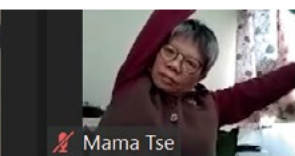




鄰舍輔導會
THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL

ANNUAL REPORT 年報 2020 / 21



會歌 同為世間添笑臉

Anthem One Smile To Share



SCAN ME

中文作曲 / 編曲 / 監制：郭蓋愷

中文歌詞：譚子舜

English Lyrics: Amelia D. TEEMLEY

$\text{♩} = 108$

晴 空 與 白 雲 耀 我 心 熱 力 像
Blue sky shines bright-ly in our hearts. Flame of

火 驅 散 愁 懷 扶 助 危 弱 盡 見
hope, gives us the strength. Through joy, through pain, help-ing

悲 歡 誠 信 始 終 卻 未 變 仍 願
hands we share. Trust in us, we'll al-ways be there. When times are

信 可 自 強 未 怕 艱 互 助 並 肩 且 發 揮 各 潛
tough, with no fear, we will strive. If we aim high, we'll make it to the

能 扶 助 危 弱 維 護 公 義 冀 盼 此 志 不
top. To love, to hold, to rise every fall, we commit ourselves to you

變 鄰 舍 攜 手 同 可 分 享 不 分 界 承
all. Join hands, not part. We'll dream, reach bright stars a-bove. We

3rd Time To Coda

諾 是 不 改 願 以 愛 相 勵 同 為 著 世 間 添 笑
will pro-mise you, our love will always stay. Give one smile for us all to

1st Time 2nd Time D.S. Coda

臉 晴 臉 鄰 臉 願 世 間 多 添 笑 臉
share. Blue share Join share Great one smile for all to share

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機 構 管 治

Corporate Governance

作為一間以誠信、希望與愛心而建基於香港的多元化服務非政府機構，我們確認本會集體責任在激勵自助、互助的延伸，倡導社會公平與公義，並致力提供卓越專業服務以共同發展一個互相關懷、尊重及分享的社會。

As a multi-service Non-Government Organisation 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 我們堅信每一個人均有着與生俱來的尊嚴、獨特與價值，並可發展潛能，貢獻社會。我們尊重個人的抉擇權利及授權予服務對象以確切及負責的態度選用他應可獲得的資源。我們相信沒有一個人是一個孤島；而每一個地區和社區都需要一個健全的溝通系統，以增加互助及相互合作。由是本會期望與有關各政府部門、法定團體及非政府機構建立夥伴關係，共同制訂公平的社會政策並貫徹實踐，使個人與社區同受裨益。

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 我們堅守社會工作專業道德價值，致力提供優質服務予工作對象之群組及基層社區，特別是那些脆弱及有殘障的群體。我們務求本會每一個決定、行動及項目，將會是明確回應並具有成本效益積極可行的活動。預防性及創新性的計劃將被採用以解決現存社會問題，並盡力改變那些正在困擾世界各大都市中的反社會趨勢，例如青少年暴力犯罪、街頭黑幫作惡、童年吸毒及社會衰退等。我們希望促進公益精神，創造有意義的角色機會予青少年及老人，得以發揮精力與潛能；同時培養人力資源，以滿足香港及鄰近地區的發展需要。

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 programme 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 我們透過職前及在職培訓以充實增長中的員工，訓練社區義工，且激勵他們的個人及公民意識，以運用上述的價值、知識、技術更有效地幫助最有需要的鄰舍而不以他們的種族、原籍、宗教、階層及政治傾向作取捨。我們將加強團隊合作精神，並透過開放、互信、分享工作經驗及技術交流，接遇毗界的同工。我們也要在特別行政區繼續鼓勵義工，激發優質的社區服務，而且漸進地在珠江三角洲延展服務示範。在廿一世紀時，本會「愛鄰如己」的信念，將接受考驗在鄰近地區與省份發揚我們的愛心與關懷。

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 mobilised to help those in need, regardless of their ethnicity, origins, religions, class and political inclination. We will also emphasise 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.

基於此信念，我們奉獻我們的使命與三「E」的機構文化【延展、公平、卓越】給予任何需要我們服務的地區與社群。

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.

宗旨目標 Aims & Objectives

- | | | |
|---|---|--|
| 1 | 提供我們鄰里間所需的資訊、輔導與適切性的服務，以增進個人、家庭和社區的社會功能，以及為那些生活在困苦或困惑中的，給予輔導服務或轉介予合適的機構，俾能迅速解決當前問題。 | 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 | 蒐集及提供事實資料以剖析社會問題，指出服務的不足，以及市民、政府與志願機構間溝通不足的地方；使該資料數據在需要時，可用作有關方面的行動與改革。 | To collect and provide data for the analysis of social problems, showing where gaps exist in services and concerning or 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 | 獨立地或聯合有興趣的團體進行意見調查、統計及社會研究。 | To conduct public opinion surveys, census and social research either independently or jointly with any interested body. |
| 4 | 發揚睦鄰精神及促進社區發展，以達致居民互助及社區整合。 | To encourage community integration and mutual assistance of the people through the promotion of neighbourliness and community development. |

機構文化 Corporate Culture



標誌所象徵的意義 Symbolic Meaning of Our Logo



圓圈 Circle

象徵世界及全人類。
Symbolises the world and all mankind.

兩間屋結構亦同是兩枚向上的闊箭 Two Housing Structures Shaped Like Broad Arrows Upward

象徵透過正式與非正式界別、專業社會工作倫理、知識、技能與傳統文化價值及各階層居民的共同努力，使基層得到健康及充份的發展。
Symbolises upward mobility of healthy grassroots development through the concerted effort of both formal & informal sectors, professional social work ethics, knowledge and skill together with traditional cultural value and all walks of life.

高樓大廈 High Rise Building

象徵社會整體健康向上發展及顯示一個有廣闊基礎上的社會奮發向上與好的鄰舍精神，延展至社區各階層以促進一個公義、關懷、分享、尊重、合作及和諧的社會。
Symbolises our society having a healthy and vertical movement, indicating the promotion of social uplift on a broad basis and good neighbour spirit extending to different levels of the community to promote a just, caring, sharing, respectful, co-operative and harmonious society.

橙色 Orange Colour

象徵喜樂、熱誠、創造與光明。
Symbolises joy, creativity, enthusiasm and bright.

白色 White Colour

代表純正、廉潔及誠實。
Symbolises pure, clean and honest.

2020 至 2021 年度是充滿挑戰的一年。

在新冠病毒疫情一波又一波的沖擊，香港甚至全球都受到巨大影響，我們既有的生活行為模式在瞬息間已產生變化。根據各國流行病學專家指出，新冠病毒難以在短期內消失，我們還要繼續與病毒共存好一段日子。當我們逗留在家的時間多了，或是怕被感染而減少出席聚會和社交場合，又或是經常使用視像進行溝通，不知不覺中，我們已邁向一個「新常態」的生活模式。

面對「新常態」帶來的改變和挑戰，本會各服務單位同工除緊守工作崗位，以關顧服務使用者因疫情而衍生的需要外，亦積極聯繫社區不同團體或熱心人士，為有需要的服務使用者送上防疫物品、食物及日常用品等，支援他們的生活需要。因應疫情反覆，日間服務單位或需停止提供服務，又或只提供有限度的服務，單位同工卻時刻作好「應變」的準備，順應疫情的發展而調整工作策略。

雖未能與服務使用者進行實體接觸，同工卻能發揮其創意變通，籌劃了網上視訊頻道平台，與服務使用者分享各單位在疫情期間製作的影片，減低使用者困在家中而產生苦悶及孤獨感；更透過微信、視像、臉書等工具進行網上直播，發放訊息，保持聯繫，亦進行小組活動或訓練，令服務使用者的需要不被忽視。為使獨居長者及殘疾人士能與時代接軌，於疫情期間能與社區保持接觸，單位更與不同團體進行協作，籌募電子通訊產品以送贈有需要的使用者，並動員義工協助教授他們使用這些智能設備；更透過網上平台及引入先進科技，推展多項大型網上活動，運用視像工具將服務使用者聯繫起來，期望藉著這些活動帶給服務使用者更多正能量。

The year 2020-2021 was a year marked by a series of unprecedented challenges.

Having been hit by multiple waves of the pandemic, Hong Kong and the world at large have been greatly affected. The pandemic has reshaped our everyday way of life in the blink of an eye. According to epidemiologists from different countries, the new coronavirus is unlikely to disappear anytime soon. We will have to coexist with the virus for a long time. As we started to stay at home more, reduce social activities such as meals gatherings to protect ourselves from the coronavirus, or use video conferencing more frequently to communicate with one another, we have unconsciously but gradually adapted to the "new normal" of the COVID-19 pandemic.

In face of changes and challenges brought by the "new normal", our staff remained devoted to addressing the surging needs of those we serve, and actively worked with various groups and enthusiastic individuals in the community to provide pandemic prevention supplies, food, and daily necessities to our neighbours. As the pandemic remains volatile, our day service units had to either completely or partially stop operating. Therefore, our staff has remained "agile" and adjusted their work strategies to adapt to any arising needs caused by the pandemic accordingly.

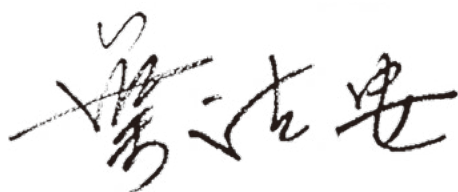
Although our staff was unable to make physical contact with those we serve, they were able to get creative by launching an online video channel platform to share videos produced by our service units with our neighbours, reducing their chances of feeling depressed and lonely due to strict quarantine measures. They even made use of WeChat, video conference platforms, Facebook, and other tools to conduct online live broadcasts, send messages, keep in touch, and organize group activities as well as training in response to the needs of our neighbours. To help the elderly and those with disabilities who live alone to stay connected with our community during the pandemic, our staff has collaborated with different organizations to solicit donations of smart devices and give them away to those in need. We have also mobilized volunteers to help teach our neighbours to use these smart devices. By organizing many large-scale online events through the online platform that has been equipped with the latest technology, we were able to stay connected with our neighbours and bring more positivity to their lives through these activities.

