

2003-2004 年報
Annual Report

生命的
Enhancement
of life 的
栽培



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



宗旨 Purpose

本基督之精神，促進婦女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 women, to promote their growth in Christian character and to cultivate Christian spirit of fellowship and service. ”

遠象

仰賴全能上帝的帥領，在董事、委員、幹職員、義工及會員們群策群力下，冀望香港基督教女青年會成為一個備受確認：

- 能培養豐盛生命的基督教團體
- 能促進自由平等的婦女運動
- 有遠見及適切回應社會需要的先驅者
- 可供世界各地女青年會借鏡之藍本

Vision

With guidance from the Almighty God and unity of directors, committee members, staff, volunteers and members, YWCA aspires to be recognized as:

- A Christian organization fostering life in abundance
- A women movement promoting liberty and equality
- A service pioneer, with vision in serving pressing social needs
- A role model for International YWCAs

任務

保持長青活力

不斷引入新血，由資深的領袖們加以悉心培植，使女青年會永遠保持長青活力。

促進婦女運動

致力兩性合作和婦女自強；提供「婦女為本」之多元化服務、促進婦女的自我發展、提升婦女在家庭和工作崗位上的承擔力、關注及表達對婦女事務之意見。

擔當教會與社會橋樑，引人歸主

透過提供服務照顧社會有需要人士，分享上帝救恩，見證上帝的愛；在會員、義工及員工間建立一種在基督裏與人和睦的文化；以聖經真理作教導基礎。

團結契合

建立基督教機構團結契合的文化，促進會員、義工及員工對女青年會整個機構之屬有感及使命感，成為一體去服務社會造福人群。

Mission

Maintaining Long-lasting Vitality (Y)

To maintain long-lasting vitality of YWCA by bringing in new bloods from time to time, with guidance and support by experienced members and leaders.

Advancing Women's Movement (W)

To promote cooperation between two sexes and enhancement of women through providing diversified women-oriented services; advancing women's self-development; enabling women engaged in different roles in family and workplace; and proactiveness in expressing views on women issues.

Bridging up Church and Society (C)

To witness the love of God through providing services for the needy and sharing the Gospel; to nurture with biblical truth; to build a Christian culture of Harmony and Unity among members, volunteers and staff; and to act as a bridge between church and society.

Enhancing Unity and Fellowship (A)

To build a culture of Unity that fosters a sense of belonging and commitment to the Association among members, volunteers and staff, serving the society together as a whole.

價值觀

聖經真理及基督教倫理觀

專業化

創新/先驅

民主開放

團隊精神

精益求精

Values

Biblical truth and Christian ethics

Professionalism

Pioneer

Democratic

Team Spirit

Continuous Improvement for Excellence

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Location Map of Hong Kong Y. W. C. A. Centres

基督敎事工部
福音專線義工 林女士

由初信開始接受女青年會的栽培及訓練，參加流通管子義工訓練、福音專線義工訓練、五級制義工訓練及全人關懷證書訓練。以前生命沒有喜樂，但經過訓練及生命更新後，生命變得喜樂，願意饒恕別人。現在經常到女青單位服侍會員，帶領福音粵曲，心裏充滿喜樂，很希望與更多人分享耶穌的愛。



組織與架構 Organization



世界基督教女青年會的格言

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)

Motto of the World YWCA

“ Not by might nor by power,
but by my Spirit, ”

says the Lord Almighty.

(Zechariah 4:6)

歷史發展簡介

Brief History

歷史

歷史發展簡介



基督教女青年會運動源起於一八五五年（歐洲工業革命時代）在倫敦創立。創辦人為金耐德夫人和羅拔女士。前者為遠離家庭到工廠謀生或隨南丁格爾到戰場服務的青年女子提供棲身之所，後者集合婦女禱告和研讀聖經。後來這個祈禱會事工和宿舍工作合併成為了基督教女青年會（Young Women's Christian Association，簡稱YWCA）。由於許多國家跟隨英國設立了YWCA，至一八九四年成立了世界基督教女青年會（最早會員國有英國、美國、挪威和瑞典等四國），會址設於瑞士日內瓦。現時一百個國家或地區都有基督教女青年會的設立。

早於一八九零年，中華基督教女青年會發軔於浙江杭州弘道女校，始創人是美籍傳教士司徒先生的夫人，也就是後來燕京大學創辦人及曾任美國駐華大使司徒雷登的母親。第一個市會上海基督教女青年會在一九零八年成立，其後，各大城市及鄉鎮都相繼成立女青年會，包括上海、廣州、天津、成都、北京、南京、杭州、武漢、廈門和西安等十個城市。香港則是第七個市會。而中華基督教女青年會全國協會亦於一九二三年在杭州正式成立，現今會址設於上海。各市會自八零年代相繼復會。

在二十世紀初，鑑於有大批中國青年女子取道香港往海外留學，一位熱心教會婦女霍慶棠女士，常作東道在香港招待她們。及後霍女士更與同道包括胡素貞、霍絮如、吳璧絃等發起本地女青年會，並於一九二零年三月十日舉行成立慶典，成為本港第一個婦女團體。當時創立會員八十一位、董事十二位。創立初期以回應當時殷切的婦女需要為主，一方面於幾所女子中學開拓學生事工，培育年青女子領袖，另一方面為低學歷的勞工婦女開設平民夜校，提供教育機會及提升其就業技能，並為新任母親的婦女提供育嬰知識（為日後幼兒園服務之始）。踏入四零年代，會務發展迅速，包括自置第一間會所、開辦職業婦女宿舍、發展

Brief History



YWCA was first established in 1855 (the era of Industrial Revolution in Europe) in London, by Lady Kinnaird and Ms. Emma Roberts. The former provided Homes for young ladies who left their homes to work in factories or follow Florence Nightingale to serve in battlefields. The latter gathered women to pray and study bible (Prayer Fellowship). The Prayer Fellowship and the Homes merged later and formed the Young Women's Christian Association (YWCA). As many countries set up YWCAs after England, the World YWCA was founded in 1894 in Geneva, Switzerland (with England, the United States, Norway and Sweden as the first four affiliated countries). Nowadays, the YWCAs are established in over a hundred countries across the globe.

In 1890, the YWCA of China first started as a YWCA student association in Hung Tao School in Hanzhou by Mrs. Stewart, the mother of Dr. Leighton Stewart, who founded Yenching University and was later American Ambassador to China. The first city YWCA - Shanghai YWCA was then set up in 1908, followed by many other cities Associations. Hong Kong came the seventh city to have her own YWCA. In 1923, the first national convention of China YWCAs- took place in Hanzhou, whereby the National Council of YWCAs of China was formally established. Today, the National Council is located in Shanghai, and since 1980's, YWCAs have gradually reactivated in ten mainland cities, namely Shanghai, Guangzhou, Tianjin, Chengdu, Beijing, Nanjing, Hanzhou, Wuhan, Xiamen and Xian.

The Hong Kong YWCA was founded to meet social needs. During the era, many Chinese young girls went abroad to study, via Hong Kong, and Ms. Fok Hing Tong, an enthusiastic Christian, always received them with hospitality before their trip for overseas studies. Later, Ms Fok, together with Ms Wu So Ching, Ms Fok Shui Yue and Ms Ng Bik Yuen, who were our four founders, initiated to set up Hong Kong Y.W.C.A. in 1920, with 81 founding members and 12 founding Board Members.



婦女工作及宗教事工等。其後，各項服務如幼兒及青少年服務、青年服務、家庭及社區服務、職業訓練、賓館服務等亦相繼開展。

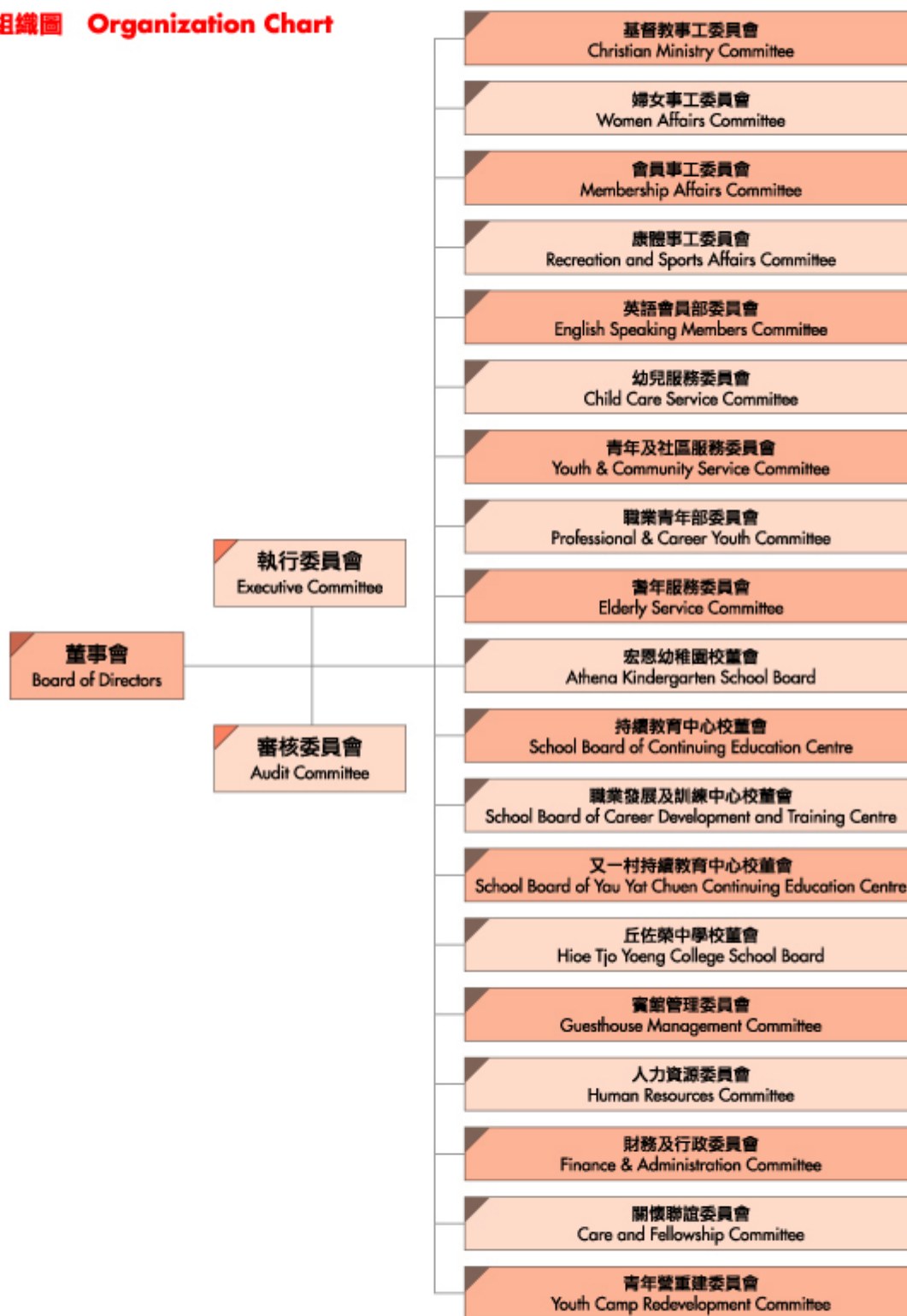
端賴上帝的恩佑及各界支持，本會至今已發展至一個多元化服務機構，共有六十個服務單位遍佈香港、九龍、新界及離島，事工服務伸展到各階層，年齡由兩歲幼兒至高齡長者，惠及中外人士逾五十多個國籍。

本會由一個祈禱會而啟動，以實際的行動，服侍社會上有需要的群體，見證耶穌基督的大愛，令上帝的榮耀得以彰顯。

Our earliest projects covered women leadership training in secondary school, evening schools for working women, and parenting skills for new mothers. Further on, we developed our own work premises, hostel and a wide variety of social services.

Today, with our heartiest thanks to the Lord's grace, the Association has bloomed to a multi-service organization, with 60 centres spreading over the territory, to serve targets ranging from infants to senior persons of over 50 nationalities.

機構組織圖 Organization Chart



贊助人、名譽會長及名譽董事 Patron, Honorary Presidents And Honorary Directors

贊助人

Patron

香港特別行政區行政長官夫人董趙洪娉女士

Mrs. Betty Tung, JP, wife of the Chief Executive of Hong Kong Special Administrative Region

名譽會長

Honorary Presidents

曹秀群博士 Dr. Ellen Li, CBE, ILD, JP
李瑞燕女士 Mrs. Vivian S. K. Sung
鄧容麗女士 Mrs. Grace Tsao

葉秀英女士 Mrs. Tai Ip Sau Ying
王文馨博士 Dr. Lam Wong Man Hing
胡紫霞博士 Dr. Daisy Li, MBE

名譽董事

Honorary Board Members

鄧劍雲女士 Mrs. Cheung Tang Kim Wan
高荳華女士 Ms. Ko Siu Wah, OBE, SBS, JP
譚勵明女士 Mrs. Lucy Lo
馬蓮彩女士 Mrs. Lo Ma Lin Choi
袁瑞珍女士 Mrs. Ip Yuen Shui Chun
朱清蓮女士 Mrs. Wong Chu Ching Lin
簡瓊珍女士 Mrs. Leung Kan King Chun
梅以菁女士 Mrs. Jennie Lee

孫蓮娜女士 Mrs. Lena Liu
黃詩源女士 Mrs. Cheung Wong Sze Yuen
郭安邦女士 Mrs. Lai Kwok On Pong, BEM
吳夢珍博士 Dr. Agnes Ng, JP
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

二零零三至二零零四年度董事 2003-2004 Board Of Directors

會長

President

黃文瑋女士 Mrs. Mona Leong, MBE, BBS, JP

副會長

Vice-Presidents

胡秀霞女士 Mrs. Patricia S. H. Ling, JP
李淑嫻博士 Dr. Li Suk Han

孫雅娜女士 Mrs. Ella Ng

書記

Hon. Secretary

黃定賢女士 Mrs. Shirley Cheung

司庫

Hon. Treasurers

楊邦傑女士 Mrs. Hung Yeung Pong Wah

梁慕清女士 Mrs. Chan Leung Mo Ching

選任董事

Elected Board Members

邵嘉儀女士 Mrs. Emily Cheng
陳麗雲教授 Prof. Cecilia Chan, JP
陳小玲女士 Mrs. Cecilia Chen Chow, MH, JP
江婉蕓女士 Mrs. Li Kong Yuen Pui
何潔雲博士 Dr. Ho Kit Wan
馬家儀女士 Mrs. Lau Ma Gar Yee, Grace
李敏兒律師 Mrs. Fu Lee Man Yee
陳詠敏女士 Ms. Chan Wing Mun
陳佩妍女士 Ms. Chan Pui Yin, Marcia
陸錦蘭博士 Dr. Luk Kam Lan, Catherine
黃瑞君牧師 Rev. Wong Shui Kwan, Lydia
林樹翔女士 Ms. Lam Shu Cheung, Grace

何芷軒博士 Dr. Ho Tze Chien, Hazel
曾嫻琪教授 Prof. Yuen Tsang Woon Ki, Angelina, JP
陳素蕓女士 Mrs. Lau Chan So May, Lucy
陸西琳女士 Mrs. Tsoi Luk Sai Lam, Alice
劉達芳博士 Dr. Liu Tat Fong, Agnes
靳羽珊女士 Mrs. Leong Kan Yu San
陳靜嫻女士 Mrs. Lee Chan Ching Han
呂欣茵女士 Ms. Lui Yan Yan, Yvonne
余悅群女士 Mrs. Tse Yu Yuet Kwan, Patricia
孫麗元女士 Mrs. Fanny Louey
郭瑞儀女士 Ms. Kwok Sui Yee, Carol

特聘董事

Co-opted Board Members

劉慧中女士 Ms. Grace Lau
陳麗群女士 Ms. Linda Tan
Mrs. Sheila Davies

馬麗麗女士 Ms. Ma Lai Lai, Lily
羅安妮女士 Ms. Law On Ni, Annie

二零零三至二零零四年度義務顧問 2003-2004 Honorary Advisors

法律事務 胡百全律師樓 林子縉律師	Legal Affairs P. C. Woo & Co. Ms. Lam Tze Yan	方燕翔律師 蔡克剛律師	Ms. Fong Yin Cheung Mr. Herbert H. K. Tsoi
醫務事務 李國章教授 沈德昌醫生 吳敬文醫生 葉成坤醫生	Medical Affairs Professor Arthur K. C. Li Dr. John Tak-cheong Sham Dr. Victor Goh Dr. Ip Shing Kwan	李維達醫生 吳美齡醫生 張 劭醫生	Dr. Li Wai Tat Dr. Marion Goh Tsao Dr. Chang Shao
建築事務 梁守純先生 歐中傑女士	Architectural Affairs Mr. Leung Shou Chun Ms. Au Chung Leung	曾正麟先生	Mr. Edwin Tsang
會計事務 蔣君美女士	Accountancy Ms. Elizabeth Law		
中央電腦系統 陳志輝博士 盧明德教授	Central Information System Dr. Stephen Chan Prof. Ming-te Lu	倪恩恩博士	Dr. Grace Ngai
基督教事工 王健華牧師 吳汝林牧師 曾永昌牧師 鮑彼得牧師 李林桂儀師母 羅瑪利女士	Christian Ministry Rev. Wong Kin Wah Rev. Ng Yu Lam Rev. Richard Tsang Rev. Peter Pau Mrs. Lee Lam Kwai Yee Ms. Law Ma Li, Mary	伍 華牧師 陳茹九牧師 蔡錦華牧師 鄧士山牧師 黃綺雯傳道 曾廣營傳道	Rev. Ng Wah Rev. Chan Yu Kow Rev. David Chua Horth Kow Rev. Kwong Sze Shen Ms. Wong Yee Man Mr. Constant Tsang
婦女事工 林子縉律師 麥 秋先生	Women Affairs Ms. Lam Tze Yan Mr. James Mak	林滿馨律師	Ms. Vera M. H. Lam
會員事工 洪德成先生	Membership Affairs Mr. Peter Hung	陳念慈女士	Ms. Amy Chan
幼兒服務	Child Care Service		
幼兒園 王 堯醫生 蔣在公醫生 關定蘇醫生 莫綺玲醫生 李嘉琦先生 鄭楚萍女士 陳 杏女士	Nursery Dr. Wong Yiu Dr. C. K. Chiang Dr. Kwan Ting So Dr. Elaine Y. L. Mok Mr. Lee Ka Ki Ms. Cheng Chor Ping, Irene Ms. Chan Hang	黃棟堅醫生 歐陽光醫生 楊超發醫生 劉偉雄醫生 蘇 子先生 黃潔蕓女士	Dr. Wong Tung Kin Dr. Au Yeung Kong Dr. Henry C. F. Yeung Dr. Lau Wai Hung Mr. Gabriel So Ms. Wong Kit Mei
幼稚園 梁秉中教授 周愛蓮傳道	Kindergarten Professor Leung Ping Chung Ms. Chow Oi Lin	趙鈞鴻博士	Dr. Luk Chiu Kwan Hung, Angela
青年及社區服務 李子超醫生 梁崇斌醫生 陳玉麟醫生 陳錦棠博士 馬漢璋裁判司 劉卓鴻先生	Youth and Community Services Dr. C. C. Lee Dr. Leung Shung Pun Dr. Ronald Chen Yuk Lun Dr. Chan Kam Tong Mr. Adjudicator Andrew Ma Mr. Lau Cheuk Hung	何定邦醫生 秦定國醫生 徐永德博士 阮偉明裁判司 石丹理教授	Dr. Ho Ting Pong Dr. Peter T. K. Tsoi Dr. Chui Wing Tak Mr. Adjudicator Anthony Yuen Professor Daniel Shek
耆年服務 余枝勝醫生 戴樂群醫生 李滿珍博士 張小燕博士 李吳偉博士 關銳煊教授	Elderly Services Dr. Yu Chi Shing Dr. Dai Lok Kwan Dr. Tatia M. C. Lee Dr. Cheung Siu Yin Dr. Li Ping Wai Professor Alex Kwan Yui Huen	錢本道醫生 黎鏡新牙科醫生 陳永泰博士 齊 鈺博士 林茉莉博士 賴錦玉博士	Dr. Chin Boon To Dr. Lai Kam Sun Dr. Chan Wing Tai Professor Iris Chi Dr. Zarina Lam Dr. Claudia Lai Kam Yuk

二零零三至二零零四年度委員會委員、顧問 (董事除外)

2003-2004 Committee Members, Advisors (excluding Board Members)

王美鳳女士	Ms. Wong Mei Fung	王詩蒂女士	Ms. Wong Sze Di
方 通女士	Mrs. Szeto Fong Tong	方慧嫻女士	Ms. Fong Wai Han, Joanne
余小佩女士	Ms. Yu Siu Pui, Fion	余仲虹女士	Ms. Yu Chung Hung
余枝勝醫生	Dr. Yu Chi Shing	李玉儀女士	Ms. Lee Yuk Yee, Brenda
李安琪女士	Ms. Li On Ki, Angel	李如蘭女士	Ms. Lee Yu Lan
李 堅女士	Ms. Lei Kin	李綺華女士	Ms. Eva Lee
李璇佩女士	Ms. Li Shuan Pui, Agnes	吳家麗女士	Ms. Angeline Ng
呂淑恩女士	Ms. Lu Suk Ying, Janet	何嘉麗女士	Ms. Ho Ka Lai
沈麗芳女士	Ms. Shum Lai Fong, Mimi	周正光先生	Mr. Chau Ching Kong
周正持女士	Ms. Chau Ching Chi	周明珠女士	Ms. Libby Chow
林漢星先生	Mr. Lam Hon Sing	林滿馨女士	Ms. Vera M. H. Lam
洪小蓮女士	Ms. Hung Siu Lin, Katherine	范香雲女士	Ms. Fan Heung Wan, Irene
孫天人女士	Ms. Lydia Sun	袁兆棠女士	Ms. Yuen Siu Tong, Brenda
高靜芝女士	Ms. Sophia Kao	凌蕙珊女士	Ms. Ling Wai Shan, Claudia
張小燕博士	Dr. Cheung Siu Yin	張景文先生	Mr. Cheung King Man, Anthony
張慧敏女士	Ms. Cheung Wai Man	張慧樂女士	Ms. Tseung Huei Zen
陳玩芳女士	Ms. Chan Woon Fong	陳家韶女士	Ms. Jennifer Tan
陳念慈女士	Ms. Chan Lim Chee, Amy	陳曼裳女士	Ms. Chan Man Sheung
陳國熙先生	Mr. Lucas Walter Chan	陳婉燕女士	Ms. Chan Yuen Yin
陳甜轉女士	Ms. Chan Tim Chun	陳惠芳女士	Ms. Chan Wai Fong, Christina
陳凱欣女士	Ms. Chan Hoi Yan, Celia	陳露華女士	Ms. Chan Oi Wah
陸尚義先生	Mr. Luk Sheung Yee, James	梁淑瑜女士	Ms. Liang Shuk Yue, Katherine
梁國標先生	Mr. Noel Leung	梁萃明女士	Ms. Leung Sui Ming
梁楚蘭女士	Ms. Leong Chor Lan	梁嘉欣女士	Ms. Leung Kar Yan
麥惠芬女士	Ms. Mak Wai Fun	許慧珊女士	Ms. Hui Wai Shan
馮偉業先生	Mr. Fung Wai Yip	馮崇德先生	Mr. Fung Sung Tak
馮艷仿女士	Mrs. Judy Ho	黃秀英女士	Ms. Wong Sau Ying
黃秀瓊女士	Ms. Wong Sau King	黃恩芳女士	Ms. Helen Wong
黃景雲女士	Ms. Wong King Wan	黃勤添女士	Ms. Mabel Wong
黃漢明先生	Mr. Wong Hon Ming	黃儀娟女士	Ms. Cecilia Y. K. Wong
程 殷女士	Ms. Felicia Cheng	楊大華女士	Ms. Young Tai Wa
葉少勤女士	Ms. Yip Sui Kan	鄒雁嫻女士	Ms. Chow Ngan Mi
雷瑞英女士	Ms. Lui Sui Ying	趙君錫女士	Ms. Chiu Kwan Sik, Helen
趙鈞鴻博士	Dr. Luk Chiu Kwan Hung, Angela	廖愛倩女士	Ms. Liao Ai Chien, Nancy
歐中樑女士	Ms. Au Chung Leung	樓璋群博士	Dr. Lou Wei Qun
劉展萍女士	Mrs. Ma Lau Ching Ping, Juliana	蕭銳志先生	Mr. Siu Yui Chi
謝麗芬女士	Ms. Tse Wai Fun, Stella	謝麗琼女士	Mrs. Lam Hsieh Lee Chin, Linda
譚希韜女士	Ms. Tam Hay Wan, Louise	譚炳堃先生	Mr. Tam Ping Kwan
聶振光先生	Mr. Nip Chun Kwong	鄺鳳賢女士	Ms. Kwong Fung Yin
嚴仁敏女士	Ms. Yim Yan Mun, Bonny	嚴嘉洵女士	Ms. Catherine Yen
Ms. Andrea Boggon		Ms. Robyn Donovan	
Ms. Adrienne Francis		Ms. Chris Gomm	
Ms. Catherine Huckle		Ms. Judi Mowlem	
Ms. Susie O'Brien		Ms. Debra Perrin	
Ms. Katerina Simpson			

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

二零零三至二零零四年度執行同工及督導主任
2003-2004 Executive Staff And Supervisory Secretaries

總幹事	Chief Executive	
黃麗娟女士	Ms. Wong Lai Kuen, Hannah	
副總幹事	Deputy Chief Executive	
藍美紅女士	Ms. Lam Mei Hung, May	(由二零零四年一月一日起) (as from 1 January 2004)
執行幹事	Executive Secretaries	
黎秀玲女士	Ms. Lai Sau Ling	
謝淑賢女士	Ms. Tse Shuk In	
李婉芬女士	Ms. Li Yuen Fun, Luciana	
曾永強先生	Mr. Tsang Wing Keung, Johnny	(由二零零三年九月一日起) (as from 1 September 2003)
黃雅麗女士	Ms. Wong Nga Lai, Alice	(由二零零三年十一月二十七日起) (as from 27 November 2003)
督導主任	Supervisory Secretaries	
袁慰深先生	Mr. Yuen Wai Sum	
潘永盛先生	Mr. Poon Wing Sing, Vincent	
盧超群先生	Mr. Lo Chiu Kwan, Jackey	(至二零零三年十月三十一日)(until 31 October 2003)
楊佩玲女士	Ms. Yeung Pui Ling	
潘廣輝先生	Mr. Poon Kwong Fai, Silas	
周蕙怡女士	Ms. Chow Wai Gat, Winnie	
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	
李慧蘭女士	Ms. Lee Wai Lan	
陳明儀女士	Ms. Chan Ming Yee, Nancy	
李雯珊女士	Ms. Lee Man Shan, Emily	
張志坤先生	Mr. Cheung Chi Kwan, Daniel	
駱炳平先生	Mr. Lok Ping Ping	(由二零零三年四月一日起) (as from 1 April 2003)
許勁輝女士	Ms. Hui King Fai, Belinda	(由二零零三年五月十四日起) (as from 14 May 2003)
羅翠雲女士	Ms. Law Chui Wan, Sicilia	(由二零零三年九月一日起) (as from 1 September 2003)

婦女事工部
“香港女聲”年青女性領袖培育計劃
參加者 姜小姐

You have raised our awareness on the women
issues that are happening every second, in
every corner of the world.

會長的話

President's Remarks

會長

會長的話

邁向全球基督教女青年會運動

在歷一個半世紀之基督教女青年會運動中，我們非常榮幸能與一百個國家的女青年會，一同放眼世界，為各地人民謀求人權、健康、安全、尊嚴、自由、公義及和平。

基督教女青年會運動，連繫全球約二千五百萬名婦女，於二零零三年七月在澳洲布里斯班舉行世界婦女高峰會、及四年一度之世界協會理事會，藉此難得機會，本會派出龐大代表團，一行二十四人包括董事、委員、年青會員及同工，出席是次盛會，與來自全球一百個國家逾千位女青年會代表，共同研討多項女性議題及基督教女青年會運動的發展路向。



President's Remarks

Global YWCA Movement in Progression

Amid the YWCA Movement throughout one and a half century, it has been our great honor to join hands with national YWCAs from 100 countries to fight for human rights, health, security, dignity, freedom, justice and peace for people all over the world.

Linking up 2,500,000 women around the world, the YWCA Movement staged the International Women Summit and World YWCA Council (which held once every four years) in Brisbane, Australia in July 2003. We had a 24-member delegation consisting of directors, committee members, young woman members and staff attending this special occasion. Shoulder to shoulder, our delegates, together with over 1,000 representatives from 100 countries discussed and explored major women issues and the future direction of YWCA Movement.

The International Women Summit provided a platform for exchanging views on *12 areas of women issues. There were renowned women sharing the plight of women in different parts of the world, and also people telling their miserable life stories. Participants were led to deliberate and advocate for new initiatives. (* ① Women Education & Training ② Women Power & Decision Making ③ Women & Health ④ Women & Economy ⑤ Promoting Mechanism for Women Development ⑥ Women & the Media ⑦ Women & the Environment ⑧ Rights of Girl Child ⑨ Women & Poverty ⑩ Women & Violence ⑪ Women & Armed Conflict and ⑫ Women's Human Right)



世界婦女高峰會環繞1995世界婦女大會十二項婦女關注範疇*，邀請國際知名婦女分享現今全球各地的情況，又有不同人士講述其辛酸的經歷，帶領會眾一同反思及提出各項倡議的工作。（*註：包括①婦女教育與培訓、②婦女力量與決策、③婦女與健康、④婦女與經濟、⑤促進婦女發展機制、⑥婦女與媒體、⑦婦女與環境、⑧女童權益、⑨婦女與貧窮、⑩婦女與暴力、⑪婦女與武裝衝突、⑫婦女之人權）

繼高峰會的討論，女青世協理事會以「領導改變一行動的力量」為主題，由各國的代表進一步探討女性如何帶領建設公義、和平、健康、人性尊嚴、自由及環保的世界，訂立未來「創造遠見、開發能力、領導改變」的發展路向：

- 在文化、經濟、宗教及社會等領域，為女性謀求公義
- 運用女青運動的集體力量，發展及維持女性的領導才能，並鼓勵女性成為決策者
- 提升世界女青年會的效能，使之成為全球性的婦女運動

本會於二零零三年十月二十五日舉行董事、委員、幹事進修會，亦以「創造遠見、開發能力、領導改變」為主題，並進行《機構文化建立及推廣》問卷意見收集，檢視女青年會的機構文化，如何配合全球女青運動。進修會共百多位會內人士出席，探討本會三方面的發展，包括：

- 機構文化建立及推廣
- 人才培訓及發展
- 婦女運動

是次會議為本會訂定未來四年計劃提供了寶貴的意見，亦啟動本會新一階段的策略性計劃，讓本會全體成員更具遠見及聚焦地部署未來的路向。

Following the International Women Summit, representatives of the World YWCA Council, under the theme of "Leading Change Power to Act", further discussed the ways to help build a world of justice, peace, health, human dignity, freedom and environmental protection and to set future direction with the theme of "Create the Vision, Develop the Power and Lead the Change" including:

- To achieve cultural, economic, religious and social justice for all women;
- To use the collective power of the YWCA movement to develop and sustain women leadership and to promote women as decision makers;
- To enhance the effectiveness of the World YWCA as a global women's movement.

In response to this, we specifically held a Retreat for Director, Committee Members and senior management staff on 25 October, 2003 with the theme of "Create the Vision, Develop the Power and Lead the Change". It comprised a questionnaire survey on "the establishment and promotion of corporate culture" to review the corporate culture of the Association and explore ways to integrate the Association into the World YWCA Movement. Over 100 people attended the Retreat and discussed the Association's development in three areas, which were:

- Establishment and promotion of corporate culture
- Manpower training and development
- Women movement

The Retreat gave valuable insights for the formulation of the next four-year plan and it marked the beginning of the next phase of strategic planning on our future direction.

管治質素評檢

一直以來，本會厚蒙各界在金錢及實際行動上的鼎力支持，得以推動廣泛及具美好成效的服務，因此本會董事會作為各資助機構 / 人的捐款或資助受託者，致力提升內部的管理水平，滿足日趨嚴格的問責要求，年度內多個服務（包括耆年服務、青少年服務、學前教育、再培訓服務）在達致社會福利署、僱員再培訓局、教育統籌局等的服務成效指標上均取得理想的表現。而本會蝴蝶灣綜合社會服務處亦成功地通過社會福利署按服務表現監察制度之評審。

此外，透過新成立的審核委員會及審核部，除參與釐訂及更新流程外，亦已完成幼兒園、青少年服務、職業青年部再培訓服務、賓館服務、財務及會計工作等的內部審核及評估。

除了滿足外界問責要求外，本會更積極在服務中實踐全會的遠象、任務及價值觀，尤其關注社會的訴求。為回應家庭難題日增，投放資源建立更專業的輔導團隊，以加強輔導服務，又發展具女青年會特色的康體事工，結合社會工作及輔導元素，推展「身、心、靈」全人關顧的康體活動，而各部門亦按其已釐定之遠象、任務及價值觀，彼此配合協作，齊步向前。

Evaluation of Quality of Corporate Governance

Thanks to the support, in monetary and practical terms, from various sectors of the community. These had enabled us to deliver a wide array of comprehensive and effective services. As a trustee of grants or donations for different donors or funding bodies, the Board has been keen on improving the quality of internal management to meet the tightening accountability requirements. During the year, our various services (including Elderly Service, Children & Youth Service, Pre-school Service, Retraining Service) achieved good performance regarding the service performance standards respectively set by Social Welfare Department, the Employees Retraining Board, Education and Manpower Bureau etc. Besides, the Butterfly Bay Integrated Social Service Centre successfully passed the assessment under Service Performance Monitoring System set by Social Welfare Department.

Internally, the newly formed Audit Committee and Audit Department also completed the audit and assessment of services and departments including pre-school services, Children & Youth Services, Retraining Service, Guesthouses and the finance and accounting procedures.

