

生命的栽培  
Enhancement of Life



年報  
Annual Report 2017-2018

## 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

## Content

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	主要數據 Key Figures
24	機構管治與管理 Corporate Governance and Management
26	遠象、核心價值、使命 Vision, Values, Mission
28	機構組織圖 Organization Chart
30	贊助人、名譽會長、名譽董事及董事 Patron, Honorary Presidents, Honorary Directors and Board of Directors
32	2017 - 2018 年度義務顧問及委員會委員 2017 - 2018 Honorary Advisers and Committee Members
34	2017 - 2018 年度管理層員工 2017 - 2018 Management Staff
36	策略發展方向 Strategic Development Direction
54	服務拓展 Service Development
66	我們的成就 Our Remarkable Achievement



76	服務簡報 Service Report in Brief	124	中央行政 Central Administration
78	基督教事工 Christian Ministry	138	機構資料 Organization Information
82	會員事工 Membership Affairs	142	服務單位一覽 Directory of Hong Kong Y.W.C.A. Services Units
85	婦女及家庭事工 Women and Family Affairs	148	鳴謝 Acknowledgements
90	幼兒教育 Early Childhood Education	152	會歌 & 回應表 YWCA Hymn & Feedback Form
94	中學教育 School Education		
98	青年及社區服務 Youth and Community Service		
103	職涯發展及持續教育 Career Development and Continuing Education		
107	耆年服務 Elderly Service		
113	Y Hospitality		
116	公益業務拓展 Social Business Development		
119	女青活學中心 Centre of Learning and Life Enhancement		
121	傳訊及資源拓展 Communication and Resources Development		



# 會長的話

## President's Message

胡秀霞 太平紳士  
Mrs. Patricia Ling, MH, JP

本會自一九二零年創立，一直秉承基督的關愛精神，積極體察和回應社會需要，發展各項適切和具前瞻性的服務，致力成為滿足社會不同需要的服務先驅。

Founded in 1920, Hong Kong YWCA has adhered to the Christian spirit of love and compassion, and endeavored to become the social service pioneer by developing various tailored and forward-looking services to address the ever-changing social needs.

## 九龍會所復修竣工 嶄新一站式服務匯點

感謝上帝的帶領和守護，本會各項事工於本年度取得良好的發展，而歷時多年的九龍會所復修工程終於順利完成，各樓層陸續展開新服務，全面支援人生階段的各種需要，同行守望人生旅途的高低起伏。復修工程得以順利完成，固然是上帝的恩典，但亦有賴會內及會外各界人士的努力，賽馬會慈善信託基金的捐獻，以及多個相關政府部門的政策支持，大家的群策群力成就了本會致力為社區提供優質服務的決心，本人謹在此衷心感謝。

## 提升機構管治能力

作為對社會有承擔，致力實踐機構願景的社會服務機構，本會積極提升機構的管治能力，除鼓勵董事參與機構管治、研討會及海外探訪交流，亦廣泛羅致和培育合適而具國際視野的年青專業人才加入各個委員會，充分發揮其專業知識和才能，栽培婦女領袖人才，實踐跨代同心領導，帶領機構迎接未來挑戰。

## Completion of the Kowloon Centre Rehabilitation

With God's guidance and blessings, we succeeded to attain remarkable achievements in various service developments in the past year. Above all, the Kowloon Centre rehabilitation project which had spanned several years was eventually completed and commenced service. The building offers a range of newly developed services to fully support our users at different stages of life. While it is God's grace which makes the project a success, I am also grateful for the valuable contribution of everyone in the Association, people from different sectors, generous donation from the Jockey Club Charities Trust as well as the policy support from government departments. Our concerted efforts have realized our determination to provide quality service to the community and I would like to extend my sincere gratitude to all of them.

## Enhancing Corporate Governance

As a social service organization committed to serving the community and fulfilling its mission, we spare no effort to enhance the corporate governance of the Association. Besides advocating the participation of board members in corporate governance, conferences and overseas visits, young talents with suitable expertise and an international perspective are identified and invited to join different committees of the Association for bringing their professional knowledge and abilities to full play. By nurturing young women leaders, intergenerational leadership is strengthened for the Association to face up to future challenges.

## 同心邁向百載 承傳創會使命

本會的創立源於基督的愛和對人的關懷，四位具使命感的基督徒婦女以行動見證和實踐基督精神，成立香港基督教女青年會，肩負改善婦女以至貧苦大眾福祉的責任。轉眼間，本會已發展為多元化的社會服務機構，從婦女工作、幼兒和家庭健康、青年發展、教育培訓、耆年服務以至社會企業，服務單位遍佈全港。

邁向二零二零年，本會將迎接成立一百周年，機構上下已積極展開會慶籌備工作，並以「女青—我的家」為主題，傳達愛與關懷、培育守護和團結同心的意義，與本會的核心價值和基督精神呼應。由董事及各部門同工組成的工作小組已為各項慶祝活動，包括青年論壇、國際研討會、感恩崇拜及會慶晚宴等構思主題和內容，亦計劃出版百周年紀念特刊及服務發展史專題特刊，期望透過各項活動，與本會的友好夥伴及世界各地女青交流和聯繫，一同慶祝這重要里程碑，見證主恩，並藉著回顧機構百年的歷史發展與香港社會環境變遷，突顯本會婦女工作及社會服務的成果及意義，加強女青作為具前瞻性的基督教婦女機構之形象。未來，本會將繼續承傳「生命的栽培」的服務宗旨，竭誠為市民服務，一同建設和諧共融的社會。

## 卸任在即 感謝主恩

回顧九年前蒙神的召命，擔當了會長一職，面對着這艱巨的任命，我認為這是我人生中極大的挑戰。想不到這竟然是神賜給我莫大的祝福。神使我經歷到祂的愛和大能。

## Passing on the Founding Mission

The founding of HKYWCA was rooted in Christ's teaching of love and compassion. Four visionary and devoted Christian ladies witnessed and fulfilled the Christian spirit by establishing HKYWCA and taking up the responsibility of improving the wellbeing of women and the underprivileged. Very soon, our Association evolved into a social service organization offering diversified services ranging from women's affairs, child and family wellness, youth development, education and training, elderly service to social business, with service units located all over Hong Kong.

The year 2020 marks the centenary of the Association. Working groups formed by board members and staff from different departments have been actively preparing for a range of celebrative activities including the youth forum, international conference, thanksgiving worship and anniversary dinner, on the theme of "HKYWCA – My Home" to convey the meaning of love and care, nurturance and protection, unity and fellowship, which correspond to our core values and Christian spirit. A commemorative brochure and special issue featuring the Association's service development will also be published. The celebration will not only enable us to communicate and connect with our friends and partners as well as the YWCAs from different countries. The image of YWCA as a pioneering women's organization is also reinforced by highlighting the significance of its women's issues advocacy and social services over the past 100 years. Looking forward, we shall continue to uphold our purpose of "Enhancement of Life" to serve the community, and create a cohesive and inclusive society.

## Past Journey with HKYWCA

In retrospect, with God's calling, I was elected President of the Association nine years ago. At that time, I considered the appointment to be an enormous challenge in my life, but to my surprise, it turned out to be a blessing in which I experienced the love and power of Christ.



擔任會長後的首要任務就是尋根；適逢當時我們正在籌備慶祝女青的九十周年研討會及會慶，我認識到女青創會是由先賢祈禱開始，她們認定耶穌基督關愛精神為女青的基石。亦因為無論在什麼環境先賢都堅守主道，雖然女青歷經戰亂及各種衝擊，仍然屹立得穩，並無間斷秉持使命，繼續作鹽作光，維護婦女權益，作倡議改革先鋒，為弱勢社群發展服務。先賢敬畏神的榜樣啟發和激勵了我。在過去的日子，是我信仰的考驗，但是我學會了凡事交託，以禱告祈求神的旨意和幫助，並定睛在神身上，緊緊跟隨着祂的引領，使我坦然無懼面對困難。

我也領悟到領導乃是謙卑的事奉，正如耶穌教導我們「非以役人、乃役於人」。所以要效法耶穌僕人領袖的典範，以謙卑的心，事奉神及服事人。而且我體會到領導也是集體的領導，不是單單靠個人的能力，而是靠大家的力量，以團隊合作精神，同心向同一個目標努力。女青的團隊不比尋常，因為我們核心價值觀就是關愛精神，與家庭很相似，大家互助互愛，互相配搭及扶持。

很感恩，神賜給我們一群愛護女青的優秀同工，以及熱心事奉的義工。他們攜手努力合作，群策群力，同心合一，發展會務，與時並進，回應社會需要，開拓不少創新適切服務，惠澤社群。女青之所以成功地持續發展至今，實在有賴大家同心仰望神的帶領及倚靠。

感謝神的眷佑和同在，希望往後的日子，大家能夠上下一心，繼續「行公義，好憐憫，存謙卑的心，與你的神同行」（彌迦書 6:8）願女青所做的一切都能榮耀天父上帝，承傳使命。

The first thing I did after taking office was searching for the origin of the Association. My search coincided with the preparation for the 90th anniversary celebration conference and events, I realized that the establishment of the Association began with the prayers of our predecessors. With their firm belief in the compassionate spirit of Christ as the foundation of HKYWCA, the Association survived the wars, overcame the adversities and continues to uphold the mission to safeguard women's rights, advocate for change and serve the underprivileged. The reverence for God shown by our founders inspires and encourages me. The past had been a test on my faith. Still, I have learnt to lay down my burdens to God. I pray and seek for His will and support. By fixing my eyes on Him and closely following His lead, I have the courage to face up to challenges without fear.

I understand that leadership is to serve with humility. As Christ teaches us "not to be served but to serve", we follow the model of servant leader demonstrated by God and humbly serve Him, as well as people. I have also learnt that leadership does not solely count on personal ability. It depends on the collective strength of all of us who jointly strive toward a common goal as a team, driven by our team spirit. The team of HKYWCA is extraordinary in that we base our core value on compassion, which bonds us together for support and cooperation just like family members.

We are deeply blessed with a team of outstanding staff who love the Association and devoted volunteers who are willing to serve. Through their collaboration and unity in advancing the development of HKYWCA, the Association keeps abreast with times and has launched numerous innovative services which timely respond to the social needs and benefit the community. It is our faith in God's guidance and support which enables the Association to continuously flourish.

With God's blessings and presence, I sincerely hope that in the days ahead, all of us will unite as one "to act justly, and to love mercy, and to walk humbly with your God." (Micah 6:8), and everything that we do shall glorify our Lord and continue on our mission.



# 總幹事報告

## Chief Executive's Report

楊建霞女士  
Ms. Yvonne Yeung

本會自創立以來，一直秉承基督精神關懷社群，站在社會最前線，因時制宜推展新服務，並制訂策略行動方案，推動機構能力建設，強化裝備面對未來挑戰。

Hong Kong YWCA has been committed to serving the communities in the Christian spirit and launching pioneering services to aptly respond to social changes. The "Bold Steps" Strategic Plan was formulated to enhance organizational capacity building to deal with future challenges.

## 推動機構策略發展 致力實踐使命

實踐機構使命，適切地回應社會需要，為未來訂立清晰的發展目標是非常重要的。本會推動2016-2020年的第二個「策略發展行動方案」，以「機構管治及承傳」、「女青運動」、「居家安老」、「支援弱勢及基層家庭」、「青年充權及發展機會」及「機構能力建設及可持續發展」為目標，全方位提升機構能力建設及促進社會效益。

### 女青運動

「女青運動」一直為本會服務的核心，為加強推動基督教、婦女及會員三項女青運動元素，本會除繼續落實「女青運動指引」外，亦進一步豐富「女青・薈」及同工迎新會之內容，以互動和多樣化形式展現女青運動元素。同時，本年度繼續透過各項事工，包括「凝・燃・愛」計劃、「簡單・義」義工服務、「香港傑出婦女義工選舉」及「香港女聲 Glocal Y」年青女性領袖培育計劃等，全力推展女青運動。

### 居家安老

為應對人口高齡化衍生的需要，本會致力推動以社區為本的居家安老服務，建設長者友善社區，並積極建構「居家安老服務平台」，促進跨界別合作，增強協同效應，例如「智友醫社同行計劃」以「醫社合作」模式於社區為患有認知障礙症的長者及其照顧者提供訓練和支援，也善用樂齡科技，提升長者生活質素，包括推行「e健康電子健康管理計劃」及「璀璨D30」健康知識網上平台，鼓勵長者建立健康生活模式；開發「AngeLINK愛・聯繫」流動應用程式，藉協助長者製作人生紀念冊，拉近與家人關係；並參與「樂齡科技博覽暨高峰會」，展示創新科技於長者服務的應用。

## Facilitating the Strategic Development

To drive an organization to realize its mission and timely address the social needs, formulating clear goals for its future development is of significant importance. This year, the Association implemented its second "Bold Steps" Strategic Plan in 2016-2020 where the following goals were set up, including corporate governance and board succession, YWCA Movement, ageing in place, supporting disadvantaged and grassroots families, youth empowerment and development opportunities, and organizational capacity building and sustainability, in order to fully enhance the social impact and organizational capacity building of the Association.

### YWCA Movement

YWCA Movement is always regarded as the core of our services. To advance its three components, namely the Christianity Movement, Women Movement and Membership Movement, in addition to the implementation of "YWCA Movement Guideline", we enriched the content of "YWCA · Hub" and staff orientation program to manifest the YWCA Movement in an interactive and diversified manner. Besides, major initiatives including "Condensation · Light · Love" evangelistic communal service project, "Simple · Just" volunteering scheme, "Hong Kong Outstanding Women Volunteer Election" and "Glocal Y" have been launched to promote the YWCA Movement in full scale.

### Ageing in Place

In response to the emerging needs derived from an ageing population, the Association endeavors to promote community-based elderly services and build an age-friendly community to achieve ageing in place. The "Aging in Place Service Platform" has been developed to enhance cross-sector collaboration and achieve greater synergy. For example, the "Dementia Community Support Scheme" adopts a medical-social collaboration model to provide training and support to the seniors diagnosed with dementia and their caregivers. The Association also actively promotes the use of gerontechnology in enhancing the living quality of the seniors. Online e-health platforms such as "Community eHealth Care Project" and "Path to Vitality & Vibrancy (PathVV)" were introduced to encourage the elderly people to establish a healthy lifestyle. AngeLINK mobile app has been launched to assist them in producing their life journals and fostering closer ties with their families. The Association also participated in the Gerontech and Innovation Expo cum Summit in Hong Kong to exhibit the application of innovative technology in elderly service.

## 支援弱勢及基層家庭

本會一直倡議以「家庭為本」的理念為幼兒提供多元服務，本年度本會之到校學前復康服務「悅兒成長服務」順利完成首階段，並正式成為受政府資助的恆常性服務，讓更多有特殊學習需要兒童及其家庭得到跨專業之到校及地區支援。「周大福『逆』風高飛」計劃之「家・同行」服務經驗分享會，透過家長和義工分享及家居生活情景實務指導體驗工作坊等，分享計劃成效和實務介入經驗，集結同路人力量。本會亦獲「創科生活基金」撥款研發「HOPE 中文詞類及句子遊戲」流動應用程式，協助有讀寫障礙兒童學習中文。

## 青年充權及發展機會

在青年發展和充權方面，本會繼續推動企業合作計劃，建立僱主與青年的連結平台，並先後獲 Barclays 與 Microsoft HK 邀請，開展為期一年計劃，為青年人提供職前軟性技巧及資訊科技訓練。與九龍倉「學校起動」計劃合作之「『職』出前路 我做得！」生涯規劃日在政府、商界及社區協作下，成功透過各種職場體驗協助青年人規劃未來發展。本會亦持續營運兩所「青年就業起點」及主辦「Say Yes To Work 生涯規劃探索暨暑期工招聘博覽」，提供擇業輔導及增值培訓，促進就業。

## Supporting Disadvantaged and Grassroots Families

The Association advocates providing young children with multi-dimensional services based on the "family-based" concept. "Y Seeds", our on-site pre-school rehabilitation service has successfully completed its first phase this year and becomes part of our regular services subsidized by the government. More children with special educational needs and their families will thereby receive inter-disciplinary on-site support in school and community. "Walk Along with Families" seminar was also organized to share the positive impact of "Y-Flight" project and the intervention experiences, including sharing of parents and volunteers, and experiential workshops of home-based training. Besides, funded by the Innovation and Technology Fund for Better Living, the mobile app "HOPE Chinese Words & Sentences Game" has been developed to facilitate the Chinese learning of children with dyslexia.

## Youth Empowerment and Development Opportunities

The Association continues to promote the corporate partnership and create platform to connect employers and the youth. With the invitations by Barclays and Microsoft HK, we have launched the one-year programs which offered pre-employment training on soft skills and information technology. We also cooperated with the Wharf's "Project WeCan" to organize the "Shape Our Future: WeCan! Career Exploration Day", which came to a success with the collaboration of the government, corporates and community. The future planning of the youth was facilitated through various job tasting programs. Besides, by operating two "Youth Employment Start (Y.E.S.)" centers and hosting the "Say YES To Work Youth Employment cum Summer Job Recruitment Expo", youth employment is enhanced through career counseling and training.



## 機構能力建設及可持續發展

本會一直致力培育同工才能，推動長遠人才發展和規劃。年度內除舉辦培訓、講座及安排員工參加海外考察，以了解各地社會服務發展外，亦推行了勝任能力評估計劃，以發掘其發展潛能，協助他們訂立長遠發展目標；並進行女青人才培育計劃，為未來規劃及承傳作好準備。在資訊科技應用方面，本會開發的「顧客服務系統」於本年度正式啟用，提升服務單位處理日常工作的效能、服務計劃及管理，並加強與各持份者的緊密關係。此外，本會透過與 JP Morgan Chase Service Corps 的合作計劃，由 JP Morgan 管理層協助本會中央行政部門以及 Y Hospitality 制訂一套總部之營運持續計劃及災難復原計劃，以提升本會面對嚴重事故時之整體應變及復原能力，加強對服務的風險管理。

## Organizational Capacity Building and Sustainability

The Association makes every effort to enhance the long-term talent development and planning. Besides training and seminars, staff participated in overseas visits to understand the social service development in different regions. "Leadership Competence Assessment" was conducted to explore the potential of staff and facilitate them in setting long-term objectives for future advancement. "YWCA Mentorship Program" was also introduced to prepare the Association for its future planning and succession. For the application of information technology, the "Customer Relationship Management (CRM) System" which was officially launched in the Association this year remarkably enhances the efficiency of handling centre operation, service planning and management, and forges closer relationship with our stakeholders. Besides, the Association participated in the "JPMorgan Chase Service Corps Program", in which management staff from JPMorgan Chase developed the business continuity plan and disaster recovery plan for the our central administrative and Y Hospitality departments, with the aim of reinforcing our abilities on crisis management and disaster recovery, so as to increase standard on risk management.

本年度本會工作不乏挑戰，過程中能跨越各種困難，實有賴各方並肩同行，特別感謝董事、委員及同工投入寶貴的專業知識、努力、熱情和智慧。期盼未來本會能堅守使命，在各項事工彰顯基督精神，並敏銳覺察社會的轉變，凝聚各界力量，靈活適切地回應時代需求。

Amid various obstacles and difficulties, it was everyone who had walked along with the Association enabled us to overcome the challenges facing us. I am especially grateful for the board, committee and staff members who have devoted their valuable professional knowledge, effort, passion and wisdom. Looking forward, I sincerely hope that the Association will continue to embody the Christian spirit in its various services by firmly upholding its mission, and unite with different sectors to flexibly respond to the demand of society with a keen sense of its changes and development.



Key Figures of the Year

# 年度 主要數據



# 年度主要數據

## Key Figures of the Year

### A. 機構管治 Corporate Governance

#### 1. 董事會多元化組合 Diversity in the Composition of the Board

按界別分類  
By Sector

商界  
Business

 3 12%

社福界  
Social Welfare

 3 12%

醫學界 / 衛生服務界  
Medical / Health Services

 1 4%

資訊科技界  
Information Technology

 1 4%

法律界  
Legal

 2 8%

建築 / 測量界  
Construction / Surveying

 2 8%

教育界  
Education

 3 12%

金融界  
Finance

 4 16%

其它  
Other

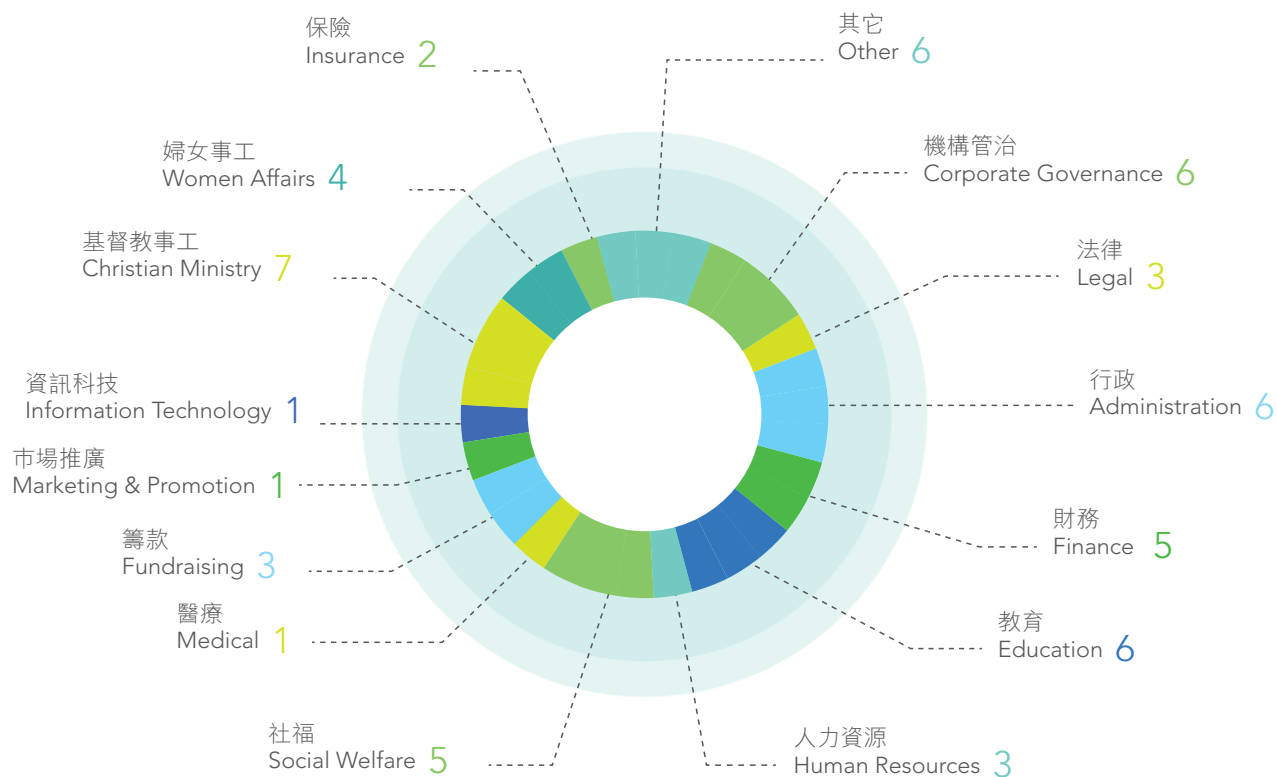
 6 24%

總共  
Total

25



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



## 3. 董事會自我評估 Self-Assessment by Board of Directors

回應董事會自我評估

Response Rate of the Board of Directors' Self-Assessment



#### 4. 董事服務年資 Length of Service of the Board

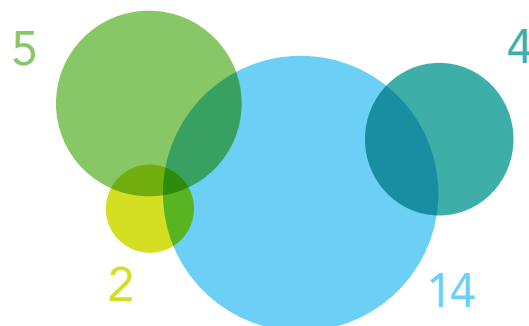
服務年期  
Years of Service

少於 5 年  
Less than 5 Years

5-10 年  
5-10 Years

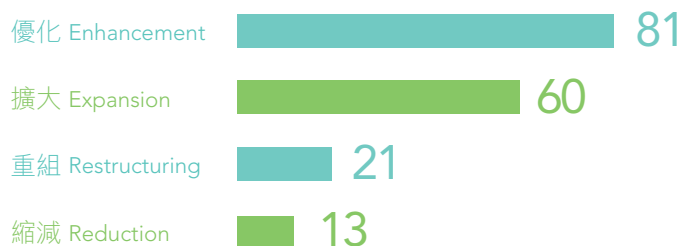
11-15 年  
11-15 Years

多於 15 年  
More than 15 Years



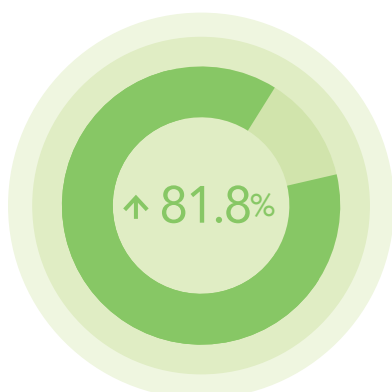
#### B. 服務效益評估 Service Impact Assessment

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

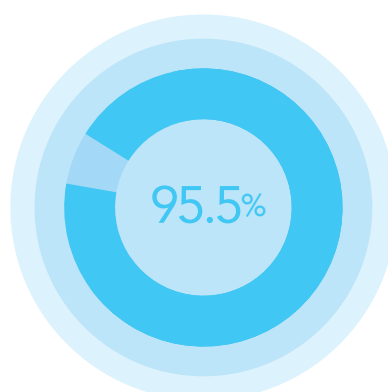


##### 2. 2018 年行動方案服務項目之服務效益 Service Impact of 2018 Action Plans

總平均分數比對 2017 年的增加百分比  
Comparing to 2017 figure

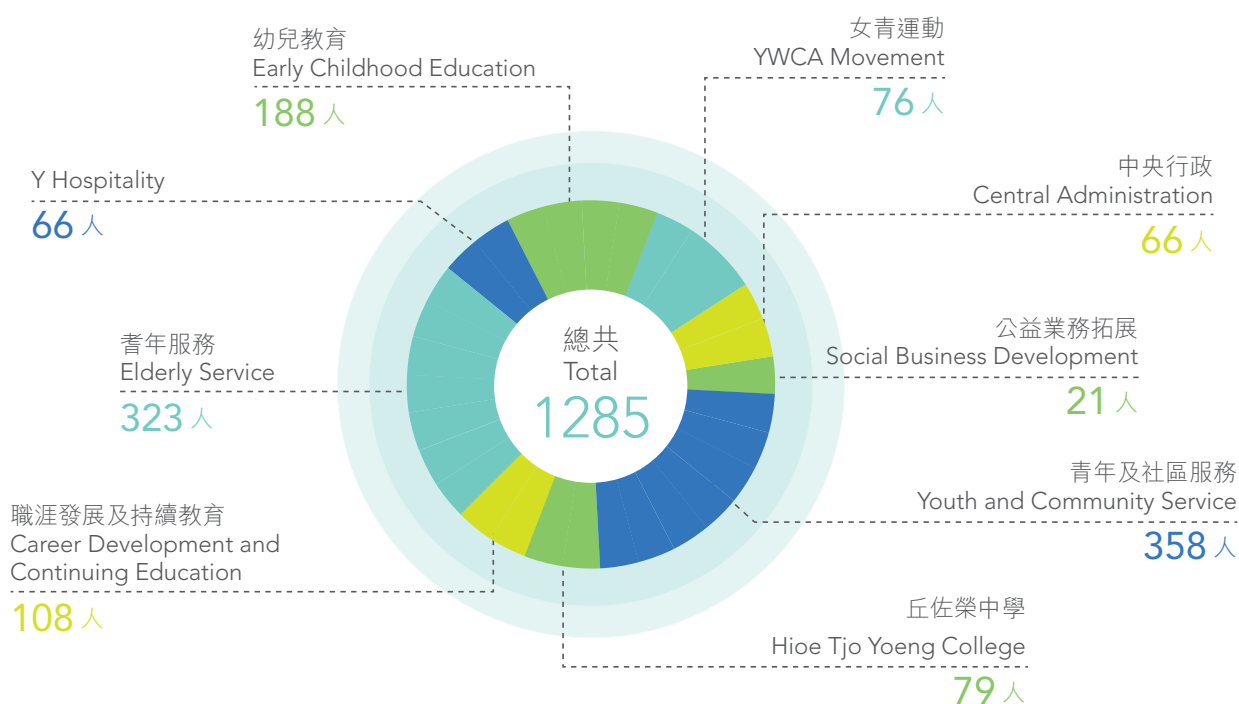


##### 3. 服務效益評估項目之服務參加者滿意度 Selected Service User's Satisfaction



## C. 人力資源 Human Resources

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



獲安排 / 資助參加培訓員工：  
Staff training being arranged /  
subsidized Total attendance:

約 **1,118**  
人次 / attendance approximately

培訓時數：  
Number of training hours:

**10,398.85**  
小時 / hours

培訓支出：  
Training Expenses:

超過 **110 萬**  
over \$1.1 million

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

功能 / 部門 Function / Department	同工人數 Number of Staff
社會工作 Social Work	329
<b>專職醫療 Allied Health</b> (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、資深護師、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、復康助理、保健員助理、照顧員) (Clinical Psychologist, Educational Psychologist, Physiotherapist, Occupational Therapist, Speech Therapist, Nursing Officer, Registered Nurse, Enrolled Nurse, Health Worker, Physiotherapy Technical Assistant, Occupational Therapy Assistant, Rehabilitation Assistant, Health Worker Assistant, Care Worker)	156
<b>教育 Education</b> (總校長、行政主任(教育)、校長、副校長、主任、教師、特殊幼兒工作員、准用教師、教學助理) (Chief Principal, Executive Officer (Education), Principal, Vice Principal, Senior Teacher, Teacher, Special Child Care Worker, Permitted Teacher, Teaching Assistant)	197
<b>程序及訓練 Programme and Training</b> (程序幹事、活動助理、服務助理 / 幹事、營地導師、健體導師、陪月員導師) (Programme Secretary, Programme Assistant, Service Assistant / Worker, Camp Instructor, Fitness Instructor, Instructor (Post-natal Care Worker))	177
Y Hospitality	65
<b>支援員工 Supporting Staff</b> (廚師、司機、技術員、庶務員) (Cook, Driver, Technician, Workman)	149
行政管理 Executive Management	137
中央行政 Central Administration	51
行政支援 Administration Support	24
總共 Total 1285	



## 2018 年忠誠服務獎名單 (2018 年 1 月 1 日至 2018 年 12 月 31 日) Name List of 2018 Devoted Service Award (1/1/2018 - 31/12/2018)

服務滿二十年之董事一人	陸西琳
服務滿十年之董事三人	樓瑋群 陳秀芬 呂蕙文
服務滿三十五年之員工四人	鄧木有 張鑑明 杜煜偉 陳榮基
服務滿三十年之員工一人	胡嘉良
服務滿二十五年之員工十三人	黃磊亮 劉鳳英 譚淑儀 梁豪華 陳寶珍 曾潔容 伍慧嫻
	黃素嫻 謝桂好 陳婉宜 壽連妹 李淑冰 黃錦兒
服務滿二十年之員工二十一人	何惠玲 翟麗芳 陳 瑩 張春燕 黃麗芳 陳禮翰 丁淑芬 詹潔瑩 馮珏盈 何佩欣
	何震禹 夏雅筠 劉韻歙 張健偉 林炳異 陳志雄 宗銳程 陳細玉 黃建昭 劉雪韻 王詠恩
服務滿十五年之員工二十三人	陳英偉 謝順英 林美嬌 何均華 林偉明 鄧偉雄 黎美霞 廖秀芳 鄭 就 任國銘 胡婉玲
	翟家燕 林聯心 鍾文慧 英國平 黃志偉 郭婉蓮 梁沛棠 王美賢 陳禮仁 郭大龍 陳德妍 練慧賢
服務滿十年之員工五十人	馮家慧 鄧琮珍 蘇瑞蘭 林綺華 崔詠恩 戴慧琮 廖碧美 黃賜韻 陳思漢 劉艷娜 蔡昭信 黃淑敏 馮偉新
	鄧麗貞 梁雪文 張麗娟 周淑媚 王玲玲 林思琪 梁美霞 洪玉卿 黃詠珊 何濤濤 趙淑怡 袁志康 周子盈
	王文芳 文嘉莉 王德莊 黎寶玲 張淑儀 侯志遠 何家肇 馮 梅 徐家健 黃 榕 關潤美 簡仙珮 陳思文
	巫秀蓮 周劍平 曾藝珠 周健婷 伍偉基 鄭瑞芬 梁秋蓮 陳嘉儀 王家芝 黃錦齡 俞卓瑩
服務滿五年之員工五十四人	陳燕明 蕭天童 李潔雲 葉嘉豪 蕭秋萍 張懿汶 沈 憶 李春燕 張活潮 李琮娟 余嘉達 陸潔紅
	陳楚文 黎偉明 莫嘉芙 黃惠玲 莫勝彪 胡秋鳳 陳惠珍 張來玉 陳麗欣 黃惠義 周文娟 郭錦有
	陳秀蘭 梁嘉宜 譚嘉鈺 陳柳靜 徐淑瑜 伍慧婷 唐浩然 鄭誠怡 黃豔蘭 黃潔心 鍾穎欣 馮詩煒
	鍾嘉敏 馮秋儀 馬麗敏 何美蘭 李 莉 劉佩珊 林優欽 陳頌恩 何思琪 林碧英 殷麗霞 陳可兒
	呂鳳媚 劉明琳 朱家樂 嚴家雯 周兆麒 盧小麗