此外，同工更各盡心思設計不同活動，務求讓服務使用者雖困於疫情限制下，仍能感受到歡樂。繼本會林心雲伉儷長者日間護理中心化為龍鳳茶樓，讓長者有機會享受一盅兩件的樂趣後，三間長者日間護理中心於新春期間又變身為年宵攤檔，令長者得以回味行年宵的熱鬧氣氛；另多間殘疾人士院舍亦裝扮成年宵市場，設有各式各樣攤檔，讓服務使用者彷如置身真實年宵市場，雖未能回家度假，仍能感受到節日愉快氣氛；更有同工將宿舍變身為機艙，同工亦化身成機艙服務員、機師、導遊、入境處職員及聖誕老人等，為服務使用者舉行一次模擬坐飛機前往芬蘭的經驗。這些單位同工的心思及創意，更得到社交媒體的正面評價。

看見服務使用者開心燦爛的笑容，正是本會同工努力的最好回報，亦給予我們更大的動力，以靈活變通的心態去迎接未來在推展服務上遇到種種的挑戰和限制。本會定必繼續與各政府部門、工商團體、專業界別、地區組織等攜手合作，共同建造一個關愛、互助與和諧共融的社區。

Apart from that, our staff have also designed different activities to ensure those we serve can still feel a sense of joy despite the pandemic-induced constraints. Following the successful transformation of the Council's Mr. and Mrs. Lam Sum Wan Day Care Centre for the Elderly to a traditional Dragon & Phoenix "Yum Cha" restaurant, which allowed the elderly to enjoy dim sum at their leisure, three more day care centres for the elderly have been transformed into Lunar New Year stalls during Chinese New Year, allowing the elderly to reminisce about the new year's lively atmosphere. A few rehabilitation residential hostels have also been transformed into Lunar New Year Fairs, with various stalls, allowing our neighbours to feel as if they were in a real Lunar New Year's flower market and be immersed in the joyous atmosphere of the holidays. Some of our staff has even turned the residential setting into an aircraft cabin and dressed as cabin crew, pilots, tour guides, immigration staff, and Santa Claus, etc., to create a simulation of the flight experience to Finland for our service users. The efforts and creativity of our staff have received a great amount of positive attention from social media.

The bright smiles of our service users are the best rewards our staff can ever ask for. Their happy faces are also what drives us, the Council, to deliver better service and with more flexibility when facing daunting obstacles and challenges in our work. The Council will continue to work hand in hand with government departments, industrial and commercial organizations, professional sectors, and district organizations to build a caring, mutual help, and harmony community.



葉德安會長
President YIP Tak On



過去一年，本會受制於新冠病毒疫情的反覆，各單位於服務提供上備受挑戰與考驗。

面對社區防疫需要及服務使用者、同工安全的考慮，除必要服務如院舍及家居照顧服務維持正常運作外，其他單位或暫停開放，或延後活動的舉行，又或限制到訪參與活動的人數，避免聚集人群，減低病毒感染風險。因應政府施行「限聚令」，單位亦暫停或押後安排外界義工團體進行關懷探訪或派發防疫物資，於收集物資後改由單位同工派發，以持續支援社區中的弱勢社群。有見服務使用者於抗疫期間長期被困在家中，同工創新推出「鄰舍頻道」，透過網上視訊平台向服務使用者發放資訊，推廣防疫及保持身心健康的訊息。在香港賽馬會慈善信託基金的資助下，推出「餵」上門計劃，關顧到體弱長者外出購物的風險，為他們送上新鮮蔬果食物，以支援他們營養健康需要。在檢視疫情期間累積所得的經驗，各單位同工積極作出裝備，即使因疫情未能進行實體接觸，也能透過中心微信、視像會議及、臉書專頁等工具進行網上直播，向服務使用者發放訊息，保持聯繫之餘，亦進行小組活動或訓練，讓服務使用者的需要不被忽視。

The past year was a challenging one. Our Council was also affected by the capricious COVID-19 pandemic, with many of our service units being put to test.

In response to the safety needs of our staff and service users under COVID-19 pandemic, only essential services such as the residential units and home care services have continued their operations. Other non-essential services have been temporarily suspended or put under strict gathering restrictions to reduce the transmission risk of COVID-19. In compliance with the government's social distancing restrictions, some units have also suspended or postponed arrangements for outside volunteers in caring visits or distribution of pandemic prevention supplies to our service users. Instead, our staff helped to all these material distribution to ensure service continuation to the vulnerable groups in community. Having witnessed numerous of our members are forced to stay at home for a prolonged period due to the pandemic, we have launched the initiative named "NAAC Channel" to share with our members on pandemic prevention and wellness information through social media or video conferencing platforms. With the support of the Hong Kong Jockey Club Charities Trust, we have been able to introduce the "Food Delivery Programme" to help elderly people who are more vulnerable to the coronavirus to eliminate risks from going out shopping. We provide them with fresh fruits and vegetables to support their nutritional and health needs. Reflecting on the experience we have gained from continuing our operations partially during this pandemic, we are grateful that our staff members have figured out ways to forge ahead even during such turbulent times. Even though physical contact is not possible due to the pandemic, they have been able to take advantage of WeChat, video conference platforms and Facebook, etc. to broadcast live and continue to deliver information as well as keeping in touch with our service users. On top of that, they have also conducted group activities and training with the service users to make sure their needs are being addressed.

因應疫情發展而衍生的需要，本會亦適切地引入社區資源以作支援。為照顧長者及殘疾人士的醫護需要，與聯合醫療集團 (UMP) 合作推展遠程醫療義診服務計劃，由集團醫生提供遙距診症服務；在恩橡基金會的聯繫下，電訊盈科有限公司向本會過百名獨居及雙老合住長者送贈智能手機及兩年免費電話卡服務，更動員學生及社區義工為長者提供智能電話操作指導，讓他們於疫情中仍能保持與社區接觸。在此特別要感謝會長、副會長、執行委員會及各附屬委員會的鼎力支持及襄助，聯繫各界資源以支援服務使用者不同的需要；更要多謝過百熱心團體、公司及個別人士，為有需要人士送上珍貴物資，共建關愛社區。

在機構管治方面，去年，執委會委員曾出席管理團隊會議、機構員工大會，以及探訪多個服務單位，了解同工在疫情下的服務狀況及面對的困難，加強溝通及交流。本會亦善用整筆撥款資源，推展一系列人才培訓計劃，加強不同職級同工的工作體驗及能力提升，為機構培育重要崗位的接班人。

In response to the needs arising from the continuation of the pandemic, the Council has also introduced new resources to support the community. To address the medical needs of the elderly and the disabled, we cooperate with the United Medical Group (UMP) to introduce the free telemedicine consultation initiative which remote consultation services are provided by the Group's doctors; thanks to the bridging from Mighty Oaks Foundation Limited, PCCW Limited has donated smartphones and two-year free phone SIM cards to hundreds of elders who live alone or elderly doubletons. Students and community volunteers have also helped to provide elders with guidance on how to use their smartphones so that they can stay in touch with the community during the pandemic. I would like to convey my deep gratitude to the President, Vice President, Executive Committee, and various Sub Committees Members for their support and assistance in soliciting assistance from various sectors to support the diverse needs of those we serve. I would also like to thank for hundreds of enthusiastic organizations, companies, and individuals for donating precious supplies and resources to help build a caring community.

In terms of corporate governance, members of the Executive Committee attended management team meetings, all staff meetings, and visited several service units last year to know our services and difficulties that our staff were facing during the pandemic. We also aim to strengthen communication and further understanding with them. The Council has also made good use of the lump-sum grant resources to introduce a series of talent training programmes to enhance the work experience and capacity building at different work levels. It paves way for nurturing future successors at the organization level.

本會繼續為全體員工購買醫療保險。為感謝同工於疫情期間的辛勞，本會向全體同工發放一次性員工激勵獎，另向院舍及家居照顧服務單位同工發放一次性津貼。在服務運作許可下，本會亦讓同工彈性上班或留家工作；並縮減了前線同工每周工作的時數。有關管理及監察非定影員工的公積金儲備的機制，本會繼續維持強積金僱主自願性供款的比率不變。為讓同工多一個強積金供款選擇，本會亦增加多一個強積金供款供應商。執行委員會於去年亦新增了兩名委員，董志發先生及黃仰芳女士。董志發先生曾任本會總幹事，擁有豐富社會服務經驗，並曾擔任多個與福利事宜有關的委員會的工作。黃女士為 2016 年「十大傑出青年」，曾創辦多個青年平台，幫助年輕人實現夢想，又參與多個志願團體工作。兩位新增成員的豐富社會服務經驗，實有助提升機構的服務。

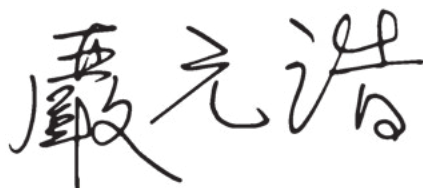
總結去年工作，本會八十三個服務單位均致力提供優質而適切的服務，以回應社會的需要。去年，本會的服務和活動共有超過一百七十六萬四千六百八十四人次。這麼豐碩的成果除因著本會各委員、顧問、義工、同工的的努力外，更有賴各方好友的支持與協助。

The Council continues to purchase medical insurance for all employees. To thank our staff for their hard work during the pandemic, the Council has issued a one-time employee incentive to all staff, and also provided a one-time allowance to staff who worked in residential and home care service units. When circumstances allow, the Council also allows staff to work with flexibility or work from home and reduces the number of working hours per week for front-line workers. Regarding to the provident fund reserves of non-snap shot employees, the Council will maintain its current MPF contribution level. The Council has also added an additional MPF provider for staff's choice. There were two new Executive Committee members joining us last year, namely Mr. TUNG Chi Fat and Ms. WONG Yeung Fong, Fonia. Mr. TUNG is our former Executive Director and has extensive experience in social services. He has also served on several committees related to social welfare. Ms. WONG is one of the "Ten Outstanding Young Persons" awardees in 2016. She has established several youth platforms to help young people to achieve their dreams and participated in many voluntary organizations. The rich social service experiences of the two new members have helped to improve the quality of services for the Council substantially.

To summarize the work we have done last year, the 83 service units of the Council were devoted to providing high-quality and essential services in response to the needs of the community. Last year, more than 1,764,684 man counts have participated in the services and activities of the Council. In Such fruitful results are not only due to the efforts of our committee members, consultants, volunteers, and staff, applause should be given to fellow supporters from all walks of life.

在此，我謹代表本會感謝勞工及福利局、民政事務局、社會福利署、民政事務總署、其他有關政府部門、中聯辦、醫管局、香港公益金、獎券基金、香港賽馬會慈善信託基金、區議會、商界企業、其他基金和各善長們的支持。未來冀望可以繼續手連手、心連心，為創建關懷共融社區而努力。

On behalf of this Council, I would like to convey my sincere gratitude to the Labour and Welfare Bureau, the Home Affairs Bureau, the Social Welfare Department, the Home Affairs Department, other relevant government departments, the Liaison Office of the Central People's Government, the Hospital Authority, The Community Chest of Hong Kong, the Lotteries Fund, the Hong Kong Jockey Club Charities Trust, District Councils of Hong Kong, business sector, other foundations, and numerous generous individuals. Working together, we can help creating a caring and inclusive community for generations to come.