Besides the service requirements from various sectors of the community, the Association has proactively fulfilled its VMV (Vision, Mission & Values) through the services provided and paid heavy concern on community needs. Against the soaring family problems, extra resources have gone to setting up more professional counseling teams and developing recreational and sports programmes incorporating social work and counseling element for the holistic health of service users. All departments also strive to develop their services, respective to their VMVs, while promoting inter-departmental cooperation as an integrated whole.

合約員工薪酬架構

年度內就合約員工薪酬架構作出制定，期望達致一個長遠、富彈性、能吸引優秀人才，有競爭力時亦可與就業市場相比、而機構又能承擔之新架構，建立有質素的員工團隊。

聯合業務改進計劃

參與由香港社會服務聯會統籌，向社會福利署申請資助之第三輪「業務改進計劃」財務系統。而第二輪的計劃正密鑼緊鼓地進行，其中包括六個項目（專才能力、表現評估、報酬制度、表現量度和管理、服務成本分析方法、管理審核）。計劃啟動時，慶幸本會早於年前已訂好了遠象(vision)、任務(mission)和價值觀(values)作基礎，使計劃在緊迫時間下亦能按部就班進行。

各項內部管治措施，逐步為推展基督教女青年會運動，打穩基礎。未來，我們更需要天父的恩領、社會各界的支持，董事委員的同心協力，讓本會繼續追求卓越、服侍廣大市民。

Salary and Staffing Structure of Contract Staff

During the year, the formulation of salary and staffing structure of contract staff was completed in a bid for establishing a flexible, competitive, affordable and long-term human resources policy which is comparable to the market and capable of attracting talents.

Joint Business Improvement Project (Joint BIP)

Under the coordination of HK Council of Social Service, the Association applied for subvention from the Social Welfare Department to join the third batch of " Business Improvement Project " (BIP) on financial management. In the meantime, the second batch of BIP is in progress. This covers six areas i.e. core competency, performance management system, reward system, performance measurement & management tool, output costing methodology and management audit. With our vision, mission and values already in place for more than a year ago, the Association has a sound basis for the BIP to proceed efficiently even under a tight schedule.

Given various internal governing measures, the HKYWCA has established a firm foundation and made advances in the YWCA Movements. In the future, we shall continue to count on our Lord's guidance and the support from different sectors of the community to strive for excellence in serving the community.

總幹事報告

Chief Executive's Report

總幹事報告



回顧過去一年，我們不但感謝天父上帝對本會的恩領、各界友好的支持，而且十分欣賞義工和員工的全情投入，為香港基督教女青年會寫下多姿多采的一頁。

自本會於二零零零年起跟進九九年底啟動改革工程以來，我們重申以「生命的栽培」為宗旨，將基督教女青年會運動與社會服務結合，進一步鞏固本會為基督化、國際化及以婦女為本的多元化社會服務機構，透過整合資源、重組服務、溝通融和，開拓更自由廣闊的服務空間，並深化對人的服侍。在身心靈的層面提供的多元化服務，豐富及更新受眾的生命，促進他們自力更生，從接受者變為施予者，能夠與人分享、為建設香港社會作出貢獻。



Chief Executive's Report



In reviewing the past year, we are most thankful to our Lord for His guidance and to various parties of the community for their staunch support. Our deep appreciation also goes to our volunteers and staff for their whole-hearted contribution to the services making this a very special glamorous and fruitful year.

Since the commencement of management reform in 2000 which was a follow-up of the management review in 1999, the Association has reaffirmed "life enhancement" as our goal. The integration of YWCA movement and social services has further consolidated the Association as an international Christian organization providing multifarious women-centred services. With a series of re-engineering exercise on resources and services, and enhanced communication, the Association grasped more opportunities to enrich and renew lives of our service recipients, facilitating them to change their role from recipients to givers, in making valuable contribution to the society.

報告



在這裡讓我們透過一些活動舉例，一起分享這份喜悅。

- **香港女聲：第一屆年青女性領袖培育計劃**
由本會四個部門協辦，為期半年（包括啟動禮、體驗營、工作坊及嘉許禮），由多位知名女士分享其真知灼見，參加者反應熱烈。本會從二百多位報名大專女學生中挑選七十二名年輕女性受訓，成為一班具本土情懷、性別意識及國際視野的年青女性領袖，貢獻社會。
- **第五屆全港傑出青年婦女義工選舉**
共表揚十位在義務工作上具傑出表現的青年婦女義工，藉此鼓勵更多婦女參與義務工作行列，服務人群。頒獎禮於二零零四年三月七日（三八婦女節前夕）舉行，得獎者家人及各部門義工約有二百人出席，一起為獲獎者鼓掌喝采。
- **青年就業計劃 (Youth Employment Scheme, Y.E.S.)**
針對青年失業率高企的問題，本會十多個單位參與推動政府四項短期青年就業計劃，透過會內跨部門的導向小組，在資助機構規定的服務範圍外，提供逾二百項訓練程式，培訓青年人成為負責任、具進取、敢承擔的僱員，回饋社會。是項計劃於二月廿九日舉行「青年力量巡禮」，讓青年僱員透過精采的表演盡展所長。

By citing the following activities as examples, we are glad to share with you our joy:

- **Hong Kong Voice of Women: the first Young Women Leadership Training Programme** has been a half-year project (inclusive of opening ceremony, experiential camp, workshop and award presentation ceremony) under the collaborated efforts of four departments. Notable woman speakers were invited to share their remarkable viewpoints with over 200 undergraduates, among them, a group of seventy-two young ladies were selected for training. They were trained in areas of patriotism, gender awareness and global vision, to be young woman leaders of the community.
- **The 5th Outstanding Young Woman Volunteers Selection** took place in recognition of the outstanding services of ten young woman volunteers, while inspiring more women to join the rank of volunteerism. The award presentation ceremony was arranged on 7 March 2004 (the eve of Woman's Day) and attended by some two hundred people.
- **Youth Employment Scheme, Y.E.S.**
To cope with the high unemployment rate among youths, more than ten units of the Association helped to mobilize four short-term youth employment schemes run by the government. On top of this, they formed an inter-departmental steering group to deliver over 200 training modules beyond the service scope specified by the funding agency. Its aim was to train the youths to be responsible, aspirant and committed employees to serve the community. The scheme staged the programme "Youths' Power in Action" on 29 February, to give youngsters an opportunity to showcase their abilities through various exciting performances.

- **松柏學院、長者持續教育中心、健康長者農場**
均體現本會一體化的精神，由不同的單位合力策動，為長者的終身學習、長幼共融、健康人生添上色彩，成績令人鼓舞。

- **信仰與服務結合**
由各界基督徒嘉賓分享個人見證及勵志信息，並組織幹事查經小組、每月禱告及分享會，激勵同工們將基督教信仰實踐在生活及工作中，彼此傳送愛與關懷並將之帶給服務使用者、滋潤心靈。

- **福音義工訓練**
新一屆「流通管子」信徒婦女造就課程及嶄新的「Wow!愛生命劇社」吸引三百多位婦女及青年加入福音義工的行列，全年共動員近一百位福音義工，分散到各工作區，帶領福音小組，服務社群。首次舉行的福音義工頒獎禮，激勵義工們的事奉心志，共嘉許六十八位獲獎義工，服務時數總計近六千小時。

「遠象、任務及價值觀」不斷向前，亦配合社會的趨勢及訴求，年度內進行以下一系列的重整，提升服務水平，以配合整體需要。

- **青年服務**
配合社會福利署「長者社區支援服務」重整，秀群、明儒松柏社區服務中心已轉型為長者地區中心，長青及詠實松柏中心亦已轉型為長者鄰舍中心，兼備社交教育、義工發展、支援網絡、輔導服務和護老者服務等功能。五隊家務助理隊亦同時轉型為綜合家居照顧服務隊，提供融合醫護、復康及起居照顧的一站式服務。

- Other integrated projects through cross-departmental efforts such as **the Elderly Academy, Continuing Education Centre for the Elderly and the Farm of Healthy Ageing** were striking examples displaying the spirit of YWCA uniformity which has optimized our efforts for the betterment of our service users.

- **Integration of Christian faiths and service**
Personal testimony by Christian guest speakers, bible study groups, monthly prayer meetings were among the means to encourage staff to actualize the Christianity faith at workplace, and disseminate the message of love and care.

- **Evangelist Training**
The "Evangelists' Training Course" and the newly formed "Wow! Life Lover Drama Club" attracted more than 300 women and youngsters to be volunteer evangelists. Around 100 evangelists served by leading gospel sharing groups in different areas. As an expression of commendation, the 1st award presentation ceremony conferred prizes to 68 evangelists, whose service time totaled 6,000 hours.

Upon the basis of the YWCA "Vision, Mission, Values", the Association has made ongoing development, together with the following re-engineering measures to keep pace with social trends and demands, and upgrade service quality.

- **Elderly Service**
In line with the re-engineering exercise of Social Welfare Department, two YWCA multi-service for the elderly (Ming Yue & Ellen Li) were transformed into district elderly community centres (DECC), and two social centres for the elderly (Cheung Ching & Chi Po) into neighbourhood elderly centres (NEC). The revamped centres perform the functions of social education, volunteer development, supportive network, counselling service, etc. At the same time, five home help teams were also re-organized as integrated home care services teams to provide one-stop services such as medical care, rehabilitation and daily care.

- **青少年及新來港人士服務**

總會所青少年中心亦重整為將軍澳綜合社會服務處，成為本會第十間綜合社會服務處，為青少年及家庭提供更多元化的服務。而有三年服務歷史的新來港家庭綜合社會服務處，隨著政府資助終止，亦已於零四年完滿地結束，這方面的工作將滲透在不同層面的服務中，結合社區力量，繼續協助新來港人士開展新生活，共建融和社區。

- **職業培訓服務**

職業青年部將服務受眾歸納為三大類：「準入職人士」、「在職人士」及「失業或轉業人士」，針對性地策劃及發展配合他們所需要的服務。此外，亦由二零零三年五月起，進行重新整合及規劃，以五個功能組別運作（行政及管理組、課程組、僱主網絡及就業服務組、個人成長及發展組、市場開拓及服務及推廣組），加強效率及效能，使各項資源得以更有效地運用。

- **幼兒服務**

幼兒園及幼稚園將由二零零五年起合併，本會正積極部署，在管治團隊、師資訓練、表現指標、費用安排、服務及設施…等多方面作出配合，務求在合併後繼續推行優良的學前教育。

立會近八十五周年，我們深願在未來的日子，繼續力求突破，盡善盡美，為這個時代有需要的家庭帶來溫暖及祝福，邁向更美的前景。在此，感謝各工作單位同工隊一直以來之悉心服務。



- **Service for Children & Youths and the New Arrival Families**

YWCA Headquarters Children and Youth Centre at YWCA Headquarters was re-integrated into Tseung Kwan O Integrated Social Service Centre, the Association's tenth integrated social service centre. After three years' service, New Arrivals' Family Integrated Service Centre was formally closed in 2004 due to the end of government subvention. Yet, the service will be incorporated by other programmes to help new arrivals' adjustment into the new community.

- **Vocational Training Service**

The Professional and Career Youth Department divided service recipients into three main categories: prospective workers, the employed, the unemployed or displaced workers, with customized vocational training services to cope with their specific demands. From May 2003 onwards, the vocational service has also been restructured into five main functions (administration and management, curriculum, employer network and employment service, personal growth and development, marketing & services and publicity) to improve effectiveness and efficiency.

- **Child Care Service**

In compliance with the government's policy on integration of nursery and kindergarten services starting from September 2005, the YWCA is actively taking steps, in terms of governing team, teachers' training, performance indicators, fees arrangement, services and facilities, etc. to meet the challenge and to continue delivering quality pre-school education.

With a history of nearly eighty-five years, we sincerely hope to strive for excellence and perfection, so as to bring warmth and blessings to those needy families in the days ahead. Taking this opportunity I must extend my deepest gratitude to all of YWCA staff teams for their invaluable service.



康體事工部
退休人士義工-長者機場大使計劃
義工高小姐及周小姐

從前對身邊的人群總沒多留意，間中察覺到有些人似有疑難想找協助，都不會主動去幫忙，既怕被拒絕時沒趣，更怕被誤會心懷不軌。現在會毫不考慮開口：「請問是否需要幫忙？」這種心態的改變，使自己跳出無形的框框，就是參加了「機場大使計劃」最大的得益，不經不覺的潛移默化，學會主動性，只要有熱誠助人的心，就算碰到沒禮貌的拒絕都不會介懷。

藍三角會徽的意義

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（滿有真理的靈）、

智（積極進取的思想）、

體（健康的體魄）、

群（和睦關係）。

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 BLUE TRIANGLE

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.

服務簡介 Service Brief



事工簡介

YWCA Movements in Brief

事工簡介



基督教事工

全球基督教女青年會的信仰基礎為聖父、聖子、聖靈三位一體的上帝，旨在以實際行動，分享上帝的愛和恩典，建立及促進和平、平等、公義、愛和包容的世界。面對廿一世紀多元化的社會，本會基督教事工部朝著「建立橋樑、栽培精兵、配合資源、廣傳福音」之目標，運用社區資源，藉著基督教信仰分享，讓幹職員和服務對象透過踏進女青年會，從而認識基督和進入神的家。

婦女事工

本會乃一個委身於婦女運動的團體。基於對平等、自主的堅持及對兩性差異的尊重，本會致力於從女性的角度發展婦女，豐富她們的生命，促進她們的福祉，拉近兩性之間的差距，協力建立平等、公義的社會。除以倡議工作提升婦女地位外，更設各項婦女為本的服務，支援婦女在家庭和社會上所擔當的角色，計有技能及領袖訓練、義工服務、婦女熱線、婦康關懷計劃、支援逆境婦女工作、互助網絡、婦女小組、法律諮詢及輔導服務等。

YWCA Movements in Brief



Christian Ministry

The World YWCA is founded upon the faith in God the Father, the Son and the Holy Spirit. It is our goal to live out our faith, to share God's love and promote global peace, equality, justice and love. In the 21st Century, the HKYWCA Christian Ministry Department, under the vision of "Preaching, Nourishing and Linking with Churches", aspires to deploy community resources to share the gospel with service targets and staff members so that they may know our Lord and join His family.

Women's Movement

As a women organization dedicated to advancing Women's Movement and striving for an equal and just society with due respect for differences, the Association has developed women-centred services, enhancing their wholesome well-being and supporting their multiple roles played in the society. The services include skills and leadership training, volunteer service, women's hotline, health care project, supportive projects for women in adversity, mutual aid network, women's groups, legal consultation and counselling service, together with advocacy for raising women's status.





會員事工

本會以生命的栽培為服務宗旨，務求令會員在德、智、體、群等方面均有平衡發展。在栽培過程中，亦增進會員對基督教女青年會運動的認識及歸屬感，鼓勵他們付出時間和努力，在世界基督教女青年會運動中盡展所長，參與建立一個公義、仁愛、和平的世界。

透過連繫各地友好機構，亦協力在本地及國際間拓展女青運動，並積極提升機構形象及開拓資源，成立公關專責小組，除統籌全會公關事務及傳媒工作，更與各界發展合作關係，有系統地統籌會內及會外事務。

特為來自各國的外語人士，開辦「家在香港」啟導課程，協助他們熟習香港生活及處理新到港的適應，結識朋友，並在導師的帶領下，暢遊本港各地名勝，體驗本地日常生活，俾能樂居香港。

康體事工

康體事工旨在善用會所及青年營康體設施，集結全會康體專才，結合基督教信仰及價值觀、社會工作及輔導元素，藉各種均衡及可持續發展的康體活動，致力發展具女青年會特色的康體事工。

本會除顧及不同年齡會員的餘暇時間，為其籌辦多元化康體活動及班組之外，還會定期舉辦各類健康促進計劃及工作坊，培養會員及同工對康體活動的正確意識，協助會員及同工養成經常參與康體活動的習慣，從而增進群體合作精神、建立抵抗逆境的能力及培養積極人生觀。

Membership Movement

The YWCA pursued the goal of "enhancement of lives" which is to promote the spiritual, mental, physical and social welfare of all members. During the process, the YWCA not only fosters members' holistic well-being, but also develops their enthusiasm and sense of belonging towards the YWCA Movement, inspiring their contribution to building a world full of truth, kindness and peace.

In an effort to advance local and world YWCA movement, the Association has also invested tremendous efforts on building up friendly ties with other organizations. An elite public relations panel is in place to handle all publicity and media manipulations, to form partnership with different parties and to administer internal and external affairs systematically.

The "At Home" programme is the signature course of the English Speaking Members Department (ESMD), where new comers to Hong Kong make friends and adjust to local living while being led around Hong Kong by a coordinator to visit various attractions.

Recreation and Sports Affairs

The Recreation and Sports Affairs Department, with its campsite and club house facilities, aims to develop a variety of balanced and holistic recreational activities by incorporating the essence of counseling and social services, and Christian values in the programme.

There are a wide range of recreational activities for our members and staffs of different backgrounds. By providing regular programmes and workshops on "health improvement", it aims to promote participants' habit of doing exercises, enhance their group spirit, adversity quotient and positive lifestyles.

服務簡介 Service Brief

學前教育 Pre-school Education

學前教育

為二至六歲幼兒提供教育與照顧並重的多元化學前教育服務，致力為幼兒締造理想的發展空間及快樂的童年，培養健康的品格。

幼兒園

由社會福利署資助，為二至六歲幼兒提供全日制的照顧和學習活動，培養他們成為健康活潑、思想靈活、熱愛學習、關心別人、主動參與、獨立合群及富探索精神的幼兒，為升上小學奠下穩固基礎。

設有**融合計劃**，兼收輕度弱能兒童融入主流教育，針對個別幼兒的需要設計不同訓練及小組學習，讓普通幼兒自幼認識和接納各類弱能兒童，又成為弱能兒童的模仿學習對象，使弱能兒童成長後較易融入社會。

另設**暫托服務**，為有需要的家庭提供短暫照顧幼兒的服務，暫托幼兒按年齡入班，與其他幼兒一同上課及遊戲，使家長能安心處理突發的事件，避免幼兒獨留在家中發生意外。

延長服務時間，對象為由於工作時間關係，未能準時接幼兒放學的家長；在延長時段內，幼兒可輕鬆聽音樂、閱讀圖書或進行其他遊戲，進食茶點或晚膳等。

幼稚園

由教育統籌局資助，為三至六歲幼兒提供上、下午班及全日班的教育服務，課程著重培養幼兒的主動參與、探究和發現的精神，從中學會解決困難、與人相處的技巧及喜愛學習，為小學生活紮根。

Pre-school Education

The Association renders care and diverse preschool education services for children aged 2 to 6, providing an ideal learning environment for happy childhood and in cultivating characters.

Nursery

Under the subvention of Social Welfare Department, our nurseries provide full-day care and activities to foster children's healthy development, creative and caring mind, initiative, socialization and learning spirit, laying a firm foundation for their primary school study.

Integrated Programme

The Integrated Programme is to help mildly disabled children adapt to main stream education, with individual training and group learning activities designed for their individual needs.

Occasional Childcare Service

The occasional childcare service aims at preventing children left unattended at home.

Extended Hours Service

Flexibly arranged for parents who cannot escort their children home due to irregular working hours, the extended service time offers a safe environment for children to play, read books or enjoy snack or dinner, etc.

Kindergarten

Subvented by Education and Manpower Bureau, the Athena Kindergarten is divided into A.M., P.M. sessions and full day classes providing preschool education to children aged 3 to 6. The curriculum is designed for cultivating the children's learning initiative, inquiring and exploratory mind, facilitative to their problem-solving, interpersonal skills, and learning interest, as a sound foundation for future study.

學校教育 School Education

學校教育

配合本港教育及人力發展需要，為不同階段人士提供在學教育的機會，以提升學術水平、技能訓練及促進身心靈發展，奠下良好基礎，為社會培育才德兼備的人才。

丘佐榮中學

為一所政府認可採用英語授課之資助中學。全校由中一至中七級原設有十九班，將於二零零七年擴班至二十四班。本校以基督精神為宗旨，以「思明俊德」為校訓，致力促進學生全人發展，俾有健全人格，貢獻社會。

持續教育中心

為過往因經濟、環境因素而錯失接受基本教育的成年人提供小學及初中教育的機會，使他們能夠奠定中文、英文、數學基礎和掌握基本知識，使能持續進修，以適應不斷轉變的社會生活。

School Education

Hioe Tjo Yoeng College

It is a government-aided, English grammar school established in 1971. At present, the School offers 21 classes from S1 to S7 and the number of classes will be progressively expanded to 24 in 2007.



Continuing Education Centre

It provides primary and junior secondary education to adults who miss the chance of schooling at an earlier age. After this basic learning, students can be bridged to other education opportunities, preparing themselves for the changing society.



青少年工作 Children and Youth Service

青少年工作



透過個人輔導及諮詢服務、小組、活動計劃等工作手法，為青少年提供多元化服務，促進其德、智、體、群四育的均衡發展，建立積極正確的人生觀，培養其對社會及國家民族的承擔感。本會現有十間綜合青少年服務中心、四十間中小學駐校服務及一隊地區青少年外展工作隊。

綜合社會服務

結合中心工作、學校社會工作及外展社會工作之精髓，突破服務分割之限制，提供一站式綜合服務，輔助個人健康成長，強化區內家庭網絡，建立互助關懷社區。

Children and Youth Service



Our Children and Youth Service targets the balanced and holistic development of youngsters while developing their positive life values and enhancing patriotism and their sense of belonging towards the community through diverse social services.

Integrated Social Service

Combining the gist of centre-based, school and outreach social work services, it provides one-stop, diverse service for users in the district to promote personal growth and reinforce family support network, contributive to a caring community.



學校社會工作

派駐中、小學，協助學生預防及處理個人成長、學業、情緒行為、家庭及人際關係等問題，並支援老師及家長，締造有利之環境扶助青少年成長。

地區外展社會工作

主動接觸流連街頭的青少年，提供適切的服務，引導其重納正軌；並協調區內各綜合社會服務隊對街頭邊緣青少年的照顧及填補服務空隙。

全方位小學輔導服務

透過綜合社會服務處在地區上的優勢及在專業社工隊的支援下，駐校社工緊密聯繫學校各系統，以推行全面的學生輔導服務，並協助學校建立輔導系統組織及政策，為老師提供支援和培訓，推行學生之個人成長教育，及為有需要的學生提供輔助服務。

課餘託管服務

本會去年獲社會福利署資助超過港幣七十九萬九千元推行上述計劃，目的是為225名缺乏家長照顧的小學生提供支援服務，包括膳食、功課輔導、促進身心發展的多元化活動。

School Social Work

Social workers stationing at primary and secondary schools assist students in prevention and management of problems related to personal growth, schooling, emotional, behavioural, familial and inter-personal relationship while supporting teachers and parents in providing a sound environment for their growth.

Youth Outreaching Social Work

This service is to reach out to youth-at-risk who loiter on street, providing them with suitable services and guiding them to the right. It coordinates various integrated service teams in delivering care to marginal youths and fills up service gaps as they arise.

Comprehensive Student Guidance Service

Supported by a well established community network and professional social workers of integrated social service centres, stationing social workers link closely with the school subsystems to implement the student guidance service effectively. Four areas are emphasized, namely: building up the policy and organization of guidance system, providing supportive services for teachers, implementing personal and growth education for students and offering responsive services for needy students.

After School Care Programme (ASCP)

The programme is sponsored a sum of over HK\$790,000 by Social Welfare Department to serve 225 primary students who are without proper parental care at daytime, with a series of supportive services such as homework guidance and activities which enhance their psycho-social development.





職業訓練 Vocational Training

職業訓練

為職前、在職、失業及轉業人士提供各項職業訓練及發展服務，以提升他們的工作技巧及就業競爭力，協助其事業發展，以實踐自我增值及終身學習的理念。此外，亦提供多種配套及跟進服務，包括就業輔導、職業轉介、義工訓練、小組與團會活動，達致發展個人潛能，關心社群。

現有兩所註冊學校及五所再培訓中心，各所訓練中心均為不同的職業培訓課程而設，設施包括電腦室、烹飪室，洗熨訓練室、房務訓練室及起居照顧員實習室等。其中麗瑤社會服務處為再培訓局認可的家務助理技能測試中心，另九龍會所亦是英國倫敦行業教育學會(City & Guilds)、英國倫敦會試(LCC & I)之認可授課中心，以及英國必文學會(Pitman)、香港專業會計員協會(HKAAAT)之認可授課及考試中心。

為準入職人士提供之訓練及服務

為中五離校生提供一年制職業訓練文憑或高級文憑課程，協助他們掌握工作所需的知識和技能，並透過工作實習，鞏固所學知識，為進入工作世界作好準備。課程除教授各行各業的專業知識外，亦提供個人成長課程及個別輔導，照顧學員之成長及全人發展。

Vocational Training

In respect of the needs of pre-employed, employed and unemployed people, YWCA vocational training and development services focus on providing job skills training and encouraging lifelong learning among our service users. Different packages of services and follow up programmes including career counseling, job referral, volunteer training and group activities, etc develop their potentials in contributing to the community.

The Association has two Career Development and Training Centres and five Retraining Centres registered. Among them, the Kowloon Centre is an official teaching and examination venue for Pitman, City and Guilds, LCC&I, and HKAAT; whereas Lai Yiu Social Service Centre is a Common Assessment Centre for domestic helpers under the Employee Retraining Board.

Pre-employment Training Service

One-year diploma / advanced diploma training courses including job placement, personal growth workshop and individual counseling are offered to S5 graduates conducive to their overall development.

為在職人士提供之訓練及服務

- **增值課程**
舉辦各項增值課程，如職業英語訓練、普通話、專業電腦課程等。部份課程預備學員參加相關的資歷評審考試，以考取認可資歷。
- **機構僱員服務計劃**
與工商機構、政府部門、社會服務機構合作，為不同職級的員工提供在職訓練，透過課堂、諮商、輔導等，提升員工之工作表現。同時亦協助僱主改善管理，加強僱主與僱員間之溝通，使能緊密合作，共同創造成果。
- **技能提升計劃**
由教育統籌局資助，主要為各行業內中學或以下教育程度的基層勞工提供針對性的技能訓練，以協助他們掌握嶄新的工作技能。
- **文娛康體課程**
為照顧在職人士的全面發展，舉辦多項工餘文娛康體課程，包括太極班、瑜珈班、社交舞班、西洋插花班、書法班、國畫班、長衫製作班等。

為失業或轉業人士提供之訓練及服務

- **再培訓及就業服務**
由僱員再培訓局資助，由一九九三年起至今一直以跨專業及綜合服務形式，為三十歲或以上失業或轉業人士提供職業技術訓練、軟性技巧訓練(自我認識、人際關係、溝通技巧、團隊合作等)、就業輔導、義工服務、僱主網絡等支援服務。

On-the-job Training Service

- **Value-added Courses**
Value-added courses, including English, Putonghua and professional computer skill courses are offered to prepare working adults to attain recognized qualification through examinations.
- **Employees Service Scheme**
In cooperation with business organizations, government departments and social service organizations, the Scheme provides on-the-job training such as lectures, consultation and counseling service, to upgrade the performance of employees of various ranks, while helping employers to improve their management and strengthen the employer-employee communication for better work performance.
- **Skills Upgrading Scheme**
Subvented by Education and Manpower Bureau, the Scheme renders specific job skills upgrading courses to those workers with only secondary or lower education to enable them to acquire updated job skills.
- **Leisure and Recreational Courses**
Various recreational and personal development courses, including tai-chi, yoga, social dance, Western flower arrangement and calligraphy are offered to enhance the all round development of the working populace.

Training Service for the Unemployed or Displaced Worker

- **Retraining and Employment Service**
Funded by Employees Retraining Board since 1993, we provide integrated services, such as job skills training, soft skills training (self-understanding, team work building, social and communication skills), career counseling and volunteer service to the unemployed or displaced workers who are in their 30s or above to enable them to be employed after the training.

職業訓練 Vocational Training

耆年服務 Elderly Service

耆年服務



松柏中心

提供教育及發展性活動、義工服務、輔導服務、外展及網絡工作、護老者支援、諮詢及轉介服務；鼓勵長者善用餘暇、擴闊社交生活圈子、保持與社會接觸、發展個人潛能、服務社會及發揮互助關懷的精神。

松柏社區服務中心

中心規模比松柏中心為大，在地區提供一站式的社區支援服務予健康、體弱長者和護老者，鼓勵長者善用餘暇持續學習、發展潛能、服務社會；為有需要的體弱長者，提供生活起居照顧和護理服務，和為護老者提供支援服務；並致力向社區人士推廣敬老、愛老和護老意識，聯繫、協調和支援不同的長者服務體系，使長者能在熟悉的社區生活，安享晚年。



Elderly Service



Neighborhood Elderly Centre

The centres provide educational, developmental, counseling, carers support, reaching out and networking services etc, to inspire elders to well utilize their leisure time, enlarge social contact and develop potentials to serve the community.

District Elderly Community Centre

Of a larger scale than the Neighborhood Elderly Centre, the centres provide one-stop community support service, including personal and health services, to those frail or healthy elders and family carers living in the community to facilitate elders to develop their potential and serve the community. Also promoted is the sense of respect, love and care towards the elderly, together with various supporting functions to allow their ageing in place.

Integrated Home Care Services Team

Holistic care and support services like meals on wheel, personal and nursing care, laundry, escorts services, household training, child care, rehabilitation, purchase daily necessities, carers support, and respite services are provided to help the frail elders, disabled persons and needy families to overcome daily difficulties so that they can stay in the community and prevent their premature admission to residential care.

Day Care Centre for the Elderly

Centre-based services like personal and nursing care, meals, laundry, physiotherapy, social and recreational activities are provided for frail elders to raise their self-care ability, not only to avoid early institutionalization, but to relieve their family members' pressure in looking after them, and promote family harmony.



綜合家居照顧服務

協助有需要或體弱長者、弱能人士及家庭，提供護理服務、到戶膳食服務、家居清潔、個人照顧、護送服務、康復運動、幼兒照顧、代購、家居安全、護老者支援及暫託服務，使他們留在家中，無需住進院舍也得到適當的個人及家居照顧，並鼓勵其家人及親友共同負起照顧工作，發揮社區照顧精神。

長者日間護理中心

為體弱之長者在日間提供膳食、護理、社交活動及康復運動等服務，提升他們自我照顧能力，使他們可繼續與家人一起生活，並減輕其家人於照顧上所承受的壓力，促進家庭和諧。

安老院

為有住宿需要、能自我照顧個人起居衛生的長者，提供住宿、膳食、護理及照顧、輔導及社交康樂活動等，並鼓勵長者積極參與院舍及社區事務，以達致老有所為及老有所屬的目標。

護理安老院

為體弱及有機能障礙、需要長期照顧起居生活的長者提供住宿、膳食、護理、康復治療、醫生到診、輔導及社交康樂活動，協助長者建立更充實、豐盛及愉快的晚年生活。

長者持續教育中心

為退休人士和長者提供師資培訓、網上課程和持續教育課程，鼓勵長者善用餘暇，學習新知識和技術，貫徹終身學習的理想，並貢獻所長，回饋社會。

Home for the Aged

Accommodation, meals, limited nursing care, social and recreational activities, counselling, etc. are provided to elderly persons who are capable of basic self care, but have the risk of living at home. Residents are encouraged to participate actively in home affairs and to keep close touch with the community, advantageous to their positive aging.

Care and Attention Home for the Elderly

Multi-faceted services of accommodation, meals, personal care (bathing, grooming etc.) feeding, nursing care (medication, injection, health check up etc), physiotherapy, social and recreational activities, and counseling etc. are delivered to elderly persons with poor health, chronic disease or functional disabilities, enabling them to lead a dignified and quality life.

Elderly Continuing Education Centre

The centre offers teachers' training course, skills and on-line interactive learning programme to retired persons in line with the concept of lifelong learning.



家庭及社區服務

Family and Community Service

家庭及社區服務

家庭為社區之本，本會透過靈活的社會工作手法，因應社群的不同需要，提供改善個人、家庭及社區生活質素的服務。

新來港家庭工作

以外展方式於服務區內多個新來港人士聚居的區域設立街頭流動諮詢站，並訓練區內婦女義工、青年義工及到港未滿一年的新來港人士義工進行家庭探訪，為初到港的家庭解決緊急及即時面對的適應問題、介紹地區服務、作出服務轉介、提供職業技巧培訓及就業服務。

家庭及事業促進服務

由一組具專業知識及豐富經驗的社工負責，透過講座、工作坊等讓參加者了解家庭及人際關係的重要性，強化溝通，促進親子及人際關係，以及個人專業成長，從而享受和諧的生活。

家庭生活教育服務

透過多元化活動，協助家庭成員獲取促進和諧家庭生活方面的知識及技巧，加強成員間的溝通與尊重，預防家庭問題的發生，達致和諧愉快的家庭生活。

Family and Community Service

According to needs of different groups, a range of social work methodologies is applied to upgrade their living quality.

Service for New Arrival Families

The Service reaches out to needy new arrivals by setting up mobile enquiry stations at different localities, and trains youth, woman and new arrival volunteers to help new comers resolve emergent and imminent problems of adjustment, introduce to them district services and arrange necessary referral.

Family and Career Enhancement Service

Run by professional and experienced social workers, it offers tailor-made service to schools and organizations in the form of talks, workshops and a series of courses, aiming to enhance personal and professional development, and facilitate harmonious interpersonal relationship.

Family Life Education Service

The Service equips users with knowledge and skills on family life, through diverse community education programmes, to enhance better communication and respect among family members, preventing family breakdowns while fostering harmonious family relationship.



