

Annual Report 年報

2014–2015

浸信會愛羣社會服務處
BAPTIST OI KWAN SOCIAL SERVICE

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簡史

浸信會愛羣社會服務處(2010年前名為浸會愛羣社會服務處)於1978年由香港浸信會聯會，授權香港浸會學院(1994年升格為香港浸會大學)籌辦，並於1982年成立，正式投入服務。本處初期在灣仔及港島區提供多元化社區服務，經過三十多年的不斷發展，服務地區已擴展至荃灣、葵涌、青衣、長沙灣、旺角、佐敦、土瓜灣、彩虹、九龍塘、沙田及大埔區。服務包括兒童及青少年服務、綜合家庭服務、幼兒學校、長者綜合服務、精神健康綜合服務、臨床心理及輔導服務、培訓及就業服務、餐飲服務和食物網短期食物援助等，服務對象由初生嬰兒到90歲以上的長者。

本處於2009年4月按香港公司條例註冊正式成為獨立法人團體，亦已獲稅務局按稅務條例批准成為豁免繳稅的慈善機構。

宗旨

信仰與專業之揉合

本著基督教信仰與社會工作及有關的專業之揉合，實踐「基督化社會服務」。

全人關懷

服務著重「整全人格」，包括生理、情感、思想、社交及靈性之需要，服務對象包括個人、家庭，小組及社區。

創新服務

與時並進，透過實證為本的研究，以新思維開拓創新服務。

社工訓練

為修讀社會工作學科的學生提供實習機會。

教會合作

與機構及社區合作，透過服務社會，推廣福音事工。

愛羣徽號

圖上方的三個實心圓代表三個頭，表達了「一群」人的意思。圖下方是三個身體以中間的十字架（表徵著神的愛）接連起來。從愛羣同工的角度看來，這徽號提醒我們作為一群被贖的人，在社區中見證及分享基督的愛。對服務對象來說，這是盼望的象徵，基督的愛仍然在我們中間，在社區中傳揚。

總幹事報告



感謝上帝的恩典，帶領愛羣邁進第三十三個服務社群的年度。本處秉承「全人關懷」的服務使命，結合董事會、同工、資助團體與及社區合作伙伴的力量，為香港及澳門地區提供優質而專業的社會服務，推動社會創新，以基督的愛，服務弱勢社羣。

本處一如既往，按社會的需要及政策發展制定服務方向，並配合重點策略，包括社會創新、跨界別協作、服務使用者的資本建立 (Asset Building) 與充權，以研究成果結合政策倡導。

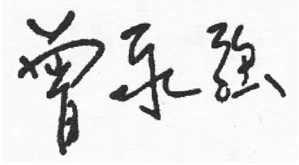
愛羣於本年度針對社會上焦慮與抑鬱症的廣泛性，成立「心自在」預防及治療計劃，以認知治療作為基礎，發展出不同組群的介入手法，並結合商界及學界的講座及員工培訓作公眾教育。服務與學術界建立伙伴合作，分別於香港及澳門兩地中、小學，進行學童焦慮狀況調查，令學童的身心健康得到廣泛關注，亦同時成為服務發展方向的理據。

因應香港60歲以上人口將於未來急速增長，本處與嶺南大學陳章明教授合作「長者鄰舍中心服務發展研究計劃」，引用國際標準，參考聯合國回應人口老齡化的行動指引，制定一套適用於本港的「老齡化服務指標」。期望探討香港長者服務與國際標準接軌的可能性，帶動業界討論，並為長者服務的社會性創新建立基礎。

兒童及青少年服務以協助弱勢羣體為重點目標，為貧窮兒童成立「Sing夢兒童合唱團」，以建立兒童的自信及發展潛能；亦與學校合作，為有特殊學習需要學童成立支援小組；而「兒童發展基金」亦正進行追蹤研究，探討教會如何能成為貧窮兒童發展的重要社會資本，以及為扶貧項目效益提供數據，作為優化服務模式的參考。

勞工處「展翅青見計劃」委託本處開辦首屆「少數族裔就業大使計劃」。經過培訓的少數族裔青少年獲安排到勞工署就業中心擔任就業大使，培育少數族裔的年青下一代，成為香港勞動市場的生力軍，亦同時能促進職場社會共融。「開飯服務」亦繼續獲得商界支持，發展嶄新的食物援助服務模式，繼「服務使用者充權與社區資本的建立」以及「兒童發展與家庭抗逆力的培養」的飯堂主題目標，本年度更發展出「基層打工仔就業向上流動的服務」。此外，主題飯堂均嘗試引入社會影響評估 (Social Impact Assessment)，令不同持份者全面認知食物援助模式的社會性影響，亦優化社會創新項目的質素與發展。

本處在過去三十多年的工作得以穩步發展，並得到社區人士的嘉許及認同，實在要感謝社會上各持份者的支持。本人謹代表浸信會愛羣社會服務處，感謝各贊助人的慷慨捐助及合作伙伴的鼎力支持；亦謹此向董事會在實踐基督使命與會務發展的領導，致以衷心謝意；我也要感謝各同工、義工，會員及家屬的努力耕耘與寶貴貢獻，共同攜手創造今天豐碩的成果，讓更多有需要的人士得著適當的幫助。



總幹事　曾永強

組織架構

董事會

執行委員會

行政事務委員會

服務發展委員會

社區及教會關係促進委員會

培殷幼兒學校校董會

總幹事

服務

兒童、青少年及家庭綜合服務

長者綜合服務

精神健康綜合服務

培訓及就業服務

基督教事工

餐飲服務

中央行政

財務部

人力資源部

行政組

工程及物業管理組

機構傳訊與資訊科技組

董事會成員(2014 - 2015)

主席	陳之望博士
第一副主席	陳啟芳博士
第二副主席	陳志強牧師
書記	張廣德校長
副書記	譚日旭校長
司庫	郭嘯南牧師
常務	陳偉明執事
常務	冼杜淑婉女士
成員	白智信牧師
成員	周翠梅姑娘
成員	張愛娥博士
成員	許盧萬珍博士
成員	陳偉生博士
成員	雷素心醫生
成員	曾家求執事
成員	黃家儀女士
成員	劉麗群執事
成員	鄭成業執事
成員	楊彼得律師
成員	羅永祥博士

任期：二〇一四年五月一日至二〇一五年四月三十日

主要職員

總幹事

曾永強先生

高級服務協調主任

陳秀琴女士	高級服務協調主任 （精神健康綜合服務）
張偉光先生	高級服務協調主任 （兒童、青少年及家庭綜合服務）

服務協調主任

蕭穎女士	服務協調主任 （長者綜合服務）
趙漢文先生	服務協調主任 （培訓及就業服務）
馮斐燕女士	服務協調主任 （精神健康綜合服務）
李潔露女士	服務協調主任 （兒童、青少年及家庭綜合服務）

事工及中央行政部主管

黃雁玲女士	財務經理
趙善仁先生	人力資源經理
馮潔莊女士	總幹事私人助理
李鳳嫻女士	基督教事工主任
蔡美寶女士	行政部主任
朱敏言先生	工程及物業管理行政幹事

單位主任

兒童、青少年及家庭綜合服務

蔡少玲女士	小學全方位輔導服務主任 （2014 年 9 月 1 日起）
	小學全方位輔導服務隊長 （至 2014 年 8 月 31 日）
黃美嫻女士	兒童發展基金計劃 計劃隊長
陳曉嬋女士	長沙灣課餘託管服務中心主任
梁秀英女士	培殷幼兒學校校長
郭廣輝先生	教育及家庭支援服務督導主任
周靄婷女士	港島東區家庭成長發展服務中心督導主任
利鳳儀女士	輔導服務隊長
黃月芳女士	鄰里支援幼兒照顧計劃主任（至 2014 年 6 月 1 日）
李泳思女士	鄰里支援幼兒照顧計劃署理隊長（2014 年 9 月 1 日起）
黃少薇女士	灣仔綜合兒童及青少年服務中心助理中心主任
馮泳霖女士	灣仔綜合兒童及青少年服務中心社區發展團隊隊長
鍾振邦先生	灣仔綜合兒童及青少年服務中心學校支援服務團隊隊長
何頌文女士	灣仔綜合兒童及青少年服務中心學校社工團隊隊長（至 2014 年 9 月 12 日）
林凱詩女士	灣仔課餘託管服務中心主任

長者服務

李家宜女士	大埔浸信會區張秀芳長者鄰舍中心主任（2014 年 9 月 1 日起）
	大埔浸信會區張秀芳長者鄰舍中心服務隊長（至 2014 年 8 月 31 日）
陳健廉女士	中心護士及家居護理服務經理
莫翠敏女士	佐敦家庭支援及服務中心主任

張麗琴女士	沙田長者日間護理中心副主任
黃銀中女士	長者服務油尖旺及大埔區督導主任
葉慧敏女士	長者服務荃葵青區督導主任
嚴祉琦女士	長者家居情緒支援服務計劃統籌 （2014 年 9 月 1 日起）
霍美鈺女士	長者情緒健康中心計劃統籌（至 2014 年 10 月 7 日）
姚玉桂女士	長者情緒健康中心計劃統籌（2014 年 11 月 17 日起至 2015 年 2 月 28 日）
陳發強先生	浸信會全人家居護理服務業務發展經理（2014 年 4 月 28 日起）
廖慧詩女士	陳德生紀念長者鄰舍中心主任 （2015 年 2 月 2 日起）
林淦美女士	陳德生紀念長者鄰舍中心主任 （2014 年 7 月 23 日起至 2014 年 9 月 25 日）
楊雅燕女士	陳德生紀念長者鄰舍中心服務隊長 （至 2014 年 7 月 21 日）
冼潔婷女士	頤荃長者健康服務中心主任（至 2015 年 1 月 16 日）
曹詠儀女士	關愛鈴社區支援服務署理行政主任
曾偉能先生	麗瑤長者鄰舍中心及祖堯邨會所中心主任（2014 年 8 月 11 日起）

精神健康綜合服務

陳玉清女士	精神健康綜合服務高級督導主任
潘文輝先生	精神健康綜合服務督導主任
鄧曼恆女士	青少年身心導航服務隊長
梁振邦先生	社區投資共享基金 -「家」陪同心社區網絡計劃隊長
方穎瑜女士	精神健康綜合社區中心（港島東區）主任
莫綺文女士	精神健康綜合社區中心（灣仔區）主任
梁麗雲女士	精神健康綜合社區中心（荃葵青區）主任
盤鳳愛女士	精神健康綜合社區中心（服務發展）主任
戴曉寧女士	精神健康綜合社區中心（服務發展）服務隊長
廖月明女士	精神健康綜合社區中心（灣仔區）職業治療師主任
林嘉勵女士	精神健康教育計劃隊長
余妍笑女士	樂羣樓中途宿舍主任
梁穎姿女士	駿羣樓輔助宿舍主任（至 2014 年 7 月 31 日）
林漢傑先生	欣羣樓中途宿舍主任
陳淑芬女士	精神康復者家屬資源及服務中心主任

培訓及就業服務

羅景森先生	綜合就業援助計劃主任
李敏儀女士	綜合就業援助計劃服務副主管（2014 年 4 月 1 日起）
李秀儀女士	綜合就業援助延展計劃服務隊長（至 2014 年 6 月 13 日）
梁振康先生	職業復康服務主任（2014 年 4 月 1 日起）
劉慧琪女士	開飯服務（港島區）服務隊長（至 2014 年 6 月 30 日）
曾詠珊女士	開飯服務（油尖旺區）服務隊長（至 2015 年 3 月 13 日）
葉彩霞女士	開飯服務（深水埗區）服務隊長
梁慧美女士	開飯服務（童心飯堂及樂天倫飯堂）服務隊長（2014 年 11 月 1 日起）
林顯忠先生	短期食物援助服務計劃服務隊長（2014 年 4 月 1 日起）

餐飲服務

梁玉琼女士	百合谷餐廳／愛羣到會主管

兒童、青少年及家庭綜合服務

香港是一個急促發展的城市，生機處處，但同時也是生活迫人。過去一年的政治紛擾，人際關係撕裂，再加上持續的經濟低迷，居住房屋嚴重不足(或說是樓價高企)等問題的困擾，又在教育及就業失衡的情況下，我們這一代年青人對前景感到迷惘，部分年青人會有退縮，不安，或是忿怒的行為表現；但在我們所接觸的年青人中，大部分仍是充滿動力及盼望的，只是對生活感到迷惘，他們所缺乏的是適當的指導和鼓勵，按着他們的興趣，讓他們一展所長，年青人的創意、動力亦會隨之而發揮出來。

「MY傢伙」手作市集（MY Craftsmart）

有些青少年滿腔創業夢，但因缺乏資源讓他們一展所長，為使他們實現夢想。本處青少年服務組織一群青少年於2014年9月參加了一項名為「MY傢伙」手作市集(MY Craftsmart)，讓青少年一嘗「做生意」的滋味。籌備過程中他們須親手製作小手作產品，如手繩、絲帶蝴蝶結等，同時讓他們掌握基本的銷售技巧。參與學生除了要銷售產品外，更要即場教授顧客簡單繩結技巧。雖然他們大部分沒有銷售經驗，但勇於嘗試接觸不同人士，即使面對外國遊客仍會主動用英語介紹產品。憑藉同學們的努力，整體銷售情況良好，更重要的是提供難得的學習機會，讓他們認識基本的營商知識及訓練說話技巧。



SING 夢兒童合唱團



有研究 (GJ Duncan, J Brooks-Gunn, 2000) 指出貧窮的兒童在欠缺資源支援下，生活視野受限，阻礙發展潛能的機會，因而大多貧窮家庭兒童的自我形象及自尊心較同齡低落，從而衍生較多情緒或行為問題。兒童的自我形象，往往透過與同輩之間相處中互相影響，若能發展出一門專長或技能，能有助兒童建立正面之自我形象。去年我們透過香港社會服務聯會的惠施網 (Wise Giving)，獲得一位熱心人士資助一個專為貧窮家庭兒童而設的「Sing 夢合唱團」，透過聲樂和合唱訓練，培養個人的興趣及才能，也建立他們的自我形象，學習情緒表達及團隊合作，從而提昇他們的社交能力。

合唱團成立於2014年9月，至今已有超過30位基層家庭兒童受惠。過去一年，合唱團曾在多個公開場合演出。除了以音樂提升團員的自信心及群體學習外，更安排成員參與義工探訪，教育他們關愛社區及學習回饋社會，打破因貧窮而帶來的自卑感及負面標籤效應，讓他們在身心發展上更健康，成長路的基礎上更穩固。

長者綜合服務

在香港，60歲以上人口比例的增長速度比任何其它年齡組都要快，人口老齡化可視作為政府公共衛生政策和社會經濟發展的成就，但也對社會民生提出挑戰，本處長者服務一直以來以健康、社會參與和保障三大支柱推動長者服務，積極倡議長者全人健康、老有所為、樂居社區。

服務進步與發展

長者服務發展模式交流會暨研究發佈 —「從國際標準發展新長者服務模式」



發佈會主講嘉賓嶺南大學亞太老年研究中心總監陳章明教授（中）與本處總幹事曾永強先生及本處長者服務協調主任蕭穎女士



創新服務 —「耆妙展翅計劃」之大使楊鳳儀女士分享參與計劃的心路歷程

為了更有效運用現有的資源、配合社會的大趨勢、提供適切及嶄新的服務，本處於2011年開始委託嶺南大學亞太老年學研究中心陳章明教授及其隊工針對本處長者鄰舍中心進行一項「長者鄰舍中心服務發展研究計劃」，計劃共分三個階段。首兩階段分別於2011及2012年完成。第三階段則由本處長者服務負責並由嶺南大學亞太老年學研究中心擔任專業顧問，於2013年完成。研究參考了聯合國關於回應人口老齡化的行動指引，制定一套適用於本港的15項國際標準—「老齡化服務指標」。在研究過程中，本處有效重新審視和調整服務的發展方向，當中在醫社合作、長者健康/情緒支援、以及銀髮力量發展等，並有著顯著的成效。為了與業界分享當中的經驗，一同探討長者服務如何貼近國際標準，於2014年11月20日舉辦了發佈會，共有30個社福界單位派員參與，與會者反應熱烈，普遍認為講者分享內容豐富、具啟發性及實用性，尤其是對引用國際準則量度香港安老服務對業界方面有熱烈討論。

全人健康 / 情緒支援

護士診所及醫生與您服務

在長者鄰舍中心加設護士診所及醫生與您服務，目的是提升會員及護老者對健康生活的關注，倡議疾病預防。今年更新增治療小組，例如方型踏步運動及修身健體伸展班，以預防跌倒、改善腦認知能力。



護士為會員作健康評估

長者綜合服務

社區動力、銀髮力量

愛羣學苑

推動第三齡人士持續發展。今年加強了學長「督學工作」和「課餘義工服務」，一方面提升學苑導師的素質，另一方面每個學科都積極安排學員參與義務工作，為社會再出一分力、締造友善關愛社會風氣。

大埔浸信會區張秀芳長者鄰舍中心

獲香港中文大學博群計劃 I-Care Programme 贊助，中心動員了大埔區團體合辦「UCare 愛老不虐老」計劃，招募了長者和中文大學學生成為防虐大使，在社區內參與家訪、教材製作等，以提升防虐老的知識；舉辦業界同工工作坊以增加對防虐老的認識和處理技巧。



愛羣學院開學禮

社區關懷與家庭支援

為低收入家庭護老者提供生活津貼試驗計劃

本處四間長者鄰舍中心均為認可服務機構，全年已為25位低收入家庭護老者成功申請津貼額約30萬元，並提供跟進服務。

關愛基金「非公屋、非綜援低收入住戶一次過生活津貼」

佐敦家庭支援及服務中心共處理了 2,500 宗個案。人數眾多的原因是區內不少樓宇已改裝為劏房及板間房出租，租住者多為基層家庭，透過計劃，一方面舒緩困難戶經濟壓力，同時亦提供其他社區資源作支援，以達致樂居社區。

佐敦「智叻同學會」

本年度成功取得教育局豁免註冊申請。學生當中不少是南亞裔學童，計劃讓本地基層及南亞裔學童可以互相學習交流，建立和諧共融的學習環境。全年共服務 3,700人次。



「智叻同學會」深受本地及南亞族裔家庭歡迎

精神健康綜合服務

「第五屆精神康復者家屬會議 2014 — 家庭攜手．復元在望」

近年，社會人士對精神健康愈來愈重視，精神康復者家屬的需要也備受關注。2014年本處透過一連串的活動，揭示精神康復者家屬的需要，推動以復元家庭為本為目標，以幫助家屬減輕沉重的照顧壓力，同時希望讓社會大眾對家屬的需要有更深入的了解。

本處聯同家屬於2014年5月25日攜手舉行「第五屆精神康復者家屬會議2014」，會議以「家庭攜手　復元在望」為主題，倡導以家庭為本的復元概念，提升服務使用者的充權意識。

家屬會議籌備委員會由24位精神康復者家屬，以及本處精神健康綜合服務社工共同組成，這次家屬會議與浸會大學社會工作學系合辦，共有15間精神復康服務之社福機構及家屬自助組織支持會議，來自澳門及廣州的康復者家屬代表也參與其中。當日出席會議的人數達333人，當中超過98%參加者認同會議的內容能幫助他們認識「以家為本的復元」、掌握復元的概念、啓發他們以正面看待患病的家人及復元過程、並更有信心能積極面對照顧的困難。

為了解家屬的正面照顧經驗及希望感與生活質素的關係，籌備委員會與香港城市大學應用社會科學系黃富強教授合作，於2013年10月中至2014年1月期間進行「精神康復者家屬之壓力與生活質素」的研究，研究共收集了331份問卷，並在2014年5月20日舉行新聞發佈會。透過研究所得之結果，籌備委員會對相關的政策的建議包括：推行「長遠復康計劃」、加強精神康復者的就業選擇和支援、提供津貼予低收入的精神康復家庭、提供短期暫托服務予康復者及增加資源予精神康復者家屬服務。

同時，籌備委員會出版了「連繫 — 精神健康與家庭」一書，書中透過真實的個案分享形式，幫助社區人士以家庭系統的角度，明白精神健康與家庭的關係。

心自在計劃 — 焦慮及抑鬱症的預防及治療計劃

心自在計劃旨在提升同工對抑鬱及焦慮症之臨床工作技巧，並為不同年齡及專業人士提供具預防性的教育或治療工作。計劃成立一年多，共培訓了約40位專業職系的同工，並服務了約600人。為提供更適切的服務，計劃分別成立了三個專責小組，包括成人、青少年及兒童專責小組。

兒童專責小組與教會及學校合作，推行以認知治療為介入方法的兒童治療小組，及早幫助小朋友面對焦慮情緒。除了提供治療小組外，更為高小學生設計了「Easy Go Buddies」心理教育課程。為回應青少年情緒健康問題，青少年專責小組舉辦了多個「以校為本」的中學生「認知治療小組」及「時間觀療法」心理教育小組，並會整理同工於青少年及兒童治療小組所得的經驗，編制具本土文化的小組工作手冊。成人專責小組亦舉辦了十多個成人認知治療小組、身心健康講座及員工培訓，服務對象包括教師、會計師、零售業員工及待業男士等。

聯合教師培訓



培訓及就業服務

「童心飯堂」社會影響評估

根據特區政府於2013年公佈的數字顯示，整體貧窮人口達97萬多，而兒童組群（0-17歲）組別佔整體貧窮人口達18.6%，即五位貧窮人士有一位是18歲以下的兒童。為改善跨代貧窮情況，本處與美心集團合作，於2013年開始推行「童心飯堂」，為清貧兒童及其家長提供10元營養晚餐外，更推出一系列親子支援活動，使清貧家庭成員得到足夠的營養及更好的發展和培養。2014年，「童心飯堂」共提供了5萬個熱食飯餐，服務了507個家庭。

本年度「童心飯堂」已進入第二個年頭，本處委託香港社會服務聯會為「童心飯堂」進行社會影響評估(SIA)，探討飯堂對社區的影響。結果顯示 9 成家庭十分滿意服務；8成家庭更表示能減省膳食開支，讓子女可用節省了的金錢參與課後支援及課外活動，有助兒童身心發展；又有超過7成家庭表示，到飯堂用膳後，子女的營養大大改善。評估結果令人鼓舞，服務成效令我們更有信心夥拍社區支持者拓展服務。來年我們將於不同地區增加 4 個「童心飯堂」，讓更多清貧家庭兒童得到適當的照顧。



美心義工經常陪「童」走出社區，透過飯堂外的活動，加強親子關係及支援兒童身心發展。

少數族裔就業大使計劃



勞福局局長張建宗先生在畢業禮勉勵學員，亦與學員交流意見，期望各界為少數族裔開拓更公平更多選擇的就業機會。

香港少數族裔人口持續增加，但因他們不同的語言與文化，使他們較難找到工作，容易落入貧窮人口當中。剛完成學業的少數族裔年青人，面對擇業與進入勞動市場都遇到不少困難。因此，培訓及就業服務於本年與勞工處「展翅青見計劃」開展「少數族裔就業大使計劃」，曾協助超過30位來自巴基斯坦、尼泊爾、泰國和菲律賓的青少年。學員於本處接受生涯規劃和職業導向培訓後，再到勞工處地區就業中心擔任就業大使，為本地及非華語人士提供就業諮詢服務。學員於半年的在職培訓期內，吸取客戶服務和行政工作的實戰經驗，並經常練習職場廣東話，提升溝通能力。這些經驗有助他們畢業後，找到各種適合個人興趣的工作，包括社福助理、教學助理及機械工程學徒等工作。

這群年青人大多於香港接受教育，英語及廣東話較其上一代的良好，「大使計劃」第一期的畢業學員有97%學員就業，成績理想，只要悉心栽培，年輕的少數族裔人不難成為香港勞動市場的生力軍。

