

THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL

2017

REPORT(S) AND ACCOUNTS



陳李羅會計師事務所有限公司
Chan, Li, Law CPA Limited

香港執業會計師

CERTIFIED PUBLIC ACCOUNTANTS (PRACTISING)

HONG KONG





**THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
REPORTS AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

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THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL REPORT OF THE EXECUTIVE COMMITTEE

The Executive Committee members have pleasure in submitting their annual report together with the audited financial statements of The Neighbourhood Advice-Action Council (the “Council”) for the year ended 31 March 2017.

PRINCIPAL ACTIVITY

The principal activity of the Council during the year was the provision of social services to the community.

RESULTS

The financial performance and cash flows of the Council for the year ended 31 March 2017 and the financial position of the Council at that date are set out in the financial statements on pages 12 to 37.

EXECUTIVE COMMITTEE MEMBERS

The Executive Committee members who held office during the financial year and up to the date of this report are :-

Chairman	Dr. TSANG Fan Kwong, David	
Vice Chairmen	Mr. LAM Kin Lai, JP	
	Mr. TAI Keen Man	
	Mr. YIP Ching Shan	
	Mr. WONG Eng Beng	
Honorary Secretary	Mr. CHEUNG Kin Chun	
Honorary Treasurer	Dr. WAN Taek Fan	
Committee Members	Dr. WONG Ka Hing	
	Ms. KWONG Sum Yee, Anna, MH	
	Mr. TSUI Hau Leung	
	Dr. HO Chui Fong, Mimi	
	Dr. LI Siu Kei	
	Mr. YEUNG Yiu Shing, Gary	
	Prof. KWAN Yui Huen	(resigned on 5 November 2016)
Dr. HUNG Ying Ho, Billy	(resigned on 5 November 2016)	

Prof. KWAN Yui Huen and Dr. HUNG Ying Ho, Billy resigned as directors of the Council due to their personal reasons. They have confirmed that they have no disagreement with the Executive Committee and nothing relating to the affairs of the Council needed to be brought to the attention of the members of the Council.

In accordance with article 41 of the Council’s articles of association, all Executive Committee members shall retire from office in the forthcoming annual general meeting and, being eligible, offer themselves for re-election.





EXECUTIVE COMMITTEE MEMBERS' INTERESTS IN TRANSACTIONS, ARRANGEMENTS OR CONTRACTS

No transactions, arrangements or contracts of significance to which the Council was a party, and in which an Executive Committee member of the Council had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.

EXECUTIVE COMMITTEE MEMBERS' RIGHTS TO ACQUIRE SHARES OR DEBENTURES

At no time during the year was the Council a party to any arrangement to enable the Executive Committee members of the Council to acquire benefits by means of the acquisition of shares in or debentures of the Council or any other body corporate.

MANAGEMENT CONTRACTS

No contracts concerning the management and administration of the whole or any substantial part of the operation of the Council were entered into or existed during the year.

BUSINESS REVIEW

Description of the Business

The Council, as a registered bona-fide charitable non-government organisation, provides diversified services to meet the needs of different ages and walks of life. The Council currently operates 80 service units throughout Hong Kong and the Mainland China. The nine service divisions under the Council include Family and Child Welfare Service, Children and Youth Service, Elderly Service, Rehabilitation Service, Community Development, Mainland Service, Education Service, Health Care Service and Social Enterprise.

External Environment and Major Funding Bodies

External Environment and major funding bodies of the Council during the period are as follows:-

	Percentage of the Council's total income (%)
Social Welfare Department	68.8
Lotteries Fund	8.1
Education Bureau	1.8
Hospital Authority	1.4
Student Financial Assistance Agency	1.1
Five largest funding bodies in aggregate	<u>81.2</u>



BUSINESS REVIEW (continued)*Financial Performance*

In the reporting period, the Council continued to extend its growth in the past few years. Our total income was HK\$632,366,649, growing by 13% as compared with that of the previous year. Subsidisation from the Government of the HKSAR was raised to HK\$453,467,300, totalling 72% of the income and equal to a 10% increase as compared with that of the previous year.

Our major partner, the Social Welfare Department (“SWD”), subsidised 69% of our total income, which marked a 10% increase as compared with that of the previous year. This was mainly due to the additional subvention from Enhancement of the Lump Sum Grant Subvention System and various additional services for our existing subsidised service units.

In response to the advice from SWD regarding Best Practice Manual, the Council continuously improved the benefits of both our employees and our service users during the reporting period. As such, several short-term programmes were commenced during the year in order to make good use of our Lump Sum Grant Reserve. These programmes included “Healthy Brain 5+1” and other valued added programmes. To support these programmes, short-term staff members were employed to release the burden of our existing staff. In this connection, our total expenditure for this year was increased to HK\$623,177,060, a 5% increase as compared with that of the previous year.

Below is a summary of the financial information during the reporting period :-

	<u>2017</u> HK\$	<u>2016</u> HK\$	<u>Change</u> %
Total income	632,366,649	558,548,049	13
Total expenditure	(623,177,060)	(590,768,063)	5
Surplus/(deficit) for the year	<u>9,189,589</u>	<u>(32,220,014)</u>	129

Environmental Policies and Performance

The Council places great importance on environmental concerns and energy conservation in our daily work. The Council implemented measures to improve energy efficiency, promote energy conservation and minimise environmental impacts of using energy.

New energy-efficient equipment was installed in our newly-renovated centres. The Council increased the use of T5 lighting, LED light bulbs and air conditioning systems with Grade 1 energy labels in various centres. The Council also phased out the use of two pre-Euro IV Diesel Commercial Vehicles.





BUSINESS REVIEW (continued)

Environmental Policies and Performance (continued)

The Council implemented various measures for environmental protection in Healthy Manor — a hostel for people with moderate intellectual disability. For example, a solar water heating system was installed at the rooftop to supply hot water in the premises from May 2016. There had been a wasteland in Healthy Manor which was re-developed into an organic farmland for our service users and the community. The results were beneficial to the environment.

Besides, we believe that environmental education should be provided for our children and the next generation. In this connection, the Day Nurseries carried out programmes to teach children how to categorise wastes for recycling purpose. Children were encouraged to share used toys in class. They acquired not only the concept of sharing but also the awareness of waste reduction.

The Council pioneered in launching the “Special Dragon Boat Race” for people with disabilities and the able-bodied. Teams from the Mainland, Taiwan, Macau and Hong Kong also participated in the “Two-Coast-Four-Region Dragon Boat Race”. To celebrate the 10th anniversary of the event, the disabled participants made a model Dragon Boat with 1,500 recycled plastic bottles with the help of our mentors, by which delivered the messages of “equal participation” and “integration between the disabled and the able-bodied”.

In response to the ageing population in Hong Kong and the caring need of elders who have suffered from dementia, we arranged our social workers to receive a training course entitled “Certified Dementia Care Planner” which was co-designed by Hong Kong Alzheimer’s Disease Association and Alzheimer’s Disease International. A dedicated team was newly set up to manage dementia cases from the quality of life perspective in the family.

“Endless Love Project”, which was a family project in Tung Chung and Sham Shui Po, was implemented with a slogan — “Electronic Devices to Be Turned Off for More Quality Family Time”. Everyone in the family should have a passionate and good time as they could make some art pieces and household products together. Therapeutic elements were diffused into their daily lives of “clothing, food, accommodation and transport”.

Neighbourhood Outstanding Youth Award was organised by the Youth Outreaching Social Work Team to commend some young people who had gone astray but later went back to the right track in their life. In the award presentation ceremony, winners shared their valuable and meaningful stories which had positive influences to other young people.



BUSINESS REVIEW (continued)*Compliance with the Relevant Laws and Regulations*

The Council is a Hong Kong incorporated company limited by guarantee and is subject to laws and regulations governing the services provided. The Council set out its service quality standards to comply with the requirements of the service performance monitoring systems and subvention manuals established by our funding bodies.

*Relationship with Employees, Funding Bodies and Service Users*Employees

The Council did not experience any significant problems with its employees or disruption of its operation owing to labour dispute, nor did the Council experience any difficulties in the retention of our existing experienced staff. The Council adjusted and maintained the monthly salary of all our staff in accordance with the Civil Service Pay Adjustment percentages announced by SWD. Furthermore, the Council continued the provision of medical insurance coverage for all staff. Since our staff is a key element for the success of the Council, we have spent more than double (increased by 153%), as compared with that of the previous year, on staff training. We trusted that this could continue to improve and upgrade the skills and knowledge of our employees through the provision of different training programmes and seminars.

Service Users

The Council always gives a priority on caring and serving our service users. There was no serious complaint or material incident arisen in the reporting period. Nevertheless, the Council will continue to improve the quality and quantity of our services through different channels. As mentioned above, several value-added programmes were conducted during the year to enrich the services for our service users.

To our pleasure, the “Community Oral History Theatre Project” was selected as a finalist under the “Best Active Ageing Programme — Community” prize presented in the “5th Asia Pacific Eldercare Innovation Awards 2017” in Singapore. We were further invited to promote the said project and to share our experience in Singapore.

To protect our service users with intellectual disability in Yau Oi Day Activity Centre cum Hostel, we developed and launched a Radio-frequency Identification Guardian System which was launched in August 2016. The system can prevent service users from getting out of the centre and losing their way. Their family members would be assured of our services provided.

Funding Bodies

The funding bodies of the Council have been carrying out different types of checking in both finance and operations. These included regular inspections and surprise checks. The Council complied with their requirements. Meanwhile, the Council put in all efforts in collaborating with the funding bodies so that their needs can be fulfilled.

Principal Risks and Uncertainties

SWD subsidised around 69% of our income. The Council would have been at substantial risk in the event of our contracts with SWD being discontinued. The Council has done its best to render quality services and has also continuously and closely monitored the service performance to meet SWD requirements.





BUSINESS REVIEW (continued)

Principal Risks and Uncertainties (continued)

In terms of financial risk, most of the funds and reserves of the Council are deposited in Hong Kong dollars accounts maintained with different local banks. As such, the financial risk of the Council is very low.

Particulars of Important Events After the Financial Year

There was no material event during the reporting period.

Indication of Likely Future Development

Future Development Strategy

In view of the potential need for community services in Hong Kong, the Government of the HKSAR is expected to increase its expenditures in social service in the coming years. As our development strategy, the Council will closely follow the policies and responses of the Government. The Council will submit quality-driven proposals to bid for subsidised welfare service projects allocated by the SWD and relevant departments. Given the changing needs and demographic structure in Hong Kong, the Council will put its emphasis on services in the elderly, rehabilitation, youth and family sectors.

Future Service Development

In accordance with the Council's guiding principle of "Be People-oriented", our Council will endeavour to serve the people in need as follows.

For the elderly, we will continue the "Community Oral History Theatre Project" to cover more districts in Hong Kong with the cooperation from Chung Ying Theatre Company. To help the disabled people, six Liquefied Petroleum Gas ("LPG") Private Light Buses with wheelchair seats and a tail lift, funded by the Lotteries Fund, will be delivered in the next fiscal year to serve the Day Activity Centres cum Hotels for Severely Mentally Handicapped Persons and Community Rehabilitation Day Centres. In the education aspect, the Council expects to commence the implementation of free kindergarten education under the policy of 15-year free education in coming September.

AUDITORS

The financial statements were audited by Chan, Li, Law CPA Limited, Certified Public Accountants (Practising), which retires and, being eligible, offers itself for re-appointment.

On behalf of the Executive Committee

Dr. Tsang Fan Kwong, David
Chairman
Hong Kong, 13 September 2017





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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
(incorporated in Hong Kong with limited liability)**

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of The Neighbourhood Advice-Action Council (the "Council") set out on pages 12 to 37, which comprise the statement of financial position as at 31 March 2017, and the statement of surplus or deficit and other comprehensive income, statement of changes in funds and reserves and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Council as at 31 March 2017, and of the financial performance and cash flows of the Council for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Council in accordance with the HKICPA's Code of Ethics for Professional Accountants (the "Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Information Other than the Financial Statements and Auditor's Report Thereon

The Executive Committee members are responsible for the other information. The other information comprises all the information included in the report of the Executive Committee set out on pages 1 to 6, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Executive Committee Members for the Financial Statements

The Executive Committee members are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Hong Kong Companies Ordinance, and for such internal control as the Executive Committee members determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Executive Committee members are responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Executive Committee members either intend to liquidate the Council or to cease operations, or have no realistic alternative but to do so.

The Executive Committee members are responsible for overseeing the Council's financial reporting process.



Auditor's Responsibilities for the Audit of the Financial Statements

It is our responsibility to form an independent opinion, based on our audit, on those financial statements and to report our opinion solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of the report. Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSA's, we exercise professional judgment and maintain professional skepticism throughout the audit. We also :-

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Executive Committee members.
- Conclude on the appropriateness of the Executive Committee members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern.





- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Executive Committee members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Compliance with the Reporting Requirements of Community Care Fund

We have examined the income and expenditure of three Council's projects (collectively referred to herein as the "CCF Projects") subsidised by Community Care Fund and co-operated with Social Welfare Department ("SWD") for the year ended 31 March 2017 as stated below and disclosed on note 11 to the financial statements :-

- The assistance programme under Community Care Fund : Subsidy for Elders who are on the Waiting List of Integrated Home Care Services (Ordinary Cases) for Household Cleaning and Escorting Services for Medical Consultations (letter of approval reference SWD/CCF/5-1-2011) ;
- The assistance programme under Community Care Fund : Pilot Scheme on Living Allowance for Carers of Elderly Persons from Low-Income Families (letter of approval reference SWD/CCF/10-20/2014/1/1) ; and
- The assistance programme under Community Care Fund : Pilot Scheme on Demetria Community Support Services for the Elderly (letter of approval reference SWD/CCF/10-20/2017/1/1).

Our responsibility is to express our factual findings on the income and expenditure account of the CCF Projects based on our examination and to report our findings solely to you, in order to satisfy the requirement to report the income and expenditure of the CCF Projects to the SWD under the respective letters of approval issued by SWD.

We conducted our examination in accordance with Hong Kong Standards on Related Services 4400, "Engagements to Perform Agreed-Upon Procedures Regarding Financial Information" issued by the Hong Kong Institute of Certified Public Accountants. The procedures were performed solely to ascertain whether the income and expenditure of the CCF Projects were arising from the assistance programme under Community Care Fund and in accordance with all service specification of the assistance programme and the guidelines issued by SWD.

Based on our examination we report that the Council has complied with the requirements as stipulated by SWD and Community Care Fund on implementing the CCF Projects.



Because our examination to the CCF Projects do not constitute an assurance engagement made in accordance with Hong Kong Standards on Auditing, Hong Kong Standards on Review Engagements or Hong Kong Standards on Assurance Engagements, we do not express any assurance on the income and expenditure account of the CCF Projects.



Chan, Li, Law CPA Limited
Certified Public Accountants (Practising)
Hong Kong, 13 September 2017

Kwok Wai Choi Eddie
Practising Certificate No.: P05451





THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF SURPLUS OR DEFICIT AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 MARCH 2017
(Expressed in Hong Kong dollars)

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
Revenue	4	631,389,219	557,660,650
Cost of sales	5	(2,522,196)	(3,480,832)
Gross surplus		<u>628,867,023</u>	<u>554,179,818</u>
Net proceeds from flag day fund raising activities	6	732,534	580,592
Investment income, net	7	200,916	306,807
Administrative and operating expenses		(620,610,884)	(587,287,231)
Surplus/(deficit) for the year	9	<u>9,189,589</u>	<u>(32,220,014)</u>
Other comprehensive income for the year		-	-
Total comprehensive income/(expense) for the year		<u><u>9,189,589</u></u>	<u><u>(32,220,014)</u></u>

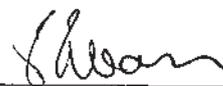
The notes on pages 17 to 37 form part of these financial statements.



THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2017
(Expressed in Hong Kong dollars)

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
ASSETS			
Non-current assets			
Property, plant and equipment	15	64	66
Available-for-sale investments	16	126,600	170,580
		<u>126,664</u>	<u>170,646</u>
Current assets			
Inventories	17	169,756	132,972
Accounts and other receivables		32,557,704	26,204,225
Deposit and prepayment		2,153,196	2,347,051
Fixed deposit (pledged)	33	1,433,764	1,423,784
Cash and bank balances		107,238,092	148,018,093
		<u>143,552,512</u>	<u>178,126,125</u>
Current liabilities			
Accounts and other payables		20,725,863	56,630,930
Receipt in advance		6,672,474	6,669,826
Deposits received		477,615	503,994
		<u>27,875,952</u>	<u>63,804,750</u>
Net current assets		<u>115,676,560</u>	<u>114,321,375</u>
NET ASSETS		<u>115,803,224</u>	<u>114,492,021</u>
FUNDS AND RESERVES			
Lotteries Fund - Block Grant Reserve	18	790,117	2,658,643
Lotteries Fund - Paramedical Staff Fund	19	1,001	1,001
Lotteries Fund - Pilot Scheme on Community Care Service Voucher for the Elderly	20	(1,677,855)	(863,247)
Lotteries Fund - Other Grants	21	-	(32,212,482)
SWD Lump Sum Grant Reserve	22	72,880,106	104,832,599
SWD Central Item Reserve	23	2,800,127	4,555,130
SWD Social Welfare Subvention surplus account	24	(5,985,532)	(9,103,473)
SWD Provident Fund Reserve	25	40,268,527	36,186,301
SWD Social Welfare Development Fund	26	762,556	3,777,700
SWD Child Development Fund	27	68,990	1,851,378
Other funds	28	3,398,331	3,206,709
General fund	29	2,496,856	(398,238)
		<u>115,803,224</u>	<u>114,492,021</u>


 Dr. TSANG Fan Kwong, David
 Chairman


 Dr. WAN Tack Fan
 Honorary Treasurer

The notes on pages 17 to 37 form part of these financial statements.

**THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF CHANGES IN FUNDS AND RESERVES
FOR THE YEAR ENDED 31 MARCH 2017
(Expressed in Hong Kong dollars)**

	Lotteries Fund - Block Grant Reserve HK\$ Note 18	Lotteries Fund - Paramedical Staff Fund HK\$ Note 19	Lotteries Fund - Pilot Scheme on Community Care Service Voucher for the Elderly HK\$ Note 20	Lotteries Fund - Other Grants HK\$ Note 21	SWD Lump Sum Grant Reserve HK\$ Note 22	SWD Central Item Reserve HK\$ Note 23	SWD Social Welfare Subvention surplus account HK\$ Note 24	SWD Provident Fund Reserve HK\$ Note 25	SWD Social Welfare Development Fund HK\$ Note 26	SWD Child Development Fund HK\$ Note 27	Other funds HK\$ Note 28	General fund HK\$ Note 29	Total HK\$
Balance at 1 April 2015	3,635,690	1,001	(564,932)	(12,829,321)	114,056,492	4,676,986	(7,814,496)	36,430,993	3,459,243	1,139,791	3,223,214	5,103,136	150,537,797
Total comprehensive expense for the year	68	-	(298,315)	(19,383,161)	(9,738,390)	(121,856)	(1,288,977)	2,567,414	318,457	711,587	36	(4,986,877)	(32,220,014)
Grant received/(utilised), net	(997,115)	-	-	-	-	-	-	-	-	-	(16,541)	-	(1,013,656)
Clawback amount	-	-	-	-	-	-	-	(2,812,106)	-	-	-	-	(2,812,106)
Transferred to Lump Sum Grant Reserve	-	-	-	-	514,497	-	-	-	-	-	-	(514,497)	-
Balance at 31 March 2016	2,638,643	1,001	(863,247)	(32,212,482)	104,832,599	4,555,130	(9,103,473)	36,186,301	3,777,700	1,851,378	3,206,709	(398,238)	114,492,021
Total comprehensive income for the year	72	-	(814,608)	32,212,482	(30,413,333)	1,130,272	3,382,495	4,907,221	(2,293,443)	(1,700,166)	31	2,778,566	9,189,589
Grant received/(utilised), net	(1,868,598)	-	-	-	-	(2,579,129)	(119,927)	(1,054,458)	(721,701)	(82,222)	191,591	-	(1,677,007)
Clawback amount	-	-	-	-	(1,643,942)	(306,146)	-	-	-	-	-	-	(6,201,379)
Transferred to Lump Sum Grant Reserve and General fund	-	-	-	-	303,132	(306,146)	-	-	-	-	-	1,014	-
Transferred to Provident Fund Reserve	-	-	-	-	-	-	-	229,463	-	-	-	(229,463)	-
Transferred to General fund	-	-	-	-	(200,350)	-	(144,627)	-	-	-	-	344,977	-
Balance at 31 March 2017	790,117	1,001	(1,677,855)	-	72,880,106	2,800,127	(5,985,532)	40,268,527	762,556	68,990	3,398,331	2,496,856	115,803,224

The notes on pages 17 to 37 form part of these financial statements.

THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2017
(Expressed in Hong Kong dollars)

	<u>2017</u> HK\$	<u>2016</u> HK\$
Cash flows from operating activities		
Surplus/(deficit) for the year	9,189,589	(32,220,014)
Adjustments for :-		
Bank interest income	(244,896)	(306,807)
Loss on fair value change of listed security	43,980	-
Write off of property, plant and equipment	27,618,127	10,289,612
Operating surplus/(deficit) before changes in working capital	<u>36,606,800</u>	<u>(22,237,209)</u>
Increase in inventories	(36,784)	(6,904)
Increase in accounts and other receivables	(6,353,479)	(6,622,126)
Decrease/(increase) in deposit and prepayment	193,855	(127,330)
(Decrease)/increase in accounts and other payables	(35,905,067)	9,054,001
Increase in receipt in advance	2,648	2,563,960
(Decrease)/increase in deposits received	(26,379)	63,404
Net cash used in from operating activities	<u>(5,518,406)</u>	<u>(17,312,204)</u>
Cash flows from investing activities		
Bank interest income	244,896	306,807
Payments to acquire property, plant and equipment	(27,618,125)	(10,289,612)
Net cash used in investing activities	<u>(27,373,229)</u>	<u>(9,982,805)</u>
Cash flows from financing activities		
Lotteries Fund - Block Grant Reserve utilised, net	(1,868,598)	(997,115)
Clawback of SWD Central Item Reserve	(2,579,129)	-
Clawback of SWD Child Development Fund	(82,222)	-
Clawback of SWD Lump Sum Grant Reserve	(1,643,942)	-
Clawback of SWD Provident Fund Reserve	(1,054,458)	(2,812,106)
Clawback of SWD Social Welfare Development Fund	(721,701)	-
Clawback of SWD Social Welfare Subvention surplus account	(119,927)	-
Other funds received/(utilised), net	191,591	(16,541)
Increase in fixed deposit (pledged)	(9,980)	(9,291)
Net cash used in financing activities	<u>(7,888,366)</u>	<u>(3,835,053)</u>
Net decrease in cash and cash equivalents - page 16	<u><u>(40,780,001)</u></u>	<u><u>(31,130,062)</u></u>

The notes on pages 17 to 37 form part of these financial statements.





THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF CASH FLOWS (continued)
FOR THE YEAR ENDED 31 MARCH 2017
(Expressed in Hong Kong dollars)

	<u>2017</u> HK\$	<u>2016</u> HK\$
Net decrease in cash and cash equivalents - page 15	(40,780,001)	(31,130,062)
Cash and cash equivalents at the beginning of the year	148,018,093	179,148,155
Cash and cash equivalents at the end of the year	<u>107,238,092</u>	<u>148,018,093</u>
Analysis of the balances of cash and cash equivalents		
Cash and bank balances	<u>107,238,092</u>	<u>148,018,093</u>

The notes on pages 17 to 37 form part of these financial statements.



THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017
(Expressed in Hong Kong dollars)

1. GENERAL INFORMATION

The Neighbourhood Advice-Action Council (the “Council”) is a company with limited liability by guarantee and incorporated in Hong Kong, and is a government subvented and charitable organisation. The registered office of the Council is located at Room 704, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong. The principal activity of the Council during the year was the provision of social services to the community.

2. LIABILITIES OF MEMBERS

In accordance with the memorandum of association of the Council, every member shall, in the event of the Council being wound up, contribute such amount as may be required to meet the Council’s liabilities but not exceeding HK\$100.

3. SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

(a) Statement of compliance

The financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards (“HKFRSs”), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (“HKASs”) and interpretations issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”), accounting principles generally accepted in Hong Kong, the requirements of the Hong Kong Companies Ordinance and the guidelines issued by the Social Welfare Department (“SWD”).

(b) Basis of preparation of financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRSs requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgments about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.





3. SIGNIFICANT ACCOUNTING POLICIES (continued)

(b) Basis of preparation of financial statements (continued)

The estimates and underlying assumptions are reviewed on a going concern basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Changes in accounting policies and disclosures

The HKICPA has issued certain new and revised HKFRSs that are first effective for the current accounting period of the Council. The application of these amendments has no material effect on the financial performance and positions of the Council. The Council has not applied any new standard or interpretation that is not yet effective for the current accounting period.

(d) Recognition of income

Income is recognised when it is probable that the economic benefits will flow to the Council and when the income can be measured reliably, on the following bases :-

- (i) Income from government and related organisations in the form of transfer of resources in return for past or future compliance with certain conditions relating to the operating activities of the Council are recognised when there is reasonable assurance that the conditions have been complied with ;
- (ii) Income from Community Care Fund is recognised on cash basis ;
- (iii) Operating income including membership fee, program fee, service, food, transportation and hostel income are recognised on cash basis ;
- (iv) Donations are recognised when the rights to receive payment are established ;
- (v) Designated donation income are recognised upon the relevant designated expenses were paid ; and
- (vi) Interest income is accrued on a time apportionment basis on the principal outstanding and at the rates applicable.

(e) Accounts and other payables

Accounts and other payables are initially recognised at fair value and thereafter stated at amortised cost unless the effect of discounting would be immaterial in which case they are stated at cost.



3. SIGNIFICANT ACCOUNTING POLICIES (continued)

(f) Property, plant and equipment

Property, plant and equipment with future economic benefits to the Council are stated at cost less accumulated depreciation and impairment losses, if any. The cost of an asset comprises its purchase price and any directly attributable costs of bringing the asset to working condition and location for its intended use. Expenditure incurred after the asset has been put into operation, such as repairs and maintenance costs, is normally charged to surplus or deficit in the period in which it is incurred. In situation where it can be clearly demonstrated that the expenditure has resulted in an increase in the future economic benefits expected to be obtained from the use of the asset, the expenditure is capitalised as an additional cost of the asset.

The costs of property, plant and equipment have been written down to HK\$1 for each service location and office during the year of acquisition because the management of the Council estimates that no future economic benefits were expected to be obtained from the use of the newly acquired assets.

The gain or loss on disposal or retirement of an asset is the difference between the net sales proceeds and the carrying amount of the relevant asset and is recognised in surplus or deficit.

(g) Inventories

Inventories are stated at the lower of cost and net realisable value. Cost, which comprises all costs of purchases and, where applicable, costs of conversion and other costs that are incurred in bringing the inventories to their present location and condition, is calculated using the first-in-first-out basis method. Net realisable value represents the estimated selling price in ordinary course of operation less the estimated costs of completion and the estimated costs necessary to make the sale.

(h) Accounts and other receivables

Accounts and other receivables are recognised initially at fair value and subsequently measured at amortised cost using the effective interest method less impairment loss. A provision for impairment loss of receivables is established when there is objective evidence that the Council will not be able to collect all amounts due according to the original terms of receivables. The amount of the impairment loss is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in surplus or deficit.





3. SIGNIFICANT ACCOUNTING POLICIES (continued)

(i) Financial assets

Financial assets are recognised on the statement of financial position when an entity becomes a party to the contractual provisions of the instrument. Financial assets are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets (other than financial assets at fair value through profit or loss) are added to or deducted from the fair value of the financial assets, as appropriate, on initial recognition. Transaction costs directly attributable to the acquisition of financial assets at fair value through surplus or deficit are recognised immediately in surplus or deficit.

Held-for-trading investments are classified as current assets and are initially stated at fair value. At the end of each reporting period the fair value is remeasured, with any resultant gain or loss being recognised in surplus or deficit.

Equity securities that do not have a quoted market price in an active market and whose fair value cannot be reliably measured are recognised in the statement of financial position at cost less impairment losses.

Non-derivative financial assets with fixed or determinable payments that are not quoted in an active market are classified as loans and receivables. Dated debt securities that the Council has the positive ability and intention to hold to maturity are classified as held-to-maturity investments. Loans and receivables and held-to-maturity investments are subsequently measured at amortised cost using the effective interest method, less impairment losses.

Other financial assets are classified as available-for-sale securities and are initially recognised at fair value plus transaction costs. At the end of each reporting period the fair value is remeasured, with any resultant gain or loss being recognised directly in other comprehensive income, except for impairment losses and, in the case of monetary items such as debt securities, foreign exchange gains and losses which are recognised directly in surplus or deficit. Where these investments are interest-bearing, interest calculated using the effective interest method is recognised in surplus or deficit. When these investments are derecognised, the cumulative gain or loss previously recognised directly in other comprehensive income is recognised in surplus or deficit.

The fair value of derivative instruments are calculated using quoted prices. Where such prices are not available, the fair value of a non-option derivative is estimated using discounted cash flow analysis and the applicable yield curve. For an option-based derivative, the fair value is estimated using option pricing model (for example, the binomial model).

Financial assets are recognised/derecognised on the date of the Council commits to purchase/sell the investments or they expire.



3. SIGNIFICANT ACCOUNTING POLICIES (continued)**(j) Operating leases**

Leases in which a significant portion of risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases are charged to surplus or deficit on a straight line basis over the year of the respective leases.

(k) Related parties

(a) A person, or a close member of that person's family, is related to the Council if that person :-

- (i) has control or joint control over the Council ;
- (ii) has significant influence over the Council ; or
- (iii) is a member of the key management personnel of the Council or a parent of the Council.

(b) An entity is related to the Council if any of the following conditions applies :-

- (i) The entity and the Council are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
- (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
- (iii) Both entities are joint ventures of the same third party.
- (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
- (v) The entity is a post-employment benefit plan for the benefit of employees of either the Council or an entity related to the Council.
- (vi) The entity is controlled or jointly controlled by a person identified in (a).
- (vii) A person identified in (a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

(l) Employee benefits

- (a) Salaries, annual bonuses, annual leave and allowances are accrued and recognised as an expense in the year in which the associated services are rendered by employees of the Council.
- (b) Contributions to defined contributions retirement schemes, including Mandatory Provident Funds as required under the Mandatory Provident Fund Schemes Ordinance, are recognised as an expense in surplus or deficit as incurred.





3. SIGNIFICANT ACCOUNTING POLICIES (continued)

(m) Impairment of assets

The carrying amounts of the Council's assets are reviewed at the end of each reporting period to determine whether there is any indication of impairment. If any such indication exists, the asset's recoverable amount is estimated. An impairment loss is recognised whenever the carrying amount of an asset exceeds its recoverable amount. Impairment losses are recognised in surplus or deficit.

The recoverable amount is the higher of an asset's net realisable value and value in use. The net realisable value is the estimated amount obtainable from the sale of the asset in an arm's length transaction, between knowledgeable and willing parties, less the costs of disposal. The value in use is the present value of the estimated future cash flows expected to arise from the continuing use of the asset and from its disposal at the end of its useful life. Recoverable amounts are estimated for individual assets or, where this is not possible, for the cash-generating unit of which the assets form part.

If there is any indication that an impairment loss recognised for an asset no longer exists or has decreased, the recoverable amount is estimated and compared to the carrying amount. If there has been a change in the estimates used to determine an asset's recoverable amount since the last impairment loss was recognised, the carrying amount of the asset is increased to the recoverable amount, not exceeding the carrying amount of the asset (net of depreciation or amortisation) that it would have had if impairment loss had not previously been recognised. Such reversals of impairment losses are credited to surplus or deficit.

(n) Provisions and contingencies

A provision is recognised when there is a present obligation, legal or constructive, as a result of a past event and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed regularly and adjusted to reflect the current best estimate. Where the effect of the time value of money is material, the amount of a provision is the present value of the expenditures expected to be required to settle the obligation.

A contingent liability is a possible obligation that arises from past events and whose existence will only be confirmed by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Council. It can also be a present obligation arising from past events that is not recognised because it is not probable that outflow of economic resources will be required or the amount of obligation cannot be measured reliably.

A contingent liability is not recognised but is disclosed in the notes to the financial statements. When a change in the probability of an outflow occurs so that outflow is probable, they will then be recognised as a provision.



3. SIGNIFICANT ACCOUNTING POLICIES (continued)**(o) Cash and cash equivalents**

Cash and cash equivalents comprise cash and bank balances and demand deposits, and short term highly liquid investments which are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, and have a short maturity of generally within three months when acquired.

For the purpose of statement of cash flows, bank overdrafts that are repayable on demand and form an integral part of the Council's cash management are also included as a component of cash and cash equivalents.

4. REVENUE

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
<u>Income from government and related organisations :-</u>			
Buildings Department		2,930,887	2,307,749
Community Care Fund		1,034,210	637,855
Education Bureau		11,313,779	9,582,059
Employees Retraining Board		395,890	321,785
Home Affairs Department		3,967,637	4,309,245
Hong Kong Housing Authority and Housing Department		329,833	165,652
Hong Kong Housing Society		40,917	489,250
Hospital Authority		8,603,000	8,296,000
Labour and Welfare Bureau		215,912	271,152
Lotteries Fund		51,467,990	10,744,614
Student Financial Assistance Agency		7,239,701	6,595,651
<u>Social Welfare Department :-</u>			
- Central Items		5,061,743	3,444,621
- Child Care Centre Subsidy Scheme		1,039,842	889,043
- Child Development Fund		2,147,200	2,574,000
- Direct Cash Assistance	14	192,000	207,000
- District Support Scheme		-	92,012
- Lump Sum Grant		407,233,967	376,210,445
- Social Welfare Development Fund		285,110	1,320,795
- Subvention for rent and rates		18,449,214	11,250,116
- Other subsidies		300,176	518,028
		<u>522,249,008</u>	<u>440,227,072</u>





4. REVENUE (continued)

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
<u>Income from other sources :-</u>			
Community Chest - Time limited projects	13	743,711	2,639,802
Community Chest - Other donations		516,075	479,165
Designated donations and grants		5,727,317	4,019,412
General donations		2,339,762	1,604,736
Operating income		90,652,162	89,781,902
Simon K.Y. Lee Foundation Limited		-	173,874
Sundry income		4,181,859	2,393,478
<u>The Hong Kong Jockey Club Charities Trust :-</u>			
- Donations on renovation and fitting out works of Tin Shui Wai New Town Integrated Social Service Centre		-	(17,167)
- Donation to enhance facilities and equipment of Integrated Rehabilitation Services Centre in Kwai Ching		583,766	11,727,932
- Donation on purchase of 28-seater vehicle for Fairyland		-	686,900
- Donation to enhance facilities of Healthy Manor		2,527,718	2,617,455
- Donation to upgrade facilities for carbon emissions reduction of Harmony Manor		483,880	-
- Donation on replacement and upgraded furniture and equipment of Sham Shui Po District Elderly Community Centre cum Integrated Home Care Services Team		980	527,598
- Donation on replacement and upgraded furniture and equipment of Nga Yin Association Neighbourhood Elderly Centre		118,022	318,964
- Donation on replacement and upgraded furniture and equipment of Pak Tin Social Centre for the Elderly		-	277,228
- Donation on replacement and upgraded furniture and equipment of Ma On Shan Neighbourhood Elderly Centre		189,951	-
- Donation on replacement and upgraded furniture and equipment of Lei Tung Neighbourhood Elderly Centre		310,980	-
- Other donations		764,028	202,299
		<u>109,140,211</u>	<u>117,433,578</u>
		<u>631,389,219</u>	<u>557,660,650</u>



5. COST OF SALES

	<u>2017</u> HK\$	<u>2016</u> HK\$
Opening inventories	132,972	126,068
Purchases	2,558,980	3,487,736
Less: Closing inventories	(169,756)	(132,972)
	<u>2,522,196</u>	<u>3,480,832</u>

6. NET PROCEEDS FROM FLAG DAY FUND RAISING ACTIVITIES

The Council held two flag days fund raising activities in public places of Kowloon region on 31 October 2015 and 20 July 2016 during the years ended 31 March 2016 and 31 March 2017 respectively.

	<u>2017</u> HK\$	<u>2016</u> HK\$
INCOME		
Flag selling	320,327	517,937
Flag day appeal	492,049	125,895
	<u>812,376</u>	<u>643,832</u>
EXPENDITURE		
Administrative expenses	(79,842)	(63,240)
NET PROCEEDS	<u>732,534</u>	<u>580,592</u>

The net proceeds of the flag day fund raising activities had been used for operating :-

	<u>2017</u> HK\$	<u>2016</u> HK\$
NAAC Martha Baker Social Centre for the Elderly	200,226	127,730
NAAC Sau Mau Ping Social Centre for the Elderly	200,226	127,730
NAAC Ma On Shan Day Care Centre for the Elderly	124,531	98,701
Two self-financing hostels for mildly and moderately mentally handicapped converted from the ex-staff quarters in Castle Peak Hospital	7,325	98,701
NAAC Pak Tin Social Centre for the Elderly	200,226	127,730
	<u>732,534</u>	<u>580,592</u>

7. INVESTMENT INCOME, NET

	<u>2017</u> HK\$	<u>2016</u> HK\$
Bank interest income	244,896	306,807
Loss on fair value change of listed security	(43,980)	-
	<u>200,916</u>	<u>306,807</u>





8. STAFF COSTS

	<u>2017</u> HK\$	<u>2016</u> HK\$
Salaries, wages and allowances	428,569,835	388,988,992
Provident fund contributions	29,109,828	29,375,197
Medical insurance	396,666	1,412,620
Recruitment cost	872,618	834,481
	<u>458,948,947</u>	<u>420,611,290</u>

9. SURPLUS/(DEFICIT) FOR THE YEAR

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
Surplus/(deficit) for the year is arrived at after charging :-			
Auditors' remuneration		343,250	425,950
Cost of inventories sold	5	2,522,195	3,480,832
Operating lease charges - minimum lease payment		11,557,394	10,419,448
Program expenses		17,360,121	15,513,549
Staff costs	8	458,948,947	420,611,290
Write off of property, plant and equipment	15	27,618,127	10,289,612
		<u>27,618,127</u>	<u>10,289,612</u>

10. TRAINING SUBSIDY PROGRAMME FOR CHILDREN ON WAITING LIST FOR SUBVENTED PRE-SCHOOL REHABILITATION SERVICE PROGRAMME SUBSIDISED BY CENTRAL ITEM

	<u>2017</u> HK\$	<u>2016</u> HK\$
INCOME		
Training subsidy	642,102	279,534
EXPENDITURE		
Rent and rates and management fee	18,065	17,265
Service fee expenses	424,946	420,671
Total expenditure	443,011	437,936
SURPLUS/(DEFICIT) FOR THE YEAR	199,091	(158,402)
Cumulated income brought forward	367,944	88,410
Cumulated expenditure brought forward	(662,217)	(224,281)
CUMULATED DEFICIT BROUGHT FORWARD	(294,273)	(135,871)
CUMULATED DEFICIT CARRIED FORWARD	(95,182)	(294,273)



11. PROJECTS SUBSIDISED BY COMMUNITY CARE FUND

During the year, the Council has implemented 3 Community Care Fund (“CCF”) assistance programmes. According to the requirement of CCF, the Council is required to disclose the income and expenditure for each programme in its financial statements.

Project 1 : Community Care Fund - Subsidy for Elders who are on the Waiting List of Integrated Home Care Services (Ordinary Cases) for Household Cleaning and Escorting Services for Medical Consultations

Project 2 : Community Care Fund - Pilot Scheme on Living Allowance for Carers of Elderly Persons from Low-Income Families

Project 3 : Community Care Fund - Pilot Scheme on Demetria Community Support Services for the Elderly

	2017			2016	
	Project 1 HK\$	Project 2 HK\$	Project 3 HK\$	Project 1 HK\$	Project 2 HK\$
BALANCE AT THE BEGINNING OF YEAR	49,285	325,662	-	(1,268)	32,297
Income					
Subsidy from CCF	-	339,600	522,500	67,270	352,600
Expenditure					
Salaries and allowances	-	-	145,830	8,937	-
Provident fund contributions	-	-	1,869	447	-
Stores and equipment	-	-	2,222	-	-
Other expenditure:-					
- Insurance	-	30	-	7,102	4
- Management fee	-	260	2,099	231	818
- Program expenses	-	18,511	-	-	58,413
Total expenditure	-	18,801	152,020	16,717	59,235
Surplus for the year	-	320,799	370,480	50,553	293,365
Surplus/(deficit) brought forward from previous year	49,285	325,662	-	(1,268)	32,297
BALANCE AT THE END OF YEAR	49,285	646,461	370,480	49,285	325,662





12. INCOME TAX

No provision for Hong Kong profits tax has been made as the Council is an approved charitable organisation and is exempt from tax under section 88 of the Hong Kong Inland Revenue Ordinance.

