



生命栽培

enhancement of life





宗旨 PURPOSE

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

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

會訓 MOTTO

爾識真理 真理釋爾

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

（取自新約聖經約翰福音八章卅二節）

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

世界基督教女青年會的格言 Motto of the World YWCA

萬軍之耶和華說：「不是倚靠勢力，不是倚靠才能，
乃是倚靠我的靈，方能成事。」

（取自舊約聖經撒迦利亞書四章六節）

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

藍三角會徽的意義 THE BLUE TRIANGLE

象徵基督教女青年會服務宗旨是生命的栽培。它代表了一個人成長及發展的四方面：

德、智、體、群。

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

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

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

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會長的話 President's Message

胡秀霞太平紳士
Mrs. Patricia Ling, MH, JP

致力「生命的栽培」

本會自1920年創立以來，本著基督精神，秉承立會使命，十分重視個人生命的塑造，並以「生命的栽培」作為本會服務宗旨。本年透過整合及推動女青運動及事工，協助本會會員及義工發展個人才能及潛質，拓展美好豐盛的人生，貢獻社會。

Enhancement of Life

Since its establishment in 1920, the Hong Kong YWCA has been carrying out its mission in the Christian spirit with the emphasis on nurturing one's life by adopting its service focus on "Enhancement of Life". Through integrating and promoting the YWCA Movement, we helped our members and volunteers to develop their potentials for attaining a bountiful life and contributing to society.



促進良好機構管治

良好的機構管治是本會持續發展的重要基石。為此，本年致力提升機構管治效能，通過舉辦「董事工作坊」、籌募訓練、優化人才管理及建立同心合一的機構文化等，促進本會董事及同工互相配搭及服侍，

一同擔當神忠心的管家，盡心管理神所託付的基業，確保善用本會各項資源，為社群謀福祉。

為了提升機構管治效能，本會特別成立「董事會及委員會組成及董事選舉 / 委員委聘機制檢討專責小組」，對董事會及委員會的組成制度進行檢討及提交改善建議，以加強董事會及各委員會的相關經驗、專長及能力，作出有效管治及滿足本會長遠發展的需要。在財務管理及人力資源管理方面，亦作出多方面的分析，以確保資源得以善用。

動員網絡與協作—締造社會資本

面對不斷轉變的社會需要，本會致力開拓嶄新的服務模式，設立多個公益業務及社會企業，帶動發展公益業務文化，並鼓勵跨部門參與開拓，同時善用本會資源及網絡，利用本會服務優勢作發展的基礎，加強與政府、商界和企業伙伴合作，有效地動員企業義工及民間團體的力量，將服務帶給有需要的群體，如此不但承擔社會責任，更進一步創造社會資本，締造社會價值與創新。

全力推動九龍會所復修計劃

「九龍會所復修計劃」是本會一項長遠及重要的服務承擔，為設立全港首個「一站式綜合社會服務匯點」，本會十分感謝復修計劃督導小組及所有義務顧問的專業意見及協助，令復修工程能於今年內順利開展。同時，為籌募復修經費，本年度積極進行多項籌款活動，皆獲得全會上下的響應及社會各界人士的熱心捐助支持，謹此致以真誠的謝意。

過去一年，本會各項服務發展理想，本人由衷感謝天父的引領及本會董事、委員、會員、義工及同工的寶貴支持及貢獻。另外，本人亦感謝相關政府部門、企業及各伙伴機構對本會服務的認同及幫助。未來，我們將群策群力，繼續致力開拓資源，發展嶄新及適切的服務，回應社會上不同群體的服務需求。

Fostering Corporate Governance

Good corporate governance is the foundation of our sustainable development. Hence, the Association has strived to promote good governance through organizing training workshops for Directors, fundraising training, enhancement of human resources management and cultivating the culture of corporate unity and solidarity. Partnerships between our Directors and staff have been strengthened so that they become dutiful stewards in managing the affairs of the Association and maximizing the use of our resources for the provision of our services to the community.

In order to improve on the effectiveness of our corporate governance, we formed a "Taskforce on Review of Composition of Board & Committees and Mechanism for Appointment/Election of Directors and Committee Members" to review and make recommendations to the Board on the composition of Board and Committee Membership so as to ensure that the Board and Committees will be equipped with the necessary professional experience, expertise and skills for their effective functioning to meet the long-term development needs of the Association. The Association also reviewed on the allocation of resources in the areas of financial and human resources management.

Building the Social Capital by Networking and Collaborations

To meet with the ever-changing social needs, new service approach was adopted. Several social businesses and social enterprises were established for the purpose of cultivating a social business culture within the Association. Inter-departmental participation and exploration were also encouraged. By making good use of our resources and social network, and focusing on our service competency, together with collaborating with government, the business sector and corporate partners, the Association was able to mobilize the volunteers of corporations and to gain support from other non-governmental organizations in delivering social service to the vulnerable; and thereby fulfilling our social responsibilities. Furthermore, it helped to build social capital and social value and also inspired creativity.

Implementing Kowloon Centre Rehabilitation Project

Kowloon Centre Rehabilitation Project is our long-term service commitment to the community to establish the territory-first "One-stop Social Hub". Thanks to the professional advice and assistance offered by Honorary Advisers and the Project Steering Group, the Kowloon Centre Rehabilitation Project commenced smoothly during the year. Various fundraising schemes and activities had been organized to support the Project. We are grateful for the generous contributions and donations received from the community and within the Association in support of the project.

With God's guidance, our various services managed to develop satisfactorily in the past year. I would like to extend my heartfelt gratitude to our Directors, committee members, members, volunteers and staff for their valuable support. In addition, my sincere thanks are also extended to relevant governmental departments, corporations and partnering agencies for their kind assistance and support of our services. Looking ahead into the future, we will endeavor to meet a diverse service demands by the community and we will try to explore different resources to provide innovative and timely services.



總幹事報告 Chief Executive's Report

楊建霞女士
Ms. Yvonne Yeung

將近一個世紀，本會貫徹「生命的栽培」的服務宗旨，集合董事、委員及同工的力量，為本地社群提供多元化優質的社會服務。本會積極推動機構發展策略，追求卓越，將基督的仁愛帶給服務受眾。

深化機構策略發展 全力邁進

本會按著社會需求來訂立服務發展策略，自2012年起，全面推行「四個策略行動方案」，包括：(一)加強推動女青運動；(二)建立服務效益評估機制；(三)開拓公益業務；及(四)優化員工參與及管理。本年度推出多項深化措施，在不同範疇全力邁進。

推動女青運動方面，本會首次設立「女青運動周」，藉舉辦各式活動，如首屆「Y-Walker女青行者挑戰賽」城市歷奇活動，鼓勵不同年資同工透過身體力行，以行動去認識女青。對外推廣方面，本會由2014年起，將每年的三月八日訂為「3·8女青日」，並以不同婦女議題作為每年的主題，為女性發聲，並喚起公眾關注現今婦女所面對的困境及挑戰。

For nearly a century, the Hong Kong YWCA has been upholding "Enhancement of Life" as its service purpose. With the support and effort from our Directors, Committee members and staff, a wide range of quality social services had been provided to the community. We actively implement our development strategies to strive for service excellence and deliver the love of the Christ to our service recipients.

Strengthening Corporate Strategic Development

Starting from 2012, we had formulated our service development strategies based on social needs and implemented the "Four Bold Steps" Strategic Plan, which included (i) further promoting YWCA Movement, (ii) establishing service impact assessment mechanism, (iii) developing social business and (iv) enhancing staff engagement and management. To achieve these, relevant enhancements had been implemented in different areas.

To promote the YWCA Movement, our first "Y Movement Week" was launched and various programs were organized. For example, our first city adventure competition "Y-Walker Challenge" was held to motivate those participating staff to be familiar with the history of YWCA. For public promotion, we have established the "March 8 YWCA Day" starting from 2014. By selecting different women issues as themes of this annual program, we wish to speak for women and help to raise the public concern over the adversaries and challenges faced by women today.



本會亦積極落實服務效益評估機制，在不同部門及單位進行詳細的評估和分析，發展出一套有效的評估工具，並透過同工參與服務檢視過程，按需要進行優化或重組服務，提升服務效益及財務效益，達致機構可持續發展的長遠目標。

建立全新品牌 發展創新服務

針對人口老化及釋放婦女勞動力等社會議題，本會致力優化服務，建立全新Y品牌，及開拓公益業務。年度內多個嶄新社會企業相繼創立，包括：Y Care青健坊長者日間護理中心、Y Silver Link安居通長者家居用品店、Y Delight女青會員優惠坊等，提供高效益服務，發揮社會創業精神。

此外，本會亦致力與不同界別及團體合作開拓新服務，發揮協同效應，凝聚力量服務社群。新服務包括獲僱員再培訓局委任營運ERB服務中心(九龍西)，為區內有需要人士提供多元化的培訓及就業支援服務；開展「陪月一站」，為初為人母的婦女提供陪月及嬰幼兒照顧轉介服務；獲新創建集團慈善基金贊助開設新創建青健坊(北區)，服務區內有需要長者及其家庭；「職途有里」青年發展計劃入選為領匯房地產投資信託基金「愛·匯聚計劃」贊助項目等。

愛護員工 推出家庭友善措施

人才是推動機構發展的重要資本，故本會積極建立優秀員工團隊，除優化人才管理及培訓外，更重視建立同心合一的精神。於年度內推出廣受歡迎的各項新猷：獎勵卓越員工的「女青人獎」、展現員工才華的「女青好聲音」歌藝比賽等，及多項家庭友善措施，讓員工感受到機構的關愛文化。欣喜的是，本會榮幸獲得由家庭議會舉辦之「2013-14年度家庭友善僱主」獎項，顯示外界對本會關心員工的認同及肯定。

端賴天父的恩佑及帶領，以及全會同工努力不懈及各界鼎力支持，本會服務得以繼續穩步向前，本人對各位董事、委員、會員、義工及同工的同心努力與寶貴貢獻，謹此致以衷心謝意，並期盼與各位繼續攜手並肩，讓更多有需要人士得到適切的支援及服務。

Service impact assessment mechanism has been in place. After conducting detailed evaluation and analysis at different departments and service units, an effective assessment tool had been developed. Impacts of our services had been further enhanced, both socially and financially, through extensive reviewing exercise and some services being strengthened or restructured based on service needs so as to achieve sustainable development in long term.

Launching New Brand and Developing Innovative Service

With focus on social issues such as ageing population and unleashing the potential of women labour force, we have developed new brand and launched new social business, including Y Care Day Care Centre for the Elderly, Y Silver Link Elderly Household Product Retail Store, Y Delight Membership Welfare Shop, etc. We aim to offer high value services and accelerate the spirit of social entrepreneurship.

In addition, we had collaborated and synergized with various sectors and corporates to develop new services. For example, the ERB Service Centre (Kowloon East) was commissioned by Employees Retraining Board to offer diverse training and employment assistance service to the locality; SMART Baby Care Scheme was launched to provide new mothers infant and child care workers referral services; NWS Y Care Day Care Centre for the Elderly (North District) was sponsored by NWS Holdings Charities Foundation Limited to serve the needy elders and their families in the North District, and Project Net was a youth career development project supported by The Link Together Initiatives.

Caring our Staff and Launching Family-friendly Initiatives

Talent is an important asset for the agency's continuous development. Hence, we proactively establish a staff team with outstanding performance. Besides enhancing talent management and training, we strive to promote unity and solidarity within the association. During the year, various initiatives were launched and well received, namely the "YWCA Award" to commend our staff for their outstanding contribution, "Voice of YWCA" Singing Contest to encourage our staff to unleash their singing talent. Also, there were other family-friendly initiatives being launched to demonstrate the love and care to our staff. It was delighted to learn that our effort had been recognized by our winning of the "2013-2014 Family-friendly Employer" Award from the Family Commission.

Thanks to our Lord for His grace and guidance, dedication and support from our staff and various sectors, the Association continues to be a pioneer in service development. I would like to take this opportunity to extend my whole-hearted gratitude towards our Directors, Committee Members, members, volunteers and staff for their devoted effort and valuable contributions. With the continuous support of all of you, we would be able to provide timely assistance and services to those in needs.



機構管治與管理 Corporate Governance and Management



遠象 Vision

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

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

核心價值 Values

基督教倫理觀
專業精神及卓越服務
誠信及承擔
團結契合

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



使命 Mission

蒙主的恩助，我們致力成為：

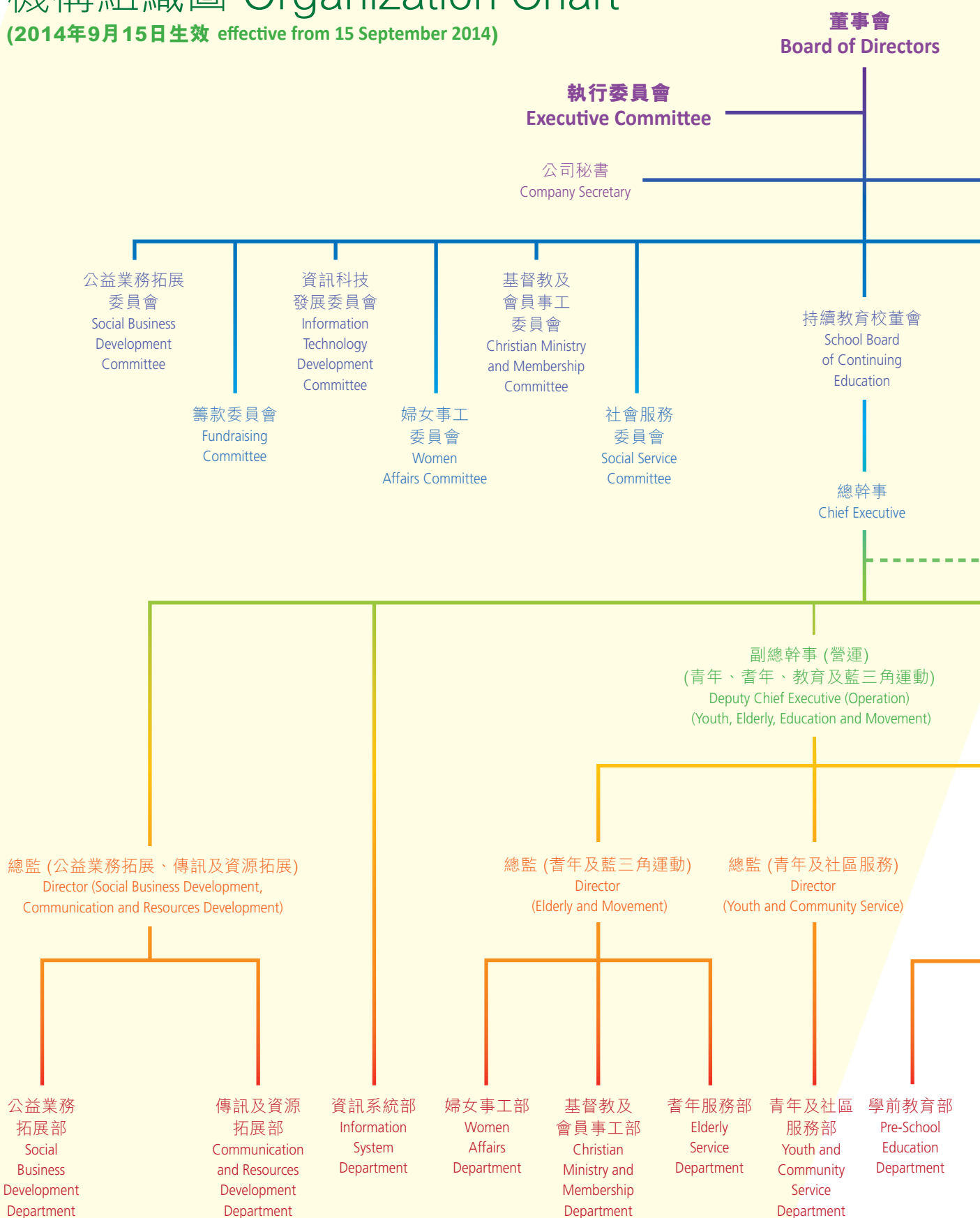
- 栽培豐盛生命的基督教機構
- 促進自由平等的婦女運動
- 滿足社會需要的服務先驅

With God's blessing, we aspire to be:

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

機構組織圖 Organization Chart

(2014年9月15日生效 effective from 15 September 2014)



審核委員會
Audit Committee

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

財務及行政
委員會
Finance and
Administration
Committee

人力資源
委員會
Human Resources
Committee

丘佐榮中學
法團校董會
The Incorporated Management
Committee of The Y.W.C.A.
Hioe Tjo Yoeng College

酒店管理
委員會
Hotel Management
Committee

九龍會所復修
委員會
Kowloon Centre
Rehabilitation
Committee

內部審核部
Internal Audit Department

副總幹事 (教育)
Deputy Chief Executive
(Education)

總監及總經理
(酒店及物業管理)
Director and General Manager
(Hotel and Facilities Management)

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

總監 (人力資源)
Director
(Human Resources)

持續教育部
Continuing
Education
Department

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

酒店部
Hotel
Department

物業管理
Facilities
Management

財務部
Finance
Department

行政及
採購部
Administration
and
Procurement
Department

九龍會所復修
Kowloon Centre
Rehabilitation

人力資源部
Human
Resources
Department

機構管治 Corporate Governance

本會成立九十四年，一直秉承先賢的優良傳統。作為一間負責任、委身服事的社會服務機構，本會向來重視並切實體現機構管治精神，除建立一套有效溝通的管理模式及系統外，亦制定了完善的機構管治政策，清晰訂明機構的權責、管理、領導及監控等各項工作，會方上至董事會及管理層、下達單位層面均持開放且開明的態度去管理服務及規劃發展，致力建立神所喜悅的女青年會，彰顯機構上下一心的精神。

With 94 years history of establishment, Hong Kong Young Women's Christian Association has upheld the tradition of our predecessors and developed into a responsible social service organization with strong commitment to the community. The Association stresses on keeping 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 relating to the Association. The Board, the Management and staff have always maintained an open and enlightened attitude towards the planning and development of our services, striving to build a YWCA that would please our Lord as well as demonstrate the spirit of unity and solidarity.

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

贊助人 Patron

香港特別行政區行政長官夫人梁唐青儀女士

Mrs. Regina Leung, wife of the Chief Executive of the Hong Kong Special Administrative Region

名譽會長 Honorary Presidents

葉秀英女士 Mrs. Tai Ip Sau Ying

鄭容麗女士 Mrs. Grace Tsao

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

李瑞燕女士 Mrs. Vivian S. K. Sung

胡紫霞博士 Dr. Daisy Li, MBE

名譽董事 Honorary Directors

鄧劍雲女士 Mrs. Cheung Tang Kim Wan

高荅華女士 Ms. Ko Siu Wah, OBE, SBS, JP

譚勵明女士 Mrs. Lucy Lo

禰秀萍女士 Mrs. S. P. Huen Lee, May

羅章文女士 Mrs. Helen Koo

劉少梅女士 Ms. Lau Siu Mui

黃麗娟女士 Ms. Wong Lai Kuen, Hannah

楊邦鐸女士 Mrs. Hung Yeung Pong Wah

孫雅娜女士 Mrs. Ella Ng

孫蓮娜女士 Mrs. Lena Liu

黃詩源女士 Mrs. Cheung Wong Sze Yuen

吳夢珍博士 Dr. Agnes Ng, JP

朱清蓮女士 Mrs. Wong Chu Ching Lin

簡瓊珍女士 Mrs. Leung Kan King Chun

梅以菁博士 Dr. Jennie Lee

邵嘉儀女士 Mrs. Emily Cheng

黃定賢女士 Mrs. Shirley Cheung

2013至2014年度董事 2013-2014 Board of Directors

會長 President

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

副會長 Vice-Presidents

梁慕清女士 Mrs. Chan Leung Mo Ching

陸西琳女士 Mrs. Tsoi Luk Sai Lam, Alice

書記 Honorary Secretary

余悅群博士 Dr. Tse Yu Yuet Kwan, Patricia

司庫 Honorary Treasurers

陳詠敏女士 Ms. Chan Wing Mun, Gracie

李綺華女士 Ms. Eva Lee

選任董事 Elected Directors

陳素薇女士 Mrs. Lau Chan So May, Lucy

陳秀芬女士 Ms. Chan Sau Fan, Julie

譚玉靈女士 Ms. Rosaline Tam

何潔雲博士 Dr. Ho Kit Wan

李諾詩女士 Ms. Lee Lok Sze

謝瑞賢女士 Ms. Tse Sui Yin, Sally

陳靜嫻女士 Mrs. Lee Chan Ching Han

樓瑋群博士 Dr. Lou Wei Qun

林美麗女士 Mrs. Mary Wong

江慧芝女士 Ms. Kong Wai Chi, Jenny

周慧賢女士 Ms. Chau Wai Yin

杜淑婉女士 Ms. To Sook Yuen, Helena

特聘董事 Co-opted Directors

高靜芝女士 Ms. Sophia Kao, SBS, JP

許玉銘女士 Ms. Hsu Yu Ming, Hanna

周瑋瑩女士 Mrs. Jacqueline Liu Chow Wai Ying

呂蕙文女士 Ms. Nancy Lui

王絳彥女士 Ms. May Wong

蕭嘉妍女士 Mrs. Catherine Doo Yiu Ka Yin

2013至2014年度義務顧問 2013-2014 Honorary Advisers

法律事務 Legal Affairs

胡百全律師事務所 P. C. Woo & Co.

林子綏律師 Ms. Lam Tze Yan

蔡克剛律師 Mr. Herbert H. K. Tsoi

凌蕙珊律師 Ms. Ling Wai Shan

中央電腦系統 Central Information System

劉嘉敏先生 Mr. Stephen Lau

企業傳訊 Corporate Communication

鄭麗敏女士 Mrs. Heidi Kwan

傳訊及資源拓展 Communication and Resources Development

方敏生女士 Ms. Christine Fang

業務及服務發展 Business and Service Development

謝家駒博士 Dr. Tse Ka Kui

招標事務 Tender Board

李振強先生 Mr. Lee Chun Keung

陳文聰先生 Mr. Chan Man Chung

文志泉先生 Mr. Antony Man

許玉銘女士 Ms. Hsu Yu Ming, Hanna

陳靜嫻女士 Mrs. Lee Chan Ching Han

梁錦英先生 Mr. Leung Kam Ying

陸西琳女士 Mrs. Tsoi Luk Sai Lam, Alice

李雅婷女士 Ms. Adrienne Li

徐嘉樂女士 Ms. Charlotte Tsui

基督教及會員事工 Christian Ministry and Membership

陳茹九牧師 Rev. Chan Yu Kow

陳希陸牧師 Rev. Chan Hee Luk

劉榮佳牧師 Rev. Lau Wing Kai

袁麗珠牧師 Rev. Yuen Lai Chu

梁永善牧師 Rev. Leung Wing Seen

李秀琮牧師 Rev. Lee Sau King

馮偉權牧師 Rev. Fung Wai Kuen

曾永昌牧師 Rev. Richard Tsang

袁葉華牧師 Rev. Yuen Ip Wah

孔繁漢牧師 Rev. Hung Fan Hon

黎錫雄牧師 Rev. Lai Sik Hung

余勝意牧師 Rev. Yu Shing Yee

郭金滿牧師 Rev. Kwok Kam Moon

婦女事工 Women Affairs

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

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

學前教育 Pre-school Education

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

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

青年及社區服務 Youth and Community Service

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

劉卓鴻先生	Mr. Lau Cheuk Hung
李力持先生	Mr. Lee Lik Chee
崔永康教授	Prof. Chui Wing Hong
何定邦醫生	Dr. Ho Ting Pong

持續教育 Continuing Education

洪小蓮女士	Ms. Katherine Hung
鄭惠容博士	Dr. Enid Kwong
詹肇泰博士	Dr. Tsim Siu Tai
李寶滿女士	Ms. Li Po Moon
譚展雲博士	Dr. Anthony C W Tam
潘萱蔚先生	Mr. Poon Huen Wai
譚淑貞女士	Ms. Tam Suk Ching, Lucy
陳耀宗先生	Mr. Eddie Chan

陳玩芳女士	Ms. Chan Woon Fong, Alice
馮錦康先生	Mr. Fung Kam Hong, Kenny
伍龍威先生	Mr. Ng Lung Wai, Ray
何兆敏女士	Ms. Ho Siu Man
黃敏兒小姐	Ms. Wong Man Yee, Amy
陳凱欣博士	Dr. Chan Hoi Yan, Celia
區偉邦先生	Mr. Au Wai Pong
葉家健先生	Mr. Yip Ka Kin, Sammy

耆年服務 Elderly Service

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

錢本道醫生	Dr. Chin Boon To
梁浩然醫生	Dr. Leung Ho Yin

2013至2014年度委員會委員、顧問（董事除外）

2013-2014 Committee Members, Advisers (excluding Directors)

文志泉先生	Mr. Antony Man
方蘊萱女士	Ms. Loretta Fong
王詩蒂女士	Ms. Wong Sze Di
伍灼宜教授	Prof. John Ng
江碧霞女士	Ms. Amy Kong
呂倩文女士	Ms. Lui San Man, Simmy
李志珊女士	Mrs. Patricia Chow
周明珠女士	Ms. Libby Chow
明皓博士	Dr. Holly Ming
林佩珊女士	Ms. Lam Pui Shan, Sophia
林淑貞女士	Ms. Jane Lam

方通女士	Mrs. Szeto Fong Tong
王佩兒女士	Ms. Catherine Wong
王麗珍女士	Ms. Wong Lai Chun
朱偉年博士	Dr. Welland Chu
吳婷雅女士	Ms. Ng Ting Nga
李俊女士	Ms. Li Chun
李家瑜女士	Ms. Elina Lee
周錦華女士	Ms. Brenda Chow
林春艷女士	Ms. Connie Lam
林國鴻先生	Mr. Gary Lim
邱佩曼女士	Ms. Yau Pui Man, Esther

洪小蓮女士	Ms. Katherine Hung	洪盛興先生	Mr. Kilias Hung
孫巽元女士	Mrs. Fanny Louey	徐海珠女士	Mrs. Henrietta Zee Leung
袁彩蓮女士	Ms. Cherry Yuen	馬仁武先生	Mr. Mar Yan Mo, Ronald
馬家儀女士	Mrs. Lau Ma Gar Yee, Grace	馬錦華先生	Mr. Timothy Ma
崔淑莊女士	Ms. Tsui Suk Chong, Fiona	張永明博士	Dr. Francis Cheung
張建揚先生	Mr. Chris Cheung	張潔媚女士	Ms. Helen Cheung
張靄蓮女士	Ms. Cheung Oi Lin, Irene	曹妙如女士	Ms. Agnes Tso
梁士雄先生	Mr. Carlos Leung	梁炳貴先生	Mr. Max Leung
梁秋容女士	Ms. Leung Chau Yung, Catherine	梁浩筠女士	Ms. Wendy Leung
梁健光先生	Mr. Leung Kin Kwong	梁淑瑜女士	Ms. Liang Shuk Yue, Katherine
梁琳明醫生	Dr. Leung Lam Ming, Jess	梁萃明律師	Ms. Leung Sui Ming, Olivia
梁裕宏先生	Mr. Leung Yue Wang, Michael	梁麗芬女士	Mrs. Mona Chau
莫乃光先生	Mr. Charles Mok	莫華勳先生	Mr. Peter Mok
連寶琦女士	Ms. Lin Po Kee, Serena	郭玲麗女士	Ms. Lillian Kwok
陳玉馨女士	Ms. Chan Yuk Hing, Catherine	陳妙霞女士	Ms. Chan Miu Ha, Annie
陳玩芳女士	Ms. Chan Woon Fong, Alice	陳家韶女士	Ms. Jennifer Tan
陳若詩女士	Mrs. Janice Choy	陳維國先生	Mr. Jackson Chan
陳耀揚先生	Mr. Daniel Chan	麥少梅女士	Ms. Jenny Mak
麥國棟先生	Mr. Michael Mak	麥惠芬女士	Ms. Mak Wai Fun
麥穎頤女士	Ms. Mak Wing Yee, Winnie	程殷女士	Ms. Felicity Cheng
馮達權先生	Mr. Dominic Fung	黃健先生	Mr. Kenneth Wong
黃少芬女士	Ms. Wong Siu Fan, Carmen	黃宴平女士	Ms. Patty Wong
黃婉湄女士	Ms. Elsa Wong	黃景雲女士	Ms. Wong King Wan
黃瑞君牧師	Rev. Wong Shui Kwan, Lydia	黃儀娟女士	Ms. Cecilia Wong
黃慧貞博士	Dr. Wong Wai Ching, Angela	楊國華先生	Mr. Allen Yeung
楊雪芳女士	Ms. Yeung Suet Fong	葉文慧女士	Ms. Heather Ip
葉建嫻女士	Ms. Sandra Yip	廖愛倩女士	Ms. Liao Ai Chien, Nancy
潘秀琮女士	Ms. Flora Pun	潘婉書女士	Ms. Poon Yuen Shu
鄭佩華博士	Dr. Doris Cheng	鄭德恩牧師	Rev. Geoffrey Cheng
賴旭輝先生	Mr. Stephen Lai	謝慧芬女士	Ms. Tse Wai Fun, Stella
鍾慧儀女士	Ms. Diana Chung	簡美蓮博士	Dr. Kan Mee Lin, Hayley
鄺惠容博士	Dr. Enid Kwong	鄺福如女士	Ms. Sylvia Kwong
魏華星先生	Mr. Francis Ngai	羅蘭女士	Ms. Lo Lan
譚希韞女士	Ms. Tam Hay Wan, Louise	譚偉霖先生	Mr. William Tam
譚潔瑩女士	Ms. Tam Kit Ying, Angeline	嚴則為女士	Ms. Laureen Yim

以上排名以本人姓氏筆劃為序

Names being arranged according to the Chinese Version

2013至2014年度管理層員工

2013-2014 Management Staff

總幹事 Chief Executive

楊建霞女士 Ms Yeung Kin Ha, Yvonne

副總幹事 Deputy Chief Executive

黎秀玲女士 Ms Lai Sau Ling

謝淑賢女士 Ms Tse Shuk In

總監 Director

施恩先生 Mr Sze Yan, Gary

楊翠翠女士 Ms Yeung Chui Chui, Alice

潘廣輝先生 Mr Poon Kwong Fai, Silas

徐英賢先生 Mr Chui Ying Yin, Dominic

李雯珊女士 Ms Lee Man Shan, Emily

(由二零一四年一月一日起 from 1 January 2014)

督導主任 Supervisor

潘永盛先生 Mr Poon Wing Sing, Vincent

李潔貞女士 Ms Li Kit Ching, Daisy

賴潔娥女士 Ms Lai Kit Ngor

蘇艷芳女士 Ms So Yim Fong, Tammy

陳明儀女士 Ms Chan Ming Yee, Nancy

李雯珊女士 Ms Lee Man Shan, Emily

(至二零一三年十二月三十一日 till 31 December 2013)

張志坤先生 Mr Cheung Chi Kwan, Daniel

林遠濠先生 Mr Lam Yuen Ho, Foster

李穎思女士 Ms Li Wing Sze

(至二零一三年九月六日 till 6 September 2013)