學員接受本處培訓後獲發証書，再到勞工處地區就業中心擔任就業大使。



2014 年機構賣旗日

本港的貧富差距嚴重，通脹持續高於加薪幅度，基層家庭生活百上加斤，特別是一些非公屋戶及低收入家庭，經濟壓力有增無減。

與此同時，香港社會的競爭日趨激烈，由幼童競爭幼兒園學位，至家長競爭護老院宿位等；香港社會各種不利民生的問題日趨嚴重，造成市民生活緊張及工作壓力不斷增大，精神健康也響起警號。

我們十分感恩能於2014年10月4日舉行全港賣旗籌款，當天4,000名來自企業、學校、教會、非政府機構的人士、服務使用者、家屬及個人擔任售旗義工，協助籌得130萬元的善款，款項將全數用於幫助低收入家庭及受情緒困擾人士。





兒童、青少年及家庭綜合服務

勞工處、培正專業書院

TA 在線 — 電子教學支援培訓計劃

青年就業一直是我們關注的項目，雖然青年人的工作機會不乏，但工作如何帶領青少年向上流動的機會，甚至在工作中建立自信、目標及方向，也是很重要。現時就讀文憑或副學士課程的人數越來越多，但完成學業之後，他們在發展職向的路程中，仍往往偏離理想，不知所措。就是在這個理念下，勞工處推出一項名為「TA 在線 – 電子學習支援培訓計劃」，協助具有副學位學歷的青年人入職「電子學習教學助理」的職位。勞工處伙伴了愛羣及培正專業書院，一起合作推動整個計劃。這個計劃的伙伴配搭十分理想及有意義，不同伙伴在不同的領域上擔當不同的角色及發揮不同的功能。透過勞工處豐富的資源，可以聯繫不同社會網絡及邀請各中、小學參與計劃，並願意聘用計劃的學員。培正專業書院則提供資訊科技的專業導師，在職前培訓及在職培訓中扮演不可或缺的角色。愛羣的社工們在整年的過程中，擔當着學員的個案經理，為他們提供就業輔導、生涯規劃、在職情緒輔導等全方位面及持續性的支援。

教會團體

兒童發展基金計劃

作為未來的社會棟樑，我們的兒童，特別是生活在基層的兒童，他們的需要更不容忽視。在2013年林鄭月娥司長所發表有關貧窮線的資料顯示，在貧窮線下的102萬貧窮人口中，209,000為18歲以下兒童，換言之，五名兒童中便有一位是處於貧窮線下。可見兒童的貧窮問題為嚴重，若在他們年幼的時候不給予積極的支援，跨代貧窮問題會延續，個人的成長及向上流動力也會受到影響。為此，愛羣在2008年起連續五期承辦由政府所推行的兒童發展基金計劃，服務10-16歲的基層兒童及青少年。在營運過程中，愛羣在地區裡聯繫到很多教會及商界團體成為我們的合作伙伴。特別是透過教會的網絡，會友愛心的服侍，我們共招募了超過1,000名友師，共來自33間教會的支持。這批友師伙伴，承諾以三年的時間陪伴着有血有肉，有情緒，有生命的少年人成長，其實殊不簡單。但他們無私的奉獻，甘願犧牲自己的時間、精神、個人的娛樂、甚至金錢，去陪伴他們，為的是讓下一代的年青年朋友得着支持和祝福。縱然遇到困難，但仍是不離不棄，堅持下去，持守以生命影響生命的精神，為少年人送上祝福，這是一幅何等美麗的圖畫，也是值得我們敬佩的合作伙伴。



長者綜合服務



創造．感恩佈道會

「創造．感恩佈道會」於2014年9月5日在烏溪沙青年新村舉行，主講嘉賓為青山浸信會主任牧師譚司提反牧師，參與合作的教會派出陪談員輔助，當日參加人數共有 252 人。蒙神祝福，佈道會上有 9 位長者表示決志，其中 6 位為本中心會員。

圖左：長者於佈道會後參加大會安排的攤位遊戲

「動動腦．踏踏步」香港方型踏步運動日及指導員培訓班

在社會福利署大埔及北區福利辦事處的大力支持下，活動在2014年11月15日假大埔體育館舉行，透過簡單有趣的方型踏步，將「防跌」、「強身」和「健智」的元素融為一爐，再變化為多元競賽項目，既創新又有趣。活動共有300名運動健兒、分別來自不同機構的長者服務中心，最高年齡者達86歲，充分表現出「老當益壯」的精神！

同期舉辦了「方型踏步運動指導員兩日培訓課程」，由日本方型踏步運動創辦人重松良祐教授，方型踏步運動認可培訓員黃小強先生及蕭穎女士負責教授。以實證為本，分享運動對長者身心靈帶來的正面影響。課程共有13間機構33名業界同工通過實習試和筆試，成功獲得日本方型踏步總會頒發指導員資格。



松重良祐教授（左）專程由日本來港擔任大會評判



方型踏步運動比賽啦啦隊員落力打氣

精神健康綜合服務

思健藝飛翔

藝術能讓人抒發情感、激發創意，更可以為復元人士打開心靈探索之旅。本處透過「思健」贊助「思健藝飛翔」的資助，於2014年7月開展為期三年的「音樂轉動心靈」藝術計劃。此計劃讓受情緒困擾的青少年以音樂分享他們的生命和成長故事，並定期舉辦電子琴和夏威夷小結他等興趣小組，為青少年樂隊 Sudden Club 購置音樂器材、訓練及演出等，藉著音樂發展所長，建立青少年的自信及良好的人際關係。此外，本計劃亦成立了首個由復元人士組成的「開心唱樂團」，透過音樂互動協奏 (Vocal jamming) 工作坊和音樂日營等多元化音樂活動，讓參加者發現自己獨特的聲音，以互助互勉的精神唱出屬於他們的復元故事。此計劃的參與人數超過100人（1200人次）。

思健朋輩支援計劃

承蒙「思健」贊助，本處與新生精神康復會、香港心理衛生會及香港明愛合辦之「思健朋輩支援計劃」踏入第三年。第二屆朋輩支援工作員已於2014年4月完成培訓課程，而第三屆培訓課程亦已於2015年3月展開。本處於本年度聘請了6位朋輩支援工作員，他們於精神健康綜合社區中心提供支援服務，包括為家屬提供服務、中途宿舍、學校、教會、醫院、研討會等不同場合，透過探訪、小組活動和分享，以自己的復元經歷來支持其他康復者，並在地區上推動精神健康社區教育。另外，為有效推動朋輩支援工作之發展，計劃繼續與香港大學及香港中文大學合作，以質性及量性的研究方法檢討計劃成效。







精神健康綜合服務

「家」陪同心社區網絡計劃

蒙社區投資共享基金的資助，在港島區持續「醫、福、社」跨界別網絡合作，推動以社區為本的精神健康，促進地區人士對精神健康的關注，提升社區對康復者的接納。

本計劃分別在筲箕灣、鰂魚涌、北角及灣仔成立了四個分區的「地區精神健康關注委員會」，邀請區內知名人士及團體代表參與，組織了多場地區大型社區教育活動，筲箕灣區更成立了一個「轉化聯盟」的工作小組，成員運用了自己的地區網絡及專業知識，推動地區居民更多關注自己及鄰舍的精神健康。

在2014年10月本計劃喜獲「社區投資共享基金」頒發社會資本動力獎。在2015年1月，邀請社會福利署東區及灣仔區地區福利專員顏文波先生及東區尤德夫人那打素醫院精神科主管鄧麗華醫生擔任連結感恩會暨義工嘉許禮主禮嘉賓。當日近40多位的地區協作伙伴及近100名義工出席，一同見證計劃3年以來各位委員、義工在地區辛勞的成果。

此計劃邀請香港中文大學社會工作學系黃於唱教授進行計劃的成效研究。總結3年經驗，在2015年3月舉辦了「同業分享會」，向服務精神康復業界及醫護團體介紹了以社區介入模式，推動精神健康服務的成果，並分享此計劃可以有效推動地區人士更多「接納」，更少「迴避」及「歧視」精神病患者，並帶出地區人士的教育與接納的重要性。





TEEN 情社區教育活動

精神健康綜合服務

澳門「TEEN情青少年心理健康促進計劃」

這項計劃由澳門特別行政區政府社會工作局資助。

澳門賭權開放後，社會進入了一個經濟高速發展的時代，使青少年面臨內在與外在環境上的轉變與挑戰，如未能適應，便會導致種種情緒健康的問題。於2012年與澳門二龍喉浸信會合作開辦促進青少年心理健康服務，提升澳門青少年的心理健康質素，支援出現情緒困擾的青少年。三年來我們與澳門10間中學合作，提供以身心健康為主題的不同類型活動，主題包括「情緒管理與表達」、「快樂七色」、「思想陷阱」等，以減低或消除問題出現的可能性，服務人數超過15,000人。同時因應家長、老師和青少年工作者需要作出積極回應，活動主題包括「精神健康急救課程」、「認識青少年身心健康」等，服務人數超過1,500人。協助他們盡早識別潛在的青少年患者，從而減少青少年出現抑鬱與焦慮等問題。

青少年成長支援—我們的社工深入以個案或深化小組形式，協助出現情緒困擾的青少年，透過與醫療及學校跨界別的合作，提供互相接軌的支援服務，讓青少年盡快復元及預防復發，現時接獲60 個求助個案。

推動社區教育 — 2015年開始於區內推行「精神健康—情緒加油站」，透過展覽、講座、心理健康測評等活動，務求讓社區人士認識精神健康的資訊，從而消除歧視、減少誤解，服務人數超過 6,000人。

探索實況 — 我們訪問了 2,766 名中學生，發現逾 40% 出現不同程度的抑鬱徵狀，另逾 50% 出現不同程度的焦慮徵狀，反映澳門青少年的精神健康狀況不容小 覷。

除此以外，我們還推行了「同行．夢成真」成長計劃，透過目標儲蓄、師友同行、個人成長三項重要元素，提升兒童及青少年情緒智能及抗壓力。計劃以低收入家庭、單親家庭等的兒童及青少年為服務對象。成功招募50名熱心的義務師友，陪伴55名參與者一起成長，指導他們規劃人生，訂立和實踐個人成長計劃，培養他們正面人生觀及養成建立資產的習慣。





培訓及就業服務

怡和集團「思健」就業培訓計劃

本處與怡和集團合作超過十年。本年的就業培訓計劃，由來自集團旗下公司的怡和大使帶領，按著大使不同的專業，為精神病康復者定期舉辦多元的就業培訓、技能訓練工作坊及行業參觀活動，吸引了本處超過 50 名學員參加。怡和集團亦身體力行，於本年聘請了經本處轉介的5名復康學員，並為他們提供全面在職培訓，以協助他們在康復後就業。



怡和科技公司的大使為復康者學員舉辦「電腦技能培訓工作坊」

銀聯集團「再創前路 — 青年實習計劃」

銀聯集團本年為16位年齡介乎15-30歲患有精神病的青少年提供一系列職前準備、訓練及在職培訓，包括行業參觀、面試講座、模擬面試及工作實習，以增強其自信心及提升工作技能和經驗，從而增加他們公開就業的機會。當中更有青少年於工作實習後有顯著的進步，成功獲聘於銀聯集團工作。

為協助復康者就業，服務致力開拓與不同行業的僱主的合作，除合作提供就業培訓、技能訓練工作坊及行業參觀，更轉介學員到公司工作。合作公司包括：香港君悅酒店、富士施樂文件處理有限公司、美心集團、永安旅遊等。



香港君悅酒店與愛羣合辦行業參觀，向青少年介紹酒店運作及不同工作崗位，開拓其眼界並提供更多擇業資訊。

兒童、青少年及家庭綜合服務

兒童成長需要

我們分別在灣仔及長沙灣兩區開辦課餘托管服務，讓就讀小一至小六的學童放學後能到中心接受托管服務，除了有導師協助跟進功課外，我們還安排不同小組活動如情緒小組、籃球組、團契活動等，以滿足學童的身心靈需要。

為協助低收入家庭因工時長在照顧子女上的需要，我們分別承辦了由社署推出的「加強課餘托管」及由關愛基金資助的「課餘托管試驗計劃」。透過不同資助模式的課餘托管服務，我們總共為大約 110 位小朋友提供托管服務，與此同時亦接觸其家長，提供親職管教子女之活動。

在我們提供的兩所托管服務中心和 13 間全方位學生輔導服務的小學及幼稚園的過程中，我們發現不少同學在情緒及行為上都會出現不同程度的困難。同時，我們亦接到不少學校的查詢或邀請到校，為有特殊教育需要的同學提供小組輔導服務。其實小朋友的問題，最直接受到衝擊的是他們的父母，特別是一些基層家庭的父母，他們面對孩子的問題會顯得不知所措，在社區資源不足，又因經濟困難而未能應付昂貴的私營專業評估或介入治療。有見及此，本機構的臨床心理服務運用賣旗活動籌得的款項作為基金，以資助這些小朋友接受評估及介入治療。去年我們的臨床心理學家共提供了 34 節的評估及治療。為此，來年我們除了繼續資助有需要的小朋友外，我們將會主動開辦相關的家長講座或工作坊，及與學校加強合作，支援老師的需要及提供培訓，盼望能及早被察覺孩子所面對的問題及為他們提供適切的治療。

貧窮兒童 / 家庭

面對近年社會經濟不景，低收入家庭兒童的處境更見困難，他們的學習環境及發展機會一般都會比富裕家庭的兒童為差。為改善貧窮兒童生活及學習條件，第一，我們營辦關愛基金的「課餘托管試驗計劃」，受助同學超過50人。第二，我們參與了由教育局推行的「校本課後學習及支援計劃」，為低收入家庭學生提供學習支援服務，讓他們在學業及身心成長方面能得到均衡及正面的發展，也藉此協助他們建立互相支持的網絡。本學年共有7間學校參與協作，服務人數達385人。第三，我們連續第五期參與推行「兒童發展基金計劃」，培養孩子儲蓄習慣，透過三年的友師同行計劃，協助他們制訂及實踐個人目標。過去一年接受服務的學生、家長、友師共 1,122人。

家長工作

教養子女是每個家長的責任，為了讓家長們持續學習管教之道及彼此支持，我們已連續第五年推行「家長學校」，除了原有家長繼續升班學習外，還有一些新的家長加入，以致課程分為幼稚園組及小學組，在這些小組時間內，設有不同講座及親子活動，讓家長不單可以吸收不同的管教方法，也同時透過活動，增進家庭和睦關係。

此外，我們在童心飯堂內開設了「親子正策課程」，讓基層家長學習管教子女的方法。雖然在飯堂內所接觸的家庭，大部分的學歷不高，但他們對課程卻非常有興趣，也願意學習新的管教方法，期望在管教的價值觀念及行為上，不斷提升及改變。



兒童、青少年及家庭綜合服務

婦女個人成長

自 2004 年婦女事務委員會與香港公開大學開始舉辦「自在人生自學計劃」以來，我們已經參與成為協辦機構之一，在灣仔中心開辦不同課程。亦於 2012 年在長沙灣加開另一上課點。灣仔中心更於 2005 成立同學會，今年度正是踏入第十個年頭，登記的同學人數超過 500 多人。透過導師的引導，同學間的互動，婦女得以突破自己的框框，走出社區，持續學習，潛能得到發揮，讓他們建立更豐盛、更精彩的人生。

青少年成長

青少年需要被栽培，他們的潛能及才能方可發展出來，在成長路上綻放光芒。因此，我們會不斷尋找資源，協助青少年培養個人的技能及興趣，包括音樂發展、話劇訓練、山野訓練、職前技能培訓等。

「義工愛羣體」是中心服務其中一個重要的發展項目，因為透過不同的義工服務，可以讓不同年紀的服務使用者，了解別人需要，在學習關懷、體諒別人之餘，也建立個人的自信心及能力感。我們聯同愛羣道浸信會一起舉辦了一個「乜乜乜？音樂分享會」，讓 80 多位年青人，藉音樂和過來人的分享，讓生命影響生命，鼓勵年青人為自己建立生命的目標。

師友同行是青少年成長中的一個「維他命」，因為友師的經歷及分享，可以讓年青人在成長路上有一個榜樣、有一個扶持、有一個同行者，因此我們每一年都與警民關係組合作一個名為「YES」的師友計劃，讓警察義工擔當師友角色，與青少年人一起渡過一個快樂的暑假。



區本計劃學生參與歷奇訓練活動

南亞裔

灣仔區有較多的南亞裔人士，南亞裔兒童及青少年工作一直都是服務重點之一，除了一般會在中心出現的南亞裔青少年會員外，區內的中小學都陸續招收了非華語學生，因此服務亦會支援入校服務。開設廣東話班及中文班等，因而認識及接觸不同的非華語學生。在資源運用上，服務亦獲區議會、民政事務局等撥款資助南亞裔青少年活動。

「中國文化青少年學習計劃」已連續多年獲民政事務局撥款於港島區進行，透過這個計劃，服務可接觸更多新來港的南亞裔青少年，從而更了解他們的需要及提供適切的服務。

由於接觸多了南亞裔青少年，故服務亦推行了「Shape My Life」南亞裔青少年領袖及歷奇訓練，並獲得灣仔民政事務處撥款資助，以協助發展南亞裔青少年的潛能及建立他們的自信心。

兒童、青少年及家庭綜合服務

灣仔綜合兒童及青少年服務中心 （會員人數：1,435人）

核心活動	節數	人次
指導及輔導服務	1,417	4,520
支援身處不利環境的青少年服務	448	6,869
社群化服務	1,865	38,216
培養社會責任和能力發展	571	5,501

課餘托管服務

類別	灣仔	長沙灣	關愛基金	加強課餘托管
每月平均學童人數	52	30	50	11
小組活動	52	27	55	28
家長及親子活動	5	4	6	2

中學駐校社會工作服務（學校數目：3 間）

個案類別	個案數量
健康問題	1
校內 / 學習問題	52
職業 / 工作問題	4
社交 / 朋輩關係問題	28
情緒 / 心理問題	15
性課題	9
行為問題	13
家庭 / 環境問題	13
其他	2

小學全方位輔導服務（學校數目：12間）

服務類別	次數	參與人次
學生活動	159	31,090
教師培訓及活動	22	1,268
家長工作	89	3,941

個案類別	數目
學習問題	13
行為問題	23
家庭問題	42
情緒問題	46
社交問題	11

鄰里支援幼兒照顧計劃

類別	灣仔	東區
服務幼兒人數	273	399
社區保姆人數	167	276
社區保姆服務時數	11,100	23,863
社區保姆訓練及活動次數	24	25
社工家訪次數	157	336
服務使用滿意度	100%	100%

兒童發展基金計劃

類別	第三期		第四期
	港島區	九龍城及油尖旺	
學生人數	132	131	115
友師人數	128	164	127
學生培訓活動	55	46	13
友師培訓活動	2	2	4
學生、家長、友師聯合活動	5	4	41

兒童、青少年及家庭綜合服務

區本課餘學習支援計劃

項目	人數	節數	人次
功課輔導班	385	770	6,238
小組活動	162	185	1,014

臨床心理服務

個案	全年節數
心理及智力評估	105
個人及家庭心理治療	471

小組及其他活動	數目	參加人數
治療及心理教育小組	4	220
社區講座或工作坊	80	3,593

心理輔導服務

個案	數目	全年節數
個人及家庭輔導	205	1,385

小組及其他活動	數目	參加人數
情緒支援小組	3	23
婚姻及家庭教育講座及活動	57	1,970

學校支援服務

服務類別	次數	參與人次
衛生署成長新動力課程	583	20,405
教師培訓	26	555

成長的天空計劃（參與學校數目：57）

服務類別	次數	參與人次
學生活動	492	7,185
家長活動	57	665
教師培訓	4	130

培殷幼兒學校（學生人數：133人）

服務類別	數目	參與人次
幼兒活動	43	4,158
家長活動	4	283
親子活動	8	1,597
社區活動	10	333

服務類別	服務指標	
	教育局 / 社署要求指標	學校達標情況
日間服務	80%	100%
暫託服務	50%	74%
延展服務	80%	106%

長者綜合服務

頤薈綜合健康服務「日間護理暨認知訓練中心」

今年獲香港城北扶輪社資助增設了多項感官刺激設備，以「寓訓練於生活」手法和跨專業個案管理模式提供護理、復康運動、輔導及多元化訓練提升長者的活動能力，讓長者和護老者身心靈得以健康發展，有尊嚴地繼續在社區生活。



「日間護理暨認知訓練中心」感觀設備

沙田長者日間護理中心

以「感恩。前進」為年題，於 12 月 6 日舉行了「護老真情 20 週年感恩獻禮暨長者學院畢業禮」，並邀請了沙田浸信會蘇家輝主任牧師擔任嘉賓，並鼓勵教社合作，服務社區。



中心慶祝 20 週年活動 — 護老情真 20 週年感恩獻禮

長者情緒健康中心

1. 先知先覺．認知障礙預防計劃

獲李國賢基金贊助，倡議「及早發現．及早介入」，透過恆常運動及認知訓練改善參加者的認知能力及減慢衰退。共有 20 位間社區合作單位，995 位長者接受認知能力評估，並為 200 多位參加者提供為期一年治療小組訓練，平均出席率 84.36%，有 88% 參加者其認知狀況保持不變或有改善。



學員積極參與「先知先覺．認知障礙預防計劃」，學有所成，齊領畢業證書



「先知先覺．認知障礙預防計劃」學員，齊齊動腦筋

長者綜合服務

2. 陪您同行計劃

本計劃乃全港首創，與沙田醫院老人精神科合作，為患有情緒抑鬱的離院病人提供社區支援服務，包括健康及藥物管理、復康治療、認知訓練、情緒治療、健康生活範式和護老者支援等，以達至安居社區。並成立「祝福網」，建立同輩支援，以自己的生命見證，成為別人的祝福。本年度計劃服務人次超過 4,000，再次創下零個案再入院紀錄。



「陪您同行計劃」— 盈康會員參與書藝軒發揮藝術潛能



「陪您同行計劃」聖誕聯歡活動

耆妙展翅計劃

本試驗計劃於 2014 年 3 月開始推行，揉合義務工作和專業技能，透過退休生涯規劃，鼓勵退休人士和婦女繼續發揮潛能，服務社區，並紓緩人力市場壓力，促進香港社會平穩和經濟蓬勃發展。計劃至今已成功培訓超過 60 名耆妙大使，參與不同的工種，時數超過 4,000 小時，有償資助超過八萬元，並有部分參與者已成功獲市場吸納成為正式員工。有見及此，來年將配合長者鄰舍中心的義工服務，擴大服務範疇，讓更多退休人士得益。



耆妙大使介紹「耆花舍」義工服務



耆妙展翅計劃 — 縫補堡服務

長者中心設施改善計劃

麗瑤長者鄰舍中心及祖堯邨會所裝修工程已順利完成，而青衣長者鄰舍中心裝修工程正在籌備中，估計工程可以在2015年第二季開始。而大埔附屬中心方面因應消防署要求加建消防自動灑水裝置，已聘請專業人士設計相關圖則，現正等待消防署之圖則批文。

長者綜合服務

類別	大埔浸信會區張秀芳長者鄰舍中心	陳德生紀念長者鄰舍中心	麗瑤長者鄰舍中心	青衣長者鄰舍中心
每月平均會員人數	672	668	691	500
每節平均出席人數	72	64	62	63
舉辦活動總次數	359	231	261	240
長者義工總數	152	105	103	101
每月平均輔導個案	70	65	58	63
護老者總數	142	137	130	131
每月隱蔽長者數目	41	38	48	41
建立的社區支援網絡數目	20	18	24	24

佐敦家庭支援網絡隊		
類別	服務指標	服務成效
成功接觸新個案	400	422
成功轉介至社會福利服務的人數	80	408
義工數目	50	64
服務使用者對社會福利資源認識的百分比	80%	100%
服務使用者的社區網絡得以改善的百分比	80%	96.68%

沙田長者日間護理中心		
類別	目標指數	服務成效
登記會員	105%	118%
平均出席人數	90%	99%
1個月內完成個人護理計劃（新個案）	90%	100%
完成個人護理計劃（覆核）	90%	100%
部份時間會員名額	20%	59%
服務使用者對中心服務滿意程度	70%	100%
護老者對中心服務滿意程度	70%	98%