嚴元浩主席
Chairman YEN Yuen Ho, Tony



過去一年，全球正經歷百年難遇的新型冠狀病毒的侵襲，香港也難倖免。面對變化不定的疫情衍生種種社會需要，作為社會服務機構一員，有需要肩負起協助基層抗疫的使命，並以靈活變通、果敢決斷及鼓勵創意的管治方向，處理各種突發的需要。

相對新冠疫情剛爆發期的束手無策，各服務單位已作好防疫的裝備，並主動聯繫不同熱心團體及人士，為社區中弱勢社群送贈所需抗疫物資，並送上關懷與支持。因應疫情的反覆及「限聚令」的規定，義工的關懷探訪工作雖暫停；但服務單位職員則繼續提供電話關顧之餘，亦協助將熱心團體捐助的物資轉送給有需要人士，當中包括口罩、酒精搓手液、消毒紙巾、家居清潔用品、可儲存的食物、新鮮蔬果、現金餐券及飯餐等，以支援他們生活上的需要。此外，本會亦透過 WhatsApp、微信、網上視訊頻道、視像會議及臉書專頁等即時通訊軟件，向服務使用者發放訊息及進行小組活動或訓練，保持與服務使用者的聯繫，以便及早發掘他們的需要，適時提供支援。在疫情放緩期間，單位職員更聯同青年及長者義工指導獨居長者及殘疾人士學習使用智能電話、平板電腦等，提升他們應用電子科技用品的能力；更得到電訊盈科有限公司及其他義工團體的支持，為有需要長者及殘疾人士送贈智能手機、平板電腦及免費電話數據卡等，讓他們於疫情中仍能與社區保持接觸。

In the past year, the world was experiencing the invasion of novel coronavirus of the century, and Hong Kong is not immune. Facing with various needs of the society arising from the changing epidemic, as a member of the social service organizations, we have to shoulder the mission of giving support to the grassroots in fighting the epidemic, and to deal with all kinds of urgent needs with a flexible, resolute and creative governance orientation.

Compared with the helplessness found at the outbreak of the new coronavirus, our service units have been well equipped with anti-epidemic items, and then actively initiated collaboration work with different enthusiastic groups and people in the community to deliver various anti-epidemic items to the disadvantaged groups to show our care and support. In response to the volatile epidemic situation and the prohibition on group gatherings, caring services rendered by volunteers were suspended. However, our staff continued to provide telephone calls to our service users and to deliver the materials donated by enthusiastic groups, including surgical masks, portable hand sanitizers, sanitizing paper towels, household cleaning supplies, storable food, fresh fruits and vegetables, cash coupons and meals, etc., to support the daily needs of those in need. In addition, we have made use of instant communication software such as WhatsApp, WeChat, online video channels, video conference, and Facebook to send messages to our service users and conduct group activities or training to keep in touch with our service users so as to allow early identification of their needs and timely support can be rendered. When the epidemic continues to subside, our staff then worked with the youth and elderly volunteers to assist the elderly living alone and the people with disabilities to learn how to use smartphones, tablets, etc. in order to enhance their ability in using these technology products. We also have the support from PCCW Limited and some other organizations to donate smartphones, tablets and free data cards to the elderly and the disabled in need, so that they can still keep in touch with the community during the epidemic.

因應基層學生於學校開始復課後的網上學習需要，不少團體為他們送上平板電腦、免費數據卡及可調校高低的寫字枱等。由於提供協助的團體及人士數目眾多，恕未能在此逐一言謝。全賴得到這些無私奉獻、熱心服務及關愛社區的團體及人士的支持及協作，讓社區中有需要的人士在疫情期間得到適切的關顧。

感謝本會各同工於去年一直堅守工作崗位，努力不懈為服務使用者提供所需的服務。不少服務單位同工更富心思及創意，推出多項貼心又窩心的活動，如長者日間護理中心變身作龍鳳茶樓，讓體弱長者享受飲茶的樂趣；院舍服務單位亦化身為年宵市場及機艙等，讓殘疾人士在疫情限制下仍能感受節日的歡樂及體驗飛行的旅程。為表達對同工辛勞的肯定，在執行委員會的支持下，本會向各院舍及家居照顧服務單位同工發放一次性的「抗疫津貼」；另亦向全體同工推出一次性的「激勵獎金」；更縮減前線員工每週工作時數。

此外，亦要感謝社署額外撥款資助，讓本會各服務單位得以進行「噴灑防毒塗層」及購買個人防護裝備及消毒用品，加強保護；亦得以聘請註冊護士為院舍服務單位進行巡查及員工培訓，以及聘用專業人士進行通風系統的檢測，加強防控工作；亦提供特別津貼，支援幼兒中心在疫情中長時間暫停服務引致的財務困難。香港賽馬會亦向本會院舍服務單位提供一次過資助，以購置合適設施、設備，支援服務使用者的防疫、社交接觸及健康監察等需要，謹在此深表感謝。

In response to the needs of grassroots students for online learning as the schools began to resume classes, many groups have provided them with tablets, free data cards, and adjustable desks. As there is a large number of organizations and people that have provided assistance to us, pardon me for not saying thank you one by one here. Thanks to the support and cooperation of these selfless, enthusiastic and caring groups and people, the needy in the community can receive appropriate care during the epidemic.

Thanks to the staff for sticking to their duty last year and paying great effort to provide the needed services to our service users. Some of our staff are so thoughtful and creative that a number of caring and heart-warming activities, such as transforming an elderly day care centre into a Chinese restaurant, and decorating some of the residential service units into Lunar New Year Markets and aircraft cabins, etc., so that the service users can still enjoy the fun of drinking tea, feel the joy of festivals, and experience the journey of flying even under the social gathering restrictions during the pandemic. In order to express our appreciation for the hard work of the staff, thanks to the support of our Executive Committee, a one-off "Anti-epidemic Allowance" is offered to the staff at our residential as well as home care service units and a one-off "Incentive Allowance" to all staff. Reduction of weekly working hours for the frontline staff is also introduced.

In addition, we would like to express our thanks to the Social Welfare Department for providing special grant to our service units to carry out Anti-virus Coating Spray and purchase personal protective equipment as well as disinfection supplies for strengthening infection control. The Department has also introduced a programme for our residential service units to conduct on-site assessment as well as training on infection control and on-site indoor ventilation assessment so as to minimize the health risks to the service users under the COVID-19 pandemic. Allowances are also granted to support our child care centres to tide over the financial difficulties arising from the suspension of the services due to the COVID-19 infection. Special gratitude to the Hong Kong Jockey Club Charities Trust for providing a one-off subsidy to our residential service units to purchase facilities and equipment to enhance the infection control measures of the service units in response to the COVID-19 pandemic.

去年，本會新增了多個服務單位。承蒙香港賽馬會慈善信託基金的資助，本會得以推展「再喜步」重組家庭支援計劃及少數族裔家庭健康支援先導計劃；另亦藉著民政事務總處的「伙伴倡自強」社區協作計劃提供的種子基金得以成立「Coffee Bunnies」社企項目。本會更獲食物及衛生局委以營辦離島區「地區康健站」，為離島區居民提供健康推廣和教育、健康風險評估及慢性疾病管理等基層醫療健康服務。有關服務計劃預計於二零二一年十月開展。此外，部份服務單位亦獲社署增撥資源，包括本會四區長者綜合家居照顧服務獲額外撥款，為新增百多個體弱長者個案提供適切照顧與支援；本會幼兒服務及東涌綜合服務中心亦獲增撥資源以加強幼兒工作人員及中心的人手比例。因應新冠疫情持續，社署向本會提供 42 個設有時限的職位，讓我們得以聘請年青人為本會長者及康復服務單位的服務使用者推行智能電話應用或視像通訊技巧訓練。

此外，本會在硬件裝備上亦有所提升。在社會福利發展基金的資助下，本會新建立人力資源系統的開發已接近完成，未來將可以進一步提升人力資源管理的效能。本會各資助服務單位亦參與由社署推出無線上網服務先導計劃，讓單位得以增設或提升現有無線上網服務。這些基礎設施正好配合疫情下的需要。

Last year, the number of our service units is increased. With the support of the Hong Kong Jockey Club Charities Trust Fund, we are able to launch the NAAC Jockey Club "STEP by STEP" Blended Families Support Project and the Pilot Project on Health Support for Families of Ethnic Minority. We also set up our Social Enterprise "Coffee Bunnies" with the seed grant provided by the Enhancing Self-Reliance Through District Partnership Programme of the Home Affairs Department. As commissioned by the Food and Health Bureau, our Council has operated the "DHC Express" in the Islands District to provide primary medical and health services such as health promotion and education, health risk factors assessment and chronic disease management for residents in the Islands District. The project is expected to commence its service in October 2021. Some other service units have received additional resources from the Social Welfare Department last year. They include additional subvention for our Integrated Home Care Services for the Elderly in four districts for additional allocation of places, upgrading the unit cost of the existing places and provision of soft meal for the elderly in need, extra funding support to our Child Care Service Centres and Tung Chung Integrated Services Centre to strengthen their manpower. In response to the continuation of the COVID-19 pandemic, the SWD has offered 42 time-limited posts to our Council so that we can employ youth workers to implement tele-practice and online training to the service users of our elderly and rehabilitation service units.

Our hardware device has also been improved. Supported by the Social Welfare Development Fund, the development and application of our new Human Resource Information System is almost completed, and the efficiency of the human resource management will be further improved in the future. All of our service units that receive subventions or subsidies from the Social Welfare Department have participated in the Pilot Project on Provision of Wi-Fi Service launched by the SWD to set up new or upgrade the existing Wi-Fi services. These infrastructures match the needs of the epidemic.

本會高華閣單身人士宿舍亦獲華永會的資助，為全宿舍更換床位鋼間板及座廁，解決困擾多年的漏水及蝨患情況。本會位於東涌滿東邨之「怡東軒」中度智障人士宿舍的裝修工程已竣工，並獲社署發出殘疾人士院舍牌照，單位亦於二零二零年九月投入服務。本會多間服務單位繼續獲樂齡及康復創科應用基金撥款添置不同復康、創科產品，以提升服務效能或改善服務使用者的生活質素。

有關服務部門的工作報告及統計數據，已扼要陳述於後。本會定必繼續響應政府的倡議及與各社區持份者通力合作，致力共建關懷互助及傷健共融的社區。

Our Singleton Hostel at High Street also received a grant from the Board of Management of the Chinese Permanent Cemeteries to replace the steel partitions for beds and toilets at the hostel. The problems of water leakage and bedbugs that have been plagued for years are finally tackled. The fitting-out project of the Hostel for Moderately Mentally Handicapped at Mung Tung Estate of Tung Chung is completed, and the SWD has issued a license for operating the residential care home for persons with disabilities. The service unit has commenced its service in September 2020. Many of our service units have received funding from the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to purchase different rehabilitation and innovation products to enhance service efficiency or improve the life quality of our service users.