胡婉玲女士 Ms Woo Yuen Ling

鄭楚華女士 Ms Cheng Chor Wah, Anna

陳玉娟女士 Ms Chan Yuk Kuen, Candy

周華達先生 Mr Chow Wah Tat, Kenneth

陳瑩女士 Ms Chan Ying, Sarah

黎玉潔女士 Ms Lai Yuk Kit, Rosanna

黃期儀女士 Ms Wong Kei Yee, Hazel

梁廣浩先生 Mr Leung Kwong Ho, Simon

部門主管 / 署理部門主管 Head of Department / Acting Head of Department

謝蘊怡女士 Ms Tse Wan Yi, Anny

關珮盈女士 Ms Kwan Pui Ying, Jenny

陸耀盈先生 Mr Lok Yiu Ying, Alan

(由二零一四年二月十日起 from 10 February 2014)

經理 Manager

陳嘉怡女士 Ms Chan Ka Yee, Virginia

馮斯狄先生 Mr Fung See Dick, Peter

陳白珊女士 Ms Chan Pak Shan, Karen

梁慧敏女士 Ms Leung Wai Mun, Amy

麥沛興先生 Mr Mak Pui Hing, Harris

蔡昭信先生 Mr Tsoi Chiu Shun, Charleson

余詠琴女士 Ms Yu Wing Kam, Francesca

(至二零一四年一月三十一日 till 31 January 2014)

周麗芳女士 Ms Chow Lai Fang, Alice

單位主任 Unit-in-charge

陳少霞女士 Ms Chan Siu Ha

呂秀儀女士 Ms Lui Sau Yi, Joanne

謝剛華先生 Mr Tse Kong Wah, Frederick

趙若華女士 Ms Chiu Yeuk Wah, Lillian

吳子樑先生 Mr Ng Tze Leung, Johnny

王志超先生 Mr Wong Chi Chiu

吳礎霞女士 Ms Ng Chor Ha, Brenda

黃寶卿女士 Ms Wong Bo Hing

蘇陽基先生 Mr So Yeung Kei, Samuel

李雅琪女士 Ms Lee Nga Kee, Katie

高兆芳女士 Ms Ko Siu Fong, Doris

韓慕琮女士 Ms Hon Mo King, Joan

萬雪芬女士 Ms Man Suet Fan, Cathy

李小玲女士 Ms Lee Siu Ling, Safonia

陳潔儀女士 Ms Chan Kit Yee, Kitty

江國儀女士 Ms Kong Kwok Yee, Ivy

鍾嘉華女士 Ms Chung Ka Wah, Carol

黃磊亮先生 Mr Wong Lui Leong

梁豪華先生 Mr Leung Ho Wah, Daniel

曾潔容女士 Ms Tsang Kit Yung, Clara

伍慧嫻女士 Ms Ng Wai Han, Iris

吳翠萍女士 Ms Ng Tsui Ping, Bettina

余本鴻先生 Mr Yu Pun Hung

伍偉湛先生 Mr Ng Wai Cham, Raymond

黃麗婷女士 Ms Wong Lai Ting, Bridget

曾敏芳女士 Ms Tsang Man Fong, Joan

陳鳳琮女士 Ms Chan Fung King, Jessica

彭道華先生 Mr Pang To Wah, Wahly

鄭惠玲女士 Ms Cheng Wai Ling, Jaclyn

鄭雅芝女士 Ms Cheng Nga Chi, Elsa

何冠毅先生 Mr Ho Kwun Ngai, Leslie

郭義聰先生 Mr Kwok Yee Chung, Ivan
 廖彩麟女士 Ms Liu Choi Lun, Karen
 何景祥先生 Mr Ho King Cheung, Thomas
 劉綺珮女士 Ms Lau Yee Pui, Jess
 張卉翠女士 Ms Cheung Wai Chui, Haster
 李婉明女士 Ms Li Yuen Ming, Fion
 鄭佩珍女士 Ms Cheng Pui Chun, Amy
 杜羨揚先生 Mr To Shin Yeung, Simon
 曾藹欣女士 Ms Tsang Oi Yan, Christine
 藍庭芳女士 Ms Lam Ting Fong, Emil
 黃靄欣女士 Ms Wong Oi Yan, Winnie
 詹潔瑩女士 Ms Jim Kit Ying, Crystal
 何震禹先生 Mr Ho Chun Yu, L
 夏雅筠女士 Ms Ha Ngar Kwan, Sandie
 張健偉先生 Mr Cheung Kin Wai, Kenny
 陳志雄先生 Mr Chan Chi Hung, Frederick
 唐麗丹女士 Ms Tong Lai Tan
 陳美琮女士 Ms Chan Mei King, Maggie
 胡仕芬女士 Ms Wu Shi Fun
 (至二零一三年十二月三十一日 till 31 December 2013)
 蘇嘉儀女士 Ms So Ka Yi, Stephanie
 陳立夫先生 Mr Chan Lap Fu, Eddie
 洪雪霞女士 Ms Hung Suet Ha, Joey
 高保麟先生 Mr Ko Po Lun, Bo
 阮秀盈女士 Ms Yuen Sau Ying, Fiona
 張淑薇女士 Ms Cheung Shuk Mei, Hilda
 顧嘉慧女士 Ms Ku Ka Wai, Joe
 陳兆賢先生 Mr Chan Siu Yin
 (至二零一三年十一月三十一日 till 31 November 2013)
 黎美霞女士 Ms Lai Mei Ha
 張俊聲先生 Mr Cheung Chun Sing, Johnson
 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
 謝韻姿女士 Ms Tse Wan Chi, Vincci
 葉慧蓉女士 Ms Yip Wai Yung, Janice
 林素娟女士 Ms Lam So Kuen, Bonnie
 黃淑敏女士 Ms Wong Suk Man, Choc
 曾家豪先生 Mr Tsang Ka Ho, Louis
 蘇素芝女士 Ms So So Chi, Cathy
 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
 卓敏女士 Ms Cheuk Man
 劉卓儀女士 Ms Lau Cheuk Yee, Daphne
 潘雄國先生 Mr Poon Hung Kwok, Davis
 賴潔儀女士 Ms Lai Kit Yee, Katty

黎佩珊女士 Ms Lai Pui Shan, Grace
 朱秀儀女士 Ms Chue Sau Yee, Amanda
 李雅姿女士 Ms Li Nga Chi, Canji
 李詠珊女士 Ms Lee Wing Shan
 黎瑩瑩女士 Ms Lai Ying Ying, Louisa
 張燕紅女士 Ms Cheong Yin Hung, Lesley
 (由二零一四年三月一日起 from 1 March 2014)
 林雅儀女士 Ms Lam Ngar Yee, Catherine
 (由二零一三年九月一日起 from 1 September 2013)

學前教育總校長及校長

Chief Principal and Principal, Pre-school Education

劉國嬌女士 Ms Lau Kwok Kiu
 譚小文女士 Ms Tam Siu Man, Marina

甘榮美女士 Ms Kam Wing Mee, Theresa
 朱雅麗女士 Ms Chu Nga Lai
 周意妙女士 Ms Chau Yee Miu
 馮如意女士 Ms Fung Yu Yee
 楊嘉儀女士 Ms Yeung Ka Yee, Karen
 葉淑燕女士 Ms Yip Shuk Yin
 (至二零一三年七月三十一日 till 31 July 2013)
 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
 (由二零一三年十月一日起 from 1 October 2013)
 許佩玲女士 Ms Hui Pui Ling
 (由二零一三年八月二十日起 from 20 August 2013)

酒店部總監及總經理、副總經理及經理 Director and General Manager, Assistant General Manager, and Managerial staff, Hotel Department

梁福文先生 Mr Leung Fook Man, Fred
 宋家義先生 Mr Sung Ka Yee, Anthony

黃紹德先生 Mr Wong Siu Tak, Dickson
 鄧偉雄先生 Mr Tang Wai Hung, Ken
 曾勉恒先生 Mr Tsang Min Hang, Eric
 方秋明先生 Mr Fong Chau Ming

丘佐榮中學校長

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

陳永傑先生 Mr Chan Wing Kit



策略發展重點

Key Strategic Development



年度剪影
Highlights of the Year

/ 開拓長者新服務
迎接人口老化挑戰

Launching New Elderly Service to
Cope with Ageing Population





隨著本地人口老化嚴重，為回應龐大的服務需要及實現長者「居家安老」的願景，本會率先與企業新創建集團攜手合作，於粉嶺設立「新創建青健坊 Y-Care（北區）」，以自負盈虧方式營運，透過一站式服務，提供日間照顧、專業復康治療及護理評估等支援。

此外，本會為配合政府「錢跟人走」嶄新資助模式，於東區及深水埗區開展「長者社區照顧服務券試驗計劃」，名為Y Care青健坊（又一村）及Y Care青健坊（東區），提供持有服務券及自費名額，為正輪候資助服務或需要暫託服務之長者提供護理及復康照顧服務。Y Care青健坊（東區）更提供家居物理治療運動組合，家居清潔服務及按摩服務等自負盈虧服務，減輕護老者的照顧壓力。

To cope with the increasing service needs arisen from ageing population, and fulfilling the vision of “ageing in place”, the Association has partnered with NWS Holdings Limited to establish the NWS Y Care Day Care Centre for the Elderly (North District), a self-financed centre that provides one-stop elderly services including day care service, professional rehabilitative treatment and care assessment, etc.

Furthermore, to align with the Government’s “money-follows-the-user” new funding mode, we have launched two Community Care Service Voucher for the Elderly (Pilot Scheme), namely Y Care Day Care Centre for the Elderly (Yau Yat Chuen) and Y Care Centre for the Elderly (Eastern District) where services will be provided for self-paid users and those with the use of service voucher. The Scheme aims at providing care service and rehabilitative service to those elders on the waiting list for subsidized service or requiring occasional care service. The Y Care Centre for the Elderly (Eastern District) also provides home-based physiotherapeutic combination exercises, and self-financed services such as domestic cleaning service and massage service so as to relieve the pressure of the caregivers.





年度剪影 Highlights of the Year

/ 銳意拓展公益業務 及社會企業

Developing Social Business and Social Enterprise

本會一直著重服務推陳出新，並銳意發展公益業務，採用靈活多元及創新的手法填補現有社會服務的空隙，以滿足不同服務需求，同時締造社會創新。

長者服務方面，開設「Y Silver Link 安居通長者家居用品店」，通過跨單位的共同協作，提供長者家居用品銷售服務，支援長者在家安老及護老者需要。會員服務方面，新開業之「Y-Delight女青會員優惠坊」為會員提供價格吸引的優質產品銷售服務。

此外，位於總會所由退休人士營運的園景軒餐廳，成功獲「星展社企優化基金」撥款進行了多項優化工作，大大改善了餐廳的營運效率及業務表現。而於又一村會所開展的另一社會企業Courtyard Café則為青少年及婦女提供餐飲服務培訓及實習機會，協助他們重返就業市場。

Endeavor to fill the service gap and meet with service demands, the Association had focused on developing social business by adopting versatile and innovative approaches. As a result, social innovation was created.

For our elderly service, in order to cater the needs of home-stay elders and the caregivers, "Y Silver Link" Elderly Household Product Retail Store was launched to provide sale of household and daily living products for elders through cross-unit collaboration. Besides, the newly opened "Y-Delight" Membership Welfare Shop offers our members sale of selective prime products at competitive price.

In addition, located at the Headquarters, the retiree-run "Y Garden View Lounge" had received funding from DBS Social Enterprise Advancement Grant to carry out several enhancements resulting in improved operation efficiency and overall performance. "Courtyard Café", another social enterprise at Yau Yat Chuen Centre, offers catering training and on-the-job training opportunities to youngsters and women, facilitating their re-entering the job market.





/ 關注青年人職志發展

全方位推展青年培訓及就業服務

Concern Youth Career Development,
Promote Youth Training and Employment Service

本會一直為中小學提供生涯規劃活動。回應施政報告「加強生涯規劃」的方向，本會成立了跨部門工作小組，進一步推動有關生涯規劃的工作。年度內獲得領匯贊助逾百萬元，為13間中學、超過1,700位高中學生提供生涯規劃。

本會於2014年2月正式營運ERB服務中心(九龍西)，為15歲或以上、具副學位或以下程度人士提供即時、到位及多元化的服務。中心作為ERB培訓服務的窗口，針對地區人口特性及需要，提供課程資訊、培訓顧問、報讀課程服務，以及各項求職支援設施，協助服務對象提升就業的能力。

本會獲勞工處委託為天水圍「就業一站」提供全港首個就業輔導及培訓服務試驗計劃，由於服務表現理想，於2014年1月再度獲勞工處委託，開展第二期合約，預期為650位有特別就業困難的求職人士，提供全面的求職設施、個案管理及就業支援服務。其他服務包括「青年就業起點」、「展翅青見計劃」、「明日之星計劃」、「金色學堂」及「自力更生綜合就業援助計劃」，以及每年舉辦的「Say YES to Work青年暑期工就業博覽」，本會均以不同模式協助有就業需要人士。

The Association has always providing career planning programs for primary and secondary schools. In response to the Policy Address about strengthening career planning for new generation, the Association has formed a cross-department task force to further promote career planning programs. During the year, with a sponsorship of over 1 million from the LINK, over 1,700 higher form students from 13 secondary schools had participated in life planning programs.

In February 2014, the Association started operating ERB Service Centre (Kowloon West) with the aim to provide timely and diversified service to youth aged 15 or above with an education attainment of sub-degree or below. Based on the characteristics and the needs of district population, the Centre, which serves as a window for ERB training service, offers course information, training consultancy, courses enrolment and various job recruitment support facilities to help enhance the employability of jobseekers.

The Association has been commissioned by the Labour Department to operate the territory-first "One-Stop Employment and Training Centre" at Tin Shui Wai. Due to our excellent performance, we have been re-commissioned to operate the Centre for a second-term contract commencing from January 2014 where extensive job recruitment facilities, case management and employment assistance service are offered to approximately 650 jobseekers with special employment needs. Other services included "Youth Employment Start" Service Centre, Youth Pre-employment Training Program, Youth Work Experience and Training Scheme, Future Stars Program, Golden Project for Future Elderly Carers, Integrated Employment Assistance Program for Self-reliance plus the annually "Say YES to Work" Youth Summer Job Expo.

年度剪影 Highlights of the Year



/ 全新品牌設計 女青發展新里程

New Brand Design for New Development Milestone

回溯本會創立早期，最先開展婦女事工，故本會一直重視發展婦女為本的服務，以回應婦女的獨特需要，並藉此協助婦女擺脫傳統性別角色箝制，不論在家庭、工作崗位及社會上都能享有自主及決策權，盡情發展所長，因此本會由2014年起，將每年三月八日國際婦女節定為「3·8女青日」，以示本會對婦女服務的承擔和委身，並且呼籲更多有心人攜手為婦女發聲。

在首屆「3·8女青日」，本會更正式推出全新品牌設計。該品牌設計保留了會徽上代表德、智、體、群成長發展的藍三角，配上象徵本會服務宗旨「生命的栽培」的綠色，還突出了代表女性的W。藍三角在全新女青品牌中，更代表著勇往直前的箭咀，突顯女青堅守優良傳統之餘，同時緊貼社會需要提供嶄新的服務。

新品牌設計將用於宣傳推廣上，簡潔的設計能讓公眾更容易辨識女青品牌。同時，藍三角會徽仍會在官方渠道使用，繼續帶領女青實踐生命的栽培。

Women ministry was the first ministry launched by the Association during its early formative years. Since then, the Association had been committed to developing women-based service in response to the unique needs of women and assisting them to be free from traditional gender stereotype, enjoying independence and the right of making decision at home, at workplace and in the community. Starting from 2014, we have named the 8 March International Women Festival as "8 March YWCA Day" to demonstrate our dedication and commitment to promoting women service and appeal to the public for supporting women to speak up their mind.

On the first "8 March YWCA Day", we launched new brand design of our Badge where the Blue Triangle symbolizes the development of the body, mind and the social relationship of the whole person, while the "Green" color representing "the enhancement of life" and highlighting "W" (women). It also illustrates our pioneering spirit to meet social needs with innovative services.

New brand design will be used for publicity and promotion purpose. Its precise design enhances public recognition of our brand name. In addition, the Blue Triangle Badge will still be used in official documentation to continuously lead the enhancement of life.





/ 為創建全港首間「一站式綜合社會服務匯點」， 動員全會參與籌款工作

Initiating Fundraising Programs for Establishing the Territory-first “One-Stop Integrated Social Service Hub”

以創建全港首間「一站式綜合社會服務匯點」為目標，本會九龍會所復修計劃已順利開展，各項預工亦已密鑼緊鼓地進行，包括評估社區需要、設計新服務、各項設施的規劃及拓展資源等。基於復修計劃涉及龐大經費，因此本會積極動員全會上下，從董事、管理層以至全體員工，同心合一地投入參與策劃及推行各項全會性或跨部門/單位籌款活動，並熱切呼籲社會各界人士捐款支持意義非凡的捐款或贊助計劃。

本會將秉承一貫優良傳統，確保收到的每筆善款的一分一毫，都用於復修工程及開拓各項嶄新服務之上，並致力提供優質全方位支援性及發展性服務，以回應人口老化、青年失業、家庭關係疏離等日益惡化的社會問題。

With the aim to establish the territory-first “One-Stop Integrated Social Service Hub”, the Kowloon Centre Rehabilitation Project had been launched and various preparatory works were undergoing, including assessment of community needs, design of new services, and planning of various facilities and resources development. Due to huge rehabilitation cost, the Association had proactively engaged in various fundraising programs, with concerted participation of our board of directors, management and staff. We sincerely solicit support from various sectors for our meaningful fundraising programs or sponsorship schemes.

We shall uphold our prestige tradition and ensure that every cent of the raised fund will be properly used for the rehabilitation project and development of innovative services. In response to the deteriorating social problems such as ageing population, youth unemployment and estranged family relationship, no effort will be spared to provide all-round supportive and developmental services.



機構表現藍圖 Organization Performance Blueprint

/ 整合女青運動

Integration of YWCA Movement

昔日本會由四位基督徒婦女創立，立志以實際行動服侍社會有需要的群體。九十多年後的今日，本會繼續秉承先賢推動女青藍三角運動——基督教、婦女及會員事工——的召命和承擔，致力培育女性基督徒領袖以及發揮會員及義工的力量，拓展適切的服務。

Motivated and founded by four enthusiastic Christian ladies, Hong Kong YWCA is devoted to serve the needy and meet social needs for over 90 years. Efforts have been made to crusade the YWCA Movement, nurture Christian women leaders and utilize the strength of both members and volunteers for the benefits of the society.



目標 Goal：整合女青運動 Integration of YWCA Movement

機構表現藍圖指標 Indicator	達成數字 Result
推行深化及普及對女青運動認知項目之數目 Number of projects aiming to deepen and promote the understanding of the "YWCA Movement"	115
提升女性基督徒會員之參與、歸屬感及凝聚力之服務人次 Number of attendance of services aiming at enhancing participation among Christian women members	1,272
倡議性別觀點之活動數目 Number of programs advocating gender sensitivity	44
通過本會福音活動接觸人次 Number of people reached through YWCA evangelistic programs	95,485
參與女性基督徒領袖培育計劃活動人次 Number of attendance in Christian women leadership training programs	608
會員人數 Number of members	35,201
義工人數 Number of volunteers	13,590



追本溯源 承傳女青運動的精神

為使藍三角運動得到長遠發展、充分發揮協同效應，本會於年內竭力深化及普及員工、義工及會員對女青運動的認知，特邀前輩進行訪談，藉口述歷史分享女青運動的精神及如何帶動本會發展；又舉辦「推行女青運動回顧及策略分享」、製作《2013女青運動》短片及首創「女青運動周」、舉行Y-Walker女青行者挑戰賽、委任「Y-Fire生命大使」，以加強由上而下推動女青運動的力度。同時，本會亦著重國際結連，彰顯女青運動的集體力量，包括響應世界女青年會，於2013年4月24日舉行早餐會，慶祝世界女青年會日。

承先啟後 整合藍三角運動

為加強聚焦藍三角運動及順應服務的發展趨勢，年度內，本會更進行架構整合，成立「基督教及會員事工委員會」以領導基督教事工及會員事工的發展，並重組部門，設立「基督教及會員事工部」，以在服務中深化及糅合基督教價值觀；同時成立跨部門「女青運動聯席」，策動藍三角運動之結合，並制定全會方向及策略，以就資源及服務作出整全規劃。

Tracing the History: Life Heritage of YWCA Movement

The Association is committed to further step up the synergy of the Blue Triangle Movement, namely the Christian, Women and Membership Movements, through communicating the understanding and support across multiple levels of the Association by different means, such as oral history shared by our elder generation, production of YWCA video, holding of the first "YWCA Movement Week", launch of the "Y-Walker Challenge", appointment of "Y-Fire Ambassadors", etc. Meanwhile, the tradition of "Round-the-World Breakfast" was an extraordinary holding of YWCAs' celebration worldwide marking the development of the collective power of our sisterhood in propelling YWCA movement around the globe.

Shaping Tomorrow Today: YWCA Movement gains Momentum

Through strategic restructuring, the new Christian Ministry and Membership Committee endeavors to advance the integration and development of the Christian and Membership Movements with more dynamic decision-making while the new Christian Ministry and Membership Department is tasked with embodiments of Christian values in social services. An inter-departmental task force has also been set up to better place YWCA to anticipate, plan and implement changes in terms of effective resource allocation and management.



機構表現藍圖 Organization Performance Blueprint

/ 服務效益評估 Enhancing Service Impact

為確保服務發展的方向符合機構目標，以及促進服務效益，本會設立了服務效益評估工具，於本年度內推出，並於各部門單位應用，該評估工具目的是在有限的資源下訂出服務優次、整合資源，以達致更高的成本效益。

To ensure that the development direction of our services can meet organizational goals and reflect the needs of the community, the "Service Impact Assessment" (SIA) tool has been adopted for identifying the potential impact of the Association's policies, services and functions on its service recipients. It helps set priorities and resource integration so as to achieve greater cost-effectiveness.



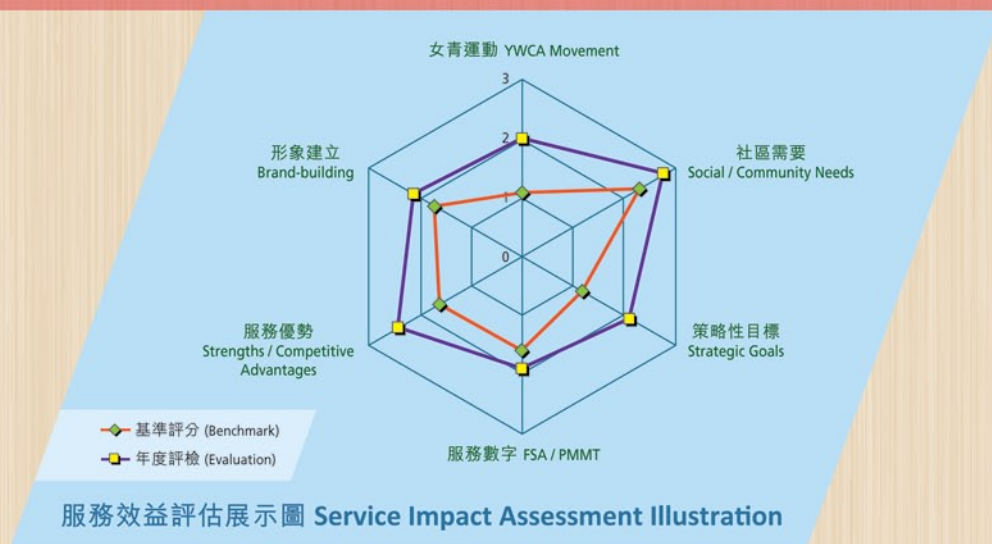
目標 Goal：服務效益評估 Enhancing Service Impact

機構表現藍圖指標 Indicator

達成數字 Result

落實執行優化 / 縮減 / 重組 / 擴大項目之數目
Number of projects aiming at enhancement / reduction / restructuring / expansion

159



循序而進 落實策略性行動方案

在採用服務效益評估工具的進程中，管理層、督導、單位層面以至於前線員工均積極參與討論及予以實踐，務求令服務更到位。除了財務效益之考量，服務效益評估以六個服務指標作為評估範疇，包括：女青運動、社區需要、策略性目標、服務指標、競爭優勢及形象建立，另包括財務效益指標。單位於年初先釐訂其「核心服務」，進行效益評估，年初之評估分數作為該項目的基準評分，評定該等項目是屬於高效益還是低效益，隨後單位進行策略性行動方案，落實執行「優化/ 縮減/ 重組/ 擴大」的工作策略。

檢討服務效益 以觀後效

本會以客觀準繩檢討不同服務的效能，作為日後服務發展的重要參考。本年度共有 159項服務，透過服務效益評估後定立策略性行動方案，在年終時再進行該等服務的效益評估，檢討策略方式的實踐成效。得出來的年度評檢分數顯示，當中佔了85.4%部門單位在機構及服務效益的總平均分有所提升，結果令人鼓舞。

Step by step: Implementation of Action Plans

All members ranging from the frontline to senior management were invited and involved in contributing to the application of SIA and implementation of action plans with a view to attaining excellent service delivery. In addition to the assessment on financial impact/viability, service performance was accessed across the 6 domains, namely YWCA Movement, social/community needs, strategic goals, FSA/PMMT, strengths/competitive advantage, and brand-building, along with the defining of core services of the year for each of our service units with rating at the outset for benchmarking, followed by action plans to ensure impetus for service improvement and to assure progress of carrying our project enhancement/ reduction/ restructuring/ expansion.

Stepping Forward: Review for Future Assessment Exercise

As an objective measurement of social and financial impacts, the SIA provides insights for long-term service development and planning. During the year under review, strategic action plans for 159 services have been developed. The results were encouraging as 85.4% of the participating units scored higher at the year end. In order to keep abreast of community needs and aspirations, post-implementation review of the action plans has also been conducted to further maximize the effectiveness of service impact assessment.

/ 強化機構品牌

Strengthening Corporate Branding

作為全港歷史最悠久的婦女團體和服務多元化的社福機構，女青本年度銳意從不同角度強化機構品牌，讓公眾更了解本會服務的獨特性，進而使用本會的優質服務。

As the city's largest women organisation and a multi-service NGO, Hong Kong YWCA strives for the best to achieve higher visibility and better accessibility for our unique and quality services by garnering extensive publicity to promote organizational branding and image.



女青品牌設計 彰顯繼往開來的精神

本會特別推出全新品牌設計，以建立更鮮明的女青形象。設計意念源自本會原有會徽的藍三角，再添加全新元素，包括象徵勇往直前的箭頭、突顯「女青」和「Women」的「W」，期望能深入人心，令更多人士接觸本會服務。

A New Chapter Unfolds: Launch of New Brand Design

A new brand design that encapsulates YWCA's core values and attributes has been introduced with a view to maintaining the Association's good public image. The visual identity, which is derived from the traditional blue triangle badge and takes on a more contemporary look, features an arrow pointing upwards and highlights the alphabet "W" of "Women" and the Chinese abbreviation of YWCA so as to make the Association and our services more distinctive, memorable and identifiable to the general public.

機構表現藍圖指標 Indicator	達成數字 Result
傳媒作正面報導的次數 Frequency of positive mass media exposure	357



加強電子傳媒聯繫 強化品牌

為了回應社會對不同生活議題的關注及加深公眾對本會多元專業服務的認知，本會善用電子媒介作服務推廣及發布實證結果。年度內，本會積極加強與電子傳媒的聯繫，多項研究及活動均獲廣泛報導及好評，例如首度應無線電視《都市閒情》邀請協助錄製一連13輯「親親家庭演門廳」、又獲邀參與拍攝香港電台電視節目《天下父母心》、聯合香港電台第五台《笑容從家開始》發布「現代媽媽教養子女方法」調查等。

策略性合作 發展優質服務品牌

本會相當重視對外協作，致力透過不斷拓展資源及網絡，為服務受眾提供嶄新的服務及更全面的支援，而合作伙伴的鼎力支持亦肯定了本會優質服務的專業水平。包括獲僱員再培訓局委託開展「陪月一站」服務及營運「ERB服務中心（九龍西）」、獲領匯「愛·匯聚計劃」批款約港幣一百四十萬元推行「『職途有里』青年發展計劃」、正式成為香港賽馬會的社區夥伴等；另外學前教育部「愛閱讀·常閱讀」計劃研究報告獲國際專業期刊 *Contemporary Educational Psychology* 接納並刊登。

創意設計 有效推廣女青品牌服務

本會對於善用不同平台推廣女青品牌服務，一向不遺餘力。年度亮點之一為備受商界及社福界支持、由香港社會服務聯會主辦的社區伙伴合作展。本會繼去年參展並當選最受歡迎攤位後，今年憑藉「從員工家庭生命週期出發，推行家庭友善措施」為主題的攤位，以及別出心裁的設計再次蟬聯，成功向商界企業推廣家庭與工作均衡的重要訊息，以及本會在促進家庭健康方面的全方位服務。

Engaging the Media: Boosting the Profile of Y

Active engagement with the media is our priority to raise community awareness of social issues, communicate key findings and promote YWCA's available professional services for the disadvantaged individuals and families we serve. The Association receives substantial and positive media coverage for our initiatives and researches. For instance, our supervisor was invited by TVB to be the guest of a new series in a TV program for 13 consecutive weeks to give professional comments and suggestions about different family issues whilst our unit-in-charge was invited to give parenting tips to local parents on how to enhance resilience of their children at the RTHK TV serial "Parenting". Moreover, our polling results on parental experiences were released at RTHK's "Smiling Families-Mother's Day Special".

Strengthening Strategic Partnership, Promoting Service Brand

The Association puts strong emphasis on developing greater community involvement through networking and resources development in an effort to seed more new collaborations, social innovation and outreach to provide timely services for our community members. In addition to the running of SMART Baby Care Scheme and ERB Service Centre (Kowloon West) entrusted by the Employment Retraining Board, the Association also received a grant of \$1.4 million from Link REIT to launch the "Project NET-Youth Employment Program" and has been nominated as a Community Partner of The Hong Kong Jockey Club. Furthermore, research findings on the "Love Reading · Always Reading" Scheme were successfully published on the professional journal, *Contemporary Educational Psychology*.

Making an Impact, Delivering Social Value

YWCA makes every effort to provide channels and platforms to deepen the public's understanding of our corporate brandname, thereby extending access to our quality services. Tapping the annual Caring Company Partnership Expo hosted by Hong Kong Council of Social Service, the Association's creative booth, which was again awarded the "Most Popular Booth", had showcased the interpretation of family-work balance and promoted our well-rounded family wellness services to corporates.



公益業務拓展 Social Business Development

為迎合不同服務需要及填補現有服務的不足，本會銳意發展公益業務項目，並於2013年初成立公益業務拓展部，專責統籌及策劃全會公益業務的發展。

公益業務拓展部採用多元創新手法，靈活求變，積極開拓資源，年度內完成提升現有社會企業營運水平，及優化本會長者服務和會員服務。

In order to meet versatile service needs and fill the service gap, the Association has actively developed its social business. The Social Business Development Department (SBDD) was established in early 2013 to be responsible for the planning, implementing and development of social business for the whole association.