沙田長者日間護理中心 — 認知障礙症訓練活動記錄	個案人數：72人		
活動類別	數量	時數	人次
現實導向	5	69	103
多感觀治療	2	104	27
懷緬活動	3	54.5	93
記憶 / 認知訓練	4	139	107
日常自我照顧能力訓練	10	5,631.05	77
如廁訓練	2	2,263.75	32
其他	2	6	29

綜合護理服務		
類別	人數	人次
頤康綜合護理服務	82	4,975
頤荃長者健康服務中心（「長者社區照顧服務券試驗計劃」）	222	7,411
頤薈綜合健康服務	147	3,699
總數	451	16,085

精神健康綜合服務

（一）精神健康綜合社區中心

本處分別在灣仔、筲箕灣及葵青區均設有精神健康綜合社區中心，致力提升區內居民的身、心、社、靈的全人健康及正面生活態度，及早辨識情緒問題及解決方法，預防惡化；同時服務居住社區內的精神健康及情緒受困擾人士，提供一站式、綜合化服務，支援及協助他們安居區內，發揮潛能，建立互助網絡，並回饋社會。

復元學院

復元是每位精神康復者必經的康復過程。復元的過程讓康復者重新認識自己內在和外在的資源和優勢，在起伏中選擇及規劃生活的目標，重建生活的盼望和意義，讓生命有更全面的發展。

為讓康復者對復元有更深入的認識，本處精神健康綜合社區中心於思維發展學院的基礎上，發展出全港首間復元學院，並於 2015 年 3 月開辦，旨在通過多元化以復元為主題的互動教育課程，在朋輩支援工作者、同路人及各專業人士的互助和協助下，提高康復者對復元的認知，同時催化康復者整理自己的復元經歷，讓生命活得更豐盛。學院課程邀請社工、專業人士及朋輩支援工作員等一起主領，讓復元的層面更廣闊。

朋輩支援工作

本會多聘請 3 名朋輩支援工作員，並在各中心增設了探討復元的工作坊、復元小組、個別探訪，讓朋輩支援工作員更現身說法地與康復人士交流，透過他們的過來人經驗，與康復人士分享希望的動力。另外，朋輩支援工作員亦於不同的講座，分享個人的復元故事，讓社區人士明白康復道路上的經歷，擴濶溝通及共融的機會。

地區為本的協作

中心需要加強與不同服務單位的協作，除了合力服務社區內有精神困擾需要的人士外，亦為加強精神復元人士對社區的認識、與各階層人士的交流，及發展康復人士的優勢潛能。筲箕灣中心與筲箕灣綜合社區家庭服務中心合辦「向東行」－東區綠洲之旅，透過訓練復元人士成為導賞員，介紹東區的歷史和文化特色，令新來港居民增加對社區的歸屬感；還有與靈實日間社區復康中心合辦了「關懷中風者行動」，透過與中風者外出活動，提升復元人士對社區無障礙設施的認識。義工們在各項活動中，共同發掘社區的資源，同時透過分享復元故事，促進了大家對精神健康的關注。另外，青衣中心與長亨邨屋邨管理委員會合辦「生活SPA—家添長亨好精神」活動，旨在與社區分享幫助平衡情緒、舒緩生活壓力的不同方法，讓社區家庭更添「好精神」及生活的動力；中心與中華傳道會安柱中學合辦「共融大使」體驗活動，旨在讓康復人士與中學生一起協作，探訪社區有需要之長者，增加雙方互相了解之餘，亦發揮康復人士之優勢。除此以外，為支援港島區居民於下半年度社會運動發生期間之情緒需要，灣仔中心探訪及接觸區內居民、地區組織、教會和商戶等，為有情緒需要之人士提供支援，並於區內舉辦壓力處理和優質睡眠講座，促進居民之身心健康。



思維發展學院畢業典禮

（二）宿舍服務 — 優勢模式

傳統個案管理傾向由工作員主導各項評估、計劃及連結服務，相信若能為個案成功連結合適服務，便能提升其生活質素。案主在服務角色較為被動，在復元當中失去自主性。而在過去傳統個案管理下，工作員亦較容易予人較呆板及非人性的感覺。

服務參考國外經驗及文獻，「優勢模式」是一個較人本及具人性化的個案管理模式，著重個案的自主性及尊嚴，更切合復元的理念。「優勢模式」相信每個人均有著個人優勢及技能。此模式透過發掘舍友七大生活範疇（家居生活、經濟、職業技能、人際關係、身心健康、娛樂及宗教文化）上的優勢，促使舍友統整個人優勢至社區生活當中，從而改善生活質素及產生個人正常化。「優勢模式」工作員會按舍友個人需要配合，協助他們達到個人目標，以達致生活質素的提升。

本處聯同香港明愛及東華三院，與堪薩斯州大學 (University of Kansas) 的 Prof. Richard J. Goscha、香港大學社會工作及社會行政學系謝樹基教授合作，於過去三年間將

精神健康綜合服務

「優勢模式」在香港推行的情況進行成效研究。研究檢視駿羣樓輔助宿舍三年來推行「優勢模式」工作，在推動此模式已見一定的成效。「優勢模式」著重團隊的合作，以不同團隊力量共同協助個案。在內部協作團隊裡，駿羣樓同工會定期為不同個案進行小組督導，集合同工的意見討論協助個案的方案，幫助工作員與個案同行。而督導同工亦會每月與個案工作員進行督導，協助工作員更掌握「優勢模式」的應用。

為著將「優勢模式」的成效發揮更好，駿羣樓及上述協作機構在香港大學謝樹基教授帶領下，每兩個月與Prof. Richard J. Goscha 進行視像會議，為前線及督導同工進行督導培訓。



中大同學與舍友合力預備放風箏



於時代廣場舉辦共融活動，讓市民與康復者以繪畫進行真誠的對話

（三）精神康復者家屬資源及服務中心

「家庭為本的復元概念」是 2014-15 年度的服務重點，中心為家屬提供不同病類的家屬實務課程，為康復者家庭建立新的互動關係，適應病後變化，重新凝聚家庭力量；此外，中心舉辦家庭復元小組更新家屬對康復者的態度及提升家屬的充權意識。中心更提供個案支援、及至家屬的情緒管理課程，照顧家屬由知識層面到心靈層面的需要。這些服務都得到家屬會員的正面迴響。我們除了上述重點，「照顧者朋輩支援計劃」也是我們未來重視和發展的範疇。

此外，本處「精神健康達人」手機 / 平板電腦應用程式獲得電影、報刊及物品管理辦事處頒發 2014「十大健康手機 / 平板電腦應用程式」獎及本地開發商獎。此應用程式是中心推廣精神健康訊息的新嘗試，程式包括情緒測試、常見精神病及活動資訊、鬆弛練習等。

（四）義工服務

「義工服務與個人身心健康」關係調查研究

精神健康綜合服務多年來以義工服務形式，推行精神健康教育；讓社區人士親身接觸精神復元人士，藉此拉近彼此距離，亦同時希望義工能關心個人身心健康狀況。

為加強本服務的義工計劃，服務於 2014 年中進行全面檢討，就「義工服務與義工個人身心健康」、「義工服務與對精神復元人士歧視情況」及「機構的支援、訓練」三方面以問卷調查收集數據和進行聚焦小組。預計檢討的結果將在明年公佈。

除了社區人士組成的義工隊，服務亦有由精神復元人士組成的義工隊，他們轉化身份，由受助者至助人者，主動探訪社會有需要人士。12隊來自退休人士、在職人士、大專生、中學生、精神復元人士、家屬、教會人士、魔術團的義工共有 306 人，去年付出超過 7,775 服務小時。



由義工主力設計的嘉許禮，義工一起合照。



「義工服務 與 個人身心健康」活動

精神健康綜合服務

（五）非暴力危機介入訓練服務

本處自 2012 年起與 Crisis Prevention Institute (CPI) 合辦非暴力危機介入訓練，該訓練是一套針對挑釁性、攻擊性行為的安全管理課程。重點是如何處理焦慮、敵意、甚至暴力人士的實用技能，並有效保護在場每個人安全和事後和當事人重建關係，帶出關懷、福利、安全、保障的訊息。

服務內容包括為期三天的導師認證課程，教導參加者在其工作機構，推行非暴力危機介入的理念和技巧。另舉行業界體驗工作坊，讓來自教會、醫院、社會服務的人士，提升業界同工對非暴力危機介入訓練的認識。

本處已受訓的認可導師有 10 名，每年為新入職同工提供培訓，以提升團隊面對危機時的意識及技巧，此訓練強調預防，將非暴力危機介入的知識、理念，應用於日常的工作環境及場地設備安排。



本處的同工介紹如何將非暴力危機介入的知識、理念，應用於日常的工作環境，及團隊以往的處理危機經驗。

（六）調查報告及記者發佈會

「健康城市」灣仔區市民身心健康調查

本處與灣仔區議會合辦，並委託香港浸會大學社會科學研究中心於灣仔區進行身心健康調查，以掌握區內人士的身心健康狀況及對服務的需要。是次調查於 2014 年 6 月至8 月期間進行，成功訪問了 800 位於灣仔區居住、工作或上學的人士的身心健康狀況，並於 10 月舉行了「灣仔區市民身心健康調查」結果發佈會。發佈會出席的講員包括灣仔區議會主席孫啟昌太平紳士及本處總幹事曾永強先生，並獲 6 間傳媒報導。調查發現於灣仔區人口中，10 人中便有 3 人的身心健康不及格，其中以在職人士比較其他群組分數最低，委員會建議日後可加強針對區內職場精神健康的推廣。

「Teen 情」計劃
「中學生抑鬱焦慮狀況調查發布會」



關注中學生精神及情緒健康的「Teen 情」計劃由 2011 年開始在全港推行以中學為本的及早介入服務，以提升學校對精神健康的關注。計劃包括問卷調查及研究、心理教育講座、藝術歷奇工作坊、認知治療小組、老師培訓等。合作的學校由 2011 年的 11 間，逐年遞增至 2014 年的 34間。於 2014 年，計劃更是連續第 3 年舉行「中學生抑鬱焦慮狀況調查發佈會」。是次調查更有多達 19 間中學參與，訪問超過 9,000 名中學生。研究發現每兩名中學生中便有一位具輕度至嚴重的抑鬱徵狀，並有近 3 成學生出現高焦慮情緒。此外，更有逾兩成學生出現具輕度至嚴重自殺念頭。是次調查亦分析了學生的壓力來源和處理手法，以及青少年的時間觀與抑鬱和焦慮的關係。

計劃中的藝術歷奇小組及心理教育工作坊均非常受學校歡迎，一方面透過藝術創作，協助同學表達情緒、舒緩生活中的壓力；同時此類小組及工作坊可減少標籤效應，亦有助推動有需要的同學接受服務。另外，計劃透過為已受不同程度抑鬱情緒影響的中學生提供認知治療小組，從更新思維模式，提升情緒的管理，以避免他們受抑鬱情緒影響其學習及生活。

樂天 Buddies 兒童精神健康計劃
「香港小學生焦慮狀況調查」

為探討和回應兒童精神健康的需要，本服務於2011年起與香港教育學院心理研究學系合作，於小學進行焦慮情況問卷調查，以提供適切的配套服務。本服務在 2014 年 11月舉辦了「香港小學生焦慮狀況調查」發佈會，從 12 間合作之小學收集的 1,196 份問卷，研究結果顯示有逾三成高小學生出現高焦慮情緒，比內地兒童的情況嚴重很多，更有逾六成小學生的分離焦慮（與親人暫別的焦慮）已達令人關注水平；研究建議需要提高學童心理彈性，即承受並積極適應逆境的能力。研究得到廣泛關注，共有12份報章報導，盼社會能為兒童健康情緒共同努力。

精神健康綜合服務

	（總）人數	（總）人次
精神健康綜合社區中心		
灣仔區	613	7,095
港島東區	1,201	16,676
葵青區	805	8,375
服務發展	409	1,530
職業治療及日間訓練服務	—	5,418
中途宿舍		
樂羣樓	35	47
欣羣樓	40	48
輔助宿舍	20	24
計劃		
心自在計劃 — 焦慮及抑鬱症預防及治療計劃	567	1,511
青少年身心導航服務	162	1,995
親親心靈藝術治療中心	—	453
心放寬心理健康教育計劃	—	1,256
「家」陪同心社區網絡計劃	489	16,806
精神康復者家屬資源及服務中心	509	8,399
結伴成長計劃	298	1,711
「關愛鈴」精神復康者支援服務	136	1,210
新接受服務個案	36	—
續約個案	70	—
退出及不續約服務個案	136	—
關懷熱線（職員＋義工）		1,188

培訓及就業服務

本處的培訓及就業服務旨在配合社會需要，為15歲或以上不同群組的社區人士提供多元就業支援，包括職業培訓、工作實習、就業選配、輔導及工作轉介；同時積極與商界緊密合作，協助失業人士重投勞動市場。服務更於港九多區設10元「開飯」服務，接觸低收入家庭，提供全面的扶貧、就業及家庭服務支援。

職業復康服務

本處「展翅青見計劃」大力開拓就業服務至各類有特別需要的青少年，包括年輕媽媽、精神康復者、特殊學習需要者、癌病康復者及少數族裔人士。本年度已招收超過160名新學員。針對年輕媽媽就業問題，物質及情緒支援不足，服務積極與地區組織及教會合作，由社區義工為她們提供居住環境改善、關懷活動及短暫孩童託管及就業支援。

職業復康服務積極開拓及深化與醫院的合作關係，於葵涌醫院、東區尤德醫院、青山醫院派發就業季刊「工晴」及開辦就業啟動小組，為即將離院的病人提供就業資訊。

本處亦有其他試點計劃，包括在學校提供就業輔導，協助生涯規劃，為兩間中學有特別學習需要學生，提供個別就業輔導及家長教育工作；並與建造業議會合作，為建造業學員及已畢業之待業者提供就業輔導，提高留職率。



展翅計劃攝影班的學員到婚禮攝影公司了解行業概況，攝影師更即席指導學員攝影技巧。

自力更生綜合援助計劃

自2013年起，社會福利署委託本處於油尖旺區營辦「自力更生綜合援助計劃」，為 15-59 歲身體健全而申領綜援的人士提供一站式綜合就業援助服務，包括：「就業援助服務」、「欣曉計劃」及「走出我天地計劃」。

服務運作至今已成功協助近 320 位人士就業，當中以「走出我天地」的成效尤為顯著，為 59 位年輕人提供激勵性訓練、深入就業及就學輔導等，當中 40 位已成功投入就業市場或重返全日制學校就讀，成功率達 70%。

開飯服務

如何「開飯」一向是低收入人士的一項主要負擔。 10 元「開飯服務」就是為低收入家庭提供營養飯餐、全面的就業及家庭支援服務。第一個灣仔飯堂於 2009 年開辦至今已踏入第六個年頭，本年度更獲得一位有心的社區善長支持，持續提供各項支援服務。

「開飯服務」的服務模式隨著不同弱勢社群的需要而發展。因應在職貧窮人士的需要，由法國商會慈善基金資助的「午．善．匯」熱食飯堂於 2015 年 1 月在灣仔區正式開展，為港島區工作 / 居住的低收入在職人士提供優惠午餐，並配合全面就業支援服務，包括社工輔導、工作轉介、就業資訊、減壓工作坊及職業培訓課程等，藉此改善他們的生活，並增加向上流動的機會。

由中華電力有限公司資助，為深水埗區區內貧窮人士而設的「有營飯堂」於 2011 年開展。本處與 11 間機構及學校組成網絡，讓約 250 多名企業及學生義工「零距離」接觸社區上有需要人士，以行動配合熱食服務關愛貧苦大眾。我們更成功組成「入屋開飯」長者義工隊，向傷殘老弱貧困人士提供上門送飯服務，同時表達對他們的關懷。這項活動也提升長者義工的自我價值觀及擴闊並生活社區支援網絡。

由美心集團和香港公益金分別資助的「童心飯堂」及「樂天倫飯堂」，旨在照顧清貧兒童的營養和身心成長的需要，晚飯後有社工帶領互助小組活動、課餘身心發展活動、德育課程、「書伴我行」學童伴讀計劃及由認可導師帶領之親子「正」策課程。期望有需要家庭能得到經濟援助外，藉由各方面的社區資源，支援低收入家庭，期望減低跨代貧窮的問題。

培訓及就業服務

食物網 — 短期食物援助服務

九龍城及油尖旺區是劏房戶的重災區，高昂的租金加上物價高漲，使區內貧窮戶的經濟壓力沉重。有見及此，本處提供的「食物網短期食物援助服務」透過社會福利署資助，自 2014 年 3 月開始為九龍城及油尖旺區內低收入家庭提供短期食物援助。

鑑於區內有大量南亞裔人士居住，為配合其飲食文化，本中心特提供清真 (Halal) 認証餐單，使南亞街坊也能受惠於計劃。為使更多有需要人士能受惠，本處聯繫了區內不同的社會服務單位、教會及學校等，共超過 30 個合作伙伴，讓「食物網」的服務可逐步覆蓋區內每一小社區。



每逢節日，飯堂會舉辦活動讓家庭共聚天倫，
亦讓社區內的家庭聚首一堂。

僱員再培訓局「人才發展計劃」

本處提供的就業服務方向，一向以服務基層及有特別需要的社群為目標，包括婦女、殘疾人士、提早退休人士、新來港人士等，提供行業培訓及協助他們就業，開啟他們向上流動的機會。因應個別群組的能力與需要，我們開展不同類型的新課程，包括深受婦女歡迎的陪月員基礎證書課程、適合提早退休人士的標準保安及物業管理基礎證書課程、專為新來港人士而設的廣東話基礎證書課程等。

此外，香港人口老化，而護理人員卻短缺，本處於2014年開辦醫護支援人員（臨床病人服務）證書課程。希望透過此項課程培訓專業人員，以迎合社會的需要，亦為有志於護理服務之人士提供就業機會。



咖啡調製員基礎證書導師正教授咖啡拉花

培訓及就業服務

職業復康服務

服務	服務人數	公開就業 (%)
輔助就業服務	168	44%
殘疾人士在職培訓計劃	40	31%
陽光路上培訓計劃	31	73%

成功就業會員薪金分佈

月薪	人數	百分比
$7,000或以上	37	51%
$5,000 - $6,999	9	12%
$3,000 - $4,999	13	18%
$2,999 或以下	14	19%
總數	73	100%

工作性質

工作種類	人數	百分比
保安員	17	23%
清潔及體力勞動工作	15	21%
文職及辦公室工作	14	19%
零售	13	18%
飲食業	9	12%
社福活動及訓練工作員	2	3%
其他	2	3%
教學及專業行業	1	1%
總數	73	100%

僱員再培訓課程
總服務人數： 946人
成功就業百分比：75%

課程類別	課程
新來港人士	就業技能基礎證書 （提供課程地區：灣仔區、油尖旺區）
殘疾人士	**全日制課程：** ・標準保安及物業管理基礎證書 ・辦公室助理基礎證書 ・花店實務及花藝設計助理基礎證書 ・咖啡調製員基礎證書 ・社福活動助理基礎證書 **兼讀制課程：** ・職業英語（聽力及會話）I 基礎證書 ・職業英語（聽力及會話）II 基礎證書
一般人士	**全日制課程：** ・標準保安及物業管理基礎證書 ・高級保安及物業管理基礎證書 ・課餘託管導師基礎證書 ・化妝助理基礎證書 ・花店實務及花藝設計助理基礎證書 ・葡萄酒推廣員基礎證書 ・復康助理員基礎證書 ・婚禮及宴會籌劃基礎證書 ・初級美容師基礎證書 ・咖啡調製員基礎證書 ・陪月員基礎證書 ・醫護支援人員（臨床病人服務）基礎證書 ・美甲師基礎證書 ・陪診員基礎證書 **兼讀制課程：** ・常用英語 II 基礎證書

展翅青見計劃

課程	學員人數
求職人際課程	64
攝影及影片剪接助理課程	24
西式包餅製作訓練課程	15
電腦及文職訓練課程	15
手機應用程式開發課程	12
西式甜品及包餅進階製作課程	11
總數	141

基督教事工報告

基督教事工異象
「愛的筵席 — 耶穌是生命的糧」

感謝主，神引領藉基督教事工作為福音橋樑，配合教會與不同的服務單位，彼此配搭來實踐見證基督，與社群分嘗這「愛的筵席 — 生命糧食」。因此，繼續承接上年的拓展，深化不同受眾經歷生命的三個階段：「認識主，受造就，跟隨耶穌。」事工焦點朝著三個大方向拓展，分別是邀請教會肢體參與社關外展服侍；鼓勵服務使用者踏出一步，生命被主用；同工踐行遵主教導，將福音傳揚的大使命。

「食物網」— 認識主心靈得飽足

為配合機構的食物援助項目（食物網及社區飯堂）發展，增聘了一位基督教事工的同工，專責拓展與聯繫九龍城及油尖旺區的教會網絡，於紅磡、土瓜灣、旺角及大角咀區的教牧網絡及祈禱會中分享服務的異象，鼓勵教會透過服務接觸及參與服侍基層家庭，實踐關愛貧窮人的基督使命。感恩本年度增加了基督教樂道會深水埗堂、土瓜灣浸信會、啟德平安福音堂、香港基督教會宣道堂、新福事工協會、勝利道潮語浸信會—愛鄰舍睦鄰中心等成為合作伙伴。

感謝主，眾合作伙伴，願意協助服務宣傳、個案轉介和派發食物等工作。伙伴機構在關心基層家庭的食物需要之餘，亦積極推動弟兄姊妹進行定期探訪、舉辦信仰小組、佈道會、及其他福音預工活動去讓服務對象認識福音。過去曾家訪逾 60 個家庭，與中華傳道會紅磡基督教會、大角咀浸信會、九龍城浸信會、紅磡浸信會及香港基督徒短期宣教中心等合辦了超過 20 次福音預工聚會，14 次信仰探討小組，聖誕節及新春佈道會，6 次義工小組及 1 次外展探訪訓練等。

建構教會網絡 — 踐行合一見證

結連了不同地區教牧網絡，例如大角嘴區教牧同工網絡、灣仔教牧同工團契、灣仔區教牧 — Synergy 使命青年聯盟籌委、中文大學崇基神學院菁英教牧小組等。在新曙光教會及睦鄰細胞小組教會弟兄姊妹，協助栽培跟進服務使用者決志後的栽培。灣仔浸信會定期在節期接待會員共聚愛宴。

門徒訓練 — 學習跟隨主

開設多元化的栽培小組和福音查經小組與配搭教會跟進慕道者的靈命。並成立了「門徒訓練小組」及「全新的你」小組，每月定期聚會約共 20 人。大角咀浸信會的青年信徒，每兩個月一次，探訪長者。睦鄰細胞小組教會的婦女小組，恆常參與探訪長者，實踐基督使命關愛鄰舍。

分享成果

讓我們繼續學習遵主旨意，如主耶穌基督在路加福音四章十八節說：「主的靈在我身上，因為他用膏膏我，叫我傳福音給貧窮的人；差遣我報告：被擄的得釋放，瞎眼的得看見，叫那受壓制的得自由。」眾同工仍竭力向這目標前行，感謝主的引領，讓我們舉辦超過 600 個福音聚會，接觸 12,000 人次，讓我們實踐信仰與社會工作專業的揉合，服侍社群，傳揚福音。





社會企業

浸信會全人家居護理服務

這項服務首三年計劃已於 2014 年 6 月順利完成。期間雖然遇到重重困難，在董事及總幹事大力支持下，透過靈活和彈性的人力調動，服務仍能緊貼市場的變化和需要。今年中心增加了專業義肢及矯形服務，並配合「耆妙展翅」計劃，向退休人士提供在職培訓和工作機會。今年復康中心服務人次達 26,000，為 500 多人提供了跨專業的服務，總營業額達 160 萬。新三年計劃（2014-2017）改為本處自資營運服務，由浸會醫院繼續提供營運場地。