## 2017-2018 健康達人名單 Name List of Health Master Award 2017-2018

同工姓名	單位 / 部門	同工姓名	單位 / 部門	同工姓名	單位 / 部門
楊翠翠	人力資源部	張華昇	女青悅兒成長服務	朱燕紅	宏恩幼稚園
黃嘉榮	內部審核部	劉國嬌	幼兒教育部辦事處	冼嘉敏	宏恩幼稚園
方嘉敏	公益業務拓展辦事處	關綺雯	安定幼兒學校	林愛平	長青幼兒學校
袁壽林	物業管理部	謝水蓮	安定幼兒學校	單桂桃	信望幼兒學校
張小燕	物業管理部	王靜文	安定幼兒學校	陳秀蘭	信望幼兒學校
甘秋明	物業管理部	馮金英	安定幼兒學校	丘蘭英	荃灣幼兒學校
黃志偉	傳訊及資源拓展部	張楚平	安定幼兒學校	陳衛琴	荃灣幼兒學校
夏志禮	傳訊及資源拓展部	區麗貞	安定幼兒學校	劉艷芳	荃灣幼兒學校
盧振邦	健體通	林蓮欣	安定幼兒學校	黃月花	荃灣幼兒學校
甄朗廷	安居通長者家居用品店	林雅琳	安定幼兒學校	楊依齊	荃灣幼兒學校
阮秀盈	婦女事工隊	翁杏嫻	安定幼兒學校	李毅堅	彩雲幼兒學校
黃浩倫	天水圍家庭健康促進中心	雷潔妍	宏恩幼稚園	陳結明	彩雲幼兒學校
黃潔心	天水圍家庭健康促進中心	陳肖娥	宏恩幼稚園	盧靖兒	彩雲幼兒學校

同工姓名 單位 / 部門

蔡麗麗 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  
馮如意 紹邦幼兒學校  
戴慧琮 紹邦幼兒學校  
陳海燕 紹邦幼兒學校  
周劍平 隆亨幼兒學校  
魏萬英 隆亨幼兒學校  
黃豔蘭 隆亨幼兒學校  
盧婉玉 戴翰芬幼兒學校  
王添菊 戴翰芬幼兒學校  
彭佩詩 趙靄華幼兒學校  
曾肖娟 趙靄華幼兒學校  
叶慧麗 大澳文化生態綜合資源中心  
高保麟 中西區及離島青年外展社會工作隊  
陳立夫 天水圍綜合社會服務處  
陳思漢 天水圍綜合社會服務處  
梅婉琪 天水圍綜合社會服務處  
王志超 屯門綜合社會服務處  
梁廣浩 屯門綜合社會服務處  
蔡玉蓮 屯門綜合社會服務處  
鄭惠玲 屯門綜合社會服務處  
周偉基 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  
李衍慶 屯門綜合社會服務處  
張志坤 西環綜合社會服務處  
張燕紅 西環綜合社會服務處  
洪 藝 西環綜合社會服務處  
郭義聰 沙田綜合社會服務處  
黃靄欣 沙田綜合社會服務處  
陳偉基 沙田綜合社會服務處  
蘇艷芳 沙田綜合社會服務處  
梁嘉儀 青衣綜合社會服務處  
李素蓉 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  
鄧美鳳 青衣綜合社會服務處  
陳少霞 青衣綜合社會服務處  
凌敏瑩 青衣綜合社會服務處  
張春燕 梁紹榮度假村  
陳英偉 將軍澳綜合社會服務處  
陳沁怡 將軍澳綜合社會服務處  
吳翠萍 深水埗綜合社會服務處  
梁秋蓮 深水埗綜合社會服務處  
彭道華 樂華綜合社會服務處  
丁淑芬 樂華綜合社會服務處  
李學義 樂華綜合社會服務處  
劉鳳英 樂華綜合社會服務處



















同工姓名 單位 / 部門

廖子茵 樂華綜合社會服務處  
徐僕偵 蝴蝶灣綜合社會服務處  
吳雪君 學校社會工作辦事處  
陳志雄 觀龍樓社區工作辦事處  
杜曉楠 觀龍樓社區工作辦事處  
麥誌成 龍翔綜合社會服務處  
侯志遠 龍翔綜合社會服務處  
鍾嘉敏 龍翔綜合社會服務處  
郭俊彥 龍翔綜合社會服務處  
李雅琪 九龍東持續教育中心  
廖彩麟 九龍東持續教育中心  
冼玉玲 九龍東持續教育中心  
黃國傑 九龍城綜合家居照顧服務隊  
魏玉婷 生涯規劃服務隊 (港島區)  
李淑冰 旺角持續教育中心辦事處  
張慧鳳 青年就業資源中心  
呂以峰 青年就業資源中心  
林銀意 青年就業資源中心  
梁佩瑩 青年就業資源中心  
譚敏儀 青年就業資源中心  
胡婉玲 職業發展及訓練中心  
廖永豪 秀群松柏社區服務中心  
張春紅 秀群松柏社區服務中心  
何志浩 秀群松柏社區服務中心  
馬惠芬 秀群松柏社區服務中心  
林偉樑 秀群松柏社區服務中心  
何 玉 秀群松柏社區服務中心  
陳家明 秀群松柏社區服務中心  
許可琦 秀群松柏社區服務中心  
韓慕琮 明儒松柏社區服務中心  
李少玲 明儒松柏社區服務中心  
麥筱霞 明儒松柏社區服務中心  
林碧英 明儒松柏社區服務中心  
袁志雄 林護紀念松柏日間護理中心  
翟携站 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  
陳結蘭 林護紀念松柏日間護理中心  
方艷霞 林護紀念松柏日間護理中心  
高兆芳 長青松柏中心  
楊靄玲 長青松柏中心  
李 翎 長青松柏中心  
李雪芬 深水埗綜合家居照顧服務隊  
鄧妙芳 雲華護理安老苑  
黃展濤 雲華護理安老苑  
劉秀平 雲華護理安老苑  
李秀琼 雲華護理安老苑  
陳麗容 雲華護理安老苑  
彭群枝 雲華護理安老苑  
梁美霞 雲華護理安老苑  
梁秀娟 雲華護理安老苑  
馬秀娟 雲華護理安老苑

同工姓名 單位 / 部門

李秋嫻 雲華護理安老苑  
郭錦有 雲華護理安老苑  
高倩琳 雲華護理安老苑  
黃云清 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  
黃惠芳 鄭傍卿護理安老苑  
黎玉潔 鄭傍卿護理安老苑  
郭婉蓮 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  
李琼娟 鄭傍卿護理安老苑  
林國權 鄭傍卿護理安老苑  
宋家義 Y Hospitality  
陳志喜 峰景軒  
郭大龍 海棠軒服務式住宅  
何啟聰 海棠軒服務式住宅  
林偉明 海棠軒服務式住宅  
胡笑連 海棠軒服務式住宅  
陳細玉 般咸軒服務式住宅  
馮偉新 般咸軒服務式住宅  
蔡淑華 園景軒  
張添龍 園景軒  
黃紹德 園景軒  
呂博能 園景軒  
何均華 園景軒  
恩自強 園景軒  
袁愛兒 園景軒  
方秋明 園景軒  
李 莉 園景軒  
庾壽華 園景軒  
徐碧紅 園景軒  
陳秀明 園景軒  
區庭彰 園景軒  
李國威 園景軒  
顏巧英 園景軒餐廳  
陳榮基 丘佐榮中學  
周港中 丘佐榮中學  
鍾鳳賢 丘佐榮中學  
何銀英 丘佐榮中學  
古頌恩 丘佐榮中學  
林健昇 丘佐榮中學  
梁嘉豪 丘佐榮中學  
羅永祥 丘佐榮中學  
冼佩瑤 丘佐榮中學  
鄧素娟 丘佐榮中學  
蔡茹茵 丘佐榮中學  
黃小華 丘佐榮中學  
許有達 丘佐榮中學

## D. 各項服務人數及人次統計 Service Statistics

<p>會員人數 Number of Members</p> <p><b>31,570</b></p> 	<p>義工人數 Number of Volunteers</p> <p><b>10,879</b></p> 	<p>義工服務總時數 Total No. of Hours of Volunteering Service</p> <p><b>251,106</b></p> 
<p>「簡單·義」弱勢社群受惠人數 No. of beneficiaries Served by "Simple · Just" Volunteering Scheme</p> <p><b>6,647</b></p> 	<p>福音活動接觸人次 No. of Attendance of Evangelistic Programs</p> <p><b>93,585</b></p> 	<p>長者服務人次 No. of Attendance Participated in Elderly Services</p> <p><b>719,760</b></p> 
<p>自資長者服務人次 No. of Attendance Participated in Self-financed Elderly Services</p> <p><b>113,737</b></p> 	<p>青年及社區服務人次 No. of Attendance Participated in Youth and Community Services</p> <p><b>914,652</b></p> 	<p>婦女事工服務人次 No. of Attendance Participated in Women Services</p> <p><b>38,495</b></p> 
<p>家庭事工服務人次 No. of Attendance Participated in Families Services</p> <p><b>36,876</b></p> 	<p>特殊發展需要兒童服務人次 No. of Attendance Participated in SEN Services</p> <p><b>26,997</b></p> 	<p>育有特殊發展需要兒童的家庭支援服務人次 No. of Attendance Participated in SEN Families Supporting Services</p> <p><b>19,458</b></p> 
<p>幼兒教育服務人次 No. of Service Attendance of Early Childhood Education</p> <p><b>198,354</b></p> 	<p>中學教育服務人次 No. of Service Attendance of Secondary Education</p> <p><b>152,073</b></p> 	<p>持續教育服務人次 No. of Service Attendance of Continuing Education</p> <p><b>206,185</b></p> 
<p>社會企業服務人次 No. of Service Attendance of Social Enterprises</p> <p><b>91,526</b></p> 	<p>住宿服務人次 No. of Service Attendance of Y Hospitality</p> <p><b>144,651</b></p> 	<p>傳媒作正面報導的次數 No. of Media Reports</p> <p><b>384</b></p> 





Corporate Governance and Management

# 機構管治 與管理







## 遠象 Vision

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

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

## 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：

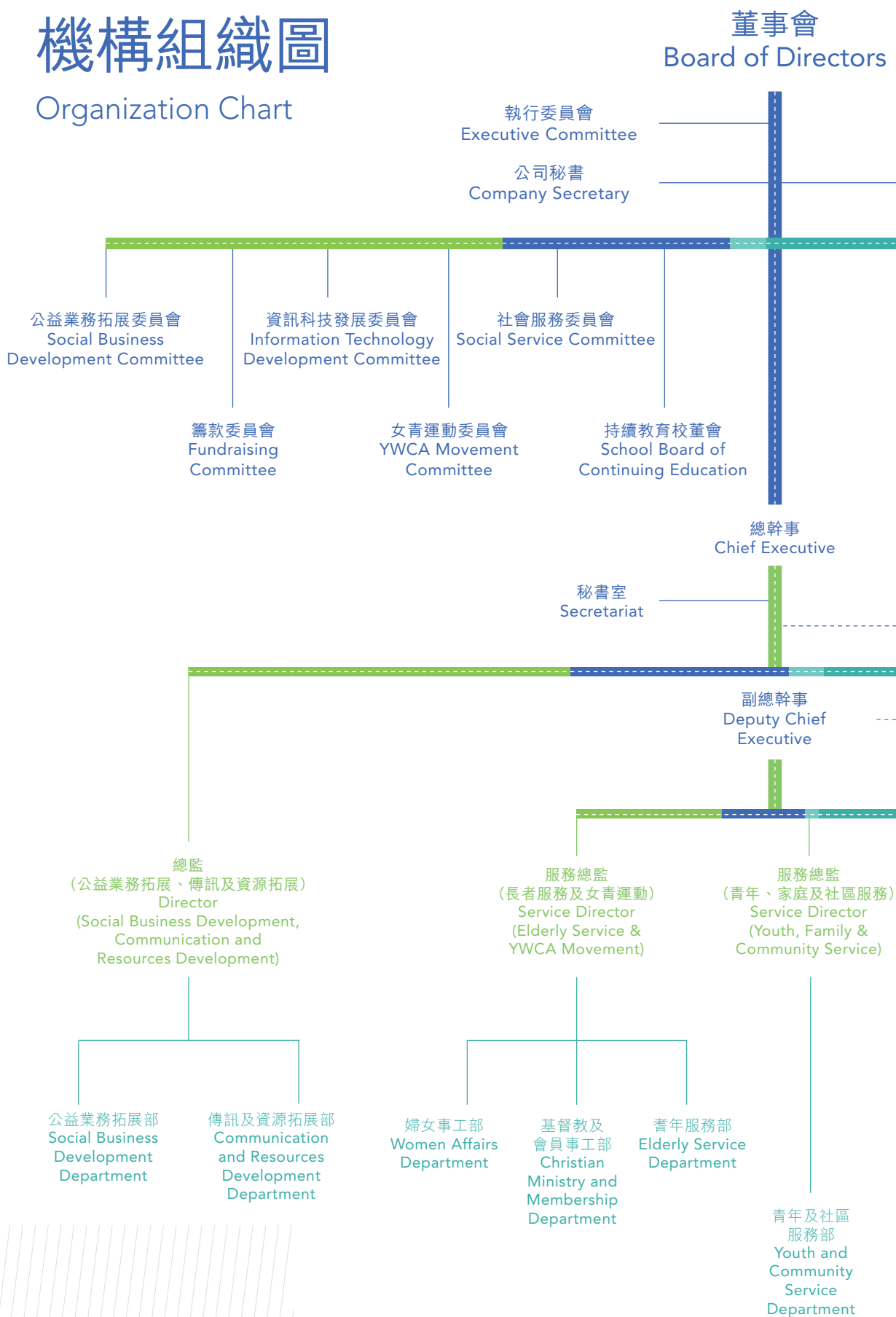
- 栽培豐盛生命的基督教機構
- 促進自由平等的婦女運動
- 滿足社會需要的服務先驅

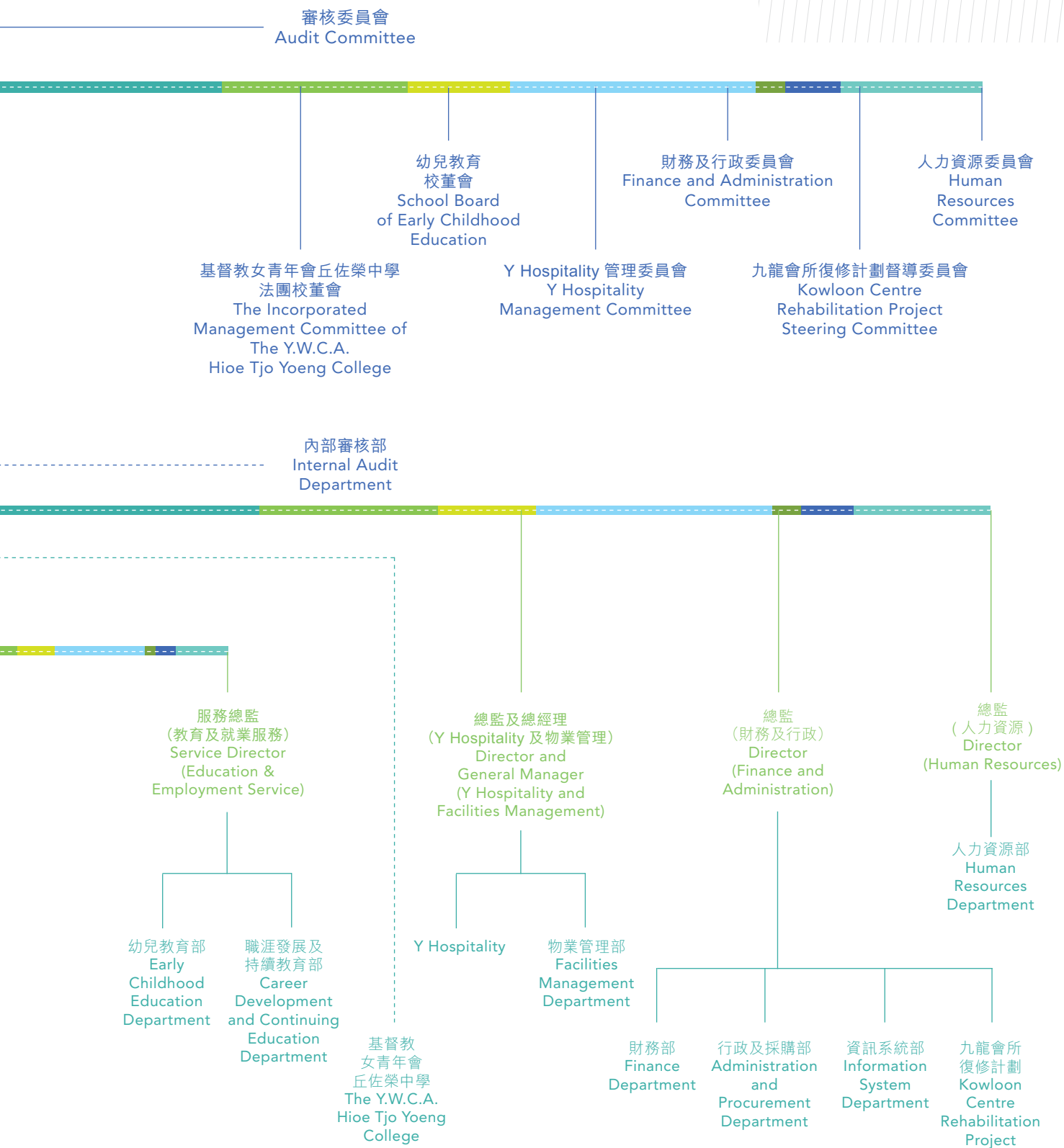
With God's blessing, we aspire to be:

- 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





# 機構管治

## Corporate Governance

本會成立九十七年，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 97 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

香港特別行政區政務司司長張建宗先生

Mr. Matthew Cheung Kin-chung, GBM, GBS, JP

Chief Secretary for Administration of the Hong Kong Special Administrative Region

#### 名譽會長 Honorary Presidents

葉秀英女士 Mrs. Tai Ip Sau Ying

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

禰秀萍女士 Mrs. S. P. Huen Lee, May

吳夢珍博士 Dr. Agnes Ng, JP

羅章文女士 Mrs. Helen Koo

朱清蓮女士 Mrs. Wong Chu Ching Lin

梅以菁博士 Dr. Jennie Lee

簡瓊珍女士 Mrs. Leung Kan King Chun

邵嘉儀女士 Mrs. Emily Cheng

黃麗娟女士 Ms. Wong Lai Kuen, Hannah

陳素薇女士 Mrs. Lau Chan So May, Lucy

楊邦鐸博士 Dr. Hung Yeung Pong Wah



## 2017 至 2018 年度董事 2017 - 2018 Board of Directors

### 會長 President



林胡秀霞女士  
Mrs. Patricia Ling, MH, JP

### 副會長 Vice-Presidents



梁慕清女士  
Ms. Leung Mo Ching



李綺華女士  
Ms. Eva Lee



杜淑婉女士  
Ms. To Sook Yuen,  
Helena



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  
Ms. Luk Sai Lam,  
Alice



余悅群博士  
Dr. Yu Yuet Kwan,  
Patricia



樓瑋群博士  
Dr. Lou Weiqun,  
Vivian



林美麗女士  
Ms. Mary Lim



何潔雲博士  
Dr. Ho Kit Wan



李諾詩女士  
Ms. Lee Lok Sze



周慧賢女士  
Ms. Chau Wai Yin,  
Ada



連寶琦女士  
Ms. Lin Po Kee,  
Serena



許玉銘女士  
Ms. Hsu Yu Ming,  
Hanna



呂倩文女士  
Ms. Lui San Man,  
Simmy



江慧芝女士  
Ms. Kong Wai Chi,  
Jenny

### 特聘董事 Co-opted Directors



陳靜嫻女士  
Ms. Chan Ching Han



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



呂蕙文女士  
Ms. Lui Wai Man,  
Nancy



蕭嘉妍女士  
Ms. Siu Ka Yin,  
Catherine



謝瑞賢女士  
Ms. Tse Sui Yin,  
Sally



梁萃明女士  
Ms. Leung Sui Ming,  
Olivia



李淑英女士  
Ms. Lee Shuk Ying,  
Helen

## 2017 至 2018 年度義務顧問

### 2017-2018 Honorary Advisers

<b>法律事務</b> Legal Affairs	胡百全律師事務所 P. C. Woo & Co. 林子細律師 Ms. Lam Tze Yan	蔡克剛律師 Mr. Herbert H. K. Tsoi
<b>傳訊及資源拓展</b> 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
<b>業務及服務發展</b> Business and Service Development	紀治興博士 Dr. Kee Chi Hing 方乃權博士 Dr. Fong Nai Kuen, Kenneth 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
<b>文物管理</b> Heritage Management	黎婉欣教授 Prof. Celine Lai	
<b>招標事務</b> 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
<b>基督教及會員事工</b> 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 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 蕭如發牧師 Rev. Siu Yu Fat	曾永昌牧師 Rev. Tsang Wing Cheong, Richard 劉榮佳牧師 Rev. Lau Wing Kai 余勝意牧師 Rev. Yu Shing Yee 鄭德恩牧師 Rev. Cheng Tak Yan, Geoffrey 何約翰牧師 Rev. Ho Yeuk Hon John 關浩然牧師 Rev. Leo Kwan
<b>婦女事工</b> 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, Doris 劉曉欣醫生 Dr. Lau Hiu Yan, Stephanie
<b>幼兒教育</b> Early Childhood Education	孔沃棠醫生 Dr. Hung Yuk Tong 李家仁醫生 Dr. Lee Ka Yan, David 翁善強先生 Mr. Yung Sin Keung, Simon 黃潔薇博士 Dr. Wong Kit Mei, Betty 趙鈞鴻博士 Dr. Chiu Kwan Hung, Angela	蔣在公醫生 Dr. 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 鄭佩芸博士 Dr. Tay Pui Wan
<b>青年及社區服務</b> Youth and Community Service	蔡定國醫生 Dr. Tsoi Ting Kwok, Peter 梁傳孫博士 Dr. Leung Chuen Suen, Zeno 呂錦英博士 Dr. Lui Kam Ying, Peggy 吳穎英醫生 Dr. Ng Wing Ying, Angela 莊耀洸律師 Mr. Chong Yiu Kwong 蔡詩贊博士 Dr. Choy Sze Tsan, Clifford 盧定欣女士 Ms. Lo Ting Yan, Diane	劉卓鴻先生 Mr. Lau Cheuk Hung 李力持先生 Mr. Lee Lik Chee 崔永康教授 Prof. Chui Wing Hong, Eric 楊偉強博士 Dr. Yeung Wai Keung, Jerf 鍾國恆醫生 Dr. Chung Kwok Hang 李耀基醫生 Dr. Lee Yiu Ki
<b>職涯發展及持續教育</b> Career Development and Continuing Education	洪小蓮女士 Ms. Hung Siu Lin, Katherine 鄭惠容博士 Dr. Kwong Wai Yung, Enid 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 黃永根先生 Mr. Wong Wing Kun	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 張海藝先生 Mr. Cheung Hoi Ngai, William

**耆年服務**

Elderly Service

江明熙醫生	Dr. Kong Ming Hei, Bernard	錢本道醫生	Dr. Chin Boon To
賴錦玉教授	Prof. Lai Kam Yuk, Claudia	梁浩然醫生	Dr. Leung Ho Yin
陳裕麗博士	Dr. Chan Yue Lai, Helen	余秀鳳教授	Prof. Yu Sau Fung, Doris
雷逸華博士	Dr. Liu Yat Wa, Justina		
譚玉靈女士	Ms. Rosaline Tam		

**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
-------	------------------

**2017 至 2018 年度委員會委員**  
2017 - 2018 Committee Members

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

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

# 2017 至 2018 年度管理層員工

## 2017 - 2018 Management Staff



### 總幹事

1 楊建霞女士

### 副總幹事

2 黎秀玲女士

### 總監

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

### Chief Executive

1 Ms. Yeung Kin Ha, Yvonne

### Deputy Chief Executive

2 Ms. Lai Sau Ling

### Director

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



### 督導主任 Supervisor

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  
張詠詩女士 Ms. Cheung Wing Sze, Samantha  
郭義聰先生 Mr. Kwok Yee Chung, Ivan

### 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

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  
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  
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  
曾家豪先生 Mr. Tsang Ka Ho, Louis  
許婉婷女士 Ms. Hui Yuen Ting, Eva  
洪 藝女士 Ms. Hung Ngai  
徐家健先生 Mr. Tsui Ka Kin, Simon  
陳美珠女士 Ms. Chan Mei Chu, May  
廖碧美女士 Ms. Liu Pik Mei  
李 寧女士 Ms. Li Ning  
鄧青欣女士 Ms. Tang Ching Yan, Joyce

### 幼兒教育總校長、行政主任 (教育)、校長及副校長

Chief Principal, Executive Officer  
(Education), Principal & Vice Principal,  
Early Childhood Education

劉國嬌女士 Ms Lau Kwok Kiu  
黃詩琪女士 Ms. Wong Sze Ki, Shirley  
周意妙女士 Ms Chau Yee Miu  
馮如意女士 Ms Fung Yu Yee  
黎嘉賢女士 Ms Lai Ka Yin, Patty  
林愛平女士 Ms Lam Oi Ping  
彭佩詩女士 Ms Pang Pui Sze  
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  
梁嘉麗女士 Ms. Leung Ka Lai, Florence

### Y Hospitality 經理

Managerial staff, Y Hospitality  
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





Strategic Development Direction

# 策略發展 方向







於上年度開展的 2016-2020 年「策略行動方案」，是機構未來發展方向的重要指引。推行方案第二年，女青團隊以回應社會不斷轉變的需求為首要任務，繼續按著六大方向促進機構的發展，並以穩健的步伐多方面推動機構能力建設。

The 2016-2020 "Bold Steps" strategic plan launched last year serves as an important guideline for the future development of the Association. Entering its second year of implementation, based on the 6 major bold steps, our team continued to promote the development of the organization by upholding the mission of addressing the ever-changing social needs as our top priority while at the same time persistently enhancing the organizational capacity building.

# (一) 跨代同心領導

## 1. Intergenerational Leadership

管治能力是衡量機構表現的一個重要基準，良好的管治能確保機構維持最高的效率、信譽和持續能力。女青致力規劃全面的管理層繼任計劃，訂立正式、周詳的程序，優化董事會及委員會的組成；同時作出董事專才配對，善用他們的相關技能及特長，促進機構持續發展。

Governance competence is a crucial criterion in assessing organizational performance. With good corporate governance, the organization can retain the highest efficiency, credibility and sustainability. Therefore, we have formulated a comprehensive management succession plan with formal and all-inclusive procedures to enhance the composition of the Board and Committee. At the same time, by utilizing the expertise of existing directors, their potential can be unleashed to foster the Association's sustainable development.

### 選舉會員推動計劃

本年度正式落實執行優化的選舉會員制度。選舉會員有權投票選舉董事及可被提名為董事候選人。由於董事人選對會務發展方向舉足輕重，在推動女青運動上亦肩擔重要角色，因此，我們致力吸納不同界別及專業的人才成為選舉會員，並舉辦迎新日、邀請選舉會員參加會員活動及全會性活動等，以加強他們對機構的歸屬感。

### 促進董事專才配對

女青定期檢視董事會的組成，並於每年進行董事會自我評估，釐訂所需人才的專長及技能組合。及後我們透過吸納不同背景、視野和能力的選舉會員成為董事以達致優勢互補，提升董事會的效能，優化決策能力，讓董事會成員的知識和經驗為機構發揮有效的管治作用。

### 加強領導人才培養

女青為年輕董事安排了各種培訓及活動，包括參與世界女青年會會議、到會內服務單位參觀、和參與關於機構管治的培訓等，提供機會予她們去擴闊眼界並學習相關知識和技能，同時亦邀請她們成為委員會委員以了解機構運作，預備將來作為執行委員會成員，領導機構的未來發展。

### Voting Member Promotion Campaign

This year the advanced voting member mechanism has been introduced, with voting members entitled to vote and to become candidates in the election of Directors. In fact, the candidate for directorship has significant impact on the future development of the Association and she plays a significant role in leading the YWCA movement. Hence, we have been striving to attract professionals from different sectors to become our voting members and invited them to join the orientation day, member's activities and Association's events in order to enhance their sense of belonging to YWCA.

### Matching the Expertise of Directors

We review the Board composition on a regular basis and conduct self-assessment on Board performance annually in order to identify the talents we look for according to their skills matrix. By inviting professionals from different backgrounds as voting members and directors, they can complement one another's strengths so that the Board's decision making and efficiency could be enhanced, ultimately resulting in good corporate governance of the organization.

### Nurturing Future Leaders

The Association has arranged a variety of training opportunities and activities for young directors, including the World YWCA conference, service unit visits, and training on corporate leadership and governance which provided them with opportunities to broaden their horizons and acquire new knowledge. They have also been appointed as committee members of the Association in order to gain a deeper understanding of the organization, and be prepared to take a leading role as executive committee members steering the Association's future development.



## (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



女青作為香港婦女團體的先驅，一直關注婦女所需，積極推動兩性平等，同時亦逐漸發展出具特色的女青運動。我們期望能發掘並培育具潛質的女性成為領袖，在「支援」、「發聲」、「參與」及「能力建設」這四方面與本會攜手建構兩性互相尊重的社會。

As a pioneering women organization, we pay great attention to the needs of women, endeavor to promote gender equalities and develop our unique YWCA movement. We are eager to identify women potentials and train them as leaders, to work together with the Association to construct a society with mutual respect between genders, by focusing on the four aspects of women-centred services namely "Support", "Advocacy", "Participation" and "Capacity Building".



## 年青女性放眼世界 領導社會轉變

為培育年輕女性成為領袖，從上年度「香港女聲 Glocal Y」年青女性領袖培訓計劃畢業的 7 名學員與 2 名「女聲舊生會」成員在同工的陪同下，於 2017 年 6 月赴澳洲墨爾本和坎培拉進行交流，探訪當地女青、婦女團體及官方機構，與當地女性領袖交流，並進行街頭訪問及研究；及後於 2018 年 3 月，本會董事及 3 名年青女性代表和同工前往美國紐約，參與「聯合國第 62 屆婦女地位委員會會議」，了解世界各地男女平等的現況和相關政策的執行情況，亦與各地女青、婦女工作及人權組織等交流及分享經驗。代表團回港後向機構管理層及員工匯報心得，並協助構思可落實於本會的服務推展。

## 青年意見諮詢會 一同為社會發聲

2017 年 10 月，「香港女聲 Glocal Y」成員和本會政策研究小組合辦「青年意見諮詢會」，邀請 64 位就讀初中至在職的青年以民政事務局的《本屆政府的青年發展工作 2012-2017：回顧和前瞻》文件及本會服務範疇為討論藍本，就「教育」、「多元發展」、「環球視野」和「青年和社區參與」這四大主題及相關政策表達及交流意見，並將討論成果提交予青年事務委員會委員參考。

## 雙職婦女散發潛能 活出璀璨生命

我們相信，不論雙職婦女或家庭主婦，經過適當的準備和相應的平台，在職場的發揮空間其實很大。本年度，女青透過多項獲外界支持的婦女能力建設項目，釋放婦女勞動力。當中包括以增加女性職場裝備和競爭力，並為她們提供勞動市場最新消息的「穎飛」婦女研展計劃；以及為香港雙職婦女充權、提升效能感及在社會表揚她們貢獻和堅毅的「飛凡女性」跨機構協作計劃。兩個項目合共服務逾 3,500 人次，亦得到非常正面的反應。

## Broadening the Horizons of Young Women

With the purpose of nurturing young women to become future leaders with foresight, in June 2017, the Association has sent a team of 7 graduates from last year's "Glocal Y: Young Women Leadership Training Program" and 2 members of Women's Voice Alumni Association, accompanied by our staff to Melbourne and Canberra in Australia for an exchange tour. During the journey, they visited the YWCA Australia, local women groups and official organizations, exchanged opinions with their female leaders, and conducted street interviews and research. In March 2018, our Board Member led 3 delegates to attend the 62nd session of the Commission on the Status of Women at the United Nations Headquarters in New York. The delegation exchanged views and shared experience with women from all over the world concerning gender equality and implementation of relevant policies. The delegation later reported their experiences to the Association's management team and staff, in the hope of inspiring new ideas for our services.

## Youth Consultation Session

In October 2017, a Youth Consultation Session jointly organized by Glocal Y members and our Policy Research Taskforce invited 64 youngsters to share their views and ideas on four topics – "Education", "Multi-faceted Development", "Global Perspectives" and "Youth Engagement and Community Participation" as well as the corresponding policies, with reference to our scope of services and the "Youth Development Work of the Current-term Government 2012-2017 Review and Outlook" issued by the Home Affairs Bureau. Summaries of the discussion have been submitted to the Commission on Youth.

## Unleash Potential of Working Mother

We believe that with adequate preparation and appropriate platform, working mothers and housewives will have more opportunities to realize their potentials. This year, the Association gained support from external sectors in launching several women capacity building projects in order to facilitate more women to enter the labour market. For example, "Transcended Phoenix Women Capacity Enhancement Scheme", a project aimed at enhancing women's employability, provided women with the latest job market information through different channels; and Dual-role Women Award of "Leap for Joy Women Project" promoted women empowerment and honored their contribution to the society. These two programs have served over 3500 attendance in total and the feedback received was very positive.

## (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



因應人口老化，女青一直致力為長者提供適切的服務，並期望透過較靈活和多元化的服務模式，在社會有限的資源下，加強社區照顧服務，以提高長者的生活質素及讓他們能在社區頤養天年，從而達至「居家安老」的願景。

In response to an ageing population, we are committed to providing appropriate services catering for the elderly. By employing a more flexible and diverse mode of service delivery, it is hoped that regardless of resources constraint, our care services can be strengthened to enhance the living quality of elderly, ultimately achieving the vision of a real age-friendly community.