By adopting diverse and innovative approach, SBDD has explored and developed resources for good use. The year saw the operational enhancement of current social enterprises and improvement in our elderly services and members services.



園景軒餐廳

有見於不少長者退休後仍活力充沛，為協助長者繼續善用其才幹及協助他們重投勞動市場，本會於2010年開設園景軒餐廳，於2013年獲「星展社企優化基金」資助，進行了一系列優化項目，包括增購餐飲管理系統、電力改善工程、添置煮食器材及餐廳傢具等，提升餐廳整體效率。其次，通過聘請專業餐飲培訓導師，向員工進行技能提升培訓，有效改善員工的服務質素。此外，重新編配餐單及推出外賣服務，配以不同的宣傳手法，如全新網頁、郵政通函及宣傳單張等均有助業績改善。本年度，整體營業額較上年度增加超過3成，服務效率提升超過6成。



Y Delight 女青會員優惠坊

為加強與會員的聯繫及提供更佳服務，於2013年12月成立「Y Delight女青會員優惠坊」，為全會員提供價廉物美的優質家庭用品、個人護理產品、節日賀禮、各式禮券和主題公園入場門券等。此外，優惠坊亦承擔社會責任，透過聘用弱勢社群，為他們提供培訓、實習及就業機會。首間門市設於總會所地下大堂，而網上商店亦快將推出，屆時會員於購物後，可於全港指定的女青單位取貨，購物將更方便快捷。

Y Garden View Lounge

Many seniors are energetic even after retirement. With the aim of utilizing the talents of healthy seniors and helping them re-enter the job market, the Y Garden View Lounge was opened in 2010. In 2013, with a funding from DBS Social Enterprise Advancement Grant, enhancements had been implemented to achieve higher overall operational efficiency, which included purchase of catering management system, improvement work in electricity supply, installation of new cookware and restaurant furniture. Furthermore, service quality of our staff had been greatly improved through skill enhancement training by employed industry experts and professionals. Through redesigning of menu, launching of take-away service, use of various promotional strategies such as new webpage, postal curricular and promotional flyers, overall performance of the restaurant had been improved: comparing with last year, there was over 30% increase in sale turnover and over 60% increase in service efficiency.

Y Delight Membership Welfare Shop

To strengthen liaison with our members and offer better service, the Y Delight Membership Welfare Shop has been established in December 2013. All Y members may purchase quality household goods, personal hygiene products, seasonal gifts, gift vouchers and tickets of theme park at competitive price. The shop also shoulders social responsibility by offering employment, on-the-job training and job opportunities to the underprivileged. The first shop is located at the ground floor of the Headquarters and the on-line shop will be opened soon. Once the online shop is in operation, members may enjoy a speedy and convenient shopping experience by picking up their shopped items at specific YWCA service units after completing the purchase process.





Y Silver Link安居通長者家居用品店

針對日漸蓬勃的「銀髮市場」，於2014年1月成立「Y Silver Link安居通長者家居用品店」。有別於一般的復康用品及健康產品店，「安居通」著重售賣長者家居生活用品，並提供家居生活諮詢服務，為長者建立優質及安全的家居，支援長者在家的安老。「安居通」首階段以女青現有單位網絡作為銷售點，於三個長者服務單位(明儒松柏社區服務中心、秀群松柏社區服務中心及誌實松柏中心)開設銷售專櫃，為會員及地區人士提供服務。

Y Silver Link Elderly Household Product Retail Store

Targeting the robust silver market, the Y Silver Link Elderly Household Product Retail Store was opened in January 2014. Differentiated from the general rehabilitated product and health product stores, Y Silver Link concentrates on selling elderly household and daily living products, and provides consultancy service to facilitate the creation of a quality and safe home environment for the elders, and supports the concept of "Aging in place". At first phase, the current YWCA service unit network has served as the sales venue, and sales counter has been set up at our three elderly centres (Ming Yue, Ellen Li and Chi Po) to offer service to members and local communities.



女青活學中心 Centre of Life Learning and Enhancement



2014年是一個重要的里程碑。由1月起，英語會員部及會員事工部（班組服務）正式合併，成為「女青活學中心」。中心將致力發展成為一個多元文化「學習及教育」平台，並秉承兩個部門分別服務外籍及本地社群的精神，為會員提供更完善及全面的服務。服務對象涵蓋幼童至長者等不同國籍人士。

本著本會「生命的栽培」的服務宗旨，促進個人德智體群四育之發展，女青活學中心致力提供一系列「學習及教育」課程，包括中國水墨畫、兒童體操、國際菜餚、游泳、劍道等，其中歷史最悠久的是長衫班，在女青開辦已逾六十年，依然深得會員支持；而專為新來港外籍人士而設的「家在香港」課程，至今已開辦38年，也一直深得香港外籍團體的好評和認同。年度內，女青活學中心每季均提供超過400個課程及活動，包括80多個全新項目，供女青會員參與。

The year 2014 is an important milestone. Starting from January 2014, English Speaking Members Department and Membership Affairs Department (course services) had been merged and formed the "Centre of Life Learning and Enhancement" ("CLLE"). CLLE shall develop to become a multi-cultural "learning and educational" platform and continuously serve both expatriate and local communities by providing better and extensive service to its members ranging from infants to elders of different nationalities.

Under the service purpose of "life enhancement" and fostering healthy and balance whole-person development, CLLE is devoted to offer a wide range of "learning and educational" courses, for example, Chinese Painting, gymnastics for kid, international cuisine, swimming and Kendo, etc. Being the Y's longest running course of over 60 years, "Tang Suit Tailor Course" still earned staunch support from our members; while a tailor-made course for expatriates newly arrived to Hong Kong, the "AT Home Course" had been running for 38 years also enjoyed high reputation and recognition from local expatriate communities. During the year, over 400 courses and programs were offered per quarter, including more than 80 new courses for our members' enrolment.



員工關係與發展 Staff Relations and Development

女青本著基督的愛去服務社群，同時秉持同一信念，關顧員工的個人發展，務使每一位員工均得到造就，故年內推展各式各樣的項目，旨在營造「機構關心員工、員工關心機構」的氛圍，以建立員工歸屬感及良好的機構文化，進而推動團隊同心合一、盡職服務。

Motivated by God's love, Hong Kong YWCA values the personal development of both our service recipients and our staff members. The Association is committed to producing a caring and supportive working environment through a wide range of initiatives, which is conducive to the staff well-being, unity and employee engagement, and, thus, help build a strong commitment for service excellence.

一. 進行「機構文化調查」發展優勢

本會於2013首度進行「機構文化調查」，從『使命與價值』、『管理與領導』、『發展與培訓』、『待遇與環境』及『關係與協作』五方面去探究本會的專長、特色及發展性。是次調查收回近九成全職員工（891位）填交的問卷，顯示「關係與協作」的評分最高，足見員工最滿意及珍視此項文化資產；此外，調查結果亦反映，基督教文化有助營造良好的機構文化。就此，本會將參考員工回饋，發展機構所長，繼續把基督教愛人如己的精神，融入機構運作與發展當中，以助員工及服務受眾從中領略基督教的核心價值，進一步彰顯關愛文化，並提升員工對機構使命與價值的認同。

二. 關顧員工家庭健康 優化福利

本會致力宣揚家庭健康的信息，對象並不限於服務受眾，還有機構員工及其家庭，故本年度推出多項家庭友善項目。

家庭健康始於自我關顧，因此本會自上年度起新增「健康達人獎」，鼓勵員工關注個人健康及生活平衡，並持續傳遞健康正能量。是屆共156位員工獲頒發獎狀、禮券，並獲邀出席「健康達人午餐會」，詳見得獎名單如下：

1. Culture Survey - Enhancing Organizational Capability

In the year past, the Association has embarked on a Culture Survey to gauge staff's perception of the values of YWCA's work and to explore its competitive advantages and uniqueness for sustainable development. Of the 891 staff members who replied, most of the respondents expressed overall satisfaction with the existing collaborative working relationships. It is also worth noting that Christian faith was found to be a significant attribute of the strong organizational culture. The results of the survey would definitely serve as a reference in policy making. In particular, Christian culture would be further integrated into our service to spread the love and care of Christ to the community and to motivate our staff team to fully share the organization's vision and values.

2. Care for Staff - Promoting Family Wellness

In line with the Association's advocacy of promoting family core values, holistic well-being of all staff and their family members is of our primary concern. Thus, a series of family-friendly measures and policies have been initiated.

Family wellness stresses the importance of self-care taken by individuals. Since the start of the 2012-13 season, the "Health Master Award" has been launched to promote health and passion both in workplace and daily life by highlighting the importance of self care as well as work-life balance. The Awards had been conferred to 156 staff and luncheon was then held to share tips for healthy living.



2013-14健康達人獎名單 Name List of 2013-14 Health Master Award

同工姓名	單位 / 部門	同工姓名	單位 / 部門	同工姓名	單位 / 部門
楊建霞	管理層辦公室	翟携站	林護紀念松柏日間護理中心	張秀儀	女青大廈
謝淑賢	管理層辦公室	李詠眉	林護紀念松柏日間護理中心	黃紹德	女青柏顏露斯
楊翠翠	人力資源部	高浣施	深水埗綜合家居照顧服務隊	呂博能	女青柏顏露斯
梁慧敏	人力資源部	陳愛珍	深水埗綜合家居照顧服務隊	恩自強	女青柏顏露斯
李慧君	秘書室	黎美琪	雲華護理安老苑	曹嘉豪	女青柏顏露斯
陳嘉怡	財務部	趙永珍	鄭傍卿護理安老苑	甄秀梨	女青柏顏露斯
施偉昇	行政及採購部	李琮娟	鄭傍卿護理安老苑	張立紅	女青柏顏露斯
黃志偉	傳訊及資源拓展部	袁壽林	物業管理部	麥婉瑜	女青柏顏露斯
鄧威文	持續教育部	郭錦榮	物業管理部	陳劍豪	女青柏顏露斯
林思琪	基督教及會員事工部	方秋明	女青園景軒	郭大龍	女青雅舍
劉健偉	基督教及會員事工部	LAO Eliseo B	女青活學中心	林偉明	女青雅舍
伍偉湛	家庭健康促進中心	冼玉玲	持續教育部	何世華	女青雅舍
劉昌隆	梁紹榮度假村	林秀琮	梁紹榮度假村	陳秀明	女青園景軒
梁秋蓮	深水埗綜合社會服務處	Botelho Junya	梁紹榮度假村	蔡淑華	女青園景軒
吳翠萍	深水埗綜合社會服務處	梁莹	梁紹榮度假村	張添龍	女青園景軒
胡嘉良	樂華綜合社會服務處	江志良	園景軒餐廳	李文彥	女青園景軒
彭道華	樂華綜合社會服務處	顏巧英	園景軒餐廳	葉佩珍	女青園景軒
陳芷欣	樂華綜合社會服務處	陳婉宜	持續教育部	王小強	女青園景軒
叶慧麗	大澳文化生態綜合資源中心	曾藝珠	持續教育部	袁愛兒	女青園景軒
鄭明偉	大澳文化生態綜合資源中心	郭嘉榮	持續教育部	陳寶珍	女青園景軒
高保麟	中西區及離島青年外展社會工作隊	王啟慧	深水埗綜合社會服務處	梁惠玲	女青園景軒
張燕紅	西環綜合社會服務處	梁家明	天水圍綜合社會服務處	曾勉恒	女青園景軒
郭義聰	西環綜合社會服務處	黃家傑	屯門綜合社會服務處	庾壽華	女青園景軒
杜曉楠	觀龍樓社區工作辦事處	仇建文	屯門綜合社會服務處	英國平	女青園景軒/女青柏顏露斯
黃潔慧	天水圍一站式就業及培訓中心	李素蓉	青衣綜合社會服務處	劉國嬌	學前教育部辦事處
張懿汶	天水圍一站式就業及培訓中心	唐麗丹	秀群松柏社區服務中心	譚小文	學前教育部辦事處
梅婉琪	天水圍綜合社會服務處	潘定輝	秀群松柏社區服務中心	柳翠媚	宏恩幼稚園
張慧鳳	青年就業資源中心 (葵芳)	吳寬群	深水埗綜合家居照顧服務隊	何澧珊	宏恩幼稚園
王志超	屯門綜合社會服務處	談玉冰	深水埗綜合家居照顧服務隊	羅淑芬	宏恩幼稚園
蔡玉蓮	屯門綜合社會服務處	鄧妙芳	雲華護理安老苑	何美意	宏恩幼稚園
鄭惠玲	屯門綜合社會服務處	黃寶珠	雲華護理安老苑	雷潔妍	學前教育部辦事處
周健婷	屯門綜合社會服務處	郭永佳	雲華護理安老苑	楊嘉儀	安定幼兒學校
李詠珊	屯門綜合社會服務處	林美嬌	雲華護理安老苑	謝水蓮	安定幼兒學校
鄧青欣	蝴蝶灣綜合社會服務處	黃展濤	雲華護理安老苑	張楚平	安定幼兒學校
梁廣浩	沙田綜合社會服務處	李秀琮	雲華護理安老苑	楊玉蘭	安定幼兒學校
李學義	沙田綜合社會服務處	熊仕蘭	雲華護理安老苑	黎嘉賢	信望幼兒學校
余本鴻	青衣綜合社會服務處	黃云清	雲華護理安老苑	馮麗娥	信望幼兒學校
梁素嫻	將軍澳青年外展社會工作隊	梁秀娟	雲華護理安老苑	丘蘭英	荃灣幼兒學校
胡素卿	將軍澳綜合社會服務處	謝團圓	雲華護理安老苑	陳衛琴	荃灣幼兒學校
陳英偉	將軍澳綜合社會服務處	馬秀娟	雲華護理安老苑	梁燕青	荃灣幼兒學校
鄭鳳玲	將軍澳綜合社會服務處	劉綺霞	雲華護理安老苑	黃月花	荃灣幼兒學校
張活潮	將軍澳綜合社會服務處	柯如嬌	雲華護理安老苑	李毅堅	彩雲幼兒學校
李金好	龍翔綜合社會服務處	顧小然	雲華護理安老苑	陳結明	彩雲幼兒學校
麥誌成	龍翔綜合社會服務處	廖秀芳	雲華護理安老苑	陳木群	彩雲幼兒學校
刁鐸桓	明儒松柏社區服務中心	梁志明	鄭傍卿護理安老苑	戴慧瑋	紹邦幼兒學校
馬惠芬	秀群松柏社區服務中心	李麗芬	鄭傍卿護理安老苑	周劍平	隆亨幼兒學校
張春紅	秀群松柏社區服務中心	鄭優儒	鄭傍卿護理安老苑	魏萬英	隆亨幼兒學校
李浩娜	秀群松柏社區服務中心	蔡昭信	物業管理部	羅燕華	隆亨幼兒學校
高兆芳	長青松柏中心	余嘉達	物業管理部	彭佩詩	趙靄華幼兒學校
楊靄玲	長青松柏中心	梁福文	女青園景軒	關綺雯	趙靄華幼兒學校
謝順英	林護紀念松柏日間護理中心	宋家義	酒店部	朱雅麗	戴翰芬幼兒學校
張桂英	林護紀念松柏日間護理中心	陳細玉	女青大廈		
		梁沛業	女青大廈		

另機構亦有開辦「同心合一豐盛人生系列」課程，本年度專題為「人生編劇」，幫助員工及早規劃豐盛人生。

本會關心員工之餘，亦關心其家庭需要。繼增設五天全薪「男士侍產假」以助員工兼顧家庭責任及讓準父親員工在妻子分娩期間亦可照顧家庭，及後本會再新增「家庭友善假」。與此同時，本會亦推出多項家庭健康新猷，包括員工報讀會內婚前輔導可享折扣優惠、免費親職教育課程、免費使用本會梁紹榮度假村房間、免費欣賞「Watoto兒童合唱團巡迴音樂會」等，藉此鼓勵員工享受家庭生活。

如此種種，再加上本會獲家庭議會選為「2013-14年度家庭友善僱主」，正好印證了機構關心員工的心意和果效。



三. 溝通協作 建立同心合一的團隊

本會發展有賴員工團隊上下一心、默默耕耘，發展與時並進的服務。為提高員工間及部門間之團隊士氣、建立良好工作關係，本會特設「團隊建立活動津貼」，資助各部門舉行一次或多次的團隊活動。同時，機構亦關心新入職員工的需要，向他們提供豐富資訊及多方支援，使能盡快適應及融入工作團隊及建立歸屬感。機構更先後舉行3場「聖誕聯歡會/ 同工新春聯歡會」，與員工共度佳節，參加員工共644人。

又，機構相當重視溝通互信，故於年內著力提供更多溝通平台，例如舉行共13場地區「員工溝通會」以聽取員工的寶貴意見，參加員工達580人；又定期出版《同心合一通訊》，讓員工獲得第一手會內資訊，以及整合女青內聯網，方便員工共享資源及交流知識。

In an attempt to facilitate our staff to foster a life in abundance, a course themed “Be the Director of Your Life” was conducted, encouraging staff to create visions and action plans for their personal life.

Furthermore, making the workplace family-friendly is also essential for addressing employees’ needs to take care of their families. For this reason, in addition to the entitlement of 5-day full-pay Paternity Leave which help male employees manage their family responsibilities, another family leave benefit, namely the “Family Friendly Leave”, was also introduced. Meanwhile, a new range of employee benefits was also offered to encourage staff to enjoy family life. These included staff discount on pre-marital counseling service, free enrollment to parental education session, free access to our Sydney Leong Holiday Lodge with one night stay, free tickets of Watoto Children’s choir Concert.

During the year, YWCA was even recognized as a “family-friendly employer” by the Family Council for our outstanding achievements and firm conviction in developing positive family values and fostering a family-friendly culture.

3. United We Stand : Engaging Positive Teamwork

Our success depends on motivated and committed employees who work hard for the betterment of the community. During the course of the year, emphasis was placed on boosting the team’s morale through subsidized team building activities. Besides, induction provision welcomed and enabled all newly recruited staff to perform effectively in their new role at the earliest opportunity and develop their sense of belonging. The Association had also organized 3 staff activities which were well attended and received by a total of 644 staff members during the Christmas and Chinese New Year times.

Recognizing that effective communication and mutual trust are fundamental, YWCA has continued to develop a close rapport with our staff by providing them with channels to express their views and to make suggestions openly. For instance, 13 Staff Communication Meetings, with a total of 580 participating staff, had been arranged in different districts to facilitate constructive dialogue, whilst news and knowledge were communicated through Portal, staff newsletters to enhance information dissemination.





四. 發揚女青精神 提倡欣賞文化

● 女青人獎

為了進一步肯定員工的努力及宣揚女青精神，本會於2013年舉辦首屆「女青人獎」，由全會員工按『體』（Young）、『智』（Wisdom）、『德』（Commitment）、『群』（Association）四大範疇進行網上投票。是次選舉反應相當踴躍，投票達1,609人次，而首屆「女青人」亦隨之誕生：阮秀盈、梁詠敏、趙淑怡、林遠濠、黃志偉、吳子樑、潘永盛、關啟明、江國儀、李紫芸。

4. Reward & Respect:

Inheriting YWCA Core Values and Culture

● YWCA Award

To commend staff members for their personal implementation of the spirit of YWCA, the First "YWCA Award" proceeded in 2013 received a total of 60 nominations for its four categories of awards: Y (Young) - W (Wisdom) - C (Commitment) - A (Association). 1609 votes in total were recorded. YWCA-Award-winners were as follows:

Yuen Sau Ying, Fiona; Leung Wing Man; Chiu Shuk Yi, Suyi; Lam Yuen Ho, Foster; Wong Chi Wai, Joshua; Ng Tze Leung, Johnny; Poon Wing Sing, Vincent; Kwan Kai Ming; Kong Kwok Yee, Ivy; Li Tsz Wan, Vivian.

● 女青好聲音

此外，本會著重發掘員工的才華及恩賜，人盡其才，藉此提倡欣賞文化。年內即舉辦第一屆「女青好聲音」歌藝大比拼，得獎者為：（冠軍）陳憬樟、李雅姿；（亞軍）劉丹；（季軍）鄭韻婷、張懿汶；（殿軍）茹貝然。

● 忠誠服務獎

本會又設「忠誠服務獎」，以表揚及嘉許多年來忠誠服務本會的董事及員工。2013年獲頒發之員工共78位。名單如下：

2014年忠誠服務獎名單

Name List of 2014 Devoted Service Award

(2014年1月1日至2014年12月31日)

1 January 2014 to 31 December 2014)

服務滿三十五年之員工三人：

李潔貞 潘永盛 黎秀玲

服務滿三十年之員工二人：

張佩芳 陳玉娟

服務滿二十五年之員工六人：

姚佩芬 蕭燕冰 吳礎霞
黃寶卿 張志坤 蘇陽基

服務滿二十年之員工共二十三人：

郭瑞明 陳鳳琮 陳蓓
雷慧玲 陳燕芳 李毅堅
麥筱霞 楊靄玲 黃德信
方國華 梁詠敏 范秀枚
曾敏芳 吳翠萍 余本鴻
周華達 梁玉清 吳惠珍
蘇六妹 伍偉湛 沈惠貞
黃麗婷 詹遠全

● Voice of YWCA

Furthermore, some innovative measures had been taken to showcase staff's talents outside of work and in turn, cultivate an appreciation culture. The Association had organized the singing contest, "Voice of YWCA", for the first time to unleash staff's music potential. (Champion) Chan King Cheung and Li Nga Chi Canji; (First runner-up) Liu Dan; (Second runner-up) Cheng Wan Ting and Cheung Yi Man, Abbie; (fourth place winner) Yu Pui Yin, Demi.

● Devoted Service Award

In recognition of their exemplary contributions and dedication to the Association, 78 staff were accorded the "Devoted Service Award 2013".

There were 3 staff with 35 years service, 2 staff with 30 years service, 6 staff with 25 years service, 23 staff with 20 years service, 20 staff with 15 years service and 20 staff with 10 years service.

服務滿十五年之員工共二十人：

鄧妙芳 蔣小婉 唐麗丹
高玉珍 關啟明 麥誌成
謝蓮香 黎玉潔 庾壽華
陳衛琴 陳美琮 李群好
趙潔欣 陳立夫 徐雅舒
潘雄國 胡偉基 劉月嫦
蘇嘉儀 李慧君

服務滿十年之員工共二十人：

劉曼娜 梁秀嫻 周詠珊
楊嘉儀 李紫芸 謝蘊怡
林蔚君 王瑞芳 鍾彩霞
廖遠芬 曾肇謙 曾勉恒
陸偉揚 李文彥 梁福文
杜燕萍 黃展濤 葉佩珍
劉秀平 陳嘉怡



五. 裝備增值 培訓及發展人才

機構視員工為寶貴的資產，一直致力推行「以人為本」的人力資源政策，著重發掘員工才能及協助其發展所長，從而促進本會服務發展。

2013年共12位管理層員工獲提名參加各類海外會議、交流、展覽會等，舉辦地區包括中國、台灣、韓國、日本、伊斯坦堡，藉此了解世界各地社會服務之最新發展資訊及趨勢等。年度內，本會亦為31位管理層員工舉辦為期七天的管理課程，員工均獲益良多，有助本會未來之服務發展。

本會又按照各服務部門及員工發展的需要，善用員工培訓資源，每年每位員工均可享用全新進修假及個人之進修津貼修讀培訓課程，使員工個人技能、能力、知識不斷提高。總結全會員工已享用之進修假為2,074節；進修津貼\$397,694。

為協助及鼓勵員工繼續提升其專業資歷，本會批准員工以上班時間修讀本地大學學位課程或進行會內實習，以滿足學科要求，而員工亦獲給予全薪工資。本年度有4位員工獲得部份資助修讀學士及碩士課程，另有3位員工獲批准以全薪工資進行會內實習；而有2位員工獲批准以10星期停薪留職方式於其他社會福利機構實習，以深化工作經驗及閱歷。



5. Thriving at Work: Helping Staff Scale Higher

The Association recognizes all its employees to be the most valuable resource. People-oriented human resources policy is therefore top of our agenda enabling employees to develop towards their full potential.

We strive to foster a continuous learning culture and help our professional team keep abreast of service advancement. In 2013, the Association has sponsored 12 management staff to attend symposiums, exchange tours and exhibitions in the Mainland China, Taiwan, Korea, Japan and Istanbul, etc. 7-day Management Training Program was also organized, which provided the attending 31 managerial staff with insights into service development.

Based on the needs of various service departments and staff development, various resources are mobilized so that skills, traits and knowledge are captured, cultivated and developed for service excellence. During the year under review, 2,074 sessions of full-paid training leave and \$397,694 training subsidy had been offered.

In our efforts to facilitate and encourage staff to continuously upgrade their professional qualification, the Association has allocated resources to subsidize 4 staff to enroll in undergraduate or postgraduate university programs and 3 staff to undergo fieldwork placements in our organization during their working hours with full pay. Meanwhile, another 2 staff were granted 10-week no-paid leave to carry out their fieldwork placements in other NGOs to fulfill the school work requirements.



其他會內安排或舉行之訓練課程包括如下：

Other training programs organized by the Association were as follows:

培訓種類 Type of Training Program	出席人次 Attendance	培訓時數 Hours
機構文化及基督教信仰系列 Corporate Culture & Christian Faith Series	554	2,025
管理系列 Management Series	608	3,844
服務提升系列 Service Enhancement Series	1,608	6,025
工作效率促進系列 Efficiency & Effectiveness Enhancement Series	311	1,344
合共 TOTAL:	3,081	13,238

全職同工人數統計（截至2014年3月31日）

Distribution of Full-time Staff by Job Nature (As at 31 March 2014)

工作性質 Job Nature	員工人數 Number of Staff
社會工作 Social Work	289
醫護/輔導 (臨床心理學家、物理治療員、職業治療員、輔導員、註冊護士、登記護士、保健員、物理治療技術助理、保健員助理) Medical care / Counselling (Clinical Psychologist, Physiotherapist, Occupational Therapist, Counsellor, Registered Nurse, Enrolled Nurse, Health Worker, Physiotherapy Technical Assistant, Health Worker Assistant)	42
行政管理 Executive Management	23
社會福利、公益業務及藍三角事工 (程序幹事、活動助理、服務助理、照顧員、營地導師) Social Welfare, Social Business and YWCA Movement (Program Secretary, Program Assistant, Service Assistant, Care Worker, Camp Instructor)	216
教育 (校長、教師) Education (Principal, Teacher)	157
中央行政 Central Administration	48
行政助理及資訊系統支援 Administration Assistant and Information System Support	116
支援員工 (廚師、司機、技術員、庶務員) Supporting Staff (Cook, Driver, Technician, Workman)	136
酒店服務 Hotel & Residences	73
政府資助臨時職位 Government Funded Temporary Positions	180
合共 TOTAL:	1,280



我們的成就 Our Remarkable Achievement

服務獎項 Service Awards

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

ERB Outstanding Award for Placement Services, ERB Outstanding Award for Employers, ERB Merit Award for Employers, Outstanding Award for Retrainee, ERB Merit Award for Retrainee

1. 於2014年1月4日舉行之「ERB人才發展計劃」頒獎禮，本會榮獲僱員再培訓局頒發「就業服務獎」。本會提名之僱主及學員亦分別獲多個獎項：傑出僱主年度大獎（1間，全港2名）、傑出僱主獎（8間，全港30名）、優異僱主獎（3名）、傑出學員獎（1位，全港9名）及優異學員獎（3名）。

At the ERB "Manpower Development Scheme" Award Presentation Ceremony held on 4th January 2014, the Association was awarded "ERB Outstanding Award for Placement Services", and our nominated employers and retrainees were also conferred the following awards: ERB Outstanding Award for Employers 2014 (1 out of 2 awardees in total), ERB Outstanding Award for Employers (8 out of 30 awardees in total), ERB Merit Award for Employers (3 awardees), Outstanding Award for Retrainee (1 out of 9 awardees in total) and ERB Merit Award for Retrainee (3 awardees).



尤德爵士紀念基金－在職人士自我增值獎

Award for Self-improvement for Working Adults - from Sir Edward Youde Memorial Fund

2. 持續教育部學員李錦萍榮獲2013-14年度「尤德爵士紀念基金－在職人士自我增值獎」（全港4名）。

Ms. Li Kam Ping, a retrainee of Continuing Education Department was conferred the Award for Self-improvement for Working Adults 2013-14 from Sir Edward Youde Memorial Fund (4 awardees in total).



2013 年度服務卓越獎

Service Excellence 2013

3. 女青園景軒再度獲全球最大旅遊網站 TripAdvisor 頒發2013 年度服務卓越獎，此權威獎項標誌著女青園景軒榮居 TripAdvisor 上全球所有旅遊服務及產品中排名前 10% 的行列。

The Garden View Hong Kong was once again awarded "Service Excellence 2013" by TripAdvisor, the world's largest travel site. This authentic award indicated that the hotel was ranked within the top 10% of global travel services and travel products on TripAdvisor.



服務獎項 Service Awards

大埔及北區地區最佳「老有所為活動計劃」獎

The Best Project in Tai Po and North District

4. 秀群松柏社區服務中心舉辦之「節日耆傳」榮獲社會福利署「2014老有所為活動計劃」之大埔及北區地區最佳「老有所為活動計劃」獎。

“Elders’ Storytelling about Traditional Chinese Festivals and Customs ” Project launched by Ellen Li District Elderly Community Centre won “The Best Project in Tai Po and North District” in “The Opportunities for the Elderly Project 2014” organized by Social Welfare Department.



深水埗區地區最佳「老有所為活動計劃」獎

The Best Project in Sham Shui Po District

5. 雲華護理安老苑舉辦之「共譜色彩人生」榮獲社會福利署「2014老有所為活動計劃」之深水埗區地區最佳「老有所為活動計劃」獎。

“Composing a Colourful Life” Project launched by Wan Wah Care & Attention Home for the Elderly won “The Best Project in Sham Shui Po District” in “The Opportunities for the Elderly Project 2014” organized by Social Welfare Department.



跨代義工獎

The Inter-generational Volunteers Project

6. 樂華綜合社會服務處舉辦之「耆翠遊」榮獲社會福利署「2014老有所為活動計劃」之「跨代義工獎」。

“Cheerful Journeys for Elders and Volunteers” Project launched by Lok Wah Integrated Social Service Centre won “The Inter-generational Volunteers Project” in “The Opportunities for the Elderly Project 2014” organized by Social Welfare Department.



服務獎項 Service Awards

「屯門區齊放義彩2013-2014 義工服務計劃」之金獎及最佳社區共融獎

Gold Award and The Best Inter-generational Community Project in Tuen Mun District Volunteer Service Projects 2013-2014

7. 蝴蝶灣綜合社會服務處之小腳趾「智趾共融」活動計劃榮獲社會福利署「屯門區齊放義彩2013-2014 義工服務計劃」之金獎及最佳社區共融獎。

An inter-generational volunteer project launched by Little Toes volunteer group of Butterfly Bay Integrated Social Service Centre won the Gold Award and The Best Inter-generational Community Project in “Tuen Mun District Volunteer Service Projects 2013-2014” organized by Social Welfare Department.



