes, and shopped around 'Sugamo Jizo Dori shopping street' where shops are specialized in selling daily necessities, clothes and equipment to senior citizens etc. Another highlight was visiting the 'International Home Care & Rehabilitation Exhibition'. Our colleagues had the opportunity to experience in person how the 'whole-person' care concept was embodied in the conceptual design and making of Japanese scientific inventions and equipment to suit the needs of the elderly and their families, enabling the elderly to lead a dignified and independent life.

It was expected that the study tour could stimulate more new ideas on our service development, further enhance the application of technology to meet the needs of the seniors, and learned from the 'respect old people' culture of Japanese society, to encourage young generation to join elderly service or health care profession, to promote communal education and live out a caring and inclusive community.



顧客關係管理系統

為與本會各持份者建立更緊密的關係，致力提升本會之服務效益與效能，以及對本會未來的服務發展作出更準確計劃，本會於前年決定開發一套適用於本會各單位的顧客關係管理系統，供各前線服務單位使用。

本會之顧客關係管理系統由會員、義工、活動、個案及報表幾項主要模組所組成，系統內一系列功能將有助同事處理日常工作，並作出相應的監察。同時，系統內之進階功能更可輔助管理層迅速地調整服務策略及發展方向，以應對社會不斷更新之變化及需要。系統將於 2017 年 6 月起正式使用。

Customer Relationship Management (CRM) system

With the aim of managing a close relationship with our stakeholders, improving the quality and efficiency on our service delivery, and forecasting and planning for our future service development, the Association had decided to develop a Customer Relationship Management (CRM) system in 2015. The CRM system would be used at all our frontline service units.

The CRM system consists of various modules, namely Membership, Volunteer, Program, Case Administration and Report modules, providing a list of comprehensive functions to support our colleagues' day-in, day-out operations as well as the monitoring works. And, certain advanced system functions support our Management Team to be more agile to respond to the changing service users' experience and expectations, more reactive to societal and market needs and more dynamic in future organization development. The CRM system would be officially launched in June 2017.



其他創新服務

Other Innovative Services

「AngelINK 愛·連繫」流動應用程式

耆年服務部於 2009 年起推動「人生紀念冊」的製作，目的是鼓勵長者與家人一起回顧人生不同歷程的重要時刻，重整生命意義，並傳承長者的寶貴人生閱歷及智慧。機構於 2016 年獲政府資訊科技總監辦公室「數碼共融流動應用程式資助計劃」撥款資助，開發「AngelINK 愛·連繫」流動應用程式，並於 2017 年 1 月推出，供全港長者及社會人士於手機免費下載，讓長者也能受惠於科技創新所帶來的便利，促進數碼共融。程式應用十分簡單，支援相片及影片上載，亦會作出天氣訊息的溫馨提示，並在生日及不同節日送上祝福。我們計劃於 2017 年 6 月舉行發佈會，由使用「AngelINK 愛·連繫」流動應用程式的用家分享感受及得著，以推廣更多人使用此流動應用程式。

AngelINK mobile app

Since 2009, Elderly Service Department has launched the making of 'life memoir' with the aim to facilitating the communication among elderly and their family members by recalling different significant moments in various life phases, reflecting the meaning of life, and inheriting the elder's precious life experience and wisdom by next generation. Sponsored by the 'Digital Inclusion Mobile Apps Funding Scheme' launched by the Office of the Government Chief Information Officer, the Association started the development of 'AngelINK' mobile app, and the application was officially launched in January 2017 and free download is available to the elderly people and the general public, allowing senior citizens enjoy the convenience brought by technology and hence foster a digital inclusion society. The 'user-friendly' mobile application supports photos and videos upload, gives weather reminders and delivers blessings on birthday and festivals. The launch announcement of the app is scheduled in June 2017. It is hoped that through sharing of experience by app users, it will further promote the use of this app by general public.





長者夫婦活動

女青青年服務部曾於 2013 年與香港大學社會工作及社會行政學系副教授樓瑋群博士合作，進行「香港夫婦退休適應與婚姻滿意度」研究，結果發現長者夫婦關係對個人、夫婦及家庭的各個方面均有重要影響。有見及此，機構特意成立工作小組推動長者夫婦工作，期望能提升公眾關注家庭和諧的重要性，鼓勵夫婦共同建立健康生活模式，活出優質家庭生活。

年度內舉辦各種相關活動，包括了重點活動－「『萬』步愛共行」，五十對長者夫婦共同參與，於香港大學校園中共聚歡樂時光，了解並檢視自身的婚姻關係之餘，亦一起創下行足一萬步的小紀錄。活動與香港大學秀圃老年研究中心合辦，獲協興建築有限公司及惠保（香港）有限公司的贊助，並吸引不同傳媒作正面報導及採訪。

Activities for Elderly Couples

In 2013, Elderly Service Department has collaborated with Dr Vivian Lou, Associate Professor of Faculty of Social Sciences, the University of Hong Kong to conduct a research on the 'Satisfaction Level of Hong Kong Retired Couples in Retirement Adaption and Marriage Life'. The findings revealed that the elder couple relationship has profound impact to the person, the couples and the family in all aspects. In view of this, a working group was formed to further promote elderly couples work, hoping to increase public awareness on the importance of family harmony, encourage older couples to build a healthy life pattern together towards good family living.

During the year, various related activities were organized for the elderly couples. One major event was a fitness walking event held at the campus of the Hong Kong University. By participated in the event, 50 pairs of elderly couples enjoyed happy time together and took the opportunity to reflect on their marital status beyond making a record of walking totally ten thousands steps together. Sponsored by Hip Hing Construction Co., Ltd. and Vibro (H.K.) Ltd and co-organized with Sau Po Centre on Ageing of the University of Hong Kong, the event attracted positive media coverage and interview.



我們的成就

Our Achievements



服務獎項

Service Awards

1 ERB 傑出僱主年度大獎、傑出僱主獎、優異僱主獎及優異學員獎 ERB Outstanding Award for Employers 2016, ERB Outstanding Award for Employers , ERB Merit Award for Employers and ERB Merit Award for Trainee

於 2017 年 3 月 11 日舉行之「第九屆 ERB 人才發展計劃」頒獎禮暨「ERB 學員技能服務日」開展禮，本會提名之僱主及學員分別獲多個獎項：傑出僱主年度大獎（2 間，全港 3 間）、傑出僱主獎（5 間，全港 12 間）、優異僱主獎（7 間，全港 25 間）及優異學員獎（1 名）。

At the 9th ERB 'Manpower Development Scheme' Award Presentation Ceremony cum Opening Ceremony of 'ERB Trainee Skills Service Day' held on 11 March 2017, our nominated employers and trainee were conferred the following awards: ERB Outstanding Award for Employers 2016 (2 out of 3 awardees in total), ERB Outstanding Award for Employers (5 out of 12 awardees in total), ERB Merit Award for Employers (7 out of 25 awardees in total) and ERB Merit Award for Trainee.



2 全港最佳「老有所為活動計劃」季軍 The Territory's Best OEP Project 2016 - 2nd Runner-up

長青松柏中心舉辦之「暖 Love Love · 連理枝」活動計劃，榮獲社會福利署 2016 全港最佳「老有所為活動計劃」季軍。

The 'Care and Love Scheme' launched by Cheung Tsing Neighbourhood Elderly Centre won the 2nd Runner-up of The Territory's Best Project in 'The Opportunities for the Elderly Project 2016' organized by Social Welfare Department.



服務獎項 Service Awards

3 跨代義工獎

The Inter-generational Volunteers Project

九龍城綜合家居照顧服務隊舉辦之「耆情洋溢樂傳承」活動計劃，榮獲社會福利署「2016老有所為活動計劃」之跨代義工獎。

The 'Love, Joy and Heritage Scheme' launched by Kowloon City Integrated Home Care Services Team won the Inter-generational Volunteers Project in 'The Opportunities for the Elderly Project 2016' organized by Social Welfare Department.



4 2016-17 傑出青年義工

Outstanding Youth Volunteers 2016-17



西環綜合社會服務處義工鄭慶添，獲得社會福利署頒發「2016-17 傑出青年義工」獎項。

Mr. Kwong Hing Tim, a volunteer from Western District Integrated Social Service Centre was awarded the 'Outstanding Youth Volunteers 2016-17' from Social Welfare Department.

5 婦女組織及非政府機構組 - 傑出計劃獎

Award Scheme in Promoting Women's Economic Empowerment



本會婦女事工部「穎飛」婦女職涯計劃，獲婦女事務委員會與勞工及福利局合辦「促進婦女經濟能力嘉許計劃」之「婦女組織及非政府機構組 - 傑出計劃獎」。

A career planning service project designed for women launched by our Women Affairs Department won the Outstanding Project Awards under the Award Scheme in Promoting Women's Economic Empowerment co-organized by the Labour and Welfare Bureau and the Women's Commission.



服務獎項 Service Awards

6 第 30 屆社工盃足球賽亞軍 The 30th SWA Football Cup 2016 - 2nd Runner Up

第 30 屆社工盃足球賽亞軍 — 女青足球隊勇奪 2016 年第 30 屆社工盃足球比賽亞軍。

The HKYWCA Staff Football Team won the 2nd Runner-up at the 30th SWA Football Cup 2016.



7 2016「敬老護老愛心券」慈善籌款運動 — 「機構最高籌款獎」亞軍 2016 Sales of 'Care for the Elderly Charity Tickets' Best Fund Raiser Award - 1st Runner Up

本會獲敬老護老愛心會頒發 2016「敬老護老愛心券」慈善籌款運動 — 「機構最高籌款獎」亞軍。

Hong Kong YWCA won the 2016 Sales of 'Care for the Elderly Charity Tickets' Best Fund Raiser Award - 1st Runner Up.



8 「積金好僱主」獎、「積金供款電子化獎」及「推動積金管理獎」 Good MPF Employer Award, e-Contribution Award & Support for MPF Management Award

本會參與強制性公積金計劃管理局 2016-17 年度「積金好僱主」嘉許計劃，榮獲三個獎項：「積金好僱主」獎、「積金供款電子化獎」及「推動積金管理獎」。

Hong Kong YWCA participated in the Good MPF Employer Award 2016-17 organized by Mandatory Provident Fund Schemes Authority and received 3 awards: Good MPF Employer Award, e-Contribution Award and Support for MPF Management Award.



9 我最喜愛展位 My 'Like' Exhibition Booth

於社會服務聯會舉辦之「商界展關懷」社區伙伴合作展 2016，本會展位獲選為「我最喜愛展位」。

At the Caring Company Partnership Expo 2016 organized by the Hong Kong Council of Social Service, the Association's creative booth was selected as My 'Like' Exhibition Booth.



出色表現廣受認同

Recognition for Service Excellence



- 1 本會 Y Eco Tour 大澳文化生態綜合資源中心、Y Care 青健坊(東區)及 Y Care 青健坊(又一村)，同獲香港社會企業總會頒發 2016 年「創建級」社企認證標誌。

Y Eco Tour Tai O Cultural and Ecological Integrated Resource Centre, Y Care Day Care Centre for the Elderly (Eastern District) & Y Care Day Care Centre for the Elderly (Yau Yat Chuen) were awarded the 2016 SEE mark (Start-up/Small SE) by Hong Kong General Chamber of Social Enterprises.

- 2 本會再培訓中心成功通過僱員再培訓局的周年審計，獲評為「第一組」，連續第八年保持最佳評級；另通過突擊巡查，整體評級為「A (優異)」。

Our retraining services scored 'Band 1' ranking at the Annual Audit conducted by Employees Retraining Board, which was the best ranking for 8 consecutive years. We also scored grade A (Merit) in the Surprise Inspection.

- 3 本會位於旺角及葵芳之「青年就業起點」，由於服務表現理想，獲勞工處批出為期三年服務合約。

Due to satisfactory service performance, both of our Youth Employment Start (YES) Centres respectively located at Mongkok and Kwai Fong were awarded a three-year contract by Labour Department.



出色表現廣受認同 Recognition for Service Excellence

- 4 本會天水圍一站式就業及培訓中心，主要為天水圍居民提供就業輔導及培訓服務，由於服務表現理想，獲勞工處批出為期兩年的第四期服務合約。

Tin Shui Wai One-Stop Employment and Training Centre, mainly provides employment assistance and training service for residents at Tin Shui Wai, had been awarded a fourth term two-year service contract due to its past satisfactory service performance.

- 5 本會獲勞工及福利局社區投資共享基金頒發「2016 社會資本動力獎」，而秀群松柏社區服務中心之「北區護老城市建設計劃」則獲頒「2016 社會資本卓越計劃獎」。

The Association was awarded the Social Capital Builders Award 2016 by the Community Investment & Inclusion Fund of Labour and Welfare Bureau while the 'Constructing Age-Friendly City in North District' Project launched by Ellen Li District Elderly Community Centre won the 2016 Social Capital Outstanding Project.



- 6 青年及社區服務部督導主任潘永盛，獲香港特別行政區政府頒發 2016 行政長官社區服務獎狀，不但表揚其工作表現出色，亦展示本會在屯區的地區工作備受廣泛認同及欣賞。

Mr. Poon Wing Sing, Supervisor of our Youth and Community Service has been conferred Certificate of Commendation 2016 by the Government of Hong Kong Special Administrative Region for his outstanding performance in communal affairs which also reflected wide public recognition of our community work in Tuen Mun.



出色表現廣受認同 Recognition for Service Excellence

- 7 中西區及離島青年外展社會工作隊單位主任高保麟，獲頒民政事務局局长嘉許狀。

Mr. Ko Po Lun, Unit in Charge of Central, Western & Islands District Youth Outreaching Social Work Term, had been conferred Certificate of Commendation by Director of Home Affairs.



- 8 2016年9月26日，本會總幹事楊建霞接受香港有線寬頻 i-Cable 訪問，分享企業社會責任現況，並介紹女青與新創建及百佳合辦的兩項企業社會責任項目。同日出席世界社企論壇 2016，擔任嘉賓講員，題目為「Gender Equality & Social Enterprises」。2016年12月14日擔任由香港社會服務聯會舉辦之 Strategic Planning Seminar 嘉賓講員。2017年2月25日擔任「全球領袖高峰會」本地論壇之主講嘉賓之一。就論壇主題「不同季節的領袖」分享如何在領導中結合基督教信仰、不同年代領導的故事以及帶有社會效益的共享領導。

On 26 September 2016, Ms. Yvonne Yeung, Chief Executive was interviewed by i-Cable to share the present status of corporate social responsibility and gave an introduction of two joint ventures collaborated by Hong Kong YWCA and Parknshop. On same date, she acted as a guest speaker at the World Social Enterprises Forum 2016. The theme of the Forum was 'Gender Equality & Social Enterprises'. On 14 December 2016, she acted as a guest speaker at the Strategic Planning Seminar organized by the Hong Kong Council of Social Service. On 25 February 2017, Ms. Yeung was one of the facilitators for local plenary session entitled Leadership under Different Seasons at the Global Leadership Summit where she shared about how to combine Christian faith in leadership, stories on leadership style in different era and shared leadership embodied social impact.





主要數據

Key Figures

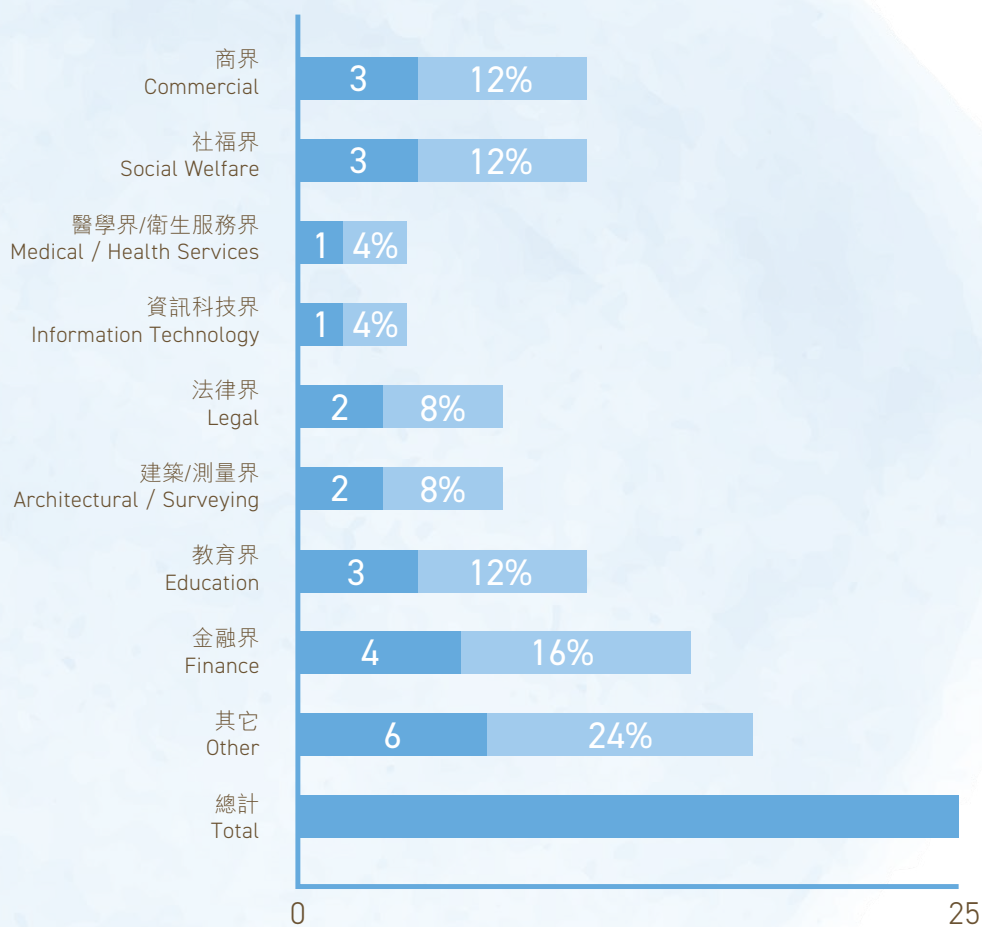
A. 機構管治

Corporate Governance

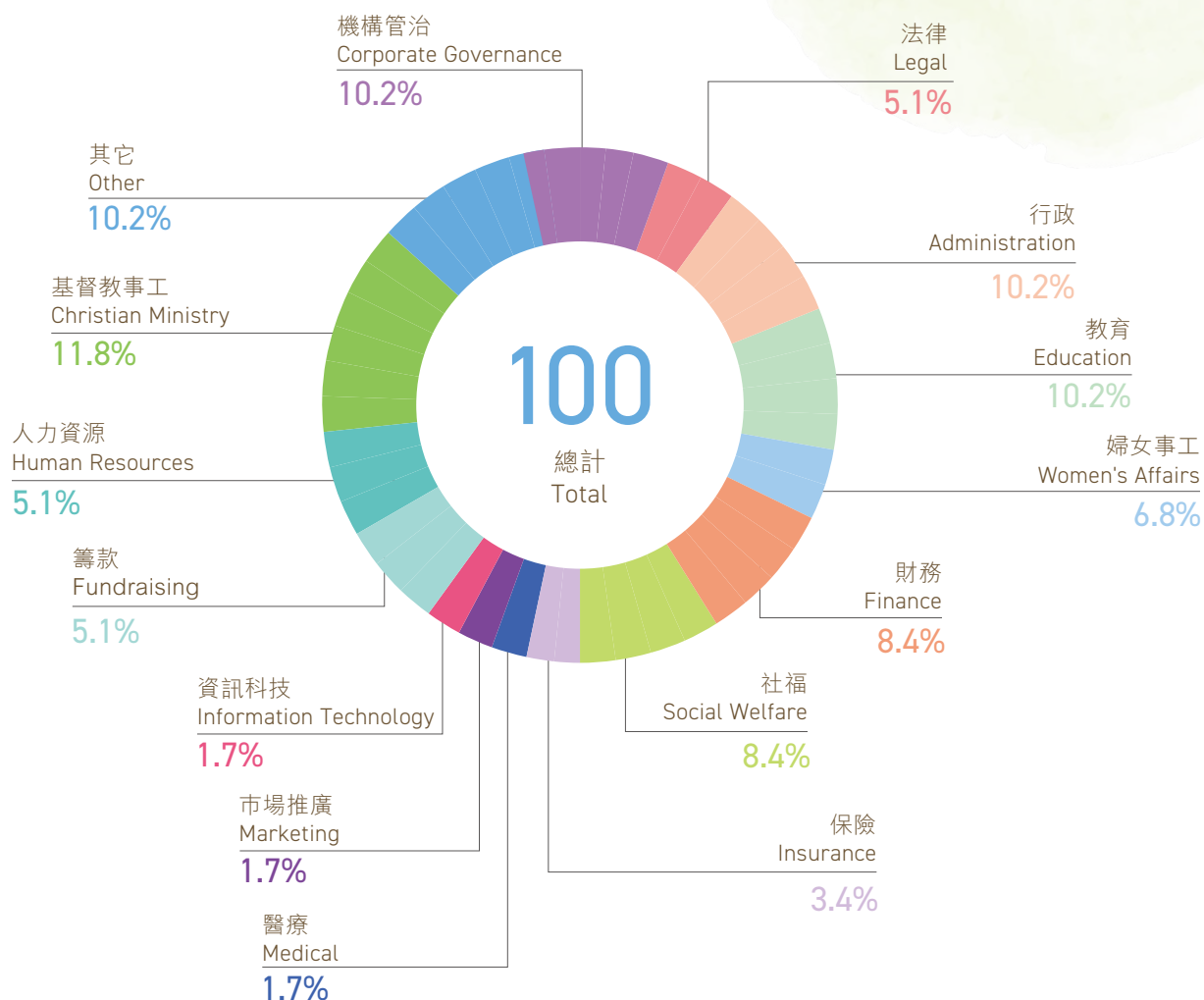
1. 董事會多元化組合

Diversity in the Composition of the Board

按界別分類 By Sector



按專長分類 By Professionalism



2. 董事會平均會議出席率 Average Meeting Attendance Rate of the Board of Directors

董事會
Board of Directors

74%

3. 董事自我評估 Self Assessment of the Director

回應董事自我評估
Response Rate of the Director's
Self Assessment

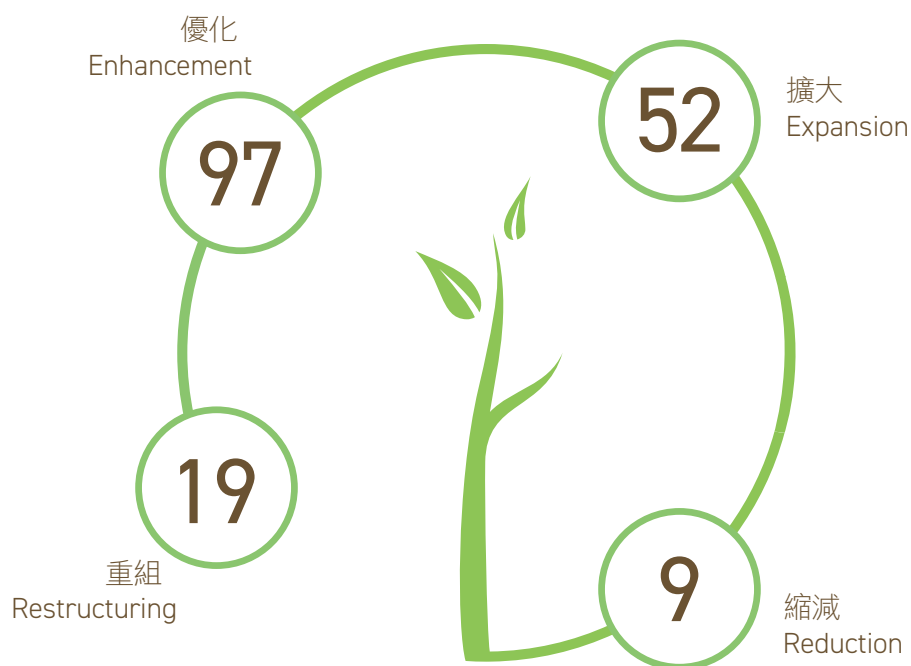
92%



B. 服務效益評估 Service Impact Assessment

1. 服務效益評估 Service Impact Assessment

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



2. 2017 年行動方案服務項目之服務效益
總平均分數比對 2016 年的增加百分比
Service Impact of 2017 Action Plans
Comparing to 2016 figure