## 發揮協同效應 建構「一站式居家安老服務平台」

由香港賽馬會慈善信託基金資助，位於九龍女青賽馬會社會服務大樓二樓的「女青賽馬會青健坊」於2017年底開始啟用，提供不同階段全面復康需要的長者支援服務，當中包括四項重點服務：(一)「青健坊長者日間復康及照顧中心」－有個別需要的長者，可以自費形式使用此中心進行各類復康治療，得到全面的個人照顧。除九龍區外，青健坊亦於新界北區及港島東區開設中心，為不同地區人士提供日間康復及照顧服務；(二)「照顧易」－以到戶形式為體弱長者提供家居復康及照顧服務，包括生活功能訓練、認知訓練及家居支援服務，舒緩護老者照顧壓力；(三)「適健中心」－提供一站式「治療、復康、適健」的專業物理治療門診及適健體能訓練，達致「全人健康·治標治本」，對象包括體弱長者、骨科及腦部功能受損等人士；(四)「安居通長者家居生活用品店」－銷售多元化適合長者及照顧者使用的家居生活用品，全面照顧長者「衣食住行」及「健康護理」的需要，提升長者的生活質素。

此外，女青賽馬會青健坊亦以嶄新模式為剛離院長者提供「過渡性復康及照顧服務」，並透過與香港理工大學合作，結合外地經驗及科技，為長者提供密集及漸進式的日間、家居及遙距復康訓練，及時介入以提升復康訓練成效，減少長者重覆入院的機會，從而打造長者友善社區。



## Synergy Effect Achieved by “One-stop Aging in Place Service Platform”

Sponsored by the Hong Kong Jockey Club Charities Trust, the YWCA Jockey Club Y Care Centre commenced service in late 2017, providing comprehensive rehabilitative support services for the elderly at different stages. Services included: (i) Y Care Elderly Centre: Comprehensive rehabilitative services are provided for the elderly with individual needs on a self-paying basis. Apart from Kowloon, Y Care Elderly Centres were also set up in North District in New Territories and Eastern District in Hong Kong Island, providing rehabilitation and support services to individuals in different districts. (ii) Y Senior Care: home-based trainings, rehabilitation and supportive service are provided to elderly persons in order to alleviate the pressure of their caregivers; (iii) Y Health and Wellness Centre: One-stop professional treatments, rehabilitation services and wellness trainings are provided for orthopedic patients, frail persons and patients with impaired brain functioning etc. to help them rebuild healthy lifestyle and achieve holistic health; (iv) Y Silver Link: provides diversified healthcare household items for the elders and their carers, enhancing their living standard by taking care of their basic and healthcare needs.

The YWCA Jockey Club Y Care Centre provides “transitional rehabilitative care services” for discharged elderly with an innovative approach. By collaborating with the Hong Kong Polytechnic University and integrating foreign experience and technology, rehabilitative trainings in various modes are provided. With early intervention, the effectiveness of the trainings is enhanced and the elderly are less likely to be re-admitted to hospital.





## (四) 家庭為本的特殊發展需要的兒童康復服務

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



女青致力發展具機構特色的兒童康復服務－「家庭為本特殊教育需要兒童復康服務」。我們以整個家庭為服務介入對象及切入點，為家庭進行家庭面談，並作服務需要評估。期望能為有特殊教育需要的兒童提供正向而多元的發展及培育機會，關心家長的情緒健康及夫婦關係，亦為他們的家庭建立支援網絡，讓社會大眾能了解並接納這些特殊需要的孩子，建立共融文化。

The Association has been making vigorous efforts to develop a unique childhood rehabilitation service – “Family-based Service for Children with Special Educational Needs (SEN)”. We conduct family consultation and assessment on their service needs with the whole family as the intervention target and entry point, in the hope of providing SEN children with opportunities for positive multi-dimensional development and nurturance, and taking care of the emotional wellbeing of parents and the relationship between couples. Support network will also be established for their families to achieve public understanding and acceptance as well as social inclusion.



### 系統性的人才培訓 加深對服務的專業性

跨專業協作的基礎是共同的服務理念、目標和介入手法。過去兩年，本會分別與香港大學教育學院融合與特殊教育研究發展中心和香港中文大學社會工作系合作，為同工設計多項循序漸進的在職培訓課程，以促進不同職系和不同專業同工就提供服務予特殊教育需要兒童的服務專業性。

### Systematic Training for Enhancing the Professionalism of Service

Multi-disciplinary collaboration is based on shared service vision, goal and means of intervention. In the past two years, the Association has respectively cooperated with the Centre for Advancement in Inclusive and Special Education under the Faculty of Education, The University of Hong Kong and the Department of Social Work, The Chinese University of Hong Kong in designing multiple progressive in-service training courses for staff, with the aim of raising the professionalism of service provided to SEN children by staff from various disciplines and professions.

### 家居生活情景指導 促進訓練生活性

為加強特殊教育需要兒童的訓練成效和改善其情緒行為表現，受訓社工和治療師會安排家居探訪，實地評估兒童在家中的學習情況和行為表現、家居條件的評估、親子關係與互動、家長訓練子女的執行能力等，以協助改善家中的學習環境、調適訓練方法或內容，並促進訓練的生活化。過去兩年，約有數十個家庭接受了有關服務。接受服務的家長均表示十分滿意有關安排，認為對子女的家居訓練十分有幫助。

### Integration of Training into Daily Lives

To reinforce the training impact for SEN children and improve their emotional behavioral performance, home visits by trained social workers and therapists have been scheduled and on-site assessments at home have been conducted on areas such as children's academic and behavioral performance, living conditions, parent-child relationship and interaction as well as parent's capacity for implementing the training, aiming to improve the learning environment at home, adjust the mode and content of training and integrate the training into daily lives. Dozens of families have received relevant training in the past two years. They have all been satisfied with the arrangements and unanimously found the home-based training beneficial.



## 建立共融文化 學習互相理解

為加深社會對特殊教育需要兒童的認識，促進共融文化，我們設計了多個特色教材和體驗工作坊，讓老師或其他人士參與；又建立專才義工團隊，包括準醫生、準社工和準老師，為他們提供培訓工作坊及義工服務機會，讓他們能夠親身接觸有特殊教育需要兒童，並肩幫助兒童完成看似不可能的個人任務，包括訓練自閉症兒童擔任電車上的小導遊和訓練過度活躍症兒童專注和有條理地在公共圖書館內擔當義務圖書館管理員等，從中有效讓公眾人士如社區機構人員及專業團體能近距離認識特殊兒童行為的獨特性和思維特點。

## 業界分享會 促進服務交流

為向同業及家長分享過去兩年本會推行的家庭為本特殊教育需要兒童支援服務的成效和實務介入經驗，促進服務交流，本會在2018年1月20日舉行了「家・同行」家庭為本服務經驗分享會，是次分享會的講者包括：香港中文大學社會工作系黃美菁博士、香港大學融合與特殊教育研究發展中心培訓總監潘潔玲女士、本會的社工、職業治療師和言語治療師，又有參與計劃的圖書館館長、家長和專才義工服務回顧分享。當日二百人出席分享會，反應熱烈。

## Cultivating an Inclusive Culture with Mutual Understanding

To foster a culture of inclusion in which SEN children are understood, we have designed a variety of characteristic teaching materials and have held experiential workshops which are open to teachers and the public. A volunteer team comprised of various professionals including prospective doctors, social workers and teachers has been set up. Training workshops and opportunities to serve in voluntary services were arranged for them to make direct contact with, and accompany, the SEN children to accomplish the seemingly impossible individual tasks. For example, autistic children were trained to serve as tour guides on trams; children with ADHD, after receiving training acted as voluntary librarians in the public library in a focused and orderly manner. Thus, the public as well as the community agencies and professional bodies, can learn more about the uniqueness of SEN children's behavior, and their pattern of thinking.

## Cross-sector Sharing to Promote Service Exchange

To share the positive impact and intervention experience of the family-based services for SEN children launched by the Association in the past two years with peers in the social work profession and parents, "Walk Along with Families – Family-centred Practice Experience Sharing Seminar" was held on 20 January 2018 and speakers included: Prof. Wong Mei Ching from the Department of Social Work, The Chinese University of Hong Kong; Ms. Pun Kit Ling, Training Director of the Centre for Advancement in Inclusive and Special Education, and the social workers, occupational therapists and speech therapists of the Association. The librarians, parents and volunteers also shared on their experience of service. The total attendance was 200.



## (五) 職涯發展及生涯規劃

### 5. Career Development and Life Planning



女青致力提高年青人對個人職志發展的了解，在學生遇上人生重要轉捩點而感到迷惘時，協助他們尋找推動個人發展的動力，並助他們建立正面的態度，設定目標，訂立實踐計劃，從校園過渡至就業階段。

The Association endeavors to enhance young people's understanding of their vocational aspirations. When students are caught at significant turning points in their lives and feel lost, the Association supports them to gain momentum for personal advancement and help them adopt a positive attitude in setting goals and formulating action plans during the transition from school to employment.



## 跨界別協作 為在學青年提供生涯規劃及探索機會

本會分別獲政府部門及多個企業集團支持，透過不同介入手法，為高中學生提供生涯規劃服務，擴闊他們對工作世界的認識。當中包括獲民政事務局資助之「敢創我夢」生涯規劃教育、女青第四年協辦之「學校起動」計劃之大型生涯規劃探索日，以及由新創建集團委託，向荃葵青區 5 間指定中學提供之「創建生涯路」計劃。各項計劃均透過多元化活動讓學生了解職場，啟發他們個人志向，並獲得參加者的正面回饋。

## 與本地及跨國企業實踐共同願景 提升青年人就業準備

本會一直關心青年人的就業需要，並策動不同的就業支援項目。多間本地及跨國企業亦一直重視青年人就業準備及人才發展，此亦促成與本會協作推行青年就業項目。年度內本會獲支持之企業包括 JP Morgan 推行“Road to Success”青年正選就業計劃。同年亦新增其他企業贊助多個青年就業計劃，包括 Barclays —「踏出職途路」青年計劃；Microsoft YouthSpark — 奇「職」預備班；以及永明金融香港有限公司 — Project LIFE。部份項目於 2018 年第一季開始啟動，並於 2018/19 年度全面推行。

## Opportunities for Career Exploration and Planning

With the support of government departments and several enterprises, the Association provided career planning services for senior secondary school students through various means of intervention, in order to broaden their understanding of the working world. A series of programs were launched, including the “Dare to Dream” Career Planning Project funded by the Home Affairs Bureau, the “Project WeCan” Career Exploration Day co-organized by the Association for the fourth year and the “Career Navigator for Youth” Program commissioned by NWS Holdings Limited, which was targeted at 5 designated secondary schools in Tsuen Wan and Kwai Tsing District. Through diversified activities, the programs offered opportunities for students to get familiar with the workplace and inspired them to discover their career aspiration. Positive feedbacks from participants were attracted.

## Jointly Enhancing the Youth's Preparation for Employment

The Association always strives to address the employment needs of young people and has launched various programs to facilitate their employability. Meanwhile, multiple local and multi-national enterprises also attach great importance to the employment preparation of young people and the development of talent, which prompted our collaboration in developing various youth employment programs. This year, “Road to Success” Youth Employment Program was conducted with the support of JP Morgan. Sponsorship from additional enterprises for several youth employment projects including Barclays Citizenship Partnership for “Step Up Your Career”, Microsoft YouthSpark for “Youth Employment Empowerment” and Sun Life Hong Kong Limited for “Project LIFE” was also obtained. Some of the projects have already been initiated during the first quarter in 2018 and will be implemented in full scale in 2018/19.





## 以創新手法為社區青年提供生涯規劃 就業及創業支援服務

本會之地區生涯規劃服務隊（香港島及離島）積極推動「職場學習」、並推廣 CV360 及「延展工作概念」ENOW 予僱主。服務隊聯繫了不同行業僱主為青年人提供職場體驗及職場實習安排，包括大型活動助理、展覽推廣員、設施管理助理等。而青年就業資源中心（旺角及葵芳）則著重於以多元手法鼓勵和啟發青年人追尋個人夢想。年度內曾分別邀請社會上不同範疇的知名人士與青年人進行交流，亦舉行開放日和冷門行業講座等活動，提高青年人對不同行業的認識，讓他們有更廣闊的事業選擇。

## Providing Innovative Career-related Services for the Youth

CLAP Service Team (HK & Outlying Islands) of the Association pays lots of effort in advocating vocational learning and promoting a new form of curriculum vitae, CV360 along with the concept of "Expanded Notion of Work" (ENOW) to employers. After liaising with employers in different industries, young people were offered opportunities for work exposure and job placement through serving as assistants in large-scale activities, exhibition promoters and facilities management assistants and etc. Meanwhile, the Youth Employment Resource Centre (Mongkok and Kwai Fong) stresses on motivating and inspiring young people to pursue their dream by adopting diversified approaches. Prominent figures on various fields in society were invited to exchange ideas with youngsters. Other activities such as open days and talks on less popular industries were also organized with the aim of advancing their understanding on different industries and broadening their career options.



## (六) 機構可持續發展能力建設

### 6. Organization Sustainability and Capacity Building



時代變遷，人才發展和資訊科技的應用在現今社會上成為機構不可缺少的一環。為促進機構整體的能力建設及可持續發展，機構不遺餘力地鼓勵員工盡量發展潛能，同時加強運用科技協助管理各個服務範疇，以建立有效的機構發展動力。

As times change, talent development and the application of information technology has become an indispensable part of organization nowadays. To strengthen the organizational capacity building and sustainability, the Association steadfastly encourages staff to unleash their full potential and reinforces the use of technology in service management, and hence creating an effective impetus for organizational development.



## 摩根大通銀行 Service Corps 計劃 加強機構發展的穩定性

女青在開拓新服務的同時，亦著重機構整體的穩健成長，務求達致可持續發展。本會早前參與摩根大通銀行的 Service Corps 計劃，借助其員工的專業知識，加強機構發展的穩定性。

四位來自美國的摩根大通資深管理層員工到訪本會三個星期，除了與女青同工開會了解不同部門的運作，同時亦到服務單位實地了解服務運作。他們運用其專業知識、專長及環球視野，為女青的團隊及中央行政部門制定營運持續計劃及災難復原計劃及有關的培訓資料，確保如發生重大事故後能盡快恢復營運及維持其關鍵支援職能，避免影響服務單位之正常運作及對外服務。



## 進行管理團隊評估 規劃合適的培訓計劃

為了解女青現有管理團隊的能力及規劃培訓策略，管理團隊參與了根據上年設定的領導能力模式評估調查，該調查採用了高認受性及專業的工具而進行。調查結果能協助釐定配合機構未來發展的需要，及提升現有管理層團隊有關方面的專長及技能，包括制定培訓策略，務求提升機構整體的競爭力。同時，機構亦派員參與了相關調查工具的證書課程，以便日後能更有效運用該工具、推動管理層培訓和實施繼任規劃。

## Participation in the JPMorgan Chase Service Corps Program

Alongside with service innovations, HKYWCA also emphasizes on the stability and sustainability of organizational development. Therefore, the Association participated in the JPMorgan Chase Service Corps Program to seek professional advice from experts, in order to step up the stability of the Association's development.

Four highly seasoned management staff from JPMorgan Chase in the United States worked with our staff for three weeks. They efficiently mastered the operation workflows and processes of various departments and service units through meetings and site visits. With their professionalism, expertise and global vision, they developed the business continuity plan, disaster recovery plan and relevant training materials for the Association's central administrative and headquarters departments. The project aims at helping the departments to resume operations and critical functions as soon as possible in the event of major incidents, so as to avoid impacts on the services at centres.



## Management Staff Assessment & Training

With the aim of assessing the competency of the Association's management team and facilitating the planning of training strategies, the management team participated in a survey which utilized a widely recognized professional assessment tool based on the Association's leadership competency model developed in the past year. The assessment has helped identify the competency gaps needed to be focused on in future management training and development programs, hence enhancing our overall competitiveness. And in order to broaden the management team's knowledge of the aforementioned assessment tools, nominated representatives attended the related certification course, which not only deepened their knowledge on leadership competency but also promoted their involvement in leadership development and succession planning process.

## 發掘同工潛力 評估機構風險

本年度女青為超過 400 名專業職系同工進行職涯發展評估計劃，計劃衡量同工之發展潛能，期望能識別具發展潛力的人才，了解他們的學習需要，並為他們安排清晰的發展目標。我們亦同步地分析了他們於短期內離職而需填補職位空缺的困難度為機構所帶來的潛在風險。兩項評估顯示女青具發展潛力的人才數目有所增加，而因同工離職而帶來的機構風險亦低，結果令人鼓舞。

## 發揮資訊科技的效用 提升效率和服務質素

本會資訊系統部因應時代的轉變及機構需要，推出適切的應用程式，以協助有需要的各個持份者，並持續優化顧客關係管理平台，使服務使用者能更方便接觸不同資訊，及在報讀本會課程時能更得心應手。另外，本會亦為整體的資訊科技軟 / 硬件改善和升級，務求讓使用者於網上瀏覽或交易時其個人資料得到更周全之保障。

## Unlock Staff Potentials and Undertake Risk Assessment

A career development assessment scheme was introduced this year to assess the development potentials of more than 400 staff from the professional stream, in the hope of identifying high-potential staff and formulating clear development goals for them based on their learning needs. Besides, we simultaneously analyzed the potential risks posed by their resignation at short notice and the difficulty in filling the vacancies. The assessment revealed an encouraging result – the number of staff with development potential increased whereas the risk incurred by their resignation decreased.

## Enhancing Efficiency and Service Quality with Information Technology

In response to changes in times and evolving needs of the Association, suitable application programs have been launched to cater for the needs of stakeholders. The HKYWCA Customer Relationship Management platform have been continuously enhanced so that service users can access a variety of information with ease. Course enrollment has also been facilitated. Besides, the Association has improved and upgraded the hardware/software of the Association's information system, with the aim of fully safeguarding the personal data of users when they are surfing the internet or making transactions online.





## 團隊獎勵計劃 促進資源共享

為鼓勵跨單位及部門的協調與配合，及增強服務和財務效益，兩年一度的團隊獎勵計劃於 2017 年 5 月再度推出，是次共有 18 個跨單位及部門的協作計劃參加比賽。評審的準則包括「女青運動」、「社區需要」、「策略性目標」、「服務指標」、「服務優勢」、「品牌建立」、「財務指標」以及「關係與協作」8 個範疇。本次計劃共有 4 支隊伍獲獎，並於同年 12 月的會慶聚餐時接受嘉許及頒發獎項。

## Team Award Scheme

To promote cross-unit and cross-departmental coordination and enhance the service and financial impact, the biennial "Team Award Scheme" was launched again in May 2017, with a total of 18 cross-unit/department partnership schemes competed in the contest. Based on 8 assessment criteria which included "YWCA Movement", "Community Needs", "Strategic Goals", "Performance targets", "Service Advantage", "Brand Building", "Financial Indicator" and "Relationship and Collaboration", four teams were awarded in the Scheme and prizes were presented in the Association's Anniversary Celebration Dinner held in December 2017.



### 周大福「逆」風高飛 — 家庭為本特殊教育需要幼童支援服務（2016 — 2018）

參與單位：婦女事工部（家庭健康促進中心）及青年及社區服務部等

### Infinity HOPE 讀寫障礙兒童支援服務計劃

參與單位：青年及社區服務部及資訊系統部等



### 「香港女聲 Global Y」計劃

參與單位：婦女事工部、青年及社區服務部及基督教及會員事工部等



### 優異獎

### 「簡單·義」計劃

參與單位：青年服務部、青年及社區服務部及婦女事工部等







Service Development

# 服務拓展





女青一直與社會同行，致力為社會上各個階層提供多元而適切的服務。但隨著時代改變，現有的機構設施設備和服務需作出更新才能更及時回應社會大眾殷切的需求。有見及此，本年度女青銳意加強會內軟硬件配套，規劃資源發展創新服務以及善用科技提升服務，期望能讓女青提供的服務覆蓋得更全面，進一步改善弱勢社群的生活質素，使香港成為一個關愛共融的社區。

HKYWCA makes every effort to provide multi-dimensional and tailor-made social services to people from all walks of life. As time goes by, the facilities and services of the Association need to be enhanced in order to timely address the pressing societal needs. Thus, the Association always endeavors to reinforce its software and hardware facilities, develop innovative services through resource planning and make good use of technologies, in the hope of rendering more comprehensive services to improve the living standard of the underprivileged and create a caring and inclusive community.



# (一) 提升硬件 配合服務拓展

## Facilities Enhancement to Align with Service Development

### 九龍會所復修計劃 — 女青賽馬會社會服務大樓

最初位於何文田窩打老道的女青九龍會所，誕生於上世紀五十年代，而隨著戰後移民人口增加，服務單位空間持續緊張。群策群力下，獲當時香港政府於文福道撥地興建柏顏露斯會所（窩打老道之九龍會所停用，柏顏露斯會所後來更名為九龍會所），並在 1972 年落成及投入服務。

服務社區超過半世紀，九龍會所多年來一脈相承著女青栽培生命的傳統，為婦女及市民提供支援及住宿服務，從家事訓練班、情緒輔導工作到婦女宿舍，協助生活有困難的婦女及其家庭走出低谷，並為社會整體建設與發展略盡綿力。但隨著本港社會發展轉型，其規格、空間及設施亦漸漸無法回應時代要求，雖然會所曾於 1991 年進行修葺，但多年來女青董事會一直積極探討重建九龍會所的可能性。董事會最後於 2011 年 3 月決定，以大型復修工程取代拆卸重建，省卻成本之餘亦能為環保出一分力。

為籌募重建款項，女青上下過去數年努力舉行各種籌款活動，從女青中樂團籌款晚會、復修籌款晚宴、嘉年華、賣物會、慈善首映禮到賣旗日等，一分一毫聚沙成塔，後更喜獲香港賽馬會慈善信託基金慷慨捐助逾 1 億 3 千萬港元，用作復修工程中重建社會服務大樓之用。

2017 年第三季，復修多時的九龍會所宣佈竣工，於 2018 年 3 月舉行啟用禮，並邀得政務司司長張建宗先生、香港賽馬會董事周松崗爵士、香港聖公會西九龍教區主教陳謳明主教，及本會會長胡秀霞女士擔任主禮嘉賓。

### The Kowloon Centre Rehabilitation Project — YWCA Jockey Club Social Service Building

Since 1950s, the HKYWCA Kowloon Centre was situated in Waterloo Road, Ho Man Tin. During the post-war period when the population of immigrants steadily increased and service units competed for space, a piece of land located in Man Fuk Road was allocated to the Association for constructing a new centre, The YWCA Anne Black Centre (while Waterloo Road's Kowloon Centre was decommissioned, the Anne Black Centre was renamed as Kowloon Centre later), which eventually commenced service in 1972.

The Kowloon Centre, having served the community for more than half of the century, has always adhered to the founding purpose of life enhancement and has provided support and lodging services to women and the public. Services ranging from housework training classes, counselling to women's hostels were offered to support women in adversity and their families, with efforts made for the development of society. Still, with the restructuring of society, its spacing, installations and facilities gradually lagged behind and failed to respond to emerging demands. Therefore, following the reparation in 1991, the Board of Directors had actively investigated and discussed the possibility of the Centre redevelopment. Eventually, as resolved by the Board in March 2011, a rehabilitation project instead of demolition and redevelopment would be carried out, which not only saved cost but also contributed to environmental conservation.

To raise fund for the rehabilitation project, a variety of fund-raising campaigns including the HKYWCA Chinese Orchestra gala, a charity dinner, a carnival, a bazaar, charity premieres and Flag Day were organized over the past years. The Association was also grateful for the generous donation of over HK\$130 million from The Hong Kong Jockey Club Charities Trust, which has gone towards redeveloping the Social Service Building.

In the third quarter of 2017, the rehabilitation project was finally completed and its opening ceremony was held in March 2018. We were glad to have invited Mr. Matthew Cheung, Chief Secretary for Administration of the Hong Kong SAR; The Hon Sir C K Chow, Steward of The Hong Kong Jockey Club; The Rt Revd Andrew Chan, Bishop of the Diocese of Western Kowloon, Hong Kong Sheng Kung Hui (Anglican); and Mrs. Patricia Ling, President of the Association to officiate at the Ceremony.

會所低座為提供多項自資社會服務的「女青賽馬會社會服務大樓」，包括為退休人士提供服務的賽馬會樂齡活學中心 Y Evergreen；提供職前培訓的賽馬會人才發展中心 Y Plus；針對長者需要的賽馬會青健坊 Y Care；以及為育有 12 歲以下孩子或患有特殊教育需要的兒童家庭提供支援的賽馬會家庭健康促進中心 Y Family。而高座則為提供住宿服務的峰景軒 Y HOSPITALITY，接待來自世界各地的女青會員、伙伴和友好，並期望為有需要的婦女、青年及弱勢社群提供緊急及短暫居所。

復修後之九龍會所，以「人生旅程」為主旨，建立嶄新的一站式綜合社會服務匯點，從青年求職、家庭支援、退休安排到護老照顧，為社會大眾提供最適切的支援及服務，幫助更多有需要人士。



### 明儒松柏社區服務中心修繕感恩禮暨開放日

獲社會福利署和香港賽馬會慈善信託基金「智安健計劃」贊助，明儒中心於本年度進行美化工程並購置新設備，冀為長者及護老者提供更舒適、友善及現代化的活動空間。嶄新設計如採用光線通透及活動組合式的間隔，大大提高了空間運用的靈活度。而安裝感應式慳電光管、自動門及水龍頭等設備，更是方便長者使用之餘，亦能節約能源。此外，中心自行額外添置的 65 吋電子白板、電子機械人及互動投影機等設備，讓有特殊照顧需要的長者透過遊戲，多動腦筋及增加肢體活動，提升長者對做運動的興趣及藉此進行手眼協調及多功能感官訓練。

The YWCA Jockey Club Social Service Building, occupying the lower block, provides several self-financed services including the YWCA Jockey Club Y Evergreen Learning Centre which serves the retired population; the YWCA Jockey Club Y Plus+ Talent Development Centre which offers youth development training; the YWCA Jockey Club Y Care Centre which caters for the needs of seniors; and the YWCA Jockey Club Family Wellness Centre which supports families with children aged below 12 or with special educational needs. The Summit View Kowloon under Y Hospitality in the upper block provides accommodation services to members, partners and friends of YWCA from all over the world as well as urgent and temporary shelter for women, youngsters and the disadvantaged in need.

Themed with the "Journey of Life", the rehabilitated Centre will become an innovative one-stop integrated social service hub, offering timely and appropriate services ranging from youth employment, family support, retirement planning to elderly care, with the aim of assisting more people in need.



### Ming Yue District Elderly Community Centre Thanksgiving Ceremony cum Open Day

Funded by The Social Welfare Department and The Hong Kong Jockey Club Charities Trust "Elderly Facilities Modernization Scheme", the Centre has undergone renovation and purchased new equipment, in order to provide a more comfortable, friendly and modernized environment for the elderly and their caregivers. Innovative designs such as transparent and movable partitions have been used, which has significantly raised the flexibility in utilizing the space for different activities. Lighting system with occupancy sensors, automatic doors, and sensor-operated faucets were installed to facilitate seniors and save energy. The Centre also purchased a 65-inch electronic whiteboard, multi-functional robot and interactive projection system which enabled the elderly with special needs to train their body and mind through games, arouse their interest in physical exercises and train their eye-hand coordination and multi-sensory functioning.

中心於 2018 年 2 月 2 日舉行以「參與，同行及感恩」為主題的「中心修繕感恩禮暨開放日」，讓社區人士及中心服務使用者分享修繕成果。感謝勞工及福利局常任秘書長張琮瑤太平紳士、香港賽馬會慈善事務經理列浩然先生、聖公會靈風堂主任牧師及東九龍教區總幹事曾永昌牧師擔任主禮嘉賓，並與 200 位服務使用者及合作伙伴共同見證結合長者友善及環保概念的中心新形象。當日，長者透過才藝表演包括手繪沙畫、排舞及樂器演奏等精彩節目展現才華，同時活動亦設有多個互動攤位展示中心的服務成果。



### 西環松柏中心

西環松柏中心於 1981 年開辦，是本會第一間長者活動中心，過去三十七年堅持提供多元化及優質的長者服務，會員人數及服務使用人次亦按年遞增。中心一直與時並進，除了於 2003 年 4 月 1 日起轉型為自負盈虧長者中心外，近年亦與置富浸信教會合作，舉辦多元化的福音活動。中心於 2015 年獲社會福利署獎券基金及香港賽馬會慈善信託基金撥款資助進行現代化工程，並於 2017 年竣工。工程完成後中心提供更寬敞及舒適的活動空間，並添置健體器械等設備，鼓勵長者活得更健康。

而為慶祝修繕工程順利竣工，並嘉許多年來與中心同行及付出的長者義工，中心於 2018 年 4 月 27 日舉辦「修繕感恩禮暨義工欣賞會」，本會榮幸邀請到社會福利署中西南及離島助理福利專員吳偉龍先生及置富浸信教會主任何約翰牧師擔任主禮嘉賓，為修繕感恩禮添上非凡意義。

The Thanksgiving Ceremony cum Open Day themed with "Engagement, companion and thankfulness" was held on 2 February 2018 to celebrate the completion of renovation project with the community and service users. We would like to express our gratitude to the officiating guests, Ms. Chang King Yiu, JP, Permanent Secretary for Labour and Welfare, Mr. Horace Lit, Senior Charities Manager of The Hong Kong Jockey Club, and Dr. Tsang Wing Cheong, Vicar of Holy Spirit Church and Diocese of Eastern Kowloon, Hong Kong Sheng Kung Hui (Anglican), who were present with 200 service users and partners to witness the makeover of the Centre which embodies the age-friendly and eco-friendly concepts. There were a series of performances such as sand painting, dancing and instrument playing by the elderly members and various interactive booths were set up to display the positive impacts of our services.



### Sai Wan Social Centre for the Elderly

Sai Wan Social Centre for the Elderly, the first elderly activity centre of HKYWCA, was established in 1981. It has been dedicated to providing diversified and quality elderly services for the past 37 years, with a steady increase in the number of members and service attendance. The Centre always keeps pace with the times. Besides converting into a non-subsidized elderly centre on 1 April 2003, it also organized a variety of evangelistic activities in collaboration with Chi Fu Baptist Church. Funded by The Lotteries Fund of Social Welfare Department and The Hong Kong Jockey Club Charities Trust, modernization project of the Centre was launched in 2015. With its completion in 2017, the Centre not only provides a more spacious and comfortable environment for various activities, physical training equipment was also purchased to promote healthy living among the seniors.

A thanksgiving and volunteer appreciation ceremony was organized on 27 April 2018 to celebrate the completion of its renovation and express admiration for the elderly volunteers. The Association was honored to have Mr. Ng Wai Lung, David, Assistant District Social Welfare Officer (Central Western, Southern and Islands) 2 of Social Welfare Department and Rev. John Ho, Chief Pastor of Chi Fu Baptist Church to officiate at the ceremony.



## (二) 創新意念 提升服務質素

### Innovative Concepts for Promoting Service Quality

#### 認知刺激療法 向業界分享成果

本會自 2015 年開始與香港大學秀圃老年研究中心合作，共同於本港推廣「認知刺激療法」本地版。

「認知刺激療法」一直在英國廣泛地應用，於治療認知障礙症患者的效果獲得實證支持。此治療法主要透過小組活動或特定的家居活動，讓輕至中度認知障礙症人士的認知衰退得以延緩，並令他們的溝通能力及生活質素得以提升。療法特色在於只需透過簡單訓練，便能讓非專業人士依據指引為認知障礙症人士提供有效的系統化認知治療。

本會整理過去兩年的運用之成效，分別於第二屆國際認知刺激療法研討會及第廿四屆老年學周年會議中進行發表，並於《亞洲老年學及醫學雜誌》中作刊登。而我們已獲食物及衛生局健康護理及促進計劃資助，推行一個為期 24 個月香港版認知刺激療法的推廣計劃，以提升患者的身心健康。

我們將繼續與香港大學社會工作及社會行政學系助理教授黃凱茵博士及其他顧問合作，培訓 40 位金齡人士成為「認知刺激治療員」，延緩患病長者於認知能力上的衰退及改善他們的生活質素。



#### Cognitive Simulation Therapy

Since 2015, the Association has collaborated with Sau Po Centre on Ageing, The University of Hong Kong in promoting the application of adapted cognitive simulation therapy in Hong Kong. Cognitive simulation therapy has been widely utilized in England and recognized as an evidence-based treatment for people with dementia. Through group activities and home-based exercises, the therapy has proven to be effective in delaying the decline of cognitive functioning among people suffering from mild to moderate dementia and enhance their communication capabilities and standard of living. Through uncomplicated training, even non-professionals can provide effective and systematic treatment for patients with dementia based on the guidelines.

The Association participated in both the 2nd International Cognitive Simulation Therapy Conference and the 24th Annual Congress of Gerontology to review and present the effectiveness of cognitive simulation therapy after two years of implementation. The findings were also published in The Asian Journal of Gerontology and Geriatrics. Besides, we have obtained the sponsorship of Health Care and Promotion Scheme under the Food and Health Bureau and launched a 24-month promotion scheme of the localized cognitive simulation therapy, with the aim of promoting the physical and mental health of patients with dementia.

The Association will continue to collaborate with Dr. Wong Hoi Yan, Assistant Professor of the Department of Social Work and Social Administration, The University of Hong Kong and other advisors in training 40 golden aged persons as cognitive simulation therapists, working towards postponing the cognitive degradation among elderly patients and enhancing their standard of living.