2013-14年度香港傑出青年義工

Hong Kong Outstanding Youth Volunteer Award 2013-14

8. 蝴蝶灣綜合社會服務處義工陳嘉朗、屯門綜合社會服務處義工鄭芷嬌、沙田綜合社會服務處義工譚稀瑜及青衣綜合社會服務處義工梁可欣，榮獲社會福利署頒發2013-14年度香港傑出青年義工。

Mr. Chan Ka Long, Ms. Cheng Tsz Yiu, Ms. Tam Hei Yu and Ms. Leung Ho Yan, volunteers from our respective Integrated Social Service Centres (Butterfly Bay, Tuen Mun, Shatin and Tsing Yi) received the “Hong Kong Outstanding Youth Volunteer Award 2013-14” from Social Welfare Department.



展翅青見超新星2013

Most Improved Trainee of the Youth 2013

9. 屯門綜合社會服務處見習活動助理（S5學員）梁偉龍獲勞工處頒發「展翅青見超新星2013」獎項。

Mr. Leung Wai Lung, a S5 trainee and program assistant trainee of Tuen Mun Integrated Social Service Centre won “Most Improved Trainee of the Youth 2013” of Pre-employment Training Program and the Youth Work Experience and Training Scheme from the Labour Department.



服務獎項 Service Awards

2013「敬老護老愛心券」慈善籌款運動 — 「機構最高籌款獎」亞軍

2013 Sales of "Care for the Elderly Charity Tickets" Best Fund Raiser Award – 1st Runner Up

10. 本會獲敬老護老愛心會頒發2013「敬老護老愛心券」慈善籌款運動 — 「機構最高籌款獎」亞軍，並連續六年問鼎三甲。

Hong Kong YWCA won the 2013 Sales of "Care for the Elderly Charity Tickets" Best Fund Raiser Award – 1st Runner Up and had won the top three positions for 6 consecutive years.



我最喜愛展位

Most Popular Booth

11. 於社會服務聯會舉辦之「商界展關懷」社區伙伴合作展2014，本會展位獲選為「我最喜愛展位」，並連續兩年獲此殊榮。

At the Caring Company Partnership Expo 2014 hosted by Hong Kong Council of Social Service, the Association's creative booth was awarded the "Most Popular Booth" for 2 consecutive years.



第三屆第三齡消費文化考察報告獎比賽金獎

Gold Award in the 3rd Elderly Consumer Culture Study Award Competition

12. 長者持續教育中心以「『機』民」一題參與由消費者委員會舉辦「第三屆第三齡消費文化考察報告獎比賽」，勇奪金獎。

Elderly Continuing Education Centre won the Gold Award in the "3rd Elderly Consumer Culture Study Award Competition" organized by the Consumer Council.



服務獎項 Service Awards

2013香港終極紙飛機大賽初中組冠軍

Hong Kong Paper Airplane Contest 2013 championship (junior group)

13. 丘佐榮中學派出十二隊同學參加2013香港終極紙飛機大賽，比賽需要同學製作紙飛機，以飛行距離最遠為之勝出。其中六隊晉身決賽，初中組更獲得冠軍。

A total of 36 students (10 junior teams and 2 senior teams) of Y.W.C.A. Hioe Tjo Yoeng College participated in Hong Kong Paper Airplane Contest 2013. The competition required students to make a paper airplane that can fly as far as possible. 4 junior teams and 2 senior teams entered the final. Our junior teams won the championship.



2013 Android 應用程式設計比賽季軍、最佳演繹獎、最佳實踐應用獎及我最喜愛手機程式大獎

Android Application Design Contest 2013 - 2nd Runner-up, Best Implementation Award, Best Practical Application and Most Popular Award

14. 於香港教育工作者聯會及香港科技大學合辦之2013 Android 應用程式設計比賽中，丘佐榮中學四位中五學生(鄭智楓、張心怡、關芷晴及鄭浩基)之參賽作品奪得多個獎項：季軍、最佳演繹獎、最佳實踐應用獎及我最喜愛手機程式大獎。該比賽旨在鼓勵青少年學習及展現在應用程式設計方面的才華。

Mr. Cheng Chi Fung, Ms. Cheung Sum Yi, Ms. Kwan Tsz Ching and Mr. Cheng Ho Kei, Form 5 Students of Y.W.C.A. Hioe Tjo Yoeng College won the following awards at the Android Application Design Contest (AADC) 2013: 2nd Runner-up, Best Implementation Award, Best Practical Application and Most Popular Award. The contest was jointly organized by Hong Kong Federation of Education Workers and Hong Kong University of Science and Technology aiming to encourage young teenagers who want to learn and demonstrate their talent in app programming.



出色表現廣受認同 Recognition for Service Excellence

1. 本會成功申辦兩個長者社區照顧服務券試驗計劃，將分別於明儒松柏社區服務中心分處及本會又一村會所二樓推行。

The Association **successfully launched Community Care Service Voucher for the Elderly (Pilot Scheme)** at Ming Yue District Elderly Community Centre and Yau Yat Chuen Centre respectively.



2. 本會位於旺角朗豪坊及葵芳新都會廣場之「青年就業起點」(Y.E.S.) 再次獲勞工處委托管理及營運，繼續提供服務三年。本會天水圍一站式就業及培訓中心完成兩年合約後，由於服務表現理想，獲勞工處批出第二期合約，繼續提供服務一年。

Both of our **Youth Employment Service Centre at Langham Place, Mongkok and Metroplaza, Kwai Fong** have been re-commissioned by the Labour Department to offer service for another three years. In addition, due to its satisfactory service performance, our **Tin Shui Wai One-stop Employment and Training Centre** has been awarded a second contract by the Labour Department to offer service for one more year after expiration of its initial three-year contact.



出色表現廣受認同 Recognition for Service Excellence

3. 2012-13財政年度僱員再培訓局突擊巡查本會再培訓中心20次，整體評級為「A (卓越)」；由於本會在過去實地周年審計中取得第一組別評級，故本會獲得2012-13「綜合性周年審計系統」自行評審資格，並再次獲評為第一組，連續五年獲最佳評級。

During the fiscal year of 2012-13, our retraining services earned grade A (Excellence) in the Surprise Class Inspection Overall Evaluation after the Employees Retraining Board conducted 20 surprise class inspections to our retraining service centres. Owing to our scoring of "Band 1" ranking in previous annual on-site audit, we were entitled to conduct a self-evaluation in "2012-13 Comprehensive Annual Audit System". Again, we scored "Band 1" ranking, which was the best ranking for 5 conservative years.



4. 彩雲幼兒學校於2014年2月接受教育局質素保證視學，獲視學人員正面欣賞並順利通過第二輪質素評核。

Choi Wan Nursery School had accepted the Quality Assurance Inspection by the Education Bureau in February 2014 and passed the second-round Quality Review and received words of appreciation from the government officials.



5. 2013年5月，本會總幹事楊建霞接受香港社會服務聯會《社情》訪問，分享管理之道及如何提升婦女領袖及家庭健康；同年6月，接受《香港復康會會訊》訪問，分享社企之道及應香港電台《笑容從家開始》邀請，介紹本會之家庭服務和營運的社會企業。

In May 2013, Ms. Yeung Kin Ha, our Chief Executive was interviewed by Scenario, a quarterly magazine of Hong Kong Council of Social Service, to share her views on management and how to enhance women leadership and family wellness. Later in June, she was interviewed by HKSR Newsletter to share her expertise on running social enterprises. Besides, upon an invitation from "Smile Family", a RTHK Program, Ms. Yeung gave an introduction of our family services and social enterprises.



出色表現廣受認同 Recognition for Service Excellence

6. 耆年服務部同工高兆芳及何景祥出席2013年6月23日至6月27日於韓國首爾舉行的「第二十屆世界老年學暨老年醫學大會」，分享2011年「準長者電腦學習行為研究」結果，與會者表示欣賞本會對長者學習電腦的前瞻研究及推動長者學習資訊科技的熱誠。

Ms. Ko Siu Fong and Mr. Ho King Cheung, staff of Elderly Service Department attended "The 20th World Congress of Gerontology and Geriatrics" held in Seoul, Korea during 23-27 June 2013 where they shared the findings of a research conducted in 2011 on the Behaviors of Prospective Seniors on Computer Learning, and gained appreciation from the participants on our farsighted research and our passion on promoting elders' learning of information technology.



7. 本會的社會服務一向實踐與研究並重，緊扣社區最新趨勢的研究調查屢獲傳媒廣泛報道及引起社會關注。本會青年就業服務督導主任林遠濠及家庭健康促進中心督導主任李雯珊獲香港社會服務聯會邀請於2013年12月11日舉行之「優質社會服務實踐與研究會議暨卓越實踐在社福分享會」擔任嘉賓，與業界同工及機構交流經驗。

Practice and research are always regarded as equally important in our social services, and our researches and surveys on prevailing social trends have earned wide media coverage and raised public concern. Mr. Lam Yuen Ho, Supervisor of Youth Employment Services and Ms. Lee Man Shan, Supervisor of Family Wellness Centre were invited to be guest speakers at "The Conference on Practice and Research for Social Service Excellence cum Best Practice Award Sharing 2013" held on 11 December 2013 and hosted by Hong Kong Council of Social Service, to exchange service experience with the social service sector and other organizations.



8. 於第二十八屆社工盃足球賽，本會足球隊奪得銀碟賽殿軍及同工何冠毅獲神射手獎項。

At the 28th SWA Football Cup, The HKYWCA Staff Football Team won the 3rd Runner-up in the Silver Plate Contest, and its teammate Mr. Ho Kwun Ngai won the Best Shooter award.





服務簡報

Service Report In Brief





基督教及會員事工 Christian Ministry and Membership

為配合本會策略發展行動方案，加強整合藍三角運動，於2013年1月起「基督教事工部」與「會員事工部」合併為「基督教及會員事工部」，增強兩大事工的協同效應，提升服務效益及達致資源善用。

To align with the Association's Strategic Goals and further integrating the Blue Triangle movement, "Christian Ministry and Membership Department" was established in January 2013 by merging the Christian Ministry Department and Membership Affairs Department, which could generate higher synergy, enhancing service impact and attaining resources maximization.



本會基督教事工以「建立橋樑、栽培精兵、配合資源、廣傳福音」作為主要發展方向。事工乃教會與社會之橋樑，共同發展地區性福音工作，栽培服務使用者及同工生命。另外，本會亦栽培不同年齡層信徒成為基督精兵，使基督精神植根女青，榮神益人。

全年度透過主領小組、活動及訓練共接觸42,594人次，較去年增長185%。協調及統籌全會事工之服務為95,485人次，共54人決志。動員福音義工930人次，服務總時數達1,616小時，共舉辦130個小組及136個福音活動。

承傳使命，關愛董事、委員及同工

- 關顧董事、委員及同工的靈性需要，本年曾舉辦各類福音性聚會，計有創會日祈禱會、「董事、委員、幹事祈禱會」、感恩節聚會、同工心靈加油站、同工福音午餐會及同工慶祝聖誕佈道會等。
- 另外，為活動工作員及活動助理舉辦分享會，以“*You are Beautiful*”為主題，透過活動帶出我們在上帝眼中都是獨特和美麗的，鼓勵以積極正面的態度面對人生。
- 首設 Y-Fire 生命大使
激勵同工在基督所建立的機構中彼此效力，發揮職場事奉力量，由2013年度開始，成立女青年會基督徒同工職場大使，名為「Y-Fire 生命大使」，目的是希望大使們認識及承傳本會的基督教價值及獨特文化，回應單位的福音需要，並將本會愛與關懷的文化帶進人群，服侍同工及社區人士。

Under the development direction of “bridging local churches & communities and spreading the gospel”, collaboration with local churches had been formed to develop gospel ministries in different districts and spiritual care was offered to service recipients and our staff too. To foster the growth of Christianity at the Y, believers of different ages had been nurtured to become army of God.

During the year, through hosting cell groups, programs and training courses, a total of 42,594 attendances were reached, an increase of 185% compared with last year. Another 95,485 were reached through services coordinated and organized at different service units/centres. So far, there were 930 attendances by gospel volunteers, 126 cell groups and 226 evangelistic programs were organized. Total number of service hours reached 1,616 hours. 54 non-believers had converted to Christianity.

Upholding the Mission and Caring of the Directors, Committee Members and Staff

- To care for the spiritual needs of the Directors, Committee Members and staff, various type of evangelistic rallies were organized including Foundation Day Prayer Meeting, Prayer Meeting for Directors, Committee Members and staff, Thanksgiving Celebration, spiritual care programs for staff, gospel luncheon gathering for staff and Christmas Celebration cum Gospel Rally.
- A sharing gathering for program workers and program assistants under the theme of “*You are Beautiful*” was organized where the message of “all of us are unique and beautiful in the eye of God” was conveyed. Participants were encouraged to adopt a positive attitude towards life.
- Y-Fire Ambassador
To motivate our staff to become partners and serve at their workplace, 58 Christian staff has been appointed as Y-Fire Ambassador starting from 2013. It was hoped that being the upholder of Christian values and unique culture of the Association, those ambassadors shall respond to the gospel needs of our service units/centres, introduce the culture of love and care, as well as serve their colleagues and the communities.



訓練基督精兵及栽培基督徒婦女

- 第十屆「奮路Teen兵」青少年信徒領袖訓練證書課程

與丘佐榮中學合辦「奮路Teen兵」，通過課堂、福音小組、群體服侍及教會實習，訓練青年人成為基督精兵。

- 「大專同行計劃」

為加強Teen兵畢業生聯繫，開展「大專同行計劃」，鼓勵在學畢業生在校園中互相守望，在生活中見證主名，實踐真理。

- 流通管子婦女團契

透過遊戲及查經、學習魔術、製作蝴蝶酥、參觀聖地動感教室、回顧及分享，讓婦女有更多機會接觸信仰，學習作主精兵。

Developing Gospel Volunteers and Nurturing Christian Women

- The 10th "Teenage Army of God: Certificate Training Course for Young Believers"

Co-organized with YWCA Hieo Tjo Yoeng College, the course has trained up young gospel volunteers through lecture, group discussion, community service and internship at churches.

- Campus Companionship Scheme

The scheme was launched to strengthen liaison and provide companionship among graduated trainees of "Teenage Army of God" Training Course to live out the name of Christ at campus.

- "Channel of God" Women's Christian Fellowship

Christian women were taught about the Christian faith and learnt to become gospel volunteers through games, bible study, magic lesson, crispy cake-making lesson, visit to online Holy Land Classroom and sharing sessions.

The Association actively promotes our membership movement, volunteer development and international affairs with the aim to cultivate the holistic development of our members and volunteers.





本會積極推動會員事工、義工發展及國際事務，致力栽培會員及義工之健康發展，並優化「服務及會員管理系统」。本年度全會會員人數達35,201人；義工人數共13,590人，及義工時數達310,491小時。

會員運動：栽培生命 相關顧 愛社群

● 選舉會員聯絡活動

14位選舉會員探訪本會設於離島的服務單位（大澳社區工作辦事處、大澳文化生態資源中心、梁紹榮度假村），加深選舉會員對女青服務的認識，同時，透過彼此的交流及聯誼，體驗女青運動的意義及精神，提升她們對女青的歸屬感。

● 候選董事及選舉會員聯誼活動

於2013年10月12日舉行，介紹選舉事宜及進行茶會交流，參加者並有機會參觀了解又一村會所的服務，加強候選董事及選舉會員對女青服務的認識及歸屬感。

● 出版《選舉專訊》

本會董事會成員均經由選舉會員選出，有別於一般服務機構的委任制。為達致選賢任能，本會繼續出版三期《選舉專訊》，介紹選舉事宜及應屆董事候選人名單。

● 第93屆周年大會暨董事就職典禮

主題為「生命栽培九十三，群策群力心連心」，由基督教銘恩堂堂主任梁永善牧師主持就職典禮，勉勵就職董事及會眾立定方向，本著基督精神，以具體的行動服務社會。



The "Service and Membership Management System" was also enhanced. Total number of members and volunteers was 35,201 and 13,590 respectively. Total service hours of volunteers reached 310,491 hours.

Membership Movement: Enriching Life

● Social Activities for Voting Members

14 voting members joined a visit to our service units in Lantau Island (Tai O Community Work Office, Tai O Cultural & Ecological Integrated Resource Centre and Sydney Leong Holiday Lodge) with the aim to strengthen their understanding of the YWCA service, experience the meaning and spirit of the YWCA Movement and enhance their sense of belonging towards the Association.

● Tea Gathering for Board of Directors' candidates and Voting Members

The function was held on 12 October 2013 where a briefing and exchange of views of the candidates and voting members and about the election of Board of Directors took place. Through a visit to services at Yau Yat Chuen Centre on the same day, their understanding of the Y services and their sense of belonging were also enhanced.

● Publication of Election Express

The YWCA Board of Directors is elected among our voting members, which is different from the common practice of appointment. In order to elect candidates with high caliber, three issues of Election Express had been published to provide information on election-related issues and candidates profile.



義工運動：凝聚力量 獻愛心 展潛能

● 「義工論壇暨微電影創作比賽頒獎禮」

義工論壇以「你的小行動，成就大改變」為主題，以9個亮點義工服務工作坊及研討會交流義工服務，啟發義工及參加者的新思維，四個工作坊的參加人次共797，研討會參加人數共295人。當日社會福利署副署長（服務）林嘉泰先生、第三屆香港傑出義工得獎者麥潤壽先生及世界綠色組織行政總裁余遠騁博士、會長胡秀霞、基督教及會員事工委員會主席李綺華及總幹事楊建霞擔任主禮嘉賓，當日另一高潮是微電影創作比賽頒獎禮，共頒發8項大獎，是次比賽反應理想，而在網上人氣大獎的投票中，網上點擊超過9,000人次，競爭熱烈。

● 社會福利署義工服務時數獎

本會連續7年獲社會福利署頒發「最高服務時數獎（公眾團體）優異獎」，頒獎禮於2013年12月7日舉行。另本會共3位義工榮獲「長期服務嘉許狀」。

● The 93rd YWCA Annual General Meeting cum Inauguration Ceremony of Board of Directors

The event was officiating by Rev. Stephen Leung Wing Seen from Remembrance of Grace Church. During his sermon, Rev. Leung encouraged all Board Directors and the congregation to affirm the Association's service direction and serve the community with Christian faith and visionary action.

Volunteer Development: Unleashing Potentials

● Volunteer Forum cum Mini-film Production Contest Awards Presentation Ceremony

Under the slogan of "Your small action brought about great changes", the Forum was composed of nine workshops of highlighted volunteer services and a seminar on volunteer services, to provoke our volunteers and participants with new thoughts. The four workshops attracted a total of 797 attendances and the seminar was attended by 295 participants. The event was officiating by Mr. Lam Ka-tai, Deputy Director (Services), Social Welfare Department, Mr. Francis Mak, the awardee of the 3rd Hong Kong Outstanding Volunteers, Dr. William Yu, CEO of World Green Organization, Mrs. Patricia Ling and Ms. Yvonne Yeung, President and Chief Executive of Hong Kong YWCA. Another climax was the mini-film production contest awards presentation ceremony where 8 grand awards were presented. The contest attracted fierce competition. For online voting for the most favorite mini-film, more than 9,000 hits were scored.



國際聯繫：友好情誼 相關顧 心連心

● 世界女青年會日

本會於2013年4月24日幹事會前舉行早餐會，慶祝世界女青年會年日，主題是“I am a woman, I have the right. We are women, we have the power”，一同致力為全球婦女及女童的公義社會、世界和平、人類尊嚴、健康自由及保護環境而努力，勉勵同工致力實踐YWCA的理想，彰顯女青運動的集體力量。

● Social Welfare Department's Highest Service Hours Award

At the award presentation ceremony held on 7 December 2013, the Association had won the SWD's "Highest Service Hours Award (Public Organizations) – Merit" for 7 consecutive years. Besides, three volunteers were conferred "Long Service Award".

International Exchange: Fostering Friendship

● World YWCA Day

On 24 April 2013, a breakfast meeting was held before the all-staff meeting to celebrate the World YWCA Day. Under the theme of "I am a woman, I have the right. We are women, we have the power", it showed our common conviction to fight for women and girl around the world a just society, world peace, human dignity, health and freedom and protection of our environment. Staff were encouraged to realize the dream of YWCA and demonstrate the collective power of YWCA Movement.



婦女及家庭事工 Woman and Family Affairs

本會一直秉承創會使命，關注婦女的身、心、社、靈健康，致力拓展「婦女為本」的全人服務。婦女事工部積極推動婦女運動，以家庭健康、支援婚姻逆境婦女及培育年青女性領袖為重點，讓婦女在家庭、社區甚或在社會各領域中發揮潛能及充分參與。本部於年內聯同617位義工，提供服務達92,376人次。

Recognizing its long-standing and mission-driven commitment, Hong Kong YWCA has endeavored to foster holistic development of women by offering a wide spectrum of woman-centered services for years. The Women Affairs Department has long been at the forefront of women movement, with family wellness, support to women in marital adversity and young women leadership training as our core missions, with the aim of facilitating women to play their role to the greatest potentials in families and the community. Besides, in collaboration with 617 volunteers, services coordinated by the Department reached 92,376 recipients.



一. 推動婦女莊敬自強 促進女性全人健康

本會重視婦女健康及福祉，自創會以來致力提供以婦女為本位的多元服務，回應女性在人生不同階段及處境的需要。

● 五味人生——支援逆境婦女互助自強

有見於離婚率連年遞增，社會愈益關注婚姻逆境婦女的需要。為此，本部一直積極協助逆境女性走出陰霾、重建新生。適逢婚姻逆境服務15周年，本部邀得15位婦女分享婚姻逆境中自強不息的心路歷程，喻以不同的家常食譜，彙集成《「五味人生」分享集》，以扣連人生的甜酸苦辣鹹，讓讀者感受到「甜的吃、苦的也吃」的自立自強精神。故事主角更在電台、「三八女青日」等公開場合分享，並有1,500本分享集供免費派發，為婦女送上祝福。

● Take Care Annie 計劃 鼓勵婦女自助自愛

家庭是婦女生命周期的重要基礎，而家庭健康則始於自我關顧，惟女性作為家庭中的主要關顧者、助人者，往往忽略在關顧別人以先要學會自愛。本部獲得陳妙霞女士慷慨捐助，推出為期兩年之「Take Care Annie助人者自我關顧計劃」，對象以身心疲累的關顧者為主，內容包括保健養生

坊、藝術養心坊、自愛體驗工作坊、情緒梳理工作坊、靜修營、精神健康講座等。計劃共招收26人，服務人次達280。



1. Empowering Women for better holistic health

Women's personal health and welfare is of paramount importance to the Association. Thus, the provision of multifarious women-centred care and support services to women remained uppermost so as to address to their needs as well as help them cope with challenges at all stages of life.

● Tasting life - Supporting Women in Adversity to Build Resilience

Under the context of increasing divorce rate observed in Hong Kong, needs of divorced women has become a great social concern. In celebration of our support service to women in the face of marital adversities, 15 beneficiaries had been invited to share their uplifting life stories, which were then compiled into a booklet titled "Tastes of Life". 1,500 copies were then dispatched to women with the aim to inspire and encourage women to better manage life transitions and cope with marital problems.

● "Take Care Annie" Project -Care for the Carers

Family is considered as a cornerstone of woman's life and we strongly believe that family well-being must start with self-care. While recognizing the importance of women's caregiving, it is increasingly commonplace that female family caregivers are so committed to helping others that they forget to take care of themselves. In view of





二. 結集社會力量

協助婦女培育關懷互愛的家庭

為改善基層婦女的家庭生活質素，本部積極尋找額外資源，與企業合作推展家庭健康服務，透過及早介入的預防性事工，重點支援低收入地區的婦女及其幼兒家庭的需要。

● 「父母心、親子情」計劃

本部家庭健康促進中心致力推廣「家庭健康維他命」為家庭的重要素質，並續獲嘉里控股有限公司贊助推行「父母心、親子情」計劃，分別為位於深水埗、青衣及黃大仙區四所幼兒學校之低收入家庭，協助家庭改善親子情緒及加強凝聚力、出版《親子情》育兒書籍，以及在港鐵社區畫廊舉辦展覽。

● 天晴家庭至有「營」計劃

天水圍百物騰貴，基層家庭因經濟壓力及缺乏營養知識，導致兒童飲食不良之情況嚴重，窒礙孩子的健康成長。有鑑於此，本部成功爭取羅鷹石慈慧基金及鷹君集團有限公司資助，聯同基督教聯合那打素社康服務推行針對性計劃，旨在為育有0至6歲幼兒的天水圍基層家庭提供優質營養餐膳及親職教育。至今已提供超過6,000人次餐膳服務，而親職教育亦服務超過600人次，成績理想。

this, the two-year “Take Care Annie” Project has been launched with the sponsorship of Ms. Annie Chan Miu Ha. Understanding that carers need to relief from the stress of caregiving and time for self-care so that they can remain healthy, a series of programs, ranging from retreat to health seminars, were introduced to boost self-love with self-care. The total project recipients reached 280.

2. Bolstering Community Network to Build Harmonious Families

The Association highly values corporates' involvement to provide a spectrum of preventive and supportive services in an attempt to address livelihood issues of grassroots women and their low-income families with young children.

● “Parents Care and Share” Project

With the purpose of strengthening family core values and parent-child relationship, the “Parents Care and Share” Project, run with the generous financial support of Kerry Holdings Limited, had worked to serve the low-income families in 4 nursery schools. Copies of publication on this theme were dispatched and exhibition at MTR Community Art Galleries was also held to further disseminate the message of positive parenting and family well-being.

● “Healthy Diets, Healthy Families” Initiative

The rising food prices in poverty-stricken districts like Tin Shui Wai have severely increased the financial hardship of low earning families. Against this background, a general lack of knowledge also contributes to the malnutrition of children. In light of this problem, The Department collaborated with United Christian Nethersole Community Health Service to roll out an initiative funded by Lo Ying Shek Chi Wai Foundation and Great Eagle Holdings Limited. Nutritionally balanced meals were provided to children aged 0 to 6 whilst tips on food selection and preparation was also arranged for the participating parents. This service offered over 6,000 beneficiaries healthy diets and provided more than 600 recipients with parental education.





● 學前幼兒特殊學習需要服務

因應天水圍家庭對學前幼兒特殊學習需要的迫切需求，本部在陳子政伉儷及Mr. Rory Kwok的善心支持下，開展學前幼兒特殊學習需要評估服務，旨在及早評估、轉介及訓練跟進有需要的基層幼兒。在短短半年間，本部已接獲逾40宗求助個案，並大大縮減基層幼兒的評估輪候時間。

三. 持續培育女性領袖 重視婦女權益

本會持續栽培年青女性領袖，並竭力建立與拓展婦女領袖網絡，進一步推動婦女運動。

● 第四屆「香港女聲一年青女性領袖計劃」

為裝備及栽培婦女成為領袖，本部透過舉辦不同類型的訓練，致力推展女性培育工作，其中以跨年度盛事第四屆「香港女聲一年青女性領袖計劃」為重點項目。其間，參加者獲安排到訪韓國，與當地女性領袖進行交流，了解推動婦女權益的活動狀況，並探討各項國際女性議題。參加者於2013年6月之嘉許禮上分享研習成果，席間主禮嘉賓平等機會委員會主席周一嶽醫生亦勉勵年青女性關注兩性平等，繼續為女性發聲。



● Add-on Support for Young Children with Special Educational Needs (SEN)

In the light of the prevalence of SEN, early intervention service was provided with the sterling support of Mr. & Mrs. Chan Tze-ching and Mr. Rory Kwok. The support service is aimed to cater the impending needs of families with toddlers requiring special educational support in Tin Shui Wai through assessment, referral service and training at the earliest stage. During the half year of service commencement, over 40 cases were received while the waiting time for assessment was largely shortened.

3. Women in the Lead: Advocating for Women's Rights

As a step forward to women movement and empowerment, YWCA is aspired to groom young women leaders and tasked with developing a strong network of women leaders from around the globe.

● The 4th "Women Voice: Young Women Leadership Training Program"

In strengthening the leadership role of women, a series of training programs were conducted. One of the signature events was the 4th "Women Voice: Young Women Leadership Training Program". Highlight of the said program was an exchange tour to Korea, during which women leaders were given chances to link up with one another. The exchange tour not only offered an eye-opening experience to the delegates, but also enabled in-depth sharing and deepened insights in women's issues. Dr. York Chow, Chairperson of Equal Opportunities Commission officiated the Appreciation Ceremony in June 2013. On the occasion, he drew attendees' attention to gender equality and women advocacy.



- 向政府積極提出意見

本會鼓勵婦女領袖關注及積極回應婦女事務相關之社會議題，著重發聲工作。年內，女聲舊生會籌辦2013十大女性議題新聞選舉，並就投票所得之三大重點——「社會性別定型」、「關注婦女暴力問題」以及「婦女發展」——作出分析及建議，包括向政府倡議(1)積極推動性別主流化及性別意識教育、(2)檢視法例、教育，正視性暴力問題及(3)促推家庭友善政策等，引起公眾對女性議題的思考和關注。

四. 調查研究了解實況 喚起社會關注

為使服務更能切合現代女性的需要及社會現況，並讓社會人士了解婦女的處境，本部於年內進行多項重點研究調查。

- 發布「天水圍幼兒家長育兒關注及教導方法」調查研究

調查共收回1,428份有效問卷進行分析，探討天水圍幼兒家長的教養模式及親子關係狀況以設計更適切服務。

- Representing the Voices of Women

Women leaders are encouraged and devoted to keep tracks of social affairs, as well as to speak for women. According to the results of "2013 Election on Top Ten News on Women's Issues" organized by our Women's Voice Alumni, the three top issues of interest are gender stereotyping, violence against women and women development. In view of this, we urged the Government to incorporate women's needs and perspectives in policy-making, such as promoting gender mainstreaming and gender education, reviewing on relevant legislation, and advocating family friendly policy.

4. In-depth Studies Arousing Public Attention

Abreast of the need and revolution in women service, the Department conducts research and surveys from time to time to gain a better understanding of women's needs and collect opinions on their issues of concern.





● 調查香港夫婦相處模式

為了解港人夫婦相處、溝通的方法及處理衝突的手法，共收回1,026份問卷。調查結果反映本港夫婦甚為重視作為父母的職責，卻不太著重與配偶的感情培育。

● Survey on Parents in Tin Shui Wai on Raising their Pre-School Children and Parenting Methods

Analysis as concluded from the 1,428 valid questionnaires would be useful in mapping out more tailor-made services for families with young children to help improve parenting and parent-child relationship.

● Research undertaken to study Relationship of Couples in Hong Kong

The Department had conducted a survey to study marriage satisfaction of couples in Hong Kong in terms of their ways of communication and conflict resolution. Amongst the 1,026 respondents surveyed, it was found that local couples rated higher on duties of parenthood than on boosting relationship with their spouses.



學前教育 Pre-school Education

本會對婦女及家庭的需要甚為關注，早於1948年於元洲街興辦全港第一間托兒所：元洲街託兒所，發展至今共十所學前教育單位，遍佈港九新界，以回應社會對幼兒教育之需求。學前教育乃基礎教育，是終身學習和全人發展的重要階段。我們的教育目標以幼兒、家庭和教職員為整體，關顧他們的需要和成長，因為三者互相連繫，幼兒的健康成長，有賴家校的合作。

Women and family are always our major concern. As early as 1948, we established the territory-first nursery home – Yuen Chow Street Nursery. In response to the educational need of young children, we are now running a total of 10 pre-school educational units in Hong Kong. Early childhood education is basic education itself. It is also an important stage for lifelong learning and whole person development. Our educational goal is to cater for the needs and growth of young children, families and teaching staff as a whole. Home-school cooperation is crucial to the healthy development of young children.