浸信會全人家居護理服務中心—復康店

關愛鈴社區支援服務

為迎合市場需要，2014 年 4 月推出新型號手機，新增功能及使用更簡易，大受客戶歡迎。本年度關愛鈴外展隊每月定期到訪機構各長者鄰舍中心，進行健康講座、舉行節日慶祝活動及服務推廣，出隊達 29 次，參與人次達 1,600。



關愛鈴社區支援服務 — 室內及手提電話緊急支援裝置，讓服務使用者無論室內或室外也安心享用

悅己坊

「悅己坊」流動美容服務，正是培訓及就業的重要平台。既為社區提供優質美容服務，又提供培訓及就業機會予區內之基層婦女，增加社會的婦女勞動力。本年度已舉辦了兩期培訓課程，為約十名的基層婦女完成 100 小時的培訓，擴展悅己坊的專業團隊。



悅己坊專業美容按摩團隊

餐飲服務

百合谷餐廳除了提供優質而實惠的餐飲服務，並致力為弱勢社群及精神康復人士提供職業訓練及就業機會。

我們透過為弱勢社群及精神康復人士提供工作機會，協助他們建立自信及學習相關技能，最終使他們能就業，自力更新。我們在香港社企優秀員工嘉許禮 2014 獲得獎項，對本服務有著鼓舞作用。百合谷餐廳為區內人士提供健康、美味及價廉的膳食，還有舒適的環境及有禮的同工招待顧客。同時餐廳與「開飯」服務合作，為社區內經濟困難人士提供優惠晚餐。餐飲服務亦致力提供優質的到會外賣美食服務，多年來深受到各政府部門、地區團體、學術界、商界等人士支持和肯定。

人力資源報告

在現行勞動市場的環境下，本處必須作出多方的更新與轉變以切合服務、員工和機構的需要。一方面機構要堅守服務人群的承諾，同時亦須考慮員工的需要和處境作出積極的安排，制定配合機構發展的人力資源管理策略，以鼓勵、支持、欣賞和獎勵來驅使員工為服務而盡力。為保持人力資源的持續發展，本處致力加強員工培訓，擴闊員工的思維和專業知識，提升員工的工作效率和服務質素，以切合服務使用者和社會的需要，並建立具能力和優秀的工作團隊。

職員培訓和發展計劃

承接上年度獲社會福利署第二期「社會福利發展基金」(SWDF) 的第 2 年資助，本處一如過往按照所擬定的計劃落實執行具質素的培訓項目予各職系員工，提升他們工作能力和深化其專業知識和技巧，以增強本處人才之實力。另外，為鼓勵員工積極進修，本處為已完成試用期的全職員工提供最高每人 1 千元的年度培訓津貼，讓員工自行參與外間籌辦的培訓項目。每位全職員工每年除可享有 5 天有薪進修假外，亦可因應個別服務需要，在獲上級推薦豁免扣除培訓假期參與另類與工作相關的訓練。為保留和發展人才，部分員工在獲上級推薦更可獲得額外培訓資助報讀有關專業課程，學習專門知識來提升工作能力。

除此之外，為配合員工對某特定專題的學習和發展，是年本處推行「志同道合學習計劃」(Peer Learning Scheme)，讓員工多一個集體學習的選擇來增進知識和技能。職員可自行聯繫具共同學習目標的同工，構思和設計特定相關的培訓項目和課程，再向機構申請額外的培訓津貼。

是年度超過 600 多名職員人次報讀了本處內部籌劃的培訓項目，總計有 3,800 多小時，內容涵蓋服務促進、工作效率提升及行政和管理方面等，詳見附表。

香港社企優秀員工

本處屬餐飲服務的一位員工今年獲香港社企總會頒發「香港社企優秀員工」嘉許狀，以表揚其工作態度和能力。

國內及港外考察和培訓

為擴闊員工眼界和加深認識國內的社會服務發展，本處派出多名專業職員參與國內社會服務本土化事工，包括社工和心理學家參與在洛陽市兒童福利院之培訓工作，年內多次以部分工作時間赴洛陽兒童福利院與海星慈善信託基金協辦的社工培訓提供實務工作指導和專業評估服務。另外也於本處30周年晚宴向所屬員工、董事和嘉賓等人士介紹有關服務，並將所籌集得來 4 萬多元用於此計劃項目內。

本處在今年度協助參與由香港社工人員協會舉辦的廣東省社會福利機構總幹事培訓系列分享和講課，課題主要是社會服務的行政、人力資源和財務管理。

至於港外考察進修，本處亦會推薦和鼓勵職員參加在職港外資助培訓或國際研討會議或專業考察和進修，是年度共有 8 位職員獲本處資助往國內、澳洲和美國進行專業考察和進修，擴闊員工視野和眼界，並進一步掌握最新的專業知識和技巧，在可行的情況下引入港外社福經驗，提升本處服務質素。而參加了港外培訓的員工亦會在相關職員會上分享和交流其得著，讓本處職員從中獲益。

善用公積金儲備為屬社署整筆撥款資助(LSG)的非定影員工額外注資入其強積金户口

本處按指定用途善用公積金儲備，每年將公積金結餘約50多萬元分發予屬社署整筆撥款資助「非定影」及「非機構認許」（即不包括舊制定影員工和非社署整筆撥款資助員工）已通過試用期全職員工的強積金屬僱主自願性供款之戶口，藉以加強員工福利和提升工作士氣，增強員工對機構的歸屬感。

為員工提供五天全薪「男士侍產假」

在考慮推行家庭友善僱傭措施時能協助僱員兼顧家庭責任，本處早於 2010 年已為男士員工提供每年不多於 3 天全薪的侍產假，目的是讓本處員工在太太分娩期間可照顧妻子和協助處理家庭事務。為推動以人為本的管理，秉承關心員工的信念，在沒有額外增加資源的投放下，本處在今年度向合資格的僱員提供 5 天全薪的男士侍產假，以加強本處員工的工作士氣、認同和支持。

執行薪效掛鈎的獎勵制度

為確認員工過去一年的努力和貢獻，本處在財政許可下，善用屬社署整筆撥款儲備和機構盈餘向員工發放年度考績「一筆過酌情鼓勵金或獎勵金」，讓員工共享機構所得的資源及鼓勵員工力求進步。分配原則是以部門或服務的財務預算為基礎，而酌情金額之多寡是與員工最近一次考績的工作表現直接掛鈎，實行論功行賞。執行薪效掛鈎的獎勵制度能提高員工士氣和穩定員工留任，達致機構持續發展和服務改善之目的。

另外，為挽留機構人才，本處善用相關儲備向具能力可栽培的員工作策略性加薪。於年初由部門及服務主管評定所屬員工的工作表現，並給予培育和發展機會，在可行的情況下予以策略性的升職或 / 及加薪之安排。

Brief History

In 1978, Hong Kong Baptist Convention authorized the Hong Kong Baptist College (in 1994 the college upgraded to Hong Kong Baptist University) to prepare establishing Baptist Oi Kwan Social Service (BOKSS). Then in 1982 it was officially found and started servicing the community. In the beginning, BOKSS offered services in Wan Chai District of Hong Kong Island. After more than 30 years, the services have been expanding to Tsuen Wan, Kwai Chung, Tsing Yi, Cheung Sha Wan, Mong Kok, Jordon, Choi Hung, Kowloon Tong, Sha Tin and Tai Po district to fulfill the increasing needs in society. The services include Children and Youth Services, Integrated Family Service, Pre-school, Elderly Integrated Service, Mental Health Integrated Service, Clinical Psychological and Counseling Services, Training and Employment Service, Catering Service and etc. The targets are ranged from infant to elderly aged above 90.

In April 2009 BOKSS was incorporated as an independent legal entity in accordance with Companies Ordinance in Hong Kong. BOKSS as a charity organization is approved by Inland Revenue Department to exempt tax according to the taxation regulations in Hong Kong.

Mission

Integration of Christianity and Professionalism

To carry out "Christian Social Service" through incorporating Christian belief with social work and related professions

Holistic Care

Service emphasizes "the well being of the person as a whole" , including one's physical emotional, mental social and spiritual needs. Target beneficiaries include individual, family, group and community

Innovative Services

Keep abreast of time, to develop innovative service through evidence based study

Social Worker Training

Internships are offered to students studying social work or other related disciplines

Church Collaboration

To work with churches to deliver gospel ministry by serving the society

Emblem of Oi Kwan

On the symbol, the three circles at the top represent human heads. So together they are a group of people ("group" in Chinese is "Kwan"). Underneath the circles are bodies, unified by a cross in the center, which signifies God's love. To further interpret the emblem's meaning, to Oi Kwan staff, it is our group that has been redeemed through God. We are witnesses and testify in the community to spread the Christian love. And to our target audience, this is a symbol of hope, that Christian love is all around us and we should share that with others.



CEO's Report



Thank God for His grace and mercy. HE leads Oi Kwan into its 33rd year of serving community groups. BOKSS upholds the mission of serving people with "Holistic Care", consolidating with efforts of the Board of Directors, staff, sponsoring groups and partners in community to offer quality, professional social services to Hong Kong and Macau, in order to advance social innovation and serve the underprivileged groups and communities with God's love.

As always, BOKSS sets the direction and strategy of its services in line with society's needs and policy development, such as social innovation, cross-sector collaboration, and the asset building of service users and empowerment, and initiates policy advocacy based on empirical study.

In light of the prevalence of anxiety and depression in society, Oi Kwan has this year launched the "Heart at Ease" preventive and therapeutic programme. It has developed different groups of cognitive therapy, encompassing talks held by business and education sectors as well as staff training to educate the public. BOKSS has established partnerships with both the business and education sectors. It has conducted a survey on student anxiety in primary and secondary schools in Hong Kong and Macau respectively. Analysis of the survey results raised extensive concerns regarding the physical and mental health of students and establishes the direction of service development.

In response to the rapid population growth of people aged 60 and above in the near future, BOKSS collaborated with Professor Alfred Chan Cheung-ming of Lingnan University in the "Studies of the Neighbourhood Elderly Centres' Services Development" Project. It adopted international standards of the United Nations' response to the action guidelines on aging population to formulate a set of "Aging Services Index" relevant to Hong Kong. Studies on the application of these Guidelines connected with international standards led to discussions in the welfare sector and laid a foundation of social innovation in elderly services.

Children and Youth Services focused on serving the poor. They recruited underprivileged children to form the "Singing Dream Children Choir" to enhance their self-esteem and talent development; they also collaborated with schools to start support groups for students with learning difficulties. In addition, the Child Development Fund was studying how churches can become an important social asset to the assistance of underprivileged children; it was also studying how to provide data on the effectiveness of poverty alleviating in order to improve services models.

The "Youth Employment and Training Programme (YETP)" of the Labour Department appointed BOKSS as service operator to launch the first "Employment Services Ambassador Programme for Ethnic Minority Youth". After training, ethnic minorities young people were sent to Labour Department job centres to act as Employment Services Ambassadors. The Programme cultivated the younger generation of ethnic minorities to grow into a new work force of the Hong Kong labour market; as well as facilitates social inclusion through employment. "Hotmeal Service" continued receiving support from business sector and is developing into an innovative model for food-assistance services. Riding on the success of previous themes of its Canteen "Empowerment of Service Users and Asset Building of Community" and "Child Development and Family Resilience", this year a new theme of "Employment and Upward Mobility of Grass-Roots Workers Services", has been developed. Moreover, the Canteen has tried to adopt Social Impact Assessment to help stakeholders clearly understand the social impact of food-assistance services, and to enhance the quality and development of social innovation projects.

We are very thankful to have the support of every stakeholder in society, as that has contributed to the steady development of BOKSS' work for more than 30 years, which has earned recognition and compliments from people in the community. On behalf of the Baptist Oi Kwan Social Service, I would like to thank all sponsors for their donations and all partners for their support. I whole-heartedly thank the Board of Directors for carrying out the Christian mission and leading the development of BOKSS' service; I also have to thank every staff, volunteer, member and carer for all their efforts and valuable contributions that together have accomplished today's fruitful results and have brought proper assistance to many people in need.



Tsang Wing-keung, Johnny
Chief Executive Officer

Organizational Chart

Board of Directors

Executive Committees

Administration Committee

Services Development Committee

Community & Church Relationship Committee

B.O.K.S.S. Pui Yan Pre-Primary School Management Committee

Chief Executive Officer

Integrated Children, Youth and Family Services

Integrated Elderly Services

Integrated Mental Health Services

Training and Employment Services

Social Enterprise

Christian Ministry

Central Administration

Board Members (2014 - 2015)

Chairman	Dr. Hopkins CHAN Chi Mong
1st Vice Chairman	Dr. CHAN Kai Fong
2nd Vice Chairman	Rev. CHAN Che Keung
Honorary Secretary	Mr. CHANG Kwong Tak
Vice Honorary Secretary	Mr. TAM Yat Yuk
Honorary Treasurer	Rev. Dave KWOK Siu Nam
Exco. Member	Mr. CHAN Wai Ming
Exco. Member	Mrs. Helena SIN
Board Member	Rev. PAK Chi Shun
Board Member	Ms. CHOW Chui Mui
Board Member	Dr. CHEUNG Oi Ngor
Board Member	Dr. Jenny HUI LO Man Chun
Board Member	Dr. Samuel CHAN Wai Sang
Board Member	Dr. Susan LOUIE So Sum
Board Member	Mr. TSANG Ka Kau
Board Member	Ms. WONG Ka Yi Dorothy
Board Member	Ms. LAU Lai Kwan Flora
Board Member	Mr. CHENG Sing Yip
Board Member	Mr. YEUNG Pee Tak
Board Member	Dr. LO Veng Cheong

Term of Office: 1 May 2014 to 30 April, 2015

Key Staff

Chief Executive Officer

Mr. Tsang Wing-keung, Johnny

Senior Service Coordinators

Ms. Chan Sau-kam
Mr. Cheung Wai-kong

Service Coordinators

Ms. Siu Wing, Maggie
Mr. Chiu Han-man, Raymond
Ms. Fung Fei-yin, Teresa
Ms. Lee Kit-lo, Carol

In-charges of Projects and Central Administration Department

Ms. Wong Ngan-ling, Annie
Mr. Chiu Sin-yan, James
Ms. Fung Kit-chong, Tracy
Ms. Lee Fung-han, Fei Fei
Ms. Tsoi Mei-po, Mabel
Mr. Chu Man-yin, Stanley

Unit-in-charges

Children, Youth & Family Services

Ms. Choi Siu-ling, Tammy
Ms. Wong Mei-han, Mei
Ms. Chan Hiu-sim, Bonnie
Ms. Leung Sau-ying, Emil
Mr. Kwok Kwong-fai
Ms. Chow Oi-ting, Chloe
Ms. Lee Fung-yee, Fanny
Ms. Wong Yuet-fong, Jessie
Ms. Lee Wing-sze, Carey
Ms. Wong Siu-mei, Ava
Ms. Fung Wing-lam, Wing
Mr. Chung Chun-bong
Ms. Ho Chung-man, Mandy
Ms. Lam Hoi-sze, Cathy

Elderly Services

Ms. Li Ka-yi, Joey
Ms. Chan Kin-lim, Cream
Ms. Mok Chui-man, Josephine
Ms. Cheung Lai-kam, Lisa
Ms. Wong Ngan-chung, Joe
Ms. Yip Wai-man, Louisa
Ms. Yim Chi-kei, Edith
Ms. Fok Mei-yuk, Lillian
Ms. Yiu Yuk-kwai, Teresa
Mr. Chan Fat-keung, Sammy
Ms. Liu Wai-sze, Karey
Ms. Lam Kam-mei Fiona
Ms. Yeung Nga-yin, Suki
Ms. Sin Kit-ting, Kitty
Ms. Chao Wing-yi, Ellen
Mr. Tsang Wai-nun, Stephen

Integrated Mental Health Services

Ms. Chan Yuk-ching, Viola
Mr. Poon Man-fai
Ms. Tang Man-hang, Esther
Mr. Leung Chun-pong, James
Ms. Fong Wing-yue, Vivien
Ms. Mok Yee-man, Eva
Ms. Leung Lai-wan, Jess
Ms. Poon Fung-oi, Scarlet
Ms. Tai Hiu-ning
Ms. Liu Yuet-ming
Ms. Lam Ka-lai, Carrie
Ms. Yu Yin-siu, Yvonne
Ms. Leung Wing-chee, Cherrie
Mr. Lam Hon-kit, Stanley
Ms. Chan Shuk-fan

Training & Employment Services

Mr. Lo King-sum, Charles
Ms. Lee Man-yi, Joanne
Ms. Li Sau-yee, Becky
Mr. Leung Chun-hong
Ms. Lau Wai-ki, Vicky
Ms. Tsang Wing-shan Emily
Ms. Yip Choi-ha, Kitty
Ms. Leung Wai-mei, Kimmy
Mr. Lam Hin-chung Alexis

Catering Services

Ms. Leung Yuk-king

Integrated Children, Youth and Family Services

Hong Kong is a city that changes rapidly, so that chances and opportunities are everywhere. However, life is also very stressful. In the past year, people were distressed by political disturbances and torn relationships. The economy was still in a downturn while property prices inflated. The situation was worsened by the shortage of housing. In addition, education and employment lost balance. With all of these problems, the current generation of young people cannot see a happy future and feel lost. Some of them withdraw themselves from society, feel insecure or even develop hostile behaviour. Fortunately, many of the young people that we have met are still very positively motivated, and only occasionally feel lost in life. What they lack is proper guidance and encouragement. As long as we appeal to their interests and give them an opportunity to prove themselves, their creativity and energy will blossom.

MY Craftsmart

Some young people always dream of having their own business, but cannot make their dream come true due to insufficient resources. In order to help fulfill their dream, BOKSS Youth Service facilitated the admission of a group of young people to "MY Craftsmart" in September 2014. By participating in this activity, they could eventually experience what running a business was like. They were required to make their own crafts items, such as ribbon bows and string bracelets, to sell. Besides practicing sales techniques, they also taught customers how to make simple knots. Although many of them did not have any previous sales experience, they were still very happy to meet people from all different backgrounds, including tourists, to whom they introduced their products in English without fear. With their enthusiasm and commitment, overall sales were good. More importantly, it was an excellent learning opportunity for these young people to pick up some business knowledge and practice their communication skills.



Children Choir



According to a study by G.J. Duncan & J. Brooks-Gunn (2000), since poor children usually receive inadequate assistance and resources, their scope of vision and the opportunity to develop their potential will be limited. This could explain why their self-image and self-esteem are lower than that of their peers. This issue can proliferate to cause many other emotional or behavioural problems. Children shape their self-image through their interaction with peers and the influences shared between them. If poor children could develop a skill that they are good at, it would help them to establish a positive self-image. Last year, through the Wise Giving programme of the Hong Kong Council of Social Service, we received a donation from a generous person to establish a Choir for children from poor families. Through vocal and choral training, they can explore their interests and talents, establish a positive self-image, learn to express their emotion properly and learn how to work in a team. In this way, their social skills will be improved.

The Choir was formed in September, 2014. It has benefited more than 30 children from grass-root families. Last year, the choir performed to the public at many different venues. Apart from engaging in musical events and group learning, the choir members had also participated in various voluntary works. They learned to care for the community and to serve those in need so as to eradicating their feeling of inferiority and the stigmatization of poverty. We hope that our children can build up a solid foundation for growth and to achieve a good mental wellness in their life.

Integrated Elderly Services

In Hong Kong, the population of people over the age of 60 has been increasing faster than that of any other age group. This is because people today have a longer life expectancy while the birth rate is decreasing. Older age people continue to contribute to economic development, while population aging has been shaping the direction of public health policy. However, population aging also brings a challenge to Hong Kong society. The elderly services of BOKSS always pursue excellence and target three major goals: the improvement of elderly health and mobility, increasing motivation to participate in social activities and raising safety awareness.

The Elderly Service Model Development Seminar cum 'New Elderly Service Model from International Standards' Press Conference



Starting in 2011, BOKSS has entrusted Professor Alfred Chan Cheung-ming and his team from the Asia-Pacific Institute of Ageing Studies, Lingnan University, with implementing the "Service Development Study on Neighbourhood Elderly Centres" Project in BOKSS neighbourhood centres. The project consisted of three stages. The 1st and 2nd stages were completed in 2011 and 2012 respectively. The 3rd stage was led by BOKSS in consultation with the Asia-Pacific Institute of Ageing Studies, Lingnan University. This stage was completed in 2013. These studies used as a reference the United Nation's response to the action guideline on population aging, and established a set of "Services for Aged People Index" which was based on 15 international standards regarded as applicable to Hong Kong. During the course of the study, BOKSS re-examined and readjusted the direction of its service development. As a result of this, remarkable results were accomplished in the collaboration between medical and welfare sectors, in assisting elderly health and emotion well-being, and in the "Silver-Hair Power" initiative. In order to share this rich experience with industry and to testify to how faithfully these elderly-care services have complied with international standards, BOKSS held a press conference on 20th November, 2014. Thirty representatives from the Social and Welfare sectors attended the conference. They warmly welcomed the conference and overall thought that the content delivered by the speakers was practical and inspiring. They actively participated in the discussion about introducing international standards to measure Hong Kong elderly-care services.

Integrated Elderly Services

Holistic Health / Emotional Assistance

"Nurse-led Clinic" and "Doctor-n-You" Services

In order to encourage BOKSS members and caregivers for the elderly to be concerned about healthy living and to provide the elderly with a model of healthy living and advocate disease prevention, the Centres launched "Nurse-led Clinic" and "Doctor-n-You" initiatives. These initiatives introduced Square-Stepping exercises, Slim Fit and stretching classes to prevent fall and improve cognitive capacity.

Community Driving Force, Silver-Hair Power

"BOKSS College"

The college promotes the sustainable personal growth of seniors. Many members have been mobilised from all school subjects to take part in volunteer work. A lot of effort has been made to create a more caring environment in society.

Tai Po Baptist Church Au Cheung Sau Fong Elderly Neighbourhood Center

Thanks to sponsorship from the I-Care Programme of the Chinese University of Hong Kong, the Center has involved various groups in the Tai Po district to launch the "I.CARE Programme-U Care, Elderly Care Project". It recruits seniors and students from the Chinese University to serve as Abuse Prevention Ambassadors who make home visits and produce educational materials. These activities help residents of the district learn more about the prevention of elderly abuse. Also, workshops for staff from the related industry have been organised to impart knowledge and teach intervention techniques.

Community Care and Subsidies for Families

"Pilot Scheme on Living Allowance for Carers of the Elderly Persons from Low-Income Families"

Four BOKSS' Neighbourhood Elderly Centres are appointed by the Social Welfare Department as service centre of the project. This year they have helped 25 caregivers for elderly from low-income families to apply successfully for a living allowance. Allowances received totaled about HK$300,000. The Centres have also provided follow-up services.

Community Care Fund's "One-Off Living Subsidy for Non-Public Housing and Non-CSSA Households"

The Jordan Family Support and Service Centre has processed 2,500 cases. This large number of cases is the result of many flats in the district being subdivided into tiny rooms for rent. The majority of tenants are from grass-roots families. Through this programme, their economic hardship can be reduced. In addition, successful applicants will receive other resources from the community to enable a better standard of living in the district.

Jordan "Smart Student Association" - After-School Care Programme

The Education Bureau has accepted the service's application for exempting registration. Many students of this programme are South Asian children. The programme initiates more learning exchanges between local grass-root children and South Asian children so that a harmonious study environment can be established. The programme has hosted 3,700 participations.

Integrated Mental Health Services

The 5th Hong Kong Carer Conference of Persons in Mental Recovery 2014 – Family Joining, Recovery Ongoing

In the recent years, society has started paying more attention to mental health, and subsequently, become more concerned about the needs of families with members who are recovering from mental illness. In 2014, BOKSS through various activities, raised public awareness of the family needs of recovering patients and promoted "family-oriented" recovery in order to relieve the burden on these families, while attempting to deepen public understanding of the needs of these families.

On 25th May, 2015, BOKSS, together with these families, held The 5th Hong Kong Carer Conference of Persons in Mental Recovery 2014. The theme of the seminar was "Family Joining, Recovery Ongoing", in order to promote the concept of family-oriented recovery and to enhance empowerment awareness of service users.