The work reports and statistics of our service divisions are concisely presented in the subsequent pages. Our Council will continue to respond to the Government's initiative and work together with different community stakeholders to build a caring, mutual help and inclusive community.



馮綉文總幹事

Executive Director FUNG Sau Man



於 2020 至 2021 財政年度，本會共獲得 HK\$804,655,156，其中包括社會福利署資助 HK\$614,385,374、教育局撥款為 HK\$30,481,150、醫院管理局撥款為 HK\$9,414,000、民政事務總署撥款為 HK\$5,366,276、香港賽馬會慈善信託基金撥款為 HK\$9,143,844、勞工及福利局撥款為 HK\$2,080,176、香港房屋委員會及房屋署撥款為 HK\$1,371,340、香港公益金撥款為 HK\$1,778,200、營運收入（包括服務及活動收入等）為 HK\$67,096,076、捐獻收益為 HK\$6,627,336、賣旗籌款活動收益為 HK\$869,144、獎券基金撥款為 HK\$35,531,260、其他收入為 HK\$20,510,980。這些收入全部用於從事家庭及兒童福利服務、青少年服務、安老服務、康復服務、社區發展、內地服務、教育服務及醫療衛生服務。同期，本會在提供服務上的總支出為 HK\$731,327,379。

在新冠疫情及政府社交距離措施影響下，本會以創新及數碼化的方式舉辦了不同的活動。通過利用政府額外資源和特別項目資金去優化服務，同時也繼續向有需要的人提供優質的服務。與去年的結果相比，總收入增加 4% 而總支出增加 3%，總盈餘為 HK\$73,327,777。

詳情請參閱有關本會的財務摘要和已審核的財務報表。

我們藉此機會向社會福利署、教育局、醫院管理局、民政事務總署、香港賽馬會慈善信託基金、勞工及福利局、香港房屋委員會、房屋署、香港公益金、以及各熱心捐助者之不斷支持致以謝意。最後，我們多謝陳李羅會計師事務所有限公司於過去一年擔任本會之核數工作。

In the financial year ended 31 March 2021, our Council received a total income of HK\$804,655,156 which included HK\$614,385,374 subvention from the Social Welfare Department, HK\$30,481,150 from the Education Bureau, HK\$9,414,000 from the Hospital Authority, HK\$5,366,276 from the Home Affairs Department, HK\$9,143,844 from the Hong Kong Jockey Club Charities Trust, HK\$2,080,176 from the Labour and Welfare Bureau, HK\$1,371,340 from the Hong Kong Housing Authority and the Housing Department, HK\$1,778,200 from the Community Chest of Hong Kong, HK\$67,096,076 from Operating Income (including Service and Programme Fee), HK\$6,627,336 from Donations, HK\$869,144 from Flag Day, HK\$35,531,260 from the Lotteries Fund, HK\$20,510,980 from Other Income. Above income mainly used in Family and Child Welfare Service, Children and Youth Service, Elderly Service, Rehabilitation Service, Community Development, Mainland Service, Education Service and Health Care Service. Our total operating expenditure for the same financial year was HK\$731,327,379.

Under the effect of Coronavirus pandemic and government social distancing restrictions, the Council has launched different programmes through innovative and digital means. Quality of services to the needy maintained by utilizing additional resources and special funding from the government. Compared with last year's result, the total income increased by 4% while total expenditure increased by 3%, the total annual surplus was \$73,327,777.

Please refer to the Financial Highlights and the audited Financial Statements of the Council.

We would like to take this opportunity to thank the Social Welfare Department, the Education Bureau, the Hospital Authority, the Home Affairs Department, the Hong Kong Jockey Club Charities Trust, the Labour and Welfare Bureau, the Hong Kong Housing Authority and the Housing Department, the Community Chest of Hong Kong and those who donated to our Council for their continuing supports. Finally, we would like to thank Chan, Li, Law CPA Limited for their audit services in the past year.

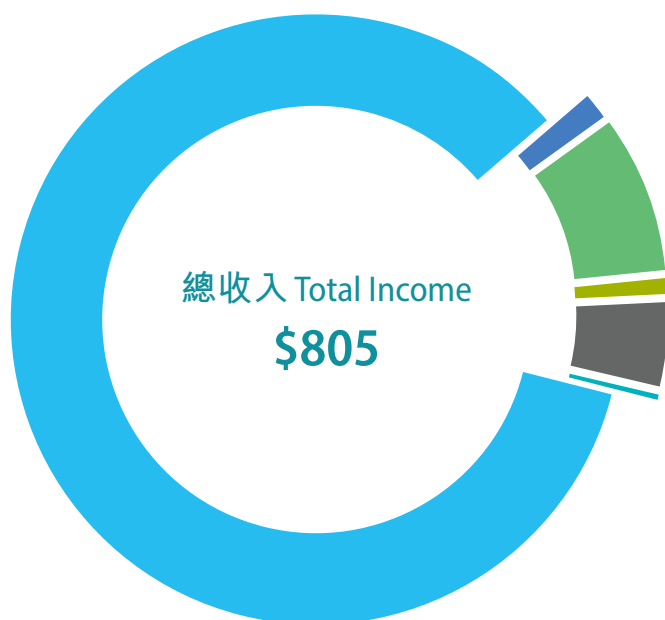


葉青山義務司庫

Honorary Treasurer YIP Ching Shan

收入來源 Analysis of Income

以港幣百萬元計 (to the nearest million HK dollars)

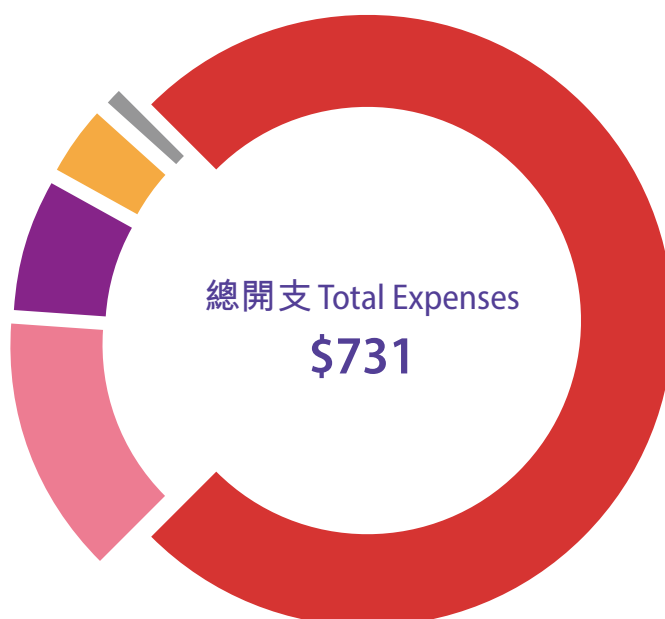


- 政府資助
Government Subventions
\$682 (84.8%)
- 捐贈和其他收入
Donations and other income
\$12 (1.5%)
- 活動和營業收入
Programme and Operating income
\$68 (8.4%)
- 香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
\$6 (0.7%)
- 獎券基金
Lotteries Fund
\$35 (4.4%)
- 香港公益金
Community Chest
\$2 (0.2%)

開支分析 Analysis of Expenses

以港幣百萬元計 (to the nearest million HK dollars)

- 薪酬
Personal Emoluments
\$548 (75.0%)
- 租金及差餉
Rent and rates
\$6 (0.9%)
- 僱用服務
Hire of services
\$27 (3.6%)
- 其他
Others
\$52 (7.1%)
- 活動和服務費用
Program and service expenses
\$98 (13.4%)



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

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 11 to 50, which comprise the statement of financial position as at 31 March 2021, and the statement of comprehensive income and expenditure, 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 2021, 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.

**THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2021**
(Expressed in Hong Kong dollars)

	<u>Note</u>	<u>2021</u> HK\$	<u>2020</u> HK\$
Revenue	7	803,863,217	774,856,624
Other income	8	791,939	673,443
Administrative and operating expenses		(730,354,751)	(707,260,867)
Finance costs	11	(972,628)	(1,424,681)
Surplus for the year	10	<u>73,327,777</u>	<u>66,844,519</u>
Other comprehensive income for the year		-	-
Total comprehensive income for the year		<u><u>73,327,777</u></u>	<u><u>66,844,519</u></u>

**THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF FINANCIAL POSITION
AS AT 31 MARCH 2021**
(Expressed in Hong Kong dollars)

	<u>Note</u>	<u>2021</u> HK\$	<u>2020</u> HK\$
ASSETS			
Non-current assets			
Property, plant and equipment	13	12,512,953	24,847,237
Listed securities	14	91,000	88,300
Investment property	15	4,600,000	4,500,000
		<u>17,203,953</u>	<u>29,435,537</u>
Current assets			
Inventories	16	154,273	89,243
Accounts and other receivables		19,457,044	31,609,534
Deposit and prepayment		2,608,623	2,651,409
Fixed deposit (pledged)	33	1,505,993	1,496,043
Cash and bank balances	30(a)	268,091,163	199,040,870
		<u>291,817,096</u>	<u>234,887,099</u>

THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL
STATEMENT OF FINANCIAL POSITION (continued)
AS AT 31 MARCH 2021
(Expressed in Hong Kong dollars)

	<u>Note</u>	<u>2021</u> HK\$	<u>2020</u> HK\$
Current liabilities			
Accounts and other payables		21,693,444	36,453,670
Receipt in advance		6,235,845	4,313,672
Deposits received		578,205	548,888
Lease liabilities	17	12,605,334	12,386,182
		<u>41,112,828</u>	<u>53,702,412</u>
Net current assets		<u>250,704,268</u>	<u>181,184,687</u>
Total assets less current liabilities		<u>267,908,221</u>	<u>210,620,224</u>
Less : Non-current liabilities			
Lease liabilities	17	598,286	13,177,040
NET ASSETS		<u>267,309,935</u>	<u>197,443,184</u>
		=====	=====
	<u>Note</u>	<u>2021</u> HK\$	<u>2020</u> HK\$
FUNDS AND RESERVES			
Lotteries Fund - Block Grant Reserve	18	2,729,352	2,433,245
Lotteries Fund - Pilot Scheme on Community Care Service Voucher for the Elderly	19	(701,407)	(48,289)
SWD Lump Sum Grant Reserve	20	160,762,384	109,094,713
SWD Central Item Reserve	21	3,012,673	3,845,560
SWD Social Welfare Subvention surplus account	22	(2,579,296)	(1,858,674)
SWD Provident Fund Reserve	23	65,451,390	58,070,208
SWD Child Development Fund	24	(226,438)	(480,624)
SWD Social Welfare Development Fund	25	1,979,441	3,212,148
Naming-after donation for work and furniture and equipment procurement	27	1,807	41,947
Day Nursery Fund	28	14,790,028	-
Other funds	29	4,215,884	4,218,486
General fund	26	17,874,117	18,914,464
		<u>267,309,935</u>	<u>197,443,184</u>
		=====	=====

Approved and authorised for issue by the Executive Committee on 6 October 2021

Mr. YEN Yuen Ho, Tony, SBS
Chairman

Mr. YIP Ching Shan
Honorary Treasurer

備註 Note:

The notes on pages 17 to 50 form part of these financial statements.