致力輔助幼兒成長

本會致力栽培幼兒成為熱愛生命，追求學問，勇於承擔的新一代；故提供多元化的學習經驗，培養幼兒發揮主動學習精神，建立自我管理能力，及樂意與人溝通合作的心志。課程設計以幼兒為本，並配合生活經驗，透過探究、嘗試、求證、合作等親身體驗，實踐本部口號：「笑著、想著、求知、求真」，讓幼兒在健康愉快的環境下成長。在全人發展的大前提下，本部尤其注重語文及品德之培育，本年度「愛閱讀·常閱讀」計劃舉行了發布會，邀得學者、校長講述閱讀之重要，高班學生及家長、和已升讀小學的校友、家長分享參與計劃的經驗和成長。與會者均認同此計劃具教育成效，且有理論根據，能為幼兒奠定良好的學習基礎；也與教育局「學會學習」的目標及本會「生命栽培」的宗旨配合。此外，彩雲及戴翰芬幼兒學校已順利通過教育局第二輪質素評核，評核人員肯定了學校對兒童成長的幫助。



Fostering the Growth of Young Children

The Association strives to nurture young children to grow into a generation that treasure life, love seeking knowledge and shoulder responsibilities. To achieve this, diverse learning experiences had been provided for young children to cultivate their activeness in learning, develop self-care skills and aspiration to communicate and cooperate with others. By adopting a child-orientated curriculum plus offering various learning opportunities, we enable young children to grow up well-balanced and healthily. The Pre-school Education Department emphasizes on language learning and character building. During the year, "Love reading · Always reading" scheme held a conference where scholars and school principals were invited to share their views on the importance of reading, and alumni and their parents to share their experiences. All attendees agreed that such evidence-based scheme achieved educational result and helped young children build good learning foundation. It also aligned with the goal of the Education Bureau - "learn how to learn" and the "life enhancement" mission of the Association. Besides, two nursery schools (Choi Wan and Tai Hon Fan) passed the second-round Quality Review of the Education Bureau. The government officials recognized that schools had made great contribution to the development of young children.





積極關懷家庭需要

家庭是孩子成長的地方，關懷孩子家庭的需要，亦為本部的重要使命。本部連結會內和會外資源，給予家庭適切的支援，並以開放共融態度，尊重多元文化的家庭。家長參與多類型的學習活動，例如：家長義工活動、家長教師會、親職教育學院、「愛閱讀·常閱讀」計劃，共同探索促進幼兒成長的方法。透過專業社工服務，及早識別有需要之家長及幼兒，給予適當的支援和輔導，強化身心靈健康，與家長建立緊密的夥伴關係，攜手培育幼兒健康成長。本部獲優質教育基金撥款推行之「家庭健康維他命」計劃，藉著『歡聚時光』、『欣賞關懷』和『正面溝通』三大元素，推動和諧家庭文化。

Concerns the Needs of Families

Family is the place where children grow up. It is also our important mission to care for the needs of families of young children through connecting internal and external resources, and offering timely assistance. Families of multi-culture nature are cared with respect. Parents are encouraged to join various learning activities such as parent volunteering program, parent and teacher association, parenting school, Love reading · Always reading scheme. Through early identification of the parents and children in needs and provision of adequate support and counseling service, it strive for the children's physical, mental and spiritual well-being together and we establish close partnership with the parents. With Quality Education Fund, the Department had launched "Vitamins for Healthy Family" program in which three vitamins, namely "enjoyable time together", "affection and appreciation" and "positive communication" were introduced with the aim of promoting family wellness.





著重老師專業發展

本會早於1949年已舉辦保育幼兒人才訓練班，至1958年更獲社會福利署邀請與其合辦「保育工作人員訓練班」，而教育局於80年代開始著重學前教育師資培訓，故本會為本港保育幼兒人才訓練的先驅。時至今日，本部仍以栽培教師專業發展，以配合社會步伐、與時並進為己任，亦重視員工之間的溝通，透過不同渠道促進彼此的聯繫和成長。如「課程組長會」各校的課程組長就著課程策劃、執行和評鑑進行研討，互相學習。「部門行政會」為各校的行政老師，就學校的政策和措施、人事管理等工作進行培訓。而「融合組教師會」因應幼兒的學習障礙和問題行為進行個案研討，並有教育心理學家提供專業意見。各校也鼓勵教職員參與會外進修，及與不同團體保持緊密聯繫，提升教育質素。

Emphasis on Teachers' Professional Development

As early as 1949, we initiated a training course for nursery workers. In 1958, upon invitation, we teamed with the Social Welfare Department to organize a joint training course for nursery workers. It was up till 1980's, the Education Bureau started providing pre-school teacher training. Hence, the Association was indeed a pioneer in providing training to nursery workers. Up to now, the Department still emphasized the professional development of our teachers and communication among staff. Various means were deployed to strengthen mutual liaison and growth among staff. For example, meetings on school curriculum were held to encourage peer learning and sharing of successful teaching experiences. Meetings on school administration were also held to help the responsible teachers in area of school policies and measures and personnel management etc. Integrated Program Teachers Group was dedicated to conduct case studies on various learning difficulties of young children. Education psychologist was invited to provide professional advice. At school, all staff were encouraged to engage in internal and external training. Close collaboration was kept with various sectors to advance the quality of education.





中學教育 School Education

2013-2014學年，基督教女青年會丘佐榮中學繼續堅守「生命栽培」的宗旨，推行優質的全人教育，在教學及配套上力臻至善，竭力培育篤志好學、德才兼備的莘莘學子；又鼓勵學生超越自我、發揮潛能，透過校外的學習體驗，拓闊視野，進而實踐所學，委身社會，榮神益人。

In this academic year 2013-14, The Y.W.C.A. Hioe Tjo Yoeng College, adhering to the purpose of "life enhancement", continued to strive for excellence in the provision of quality education with well-established and broad-ranging program of study in bringing students to new heights of achievements and cultivating positive attitudes. Substantial efforts have been put to stretch students' potentials through stimulating and challenging experience.



敦品勵學 規劃使命人生

丘中相當注重學生的優良品格及正面人生向度。一方面，學校以培訓學生自律學習為課程軸心，由中一級開始，培養學生訂立目標和計劃的習慣，學習對個人成長及學業有所承擔。另一方面透過「生涯規劃」訓練，協助學生扣連職志與使命，建立正確的人生觀及價值觀。為此，學校不但為中二級及以上學生舉辦職業專題研究和博覽、職業導向活動、

專業嘉賓分享會、及進行個人輔導，更邀得豐盛社企學會主席紀治興先生分享創辦社會企業的經驗，勉勵學生在事業生涯中肯定社會使命的價值。



多元發展 碩果纍纍

學校深明「業精於勤、學貴專心」的重要，因此全面培育學生建立積極嚴謹的學習態度，在學業上追求卓越，以迎接知識型社會的重重挑戰。丘中作為一所英文中學，以英語為主要授課語言，並透過營造良好的學習氛圍，幫助學生建立穩固的學術基礎。2013年第二屆中六同學在香港中學文憑考試中取得優異成績，91.8 %考獲大學入學資格，90.5 %升讀由大學提供的課程，其中52.1 %為學位課程。

Life planning: laying a Secure Foundation for Character Building

In addition to high academic achievement, students are encouraged to have a strong moral purpose and aim high, underpinned by positive values and attitudes. The curriculum was supported by a systematic scaffold of goal setting and individual planning starting in Form 1 towards academic and career aspirations. Students were trained to make informed choices for their academic and personal development through a series of life-planning programs including an S.2 careers exploration, job-related experiences, alumni and guests sharing, aspiration building and individual guidance by teachers. One of the guests invited was Mr. Kee Chi-hing, a committed pioneer of social enterprises, who inculcated in students the notion of social responsibilities in careers.



Well-rounded Development with Fruitful Experience

To better prepare students for this knowledge-based society, HTYC equipped them with a strong edge for academic achievement and a commitment to lifelong learning. The school provided a full-range EMI curriculum, furnished by a rich English learning environment for academic pursuits. HTYC students had outstanding performance in HKDSE Exam 2013: 91.8% of S.6 students attained the basic requirements for subsidized degree programs resulting in 90.5% of S.6 graduates furthering their studies in tertiary education, among whom 52.1% in degree programs.

We are unique in our drive for academic excellence whilst offering a wide range of extra-curricular activities and opportunities so that our students can reach their full potentials. Students had outstanding achievements in external competitions including: Boys Grade B Championship in Interschool Swimming Competition, Girls Grade C Championship in Interschool Volley Competition, Silver Award by School Band in Hong Kong Youth Music Interflows Symphonic Band Contest, 2nd Runner-up and three other



The Y.W.C.A. Hui Tjo Yoon College

39th SPTTC



丘中不但重視學生對學問的追求，亦致力發展學生的潛能，盡其所長。過去一年，學生踴躍參與校外

比賽，更取得驕人成績，包括學界游泳比賽男子乙組冠軍、學界排球比賽女子丙組冠軍、香港青年音樂匯演管樂銀獎、2013年度智能手機應用程式設計比賽季軍、香港中學英文辯論比賽亞軍等。

學生亦透過各類遊學活動開闊眼界、增加識見，此外中五級許雅詩同學獲獎學金到日本交流，中六級王芷怡同學亦獲得民政事務總署獎學金負笈國外。

教學精益求精 素質備受肯定

丘中著重優良的教學素質，故教師持續參與專業進修，以切合教學需要。自2013-14年度開始，老師參與由香港中文大學優質學校改進計劃，以進一步關顧學生不同的學習需要及差異，因材施教。

同時，學校亦善用社區資源，以及推動多方交流探訪，藉此提升學與教的效能。年內，丘中成功爭取多項發展基金，用於照顧學生的不同學習需要，如資優教育。此外，九龍城區小學、四川恩庭小學、

commendable prizes in Android Applications Design Contest 2013, 1st Runner-up in Junior Championship of Kowloon & NT Section of Hong Kong Secondary Schools Debating Competition, etc.

Meanwhile, students were strongly encouraged to join eye-opening excursions to enrich their life experiences. S.5 Hui Nga Sze successfully won a scholarship for a tour in Japan. S.6 Wong Tsz Yi also won a scholarship from Home Affairs Department for a trip overseas.

A Quest for Excellence and Quality

In view of its strong commitment to quality education, HTYC is constantly seeking ways to offer a coherent framework of professional development for teachers. During the year, substantial support was granted by the Quality School Improvement Project team of The Chinese University of Hong Kong who work closely with teachers on classroom teaching to cater for learning diversity.

To further improve the high quality of learning and teaching, the School has forged links with the local and wider communities. Besides the maximal use of the Diversity Learning Grant on Gifted Education by EDB, HTYC also solicited the best allocations of external funding to cater for students' learning diversity. Community partners like primary schools in Kowloon City District and in Sichuan, principal and teachers from HKFYG Lee Shau Kee College, and officers from the Curriculum Development Division of the Education Bureau, showed their recognition during various visits to HTYC.





香港青年協會李兆基書院及教育局課程發展處在完成探訪及專業交流後，更對丘中的辦學成果予以肯定及表示讚賞。

校友關心教育 積極回饋

四十多年以來，丘中一直致力作育英才，許多校友在各行各業都有出色表現，並積極回饋母校。年度內，校友中醫師王秋麗女士、資深傳媒工作者蔡淑賢女士、中文大學馮潔皓教授、曾昭棠總督察、譚雅靜警司等透過分享經驗，鼓勵同學努力學習，邁向卓越。此外，1978年畢業生更捐贈獎學金，幫助有經濟需要的學弟、學妹。

探索新猷 持續發展

展望來年，丘中將與時並進、再創新猷，包括推動環保教育、改善電腦設施配套、發展智能手機應用程式設計課程、開展科本電子學習等。同時為配合「生涯規劃」六年計劃，丘中將再接再厲，提升學生對全球人口老化及長者護理服務的認識，藉此深化其對社會的認識和體會，由此培育有志有品的青年人。

Alumni Contributing their shares

Our graduates play an influential role in a wide range of professions and in making an impact to their alma mater. Homecoming and sharing of alumni had definitely inspired students in their pursuit of excellence: Ms. Wong Chau Lai, an experienced practitioner in Chinese medicine, Ms. Choy Suk Yin, a media professional in HKTV, Prof. Chanel Fung Kit Ho, a renowned scholar, and senior members of the Hong Kong Police Force, Ms. Tsang Chiu-tong, Chief Inspector, and Ms. Monita Tam, Superintendent. The 1978 graduates even donated scholarships to support needy students.



A bright future – where we are headed

HTYC will continue to nurture upright young leaders to serve the community. For school development, several dimensions and initiatives will be considered: responsibilities in environmental protection, improvement in computer facilities and the launching of computer programming initiatives, including Apps development and subject-based e-learning projects, students' spirit to serve, and caring programs for the elderly under the 6-year Life Planning Scheme.





青年及社區服務 Youth and Community Service

本會以生命栽培為宗旨，重視青少年的成長，故致力提供與時並進、創新及優質的青少年服務，轄下青年及社區服務部尤其著重培育青年人的品格，並透過一站式綜合支援、外展服務、駐校社工及社區工作，與青少年攜手建構多元發展的共融社會，助其發展潛能，訂立人生目標及使命，進而實踐理想。

The Association always attaches great importance to nurturing the development and enhancing the life of youths. In particular, our Youth and Community Service Department works devotedly to build and develop young people's character and confidence through a full range of integrated services, outreaching, school social work and community work. Youngsters are therefore enabled to stretch their potentials, realize ambitions and make a positive contribution to the community.



一. 生涯規劃：青年就業支援服務

「生涯規劃」是青少年生命歷程中一項重要任務，故本會從青年「生涯規劃」概念出發，多年來透過青年就業支援服務積極協助青少年面對升學、選科、培訓、技能進修及職志等抉擇。本會主要為15至29歲在學、待業及在職青年提供一站式多元化的就業支援，從『自我探索及職業性向認識』、『行業及社會認識』、『工作體驗實習』、『個人規劃及輔導』及『職前培訓』五方面協助青年人盡早累積工作經驗，建立正向人生觀，預備迎接工作生涯的各種挑戰。部門亦同時推行多個支援項目，包括「展翅青見」、「走出我天地」、「明日之星」及「Action S5」計劃等，以切合青年的不同就業需要。

此外，本會又致力建立僱主網絡，推動官、商、民合作，給予青少年更多體驗及培訓機會，由此提升青年就業競爭力。年內本會再獲中西區區議會及中西區民政事務處支持及贊助，持續第七年舉辦「Say YES To Work青年就業暨暑期工招聘博覽」，共有40間企業參與，提供逾萬個職位空缺，總入場人數逾2,000。透過協助青年持續就業，達致青年生力軍「Say YES To Work」的目標。

1. Gearing Youth Up: Career Planning

Career Planning is a very central task of youth today. Thus, the Association, by adopting the theory of Career Planning, has worked relentlessly to equip students with the knowledge, skills and attitude to make informed choices over the years. As such, one-stop advisory and support services, ranging from career assessment and guidance to pre-vocational training and counselling, are rendered to young people aged between 15 and 29 with a view to enhancing their employability by enriching their job experience, developing attitudes towards work and life, and securing a firm footing in the employment market for sustainable development. In parallel, the Department has continued participating in various schemes, including Youth Employment and Training Program, Special Training and Enhancement Program, Action S5, so as to further address to individual needs.

Moreover, the Association has developed strong links with the Government, business sectors and local community which provides youths with vocational opportunities conducive to upward mobility. In the year past, "Say YES To Work Youth Employment cum Summer Job Recruitment Expo" was held with the staunch support from Central and Western District Council and Home Affairs Department for the seventh year in a row. Over 10,000 job vacancies were made available to reach out more than 2,000 youngsters. By so doing, we aspire that more and more young generation are enabled to say "yes" to work and navigate their future paths.





二. 特殊學習需要：

「Infinity • HOPE」讀寫障礙兒童支援服務計劃

求學乃青少年的重要成長階段，惟有鑑於學童患讀寫障礙的情況愈見普遍，本部亦積極支援有讀寫障礙的兒童及其家庭。本部自2009年起開展「Infinity • HOPE」讀寫障礙兒童支援服務計劃，務求及早介入，以助學童改進學習能力。2012年10月起計劃更獲利希慎基金三年贊助，在深水埗、天水圍、沙田、觀塘、將軍澳及屯門區推行服務。透過社工提供之多感官和專注力訓練、親子活動、義工伴讀活動，提升學童的學習能力和自信心，並優化學童的支援系統。計劃亦提供教育心理學、職業治療以及藝術治療等跨專業訓練，令164名有讀寫障礙的兒童及其家庭受惠。研究結果顯示本計劃不但有效減低學童的讀寫障礙程度，而且改善了學童與家長間之親子關係。

三. 危機介入：輟學青少年支援服務

與此同時，有見於青少年輟學情況自新高中學制實行以來有惡化趨勢，社會支援亦相當不足，因此本部於2011年起開展為期兩年的「陽光教室——輟學青少年綜合支援服務」。計劃發現低學習動機的初中男生為高危輟學群，故本部從學校入手，透過『危機介入』和『高頻率外展』等服務模式支援輟學青少年免入歧途。



2. Learning to Learn : Cross-disciplinary Service to Students with Dyslexia

The most important task facing teenagers is to acquire knowledge. However, it is found that more children of school age encounter learning difficulties and many of which are even diagnosed with dyslexia. The Department has pioneered a support project called "Infinity • HOPE" since 2008 to enhance dyslexic children's learning ability through early intervention. A step forward in 2012, the support service was further provided to children in five districts with the generous support of Lee Hysan Foundation, benefiting a total of 164 dyslexic children of school age and their families. Through multi-sensory training, parent-child activities, pair-reading scheme and Cross-disciplinary Intervention, the learning outcome and self-confidence of children with special learning needs were improved. The evaluation research also revealed that the project was helpful in fostering intimate parent-child relationship.



其後，本部又成功爭取優質教育基金撥款，於2014年起推行為期兩年的「陽光學堂——輟學危機學生非正規學習輔導服務」，服務加入『體藝』及『生涯規劃』元素，並會進行研究調查、老師指引及研討會，期望更有效協助輟學青少年和其家長走出困境，讓社會大眾更關注輟學青少年需要。

3. Expanding our Reach: Early Intervention to Support Youth Dropout

With the alarming high school dropout rates, especially after the implementation of the new senior secondary academic structure, “Sunshine School: Integrated Supportive Project for Youth Dropout” has been launched in 2011 to fill the service gap. Male junior secondary school students were identified as the high-risk group of leaving studies. In this regard, a mixed methods approach was utilized to support these young school leavers.

Building on the results of the said two-year “Sunshine School” Project, the Department stepped up efforts for school dropout prevention with the grant from Quality Education Fund. New elements, including but not limited to sports-and-arts initiatives and career planning tool, have been further integrated into the support service for the youth-at-risk while researches, seminars and workshops would be delivered to enhance coping skills and arouse public attention.



四. 展藝工作：提升青少年正能量，成就夢想

除了協助青年規劃人生及關顧其學習需要，本部亦創新求變，進一步針對高危青少年的成長及發展，在過去十多年以全方位的「展藝方式」介入，協助他們發展潛能，追求夢想。

4. Unleashing Full Potential: Youth Sports-and-arts-based Programs

By pioneering a diverse range of programs through sports-and-arts-based early intervention, the Department places great emphasis on the improvement and personal growth of individuals.



本部分別從『青年』、『藝術』、『社區』三層導向介入，推展展藝工作，協

助青少年發展一技之長。藉推廣青年流行文化如街舞、樂隊、花式單車等，讓青少年增強個人能力，建立自信、強化人際合作、控制情緒等，並在表演平台提升個人正面形象；又透過藝術表演如話劇、魔術，讓青少年與觀眾互動，透過觀察、感受及參與，反思個人生活模式及學習批判思考；同時集結社區力量，協助青少年組成展藝團隊，向朋友、家人及社區推廣正面信息，提升社區人士對青少年之觀感。

青社部的展藝工作配以不同的學習平台，有效地幫助青少年展現活力，成就夢想。本會自2005年開始舉辦年度盛事——「Art Tour」才藝表演，為青少年提供表演機會，藉此互相交流、激勵。本年度以「全『朋』哄動·『Gig』爆舞台」為題，吸引超過20隊展藝團隊參與。

此外，亦有不少青少年透過參加本會創立之香港女青中樂團得以累積舞台經驗，從而建立自



The intervention has been introduced across three settings, namely youth activities, arts interface and community support. Tapping into the youth pop culture, vulnerable young people were offered chances to develop a range of skills in a variety of creative performing arts and sporting activities, including drama, magic, street dance, artistic cycling, etc., which helped build their self-esteem and promote a positive image of young people across the local area with close collaborations at different levels of community.

The Department is always tasked with offering as many learning platforms as possible for youths to realize their talents and dreams. For example, for nearly a decade, a large-scale annual Youth Talent Variety Show named "Art Tour" has been organized with more than 20 teams performing their talents at the open venue this year.

Over the years, our HKYWCA Chinese Orchestra has incubated many talented young groups of the new generation and widened their musical horizons. During the year, in addition to concert performance, the members were even given an unforgettable taste of being a program director and voice-over. It was also our honor to have performed music with Mr. Zhang Lie, Level I conductor of China and Ms. Lin Yu-hsien, famous Dizi soloists in November 2013. The concert was well received by the audience.



信並拓闊視野。中樂團團員除演出外，更有機會參與導演、編劇、配音等工作。2013年11月舉辦之《狂吹猛打》音樂會，女青中樂團更邀得內地著名指揮家張列先生執棒，並與香港中樂團笛子演奏家林育仙女士合作，演繹多首熱情澎湃的樂曲，大獲好評。

五. 開心農莊：「樂活」生活 建構健康家庭關係

家庭對青少年成長至為關鍵，故本會青少年服務亦注入健康家庭元素，透過康體親子活動，加強家庭內凝聚力及正能量。其中，本會梁紹榮度假村提供舒適自在的營舍服務，讓家庭在餘暇得以享受「樂活」綠色生活，親近大自然。適值度假村五周年紀念，本會在華人永遠墳場管理委員會支持下興建「華永會開心農莊」，推動兒童及青少年家庭進行有機耕種，又推出「開心樂活營」服務計劃，舉辦手作工作坊，進一步鼓勵家庭參與。



六. 義工發展：體現生命的栽培

本會鼓勵青年人追求成長、突破自我，學習服務人群，回饋社會，故本會一直大力推動義工運動。年內，本部配合女青運動及會員事工之發展，續以「三層義工發展架構」有系統地栽培義工，依次為短期「義工網絡」、長期「義工小組」及資深「義工委員會」；同時，本會透過全會義工獎勵計劃雙管齊下，全面策動義工運動，栽培才德兼備之青年義工及領袖，關懷弱勢社群，建立關愛共融社會。



5. Happy Farming: Harnessing Strengths, Building Resilience

Family plays a critical role in growth of our children. Therefore, promoting elements which make up healthy families is our priority. To commemorate the 5th anniversary of our Sydney Leong Holiday Lodge, and with the grant from The Board of Management of The Chinese Permanent Cemeteries, the "Happy Farm" has come into operation, encouraging fun outing of the whole family, and a series of camping initiatives and leisure activities were also in place with a view to strengthening family ties and promoting organic farming.

6. Enriching and Renewing Lives: Youth Volunteering

Considering volunteering as a process of personal development, paramount emphasis is placed on facilitating youths to change their role from service recipients to givers, in making valuable contribution to the society. As part of our membership movement, a variety of short- and long-terms volunteer training programs have been offered, for which youngsters take the roles of volunteer team leaders and even senior members of service committees. In the meantime, the award scheme serves to fuel the passion for volunteering and to encourage active participation in sharing love and care in community.





持續教育 Continuing Education

本部持守「生命的栽培」的服務宗旨，為不同需要人士提供持續教育、職業技能培訓及就業服務，包括ERB人才發展計劃、成人基本教育、學校支援、企業培訓、社會企業及其他增值課程等。除了校董會的帶領及支持，年度內共委任19位專業顧問，在行業趨勢、課程發展，以及質素保證方面提供寶貴意見。

To uphold the mission of "Enhancement of Life", and cater for the needs for further education, the Continuing Education Department (CED) endeavors to offer various educational courses, job skill training and employment services such as ERB Manpower Development Scheme, adult basic education, school support, corporate training, social enterprise and other value-added courses etc. During the year, besides the guidance and support of the School Board, a total of 19 advisors from different professions were appointed to offer valuable advice in area of industry trend, curriculum development and quality assurance.

開展新項目 服務與時並進

關懷婦女在不同人生階段的需要，於2013年6月獲僱員再培訓局委託，開展「陪月一站」服務。此為全港規模最大的陪月及嬰幼兒照顧服務轉介平台，為初為人母者提供專業貼心的服務，照顧嬰兒健康成長，紓緩產後婦女育兒壓力，所有轉介服務費用全免。年度內成功為超過1,430 位家庭僱主提供服務轉介，並協助1,241 位陪月及嬰幼兒照顧員獲得就業機會。

重視青少年的學習需要，推出「職途有里」青年發展計劃，為深水埗、元朗、屯門及北區逾1,700 名中四及中五學生提供生涯規劃、職場體驗工作坊及義工活動。目的是加強學生認識自我，為自己訂下未來升學或就業的志向，並鼓勵學生關心及回饋社會。在全港超過150份申請中，該計劃成功入選為領匯房地產投資信託基金（領匯）「愛·匯聚計劃」十個資助項目之一。

本部致力服務15歲或以上、具副學位或以下程度、有培訓及就業需要的人士，由2014年2月起獲委任營運ERB服務中心（九龍西），提供各項培訓及就業支援服務，以提高就業競爭力。



Launching of New Service to Keep Abreast of Time

In order to address the needs of women in different life stage, the Department had been commissioned by the Employees Retraining Board (ERB) to run "Smart Baby Care Centre" since June 2013 which is the largest referral platform for post-natal care and infant and child care helpers in the territory to offer free professional care services to new mothers with the aim to relieve the pressure of child-rearing and foster healthy growth of new-born. During the year, referral services offered to more than 1,430 family employers had resulted in the employment of 1,241 post-natal care helpers and infant care helpers.

Focusing on the learning needs of young people, Project Net was launched to provide career planning, internship and volunteering opportunities for 1,700 Form 4 and Form 5 students in Sham Shui Po, Yuen Long, Tuen Mun and North District. It was hoped that by strengthening the participants' self-understanding, they would be ready to set goals for future study or career and make contribution

to the community. Project Net had been selected as one of the ten community projects, out of more than 150 applications by The Link Together Initiatives.

People aged 15 or above, with education attainment at sub-degree level or below are also our service targets. Various training and employment assistance services are offered to meet their needs of training and employment, to enhance their competitiveness at the ERB

Service Centre (Kowloon West) which had been commissioned to us since February 2014.



配合社會需要 積極培訓人才

不同行業均面對人才需求，故本部為失業或轉業人士開辦各項全日制新課程，包括復康助理員證書、診所助理證書、人力資源及行政助理證書及咖啡調製員證書，以裝備學員與時並進，協助他們成功重投勞動市場。

社會人士重視持續教育及自我增值，故本部亦為在職人士提供技能提升課程，以增強他們的競爭力。新開辦之技能提升課程包括中醫實用食療知識單元證書課程、香薰美容理論單元證書、體重管理營養學單元證書課程、專為陪月員而設的進階單元證書，包括母乳餵哺及嬰兒特殊照顧、嬰兒疾病及常用藥物認知及嬰兒發展等課程。

本部與政府積極合作，自1993年起參與僱員再培訓服務，至今服務人次超過八萬。全年開辦ERB全日制就業掛鈎及部份時間制課程共147班，就業掛鈎課程之畢業學員平均就業率逾84%。

見證學員努力的成果，本部於2013年5月4日及11月2日分別舉行ERB「人才發展計劃」聯合畢業典禮，兩次合共超過五百位畢業學員及其親友出席，畢業同學分享奮鬥歷程，令人感動。



Nurturing Talents to Meet with Social Needs

Shortage of talented workers is common in various industries. Hence, it was hoped that by offering new full-time courses for those unemployed or displaced workers, they would be equipped for better job opportunities and are capable to re-enter the labour market. Those new courses being offered including Certificate in Rehabilitation Assistant Training, Certificate in Medical Clinic Assistant Training, Certificate in Human Resources and Administrative Assistant Training and Certificate in Barista Training.

In response to public stress on the importance of continuing education and self-enrichment, the Department also offers skills enhancement course for the employed to strengthen their employability. New courses included Module Certificate in Introduction to Dietary Supplement in Chinese Medicine, Module Certificate in Theory of Aromatherapy for Beauty, Module Certificate in Body Weight Management (Nutrition), Module Certificate in Skills Upgrading for Post-natal Care Worker (Breast Feeding and Infant Special Care), (Awareness of Common Pediatrics Diseases and Medicine) and (Infant Development).

Our active collaboration with the Government was evidenced by our participating in the ERB service since 1993. Up to now, more than 80,000 attendances were served. This year, 147 full-time placement-tied courses and part-time courses were conducted, with an average job placement rate of over 84% for graduates from placement-tied courses.

To recognize the effort of our graduates, two Joint Graduation Ceremonies were respectively held in May and November 2013 and attended by over 500 graduates together with their families and friends.



LCCI Medallion Awards Presentation Ceremony 2013





重視基本教育 增強婦女學習能力

針對家庭主婦、低收入人士及新來港人士之基本教育需要，本會獲勞工及福利局資助開辦多項成人基本教育課程，12/13及13/14學年就讀基本教育人數共774人，學員包括來自印尼、越南、泰國及緬甸等。短期課程包括中文識字班、實用基礎普通話、新來港人士英文識字班及常用廣東話班、基本英語拼音班、英語國際音標班、初中中文強化課程等。本部亦舉辦多項活動，包括通識教育講座、聯校旅行、聖誕聯歡會、佈道會等。年度內兩中心之活動人次達761人。



Enhancing Women's Learning through Adult Education

With the subsidy from the Labour and Welfare Bureau, CED provides various adult basic educational courses to meet the needs of housewives, low-income groups and new arrivals. Immigrants from Indonesia, Vietnam, Thailand and Burma are also our service targets. During the academic years 2012/13 and 2013/14, there were 774 enrolments. There are also short courses like Chinese Literacy, Practical Basic Putonghua, English Literacy for New Arrivals, Daily Cantonese, Basic Phonics, International Phonetic Alphabet, Junior Secondary Chinese Enhancement etc. Besides, a wide variety of activities like seminar on general education, joint school picnic, Christmas celebration party and gospel rallies were organized with a total enrollment of 761.



耆年服務 Elderly Service

本署生命栽培之服務宗旨及回應人口高齡化的全球發展趨勢，耆年服務部以倡議建立「長者友善社區」工作為年度重點發展方向，透過實證為本的研究了解長者需要，並積極與跨界別協作，推展嶄新服務，致力為長者提供更適切、更優質的安老服務。年度內，部門會員及登記義工人數分別為7,874及1,849人，均較去年有明顯增長。

Upholding our mission of life enhancement and in facing imminent challenges arisen from rapid ageing, the Elderly Service Development is dedicated to advocate building an age-friendly community. By adopting the evidence-based practices, the Department has been making every effort to provide holistic support and comprehensive aged-care services, which are personalized to the needs of the elderly. During the year, the number of members and volunteers of the Department reached 7,874 and 1,849 respectively, showing significant increase as compared with the past year.