13. TIME LIMITED PROJECTS FUNDED BY COMMUNITY CHEST

The Council operated three time limited projects funded by Community Chest since 2012/2013. In accordance with the reporting requirements of Community Chest for these three projects, the Council has to disclose the actual amount of Community Chest allocation received and expenses of these three projects as follows :-

Project 1 : Youth Talents Developmental Project

Project 2 : "Tai Po Together" Community Asset Building of SEN Children

Project 3 : Neighbourhood Cooperatives Action Plan

	2017			2016		
	Project 1 HK\$	Project 2 HK\$	Project 3 HK\$	Project 1 HK\$	Project 2 HK\$	Project 3 HK\$
INCOME						
Community Chest	-	-	743,711	458,457	1,473,217	708,128
Other income	1,654	-	1,550	-	32,390	-
	-	-	745,261	458,457	1,505,607	708,128
EXPENDITURE	(1,211)	-	(138,651)	(8,399)	(417,516)	(606,782)
SURPLUS FOR THE YEAR	443	-	606,610	450,058	1,088,091	101,346

14. INCOME AND EXPENDITURE OF DIRECT CASH ASSISTANCE

	Central Western, Southern and Islands District	
	2017	2016
	HK\$	HK\$
Allocated Sum of the Year	192,000	207,000
Actual Expenditure	(192,000)	(207,000)
Unspent Allocation	-	-



15. PROPERTY, PLANT AND EQUIPMENT

	Note	HK\$
At 1 April 2015		66
Additions		10,289,612
Written off against Lotteries Fund - Block Grant reserve	18	(3,099,899)
Written off against surplus or deficit		(7,189,713)
At 31 March 2016		<u>66</u>
Additions		27,618,125
Written off against Lotteries Fund - Block Grant reserve	18	(6,895,666)
Written off against surplus or deficit		(20,722,461)
At 31 March 2017		<u><u>64</u></u>

16. AVAILABLE-FOR-SALE INVESTMENTS

	<u>2017</u> HK\$	<u>2016</u> HK\$
Equity securities listed in Hong Kong	126,600	170,580

The securities were donated by an unrelated third party to the Council. The dividends generated by these securities shall be used to subsidise elderly projects conducted by the Council.

17. INVENTORIES

	<u>2017</u> HK\$	<u>2016</u> HK\$
Food and drinks	32,916	20,331
School uniform	48,866	39,453
School bags	65,896	46,092
Electric pots	4,810	740
Books	17,268	26,356
	<u>169,756</u>	<u>132,972</u>

There were no inventories held at their net realisable value at the end of reporting period.





18. LOTTERIES FUND - BLOCK GRANT RESERVE

Movement of the Furniture and Equipment Replenishment and Minor Works Block Grant Reserve :-

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		2,658,643	3,655,690
Add : Block Grant received during the year		6,060,000	5,473,000
Interest income		72	68
		<u>6,060,072</u>	<u>5,473,068</u>
Less : Minor works projects	15	2,453,179	2,584,592
Purchase of furniture and equipment	15	4,442,487	3,099,899
Vehicle overhauling		1,032,932	785,624
		<u>7,928,598</u>	<u>6,470,115</u>
At the end of the year		<u>790,117</u>	<u>2,658,643</u>

Surplus from the Block Grant can only be used for the replenishment of furniture and equipment and minor works. At 31 March 2017, the outstanding commitments in respect of Block Grant Reserve are as follows :-

	<u>2017</u> HK\$	<u>2016</u> HK\$
Contracted for but not provided in the financial statements	427,941	441,126
Authorised but not contracted for	-	-
	<u>427,941</u>	<u>441,126</u>

19. LOTTERIES FUND - PARAMEDICAL STAFF FUND

	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year and at the end of the year	1,001	1,001

Unspent balance from the Lotteries Fund - Paramedical Staff Fund will have to be returned to the Social Welfare Department.



20. LOTTERIES FUND - PILOT SCHEME ON COMMUNITY CARE SERVICE VOUCHER FOR THE ELDERLY			
		<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		(863,247)	(564,932)
Deficit for the year		(814,608)	(298,315)
At the end of the year		<u>(1,677,855)</u>	<u>(863,247)</u>
21. LOTTERIES FUND - OTHER GRANTS			
		<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		(32,212,482)	(12,829,321)
Surplus/(deficit) for the year		32,212,482	(19,383,161)
At the end of the year		<u>-</u>	<u>(32,212,482)</u>
22. SWD LUMP SUM GRANT RESERVE			
	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		104,832,599	114,056,492
Deficit for the year		(30,413,333)	(9,738,390)
Transferred from SWD Central Item Reserve	23	305,132	-
Transferred (to)/from General fund	29	(200,350)	514,497
Unspent balance refunded to SWD		(1,643,942)	-
At the end of the year		<u>72,880,106</u>	<u>104,832,599</u>

The Social Welfare Department had announced that the clawback arrangement regarding the 25% cap would be resumed for the unused balance of Lump Sum Grant received starting from the year 2007/08. The accumulated unused balance of Lump Sum Grant Reserve subject to the clawback arrangement was HK\$43,306,621 (2016: HK\$73,667,244).





23. SWD CENTRAL ITEM RESERVE

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		4,555,130	4,676,986
Surplus/(deficit) for the year		1,130,272	(121,856)
Transferred to SWD Lump Sum Grant Reserve	22	(305,132)	-
Transferred to General fund	29	(1,014)	-
Unspent balance refunded to SWD		(2,579,129)	-
At the end of the year		<u>2,800,127</u>	<u>4,555,130</u>

Unspent balance of the Central Item Reserve is subject to clawback arrangement of the Social Welfare Department.

24. SWD SOCIAL WELFARE SUBVENTION SURPLUS ACCOUNT

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		(9,103,473)	(7,814,496)
Surplus/(deficit) for the year		3,382,495	(1,288,977)
Transferred to General fund	29	(144,627)	-
Unspent balance refunded to SWD		(119,927)	-
At the end of the year		<u>(5,985,532)</u>	<u>(9,103,473)</u>

Deficit on SWD Social Welfare Subvention surplus account will be receivable from the Social Welfare Department.

25. SWD PROVIDENT FUND RESERVE

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		36,186,301	36,430,993
Surplus for the year		4,907,221	2,567,414
Transferred from General fund	29	229,463	-
Unspent balance refunded to SWD		(1,054,458)	(2,812,106)
At the end of the year		<u>40,268,527</u>	<u>36,186,301</u>

Unspent balance of the SWD Provident Fund Reserve for Snapshot Staff which is not eligible for transferring to SWD Provident Fund Reserve for non-Snapshot Staff is subject to clawback arrangement of the Social Welfare Department. At 31 March 2017, the accumulated unused balance of SWD Provident Fund Reserve for Snapshot Staff subject to the clawback arrangement was HK\$1,024,061 (2016 : HK\$1,257,743).



26. SWD SOCIAL WELFARE DEVELOPMENT FUND

	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year	3,777,700	3,459,243
Surplus/(deficit) for the year :-		
- allocated for administrative support	46,110	79,050
- allocated for IT projects	-	635,545
- allocated for Non-IT projects	239,000	606,200
- interest income	95	89
- expenditure for training and professional development programmes under Scope A	(708,739)	(474,667)
- expenditure for business system upgrading projects (IT projects) under Scope B	(1,199,925)	(263,210)
- expenditure for studies aiming at enhancing services delivery under Scope C	(669,984)	(264,550)
Unspent balance refunded to SWD	(721,701)	-
At the end of the year	<u>762,556</u>	<u>3,777,700</u>

Unspent balance of the SWD Social Welfare Development Fund will have to be returned to the Social Welfare Department by the end of year 2018/2019.

27. SWD CHILD DEVELOPMENT FUND

	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year	1,851,378	1,139,791
(Deficit)/surplus for the year	(1,700,166)	711,587
Unspent balance refunded to SWD	(82,222)	-
At the end of the year	<u>68,990</u>	<u>1,851,378</u>

Unspent balance of the SWD Child Development Fund is subject to clawback after the completion of the Child Development Fund projects.

28. OTHER FUNDS

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
Staff Welfare and Development Fund	(a)	1,672,230	1,476,875
Home Maintenance Elderly Fund		31,586	31,586
Neighbourhood Cafe Fund	(b)	247,446	251,210
Friends of the Practice, Research and Training Centre on Autism Fund	(c)	1,447,069	1,447,038
		<u>3,398,331</u>	<u>3,206,709</u>





28. OTHER FUNDS (continued)

(a) Movement of Staff Welfare and Development Fund

	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year	1,476,875	1,357,004
Contribution income	142,558	96,038
Service income	52,797	23,833
At the end of the year	<u>1,672,230</u>	<u>1,476,875</u>

(b) Movement of Neighbourhood Cafe Fund

	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year	251,210	270,474
Sales and commission income	7,086	3,806
Expenditure	(10,850)	(23,070)
At the end of the year	<u>247,446</u>	<u>251,210</u>

(c) Movement of Friends of the Practice, Research and Training Centre on Autism Fund

	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year	1,447,038	1,447,002
Interest income	31	36
At the end of the year	<u>1,447,069</u>	<u>1,447,038</u>

29. GENERAL FUND

	<u>Note</u>	<u>2017</u> HK\$	<u>2016</u> HK\$
At the beginning of the year		(398,238)	5,103,136
Surplus/(deficit) for the year		2,778,566	(4,986,877)
Transferred from/(to) SWD Lump Sum Grant Reserve	22	200,350	(514,497)
Transferred from SWD Central Item Reserve	23	1,014	-
Transferred from SWD Social Welfare Subvention surplus account	24	144,627	-
Transferred to SWD Provident Fund Reserve	25	(229,463)	-
At the end of the year		<u>2,496,856</u>	<u>(398,238)</u>



30. CAPITAL COMMITMENTS

As at 31 March 2017, the outstanding commitments in respect of capital expenditure of the Council were as follows :-

	<u>2017</u> HK\$	<u>2016</u> HK\$
Contracted for but not provided in the financial statements	10,421,198	11,490,061
Authorised but not contracted for	-	-
	<u>10,421,198</u>	<u>11,490,061</u>

31. BENEFITS AND INTEREST OF EXECUTIVE COMMITTEE MEMBERS

No benefits and interest of Executive Committee members required to be disclosed pursuant to section 383(1) of the Hong Kong Companies Ordinance was incurred by the Council during the current and preceding years.

32. OPERATING LEASE COMMITMENTS

The Council entered into non-cancellable operating lease arrangements with landlords and the terms of the lease range from one to three years. At 31 March 2017, the Council's total future minimum lease payments under non-cancellable operating leases in respect of rental premises are payable as follows :-

	<u>2017</u> HK\$	<u>2016</u> HK\$
Within one year	11,242,506	4,117,391
In the second to fifth years inclusive	10,791,121	7,392,352
	<u>22,033,627</u>	<u>11,509,743</u>

33. BANKING FACILITIES

During the year, bank guarantee of HK\$511,260 (2016: HK\$511,260) was given to the Council and was secured by a bank fixed deposit of HK\$1,433,764 (2016: HK\$1,423,784) placed by the Council. The bank guarantee was used to support the Council in operating a project with the Hospital Authority.





34. FINANCIAL RISK MANAGEMENT

The Council's financial assets comprise mainly cash and cash equivalents, accounts and other receivables, which represent the Council's maximum exposure to market risk, cash flow interest rate risk and credit risk in relation to financial assets. The Council's financial liabilities comprise mainly accounts and other payables, which represent the Council's maximum exposure to credit risk, arise in the normal course of the Council's activities.

(a) Market risk

Market risk represents the potential loss that can be caused by a change in the market value of financial instruments. The Council's exposure to market risk is determined by a number of factors, including interest rates, foreign currency exchange rates and market volatility. The Council conducts its investment operations in a manner that seeks to exploit the potential gains in the market, while limiting its exposure to market declines.

(b) Cash flow interest rate risk

The Council's exposure to change in interest rate relates primarily to interest bearing bank deposits.

(c) Credit risk

Credit risk represents the potential loss that the Council would incur if counter parties fail to perform pursuant to the terms of their obligations to the Council. The Council has guidelines and procedures governing the process of granting credit in the operation. The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position.

(d) Liquidity risk

The Council's funding requirements and liquidity risks are managed with the objective of meeting its operation obligations in a timely manner. The Council achieves this by using appropriate management measures and monitoring its cash flow commitments on a regular basis.

35. CAPITAL MANAGEMENT

The capital structure of the Council consists of debt, cash and cash equivalents and funds. The Council has no written capital risk management policies and guidelines and the Council manages its capital mainly to ensure the Council will be able to continue as a going concern through the optimisation of the debt and fund balances. No changes were made in the overall strategy during the years ended 31 March 2016 and 31 March 2017. The Executive Committee of the Council regularly reviews and manages its capital to ensure adequacy for both operational and capital need.



36. HONG KONG FINANCIAL REPORTING STANDARDS ISSUED BUT NOT YET EFFECTIVE FOR THE YEAR

The following new and revised HKFRSs, potentially relevant to the Council's financial statements, have been issued, but are not yet effective and have not been early adopted by the Council.

		Effective for accounting period <u>beginning on or after</u>
Amendments to HKAS 7	Statement of cash flows: Disclosure initiative	1 January 2017
Amendments to HKAS 12	Income taxes: Recognition of deferred tax assets for unrealised losses	1 January 2017
HKFRS 9	Financial Instruments	1 January 2018
HKFRS 15	Revenue from contracts with customers	1 January 2018
HKFRS 16	Leases	1 January 2019

The Council has already commenced an assessment of the impact of these new HKFRSs but is not yet in a position to state whether these new HKFRSs would have a material impact on its results of operations and financial position.

37. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Executive Committee of the Council on 13 September 2017.





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Mission Statement

As a multi-service Non-Government Organization rooted in Hong Kong with faith, hope and love, we uphold our collective responsibility to stimulate the extension of self-help and mutual support, promote social equity and justice and strive for excellence in professional service delivery for the development of a caring and sharing society.

1. We affirm our faith that each person has one's innate dignity, uniqueness and worth with potential growth in and contribution to the society. We respect each person's right in self-determination and empower our clientele to select and use available resources in a realistic and responsible manner. We believe that no person is an island and that each neighbourhood and community needs a sound communication system to enhance interaction and mutual support. Hence, we aim to develop a partnership with government departments, statutory bodies and other NGO's concerned in formulating just social policies benefitting both the individuals and the community and to monitor their implementation.
2. We adhere to the ethical values of social work and hope to excel in providing quality service for any group and grassroots community, especially the vulnerable and disabled in need. We pledge that every decision, action and program of NAAC will be responsive, cost-effective and feasibly proactive. Preventive and innovative projects will be introduced not only to solve existing problems, but to reverse certain anti-social trends such as juvenile violence, street crimes, youth drug abuse and social deprivation which are plaguing most cities in the world. We hope to enhance the public spirit to create meaningful role-opportunities for both the elderly and youth and at the same time cultivate better human resources to meet the developmental needs of Hong Kong as well as our motherland.
3. We will enrich our growing staff and community volunteers with both pre-service and in-service training and stimulate self and national awareness so that the aforementioned values, knowledge and skills will be better mobilized to help those in need, regardless of their ethnicity, origins, religions, class and political inclination. We will also emphasize team work with different disciplines and cross border colleague through openness, mutual trust, frequent sharing and exchanges of expertise and experience. We will continue to encourage and inspire volunteerism and quality community service not only in the Special Administrative Region but also increasingly in the Pearl River Delta as we have begun to extend our services there in the past few years. Our tenet of "Love Thy Neighbours as Thy Self" in the 21st century should become more challenging as we demonstrate our care and love in our neighbouring region and provinces.

In this Belief, we dedicate our Mission and the three 'E' culture (Extension, Equity and Excellence) to any neighbourhood and community group which may need our services.





Aims & Objectives / Corporate Culture

AIMS AND OBJECTIVES

- (1) To provide our neighbours with needed information, counseling and appropriate services to enhance social functioning of individuals, families and local communities, and referrals to appropriate agencies and advice for those in distress or perplexity.
- (2) To collect and provide data for the analysis of social problems, showing where gaps exist in services and concerning / in relation to communication between people and government and voluntary agencies; and to make these data available, if necessary, to those concerned with the necessary action and social reform.
- (3) To conduct public opinion surveys, census and social research either independently or jointly with any interested body.
- (4) To encourage community integration and mutual assistance of the people through the promotion of neighbourliness and community development.

CORPORATE CULTURE

- Equity** : We abide by social work principles and values with an emphasis on promoting justice and righteousness, obligation and right.
- Excellence** : We engage in qualitative and quantitative improvement in service delivery, supervisory and managerial aspect.
- Extension** : We extend our services from grassroots development to multi-services and extend our service place from Hong Kong to neighbouring areas such as Mainland China and Macau.



Life Members

- Mr. AU Hang Yee
Mr. AU Kwok Yee, Benjamin
Mr. CHAN Kang Fong
Mr. CHAN Kwok Wah, William
Prof. CHAN Lai Wan, Cecilia
Mr. & Mrs. CHAN Pui Ming
Mr. CHANG Ka Mun
Mr. CHEUNG Kin Chun
Dr. CHEUNG Kwok Wah
Mr. CHUN Kwok Hung, Herbert
Mr. FUNG Hao Yin, Vincent
Dr. HO Chui Fong, Mimi
Mr. HO Sau Hong
Dr. HU Hung Lick, Henry
Mr. HUI Chee Wong, Thomas
Dr. HUNG Ying Ho, Billy
Prof. KWAN Kwok Hung, Albert
Prof. KWAN Yui Huen
The Most Revd Dr. KWONG Kong Kit, Peter
Ms. KWONG Sum Yee, Anna
Mr. LAI Tung Chai
Ms. LAI Ying Wa, Cherry
Mr. LAM Kin Lai
Mr. LAM Yiu Chau
Ms. LEUNG Oi Sie, Elsie
Dr. LI Siu Kei
Mr. NG Chun Man
Mrs. PO LEUNG Hok King, Eva
Mr. TAI Keen Man
Dr. TSANG Fan Kwong, David
Mr. TSOI Kcon Wah
Mr. TSUI Hau Leung
Mr. TUNG Chi Fat
Dr. WAN Tack Fan
Mr. WONG Eng Beng
Dr. WONG Ka Hing
Mr. WONG Kai Leong
Ms. WONG Yeung Fong
Mr. WOO Sik Yang
Mr. YEN Yuen Ho, Tony
Dr. YEUNG LAW Koon Chui
Mr. YEUNG Yiu Shing, Gary
Mr. YIP Ching Shan
Mr. YIP Tak On
Ms. YUEN Ka Yuk
Dr. YUEN Siu Tsan
Dr. YUEN Tai Tung





Sub-committee / School Management Committee (Kindergarten) / Advisors / Advisory Committee

CORPORATE GOVERNANCE & BOARD FUNCTION SUB-COMMITTEE

Dr. TSANG Fan Kwong, David (Chairman) Mr. YIP Ching Shan
Mr. YIP Tak On Mr. WONG Eng Beng
Mr. YEN Yuen Ho, Tony Mr. CHEUNG Kin Chun
Mrs. PO LEUNG Hok King, Eva Dr. WAN Tack Fan
Mr. AU Hang Yee Mr. TUNG Chi Fat (Ex-officio Member)
Mr. LAM Kin Lai Ms. TAO Man (Committee Secretary)
Mr. TAI Keen Man

MANAGEMENT SUB-COMMITTEE

Mr. CHEUNG Kin Chun (Chairman) Mr. WONG Eng Beng
Mr. YIP Tak On Dr. HO Chui Fong, Mimi
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Mr. LAM Kin Lai Mr. SO Lai Kim
Mr. TAI Keen Man Mr. TUNG Chi Fat (Ex-officio Member)
Mr. YIP Ching Shan Ms. LO Suk Yin (Committee Secretary)

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Dr. WAN Tack Fan Mr. CHOW Ka Lok (Committee Secretary)

INTERNAL AUDIT SUB-COMMITTEE

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EDUCATION SUB-COMMITTEE

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MAINLAND SERVICE SUB-COMMITTEE

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Family and Child Welfare Service Division Report

Division Highlights

Family structure is changing swiftly in various forms: single-parent families, families without children, grandparent-headed families are going to rise and blended families are becoming increasingly common.

- Last year, our Council continued to allocate resources to strengthen family function. We launched “Endless Love Project” and the slogan is “Switch off Your Devices for One Minute to Enjoy Quality Family Time”. We promoted to switch off electronic devices during the parent-child groups and family activities. By adopting a family-based intervention model, eight sessions of “expression-art-oriented” group were provided to the needy families, where therapeutic elements were diffused into the daily life of “clothing, food, accommodation and transport”. Family is like an “amusement park” for us to regain a warm and affectionate relationship. Rotary Club of Causeway Bay sponsored part of the operation costs of the activities, namely “Award Presentation Ceremony of Housekeeping Work with Love cum Environmentally Friendly Storage Box Design Competition” and “Cooking Competition” respectively. The division entrusted the University of Hong Kong to conduct a scientific study to evaluate the effectiveness of the family based intervention model.