↑ 86%







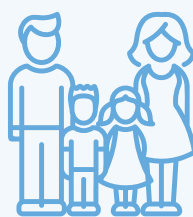
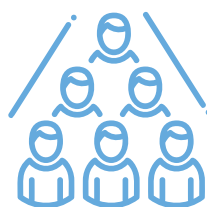

3. 2017 年行動方案服務項目之財務效益
總平均分數比對 2016 年的增加百分比
Financial Impact of 2017 Action Plans
Comparing to 2016 figure

↑ 86.05%

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

↑ 99%

C. 各項人數及人次統計 Service Statistics

參加活動總人次 Total No. of Attendance: 2,732,810		
<p>會員及義工人數 Number of Members and Volunteers</p>  <p>44,887 人 44,887 persons</p>	<p>義工服務總時數 Total No. of Hours of Volunteering Service</p>  <p>249,987 小時 249,987 hours</p>	<p>福音活動接觸人次 No. of Attendance of Evangelistic Programs</p>  <p>93,453 人 93,453 persons</p>
<p>參與婦女及家庭事工人次 No. of Attendance Participated in Youth and Community Services</p>  <p>84,973 人 84,973 persons</p>	<p>參與青年及社區服務人次 No. of Attendance Participated in Youth and Community Services</p>  <p>884,769 人 884,769 persons</p>	<p>參與長者服務人次 No. of Attendance Participated in Elderly Services</p>  <p>794,627 人 794,627 persons</p>
<p>「簡單·義」服務基層家庭數目 No. of Families Served by "Simple · Just" Volunteering Scheme</p>  <p>632 家庭 632 families</p>	<p>社會企業及資源拓展服務人次 No. of Service Attendance of Social Enterprises and Resources Development</p>  <p>280,558 人 280,558 persons</p>	<p>教育事業服務人次 No. of Service Attendance of Educational Services</p>  <p>549,543 人 549,543 persons</p>



服務簡報

Service Report in Brief





基督教事工

Christian Ministry

持守基督教價值觀，發展基督教事工，開拓「凝、燃、愛」事工津助計劃，目的是凝聚同工、會員、義工、教會及社區力量，燃點及承傳本會使命，將基督的關愛精神化為行動，幫助社區人士活出豐盛的生命。全年透過主領福音性小組及活動，共服務 33,764 人次；統籌及協調全會福音事工，共接觸 59,689 人次，合共服務 93,453 人次，27 人決志。全年合共舉辦 158 個小組及 539 項福音活動。

By upholding the Christian values, developing Christian ministries and launching a series of community supportive projects, the Christian Ministry Department aims to garner the power of our colleagues, members, volunteers, local churches and the community to ignite and inherit the mission of the Association, translate the Christ's love into action to induce the general public to lead an abundant life. During the year, a total of 93,453 attendances were reached, including 33,764 attendances through various gospel groups and programs, and 59,689 attendances through various coordinated and organized gospel ministries. 158 cell groups and 539 evangelistic programs were organized with 27 non-believers converted to Christianity.



宣揚基督教價值觀，推動基督教倫理 Preaching Christian Values and Christian Ethics

女青運動 薪火相傳

「女青運動」是涵蓋基督教、義工及婦女工作元素之跨部門事工，目的為傳承機構之基督教文化，促進董事、委員、會員、義工及同工作互相交流，將女青遠象薪火相傳。今年創會日祈禱會邀得盧龍光牧師分享「基督使命・機構使命」；董事、委員、幹事祈禱會由梁燕城博士分享「愛上帝・愛鄰舍」；感恩節聚會有鮑維均博士分享「感恩頌讚・薪火永傳」，藉聖經的信息，集體感恩、禱告、反思與實踐。



YWCA Movement - Passing on the Vision

Composing the elements of Christianity ministry, volunteer services and women services, the YWCA Movement aims to inherit the organization's Christianity culture and pass on the vision of the Y through sharing among our board and committee members, members, volunteers and staff members. This year, we were honored to have Rev. Lo Lung-kwong delivered a sermon on 'Christian mission & Organization mission' during Founding Day Prayer Meeting; Dr. Leung In-sing shared the message of 'Love Our God and Love Our Neighbours' at the Prayer Meeting for board and committee members and staff members; and Dr. David Pao spoke on 'Giving Praise and Thanks and Pass on the Vision' during the Thanksgiving Gathering. At those occasions, we gathered together to give thanks, pray, reflect and practice the teachings from the Bible.





Y-Fire 生命大使 散播福音種子

本會由 2013 起開創「Y-Fire 生命大使計劃」，目標為凝聚機構內的基督徒同工，燃點他們在職場事奉及禱告之心。本年度共培育了 63 位「Y-Fire 生命大使」，並舉行以「讚美與代禱」為主題的退修日營，鼓勵同工們彼此關懷與服侍。本會早於 2003 年開始推動各單位成立每月一小時的同工團契 / 小組，「Y-Fire 生命大使」也協助推動全會同工小組，去年共有同工小組 24 個，鼓勵同工在職場上享受團契相交，為單位及機構守望祈禱。

Y-Fire Ambassadors - Spreading the Seeds of Gospel

Launched in 2013, the 'Y-Fire Ambassadors Scheme' strived to garner those Christian staff and ignite their inspiration to serve and pray for the Association. This year, a total of 63 Ambassadors were trained and a day retreat camp themed 'Praise and Prayer' was held to encourage our staff to serve and be served. As early as 2003, we started to encourage all our service units to form their respective staff fellowship/cell groups and to have a one-hour gathering per month. Our Y-Fire Ambassadors also participated in promoting staff cell group activities resulted in the formation of 24 staff cell groups in last year where staff had enjoyed lively sharing at workplace and prayed for their working units and the organization as well.



培育基督徒義工 廣結基督教伙伴 Nurturing Christian Volunteer and Forming Partnerships

培訓跨宗派基督徒義工 持續服侍及關懷社區

本會歡迎跨宗派事工協作，樂於裝備及連繫香港信徒，致力宣揚基督教價值觀，繼續開辦揉合技能、信仰分享及團契相交之福音班組，適合信徒及教牧參加，包括：身心靈讚美操體驗、書法靈修，荃灣幼兒學校喜樂兒童合唱團及更新想像工作坊等。本部於 2016 年撥款資助推行七個福音服務項目，鼓勵地區單位推動基督教事工，幫助社區人士認識福音。

優化伙伴教會計劃 連繫教會與社區

本會以傳揚福音為己任，擔當「社區與教會」的橋樑。按已優化之伙伴教會計劃，鼓勵服務單位與地區教會合辦福音事工，帶領同工、會員及義工認識基督教信仰。去年共有 31 間地區教會跟本會服務單位合作，也有 15 位跨宗派的顧問團牧師同心發展福音工作。為加強董事、委員、顧問及伙伴教會牧者對本會服務的認識及連繫，於 4 月份舉辦了董事、委員、顧問團教牧及伙伴教會探訪活動，一行 25 人到訪女青轄下青社部及耆年部服務單位，並由單位同工介紹服務內容，加深他們對女青的認識，促進日後雙方合作機會。

Training nondenominational Christian volunteers to serve the communities

We were delighted to form nondenominational collaborative ministries aimed to equip and liaison with local Christian believers to preach the Christian values. Believers and pastoral staff were welcomed to join our evangelistic classes/groups composed of skill learning, belief sharing and fellowship. Examples included Praise Dance, Devotional Calligraphy, Joyful Children Choir at Tsuen Wan Nursery School, Renewed Imagination Workshop etc. The Department launched seven subsidized evangelistic service projects in 2016 with the view to encouraging district units to promote Christian ministries and induce the public to know about the gospel.

Connecting the Churches and the Community through Enhanced Church Partnership Scheme

The Association takes the initiative to spread the gospel and acts as the bridge between the community and the churches. Under the enhanced Church Partnership Scheme, our service units were encouraged to collaborate with local churches to co-organize gospel ministries, leading colleagues, members and volunteers to understand Christianity. Last year, 31 local churches collaborated with our service units and 15 pastors from different denominations joined together to develop gospel ministries. In order to enhance the understanding of our service and strengthen the liaison among our board and committee members, advisors and partnership churches, visit to our service units under Youth and Community Services and Elderly Services was organized in April 2016. Totally 25 people joined the visit and were briefed about our youth and elderly service aiming to deepen their understanding of our services and create opportunities for future cooperation.



會員事工

Membership Affairs



我們為 33,388 位會員提供優質服務，並加深他們對女青運動的認識和歸屬感，又致力推動義工服務的發展，年內 11,499 位義工共投入了 249,987 小時的服務。

We provide quality service to our 33,388 members and enhance their understanding and sense of belonging towards the YWCA Movement. Besides, we also promote the development of our volunteering services. During the year, total number of service hours of our 11,499 volunteers reached 249,987 hours.





女青會員制度 為機構發掘及栽培人才

女青設有完善的會員栽培制度，任何人士認同本會服務宗旨，皆可加入成為會員或選舉會員，參與本會義工服務，而選舉會員更具有投票選舉董事權及可被提名為董事候選人。事實上，作為機構核心成員的女青董事正是由選舉會員投票產生。因應選舉會員來自不同單位及背景，我們舉行「選舉茶座」活動，讓候選董事與選舉會員加深彼此認識，交流對女青管治及發展的意見。今年是我們兩年一度的董事選舉，在選舉會員支持及投票下順利完成。10位被選出的董事已於第96屆周年大會暨董事就職典禮後正式就任，並將肩負規劃女青未來發展藍圖的重任。

傳揚創會使命 推廣女青運動精神

「女青·薈」導賞及推廣活動開展一年以來，除了Y-Walker 深受歡迎外，不少嶄新項目如「祝福社區簡單·義」和「動感 YWCA」等均獲得正面回應。本年度「女青·薈」共服務 21 個會內單位及會外機構，共 647 位義工或服務使用者、及 114 位女青同工。期望未來，「女青·薈」可以推廣到更廣闊的層面，使大眾對女青運動歷史及本會服務發展歷史有更深入的認識。



Exploring and Nurturing Talents through YWCA Membership Scheme

Under the YWCA Membership Scheme, any person who confers with the purpose of the Association is eligible to become our member or voting member and participate in our volunteering service. As a voting member, she is entitled to vote and be voted as Director candidate. In fact, our Board of Directors, the core part of the Association, is elected by our voting members. Since our voting members are recruited from different service units and possess different background, a tea gathering was held to facilitate a deeper understanding among the Directors' candidates and voting members, and exchanging ideas and opinions on corporate governance and development issues. This year, thanks to the support and voting of our voting members, the biennial election of Board Directors was successfully held and 10 elected Board Directors had started their term of office and shouldered the responsibility of mapping out the future development blueprint for the whole organization right after the conclusion of the 96th Annual General Meeting cum Inauguration Ceremony of Newly Elected Directors.

Promoting the Spirit of YWCA Movement

After launched for a year, 'YWCA · Hub' tour guide service and related promotional programs such as Y-Walker were well received. Other new programs like 'Simple · Just: Blessed the Community' and 'Dynamic YWCA' also received good responses. During the year, 'YWCA · Hub' served 114 colleagues and 647 volunteers or service recipients from 21 service units or external agencies. It is expected that the 'YWCA · Hub' could further reach out to wider community to deepen public understanding of the history of our YWCA Movement and our service development.



全會義工活動 「簡單·義」服務社區

女青特色義工服務「簡單·義」繼續凝聚會內義工力量，動員 17 個單位義工，並與其他團體和機構合作，於各區實踐環保與扶貧理念，包括探訪、送贈物資、工作坊、大型社區活動等。計劃實行第二年，共支援了 632 個基層家庭，捐贈物資數量逾 4,100 項，成績令人鼓舞。

我們鼓勵義工發揮創意，設計出更能幫助有需要人士的服務。青社部跨單位聯合推出「V-ideas 義創無限環保計劃」青少年義工圓桌會議及服務設計比賽，經過一輪挑選後，資助了 7 支義工隊伍去實踐所構思之計劃。我們期望，「簡單·義」計劃能憑藉創新意念於來年服務 4,000 位基層人士，並連繫更多同路人和教會支持，提升計劃的可持續性。



Serving the Community - 'Simple · Just' Volunteering Scheme

Embodied with the YWCA characteristic, our 'Simple · Just' Volunteering Scheme continued to garner and mobilize volunteers from 17 service units with collaboration from other organizations to implement the concept of environmental protection and poverty alleviation in different districts by means of visits, distributing donated items, workshops and large-scale communal activities. In its second year of implementation, the Scheme had achieved good result by offering assistance to 632 grassroots families and giving out more than 4,100 donated items.

Our volunteers were encouraged to unleash their creativity to design more effective service for needy people. An example was the 'V-ideas Environmental Protection Scheme' Youth Round Table Meeting and Service Design Competition, which was a collaborative effort of our service units in youth and communities services, was held and after undergoing the selection process, subsidy were given to seven volunteering teams to actualize their designed schemes. It was expected that by exploring more innovative ideas, the 'Simple · Just' Volunteering Scheme could be able to serve 4,000 grassroots persons in next year and also connect with people of same conviction and gain support from churches to ensure the sustainability of the Scheme.





聚沙成塔 義工貢獻值得嘉許

遍佈各區的女青義工小組數目突破 100 個，由單位的兒童、青少年、婦女、家庭、在職人士、長者、企業義工組成的龐大義工隊伍一直用心服務社群。女青特設立義工獎勵計劃，表揚及嘉許義工的出色表現。今年耆年部 4 位資深義工領袖參加最高獎項「榮譽義工」的評審，全部順利通過考核獲嘉許，成為榮工一份子。再者，女青亦連續十年獲得由社會福利署頒發的「最高服務時數獎（公眾團體）優異獎」，同年亦有 6 位女青資深義工獲社署頒發「長期服務嘉許狀」（20 年）。感謝一眾義工對社會無私的付出，我們將持續地貫徹「生命的栽培」服務宗旨，鼓勵更多人參與義工活動，共同推動社會進步。

Commending the YWCA Volunteers' Contributions

The number of our YWCA's volunteer teams has exceeded 100 with team members forming a sizable force consisted of children, youth, women, families, workers, elders and corporate volunteers from our various service units widely distributed across the territory to offer attentive volunteer services to the community. As a gesture to commend our volunteers for their outstanding contributions, the YWCA had launched Volunteers' Appreciation Scheme. This year, four volunteers from our Elderly Services Department had entered the Honorary Volunteers (the highest honors for YWCA volunteers) Selection and all were awarded as our Honorary Volunteers. In addition, the Association had won the SWD's "Highest Service Hours Award (Public Organizations) – Merit" for 10 consecutive years. At the same time, six volunteers were conferred "Long Service Award (20 years)". We were most grateful for the selfless contributions of our volunteers towards the community. We shall continue to devote ourselves to realize the purpose of 'life enhancement' and social advancement by encouraging more people to engage in volunteer works.





婦女及家庭事工

Woman and Family Affairs

作為歷史悠久的婦女服務機構，女青一直關心婦女及本港家庭的需要，並致力推行各類支援性及發展性的服務，協助婦女發揮潛能，在家庭和社會中作出貢獻。

As a long-established women organization, the Association has been concerning about the needs of women and local families. We strive to promote various kinds of supportive and developmental services aiming at assisting women to utilize their potentials and make contributions in family and to the society.



紮根本地 關注婦女需要及充權

面對婚姻逆境的婦女除了需要別人支援，倒過來也可以給予別人支持。今年我們開拓了新服務模式——義工以過來人身份家訪剛遇上婚姻逆境的婦女，並透過其他如朝陽營、婚姻法律講座、共管家長小組等活動，和多項獲贊助的計劃如「法理情」、「崇德愛·心晴天」、「滙聚愛·豐與同路」、「語妳同行」、「活出新天地」等，連結一班同路人及其子女參與，發揮互助互愛的精神。

女青的「自強同學會」及社工亦參與了逾6次關注社會政策行動，包括社聯聚焦小組、往立法會或公眾研討會旁聽及發聲、接受傳媒訪問等，積極反映婚姻逆境婦女在追討贍養費時遇到的困難及實況，促請政府成立贍養費管理局，及就離異父母共同管養子女的配套及支援措施提出建議。

婦女參與 義工力量暖透社區

傑出婦女義工協會積極在全港各區推行「與妳何干？」乳健社區推廣計劃，由一班傑出婦女義工帶同乳房模型，配合醫生、內衣專家、乳癌康復者之分享講解，走訪超過10個不同女青單位、其他機構，甚至往內地分享，親身向會員、服務使用者、同工及社區人士講解並示範，鼓勵婦女養成自我檢查良好習慣。

婦光團義工拓展了服務範疇及對象，為基層長者度身訂做毛衣、及結連國情教育青年義工一同捐贈保暖織品往內地山區；今年「婦女福音午餐會」邀請了著名溫拿樂隊成員之一，著名電影人陳友先生分享個人信主見證，加深參與的婦女和社區人士對信仰的認識。

不同年齡層的婦女義工網絡同為社會需要出力，全年服務共18,078小時：「沿途有您」演藝之夜參與的123位義工及演出者為部門自資的天折胎兒家庭支援服務籌得逾9萬元經費；三八國際婦女節「婦女博藝」商場活動則宣揚女性健康信息：「Y Power! Come On Sisters!」義工欣賞會暨部門退修會提供婦女為本訓練，加深義工認識女青運動及婦女工作重點；傑出婦女義工於節日期間往沙頭角及吉澳家訪深居簡出的長者，送上親切問候。

Concerning Women Needs and Women Empowerment

Beyond needing support from others, women facing marital adversity could also lend a helping hand to others with similar situation. This year we adopted a new service model by arranging volunteers who had encountered hardship in marriage to visit other women in similar adverse situation. Other services included day camp, talk on marriage laws, parenting groups coupled with the launch of several sponsored programs to encourage participation of those women facing marital adversity and their children and promote the spirit of caring and helping each other.

Members of 'Self-Strengthening Club' and our social workers had participated in more than six social policy actions, including the HKCSS Focus Group, attended hearing at Legislative Council and public forum and voiced out their opinion, and accepted interview from mass media to actively reflect the difficulties and realities divorced women faced when they made alimony claims, urging the government to set up a Maintenance Board and offer recommendation on the ancillary and supporting measures relating to the common custody of children by divorced parents.

Warming the Community with Women Participation and Volunteers Power

The Outstanding Women Volunteer Association actively launched the Breast Health Communal promotion scheme in different districts. A group of outstanding women volunteers brought along the breast models and joined with doctors, underwear experts, breast cancer survivors to pay visit to more than 10 service units, outside institutions and agencies in mainland China where they explained to the members, service users, co-workers and the community with the demonstration of breast model to encourage women to develop the good habits of breast self-checking.

Volunteers of our 'Women Light' group expanded the scope of services and service targets. They made sweaters for grassroots elderly and donated knitwear to the hilly areas in the mainland with the help of volunteers of national education projects. Also, we invited Mr. Chan Yau Anthony, a member of famous Hong Kong Band 'The Wynners', to share his testimony at 'Women Gospel Luncheon'. His sharing deepened the attendees' understanding of Christian faith.

Women volunteers of different age are keen to make contribution to the community. A total of 18,078 services hours had been recorded for the year. A variety night show involving 123 volunteers and performers raised over HK\$90,000, with all proceeds being donated to the Association's self-financed supporting service for families with infant mortality; The 'Women Art Fair' held on 8 March International Women's Day had delivered messages on women health to the public; a volunteer appreciation ceremony cum department retreat under the theme of 'Y Power! Come On Sisters!' was held to offer women-oriented trainings and deepen our volunteers' knowledge on YWCA movement and the main focus of our women affairs. During festivals, our outstanding women volunteers visited those elders living in Sha Tau Kok and Kat O whom seldom leave home and extended their warm regards.



