

百周年會慶
年報
2019-2020



百載恩。百年情

CENTENARY OF YWCA

2019-2020 Annual Report



宗旨 PURPOSE

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

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

會訓 MOTTO

爾識真理 真理釋爾

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

（取自新約聖經約翰福音八章卅二節）

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

(John 8:32)

“ 世界基督教女青年會的格言 ”

Motto of the WORLD YWCA

萬軍之耶和華說：「不是倚靠勢力，不是倚靠才能，乃是倚靠我的靈，方能成事。」

（取自舊約聖經撒迦利亞書四章六節）

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

(Zechariah 4:6)



藍三角會徽的意義 THE BLUE TRIANGLE

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

德 • 智 • 體 • 群

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

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

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

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



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CENTENARY OF
YWCA
1920-2020



杜淑婉女士
Ms. Helena To

會長的話 PRESIDENT'S MESSAGE

100周年感恩

百年以前，本地華人社會仍受傳統封建思想影響，兩性地位並不平等，四位虔誠的基督徒婦女在禱告中受到聖靈感召，以基督的關愛精神回應當時的社會需要，於1920年成立了香港基督教女青年會，期望藉著提升婦女的能力和社會地位，建立一個兩性平等而互相尊重的社會，讓每人都能發揮所長，實現夢想，貢獻社會。蒙上帝的祝福和引領，以及歷任董事、委員、同工、義工及會員的團結和努力，時至今日，本會已發展為多元化的社會服務機構，為不同社群提供服務。百年以來，當本會面對著各種社會變遷和

100th Anniversary Thanksgiving

A hundred years ago, the local Chinese society was still under the influence of traditional feudalism, and the status of the two sexes was not equal. Four devout Christian women were called by the Holy Spirit in prayer to respond to the social needs of the time with the spirit of Christ. They had founded the Hong Kong Young Women's Christian Association in 1920, inspired to build a society with gender equality and mutual respect by enhancing women's abilities and social status, so that everyone can utilize their talents, realize their dreams, and contribute to society. With God's blessing and guidance, as well as the unity and hard work of previous directors, committee members, staff, volunteers and members, the Association has developed into a diversified social service organization providing a wide range of services to different communities. For a hundred years, when facing various social changes and challenges, the Association has always responded to social demands in the spirit of Christ and fulfilled its mission. We thank Heavenly Father for his blessing to the Hong Kong YWCA, allowing us to

挑戰時，始終本著基督精神回應社會訴求，實踐本會的使命。我們感謝天父對女青年會的眷佑，讓我們在服務中見證祂的豐盛恩典。未來，我們定必秉承栽培生命的使命，本著愛與關懷，透過提供「以人為本」之服務，為社會謀福祉。深願我們同心仰望上帝，倚靠着祂的靈，發揚基督精神，榮神益人。

承傳機構管治

良好的管治對機構發展起著重要的作用。本會一直積極提升機構管治能力，並致力促進跨代領導。為進一步加強機構管治承傳以迎接未來轉變，董事會於本年度成立管治與傳承工作小組，就董事會組成、聘任和選舉的機制，以及新任董事的培訓和發展等作深入檢視和討論，並提出相關優化建議。我們亦重視領導承傳，栽培年青董事能力，於本年度先後委派年青董事代表本會出席國際性會議，包括基督教女青年會世界協會會議及亞洲區女青會議，就不同議題與各地女青代表交流，培養她們的國際視野，加深其對女青運動的了解和體會。

國際會議上為婦女發聲

作為國際性婦女組織及世界女青大家庭的成員，本會一直善用女青年會國際平台推動女青運動，致力培育具國際視野的年青女性領袖，薪火相傳，集結力量推動兩性平等和尊重，讓婦女盡展所長，活出生命姿彩。2019年11月，本會派出了由董事、年青女義工及同工組成之八人代表團出席於南非約翰內斯堡舉行的第29屆基督教女青年會世界協會會議，與世界各地女青代表互相交流學習。會議以「年青女性轉化權力結構，推動性別平等」為主題，各國婦女領袖於會議及工作坊分享推動婦女參與及兩性平等的經驗及視野。本會兩位年青女義工亦獲選於Young Women Leadership: Rise Up主題工作坊向各國代表分享參與本會「香港女聲Glocal Y」年青女性領袖培育計劃所經歷之體會和成長，而其中一人更代表全球年青女性領袖分享其生命蛻變的故事。

witness His abundance of grace in our service. In the future, we shall uphold the mission of enhancing life with love and care, and by providing people-oriented services, we will strive for the well-being of society. I deeply hope that we will look to God with one heart, rely on His spirit, carry forward the spirit of Christ, and honor God and benefit others.

Inheriting Corporate Governance

Good governance plays an important role in organizational development. The Association has been actively improving her governance capabilities and is committed to promoting inter-generational leadership. In order to further strengthen corporate governance and inheritance to meet future changes, during the year Board of Directors established the Board Governance and Succession Taskforce to conduct an in-depth review of the board composition, its appointment and election mechanisms, and the training and development of new directors which led to later discussion and relevant recommendations. We also attach importance to leadership inheritance and cultivate the ability of young directors. This year, young directors were delegated by the Association to attend international conferences, including the YWCA World Council Meeting and Asia YWCA Regional Meeting where they exchanged ideas with representatives of YWCAs from various places on different topics, in return cultivate their international vision, and deepen their understanding of the YWCA Movement.

Voice for Women at International Conferences

As an international women organization and a member of the World YWCA family, the Association has been making good use of the YWCA's international platform to promote the YWCA Movement, and is committed to cultivating young female leaders with an international perspective and rallying forces to promote gender equality and respect so that women can give full play to their talents and live their brilliant lives. In November 2019, the Association sent an 8-member delegation composed of directors, young female volunteers and staff to attend the 29th YWCA World Council Meeting in Johannesburg, South Africa, and exchanged ideas and learned with representatives of young women from all over the world. With the theme of "Young Women Transforming Power Structure and Promoting Gender Equality", women leaders from various countries shared their experiences and perspectives on promoting women participation and gender equality in conferences and workshops. At the workshop under the theme of "Young Women Leadership: Rise Up", two young female volunteers of the Association were also selected to share with representatives from various countries their personal experience and growth after participating in the Hong Kong Women's Voice "Glocal Y" Project. One of them also shared her life transformation stories on behalf of other young female leaders from other countries.

此外，本會於2019年6月派出四位代表，包括本會董事、年青女義工及同工參與於南韓舉行之亞洲區女青會議，與來自亞洲12個地區的代表就亞洲各女青年會的婦女運動進程、社會服務經驗等進行交流。近年，本會亦善用網絡平台與亞太區及各地年青女性進行網上會議，就國際婦女議題交流和表達意見。期望未來我們能加強結連和凝聚各地女青之力量，締造更多發揮婦女領導及才華的平台和機會。

跨界別攜手「疫」境同行

2020年，新型冠狀病毒疫情在全球蔓延。疫情在香港爆發初期，防疫物資短缺，各項社交距離措施實施，部份行業受疫情打擊，市民生計受到影響，面對著各種不安和壓力。然而，香港在「疫」境下更見愛心處處，本會合作伙伴、不同企業團體，以至社會各界與女青攜手，毫不猶豫為有需要人士伸出援手，從捐贈口罩、消毒用品和糧油食品等物資，解市民所急，動員義工製作抗疫包送贈予有需要人士，送上關懷慰問，至資助本會推出各項適切應急服務，支援疫情下不同社群的需要，都盡顯愛與關懷。本人在此感謝每位在「疫」境下與女青及香港同行的夥伴，讓我們見證著每個守望相助、無私分享和真誠問候成為疫情下每點明亮溫暖的光。

過去一年，本會服務面對不少挑戰，本人衷心感謝各董事、委員、義工及同工持守信念、群策群力，社會各界給予寶貴的支持和指導，讓我們一同在天父的帶領下，互相配搭效力，為社會大眾提供適切的服務，實踐「生命的栽培」的服務宗旨。未來，本會將繼續承傳使命，服務社群，期盼各位能與女青並肩同行，為社會帶來更多愛與關懷。

In addition, the Association sent four representatives in June 2019, including the director, young female volunteers and staff of the Association to participate in the Asia YWCA Regional Meeting held in South Korea. Representatives from 12 Asian regions discussed the progress of the women movement and social service experience of various YWCAs in Asia. In recent years, the Association has also made good use of online platforms to conduct online meetings with young women in the Asia-Pacific region and all over the world to express and exchange opinions on international women issues. I hope that in the future, we can strengthen the connection and unite the strength of various YWCAs from all over the world, and create more platforms and opportunities for showcasing women leadership and talents.

Joining Hands with Different Sectors during the Pandemic

In 2020, the COVID-19 has spread globally, and Hong Kong was no escape. At the beginning of the outbreak, epidemic prevention materials were in shortage and various social distancing measures were implemented. Some industries were hit by the epidemic and the livelihoods of citizens were affected. However, Hong Kong has become more caring amidst the epidemic. Our partners, different corporates, and sectors of society have joined hands with the Association to provide assistance to those in need, including donating masks, disinfection supplies and food to alleviate the urgent needs of the public, mobilizing volunteers to make and distribute anti-epidemic kits to those in need and sponsoring the Association to launch various emergency services to support the needs of different communities. I would like to thank every partner who walked with us and Hong Kong under the epidemic, and let us witness that every help, selfless sharing and sincere care have become every bright and warm light.

In the past year, our service has faced many challenges. I would like to express my sincere gratitude to all directors, committee members, volunteers and staff for their faith and teamwork, and valuable support and guidance of people from all walks of life. Let us work together under the leadership of Heavenly Father to provide appropriate services to the public, and fulfill the service purpose of "life enhancement". In the future, we will continue to carry on our mission and serve the community. We hope that you can walk side by side with us and bring more love and care to the society.

CENTENARY OF
YWCA
1920-2020



楊建霞女士
Ms. Yvonne Yeung

總幹事報告 CHIEF EXECUTIVE'S REPORT

承先啟後 開展機構新一頁

踏入2020年，本會將迎接成立100周年的重要里程碑，而2016年啟動的策略發展方案亦順利結束。方案推行五年以來，機構穩步發展，各項服務推展取得正面的成果。我們將總結過去所得經驗，承先啟後，釐定機構未來五年的發展藍圖，期望本會拓展服務回應社會需要之時，亦不忘機構使命和立會初心。

深化女青運動

本會致力承傳女青運動，並以婦女支援、婦女參與、婦女發聲及婦女能力建設為核心範疇推展婦女服務。逾15年歷史的「香港女聲Glocal Y」於本年度開展第六屆訓練，培育年青女性為兩性平等及社會需要發聲。本

Inherit the Past and Usher in the Future

The year 2020 ushered in the important milestone of the 100th anniversary of the Association, and the smooth completion of Bold Steps launched in 2016. The Association has been developing steadily since the implementation of the plan five years ago. We shall learn from the past experience and plan for the organization's development in the next five years. It is our wish that while we expand our services to respond to social needs, we will keep upholding the organization's mission and its original intention.

Deepening the YWCA Movement

The Association is committed to the inheritance of the YWCA Movement and promotes women's services with women's support, women's participation, women's advocacy and women's capacity building as its core areas. Hong Kong Women's Voice Glocal Y Project, which has a history of more than 15 years, launched its sixth training this year to nurture young women to speak out for gender equality and

年度「女青·薈」獲會內單位積極參與推動，參與人數為歷年最多，不少社區人士及同工透過趣味和互動方式了解女青文化。2019 Y Walker以「深水埗的情書」為主題，由本會董事、委員和同工組成參賽隊伍，走訪本會深水埗區服務單位，認識女青運動的歷史及使命，並體會當中與社區建立的連繫和人情。

推動居家安老

為滿足長者的不同復康和護理需要，本會參與社會福利署第三期「長者社區照顧服務券計劃」，服務將延伸至2023年9月。同時，我們進一步擴展醫社合作模式，在社區為患有認知障礙症長者及其照顧者提供支援，計東區兩年前推行「智友醫社同行計劃」外，北區亦於2019年5月獲社署資助推行是項計劃。此外，本會獲賽馬會延長推行「愛樂健·健康零距離計劃」至2022年7月，在社區推動應用電子健康管理科技，以提升長者的健康管理能力。

支援弱勢及基層家庭

貫徹「生命的栽培」的服務使命，本會積極發展家庭為本特殊教育需要兒童復康服務，跨專業團隊為兒童提供不同正向培育機會，並關注其家庭健康，促進社會對他們的理解和接納，建立共融文化。本會到校學前康復服務—女青悅兒成長服務已踏入服務第五年，首次舉辦聯合校長及行政人員會議，除了透過服務介紹、訓練場地參觀及主題分享，讓學校更深入了解本會復康服務，學校代表亦互相分享經驗，有助建立更緊密的合作關係，推動服務的專業性，並獲社會福利署支持，覓得新辦事處，進一步拓展服務。此外，本會成功申請為「在學前單位提供社工服務先導計劃」營辦機構之一，服務名為「女青昕兒駐校服務」，為幼稚園及幼兒學校提供駐校社工服務，支援幼兒、家庭、照顧者及教職員所需。

促進青年充權及發展機會

本會一直重視青年人的社會參與和個人發展，在現今瞬息萬變的世代，我們透過職涯發展及生涯規劃服務，啟發青年人了

social needs. This year's Y•Hub was actively participated and promoted by our service units. The number of participants was the largest since its launch. Many community members and colleagues learned about the YWCA culture through fun and interactive activities. The board of directors, committee members and co-workers of the Association formed teams in 2019 Y Walker with the theme of "Love Letter in Sham Shui Po City" to visit our service units in the district to learn about the history and mission of the YWCA and the connections established with the community.

Promoting Aging in Place

To satisfy the rehabilitation and nursing needs of the elderly, the Association participated in the third phase of the Scheme on Community Care Service Voucher for the Elderly launched by the Social Welfare Department (SWD) and the service will be extended to September 2023. Besides, we have further enhanced the social-medical collaboration model to support elderly persons with dementia and their carers. After the launch of Dementia Community Support Scheme in Eastern District two years ago, the Scheme was also implemented in North District in May 2019, funded by the SWD. With the support of Hong Kong Jockey Club Charities Trust, the "Stay with Health without Distance" Project will continue until July 2022 to promote the application of health management technology in community for enhancing the health management ability of the elderly.

Supporting Disadvantaged and Grassroots Families

Realizing our service mission of "life enhancement", the Association actively develops family-oriented rehabilitation services for children with special educational needs. The multi-disciplinary team provides children with different positive nurturing opportunities, promotes family wellness and builds an inclusive culture. The pre-school rehabilitation service of our Association – Y Seeds Wellness Service has entered its fifth year of service. The Joint Principal and Administrative Staff Meeting was held for the first time. In addition to service introduction, training venue visits and theme sharing was conducted to facilitate schools to have a better understanding of the rehabilitation services of the Association. School representatives also shared their experiences, which helped establish closer collaboration and promote the professionalism of services. With the support of Social Welfare Department, new office was also established for further expansion of the service. Furthermore, the Association was commissioned by the government as one of the operators of the "Pilot Scheme on Social Work Service for Pre-primary Institutions". The service was named as "Y JOY Early Childhood School Social Work Service", providing school-based social work services at kindergarten and nursery school.

Promoting Youth Empowerment and Development Opportunities

The Association has always attached importance to the social participation and personal development of young people. In today's rapidly changing environment, career development and life planning services are deployed to inspire young

解其興趣和潛能，協助他們確立和實踐人生志向。本年度本會開展以女性為對象的「劃出『妳』想同行」計劃，為在職及待業婦女、大專生及高中畢業生提供職涯規劃及個人諮詢服務。「敢創我夢」生涯規劃體驗計劃透過一連串訓練、行業參觀及體驗活動等，加強中學生對不同行業的認識，思考個人生涯規劃方向。而「職涯GPS VI」計劃與社會服務機構合作，共同設計大型生涯規劃課程，透過有系統的培訓協助青年人掌握個人生涯規劃方向。

提升機構可持續發展能力建設

我們亦銳意從人才發展和資訊科技應用兩方面提升機構可持續發展能力。人力發展方面，本會除致力推動人才培育和長遠規劃，亦透過定期和系統性檢視，掌握同工對機構的意見，以作出相應政策優化，其中包括於本年度進行第二次機構文化調查，了解同工對本會機構文化的看法，以及其對員工的工作態度和表現，以及心理健康的影響，研究結果有助我們了解全會不同崗位同工之需要，為制定相關政策和發展策略提供重要參考。同時，本會也重視員工個人和專業發展。為協助同工掌握各地專業服務發展趨勢，不同服務部門於本年度進行多次海外交流，豐富了知識和體驗，為服務和事工帶來新思維。

加強資訊科技應用方面，本會持續優化顧客關係管理系統，並積極籌建企業資源規劃系統，藉著整合人力資源、財務、採購系統資訊和工作流程，提升運作效率和靈活性，配合服務拓展和社會環境變化。我們亦增強現有資訊系統基礎架構，全面提升其穩定性及安全性，以應對會務持續發展所需及為將來使用雲端服務作好準備。

本會過去一年工作不乏挑戰，過程中能跨越各種困難，在各項服務發展取得理想的成績，實有賴社會各界的認同、企業夥伴的支持及全會上下的努力，本人在此致以衷心謝意。未來，女青將繼續秉承本會創會使命，與各位結伴同行，攜手實踐「生命的栽培」。

people to understand their interests and potentials, and help them establish and realize their aspirations. This year, the Association launched a project called "Be Your Life Designer – Women Empowerment Project", providing career planning and personal consultation services for working and unemployed women, tertiary students and high school graduates. The "Dare to Dream" Life Planning Program strengthened secondary school students' understanding of different industries through a series of training, visits and experiential activities, and inspired their personal career planning directions. The "Career GPS VI" project cooperated with social service agencies to jointly design large-scale life planning programs to help young people master the direction of personal life planning through systematic training.

Enhancing Organization's Sustainability and Capacity Building

We are also determined to enhance the sustainability of the organization in terms of talent development and the application of information technology. For talent development, the Association actively collects the opinions of staff through regular and systematic reviews to make policy enhancement. It included the second organizational culture survey conducted this year, which helped us understand colleagues' views on the organizational culture, its impact on employees' attitudes and performance at work, as well as their mental health. The results helped us understand the needs of co-workers in different positions, and provide important reference for relevant policies and development strategies. At the same time, the Association also attaches importance to the personal and professional development of employees. Different service departments have conducted overseas exchanges during the year which have enriched our knowledge and experience, and brought about new ideas.

In terms of strengthening the application of information technology, the Association continued to optimize the Customer Relationship Management System, and prepared to build the Enterprise Resources Planning System. By integrating human resources, finance, and procurement system information and workflows, it improved operational efficiency and flexibility to cope with service expansion and changes in the social environment. We have also enhanced the existing information system infrastructure to comprehensively improve its stability and security to meet the needs of the Association's development and prepare for the future use of cloud services.

I would like to extend my gratitude to various sectors for their kind recognition of our service, our corporate partners for their generous support and all concerned parties for their dedication to enable us to attain satisfactory results in various service development and overcome the challenges facing us. In future, we shall continue to inherit our founding mission and count on your collaboration for fulfilling the service purpose of "life enhancement".

創會百年 見證上帝恩典

WITNESS THE GOD'S GRACE ON THE 100th ANNIVERSARY

百年歲月，經歷無數變遷，但女青的信念，卻始終如一。那些年，一群熱心的基督徒婦女創辦女青，與香港同根又同生。不一樣的時代，同樣的遠象，不斷變革的服務，同樣的初衷。

這些年來，女青一直堅持使命，與香港人同心同行，見證了百載恩，百年情。哪裡有需要，哪裡就有女青。

2020年標誌著女青的一百周年，我們將舉辦百周年會慶，與各位細味女青的發展里程，一同見證上帝的百載恩典。主恩百載，承蒙各政府部門及機構團體的祝福，為女青年會百周年會慶題辭，謹此致謝。

Over the century, there have been countless changes, but the Association's beliefs have remained the same. In those previous years, a group of enthusiastic Christian women founded the Hong Kong YWCA, who had its root planted deeply and firmly in the soil of Hong Kong. Despite different eras and evolving services, same vision and original intention prevail.

Over the years, the Association has always adhered to its mission, walked with the people of Hong Kong, and witnessed a hundred years of grace and love. Where there is a need, there you will find the YWCA.

2020 marked the 100th anniversary of the Hong Kong YWCA. We would hold a centennial celebration to savor the development of the Association and witness God's hundred years of grace. We would also like to extend our gratitude to various government departments and organizations for their blessings and congratulatory messages.



百周年會慶標誌寓意

為迎接創會百周年這個重要的里程碑，並配合整體宣傳，我們特別設計了百周年會慶標誌，為一連串會慶活動揭開序幕。

百周年標誌結合了「100」字樣、「彩虹」象徵上帝恩典之約的元素，以及「百載恩，百年情」的百周年主題。當中記載著百年來女青從神所賜的恩典、女青與服務受眾的情，亦藉此表達各持份者對本會多年來的愛護之情，見證了同心合一，與上帝同行的立約，以及肩負生命栽培的服務使命。

Meaning of the Centenary Logo

In order to welcome the centennial milestone and align with overall publicity, the centenary logo was specially designed to embark a series of celebrative events of the Association.

The centenary logo combined the number "100", the "rainbow" – elements of the covenant of God's grace and the centennial theme of "a hundred years of grace and love" while recording the grace we have so far received from God, and the affection we developed with our service recipients. It also demonstrated the supportive relationship of all stakeholders towards the Association along the years, witnessed our unity and solidarity, our covenant of walking with God as well as upholding the service purpose of "life enhancement".



林鄭月娥女士, GBM, GBS
行政長官

香港基督教女青年會百周年會慶

傳揚美善
愛澤社群

行政長官林鄭月娥





張建宗先生, GBM, GBS, JP
政務司司長

香港基督教女青年會百周年會慶

培芳百載
履善一心

政務司司長張建宗





陳智思先生, GBM, GBS, JP
行政會議召集人

香港基督教女青年會百周年會慶

真誠服務一世紀
協德同心建和諧

行政會議召集人陳智思



Ms. Mira Rizeq
President, World YWCA

Congratulatory Message to YWCA of Hong Kong

From Mira Rizeq, President, World YWCA

I take this great opportunity to congratulate personally and on behalf of the World Board, the YWCA of Hong Kong for its 100th Anniversary and for convening its International Conference titled “Solidarity for a Better World” on 4 December and Thanksgiving Celebration on 5 December. It saddens us though not to be able to be physically present due to COVID. The YWCA of Hong Kong has always been an active and vibrant member of the World YWCA since its establishment, and affiliated as a full member in 1979. It has since then relentlessly pioneered in meeting women’s pressing social, political and economic needs. This is a historic event for the whole World YWCA that ascertains our long legacy as a movement, and our commitment to women’s global agenda that promotes women empowerment and leadership building, to enable women to promote a just peace, and sustain a healthy global society and environment where human dignity and gender equality are sustained, as embedded in the 2035 Goal for the World YWCA. I wish the YWCA of Hong Kong great success, and applause them as they continue to deliver their mission with courage, determination and pride.



楊明明女士

中華基督教女青年會全國協會會長

香港基督教女青年會建會百年

傾心奉獻 澤被萬家 惠香江兩次
傳承仁愛 共建華夏 比紫荊紅花

中華基督教女青年會全國協會賀

會長：楊明明

二〇二〇年十一月



鄺保羅大主教, GBS
香港聖公會

恭賀香港基督教女青年會一百周年會慶

「愛心服務社群百年，
賢德頌揚基督萬世。」

香港聖公會大主教

鄺保羅 敬題





羅致光博士, GBS, JP
勞工及福利局局長

香港基督教女青年會百周年會慶

培青績懋
百載功宏

勞工及福利局局長羅致光





徐英偉先生, JP
民政事務局局长

香港基督教女青年會百周年會慶

牧愛百載 化育全人

民政事務局局长徐英偉





楊潤雄先生, JP
教育局局長

香港基督教女青年會百周年會慶

同心百載
澤惠羣黎

教育局局長楊潤雄





陳婉嫻女士, GBS, JP
婦女事務委員會主席

香港基督教女青年會百周年會慶

女青 宏展嘉猷 協力

婦女事務委員會主席陳婉嫻



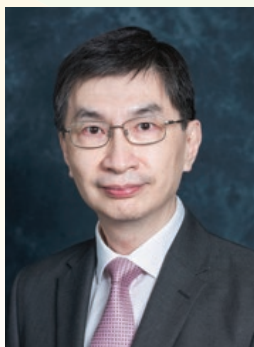
梁松泰先生, JP
社會福利署署長

香港基督教女青年會百周年會慶

百載建樹
善行流芳

社會福利署署長梁松泰





蔡海偉先生, JP
香港社會服務聯會行政總裁

香港基督教女青年會百周年會慶

百載耕耘
惠澤廣被

香港社會服務聯會行政總裁蔡海偉



女青百周年紀念郵票及紀念品

香港郵政於2020年3月10日—女青創會日，發行一套四枚紀念郵票及相關郵品，以誌紀念，極具珍藏意義。

郵票圖案以不同年齡層的女性為主題，突顯本會是「婦女為本」的多元化社會服務機構，植根香港百年，一直積極發展不同服務以回應社會需要。四枚郵票分別展示本會四項主要服務，包括婦女及家庭服務、青年及社區服務、教育及就業服務和耆年服務。

此外，我們更邀請了年青女插畫師，創作一套以女青服務為主題的插畫，畫風簡潔優美，讓大家從插畫中細味女青的發展。我們亦會製作多款百周年限定紀念品，包括ChariTea紅棗茶百年情特別版、百周年插畫陶瓷杯及布袋、紀念郵票相框及木座等，除供訂購外，亦會送贈予嘉賓及合作伙伴，以誌紀念。

百年會慶慶祝活動

踏入2020年，全球面對嚴峻疫情，香港市民日常生活也深受影響，為減低疫症在社區傳播的風險及保障與會人士之健康，原定於3月舉行的創會日祈禱會亦告取消。因應疫情發展，各項慶祝活動預計可於下半年陸續啟動，包括以「一杯涼水、兩個小錢」為主題的女青100祝福行動，預計於4月至10月舉行，明年初則有新書發佈，而重點大型活動將於12月舉行，包括12月4日舉行之國際研討會，以及12月5日舉行之感恩大會。期待與大家一起回顧女青的發展里程，延續下一個世紀生命栽培的服務使命。

“Centenary of YWCA” Commemorative Stamps and Souvenirs

On 10th of March 2020 (the YWCA day), Hong Kong Post had issued a set of four commemorative stamps and relevant products of Hong Kong YWCA to mark this momentous occasion. The stamps themselves were indeed a valuable and meaningful collection.

The stamp design is based on women of different age groups, highlighting that the Hong Kong YWCA is a “women-centred” diversified social service organization that has its root planted in the soil of the territory for a century. The Association has constantly developing various services to meet with social demands. The four stamps respectively demonstrated our four main services including women and family service, youth and community service, education and employment service, and elderly service.

Besides, we invited a young female illustrator to create a series of illustrations to illustrate the longstanding history of the Association under the theme of our services. The style was simple and beautiful and everyone could savor the development of the Association from the illustrations. We would also produce a variety of centenary souvenirs, including ChariTea Gift Set, ceramic cup and cotton tote bag printed with centenary illustration, framed stamp set and wooden stand, etc. In addition to buying them by placing orders, the above souvenirs would be freely given to our guests and cooperating partners as gifts.



Centenary Celebration Events

Entering 2020, a severe epidemic has been raging the entire world, and the daily lives of Hong Kong people are deeply affected. In order to minimize the risk of spreading the virus in the community, and safeguard the health of all participants, the Founding Day Prayer Meeting originally scheduled in March was cancelled. According to the development of the pandemic, various celebration events are expected to be launched in the second half of the year, including the YWCA 100th Blessing Action under the theme of “a glass of cold water and two small coins”, which is expected to be held from April to October 2020. A book launching event would be held next year and two major celebration events would be held in December including the International Conference on 4th December and Thanksgiving Celebration on 5th December. We wish to use this opportunity to reflect our past development milestones of the Association, and continue to pass on our mission of life enhancement in the next century.

機
構
管
治
與

CENTENARY OF
YWCA
1920-2020

Corporate
Governance and
Management



+ 遠象 VISION

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

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

+ 使命 MISSION

蒙主的恩助，我們致力成為：

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

With God's blessing, we aspire to be:

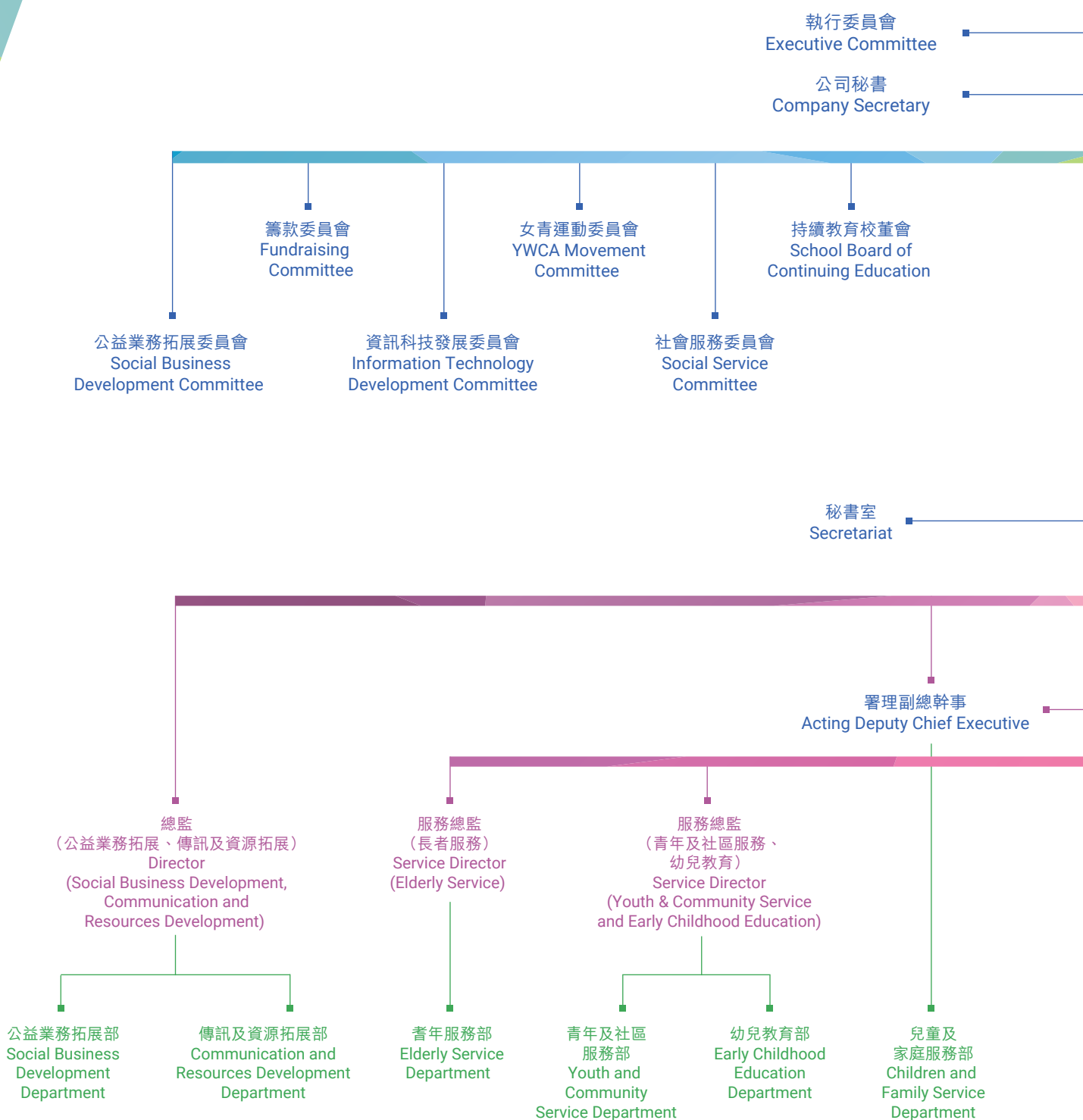
- A Christian organization to enrich life
- A women movement advancing liberty and equality
- A service pioneer in meeting pressing social needs



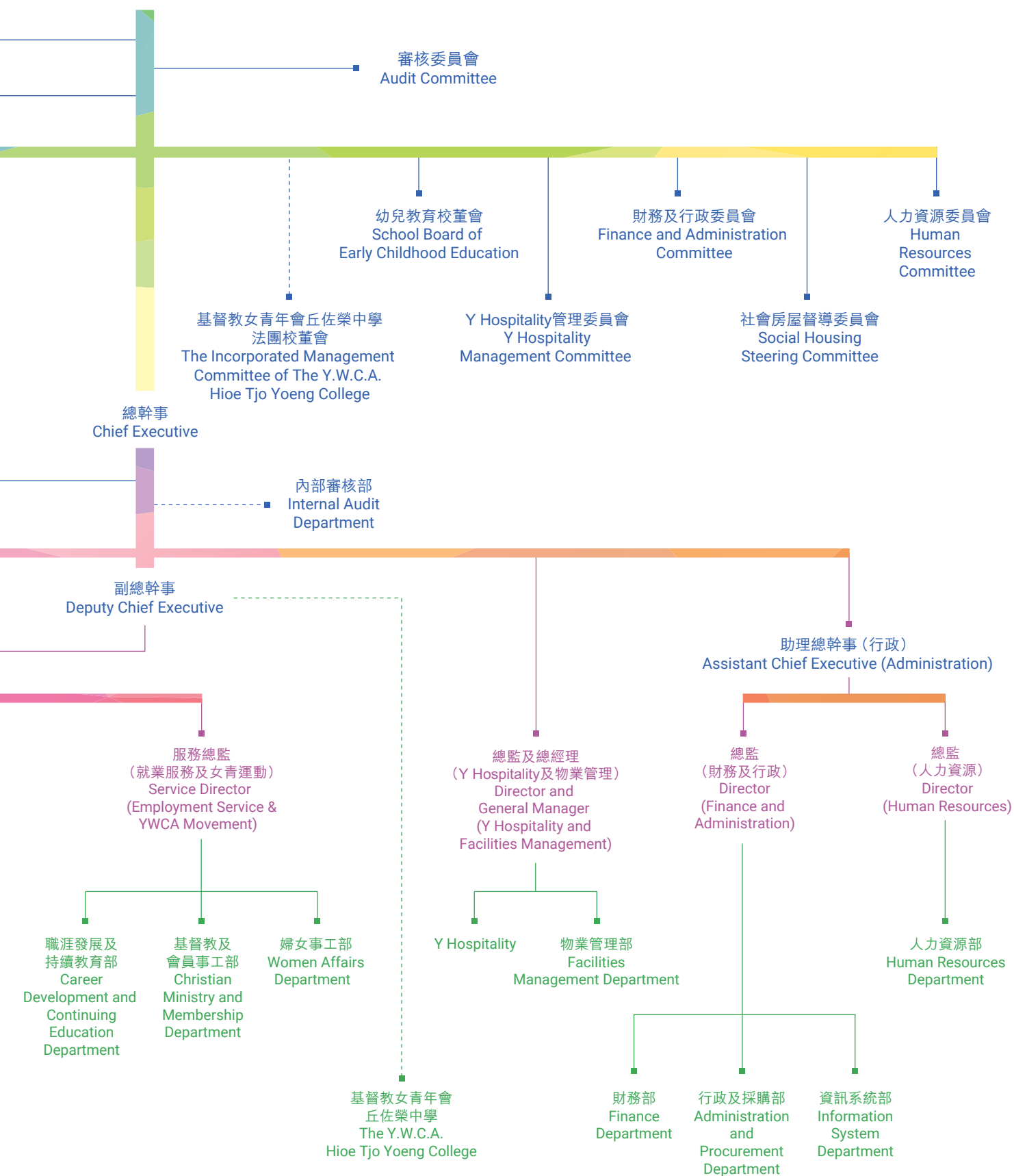
核心 價值 VALUES

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

機構組織圖 ORGANIZATION CHART



董事會 Board of Directors



機構管治

CORPORATE GOVERNANCE

本會自成立以來，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、下至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，彰顯機構同心合一的精神。

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

贊助人、名譽會長、名譽董事及董事

Patron, Honorary Presidents, Honorary Directors and Board of Directors

贊助人 PATRON

香港特別行政區政務司司長張建宗先生

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

Chief Secretary for Administration of the Hong Kong Special Administrative Region

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

鄭容麗女士 Mrs. Grace Tsao

胡秀霞女士 Mrs. Patricia Ling, MH, JP

名譽董事 Honorary Directors

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吳夢珍博士 Dr. Agnes Ng, JP

朱清蓮女士 Mrs. Wong Chu Ching Lin

簡瓊珍女士 Mrs. Leung Kan King Chun

黃麗娟女士 Ms. Wong Lai Kuen, Hannah

楊邦鐸博士 Dr. Hung Yeung Pong Wah

高荳華女士 Ms. Ko Siu Wah, SBS, MBE, OBE, JP

禰秀萍女士 Mrs. S. P. Huen Lee, May

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梅以菁博士 Dr. Jennie Lee

邵嘉儀女士 Mrs. Emily Cheng

陳素薇女士 Mrs. Lau Chan So May, Lucy

2019至2020年度董事

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President



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Ms. To Sook Yuen,
Helena

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Honorary Treasurer



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Ms. Kong Wai Chi,
Jenny

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Elected Directors



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Vivian



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Jeannette

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Ms. Chan Ching Han



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Sally



連寶琦女士
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Serena



梁萃明女士
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Ming, Olivia



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Ms. Wong Yee Kuen,
Cecilia



金港生女士
Ms. King Kong
Sang, Mimi



曹妙如女士
Ms. Tso Miu Yue,
Agnes

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文物管理 Heritage Management	▶ 黎婉欣教授 Prof. Lai Yuen Yan, Celine	
機構管治 Corporate Governance	▶ 馮文珊女士 Ms. Melissa Fung	高靜芝女士 Ms. Kao Ching Chi, Sophia, GBS, SBS, JP
招標事務 Tender Board	▶ 李振強先生 Mr. Lee Chun Keung 陸西琳女士 Ms. Luk Sai Lam, Alice 李雅婷女士 Ms. Adrienne Li 徐嘉樂女士 Ms. Charlotte Tsui	梁錦英先生 Mr. Leung Kam Ying 文志泉先生 Mr. Antony Man 許玉銘女士 Ms. Hsu Yu Ming, Hanna
基督教及會員事工 Christian Ministry and Membership	▶ 陳茹九牧師 Rev. Chan Yu Kow 陳希陸牧師 Rev. Chan Hee Luk 孔繁漢牧師 Rev. Hung Fan Hon 蕭如發牧師 Rev. Siu Yu Fat 梁永善牧師 Rev. Leung Wing Seen, Stephen	曾永昌牧師 Rev. Tsang Wing Cheong 劉榮佳牧師 Rev. Lau Wing Kai 關浩然牧師 Rev. Leo Kwan 鄭德恩牧師 Rev. Cheng Tak Yan, Geoffrey 何約翰牧師 Rev. Ho Yeuk Hon, John
婦女事工 Women Affairs	▶ 林滿馨律師 Ms. Vera Lam 劉曉欣醫生 Dr. Lau Hiu Yan, Stephanie	鄭煥新律師 Mr. Alvin Cheng
幼兒教育 Early Childhood Education	▶ 孔沃棠醫生 Dr. Hung Yuk Tong 李家仁醫生 Dr. Lee Ka Yan, David 翁善強先生 Mr. Yung Sin Keung, Simon 黃潔薇博士 Dr. Wong Kit Mei, Betty 趙鈞鴻博士 Dr. Chiu Kwan Hung, BBS, MH	蔣在公醫生 Dr. Chiang Chay Kung 鄭楚萍女士 Ms. Cheng Chor Ping, Irene 林瑞芳博士 Dr. Lam Shui Fong 楊金鳳女士 Mrs. Chow Yeung Kam Fung 鄭佩芸博士 Dr. Tay Pui Wan
兒童及家庭服務 Children and Family Service	▶ 苗延琮醫生 Dr. Miao Yin King, May 葉麗嫦女士 Ms. Ip Lai Sheung 潘潔玲女士 Mrs. Chan Pun Kit Ling 黃美菁教授 Dr. Wong Mei Ching, Mooly	鄭慧芬醫生 Dr. Cheng Wai Fun, Anna 梁智熊教授 Prof. Leung Chi Hung 陳聲珮博士 Dr. To Chan Sing Pui, Tikky Ms. Kimberly Ann Barthel
青年及社區服務 Youth and Community Service	▶ 蔡定國醫生 Dr. Tsoi Ting Kwok, Peter, JP 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 蔡詩贊博士 Dr. Choy Sze Tsan, Clifford 盧定欣女士 Ms. Lo Ting Yan, Diane 李以仁先生 Mr. Lee Yi Yun 關信輝先生 Mr. Kwan Shun Fai, Adrian	梁傳孫博士 Dr. Zeno Leung 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 李耀基醫生 Dr. Lee Yiu Ki 許守仁博士 Dr. Hui Sau Yan 林志勳律師 Mr. Lam Chi Yau, Alex 梁詩明博士 Dr. Leung Sze Ming, Samuel
職涯發展及持續教育 Career Planning and Continuing Education	▶ 洪小蓮女士 Ms. Hung Siu Lin, Katherine 鄭惠容博士 Dr. Kwong Wai Yung, Enid 馮錦康先生 Mr. Fung Kam Hong 李寶滿女士 Ms. Li Po Moon	陳玩芳女士 Ms. Chan Woon Fong, Alice 伍龍威先生 Mr. Ng Lung Wai 黃敏兒女士 Ms. Wong Man Yee, Amy 陳凱欣博士 Dr. Chan Hoi Yan, Celia

耆年服務
Elderly Service

九龍會所復修計劃
Kowloon Centre
Rehabilitation Project

潘萱蔚先生 譚淑貞女士 葉家健先生 陳慧敏醫生 李紹權博士 蔡曉青先生 黃永根先生	Mr. Poon Huen Wai Ms. Tam Suk Ching, Lucy Mr. Yip Ka Kin, Sammy Dr. Chan Wai Man Dr. Raymond Lee Mr. Patrick Tsoi Mr. Wong Wing Kun	區偉邦先生 譚佩群女士 張婉華女士 梁健平博士 張海藝先生 潘頌兒博士 余雅穎女士	Mr. Au Wai Pong Ms. Tam Pui Kwan Ms. Cheung Yuen Wa, Sandra Dr. Leung Kin Ping Mr. Cheung Hoi Ngai, William Dr. Poon Chung Yee Ms. Jennifer Yu
江明熙醫生 賴錦玉教授 陳裕麗教授 黃敏櫻女士	Dr. Kong Ming Hei, Bernard Prof. Lai Kam Yuk, Claudia Dr. Chan Yue Lai Ms. Wong Man Ying, Daisy	梁浩然醫生 雷逸華博士 陳銳堅醫生	Dr. Leung Ho Yin Dr. Liu Yat Wa, Justina Dr. Chan Yui Kin, Jonathan
宋婉真女士	Ms. Sung Yuen Chan, Jeannette		