Endless Love Project – Sweet cloth-plaiting competition where family members work together to plait cloths with a sweet pattern

- With extra allocated resources, professionals were hired to apply “Play Therapy” into casework and group levels, enhancing parents’ understanding towards children’s behaviour. “Family Coordinator Project” was set up to start working on “blended family” and study the outcome of it.
- “Extra-ordinary Human Resource Market” ended on 31 May 2016. Besides, our Council received HK\$1.6 million from the Home Affairs Department to launch the ‘Get Together with Happiness New Immigrants Family Project’ under the “Neighbourhood Mutual Help Programme — New Arrivals from the Mainland and Ethnic Minorities”. This project would last for two years from November 2016.
- Our Tung Chung Integrated Services Centre, collaborating with Tung Chung Safe and Healthy City, OIWA, Lantau District of Hong Kong Police Force and Islands Youth Association (Tung Chung), co-organised “Asian Link — Cultural Integration Scheme”. The project won an award for “Outstanding District Project (Islands)” and the other award for “Best Strategic Project — Integration” for the year 2016-17.

Tung Chung Integrated Services Centre

- **Promote mutual support in the neighbourhood:** A number of group networking was established through different aspects. For example, relationship between new arrivals from the Mainland and the singleton elderly was strengthened through implementing “Family Map Project”. Teenage volunteers regularly visited elders living in remoted areas. “Neighbourhood Ambassadors” voluntarily did matching and arranged home visits, in which members developed themselves in a more mature way.
- **Explore Strengths of Families:** A “family-based intervention model” was continued to be the direction to follow up with the development in more than 200 families. Working with each of the families, we



explored the abilities and needs in each of the families, defined achievable objectives and enhanced their problem solving skills. Hidden families and single-parent families have been our concern for years. We gave support to parents who had their children facing challenges in the study path during adolescence. Hot topics related to young people in the community such as youth committing suicide were used as an entry point to arouse the interest of parents. Drama performances and talks were used to draw the attention of parents so that a better understanding was built among parents and children. Double-ageing problem was the other concern, especially for those elders taking care of the other elder spouse. They were encouraged by our solid and emotional support so that elders could have a higher level of confidence in their own ability. In addition, we contacted their other family members to explore if there were any other functions and roles that could be played by them in the family.



Love-Together New Arrival Family Support Project

- Promote positive development of children and youth:** We made good use of sports, culture and performing art to enhance the development of skills, potentials and sense of efficiency in children and the youth. Young people, especially youth-at-risk, could explore themselves through participation in drama performance. The outcome has been positive. In addition, football, basketball and other ball games were held to strengthen the sports development of children and the youth. Through the study tour to Taiwan, the out-reaching youth had a chance to contact with other young people. They worked together to overcome difficulties and barriers. Emphasis was put on the participation of parents, who could see the performance of their children, listen to their words from the heart and realise their growth. The results were encouraging. The work of “life planning” was done in a framework of different education phases and in the form of groups to have in-depth exchanges with the youth. Last year, we successfully held recognised certificate courses which included exploration of the workplace, work trial, and extension of interest classes. In response to the development in Tung Chung and council elections, the centre used some incidents happened in the community, such as renovation of the wet market and closure of the cinema, as an intersection point, to encourage the



The CEO of an interest class company share with our youth for the skill of being a tutor

youth to discuss and express their opinion by setting up a concern group. The distance between the youth and the community was therefore shortened.

- Open up more opportunities for job seekers:** There were more varieties of employee retraining courses offered last year to raise the level of the vocational abilities of the people. The centre also continued to hold job recruitment fair, “Neighbourhood Cafe” and cube shops so that people could have more opportunities to look for part-time jobs and also had a taste of running a business.



Tung Chung Integrated Services Centre participated to organise the third year of Asian Doogball Cup to promote doogball for the youth

- Promote active participation and social cohesiveness:** The centre hosted seven campaigns and activities in the past year, such as to organise “Asian Link” once again and set up a team for trans-generation and cross-age and inter-racial cultural art performances. At the same time, there was a special programme entitled “Community Fun Fun Run” for the 15th anniversary of our centre. We continued to implement “Smart Tung Chung Project”. We also collaborated with the Islands District Council by taking the role to coordinate a working group to organise an open-air bazaars during the Chinese Lantern Carnival in February 2017, which enhanced the united atmosphere in the community. The four different aged drama groups in the our centre, namely “Healthy Senior Theatre”, “Friendship Theatre”, “Crazy on Drama Theatre” and “Body Mind and Spiritual Senior Theatre” performed with heart in the “Elders and Youth Crossover Drama Show”, which led the audience to the ups and downs in lives and reflected four important elements in life, which are “resilience, fortune, persistence and striving for excellence”.

Family Support Network Team

- Our Shamshuipo District Family Support Network Team continued its outreach services like street stands, home visit plans, and various festival activities to promote the services of the Network Team, with an aim to identify more families who were more passive or not aware of the availability of social resources. If necessary, we would refer them to appropriate services. The team contacted a total of more than 500 new families last year, of which about half of them are elderly families, 29% being newly arrivals from the Mainland and 20% being low income families.
- The Family Support Network Team received extra resources from the Social Welfare Department to provide effective communication channels and opportunities through promotion counters, family nights, carnivals and seminars. Families became more united and had more positive attitude towards life. Through various types of volunteer work, such as flag selling, visits and charity sales to increase one’s sense of ability.

- The Network Team received sponsorship from the Management Advisory Committee of Pak Tin Estate to launch an activity called “Care for Elders and Waste Reduction”. With the help from neighbourhood organisations and neighbourhood volunteers, we visited more than 1,000 households with elderly singletons or elderly couples. There were also street stands, environmental protection workshops and seminars of planting at home to promote messages of protecting the environment, reducing waste and caring for elders.

Urban Hostels for Single Persons

Jockey Club Lok Fu Hostel for Single Persons

- There were 68 new lodgers and 73 lodgers moved out as they had found long term accommodation. Most of the lodgers faced family problems and also financial difficulties. There were street-sleepers, homeless after living in hospitals for a long period of time and returning from the Mainland without a home. The hostel aims to help lodgers adapt to living with a group of people and assist them in seeking jobs, pursue further studies and look for long term accommodation. Lodgers, who may not know the procedure in renting apartments, can get familiar with the relevant procedures as we accompany them in the process.
- Lodgers were encouraged to participate actively in all sorts of activities and to make the best use of their spare time. Last year, they joined a lot of activities like regular festival celebration activities, flag selling day, charity walk, watching musical and drama and so on. In addition, there were good numbers in each of the newly established groups such as the gardening groups with a belief in green living. Lodgers worked together on a greener environment in the hostel. There were also regular volunteer meetings and activities in which volunteers formed a mutual support network.



Lodgers of Lok Fu Hostel watched drama show together

High Street House (Singleton Hostel)

- Commissioned by the Home Affairs Department, our Council operated the High Street House Singleton Hostel to provide short term accommodation service for single persons. By adopting a people-oriented approach, we encouraged the lodgers caring and helping with one another so as to prepare them for their future lives. We also helped the lodgers look for jobs, organise employment support training, be self-reliant and make contribution to the community. Last year, the hostel had an average occupancy rate of 91% and the total number of lodgers moving in and departing were 126 and 102 respectively.
- We promoted information about personal hygiene and energy saving. Regular festival and recreational activities were held and lodgers were

encouraged to be volunteers to organise the activities. Harmonious living among the lodgers could therefore be achieved. Last year, there were a number of groups and organisations visiting the lodgers and arranging some activities in the hostel. For example, Supermoon Holdings Limited held a Christmas party with our lodgers. Lodgers participated in games and received some gifts from the company. The “Women Volunteer Group” from High Street Integrated Family Service Centre operated by the Social Welfare Department held a “Women Volunteers Visit Day” on the Women’s Day. They made some Dim Sum and dessert at the hostel for the enjoyment of the lodgers.



Two lodgers of High Street House were helping in the delivery of rice dumplings for the Dragon Boat Festival celebration

Support Services Centre for Ethnic Minorities

- For the purpose of helping the ethnic minorities better adapt to the society and obtain appropriate support, courses on Cantonese and English were provided continuously. After-school support was provided to non-Chinese speaking students. The centre also organised various inter-cultural activities for families of different ethnic minorities. We also arranged children and youth to participate in cultural festivals so as to promote integration of ethnic minorities in the community. Local residents could have a better understanding of different ethnic minorities and mutual respect and appreciation among different minorities could be achieved.
- For young people, the centre periodically organised various sport training and ball games for the ethnic minorities so that they could build up self-confidence and friendship and exhibit sportsmanship and experience life in a group.
- The centre set up a performance team for cultural dance, namely “Sweet Mama”. Members who came from different ethnic minorities all love folk dancing. They got together in their spare time to dance and hoped to let people in the community know more about them through dancing. A united and diversified community with various cultures could then be built.



Sweet mama the dancer—dancing performance in Asian Link Carnival





Children and Youth Service Division Report

Division Highlights

- “Dare to Dream — Youth Entrepreneurs Exchange Programme to Taiwan for Hand-craftsmanship” was held in August 2016. There were 21 young people who came from our outreaching team, integrated youth services and school-based social workers services going to some boutiques in Taipei. They visited shops and open-air bazaars like “Museum Coffee Shop”, “Cafe.Waiting.Love”, “River Side Music”, “Huashan 1914 Creative Park” and “Four Four South Village” to broaden their horizons and learn the experiences and wisdom from the operations. The youth had a chance to do their business in the “Cultural & Creativity Ntnu Market”, which became their first experience in running a stall outside Hong Kong. The Taiwanese gave them some encouraging words during the business, which were touching to the young people. Members of the exchange programme also experienced busking in Taipei which was a memorable moment to them. The exchange programme let young people understand that no matter how difficult it is, all barriers can be overcome given that they have the courage and hope.



“Dare to Dream” — Youth Entrepreneurs Exchange Programme to Taiwan

- “SPARKS Youth Mini Film Project” adopted a narrative therapy approach and searched for stories from our youth service users who could find out their own preferred identity. The project gave a chance for the youth to participate in the production of mini films and let them to display stories of the youth from their own perspective. In the coming year, the mini films produced will be displayed in the community in hopes of arousing the reflection of the audience, rethinking about social labelling and rebuilding the youth identity.

Jockey Club Tai Po North Integrated Children and Youth Services Centre

- A number of supportive and developmental projects were carried out last year, including “Fu Heng Academy Project” sponsored



“A New Horizon of the Frozen World — Youth Backpacking Exchange Programme to Harbin”



by the “Community Care Fund” to provide after-school support services for 30 children from low income families. Collaborated with the Tai Po District Council, “Pursuing Excellence and Beyond in Art Project” helped primary school students express themselves through the use of visual arts. Sponsored by the “Funding Scheme for Youth Exchange in the Mainland”, the centre organised an exchange tour to Harbin to experience the daily life in northeast China.

- The centre published a set of “Games Package of Tai Po Children”, comprising of more than 10 different board games, to encourage parents and volunteers to play with children with special needs. Study motivation, concentration ability and parent-child relationship were enhanced through the games.
- A short film shot by one of our youth members became the finalist of a documentary shooting project organised by the Hong Kong Council of Social Service and Centum Charitas Foundation, which was first shown at a presentation ceremony held at the Hong Kong Convention and Exhibition Centre for Guests of honour of the event included the then Secretary for Labour and Welfare, Mr. Matthew CHEUNG Kin Chung, the Director of Social Welfare, Ms. Carol YIP, the Chairman of Centum Charitas Foundation, Mr. LEE Man Chun, Chief Executive of the Hong Kong Council of Social Service, Mr. CHUA Hoi Wai and Member of the Commission on Youth, Ms. TSE Hiu Hung.



Cultural Exchange Tour to Seoul



“Run For My Dream” — Outstanding Award Presentation to the participants



Youth Volunteers visited elderly in Shui Hau and showed performance to them

- The Child Development Fund (4th batch) project “Dream with You” held the “Cultural Exchange Tour to Seoul”. A graduation dinner cum the 5th batch project “Shine with Unity” sharing was held in December 2016 to let young people pass their passion to the next generation. The then Under Secretary for Labour and Welfare, Mr. SIU Wai Keung and Vice-President of our Council, Mr. AU Hang Yee officiated the ceremony.

Tung Chung Integrated Services Centre

- The Committee on the Promotion of Civic Education sponsored our project “Fly to the Sky in Tung Chung”, which recruited 40 youth to participate in a series of training camp and workshop. Beginning from November 2016, the youth volunteers took half year to pay group visits and serve elders in remoted areas of Tung Chung, including Shui Hau, Tong Fuk and Cheung Sha. They also made performances every month and made life story album for the elderly. Through sharing of the life experiences and wisdom by elders, the younger could acquire the relevant knowledge and care for the elderly in a harmonised, united and inclusive atmosphere.
- “Youth Ideal Programme” gave more experience for the youth in the community by developing their interest and talent through art, sport intervention and regular celebrity sharing sessions. After the programme, the youth could increase their sense of confidence as well as efficiency.

Youth Outreaching Social Work Service

- Outreaching social workers of Eastern/Wanchai District launched “Drugs 3D Project” to target at the increasing number of hidden drug takers. The project aimed to identify hidden drug takers as early as possible so as to intervene as soon as we can, and to provide appropriate counselling service.
- The number of teenage mothers kept increasing. The Eastern/Wanchai District Youth Outreaching Social Work team provided services for them last year, and the response was positive. In

the coming year, we have connected more resources in the community and added more service quota in hopes of minimising the phenomena of passing disadvantages to the subsequent generation.

- The outreaching team in Eastern/Wanchai District launched “Coffee Bunny” mobile coffee bike and other types of handcraft projects for young people who were still indecisive in choosing their career path. They could have more trial-and-error opportunities in their job search.
- The second edition of *Dreamgazine* was published in December 2016. The content was about the stories of chasing dreams by the youth and we hoped to arouse young people to have their passion in making dreams.
- Last year, the outreaching team in Tung Chung actively adopted different kinds of art performances such as music, drama, dancing and so on to attract more young people to express themselves. At the same time, young people were encouraged to bring up their opinion on the community and give contribution to the society. People in the community could explore the power and energy of the young people so as to strengthen the confidence of the youth.



“Something about Happiness” Drama

- The outreaching team in Tung Chung received funding from the Labour Department last year to organise “Targeted Career Training Mission”, which aimed to cultivate the individual decency, job hunting skills and production technique of making bread and cake for young people. The youth were provided with opportunities to practise their skills in the workplace and sell cakes to customers in cafes in the centre. These opportunities increased their skills in customer services and their work experiences.

School Social Work Service

- The social workers at schools provided counselling services to the students in need and held various activities including leadership camp, a series of cultural events, distress workshop for the examination, “Be a Stronger Man” series, simulation games of the society in English, interest groups, volunteer services and



“School-based After-school Learning and Support Programme” — Buddhist Wong Fung Ling College hosted an adventure experience tour — Water Challenge

trendy sport games. Students were particularly interested in some production work on the spot.

- Collaborated with schools, social workers helped students develop themselves by diversified intervention methods in accordance with the school development plan. Project items included mentorship programme jointly organised by prefect teams and student ambassadors and the project with the elements of “growth, exploration and dream” to help non-Chinese speaking students integrated into the local community.

After School Care Programme

- Our Council provided after-school care services in Tin Shui Wai, Tai Po, Tung Chung and Southern District with a total of more than 100 places to relieve pressure of parents in taking care of their children aged from six to twelve.
- We provided various summer activities both to members and non-members of the centre. Participants could visit different units and organisations to spend time in a more meaningful way; at the same time, broaden their horizons and learn how to get along with other people.



Jockey Club Tin Shui Wai Integrated Services Centre organised “Little Chef” Programme in summer holiday





Elderly Service Division Report

Division Highlights

- Improvement Programmes of the Elderly Centres:** With the Lotteries Fund and the Hong Kong Jockey Club Charities Trust allocations, our Lei Tung Neighbourhood Elderly Centre completed the Improvement Programme and Elders Facilities Modernisation Scheme; at the same time, the same improvement works for Tung Chung Integrated Services Centre started with purchases of modernised equipment to meet the needs of the elderly. Nga Yin Association Neighbourhood Elderly Centre completed its improvement works and held an Opening Ceremony of the modernisation cum volunteer award presentation to display the new look. To our honour and pleasure, the Opening Ceremony was officiated by District Social Welfare Officer (Central Western, Southern and Islands) of the Social Welfare Department, Mr. LAM Ding Fung, Chairman of the Central and Western District Council, Mr. YIP Wing Shing, Senior Charities Manager of Hong Kong Jockey Club, Mr. Horace LIT, Chairman of Nga Yin Association, Ms. XIANG Yi, our President, Mr. YIP Tak On, our Chairman, Dr. TSANG Fan Kwong, and our Executive Director Mr. TUNG Chi Fat. Our committee members and individuals in the community also came to celebrate the opening.
- Thematic Activities for “Elderly Self-determined Participation” Programme:** Various elderly centres encouraged elders to be volunteer tutors, involved in planning groups and classes and assist in teaching. Shamshuipo District Elderly Community Centre set up the “Elderly University Student Club” and “Special Action Team” for elders to plan, to organise and to work in different groups in a number of projects. Activities organised by them included elderly

gatherings, special activities in the centres and meals for tutors and classmates. All activities were planned and organised by the elderly so that they had a sense of ability in the golden age and a sense of belonging to the centres and to our Council. Tuen Mun District Integrated Services Centre for the Elderly set up a working group for the service users to give opinion and suggestion to the administration and management of the centre. Chairman of the group became more mature in coordinating meetings. Members of the working group set up a fundraising group to raise funds by organising various fundraising activities; in addition, they participated in the “Service User Annual General Meeting Working Group”. Some service users of Tung Chung Integrated Services Centre took the initiatives to plan and organise drop-in services for the elderly.

- Elderly Rights Concern Group:** The concern group continued to aim at improving dental services for the elderly. The group took a series of actions including calling for all district councillors and



Elderly Rights Concern Group Forum





The Legislative Council Election candidates participated in the Forum

legislators in Hong Kong to concern the issue, holding forums, publishing *Concern Group Special Issue*, sending letters to all Legislative Council Election candidates and asking for including this issue in their political platform. After the Legislative Council Election, they met with the elected legislators to discuss the progress on how the dental service could be improved for the elderly. The group also attended the “Joint Subcommittee on Long-term Care Policy (Meetings)” of the Legislative Council. All action received positive response and some of them were covered in the media.

- **Carer Support Service:** To further promote elderly carer support service to our members at Shamshui Po District Elderly Community Centre, the centre set up street stands and mailed newsletters quarterly to the members so that they could receive appropriate carer support and relevant information. We also printed elderly carer information on tissue boxes in hopes of delivering the information to potential elderly carers. To aim at elderly couples who are also carers of one another, activities to enhance relationship and linkage in the elder couples was organised by Tuen Mun District Integrated Services Centre. The centre participated in “Volunteer Service Projects Scheme” organised by Tuen Mun District Coordinating Committee on Promotion of Volunteer Service, Social Welfare Department. Participated by a group of carer volunteers, the project aimed to maintain and strengthen elders’ cognitive ability by encouraging elders to adopt a healthy lifestyle in order to achieve a better quality of life for the elderly. Volunteers further promoted the project to other elderly centres in the district to raise the awareness of healthy brain and cognitive ability of the elders. After assessment, this volunteer project received the Silver Award of “Outstanding Enhancement Project Team” and was recognised the “Best Community Inclusion” project.
- **Clinical Psychology Service for the Elderly:** In order to improve the psychological well-being of elders, our division launched a clinical psychology service for the elderly. Psychological training and support are also provided to our clients. With this newly added service, our division are able to provide more professional

and in-depth services to our clients. With the commencement of this service, a mechanism of case referral was set up and cases were followed up by individual counselling and by group. Training and talks on psychological topics were given to our staff and the general public respectively.

- **Dementia Care Planning Service:** Through our social workers and occupational therapists who worked as a team, we provided services for the elderly with dementia by a systematic case management system. We outreached elders and liaised with local groups and resources in the community to assist elders with dementia. The team also assisted carers to set up the care plan in the family in order to raise the quality of life for the elderly. In order to build a dementia friendly community, the team also promoted community education through different talks, for example, training programme for all security guards in Hong Kong.
- **“Healthy Brain 5+1: Healthy Lifestyle”:** Our various elderly service units continued to promote “Healthy Brain 5+1” which consisted of six elements to encourage elders to adopt a healthier lifestyle. Our “Dementia Prevention Working Group” in the division organised a series of centralised activities, including production of “2017 Healthy Brain Diary”, water bottles and filming a video demonstrating “Healthy Brain Exercise for the Elderly”. The division also arranged Chinese medicine practitioners to give talks on “Healthy Diet” and “Be Relax” in various centres. There were 500 elders in Hong Kong participated in “Healthy Brain 5+1: Exercises for the Elderly” at a stadium. The event was held successfully and was covered in a number of media.