薪火相傳 放眼世界 年青女性領袖培育

第五屆香港女聲 Glocal Y 年青女性領袖培育計劃已順利結束。畢業學員將會前往澳洲與當地女青交流，加強她們對男女平等之相關社會或世界議題之觸覺。未來她們將加入舊生會，透過女青平台及以婦女角度繼續為社會及世界需要發聲。

香港女聲舊生會除了繼續推行年度「十大女性新聞選舉」、就全民退休保障諮詢向扶貧委員會提交意見書、推行婦女精神健康社區日及性別意識宣傳外，更於 2016 年暑假與香港中文大學性別研究中心合辦「中學生兩性議題辯論比賽」，選出 8 間中學於中大進行決賽，並邀得立法會議員楊岳橋先生親臨分享辯論心得。活動回饋正面，舊生會將再度舉辦有關活動，期望能從教育入手，推廣兩性平等意識。

中學女生義工小組透過 Come On Baby, It's Your Body、美圖攝攝、獲平等機會委員會贊助的「非禮真觀 - 拒絕性騷擾冇尷尬」等性別教育計劃，學習有關女性形象、身體權利、性騷擾等議題，並於社區進行推廣活動，展現年青女性力量。



Looking Around the World and Cultivating Young Women Leaders

The 5th 'Glocal Y' Young Women Leadership Training Program has been successfully launched and an appreciation ceremony was held on '8 March YWCA Day'. The graduated trainees would fly to Australia to have an exchange with the members of YWCAs in Australia to further enhance their awareness of social or world issues relating to gender equality. In future, they would join the Women's Voice Alumni Association and continue to speak for the needs of the community and the world from women's perspectives through the YWCA platform.

In addition to the continuous annual election of 'Top 10 News of Women Agenda', the Women's Voice Alumni Association also submitted recommendations on Universal Retirement Protection Consultation to the Commission on Poverty, organized the women's mental health community day and publicity activities on gender awareness. A debate competition on 'Gender Issues among Secondary School Students' was co-organized with the Hong Kong Chinese University Centre for Gender Studies in the summer of 2016, and eight secondary schools were selected to enter the finals. Hon Alvin Yeung, Member of the Legislative Council was invited as the guest speaker to share his debating experience. In view of the positive feedback collected, similar activities would be organized in next year, aiming to enhance public awareness on gender equality at school environment.

Through joining different programs including several gender educational programs such as 'Come on Baby, It's Your Body', and 'My Body My Rights. It is right to Say NO!' sponsored by the Equal Opportunities Commission, females members of our voluntary teams at secondary schools have learnt about issues on female image, body right, sexual harassment etc. In return, they organized a series of promotional activities in the community to demonstrate the power of young women.



不一樣的爸媽宿營

今年天水圍家庭健康促進中心破天荒舉辦為期兩日一夜的幼兒家庭宿營，參加的幼兒年齡由一周歲至六歲都有，活動包括挑戰父親體力極限的照顧體驗，就是從起床、穿衣、洗澡到哄睡覺，父親都是主要照顧者，母親只能從旁觀察及做記錄，對一些父親而言實是重大的挑戰和突破；通過共同經歷不一樣的親子互動時刻，讓父母從多角度體會親職教育對孩子的重要性，尤其增加父親參與親職教育的動機。活動後多位父親於影片回顧中看到孩子在爸媽陪伴下露出的滿足笑臉，十分感動。



Take Care Annie 愛生命計劃

已故前委員、女青熱線義工陳妙霞女士及其丈夫李露華先生捐助「Take Care Annie 愛生命計劃」，為期三年，為基層產婦提供產前產後電話慰問及安排陪月服務，以及為抑鬱產婦和早夭胎夫婦提供輔導及支援服務。

Not-the-same PaMa Camp

This year, Tin Shui Wai Family Wellness Centre precedently held a two-day-one-night camp for families with participating infants and young children aged one to six. The program included a care experience activity that challenged the physical limits of those fathers by their acting as main caregivers to look after their offspring, doing chores like waking them up, getting them dressed, bathing them and lulling them to sleep. Those mothers could only observe and make notes by their sides. For some fathers, this was indeed a big challenge and breakthrough. Through experienced quite not-the-same interacting moments with their children together, the participating parents realized the importance of parenting education from different perspectives. It further motivated the fathers to participate in parenting education. Afterwards, at the video review show session most fathers were deeply touched by the smiling and contented faces of their children when accompanied their parents during the video making process.



Take Care Annie - Life Embrace Project

'Take Care Annie - Life Embrace Project' is a 3-year project sponsored by Ms. Annie Chan, late committee member and volunteer of YWCA hotline service, and her husband, Mr. Conder Li. The project aims to providing prenatal and postnatal telephone counselling and babysitter service, counseling and support services for parturient women suffered from depression and married couples having experienced premature termination.



學前教育

Pre-School Education

免費優質幼稚園教育政策將由 2017/18 學年起開始實施，標誌著幼兒教育即將成為香港整個教育體系的一部份。本會轄下十所幼兒教育單位會配合此政策的推行，繼續致力推動共融文化、提升課程的質素和完善師資培訓規劃，使兒童、家長和社會皆能受惠。

Free quality kindergarten education policy will be implemented starting from 2017/18 school year, symbolizing childhood education will become an integral part of the Hong Kong education system. Operating by HKYWCA, our ten pre-school education units will align with the policy implementation and keep promoting an inclusive culture, enhancing the quality of school curriculums and formulating training plans for teachers, thus benefiting children, parents and the society as a whole.





免費優質幼稚園教育

政府於 2016 年宣佈將於下個學年推行免費優質幼稚園教育政策，由「學券計劃」改為對辦學團體的直接資助，大幅度提高了對非牟利幼稚園的津貼。大部份本港出生的幼兒，如入讀半日制的幼稚園則無須繳付學費。基於政府與家長共同承擔的原則，其他全日制及長全日制的幼稚園學生雖然仍需繳交學費，但須繳付的學費將會大幅下降，此舉將大大減輕家長的子女教育開支。

配合資助政策，機構亦會全面檢討各職級員工的薪酬福利及工作安排，優化人事架構，建立教師專業發展的階梯；亦會積極增聘教師以優化師生比例，以及重新檢視課程規劃，讓教師有更多空間與學生互動，照顧個別學生的學習差距。

預見未來，香港的幼兒教育必定有一番新氣象，我們正為新政策的落實作出各種預備，並將秉持辦學宗旨，發揮眾人所長，全力以赴，肩負推動本港發展優秀幼兒教育的使命。



Free Quality Kindergarten Education

In 2016, the government announced that a free quality kindergarten education policy would be implemented in next school year. The 'Pre-primary Education Voucher Scheme' would be replaced by directly subsidize governing bodies of kindergartens and there will be a big increase in the subsidy amount granted to non-profit-making kindergartens. Under the new policy, a majority of local born children are entitled to free education provided that they are studying at half-day kindergartens. Based on the principle that tuition fees of kindergarten are to be shared by the government and parents, the tuition fees of those full-time and extended full-time kindergartens, though are still needed be paid by parents, would be significantly reduced. Hence, the cost of children education of concerned parents would be greatly reduced.

To align with the subvention policy, the Association had fully reviewed the staff' salaries, fringe benefits and arrangement of duties of all levels, optimized staffing structure and set up teacher's professional development ladder. Besides, we also recruited extra teachers to reduce the ratio of teacher to student and re-examine the planning of school curriculum so that teachers could have more time to interact with students and deal with the variance of individual students.

Looking into the future, the early childhood education in Hong Kong is sure to enter a new phase. We are now making preparations for the implementation of the new policy and will adhere to the school philosophy, unleash the potentials of our staff and spare no effort to promoting quality early childhood education in Hong Kong.





親職教育「家庭健康維他命」

由優質教育基金贊助的「家庭健康維他命－童心樂力小人兒」計劃設計了三個「維他命朋友」，分別是代表「責任承擔」的「承承」、代表「家庭抗逆力」的「力力」和代表「連繫信念」的「信信」。透過各種活動，如「Running Family」親子旅行、家庭健康親子棋、「攜手抗逆·添『家』正能量」親職講座等，讓家長和孩子認識和了解這三種維他命，從而建立親密的關係，將家庭健康元素帶回家。

支援非華語兒童學習需要

在香港多元文化兼容的環境，我們一直重視非華語兒童的學習需要。承蒙優質教育基金贊助，宏恩幼稚園與香港教育大學幼兒教育學系協作推出的「透過家校協作幫助非華語幼兒融入校園生活與學習」計劃，正是以「培養家長及幼兒尊重多元文化、加強非華語家長對教育子女的重要性、栽培教師，專業發展」為目標，期望讓非華語兒童在學習上得到適切的照顧和支援。

‘Family Wellness Vitamins’ Parenting Program

Sponsored by Quality Education Fund, a parenting program titled ‘Family Wellness Vitamins – Nurturing Happy Kids’ has designed three ‘Vitamin Friends’, namely ‘Vitamin C - Commitment’, ‘Vitamin R - Resilience’ and ‘Vitamin S - Spiritual Well-being’. A variety of activities including ‘Running Family’ parent-child picnic, parent-child chess game and parenting talks on building family resilience etc. had been held to enable parents and their children to learn about and be familiarized with these three kinds of vitamins, thereby establishing an intimate and healthy family relationship.

Supportive Services for Non-Chinese Speaking Children with Educational Needs

Under local multi-cultural environment, we have grave concern over the educational needs of Non-Chinese Speaking (‘NCS’) children. Funded by Quality Education Fund, Athena Kindergarten had cooperated with the Department of Early Childhood Education of the Hong Kong Education University to launch a scheme titled ‘Assisting Integration of NCS children into the School Life and Study Through Parent-School Collaboration’, to serve the purpose of offering NCS children with adequate care and support by cultivating parents and children to respect diversified cultures, stressing the importance of parenting education for NCS parents and nurturing the professional development of teachers.





教師專業培訓

在提升教師專業方面，各校因應校本發展需要，參加了不同專題的計劃，藉以啟發教師的思維和磨練技巧。趙靄華和隆亨幼兒學校的老師通過教育局到校支援計劃，加強掌握設計和推行幼兒美藝課程的技巧。而信望、隆亨和彩雲幼兒學校的老師則透過香港專業教育學院舉辦的「綠路童心」計劃，加深認識「惜物、重用、回收再造」的概念，培育幼兒珍惜資源的生活習慣，把「惜物、減廢」的文化植根學校。此外，本部也舉辦了「幼師繪本夢」、「繪本創作」和「mind map 提升解難能力及工作效率」等工作坊，增潤老師的知識和技巧，使他們在幼兒的課程設計和舉辦學習活動上更能得心應手。

Professional Training for Teachers

In terms of furthering teachers' professional development, taking into consideration of the school-based development need, each school participated in different themed projects, with a view to provoking teachers' thinking and upgrading their skills. By virtue of Education Bureau's On Site Support Services Program, teachers of Chiu Oi Wah Nursery School and Lung Hang Nursery School mastered the skills in designing and launching fine arts courses for kids. As for teachers of Faith Hope Nursery School, Lung Hang Nursery School and Choi Wan Nursery School, they joined the 'Kids' Greenway' Campaign organized by the Hong Kong Institute of Vocational Education with a view to deepening the understanding of 'reduce, reuse and recycle' concept, helping young children to cultivate the habit of conserving resources in daily life and further establishing the 'use less, waste less' culture in nursery school environment. Besides, the Department also organized workshops such as 'Dream of Creating Your Own Picture Book', 'Creative Making of Picture Books' and 'Improving Problem-solving Ability and Working Efficiency through Mind Map' to further enhance teachers' knowledge and skills in designing kid courses and organizing relevant learning activities.





中學教育 — 基督教女青年會丘佐榮中學

School Education - The Y.W.C.A. Hioe Tjo Yoeng College

基督教女青年會丘佐榮中學在 1971 年創立，堅守基督教教育的使命，為學生提供多方面的學習機會，讓他們有平衡健康的發展，孕育丘中精神四個核心素質：「健康」顯「活力」，「堅毅」添「關懷」。

The Y.W.C.A. Hioe Tjo Yoeng College ("HTYC"), founded in 1971, continues to emphasize students' balanced development spiritually, intellectually, morally, physically, socially, and aesthetically. More concretely, the school tries their best to offer multi-facet learning opportunities with the underpinning HTYC Spirit: Healthy, Tenacious, Young, Caring.



促進健康成長，堅毅努力向前

丘中鼓勵學生參加體育培訓，接觸不同類型的運動，訓練團隊合作和體育精神。今年，越野隊在學界越野錦標賽中獲男子總成績第二名，女子甲組成績第三名。他們在香港特區二十周年紀念沙田越野賽中亦獲得多個獎項。此外，六十多名學生和老師首次參加 24 小時四輪腳踏車慈善賽，發揮超強的團隊力量。

本著校訓「思明俊德」的精神，本校鼓勵學生參與訓練批判性思維和正確道德價值的活動和比賽。今年，中文辯論隊在人權法律盃勇奪冠軍及最佳辯論員獎。共 79 名學生參加今年渣打香港英語公開演講比賽，創歷史新高，成績令人鼓舞。

發揮活力創意，探索科創新知

丘中銳意推動科學探究和栽培創意，鼓勵學生探索新知識。例子：學生到訪香港地質公園參加旅遊推介活動；亦走訪廣州的西方建築和參觀桂林的自然景觀，開拓視野。至於這兩年政府開始推動的科創教育，本校亦早已大力發展，像 2004 年便有學生研發了「買雞易」程式而勇奪大獎。直到現在，本校獲政府選定為可開辦「資訊科技進深課程」的八所中學之一，將繼續致力栽培科技資訊領域的人才。比賽方面，學生在香港科學奧林匹克，香港生物奧林匹克，校際 IT 精英挑戰等科學競賽中均取得可觀的成績。



Health & Tenacity for advancement and achievement

HTYC encourages sports participation and trainings, and emphasizes sportsmanship and team spirit besides sports talents. This year, the Cross Country Team has impressive results in the Interschool Cross Country Championship, winning 1st Runner-up for Boys Overall score, and 2nd Runner-up for Girls A Grade Overall score. The team also won various team prizes in the Sha Tin Distance Run in Celebration of the 20th Anniversary of the Establishment of the HKSAR. This year, HTYC has made a new attempt to join the 24th hour Pedal Kart Charity Race. Over 60 students and teachers joined and raced together, and they had beaten the 24 hour challenge with great tenacity and high spirit.

HTYC, to echo the school motto, *Think Critically and Be Moral*, also encourages participation in activities and competitions that can train critical thinking and right morals. This year, both English debating team and Chinese debating team have had very good results. And, very encouraging, there was a record high of 79 students joining the Standard Chartered Hong Kong English Public Speaking Contest, thanks to the foundation building Toastmasters Training Program organized by teachers.

Curiosity and an inquiring mind for new knowledge

Young age is an edge in many aspects. In particular, curiosity, creativity and energy are essential essences to boost young people in explorations and in undertaking endeavours with a right cause. This year, some students joined trainings for the promotion of Hong Kong GeoPark tours, and some visited western architecture in Guangzhou and the landscapes in Guilin. While the government has begun to bring STEM Education into the spotlight, experiences of scientific or technological investigations have been provided to students in HTYC since long time ago. With extra funding, HTYC has been vigorously involved in Enhanced IT Classes program (HTYC being one of the eight secondary schools in Hong Kong selected by government to organize such advanced trainings), running classes for advanced programming, Apps design, robotics, coding, etc. Students have also had appreciable attainments in meaningful science competitions like the Hong Kong Science Olympiad, Hong Kong Biology Olympiad, Inter-School IT Elite Challenge, etc.



認識社群需要，發揮關懷愛心

今年是丘中推行「六年社區關懷計劃」的第四年，焦點是關心國際救援工作。丘中與香港宣明會合作，讓學生參與教育性活動，經歷貧窮和欺壓。活動包括「飢饉午餐」和「血汗工廠」，以及題目為「當科技遇上貧窮」的主題週會。學生亦主動籌辦關心烏干達兒童的工作，以及參加第八屆四川文化交流服務團，到四川偏遠的小學作義務教學等。

爭取優異成績，盡顯多元才能

在 2016 年香港中學文憑考試中，本校學生成績優異，超過香港平均成績。約有 50 % 的學生獲得大學聯招派位，96.8 % 的學生有資格在本地大學或大專接受高等教育。此外，丘中學生在不同比賽中堅持不懈地努力奮鬥，取得了卓越的讚譽，其中包括：中五劉子暢在 2017 年中學數學與科學競賽中榮獲勳章（生物科，1% 最高成績的學生），IT 團隊亦在校際 IT 精英挑戰賽中獲得優異獎，及計算機科學比賽冠軍。中一級楊軒欣取得中銀香港卓越青苗運動員獎，中四邵昀俊取得香港學界體育聯會葛量洪學界傑出運動員十優運動員獎。中文辯論隊在丘中四十五周年校慶友學邀請賽中獲得亞軍，在香港人權法律盃勇奪冠軍。衷心感謝一眾老師與學生的付出和努力。

承傳主恩厚愛，啟導學子成才

丘中剛慶祝四十五周年校慶。學校的不斷發展，見證上帝的大愛和恩典。有賴各方的共同努力，丘中將繼續蓬勃發展，為社會青年提供優質的教育。

Genuine concerns for the needs of the community

Under a 6-year rolling plan of community concerns, HTYC has introduced students to the various needs of the people in the community. In this fourth phase of the plan, they were supporting World Vision Hong Kong on international relief work. HTYC students had a good time at the Hunger Lunch and Sweat Shirt Factory, and in the assembly on 'How technology helps alleviate poverty?' HTYC students also took initiatives to join the work of Unicef for the care for the children in Uganda and joined the 8th Sichuan Service Trip 2017 to help teach the poor children in a rebuilt primary school in rural Sichuan.

Outstanding academic results and multiple talents

The major pathway of HTYC students is further education. Thanks to the conjoint efforts of teachers and students, in HKDSE Exam 2016, students attained results better than Hong Kong average. About 50% students had JUPAS offers and 96.8% of the students were eligible for post-secondary education in local universities or tertiary education institutes. Moreover, HTYC students exhibited a wide range of talents. They, striving hard with tenacity and committed efforts, had achieved remarkable accolades in different aspects, including: S.5 Lau Tsz Cheong ranked himself Medalist (Biology) in 2017 Secondary School Mathematics & Science Competition; IT team won Championship in Computer Science Challenge 2017; S.1 Yeung Hin Yan achieved BOCHK Rising Star Award; S.4 Chiu Wan Chun achieved HKSSF Grantham Outstanding Student Athlete Award – Ten Sport Excellence Award; Chinese debating team won 1st Runner-up in HTYC 45th Anniversary Interschool Chinese Debating Competition and Championship in Hong Kong Human Rights Laws Debating Contest.

Legacy of Love for continuous development

This year has been the celebrations of HTYC 45th Anniversary. The school has witnessed the abundant Grace of God. With conjoint efforts and support from all parties, HTYC will continue to flourish to provide quality education to young people of the community.

青年及社區服務

Youth and Community Service

兒童及青少年是社會的未來棟樑，因此本會十分重視並致力協助培育兒童及青少年，積極鼓勵他們實現自我及關心社會事務。配合社會轉變及需要，現時本會轄下青少年及社區服務，包括十間綜合青少年服務中心、兩隊青少年外展社會工作隊、兩隊鄰舍層面社區工作隊、為三十多間中學提供駐校社工服務、梁紹榮度假村及女青中樂團等。

Children and youths are the pillars of our future society. Hence, the Association lays great emphasis on nurturing their holistic growth and encouraging their self-actualization and social participation. To cope with social changes, the Association has operating ten integrated social service centres, two outreaching social service teams, two community work teams, stationing school social work service for over 30 secondary schools, Sydney Leong Holiday Lodge and YWCA Chinese Orchestra.





激發兒童潛能，促進健康成長

Stimulating Children's Potentials for Healthy Growth

「背包友」獨立自主體驗計劃

現今香港生活富足，物質豐裕，卻令新一代未能學會獨立，欠缺社交能力，有見及此，本部推行了「背包友」獨立自主體驗計劃，以 9-12 歲青少年為對象，以促進學習、獨立自主、群體生活、擴闊經歷為目標。為期六個月的生活體驗包括城市定向，以培訓兒童時間管理及控制旅費開支；野外求生，以掌握面對逆境能力；單車旅程，學習評估路面風險及互相照顧。最後由參加者挑選三日兩夜之背包旅程，成為真正的背包友。

聯校領袖培育計劃

本會重視兒童培育及成長，聯校領袖培育計劃已發展超過十年，規模也越來越大，服務受眾人數也越來越多。現今小學生每天花八、九小時上學，還要參加補習班、興趣班，忙得不可開交，遊戲時間卻愈來愈少。因此，沙田區中小學聯校領袖培育計劃，以「全城『玩』樂正能量·『遊』你玩出新方向」為主題，推動小學生以調查及體驗方式向區內兒童及其家長宣揚「兒童玩樂與學習之間平衡」。問卷題目由設計、到街頭訪問及數據分析全部由小學生自行策劃及推行，並以體驗活動方式與社區人士分享調查結果，鼓勵平衡生活，活出健康人生；同時，中學生亦與小學聯校領袖代表一起策劃及推動社區教育日。



'L.I.F.E Backpacker' Scheme

In Hong Kong, the affluent lifestyle and the presence of material comforts gave birth to a new generation that lacks social skills and learns very little about being independent. To remedy the problem, the Association rolled out the 'L.I.F.E Backpacker' scheme with teenagers aged 9-12 as its target. The goals of the scheme were to encourage participants to learn and cultivate an independent living and social life and broaden their life experience. The six-month life experience scheme consisted of city orientation aiming to teach about time management and travel expense control, outward bound activities to cultivate the ability to face up to adversity, and bicycle journey to learn about assessing road risk and taking care of each other. At the last stage of the scheme, the participants were given the opportunity to choose by themselves three days and two nights tour package and became true backpackers.

Joint School Leadership Training Project

Nurturing young children has always been our main concern. After more than ten years' development, the scale of Interschool Leadership Training Program had grown steadily and the number of service recipients grew. Nowadays, most primary students rarely have time to play because they are extremely busy. Each day, besides spending eight or nine hours at school, they also have to spend extra time attending tutorial classes and interest classes after school. Playing time becomes scarce. Hence, the Interschool Leadership Training Project in Shatin district and participated by local primary and secondary schools took 'Playing Games to Generate Positive Energy and New Direction' as its theme and the message of 'strike a balance between play and study for children' was promoted to children and parents in Shatin district through questionnaire and experience games. Under the scheme, primary students were responsible for designing the questionnaire content, conducting street interviews and data analysis, and sharing the result with the public, with the hope of encouraging a balance living for healthy life. Furthermore, secondary school students joined with the representatives from the interschool leaders to organize and launch the Community Education Day Program.