## 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

承蒙周大福慈善基金贊助，本計劃由 2016 年 1 月開始，為懷疑及確診有特殊教育需要的幼兒及初小家庭提供支援服務。有別於傳統式以兒童個別接受訓練為主，本會的「家庭為本」特殊教育需要兒童服務，著重親子及家庭層面的介入，包括親子形式的訓練、家庭面談、多元家庭小組，務求為整個家庭帶來正面轉變，促進孩子成長。經過兩年的跨專業團隊努力，計劃已服務超過 200 多個家庭，服務人次超過 7,500 人次，核心家庭的平均一年服務總時數超過 100 小時。除了上述的家庭為本的介入之外，我們也為特殊教育需要的兒童提供跨專業的支援及訓練設施配套，旨在提供優質的專業服務；人手方面，本會亦已大力增聘各專業人手，並努力進行服務研發工作，設計了不同的訓練素材及工具，並配合可供家長借用的實務工具以進行家居訓練，並且在女青賽馬會家庭健康促進中心新建了感覺統合訓練室和添置多種的訓練用品，旨為服務對象獲得更全面的專業服務。



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

Funded by the Chow Tai Fook Charity Foundation, the Project has served children with special educational needs studying at kindergartens junior forms in primary schools and their families since its launch in January 2016. In contrast with the traditional approach of child-centred training, the Association offered family-based services such as parent-child oriented training, family consultations and multi-dimensional family groups, which emphasize on intervention at parent-child and family levels, with the aim of bringing about positive transformation within the families and fostering the children's growth. Having been run for two years by our dedicated multi-disciplinary team, the Project has served more than 200 families, with total attendance and average yearly service hours for core families exceeding 7,500 and 100 respectively. In addition to family-based intervention, multi-disciplinary support and training facilities were also provided for SEN children to enable quality professional services. The Association also proactively recruited professional staff and engaged in service development to design various training materials and tools. Parents can also borrow the tools to carry out training at home. Besides, the YWCA Jockey Club Family Wellness Centre has newly established a sensory integration training room and purchased a variety of training equipment for the provision of comprehensive professional services.



## 另類手法推展共融工作－《看得見的秘密》繪本冊

為推廣社區共融訊息，於 2017 年的暑假，本會結連受助家庭、專才義工及社區機構網絡，一同推行「同行・挑戰不可能」的一系列體驗活動。過程中，社工帶領專才義工協助特殊教育需要的兒童接受不同培訓；最終排除萬難，在社區內挑戰看似不可能的任務，在公共圖書館內當圖書館管理員及在電車上擔當導賞員。而感謝周大福慈善基金鼎力支持，讓我們把活動經歷製作成繪本集－《看得見的秘密》，並承蒙勞工及福利局副局長徐英偉太平紳士、周大福慈善基金理事古堂發先生及本會會長於 2018 年 1 月主持繪本的發佈儀式。繪本的閱讀方法新穎，需運用隨書附送的三色濾鏡，讓讀者能看到過度活躍症兒童、家長及社區人士在面對挑戰時不為人知的內心世界和感受。製作團隊接著為警務署和不同社福機構的受眾舉行工作坊，透過繪本內容和服務對象的現身說法，讓社會大眾更認識這些兒童和家長心中的「秘密」，促進社會共融。

## "Visible Secret" Illustration Book to Promote Social Inclusion

To promote an inclusive community, the Association has liaised with the families, volunteers and community agencies in organizing a series of experiential activities on the subject of "Companion · Challenge the Impossible" in the summer of 2017. Led by social workers, the volunteers facilitated SEN children to receive different training and challenge the seemingly unachievable mission such as serving as librarians in a public library or acting as tour guides on a tram. With gratitude to the support of the Chow Tai Fook Charity Foundation, an illustration book – "Visible Secret" was published depicting the experiences of participants. We were honoured to have Mr. Caspar Tsui, JP, Under Secretary for Labour and Welfare, Mr. Koo Tong Fat, Governor of Chow Tai Fook Charity Foundation and Mrs. Patricia Ling, MH, JP, the Association's President to officiate at the book launch ceremony held in January 2018. Colour filters are needed when reading the book, hoping to help readers empathize with children with ADHD, their parents and communities and look through their inner world, feelings and struggles. The production team also organized workshops for the Hong Kong Police Force and service recipients of various social welfare agencies. By sharing the book content and first-hand experience of the project participants, the hidden "secrets" of the ADHD children and their parents were made visible to the public and social integration is promoted.



## (三) 善用科技 提高服務效益

### Enhancement of Service Impact with Technology

#### 顧客關係管理系統 提升服務效益

為加強提高機構營運效率和能力，經過三年多的收集同工意見、工作小組討論和資訊系統部的努力研發，本會的顧客關係管理系統於 2017 年 6 月正式投入使用。新系統整合了有關會員、義工、個案、興趣班組及課程等等資料，建構了一個跨平台的數據庫，讓以往只接觸單一服務單位的會員及義工，可以在任何一間女青年會的中心享用設施，或報讀課程。同時系統亦可為女青中心職員提供適時及準確的資料，減少重複的檢查和輸入資料，使資源得以更充分的運用。

#### Customer Relationship Management (CRM) System to Boost Service Impact

To reinforce the operational efficiency and capacity of the Association, the Customer Relationship Management (CRM) system was officially launched in June, 2017. This was after three years of collection of staff opinions, deliberation among the workforce members, and research and development by the Information System Department. The new system consolidates information pertaining to members, volunteers, cases, interest classes and courses etc. By constructing a cross-platform database, members and volunteers can use the facilities and enroll in courses at any one of the Association's service units. The system also provides up-to-date and accurate information for frontline staff so that an optimal use of resources can be achieved by avoiding repeated checking and data input.

#### 追上時代步伐 科技連繫家庭

為鼓勵長者跟上時代步伐，利用資訊科技與家人拉近關係，本會耆年服務部獲政府資訊科技總監辦公室於 2015 年資助開發流動應用程式「AngeLINK 愛 • 連繫」（下稱 AngeLINK）。長者可透過應用程式上載相片及影片，以不同階段的經歷，製作「人生紀念冊」。AngeLINK 於 2017 年 1 月正式推出後深受長者歡迎，年度下載次數超過四千次，亦獲邀出席了電台節目介紹及宣傳 AngeLINK，得到傳播媒體的正面報導。而本會亦於 2017 年 6 月 8 日假荷里活廣場舉行「AngeLINK 愛 • 連繫」流動應用程式發佈會，並邀請到羅蘭女士擔任分享嘉賓，進一步推廣此應用程式，讓長者以 AngeLINK 作起步，一嘗科技的便利，促進數碼共融。

#### Foster Family Relationship with Technology

To encourage senior citizens to keep abreast with times and make advantage of information technology to connect with their families, the Elderly Service Department has launched the "AngeLINK" mobile app in 2015, funded by the Office of the Government Chief Information Officer. By uploading photos and videos with the app, the elderly produce their own "life memoir" documenting every significant moment in lives. Since its launch in January 2017, it was well-received among the elderly and has recorded over 4,000 downloads in the year. The Association was also invited to introduce and promote the app in radio programmes and positive media coverage was gained. To further enhance the popularity of the app, we were delighted to have invited Ms. Law Lan as guest sharing at its launch held at Plaza Hollywood on 8 June 2018. It is hoped that "AngeLINK" will give the elderly a taste of the convenience brought by technology and induce the digital inclusion.

## 應用樂齡科技 提升生活質素

為有效應對高齡化社會，本會提倡善用先進科技以改善人類健康和照護，提升長者生活質素，並減輕護老者和護理人員的負擔和壓力。本會轄下兩所長者地區中心獲香港賽馬會慈善信託基金贊助，參與推行為期兩年的「賽馬會 e 健樂電子健康管理計劃」。200 名 60 歲或以上患有三高（高血糖、高血脂、高血壓）之長者，透過電子健康管理技術和設備，以及創新的服務模式，如遠程護理服務和定期進行長者健康質素調查等，鼓勵他們建立健康管理習慣；並透過恆常運動（動養）、健康飲食（食養）、保持心境平和（神養）及平衡生活作息（臥養）四方面的「養生」實踐行動，促進長者改變個人生活方式，建立健康身心靈，益壽延年。

本會亦於 2017 年 6 月參與全港首屆樂齡科技博覽暨高峰會議，以「拉闊 • 生活」為主題作攤位展覽，展示一系列應用於日常服務中的科技用具，包括：智能機械貓、智能機械人、卧床院友康復運動訓練儀等，向社區人士推廣創新科技，期望有助長者擴大生活圈、增加與社區的溝通和聯繫，讓長者享受一個豐盛、活躍的晚年生活。



## Enhancement of Living Standard with Gerontechnology

In order to address the demand arising from Hong Kong's ageing population trend, advanced technology has been employed to improve human wellness and care, enhance the living quality of elders and lessen the burden of their caregivers and healthcare workers. Two elderly centres of the Association have launched the two-year "Jockey Club Community eHealth Care Project" sponsored by The Hong Kong Jockey Club Charities Trust. 200 elderly persons aged 60 or above and diagnosed with high levels of blood glucose, blood lipids and blood pressure participated in the Project. Through e-health management techniques and equipment, along with innovative care service modes such as the Tele-care programme and regular well-being surveys, they have been encouraged to build self-management healthcare habits. By putting the four health and wellness principles, namely regular exercises, nutritious diet, a peaceful state of mind and work-life balance into practice, it is hoped that the elderly can adjust their lifestyle, thereby promoting their physical, mental and spiritual health and extending the active period of their lives.

In June 2017, the Association participated in the 1st Gerontech and Innovation Expo cum Summit in Hong Kong. On the theme of "Broadening Life", various innovative products such as robotic cats, multi-functional robots and lower limbs exercise equipment as well as their respective applications in elderly services were showcased. Innovative technology was promoted to the public at the event in the hope of broadening the social network of the elderly and fostering their engagement in local communities so that they can lead a brilliant and active life.





## 活到老學到老 編出璀璨第三齡

第三齡，是對年長人士的新稱謂，泛指由 50 歲以上起計的人生階段。他們從工作及家庭責任中退下，有更大空間去建立新的生活模式，同時亦無可避免要面對步入老年的變化。感謝香港特區政府健康護理及促進基金贊助，由女青與香港中文大學那打素護理學院合作建立的「璀璨 D30」（取其「第三齡」音）健康網上平台。網站由註冊護士主理，共有 15 個為第三齡人士度身訂造的健康主題，內容圍繞強身健體、踢走病痛和潛能發揮，包括「戰勝更年期、男女做得到」、「踢走痛症」、「藥物小百科」等。每個健康主題除了設有自我評估、圖解及短片介紹外，也可以透過「匯友芳」的個人登記，與註冊護士及網上朋輩一同分享，藉著網上討論互相支持。此網站於 2017 年共吸引了超過 800 名人士登記成為會員，瀏覽次數超過 13 萬次。



## Lifelong Learning to Pursue the Path to Vitality

The Third Age, a new title of senior citizens, generally refers to the period of life after one has turned 50 when full-time employment and family responsibilities cease. While there is more room for the establishment of a new lifestyle, the elderly have to experience the various changes when advancing into old age. With gratitude to the sponsorship of HKSAR Government's Health Care and Promotion Fund, an online e-health platform titled "Path to Vitality & Vibrancy (PathVV)" was jointly launched by the Nethersole School of Nursing, the Chinese University of Hong Kong and the Association. Hosted by registered nurses, the website is loaded with health-related information classified into 15 topics catering for the third-aged, such as physical fitness, pain management and potential fulfilment. Besides self-assessment, figures and videos under each topic, the elderly can register on the platform to communicate and discuss issues online with registered nurses and peers to seek mutual support. Since 2017, more than 800 persons have registered as a member and the total hit rate has exceeded 130,000.



## 運用遊戲程式 支援 SEN 學童

有鑑於本會三年前開發的「HOPE 中文拆字遊戲」流動應用程式反應非常正面，下載次數超過 25,000 次，很多育有讀寫障礙兒童的家長及其教師也指出以遊戲方式吸引這類學童以較輕鬆手法學習中文是非常奏效。本會因而成功得到「創科生活基金」撥款，開發「HOPE 中文詞類及句子遊戲」流動應用程式。此項目已於 2018 年 3 月展開，旨在協助有讀寫障礙的兒童學習。應用程式透過 10 個「互動故事遊戲」與 420 個預設詞語，以多感官方法為本，結合多媒體與資訊科技功能讓學童認識中文的四種詞類及句子結構，幫助他們提升學習中文的興趣，並加強他們的小肌肉協調能力。

## Gaming App to Support Children with Special Educational Needs (SEN)

The mobile app "HOPE Chinese Character Game" was launched three years ago. With the total number of downloads exceeding 25,000, plenty of parents and teachers of children with dyslexia revealed and supported the effectiveness of learning Chinese through games in a relaxing manner. In view of the positive responses received, the Association subsequently developed another mobile app "HOPE Chinese Words & Sentences Game" in March 2018, funded by the Innovation and Technology Fund for Better Living with the aim of facilitating the learning of children with dyslexia. Through 10 interactive narrative games and 420 preset vocabulary items, the app introduces four word classes and sentence structure of Chinese to children by adopting a multi-sensory approach integrated with multi-media and information technology functions, in the hope of boosting their learning interest in Chinese and reinforcing their fine motor coordination.



Our Remarkable Achievement

# 我們的成就





# 我們的成就

## Our Remarkable Achievement

### 服務獎項 Service Awards

1

#### 香港十大優質社會服務獎

#### Hong Kong 10 Outstanding Community Services

本會新創建青健坊（北區）統籌的「Green Care 二手復康用具回收及轉售計劃」參選「國際獅子總會中國港澳303區」舉辦的「香港十大優質社會服務計劃選舉2017」，獲得香港十大優質社會服務獎。

Green Care, managed by the Association's NWS Y Care Day Care Centre for the Elderly (North District), was awarded one of the top ten outstanding community services in the "Hong Kong 10 Outstanding Community Services 2017" organised by the Lions Clubs International District 303 – Hong Kong & Macao, China.



2

#### GOOD SO 2017 傑出社企

#### GOOD SO Outstanding Social Enterprises Award 2017

Y Silver Link 安居通在維多利亞青年商會舉辦之「第二屆傑出社企嘉許禮」中獲選為「GOOD SO 2017 傑出社企」。

HKYWCA's Y Silver Link was awarded the "GOOD SO Outstanding Social Enterprise" in the 2nd "GOOD SO Outstanding Social Enterprises Award" organized by the JCI Victoria.





3

香港社企優秀員工 2017

Outstanding Social Enterprise Employee 2017

大澳文化生態綜合資源中心的同工江駿傑，獲香港社會企業總會與社企民間高峰會舉辦的「香港社企優秀員工嘉許計劃 2017」嘉許為「香港社企優秀員工」。

Mr. Kong Chun Kit, a staff of the Association's Y Eco Tour Tai O Cultural and Ecological Integrated Resource Centre, was recognized as the "Outstanding Social Enterprise Employee" under the "Hong Kong Social Enterprise Outstanding Employee Recognition Scheme 2017", co-organized by Hong Kong General Chamber of Social Enterprises Ltd and Social Enterprise Summit.



4

「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 2017-18 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」。

HKYWCA participated in the Good MPF Employer Award 2017-18 organized by Mandatory Provident Fund Schemes Authority and received 3 awards: Good MPF Employer Award, e-Contribution Award and Support for MPF Management Award.

5

2017「敬老護老愛心券」慈善籌款運動－「機構最高籌款獎」亞軍  
The Care for the Elderly Charity Ticket Campaign 2017  
Best Fund Raiser Award – 1st Runner Up

本會獲敬老護老愛心會頒發 2017「敬老護老愛心券」慈善籌款運動－「機構最高籌款獎」亞軍，連續十年躋身「機構最高籌款獎」三甲。

The Association received the Best Fund Raiser Award -1st Runner Up in the Care for the Elderly Charity Ticket Campaign 2017, being the top 3 for 10 consecutive years.



6

僱員再培訓局－課程管理獎、ERB 25 培訓大獎、  
傑出僱主年度大獎 2017、傑出僱主獎、  
優異僱主獎、傑出學員獎及優異學員獎  
Employees Retraining Board (ERB) – Training Course Management Award,  
ERB25 Training Award, ERB Excellence Award for Employers, Outstanding and  
Merit Award for Employers, Outstanding and Merit Award for Trainees

本會於「ERB25 周年閉幕禮暨第 10 屆 ERB『人才發展計劃』頒獎禮」中獲得「ERB 課程管理獎」及適逢 ERB25 周年特別設立的「ERB 25 培訓大獎」兩個獎項。另本會提名之合作企業及學員亦分別獲得多個獎項：「傑出僱主年度大獎 2017」（3 間）、「傑出僱主獎」（5 間）、「優異僱主獎」（5 間）、「傑出學員獎」（1 名）及「優異學員獎」（1 名）。

At the ERB 25th Anniversary Closing Ceremony cum the 10th ERB "Manpower Development Scheme" Award Presentation Ceremony, the Association obtained the "ERB Training Course Management Award" and "ERB25 Training Award". Our nominated employers and trainees were conferred the following awards: ERB Excellence Award for Employers 2017 (3 awardees), ERB Outstanding Award for Employers (5 awardees), ERB Merit Award for Employers (5 awardees), ERB Outstanding Award for Trainees (1 awardee) and ERB Merit Award for Trainees (1 awardee).



7

## 第七屆香港傑出義工獎 Winners of The 7th Hong Kong Volunteer Award

本會將軍澳綜合社會服務處「Care Angels」義工隊在義務工作發展局舉辦之「第七屆香港傑出義工獎」中獲選為傑出義工團體。

"Care Angels" Volunteer Group established by the HKYWCA Tseung Kwan O Integrated Social Service Centre, was awarded as one of the winners of "The 7th Hong Kong Volunteer Award" from Agency for Volunteer Service.



8

## 「老有所為活動計劃 2016-18」— 地區最佳活動獎（兩年計劃） The Opportunities for the Elderly Project 2016-2018 – Winner of District Best Projects (2-year Project)

本會明儒松柏社區服務中心舉辦之「耆鄰友善享頤年」計劃，榮獲社會福利署「老有所為活動計劃 2016-2018」之地區最佳活動獎（兩年計劃）。

The "Wellness Neighborhoods for Age-Friendly Community" project launched by Ming Yue District Elderly Community Centre won the District Best Project Award (2-year Project) in "The 2016-18 Opportunities for the Elderly Project" organized by the Social Welfare Department.





9

2017/18 年度「優秀家庭友善僱主」獎、  
「特別嘉許（金獎）」及「支持母乳餵哺獎」  
2017/18 Meritorious Family-Friendly Employers Award,  
Special Mention (Gold) Award and the Award for Breastfeeding Support



本會於家庭議會舉辦之「2017/18 年度家庭友善僱主獎勵計劃」獲得「優秀家庭友善僱主」獎、「特別嘉許（金獎）」及「支持母乳餵哺獎」。

The Association has been awarded "Meritorious Family-Friendly Employers" Award, "Special Mention (Gold)" Award and the "Award for Breastfeeding Support" in "2017/18 Family-Friendly Employers Award Scheme" organized by the Family Council.

10

2017/18 商界展關懷計劃－傑出伙伴合作計劃獎  
Caring Company Scheme 2017/18 –  
Outstanding Partnership Project Award

本會有份參與之「同一添」慈善市集，為太古地產聯同 15 間香港社福機構合辦之社區活動，獲得由香港社會服務聯會舉辦之 2017/18「商界展關懷」計劃－傑出伙伴合作計劃獎。

LOVE'S TEAM Charity Bazaar, a cross-sector community event initiated by Swire Properties Limited and partnering with 15 NGOs including HKYWCA, has been awarded "Outstanding Partnership Project Award" by Caring Company Scheme 2017/18 organized by HKCSS.





11

### 2017-2018 A' 國際設計大獎賽銅獎 — 《看得見的秘密》 Bronze A' Design Award in 2017 - 2018 – The "Visible Secret" Illustration Book



由本會「逆」風高飛計劃發佈，改編自個案真人真事的繪本故事書《看得見的秘密》獲得 2017-2018 「A' 國際設計大獎賽 — 社會設計項目」銅獎。

Presented by the Association's Y Flight project, "The Visible Secret" illustration book which was based on the true stories of project participants received a Bronze Award (Social Design Category) in the "A' Design Awards 2017-2018".

## 出色表現廣受認同 Recognition for Service Excellence

1

本會獲邀於由香港中文大學主辦的國際研討會 "New Perspectives for Outcome-based Evaluation and Research on Family and Children's Service" 中介紹「逆」風高飛計劃。

The Association was invited to present its Y-Flight project in the International Forum "New Perspectives for Outcome-based Evaluation and Research on Family and Children's Service" hosted by the Chinese University of Hong Kong.



## 2

本會青年部獲邀於香港社會服務聯會七十周年紀念活動上，以「耆義小行動·成就大改變」主題分享傑出的「簡單·義」計劃，與業界交流服務經驗。

The Elderly Service Department was invited to exchange service experiences with the sector and share the outstanding "Simple • Just" projects, on the theme of "Ripple effect: our elders can help to create a better world" in the 70th anniversary commemorative program of Hong Kong Council of Social Service.



## 3

本會與香港大學秀圃老年研究中心共同合作並推廣「認知刺激療法」本地版，並分別於第二屆國際認知刺激療法研討會及第廿四屆老年學周年會議中發表其運用成效，及於《亞洲老年學及醫學雜誌》中作刊登。

The Association respectively participated in The 2nd International Cognitive Simulation Therapy Conference and 24th Annual Congress of Gerontology to review and present the effectiveness of localized cognitive simulation therapy with Sau Po Centre on Ageing, the University of Hong Kong. The findings were also published in The Asian Journal of Gerontology and Geriatrics.



4

本會服務總監李雯珊經香港社聯學院督導委員會的篩選後獲挑選成為「第二屆社會服務管理人員領導力課程」學員之一。總幹事楊建霞亦獲邀擔任課程講員，題目為「Dance with the Board」，內容為董事會管治及如何與董事會建立互信及合作關係。



Ms. Emily Lee, Service Director of the Association, was nominated by the HKCSS Institute Steering Committee as one of the participants of "The 2nd Executive Leadership Development Programme". Ms. Yvonne Yeung, Chief Executive was invited as one of the program speakers, to share her view on Board governance and how to build a trusting relationship with the Board, on the theme of "Dance with the Board".

5

本會總幹事楊建霞獲邀擔任多項活動的講員及分享嘉賓，包括 2017 年 10 月 13 日由香港社會企業總會舉辦之「真社企對話」論壇、2017 年 11 月 8 日於香港會議展覽中心舉行之「社企民間高峰會 2017」，以及 2018 年 3 月 21 日由東華三院主辦的 Executive Lunch-and-Learn 等。

Ms. Yvonne Yeung, Chief Executive was invited to act as guest speaker in various forums and activities, including "Real Dialogue in Social Enterprise" organized by the Hong Kong General Chamber of Social Enterprises on 13 October 2017; The "Social Enterprise Summit 2017" held on 8 November 2017 in HKCEC; and the "Executive Lunch-and-Learn" organized by TWGHs on 21 March 2018.









Service Report in Brief

# 服務簡報



# 基督教事工

## Christian Ministry



持守基督教價值觀，以「生命的栽培」為服務宗旨，本會持續加強「凝・燃・愛」福音事工津助計劃之推展，以凝聚同工、會員、義工、教會及社區力量，燃點及承傳本會之使命，於社群中實踐基督的關愛精神。全年透過主領福音性小組及活動，服務達 73,892 人次；統籌及協調全會福音事工，共接觸 19,693 人次，合共服務 93,585 人次，當中有 74 人決志。年度內合共舉辦 180 個小組及 731 項福音活動，感謝天父的賜福。

With the dedication to uphold Christian values and the purpose of "Enhancement of Life", the Association continues to put forward "Condensation • Light • Love" evangelistic communal service project. By garnering the strength of our colleagues, members, volunteers, local churches and the community, it ignites and passes on the mission of the Association and realizes the Christ's love in communities. With God's blessings, a total of 93,585 attendances were reached this year, 73,892 of which were through our gospel groups and programs whereas 19,693 were through organizing and coordinating the gospel ministries of the Association. 180 cell groups and 731 evangelistic programs were organized in total with 74 non-believers converted to Christianity.



## 深化女青運動 「燃」續使命

「凝・燃・愛」福音事工津助計劃將福音揉合社會服務，實踐女青運動，當中包括幼兒、青少年及耆年福音工作，並舉辦福音義工課程，製作福音小組之教材套及推展同工福音工作等，計劃共批出約港幣 34 萬元，資助 18 個項目。

此外，為協助各單位推動女青運動工作，本會製作了《女青運動短片》及《女青運動工作指引》，詳細闡述女青運動中基督教運動、會員運動及婦女運動之三個元素，並於本年度推出「女青運動清單」，收集全會過去一年推動女青運動工作之實況。年度內本會 51 個單位共推行了 1,496 項女青運動工作，部份活動項目更涵蓋多於一個女青運動元素。透過概略分析，將有助本會策劃及推動女青運動工作之未來發展。



## Refining YWCA Movement Kindling and Keeping the Vision Alive

“Condensation • Light • Love” evangelistic communal service project incorporates evangelistic elements into social service and facilitates the practice of YWCA Movement. Gospel ministries for children, teenagers and the elderly were organized. Evangelistic volunteer programs were initiated and teaching kits for gospel groups were produced. Besides, gospel ministries were promoted among our staff. The project has granted a total of \$340,000 and 18 projects were subsidized.

To assist different units in reinforcing the YWCA Movement, the Association has produced the “YWCA Movement Video” and “YWCA Movement Guidelines”, which give a detailed account of the three components of YWCA Movement, namely, Christianity Movement, Membership Movement and Women’s Movement. “YWCA Movement Checklist” has also been introduced to collect data regarding the practice of YWCA Movement within the Association. During the year, 1,496 relevant projects were carried out by 51 units, with some incorporating more than one component of the YWCA Movement. The data, after analysis will facilitate the planning and enhancement of the YWCA Movement in the future.





## 宣揚基督教精神 承傳創會使命

本會的創立始於四位基督徒婦女集合研經禱告，為本會奠定基督教信仰的基石，成為機構重要的文化傳統。自 2011 年起，本會每年著力推動「創會日祈禱會」、「董事、委員、幹事祈禱會」及「感恩節聚會」，藉禱告、感恩與生命反思，促進董事、委員及同工之心靈互動，將女青使命薪火相傳。本年祈禱會邀得樓恩德牧師以「根基立穩」為主題作分享；感恩節聚會邀得蔡元雲醫生，他鼓勵大家學習凡事謝恩，緊守聖經的教導，祈求上帝帶領本會繼續成為「服務先驅」、「持守真理」、「生命栽培」、「關懷弱勢」、「上下一心」及「跟主腳踪」。

此外，同工靈性培育也是本會重視之一環，除了舉辦「同工聖誕慶祝佈道會」，邀請梁永善牧師分享佈道信息及溫拿樂隊成員陳友先生作生命見證外，也舉辦「同工心靈加油站」，由藝人尹天照先生分享信主的心路歷程，讓同工認識上帝的大能。

## Preaching Christian Spirit Passing on the Founding Mission

Motivated and founded by four enthusiastic Christian ladies who gathered to pray and study the Bible, the Association has always regarded Christian faith as its essential foundation and cultural heritage. Since 2011, the Founding Day Prayer Meeting, Prayer Meeting for board, committee and staff members and the Thanksgiving Gathering have been organized to encourage the heart-to-heart sharing among the members and pass on the vision through praying, thanksgiving and reflection. This year, we were honored to have Rev. Samuel Lau delivered a sermon themed "Firm Foundation" in the Prayer Meeting and Dr. Philemon Choi Yuen Wan shared with us during the Thanksgiving Gathering. Dr. Choi reminded us of the importance of gratitude and teachings of the Bible, hoping that with God's guidance, the Association continues to "Act as the service pioneer", "Uphold the truth", "Fulfill the purpose of life enhancement", "Care for the disadvantaged", "Unite as one" and "Follow the Christ's footsteps".

The spiritual nurturance of our staff is also emphasized. Christmas Evangelistic Celebration was organized for staff members, in which Rev. Leung Wing Seen was invited to share gospel messages and Mr. Antony Chan Chi To, member of the band Wynners shared his personal testimony. Besides, during the "Staff Spiritual Support Program" local artist Mr. Eric Wan Tin Chiu spoke on his journey of becoming a believer of God to attendees who came to realize the might of God through the activity.





### Y-Fire 生命大使 紮根單位齊播種

「Y-Fire 生命大使計劃」於 2013 年開展，目的為凝聚機構內的基督徒同工，組織他們成為「Y-Fire 生命大使」，於職場燃點事奉及禱告之心。本年度共培育了 63 位大使，並假聖保祿樂靜院舉行退修日營，讓同工在安靜中得力，堅守職場使命，以生命互相感染。同時，早於 2003 年起，本會已推動全會成立及進行每月一小時的同工團契 / 小組，共發展了 42 個同工小組，盼藉此增強同工的心靈關顧。

### 發揮橋樑精神 與地區教會及義工結伴同行

本會致力擔當社會及教會的橋樑，樂與地區教會合作，廣傳福音及關顧心靈，故推出「伙伴教會計劃」多年，積極鼓勵本會單位與地區教會協作，本年度共與 38 間伙伴教會及 13 位來自不同宗派的顧問團牧師連結，同心發展福音工作。此外，本會也緊密聯繫其他基督教機構，在「香港福音盛會 2017」佈道大會中積極事奉。

### Y-Fire Ambassadors Sowing the Seeds of Gospel in Units

Launched in 2013, the "Y-Fire Ambassadors Scheme" aims to unify the Christian staff of the Association by appointing them as "Y-Fire Ambassador", who live out and foster the spirit to serve and pray at the workplace. This year, a total of 63 Ambassadors were trained and a day retreat camp was held at St. Paul's House of Prayer in Hong Kong for them to revitalize in a contemplative atmosphere and gain strength for upholding their mission and bringing positive impact to others' lives. Moreover, since 2003, all service units are encouraged to form their respective staff fellowship/cell groups and schedule a 1-hour gathering every month. A total of 42 staff cell groups have been formed this year. It is hoped that the initiatives above can reinforce the spiritual care for our staff.

### Partnering with Local Churches and Volunteers

The Association strives to play the role of bridging the community and churches and cooperates with local churches to spread the gospel and spiritual care. Thus, we have run the "Church Partnership Scheme" for years to advocate collaboration between our units and local churches. This year, we have liaised with 38 church partners and 13 pastors from different denominations to jointly develop gospel ministries. The Association also closely connects with various Christian organizations and actively participated in the "The Hong Kong Gospel Festival 2017".



# 會員事工

## Membership Affairs



本會積極透過各部門及單位招募會員，期望藉著多元化的活動，加深其對女青運動的認識和對本會的歸屬感，並致力培育會員的德、智、體、群四育發展，讓其個人生命得以成長。本會為 31,570 位會員提供優質服務，並致力推動義工服務的發展，年內 10,879 位義工共投入了 251,106 小時的服務。

The Association welcomes all persons to join us as our member through our departments and units, hoping that through diverse programs and activities, their understanding of YWCA Movement and sense of belonging to the Association will be strengthened. We also endeavor to nurture members' moral, intellectual, physical and social development to foster their growth. This year 31,570 members in total have received our quality service and with our steadfast commitment to enhancing the development of volunteering service, the total number of service hours of our 10,879 volunteers has reached 251,106.

## 栽培會員生命 果子豐碩

本會設完善的會員制度，栽培生命，配合不同成長步伐，除吸納服務對象和義工成為會員，透過女青服務而豐富其生命外，亦鼓勵合適的會員成為選舉會員，參與機構的管理事務。三萬多位會員裡，進一步申請成為選舉會員的共 216 位（3.85% 升幅），她們能透過參與周年大會、委員會、董事會等不同範疇投入女青事務，貢獻所長，亦有權於每兩年一度的董事選舉投票選出女青董事，甚至參與候選，體現生命栽培的宗旨。

## 推廣女青運動 薪火相傳

女青運動歷史源遠流長，不少事跡及服務值得回顧和傳承，因此，本會推行了「女青・薈」導賞及推廣活動，期望以此為流通管子，將服務發展史以現代手法呈現給大眾。開展第二年的「女青・薈」共服務 9 個會內單位及會外機構，推出新項目如「四覺大戰」及大笑瑜伽工作坊等，以生動方式讓 153 位參加的義工、服務使用者及同工加深認識女青運動精神。

此外，為進一步推廣女青運動，「女青故事紀念品」開始於本會總會所展示及發售，它們皆由女青前線單位及義工小組用心製作，並能帶出社區故事，如大澳棚屋模型、阿婆手工皂、婦光團愛心編織品、「傘點愛」環保袋等，展現了本會各種服務面貌，讓外界更立體地了解不同的女青故事，並支持服務發展。未來，我們將以多角度向服務受眾分享會員和義工的生命故事和服務點滴，為社會帶來正能量。

## The Abundant Fruits of Life Enhancement

With a well-established membership scheme for life enhancement, the Association recruits members from our service recipients and volunteers, with the aim to enrich their lives through our services according to their pace of growth. We also encourage suitable members to participate in the management of the Association as voting member. Among the 30,000 members, 216 of them applied to be a voting member (increase by 3.85%) who participates in the Association's affairs including the Annual General Meeting, various committees and the Board of Directors to make rich contribution. They are also entitled to vote and be voted in the biennial election of Board Directors. All these manifest the Association's purpose of life enhancement.

## Advocating and Passing on the YWCA Movement

In the rich historical past of YWCA Movement, lots of events and services are worth remembering and inheriting. Therefore, the Association has initiated the "YWCA • Hub" tour guide service and related promotional programs to exhibit the historical development of our services to the public in a contemporary manner. Having launched for two years, "YWCA • Hub" has served 9 units and external organizations in total and developed new programs such as "Romance of the Four Senses" and laughter yoga workshop this year. 153 volunteers, service recipients and staff members have participated in the programs and their understanding of the spirit of YWCA Movement was enhanced through the lively activities.

Besides, with a view to further promoting the YWCA Movement, "Souvenirs of YWCA Stories", sincerely made by our frontline staff and volunteers have been showcased and open for sales at the Association's headquarters. The souvenirs such as models of Tai O stilt house, Grandma handmade soaps, knit handicrafts made by Women Light Club and "Umbrella of Care" reusable shopping bags, with each telling individual stories of the community, manifest various facets of our services. They enable the public to learn about the stories of YWCA with a full perspective and support our service development. Looking forward, we will share the lived experience of members and volunteers as well as different aspects of services to service recipients from a multitude of dimensions, hoping to bring about positive impact in society.