2019至2020年度委員會委員

2019-2020 Committee Members

文志泉先生 王思雅女士 伍灼宜教授 江碧霞女士 余雅穎女士 李俊女士 李秀琮牧師 周明珠女士 周瑋瑩女士 林瑞芳博士 洪盛興先生 袁彩蓮女士 馬家儀女士 馬錦華先生 梁士雄先生 梁浩筠女士 梁麗芬博士 莫華勳先生 陳妙霞女士 陳維國先生 麥家裕女士 麥穎頤女士 黃健先生 黃淑華女士 楊雪芳女士 葉文慧女士 廖愛倩女士 鄭佩華教授 謝淑賢女士 鍾嘉穎女士 韓祖恩女士 譚偉霖先生	Mr. Antony Man Ms. Wong See Nga, Sarah Prof. Ng Cheuk Yee, John Ms. Kong Pik Ha, Amy Ms. Jennifer Yu Ms. Li Chun, Cat Rev. Lee Sau King Ms. Libby Chow Ms. Chow Wai Ying, Jacqueline Dr. Lam Shui Fong Mr. Hung Shing Hing, Kilias Ms. Cherry Yuen Ms. Ma Gar Yee, Grace Mr. Timothy Ma, MH, JP Mr. Carlos Leung Ms. Leung Ho Kwan Dr. Mona Chau Mr. Mok Wah Fun, Peter Ms. Chan Miu Ha, Miranda Mr. Chan Wai Kwok, Jackson Ms. Mak Ka Yu, Flora Ms. Mak Wing Yee, Winnie Mr. Kenneth Wong Ms. Joyce Wong Ms. Yeung Suet Fong, Chiffon Mrs. Li Ip Man Wai, Heather Ms. Liao Ai Chien, Nancy Prof. Cheng Pui Wah, Doris Ms. Tse Shuk In Ms. Karen Chung Ms. Joanne Hon Mr. William Tam	方蘊萱女士 王麗珍女士 朱偉年博士 余秀鳳教授 吳婷雅女士 李志珊女士 李嘉莉女士 周素名女士 林琮女士 林麗霞女士 徐海珠女士 馬仁武先生 馬鳳鈿女士 高靜芝女士 梁炳貴先生 梁琳明醫生 莫乃光先生 郭玲麗女士 陳志榮先生 麥少梅女士 麥國棟先生 馮達權先生 黃宴平女士 黃慧貞博士 楊斯渝女士 葉建嫻女士 潘秀琮女士 蕭嘉妍女士 謝慧芬女士 鍾慧儀女士 羅少文女士 譚潔瑩女士	Ms. Loretta Fong Wan Huen Ms. Wong Lai Chun Dr. Welland Chu Prof. Yu Sau Fung, Doris Ms. Ng Ting Nga Mrs. Patricia Chow Ms. Elina Lee Ms. Chow So Ming, Billie Ms. Lam King, Ivy Ms. Lam Lai Ha, Florence Mrs. Henrietta Zee Leung Mr. Mar Yan Mo, Ronald Ms. Ma Fung Tin Ms. Kao Ching Chi, Sophia, GBS, SBS, JP Mr. Max Leung Dr. Leung Lam Ming, Jess Mr. Charles Mok Ms. Kwok Ling Lai, Lillian Mr. Chan Chi Wing Ms. Mak Siu Mui, Jenny Mr. Michael Mak Mr. Fung Tat Kuen, Dominic Ms. Patty Wong Dr. Wong Wai Ching, Angela Ms. Yeung Sze Yu, Cindy Ms. Sandra Yip Ms. Flora Pun Mrs. Doo Siu Ka Yin, Catherine Ms. Tse Wai Fun, Stella Ms. Diana Chung Ms. Law Siu Man Mrs. Kwok Tam Kit Ying
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以上排名以本人姓氏筆劃為序
Names being arranged according to the Chinese Version

管理層員工 MANAGEMENT STAFF



總幹事

1 楊建霞女士

副總幹事

2 黎秀玲女士

署理副總幹事

3 李雯珊女士

助理總幹事 (行政)

4 楊翠翠女士

總監

5 施恩先生 總監 (財務及行政) (至2020年8月18日)

6 潘廣輝先生 服務總監 (長者服務)

7 徐英賢先生 總監 (公益業務拓展、傳訊及資源拓展)

8 林遠濠先生 服務總監 (青年及社區服務、幼兒教育)

9 宋家義先生 總監及總經理 (Y Hospitality及物業管理)

10 胡婉玲女士 服務總監 (就業服務及女青運動)

Chief Executive

1 Ms. Yeung Kin Ha, Yvonne

Deputy Chief Executive

2 Ms. Lai Sau Ling

Acting Deputy Chief Executive

3 Ms. Lee Man Shan, Emily

Assistant Chief Executive (Administration)

4 Ms. Yeung Chui Chui, Alice

Director

5 Mr. Sze Yan, Gary Director (Finance and Administration) (as at 18 August 2020)

6 Mr. Poon Kwong Fai, Silas Service Director (Elderly Service)

7 Mr. Chui Ying Yin, Dominic Director (Social Business Development, Communication and Resources Development)

8 Mr. Lam Yuen Ho, Foster Service Director (Youth & Community Service and Early Childhood Education)

9 Mr. Sung Ka Yee, Anthony Director and General Manager (Y Hospitality and Facilities Management)

10 Ms. Woo Yuen Ling Service Director (Employment Service and YWCA Movement)

總主任 Chief Officer

蘇艷芳女士 Ms. So Yim Fong, Tammy
 陳明儀女士 Ms. Chan Ming Yee, Nancy
 張志坤先生 Mr. Cheung Chi Kwan, Daniel
 周華達先生 Mr. Chow Wah Tat, Kenneth
 黎玉潔女士 Ms. Lai Yuk Kit, Rosanna
 梁廣浩先生 Mr. Leung Kwong Ho, Simon
 吳翠萍女士 Ms. Ng Tsui Ping, Bettina
 伍偉湛先生 Mr. Ng Wai Cham, Raymond
 韓慕琼女士 Ms. Hon Mo King, Joan
 張詠詩女士 Ms. Cheung Wing Sze, Samantha
 郭義聰先生 Mr. Kwok Yee Chung, Ivan
 伍慧嫻女士 Ms. Ng Wai Han, Iris
 卓敏女士 Ms. Cheuk Man
 郭巧玲女士 Ms. Kwok Hau Ling, Betty
 萬雪芬女士 Ms. Man Suet Fan, Cathy
 高佩怡女士 Ms. Ko Pui Yee, Kit

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

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

督導主任 Supervisor

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

經理 Manager

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

單位主任 Unit-in-charge

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

黃麗婷女士 Ms. Wong Lai Ting, Bridget
 陳鳳琼女士 Ms. Chan Fung King, Jessica
 鄭惠玲女士 Ms. Cheng Wai Ling, Jaclyn
 鄭雅芝女士 Ms. Cheng Nga Chi, Elsa
 何冠毅先生 Mr. Ho Kwun Ngai, Leslie
 廖彩麟女士 Ms. Liu Choi Lun, Karen
 何景祥先生 Mr. Ho King Cheung, Thomas
 劉綺珮女士 Ms. Lau Yee Pui, Jess
 張卉翠女士 Ms. Cheung Wai Chui, Haster
 李婉明女士 Ms. Li Yuen Ming, Fion
 鄭佩珍女士 Ms. Cheng Pui Chun, Amy
 杜羨揚先生 Mr. To Shin Yeung, Simon
 曾藹欣女士 Ms. Tsang Oi Yan, Christine
 藍庭芳女士 Ms. Lam Ting Fong, Emil
 黃靄欣女士 Ms. Wong Oi Yan, Winnie
 詹潔瑩女士 Ms. Jim Kit Ying, Crystal
 何震禹先生 Mr. Ho Chun Yu, L
 夏雅筠女士 Ms. Ha Ngar Kwan, Sandie
 張健偉先生 Mr. Cheung Kin Wai, Kenny
 陳志雄先生 Mr. Chan Chi Hung, Frederick
 唐麗丹女士 Ms. Tong Lai Tan
 陳美琼女士 Ms. Chan Mei King, Maggie
 蘇嘉儀女士 Ms. So Ka Yi, Stephanie
 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
 侯志遠先生 Mr. Hou Che Yuen, Manfred
 何家肇先生 Mr. Ho Ka Siu, Vincent
 伍偉基先生 Mr. Ng Wai Kei, Ricky
 賴潔儀女士 Ms. Lai Kit Yee, Katty
 朱秀儀女士 Ms. Chue Sau Yee, Amanda
 張燕紅女士 Ms. Cheong Yin Hung, Lesley
 林雅儀女士 Ms. Lam Ngar Yee, Catherine
 周偉鴻先生 Mr. Chow Wai Hung, Gary
 陳英偉先生 Mr. Chan Ying Wai, Simon
 高淨華女士 Ms. Ko Ching Wah, Venus
 何啟銘先生 Mr. Ho Kai Ming
 汪益之先生 Mr. Wang Yick Chi, Eric
 王瑞芳女士 Ms. Wong Sui Fong, Kathy
 王力文先生 Mr. Wong Lik Man
 郭巧玲女士 Ms. Kwok Hau Ling, Betty
 周泳琪女士 Ms. Chow Wing Ki, Winki
 李秀華女士 Ms. Lee Sau Wa, Apple
 施倩俐女士 Ms. Sze Sin Li, Akina
 吳清雅女士 Ms. Ng Ching Ngar, Emily
 李鈺鈴女士 Ms. Lee Yuk Ling, Tammy

李學義先生 Mr. Lee Hok Yee, Hut
 朱穎莊女士 Ms. Chu Wing Chong, Tish
 曾家豪先生 Mr. Tsang Ka Ho, Louis
 許婉婷女士 Ms. Hui Yuen Ting, Eva
 洪藝女士 Ms. Hung Ngai
 陳美珠女士 Ms. Chan Mei Chu, May
 廖碧美女士 Ms. Liu Pik Mei, Denis
 李寧女士 Ms. Li Ning
 鄧青欣女士 Ms. Tang Ching Yan, Joyce
 冼靜琳女士 Ms. Sin Ching Lam, Ludmilla
 黃芷琳女士 Ms. Wong Tsz Lam, Chilam
 魏子揚先生 Mr. Wai Clarence
 文嘉莉女士 Ms. Man Ka Lee, Carrie
 徐雅舒女士 Ms. Chui Nga Shu, Phyllis
 陳善彤女士 Ms. Chan Sin Tung, Alice
 劉韻鏞女士 Ms. Lau Wan Chau, Teresa
 李雅姿女士 Ms. Li Nga Chi, Canji
 黃潔心女士 Ms. Wong Kit Sum, Fiona
 潘詩雅女士 Ms. Pun See Ngar, Christina
 侯冠霖先生 Mr. Hau Kwun Lam, Haus
 陳憬樟先生 Mr. Chan King Cheung
 謝達暉先生 Mr. Tse Tat Fai, Philip
 梁嘉穎女士 Ms. Leung Ka Wing, Alice
 陳曉蘇先生 Mr. Chan Hiu So
 馮婉姿女士 Ms. Fung Yuen Chee, Vivien

丘佐榮中學校長

Principal, The Y.W.C.A. Hioe Tjo Yoeng College
 陳永傑先生 Mr. Chan Wing Kit

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

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

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

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

年
度
主
要

CENTENARY OF
YWCA
1920-2020

數據

Key Figures of
the Year



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



4

社福界
Social Welfare



3

醫學界/衛生服務界
Medical/Health Services



1

資訊科技界
Information Technology



1

法律界
Legal



2

會計界
Accounting



1

建築/測量界
Construction/Surveying



2

教育界
Education



5

金融界
Finance



4

其它
Other

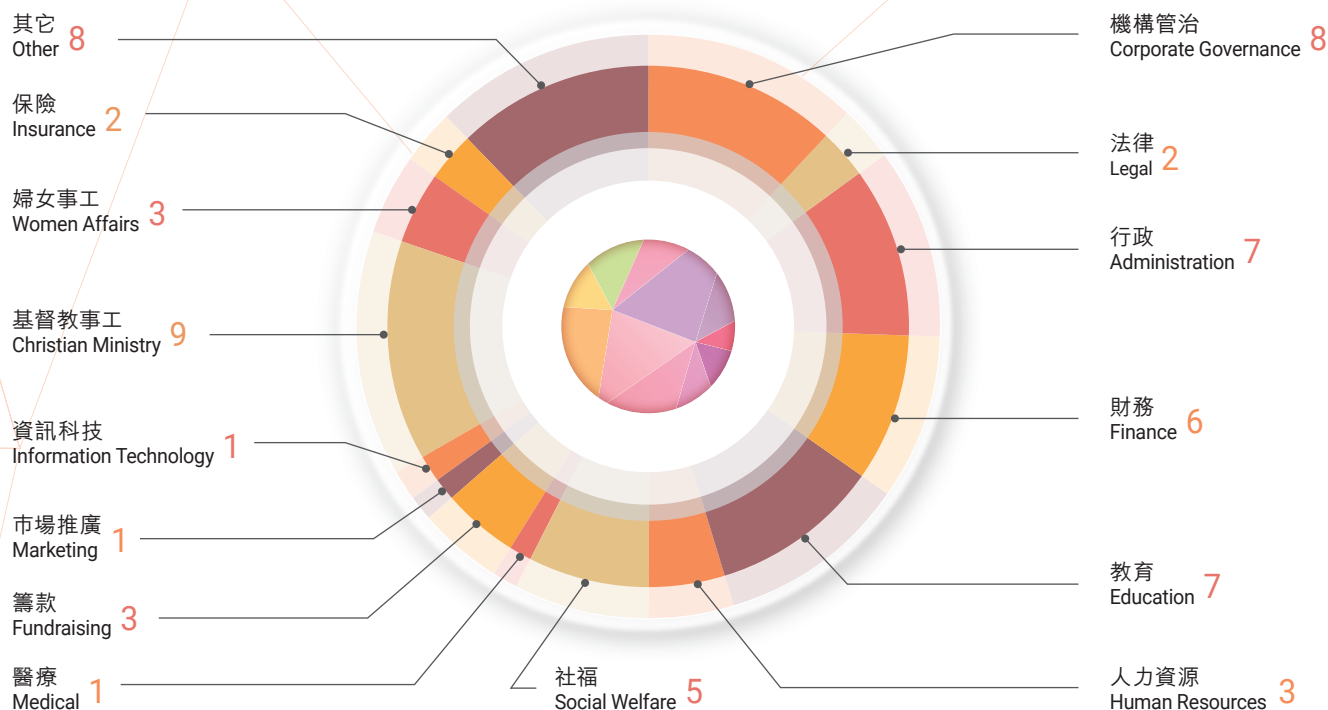


3

總數
Total

26

按專長分類 By Expertise



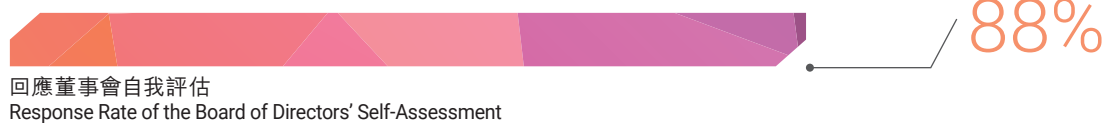
2. 董事會平均會議出席率

Average Meeting Attendance Rate of the Board of Directors



3. 董事會自我評估

Self-assessment by the Board of Directors



4. 董事服務年數

Years of Service of the Board Directors

服務年數 Years of Service

少於5年
Less than 5 years

6

11-15年
11-15 years

4

5-10年
5-10 years

12

多於15年
More than 15 years

4

B. 各項服務人數及人次統計 Service Statistics

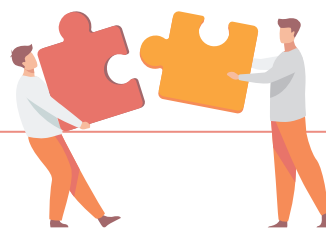
會員人數
No. of Members

31,052



義工人數
No. of Volunteers

10,967



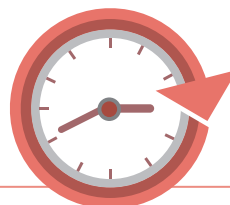
「簡單·義」弱勢社群受惠人數
No. of beneficiaries Served by
"Simple·Just" Volunteering Scheme

5,314



義工服務總時數
Total No. of Hours of
Volunteering Service

204,730



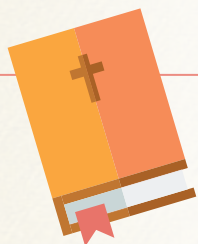
長者服務人次
No. of Attendance Participated in
Elderly Services

805,056



福音活動接觸人次
No. of Attendance of
Evangelistic Programmes

89,821



青年及社區服務人次
No. of Attendance Participated in
Youth and Community Services

1,000,319



自資長者服務人次
No. of Attendance
Participated in
Self-financed Elderly Services

256,273



婦女事工服務人次
No. of Attendance
Participated in
Women Services

31,883



家庭事工服務人次
No. of Attendance
Participated in Family Services

93,135



特殊發展需要兒童服務人次
No. of Attendance Participated in
SEN Services

27,738



幼兒教育服務人次
No. of Service Attendance of
Early Childhood Education

134,270

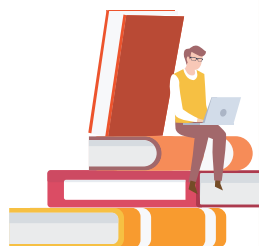
育有特殊發展需要兒童的
家庭支援服務人次
No. of Attendance Participated in
SEN Family Support Services

8,602



持續教育服務人次
No. of Service Attendance
of Continuing Education

161,242



中學教育服務人次
No. of Service Attendance of
Secondary Education

106,536



社會企業服務人次
No. of Service Attendance of
Social Enterprises

91,793

住宿服務人次
No. of Service Attendance of
Y Hospitality

176,391



傳媒作正面報導的次數
No. of Media Coverage

352



暖心抗疫服務人次
No. of Service Attendance of
Heart-warming Anti-epidemic Campaign

471,216

全年服務總人次
Total no. of service attendance

3,459,589

C. 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



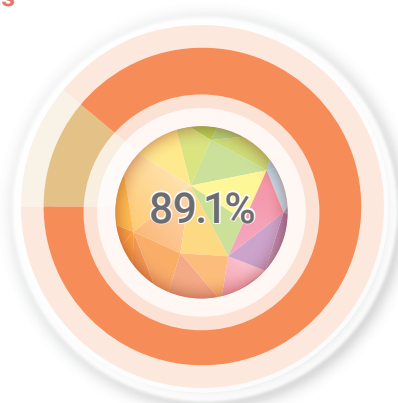
總數
Total

185

2. 2020年行動方案服務項目之服務效益

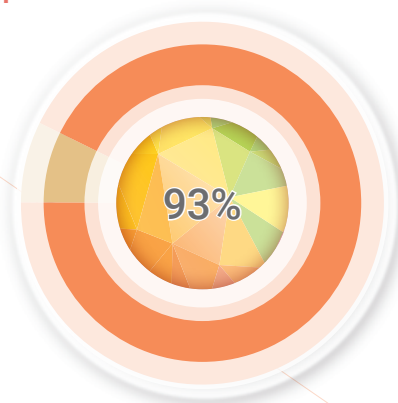
Service Impact of 2020 Action Plans

總平均分數對比2019年的增加百分比
Comparing to 2019 figure



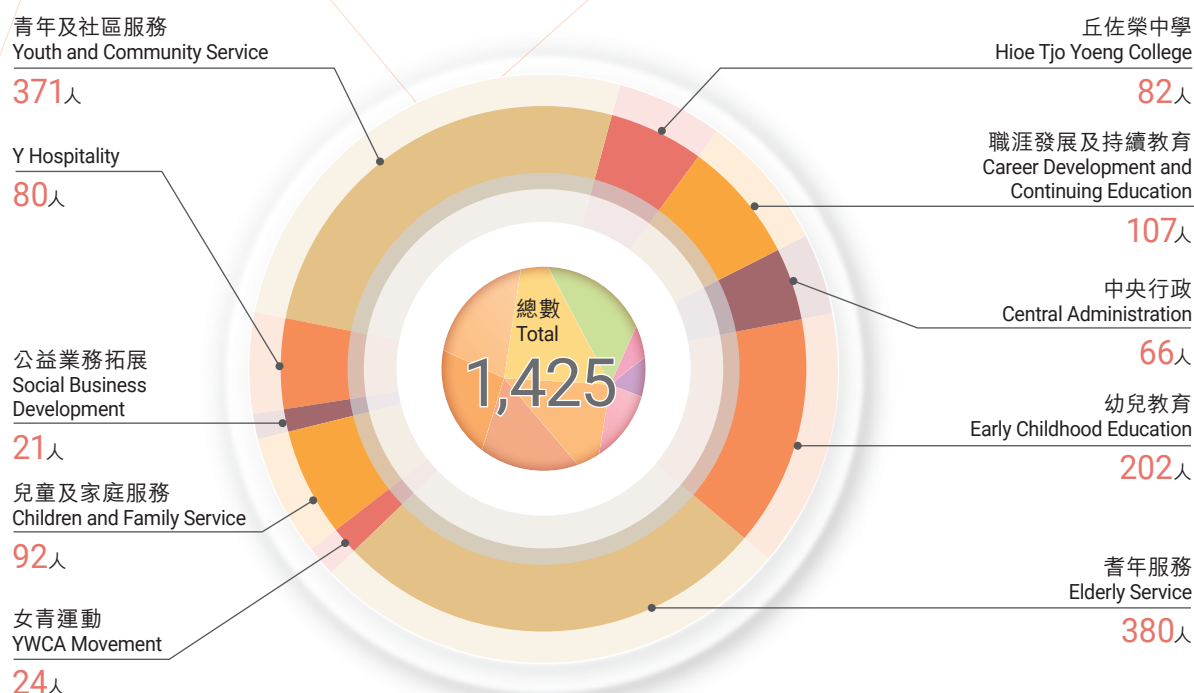
3. 服務效益評估項目之服務參加者滿意度

Selected Service User's Satisfaction

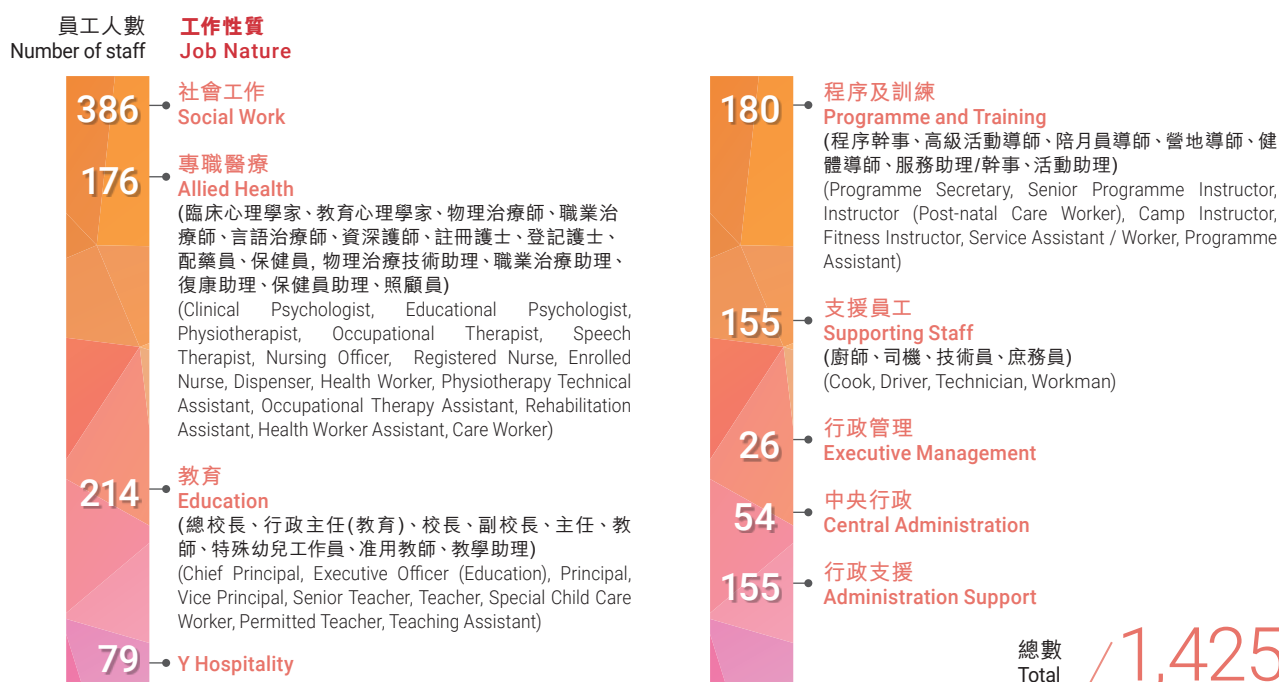


D. 人力資源 Human Resources

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



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



人力資源 Human Resources

2020年忠誠服務獎名單

Name List of 2020 Devoted Service Award

服務滿四十年之員工兩人

謝秀芳 劉國嬌

服務滿三十五年之員工兩人

潘廣輝 黃潤棠

服務滿三十年之員工共八人

李美嫦 馮如意 丘蘭英 李雅琪 陳明儀 陳兆輝 羅綺華 黃小華

服務滿二十五年之員工共十人

鄭惠玲 鄭雅芝 何冠毅 鄭楚華 凌少芝 陳結明 陳潔玲 鄭桂鳳 郭義聰 鍾潔貞

服務滿二十年之員工共十七人

盧燕卿 陳國輝 王國強 劉敏兒 黃寶珠 洪雪霞 廖永豪 彭佩詩 鄧嘉儀 鄧楚恩 高保麟 阮秀盈 鄭麗麗
林平 陳錦雲 潘惠玲 鄧青欣

服務滿十五年之員工共十四人

李寧 吳杏梅 林逸貞 陳雅慈 曾曼綺 湯秀梅 李秀琮 李麗芬 鍾鳳賢 許鵬 林錦珠 劉惠強 羅永祥
唐偉傑

服務滿十年之員工共三十九人

謝潔芳 李素蓉 謝團圓 邱詩雯 馮家暉 蕭燕儀 張慧鳳 郭燕琮 洪藝 賴健邦 胡皓文 潘詩雅 方秋明
林愛平 施偉昇 王家偉 劉艷芳 陳晚妹 何嘉賢 陳善彤 潘迪霖 顏妙琴 魏子揚 方淑婉 麥婉薇 鍾巧霖
曾令欣 林凱欣 陸穎祺 周淑儀 黃德祺 陳素婷 張淑敏 周海倫 傅慧玉 黎庭淇 林啟東 盧有寬 余詠文

服務滿五年之員工共六十六人

梁芷悠 彭蕙珍 陳曼婷 梁淑華 王力文 曾小琴 王敏珊 陳志喜 吳梅香 張善銘 王翠恩 郭俊彥 勞顯貞
譚敏儀 林靜英 郭巧玲 葉翠儀 謝欣婷 夏志禮 羅芯妍 李兆鋒 唐允文 李健衡 黎艷勤 劉旨祈 李建美
朱子欣 黃穎嘉 鄭咏鳳 姜凱恩 阮健芬 蔡雅麗 余燕妮 楊依齊 香譚妙 劉少清 黎鳳儀 王小敏 林志豪
何嘉莉 馮美蓮 黃淑君 吳玟希 李雪娥 羅子恩 尤國樑 林子雯 丘玉蘭 梁紹豪 凌文揚 卓敏 吳有基
黃美琪 李秋英 羅浩珊 麥錦蘭 朱燕嫻 蘇偉迅 李文斌 張春梅 李浩昌 陳民鋒 黃健賢 林輝霞 梁嘉豪
黃振邦

2019-2020 健康達人名單

Name List of 2019-2020 Health Master Award

同工姓名 單位/部門

蔡淑華 園景軒
張添龍 園景軒
何均華 園景軒
英國平 園景軒
吳杏梅 園景軒
袁愛兒 園景軒
陳寶珍 園景軒
方秋明 園景軒
李莉 園景軒
徐碧紅 園景軒
曾媽容 園景軒
李國威 園景軒
鄺健生 園景軒
梁沛業 般咸軒服務式住宅
何啟聰 般咸軒服務式住宅
馮偉新 般咸軒服務式住宅
郭大龍 海棠軒服務式住宅
林偉明 海棠軒服務式住宅
胡笑連 海棠軒服務式住宅
馮美蓮 海棠軒服務式住宅
陳紹連 海棠軒服務式住宅
朱金瑤 峰景軒

同工姓名 單位/部門

陳志喜 峰景軒
李素紅 峰景軒
巫帶賢 峰景軒
邱琮芝 峰景軒
潘寶儀 峰景軒
謝見玲 峰景軒
周靜怡 峰景軒
袁偉傑 峰景軒
蕭希晉 峰景軒
許利興 峰景軒
宋家義 Y Hospitality
梁慧敏 人力資源部
梁思敏 人力資源部
楊翠翠 中央行政部
黃嘉榮 內部審核部
顏巧英 園景軒餐廳
方嘉敏 公益業務拓展辦事處
蘇偉迅 公益業務拓展辦事處
黎綺雯 公益業務拓展辦事處
LAO Eliseo B 女青活學中心
麥綺筠 戴翰芬幼兒學校
朱子欣 戴翰芬幼兒學校

同工姓名 單位/部門

彭佩詩 趙露華幼兒學校
陳君璉 趙露華幼兒學校
周文娟 趙露華幼兒學校
曾肖娟 趙露華幼兒學校
蘇芷琪 趙露華幼兒學校
馮貝琪 趙露華幼兒學校
周劍平 隆亨幼兒學校
魏萬英 隆亨幼兒學校
黃艷蘭 隆亨幼兒學校
羅淑芬 隆亨幼兒學校
黃健賢 隆亨幼兒學校
吳澄盈 隆亨幼兒學校
李改換 隆亨幼兒學校
陳海燕 紹邦幼兒學校
駱偉彩 紹邦幼兒學校
周意妙 彩雲幼兒學校
李毅堅 彩雲幼兒學校
陳結明 彩雲幼兒學校
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
方惠雪 彩雲幼兒學校

同工姓名

單位/部門

馮如意 荃灣幼兒學校
 丘蘭英 荃灣幼兒學校
 石宇茵 荃灣幼兒學校
 陳衛琴 荃灣幼兒學校
 鄭文華 荃灣幼兒學校
 梁燕青 荃灣幼兒學校
 楊依齊 荃灣幼兒學校
 鄭怡楠 荃灣幼兒學校
 黃連弟 荃灣幼兒學校
 單桂桃 信望幼兒學校
 馮麗娥 信望幼兒學校
 譚嘉鈺 信望幼兒學校
 簡敏怡 信望幼兒學校
 張安愉 信望幼兒學校
 蔡慧群 信望幼兒學校
 林愛平 長青幼兒學校
 雷潔妍 宏恩幼稚園
 黎鳳儀 宏恩幼稚園
 陳肖娥 宏恩幼稚園
 何美意 宏恩幼稚園
 柳翠媚 宏恩幼稚園
 關綺雯 安定幼兒學校
 謝水蓮 安定幼兒學校
 張楚平 安定幼兒學校
 蔡朗昕 安定幼兒學校
 林蓮欣 安定幼兒學校
 林雅琳 安定幼兒學校
 容愛萍 安定幼兒學校
 劉國嬌 幼兒教育部辦事處
 林凱欣 幼兒教育部辦事處
 黃詩琪 幼兒教育部辦事處
 麥沛興 行政及採購部
 黃家文 行政及採購部
 伍偉湛 家庭健康促進中心
 黃浩倫 天水圍家庭健康促進中心
 黃冠銘 女青悅兒成長服務
 蔡昭信 物業管理部
 余嘉達 物業管理部
 袁壽林 物業管理部
 張小燕 物業管理部
 蔡綺娜 物業管理部
 杜曉楠 觀龍樓社區工作辦事處
 侯志遠 龍翔綜合社會服務處
 鍾嘉敏 龍翔綜合社會服務處
 林優欽 龍翔綜合社會服務處
 郭俊彥 龍翔綜合社會服務處
 詹遠全 學校社會工作辦事處
 麥誌成 學校社會工作辦事處
 梁詠珊 學校社會工作辦事處
 吳雪君 學校社會工作辦事處
 王志超 蝴蝶灣綜合社會服務處
 陳偉基 蝴蝶灣綜合社會服務處
 鍾巧霖 蝴蝶灣綜合社會服務處
 張志坤 樂華綜合社會服務處
 張燕紅 樂華綜合社會服務處
 李學義 樂華綜合社會服務處
 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
 陳玉玲 深水埗綜合社會服務處
 張春燕 梁紹榮度假村
 梁 瑩 梁紹榮度假村
 陳英偉 將軍澳綜合社會服務處
 崔雅然 將軍澳綜合社會服務處

同工姓名

單位/部門

丁淑芬 青衣綜合社會服務處
 殷麗霞 青衣綜合社會服務處
 郭義聰 沙田綜合社會服務處
 黃露欣 沙田綜合社會服務處
 陳志雄 沙田綜合社會服務處
 黃雪儀 西環綜合社會服務處
 何美瑩 西環綜合社會服務處
 蔡玉蓮 屯門綜合社會服務處
 鄭惠玲 屯門綜合社會服務處
 陳偉源 屯門綜合社會服務處
 李浩昌 屯門綜合社會服務處
 伍詠淇 屯門綜合社會服務處
 潘美施 天水圍綜合社會服務處
 梅婉琪 天水圍綜合社會服務處
 彭德華 天水圍綜合社會服務處
 高保麟 中西區及離島青年外展社會工作隊
 何冠毅 大澳社區工作辦事處
 叶慧麗 大澳文化生態綜合資源中心
 黎玉潔 鄭傍卿護理安老苑
 郭婉蓮 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
 李琮娟 鄭傍卿護理安老苑
 林國權 鄭傍卿護理安老苑
 鄧綺玲 鄭傍卿護理安老苑
 李慧敏 鄭傍卿護理安老苑
 陳慧玲 鄭傍卿護理安老苑
 陳偉兒 誌實松柏中心
 曾潤輝 照顧易
 陳美琮 雲華護理安老苑
 林美嬌 雲華護理安老苑
 黃展濤 雲華護理安老苑
 劉秀平 雲華護理安老苑
 李 寧 雲華護理安老苑
 熊仕蘭 雲華護理安老苑
 陳麗容 雲華護理安老苑
 梁美霞 雲華護理安老苑
 馮 梅 雲華護理安老苑
 梁秀娟 雲華護理安老苑
 馬秀娟 雲華護理安老苑
 李秋嫻 雲華護理安老苑
 吳淑玲 雲華護理安老苑
 趙佩珊 雲華護理安老苑
 郭錦有 雲華護理安老苑
 彭健強 雲華護理安老苑
 高倩琳 雲華護理安老苑
 曾小琴 雲華護理安老苑
 謝團圓 雲華護理安老苑
 黃寶珠 雲華護理安老苑
 李雪娥 雲華護理安老苑
 梁惠意 雲華護理安老苑
 李淑美 雲華護理安老苑
 陳曉清 雲華護理安老苑
 凌 玲 雲華護理安老苑
 張惠霞 雲華護理安老苑
 麥麗薇 深水埗綜合家居照顧服務隊
 陳秀嬌 青健坊(東區)
 高兆芳 長青松柏中心
 楊露玲 長青松柏中心
 謝順英 林護紀念松柏日間護理中心
 袁志雄 林護紀念松柏日間護理中心
 翟携鈺 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
 林子建 林護紀念松柏日間護理中心

同工姓名

單位/部門

胡秋鳳 林護紀念松柏日間護理中心
 李建美 林護紀念松柏日間護理中心
 陳結蘭 林護紀念松柏日間護理中心
 方麗霞 林護紀念松柏日間護理中心
 何德恩 林護紀念松柏日間護理中心
 丘玉蘭 明儒松柏社區服務中心
 付幸花 明儒松柏社區服務中心
 歐陽蘭 明儒松柏社區服務中心
 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
 房慧芳 秀群松柏社區服務中心
 何 玉 秀群松柏社區服務中心
 許可琦 秀群松柏社區服務中心
 潘芷晴 秀群松柏社區服務中心
 李子強 女青賽馬會樂齡活學中心
 張俊傑 女青賽馬會青健坊(沙頭角)
 陳標煥 女青賽馬會青健坊
 范采瑜 女青賽馬會青健坊
 胡蝶英 女青賽馬會青健坊
 黃 頌 九龍城綜合家居照顧服務隊
 黃國傑 九龍城綜合家居照顧服務隊
 譚倩韻 九龍城綜合家居照顧服務隊
 黃政維 財務部
 梁素嫻 基督教及會員事工部
 冼靜琳 婦女事工隊
 李紫芸 婦女事工隊
 阮秀盈 婦女事工隊
 黃志偉 傳訊及資源拓展部
 胡婉玲 管理層辦公室
 林銀意 青年就業資源中心
 譚敏儀 青年就業資源中心
 張慧鳳 青年就業資源中心
 呂以峰 青年就業資源中心
 譚皓樺 青年就業資源中心
 陳嘉文 青年就業資源中心
 李淑冰 旺角持續教育中心辦事處
 方淑婉 女青賽馬會人才發展中心
 王桂梅 女青賽馬會人才發展中心
 李雅琪 九龍東持續教育中心
 冼玉玲 九龍東持續教育中心
 陳兆章 丘佐榮中學
 周港中 丘佐榮中學
 周海倫 丘佐榮中學
 鍾鳳賢 丘佐榮中學
 古頌恩 丘佐榮中學
 林嘉謬 丘佐榮中學
 林常青 丘佐榮中學
 柳乃殷 丘佐榮中學
 李家詠 丘佐榮中學
 梁嘉豪 丘佐榮中學
 李曉駿 丘佐榮中學
 凌慧平 丘佐榮中學
 羅永祥 丘佐榮中學
 呂珠瑩 丘佐榮中學
 呂樂明 丘佐榮中學
 冼佩瑤 丘佐榮中學
 杜蘭君 丘佐榮中學
 尹紹賢 丘佐榮中學
 黃振邦 丘佐榮中學
 黃潤棠 丘佐榮中學
 許有達 丘佐榮中學
 楊嘉傑 丘佐榮中學

策
略
發
展

CENTENARY OF
YWCA
1920-2020



**Strategic
Development
Plan**



「2016-2020策略發展行動方案」 推行成效總結

SUMMARY OF THE RESULTS OF 2016-2020 BOLD STEPS

本會於2016年開展第二個「策略發展行動方案」(2016-2020)，制訂六項目標，展現機構對未來五年的發展願景，為全會發展提供重要指引。行動方案於2020年完成，各項推展取得了正面的成果，為推行下一個策略發展行動方案奠下穩定的基礎。

The Association launched the 2016-2020 "Bold Steps" strategic plan in 2016 where six goals were formulated to envision and provide an important guideline for the development of the Association of the next five years. Completed in 2020, the strategic plan has achieved positive outcomes, which laid a solid foundation for the coming strategic plan.

1. 跨代同心領導 INTERGENERATIONAL LEADERSHIP

本會多年來因應社會需要而開展各項服務和事工，印證了不同年代女青人努力的成果，反映跨代領導和使命承傳的重要。本會相信良好的管治對機構的持續發展起著關鍵的作用，因此將其納入為會內2016-2020年策略發展行動方案之一，透過制訂與時並進的優化措施，帶領女青邁步向前，五年來的推展成果總結如下：

Over the years, the Association has launched a wide range of services and ministries in response to the needs of society, confirming the results of the efforts of our young women in different ages, reflecting the importance of intergenerational leadership and mission inheritance. The Association believes that good governance plays a key role in its sustainable development, so it is included as one of the 2016-2020 Bold Steps of the Association. Through the formulation of timely and optimized measures, it has led the Association to move forward. The results of the five-year implementation are summarized as follows:

提升服務認知 開拓國際視野

為加深董事對機構服務的認識，本會除了在董事會及執行委員會會議中加入介紹會內各項服務的環節外，亦每年邀請董事探訪會內服務單位及出席大型/全會性活動如創會日祈禱會、新服務單位開幕禮等，透過親身體驗及與員工和服務使用者交流，加深他們對機構和服務的了解，培養歸屬感。此外，本會積極鼓勵董事加入不同委員會，藉此參與及了解本會不同範疇的運作，此亦有助促進委員會間的協作，提升機構管治水平。本會亦致力為董事及管理層提供各種機構管治培訓及

Enhance Service Understanding Broaden International Horizons

In order to deepen the Directors' understanding of our services, in addition to the introduction of various services in the Board meetings and Executive Committee meetings, the Association also invites Directors to visit service units and attend large-scale/organization's events each year such as the founding day prayer meeting, the opening ceremony of new service units to deepen their understanding of the Association and its services, and cultivate a sense of belonging through personal experience and communication with staff and service users. The Association also actively encourages Directors to join different committees to participate in and understand the operations of the Association in different areas. This also helps promote collaboration between committees and enhance the level of corporate governance. At the same time, the Association is committed to providing Directors and management staff with various opportunities for corporate

海外交流機會，包括舉辦董事及管理層員工培訓、委派出席國際性會議等。於2019年11月，本會兩名董事代表，聯同本會年青義工及同工出席在南非舉行的第29屆基督教女青年會世界協會會議，透過與世界各地的女性領袖及女青年會代表互相交流和分享，拓展國際視野，深化對女青運動的掌握。

適時檢討 力臻完善

領導層具備有系統的自我評估機制及繼任計劃，達致機構健康及可持續發展，是良好管治的另一個指標。本會每年都會進行董事會自我評估，過去五年的回應比率均達85%以上。本會亦定期檢視董事會的結構及發展，透過專才配對的模式，既能吸納合適專才加入董事會，確保其擁有所需的專長及技能搭配，亦能培育年青的董事，讓各董事在不同範疇各展所長。同時，本會檢討及優化現行選舉會員制度，廣泛羅致認同女青機構文化及具國際視野的專業人才加入各個委員會，加強管理質素。



governance training and overseas exchanges, including training for directors and management staff, and delegating them to attend international conferences. In November 2019, two representatives of the Board of Directors of the Association joined our young volunteers and staff to attend the 29th YWCA World Council Meeting held in South Africa. Through communication and exchanging views with women leaders and other YWCA representatives, their international horizons were broadened and their mastery of the YWCA Movement was deepened.