The Organizing Committee of the seminar was composed of 24 persons whose family members recovering from mental illness in addition to social workers of the BOKSS Mental Health Integrated Services. This Seminar was co-sponsored with the Department of Social Work of Hong Kong Baptist University, with support from 15 social welfare agencies in conjunction with family self-help organisations. Some of the families came from Macau and Guangzhou and had members recovering from mental illness. There were 333 attendees at the seminars, 98% of whom agreed that the presented content helped them understand the concept and application of "family-oriented recovery", to adopt a positive attitude in dealing with recovering family members and their recovery processes, and to build more confidence for the challenges associated with caring for recovering family members.

In order to shed light on the positive care experiences of these families and the relation between a sense of hope and quality of life, the Organizing Committee collaborated with Professor Wong Fu-keung from the Department of Applied Social Sciences of the City University of Hong Kong, to conduct survey studies. The survey entitled "Positive caregiving experience on the relationship between stress and quality of life" was administered between mid-October 2013 and January 2014. The survey collected 331 questionnaires and the analysis results were announced during the press conference held on 20th May 2014. After the results were analysed, the Organizing Committee made some suggestions regarding relevant policies, including the following: implementing a "Long-Term Rehabilitation Plan", increasing the employment options and assistance given to persons recovering from mental illness, offering allowances to low-income families who have recovering members, providing short-term respite services to recovering persons and increasing support to the services extended to families with members who are recovering from mental illness.

In addition, the Organizing Committee has published a book "The Link". The book is based on actual case histories and is intended to help the community understand the relationship between mental health and family by adopting systemic perspective toward family relationship.

Heart at Ease Programme – preventive and therapeutic programmes for anxiety and depression

Heart at Ease Programme offers a variety of professional training to staff in the mental health care industry, with the aim of strengthening their clinical skills for dealing with depression and anxiety. This programme also provides therapy practices and preventive education to a wide variety of people of different ages. Established just over one year ago, the programme has already trained about 40 staff from professional fields and offered services to more than 600 people. The programme has established three task forces – Adult, Youth and Children – to provide more specific services.

The Children Task Force has collaborated with churches and schools to launch a children Therapeutic group which employs Cognitive Therapy as an intervention measure and to assist children dealing with anxiety in a timely manner. In addition, a psychological educational course called "Easy Go Buddies" was designed especially for senior primary school students. In order to deal with emotional problems of young people, the Youth Task Force has launched a psychological education group which utilises "Time Perspective Therapy" and a number of "school-based" cognitive therapeutic groups for secondary school students. The staff of the Youth and Children Therapy Groups consolidate their relevant experiences in the context of local culture in Group Handbooks. The Adult Task Force which target to serve teachers, accountants, retail industry and unemployed people has held more than 10 "cognitive therapeutic groups", lectures on mental health and staff training sessions.



Training and Employment Services

Kiddy Heart Canteen Social Impact Assessment (SIA)

According to statistics published by the Government of the HKSAR in 2013, there were 970,000 people living in poverty in Hong Kong with children (0 – 17 years old) accounting for 18.6% of the total. In fact, among poor people, 1 out of every 5 was under the age of 18, or a child. In order to alleviate cross-generational poverty, BOKSS collaborated with Maxim's Group in 2013 to launch the "Kiddy Heart Canteen". This Canteen offered dinners costing HK$10 to children and adults from poor families. A series of parent-child support activities were held in the Canteen to help family members achieve healthy development, beyond merely receiving adequate nutrition. In 2014, Kiddy Heart Canteen provided 50,000 hot meals for 507 families.

This is the 2nd year of operation for Kiddy Heart Canteen. BOKSS entrusted the Hong Kong Council of Social Service to execute the SIA for Kiddy Heart Canteen in order to evaluate its impact in the district. The findings indicate that 90% of the families served were very satisfied, with 80% believing that the service had saved them money on food. The money saved would be used for their children's after-school assistance and extra-curricular activities, both of which aid their physical and mental development. 70% of the families served felt that, by using the service, their children received much better nutrition. These assessments are encouraging because they indicate that the service is effective. We are now more confident to expand the service in conjunction with community supporters. In the coming years, we will add 4 more Kiddy Heart Canteens in different districts so that many more children from poor families can receive proper nutrition.

Employment Services Ambassador for Ethnic Minorities

The number of ethnic minorities in Hong Kong has been increasing. Due to their different languages and cultures, it is more difficult for them to find employment. As a result, they are more likely to fall into poverty. For the young minority young people who just finished school, they will encounter quite a few difficulties in finding job options available to them and entering the job market. Therefore, Training and Employment Services and the "Youth Employment and Training Programme" (YETP) of the Labour Department have launched "Employment Services Ambassador Programmes for Ethnic Minority Youth"*. The programme has assisted more than 30 young people from Pakistan, Nepal, Thailand and the Philippines. Trainees who have completed courses in career planning and career orientation at BOKSS will become Employment Services Ambassadors at Labour Department district job centres, to provide employment counseling services for both locals and non-Chinese speakers. This on-the-job training will last for 6 months. During that time, the trainees will learn about customer service and administration from real-life situations. They will also improve their communication skills since they will have to speak Cantonese frequently. After they graduate, this experience will create more job opportunities for them that match their interests, such as becoming welfare assistants, teacher assistants and mechanical engineering apprentices.

Many minority young people have been educated in Hong Kong. They speak better English and Cantonese than their parents. The employment rate of graduate trainees from the Phrase 1 Ambassador Programme is 97%. This result is satisfactory. As long as they are offered proper, careful training, minority youth can become a growing force in the Hong Kong labour market.

2014 BOKSS Flag Day

The inequality of wealth in Hong Kong is very serious. The rate of inflation continues to outpace increases in salary. Grass-roots families suffer from economic hardship. The situation of non-public-housing households and low-income families is even more difficult. At the same time, the competition for resouces in Hong Kong society is fierce, ranging from pre-school placements for toddlers to nursing-home placements for seniors. This series of social problems, together with pressures from work, can cause citizens to stress out, putting their mental health at risk.

We are so thankful that our flag day could be held on 4th October, 2014. On that day, more than 4,000 people from different corporations, schools, churches and non-governmental organisations, as well as our service users, their families and other community residents, volunteered to sell flags. The amount raised totaled HK$1.3 million. This sum will be used in its entirety to help low-income families and people suffering from emotional distress.

Integrated Children, Youth and Family Services

Labour Department • Pui Ching Academy

TA Online – E-Learning Support Scheme

Youth employment has always been one of our concerns. Although there are always job opportunities available, it is important that young people select ones which are able to lead to upward mobility while building self-confidence and assisting in the setting of clear goals and life direction. These days, more and more young people take diploma or associate degree courses. After graduation, some of them may find that what they learned does not necessarily lead them to an ideal career path. Therefore, we joined with the Labour Department and Pui Ching Academy to launch the "TA Online – E-learning Support Scheme". It helps young people with an associate degree to become "E-Teaching Assistants". The Labour Department has rich resources and information that enable them to connect with different social networks and invite primary and secondary schools to participate, with the hope that those schools will employ the young people after they have finished the scheme. Pui Ching Academy plays a key role in the scheme by providing instructors specialised in information technology to train the participants. Our social workers act as case managers to the trainees, giving them comprehensive support like job counseling, career planning, emotion counseling, etc.

Church Groups

Child Development Fund's project

Our children are the future pillars of society, therefore we cannot ignore their needs, especially the children from poor families. In 2013 Carrie Lam Cheung Yuet-ngor, Chief Secretary for Administration published an article on poverty. There are 1.02 million people who were living below the poverty line, about 200,000 of them under the age of 18. In other words, 1 out of every 5 children was living below the poverty line. These figures reflect the seriousness of child poverty in Hong Kong. If these children do not receive more support and assistance when they are young, possible outcomes could be: continuing cross-generational poverty, impaired personal growth and low opportunity for upward mobility. To address this issue, we mounted a Child Development Fund's project for the last 5 consecutive years, starting from 2008. The project targeted grass-roots children and teenagers from 10 and 16. During the project, BOKSS connected with many church groups and companies. Through the church network, we were able to recruit more than 1,000 mentors from 33 different churches. They were willing to sacrifice their spare time and even their money by promising to spend 3 years mentoring these young people in need, giving them their support and blessing. The mentors believe that one life can affect another, thus inspiring them to contribute unconditionally to a better life for young people. They have earned all our respect.



Integrated Elderly Services



Creation • Thanksgiving Evangelistic Rally

The Evangelistic Rally was held at Wu Kai Sha Youth Village on 5th September, 2014. It received the support from collaborating churches. The guest speaker was Rev. Stephen Tam, Senior Pastor of Castle Peak Baptist Church. There were 252 people participating. Blessed by God, 9 elderly decided to be confirmed, and 6 of them were BOKSS members

Exercising the Brain, Exercising the Legs – Hong Kong Square-Stepping Sports Day



After receiving strong support from the Tai Po and North District Social Welfare Office of the Social Welfare Department, on 15th November, 2014, the "Exercising the Brain, Exercising the Legs" Sport Day for Seniors was held at the Tai Po Sport Center. "Square-Stepping Exercise" is interesting and simple and teaches "Fall Prevention", "Strong Physique" and "Healthy Brain". The sport day used it as the basis for many innovative games that involved nearly 300 participants from different elderly service centres. The oldest participant was 86 years-old and shone with the "have a green old age" spirit that day!

At the same time, a 2-day Course of Square-Stepping Instructor Training, which was taught by Professor Shigematsu Ryosuke, the founder of Japanese Square-Step Exercising, and Wong Siu-keung and Siu Wing, certified Square-Stepping trainers. The course referenced actual cases and shared the positive effects on the physical and mental health of the elderly who practiced the exercise. Thirty-three staff from 13 different NGOs passed written and exercise testing to receive instructor qualification from the Japanese Square-Stepping Association.

Integrated Mental Health Services

MINDSET Art Project

Art helps people to express their emotions and stimulate creativity; it can also take people recovered from mental illness on a journey of mind discovery. We launched a three-year art programme called "Transforming HeARTs in Music", which sponsored by Jardine MINDSET. This programme started in July 2014. It encourages young people who are under emotional stress to use music to tell personal stories about life and growing-up. It also regularly organises interest groups, such as those for playing keyboard and ukulele, and has even formed a teen band called Sudden Club, whose purpose is to strengthen the self-confidence and interpersonal skills of young people. The programme has given the band training and performance opportunities, besides purchasing music instruments for them to play. In addition, the programme has founded the Happy Heart Choir, the first choir formed by people who have recovered from mental illness. Through a variety of musical activities, such as the Vocal Jamming Workshop and Music Day Camp, the participants are able to develop their voices, practice team-building to learn mutual support and sing songs associated with their recovery experiences. More than 100 people are participating in this programme.

Peer Support Project

Thanks to the sponsorship of Jardine MINDSET, the Peer Support Project, organized by BOKSS, the New Life Psychiatric Rehabilitation Association, the Mental Health Association of Hong Kong and Caritas Hong Kong, has already entered its 3rd year. Peer Support Worker who participated in the 2nd year completed a training course in April of 2014, while the training course for the 3rd year started in March of 2015. BOKSS has hired six Peer Support Workers to provide support services at Integrated Community Centres for Mental Wellness and serve the families. The worker utilise visits, group activities and group sharing at different locations, such as Halfway House, schools, churches, hospitals and symposiums, to support other recovering people by sharing their own recovery experiences. They also help to promote mental health education in the community. To maximise effectiveness, the Peer Support Project collaborates with The University of Hong Kong and the Chinese University of Hong Kong to run qualitative and quantitative studies that evaluate the performance of the project.

Family Networks at Community

Thanks to the sponsorship from the Community Investment and Inclusion Fund, the cross-sectoral cooperation between the medical, welfare and social sectors of Hong Kong Island continues. This programme promotes "community-oriented" mental health, by raising the community awareness of mental health issues and encouraging acceptance of people who are recovering from mental illness in the community.

This programme has set up District Committees Concerned with Mental Health in four districts: Shau Kei Wan, Quarry Bay, North Point and Wan Chai. Celebrities from these districts and organisation representatives were invited to participate in the programme, which has initiated many large-scale community educational activities. In particular, the Shau Kei Wan District established a group called Transformational Alliance, whose members use their community networks and professional knowledge to encourage the residents to be more concerned about the mental health of their own families and neighbours.

In October of 2014, the Community Investment and Inclusion Fund awarded the programme's "Motivating Social Asset Award". In January of 2015, the Link Thanksgiving cum Volunteer Award Ceremony was held, with Mr. Ngan Man-po, District Social Welfare Officer of the Social Welfare Department (for Eastern District and Wan Chai District) and Dr. Tang Lai-wah, Supervisor of Psychiatry at the Pamela Youde Nethersole Eastern Hospital as the officiating guests. More than 40 support partners from the four districts and nearly 100 volunteers attended the ceremony, to celebrate the fruitful accomplishments of every committee member and volunteer of the past three years.

The programme invited Professor Wong Yu-cheong from Department of Social Work of the Chinese University of Hong Kong to study the programme results. After summarising the experiences of the first three years, a sectoral Sharing Session was held in March of 2015. This Session has introduced Community Intervention Mode to the mental health service sector and health care groups, promoted the positive effect of mental health services and explained the benefits of programmes, such as promoting community acceptance, reducing avoidance and discrimination of people with mental illness and advocating the importance of community education.

Integrated Mental Health Services

TEEN's Project in Macau

This special programme is subsidised by the Social Welfare Bureau of Government of Macao SAR. After the casino monopoly ended in Macau, the region entered an era of rapid economic development. The external changes exacerbate the mental health problem of young people, particularly those unable to adapt to those changes. In 2012, BOKSS and the Ye Lung Hau Baptist Church of Macau collaborated on the initiation of services for improving youth mental health. These services aimed to increase the quality of mental health in the young people of Macau and to assist those under emotional distress. In the past three years, we have provided different types of mental health activities in conjunction with 10 secondary schools. Themes that have been launched include "Emotion Management and Expression", "7 Happy Colours", "Thinking Trap", etc., which are designed to reduce or eliminate the likelihood of developing mental problems. These activities have served more than 15,000 people. In response to the needs of parents, teachers and youth workers, the activities were organised under other themes, such as "Mental Health First Aid Course" and "Recognition of Youth Mental Health", and have served more than 1,500 people. These activities help to identify potential young patients early to prevent the development of depression and anxiety.

Youth Personal Growth Support– Our social workers take individual cases or select specific groups and assist young people in emotional distress. Through the cross-sectoral cooperation of schools and medical facilities, social workers are able to offer them the extended support services so that they can recover quicker and avoid relapse. Sixty cases help requests have been received so far.

Promote Community Education – Since 2015 "Mental Health – Mental Booster" was launched in the district, a wide variety of activities including exhibitions, lectures and mental health assessments have been running to let the people in the community become aware of mental health issues, so as to eliminate discrimination and misunderstanding. More than 6,000 people have been served.

Explore Real Situation – We interviewed 2,766 secondary school students and found that more than 40% of them had varying degrees of depression, and more than 50% of them had varying degrees of anxiety. These figures show that the mental health of young people in Macau cannot be ignored.

Additionally, we have also implemented the "Walk With - Dream comes True" Growing Up Programme for the purpose of strengthening the emotional quotient and stress-resisting ability of children and youth by stressing 3 vital elements: target saving, mentorship and personal growth. The programme targets children and young people from low-income and single-parent families. We have successfully recruited 50 volunteers to serve as mentors to accompany the 55 participants as they grow. The mentors will also guide these young people in planning their lives, setting and executing personal goals and cultivating a positive perspective on life.



Training and Employment Services

Jardine MINDSET Job Training Programme

BOKSS has collaborated with Jardine Matheson Group for more than 10 years. Based on the professional specialties of participating Jardine Ambassadors, the programme assigns these Ambassadors to organise on a regular basis various job training courses, skills training workshops and industry visits for people who are recovering from mental illness. These activities and training courses have attracted more than 50 BOKSS trainees. Jardine Matheson has set a very good example by hiring 5 recovering trainees referred by BOKSS this year. Jardine Matheson provides comprehensive on-the-job guidance to these trainees to help them find employment after recovery.

BCT Group "Pave a Path Ahead – Internship Scheme"

This year, the BCT Group has provided a range of employment-preparation activities and on-the-job training, including company visits, job-interview lecture, mock-up interviews and internships for young people with mental illness between the ages of 15 and 30. These trainings help them build self-confidence and enrich their work skills and experience to increase their chances of being hired. Many participants after finishing an internship have shown remarkable improvement and been hired by the BCT Group.

To facilitate the job placement of people who are recovering from mental illness, BOKSS has increased collaboration with employers from different industries in order to provide vocational training, skill training workshops, industry visits and even job referrals. Participating companies include the Grand Hyatt Hong Kong, Fuji Xerox, Maxim's Group, Wing On Travel, etc.



Integrated Children, Youth and Family Services

I. Needs for Children's Personal Growth

BOKSS offer after-school care service in Wan Chai and Cheung Sha Wan Districts for Primary 1 to Primary 6 students. Apart from completing their homework, they also participate in a variety of activities, including emotional support group, basketball club, Christian fellowship, etc. It is a holistic care service to meet their physical, psychological and spiritual needs.

We also operated the Enhanced After-School Care Programme of the Social Welfare Department and the After-school Care Pilot Scheme of the Community Care Fund. There is a great demand from low-income families for child-care services because the parents usually have to work for long hours. We have helped about 110 children in total and have also initiated parenting programme for their parents.

At our two centres that offer after-school child care and the 13 primary schools and that provide the Comprehensive Student Guidance Service, we have reached many students and discovered that many of them have varying degrees of emotional and behavioral problems. Besides, we have been receiving many queries about, and invitations to give, group counseling services for special-needs students. If their children's problems require medical treatment, it will affect grass-roots families more, as the resources available in the community are usually inadequate to meet their needs. Because these parents cannot afford expensive services or treatments from the private sector, their children often cannot be assessed or treated in a timely manner. In view of these difficulties, BOKSS Clinical Psychological Services channel the funds collected from flag-selling to subsidise the assessment and treatment for these children. Last year, our clinical psychologist provided totally 34 sessions of assessment and therapy. Next year, we will continue these subsidies, and will initiate relevant talks and workshops for parents, as well as increasing collaboration with schools by providing teachers' training. We hope that mental problems in children can be detected earlier so that we can provide suitable treatment.

II. Support for Deprived Children and Poor Families

Currently, society suffers from an economic downturn. The situation of children from poor families is made even more difficult. Their personal development and study environment are not as good as that of children from well-off families. In order to improve their quality of life and study conditions, firstly, we have initiated the Community Care Fund's After-school Care Pilot Scheme. More than 50 children have benefited. Secondly, we have participated in the School-based After-school Learning and Support Programmes launched by the Education Bureau. We provide support services to students from low-income families to help them to achieve a balance both in psychological development and academic attainment. We also assist them in building a mutual support network. During this school year, 7 schools have enrolled in our programmes and 385 students have been served. Thirdly, we have run the Child Development Fund project for 5 consecutive phrases. Children are encouraged to cultivate the habit of saving money. And through a three-year mentorship programme, they are helped to set personal goals and work towards them. Last year, there were 1,122 students, parents and mentors involved in this project.

III. Support for Parents

Rearing children is the responsibility of every parent. In order to support parents to learn more about parenting and support each other, we have founded the "Parent School". It is our 5th year to run this programme. New parents are always welcome to enroll while participating parents can advance to a higher level each year. "Parent School" offers a kindergarten group and a primary school group. Enrolled parents can attend different talks and parent-child activities in order to learn different parenting methods and how better to foster harmonious family relationships.

Besides, we have run the Positive Parenting Programme for grass-roots parents to learn parenting method. Although most of the parents attending the programme have not received much education, they are very interested in the Programme and eager to learn new parenting methods, hoping to adjust their values and to improve their approach to parenting.

IV. Personal Growth for Women

Since 2004, the Women's Commission and the Open University of Hong Kong have organised "Capacity Building Mileage Programme". We have become one of the co-organisers of this programme and run various courses at the Wan Chai Centre. What's more, in 2012, our Cheung Sha Wan Centre joined in to be the second training centre. An Alumni Club was found in Wan Chai Centre in 2005. This year is the 10th anniversary of the Club and the number of alumni registered for our classes has exceeded 500. Under instructors' guidance and through interaction among classmates, our members have made a breakthrough from their small social circle and to develop their potentials. Hence, they are going to achieve their beautiful and fulfilling lives.

We launched the Neighbourhood Support Child Care Project in the Eastern and Wan Chai Districts to help parents with children aged between 0 and 9. The parents may be employed under irregular or extended working hours or, because of special circumstances, are unable to take care of their children. One of the most important features of the Project is to recruit children carers from the community to assist the needed parents to take care of their children which can release the parents to work at more flexible times. With the support from these children carers, working parents do not have to leave their children unattended

Integrated Children, Youth and Family Services

at home and unnecessary accidents can be avoided. This Project also fosters a spirit of mutual support in the community. With the support from this flexible child care service, mothers can put their worries aside and re-enter to the job market. The children carers themselves become a valuable resource and feel a great sense of accomplishment.

V. Youth Personal Growth

Young people need learning and training to nourish their talents and potentials so that they are able to flourish and succeed in the future. For this reason, we continue to look for resources to help them develop their personal skills and interests, such as music, drama, mountaineering, pre-vocational training, etc.

"Volunteer at Oi Kwan" is one the important initiatives developed by ICYSC. People of all ages will greatly benefit from using our various volunteer services. They learn to care and concern for others needs, build up self-confidence and a sense of self-worth. Oi Kwan Road Baptist Church joined us in organizing a "Music Sharing Concert". More than 80 young people attended. Through music and the sharing of personal stories and experiences, the concert had a positive impact on these young people. Many of them were motivated to set their life goals.

A life mentor for a young people is just like a vitamin that is essential for healthy growth. Through interaction and sharing with mentors, youths will find a role model, an assistant and a companion. Every year we run the "YES Mentorship Programme" cooperating with the Police Community Relations Office. Police volunteers become mentors during the summer and enjoy wonderful activities together with the participants.

VI. South Asians

There are many South Asians living in Wan Chai District, especially those children and youths who will gather in our centre frequently. Schools in the district have also received South Asians students in recent years. Having got the subsidy from the District Board and the Home Affairs Bureau, we have run a series of Cantonese and Chinese classes in such schools in responding to their needs.

Also funded by the Home Affairs Bureau, we have launched two meaningful programmes namely, "The Chinese Cultural Learning Youth Programme" and "S.H.A.P.E. My Life – Youth Development Scheme" Through these two Programmes, we can reach out many young South Asians and to provide specific services to them so as to explore their potentials and build up their confidence.