Healthy Brain 5+1 Bottles

- **Community Oral History Theatre:** Our “Community Oral History Theatre Project — Savouring the Fragrance of Sham Shui Po” was selected as a finalist under the “Best Active Ageing Programme — Community” prize presented in the “5th Asia Pacific Eldercare Innovation Awards 2017” in Singapore. We were further invited to participate in meetings and exhibition to understand the latest development of elderly services in other world countries. Our “Elderly Theatre” was invited to exchange in Guangzhou with



two performances of *The Sequel of Savouring the Fragrance of Sham Shui Po* in the Guangzhou Opera House cum after-performance workshop. We shared our experience with social workers in Guangzhou and shared our experience of producing oral history drama with elders living in Guangzhou. New drama title *The Sequel of Happiness of Savouring the Fragrance of Sham Shui Po* was performed by “Elderly Theatre” at Chiang Chen Studio Theatre of the Hong Kong Polytechnic University, in which elders showed on stage the happiest festival memories during their young age. “Elderly Theatre” of Kwun Tong worked with “Elderly Theatre” of Sham Shui Po and Tung Chung to perform *Flow of Seasons* at Chiang Chen Studio Theatre. Elder performers made seven performances of the title *Times in Kwun Tong* at schools in Kwun Tong, elderly centres and public parks, with a total of 1,000 persons in the audience. The performances of various centres were very successful and received positive comments from many people.



Community Oral History Theatre Project

- **District Service Network:** Our Council encouraged cooperation among service units in same district to strengthen support in rendering quality services. Last year, two local community support programmes were held by Shamshuiipo District Elderly Community Centre. One was “The Beauty of Walking Together” and the other was “New Milestone in the Healthy Journey”. The two programmes were co-organised by social service units in the community, resident groups, charity organisations. The above programmes allowed elders obtaining more useful information about services and resources available nearby.

District Elderly Community Centres

- Health information was provided by Shamshuiipo District Elderly Community Centre to the elderly through “New Milestone in the Healthy Journey”, “Measure Blood Pressure Together”, “Fall Prevention Project” and the like. Some simple health measuring tools were provided for elders such as blood pressure monitors, weight scales, eye tests, and simple mental health tests. We would explain how to use these tools irregularly at monthly meetings and encourage service users to make good use of them. “Self-determined Health Programme” was held every month to enhance elders’ awareness,

ability and habits of health management through testing of blood glucose, cholesterol, uric acid and blood mineral density. Regular outreaching exercise classes and health talks were held to cultivate an awareness of health and regular exercise among elders, and in turn raise their health management skills and healthy habits. Tuen Mun District Integrated Services Centre for the Elderly hosted 30 talks and groups with our Chinese medicine practitioners and nurses. Topics of the talks and groups included health tests and exercises, acupuncture points massage, illnesses or pains commonly found in elders and the like. “Health Check for Elders living in Lantau Island Remoted Areas Programme” was co-organised by Tung Chung Integrated Services Centre and the Nethersole School of Nursing of the Chinese University of Hong Kong (CUHK) to provide health talks for elders in remoted areas of Lantau Island. Speakers of the talks were elders trained up by lecturers of the mentioned school of nursing at CUHK. The programme also cooperated with United Christian Nethersole Community Health Service to provide health checks for elders living on Lantau Island. Nurses of the said service visited the elderly and connected with social service agencies and schools in the district to enhance health awareness among the elderly.

- **Dementia Support for the Elderly:** Shamshuiipo District Elderly Community Centre again received funding from the “HSBC Community Partnership Programme” for holding the “Most Brainsy Project”. The project provided diversified cognitive training combined with traditional, creative, systematic and persistent treatment was arranged to delay cognitive deterioration. The elderly with dementia were therefore relieved in their daily life. Tuen Mun District Integrated Services Centre organised different activities according to the cognitive level of the elderly, including “Healthy Brain Thursday” and “Healthy Brain Booster”. With a diversified and interesting way to promote brain health, “Healthy Brain Booster” helped dementia patients express their feelings through creative art. Last year, Tung Chung Integrated Services Centre worked with the Psychogeriatric Team of Kwai Chung Hospital to provide talks conducted by doctors or nurses on dementia at our centres bi-monthly. The talks strengthened the knowledge about dementia of elder carers and elders and also introduced some caring skills and technique in dealing with elders with dementia for the carers. As a result, individuals in the community could understand more about dementia. The centre launched a service of dementia assessment on the community level. The assessment was conducted monthly for the elderly in the community and would follow up the needs of elders with mild cognitive disorder.
- **Counselling Service and Therapeutic Groups:** Three district elderly community centres provided counselling services and organised diversified treatment groups to meet various needs of the



elderly. Shamshuipo District Elderly Community Centre hosted two groups of “The Story of Me and My Pain” in which narrative therapy was used to intervene in elders with pain and their families to achieve positive results. Three groups of “Reminiscence Therapy” were held to assist elders with dementia in strengthening their confidence and sense of ability. Tuen Mun District Integrated Services Centre for the Elderly organised groups for the elderly couples to enhance their relationship in the marriage as well as gardening therapy and narrative therapy groups.

● **District Collaboration and Support Teams for the Elderly:**

Shamshuipo District Elderly Community Centre launched a collaboration platform called “The Beauty of Walking Together” in which we liaised with residents every month. Through this platform, opportunities for interaction and communication among residents were increased. Volunteers acted as “floor leaders” and “neighbour ambassadors” who establish good relationship with the elderly in the district. There were about 40 floor leaders who received 24 sessions of training in total. Last year, the centre connected with eight local community organisations and volunteering groups of working youth, youth, ethnic minorities, the blind, professionals and so on. They helped organise a series of activities and services for residents in Shek Kip Mei Estate (Phases 2 & 5). The activities and services were well received by the residents. Tuen Mun District Integrated Services Centre for the Elderly launched various interactive and thematic activities depending on the characteristics of individual estate including Tai Hing Estate, Leung King Estate and Po Tin Estate. Tung Chung Integrated Services Centre jointly organised “Retirement without Worry” with “Lantau Island Elderly Services Coordinating Committee” and facilitated talks and assessments held by aromatherapists, Chinese medicine practitioners and nurses (psychiatric). These activities increased the awareness of elderly living in remoted areas of Lantau Island over mental health.

● **Elderly Volunteers and Volunteer Organisations:**

Shamshuipo District Elderly Community Centre hosted more than ten volunteer groups and newly set up a new “Special Operation Group” last year. The new group encouraged elders to act as promoters and executors to fully participate in planning and organising various services and

affairs in the centre. A spirit of “self-determined participation” was achieved through hosting the activities of “Singing with Love Charity Day” and “Centre Birthday cum Service User Committee Members Inauguration”. The centre set up two more volunteer groups with the support from more than 71 enterprises, religious groups, schools, non-profit organisations, volunteer groups, charity groups and the like. More than 10 of the organisations worked with the centre to make a year plan to serve the elderly in need. Last year, the centre involved “City-Youth Empowerment Project” in visiting hidden elders in the community, holding a carnival and a Christmas Party and preparing “pots of vegetables” for the elderly so that they had an opportunity to connect with the community and build up a social network. The centre kept a close communication with warden of housing for senior citizens, security guards and the Hong Kong Housing Authority to explore if there were any hidden elders who might be in need of our service. Tuen Mun District Integrated Services Centre the Elderly launched “Happiness Around You — Opportunities for the Elderly Project” to enhance the support network of singleton elders. Through learning new technique such as balloon twisting and magic performance, elder volunteers gathered together and were trained up as happy partners. Outreaching activities were held. For example, birthday parties on delivery bought the happy atmosphere to the home of the elderly so that they could feel the care. The centre aimed to recruit more volunteers and promote active ageing in the community. Individual assistance was offered to elders in need. The centre liaised with parent-teacher association of some local schools to encourage elders, who seldom did physical exercise, to experience Rouliqiu game for maintaining a better health condition. Despite the fact that some elders were physically impaired, they still put their efforts to make a few hundred festival decorations with their hands. The festive atmosphere was much strengthened with this “Caring Handicraft Group” in the centre. In addition, Tung Chung Integrated Services Centre invited some hidden elders to visit the centre during festivals like Mid-Autumn Festival and the 7th Day of Chinese New Year. Traditional



Couple mutual support group



“Retirement without Worry” Programme

celebrations included having dinner and eating dumplings together. We also celebrated everyone's birthday with the elderly on the 7th Day of Chinese New Year.

Neighbourhood Elderly Centres

- **Self-determined Participation and Thematic Activities:** Opinion of service users was collected through members of the Service User Advisory Committee. We encouraged service users to express their opinion actively and treat the centre as their second home. They were also encouraged to take part in taking care of the centre affairs and implementing activities held in the centre.
- **Elderly Rights Education Activities:** A few elderly concern groups at various centres participated in "Respect Elders Rights Concern Group" to fight for their rights in relation to dental benefits. The group met regularly to discuss issues happened in the community. For example, members of the concern groups at Lei Tung Neighbourhood Elderly Centre and Fu Tai Neighbourhood Elderly Centre regularly had meetings with district councillors to reflect opinion on issues in the community. The meetings gave a chance for district councillors to give response directly and raise elders' awareness of the issues in the community. Nga Yin Association Neighbourhood Elderly Centre worked with "Central/Western District Community Concern Group" to undertake cultural conservation, community tour and launch of a project named "Community Magnifying Glass". A concern group at Fu Tai Neighbourhood Elderly Centre held a survey, namely "Friendly Merchants in Neighbour", to collect opinion from three hundreds elders on what elements should be included in order to be their favourite merchants. Results of the survey were conveyed to the nearby merchants for their consideration.
- **Health Promotion for the Elderly:** Various centres worked with the Health Department and health professionals to co-organise seminars on spine protection and physiotherapy exercise class. Our centres set up appropriate self-help equipment such as blood pressure monitor, fitness cycling machine, steppers, hand cycling machine, pulling rope and weight training machine for elders' health monitoring. The centre held a variety of health education activities for need of information of the weaker elders. Through "healthy brain 5+1" group activities like "memory games", "Leisure Time for the Elderly", "Sudoku" and "Healthy Brain Exercise" held by Tin Shui Neighbourhood Elderly Centre, we helped the elders manage their health with a balanced lifestyle.
- **Education for the Elderly:** The centres held a number of classes to promote continuous learning for elders and develop their potentials. Diversified classes included dancing, photography, balloon twisting, juggling, literacy, English, Putonghua, poetry, calligraphy, handicraft,



Art lesson

traditional Chinese painting and Chinese drumming. Tin Shui Neighbourhood Elderly Centre co-organised "Elder Academy" with the Queen Elizabeth School for elder classes for 9 years, which were well received among the elders in the community. A graduation ceremony was officiated by Dr. LEONG Che Hung. All centres held computer and smartphone application classes for elders to keep up with IT knowledge and skills. Touch-screen computers were installed at centres to enrich the life of the elderly.

- **Volunteer Organisations and Activities:** All centres set up a number of volunteer groups including visit group, gourmet group, on-duty or liaison member group, on-stage and audio work volunteer group, DJ song dedication group. These groups enriched our services and gave more opportunities for elders to develop their potentials. Lei Tung Neighbourhood Elderly Centre received subsidy from "Opportunities for the Elderly Project" of the Social Welfare Department to hold "Pain Prevention with You Programme". Volunteers promoted knowledge of pain symptoms to individuals in the community through visits. Under the same "Opportunities for the Elderly Project", Nga Yin Association Neighbourhood Elderly Centre held a project called "Life with Encouragement and Active Ageing" in which elders learned Chinese drumming and performed it at kindergartens, schools and elderly homes to present a caring message and an active side of the elders in front of the community members. All centres held volunteer award presentation ceremonies to appreciate efforts paid by the volunteers. The elder volunteer and volunteers who served for ten years or more received a certificate of presentation as a token of our appreciation.
- **Support Scheme for Carers of the Elderly:** All centres gave information and knowledge of different caring needs of elders to their carers through thematic activities and related groups. Last year, themes about types of dementia, care and communication were added to the activities to support families with elders who suffered from dementia. Lei Tung Neighbourhood Elderly Centre hosted "Music Journey with Good Mood" to create a relaxing atmosphere between carers and the ones being taken care of through appreciation of music. An "Elderly Award Presentation Dinner" was also held by



Lei Tung Neighbourhood Elderly Centre to express our appreciation to carers who paid their efforts in taking care of the elderly. A sharing and mutual appreciation session was done to strengthen the relationship between the carers and the ones being taken care of.

- **Hidden Elders Service:** All centres made use of resources in the community to organise volunteers and students to hold visits to singleton elders and double-aged couples. Support to hidden elders was offered for them to build up a social network and they were encouraged to step into the community.
- **Special Programmes:** Fu Tai Neighbourhood Elderly Centre received a subsidy from Fu Tai Estate Management Advisory Committee to launch a programme called “Love Life — Love Home — Love Neighbour”. Through the programme, we promoted life education and environmental education to advocate the spirit of good neighbourhood and being respectful to the elderly. Lei Tung Neighbourhood Elderly Centre co-organised “Home Maintenance Service for the Elderly Programme” with the Construction Industry Council. The programme offered more than 60 items of home maintenance such as installation of handrails, repair of water tank, replacement of water taps and repair of wall painting to 30 elders to increase the level of safety at home and improve the living environment and quality of life. Nga Yin Association Neighbourhood Elderly Centre received subsidy from the Social Welfare Department to launch the “Active Ageing Programme” for elders to develop themselves in relation to their music talents so that they could have a healthy and happy life. In the programme, participants of “Music in the Community Choir” visited three elderly service units to share music and positive influence with some physically impaired elderly. We also cooperated with Hong Kong International Youth Philharmonia to achieve cross-generation integration. Tin Shui Neighbourhood Elderly Centre received subsidy from “Opportunities for the Elderly Project” under the Social Welfare Department to launch “Enjoy Golden Aged Years with Your Neighbourhood”. In the programme, family members of the elders were invited to have outings, birthday parties and Chinese music appreciation with



At-home birthday party

the elderly to achieve mutual help among neighbours and cross-generation understanding. Ma On Shan Social Centre for the Elderly received subsidy from “Opportunities for the Elderly Project” under the Social Welfare Department to launch “Add More Love to Make a More Friendly Community Programme”, in which elders were appointed as promotion ambassadors to undergo community education, visits and outdoor activities and the like. In the same programme, we worked with Hong Kong Housing Society to co-organise home safety evaluation and training for elders. We hosted several groups and outdoor activities to promote a theme of “Elderly Friendly Community”. Cooperated with Saddle Ridge Garden, Ma On Shan Tsuen, Wu Kai Sha Rural Committee and Lee On Estate Committee, small community gatherings were hosted to enhance neighbourhood relationship.



Dance performance

Social Centres for the Elderly

- In response to the needs in local districts, Pak Tin Social Centre aimed to serve frail elders in the estate and designed a series of activities with the six healthy elements for brain health as a theme. For example, emphases were placed on diet and food selection, frequent exercises, wider social network, illness control and the like, so as to make elders enjoy their golden ages. The centre was operated on a self-finance basis and held a fundraising activity called “Charity Food Fair” last year.



Charity Food Fair

- Martha Baker Social Centre for the Elderly received sponsorship from the Estate Management Advisory Committee of Ngau Tau Kok Upper Estate, Hong Kong Housing Authority to host “Healthy Brain 5+1’ Healthy Lifestyle of Elders Programme” with implementation of the six healthy elements in various activities, which was well received by the public. There were about 1,000 persons participated in the programme and the closing ceremony was attended by an abundance of guests and neighbours to make it bustling.
- Sau Mau Ping Social Centre for the Elderly worked with Shamshuipo District Elderly Community Centre to host the second “Talented Elders’ Chinese Painting Exhibition” with 37 elders participated in. The exhibition was very successfully held and received many positive comments from various sectors.



Talented Elders’ Chinese Painting Exhibition

- Our Martha Baker Social Centre and Sau Mau Ping Social Centre for the Elderly worked with the Rotary Club of Hong Kong City North to launch health day for the elderly. On the day, we provided basic health check for 133 elders and specialist medical consultation in the areas of orthopaedics, urology, dentistry, ophthalmology, chiropractic and so on.

Integrated Home Care Services

- All centres worked with our division to organise “Self-determined Health Management Programme” to encourage service users to care about their health and take necessary preventive care. Through monthly visits by the home care workers and health check-up, elders could have a better understanding on their health condition. Cases would be followed up by nurses and referred to appropriate medical institutions for treatment, if necessary.
- Last year, four integrated home care services co-organised “Happy Living in Community — Frail Elders Home Care Support Programme” which comprised of three support services for cases, including “Five Elements Home Care Safety Pilot Project” and “In-patient and Discharge Caring Project” to offer personalised and



Disneyland tour



Outing



Birthday party

appropriate home care support in the cases. To continue offering of quality catering service, all centres received funding support from Jacky & Friends Charity Fund Limited, Apple Daily Charitable Foundation, Towngas and so on. Wongtaisin District Integrated Home Care Services Centre continued to participate in “Wang-Lok Family” activities, in which a caring atmosphere was promoted for neighbour in Wang Tau Hom and Lok Fu with the help of local organisations and individuals. In the end, an enhancement of neighbourhood and family relationship in a cross-generation integrated society could therefore be promoted through community education and carnivals. Tuen Mun District Integrated Home Care Services Centre held activities to visit the Space Museum and Hong



Kong Flower Show, to have BBQ, to go to the Disneyland, to help on the Flag Day, Charity Walk and to have reunion dinner at the end of the year. These activities encouraged participants to step into the community and to have a wider social network.

Pilot Scheme on Community Care Service Voucher for the Elderly

- Shamshui District Community Care Service Centre for the Elderly participated in second phase of the Pilot Scheme on Community Care Service Voucher for the Elderly in January 2017. Eligible elders may choose service package according to their needs to obtain diversified and appropriate services. To date, the centre served 19 elders with service vouchers and 3,588 persons used the services.
- Shatin District Community Care Service Centre participated in second phase of the Pilot Scheme on Community Care Service Voucher for the Elderly since October 2016, which was the only service provider approved by the Social Welfare Department under the pilot scheme in Ma On Shan. Up to March 2017, the number of elders who used the service vouchers at the centre accumulated to 49, and 5,990 persons were served.

Integrated Discharge Support Programme for Elderly Patients Home Support Team

- The support team had a new trial with the neighbourhood centre to co-organise “Domestic Helper Group” to enhance their caring skills for taking care of elders so as to alleviate the pressure of carers. Young volunteers not only visited the elderly but also followed home care workers to deliver meals and provide home cleansing service. In addition, the centre hosted a workshop of “Healthy Brain 5+1” to match the theme of the division.



“Healthy Brain 5+1” Programme

- As the 6-year contract will soon come to an end, the home support team was ready for the service termination and had a planning for the future.

Day Care Centres and Day Care Units for the Elderly

- Three day care centres for the elderly were committed to providing nursing services, rehabilitation training, personal care, social activities for elders. Their family members were invited to attend case meetings and activities.



Home Service Training



Exercises at centre

- Last year, Tuen Mun District Day Care Centre for the Elderly co-organised with a number of organisations and volunteers to hold various activities such as dental check, vaccination and hair cutting. The centres also held several outings for dim sum and trips to encourage elders to go out and integrate the community. The elders enjoyed going out to the restaurants, walking in the park and shopping in the arcades. Visits to the elders were co-organised with the volunteer organisations, including Hong Kong Sheng Kung Hui St. Simon's Leung King Nursery School, Leung King Lutheran Day Nursery, Wong Muk Fung Memorial Elderly Health Support and Learning Centre, Green Animals and International Exchange Programmes of Lingnan University.

Care and Attention Home for the Elderly

- As residential care service have gradually been upgraded to continuum-of-care and the number of frail cases kept increasing, we enhanced care and observation given to frail elders and strengthened the implementation of “Personal Care Programme”.
- The residential home for the elderly was undergone an upgrade on facilities and repair works in order to comply with the requirements set out in the licence. In addition, the residential home received unannounced inspections from government departments to ensure occupational safety; infection control and environmental hygiene were up to standard. We accepted opinion given during the inspection.