Timely Assessment to Strengthen Corporate Governance

The leadership has a systematic self-evaluation mechanism and succession plan to achieve a healthy and sustainable development of the organization, which is another indicator of good governance. The Board of Directors of the Association conduct self-assessment every year, and the response rate in the past five years reached over 85%. The Association also regularly reviews the structure and development of the Board of Directors. Through talent matching, it not only attracts suitable professionals to join the Board, ensures that it has the required expertise and skill mix, but also cultivates young Directors so that each Director can utilize her strength in different fields. At the same time, the Association reviews and optimizes the current voting membership system, and broadly recruits professionals who recognize the culture of the Association and with an international perspective to join our committees to strengthen the quality of management.

2. 透過婦女發聲，建設公義、和平的理想社會

CREATING A JUST, PEACEFUL SOCIETY THROUGH WOMEN ADVOCACY



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」四方面與本會攜手建構兩性互相尊重的社會。回顧過去五年，行動方案推展的成果總結如下：

承傳女青運動

本會於2016年推出《女青運動工作指引》，促進各部門將「女青運動」這創會使命具體呈現於服務；2017年推出「女青運動清單」，協助單位更有效地檢視每年相關工作與成果，以利作全會分析。首三年結果顯示有更多單位把基督教、婦女或義工運動元素糅合於服務及活動（共4,494項）。透過舉辦女青運動點火會、Y Fire生命大使退修會、義工經理分享會、優秀項目分享等同工培訓，有助女青運動實現一體化。

As a pioneering women's organization, we have been paying great attention to the needs of women and promoting gender equalities and have steadily developed our unique YWCA Movement. We are eager to identify and cultivate women as leaders, who partner with the Association on women-centred services focusing on the domains of "Support", "Advocacy", "Participation" and "Capacity Building" and construct a society with mutual respect between two sexes. Results of the Bold Step were summarized as follows:

Inheriting YWCA Movement

In 2016, the Association published "YWCA Movement Guidebook" to foster the integration of YWCA Movement into various services of our different departments; in 2017, the "YWCA Movement Checklist" was published to assist our service units to effectively review related work and results annually to facilitate overall analysis. The results of the first three years revealed that more and more service units had integrated the elements of Christianity, women or volunteer movement into their service and programs (4,494 items in total). Through organizing staff training programs like YWCA Movement Ignition Meeting, Y Fire Retreat Day, Volunteer Manager Sharing Meeting, and Sharing of Best Practice, it helped the integration of the YWCA Movement as One Movement.

推動婦女發展

各部門攜手促進婦女為本的服務，成果豐碩，五年間共推出逾50個主題項目及四次「3・8女青日」旗艦活動。

婦女發聲：透過婦女發聲，建設公義和平的理想社會，是本會婦女領導的遠象。第五及第六屆「香港女聲Glocal Y」培育了40位有志為社會需要及兩性平等而發聲的年青女性領袖；結連歷屆師姐，持續探討各地婦女充權議題，實踐「Think Global・Act Local」。重點活動包括與香港中文大學性別研究中心合辦三屆「中學生兩性議題辯論比賽」；以聯合國可持續發展目標作專題分享；與香港工程師學會合辦「STEM及性別意識工作坊」消除職業性別定型迷思；連續五年舉辦「十大女性議題新聞選舉」；去信企業提出具性別角度之宣傳品改善建議；共推行逾80項性別意識、性騷擾等議題之入校活動；善用多種途徑走進社區倡議家庭友善政策、男女平等及贍養費措施。



Promoting Women Development

Our departments have joined hands to promote various women-centred services and gained fruitful results. During the past five years, more than 50 thematic programs and four "3・8 YWCA Day" Annual Signature Event were organized.

Women advocacy: it is the vision of YWCA women leadership to create a just and peaceful ideal society through women advocacy. During the 5th and 6th "Hong Kong Women's Voice Glocal Y", it had trained up a total of 40 young women leaders who aspired to speak out about social needs and gender equality. They joined with other young women leaders in past Women's Voice programs to continue investigating various women empowerment issues in other countries for fulfilment of the goal of "Think Global, Act Local". Highlights included co-hosting with Gender Research Centre, the Chinese University of Hong Kong to organize the "Inter-School Debate Competition on Gender Equality" for secondary schools; topic sharing on the United Nations' sustainable development goals; co-organized "STEM Gender Awareness Workshop" with Hong Kong Institution of Engineers to eliminate occupational gender stereotypes; hosting the "Top 10 Women's Issues News Election" for five consecutive years; wrote to enterprises to put forward suggestions for improvement of publicity materials with a gender perspective; launching of more than 80 in-school activities focused on issues relating to gender awareness and sexual harassment; advocated family friendly measures, gender equality and maintenance payments policies in the community by various means.





婦女參與：第九屆「香港傑出婦女義工選舉」有81位不同團體界別義工獲提名，義工於頒獎禮分享心聲獲逾20項媒體報道；獲獎義工其後往台北跟當地女青年會作交流分享。傑婦協會連續四年推動乳房健康計劃、主辦身心靈工作坊及進行本地和內地義務探訪。婦光團由1938年成立至今持續服務社會，逾100位團友出席2018年婦女節的「婦光濃情80載」慶祝聚餐。

婦女能力提升：「穎飛」及「飛凡女性」計劃分別以裝備婦女重投職場及關顧雙職婦女為目標，共服務3,038人次，並於社區倡議男女有責之家庭分工；職涯發展及持續教育部夜小學為逾1,500人次基層或學歷不足婦女提供成人基本教育機會；園景軒社企餐廳為45人次的年長婦女提供訓練及持續就業平台。

婦女支援：除了本會創辦逾20年的單親婦女支援服務外，本會於2018年獲贊助開展的「心蓮心・與妳同行」計劃推出多項嶄新活動，包括微電影創作比賽、身心靈及藝術治療系列、同路人義工隊家訪、單親故事分享集。五年間婚姻法律諮詢熱線及既有服務共支援18,776人次。



Women participation: 81 women volunteers from different organizations and sectors were nominated in the 9th Hong Kong Outstanding Women Volunteers Election. During the prize presentation ceremony, the awarded volunteers shared their thoughts and received more than 20 media reports. They then went to Taipei to exchange ideas with YWCA of Taipei. Hong Kong Outstanding Women Volunteer Association had promoted Breast Health Education Scheme, organized a series of physical, mental and spiritual health workshops and conducted voluntary visits in Hong Kong and to mainland China for four consecutive years. Fu Kwong Club had been serving the community since its establishment in 1938. More than 100 members attended the “80th Anniversary Celebration Lunch of Fu Kwong Club” on the Women’s Day in 2018.

Women capacity building: With the aim of equipping women to re-enter job markets and showing our concern for dual-role women respectively, “See Me Fly” project and “Leap for Joy Women” project were launched and had served 3,038 attendances. Both projects had advocated the division of housework between spouses. The evening schools operated by our Career Development and Continuing Education Department provided adult basic education to grass-roots women or women with low educational qualification and more than 1500 attendances were served. Our social enterprise Garden View Lounge provided training and a continuous employment platform for elderly women and 45 attendances were served.

Women’s support: In addition to the provision of support services for single-parent women by the Association for more than 20 years, the “Walking with You – Women Helping Women” Service Project in 2018 rolled out new services and activities, including micro-film competitions, the body, mind, and art therapy series, home visits by fellow volunteers, and collections of single parents’ stories. Over the five years, free legal consultation hotline on marital affairs and existing service had served 18,776 attendances in total.





善用世界女青年會平台 深化對女青運動的認知

五年間本會共107位董事、委員、同工及年青女性領袖、婦女義工等先後前往多個國家及城市參與合共10項以婦女視野或義工服務為本之交流活動，包括：第29屆基督教女青年會世界協會會議、第62及63屆聯合國婦女地位委員會會議、亞洲區女青會議、北京女青100周年會慶、拜訪女青全國協會、IMPACT Uni女兒國交流團。此外，本會還舉辦傑出婦女義工選舉、香港女聲Glocal Y及青社部榮譽義工之服務交流團。近年本會更加強善用網上會議進行亞太區或凝聚各地年青女性之交流會議，突顯女青國際化優勢。

義工及福音工作發展

持續推行四年的「簡單·義」動員義工及支持團體以扶貧與環保主題回應基層群體之實際需要，全會共推行115項主題活動，受惠基層人次為25,161。本會單位於各區推行多元化福音工作及「凝·燃·愛」主題項目，並結連共47間夥伴教會傳揚愛與關懷，五年的福音活動接觸或服務的總人次共479,924。

Deepening Understanding of YWCA Movement through World YWCA Platform

In the past 5 years, a total of 107 Directors, Committee Members, staff, young women leaders, and women volunteers of the Association traveled to different countries and cities to participate in a total of 10 exchange activities on women's vision or volunteer service, including: the 29th YWCA World Council Meeting, the 62nd and 63rd Session of the United Nations Commission on the Status of Women, Asia YWCA Regional Meeting, 100th Anniversary Celebration of YWCA of Beijing, visitation to National Committee of YWCAs in China and IMPACT Uni Kingdom of Daughters Exchange Tour. Furthermore, there were service exchange tours organized for outstanding women volunteers, members of Hong Kong Women's Voice Glocal Y Project and honorary volunteers of Youth and Community Service Department. In recent years, the YWCA has increased its use of online meetings to conduct the Asia Pacific regional meetings or exchange meetings to gather young women from all over the world, highlighting YWCA international network and solidarity.

Volunteer Development and Evangelistic Work

"Simple-Just" Scheme had been launched for four consecutive years. Volunteers and supporting organizations were mobilized to meet practical needs of grass-roots communities under the theme of poverty alleviation and environmental protection. The Association held a total of 115 themed activities and 25,161 attendances from grass-roots community were recorded. Our service units implemented diversified gospel work and "Condensation·Light·Love" Evangelistic Communal Service Project in various districts, and linked up with 47 partner churches to spread love and care. In 5 years, our evangelistic programs or service had served a total of 479,924 attendances.



3. 社區為本的自資居家安老服務

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



因應人口老化，本會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，推動社區為本的長者服務，以提高長者的生活質素，讓他們能在社區頤養天年，從而達至「居家安老」的願景。回顧過去五年，行動方案推展的重點成果總結如下：

一站式復康復健中心

針對慢性疾病日漸普遍的趨勢，本會設立「女青適健中心 Y Health and Wellness Centre」，提供一站式的治療、訓練及適健服務，透過不同的治療及訓練方式，包括物理治療、運動治療、復康訓練、運動及健體訓練、動態矯正等，針對其問題根源，提升身體功能及運動表現，達致「治標治本」的效果。

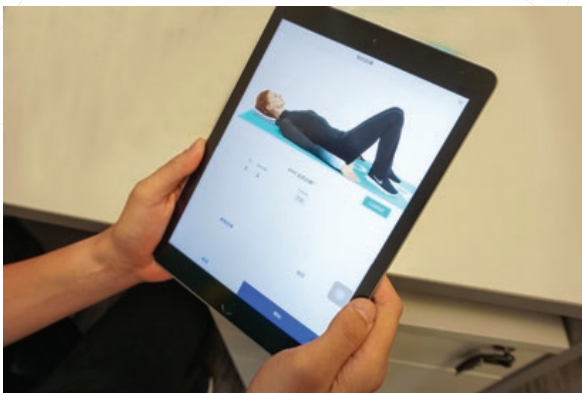
中心擁有一個專業的治療及訓練團隊，包括註冊物理治療師、健體教練及動態矯正教練等，更提供超過2,000呎治療及訓練空間，環境舒適寬敞，並配置先進設備儀器及訓練器材，讓社區人士體驗專業及優質的服務。

In response to an aging population, the Association is committed to providing services catered for the different needs of the elderly. Employing a flexible and diverse mode of service delivery, we actively promote community-based elderly service to enhance the living quality of the elderly and achieve the vision of "aging in place". Having implemented the Bold Step for five years, the results are highlighted as follows:

One-stop Rehabilitation Centre

In response to the increased prevalence of chronic diseases, the Association established the "Y Health and Wellness Centre" to provide one-stop treatment, training and fitness services through different treatment and training methods, including physical therapy and sports therapy, rehabilitation training, exercise and fitness training, movement correction, etc., aiming to tackle the root of the problem, improve body functions and exercise performance, and achieve the effect of treating the root cause.





遙距在家復康訓練

針對長者因為各種原因無法到日間中心進行復康訓練，女青賽馬會青健坊引入一套德國的遙距復康流動應用程式 Caspar，並推出「遙距復康在家訓練計劃」，讓中心每位參加者可透過應用程式開設個人復康平台帳戶及度身設計個人運動訓練，以及按需要致電或以視像方式聯絡治療師，了解其運動狀況並作出指導。治療師亦會針對個別需要，委派護理員上門教授及指導，幫助長者在家中持續進行復康運動，延緩身體退化。

持續學習 退休人士展璀璨人生

終身學習有助退休人士適應社會變遷，強化個人抗逆力，並從學習中啟發自身潛能，促進成長，與時並進，繼續貢獻社會。本會女青賽馬會樂齡活學中心及明儒松柏社區服務中心分別獲香港賽馬會慈善信託基金及滙豐香港社區夥伴計劃資助推行「樂活人生Plan & Go計劃」及「智藝健康義同行計劃」，透過多元創新科技與生活藝術課程，鼓勵退休人士把興趣及能力變成個人技能，以科技及藝術為媒介服務社區，提升長者晚年的生活質素。在「樂活人生Plan & Go計劃」中推行的「樂活夢工場Showcase」就是其中一個讓50+人士展現活力和學習成果的平台，內容包括YouTuber訪問、廣播劇、健體操及Beatbox等新穎表演，令觀眾耳目一新。

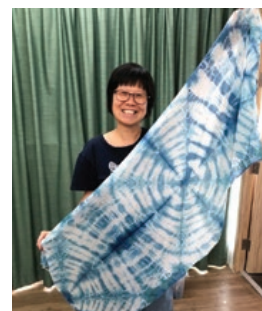
The Centre has a professional treatment and training team, consisted of registered physiotherapist, fitness coach and movement correction coach. It also provides more than 2,000 feet treatment and training space. Such comfortable and spacious environment is equipped with advanced instrument and training equipment, offering the community members opportunities to experience professional and quality service.

Remote Rehabilitation Training at Home

For the elderly who are unable to go to the day centre for rehabilitation training due to various reasons, the YWCA Jockey Club Y Care Elderly Care introduced Caspar - a set of German remote rehabilitation mobile application, and launched the "Remote Rehabilitation at Home Training Program" to allow the centre's participants to set up personal rehabilitation platform accounts and tailor-designed personal exercise training through the app, and they may call or contact the therapist via video whenever necessary to understand their exercise status and ask for guidance. The therapist will also appoint a caregiver to teach and guide on-site according to individual needs to help the elderly continue to carry out rehabilitation exercises at home so as to delay physical deterioration.

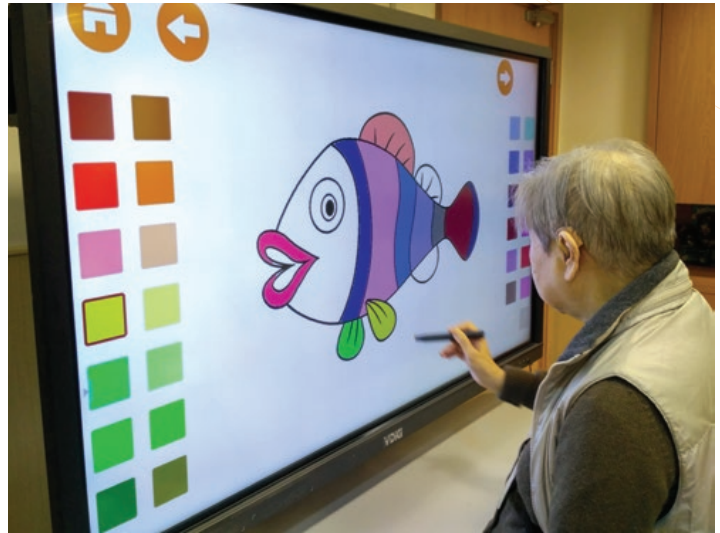
Retirees Lead Brilliant Life through Continuous Learning

Lifelong learning helps retirees adapt to social changes, strengthen their personal resilience, and unleash their own potential from learning, promote personal growth to keep pace with the times, and continue to contribute to society. Our YWCA Jockey Club Y Evergreen Learning Centre and Ming Yue District Elderly Community Centre were respectively funded by the Hong Kong Jockey Club Charities Trust and HSBC Hong Kong Community Partnership Program to implement the "Plan & Go" Active Aging Program and "Innovative and Healthy Lifestyle as Volunteer" Project. Both projects encouraged retirees to turn their interests and abilities into personal skills through diversified innovative technology and arts courses, and equipped them with IT and artistic skills to serve the community, and improve their quality of life. The "Showcase Your Dream Workshop" implemented in the "Plan & Go" Active Aging Program was one of the platforms that allowed people aged 50 and above to show their vitality and learning results. The content included novel and refreshing performances like YouTuber interviews, radio dramas, gymnastics and Beatbox, etc.



推動長者學習資訊科技 提高生活質素

本會耆年服務部多年來致力推動長者學習資訊科技知識，例如使用電腦及智能手提電話等，各長者活動中心定期舉辦課程及組織活動，讓他們享受資訊科技帶來的生活樂趣。女青賽馬會樂齡活學中心的「智樂齡數碼技能提升計劃」更獲政府資訊科技總監辦公室資助，讓長者有系統地學習資訊科技，包括雲端儲存技術、大數據及物聯網、電子金融及網購工具等，提升他們在日常生活應用數碼科技的能力。



實證為本 舒緩護老者壓力

本會一直重視並致力實踐實證為本的服務方針，為了掌握護老者在沉重的照顧壓力下仍能以堅毅的態度、無微不至地照顧家中的體弱長者的影響因素，本會於2017年4月開始進行「影響護老者照顧的正面元素之探索行動研究」，研究結果顯示護老者與被照顧者擁有良好的關係是舒緩照顧壓力的重要正面元素。基於上述結果，本部門轄下的長者活動中心推行了「護老者加力支援計劃」及「家點愛護老支援計劃」，以強項為本的理論基礎，透過三部曲活動包括「五感親耆有趣體驗小組」、「We Want生活作息工作坊」及「專注覺察訓練工作坊」，鼓勵護老者發掘體弱長者的能力，藉此建立正面的相處關係。計劃深受護老者歡迎，並獲不同電視台邀請分享活動內容及成效。



Encourage the Elderly to Learn Information Technology

Our Elderly Service Department has been committed to promoting the elderly's learning of information technology for many years, such as using computers and smartphones. The elderly activity centres regularly organize courses and activities to allow them to enjoy the joy brought about by information technology. The YWCA Jockey Club Y Evergreen Learning Centre also launched the "ELITE-Enhancement of Literacy on Information Technology for Elderly" Project funded by the Office of the Government Chief Information Officer to enhance the ability of the elderly to apply digital technology in their daily life through systematic learning of IT, including cloud storage technology, big data and Internet of Things, electronic banking and online shopping tools, etc.

Evidence-based Service to Relieve Pressure on Carers

The Association has always attached importance to the practice of evidence-based service approach. In order to grasp the factors contributing to the meticulous care provided by the carers of the frail elders and their firm attitude despite the heavy pressure involved, the Association conducted the "Exploratory and Action Research on the Positive Factors of Continuous Caregiving in a Family Context" in April 2017. The results of the research showed that a good relationship between carers and the elderly was an important positive factor that alleviated caregiving stress. Based on the above results, our elderly activity centre has implemented the "Be Strong • Carer Support Project" and the "+LOVE • Carer Support Project". By adopting strength-based theory, a trilogy of activities including the "Novel Five Senses Group", "We Want Workshop" and "Mindfulness Workshop" were launched to encourage carers to discover the abilities of frail elders, thereby establish a positive mutual relationship between each other. The project was well received by carers and has been invited by different television stations to share the activities and their effectiveness.

4. 家庭為本的特殊教育需要兒童服務

FAMILY-BASED SERVICE FOR CHILDREN WITH SPECIAL EDUCATIONAL NEEDS



女青積極探討和回應社會需求，對提升弱勢/基層家庭的支援更不遺餘力。由2016年開始，我們不斷檢視和開拓多項服務，成立兒童復康服務專業訓練團隊，包括專職兒童復康社工、言語治療師、職業治療師、物理治療師、教育心理學家及特殊幼兒工作員，以家庭角度切入，致力發展具機構特色的「家庭為本特殊教育需要 (SEN) 的兒童康復服務」。回望過去五年，我們每年服務的SEN兒童平均超過45,000人次，受惠家庭平均超過15,000個，受眾的回饋使我們看到了在復康路上綻放的笑容及希望。回顧我們成果的重點如下：

重視服務專業性 推動跨專業協作

首先是同工的专业裝備，跨專業的協作是SEN服務介入的基石，我們分別與香港大學教育學院融合與特殊教育研究發展中心、香港中文大學社會工作學系及香港教育大學特殊教育及輔導學系合作，也在不同的專題上邀請海外的講者，例如來自加拿大的國際知名職業治療師及高級神經發展治療師Kimberly Barthel為各專職同工提供業界最新及實務的培訓及指導。五年來受訓同工合共超過百位。為了完善服務的提供模式，我

The Association actively explores and responds to social needs, and spares no effort to enhance support for disadvantaged/ grass-roots families. Since 2016, we have continuously reviewed and developed a number of services and established a professional training team comprised of social workers, speech therapists, occupational therapists, physiotherapists, educational psychologists and special child care workers for children's rehabilitation services, who is committed to the development of our unique "family-oriented rehabilitation services for children with special educational needs (SEN)" from the perspective of the family. Looking back over the past five years, we have served an average of more than 45,000 attendances of SEN children each year, and benefited more than 15,000 families on average. Their feedback made us see the smile and hope blooming on the road to rehabilitation. The achievements we have made were highlighted as follows:

Advocating Professional Services and Cross-disciplinary Collaboration

Firstly, concerning the professional training of our staff, interdisciplinary collaboration is the cornerstone of SEN services. The Association had respectively worked with the Centre for Advancement in Inclusive and Special Education, Faculty of Education, The University of Hong Kong, Department of Social Work, The Chinese University of Hong Kong and Department of Special Education and Counselling, The Education University of Hong Kong. Besides, we invited overseas speakers in different fields, such as the internationally renowned occupational therapist and senior neurodevelopment therapist Ms. Kimberly Barthel from Canada to provide the latest and practical training and guidance to the staff. In the past five years, the total number of trained staff exceeded one hundred. In order to improve

們更在2019年舉辦了「台灣兒童復康服務交流團」，以吸收及學習台灣兒童復康服務的精髓，也為下一個五年計劃奠定了基礎。

拓展以家庭為本的多元化兒童復康服務

其次是在多元及整全的幼兒/兒童復康訓練、強化家庭功能及連繫社區資源上的拓展。我們實踐以家庭為本的各项計劃，推動幼兒/兒童復康個別、小組及親子訓練，提供家居生活情境指導，例如由政府資助的「女青悅兒成長服務—到校學前復康服務」、由周大福慈善基金支持推行的「『逆』風高飛計劃」及由香港賽馬會慈善信託基金資助下推行的五項大型計劃，我們正為近百間幼稚園及中、小學提供了多元及全方位的優質SEN幼兒/兒童支援服務。為善用資源及發揮更大的協同效應，我們更於2018年再新增一隊自資營運的Y SENse特殊教育需要專業支援服務隊，除惠及更多有需要的SEN兒童及家庭外，亦積極為60多間中、小學提供到校教師培訓及家長教育，推動校園共融文化。

運用創意及科技 支援特殊教育需要兒童

最後是擴展特殊教育需要兒童的科技應用方面，我們2015年成功研發首個專為讀寫障礙學童而設的「HOPE中文拆字遊戲」手機流動應用程式，此程式乃政府資訊科技總監辦公室資助，以科技支援讀寫障礙兒童。此應用程式所屬之「『Infinity·HOPE』讀寫障礙兒童支援服務計劃」更獲社會服務聯會頒發「卓越實踐在社福獎勵計劃」之「協同效應獎」。由於成效傑出，2019年再獲創科生活基金撥款開展第二期「HOPE中文詞類及句子遊戲」手機流動應用程式研發，繼續在科技應用範疇為SEN兒童作出貢獻。展望將來，我們將再接再厲，持續以人本、專業及具創意的服務持續回應弱勢/基層家庭的需求。



the service delivery model, we also organized an exchange tour to Taiwan in 2019 to learn from the children's rehabilitation services in Taiwan and lay the foundation for the next five-year plan.

Developing Diversified Family-based Child Rehabilitation Service

Secondly, concerning the expansion of diversified and comprehensive child rehabilitation training, strengthening family functions and linking community resources, we implemented various family-oriented programs, promoted individual, group and parent-child training for children's rehabilitation, and provided guidance on life situations at home, such as the government-funded "Y Seeds Wellness Service – On-site Pre-school Rehabilitation Services", "Y-Flight: Family-based Support for SEN Children" Project funded by Chow Tai Fook Charity Foundation and five large-scale projects funded by Hong Kong Jockey Club Charities Trust. We were providing various and comprehensive quality SEN infant/children support service to close to a hundred kindergartens, primary and secondary schools. In order to make good use of resources and generate greater synergies, a self-financed professional Y SENse service team was set up in 2018, which not only benefited more SEN children and families in need, but also actively provided on-site teacher training and parent education for more than 60 primary and secondary schools, and promoted an inclusive culture on campus.

Support SEN Children through Technology and Innovative Initiatives

Lastly, for the expansion of technology applications for SEN children, we successfully developed the first "HOPE Chinese Character Game" mobile app specially designed for dyslexic children in 2015. This app was sponsored by the Office of the Government Chief Information Officer. The "Infinity · HOPE" Support Project for Children with Dyslexia to which this app belongs had been awarded the "Synergy Award" of the "Best Practice Awards in Social Welfare" from Hong Kong Council of Social Service. Due to its outstanding results, in 2019, we were granted fund from Innovation and Technology Fund for Better Living to launch our second phase research and development of "HOPE Chinese Words and Sentences Game" mobile app, and continue to support SEN children in the field of technology applications. Looking forward, we will make persistent efforts and continue to respond to the needs of disadvantaged / grass-roots families with people-oriented, professional and innovative services.

5. 職涯發展及生涯規劃

CAREER DEVELOPMENT AND LIFE PLANNING



本會憑藉多年來的青年服務及持續教育經驗，透過職涯發展及生涯規劃方案，與不同需要的青年人同行，協助他們發揮潛能，為自己的理想及夢想努力前行。回顧過去五年，行動方案推展的成果總結如下：

提升青年人就業準備及勝任能力

為協助青年人累積工作經驗，建立良好工作態度，過往五年，本會共結連三十多間企業，為二百多位青年人提供工作實習機會。此外，本會共舉行八屆Y Worker工作實習計劃，為198位青年人提供為期一個月工作實習，另為48位工作能力稍遜的青年人提供為期一年的「就業起動」工作職位。

With years of experience in youth services and continuing education, through career development and life planning programs, the Association has walked with young people with different needs, helped them realize their potential and dreams. Looking back on the past five years, the results of the strategic plan are summarized as follows:

Strengthen Youth's Job Readiness and Job Competencies

In order to help young people accumulate work experience and establish a good working attitude, in the past five years, the Association has connected over 30 enterprises and provided more than 200 young people with work internship opportunities. The Association has also held eight Y Worker work internship programs, providing 198 young people with a one-month work internship, and 48 young people who were less competent at work for a year of "Career Kick-start" jobs.



推展企業合作計劃 開展多元化 就業支援及人才發展服務

「如何提升青年人的就業準備」是一個全球性的關注議題，青年人亦面對社會轉變帶來的不同挑戰。本會先後獲多間跨國企業及基金會支持，包括JP Morgan, Barclays Citizenship, Microsoft Hong Kong, Sun Life Hong Kong, State Street Foundation, Simon Lee Foundation等為社區上不同群組的青年人提供相關服務，協助他們準備進入職場或面對職涯上各項挑戰。

2018年底開始自資營運YPlus+女青賽馬會人才發展中心，以「讓夢想著地」為中心的服務信念。透過專業培訓的學習平台、主題式教室，讓青年人體驗多元化活動，將興趣發展成專業；同時亦透過跨部門協作，支援學校推行生涯規劃、全會的青年就業及創業項目，以及與人才發展相關的創新項目。



Promote Corporate Cooperation Schemes Launch Diversified Employment Support and Talent Development Service

How to improve young people's job readiness is a global issue of concern, and young people are also facing different challenges brought about by social changes. The Association has received support from multinational companies and foundations, including JP Morgan, Barclays Citizenship, Microsoft Hong Kong, Sun Life Hong Kong, State Street Foundation, Simon Lee Foundation, etc. to provide related services to young people to help them get prepared to enter the workplace or face various challenges in their career life.

The self-financed YWCA Jockey Club Y Plus+ Talent Development Centre has been operated since the end of 2018 on the service concept of "Realizing Your Dream". Through professional training platforms and themed classrooms, young people can experience diversified activities and develop their interests into professions; at the same time, through cross-departmental collaboration, we support schools to implement career and life planning, youth employment and entrepreneurship projects, and talent-development-related innovative projects.



跨部門協作 為中學生提供有系統之生涯規劃服務

本會於過去數年持續獲民政事務局資助推行青年生涯規劃服務，每一屆均協助10多間中學之高中生認識自己及探索工作世界。

自2015年底至今，本會獲九龍倉「學校起動計劃」邀請參與策劃及推行大型生涯規劃探索日，每年參與之學生、老師，以及企業義工及本會動員之同工達4,000多人。2016年獲新創建集團邀請為5間中學推行長達4年之「創建生涯路」青年生涯規劃項目。此項目亦委託香港社會服務聯會向各持份者執行影響評估，成效獲得各方認同；於本年榮獲社聯「商界展關懷」頒發2019/20傑出伙伴合作計劃獎。

成立服務專隊 開展創新及具成效之生涯規劃服務

本會於2015年開始獲賽馬會慈善信託基金贊助，成立生涯規劃服務隊（香港島及離島）。透過跨界別力量，經驗證有效的介入模式，全方位協助非在學、非在職青少年服務組群、高危輟學組群、中學離校生服務組群及深度協作學校SEN群組探索多元化出路。自2015年服務推行至今，本會共有90多位專業社工接受計劃提供的「生涯規劃課程」，並為逾2,270位青年人提供生涯規劃服務。

實踐本會以婦女為本之使命，我們推行年青媽媽生涯規劃試驗計劃，支援年輕媽媽作為「母親」、「學習者」和「工作者」的多重角色，協助她們重拾夢想和計劃未來。本會與中文大學合作，於2020年5月發佈「年青媽媽生涯規劃需要調查」結果並作出服務建議。



Provide Secondary Schools Students with Systematic Career and Life Planning Service through Cross-departmental Collaboration

In the past several years, the Association has been funded by the Home Affairs Bureau to implement youth career and life planning services. Each session has assisted high forms students in more than 10 secondary schools to gain self-understanding and explore the job world by themselves.

Since the end of 2015, the Association has been invited by the Wharf "Project WeCan" to participate in the planning and implementation of a large-scale career and life planning exploration day. Each year, more than 4,000 students, teachers, corporate volunteers and staff of the Association are involved. In 2016, we were invited by NWS Holdings Limited to implement a 4-year "NWS Career Navigator for Youth" for 5 secondary schools. The project also commissioned the Hong Kong Council of Social Service to perform an impact assessment for various stakeholders, and its effectiveness has been recognized by all parties; this year, it was awarded the Outstanding Partnership Project Award in Caring Company Scheme 2019/20.

Establish Special Service Teams to Launch Innovative and Effective Career and Life Planning Service

Starting from 2015, the Association has been sponsored by the Jockey Club Charities Trust to establish CLAP service team (Hong Kong Island and Outlying Islands). Through cross-sector collaboration and a proven effective intervention model, we assist non-schooling, non-working youth, high-risk dropouts, secondary school leavers, and SEN students of schools with close cooperation to explore diversified development. Since its implementation in 2015, more than 90 professional social workers have taken the "Career and Life Planning Course" under the program and over 2,270 young people received our services.

To realize the women-oriented mission of the Association, a pilot project for young mothers' career and life planning was implemented aiming to support young mothers in their multiple roles as "mothers", "learners" and "workers", helping them pursue their dreams and plan for the future. In collaboration with the Chinese University of Hong Kong, the Association shall release the findings of the Survey on Young Mothers' Need for Life and Career Development conducted and make relevant service recommendations in May 2020.

6. 機構可持續發展能力建設

ORGANIZATIONAL SUSTAINABILITY AND CAPACITY BUILDING



隨著時代變遷，人才發展和資訊科技應用已是現今機構不可或缺的一環。為促進機構整體能力建設及可持續發展，本會不遺餘力鼓勵員工發展潛能，同時加強運用科技協助管理各個服務範疇，以建立有效的機構發展動力。過去五年的推行成效總結如下：

提升領導能力 使命承傳 服務社群

多年來，本會服務得以多元發展，是有賴一群既熱心又專業的員工，齊心合力，發揮團隊精神，提供專業及適切的服務回應社會需要。因此，本會十分重視人才發展，加強員工的專業培訓，營造良好學習環境，提供多元化學習機會，以提升員工能力及專業知識，拓展創新服務，並投放資源培養下一代領導團隊，提升機構的領導能力，承傳使命。

本會多次榮獲僱員再培訓局嘉許為「人才企業」。在過去四年間，完成三階段共50名管理人員之培訓計劃。配合機構的策略性服務發展，資助共5,000人次分別參加女青運動、居家安老、特殊學習需要兒童支援、生涯規劃等不同範疇的會內及會外培訓。

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

Strengthening Leadership to Inherit the Mission

Over the years, the diversified development of our services is due to a group of enthusiastic and professional staff who work together and exert team spirit to provide professional and appropriate services to respond to social needs. Therefore, the Association attaches great importance to the development of talents, strengthens the professional training of employees, creates a good learning environment and provides diversified learning opportunities to enhance the capabilities and professional knowledge of employees and develops innovative services. The Association also invests resources to cultivate the next generation of leadership teams to enhance the organization's leadership and inherit its mission.

The Association had been repeatedly awarded "Manpower Developer" by Employees Retraining Board. In the past four years, a training program for 50 management staff has been completed in three stages. In alignment with the strategic service development of the Association, a total of 5,000 attendances had been reached with staff attending subsidized training in different areas including YWCA Movement, aging at home, SEN children support and career planning within and outside the Association.

為擴闊員工視野，啟發創新服務思維，四年來共安排180人次先後到訪九個地區，透過參觀當地服務及會議，進行交流，讓員工更深入了解不同國家對社會服務的要求、管理方針及心得。回港後，分別於全會性會議中匯報及分享經驗。

本會亦於本年度規劃機構的新管理架構，甄選合適領袖人才接任，令機構未來發展更全面及具持續性。

關心員工 保持溝通

本會一直持守「生命的栽培」的宗旨，除了關心員工的工作環境及發展外，亦重視員工的意見，藉著提供多種不同的溝通渠道，聽取員工的心聲。員工除可以向上級督導表達意見，本會亦定期舉行不同性質的會議及分區溝通會，與員工交談，聆聽員工的心聲。由2015年至本年度，共舉行了25場不同形式的溝通會，近2,000人次出席。在溝通會上，員工可以就著機構發展策略、服務發展、機構文化、薪酬福利、資訊科技、行政流程等議題提出意見，而每場溝通會都有總監、總主任、督導主任等管理層出席。所收集之員工意見會作跟進並於幹事會作出回應及匯報，解答員工問題，令員工更加了解會務發展方向，期望透過開放的溝通渠道和清晰的制度，提升凝聚力，與員工建立長遠的互信基礎。



In order to broaden the staff horizons and ignite new innovative service ideas, in the past four years, our staff visited nine regions where they gained deeper understanding of the needs, management approach and service experience of social service in different countries via visits to local services and attending local meetings for ideas exchange. 180 staff attendances were reached. After returned to Hong Kong, those participating staff had reported and shared their experience at the Association's meetings respectively.

In devising 2019-2020 new management structure, the Association had selected suitable leaders for succession for the sake of a more comprehensive and sustainable development in future.

Care about our Staff and Maintain Communication

The Association has always adhered to the purpose of "life enhancement". In addition to caring about the working environment and development of staff, it also values and listens to their opinions by providing a variety of communication channels. While staff are able to express their opinions to their superiors, the Association also regularly holds meetings of different natures and district communication meetings to talk with staff and listen to their opinions. From 2015 to this year, a total of 25 communication meetings of different forms were held and nearly 2,000 attendances were reached. At the communication meeting, staff can put forward their opinions on issues such as organizational development strategy, service development, organizational culture, salary and fringe benefits, information technology, administrative procedures, etc. Each communication meeting was attended by management staff like Directors, Chief Officers and Supervisors. The collected staff opinions will be followed up at all staff meeting and employee's questions were answered, so that staff can better understand the development direction of the Association. It is hoped to enhance the cohesion and establish long-term mutual trust with staff through open communication channels and clear systems.



團隊獎勵計劃 服務創新

隨著社會發展，機構必須開拓創新服務，為不同社群提供專業而多元化的服務，回應社會需要。為鼓勵跨單位／部門／地區之團隊協作，本會於2015到2019年間共舉行了三屆團隊獎勵計劃，表揚向受眾提供優質服務之團隊項目。獎勵計劃以比賽形式進行，以關係與協作、創新服務及女青運動為準則，甄選優秀的服務項目，作出嘉許。由2015至2019年期間，共14個項目獲獎，而獲獎項目的服務範圍涵蓋家庭健康、生命大使、婦女、義工、長者、生涯規劃、特殊教育需要兒童支援等服務。於2019年團隊獎勵計劃中，共17個項目參賽，並分兩階段進行評審。最後，共有六個項目獲得殊榮。每個項目都各有特色，並且由多個單位及團隊協作推行，針對不同受眾的需要而開展，亦是經過多年努力和經驗累積後而得出成果，各得獎項目如下：



Team Award Scheme and Service Innovation

In view of social development, the Association must develop innovative services, and provide professional and diverse services to different communities to meet with social needs. In order to encourage team collaboration across unit/department/region, from 2015 to 2019, the Association had held the Team Award Scheme for 3 times to recognize team projects that provided quality services to the service recipients. The Scheme was conducted in the form of competition. Based on the criteria of relationship and collaboration, innovative services and YWCA Movement, outstanding service projects were selected and recognized. During 2015-2019, a total of 14 projects were awarded and their service scope covered family wellness, life ambassador, women, volunteer, elder, career planning and support service for SEN children. In 2019 Team Award Scheme, 17 programs entered the competition and were appraised in two stages. Finally, six programs won the awards. Each program had its distinctive characteristics and was the collaboration among service units and teams with different service targets. They were also the results of years of hard work and accumulated experiences. These winning projects were as follows:

主題 Theme

女青運動
YWCA Movement

關係與協作
Relationship & Collaboration

創新服務
Innovative Service

獲獎項目 Awarded Project

FreeS婦女創業培育計劃
FreeS Entrepreneurial Training Scheme for Women

新創建集團「創建生涯路」青年生涯規劃
NWS Career Navigator for Youth

加點愛・護老者支援計劃
+LOVE・Carer Support Project

賽馬會樂活人生 Plan & Go
Hong Kong Jockey Club Plan & Go Active Aging Program

「Infinity・HOPE」讀寫障礙兒童支援服務計劃
"Infinity・HOPE" Support Project for Children with Dyslexia

Y Pace童步6英寸
Y Pace



同心合一 共創未來

與員工建立良好關係，是機構持續發展的重要基礎之一。一直以來，機構十分關心員工的發展，推行了不少優化員工工作條件及福利的措施，讓員工能同時兼顧家庭和工作的需要，以達致同心合一、上下一心的精神。各項優化措施包括：家庭友善假、優化前線員工工作時數、薪酬及假期、優化產假及待產假、非全職編制員工可按比例享有福利、優化醫療及培訓津貼等。為鼓勵員工保持身心健康，除安排健康講座外，亦提供免費電話輔導熱線及心理輔導服務。員工可以優惠價購買會內康體及健康用品、租住本會度假村及報讀課程。另外，本會積極優化退休保障計劃，並免費為員工提供人壽保險保障。本會歷年多次獲頒「家庭友善僱主」及「積金好僱主」之嘉許。未來，本會將繼續致力關顧員工需要，希望讓每位員工都感到被重視，為機構未來一同努力，同心協力服務社群。



全面提升資訊科技應用

過去五年，本會積極建構顧客關係管理系統、酒店物業管理系統、檔案管理系統及網上自助報名平台，以提高機構的管理數據功能、安全資料及檔案儲存、促進營運效率，並為各服務使用者提供更便捷、貼心的卓越體驗。同時，我們引入超融合基礎架構及資訊災害復原架構，以提升各資訊系統的延展性、靈活性、穩定性、可用性及災難恢復的能力，保障各服務單位能無時無刻使用各系統提供優質服務，並為未來的各項挑戰做好準備。此外，我們亦完善會內影音設備及安裝網際規約電話服務，以幫助服務單位場地提供更多樣化的活動，善用數碼媒體來加強服務及為辦公室的擴展增加靈活性。

United Together to Create the Future

Establishing a good relationship with staff is an important foundation for the sustainable development of the Association. The Association has always been very concerned about the development of its staff, and has implemented many measures to optimize its working conditions and fringe benefits, so that staff can take care of the needs of family and work at the same time, so as to achieve the spirit of unity and solidarity. Various enhancement measures include: family-friendly leave, optimization of front-line staff working hours, salary and holidays, optimization of maternity leave and paternity leave, pro rata benefits for non-full-time staff, optimization of medical and training allowances, etc. In order to encourage staff to maintain their physical and mental health, apart from arranging health seminars, free telephone counselling hotlines and psychological counselling services are also provided. Staff can purchase fitness and health products, rent our lodge and apply for courses at discounted prices. In addition, the Association actively optimizes retirement protection schemes and provides staff with free life insurance protection. The Association has been awarded "Family Friendly Employer" and "Good MPF Employer" a number of times over the years. In the future, we will continue to focus on caring for the needs of staff, hoping to make every staff feel valued and work together for the future of the Association, and serve the community.

Enhancement of Information Technology Application

Over the past five years, the Association has constructed Customer Relationship Management System, Property Management System, Document Management System, and online Enrollment Platform to enhance data management functions of the organization, secure its data and file storage and improve operational efficiency to provide convenient, thoughtful and excellent services for service users. We have also introduced a Hyper-converged Infrastructure and Disaster Recovery Infrastructure to enhance the scalability, flexibility, stability, availability and disaster recovery capabilities of various information systems, ensuring that all service units can use all systems to provide quality services at all times, and be prepared for the challenges ahead. Besides, we have improved audio-visual equipment and installed IP phone service to help service units provide more diversified activities, make good use of digital media to enhance services and increase flexibility for office expansion.