截至 2021 年 3 月 31 日之完整年度財務報表 (AFS) 可瀏覽本會網頁: www.naac.org.hk

The full report of Annual Financial Statement (AFS) for the year ended 31 March 2021 is available on our website: www.naac.org.hk

架構圖 Organisation Chart (截至 2021 年 8 月 31 日 As at 31 August 2021)



- | | |
|---|---|
| 1. 機構管治及董事會職能委員會
Corporate Governance & Board Function Sub-committee | 6. 醫療衛生服務委員會
Health Care Service Sub-committee |
| 2. 管理委員會
Management Sub-committee | 7. 內地服務委員會
Mainland Service Sub-committee |
| 3. 預算及財務委員會
Budget and Finance Sub-committee | 8. 工程指導委員會
Steering Sub-committee on Works Project |
| 4. 內部稽核委員會
Internal Audit Sub-committee | 9. 籌款委員會
Fundraising Sub-committee |
| 5. 教育委員會（附轄「幼兒園校董會」）
Education Sub-committee (oversees "School Management Committee (Kindergarten)") | 10. 社會企業委員會
Social Enterprise Sub-committee |



備註 Remark:

(*) 有關服務處於準備階段 The services are now in the preparatory period.

會長、副會長 President, Vice-president



葉德安先生

Mr. YIP Tak On

會長 President

FCPA(Practising), FCCA



曾繁光醫生

Dr. TSANG Fan Kwong, David

副會長 Vice-President

MBBS(HK), MRC Psych, FHKC Psych,
FHKAM(Psychiatry), Specialist in Psychiatry

執行委員會 Executive Committee



嚴元浩先生

Mr. YEN Yuen Ho, Tony, SBS

主席 Chairman



區幸兒先生

Mr. AU Hang Yee

副主席 Vice-Chairman

MSc, FCCA, FCPA, FCMA, CGMA



戴健文先生

Mr. TAI Keen Man

副主席 Vice-Chairman

MPhil, BSc



王英明先生

Mr. WONG Eng Beng

副主席 Vice-Chairman



楊耀聲先生

Mr. YEUNG Yiu Shing, Gary

副主席 Vice-Chairman

BSocSc, MBA



歐國義先生

Mr. AU Kwok Yee, Benjamin

義務秘書 Honorary Secretary
Solicitor



葉青山先生

Mr. YIP Ching Shan

義務司庫 Honorary Treasurer
MSc



林乾禮先生

Mr. LAM Kin Lai, JP

委員 Committee Member
MSc, BSc, MCIBSE, MHKIE, MIEE, CENG



尹德勛醫生

Dr. WAN Tack Fan

委員 Committee Member
MB, BS, FRCS, FHKAM(Surgery)



張健俊先生

Mr. CHEUNG Kin Chun

委員 Committee Member
Solicitor



鄭心怡建築師

Ar. KWONG Sum Yee, Anna, MH

委員 Committee Member
BA(AS), BArch, FHKIA, RIBA, PRC Class 1 Registered
Architect Qualification, APEC Architect,
Authorized Person & Registered Architect (HKSAR)



何翠芳醫生

Dr. HO Chui Fong, Mimi

委員 Committee Member
MB, BS(HK), DIP DERM (London),
BChin Med(HK)



李紹基博士

Dr. LI Siu Kei

委員 Committee Member
BA, MBA, DBA, CFP



黎同濟先生

Mr. LAI Tung Chai

委員 Committee Member
BA, MA(Ed), Cert Ed



蕭偉強先生

Mr. SUI Wai Keung, Stephen, GBS, JP

委員 Committee Member
BA (Hons), MPA



蕭如彬先生

Mr. SIU Yu Bun, Alan, SBS

委員 Committee Member
BSc, MBA, LLM



董志發先生

Mr. TUNG Chi Fat, MH

委員 Committee Member
MSocSc, MBA, BSocSc, PMgr, FACKM,
Cert Computer App, RSW



黃仰芳女士

Ms. WONG Yeung Fong

委員 Committee Member
CIWM, CFP, MHKSI, MHKIoD, LLB, Oxford AMLP

機構管治及董事會職能委員會 Corporate Governance & Board Function Sub-committee

主席 Chairman	嚴元浩先生 Mr. YEN Yuen Ho, Tony			
委員 Members	葉德安先生 Mr. YIP Tak On	曾繁光醫生 Dr. TSANG Fan Kwong, David	區幸兒先生 Mr. AU Hang Yee	戴健文先生 Mr. TAI Keen Man
	王英明先生 Mr. WONG Eng Beng	楊耀聲先生 Mr. YEUNG Yiu Shing, Gary	歐國義先生 Mr. AU Kwok Yee, Benjamin	葉青山先生 Mr. YIP Ching Shan
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina	委員會秘書 Committee Secretary		張嘉懿女士 Ms. CHEUNG Kar Yee, Regina

管理委員會 Management Sub-committee

主席 Chairman	楊耀聲先生 Mr. YEUNG Yiu Shing, Gary			
委員 Members	曾繁光醫生 Dr. TSANG Fan Kwong, David	區幸兒先生 Mr. AU Hang Yee	戴健文先生 Mr. TAI Keen Man	王英明先生 Mr. WONG Eng Beng
	歐國義先生 Mr. AU Kwok Yee, Benjamin	林乾禮先生 Mr. LAM Kin Lai	張健俊先生 Mr. CHEUNG Kin Chun	鄭心怡建築師 Ar. KWONG Sum Yee, Anna
	何翠芳醫生 Dr. HO Chui Fong, Mimi	蕭偉強先生 Mr. SUI Wai Keung, Stephen	蕭如彬先生 Mr. SIU Yu Bun, Alan	曾錦林先生 Mr. TSANG Kam Lam
	黎兆生先生 Mr. LAI Shiu Sang	董志發先生 Mr. TUNG Chi Fat		
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina	委員會秘書 Committee Secretary		盧淑賢女士 Ms. LO Suk Yin, Chickita

預算及財務委員會 Budget & Finance Sub-committee

主席 Chairman	區幸兒先生 Mr. AU Hang Yee			
委員 Members	葉青山先生 Mr. YIP Ching Shan	尹德勛醫生 Dr. WAN Tack Fan	張健俊先生 Mr. CHEUNG Kin Chun	李紹基博士 Dr. LI Siu Kei
	李潔如女士 Ms. LI Kit Yu	蕭如彬先生 Mr. SIU Yu Bun, Alan	區裕釗先生 Mr. AU Yu Chiu, Steve	
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina	委員會秘書 Committee Secretary		張麗英女士 Ms. CHEUNG Lai Fu

內部稽核委員會 Internal Audit Sub-committee

主席 Chairman	戴健文先生 Mr. TAI Keen Man			
委員 Members	區幸兒先生 Mr. AU Hang Yee	歐國義先生 Mr. AU Kwok Yee, Benjamin	林乾禮先生 Mr. LAM Kin Lai	何翠芳醫生 Dr. HO Chui Fong, Mimi
	李紹基博士 Dr. LI Siu Kei	蕭如彬先生 Mr. SIU Yu Bun, Alan		
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina	委員會秘書 Committee Secretary		楊懷隆先生 Mr. YEUNG Wai Lung

教育委員會 Education Sub-committee

主席 Chairman	黎同濟先生 Mr. LAI Tung Chai			
委員 Members	曾繁光醫生 Dr. TSANG Fan Kwong, David	戴健文先生 Mr. TAI Keen Man	葉青山先生 Mr. YIP Ching Shan	鄺心怡建築師 Ar. KWONG Sum Yee, Anna
	李紹基博士 Dr. LI Siu Kei	張國華博士 Dr. CHEUNG Kwok Wah	周鴻奇教授 Prof. CHOW Hung Kay	李雪英女士 Ms. LEE Suet Ying
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina		委員會秘書 Committee Secretary	黃美鳳女士 Ms. WONG Mei Fung, Connie

醫療衛生服務委員會 Health Care Service Sub-committee

主席 Chairman	尹德勛醫生 Dr. WAN Tack Fan			
委員 Members	嚴元浩先生 Mr. YEN Yuen Ho, Tony	何翠芳醫生 Dr. HO Chui Fong, Mimi	袁兆燦醫生 Dr. YUEN Siu Tsan	區裕釗先生 Mr. AU Yu Chiu, Steve
	王喬峯醫生 Dr. WONG Kiu Fung	源世隆醫生 Dr. YUEN Sai Loong, Joseph Ignatius	關家雄醫生 Dr. KWAN Ka Hung, Julian	
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina		委員會秘書 Committee Secretary	張嘉懿女士 Ms. CHEUNG Kar Yee, Regina

內地服務委員會 Mainland Service Sub-committee

主席 Chairman	葉青山先生 Mr. YIP Ching Shan			
委員 Members	戴健文先生 Mr. TAI Keen Man	楊耀聲先生 Mr. YEUNG Yiu Shing, Gary	黎同濟先生 Mr. LAI Tung Chai	蕭如彬先生 Mr. SIU Yu Bun, Alan
	袁兆燦醫生 Dr. YUEN Siu Tsan	吳海濤先生 Mr. NG Hoi To	黃海量先生 Mr. WONG Hoi Leung	蘇鳳蘭女士 Ms. SO Fung Lan
	王喬峯醫生 Dr. WONG Kiu Fung			
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina		委員會秘書 Committee Secretary	林達先生 Mr. LAM Tat, Jacky

工程指導委員會 Steering Sub-committee on Works Project

主席 Chairman	林乾禮先生 Mr. LAM Kin Lai			
委員 Members	張健俊先生 Mr. CHEUNG Kin Chun	關國雄教授 Prof. KWAN Kwok Hung, Albert	曾志銳博士 Dr. TSANG Chi Yui, Derek	董志發先生 Mr. TUNG Chi Fat
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina		委員會秘書 Committee Secretary	方競儀女士 Ms. FONG King Yee