Rehabilitation Service Division Report

Division Highlights

- Child Advancement Centre had received a certificate of registration from the Social Welfare Department and in turn provided appropriate services for children with special needs. Our staff members were committed to acquiring job skills and knowledge so that the distance of values and job handling approach among staff could be shortened. A better work with team spirit could be achieved. The opening ceremony of the centre was held on 12 January 2017. To our honour, officiating guests of the ceremony included Deputy Director of Social Welfare of the Social Welfare Department, Mr. LAM Ka Tai and our President, Mr. YIP Tak On. More than 80 family members of service users, together with representatives of fellow kindergartens and industry players attended the following open day to understand more about the centre.
- Fairyland was blessed to have the funding of the Hong Kong Jockey Club (HKJC) to improve outdoor environment and addition of facilities at the premises. The “Opening Ceremony of HKJC Garden cum Integrated Cultural Art Fun Day” was held on 4 June 2016. The ceremony was officiated by Under Secretary for Labour & Welfare, Mr. SUI Wai Keung; Charities Manager at the HKJC, Mr. Edwin LEE; our President, Mr. YIP Tak On and our Chairman, Mr. TSANG Fan Kwong. Right after the opening ceremony, African drum was performed by our service users to show their enthusiasm and impassion which were appreciated by many guests of the ceremony. Afterwards, guests visited various facilities such as HKJC Mindful Garden; HKJC Sensory Garden; and HKJC Adventure Land. The mentioned facilities gave training opportunities for the service users, which was praised by our guests.
- Given the liaison work done by CLP Power Hong Kong Limited,

Harmony Manor co-organised “Charity Dinner in Mid-autumn Festival” with Hong Kong Chinese Chefs Association and Hong Kong Chefs Association. At that night, ten tables of banquets were held at Harmony Manor with the sponsor of food ingredients by Aquaculture Technologies Asia Limited. Cuisine masterpieces were designed specially according to the needs of service users by the volunteer chefs. In total, 45 expert cooks and volunteers participated in preparing the banquets to serve 90 service users. The cuisine prepared was comparable to the food served in hotels. The event was attended by Assistant District Social Welfare Officer (Sha Tin), Ms. Grace LI; Chairman of Hong Kong Chinese Chefs Association, Mr. LEUNG Fai Hung; Chairman of Hong Kong Chefs Association, Mr. Eddy LEUNG; our Committee Member, Mr. TSUI Hau Leung and our Executive Director, Mr. TUNG Chi Fat. A series of amazing performances, lantern riddles, photo-taking were done in order to give a memorable and joyful night to the service users and volunteers.



Volunteers from HK Chinese Chefs Association and HK Chefs Association to launch the Charity Dinner at Harmony Manor



- Our Council continued to get support from College of International Education (CIE) of the Hong Kong Baptist University for designing competition content and promoting the third joint division Sports Day held at Wo Yi Hop Road Sports Ground. The event was attended with the support by Assistant Director of the Social Welfare Department, Mr. FONG Kai Leung; Director of CIE Wellness Promotion Centre of the Hong Kong Baptist University, Dr. CHOI Hiu Nam; our Vice-President, Mrs. PO LEUNG Hok King, Eva and our Executive Director, Mr. TUNG Chi Fat. On that day, there were more than 300 service users and their family members, students and professors from the Hong Kong Baptist University, staff, volunteers and athletes in a total of more than 700 people participated in the joyous event. Last year, an encouragement award was set up to present medal to the service users who participated in the race. They all enjoyed the event while parents and staff showed their appreciation.
- Given the support offered by the charitable trust fund of the Board of Management of the Chinese Permanent Cemeteries, Fairyland launched “The project of Love Beyond Life” in which volunteer training, talks, workshop and groups for people with intellectual disabilities were held. “The Art of Life Fest” was hosted for individual in the community and touring exhibitions were held in a range of rehabilitation centres for people with disabilities. The two activities were attended by more than 1,000 persons, and people got to know the meaning of “death”, have self-affirmation, face grief and bereavement, in turn reflect on the meaning of life and treasure every moment of life. Research found that people with disabilities had the ability to understand life cycle and death and we could get them prepared when their relatives passed away. The majority of people thought the programme could help them have reflection their life and look at death from the other perspective. The people also understood more about the handling of grief and bereavement. In the end, teaching materials and shared albums were published for distribution to welfare organisations and individuals in the community.



Workshop for volunteers in the “Project of Love Beyond Life” launched by Fairyland

- Wongtainsin Day Activity Centre was blessed to receive funding from Queen Elizabeth Foundation for the Mentally Handicapped

for a half-year programme — “Happy Dancing”. Expert dancer, Mr. Andy WONG, was invited to hold two dancing classes for learners to cultivate their interest and develop their potentials. Meanwhile, family members could enjoy dancing, get some relive and build up a social network. In the beginning, instructors had to invite the learning by touching their hands but later they could move their body with the rhythm of the music played. Learners also enjoyed dancing in front of people. Families further rented studio for practising purpose and became volunteers in the dancing classes. The centre launched “My Dancing World” to invite 70 learners, family members and volunteers to dance together. They had a very good time and enjoyed the afternoon.

Progress on Parents’ Work

- The Parents’ Association held its “Mid-autumn Dinner cum the 7th Executive Committee Inauguration Ceremony” last year with a total of 85 tables and more than 1,000 participants including service users and their family members. The event was attended by Assistant Director of the Social Welfare Department, Mr. FONG Kai Leung; Chairman of the Hong Kong Joint Council of Parents of the Mentally Handicapped, Mrs. Gillian LO; our Vice-Chairman, Mr. YIP Ching Shan; our Committee Member, Mr. TSUI Hau Leung; our Executive Director, Mr. TUNG Chi Fat and our Co-ordinators. The new term of the Parents’ Association had a total of 23 executive members who were inaugurated under the witness of our guests to progressively promote the work of the Association. After the inauguration, the Parents’ Association held a re-election for the new term of executive committee members. Ms. LEE Kwai Choi won the majority of votes and was elected as Chairman of the executive committee. The position of Vice-chairman was shared by Ms. KAN Wai Ha and Ms. CHAN Hung Fung. Mr. CHOI Chi Kwong and Ms. Winnie CHAN were elected as Secretary and Financial Secretary respectively.



Service users and family members of Wong Tai Sin Wellness Support Centre went for a trip to Taipei

- Our Council always emphasises on the relationship with the family members of our service users. Chan Yin Chuen Child Enrichment Centre set up “Parent-staff Association” last year to strengthen communication between parents and the centre. The Parent-staff Association helped the centre host activities for many times.



Fairyland, Wong Tai Sin Wellness Support Centre and Sunny Manor newly set up “Parent-staff Association” to provide opinion and support in hosting activities in the centres. Staff of Fairyland went for a tour to Taiwan with the family members of our service users to visit eight rehabilitation units for a deeper communication. Staff, service users and family members of Wong Tai Sin Wellness Support Centre went for a trip to Taipei and Taichung to understand more about services for people with disabilities there. They gained more experience and understanding about the services. The Parent-staff Association of Sunny Manor organised Spring Dinner and Parent-child local tour. In addition, Child Enlightenment Centre organised various types of activities with the adventure element such as Pilates Parent-child Workshop, Parent-child Free-hand Exercise cum Balanced Healthy Eating Workshop, Parent-child Adventure Challenge Journey, Bubble Soccer Parenting Day, Happy Adventure Activities, Spring Riding Experience and the like. These activities gave opportunities for parents to better appreciate their children and had a deep pleasure among parents and children.



ART JAM Creation Activity organised by our Child Enlightenment Centre

Community Support Service

- Wong Tai Sin Wellness Support Centre continued to receive funding from Wong Tai Sin District Council for the last five years to host the “Wellness Programme”. Apart from training volunteers, visiting the underprivileged groups and hosting inclusive activities in the community, the centre recruited an African music teacher to form “Wellness African Drum Group” with participants of women, elders, young volunteers and the disabled. African drum gave an opportunity for people to understand the potentials developed by the disabled so that the message of “inclusive society of the able-bodied and the disabled” could be promoted as a climax during the big performance. The performance of African drum was highly appreciated by District Social Welfare Officer (Wong Tai Sin/ Sai Kung) of the Social Welfare Department, Ms. Lily NG; Vice Chairman of the Wong Tai Sin District Council, Mr. LAI Wing Ho and Expert Dancer, Mr. Andy WONG.
- In response to different caring and treatment needs of our service users, Together Home Care Service for Persons with Severe Disabilities actively borrowed facilities and space in some neighbour service units, and strengthened supervision and training given to

frontline workers to raise the service efficiency. The number of members increased continuously and the accumulated number was more than 500, of whom 20 moved into subvented homes, 33 passed away, and 13 moved out of the service district; therefore, withdrew from the service.

- Practice, Research & Training Centre on Autism (PRTA) is dedicated to organising various learning and social groups to provide individual training, occupational therapy, behavioural therapy and clinical psychology service. These training and service took care of the learning development needs of the children with learning difficulties and prepared them for the mainstream learning environment. Clinical psychologist at the specialty store hosted a parent workshop — “Easy Cooperation with Children”, which helped the parents acquire the skills to make their children more cooperative. In the “Giving Training Subsidy to Children Waiting for Government-funded Pre-school Rehabilitation Service”, the specialty store trained up 16 children and over 70% of the parents agreed that the service could satisfy the needs of their children. The parents said they would continue to use the service in future.



Individual training provided by the Occupational Therapist of PRTA

- Last year, the Council provided over 290 times of residential respite service and over 340 times of day respite service to the disabled in the community so that their carers could spare time to attend to their personal matters or ad hoc issues and be temporarily relieved of the responsibility and pressure of caring.

Vocational Rehabilitation Service

- The import and export trade in Hong Kong kept falling; as a result, the demand on packaging and re-processing also decreased. Tuen Mun Integrated Employment Services Centre committed itself to creating more training opportunities by developing our own branded products. Butterfly Cafe was a new training service on food and beverage. Service users received training and spent half year on purchasing and preparing food, taking stock, cooking, reception of customers and cleaning of cooking utensils. The service users with production allowance started providing light breakfast and



beverage to other service users and staff after the training. GieBee X Butterfly was registered as a trademark for production of a series of branded stationery and products such as fresh flower art, natural favoured bricks and soap to be displayed and sold in local creative shops including HKID and Hobbee's Something. The potentials and talents of the disabled people could be recognised by other people in the community. Through a committee member, the centre got some new customer orders for delivery and re-packaging work which gave service users more diversity in the line of job offer. Given the effort paid by the service users, the centre again succeeded in securing cleaning contracts of 9 community halls in Tuen Mun district, and continued to provide car cleaning services for a number of residential estate. With an addition of stage engineering work, the total contract amounted to HK\$2.6 million last year, which was equal to a 6% increase compared with that of last year, with HK\$1 million production allowance to service users. This was a fruitful result created by the working effort paid by the service users. The centre purchased a variety of production tools last year based on the needs of service users with different abilities. We expect the centre will have a great development in the coming year.

- The Supported Employment Service and the On the Job Training Programme for People with Disabilities provided employment support and continuous caring services to more than 260 and 60 service users respectively. More than 2,800 persons received pre-employment and on-the-job training. In order to let service users have job training under real working environment, arrangements were made for them to have training in service units of our Council and some private companies. Job orders on car washing service and classroom cleaning provided more working opportunities for the service users. In addition, a “second-hand clothing shop” located in Tsz Wan Shan and logistics van service were operated by the centre



Training opportunity for service users to handle Package Orders at the Logistics Service of Supported Employment Service

to give service users more training opportunities and get ready for employment. Last year, 36 service users got employment successfully. To ensure services users were ready for employment and got support for on-the-job training, the service unit provided more than 4,100 times of counselling service, and contacted employers for more than 400 times to make sure that employers received appropriate assistance in employing people with disabilities.

Training and Hostel Services

- Healthy living was still our focus last year. Sunny Manor encouraged the service users to more participate in outdoor activities such as rehabilitation sport day, special marathon, Special Dragon Boat Race and so on. The centre designed appropriate programmes with individual training for the service users according to their health conditions. Service users were able to establish a habit of doing exercises so that they could have a better health and slow down deterioration. Wellness Manor launched “Loving Happily in Wellness Manor” with the subsidy given by Tsuen Wan District Council. Service users learned dancing under the guidance of professional instructors with peer support to cultivate an interest in dancing. In addition, a range of activities such as fitness class, sports day and various ball games were arranged to offer more choices for the service users. Family members worked as volunteers to accompany service users for outdoor activities on Tuesdays. Caring staff designed diet for service users in Pleasant & Leisure Manors in order to encourage them to eat more vegetables, have less meat with less oil and less salt. A balanced diet would therefore be achieved. Regular talks on health were organised and we encouraged the service users to do exercise in the playground so that they could become healthier.



Service users of Sunny Manor joined the I-RUN

- Faced with the ageing service users, Yau Oi Day Activity Centre cum Hostel specially converted a training room into a room dedicated to extended care programme. Equipped with traditional pear-wood furniture, massage chair and rocking chair, the walls in the room were colourful. The toilet was equipped with non-slippery floor and handrails for the safety and comfort of the elderly. With our special designed classes for the retired people, service users could relax themselves, enjoy the space at a slow pace and appreciate matters of

the good old days. Our occupational therapists provided different functional activities and training such as rehabilitation exercises, daily living training, training on how to use rehabilitation tools, perceptual motor training and training on upper limb function. Last year, more than 2,000 times of clinical visits, case interventions and clinical trainings were provided.

- With the sponsorship provided by Queen Elizabeth Foundation for the Mentally Handicapped, Healthy Manor launched a project on developing the talents of the residents, hosting a series of activities including Thai boxing, street dancing, visual art and music instrument classes. Mountaineering activities, adventure in rural area, training on outdoor survival skills and the like to train up the resilience and team spirit among the residents. Volunteer activities were organised regularly to care about the community and people around. Wellness Manor organised “Trip to Hoyuan” and “Adventure Ship” which provided opportunities for residents to know more about themselves, experience culture on the Mainland and join the adventure activities. With subsidy from the Labour and Welfare Bureau, Tai Hing Hostel launched “Everything Starts from Art” for residents to learn how to make a wallet with issues, mosaic photo frames, animal dolls. The former was selected as an inclusive item presented on the Open Day. Residents taught the skills and production techniques to the visitors. Residents of the drama group also performed drama to present their own stories and shared with different organisations and people of different ages, which served the purpose of caring and integration in the society.



Learning Thai boxing at our Healthy Manor

- Chan Yin Chuen Child Enrichment Centre received sponsorship from “Link REIT” under the “Link Together Initiatives”. “Talented Caring Programme” was launched for children to learn lion dance, music therapy and ceramics. In addition, children visited the elderly centres and held exhibition in the community which enriched their life experience, helped develop themselves and contributed to the community.

Other Services

- To promote harmony and social integration in the community, Wong Tai Sin Wellness Support Centre continuously and closely worked with the Wong Tai Sin District Council with a very fruitful result. The District Council therefore presented a certificate of

appreciate to us as a recognition of our effort. The centre was the only social welfare organisation which received the certificate in the presentation.

- After one year of preparation, Tai Hing Hostel eventually registered a team of Rover Scout and held an “Inauguration Ceremony of the Rover Scout 1767th Group in New Territories cum Oath Taking Ceremony”. All members of the Rover Scout wore full uniform to take their oath in front of the guests, service users, family members and staff. From the scout team, members learned discipline, social skills and the spirit of service to other people.
- Harmony Manor and Fairyland recruited clinical psychologists to have cross-team cooperation for better case management. They provided individual assessment service to the needy service users, and in turn designed service solutions including counselling, emotional and behavioural treatment, group counselling and so on. The clinical psychologists also provided targeted training to our staff members who could learn the communication skills and techniques to better identify the characteristics of the emotion and behaviour of the service users. Our belief in “people-centred” service could eventually be delivered.
- After training for the whole year, the Lion Dance Team and the Dragon Dance Team of Tuen Mun Integrated Employment Service Centre won two first runners-up respectively in “Tuen Mun Sports Day for the Mentally Handicapped 2016-17”. Team members were invited to perform lion and dragon dancing in various centres for experience and confidence accumulation.
- Harmony Manor continued to participate in the “Merry Print” programme organised by Troels H. Povlsen Care Apparel Centre of the Hong Kong Polytechnic University. Our service users, Mr. CHAN Chi Kong and Mr. WONG Wai Fung had their uniquely designed pictures being selected to print on cloth. The cloth with the special pictures would then be used in making some unique fashion designed by students of the Hong Kong Polytechnic University.



Service user from our Harmony Manor participated in the “Merry Print” programme





Community Development Division Report

Neighbourhood Level Community Development Projects

- On 29 December 2016, a fire of no. 2 alarm broke out in Cha Kwo Ling village. There were about 300 villagers evacuated as the fire raged. The fire claimed the homes of 12 families and the life of a woman. At that night, social workers of Cha Kwo Ling Centre helped villagers evacuate and search for their family members. Our team calmed the emotion of the villagers and liaised with relevant departments to intervene at the spot. We informed the villagers about the latest information of the fire and assisted them in registering with the relevant departments to settle down. Our Cha Kwo Ling Neighbourhood Fire Watch Team performed its functions well as it helped firemen in relation to communication



Talk on fire prevention in Cha Kwo Ling Village enhanced participants' knowledge on fire prevention and taught them how to use fire blankets properly

with villagers, providing firemen with direct path to the fire spot, fighting the blaze, removal of LPG gas cylinders and informing villagers to evacuate. The Fire Watch Team was therefore praised by the District Fire Safety Committee (Kwun Tong District) and the Fire Services Department. The Fire Watch Team was also interviewed by several media such as "HKCSS Channel" to recognise the Team as a model of "Help our Neighbour, Build Community Network". The centre further cooperated with district councillors and other organisations closely to follow up the temporary shelter arrangement, emergency financial assistance, long-term accommodation arrangement and so on. Talks on fire prevention were co-organised with relevant departments to educate villagers on how to use fire blanket and update fire equipment for the future.

- Some villagers in Cha Kwo Ling did not have the installation of individual water metres; however, when the Water Supplies Department replaced the water pipes in the village, they would face a water cut-off. In view of this issue, our Cha Kwo Ling Centre with Cha Kwo Ling Residents Association proactively reflected the situation to the Water Supplies Department and a consultancy company for follow-up. With a number of meetings for discussion in the past two years, the relevant department and organisation agreed to install individual water metres in batches for the villagers. Some of the villagers now had a new water metre to use and solved the old problems of low water pressure and water cut-off owing to water pipe leakage. Villagers were satisfied with our efforts paid in this issue.
- Last year, "Cha Kwo Ling Elderly Rights Group" encouraged the elderly to participate in public affairs in the society through some topics of their concern such as universal retirement protection,





Cha Kwo Ling residents joined the action on Mother's Day to advocate the universal retirement protection so as to recognise mothers' contribution in their family position

standard working hours, abolition of the MPF offsetting arrangement, employment and housing arrangement of the ethnic minorities, social securities of the elderly, community development and the like.

- With the assistance of the Tuen Mun/Yuen Long Village Centre, the Hung Shui Kiu New Development Joint Village Concern Group was arranged to meet with the Assistant Director of Planning of the Planning Department, Ms. Amy CHEUNG. Thoughts and requests, including resettlement in the same locality, waiver of income and asset tests, exchange of village for village and house for house, preservation of hundred-year-old or pre-war premises and agricultural land rehabilitation scheme were conveyed. With regard to the issue of resettlement of squatter, the concern group met with the Chief Town Planner of the Planning Department, Ms. KUN Ka Yin, to reflect opinion of the villagers and was seeking assistance of the Tuen Mun Rural Committee.
- The "Joint Conference of Hung Shui Kiu Traffic Affairs" last year successfully fought for extra morning bus routes and an Airport bus service (A37) to the Airport, and made a request to the government for widening the crossroad going from the direction of Hung Shui Kiu light rail stop to the Hong Kong Jockey Club. The roadwork was finished in August 2016.
- Last year, Cha Kwo Ling Centre and Tuen Mun/Yuen Long Village Centre organised a number of festive activities and volunteering visits. Villagers felt the happiness and positive atmosphere in the community.

Social Service Team in Buildings Department

- The social service team handled a total of more than 270 cases referred by the Buildings Department last year, and provided services for 570 families in relation to emotional support, information about social resources and referrals. In addition, the



Volunteers in Cha Kwo Ling led the elderly to play games boosted dragon-boat festival's atmosphere and fun

team started 16 plans of building organisation in various districts, promoting the setup of owners' corporations or support groups so as to cope with different issues like repair and maintenance of buildings and clearance. For the purpose of strengthening the sense of caring about building safety and assisting them to cope with the action of the Buildings Department, the social service team organised 20 activities in the community to tackle related issues with relevant information on repair and maintenance.

- Some villagers faced closure orders because they failed to carry out the clearance orders issued by the Buildings Department over a long period of time. The service team explained the arrangement, execution and possible outcome of the closure orders to the villagers and assisted them in locating resources to remove their home. Emotional support was given and a communication bridge was built between the villagers and the Buildings Department.
- The service team organised two training sessions for staff of the Buildings Department. One was "Chinese Medicine for a Healthy Body" in which Chinese Medicine practitioners of our Council introduced Chinese medicine, healthy diet and acupuncture points massage to relieve pressure and pain in their daily life. The other one was "Communication Skills in Dealing with Emotional and Resistant Citizens" in which staff from our Council shared communication skills, technique and psychological preparation before a negotiation taking place.
- Since 2002, the service team had been receiving funding support from the Buildings Department to provide services for residents who were affected by the action of building safety in Yau Tsim Mong, Wong Tai Sin, Kwun Tong, Yuen Long, Tseung Kwan O, Sai Kung, Shatin, Tai Po, Fanling and Sheung Shui. This service would cease in April 2017 owing to relocation of resources by the Buildings Department.