社區工作

因應社區需要提供多種服務，發展區內居民的參與意識及能力，組織居民關注社區問題，建立鄰里互助網絡，以改善居民生活質素。



熱線輔導服務

乃是一項全港跨區服務，幫助來電者建立面對問題的信心及提升其應付困難的能力，鼓勵有需要的人士及早處理困擾，預防問題惡化，促進身心健康及成長。接聽電話服務共設有六條專線，包括福音專線、婦女專線、兒童專線、少年感情專線、新來港人士專線及輔導專線。

個人及家庭輔導服務

透過專業社會工作及輔導技巧，協助兒童、青少年及成年人解決問題，包括個人情緒、人際、工作、婚姻及家庭等方面。除了支援熱線輔導服務，亦支援本會六十多個單位一些需要長期或深入跟進的個案。

臨床心理服務

乃是應用心理學原理去幫助自願求助者，以及由本會社工或醫院或其他社會服務機構轉介的求助者，按其需要提供有關情緒、思想、恐懼及與人相處等問題的專科服務。內容包括心理評估、心理治療、諮詢服務、教育及心理健康推廣等。

Community Development

To upgrade living quality of residents, the service is to boost residents' awareness and ability of community participation by organizing community concern groups and mutual support network, and providing services to meet community needs.

Hotline Counselling Service

It is a territory-wide counselling service, divided into six hotlines for different targets, including Gospel Hotline, Women's Hotline, Children Hotline, Teens' Hotline, New Arrivals' Hotline and Counseling Hotline, to help callers build up confidence and ability in dealing with problems. The Service inspires the needy to manage frustrations earlier and promote wholesome well-being.

Individual and Family Counselling Service

Professional social work skills are applied to assist children, youths and adults to solve problems of emotion, interpersonal relations, career, marriage and family. It is a back up support for the hotline service as well as the prolonged and critical casework of our sixty-odd centres, and renders consultation on case counselling.



Clinical Psychological Service

It is a professional service, employing the principles of psychology, to help the needy solve various problems of emotion, thinking, fear and human interaction. The service contents cover psychological evaluation, mental treatment, consultation service, education and publicity of mental health.



賓館服務 Guesthouses Service



賓館服務（附設餐廳）



四間賓館共有五百房間，分別於花園國際賓館設一百三十三間客房、柏顏露斯賓館設一百六十九間客房、女青大廈設九十九間客房及女青雅舍設九十九間客房，坐落港島及九龍區，為世界各地旅客、基督教女青年會之會員及本港有需要人士提供優質住宿服務。賓館內皆設備完善，包括餐廳、商務中心、會議室、健身中心、互聯網服務、自助洗衣房。客房均有空氣調節、浴室、彩色電視、國際長途直撥電話等，務求令顧客賓至如歸。

Guesthouses Service (with restaurants)

Hong Kong YWCA has four guesthouses located on Hong Kong Island and Kowloon side with a total of 500 rooms, namely Garden View International House, Anne Black Guesthouse, YWCA Building and YWCA Lodge. All four guesthouses offer a variety of settings to provide quality accommodation services for tourists, business travelers, local residents and members of the Association. Our guesthouses are equipped with comprehensive facilities including restaurants, business centers, conference rooms, gymnasium, internet services, self service laundry facilities, mini fridge, colour television and IDD services.



**職業青年部
再培訓義工 錢女士**

我在這年參加義工服務裏得到很多益處，不但令我自己得到很多的快樂，我和子女的關係也有良好的改善。



工作報告 Service Report



會訓

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)

MOTTO

“ And you shall know the truth and the truth shall make you free ”

(John 8:32)

年度機構剪影

Highlights of the Year

剪影

年度機構剪影



出席第三十屆基督教女青年會世界協會理事會

來自全球一百個國家逾千位女青年會代表於二零零三年七月四至十日出席在澳洲布里斯班舉行的世協理事會。本會派出一行二十四人的代表團，出席是次四年一度之盛事，參與訂立未來「創造遠見、開發能力、領導改變」的發展路向（詳見「會長的話」）。

董事、顧問及同工獲殊榮

本會顧問陸趙鈞鴻博士獲頒特別行政區銅紫荊星章，副會長胡秀霞太平紳士及本會顧問張小燕博士獲頒榮譽勳章；本會社工籃球隊勇奪第十五屆社工機構籃球賽亞軍，本會同寅衷心致賀。

基督精兵 永垂會冊

名譽會長兼基督教事工委員會顧問王文馨博士(林植宜夫人)於二零零四年五月二十一日蒙主寵召息勞，王博士自一九四六年起任本會董事，至一九九九年榮任名譽會長，服務本會逾五十載，歷任本會多屆會長、副會長、司庫、書記及董事等職。王博士畢生愛會，多年來盡心盡力拓展本會會務，建樹宏豐，懿範長存。

名譽董事兼幼兒服務、會員事工、婦女事工及青年服務委員會顧問袁瑞珍女士(葉若林夫人)於二零零四年六月十五日安息主懷，袁女士自一九五八年起任本會董事，至二零零二年榮任名譽董事，服務本會四十六年，貢獻良多，令人無限追思。

獲頒二零零二年香港十大義工服務時數獎（公眾團體）

本會的義工力量再一次獲肯定：本會榮獲由社會福利署頒授的二零零二年香港十大義工服務時數獎（公眾團體），並於二零零三年十二月七日由副會長胡秀霞太平紳士在香港禮賓府代表領獎。此外，亦於二零零四年初獲頒發義務工作嘉許金狀。

Highlights of the Year



The 30th YWCA World Council Meeting

Over 1000 YWCA representatives from 100 countries across the globe shared the grand occasion of the quadrennial YWCA World Council meeting in Brisbane, Australia on 4th – 10th July, 2003. The Hong Kong YWCA particularly dispatched a 24-member delegation to take part in formulating the development direction of YWCA Movement under the theme of "Create the Vision, Develop the Power, Lead the Change". (For details, please refer to "President's Remark")

Hon. Awards to Board Member, Committee Member and Staff

We heartily congratulate Dr. Chiu Kwan Hung, Hon. Advisor, on her receiving the Bronze Bauhinia Star; Mrs. Patricia Ling, 1st Vice-President, and Dr. Cheung Siu Yin, Committee Member, for their obtaining the Medal of Honor from the HKSAR government; and the Association's basketball team who came second in the 15th Social Workers' Basketball Tournament.





獲頒「老有所為」全港最佳活動計劃獎

本會榮獲社會福利署頒發多個「老有所為」活動計劃獎項，自一九九九年社會福利署創辦「老有所為活動計劃」五年以來，本會已是第四次獲得「老有所為」全港最佳活動計劃獎這最高殊榮。

A Tribute to late Hon. President and Hon. Board Member

Dr. Wong Man Hing, Hon. President, passed away peacefully on 21 May 2004. Her distinguished services, as the Hon. President, President, Vice-President, Hon. Treasurer and Board Member, for the Association lasted for over five decades from 1946 to 2004, reaping fruitful contributions to the society. All Board and staff members of the YWCA shared together our respect and gratitude to this beloved leader and friend.

Another respectable leader, Ms. Yuen Shui Chun, our Hon. Board Member, passed away on 15 June 2004. Her memorable days in the YWCA started in 1959 when she became a Board Member. Throughout the four decades of her service, she took up the posts as Hon. Board Member, Board Member, Committee Member and Advisor. Her exemplary work will impress deeply on our mind forever.


A Fruitful Year: winning several major awards

Top 10 Volunteer Service Hours Award 2002 (Organisation Member)

Our volunteers' contribution was recognised and given the Top 10 Volunteer Service Hours Award 2002 (Organisation Member) from the Social Welfare Department. We were formally accredited for achieving a certain amount of service time during the year, and Mrs. Patricia Ling, the 1st Vice-president, received the award for the YWCA at the Government House on 7 December 2003. Beyond this, our voluntary team was conferred the Recognition for Volunteers Award in early 2004.

The best "Opportunities for the Elderly" project in the territory

The Association has continued to excel in the awards of "Opportunities for the Elderly Projects" in the district and territory-wide sections, as follows.

獎項 2003 Opportunities for the Elderly Project	獲獎計劃 Award winning project
<ul style="list-style-type: none"> ● 全港最佳老有所為活動計劃獎 The best project in the territory; 	 <p>尋找火鳳凰的故事 (鄭傍卿紀念松柏苑) Never ending stories of our elders</p>
<ul style="list-style-type: none"> ● 南區最佳老有所為活動計劃獎 The best project in the Southern District; ● 最具創意獎 The most creative project, and ● 最突顯長者貢獻獎 The best manifestation of elderly's contribution in the District 	
<ul style="list-style-type: none"> ● 東區及灣仔最佳老有所為活動計劃獎 The best project in Hong Kong East and Wanchai; ● 最突顯長者貢獻獎 The best manifestation of elderly's contribution in the District 	<p>長幼樂聚互成長計劃 (明儒松柏社區服務中心) Mutual growth through active learning</p>
<ul style="list-style-type: none"> ● 深水埗區最佳老有所為活動計劃獎 The best project in Shamshuipo District 	<p>不甘示“虐”耆青互學及推廣計劃 (誌實松柏中心及雲華護理安老苑) Against Elderly Abuse - Youth & Elders Volunteer Campaign</p>
<ul style="list-style-type: none"> ● 大埔及北區最佳老有所為活動計劃獎 The best project in Tai Po and North District 	<p>智優新人類 (秀群松柏社區服務中心) Smart ageing</p>

獲僱員再培訓局頒發獎項

由本會提名之六位僱主及一位學員，於僱員再培訓局二零零四年二月二十三日第八屆頒獎禮中，獲表揚為熱心參與及表現傑出。

Awards from Employee Retraining Board

At the 8th Award Presentation Ceremony of the Employee Retraining Board on 23 February 2004, six employers and one retrainee nominated by YWCA obtained the Employer Gold Star Platinum Award, Gold Star Award and Outstanding Retrainee Award respectively.

獎項 Award	獲獎人/計劃	Winner
僱主金星獎白金大獎 Employer Gold Star Award - Platinum Award	富城集團 康業服務有限公司	Urban Group Hong Yip Service Company Limited
僱主金星獎 Employer Gold Star Award	偉邦物業管理有限公司 仲量聯行物業管理有限公司	Well Born Real Estate Management Limited Jones Lang LaSalle Management Services Limited
僱主優異獎 Employer Certificate of Outstanding Performance	希慎興業有限公司 和記黃埔地產有限公司	Hysan Development Company Limited Hutchison Whampoa Properties Ltd.
傑出學員獎 Outstanding Retrainee	周慧蘭	Ms. Chow Wai Lan

獲公益金頒發獎項

本會參與公益金舉辦之「商業及僱員募捐計劃」、公益行事「折」食日、公益金便服日、及公益綠「識」日等，並獲得年度之最高參與率獎及「商業及僱員募捐計劃」之銅獎。



Recognition from The Community Chest

Supportive of the Community Chest's "Corporate and Employee Contribution Programme", "Skip Lunch Day", "Dress Casual Day" and "Green Day", etc, the Association received awards of the "Highest Participation for the Year" and bronze medal of "Corporate and Employee Contribution Programme".

將軍澳綜合社會服務處開幕典禮

本會位於將軍澳區的第十所綜合社會服務處於二零零三年七月十日隆重開幕，在名為「健康生命躍章」的開幕禮慶典中，邀得西貢區議會主席吳仕福太平紳士、黃大仙及西貢區社會福利專員李永偉先生與青年及社區服務部主席陳麗雲教授和黃秀英委員聯同主禮。眾多區內人士，友好團體的蒞臨及鼎力支持，令中心在一片歡欣洋溢聲中開展新的一頁。

Opening of Tseung Kwan O Integrated Social Service Centre

Tseung Kwan O Integrated Social Service Centre, the tenth integrated centre of the Association, had its grand opening on 10 July 2003 with a theme of "Health Charter of Life". Mr. Ng Sze Fok, BBS, JP, Chairman of Sai Kung District Council, Mr. Lee Wing Wai, District Social Welfare Officer (Wong Tai Sin / Sai Kung), and Professor Cecilia Chan, Chairperson of YWCA Youth and Community Service Committee, jointly officiated at the Opening Ceremony. It marked a new phase of the Centre amid the joy and blessings from friends, residents and organizations in the district.



紹邦幼兒園開幕典禮

紹邦幼兒園於去年四月中完成註冊手續，隨即投入服務，招收二至六歲學前期兒童。園內環境優美，除一般課室外，更設有感官室，戶外遊樂場地及自然教育徑等，為幼兒提供一個富啟發性的學習場地。幼兒園於二零零四年二月十四日（星期六）舉行開幕典禮，由社會福利署署長鄧國威太平紳士蒞臨主禮，捐款者孔憲紹伉儷揭幕，本會董事黃瑞君牧師祝福，當天出席嘉賓達六百餘人，天真可愛的小朋友使場面倍添熱鬧溫馨。幼兒園蒙孔憲紹伉儷捐款二百萬元及香港獎券基金撥款五十五萬九千八百元成立，謹此致謝。



Opening of Shiu Pong Nursery

Having come into operation since mid April 2003, Shiu Pong Nursery houses a full range of facilities, including a sensory training room, outdoor playground and natural education path which are enlightening learning spots for children. Its Opening Ceremony took place on 14th February 2004 with Mr. Paul Tang, JP, Director of Social Welfare, as the officiating guest, and Mr. and Mrs. Hung Hin Shiu, the donors, conducting the Plaque Unveiling Ceremony. Pastor Wong Shui Kwan, YWCA Director, addressed the benediction. In attendance were over six hundred guests including many lovely and vibrant children. Thanks are sent to Mr. and Mrs. Hung Hin Shiu for their generous donation of HK\$2 millions, and the Lotteries Fund for granting a sum of \$559,800 towards the establishment of the Nursery.

The Fifth Outstanding Young Woman Volunteers Selection

The Outstanding Young Woman Volunteers Selection, first started in 1992 was held the fifth time last year with an aim to commend the brilliant contributions of young outstanding woman volunteers. The Award Presentation Ceremony on 7th March, 2004, attracted some 200 guests and 8 media organizations to cover the auspicious event.



第五屆全港傑出青年婦女義工選舉

本會自一九九二年起籌辦首屆全港傑出青年婦女義工選舉，至今共舉辦了五屆傑出青年婦女義工選舉，旨在表揚在義務工作上具傑出表現的青年婦女義工，鼓勵更多婦女參與義務工作行列以貢獻社會。今屆頒獎禮於二零零四年三月七日舉行，由中央人民政府駐香港特別行政區聯絡辦公室副主任郭莉女士主禮，當日活動約有二百人出席，並有八間傳媒機構到場採訪。

回應嚴重急性呼吸道綜合症 (SARS) 所採取的行動

推出防疫措施及適切服務

自二零零三年四月起，本港面對非典型肺炎的威脅，為遏止疫症擴散，本會對內制訂了保護員工的措施，對外則向市民提供對抗疫症的支援活動，包括：

- 在本會網頁上提供疫症資料、防疫錦囊及減壓良方；
- 製作「家庭關係維繫錦囊」短片，於「路訊通」(Roadshow)播放；
- 發起「關懷之聲」大行動，為被隔離人士之親友提供「愛心卡式機」記錄心底話，以鼓勵患者；
- 女青輔導熱線加開針對疫病的支援專線，由專業社工接聽，提供有關非典型肺炎資訊、情緒輔導及轉介服務，共處理一千多個個案；
- 參與香港社會服務聯會「全城抗災大行動」，為義工提供家居清潔訓練資料，擔任屯門及新界北區之地區聯絡單位，安排義工為獨居長者及長期病患提供家居清潔，帶動關懷訊息及加強宣傳個人及家居衛生等。

進行調查研究

● 「香港女性面對非典型肺炎之壓力」調查

為了解非典型肺炎對本港婦女的影響，本會於二零零三年四月五至二十四日期間，透過電話調查成功訪問644位女性，調查反映非典型肺炎增添了女性的家居清潔及孩子照顧壓力。惟家中男性卻未有在實際工作上及情緒上作出支援，這反映本港性別角色定型仍牢固、家庭分工仍不平等。是次調查之新聞發佈會於四月二十七日舉行，共有十間傳媒機構作出報導。



Actions In Response to Severe Acute Respiratory Syndrome (SARS)

The Launch of Anti-SARS Measures and Responsive Services

Against the threat of SARS last year, the Association proactively ran supportive services for the general public, including:

- uploaded information about SARS, Anti-SARS tips and pressure-relieving methods onto the Association's webpage for quick reference;
- produced the short film on "tips to maintain family relationship" and broadcasted it on "Roadshow";
- Initiated "YWCA voice of care" project to help relatives and friends record their words of encouragement to those quarantined;
- ran an additional hotline to offer information about SARS, emotional counselling and referrals by professional social worker, and the total no. of handling cases exceeded 1000;
- participated in "Operation UNITE" organized by Hong Kong Council of Social Service.

Surveys on SARS-related issues

● The Study on "Psychological Distress of Hong Kong Women when facing SARS"

A telephone survey during 5th-24th April 2003 successfully interviewed 644 women, revealing that women faced greater pressure on housework and childcare during the SARS epidemic. Yet, male partners in families failed to provide sufficient support, in terms of sharing housework and emotional care. Gender stereotype was still deep-rooted in Hong Kong. The findings were released on 27th April, 2003, and widely covered by 10 local media agencies.

- 「中學生面對非典型肺炎肆虐的心理狀況及行為模式」

意見調查

本會於零三年四月十七日至二十日進行為期四天的「中學生面對非典型肺炎肆虐的心理狀況及行為模式」網上意見調查，獲填回的有效問卷為920份。調查顯示大部份被訪同學均回應政府的呼籲，近八成被訪者表示留在家中，避免到人多擠迫的地方。至於如何打發停課時間，前五項最常進行的活動依次為上網瀏覽消閒資料、溫習功課、看報紙雜誌、電話談天及閱讀課外書。約七成被訪者認為停課影響他們復課後的學習心情。

祈禱運動

- 每日電郵《宣告神的名》、《為面對非典型肺炎》及《每日早晨八點鐘，祝福香港五分鐘》禱文至各單位。共派發《同心向神呼求》祈禱手冊約一千二百本，鼓勵單位同工為香港禱告。
- 參與為香港禱告之祈禱運動，行動名為《父呀！我們晝夜必不靜默》，由基督教事工部鼓勵各單位於每日早上八時半至九時祈禱，為期半年；並推動董事、委員、同工回應香港非典型肺炎之祈禱網：「每日禱告五分鐘」行動。
- 本會支持登報向全港醫護人員致敬：於星島日報、都市日報、經濟日報、大公報、文匯報及明報刊登。
- 派發一百三十本《宣告神的名》四十日禁食祈禱手冊及一百二十本《福音遍萬民》予各單位，及六百四十張兒童福音書簽予幼兒園 / 幼稚園。

- The Study on " Psychological State and Behavioral Pattern of Secondary School Students during SARS Outbreak "

A four-day on-line survey from 17th to 20th of April, 2003 got 920 valid returns. The results showed most of the responding students reacted positively to the government's advice: 80% of them stayed home and avoided crowded places. Also the five most popular activities off school were surfing internet, doing revision, reading books and magazines, chatting on the phone and doing leisure readings.

Prayer Campaign

- Daily e-mail of prayer scripts; distribution of a thousand odd prayer books written by the Jireh Fund to all departments.
- Joining the prayer movement named " Oh! Father! We will never be silent day or night! ", to mobilize a half-hour prayer meeting every morning for six months, and encourage all directors, committee members and staff to pray for five minutes each day.
- Distribution of 130 copies of " Proclaim the Name of our Lord " 40-day fasting booklet and 120 copies of " Preaching Gospel to people of all nations " booklet to all departments; and 640 copies of evangelistic bookmarks to nurseries.

耆年服務部 雲華護理安老苑 苑舍服務關注組組員 邱先生

自從被選為苑舍服務關注組的一分子後，覺得自己的能力被認同，自己亦改變了不少，我的自信心增加了不少，而且覺得自己有能力做得更多更好，為苑友反映需要。

年度內開拓之創新事工計劃 Innovative Projects of the Year

計劃

年度內開拓之創新事工計劃



Innovative Projects of the Year



香港女聲：第一屆年青女性領袖培育計劃

「香港女聲：第一屆年青女性領袖培育計劃」為四大部門的聯合事工，期望培育一班具本土情懷、性別意識及國際視野年青女性領袖。年度內已進行了啟動禮、體驗營及工作坊等。計劃反應踴躍，報名人數逾二百人，並且獲多位社會知名人士、傑出女性領袖的鼎力支持，擔任活動的主禮及分享嘉賓，與參加者分享不少女性議題以及年青女性應如何自我裝備成為未來領袖，參加者反應熱烈，她們除從中反省日常生活中的性別觀念框架外，更從個人、家庭及社會方面反思作為女性領袖的角色及功能，並加深了對本會婦女運動之認識。整個活動參加人次達八百人次。是項計劃將延續至下個年度。

Women's Voice: The First Young Women Leadership Training Programme

The programme was jointly launched by four major YWCA departments, with an aim to groom a group of young women to be leaders who possess affection for the homeland, gender awareness and global vision. On different occasions, distinguished female leaders were invited to share their insights on many women issues and how young women should equip themselves to become leader of the future. Their speeches well enlightened participants to reflect on the framed gender identity in daily life, and to re-examine the role and function of a woman leader from the perspectives of an individual, a family and the society. A total no. of 800 people participated in the activities, including the opening ceremony, training camp and workshops. This project will be extended to the year 2004/05.





女青訊息革新：女聲

全面改革後的女青季刊，刊名由《女青訊息》改為《女聲》，原因是本會曾經出版全港首份女性刊物《香港女聲》，加上「女聲」兩字有發放女性聲音的意思，可配合本會的宗旨。新版《女聲》不單內容新穎，設計及包裝亦見心思，希望能吸引讀者閱讀並加強對本會發展方向的了解。

"Women's Voice" - Reform of YWCA Newsletters

Covering all interesting topics and events happened within the Association, YWCA Newsletters was in fact an exclusive channel for members to get closer to the Association. Starting from April 2004, YWCA Newsletters was formally renamed Women's Voice for the fact that YWCA used to publish a premium women's publication, Hong Kong Women's Voice in the past. The title "Women's Voice" literally means women's voice in the society, keeps to the unchanged principle of the Association. The new content, design and fashionable packaging all make this brand new Women's Voice more readable to members of all ages.

改革前



改革後



推出女青郵票

首次發行「可升值」的機構郵票（限量版三千套），以蘭花為主題，由於蘭花在開花植物中屬最大的科種，而女青年會則是世界最大規模的婦女組織，同樣遍佈世界各地。郵票除了作收藏、觀賞外，亦可作蒐贈之用，將女青年會的愛與關懷信息傳到各地。

協辦第五屆東亞婦女論壇

第五屆東亞婦女論壇在二零零三年十二月十九至廿二日於香港浸會大學舉行，來自東亞區共300名婦女團體代表分別參加論壇工作坊、本土文化交流等活動。作為東亞婦女論壇協辦機構，本會在「婦女與健康」工作坊代表地區匯報，並提交了五份女性議題論文。此外，本會亦順利完成各項大會接待工作，包括：機場接待、大會會場接待、浸大校園之旅，托兒服務及送機等，服務人次達3,390人。來自七個地區的嘉賓十分滿意本會義工的熱情招待，並高度欣賞香港人善用工餘及課餘時間擔任義工，及讚賞本會具特色之婦女工作。

開創女青福音專線服務

自二零零三年五月起開設電話福音專線服務，為對福音有興趣、想尋找人生出路的人士提供心靈滋潤，透過認識基督教信仰，改善人生。截至二零零四年三月共接獲來電及撥出電話562個，撥出電話對象包括本會活動小組會員、未信會員、教會轉介、社區人士等。方式乃由福音專線義工撥出三次跟進電話傳福音或栽培初信者有關祈禱、讀經等成長真理，並轉介合適教會繼續牧養造就。處理個案共430個、129人慕道、決志69人、70人願意接受栽培、可跟進個案共275個、已轉介教會的共16人。



Issuing YWCA Stamp Set

The first-and-ever limited edition postage stamp with long-lasting value was introduced late December. Issued in an edition of 3,000 sets only, the stamps comprised of 16 species of orchids. Orchids, the biggest group of flowering plants, symbolise the YWCA as the largest multicultural women's organisation in the world. This definitive stamp set is not simply a collectible item but also a special gift for relatives and friends. They would receive not just stamps, but love and care from YWCA.



Co-hosting the Fifth East Asian Women's Forum (EAWF)

The Fifth EAWF took place at the Hong Kong Baptist University from 19th to 22nd of December 2003. Some 300 representatives of women's groups from East Asia participated in activities, including forum workshop, local cultural exchange, etc. As a co-hosting organization of EAWF, we represented the region to report on "Women and Health" and submitted five articles on feminine issues. We participated in the reception tasks at airport and forum venue, campus tour in the Baptist University, childcare service and airport farewell, etc, for the 3,390 people attending this Forum. The guests from seven regions felt refreshed by the hospitality of our volunteers and highly appreciated Hong Kong people's voluntary spirit.

Gospel Hotline of HKYWCA

Since May 2003, the Gospel Hotline targeted at those who inquire about Christianity and the meaning of lives. As at March 2004, there were over 562 phone calls, and the service recipients included YWCA members, non-Christians, people from the community and those referred by local churches. Manning the hotline, volunteers would make three follow-up calls to the respondent, sharing on Christian faith and praying, bible reading and referring them to churches. By now, we have handled 430 cases, 129 of them showed interest in Christianity, 69 accepted the Christian faith, 70 would like to have spiritual growth and 16 were referred to churches. The total number of follow-up cases was 275.

創立WOW! 愛生命劇社

本會希望能以福音話劇為媒體，傳揚福音及服事更多社群，於今年新開辦「Wow!愛生命劇社」，通過招募一群有使命感及對福音熱心的基督徒，向青少年傳遞熱愛生命的信息。首齣生命佈道劇「荒野尋人」，以時下年青人的流行話題，採用輕鬆生動的手法引起觀眾對生命的反思。劇社曾與學校社工組及職業青年部合作舉辦佈道會、公禱週話劇演出、董幹進修會敬拜舞蹈等，服務人次共達280人，決志人數16人，對福音感興趣的有39人。

舉辦Awana Clubs 課程

基督教事工部舉辦為期九個月的Awana Clubs課程，將福音傳揚給兒童及其家長，激勵及訓練孩童與導師們來服事主。課程對象為三至九歲兒童，參加人數共四十六人，二十位義工導師多由學員家長擔任。

創意藝術發展計劃

本會幼兒服務部推行創意藝術發展計劃，將美術創作融入課程中，邀請藝術專家引導教師、兒童及家長從不同角度欣賞、親身接觸事物，豐富其創作的情緒和視覺資源，亦增強其創意的意念。家長學懂欣賞兒童的創作，教師們將藝術意念及技巧演繹在教學中，滋潤了幼兒的心田。此計劃獲優質教育基金贊助十二萬七千元，謹此致謝。



WOW! Loving Lives Drama Club

A group of young Christians teamed up to form the "Loving Lives Drama Club" to promote the message of precious lives through drama on popular youth concerns, arousing the audience to reflect on meaning on life. Up till now, the club has staged at evangelistic meetings organized by school social Work team and vocational training centre, the Week of Prayer 2003, Retreat for Board members and Executives, etc. The total no. of service recipients was 280 and 16 of them accepted the Christian faith while 39 expressed interest in Christianity.



Awana Clubs for children

The Awana Clubs were a 9-month programme aiming to lead children and parents to Christ and train them to serve God. A total of 43 participants aged from 3 to 9 joined the programme and over 20 volunteers served as leaders.

Innovative Arts Development Plan

The Child Care Service Department has started the innovative arts development plan by merging innovative arts into the curriculums to accord feeling and attraction to children's learning. Arts professionals have been invited to direct teachers, children and parents to touch and appreciate things from different perspectives, enriching their sense of creativity. We are grateful to the generous sponsorship of HK \$127,000 from Quality Education Fund which made possible this worthwhile project.

青年短期就業計劃 (Youth Employment Scheme, Y.E.S.)

回應青年失業問題嚴峻，政府於去年推出多項短期就業計劃。自去年八月起，本會參與推行其中四項計劃，包括：社區關懷(青年大使)計劃、旅遊發展助理計劃、積極人生計劃及社區建設計劃，旨在幫助受聘青年利用此契機，學習成為負責任、具進取、敢承擔的僱員。上述計劃共吸納四百多名待業青年，分佈於本會十多個工作單位。

本會以**LACE**四個英文字，來說明這次推行青年就業計劃的指導思想，**LACE**代表貫徹生命的栽培(Life Enhancement)、學會珍惜與欣賞(Appreciation)、懂得關懷與照顧(Care & Concern)，及遵守道理與操守(Ethics)。

我們成立了跨部門的導向小組，除業務規定範圍外，共提供逾二百項訓練程序；並內置研究設計，探討各僱員的變化。為鼓勵青少年發奮上進，我們設有傑出員工嘉許計劃，共選拔了三十五名優秀員工，當中六名更獲選為傑出員工，有機會參與北京天津交流團活動。員工心得及感受，連同研究所得，將結集成篇，計劃於年內發佈。

為展示青年人的創意與活力，在計劃臨近尾聲，於二月廿九日假總會所舉行「Say Y.E.S. to Life青年力量巡禮」，讓青年僱員盡展所長，其中包括中區景點導賞、街頭演藝、時裝表演、魔術餐廳及各項專題攤位展示及綜藝匯演，節目豐富，充分發揮這一群年青僱員的無限活力及創意，深受主禮嘉賓（青年事務委員會主席蔡元雲醫生、社會福利署助理署長蔣慶華先生及本會董事陳麗雲教授）的讚賞，這給予青年莫大的鼓舞。

Youth Employment Scheme (YES)

To cope with the serious unemployment problem, over ten YWCA units participated in the four short-term training programmes (including Youth Ambassador, YA; Tourism Development Assistant, TDA; Positive Life Project, PLP; and Community Building Project, CBP) funded by the government since August 2003. The purpose was to train youths as good employees who are responsible, aspirant and committed.

The efforts have been coordinated under the YWCA Youth Employment Scheme, and monitored by an inter-departmental steering group. It brought about 400 short-term posts for the youth. The rationale behind the programme was: Life Enhancement (L), Appreciation (A), Care & Concern (C), and Ethics (E); which made up the word of "LACE". Extra to the services specified by the funding body, we delivered further 200 training modules to the youths, with built-in research designed to collect information concerning the outcome. Besides, an Outstanding YES Employees Award Scheme was held, awarding 6 trainees with a study tour opportunity to be held in Oct, 2004.

The closing ceremony, under theme of "Youth Power in Action" took place on 29 February 2004 to showcase youths' abilities, such as, tourist guide skills, programme organizing, etc. The officiating guests, Dr. Philemon Choi, Chairman of Commission on Youth; Mr. H.W. Cheung, Assistant Director of Social Welfare Department highly appreciated youths' creativity, which was a boost to their morale.



回應非典型肺炎後之經濟情況推出「技能增值計劃」

為紓緩非典型肺炎對本港經濟影響，政府於六月推出技能增值計劃，為受影響最嚴重之行業從業員提供培訓課程，讓他們在失業期間進修增值。本會積極回應及配合，於短期內舉辦多項課程，為酒店業、旅遊業、飲食業、零售業及裝修業人士提供「技能增值訓練」及「通用技巧訓練」課程，開辦課程共76班，入讀人次共1,581人。

協助中年人士就業，推出「中年地區就業計劃」

於二零零三年四月展開「中年地區就業計劃」為沙田區勞工處轉介的中年求職人士提供就業及個人輔導服務，並發掘區內職位空缺供獲轉介人士應徵。計劃已於二零零四年三月結束，本會共為一百八十一名中年人士提供服務。

拓展長者持續教育中心

二零零三年五月長者持續教育中心於九龍會所開展兩個嶄新的長者服務：「長者師資培訓」及「長者天空互動教室」，其中長者師資培訓學院積極培訓五十歲或以上人士成為課程導師。學院強調與其他機構協作，如幼兒園、長者中心、安老院舍等，至今已有十三間機構為學院提供實習，並有超過二百位長者參與教學培訓及實習。中心又設有「導師資源中心」，提供免費教席轉介服務，讓退休人士得以繼續服務社會。

「長者天空互動教室」網站於二零零四年一月開始啟動，利用互聯網方式，長者在網上登記及報讀課程，網站內設立討論室和心靈空間，讓學員可以互相交流學習心得。現已有超過二百人登記成為網上學員。

長者中心議會

配合長者服務的發展及進一步發揮用者參與的精神，二零零三年七月青年服務部各單位分別成立中心議會。議會功能除繼續反映服務使用者的意見，促進服務使用者與單位的溝通外，更關心長者服務的發展。各單位均以充權理念，藉着推動議會代表關心中心事務及參與改善行動來提升議會成員的能力，並制訂了中心議會實踐手冊及定期舉辦分享活動。



Skills Enhancement Project

(in response to economic situation in the post SARS period)

To mitigate the economic depression caused by SARS and enhance the vocational skills for the unemployed at hotel, tourism, catering, retail and indoor decoration industries, the YWCA has conducted 76 classes of 'Skill Enhancement Courses' and 'Generic Skills Training Courses' which totally served 1,581 persons.

Employment Programme for Middle-aged

Altogether 181 Shatin residents successfully obtained local employment through the job referral and counseling service of the programme which ended in March 2004.

Elderly Continuing Education Centre

Since May 2003, the Elderly Continuing Education Centre has launched a new and territory-wide programme called "Teacher's Training Institute for the Elderly", to train retired elders as teachers in the community. Emphasizing on close collaboration, the Institute has linked with thirteen collaborating agencies including nursery, elderly centres and hostels for the elderly etc, in providing training and placement opportunities to more than 200 teachers. Also in place is a "Teachers Resource Centre" to find teaching posts for the trained seniors.

Another pursuit is the On-line Interactive Learning Programme, which provides a flexible and convenient learning channel and education platform for the retired elders via the use of internet. There provides an interactive corner and on-line support services, to allow users to exchange ideas and gain mutual support. So far, more than 300 elders have registered as on-line students.

Centre Council

In line with the rapid development of elderly service and promotion of user participation, all units of the elderly service department have already set up the "Centre Council" since July 2003, and formulated the implementation handbook for reference. The council aims to reflect ideas on future centre development and facilitate communication between users and the centre. Under the concept of empowerment, the council's representatives can have their capability developed through participation and expressing views on centre's activities.