Integrated Children, Youth and Family Services

Wanchai Integrated Children and Youth Services Centre (Number of Members:1,435)

Core Programme	Number of Sessions	Number of Attendance
Guiding and Counseling Services	1,417	4,520
Supportive Service for Young People in Disadvantaged Circumstances	448	6,869
Socialization Programmes	1,865	38,216
Development of Social Responsibility and Competence	571	5,501

After School Care Programme

Category	Wan-chai	Cheung Sha Wan	Commu-nity Care Fund	Enhanced After School Care Programme
Average Number of Children in a Month	52	30	50	11
Group Activities	52	27	55	28
Parents Education and Family Activities	5	4	6	2

School Social Work Services （Number of Schools：3 Secondary Schools）

Nature of the Cases	Number of Cases
Health Problem	1
Schooling / Education Problem	52
Vocational Problem	4
Peer Relationship Problem	28
Emotional Problem	15
Sex-related Problem	9
Behavioural Problem	13
Family Problem	13
Others	2

Comprehensive Student Guidance Service (Number of Schools: 12 Primary Schools)

Category of Services	Sessions	Number of Attendance
School Activities	159	31,090
Teachers Training and Activities	22	1,268
Parental Work	89	3,941

Category of Cases	Number of Cases
Learning Problem	13
Behavioural Problem	23
Family Problem	42
Emotional Problem	46
Social Problem	11

Neighborhood Support Child Care Projects

Category	Wanchai	Hong Kong East
Number of Children	273	399
Number of Child Carers	167	276
Home Based Child Care Service (Number of Hours)	11,100	23,863
Child Carers Training and Activities	24	25
Home Visit	157	336
Level of Satisfaction	100%	100%

Child Development Fund Projects

Category	Batch III		Batch IV
	Hong Kong Island	Kowloon City and Yau Tsim Mong	
Number of Students	132	131	115
Number of Mentors	128	164	127
Students Training	55	46	13
Mentors Training	2	2	4
Joint Activities (Students, Parents, Mentors)	5	4	41

Integrated Children, Youth and Family Services

After-school Learning and Support Programmes

Category	Number of Students	Number of Sessions	Number of Attendance
Tutorial Classes	385	770	6,238
Group Activities	162	185	1,014

Clinical Psychological Service

Cases	Number of Sessions
Psychological and Intellectual Assessment	105
Psychological Treatment	471

Group and Other Activities	Times	Number of Participants
Therapeutic and Psychological Education Groups	4	220
Community Talks or Workshops	80	3,593

Counseling Services

Cases	Number of Cases	Number of Sessions
Individual and Family Counseling	205	1,385

Group and Other Activities	Times	Number of Participants
Emotional Support Groups	3	23
Marriage and Family Life Education Programmes	57	1,970

School Support Services

Category	Times	Number of Participants
Basic Life Skills Training (BLST)	583	20,405
Teachers Training	26	555

Understanding Adolescent Project (Number of Schools: 57 Primary Schools)

Category of Services	Times	Number of Participants
School Activities	492	7,185
Parents Activities	57	665
Teachers Training	4	130

Pui Yan Pre-Primary School (Number of Students : 133 Students)

Category of Services	Times	Number of Participants
Children Activities	43	4,158
Parent Activities	4	283
Family Activities	8	1,597
Community Volunteer Services	10	333

Category of Services	Agreed Performance Level by Education Bureau / Social Welfare Department	Level of Performance Achieved
Day Services	80%	100%
Occasional Child Care Service	50%	74%
Extended Hour Service	80%	106%

Integrated Elderly Services

Yee Wui Integrated Health Service "Day Care & Cognitive Training Centre"

This year the Centre has received the funding from the Rotary Club of Hong Kong City North and acquired various sensory stimulation products. The Centre employs a "training in daily life" approach and managed by multidisciplinary case-management team in providing care, rehabilitative exercises, counseling and a variety of training courses. These services target seniors and their caregivers in order to develop their bodies and minds healthily for happy community living.



Sha Tin Day Care Centre for the Elderly

The theme of this year is "Thanksgiving and Move Forward". On 6th December the "20th Anniversary cum Elderly Academy Graduation Ceremony" was held. We are delighted to have Rev. So Ka Fai (Pastor of Shatin Baptist Church) as our Honor Guest to share the joy and happiness.

Elderly Emotional Health Centre

1. "Active Prevention & Early Detection of Cognitive Impairment" (APEC)

Thanks for the sponsorship by Simon KY Lee Foundation's continue support. The programme promotes "Early Detection and Early Intervention". 995 elders were recruited through 20 community units and 200 were selected to undergo structured cognitive and physical activities for one year. These participants were assessed periodically and the result indicated that 88% of the participant who achieved average 84.36% course attendance have shown improvement or unchanged cognitive ability.



2. Blessed Programme

This is a pioneer programme in Hong Kong that collaborates with the psycho-geriatric ward of Shatin Hospital to offer community support services to patients with depression who have already left the hospital. Services include health and medication management, rehabilitation therapy, cognitive training, emotional therapy, setting a paradigm for healthy living and providing support for caregivers to the elderly. Service users are encouraged to use the Blessing Network to build peer support. By sharing their own experiences, it is hoped that they will benefit other people. This year 4,000 people have utilised the services. And for the second consecutive year, the services had zero patients re-admitted to hospital.

Integrated Elderly Services

Project Eagle

The pilot scheme started in March, 2014. The scheme helped retirees and women to continue to serve the community by integrated volunteer work and professional skills. It is a good way for their boundless potential to blossom, while alleviating pressure on the job market and contributing to the economic development and stability of Hong Kong. So far the scheme has successfully trained more than 60 Elderly Ambassadors. They have tried many different types of jobs during the total trial time of 4,000 hours, with incidental cost totaling HK$ 80,000. Some of the Ambassadors have already gotten hired. In view of this, the scheme will partner with the volunteer services of Neighbourhood Elderly Centres in order to expand the scope of service and benefit more retirees.

Improvement Programme of Elderly Centres

The renovation work in the Lai Yiu Elderly Centre and Cho Yiu Club House have been completed smoothly. The work in the Tsing Yi Neighourhood Elder Centre started in the second quarter of 2015. The Tai Po Affiliated Centre is going to install automatic fire sprinklers.



Integrated Elderly Services

Category	Tai Po Baptist Church Au Cheung Sau Fong Neighborhood Elderly Centre	Chan Tak Sang Memorial Neighborhood Elderly Centre	Lai Yiu Neighborhood Elderly Centre	Tsing Yi Neighbor-hood Elderly Centre
Average Membership per Month	672	668	691	500
Average Attendance per Session	72	64	62	63
Total Number of Groups, Activities and Programmes	359	231	261	240
Total number of Volunteers	152	105	103	101
Average Number of Counseling Cases Served Monthly	70	65	58	63
Total Number of Carers Served	142	137	130	131
Monthly Average Number of Active Cases of Hidden and Vulnerable Elders	41	38	48	41
No of Activities of Building Up Report with Local Stakeholder	20	18	24	24

Jordan Family Support Networking Team		
Category	**Target**	**Effectiveness**
Number of Cases Newly & Successfully Contacted	400	422
Number of Cases Newly & Successfully Referred to Other Welfare or Main-stream Services	80	408
Number of Volunteers Newly Recruited	50	64
The Percentage of Service Users Newly & Successfully Contacted With In-creased Knowledge of the Community & Welfare Resources	80%	100%
The Percentage of Service Users Newly & Successfully Contacted With Im-proved Network	80%	96.68%

Integrated Elderly Services

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The Percentage of Service Users Newly & Successfully Contacted with Improved Network	80%	96.68%

Integrated Elderly Services

Shatin Day Care Center for the Elderly

Category	Target	Effectiveness
Average Enrolment Rate	105%	118%
Average Daily Attendance Rate	90%	99%
Rate of Formulation of Individual Care Plan (ICP)	90%	100%
Rate of ICP Reviewed	90%	100%
The Percentage of Part-Time Users in Using the Service	20%	59%
The Percentage of Users Satisfied with Service Provided	70%	100%
The Percentage of Carers Satisfied with Service Provided	70%	98%

Dementia Supplement (DS) for STDCC Care/ Training provided arising from DS allocation	Number of Cases : 72		
Category	**Number of Programmes**	**Service Hours**	**Number of Participants**
Reality Orientation	5	69	103
Sensory Training	2	104	27
Reminiscence Pro-gramme	3	54.5	93
Memory / Cognitive Training	4	139	107
ADL Training	10	5,631.05	77
Incontinence Training	2	2,263.75	32
Other	2	6	29

Integrated Health Service		
Category	**Number of Members**	**Number of Participants**
Yee Hong Integrated Care Services	82	4,975
Yee Tsuen Elderly Integrated Health Service Centre (CCSV)	222	7,411
Yee Wui Integrated Health Services	147	3,699
Total	451	16,085

Integrated Mental Health Services

I. Integrated Community Centre for Mental Wellness

BOKSS has founded Integrated Community Centre for Mental Wellness in the districts of Wan Chai, Shau Kei Wan, Kwai Chung and Tsing Yi, all of which are committed to advocating positive life attitudes and improving the physical, mental, social and spiritual health of the residents in these districts. In order to stem the progress of illness, the Centres help residents with mental and emotional issues to identify their problems early and find appropriate solutions, and provide them with integrated one-stop services, in the hope that they can comfortably live in their districts and receive necessary support and assistance through a mutual help network. As a result, they will be able to develop their potential and contribute to society in the future.

Recovery Institute

Every person who is suffering from mental illness will have gone through a recovery process, during which he or she would rediscover his or her abilities, potential and talent, would once again be able to make choices in difficult situations, and would reset his or her targets and understanding the meaning of life for more comprehensive personal development.

In March of 2015, in order to deepen the recovering person' knowledge of the recovery process, BOKSS Mental Health Integrated Community Centers founded the first Recovery Institute under the BOKSS Institute of Cognitive Development. The Recovery Institute has opened a variety of interactive educational courses assisted by Peer Support Worker, professionals and people with relevant experience. The theme of these courses is recovery, with the goal of helping recovering people to understand the process and so embrace their new lives after full recovery. Social workers, professionals and peer support staff joined together to conduct the courses to ensure the recovery theme is delivered to the widest possible audience.

Peer Support Work

BOKSS has hired three additional Peer Support Worker, organized workshops and groups around the recovery theme, and initiated home visits and sharing sessions. In these forums, peer support staff and recovering persons are able to exchange their experiences and share their hopes to provide motivation for recovery. Peer support Staff also tell their own recovery stories to the community so that the community will have a clearer understanding of the recovery process, enabling them to be more inclusive into society.

District-based Collaboration

It is necessary for BOKSS to increase its collaboration with different service organizations in order to serve persons suffering from mental distress in the districts as well as to help recovered persons achieve a better understanding of the community, better communication with different types of people and better development of strengths and potential. The Shau Kei Wan Centre and the Shau Kei Wan Integrated Family Services Centre are sponsoring "Walking to the East – An Oasis Tour of the Eastern District." This event will train recovered persons as tour guides who will introduce the history and culture of the Eastern District to new immigrants in order to enhance a sense of belonging to the community. BOKSS also organised the "Caring for the People Suffering from Stroke" event with Haven of Hope Christian Service. So the participants have taken part in various outings and become familiar with barrier-free facilities in the community. Volunteers exploit community resources to arrange activities, share their recovery stories and promote mental health to the general public. In the Tsing Yi Center, "Life SPA – Cheung Hang Home for a Good Spirit" was co-sponsored with the Cheung Hang Estate management committee. This initiative introduced different methods to balance emotions and to relieve stress from the daily life. This enabled families in the community to have a "good spirit" in life. BOKSS also introduced the "Integration Ambassador" programme, in which recovering people collaborated with secondary students from CNEC Christian College in making visits to the needy elderly in the community. Through such interaction, all parties achieve mutual understanding and the recovering people are able to explore and utilize their strengths at the same time. Moreover, in order to help Hong Kong Island residents with emotional issues caused by the social disruptions in the second half of the year, the Wan Chai Center visited residents, district agencies, churches, shops, etc., in the district to hold health talks about dealing with pressure and getting quality sleep in order to improve health.

II. Hostel Services – Strengthens-Based Case Management Model

The traditional case management tends to let work staff be in charge of evaluating, planning and connecting with other services. It is believed that patient quality of life would be improved by connecting them to relevant external services. As a result, the role of the patient under this type of management is passive and does not involve any decision-making. As a result, the staff are often seen as inflexible and indifferent.

According to case studies in the West, the Strengthens-Based Case Management Model puts the focus on the patient first and aims to meet their personal needs. Its emphasis on patient dignity and decision-making, therefore, is more compatible with the Recovery concept. This Model also stresses that every individual possesses his or her own strength and skill. To help discover this inner strength, the Model explores seven areas in the daily lives of dorm mates (home life, personal finance, career skill, interpersonal relations, physical and mental health, entertainment and religion). The dorm mates are encouraged to apply their strengths in the community, in order to improve their lives and feel better about themselves. The work staff would be guided by the Strengthens-Based Model and the personal needs of the dorm mates to help them achieve their personal goals, and ultimately, a higher quality of life.

Integrated Mental Health Services

In the past three years, BOKSS has collaborated with Caritas Hong Kong, the Tung Wah Group of Hospitals, Professor Richard J. Goscha from the University of Kansas, and Professor Cheng Shu-ke from the Department of Social Work and Social Administration of The University of Hong Kong in performing the "Fidelity Review" of the implementation of the Strengthens-Based Case Management Model in Hong Kong. This review has evaluated the Strengthens-Based Model run by the Tsun Kwan Supported Hostel for the past three years, and has verified that it has had a definite effect. The Strengths-Based Model emphasises team-building and makes use of the joint forces assisting each case. Internally, Hostel staff regularly hold panel discussions on different cases. Their collected opinions will benefit staff members, case workers and case treatment. Every month supervisory staff monitor case workers and help them in managing the Strengthens- Based Case Management Model.

In order to help stakeholders launch the Strengthens-Based Model more effectively, Professor Samson Tse leads the Tsun Kwan staff and the above-mentioned organisations in holding a video conference with Professor Richard J. Goscha every two months. This also offers good direction and training to both front-line and supervisory staff.

III. Resources and Services Centre for Fami lies with Members Who are Recovering from Mental Illness

A Family-Oriented Recovery Concept was the main focus of the services in 2014-15. The Centre provided practical courses on different mental illnesses for affected families and helped them to adjust the changes that occur when family members recovering from illness, so that a healthy relationship and cohesiveness can be rebuilt. In addition, the Centre formed a Recovery Group with the aim of renewing family attitudes towards recovering members and raising their empowerment awareness. The Centre has taken care of the needs of affected families, ranging from the provision of practical information to the offering of emotional support and an emotion management course. All of these services have been receiving a positive response. In addition to the foregoing, the "Peer Support Project" will be a main focus to be developed in the future.

The phone/tablet App BOKSS "Mental Health Guru" has received the Local Developments Award, as well as a Top 10 Healthy Phone/Tablet Apps Award from the Office for Film, Newspaper and Article Administration. This App is a new introduction by BOKSS and promotes mental health. It includes an emotion quiz, important information, activities about mental illness and relaxation exercises.

IV. Volunteer Service

The survey on the relation between "Volunteer Service and Personal Mental Health"

The Mental Health Integrated Service has been using volunteer services to implement mental health education and engage more interaction to reduce the gap between the community at large and those who have recovered from mental illness. The Service also wants their volunteers to take care of their own health.

In order to comprehensively review volunteer services and improve them, a survey was conducted in mid-2014. Data was collected from questionnaires and focus groups were formed, based on these three areas: "Volunteer Services and Volunteer's Personal Mental Health", "Volunteer Services and Discrimination Against People Recovered from Mental Illness" and "Organisational Support and Training". The result is expected to be announced in 2015. Volunteer teams, besides including community members, also featured people who have recovered from mental illness. By transforming from service recipients to service providers, they initiate visits to needy people in the community. The Centre has 12 volunteer teams with 306 members in total, including retirees, working people, college students, secondary school students, people recovered from mental illness and their families, church members and even magicians. They served more than 7,775 hours last year.

V. Non-violent Crisis Intervention Training Service

Since 2012 BOKSS and the Crisis Prevention Institute (CPI) have organised Non-violent Crisis Intervention training. The training consists of a set of safety management courses for handling provocative and aggressive behaviour. It stresses practical skills to deal with anxious, hostile and even violent persons as well as methods for protecting every person present in such situations and for rebuilding relationships after the incident. Through the training, messages about care, welfare, safety and protection are brought out.

The service includes a three-day instructor certification course. The participants learn to apply the concept and technique of Non-violent Crisis Intervention to the organizations where they work. Apart from the course, the service holds practice workshops for church, hospital and social services staff to promote awareness on Non-violent Crisis Intervention Training.

There have been 10 certified instructors trained by BOKSS. Every year BOKSS provides training to new staff in order to enhance the awareness and technique of the team when dealing with the crisis. This training emphasises on prevention, application of the knowledge and idea of Non-violent Crisis Intervention to a daily work environment as well as the equipment arrangement at the locations.

Integrated Mental Health Services

VI. Survey Report and Press Conference

"Healthy City" - Survey on the Mental Health of Citizens in Wan Chai District

BOKSS organised this survey in collaborating with the Wan Chai District Council. The Centre for the Advancement of Social Sciences Research of the Baptist University of Hong Kong was appointed to execute this survey in Wan Chai District in order to have a better understanding of the mental health of people in Wan Chai and their needs for services. The survey started in June 2014, and ended in August 2014. 800 people who lived, worked or went to school in Wan Chai District were interviewed about the their mental health condition. In October, a press conference reporting the results of the "Survey on the Mental Health of Citizens in Wan Chai District" was held. Speakers at the conference included Mr. Suen Kai-Cheong, SBS, MH,.JP, Chairman of the Wan Chai District Council, and Mr. Tsang Wing-keung, Chief Executive Officer of BOKSS. Six organisations reported the conference in various media. The survey found that 3 out of 10 people in Wan Chai had below-average mental health condition. Working people had the lowest score. The committee recommended that mental health be promoted more to this group in future.



Teen Emotion Programme "Press Conference on the Survey on the Conditions of Depression and Anxiety in Secondary School Students"

The Teen Emotion Programme, which is focused on the mental and emotional health of secondary school students, was launched in 2011 in Hong Kong. It is a secondary school-based early intervention service for the purpose of increasing awareness of mental health. The programme encompasses the conducting of questionnaire surveys and the analysis results, giving talks on psychological education, Art Adventure workshop, cognitive therapy groups, teacher training, etc. In 2014, the number of participating schools increased to 34 from just 11 in 2011. 2014 was the 3rd consecutive year for the programme to hold the "Press Conference on the Survey on the Conditions of Depression and Anxiety in Secondary School Students". Nineteen secondary schools took part in the survey. More than 9,000 secondary school students were interviewed, revealing that 1 out of every 2 secondary students had had symptoms of mild to severe depression. Around 30% of them had had a severe anxiety attack. Also, more than 20% of the students had experienced mild to severe suicidal thoughts. The survey identified the source of stress in these students, their way to handle their stress, their concept of time, as well as the relationship between depression and anxiety.

The Art Adventure Group and the psychological education workshop of this programme were warmly welcomed by schools. On one hand, the participating students were able to unleash their emotions and alleviate their stress through art creation. On the other hand, these groups and workshops could help to reduce affect labeling. Therefore more students in need were encouraged to receive the services. In addition to the art group and workshops, the programme assisted secondary school students suffering from varying degrees of depression with a cognitive therapy group. This helped them to change their mindset and improved their emotion management, preventing them from falling into depression easily, and so affecting their studies and daily lives.

Happy Buddies – Children Mental Health Programme "Survey on the Condition of Anxiety in Hong Kong Primary School Students"

In order to evaluate and respond to the mental health needs of children, the Department of Psychological Studies of the Hong Kong Institute of Education has, since 2011, cooperated with this Service in conducting a questionnaire survey in primary schools on the condition of anxiety. The findings of the survey help in the provision of proper support services. The press conference on the "Survey on the Condition of Anxiety in Hong Kong Primary School Students" was held in November, 2014. Twelve primary schools participated in the survey. 1,196 questionnaires were collected. The survey results indicate that more than 30% of the primary school students had had a high anxiety attack. This condition is much more severe than that of mainland children. In addition, over 60% of the primary school students had experienced separation anxiety (anxiety due to a temporary separation from close relatives). It reveals an alarming situation as well. The survey analysis recommends efforts to improve the psychological resilience (the ability to properly adapt to adversity) of young students. The results of this survey have extensive attention and been reported by 12 newspapers. The service hopes that the entire society will join together to help children have healthy emotions.

Integrated Mental Health Services

	Total Number of People Served	Total Number of Participants
Integrated Community Centre for Mental Wellness		
Wanchai	613	7,095
Hong Kong East	1,201	16,676
Kwai Tsing	805	8,375
Service Development	409	1,530
Occupational Therapy & Day Training Services	—	5,418
OK Link Ex-mental Patients Support Services	136	1,210
New Cases	36	—
Renewal Cases	70	—
Withdrawal Cases	136	—
Care Call (Staff + Volunteer)	—	1,188
Halfway Houses		
Lok Kwan Halfway House	35	47
Yan Kwan Halfway House	40	48
Tsun Kwan Supported Hostel	20	24
Projects		
Heart at Ease – Anxiety and Depression Prevention and Intervention Project	567	1,511
Adolescent Early Intervention Service	162	1,995
Healing Hearts Arts Therapy Centre	—	453
Community Mental Wellness	—	1,256
Family Networks at Community	489	16,806
Resource & Service Centre for the Relatives of Ex-mentally Ill People	509	8,399
Stand By U	298	1,711

Training and Employment Services

BOKSS aims to meet the needs of the society by providing a broad range of employment support to different groups of people aged 15 or above. The services include vocational training, internships, job matching, job counseling and job referral. BOKSS works closely with the business sector to help participants re-enter the job market. BOKSS has also provided a "$10 Hotmeal" Service across many districts in Hong Kong Island and Kowloon. These services offer comprehensive financial, employment and family assistance to low-income families.

Vocational Rehabilitation Services

The Youth Employment and Training Programme (YETP) lauched by BOKSS has been further expanded to reach more needy people, including young people with special needs, young mothers, people recovering from mental illness, people with learning disabilities, cancer survivors and ethnic minorities. This year, more than 160 new members have joined the programme. Particulary for young mothers facing an array of problems including employment issues, insufficient financial and material support and emotional challenges, the Service cooperates closely with churchs and district organisations to arrange for volunteers to reach out for them to improve their living environment, encourage them to join support groups, provide them with short-term child-care and assist them to look for jobs.

Vocational Rehabilitation Services actively explore and strengthen partnerships with hospitals. Their quarterly employment magazine "Work Bright" is distributed at Kwai Chung Hospital, Pamela Youde Nethersole Eastern Hospital and Castle Peak Hospital. The Services have also established an Employment Initiating Group at these hospitals, providing job information for recovered patients who are going to be discharged.

BOKSS also has initiated pilot programmes providing job counseling in schools, including one serving two secondary schools with special needs students. These students receive individual job counseling; their parents are also involved. The service is offered in conjunction with that of the Construction Industry Council (CIC) to provide employment counseling to CIC students and unemployed graduates, and to improve the job retention rate.

Integrated Assistance Programme for Self-reliance

Since 2013, the Social Welfare Department has comissioned BOKSS to run the "Integrated Assistance Programme for Self-reliance" in Yau Tsim Mong District. This provides one-stop employment assistance services, including: "Employment Assistance Services", "New Dawn Project" and "My STEP – Special Training and Enhancement Programme". These services target healthy people between the ages of 15 and 59 who are CSSA receivers.

So far the Programme has helped nearly 320 people to get jobs. The "My STEP" service, in particular, has achieved outstanding results. It has povided motivational training, and employment and school counseling to 59 young people. Forty of them have been successfully employed or returned to full-time study. The success rate of this service is 70%.

Hotmeal Service

Having a decent meal is an everyday challenge to low-income families. The $10 Dollar-Hotmeal Service provides nutritious meals to these people, as well as comprehensive employment and family assistance.

The development of Hotmeal Service process can be flexibly accomodate the needs of different groups of needy people. For example, to meet the specific needs of employed people with low income, "Lunch Club" Hotmeal Canteen, subsidised by the charity fund of the French Chamber of Foundation, was established in Wan Chai District in January, 2015. The Canteen provides affordable lunches to low-income working class who work or reside on Hong Kong Island. The Service also provides comprehensive employment assistance, including counseling by social workers, job referrals, employment information, stress management workshops, vocational training courses, etc. The services aim to increase the quality of life for participants and increase their chances of having high upward mobility.

With funding from China Light & Power Group (CLP), BOKSS launched the CLP Hot Meal Canteen for the poor people in the Sham Shui Po district since 2011. BOKSS formed a collaborative network with 11 organisations and schools to mobilise more than 250 volunteers from local companies and school at "zero distance" from the people to be served. Hot meals and care are provided to people in need in the district. We have also formed an elderly volunteer team to assist with a "Home Meal" Delivery service. They deliver meals to the homes of the elderly, poor and/or disabled. During delivery, the volunteers can also provide these people with other types of care. This service benefits the volunteers as well: through service to others their self-worth will be enhanced and their social circle will be expanded. The "Kiddy Heart Canteen" and "Joyful Families" are funded by the Maxim's Group and the Community Chest respectively. These programmes target children from poor families, focusing on their nutrition issues, physical and mental well being. The services include: after-dinner group activities led by social workers, after-school activities for physical and mental development, moral education, "Bring me a Book" child-reading programmes and positive parenting programme led by certified instructors. It is hoped that different sectors of the community will pool resources to assist low-income families by supplementing their financial aid. Cross-generational poverty will, hopefully, be minimised.