「2020-2025策略發展行動方案」

“BOLD STEPS” STRATEGIC PLAN 2020-2025

踏入2020年，本會已釐定了未來五年的發展目標和方向，作為新一個「策略發展行動方案」（2020-2025），帶領機構在轉變的社會環境中持續發展，實踐使命。

Entering into 2020, the new “Bold Steps” Strategic Plan 2020-2025 has been formulated with the objectives and directions of the next five-year development outlined, steering the Association’s continuous development and pursuit of its mission amid changing social circumstances.

1. 機構文化/女青價值與人才培育 ORGANIZATIONAL CULTURE/ YWCA VALUES AND TALENT DEVELOPMENT

機構要發展出高穩定性和專業的服務團隊，良好的機構文化是重要的先決條件，它能让員工更掌握機構的遠象、使命和價值觀，在工作中實踐和體現機構的信念和目標。本會分別於2013年及2019年進行全會機構文化調查，調查結果發現，女青文化正面地影響著員工的工作感受和對機構的歸屬感。當員工對女青文化持高度認同時，他們對機構更有投入感，亦更願意作出承擔，並在工作中體現機構價值觀。

因此，本會將「機構文化/女青價值與人才培育」訂為未來五年策略發展行動方案之一，致力彰顯基督教信仰及承傳本會遠象、使命和核心價值，並重視人才培育，加強推動女青文化承傳。除了人才甄選過程將融合機構文化及女青年會領導能力要求，以進行人才分析外，本會將進一步加強內部溝通，推動機構文化。同時，我們亦積極投放資源，裝備員工的專業知識，透過安排員工參觀會內外

Good organizational culture is an important prerequisite for the Association to develop a stable and professional service team. It enables staff to better grasp the Association’s vision, mission and values and fulfill its organizational beliefs and goals at work more effectively. The YWCA culture had positively impacted the work experience of our staff and their sense of belonging towards the Association, as shown from the results of our organizational culture survey conducted in 2013 and 2019. When staff have a high degree of recognition of the YWCA culture, they are more committed to the Association and more willing to make commitments, and reflect the values of the Association at work.

Therefore, the Association has set “Organizational Culture/ YWCA Values and Talent Development” as one of the Bold Steps for the next five years, aiming to manifest Christianity faith and inherit the vision, mission and core values of the Association, stressing on talent development, and propelling the inheriting of YWCA culture. In addition to taking the factors of organizational culture and leadership abilities into account when conducting talent analysis in selection process, we will further strengthen internal communication and promote



服務單位和機構，以及善用與各地女青年會的交流機會等，擴闊員工視野及服務觸覺，加深他們對本會服務使命的掌握和認同。此外，本會將加強中層管理人員之領導能力及培訓，培育接班人，並推行師友計劃，檢視「同心合一」措施，促進會內關愛文化，推動機構文化承傳。

organizational culture. At the same time, we will proactively invest resources to equip staff with professional knowledge, broaden their horizons and service sensitivity and deepen their understanding and recognition of our service mission by arranging staff to visit service units and institutions inside and outside the Association, and exchange with other YWCAs in different countries. The Association will also strengthen the leadership and training of middle-level management staff, nurture successors, implement a mentorship program, review the "Y's Unity" measures, and promote caring culture and cultural heritage within the Association.

2. 服務創新及優化

SERVICE INNOVATION AND ENHANCEMENT

未來五年，本會將在以下五個服務範疇積極推動服務創新和優化，回應社會需要。

In the next five years, the Association will actively promote service innovation and enhancement in the following service areas to respond to the needs of society.

2.1 嬰幼兒及家庭服務

2.1 Infant, Children and Family Service

對於大部份的父母而言，迎接嬰孩是一件何等的美事；但在現今的香港社會，家庭經濟壓力大，雙職家庭十分普遍。因此，要妥善安排嬰孩的照顧、處理教養子女的分歧、夫妻二人的家庭分工、有效培養家人感情等，都有很多挑戰和衝擊。同一時間，我們深信家庭是每個孩子的學習基地。重視家庭健康，能促進家庭成員之間的關係互通，彼此明白、體諒和接納，從而讓個人健康成長。「教養孩童，使他行當行的路，就是到老也不偏離（箴言 22:6）」。作為父母，要清楚自己的教養目標、個人脾性、孩子個性和特質，配搭得宜，才能收到管教之效。有見及此，我們集結了一群有承擔和擁有多年嬰幼兒及家庭服務經驗的同工，以跨專業的角度，檢視、策劃和發展相關的服務，為嬰幼兒家庭正面對的困境提供出路，讓幼兒健康成長，促進其家庭健康。

For most parents, welcoming a baby is such a beautiful thing; but in Hong Kong nowadays, families are often under financial pressure and dual-career families are common. Therefore, many challenges and conflicts in child care arrangements, parenting practices, division of labor between spouses, and building of family relationships may arise. At the same time, we firmly believe that family is the learning base for every child. By promoting family wellness, mutual communication, understanding and acceptance among family members can be fostered and individuals can grow up healthily. "Train up a child in the way he should go: and when he is old, he will not depart from it. (Proverbs 22:6)." As parents, identifying one's parenting goals, personal temperament, children's personality and traits are the prerequisites for effective discipline. In view of this, we have assembled a team of committed and experienced colleagues to examine, plan and develop infant, children and family service from a cross-disciplinary perspective to provide a way out for the plight of infant and children families, let children grow up healthily and promote family wellness.



2.2 特殊教育需要兒童及青年服務

本會特殊教育需要服務以幼兒和兒童及其家庭為服務重點，獲得豐碩成果。未來五年，本會將聚焦發展由兒童期到青少年階段的特殊教育需要之個人及家庭服務。對育有特殊教育需要兒童的家庭來說，照顧孩子承受很大的壓力，本會持續以「家庭為本」的服務模式，除了提供多元化的康復訓練、建立家庭同行網絡及推行手足支援服務外，未來更會積極開拓對特殊教育需要兒童的兄弟姊妹的情緒關顧，並為他們的父母和照顧者提供喘息支援服務，促進其家庭健康。同時，本會製作專業的特殊教育需要教材，提供定期而持續的訓練，並逐步建立具本會特色的特殊教育需要服務的教材庫，未來亦期望運用多媒體手法推行相關服務。

當兒童踏入青少年階段，他們需要認識自己的能力和興趣及發展其生涯規劃能力，本會透過跨部門、跨專業協作，為特殊教育需要青少年提供一站式職涯規劃、職前培訓及就業支援服務。另一方面，本會亦倡議社會人士對特殊教育需要兒童及青少年的接納和尊重彼此的差異，為他們提供平等機會，讓他們能發揮所長，貢獻社會。

2.3 青年參與及發展

社會發展，一日千里。在這瞬息萬變的斜槓世代中，青年人的身份角色將變得模糊不清，感覺缺乏發展機會及空間，與社會關係亦愈趨緊張。近年來，青年人對社會事務的關注不斷提高，更期望在社會發展過程中扮演更重要的角色。有見及此，本會在未來五年的策略發展方向中，將以「青年參與及發展」為主題，協助青年人在社會角色、發展機會及社會連繫三個範疇上，提供更多創新服務與專業實踐，並透過

2.2 Service for Children and Adolescents with Special Educational Needs (SEN)

Our SEN services mainly serve infants, children and their families, and have achieved fruitful results. In the next five years, we shall focus on the development of services for SEN children and adolescents and their families. The Association will continue to adopt a family-oriented service model to support SEN families. In addition to providing diversified rehabilitation training and establishing a network of family peers, we will promote sibling support services to offer emotional care for siblings of SEN children and adolescents, and provide respite support services for their parents and carers to enhance their family wellness. At the same time, the Association produces professional SEN teaching materials, provides regular and continuous training for SEN services, and gradually establishes a teaching material library with our unique SEN services. In the future, we will use multimedia to implement related services.

For children entering the adolescence, we provide one-stop career planning, pre-employment training and employment support services, through cross-departmental and cross-disciplinary collaboration, to help them recognize their own abilities and interests and develop their career planning skills. The Association also advocates that the community accepts and respects SEN children and adolescents, and provides them with equal opportunities so that they can give full play to their talents and contribute to society.



2.3 Youth Engagement and Development

In this ever-changing slash generation, the identity and role of young people become ambiguous. With the feeling of a lack of development opportunities and space, their relationship with society becomes increasingly tense. They have been paying more attention to social affairs in recent years, and expecting to play a more important role in the process of social development. In view of this, the Association takes "Youth Engagement and Development" as one of its strategic development directions for the next five years by providing innovative services and professional practices to the youth in three areas, namely social role, development opportunities and social connections. Besides, through various initiatives such as career planning, capability development, youth-led participation and communal co-creation, identity recognition



生涯規劃、能力培育及發展、促進青年人主導的參與及社區共創等工作策略，提升青年人的身份認同，建構出有利青年人發展的賦能環境，從而推動青年人有意義的社區參與，達致共創價值、共享資源、共建成果的目標，並希望從中整合出創新的青年工作理論及服務模式。

2.4 長者服務

面對香港高齡人口急促增長，社會對長者服務需求日增，本會致力培育長者身、心、社、靈的豐盛生命，並以「促進長者身心健康」、「啟發潛能，提升生活質素」及「傳承經驗，締造自主人生」為未來五年服務策略發展行動方案之核心目標。

本會因應上述所訂之目標推行不同的核心事工，為未來服務發展作出部署及協調。首先，本會將積極建立「退休適應及理想規劃」的服務模式，並藉此推展成為範式轉移的工具，以供業界及有需要的服務使用者參考及應用。本會亦會推動建立「50+銀力量創夢互動網絡平台」及「自造創人生—建立創夢銷售平台」，藉此建立互動的退休人士網絡，藉著網上及網下的結連及推動，讓退休人士擁有更豐富的資訊。同時，「自造創人生」平台能讓金齡人士運用自己的技能，締造及追求退休後的新夢想，甚至化身成為其退休後的新職業，繼續發揮其所長及能力，展現燦爛的金色光芒。

另一方面，本會亦會促進代際交流，加強長者及年青人的彼此認識與連繫，建立並發展跨代共享平台，讓不同年齡的朋友建立互相支持的網絡，增進瞭解，將年輕人的活力朝氣及能力，與長者的經驗連繫起來，讓相互的人生更見光輝及動力。此外，本會將繼續開拓退休人士健體事工，期望透過流動健體班或建立健體中心，更有效推動長者關注其健康，擁有更健康及有活力的第三人生。

of youngsters and an enabling environment beneficial to youth development could be strengthened and constructed, which could further promote a more meaningful community participation by youth, thus achieve the goals of co-creating values, sharing resources, and co-constructing results. It is also hoped that innovative theories and service models of youth work will be developed.

2.4 Elderly Service

With the rapid growth of aging population in Hong Kong, the society's demand for elderly services is increasing. The Association is committed to nurturing the abundant life of the elderly from the physical, psychological, social and spiritual aspects. "Promoting the health and wellness of the elderly", "Inspiring their potential and improving the quality of life" and "Inheriting experience and creating an independent life" are the core goals of the Bold Step for elderly service in the next five years.

The Association will launch different initiatives, and corresponding planning and coordination will be made for future service development. First of all, a service model of "retirement adjustment and ideal planning" will be established. It will be developed as a tool for paradigm shift for the reference and application by the sector and service users in need. The Association will also promote the establishment of "50+ Silver Power Dream Platform" and "Crafting Your Life Platform" as an interactive network of retirees. Through online and offline connections and promotion, retirees can obtain a wealth of relevant information. At the same time, through "Crafting Your Life Platform", golden agers can use their skills to create and pursue new dreams after retirement, and even begin their new career to utilize their talents and abilities, showing brilliant golden light for retirees.

The Association will also promote intergenerational exchanges and strengthen the mutual understanding and connection between the elderly and young people. A cross-generational sharing platform will be established and developed so that friends of different ages can build a network of mutual support, encouragement and understanding. By linking the vitality and ability of young people with the experience of the elderly, both can live a more brilliant and dynamic life. Besides, the Association will continue to develop fitness services for retirees, hoping that through organizing mobile fitness classes or setting up fitness centres, the elderly will be more health-conscious and live healthier and more energetic third life.



2.5 女青運動

「女青運動」既是本會創會初心，也是服務特色與核心使命，透過基督教、婦女、會員/義工這些重要元素，在本會多元化的社會服務裡作出相應規劃，傳承使命。未來五年本會將深化婦女充權、拓展義工/會員培育及彰顯基督教價值，透過推動「兩性平等及婦女充權」、「婦女領導與傳承」、「義工及會員培育」及「基督教事工」展現女青獨特性，實現「生命的栽培」。

在兩性平等及婦女充權方面，本會將透過具婦女角度及性別意識之前線服務、交流培訓、服務結連及研究調查，加深對人類尊嚴及兩性平等尊重的意識，把意義推己及人。同時，我們將強化跨代領導概念，並善用女青國際網絡及亞太區平台，優化年青女性領袖培育工作，締造更多正面發聲機會，促進婦女領導與傳承。在義工及會員培育方面，本會將優化義工獎勵制度、培訓、溝通平台及專業義工網絡，與時並進，同時重視會員培育、女青歷史與使命傳承。我們亦會設立全會福音工作主題，優化基督教文化、價值觀及形象，加強信仰栽培及氣氛，推動基督教事工。

2.5 YWCA Movement

YWCA Movement is not only the original aspiration of the Association, but also its service characteristic and core mission. Through important elements including Christianity, women, and members/volunteers, we have implemented corresponding planning and inherited our mission in our diversified social services. In the next five years, we strive to deepen women empowerment, enhance volunteers/members nurturing and demonstrate the value of Christianity. By promoting gender equality and women empowerment, women leadership and inheritance, volunteers and members nurturing and Christianity ministry, the uniqueness of the Association will be manifested and "life enhancement" will be realized.

For gender equality and women empowerment, the Association will enhance gender-conscious front-line services, exchanges and training, service connections and research with women's perspective, to deepen the awareness of human dignity and gender equality, and promote the meaning to others. Besides, we will strengthen the concept of intergenerational leadership, utilize YWCA global network and Asia Pacific YWCA platform to enhance young women leadership training, and create more opportunities for advocacy for promoting women leadership and inheritance. For volunteers and members nurturing, volunteer award system, training, communication platform and professional volunteer network will be enhanced to keep pace with the times. Members nurturing, YWCA history and inheritance of the YWCA mission, will be emphasized. For Christianity ministry, we will set up the theme of evangelistic works for the whole Association, enhance its Christian culture, values and image, as well as strengthen the faith nurturing and religious atmosphere.



3. 服務創新及研發

SERVICE INNOVATION, RESEARCH AND DEVELOPMENT

本會致力透過科學及系統化的方法來收集及分析數據，讓數據成為有意義的資料，作為制訂機構發展方向及服務發展的循證基礎，體現實證為本的信念，達致服務推展與時並進之果效。本會多年來一直推動實證為本的工作，並積極與各大專院校合作進行科研，同時鼓勵同工透過參考不同文獻、收集問卷數據或進行焦點訪談，探討及研究社會及社區現象，以了解社區或服務使用者的需要及評估服務成效，達致優化及發展創新服務的目標。

為持續優化及創新服務，以回應社會需要，本會將服務創新及研發工作納入為2020-25年的策略發展行動方案之一，會方不單以前瞻的角度，投放適切的資源，建立創新的文化，優化及開展服務，更會透過培訓，持續裝備同工有關實證為本的專業知識，並運用設計思維開展創新服務。



The Association is committed to collecting and analyzing data through scientific and systematic methods to generate meaningful information for formulating strategic development direction and service development, embodying beliefs in evidence-based practice, and providing up-to-date services. The Association has been promoting evidence-based practice for many years, and actively cooperates with various universities and colleges to conduct scientific research. At the meantime, we encourage colleagues to explore and study social and community phenomena through literature review, collecting questionnaire data and conducting focus group interviews, in order to understand the needs of community, evaluate the effectiveness of services and optimize/develop innovative services.

"Service innovation, research and development" will be one of our Bold Steps for year 2020-2025 with an aim to enhance and innovate services in response to social needs. The Association will invest resources, establish innovative culture, and enhance and explore service from a visionary perspective; through training, we will continue to equip our staff with evidence-based professional knowledge and use design thinking to launch innovative services.

4. 科技應用

APPLICATION OF TECHNOLOGY

在現今生活當中，科技應用日新月異，機構能否應用合適的科技改善服務質素而同時兼顧同工的需要，變得極為重要。為配合未來之服務發展需要，提升機構能力及效益，本會於未來五年策略發展方向中作出規劃，以三個不同範疇推行科技應用——網絡及設備提升、大數據於服務方面的應用和提升同工科技應用的技巧及傳承。

社福機構在推行新服務時，往往需在短時間內籌備、租用辦公室及鋪設網絡設備，再加上近年不同的突發事件，機構在流動辦公室的完備性將更為重要。在未來五年，我們希望讓同工在不同辦公地點存取檔案的同時，亦能有合適的網絡保安措施，以保障機構在面對不同突發情況下均能展現其抗逆能力及在工作安排上更富彈性。

另一方面，本會在過往百年致力服務社會，所累積的經驗、收集的不同數據和服務使用者的意見反饋，均為優化未來社會服務和回應社會需求的基石。透過不同的工具及演算法，我們能整理及分析不同系統、服務範疇及持份者的數據，使服務更貼心及更有效地幫助普羅大眾。

同工對科技應用，尤其在資訊科技方面的認受程度，以及同工自身對不同軟硬件的知識，均會對機構推行科技應用有莫大的影響，因此，我們將在同工中挑選這方面的專才加以培訓，以專工專責的大使身分幫助其單位和部門的同工，好讓機構在推行新系統時協調各部門於科技應用上的需要，以達致更大的協同效應和更有效的資源分配。

Nowadays, the application of technology is changing with each passing day. Whether an organization can apply appropriate technology to improve service quality while taking into account the needs of its staff has become extremely important. In order to meet the needs of future service development and improve agency capabilities and effectiveness, the Association will promote technology application in next five years in 3 different areas - network and equipment upgrading, application of big data in service, and strengthening staff's skill-set and inheritance of technology application.

Organization's readiness in setting up mobile offices become important when they need to implement new services and in times of emergencies. In the next five years, we hope that while staff can access files in different office locations, they can also have appropriate network security measures in place to ensure the organizational resilience and flexibility in work arrangements when encountering unexpected emergency situations.

On the other hand, The Association has accumulated experience, collected different data and feedback from service users over the past 100 years, which act as the cornerstones of optimizing future social services and responding to social needs. Through different tools and algorithms, we can organize and analyze the data of different systems, service categories and stakeholders, making the service more thoughtful and effective to help the general public.

Staff recognition of technology applications, especially in information technology, as well as their own knowledge of different software and hardware will have a great impact on the application of technology at work. We will therefore train and equip selected staff with knowledge of technology application and appoint them as ambassadors to help their units and departments, so that the Association can coordinate the needs of various departments regarding technology application when implementing a new system to achieve greater synergy and more effective resource allocation.



5. 品牌服務建立 BRAND SERVICE ESTABLISHMENT

植根香港百年，女青一直以「女性為本」，推出各項「栽培生命」的社會服務，並站在社會最前線，持續拓展創新服務，回應不同社群需要，發展日益多元化。為加深公眾對女青品牌和服務的了解，建立鮮明的品牌服務將屬本會未來五年策略發展行動方案之一，透過成立跨部門的核心領導小組，檢視各服務部門有潛質發展的品牌服務，從而建立各品牌服務的統一標準/模式，並找出各部門中的「王牌」品牌。



往後，女青將積極為各品牌制定具體策略及行動指標，透過各類媒體及社交平台推廣、宣傳、專家及意見領袖（KOL）策劃等，一方面向外推廣女青及其各項品牌服務；另一方面亦能有效協調各部門在婦女工作發展上的角色及定位，長遠而言讓女青建立以婦女為本、具前瞻性及專業服務的形象，使女青文化與信念，得以深入民心。

Rooted in Hong Kong for a hundred years, Hong Kong YWCA has always been "women-oriented" and launched various social services that fulfill the purpose of "life enhancement". The Association remains at the forefront of society and continues to develop various innovative services in response to the needs of different communities. For the public to better grasp the Association's brand and services, the establishment of distinctive brand services will be one of our Bold Steps for the next five years. Through the setup of a cross-departmental core group, we will examine the brand service of each service department with development potential, formulate unified standards/models of brand services and identify the "ace" brand of each department.

In the future, the Association will actively develop specific strategies and action indicators for establishing our brand services. Through promotion, publicity, and expert and key opinion leader (KOL) campaign on various media and social networking platforms, we will promote the Association and its brand service; and effectively coordinate the roles and positioning of various departments in the development of women's work. In the long run, it will allow the Association to build a women-oriented, forward-looking and professional service image, and deepen the YWCA culture and beliefs into the hearts of the community.



服務創新與

CENTENARY OF
YWCA
1920-2020

發展

Service Innovation
and
Development





服務創新與發展 SERVICE INNOVATION AND DEVELOPMENT

女青一直與社會同行，致力為社會各個階層提供多元而適切的服務。面對時代的轉變和需要，本年度本會繼續拓展各項創新服務，並秉持創會使命，建立一個愛與關懷的共融社會。

The Association makes every effort to provide a diverse range of services catered for people from all walks of life. In response to changing times and emerging needs, we remain committed to developing various innovative services and fulfilling the founding mission of the Association, with the aim of building an inclusive society with love and care.



峰景軒短期社會住宿服務

本著基督關愛的精神和實踐婦女為本的宗旨，本會位於九龍何文田窩打老道山的峰景軒復修完成後，特意加入自資營運的短期社會住宿服務，為有緊急住宿需要的婦女提供特惠房價的短期住宿安排，以加強回應社會需要，與社會共度時艱。受惠人士為因福利及特殊原因，暫時無法或不適宜留家居住的婦女及其直系親屬，一般住宿期以14天為上限。此服務於2019年1月至10月進行了內部試行及檢討，並於2019年11月正式接受社會福利署及其他社福機構的社工轉介。為有需要的婦女及其家人提供住宿服務。本會已籌劃於未來推出更多配合婦女及其家庭需要之社會住宿服務，合宜地善用資源，促進婦女福祉和尊嚴。

Social Accommodation Service at Summit View Kowloon

Based on the spirit of Christian love and to fulfill the women-oriented mission, the Association has introduced a self-financed short-term social accommodation service at our newly renovated Summit View Kowloon in Waterloo Road Hill, Homantin to provide short-term accommodation services with preferential rates for women who are in urgent need of a safe space, so as to further address the social needs. The beneficiaries are women and their immediate family members who are temporarily unable or unsuitable to stay at home due to welfare and special reasons. The general stay is limited to 14 days. This service was internally piloted and reviewed from January to October 2019, and has officially accepted referrals by social workers from Social Welfare Department and other social welfare organizations since November 2019. We have planned to launch more social accommodation services to meet the needs of women and their families in the future, and make good use of resources to promote women's well-being and dignity.



「女青賽馬會家庭喜越之旅」計劃

孩子由小學升上中學，除了學術要求的提升外，還要學習處理朋輩和師生關係、父母對自己的期望、青春期的生理和心理轉變等，尤其是對於家庭資源和支援較薄弱的一群，確實帶來不少衝擊和壓力。承蒙香港賽馬會慈善信託基金的贊助，我們由2019年4月起推行為期42個月的「女青賽馬會家庭喜越之旅」計劃，期望為有需要的小六升中一階段的孩子及其家庭，提供多元化的成長課程、體驗學習、親職指導和家庭輔導。在首階段，我們為參與第一期計劃的三間位於東涌和深水埗區的小學之小六學生，訂定各式各樣的活動日程。而隨著參加的學生升上中學，活動內容則以關心他們升中適應及強化支持網絡為主，包括重聚日、寫筆記技巧訓練、露營及燒烤活動，亦舉辦給親子一起參與的健球活動等，以助維繫家長與升中子女的關係。社工亦開展「家庭喜越工程」，藉著計劃引導家庭成員協商改善親子關係，以建立親子間的正面協作經驗。另外，社工亦與成長導師帶領學生開展「社區喜越工程」，讓學生透過設計防疫物品學習計劃與實踐，並為身處的社區出一分力。

“YWCA Jockey Club Joyful Transition with Families” Project

In addition to academic requirements, children entering secondary school also need to deal with relationships with their peers and teachers, parents' expectations, physical and psychological changes during puberty period. It may bring along considerable conflicts and pressure especially for children deprived of family resources and support. Thanks to the sponsorship of the Hong Kong Jockey Club Charities Trust, we have implemented a 42-month “YWCA Jockey Club Joyful Transition with Families” Project starting from April 2019, to provide children entering secondary school and their family with diversified personal development courses, experiential learning, parental guidance and family counseling. In the first phase, we arranged a wide variety of activities for the primary six students in the three participating primary schools in Tung Chung and Sham Shui Po. As the participating students progressed to secondary school, activities such as reunion days, note-writing skills training, camping and barbecue activities were held with focus on their adjustment to secondary school and support network. Kin-ball activities were also organized for parents and children to help maintain their parent-child relationship. “Transformer Project for a Better Family” was launched by social workers to improve parent-child relations through negotiation, and support parents and children to gain positive collaboration experience. Besides, under the instructions of social workers and mentors, students were responsible for carrying out the “Transformer Project for a Better Community” where they learned to plan and practise by designing anti-epidemic items and contribute to their communities.





女青昕兒駐校服務 邁向服務新一頁

虐兒問題一直存在，要保護兒童免受傷害，預防性工作尤其重要。作為及早識別及第一道介入防線最有效的地方——幼兒園/幼稚園，本會早於2003年開始，以自資營運方式，本著「及早識別、及早介入」的原則，配合「幼兒為中心、家庭為本」的服務模式，為校內的幼兒、家長、照顧者及教職員，提供專業、適切及到位的駐校社工服務。政府透過獎券基金撥款，由2019年2月起推出為期三年「在學前單位提供社工服務先導計劃」，計劃分三期推行，本會成功在三個申請階段均獲批為營辦機構之一，並將服務名為「女青昕兒駐校服務」。

（昕兒服務），「昕」有明亮的意思，光讓人充滿生機，生機代表生命力，但願我們所服務的幼兒及家庭都能夠得著從神而來的生命及祝福。三期共為37間幼稚園及幼兒園，超過7,500位學童及其家庭提供駐校社工服務。

Y JOY Early Childhood School Social Work Service

Child abuse is a long existing problem. Therefore, preventive work is important to protect children from getting hurt. Nursery school / kindergarten is the place where the first defense line situates, allowing a timely and effective identification of child abuse problem and intervention at an early stage. Starting from 2003, the Association has provided timely and professional school social work service to children, parents, carers and teaching staff at pre-primary institutions on a self-financed mode, applying the principle of early identification and early intervention and in alignment with children-focused and family-centred service model. Funded by the Lotteries Fund, a 3-year "Pilot Scheme on Social Work Service for Pre-primary Institutions" was launched in three phases starting from February 2019. Having successfully applied as one of the service operators in all three phases, the Association named the service as "Y JOY Early Childhood School Social Work Service", hoping that pre-primary children and their families could be gifted with the life and blessing from God. Under the three phases of the Scheme, a total of 37 kindergartens and nursery schools, with more than 7,500 children and their families had been served with our school social work service.



趣沂幼稚園立足東涌 萌動幼兒

開辦趣沂幼稚園是恩典滿滿的。感謝利梁趣沂女士對本會辦學質素的信任，早在我們向教育局遞交申請計劃書前已表示會鼎力支持學校的開辦費。

本幼稚園的辦學理念是「萌動幼兒·起動人生」。細味「趣沂」二字，實在與「萌動」意義不謀而合，盡顯幼兒教育的特質。「萌」寓意種子經過悉心栽培發芽，象徵事物的開端，一顆細小的種子將來長成怎樣的大樹，無可估計，如同兒童的潛能也是無可限量。「動」充分反映兒童活潑好動的天性，對事物充滿好奇心，要他們學得好，必須讓他們心、體、智齊動去尋求知識。「趣」的意思是學習要有趣味性，才能激發兒童的求知欲，讓他們體會學習過程的樂趣。「沂」是河流，活水長流，孕育萬物，生生不息。兒童是社會未來的棟樑，肩負傳承人類文化的使命，我們致力培育他們成為「積極學習兒」和「正向健康兒」，為開展豐盛人生奠下基礎。



校舍以藍色和綠色作為主調，設計以圓為基礎，引伸為無限和聖靈果子，表示本校重視兒童的發展潛能和品德培育。趣沂幼稚園於2020年9月開始投入服務，成為本會第二間幼稚園，也是第十一間幼兒教育的服務單位，提供半日制和全日制學額，並參加教育局的幼稚園教育計劃，半日制學額免費，全日制學額學費相宜，有需要的家長可向政府申請學費減免。



Helen Lee Kindergarten at Tung Chung

Opening Helen Lee Kindergarten is full of grace. We would like to extend our gratitude to Mrs. Helen Lee for her trust in the quality of the schools operated by the Association. She expressed her support for the school's preliminary expenses even before we submitted our application to the Education Bureau.

The vision of this kindergarten is to arouse children's interest in learning, and develop their potential and creativity, which actually echoes with the meaning carried by the name of the Kindergarten, showing the essence of early childhood education. We believe that children are like a seed in the course of germination, symbolizing the beginning of things. We cannot foresee what kind of big tree a small seed will grow into, just like the potential of a child is beyond our imagination. They are also full of curiosity and vitality, which are essential elements for them to attain knowledge. The Chinese name of the Kindergarten carries the literal meaning of "fun" (趣) and "river" (沂). Learning must be interesting in order to stimulate children's curiosity and for them to experience the joy of learning. The lively and fresh water of a river nurtures everything. Children are the pillars of the future of society and shoulder the mission of inheriting human culture. We are committed to nurturing them to become active learner and healthy children, laying a solid foundation for leading an abundant life.

The school building uses blue and green as the main colour and circle as the basic design pattern, which carries the connotations of infinity and the fruit of the Holy Spirit, symbolizing the school's emphasis on children's potentials and character cultivation. Helen Lee Kindergarten will commence service in September 2020, and will become the second kindergarten of the Association and the 11th service unit of our Early Childhood Education Department. It provides half-day and whole-day school places and participates in the Kindergarten Education Scheme under the Education Bureau where free half-day places and affordable whole-day places are offered. Parents in need can apply for school fee waivers and deduction from the Government.

Children and Family Service Department Established

新設兒童及家庭服務部

為彌補家庭服務的缺口及回應社會上日趨飆升的精神情緒問題及離婚個案，本會在2007年成立首間家庭健康促進中心，以「生命的栽培」為宗旨，為社會提供預防性的正向家庭服務，並於2012年成立家庭健康學院，提供家長教育、輔導及個人心理健康成長的支援及培育工作。承接服務的前瞻性及有效成果，本會在2011年於天水圍拓展第二間家庭健康促進中心，旨為0-6歲的幼兒及其家庭提供中心/家庭為本的服務。2017年，位於本會九龍會所的第三間家庭健康中心成立，服務4-12歲的兒童及家庭，包括發展「家庭為本」的特殊教育需要兒童服務，彌補了升小轉銜的整全兒童及家庭之服務需要。隨著社會需要不斷變化及有見本會兒童及家庭服務在過去13年間不斷拓展，包括成立三間家庭健康促進中心、拓展正規的兒童康復服務及駐幼稚園社工服務等，而專業同工亦已超過百位，本會兒童及家庭服務有其獨立成部、聚焦資源的需要，因此兒童及家庭服務部便應運而生，期望讓社會人士及業界更清晰我們的服務定位，此舉亦為服務的專業性及發展訂下了明確的方向。

In order to fill the gap of family services and respond to the increasing mental and emotional problems and divorce cases in the society, the Association established our first Family Wellness Centre in 2007, aiming to offer preventive and positive family service based on the purpose of life enhancement. Later in 2012, we established Family Wellness Academy to provide parental education, counselling and supportive and nurturing work on mental health and personal growth. To continue our visionary and effective services, we launched our second Family Wellness Centre in Tin Shui Wai in 2011, aiming to provide centre/family-based service to infants and children aged 0 to 6 and their families. In 2017, our third Family Wellness Centre located in our Kowloon Centre was established to provide services to children aged 4 to 12, including developing "family-centred" service for children with special educational needs (SEN), to catered for the overall service needs of children and their families during the transition period from primary school to secondary school. In view of continuous changes of social needs and the development of our children and family services over the past 13 years, including the establishment of three Family Wellness Centres, launch of regular children rehabilitation service and school social work service at kindergartens, and the forming of a professional team of more than 100 staff, there is a need for the Association's children and family services to be established as an independent department to facilitate resources allocation. Our Children and Family Service Department was thus established for the community and the sector to have a better grasp of our service positioning. This also sets the stage for the professionalism and further development of the services in future.



暖心抗疫 與香港人同行

SHARING LOVE AND WALKING ALONG WITH HONG KONG PEOPLE AMID EPIDEMIC

2019年底，由新型冠狀病毒引發的新型肺炎，逐漸擴散至全球多國，變成一場全球大流行疫情。香港自踏入2020年後亦無法倖免，接連一波又一波的爆發，教市民疲於奔命，一邊張羅防疫物資，一邊全面實施各類防疫政策，務求阻斷病毒傳播，但也同時衍生種種社會及經濟問題，極需支援協作。

At the end of 2019, the COVID-19 gradually spread to many countries around the world, turning into a global pandemic. Hong Kong has not been spared since 2020. The successive waves of outbreaks have exhausted the public. While the citizens were busy getting anti-epidemic supplies, various control measures have been implemented in order to stop the spread of the virus. However, the quarantine has also resulted in various social and economic issues which demand our immediate support and cooperation.

有見及此，女青於年初迅即行動，推出一系列「暖心行動」，與港人攜手抗疫，休戚與共。行動涵蓋多個不同範疇，包括：

In view of this, the Association acted quickly at the beginning of the year and launched a series of "heart-warming campaigns" to join hands with Hong Kong people to fight the epidemic and share weal and woe, which covered different areas including:

1. 維持緊急支援服務

早於疫情稍現之際，女青上下已嚴陣以待，同工在緊張防控疫情同時，仍秉持服務的初心與承諾，為社會弱勢人士提供各項適切及應急的支援服務，包括各類長者照顧服務、上門派飯服務、婦女熱線支援等等，走在最前急市民所急。

1. Provide emergency support services

As early as when the epidemic began to break out, the Association has stayed vigilant. While the colleagues have implemented and strengthened various disease prevention and control measures, they still adhered to the original intention and promise of service, and provided various appropriate and emergency support services to the disadvantaged, including all kinds of elderly nursing and care work, door-to-door meal service, and women's hotline support, etc.

2. 推出各類遙距支援服務

隨著疫情及政策變化，社會先後進入「在家工作」及「居家隔離」等階段，在面對面服務必須大幅度停頓之時，女青因時制宜，推出多項不受空間所限的支援服務，包括電話長者慰問、視像遙距院舍探訪、視像物理治療等服務，不同中心有見學校「停課不停學」政策，亦先後製作各類免費教學資源套、教學包及影片供家長下載，讓人心距離莫因隔離而遠。

2. Launch various remote support services

With the epidemic and policy changes, the society has entered the phases of "working from home" and "home isolation". When face-to-face services have been suspended to a large extent, the Association has launched a number of support services that are not limited by space, including calling the elderly to express care, remote home visits using video, video physiotherapy, etc. In view of the school's "suspending classes without suspending learning" policy, various centres have also produced different free teaching resource packages, teaching kits and videos for downloading by parents so that people could still connect with each other despite the physical distance caused by the epidemic.



3 物資募集及捐贈服務

疫情下，百業蕭條市道下滑，弱勢社群收入不繼、被放無薪假甚至遭公司裁員，同時又需要斥資購入各種衛生用品，入不敷支下生活難以支持。為此，女青先後推出多項募集行動，如「ChariTea棗點愛慈善計劃」等向各界籌集物資，並將各類抗疫包及物資，送到每位有需要的獨居長者、低收入家庭、單親媽媽、長期病患等弱勢人士手上。

得蒙各界友好及企業支持，女青至今已派發近5萬個抗疫包及逾270萬個口罩，受惠人次多達47萬人。

我們感謝每個與我們同行的你：社會各位賢達、各間企業團體、同路社福機構、老幼大小義工，與及同樣在「疫」境中努力的每個香港人，讓我們相信暗夜終將過去，明日希望處處。

3. Material collection and donation services

In the sluggish market under the epidemic, the disadvantaged groups have earned a meager income, have to take unpaid leave and even were laid off. At the same time, they need to spend money to purchase various sanitary products. In response to this, the Association has launched a number of fund-raising activities, such as the ChariTea Program to raise supplies from the community, and distribute various anti-epidemic packages and supplies to live-alone elderly and low-income family in need, single-parent mothers, chronic patients and other vulnerable groups.

Thanks to the support from the community and corporates, the Association has distributed nearly 50,000 anti-epidemic packages and more than 2.7 millions masks, benefiting as many as 470,000 people.

We are grateful to all of you who walks with us: social leaders in society, various corporates and organizations, fellow social welfare organizations, volunteers of all ages, and everyone in Hong Kong who are also working hard in the epidemic. Let us believe that the dark night will eventually pass, and tomorrow there is hope in everywhere.

項目	Item	數字 (截至2020年10月31日) figure (as at 31 October 2020)
派出抗疫包數目	Quantity of anti-epidemic packages dispatched	49,565
派出口罩數目	Quantity of face masks dispatched	2,748,580
派出消毒用品	Quantity of disinfecting products dispatched	157,089
其他抗疫物資	Quantity of anti-epidemic supplies dispatched	7,389
合作伙伴數目	Number of cooperating partners	164
受惠人士數目	Number of beneficiaries	471,216
抗疫短片數目	Number of short videos	1,003
女青支援單位數目	Number of YWCA support units	100



我
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CENTENARY OF
YWCA
1920-2020

成就

OUR
REMARKABLE
ACHIEVEMENT



ntation Ceremony



服務獎項 Service Awards

1

賽馬會齡活城市 — 「全城·長者友善」計劃 — 友善人情大獎及齡活協作大獎 Jockey Club Age-friendly City Partnership Scheme – Our City's Story Award and Age-friendly Collaborator Award

Y Silver Link安居通及Y Care新創建青健坊（北區）於賽馬會慈善信託基金舉辦之「賽馬會齡活城市—『全城·長者友善』計劃」中，分別獲頒「友善人情大獎」及「齡活協作大獎」，以表揚其在推廣長者及年齡友善文化上的傑出表現。

Y Silver Link and NWS Y Care Day Care Centre for the Elderly (North District) respectively received Our City's Story Award and Age-friendly Collaborator Award in the Jockey Club Age-friendly City Partnership Scheme launched by Jockey Club Charities Trust to commend their outstanding performance in promoting an age-friendly culture.



2

商界展關懷計劃2019/20 — 傑出伙伴合作計劃獎 Caring Company Scheme 2019/20 – Outstanding Partnership Project Award

「創建生涯路」計劃獲「商界展關懷2019/20」頒發「傑出伙伴合作計劃獎」，以表揚機構與企業攜手為社區帶來正面改變。該計劃由新創建集團與多個社會服務機構合作推行，旨在為高中學生提供多元化生涯規劃支援，讓青年人了解如何規劃人生，為社會培育未來棟樑。

NWS Career Navigator for Youth was awarded the Outstanding Partnership Project Award in Caring Company Scheme 2019/20 in recognition of the positive impacts it brought to the community. The program was co-organized by NWS Holdings Limited and several NGOs, which offered a broad range of career-planning support to senior secondary school students.



3

2019年度「卓越實踐在社福獎勵計劃」— 效能獎 2019 Best Practice Awards in Social Welfare

本會「Infinity•HOPE」讀寫障礙兒童支援服務計劃III於香港社會服務聯會推行的2019年度「卓越實踐在社福獎勵計劃」中榮獲「效能獎」，表揚計劃成效，並肯定了本會為支援有讀寫障礙兒童及其家庭付出的努力。

Infinity • HOPE Support Project for Children with Dyslexia III was awarded in the 2019 Best Practice Awards in Social Welfare launched by the Hong Kong Council of Social Service, in recognition of the positive impacts it brought and our endeavor to support children with dyslexia and their families.



4

香港社企員工嘉許計劃2019 — 社企優秀員工 Hong Kong Social Enterprise Employee Recognition Scheme 2019 — Outstanding Social Enterprise Employee



Y Fitness躍動力健體經理盧振邦獲本會提名參與「香港社企員工嘉許計劃2019」，並獲香港社企優秀員工嘉許，表揚其出色表現。阿邦是本會首屆「青年健體導師培訓計劃」的參加者，憑優秀表現於完成培訓後獲聘為初級健體導師，更於本年晉升為健體經理。

Mr. Lo Chun Pong, Bon, Fitness Manager of Y Fitness received recognition as outstanding employee of social enterprise in the Hong Kong Social Enterprise Employee Recognition Scheme 2019. Bon was hired as Junior Fitness Instructor of Y Fitness after completing the first Y Fitness Youth Instructor Training Program with remarkable performance. Because of his outstanding job performance, he was promoted to Fitness Manager this year.

5

勞工處「展翅青見計劃」— 展翅青見超新星2019 Youth Employment and Training Program (YETP), Labour Department – Most Improved Trainees 2019

龍翔綜合社會服務處學員李凱恩在參與在職培訓期間工作表現良好，於勞工處「展翅青見計劃」中，獲選為10位「展翅青見超新星2019」之一，表現獲得肯定。



Ms. Li Hoi Yan, one of the trainees from Lung Cheung Integrated Social Service Centre, was awarded Most Improved Trainees 2019 in the Youth Employment and Training Program (YETP) organized by the Labour Department for her satisfactory performance.

6

2019豐盛創建頒獎典禮 — 星級伙伴及傑出社會服務計劃大獎 FSE Grand Award Presentation Ceremony 2019 – Star Partner and FSE Outstanding Corporate Social Responsibility Programme Awards

本會於豐盛創建控股有限公司舉辦的「2019豐盛創建頒獎典禮」中獲頒發「星級伙伴」殊榮，而與富城集團合辦之「富城集團愛心關懷日2018」則獲頒「傑出社會服務計劃大獎」，活動以「傳承愛·愛傳城」為主題，攜手推動跨代共融。

HKYWCA received Star Partner Award at the FSE Grand Award Presentation Ceremony 2019 hosted by FSE Holdings Limited. Besides, co-organized by Urban Group and HKYWCA, Urban Group Caring Day 2018, which aimed to promote intergenerational harmony, was awarded FSE Outstanding Corporate Social Responsibility Programme Awards.



7

僱員再培訓局 — 傑出學員獎、優異學員獎及推廣宣傳獎 Employees Retraining Board (ERB) – Outstanding Award for Trainees, Merit Award for Trainees and Outstanding Award for Promotion and Marketing

於「ERB年度頒獎禮2019-20」中，本會提名的學員分別獲得「傑出學員獎」及「優異學員獎」，本會亦再次榮獲「推廣宣傳獎」。另本會成功提名多間企業獲得僱主獎項，以表揚他們積極支持人才發展。

At the ERB Annual Award Presentation Ceremony 2019-20, our nominated trainees were conferred the Outstanding Award for Trainees and Merit Award for Trainees. The Association was awarded the Outstanding Award for Promotion and Marketing. Besides, several enterprises we nominated received the employer awards for their active support to talent development.