年度工作簡報

Service Report in Brief

基督教事工

Christian Ministry

基督教事工

在二零零三年，香港經歷了非典型肺炎疫潮及社會動盪，基督教事工部與市民大眾共同在逆境中成長，繼續以「愛與關懷」作為去年事工的主題。去年共動員了94位福音義工，服務總時數共2,369小時。小組數目超過164個，參加人次達66,931人次。本部亦舉辦多個佈道會及特別活動，活動參加人次達14,666人次；福音專線及信仰協談共服務641人次。全年服務總人次共82,253人，決志人數達512人，受洗17人，轉介教會有16人。

Christian Ministry

While Hong Kong experienced the SARS epidemic and social instability in 2003, the Christian Ministry Department has continued to stand by the general public, under the theme of "Love & Care". During the year, there were 94 volunteers having served for a total of 2,369 hours; and 164 gospel sharing groups, with a total no. of over 66,900 participants. Other programmes, including evangelistic meetings and special activities, attracted an attendance of 14,666 participants. On the whole, the Department served a total no. of 82,253 participants, and among them, 512 accepted the Christian faith, 17 baptized and 16 referred to local churches.



開拓新事工，培育兒童及青少年會員

- 本會與香港聖保羅堂合辦「香港基督少年軍」，培養青少年服從、虔誠、紀律及自愛等品格，於二零零三年八月二日開始進行試辦分隊，分為幼級組二十六人和初級組二十二名，合共四十八人，共服侍九百七十六人次。
- 聯繫萬國兒童佈道團，派實習義工到本會單位帶領兒童聖經班，六個單位響應，於六月至八月份舉行，總人次共750人，參加人數149人，決志人數109人。

Ministry for Children and Youths

- The Christian Ministry Department teamed up with St. Paul's Church to organize the Boys' Brigade, with the purpose of cultivating obedience, reverence, discipline, self-respect in youngsters. Starting from August 2003, two teams of the Brigade with 26 and 22 members respectively, served a total no. of 976 participants.
- As invited, volunteers of the Children Evangelism Fellowship (HK) Ltd. organized children bible classes in six YWCA departments in summer 2003, serving a total of 149 participants (with an attendance rate of 750), and 109 of them accepted the Christian faith.



參與社區佈道活動，廣傳福音

- 統籌及動員本會790位同工及會員參加「雨後彩虹」全城福音大會，共57人決志。另動員十四位義工接受禱告訓練及代禱守望。發放有關海報及單張至各單位及《謝婉雯醫生見證集》共4,000本。
- 世界基督教青年會 / 女青年會公禱週聯合崇拜大會暨普世團契於本會總會所舉行，主題為「恩治心靈，整育我心...愛滋帶給全球的挑戰」。今年本會任大會統籌，約二百五十人參與。



培訓福音義工，發展多元化福音佈道

- 首次推行福音義工頒獎禮，獎項分金章、銀章、銅章及星獎，共六十八位義工獲獎，服務小時總計接近6,000小時。服務內容包括陪談、多類型福音佈道：福音美容、福音魔術、福音串珠、福音粵曲、金句識字、兒童聖經學英文、創意小廚師、Teen Sing Club、五色毛毛蟲製作、理髮佈道及製作公禱週掛披等。

Community Evangelism

- The Department mobilized as many as 790 YWCA staff and members to join the "Once upon a Rainbow" gospel rally, and 57 of them accepted the Christian faith. Four thousand copies of Joanna Tse's testimony booklet were also distributed to various departments.
- About 250 people joined the YMCA/YWCA World Week of Prayer 2003 at YWCA headquarters, under the theme of "Healing and Wholeness...The Global Challenge of HIV/AIDS".

Training of Christian Volunteers, Plurality of Evangelism

- The first Award Presentation Ceremony for Evangelists, with awards of gold, silver, bronze and star, honored 68 volunteers whose service hours approximated 6,000. Their plurality of evangelizing methods included beauty service, magic, arts & crafts, Chinese opera, literacy class and children bible class, cookery, teen sing club and salon, etc..



培訓婦女福音義工

- 近三百名婦女參加第二屆日間信徒婦女造就課程，共二十五位獲頒發畢業及結業證書。出版《學員見証集》一百本，藉受培訓婦女成長故事見証神的大愛大能及幫助有需要的婦女讀者。為裝備義工，舉辦「晚間個人成長五部曲」、「夏娃新一代」、「婦女信仰成長工作坊」、「寶貝瓦器」晚間信徒成長課程，參加人數達1,070人次。

Training of Woman Christian Volunteers

- Some 300 women joined the 2nd day-time Christian training programme, and 25 graduated with their testimonies published in a booklet. The year also saw the training programs in the evening for volunteers, such as "Five Steps of Personal Growth", "Eve of New Era", "Women's Personal Growth" and "Treasures in Jars of Clay" well-received by over 1,070 participants.



強化同工靈性培育

- 協助各單位推動每月一小時同工團契。去年本會共有十六個同工團契，每週或每月一次定期聚會。
- 舉辦「平凡人的安靜」退修日營、個案工作與基督教結合工作坊進階、魔術佈道班及啟發課程，參加人數共七十五人。
- 舉行「亂世危情」同工聖誕佈道會，邀得吳振智牧師主講，由六位同工組成同工代禱隊，在聚會期間代禱守望。出席人數達二百五十人。

Spiritual Enhancement of Staff Members

- The Department supported other in-house units to well utilize their one-hour fellowship session each month; and various departmental fellowship groups numbered 16 last year.
- Retreat camp, prayer workshops, magic workshops and Alpha course trainings were among the activities for staff members, with a headcount of 75 participants.
- At the joyful Christmas time, Rev. Ng Chun Chi was invited as the speaker of our in-house evangelistic meeting for a total of 250 participants.

實施優質服務管理

- 改善包括檔案處理、人事、財務、服務查詢、緊急應變等十六項表現監察標準，實施優質服務管理。
- 實行中央採購及善用會車物流，提高工作效能及善用資源。

Quality Service Management

- The Department has fulfilled 16 performance standards (e.g. filing, personnel management, finance, service inquiry and contingency plan etc.), and followed the central procurement procedures for efficiency and cost effectiveness.

婦女事工 Women's Service

婦女事工

婦女事工部繼續按著「跨越差異、邁向平等」工作方向，為全港女性提供婦女為本之專業化服務；亦嘗試開展又一村會所各項婦女課程。除鞏固上年度開拓的新事工計劃如：傑出青年婦女義工協會、禾苗莊婦女創業計劃、青年人性別意識提升工作、Y LADY和六女子等年輕女性發展項目外，今年更致力組織、展開或完成多項大型事工計劃，包括：第一屆年青女性領袖培育計劃、第五屆傑出青年婦女義工選舉、第五屆東亞婦女論壇等。

Women's Service

Along the direction of " Respect Differences, Strive for Equality ", the Women's Affairs Department has provided professional women-oriented service in the territory. New initiatives last year comprised The Outstanding Young Woman Volunteers Selection, The Self-employed Women Business Development Project, The Enhancement Project of Young People's Gender Awareness, Y Lady and Six Women. Other large scale service projects included The 1st Young Women Leadership Training Programme, The Fifth Outstanding Young Woman Volunteers Selection and the Fifth East Asian Women Forum etc.



婦女與領袖培育

- 籌辦「香港女聲：第一屆年青女性領袖培育計劃」(詳見「年度內開拓之創新事工計劃」)。
- 由歷屆得獎者組成「傑出婦女義工協會」，分成五個小組來推動會務，包括出版通訊組、形象組、領袖交流組、公關組及聯絡組。隨著第五屆傑出婦女義工加入，傑出婦女義工協會將繼續凝聚女性義工力量，進一步關心社會。

婦女與國際視野

- 協辦第五屆東亞婦女論壇(詳見「年度內開拓之創新事工計劃」)。

婦女與婚姻

- 為進一步推廣社區互助精神及建立單親互助支援網絡，繼「單翼不單飛」後，本部推出「活出彩虹天」單親家庭支援計劃，獲匯豐銀行慈善基金贊助。計劃主要透過情緒支援小組、親子活動、社區服務來回應單親家庭的需要。此活動揉合「社區照顧」、「社區支援」及「充權」理念，鼓勵社區中的青年人參與，一同建立社區支援網絡。除年青的義工參與外，亦有不少單親過來人支持參與，逾四百人次參加。
- 自強同學會全年主題訂為「積極自強」及「互助關懷」，鼓勵婚姻逆境婦女彼此交流「積極自強」信息，提倡婚姻逆境婦女互助精神。透過會外贊助推動會員繼續積極參與如「單翼不單飛」互助網絡計劃、「活出彩虹天」單親家庭支援計劃等，其中「單翼不單飛」計劃獲選為女青年會傑出服務計劃之一。



婦女與義務參與

- 籌辦全港傑出青年婦女義工選舉(詳見「年度機構剪影」)。

Women and Leadership Development

- "Women's Voice: The First Young Women Leadership Training Programme" (pl. refer to "Innovative Projects of the Year")
- The awardees of the Outstanding Young Woman Volunteers' Selection throughout the years have formed the "Outstanding Woman Volunteers' Club". The Club is divided into five working groups, namely publication and communication, publicity, leadership exchange, public relations, and liaison; and has further enhanced the cohesion of woman voluntary power.

Women and Global Vision

- The Fifth East Asian Women's Forum (pl. refer to "Innovative Projects of the Year")

Women and Marriage

- Further to the "Single-winged High Flyer" Scheme, the Department launched another supportive scheme entitled "Live a Rainbow-colored Life" for single parent families, with the kind sponsorship from the HK Bank Foundation. The project, inclusive of mutual support group, parent-child activity and community service, integrated the concept of "community care", "community support" and "empowerment" and engaged young people in establishing community support networks together. It was favorably received by over 400 people.
- The theme of the Fellowship for Self-Strengthening being "Self Strengthening" and "Mutual Care" is to encourage women, who have suffered from marriage breakup, to share the message of "Proactive Self Improvement" and promote the spirit of mutual care. The Fellowship will continue to motivate its members to actively participate in activities like mutual care network scheme, single parent family supporting scheme. The "Single-winged High Flyer" scheme was selected as one of the most outstanding service projects in an in-house award scheme of the Association.

Women and Voluntary Work

- The Fifth Outstanding Young Woman Volunteers Selection (pl. refer to "Highlights of the Year")

婦女與健康

- 本部於會內建立衛星計劃，與蝴蝶灣綜合服務隊、龍翔綜合服務隊及沙田綜合服務隊合作推出婦女與健康計劃，內容包括婦女健康大使訓練、健康月及大型健康活動等。婦女健康大使曾於婦女事務委員會主辦之「伊人當自強」頒獎禮中，與婦女分享健康之道及服務心得。

Women and Health

- The Department teamed up with three integrated social service centres to implement the Women and Health project – a pilot scheme inclusive of women health ambassador training, health promotion month and large-scale educational activities. The ambassadors especially shared the secrets of leading a healthy life at the award presentation ceremony of the "Good Practices on the Empowerment of Women" organized by the Women's Commission.



婦女與經濟

- 本部與本會再培訓中心合作舉辦多個家務助理培訓課程。一方面協助婦女增強就業機會；同時亦組織她們成立家務助理同學會，每月舉行例會，發展支援網絡。同學會每季舉行會議策劃會務外，亦舉行增值課程及特別活動，如自我增值的電腦上網班、提升性別意識的自衛術班及關注健康的運動班等。同時亦嘗試邀請合適的組員加入「禾苗莊」婦女創業計劃，協助她們嘗試創業及找尋新工作機會。

Women and Economy

- In collaboration with our re-training centres, the Department organized many **domestic helpers training courses** to enhance women's competency in the labor market and assist them to establish the **Domestic Helpers' Fellowship** as a supportive network. Members of the Fellowship met monthly to develop their support network, additional to quarterly meeting to plan the association affairs. On a seasonal basis, there were value-added courses and special activities, such as courses on computer and internet, martial arts for self-defense, and sports.

性別意識培訓工作

- 作為東亞婦女論壇協辦機構，本會自二零零三年三月開始籌辦青年義工性別意識培育計劃，讓義工接受一連串訓練，包括：導遊技巧訓練、語言訓練(英語、國語、日語、韓語)及一系列性別意識訓練講座包括：女性劇場欣賞會、女性電影欣賞，使義工們在性別意識作好裝備，參與人次超過1,200人。

Gender Awareness Development

- The **Project for Developing Young Volunteers' Gender Awareness** offered multifarious training to volunteers with a purpose of heightening their gender awareness. Inclusive of tour guide skills, language skill (English, Mandarin, Japanese & Korean) and a series of gender awareness training seminar, the project was well received by over 1,200 participants.

- 為推動不同年齡層女性關注「性別意識」課題之計劃，獲香港世界宣明會撥款贊助，特別舉辦「女性力量，性別意識歷奇探索計劃」。透過女子自衛術班及女性歷奇訓練，加強女性自我保護意識與能力，啟發女性發掘內在潛能，自我「充權」，並提升自信心，反思社會上兩性角色定型現象、社會文化及政治制度對女性自我發展的影響，超過1,260人次參與。

婦女與資訊科技

- 「澄心透視眼—青年社區服務計劃」獲青年事務委員會社區服務計劃基金贊助，開展一連串「關注女性與資訊科技」活動，包括：義工簡介會、婦女「特平」電腦班、義工上門指導婦女電腦學習、元州商場I.T.展覽、街頭訪問、義工心聲集及義工嘉許禮等。是次計劃不單協助更多婦女可學習電腦，接觸資訊科技，同時亦讓年輕一代了解女性的數碼隔膜實與其性別角色框架有關。

- Under the auspices of The World Vision Fund, the project "Women power: Adventurous Exploration Project of Gender Awareness" comprising self-defense course, adventurous training, enhanced women's awareness and ability of self-protection. It also strengthened their self-confidence, and helped them to re-examine the stereotyped gender identity of both sexes in society and how the social culture and political system have shaped women's self-development. More than 1260 people took part in the event.

Women and Information Technology

- Sponsored by the Commission on Youth, the "IT — Youth Community Service Project" staged a series of activities on "women and information technology", including a briefing session for volunteers, computer course for women, teaching women computer-aided learning at home, IT exhibition, outdoor interview, sharing session and volunteer appreciation ceremony. The scheme has enabled the younger generation to understand the relationship between digital barrier and the framed gender role of women, in addition to facilitating women's access to information technology.



推動及網絡工作

- 在推動全會婦女運動方面，除定期舉行婦女工作同工聯席，舉辦婦女工作同工訓練外，亦訂定及推行了婦女工作優先主題回應計分制度，以鼓勵各部積極回應本會婦女運動。
- 在會外網絡建立上，繼續參與「平等機會婦女聯席」共同關注本地婦女問題，並擔任第五屆東亞婦女論壇香港籌委，積極推動多項大會工作及推動會員參與；另加入香港基督教協進會婦女事工組，成為召集人，推動婦女頌讚佈道會活動，與地區教會建立婦女福音事工良好合作夥伴關係。年度內曾接待十三個機構及政府部門，包括東亞婦女論壇來自台灣、日本、韓國、蒙古、中國、澳門等東亞地區的婦女團體代表。

Motivation and Networking

- On the front of advancing the women's movement, the Department organized joint departmental meetings, staff training, and initiated a rating system on preferred topic of women's services, to engage all departments in actualizing our vision.
- Externally, the YWCA has continued to join the "Equal Opportunities for Women Collaboration" to discuss local women issues, co-hosted the fifth East Asian Women's Forum with other service agencies, and served as the convenor of HK Christian Council's Working Group on Women's Services. Our reception served guests from 13 organizations and government departments, including representatives of the East Asian Women's Forum from around the East Asian region.

會員事工 Membership Affairs

會員事工

會員事工部於二零零四年一月一日進行架構重整，並肩負了五大發展功能：公關宣傳、籌款、國際事務、會員運動及義工運動。去年會員人數共30,473人，其中青少年佔48.2%，成人佔51.8%，女會員佔52.3%，男會員佔47.7%。

Membership Affairs

Since the restructure completed on 1 January 2004, five major functions were assigned thereafter, i.e. communications and public affairs, fundraising, international affairs, membership movement and volunteer movement. By March 2003, the Association had a membership of 30473, among them, over 48.2% were youngsters and 51.8% were adults. Male and female members accounted for around 47.7% and 52.3% respectively.





會員運動

- 每年四月二十四日為基督教女青年會「世界會員日」，本會原訂的慶祝活動因嚴重急性呼吸道綜合症（SARS）襲港而改期。七月二十日，本會舉行「追蹤女青」定向比賽及慶祝活動，讓會員進一步認識女青服務及加強歸屬感，並為「全球性青年婦女領袖訓練基金」籌款，共籌得三萬多元。
- 為推廣董事選舉，使會員更認識及投入年度董事選舉，共出版三期《選舉專訊》及兩款選舉海報，並利用全會季刊及單位季刊文章，介紹選舉會員制度及今屆候選人與報導選舉結果，又把有關消息上載到互聯網；另於十月十八日舉行候選人簡介會，讓選舉會員可加深認識候選人的抱負。
- 英語會員部共開設八百一十八個課程，務求令會員的生活更加豐富多姿。除繼續提供各項熱門課程外，亦增設嶄新課程如旅遊錦囊、數碼攝影班、摩納哥菜烹飪班、郊外公園郊遊樂、滑冰及幼兒音樂班等。又於二零零四年三月三十日在總會舉行女青年會春季賣物會，不少商戶應邀展銷貨品：各類手工藝品、玩具、服裝、手製首飾及肥皂、精品、意大利食品及各式香料等，吸引不少本部會員及街坊到場選購，而其同行子女可參觀本部特設的魔術表演及遊戲活動。為慶祝復活節，本部義工參與售賣由本部會員送出的毛公仔，另有由會員及導師們自製的西式蛋糕及曲奇出售。場面相當熱鬧。

Membership Movement

- Due to the SARS outbreak last year, the World YWCA Day (on 24 April each year) was postponed to 20 July 2003. On that day, the awareness of members on YWCA services was well improved via the celebration event, Orienteering Competition, and a sum of \$30,000 was raised to support the YWCA Global Fund.
- For the YWCA Board Election, people wanting to look at updates on election system and candidates' personal particulars for the coming Board Election, can visit our official webpage and refer to Election Express (in three issues), posters (in two versions), YWCA periodicals and centres' journals. Candidates' Briefing on 18 October 2003 also facilitated our voting members to meet with the Board candidates, and enabled them to cast a wise vote.
- The ESMD ran a wide selection of up-to-date courses, totaling 818 classes during the year, to endorse the lives of our English-speaking members. Apart from the existing classes, the ESMD has introduced more attractive subjects for instance, smart travel tips, digital photography, Monegasque cooking, countryside outing, ice-skating and kid's music. The Spring Bazaar, held at the Headquarters on 30 March, has involved many companies to sell their goods and drawn a full house of members.

- 舉行多項會員啟導活動，透過簡介、遊戲及參觀活動，讓會員認識本會的宗旨、歷史、服務及設施，加強會員的歸屬感，服務人次達二千二百六十二人。
- 定期出版全會通訊（每期印量約二萬份），並將通訊全面上網，每季向單位提供稿件，藉多種渠道向會員推廣國際及本地會員運動的發展方向和消息。
- 製作全會服務展板，供各單位於日常或舉辦活動時展示，以推廣本會三大運動及服務，參觀人次達四千六百三十五人。
- 與其他部門/單位攜手推動聯合事工，如全會義工欣賞會、年青女性培育計劃、董事選舉、年會等。

- There has been regular Members' Orientation to strengthen our members' understanding and sense of belonging towards the YWCA. Participants gained the opportunity to know more about our mission, history, services and facilities through briefings, games and tours. A head count of 2,262 was served during the year.
- The Department published Women's Voice, the YWCA newsletter in both hard (roughly 200,000 copies in each issue) and soft copies. All information has been uploaded onto the official webpage. It opened an additional channel for members to seek the news of local and international membership movement.
- YWCA exhibition boards have been tailor-made to fulfill the needs of each service centre and to promote our three major movements and services. Number of visitors has reached 4,635 within the year.
- Joint inter-departmental projects of the year included the Volunteer Appreciation Ceremony, Young Women Leadership Training Programme, Board Election, Annual General Meeting and so on.



義工運動

- 修訂義工發展手冊，並期望於下一個年度完成最後定稿及有關訓練。
- 統籌義工資料申報，二零零三年度登記義工達6,720人。在社會福利署義工運動中，本會義工共獲得金、銀、銅獎及長期服務獎共1,674個，而獲得嘉許的義工小組則有182個，全年服務時數共224,230小時。退休人士義工利用空餘時間接受訓練，發揮個人專長，服務人次達二百人。
- 統籌社署年度義工服務時數截算及每季之星選舉活動，以及協調社署義工服務時數計算小冊子的分發。

Volunteer Movement

- Editing of the 'Handbook on Voluntarism' was set to finalise. Last draft and start-up training were scheduled to finish in next year.
- In the year of 2003, the Association's registered volunteers numbered 6,720. Among them, up to 1,674 were conferred medal of gold, silver, bronze and long service awards; and 182 groups commended, with a total service time over 224,230 hours, in the Volunteer Movement run by the Social Welfare Department.
- The Department gathered the result of annual volunteer service hours and 'the Star of the Season' election, run by Social Welfare Department; and worked closely with them in mass distribution of the Voluntary Service Hours Handbook.

國際事務

- 推薦會員、義工、同工參加由世界女青年會組織的紐約及日內瓦海外實習計劃。
- 出版本會服務的中英小冊子，作為海外交流及對外介紹本會的主要材料。
- 建立國際交流活動資料庫系統，方便查閱國際交流活動資料。
- 協調海外交流活動，包括第三十屆基督教女青年會世界協會理事會。

籌款事工

- 本會設立「愛與關懷」專款，為社會上有需要的貧苦大眾送上溫暖。經本會專業社工轉介個案，再根據個別情況撥出專款，以濟當事人燃眉之急。「愛與關懷」專款，年度內共批核十五宗個案，撥出五萬三千五百九十三元，為社會上突遇經濟困難的貧苦大眾送上溫暖。
- 為響應基督教女青年會世界協會設立「全球性青年婦女領袖訓練基金」，培育世界各地的青年婦女成為明日領袖，本部透過多個公開活動，出售本會紀念品及宣傳品籌款。
- 協調義工為會外機構進行賣旗籌款。

公關宣傳

- 推動全會單位裝飾一體化：
 1. 制定全會壁佈板的內容及設計式樣；
 2. 對四大會所的外牆裝飾提出建議。
- 設計及製作全會單張、影片、風襖。
- 參加由地鐵商場及聯合國兒童基金會組織的地鐵好學生計劃，向全港一萬八千名小學生提供半費會籍，獎勵優秀學生。
- 設計及製作新的會員證，並擴大會員優惠贊助商的數目。
- 統籌全會大型活動的傳媒宣傳及對外公關回應機制，並製作有關宣傳品。活動包括：年青女性培育計劃、紹邦幼兒園開幕、全會義工欣賞會、長者健康農場開放日暨義工嘉許禮、又一村會所開放日、幼兒服務聯合畢業禮等。

International Affairs

- In an effort to reinforce the bonds with World YWCA, members, volunteers and staff were recommended to pay visits at YWCAs in New York and Geneva to attend specific trainings and workshops.
- Our bilingual booklets have been mass-produced to serve as introductory tools and advertising materials.
- The Department orchestrated a comprehensive database of all international exchanges to fulfill public needs, and pursued collaboration with overseas YWCAs, such as the last July's 30th World Council at Brisbane, Australia.

Fundraising

- A charity pool, namely, Love and Care Special Fund, was to provide emergent financial assistance to the needy. A total sum of \$53,593 has been given to 15 parties over the year.
- Our utmost efforts have been invested to support the World YWCA Global Campaign in order to promote women's success and influence to transform the world. Plenty of fundraising activities such as selling of souvenirs and goods have been carried out accordingly.
- The YWCA has continued to coordinate and mobilize members and volunteers to be volunteer flag-sellers for other NGOs.

Publicity affairs

- The Membership Affairs Department played a major role to consolidate the integration of the Association by:
 1. Standardising the content and design of the Association's bilingual notice board
 2. Proposing the exterior wall decoration of four Centres.
- Designed the YWCA pamphlets, video and jackets.
- Joined hands with the MTR Corporation and United Nations Children's Fund (UNICEF) to offer half price membership special to 18,000 pupils. The event, namely, Good Student Award Scheme, is to rewarded students with good performance.
- Issued a new membership card; and offered extensive membership privileges by mounting the list of sponsors
- Handled media publicity; be responsible for external affairs and creation of all promotional items for large-scale activities, including Young Women Leadership Training Programme, Kick-off ceremony of the Shiu Pong Nursery, Elderly Academy Graduation Day, Volunteers Appreciation Ceremony, Farm for Healthy Ageing Open Day cum Volunteer Award Ceremony, Yau Yat Chuen Centre Open Day, annual graduation ceremony of nurseries.

康體事工 Recreation and Sports Affairs

康體事工

二零零四年一月恢復成立康體事工部（舊稱康樂部），目標是透過提供多元化康體活動，推動德、智、體、群及靈性培育，增強會員及同工身心靈健康，並促進群體合作精神、增強抗逆能力，培養積極人生觀。去年參加本部班組及康體活動的人數共達八萬二千七百一十人次。

- 以麥當勞道會員會所作為本會綜合會員培育主要基地，透過文娛、康樂及藝術等多元智能的培育，照顧不同階段及不同年齡會員的成長及發展需要，以達全人生命栽培的服務宗旨。服務範圍包括班組服務、兒童成長小組、輔導服務及義工服務等，去年參加會員會所服務的會員人次共達五萬八千四百多人。
- 使用本會大嶼山南區礁石灣青年營，為學校、非政府機構、教會及公司等團體籌辦各種優質營舍服務。去年更主力發展歷奇及紀律訓練活動，全年共有二萬二千六百五十六人次參加，合共服務一百九十一個團體。
- 歷奇設計是本會跨部門及跨專業集結會內康體、社工及輔導專才組織而成的工作計劃，致力為學校、公司、教會及團體度身設計及主領各種歷奇訓練活動。去年參加歷奇輔導的人數共一千五百九十八人。
- 為了提供嶄新設計的營舍服務，董事會已批准撥款著手籌備營舍重建計劃。於二零零四年六月中旬開始暫停服務，進行為期約一年半的重建工程，預計在二零零五年底完成啟用。

Recreation and Sports Affairs

The Recreation and Sports Affairs Department (formerly Recreation Department) was re-organised on 1st January 2004, to advance the wholesome well-being of members and staffs, by cultivating their interpersonal skills, optimistic outlook and the ability to face adversity. Last year, a total number of 82,710 people enrolled in our courses.

- As a base of comprehensive training for members, YWCA Headquarters housed a variety of recreational facilities including a gymnasium, indoor rock-climbing wall, function rooms, etc to stage cultural and training programmes, interest classes, personal development groups, counseling and volunteer services, etc. A total no. of over 58,700 members enjoyed the services last year.
- The Youth Camp provided quality camp services for schools, non-governmental organizations, churches and companies, and has strove to develop the "Adventure by Design" activities for clients. During the year, 191 organizations with a total no. of 22,656 campers patronized our services.
- The "Adventure by Design" programme, manned by a multi-disciplinary team of social workers, counselors and sports ministers in our Association, has tailor-made adventure programmes for schools, organizations and churches. The service recipients numbered 1,598 during the year.
- In order to provide newly designed camp service, the Board has approved the Youth Camp Redevelopment Project. The Camp will be closed from June 2004 to the end of 2005 to undergo reconstruction.



學前教育 Pre-school Education

學前教育

本會一向秉持積極進取的態度，致力為幼兒締造一個愉快的童年。年度內畢業生共二百九十名，均直接升讀小學；融合服務全年服務八十九名輕度弱能兒童；暫託幼兒服務全年服務三千六百八十四人次，延長時間服務全年服務九千八百八十六人次。

Pre-school Education

Our Association is all along keen on creating happy childhood. During the year, all of our 290 graduates promoted to primary schools while integrated programme and occasional child care service benefited 89 mildly disabled children and a total no. of 3,684 children respectively.



創意藝術發展計劃

- 兒童的創造能力是不可思議的，本會特推行創意藝術發展計劃，不但培養解決問題的能力，亦促進兒童對「美」的追求，兼具智性和感性之培育（詳見「年度內開拓之創新事工計劃」）。

幼聲妙韻遍香港

- 幼聲合唱團團員，年度內共出隊七次，小小年紀已擁有豐富的舞台經驗和廣闊的視野，有助建立自信和積極的人生態度。演出包括：九龍城區及土瓜灣區「姿采人生嘉年華」活動、深水埗區「防火嘉年華」、宏恩幼稚園第十屆畢業典禮及十週年開放日活動、「綠色歌唱為未來」歌唱比賽及紹邦幼兒園開幕典禮等。

親職教育獎勵計劃及家長教師會

- 年度內本會親職教育學院特設計親職教育獎勵計劃，以鼓勵家長參與更多的親職教育講座、工作坊、親子活動、家長會等，並表揚家長多關心子女，營造溫馨愉快的家庭。獎項分為優異獎、銀獎、金獎及金鑽獎。
- 繼隆亨幼兒園及宏恩幼稚園先後成立家長教師會，安定幼兒園及戴翰芬幼兒園亦分別於二零零三年八月及十一月成立家長教師會，標誌著家校合作培育幼苗的新里程。
- 展望來年，信望幼兒園及荃灣幼兒園亦已準備就緒，屆時本部共有六個學前教育單位擁有家長教師會。

引入幼兒學習持續性評估

- 緊接前年幼兒課程已進行統合，將不同的學習範疇統整，讓幼兒在學習上能融會貫通，年度內引入幼兒學習持續性評估，就個別幼兒的學習作出觀察及紀錄，務求更了解每位幼兒的學習歷程，使家長教師更有效協助兒童成長。
- 本會幼兒課程的設計是著重幼兒的參與，透過不同的活動安排，讓幼兒從實際生活中體驗、探索，從活動中習得不同的知識，人際溝通的技巧等，為學習紮下根基。

Innovative Arts Development Plan

- The creative ability of the children is remarkable. The Department introduced the Innovative Arts Development Plan not only to nurture children's problem-solving ability but promote their pursuit of the beauty arts, sense of knowledge and affection. (pl. refer to "Innovative Projects of the Year")

Young Children's Chorus

- Our Young Children's Chorus performed 7 times last year, and gained exposure to a variety of stage performances which has helped promote their positive life attitude. The performances included: "Colorful Life Carnival" in Kowloon City and To Kwa Wan District; "Prevention of Fire Carnival" in Shamshuipo district; the Tenth Graduation Ceremony and Open Day of Athena Kindergarten; the Fifth Singing Contest for "Singing of Green for Future"; Opening Ceremony of Shiu Pong Nursery

Parental Education Award Plan and Parents-Teachers Association

- To encourage parents' involvement in education seminars, workshops, parents/children activities and parental association, the Parental School of YWCA has implemented a parental education award plan in recognition of the familial care and effort given by parents. The awards were classified into prizes of merit, silver, gold and diamond.
- Following Lung Hang Nursery and Athena Kindergarten, On Ting Nursery and Tai Hon Fan Nursery have also formed parents-teachers association in August and November 2003 respectively. It marked a milestone for home/school co-operation for pre-school education.
- In the coming year, Faith Hope Nursery and Tsuen Wan Nursery are going to establish parents-teachers association, and add up to 6 parents-teachers association altogether.

Continuous Assessment on Children's Learning

- Continuous assessment has been employed to observe and record children's learning progress at different intervals so that parents and teachers could extend their help accordingly.
- The design of the pre-school education curriculum places emphasis on the participation of children, whereby they can actually experience and explore knowledge and communication skills from a variety of activities.



實施完善服務管理

- 配合服務的要求，重整及發展幼兒服務部不同的工作範疇，例如員工培訓，幼兒課程，兒童課外活動，家長教育工作等。
- 幼兒園執行社會福利署十六項表現監察標準已踏入第四年，至於履行津助及服務協議方面，本會在提供特別活動予兒童及舉行家長活動方面更超出要求；而融合服務方面，為幼兒提供訓練計劃之數量亦超出要求。
- 宏恩幼稚園於去年六月進行質素保證視學，在四個表現指標範疇中，均有很好之評價而部份需要跟進的事項亦已進行。
- 幼兒園幼稚園合併由二零零四年九月延期至二零零五年九月，屆時幼兒園將由教統局與社會福利署聯合監管，而幼兒園亦會採用教統局質素表現指標，現階段各幼兒園正就四個表現指標進行自我評估，以迎接合併後之改變。

Quality Service Management

- The Child Care Service Department has been re-engineered in different areas of work, e.g. staff training, pre-school education curriculum, children outdoor activities and parental education etc for optimizing efficiency.
- All nurseries have continually met the 16 service standards of Social Welfare Department for four years, and satisfactorily fulfilled the Funding and Service Agreement.
- Likewise, the Athena Kindergarten has undergone the Quality Assurance Inspection (QAI) of Education and Manpower Bureau in June. Follow up work is now in progress.
- The effective date of integrating nursery and kindergarten service has been extended from September 2004 to September 2005, after which, nurseries will be jointly supervised by Education and Manpower Bureau and Social Welfare Department. In the meantime, all nurseries are proceeding with self-assessment in 4 major areas to meet the prospective changes of the integration.

學校教育 School Education

學校教育



丘佐樂中學

本校以基督之精神，促進學生在德、智、體、群、美、靈六育發展，俾有高尚健全之格，團契之精神，服務社會，造福人群。

年度內，本校繼續以「健康添活力，堅毅顯關懷」作為努力的目標，透過各項活動，使丘中學生邁向品德與學業並重的目標。此外，本校亦取得以下的進展：



School Education



Hioe Tjo Yoeng College

The mission of the School is to promote, in the Christian spirit, the all-round development of students, in their moral, intellectual, physical, social, aesthetic and spiritual aspects, so that they may have a sound character and the spirit of fellowship, to serve the community and to contribute to the betterment of mankind.