Training and Employment Services

FoodNet - Short-term Food Assistance Service



Kowloon City and Yau Tsim Mong District are full of sub-divided units occupied by very poor families. They are severely affected by extremely high rents and an inflated cost of living. To alleviate this situation, BOKSS has developed, with funding from the Social Welfare Department, the "FoodNet - Short-term Food Assistance Service". The service has provided short-term food assistance to low-income families in these districts since March, 2014.

In addition, due to the large number of South Asian residents in the districts, BOKSS has specially initiated Halal-certified menus to accommodate their food culture. At the same time, BOKSS has liaised with more than 30 partners from social service units, churches, schools, etc., in the districts, so that FoodNet is able to cover more segments of the community to benefit more people.

Employees Retraining Board (ERB) "Manpower Development Scheme"

The services of BOKSS always target the grass-roots people in need, including women, the disabled, early retirees, new immigrants, etc. This scheme provides job training and employment placement, with the aim of helping the people have high upward mobility. Since the scheme has been catering to the different needs of different target groups, we have started to offer a variety of new courses, including the Basic Certification Course of Post-Natal Care Helper, which has been warmly welcomed by women, the Basic Certificate Course of Standard Security and Property Management, which is suitable for early retirees, and the Basic Certificate Course of Cantonese Conversation, which is specifically for new immigrants.



Another consideration is the shortage of healthcare professionals in Hong Kong to cope with the aging population. In response to this need, BOKSS launched a Medical Support Staff (Clinical Care to Patient) Certificate Course in 2014. It is hoped that through this curriculum more professionals will be trained to meet the needs of the community. The course also provides employment opportunities to those who are interested in healthcare careers.

Training and Employment Service

Vocational Rehabilitation Service

Services	Number of people Served	Open Employment (%)
Supported Employment Service (people)	168	44%
On-the-Job Training Programme for PWD	40	31%
Sunnyway on-the-job Training for Young PWD	31	73%

Distribution of Salary of the Successfully Employed Members

Monthly Salary	Number of People	Percentage
$7,000 or above	37	51%
$5,000 - $6,999	9	12%
$3,000 - $4,999	13	18%
$2,999 or below	14	19%
Total	73	100%

Job Nature

Job Category	Number of People	Percentage
Security Guards	17	23%
Janitor and Other Manual Labor Work	15	21%
Clerical and Office Work	14	19%
Sales	13	18%
Food and Beverage	9	12%
Social Service Activity and Training Workers	2	3%
Other	2	3%
Education and Other Professional Fields	1	1%
Total	73	100%

Employees Retraining Programme

Number of People Served : 946 Secured Employment : 75%

Category	Course Name
New Arrivals	Certificate in Foundation Skills for Employment
Disabled Person	Full-time courses: · Foundation Certificate in Standard Security & Property Management · Foundation Certificate in Office Assistant Training · Foundation Certificate in Florist and Floriculture Assistant Training · Foundation Certificate in Barista Training · Foundation Certificate in Social Services Programme Assistant Training Part-time courses: · Foundation Certificate in Workplace English (Listening & Speaking) I · Foundation Certificate in Workplace English (Listening & Speaking) II
Ordinary People	Full-time courses: · Foundation Certificate in Standard Security & Property Management · Foundation Certificate in Advanced Security & Property Management · Foundation Certificate in After School Care Tutor Training · Foundation Certificate in Cosmetician Assistant Training · Foundation Certificate in Florist and Floriculture Assistant Training · Foundation Certificate in Wine Promoter Training · Foundation Certificate in Rehabilitation Assistant Training · Foundation Certificate in Wedding & Banquet Planning · Foundation Certificate in Junior Beautician Training · Foundation Certificate in Barista Training · Foundation Certificate in Post-natal Care Worker Training · Foundation Certificate in Care-related Support Worker Training · Foundation Certificate in Nail Technician Training · Foundation Certificate in Escort Service for Out-patient Visit Training Part-time course: · Foundation Certificate in Basic English II

Youth Employment and Training Programme

Course Name	Number of Students
Job Searching Interpersonal Skill – Core Course	64
Production Assistant Course	24
Bakery Course	15
Computer and Clerical skills Course	15
Mobile Application Development Course	12
Advanced Western Dessert and Pastry Making Course	11
Total	141

Christian Ministry and Service Report

The Vision of Christian Ministry and Service
"The Feast of Life – Jesus is the Bread of Life"

Thanks to the Lord! God leads the Christian ministry and service as the bridge to reach his gospel. The service coordinates with Churches and different service units, through mutual cooperation, to witness to Christianity and fulfill its mission while sharing "The Feast of Life – The Bread of Life" with groups in the community. The development of the last year is to be sustained. The experience of target audiences on the three stages in life is to be strengthened: "Knowing God, Being Created, Following Jesus". The ministry and service pursue three main activities to develop: inviting Church members to participate in outreach services that offer care to the community; encouraging service users to take a step forward in life by trusting in God; leading staff to follow the Lord's teaching and spread the Gospel.

"FoodNet" – Knowing the Lord, Satisfying the Soul

In line with the development of the Organisation's food assistance programmes (FoodNet and the Community Canteen), an additional staff of Christian ministry has been employed and commissioned to develop and coordinate the church network in the districts of Kowloon City and Yau Tsim Mong, to share the service vision with the pastoral networks and prayer groups in the districts of Hung Hom, To Kwa Wan, Mong Kok and Tai Kok Tsui, and to encourage churches to reach out to and serve grass-roots families, in order to fulfill the Christian mission of caring for the poor. It is blessing to have an increase in cooperating partners this year, including Lock Tao Christian Association Shamshuipo Church, Tokwawan Baptist Church, Kai Tak Peace Evangelical Centre, Hong Kong Christian Shuen Tao Church, Mission To New Arrivals Limited, the Love Neighbourhood Centre of Victory Avenue Swatow Baptist Church and others.

Thanks to the Lord! All cooperating partners are willing to assist in promoting services, case referrals, food distribution and similar work. Apart from taking care of the food needs of grass-roots families, partnering organisations also motivate the brothers and sisters to make visits, set up religious groups, organise evangelical rallies and other evangelical activities to help the people being served to understand the Gospel. More than 60 families have been visited. In conjunction with CNEC Hung Hum Christian Church, Tai Kok Tsui Baptist Church, Kowloon City Baptist Church, Hung Hom Baptist Church and the Hong Kong Short-term Mission Training Centre, evangelical gathering has been organised more than 20 times, religion discussion group 14 times, evangelical rally once during Christmas and Chinese New Year respectively, volunteer group 6 times, and outreach training once.

Establishing Church Networks– Witness the Testimony Altogether

Ministerial networks have been established between groups in various districts, including Tai Kok Tsui Ministerial Network, Wan Chai Ministerial Fellowship, Ministry of Wan Chai District – Preparatory Committee of Synergy Missionary Youth Alliance, and Group of the Divinity School of Chung Chi College at the Chinese University of Hong Kong, and others. For the service users who have been confirmed as Christian, the brothers and sisters from Sunrise Church and Neighbourhood Cell Church have helped to follow up their training.

Wai Chai Baptist Church regularly hosts meal gatherings for members during festivals.

Discipleship Training - Learn by following God

A variety of training groups and evangelical bible studies have been set up. Follow-up work with spiritual seekers has been collaborated with Church. The "Discipleship Training Group" and "You Entirely New" Group were established. Their monthly gatherings attract a total 20 participants. In addition, once every two months the young believers of Tai Kok Tsui Baptist Church visit the elderly. The Women's Group of the Neighbourhood Cell Church regularly joins in these visits to the elderly to fulfill the Christian call to be a caring neighbour.

Results Sharing

Let us continue learning and following the Word of God, as Jesus Christ said in Luke 4: 18-19,

"The Spirit of the Lord is on me, because he has anointed me to proclaim good news to the poor. He has sent me to proclaim freedom for the prisoners and the recovery of sight for the blind, to set the oppressed free". All staff are committed to advancing toward this goal. Thanks to the Lord's guidance, we have organised more than 600 gospel gatherings and hosted 12,000 participations. We integrate religion with service professions to serve groups in the community and spread the Gospel.

Social Enterprise

Baptist Holistic Home-Care Service

The first 3-year plan of this Service was completed in June 2014. Although it encountered numerous difficulties during those 3 years, the service was able to sustain and follow market changes and needs very closely with flexible staff deployment and the strong support of the Board members and Chief Executive. This year we have added professional prosthetic and orthotic services. Under the "Project Eagle" programme, on-the-job training and work opportunities have been provided to retirees. This year, the rehabilitation centre treated a total of 26,000 individual visits, and provided cross-disciplinary services to more than 500 patients. The total operational cost was HK$ 7.6 million. A new 3-year programme began in 2014 and will end in 2017. This new programme phase is now led by BOKSS, in self-financing mode with venue offered by Baptist Hospital.

OK Link

In order to keep abreast of market needs, this Service launched its own mobile phone in April 2014. This new model phone is equipped with special additional functions that make it easy to use. It has been warmly welcomed by customers. This year, the OK Link Outreach Team has started making regular monthly visits to Neighbourhood Elderly Centres to hold talks relating to health issues, organise festival activities and promote services. The Team has made 29 special initiatives serving about 1,500 people.

Ratoon Beauté

Ratoon Beauté is a mobile beauty salon which also serves as a vital platform for training and employment. Besides providing quality beauty services to the community, it also offers training and employment opportunities to grass-roots women who live in the district, and thereby increases the female workforce in society. This year, Ratoon Beauté has organised two training courses and nearly 10 grass-roots women have already completed 100 hours of classroom study, through which its professional staff team has been expanded.

Catering Service

BOKSS operates Lily Valley Café which providing quality and reasonably-priced catering service to public, in the meanwhile, offering vocational training and employment for the ex-mentally ill persons.

We aim to train up underprivileged and ex-mentally ill persons through on the job training, they will learn related job skills and build up own confidence to eventually join the labour force and become self-reliant. We are proud that our staff is being awarded the Hong Kong Social Enterprise Outstanding Employee.



Human Resources Report

2014/15 Human Resources Report and Statistics

In response to the current changing employment market, BOKSS had to adopt multiple renovations and transformations to meet the needs of our human capital and to better serve our community. While aligning to BOKSS's service development, our management strategy was formulated to motivate our human capital to strive for service excellence through encouragement, support, appreciation and reward. As a capable and excellent workforce is essential for coping with the growing needs of the community, staff development programmes, which aimed at enhancing employees' professional knowledge and broadening their horizons, were organized to ensure the sustainable development of our human capital.

Employee Training & Development

Funded by the second phase of Social Welfare Development Fund (SWDF), development and training programmes were made available for staff across the Agency so as to enhance and refine their skills, and to increase employees' capacity of performing their duties effectively and efficiently. To promote a culture of learning, BOKSS encouraged employees to participate in trainings organized by external institutions by offering 5 days paid leave for training purposes and training grants of up to HK$1000 per year to full-time staff who satisfactorily completed their probationary period. Furthermore, employees were encouraged to participate in trainings addressing specific service needs through special training grants and exemptions from training leave with the nomination of their supervisors.

Apart from individual training grants, "Peer Learning Scheme" was designed to promote a collective learning culture. BOKSS encouraged employees who shared the same study goal to initiate study groups according to their professional development needs and interests by offering extra training grants.

Over 600 participants attended a total 3800 hours of in-house staff training which covered service development, professional and personal productivity enhancement, and leadership and management.

Hong Kong Social Enterprise Outstanding Employee

One of our employees in the catering service was awarded Hong Kong Social Enterprise Outstanding Employee by the Hong Kong General Chamber of Social Enterprises in recognition of his dedication and excellence in work.





Human Resources Report

Mainland China and Overseas Visit and Training

To widen our employees' horizon and deepen their understanding of social service development in Mainland China, BOKSS had arranged several professional staff to participate in the localization programme of social service. Throughout the year, our social workers and clinical psychologists conducted trainings in Luoyang Children Welfare Institute, and provided operational instruction and professional assessment for social work trainings cosponsored by Haixing Charity Foundation. During the BOKSS 30th anniversary dinner, 40,000 HK dollars were raised to support this project.

BOKSS also assisted in conducting the executive development programme for CEOs of Guangdong social service organizations coordinated by Hong Kong Social Workers Association. The theme centred on the administration, human resource and financial management of social service.

With regard to overseas exposure, employees were encouraged and recommended to take part in various subsidized overseas trainings, international conferences, study tours, and further professional studies. Last year, a total of eight staff members were sponsored to participate in study tours to Mainland China, Australia or the USA. This not only broadens their horizons but also allowed them to acquire the most up-to-date professional knowledge and skills which in turn enhanced our service quality. Upon returning, they shared their experience during staff meetings benefiting others as well.

Wise use of Provident Fund Reserve by making additional employer voluntary Mandatory Provident Fund contribution for Non-Snapshot Staff funded by Social Welfare Department Lump Sum Grant (LSG)

BOKSS made use of the Provident Fund Reserve surplus with its intended purpose by distributing approximately HK$ 500,000 into the MPF accounts of Non-Snapshot Staff funded by Social Welfare Department Lump Sum Grant (LSG) who satisfactorily completed their probationary period, except those who have already been under the agency-committed provident fund scheme, so as to improve compensation package, to lift their morale and strengthen their sense of belonging.



5 Days' Paternity Leave with full pay for employees

Launching family friendly employment policies which allowed staff members to take care of their family has always been BOKSS's priority. As early as 2010, each male employee was granted 3 days full pay paternity leave annually so that he could take care his wife and the newborn, and handle family affairs. Motivated by people-oriented management and the conviction for the well-being of our staff, without additional resource allocation, we lengthened the full pay paternity leave to 5 days this year in order to boost the workplace morale and strengthen employee engagement.

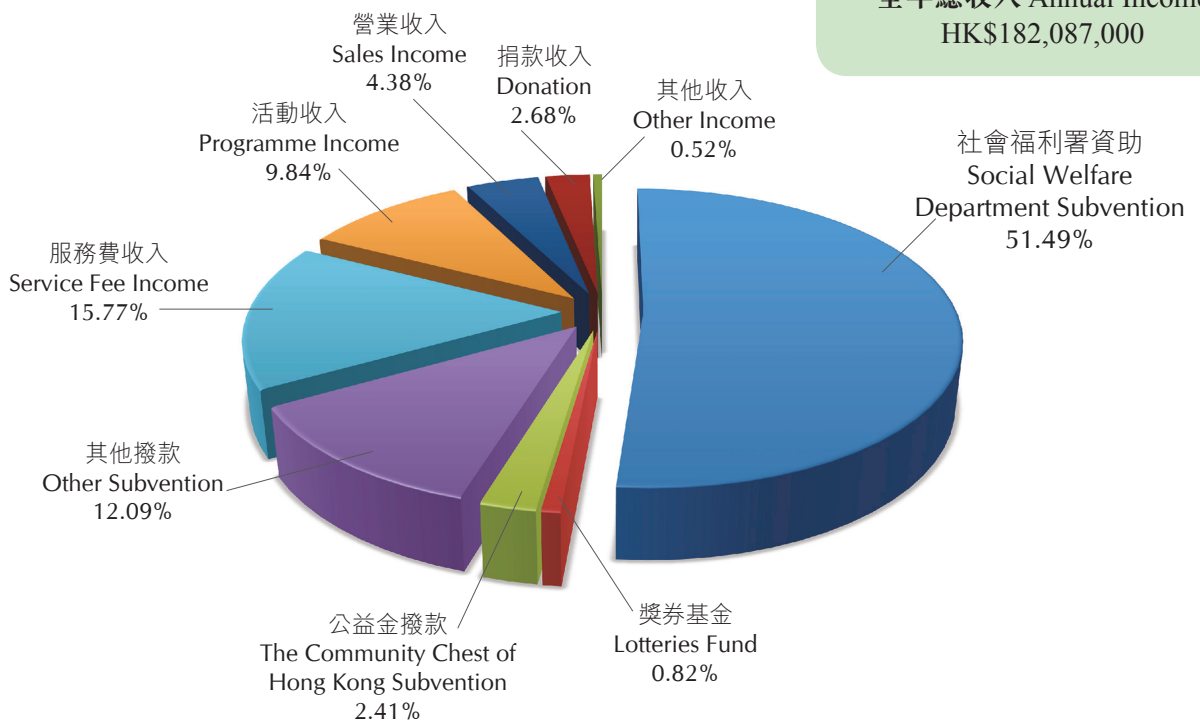
Performance-based Reward System

To recognize the dedication and contribution of our employee, under sustainable financial situation, BOKSS utilized the Lump Sum Grant Reserve with our surpluses to offer performance–based annual incentive award to our employee. This not only allowed us to share our resources but also motivated us to strive forward. The distribution principle was based on the financial budget of each department and service, and the award amount was positively related to work performance. Performance-based reward system could enhance our staff's morale and stabilize our workforce resulting in steady organizational growth and service quality improvement.

In order to retain talent, BOKSS made strategic use of Lump Sum Grant Reserve to offer salary increment to those with great potential. At the start of the year, based on the evaluations of department or service supervisors, opportunities for growth and development would be granted, and under favorable conditions, promotion and payrise would be arranged.

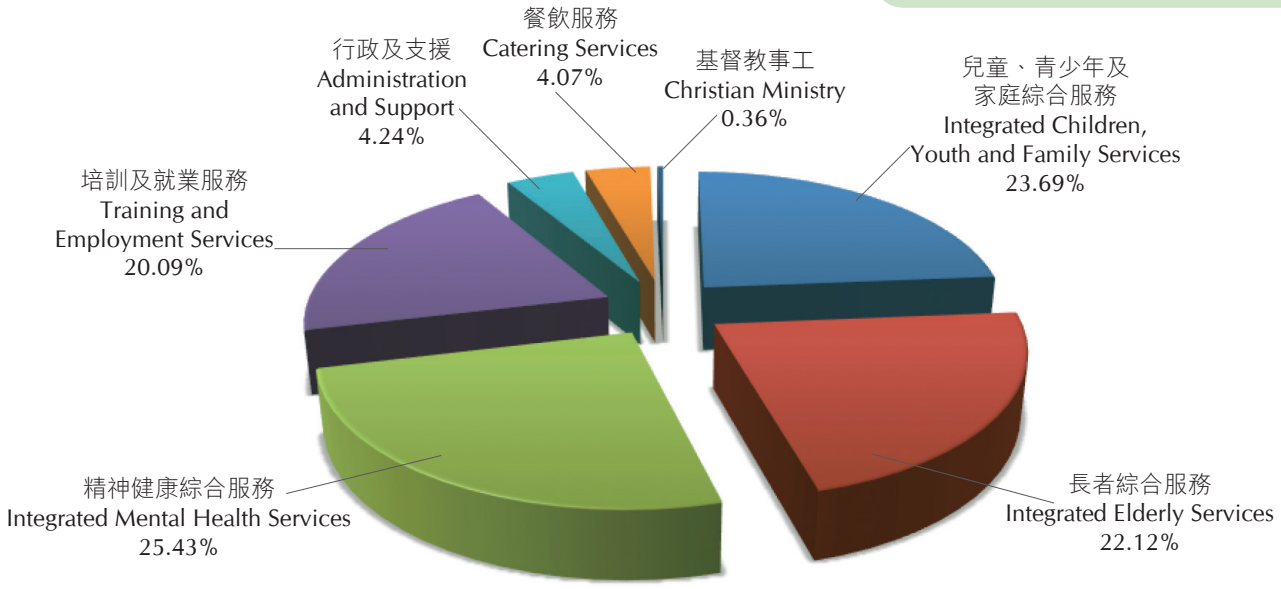
2014-15 年度收入分析
Income Analysis 2014-15

全年總收入 Annual Income
HK$182,087,000



2014-15 年度支出分析
Expenditure Analysis 2014-15

全年總支出 Annual Expenditure
HK$168,121,000



單位名稱	地址	電話	傳真	電郵
總辦事處 Head Office	香港灣仔愛群道 36 號 6 樓 6/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1500	3413 1544	bokss@bokss.org.hk
基督教事工 Christian Ministry		3413 1607	3413 1544	feifeilee@bokss.org.hk
兒童、青少年及家庭綜合服務				
灣仔課餘託管服務中心 Wanchai After School Care Service Centre	香港灣仔愛群道 36 號 1 樓 1/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1661	3413 1545	hqasc@bokss.org.hk
延展課餘託管服務 Enhanced After School Care Programme		3413 1661	3413 1545	hqasc@bokss.org.hk
關愛課餘託管試驗計劃 Community Care Fund – After-school Care Pilot Scheme		3413 1661	3413 1545	hqasc@bokss.org.hk
「愛群寶寶」鄰里支援幼兒照顧計劃（灣仔區） Neighbourhood Support Child Care Project		3413 1664	3413 1665	nsccp@bokss.org.hk
小學全方位輔導服務 Comprehensive Student Guidance Service	香港灣仔愛群道 36 號 3 樓 3/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1556	3413 1545	icysc@bokss.org.hk
灣仔綜合兒童及青少年服務中心 Wanchai Integrated Children and Youth Services Centre				icysc@bokss.org.hk
中學學校社工服務 School Social Work Service				icysc@bokss.org.hk
非華裔人士服務 Non-Chinese Speaking Service				icysc@bokss.org.hk
臨床心理及輔導服務 Clinical Psychology and Counselling Services	香港灣仔愛群道 36 號 9 樓 9/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1604	3413 1545	cs@bokss.org.hk
港島東家庭成長及發展服務中心 Hong Kong East Family Development Services Centre	香港筲箕灣筲箕灣道 361 號 利嘉中心 15 樓 1501-1505 室 Room 1501-1505, 15/F, Lancashire Centre, 361 Shau Kei Wan Road, Shau Kei Wan, Hong Kong	3188 9004	3188 9934	hkefdsc@bokss.org.hk
「愛里寶寶」鄰里支援幼兒照顧計劃（東區） Neighbourhood Support Child Care Project		3188 9757	3188 9934	hkensccp@bokss.org.hk
兒童發展基金計劃（港島區） Child Development Fund（Hong Kong）		3188 9004	3188 9934	cdf@bokss.org.hk
區本課餘學習支援計劃 After School Service		3188 9004	3188 9934	asl@bokss.org.hk
兒童發展基金計劃（九龍城及油尖旺區） Child Development Fund（Kowloon City & Yau Tsim Mong）	九龍尖沙嘴金馬倫道 31 號 31 Cameron Road, Tsim Sha Tsui, Kowloon	6280 0865	3188 9934	cdf@bokss.org.hk
教育及家庭支援服務中心 Education and Family Support Service Centre	九龍長沙灣幸福街 1 號 1 樓 1/F., 1 Fortune Street, Cheung Sha Wan, Kowloon	2360 0055	2728 4530	efsc@bokss.org.hk
長沙灣課餘託管服務中心 Cheung Sha Wan After School Care Service			2728 4530	cswasc@bokss.org.hk
培殷幼兒學校 Pui Yan Pre-Primary School	九龍長沙灣幸福街 1 號地下 G/F., 1 Fortune Street, Cheung Sha Wan, Kowloon	2360 0999	2360 0844	pypps@bokss.org.hk
長者綜合服務				
陳德生紀念長者鄰舍中心 Chan Tak Sang Memorial Neighbourhood Elderly Centre	九龍荔枝角道 168 號萬盛閣 1 樓 A 室 Unit A, 1/F., Prosperity Court, 168 Lai Chi Kok Road, Mong Kok, Kowloon	2390 6574	2396 3973	mknec@bokss.org.hk
頤薈綜合健康服務 Yee Wui Integrated Health Services	九龍荔枝角道 168 號萬盛閣 1 樓 C 室 Unit C, 1/F., Prosperity Court, 168 Lai Chi Kok Road, Mong Kok, Kowloon			mknec@bokss.org.hk
先知先覺・認知障礙預防計劃（至2015年6月） Active Prevention & Early Detection of Cognitive Impairment Project (Until June 2015)	九龍荔枝角道 168 號萬盛閣 1 樓A 室 Unit A, 1/F., Prosperity Court, 168 Lai Chi Kok Road, Mong Kok, Kowloon			apec@bokss.org.hk