戶外教育營

升中是小學生學習生涯的一個轉捩點，既要離開熟悉的朋友圈子，也要適應新的學習模式，因此，梁紹榮度假村透過舉辦小學戶外教育營計劃，以「自理抗逆」、「環保樂活」、「歡樂時光」及「大澳遊踪」四大系列活動，培養青少年應有的品格，提升其自理能力及抗逆能力，為迎接中學階段作好準備。

Outdoor Education Camp

For primary school students, entering into secondary schooling is a turning point in their study life. Beyond leaving behind close friends at primary schools, they also have to adapt to a new study approach. For this, Sydney Leong Holiday Lodge held an outdoor education camp for primary school students where four types of activities including strengthening resilience, LOHAS, enjoying happy time and Tai-O Eco Tour were organized to cultivate the good character of youngsters, and strengthen their self-care ability and the ability of facing up to adversity so that they were prepared to start their study life at secondary school.

回應青少年特別學習需要，提升社交及學習技巧 Assisting Youths with Special Educational Needs

「棋樂無窮」桌上遊戲社交訓練小組

本會關心有特別學習需要的青少年，致力支援他們面對具挑戰的成長路，特別開發多個小組以提升有特別學習需要青少年的社交及學習技巧。本會明白建立朋輩關係對青少年尤為重要，對患有或懷疑患有自閉症譜系障礙的初中學生，卻不是一件容易的事，他們往往因欠缺社交技巧，容易與人產生誤會或被朋輩孤立。小組透過桌上遊戲提供正面的社交經驗及同儕互動，並以「社交頭腦」為理論基礎，從認知、情感及專注三方面改善參加者之社交技巧及能力。計劃包括組前、後評估面談、小組活動訓練及桌上遊戲派對，亦運用網上短片、社交思考詞彙、功課及筆記等來訓練學生的社交技巧。

'Board Game Delight' Social Skills Training Group

To show our concern over the youths with special educational needs and render our support to help them to face up life challenges ahead, various groups were formed to enhance their social skills and learning skills. We understand that it is important for youths to establish peer relationship. However, junior forms students with either confirmed or suspected Autistic Spectrum Disorder (ASD) would face some difficulties in making friends. Due to a lack of social skills, they are prone to be misunderstood or isolated by their peers. Our 'Board Game Delight' Social Skills Training Group aimed to enhance the participants' social skills and social abilities from cognition, affection and attention perspective through offering positive social experience and interaction among peers by playing various kinds of board games while adopting 'social mind' as the conceptual base in our training. It also included pre-evaluation and after-evaluation interview, team activities training, board game parties, online short video, and vocabulary, homework and notes on social thinking were also used to train up the social skills of the affected ASD students.



「Project 易」獨立專題探究傳意訓練小組

獨立專題研究是每位高中學生皆需掌握的技巧，「Project 易」小組以此為主題，讓患有或懷疑患有自閉症譜系障礙的中四學生，一同學習多角度思考、社交及溝通技巧。小組內容包括遊戲、討論、實習、彼此欣賞及功課，亦設小組前、後面談，以便個別評估及指導學生。小組亦以單一模擬獨立專題探究題目貫串整個小組的學習，讓學生更全面地理解整個專題研究過程，並藉邀請真實訪問對象進行面談，掌握傳意技巧。

‘Project Easy’ Communication Skills Training Group

Every senior form students need to master the skills of carrying out Independent Enquiry Study (IES). The ‘Project Easy’ Communication Skills Training Group was formed to help students with either confirmed or suspected Autistic Spectrum Disorder (ASD) to learn about social skills and communication skills and how to think from different perspectives. Training content included games, discussion, field work, mutual appreciation and homework. Individual assessment and guidance were offered to ASD students during pre-group and after-group interviews. A single mock IES topic was used throughout the whole learning process to increase students’ overall understanding. Their communication skills were further enhanced through conducting interviews with real persons.

「天天 Teen 程」手機應用程式及執行技巧小組

中學課程範圍較廣泛，內容亦較艱深，對有特別學習需要之學生而言，無疑是一項挑戰，若掌握不到學習重點及方法，將會打擊學習信心。小組以初中學生為對象，以編寫手機應用程式為介入點，教授概念、執行技巧及運用，以改善同學的學習情況。此小組內容乃新構思、新嘗試，參與之學生及校方均認同有助提升學習動機、掌握分析步驟及按序完成的技巧。

‘Teens Make App’ Mobile App and Executive Skills Training Group

The Secondary School Curriculum with a wider scope and more difficult content is indeed a challenge to SEN students whose learning confidence could be easily defeated when they fail to grasp the study keys and learning method. By targeting SEN students at junior levels, the ‘Teens Make App’ Mobile App and Executive Skills Training Group used writing mobile app as a mean to teach about the concepts, executive skills and usage, with the aim of improving their learning situation. The new ideas and method used by the Group had earned recognition from participating students and schools. Both agreed that it helped to improve the students’ learning motivation and their abilities in mastering analytical skills and step-by-step completion technique.





藉跨界別協作，助青少年面對逆境 Assisting the Youths to Face Up to Adversity

「展步輔青」計劃

青少年在成長路上經常會面對很多挑戰，需要有心人同行支持。本會積極推動跨界別協作，以支援青少年培育與成長，其中一項重點協作計劃——展步輔青已踏入第十三個年頭，由秀茂坪警民關係組及香港輔助警察隊（秀茂坪警區）合作，於學校招募八十多名中學生，提供八個月密集式多元訓練，內容有義工服務、歷奇訓練、WAR GAME、IPSC 室內射擊、參觀水警及步操訓練，讓參加的同學學習「永不放棄」精神。

「春蕾義工」計劃

連續十三年與西區警區、西區少年警訊名譽會長會、東華三院賽馬會利東綜合服務中心合作，為13-16歲學習動機低及自我形象低的青少年，透過警務人員接觸青少年，並擔任年青人的同行者，擴闊他們的支援網絡及傳遞正面價值觀，提升他們的自信心及尋求改變的動力，計劃活動內容包括 WAR GAME、歷奇訓練、化妝班、探訪老人院、為獨居長者家居清潔及為長者化妝及拍攝相片。結業禮由西區警區副指揮官擔任主禮嘉賓，參加者展示學習成果，更有擔任同行者的警務人員真情分享計劃的點滴。

Project Marching-On

On the path towards adulthood, young people always face lots of challenges and need others' compassionate help and support. The Association actively promotes cross-sector collaboration to assist youth development. Entering into its thirteen years, the Project Marching-On was co-organised by Police Community Relations Office: Sau Mau Ping and Hong Kong Auxiliary Police: Sau Mau Ping Division. More than 80 secondary school students were recruited from various schools to learn the spirit of never giving up by participating in an 8-month intensive and diverse training which included voluntary service, adventure training, war game, IPSC indoor shooting, visit to marine police stations and foot drill training.

Project Spring Bud

Jointly organized with Western Police Region, Western District Junior Police Call Honorary President Council and TWGHs Jockey Club Lei Tung Integrated Service Centre, the Project Spring Bud had been held for 13 consecutive years. By targeting youths with low learning motivation and low self-image, the Project aimed to expand their support network, pass on positive values, improve their self-esteem and propel the drive to seek changes via police officers taking the initiative to contact the targeted youth and acting as their mentors. Project content included war game, adventure training, makeup course, home visits, house cleaning for singleton elders, assisting the elders with the makeup and shooting pictures. The Graduation Ceremony was officiating by the Deputy Commander of Western District Police Region. On the occasion, the learning results of those participating youths were exhibited and there were heartfelt sharing by police officers of their role as mentors in the project.



「毅·非凡」生命體驗計劃

社會上接二連三出現青少年輕生事件，令人惋惜。「毅·非凡」生命體驗計劃由西貢區青年活動委員會及本會合辦、西貢民政事務處協辦，旨在培養青少年積極樂觀的態度，提升他們面對逆境的應變力與抗逆力。體驗計劃由四位「生命鬥士」，包括視障馬拉松選手、失去手腳之傑出婦女義工、路向四肢傷殘人士協會會長，以及聽障義工，向青少年講述遭遇人生巨變後，如何走出絕望，開展燦爛的人生。他們更與「生命鬥士」共處兩日一夜，分別走進棚屋、踏入野外、嘗試漁民或農夫的生活。活動過程更被製作成短片，於非凡首映禮中播放，出席者深受激勵。

以音樂觸動心靈，同建社會正能量

具 54 年歷史的女青中樂團，用音樂招攬一班有志年青人，讓他們發揮所長，傳揚正面信息。女青中樂團舉辦了《麗影流聲》音樂會，重新改編及演繹多首電視劇集經典主題曲，帶領觀眾重溫往昔年代生活之苦與樂，緬懷舊日美好時光。樂團更榮幸邀得台灣炙手可熱的指揮家黃光佑老師，及香港揚琴演奏家郭嘉瑩小姐於《風獅爺傳奇》音樂會同台演出，送上多首貫穿古今的音樂名作，贏得一致好評！



'Life is Beautiful!' Experiential Project

We were deeply upset to witness a serial happening of child and youth suicides. Jointly organized with Sai Kung District Youth Program Committee with the collaboration from Sai Kung District Office, 'Life is Beautiful' Experiential Project aimed to cultivating the positive attitude of youths and strengthening their ability to encounter adversity with flexibility. The Project involved the sharing by four 'life warriors' on their respective significant life-changing incidents, how they overcame despair and started a beautiful life ahead. These four life warriors were a visually impaired marathon runner, an outstanding women volunteer with losing limbs, the President of Direction Association for the Handicapped and a volunteer with hearing impairment. The participating youths were given the opportunities to stay overnight with these life warriors at stilt houses in a rural environment and try to live as a fisherman or a farmer. Later, the Project had been produced into short videos and broadcasted at the premiere where the viewers were deeply inspired.

Touching the Soul with Music to Generate Positive Energy

The 54 years-old HKYWCA Chinese Orchestra strives to recruit a group of young passionate musicians and provides them with a platform to unleash their musical potentials while spreading positive message. "From Rediffusion to ATV: The Haunting Melodies" Concert was held where a variety of rearranged theme songs of several TV classic dramas were performed. The audience could revisit the bitter-sweet past and cherish the old good times while listening to the melodies. At the 'Legend of the Wind Lion God' Concert, we were honored to have had the presence of two renowned musicians: guest conductor Mr. Huang Kuang-yu from Taiwan and a local Yangqin performer Ms. Kwok Kaying whose their brilliant performance of a dozens of across time musical masterpieces had received acclaim from the audience.

職涯發展及持續教育

Career Planning and Continuing Education

本會職涯發展及持續教育部一直為各個階層人士提供職涯規劃、職業技能培訓及就業等各種服務。我們將繼續以「生命的栽培」為服務宗旨，與不同持份者緊密合作，讓服務使用者得以持續學習，提升個人技能，使他們的知識能與時並進。

Our Continuing Education Department strives to provide career planning, vocational training and employment services to people from all walks of life. With 'Enhancement of Life' as our service purpose, the Association will continue to work closely with different stakeholders, encourage lifelong learning, enhancing skills and knowledge of our service users so that they could keep pace with the time.





重視人才發展 鼓勵提升技能

我們一直致力為失業及待業人士提供再培訓課程及服務，使具有不同職業志向的人士能有更多元化的選擇。年度內開辦之僱員再培訓局 (ERB) 人才發展計劃課程合共 169 班，就業掛鈎課程之平均學員就業率逾 85%。而 ERB「人才發展計劃」聯合畢業典禮分別於 2016 年 5 月 7 日及 10 月 29 日舉行，超過 440 位畢業學員及其親友出席，見證學員努力的成果。

由僱員再培訓局委託本會營運之 ERB 服務中心 (九龍西)，年度內曾舉辦「職場再出發」，為 50 歲以上人士舉辦職前準備工作坊、行業參觀及招聘會。此外，過去一年亦嘗試為準新來港人士開辦不同行業技能的試讀班，反應理想。

由勞工處委託本會營運之天水圍一站式就業及培訓中心，由於服務表現理想，因此成功投得第四期合約，合約期由 2017 年 1 月 9 日至 2019 年 3 月 31 日，預期將為超過 1,260 位參加者提供就業輔導及培訓服務。

助婦女增強能力 促進社會共融

女青致力推動婦女持續就業，發揮所長，並關懷婦女所需。本部營運之「陪月一站」年度內成功為 1,612 位家庭僱主轉介陪月員及嬰幼照顧員，並協助 1,417 位陪月及嬰幼照顧員獲得就業機會，整體服務指標達標 104%。

為切合家庭主婦及低收入人士之基本教育需要，本部獲勞工及福利局資助提供基本教育，每年報讀語文課程的學員中有超過百分之九十來自內地及東南亞等地區。年度內獲得勞工福利局批出開辦 62 班基本及短期課程，另以自資方式開辦增潤課程，協助初中同學預備升讀更高度度的課程。

Emphasis on Manpower Development and Skill Advancement

By providing various retraining courses and services for the unemployed and job seekers, the Department offers diverse options for people with different career aspiration. During the year, a total of 169 ERB training courses were offered resulting into over 85% trainees from the placement-tied courses got employment after completion of training. The ERB 'Manpower Development Scheme' Graduation Ceremony was respectively held on 7 May and 29 October in 2016 and was attended by over 440 family members and friends of the graduated trainees who witnessed the achievements accomplished by our graduated trainees.

Our ERB Service Centre (Kowloon West) has organized a series of activities including 'Re-entering the Workplace' where pre-employment workshops, industry visits and job fairs were held for job seekers aged 50 and above. Besides, 'Taster Course' was organized for prospective new arrivals to obtain job-specific skills of different industries, and received good response.

Commissioned by the Labour Department, our Tin Shui Wai One-Stop Employment and Training Centre had been awarded a fourth term two-year service contract due to its past satisfactory service performance. The new contract period is from 9 January 2017 to 31 March 2019, and it is expected to offer employment counseling and training services to over 1,260 participants.

Enhancing Women Capability and Fostering Social Cohesion

The Association endeavors to ensure continued employability of women, helping them to unleash their potentials and taking care of the need of women. Our 'Smart Baby Care Centre' ('SBCC') had offered referral services to 1,612 family employers which not only satisfied the job-seeking needs of our trainees but also resulted in the employment of 1,417 post-natal care helpers and infant care helpers, with the overall achievement rate of 104%.

To cater for the education need of housewives and low-income groups, we have been subsidized by the Labor and Welfare Bureau (LWB) to provide basic education for the abovementioned target groups. Each year over 90% of the language courses participants are from Mainland and East Asian countries. During the academic year 2016-2017, with the aim of assisting junior secondary students to pursue a higher academic level of study, 62 basic and short-term classes were operated under the approval of LWB, and several self-financed supplementary classes were also organized.

「先聘用·後培訓」試點計劃
投身護理行業 工作家庭兼得 | 2016-17

歡迎具小六或以上學歷程度的中年人士
(包括料理家務者)報讀

5天工作·每天6小時
星期日定休

成為護理員



積極參與試驗計劃 為社群提供創新服務

為協助婦女重投勞動市場，年度內開辦健康護理行業之 ERB「先聘用、後培訓」試點計劃，共 16 位學員成功獲合作僱主機構保良局聘為半職護理員，並於在職期間完成五個新技能提升課程。

本會獲社會福利署邀請，於 2016 年 3 月底推出「為祖父母而設的幼兒照顧訓練課程試驗計劃」，提供 60 個學額予有需要的祖父母。在九間獲邀提供培訓機構中，本會是首間成功開辦此課程的機構，而全部課程已於 2017 年 3 月底開辦完成。

Participating in the Pilot Scheme to Offer Innovative Services

In order to help women re-enter the labor market, the Department has launched the ERB 'First-Hire-Then-Train' Pilot Scheme for the health care industry. A total of 16 trainees got hired as half-time care workers by Po Leung Kuk, our collaborative employer, and they had completed five new skill upgrading trainings during the employment period.

Upon invited by the Social Welfare Department, the Association launched a 'Pilot Project on Child Care Training for Grandparents' in late March 2016 with a provision of 60 training places. Among the nine government-approved organizations providing childcare training for grandparents, HKYWCA was the first organization that had successfully launched the project. All the training courses were completed in late March 2017.





耆年服務

Elderly Service

面對社會急速老齡化帶來的挑戰，本會耆年服務致力提供多元化長者服務，協助長者在社區安老。

Facing the challenges of rapid ageing population, our Elderly Service strives to offer a spectrum of services to assist elderly people to remain living in the community for as long as possible.





持續推展認知障礙症服務 減緩長者認知能力退化 Expanding Dementia Service for Elderly People

引進專業介入工具，推動認知障礙症事工

本會的社區及院舍服務，透過結連策略性伙伴機構，包括與香港大學秀圃老年研究中心、葵涌醫院老齡精神科老齡心理健康社區護士診所、李國賢基金及銅鑼灣獅子會等，引入認知刺激治療法、蒙特梭利手法及藝術治療等專業介入工具，為認知障礙症患者設立一系列非藥物治療訓練支援小組，以減緩其認知能力的退化情況，參與組員及其照顧者更表示每星期上課，分享相關訓練，能幫助患者加強專注力、改善短期記憶、提升社交、聆聽能力及閱讀流暢度，減少因記憶性差而出現的困擾和憂慮，增強自我照顧的信心。

智友醫社計劃 強化醫社合作模式

關愛基金撥款推行為期兩年「智友醫社同行」先導計劃，本會為其中一間參與機構。此計劃以「醫社合作」模式，透過由資深護士、職業治療師及社工組成的跨專業團隊提供支援，讓患有輕度至中度認知障礙症的長者及其照顧者，毋需經常進出醫院，可以在熟悉的社區接受所需的服務，預計兩年可以服務 100 個認知障礙症人士家庭。跨專業團隊為中心認知障礙症服務加入新資源和醫護元素，促進專業發展，發揮協同效應，使資源得以善用並取得更佳效益。

Introduction of Professional Intervention Tools to Promote Dementia Service

Our Elderly Community Centres and Elderly Home Services had liaison with several strategic partners including Sau Po Centre on Ageing, HKU, Psychogeriatric Outpatient Clinic of Kwai Chung Hospital, Simon KY Lee Foundation and the Lions Club of Causeway Bay to introduce several professional intervention tools such as cognitive stimulation therapy, Montessori treatment and art therapy and a series of non-medical therapies training support groups were formed for elders with Dementia in order to help slow down the progression of symptoms. Participating elders and their carers commented that attending weekly classes and sharing of relevant trainings helped persons with Dementia to improve their concentration ability, short-term memory, listening ability, reading fluency and social skills, reduced annoyance and worries caused by poor memory, and boosted self-care confidence.

Dementia Community Support Scheme

The Association was one of the agencies participating in a two-year pilot scheme named 'Dementia Community Support Scheme' launched and funded by the Community Care Fund. By adopting a medical-social collaboration model, the Scheme aimed to offer elderly people with mild or moderate dementia and their carers necessary services provided by cross-disciplinary professional teams consisted of veteran nurses, occupational therapists and social workers at their familiar community environment without frequent hospital admissions. It was expected that 100 dementia people and their families would be benefited. The involvement of cross-disciplinary professional teams brought new resources and medical care element into the cognitive dementia service offered at our elderly centres, thus fostered professional development, generated synergy as well as achieved resources maximization and better service impact.



創建平台 積極鼓勵活躍晚年

Creating a Platform to Promote Active Ageing

發揮金齡力量 彰顯老有所為

本會再次獲得社會福利署「老有所為活動計劃」的贊助，以「長者友善社區」、「鄰舍關懷」及「長幼傳承」等主題理念，與青少年建立跨代共融網絡，一起運用藝術手法、平板電腦學習、兩代文化分享、義工探訪及關顧，及社區探索等創新方式，讓兩代義工彼此學習，增加瞭解及認同，除承傳傳統文化外，更攜手改善居住的社區環境，建立和諧互助的社區網絡關係，關顧區內獨居的弱勢長者。

建立「社區大使」網絡 致力建設長者友善社區

致力訓練長者成為「長者友善社區大使」，透過「長者友善社區你要識」及其他主題計劃，藉著社區宣傳站及巡迴探訪區內長者服務團體，介紹社區資源、長者友善相關設施，及長者友善社區的重要性等。同時，亦為長者所居住的屋苑及所處社區進行考察，分為八個友善社區範疇檢視社區內公共設施如公園、候車處、街市及診所等，提出建議和改善方案及向區議員及有關部門反映。

Unleashing the Power of Golden Ager

With repeated sponsorship from Social Welfare Department's 'The Opportunities for the Elderly Project', we had adopted the conceptual themes of 'Elderly Friendly Community', 'Caring Neighbourhood' and 'Heritage for Different Generations' to create an intergenerational inclusive network where artistic approach was used, elderly people were taught to use tablet computers and intergenerational cultures were shared, visits by volunteers and community explorations were arranged, with a view to facilitating mutual learning, increasing mutual understanding and mutual recognition of volunteers of different generations so that not only the traditional culture was inherited, but also the living communal environment would be improved, a harmonious and helpful communal network would be established and live-alone disadvantaged elders in the community would be taken care of.

Establishing 'Community Ambassadors' Network for Building an Elderly-Friendly Community

Elderly people were trained up to become 'Ambassadors of Elderly Friendly Community' and were responsible to introduce available community resources, relevant elderly-friendly facilities and the importance of an elderly friendly community through the launch of several thematic schemes, setting up promotional booth and arranging roving visits to different elderly service bodies within the community. On-site inspection were conducted to those housing estates and the community areas where older people live at and those public facilities such as park, drop off area, wet market and outpatient clinic were also evaluated from eight criteria of an elderly-friendly community, with a wish to offering improvement suggestions to district councilors and relevant government authority.



推動全人照顧 關心長者身心社靈需要 Promoting Holistic Care for the Elderly

推動心靈關顧事工 關心長者靈性需要

本著愛與關懷的精神，本會透過不同的活動形式，積極推動長者的全人健康，藉著「凝·燃·愛」心靈關顧事工、課程教授、義工支援、小組及活動推廣，推動長者之靈性發展工作，滿足長者的靈性需要。

Launching Spiritual Caring Ministry to Meet the Spiritual Needs of the Elderly

To demonstrate the spirit of love and care, the Association had proactively promoted the holistic health care of the elderly through organizing various programs. Among them, the Spiritual Caring Ministry was launched to meet their spiritual needs through courses, support from volunteers, cell groups and event promotion.