籌款委員會 Fundraising Sub-committee

主席 Chairman	王英明先生 Mr. WONG Eng Beng			
委員 Members	楊耀聲先生 Mr. YEUNG Yiu Shing, Gary	黃仰芳女士 Ms. WONG Yeung Fong	黃啟亮先生 Mr. WONG Kai Leong	賴櫻華女士 Ms. LAI Ying Wa, Cherry
	黃端華女士 Ms. WONG Tuen Wah, Hilda			
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina		委員會秘書 Committee Secretary	葉佩然女士 Ms. IP Pui Yin, Paulie

社會企業委員會 Social Enterprise Sub-committee

主席 Chairman	王英明先生 Mr. WONG Eng Beng			
委員 Members	楊耀聲先生 Mr. YEUNG Yiu Shing, Gary	黃仰芳女士 Ms. WONG Yeung Fong	黃啟亮先生 Mr. WONG Kai Leong	賴櫻華女士 Ms. LAI Ying Wa, Cherry
	黃端華女士 Ms. WONG Tuen Wah, Hilda	區裕釗先生 Mr. AU Yu Chiu, Steve		
當然委員 Ex-officio Member	馮綉文女士 Ms. FUNG Sau Man, Elina		委員會秘書 Committee Secretary	馮麗女士 Ms. PANG Lai, Sonia

幼兒園校董會 School Management Committee (Kindergarten)

主席 Chairman	黎同濟先生 Mr. LAI Tung Chai			
委員 Members	曾繁光醫生 Dr. TSANG Fan Kwong, David	戴健文先生 Mr. TAI Keen Man	葉青山先生 Mr. YIP Ching Shan	鄭心怡建築師 Ar. KWONG Sum Yee, Anna
	張國華博士 Dr. CHEUNG Kwok Wah	李雪英女士 Ms. LEE Suet Ying	馮綉文女士 Ms. FUNG Sau Man, Elina	張嘉懿女士 Ms. CHEUNG Kar Yee, Regina
	黃美鳳女士 Ms. WONG Mei Fung, Connie			

義務法律顧問 Honorary Legal Advisor

嚴元浩先生 Mr. YEN Yuen Ho, Tony

「智齡」發展及諮詢委員會 Advisors (College for Adults with Special Education Needs)

主席 Chairman	馮綉文女士 Ms. FUNG Sau Man, Elina			
委員 Members	陳強佳先生 Mr. CHAN Keung Kai	陳永康先生 Mr. CHAN Wing Hong	張佳添先生 Mr. CHEUNG Kai Tim, Clayton	張貴妹女士 Ms. CHEUNG Kwai Mui, Hanna
	張詩琪博士 Dr. CHEUNG Sze Ki, Daphne	蔡俊華先生 Mr. CHOY Chun Wah, Angus	朱劍丹女士 Ms. CHU Kim Dan	卓德江先生 Mr. CHUCK Tak Kong, Simon
	方俊華先生 Mr. FONG Chun Wah, Ben	何劍暉女士 Ms. HO Kim Fai	劉文靜女士 Ms. LAU Man Ching, Amy	李國寶先生 Mr. LEE Kwok Po
	李劉茱麗女士 Mrs. LEE LAU Chu Lai, Julie	李楚翹博士 Dr. LEE Tsor Kui	李萍英博士 Dr. LI Ping Ying, Eria	廖 原先生 Mr. Vincent LIAUW
	羅廖耀芝女士 Mrs. LO LIU Yiu Chee, Virginia	盧鐵榮教授 Prof. LO Tit Wing	呂少玲小姐 Ms. LUI Arielle Siu Ling	吳秀芬博士 Dr. NG Sau Fun, Frency
	倪凌錦霞博士 Dr. NGAI Ling Kam Har, Karen	危美玉女士 Ms. NGAI Mei Yuk, Marian	冼權鋒教授 Prof. SIN Kuen Fung	曾繁光醫生 Dr. TSANG Fan Kwong, David
	錢黃碧君教授 Prof. TSIENT WONG Bik Kwan, Teresa	楊富耀先生 Mr. YEUNG Fu Yiu, Vincent	黃陳毓菜女士 Mrs. WONG CHAN Yuk Fan, Rosanna	

安老服務部顧問委員會 Advisory Committee (Elderly Service Division)

主席 Chairman	馮綉文女士 Ms. FUNG Sau Man, Elina			
委員 Members	鄭荔英教授 Prof. CHEING Lai Ying, Gladys	文偉光教授 Prof. MAN Wai Kwong, David	錢黃碧君教授 Prof. TSIENT WONG Bik Kwan, Teresa	戴健文先生 Mr. TAI Keen Man

康復服務部顧問委員會 Advisory Committee (Rehabilitation Service Division)

主席 Chairman	馮綉文女士 Ms. FUNG Sau Man, Elina			
委員 Members	許盧萬珍博士 Dr. HUI LO Man Chun, Jenny	葉以超先生 Mr. IP Yee Chiu	李劉茱麗女士 Mrs. LEE LAU Chu Lai, Julie	梁李桂彩女士 Mrs. LEUNG LEE Kwai Choi
	盧鄭玉珍女士 Mrs. LO CHENG Yuk Chun, Gillian	蕭偉強先生 Mr. SUI Wai Keung, Stephen	戴健文先生 Mr. TAI Keen Man	曾志銳博士 Dr. TSANG Chi Yui, Derek
	董志發先生 Mr. TUNG Chi Fat	黃敬歲博士 Dr. WONG King Shui, Phyllis		

區幸兒先生	Mr. AU Hang Yee	梁愛詩女士	Ms. LEUNG Oi Sie, Elsie
歐國義先生	Mr. AU Kwok Yee, Benjamin	李紹基博士	Dr. LI Siu Kei
陳景福先生	Mr. CHAN Kang Fong	伍振民先生	Mr. NG Chun Man
陳國華先生	Mr. CHAN Kwok Wah, William	蒲梁學瓊女士	Mrs. PO LEUNG Hok King, Eva
陳麗雲教授	Prof. CHAN Lai Wan, Cecilia	蕭如彬先生	Mr. SIU Yu Bun, Alan
陳沛銘先生夫人	Mr. & Mrs. CHAN Pui Ming	蕭偉強先生	Mr. SUI Wai Keung, Stephen
張家敏先生	Mr. CHANG Ka Mun	戴健文先生	Mr. TAI Keen Man
張健俊先生	Mr. CHEUNG Kin Chun	曾繁光醫生	Dr. TSANG Fan Kwong, David
張國華博士	Dr. CHEUNG Kwok Wah	蔡冠華先生	Mr. TSOI Kcon Wah
秦國鴻先生	Mr. CHUN Kwok Hung, Herbert	董志發先生	Mr. TUNG Chi Fat
馮浩賢先生	Mr. FUNG Hao Yin, Vincent	尹德勛醫生	Dr. WAN Tack Fan
何翠芳醫生	Dr. HO Chui Fong, Mimi	王英明先生	Mr. WONG Eng Beng
何壽康先生	Mr. HO Sau Hong	王家興博士	Dr. WONG Ka Hing
胡鴻烈博士	Dr. HU Hung Lick, Henry	黃啟亮先生	Mr. WONG Kai Leong
許智宏先生	Mr. HUI Chee Wong, Thomas	王喬峯醫生	Dr. WONG Kiu Fung
洪英豪博士	Dr. HUNG Ying Ho, Billy	黃端華女士	Ms. WONG Tuen Wah, Hilda
關國雄教授	Prof. KWAN Kwok Hung, Albert	黃仰芳女士	Ms. WONG Yeung Fong
關銳煊教授	Prof. KWAN Yui Huen	吳錫榕先生	Mr. WOO Sik Yang
鄭廣傑 榮休大主教	The Most Revd Dr. KWONG Kong Kit, Peter	嚴元浩先生	Mr. YEN Yuen Ho, Tony
關家雄醫生	Dr. KWAN Ka Hung, Julian	楊羅觀翠博士	Dr. YEUNG LAW Koon Chui
鄭心怡建築師	Ar. KWONG Sum Yee, Anna	楊耀聲先生	Mr. YEUNG Yiu Shing, Gary
黎同濟先生	Mr. LAI Tung Chai	葉青山先生	Mr. YIP Ching Shan
賴櫻華女士	Ms. LAI Ying Wa, Cherry	葉德安先生	Mr. YIP Tak On
林乾禮先生	Mr. LAM Kin Lai	袁家鈺女士	Ms. YUEN Ka Yuk
林耀就先生	Mr. LAM Yiu Chau	袁兆燦醫生	Dr. YUEN Siu Tsan
劉玉棠博士	Dr. LAU Yuk Tong, April	源世隆醫生	Dr. YUEN Sai Loong, Joseph Ignatius
		源大同博士	Dr. YUEN Tai Tung