一. 長者友善社區 社會更見和諧

為響應世界衛生組織於2005年起推行之「全球老年友好城市建設」計劃，本部致力締造長者友善社區，讓長者在社區安居安老，擁抱積極人生，活出豐盛晚年。

● 用家主導 推動長者參與社區建設

本部著重長者作為「長者友善社區」第一身用家的觀察及意見，故提供各式各樣溝通平台，鼓勵長者關注及參與社區建設的討論，以助制定全面關顧長者需要的政策。

年度內，本部各中心合作進行「長者友善社區調查研究」及聚焦小組，而本會中央長者議會亦推動「公共交通工具讓座文化」等調查研究，收集長者的重要意見以作分析。

● 促進合作 了解地區實況及長者觀點

與此同時，本部亦聯繫地區團體組成伙伴聯盟，以此共同建立有利長者活動的友善社區。

本部明儒松柏社區服務中心曾與東區多間長者地區中心合辦聯區活動，加強長者對長者友善社區之認識和探討改善社區設施方案；另，秀群松柏社區服務中心亦聯合地區機構組成「北區長者友善社區聯席」，並進行實地考察及巡迴推廣；由雲華護理安老苑苑友組成的「苑舍服務關注組」更舉行「餐單由我選」活動，對長者的選擇及自主予以尊重。



1. Building an Age-friendly and Harmonious Community Together

In line with World Health Organization's framework of the "Global Age-friendly Cities" Program launched in 2005, the Department has been endeavoring to facilitate and create age-friendly environments to promote active ageing.

● User-driven planning to meet age-related needs and preferences

In term of policy development, our seniors as key players and primary users were well consulted on ways to serve them better.

During the year, extension consultation with older people in our different units through questionnaires, focus group discussion and surveys by our Older People's Council had been completed to collect key data for analyses and reference in planning and implementing age-friendly initiatives.

● Bolstering Community Network to Deepen understandings

Meanwhile, the Department has strived to encourage community participation and engagement in developing barrier-free environment for our senior citizens.

For instance, in addition to joint activities with our counterparts, concern groups under the Department were formed to address various issues of interest and to promote understanding of elders' needs so as to initiate respectful and inclusive services for older adults.





二. 跨界別協作 全面提升服務效能

本部每年均促進與大學、企業、地區組織及教會等不同伙伴間之合作，透過結連地區網絡的協同效應，有效運用社會資源及動員義工，藉此增強耆年服務的效能，令長者得享健康頤年。

- **經濟支援：**本部致力尋找外界資助，以支援區內認知障礙患者及經濟困難長者，藉此舒緩長者及護老者的壓力，例如明儒中心在嘉里控股有限公司贊助下推行「智愛一生認知障礙症訓練計劃」及「嘉里惠仁飯堂」；另本部亦與獲攜手扶弱基金、鐵人暖心慈善基金會、惜食堂等協作，支援居於劏房的貧窮長者，為他們提供日用基本所需。
- **心靈關顧：**本部明儒中心獲得社會福利署攜手扶弱基金及「協興／惠保義工籌委會」贊助推行「友晴同行計劃」，支援失去老伴的長者婦女，助其度過哀痛及適應生活。又，鄭傍卿護理安老苑自2008年獲香港靈合堂贊助推行「彩虹橋的重遇－院舍長者靈性關顧計劃」，並聘請全職院牧，令更多苑友獲心靈關顧。



2. Promoting Close Cooperation for Senior Services

The Department has always sought to harness the resources of different sectors and build cross-sectional partnership with a view to offering a wide spectrum of quality elderly services so as to foster positive ageing as well as to cultivate social inclusion.

- **Need-based Financial Assistance:** With the staunch support of Kerry Holdings Ltd., "Chain of Love: Care for Elders with Dementia" Training Program and the Hotmeal catering service initiative for our Ming Yue District Elderly Community Centre were launched to help economically disadvantaged older people, dementia patients and their carers, whereas the Department also worked closely with Partnership Fund for the Disadvantaged, The TRaiNX Charity Foundation and Food Angel, etc. to serve the aged living in sub-divided units to manage day to day life with food assistance.
- **Spiritual and Mental Care:** With sponsorship of Partnership Fund for the Disadvantaged and Hip Hing-Vibro Volunteer Team, the "Care-and-Share" Support Scheme was run to help elderly widows cope with grief and bereavement. Meanwhile, with funding from Communion Lutheran Church since 2008, chaplaincy Service, as an add-on service, has also been provided under the "Reunion at the Rainbow's End: Spiritual Care Project" to enhance the mental well-being of elders at our Cheng Pon Hing Care & Attention Home.





- **關懷探訪：**本部秀群松柏社區服務中心與新創建集團攜手合作，推行以「北區為本」的展外義工服務，走入偏遠鄉村識別有需要的長者，並透過農耕體驗、創意壁畫活動等活動，加強長者與外間的聯繫。
- **動員義工：**雲華護理安老苑聯同恒隆地產、信德中旅船務管理有限公司義工隊及AXA安盛義工隊等推行關懷苑友的多項活動。此外，本部先後與Hope of the City及瑞安海鷗社等進行關懷探訪，為獨居長者送上溫暖。
- **健康管理：**本部提倡長者自我健康管理，包括轄下深水埗綜合家居照顧服務隊、林護日間護理中心分別與香港理工大學康復治療科學系及與香港大學言語及聽覺科學系合作開展「吞嚥安全研究計劃」，為服務使用者評估進展及提供專業意見。而九龍城綜合家居服務隊及長青松柏中心則聯合組成支援網絡，為長者提供健康諮詢、藥物管理及營養飲食等服務。

- **Warm Home Visits:** Sponsored by NWS Holdings Limited, our Ellen Li District Elderly Community Centre engage volunteers to reach out to vulnerable elders in remote areas and reduce isolation of elderly through farming experience and creative painting.
- **Volunteer Befriending Services:** Co-organized with Volunteer Teams of Hang Lung Properties, Shun Tak-China Travel Ship Management Limited and AXA, etc., our Wan Wah Care & Attention Home has offered a range of caring activities to bring warmth to our elderly beneficiaries. Volunteers of AXA, Hope of the City and Shui On Seagull Club were also mobilized to pay concern visits to the elderly living alone.
- **Integrated Health Management:** The Department has long attached great importance to health self-management amongst the elderly population. For example, our Sham Shui Po Integrated Home Care Services Team and Lam Woo Memorial Day Care Centre joined hands with The Hong Kong Polytechnic University and The Division of Speech and Hearing Sciences of HKU to roll out the service scheme on safe swallowing in elderly. In addition, our Kowloon City Integrated Home Care Services Team and Cheung Ching Neighbourhood Elderly Centre also worked closely to provide medical advice and nutrition services for older adults.



三. 服務發展與時並進 展示女青實力

- **重視實證為本：**本部著重客觀實證，因時制宜，以提供滿足長者不同需要的服務。年度內，本部有見不少退休夫婦面對婚姻適應問題，故聯同香港大學社會工作及社會行政學系助理教授樓瑋群博士合作舉行「香港退休夫婦退休適應與婚姻滿意度研究」並進行發布，吸引了十多份報章正面報導。及後亦獲邀接受港台、商台及新城不同節目專訪及明報全版專題報導。
- **研究獲國際肯定：**本部長者服務研究備受國際認同，部門資深社工更於年內獲邀出席國際性會議「第二十屆世界老年學暨老年醫學大會」，與中、港、台學者分享2011年「準長者/長者電腦學習行為研究」結果，以配合大會主題「數碼化高齡社會：健康及積極高齡化的新視野」。

3. Research and Development: Striving for Service Excellence

- **Adopting Evidence-based Practices:** The Department values scientific and research-based information to further the understanding of the needs of the elderly population. Working in conjunction with Dr. Vivian Lou of HKU, "A Study of Retirement Adjustment and Marital Satisfaction among Older Adults in Hong Kong" had been conducted to explore the adaptive problems of retired couples. The findings generated over 10 media reports and interviews.
- **Worldwide Recognition gained:** YWCA aspires to be a service pioneer in meeting pressing needs of elders. We are thrilled at the recognition towards our elderly services and research work. During the year, our staff had been invited to share with practitioners around the globe our research findings of the "Study on IT knowledge learning behavior among soon-to-be-aged and older adults in Hong Kong" at the 20th IAGG World Congress of Gerontology and Geriatrics





- **推動長者增值：**本部一直不遺餘力地推動長者持續教育，使能善用餘暇、發揮潛能，鼓勵長者終生學習。本部為探討新生代長者對學習之要求，更特於松柏學院畢業禮同日舉辦「探索準長者／長者持續教育的未來工作方向座談會」，嘉賓包括社會福利署助理署長（安老服務）李婉華女士，安老事務委員會主席陳章明教授、香港電台第五台副總監盧世昌先生、本會社會服務委員會主席樓瑋群博士及退休人士代表，參與座談會之長者及家屬達1,000人。

- **Promoting Life-long Learning:** By inspiring elders to pursue learning, the Department aims to encourage them to lead a flourishing life as well as to foster sense of worthiness while acquiring knowledge. "Forum on Exploring the Education Needs among Soon-to-be-aged and Older adults" was held at the Graduation Ceremony of our Elderly Academy with Ms. Cecilla Li, Assistant Director (Elderly) of Social Welfare Department, Prof. Alfred Chan, Chairman of Elderly Commission, and Mr. Bandia Lo, Deputy Head of Radio 5 RTHK, as officiating guests. Dr. Vivian Lou, Chairperson of our Social Service Committee together with our beneficiaries had also been invited to share their views. It was hoped to address the learning needs and preferences for the older population at large and explore any barriers that prevent them from participating in learning activities. It was well received by over 1,000 elders and their families in attendance.



酒店服務 Hotels & Residences Services

2013年香港旅遊業持續地增長，訪港旅客更錄得5,430萬人次的新紀錄，較2012年增長11.7%。有見及此，酒店部積極掌握市場脈搏，開拓商機及客源，讓更多國際休閒及商務人士能體會本部服務。年內，女青柏顏露斯因復修工程需全面暫停運作，本部透過審慎監控營運成本及服務質素，成功穩定整體業績，所得收入用於各所物業之一般營運及設備修繕，以及支持本會推行的各樣自資社會服務。

The turnaround in visitor arrivals continued to gain good momentum during 2013, hitting a new record of 54.3 million, representing an annual growth of 11.7% versus 2012. In this regard, the Hotel Department has made every effort at earnestly seizing every opportunity to entice more global business and leisure travelers with our unique hospitality. Despite the challenges posed by service suspension of the Anne Black for its rehabilitation project, the overall performance of our four operating hotels and residences under HKYWCA, through prudently monitoring the operating costs and service quality still achieved a healthy financial result. The revenue was utilized for facility upgrade and channeled to the Association's self-financing social service initiatives.



一. 精益求精 配合營運需要

本部一直致力推行多項改善及保養計劃，以提升服務和設施之質量，得以加強競爭力，為客人提供更舒適安全的住宿環境。

女青柏顏露斯歷經近50年的營運，一直秉承社會使命，提供舒適經濟的住宿選擇。隨著時代進步，本會由2014年4月起全面關閉九龍會所，以進行大型復修工程，增設現代化的設施和系統配套。復修後的九龍會所將為各界人士提供更全面的社福服務，而以嶄新形象面世的女青柏顏露斯將名為「峰景軒」，提供符合國際標準的服務和設施，以滿足來自世界各地不同客人的需求。

1. Operation Strategies: A Strong Tradition of Excellence

We have been persistently committed to upgrading the services and facilities by implementing various renovation and maintaining general upkeep programs to enhance our service and product quality, providing our customers with more choices in a safe and pleasant accommodation environment.

The Anne Black Guest House attached to the Kowloon Centre had served as a value-for-money choice for nearly 5 decades. To keep abreast of times, the whole premises have been closed for a full rehabilitation project underway from April 2014. The rehabilitated Kowloon Centre will provide our users with more comprehensive social and community services and the new guest house, which has been renamed Summit View Kowloon, will be operated in a brand new image and concept with the services and facilities of international standards to satisfy the needs and demands of the travelers over the world.



二. 制定管理策略

打造全新酒店及服務式住宅

本部向來採取靈活銷售策略，藉以強化本部的獨特品牌，發展更多元化的業務組合，以及積極開拓新市場。而有鑑於新興市場如韓國、海灣合作委員會國家和俄羅斯等地的旅客人數均見穩步上升，本部來年將繼續透過參與香港旅遊發展局的宣傳活動等平台，開拓更多具潛力的新市場及加強與業界建立良好的合作伙伴關係。此外，本部正著手制定四所酒店及服務式住宅的全新市場定位、策略和營銷模式，同時重新設計及整合市場銷售工具，與本會之品牌策略接軌，本部將以新名稱Y Hospitality豎立鮮明形象。

三. 酒店服務備受肯定 屢獲殊榮

繼2009年獲著名訂房網站Booking.com評為「最佳酒店合作伙伴」後，女青園景軒連續於2012及2013年獲最具規模的旅遊網站TripAdvisor頒發「最傑出服務獎」，肯定了本部的卓越服務。



2. Corporate Management Strategies: Elevating our Hospitality Services to New Heights

We have been working relentlessly on the reinforcement of our unique branding through various marketing initiatives and activities. More proactive efforts have been continuously made at attaining more market segments, exploring niche-market opportunities and diversifying our business mix. As a consequence of the participation of the trade shows organized by the Hong Kong Tourism Board in 2013, there has been a steady increase on the guests from those emerging markets such as South Korea, the GCC (Gulf Co-operation Council) countries and Russia in 2013. We would continue with this involvement to enhance our market exposures, establish new business relationships and strengthen trade partnerships. To be rebranded Y Hospitality Hong Kong, we have also been embarking on making new designs of our marketing collaterals and tools for the four operating properties in line with the Y's branding strategies, striving for a more distinct image and corporate identity for those who should benefit from our services.

3. World-Class Accommodation: Commended Service Excellence Award 2013

Accredited and awarded as the Best Partner Hotel 2009 by the one of the renowned service provider, Booking.com, The Garden View has also been glorified to be one of the Service Excellence Hotels by the leading travel site – TripAdvisor in two consecutive years, 2012 and 2013. These awards definitely benchmarked our continuous commitment to delivering the highest level of service quality to our guests.





四. 展望國際 追求卓越

環看世界經濟形勢，2014年雖然美國經濟有望加快復甦，但旅客的住宿需求仍受全球性多項不明朗因素所帶動，為此，本部將積極開拓客源，藉著自身的優勢及加強與商業伙伴的合作，悉心拓展具潛質的市場如印度、韓國、俄羅斯和海灣合作委員會等國家，力爭更多不同市場的客人。

同時，面對業內的種種挑戰及競爭，本部定必竭力提升服務質素，以卓越服務取勝，讓客人得到物有所值的體會。另一方面，因應本地將有不少酒店相繼落成，市場的需求量將被攤薄，預期引發惡性房租減價戰，本部會採取更靈活和審慎的銷售策略，同時妥善調配資源及嚴控支出，提高服務水準，務使每一位客人均感到滿意，爭取最佳業績。

縱使世界局勢不穩及市場競爭激烈，本部同工發揮專業團隊精神，繼續以靈活市場策略及優質服務，致力吸引更多休閒及商務旅客，領略本部的貼心及適切住宿服務，對前景審慎樂觀及深信Y Hospitality Hong Kong的品牌及服務得到更多市場及各界人士認識和稱許。

4. The Way Forward

Looking into 2014, while economy recovery in the US is hopefully to accelerate, the global economy will remain encumbered by a number of uncertainties and unfavorable environmental influences on the hotel industry which have been perplexing the global leisure and business travelers. We will continue to extend our reach by developing more prospective markets. Paramount emphasis will be placed on capitalizing our fundamental strengths and fostering collaboration with our business partners. We have been persistently sparing no pain at exploring more business opportunities from other emerging markets such as India, Korea, Russia and the GCC (Gulf Co-operation Council) countries.

Simultaneously, in the face of fierce competition and challenges in the industry, we will strive for the best to maintain our competitive edge with quality customer services. Intensified competition amongst destinations in the region in addition to more new hotels in the pipeline has been fueling more price wars domestically. We will make prompt responses to this turbulent economic environment by flexibly deploying the resources and closely controlling the expenditures to strive for a satisfactory financial performance without compromising our professional service standards.

To navigate success in overcoming these issues and obstacles, we will have to continuously stay vigilant by taking more proactive and prudent approaches to realign and execute all necessary marketing and business strategies to attract more leisure and business travelers. With the concerted efforts of the whole team, we remain cautiously optimistic in 2014 and believe Y Hospitality Hong Kong will be distinctly identified in the market and its services will win more applause from all our prospective guests.





公益業務拓展 Social Business Development

諾貝爾和平獎得主尤努斯教授指出，公益業務（Social Business）泛指不同的社會企業及自負盈虧服務，特點不只在於謀求財務效益，更在於以一個商業模式來回應社會問題，達至雙贏局面。

推動公益業務不但能匯聚不同類型的社會資本，體現社會價值與創新，亦可對社會發揮正面作用，值得鼓勵各界參與和支持。女青於未來日子會繼續拓展不同的公益業務、優化及提升現存業務的營運效益，裨益社會。

According to Professor Muhammad Yunus, a Nobel Peace Prize laureate, social business means different types of social enterprises and self-financed business that are characterized by achieving financial effectiveness and responding to social problems by means of business mode to achieve a win-win result.

Promoting social business helps converge various type of social capital, demonstrate social value and create social innovation as well as bring positive impact to the community. Therefore, it is worthy of social participation and social support. In future, the Association shall continue to develop different types of social business and also enhance operational effectiveness of current ones for the benefit of the society.



一. 「Y-Farm健康長者農場」－推動綠色生活環保意識

首個女青的公益業務項目「健康長者農場」於2002年成立。源起自一群熱愛有機耕種的長者，發展其農耕專長，於粉嶺丹竹坑建立及營運有機農場，佔地約30,000平方呎，經費來自籌募、各類田園及展外收費服務和售賣農產品。至今已招募逾130名退休人士加入成為常駐義工，每年接待數以百計的團體和企業。

二. 「Y-Ecotour大澳遊」－體驗大澳的古樸鄉情

另一項極具本土特色的公益業務項目是「大澳文化生態遊」。於2007年成立，鼓勵當區居民善用個人才能，擔任大澳文化生態導賞員，推廣漁村體驗，讓每年平均8,000人次的社會大眾認識及欣賞大澳文化及生態，此舉不但為當區居民，尤其是長者、婦女及青年創造就業機會，並且有助推動大澳的可持續發展。

1. Y Farm of Healthy Ageing

Being the first social business of the Association and established since 2002, the Y Farm, covering an area of 35,000 square feet, is located in Tan Chuk Hang of Fanling. The Farm is managed by elders who have keen interest in organic farming and developing their farming skills. The Farm is sustained by income generated from fundraising programs, fee-charging services and outreach services as well as sales of farm produce. At present, we have recruited more than 130 retirees as volunteers and received visitors from over a hundred agencies and corporates annually.

2. Y-Eco Tour Tai O Cultural and Ecological Integrated Resource Centre

Launched in 2007, Y-Eco Tour Tai O Cultural and Ecological Integrated Resource Centre is another social business which is full of local color. The Centre aims to promote the sustainable development of Tai O through encouraging local residents to make good use of their talents by taking up jobs as local tour guides to promote the unique fishing village experience and thereby enrich the knowledge of an annual average of 8,000 visitors about the Tai O culture and its ecology. Besides, it helps create job opportunities for local residents especially the elders, women and young people.



三. 「Y-Garden View Lounge園景軒餐廳」－退而不休的豐盛耆年

於2010年成立以社會企業形式營辦的西式餐廳「園景軒」，聘請年長的退休人士，透過延續餐飲服務經驗，或嘗試新工作崗位，讓他們的退休生活更充實，體現老有所為的豐盛晚年。餐廳開業至今已為超過20名退休人士提供全職及兼職工作機會，每年平均為17,000人次提供餐飲服務。



四. 「Y-Care青健坊」－保持長『青』活力、身心『健』康

「Y Care青健坊」透過一站式服務，包括日間照顧及家居照顧服務、專業護理及復康訓練等，提升長者的自理能力及生活質素。現時設有3間中心，位於粉嶺的「Y Care新創建青健坊」是女青與新創建集團有限公司於2013年合作成立，發揮了商界及社福界合作的協同效應，進一步創造社會資本，為長者提供多元化的照顧及訓練服務。同時，配合政府推出的社區照顧券計劃，女青亦分別於西灣河及九龍塘成立兩間以自負盈虧模式營運的「Y Care青健坊」，提供全面的日間及家居照顧服務，滿足龐大的服務需要。

3. Y Garden View Lounge

Established in 2010, the Y Garden View Lounge aims to help the elders to live out their later life fruitfully and enjoy a positive ageing by offering job opportunities and new job placement to further enrich their work experience in catering industry. Up to now, the restaurant has employed over 20 retirees as full-time or part-time staff and served an average of 17,000 headcounts per year.

4. Y Care Day Care Centre for the Elderly

By offering one-stop elderly services including day care service, domestic care service, professional care service and rehabilitative treatment etc, our Y Care Day Care Centre for the Elderly aims to improve the self-management ability and the living quality of the elders. At present, among the three centres, the NWS Y Care Day Care Centre for the Elderly (North District) is jointly established with NWS Holdings Limited in 2013 to achieve synergy by collaborating with the commercial sector, further create social capital while providing diverse care and training services for the elders. Furthermore, to align with the Service Voucher Pilot Scheme launched by the Government, we have established two self-financed Y Care Day Care Centres for the Elderly at Sai Wan Ho and Kowloon Tong where a wide range of day care and domestic care services will be provided to meet high service demand.





5. 「Y-Silver安居通」－支援長者在家安老

於2014年初成立的「安居通」同樣針對香港日漸蓬勃的「銀髮市場」。有別於一般的復康用品及健康產品銷售店，「安居通」售賣各式各樣的優質長者家居生活用品，並提供家居生活諮詢服務，為長者建立優質及安全的家居，支援長者在家安老。「安居通」首階段以女青現有單位網絡作為銷售點，於轄下其中三個長者服務單位開設銷售專櫃，另外亦將配合網上商店組成低成本跨部門營運平台。「安居通」聘用長者負責日常運作，讓其繼續服務社會，真正實踐「豐盛耆年」。

6. 「Y-Delight女青會員優惠坊」－價廉物美的購物平台

「Y-Delight女青會員優惠坊」於2013年底在女青總會所地下正式開業，由女青與「明途聯繫」(MentalCare) 合作營運。為超過34,000名會員提供價廉物美的優質貨品外，亦聘用弱勢社群，為他們提供培訓、實習及就業機會。優惠坊提供多元化的零售購物服務，包括：家庭用品、個人護理產品、節日賀禮、各款禮券和主題公園入場門券等。Y-Delight亦將於2014年下旬開設網上商店，會員於購物後，更可於全港指定的女青單位取貨，方便快捷。

5. Y Silver Link Elderly Household Product Retail Store

Targeting the robust silver market, the Y Silver Link Elderly Household Product Retail Store was opened in early 2014. To distinguish itself from other rehabilitated product and health product stores, Y Silver Link specifies on selling quality elderly household and daily living products, and consultancy service are offered for the sake of creating a quality and safe home environment for the elders, and supporting the concept of "Ageing in place". During its initial phase, the current YWCA service unit network has served as the sales venue, and sales counter has been set up at our three elderly centres. In addition, by collaborating with different departments, an on-line store has been set up as a platform for delivering services. At present, elders are employed to take charge of the store daily operation which in a way facilitate their fulfilling a positive ageing and serving the community.

6. Y Delight Membership Welfare Shop

Opened in December 2013 at the Headquarters and jointly run by the association and MentalCare, the Y Delight Membership Welfare Shop not only offers our 34,000 Y members with quality products at attractive price, but also assists the underprivileged through offering training, internship and job opportunities. The goods sold at the Welfare Shop include household goods, personal hygiene products, seasonal gifts, gift vouchers and tickets of theme park, etc. By the end of 2014, Y-Delight shall open its on-line store where members may enjoy a speedy and convenient shopping service by picking up their shopped items at specific YWCA service unit after completed the purchase process.

2014年1月18-19日

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Service Report In Brief



傳訊及資源拓展 Communication and Resources Development

傳訊及資源拓展部自成立以來竭力提升公眾對女青的認同，並積極拓展資源，以助本會更迅速回應社會需求及提供相應服務。年度內，本部著力於品牌建立、籌募善款、企業聯繫及公關宣傳，卓有成效。

To deepen the public's understanding of the services of HKYWCA, the Communication and Resources Development Department has endeavored to coordinate large-scale fundraising campaigns to explore resources for the Association's timely and sustainable services to meet social needs. 2013/14 was a fruitful year for the Association as efforts on promoting the brandname, forging partnerships with corporations, devising service promotion strategies and strengthening liaisons with media yielded good results.



首屆「3·8女青日」 突顯女青使命

為突顯女青年會九十多年來對婦女服務的堅定承擔，本會把每年3月8日定為「3·8女青日」，希望藉著不同主題，喚起各界齊心關注婦女議題。首屆「3·8女青日」以「五味人生·逆境自強」為題，邀得不同地區的婦女出席啟動禮暨《五味人生》新書發布會。啟動禮由社會福利署助理署長（家庭及兒童福利）馮民重先生主禮，及香港電台監製、親子專欄作家張笑容女士、藝人及節目主持姚嘉妮女士及「愛煮食品」創辦人陳彥琳女士作分享嘉賓，齊以「五味」寓人生，鼓勵婦女勇於面對挑戰，開創美麗人生。當日本會更正式推出全新的品牌設計。

1st "8 March YWCA Day": A long-standing Passion for Mission

Reaffirming the Association's strong commitment to cope with women's needs since its inception more than 90 years ago, "8 March" has been adopted as the YWCA Day. By so doing, the Association aims to take the valuable opportunity to raise public awareness on various issues of common concern to better achieve our collective goals of impacting lives. Kick-off Ceremony cum Book Launch was held under the theme of "Tastes of Life" on 8 March 2014. We were honored to have invited Assistant Director (Family and Child Welfare) of the Social Welfare Department, Mr. Fung Man-chung as officiating guest whilst Ms. Cheung Siu-yung, Executive Producer of RTHK and Parenting Columnist, Ms. Claire Yiu, Actress and TV Host, together with Ms. Alvina Chan, Co-founder of Alvina Cookery, were our special guests. Attendees were enlightened by the inspiring and encouraging stories about women who had gone through adversity and experienced sweet-bitter tastes of life. Moreover, YWCA's new brand design was also made public on the same day.



眾志成城 為九龍會所復修籌款

本會貫徹「生命栽培」的服務理念，肩負起復修九龍會所的歷史任務，銳意創建全港首個「一站式綜合社會服務匯點」，為公眾人士提供更適時、適切的多元服務及環境配套，為此，本部於年內加強對外宣傳力度及推展籌款計劃。

座落何文田近半世紀的九龍會所為社區及服務受眾帶來不少珍貴回憶，故本部在2014年年初舉行了「『點亮生命』女青九龍會所嘉年華暨IPSC實用射擊慈善賽」，讓社區人士一起惜別九龍會所，及增加對復修後九龍會所服務的了解。

此外，為了爭取更多資源以用於復修工程及日後服務，本會上下一心、全面策動籌款活動。本部除了推出捐助額較大的命名權捐款計劃外，更推出「生命樹捐款計劃」，善長只須捐款五千或一萬元，即可在復修後的九龍會所留名。計劃推出後反應踴躍，本部更將推出網上專頁方便善長認捐。與此同時，本部亦籌辦了多項大型籌款活動，廣邀更多市民一起為九龍會所集腋成裘，包括舉辦九龍區賣旗日、推出「券輕情重」女青慈善券2014、以及參與「敬老護老愛心券2013」，皆獲市民熱烈支持。其中本會更在「愛心券」籌款活動中，再次蟬聯「機構最高籌款獎」亞軍，連續六年獲獎。



A Shared Commitment: Kowloon Centre Rehabilitation Project

Adhering to our mission of life enhancement, the Association has made impactful fund-raising efforts to meet this unprecedented challenge of setting up the first “One-stop Social Service Hub” in the territory, with the aim to reach out to more vulnerable groups in need with our ancillary facilities and timely services.

As our half-century-old landmark has served as a site of collective memory for the local residents, “Farewell to Kowloon Centre” Fun Day cum Charity IPSC Competition was held in early 2014 to broaden community engagement in support of the Kowloon Centre Rehabilitation project.

With the staunch support and concerted efforts of the management, staff and partners, multi-level publicity campaign was further scaled up in an attempt to solicit donations and develop resources for the rehabilitation work and the future delivery of our wide-ranging services. In addition to the Naming Rights Donation Scheme, “Tree of Life” Donation Campaign was also rolled out to secure contributions of \$5,000 to \$10,000. Innovative approaches have been engaged to attract new funding sources, such as the Flag Day (Kowloon Region), HKYWCA Charity Ticket 2014, etc. Besides, the Association ranked second as the “Top Fundraising Organization” of the sales of “Care for the Elderly Charity Ticket 2013” for the past six consecutive years.





同心同德 與企業攜手服務社群

本會第五年聯同企業於三八國際婦女節在多區派發紅棗茶包，宣揚「愛社區·愛員工·愛自己」的信息。今年共有19間企業參與，籌得善款較去年增加約14%，為本會婦女事工部帶來更多服務經費。另外，本年度亦繼續積極聯繫各大企業服務社群，並提名96間公司／機構參與香港社會服務聯會的「商界展關懷」，全部成功獲頒發標誌，以表揚與本會同心回饋社會、攜手履行社會責任的企業伙伴。

有關本部其他傳媒聯繫、品牌建立的工作，詳情請見「年度剪影」及「機構表現藍圖——強化機構品牌」。

Forging Partnerships for a Wider Reach

The territory-wide “Chari-Tea” Program on the International Women’s Day has been running for five consecutive years to enhance advocacy on loving care. We were grateful to have engaged 19 corporations in collaboration this year and raised the much-needed funds, accounting for a 14% growth as compared to last year, to support multifarious services for women. Besides, YWCA continues to galvanize significant resources to support needy communities. 96 caring companies/organizations successfully nominated by our Association this year. These achievements have fully manifested the commitments and contribution of the Association and our corporate partners in promoting Corporate Social Responsibility.

For more details, please refer to “Highlights of the Year” and “Organization Performance Blueprint – Strengthening Corporate Branding” sections.