Offices & Service Units

單位名稱	地址	電話	傳真	電郵
佐敦長者中心 Jordan Elderly Centre	九龍佐敦德興街 11-12 號 興富中心 401-404 室 Room. 401-404 Rightful Centre, 11-12 Tak Hing Street, Jordan, Kowloon	2377 3230	2377 3309	jdec@bokss.org.hk
佐敦家庭支援網絡隊 Jordan Family Support Networking Team				
長者情緒健康中心 Elderly Emotional Health Centre				jdec@bokss.org.hk
耆妙展翅計劃 Project Eagle				pm.eagle@bokss.org.hk
浸信會全人家居護理服務 Baptist Holistic Home Care Service	九龍九龍塘聯合道 320 號 建新中心 1 樓 1/F, Franki Centre, 320 Junction Road, Kowloon	3188 1633	2339 8054	hhc@bokss.org.hk
浸信會全人家居護理服務復康店 Baptist Holistic Home Care Service Rehab Shop	九龍窩打老道 222 號 香港浸信會醫院 B 座地下 G/F, Block B, Hong Kong Baptist Hospital, 222 Waterloo Road, Kowloon	2339 7873	2339 7427	hhc@bokss.org.hk
大埔浸信會區張秀芳長者鄰舍中心 Tai Po Baptist Church Au Cheung Sau Fong Neighbourhood Elderly Centre	新界大埔富亨邨富亨鄰里社區中心地下 G/F, Fu Heng Neighbourhood Community Centre, Fu Heng Estate, Tai Po, New Territories	2666 0761	2664 2603	tpnec@bokss.org.hk
沙田長者日間護理中心 Shatin Day Care Centre for the Elderly	新界沙田瀝源街 1 號地下 G/F, No. 1 Lek Yuen Street, Shatin, New Territories	2608 2698	2608 2714	stdcc@bokss.org.hk
頤樂綜合健康服務 Yee Lok Integrated Health Service		2608 2598	2608 2714	stdcc@bokss.org.hk
陪你同行計劃 Blessed project		2608 2598	2608 2714	pm.blessed@bokss.org.hk
頤荃健康服務中心 Yee Tsuen Integrated Health Service Centre	新界荃灣青山道 99-113 號 荃灣浸信會大樓 6/F 6/F, Tsuen Wan Baptist Church, 99-113 Castle Peak Road, Tsuen Wan, New Territories	2408 2662	2408 0886	ytihs@bokss.org.hk
長者社區照顧服務券服務 Community Care Service Voucher for the Elderly				
麗瑤長者鄰舍中心 Lai Yiu Neighbourhood Elderly Centre	新界葵涌麗瑤邨樂瑤樓地下102-106 室 Unit 102-106, G/F., Lok Yiu House, Lai Yiu Estate, Kwai Chung, New Territories	2744 9308	2744 5698	lynec@bokss.org.hk
長者家居情緒支援服務（至2015年8月） Emotional Support Home Base Service for the Elderly (until August 2015)				ehchb@bokss.org.hk
麗瑤長者鄰舍中心（祖堯邨會所） Lai Yiu Neighbourhood Elderly Centre（Cho Yiu Club House）	新界葵涌祖堯邨啟光樓地下 5-9 室 Unit 5-9, G/F., Kai Kwong Lau, Cho Yiu Chuen, Kwai Chung, New Territories	2743 5626	2743 5508	cynec@bokss.org.hk
頤樂綜合健康服務 Yee Lok Integrated Health Service	新界葵涌祖堯邨啟光樓地下 3-4 室 Unit 3-4, G/F., Kai Kwong Lau, Cho Yiu Chuen, Kwai Chung, New Territories			
青衣長者鄰舍中心 Tsing Yi Neighbourhood Elderly Centre	新界青衣青衣邨宜偉樓地下 B 翼 G/F., Wing B, Yee Wai House, Tsing Yi Estate, Tsing Yi, New Territories	2433 6414	2433 6220	tynec@bokss.org.hk
關愛鈴社區支援服務 (至2015年11月) OK Link Community Support Service (Until November 2015)	香港灣仔愛群道36號2/F 2/F, 36 Oi Kwan Road, Wan Chai, Hong Kong	2333 1203	3413 1639	cs.oklink@bokss.org.hk
精神健康綜合服務				
樂羣樓中途宿舍 Lok Kwan Halfway House	香港灣仔愛群道 36 號 5 樓 5/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1592	3413 1594	lkhh@bokss.org.hk
欣羣樓中途宿舍 Yan Kwan Halfway House	新界青衣青衣邨宜偉樓 A 翼地下及 1 字樓 G/F & 1/F, Wing A, Yee Wai House, Tsing Yi Estate, Tsing Yi, New Territories	2434 4563	2433 6242	ykhh@bokss.org.hk
駿羣樓輔助宿舍 Tsun Kwan Supported Hostel	新界沙田瀝源街 1 號 2 樓 2/F, No. 1 Lek Yuen Street, Shatin, New Territories	2607 1200	2607 1411	tksh@bokss.org.hk
精神健康綜合社區中心（灣仔） Integrated Community Centre for Mental Wellness （Wanchai）	香港灣仔愛群道 36 號 8 樓 8/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1641	3413 1656	wciccmw@bokss.org.hk

單位名稱	地址	電話	傳真	電郵
精神健康綜合社區中心（港島東） Integrated Community Centre for Mental Wellness （HK East）	香港筲箕灣筲箕灣道 361 號利嘉中心 11 樓 11/F, Lancashire Centre, 361 Shau Kei Wan Road, Shau Kei Wan, Hong Kong	2967 0902	2967 0577	hkeiccmw@bokss.org.hk
精神健康綜合社區中心（葵青） Integrated Community Centre for Mental Wellness（Kwai Tsing）	新界青衣長亨邨亨緻樓地下 7-14 號 Unit 7-14, G/F, Hang Chi House, Cheung Hang Estate, Tsing Yi, New Territories	2434 4569	2436 3977	kticcmw@bokss.org.hk
精神健康綜合社區中心（服務發展） Integrated Community Centre for Mental Wellness（Service Development ）	香港灣仔愛群道 36 號 7 樓 7/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1542	3413 1676	sdiccmw@bokss.org.hk
結伴成長計劃 Stand By U	九龍長沙灣順寧道 323 號 1 樓 1/F, 323 Shun Ning Road, Cheung Sha Wan, Kowloon	2386 1717	2386 1800	standbyu@bokss.org.hk
青少年身心導航服務 Adolescent Early Intervention Service	香港灣仔愛群道 36 號 7 樓 7/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1542	3413 1676	aeis@bokss.org.hk
	九龍長沙灣順寧道 323 號 1 樓 1/F, 323 Shun Ning Road, Cheung Sha Wan, Kowloon	2386 1717	2386 1800	aeis@bokss.org.hk
親親心靈藝術治療中心 Healing Hearts Arts Therapy Centre	香港灣仔愛群道 36 號 7 樓 7/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1572	3413 1676	ap@bokss.org.hk
思維發展學院 Institute of Cognitive Development	香港灣仔愛群道 36 號 8 樓 8/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1641	3413 1656	icd.iccmw@bokss.org.hk
	新界青衣青衣邨宜偉樓地下 A 翼 G/F., Wing A, Yee Wai House, Tsing Yi Estate, Tsing Yi, New Territories	2434 4569	2433 6242	
	香港筲箕灣筲箕灣道 361 號 利嘉中心 11 樓 11/F, Lancashire Centre, 361 Shau Kei Wan Road, Shau Kei Wan, Hong Kong	2967 0902	2967 0577	
精神康復者家屬資源及服務中心 Resource & Service Centre for the Relatives of Ex-mentally Ill People	九龍彩虹牛池灣街 彩輝邨彩葉樓 C 翼地下 Wing C, G/F, Choi Yip Hse, Choi Fai Estate, Ngau Chi Wan, Kowloon	2560 0651	2568 9855	rsc@bokss.org.hk
「家」陪同心社區網絡計劃 Family Networks at Community	香港灣仔愛群道 36 號 7 樓 7/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1669	3413 1676	fnc@bokss.org.hk
心自在計劃—焦慮及抑鬱症預防及治療計劃 Heart at Ease – Anxiety and Depression Prevention and Intervention Project	香港灣仔愛群道 36 號 6 樓 6/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1679	3413 1544	sw1.sp@bokss.org.hk
精神健康綜合社區中心 （職業治療及日間訓練服務） Integrated Community Centre for Mental Wellness（Occupational Therapy & Day Training Services）	香港灣仔愛群道 36 號 4 樓 4/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1571	3413 1590	ot.hkiiccmw@bokss.org.hk
心放寬心理健康教育計劃 Community Mental Wellness Integrated Community Centre for Mental Wellness	香港灣仔愛群道 36 號 8 樓 8/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1641	3413 1656	wciccmw@bokss.org.hk
培訓及就業服務				
僱員再培訓局「人才發展計劃」（灣仔區） Manpower Development Scheme of the Employees Retraining Board（Wan Chai）	香港灣仔愛群道 36 號 2 樓 2/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1631	3413 1511	hqerb@bokss.org.hk
僱員再培訓局「人才發展計劃」 （旺角區 — 上海中心） Manpower Development Scheme of the Employees Retraining Board （Mong Kok - Shanghai Centre）	九龍旺角上海街 473-475 號上海中心 2 樓 2//F, Shanghai Centre, 473-475, Shanghai Street, Mong Kok, Kowloon	2377 3068	2770 6007	kherb@bokss.org.hk
僱員再培訓局「人才發展計劃」（長沙灣區） Manpower Development Scheme of the Employees Retraining Board （Cheung Sha Wan）	九龍長沙灣順寧道 323 號 2 樓 2/F, 323 Shun Ning Road, Cheung Sha Wan, Kowloon	2708 8141	2770 6007	kherb@bokss.org.hk

Offices & Service Units

單位名稱	地址	電話	傳真	電郵
僱員再培訓局「人才發展計劃」（油麻地區） Manpower Development Scheme of the Employees Retraining Board（Yau Ma Tei）	九龍油麻地上海街 422-426 號 萬事昌中心 5 樓 503 室 Rm 503, 5/F, Shanghai Centre, 422-426, Shanghai Street, Yau Ma Tei, Kowloon	2116 4598	2116 4596	hqerb@bokss.org.hk
僱員再培訓局「人才發展計劃」 （旺角區-琪恆中心） Manpower Development Scheme of the Employees Retraining Board （Mong Kok - Win Century Centre）	九龍旺角道2A琪恆中心 16 樓 1602-1603 室 （2015年9月1日開始） Unit 1602-03, 16/F, Win Century Centre, 2A Mong Kok, Kowloon （Start from 1 September, 2015）	2770 8070	2770 6007	kherb@bokss.org.hk
自力更生綜合就業援助計劃（油尖旺區） The Integrated Employment Assistance Programme for Self-reliance （Yau Tsim Mong District）	九龍旺角上海街 473-475 號上海中心 1 樓 1/F, Shanghai Centre, 473-475, Shanghai Street, Mong Kok, Kowloon	2377 3060	2377 3066	jdieas@bokss.org.hk
悅己坊 Ratoon Beauté	九龍長沙灣幸福街 1 號 1 樓 1/F, 1 Fortune Street, Cheung Sha Wan, Kowloon	6578 0094	2728 4530	michellelee@bokss.org.hk
職業復康服務（灣仔區） Vocational Rehabilitation Service （Wanchai District）	香港灣仔愛群道 36 號 2 樓 2/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1561	3413 1511	vrs@bokss.org.hk
職業復康服務（長沙灣區） Vocational Rehabilitation Service （Cheung Sha Wan District）	九龍長沙灣順寧道 323 號 2 樓 2/F, 323 Shun Ning Road, Cheung Sha Wan, Kowloon	2708 8461	2708 8471	cswvrs@bokss.org.hk
職業復康服務（葵青區） Vocational Rehabilitation Service （Kwai Tsing District）	新界青衣青衣邨宜偉樓 G/F A 翼 Wing A, G/F, Yee Wai House, Tsing Yi Estate, Tsing Yi, New Territories	2434 4569	2433 6242	vrs.ty@bokss.org.hk
勞工處展翅青見計劃（職場特訓班） Youth Pre-employment Training Programme and Youth Work Experience and Training Scheme - Targeted Career Training Mission	香港灣仔愛群道 36 號 2 樓 2/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1561	3413 1511	vrs@bokss.org.hk
	九龍長沙灣順寧道 323 號 2 樓 2/F, 323 Shun Ning Road, Cheung Sha Wan, Kowloon	2708 8461	2708 8471	cswvrs@bokss.org.hk
「開飯」服務（深水埗區） （2011年9月1日計劃開始） Hotmeal Service（Cheung Sha Wan District） （Start from 1 September, 2011）	九龍長沙灣順寧道 323 號 2 樓 2/F, 323 Shun Ling Road, Cheung Sha Wan, Kowloon	2708 8461	2708 8471	hotmeal@bokss.org.hk
「開飯」服務 – 童心飯堂（2016年3月1日由筲箕灣國語浸信會遷到現址） Hotmeal Service（Kiddy Heart Canteen） （Shaukiwan Swatow Christian Church） （Shaukeiwan Mandarin Baptist Church move to here on 7 March, 2016）	香港筲箕灣筲箕灣道 361-365 號 利嘉中心 8 樓 （基督教筲箕灣潮人生命堂） 8/F, Lancashire Centre, 361-365 Shau Kei Wan Rd, Shau Kei Wan, Hong Kong	5539 5010 2708 8461	2708 8471	hotmeal@bokss.org.hk
「開飯」服務 – 童心飯堂 （2015年5月4日計劃開始） Hotmeal Service（Kiddy Heart Canteen） （Start from 4 May, 2015）	九龍牛池灣永定道15號怡發花園 1-2 樓 （彩坪浸信會） 1-2/F, Fortune Garden, 15 Wing Ting Rd, Ngau Chi Wan, Kowloon （Choi Ping Baptist Church）	5539 5008 2708 8461	2708 8471	hotmeal@bokss.org.hk
「開飯」服務 – 童心飯堂 （2015年11月16日計劃開始） Hotmeal Service（Kiddy Heart Canteen） （Start from 16 November, 2015）	新界葵涌青山公路412號 葵星中心地下100號鋪 （香港教會葵涌聚會所） Shop 100, Kwai Sing Centre,412 Castle Peak Road, Kwai Chung, New Territories （The Church in Hong Kong Kwai Chung Assembly Hall）	6741 5001 2708 8461	2708 8471	hotmeal@bokss.org.hk

單位名稱	地址	電話	傳真	電郵
「開飯」服務 – 童心飯堂 Hotmeal Service（Kiddy Heart Canteen）	新界荃灣海壩街102號 卓明大廈 2 樓 4 室（荃灣聚會所） Room4, 2/F, Cheuk Ming Mansion, 102 Hoi Pa Street, Tsuen Wan, New Territories（The Church in Hong Kong Tsuen Wan Assembly Hall）	6741 5001 2708 8461	2708 8471	hotmeal@bokss.org.hk
食物網 – 短期食物援助服務 FoodNet-Short-term Food Assistance Service	九龍土瓜灣道86號順聯工業大廈10B Flat 10B, Shun Luen Factory Building, 86 To Kwa Wan Road, Kowloon	5517 4886 3974 5981	3974 5980	foodnet@bokss.org.hk
「開飯」服務（佐敦區） Hotmeal Service（Yau Tsim Mong District）	九龍佐敦渡船街 28 號寶時商業中心3樓 （佐敦浸信會 ） （2014 年 9 月 26 日計劃完結） 3/F, Boss Commercial Centre, 28 Ferry Street, Jordan, Kowloon （Until 26 September, 2014）	2708 8461	2708 8471	hotmeal@bokss.org.hk
開飯」服務 — 樂天倫飯堂 Hotmeal Service（Joyful Family Canteen）	九龍大角咀通州街 51-67 號 新漢大廈 2 字樓（大角咀浸信會） 2/F, Sun Hon Building, 51-67 Tung Chau Street, Tai Kok Tsui, Kowloon （Tai Kok Tsui Baptist Church）	5481 8092 2708 8461	2708 8471	hotmeal@bokss.org.hk
	九龍油麻地彌敦道523號禮基大廈4樓 （新曙光教會） 4/F,Lai Kee Mansion, 523 Nathan Road, Yau Ma Tei, Kowloon （Sunrise Christian Community）	5481 8092 2708 8461	2708 8471	hotmeal@bokss.org.hk
	九龍土瓜灣浙江街 41 號合誠商業大廈 2 樓 （中國基督教播道會樂泉堂） （2014年12月1日計劃開始） 2/F, Hop Shing Commercial Building, 41 Chi Kiang Street., To Kwa Wan, Kowloon （Evangelical Free Church of China - Joy Church）（Strat from 1 December, 2014）	5481 8092 2708 8461	2708 8471	hotmeal@bokss.org.hk
	九龍土瓜灣譚公道 92-100 號兆豐閣 3 號地鋪 （啟德平安福音堂） （2014年12月1日計劃開始） Shop No 3, Siu Fung Court, 92-100 Tam Kung Rd, Tokwawan, Kowloon （Kai Tak Peace Evangelical Center） （Strat from 1 December, 2014）	5481 8092 2708 8461	2708 8471	hotmeal@bokss.org.hk
「午．善．匯計劃」熱食飯堂 Lunch Club Hotmeal Canteen	香港灣仔愛群道 36 號 2/F 2/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1528	3413 1511	hotmeal@bokss.org.hk
	新界荃灣大河道 99 號九九廣場10 樓 （宣道會基蔭堂） 10/F, 99 Plaza,99 Tai Ho Road, Tsuen Wan, New Territories （Kei Yam Alliance Church）	6352 3486 3413 1528	3413 1511	hotmeal@bokss.org.hk
	九龍旺角道2A號琪恆中心17樓 （城市福音教會） 17/F, Win Century Centre, 2A Mong Kok Road, Mong Kok, Kowloon. （City Gospel Church）	5985 0137 3413 1528	3413 1511	hotmeal@bokss.org.hk
餐飲服務				
百合谷餐廳 Lily Valley Café	香港灣仔愛群道36號地下 G/F, 36 Oi Kwan Road, Wanchai, Hong Kong	3413 1502	3413 1510	fdlv@bokss.org.hk

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T.W.G.Hs. Wu Chiang Wai Fong Care and Attention Home
TWGHs Lee Ching Dea Memorial College
TWGHs Li Chi Ho Primary School
TWGHs CEASE Crisis Centre
T.W.G.Hs. Lo Yu Chik Primary School
Yau Tsim Mong District Council
The French Chamber Foundation
Rosaryhill School(Secondary Section)
Kowloon City and Yau Tsim Mong District Social Welfare Office

Acknowledgement (organization)

Social Welfare Department Tai Po and North District Social Welfare Office
Social Welfare Department Tsing Yi (South) IFSC
Gammon Construction Ltd.
Estate Management Advisory Committee (Cheung Hang Estate)
Tsing Yi Police Station
Po Sum On Medicine Factory Limited
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Ying Wa Girls' School
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BGCAHK Jockey Club Cheung Hang Children & Youth Integrated Services Centre
BGCAHK Jockey Club South Kwai Chung Children & Youth Integrated Service Centre
Jockey Club Tsing Yi Children & Youth Integrated Services Centre, The Boys' & Girls' Clubs Association of Hong Kong
Hong Kong Chinese Women's Club College
Chinese Young Men's Christian Association of Hong Kong Tin Ping Neighbourhood Elderly Centre
The Community Chest of Hong Kong
Aberdeen Baptist Lui Ming Choi College
Hong Kong Wing On Travel Service Limited
Grand Hyatt Hong Kong
The Excelsior Hotel (Hong Kong) Ltd.
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Women's Welfare Club (Eastern District) Hong Kong (The) Leung Lee Sau Yu Recreation Centre for the Elderly
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Hong Kong Social Worker's General Union
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Rotary Club of Hong Kong City North
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The Hong Kong University of Science and Technology
Hong Kong Red Cross East New Territories Division
Hong Kong Red Swastika Society Tai Po Secondary School
Rotary Club of Bayview Sunshine Hong Kong
The Baptist Convention of Hong Kong
Hong Kong Baptist Hospital
Hong Kong Baptist Hospital Charity Fund Limited
Hong Kong Christian Short Term Mission Training Centre
Hong Kong Young Women's Christian Association HKYWCA Ellen Li District Elderly Community Centre
Hong Kong Institute of Vocational Education (Sha Tin)
Hong Kong Institute of Vocational Education (Kwai Chung)- Applied Science
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Operation Dawn
The Hong Kong Polytechnic University
The Hong Kong Polytechnic University Department of Civil and Environmental Engineering
Social Service Group, HKPUSU
Hong Kong Cell Church Network
The Hong Kong Chinese Church of Christ (Chung Chun)
Hong Kong Trade Development Council
HKSKH Bishop Hall Secondary School
Hong Kong Sheng Kung Hui Welfare Council Limited Hong Kong Sheng Kung Hui Tai Wo Neighbourhood Elderly Centre
Hong Kong St. John Ambulance
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TTMHK Fuk Hong Neighbourhood Elderly Centre
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Kau Yan College
Educational Publishing House
Hong Kong Church Network for the Poor
Shamshuipo Baptist Church
Mr Chan Siu Man, Simon
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Chan Shu Kui Memorial School
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Sik Sik Yuen Ho Wong Neighbourhood Centre for Senior Citizens
Securitas Security Services (Hong Kong) Ltd.
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Health Check Charity Funds Limited
Wan Chai Baptist Church
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捐款表格 Donation Form

過去三十多年來，本處得到社會各界人士的支持，得以提供多元化的社會服務。你的支持更有助我們延續和拓展新服務，為有需要人士帶來關懷和祝福，請繼續支持本處。

With the steadfast support of all sectors in the community for more than 30 years, BOKSS has been able to offer a wide variety of social services. Your generous support, besides being a driving force behind the sustainability and development of our services, bringsblessingsand care to people in need. Kindly continue to support BOKSS.

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本人願意提供以下資料予浸信會愛羣社會服務處以便聯絡，並同意在符合《個人資料（私隱）條例》的情況下，可持有及使用本人的資料。

I am willing to provide the information below to the Baptist Oi Kwan Social Service for future communication and agree them to keep and use my information subject to the Personal Data (Privacy) Ordinance.

本人 / 機構名稱 Name / Organization：_____(先生 Mr / 太太 Mrs / 小姐 Miss)

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☐$500 ☐$1,000 ☐$2,000 ☐$3,000 ☐$5,000

其他$ _____ （捐款港幣$100或以上，將獲發正式收據，可作為申請扣減稅項之用。）

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1. 劃線支票（號碼：_____）抬頭請寫「浸信會愛羣社會服務處」
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2. 直接存入「浸信會愛羣社會服務處」匯豐銀行戶口 808 -774160 -001
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   Bank in Baptist Oi Kwan Social Service’s account at HSBC 808 -774160 -001
   （Please attach bank payment slip / ATM slip）
3. 信用咭 Credit Card ： ☐ Visa ☐ MasterCard
   發咭銀行 Bank of card issued: _____
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If using donation method 1 or 2, please mail the completed form together with the crossed cheque/bank payment slip/ATM slip to the
Finance Department, 6/F Baptist Oi Kwan Social Service,
36 Oi Kwan Road, Wanchai, Hong Kong.

使用捐款方法 3，請將此表格寄回本處或傳真至 3413 1544 ，以便本處跟進。

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好施捨的，必得豐裕；
滋潤人的，必得滋潤。

（箴言11:2）

The liberal soul shall be made fat;
and he that watereth shall be
watered also himself.

（Proverbs 11:2）

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