總幹事	Executive Director		
馮綉文女士	Ms. FUNG Sau Man, Elina		
副總幹事	Deputy Executive Director		
彭桓基先生	Mr. PANG Woon Kei, Antony	張嘉懿女士	Ms. CHEUNG Kar Yee, Regina
執行幹事	Coordinators	首席財務總監	Chief Financial Officer
蔡黛群女士	Ms. CHOI Doi Kwan, Eva	張麗芙女士	Ms. CHEUNG Lai Fu, Yonni
李韻賢女士	Ms. LEE Wan Yin		
李蔭國先生	Mr. LI Yum Kwok, Francis	人力資源經理	Human Resource Manager
馮麗女士	Ms. PANG Lai, Sonia	盧淑賢女士	Ms. LO Suk Yin, Chickita
林達先生	Mr. LAM Tat, Jacky		
黃美鳳女士	Ms. WONG Mei Fung, Connie	行政經理	Administrative Manager
呂韻琪女士	Ms. LOOI Wan Ki, Gobby	方競儀女士	Ms. FONG King Yee, Cat
王旭明先生	Mr. WONG Yuk Ming, Kelvin		
張海嫦女士	Ms. CHEUNG Hoi Sheung, Joanne	內部稽核經理	Internal Audit Manager
		楊懷隆先生	Mr. YEUNG Wai Lung, Edmond
服務督導主任	Service Supervisors	資訊科技經理	Information Technology Manager
任佩華女士	Ms. YAM Pui Wah, Zerlina	鍾裕錦先生	Mr. CHUNG Yu Kam, Alex
陳飛女士	Ms. CHAN Fei, Faye		
周子祥先生	Mr. CHAU Tsz Cheung, Ron		
王宛璣女士	Ms. WONG Yuen Kee, Rufina		
梁穎欣女士	Ms. LEUNG Wing Yan		
服務單位主任	Service Unit Supervisors		
陳愷蓓女士	Ms. CHAN Hoi Pui	李玉燕女士	Ms. LI Yuk Yin
陳詩韻女士	Ms. CHAN Sze Wan	凌婉琪女士	Ms. LING Yuen Ki
錢愛貞女士	Ms. CHIN Oi Ching	馬嘉雯女士	Ms. MA Ka Man
程傑先生	Mr. CHING Kit	伍靄禎女士	Ms. NG Oi Ching
周艷芬女士	Ms. CHOW Yim Fan	吳賢湛先生	Mr. NG Yin Cham
朱美兒女士	Ms. CHU Mei Yee	倪志達先生	Mr. NGAI Chi Tat
馮彩賢女士	Ms. FUNG Choi Yin	柯佩妮女士	Ms. OR Pui Lei
馮可欣女士	Ms. FUNG Ho Yan	彭振軒先生	Mr. PANG Chun Hin
馮凱琳女士	Ms. FUNG Hoi Lam	彭麗芬女士	Ms. PANG Lai Fun
侯家美女士	Ms. HAU Ka Mee	彭樂欣女士	Ms. PANG Lok Yan
何心潔女士	Ms. HO Sum Kit	潘淑芳女士	Ms. POON Shuk Fong
王凱茵女士	Ms. HOANG Hoi Yan	鄧思銘先生	Mr. TANG Sze Ming
許惠玲女士	Ms. HUI Wai Ling	杜健祥先生	Mr. TO Kin Cheung
簡明旭先生	Mr. KAN Ming Yuk	湯詠琪女士	Ms. TONG Wing Ki
鄭永健先生	Mr. KWONG Wing Kin	黃海珊女士	Ms. WONG Hoi Shan
黎志恒先生	Mr. LAI Chi Hang	黃麗娥女士	Ms. WONG Lai Ngor, Isabel
林蔓莉女士	Ms. LAM Man Lee	黃淑玲女士	Ms. WONG Shuk Ling
劉康妍女士	Ms. LAU Hong Yin	王詠珊女士	Ms. WONG Wing Shan
劉天恩女士	Ms. LAU Tin Yan	胡群娣女士	Ms. WU Kwan Tai
羅嘉泓女士	Ms. LAW Ka Wang	楊偉琪女士	Ms. YEUNG Wai Ki
羅斯霞女士	Ms. LAW Sze Ha	阮均映女士	Ms. YUEN Kwan Ying
李詠琴女士	Ms. LEE Wing Kam	袁少欣女士	Ms. YUEN Siu Yan
李愛琮女士	Ms. LI Oi King	任寶兒女士	Ms. YUM Po Yee
李宇雲先生	Mr. LI Yu Wan		

針對疫情期間，服務持續發展的迫切需求，我們以防疫知識和感染控制措施作為培訓的重點，推動預防措施的落實，持續提升服務質素，共有 345 名員工參加。我們將實體面授培訓轉化為 61 個虛擬培訓班，共有 266 人參加。

在疫情的新常態下，我們必須利用技能和知識，以最新的 IT 技術來維持我們的服務和運營，從而降低營運風險。我們通過組織 28 項技術重點課程，共有 139 名參與者，實現了我們的目標。其中包括「攝影服務和活動照片」的分享會，講師使用智能手機拍攝和編輯短視頻。

隨著嶺南大學舉辦的「科技與你」系列活動的推出，我們旨在通過加強員工對如何使用老年科技和創新科技的理解，豐富老年人和護理人員的生活質量。

為應對社會不同的危機，增強服務韌性，應對社會上不同的危機，特意為專業職級員工舉辦為期 3 天的「NOVA(美國)國家社區危機應變組基礎認證課程」，透過課程員工了解危機應變小組的定位及成立、掌握心理創傷及災難後的心理輔導守則及技巧、採用有效的工具處理危機及災難事故、掌握如何處理創傷後、急性及長期處理，出席者共 20 人。

During the COVID-19 epidemic, with strong demand in service progression and development, we have implemented a series of preventive measures and service quality enforcement. We focus our training courses on pandemic prevention knowledge and infection control measures and had a total of 345 employees participated. In particular, we had conducted 61 virtual training classes with a total of 266 participants.

With the pandemic permanently changing the way we live; we have to adopt new skills and knowledge, complementary with information & technology to better control our operation cost and potential risks. To achieve our goal, we had conducted 28 technology-focus courses with a total of 139 participants. These included a sharing session on "Photography Service and Event Photos" where the lecturer showed how to use smartphones to shoot and edit short videos.

With the programme, "Technology and You" series organized by Lingnan University, we focused on the quality of life for the elderly and caregivers through trainings to our staffs on how to use Gerontechnologies.

In response to the varieties of everyday crisis and increase service agility, our Council had provided our professional staffs with a 3-day "NOVA (United States) national community crisis training group" basic certification course. It focused on the positioning and formation of the crisis training team, execution on trauma and post-disaster psychological & counseling related principles and skills; introducing tools for crises intervention and recovery to for acute and long term post-traumatic management. There were a total of 20 participants.

員工訓練及發展活動類別 Types of Staff Training and Development Activities

總參與人次 Total Attendance of Participants



4,661 工作知識 Work Knowledge Enrichment	284 團隊精神 Team Spirit
1,528 職安及健康 Occupational Safety and Health	140 員工導向 Orientation of Employees
1,335 技能提升 Skills Enhancement	44 員工關懷 Staff Care
1,271 服務質素 Quality of Services	37 顧客服務 Customer Service
656 感染控制 Infection Control	14 藥物處理 Drug Treatment
326 服務交流 Exchange Activities amongst Services	3 管理技巧 Management Skills



▲ 感染控制及處理尿管放尿程序培訓
Training on infection control and handling urinary tube and urination procedures



▲ NOVA(美國)國家社區危機應變組基礎認證課程
NOVA (United States) national community crisis training group basic certification course





部 門 報 告

Division Reports

鄰舍故事：疫情・亦情

Neighbourhood Story : LOVE & CARE in the Epidemic

猶記得 2020 年 12 月，疫情仍處於高峰期，當得悉小社區中有人受感染，整個社區氣氛也變得緊張和驚慌。我們親身經歷了一個感人的故事。故事主角是李女士，她育有四名分別就讀幼稚園至高小的子女，並與丈夫及母親一家七口一起居住。那時，李女士媽媽確診新冠肺炎，他們一行六人均需立即入住隔離營接受檢疫。頓時，李女士內心最憂慮是……若果自己及丈夫一旦確診，年幼子女在隔離營可由誰人照顧？怎樣生活呢？自己還有機會再與子女相遇嗎？李女士及其丈夫腦海中浮現出一連串問題。我們十分明白作為四孩之母的李女士，那一刻著眼點並不是自己是否感染新冠病毒，而是焦急憂慮幼子女未來會是如何生活？

在隔離期間，我們每天為她們送上暖心慰問，又給予小朋友一些趣味 IQ 遊戲，作為她們之「精神食糧」。李女士之憂慮，果然發生了！她被確診新冠肺炎，須送往醫院接受治療；那一刻丈夫肩負起獨力照顧子女之責任。惟不足一星期，子女及丈夫也相繼確診，全家亦送往醫院接受治療。

在住院期間，李女士身體出現的病徵較為嚴重，有呼吸困難及嚴重嘔吐情況，需入住深切治療病房。那一刻丈夫非常憂心，沒胃口進食，負面情緒反應陸續出來，甚至乎對前面缺乏希望。我們堅持繼續透過社交平台與李女士丈夫保持聯絡，亦屢次致電慰問；提供情緒支援外，更主動為他們送上暖水壺、湯水、乾糧、水果等心意；同時挑選了一些幼兒圖書和手工材料包給最年幼的女兒，盼望可紓緩掛念媽媽之情。感恩，最後她們一家陸續康復出院。大家更珍惜一家一起相處的機會。



▲ 準備送往醫院的暖水壺及兒童圖書
Water Kettle and Children's book ready to be sent to the hospital

縱然，在治療過程上，我們的角色並不明顯。然而，服務使用者面對這「疫情」，我們抱著鍥而不捨的關顧精神，集一分力量帶出無限的關愛，藉此傳遞「不放棄一點希望」的意念，讓他們感受到他們並不是孤軍作戰，我們一直從旁扶持，與他們攜手一起面對[疫情，亦情]。

Remember vividly the time in December 2020, when the epidemic was still at its peak; and when we learned someone in a small community was infected, the atmosphere in general became tense and panicked. We had a touching story about Mdm. Lee, who had four children from kindergarten to senior primary school, living with her husband and old mother as a family of seven. During the pandemic, Mdm. Lee's mother was diagnosed with COVID-19, and all six of them were quarantined immediately. At that moment, Mdm. Lee's main concern and worry was what if she and her husband were positively diagnosed with COVID-19; and who could take care of their young children during the quarantine period. How would they live? Would she have a chance to meet her children again? A series of questions suddenly came to the worrying parents' minds. We understood Mdm. Lee, as the mother of four children, was not concerned about whether she was infected or not, but more worried about how the livelihood of those young children in the future.

During the quarantine period, we provided them with daily warm care and interesting IQ games as their "spiritual support". Mdm. Lee's fears did come. She was diagnosed with COVID-19 and admitted to hospital for further medical treatment. Subsequently, her husband took on the responsibility of taking care of the children alone. Within a week, her children and husband were also diagnosed with the disease; and the whole family was sent to the hospital for medical treatment.

During the hospitalization, Mdm. Lee's symptoms became more serious, with breathing difficulties as well as severe vomiting; and she was admitted to the intensive care unit. At that moment, her husband was so worried, that he lost his appetite for food with negative emotions; and he even lost hope for the future. Our social worker insisted on keeping in close watch on Mdm. Lee's husband through social media platforms and calls to offer emotional support. We also took the initiative to send them warm pots, soup, food and fruits etc. Also, we provided some children books and handicraft package to the youngest daughter, hoping to relief the miss of her mother. We were so relieved that the whole family was finally recovered and was discharged from the hospital. Everyone cherishes the opportunity to get along with each other as a family.

Even though we are not playing any major role in medical treatment, facing the epidemics, we are able to play a pivotal role in supporting individuals and families through difficult times and caring with the spirit of "Never give up". The service users can feel that they are not alone, and that we are always there to support them and join hands with them to face the epidemic with LOVE & CARE.

服務報告 Service Report

去年，部門主要有以下三項新開展的服務：

本會於 2021 年 2 月 1 日正式開展由賽馬會捐助的鄰舍輔導會賽馬會「再喜步」重組家庭支援計劃。計劃積極回應重組家庭的需要，協助家庭順利過度及適應，提升不同家庭成員的關係和發揮家庭功能。

獲民政事務總署資助的「嶼心嶼情 • 新來港家庭支援計劃」已於 2021 年 2 月 1 日開展，為東涌逸東邨、滿東邨及大嶼山其他地區的新來港家庭服務。

新成立的融方少數族裔外展服務隊，服務與 TOUCH 少數族裔服務支援中心產生協同效應，尤其是在離島區少數族裔家庭的防疫工作及青少年培訓方面。

The main new services launched last year are as follows:

On February 1, 2021, our Council officially launched the 'NAAC Jockey Club "STEP by STEP" Blended Families Support Project'. The project is responding actively to the needs of blended families and assists these families to have smooth transition. It also aims to enhance family relationship and family functions.