優化中央行政流程 配合服務發展

Enhancing Central Administration Management to Cope with Service Development

妥善的行政工作能有效提升機構管治，加強服務質素及向公眾交代。精簡而到位的行政流程，能幫助服務暢順地推行，讓服務與行政兩者得到恰到好處的平衡。為此，機構於年前成立了「優化中央行政流程工作小組」，以加強服務部門與行政部門同事的溝通，檢視各項行政政策及措施的必要性，盡可能優化行政流程，提升各部門的工作效率。

人力資源方面，完成檢視人力資源敍用政策、聘用兼職員工及自僱人士服務流程；優化假期政策及申請流程、員工醫療補助計劃及更新收受利益的工作守則。行政方面，優化採購流程及批核權限，並制定了申請時限項目批核的機制。

Good administration facilitates effective corporate governance and enhances service quality and public accountability. Smart administrative management enables smooth running of services and help maintaining equilibrium between service and administration. To achieve this aim, a Taskforce on Enhancing Central Administrative Management has been formed to enhance work efficiency among departments by improving communications between each other and reviewing the necessity of various administrative policies and measures.

In term of human resources, a review on HR Employment Policy and revision had been made on the staff's leave policy, medical subsidy scheme for staff and code of practice for accepting interests. In addition, improvement had been made on procurement process and approval limit, and a mechanism for approving time-defined projects has been in place.

人力資源管理

年度內已完成優化人力資源程序，包括改善年度人手預算調整、招聘程序、員工假期申請、員工培訓及重聘退休員工。其他工作亮點包括「同心合一」之「豐盛生活」系列講座、「健康達人」、「家庭友善」新措施、優化「忠誠服務獎」；以及員工「人才分析」、「離職意向分析」，「機構文化調查」等。

為使員工於退休時獲得退休福利，人力資源委員會每年檢視及討論有關社會福利署津貼及非津貼員工的強積金儲備狀況，並善用強積金儲備按年資調整強積金僱主供款比率：10年或以下5%、11年至20年7.5%、21年或以上10%。

每年為單位行政同工安排簡介會，以促進雙方溝通及建立互信工作關係。

物業管理

物業管理部於2013年4月成立，整合酒店工程部及物業組作統一管理。職責包括為本會四座物業提供設施管理，及為各部門/服務單位在裝修工程項目上提供技術支援及工程管理。本部提倡能源效益管理，以最高成本效益維持物業設施正常運作。

2013/2014年度完成工程項目包括：

1. Y Care新創建青健坊（北區）裝修工程；
2. Y Care青健坊（又一村）裝修工程；
3. 女青年會總部更換天台1號中央空調機組散熱器；
4. 女青大廈18至20樓客房全面翻新工程；
5. 女青雅舍單人客房裝修工程；及
6. 總會所地下大堂全面翻新工程。

Human Resource Management

The year saw the improvement of human resource procedures in areas of yearly adjustment of manpower forecast, staff recruitment, staff's annual leave application, staff training and re-employment of retired staff. Other highlights of the year included "Abundant Life" Seminar Series, Health Master Award, Family-friendly initiatives, Devoted Service Award, Attrition and Flight Path, Cultural Survey, etc..

For staff retirement benefits, the Human Resources Committee conducts review and discussion on the status of MPF Reserve designated for subvented and non-subvented staff under Social Welfare Department on a yearly basis. The MPF Reserve has been utilized for yearly adjustment of employer's contribution ratio in the MPF scheme: 5% for staff with 10 years of service or below, 7.5% for staff within 11 years to 20 years and 10% for staff above 21 years.

Each year, briefing sessions are arranged for all administrative staff to foster mutual communication and trustful working relationship.

Facilities Management

Newly formed by merging the Hotel's Engineering Division and Property Section in April 2013, the Facilities Management Department is responsible for providing facilities management and maintaining a cost-effective and energy efficiency operation of our four premises, as well as offering technical support and project management on renovation projects for all Y's service units and centres.

2013/14 major projects included:

1. Renovation of NWS Y Care Day Care Centre for the Elderly (North District);
2. Renovation of Y Care Day Care for the Elderly (Yau Yat Chuen);
3. Replacement of the condenser coil of no. 1 chiller plant located at Headquarters;
4. Overall refurbishing of guestrooms on 18/F to 20/F of The Building - YWCA;
5. Renovation of single guest rooms of The Lodge-YWCA; and
6. Overall refurbishing of the lobby at Headquarters.



內部審核

本會為配合社會福利署之整筆撥款資助及服務表現監察制度的實施，於二零零二年十一月成立了內部審核部，就會內各運作和內部監控是否適當及有效，代表董事會及管理層進行專業及獨立的檢視及評估。

為使內部審核部可執行其協助董事會有效地履行其監督責任之角色，內部審核部的約章列明董事會及管理層賦予可查閱會方的紀錄、內部審核部主管直接向審核委員會匯報有關工作，並可通過審核委員會上達董事會，從而向董事會提供有關之分析、評估、建議及報告。

內部審核部會按審核委員會批核之年度審核計劃推行審核項目，亦會按董事會或管理層要求而執行。於本年度內已完成之主要審核單位包括婦女事工隊、綜合青少年服務中心、綜合家居照顧服務隊、安老院舍分配機構名額審核及慈善券於公眾場所攤位銷售之突擊檢查。

Internal Audit

In line with the implementation of Lump Sum Grant Scheme and Service Performance Monitoring Scheme, the Internal Audit Department was formally established in November 2002. The mission of the department is to provide professional and independent reviews and appraisals on behalf of the Board of Directors and management to measure and evaluate the effectiveness of internal controls and the efficiency of operations.

The Internal Audit Department has a role to assist the Board of Directors in the effective discharge of its responsibilities by providing it with analyses, appraisals, recommendations, counsel and information concerning the activities and functions reviewed. Under the Internal Audit Department Charter, audit staff are authorized by the Board and management to have full access to records, assets, personnel and other relevant documents as are necessary for the proper fulfillment of their responsibilities. And the Head of Internal Audit Department is independent and functionally reports directly to the Audit Committee and has direct access to the Board via Audit Committee.

Audit reviews carried out were either selected from the Strategic Annual Audit Plan which was approved by the Audit Committee, or as requested by the Board of Directors and management. During the year, the major audit reviews which had been completed included Women Affairs Team, Integrated Children and Youth Services Centre, integrated home care service team, allocation of places under agency quota for elderly home, on-site surprise check on charity tickets sales at public places.



行政及採購支援

行政及採購部為會內單位提供優質後勤及內部協調服務，在行政事務及中央採購兩方面作出適切的支援。

工作亮點包括：

1. 主責九龍會所復修工程內多項招標工作；
2. 持續更新及優化採購程序：成功控制多個採購項目之成本支出，並優化「申請豁免競爭性報價」的行政流程；
3. 聯絡機電工程署，取得豁免本會四幢物業的「能源審計」，提升成本效益；
4. 與地政署多次跟進，成功更改又一村會所地契條款，以開展長者日間護理服務；
5. 透過義務律師的協助，成功為梁紹榮度假村地契續約15年；及
6. 將總會所5樓教堂改動為多用途房間，改善總會所場地使用情況。

資訊系統

資訊系統部致力為本會各服務單位及部門提供優質資訊系統發展及支援服務。為配合本會服務的長遠發展，本部於本年初進行架構重組，重訂本部發展方向、角色與職能。另本部協助策劃及統籌專案項目的開展，擔任專案項目經理，並就各項資訊科技專案提供諮詢服務。

此外，本部現正籌劃建構顧客關係管理系統，以協助前線同工處理會員、服務使用者及義工的工作，並有助本會掌握「現有」及「潛在」的服務受眾的需要，從而提供更適切的服務。

2013-2014完成工作項目包括：

1. 建立女青資源網，方便各同事分享及下載各部門之訊息、檔案及文件，促進各部門之間的溝通；
2. 設立災難復原中心，協助本會在任何突發的情況卜均能迅速應變；
3. 進行集體購置電腦計劃，以應付微軟作業系統 Windows XP 及 Office 2003 終止支援之情況；
4. 建構女青活學中心系統，支援活學中心的日常運作，並提供網上平台予會員使用；及
5. 更換女青總部寬頻網絡設備，以增加全會寬頻系統之穩定性。

Administration and Procurement

Administration and Procurement Department aims to offer quality logistics, services to all centres/units related to administration and procurement aspects.

Highlights:

1. Was responsible for conducting various tender exercises for the Kowloon Centre Rehabilitation Project.
2. Continuously reviewed the procurement procedures: achieved cost saving on several purchases, and further streamlined the processing of "non-competitive bids".
3. Enhanced cost effectiveness by obtaining a waiver of production of energy audit for four of the Association's premises after liaison with Electrical & Mechanical Services Department.
4. Liaised closely with Lands Department for lease modification for Yau Yat Chuen to allow provision for elderly day care service.
5. Assisted in renewing the lease of Sydney Leong Holiday Lodge for another 15 years with the legal support of the voluntary lawyer.
6. Converted the Chapel into a multi-functional room at Headquarters in order to optimize room usage.

Information System

Information System Department offers quality information system support and developmental service for all service units and departments. In order to meet with the long-term development of the Association, the Department had completed restructuring in early 2014 where its development direction, roles and responsibilities had been redefined. Furthermore, acting as IT project manager, the Department assisted in the planning and development of various IT projects, and consultancy services were offered when needed.

At present, the Department is engaging in building a Customer Relationship Management System aiming to assist our frontline staff in handling duties relating to our members, service users and volunteers, and enable the Association to better understand the needs of both current and potential service recipients for delivery of timely services.

Projects accomplished in 2013-2014:

1. Established YWCA KM Portal to facilitate the sharing and downloading of information, files and documents of departments and improve cross-departmental communication.
2. Established the Disaster Recovery Site to allow prompt response to any occurrence of unexpected incidents.
3. Implemented bulk purchase of new computers and Microsoft Office licenses to cope with the termination of support service for Windows XP and Office 2003.
4. Established the CLLE System to support the daily operation of our Centre of Learning and Life Enhancement and provide an on-line platform for its members' use.
5. Upgrading the network equipment at Headquarters to enhance the stability of the broadband network of the Association.

財務管理

財務部致力提供優質財務管理服務，並確保本會財政資源有效善用，提升服務質素及效益。

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

財務部每月制定及發出財務報表，包括了與本年度預算及上年度決算的差異分析。同時，透過檢視過往多年的財務走勢，為管理層及董事局提供了財務分析及預測。

本會按實際情況及發展策略，把儲備應用於不同範疇。董事會亦在其會議上討論如何管理及運用儲備，包括整筆撥款儲備及非定影員工公積金儲備，目的在善用儲備，以加強服務質素和推動策略性發展。

整筆撥款儲備

截至2014年3月31日，本會整筆撥款儲備為三千九百九十萬元，並將每年受整筆撥款資助服務的營運開支的20%作為營運儲備，其餘(整筆撥款儲備減去營運開支的20%)可用於不同範疇的分配，例如：用作支付員工獎勵金、獎勵性增薪及員工專業發展及培訓等。

公積金/強積金儲備

公積金/強積金儲備只會用作支付公積金/強積金，而本會亦嚴格遵守整筆撥款手冊、其通告及相關信函所列明之條文及理念。本會亦相應地訂立了有關動用儲備金之守則及政策予員工參考及遵守。

於本財政年度內，本會員工亦會因服務年資之多寡而享有5%至10%的強積金僱主供款。截至2014年3月31日，本會累積之公積金及強積金結餘為港幣一千六百多萬元。

Finance Management

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

To enhance transparency and communication with our stakeholders, financial information including Lump Sum Grant Reserve was disseminated through appropriate channels to public.

During the year, FD also prepared monthly management accounts with variance analysis against the budget and last year. In addition, based on past financial trends, FD projected financial review and forecast for the management and board.

During the year, recommendations on the allocation and utilization of different reserves (including LSG and Pension Fund reserves) was made to and adopted by the Board.

Lump Sum Grant (LSG) Reserve

At year ended 31 March 2014, the cumulative LSG Reserve was \$39.9m. When utilizing the reserve, the Association has observed the intended purposes as stipulated in the LSG Manual, Circulars and relevant notifications. According to our strategic reserve policy, part of the accumulated LSG Reserve is designated for operation purpose whilst the balance is for staff expenses, other operating expenses and service enhancement and development. The maximum amount of LSG Reserve deemed for operation purpose is capped at 20% of the subvented services' operating expenditure (excluding Provident Fund expenditure).

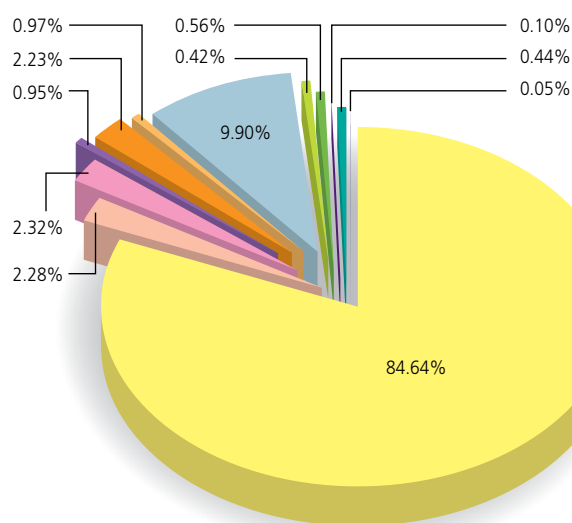
Provident Fund (PF) Reserve

Provident Fund Reserve is used for provident fund purpose and when utilizing the reserve, the Association has observed the intended purpose as stipulated in the LSG Manual, Circulars and relevant notifications. The Association has policy governing the use of the reserve.

Based on the number of years of service, the contribution rates for MPF were from 5% to 10% for the year. At the year ended 31 March 2014, the cumulative PF Reserve amounted to \$16.1m.

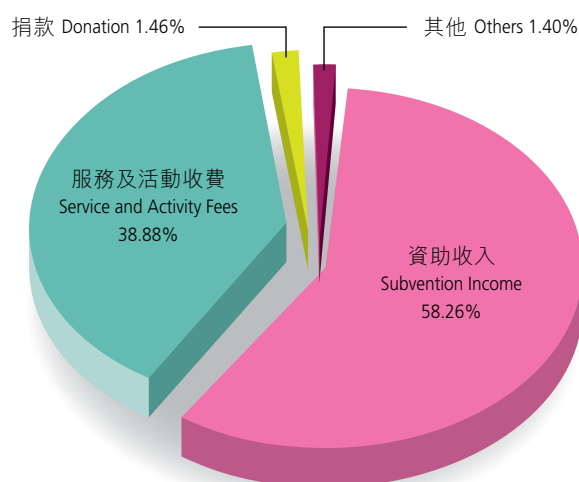


2013-14年度 社會福利署整筆撥款支出分佈 Breakdown of Social Welfare Department LSG Expenditures for 2013-14



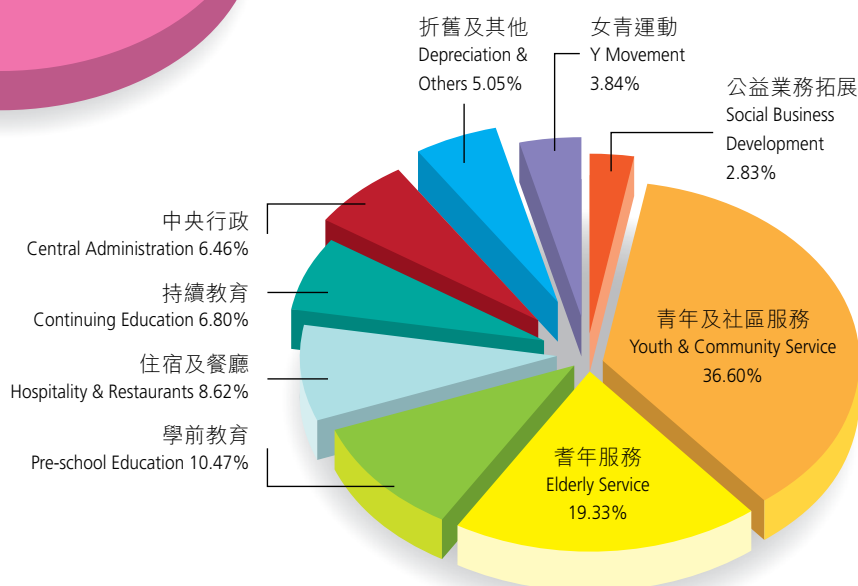
總支出 Total Expenditures: \$201,358,807

2013-2014 機構整體收入及支出 Financial Report of the Association



總收入 Total Income: HK\$515,230,474*

**總支出
Total Expenditure:
HK\$469,776,083***



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

住宿照顧



世界各地的旅客

青年獨立生活訓練
加強年青人自我管理
及解決問題的能力

內閣輔導訓練計劃
強化個人策劃
及組織能力

聯誼青年文化交流活動
拓展國際視野
及建立環球網絡

就業實習計劃
提供職位和培訓機會
關連弱勢社群需要



連成蔭
子-同長成樹

延續「九龍會所」傳奇

投資未來，邁向一百周年

「九龍會所」為香港青年提供了一個「一站式綜合社會服務網絡」，為香港之有志青年人士提供一個全方位的解決方案。多項服務（如導遊、培訓、就業、實習等）均由「九龍會所」提供，為有志青年提供一個全方位、多方位、多層面的服務網絡。自成立以來，「九龍會所」已為超過20萬名青年提供服務。

「九龍會所」為香港青年提供了一個「一站式綜合社會服務網絡」，為香港之有志青年人士提供一個全方位的解決方案。多項服務（如導遊、培訓、就業、實習等）均由「九龍會所」提供，為有志青年提供一個全方位、多方位、多層面的服務網絡。自成立以來，「九龍會所」已為超過20萬名青年提供服務。

攜手同心 投資未來

九龍會所與香港一起成長，時刻點亮生命。

70-80年代
60-70年代
50年代

「九龍會所」為香港青年提供了一個「一站式綜合社會服務網絡」，為香港之有志青年人士提供一個全方位的解決方案。多項服務（如導遊、培訓、就業、實習等）均由「九龍會所」提供，為有志青年提供一個全方位、多方位、多層面的服務網絡。自成立以來，「九龍會所」已為超過20萬名青年提供服務。

葉子片片，
鬱鬱蔥蔥，可連成蔭
果子雖小，
滿載種子，可長成樹

機構資料 Organization Information



機構資料 Organization Information

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

索引 辦事處
Index Office

通訊索引編號 (見116至121頁)
Correspondence Index (see P.116-121)

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
- 15 園景軒餐廳 Y Garden View Lounge
- 12 Y Delight 女青會員優惠坊 Y Delight Membership Welfare Store
- 11 女青活學中心 Centre of Learning and Life Enhancement
- 13 Y Silver Link 安居通長者家居用品店 Y Silver Link Elderly Products Store

學前教育 Pre-school Education

- 48 學前教育部辦事處 Pre-school Education Department Office
- 16 戴翰芬幼兒學校 Tai Hon Fan Nursery School
- 49 趙靄華幼兒學校 Chiu Oi Wah Nursery School
- 39 信望幼兒學校 Faith Hope Nursery School
- 38 彩雲幼兒學校 Choi Wan Nursery School
- 62 長青幼兒學校 Cheung Ching Nursery School
- 60 荃灣幼兒學校 Tsuen Wan Nursery School
- 67 隆亨幼兒學校 Lung Hang Nursery School
- 71 安定幼兒學校 On Ting Nursery School
- 32 紹邦幼兒學校 Shiu Pong Nursery School
- 50 宏恩幼稚園 Athena Kindergarten

青年及社區服務 Youth & Community Service

- 27 梁紹榮度假村 Sydney Leong Holiday Lodge
- 18 西環綜合社會服務處 Western District Integrated Social Service Centre
- 51 深水埗綜合社會服務處 Sham Shui Po Integrated Social Service Centre
- 41 龍翔綜合社會服務處 Lung Cheung Integrated Social Service Centre
- 43 樂華綜合社會服務處 Lok Wah Integrated Social Service Centre
- 63 青衣綜合社會服務處 Tsing Yi Integrated Social Service Centre
- 69 沙田綜合社會服務處 Shatin Integrated Social Service Centre
- 70 沙田綜合社會服務處 (禾輦分處) Shatin Integrated Social Service Centre (Wo Che Office)
- 74 蝴蝶灣綜合社會服務處 Butterfly Bay Integrated Social Service Centre
- 72 屯門綜合社會服務處 Tuen Mun Integrated Social Service Centre
- 73 屯門綜合社會服務處 (安定分處) Tuen Mun Integrated Social Service Centre (On Ting Office)
- 76 天水圍綜合社會服務處 Tin Shui Wai Integrated Social Service Centre
- 44 將軍澳綜合社會服務處 Tseung Kwan O Integrated Social Service Centre
- 45 將軍澳青年外展社會工作隊 Tseng Kwan O Youth Outreaching Social Work Team
- 20 中西區及離島青年外展社會工作隊 Central, Western & Islands District Youth Outreaching Social Work Team
- 21 觀龍樓社區工作辦事處 Kwun Lung Lau Community Work Office
- 25 大澳社區工作辦事處 Tai O Community Work Office

- 26 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
36 青年就業資源中心 (旺角) Youth Employment Resource Centre (Mong Kok)
66 青年就業資源中心 (葵芳) Youth Employment Resource Centre (Kwai Fong)
77 天水圍一站式就業及培訓中心 Tin Shui Wai One-Stop Employment and Training Centre
42 學校社會工作辦事處 School Social Work Office

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

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

婦女事工部 Women Affairs Department

- 28 婦女事工部 Women Affairs Department
30 又一村家庭健康促進中心 Family Wellness Centre (Yau Yat Chuen)
75 賽馬會天水圍家庭健康促進中心 Jockey Club Tin Shui Wai Family Wellness Centre
29 臨床心理服務 Clinical Psychological Service

學校教育 School Education

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

持續教育 Continuing Education

- 56 職業發展及訓練中心 Career Development and Training Centre
40 九龍東持續教育中心 Kowloon East Continuing Education Centre
61 麗瑤社會服務處 Lai Yiu Social Service Centre
68 沙田持續教育中心 Shatin Continuing Education Centre
46 旺角持續教育中心辦事處 Mongkok Continuing Education Centre Office
47 旺角持續教育中心 Mongkok Continuing Education Centre
58 Y Serenity 青心坊到戶按摩服務 Y Serenity Wellness and Massage Centre
59 ERB 服務中心 (九龍西) ERB Service Centre (Kowloon West)

耆年服務 Elderly Service

- 22 明儒松柏社區服務中心 Ming Yue District Elderly Community Centre
78 秀群松柏社區服務中心 Ellen Li District Elderly Community Centre
80 Y Farm 健康長者農場 Y Farm for Healthy Ageing
19 西環松柏中心 Sai Wan Social Centre for the Elderly
65 長青松柏中心 (青葵樓) Cheung Ching Neighbourhood Elderly Centre (Correspondence Address)
64 長青松柏中心 (長青社區中心) Cheung Ching Neighbourhood Elderly Centre
52 誌寶松柏中心 Chi Po Neighbourhood Elderly Centre
35 九龍城綜合家居照顧服務隊 Kowloon City Integrated Home Care Services Team
55 深水埗綜合家居照顧服務隊 Sham Shui Po Integrated Home Care Services Team
54 林護紀念松柏日間護理中心 Lam Woo Memorial Day Care Centre for the Elderly
24 鄭傍卿護理安老苑 Cheng Pon Hing Care & Attention Home for the Elderly
53 雲華護理安老苑 Wan Wah Care & Attention Home for the Elderly
57 長者持續教育中心 Elderly Continuing Education Centre
31 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)
23 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)
79 Y Care 新創建青健坊 (北區) 長者日間護理中心 NWS Y Care Day Care Centre for the Elderly (North District)

酒店服務 Hotels & Residences Services

- 14 園景軒 Garden View Hong Kong
37 峰景軒 Summit View Kowloon
17 般咸軒 Bonham Residence Hong Kong
33 海棠軒 Begonia Residence Kowloon

機構資料 Organization Information

港島－中區

Hong Kong Island - Central District

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

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

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

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

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

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

物業管理部

Facilities Management Department

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

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 1413
傳真 Fax: 3476 1392
電郵 E-mail: iad@ywca.org.hk

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 1324
傳真 Fax: 3476 1320
電郵 E-mail: cmmd@ywca.org.hk

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

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

Y Delight 女青會員優惠坊

Y Delight Membership Welfare Store

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

Y Silver Link 安居通長者家居用品店

Y Silver Link Elderly Products Store

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

園景軒

Garden View Hong Kong

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

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

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

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: ghadm@ywca.org.hk

西環綜合社會服務處

Western District Integrated Social Service Centre

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

西環松柏中心

Sai Wan Social Centre for the Elderly

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

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

觀龍樓社區工作辦事處

Kwun Lung Lau Community Work Office

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

港島－東區及南區 Hong Kong Island - East & South District

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

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 7626
電郵 E-mail: memy@ywca.org.hk

鄭傍卿護理安老苑

Cheng Pon Hing Care & Attention Home for the Elderly

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

大嶼山 Lantau Island

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

Y Eco Tour 大澳文化生態 綜合資源中心

Y Eco Tour Tai O Cultural and Ecological Integrated Resource Centre

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

梁紹榮度假村

Sydney Leong Holiday Lodge

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

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

婦女事工部

Women Affairs Department

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

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

又一村家庭健康促進中心

Family Wellness Centre (Yau Yat Chuen)

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

Y Care 青健坊 (又一村)**長者日間護理中心**

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

九龍九龍塘又一村海棠路66號2樓
215-218室

No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon
電話 Tel: 3443 1686

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

海棠軒**Begonia Residence Kowloon**

九龍九龍塘又一村海棠路66號
No. 66 Begonia Road, Yau Yat Chuen,
Kowloon Tong, Kowloon

電話 Tel: 3443 1881
傳真 Fax: 3443 1803
電郵 E-mail: ghadm@ywca.org.hk

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

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村
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****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

峰景軒**Summit View Kowloon**

九龍窩打老道山文福道5號
No. 5 Man Fuk Road, Waterloo Road Hill,
Kowloon

電話 Tel: 2713 9211
傳真 Fax: 2761 1269
電郵 E-mail: ghadm@ywca.org.hk

**九龍－黃大仙、觀塘及將軍澳
Kowloon - Wong Tai Sin, Kwun
Tong & Tseung Kwan O****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

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

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

龍翔綜合社會服務處**Lung Cheung Integrated Social
Service Centre**

九龍黃大仙中心平台P1室 (2樓)
Unit No. P1, Podium Floor,

Wong Tai Sin Shopping Centre,
Lower Wong Tai Sin (II) Estate, Kowloon
電話 Tel: 2326 0192
傳真 Fax: 2351 7152
電郵 E-mail: itlc@ywca.org.hk

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

樂華綜合社會服務處**Lok Wah Integrated Social Service
Centre**

九龍牛頭角樂華邨社區中心地下、
2至4樓

G/F, 2/F-4/F, Lok Wah Estate Community Centre,
Ngau Tau Kok, Kowloon (E)
電話 Tel: 2750 2521
傳真 Fax: 2751 9099
電郵 E-mail: itlw@ywca.org.hk

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

新界將軍澳澳景路88號維景灣畔
第3期地庫第3層
Lower Ground Level 3, Phase III, Ocean Shores,
88 O King Road, Tseung Kwan O,
New Territories

電話 Tel: 2709 3388
傳真 Fax: 2709 3311
電郵 E-mail: ittko@ywca.org.hk

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

旺角持續教育中心辦事處

Mongkok Continuing Education Centre Office

九龍深水埗東京街12號麗閣邨
麗閣商場1樓101室
Room 101, 1/F, Lai Kok Shopping Centre,
Lai Kok Estate, 12 Tonkin Street, Shamshui-po,
Kowloon

電話 Tel: 3970 0876

傳真 Fax: 3970 0887

電郵 E-mail: ceco@ywca.org.hk

旺角持續教育中心

Mongkok Continuing Education Centre

九龍荔枝角道23號
23 Lai Chi Kok Road, Kowloon

電話 Tel: 2391 4701

電郵 E-mail: ceco@ywca.org.hk

學前教育部辦事處

Pre-school Education Department Office

九龍深水埗長沙灣道311號怡靖苑
閒靜閣地下1至8室
Unit 1-8, G/F, Han Ching House,
Yee Ching Court,
No. 311 Cheung Sha Wan Road, Shamshui-po,
Kowloon

電話 Tel: 3586 0344

傳真 Fax: 2545 1197

電郵 E-mail: pedo@ywca.org.hk

趙露華幼兒學校

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

宏恩幼稚園

Athena Kindergarten

九龍深水埗長沙灣道311號怡靖苑
閒靜閣地下1至8室

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

Yee Ching Court, No. 311 Cheung Sha Wan
Road, Shamshui-po, Kowloon

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傳真 Fax: 2728 1214

電郵 E-mail: kga@ywca.org.hk

深水埗綜合社會服務處

Sham Shui Po Integrated Social Service Centre

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市政大廈4樓、5樓、6樓

4/F, 5/F & 6/F,

Un Chau Street Municipal Services Building,
59-63 Un Chau Street, Shamshui-po, Kowloon

電話 Tel: 2720 4318

傳真 Fax: 2720 4201

電郵 E-mail: itssp@ywca.org.hk

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

雲華護理安老苑

Wan Wah Care & Attention Home for the Elderly

九龍麗安邨麗廉樓及麗榮樓地下
(B座及C座)及1樓

G/F, Wing B & C and 1/F Wing A to D,
Lai Lim House, Lai On Estate, Kowloon

電話 Tel: 2708 3677

傳真 Fax: 2729 1359

電郵 E-mail: heww@ywca.org.hk

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

深水埗綜合家居照顧服務隊

Sham Shui Po Integrated Home Care Services Team

九龍深水埗麗安邨麗廉樓地下
(辦公室)

G/F, Lai Lim House, Lai On Estate, Shamshui-po,
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

職業發展及訓練中心

Career Development and Training Centre

九龍深水埗東京街12號麗閣商場1樓
101室

Room 101, 1/F, Lai Kok Shopping Centre,
Lai Kok Estate, 12 Tonkin Street, Shamshui-po,
Kowloon

電話 Tel: 3970 0800

傳真 Fax: 3970 0887

電郵 E-mail: pcykc@ywca.org.hk

長者持續教育中心

Elderly Continuing Education Centre

九龍深水埗東京街12號麗閣邨
麗閣商場1樓101室 (通訊處)

Room 101, 1/F, Lai Kok Shopping Centre,
Lai Kok Estate, 12 Tonkin Street, Shamshui-po,
Kowloon

電話 Tel: 2715 8389

傳真 Fax: 2715 8802

電郵 E-mail: ecec@ywca.org.hk

Y Serenity 青心坊到戶

按摩服務

Y Serenity Wellness and Massage Centre

九龍深水埗東京街12號麗閣邨
麗閣商場1樓101室 (通訊處)

Room 101, Lai Kok Shopping Centre,
Lai Kok Estate, 12 Tonkin Street, Shamshui-po,
Kowloon

電話 Tel: 3970 0800

傳真 Fax: 3970 0888

電郵 E-mail: swmc@ywca.org.hk

ERB 服務中心 (九龍西)**ERB Service Centre (Kowloon West)**

九龍長沙灣順寧道273號日輝大廈商場1樓

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電郵 E-mail: kwsc@ywca.org.hk

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

新界荃灣大河道60號雅麗珊社區中心5樓

4/F, Princess Alexandra Community Centre, No. 60 Tai Ho Road, Tsuen Wan, N.T.