Mainland Service Division Report

Service Standard of Ageing in Place

- Our Council was invited by the Guangzhou Civil Administration Bureau to assist in writing the *Service Standard of Ageing in Place*, in which we set out the tender requirements of “Ageing in Place” service in Guangzhou. We completed the drafting work and received many encouraging responses from the Bureau.



“The Sequel Performance of Savouring the Fragrance of Sham Shui Po — Community Oral History Theatre and Workshop”

Community Oral History Theatre and Workshop

- Guided by the Guangdong Provincial Civil Affairs Bureau and co-organised with the Guangdong Province Social Workers Association, *The Sequel Performance of Savouring the Fragrance of Sham Shui Po* was performed at the Guangzhou Opera House. Different sessions were held for social workers and the public respectively and the spirit of neighbourhood was inherited through the drama. Social workers, from Huizhou, Jiangmen, Foshan, Shenzhen and so on, were so keen to see the performance and all tickets were sold out on the first available day. It was difficult to get even one ticket and we had to turn down some participants.
- Chairman of the Mainland Service Sub-committee of our

Council, Mr. TAI Keen Man, together with our Executive Director, Mr. TUNG Chi Fat went to Guangzhou for sharing. After the performance, leaders from the Guangdong Provincial Civil Affairs Bureau were moved by the drama and almost burst into tears. Our Council had a sharing session with the audience after the performance through interactive games and sharing of feelings by elder actors. Campaign promotion channels were shared by our social workers and the instructor. A very positive response was received from the elderly and social workers from Guangdong, and the project was held successfully. Our team held workshops and seminars in Fengyuan on the next day with encouraging comments received.

Wencheng Neighbourhood Multi-service Centre for the Elderly, Fengyuan Neighbourhood Day Activity Centre, Fengyuan Neighbourhood Community University for the Elderly, Fengyuan Neighbourhood Day Care Centre for the Elderly

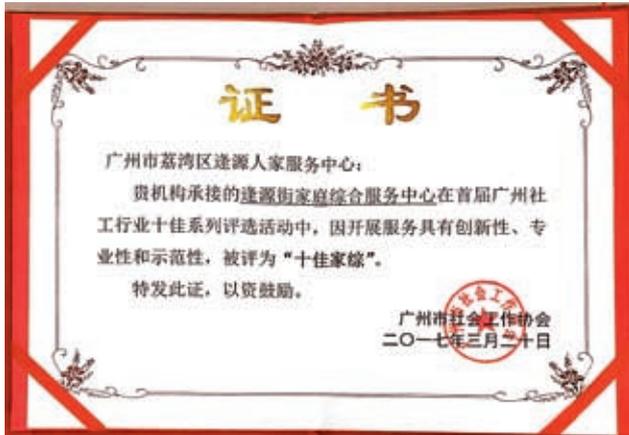
- Last year, the “National Social Work Promotion Conference” held a meeting in Guangzhou and visited the centres.



National Social Work Promotion Conference



- Integrated Family Service Centre was rated as “Excellent” by the Guangdong Province Social services Workers Association, awarded as “Branded Social Organisation” by the Guangzhou Civil Administration Bureau and received an honorary certificate of “The Top 10 Integrated Family Service Providers in Guangzhou”.



Fengyuan Street Integrated Family Service Centre was awarded with “The Top 10 Integrated Family Service Providers in Guangzhou” by the Guangzhou Association of Social Work on 20 March 2017

- Supervisor of the Wencheng Neighbourhood Multi-service Centre for the Elderly, Ms. HUANG Yu Wen, received an award of “Outstanding Social Worker” from Guangzhou Liwan District Civil Administration Bureau and Association of Social Work in Liwan District.

Fulfil the Same Dream in Fengyuan

- Extended from the theme of “Treasure our Life with Fulfilled Dream”, we adopted the theories of Humanistic Orientation (CR Rogers), Psychosocial Development (Erik H Erickson), Hierarchy of Needs (Abraham Maslow) and Narrative Therapy (Michael White and David Epston) as the foundation to unearth and assist service users to realise their dreams. Casework, groups and community activities were used to help service users with self-actualisation.
- On the community surface, there were five moral lectures held in twelve Fengyuan districts to share with people the importance of dreams and how to realise dreams step by step. Apart from the importance of dreams, lecturers shared the basic knowledge of dreams, the effort paid and learning process in chasing dreams, the difficulties of chasing dreams and so on to help service users realise their dreams. We have collected more than 200 dreams from elders by group of gatherings or individual home visits.
- On the group surface, there were six groups launched including “Dream in Life”, “Elder Heart Elder Dream”, “Dream in Guangzhou from the World”, “Music Appreciation in Life”, “Life Memory” and “Colourful Life”. The groups gave an opportunity for elders to share



Artistic Life — CAI Yong Qing shared family music (an activity held with a theme of treasuring life and realising one's dream in life)

their ups and downs in life, plan for the future and go beyond oneself in life.

- On the individual surface, we selected a few individuals from the community and groups to help realise their dreams in the form of casework.

Elder Volunteer Development

- Elder volunteers of Wencheng Neighbourhood Multi-service Centre for the Elderly participated in a charity market in Fengyuan Street last year. In the market, elders raised funds for disadvantaged people in the community through charity bazaar, benefit performance and volunteer teaching. Community visits were paid by elder volunteers and social volunteers. Volunteers were able to exchange ideas and experiences through elder team meeting and different volunteer groups.



Promotion in the community

Life Education for People with Disabilities

- Last year, life education with a topic “Care about Yourself and Your Family with Love” was held at Fengyuan Neighbourhood Day Activity Centre. Social workers advised people with disabilities that they could have the same function in the family as other people do.
- Social workers launched “The Miracle of Life” planting group, which provided a chance for service users to understand the process in life

development, and also the life cycle of birth, ageing, illness and death. Service users could learn to love their lives and appreciate the love paid by their family members. On the Mother's Day and the Father's Day, we encouraged them to show their appreciation to their families through "The Most Beautiful Flower Given to the Most Beautiful Mother" and "Delicious Appreciation Takes Action".



Delicious Appreciation Takes Action

- With a deeper understanding of the life education, service users changed and had a better growth. From understanding the life to treasuring the life, from loving themselves to caring about their family members, they were willing to take up housework in return.

Fengyuan Neighbourhood Community University for the Elderly

- The community university had a steady development last year. There were three lecturers joining our institution, of whom two are calligraphers and the other one is teaching Hulu Silk. In response to the demand, we launched several smartphone application classes for the elderly to join.



Gardener group meeting in the first quarter

- The 4th graduation ceremony was held in December 2016 with 123 graduates.

Day Care Centre for the Elderly

- Fengyuan Neighbourhood Day Care Centre for the Elderly provided integrated services of nursing, rehabilitation and care to 24 elders, with a total number of 12,000 users of nursing service, 5,600 users of rehabilitation service and group activities. There

were blood sugar test and health talk held every month; and health check was held half-yearly. Fruit and tea drink were added to their meals for a balanced diet. Relieving tools such as eye mask and red bean hot pack were provided on a timely basis.

- The centre offered social, recreational, developmental groups and activities such as monthly birthday party, outings and celebrations held by the joint volunteer team. "Appreciate Life Group" and "Handmade Workshop with Fun for Elders" were held with the former to review the difficult life encounters of the elders in which they could enhance their confidence and adaptability. Mutual help was strengthened among the elderly through their sharing of experience.



Birthday celebration in spring

Staff Training

- To effectively promote our yearly theme, staff member were arranged to participate in a number of training sessions, such as the "Workshop on Responding to the Richness of Lives: Application of Narrative Therapy" held at the University of Hong Kong. Our Co-ordinator, Mr. LI Yum Kwok, gave a training session on "Narrative Therapy" while our Assistant Supervisor of Mainland Service, Mr. HO Chun Pong took charge of a training session on "Establishing Social Services: Revisit and Explore Empathy". Staff also participated in "The 13th Hong Kong Palliative Care Symposium" held by the Society for the Promotion of Hospice Care.
- Staff members were organised to see the performance of *Oral History Drama: The Sequel Performance of Savouring the Fragrance of*



Training on narrative therapy



Sham Shui Po, Mr. LI Yum Kwok and Ms. CHOI Wing Wai took charge of the whole-day workshop on “Theory and Practicability of Oral History Drama”.

Guangzhou Empty Nest Service Project

- Our Council continued to supervise the “Guangzhou Empty Nest Service Project” held by the Federation of Volunteer in Guangzhou. Services included casework, visit, hotline, volunteer network and development and a series of community education activities such as “Care for the Elders with Healthy Lifestyle”.
- Last year, “Growth of Elder Volunteers Programme” was promoted through a conclusion meeting of service hotline for elders, vote of the yearly outstanding volunteers, setup of home-visit volunteer team, training of new volunteers and exchange activities. The volunteer network was developed. And the belief of “Look at elders from the positive side” was advocated. At the same time, a survey on “Development and Status of Elder Volunteers in Guangzhou” was conducted and the results were announced for referencing purpose of other elder volunteer groups.
- A service project called “Years like Songs — Community Singing Group Contest for Elders” was held. A total of 48 singing groups participated in the contest for elders to develop their potential. The other competition game called “The Smartest Elders Contest” was held for the second time. The elderly were given scores from the six perspectives including “healthy lifestyle”, “resilience”, “family relationship”, “motivation”, “talents” and “volunteering work” to enhance elders’ sense of ability. In the end, there were 10 elders awarded “The Smartest Senior Star” and 20 elders awarded “The Happiest Senior Star”.



“Years like Songs — Community Singing Group Contest for Elders” held by the volunteer group in Guangzhou

- Last year, “Realising Dreams of the Elderly — Fundraising Project” was launched with the help of the Guangdong Vipshop Charity Foundation. A total of about RMB150,000 was raised from more than 14,000 donors for the purpose of realising dreams of the elderly.

Co-organised with the Guangdong Jinqiu Charity Foundation, an elderly insurance plan with the theme of “Feeling Warm in Autumn; Righteous Heart in City; Active Ageing” was offered to over one thousand elders who were financially difficult to purchase one. A total of more than 4,000 times of visit to more than 2,000 households of elders was recorded. Elders also received gift packs from the volunteers.

Supervisory Scheme for Zhongda Social Service Organisation of Guangzhou

- In August 2016, our Council worked with Zhongda Social Service Organisation of Guangzhou to conclude the work done and discuss the service direction at the “Conclusion of Supervision and Cooperation Meeting”. Last year, our Council continued to provide supervision to the 8 service units under the Zhongda Social Service Organisation, with a total of 30 some days of ordinary supervision. We provided strategic planning advice to Zhongda and attended their meetings and activities such as being judge of the “7th Anniversary of Zhongda Social Service cum Innovation Service Competition”.



Award presentation to the winners of the “Innovative Service Competition”

- In November and December 2016, our senior social workers shared their experience with 45 social workers and counterparts coming from Zhongda who participated in the two phases of the “Social Work Talents Cultivation Programme”. They visited Harmony Manor, Fairyland, Shamshuiipo District Elderly Community Centre for the Elderly, Tuen Mun District Integrated Services Centre for the Elderly, Jockey Club Tai Po North Integrated Children & Youth Services Centre and Tung Chung Integrated Services Centre.



Education Service Division Report

Highlights of the Division

- To align with the policy and allocation of resources of the Education Bureau and the Social Welfare Department, “Free Quality Kindergarten Education” was implemented in the academic year 2017-18. Accordingly, our Council restructured and set out plans for optimisation of pre-primary education services. For example, we hired more teachers and adjusted their pay structure so as to attract more professional talents; in addition, we underwent a number of renovation works to provide a safe and diversified learning environment for children.
- Our Council took progressive steps with a “children-oriented” vision to consolidate the course strategy for providing quality kindergarten education.

Pre-School Education

- The creches and nurseries of our Council are dedicated to serving infants and toddlers between new born and 2-6 years old, providing quality care and educational services through games and a curriculum with multi-sensory teaching coupled with diversified parenting education activities. We walk together with parents hand-in-hand with the purpose of fostering an all-round development for infants to learn how to learn and prepare for their future.

Day Creches

- To satisfy the demand in creche services in the community, Sun Chui Day Creche and Yau Oi Day Creche have increased the number of places from 70 to 72 since March 2017. Last year, the admission rate was 100% with the number of toddlers on the waiting list doubled the number of the normal intake. The numbers of the occasional child care service and the extended hours

service used were more than 200 and more than 6,900 respectively, which reflected we played an important role in helping families take care of their infants and toddlers.

- The two creches provide all infants and toddlers with learning activities through the teaching modules covering stories, music, drawings and games to train up their language ability, sensory ability, muscles of different sizes and self-care ability. With the ability of self-care, they are trained to know about themselves, to know the relationship with others, to get physically stronger and to have better self-care ability. At the same time, various activities were held on festival days such as dragon boat racing in the Dragon Boat Festival, lanterns in the Moon Festival, Christmas parties and Chinese New Year celebrations in order to enrich their life experience and help them know more about the culture.



Christmas Party for kids of Day Creche

- The creches fully understand the importance of families to the growth and development of infants and toddlers. Through activities like parent’s meeting and class visits, parents can better understand the development of their children. Besides, the creches worked with professional bodies to hold a series of seminars and workshops such as “Parents’ Learning Station”, “Growth of Children”, “How to Handle Trouble 2” and “Development and Training of Self-care Ability of Toddlers” to make parents better understand the needs of



their children during growth and also to reinforce parents' confidence and skills in child education.

- The creches held a number of parenting activities such as “Parent-Child Massage Programme”, “Tour to the Ocean Park”, “Trip to the Disneyland” and “Charity Walk with a Trip of the Centre”. These activities strengthened the parent-children interaction and built up a communication bridge among parents. Communication between parents and centres was also enhanced.

Day Nurseries

- Yuen Long Day Nursery, Fanling Day Nursery, Tung Chung Day Nursery and Tung Yan Day Nursery had an overall enrolment rate of 98.4% last year. The former three nurseries also accept mentally disabled children and there were 22 graduates last year, and eventually 20 of whom were accepted by mainstream primary schools. The results were satisfactory. Furthermore, the numbers of the occasional child care service and the extended hours service used were 400 and more than 2,000 respectively. With regard to the course development, the four nurseries kept using stories, games, moral education or art appreciation as a starting point, and progressively developed into an integrated teaching module with a school-based and “children-oriented” approach for the whole-person development of toddlers.
- Yuen Long Day Nursery participated in the “On-site Professional Support Services” offered by the Education Bureau, namely “Play-Learn-Grow in Hong Kong Kindergartens”, in which teachers grabbed the professional skills of facilitating children's learning at play. The nurseries consolidated the crops from the teachers' professional training and university-school support programmes to restructure the learning modules of toddlers. Through rescheduling the learning itinerary, an integrated learning environment with diversified game activities can be set up. This learning environment helps toddlers freely explore themselves, learn from game activities and develop their self-learning ability.
- Tung Yan Day Nursery adopted the theme of “Rhythm of Music” as the focus point of course development. Universities and post-secondary colleges were invited to hold two sessions of workshops related to dance and music rhythm for teachers. Teachers then learned and experienced how to design a lesson with interesting and diversified music and dance elements and applied them to their daily teaching. Through peer-to-peer observation and parent's class visits, it was found that what teachers learned could bring more interesting and learning elements in a music lesson to toddlers.
- Tung Yan Day Nursery and Fanling Day Nursery continued to intensify the use of picture books as a theme in the teaching modules so that toddlers could cultivate an interest in reading and learning. Organised by Hapi Reading Club, Fanling Day Nursery participated in the “Loving family: Cross-generation Reading Campaign” in which a group of trained elders brought with their picture books to the nursery so as to promote a reading atmosphere. Meanwhile, toddlers were taught to be respectful to the elderly. Inherited from the “Quality Education Fund Thematic Network on Kindergarten Education (Whole-person Development) organised by the Chinese

University of Hong Kong last year, Tung Chung Day Nursery participated in the programme again and visited two kindergartens in the same district for exchange. Teachers shared their experience with their counterparts on how to design a whole-person teaching module and how to take a storyline as a starting point.

- Environmental protection was a key development area in our nurseries. Fanling Day Nursery participated in a programme called “Loving Toys Loving Earth” which was funded by the Environment and Conservation Fund and organised by YMCA of Hong Kong. In the programme, toddlers could collect recyclable objects in exchange of second-hand toys to increase their awareness on waste reduction recovery of resources. Tung Chung Day Nursery participated in a programme called “Kids Greenway” which was co-organised by the Child Education Centre for Teaching & Learning of IVE (Sha Tin) and the Environmental Protection Department, with the messages of environmental protection and waste reduction.



Playing music by using milk powder cans

- A healthy family is an essential element for the growth of infants and toddlers. Yuen Long Day Nursery and Fanling Day Nursery participated in the “Healthy Start Home Visit Programme”, in which 4 and 6 parents completed the professional training of “Parent Ambassadors” to hold home visits and parenting education for more than 10 parents to support one another and share their happiness and difficulties in child care. A healthy family model was therefore built up. The two nurseries also introduced school-based social workers, who promoted toddlers group activities and organised a series of parent workshops and parent volunteer group, which created a synergy between the nurseries and the families. Through school-parent activities such as parent's day, parent class visits and volunteer activities by parents to invite the parents to walk into the campus and communicate with our teaching and non-teaching staff. Parents could understand the overall development of our nurseries through observation of the campus and teaching activities so as to build up more confidence of the nurseries. Parenting activities do not only build up a better parent-child relationship, but also strengthen communication between parents and nurseries. Tung Yan Day Nursery organised two activities called “Science Experience Workshop” and “Child Psychological Stories Programme” respectively. Parents and children could perform experiments to have exploration and problem-solving experiences together; in addition,

children were encouraged to appreciate themselves and respect others in reading the psychological stories.

Employees Retraining Board Courses

- The two training centres of our Council in Tung Chung, namely Tung Chung Community Services Complex and Tung Chung Integrated Services Centre, organised a total of three placement-tied courses in full time mode, including Foundation Certificate in Cosmetician Assistant Training”, “Foundation Certificate in Nail Technician Training” and “Foundation Certificate in Hair Stylist Assistant Training”. Two generic skills training courses, Vocational English I and Vocational English II, were held in part time mode. The overall enrolment rate was 85%. In the year 2017-18, our Council was approved to organise seven courses in five course categories, in other words, five full-time placement-tied courses and two part-time generic skills training courses.
- The training centres were rated “Band 1” in the year 2015-16 with an overall of “A (Excellent)” in an unannounced inspection. Classroom observation was graded as “Good”. These achievements were fruitful.

Community University for the Elderly

- A total of eleven district elderly community centres, neighbourhood elderly centres and social centres for the elderly jointly recruited more than 800 elder students last year, who enrolled in more than 500 courses in Arts, Physical Education, Social Services and Social Sciences, Information Technology and Health Care.
- Our Community University for the Elderly held innovative and high quality courses to attract more elders to join the classes with the life-long learning spirit, including “Certificate Course in Mountaineering (Level 1)”, “Mobile Apps for Photo and Video Editing”, “Professors Teach You Physical Fitness and Exercises”, “DIY Skin Care and Mosquito Repellent Cream”, “Polyresin in Pressed Flowers to Make Cups and Plates Workshop”, “Healthy Brain with Sudoku Technique”, “Acrylic Paint (Western Painting)” and “Latte Art Workshop”. Extension activities included “Silver Age Scenery — Art Exhibition”, publishing of “Silver Age Scenery Album” and setting up of “Latte Art Ambassadors”, who toured a number of centres to hold coffee cupping sessions.
- Last year, there were more than 300 elder graduates who participated in the “8th Graduation Ceremony” with about 1,000 friends and family members of the elders at the Chinese University of Hong Kong. The ceremony reflected the tremendous efforts they paid in their study. They took pictures with one another inside and outside the hall with smiles on their faces, which was a touching moment to be remembered.

College for Adults with Special Educational Needs

- Last year, our Council continued to receive sponsorship from

Providence Foundation Limited with an amount of more than HK\$390,000 to host the “Special Dragon Boat Regatta”, including the “Two-Coast-Four-Region Special Dragon Boat Race for the Able-bodied and the Disabled” and two “Special Men’s Medium Dragon Boat Races for the Disabled”. We again invited teams from the Guangdong Disabled Persons’ Federation, including the Huizhou team, the Shenzhen team and the Zhaoqing team. The Taiwan Hui-ming School for Blind Children and Macau Special Olympics also organised teams to participate in the race. Teams were also invited to join from caring companies. Our Council won the second-runner up in the “Two-Coast-Four-Region” races and won the champion, the first-runner up and the second-runner up in two races of the abled-bodied and the disabled.