### 全會義工運動 「簡單・義」服務社群

為凝聚全會義工力量，推行切合地區需要而具社會效益之義工服務，本會推展了特色義工服務「簡單・義」。計劃踏入第三年，我們加強凝聚來自 21 個單位的女青義工力量，以環保手法關懷 6,647 位弱勢人士，惠及 1,512 個基層家庭。

為鞏固及深化與外界機構或企業之合作，今年推出了電子報《簡單・義快訊》，將最新訊息向外傳遞。全年獲 33 間合作伙伴支持，為目標群體帶來共 3,884 項捐贈物資；並獲資助推出「暖暖學子心」校服津貼計劃，為非公屋、非綜援低收入住戶的中小學生提供購買校服津貼；以及獲匿名善長贊助逾 10 個單位推行創意「簡單・義」服務。同時，耆年部亦獲邀於香港社會服務聯會七十周年紀念活動上，以「耆義小行動・成就大改變」主題分享傑出的「簡單・義」計劃，與業界交流服務經驗。

### 小行動大改變 嘉許義工力量

女青義工獎勵計劃持續表揚義工無私奉獻。本年度耆年服務部 4 位資深義工參加「榮譽義工」之評審，全部順利通過考核，獲本會最高義工嘉許，成為女青榮譽義工。我們亦連續 11 年獲社會福利署頒發「最高服務時數獎（公眾團體）優異獎」，同時 3 位資深義工獲「長期服務嘉許狀」（20 年），包括本會會長胡秀霞太平紳士及兩位單位義工。深深感謝每一位女青義工的積極付出及對女青不竭的愛護。

### Serving the Community – “Simple · Just Volunteering Scheme”

To garner the strength of our volunteers and mobilize them to provide volunteering services that suit the district's needs and create social impact, the Association has launched the “Simple · Just Volunteering Scheme”. In its third year of implementation, we have unified volunteers from 21 units to care for 6,647 underprivileged persons with environmentally-friendly means and benefit 1,512 grassroot families.

To strengthen and deepen the cooperation with external organizations and corporates, the e-news “Just · Simple Express” was launched this year to disseminate up-to-date information to the public. With the support of 33 partner organizations, 3,884 donated items were offered to the target groups. By initiating the “UniWarm” School Uniform Subsidy Scheme, primary and secondary students from low-income non-CSSA households who are not public rental housing tenet are subsidized to purchase school uniform. Besides, an anonymous benefactor has sponsored over 10 units to carry out creative “Simple · Just” services. The Elderly Service Department was invited to exchange service experience with the sector and share some outstanding “Simple · Just” projects on the theme of “Ripple effect: our elders can help to create a better world” in the 70th anniversary commemorative program of Hong Kong Council of Social Service.

### Appreciation of Volunteers' Concerted Efforts

YWCA Volunteers' Appreciation Scheme recognizes and pays tribute to the selfless devotion of our volunteers. This year, 4 experienced volunteers from the Elderly Service Department are recognized as the YWCA Honorary Volunteers, the highest honor for YWCA volunteers after successfully going through the assessment. Besides, the Association was awarded “Highest Service Hours Award (Public Organization) – Merit” by the Social Welfare Department for 11 consecutive years and 3 volunteers received “Long Service Award (20 year)”, including our President, Mrs. Patricia Ling, MH, JP and two volunteers from our units. We are deeply grateful for the generous contribution of every volunteer and their long lasting love to YWCA.

# 婦女及家庭事工

## Women and Family Affairs



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

As a long-established women's organization, the Association has always attended to the needs of women and families. Adhering to the founding purpose of women's welfare as one of our primary concerns, the Association has launched services focusing on 4 core areas, namely, women's support, women's participation, women's voice and women's capacity building while incorporating the components of women's perspective, gender inclusion and gender awareness. Besides, the strengthening of family functioning and enhancement of family wellness are always our service mission. By developing a variety of services, we respond to and address the needs of society from different aspects.



## 同心同行 支援婦女迎難而上

本港每年離婚個案接近 20,000 宗，50,000 多個單親家庭裡逾七成單親家長為婦女。本會婦女支援服務走到第 20 個年頭，我們看到婚姻逆境委實跨越不同階層；陪伴全港面對分居或離婚傷痛的婦女同行，是我們工作的使命。除透過法律諮詢熱線及講座、逆境小組及課程、同路人家訪、恩典之路團契、宿營及社區活動外，亦揉合跨專業元素提供藝術治療、中醫講座、桌上遊戲及小學入校服務等新猶予婦女、子女及老師，服務喜獲多項外界贊助支持。

「父母共同管養子女」乃本年度重點關注的議題：我們出版了《愛家同行》小冊子以透視離異家庭親職合作之重要性；婦女亦獲邀於 TVB 拍攝分享單親媽媽面對共管的困境；而「自強同學會」先後 6 次透過媒體、面見議員及於立法會發言等，為單親婦女發聲。

## 傳承義工力量 嘉許傑出婦女無私貢獻

為表揚女性在義務工作及社會服務上的貢獻，並積極推動婦女持續參與社會服務，本年度女青舉辦了第九屆「香港傑出婦女義工選舉」，喜獲全港不同背景共 81 位婦女義工參選、十多個外界團體支持及跨界別社會賢達出任評審。經過參加者交流日及評審日，大會選出了 11 位得獎者，並於「3·8 女青日」進行頒獎及分享，其義工精神及故事獲多間媒體報導。

## Walking Hand in Hand Standing by Women in Adversity

With around 20,000 divorce cases every year in Hong Kong, the number of single-parent families exceeds 50,000 and over 70% of the single-parents are women. Having supported women in the face of marital adversities for 20 years, we witness women, regardless of their class and status may become sufferer of marital predicaments. Therefore, we endeavor to accompany and walk along with local women in the course of sorrow and bitterness led by separation or divorce. Besides services such as legal advice hotline and talk, self-help groups and programs, home visit by women with similar experience, gospel fellowship, camps and community activities, newly developed multi-disciplinary programs including art therapy, talk on Chinese medicine, board games and in-school services are introduced for women, children and teachers, with the generous sponsorship of several supporting bodies.

Joint custody of children is our focal concern this year. A brochure "Love • Family" has been published to elaborate the importance of parental cooperation in separated or divorced families. Women were also invited to share the difficulties faced by single mothers concerning joint custody in TVB program. The "Self-strengthening Club" has voiced out for single mothers, through the mass media, meeting with Councilors and expressing opinions in Legislative Council for 6 times in total.

## Appreciation of the Selfless Devotion of Women Volunteers

In recognition of women's contribution in volunteering and social services and to promote their social participation, the Association has held the 9th Hong Kong Outstanding Women Volunteer Election. 81 local women volunteers of different backgrounds have participated in the Election. With more than 10 supporting groups and talents from diverse sectors invited as the judge, 11 awardees were selected after the exchange day and judging day. Prize presentation and sharing were carried out on the "3.8 HKYWCA Day". Their stories and spirits have attracted multiple media coverage.



由歷年選舉得獎者組成的「傑出婦女義工協會」持續推動「與妳何干？」乳健推廣計劃，到不同機構分享香港乳癌概況及推廣乳房自我檢查，參加者逾 300 位，年齡涵蓋老中青幼，另今年亦新設手機資訊網絡，設有每月乳房自我檢查提示及婦女健康訊息，藉此提升婦女的乳健意識。協會服務亦延伸至國內，曾前往東莞探訪「莞香青年農舍」的痲瘋病康復者。為推動今屆選舉，協會創作及排練了「女青義工膊頭操」音樂運動操，並上載到社交平台分享，宣揚婦女做義工的價值。

時光荏苒，成立於 1938 年的女青「婦光團」今年踏入 80 周年，並於三八國際婦女節當日舉行了「婦光濃情 80 載」慶祝午宴，百多位團友撥冗出席歡聚，細說當年。今年「婦光團」參加了女青創意市集，義賣冷織品。編織組亦為本會九龍會所復修籌募經費，捐贈命名一活動室；又與本會多個單位協作，不僅提供冷織品予本港及海外有需要群體、教授中學生編織及為長者或家庭度身訂造手織毛衣，更進行節日探訪、籌款送贈月餅和粽，並向院舍長者獻唱金曲等，服務社群。聯同其他婦女義工小組，395 位婦女事工部義工於 2017 年共投入了 15,993 小時之服務，廣傳愛心；年度進修會暨義工欣賞會已於梁紹榮度假村舉行，以環保為主題，並頒發義工獎狀。



The Outstanding Women Volunteer Association, formed by awardees of previous Elections continues to actively launch the "Breast Health Communal" promotion scheme by visiting various organizations to share the prevalence of breast cancer in Hong Kong and promote breast self-examination, with over 300 participants covering different age groups. Besides, the mobile information network was newly introduced this year to provide women with monthly reminder on breast self-examination and information on women health in order to raise their awareness of breast health. The Association has also extended its service to mainland China and visited recovered patients with leprosy of "Dongguan Farmhouse for the Youth" in Dongguan. To promote this year's Election, the Association has created a set of gymnastic exercise accompanied by music and uploaded it to the social media to advocate the value of volunteering by women.

Women Light Club, established in 1938 has entered its 80th anniversary this year and the celebration lunch banquet, joined by more than a hundred of members was held on 8 March, the International Women's Day. This year, Women Light Club has joined the HKYWCA Creative Market and hosted the charity sales of its knit handicrafts. It also raised fund for the Kowloon Centre Rehabilitation Project by naming an activity room of the newly renovated service building. In addition to these, the Club has collaborated with different units of the Association in serving the community, including donation of knit products to the needy in Hong Kong and overseas, teaching secondary students knitting, offering tailor-made knit sweaters for the elderly and families, visits during festival, giving out mooncakes and rice dumplings as well as singing performances for the elderly in nursing homes.

Along with other women volunteer groups, 395 volunteers from the Women Affairs Department have devoted a total of 15,993 service hours in 2017 to reaching out to the community with their genuine love. The annual training day cum volunteer appreciation ceremony, with the theme of eco-friendliness was held at Sydney Leong Holiday Lodge of the Association and certificates to the volunteers were presented.



### 女青賽馬會家庭健康促進中心

中心於 2017 年 10 月 3 日正式投入服務，屬本會自資的第三所家庭健康促進中心，位於旺角東的女青賽馬會社會服務大樓一樓，為兒童及家長提供多元化的家庭服務，包括親職指導、兒童遊戲輔導、多元智能培育及成長課程、到校 / 到機構訓練服務等；並有跨專業團隊為個別兒童提供特殊教育需要評估及訓練。為提供良好的服務，中心設有遊戲輔導室、家庭面談室、小組活動室、言語治療室、感覺統合訓練室和多感官訓練室等，中心期望成為一所歡迎不同獨特性的兒童及其家庭參與的服務機構，以共融角度培育孩子，支援家庭，建立家庭健康。

### 「愛 • 無憂」家長教育計劃

為支援受情緒病困擾的家長及其家庭，本會推出了由「仁美清叙」慈善機構贊助的「愛 • 無憂」家長教育計劃，為育有 0-6 歲幼兒而受抑鬱情緒困擾之家長提供一系列多元化之活動，希望透過認知行為治療，讓家長在思想及行為上有所調整，從而提升其情緒管理能力，並透過家長支援小組，定期舉辦寬心活動、家庭戶外活動及同行家庭網絡活動，改善親職技巧，促進親子關係。另一方面，計劃亦舉辦手工藝術活動及幼兒情緒小組、遊戲治療及親子互動空間等，幫助幼兒表達情緒，並安排 32 位專職義工於接受有關「如

### YWCA Jockey Club Family Wellness Centre

The Centre, situated on the first floor of the YWCA Jockey Club Social Service Building in Mong Kok East commenced service on 3 October 2017. As the Association's third self-financed Family Wellness Centre, it provides a variety of family services to children and parents, ranging from parental guidance, play therapy, multi-intelligence nurturance and growth programs as well as in-school/ agency training. The multi-disciplinary team also offers assessment and training for individual children with special educational needs. In order to provide quality services, the Centre is well-equipped with facilities such as play therapy room, family consultation room, group activity room, speech therapy room, sensory integration training room and multi-sensory training room. The Centre welcomes the participation of every unique child and their family and is dedicated to nurturing children by adopting an inclusive perspective and supporting families to establish family wellness.



### "Love Without Fear" Parent Education Program

To support parents suffered from mood disorders and their families, the Association has launched the "Love without Fear" parent education program, sponsored by "Yan Mei (Miss Asia)" Charity Organization to provide a variety of activities for depressive parents with children aged 0 to 6. It is hoped that through the cognitive-behavioral therapy, parents can adjust their mindsets and behaviors and consequently, build up their emotional management capability. Parents' support groups, relaxation exercises, family outdoors activities and networking activities were organized to improve their parenting skills and strengthen the parent-child relationship. Handicraft art programs, child emotion groups, play therapy and parent-child interaction sessions were arranged to facilitate children to express their emotions. Besides, 32 volunteers who had received training on caring for parents with depression

何關心患有抑鬱症家長」的訓練活動後，為家長及幼兒提供關懷服務，以冀幫助受助家庭建立支援網絡及推動社區教育。半年服務人數 619 人及 1532 人次。研究數據顯示，計劃有助顯著改善家長的抑鬱情緒，親職效能及親子關係也有顯著提升。

### 女青賽馬會童夢之旅

為建立孩子自信，鼓勵他們尋夢，本會開展了「童夢之旅」計劃，旨在透過一系列活動，幫助低收入家庭的高小學生發掘潛能，勇敢追夢，並促進親子互動，建立和諧家庭。隨著計劃進入尾聲，「夢成真」嘉許禮於 2017 年中假九龍城社區會堂舉行，總結為期三年「童夢之旅」的學習，當日約 300 多位參與計劃的學生、家長及成長導師出席，7 間參與學校的學生以朗誦、舞蹈、話劇、唱歌、運動、步操及時裝表演形式表達自己的夢想，內容豐富。

此外，本會亦於 2018 年 2 月假香港城市大學舉辦了「『建立孩子的夢想』專題講座暨『女青賽馬會童夢之旅計劃』實務經驗分享會」，當日接待社福界及教育界同工以及家長超過 120 人，場面熱鬧；此活動標誌著「童夢之旅」計劃圓滿結束，有關經驗已整理成教材套，供業界分享。

helped provide caring services for parents and children. It is hoped that support networks can be built and community education be promoted. Having launched for six months, the Program has served 619 persons and reached a total attendance of 1532. Research data revealed that after the Program, parents' depressive moods were significantly alleviated. Their parental efficacy and the parent-child relationship were also remarkably enhanced.

### HKYWCA Jockey Club "Build Your Dream" Program

In order to build the confidence of children and encourage them to pursue their dreams, the Association has launched the "Build Your Dream" program, hoping that through a series of activities, senior primary students from low-income families were supported to explore their potentials and courageously realize their dream. It also aimed to foster parent-child interaction and build a harmonious family. With the Program coming to an end, an award presentation ceremony was held in Hung Hom Community Hall in mid-2017 to conclude the gains attained in the 3-year Program. Around 300 students, parents and mentors attended the ceremony and students from the 7 participating schools took turns to perform. Through recital, dancing, drama, singing, sports, marching parade and catwalk show, they vividly showed the audience their dreams.

Besides, a seminar was organized in February 2018 in the City University of Hong Kong to share on the theme of "building the dream of children" as well as the experience of the "Build Your Dream" program. Over 120 parents and workers from the social welfare and education sectors were received. The seminar marked the satisfactory completion of the Program and an education kit consolidating the relevant experiences was produced for sharing with the sectors.





# 幼兒教育

## Early Childhood Education



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

Towards the end of the Second World War, demand for workforce surged for meeting the need of rebuilding homes and reviving the economy. To support working women with difficulty looking after their young children, the Association opened its first child care centre in 1948 to take care of the children. To date, 9 nursery schools and 1 kindergarten have been operated under the Association and the nature of child care services has evolved from the sole function of caring to the dual emphasis on education and care. Adhering to the Christian spirit, we endeavor to attend to the needs of children, parents and teachers for they are interconnected and have profound impact on the whole-person development of children.

## 從教師素質看幼兒教育轉變

教師是教育的靈魂，教師的質素對兒童的學習和幼兒教育品質至為重要。早在五十年代末期，本會已重視幼兒工作員的質素，所以曾經與社會福利署協辦幼兒工作員培訓班，讓她們學習照顧兒童的技巧，以適切態度培育兒童。一直以來，我們運用會內和會外資源進行教師培訓，包括：參與教育局的校本支援服務、大專院校之到校服務、離岸交流、不同題材之工作坊和講座等，以促進教師的專業發展。九十年代初，幼師學歷只需中三程度，現在的要求是文憑水平，這是幼師和家長努力爭取得來的成果，展望將來教師資歷能夠學位化，進一步確立教師的專業形象，以及幼兒教育是基礎教育的地位。



## Transformation in Early Childhood Education

Teachers play a key role in education and their quality is of utmost importance to the learning of children and standard of early childhood education. As early in the late 50's, the Association has emphasized on the expertise of child care workers and co-organized training courses with the Social Welfare Department to equip workers with proper techniques and attitudes in looking after and nurturing young children. In order to enhance the professional development of teachers, trainings including school-based support services by the Education Bureau, in-school services by tertiary institutions, overseas exchange, workshops and talks of various topics, were organized with both internal and external resources. Thanks to the concerted efforts of teachers and parents, the entry academic qualification requirement of kindergarten teachers has been raised from the completion of Secondary 3 in the early 90's to diploma level at present. It is hoped that all teachers will achieve degree level in the future so as to establish the professionalism of kindergarten teachers and fundamental status of early childhood education.







### 親職教育 推動家庭健康

我們抱持「生命的栽培」信念培育兒童。很多文獻和研究指出後天因素直接影響兒童的成長，因此，我們重視家長教育，以「家庭健康維他命」六顆維他命蘊含的意義為題材，啟導家長，培養家長正確的管教態度和技巧。我們倡議家庭成員之間應該常常進行有質素的家庭活動，多交流和溝通，多欣賞少批評，一起分擔責任和克服困難，彼此建立共同的信念，讓兒童在溫暖和安全的家庭環境中成長。我們又明白家長十分重視兒童的學業，於是推行「愛＋閱讀」親子伴讀計劃，由教師教導家長與子女伴讀的技巧，積極推動家長培養子女持續閱讀的習慣。家長都積極參與這兩項計劃，而且好評如潮。

### Parenting Programs to Promote Family Wellness

We embrace the belief of "Enhancement of Life" to nurture children and plenty of literatures and research findings indicated that environmental factors directly affected the growth of children. Therefore, we always focus on parent education. By elaborating on the meaning of the six "Family Wellness Vitamins", parents are inspired to adopt appropriate parenting attitudes and techniques. Quality family activities, interaction and communication, appreciation instead of criticism, shared responsibility, overcoming difficulties together and building up common values are advocated so that children can grow up in a warm and secure environment. We also introduced the "Paired-Reading" parent-child reading scheme to address parents' academic concerns. Parents were instructed by teachers the skills to read together with their children, to encourage parents to foster regular reading habit among children. Both programs were welcomed by parents and received plenty of positive feedbacks.







### 尊重幼兒 讓幼兒享有愉快童年

近年社會接二連三發生多宗兒童被虐事件，引起社會關注及討論，為防止悲劇再次發生，政府終落實推行幼稚園駐校社工服務，由社工及早介入和識別，適時提供專業支援。回想早在十多年前，本會本著基督的精神和愛心，建立了會內跨專業服務的文化，會內社工已到校支援家長、進行個案輔導和轉介，與服務對象同行，一起面對困難和尋求解決的方法，本會懇切期望駐校社工服務的推行能預防危機發生，讓幼兒享有愉快童年。

今年，幼兒教育亦有一番新的景象，除政府實行免費優質幼兒教育，無論兒童、家長和幼教業界都受惠，對幼教前景起了鼓舞作用外；另一方面，「到校學前康復服務計劃」常規化，讓有特殊教育需要的兒童能夠儘早得到適切的訓練，而《行政長官 2017 年施政報告》亦宣布，政府計劃於 2018 年中成立「兒童事務委員會」，就有關兒童發展及成長制定政策，並監察其實施情況，以保障所有兒童權益和福祉，確保其聲音得到充分聆聽和重視。我們殷切期盼計劃落實執行，讓孩子得到應有的尊重和權利，未來我們仍會不遺餘力運用多元化策略及適切的方法幫助兒童學習，令幼兒在愉快和溫暖的環境下茁壯成長。

### Respect for the Rights of Children to a Happy Childhood

Repeated incidence of child abuse in recent years has aroused public concern and debate. To prevent tragedies from occurring again, the government has finally decided to station school social worker in kindergarten to offer early screening and intervention as well as timely professional assistance. Dedicated to Christian spirit and love, the Association has established the culture of multi-disciplinary services within the organization more than a decade ago. Social workers of the Association visited the school to provide on-site services for parents as well as counseling and referral to stand by service recipients in times of adversities. We sincerely hope that with school social work service, potential risks can be lessened and children can enjoy a happy childhood.

This year, early childhood education has entered a new phase. Besides the implementation of free quality kindergarten education by the Government which benefits the children, parents and the sector, the regularization of "On-site Pre-school Rehabilitation Services" also allows preschoolers with special educational needs to receive early suitable trainings. As announced in the Chief Executive's 2017 Policy Address, the Government planned to establish the Commission on Children in mid-2018 to formulate policies concerning the development and advancement of children and oversee their implementation, so that the rights, interests and well-being of all children are safeguarded and their voice are listened and respected. Looking forward, we will continue to spare no effort to foster learning of children by employing wide-ranging strategies catered for individual needs so that they will grow healthily in a warm and pleasant environment.

# 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



現今社會急速發展，教育工作持續變化，學界亦面對種種挑戰。在多變的環境中，基督教女青年會丘佐榮中學堅守崗位，致力為莘莘學子提供優質教育，以英語授課，得到社區人士的廣泛認同和大力支持。在過去一個學年，丘中保持 24 班的結構，全校學生人數共 730 人，並抱持基督教教育的使命，嚴中有愛，悉心栽培學生，讓他們有均衡健康的發展。

In the face of vigorous changes and challenges in the education sector, the Y.W.C.A. Hioe Tjo Yoeng College (HTYC) has gained widespread recognition and continuous support from the community to provide quality education and a fruitful school life for students. In the academic year 2017-18, HTYC maintained a full-range EMI curriculum for 24 classes with a student population of 730. Upholding the Christian spirit, HTYC is committed to nurturing students with love and discipline for their all-round development.



## 提供學習機會 促進健康成長

丘中為學生提供多元化的學習機會，讓學生發展興趣，發揮才華。老師積極勤奮，設計日常課業，安排各類比賽，舉行全校性大型活動如福音週、英文週、學術週等，盡心盡力，務求促進學生的學習和成長。

這個學年，福音週辦得十分成功，學生踴躍參加活動，當中 60 位同學決志信主，接受栽培。這年英文週的主題為「關心朋友 • 關心社區」，主題適切，吸引了很多學生參加。此外，學校獲得法團校董會成員的支持，在英文週期間安排了全校觀看電影《奇蹟男孩》，電影的正面信息為全校師生帶來很多鼓勵。至於學術週，主題是「勵學達志」，期間舉辦了一連串的學術活動，提升學生學習的興趣。本年首次安排了「科創日 STEAM Day」和中三級科創專題研習的作品展覽 STEAM Fair；學生運用機械臂和感應儀器，創作工具或設備，解決生活中遇到的困難；學生作品水準很高，讓評判和參觀的師生大開眼界。中二級同學的職業專題研習及匯報也十分精彩，一方面有效推動他們接觸工作世界，認識不同職業，另一方面，也讓參觀的師生拓寬視野。

## Abundant Learning Opportunities for Students

Teachers have provided a good variety of learning opportunities for students to develop their interest and give full play to their capacity, ranging from daily assignments, inter-class competitions to school-wide events.

To highlight, the Evangelistic Week was held in October 2017, with 60 students expressed commitment to Christ Jesus. During the English Week held in February 2018, with the support from the Incorporated Management Committee, the whole school engaged themselves in an outing to watch the movie "Wonder", which vividly depicts the virtue of friendship, courage and integrity, matching the Week's theme "Come Together. Meet Friends with Others. Unity is Power." During the Academic Week, a series of amusing learning activities were also organized on the theme of "Learning with Aspirations".

While S.2 students gave wonderful presentations in the S.2 Careers projects, S.3 students demonstrated in their project-based learning activity the use of information technology involving robotic arms, sensors and micro-bit facilities to solve daily problems. Their inventions were displayed in the spectacular debut STEAM Fair in the Academic Week.





丘中亦經常鼓勵學生參加遊學活動，協助他們增廣見聞。過去一年，丘中安排了學生參加教育局舉辦的南京遊學團；亦得到家長教師會的協助，安排了澳洲昆士蘭遊學團，參加的學生都獲益良多。

學生從別人的分享中亦能夠有豐富的學習，所以學校經常安排嘉賓或校友分享經驗。這個學年，學校邀請了九方開創人劉文健博士分享他的創科經歷；也邀請了校友星級化妝師徐祥威先生分享他追求夢想和創業的過程，以及校友文翔麗小姐分享她作為時裝雜誌編輯的所見所聞，給學生帶來很多啟迪。

## 全面均衡發展 發揮多元才能

丘中相信，學生面對世界的急速發展和變化，需要廣博的知識基礎以及均衡全面的發展。因此，丘中的學習生活，著重平衡發展，讓學生發揮多元才能；除了學術成績，學生還要參與體育、藝術活動，以及社會服務。體育課程中，學生有機會接觸不同類型的運動，包括保齡球、滑板運動、高爾夫球等；有些學生更參加沙灘排球和韻律泳的訓練和比賽。丘中亦設計了「六年社區關懷計劃」，這個學年的焦點是了解和幫助有殘障的人士。丘中的教育，培訓了很多具專業知識，工作認真而有承擔的畢業生，他們都是富服務精神的領袖人才。

To broaden the students' horizons, 36 students joined the study tour organized by the Education Bureau to Nanjing, exploring the historical sites and artefacts. During Easter, 15 students participated in a study tour to Queensland, Australia, an excursion co-organized with the Parents & Teachers Association. The students were particularly impressed by the experiences in the University of Queensland.

Sharing by alumni and guests are frequently organized for students to gain insights from others' experiences. This year, a feature workshop on professional make-up was organized and alumnus Mr. Kenny Tsui Cheung Wai, a professional make-up artist, shared his experience in career development. Dr. Vincent Lau, scientist, entrepreneur, and inventor of Q9 input system, shared his tough journey on research and innovations whereas alumnus Ms. Ester Man Cheung Lai, Editor of Milk X Fashion Magazine, talked on the subject of tenacity and commitment.

## Holistic Development to Unleash Students' Strengths

HTYC emphasizes on holistic well-being of the students and they are expected to pursue academic excellence as well as good character. Curricular, co-curricular and extra-curricular components are set in such a way to help students achieve balanced development in the moral, intellectual, physical, social, aesthetic and spiritual dimensions. This approach also aims at helping students identify and develop talents of their own. Apart from good academic performance, students are also expected to participate actively in physical education and aesthetic education activities as well as social services. In this academic year, the focus of the "6-year curriculum of community concerns" was people with disabilities. With multi-faceted HTYC school life, graduates are equipped with leadership attributes and the keen pursuit in professional knowledge, emphasis on an upright character and spirit to serve others are fostered and take root.





### 學生勤奮堅毅 屢獲優異成績

在 2018 年香港中學文憑考試中，丘中學生成績優異，超過香港平均成績，77.8% 學生獲得大學聯招派位，最終 91% 學生升讀大學或大專高等教育，修讀醫科、物理治療、牙醫、商業管理等不同科目。此外，在過去一年，丘中學生在不同比賽中取得傑出成績，其中包括：IT 團隊在 2018 校際 IT 精英挑戰賽中獲得冠軍，機械人 A 隊在 FIRST 科技挑戰賽香港區選拔賽獲得最佳聯盟隊伍，機械人 B 隊在 MakeX Robotics Competition 2018 勇奪冠軍，將代表香港到中國內地比賽；管樂團在 2018 香港青年音樂匯演中取得金獎；無伴奏合唱隊在香港國際無伴奏合唱比賽取得中學人聲樂團組金獎等。丘中同學的努力不懈，讓他們在大小比賽中獲得優異成績，殊堪讚譽。

### Outstanding Academic Achievements

In HKDSE Examination 2018, the performance of HTYC students was very outstanding, outweighing the average of Hong Kong students. 77.8% of students received JUPAS offers to local university programs. An overall 91% of students enrolled in post-secondary courses, with 63% in degree programs and 28% in sub-degree programs. Graduates of 2018 are now studying in various disciplines, ranging from Medicine, Physiotherapy, Dentistry to Business Administration.

Students were also awarded in a number of competitions. For example, the IT Team won the Championship in 2018 Interschool IT Elite Challenge. The Robotics Teams respectively attained Winning Alliance Award in the FIRST Tech Challenge Hong Kong Tournament 2018 and Championship in MakeX Robotics Competition 2018 — one of the team will advance to MakeX China Tournament representing Hong Kong. The Symphonic Band won the Gold Award in the Youth Music Overflow 2018; the A Cappella Team also received the Gold Award in the Hong Kong International A Cappella Competition Secondary School Vocal Band Section. The tenacity and diligence of the students demonstrated in these accomplishments deserve a lot of appreciation.

# 青年及社區服務

## Youth and Community Service



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

The Association attaches great emphasis on the all-round development of children and teenagers and proactively motivates them to pursue their dreams and serve the community. The youth and community service under the Association operates ten integrated social service centres, two youth outreach social work teams, two community work teams, Sydney Leong Holiday Lodge, YWCA Chinese Orchestra and stationing school social work service for over 40 primary and secondary schools to address growing social needs.



## 擁抱夢想及玩樂權利 促進兒童健康成長

### 漂夢市集

為了讓不同階層的家庭及兒童，可以善用家中剩餘物資及閒置傢具，甚或分享彼此技能，本會在柯士甸山遊樂場舉行「漂夢市集」活動，期望讓兒童「無分彼此，夢想漂流」，輕鬆自由地與他人交換簇新物件，如書籍、日用品、玩具及文具，或是分享自己的小技能。在分享物品的同時，也將自己的夢想寫在「夢想卡」上，並放在「漂夢區」，讓夢想漂流，互相勉勵。除了「易物地攤」外，還有「感統遊戲地攤」、「繪本故事地攤」、魔術、小結他、非洲鼓及武藝舞表演，務求讓兒童在「漂夢市集」中有不同的參與及交流。

### 遊戲小天使

對兒童來說，遊戲是天賦的本能，對其心理、生理、情感和社交發展皆為重要。為了提倡遊戲的重要性及推動其益處，本會創新推展「遊戲小天使」小學活動計劃，透過在學校舉辦「遊戲小天使」的培訓，為學生提供領導、遊戲及創意訓練，並委任他們成為「遊戲小天使」，在校園肩負推動遊戲權利意識工作，讓同學體驗遊戲樂趣，舒緩情緒壓力，從中提升他們的領導、表達、社交及抗逆能力。參與此計劃的「遊戲小天使」需要經歷不同訓練及多次在學校策劃遊戲日，把遊戲的歡樂與同學分享，亦會在小息時間策動遊戲攤位，為校園帶來更多遊戲的機會及歡樂。



## Embracing the Right to Dream and Play Promoting Children's Wellness

### Dream Exchange Market

The Association has held the "Dream Exchange Market" at Mt Austin Road Playground to allow families and children from different social strata to make good use of their unused goods and furniture at home and even share their talents. Children freely exchanged different well-preserved items such as books, daily necessities, toys and stationery as well as share their expertise with each other in a relaxing atmosphere. They have also written their dreams on a card for mutual sharing and encouragement. Besides the bazaar for goods exchange, there were also sensory integration game stall, storytelling stall and performances of magic, ukulele, African drum and martial arts dancing.

### Play Angel

Play is the shared instinct of children and of vital importance to their psychological, physical, emotional and social development. To advocate its significance and merits, the Association newly introduced the "Play Angel" program in primary schools. By providing students with training on leadership, gaming and creativity, they were appointed as the "Play Angel" who shouldered the responsibility of promoting the awareness of the right to play so that students could enjoy the fun of play and relieve their pressure. Their leadership skills, presentation ability, social competence and resilience were also reinforced. "Play Angel" would participate in different trainings and periodically organize the play day in school to share the joy of playing together with their schoolmates. Game stalls were also set up during recess for students to play and have fun.





## 激發創意實戰體驗 帶動青年服務社群

### 手創人生 @ 青年營商創業計劃

本會相信青年人創意無限，青年人可從創業營商過程中了解自己的性格、能力及興趣，並學習承擔風險、時間管理及與人相處，作為其他學習經歷的新嘗試。本年度首次舉行「手創人生@青年營商創業計劃」，主題以「手作X創意」為主，向中學進行招募及籌組工作，並透過專責社工作小組式指導、工作坊、體驗活動及實地考察，完成為期五個月的訓練。各校代表於「女青創意市集 Special@Maker Faire+」設立營銷專區，讓學生作銷售體驗，實踐所學，並與組員一起初創、營商、分析及反思。

### iU · 築動+黃大仙青年創新計劃 — 袋以載情

青年創新計劃目的是集合一班青年人為社區有需要人士提供支援及關懷。年青人走訪區內每一個角落，被地攤長者吸引，地攤長者每天都為著一餐暖飯，在炎炎夏日或寒冷冬天蹲在地上將貨物一件一件放在布上擺檔，想靠一雙手養活自己。因此一班青年人運用設計思維了解她們的需要，經過討論尋求創新解決方案，最後為她們設計了「快速收納袋」，希望能夠讓她們在幾分鐘內完成放置及收納貨品。「快速收納袋」製成後，青年人將產品送給地攤長者試用，讓她們為產品給予意見及改良，以更切合她們的需要，精益求精。

## Serving the Community with Youth Creativity

### Handmade Your Life @ Youth Business Program

We believe in the borderless creativity of youngsters. In the course of starting up and operating their business, they cannot only come to understand their characters, capabilities and interests, but also acquire the knowledge and skills in risk bearing, time management and interpersonal communication. Therefore, we launched the Handmade Your Life @ Youth Business Program this year themed with "Handicrafts with Creativity", in which secondary students received 5-month training involving group-based guidance by social workers, workshops, experiential activities and field study. Representatives of the schools set up their sales counter at the "HKYWCA Creative Market –Special@Maker Faire+" to gain practical marketing experience and learn to start up and run a business as a group with collective analysis and reflection.