This year, we continued to adopt "Healthy, Tenacious, Young and Caring" as the theme of the year. Through different activities, we aimed to help students with their academic pursuits and character development. The following are some of the achievements we made this year:

Strive for Excellence

- According to the SVAIS reports, our School demonstrated very high value-addedness in HKCEE and HKALE. In HKCEE, we ranked No.8 in the schools with the highest value-added (VA) scores, with stanine 8 for both the Core 3 subjects and the Best 6 Subjects (the highest being 9). The performance in Computer Studies was especially outstanding. We also attained top 10% VA in the English subject.
- Our School is one of the ten secondary schools in Hong Kong in which all English and Putonghua teachers have met the Language Proficiency Requirement (LPR).
- To develop the self-evaluation culture, our School participated in the School Self-Evaluation Project organized by the Hong Kong Institute of Educational Research, Faculty of Education, CUHK.

追求卓越

- 教育統籌局公佈2003年度全港中學正增值學校榜，本校在中學會考方面，約有四分之三的科目之增值級數皆高於平均增值級數，尤以化學、電腦、英文、物理及生物科為高；在高級程度會考方面，亦約有四分之三的科目，其增值級數亦超過平均增值級數，尤其英文、物理、生物、中國文學及文化等科目。
- 在全港四百七十五所中學裏，僅有十間中學的語文教師於英文及普通話的基準試均百分百達標，本校是其中一間。
- 本校參加由香港中文大學香港教育研究所主辦之「學校自我評估計劃」，以加深老師們對「自我評估」的認識。
- 本校同學近期的傑出表現有：在聯校科學學會舉辦之「校際科學問答比賽」中奪冠軍，在「2004年香港學生科學比賽」中被大會評選為最優異作品，校隊代表並獲邀出席在北京舉行之「第三屆青年科學節」。第55屆香港校際朗誦節獲冠軍有三位、亞軍有四位及良好獎十一位；第56屆香港校際音樂節獲讚美詩（中文）組冠軍並奪黃永熙博士杯。
- 本校學生參加「二零零四年 <傲翔新世代> 第四屆全方位青年領袖訓練計劃」，奪得全場總冠軍。該計劃旨在協助青少年跳出一己，面向友儕，家庭及社群，更具社會責任感及國際視野。
- 賴潤恩及盧廣釗同學獲尤德爵士紀念獎學金(2003-04)；林程鷹、羅永傑、梁永俊及陳玉馨同學參加教育統籌局主辦之「特別資優學生培育計劃」；畢業同學劉淑婷及嚴嘉汶獲香港科技大學頒授學院成績優異榜。

基督教教育

- 本校透過團契小組、宗教性活動及大型聚會，引領同學認識神，並凡事按真理而行，建立以神為本的積極人生觀，讓信仰融入生活並能活出來，在未來對社會作出貢獻。去年舉行福音週、基督教大會、午間話劇及音樂會、信仰講座、見證分享會等各類活動，參加人次共五千七百七十二人。除積極傳揚基督福音外，另設有初團、高團、細胞小組、栽培小組等小組活動，以栽培初信學生的靈命成長，使能與基督徒師生一同在校園為神作見證，全年參加人次達七千三百四十五次。

- Our students' recent achievements include: championship in the Joint School Science Quiz 2004; complimentary award in the Hong Kong Student Science Project Competition 2004 and our project team was invited to represent Hong Kong to attend the 3rd Asia-Pacific Economic Cooperation (APEC) Youth Science Festival in Beijing in August 2004; and 3 championships, 4 runners-up, and 11 merits in the 55th HK Schools Speech Festival (English and Chinese); championship in the Anthem (Singing in Chinese) Section in the 56th HK Schools Music Festival.
- Our student came first in the "Youth Leadership Development Competition" organized by YMCA. The contest aimed to enhance the youngsters' sense of social responsibility, broaden their international horizon and show more care toward peers, family and community.
- Lai Yun Yan of S5 and Lo Kwong Chiu of S6 were awarded the Sir Edward Youde Memorial Prizes for senior secondary school students. Lam Cheng Ying, Law Wing Kit, Leung Wing Chun and Chan Yuk Hing took part in the "Gifted Student Development Project" organized by Education and Manpower Bureau. Alumnae Lau Shuk Ting and Yim Ka Man were placed on the Dean's List in the Hong Kong University of Science and Technology.

Christian Education

- To provide students with an opportunity to know Jesus Christ, to build up an optimistic mind and to help students lead a Christian life, different evangelistic events were organized, including Evangelistic Week, Christian Conference, concerts, religious seminars, testimony sharing, Summer Camp and the like. The attendance of students participating was 5,772. Furthermore, gatherings like Junior Christian Fellowship, Senior Christian Fellowship, cell groups, Bible study groups were held regularly to deepen the spiritual lives of Christians at school. The number of students/times participating reached 7,345.

促進聯繫

- 本校資訊科技部已按計劃完成全校使用「內聯網系統」。今後師生亦可存放個人網頁、個人行事曆，及進行檔案共享。師生可利用內聯網發放及接收各項通告、電郵、網上功課、網上測驗、網上問卷調查，利用網上資源加強學習效能。家長及校友亦可登入內聯網，共享資源。這樣，丘中大家庭的成員就可以更有效地聯繫起來。
- 本校家長教師會於本年舉辦“心、心、心—懇親會”，由學生負責各類表演，包括朗誦、話劇、歌唱、舞蹈及樂器演奏等，讓家長欣賞到子女多姿多采的才華，到場的家長踴躍，其後並有工作坊及分享時間。

旺角及港島東持續教育中心

- 「成人基本教育課程」學生達三百一十七人，主要為基層人士，包括家庭主婦、工人、低收入人士、新來港人士及失業人士等，亦有泰國、印尼及越南僑民入讀。
- 除成人基本教育之外，本年度亦開辦多項短期課程，包括中文識字班、普通話、網頁設計入門、服務行業英語會話、就業英語入門等，其中「中級普通話」為本年新增課程。服務人次達四百零七人。
- 為促進學員全人成長，兩中心亦舉辦多項活動，包括通識教育講座、聖誕聯歡會、福音晚會、專題講座晚會、旅行等，參加人次達四百九十七人。

Enhanced Communication

- Our School's SAMS & IT in Education Committee successfully set up the Intranet System. Teachers and students can upload their personal homepages, personal calendars and files for sharing. To make better use of web resources to enhance effective learning, teachers and students can also deliver and receive notices, emails, online homework, online tests, and web surveys and polls. The Intranet can also be accessed by parents and alumni. By so doing, we can quickly connect and communicate information and ideas with one another.
- A special Parents' Day was organized by the Parent-Teacher Association in the Second Term, in which students were invited to perform on stage, including verse speaking, prose reading, drama, singing, and musical instrument playing. The programme as well as the subsequent workshops and sharing were well received.

Mongkok and Hong Kong East Continuing Education Centre

- During the year, basic adult education courses were delivered to about 317 adults including housewives, workers, low income groups, new arrivals, unemployed and South Asian ethnic minorities.
- The two continuing education centres also provided other courses including Basic Literacy in Chinese for Adults, Basic Putonghua Course, Office Putonghua Course, Intermediate Putonghua Course, English for Office Workers, Spoken English for Service Industry, Office Operation and Basic Webpage Design to 407 adults.
- To encourage individual holistic development, various activities such as general education seminar, Christmas parties, gospel gatherings, special topic seminars and picnic were held, with a total of 497 participants recorded.



青少年工作 Children and Youth Service

青少年工作

青少年是社會的寶貴資產，本會一向十分關注青少年的全人發展，並透過綜合服務的概念，提供一站式的支援服務，為青少年締造健康及可持續發展的理想生活環境，使他們的潛能得以發揮，成為一群追求理想、積極進取、體魄健康、愛人愛己，對社會有承擔的青年人。

青年就業服務

鑑於青年就業服務的需求日益增大，特加強各單位之間的協作，推行各種支援工作，方式包括職前培訓、職業配對、在職適應、輔導等，而服務計劃則包括以下：

- 展翅計劃

由勞工處資助的展翅計劃，旨在提升十五至十九歲青年人的就業競爭力，並為將來投身社會工作做好準備及訂出長遠的個人發展計劃。本會共有十四個單位參與計劃，開辦課程達一百二十五個。而在完成課程後，更為學員提供工作實習、在職培訓及就業轉介服務，加強對學員完成課程後的跟進工作。

Children and Youth Service

Youths are invaluable assets of the society. YWCA has placed emphasis on developing the holistic well-being of youths, via comprehensive services to create an ideal environment for their healthy and sustainable growth, as aspirant, healthy, caring and responsible persons.

Youth Vocational Service

In response to the great demand for youth vocational service, YWCA has rendered a range of services, including pre-employment training, job-matching and counseling etc.

- Youth Pre-employment Training Programme

Funded by the Labour Department, the programme provides workplace attachment, on-the-job training and job referral to youngsters aged between 15 and 19, to enhance their employability and competitiveness in the job market. A total of 125 YPTP courses were organized by 14 service units during the year.



● 青少年見習就業計劃

由勞工處推行的青少年見習就業計劃，旨在為參加的青年人提供為期六至十二個月的在職培訓，以提升工作技能和經驗。參與計劃的單位合共十一個，為勞工處轉介個案提供服務總數達四百二十個。個案由個案經理提供個人化的職業輔導及支援服務，包括：職前評估、擬訂個人職業計劃、職位選配、在職支援、檢討等。

● S4行動

由勞工處青少年見習就業計劃辦事處所舉辦的S4行動，為學歷在中四或以下、面試屢次失敗的學員，提供見習就業機會。而本會之青社部、耆年部、幼兒服務部及職青部共二十個單位，為計劃提供五十五個見習空缺，工作性質包括程序助理及見習文員等。

● 其他就業支援計劃

就各區服務之需求，推出了多項服務支援計劃，包括：青年就業支援站、求職全攻略、真情對話、就業技能提升工作坊、暴雨驕陽計劃、教學相長體驗計劃、健青春茶檔工作實踐計劃及出版《C-Channel》青年就業資訊期刊，以協助青年尋找工作。

提升民族意識、推展國情教育

- 本會始於八十年代已舉辦不同形式的國情教育活動，以提升香港青少年對祖國的認識及歸屬感。除了交流、服務及體驗活動外，近年更發動本港青年人為內地山區較貧乏之兒童及少年進行助學，提供更實質之幫助。去年因非典型肺炎之影響，有不少原定計劃到內地體驗及服務之活動需要取消，但各單位仍透過不同的本地活動推行國情教育，如：中國電影欣賞會、社區教育展覽、歷史遊蹤家庭行、「華夏文明始中尋」都市定向比賽、出版《龍民樂》雜誌、國情資訊週等。
- 本會青年及社區服務部更成立了國情教育專責小組，由曾協助推行國情教育之年青義工組成，為國情教育的發展方向及策略提供意見，更舉辦國情教育活動分享會，讓不同單位之義工交流經驗及心得。



● Youth Work Experience and Training Scheme

Also funded by the Labour Department, the Scheme offers 6 to 12 months on-the-job training to young people to enhance their job skills, qualifications and experience. Eleven YWCA service units joined the Scheme, providing 420 young people with case management service, such as pre-employment assessment, individualized career planning, job matching, career counseling and support services and evaluation.

● Project Action S4

It is another programme launched by Labour Department to serve unemployed youngsters (with lower qualifications and difficulties in job search), by offering them job placement. Twenty YWCA units offered 55 placement vacancies, including programme assistant and clerk, in this programme.

● Other career supportive services

The Association has implemented various career supportive services in different districts, including employment resource centre, career sharing, workshop, work experience programme and issue of journal "C-Channel" on youth employment information etc.

Enhancement of National Consciousness

- YWCA has started organizing ethnic education programme on Mainland China since the 80's, to enhance youths' national consciousness. While most of the experience tours to China had to be cancelled because of SARS last year, the YWCA managed to stage other educational projects, like Chinese Film Appreciation, community exhibition, visit to historic spots, Orienteering Competition and magazine publishing etc.
- A working group on Ethnic Education on Mainland China has been formed under the Youth & Community Service Committee with experienced volunteers to offer input to ethnic education programmes.



促進專業合作、強化學校支援

- 本著「生命的栽培」之精神，本會由二零零二年起已提供全方位學生輔導服務，現服務小學共八間，全部均由綜合社會服務處委派經驗豐富的社工駐守學校。透過綜合社會服務處的支援，引入社區資源，舉辦聯校事工活動，讓學生跳出教室，走進社區，實踐全方位的學習模式。過往兩年，我們協助學校建立輔導系統，增加處理危機的能力；並按學校需要，制訂成長課程，備有檢討及成效評估方法；駐校社工亦接受個人及小組的專業督導，以確保服務質素。
- 為了與學校進一步建立伙伴關係及照顧不同學校的需要，本會各綜合服務隊為超過二十間小學提供「度身剪裁」的購買服務計劃，並因應不同學校的要求提供創新及特別設計的服務，例如：資優學生培育計劃、小領袖培訓計劃及生命教育活動等等。同時亦為老師及家長提供工作坊及舉辦分享會，加強專業合作及建立支援網絡。

支援弱勢青年、建立正確人生

- 年度內中西區及離島外展社會工作隊成功獲得中西區撲滅罪行委員會贊助，舉行了「廿二世紀健康網絡」活動，並製作了一套抗毒遊戲咭，供學校及青少年服務單位使用，後獲中西區撲滅罪行委員會撥款再加製派發，以供區內青年工作單位使用。
- 由禁毒基金贊助，與香港中文大學及香港大學合辦的「飛躍成長路訓練計劃」的手冊及追蹤研究報告在二零零三年八月完成。在發佈會後，「飛躍成長路訓練計劃」手冊便正式向各社會服務機構派發。為了更善用收集到有關濫藥資源，以協助青少年抗拒濫用藥物，樂華綜合社會服務處成立了「飛躍健康資源中心」，於二零零四年七月投入服務。



Multi-disciplinary cooperation, strengthening the school support

- Since 2002, YWCA has provided Comprehensive Student Guidance service for 8 primary schools. In addition to normal stationing school social work service, we have established school-based guidance system, which has promoted teachers' abilities in crisis coping and incorporated evaluation mechanism into the personal growth education. To guarantee the service quality, stationing social workers received individual and group supervision regularly.



- Towards a closer partnership with schools, YWCA integrated social service centres organized projects tailored to the needs of over 20 primary schools. Some of the outstanding projects were: Enrichment project for gifted students, leadership training, life education activities and so on. Other services included workshops and sharing meetings for teachers and parents, enhancing the inter-disciplinary support.

- 龍翔綜合社會服務處獲香港禁毒常務委員會贊助推行「無毒有理」計劃，透過多元化的活動及主題技能訓練，讓青少年對藥物有更多的認識及發掘年青人的潛能及興趣；並藉義工服務擴闊年青人的生活體驗，將所學的禁毒訊息推廣至社區人士。此計劃於零三年十月至零四年二月進行，活動包括「無毒好友營」訓練營、「無毒才能盡顯現」訓練、「無毒機構走訪」、「無毒愛心之旅」義工服務及「社區教育推廣日」等。
- 天水圍綜合社會服務處舉辦「A for Achievement 初中生支援計劃」，希望透過學業上的支援、社工及義工導師的關懷和輔導，並運用多元化的活動及正面激勵方式，協助因學業不達、情緒不穩或習染了偏差行為而無心向學的青少年經驗成功和重整自我價值的喜悅，避免因自尊及自信心受損，而影響了他們一生。
- 由西環綜合社會服務處與中西區撲滅罪行委員會合辦之「中西區好學生培育計劃—中西區滅罪新動力2003」，目的主要培育一群「中西區好學生」，成為區內的滅罪新動力，活動包括領袖培訓課程及籌辦滅罪活動等。每年中西區滅罪會均會舉辦「好學生選舉」，本計劃亦會每年藉此機會吸納新獲選之好學生成為滅罪新動力，貢獻社區。

鼓勵青年參與、共建和諧社區

- 為倡議「擴闊青年參與空間，建立機制回應社會事件」，屯門綜合社會服務處舉行「青年論壇」活動讓青年人表達他們的聲音和力量。是次活動以「面對逆境，我們可以做甚麼？」為主題，讓屯門區的青少年有適當的空間，分享他們就面對逆境和回應社會事件的意見；並期望藉此激發青年人善用潛能面對身邊種種困難。

Diverting the marginal youths to a meaningful life

- Given a grant from the Central and Western District Fight Crime Committee, the YWCA Central, Western & Islands District Youth Outreaching Social Work Centre delivered an anti-drug programme entitled "Wisdom Reloaded" last year, and published an anti-drugs card game. Copies of the card game were distributed to schools and youth service units to promote the message of anti-drug and healthy life, and received favorable response.
- Another anti-drug project namely "Project Astro MIND", sponsored by Beat Drug Fund, was jointly organized by the YWCA, the University of Hong Kong and the Chinese University of Hong Kong. The project report and the handbook were issued in August 2003, followed by a resource centre namely Project Astro MIND Drug Resource Centre established at Lok Wah Integrated Social Service Centre in mid-2004 to help social workers, teachers and other professional to tackle the drug abuse problem.
- Thanks to a grant from ACAN, YWCA Lung Cheung Integrated Social Service Centre staged the "No drug for sure" project inclusive of training camp, organizational visit, volunteer service and anti-drugs community education programme. The project aimed to increase participants' knowledge on drugs, to develop their potentials, and expand their horizons.
- For adolescents who have low self-image, YWCA Tin Shui Wai Integrated Social Service Centre organized a programme named "A for Achievement--- support to lower forms Project" with a variety of programmes and strength oriented approach, to help them experience success and positively restructure their self value.
- YWCA Western District Integrated Social Service Centre and District Fight Crime Committee teamed up to run the "Project of the Best Students of Central and Western District 2003", with an aim to help the best students to be the new force of crime fighters in the community. The project included leadership training and organizing fight crime programmes.

Encouraging youth participation in community building

- To enhance youth participation, YWCA Tuen Mun Integrated Social Service Centre organized a "Youth Forum" under the theme of "Facing challenge, what can we do?" to let teenagers express their voice and power. The teenagers had a good opportunity to share, comment and respond to social challenges and issues, and in turn, helped develop their potentials and capability in coping with challenges.



職業訓練 Vocational Training

職業訓練

近年來，失業數字上升，職位供不應求，本會亦不斷回應社會需要，推出嶄新的服務計劃。年度內新增服務包括專為協助中年失業人士之「中年地區就業計劃」、回應非典型肺炎後之經濟情況推出之「技能增值計劃」，以及為年青準入職人士舉辦的「會所運作、消閒及旅遊文憑課程」、「物業管理學文憑課程」及「雙語商業傳意文憑課程」。展望在未來日子裏，我們仍繼續緊貼勞工市場的變化及需求，竭力透過職業訓練及服務，為社會培養積極、有愛心、勇於承擔、對社會有貢獻的僱員。

Vocational Training

The YWCA has kept abreast of time by delivering brand-new diploma courses such as Clubhouse Operation and Tourism, Property Management and Bilingual Business Communication for prospective youth employees. Other new endeavors included 'Employment Programme for Middle-age' and 'Skills Enhancement Projects' to mitigate the economic depression caused by SARS.



以準入職人士為對象之服務—文憑課程

- 二零零三年八月本會共二百一十二名學員修畢日間文憑及高級文憑課程。
- 畢業學員之就業情況理想，其中新開辦的「酒店及旅遊文憑」之畢業就業率達六成多，他們分別在酒店、旅行社擔任接待員、侍應生、房務員、文員及旅遊助理等職位，平均月薪達六千二百一十八元，而個別畢業生之入職薪金有逾九千元。
- 位於本會又一村會所內之「又一村持續教育中心」於二零零三年九月正式投入服務。此中心與位於九龍會所的「職業發展訓練中心」均為註冊學校，兩校於二零零三年度共開辦日夜間文憑課程共十七班，入讀人數達三百五十九人，開辦課程名稱如下：

Service for Pre-employment youth — Diploma course

- During the year, 212 youths completed our diploma or advanced diploma courses.
- The placement rate of the new Diploma in Hotel and Tourism was about 61.47%. Graduates were mostly employed by hotels and tourism agencies with average salary from \$6,218 to \$9000.
- The Yau Yat Chuen Continuing Education Centre has registered under the Education and Manpower Bureau and started operation from September 2003. In year 2003, 359 students enrolled in 17 diploma classes conducted at Kowloon Centre and Yau Yat Chuen Continuing Education Centre:

酒店及旅遊文憑 Diploma in Hotel & Tourism	雙語商業傳意文憑 Diploma in Bilingual Business Communication
會所運作、消閒及旅遊文憑 Diploma in Clubhouse Operations, Leisure and Tourism	資訊科技電腦學文憑 Diploma in Information Technology & Computer Studies
高級商業管理學文憑 Advanced Diploma in Business Administration	高級資訊科技電腦學文憑 Advanced Diploma in Information Technology & Computer Studies
物業管理學文憑 Diploma in Property Management	全科秘書文憑 Comprehensive Secretarial Diploma Course
應用電腦學文憑 Diploma in Applied Computing	商業專科文憑 Business Studies Diploma Course
夜間商業專科文憑 Business Studies Diploma Course (Evening)	夜間行政秘書文憑 Executive Secretarial Diploma Course (Evening)

- 「會所運作、消閒及旅遊文憑課程」、「物業管理學文憑課程」及「雙語商業傳意文憑課程」為二零零三年新增課程。課程獲政府持續教育基金認可，學員完成課程後，可申請發還一萬元學費。

- Three new courses Diploma in Clubhouse Operation and Tourism, Diploma in Property Management and Diploma in Bilingual Business Communication have been recognized by the Continuing Education Fund, i.e. graduates having completed either course are eligible for a refund of about 80% of the course fee or HK\$10,000.



專為失業或轉業人士而設的服務 — 再培訓及就業服務

- 年度內共開辦全日制課程二百五十九班，半日制課程四十班及晚間課程七十五班，全年培訓人數達八千六百九十七人。就業掛鈎課程之畢業學員平均就業率達83%。
- 配合就業市場需求，本會繼續為不同行業僱主開辦度身訂造課程，本年度新開拓課程包括「智障人士院舍照顧員入職訓練課程」、「中醫支援人員之推拿治療員入職訓練」、「福利活動文員入職訓練」、「見習物業主管入職培訓暨保安人員標準入職訓練課程」。度身訂造課程之畢業學員就業率達97%。
- 回應市場需要，本年度新增多個部份時間制課程，包括「家務助理陪月及嬰幼兒照顧訓練」，「互聯網應用訓練」，以及「演示軟件應用訓練」等。
- 本會設於麗瑤社會服務處之「家務通」服務站於本年度繼續為荃葵青區及其他區別僱主服務，本年度成功為一千一百六十七名僱主轉介合適家務助理，並提供勞工法例諮詢等跟進服務。
- 本會所提名之六間公司及一位學員分別在僱員再培訓局舉辦的第八屆「僱主金星及傑出學員獎」頒獎禮中獲獎。
- 由再培訓義工組籌劃名為「現代婦女的困惑」婦女系列活動，獲選為本會十大傑出義工計劃之一。內容包括義工訓練、互動劇場、減壓工作坊及嘉年華會等，由再培訓畢業學員演繹真實個案，並拍攝為錄影帶作巡迴播放。學員透過各項活動及經驗分享，回饋社會；並喚醒各界對在職婦女壓力的關注。

為在職人士提供之服務 — 持續發展課程

- 配合本會職員自我增值不斷求進，與人力資源部合作，舉辦了二十班訓練課程予本會員工參加，入讀人數達四百三十二人，課程內容包括電腦、簿記、普通話、公文書寫基本課程、五常法、優質顧客服務等。
- 配合政府職業英語計劃，開辦了兩班必文會話班 (Pitman - Spoken English for Speakers of Other Languages - Elementary Level)，首班合格率达百分之百，學員除可升讀更高班別外，亦可向政府申請退還部份學費及考試費。

Service for Unemployed or Displaced Worker —

Retraining Service

- YWCA retraining service organized 259 daytime, 40 half-day and 75 evening classes, serving 8,697 retrainees; and the successful employment rate reached 82.79%.
- In terms of tailor-made courses for employers, there have been new courses including " Hostel Assistant for People with Mental Handicap ", " Training Course for Chinese Therapeutic Massage Therapist ", " Welfare Programme Clerk " and " Property Management Trainee " with the overall employment rate of 96.84%.
- New courses fulfilling the market needs comprised " Domestic Helper on Baby Sitting, Infant & Child Care Skills ", " Internet Application " and " Presentation Software Application " training in the year.
- As a district station of the Local Domestic Helper Integrated Scheme, Lai Yiu Social Service Centre successfully served 1,167 employers who live in Tsuen Wan, Kwai Chung and Tsing Yi to find suitable domestic helpers.
- Six employers and a retrainee nominated by YWCA won the 8th Employer Gold Star Award and Outstanding Retrainee Award respectively hosted by Employee Retraining Board.
- An activity " Perplexity of Modern Women " organized by the volunteer group of retrainees was awarded as one of the Outstanding Volunteer Projects of the year by the YWCA.

Service for working populace — Centre-based course

- For the purpose of staff development, the Centre has co-worked with Human Resources Department to run 20 classes to upgrade the skills of staff members. Courses included computer application, bookkeeping, Putonghua, customer service, etc. serving 432 staff in the year.
- Two classes of Pitman—Spoken English for Speakers of Other Languages— Elementary were rendered under the Funding Scheme for Workplace English Training.

- 開辦五班展外課程，分別於三間中學舉辦語文訓練，參加人數達三百一十九人。
- 全年共開辦四十六班文娛康體課程，包括太極班、瑜珈班、插花班等，入讀人數達三百九十人。

兒童及家長培育服務

- 為輔助在職人士兼顧工作及家庭，使其家庭成員健康成長，本會於年度內開辦八十三班兒童課程，入讀人數達六百七十六人。本年新增課程包括：幼兒FitBall天地、兒童跳繩Boxing Dance、少年網頁設計師、兒童電腦世界、香港兒歌德育劇團、暑期兒童聖經班之正路.com、小司機口才訓練團、戲劇小先鋒、Smart小領袖，自然科學實驗室、繽紛幼兒畫等。

技能提升計劃

- 分別為物業管理業、美容護理業及保險業三個行業舉辦技能提升計劃課程，課程內容包括：「督導技巧」、「樓宇設備保養及操作原理」、「職業安全知識」、「緊急事故應變措施及處理方法」、「財務策劃基本概念I及II」、「應用英語初階」及「應用普通話初階」等課程，受訓練人數達三百一十二人。
- 於二零零四年三月一日協助技能提升計劃舉辦學員回饋社會活動，餐飲業、理髮業、旅遊業及電器業學員於本會「明儒松柏社區服務中心」提供義務服務，包括為長者烹調菜餚、理髮、維修電器，並帶領長者參觀金紫荊廣場及赤柱。

機構僱員計劃

- 本會於今年度為下列工商機構提供各類型的訓練課程及工作坊，受訓人數達一百六十四人。

- As an out-reaching service, five language classes were delivered to three secondary schools, with a total of 319 students.

- A total of 390 trainees participated in 46 classes held by the Centre, of which 19 were leisure and recreational courses like Putonghua, tai-chi, and flower arrangement, etc.

Children and Parent Development Service

- To emphasize the importance of a balanced family and work life, the Department conducted 83 parent-child courses serving 676 family members, in addition to new courses, like Boxing dance for kids, Smart kits leader, and Junior home-page designer during the year.

Skills Upgrading Scheme

- Our courses on Property Management, Beauty Therapy and Insurance industries including training on supervisory skill, building maintenance and operations, methods on handling emergency, working English and Putonghua, benefited 312 trainees.
- The trainees volunteered to serve the elderly of Ming Yue District Elderly Community Centre on 1st March 2004. Service including cooking, hair cutting, repair of household electric appliance, plus tours to Golden Bauhinia Square and Stanley were offered

Employees Service Scheme

- Customized training programmes and workshops were provided for the following corporations and governmental departments, and served a total of 164 trainees.

機構 Agency	培訓 Training
康樂及文化事務處 Leisure and Cultural Services Department, HKSAR	導賞員訓練課程 Leisure & Cultural Guide (Parks) Training Course
循道衛理楊震社會服務處 Yang Memorial Methodist Social Service	求職及面試技巧工作坊 Workshop on interviewing Skill
基督教懷智服務處 Wai Ji Christian Service	創意工作坊 - 將壓力變成動力 Creativity Laboratory - Transforming pressure into motivation
香港唐氏綜合協會 Hong Kong Down Syndrome Association	家居清潔技巧訓練 Domestic Cleaning Skill Training
Kellett HealthCare Training Institutes Ltd.	Interviewing Skill Seminar

耆年服務 Elderly Service

耆年服務

配合安老服務需要及轉型，耆年服務部積極實踐政府「持續照顧」及「老有所為」的施政方針，透過醫護合作，為長者提供訓練和評估，讓他們能獲得持續照顧及一站式社區支援服務。為鼓勵更多長者積極參與推動中心工作，除成立中心議會外，並鼓勵長者實踐策劃及推行社區計劃，發揮退而不休和老有所為精神。

配合服務轉型、實踐持續照顧

- 配合社會福利署長者社區支援服務重整，於二零零三年四月一日起，本會秀群、明儒松柏社區服務中心已轉型為長者地區中心，長青及誌實松柏中心已轉型為長者鄰舍中心，擴大服務功能。除社交教育、義工發展及支援網絡服務外，輔導服務和護老者服務等成為各中心新的服務重點。
- 本部成立個案工作交流會議，邀請各單位個案工作員出席，致力研討專題式輔導(如面對哀傷、老人痴呆癡兆等)，提升同工的輔導專業質素。
- 各單位增強護老者支援服務，成立「護老者資源中心」，提供資訊、社區資源及租借復康用品及器材予護老者，並定期舉辦減壓小組和疾病支援小組，以提升他們照顧長者的能力，紓緩照顧上的壓力。
- 五隊家務助理隊亦同時轉型為綜合家居照顧服務隊，提供融合醫護、復康及起居照顧的一站式服務，各隊向區內私營和政府醫院購買醫護服務配套，包括醫生、護士、物理治療師、職業治療師、營養師和健康檢查等服務。透過個案會議，制訂及監察個案照顧計劃，為體弱長者提供全面的醫護服務。

Elderly Service

Abreast of the need and transformation of elderly service, the Department has put into practice the principles of "Continuum Care" and "Productive Aging" highlighted by the government, and worked in close partnership with the medical field to provide quality care.

Re-engineering Community Support Service

- Under the Social Welfare Department's re-engineering exercise of community support service, all of our District Elderly Community Centres, Neighborhood Elderly Centres have expanded their functions to render a wider range of direct services to elders and the carers.
- The Department particularly set up case conference for workers of various units to throw light on thematic counseling skills (such as symptoms of dementia cases) for upgrading the service quality.
- All centres have reinforced their services for carers by setting up the "carers' resources centre", providing information, community resources and hire of rehabilitation equipments to carers in need, together with periodic pressure relieving groups and support groups for the sick.



- 鄭傍卿紀念松柏苑已部署服務轉型以面對政府逐步取消安老宿位，內容包括策劃大修工程時，增強同工培訓、參與香港老年學會主辦的「安老院舍評審制度先導計劃課程」、在苑內積極籌組安老院評審小組，以配合持續照顧的發展。
- 二零零三年七月一日起，林護紀念松柏日間護理中心進行原地擴充計劃，擴充會員名額一成至每天四十四人，提供老年痴呆症個案特別照顧技巧訓練，並加設生活訓練室，提供模擬家居生活的訓練，增強中心照顧痴呆症長者的能力。
- 西環松柏中心自二零零三年四月起轉型為自負盈虧運作，為長者提供文康、義工發展和輔導服務等，於十二月進行服務檢討，基於人手及資源考慮，該中心於二零零四年四月一日開始，將服務與本會西環綜合社會服務處結合，設立「西松之友園地」，繼續服務長者會員。

社區醫護協作、促進身心健康

- 加強跨專業之醫護合作，深水埗松柏綜合服務、九龍城綜合家居照顧服務及明儒三個單位分別與瑪嘉烈醫院、九龍醫院及東區尤德夫人那打素醫院合作推展「社區復康員計劃」，內容包括健康推廣、復康治療和運動班，以滿足社區長者及護老者的復康需要。
- 深水埗松柏綜合服務與區內靚色園可健耆英綜合服務中心及香港家庭福利會繼續緊密合作，推出「銀齡智達通II」，為深水埗區老年痴呆症長者及護老者提供認知教育和支援服務。在區內建立老年痴呆症患者的登記網絡、推廣家居照顧訓練及舉辦記憶力受損長者及照顧者支援先導小組。



- After the revamping exercise, five Integrated Home Care Services Teams have provided integrated care and support services to needy elders, disabled and family in need. All teams purchased a comprehensive range of medical, nursing and rehabilitative services from private and public hospital sectors, with regular case conferences to draw up personal care plan for the frail elderly.
- Under in-situ expansion, Lam Woo Memorial Day Care Centre for the Elderly expanded their membership quota to 44 person per day since July 2003, providing dementia care training, life-skill training and home living skill for the demented elders.
- Further to a service review in December 2003, the Western District Social Centre for the elderly shall be integrated into the Western District Integrated Social Service Centre from April 2004 onwards, in the form of "Western District Friend Club" to continue services for their members.

Medical and Community Collaboration

- In collaboration with the paramedical professionals, Shamshuipo, Kowloon City Integrated Home Care Services Team and Ming Yue District Elderly Community Centre have started the "Community Rehabilitative Practitioner" project, to provide health promotion, rehabilitative treatment and exercises for the elderly and the carers.



- Wan Wah Care and Attention Home for the Elderly teamed up with Sik Sik Yuen and Hong Kong Family Welfare Society, to organize the dementia education project, offering cognitive training and support group activities to the dementia elderly and their cares living in the Shamshuipo district.