8

「敬老護老愛心券2019」慈善籌款運動 — 「機構最高籌款獎」亞軍 Care for the Elderly Charity Ticket Campaign 2019 – 1st Runner-up of the Top Fundraising Organizations

本會獲敬老護老愛心會頒發「敬老護老愛心券2019」慈善籌款運動 — 「機構最高籌款獎」亞軍，連續12年躋身「機構最高籌款獎」三甲。

The Association was awarded the 1st Runner-up of the Top Fundraising Organizations in Care for The Elderly Charity Ticket Campaign 2019 organized by Care for the Elderly Association. We have been one of the three Top Fundraising Organizations for 12 consecutive years.



9

積金好僱主6年、電子供款獎及積金推廣獎**Good MPF Employer 6 Years, e-Contribution Award and MPF Support Award**

本會參與由強制性公積金計劃管理局主辦的2019-20年度「積金好僱主嘉許計劃」，獲嘉許為「積金好僱主6年」，以及獲得「電子供款獎」和「積金推廣獎」。

The Association participated in the Good MPF Employer Award 2019-20 organized by Mandatory Provident Fund Schemes Authority and was recognized as Good MPF Employer 6 years. e-Contribution Award and MPF Support Award were also received.

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

1

本會獲社聯學院邀請合作，以本會「服務組合管理」的6年發展經驗製作管理工具書，共享知識，並於2019年9月20日的推動業界知識分享會中，由本會總幹事、服務總監及負責推動的同工簡介「服務組合管理」的概念，分享本會以機構的使命、價值觀及發展方向配合資源運用，處理服務營運及制訂發展優次，以達致更高社會服務效益的心得。約50多位來自40多個社福機構的主管出席分享會，會上反應熱烈，96%出席者表示分享內容適用於他們的機構，能從中借鑒。

The Association was invited by HKCSS Institute to publish a reference book based on our 6 years of experience in Service Portfolio Management. Besides, a sharing session was held on 20 September 2019 where our Chief Executive, Service Director and staff introduced the concept of Service Portfolio Management and shared how we align the Association's mission, values and development with the use of resources in service operations and set priorities, in order to achieve greater service impact. More than 50 supervisors from about 40 NGOs participated in the session and 96% found the sharing relevant to their organizations.



2

日本早稻田大學人類科學系21位師生於2019年9月18日到訪雲華護理安老苑，實地考察本苑的環境及運作情況，了解本苑的服務特色及內容，交流及分享香港安老院舍服務的政策。

On 18 September 2019, 21 teachers and students from Faculty of Human Sciences, Waseda University in Japan visited Wan Wah Care & Attention Home for the Elderly where services of the centre were introduced. We also shared and exchanged ideas on the policies on residential care for the elderly in Hong Kong.



3

教育局副局長蔡若蓮博士,JP到訪本會荃灣幼兒學校,在教育局局長政治助理施俊輝先生及高級服務主任黃麗娟女士陪同下,了解學校運作及課程特色,以及本會幼兒教育推動的「愛+閱讀」及「家庭健康維他命」,以培養幼兒閱讀習慣及良好品德。學校亦邀請嘉賓觀課及參觀校園內的環保設備,了解學校如何透過日常生活培養學生的綠色生活習慣。嘉賓們認為學校的環保教育工作能全面涵蓋教師、兒童及家長層面,有效地應用於生活當中,值得欣賞。

Dr. Choi Yuk Lin, JP, Under Secretary for Education visited our Tsuen Wan Nursery School, in the company of Mr. Sze Chun Fai, Jeff, Political Assistant to Secretary for Education and Ms. Wong Lai Kuen, Vicky, Senior Service Officer, to learn about the school curriculum and operation. "Love + Reading" and "Family Wellness Vitamins" promoted by our early childhood education to help children develop reading habits and morals were introduced. In order to know more about the school's green measures, the guests were invited to observe how we conduct lessons, and walk around the school to take a look at the green facilities on campus. They appreciated the effort and performance of the school on promoting environmental protection education which has effectively involved teachers, kids and parents.



4

本會開展外展服務至今已40年,為總結過去本地工作經驗,並進一步探討未來服務拓展方向,本會於2019年10月14日舉辦了「四十・不惑——外展社會工作四十周年研討會」,邀得不同年代的外展社工進行對談及以外展手法推動服務的機構作主題分享,互相砥礪,讓外展服務得以承傳。研討會獲超過200名社工及社工學生報名參與。



The Association has been providing outreaching services for 40 years. To conclude the service experience of past years and explore the direction for future development, the Association has organized a seminar on 14 October 2019, inviting outreaching social workers of different generations to exchange ideas and experience, and representatives of the organizations providing outreaching services as speakers. Over 200 social workers and social work students participated in the seminar.

5

本會總幹事獲邀出席於2019年9月19日舉行的「賽馬會『長幼情』跨代共融計劃」啟動禮暨「跨代共融・身心健康」專題研討會,並擔任主禮嘉賓。而本會總主任亦為耆年服務部之「遊玩・悠活C+C」北區跨代結連及全人健康計劃於研討會上作經驗分享。

Our Chief Executive was invited to attend the kick-off ceremony of "Jockey Club Generation Connect Project" as officiating guest on 19 September 2019. "Connecting Generations for Health" Symposium was also held and our Chief Officer shared the experience in launching the "Play Fun・Live Fun-C+C" Intergenerational Connect & Holistic Health Campaign of our Elderly Service Department.



丘佐榮中學校外獎項2019-2020

External Achievement of Hioe Tjo Yoeng College 2019-2020



第32屆九龍城區學校音樂匯演

A Cappella Team	最佳設計獎
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The 71st Hong Kong Schools Speech Festival (English Speech)

Public Speaking	2 nd Runner-up
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MI Young Writer's Award 2020 (Junior Section)

Merit Awards (10 Finalists)



Inter-School Swimming Competition [Division Three (Kowloon 1)–Boys and Girls]

Champion	6 items
1 st Runner-up	4 items
2 nd Runner-up	2 items

Inter-School Cross Country Competition (Division Three, Area 2)

Champion	2 items
1 st Runner-up	3 items
2 nd Runner-up	3 items

Hong Kong Football Association Jockey Club Futsal Cup (School Division) – Boys' U15

Champion

Hong Kong Extra-curricular Activities Masters' Association

Excellent Student Award Scheme	Awardee
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A.S. Watson Group Hong Kong Student Sports Awards

Awardee

2019 Hong Kong Symphonic Band Contest

School Band	Silver Award
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Harvard Book Prize

Champion	1 item
1 st Runner-up	1 item
2 nd Runner-up	1 item

2018「我是發明家大獎」

4人隊伍	金獎 發明品「Windows 90」於2019年成功申請專利
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2020年大灣區STEM卓越獎（香港區）

十佳學校

中國科協青少年科技中心

第34屆全國青少年科技創新大賽—科學幻想畫（初中組）

三等獎

AiTLE & William Jessup University

One Million HKD Scholarship Computer Science Competition for High School Students

4-member group	Champion
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香港動漫海濱樂園漫畫寫生大賽（中學組）

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CENTENARY OF
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1920-2020

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報

SERVICE REPORT
IN BRIEF





基督教事工 CHRISTIAN MINISTRY

本會一直推動基督教事工融入本會不同服務之中，關顧不同服務使用者，彰顯基督大愛。在2019-20年度，香港遇上社會事件及全球新型冠狀病毒疫情雙重打擊，服務因而受阻，2020年第一季之活動也無奈取消或延期進行。雖然如此，本會全年透過單位推行福音性小組及活動之受惠人次達68,733；統籌及協調全會福音事工共接觸21,310人次，合共服務90,043人次，當中有33人決志。全年共舉辦386個小組及429項福音活動。我們持守關顧同工靈命需要的使命，當中增強同工抗逆力活動共推行261次，參加人次達2,410。

The Association has been promoting the integration of Christian ministries into its different services to demonstrate the love of Christ and our care for different service users. In 2019-20, Hong Kong was hit by a double blow from social incidents and the global outbreak of COVID-19 and our services were interrupted as a result, and the activities in the first quarter of 2020 were either cancelled or postponed. Nevertheless, a total of 90,043 attendances were reached, including 68,733 through gospel programs delivered by the units and 21,310 through organizing and coordinating the Association's gospel ministries. 386 cell groups and 429 evangelistic programs were organized with 33 non-believers converted to Christianity. We adhere to the mission of caring for the staff's spiritual needs and a total of 2,410 attendances were served including the hosting of 261 staff programs to enhance the resilience of our staff.





董事、委員、幹事靈性關顧計劃

踏入2019年下半年，面對社會運動影響，服務社區不同組群的同工更感心力交瘁，本會關注同工的身心靈餵養，於7月的幹事會中邀請蔡少琪牧師分享「信仰反思如何面對社會性衝突」；於8月舉行「同工心靈加油站—黑暗中的一點光」，由潘怡蓉博士分享「在憤怒、絕望與創傷中的靈性力量」；又於11月舉行感恩節聚會，透過聖經中「哀慟」的意義帶領與會者反思。此外，本會將2019年12月聖誕的月份定為安息月，盼望同工能夠在主裡得享安歇，重新得力。原定一年一度的同工聖誕佈道會亦改為同工聖誕心靈加油站「當無奈遇見愛」，鼓勵同工面對過去半年的社會事件而經歷各種感受和情緒時，可以直接來到上主的心懷中傾心吐意。2020年1月本會再舉行同工心靈加油站「成長的樂章」，藉著繆旭峰先生的分享，勉勵同工。

2020年，新型冠狀病毒疫情肆虐全球，本會推出「疫裡有情」抗疫服務計劃，製作近1,600個「心靈防疫包」，內附金句咭、茶包/糖果及肥皂片，分發給全會同工；舉行「Y-Fire生命大使分區祈禱會」、推行「疫境作新事」行動及製作「連繫一家情」短片；捐贈搓手液給30多間伙伴教會，同時感謝個別伙伴教會送贈防疫包予本會合作單位。

Spiritual Caring Program for Board Directors, Committee Members and Staff

Entering the second half of 2019, in the face of the impact of social movements, colleagues serving different groups in the community were more emotionally devastated. In order to take care of the staff's physical and spiritual needs, Rev. Dr. Kiven Choy Siu Ki was invited to share a message on "Spiritual Reflection on How to Face Social Conflict" at July staff meeting; in August, Dr. Pan Yi Jung shared her thought on "Spiritual Power in Anger, Despair and Trauma" in a spiritual care program for staff; during a thanksgiving event in November, the attendees were led to reflect on the meaning of "mourning" in the Bible. Besides, the month of December in 2019 was set up as Sabbath month. It was hoped that the staff could rest in the Lord and regain their strength. The originally scheduled Staff Christmas Rally was changed into a nurturing meeting wherein our staff were encouraged to share their various feelings and emotions to our Lord during the social incidents of the past six months. Again, a staff meeting under the theme of "Rhyme on Growth" was held in January 2020 where Mr. Miu Yuk Fung shared an encouraging message.

The year 2020 saw the widespread of COVID-19 around the world. The Association launched an anti-epidemic service program, produced and distributed nearly 1,600 anti-epidemic packs, which contained scripture cards, tea bags/candies and soaps to all staff; district prayer meeting by Y-Fire life ambassadors was organized; "Do Something New" campaign was carried out and "Love Connecting with Family" short clips were broadcasted; dozens of hand sanitizers were donated to more than thirty churches. We also thanked some partner churches for donating anti-epidemic packs to our collaborating service units.



邁向100周年 分享實務經驗及成果

繼2018年舉辦「寶藏重尋·你我同行」大型研討會，本會於2019年出版《寶藏重尋你我同行「社會服務與基督教信仰結連」實務分享集》。書本除輯錄了研討會嘉賓講者的講稿，本會11位同事亦以家庭為本角度撰文分享如何服務不同年齡的地區人士，盼望能給予基督教界及社福界多方面探討及締造協作之契機。

為推動家長靈性生命培育、建立正面的價值觀和建構健康家庭，本會舉行「生命栽培·我的家」家長福音講座，展示多項幼兒福音活動的訓練成果，包括喜樂兒童合唱團、戴翰芬兒童合唱團獻唱及趙靄華基督少年軍步操等。



Sharing of Practical Experience and Achievements towards the Centenary

Followed a large-scale seminar under the theme of "Treasure Hunt. We Walk Together" held in 2018, the Association published "Treasure hunt. We walk together [Corporation of Social Service and Christianity] Practical Sharing Booklet" in 2019. In addition to the collection of guest speakers' speeches, 11 colleagues of the Association also wrote articles from a family-oriented perspective to share how to serve people of different ages in the region, hoping to give the Christian community and social welfare sector an opportunity to carry out further exploration and stimulate possible collaboration.

With the aim of nurturing the spiritual life of parents, establishing positive values and building healthy families, the Association launched an evangelistic parental talk under the theme of "Life Enhancement: My Family". During the occasion, the training results of several evangelistic programs for young children were showcased, including choir performance from Joy Children Choir and Tai Hon Fan Children Choir and Marching Drills from Chiu Oi Wah Boy's Brigade.



培育Y-Fire生命大使 增強同工對女青運動的認識

為培育同工擔任Y-Fire生命大使之職場召命，本會舉行了「辨·己心」退修日營，透過體驗遊戲讓同工感受內在平安，同時亦經歷放下憂慮得平安的歷程。此外，本會曾舉行九型人格與生命成長訓練，參與同工均表示獲益良多，過程中有很好的提醒及反思，讓他們更認識自己。

為增強同工對女青運動的認識，本會舉行了2019 Y Walker「深水埗的情書」城市歷奇體驗活動。是次活動以深水埗區服務單位作為女青「展館」，讓參加者認識女青在深水埗區之歷史及服務與社區之連繫，並以解開「女青密碼」為任務。當日約130人參加活動，組成18個參賽隊伍，包括兩隊董事委員、一隊行政會議成員及15隊跨單位隊伍；並由18位同工擔任Y Walker Helper。大家在限時內分秒必爭完成十個站點的任務，各隊均表現出優秀團隊精神。賽後眾人於本會誌寶松柏中心分享深水埗美食及舉行頒獎典禮。是次活動充分體現女青上下一心，加深他們對本會地區服務的認識，並領會女青運動的意義和使命。

Nurturing Y-Fire Life Ambassadors Enhancing Staff's Understanding of YWCA Movement

To nurture our staff to act as Y-Fire life ambassadors in the workplace, the Association organized a retreat camp for staff. Through the experiential games, they found inner peace and experienced the process of letting go of their worries. In addition, the Association held enneagram and personal growth training, and the participating staff expressed that they had benefited a lot. There were good reminders and reflections in the process to let them know themselves better.

To enhance staff's understanding of YWCA Movement, "2019 Y Walker" Activity themed with "Love Letter in Sham Shui Po City" was launched. Our service units in the district served as the "exhibition hall" of the Association. By decoding the YWCA code, participants were able to learn about the history of YWCA in Shamshuipo and the relationship between their services and the local community in the district. About 130 people participated in the activity, forming 18 participating teams, including two formed by Board and Committee Members, one by Administration Meeting Members, and 15 cross-unit teams; 18 colleagues served as Y Walker Helpers. Everyone strived to complete the ten checkpoints within the time limit, and all teams had demonstrated excellent team spirit. After the competition, free local delicacies were offered and an award ceremony was held at our Chi Po Neighbourhood Elderly Centre. This event fully demonstrated the unity of our staff and deepened their understanding of the regional services of the Association and the significance and mission of YWCA Movement.





會員事工 MEMBERSHIP AFFAIRS

本會積極透過各部門及單位招募會員及義工，期望藉著多元化的活動，促進其德、智、體、群四育發展，讓生命得以成長。我們為31,052位會員提供優質服務，並加深他們對女青運動的認識和歸屬感，又致力推動義工服務發展，年內10,967位義工共投入了204,730小時的服務。

The Association proactively recruits members and volunteers via our various departments and units, hoping to foster their moral, intellectual, physical and social development through our diverse programs and activities. We provided high-quality services to 31,052 members, deepened their knowledge and sense of belonging to the YWCA, and committed to promoting the development of volunteer services. During the year, 10,967 volunteers devoted a total of 204,730 hours of service.



創會初心 趣味延伸

承傳創會初心及服務使命，「女青・薈」這項糅合女青文化、歷史、使命及故事之特色事工已推出第四年；本年度最大突破，是有更多未曾接觸這項目的單位邀請會員事工隊到中心主持活動，參與人數達878人，為歷年最高（包括845位來自各區/階層的兒童、中小學生、年青女性領袖、婦女、退休人士、長者及33位同工），透過趣味活動加深認識女青百年恩典之路。20個參與單位有以試玩形式淺嚐；亦有隆重其事，安排於職員會或義工欣賞會，讓各人細味女青；具亮點主題有「YWCA Pictionary」、「女青版大笑瑜伽」、「女青開口中」及攤位遊戲「投球是道」、「會所大亨」和「簡單不簡單」。未來，我們將繼續推廣女青文化活動，為女青同工及社區人士發放正能量。



Kindling and Keeping the Mission Alive

Inheriting the original intention and service mission of YWCA, "Y•Hub", a unique project that combines the YWCA culture, history, mission and stories, had been launched for the 4th years. This year, the greatest breakthrough was that for those service units that were new to "Y•Hub" project, upon their invitation, our Membership Affairs Team had presided over the activities. The number of participants reached 878, the highest number since its launch, including 845 persons composed of children, students of primary and secondary schools, young women leaders, women, retirees and elders from various districts / social classes and 33 staff. Through participating in some interesting games, they gained a deeper understanding of the YWCA's 100 years of grace. 20 participating service units had tried playing the games at their respective staff meeting or volunteer appreciation meeting. All participants learnt more about YWCA through the games. Highlighted themes included YWCA Pictionary, YWCA Laughter Yoga, YWCA Pop it! and some booth games like Three-Throw, Centre Tycoon and Simple? Not Simple!. In the future, we shall continue to promote YWCA cultural activities to generate positive energy to our colleagues and community members.



恩典百年 女青義工力量照亮人心

本會連續13年獲社會福利署頒發「最高服務時數獎（公眾團體）優異獎」，過去一年共有五個單位、六位資深義工獲「20年長期服務嘉許狀」，無私的助人熱誠和堅毅精神委實令人敬佩。

獲單位提名參與本會2019年「榮譽義工評審」的兩位青年服務部資深義工也順利通過考核，成為女青榮譽義工；青社部亦順利開展15位年青準榮譽義工之培訓。這項自90年代設立、本會最高的義工嘉許制度，歷年來見證了逾540位榮譽義工之服務心志與付出。

藉創會百周年之機，衷心感謝每位義工跟女青結伴走過助人旅程，點點滴滴盡是對社會的關愛，讓我們一起持續同心傳揚義工精神，榮神益人。

YWCA Volunteer Power Illuminates People's Hearts

The Association has been awarded the "Highest Service Hours Award (Public Organizations) Merit Award" by the Social Welfare Department for 13 consecutive years. Last year, five service units and six veteran volunteers were awarded "Long Service Award (20 Years)". They were commended for their selfless compassion to help others and their strong volunteer spirit.

Two veteran volunteers of the Elderly Service Department who were nominated by our elderly service units to enter the 2019 Honorary Volunteer Nomination and Election of the Association also passed the appraisal and became YWCA honorary volunteers. Our Youth and Community Service Department also successfully carried out training for 15 young prospective honorary volunteers. The YWCA's Volunteer Commendation System established in the 1990s has witnessed the service and dedication of more than 540 honorary volunteers over the years.

Amid our centenary, we expressed our sincere thanks to all of our volunteers for their accompanying the YWCA to offer helps to others and showing their love and concern to the society. Let us continue to work together to spread the spirit of volunteerism, glorify our Lord and serve the community.



心繫社區 扶助弱勢 匯聚資源與夥伴

貧困，源自分配不均；凝聚關愛，把資源再分配，是我們的重要任務。本會透過與義工發展夥伴之合作，推行數項以基層/弱勢社群為服務對象之跨單位跨界別協作項目。

以扶貧結合環保、動員義工支援基層為理念，21個單位合共舉辦29項「簡單·義」主題計劃，獲902位義工參與，惠及1,279個基層家庭共2,814人。此計劃結連34間企業、學校、慈善團體及教會，向本會提供物資、贊助或合辦義工服務。

「精英運動員協會愛心送暖行動」於2019年11月10日動員1,002位女青義工，聯同899位精英運動員協會及香港賽馬會義工，合力前往多區，探訪2,149戶基層長者及家庭，送上愛心問候及2,500份實用禮物包。

本會亦獲得善心企業資助，支援基層需要，包括「暖暖學子心」校服/學習用品資助計劃及「簡單·義」主題/試點項目資助。



Supporting the Underprivileged through Resources Re-distribution and Collaboration with Partners

Poverty stems from uneven distribution and it is our important task to re-distribute resources gathered out of love and care. Thanked to cooperation and partnership with our volunteers, we have implemented the following cross-sector and cross-unit collaboration projects with grass-roots/ deprived groups as targets.



Based on the concept of poverty alleviation combined with environmental protection and mobilization of volunteers to support the grass-roots, a total of 29 "Simple-Just" Scheme were organized by 21 service units and were participated by 902 volunteers, benefiting 2,814 people from 1,279 grass-roots families. This scheme connected 34 enterprises, schools, charitable organizations and churches to provide supplies, sponsorship or co-organize volunteer services.

"Hong Kong Elite Athletes Association (HKEAA) Together We Care" was organized on 10th November 2019 and 1,002 YWCA volunteers were mobilized and accompanied with 899 HKEAA and Jockey Club volunteers. Together they visited a total of 2,149 grass-roots elders and their families in various districts and delivered a total of 2,500 gift packs with warm greetings.

With sponsorship from supportive organizations, we launched "UniWarm School Uniform Subsidy Scheme" and thematic / pilot projects under "Simple-Just" Scheme to support the grass-roots groups.

動人故事 女青配搭 引發協同效應

「女青-義工薈」Facebook專頁於2020年1月推出，加強會內外人士認識女青義工服務，透過動人故事、冷知識和小技巧等，傳承關愛與女青義工文化。

來自23個單位的56位同工於同月7日「全會義工發展同工交易現場」聚首一堂，分享義工服務新手法及潮流趨勢，並即場進行義工服務及地區需要之分享及配對，促進跨單位協同效應。

Spread of Touching Stories to Generate Synergy

"YWCA V Hub" Facebook Page was launched in January 2020 aiming to enhance the understanding of YWCA volunteer services from within and outside the Association, and inherit the volunteering culture of love and care through posting of touching stories, trivia and tips.

Gathered at "Exchange Market" Sharing Session on Volunteer Development on 7th January 2020, 56 colleagues from 23 service units shared their views on new approaches, current trends and district needs in volunteer service which led to on-spot matching of volunteer service and district needs, thus generated synergy across our service units.



婦女事工 WOMEN AFFAIRS

百年服務，本會由創會至今一直關心婦女需要，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這四大核心範疇，於不同服務加強灌注婦女角度、兩性尊重及性別意識，並具有逾22年單親婦女服務經驗。響應世界基督教女青年會對婦女充權、年青女性領袖培育、跨代領導及各地女青凝聚力之堅持與實踐，我們有香港女聲 Glocal Y、香港傑出婦女義工協會、婦光團等凝聚優秀義工之平台；亦積極開拓具基督教元素的婦女福音活動及具聯合國可持續發展目標角度的青年培育工作；又啟動雙職婦女調查及身心靈健康系列，以利更立體地回應女性及社會需求，與時並進地彰顯女青運動精神。

With a century of service, the Association has been caring about women's needs since its founding, upholding the women-oriented aspiration, and is committed to promoting the four core areas of women's support, women's participation, women's advocacy and women's capacity building. We endeavor to instill women's perspectives, gender respect and gender awareness in different services, and have more than 22 years of service experience for single-parent women. In response to the persistence and practice of the World YWCA for women's empowerment, young women leaders training, inter-generational leadership, and YWCA solidarity, we have the Hong Kong Women's Voice Glocal Y, the Hong Kong Outstanding Women's Volunteers Association, and the Fu Kwong Club; actively develop women's gospel activities with Christian elements and youth development work from the perspective of the United Nations Sustainable Development Goals; and launch dual-role women's surveys and a series of physical and mental health programs to help respond to women's and social needs that would simultaneously demonstrate the spirit of YWCA Movement.



自強不息 單親婦女以愛同行

在不簡單的歲月裡，婦女事工部婚姻逆境支援服務已踏進第三個十年。「心蓮心·與妳同行」贊助計劃帶來亮點「1x1愛·無限」微電影創作比賽，由關信輝導演主力評選29支青年隊伍中最能呈現單親媽媽/孩子心聲的作品；頒獎禮於2019年4月27日舉行，得獎作品則於網上及社區持續散發單親正能量。

5月18日「逆是有圓」自強同學會20周年分享會暨聚餐讓102位新晉或資深同學及家人聚首一堂，透過話劇、藝人黎燕珊女士的見證等，細味走過甘苦、重拾盼望的美好。透過婚姻法律熱線及講座、同路人小組、親子營、親職工作坊、社區日、藝術與音樂活動及恩典之路團契等，持續滋養逆境婦女身心靈。

Single Mothers Walk with Love and Self-resilience

Women Affairs Department's support service for women facing marital adversity had entered its third decade of service. With the sponsorship of "Walking with You – Women Helping Women" Service Project, it brought about a "1x1 Infinity Love" Microfilm Competition with film director Mr. Adrian Kwan served as the judicator responsible for selecting those winning microfilms among 29 competing microfilms that could effectively demonstrated the sentiments of children and single mothers. Prizes presentation ceremony was hosted on 27th April 2019 and those awarded microfilms were broadcasted online and in the community to continue to radiate the positive energy of single parents.

On 18th May 2019, "Inverse is Union" 20th Anniversary Dinner for Self-Strengthening Alumni Association was organized and attended by 102 new or old members and their families who through watching drama and testimony by Ms. Eva Lai recalled their past bittersweet life experience while wished for a better future. Programs like marriage law hotline service and seminars, single mothers groups, parent-child camps, parenting workshops, community days, arts and music activities, and The Path of Grace Fellowship, etc. were organized to continuously nurture the spiritual health of women in adversity.



走進社區 婦女義工疫裡有情

婦女義工善用強項回饋社會，包括香港傑出婦女義工協會「紓心解困」工作坊（水墨畫、中醫穴位按摩）、居家運動短片及「與妳何干」乳健推廣計劃；婦光團編織義賣、詩歌組服務、節日送暖；單親婦女「同心行」家訪。

婦女部「疫裡有情」服務計劃及六個女青單位參與的跨基督教機構「Peace Box 祝福大行動」由籌集口罩/防疫/日常用品，到獲各方捐贈，組成985份防疫禮物包，再於2020年3月起聯同35位熱心婦女/教會義工走進社區派送，並關懷問候基層家庭/長者/清潔工友、90個單親婦女家庭，集腋成裘，暖透人心。



“Love amid COVID-19” Service Project

Our women volunteers utilized their strength to make contributions to the community. Examples included launch of “Relieving Stress” Workshop series (i.e. ink painting, Chinese medicine acupoint massage) by Hong Kong Outstanding Women Volunteer Association, home exercise videos and “Breast Health • Our Concern” Community Promotion Scheme; charity sale of knitted and crocheted products by Fu Kwong Club, singing performance by hymns singing group, warming hearts programs; and “Walk with Heart” home visits of single-parent women.

The Department had launched “Love amid COVID-19” Service Project and six of YWCA service units had participated in “Peace Box 2020” program organized by Christian organizations to collect donated face masks, anti-pandemic/daily supplies to create 985 gift packs. Starting from March 2020, the Department joined with 35 enthusiastic women/church volunteers to distribute such gift packs in the community and passed our warm regards to grass-roots families/elders/ janitors and 90 single-parent families.



兩性平等 巾幗領袖跨代傳承

逾15年歷史的「香港女聲Glocal Y」於2019年9月開展第六屆訓練，包括啟動禮暨女聲15周年Homecoming Dinner、三日兩夜訓練營、工作坊（主題包括婦女與人權、說故事、Design Thinking、聯合國可持續發展目標SDG），在疫情裡本部及本會青年及社區服務社部仍奮力帶領社區研習；嘉許禮於2020年6月20日舉行，邀得香港中文大學社會學系蔡玉萍教授擔任主席評判，聯同會內評判、董委、舊生及支持者，現場見證4組共29位年青女性分享歷經九個月培訓之成果，滙報以SDG結合女性角度之服務探索。年青女性為兩性平等及社會需要而發聲之初心，將繼續薪火相傳，印證跨代領導。

Gender Equality and Inter-generational Succession

The "Hong Kong Women's Voice Glocal Y" with more than 15 years of history launched its 6th training in September 2019, including the kick-off ceremony cum the 15th anniversary of the Women's Voice Homecoming Dinner, training camps, and workshops with themes including women and human rights, storytelling, Design Thinking, United Nations Sustainable Development Goals (SDG), the Department and the Department of Youth and Community Service are still struggling to lead community studies during the epidemic; the recognition ceremony was held on 20th June 2020, and Professor Susanne Choi from the Department of Sociology, The Chinese University of Hong Kong was invited as the head judicator, together with other judicators, board and committee members, former students and supporters, witnessed four groups of 29 young women sharing the gains of nine months of training, and reported on the service exploration of SDG combined with women's perspective. Young women's initial aspirations for gender equality and social needs will continue to be passed down, confirming inter-generational leadership.

「成都女兒國文化交流團」於2019年6月10至15日舉行，18位IMPACT Uni男女青年在社工帶領下前往拜會成都女青及四川省婦聯，交流兩地服務及婦女狀況，並參觀北川媽媽農場，了解災後喪偶之生活重整。參觀俗稱女兒國的瀘沽湖摩梭族是行程重點，透過家訪世上少數維持母系社會傳統、重女不輕男民族之文化及走婚制度，促進反思兩性平等真義乃兩性尊重。

善用女青國際網絡，本部因應「N號房」事件在韓國及全球引起關注，於2020年4月舉辦「國際議題沙龍」視像會議，邀得韓國女青分享，兩地30多人齊心關注女性/兒童基本人權和尊嚴，探討兩性文化及年青女性領袖如何回應影像性暴力。



Held from 10th-15th June 2019, Chengdu Matriarchal Cultural Exchange Tour was led by our social workers, and joined by 18 youths from IMPACT Uni to visit Chengdu YWCA and Sichuan Province Women's Union and exchanged views on women services and women situation in Hong Kong and mainland China. The tour also visited Self-Help Farm for Post-Earthquake Single Mother in Beichuan to understand the readjusted life of those wives who had lost their spouses in the disaster. The highlight of the tour was a visit to Mosuo tribe, also known as Kingdom of Daughters living in Lugu Lake area. Through home visits, our tour members learnt about such rare matriarchal society and its tradition, the culture of valuing women over men and the walking marriage system, resulting in reflection on the true meaning of gender equality should lie on respect between two sexes.

As the "Nth Room" incident drew attention in South Korea and around the world, in April 2020, the Department utilized the YWCA international network and hosted an "International Issues Salon" teleconference, and representatives from YWCA of South Korea were invited to share with 30 plus participants about their views and concerns on the basic human rights and dignity of women/children, and explore gender culture and how young women leaders respond to video sexual violence.



心靈對話 女性自我覺察與福音

回應女青使命，我們銳意拓展糅合基督教及婦女元素的福音活動。除了婦女福音午餐會，也新開展「Peacemaker和平之子計劃」，包括與夥伴教會基督教香港信義會蒙恩堂合辦「C.R.生命成長女子組」及「C.R.大團契」，凝聚逾270人次的姊妹經歷成長突破；「午間生命故事館」透過沙畫、棟篤笑、石頭彩繪、RockJam、拇指琴等趣味單元分享見證、召命與夢想，讓會員/義工/同工在寧靜空間梳理自己，經歷神的愛與平安，重新出發。

婦女事務委員會資助的「飛凡女性」及「WeC.A.R.E.婦女健康計劃」相繼啟航，舉辦雙職女性減壓與重尋自我活動及促進身心社靈健康與重塑價值活動如SureRun女子跑步隊、SureStretch伸展運動隊、SureCraft手藝隊、醫學及運動講座；招募逾90位女性參與，人次逾800。部門亦啟動「香港雙職婦女精神健康」研究調查，獲660份男女問卷回應，了解雙職婦女需要，啟迪服務發展。



Dialogue to Heart: Women's Self-awareness and Gospel

In supporting the YWCA mission, we strived to explore some evangelistic programs that embodied with both elements of Christianity and women. Besides women gospel luncheon, "The Project of Peacemaker" was launched, which included teaming with our partner church ELCHK Amazing Grace Lutheran Church to co-host "Celebrate Recovery" Women Growth Group and Fellowship during which those participating women experienced life breakthrough and growth. More than 270 attendances were reached. Our "Life Story@lunchtime" program gave the participating members/ volunteers/ staff a quiet and peaceful space and time to experience the love and peace of our Lord and refresh their life for new beginning after attending interest classes like sand art, stand-up comedy, stone drawing, RockJam and kalimba, and sharing of testimony, vocations and dreams.

The "Incredible Women" Project and "We C.A.R.E. Women Health Project" funded by the Women's Commission have set sail successively, organizing dual-role women's stress relief and self-exploration activities, and promoting physical, mental, and social health and reshaping value activities such as the SureRun women's running team, SureStretch stretching team, SureCraft craft team, medical and sports lectures; more than 90 women were recruited to participate and 800 attendances were reached. The Department also launched the "Research on Mental Health of Dual-Role Women in Hong Kong" and received 660 questionnaires from men and women, which helped understand the needs of dual-role women and enlighten our service development.





幼兒教育 EARLY CHILDHOOD EDUCATION

二次大戰過後，百廢待興，社會對勞動力需求大增。為了幫助在職婦女解決照顧年幼子女問題，而能安心就業，本會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兩間幼稚園。隨著時代進步，幼兒服務的性質已由原來的照顧功能，提升至教育與照顧並重。我們本著基督精神辦學，以關顧兒童、家長和教師的需要為教育目標，原因是三者關係密切，對兒童全人發展影響深遠。

In response to the growing demand for labor after the end of the Second World War, the Association opened its first child care centre to help working women take care of their young children. To date, 9 nursery schools and 2 kindergartens have been operated under the Association. As times have changed, child care services no longer solely serve the function of caring but also equally emphasize education. Adhering to the Christian spirit, we aim to address the needs of children, parents and teachers as the three are interconnected and profoundly influence the whole-person development of children.



教師專業持續發展

2019年11月，幼兒教育部教職員一行約30人到台灣進行專業交流，收穫豐富。行程包括參觀台中市私立家扶發展學園、逢甲愛彌兒幼兒園、花婆婆繪本館和玩具博物館等，並出席洪菱蔚老師的生命教育講座和張世宗教授的童玩演變講座，擴闊了我們的思維，獲益不少。

為提升老師設計循環式體能遊戲的技巧，我們在2020年1月邀請了中國香港體適能總會進行師資培訓，從中認識到體適能遊戲有助兒童練習穩定性和操作性技能，並明白在設計遊戲時要注意場地安排、運作模式及器材運用等。

趙靄華幼兒學校獲邀於2018年至2021年參加由香港賽馬會慈善信託基金策劃及贊助的「賽馬會童亮計劃」，計劃對象包括兒童、學校和家長。於兒童層面，提供「綜合健康檢查服務」，關注兒童身心健康、情緒、社交、智力及語言等全方位發展；於學校層面，則進行學習環境評估及教師專業發展和評估，促進學校自評文化，並推動同儕互相學習和專業交流；於家長層面，推動親子及家庭關係和生活質量評估、祖父母生活質量評估及親子課程。期間，社會福利署助理署長彭潔玲女士曾到訪學校了解計劃的推展情況，對教職員的努力付出予以肯定和支持。



Continuous Professional Development of Teachers

In November 2019, a group of about 30 teachers and staff members from the Early Childhood Education Department went to Taiwan for professional exchanges and gained a lot. The itinerary included visits to Taiwan Fund for Children and Families – Taichung City Child Development Center, Fengjia Emile Nursery School, Picture Book Life Garden and Toy Museum, etc., and attending a lecture on life education and evolution of children's game. Participants had broadened their horizons and were benefitted from such activities.

In order to improve teachers' skills in designing recurring physical fitness games, we invited the Physical Fitness Association of Hong Kong, China to conduct teacher training in January 2020. From the training, we realized that physical fitness games help children practice stability and operational skills, and understand that attention should be paid to venue arrangements, operating modes and equipment use when designing games.

Chiu Oi Wah Nursery School was invited to participate in the "KeySteps@JC" project devised and sponsored by the Hong Kong Jockey Club Charities Trust from 2018 to 2021. The project targets included children, school and parents. At the child level, it provided "comprehensive health check services", focusing on the all-round development of children's physical and mental health, mood, social interaction, intelligence and language; at the school level, it conducted learning environment assessment and teacher professional development and assessment to promote school self-evaluation, and promoted peer learning and professional exchanges; at the parent level, it promoted parent-child and family relationship and quality of life assessment, grandparents' quality of life assessment and parenting courses. During the period, Ms. Pang Kit Ling, Assistant Director of the Social Welfare Department visited the school to learn about the progress of the project, and affirmed the efforts of the staff.



停課不停學

2020年初起，新型冠狀病毒疫情肆虐，為免病毒在社區擴散，教育局宣佈全港大學、中小學校和幼稚園在農曆新年假期後開始停課。在停課後整整大半年的時間，老師們花盡心思設計生動有趣的網上教學影片，好讓兒童能夠持續在家學習。影片題材包括一些家居小任務、體能遊戲、小實驗、小手工和中英數等知識。有賴家長從旁指導兒童學習，他們才能跟著進度完成今個學年的課程，當中盡顯家校合作精神。雖然兒童不能回校上課，但也沒有荒廢學業，在家學習的生活過得充實且有趣。經過了4個多月的在家學習，幼稚園高班兒童於6月15日復課，至於幼兒班、低班和幼兒中心的兒童，則要待新學年才有機會復課。

Suspension of Classes Without Suspending School

Since the beginning of 2020, the coronavirus has been raging. In order to prevent the spread of the virus in the community, the Education Bureau announced that all universities, primary and secondary schools and kindergartens in Hong Kong will be closed after the Lunar New Year holiday. After the suspension of classes for more than six months, teachers devoted themselves to designing lively and interesting online teaching videos so that children can continue their studies at home. The subject matter of the film included knowledge about household tasks, physical games, experiments, handicrafts, Chinese language, English language and Mathematics. Thanks to the parents' guidance, their children could follow the progress to complete the curriculum of this school year, which shows the spirit of home-school cooperation. Although children cannot go back to school, they could enjoy a full and fun life at home. After more than four months of studying at home, children in the upper class of the kindergarten will resume classes on June 15. As for children in the K1, K2 and child care centres, they will not have the opportunity to resume classes until the new school year.





疫下暖流

新型冠狀病毒疫情爆發令許多行業停止運作，甚至出現倒閉的情況，致使部份家長失業，家庭經濟頓陷困境。然而，在這艱難時刻更見人間有情。教育局向幼稚園提供14至16萬元資助，社會福利署亦為幼兒中心的學童提供2至5月的學費減免，而本會幼兒教育校董會也迅速議決減免學生2至8月的學費和膳食費，實行與家長共渡困境。與此同時，社工和教職員與家長保持緊密聯繫，了解他們的需要，適時提供輔導和轉介服務。疫情爆發初期，當防疫物資短缺、市民四出搶購時，有家長無私捐贈自己的口罩存貨，請學校代為派發給其他有需要的家長，亦有家長運用自己的網絡，為其他家長統籌訂購口罩。此外，李錦記家族基金捐贈愛心包給基層家庭，包含抗疫物資、玩具、生活必需品和米油粉麵等雜糧。賽馬會亦捐贈口罩和酒精搓手液予有需要人士，並贊助本會「靖助兒家疫風行」計劃，為不便抽身去街市的基層市民提供送遞菜肉米油的服務。凡此種種，都盡顯愛心和關懷。

Subsidies and Donations for the Needy Families

The outbreak of the coronavirus has caused many industries to cease operations or even close down. This has caused some parents to lose their jobs and their families are in trouble. However, in this difficult time, we see love in the world. The Education Bureau provides subsidies of HK\$140,000-\$160,000 to kindergartens. The Social Welfare Department also provides school fee waiver and deduction for children in child care centres from February to May. Our School Board of Early Childhood Education also promptly resolved to reduce school fee and meal expenses to help parents ride through the hard times together. At the same time, social workers, teachers and teaching staff have maintained close contact with parents to understand their needs and provided counselling and referral services in a timely manner. In the early stage of the epidemic outbreak, when epidemic

prevention materials were in short supply and the public was rushing to buy them, some parents selflessly donated their mask stocks. Schools were asked to distribute them to other parents in need. Some parents used their own network to coordinate the ordering of masks for other parents. In addition, the Lee Kum Kee Family Foundation donated love bags to grassroots families, including anti-epidemic supplies, toys, daily necessities, and foodstuff like rice, noodles and cooking oil. The Hong Kong Jockey Club also donated masks and alcoholic hand sanitisers to those in need, and sponsored the Association to provide delivery services of vegetable, meat, rice and oil to grassroots families who find it difficult to go to wet market to buy foodstuff for themselves. All these activities showed the public's love and care towards the needy communities.





中學教育

基督教女青年會丘佐榮中學

SCHOOL EDUCATION

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



自1971年創校至今，基督教女青年會丘佐榮中學靠著神的恩典，一直堅守崗位，為莘莘學子提供優質教育，並得到社區人士的認同和支持。在過去一個學年，丘中全校學生人數共719人，保持24班的結構，以英語授課。丘中抱持基督教教育的使命，「嚴中有愛」，悉心栽培學生，讓他們有均衡健康的發展。2020年1月，有488位小六學生申請丘中41個自行收生學位，與2019年比較，增加了10%，競爭相當激烈。

The Y.W.C.A. Hioe Tjo Yoeng College (HTYC), in God's Grace, enjoys continuous support of the community to provide life-nurturing education to their students. Under the framework of the School Development Plan 2018-2021, the major area of concern for the academic year 2019-2020 continued to be "students' engagement in learning", with the focus on the arrangement of hands-on and problem-solving experience in students' learning process. Running on a 24-class structure (with total number of students being 719) and a full-range EMI curriculum, HTYC upholds the notion of "high expectations with love". For the S.1 admission interviews in March 2020, competing for 41 discretionary places were 488 applicants (ratio of 12:1), an increase of 10% compared with the figures in 2019.