### iU + Wong Tai Sin Youth Innovative Project – Bags for love

The Youth Innovative Project aims at uniting the youths to support and care for the needy in the community. In particular, the aged vendors of the street stalls in the district have caught the attention of teenagers. The vendors who managed to make a living by themselves placed the goods on a cloth and packed them piece by piece when selling in the street every day. Therefore, to address their needs, the teenagers discussed and designed a "quick-pack bag" which helped the vendors pack and unpack their goods in few minutes, employing their design thinking and innovative mindset. Vendors were invited to use the bag and comment on it so that the product can be further refined to better suit their needs.

## 重視青年情緒健康 協助跨越成長階梯

### 抵壓 Zone

本會致力培育青年人的全人發展，有見青年人在成長過程中因著人際關係、學業、家庭等各種因素承受著不同程度的精神壓力，本會推行了「抵壓 Zone」計劃，主要服務受情緒壓力困擾的中三至中五學生，透過講座和工作坊等活動讓青少年認清自身所面對的壓力，重新檢視個人的情緒健康。計劃提供輕鬆及多元化的體藝娛樂活動如：木箱鼓敲擊樂、拳擊、沖調咖啡等，讓青少年在安全環境下體驗不同負面情緒的有效宣洩方法，並嘗試應用於生活以達至減壓的效果。另一方面，一群在職青年義工及社區人士會與參加者組成「同行者」支援網絡，從旁協助，並建立溝通的橋樑，期望透過「同行者」讓青年人感到關心及支持，並宣揚每顆生命都是瑰寶的信念，期盼青年人珍惜生命，有能力跨越成長上的各樣挑戰。



## Boosting Mental Health of Youth Helping Them Ride Out Hurdles

### Stress-Proof Zone

The Association spares no effort in nurturing the holistic growth of youth. In view of teenagers suffering from mental stress of varying degree due to interpersonal, academic and family problems, we have rolled out the "Stress-Proof Zone" program, which helped Secondary 3 to 5 students with emotional disturbances alleviate their pressure and re-assess their mental health conditions through talks and workshops. A range of recreational activities such as Cajon playing, boxing and coffee brewing were organized. Through the activities, teenagers experienced first-hand various effective means of venting negative emotions under a safe environment and attempted to apply them in daily lives to relieve their stress. Besides, working teenagers and citizens volunteered to be the companion of participants, forming a support network and affirming the precious value of every single life. It is hoped that teenagers will treasure their lives and be capable of overcoming every challenge they encounter when growing up.







### 逆旅背包行

近年本港學童自殺個案日增，令人痛心和惋惜。本會相信自殺行為是可以預防的，並期盼藉著加強社交支援網絡、正面及有效的解決問題技巧、願意求助的態度等保護因素，以及減少危險因素，如學童的抑鬱情緒、家庭問題、缺乏朋輩關懷等，防止悲劇的發生。故此，本會參與了香港城市大學應用社會科學系之預防學童自殺行為介入研究「逆旅背包行」，計劃以問卷形式甄選有焦慮或低落情緒但非高危之學生參與，透過認知行為治療方法，協助學生掌握和理解各種思想陷阱，並提升他們正面處理壓力及面對問題的技巧，從而減少學生的負面想法。透過學生小組、家長小組及朋輩介入，學生能增加對壓力和非理性思想的認識，學習肯定每人的自我價值，並改進其解決問題的態度、情緒管理方法及溝通技巧等。

### 重視青年培育 以音樂各展所長

#### 以樂會友 重現香江情懷

香港女青中樂團 50 多年來從不間斷地為知音人舉辦音樂會。當中 2017 年 5 月 13 日於西灣河文娛中心劇院舉行的香江情懷系列《童年的回憶》音樂會，以童年回憶為主題，用音樂和影像帶領觀眾一起重拾每一個美好的童年時刻。中樂團於同年 8 月亦展開了澳洲交流之旅，並獲澳洲肇風中樂團邀請，參與「樂韻迎雙慶」音樂會，開展了一個愉快的音樂交流之旅。

### “Backpacking” Early Crisis Intervention for Prevention of Student Suicide

It is upsetting to witness incidence of student suicide has been on the rise in recent years. We believe that suicide is preventable and tragedies can be avoided by reinforcing protective factors such as strong social support network, positive and effective problem-solving skills, willingness to seek help while remediating risk factors including depressive mood of children, family problems and lack of peer support. Therefore, the Association has participated in an intervention study of student suicide prevention, “Backpacking”, conducted by the Department of Applied Social Sciences, the City University of Hong Kong. Students assessed to be anxious or depressed but not severely vulnerable learned to understand different cognitive traps through cognitive behavioral therapeutic means. Their stress management and problem-solving skills were strengthened so as to reduce their negative thinking. Through student groups, parent groups and peer intervention, students not only gained better understanding on stress and unrealistic thinking, but also learned to affirm one’s self-worth and improved their problem-solving attitude, emotional management and communication skills.

### Nurturing and Realizing Full Potentials through Music

#### Connecting by Music Reliving the Past of Hong Kong

HKYWCA Chinese Orchestra has delivered performance to orchestra lovers for more than 50 years. The “Childhood Memory” Concert was held in the theatre of Sai Wan Ho Civic Centre on 13 May 2017. Based on the theme of childhood memories, the audience, as led by music and images, recalled beautiful moments in their childhood and enjoyed themselves in reminiscence. The Orchestra also visited Australia in August 2017 for a joyful musical exchange tour and was invited by Chao Feng Chinese Orchestra to perform in “HK 20 & Chao Feng 35 concert”.



# 職涯發展及持續教育

## Career Development and Continuing Education



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

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

## 提升工作技能 協助人才發展

為協助失業及轉業人士重新找到工作目標，本會之僱員再培訓局（ERB）「人才發展計劃」共開辦 166 班，就業掛鉤課程之平均學員就業率逾 85%，其聯合畢業典禮分別於 2017 年 5 月及 11 月舉行，接近 370 位畢業學員及其親友出席，見證學員努力的成果。

本會重視優質服務，於本年度成功通過周年審計之自行評審，更連續第 9 年保持最佳評級「第一組」；此外，適逢 ERB 25 周年，本會於第 10 屆 ERB「人才發展計劃」頒獎禮中再獲嘉許，榮獲獎項包括「ERB 25 培訓大獎」。

本會成功獲僱員再培訓局委託營運 ERB 服務點（九龍西），於區內 12 個服務點，為地區人士提供行業試讀班、培訓顧問服務及課程查詢。

由勞工處委託本會營運之天水圍一站式就業及培訓中心，年度內為 532 位待業人士提供就業輔導及培訓服務。



## Skills Enhancement for Career Development

To facilitate the unemployed and displaced workers to re-establish their work objective, the Association has offered 166 courses under the "Manpower Development Scheme" of the Employees Retraining Board (ERB). On average, over 85% of the trainees of the Placement-tied courses were able to secure a job. The joint graduation ceremony was held on May and November 2017 respectively. Near 370 graduates and their relatives have participated to witness their commendable achievements attained.

The Association attaches great importance to the service quality. We have successfully passed the onsite management audit of ERB "Comprehensive Annual Audit System" and achieved "Level One", the best result in self-assessment for 9 consecutive years. Besides, the Association was awarded "ERB25 Training Award", the special award presented by ERB for commemorating its 25th anniversary in the 10th ERB "Manpower Development Scheme" Award Presentation Ceremony.

The Association was commissioned by the ERB to operate its 12 ERB Service Spots (Kowloon West) in the districts where taster programs, training consultancy service and information on training courses were offered.

Commissioned by the Labour Department, our Tin Shui Wai One-Stop Employment and Training Centre has provided employment counselling and training services for 532 job seekers.





## 增強婦女能力 促進社會共融

關懷婦女在不同人生階段的需要，本會營運之「陪月一站」年度內成功為 1,621 位家庭僱主轉介陪月員及嬰幼照顧員，並協助 1,437 位陪月及嬰幼照顧員獲得就業機會，整體服務指標達標 106%。

關顧家庭主婦及低收入人士之教育需要，本會獲勞工及福利局資助 61 班基本教育課程。超過 90% 之服務對象來自內地及東南亞等地區，並報讀語文課程。年度內獲得童軍義工統籌，帶領中二班學員走訪社區學習英文；因應學員來自不同族裔，本會亦曾舉辦多元文化活動，分享語言、習俗和飲食文化，增進彼此交流。



## Enhancing Women Capacity Fostering Social Cohesion

To take care of the needs of women at their different stages of life, the Association has successfully referred post-natal care helpers and infant care helpers to 1,621 family employers in its "Smart Baby Care" Scheme, which resulted in the employment of 1,437 post-natal and infant care helpers. An overall achievement rate of 106% was reached.

To address the educational needs of housewives and low-income groups, we provided them with 61 elementary courses subsidized by the Labour and Welfare Bureau. Over 90% of the service users were from the Mainland and Southeast Asian regions and enrolled in language courses. With the coordination by the scout volunteers, the Secondary 2 course participants visited local communities for learning English. In view of the different ethnic backgrounds of participants, multi-cultural activities were organized to promote mutual sharing of language, customs and culinary culture and foster interaction among participants.



### 推行試驗計劃 提供創新服務

為協助婦女兼顧工作與家庭，鼓勵她們重投勞動市場，本會之 ERB「人才發展計劃」於 2017 年 11 月曾舉辦 4 場「先聘用、後培訓」招聘活動，合作僱主為保良局，為學員提供半職護理員職位及培訓，共 19 人完成 5 項護理員新技能提升計劃課程。

現時社會上為 15 至 24 歲年青媽媽提供的服務大都以危機介入為主，以她們為對象的生涯規劃介入服務則較為缺乏。為了協助她們面對教育及就業的需要，本會之生涯規劃服務隊為年輕媽媽提供陪月支援服務及半系統性學習介入，由 2017 年 6 月至 2017 年 12 月，本隊為年輕媽媽提供了陪月及個人護理支援服務及「Card Gain mama 小組」。另外本年度開拓與「母親的抉擇」合作，共有 10 位年輕媽媽參與小組，亦開展了「Yo Life School」服務，共有 8 位年輕媽媽參與，透過一系列自我認識工作坊、親子活動及就業培訓課程，協助她們建立良好的親子關係及做好重回職場的準備。

### Launching Pilot Scheme Initiating Innovative Service

To support women to cope with demand from work and family and encourage them to re-enter the labour market, our ERB "Manpower Development Scheme" has organized "First-Hire-Then-Train" recruitment activities for 4 times, with Po Leung Kuk as the employer partner. Trainees were hired as part-time healthcare workers and received training. A total of 19 participants have completed 5 courses under the skill enhancement program for healthcare workers.

Current services targeted at young mothers aged 15-24 mainly adopt the crisis intervention approach and are in general short of life planning services. To support the educational and vocational needs of young mothers, our Career and Life Adventure Planning (CLAP) Service Team has provided them with post-natal support services and semi-systematic learning intervention. From June 2017 to December 2017, "Own Your Life: Baby and Post-Natal Mother Care Service" and "Card Gain Mama" program catered for young mothers were held. Besides, we collaborated with the Mother's Choice this year and have served 10 young mothers. The "Yo Life School" program was also launched this year. Through a series of self-understanding workshops, parent-child activities and vocational trainings, 8 young mothers were supported to build up harmonious parent-child relationship and well prepare themselves to return to work.





# 耆年服務

## Elderly Service



隨著人口高齡化，社會對長者服務的需求日增。秉持「生命的栽培」服務宗旨，本會致力培育長者身、心、社、靈的豐盛生命，透過適切而全面的照顧及社區支援服務，讓長者在熟悉的社區安享晚年，並鼓勵他們發揮潛能，積極參與社會服務，締造豐盛生活。同時，藉著推動跨界別聯繫及協作，讓社會資源得以有效運用，共建關愛社區。

Demand for elderly service grows steadily with an ageing population. Dedicated to the service purpose of "Enhancement of Life", the Association always strives to advance the physical, psychological, social and spiritual welfare of the elderly and support them to lead an abundant life in their familiar community through suitable and comprehensive care and community support. Social participation and cross-sector collaboration are encouraged for the elderly unleashing their potentials and achieving an effective use of social resources to build a caring society.





### 結網充權 建構互助社區

面對人口老化，除社會福利及醫療服務外，家庭和社區同樣扮演重要的角色。本會一直致力推動居家安老，期望透過增強社區支援網絡，建立社會資本，讓長者於社區得到關懷。本年度本會獲勞工及福利局「社區投資共享基金」資助推行兩項為期三年的計劃——「暖 Love Love • 糖不甩」及「耆義鄉土網鄉情」。前者通過街站、洗樓、以食會友、樓層聚會、義工訓練及探訪，鼓勵社區人士及街坊參與，發掘有需要的長者，推廣「遠親不如近鄰」的訊息，提高大眾對獨居或兩老同住長者的關注。計劃開展了一年，連繫了不同企業、團體及政府部門的協助，受惠人數超過 1,900 人，義工人數超過 220 人。而「耆義鄉土網鄉情」計劃則邀請不同界別義工，定期到北區大小村落探訪長者，送上關懷。計劃以「充權」介入模式，透過推動跨界別、跨專業及跨年代的協作，發揮和善用各自優勢、強項及資源，結集社區上官、商、民的力量，攜手合作關懷及支援長者，共同建構和諧互助的社區，提升社會資本。

### Building a Supportive Community through Networking and Empowerment

In addition to social welfare and medical service, family and community play an equally significant role in view of an ageing population. Thus, the Association endeavors to promote ageing in the community by strengthening the social support networks of the elderly and generating social capital for elderly care.

Subsidized by the Community Investment and Inclusion Fund of the Labour and Welfare Bureau, two three-year projects, namely the "Shiny Smile" and "Network Village Network Love" programs were launched. The "Shiny Smile" program encouraged the participation of local residents in taking care of the elderly in need in the neighborhood through street booth, door-to-door visit, dining together, neighborhood gathering, volunteer training and visit, in the hope of enhancing public concern on the elderly living alone or only living with their aged spouse. After a year of implementation, the program has liaised with and garnered the support of various enterprises, organizations and government departments, benefitting over 1,900 persons with the number of volunteers exceeding 220.

Adopting a self-empowerment approach, the "Network Village Network Love" program invited volunteers from different sectors to visit and care for the elderly living in the villages in North District and promoted collaboration across different sectors, professions and generations. By capitalizing on their respective strengths, the government, business enterprises and general public joined forces to support the elderly in order to create a harmonious community and build social capital.

## 推動生死教育 積極面對人生

為推動長者以積極的態度面對生命及其終結，於晚年活出精彩、滿足而有意義的人生，本會承蒙華人永遠墳場管理委員會撥款贊助，推展兩項生死教育活動計劃——「滿有囑福生死教育計劃之精彩人生嘉年會」及「『您』想夢飛行」計劃。透過參與一連串回顧人生及生死教育活動，包括話劇、義工服務、互動體驗遊戲、短片欣賞、生命故事沙畫及生命故事書冊製作等，帶出健康人生和生命栽培的正面訊息，並協助長者及社會衝破對死亡的忌諱，積極為未來作好準備。

## 建立長者友善社區 促進共融文化

回應香港年長人口不斷增加的趨勢，本會致力建設長者友善的環境，讓更多長者能居家安老，積極樂頤年。自 2014 年起，在政府部門的支持和長者的熱心參與下，本會持續推動長者友善社區工作，包括於北區組織百多位長者成為「長者友善社區大使」，透過專題講座、社區考察及關愛敬老探訪，向區內不同年齡層人士宣揚長者友善社區的訊息。此外，本部亦透過「東區長者友善社區計劃」向社區及跨代義工推廣長者友善社區的概念，先後舉辦「友善社區大搜查」活動、「長者友善資訊工作坊」，以及「社區教育嘉年華」等活動，並向議員反映長者友善社區方面的改善訴求。



## Reinforcing Life and Death Education Adopting a Positive Attitude to Life

To motivate the elderly to adopt an optimistic attitude to life and death and lead a brilliant, satisfying and meaningful life, two programs on life and death education – “Wonderful Life Carnival” and “Dream comes True” Project funded by the Board of Management of the Chinese Permanent Cemeteries were launched. A host of activities on the subject of life review and life and death education, such as drama, volunteer services, interactive experiential games, film watching, sand art and life story journal were organized to convey the positive message of healthy living and life enhancement so that the taboo towards death generally held by the elderly and society will be shattered and their active preparation for the future will be encouraged.

## Age-friendly Community for Cultivating an Inclusive Culture

In response to an ageing population, the Association makes every effort to create an age-friendly environment to achieve active ageing in the community. Since 2014, with the support of government departments and enthusiastic participation of the elderly, the Association continues to advocate an age-friendly community. For example, hundreds of elderly persons in North District were recruited as “Age-friendly Community Ambassador” who spread age-friendly messages to different age groups through seminars, district visits and elderly home visits. Hong Kong East Age-Friendly Community Program was launched to propagate the concept of age-friendly community and various activities such as “Age-Friendly Community Facilities Searching” activity, “Age-Friendly Information Workshop” and “Community Education Fair” were introduced. We also expressed our opinion and request concerning the promotion of a more age-friendly society to councilors.



## 跨界別合作 應對高齡人口所需

隨着人口高齡化，長者出現認知能力退化、情緒、心理、行為、人際關係等障礙越趨普遍，而患上認知障礙症的比率亦相應增加，對相關服務的需求和期望也隨之提升。為加強社區層面的護理和支援，本會獲關愛基金撥款贊助，推行為期兩年的「智友醫社同行計劃」，以跨界別的「醫社合作」模式，由資深護士、職業治療師和社工組成跨專業團隊，為患有輕度和中度認知障礙症的長者及其照顧者提供訓練和支援，使他們毋須經常進出醫院，能在熟悉的社區接受服務。計劃為患者提供不同範疇訓練，包括認知能力、家居安全知識和自理能力等，也舉辦社交康樂活動，提升社交技巧；此外，家屬亦參與不同形式的照顧者工作坊，接受培訓，掌握照顧技巧及舒緩壓力。過去一年，共有 65 位認知障礙症患者透過計劃接受訓練及服務，家屬表示長者參與訓練後情緒變得開朗及穩定，他們也掌握了各種照顧技巧及調適照顧心態，與長者關係更親密。



## Multi-disciplinary Service to Address the Needs of Older People

Along with an ageing population, more elderly persons are found to encounter cognitive, mood, psychological, behavioural or social skills problems, and the percentage suffering from dementia, as well as the public expectation and demand for dementia community support has been on the rise. To step up the caring and support service at the community level, the Association has launched the 2-year "Dementia Community Support Scheme" funded by the Community Care Fund. Through a medical-social collaboration model, a multi-disciplinary team of senior nurses, occupational therapists and social workers provided dementia community trainings and support services to the elderly diagnosed with mild or moderate dementia and their carers. Trainings on various domains such as cognitive functions, knowledge on home safety and ability of self-care were offered. Social recreational activities were also organized to improve their social skills. Besides, their relatives also took part in workshops and received trainings on caring skills and stress management. Over the past year, 65 dementia patients in total had participated in the Scheme. Their relatives stated that after the training, the elderly became more spirited and emotionally stable. They have also grasped different caring techniques and become better adjusted to their caring role. Their relationship with the elderly also grew closer.







### 老有所為 達致跨代共融

本會相信長者有豐富的人生經驗和智慧，藉著各種社會參與，不僅能貢獻所長，活出豐盛晚年，亦有助建立「愛老護老」社區，推動跨代共融。本會獲社會福利署撥款推行2017-2018年度「老有所為活動計劃」，以「師情畫誼」及「耆鄰友善享頤年計劃」為主題，與青少年建立跨代共融網絡，透過畫畫及結連不同合作伙伴推行多元化的活動等，讓兩代義工彼此學習，在院舍及社區傳遞「長者友善社區」的概念，從而促進跨代共融。「耆鄰友善享頤年計劃」更獲得由社會福利署頒發之2016-2018年度「老有所為活動計劃」獎項「地區最佳活動獎」（兩年計劃）。

此外，本會獲港島青年商會贊助舉辦「耆望愛心同行2017」，資助20位獨居及從未乘搭過飛機的長者完成飛翔夢想之旅，並與20位香港城市大學「火焰計劃」的學生結伴暢遊台灣。旅途中，長幼參加者不僅建立了一份深厚的情誼，也為彼此的人生帶來不一樣的體驗和意義。

### Enhancing Intergenerational Harmony through Self-empowerment

The Association believes that the elderly possess rich life experiences and wisdom. Through social participation of various kinds, they cannot only contribute to the society and live a fruitful life, but a caring and inclusive community is also promoted. Subsidized by the Social Welfare Department, the Association has launched the 2017-2018 "Opportunities for the Elderly Project", under the themes of "Age-friendly Intergeneration Mentoring Program" and "Wellness Neighborhoods for Age-friendly Community". With the aim to enhance inter-generational harmony, volunteers of different generations learned from each other in the course of disseminating the concept of "age-friendly community" in nursing homes and community through painting and collaboration with different partners in organizing activities. "Wellness Neighborhoods for Age-friendly Community" was awarded the District Best Projects (2-year Project).

Besides, with gratitude to the sponsorship of Junior Chamber International Island, the Association has launched the "O! Love Tour 2017", in which 20 live-alone elderly persons who had never taken a flight were subsidized to traveled in Taiwan by plane, along with 20 students from the Project Flame of the City University of Hong Kong. During the journey, close bonding developed between the elderly and teenage participants who made the tour a memorable experience with distinctive meaning.



### 實證為本 探索長者參與義工意向

為探索準退休 / 退休人士對參與義工服務及退休生活規劃的取態，本會進行了一項「準退休 / 退休人士參與義務工作之比較性研究」。研究結果顯示，「利他主義的價值觀」和「探索學習」是促使他們參與義工服務的首兩項重要因素；在退休生活規劃方面，大部分準退休 / 退休人士把「家庭」及「生理健康」列作優先考慮的要項。研究亦發現參與義工服務的準退休 / 退休人士較非義工自評擁有較高的生活滿意度、健康狀況及快樂感。本會建議把長者專長及興趣發展與義工服務扣連，並為長者義工提供更多服務的彈性和機會，以吸納更多新力軍投身義工行列，貢獻所長，發揮銀髮力量。

### Exploring the Elderly's Willingness to Volunteer with Evidence-based Approach

To explore the attitude of retirees/prospective retirees towards participation in voluntary work and retirement planning, the Association has conducted a comparative study on the participation in voluntary work by retirees/prospective retirees. Findings indicated that altruism and inquisitive learning were the two most prominent factors motivating their participation in voluntary work. Regarding retirement planning, concerns on family and physical health took priority among the majority of respondents. The study also found that the retirees/prospective retirees who had participated in voluntary services rated themselves to be more satisfied with life, healthier and happier than their counterparts who had not participated. We suggested aligning the expertise and interest of the elderly with voluntary service and providing elderly volunteers with more flexibility and opportunity so that more elderly persons will participate in voluntary work to give full play to their abilities and make rich contribution to the society.



# Y Hospitality



本會於 1920 年成立之初，已為當時取道香港到海外工作或求學的中國青年女子提供安全舒適的居所，因應社會變遷及住宿要求的提升，轄下之 Y Hospitality 將住宿服務擴展至社會各階層，讓更多有需要的社區人士體驗到溫馨如家的感受。而所得之每分收入會用作支持女青的自資社會服務，幫助弱勢社群，發揚及秉承女青之核心服務理念和使命，使社會各階層獲得裨益。

Since the establishment of HKYWCA in 1920, we have been providing lodging services for the Chinese young ladies seeking temporary accommodation when travelling via Hong Kong on their way to study or work abroad. To keep abreast of times and meet the growing needs, Y Hospitality has extensively served the general public with our warm and homely hospitality. By always making full use of the income to support HKYWCA's self-financing social services for the vulnerable, we strive to live out and pass on the core values and missions of the Association.





## 追求卓越服務

本會一直致力改善住宿服務及設施，規劃不同裝修及保養工程，提供安全、雅淨和如家般的居住環境。九龍會所及峰景軒的復修工程已於 2018 年內相繼完成，嶄新的女青賽馬會社會服務大樓和峰景軒將為社會各界人士提供更多元化和優質的社會及住宿服務。

## Preoccupation with Service Excellence

Y Hospitality spares no effort to better lodging services and facilities with various renovation and upkeep programs for all the operating properties to ensure a safe, clean and homely environment. The rehabilitation project of Summit View Kowloon, annexed to YWCA Jockey Club Social Service Building was completed in 2018. The whole complex will provide comprehensive social and community services to cater for the growing needs and demands from the general public.

## 推動社會共融

本部秉承女青服務使命，除全力支持和配合本會服務外，也與外間各社福機構、志願團體、慈善組織緊密合作，為他們推展教育工作坊、團隊培訓、家庭健康小組等有意義活動，提供優先住宿和場地服務。

## 提倡青年職涯規劃

Y Hospitality 一向致力與不同教育及社福機構建立夥伴合作關係，經由轉介，本部為有意從事旅遊及服務業的學生和基層青年提供培訓或工作認知等機會，以加深他們對工作性質的了解，期望能藉此建立對行業之志趣，並為將來發展路向作妥善規劃。

## Promoting Social Inclusion

In faithfulness to HKYWCA's core values and missions, Y Hospitality not only closely bonds with its own social service units, but also unwaveringly collaborates with other social service agencies, voluntary groups, charitable organizations and so forth, offering them accommodation priority for organizing meaningful activities such as education workshops, team-building training, and family wellness activities.

## Advocating Youth Career Development

Y Hospitality always endeavors to build up collaborative relationships with different education institutes, vocational schools and social service agencies. By referral, internship or familiarization programs are provided for their students who aspire to work in the hospitality industry and the underprivileged youth so that they will understand more about the nature of the industry. Through exposure and experience, it is hoped that their interest in the field will be aroused and proper planning for their future vocational development will be developed.



# 公益業務拓展

## Social Business Development



本年度女青繼續積極發展各項公益業務，透過創新手法，滙聚政、商、社各方資源，加強與本會其他服務單位的聯繫，達至最佳協同效應；並持續優化現行業務的營運水平，貫徹本會「六大策略行動方案」中「居家安老」的理念。

This year HKYWCA continued to develop its social business, with the aim to maximize synergy by pooling resources from the political, business and social sectors and strengthening the collaboration with the service units of the Association with innovative means. We also persistently work on the operational enhancement of existing business to realize the goal of "Ageing in Place" under the "6 Bold Steps' Strategic Plan".



## Y Garden View Lounge 園景軒餐廳

自 2010 年起，園景軒餐廳持續以社會企業形式提供優質而健康的西式餐飲服務，當中包括堂食、外賣、到會及包場服務。本年度除了積極優化各方面服務外，我們亦加強招聘退休人士成為員工，同時為現職長者提供更多培訓機會，不僅使餐廳業務發展得以穩步上揚，亦為年長人士的退休旅途增添色彩，延續其燦爛的人生。



## Y Garden View Lounge

Since 2010, Y Garden View Lounge has served quality and healthy western-styled dining including dine-in, takeaways, outside catering and catering service for private functions in the form of social enterprise. This year, in addition to the enhancement of services, we also proactively recruited retirees to be our staff and provided training opportunities for current elderly staff. It not only led to a steady growth in business, but also enriched the lives of retired senior citizens.



## Y Silver Link 安居通

「安居通」本年度持續強化分店、網上商店、機構客戶及路展等銷售平台，全面照顧長者的衣食住行，以提升長者的家居生活質素，達致長者「居家安老」的願景。另外，「安居通」憑著「讓活躍長者發揮所長」的營運理念而榮獲由「維多利亞青年商會」頒發的「GOOD SO 2017 傑出社企」獎項，這肯定了「安居通」過去多年來以退休長者為主要營運骨幹的模式能讓他們發揮所長及擁有更充實的退休生活，同時亦體現了「豐盛耆年」及「居家安老」的精神，具有雙重的服務意義。

## Y Silver Link

To fully take care of the everyday living of the elderly and enhance their household living standard, Y Silver Link continues to upgrade its sales platforms including the branches, online stores, corporate customers and street booths, hoping to achieve the vision of "Ageing in Place". With the operating concept of "letting the active elders fulfill their potentials", Y Silver Link was awarded the 2017 "GOOD SO Outstanding Social Enterprise Award" by the Junior Chamber International Victoria. It proved that the approach of employing retired elderly as our major workforce over past years enabled the elders to realize their potentials and live a fruitful life after retirement. It also manifested the spirit of "Active Ageing" and "Ageing in Place", which doubled the meaningfulness of our services.

## Y Fitness 躍動力

獲「伙伴倡自強社區協作計劃」撥款資助成立的「躍動力」，於 2015 年起提供專為銀髮長者、中年及關注健康人士設計的專業健體訓練服務。我們本年度繼續以外展形式於全港十多區舉辦運動班，並與多個公私營機構及團體合辦以健康運動為主題的工作坊，藉此協助各參加者進行具系統性、有效及安全的專業訓練，培養良好及持久的運動習慣。同時，我們繼續為有意成為專業健體教練年青人提供就業及持續發展的平台，讓他們於此行業有著長遠的發展機會。

## Y Fitness

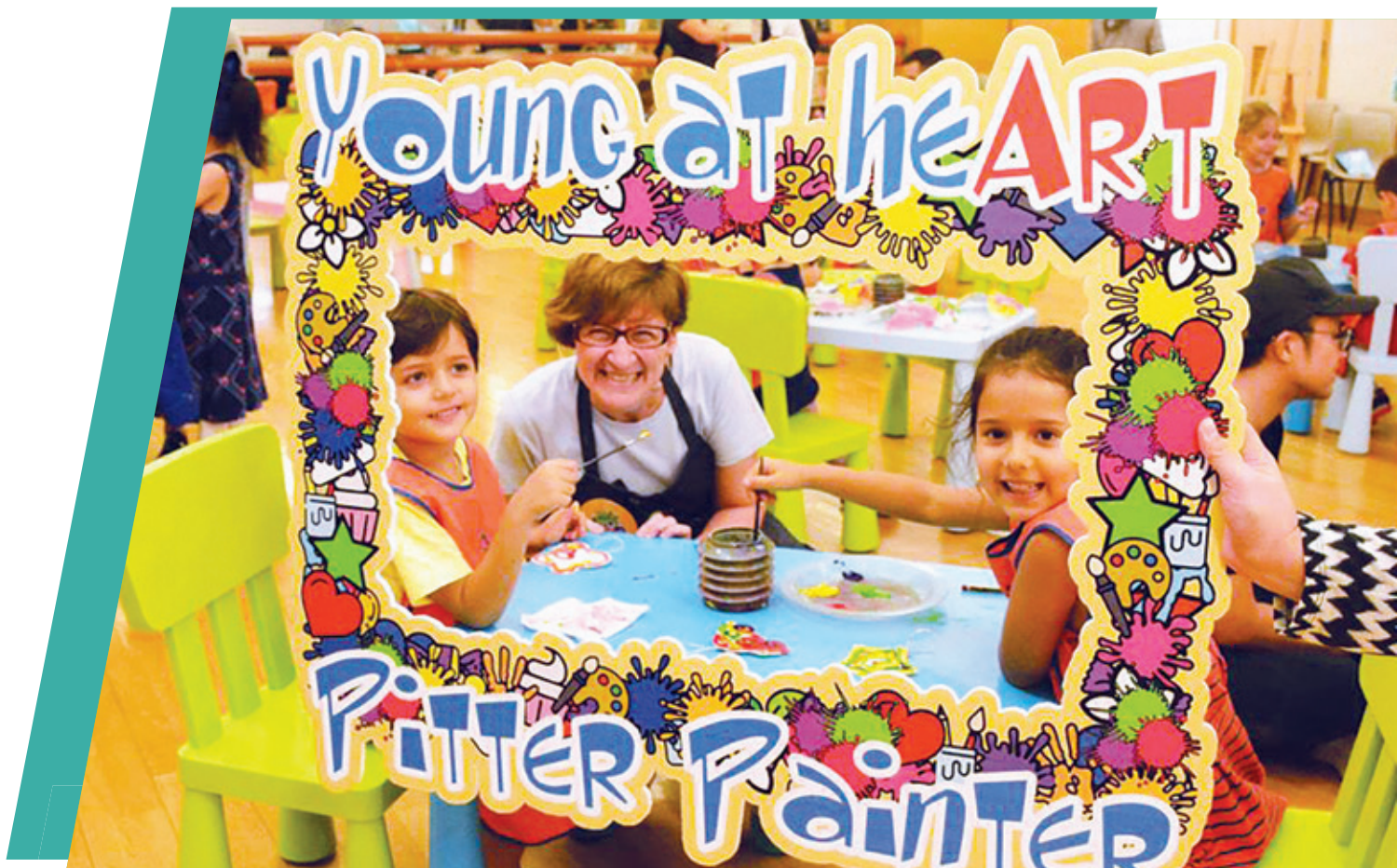
Funded by the "Enhancing Self-Reliance Through District Partnership Program", Y Fitness, since its launch in 2015, has offered professional fitness trainings catered for the elderly, middle-aged and health-conscious public. This year we continued to reach out to over 10 local districts in providing sports courses and collaborate with multiple public and private partners in organizing workshops on healthy exercises. It is hoped that participants can develop and maintain regular exercise habit through receiving professional trainings in a systematic, effective and safety manner. Besides, youngsters who aspire to be professional fitness coach were offered employment and development platform for their future pursuit of advances in the industry.





# 女青活學中心

Centre of Learning and Life Enhancement



「女青活學中心」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，致力成為一所創新及專業的教育中心。年度內中心共提供超過 2,000 個適合不同年齡層的課程及活動，服務逾 13,000 人次。

Centre of Learning and Life Enhancement (CLLE), which endeavors to become an innovative and professional educational centre, offers one-stop and all-round international courses and programs catered for children and families. During the year, CLLE has provided more than 2,000 courses and programs for different age groups and the total attendance exceeded 13,000.