- 明儒中心與東區尤德夫人那打素醫院合作推行「體弱老人診療所」及「護訊聆」，為區內年邁長者作身體評估及專科轉介服務。
- 長青、明儒及秀群中心獲安老事務委員會、社會福利署和區議會等贊助推行「長者藝術推廣計劃」，透過音樂、戲曲、舞蹈等藝術活動，促進長者心理健康，開創潛能，提升長者的積極形象。
- 鄭傍卿松柏苑推行全方位照顧計劃，與跨專業人員協作，推行物理治療、職業治療、營養服務和麻雀治療等；苑友接受以上之治療服務後，無論在身體活動機能、感官功能、飲食營養和社交方面均有明顯成效。

推動終身學習、發揮老有所學

- 各中心獲教育統籌局撥款推行長者持續教育，課程包括電腦班、長者識字班、退休生活適應班及普通話班等，讓長者學習多元化知識及技巧，擴闊個人視野，與時並進。
- 各中心及院舍共舉辦四百四十六個松柏學院課程，類別包括語文、藝術、健體、人際關係、資訊科技等。
- 二零零四年二月舉行「松柏學院第三屆畢業典禮」，本屆畢業人數達282人，其中58位獲頒發學位證書，充分發揮「老有所學」的精神。
- 長者持續教育中心整合本部各單位之長者持續教育服務及課程資料，以松柏學院「社區化」為理念基礎，鼓勵長者走出社區，回饋社區。

- Ming Yue District Elderly Community Centre and the Pamela Youde Nethersole Eastern Hospital co-organized the "Frail Elderly Clinic" and Telephone Nursing Consultation Service" with geriatric assessment, telephone consultation, and specialized referral services for those high risk elderly in the community.
- Sponsored by Social Welfare Department and the District Board, Ellen Li, Ming Yue District Elderly Community Centre and Cheung Ching Social Centre for the Elderly initiated the Art Promotion Scheme to develop the potentials of the elders through art, dance and drama activities.
- Cheng Pon Hing Hostel for the Elderly employed multi-disciplinary cooperation in running the "Holistic Care Project" to offer the frail elders physiotherapy therapy, occupational therapy, music and dietary services, etc. The initiative proved useful for improving physical and sensory functions and social development of the elderly.

Lifelong Education

- Under the subvention of the Education and Manpower Bureau, various centres have continued adult education courses (such as computer, literacy, retirement life and putonghua) for enhancing the elderly's knowledge and skills.
- The Elderly Academy recorded a total of 446 courses on language, art, physical health, interpersonal and information technology, etc, organized by elderly centres and aged homes.
- The Third Graduation Ceremony of Elderly Academy took place in February 2004, with a total of 280 graduates, among them, 58 graduates were awarded the degree certificate.
- The Continuing Education Centre for the Elderly has re-integrated elderly educational services and course materials offered by various units, to inspire elderly's contribution to the community.



關顧靈性需要、見證主的恩典

- 與靈實協會合作推行「長者的靈性需要和關顧研究計劃」，參與的單位包括雲華護理安老苑、林護紀念松柏日間護理中心和鄭傍卿紀念松柏苑。院牧提供每週一天的靈性關顧服務，包括小組及個人臨床牧關，並出版《生命的頌讚—為我們的長者鼓掌》生命回憶錄，為長者撰寫自傳，見證上帝奇妙的恩典，同時藉着長者的親身經歷，鼓勵讀者積極面對人生。



提倡老有所為，發揮時代共融

- 秀群中心於二零零二年八月在粉嶺丹竹坑租用農地約三萬五千呎發展健康長者農場，彰顯長者老有所為、當家作主的積極形象，並透過長者向年青人介紹有機耕種及導賞活動，分享農耕樂趣、促進跨代共融及推廣環保健康生活訊息。目前農場已可定期出產三十多種有機蔬菜。年度內有十四個團體參與長幼共融活動，有超過一千二百名青年人及三百多名長者受惠。農場的未來發展將結合本會各部門的參與，惠及不同年齡的人士，努力實踐本會生命栽培的使命。
- 秀群中心獲北區區議會撥款舉辦「情是北區濃2004」大型義工探訪獨居老人活動，並聯同區內福利團體、中小學及地區團體於農曆年前後，共探訪五千多位獨居和有特別需要的長者，送上禮物包和湯水等。

Spiritual Care

- Wan Wah Care & Attention Home for the Elderly, Cheng Pon Hing Hostel for the Elderly and Lam Woo Memorial Day Care Centre for the Elderly participated in the pilot project "Research on Elderly Spiritual Needs" co-organized with Haven of Hope Christian Services. It covered weekly spiritual services, gospel groups and individual visits, hosted by pastors, in addition to a biography published to promote positive outlook of life.

Intergenerational Co-operation

- Ellen Li District Elderly Community Centre has started the Farm of Healthy Ageing since August 2002, at a hired farm of 350,000 square feet in Tan Chu Hang of Fanling. The project aims to develop the potentials of the elderly and promote inter-generational harmony through organic cultivation activities. During the year, the farm produced 30 species of organic vegetables, with 13 organizations having participated in the inter-generational activities and over 1200 youth and elders benefited from the project. In future, the farm would be developed into an inter-departmental project and serve people from all walks of life.
- Sponsored by the District Board, Ellen Li District Elderly Community Centre teamed up with local organizations, schools and welfare agencies to launch the "Heart-Warming Activity in North District 2004". More than 5,000 needy elders were distributed warm soups and gifts during the lunar new year.



加強員工培訓、提升服務成效

- 本部各院舍及綜合家居照顧服務隊於二零零三年四月引入網上個案管理軟件系統，透過網上方式，由跨專業人員制訂、監察及統籌個案照顧計劃，加強服務質量效率及溝通。
- 配合服務轉型，綜合家居照顧服務設立照顧員隊長制及工作專責制，深化員工職務，加強同工決策效能及工作承擔感，照顧員並接受一系列弱老照顧課程及培訓。
- 各單位實施工作流程改善計劃，包括中央採購、收費、詢問服務、執藥及代購等流程，加強工作效率。
- 各單位推行五常法，加強單位工作間的執整和物資管理，提高工作效率及整潔。
- 各單位推薦同工接受職安訓練，專責同工定期巡查中心的安全環境設施，以提高員工安全意識，加強風險管理。
- 雲華護理安老院訂立了照顧員的工作標準，分階段進行培訓及實務考核配套，以確保照顧服務有良好質素，共三十二位照顧員完成及通過考核。
- 落實執行社會福利署服務表現監察制度，實施十六項服務質素標準，所有單位均超出津助及服務協議所釐定之服務指標。

Administration and Staff Training

- Paraprofessionals teams of aged homes and Integrated Home Care Services initiated a software system to formulate, monitor and co-ordinate the individual care plans through the internet.
- In line with the revamping of elderly services, Integrated Home Care Services Teams established the team leader system to achieve a higher level of effectiveness and accountability, while home care workers were given training to improve their work quality.
- All units have improved the work process on central procurement, fee payment, enquiry services, and purchase of goods etc.
- All units have implemented the 5S which helped to improve supplies management, enhance work efficiency and tidiness at workplace.
- In terms of risk management and safety awareness, all teams periodically review and check the work environment, and recommended staffs to take safety and job training courses.
- Wan Wah Care and Attention Home for the Elderly set up work standard for personal care workers to assure good quality of care services, and altogether, 32 personal care workers passed the assessment.
- All units have fully implemented the sixteen services quality standard and surpassed the standard of services output specified in the Funding and Services Agreement.

耆年服務部 林護紀念松柏日間護理中心 苑友家人 王先生

衷心感謝 貴中心各職員充滿愛心、關心地照顧我的母親，令她的晚年生活和健康都得到明顯改善，心情開朗，在日常生活中忘卻孤獨的感覺。

家庭及社區服務

Family and Community Service

家庭及社區服務



面對香港失業問題因非典型肺炎事件更趨嚴重，香港社區以及家庭均面對極大的壓力。因此，特別推出一系列家庭和社區服務，包括開辦新來港人士就業實習計劃、深入就業援助計劃，亦積極建立社區網絡，推出社區關懷大使計劃、開展家居維修支援服務及開辦鄉郊區家庭學院，使有需要的家庭和市民得到適切的服務，促進家庭和諧及社區共融。

Family and Community Service



In response to a year of intensified stress and unemployment (due to SARS outbreak), the Association specifically launched a spectrum of family and community services, including job attachment project for new arrivals, intensive employment assistance programme, community networking, and thematic projects to support needy families and to build a harmonious community.

支援新來港家庭 協助融入香港生活

● 內地新來港人士在香港社會融合情況調查

為了探討新來港人士的社會融合及來港後的生活適應，並分析以「社區為本」的綜合化新來港人士服務的成效，沙田新來港家庭綜合服務處與香港大學社會工作及社會行政學系陳麗雲教授和樓瑋群博士合作，進行名為「沙田區新來港人士社會融合情況」調查。是次調查主要分為四個部分：包括 ① 新來港人士對香港社會的認同感、② 社會網絡的建立和功能、③ 社會參與，以及 ④ 這些社會融合因素與新來港人士全人健康的關係等。

調查結果為本會設計新來港人士服務上帶來新啟示：① 宜按來港年期長短提供不同的配套服務；② 需要強化新來港人士的就業及家庭服務；③ 協助新來港人士建立社交支援網絡；④ 鼓勵新來港人士參與社會活動；⑤ 重視新來港人士的獨特性；⑥ 促進新來港人士與本地居民溝通，減少歧視及誤解（調查報告可以瀏覽本會網頁）。

Assisting new arrivals' adjustment and social integration

● Study on " Social Integration of New Arrivals in Hong Kong "

In cooperation with Professor Cecilia Chan and Dr Vivian Lau of the Hong Kong University, the Association conducted a study on " Social Integration of New Arrivals in Hong Kong " which consisted of four parts, namely social identification, social network, social participation and the relationship between integration and health. The survey findings shed lights on several points: ① service packages should vary according to the targets' years of stay in Hong Kong; ② enhancement of employment skill and family supports; ③ encouraging participation in social activities; ④ respect to the uniqueness of new arrivals; and ⑤ strengthening their communication with the locals to avoid discrimination and misunderstanding.

● 深水埗區新來港人士就業實習計劃

為加強支援新來港婦女就業的能力及信心，深水埗綜合社會服務處與深水埗民政事務處合作。是次計劃以十八歲或以上的來港人士為服務對象，透過中心為參加者提供職前培訓課程，內容包括自我認識、辦公室助理課程、認識社區、電腦課程等，並安排每名參加者到深水埗民政事務處接受一百五十小時的就業實習，成功完成實習的學員均可獲津貼。參與是次計劃之新來港婦女對整個計劃評價十分正面，認為活動能增加她們熟悉本港就業環境，提升她們就業的信心，並增強對社區的歸屬感及盡快適應新環境。

● 沙田新來港家庭綜合服務處服務終結

沙田新來港家庭綜合服務處是本會首間由社會福利署資助三年，專為內地新來港家庭提供一站式綜合服務的中心，於二零零一年二月成立及開始運作。在過去三年，該服務處以「來港新生活、融和三部曲」為工作手法，約為四千名新來港人士提供服務，同時，舉辦超過七百五十節課程，為新來港人士提供家務助理、收銀、銷售及電腦等職業訓練，已接受培訓人次超過一千一百，並協助超過三百名參加者成功就業。此外，為了協助新來港人士適應生活上的困難，本服務處亦提供超過一千次個案輔導及轉介服務。使新來港人士在生活適應、就業支援、社區共融上得到支援，最終可以認識社區資源，建立社區網絡，解決生活及適應上所遇困難、盡快融入香港生活，本服務計劃亦於二零零四年三月完滿終結。

儘管受社會福利署資助的新來港人士服務中心已於年度內關閉，本會仍繼續結合本會各社會服務處的力量，於沙田、天水圍、深水埗三大新來港人士聚居的地區致力發展新來港婦女教育、就業支援服務。



● Job Attachment Project for New Arrivals in Sham Shui Po District

Shamshuipo Integrated Social Service Centre and the Shamshuipo District Office jointly launched the job attachment project to acquaint new arrival women with the local job market and to build up their confidence. It included courses on self understanding, pre-job training, job skills for office assistant, computer skill, and understanding the community, and those having completed 150 hours' practicum were eligible for an allowance. Service recipients found the service meaningful and useful for their local adjustment and employment prospect.



● Closure of Shatin New Arrivals' Family Integrated Service Centre

Shatin New Arrivals' Family Integrated Service Centre was the Association's first centre to offer one-stop service to new arrival families living in Hong Kong for less than a year. Under Social Welfare Department's subvention for three years from February 2001 to March 2004, the Centre employed an integrated approach to serve over 4000 new arrivals. It delivered over 750 vocational training sessions to more than 1100 new arrivals, including courses on domestic helper, cashier, sale and computer training etc. With the training, 300 participants have been successfully employed. Furthermore, it offered more than 1000 counseling sessions and referral service to assist their local adjustment. All these services helped the new arrivals to locate community resources, build up their community supportive network and tackle daily problems they face.

Despite termination of this subvented service, the Association will continue to run educational programme and employment support service for new arrivals through collective effort of our integrated social service centres in Shatin, Tin Shui Wai and Sham Shui Po districts.

建立社區網絡 提供適切援助

● 左鄰右里社區關懷大使計劃

秉承上年度「強化網絡，支援危機家庭」的服務重點，深水埗綜合社會服務處與本會誌實松柏中心合作舉辦上述計劃，推動區內青年、婦女及長者齊齊參與義工訓練，並於不同節日例如：復活節、中秋節及農曆新年等前往家訪深水埗區弱勢家庭，藉此表達對他們的關心，並期望可以及早識別危機家庭。本年度合共舉辦接近九十個以支援本區弱勢家庭為目標的活動，服務人次達二千八百人。

● 關注居住單位設計

觀龍樓鄰舍層面社區發展計劃以「掌握居民需要，提倡社區關懷，匯聚居民力量，解決社區問題」為服務方向，並廣結區內不同政府部門、團體和資源連成社區網絡，更適切回應居民的需要。去年我們與香港房屋協會的工程師及物業發展經理，就「關注新觀龍樓單位設計」及「關注長者住屋單位設計」保持聯繫及合作，讓居民的意見得到聆聽及回應。

● 家居維修支援服務

蝴蝶灣綜合社會服務處於二零零四年年初進行了一項家庭支援先導計劃，由該中心之義工小組「男人心」推行名為「家居維修支援」服務，為屯門區內家庭經濟有困難而有需要家居維修的獨居長者及單親家庭提供服務，除接受家庭個別向本會索取服務外，亦接受社會福利署家庭服務中心的個案轉介。基於服務要求有上升趨勢，來年會加強此項服務，並已成功申請公民教育資助計劃撥款，期望能招募更多義工及服務更多有需要的人士。

● 深入就業援助計劃

為協助失業的家庭成員能自力更生，盡早重投勞動市場，天水圍綜合社會服務處及龍翔綜合社會服務處於二零零三年十月成功獲社會福利署委託推行一項由獎券基金及香港賽馬會慈善信託基金撥款贊助為期三年之深入就業援助計劃，資助額最高港幣四百二十萬元。服務對象主要為有工作能力的綜援受助人士及「準綜援受助人」如失業的健全人士。服務內容包括：個人就業援助服務，例如：就業輔導、職前求職及人際關係訓練、協助求職/工作配對、就業後支援服務、互助小組（成功就業之友會）及短暫經濟援助，目的是協助參加者能脫離「綜援網」，使其家庭回復經濟功能。上述計劃首半年的服務人數合共二百九十九人，取得有薪工作人數共八十三人。

Community Networking for Adequate Assistance

● "Community Care Ambassadors" Project

Sham Shui Po Integrated Social Service Centre and Chi Po Neighborhood Elderly Centre teamed up to organize the 'Community Care Ambassadors' Project to encourage volunteers of different ages to visit deprived families in the district. With festival visits at Easter, Chinese New Year and Mid Autumn Festival, the volunteers expressed care to the families, and helped to identify those crisis families at an early stage. Throughout the year, the project served 90 families, and the number of service attendance exceeded 2800.

● Community Concern on Housing Design

Kwun Lung Lau Community Work Office liaised with different governmental departments, concern groups and community bodies to respond to the needs of residents. Over the year, the team maintained close ties with the engineers and premises development managers of Housing Authority, in regard to the design of living apartments in Kwun Lung Lau and elderly's housing units. By doing so, the residents' opinions were reflected and appropriate response was received.



● Household Repairs Support Service

It was a pioneer service launched by Butterfly Bay Integrated Social Service Centre. A group of male volunteers were recruited to offer minor household repairs for needy single parent families and those live-alone elderly with economic difficulties in Tuen Mun. In view of the growing demand, we are planning to enhance the service and have successfully sought funding from the Community Participation Scheme. Hopefully, more volunteers can be recruited to serve a wider community.

● 社區共融計劃

本會因應南亞裔人士服務的需求，於屯門區推行南亞裔人士之社區共融計劃已踏入第三年，而去年沙田區亦展開了南亞裔人士的服務。本會著重運用義務工作手法，讓南亞裔及本地青年共同發揮互助互愛精神，服務區內有需要人士，促進社區融合，協助區內的南亞裔及本地居民互相認識、交流及學習，達致社區共融。服務獲公民教育委員會、廉政公署等支持，贊助多項相關的活動，例如「天使行動」社區融合計劃，服務人數達一百二十五人，其中七十九人為南亞裔人士；「共融互助倡廉潔」共服務二百九十九人，有一百五十六名南亞裔人士參與。



● 鄉郊區家庭學院

大澳一向缺乏駐區內的家庭服務，為了填補服務空隙，提供支援服務，大澳鄰舍層面社區發展計劃特別推行一站式家庭服務，為區內居民提供不同類型之家庭服務，如：個案輔導、定期親子活動及家庭刊物等。去年更成立家庭學院，透過系統化的課程及學分制度，除了讓家庭成員學習不同的知識，促進家庭和諧關係外，更推動學習型家庭及宣揚終身學習的訊息。共推出四個課程，包括①認識家庭系列；②溝通系列；③知識技能及④興趣發展系列。參加人次共八十二人。家長須在每一系列內修讀最少一個課程，完成後將獲發證書以示鼓勵。

● Intensive Employment Assistance Project (IEAP)

The project was commissioned by Social Welfare Department with allocation from the Lotteries Fund and Hong Kong Jockey Club Charities Trust at a maximum of HK\$4.2 million for three consecutive years starting from October 2003 in Tin Shui Wai and Wong Tai Sin District. It is to serve those CSSA recipients (with working ability) and potential CSSA recipients with the aim to enhance their self-reliance and ultimately deregistration from CSSA service. The employment support services include career counseling, job searching and interpersonal relationship course, job matching, supportive group and short term financial aid etc. During the first half year, among the 299 participants, over 83 have got gainful employment.

● Community Integration Project

For the past three years, community integration project was carried out by Tuen Mun Integrated Social Service Centre to serve the ethnic minorities in the district. Last year, the project was also launched in Shatin district. It employed volunteer work as the means to create opportunities for minority groups and local people to meet, learn and cooperate together. Sponsorships from the Committee on the Promotion of Civic Education and I.C.A.C. were obtained to stage relevant programmes such as "Angels Action" (125 participants, among them 79 were from minority groups) and "Promoting Fairness" (299 participants, among them 156 were from minority groups).



緊貼時勢 回應家庭需要

● 開展賭博輔導

於二零零三年十二月邀請來自加拿大 Iona College Gambling Institute 的 Dr. Rose Vanes 到港為本會二十七位同工提供共八天的賭博輔導訓練，而該課程亦為美國 CRC/AODA 及加拿大 Canadian Council of Professional Certification Addiction Intervention Association 所認可。自二零零四年二月開始賭博電話輔導，由本會已接受認可賭博輔導之輔導員當值，並獲明報及蘋果日報刊登服務介紹以助推廣。二月至三月期間已接獲四十個賭徒及其家人來電求助；並且於上年度舉辦有關債務重整的教育講座，供公眾人士參與。

● Family Institute in Rural Area

Tai O Community Work Office has provided the local residents with one-stop family services including counseling service, regular parent-child relationship programmes and publication on family issues. Last year, the Family Institute was also initiated. It comprised systematic courses and a credit system for family members to learn knowledge of different disciplines, promoting their family relationship and the message of lifelong learning. Four training modules were offered, including understanding families, family communication, knowledge enrichment and interest development. The attendance of the courses was 82. On completion of at least one course from each module, parents would receive a certificate.

Timely Response to Families in Need

● Gambling Counseling

In December 2003, Dr. Rose Vanes from Iona College Gambling Institute was invited to Hong Kong to host an 8-day course on gambling counseling for 27 social workers. This course was recognized by CRC/AODA of U.S.A. and Canadian Council of Professional Certification Addiction Intervention. Since February 2004, the YWCA has started a hotline service on gambling counseling operating by certified counselors. This service was also reported in Apple Daily. During February and March 2004, 40 calls from gamblers and their families were received, and an educational talk on debt payment rearrangement was also staged.



● 基督教家庭輔導

為關顧教會家庭，本會輔導服務特開展基督教家庭輔導。為與教牧同工攜手處理日益複雜之個人及家庭問題，本會於二零零三年十一月二十五日舉行了「如何處理「婚外情」研討會——從基督教角度看婚姻輔導」，並邀得來自美國三藩市，兼備婚姻輔導及神學訓練的吳榮恩牧師(博士)到港主領研討會，帶領參加者反思婚外情的發展階段及輔導當事人的技巧。出席人數七十九人，分別來自四十多個教會及基督教機構。

● 職場諮詢及輔導服務

自二零零三年十月至二零零四年九月，本會輔導服務獲委託承辦此項服務，協助廉政公署千多名員工面對工作、個人及家庭各方的壓力。本服務不但透過熱線提供即時之輔導，亦提供面談輔導；按需要更會將個案轉介本會臨床心理學家。同時，輔導服務亦繼續承辦公務員壓力管理熱線輔導服務，為全港八萬名公務員提供個人諮詢及輔導服務。

● 強化親子關係活動

家庭及事業促進服務繼續以強化親子關係、提升家長管教技巧為其中兩項重要的服務目標。過去一年為學校提供逾八十項親職教育活動，熱門主題包括「處理子女沉迷電腦」、「處理親子衝突」、「父母減壓」、「培養子女責任感」、「扶助子女學習」及「家庭性教育」等。此外，我們作為家長的伙伴，同樣關心青少年面對困難的情緒及解決問題的能力，為此，我們曾舉辦兒童情緒管理課程，並透過新一系列「勇闖高峰歷奇訓練」，以及既有的「生命騎士」及「生命小騎士」活動，提升他們的抗逆力。我們亦定期於《Baby》雜誌撰寫親職文章，並就社會的家庭問題接受傳媒訪問，提供意見。

● Counseling Service for Christian Families

Addressing the needs of Christian families, the Association started the counseling service for Christian family and specifically hosted a seminar on "Handling Extra Marital Affairs: from the perspective of Christian Counseling" on 25 November 2003. It was delivered by Rev. W. Y. Ng, a scholar on family counseling and theology, and facilitated participants to reflect on the course of extra marital affairs and relevant counseling techniques. In attendance were 79 participants from more than 40 churches and Christian organizations.

● Workplace Consultation and Counseling

From October 2003 to September 2004, the Association was commissioned to provide workplace consultation and counseling service for nearly 1300 staff of I.C.A.C. The service inclusive of telephone counseling, face to face interviews, and referrals to clinical psychologist, has relieved clients' stress from self, work and family. Con-currently, the YWCA counseling team has continued to operate the hotline counseling on stress management for civil servants, and benefited a total of 80,000 civil servants.

● Enhancement of Parent-child Relationship

The Family and Career Enhancement Service has pursued the dual goals of strengthening parent-child relationship and upgrading parenting skills. Among 80 odd parental education programmes organized, the most popular ones were "curbing children's indulgence in computer games", "handling parent-child conflicts", "building up children's sense of responsibility", "helping children in their studies" and "sex education in families" etc. In partnership with parents, the service also focused on teenagers' need by running courses on emotion management, adventure training, Life Jockey Scheme to improve their resilient ability. On a regular basis, our articles on parenting were published in Baby Magazine, while press interviews have been accepted to offer professional advices on family problems.

婦女事工部
免費婦女法律諮詢服務
服務使用者 陳女士

義務律師清晰扼要的專業意見，為我解開重重的疑慮，不再被相抵觸的道聽途說和反覆的前思後想所困擾，使我重新找到定位，理智地作出決定。

賓館服務 Guesthouses

賓館服務

香港在上半年面對非典型肺炎事件，引致整體經濟疲弱的情況下，賓館推出了不少節流措施。幸得全體同心努力，經營情況於下半年有明顯改善。本會亦致力令各賓館住客有“家外之家”的歸屬感，於年度內曾在各賓館舉辦多次住客活動，加強溝通，並與女青年會其他服務相互配合。

花園國際賓館

坐落於港島中區半山之麥當勞道，共提供一百三十三間標準房及套房，並配有恆溫泳池及健身室設施，尤其適合中區之商務旅客。(電郵地址：gar_view@ywca.org.hk)

Guesthouses

In the first half of the fiscal year, since Hong Kong economy was adversely affected by the outbreak of SARS, the guesthouses had to enforce some cost-saving measures. But thanks to the wholehearted support of the staff and a rebound of Hong Kong economy in the post SARS period, significant improvement in the business was reported then. Various activities were also arranged for in-house guests to enhance their "home away from home" feeling toward the guesthouse.

Garden View International House

The Guesthouse locates at a tranquil environment of the elegant mid-level of Central District, providing totally 133 rooms from standard to deluxe suites. An outdoor heated pool and a well equipped fitness centre are also available for those, especially the business travelers, who wish to pursue relaxation and leisure. (e-mail: gar_view@ywca.org.hk)



柏顏羅斯賓館

位於九龍窩打老道山文福道，是繁榮旺角區中的寧靜居所。最近完成了翻新外牆工作及內部裝修，住宿環境更加舒適。賓館除接待世界各地旅客外，亦有專為女會員而設的女士專用樓層，為婦女提供簡潔、舒適之家居服務。(電郵地址：annblack@ywca.org.hk)

女青大廈

地處港島半山般含道，鄰近香港大學，共設有九十九間單人房及提供廚房設備的套房，而頂層更為複式設計套房，遠眺維港景色，為不同需要之人士提供理想之酒店式服務住宅。(電郵地址：ywbldg@ywca.org.hk)

女青雅舍

坐落於寧靜又屬於低密度區的又一村海棠路，鄰近又一城、地鐵及火車站，共提供九十九間單人房及設有開放式廚房的套房，設計新穎，並提供免費寬頻線路，為住客提供幽雅、舒適的居所。(電郵地址：ghyl@ywca.org.hk)

餐廳服務

四間賓館均附設有餐廳服務，分別是翡翠軒、趣屋餐廳、Frank Café 及Teddy's Café，提供各款中西美食，凡女青年會會員惠顧均享有折扣優惠。

Anne Black Guesthouse

Located at a pleasant calm environment amid Mong Kok busy shopping districts, Anne Black Guesthouse has just completed its exterior wall repair and decoration work and shall commence its interior decoration in mid of the year. Besides providing quality accommodation services to tourists and business travelers, it also offers a comfortable living environment for those needy women at a budgeted price on designated floors. (e-mail: annblack@ywca.org.hk)

YWCA Building

Located at Bonham Road and near the University of Hong Kong, YWCA Building provides 99 fully furnished rooms, from standard room to complex suite. It aims at providing quality service apartments to meet diverse needs of guests. (e-mail: ywbldg@ywca.org.hk)

YWCA Lodge

Situated in the luxurious and low density residential area of Yau Yat Chuen, with only walking distance to the modern shopping mall Festival Walk and the MTR/KCRC stations, the guesthouse provides 99 stylishly designed and furnished rooms and suite. All rooms are provided with broadband internet service. Kitchenette facilities are also available in suite. (e-mail: ghyl@ywca.org.hk)

Restaurants

Restaurants namely Emerald Restaurant, Cheer O' Café, Frank Café and Teddy's Café located within different guesthouses offer Chinese or Western cuisines with discount offered to all Hong Kong YWCA Members.



審核部 Audit Department

審核部

本部在監察本會內部管治方面扮演著一個重要角色。

主要工作包括：

- 評估本會運作及內部監控;
- 對服務單位的工作、流程、政策的遵守程度及內部監控等方面，定期進行全面檢視;
- 調查涉及不道德、出現利益衝突和違反政策的事件;
- 對管理層指出需關注的地方進行特別檢視;
- 向員工提供內部監控培訓和知識灌輸。

年度內除制訂自我評估內部監控工作清單及向所有員工提供有關財務監控原則方面的培訓外，並完成對多個服務單位的審核評估，包括：幼兒園、青少年服務、職業青年部再培訓服務、賓館服務、財務及會計工作等。

Audit Department

The Department plays a major role in monitoring the internal governance of the Association.

Key tasks of the Department include:

- Access to review different aspects of Hong Kong YWCA's activities and internal controls.
- Comprehensive review of the practices, procedures, processes, compliance and internal controls of all service units and functions on a regular basis.
- Investigation of ethics, conflict of interest and other policy violations.
- Special reviews of areas of concern identified by management.
- Internal controls education and training for all staff.

During the year, the Department not only developed self assessment Internal Control Checklist and conducted financial control principles training for all staff, but also completed audit review of nursery, children and youth service, career youth and retraining service, guest house, finance and accounting functions.

職業青年部 船務及出入口實務訓練課程一群學員

在這短短的十五天裡，我們既感受到生機勃勃的春天氣息，又體會到另一種春天般的溫暖 ----- 輕鬆自然的人際關係，生動活潑的教學方式，舒適先進的學習環境，幾乎忘記了困擾自己已久的失業問題。

人力資源部 Human Resources Department

人力資源部

本部由二零零三年六月一日起正式由人事部更名為「人力資源部」，提供現代化及專業之人力資源管理服務，並提升全會人力資源管理工作之效率及效能。

Human Resources Department

Since June 2003, the Personnel Department has been renamed as Human Resources Department, with professional human resources management services to upgrade and enhance the efficiency of human resources management of the Association.

工作及活動回顧

- 開展「業務改進計劃」－人力資源管理之工作，包括專才能力、表現評估、報酬制度，並已組成內部工作小組。
- 開展人力資源系統電腦化之工作。
- 繼續薪酬架構及職級檢討之諮詢及制訂工作。
- 與多個部門合辦員工活動，包括：慶祝聖誕佈道會及聚餐、「蒲台、南丫石景探秘、鮑魚海鮮宴」一天遊、「簡易家居運動」。
- 推出全會員工聯誼活動，撥款鼓勵各單位自行設計康體聯誼活動。
- 檢討員工福利。

General Review

- Commenced "Business Improvement Project" (BIP) - Human Resources Management. The project consists of "core competencies", "performance management system", and "reward system", and an effective mechanism for managing human resources in Association was developed.
- Commenced the work of Human Resources Management System (HRMS).
- Continued consultation on and review of the Association's staffing and salary structure.
- Organized staff activities for all staff, with the cooperation and assistance of other departments.
- Reviewed staff benefit.



人才培訓

年度內全會共舉辦六大系列員工培訓課程，總出席人次逾二千八百人，而培訓時數近一萬四千四百小時，平均每位員工受訓十六點一六小時。為關懷員工健康及安全，本會今年推出多項職業安全訓練，另外亦不斷加強管理技巧訓練。

Staff Training

On the whole, there were six streams of in-house and overseas training courses and workshops with a total no. of over 2,800 participants representing a total of around 14,400 training hours. For the sake of staff safety and health, several safety training programmes were launched, in addition to enhancement of management skill training. Eight staff members were sponsored to take professional courses in tertiary institutions. For details, please refer to the Chinese version.

The Association has offered 59 placements for students from local universities, and conducted supervision for 4 overseas students.

訓練項目 Training Courses	出席人次 Headcount	總時數 Hours
機構文化系列 Corporate Culture Series		
機構導向課程 Orientation Programmes	94	376
優質顧客服務及投訴處理 Customer Service & Complaint Handling Courses	76	152
服務表現監察制度機構培訓課程 Introduction to SQS Corporate Training Programmes	23	92
管理技巧系列 Management Skills Series		
成效評估實踐經驗分享 Sharing Programme on Outcome Measurement	169	676
五常法之基本理論及應用 Introduction to 5S	63	252
演說技巧之提升說話魅力 Presentation Skills Seminar	54	216
團隊合拍，領導有法 Team Building Programme	29	116
人事工作坊 Personnel Management Workshop	28	112
如何建立品牌服務 How to Build Up Branding Service	24	96
有效時間管理技巧 —— 如何促進辦公室工作效率 Effective Time Management at Office	18	72
工作效率促進系列 Series of Knowledge & Techniques on Work Efficiency & Effectiveness		
英國倫敦商會初級簿記課程 LCC Programmes (elementary)	66	3,432
電腦培訓課程 Series of Computer Skills Training Programme	167	668
中央採購更新措施講座 Central Procurement Seminar	128	512
公文書寫基本課程 Basic Business Writing	47	376
數碼攝影班 Practical Skill of Using Digital Camera	22	88
總會所音響控制同工訓練 Introduction of Audio Facilities Workshop	8	32

職業安全系列 Occupational Safety Series		
成人急救證書課程 St. John First Aid Course for Adult	19	760
防火安全課程 Basic Fire Precaution Course	50	200
體力處理操作及預防背部勞損之苑舍員工及家務助理篇 Manual for Physical Handling Operations and Prevention of Back Injuries for Staff in Elderly Hostel and Home Care Service	93	186
使用電腦的職業健康簡介 Occupational Health for Computer User	66	132
護老院工作者的職業健康 Occupational Health for Elderly Hostel Worker	59	118
良好職安健專輯 Basic Occupational Health	15	60
體力處理操作及預防背部勞損 Manual for Physical Handling Operations and Prevention of Back Injuries for Manual Workers	24	48
辦公室僱員之職業健康及體力處理操作及預防背部勞損 Manual Handling Operations and Prevention of Back Injuries for Office Staff	11	44
服務技能提升系列 Service Skill Enhancement Series		
專業輔導課程(包括賭博輔導、藝術治療法、就業輔導、婚外情處理等) Professional Counselling Training Programme	130	1,448
基督教信仰與專業服務共融 Integration of Christianity and Professional Service Programmes	598	712
內部啟導或導向會 Orientation Programmes for Nursery Service	252	648
危機處理與變革管理 Risk and Change Management	71	356
性別意識及婦女服務 Gender Awareness and Women Service	83	332
福音佈道及培育成長課程 Evangelical and Growth Courses	51	304
其他專業訓練 Other Professional Training Programmes	247	988
國際交流系列 International Exchange Series		
基督教女青年會世界協會理事會 World YWCA- World Council 2003	7	468
第五屆東亞婦女論壇 The 5th East Asian Women's Forum	6	108
預防長者自殺亞太地區會議 Asia Regional Conference on the Prevention of Elderly Suicide	3	120
The 61st American Association for Marriage and Family Therapy Annual Conference	1	44
The 6th International Conference on Care Management and Pre-Conference Study	1	36
合共 Total	2,803	14,380

除了內部培訓外，員工亦不斷進修增值，使服務質素提高。年度內員工之進修時間為八千五百五十二小時。另資助八位員工升讀本地專業課程，合共三百多節進修假。

此外，本會亦協助本港大學提供實習課程予五十九位學生，而員工亦參與督導四位海外學院課程的學生，為栽培未來專業人才盡一分力。

財務部 Finance Department

財務部

財務部致力向本會各單位提供有效、及時、具成本效益及以客戶為本的優質財務管理，並配合本會各項目標，確保有效善用各項資源。

根據本會釐訂的政策方向，財務部繼續改善本會的財務監控和提升財務及管理報告的質素，以求在政府撥款資源日趨緊絀的情況下，能有效地運用資源，達致從有限的資源中獲得最大的效益，這包括進行簡化幾項主要流程，例如：收入管理、採購、零用金管理、支票申請、薪酬發放及印券流程等。

同時亦展開部署進行收費系統全面自動化及會計功能地區化，提升會計系統及財務管理報告電腦化的工作。

Finance Department

Finance Department is keen to provide high standard financial management in the most efficient, timely, cost-effective and customer-oriented manner, as well as to assist in ensuring the most efficient and effective use of resources in line with the Association's objectives.