關顧長者臨終需要 探索預設醫療指示事工

本會參與「香港安老院完善人生關顧計劃」，旨在為居住於安老院舍的末期患病苑友提供選擇，讓他們可以在自己熟悉的院舍環境中，舒適及有尊嚴地走完人生末段旅程，並特設專用房間，提供空間方便長者與家人作臨終話別。另外，參與由醫院管理局主辦的「預設照顧計劃」，期望能按苑友及其家屬意向及價值觀確立「預設醫療指示」；並安排專責醫生及護士定時監察長者的身體狀況，以盡快安排接受適切治療。

Caring for the End-of-Life Needs of the Elderly

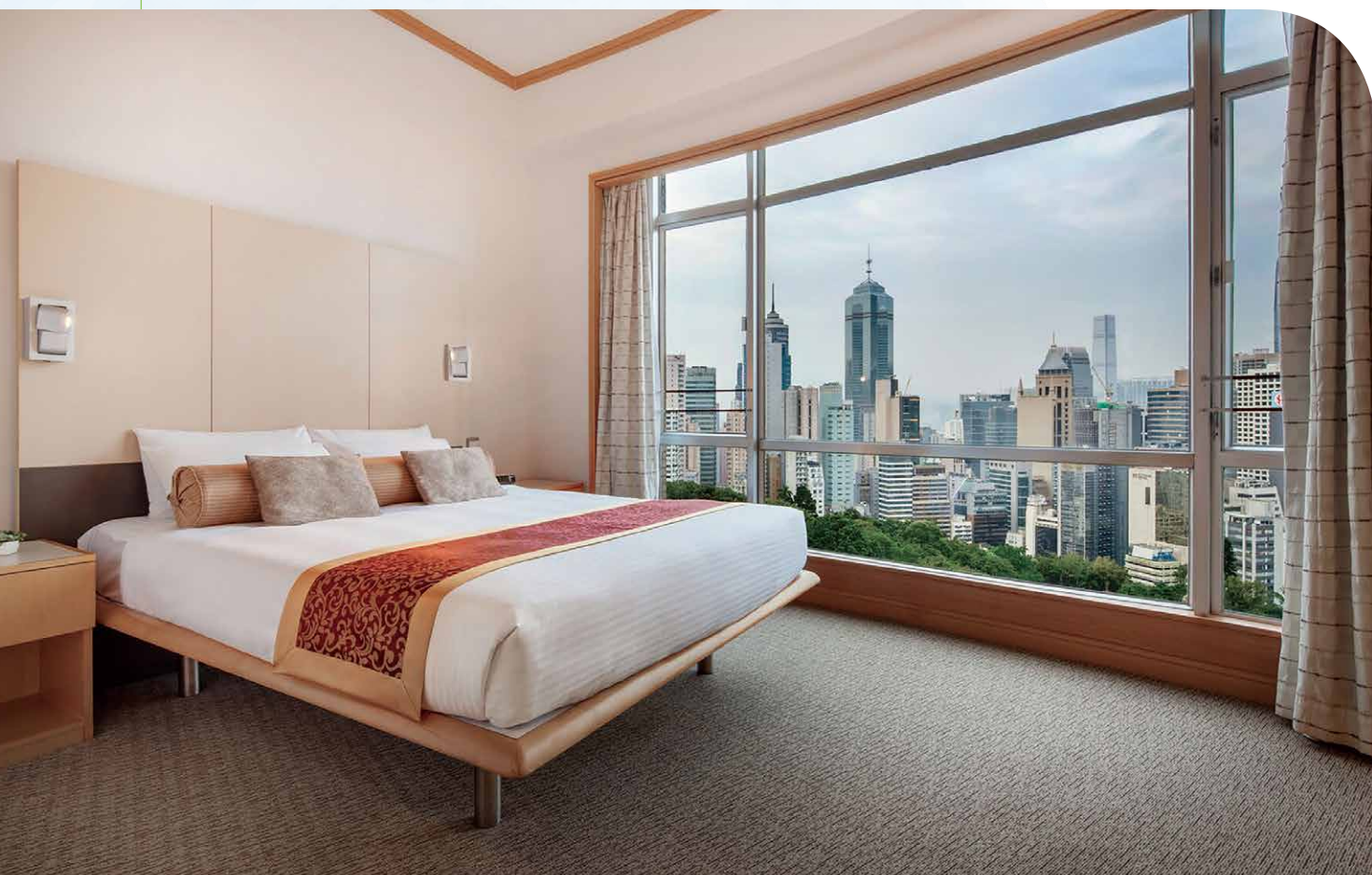
The Association had joined 'Palliative Care in Residential Care Homes for the Elderly' project, with a view to providing alternatives for inmates with terminal illness at our elderly home so that they could choose to stay at the familiar residential home environment and complete their end-of-life journey with ease and dignity. Special rooms would be set up for the dying inmates to say final goodbye to their family members. Furthermore, we also participated in the Advance Care Program organized by the Hospital Authority aiming to formulate an 'advance directive' according to the intentions and value systems of both the inmates and their family members. Besides, immediate and adequate medical treatment would be arranged for patients after their health conditions were examined by responsible doctors and nurses on a regular basis.



Y Hospitality

香港基督教女青年會於 1920 年成立，最初只為離鄉工作或求學的女性提供棲身之所。發展至今，轄下之 Y Hospitality 已將服務擴展至社會各階層，讓受惠人士體驗「家外有家」體貼周到服務。每分收入會用作支持女青的自資社會服務，幫助弱勢社群，彰顯基督精神，發揚及秉承女青之核心服務理念和使命，使社會各階層受眾得益。

Since the establishment of HKYWCA in 1920's, we have been providing lodging services for those ladies seeking away-from-home accommodation conducive to their working or studying purposes. Nowadays, Y Hospitality, one of the Association's divisions, has been extensively serving the general public, featuring our Christian spirit by exhibiting to them our warm and homely hospitality with all the income sustaining HKYWCA's self-financing social services for those underprivileged in adherence to our core values and missions.





服務熱忱

Y Hospitality 不斷努力改善服務和設施以及規劃各項的裝修與保養工程，使能提供更安全、雅淨如家的環境。嶄新的九龍會所連同峰景軒的復修工程可望在 2017 年底完成，整座綜合大樓將為社會各界人士提供更多元化的社福及住宿服務。

關注社會共融

秉承女青服務使命，Y Hospitality 除全力支持和配合本會服務外，亦與各社福單位、志願團體、慈善組織等緊密合作，為他們提供優先住宿服務和場地去推動如教育工作坊、團隊培訓、家庭融和等有意義的活動。同時特別關注社會上的基層女性及青年，若他們因經濟或家庭問題而需要臨時居所，本部亦可提供相宜宿位，以解燃眉之急。

青年職業導向

貫徹女青生命栽培的宗旨，本部致力與各院校和社福機構推行實習計劃，讓有意從事旅遊及服務業的學生或基層青年了解行業之工作性質與要求，協助他們自我啟發並能於將來職場上發揮所長。本部亦會優先聘用良好表現之實習生於合適的工作崗位上服務。

Commitment to Quality Services

Y Hospitality has been making incessant efforts to improve lodging services and facilities with different renovation and upkeep programs for each operating property to ensure a safe, clean and homely environment. The rehabilitation program of Summit View Kowloon, annexed to the new social service hub, Y Summit, is scheduled to be completed by the end of 2017. The complex will provide more comprehensive social and community services to cater to the growing needs and demands from the general public.

Undivided Attention to Social Togetherness

In faithfulness to HKYWCA's core values and missions, closely bonded to its own social service units, Y Hospitality also obligatorily collaborates with the other social service entities, voluntary groups, charitable organizations and so forth in offering them with accommodation prioritization to help accomplish their meaningful objectives through activities such as education workshops, team-building training, family wellness and togetherness activities. Particular care and concern will be extended to those deprived ladies, youth or families in need of transient accommodation due to economic and family problems or any other related factors.

Persistence in Youth Career Development

In compliance with the HKYWCA's purpose of Enhancement of Life, Y Hospitality has been in close collaboration relationship with various education institutes, vocational schools and social service centres, placing a great deal of emphasis on youth career development by providing their students or those deprived youths with opportunities of industrial placements or job familiarization programs to help them orient themselves and exploit their talents for their further studies or careers in the hospitality industry. Those who perform well with good aptitudes will be provided with career opportunities for any suitable position.



公益業務拓展

Social Business Development

秉承「生命栽培」的服務宗旨，女青在發展公益業務的十多年間，一直銳意開拓以人為本及重視生命價值的社會企業。本會於本年度繼續以「Y」字連貫各項公益業務，以鮮明的品牌形象持續發展，並採用多元創新手法，積極推動跨界別、跨部門的合作。每個公益業務項目都從推動就業、文化傳承、長幼共融、活學人生等方面關注不同階層的需要，冀望社會人士能發揮所長，展開燦爛的人生。

In the past decade, Hong Kong YWCA has been focusing on developing social enterprises that were people-centred and stressed on the worth of life. During the year, the Department continued to enhance the distinguished branding of those 'Y' series social enterprises by using diversified and creative approaches to propel cross-sector and interdepartmental collaboration. The concerns and needs of different communities were met through promoting employment, cultural inheritance, intergenerational cohesion and active life learning. It was hoped that the public could unleash their potentials and lead a fruitful life.



園景軒餐廳

於 2010 年以社會企業形式成立的西式餐廳，以為長者提供就業及培訓機會為主要社會責任。「園景軒餐廳」聘請年長的退休人士，不論是延續餐飲服務經驗，或是重新賦予角色，均讓他們擁有更充實的退休生活，體現老有所為的豐盛晚年。本年度除了積極優化堂食服務外，亦重點拓展包場及到會服務，成功開拓不少私人、企業及機構客戶，效果良好，基本上已達到可持續發展的社會營運模式，並繼續為顧客提供有質素及有意義的餐飲經驗。

Y Silver Link 安居通

於 2013 年成立，主要是為香港日漸蓬勃的「銀髮市場」提供各式各樣的優質長者家居生活用品，為長者創建優質及安全的家居生活，貫徹本會「居家安老」的「策略行動方案」。「安居通」一如以往聘用長者負責日常營運，並致力優化三個於長者中心開設的專櫃銷售服務外，更大力擴展網上商店、機構客戶營銷及路展業務。同時，去年新引入的「模擬老化體驗套裝」，獲得多個大型商場及展覽主辦商的全力協助，全年於全港不同地區進行數十次展覽及展銷活動，市民反應熱烈，成功為「安居通」建立鮮明形象及提升知名度，成為大眾心中的「優化長者家居生活專家」。

Y Fitness 躍動力

於 2015 年開創專業健體訓練服務，主要針對中年以上人士，特別是銀髮長者、女士及關注健康問題人士的運動需要，為他們提供嶄新及專業「外展式」健體運動訓練服務。本年度承蒙多個私人屋苑及會所、大型物業管理公司等支持協助，「躍動力」快速拓展業務，成功於全港不同地區開辦運動班，提供各類專業健體班服務，協助各參加者進行專業訓練，並養成良好及持久的運動習慣，實踐「健體助延年」的理念。同時，我們亦成功為有意成為「專業健體教練」的年青人提供專業培訓、實習及聘用機會，協助他們在行業內作長遠發展。

Y Garden View Lounge

As a western style restaurant adopted a social enterprise model, Y Garden View Lounge fulfils its social responsibility by offering employment and training opportunities for seniors so that they could live out their later life fruitfully and enjoy a positive ageing by new job placement to further enrich their work experience in catering industry. Besides continuous upgrading our in-house dining service, efforts have been taken to develop outside catering and catering service for private function. We were successful to expand our clientele to include more private companies, corporations and NGOs. The Lounge is attaining sustainable development and would continue to offer our clients with quality and meaningful dining experience.

Y Silver Link

Established in 2013, Y Silver Link Household Product Retail Store mainly targets the robust silver market and sells various kinds of quality elderly household products to facilitate the creation of a quality and safe home environment for the elderly by implementing the goal of 'ageing in place' in the Association's 'Bold Steps' Strategic Plan. During the year, seniors were hired to run the daily operation of Y Silver Link. Y Silver Link enhanced the services at our three sales counters in three elderly centres, and explored our online store business, corporate marketing and street booths business. Furthermore, thanks to the staunch support of large malls and exhibition organizers, the 'Imitative Ageing Experience Package' that was introduced into the market last year was well received by the public during those exhibitions and trade shows organized at various districts throughout the year, thereby further established a bright image of Y Silver Link and increased its popularity to become a recognized expert in enhancing the living quality of the elderly.

Y Fitness

Launched in 2015 to offer fitness services, Y Fitness targets middle-aged people and older people, especially concerns the needs of the elderly, women and persons with health problems. To meet their needs, various innovative and professional 'out-reaching' fitness training services are provided. This year, with the support and assistance from different private housing estates, clubhouses and large properties management firms, Y Fitness rapidly expanded its business and numerous fitness classes were opened in different districts to offer various professional fitness classes services, helping the participants to engage in professional fitness training, develop good habit of taking exercise persistently and thus truly practice the concept of 'healthy exercise for longevity'. Furthermore, professional training, on-the-job training and employment opportunity were provided for youths who were inspired to become professional fitness instructors and pursue career development in the body fitness industry in the long run.



女青活學中心

Centre of Life Learning and Enhancement

「女青活學中心」作為創新及專業的教育中心，以兒童及家庭為對象，提供一站式全方位及國際化的教育課程及活動。年內中心提供超過 2,000 個適合不同年齡層的課程及活動，服務人次超過 12,000。

As a creative, innovative and professional educational centre with children and families as its service targets, Centre of Life Learning and Enhancement ('CLLE') strives to serve different communities through offering a one-stop and all-round international educational courses and programs. During the year, CLLE offered more than 2,000 courses and programs for different age groups and total service attendances exceeded 12,000.





本中心的三個核心服務為「International Kids Club」、「Parents Hub」和「Helpers Training Academy」，皆以滿足兒童及家庭需要為服務目標，提供不同類型的教育課程及活動，藉以增進親子及家庭關係，讓父母與孩子一同遊戲，一同學習，並一同互動地成長。本中心亦為家庭傭工提供各項在職培訓，希望優化及培育她們的工作能力及良好工作習慣，更能在照顧家庭的工作中發揮其所能。

此外，以「Learning For Play」為方向，於去年推出一系列加入科技、創作、藝術及運動等元素的嶄新課程，讓孩童在遊戲中作出趣味學習，發掘個人潛能。中心更舉辦一系列比賽，包括足球分齡賽、體操比賽、Creative Writing Competition等，以及成立Y Dream Teams 體操隊代表女青出外比賽，讓孩童不但可以挑戰自己，並可享受競賽樂趣。

With the common goal of meeting the needs of children and families, the CLLE's three core services, namely 'International Kids Club', 'Parents Hub' and 'Helpers Training Academy' offered various types of educational courses and programs to enhance relationship between child and parent and among family members themselves through playing and learning together to facilitate interaction and growth. On-the-job training was offered to domestic helpers to further develop their working abilities and help cultivating good work practice so that they would take better care of their employers' family.

In addition, under the direction of 'Learning For Play', a series of new courses integrating with the elements of science, creation, fine arts and sports were launched so that children might, during games, enjoy learning, have fun and unearth their potentials. A series of competitions such as Football Match by Age Groups, Gymnastics Competition, Creative Writing Competition were organized. A Y Dream Teams - a gymnastic kid team was formed and represented the Association to enter external competitions where kids could challenge themselves and also enjoy the fun of competing with other contestants.





傳訊及資源拓展

Communication and Resources Development

傳訊及資源拓展部作為女青機構對外的渠道，一直致力透過靈活多變的宣傳策略及手法，向各界宣揚本會之使命、理念，發放機構最新消息及活動，與新聞界及各方人士保持密切聯繫，同時建立女青的品牌價值，發展並鞏固機構聲譽，增加女青的透明度。務求加深市民對女青之認識與認同，進而支持女青的工作，也讓政商各界更多了解女青的信念與服務，與本會合作支持開拓更多具創意及有意義的優質社會服務。

As the official channel open to the public, it has always been the objective of the Department of Communication and Resources Development ('CRDD') to promote the Association's mission and philosophy, release agency updates and latest activities, liaison closely with the mass media and the community sector by means of various promotional strategies and approaches while establishing the agency's brand value, developing and reinforcing its reputation, increasing its transparency and deepening public understanding and recognition of the Association to solicit public support and establish partnership with various sectors and the community for developing more quality and meaningful social services.



靈活傳訊策略 建立伙伴關係

配合時代轉變，本部積極探索各種數碼技術及新傳訊模式，制訂出各種與時並進的傳訊及推廣策略。女青的官方臉書專頁於 2016 年成立，短短一年間追蹤人數已增加一倍，內容除了有關於女青的文字信息，亦會登載女青相片、影片以至各地女性議題資料，豐富內容之餘亦增強女青與市民間的互動。

全港唯一免費派發之女性季度雜誌—《女聲》季刊如常發行，網上版本除上載於官方網站外，亦於官方臉書專頁附上相關連結，供市民免費下載瀏覽。

此外，年度內本會共獲 352 篇正面新聞報道，除續與《星島日報》學生報及《文匯報》合作，於該兩報分別撰寫有關生涯規劃及通識之專欄文章外，本部亦舉辦多個記者會、調查發佈會及採訪活動，讓市民透過傳媒報導，了解女青的服務以至各種女性及社會議題。

一如以往，本部積極支持合作伙伴參與香港社會服務聯會的「商界展關懷」/「同心展關懷」計劃，本年度共提名 114 間公司 / 機構，全部成功獲頒發標誌，足見本會與合作伙伴攜手服務社區的成果。2017 年本部以「健康樂員」為主題參展，推介本會各項關心員工健康的支援服務，吸引不少企業代表到場查詢。

配合女青發展 積極籌募資源

九龍會所復修工程進入最後整修階段，本部積極舉辦多個相關籌款活動，包括於 2016 年舉辦《走音歌后》慈善電影首映，成功籌得逾 100 萬元善款，相關資源日後將用於九龍會所的服務上，以回饋社會。

同年 12 月，本部籌備九龍區賣旗日，逾三千名女青會員及其親友、學生及家長、企業伙伴、友好團體及機構的義工行走在九龍區大小街道向市民賣旗，籌得善款超過 70 萬元，將悉數撥作九龍會所復修後的營運經費。

其他籌募工作包括月捐計劃、「敬老護老愛心券 2016」等。而本部舉辦多年的“棗”點愛 ChariTea 慈善計劃，歷年來籌得超過 170 萬元捐款，2017 年計劃更換上全新包裝，宣揚「愛要及時」信息，成功吸引坊間注意，配合全新設計的企業禮品「棗點愛」紅棗茶禮盒，至今已成功籌得逾 20 萬元，用作支持女青的婦女工作。

Deploying Flexible Strategies to Engage Corporate Partnership

To keep pace with the times, CRDD has proactively studied various kinds of digital technologies and new telecommunication modes in order to formulate its up-to-date promotional and communication strategies. The number of trackers had doubled in one year time after the launch of Hong Kong YWCA official Facebook webpage where the agency news, photos and short videos, and information about women-related issues in other countries were posted to facilitate interaction with viewers.

Besides publication and free distribution of printed copies of *Women's Voice*, our quarterly woman magazine, an online version was made available and a web link function was installed on Hong Kong YWCA official Facebook webpage to allow free download by the public.

Furthermore, the Association received positive newspaper coverage (352 articles in total), including our continued column articles writing on career planning service and liberal studies in student edition of *Sing Tao Daily* and *Wen Wei Po*. Press conference, release of research findings and interviews were also organized to inform the general public about the Y's services and various women-related issues and social problems through media coverage.

As usual, the Association has strongly supported our corporate partners to participate in the 'Caring Company Scheme' organized by Hong Kong Council of Social Service. This year, a total of 114 caring companies/organizations were successfully nominated by the Association. These achievements have fully manifested our combined effort in serving the community. In addition, the Y's Exhibition Booth under the theme of 'Keeping Your Staff Healthy' for the sake of promoting various supportive services for staff health had attracted enquiries from many corporate representatives at the Caring Company Partnership Expo 2017.

Exploring Resources for Future Service Development

The Kowloon Centre Rehabilitation Project has entered its final stage. Relevant fundraising campaigns were launched. The 2016 Charity Premiere of the *Florence Foster Jenkins* helped raised more than HK\$1 million to support the soon available services at the Kowloon Centre for the good of the society.

In December 2016, the Kowloon Region Flag Day was held. Thanks to the combined forces and selling efforts of more than 3,000 people composing our members, their friends and relatives, students and parents, corporate partners, friendly organizations and corporate volunteers, more than HK\$700,000 was raised. The raised sum would be used as operating fund for the rehabilitated Kowloon Centre.

Other fundraising campaigns were also launched including 'Women's Support Services' Monthly Donation Scheme and sales of YWCA Charity Tickets 2016. The 'ChariTea' program which had been launched for several years had helped raised more than \$1.70 million in the past years. In 2017, the newly designed tea package with the attached message of 'to love without delay' had arrested public attention and with the addition of specially designed gift package for corporates, it helped raised more than HK\$200,000 and the sale proceeds would be used to support our women services.