豐富學習機會 促進健康成長

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

過去一年，香港面對史無前例的挑戰，學校需要停課，大部份活動和比賽被逼取消。這個充滿轉變的學年，丘中盡力維持一些十分重要的活動，包括上學期舉行的福音週，主題為「Be the Light」，目標是鼓勵同學謹守基督徒的使命，作世界的光，照亮他人的生命，而活動得到學生踴躍支持。丘中也舉行了陸運會、聖誕福音崇拜、學校旅行等。雖然疫情嚴峻，但因為丘中早已採用電子通訊平台發布家長通告以及和家長保持溝通，也運用電子教學策略進行授課，所以學校即使停課，仍然能夠有效地保持網上教學。至5月復課，學校決定延長下學期至教育局宣佈提早暑假為止，盡量保留上課時間，把損失的教學日數減至最低，確保學生的學習不致受到很大的影響。

這個學年，丘中也經歷了教育局最詳細的視學—校外評核，外評隊伍對學校和學生有高度的評價，讚揚學校優良的校風、教師的專業和委身，以及學生的傑出表現。丘中會採納外評報告的建議，繼續堅守恩主托負的使命，努力優化課程和教學策略，為莘莘學子提供良好的教育。



Abundant Learning Opportunities

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

2019-2020 has been a year of turmoil and many of the planned activities were cancelled. However, the school still managed to maintain important annual events, including the Evangelistic Week in October 2019 under the theme "Be the Light" while in December 2019 there were the Athletics Meets, the Christmas evangelistic service, and the School Picnics. Facing the outbreak of COVID-19 pandemic spread influencing Hong Kong since January 2020, the School, having already established electronic communication platforms with parents and students, and having been adopting e-learning strategies in normal school days, successfully continued regular communication with parents and online teaching, hence achieving fruitful learning for all the students. When normal classes resumed in May 2020, with School Management's decision to extend the term until 17th July 2020, the School could achieve substantial face-to-face learning time, maximally reducing the loss.

This year, the School also successfully went through the most comprehensive quality assurance inspection by Education Bureau: External School Review (ESR). The ESR team highly commented on the remarkable school atmosphere, the concerted efforts of teachers, and the outstanding performance of students academically and non-academically. In response to the report by the ESR team, the School would continue to provide quality education to students, offering humble and meaningful service to the development of the young people of the community.

學生勤奮堅毅 屢獲優異成績

丘中大部份學生在畢業後都是繼續升學。在2020年香港中學文憑考試中，學生成績優異，73%的學生獲得大學聯招派發學士學位課程，較2019年的67.2%高出不少，學生獲派課程包括醫科、職業治療、護理學科、商業及管理。

丘中學生一向在不同比賽中取得優異的表現，屢獲殊榮。雖然在這個學年很多校際比賽都被逼取消，丘中學生仍然在一些如常舉行的比賽中獲得傑出成績。在2019年，丘中四位學生在電腦科技教育領袖協會主辦的「一百萬港幣獎學金電腦科技比賽」中勇奪冠軍，四位獲獎同學可以免費入讀美國William Jessup University的電腦學系，並且可以到矽谷的著名企業實習。丘中在「2020年大灣區STEM卓越獎（香港區）」中獲得「十佳學校」殊榮，而在「2018我是發明家大賽」中獲得金獎的發明品Windows 90，獲知識產權署專利註冊，頒授「專利證明書」，充份肯定了這個發明品的獨有設計。丘中在STEM方面有傑出的發展，獲「2019學與教博覽」主辦機構邀請，在活動中分享心得。

在視覺藝術方面，中二學生獲得「第三十四屆全國青少年科技創新大賽」科學幻想畫（初中組）季軍；中三學生在「香港動漫海濱樂園漫畫寫生大賽」獲選三甲名次。在運動方面，丘中的學生同樣有優秀的表現。在香港校際游泳比賽2019-2020中，丘中泳隊獲得女子甲組及男子甲組冠軍；在香港校際越野比賽2019-2020中，中一同學生勇奪男子丙組個人冠軍。



Outstanding Academic and Non-academic Performance

In HKDSE Exam 2020, the performance of HTYC students were very outstanding, outweighing averages of Hong Kong students. 73% of the S.6 students, compared with 67.2% in 2019, had JUPAS degree offers to local universities. Graduates of 2020 have different pathways for further academic and career pursuits, including Medicine, Nursing, Occupational Therapy, Business & Management, etc.

HTYC students had indeed demonstrated talent, tenacity and team spirit in a wide range of competitions, gaining an accolade of trophies, including remarkable achievements in robotics, STEAM education, sciences, debating, A Cappella singing, cross-country races, swimming, and ball games. While most interschool competitions were cancelled, HTYC students won Championship in the unprecedented *One Million HKD Scholarship Computer Science Competition for High School Students* organized by AiTLE and William Jessup University. Four S.6 graduates were granted full tuition to study in William Jessup University (US) with promised internship in Silicon Valley. HTYC also won the "Great School" title in The Greater Bay Area STEM Excellence Award Competition 2020 (Hong Kong). The award-winning innovation *Windows 90* (Gold Award in the "I am Inventor Award Competition 2018") obtained a patent for its unique innovative elements. Teacher and student representatives were also invited to give sharing on STEAM education in the Learning & Teaching Expo 2019.

In Visual Arts, an S.2 student won the 2nd Runner-up Award in the 34th China Adolescents Science & Technology Innovation Contest with her innovative drawing; an S.3 student attained Top 3 award in 香港動漫海濱樂園漫畫寫生大賽. In sports, both Girls Grade A and Boys Grade A won Championship in the Interschool Swimming Competition 2019-2020; an S.1 student won Championship (Boys Grade C) in the Interschool Cross-Country Competition 2019-2020.





全面均衡發展 培育僕人領袖

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

Holistic Development towards Servant Leadership

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

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





兒童及家庭服務 CHILDREN AND FAMILY SERVICE

兒童的未來藏有無限的潛能及可塑性，家庭的培育是兒童成長的搖籃。隨著社會需要不斷變化，我們積極回應社會需求，在過去20年間的不斷拓展下，我們先後成立了三間家庭健康促進中心、拓展正規的兒童康復服務及駐幼稚園社工服務等，本會兒童及家庭服務部門由此應運而生，讓我們更能聚焦資源的運用，擴闊服務夥伴的網絡，為服務的專業性及發展訂下了明確的方向，亦使服務對象獲得更適切及更有效的服務。

Children's potential is limitless and full of possibilities. Family is the nurturing grounds for the healthy growth of children. In response to the ever-changing social needs, we have established three family wellness centres and developed regular children rehabilitation service as well as social work service for pre-primary institutions. With the continuous development over the past 20 years, the Children and Family Service Department was set up to facilitate effective use of resources and expand the network of service partners. It also helps steer the service development and enhance its professionalism. Our service targets can thus receive appropriate and effective services.



幼稚園非華語到校支援服務

回應非華語學童的服務需要，天水圍家庭健康促進中心於2018年已開始為區內幼稚園提供有系統的非華語學童支援服務，包括為教師提供專業培訓，幫助非華語學童學習中文，提升教師對多元文化和宗教的敏感度，親子社區共融活動及家訪等，以促進非華語的幼兒及其家庭融入校園及社區生活。由於服務成效獲得認同及欣賞，2019年度再獲多間幼稚園與中心合作推行此服務。透過跨專業人士的協作，為非華語學童安排不同類型的學習活動，以協助提升其中文的聽、講及認讀能力，也定期提供親子共同學習中文的機會，讓家長更了解其子女學習的中文內容，達到家校合作的目標；社工更會舉辦不同的共融活動及家長小組，促進本地及非華語學童及其家庭的認識及文化交流，使非華語學童更快適應和融入校園生活，建立歸屬感。



On-site School Support Service for Non-Chinese Speaking Children

In response to the service needs of non-Chinese speaking children, Tin Shui Wai Family Wellness Centre has provided systematic support services for non-Chinese speaking children at kindergartens in the district since 2018, including professional training for teachers, Chinese learning for non-Chinese speaking children and enhancement of teachers' cultural diversity and religious sensitivity, parent-child activities promoting inclusive community and home visits, etc., to facilitate non-Chinese speaking children and their families to integrate into campus and community life. Thanks to the recognition and appreciation of the effectiveness of the service, in 2019, the Centre implemented the service in collaboration with several kindergartens. Through multi-disciplinary collaboration, a variety of learning activities are arranged to help improve their Chinese listening, speaking and reading skills. Regular opportunities for parents and children learning Chinese together are offered so that parents can better understand their children's learning to achieve the goal of home-school cooperation; social workers also organize different inclusive activities and parent groups to promote understanding and cultural exchanges between local and non-Chinese speaking children and their families, so that non-Chinese speaking children can adapt and integrate into campus life and develop a sense of belonging.



聯合校長及行政人員會議2019

學校是到校學前康復服務的重要合作夥伴，既是三方（悅兒服務、家長及學校）協作的一方，亦是三方的連接點，因此對服務的推行扮演一個極為重要的角色。女青悅兒成長服務一到校學前康復服務正邁向服務的第五年，悅兒服務首次舉辦了「聯合校長及行政人員會議2019」，當天數十名學校代表出席，透過服務流程及內容的介紹、訓練場地參觀/實景體驗、「升小轉介機制及小學支援SEN學童的政策與方法」主題分享等增進了學校對悅兒服務的深入了解及掌握，亦加深認識學前康復服務的運作。部份參與校長更表示此乃首次參觀幼兒物理治療及職業治療訓練室，讓他們更明白受訓學生的日常區本訓練內容。出席的學校代表亦互相交流及分享各校的優良措施。透過是次愉快又有效的多向溝通，與會者均表示會議有助建立更緊密的合作關係及推動服務的專業性。



Joint Principal and Administrative Staff Meeting 2019

School is an important partner for Y Seeds On-site Pre-school Rehabilitation Services. It is not only one of the three parties (Y Seeds, parents, and the school) involved, but also serves as the connection point, so it plays an extremely important role in the implementation of the service. Entering into its 5th years of service, Y Seeds organized its first "Joint Principal and Administrative Staff Meeting 2019", which was attended by dozens of school representatives. Through the service introduction, training venue visits/real-life experience, sharing on the theme "Referral Mechanism for Primary Schools and the Policies and Methods of Supporting SEN Children in Primary Schools", the school's understanding of Y Seeds services as well as the operation of pre-school rehabilitation service was enhanced. Some of the participating principals stated that it was the first time they visited the pediatric physiotherapy and occupational therapy training room, which helped them grasp the daily training content of the students. School representatives also exchanged ideas and shared good practices of their school. Through this pleasant and effective communication, participants all expressed that the meeting helped establish a closer cooperative relationship and promote the professionalism of services.



女青賽馬會早愛同行計劃

女青一直重視家庭健康培育，而健康的家庭對幼兒建立安全感起著重要的作用。一直致力為0-6歲幼兒及家庭服務的天水圍家庭健康促進中心，於2019年4月再獲賽馬會慈善信託基金贊助為期三年的「女青賽馬會早愛同行計劃」，以家庭為本的介入模式，運用觸摸及遊戲作為介入手法，幫助嬰幼兒從小與照顧者建立安全的依附關係，培育成為一個自信自愛的孩子。此計劃更希望藉著實證

YWCA Jockey Club Community Support Network for SEN Children

The Association has always attached importance to family wellness and a healthy family plays a vital role in establishing a sense of security for children. Our Tin Shui Wai Family Wellness Centre, which has been dedicated to serving children aged 0-6 and their families, was again sponsored by the Jockey Club Charities Trust for a three-year "YWCA Jockey Club Community Support Network for SEN Children" program in April 2019. Based on the family-oriented model, touch and play were employed as intervention methods to help infants and young children establish a securely attached relationship with their caregivers from an early age, so that they would grow up as a child with self-confidence. This program also hopes to explore how parent-child interaction and game playing are associated with the establishment

研究，以了解親子接觸及親子遊戲與協助患有特殊教育需要的幼兒及家庭建立一個安全、穩健和諧的親子依附關係之關聯。第一年計劃已經完成，全年服務2,400人次，參加者反應理想。計劃隨即進入第二階段，服務層面會擴大至社區教育、入校培訓、義工訓練及家訪等服務，讓社區人士更認識及了解患有特殊教育需要幼兒的特質及需要，予以接納，並讓這些家庭感到社區的關愛。

專業督導及社工培訓

培育新一代的社工及輔導人員是又一村家庭健康促進中心的重點服務之一。多年來，本中心的輔導專業性一直備受外界肯定，除了為大學碩士生提供臨床督導多年，亦獲社會福利署社會工作訓練基金的資源，籌辦多屆社工培訓課程。自2015年起，中心的資深同工已為香港城市大學社會及行為科學學系的社會工作學碩士及輔導學碩士的學生提供個別實習督導及小組督導，至今培育近百名碩士生。現時中心除了進行實體課外，也為學生提供線上雲端督導課程。另外，由2016年起，中心亦為澳洲Monash University輔導學碩士學生提供實習督導，包括本地和外地生。



of secure and positive parent-child attachment by conducting empirical research. The first-year program has been completed, serving nearly 2,400 attendances throughout the year, and the response from the participants was satisfactory. Entering the second phase, the project expanded its service scope to community education, school training, volunteer training and home visits, so that the community will better understand the qualities and needs of SEN children with acceptance and families with SEN children would feel the love and care in the community.



Professional Training for Supervisors and Social Workers

Nurturing a new generation of social workers and counselors is one of the key services of Yau Yat Chuen Family Wellness Centre. For many years, the professionalism of its counseling services has been widely recognized. Therefore, it has provided clinical supervision for university graduate students for many years, and obtained Social Work Training Fund of the Social Welfare Department to organize multiple social work training courses. Since 2015, the senior staff of the Centre have provided individual internship supervision and group supervision to students of the Master Program of Social Work and the Master Program of Counseling from the Department of Social and Behavioral Sciences of the City University of Hong Kong. So far, nearly 100 master students have been trained. In addition to physical classes, the Centre also provides online supervision courses for students. In addition, since 2016, the Centre has provided internship supervision for local and foreign students enrolling in the Master Program of Counseling at Monash University in Australia.



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，積極鼓勵他們實踐夢想及服務社群。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、梁紹榮渡假村及女青中樂團等，並為30多間中、小學提供駐校社工服務。

The Association lays great emphasis on nurturing the holistic growth of children and youths, encouraging their self-actualization and social participation. To cope with growing social needs, the Association has been operating ten integrated social service centres, two youth outreaching social work teams, two community work teams, Sydney Leong Holiday Lodge and HKYWCA Chinese Orchestra, and providing stationing school social work services at more than 30 primary and secondary schools.



深入兒童內心世界 由兒童為本到改善親子關係

「YPlay兒童為本遊戲輔導」服務為兒童提供一份接納，承托兒童各種負面的情緒，讓兒童情緒得以抒發。藉著不同的玩具遊戲，呈現兒童內心的需要與渴望，在過程中，兒童以「自我主導」方式發展故事佈局，滿足內心需要，重新建立安全感和自尊感。本服務於2017-2019年進行「兒童為本遊戲治療評估研究」，以探討服務成效，並於2019年6月進行成果發佈，是次研究的量性及質性結果反映服務能達到預期目標和成效，當中以情緒調節、安全感、自尊感最為顯著；從家長問卷結果顯示，家長掌握遊戲治療技巧愈好，親子關係會有較大程度的改善，此情況在有情緒或心理困擾的孩子身上更為顯著。我們相信兒童遊戲輔導讓父母透過「遊戲」作為與孩子溝通的平台，拉近彼此的關係，讓父母明白孩子內心的需要及渴望，使兒童能在一個更健康的環境下成長。



From Child-based Approach to Improved Parent-child Relationship

"Y Play Child-based Play Counseling" Service provides children with acceptance, supports children's various negative emotions and allows children to express their emotions. By the use of toys and games, it helps reveal their inner needs and desires. In the process, children develop the story plot in a self-directed way to meet their inner needs and re-establish a sense of security and self-esteem. The "Child-based Play Therapy Evaluation Study" was conducted from 2017 to 2019 to explore the effectiveness of the service and the results were released in June 2019. Both quantitative and qualitative findings reflected that the service could achieve the expected goals and among them, emotional regulation, sense of security, and self-esteem were the most significant. Responses from parents in the questionnaire also showed that the better they mastered play therapy skills, their parent-child relationship would be improved to a greater extent. Such observation was more prominent among the children with emotional or psychological distress. We believe that children's play counseling allows parents to use games as a platform to communicate with their children for closer parent-child relationship and healthy development of their children.



女青創客教育 青年共創共學

女青「創客教育」計劃期望提升青年創意及自主學習能力。本計劃讓青年學習透過動手做來解決問題，鼓勵青年思考「自造者」如何利用設計讓社區變得更美好，並結合有共同理念的社區合作夥伴及不同專業人士探索社區需要，發掘不同資源，讓青年以創新想法回應社區需要，鼓勵他們有意義參與及發展可持續社區的理念。「創客教育」計劃推行了一系列創客體驗活動、小型市集活動、台灣交流活動及本地青年交流活動，為青少年製造了不少體驗、學習及交流的機會。計劃發展重點包括社區遊樂設施、長者友善小幫手、感統玩具設計、青年主導項目等，並結連社區不同的社區夥伴、如「樂在製造」、屯門夢工匠、工匠灣及本地的創客伙伴等，運用一系列工具協助他們探索社區資本，一同探討更多「造你所想，與眾共享」的社區創新服務。

Maker Education to Foster Youth Co-creation and Shared Learning

YWCA "Maker Education" Program endeavors to enhance the creativity and independent learning ability of young people. It allows young people to learn how to solve problems through hands-on works, encourages them to think about how to build better communities by design as Maker, explore community needs and resources through youth-adult partnership, so that young people will respond to community needs with innovative ideas, participate meaningfully and develop the concept of sustainable communities. The "Maker Education" program has implemented a series of maker experience activities, small scale bazaar, exchange program in Taiwan and local youth exchange program, creating abundant opportunities for youth to experience, learn and communicate. The program's development focus included community amusement facility, friendly helpers for the elderly, design of sensory integration toys, youth-led projects, etc. Different community partners like Maker on Loft, Tuen Mun DreamCrafters, MakerBay and other local Makers were connected to make use of a series of toolkits to jointly explore the communal capital and develop innovative services.





女青伴你同行 情緒支援服務

2019年暑假，社會矛盾不斷升溫，連串社會事件正正牽動著各人的情緒，青少年心理情緒上亦受困擾，當中更會出現不同程度的情緒狀態，如焦慮、失眠、傷心難過、無奈無助，為香港未來及安全感到憂慮。為此我們特別設立情緒支援專線，為有情緒支援需要的青少年提供協助，並印製一系列的情緒支援卡為青少年打打氣，更透過流動街頭busking打氣站及流動樹窿，以歌聲為區內青少年在逆境中提供歇息的空間。其中於12月底舉行了「沒有歌怎敢說心事」聖誕街頭歌曲分享，由青年人派發聖誕卡，街坊可留言及點唱，為社區帶來多一點正能量。

一校兩社工 紓緩學生精神壓力

為紓緩學生精神壓力，2019年度財政預算推出「一校兩社工」政策，由9月起中學社工駐校服務增加至每校兩名社工，本會獲得20多位社工資源，新增資源能真正回應中學生對精神健康支援的迫切需要。此外，本會深水埗綜合社會服務處成功獲得社署審批，於2019年9月開始為區內基督教崇真中學提供一校兩社工的駐校社工服務。為裝備新任學校社工認識服務運作，掌握實務知識及技巧，本會舉行一連兩日的啟導課程，內容包括：個案處理秘笈、與校內人員之關係協作、保障私隱及社交媒體處理、雙社工協作及配搭等。啟導日由總主任及資深學校社工籌備，為他們進入校園作好準備。另外，部門亦為全體學校社工安排了七個小組督導，持續提升學校社工個案分析能力及輔導技巧。

Emotional Support in the Face of Social Tension

In the summer holiday of 2019, social tension was mounting, and a series of social incidents gripped the hearts of all in the city. Teenagers were also psychologically and emotionally suffered and experienced different levels of emotional disturbances, such as anxiety, insomnia, sadness, and helplessness, feeling worried about the future and safety of Hong Kong. In response to this, we have set up an emotional support hotline to provide assistance to young people in need of emotional support and printed a set of cards to cheer them up. Through busking stops and "mobile tree holes", teenagers in the district were offered a respite from adversity by singing songs. At the end of December, a Christmas song sharing activity was held in the street, where young people distributed Christmas cards, and the neighborhood left messages and made song requests, hoping to bring more positive energy to the community.

"Two School Social Workers for Each School" Measures

In order to alleviate the mental stress of students, the 2019 Budget has introduced the measures of "Two School Social Workers for Each School". Starting from September 2019, the number of school social workers for each secondary school had increased to two. The Association had been allocated with 20 plus school social workers and such increased resource could effectively meet the pressing needs for mental health support among secondary school students. Besides, our Sham Shui Po Integrated Social Service Centre successfully obtained approval from Social Welfare Department to provide on-campus social work services for Tsung Tsin Christian Academy in the district under the measures of "Two School Social Workers for Each School". For new school social workers to understand the service operation and master practical knowledge and skills, the Association held a two-day induction course which covered tips for case handling, cooperation with school personnel, privacy protection and social media handling, dual social workers collaboration etc. The orientation day organized by our Chief Officers and senior school social workers helped prepare newly hired school social workers for entering the campus. In addition, the department also arranged seven group supervisions for all school social workers aiming to strengthen the school social workers' case analysis ability and counseling skills.

「DSE應試」、「疫境同行」、 「復課錦囊」系列

新型冠狀病毒疫情下，學校停課已多月，無論學生、家長、老師皆面對不少挑戰。3月中，本會學校社工針對應屆文憑試學生及家長需要，出版了「DSE應試」系列：「DSE學生隨身包」及「家加油」DSE家長錦囊，讓學生掌握疫情下的應試秘笈。於4月本會推出了「疫境同行」系列，鼓勵大家善用停課時間作自我關顧，建立親子及師生關係。5月復課在即，我們撰寫了「復課錦囊」系列，每日提供小貼士，讓同學及老師輕鬆迎接復課。本會與33間駐校的中學共同分享三個系列之錦囊，向學生、家長及老師表達關心，獲得良好的反應。

開創年青媽媽生涯發展支援服務

近年本會積極關注年青媽媽之個人成長及生涯發展的需要，於2018年委託香港中文大學社會工作學系進行一項有關「香港年青媽媽生涯發展需要」之研究，以問卷形式訪問了405位24歲或以下的年青媽媽，了解她們育兒及生涯發展的情況。調查結果發現，大部份年青媽媽的教育程度一般是中學程度，與家人關係亦較差，當生活上面對各種難題，包括經濟、個人發展、居住環境及幼兒照顧等，她們常難以獨力解決；但調查顯示，她們較一般媽媽更願意尋找「媽媽」、「工作」及「學習」的意義，更希望自己能於三者間取得平衡發展。有見及此，本會透過「Own Your Life年青媽媽生涯發展支援計劃」，從青少年生涯發展角度作介入，透過自我認識、探索發展、職場體驗，讓她們獲得應有的學習機會，除了可以學習新技能和知識外，年青媽媽之間的鼓勵亦讓她們在充足的社會支持下，更有信心地為自己重新訂立生涯發展方向，一步一步實踐個人目標，讓幼兒在健康環境下成長。

Practical Tips to Students, Parents and Teachers during the Epidemic

Under the epidemic, schools had been closed for months and students, parents and teachers all faced lot of challenges. In mid-March, our school social workers targeted the needs of DSE candidates of this year and their parents and published the "Sitting for DSE" series to offer tips for taking the DSE under the epidemic situation to students. In April, the "Walk with You Amid the Pandemic" guide was released to promote self-care and the building of parent-child and teacher-student relationships during the period of class suspension. Knowing that classes would be resumed in May, we wrote the "Tips for Class Resumption" series, providing daily tips to students and teachers for their better preparation for class resumption. The Association shared the tips with the 33 secondary schools where we provided stationing school social work services and the sharing was well received. We also expressed our concerns to students, parents and teachers.



Own Your Life Young Mothers' Career and Life Development Support Services

In recent years, the Association has been actively addressing the personal growth and career development needs of young mothers. In 2018, we commissioned the Department of Social Work of the Chinese University of Hong Kong to conduct a survey study on young mothers needs' for life and career development in Hong Kong, and interviewed 405 young mothers aged 24 or below to understand their parenting and career development situation. Results found that most of the interviewees attained secondary education level and had relatively poor relationships with their family. When faced with various problems in life related to economics, personal development, living conditions and child care, they often found it difficult to solve the problems by themselves; but the survey showed that they were more willing to look for the meaning of "mother", "work" and "learning" than other mothers, and hoped to achieve a balanced development among the three. In view of this, the "Own Your Life Young Mothers' Career and Life development Support Services" was launched. By adopting youth life and career development as the intervention point, young mothers could get the learning opportunities they deserve through self-awareness, exploration and development, and workplace experience. In addition to learning new skills and knowledge, they could obtain social support from the encouragement among young mothers and would become more confident to re-set their personal and career development direction and achieve their personal goals step by step. Children could also grow up in a healthy environment.





共建「土窯」烹飪 培訓樂齡導師

近年梁紹榮度假村推出環保樂活系列，讓參加者接觸泥土及其他大自然物質，並特別邀請台灣樸門永續設計師廖春嫻女士負責於開心農莊帶領「造窯生事共建土窯工作坊」，共建一座以天然物料建造的戶外焗爐——「土窯」，並設計以土窯為主題的戶外烹飪，品嚐食物的原味道。今年更獲得何東爵士慈善基金贊助推行「C.A.R.E.樂齡導師啟導計劃」，計劃主要為長者提供培訓工作坊，包括野地土窯工作坊(C-Cookery)、天然染布工作坊(A-Art)、地壺球導師班(R-Recreation)及大嶼生態導賞工作坊(E-Eco tour)。長者完成培訓及實習後，可成為各項活動的導師，讓他們善用餘暇之餘，亦能將所學回饋社會。

具有超過50年歷史的香港女青中樂團，於2019年4月22日在西灣河文娛中心劇院舉辦了「女青菁英II」的音樂會，讓年青樂手有一個大顯身手的機會。

Earth Oven Building and Cooking Workshop

Sydney Leong Holiday Lodge has launched the eco-friendly Lohas activities in recent years, which allowed participants to come into contact with earth and other natural materials. In particular, Ms. Emma Liao, member of Taiwan Permaculture Institute, was invited to conduct a workshop at Happy Farm, where an outdoor oven made of earth was built and participants cook outdoors with the earth oven, giving them an opportunity to try the original taste of food. This year, "C.A.R.E. Train the Trainer Project for Senior" sponsored by the Sir Robert Ho Tung Charitable Fund was launched, with training workshops including earth oven cooking (C-Cookery), natural dyeing (A-Art), floor curling instructor training (R-Recreation) and eco-tour guide training (E-Eco tour) organized for the elderly. After completing the training and gaining practical experience, the elderly become the instructors of the activities. Through this Project, they will not only make good use of their spare time but also give back to the society with what they have learned.

The Hong Kong YWCA Chinese Orchestra, with a history of more than 50 years, held the "YWCA Elite II" concert at Sai Wan Ho Civic Centre Theatre on 22 April 2019, giving young musicians a chance to show their talents.





ERB「人才發展計劃」聯合畢業典禮

2019年



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。

Committed to fulfilling the service mission of "life enhancement" of the Association, the Career Development and Continuing Education Department provides continuous education, vocational skills training and employment services for people from all walks of life, and works closely with different stakeholders to promote lifelong learning and skills enhancement.



多元途徑發展人才

為協助失業及轉業人士重新找到工作目標，掌握實用技能，本部成功開辦不同系列的僱員再培訓局（ERB）課程，其中全日制之健康護理系列、中醫保健系列及家居服務系列如陪月員訓練等，獲得最多人士報讀，反映市場需求。全年開辦167班，就業掛鈎課程之平均學員就業率逾85%。

本部一向重視優質服務，本年度成功通過ERB周年審計之自行評審，獲評為「第一組」，連續保持最佳評級逾十年。本會致力讓參與人才發展的各持份者的努力獲得肯定。本會提名的學員分別於ERB年度頒獎禮2019-20中獲得「傑出學員獎」及「優異學員獎」；另成功提名多間企業獲得僱主獎項，以表揚他們積極支持人才發展。本會亦再次榮獲「推廣宣傳獎」。

本會重視人才發展，於長沙灣開設人才發展中心（九龍西），惠及區內外人士，並發展婦女為本之培訓及就業服務。

本部多年來關心就業困難之社群，透過個案方式協助有需要人士。由勞工處委託本會營運之先導計劃「天水圍一站式就業及培訓中心」已於2020年3月完滿結束，為751位待業人士提供就業輔導及培訓服務。



Develop Manpower in Multiple Ways

In order to help the unemployed and displaced workers to re-establish their job goals and master practical job skills, the Department has successfully launched different series of Employees Retraining Board (ERB) courses. Among them, enrolment for the full-time health care courses, Chinese medicine health care courses and domestic service courses such as training for post-natal care helpers are the highest, which reflected the market demand. A total of 167 classes were offered throughout the year, and the average employment rate of the trainees of placement-tied courses exceeded 85%.

The Department has always attached great importance to service quality. This year, it successfully passed the self-assessment of the ERB annual audit and was graded "level one", maintaining the best rating for more than ten consecutive years. Besides, we strive to recognize the contributions of different stakeholders in manpower development. Nominated by the Association, our trainees were conferred ERB Outstanding Award for Trainees and ERB Merit Award for Trainees respectively at the ERB Annual Award Presentation Ceremony 2019-20 and several corporates received employer awards for their enthusiastic support for manpower development. The Association was also awarded the "ERB Outstanding Awards for Promotion and Marketing" again.

With great emphasis on talent development, Talent Development Centre (Kowloon West) at Cheung Sha Wan was established to benefit people from within and outside the region, and to develop women-oriented training and employment services.

For many years, the Department has been concerned about communities with employment difficulties and has assisted those in need through individual cases. The pilot project "Tin Shui Wai One-Stop Employment and Training Centre" commissioned by the Labour Department was completed in March 2020, providing employment counseling and training services for 751 job seekers.

關懷婦女需要 增強個人能力

本會關懷婦女在不同人生階段的需要，僱員再培訓局委託本會營運之「陪月一站」年度內為1,559位家庭僱主轉介陪月員及嬰幼兒照顧員，並協助1,383位陪月及嬰幼兒照顧員獲得就業機會，整體服務指標達標率為102%。本會再次成功申辦新服務合約，於2020年4月生效。

針對年青媽媽的需要，「陪月一站」與本會生涯規劃服務隊合作的「年輕媽媽陪月服務支援計劃」，已為28位年青媽媽完成陪月支援服務，未來將爭取更多資源以加強陪月服務。

另外，本部獲State Street Foundation贊助推行「劃出『妳』想同行計劃」，年度內為140位婦女，包括在職及待業婦女、大專生及高中畢業生提供職涯規劃及個人諮詢服務。

由於疫情影響，不少婦女面對家庭照顧及經濟等困難。本部聯同會內單位，招募來自不同服務之婦女，協助購買食材並派送予基層家庭；以及參加車縫布口罩項目，體現助人自助、婦女展才的精神。



Caring for the Needs of Women

The Association cares for the needs of women at different stages of life. Commissioned by the ERB, we operated the "Smart Baby Care Scheme", which referred post-natal care helpers and infant care helpers to 1,559 household employers during the year, and assisted 1,383 post-natal care helpers and infant care helpers to obtain employment opportunities. The overall achievement rate was 102%. The Association successfully bid for a new service contract, which will take effect in April 2020.

In response to the needs of young mothers, the "Young Mothers Post-natal Service Support Program" was co-operated by "Smart Baby Care Scheme" and our CLAP Service Team. 28 young mothers had received the service. We will strive for more resources in the future to strengthen our post-natal care support services.

The Department was sponsored by the State Street Foundation to launch the "Be Your Life Designer—Women Empowerment Project". During the year, it provided career planning and personal consultation services to 140 women, including working and unemployed women, college students and high school graduates.

Due to the impact of the epidemic, many women are facing challenges in family care and financial difficulties. Our service units recruited women from different services to help purchase food and deliver them to grassroots families. They also participated in the cloth mask sewing project, reflecting the spirit of helping people to help themselves and demonstrating women's talents.





回應社會需要 服務社群

2019年下半年香港經歷連串社會事件，並於2020年初起受新型冠狀病毒疫情影響，各行業人士面對非常嚴重的失業及就業不足情況。本會配合僱員再培訓局的特別措施，開辦「特別·愛增值」計劃課程，協助受影響人士提升多元技能。

本會關注不同背景之青年人的職涯需要。承蒙李國賢嘉倫基金贊助，本會於2019年10月開展專為持有大學學位之在職青年（22-35歲）而設的職涯發展服務，為期15個月。計劃包括專題分享、小組活動、個人職涯諮詢、體驗活動等，增強參加者的支援網絡，並進行更完整的職涯規劃。項目推行至今，獲得青年人踴躍參與，並給予正面回饋。

Respond to Social Needs and Serve the Community

In the second half of 2019, Hong Kong experienced a series of social events and has been adversely affected by the epidemic since early 2020. People in various industries are suffering from very serious unemployment and underemployment problem. In line with the special measures initiated by the ERB, the Association has organized courses under the ERB's "Love Upgrading Special Scheme" to help the affected people upgrade their skills and abilities.

The Association strives to address the career needs of young people of different backgrounds. Thanks to the sponsorship of Simon K.Y. Lee Karen's Fund, in October 2019, the Association launched a career development program specifically designed for working youth aged 22-35 with university degree for a period of 15 months. Sharing sessions, group activities, personal career consultation, experiential activities, etc., were organized to enhance the support network of participants and facilitate more comprehensive career planning. Since its implementation, young people have actively participated and given positive feedback.



耆年服務 ELDERLY SERVICE

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

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



關懷抗疫行動

因應新型冠狀病毒疫情嚴峻，本部獲得多個長期合作夥伴的資源支援，獲贈外科口罩、酒精搓手液及各種乾糧，製作成關懷抗疫包，轉贈予社區內有需要的長者及護老者，支援疫情下的生活需要，共同抗疫，受惠長者超過5,000人次。此外，中心同工及企業義工以電話慰問和關顧超過1,000位長者及護老者，向他們宣傳抗疫資訊及了解其生活需要。

為了減低感染風險，本會院舍進行一系列防疫措施，包括加強院舍內的清潔及通風系統，以及實施分樓層工作等。為緩和家屬及苑友未能見面的思念及顧慮，院舍提供視像通話服務，讓苑友及家人透過通訊軟件見面及交談，令他們在疫情之下保持聯繫。



Anti-epidemic Caring Action

In response to the severe outbreak of the COVID-19, the Department has received resource support from a number of long-term partners. Anti-epidemic packs containing surgical masks, hand sanitizers and food were prepared and given to the elderly and carers in need in the community. More than 5,000 elderly people were benefitted. Besides, the staff of our elderly centres and corporate volunteers telephoned more than 1,000 elders and their carers to express our care and concern, disseminate anti-epidemic information and understand their daily needs.

In order to reduce the risk of infection, our care and attention homes for the elderly have implemented a series of epidemic prevention measures, including strengthening the cleaning and ventilation systems, and implementing floor-based work. In order to alleviate the yearning and worries of family members and inmates who could not meet during the epidemic, the homes provided video call services, allowing inmates and their family members to meet and talk through communication software, so that they can keep in touch under the epidemic situation.



護老同行 全方位支援需要

本港安老服務政策一直以「社區照顧為本，院舍照顧為後援」為目標，隨著香港踏入老齡化社會，愈來愈多長者在社區內安享晚年，紓緩護老者壓力因而成為了重要的議題。近年社會福利署投放不少資源在長者中心推動支援護老者工作，本會長者活動中心積極舉辦多元化及創意活動回應照顧者的需要，包括「好心情咖啡館」及「忘憂茶室」等，讓護老者透過享受美食及泡花茶，放下照



All-round Support to the Elderly and Their Carers

The objective of the Government's elderly service policy is to promote "aging in place as the core, institutional care as back-up". As Hong Kong enters an aging society, more and more elderly people live in the community in their twilight year, which makes it an important issue to relieve the pressure on the carers. In recent years, the Social Welfare Department has invested a lot of resources in the elderly centres to promote the support to carers. Our elderly centre actively organized diversified and innovative activities including "Joyful Café" and "Worry-Free Tea Room" to address their needs, hoping that they could relieve the burden of care and take a short rest by enjoying food and making scented tea, so as to get a breathing space. In addition, the centre organized different workshops such as gardening group, art healing workshop and mindfulness group, so that carers can rediscover the joys of life and get to know other fellows, and promote mutual exchanges.

顧重擔，暫時休息，從而獲得喘息的空間。此外，中心舉辦不同的工作坊包括園藝小組、藝術療愈工作坊及專注覺察小組等，使護老者重新發掘生活樂趣及認識其他同路人，促進彼此交流。

為了建構關愛長者文化，長者活動中心積極推動護老同行計劃及認知無障礙社區，中心社工走訪社區，向區內不同對象包括屋苑管理員、企業員工及店舖職員等分享護老知識、認知障礙症長者的辨識和相處技巧，以及社區資源等，從而集結社會資本，全方位支援護老家庭的需要。

In order to build a culture of caring for the elderly, the elderly centre actively promoted the Support for Carers Project and Dementia Friendly Community Campaign. Social workers of the centre visited the community to share with different stakeholders including housing estate managers, company employees and shop staff about the knowledge of caring the elders, skills to identify elders with dementia and get along with them and the available community resources, with the aim of gathering all available social capital to support the needs of the elderly families in all aspects.



樂齡科技應用 提升安老服務效益

善用資訊科技提升服務質素乃是未來長者服務的大趨勢，本部自2019年開始申請由政府推行的「樂齡及康復創科應用基金」，藉以為社區服務中心及院舍服務單位購置各項創科產品，以改善服務使用者的生活，並減輕護理人員及照顧者的負擔和壓力。本年度成功獲基金撥款贊助購買產品包括「垂直振動治療儀」、「陪伴機械人」、「吞嚥治療刺激系統」、「電動站立換片機」等，服務單位表示添置的各項器材有助減輕照顧員的勞損及工作量，也有助應付長者的護理需要，提升服務水平。

Gerontechnology to Enhance the Benefits of Elderly Services

Making good use of information technology to improve service quality is the general trend of elderly services in the future. Since 2019, the Department has applied for the "Innovation and Technology Fund for Application in Elderly and Rehabilitation Care" launched by the Government to purchase various technology products for district community centres and residential homes for the elderly so as to improve the lives of service users and reduce the burden and pressure on nursing staff and carers. This year, we successfully received subsidies from the Fund to purchase products including "Vertical Vibration Therapy Device", "Companion Robot", "Swallowing Stimulation Therapy System", "Electric Stand-Up Lift", etc. The service unit reflected that the additional equipment would help reduce the strain and workload of the caring staff, and help them cope with the caring needs of the elderly and improve service standards as a whole.



建立認知障礙友善社區

本部於2018年獲健康護理及促進計劃資助推行為期兩年的計劃，發展持續性認知刺激治療法，培訓18位金齡義工及12位社工及活動工作員，於服務單位內推行認知刺激治療法小組，為居住在社區的輕度至中度的認知障礙症長者提供有系統的認知訓練。計劃成效理想，並獲邀在本港院校分享計劃成效。

由於首階段的智友醫社同行試驗計劃成效理想，社會福利署自2019年4月開始，將計劃恒常化地於全港各地區的中心內推行，本會明儒松柏社區服務中心及秀群松柏社區服務中心分別成立跨專業團隊，由職業治療師、護士及社工提供6至9個月的小組訓練，藉此提升輕度至中度認知障礙症長者的認知及社交功能，並提供家居安全評估及護老者減壓活動，透過醫社合作攜手支援認知障礙症的長者及照顧者。



為保障院舍內認知障礙症長者的安全，本會雲華護理安老苑獲開元信德會計師事務所有限公司贊助，邀請專業藝術家指導企業義工及苑內長者合作於地下一個較遠離護士當值室的緊急出口繪畫壁畫，透過以大樹及花卉為主題的藝術創作隱藏緊急出口的位置，減低長者誤闖及奪門走失的風險，同時亦能美化院舍環境。



Build a Dementia-friendly Community

In 2018, the Department was funded by the Health Care and Promotion Scheme to implement a two-year program to train 18 golden-age volunteers and 12 social workers and program workers, to conduct cognitive stimulation therapy groups in the service unit where systematic cognitive training for the elderly with dementia of mild to moderate degree were provided. The program has achieved satisfactory results and we were invited to share the effectiveness of the program in local institutions.

Due to the satisfactory results of the first phase of the Dementia Community Support Scheme (the Pilot Scheme), the Social Welfare Department has been implementing the scheme on a regular basis in centres in different regions of Hong Kong since April 2019. Ming Yue District Elderly Community Centre and Ellen Li District Elderly Community Centre have respectively set up a multi-disciplinary team comprised of occupational therapists, nurses and social workers to provide 6 to 9 months of group training to improve the cognitive and social functions of elderly people with mild to moderate dementia. Home safety assessments and stress management activities for the carers were organized. Elderly with dementia and their carers were supported through medical-social cooperation.

In order to protect the safety of the elderly with dementia in our residential homes, and funded by Elite Partners CPA Limited, Wan Wah Care & Attention for the Elderly invited professional artists to guide our corporate volunteers and our inmates to cooperate to paint murals on the emergency exits located on the ground floor at a distance from the nurse duty station. Through artistic creation with the theme of big trees and flowers, the murals at emergency exit kept its location well hidden, reduced the risk of accidental entry and unexpected missing of the elders through the emergency exit, and at the same time beautified the environment of residential home.