The Finance Department made ongoing improvement in financial control and enhancement in quality of financial and management reports in line with the direction set by the Association. The goal was to better utilize our limited resources amid the tightening funding resources from the government to maximize the return.

The Department also simplified major financial processes such as income collection, purchases, petty cash, cheque payment, salary payment and policies in issuing fee-charging tickets. At the same time, full automation of payment processes and decentralization of accounting functions, as well as upgrade of the existing accounting system and automation of financial and management reports were planned.

職業青年部

酒店及旅遊業文憑畢業學生 鄧小姐

我起初只是一個前路茫茫的中五畢業生，但在 Y.W.C.A. 讀書一年後，我滿有自信的踏出社會，進入酒店業工作，現在相比我的中學畢業同學，我比他們幸運多了。

總務部 General Administration Department

總務部

年度內本部繼續以「為會內各單位提供優質後勤支援、內部協調服務，並推展行政一體化，提升整體行政效能，締造良好的服務環境」為目標，在工程拓展、中央採購及行政事務三方面作出全面的支援。

工程拓展

年度內完成多項主要大型項目

- 九龍會所外牆翻新及天台防漏工程。
- 總會所消防及保安系統改善工程。
- 總會所清洗外牆。
- 總會所二樓裝修以配合康體事工的發展。
- 花園賓館房間翻新。
- 學校社會工作組辦事處裝修。
- 九龍會所三樓翻新以供職業青年部發展服務。

工程總值

- 在財政年度內共完成總值一千零七十七萬元的工程，其中裝修工程與維修及保養兩項各佔約四成，而一成多則用於改善設施或系統。

統籌檢查及保養工作

- 為讓前線同事可專注於提供專業服務，同時希望透過集體議價的形式減省開支，年度內，本會工程拓展組肩負起統籌及執行會內十多個單位的消防年檢、定期驗電、冷氣維修及保養等工作。

General Administration Department

The Department, including premises development, central purchase and general administration sections, aims to “provide quality logistic support, in-house coordination, promote integrated administration, improve overall operational effectiveness, and create a good working environment”.

Premises Development Section

Completion of Major Projects

- Renovation of Kowloon Centre external wall and prevention of roof leakage.
- Upgrade of fire services & security system at the Headquarters.
- Cleansing of external wall at the Headquarters.
- Renovation works of 2nd Floor at the Headquarters to cope with the development of Recreation and Sports Affairs.
- Fitting out work at Garden View International House.
- Renovation of Social School Work Office.
- Renovation of 3rd Floor at Kowloon Centre to facilitate the development of Professional and Career Youth Department.

Total Expenditure on Contract Works

- Total spending on construction projects for the financial year was \$10,770,000, in which 42% was for renovation and refitting, 41% for maintenance & repairs and 17% for facilities or system improvement.

Centralized Inspection and Maintenance Repair Works

- To enable our frontline staff to concentrate on providing professional service, and reduce cost through collective bargaining with the vendors, the Department was responsible for centralizing the tendering out of annual fire services and electrical inspection works, air-conditioning maintenance and repair contract for over ten units.

採購工作

擴大中央議價的工作、提高成本效益

- 年度內採購組繼續中央議價的工作，分別完成選取蔬菜及鮮魚指定供應商及提供部份副食品供應商參考名單，繼續從達致更高成本效益的角度，為全會節省開支。
- 現正計劃為單位集中採購電腦器材及傢俬，劃一各項器材水平，以配合全會在資訊系統上的發展方向。

發揮上下溝通的「中央採購講解會」

- 中央採購組在年度內舉辦了共十四場「中央採購講解會」，介紹集體採購的目標及澄清採購工作的程序，讓中央行政與服務單位雙方交流意見，以期進一步完善工作。總出席人數一百二十八人。

行政事務

審視保險政策

- 社會福利署於二零零四年四月一日起取消為資助機構集體購買公眾責任及僱員補償保險，並由機構自行負責。本會藉此重新審視保險政策，加強保障範圍、調整投保金額及修訂合約條款等，並於年度內經投標程序選取了合適的保險公司，為本會提供下一年度的各項保險。

提升職業安全與健康質素

- 為進一步提升員工的職業安全與健康質素，本會成功申請由勞工處撥款的職業安全及健康標準資助計劃，並獲批共二十個項目，其中包括安全訓練的課程、扶抱帶、運送工具、護腕墊、安全帶、安全繩、防滑膠鞋及急救用品等。

Central Purchase Section

Further expansion of Central Purchase

- Last year, Central Purchase Section continued to pursue on cost effectiveness through negotiation with suppliers and completed the appointment of designated fish and vegetable suppliers and other food distributors as our central suppliers.
- The Section is planning to centralize all purchases of IT products and furniture for next fiscal year aiming to standardize the technology level of all equipments with reference to the future IT development direction.

Central Purchase Operation Workshop

- Central Purchase Section conducted 14 sessions of workshop to clarify the purpose of central purchase and its workflow, to facilitate staff of central administration departments and service units to exchange ideas and improve their work efficiency.
- A total of fourteen sessions of workshop were delivered to clerical staff (seventy people) and staff-in-charge of units and supervisors. Total number of attendance was 128.

Administrative Section

Insurance Policy Review

- The Association purchased its block insurance (i.e. public liability and employee compensation) after the cancellation of subsidy from Social Welfare Department effective from 1 April 2004. Our administrative section worked to review our insurance policy including the insured coverage, the insured amount and contract terms. Tender procedures were applied to this process of selection of insurance company.

Upgrade the Quality of Occupational Safety and Health

- For a higher level of occupational safety and health for staff, the Association has applied for Occupational Safety and Health Standard Subsidy Programme funded by Labour Department and successfully got funding for 20 items/ services including safety training course, transfer slings, transport tools, safety-walk mats, gel wrist rest, safety accoutres and first aid kits etc.

資訊系統發展

Information System Development

資訊系統發展

本部去年繼續推行及發展全會電腦化的工作，包括聯網工程、伺服器升級、互聯網及電子郵件、病毒防禦及數據保安，已完成及進行中的項目包括：

熱線支援

- 已正式設立系統支援熱線。
- 已處理逾一千六百六十個會內同工的熱線技術支援。
- 已處理逾一百九十五人次會內上門維修服務。

硬件及軟件購置

- 已為新成立之將軍澳綜合社會服務處進行電腦系統安裝工程，包括單位之網絡工程、伺服器、寬頻連線、電腦室基建及同工使用的電腦等。
- 現正與中央採購合作改善採購流程；並建設總會所電腦室系統，包括網絡工程、伺服器、寬頻連線及基建。

網絡工程及資源分享

- 已重新規劃本會各幼兒園之網絡及電腦資源之安排，把資料檔案進行中央處理，分享印表機等。
- 已為各綜合社會服務之數碼資訊空間安排全新寬頻連線，以取代原有昂貴的64k專線上網，提升服務質素之餘更節省了大筆開支。
- 現正進行賓館服務之網絡工程及寬頻連線服務。
- 現正為本會的寬頻連線服務加上網頁過濾功能。

Information System Development

The Department has continued to develop computerization in the Association, and underwent different types of tasks including networking, upgrade of servers, internet and email service, viral defense and data security. The progress of the year was as follows:

Hotline Support

- Officially launched Hotline Support System for all service units.
- Processed requests for technological support for over 1,660 times.
- Provided on-site computer maintenance service for over 195 times.

Purchase of Hardware and Software

- Completed the installation of computer system including networking, server, broadband connection, computer room's infrastructure and computer sets etc. for the newly established Tseung Kwan O Integrated Social Service Centre.
- Coordinated with the Central Purchase to improve the workflow on hardware and software procurement and set up the computer room at the Headquarters, including installation of the network, server, broadband connection and infrastructure.

Network Project and Resources Sharing

- Re-alignment of networks and re-allocated computer resources for various pre-school service units. This included the central processing of data and files, and sharing of printers.
- Developed numerical code for information geometry, with broadband connection for each integrated social service to replace the original expensive 64k lease line to save cost.
- Undergoing the networking and broadband connection for the guesthouses.
- Adding internet content filtering function to the broadband connection of the Association.

互聯網及通訊服務

- 女青網頁主頁之瀏覽人次為269,641人次。
- 為使網頁內容更豐富，已為部份可以自行更新網頁的單位，開啟副域名賬號，以提供更新的內容。
- 已協助服務單位製作網上問卷調查，節省了資料輸入的工序，大大增加了問卷調查工作效率。
- 已建立新版本「職員資訊網」，上載了各部門之通告、文件和表格等檔案，並提供了搜尋功能，使同工能隨時隨地取得最新文件或資訊。「職員資訊網」內更載有各同工的聯絡方法，加強了同工的溝通。
- 本會已有八百多個電子郵件賬號，隨著電子郵件的普及應用，電子郵件伺服器亦已進行一次升級。
- 現正改善「女青年會網站」(www.ywca.org.hk)，加強介紹及推廣本會服務，使大眾更能認識本會成立宗旨及受惠於本會服務。
- 正推行由單位自行上載資料至「職員資訊網」。

資訊保安

- 本會設有全會性的「電腦病毒防禦及監察系統」，為各電腦安裝防毒軟件，並連繫設於總會所的病毒監察伺服器。本年度成功阻截了八千九百多次電腦病毒活動及襲擊。
- 為進一步減少感染電腦病毒的機會，已於二零零三年六月為本會的電子郵件伺服器安裝「防毒閘道」(Anti-Virus Gateway)。根據紀錄，二零零三年六月至二零零四年三月底已經成功阻隔五十萬個有電腦病毒的電子郵件。

建設應用系統

- 現正推行全會電腦收費系統。

Internet and Communication Service

- The number of visits to YWCA Homepage was 269,641.
- Vice-domain name accounts for individual unit were opened for updating purpose by certain units so that they could enrich homepage content.
- Assisted in preparing an on-line questionnaire survey which helped to speed up data input procedure and greatly increase the survey efficiency.
- Established a new edition of "Staff Information Website" where documents such as circular, document and form were posted. The website is equipped with a search engine to enable staff to obtain the latest document or information, and enhance staff communication.
- As email becomes more popular, our email server has been upgraded, and currently, the Association has more than 800 email accounts.
- Enhancing the YWCA website (www.ywca.org.hk) to highlight the service of the Association so that the general public can learn about the purpose of the Association and be benefited from its services.
- Each unit is encouraged to upload its information onto " Staff Information Website ".

Information Security

- Equipped with computer virus defense and monitoring system, anti-virus software has been installed for all computers and connected to the central viral monitoring server. Over the year, the Association successfully defended against 8,900 computer viral activities and/or attacks.
- To further reduce the chance of computer virus infection, an "Anti-Virus Gateway " was installed in the email server in June 2003. The Association successfully cut off of 500,000 emails containing computer virus between June 2003 and end of March 2004.

Construction of Application System

- The launch of automated fee charging system is in progress.

出版刊物及調查報告

Publications and Reports

出版刊物/調查報告名稱	出版/發佈年份	出版/發佈單位
「協助工作對象處理搵工陷阱的技巧」工作建議指引	2003	中西區及離島青年外展社會工作隊
全方位小學輔導服務「校本輔導活動資料冊」	2003	屯門綜合社會服務處
「非典型肺炎事件對人際關係的影響」問卷調查報告	2003	屯門綜合社會服務處 蝴蝶灣綜合社會服務處
Y-Zone青年大使「科士街球場用途」社區問卷調查報告	2003	觀龍樓社區工作辦事處
老師通訊「知情行—與精神困擾的學生同行」	2003	學校社會工作辦事處
創領明Teen學生獎勵計劃「校園螢火蟲行動彙編」	2003	學校社會工作辦事處
中學「升學及就業輔導」調查報告	2003	學校社會工作辦事處
龍民樂（第十至十一期）	2003	西環綜合社會服務處
「處理兒童夜遺尿手冊」—專業人員篇、家長篇及兒童篇	2003	輔導及熱線服務
「單翼不單飛」關懷互助計劃服務心聲集	2003	婦女事工部
「澄心透視眼」資訊科技青年大使計劃服務心聲集	2004	婦女事工部
「我愛東涌TOWN」東涌青年眼中的東涌VCD	2004	中西區及離島青年外展社會工作隊
「廿二世紀健康網絡」抗毒遊戲咭	2004	中西區及離島青年外展社會工作隊
「家庭外傳」小冊子—提高青少年對家庭崗位及性別歧視的意識	2004	蝴蝶灣綜合社會服務處
雲彩見証集	2004	基督教事工部
「老」活力—健康小冊子	2004	九龍城綜合家居照顧服務隊
尋找火鳳凰的故事	2004	鄭傍卿紀念松柏苑
跨世代的長者持續教育	2004	長者持續教育中心
「面對逆境，我們可以做甚麼？」青年論壇報告書	2004	屯門綜合社會服務處

Publications and Reports

Over the year, the Association issued 19 publications, including reports and VCD, on a variety of topics covering family life, counseling, youth life, parenting skills, community development, Christian testimony, continuing education and service reports.

出席國際會議/考察訪問

Conference and Visit

日期 Date	出席者 Participants	會議/考察團 Conference / Tour	地點 Venue
4-11/7/2003	胡秀霞、李淑嫻、何潔雲、呂欣茵 陳詠敏、陳佩妍、郭瑞儀、袁兆棠 梁嘉欣、李安琪、李晶晶、羅敏怡 吳美寶、楊曼茵、關詠芝、馬思韻 羅嘉儀、黃麗娟、李婉芬、賴潔娥 蘇艷芳、張麗雲、鄭楚華、趙國慧 A 24-member delegation	女青年會世界協會理事會 World YWCA Council Meeting	澳洲布里斯班 Brisbane, Australia
16-19/10/2003	雷慧玲 Lui Wai Ling	第六十一屆美國婚姻及家庭治療協會會議 61st American Association for Marriage & Family Therapy Conference	美國洛杉磯 Los Angeles, USA
21-30/10/2003	曾潔容 Tsang Kit Yung	6th International Conference on Care Management Cum Pre-Event Study Visit	美國費城 Philadelphia, USA
19-22/12/2003	李婉芬、李雯珊、段倩穎、蘇嘉儀 劉翠萍、金愛蓮 Li Yuen Fun, Lee Man Shan, Tuen Sin Wing, So Ka Yi, Lau Chui Ping, Kam Oi Lin	第五屆東亞婦女論壇 5th East Asian Women's Forum	香港 Hong Kong
24-26/3/2004	李慧蘭、李潔貞、曾潔容、黃鳳玲 李淑燕、鄧小玉 Lee Wai Lan, Li Kit Ching, Tsang Kit Yung, Wong Fung Ling, Lee Shuk Yin, Tang Siu Yuk	預防長者自殺亞太地區會議 Asia-Pacific Regional Conference on Prevention of Elderly Suicide	香港 Hong Kong

嘉賓到訪 Visit by Guests

日期 Date	嘉賓 Guests	參觀單位 Units
6/2003	僱員再培訓局主席譚耀宗太平紳士及技能提升計劃秘書處 總工業訓練課程主任梁協雄先生等一行四人 The Hon. Tam Yiu Chung, G.B.S., J.P., Chairman of the Employees Retraining Board, & Mr. Leung Heep Hung, Chief Industrial Training Officer of Skills Upgrading Scheme Secretariat, together with 2 guests	又一村持續教育中心 Yau Yat Chuen Continuing Education Centre
7/2003	聾人福利促進會一行十二人 Twelve members from the HK Society for the Deaf	屯門綜合社會服務處 Tuen Mun Integrated Social Service Centre
7/2003	社會福利署及西貢區議會一行三人 Three representatives from the Social Welfare Department and Sai Kung District Council	將軍澳綜合社會服務處 Tseung Kwan O Integrated Social Service Centre
7/2003	廣州海珠區就業培訓辦公室一行三十六人 A 36-member delegation from Zhuhai Vocational Training Office, Guangzhou	麗瑤再培訓及就業服務中心 Lai Yiu Retraining and Employment Service Centre
9/2003	上海市青年教牧同工訪問團一行十六人 Sixteen members of Shanghai Young Ministers' Delegation	總會所 Head Office
9/2003	武漢基督教女青會副總幹事王玉華 Associate General Secretary of Wuhan YWCA	會員事工部、婦女事工部 Membership Affairs Department, Women Affairs Department
9/2003	公務員事務局一行二人 Two members from the Civil Service Bureau	又一村會所輔導及熱線服務 Hotline and Counselling Service
11/2003	房屋署一行三人 Three representatives from the Housing Department	屯門綜合社會服務處 Tuen Mun Integrated Social Service Centre
11/2003	第五屆東亞婦女論壇籌委會主席楊東玲及成員等一行十人 Ms Cecilia Young Dongling, the Chairperson, together with nine members of the Organizing Committee of the 5th East Asian Women's Forum	又一村會所 Yau Yat Chuen Centre
12/2003	天津婦女聯合會一行六人 A six-member delegation from Tianjin Women's Federation	深水埗綜合社會服務處 Shamshui Po Integrated Social Service Centre
12/2003	台灣主婦聯盟及台灣財團法人勵馨基金會一行四十人 Forty delegates from the Homemakers Union and Foundation, and the Garden of Hope of Taiwan	婦女事工部 Women Affairs Department
1/2004	深水埗區社會福利專員一行五人 District Social Welfare Officer and four representatives from Shamshui Po District Social Welfare Office	婦女事工部、紹邦幼兒園、深水埗綜合 社會服務處及誌實松柏中心 Women Affairs Department, Shiu Pong Nursery, Shamshui Po Integrated Social Service Centre and Chi Po Social Centre for the Elderly
3/2004	中央人民政府駐香港特別行政區聯絡辦公室人員一行二人 Two representatives from the Liaison Office of the Central People's Government in the HKSAR	沙田新來港家庭綜合服務處 Shatin New Arrivals' Family Integrated Service Centre
3/2004	中華全國青年聯合會一行二人 Two members from the All-China Youth Federation	沙田綜合社會服務處 Shatin Integrated Social Service Centre
3/2004	中西區區議會老人服務工作小組一行二人 Two representatives from Central & Western District Council	西環松柏中心 Sai Wan Social Centre for the Elderly

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.



統計資料
Statistics

二零零三至二零零四年度服務使用者人次統計 4/2003 - 3/2004 Statistics on Service Users

1 女青運動服務統計 Service Statistics of YWCA Movement

(此項包括由女青運動專責部門主辦，與服務部門合辦及由服務部門主辦之活動)

(including those programmes organized solely by department responsible for YWCA Movement, jointly organized with other service departments and those organized solely by service departments)

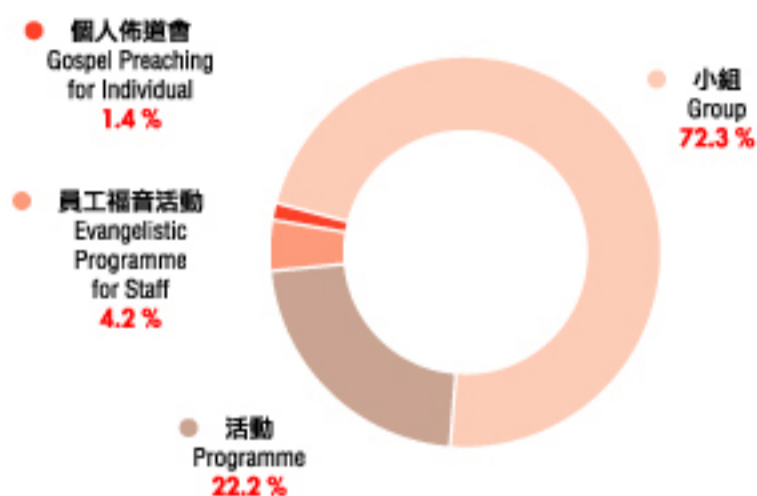
1.1 基督教事工活動 Christianity Ministry Programmes

總參加人次：117,530

[當中共有568人決志、帶領355人返教會及27人受洗]

Total No. of Attendance : 117,530

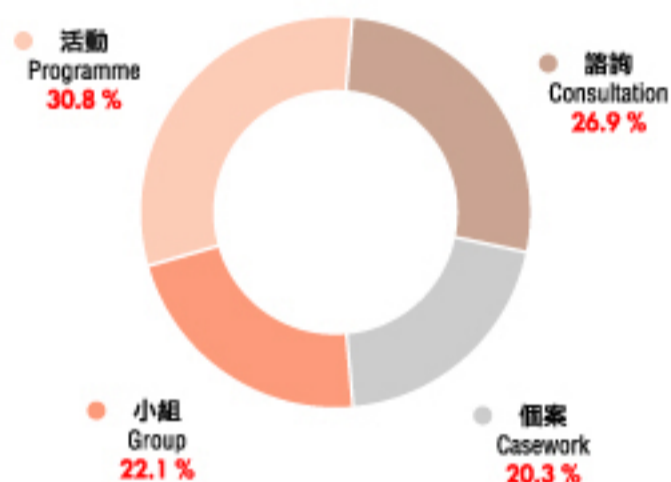
[including 568 new converts, 355 people attended church and 27 baptized]



1.2 婦女事工活動 Women's Affairs Programmes

總參加人次：72,995

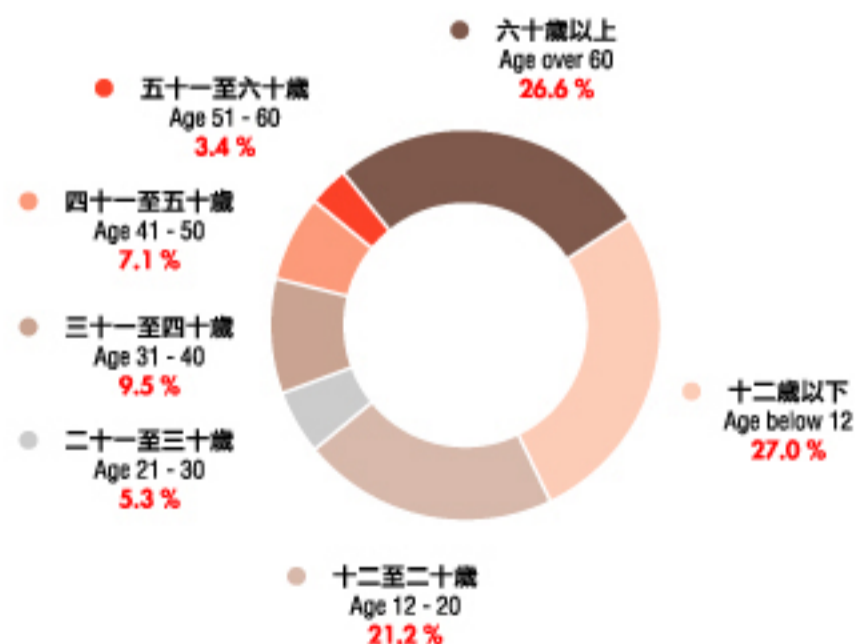
Total No. of Attendance : 72,995



1.3 會員年齡分佈 Distribution of Members by Age

登記會員人數：30,473

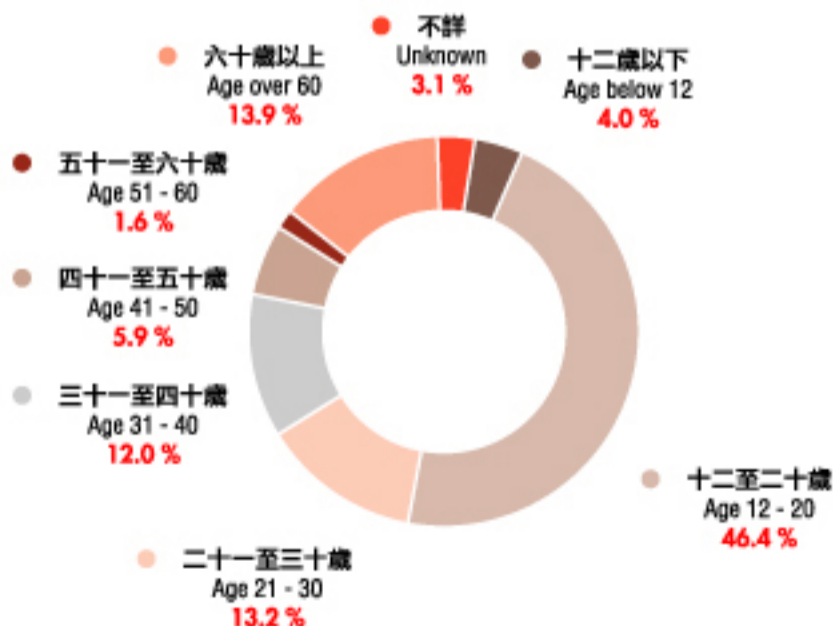
No. of Registered Members : 30,473



1.4 義工年齡分佈 Distribution of Volunteers by Age

登記義工人數：6,720

No. of Registered Volunteers : 6,720



2 全會服務統計 Service Statistics

2.1 服務性質 HKYWCA's Services by Nature

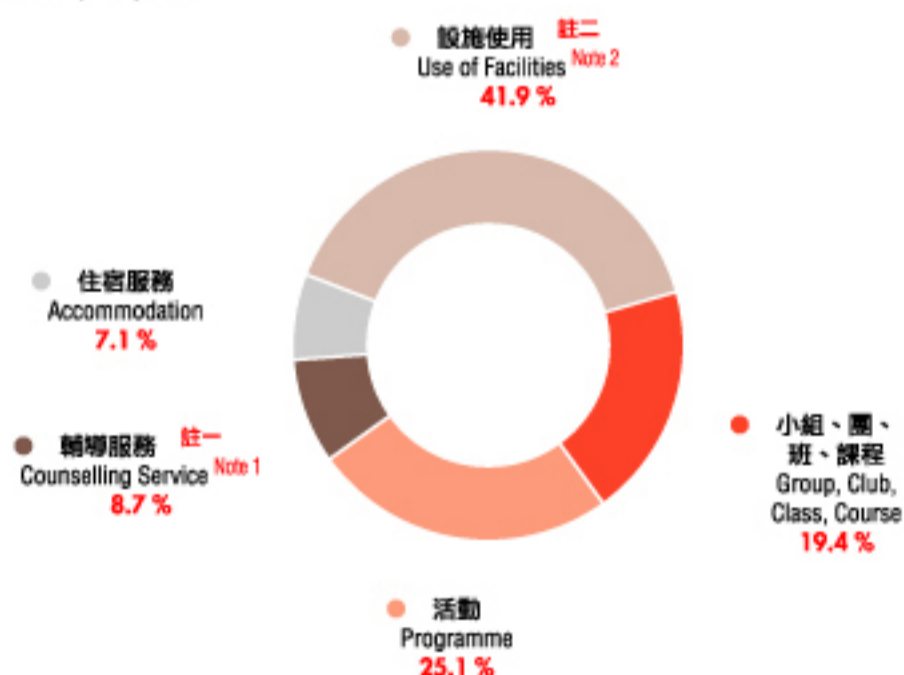
參加活動總人次：3,148,353 Total No. of Attendance : 3,148,353

性質 Nature	服務分類 Types of Services	人次 No. of Attendance
基督教事工 Christian Ministry	福音小組、佈道會、福音講座、義工培訓 Gospel Groups, Gospel Rally, Evangelistic Gathering, Volunteer Training	10,611
婦女事工 Women's Service	婦光團、義工服務、婦女再培訓計劃、基層婦女工作 Women's Club, Volunteer Service, Retraining Service for Women, Projects for Grassroot-level women	61,109
會員事工 Membership Affairs	會員服務、康樂事工、營舍服務、義工服務 Membership Affairs, Recreational Service, Camp Service, Volunteer Service	114,647
學前教育 Pre-school Education	幼兒園、幼稚園 Nurseries, Kindergarten	77,695
青少年服務 Children & Youth Service	青少年中心、學校社會工作、外展社會工作、綜合社會服務 Children & Youth Centre, School Social Work, Outreaching Social Work, Integrated Social Service	1,348,369
學校教育 Pre-school Education	丘佐榮中學、持續教育中心 Hloe Tjo Yoeng College, Continuing Education Centre	33,302
職業訓練 Vocational Training	職業發展及訓練中心、再培訓服務、機構僱員服務計劃 Career Development & Training Centre, Retraining Service, Employee Service Scheme	189,399
耆年服務 Elderly Service	松柏中心、安老苑、日間護理中心、護理安老苑、家務助理服務、社區服務中心 Centre for the Elderly, Care & Attention Home for the Elderly, Day Care Centre for the Elderly, Home Care Services Team, District Elderly Community Centre	868,127
家庭及社區服務 Family & Community Service	輔導服務、臨床心理服務、社區發展、家庭及事業促進服務、新來港家庭服務 Counselling Service, Clinical Psychological Service, Community Development, Family & Career Enhancement Service, New Arrivals' Family Service	67,693
會所、賓館及餐廳 Club, Guesthouse & Restaurant	總會所、九龍會所、又一村會所、花園國際賓館、柏麗麗斯賓館、女青大廈、女青雅舍、翡翠軒、綠屋餐廳、女青年會餐廳、又一村會所餐廳 Headquarters, Kowloon Centre, Yau Yat Chuen Centre, Garden View International House, Anne Black Guesthouse, YWCA Building, YWCA Lodge, Emerald Restaurant, Cheer-o Café, Frank Café, Teddy's Café	377,401

2.2 服務類別 HKYWCA's Services by Types

參與活動總人次：3,148,353

Total No. of Attendance: 3,148,353



註一：包括個案、熱線、諮詢服務及評估面試
Note 1 : including casework, hotline, consultation and appraisal interview

註二：包括飯堂、健身室、泳池、圖書館、聖堂、停車場、偶到服務等
Note 2 : including canteen, fitness centre, swimming pool, chapel, carpark, drop-in service

3 有固定名額之服務 Services with fixed quota

3.1 學生人數 Number of Students

實際服務人數總計：3,204

Actual No. of Service Users : 3,204

單位名稱 Name of Unit		名額 Quota	人數 No. of Service Users
丘佐榮中學	Hioe Tjo Yoeng College	760	746
戴翰芬幼兒園	Tai Hon Fan Nursery	112	168
趙耀華幼兒園	Chiu Oi Wah Nursery	100	147
信望幼兒園	Faith Hope Nursery	100	126
彩雲幼兒園	Choi Wan Nursery	100	100
長青幼兒園	Cheung Ching Nursery	84	92
荃灣幼兒園	Tsuen Wan Nursery	140	204
隆亨幼兒園	Lung Hang Nursery	112	160
安定幼兒園	On Ting Nursery	100	98
紹邦幼兒園	Shiu Pong Nursery	120	72
宏恩幼稚園	Aihena Kindergarten	240	239
職業發展及訓練中心	Career Development & Training Centre	以班計算	287
港島東持續教育中心	Island East Continuing Education Centre	以班計算	154
旺角持續教育中心	Mongkok Continuing Education Centre	以班計算	501
又一村持續教育中心	Yau Yat Chuen Continuing Education Centre	以班計算	110

3.2 長者院舍及日間護理服務 Elderly Hostel and Day Care Service

總名額：345；總服務人數：395

Quotas : 345 ; Total No. of Service Users : 395

單位名稱 Name of Unit		名額 Quota	人數 No. of Service Users
林護紀念松柏日間護理中心	Lam Woo Memorial Day Care Centre for the Elderly	44	68
鄭傍翁紀念松柏苑	Cheng Pon Hing Hostel for the Elderly	150	160
雲華護理安老苑	Wan Wah Care & Attention Home for the Elderly	151	167

3.3 本會提供駐校服務之學校及學生人數 Schools served by YWCA stationing school social workers and the number of students