電話 Tel: 2490 9060

傳真 Fax: 2490 0144

電郵 E-mail: nstwt@ywca.org.hk

麗瑤社會服務處**Lai Yiu Social Service Centre**

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電話 Tel: 2745 5185

傳真 Fax: 2745 5385

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長青幼兒學校**Cheung Ching Nursery School**

新界青衣長青邨長青社區中心六樓5/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, N.T.

電話 Tel: 2495 7678

傳真 Fax: 2431 0322

電郵 E-mail: nscct@ywca.org.hk

青衣綜合社會服務處**Tsing Yi Integrated Social Service Centre**

新界青衣長青邨長青社區中心3至5樓2/F-4/F, Cheung Ching Estate Community Centre, Cheung Ching Estate, Tsing Yi, N.T.

電話 Tel: 2497 3030

傳真 Fax: 2433 0136

電郵 E-mail: itty@ywca.org.hk

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.

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電郵 E-mail: secc@ywca.org.hk

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

新界青衣長青邨青葵樓406-411室 (通訊處)

Unit No. 406-411, Ching Kwai House, Cheung Ching Estate, Tsing Yi (Correspondence Address)

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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
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**新界－沙田
New Territories - Sha Tin****隆亨幼兒學校****Lung Hang Nursery School**

新界沙田隆亨邨隆亨社區中心6樓5/F, Lung Hang Community Centre, Lung Hang Estate, Shatin, N.T.

電話 Tel: 2606 7962

傳真 Fax: 2606 7760

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

新界沙田小瀝源源順圍28號都會廣場5樓521至522室

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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

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

新界沙田正街21至27號沙田廣場4樓平台

L4, Podium, Shatin Plaza,

No. 21-27 Shatin Centre Street, Shatin, N.T.

電話 Tel: 2691 9170

傳真 Fax: 2606 6351

電郵 E-mail: itst@ywca.org.hk

沙田綜合社會服務處**(禾輦分處)****Shatin Integrated Social Service Centre (Wo Che Office)**

新界沙田禾輦邨協和樓217-224號
Units 217-224, Hip Wo House, Wo Che Estate, Shatin, N.T.

電話 Tel: 2698 3008

傳真 Fax: 2606 6357

電郵 E-mail: itst@ywca.org.hk

**新界－屯門、元朗及天水圍
New Territories - Tuen Mun,
Yuen Long & Tin Shui Wai****安定幼兒學校****On Ting Nursery School**

新界屯門安定邨安定友愛社區中心6樓

5/F, On Ting Yau Oi Community Centre,

On Ting Estate, Tuen Mun, N.T.

電話 Tel: 2458 0578

傳真 Fax: 2458 0339

電郵 E-mail: nsot@ywca.org.hk

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

屯門友愛邨愛廉樓地下103號

Unit No. 103, G/F, Oi Lim House, Yau Oi Estate, Tuen Mun

電話 Tel: 2451 0311

傳真 Fax: 2450 8984

電郵 E-mail: ittm@ywca.org.hk

**屯門綜合社會服務處
(安定分處)**

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**Tuen Mun Integrated Social Service Centre
(On Ting Office)**

新界屯門安定邨定龍樓地下
119-121室
Units 119-121, Ting Lung House,
On Ting Estate, Tuen Mun, N.T.
電話 Tel: 2458 9070 / 2441 6638
傳真 Fax: 2458 9900
電郵 E-mail: ittm2@ywca.org.hk

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

74

新界屯門蝴蝶邨蝶聚樓地下
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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

**賽馬會天水圍家庭健康
促進中心**

75

**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
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**天水圍綜合社會服務處
Tin Shui Wai Integrated Social
Service Centre**

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新界元朗天水圍天瑞社區中心
地下、1、2、4樓
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Shui Wai, Yuen Long, N.T.
電話 Tel: 2447 9228
傳真 Fax: 2447 9246
電郵 E-mail: ittsw@ywca.org.hk

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

77

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

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

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

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粉嶺華明邨頌明樓地下3號
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Wah Ming Estate, Fanling
電話 Tel: 2676 2525
傳真 Fax: 2682 0408
電郵 E-mail: meel@ywca.org.hk

**Y Care 新創健青健坊 (北區)
長者日間護理中心**

79

**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

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

80

粉嶺華明邨頌明樓地下3號 (通訊處)
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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 2013/14.

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麥小姐
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黃美群女士
彭定中博士
蘇少媚女士
賀國賢先生
馮重先生

馮連家人
馮惠嫦女士
黃先生
黃朱清蓮女士
黃佩琪女士
黃金興女士
黃炯鍾先生
黃振南先生
黃惠珍牧師
黃結雲女士
黃德英女士
黃鄭英女士
黃灝言先生
溫彥先生
葉魁先生
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劉桂珍女士
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鄧仲琴家人
鄧欣賢女士
鄧梁愛怡女士
鄧惠芬女士
鄧慰慈女士
鄭容麗女士
鄭曾偉先生
鄭鏗源先生
黎子中先生
黎美儀女士
黎桂清女士
黎瑞娟女士
盧玉綺瀟女士
盧定欣女士
盧韻恆先生
蕭亮美女士
蕭施羽先生
賴良杰先生
錢本道醫生
霍玉英博士
霍羅兆貞女士
鮑天樂女士
戴先生
謝碧玲女士
謝慧芬女士
謝燕雲女士
簡兆祺議員
顏素芳女士
顏漢松先生
顏鄭勝彩女士
羅啟幹先生
羅愛珍女士
羅瑞平先生
羅蘭女士
譚潔瑩女士
關華華女士
蘇少媚女士
蘇美屏女士

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

中西區撲滅罪行委員會
中區警署
中國人民解放軍駐香港部隊
公民教育委員會
公務員事務局
少年警訊
牛池灣郵政局
北區醫院
平等機會委員會
民政事務總署及各區民政事務處
各區青年活動統籌委員會
各區屋邨管理諮詢委員會
沙田區撲滅罪行委員會
沙田警署
房屋署及各屋邨辦事處
明愛寶血醫院
東區尤德夫人那打素醫院
社會福利署及各區福利辦事處
長洲警署
長康郵政局
青年事務委員會
保安局禁毒處
政制及內地事務局
食物環境衛生署
香港房屋協會
香港房屋委員會
香港科學園
香港消防處
家庭與學校合作事宜委員會
臺灣公民教育委員會
馬鞍山警署
區議會及各區分區委員會
婦女事務委員會
康樂及文化事務署
教育局
深水埗公民教育委員會
深水埗區防火委員會
深水埗區撲滅罪行委員會
勞工及福利局
勞工處
廉政公署
義務工作發展局
影視及娛樂事務管理處
衛生防護中心
衛生教育展覽及資料中心
衛生署
機電工程署
離島區防火委員會

商業機構 Businesses

Art Fête
AXA 安盛金融有限公司
Bigboxx.Com Ltd
Brock Carmichael Asia Limited
C+Café
Carl Tong & Associates Management
Consultancy Limited
Chevalier International Holdings Ltd
City Super Ltd
Dear Dogs & Cat
Designer Group Company Limited
Dining Innovation Hong Kong Ltd
Dog One Life
Dr. Kong 健康鞋專門店
Drake Overload Ltd
Drawing Room Concepts Ltd

dwp
eHobby
Elite Partners CPA Limited
ELLA CHEONG (H.K.) LTD
E-MAC
Eric Wong
ESD Services Limited
Foodlink
HLB 國衛會計師事務所有限公司
Hong Kong Storage
ilovemama.com
In Stage Arts Centre
ISS Facility Services Limited
Junk Wood Sculpture
Kiddo Zone
KM Sports
Lane Crawford (Hong Kong) Limited
LF Asia (Hong Kong) Ltd
MENCE BEAUTY
Microm Technology
Mighty Ocean Company Limited
(The Body Shop)
Mitex International (HK) Ltd
Nova Insurance Consultants Limited
NY Beebies 美國入口嬰兒用品
服裝專門店
Peace Square
Ralph Lauren Asia Pacific Limited
Reckitt Benckiser Hong Kong Limited
S.W.S. 射擊工作室
Savills Property Management Limited
Secret's Group Limited
she.com
Solutions Health Care Products &
Services Ltd
Starrystep Limited
Teledirect Hong Kong
Telok Real Estate Partners (HK) LTD
TNT Express Worldwide(HK) Ltd
UP2U
Via il colpo
VTech Holdings Limited
WeLab Limited
Worldwide Flight Services Holdings S.A.
Zara Asia Limited
一口田有限公司
九龍巴士 (1933) 有限公司
三連 (香港) 有限公司
大同餅家
大聯大電子 (香港) 有限公司
中信國際電訊 (信息技術) 有限公司
中原地產代理有限公司
友邦保險
太古可口可樂 (香港) 有限公司
太古地產有限公司
太平洋咖啡有限公司
太陽國際財務有限公司
太興環球發展有限公司
日本命力健康食品有限公司
包點先生
卡哥特科亞洲有限公司
永旺 (香港) 百貨有限公司
永隆銀行
仲量聯行物業管理有限公司
先施有限公司
光易國際有限公司
合益膠盒廠有限公司
吉野家快餐 (香港) 有限公司
好安心專業陪月服務有限公司

如意護理安老院
安心媽寶陪月中心
安利有限公司
安福護老院
旭日企業有限公司
旭日集團
江偉強 張振邦律師行
百佳超級市場
伸手助人協會麗瑤白普理護老院
位元堂藥廠有限公司
利康中西藥房有限公司
利斯貝思企業有限公司
利潔時有限公司
君好飲食管理有限公司
宏力保安服務有限公司
快圖美
車路士足球學校 (香港)
亞洲運動及體適能專業學院
其士國際集團有限公司
協利興記置業有限公司
協利興記置業有限公司 - 永祥興織造
協興建築有限公司
周大福珠寶集團
和心有限公司
宜居物業管理有限公司
尚品薈
尚德邨新昌管理服務有限公司
屈臣氏集團
怡安保險顧問有限公司
怡邦客務資源管理有限公司
昂坪360
明報網站JUMP
東亞銀行
東涌貝良局護老院
東華三院馬鄭淑英安老院
東華三院楊成紀念長期護老院
松齡 (保德) 護老中心分院
松齡 (萬年) 護老中心
花旗集團
金門建築有限公司
長江生命科技集團有限公司
青和居護老院
青洲英坭 (集團) 有限公司
俊和發展集團
保康 (龍翔) 護老中心
信和物業管理有限公司
信和停車場管理有限公司
信和集團
信和置業有限公司
信和護衛有限公司
信德中旅船務管理有限公司
信興集團
冠輝警衛有限公司
城巴有限公司
姿足坊
威智護衛有限公司
建業建築工程有限公司
恒生銀行
恒益物業管理有限公司
恒隆地產有限公司
政策21有限公司
柯達 (中國) 有限公司
皇室家傭有限公司
美國安利 (香港) 日用品有限公司
美國通用電氣國際公司
美國雅培製藥有限公司
美國運通國際股份有限公司
英格蜜兒有限公司
香港九龍諾富特酒店
香港上海匯豐銀行有限公司
香港中華煤氣有限公司
香港日航酒店
香港利惠有限公司
香港君悅酒店
香港盲人輔導會賽馬會屯門安老院

香港迪士尼樂園
香港基督教服務處長發安老院
香港喜來登酒店
香港聖公會李嘉誠護理安老院
香港調酒學校
香港機場地勤服務有限公司
香港興業有限公司
香港賽馬會
香港蘇浙滬同鄉會屯門安老院
香港鐵路有限公司
家亮香港有限公司
根基雜誌
泰山企業貿易公司
海欣纖體美容中心
海洋公園
特佳印刷有限公司
特約飯店
高美怡輝 (香港) 有限公司
偉邦物業管理有限公司
偉易達通訊設備有限公司
偉易達集團
健怡坊
億誠教育中心
商務印書館 (香港) 有限公司
啟勝管理服務有限公司
國際物業管理有限公司
康年警衛有限公司
康妍專業護理中心
康業服務有限公司
梁惠如芭蕾舞學校
梓峰教育
深灣遊艇俱樂部有限公司
第一太平戴維斯物業管理有限公司
許留山食品製造有限公司
通力技術服務有限公司
陪月阿姨
雀巢香港有限公司
麥迪專業醫療服務有限公司
麥高迪保安及管理服務有限公司
創庫系統有限公司
博愛醫院梁之潛夫人綜合中醫
專科診所
善衡專業護養有限公司
堡獅龍企業有限公司
富城技術服務有限公司
富城物業管理有限公司
富城集團
富城網有限公司
富臨
惠氏營養品
惠保 (香港) 有限公司
惠保建築有限公司
惠康超級市場
惠康環境服務有限公司
惠達企業
愉景灣服務管理有限公司
愉景灣航運服務有限公司
港島海逸君綽酒店
港基物業管理有限公司
華豐護老中心有限公司
超群麵包西餅有限公司
逸濤灣物業管理有限公司
逸濤灣管理有限公司
開元信德會計師事務所有限公司
陽光麵包西餅
雅瑪多國際物流 (香港) 有限公司
集善有限公司
黃埔花園管理有限公司
塞科利達保安服務 (香港) 有限公司
愛 · 製作有限公司
慈雲山博愛醫院陳馮曼玲護理安老院
新世界中國地產有限公司
新世界第一巴士服務有限公司
新世界第一渡輪服務有限公司
新世界發展有限公司

新城保險顧問有限公司
新創建集團有限公司
新華旅遊有限公司
新鴻基地產公司
楊志遠醫生醫務所
殿堂公期關係顧問集團有限公司
溢運香港有限公司 (意粉屋)
瑞安承建有限公司
瑞安建築有限公司
瑞安建築資產管理 (香港) 有限公司
瑞安建築有限公司
瑞踏有限公司
聖公會牙科診所
葉壹堂藝術書 (香港) 有限公司
電話營業管理服務有限公司
頌恩護理院
嘉里控股有限公司
嘉頓有限公司
碧耀有限公司
維他奶國際集團有限公司
領先工業有限公司
領域國際有限公司
領盛國際有限公司
劉尉欣牙科醫務所
德國靈寶家科研藥廠
德基設計工程有限公司
德發小廚
慧堂專業陪月僱傭服務中心
歐化藥業有限公司
歐萊雅香港有限公司
蔡羅會計師事務所
衛信企業服務有限公司
趣屋餐廳
髮絲舍
樺捷零售香港有限公司
橙天嘉禾娛樂有限公司
澳洲航空
糖痴豆甜品屋
興怡物業服務有限公司
衛安有限公司
衛訊電訊有限公司
親子王國
頤和園護老中心 (紅磡)
頤康護老院
邁奧嬰幼兒潛能發展中心
鍾聲慈善社劉梅軒安老院
鴻發文具
鴻福堂集團
雙妹哩
鯉景灣物業管理有限公司
麗豪酒店
鷹君集團有限公司

基金/計劃 Fund/Scheme

The Rock Chen Charitable and Educational Foundation Limited
FIL Foundation
Water Drops Foundation Ltd
香港賽馬會慈善信託基金
世界傳道會/那打素基金
社會福利署地區青少年發展資助計劃
「食德好」食物回收計劃
中銀香港暖心愛港計劃
太陽報慈善基金
利希慎基金
李嘉誠基金會
東方日報慈善基金
社區投資共享基金
社區關護長者基金
社會福利署老有所為活動計劃
社會福利署攜手扶弱基金
花旗集團成功在望獎勵計劃
美國冒險樂園兒童基金
香港女童軍總會女童軍全方位資助計劃

香港城市大學火焰計劃
香港遊樂場協會「新境界」社區支援服務計劃
書伴我行 (香港) 基金會
黃廷芳慈善基金有限公司
匯豐社區夥伴計劃
新創建集團慈善基金
楊玉光先生慈善基金有限公司
滙豐銀行慈善基金
禁毒基金
運輸處離島遊計劃
優質教育基金計劃
戴麟趾康樂基金
羅英士慈善基金
關愛基金
蘋果日報慈善基金
鐵心暖心慈善基金會

教會及基督教團體 Churches and Christian Bodies

ALPHA
Hope of the City
中國信徒佈道會有限公司
中華基督教會公理堂
中華基督教會香港潮人生命堂
中華基督教會雅各堂
中華基督教會錦江紀念禮拜堂
中華基督教會鰂魚涌堂
中華傳道會祐靈堂
五餅二魚網站
天水圍基督恩典教會
尖沙咀浸信會
青衣基督教惠荃堂
南屯門平安福音堂
宣教會恩佑堂
宣道會大澳堂
宣道會利東堂
宣道會青衣堂
宣道會青霖堂
流通管子婦女團契
香港九龍塘基督教中華宣道會恩友堂
香港中華基督教青年會
香港神託會
香港基督少年軍
香港基督教協進會
香港基督教青年會
香港聖公會靈風堂
海怡浸信教會
神召會西環堂
國度事奉中心
基石教會恩盛堂
基恩福音堂
基督教巴拿巴愛心服務團
基督教角聲佈道團有限公司
基督教宣道會愛主堂
基督教香港信義會靈合堂
基督教香港崇真會筲箕灣堂
基督教香港潮人生命堂
基督教基恩會屯門堂
基督教勵行會
基督復臨安息日會太和福音堂
彩虹喜樂福音堂
港澳信義會活石堂
新生命浸信會
富置浸信教會
聖公會聖提摩太堂
播道會窩打老道山福音堂
讚美操協會
團體 Non-governmental Organizations
American Women's Association of Hong Kong
Foodlink
Green Apple Righteous Youth Association Ltd
Rainbow Foundation
九龍果菜同業商會
九龍城區長者健康外展隊伍
九龍醫院醫療康復團隊
上海總會
大埔鳳園保育區
中區獅子會
中華基督教會荃灣會所
仁愛堂田家炳屯門綜合家居照顧服務中心
仁愛堂胡忠長者地區中心
仁濟醫院社會服務部
仁濟醫院曾榮夫人長者鄰舍中心
元州街市政大廈管理委員會
元朗區校長會
友愛邨屋邨管理諮詢委員會
天水圍香島中學義工服務團
天瑞邨屋邨管理諮詢委員會
屯門育智中心
心理衛生會
心理衛生會順天成人訓練中心
可觀自然教育中心暨天文館
禾輦邨屋邨管理諮詢委員會
安徒生會
安泰軒 - 新生精神康復會
有機上網
西貢及黃大仙區域外展服務隊
西貢區公民教育促進委員會
西貢區社區中心
西貢將軍澳中學校長會
西貢將軍澳婦女會
扶康會
扶輪社
沙田廣場業主立案法團
秀茂坪警區警民關係組
亞洲婦女協進會
卓嘉體藝學社
扶康會
明愛
東九龍居民協會
東區醫院老人精神科外展隊
東華三院
社區文化發展中心
社區藥物教育輔導會
婦光團金曲組
保良局
保護遺棄動物協會
南豐新村業主立案法團
宣教會大興白普理老人中心
拾德同盟
紅十字會第六十旅
美中浸信會蝴蝶灣浸信會老人中心
香港大學校友會
香港女童軍總會
香港小童群益會
香港中華基督教青年會康怡會所
香港中華基督教青年會藍田會所
香港少年領袖團
香港世界宣明會公共教育部
香港失明人互聯會
香港交通安全會
香港旭日扶輪社
香港西區婦女福利會關啟明紀念松鶴老人中心
香港佛教文化協會
香港扶幼會
香港兒童文化協會
香港社會服務聯會
香港青年協會
香港青年博藝坊
香港恒生銀行義工隊
香港科技大學科大侍學行
香港家庭福利會
香港射手會
香港射擊訓練中心

香港耆康老人福利會
香港區編織組
香港國際社會服務社天水圍 (北)
綜合家庭服務中心
香港基督教服務處觀塘樂Teen會
香港進口人協會
香港華人基督會恩庭長者中心
香港傷健協會九龍東傷健中心
香港傷殘青年協會
香港聖公會竹園馬田法政牧師
長者綜合服務中心
香港聖公會麥理浩夫人中心
香港聖公會黃大仙長者綜合服務中心
香港聖公會慈雲山長者日間中心
香港聖約翰救護機構
香港路德會社會服務處路德會
賽馬會海濱花園綜合服務中心
香港遊樂場協會彰德青少年綜合
服務中心
香港精英運動員協會
香港耀能協會
社會服務發展研究中心
家計會將軍澳婦女會
浸信會愛群社會服務處
粉嶺環境資源中心
耆康會懷熙荃灣耆耆地區中心
荃灣及葵青區護耆網
荃灣官立中學公益少年團
荃灣環境資源中心
健明邨各樓互助委員會
健明邨管理諮詢委員會
健明管業處
啟勝管業處
國際小母牛香港分會
基督教服務處樂暉耆耆地區中心
基督教宣道會長亨耆耆鄰舍中心
基督教香港信義會
基督教家庭服務中心
基督教聯合那打素社康服務社區
營養部
基督教懷智服務處 (安定中心及宿舍)
基督教靈實協會
婦光團演藝組
將軍澳街坊聯會
康城分區委員會
彰明苑業主立案法團
救世軍
陸智夫國術總會
雪舞儀揚
博愛醫院陳平紀念耆耆鄰舍中心
尊賢會
循道衛理觀塘社會服務處
港島總區交通部道路安全組
港鐵義工隊
黑暗中對話
匯豐仁愛堂「仁間有愛」社區
支援中心
新生精神康復會新生會大樓工場
新界西醫院聯網
聖公會湖景展能中心
聖公會聖基道兒童院耀盛兒童之家
聖雅各福群會
聖雅各福群會後顧無憂規劃服務
葵青安全社區及健康城市協會
青衣社區健康中心
葵青警區防止罪案組

路德會石硤尾失明耆耆中心
綠化教育資源中心
維景灣畔業主委員會
廣明邨業主立案法團
樂華南邨屋邨管理諮詢委員會
模範邨屋邨管理諮詢委員會
毅歷協會
潮州青年商會
衛生署耆耆健康服務荃灣及葵青
外展隊
鄰舍輔導會怡欣山莊
學友社
寰宇希望
澳門義務工作者協會
興東邨屋邨管理諮詢委員會
錫安社會服務處綜合青少年服務中心
環保觸覺
禮賢會彩雲綜合青少年服務中心
離島區青年活動委員會
懷智元洲工場
蘇文郁攝影同學會

學校 Educational Bodies

上水官立中學
九龍城浸信會禧年 (恩平) 小學
十八鄉鄉事委員會公益社中學
中華基督教會大澳小學
中華基督教會屯門堂何福堂幼稚園
中華基督教會何福堂小學
中華基督教會協和小學
中華基督教會協和小學 (長沙灣)
中華基督教會基協中學
中華基督教會蒙民偉書院
中華基督教會銘賢書院
中華聖潔會中聖書院
五旬節聖潔會永光書院
五育中學
五邑工商會總會學校
五邑司徒浩中學
五邑鄧振猷學校
仁愛堂田家炳小學
仁德天主教小學
仁濟醫院陳耀星小學
仁濟醫院羅陳楚思小學
天水圍香島中學
天主教柏德學校
天主教郭怡雅神父紀念學校
天主教郭得勝中學
天主教聖華學校
天主教鳴遠中學
太古小學
孔教學院大成小學
王肇枝中學
世界龍岡學校劉德容小學
平安福音堂幼稚園 (天水圍)
平安福音堂幼稚園 (青衣)
禾肇信義學校
伊利沙伯中學舊生會中學
伊利沙伯中學舊生會湯國華中學
伊斯蘭學校
匡智會張玉瓊晨輝學校
匡智獅子會晨崗學校
伯裘書院
何東中學
佛教大雄中學
佛教中華康山學校

佛教志蓮中學
佛教筏可紀念中學
佛教葉紀南紀念中學
佛教覺光法師中學
庇理羅士女子中學
李陞小學
沙田公立學校
沙田官立小學
沙田官立中學
沙田培英中學
沙田崇真中學
沙田學院
沙田蘇浙公學
秀茂坪天主教小學
明愛胡振中中學
明愛徐誠斌學院
明愛粉嶺陳震夏中學
東涌天主教中學
東華三院甲寅年總理中學
東華三院吳祥川紀念中學
東華三院李嘉誠中學
東華三院鄧肇堅小學
長沙灣天主教英文中學
青衣商會小學
青松侯寶垣中學
保良局易桂芳幼稚園
保良局林文燦英文小學
保良局曹金霖幼兒學習中心
保良局梁周順琴小學
保良局陳南昌夫人小學
保良局陳溢小學
保良局曾星如幼稚園
保良局劉陳小寶幼稚園
保良局蔡繼有學校
保良局蕭漢森小學
保良局錦泰小學
保良局羅傑承 (一九八三) 中學
南亞路德會沐恩中學
宣道會陳瑞芝紀念中學
皇仁舊生會中學
英皇書院
仁德書院同學會小學第二校
英華女學校
英華書院
迦密中學
迦密愛德信中學
香島中學
香海正覺蓮社佛教正覺中學
香海蓮社兆禧苑幼稚園
香港大學教育學院研究中心
香港中文大學
香港中文大學校友會聯會張信昌中學
香港中國婦女會中學
香港中國婦女會馮堯敬紀念中學
香港公開大學
香港知專設計學院
香港培正小學
香港培正小學 (幼稚園)
香港基督教青年會港青專業進修書院
香港專業教育學院
香港教育學院
香港教育學院幼兒教育學系
香港教師會李興貴中學
香港理工大學香港專上學院
香港理工大學護理學院

香港華人基督教聯合真道書院
香港聖公會何明華會督中學
香港路德會增城兆霖學校
香港道教聯合會玄關學院第一中學
香港道教聯合會鄧顯紀念中學
香港演藝學院演藝進修學院
香港潮商學校
旅港開平商會中學
旅港開平商會學校
海洋公園學院
浸信會永隆中學
浸信會呂明才中學
祖堯天主教小學
荃灣聖十架小學
高雷中學
高福耀紀念學校
培基小學
基督教宣道會大澳幼稚園
基督教香港信義會信義中學
將軍澳官立小學
將軍澳官立中學
將軍澳香島中學
將軍澳循道衛理小學
張沛松紀念中學
張振興仇儷書院
彩虹天主教英文中學
救恩學校
梁文燕紀念中學 (沙田)
深水埗街坊福利會小學
博愛醫院歷屆總理聯誼會梁省德中學
博愛醫院歷屆總理聯誼會鄭任安
夫人學校
惠僑英文中學
港九潮州公會中學
港澳信義會明道小學
順德聯誼總會李兆基中學
順德聯誼總會李金小學
黃大仙天主教小學
黃大仙官立小學
匯知中學
匯基書院
圓玄學院妙法寺內明陳呂重德
紀念小學
慈雲山天主教小學
慈雲山聖文德天主教小學
新生命教育協會平安福音中學
聖士提反女子中學
聖士提反女子中學附屬小學
聖士提反堂中學
聖公會呂明才紀念小學
聖公會林護紀念中學
聖公會油塘基顯小學
聖公會青衣村何澤芸小學
聖公會基恩小學
聖公會基愛小學
聖公會基福小學
聖公會基德小學
聖公會基樂小學
聖公會曾肇添中學
聖公會聖多馬小學
聖公會聖彼得小學
聖公會聖紀文小學
聖公會聖馬太小學
聖公會蔡功誦中學
聖公會鄧肇堅中學
聖文德書院

聖母小學
聖母玫瑰書院
聖多馬堂幼稚園
聖安當女書院
聖保羅書院
聖保羅書院小學
聖若瑟書院
聖約翰天主教小學
聖類斯中學
裘錦秋中學 (屯門)
裘錦秋中學 (葵涌)
路德會協同中學
路德會長青幼兒園
道教青松小學
嘉諾撒小學 (新蒲崗)
瑪利亞書院
福建中學
銘基書院
廠商會蔡章閣中學
德貞女子中學
德望學校
基光英文書院
樂善堂梁植偉紀念中學
樂善堂梁鈺琚中學
樂善堂梁鈺琚書院
樂善堂楊葛小琳中學
樂華天主教小學
鄧肇堅維多利亞官立中學
優才 (楊殷有娣) 書院
嶺南中學
賽馬會官立中學
賽馬會毅智書院
職業訓練局高峰進修學院
寶安商會王少清中學
寶血會上智英文書院
寶血會思源學校
寶血會嘉靈學校
靈糧堂怡文中學
觀塘官立小學 (秀明道)

內地機構 Mainland Organizations

上海基督教女青年會
四川成都基督教女青年會
共青團英德市委員會
官渡區興玲學校
杭州上虞敬老院
杭州大學
杭州航頭市中心小學
杭州基督教女青年會
東莞市普惠社會工作服務中心
東莞市藍天關懷公益服務中心
茶花國際青年旅舍
清遠市連南瑤族自治縣教育局
連南瑤族自治縣三排小學
連南瑤族自治縣三排鎮油岭小學
連南瑤族自治縣香坪中心小學
雲南青少年發展中心
雲南草根公益支持中心
雲南連心社區照顧服務中心
廈門基督教女青年會
廣州醫科大學
廣州醫科大學青年志願者協會

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

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

誠邀您的支持，推展女青服務！

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

展望未來，本會更需要您的參與和支持，令服務繼續發展，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——

回應表

我願意為基督教女青年會運動：

- ☐ 代禱
- ☐ 參與常務義工行列，請與我聯絡
- ☐ 成為會員，附上會費港幣三十元正 *
- ☐ 捐款支持女青服務，幫助社會上有需要的人士 *
- ☐ 了解更多關於女青服務，請提供資料
- ☐ 提出以下意見：
- ☐ 其他：(請註明)

* 以劃線支票繳付會費或捐款，抬頭人祈付「香港基督教女青年會」或 (Hong Kong 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)。

為方便本會寄回收據及跟進，請填寫以下資料：

姓名：_____ 先生/女士/小姐

通訊地址：_____

聯絡電話：_____

傳真/電郵：_____

Offer your support to promote YWCA service!

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

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

Feedback Form

I would like to support the YWCA Movement by:

- ☐ Prayer
- ☐ Joining as a YWCA volunteer. Please contact me.
- ☐ Joining as a YWCA Ordinary Member and enclose herewith *HK\$30 as membership fee.
- ☐ *Donating to YWCA
- ☐ Getting to know more about the YWCA's service. Please send me more details.
- ☐ Offering my comments:
- ☐ Other (Please specify):

* For payment of membership fee or donation, please send 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)

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

Name: Mr./Ms./ Miss _____

Address: _____

Tel: (daytime) _____

(night-time) _____

Fax/E-mail: _____

郵票
STAMP

寄香港麥當勞道一號
香港基督教女青年會

「基督教及會員事工部」收

Christian Ministry and Membership Department

Hong Kong Young Women's Christian Association

No.1, MacDonnell Road, Hong Kong

會 歌

維我大好青年，努力齊向前；
精神宗仰基督，人格求健全。
內心具足真理，自由自得焉；
促進人群福利，服務日乾乾。
高舉我藍三角，四育作中堅；
相愛相敬相助，團契合人天。

Y.W.C.A. HYMN

Rise, We all Young Christians
Forward let us go;
Body, mind & spirit,
Strengthen as we grow,
Christ is our example,
Forward in His might,
One in faith & hope &
love we all unite.
Fellowship forever,
Strengthen as we grow,
Rise, We all Young Christians
Forward let us go.



香港基督教女青年會

Hong Kong Young Women's Christian Association

總會所 Headquarters

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

Tel: 3476 1300

Fax: 2524 4237

ywca@ywca.org.hk

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