跨代連結 老不可怕

面對香港人口日漸老化，很多代際溝通問題因而產生，本會一直不遺餘力推動跨代連結，促進代際間的認知和溝通。各長者服務單位分別推出多項精彩創新的活動計劃，如明儒松柏社區服務中心的「智在社區·守望傳愛」計劃在港島東區舉辦跨代話劇表演、五感體驗活動等，提升社區人士對認知障礙症患者的關注，建構認知友善社區。另九龍城綜合家居照顧服務隊透過與區內幼兒學校合辦「老有所為·代代同場齊栽種」計劃，讓長幼兩代合作製作草球寶寶和浮游花瓶，體現長幼之無限創意。雲華護理安老苑則舉辦「粵劇·悅劇」，透過讓年青人與長者一起學習粵劇，並組成「耆愉悅劇團」，粉墨登場到深水埗區推行社區劇場，促進社區人士對中國傳統文化的認識，加強跨代之間的互動。長青松柏中心更推動長者以身體力行改造社會對長者刻板化的形象，推出「老·不可怕」活動系列，透過學泰拳、學藝術、時裝表演等破格活動，讓長者建立積極正面的形象，展現長者仍可創造屬於自己、獨一無二而美好的健康高齡人生。



Intergenerational Connection

Faced with the aging population in Hong Kong, many intergenerational communication problems have arisen. The Association has spared no effort to promote intergenerational connection through enhancing their understanding and communication. Various elderly service units have launched a number of exciting and innovative projects, such as the "Wisdom in the Community · Watching and Passing Love" project of Ming Yue District Elderly Community Centre host a cross-generational drama performance and five sense experience activities in the eastern district of Hong Kong Island to enhance community awareness of the elderly with dementia and to construct a dementia friendly community. In addition, the Kowloon City Integrated Home Care Service Team partnered with the district's nursery schools to co-organize the "Older and Younger Generations Planting Together" project, allowing the two generations to cooperate in making grass balls and floating vases, reflecting the infinite creativity of the young and old. Wan Wah Care & Attention Home for the Elderly organized "Cantonese Opera · Pleasant Opera". Young people and the elderly were encouraged to learn Cantonese opera together, and the "Senior Joy Opera Troupe" was formed. Also they went to the Sham Shui Po District to perform Cantonese opera in community theater to foster the community's understanding of traditional Chinese culture and strengthen the interaction between generations. Cheung Ching Neighbourhood Elderly Centre also encouraged the elderly to transform the society's stereotyped image of the elderly by launching the "Aging is Not Scary" activity series, where participating elders learnt Thai boxing, art, and joining fashion shows etc., to build a positive image of the elderly, demonstrating that they could still create their own healthy elderly life.





公益業務拓展 SOCIAL BUSINESS DEVELOPMENT

本年度雖受新型冠狀病毒疫情影響，本部門全年仍然透過積極推行退休長者就業及培訓計劃、提升長者居家質素及安全之產品、服務及教育，以及促進身心及社交健康的健體服務，貫徹本會「社區為本的自資居家安老服務」的發展策略理念，協助本港長者豐盛耆年。

Despite impacted by the COVID-19 pandemic, the Social Business Development Department strived to proactively implement retired elderly employment and training programs, promote products, services and education that improve the quality and safety of elderly homes, and fitness services that foster physical, spiritual and social health and help the elderly in Hong Kong to have a prosperous latter years through implementing the development strategy of "community-based self-financed elderly services".





Y Garden View Lounge 園景軒餐廳

本餐廳成立快將十年，至今成功為數十名退休人士提供不同崗位的全職及兼職工作及培訓機會，帶來數萬個工作時數。本年度更獲勞工處邀請與近50位僱主茶敘，分享本會如何推動長者就業、現今長人士的就業情況及其需要和特性等資訊。我們會繼續努力招募退休人士成為員工，提供更多元化的培訓機會，並優化工作環境設備及營運流程，協助長者延續燦爛的人生。

Y Garden View Lounge

The restaurant is almost 10 years old and has successfully provided full-time and part-time work and training opportunities for dozens of retirees in different positions, bringing tens of thousands of working hours. During the year, upon invitation from Labour Department, the Lounge hosted a tea gathering with nearly 50 employers to share information on how to promote elderly employment, current employment situation of the elderly, their needs and characteristics. We would continue to work hard to recruit retirees as employees, provide more diversified training opportunities, and optimize working equipment and operating procedures to help the elderly lead a brilliant life.

Y Silver Link 安居通

本年度Y Silver Link安居通榮獲香港賽馬會慈善信託基金頒發「賽馬會齡活城市—『全城·長者友善』計劃」之「友善人情大獎」，以表揚本社企於推廣長者及年齡友善文化上的傑出表現，讓長者職員可以繼續發揮所長，實踐活躍晚年之餘，亦使更多大眾人士明白如何為長者締造一個舒適及安全的家居環境，達至居家安老。此外，本年度後期雖受疫情影響令部份零售服務暫停，但我們同時盡顯本項目所長，於世界各地採購多款防疫用品及協助不同善長和社福機構製作及派發超過2,000份慈善防疫包，望與香港市民一同抗疫。



Y Silver Link

During the year, the Y Silver Link was awarded Our City's Story Award of the Jockey Club Age-friendly City Partnership Scheme by Hong Kong Jockey Club Charities Trust, in recognition of the Association's efforts in promoting the elderly- and age-friendly culture, and enabling elder staff to utilize their talents and live out active aging. Besides, the general public learnt how to create a comfortable and safe home environment for the elderly to achieve aging in place. In addition, although some of the retail services have been suspended due to the epidemic in the latter part of the year, we had also fully demonstrated the strengths of this project. To fight the virus together with the general public, we had procured various kinds of anti-epidemic supplies from other countries and assisted our donors and NGOs to produce and distribute more than 2,000 epidemic prevention packages.

Y Fitness 躍動力

本年度Y Fitness躍動力的健體經理盧振邦先生榮獲由香港社會企業總會與社企民間高峰會合辦「香港社企員工嘉許計劃2019」頒發的「社企優秀員工獎」，他亦是本社企首屆「青年健體導師培訓計劃」的參加者，數年間獲晉升為健體經理。是次獎項除了表揚其優秀工作表現外，亦肯定了Y Fitness躍動力於培訓青年導師的努力和成果。另外，雖然大部分服務於本年度後期備受疫情肆虐影響，我們旋即推出多項新服務應對，如網上健體教學短片、網上直播運動班、戶外綜合運動班和全方位戶外健體三人班等，讓各學員於疫情期間仍可保持健體運動，同時有助我們擴闊服務範疇及鞏固客戶關係，使Y Fitness躍動力持續發展成為中年人士及長者的專業健體訓練專家。



Y Fitness

During the year, Mr Bon Lo, Fitness Manager of Y Fitness was awarded Outstanding Social Enterprise Employee at Hong Kong Social Enterprise Employee Recognition Scheme 2019 co-organized by Hong Kong General Chamber of Social Enterprises and Social Enterprise Summit. Mr. Lo participated in our first Y Fitness Youth Instructor Training Program and was promoted to Fitness Manager in a few years. Besides commending Mr. Lo's outstanding work performance, this award also affirmed Y Fitness's efforts and achievements in training youth instructors. Despite most of our services were affected by the epidemic in the latter part of the year, we promptly introduced a number of new services such as online fitness teaching videos, online live sports classes, outdoor integrated exercise classes, all-round outdoor fitness classes for three-people groups etc., to enable our trainees to maintain fitness exercises during the epidemic, and at the same time help us broaden our service scope and strengthen customer relationships so that Y Fitness would continue to develop into a professional fitness training expert for middle-aged and elderly people.

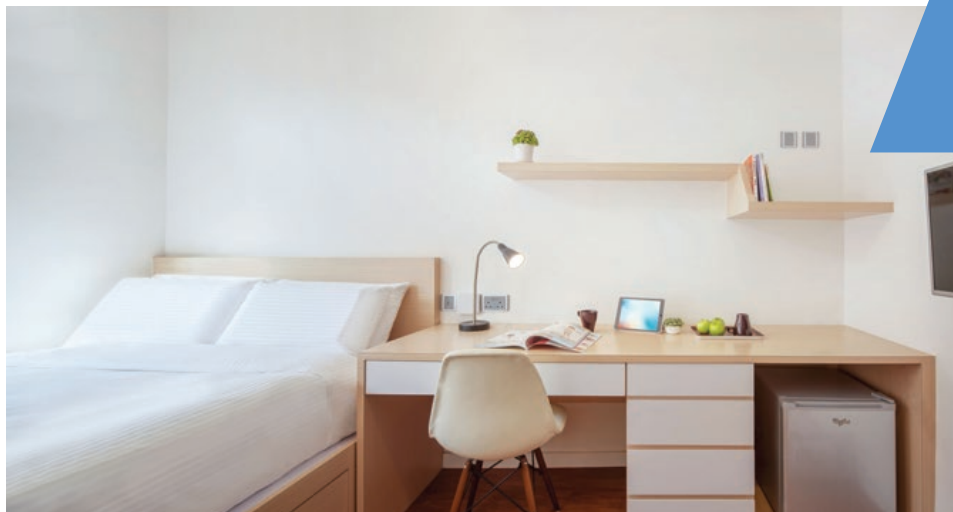




Y HOSPITALITY

提供舒適及優質的住宿服務，一向是本會轄下Y Hospitality的營運宗旨，而住宿營運所得的寶貴收益均用於本會社福用途上，以支援弱勢社群，使社會更趨和諧。

Providing comfortable and quality accommodation services has always been the primary objective of Y Hospitality. All our operating income is used to support the social services of Hong Kong YWCA for the disadvantaged group with an aim to promote a more harmonious community.





年青人職業培訓

一如既往Y Hospitality一直與不同的教育及社福機構合作，提供不同的實習崗位，給予年青人體驗和實習機會，為他們進入職場前做好充分準備。

設施提升

為提供更優質的住宿設施，園景軒其中兩層客房於本年度中完成了翻新工程，令客人入住後有煥然一新的感覺。

Youth Career Opportunities

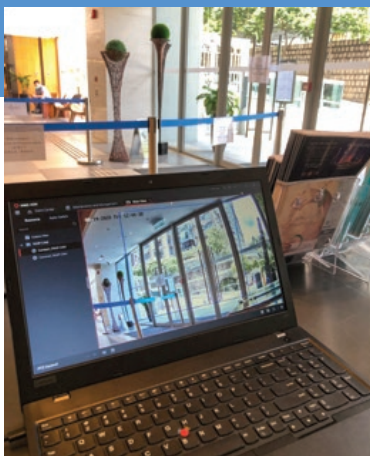
As always, Y Hospitality has been working with different educational institutions and social welfare groups to provide different internship positions, giving young people an experience and internship opportunities to prepare themselves before entering the job market.

Facilities Improvement

In order to provide better accommodation facilities, during the year of 2019-2020, Y Hospitality has completed a room renovation project for two floors at the Garden View for new customer experience.

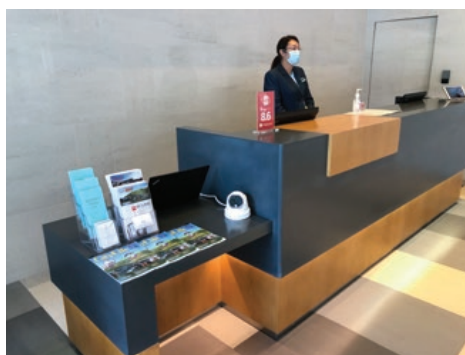
攜手抗疫

新型冠狀病毒疫情爆發期間，Y Hospitality在公共衛生層面上，嚴格遵從衛生署衛生防護中心的指引及密切監測疫情，務求將對客人及同工的風險減至最低。



Hand-in-Hand in Combating COVID-19

Y Hospitality shares the responsibility for public health and has taken appropriate preventive and anti-epidemic control measures by strictly following the guidelines from the Centre for Health Protection, Department of Health and closely monitoring all updates regarding the recent coronavirus outbreak. Y Hospitality always strives hard to protect our guests and staff, and reduce the risk to a minimum.





女青活學中心 CENTRE OF LEARNING AND LIFE ENHANCEMENT

女青活學中心是一個創新及專業的教育中心，主要以兒童及家庭為服務對象，提供一站式全方位及國際化的教育課程及活動。於2019-2020年間，女青活學中心為超過1,000個家庭，每季提供接近500項不同類型的課程及活動。

As an innovative and professional learning centre, the Centre of Learning and Life Enhancement (CLLE) provides one-stop full spectrum of international educational courses and programs catering for children and families. During 2019-2020, the Centre offered nearly 500 different courses and programs per quarter for over 1,000 families.



本中心以家庭為中心，提供一系列「互動親子」課程及活動，讓父母與孩子一齊遊戲，一同學習，一起成長。以「寓遊戲於學習」為宗旨的International Kids Club，通過不同類型的教育活動及服務，讓孩子開心快樂地成長。Helpers Trainin Academy為在職家傭提供不同的培訓活動，從而優化及培育她們的工作技能、態度及習慣。本中心亦提供一系列照顧個人身心健康課程，例如瑜伽、劍道、繪畫及長衫製作等。透過多元化的課程及活動，讓家庭每位成員一同學習和成長，作生命的栽培。

同時，本中心每年均舉行一系列大型比賽及活動，讓所有家庭成員均能一起參與，例如課程開放日、足球分齡賽、體操比賽、籃球玩樂日、畫展等。我們亦成立Y Dream Teams體操隊及足球隊，代表女青年會出外比賽，讓孩子學習團隊精神，發揮所長。



The Centre offered a series of interactive parent-child courses and programs, allowing parents and children to play, learn and grow together. International Kids Club, with the goal of “learning through play”, promotes happy childhood through organizing different types of educational activities and services. Helpers Training Academy provided different training activities for domestic helpers to train and cultivate their work skills, attitudes and habits. Besides, the Centre also offered a series of courses to take care of one’s physical and mental health, such as yoga, kendo, painting and Tang Suit tailor course. Through diversified courses and activities, each family member could learn and grow together and attain life enhancement.

At the same time, the Centre holds a series of large-scale competitions and activities every year, where all family members can participate, such as open day, football match by age groups, gymnastics competition, basketball day, art exhibitions, etc. We also set up Y Dream Teams—gymnastics team and football team to represent the Association to take part in competitions for children to develop team spirit and give full play to their strengths.





傳訊及資源拓展 COMMUNICATION AND RESOURCES DEVELOPMENT

香港與女青於2019年同樣充滿挑戰，社會動盪，疫情襲來。面對不穩定的民生及種種問題，本會各部因時制宜，順應社會變化推陳出新，為問題帶來最適合的答案。而轄下傳訊及資源拓展部，除持續做好創會百年之推廣工作外，在疫情下，更透過媒體向公眾發佈本會各類服務及物資資訊，並透過經年建立之持份者與企業伙伴網絡，積極協調各類物資捐贈及服務協作，在動盪多變中應對艱難，轉危為機。

The year 2019 was a challenging year to both Hong Kong and the Association as the society encountered serious social unrest and unexpected pandemic. The Association developed various coping strategies and measures to introduce viable solutions in the face of the unstable society and various social problems. Communication and Resources Development Department spared no effort in promoting the Association's centennial celebrations, disseminating information on our various services and supplies through media, coordinating supplies donations and service collaboration with our long-established network of stakeholders and corporate partners to cope with difficult situation and create opportunities amid adverse environment.



疫情之下 因時制宜

踏入2020年，面對突然而來的疫情，本部保持堅韌靈活，迅即推出相應的抗疫活動，由本部策劃11年的「ChariTea 棗點愛慈善計劃」，亦因應情況將「棗點愛」茶包加上各類抗疫物資重新包裝，並以「百年情，與妳同行」作主題，送予飽受疫情影響的需要人士，讓愛得以傳承。

此外，連月來本部一直無間斷地聯絡各界「有心人」，包括個人、企業及協作伙伴等，在抗疫路上結聚成強大的網絡，為各項支援工作努力，為市民送上無私的支持與物資捐贈。計有逾160個合作伙伴參與了本部統籌之「暖心抗疫行動」，派出近5萬個防疫包及逾270萬個口罩，超過47萬市民人次受惠，真正急市民所急。

百年偉業 不卑不亢

前路雖見顛沛，但本部依然致力做好各項宣傳工作，特別2020年適逢女青一百周年會慶，更要在不同媒體上廣泛宣傳女青百年來的理念、工作及服務。

本部糅合百年歷史與創意，除為會慶特別設計百周年會慶標誌外，更與香港郵政合作，於女青創會日，即2020年3月10日，發行一套四枚紀念郵票及相關郵品。本部更製作了多款百周年限定紀念品，包括ChariTea紅棗茶百年情特別版、百周年插畫陶瓷杯及布袋、紀念郵票相框及木座等，讓普羅大眾擁有能反映女青百年情的珍貴物品，以誌紀念。

由本部設立的女青Facebook專頁，追隨者人數於本年度翻倍至逾4,500人，成為女青其中一項有效的「自媒體」。而本部亦先後在Facebook等平台以多媒體作推廣，包括2019年的【ChariTea中秋限定慈善版】SEN繪本套裝義賣，以及上述的「女青年會百周年紀念郵票」，接觸到更多有心人。

此外，本部亦主動探索各種新媒體合作可能，2019年7月，本部聯繫親子網站OHPAMA，協調本會社工於該網以專家身份撰寫專欄，文章廣獲該網讀者讚許；本部又與新媒體「香港01」旗下「01心意」籌款網站合作，於該網發佈多項義賣及集資活動，反應不俗。

Adopting Timely Measures to Cope with the Pandemic

Stepping into 2020, in the face of a sudden pandemic, the Department adopted flexible measures and speedily organized anti-epidemic activities after understanding the needs of service users and the restrictions faced by frontline staff. An example was the repackaging and distribution of red dates tea bags with various anti-epidemic supplies to needy persons who have been affected by the epidemic under the theme of "A Century of Love, Walk with You" of our 11th ChariTea Program.



In addition, during the past several months, the Department had been continuously contacting individuals, corporate companies and collaborative partners in order to set up an extensive network to assist in various relief works, support and donate anti-epidemic supplies to the needy public. More than 160 cooperative partners joined our "Heart-warming Anti-epidemic Campaign" with nearly 50,000 anti-epidemic bags and over 2.7 million face masks distributed, benefitting 470,000 people.

Celebrating the Centenary with a Humble Heart

Amid unstable circumstances, the Department was still committed to engaging in various publicity tasks, especially in 2020, which coincided with the 100th anniversary celebration of the Association, and it was necessary to widely promote the purpose, works and services of the Association over the past century in different media.

Besides interweaving the centennial history and creativity to design a special centenary celebration logo for the celebration, the Department also worked with the Hong Kong Post to distribute a set of four commemorative stamps and related products on 10th March 2020 (the YWCA Day). Also, various kinds of 100th anniversary limited edition souvenirs were introduced, including ChariTea Gift Set, ceramic cup and cotton tote bag printed with centenary illustration, framed stamp set and wooden stand, etc. All of them were available for public sale as collection items to commemorate such a special occasion.

The Facebook page of the Association set up by the Department has doubled the number of followers this year to more than 4,500, making it one of the effective "self-media" of the Association. The Department had utilized multimedia for promotion on relevant platforms, including the 2019 ChariTea Mid-Autumn Festival Limited Charity Edition-SEN Picture Book Set Charity Sale, and the above-mentioned "YWCA Centennial Commemorative Stamps". We were able to obtain wider public support through the Facebook platform.

The Department has also actively explored various possibilities of cooperation with new media. In July 2019, we contacted a parenting website OHPAMA and coordinated our social workers to write column articles on the website. Those posted articles were well received by readers of the website. We also collaborated with "01 Heart" fundraising website under a new media, "HK01". A number of charity sales and fundraising activities were launched on the website and the response was positive.

中
央

CENTENARY OF
YWCA
1920-2020

行政

CENTRAL
ADMINISTRATION



中央行政

CENTRAL ADMINISTRATION

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

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

人力資源管理

Human Resources Management

社會環境急速變化，為了促進機構未來發展，人力資源部配合服務部門需求，同心協力，善用資源，培育人才，提升機構人力資本及競爭力，加強員工歸屬感，為迎接未來挑戰做好準備。

In order to propel the future development of the Association in the midst of the rapid change of society, the Human Resources Department meets the needs of the service departments by making good use of resources and cultivating talents. We also enhance the human capital and competitiveness of the Association and strengthen the sense of belonging of staff with an aim to prepare for future challenges.

2019-2020年度完成之主要工作項目包括：

1. 2019年5月至2020年4月期間，分別安排多次管理人員退修和預備會議，參與者包括董事、高級管理層、總主任、經理及單位主任，經過多次深入討論和交換意見，順利完成制訂本會未來五年的策略發展方向和行動方案。
2. 安排員工到海外參加會議/考察團進行交流，從而了解各地專業服務的發展趨勢，事後與同事作匯報和分享。本年度共進行四次海外交流活動：

Major tasks completed in 2019/2020 included:

1. Several management staff retreats and preparatory meetings were arranged during May 2019 and April 2020. Participants included Board Directors, Senior Management, Chief Officers, Managers and Units-In-Charge. Through in-depth discussions and exchanges of opinions, our strategic development directions and bold steps strategic plans for the next five years were formulated.
2. Arranged staff to attend overseas conferences/study tours for exchanges, so as to understand the development trend of professional services in various regions, and report and share with other colleagues after completion. During the year, 4 overseas exchange activities were organized as follows:

• 2019年8月27日至8月30日(台北)

台灣兒童復康服務考察團(共18人)

考察團共參觀和探訪了當地七個服務單位，包括支援殘疾兒童及青少年的天使心家族社會福利基金會、專營辦特殊教育及早期教育中心的心路基金會、家扶發展學園、家扶大同服務、提供密集式感統訓練的永春文教基金會、專長於自閉症兒童及青少年服務的花媽卓惠珠及倡導肯納症者之基本權利之肯納自閉症基金會。各單位服務整全性強，能更有效及全面地支援求助的兒童、青少年及家庭，在以下方面讓員工有不少學習與反思，包括：①家庭為本、專業介入；②手足服務、家長充權；③服務手法、流程設計；④服務轉銜、資源結連；⑤切身需要、堅持信念；⑥訓練生活化、社區化。

• 2019年9月16日至9月19日(台南)

青年及社區服務部同工台南考察團(共20人)

在這考察團中，員工分別參觀及認識了台南不同的服務及機構，包括「寧心園」未婚懷孕服務、「嬰兒之家」服務、為輟學青少年提供住宿、教育及輔導服務的「飛夢林家園」、嘉義「逗陣」社會企業、「成大創客工廠」等，從中了解他們的服務特色，為員工日後在香港的服務帶來不少新意念和新思維。整體來說，員工以三個學習重點總結考察團所得：①著重青年參與—讓青年投入，先要讓他們有份；②以人為本，一站式服務—備有延續服務，對服務對象不離不棄；③跨專業合作—各專業各司其職，相互配搭，達致最佳果效。

• 2019年11月5日至11月9日(台中及台北)

幼兒教育部—台中及台北五天交流團(共28人)

行程中，員工參觀了花婆婆館和出席洪菱蔚老師的講座，認識到繪本是傳遞生命教育課程的有效媒介，老師的價值觀和態度對兒童學習有重大的影響。透過參觀逢甲愛彌兒幼兒園，員工體會到校園優質的區角活動能啟發兒童的學習興趣，提高學習成效。張世宗教授闡釋遊戲的演變和對兒童的意義，開闊了大家的思維和視野。這次旅程讓員工感受到台灣人民對文化保育和傳承的重視，他們從小便培養兒童尊重和愛惜本土文化，喚醒我們也要培養香港兒童這一份態度。

• 27th Aug – 30th Aug 2019 (Taipei)

Taiwan Children Rehabilitation Service Study Tour (18 participants)

The Study Tour visited seven service units in Taipei which have effectively and comprehensively serving their targeted children, teenagers and families with a wide range of services, such as serving disabled children and youth, providing special education and early education, offering intensive sensory integration training and advocating the basic rights of sufferers of Kenner's Syndrome. It allows our staff to learn and reflect on the following aspects: ① family-oriented and professional intervention; ② siblings service and parent empowerment; ③ service mode and workflow design; ④ transition service and resources link-up; ⑤ personal needs and convictions; ⑥ training in real life situation and in community.

• 16th Sep – 19th Sep, 2019 (Tainan)

Youth and Community Service Department's Staff Tainan Study Tour (20 participants)

In order to understand the service characteristics and inspire new service ideas, our tour members visited various agencies in Tainan such as child care centres for infants and children, service provision to unwed pregnant women and school drop-outs, and social enterprises, etc. They summarized the visits into three points: ① emphasis on youth participation – to cultivate a sense of ownership among the youth for them to feel committed; ② people-oriented and one-stop service with ongoing follow-up and care to service recipients; ③ trans-disciplinary collaboration – each profession performs its roles and cooperate with each other to achieve best results.

• 5th Nov – 9th Nov, 2019 (Taichung & Taipei)

Early Childhood Education Department – Taichung and Taipei 5-day Exchange Tour (28 participants)

By visiting a Picture Book Museum and attending a lecture, our staff realized that picture book is an effective medium for delivering life education courses, and the values and attitudes of teachers have significant impacts on children's learning. Through the visit to a local Nursery School, our staff learnt that high quality campus corner activities can inspire children's interest in learning and improve learning effectiveness. Professor Chang Shih Tsung shared the evolution of games and its significances to children, which have broadened the horizons of our staff. Throughout the trip, our staff were impressed by Taiwanese's concern about conservation and inheritance of local culture. Children were taught at an early age to respect and cherish local culture. This has awakened our staff to cultivate the same attitude among Hong Kong children.

• 2019年11月7日至11月9日 (台北)
2019 銀浪新創力國際週—高峰會
(共7人)

三位來自日本、丹麥和荷蘭的國際專家於高峰會上分別以「共生與共好」、「復能與賦能」及「科技與設計」為主題，分享其在當地以及台灣實踐的成功經驗和心得。他們具啟發性的案例分享讓員工認識到多個優秀的服務模式和概念，於構思新服務時借鏡。除出席高峰會外，員工也探訪了台灣的特色長者服務機構，他們的服務模式和經驗例如生活老師、自立支援及認知友善社區工作等，為員工在設計和拓展服務提供參考。

3. 由2019年9月開始，調高員工每年度門診津貼上限33%及增加每次門診津貼40%，供員工需要時使用。

4. 聘用專業精算服務完成強積金退休保障計劃優化方案之15年財務精算預測，並評估五個不同方案的開支。經人力資源委員會及董事會檢視和審議後，通過優化強積金退休保障計劃，並於2020年4月開始生效。

5. 為員工提供額外保障，由2020年2月起為強積金員工購買團體人壽保險，而公積金員工之團體人壽保險費於2020年4月起，亦由機構支付。

6. 加強服務單位之行政工作，為個別有需要單位增聘行政人手，提升單位行政效率。

7. 慶祝機構踏入100周年，為感謝員工多年來對社會及機構的努力，於2020年農曆新年期間，向每位員工派發港幣1,000元紅包，鼓勵員工繼續同心服務社群。

• 7th Nov – 9th Nov, 2019 (Taipei)
2019 Aging Innovation Week – Summit
(7 participants)

Three international experts from Japan, Denmark and the Netherlands shared their successful experiences in local and Taiwanese practices on the themes of "Co-existence and Common Good", "Reablement and Empowerment" and "Technology and Design" at the Summit. Their enlightening case sharing allowed our staff to recognize a number of excellent service models and concepts, and learn from them when developing new services. In addition to attending the Summit, staff also visited characteristic elderly service organizations in Taiwan. Their service models and experiences, such as life teachers, self-reliance support, and cognitively friendly community work, provided references for our staff when designing and developing services in future.

3. Starting from September 2019, increased the maximum annual outpatient allowance by 33% and the allowance per outpatient visit by 40%.

4. Hired professional actuarial services to complete the 15-year financial actuarial forecast of the MPF retirement protection optimization scheme, and evaluated the expenditures of five different plans. After review and deliberation by the Human Resources Committee and the Board of Directors, the optimization of the MPF retirement protection scheme was approved and would come into effect in April 2020.

5. Provided additional protection for our staff. Starting from February 2020, purchased group life insurance for MPF employees, and the group life insurance premiums for employees joining ORSO scheme would also be paid by the Association from April 2020 onwards.

6. Enhanced the administrative work of service units, hired additional administrative staff for individual units in need, and improved unit administrative efficiency.

7. To celebrated the 100th anniversary of the Association and thank our staff for their contributions towards the society and the Association for years, a HK\$1000 red packet was distributed as gift to all staff during the 2020 Chinese Lunar New Year to encourage them to continuously serve the community together.

物業管理 Facilities Management

本會致力履行社會責任，配合並推展近年於《施政報告》中提出的政策例如環保節約能源概念、再生能源之應用、幼兒成長服務等。物業管理部與本會相關部門通力合作，提供適切技術支援，以貫徹可持續發展項目的推行。

The Association has striven to fulfill social responsibility and launched related projects as announced in recent years' Policy Address such as environmental friendly and energy saving concept, application of renewable energy, child development services, etc. Facilities Management Department has provided appropriate technical support to concerned departments of the Association to achieve the long-term development of sustainable projects.

2019-2020年度的大型重點工程項目包括：

1. 全新服務單位 — 女青悅兒成長服務（甲隊）；
2. 梁紹榮度假村 — 可再生能源上網電價計劃；
3. 般咸軒沖廁設施提升以配合咸水沖廁；
4. 園景軒七樓及八樓客房樓層裝修；及
5. 園景軒大堂翻新構建。

Major tasks completed in 2019/2020 included:

1. New service unit – Y Seeds Wellness Service (Team A);
2. Sydney Leong Holiday Lodge – Renewable Energy Feed-in Tariff (FiT) Scheme;
3. Bonham Residence Hong Kong – Upgrade works for toilet flushing system to suit seawater supply;
4. Garden View Hong Kong – Renovation of 7/F & 8/F Guestrooms; and
5. Garden View Hong Kong – Renovation of lobby.

內部審核 Internal Audit

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

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

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

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

2019-2020年度完成之主要工作項目包括：

1. 突擊巡查服務單位之現金管理；
2. 安老院舍分配機構名額之審核；
3. 幼兒學校之審核；
4. 長者社區服務中心及長者綜合家居照顧服務之審核；
5. 社區工作辦事處、綜合社會服務處及青年外展社會工作之審核；
6. 家庭健康促進中心之審核；
7. 女青住宿服務之審核；
8. 園景軒餐廳及女青躍動力之審核；及
9. 舉行審核經驗及技巧分享會。

Major tasks completed in 2019/2020 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 Schools;
4. Review on District Elderly Community Centre and Integrated Home Care Service;
5. Review on Community Work Office, Integrated Social Service Centres and Youth Outreaching Social Work Service;
6. Review on Family Wellness Centres;
7. Review on Y Hospitality;
8. Review on Y Garden View Lounge and Y Fitness; and
9. Audit experience and knowledge sharing sessions.

行政及採購支援

Administration and Procurement

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

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

2019-2020年度完成之主要工作項目包括：

1. 全年處理採購合約達500宗以上，總金額逾\$53,000,000，當中超過98%均在採購預算之內，沒有出現超支情況；
2. 全年採購工作共節省約\$540,000；
3. 年內為四個新成立或搬遷的單位包括人才發展中心（九龍西）、趣沂幼稚園、女青聆兒駐校服務及女青悅兒成長服務（甲隊）處理裝修工程、廚房建構及幼稚園遊樂設施建造的招標工作；
4. 招標聘請企業資源規劃系統效益顧問及提交相關資料，為日後系統的效益作前瞻性設定；
5. 為耆年服務部單位購置復康巴士；
6. 在疫情期間，為會內採購、搬運、存倉及分發口罩及防疫用品，予會內員工工作期間及服務使用者使用；
7. 於總會所地下設置體溫測量站，負責為訪客及員工測量體溫；
8. 新增了東涌物流點，方便與位於大嶼山之單位的員工在文件上往來；及
9. 採購及更換總會所五樓會議室外及會長室內之梳化及茶几。

Major tasks completed in 2019/2020 included:

1. Over 500 purchase contracts were processed throughout the year, with a total amount of over \$53,000,000, of which more than 98% were within the purchase budget, and there was no overspending;
2. A total of approximately \$540,000 was saved in the annual procurement work;
3. During the year, tenders for the decoration works, kitchen construction and construction of amusement facilities in kindergarten for four newly established or relocated units including Talent Development Centre (Kowloon West), Helen Lee Kindergarten, Y Joy Early Childhood School Social Work Service and Y Seeds Wellness Service (Team A) were handled;
4. Hired Enterprise Resources Planning (ERP) consultants through tender and submit relevant materials to make prospective settings for future ERP benefits;
5. Purchased rehabilitation buses for elderly service units;
6. Responsible for the purchase, transport, storage and distribution of the masks and anti-epidemic supplies for our staff at work and service users during the epidemic;
7. Set up a body temperature measuring station on the ground floor of the headquarters, responsible for measuring body temperature for visitors and colleagues;
8. A new logistics point in Tung Chung has been set up to facilitate document exchanges with staffs of units located on Lantau Island; and
9. Procurement and replacement of the sofa and coffee table outside the Conference Room and in President Room on the 5/F of the headquarters.

資訊系統 Information System

資訊系統部致力為會內不同單位提供資訊系統支援及發展服務，並為各項資訊科技專案提供諮詢服務，開展嶄新的資訊科技項目，以配合各項服務發展需要及提升行政效率。與此同時，本部亦為各基礎架構進行維護及更新，確保各系統能夠在穩定及安全環境下運作，協助本會不同服務順利營運。

Information System Department (ISD) is committed to providing various service units with information system support and development service as well as providing consultancy service for various IT projects, and launching a series of new IT projects to meet the development needs and improve administrative efficiency. At the same time, ISD also provides infrastructure maintenance and upgrading to ensure that each system can operate in a safe and stable environment, and assists the smooth operation of various services of the Association.

2019-2020年度完成之主要工作項目包括：

1. 提升顧客關係管理系統用戶體驗；
2. 籌備建立企業資源規劃系統以改善人力資源、財務及採購流程及提升功能；
3. 為到校學前康復服務平台進行可行性研究，以便利日常管理工作並提高服務標準；
4. 增強現有基礎架構，以應對業務擴展及為將來使用雲端服務作好準備；
5. 重新設計本會網站，以響應式設計提升用戶體驗；
6. 為各電腦、伺服器、電郵服務及操作系統進行穩定性及安全性更新；及
7. 為九龍會所更換無線上網設備，令上網服務更為流暢。

Major tasks completed in 2019/2020 included:

1. Upgraded Customer Relationship Management System User Experience;
2. Worked on the establishment of Enterprise Resources Planning System to assist human resources, financial and procurement processes and enhance functionality;
3. Conducted a feasibility study for On-site Pre-school Rehabilitation Services Platform to facilitate daily management task and enhance service standard;
4. Strengthened the existing infrastructure to cope with business expansion and prepare for using cloud service in future;
5. Upgraded user experience by re-designing the HKYWCA website and applying responsive design;
6. Enhanced the level of stability and security of all computers, servers, email service and operating systems; and
7. Replaced Wi-Fi equipment at Kowloon Centre to achieve smoother online service.

財務管理

Finance Management

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

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 governing regulations or requirements. FD also ensures that an effective system of internal control is in place and that it is operating effectively.

2019-2020年度完成之主要工作項目包括：

1. 提供財務資訊、報表及分析予董事會、委員會及管理層，協助監察本會的財務狀況，從而制訂合適的發展計劃；
2. 制訂全會及服務單位的年度預算及財務目標；
3. 檢視及監察本會之投資策略及回報；
4. 持續開拓有助支援業務發展及運作的方案，如引入新付款方式；
5. 就處理稅務相關事宜的方向和策略，為董事會提供意見和建議；
6. 持續制訂及執行本部之「持續業務計劃方案」；
7. 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；
8. 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；
9. 推行各項開源節流措施；及
10. 管理儲備，確保其配合本會發展策略，運用得宜。

Major tasks completed in 2019/2020 included:

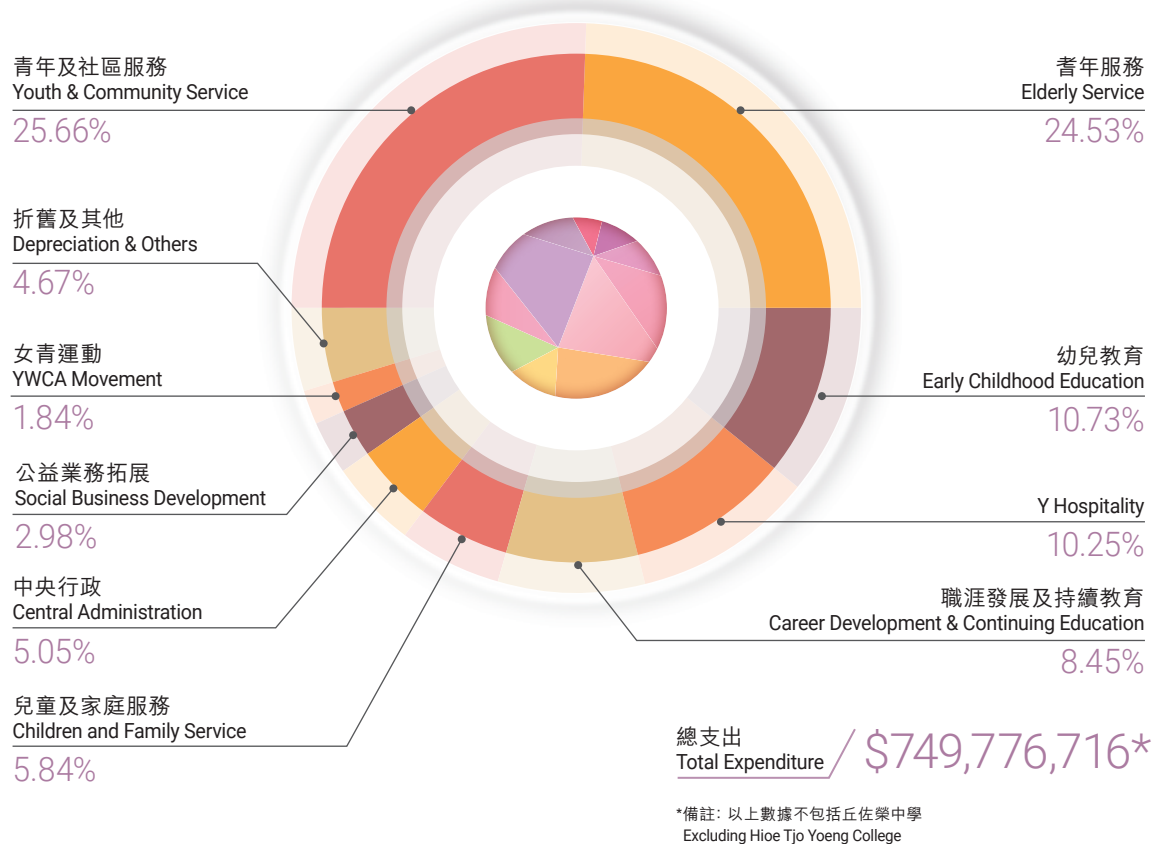
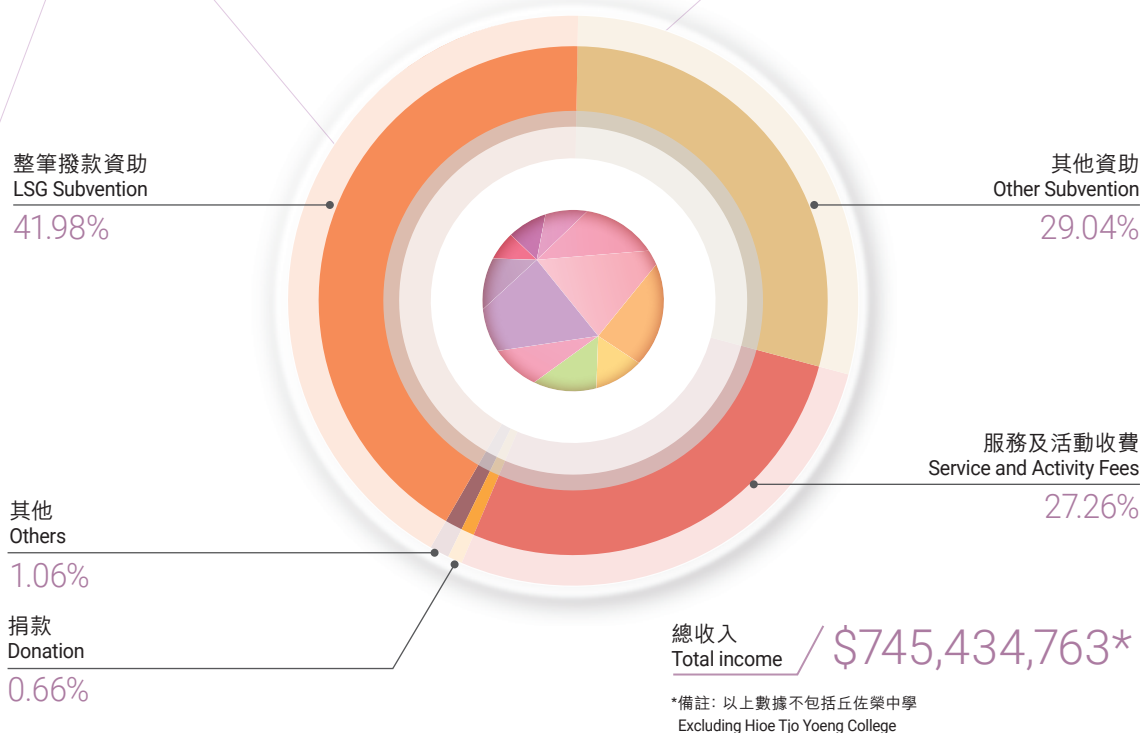
1. Regular financial information, reports and analysis were furnished to the board, committees and management for their reviews and planning;
2. Annual budget and financial goals were prepared for all services and the Association;
3. Reviewed and monitored investment strategy and returns;
4. Continued to explore ways to support business development and facilitate operation, like introducing new payment methods;
5. Advised and made recommendations to the Board on the directions and strategies in relation to any tax issues;
6. Continued to implement the Business Continuity Plan for FD;
7. Provided finance and accounting advice and controls to service centres to meet the requirements of the new services and projects;
8. Enhanced communication and coordination between central administrative departments and service units to improve operation efficiency;
9. Implemented various cost saving initiatives and income generating measures; and
10. Reserves management to align with the strategic development of the Association.