中央行政

Central Administration





中央行政

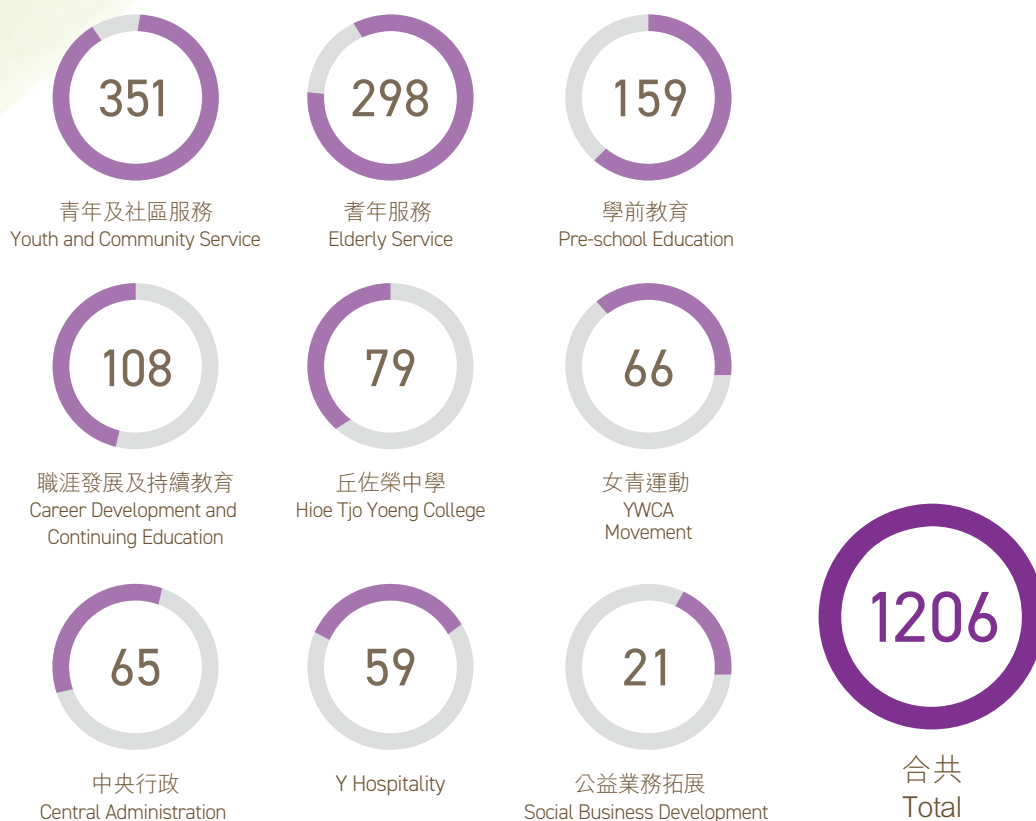
Central Administration

要有效實行高水平的機構管治，專業及妥善的行政支援必不可缺。因此，機構設有完善的中央行政部門，並聘有專業行政專才，負責不同性質的行政支援工作。為加強服務部門與行政部門的溝通及配合，以提升機構整體行政效率，本會亦設有「優化行政流程工作小組」及「中央行政部門運作協調會議」，並定期為前線員工舉行行政措施交流會議。

Professional and efficient administrative support is indispensable for the Association to attain high level of corporate governance. Hence, we had established a well-functioning Central Administration Department and professional administrative and managerial staff were recruited for handling different types of administrative duties. In order to strengthen the communication and coordination between service departments and administrative departments, a Taskforce on Enhancing Central Administrative Management was formed and Operational Meetings of Central Administrative Departments were convened, and sharing meetings on administrative measures for frontline staff were regularly held for the sake of improving agency overall administrative efficiency.

A. 按部門分類之全職員工人數統計

Distribution of Full-time Staff by Department



人力資源管理

人力資源部作為本會 80 多個服務單位之戰略夥伴，與各單位保持緊密溝通，以達成機構遠象、使命為共同目標，努力促進全會服務發展。










隨著本會發展多元化服務，全職員工為 1,206 人。

Human Resources Management

As a strategic partner for more than 80 service units of the Association, the Human Resources Department closely communicate with all service units, aiming to fulfilling the vision and mission of the Association and advancing the overall service development.

In line with our diversified service development, the total number of full-time staff reached 1,206.

B. 按專業分類之全職員工人數統計 Distribution of Full-time Staff by Profession

社會工作 Social Work		313
專職醫療 (臨床心理學家、教育心理學家、物理治療師、職業治療師、 言語治療師、註冊護士、登記護士、保健員、物理治療技術助理、 職業治療助理、保健員助理、照顧員) Allied Health (Clinical Psychologist, Educational Psychologist, Physiotherapist, Occupational Therapist, Speech Therapist, Registered Nurse, Enrolled Nurse, Health Worker, Physiotherapy Technical Assistant, Occupational Therapy Assistant, Help Worker Assistant, Care Worker)		141
教育 (校長、教師、特殊幼兒工作員) Education (Principal, Teacher, Special Child Care Worker)		172
程序及訓練 (程序幹事、活動助理、服務助理、營地導師、健體導師、陪月員導師) Program and Training (Program Secretary, Program Assistant, Service Assistant, Camp Instructor, Fitness Instructor, Instructor (Post-natal Care Worker))		172
Y Hospitality		58
支援員工 (廚師、司機、技術員、庶務員) Supporting Staff (Cook, Driver, Technician, Workman)		140
行政支援 Administration Support		136
中央行政 Central Administration		50
行政管理 Executive Management		24

合共 Total : 1206



2016/2017 年度完成之重點項目包括：

1. 本會參與強制性公積金計劃管理局 2016-17 年度「積金好僱主」嘉許計劃，榮獲三個獎項：「積金好僱主」獎、「積金供款電子化獎」及「推動積金管理獎」。
2. 按本會服務發展需要，裝備員工之個人及專業發展，資助員工參加會內及會外之培訓及交流活動。增加員工培訓資助金額，鼓勵員工持續進修。

- 安排 / 資助員工參加培訓共 1969 人次
- 總培訓時數：10,802.35 小時
- 培訓支出：一百六十多萬

於 2016/17 年度完成之會內培訓項目共 24 項，包括：

A. 管理人員會內培訓：

- (1) 「撰寫計劃書之技巧及成功要訣」工作坊
- (2) 如何有效利用社交媒體
- (3) Strategic People Development and Succession Planning，績效管理之理念及運用等。

B. 安排員工參加會外專業服務發展培訓項目：

- (1) 共 32 位社工及特殊幼師參與由註冊臨床心理學家及言語治療師主講之「結構化教學課程 (TEACCH)」，內容包括理論、技巧和實踐之講解，令員工更深入地掌握箇中技巧，為有特殊需要之幼兒提供優質服務。
- (2) 由 2014 年至 2016 年，共資助 26 位社會工作人員參加「全球職涯發展師」認證課程，以豐富員工的職涯規劃專業知識及促進服務發展。

Major tasks completed in 2016/2017 included:

1. Hong Kong YWCA applied for the Good MPF Employer Award 2016-17 organized by Mandatory Provident Fund Schemes Authority and received 3 awards: Good MPF Employer Award, e-Contribution Award and Support for MPF Management Award.
2. Based on the needs of our service development, to equip our staff for their personal and professional development and subsidize our staff to attend various training and exchange programs within and outside the Association. Increased staff training subsidy to encourage staff to continue their learning.

- Arranging/ subsidizing staff training:
Total attendance: 1969
- Total training hours: 10,802.35 hours
- Training expense: over HK\$1.6million

During 2016/17, a total of 24 in-house training were provided, including:

A. Training for Management Staff

- (1) Workshop on 'The Skills and Tips on Writing Good Proposal'
- (2) The Effective Ways of Using Social Media
- (3) Strategic People Development and Succession Planning, Job Appraisal Management: Concept and Application.

B. Arranging Staff to attend external professional service training :

- (1) A group of 32 staff composed of social workers and special kindergarten teachers attended TEACCH Course taught by clinical psychologist and speech therapist. Course content included teaching the concept, skill and practice which allowed our staff to provide quality service to children with special needs after they learned how to master the relevant skill set.
- (2) During 2014 to 2016, a total of 26 social workers completed 'Global Career Development Facilitator Program' to enrich their professional knowledge on career planning and thus further strengthen the service development.

- (3) 安排 14 位服務部門員工參加 2016 年於日本東京舉辦之國際福祉機器展，增加員工對長者及復康產品的認識，並安排員工參觀當地不同類型長者院舍及日間復康中心，探索如何透過科技或其他方法優化長者服務的質素。
- (3) Arranged 14 staff from various service departments to attend H.C.R. 2016' held in Toyko, Japan, with a view to enhancing staff's knowledge on elderly and rehabilitation products. Paid visits to different types of elderly homes and day-time rehabilitation centres in order to study how to enhance elderly service quality by applying technology or through other means.
3. 配合 2017 年政府推行免費優質幼稚園教育政策，協助學前教育部檢視人手架構，按新制度重整人手規劃及員工福利，挽留人才，以協助順利過渡至新政策。
3. To align with the government's implementation of free quality kindergarten education policy in 2017, the Department assisted the Pre-school Education Department to review and restructure its staffing structure, and retain talents according to new system to ensure a smooth handover to new policy.
4. 簡化刊登招聘廣告之申請程序，標準化刊登招聘廣告之內容，確保招聘廣告內容清晰，令求職者更能掌握職位資訊及要求。
4. Simplified the application procedure for posting recruitment advertisements, standardized the advertisement contents to ensure their conciseness and applicants' understanding of the information and requirement of vacant posts.
5. 重新檢視及簡化《人力資源手冊》，將內容重新分類，令員工及管理人員更清晰地掌握人力資源政策，幫助他們於執行日常職務時能有效地應用及跟進相關的程序及要求。
5. Re-examined and simplified 'Human Resources Handbook' and rearranged its content to ensure that staff and the management would better understand the human resources policy for daily application and follow-up of relevant procedure and requirement.
6. 檢視及更新員工資料，因應資料之保密程度進行歸檔，並訂定相應保密性處理程序及要求，提升負責處理員工之警覺性，更有效地保護員工之個人資料。
6. Reviewed, renewed and filed staff' personal information according to the level of confidentiality, formulated relevant confidentiality processing procedure and requirements to increase the awareness of handling staff for effective protection of staff' personal information.
7. 於 2016 年起實施新員工退休政策，人力資源部已完成修訂相關程序，改善流程，並於員工退休前 6 個月跟進員工之退休安排，令單位及早作出人手安排及能順利過渡。
7. Since implementing new staff retirement policy in 2016, the Department had completed revision of the relevant procedure, improved the work process and followed up the retirement arrangement six months in advance of the date of actual retirement of the retiring staff to ensure that the concerned department had enough time for staff reassignment and smooth handover of job duties.



物業管理

物業管理部為各部門 / 服務單位在裝修工程及維修保養上提供技術支援，並在符合法例的要求下，以安全、可靠、經濟、環保及可持續發展的方式，協助各部門 / 服務單位進行裝修工程。在機構發展上，亦會參與服務單位在社會福利署新辦服務的投標工作，提供新服務單位建議規劃圖則的設計，積極提供意見，協助提升服務表現及效率。另增聘公眾地方主任負責管理四間會所公眾地方清潔事宜。

Facilities Management

The Facilities Management Department (FMD) provides all Y's service units or departments with the necessary technical advice and support for their renovation projects or routine maintenance programs in compliance with the statutory requirements. Extra emphasis has been placed on the incorporation of crucial factors such as safety, reliability, cost-effectiveness, environmental friendliness and sustainability. In tandem with Y's social service development, FMD makes recommendations for any specially designed plans of those newly established service units upon succeeding in tendering for those new social service projects designated by the Social Welfare Department, enhancing the service effectiveness and efficiency. For overall planning and management of the public hygiene affairs of the four Y's operating properties, a newly recruited Public Area Officer has been deployed.

2016/2017 年度完成之大型重點工程項目包括：

1. 總會所固定電力裝置定期檢查、測試及領取定期測試證明書；
2. 總會所 4/F 更換中央空調冷卻水管工程；
3. 園景軒 17/F 及 20/F 客房翻新工程；
4. 又一村會所 1/F 及 2/F 廁所翻新暨渠務改善工程；
5. 海棠軒 18 間客房翻新工程暨煤氣熱水爐更換工程；
6. 明儒松柏社區服務中心翻新工程；及
7. 梁紹榮度假村電力化廚房工程。

Major projects accomplished in 2016/2017 included:

1. The periodic inspection, testing and certification for the Fixed Electrical Installations of the Headquarters(WR2);
2. The replacement of the central air-conditioning chilled water pipes on the 4/F of the Headquarters;
3. The renovation project of the guest rooms on 17/F and 20/F at Garden View Hong Kong;
4. The improvement work of the public toilet drainage on 1/F and 2/F at Yau Yat Chuen Centre;
5. The renovation project of 18 residence units together with the replacement of the water heaters at Begonia Residence Kowloon;
6. The renovation project of Ming Yue District Elderly Community Centre; and
7. The electrification of the kitchen installations at Sidney Leong Holiday Lodge.

內部審核

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

審核項目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。年度審核計劃包括檢視服務單位核心運作之恆常審核、按政府部門要求的強制性審核及突擊性審核。

Internal Audit

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

Audit reviews were carried out in accordance with its annual audit plan as approved by the Audit Committee or as requested by the Board and management. Under the annual audit plan, regular audit on core operations of service units, mandatory audit per Government Departments' requirements, and audit conducted on surprise basis were included.

2016/2017 年度完成之重點項目包括：

1. 突擊巡查服務單位之現金管理；
2. 安老院舍分配機構名額之審核；
3. 幼兒學校之財務及主要運作之審核；
4. 職涯發展及持續教育部之審核；
5. 安居通長者家居用品店之審核；
6. 綜合青少年服務中心之審核；
7. OPERA Property Management System 之電腦系統審核；
8. 舉行審核經驗及技巧分享會；及
9. 制訂舉報政策。

Major tasks completed in 2016/2017 included:

1. Surprise cash management review in service units;
2. Audit on Allocation of Places under Agency Quota for Care and Attention Home for the Elderly;
3. Review on a nursery school;
4. Review on Career Development and Continuing Education Department;
5. Review on Y Silver Link Elderly Household Product Retail Store;
6. Review on Integrated Children and Youth Services Centres;
7. Application review on OPERA Property Management System ('PMS');
8. Audit experience and knowledge sharing sessions; and
9. Developed the Whistleblowing Policy.



行政及採購支援

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

Administration and Procurement

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

2016-2017 年度完成的主要工作項目包括：

1. 為本會有需要單位進行翻新 / 設施維修 / 客房裝修等工程，共發出合約總值五千萬元；
2. 為即將重開的九龍會所籌備，並聯絡各相關單位，進行跨部門協作和釐定所需要傢俬物品的規格和購置事宜；
3. 本會為有學習障礙的兒童設計「HOPE 中文拆字遊戲」，本部則協助有關單位進行第二階段 HOPE 智能應用程式開發的招標工作；
4. 順利實行集體採購電腦產品，縮短每次報價和訂購的時間；
5. 為耆年單位購置復康巴士；
6. 舉報及協助調查疑似圍標事件，彰顯本會公平、公開、公正的採購精神；及
7. 處理共 15 宗保險索償。

During the year, major tasks completed were as follows :

1. Handled procurement contracts totaling about HK\$50m;
2. Liaised and assisted service centres and Y Hospitality to procure furniture, fixtures, equipment and supplies for the Kowloon Centre Rehabilitation Project;
3. Carried out tendering for the second phase mobile app 'HOPE Chinese Character Game' which was designed and developed for children with special educational need;
4. Carried out bulk purchase of computer and information technology products to achieve benefits of economy of scale and improve efficiency;
5. Purchased rehabilitation bus and vehicle;
6. Reported suspected bid-rigging case to relevant authority for investigation in order to maintain fair bidding environment; and
7. Handled 15 insurance claims.

資訊系統

資訊系統部致力提供優質資訊系統發展及支援服務，以及各項專案諮詢服務。2016-2017 年度，除與會內不同單位共同開展一系列嶄新資訊科技項目外，並全力發展兩項跨年度重要項目——建構「顧客關係管理系統」，並設計及建構復修後整座九龍會所之電腦網絡。

Information System

Information System Department provides quality information system support and development service, and consultancy services for various IT projects. During 2016/2017, the Department had partnered with other centres/service units to develop a series of IT projects, including the two most important 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.

2016/2017 完成之重點項目包括：

1. 開發「AngeLINK 愛·連繫」數碼共融流動應用程式，讓長者可以建立自己的人生紀念冊；
2. 建構「璀璨 D30」網站，提供健康專題及討論區，幫助 55-64 歲人士順利邁進人生第三齡的黃金歲月；
3. 為本會之住宿服務營運單位，更換營運系統以配合日常工作需要；
4. 全面更新本會之伺服器及網絡架構，以滿足會內不同服務單位的需要；
5. 為總會所內之體育館及會議室更換影音設備；及
6. 為本會兩幢服務式住宅提供無線上網服務。

Major projects accomplished in 2016/2017 included:

1. Implemented the new digital inclusion mobile application 'AngeLINK' to facilitate the elderly to build the digital Life Memoir through the use of mobile phone;
2. Supported the website development project titled 'Path to Vitality & Vibrancy (PathVV)' for the Elderly Services Department;
3. Replaced the Property Management System (PMS) for Y Hospitality to support the latest operational requirements;
4. Revamped the core IT infrastructure to provide a stable and expandable backbone to address the growing workload demands;
5. Replaced the aging audio-visual equipment installed at gymnasium and meeting rooms located at Headquarters; and
6. Supported Y Hospitality to design and build the Wi-Fi infrastructures at our two serviced apartments.



財務管理

財務部致力提供優質財務及會計管理服務，並協助董事會及其他相關人士確保財務資源運用得宜，並符合不同資助機構的財務規定及要求，同時也需確保妥善執行內部監控措施。

Finance Management

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

本年度推行了以下重點工作：

1. 提供財務資訊、報表及分析予董事會、委員會及管理層，協助他們了解及監察本會的財務情況，從而制訂合適的發展計劃；
2. 制訂全會及個別服務的全年財務目標及預算；
3. 檢視及監察本會投資策略及投資回報；
4. 提供九龍會所復修計劃之項目管理及財務監控；
5. 為服務單位提供會計服務及財務管理，以滿足各項新服務及項目的要求；
6. 制訂未來五年策略發展行動方案之財務預算；
7. 加強中央行政與服務單位之間的溝通和協調，務求達致更有效益的資源分配；
8. 繼續推行各項開源節流措施；及
9. 向董事會提出建議，確保儲備之調撥符合本會發展策略，並運用得宜。

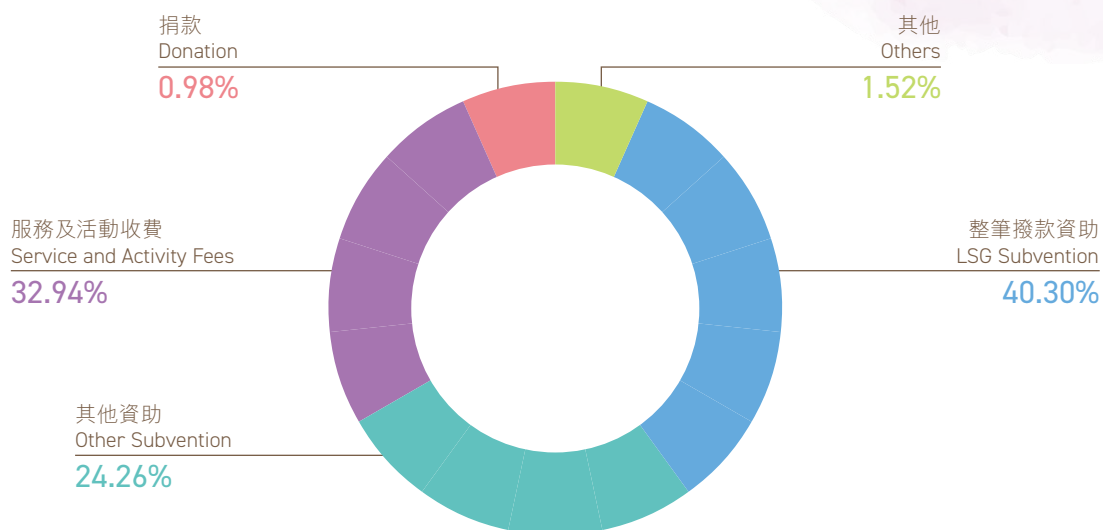
為使外界對本會的財務狀況有更深入的了解，本會透過不同渠道向公眾發佈有關本會過去一年運用整筆撥款儲備的資訊，並制訂未來如何運用儲備的計劃，以確保公平、合理、妥善及有效地運用儲備。

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

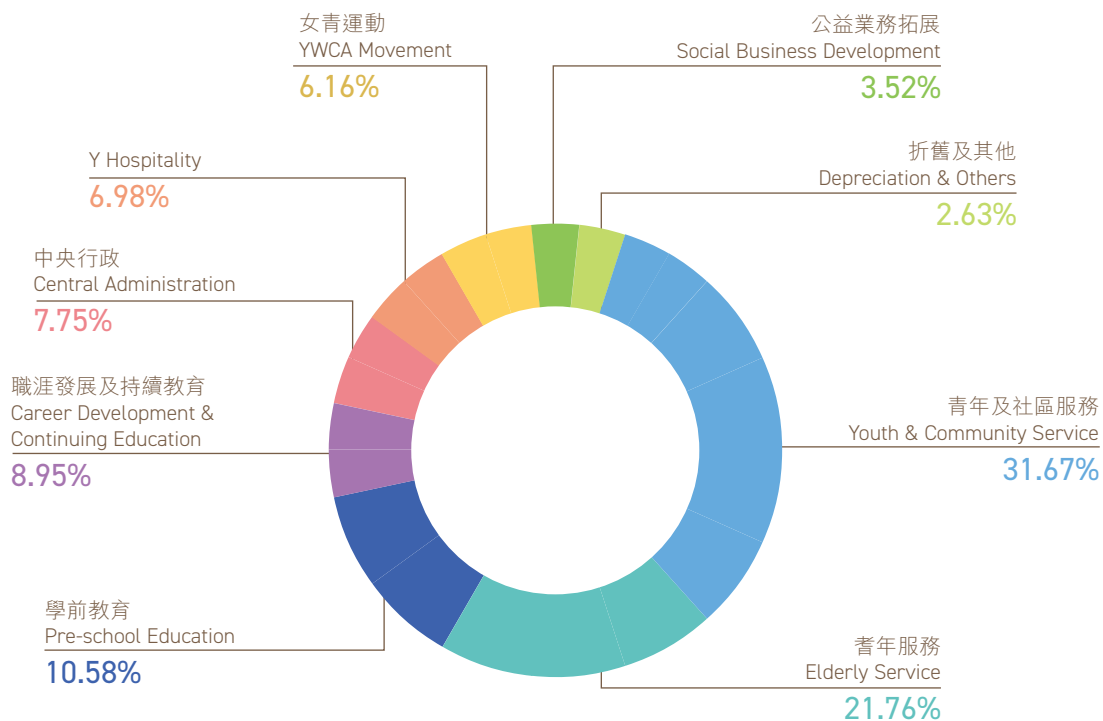
1. Regular financial information, reports and analysis were furnished to the board, committees and management for their reviews and planning;
2. Annual budget and financial goals were prepared for all services and the Association;
3. Reviewed and monitored investment strategy and returns;
4. Provided project management and financial control on the Kowloon Centre Rehabilitation Project;
5. Provided finance and accounting advice and controls to services centres to meet the requirements of the new services and projects;
6. Prepared financial budget for the 5-year Bold Steps Strategic Plan;
7. Enhanced communication and coordination between central administrative departments and service units to improve operation efficiency;
8. Implemented various cost saving initiatives and income generating measures; and
9. Recommendations were made to the board on reserves management to align with the strategic development of the Association.