本中心以「Learning for Play」為方向，滿足兒童及家庭需要為服務目標，透過三個核心服務——「International Kids Club」、「Parents Hub」和「Helpers Training Academy」，提供不同類形的教育課程及活動，藉以增進親子及家庭關係，讓父母與孩子一同遊戲和學習，並一同互動成長。本中心亦為家傭提供各種在職培訓，期望優化她們的工作能力及培養良好的工作習慣，在照顧家庭的工作中發揮其所能。

本中心除每年舉辦一系列比賽，包括足球分齡賽、體操比賽及創意寫作比賽等，亦成立「Y Dream Teams」體操及足球隊，代表女青年會出外比賽，讓孩子可以根據自己的興趣，有系統地學習及盡情展現其天賦和潛能。

Under the direction of "Learning for Play", CLLE aims at meeting the needs of children and families by providing various educational programs and activities focusing on its 3 core services, namely "International Kids Club", "Parents Hub" and "Helpers Training Academy". It is hoped that by learning and playing together, the relationship between parents and children and among family members will be enhanced through mutual interaction and growth. Besides, on-the-job trainings for domestic helpers are organized so as to reinforce their job-related abilities and cultivate good work practice for taking good care of their employers' family.

Besides holding a series of competitions including Football Match by Age Groups, Gymnastics Competition and Creative Writing Competition every year, Y Dream Teams – gymnastic and football kid teams were also formed. They took part in competitions on behalf of the Association, which allowed children to learn in a systematic manner and unleash their innate talents and potentials according to their interests.



# 傳訊及資源拓展

## Communication and Resources Development



傳訊及資源拓展部以建立本會品牌形象和宣揚本會使命為己任，透過媒體、活動及各種宣傳策略及手法，向社會公眾傳達本會目標、理念及動向，讓他們掌握本會多元化、且與時並進的優質社會服務。本部亦透過建立正面品牌價值，發展並鞏固本會慈善機構形象，提升機構傳訊能力，並與新聞界及各方賢達保持密切聯繫，務求加深市民對女青之認識與認同，讓他們更支持女青的工作，以捐款等不同方式支持機構提供更多創新，以及切合社會需要的服務。

With the objective of establishing the brand image and promoting the vision of the Association, Communication and Resources Development Department (CRDD) delivers the mission, philosophy and updates to the public through mass media, various activities and publicity strategies for them to get familiar with our diversified, timely and quality social services. By building a positive brand value, we strive to reinforce the Association's charity image, enhance its communication capacity and forge partnerships with the press and other sectors. It is hoped that with a deeper understanding and recognition, public support such as donations can be solicited for the development of innovative services that suit the societal needs.

## 緊貼時代脈搏 選好做對

踏入網絡社交世代，本部一直緊貼資訊科技發展，利用各種數碼技術及平台推廣女青資訊，如與商界機構合作，推出臉書專頁聯合宣傳活動，既獲得捐助亦能推廣本會婦女支援服務內容；又如與親子網站合作推出網上育兒短片系列，各短片瀏覽數目均突破 1 萬人次，成績斐然。而創新之餘本部亦不忘傳統，付印經年、全港唯一免費派發之女性季度雜誌《女聲》仍然繼續發行，並續推出網上版供市民免費下載瀏覽。

本部積極促進新聞訊息的發放，本年度女青共獲 384 篇正面媒體報道，除續於《星島日報》學生報及《文匯報》分別撰寫生涯規劃及通識時事之專欄外，本部今年亦舉辦了多個記者會及採訪活動，讓市民了解女青服務及女性或社會相關議題。

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 111 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。

## Keeping Pace with Times Committed to doing good

In the age of online social networking, CRDD has always kept abreast with the latest information technological development by broadcasting agency news through various digital technologies and platforms. For example, we collaborated with the business sector in launching a publicity campaign on Facebook webpage to raise funds and promote our women support services. We also partnered with a parent website to produce a series of video on parenting, with each reaching a hit rate of over 10,000. Besides, we continue to publish and issue "Women's Voice", the only local quarterly women magazine that is free of charge and offer the online version for free downloading to the public.

This year, the Association has received positive newspaper coverage (384 articles in total), including the columns on career planning and liberal studies in student edition of Sing Tao Daily and Wen Wei Po. Several press conferences and interviews were also organized to propagate the Y's services as well as various women-related issues and social concerns.

As usual, the Association has strongly supported our corporate partners to participate in the "Caring Company Scheme" organized by Hong Kong Council of Social Services. This year, 111 caring companies/ organizations in total were successfully nominated by the Association, which served as an indicator of the achievements accomplished by our concerted efforts in serving the community.





## 支援女青發展 籌募資源

復修經年的九龍會所，於 2018 年正式竣工重投服務，為配合新社會服務大樓的發展，本部以「人生旅程」為題推出相關宣傳計劃，透過刊物、短片、大型揭幕禮等，向市民宣傳大樓全新服務與角色。同時，本部亦為會所復修舉行多個相關籌款活動，如去年舉辦的《脫皮爸爸》慈善電影首映，就成功籌得超過 100 萬元善款；其他諸如女青賣旗日、愛心券義賣等，同樣為大樓未來發展注下一口強心針。

本部舉辦多年的「棗」點愛 ChariTea 慈善計劃，2018 年續以「愛要及時」為主題為市民及企業送暖，並適時推出各種主題禮品包，成功籌得逾 27 萬元支援女青婦女工作。

## Exploring Resources for Future Service Development

The Kowloon Centre Rehabilitation Project spanning several years has been completed in 2018. To support the development of the new social service building, CRDD has introduced various publicity campaigns themed with "The Journey of Life" to promote its new services to the public through publications, videos and large-scale commencement ceremony. Besides, different fund-raising activities have been carried out for the Rehabilitation Project. "Shed Skin Papa Charity Premiere" organized last year has successfully raised more than HK\$ 1 million and other campaigns such as YWCA Flag Day and YWCA Charity Tickets also gave a big boost to the future development of the new building.

The "ChariTea" Program, which has been launched for several years continued to deliver the message of "Love Now" in 2018 by distributing red-dates tea bags and offering warmth and care to the public and corporates. Various gift sets were also available. HK\$270 thousands were raised through the Program and the proceeds will go to aid the Association's women services.







Central Administration

# 中央行政





# 中央行政

Central Administration



妥善及專業的行政支援能有效提升機構管治水平，加強服務質素，幫助服務暢順開展和推行。因此，本會設完備的中央行政部門，聘用不同專業的行政人才，於各個範疇全面執行機構之行政工作，並與服務部門緊密溝通和配合，提供優質而穩妥的行政支援。

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

## 人力資源管理

人力資源部夥伴管理層及 80 多個服務單位，為促進本會之服務發展共同努力。藉著建構及執行策略性人力資源項目，本部以促進機構長遠服務、人才發展及使命承傳為任務。

## Human Resources Management

Human Resources Department (HRD) has partnered with the management and more than 80 service units of the Association to jointly work for advancing its service development. Through formulating and implementing various strategic human resources projects, HRD strives to accomplish the goals of long-term service enhancement, staff development and the passing on of YWCA's mission.

### 2017/2018 年度完成之重點項目包括：

1. 關注員工專業發展及培訓，年度內完成多項員工職業、管理及個人能力發展項目，並再次榮獲僱員再培訓局延續「人才企業」僱主之殊榮 (2016-2020)：
  - A. 管理人員會內培訓及講座：
    - ① 完成女青領袖勝任能力分析，作為來年管理人員培訓項目及內容規劃之藍本。
    - ② 加強機構的人事管理能力，聘請法律界專業人士為管理層員工講解相關僱傭條例，及各項防止職場歧視 / 騷擾、保障個人私隱之相關條例。
    - ③ 由香港中文大學文化管理文學士課程助理教授分享「文物管理及承傳」及由本會資深員工分享「女青故事」及「文物管理」經驗。
    - ④ 完成與摩根大通合作之 Service Corps 計劃，為總會所中央行政部門制訂「營運持續計劃」及「災難復原計劃」。
    - ⑤ 舉辦「Influencing, Negotiation and Communication」一天工作坊，共 19 位管理層員工參與。

### Major tasks completed in 2017/2018 included:

1. With great emphasis on the professional development and training of staff, the Association has accomplished several staff development projects focusing on staff's vocational, managerial and personal capabilities. Besides, we have been recognized as "Manpower Developers" by Employees Retraining Board for 4 consecutive years (2016-2020).
  - A. In-house training and talk for management staff:
    - ① Completed the Attrition Analysis, which acts as the basis for the planning of management staff training next year.
    - ② Employed legal professionals to introduce to management staff the Employment Ordinance and ordinance pertaining to the prevention of workplace discrimination/sexual harassment and safeguard of personal data, so as to enhance the human resources management capability of the Association.
    - ③ Invited an Assistant Professor of BA Program in Cultural Management, CUHK to share on "Management and Inheritance of Cultural Relics". Our senior staff also spoke on their YWCA Stories and experience in the management of cultural relics.
    - ④ Participated in the JPMorgan Chase Service Corps Program to formulate the business continuity plan and disaster recovery plan for the Central Administrative Departments at Headquarters.
    - ⑤ Organized a 1-day workshop "Influencing, Negotiation and Communication", with 19 senior management staff participated.

B. 安排員工參加會外專業服務發展培訓項目，並於完成後作會內分享：

- ① 「2017 台北自造者文化考察團」，了解當地的自造者文化，3 天的考察充實及具啟發性，共 12 名員工參與。
- ② 德國 7 天考察團，了解當地低收入家庭和老年人合作住房的情況，及長幼傷殘共居項目、城市能源效益、鄰里發展住房等政策。
- ③ 法國 7 天考察團，管理層員工探訪多個地區的社會企業、合作住房、幼兒教育及其他具參考價值的社會服務。
- ④ 台灣 7 天考察團，實地考察當地對腦退化症患者及其照顧者的服務支援，作為發展長者服務的參考。

C. 培育人才及員工重點培訓：

- ① 3 位會內員工獲批准於會內實習，同時亦安排 58 個會內實習機會予來自不同大學及學院之學生，培育業界社會專業人才。
- ② 舉辦一天「影片製作工作坊」予 2015-2017 年「團隊獎勵計劃」最後入圍 8 組參賽團隊，共 28 人參與。
- ③ 資助員工自我增值修讀學位課程，投放資源優化員工個人及專業發展，年度內共 27 位員工成功申請，並獲得資助。

2. 優化員工每週工時安排，平均每人每週工時減少約 3 小時，約二百多名員工受惠。

3. 優化員工有薪年假政策，由第一年至第四年，每年增加年假兩天，至第五年增加年假一天，共 150 多名員工受惠。

B. Arranged external training on professional service development for staff, with presentation and sharing in the Association after the training completes.

- ① "2017 Taipei Maker Culture Study Tour" 12 staff joined the tour to explore the "Maker culture" and found it fruitful and inspiring.
- ② 7-day study visit to Germany to learn about the policies on cooperative housing for low-income families and elderly, the co-housing project for multi-generation and the disabled, urban energy efficiency and housing for neighborhood development.
- ③ 7-day study visit to France in which management staff visited several social enterprises, cooperative housing, early childhood education institutions and other social services of reference value.
- ④ 7-day study visit to Taiwan to gain understanding of services for people diagnosed with dementia and their caregivers to give reference to the development of elderly service.

C. Nurturance of talents and targeted training for staff:

- ① 3 staff members were approved to receive on-the-job training and 58 internship opportunities were offered to tertiary students for nurturing talents in social profession.
- ② 1-day "Film Production Workshop" was held for the 8 finalist teams of the 2015-2017 "Team Award Scheme". A total of 28 staff have participated.
- ③ 27 staff were subsidized to enroll in degree program to enhance their personal and professional development.

2. Enhancement of staff weekly work schedule. Over 200 staff benefit from it with a reduction of 3 working hours per week on average.

3. Enhancement of staff annual leave policy. From the first to fourth year, annual leave is increased by 2 days per year and in the fifth year, 1 day is increased. Over 150 staff benefit from the policy.



4. 進行 12 個支援員工職位薪酬範圍調查，並將一些低於調查結果之薪酬範圍調高，提升競爭力。

5. 提倡健康生活及退休轉投醫療保險

- ① 舉辦 3 場脊椎健康講座，糾正員工不正確之工作姿勢，分享預防及舒緩痛症的正確方法，提高員工對預防疾病、保持健康生活及職業安全的意識。
- ② 舉行遊覽南生園及流浮山一天活動，鼓勵員工保持健康生活，共 117 人參與。
- ③ 成功與現時之醫療保險公司達成協議，提供優惠價予剛退休員工及其家人，令他們於退休後可以優惠價繼續自費投保，獲得醫療保障。

6. 將簡化後之《員工手冊》上載會內網頁，供員工參閱。同時，特別印製其中「員工守則」部分給新入職員工及各單位，列出員工於工作場所必須遵守之法例及行為要求，方便員工參閱，以保障員工及服務使用者。

7. 為加強透明度和溝通，本會提供不同渠道讓員工向會方表達意見，包括舉辦多場分區員工溝通會，以加深員工對會務發展及政策之了解，並聆聽員工心聲及意見，作出跟進及回應，共 702 名員工參加。

4. Investigated the salary range of 12 supporting staff position and raised the salary of those below the survey standard, in order to increase competitiveness.

5. Healthy lifestyle and medical insurance after retirement

- ① Organized 3 talk sessions on spinal health for staff to help rectify their improper postures and share tips on pain prevention and remedies, to heighten their awareness of illness prevention, healthy living and occupational safety.
- ② Visit to Nam Sang Wai and Lau Fau Shan to encourage staff to live a healthy life. A total of 117 staff participated.
- ③ Reached an agreement with the current medical insurance company so that the retired staff and their family can continue to purchase the insurance at a discounted price.

6. The simplified Staff Handbook has been uploaded to the Intranet. The "Staff Regulation" part outlining the rules and requirements to be observed by staff at workplace is provided to newly recruited staff and units in order to protect our staff and service recipients.

7. To increase transparency and strengthen communication, staff are provided with different channels to express their opinions. Several district's staff communication meetings, with 702 attendances in total were organized to enhance their understanding of the development and policy of the Association. Their views were listened and followed up.

## 物業管理

物業管理部一貫以安全、可靠、經濟、環保及可持續發展的原則，維修保養本會各物業，以及為其他部門 / 服務單位在裝修工程及維修等事項上，提供專業意見和技術支援。在機構發展上，本部積極參與由香港賽馬會慈善信託基金撥款營運的新服務單位—女青賽馬會青健坊（沙頭角）之籌備工作，期望於 2018 年 8 月正式投入服務。

## Facilities Management

The Facilities Management Department (FMD) implements renovation projects and maintenance programs for all our operating properties and provides YWCA's service units and departments with the necessary technical advice and support, based on the principle of safety, reliability, cost-effectiveness, environmental friendliness and sustainability. In alignment with YWCA's social service development, FMD earnestly works with the newly established unit – YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok) funded by The Hong Kong Jockey Club Charities Trust, offering recommendations from its planning stage until the start of operation. It is expected to commence service in August 2018.

### 2017/2018 年度完成的大型重點工程項目 包括：

1. 又一村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. 長青松柏中心和誌寶松柏中心翻新工程；
3. 女青賽馬會青健坊（沙頭角）籌備工程；
4. 園景軒 11/F 及 12/F 客房翻新工程；
5. 總會所天台更換中央空調壓縮機工程；及
6. 海棠軒 18 及 33 號房間列之渠務優化工程。

### Major projects accomplished in 2017/2018 included:

1. The periodic inspection, testing and certification for the Fixed Electrical Installations of Yau Yat Chuen Centre (WR2);
2. The renovation projects of Cheung Ching Neighbourhood Elderly Centre and Chi Po Neighbourhood Elderly Centre;
3. The strategic planning and preparatory work for the launch of YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok);
4. The renovation project of the guest rooms on 11/F and 12/F at Garden View Hong Kong;
5. The replacement project of the roof-top chiller compressor at the Headquarters; and
6. The enhancement project of the drainage system for rooms of serial number '18' and '33' of Begonia Residence Kowloon.

## 內部審核

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

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

## Internal Audit

The Internal Audit Department (IAD) serves 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, IAD provides professional, independent and objective audit reviews on the effectiveness of internal control and efficiency of operations of the Association. The Department Head periodically reports to the Audit Committee and has direct access to the Board via the Committee.

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

### 2017/2018 年度完成之重點項目包括：

1. 突發巡查服務單位之現金管理；
2. 安老院舍分配機構名額之審核；
3. 幼兒學校及幼稚園之審核；
4. 長者社區服務中心、長者日間護理中心、護理安老苑及綜合家居照顧服務隊之審核；
5. 青年外展社會工作隊、綜合社會服務處之審核；
6. Y Eco Tour 大澳文化生態綜合資源中心之審核；
7. 女青活學中心之審核；
8. 青年就業資源中心之審核；
9. 九龍會所復修工程之審核；
10. 臨床心理服務之審核；及
11. 舉行審核經驗及技巧分享會。

### Major tasks completed in 2017/2018 included:

1. Surprise cash management review in service units;
2. Audit on Allocation of Places under Agency Quota for Care and Attention Home for the Elderly;
3. Review on nursery school and kindergarten;
4. Review on district elderly community centre, day care centre for the elderly, care & attention home for the elderly and integrated home care services team;
5. Review on youth outreaching social work team and integrated social service centre;
6. Review on Y Eco Tour Tai O Cultural and Ecological Integrated Resource Centre;
7. Review on Centre of Learning and Life Enhancement;
8. Review on youth employment resource centres;
9. Review on Kowloon Centre Rehabilitation Project;
10. Review on Clinical Psychological Service; and
11. Audit experience and knowledge sharing sessions.



## 行政及採購支援

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

### Administration and Procurement

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

#### 2017/2018 年度完成的主要工作項目包括：

1. 全年處理採購合約逾 600 宗；
2. 為九龍會所復修處理以下事宜：
  - 提供更改地契條款之文書支援
  - 採購傢俬、裝置、設備及相關用品
  - 為特定房間採購多功能感官設備
  - 為單位入伙進行各種協調準備；
3. 為本會電腦網絡系統優化購置伺服器；
4. 為本會 10 間綜合社會服務處提供 WiFi 服務進行招標；
5. 為耆年服務單位購置 3 架復康巴士；
6. 成功與運輸署爭取改善總會所附近交通擠塞情況；及
7. 處理多宗保險索償。

#### Major tasks completed in 2017/2018 included:

1. Handled over 600 procurement contracts;
2. Rendered various supporting services for the Kowloon Centre Rehabilitation Project:
  - Provided secretarial support for lease modification
  - Procured furniture, fixtures, equipment and supplies
  - Purchased multi-sensory equipment installed in the designated rooms
  - Coordinated with user departments for preparation of move-in
3. Purchased servers to support the revamping of IT network infrastructure;
4. Carried out a tender exercise for provision of Wi-Fi services in YWCA's ten integrated social service centres;
5. Purchased three rehabilitation buses for the elderly service unit;
6. Liaised with the Transport Department to successfully improve the traffic conditions in the Headquarters; and
7. Handled various 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，以及各項資訊科技專案諮詢服務。於 2017-18 年度，本部繼續與會內不同單位緊密合作，開展嶄新的資訊科技項目，並適時提供相關支援。

## Information System

Information System Department (ISD) provides quality information system support and development service, as well as consultancy service for various IT projects. During 2017/2018, ISD has partnered with different service units and centres of the Association to launch a series of IT projects and offered timely support.

### 2017/2018 完成之重點項目包括：

1. 啟動「顧客關係管理系統」，推行網上報名服務；
2. 設計及建構女青賽馬會社會服務大樓的電腦網絡；
3. 建構「災難恢復計劃」的備選地點，使服務運作受災難事故影響的程度減至最低；
4. 協助開發「HOPE 中文詞類及句子遊戲」流動應用程式，以協助有讀寫障礙的兒童學習中文詞類及句子結構；
5. 於會內 10 間綜合社會服務處裝設無線網絡；
6. 協助會內單位於裝修工程中設計及跟進電腦系統之事宜；及
7. 檢視及優化本會之網絡保安，以應對日新月異的安全威脅。

### Major projects accomplished in 2017/2018 included:

1. Implemented the "Customer Relationship Management (CRM)" System and launched the online enrollment service;
2. Designed and established the computer network of YWCA Jockey Club Social Service Building;
3. Established the Secondary Site for the "Disaster Recovery Plan" so that the impact of disasters/ incidents on services can be minimized;
4. Assisted in launching the "HOPE Chinese Words and Sentences Game" mobile application to support children with dyslexia to learn the Chinese word classes and sentence structures;
5. Installed Wi-Fi facilities in 10 integrated social service centres of the Association;
6. Provided IT Support to units and centres of the Association during renovations; and
7. Reviewed and enhanced the network security to cope with various potential threats.

## 財務管理

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

## Finance Management

The Finance Department (FD) aims to provide quality financial and accounting functions to the Association and its management. In addition, FD 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.

### 2017/2018 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狀況，從而制訂合適的發展計劃；
2. 制訂全會及各服務的年度預算及財務目標；
3. 檢視及監察本會之投資策略及回報；
4. 提供九龍會所復修計劃之項目管理及財務監控；
5. 制訂及執行本部之「營運持續計劃」；
6. 為服務單位提供財務及會計之意見及管理，以滿足各項新服務及項目的要求；
7. 加強中央行政部門與服務單位之溝通及協調，以提高運作效率；
8. 推行各項開源節流措施；及
9. 向董事會提出建議，確保儲備之調撥配合本會發展策略及運用得宜。

### Some of the major tasks completed in 2017/2018 are highlighted as follows:

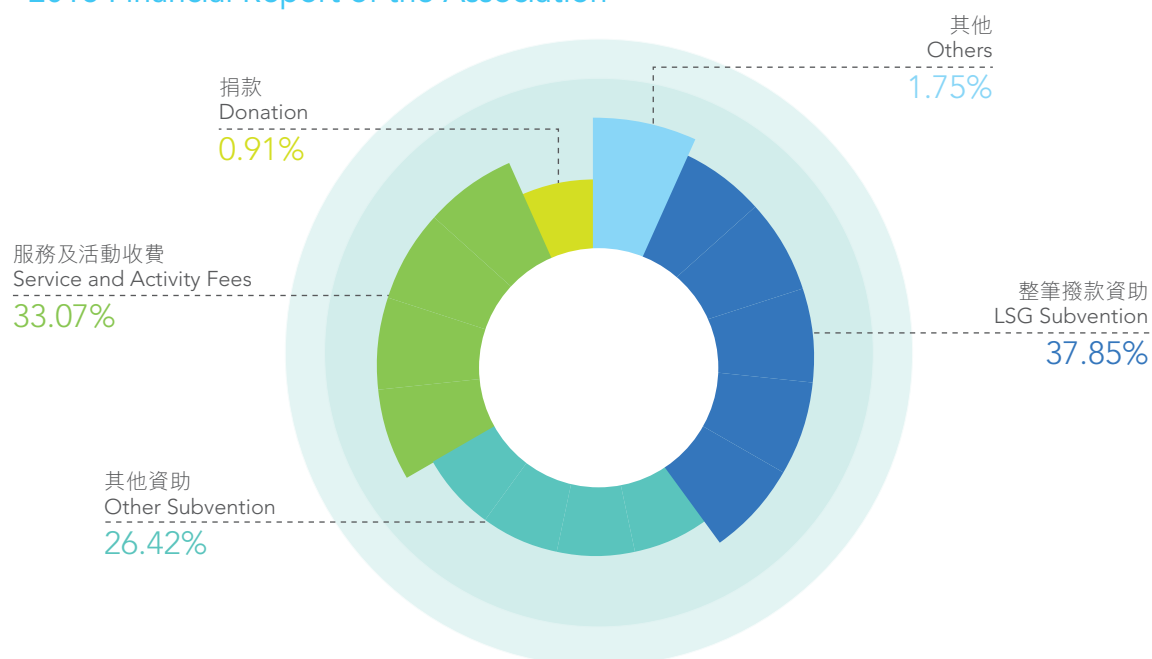
1. Regular financial information, reports and analysis were furnished to the Board, committees and management for their reviews and planning;
2. Annual budget and financial goals were prepared for all services and the Association;
3. Reviewed and monitored investment strategy and returns;
4. Provided project management and financial control on the Kowloon Centre Rehabilitation Project;
5. Formulated and implemented the "Business Continuity Plan" for FD;
6. Provided finance and accounting advice and controls to services centres to meet the requirements of the new services and projects;
7. Enhanced communication and coordination between central administrative departments and service units to improve 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.

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

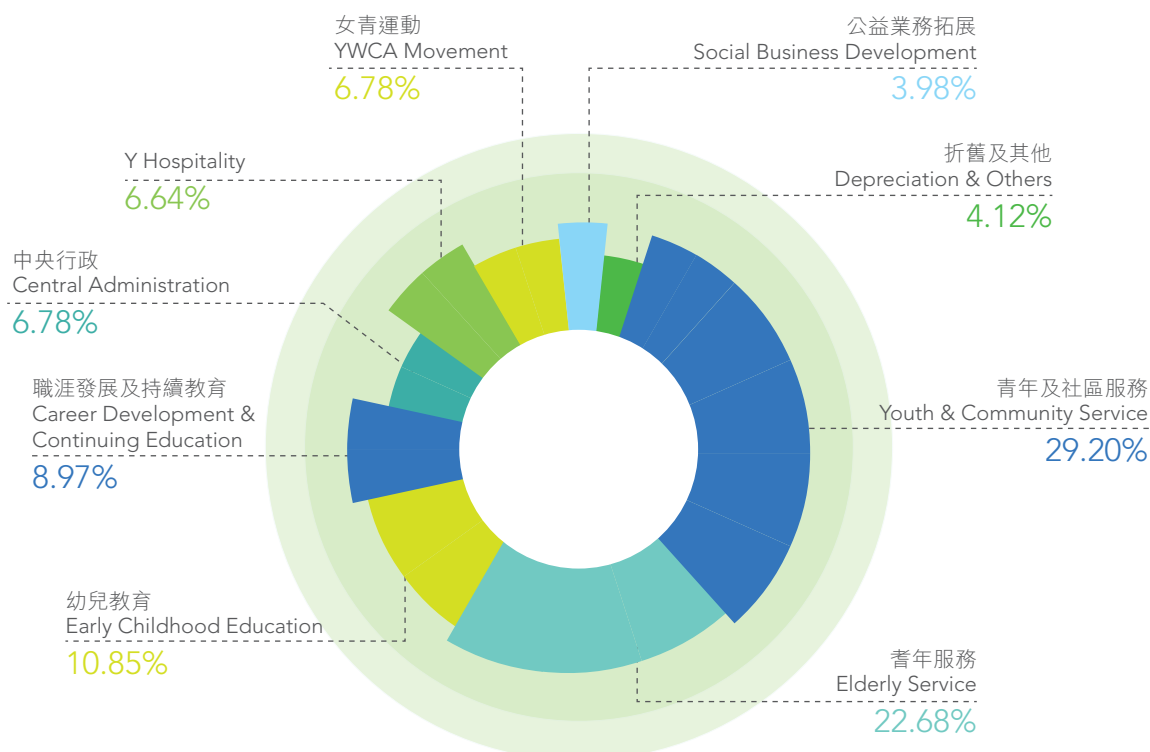
To enhance transparency and communication with our stakeholders, the Association, through appropriate channels, has disseminated information about the utilisation of the LSG reserve in the past year to the public. Moreover, in order to ensure the reserve is used fairly, reasonably and effectively, we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



## 2017 - 2018 年度機構整體收入與支出 2017 - 2018 Financial Report of the Association



總收入 Total Income: \$ 631,806,713\*

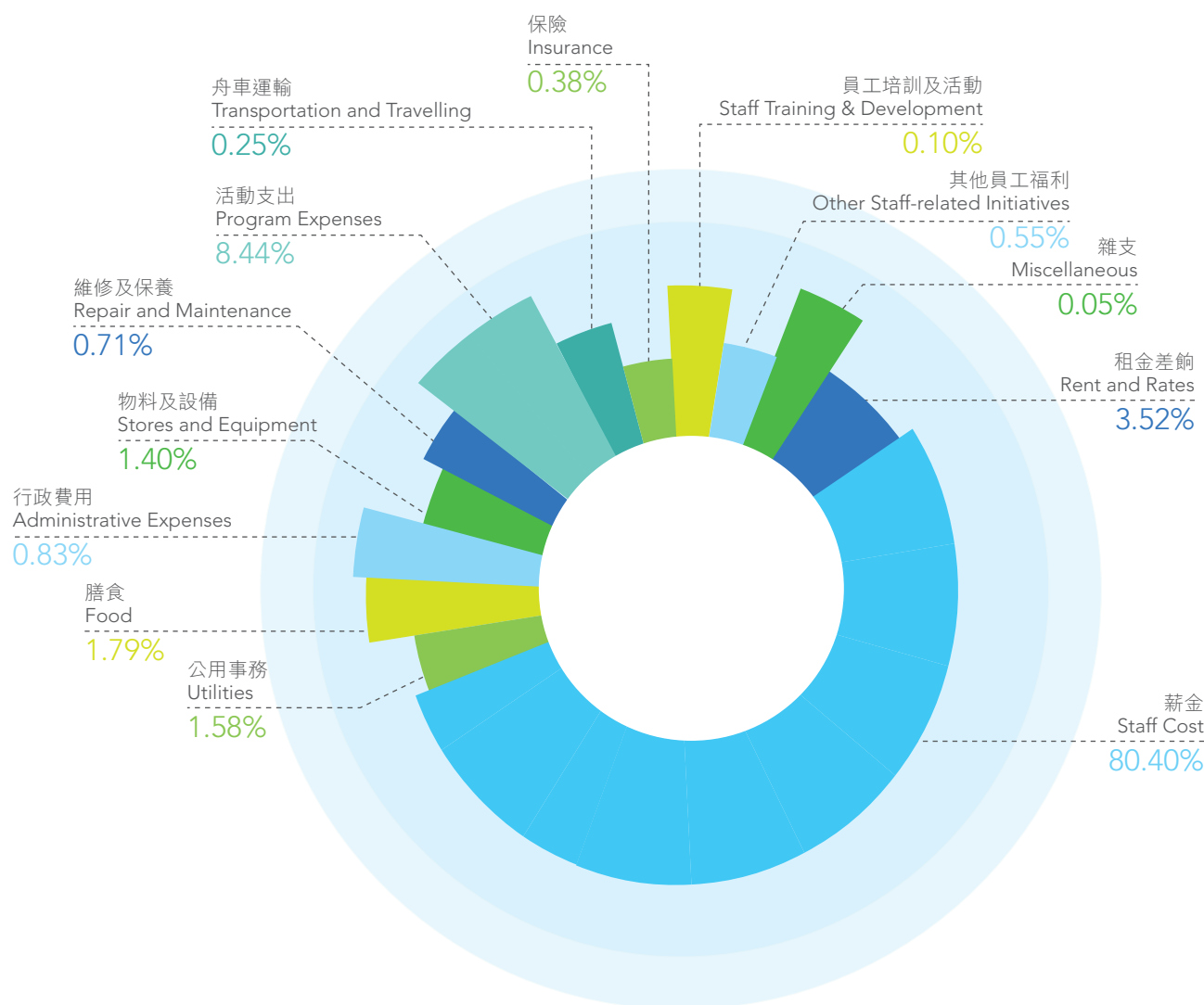


總支出 Total Expenditure: \$ 591,656,981\*

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

## 2017-18 年度社會福利署整筆撥款支出分佈

## Breakdown of Social Welfare Department LSG Expenditures for 2017-18



總支出 Total Expenditures: \$ 272,483,300

### Remarks:

The figures and financial information related to the year ended 31 March 2018 as shown on page 135-136 are not the Association's statutory annual financial statements for that year. The Association has delivered those financial statements to the Registrar of Companies as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance. The Association's auditor has reported on those financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) of (3) of the Companies Ordinance.

Please refer to the link [www.ywca.org.hk/files/ywca/annualreport/2017-18%20AFR.pdf](http://www.ywca.org.hk/files/ywca/annualreport/2017-18%20AFR.pdf) for the complete AFR.

### 整筆撥款儲備

截至 2018 年 3 月 31 日，本會之整筆撥款儲備約為港幣七千零七十萬元。按著過去一年的環境需要和發展策略，本會分配整筆撥款儲備用於不同範疇，例如：履行對員工的合約承諾、維持或加強服務推展，以及執行策略發展計劃，包括透過改善現有員工的聘用條件、支持員工作專業發展等，以建立一支高質素的工作團隊。

### 公積金 / 強積金儲備

公積金 / 強積金儲備只作支付公積金 / 強積金之用，而本會亦恪守《整筆撥款手冊》、其通告及相關信函所列明之條文及理念。根據既定政策及員工的服務年數，本會公積金及強積金的僱主供款比例將隨年資遞增，分別為 5%、7.5%、10% 或 15%。截至 2018 年 3 月 31 日，本會累積之公積金及強積金結餘約為港幣二千五百四十萬元。

### Lum Sum Grant (LSG) Reserve

At year ended 31 March 2018, the total cumulative LSG Reserve amounted to \$70.7m.

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 2018, the total cumulative ORSO and MPF Reserve amounted to \$25.4m.