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

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

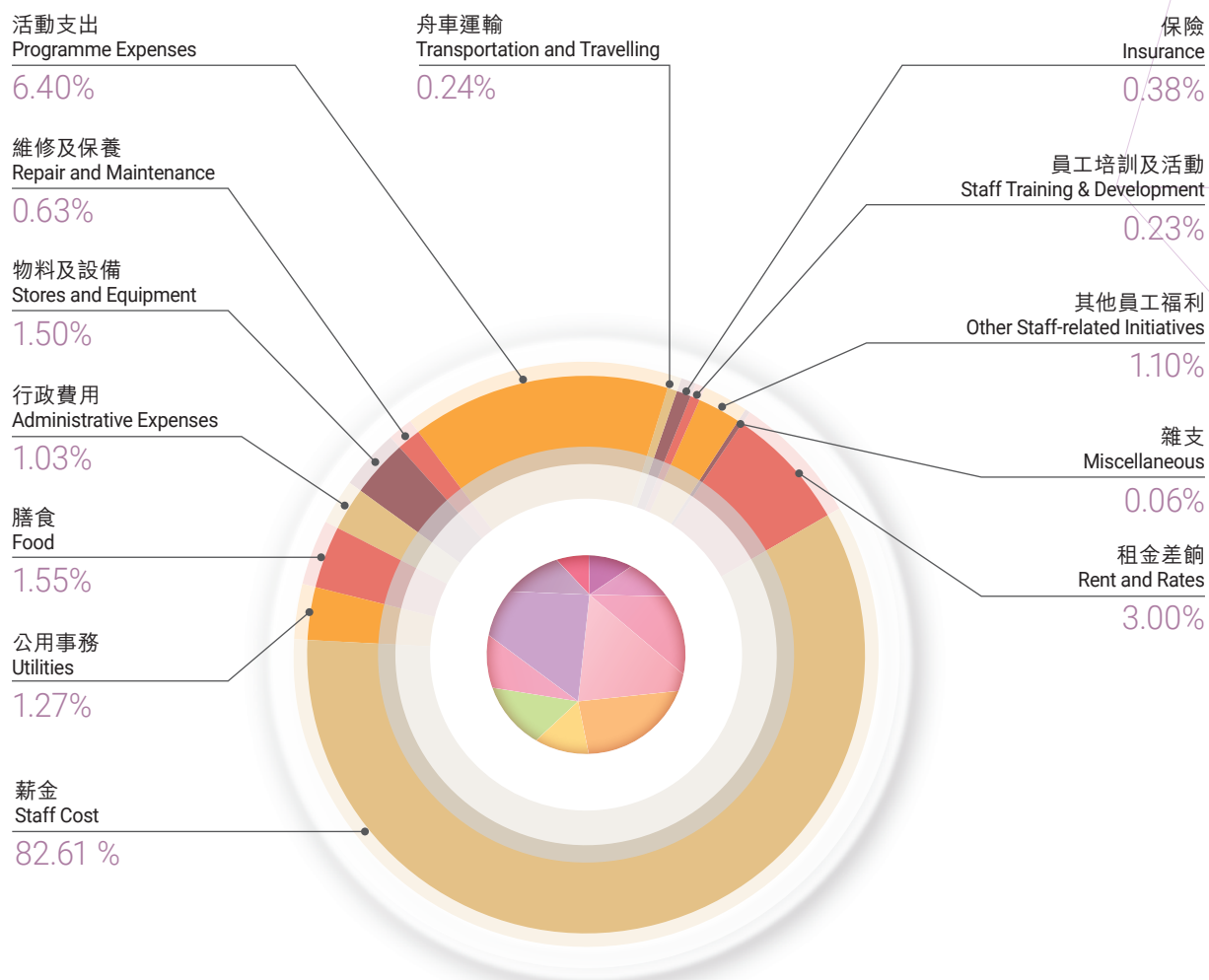
2019-2020年度機構整體收入與支出

2019-2020 Financial Report of the Association



2019-2020年度社會福利署整筆撥款支出分佈

Breakdown of Social Welfare Department LSG Expenditures for 2019-2020



總支出 / Total Expenditure / \$334,363,803

Remarks:

The figures and financial information relating to the year ended 31 March 2020 included in this document are not the Association's statutory annual financial statements for that year. Further information relating to those statutory financial statements required to be disclosed in accordance with section 436 of the Companies Ordinance is as follows:

The Association has delivered those financial statements to the Registrar of Companies as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance. The Association's auditor has reported on those financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) or (3) of the Companies Ordinance.

Please refer to the link <https://www.ywca.org.hk/zh-hant/media/financial-report> for the complete AFR.

整筆撥款儲備 Lump Sum Grant (LSG) Reserve

截至2020年3月31日，本會之整筆撥款儲備約為港幣\$101,800,000。按著過去一年的環境需要和發展策略，本會分配整筆撥款儲備用於不同範疇，例如：履行對員工的合約承諾、維持或加強服務推展，以及執行策略發展計劃，包括透過改善現有員工的聘用條件、支持員工工作專業發展等，以建立一支高質素的工作團隊。

At year ended 31 March 2020, the total cumulative LSG Reserve amounted to \$101,800,000.

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

公積金/強積金儲備 Provident Fund Reserve

公積金/強積金儲備只作支付公積金/強積金之用，而本會亦恪守《整筆撥款手冊》、其通告及相關信函所列明之條文及理念。根據既定政策及員工的服務年數，本會公積金及強積金的僱主供款比例將隨之遞增，分別為5%、7.5%、10%或15%。截至2020年3月31日，本會累積之公積金及強積金結餘約為港幣\$30,400,000。

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 2020, the total cumulative ORSO and MPF Reserve amounted to \$30,400,000.

機 構

CENTENARY OF
YWCA
1920-2020

ORGANIZATION INFORMATION



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 安居通長者家居用品店 Y Silver Link Elderly Household Product Retail Store
- 13 Y Fitness 躍動力 Y Fitness

幼兒教育 Early Childhood Education

- 65 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
- 38 紹邦幼兒學校 Shiu Pong Nursery School
- 56 彩雲幼兒學校 Choi Wan Nursery School
- 57 信望幼兒學校 Faith Hope Nursery School
- 66 趙靄華幼兒學校 Chiu Oi Wah Nursery School
- 77 荃灣幼兒學校 Tsuen Wan Nursery School
- 79 長青幼兒學校 Cheung Ching Nursery School
- 84 隆亨幼兒學校 Lung Hang Nursery School
- 89 安定幼兒學校 On Ting Nursery School
- 67 宏恩幼稚園 Athena Kindergarten
- 31 趣沂幼稚園 Helen Lee Kindergarten

青年及社區服務 Youth & Community Service

- 30 梁紹榮度假村 Sydney Leong Holiday Lodge
- 18 賽馬會西環綜合社會服務處 Jockey Club Western District Integrated Social Service Centre
- 59 賽馬會龍翔綜合社會服務處 Jockey Club Lung Cheung Integrated Social Service Centre
- 62 賽馬會樂華綜合社會服務處 Jockey Club Lok Wah Integrated Social Service Centre
- 63 將軍澳綜合社會服務處 Tseung Kwan O Integrated Social Service Centre
- 68 賽馬會深水埗綜合社會服務處 Jockey Club Sham Shui Po Integrated Social Service Centre
- 80 賽馬會青衣綜合社會服務處 Jockey Club Tsing Yi Integrated Social Service Centre
- 86 賽馬會沙田綜合社會服務處 Jockey Club Shatin Integrated Social Service Centre
- 87 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)
- 88 賽馬會沙田綜合社會服務處 (駿洋分處)
Jockey Club Shatin Integrated Social Service Centre (Chun Yeung Office)
- 90 賽馬會屯門綜合社會服務處 Jockey Club Tuen Mun Integrated Social Service Centre
- 91 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)
- 92 賽馬會蝴蝶灣綜合社會服務處 Jockey Club Butterfly Bay Integrated Social Service Centre
- 95 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
- 64 將軍澳青年外展社會工作隊 Tseung Kwan O Youth Outreaching Social Work Team
- 22 觀龍樓社區工作辦事處 Kwun Lung Lau Community Work Office
- 28 大澳社區工作辦事處 Tai O Community Work Office
- 29 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
- 61 學校社會工作辦事處 School Social Work Office
- 24 生涯發展服務隊 Career and Life Development Service Team

基督教及會員事工 Christian Ministry and Membership Affairs 婦女事工部 Women Affairs Department

- 9 基督教及會員事工部 Christian Ministry and Membership Department
- 32 婦女事工隊 Women Affairs Team

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兒童及家庭服務部 Children and Family Service Department	34	又一村家庭健康促進中心 Yau Yat Chuen Family Wellness Centre
	93	賽馬會天水圍家庭健康促進中心 Jockey Club Tin Shui Wai Family Wellness Centre
	43	女青賽馬會家庭健康促進中心 YWCA Jockey Club Family Wellness Centre
	33	臨床心理服務 Clinical Psychological Service
	35	女青悅兒成長服務 (A隊) Y Seeds Wellness Service (Team A)
	36	女青悅兒成長服務 (B隊) Y Seeds Wellness Service (Team B)
	75	女青昕兒駐校服務 (A隊) Y Joy Early Childhood School Social Work Service (Team A)
	76	女青昕兒駐校服務 (B及C隊) Y Joy Early Childhood School Social Work Service (Team B&C)
	44	Y SENSE
	45	賽馬會喜伴同行計劃 JC A-Connect
學校教育 School Education	46	Y-Flight逆風高飛計劃 Y-Flight
	94	賽馬會早愛同行計劃 Jockey Club Community Support Network for SEN Children
	40	基督教女青年會丘佐榮中學 The Y.W.C.A. Hioe Tjo Yoeng College
	42	青年就業資源中心 (旺角) Youth Employment Resource Centre (Mong Kok)
	83	青年就業資源中心 (葵芳) Youth Employment Resource Centre (Kwai Fong)
	23	人才發展中心 (香港島) Talent Development Centre (Hong Kong Island)
	73	人才發展中心 (九龍西) Talent Development Centre (Kowloon West)
	50	女青賽馬會人才發展中心 YWCA Jockey Club Y Plus+ Talent Development Centre
	58	九龍東持續教育中心 Kowloon East Continuing Education Centre
	78	麗瑤社會服務處 Lai Yiu Social Service Centre
職涯發展及持續教育 Career Development & Continuing Education	85	沙田持續教育中心 Shatin Continuing Education Centre
	60	旺角持續教育中心辦事處 Mongkok Continuing Education Centre Office
	74	ERB 服務中心 (九龍西) ERB Service Centre (Kowloon West)
	54	Y Serenity 青心坊 Y Serenity
	55	旺角持續教育中心 Mongkok Continuing Education Centre
	25	明儒松柏社區服務中心 Ming Yue District Elderly Community Centre
	96	秀群松柏社區服務中心 Ellen Li District Elderly Community Centre
	97	支援長者離院綜合服務 (北區醫院) Integrated Discharge Support Service for Elderly (North District Hospital)
	19	西環松柏中心 Sai Wan Social Centre for the Elderly
	20	賽馬會樂齡新天地 Jockey Club Place for Healthy Ageing
耆年服務 Elderly Service	82	長青松柏中心 (青葵樓) Cheung Ching Neighbourhood Elderly Centre (Ching Kwai House)
	81	長青松柏中心 (長青社區中心) Cheung Ching Neighbourhood Elderly Centre
	69	誌寶松柏中心 Chi Po Neighbourhood Elderly Centre
	71	林護紀念松柏日間護理中心 Lam Woo Memorial Day Care Centre for the Elderly
	41	九龍城綜合家居照顧服務隊 Kowloon City Integrated Home Care Services Team
	72	深水埗綜合家居照顧服務隊 Sham Shui Po Integrated Home Care Services Team
	27	鄭傍卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly
	70	雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly
	51	女青賽馬會樂齡活學中心 YWCA Jockey Club Y Evergreen Learning Centre
	52	港島區及九龍西長者學苑聯網 Hong Kong Island and Kowloon Elder Academies Cluster
Y Hospitality	47	女青賽馬會青健坊長者日間復康中心 YWCA Jockey Club Y Care Elderly Centre
	48	女青適健中心 Y Health and Wellness Centre
	49	照顧易家居照顧服務 Y Senior Care
	26	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)
	37	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)
	98	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)
	99	Y Farm 健康長者農場 Y Farm for Healthy Ageing
	100	女青賽馬會青健坊 (沙頭角) YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok)
	14	園景軒 Garden View Hong Kong
Y Hospitality	17	般咸軒 Bonham Residence Hong Kong
	39	海棠軒 Begonia Residence Kowloon
	53	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: clle@ywca.org.hk
- 12 **Y Silver Link 安居通長者家居用品店**
Y Silver Link Elderly Household Product Retail Store
香港麥當勞道1號1樓 (通訊處)
1/F, No. 1 MacDonnell Road, Hong Kong (Correspondence Address)
電話 Tel: 3476 1328
傳真 Fax: 3476 1320
電郵 E-mail: sbdd@ywca.org.hk
香港西灣河康東邨康瑞樓地下
G/F, Hong Shui House, Hong Tung Estate, Sai Wan Ho
粉嶺華明邨頌明樓地下3號
Unit No.3, Chung Ming House, Wah Ming Estate, Fanling
九龍深水埗元州街59號至63號
元州街市政大廈4樓
4/F, Un Chau Street Municipal Services Building, No. 59-63 Un Chau Street, Shamshuipo, Kowloon

- 13 **Y Fitness 躍動力**
Y Fitness
香港麥當勞道1號1樓
1/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1328
傳真 Fax: 3476 1320
電郵 E-mail: yfitness@ywca.org.hk
- 14 **園景軒**
Garden View Hong Kong
香港麥當勞道1號
No. 1 MacDonnell Road, Hong Kong
電話 Tel: 2877 3737
傳真 Fax: 2845 6263
電郵 E-mail: gardenview@yhk.com.hk
- 15 **園景軒餐廳**
Y Garden View Lounge
香港麥當勞道1號6樓
6/F, No. 1 MacDonnell Road, Hong Kong
電話 Tel: 3476 1390
傳真 Fax: 3476 1320
電郵 E-mail: gvl@ywca.org.hk
- 16 **戴翰芬幼兒學校**
Tai Hon Fan Nursery School
香港中環皇后大道中99號中環中心地下
G/F, The Centre, No. 99 Queen's Road Central, Central, Hong Kong
電話 Tel: 2545 1177
傳真 Fax: 2789 1163
電郵 E-mail: nsthf@ywca.org.hk
- 港島 - 西區
Hong Kong Island -
Western District
- 17 **般咸軒**
Bonham Residence Hong Kong
香港般咸道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 **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

- 19 西環松柏中心**
Sai Wan Social Centre for the Elderly
 西環加惠民道西環邨房屋辦事處2樓
 2/F, Estate Office Building,
 Sai Wan Estate, Hong Kong
 電話 Tel: 2818 9722
 傳真 Fax: 2817 0933
 電郵 E-mail: sesw@ywca.org.hk
- 20 賽馬會樂齡新天地**
Jockey Club Place for Healthy Ageing
 西環加惠民道西環邨房屋辦事處2樓
 2/F, Estate Office Building, Sai Wan Estate,
 Hong Kong
 電話 Tel: 2818 9722
 傳真 Fax: 2817 0933
 電郵 Email: 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
- 23 人才發展中心 (香港島)**
Talent Development Centre
(Hong Kong Island)
 香港般含道38號C般咸軒1-2樓
 1-2/F, Bonham Residence Hong Kong,
 38C Bonham Road, Hong Kong
 電話 Tel: 2559 6310
 傳真 Fax: 2559 6810
 電郵 E-mail: tdchk@ywca.org.hk
- 24 生涯發展服務隊**
Career and Life Development
Service Team
 香港般含道38號C般咸軒1樓
 1/F, Bonham Residence Hong Kong,
 38C Bonham Road, Hong Kong
 電話 Tel: 2559 6310
 傳真 Fax: 2559 6810
 電郵 E-mail: cltdt@ywca.org.hk
- 港島 - 東區及南區**
Hong Kong Island -
Eastern and Southern District
- 25 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
- 26 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
- 27 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,
 Ap Lei Chau
 電話 Tel: 2874 3663
 傳真 Fax: 2874 2236
 電郵 E-mail: hecph@ywca.org.hk
- 大嶼山**
Lantau Island
- 28 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
- 29 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
- 30 梁紹榮度假村**
Sydney Lodge 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
- 31 趣沂幼稚園**
Helen Lee Kindergarten
 東涌滿東邨滿樂坊一樓
 First Floor, Retail cum Welfare Block
 (JoysMark), Mun Tung Estate, Tung Chung
 電話 Tel: 2310 0950
 傳真 Fax: 2108 4900
 電郵 E-mail: kghl@ywca.org.hk
- 九龍 - 九龍塘及九龍城**
Kowloon - Kowloon Tong &
Kowloon City
- 32 婦女事工隊**
Women Affairs Team
 九龍九龍塘又一村海棠路66號
 No. 66 Begonia Road, Yau Yat Chuen,
 Kowloon Tong, Kowloon
 電話 Tel: 3443 1600
 傳真 Fax: 3443 1620
 電郵 E-mail: wad@ywca.org.hk
- 33 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
- 34 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
- 35 女青悅兒成長服務 (A隊)**
Y Seeds Wellness Service (Team A)
36 女青悅兒成長服務 (B隊)
Y Seeds Wellness Service (Team B)
 九龍九龍塘又一村海棠路66號
 No. 66 Begonia Road,
 Yau Yat Chuen,
 Kowloon Tong, Kowloon
 電話 Tel: 3443 1622
 傳真 Fax: 3443 1691
 電郵 E-mail: yseeds@ywca.org.hk

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

37 Y Care 青健坊 (又一村)

長者日間護理中心

Y Care Day Care Centre for the Elderly (Yau Yat Chuen)

九龍九龍塘又一村海棠路6號2樓
2/F, No. 66 Begonia Road, Yau Yat Chuen, Kowloon Tong, Kowloon
電話 Tel: 3443 1686
傳真 Fax: 3443 1698
電郵 E-mail: ycyyc@ywca.org.hk

38 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

39 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

40 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

41 九龍城綜合家居照顧服務隊

Kowloon City Integrated Home Care Services Team

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

九龍 - 旺角及油麻地

Kowloon - Mong Kok & Yau Ma Tei

42 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

43 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, No. 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

44 Y SENSE

45 賽馬會喜伴同行計劃

JC A-Connect

46 Y-Flight逆風高飛計劃

Y-Flight

九龍何文田窩打老道山文福道5號1樓
1/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kowloon
電話 Tel: 2700 1700
傳真 Fax: 2700 1710
電郵 Email: kcfwc@ywca.org.hk

47 女青賽馬會青健坊長者日間復康中心

YWCA Jockey Club Y Care Elderly Centre

九龍窩打老道山文福道5號2樓
2/F, No. 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

48 女青適健中心

Y Health and Wellness Centre

九龍何文田窩打老道山文福道5號2樓
2/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kowloon
電話 Tel: 2700 1730
傳真 Fax: 2700 1755
電郵 Email: yhw@ywca.org.hk

49 照顧易家居照顧服務

Y Senior Care

九龍何文田窩打老道山文福道5號2樓
2/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kowloon
電話 Tel: 2700 1750
傳真 Fax: 2700 1755
電郵 Email: ysc@ywca.org.hk

50 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, No. 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

51 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, No. 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

52 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, No. 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

53 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

54 Y Serenity 青心坊

Y Serenity

九龍窩打老道山文福道5號3樓
3/F, No. 5 Man Fuk Road, Waterloo Road Hill, Kowloon
電話 Tel: 2700 1788
傳真 Fax: 2700 1799
電郵 E-mail: swmc@ywca.org.hk

55 旺角持續教育中心**Mongkok Continuing Education Centre**

九龍荔枝角道23號

No. 23, Lai Chi Kok Road, Kowloon

電話 Tel: 3146 3211 / 2391 4701

傳真 Fax: 3146 3388

電郵 Email: ceco@ywca.org.hk

九龍 - 黃大仙、觀塘及將軍澳

**Kowloon – Wong Tai Sin,
Kwun Tong, Tseung Kwan O****56 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

57 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

58 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

59 賽馬會龍翔綜合社會服務處**Jockey Club Lung Cheung****Integrated Social Service Centre**

九龍黃大仙中心平台2樓

Unit No. P1, Podium Floor,

Wong Tai Sin Shopping Centre,

Lower Wong Tai Sin (II) Estate, Kowloon

九龍黃大仙上邨啟善樓地下2-4號(分處)

Units 2-4, G/F, Kai Sin House, Upper Wong

Tai Sin Estate, Kowloon (Branch)

電話 Tel: 2326 0192

傳真 Fax: 2351 7152

電郵 E-mail: itlc@ywca.org.hk

60 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

61 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

62 賽馬會樂華綜合社會服務處**Jockey Club Lok Wah Integrated
Social Service Centre**

九龍牛頭角樂華南邨樂華社區中心

地下, 3至5樓

G/F, 3/F-5/F,

Lok Wah Estate Community Centre

Ngau Tau Kok, Kowloon

電話 Tel: 2750 2521

傳真 Fax: 2751 9099

電郵 E-mail: itlw@ywca.org.hk

63 將軍澳綜合社會服務處**Tseung Kwan O Integrated****Social Service Centre**

新界將軍澳調景嶺澳景路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: ittko@ywca.org.hk

64 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****65 幼兒教育部辦事處****Early Childhood Education Department
Office**

九龍深水埗長沙灣道311號

怡靖苑閣靜閣地下1至8室

Unit 1-8, G/F., Han Ching House,

Yee Ching Court,

No. 311 Cheung Sha Wan Road,

Shamshui Po, Kowloon

電話 Tel: 3586 0344

傳真 Fax: 2545 1197

電郵 E-mail: eced@ywca.org.hk

66 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

67 宏恩幼稚園**Athena Kindergarten**

九龍深水埗長沙灣道311號

怡靖苑閣靜閣地下1至8室

Units 1-8, G/F, Han Ching House,

Yee Ching Court, No. 311 Cheung

Sha Wan Road, Shamshui Po,

Kowloon

電話 Tel: 2728 1122

傳真 Fax: 2728 1214

電郵 E-mail: kga@ywca.org.hk

68 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,

No. 59-63 Un Chau Street, Shamshui Po,

Kowloon

電話 Tel: 2720 4318

傳真 Fax: 2720 4201

電郵 E-mail: ittssp@ywca.org.hk

69 誌實松柏中心**Chi Po Neighbourhood Elderly Centre**

九龍深水埗元州街59至63號

元州街市政大廈4樓

4/F, Un Chau Street

Municipal Services Building,

No. 59-63 Un Chau Street,

Shamshui Po, Kowloon

電話 Tel: 2720 6364

傳真 Fax: 2720 5818

電郵 E-mail: secp@ywca.org.hk

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

70 雲華護理安老苑

Wan Wah Care & Attention Home for the Elderly

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

71 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

72 深水埗綜合家居照顧服務隊

Sham Shui Po Integrated Home Care Services Team

九龍深水埗麗安邨麗康樓地下 (辦公室)
G/F, Lai Lim House, Lai On Estate, Shamshui, Kowloon
麗閣邨麗蘭樓314號
Unit 314, Lai Lan House, Lai Kok Estate, Kowloon
電話 Tel: 2725 7702
傳真 Fax: 2725 7798
電郵 E-mail: hhssp@ywca.org.hk

73 人才發展中心 (九龍西)

Talent Development Centre (Kowloon West)

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

74 ERB 服務中心 (九龍西)

ERB Service Centre (Kowloon West)

九龍深水埗東京街12號麗閣商場一樓101室
Room 101, 1/F, Lai Kok Shopping Centre, Lai Kok Estate, 12 Tonkin Street, Shamshui, Kowloon
電話 Tel: 2700 1777
傳真 Fax: -
電郵 E-mail: kwss@ywca.org.hk

75 女青昕兒駐校服務 (A隊)

Y Joy Early Childhood School Social Work Service (Team A)

九龍長沙灣長沙灣道655號
中國船舶大廈1605室
Unit 1605, China Ship building Tower, No. 655, Cheung Sha Wan Road, Kowloon
電話 Tel: 3188 1543
傳真 Fax: 3585 2693
電郵 E-mail: yjoy@ywca.org.hk

76 女青昕兒駐校服務 (B隊及C隊)

Y Joy Early Childhood School Social Work Service (Team B & C)

九龍長沙灣長沙灣道655號
中國船舶大廈1604室
Unit 1604, China Ship building Tower, No. 655, Cheung Sha Wan Road, Kowloon
電話 Tel: 3792 0669 (Team B)
3792 0671 (Team C)
傳真 Fax: 3792 0714 (Team B & C)
電郵 E-mail: yjoyb@ywca.org.hk (Team B)
yjoyc@ywca.org.hk (Team C)

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

77 荃灣幼兒學校

Tsuen Wan Nursery School

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

78 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: rslsy@ywca.org.hk

79 長青幼兒學校

Cheung Ching Nursery School

新界青衣長青邨長青社區中心6樓
6/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, N.T.
電話 Tel: 2495 7678
傳真 Fax: 2431 0322
電郵 E-mail: nscc@ywca.org.hk

80 賽馬會青衣綜合社會服務處

Jockey Club Tsing Yi Integrated Social Service Centre

新界青衣長青邨長青社區中心3至5樓
3/F-5/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, N.T.
電話 Tel: 2497 3030
傳真 Fax: 2433 0136
電郵 E-mail: itty@ywca.org.hk

81 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

82 長青松柏中心 (青葵樓)

Ching Kwai House Cheung Ching Neighbourhood Elderly Centre (Ching Kwai House)

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

83 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

84 隆亨幼兒學校

Lung Hang Nursery School

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

85 沙田持續教育中心**Shatin Continuing Education Centre**

新界沙田小瀝源順圍28號都會廣場
5樓521至522室

Units 21 & 22, 5/F Citimark,

No. 28 Yuen Shun Circuit, Shatin, N.T.

電話 Tel: 3106 3411

傳真 Fax: 3106 3407

電郵 E-mail: rsst@ywca.org.hk

86 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

87 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

88 賽馬會沙田綜合社會服務處 (駿洋分處)**Jockey Club Shatin Integrated Social Service Centre (Chun Yeung Office)**

新界沙田火炭黃竹洋街28號駿洋邨駿時樓
地下

G/F, Chun Sze House, Chun Yueng Estate,

Fo Tan, Shatin, N.T.

電話 Tel: 2691 9170

傳真 Fax: 2606 6351

電郵 E-mail: itst3@ywca.org.hk

新界 - 屯門、元朗及天水圍

New Territories - Tuen Mun,

Yuen Long & Tin Shui Wai

89 安定幼兒學校**On Ting Nursery School**

新界屯門安定邨安定友愛社區中心6樓

6/F, On Ting Yau Oi Community Centre,

On Ting Estate, Tuen Mun, N.T.

電話 Tel: 2458 0578

傳真 Fax: 2458 0339

電郵 E-mail: nsot@ywca.org.hk

90 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

91 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)**

新界屯門安定邨安定龍樓地下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

92 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

93 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

94 賽馬會早愛同行計劃**Jockey Club Community Support Network for SEN Children**

新界天水圍天晴邨天晴社區

綜合服務大樓5樓501室

Unit 501, Tin Ching Amenity & Community

Building, Tin Ching Estate, Tin Shui Wai

電話 Tel: 3907 0491

傳真 Fax: 3907 0498

電郵 Email: fwc_tsw@ywca.org.hk

95 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及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

新界 - 屯門、元朗及天水圍

New Territories - Tuen Mun,

Yuen Long & Tin Shui Wai

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

粉嶺和鳴里7號粉嶺南政府綜合大樓1及2樓

1/F & 2/F, Fanling South Government

Complex, No. 7 Wo Ming Lane, Fanling, N.T.

電話 Tel: 2676 2525

傳真 Fax: 2682 0408

電郵 E-mail: meel@ywca.org.hk

97 支援長者離院綜合服務 (北區醫院)**Integrated Discharge Support Service for Elderly (North District Hospital)**

粉嶺和鳴里7號粉嶺南政府綜合大樓1及2樓

1/F & 2/F, Fanling South Government Complex,

No. 7 Wo Ming Lane, Fanling, N.T.

電話 Tel: 2676 2525

傳真 Fax: 2682 0408

電郵 Email: meel@ywca.org.hk

98 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

99 Y Farm 健康長者農場**Y Farm for Healthy Ageing**

粉嶺和鳴里7號粉嶺南政府綜合

大樓1及2樓 (通訊處)

1/F & 2/F, Fanling South Government

Complex, No. 7 Wo Ming Lane, Fanling, N.T.

粉嶺丹竹坑老圍

Tan Chuk Hang Lo Wai, Fanling, N.T.

電話 Tel: 2676 2525

傳真 Fax: 2682 0408

電郵 E-mail: meel@ywca.org.hk

100 女青賽馬會青健坊 (沙頭角)**YWCA Jockey Club Y Care Elderly Centre (Sha Tau Kok)**

新界順興街23號沙頭角邨迎海樓地下

5、6及7號舖

Shop 5 - 7, G/F, Ying Hoi Hse,

Sha Tau Kok Chuen, 23 Shun Hing Street,

Sha Tau Kok, N.T.

電話 Tel: 2247 5335

傳真 Fax: 2247 5200

電郵 E-mail: ycstk@ywca.org.hk

鳴謝 Acknowledgements

本會過去一年事工，承蒙社會各界人士及團體慷慨捐助和支持，謹此致以衷心謝意。

The Association would like to express its most sincere thanks to the following donors and supporters for their generous help during the year 2019/20.

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Ms. To Sook Yuen, Helena
Ms. Carmen Lo
Mr. Lie Kam Lung, Alex
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李穎妍女士

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Eagle Property Management (CP) Ltd.
Excellence Fitness Limited
HLB 國衛會計師事務所
ISS Facility Services Limited
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Neo Derm Group Limited
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大澳文物酒店
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協興建築
和心有限公司
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保柏(亞洲)有限公司
信和停車場管理有限公司
信和集團
信和護衛有限公司
信德中旅船務管理有限公司
冠輝警衛有限公司
城市花園酒店
姿足坊
威智護衛有限公司
威瑞特智能監控技術(亞太)有限公司
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美國通用電氣國際公司
香港一匯健醫務有限公司
香港康得思酒店
家居增值服務有限公司
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啟勝管理服務有限公司 - 新城市商業大廈
啟勝管理服務有限公司 - 新城市廣場一期
啟勝管理服務有限公司 - 新城市廣場三期
國際物業管理有限公司
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Shiseido Hong Kong Ltd. (Za Cosmetics)
Sinomax Group Limited
Takbo Limited
Verint Systems (Asia Pacific) Ltd.
Wachsmuth & Krogmann (Far East) Ltd
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中信國際電訊有限公司
中盛中西藥房
吉野家快餐(香港)有限公司
安盛保險有限公司
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
 我愛mama
 兒童快報
 協興建築有限公司
 屈臣氏蒸餾水
 怡輝環保器材有限公司
 東方影業
 東亞銀行
 林志紬律師事務所
 信安智能技術有限公司
 城巴有限公司
 恒生銀行
 恒隆地產有限公司
 香港中華煤氣有限公司
 香港房屋協會及房協獎學金同學會
 香港寬頻網絡有限公司
 香港賽馬會
 國衛會計師事務所有限公司
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 麥高迪保安及管理服務有限公司
 惠康服務集團
 黃巴士
 新世界第一巴士服務有限公司
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 楊志遠醫生醫務所
 維健生香港有限公司、加拿大ADRIEN GAGNON楓之寶
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 摩根士丹利
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基金/計劃 Fund/Scheme

李錦記家族基金
 香港賽馬會慈善信託基金
 周大福慈善基金
 李國賢兒童基金
 Teh Chi Khun Charitable Foundation

伙伴教會 Partner Churches

基石教會恩盛堂
 基督教銘恩堂粉嶺堂
 新生命浸信會
 香港聖公會聖提摩太堂
 基督教宣道會利東堂
 Community Church H.K.
 置富浸信教會
 基督教宣道會青衣堂暨好鄰舍中心
 港澳信義會活石堂
 中國基督教播道會恩福堂四牧團契
 中國基督教播道會恩福堂以勒團契
 香港基督徒短期宣教訓練中心

基督教榮光堂
 香港聖公會聖多馬堂
 順寧道平安福音堂
 中國基督教播道會恩福堂信望愛團契
 中國基督教播道會窩打老道山福音堂
 萬國敬拜與讚美教會
 基督教香港潮人生命堂
 中華基督教會錦江紀念禮拜堂
 基督教會豐盛之家
 香港宣教會恩佑堂
 基督教聖約教會深水埗植堂中心
 神召會迦勒堂
 基督教中國佈道會深水埗迦南堂
 國際四方福音會隆亨堂
 南屯門平安福音堂
 循理會青田堂
 基督教中國佈道會尖沙咀迦南堂
 基督教宣道會基蔭堂
 沙田平安福音堂
 聖公會靈風堂
 基督教宣道會忠主堂
 中華基督教會錦江紀念禮拜堂
 基督教宣道會大澳堂
 南屯門平安福音堂
 神召會西環堂
 宣道會宣嶺堂
 基督教宣道會美田堂
 基督教信義會蒙恩堂

團體

Non-governmental Organizations

關愛社會醫生聯會
 心繫心生命教育基金有限公司
 銅鑼灣獅子會
 彩園邨彩麗樓互助委員會
 打鼓嶺耆樂會社
 彩園邨彩玉樓互助委員會
 香港中樂團

學校及教育團體

Schools & Educational Bodies

九龍禮賢學校暨幼稚園
 九龍婦女會樂華幼稚園
 仁濟醫院第二中學
 元朗東莞同鄉會熊定嘉幼稚園
 天主教善導小學
 天主教領島學校
 天主教鳴遠中學
 屯門官立中學
 台山商會學校
 平安福音堂幼稚園(天水圍)
 平安福音堂幼稚園(沙田)

平安福音堂幼稚園(青衣)
 石籬聖若瑟天主教小學
 佐敦谷聖若瑟天主教小學
 佛教林金殿紀念小學
 佳寶幼稚園第三分校(天瑞邨)
 金巴崙長老會青草地幼稚園
 青衣商會石蔭幼稚園
 保良局田家炳幼稚園
 保良局甲子何玉清中學
 保良局易桂芳幼稚園
 保良局郭羅桂珍幼稚園
 保良局曾星如幼稚園
 保良局劉陳小寶幼稚園
 保良局羅傑承(一九八三)中學
 美雅幼兒園
 美雅幼稚園(分校)
 迦密愛禮信中學
 香港正覺蓮社佛教陳式宏學校
 香港紅十字會屯門已慈小學
 香港神託會培敦中學
 香港航海學校
 香港教育大學賽馬會小學
 柴灣角天主教小學
 浸信會呂明才中學
 真理浸信會幼稚園(偉華)
 真理浸信會恩典幼稚園
 真理浸信會富泰幼稚園
 真理浸信會榮光幼兒園
 真理浸信會碧濤幼稚園·幼兒園
 神召第一小學暨幼稚園
 神召會麥嘉倫紀念幼稚園
 荃灣聖多明尼幼稚園
 啟思幼稚園(帝堡城)
 基督教宣道會大澳幼稚園
 基督教宣道會宣基小學(坪石)
 基督教香港信義會紅磡信義學校
 基督教家庭服務中心德田幼稚園
 基督教家庭服務中心趣樂幼稚園
 基督教粉嶺神召會恩光幼稚園
 基督教聖約教會堅樂第二小學
 將軍澳天主教小學
 循道中學
 港九街坊婦女會孫方中小學
 港九潮州公會中學
 港青基信幼兒學校(農圃道)
 聖公會主風小學
 聖公會油塘基顯小學
 聖公會基愛小學
 聖公會慈光堂柯佩璋幼稚園
 聖公會聖多馬小學
 聖公會蔡功譜中學
 道教青松小學(湖景邨)
 嘉諾撒小學(新蒲崗)

暖心抗疫行動

Heart-warming Anti-epidemic Campaign

慕光英文書院
賽馬會毅智書院
禮賢會元朗幼兒院
寶血幼稚園(深水埗) 寶血幼兒園
寶血幼稚園(跑馬地)
五旬節聖潔會永光書院
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Ms. Irene Lo
Ms. Katherine Shum
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梁懷哲先生
陳凱嵐女士
陳諾醫生
彭嘉碧女士
楊凱珊女士
楊頌禮先生
廖家強先生
劉光業先生
歐陽潤珍女士
鄧蘭娟女士
鄭亞妹女士
盧潔香女士
謝偉銓議員BBS
顏秋南先生
周小姐
劉小姐
鄭先生(福興藥房)

商業機構 Businesses

屈臣氏集團
仁足社
Chong Lap (H.K.) Co. Ltd
億京慈善基金有限公司
長江生命科技集團
大新工程韓濤先生
Excellence Fitness
恒隆地產
天龍慈善基金有限公司
Mondo C Trading Company
葉氏化工集團有限公司
笑住買

Masco International Trading (HK) Co. Ltd.
香港賽馬會
心靈雞湯
南華傳媒
Echo Asia Communications
鴻福堂集團
大航假期有限公司
大家樂集團
Tutulife
美孚吉吉燒
偉易達集團
協興建築有限公司
惠保(香港)有限公司
DKSH Hong Kong Limited
瑞安集團
復和綜合服務中心
采日有限公司
新世界發展有限公司
香港寬頻集團有限公司
AIA Fly District
惠保建築有限公司
香港親子教具網
香港中華煤氣有限公司
香港南星國際投資有限公司
屈臣氏蒸餾水
開元信德會計師事務所有限公司
新創建集團有限公司
威瑞特智能監控技術(亞太)有限公司
衛克斯姆克羅門(遠東)有限公司
百佳超級市場
吉野家快餐(香港)有限公司
超群麵包西餅有限公司
其士國際集團有限公司
惠達企業

基金/計劃 Fund/Scheme

香港賽馬會慈善信託基金
香港賽馬會慈善信託基金(COVID-19
Emergency Fund)
李國賢基金會
李國賢COVID-19抗疫基金
晴彩慈善基金
利駿行慈善基金
李錦記家族基金
鐵人暖心慈善基金會
惠民慈善基金有限公司
福幼基金會
佛教慈濟基金會-香港分會

太古地產
伍濤基金會
FoodLink Foundation Limited
顧積善堂慈善基金（顧積善堂COVID-19疫境
送關懷計劃）

教會及基督教團體 Churches and Christian Bodies

神召會西環堂
Evangelical Community Church
工業福音團契
播道會恩福堂
中華宣道會宣中堂

團體 Non-governmental Organizations

商場管理學會
敬老護老愛心會
心觸樂健康服務社
東區青年會
銅鑼灣獅子會
香港基督教服務處賽馬會童亮計劃
香港社會服務聯會
泰·惜
Hope of the City
香港紅十字會
香港華語扶輪社
和富社會企業
香港教育工作者聯會
國際獅子會
Hong Kong Teaching Aid
香港潮州商會青年委員會
新界東長者學苑聯網
快樂港仁
香港教育工作者聯會與18區幼稚園校長會
香港都會扶輪社
香港長沙商會
聯合國兒童基金香港委員會
瑞安海鷗社
香港靈合堂

學校及教育團體 Schools & Educational Bodies

浸大中醫
香港大學
香港中文大學
英華書院
香港浸會大學生物系

（排名不分先後 In arbitrary order）

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

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

會歌

Y.W.C.A. HYMN

調自：《做主軍人歌》（普天頌讚423首）

John Goss, 1871



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



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



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



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



誠邀您的支持，推展女青服務！

Offer your support to promote YWCA service!

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

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

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

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

回應表 Feedback Form

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

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

* 以劃線支票繳付會費或捐款，抬頭人祈付「香港基督教女青年會」或(Hong Kong Young Women's Christian Association)，連同此頁，寄回香港麥當勞道一號「基督教及會員事工部」收。（一百元或以上捐款收據，可在香港申請減免稅項）。

* For payment of membership fee or donation, please send a crossed cheque, payable to "Hong Kong Young Women's Christian Association", together with this completed form, to the YWCA Christian Ministry and Membership Department, No.1 MacDonnell Road, HK. (YWCA's receipt of donation of HK\$100 or above can be used for tax deduction)

為方便本會寄回收據及跟進，請填寫以下資料：

For our returning the official receipt and follow up, please fill in the information below:

姓名
Name: _____
先生/女士/小姐
Mr./Ms./Miss

聯絡電話
Tel: _____
(日間 daytime)

(夜間 night-time)

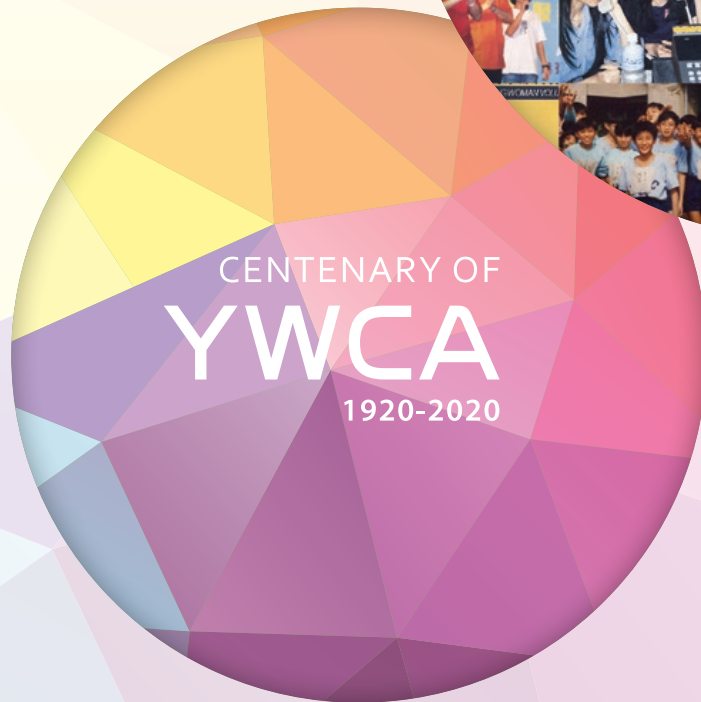
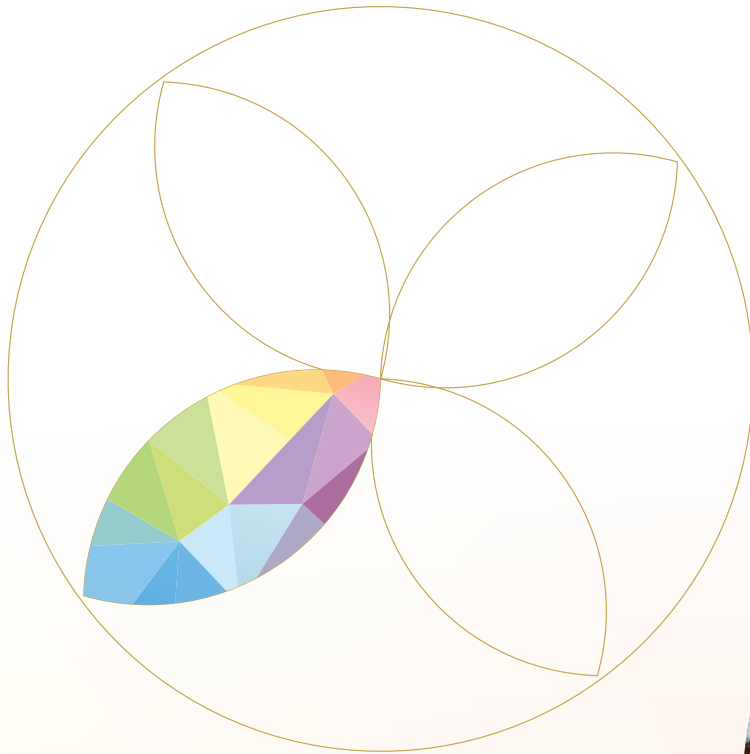
通訊地址
Address: _____

傳真/電郵
Fax/E-mail: _____

郵票
STAMP

寄香港麥當勞道一號
香港基督教女青年會
「基督教及會員事工部」收

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





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

香港中環麥當勞道1號
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ywca@ywca.org.hk <https://www.ywca.org.hk>