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

2016 - 2017 年度機構整體收入與支出 Financial Report of the Association



總收入 Total Income : \$ 574,300,877*

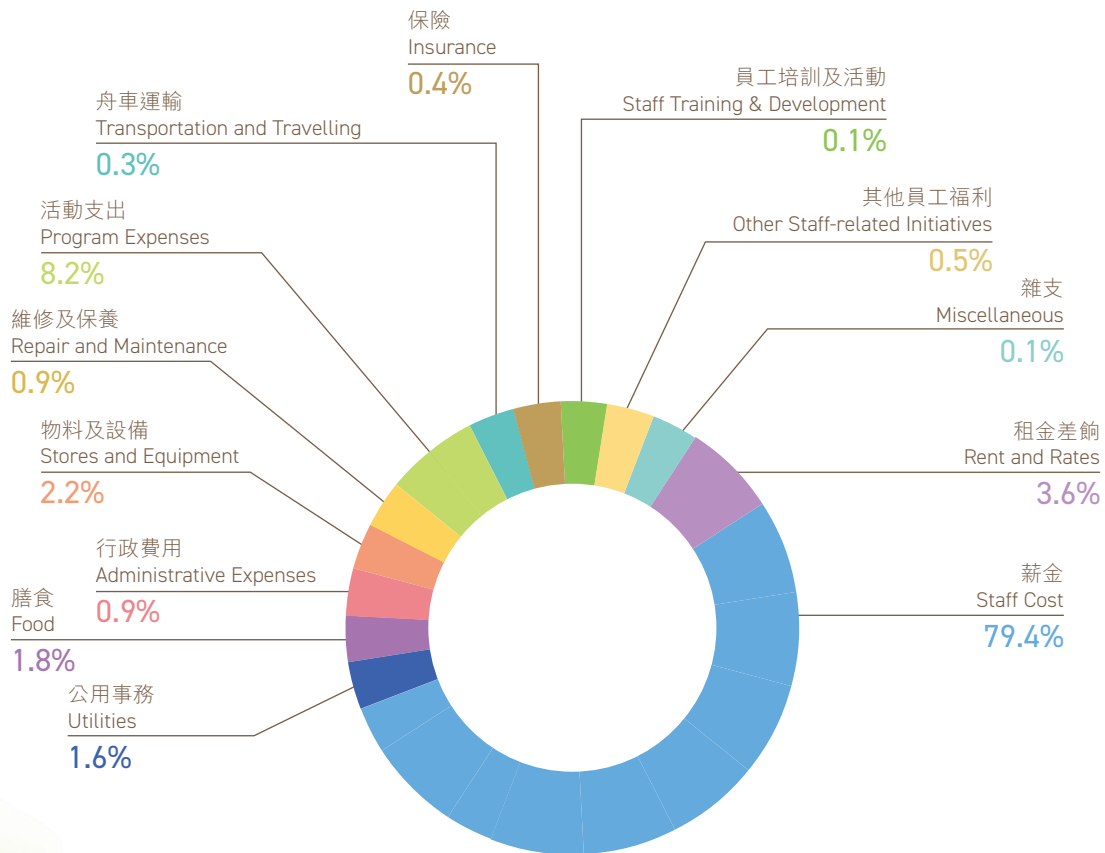


總支出 Total Expenditure : \$ 530,811,672*

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



2016-17 年度 社會福利署整筆撥款支出分佈 Breakdown of Social Welfare Department LSG Expenditures for 2016-17



總支出 Total Expenditures: \$261,019,048

Remarks:

The figures and financial information relating to the year ended 31 March 2017 as shown on page 137-138 are not the Association's statutory annual financial statements for that year. The Association has delivered those financial statements to the Registrar of Companies as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance. The Association's auditor has reported on those financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) of (3) of the Companies Ordinance.

Please refer to the link <http://www.ywca.org.hk/files/ywca/annualreport/Final%20AFR%202016-17%20cross-out.pdf> for the complete AFR.

整筆撥款儲備

截至 2017 年 3 月 31 日，本會整筆撥款儲備為六千五百四十多萬元。本會會按每年實際情況及發展策略，決定把整筆撥款儲備用於不同範疇的分配，例如：履行對員工的合約承諾、維持或加強服務和推行策略性發展，包括透過改善現有員工的聘用條件、支持員工作專業發展等，建立一支優質的員工隊伍。

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，分別為 5%、7.5%、10% 或 15%。截至 2017 年 3 月 31 日，本會累積之公積金及強積金結餘為港幣二千三百六十多萬元。

Lump Sum Grant (LSG) Reserve

At year ended 31 March 2017, the total cumulative LSG Reserve amounted to \$65.4m.

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

Provident Fund Reserve

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

At the year ended 31 March 2017, the total cumulative ORSO and MPF Reserve amounted to \$23.6m.



機構資料

Organization Information





機構資料

Organization Information

通訊索引編號 (見 144-149頁) Correspondence Index (see P.144-149)

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
- 11 女青活學中心 Centre of Learning and Life Enhancement
- 15 圓景軒餐廳 Y Garden View Lounge
- 12 Y Silver Link 安居通長者家居用品店 Y Silver Link Elderly Products Store
- 13 Y Fitness 躍動力 Y Fitness

幼兒教育 Early Childhood Education

- 54 幼兒教育部辦事處 Early Childhood Education Department Office
- 16 戴翰芬幼兒學校 Tai Hon Fan Nursery School
- 34 紹邦幼兒學校 Shiu Pong Nursery School
- 45 彩雲幼兒學校 Choi Wan Nursery School
- 46 信望幼兒學校 Faith Hope Nursery School
- 55 趙靄華幼兒學校 Chiu Oi Wah Nursery School
- 64 荃灣幼兒學校 Tsuen Wan Nursery School
- 67 長青幼兒學校 Cheung Ching Nursery School
- 72 隆亨幼兒學校 Lung Hang Nursery School
- 76 安定幼兒學校 On Ting Nursery School
- 56 宏恩幼稚園 Athena Kindergarten

青年及社區服務 Youth & 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
- 48 龍翔綜合社會服務處 Lung Cheung Integrated Social Service Centre
- 51 樂華綜合社會服務處 Lok Wah Integrated Social Service Centre
- 52 將軍澳綜合社會服務處 Tseung Kwan O Integrated Social Service Centre
- 57 深水埗綜合社會服務處 Sham Shui Po Integrated Social Service Centre
- 68 青衣綜合社會服務處 Tsing Yi Integrated Social Service Centre
- 74 沙田綜合社會服務處 Shatin Integrated Social Service Centre
- 75 沙田綜合社會服務處 (禾輦分處) Shatin Integrated Social Service Centre (Wo Che Office)
- 77 屯門綜合社會服務處 Tuen Mun Integrated Social Service Centre
- 78 屯門綜合社會服務處 (安定分處)
Tuen Mun Integrated Social Service Centre (On Ting Office)
- 79 蝴蝶灣綜合社會服務處 Butterfly Bay Integrated Social Service Centre
- 81 天水圍綜合社會服務處 Tin Shui Wai Integrated Social Service Centre
- 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
- 53 將軍澳青年外展社會工作隊 Tseng Kwan O 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
- 50 學校社會工作辦事處 School Social Work Office

通訊索引編號 (見 144-149頁) Correspondence Index (see P.144-149)

基督教及會員事工
Christian Ministry
and Membership
Affairs

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

婦女事工
Women Affairs

29 婦女事工隊 Women Affairs Department
31 又一村家庭健康促進中心 Yau Yat Chuen Family Wellness Centre
80 賽馬會天水圍家庭健康促進中心 Jockey Club Tin Shui Wai Family Wellness Centre
39 女青賽馬會家庭健康促進中心 YWCA Jockey Club Family Wellness Centre
30 臨床心理服務 Clinical Psychological Service
32 女青悅兒成長服務 Y Seeds

學校教育
School Education

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

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

38 青年就業資源中心 (旺角) Youth Employment Resource Centre (Mong Kok)
71 青年就業資源中心 (葵芳) Youth Employment Resource Centre (Kwai Fong)
82 天水圍一站式就業及培訓中心 Tin Shui Wai One-Stop Employment and Training Centre
18 生涯規劃服務隊 (香港島及離島) CLAP Service Team (HK & Outlying Islands)
41 女青賽馬會人才發展中心 YWCA Jockey Club Y Plus⁺ Talent Development Centre
62 職業發展及訓練中心 Career Development and Training Centre
47 九龍東持續教育中心 Kowloon East Continuing Education Centre
65 麗瑤社會服務處 Lai Yiu Social Service Centre
73 沙田持續教育中心 Shatin Continuing Education Centre
49 旺角持續教育中心辦事處 Mongkok Continuing Education Centre Office
63 ERB 服務中心 (九龍西) ERB Service Centre (Kowloon West)
66 Y Serenity 青心坊 Y Serenity

耆年服務
Elderly Service

23 明儒松柏社區服務中心 Ming Yue District Elderly Community Centre
83 秀群松柏社區服務中心 Ellen Li District Elderly Community Centre
20 西環松柏中心 Sai Wan Social Centre for the Elderly
70 長青松柏中心 (青葵樓) Cheung Ching Neighbourhood Elderly Centre (Ching Kwai House)
69 長青松柏中心 (長青社區中心) Cheung Ching Neighbourhood Elderly Centre
58 誌寶松柏中心 Chi Po Neighbourhood Elderly Centre
60 林護紀念松柏日間護理中心 Lam Woo Memorial Day Care Centre for the Elderly
37 九龍城綜合家居照顧服務隊 Kowloon City Integrated Home Care Services Team
61 深水埗綜合家居照顧服務隊 Sham Shui Po Integrated Home Care Services Team
25 鄭傍卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly
59 雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly
42 女青賽馬會樂齡活學中心 YWCA Jockey Club Y Evergreen Learning Centre
43 港島區及九龍西長者學苑聯網 Hong Kong Island and Kowloon West Elder Academies Cluster
40 女青賽馬會青健坊 YWCA Jockey Club Y Care Elderly Centre
24 Y Care 青健坊 (東區) 長者日間護理中心 Y Care Day Care Centre for the Elderly (Eastern District)
33 Y Care 青健坊 (又一村) 長者日間護理中心 Y Care Day Care Centre for the Elderly (Yau Yat Chuen)
84 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)
85 Y Farm 健康長者農場 Y Farm for Healthy Ageing

Y Hospitality

14 園景軒 Garden View Hong Kong
17 般咸軒 Bonham Residence Hong Kong
35 海棠軒 Begonia Residence Kowloon
44 峰景軒 Summit View Kowloon



服務單位一覽

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

港島 - 中區

Hong Kong Island - Central District

1 總辦事處

Headquarters

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

2 行政及採購部

Administration and Procurement Department

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

3 資訊系統部

Information System Department

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

4 財務部

Finance Department

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

5 人力資源部

Human Resources Department

香港麥當勞道 1 號 4 樓
4/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel : 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

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

8 內部審核部

Internal Audit Department

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

9 基督教及會員事工部

Christian Ministry and Membership Department

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

10 公益業務拓展辦事處

Social Business Development Office

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

11 女青活學中心

Centre of Learning and Life Enhancement

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

12 Y Silver Link 安居通

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

香港麥當勞道 1 號 1 樓 (通訊處)
1/F, No. 1 MacDonnell Road, Hong Kong (Correspondence Address)

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

13 Y Fitness 躍動力

Y Fitness

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

14 園景軒

Garden View Hong Kong

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

- 15 園景軒餐廳
Y Garden View Lounge
香港麥當勞道 1 號 6 樓
6/F, No. 1 MacDonnell Road,
Hong Kong
電話 Tel : 3476 1390
傳真 Fax : 3476 1320
電郵 E-mail : gvl@ywca.org.hk

- 16 戴翰芬幼兒學校
Tai Hon Fan Nursery School
香港中環皇后大道中 99 號
中環中心地下
G/F, The Centre, No. 99 Queen's
Road Central, Central, Hong Kong
電話 Tel : 2545 1177
傳真 Fax : 2789 1163
電郵 E-mail : nsthf@ywca.org.hk

港島 - 西區 Hong Kong Island - Western District

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

- 18 生涯規劃服務隊
(香港島及離島)
CLAP Service Team (HK &
Outlying Islands)
香港般咸道 38 號 C 般咸軒
一至二樓
1/F & 2/F Y.W.C.A. Bonham
Residence, 38C Bonham Road,
Hong Kong
電話 Tel : 2559 6310
傳真 Fax : 2559 6810
電郵 E-mail : clap@ywca.org.hk

- 19 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 and Southern District

- 23 明儒松柏社區服務中心
Ming Yue District Elderly
Community Centre
香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung
Estate, Sai Wan Ho
電話 Tel : 2676 7067
傳真 Fax : 2967 1626
電郵 E-mail : memy@ywca.org.hk

- 24 Y Care 青健坊 (東區) 長者日
間護理中心
Y Care Day Care Centre for the
Elderly (Eastern District)
香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung
Estate, Sai Wan Ho
電話 Tel : 2676 7067
傳真 Fax : 2967 1626
電郵 E-mail : memy@ywca.org.hk

- 25 鄭儔卿護理安老苑
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

大嶼山 Lantau Island

- 26 大澳社區工作辦事處
Tai O Community Work Office
大澳龍田邨龍田商場 1 號舖單位
Shop No.1, Commercial Centre,
Lung Tin Estate, Tai O, N.T.
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
大澳永安街 61 至 63 號地下 (中)
G/F, No. 61-63 Wing On Street, Tai O,
N.T.
電話 Tel : 2985 6310
傳真 Fax : 2985 4979
電郵 E-mail : cerc@ywca.org.hk

- 28 梁紹榮度假村
Sydney Leong Holiday Lodge
大嶼山礮石灣 10 號 A
No. 10A, San Shek Wan, Lantau
Island, N.T.
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 1601
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

Yau Yat Chuen Family Wellness
Centre

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

32 女青悅兒成長服務

Y Seeds

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 1610
傳真 Fax : 3443 1640
電郵 E-mail: yseeds@ywca.org.hk

33 Y Care 青健坊 (又一村)

長者日間護理中心

Y Care Day Care Centre for the
Elderly (Yau Yat Chuen)
九龍九龍塘又一村海棠路 66 號
2 樓 215-218 室
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel : 3443 1686

34 紹邦幼兒學校

Shiu Pong Nursery School

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

35 海棠軒

Begonia Residence Kowloon

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

36 基督教女青年會丘佐榮中學

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

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

37 九龍城綜合家居照顧服務隊

Kowloon City Integrated Home
Care Services Team

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

九龍 - 旺角及油麻地

Kowloon - Mong Kok &
Yau Ma Tei

38 青年就業資源中心 (旺角)

Youth Employment Resource
Centre (Mong Kok)

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

39 女青賽馬會家庭健康促進中心

YWCA Jockey Club Family
Wellness Centre

九龍窩打老道山文福道 5 號 1 樓
1/F, 5 Man Fuk Road, Waterloo
Road Hill, Kowloon
電話 Tel : 2700 1700
傳真 Fax : 2700 1710
電郵 E-mail: kcfwc@ywca.org.hk

40 女青賽馬會青健坊

YWCA Jockey Club Y Plus
Elderly Centre

九龍窩打老道山文福道 5 號 2 樓
2/F, 5 Man Fuk Road, Waterloo
Road Hill, Kowloon
電話 Tel : 2700 1730
傳真 Fax : 2700 1755
電郵 E-mail: ychmt@ywca.org.hk

41 女青賽馬會人才發展中心

YWCA Jockey Club Y Plus
Talent Development Centre

九龍窩打老道山文福道 5 號 3 樓
3/F, 5 Man Fuk Road, Waterloo
Road Hill, Kowloon
電話 Tel : 2700 1788
傳真 Fax : 2700 1799
電郵 E-mail: yplus@ywca.org.hk

42 女青賽馬會樂齡活學中心

YWCA Jockey Club Y Evergreen
Learning Centre

九龍窩打老道山文福道 5 號 4 樓
4/F, 5 Man Fuk Road, Waterloo
Road Hill, Kowloon
電話 Tel : 2700 1600
傳真 Fax : 2700 1610
電郵 E-mail: ecec@ywca.org.hk

43 港島區及九龍西長者學苑聯網

Hong Kong Island and Kowloon West
Elder Academies Cluster

九龍窩打老道山文福道 5 號 4 樓
4/F, 5 Man Fuk Road, Waterloo
Road Hill, Kowloon
電話 Tel : 2670 0171
傳真 Fax : 2700 1610
電郵 E-mail: ecec@ywca.org.hk

44 峰景軒

Summit View Kowloon

九龍窩打老道山文福道 5 號
No. 5 Man Fuk Road, Waterloo Road
Hill, Kowloon
電話 Tel : 2700 1688
傳真 Fax : 2700 1699
電郵 E-mail: summitview@yhk.com.hk

九龍 - 黃大仙、觀塘及將軍澳

Kowloon - Wong Tai Sin,
Kwun Tong, Tseung Kwan O

45 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

46 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

47 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

48 龍翔綜合社會服務處

Lung Cheung Integrated Social
Service Centre

九龍黃大仙中心平台 2 樓

Unit No. P1, Podium Floor, Wong Tai
Sin 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

49 旺角持續教育中心辦事處

Mongkok Continuing Education
Centre Office

九龍黃大仙中心平台 3 樓

Unit No. P2, Podium Floor, Wong Tai
Sin Shopping Centre, Lower Wong
Tai Sin (II) Estate, Kowloon

電話 Tel : 3146 3211

傳真 Fax : 3146 3388

電郵 E-mail : ceco@ywca.org.hk

50 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

51 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

52 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,

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電話 Tel : 2709 3388

傳真 Fax : 2709 3311

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53 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

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O King Road, Tiu Keng Leng, Tseung

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

54 幼兒教育部辦事處

Early Childhood Education
Department Office

九龍深水埗長沙灣道 311 號怡靖
苑閒靜閣地下 1 至 8 室

Unit 1-8, G/F., Han Ching House, Yee
Ching Court, No. 311 Cheung Sha
Wan Road, Shamshui, Kowloon

電話 Tel : 3586 0344

傳真 Fax : 2545 1197

電郵 E-mail : pedo@ywca.org.hk

55 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

56 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

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電話 Tel : 2728 1122

傳真 Fax : 2728 1214

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57 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 5 樓、6 樓

5/F & 6/F, Un Chau Street Municipal
Services Building, 59-63 Un Chau
Street, Shamshui, Kowloon

電話 Tel : 2720 4318

傳真 Fax : 2720 4201

電郵 E-mail : itssp@ywca.org.hk



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

59 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 : heww@ywca.org.hk

60 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

61 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
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Unit 314, Lai Lan House, Lai Kok Estate, Kowloon
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電郵 E-mail : hhssp@ywca.org.hk

62 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

63 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 - 荃灣、葵涌及青衣 New Territories - Tsuen Wan, Kwai Chung & Tsing Yi

64 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, Tuen Wan, N.T.
電話 Tel : 2490 9060
傳真 Fax : 2490 0144
電郵 E-mail : nstw@ywca.org.hk

65 麗瑤社會服務處
Lai Yiu Social Service Centre
新界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

66 Y Serenity 青心坊
Y Serenity
新界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 : swmc@ywca.org.hk

67 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

68 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

69 長青松柏中心 (長青社區中心)
Cheung Ching Neighbourhood Elderly Centre
新界青衣長青邨長青社區中心 102 室
Room 102, 1/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, N.T.
電話 Tel : 2433 1666
傳真 Fax : 2435 4388
電郵 E-mail : secc@ywca.org.hk

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

71 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
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新界 - 沙田 New Territories - Sha Tin

- 72 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.
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- 73 沙田持續教育中心
Shatin Continuing Education
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傳真 Fax : 3106 3407
電郵 E-mail: rsst@ywca.org.hk

- 74 沙田綜合社會服務處
Shatin Integrated Social Service
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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

- 75 沙田綜合社會服務處
(禾輦分處)
Shatin Integrated Social Service
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新界沙田禾輦邨協和樓
217-224號
Units 217-224, Hip Wo House,
Wo Che Estate, Shatin, N.T.
電話 Tel : 2698 3008
傳真 Fax : 2606 6357
電郵 E-mail: itst@ywca.org.hk

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

- 76 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

- 77 屯門綜合社會服務處
Tuen Mun Integrated Social Service
Centre
新界屯門友愛邨愛廉樓地下 103號
Unit No. 103, G/F, Oi Lim House, Yau Oi
Estate, Tuen Mun, N.T.
電話 Tel : 2451 0311
傳真 Fax : 2450 8984
電郵 E-mail: ittm@ywca.org.hk

- 78 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 : 2450 9900
電郵 E-mail: ittm2@ywca.org.hk

- 79 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

- 80 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

- 81 天水圍綜合社會服務處
Tin Shui Wai Integrated Social
Service Centre
新界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, N.T.
電話 Tel : 2447 9228
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- 82 天水圍一站式就業及培訓中心
Tin Shui Wai One-Stop Employment
and Training Centre
新界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, N.T.
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新界 - 屯門、元朗及天水圍 New Territories - Tuen Mun, Yuen Long & Tin Shui Wai

- 83 秀群松柏社區服務中心
Ellen Li District Elderly Community
Centre
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- 84 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
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- 85 Y Farm 健康長者農場
Y Farm for Healthy Ageing
新界粉嶺和鳴里 7 號粉嶺南政府綜合
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蔣惠玲女士
鄧笑笑女士
鄧惠芬女士
鄧穎梅女士
鄭安琪女士
鄭純娟女士
鄭婉兒女士
盧洛琪女士
賴菊花女士
賴頌華先生
戴伽豪先生
繆佩玲女士
謝正楓區議員
謝瑞賢女士
謝慧芬女士
鍾小翠女士
鍾海眉女士
鍾橋英女士
鍾穎茵女士
鍾錦麟區議員