- “Special Dragon Boat Regatta” has been held for its 10th year anniversary. Our Council and Sai Kung District Community Centre co-organised “Dragon Boat Carnival” to share the joy with the public. Cooperated with Aberdeen Luen Yu Dragon, we pioneered to hold the first-ever “Aberdeen Giant Dragon Boat Parade for the Able-bodied and the Disabled” in September 2016 to promote the culture of dragon boat in Hong Kong. Working with the Hong Kong Baptist University and the Hong Kong China Dragon Boat Association, “Experience Dragon Boat on the Land for the Able-bodied and the Disabled” was held in January 2017 to let general public better understand people with disabilities.



Dry Land Dragon Boat Experiential Day

- Rotary Club of Hong Kong City North sponsored with an amount of more than HK\$260,000 to our Council to hold the “Art Spectrum from a Perspective’ — Diversified Arts Activities Programme”, which was taken up by Mr. WONG Ting Lam, Andy as Consultant. There were also six expert artists with experience in rehabilitation to act as instructors. The programme used the theme of “Perspective” to communicate with other media through diversified art creation. This made the students express themselves through their creation freely without any boundary and at the same time understand the feelings of others. Courses included drama, dancing, painting, ceramics, snapshots and installation art. In November 2016, a large scale exhibition called “True Colours” with performances of students from the dancing group and drama group was held. The plot was created based on the student life and displayed through a musical to show the potentials and learning results of the students.





Health Care Service Division Report

C.C. Chien Memorial Chinese Medicine Clinic

- The Chinese Medicine Clinic continued to provide Chinese medicine services for patients for more than 20,000 times last year. Services included general consultation, acupuncture, bone-setting, Tui-na and released more than 40,000 prescriptions of Chinese herbal medicine.



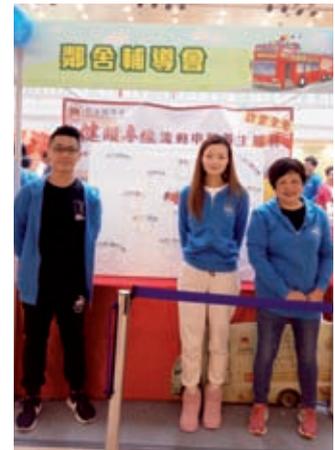
C.C.Chien Memorial Chinese Medicine Clinic

- Last year, the clinic and service units of our Council collaborated with other organisations to hold a total of 12 talks on topics including, healthy diet, acupuncture point massage, herbal soup workshop and so on. To promote health education, the clinic continued to write articles about health information for the quarterly bulletin for the centre in Wong Tai Sin district. It also promoted seasonal Chinese herbal soup pack and herbal medicine through our Council. A variety of activities with different topics were therefore offered.
- In the coming year, the clinic will continue to conduct promotion and education activities. The clinic will conduct Chinese medicine activities for the "Healthy Brain 5+1" project of the Elderly Division.

With a steady development, the clinic will continue to provide general practice service to help more people. It will collaborate closely with the School of Chinese Medicine of the Chinese University of Hong Kong to provide quality Chinese medicine consultation services for the benefit of more patients.

Tung Chung Chinese Medicine Mobile Service

- The Chinese Medicine Mobile Clinic provided services mainly for elders, middle-aged people, youth, children and women at spots including Yat Tung Estate, Tai O and Mui Wo. Last year, there were more than 2,700 times of medical consultation, more than 600 times of acupuncture and more than 18,000 prescriptions of herbal medicine dispensed. Crude herb moxibustion was provided in summer and in winter respectively.



Our Tung Chung Mobile Clinic hold a game booth in the "Launching Ceremony of Colorectal Cancer Awareness Month" organised by the Chinese University of Hong Kong

- Last year, two talks were held on the topic of Chinese medicine; two free Chinese medical consultations with herbal medicine were provided to people in Tung Chung district. In addition, the Chinese Medicine Mobile Clinic Project collaborated with the Chinese University of Hong Kong in their "Bowel Cancer Awareness Month Opening Ceremony" and took up the booth activities. Through the activities, the awareness of bowel cancer was raised among the general public.

New Territories West Community Rehabilitation Day Centre Chinese Medicine Service

- In the past eight years, the Chinese Medicine Service has taken a multi-disciplinary and one-stop approach to offer holistic treatment and training based on integrated Chinese and Western medicine. We provided an integral and comprehensive service to patients suffering from stroke, neurological disorders, severe pain or amputation. The aim was to sustain or enhance their self-care ability and slow down the process of physical deterioration. This helped them recover quicker and become less dependent on the other people, so as to return to the community as soon as possible.



The Chinese Medicine Practitioner is providing acupuncture to the service user

- Last year, the Chinese medicine practitioner provided 400 some sessions of service. A total of 200 patients received acupuncture service. About 3,000 persons received health care services.

Shamshuipo District Elderly Community Centre Health Care Square

- The service team provided a diversified health care service for carers and elders to increase their knowledge about health. The team assisted elders in handling all health-related issues and worries so



Talk - Home Safety

arisen from the health problems; as a result, their quality of life could be improved.

- Last year, the service team held a talk on the topics of fall prevention and understanding dementia. The team continued to focus on the “Be Independent Healthy Living Programme”, which comprised of a series of periodic medical check-up such as testing of blood sugar, uric acid, cholesterol and bone mineral density. With the help of our nurses, elders could have a better understanding of their health conditions and better management of their health.
- The service team members including nurses, physiotherapists and occupational therapists gave more than 1,300 times of guidance on nursing skills, medication, rehabilitation exercises, evaluation and guidance on walking aids, mental health assessment and procurement service to elders. These services helped elders better manage their health conditions. High regards were given for the work done.

Tuen Mun District Integrated Services Centre for the Elderly Community Clinic

- Last year, the clinic adhered to uphold the belief of “prevention is better than cure”. With the purpose of raising health level in the community, the clinic conducted health education and health care service to elders in the district.
- A multi-disciplinary team comprising of a nurse, a physiotherapist and an occupational therapist provided services for elders and carers with a series of training sessions on different topics including healthy brain exercises, rehabilitation exercises and caring skills for dementia patients. Before outbreaks of the influenza epidemic, talks were given on the topics of influenza knowledge and vaccination injection so as to enhance awareness and prevention of the disease. In addition, the clinic provided purchasing service of medical rehabilitation supplies for elders in need.



Vaccination programme

- The clinic, as always, continued to collaborate with other elderly service units in the district to provide professional support and staff training for co-workers.



Social Enterprise Division Report

Ho Man Tin Sports Centre Restaurant

- Our Ho Man Tin Sports Centre Restaurant always persists in providing relevant job training, internship and employment opportunities for intellectually impaired people according to their abilities and characters so that they can develop themselves. For example, employees with autism like being bartenders on a fixed work procedure. Employees with intellectual disability who like smiling and talking to other people will be assigned to serve customers and clean up the seating area. To bring the spirit of social enterprises into full play, our restaurant insisted on employing these people at the market rate and recognised their abilities and contribution. Staff responsible for supporting employment services of our Council would regularly visit the employees at the restaurant to follow up with their development needs and working attitude, and would offer help and appropriate counselling if necessary.
- Last year, our restaurant consistently sought to improve customer services and build up a good corporate image in the market. We updated our menu regularly to keep up with our competitiveness. Lunch time was still the peak session in our restaurant. To attract more customers in non-peak hours, our restaurant launched new dishes such as hot pot set menu in winter, small dishes for drinks and light meals.
- To strengthen our diversified services, the restaurant provided celebration menus and activities in various festivals such as Valentine's Day, Mother's Day, Christmas Party and dinner buffet on Dragon Boat Festival last year. Customers could enjoy the festive atmosphere at our restaurant.



The customer is dining



The whole sheep thigh





Staff Training and Development

- Apart from staff welfare, the Council is highly concerned about staff's professional development and skills enhancement. For the purpose of building a quality team with harmony, the Council was resolute in increasing resources for staff training programmes with the objective to build up the team spirit in this year.
- Last year, there were a total of 7,363 staff members participating in all sorts of staff training courses of the Council including work knowledge, skills enhancement, service quality and occupational safety and health. On the aspect of work knowledge training, the Council organised various types of courses about prevention and control of infectious diseases, mental health first aid, narrative therapy training and the YOYO practical workshop — ageing of the mentally disabled and so on with an attendance of over 500. For skills enhancement, there were courses and training about nursing and caring, lifting and transfer technique, music therapy and CorelDraw with a total attendance of 1,900. There was more than a total attendance of 1,300 participating in quality of services training, of which the content was mainly about enhancing the service quality at residential homes and management talk. Regarding vocational safety and health, the main focuses were on correct postures at work and the proper operation of tools and equipment, and there was a total attendance over 1,100. In addition, there were also training sessions focusing on brushing up the team spirit and practical work,

with a total of attendance of more than 1,100.

- Apart from this, the Council organised an event for team building on 16 December 2016. In a game, the staff built a bridge with limited resources like a few pieces of wooden paper and plastic tape so that group members could walk on the bridge for a catwalk show. It required close cooperation and tactic understanding amongst the staff, and through this activity their communication was enhanced and the importance of mutual trust was also emphasised. This was precisely the theme of staff development of last year.

Staff Training and Types of Development Activities	Attendance of Participants
Work Knowledge	537
Upgrading of Skills	1,919
Quality of Services	1,354
Occupational Safety and Health	1,128
Team Spirit	1,166
Exchange Activities amongst Services	358
Orientation of Employees	197
Management Skills	74
Staff Care	571
Customer Service	59
Total	7,363



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1. SAR Government and the Related Organisations

- The Government of the Hong Kong Special Administrative Region
- Labour and Welfare Bureau
- Social Welfare Department
- Home Affairs Bureau
- Education Bureau
- Constitutional and Mainland Affairs Bureau
- Hospital Authority
- Hong Kong Monetary Authority
- Independent Commission Against Corruption
- Buildings Department
- Hong Kong Housing Authority and Housing Department
- Hong Kong Housing Society
- Hong Kong Police Force
- The Road Safety Team of Traffic Hong Kong Island
- Junior Police Officers' Association H.K.P
- Hong Kong Customs and Excise Department
- Hong Kong Correctional Services
- Immigration Department
- Hong Kong Fire Services Department
- Labour Department
- Urban Renewal Authority
- Home Affairs Department
- Tuen Mun District Office
- Leisure and Cultural Services Department
- Department of Health
- Office of Communications Authority
- Legislative Council
- All District Councils
- Area Committees of all Districts
- Commission on Youth
- Committee on the Promotion of Civic Education
- Elderly Commission
- Equal Opportunities Commission
- Consumer Council
- Women's Commission
- Employee Retraining Board
- Social Welfare Bureau of MSAR Government

2. Chinese Government and the Related Organisations

- Liaison Office of The Central People's Government in the Hong Kong SAR
- HongKong and Macau Affairs Office of The State Council
- Ministry of Civil Affairs of the People's Republic of China
- China Disabled Person's Federation
- Guangdong Provincial Civil Affairs Bureau
- Guangdong Disabled Persons' Federation
- Guangdong Professional Social Workers Association
- The Department of Social Welfare of Guangzhou Civil Administration Bureau
- Guangzhou Disabled Persons' Federation
- Guangzhou Volunteers' Union
- Guangzhou Association of Social Work
- Guangzhou Social Services Centre
- Bureau of Civil Affairs of Liwan District
- China People's Political Consultative Conference (Liwan District)
- The Fengyuan Street Committee of Liwan District People's Government
- The Xicun Street Committee of Liwan District People's Government
- Shenzhen Disabled Persons' Federation
- Huizhou Disabled Persons' Federation
- Shaoguan Disabled Persons' Federation
- Zhaoqing Disabled Persons' Federation
- Feng Yuan Street Community Health Service Station
- Zhongda Social Service Organization of Guangzhou

3. Non-profit Organisations and Volunteer Service

- Hong Kong Jockey Club
- The Hong Kong Council of Social Service
- All Social Welfare Organisations
- Nga Yin Association
- Shanghai Fraternity Association (HK) Limited
- AIDS Concern
- Asbury Methodist Social Service
- Centre for Restoration of Human Relationships
- ELCHK Tuen Mun Intergrated Youth Service Centre
- Free Methodist Church Leung Tin Children & Youth Integrated Serices Centre
- Fu Hong Society
- Happy Tree Social Services Limited
- Heartful Team
- HKYWCA Jockey Club Tuen Mun Integrated Social Service Centre
- Hong Chi Shan King Centre
- Hong Kong Association of the Deaf
- Hong Kong Buddhist Society for the Blind





- Hong Kong Christian Dental Fellowship Limited
- Hong Kong Christian Service Kwun Tong Happy Teens Club
- Hong Kong Evangelical Church Yan Fook Church
- HKSKH Tuen Mun District Support Centre - The Gathering
- Hong Kong St. John Ambulance Brigade Cheng Chek Chee Combined Cadet Division
- Hong Kong St. John Ambulance Brigade Wong Siu Ching Nursing Cadet Division
- Hong Kong Young Women's Christian Association
- House of Christ Glory
- Joy Foundation
- Kowloon City Baptist Church Neighbourhood Elderly Centre
- LEO Club of Victoria Hong Kong
- Lions Club of Kwun Tong
- Lions Club Of The Peak Hong Kong
- Lions Club of Tuen Mun
- Lutheran Church Tuen Mun Youth Service Centre
- New Life Church of Christ Ho Man Tin Neighbourhood Elderly Centre
- NWS Volunteer Alliance
- Pok Oi Hospital Community Health Centre
- Scout Association of Hong Kong
- SJS Parkside Integrated Service Team
- Society of Boys' Centres Chak Yan Centre
- St. James' Settlement
- St. John Ambulance Association
- Stage One Youth Network-Deputy General Secretary
- Sunshine Action
- The Boys' & Girls' Club Association of Hong Kong
- The Conservancy Association
- The Family Planning Association of Hong Kong Women's Club (Tseung Kwan O Women's Club)
- The Hong Kong Council of the Church of Chris in China
- The Hong Kong Girl Guides Association
- The Inspiration
- The Jockey Club Hong Chi Sun Chui Hostel
- The Salvation Army Tuen Mun Integrated Service for Young People
- The Samaritan Befrienders Hong Kong
- Thrangu Vajrayana Buddhist Centre
- Tin Ching Cho Tong Ltd
- Tuen Mun District Women's Association Grateful Heart Service Centre
- Tung Cheng Yuen
- Tung Chung Sports Association Limited
- United Christian Nethersole Community Health Service
- Unity One Charitable Association
- Agency for Volunteer Service
- Disney VoluntEARS
- Hong Kong Volunteers Meetup
- Immigration Department Volunteers Work Team
- Joypus Senior Life
- Land Registry Volunteer Team
- Oi Kwan Volunteer Group Limited of Correctional Service Department
- SHKP Volunteer Team
- Sun Tuen Mun Centre Volunteer Team
- The Hong Kong Fire Services Department Volunteer Team (HKFSDVT)
- The Hong Kong Girl Guides Association - Golden Guide
- Macau Special Olympics
- Taiwan Disability-Free Association
- Shang Shan Love Service Team
- CARE Volunteer Group of School of Legal Studies, Guangdong University of Foreign Studies
- Qiao Lei Volunteer Group of Overseas Chinese Foreign Language Experimental School

4. Funds and Foundations

- The Community Chest
- Hong Kong Jockey Club
- The Hong Kong Jockey Club Charities Trust
- Labour and Welfare Bureau Public Education Fund
- Queen Elizabeth Foundation for the Mentally Handicapped
- Providence Foundation Limited
- The Lord Wilson Heritage Trust
- Chan Yin Chuen Memorial Charity Fund
- Hongkong Bank Foundation
- The Community Chest Rainbow Fund
- Simon KY Lee Elderly Fund
- Apple Daily Charitable Foundation
- Buddhist Vajrayana Charity Funds
- Child Development Matching Fund
- Hong Kong Movie Star Sports Association Charities Limited
- Jacky & Friends Charity Fund Limited
- Kerry Group Kuok Foundation Limited
- Link Together Initiatives
- Shanghai Kindness & Wisdom Foundation
- The Board of Management of the Chinese Permanent Cemeteries
- Well Family Charity Foundation
- Yeung Yuk Kwong Charitable Foundation Limited

5. Educational Organisations

- The Hong Kong Polytechnic University
- City University of Hong Kong - City-Youth Empowerment Project
- Hong Kong Baptist University
- The Education University of Hong Kong
- Lingnan University - International Exchange Students Scheme
- Baptist Wing Lung Secondary School
- Buddhist Tai Hung College
- Carmel Bunnan Tong Memorial Secondary School



- Heung To Middle School
- HHCKLA Buddhist Leung Chik Wai College
- HKSYP & IA Chan Nam Chong Memorial College
- HKSYP & IA Wong Tai Shan Memorial College
- Our Lady Of The Rosary College
- Po Leung Kuk Centenary Li Shiu Chung Memorial College
- Pooi To Middle School
- Qualified College
- Queen Elizabeth School Old Students' Association Secondary School
- San Wui Commercial Society Secondary School
- Shun Tak Fraternal Association Leung Kau Kui College
- Stewards Ma Kam Ming Charitable Foundation Ma Ko Pan Memorial College
- The Church of Christ in China Tam Lee Lai Fun Memorial Secondary School
- TWGHs Mr & Mrs Kwong Sik Kwan College
- Yan Chai Hospital No. 2 Secondary School
- Yan Oi Tong Tin Ka Ping Secondary School
- Alliance Primary School, Tai Hang Tung
- GCCITKD Cheong Wong Wai Primary School
- Ling Liang Church Sau Tak Primary School
- PLK HKTA Yuen Yuen Primary School
- Po On Commercial Association Wan Ho Kan Primary School
- S.T.F.A. Ho Yat Tung Primary School
- St. Francis' Canossian School
- Taoist Ching Chung Primary School
- The ELCHK Faith Lutheran School
- Ying Wa Primary School
- CNEC Christian Kindergarten
- HKSKH St Simon's Leung King Nursery School
- Lei Tung Lutheran Day Nursery
- Leung King Lutheran Day Nursery
- Hong Kong Christian Service Tuen Mun Early Education & Training Centre
- Rhenish Church Grace School
- Guangzhou Medical University
- Huei-Ming School for Blind Children

6. Commercial Companies

- 168 Gallery
- Abbott Laboratories Limited
- American Fire Engineering Company Limited
- Anlene Hong Kong
- BG Production Limited
- Big Market (Cyberkids) Limited
- Burberry Asia Limited
- Cheung Shun International Food Company Limited
- China Ping An Insurance (HK) Company Limited
- Citi Bank Hong Kong
- CITIC Pacific Limited
- CLP Hong Kong
- COSCO SHIPPING International (Hong Kong) Company Limited
- Fat Kee Vegetable
- Federal Foundation Group (Hong Kong) Limited
- Friends of KMB
- FrieslandCampina (Hong Kong) Limited
- G Ocean International Company Limited
- Hong Kong Baptist Hospital
- Hong Kong Commerce & Industry Associations
- Hong Kong Premier Concentrated Chinese Herbs Limited
- Hong Kong Resort Company Limited
- Just Med Limited
- Kam Lam Fresh Fish
- Kenford
- Koon Chun
- Kwan Kee Garage Co
- Leung Yick Company Limited
- Milon Wine Company Limited
- mReferral Mortgage Brokerage Services
- MTR Corporation – Property Division
- Nestle Hong Kong Ltd.
- New Idea Office Supplies
- New World Development Company Limited
- Niksun Beauty Company Limited
- NWS Holdings Limited
- OkashiLand
- Ong Hing Wing Electrical Limited
- Pizza Bird
- Pressfield Holdings Limited
- Shun Fat Fruits
- Shun Tak - China Travel Ship Management Limited
- Sino Group
- Speedy Air-conditioning Company Limited
- Sun Fook Kong Group
- Sun Hung Kai Real Estate Agency Limited
- Sun Wing Loong Rice Trading Company
- Sunlight Reit Leasing
- The Clearwater Bay Golf & Country Club
- The Hong Kong and China Gas Company Limited
- The Hong Kong Observation Wheel
- The Royal Bank of Scotland
- United Parcel Service of America, Inc.
- Winning Tower Group Limited
- WSP (Asia) Limited
- Wyeth Nutrition Hong Kong





7. Individual

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- Ms. Stephanie WAI
- Mr Peter WAN
- Mr. WONG Wing Hun
- Ms. WONG Wai Fong
- Mr. WOO Wai Kuen & Dior
- Ms. YIU Mei Ling
- Ms. YU Wing Ki
- Mr. LEE Shing Kan





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