Organization Information

# 機構資料



# 機構資料

## Organization Information

通訊索引編號（見後頁） Correspondence Index (see next page)

### 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

### 公益業務拓展部 Social Business Development Department

- 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 園景軒餐廳 Y Garden View Lounge
- 12 Y Silver Link 安居適長者家居用品店 Y Silver Link Elderly Household Products Retail 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 賽馬會西環綜合社會服務處 Jockey Club Western District Integrated Social Service Centre
- 48 賽馬會龍翔綜合社會服務處 Jockey Club Lung Cheung Integrated Social Service Centre
- 51 賽馬會樂華綜合社會服務處 Jockey Club 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 賽馬會深水埗綜合社會服務處 Jockey Club Sham Shui Po Integrated Social Service Centre
- 68 賽馬會青衣綜合社會服務處 Jockey Club Tsing Yi Integrated Social Service Centre
- 74 賽馬會沙田綜合社會服務處 Jockey Club Shatin Integrated Social Service Centre
- 75 賽馬會沙田綜合社會服務處（禾輦分處）  
Jockey Club Shatin Integrated Social Service Centre (Wo Che Office)
- 77 賽馬會屯門綜合社會服務處 Jockey Club Tuen Mun Integrated Social Service Centre
- 78 賽馬會屯門綜合社會服務處（安定分處）  
Jockey Club Tuen Mun Integrated Social Service Centre (On Ting Office)
- 79 賽馬會蝴蝶灣綜合社會服務處 Jockey Club Butterfly Bay Integrated Social Service Centre
- 81 賽馬會天水圍綜合社會服務處 Jockey Club 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 (見後頁) Correspondence Index (see next page)	
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
婦女事工部 Women Affairs Department	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
學校教育 School Education	32 女青悅兒成長服務 Y Seeds
	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 & 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
耆年服務 Elderly Service	63 ERB 服務中心 (九龍西) ERB Service Centre (Kowloon West)
	66 Y Serenity 青心坊 Y Serenity
	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
Y Hospitality	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 Elder Academies Cluster
	40 女青賽馬會青健坊 YWCA Jockey Club Y Care Elderly Centre
	Y Care 青健坊 (東區) 長者日間護理中心
	24 Y Care Day Care Centre for the Elderly (Eastern District)
	Y Care 青健坊 (又一村) 長者日間護理中心
	33 Y Care Day Care Centre for the Elderly (Yau Yat Chuen)
Y Hospitality	Y Care 新創健青健坊 (北區) 長者日間護理中心
	84 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 : cle@ywca.org.hk

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

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

香港西灣河康東邨康瑞樓地下  
G/F, Hong Shui House, Hong Tung Estate, Sai Wan Ho

粉嶺華明邨頌明樓地下 3 號  
Unit No.3, Chung Ming House, Wah Ming Estate, Fanling

九龍深水埗元州街 59 號至 63 號元州街市政大廈 4 樓  
4/F, Un Chau Street Municipal Services Building, No. 59-63 Un Chau Street, Shamshuipo, Kowloon

##### 13 Y Fitness 躍動力 Y Fitness

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

##### 14 園景軒

###### Garden View Hong Kong

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

##### 15 園景軒餐廳

###### Y Garden View Lounge

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

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

港島 - 西區  
Hong Kong Island -  
Western District

- 17 般咸軒  
Bonham Residence Hong Kong  
香港般咸道 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 賽馬會西環綜合社會服務處  
Jockey Club Western District  
Integrated Social Service Centre  
香港西環域多利道 9 至 15 號百年  
大樓第 1 期 A 座 2 樓  
Flat A, 1/F, Block 1, Centenary  
Mansion, No. 9-15 Victoria Road,  
Western District, Hong Kong  
電話 Tel : 2818 8356  
傳真 Fax : 2855 9004  
電郵 E-mail : itwd@ywca.org.hk

- 20 西環松柏中心  
Sai Wan Social Centre for the  
Elderly  
西環加惠民道西環邨房屋辦事處 2 樓  
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  
Shop Nos. 60, 62, 64 plus  
Corridor in front of Shops, G/  
F, Block D, Kwun Lung Lau, 20  
Lung Wah Street, Kennedy Town,  
Hong Kong  
電話 Tel : 2610 0769  
傳真 Fax : 2424 9609  
電郵 E-mail : cdkll@ywca.org.hk

港島 - 東區及南區  
Hong Kong Island -  
Eastern and Southern District

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

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

- 25 鄭傍卿護理安老苑  
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  
電話 Tel : 2985 5681  
傳真 Fax : 2985 6313  
電郵 E-mail : cdto@ywca.org.hk

- 27 Y Eco Tour 大澳文化生態綜合資源  
中心  
Y Eco Tour Tai O Cultural and  
Ecological Integrated Resource  
Centre  
大嶼山大澳永安街 61 至 63 號地下  
(中)  
G/F, No. 61-63 Wing On Street,  
Tai O, N.T.  
電話 Tel : 2985 6310  
傳真 Fax : 2985 4979  
電郵 E-mail : cerc@ywca.org.hk

- 28 梁紹榮度假村  
Sydney Leong Holiday Lodge  
新界大嶼山磡石灣 10 號 A  
No. 10A, San Shek Wan, Lantau  
Island, New Territories  
電話 Tel : 2980 2321  
傳真 Fax : 2980 2163  
電郵 E-mail : cmp@ywca.org.hk

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

- 29 婦女事工隊  
Women Affairs 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 : hkhk@ywca.org.hk

**九龍 - 旺角及油麻地**  
Kowloon - Mong Kok & Yau Ma Tei

**38 青年就業資源中心（旺角）**  
Youth Employment Resource Centre (Mong Kok)

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

**39 女青賽馬會家庭健康促進中心**  
YWCA Jockey Club Family Wellness Centre

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

**40 女青賽馬會青健坊**  
YWCA Jockey Club Y Care Elderly Centre

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

**41 女青賽馬會人才發展中心**  
YWCA Jockey Club Y Plus+ Talent Development Centre

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

**42 女青賽馬會樂齡活學中心**  
YWCA Jockey Club Y Evergreen Learning Centre

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

**43 港島區及九龍西長者學苑聯網**  
Hong Kong Island and Kowloon Elder Academies Cluster

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

**44 峰景軒**  
Summit View Kowloon

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

**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 賽馬會龍翔綜合社會服務處**  
**Jockey Club Lung Cheung Integrated Social Service Centre**  
九龍黃大仙中心平台 2 樓  
Unit No. P1, Podium Floor, Wong Tai Sin 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 賽馬會樂華綜合社會服務處**  
**Jockey Club Lok Wah Integrated Social Service Centre**  
九龍牛頭角樂華南邨樂華社區中心地下, 3 至 5 樓  
G/F, 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, Tseung Kwan O, New Territories  
電話 Tel : 2709 3388  
傳真 Fax : 2709 3311  
電郵 E-mail : ittko@ywca.org.hk
- 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  
LG3, Tower 17, Ocean Shores, No. 88 O King Road, Tiu Keng Leng, Tseung Kwan O, N.T.  
電話 Tel : 2709 3388  
傳真 Fax : 2709 3311  
電郵 E-mail : yottko@ywca.org.hk
- 九龍 - 荔枝角、長沙灣及深水埗**  
**Kowloon - Lai Chi Kok, Cheung Sha Wan & Sham Shui Po**
- 54 幼兒教育部辦事處**  
**Early Childhood Education Department Office**  
九龍深水埗長沙灣道 311 號怡靖苑間靜閣地下 1 至 8 室  
Unit 1-8, G/F, Han Ching House, Yee Ching Court, No. 311 Cheung Sha Wan Road, Shamshuiipo, Kowloon  
電話 Tel : 3586 0344  
傳真 Fax : 2545 1197  
電郵 E-mail : pedo@ywca.org.hk
- 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 號怡靖苑間靜閣地下 1 至 8 室  
Units 1-8, G/F, Han Ching House, Yee Ching Court, 311 Cheung Sha Wan Road, Shamshuiipo, Kowloon  
電話 Tel : 2728 1122  
傳真 Fax : 2728 1214  
電郵 E-mail : kga@ywca.org.hk
- 57 賽馬會深水埗綜合社會服務處**  
**Jockey Club Sham Shui Po Integrated Social Service Centre**  
九龍深水埗元州街 59 至 63 號元州街市政大廈 5 樓、6 樓  
5/F & 6/F, Un Chau Street Municipal Services Building, 59-63 Un Chau Street, Shamshuiipo, 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**  
九龍麗安邨麗廉樓及麗榮樓地下 (B 座及 C 座) 及 1 樓  
G/F, Wing B & C and 1/F Wing A to D, Lai Lim House, Lai On Estate, Kowloon  
電話 Tel : 2708 3677  
傳真 Fax : 2729 1359  
電郵 E-mail : heww@ywca.org.hk

- 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廉樓地下 ( 辦  
公室 )  
G/F, Lai Lim House, Lai On  
Estate, Shamshuipo, Kowloon  
麗閣邨麗蘭樓 314 號  
Unit 314, Lai Lan House, Lai Kok  
Estate, Kowloon  
電話 Tel : 2725 7702  
傳真 Fax : 2725 7798  
電郵 E-mail : hhssp@ywca.org.hk
- 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, Shamshuipo, 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)  
九龍深水埗東京街 12 號麗閣邨麗  
閣商場一樓 101 室  
Room 101, 1/F, Lai Kok Shopping  
Centre, Lai Kok Estate, 12 Tonkin  
Street, Shamshuipo, Kowloon  
電話 Tel : 27001777  
傳真 Fax : -  
電郵 E-mail : kwss@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, Tsuen 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  
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  
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 賽馬會青衣綜合社會服務處  
Jockey Club Tsing Yi Integrated  
Social Service Centre  
新界青衣長青邨長青社區中心 3 至  
5 樓  
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  
傳真 Fax : 3188 3752  
電郵 E-mail : yerc\_kf@ywca.org.hk

### 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.  
電話 Tel : 2606 7962  
傳真 Fax : 2606 7760  
電郵 E-mail : nslh@ywca.org.hk



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

**74 賽馬會沙田綜合社會服務處**  
Jockey Club Shatin Integrated Social Service Centre  
新界沙田沙田廣場 4 樓  
L4, Podium, Shatin Plaza, Shatin, N.T.  
電話 Tel : 2691 9170  
傳真 Fax : 2606 6351  
電郵 E-mail : itst@ywca.org.hk

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

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

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

**78 賽馬會屯門綜合社會服務處 (安定分處)**  
Jockey Club Tuen Mun Integrated Social Service Centre (On Ting Office)  
新界屯門安定邨定龍樓地下 119-121 室  
Units 119-121, Ting Lung House, On Ting Estate, Tuen Mun, N.T.  
電話 Tel : 2458 9070 / 2441 6638  
傳真 Fax : 2458 9900  
電郵 E-mail : ittm2@ywca.org.hk

**79 賽馬會蝴蝶灣綜合社會服務處**  
Jockey Club Butterfly Bay Integrated Social Service Centre  
新界屯門蝴蝶邨蝶聚樓地下 112-122 號  
Units Nos. 112-122, Tip Chui House, Butterfly Estate, Tuen Mun  
電話 Tel : 2466 0136  
傳真 Fax : 2455 8040  
電郵 E-mail : itbb@ywca.org.hk

**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 賽馬會天水圍綜合社會服務處**  
Jockey Club Tin Shui Wai Integrated Social Service Centre  
新界元朗天水圍天瑞社區中心地下、1、2、4 樓  
G/F, 1/F, 2/F, 4/F, Tin Shui Community Centre, Tin Shui Wai, Yuen Long, N.T.  
電話 Tel : 2447 9228  
傳真 Fax : 2447 9246  
電郵 E-mail : ittsw@ywca.org.hk

**82 天水圍一站式就業及培訓中心**  
Tin Shui Wai One-Stop Employment and Training Centre  
新界元朗天水圍天晴邨天晴社區綜合服務大樓 401 室  
Unit 401, 4/F, Tin Ching Amenity & Community Building, Tin Ching Estate, Tin Shui Wai, Yuen Long, N.T.  
電話 Tel : 3907 0466  
傳真 Fax : 3907 0456  
電郵 E-mail : osstsw@ywca.org.hk

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

**83 秀群松柏社區服務中心**  
Ellen Li District Elderly Community Centre  
粉嶺和鳴里 7 號粉嶺南政府綜合大樓一及二樓  
1/F & 2/F, Fanling South Government Complex, No. 7 Wo Ming Lane, Fanling, N.T.  
電話 Tel : 2676 2525  
傳真 Fax : 2682 0408  
電郵 E-mail : meel@ywca.org.hk

**84 Y Care 新創健青健坊 (北區) 長者日間護理中心**  
NWS Y Care Day Care Centre for the Elderly (North District)  
新界粉嶺雍盛苑雍盛商場 1 樓 110 室  
Room 110, Yung Shing Shopping Centre, No. 22 Wah Ming Road, Fanling, N.T.  
電話 Tel : 2278 2100  
傳真 Fax : 2278 2300  
電郵 E-mail : meel@ywca.org.hk

**85 Y Farm 健康長者農場**  
Y Farm for Healthy Ageing  
粉嶺和鳴里 7 號粉嶺南政府綜合大樓一及二樓 (通訊處)  
1/F & 2/F, Fanling South Government Complex, No. 7 Wo Ming Lane, Fanling, N.T.  
粉嶺丹竹坑老圍  
電話 Tel : 2676 2525  
傳真 Fax : 2682 0408  
電郵 E-mail : meel@ywca.org.hk

# 鳴謝

## Acknowledgements

本會過去一年事工，承蒙社會各界人士及團體慷慨捐助和支持，謹此致以衷心謝意。

The Association would like to express its most sincere thanks to the following donors and supporters for their generous help during the year 2017/18.

### 個人 Individuals

Dr. Patricia Yu  
Dr. Robert Bong  
Dr. Wan Ho Yue  
Dr. Wong Wai Ching Angela  
Dr. Yip Siu Fai  
Miss Sung Yuen Tsi Angelina  
Mr. Alex Leung  
Mr. Colin Cohen  
Mr. Craig Lindsay  
Mr. Gary Lee  
Mr. Herman So  
Mr. Hor Wei Adam Tang  
Mr. John Chan  
Mr. Kilias Hung  
Mr. Li Kwok Lung Alfred Ronald  
Mr. Ma Ho Fai  
Mr. Peter Chung  
Mr. Petrarch Chan  
Mr. Ramon Lo  
Mr. Timothy Ma Kam Wah  
Mrs. Alice Tsoi  
Mrs. Ann Yu  
Mrs. Camay Wong  
Mrs. Cecilia Leung  
Mrs. Cheryl Wong  
Mrs. Cici Chung  
Mrs. Cindy Poon  
Mrs. Elizabeth Pouliot  
Mrs. Helen Fong  
Mrs. Henrietta Zee Leung  
Mrs. Kathleen Fu  
Mrs. Kathy Wong  
Mrs. Louisa Paul  
Mrs. Margaret Chang  
Mrs. Margaret Cheung  
Mrs. Margaret Lu  
Mrs. Mary Wong  
Mrs. Michelle Chin  
Mrs. Mimi Cunningham  
Mrs. Mona Chau

Mrs. Mona Leong  
Mrs. Patty Chang  
Mrs. Roseanna Lee  
Mrs. Sally Cheung  
Mrs. Vera Watersers  
Mrs. Winnie Wong Chu Chu Chan  
Ms. Anna Pang  
Ms. Chan Lo Chung Chi, Amy  
Ms. Chow So Ming, Billie  
Ms. Cleopatra Chan  
Ms. Eileen Lui  
Ms. Elina Lee  
Ms. Ellen Shek  
Ms. Eva Lee  
Ms. Flora Pun  
Ms. Grace Chan  
Ms. Hanna Hsu  
Ms. Hsu Yu Ming, Hanna  
Ms. Janet Shum  
Ms. Lee Lok Sze  
Ms. Lee Sze Wing Cynthia  
Ms. Lily Chow  
Ms. Lin Po Kee  
Ms. May Lau  
Ms. May Wong  
Ms. Mimi Shum  
Ms. Nancy Lui  
Ms. Qin Qin  
Ms. Rosaline Tam  
Ms. Serena Hodinott  
Ms. Sophia Kao  
Ms. Susan Chan  
Ms. Susan Sng  
Ms. Sylvia Kwok  
Ms. Tong Kar Yee Sophy  
Ms. Wendy Leung  
Ms. Winnie Mak  
Ms. Wong Fong Helen  
Ms. Wong Shui  
Ms. Wong Siu Chun, Sandra  
孔楊邦鐸女士

孔慶全伉儷  
方國珊議員  
伍愛銓女士  
江慧芝女士  
何民傑議員  
何重恩先生  
宋玲燕女士  
李仰勤先生  
李敏堅先生  
李雯珊女士  
杜淑婉女士  
沈靜兒醫生  
阮秀麗女士  
周松崗爵士  
林美麗女士  
林海銓先生  
胡秀霞女士  
胡露茜女士  
唐威銘先生  
孫巽元女士  
袁彩蓮女士  
高季玉女士  
張文泰醫生  
張美雄議員  
張展鵬議員  
張德賢先生  
曹鄭容麗女士  
梁黃文璿女士  
梁靳羽珊女士  
梁慕清女士  
莫寶珍女士  
陳子政伉儷  
陳秀芬女士  
陳美容女士  
陳靜嫻女士  
陳謳明主教  
陳繼偉議員  
陶潘麗瑤女士  
陸西琳女士  
陸耀盈先生  
曾卓勤博士  
馮民重先生

黃永基先生  
黃定謙律師  
黃振聲醫生  
黃凱茵博士  
黃麗娟女士  
楊主光先生  
楊秀卓老師  
楊建霞女士  
雷逸華博士  
趙葉志先生  
劉坤銘先生  
潘鳳間女士  
潘鳳間女士  
蔡焯芬女士  
鄧惠芬女士  
鄭文仔老師  
黎秀玲女士  
黎桂清女士  
謝慧芬女士  
鍾澡光先生  
韓熾東先生  
簡美蓮博士  
簡祖光先生  
顏福偉先生  
關則輝先生  
關燕華女士  
蘇美屏女士

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

市區重建局  
民政事務總署  
房屋署  
社會福利署  
政制及內地事務局  
科學園  
食物及衛生局  
食物環境衛生署  
香港吸煙與健康委員會  
香港房屋協會

香港房屋委員會  
香港警務處  
康樂及文化事務署  
教育局  
勞工及福利局  
勞工處  
廉政公署  
禁毒基金  
義務工作發展局  
僱員再培訓局  
數碼港  
衛生署  
優質教育基金  
醫院管理局  
懲教署  
公民教育委員會

### 商業機構 Businesses

Adecco Personnel Limited  
Adler Jewellery Limited  
Adsmart Hong Kong Limited  
AMC (EXHIBITS) LTD  
AMC 電影院  
BBG 親子閱刊  
Bossini Enterprises Limited  
Breadtalk Concept Hong Kong Limited  
Brock Carmichael Asia Limited  
Carl Tong & Associates Management Consultancy Limited  
Common Room & Co.  
DEF (Hong Kong) Limited  
Digiphot Entertainment Imaging Ltd.  
Evergreen Lane Limited  
First Manor Limited  
FSE Holdings Limited  
GlobalInstitute For Tomorrow  
GROW UP PHOTO  
H&M Hennes & Mauritz Limited  
ISS Facility Services Limited  
K.S.Sze & Sons Limited  
KaCaMa Design Lab  
Konica Minolta Business Solutions (HK) Ltd.  
Makeup Rainbow Studio  
Master Kingdom Limited  
Neo Derm Group Limited  
Neo Solution  
OK 便利店有限公司  
Pictureworks (Hong Kong) Limited  
Pizza Hut Hong Kong  
Prudential Hotel (BVI) Ltd.  
Rob's Hair Gallery

Scrumptious Delights Co. Ltd.  
Sinomax Group Limited  
Toby Technology Company  
Veeko International Holdings Limited  
Verint Systems (Asia Pacific) Limited  
Yakiniku Great  
一板特色有限公司  
千禧新世界香港酒店  
大快活快餐有限公司  
大澳文物酒店  
中原地產代理有限公司  
中國海外物業服務有限公司  
允記代理有限公司  
天祥貿易公司  
太古集團  
太興環球發展有限公司  
日本命力健康食品有限公司  
日立化成電子材料 (香港) 有限公司  
牛奶有限公司  
北河飯店  
卡哥特科亞洲有限公司  
卡萊美化妝品專門店  
正心堂中醫診所有限公司  
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  
吉野家快餐 (香港) 有限公司  
安盛保險有限公司  
安德會計師行  
旭日企業有限公司  
旭茉 JESSICA  
百佳超級市場  
利康中西藥房有限公司  
君好飲食管理有限公司  
君悅酒店集團  
宏利保險公司  
我愛 mama  
李偉庭牙科醫生醫務所  
李錦記集團  
車路士足球學校 (香港) 有限公司  
兒童快報  
其士集團  
卓健醫療服務有限公司  
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  
拉斐特 Lafayette  
東亞銀行  
東海集團  
林志韜律師事務所

牧羊少年咖啡 • 茶 • 酒館  
玩具反斗城  
玫琳凱 (香港) 有限公司  
長江生命科技集團有限公司  
長江實業集團有限公司  
長青商場商戶  
阿陳理髮店  
信生 (科技) 有限公司  
信和集團  
信德中旅船務管理有限公司  
冠輝警衛有限公司  
姿足坊  
ACTIVE CONCEPT  
威智護衛有限公司  
威瑞特智能監控技術 (亞太) 有限公司  
孩之寶公司  
建業建築有限公司  
恒生銀行  
恒益物業管理有限公司  
恒隆地產有限公司  
恒興機器工程  
洲立影片發行 (香港) 有限公司  
珍愛地球館  
皇冠實業有限公司  
盈健醫療  
美國通用電氣公司  
美國雅培製藥有限公司  
美銀美林集團  
胡百全律師事務所  
香港上海滙豐銀行有限公司  
香港出口信用保險局  
香港四季酒店  
香港迪士尼樂園  
香港飛機工程有限公司  
香港寬頻網絡有限公司  
香港調酒師教育及娛樂有限公司  
香港鐵路有限公司  
家居增值服務有限公司  
海欣纖體美容中心  
海鑫工程有限公司  
益新置業  
耆妙人生有限公司  
脊醫及物理治療中心  
高美怡輝 (香港) 有限公司  
偉易達集團  
唯港薈  
商務印書館 (香港) 有限公司  
啓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  
域思科技有限公司  
康業服務有限公司  
教育王國

深強有限公司  
清新地有機農莊  
盛貿有限公司  
眼鏡 88  
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  
雪印香港有限公司  
麥迪專業醫療服務有限公司  
麥高迪保安及管理服務有限公司  
創毅物業服務顧問有限公司  
喜萊有限公司  
壹清潔環境服務有限公司  
富城集團  
惠保集團  
惠康環境服務有限公司  
惠達企業  
港飲港食  
無事無事研究所  
華懋集團  
超羣餅店  
開元信德會計師事務所有限公司  
陽光房地產基金  
順德肉食  
順德魚檔  
順龍肉食  
黃巴士出版有限公司  
愛美麗生活百貨  
新世界集團  
新城廣播有限公司  
新城保險顧問有限公司  
新創建集團  
楊志遠醫生醫務所  
楓之寶  
殿堂公共關係顧問集團有限公司  
滙秀企業有限公司  
滙寶醫療用品配套有限公司  
瑞安建築有限公司  
聖諾盟健康家居用品有限公司  
裕安米商  
資生堂香港有限公司  
電視廣播有限公司  
夢想地圖媒體顧問有限公司  
漢堡麵包  
維健生香港有限公司  
舞台文化集團  
銅鑼閣有限公司  
領展管理有限公司  
領盛國際有限公司  
德國寶靈家科研藥廠  
德基設計工程有限公司  
德寶集團



摩根士丹利  
衛克斯姆克羅門(遠東)有限公司  
衛信企業服務有限公司  
歷耆耆有限公司  
榮豐纖體美容中心  
衛安有限公司  
親子王國  
聯合利華(香港)有限公司  
鍾情咖啡  
鴻福堂集團有限公司  
豐昌順(沙田)有限公司  
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  
香港滙豐銀行

### 基金 / 計劃 Fund / Scheme

「食德好」食物回收計劃  
TVB 愛心慈善基金  
土地教育基金  
合源慈善基金有限公司  
李國賢基金會  
李錦記家族基金  
亞洲動物基金狗醫生計劃  
社區關護長者基金  
保信慈善基金  
建源慈善基金  
香港寬頻人才 CSI 基金  
香港賽馬會慈善信託基金  
港安醫院健康生活基金會  
滙豐香港社區夥伴計劃  
樂言社教育基金  
燕雲教育基金會  
賽馬會安寧頌「安寧在院舍」計劃  
蘋果日慈善基金  
鐵人暖心慈善基金會

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

中國基督播道會恩福堂  
中華基督教會天約堂  
中華基督教禮賢會香港區會  
五餅二魚網站  
沙田平安福音堂  
城市睦福團契  
宣道會青衣堂  
香港路德會  
馬頭圍基督教會  
基督教宣道會利東堂  
基督教宣道會青衣堂  
基督教宣道會宣嶺堂  
基督教榮光堂

港澳信義會活石堂  
順寧道平安福音堂  
聖公會聖多馬堂  
聖公會聖提摩太堂  
聖公會靈風堂  
神召會西環堂

### 團體 Non-governmental Organizations

2 Square Metres  
Food-Co  
GoodLab 好單位  
HK We Care  
Hope of the City Foundation  
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  
女童軍總會  
中國香港歷行會  
中華岐軒醫學會  
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  
元朗區校長會  
友愛邨屋邨管理諮詢委員會  
天水圍社區發展網絡  
天姿作團  
心繫心生命教育基金有限公司  
加油香港  
四圍講古  
生命工場  
禾輦邨屋邨管理諮詢委員會  
全城街馬  
好友義工隊  
安徒生會包威信中心  
有機上網  
老齡心理健康社區護士診所  
西貢將軍澳婦女會  
佛教慈濟基金會  
利東邨業主立案法團  
利東辦事處  
扶康會  
扶輪社  
沙田多元化金齡服務中心  
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  
亞洲婦女協進會油麻地頭老中心  
協康會  
和富社會企業  
和諧之家  
尚德邨屋邨管理諮詢委員會

昂首並進互助協會  
東華三院  
社區公民約章  
社區發展陣線  
社會福利署西貢綜合家庭服務中心  
長青邨屋邨管理諮詢委員會  
紀利華木球會  
美差會潮浸服務聯會  
香港女童軍總會  
香港小童群益會  
香港中區獅子會  
香港中華基督教青年會(屯門會所)  
香港中華基督教青年會聯青聾人  
中心  
香港心理衛生會(職業康復服務—  
庇護工場)  
香港心理衛生會順天成人訓練中心  
香港地中海型貧血病協會  
香港老年學會  
香港扶幼會盛德中心  
香港亞洲獅子會  
香港房協協會真善美村辦事處  
香港明愛  
香港狗會  
香港社會服務聯會  
香港青年協會  
香港保良局  
香港家庭計劃指導會  
香港家庭福利會  
香港射手會  
香港浸信會醫院持續醫療教育中心  
香港國際社會服務社  
香港基督教服務處  
香港基督教信義會  
香港基督教短宣教訓練中心  
香港晨曦會  
香港造口人協會  
香港創意開放科技協會  
香港循理會社會服務部  
香港街頭足球  
香港聖公會  
香港聖公會麥理浩夫人中心  
香港路德會社會服務處  
香港遊樂場協會  
香港精英運動員協會  
香港銀行公會  
香港輪椅輔助隊  
香港賽馬會  
香港靈合堂  
原東江縱隊港九獨立大隊老游擊  
戰士聯誼會  
恩庭長者中心  
悅韻之友  
海怡浸信會  
海欣花園服務處

浸信會愛羣社會服務處  
耆康會懷熙荃灣長者地區中心  
健明邨管理諮詢委員會  
國際小母牛香港分會  
基督教宣道會社會服務處  
基督教香港信義會  
基督教香港信義會社會服務部  
基督教家庭服務中心  
基督教靈實協會  
將軍澳街坊聯會  
彩明苑業主立案法團  
惜食堂  
救世軍  
都會職業主委員會  
善明邨管理處  
景林邨業主立案法團  
港島青年商會  
華人永遠墳場管理委員會  
軸物行者  
逸濤灣管理有限公司  
開心樂隊  
黃大仙上邨屋邨管理諮詢委員會  
黃大仙下邨(二區)屋邨管理諮詢  
委員會  
愛與樂家長義工協會  
新生精神康復會  
聖言書藝社  
聖雅各福群會  
葵青安全社區及健康城市協會  
路向四肢傷殘人士協會中心  
夢工匠  
綠領行動  
維景灣畔業主委員會  
銅鑼灣獅子會  
樂善堂  
樂暉長者地區中心  
樂齡魔幻團  
鄰舍輔導會  
膳心連  
鍾聲慈善社劉梅軒安老院  
鬆一鬆義工小組  
關愛社會醫生聯會  
麗安邨屋邨管理諮詢委員會  
麗閣邨屋邨管理諮詢委員會

### 學校及教育團體 Schools & Educational Bodies

九龍工業學校  
十八鄉鄉事委員會公益社中學  
上水官立中學  
中華基督教青年會中學  
中華基督教會扶輪中學  
中華基督教會基智中學  
中華基督教會基華小學

中華基督教會基華小學 (九龍塘)	保良局董玉娣中學	馬鞍山崇真中學	聖母無玷聖心幼稚園
中華基督教會譚李麗芬紀念中學	保良局蔡繼有學校	高雷中學	聖母無玷聖心書院
中聖書院	保良局蕭漢森小學	啟思幼稚園幼兒園 (藍田)	聖安當女書院
五旬節聖潔會永光書院	保良局錦泰小學	培基小學	聖伯多祿天主教小學
五邑鄧振猷學校	保良局羅傑承 (一九八三) 中學	基督教宣道會利東幼兒學校	聖保羅書院小學
仁德天主教小學	南亞路德會沐恩中學	基督教香港信義會深信學校	聖若瑟英文書院
仁濟醫院陳耀星小學	宣道中學	基督教崇真中學	聖若瑟書院
仁濟醫院羅陳楚思小學	宣道會陳元喜小學	將軍澳香島中學	聖若翰天主教小學
元朗裘錦秋中學	宣道會陳瑞芝紀念中學	張沛松紀念中學	聖馬可中學
天水圍香島中學	皇仁舊生會中學	張祝珊英文書院	聖嘉勒小學
天水圍循道衛理中學	英皇書院同學會小學第二校	梁文燕紀念中學	聖羅撒書院
天主教郭得勝中學	英華女學校	郭怡雅神父紀念學校	裘錦秋中學
天主教聖華學校	英華書院	博愛醫院歷屆總理聯誼會鄭任安夫人學校	裘錦秋中學 (屯門)
天主教總堂區學校	迦密梁省德學校	善一堂安逸幼稚園	裘錦秋中學 (葵涌)
孔教學院大成何郭佩珍中學	迦密愛禮信中學	惠僑英文中學	路德會利東幼兒園
王肇枝中學	香島中學	港澳信義會小學	路德會協同中學
禾肇信義學校	香海正覺蓮社佛教正覺中學	港澳信義會明道小學	路德會長青幼兒園
伊利沙伯中學舊生會中學	香港大學	港澳信義會慕德中學	道教青松小學
伊斯蘭學校	香港大學秀圃老年研究中心	鄉師自然學校	嘉諾撒聖心書院
光明學校	香港中文大學	順德聯誼總會何日東小學	德貞女子中學
地利亞修女紀念學校 (吉利徑)	香港中文大學校外聯會陳震夏中學	順德聯誼總會胡少渠紀念小學	慕光英文書院
西貢將軍澳中學校長會	香港中文大學賽馬會大腸癌教育中心	順德聯誼總會胡兆熾中學	樂善堂梁植偉紀念中學
伯裘書院	香港公開大學	匯知中學	樂善堂梁蕙蕙芳紀念學校
佛教葉紀南紀念中學	香港仔浸信會呂明才書院	匯基書院	樂善堂楊仲明小學
李陞小學	香港扶幼會許仲繩紀念學校	慈雲山天主教小學	樂華天主教小學
沙田官立小學	香港知專設計學院	新九龍婦女會樂華幼兒園	鴨脷洲街坊學校
沙田官立中學	香港青年協會李兆基小學	新生命教育協會平安福音中學	優才 (楊殷有娣) 書院
沙田崇真中學	香港保護兒童會馬頭涌幼兒學校	聖士提反堂中學	賽馬會官立中學
沙田崇真中學	香港城市大學專上學院	聖公會呂明才中學	賽馬會毅智書院
沙田循道衛理中學	香港浸信會醫院專業教育學院	聖公會呂明才紀念小學	賽馬會體藝中學
沙田書院	香港浸會大學	聖公會林護紀念中學	寶血會上智英文書院
沙田蘇浙公學	香港真光書院	聖公會油塘基顯小學	寶血會嘉靈學校
亞洲運動及體適能專業學院	香港高等教育科技學院	聖公會牧愛小學	鐘聲學校
卓嘉單線滾軸溜冰學校	香港專業教育學院	聖公會基恩小學	觀塘功樂官立中學
協恩中學附屬小學	香港教育大學	聖公會基愛小學	觀塘官立中學
拔萃女書院	香港理工大學	聖公會基德小學	
明愛屯門馬登基金中學	香港華人基督教聯合會真道書院	聖公會基樂小學	
明愛徐誠斌學院	香港路德會增城兆霖學校	聖公會曾肇添中學	
東華三院甲寅年總理中學	香港道教聯合會圓玄學院第三中學	聖公會聖多馬小學	
東華三院吳祥川紀念中學	香港道教聯合會鄧顯紀念中學	聖公會聖安德烈小學	
東華三院鄧肇堅小學	香港嶺南大學	聖公會聖彼得小學	
青松侯寶垣中學	旅港開平商會學校	聖公會聖紀文小學	
保良局世德小學	浸信會呂明才小學	聖公會聖馬太小學	
保良局香港道教聯合會圓玄小學	浸信會呂明才中學	聖公會德田李兆強小學	
保良局梁安琪幼稚園	真道中學	聖公會蔡功譜中學	
保良局梁周順琴小學	真道書院 (中學部)	聖公會鄧肇堅中學	
保良局莊啟程第二小學	般含道官立小學	聖文德書院	
保良局陳溢小學			

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.

總會所 Headquarters



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

香港中環麥當勞道1號  
No. 1, MacDonnell Road, Central, H.K.  
Tel: 3476 1300  
Fax: 2524 4237  
ywca@ywca.org.hk  
<http://www.ywca.org.hk>