鍾顯容女士
簡美蓮博士
簡健碧女士
簡菁儀女士
藍晴雲女士
顏福偉先生
魏小紅女士
羅清泉先生
羅琴女士
羅瑞平先生
羅鑫明先生
譚鈞方女士
譚領律區議員
譚慧宜女士
譚麗瑜女士
關祖慧女士
關帶和女士
關綺霖女士
關燕華女士
嚴浩恩女士
蘇美屏女士
蘇美紅女士
蘇堯鈺女士
蘇毅朗先生
蘇鑫女士

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

上水鄉事委員會
大澳賽馬會診所
公民教育委員會
少年警訊
北區醫院
平等機會委員會
打鼓嶺鄉事委員會
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
各區區議會
各區撲滅罪行委員會
沙頭角鄉事委員會
房屋署
東區尤德夫人那打素醫院
東華醫院牙科
社會福利署及各區福利辦事處
青年事務委員會
食物環境衛生署
香港屯門兒童及青少年院
香港吸煙與健康委員會
香港房屋協會
香港房屋委員會
香港金融管理局
香港科學館
香港消防處
香港管弦樂團
香港輔助警察隊 (秀茂坪警區)
香港機電工程署
香港警務處
粉嶺鄉事委員會
康樂及文化事務署
教育局
勞工及福利局
勞工處
港島西老人評估組外展醫療服務

華人永遠墳場管理委員會
廉政公署港島區辦事處
義務工作發展局
葵涌醫院老齡心理健康社區護士診所
僱員再培訓局
漁農自然護理署
瑪麗醫院老人精神科
衛生署
懲教署
商業機構 Businesses
Adecco Personnel Limited
Adler Jewellery Ltd
Adsmart Hong Kong Limited
AG「楓之寶」
AXA 安盛
BPS Global (HK) Limited
Brock Carmichael Architects
Chinney Construction Co Ltd
DEF (Hong Kong) Limited
Dove
Dragages Hong Kong
Dream Map Media Consulting Ltd
Dreamory
FSE Holdings Limited
Ginza West
HAECO Hong Kong
HOTEL ICON LIMITED
Internet Learning Resource Centre Limited
ISS Facility Services Limited
Kinder Kicks Ltd
MARY KAY
MCL JP Cinema
metro Pop
Michael's English Fun Limited
Morgan Stanley
NEO DERM (HK) Ltd
Neo Solutions
Peninsula Flower Shop Limited
Pernod Ricard Asia
Piloxing
ProCare 脊醫物理治療中心
Quality HealthCare
Quam Limited
Rob's Hair Gallery
Coffee Concepts (Hong Kong) Limited
Crabtree & Evelyn (Hong Kong) Limited
Designer Group Company Limited
Dr. Lauren Bramley & Partners
E-Banner Limited
Euro Go Go Limited
G2000 (Apparel) Limited
Godiva Chocolatier (Asia) Limited
Hong Kong Golf & Tennis Academy Management
K11 Concepts Limited
K11 Design Store Limited
Kikki K Retail (H.K.) Limited
S.U.S. PetCafe
SHE Psychology Limited
Sinomax Group Limited
Sinomax Health & Household Products Ltd
Sumptuous Delights Co Ltd
Sundream Motion Pictures Limited



Takbo Limited
Te Memento 慕茶
UNIR (HK) Management Limited
Verint Systems (Asia Pacific) Ltd.
Vtech
Wachsmuth & Krogmann (Far East) Ltd
Winforward Ltd
Wings Finance Ltd
8 度海逸酒店
九龍倉
千禧新世界香港酒店
大眾書局有限公司
小炒皇
中信國際電訊 (信息技術) 有限公司
中信國際電訊 CPC
中原地產代理有限公司
中國海外物業服務有限公司
中華電力有限公司
中僑參茸公司
天行體育公司
天祥貿易公司
天興咖啡室
太古可口可樂集團
太古地產
太古資源有限公司
太興環球發展有限公司
巴馬丹拿建築及工程師有限公司
日本命力健康食品有限公司
牛奶有限公司 - 惠康
牛津大學出版社
卡哥特科亞洲有限公司
史丹福游泳學校有限公司
正心堂中醫診所有限公司
永安百貨公司
永安旅行社
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
兆邦洋行有限公司
先施有限公司
吉野家快餐 (香港) 有限公司
旭日企業有限公司
旭日集團
百佳超級市場
利康中西藥房有限公司
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 (遠東) 有限公司
我愛 mama
李錦記國際控股有限公司
車路士足球學校 (香港) 有限公司
亞洲運動及體適能專業學院
其士國際集團有限公司
卓健醫療服務有限公司
卓嘉單線滾軸溜冰學校
協興建築有限公司
和心有限公司
宜居物業管理有限公司

屈臣氏集團
怡中航空服務有限公司
明記粉麵專家
杰甜品有限公司
東方紅藥業有限公司
東亞銀行有限公司
東華三院楊成紀念長期護老院
林志韜律師事務所
牧羊少年 · 咖啡 · 茶 · 酒館
玩具反斗城
金源 (咖啡奶茶小食)
長江生命科技集團有限公司
阿陳理髮店
信生 (科技) 有限公司
信和停車場有限公司
信和集團
信和護衛有限公司
信德中旅船務管理有限公司
冠輝警衛有限公司
南豐新村管業處
城巴有限公司
姿足坊
威智護衛有限公司
威瑞特智能監控技術 (亞太) 有限公司
恒生銀行
恒益物業管理有限公司
恒隆地產有限公司
皇冠實業有限公司
盈健醫療 (香港) 有限公司
美國通用電氣有限公司
美國通用電氣國際公司
美國雅培製藥有限公司
美國寶石研究院
胡百全律師事務所
英王麵包 (香港) 有限公司
要回家護理服務有限公司
香港上海滙豐銀行
香港中華煤氣有限公司
香港迪士尼樂園
香港海洋公園
香港航空地面服務有限公司
香港雅蘭床上用品有限公司
香港聖公會李嘉誠護理安老院
香港蜆殼有限公司
香港誠品文化有限公司
香港電燈有限公司
香港寬頻網絡有限公司
香港調酒師教育及娛樂有限公司
香港儲物室
香港賽馬會
香港鐵路有限公司
家居增值服務有限公司
根基雜誌
海生行海產食品有限公司
海欣纖體美容中心
高美怡輝 (香港) 有限公司
偉易達通訊設備有限公司
偉易達集團
啟勝管理服務有限公司

國際物業管理有限公司
國衛會計師事務所有限公司
域思科技有限公司
基督教迦勒保健中心有限公司
康和堂藥業有限公司
康泰旅行社有限公司
康健醫療及牙科服務有限公司
康業服務有限公司
康盟有限公司
捷榮咖啡有限公司
教育王國
理光 (香港) 有限公司
盛貿有限公司
第一太平戴維斯物業管理有限公司
荷里活廣場
通力技術服務有限公司
都市日報
陪月阿姨
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
凱迪海運 (香港) 有限公司
創毅物業服務顧問有限公司
堡獅龍企業有限公司
壹清潔環境服務有限公司
富士施樂文件處理亞洲有限公司
富城技術服務有限公司
富城物業管理有限公司
富城集團
富豪九龍酒店
惠保 (香港) 有限公司
惠保建築有限公司
惠康環境服務有限公司
惠達企業
愉景新城商業服務有限公司
無印良品 (香港) 有限公司
華光海運有限公司
華敦國際集團有限公司
超群麵包西餅有限公司
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
陽光房地產基金
隆堡酒店管理有限公司
黃巴士出版有限公司
黃埔花園管理有限公司
匯聚工業有限公司
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
新世界設施管理有限公司
新城保險顧問有限公司
新創建集團有限公司
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
瑞安承建有限公司
瑞安建業有限公司
瑞安建業資產管理 (香港) 有限公司
瑞安建築有限公司
義興小食甜品店

聖德肋撒醫院
運動家有限公司
頌恩護理院
嘉里控股有限公司
嘉頓有限公司
滴露公司
碧耀有限公司
維健生香港有限公司
網站《親子王國》
舞台文化集團
領先工業有限公司
領展物業有限公司
領展資產管理有限公司
領盛國際有限公司
德國寶靈家科研藥廠
德基設計工程有限公司
德善醫療集團有限公司
摩根士丹利
摩根大通
數碼港
蔡羅會計師事務所
衛克斯姆克羅門 (遠東) 有限公司
衛信企業服務有限公司
學前教育雜誌
橙天嘉禾娛樂有限公司
榮豐纖體美容中心
衛安有限公司
頤康護老院
擎天國際有限公司
鍾情咖啡有限公司
鍾聲慈善社劉梅軒安老院
豐隆保險 (亞洲) 有限公司
鯉景灣物業管理有限公司
鷹君物業管理有限公司
基金 / 計劃
Fund / Scheme
Hope of the City Foundation
Hop Yuen Charitable Foundation Ltd
The Swire Group Charitable Trust
「食德好」食物回收計劃
中西區區議會資助婦女發展計劃
公開大學「毅進計劃」
心繫心生命教育基金有限公司
佛教慈濟基金會
社區關愛長者基金
建源慈善基金
香港中文大學博群計劃
香港賽馬會慈善信託基金
書伴我行 (香港) 基金會
救世軍香港安老院舍完善人生關顧計劃
陸趙鈞鴻教育基金
匯豐社區夥伴計劃
愛心 (慕基) 慈善基金會
禁毒基金
雷利計劃 (香港)
鳳凰慈善基金會
燕雲教育基金會
糧友行動
關愛基金秘書處

鐵人暖心慈善基金會
教會及基督教團體
Churches and Christian Bodies
中國基督教播道會恩福堂
中國基督教播道會太古城堂
中華宣道會友愛堂
中華宣道會恩友堂
中華基督教會天約堂
中華基督教會雅各堂
中華基督教會鯉魚涌堂
五旬節聖潔會盧亨利紀念堂
五餅二魚網站
沙田平安福音堂
南屯門平安福音堂
城市睦福團契
宣道會大澳堂
宣道會青衣堂
宣道會基蔭堂
香港世界宣明會
香港基督教短宣教訓練中心
香港露合堂
海怡浸信會
神召會西環堂
粉嶺恩臨堂
馬頭圍基督教會
基石教會恩盛堂
基恩福音堂
基督教宣道會利東堂
基督教榮光堂
基督教銘恩粉嶺堂
彩虹喜樂福音堂
港澳信義會活石堂
順寧道平安福音堂
新生命城市教會
新生命浸信會
聖公會聖多馬堂
聖公會聖提摩太堂
聖公會靈風堂
興田浸信會
團體
Non-governmental Organizations
Dance floor
FoodLink
GoodLab
Green Monday
Hong Kong Creative Open Technology Association Limited
The Conference Board
The Green Atrium
SUNNY 義工團
九龍城浸信會長者鄰舍中心 (龍翔中心) (分處)
上海總會
大澳華商會
大澳鄉事委員會
大嶼山分區會
小母牛
中西區公益少年團
中區獅子會
中華錫安傳道會慈雲山錫安青少年綜合服務中心
仁美清叙慈善機構有限公司

仁愛堂
仁濟醫院曾榮夫人長者鄰舍中心
元朗區中學校長會
友愛邨屋邨管理諮詢委員會
天水圍社區發展網絡
手作 38C
毋忘愛
世界綠色組織
古洞村義工團
四圍講古
打鼓嶺耆樂會社
禾輦邨屋邨管理諮詢委員會
全城街馬
匡智會
好友義工隊
安徒生會大澳中心
安徒生會包威信中心
西貢區社區中心
西貢將軍澳中學校長會
西貢將軍澳婦女會
利東邨業主立案法團
吳金玉紀念長者鄰舍中心
扶康會
扶輪社
沙田青年服務團
沙田廣場業主立案法團
秀茂坪區少年警訊會長會
亞洲動物基金狗醫生
亞洲婦女協進會
協青社
協康會
周永勤議員辦事處
尚德邨屋邨管理諮詢委員會
屈臣氏集團義工隊
昂首並進互助協會
東華三院
社區發展陣線
社區藥物教育輔導會
長者安居協會
長春社
保良局
科大侍學行
美中浸信會蝴蝶灣浸信會老人中心
美差會潮浸服務聯會浸信會鳳德青少年綜合服務
香港大學學生會社會服務團
香港女童軍總會
香港小童群益會
香港中華基督教青年會
香港公教婚姻輔導會恩悅綜合家庭服務中心
香港心理衛生會
香港幼兒教育及服務聯會
香港亞洲獅子會
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
香港青少年發展聯會
香港青年協會
香港青年獎勵計劃學校執行處



香港宣教會大興長者鄰舍中心
香港宣道會白普理上水家庭中心綜合家居照顧服務
香港家庭福利會
香港射手會
香港神召會青少年精神健康服務
香港耆康老人福利會
香港國際社會服務社
香港基督教女青年會查經小組
香港基督教服務處
香港基督教信義會沙田多元化老人社區中心
香港婦女基金何郭佩珍耆康中心
香港教育專業人員協會
香港傑出婦女義工協會
香港街頭足球
香港跆拳道國藝會有限公司
香港傷健協會
香港聖公會
香港路德會社會服務處路德會青彩中心
香港遊樂場協會賽馬會竹園青少年綜合服務中心
香港道教聯合會鄧顯紀念中學家長教師會
香港精英運動員協會
香港輪椅輔助隊
香港樹仁大學社區服務團
香港職業發展服務處
香港舊照片
香港醫療專業人士協會
香港耀能協會橫頭磡幼兒中心
家計會將軍澳婦女會
恩庭長者中心
悅韻之友
浸信會愛群社會服務處
耆妙人生
耆康會懷熙荃灣長者地區中心
健明邨管理諮詢委員會
健明邨管業處
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
基督教香港崇真會福禧頤樂天地
基督教家庭服務中心
基督教聯合那打素社康服務
基督教靈智服務處(安定中心及宿舍)
基督教靈責協會
將軍澳南小社區協作網絡
將軍澳街坊聯會
將軍澳攝影會
彩明苑業主立案法團
彩明苑管理諮詢委員會
惜食堂
救世軍
現具樂園
都會職業主立案法團
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
博愛醫院慧妍雅集新 Teen 地
善明邨管業處
尊賢會
循理會德田耆樂會所
景林邨業主立案法團

智樂 Play Right
跑 Tee 共享
開心口琴隊
開心樂隊
匯豐仁愛堂「仁間有愛」社區支援中心
慈雲山博愛醫院陳馮曼玲護理安老院
新生精神康復會
新界屯門育智中心
新創建愛心聯盟
獅子會自然教育中心
瑞安海歐社
聖公會麥理浩夫人中心
聖伯多祿天主教小學家長教師會
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
路向四肢傷殘人士協會中心
路德會友安長者中心
路德會包美達社區中心家庭支援網絡隊
路德會石硤尾失明者中心
路德會利東展能中心 / 宿舍
路德會賽馬會雍盛綜合服務中心
頌恩之友
鳳溪公立學校鳳溪長者鄰舍中心
綠在沙田
綠色動物協會
綠領行動
維景灣畔業主委員會
翠屏(北)邨業主立案法團
銅鑼灣獅子會
蓬瀛仙館祥華長者鄰舍中心
鄰舍輔導會
膳心連
勵志會陳融晚晴中心
禮賢會彩雲綜合青少年服務中心
離島區青少年發展協會
離島區健康城市工作小組
離島婦聯
鬆一鬆義工小組
關啟明鄰舍中心
麗安邨屋邨管理諮詢委員會
麗閣邨屋邨管理諮詢委員會
蘇文郁攝影同學會
學校及教育團體
Schools & Educational Bodies
九龍工業學校
九龍城浸信會禧年(恩平)小學
九龍真光中學
十八鄉鄉事委員會公益社中學
上水官立中學
上水馬錦燦小學
才俊學校
中華基督教會大澳小學
中華基督教會全完第一小學
中華基督教會基全小學
中華基督教會基協中學
中華基督教會基智中學
中華基督教會基華小學
中聖書院
五旬節聖潔會永光書院
五邑鄧振猷學校

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
元朗天主教中學
元朗官立小學
天水圍香島中學
天水圍循道衛理中學
天主教郭得勝中學
天主教善導小學
天主教聖華學校
天主教總堂區學校
太古小學
孔教學院大成小學
王肇枝中學
可立中學(舊校園主辦)
禾峯信義學校
伊利沙伯中學舊生會中學
伊斯蘭學校
匡智張玉瓊晨輝學校
合一堂學校
地利亞修女紀念學校(吉利徑)
安柱中學
佛教普心學校
佛教筏可紀念中學
佛教葉紀南紀念中學
佛教慧因法師紀念中學
庇利羅士女子中學
李陞小學
沙田官立小學
沙田官立中學
沙田崇真中學
沙田循道衛理中學
沙田學院
沙田蘇浙公學
協青社嘻哈學校
拉斐爾美術學院
明愛屯門馬登基金中學
明愛香港崇德社幼兒學校
明愛徐誠斌學院
明愛樂義學校
東華三院甲寅年總理中學
東華三院周演森小學
東華三院黃笏南中學
東華三院鄧肇堅小學
東灣莫羅端華學校
長洲官立中學
青松侯寶垣小學
青松侯寶垣中學
保良局香港道教聯合會圓玄小學
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
保護兒童會蝴蝶邨幼兒學校

信義會心誠中學
南亞路德會沐恩中學
宣道會陳素華紀念中學
宣道會雷群樂幼稚園
持續醫療教育中心
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
迦密中學
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
香海蓮社兆禧苑幼稚園
香港大學
香港大學秀圃老年研究中心
香港中文大學
香港中國婦女會中學
香港公開大學
香港仔浸信會呂明才書院
香港四邑商工總會黃棣珊紀念中學
香港李寶椿聯合世界書院
香港知專設計學院
香港城市大學
香港科技大學
香港海洋公園海洋學院
香港浸信會醫院專業教育學院
香港浸會大學
香港培道中學
香港專業教育學院
香港專業教育學院 (沙田)
香港專業教育學院 (葵涌)
香港教育大學
香港教育工作者聯會黃楚標中學
香港教師會李興貴中學
香港理工大學
香港理工大學香港專上學院
香港港青基信書院
香港華人基督教聯合真道書院
香港路德會增城兆霖學校
香港道教聯合會圓玄學院第三中學
香港道教聯合會鄧顯紀念中學
香港潮商學校
香港嶺南大學文化研究系
旅港開平商會學校
浸信會呂明才中學
紡織學會美國商會胡漢輝中學
般咸道官立小學
荃灣官立中學
馬鞍山崇真中學
高雷中學

啟思幼稚園幼兒園 (藍田)
培基小學
基督教宣道會大澳幼稚園
基督教宣道會利東幼兒學校
基督教香港信義會深信學校
基督教崇真中學
將軍澳香島中學
將軍澳循道衛理小學
張沛松紀念中學
張祝珊英文書院
救世軍卜維廉中學
救世軍林拔中紀念學校
深水埗官立小學
深水埗街坊福利會小學
郭怡雅神父紀念小學
郭怡雅神父紀念學校
博愛醫院歷屆總理聯誼會鄭任安夫人千禧小學
博愛醫院歷屆總理聯誼會鄭任安夫人學校
循道衛理中心五旬節于良發小學
循道衛理聯合教會李惠利中學
惠僑英文中學
港澳信義會小學
港澳信義會明道小學
港澳信義會慕德中學
童學童樂教育中心
順德聯誼總會何日東小學
順德聯誼總會李金小學
黃大仙天主教小學
黃大仙官立小學
匯知中學
匯基書院
舊色園主辦可銘學校
慈雲山天主教小學
新九龍婦女會樂華幼兒園
新生命教育協會平安福音中學
聖士提反女子中學
聖士提反女子中學附屬小學
聖士提反堂中學
聖公會呂明才紀念小學
聖公會奉基小學
聖公會林護紀念中學
聖公會油塘基顯小學
聖公會牧愛小學
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
聖公會聖安德烈小學
聖公會聖彼得小學
聖公會聖紀文小學
聖公會聖馬太小學

聖公會蔡功譜中學
聖公會鄧肇堅中學
聖文德書院
聖母無玷聖心幼稚園
聖母無玷聖心書院
聖芳濟各書院
聖保羅書院
聖保羅書院小學
聖若瑟書院
聖若翰天主教小學
聖馬可中學
聖嘉勒小學
聖瑪加利男女英文中小學
聖羅撒書院
聖類斯中學
裘錦秋中學
裘錦秋中學 (屯門)
裘錦秋中學 (葵涌)
路德會利東幼兒園
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
嘉諾撒書院
廖寶珊紀念書院
福建中學
廠商會蔡章閣中學
德貞女子中學
慕光英文書院
樂善堂梁植偉紀念中學
樂善堂梁蕙芳紀念學校
樂善堂梁銑琚中學
樂善堂梁銑琚書院
樂善堂梁銑琚學校
鴨脷洲街坊學校
優才 (楊殷有娣) 書院
賽馬會毅智書院
賽馬會體藝中學
鮮魚行學校
寶血幼稚園
鐘聲學校
國內機構
Mainland Organizations
成都基督教女青年會
東莞市大眾社會工作服務中心
東莞市外事僑務局
東莞市普惠社會工作服務中心
南京基督教女青年會
清遠市連南瑤族自治縣教育局
連南瑤族自治縣三排小學
雲南青少年發展中心
廣州醫科大學
燕云學與教資源中心

由於篇幅所限，恕未能盡錄所有善長芳名。本會謹此向曾協助本會各項事工及服務之義工，深表謝意；並感謝各傳媒機構協力推廣本會服務。
Due to limited space, we regret not being able to include the names of all individuals, donors and supporters. The Association would also like to wholeheartedly thank all the volunteers who have assisted in our programs and services and to express our gratitude to all the media for promoting our services.



誠邀您的支持，推展女青服務！

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：Other (Please specify): _____

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

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

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



郵票
STAMP

寄香港麥當勞道一號
香港基督教女青年會

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

Hong Kong Young Women's Christian Association
No.1, MacDonnell Road, Hong Kong

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.





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

總會所 Headquarters

香港中環麥當勞道1號 No.1, MacDonnell Road, Central, H.K.

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