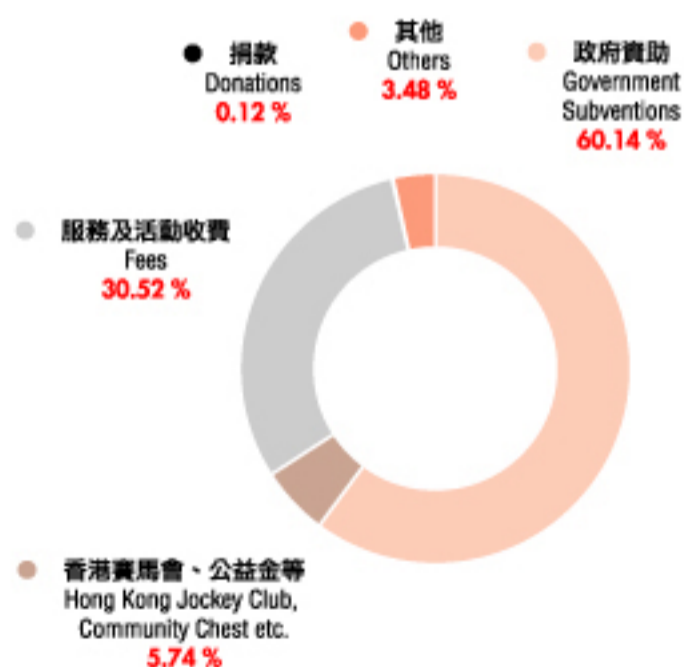
學校名稱 Name of School		入校年份 Since the year below	學生人數 No. of Students
基督教女青年會丘佐榮中學	YWCA Hioe Tjo Yoeng College	1976	784
裘錦秋中學(屯門)	Ju Ching Chu Secondary School (Tuen Mun)	1979	1003
聖公會林護紀念中學	S.K.H. Lam Woo Memorial Secondary School	1979	1254
裘錦秋中學(葵涌)	Ju Ching Chu Secondary School (Kwai Chung)	1979	1308
沙田官立中學	Sha Tin Government Secondary School	1980	1177
聖公會蔡功譜中學	S.K.H. Tsoi Kung Po Secondary School	1982	1090
迦密愛禮信中學	Carmel Allison Lam Foundation Secondary School	1982	1126
香港道教聯合會鄧顯紀念中學	HK Taoist Association Tang Hin Memorial Secondary School	1982	1219
南亞路德會沐恩中學	Immanuel Lutheran College	1983	1143
王肇枝中學	Wong Shiu Chi Secondary School	1983	1149
東華三院甲寅年總理中學	Tung Wah Group of Hospitals Kap Yan Directors' College	1983	1150
東華三院李嘉誠中學	Tung Wah Group of Hospitals Li Ka Shing College	1983	1167
梁文燕紀念中學(沙田)	Helen Liang Memorial Secondary School (Shatin)	1988	1137
瑪利亞書院(深水埗)	Maria College	1989	170
上水官立中學	Sheung Shui Government Secondary School	1991	1208
沙田崇真中學	Shatin Tsung Tsin Secondary School	1992	1083

學校名稱 Name of School	入校年份 Since the year below	學生人數 No. of Students
沙田蘇浙公學 Kiangsu Chekiang College (Shatin)	1992	1136
保良局董玉娣中學 Po Leung Kuk Tang Yuk Tien College	1992	1156
慕光英文書院 Mu Kuang English School	1994	1341
張沛松紀念中學 Cheung Pui Chung Memorial School	1997	976
賽馬會毅智書院 The Jockey Club Eduyoung College	1999	906
弘毅國際學校 Sear Rogers International School (Hong Kong Island)	2000	90
聖士提反堂中學 St. Stephen's Church College	2000	910
佛教梁植偉中學 Buddhist Leung Chik Wai College	2000	950
青松侯寶垣中學 Ching Chung Hau Po Woon Secondary School	2000	984
廠商會蔡章閣中學 CMA Choi Cheung Kok Secondary School	2000	1021
新生命教育協會平安福音中學 N.L.S.I. Peace Evangelical Secondary School	2000	1037
樂善堂梁植偉紀念中學 Lok Sin Tong Leung Chik Wai Memorial School	2000	1064
沙田學院 Shatin College	2000	1130
浸信會呂明才中學(沙田) Baptist Lui Ming Choi Secondary School	2000	1241
天水圍香島中學 Heung To Middle School (Tin Shui Wai)	2001	842
香港華人基督教聯合會真道書院 HKCCCU Logos Academy	2003	200
伊斯蘭學校(全日) Islamic Primary School	2002	324
伊斯蘭鮑伯濤紀念小學(全日) Islamic Dharwood Pau Memorial Primary School	2002	794
保良局何壽南小學(全日) P.L.K. Stanley Ho Sau Nan Primary School	2002	925
浸信會天虹小學(上午) Baptist Rainbow Primary School (A.M.)	2002	610
浸信會呂明才小學(全日) Baptist Lui Ming Choi Primary School	2002	896
青衣公立學校(全日) Tsing Yi Public School	2002	478
香港潮商學校(全日) Chiu Sheung School, Hong Kong	2002	600
放港開平商會學校(全日) Hoi Ping Chamber of Commerce Primary School	2003	595

全年收入與支出 Financial Report

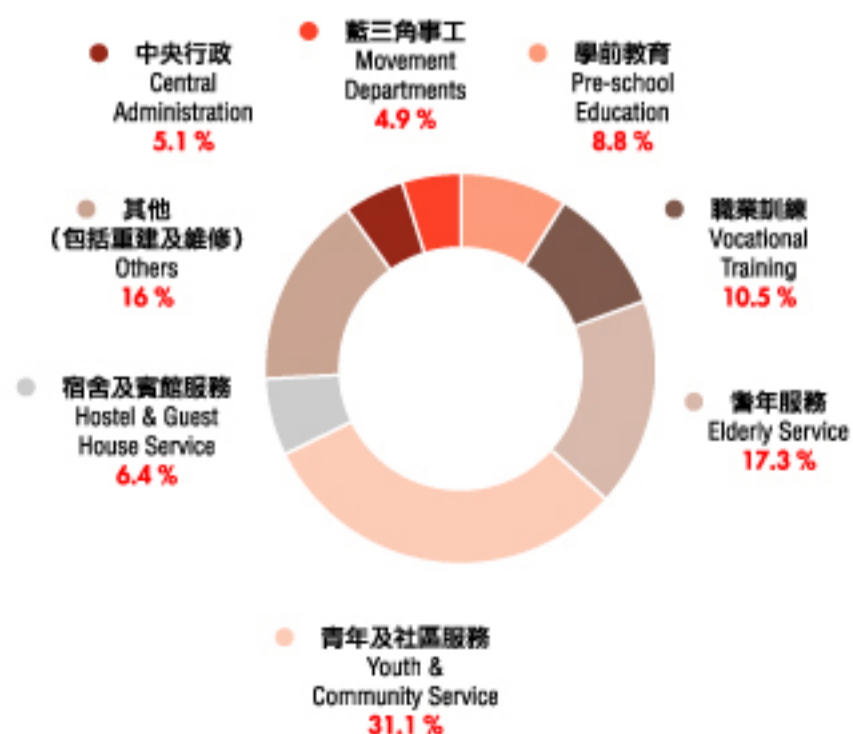
收入分析 Income Analysis

總收入：\$ 359,543,885



支出分析 Expenditure Analysis

總支出：\$ 342,857,822



全職同工人數統計 (截至二零零四年三月三十一日)



Distribution of Full-time Staff by Job Nature

工作性質 Job Nature	同工人數 No. of Staff
社會工作 Social Work	205
行政及文職 Administrative	143
社會福利 (福利工作員、家務助理員、個人照顧工作員) Social welfare (Welfare Workers, Home Helpers, Personal Care Workers)	125
職工 (廚師、司機、庶務) Manual (Cooks, Drivers, Workmen)	122
教育 (教師、導師) Educational (Teacher, Instructor)	111
幼兒工作 Child Care	84
賓館 Guest House	63
醫療/輔導 (臨床心理學家、物理治療員、註冊護士、登記護士) Medical / Paramedical (Clinical Psychologists, Physiotherapists, Registered Nurses, Enrolled Nurses)	23
總計 Total	876

本會現有全職員工八百七十六人，其中二百三十三人為註冊社工。
The total number of staff is 876, including 233 registered social workers.

長期服務獎



Long Service Awards

董事服務滿三十五年：孔楊邦鐸

服務滿二十年之員工有六人：

黎順容 朱雅麗 李慧蘭 張佩芳 陳玉娟 梁雪貞

服務滿十年之員工有七十三人：

梁婉玲 蔡祺珊 劉綺霞 壽連妹 岑素萍 王笑美 郭瑞明 鍾嫦女
 沈麗莉 吳鳳蘭 黃綺雅 王鳳蘭 雷慧玲 何麗珍 黃笑薇 陳寶寧
 江群英 陳寶鑾 楊 暖 陳順芳 郭錦霞 馬寶玉 孫俊卿 余本鴻
 王德莊 伍偉湛 黃麗婷 沈惠貞 廖玉嬋 陳懷貞 麥筱霞 李毅堅
 梁詠敏 曾敏芳 胡桂仲 梁惠芳 范秀枚 何旺平 陳永輝 陳日英
 梁玉清 曾燕玲 吳惠珍 鄧小玲 歐建良 詹遠全 陳 蓓 李麗平
 方國華 麥美雲 黃德信 胡聯珠 梁佩貞 梁佩恩 吳翠萍 周華達
 宋麗珠 麥憲雯 胡巧潔 王美華 聶國連 羅月圓 馬明書 盧耀好
 周美娟 葉潤群 龍玉珍 陳燕芳 蘇六妹 甄立德 楊靄玲 伍燕霞
 陳瑞花

服務單位一覽



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

中央行政 Central Administration

總辦事處

Headquarters

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1300
傳真 Fax : 2524 4237
電郵 E-mail : ywca@ywca.org.hk
地圖編號 Location map no : 1

秘書室

Secretariat

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1300
傳真 Fax : 3476 1377
電郵 E-mail : sec@ywca.org.hk
地圖編號 Location map no : 1

總務部

General Administration Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1300
傳真 Fax : 2524 4237
電郵 E-mail : uas@ywca.org.hk
地圖編號 Location map no : 1

人力資源部

Human Resources Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1300
傳真 Fax : 3476 1362
電郵 E-mail : hrd@ywca.org.hk
地圖編號 Location map no : 1

財務部

Finance Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1300
傳真 Fax : 2524 4237
電郵 E-mail : fad@ywca.org.hk
地圖編號 Location map no : 1

審核部

Audit Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1309
傳真 Fax : 3476 1392
電郵 E-mail : add@ywca.org.hk
地圖編號 Location map no : 1

「藍三角」事工 Movement Departments

基督教事工部

Christian Ministry Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1324
傳真 Fax : 3476 1326
電郵 E-mail : cmd@ywca.org.hk
地圖編號 Location map no : 1

婦女事工部

Women Affairs Department

又一村海棠路六十六號
66 Begonia Road, Yau Yat Chuen
電話 Tel : 3443 1600
傳真 Fax : 3443 1620
電郵 E-mail : wad@ywca.org.hk
地圖編號 Location map no : 21

會員事工部

Membership Affairs Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1391
傳真 Fax : 3476 1364
電郵 E-mail : mbd@ywca.org.hk
地圖編號 Location map no : 1

康體事工部

Recreation and Sports Affairs Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1310
傳真 Fax : 3476 1320
電郵 E-mail : rsad@ywca.org.hk
地圖編號 Location map no : 1

青年營

Youth Camp

大嶼山南區礮石灣
San Shek Wan, South District, Lantau Island
電話 Tel : 2980 2321
傳真 Fax : 2980 2163
電郵 E-mail : cmp@ywca.org.hk
地圖編號 Location map no : 9

英語會員部

English Speaking Members Department

麥當勞道一號
1 Macdonnell Road
電話 Tel : 3476 1340
傳真 Fax : 3476 1346
電郵 E-mail : esmd@ywca.org.hk
地圖編號 Location map no : 1

幼兒服務 Pre-School Education

幼兒服務部辦事處

Child Care Service Office

中環皇后大道中九十九號中環中心地下
G/F, The Centre, 99 Queen's Road, Central
電話 Tel : 2545 1177
傳真 Fax : 2545 1197
電郵 E-mail : ccso@ywca.org.hk
地圖編號 Location map no : 3

龍翰芬幼兒園

Tai Hon Fan Nursery

中環皇后大道中九十九號中環中心地下
G/F, The Centre, 99 Queen's Road, Central
電話 Tel : 2545 1177
傳真 Fax : 2789 1163
電郵 E-mail : nsthf@ywca.org.hk
地圖編號 Location map no : 3

信望幼兒園

Faith Hope Nursery

黃大仙下邨龍康樓地下
G/F, Lung Hong House,
Lower Wong Tai Sin Estate
電話 Tel : 2322 5308
傳真 Fax : 2328 6199
電郵 E-mail : nsfh@ywca.org.hk
地圖編號 Location map no : 25

彩雲幼兒園

Choi Wan Nursery

彩雲邨銀河樓地下一零九至一一四號
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
地圖編號 Location map no : 23

趙麗華幼兒園

Chiu Oi Wah Nursery

深水埗元州邨元豐樓地下B及C翼
G/F, Wing B & C, Un Fung House,
Un Chau Estate, Shamshuipo
電話 Tel : 2386 6339
傳真 Fax : 2194 8892
電郵 E-mail : nscow@ywca.org.hk
地圖編號 Location map no : 20

紹邦幼兒園

Shiu Pong Nursery

又一村海棠路六十六號
66 Begonia Road, Yau Yat Chuen
電話 Tel : 3443 1678
傳真 Fax : 3443 1670
電郵 E-mail : nssp@ywca.org.hk
地圖編號 Location map no : 21

幼兒服務 Pre-School Education

荃灣幼兒園

Tsuen Wan Nursery

荃灣雅麗珊社區中心五樓

4/F., Princess Alexandra Community Centre,
Tusen Wan

電話Tel : 2490 9060

傳真Fax : 2490 0144

電郵E-mail : nstw@ywca.org.hk

地圖編號Location map no : 31

安定幼兒園

On Ting Nursery

屯門安定邨安定友愛社區中心六樓

5/F., On Ting Yau Oi Community Centre,
On Ting Estate, Tuen Mun

電話Tel : 2458 0578

傳真Fax : 2458 0339

電郵E-mail : nsot@ywca.org.hk

地圖編號Location map no : 32

長青幼兒園

Cheung Ching Nursery

青衣長青邨長青社區中心六樓

5/F., Cheung Ching Estate Community
Building, Cheung Ching Estate, Tsing Yi

電話Tel : 2495 7678

傳真Fax : 2431 0322

電郵E-mail : nscc@ywca.org.hk

地圖編號Location map no : 30

隆亨幼兒園

Lung Hang Nursery

沙田隆亨邨隆亨社區中心六樓

6/F., Lung Hang Community Centre,
Lung Hang Estate, Shatin

電話Tel : 2606 7962

傳真Fax : 2606 7760

電郵E-mail : nslh@ywca.org.hk

地圖編號Location map no : 36

宏恩幼稚園

Athena Kindergarten

深水埗怡靖苑閣靜閣地下一至八室

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

電話Tel : 2728 1122

傳真Fax : 2728 1214

電郵E-mail : kga@ywca.org.hk

地圖編號Location map no : 18

學校教育 Schools

丘佐榮中學

Hioe Tjo Yoeng College

何文田常和街六號

6 Sheung Wo Street, Homantin

電話Tel : 2711 7159

傳真Fax : 2714 2958

電郵E-mail : hty-yty@hty.hkcampus.net

地圖編號Location map no : 11

持續教育中心辦事處

Continuing Education Centre Office

彩雲邨玉麟樓地下

G/F., Yuk Lun House, Choi Wan Estate

電話Tel : 3146 3200

傳真Fax : 3146 3388

電郵E-mail : ceco@ywca.org.hk

地圖編號Location map no : 24

青少年服務 Children And Youth Service

兒童及家長培育服務

Child and Parent Development Service

窩打老道山文福道五號

5 Man Fuk Road, Waterloo Road Hill

電話Tel : 2715 4301

傳真Fax : 2768 7332

電郵E-mail : pcykc@ywca.org.hk

地圖編號Location map no : 12

學校社會工作辦事處

School Social Work Office

白田邨裕田樓地下三至六號

No. 3-6, Yue Tin House, Pak Tin Estate

電話Tel : 2715 9558

傳真Fax : 2713 1625

電郵E-mail : ssw@ywca.org.hk

地圖編號Location map no : 27

中西區及離島青年外展社會工作隊

Central, Western & Islands District Youth
Outreaching Social Work Team

西營盤高街二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

電話Tel : 2818 8298

傳真Fax : 2816 2213

電郵E-mail : yot@ywca.org.hk

地圖編號Location map no : 5

西環綜合社會服務處

Western District Integrated Social Service Centre

西環域多利道九至十五號百年大樓

第一期A座二樓

Flat A, 1/F, Block 1, Centenary Mansion,

9-15 Victoria Road, Western District

電話Tel : 2818 8356

傳真Fax : 2855 9004

電郵E-mail : itwd@ywca.org.hk

地圖編號Location map no : 4

樂華綜合社會服務處

Lok Wah Integrated Social Service Centre

牛頭角樂華邨社區中心三至五樓

2/F-4/F., Lok Wah Estate Community

Centre, Ngau Tau Kok

電話Tel : 2750 2521

傳真Fax : 2751 9099

電郵E-mail : itlw@ywca.org.hk

地圖編號Location map no : 14

深水埗綜合社會服務處

Sham Shui Po Integrated Social Service Centre

深水埗元州街五十九至六十三號

元州街市政大廈五樓、六樓

5/F. & 6/F., Un Chau Street Municipal

Services Building, 59-63 Un Chau Street,

Shamshuipo

電話Tel : 2720 4318

傳真Fax : 2720 4201

電郵E-mail : itssp@ywca.org.hk

地圖編號Location map no : 15

龍翔綜合社會服務處

Lung Cheung Integrated Social Service Centre

黃大仙中心平台二樓

1/F., Podium, Wong Tai Sin Shopping Centre

電話Tel : 2326 0192

傳真Fax : 2351 7152

電郵E-mail : itlc@ywca.org.hk

地圖編號Location map no : 26

屯門綜合社會服務處

Tuen Mun Integrated Social Service Centre

屯門友愛邨愛康樓地下

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

地圖編號Location map no : 34

屯門綜合社會服務處(安定分處)

Tuen Mun Integrated Social Service Centre

(On Ting Office)

屯門安定邨定龍樓一一九至一二一室

Unit 119-121, Ting Lung House,

On Ting Estate, Tuen Mun

電話Tel : 2458 9070

傳真Fax : 2458 9900

電郵E-mail : ittm@ywca.org.hk

地圖編號Location map no : 33

青衣綜合社會服務處

Tsing Yi Integrated Social Service Centre
 青衣長青邨長青社區中心三至五樓
 2/F-4/F., Cheung Ching Community Centre,
 Cheung Ching Estate, Tsing Yi
 電話Tel : 2497 3030
 傳真Fax : 2433 0136
 電郵E-mail : itty@ywca.org.hk
 地圖編號Location map no : 30

天水圍綜合社會服務處

Tin Shui Wai Integrated Social Service Centre
 元朗天水圍天瑞邨天瑞社區中心一、二、四樓
 1, 2, 4/F., Tin Shui Community Centre,
 Tin Shui Wai
 電話Tel : 2447 9228
 傳真Fax : 2447 9246
 電郵E-mail : ittsw@ywca.org.hk
 地圖編號Location map no : 39

沙田綜合社會服務處

Shatin Integrated Social Service Centre
 沙田正街二十一至二十七號沙田廣場四樓平台
 L4, Podium, Shatin Plaza,
 21-27 Shatin Centre Street, Shatin
 電話Tel : 2691 9170
 傳真Fax : 2606 6351
 電郵E-mail : itsi@ywca.org.hk
 地圖編號Location map no : 37

沙田綜合社會服務處 (禾輦分處)

Shatin Integrated Social Service Centre (Wo Che Office)
 沙田禾輦邨協和樓二樓
 1/F., Hip Wo House, Wo Che Estate, Shatin
 電話Tel : 2698 3008
 傳真Fax : 2606 6357
 電郵E-mail : itsi@ywca.org.hk
 地圖編號Location map no : 38

將軍澳綜合社會服務處

Tseung Kwan O Integrated Social Service Centre
 西貢將軍澳調景嶺澳景路八十八號
 維景灣畔第十七座地庫第三層
 LG3, Tower 17, Ocean Shores,
 88 O King Road, Tiu Keng Leng, Tseung
 Kwan O, Sai Kung, N.T.
 電話Tel : 2709 3388
 傳真Fax : 2709 3311
 電郵E-mail : ittko@ywca.org.hk
 地圖編號Location map no : 13

蝴蝶灣綜合社會服務處

Butterfly Bay Integrated Social Service Centre
 屯門蝴蝶邨蝶聚樓地下
 G/F., 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
 地圖編號Location map no : 35

職業訓練 Vocational Training**職業青年部 (九龍會所)**

Professional and Career Youth Department (Kowloon Centre)
 窩打老道山文福道五號
 5 Man Fuk Road, Waterloo Road Hill
 電話Tel : 2715 4301
 傳真Fax : 2768 7332
 電郵E-mail : pcykc@ywca.org.hk
 地圖編號Location map no : 12

職業發展及訓練中心

Career Development and Training Centre
 窩打老道山文福道五號
 5 Man Fuk Road, Waterloo Road Hill
 電話Tel : 2715 4301
 傳真Fax : 2768 7332
 電郵E-mail : pcykc@ywca.org.hk
 地圖編號Location map no : 12

又一村持續教育中心

Yau Yat Chuen Continuing Education Centre
 又一村海棠路六十六號
 66 Begonia Road, Yau Yat Chuen
 電話Tel : 3443 1606
 傳真Fax : 3443 1607
 電郵E-mail : pcyyc@ywca.org.hk
 地圖編號Location map no : 21

沙田持續教育中心

Shatin Continuing Education Centre
 沙田新城市中央廣場
 第一座六樓六三八至六三九室
 Units 638-639, 6/F, Tower 1,
 Grand Centre Plaza, Shatin
 電話Tel : 3106 3411
 傳真Fax : 3106 3407
 電郵E-mail : rssi@ywca.org.hk
 地圖編號Location map no : 37

彩雲再培訓及就業服務中心

Choi Wan Retraining & Employment Service Centre
 彩雲邨玉麟樓地下
 G/F., Yuk Lun House, Choi Wan Estate
 電話Tel : 3146 3333
 傳真Fax : 3146 3388
 電郵E-mail : rscw@ywca.org.hk
 地圖編號Location map no : 24

麗瑤再培訓及就業服務中心

Lai Yiu Retraining & Employment Service Centre
 麗瑤邨樂瑤樓一零七至一一三號地下
 Unit 107-113, G/F, Lok Yiu House, Lai Yiu
 Estate, Kwai Chung
 電話Tel : 2371 3611
 傳真Fax : 2743 2551
 電郵E-mail : rsly@ywca.org.hk
 地圖編號Location map no : 28

麗瑤社會服務處

Lai Yiu Social Service Centre
 麗瑤邨貴瑤樓二十五至二十六號地下
 Unit 25-26, Kwai Yiu House,
 Lai Yiu Estate, Kwai Chung
 電話Tel : 2745 5185
 傳真Fax : 2745 5385
 電郵E-mail : rslys@ywca.org.hk
 地圖編號Location map no : 29

耆年服務 Elderly Service**林護紀念松柏日間護理中心**

Lam Woo Memorial Day Care Centre for the Elderly
 深水埗麗安邨麗正樓地下
 G/F., Lai Ching House, Lai On Estate,
 Shamshuipo
 電話Tel : 2725 0697
 傳真Fax : 2725 6107
 電郵E-mail : delw@ywca.org.hk
 地圖編號Location map no : 16

鄭傍御紀念松柏苑

Cheng Pon Hing Hostel for the Elderly
 鴨洲利東邨東樂樓地下
 G/F., 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
 地圖編號Location map no : 8

雲華護理安老苑

Wan Wah Care & Attention Home for the Elderly
 深水埗麗安邨麗康樓地下
 G/F., Lai Lim House, Lai On Estate,
 Shamshuipo
 電話Tel : 2708 3677
 傳真Fax : 2729 1359
 電郵E-mail : heww@ywca.org.hk
 地圖編號Location map no : 17

九龍城綜合家居照顧服務隊

Kowloon City Integrated Home Care Services Team
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
電話Tel : 2712 0701
傳真Fax : 2714 9564
電郵E-mail : hhkc@ywca.org.hk
地圖編號Location map no : 22

深水埗綜合家居照顧服務隊

Sham Shui Po Integrated Home Care Services Team
深水埗麗閣邨麗閣樓314室
Room 314, Lai Lan House,
Lai Kok Estate, Shamshuipo
電話Tel : 2725 7702
傳真Fax : 2725 7798
電郵E-mail : hhssp@ywca.org.hk
地圖編號Location map no : 19

長者持續教育中心

Elderly Continuing Education Centre
窩打老道山文福道五號三零三室
Room 303, 5 Man Fuk Road,
Waterloo Road Hill
電話Tel : 2715 8389
傳真Fax : 2715 8802
電郵E-mail : ecec@ywca.org.hk
地圖編號Location map no : 12

明儒松柏社區服務中心

Ming Yue District Elderly Community Centre
西灣河鯉景道康東邨康瑞樓地下
G/F., Hong Shui House, Hong Tung Estate,
Lei King Road, Sai Wan Ho
電話Tel : 2676 7067
傳真Fax : 2967 1626
電郵E-mail : memy@ywca.org.hk
地圖編號Location map no : 7

秀群松柏社區服務中心

Ellen Li District Elderly Community Centre
粉嶺華明邨頌明樓地下
G/F., Chung Ming House,
Wah Ming Estate, Fanling
電話Tel : 2676 2525
傳真Fax : 2682 0408
電郵E-mail : meel@ywca.org.hk
地圖編號Location map no : 40

誌實松柏中心

Chi Po Neighbourhood Elderly Centre
深水埗元州街五十九至六十三號
元州街市政大廈四樓
4/F., Un Chau Street Municipal Services
Building, 59-63 Un Chau Street,
Shamshuipo
電話Tel : 2720 6364
傳真Fax : 2720 5818
電郵E-mail : secp@ywca.org.hk
地圖編號Location map no : 15

長青松柏中心

Cheung Ching Neighbourhood Elderly Centre
青衣長青邨長青社區中心一零二室
1/F., Cheung Ching Estate Community
Building, Cheung Ching Estate, Tsing Yi
電話Tel : 2433 1666
傳真Fax : 2435 4388
電郵E-mail : secc@ywca.org.hk
地圖編號Location map no : 30

家庭及社區服務 Family And Community Service

觀龍樓社區工作辦事處

Kwun Lung Lau Community Work Office
堅尼地城觀龍樓D座地下六十號
Shop 60, G/F, Block D, Kwun Lung Lau,
Kennedy Town
電話Tel : 2610 0769
傳真Fax : 2424 9609
電郵E-mail : cdkll@ywca.org.hk
地圖編號Location map no : 6

大澳社區工作辦事處

Tai O Community Work Office
大澳永安街九十三至九十五號地下
G/F., 93-95 Wing On Street, Tai O, Lantau
Island
電話Tel : 2985 5681
傳真Fax : 2985 6313
電郵E-mail : cdto@ywca.org.hk
地圖編號Location map no : 10

臨床心理服務

Clinical Psychological Service
又一村海棠路六十六號
66 Begonia Road, Yau Yat Chuen
電話Tel : 3443 1601
傳真Fax : 3443 1640
電郵E-mail : cps@ywca.org.hk
地圖編號Location map no : 21

輔導及熱線服務

Counselling & Hotline Service
又一村海棠路六十六號
66 Begonia Road, Yau Yat Chuen
電話Tel : 3443 1601
傳真Fax : 3443 1640
電郵E-mail : hlcs@ywca.org.hk
地圖編號Location map no : 21

家庭及事業促進服務

Family and Career Enhancement Service
白田邨裕田樓地下三至六號
No. 3-6, Yue Tin House, Pak Tin Estate
電話Tel : 2715 9558
傳真Fax : 2713 1625
電郵E-mail : fcfs@ywca.org.hk
地圖編號Location map no: 27

賓館服務 Guesthouse Service

花園國際賓館

Garden View International House
麥當勞道一號
1 Macdonnell Road
電話Tel : 2877 3737
傳真Fax : 2845 6263
電郵E-mail : gar_view@ywca.org.hk
地圖編號Location map no : 1

柏顯露斯賓館

Anne Black Guest House
窩打老道山文福道五號
5 Man Fuk Road, Waterloo Road Hill
電話Tel : 2713 9211
傳真Fax : 2761 1269
電郵E-mail : annblack@ywca.org.hk
地圖編號Location map no : 12

女青大廈

YWCA Building
般含道三十八號C
38C Bonham Road
電話Tel : 2915 2345
傳真Fax : 2915 5677
電郵E-mail : ywbldg@ywca.org.hk
地圖編號Location map no : 2

女青雅舍

YWCA Lodge
又一村海棠路六十六號
66 Begonia Road, Yau Yat Chuen
電話Tel : 3443 1881
傳真Fax : 3443 1803
電郵E-mail : ghyl@ywca.org.hk
地圖編號Location map no : 21

鳴謝

Acknowledgement

本會過去一年事工，承蒙本會名譽贊助人董趙洪娉女士之鼓勵及支持，社會福利署、教育統籌局、政府獎券基金、僱員再培訓局、香港賽馬會、民政事務局、康樂及文化事務署、公益金及下列熱心機構、人士之資助；基督教女青年會世界協會、世界各地女青年會、本港各有關教會、社團、機構、各傳播媒介、各大商行之鼎力匡扶；本港與海外各界賢達不吝賜教；本會全體董事、委員、義工、會員與幹職員竭誠愛護，使本會事工得以順利推展，謹此致萬二分謝意。盼望各界人士能繼續給予本會支持和協助。

We are much indebted to the concerted efforts from all concerned parties for the smooth progress of the Association in the past year. Our hearty thanks are sent to our Patron for her encouragement and support, the Social Welfare Department, Education and Manpower Bureau, the Lotteries Fund, the Employees Retraining Board, the Hong Kong Jockey Club, the Home Affairs Bureau, the Leisure and Cultural Services Department, Community Chest of Hong Kong and the following donors for their financial aid. We are also grateful to the World YWCA, sister YWCAs, churches and organizations, the media and various commercial sectors for their valuable help. Last but not the least, we thank our volunteers, staff and members who have so devotedly served the Association. In the future, we shall look forward to continuous support and guidance from all sectors of the community.

二零零三至二零零四年度捐款 / 贊助人芳名：

一萬至二萬元	二萬至四萬元	五萬至十萬元	十萬至二十五萬元	五十萬至六十萬元
環保及自然保育基金	美國運通銀行	Ferring Pharmaceuticals Ltd.	公民教育委員會	區議會
群福婦女權益會	禁毒處	社會工作訓練基金	匯豐銀行慈善基金	青年事務委員會
Leitcho Asia Ltd	聖公會諸聖堂	沙田獅子會		
樂善堂活動籌委會	何東爵士慈善基金			
林寶蓮女士	陳子政先生			
幹微忱神父	平等機會委員會			

**職業青年部
旺角及港島東持續教育中心
畢業學員 徐小姐**

現今社會提倡與時並進，終生學習。更有人話「知識就是力量」。

在持續教育中心，我不但能增長知識，擴闊眼界，更讓我得著學習的衝勁。雖然我的記憶力不及小孩子的好，但老師們仍誨誨不倦地教導和鼓勵我們，讓我們學習得更有自信。

此外，同學間真摯的友誼，更是我發奮讀書，持續進修的推動力。

誠邀你的支持，推展女青服務！

本會立會逾八十年，蒙上帝的祝福並各界熱心人士之支持與鼎助，會務得以不斷進展，歷年積極為青少年、婦女、失業人士、新來港家庭及弱勢社群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，令服務繼續推展，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——



Offer your support to promote YWCA service!

Thanks to our Lord's blessing and the support from all sectors of the community for more than 80 years, the Hong Kong YWCA has been actively providing multi-faceted integrated services for children and youths, women, unemployed persons, new arrival families and deprived groups, abreast of time.

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

回應表

Feedback Form

我願意為基督教女青年會運動：

- 代禱
- 參與常務義工行列，請與我聯絡
- 成為會員，附上 *會費港幣五十元正
- 成為贊助會員，附上 *會費港幣二百元正
- *捐款支持下列事工
 - 基督教事工.....元
 - 員工訓練.....元
 - 兒童及青少年事工.....元
 - 世界基督教女青年會事工.....元
 - 婦女事工.....元
 - 愛與關懷事工（經濟援助）...元
 - 耆年事工.....元
 - 其他.....元
- 了解更多關於女青年會_____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（HKYWCA），連同此頁，寄回香港麥當勞道一號「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：_____

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\$50 as membership fee.
- Joining as a YWCA Sponsoring Member and enclose herewith *HK\$200 as membership fee.
- *Donating to the following projects:
 - Christian ministryHK\$_____
 - Staff trainingHK\$_____
 - Children and youth service HK\$_____
 - Projects of World YWCA ...HK\$_____
 - Women's ServiceHK\$_____
 - Love & Care Fund (economic assistance)HK\$_____
 - Elderly ServiceHK\$_____
 - OthersHK\$_____
- Getting to know more about the YWCA's _____ services. Please send me more details.
- Offering my comments _____
- Others (pl.specify): _____

* For payment of membership fee or donation, please send your crossed cheque, payable to the HKYWCA, together with this completed form, to the YWCA Membership Affairs Department, Room 208, 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) _____
(nighttime) _____
Fax/E-mail : _____

寄香港麥當勞道一號
香港基督教女青年會
「會員事工部」收

請貼上郵票
STAMP

Membership Affairs Department
Hong Kong Young Women's Christian Association
No.1, Macdonnell Road, Hong Kong



工作區分佈圖 Location Map of Hong Kong Y.W.C.A. Centres





生命的栽培
Enhancement of life



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

總會所 Headquarters

香港中環麥當勞道一號 1 Macdonnell Road, Central, Hong Kong

電話 Tel : 3476 1300 傳真 Fax : 2524 4237 電郵 E-mail : ywca@ywca.org.hk 網址 Website : <http://www.ywca.org.hk>