Funded by the Home Affairs Department, the "Lantau Love - New Arrival Families Support Program" started on February 1, 2021, to serve the newly arrived families in Yat Tung Village, Mun Tung Village and other areas of Lantau Island.

The service from the newly established "B Square Outreaching Team for Ethnic Minorities" have synergistic effect with the TOUCH Support Centre for Ethnic Minorities, especially for the epidemic prevention work and youth training on the outlying islands.



◀ B Square 的耀眼互動流動車於社區游走
"Bright Share" Mobile Lorry by NAAC B Square
roaming in the community



▲ 新來港家庭親子農莊
Parent-child Farm Day for new arrivals families

在疫情肆虐的一年，除了家庭及兒童福利服務部的必須服務外，其他服務，尤其是發展及預防服務，皆要突破實體活動的局限。

家庭服務單位獲多個熱心團體及人士捐贈米糧及防疫物資，以協助基層家庭渡過疫下的難關。針對學童在家上課的需要，善長更提供手提電腦、平板電腦、兒童寫字枱、流動數據裝備及數據咭等，協助低收入家庭兒童改善在家學習的配備，也藉此鼓勵兒童及青少年在此階段積極裝備自己。

學前教育駐校社工服務在 COVID-19 疫情影響下，回校學生人數減少。期間，駐校社工提供網上及上傳教育短片，為家長提供重要的教育資訊。社工亦為老師提供工作坊，加強辨別有需要服務對象的能力、增強老師提升幼兒自我情緒管理的能力等。

兩間單身人士宿舍在疫情下住宿人數減少，但宿舍維持嚴謹防疫工作，繼續維持正常服務。同時爭取時間，運用基金積極改善宿舍環境，包括安裝冷氣機、為房間內的木板間隔更換為金屬板及更換座廁。

疫情未停，催促我們去改變及發展新服務模式，支援有需要的家庭，亦反思更多人與人之間的關係建立，個人與家庭等未來發展。

During the epidemic 2020, except essential services under the Family and Child Welfare Services, other services, especially development and prevention services, have to break through the physical service delivery mode.

Family service units have received rice donations and epidemic prevention materials from several generous and kindhearted groups or individuals to help the grassroots families overcoming difficulties during the epidemic. In response to the needs of school children at home, laptops or tablets, children's desks, mobile data equipment, and data cards are donated to children from low-income families. It improves their home learning equipment and encourages children & young people to equip themselves for the future.

The number of kids stayed in pre-schools has decreased due to the impact of the COVID-19 epidemic. During this period, school social workers provided both online and uploaded educational videos to facilitate parents to access important educational information. Social workers also delivered workshops for teachers to strengthen their ability to identify service targets and enhance teachers' ability to improve children's emotion management.

In the two hostels for single persons, the number of people staying there decreased during the epidemic, but the dormitories maintained a strict epidemic control and continued to operate normally. At the same time, they actively acquired funding to improve the hostel environment, including air-conditioners installation, replacement of the wooden partition to metallic partitions, and toilet bowls.

The epidemic has not abated yet, it has catalyzed changes and development of new service models to support families in need. It also facilitates our reflections on relationship between people, individual and families development in the future.



◀ 基層家庭人人有網上
Everyone can online

服務統計 Service Statistics

東涌綜合服務中心 Tung Chung Integrated Services Centre

會員人數 Number of Members 1,528

新開或重開的個案數目 Total Number of New/Reactivated Cases 456

市區單身人士宿舍 Urban Hostel for Single Persons

市區單身人士宿舍名額 Capacity for Urban Hostel for Single Persons 312

家庭支援網絡隊 Family Support Networking Team

透過外展方式新接觸的有需要住戶數目
Number of Vulnerable Household Newly Contacted through Outreach Attempts 440

少數族裔人士支援服務中心 Support Service Centre for Ethnic Minorities

家庭會員數目 Number of Family Members 2,615

融方少數族裔外展服務隊 B Square Outreach Team for Ethnic Minorities

新接觸人士 New contacted users 1,098



▲ ► 少數族裔青少年一起參與工作坊，學習手繪瓷器
A group of ethnic minority teenagers joined a workshop to draw chinese tradition





▲ 暖心助夢成
MAKE A WISH for underprivileged families



▲ 少數族裔家庭開心地接受手作禮物
Families from Ethnic Minorities Group are grateful to receive the handmade heart-filled gift bags from donors



▲ 宿舍端午節包糰活動
Making rice dumplings to celebrate the Dragon Boat Festival



▲ 「樂滿鬆一鬆」親子遊戲日
Relax Zone - Parent-Child Game Day



▲ 單身人士宿舍園藝小組
Gardening Group in Single Persons Hostel

鄰舍故事：文青工房 - 青年創業體驗計劃

Neighbourhood Story : TaiPoduction - Theme of cultivating young entrepreneurs

現年就讀中五的阿包，曾自覺對將來的個人發展感到迷茫，認為日後的升學及職志道路並不明朗，亦感到社會沒有希望。在機緣巧合下，她參與了TaiPoduction的市集擺賣活動，從此找尋到「可能的自己」！

阿包既是個愛玩的女生，日常較喜歡跟朋友一起，原來她也是一個對編織手作情有所鍾的人。經她編織出來的耳環，總是令客人感到滿意的。其實，她初學習編織時，是小組當中落後的一個，她因而提起幹勁，一步一步追回進度，更研發出獨有的方式去編織具文青風格的款式，令其作品一度售罄並需追加製作應市。阿包的成功，不單只是因為作品的銷情，也有她堅持不放棄的態度，最終能漸漸地成為一個對自己有信心青年。



TaiPoduction 是一個以培育青年企業家為主題的項目，期望藉推動青少年透過體驗創業的歷程，從而裝備他們未來可應用的軟技巧及能力，如策劃、統籌、溝通、合作、應變、自信心等方面。

TaiPoduction 發展一年多至今，積極開拓花藝的製作及銷售的嘗試，年青花藝師及其作品曾先後在多個節日項目亮相，包括情人節的花杯、母親節的花籃等，讓社會人士有機會欣賞到他們各式各樣的花藝作品之餘，也感受到年青人在計劃裡的所學與成長。展望將來，TaiPoduction 會加強發展青年人的創業體驗之深度，成就他們的無限可能。



Belle who is currently studying in Form 5, was once confused about her future development on education pathways and career aspiration. By chance, she has participated in TaiPoduction's which facilitated the formation of her "possible self"!

Belle is a young people who loves to play and she always stays with her friends. It is founded that she is fond of knitting. The earrings woven by her can always charm the customers. In fact, when she first learned to knit, she was the one whose skill lagged behind in the group. She did not give up but she put more effort in catching up step by step. She later developed her own way of knitting in a youthful styles. Her products were all sold out and many customers made re-orders. Belle's success is not simply because of the sales effort, but more because of her persistence in not giving up. That's the reason why she can gradually become a young people full of confidence.

TaiPoduction is a project with the theme of cultivating young entrepreneurs. It is expected that through the experience of entrepreneurship, young people can equip with soft skills and abilities that can be applied in the future. We target to provide youth with skills like planning, coordination, communication, cooperation, adaptability and self-confidence, etc.

TaiPoduction has been in development for more than a year and has been actively exploring the production and sales of floral art. Young florists and their products have appeared in some festivals, including Valentine's Day flower cups, Mother's Day flower baskets, etc. All these are giving the community a chance to appreciate their floral works and witness their growth. In the future, TaiPoduction will strengthen the depthness of the entrepreneurship learning and pave way for infinite possibilities exploration.



服務報告 Service Report

去年，青少年服務部以回應疫情需要、青年企業家培訓、青少年精神健康為工作重點。

Last year, the division set our work focuses on: Addressing social needs arising by Covid-19, Youth entrepreneurship, Mental health of Children and Youth

回應疫情需要

在疫情的影響下，未能舉辦實體活動，社工們都費盡心思，以不同主題及方式去製作互動的網上活動，如『利是封製作』、『科學小實驗』、『藝術好心情禪繞』等等，務求讓留在家中的青少年也可以積極抗疫，同時促進成長。疫情下，青年義工定期致電慰問長者，並於疫情好轉時，為居住於大嶼山偏遠地區的長者送上防疫物資。

對於基層家庭而言，疫情帶來最大的影響是經濟方面。有見及此，『築喜大埔』計劃接觸區內的基層家庭，幫助他們發掘其強項及需要，一同建造互助社區，共同抗疫。本會有幸獲得香港城北扶輪社的支持及贊助，獲捐贈 100 個打氣福袋給予基層家庭。

Addressing social needs arising by COVID-19

Under the influence of the COVID-19, no physical activities could be held. Social workers organized interactive online activities with different themes and methods, such as "Red Packet Production", "Science Experiments" and "Zentangles", etc. so that the children and youth can stay safe at home and at the same time maintain personal growth. During this particular hard time, youth keep contributing to community. Our young volunteers regularly make calls to elders to show care and concern. When the epidemic improved, they sent prevention materials to the elders living in remote areas at Lantau.

Many grassroots families are suffered from financial challenges due to the epidemic. Many of them became unemployed or underemployed. In view of this, Project "Build Up Tai Po" contacted grassroots families to help them discover their strengths and needs, and build up a mutual help community together. The families also received support and sponsorship from the Rotary Club of Hong Kong City North whom has donated 100 cheering bags to grassroots families.

青年企業家培訓

青年企業家培訓方面，「Coffee Bunny」延續其發展優勢，繼續致力培養青年咖啡師去推動咖啡文化，並提供試業機會，讓他們獲得寶貴的實戰經驗。「TaiPoduction」則培育了一班對花藝充滿熱誠的青少年，他們積極開拓商機，通過創業體驗去提升自我。

Youth entrepreneurship

Youth entrepreneurship scheme was a strategy to train up young people's soft skills for their future. "Coffee Bunny" continued to develop and trained up young baristas to promote coffee culture, and provided trial business opportunities so that they can gain valuable practical experience. "TaiPoduction" has nurtured a group of young people who were passionate about flower art. They actively engaged in various "business" opportunities and improved themselves through entrepreneurial experience.

青少年精神健康

精神健康在近年備受關注。通過「和諧粉彩工作坊」，部門讓學生抒發內心感受。「喜樂同行計劃」提供教師工作坊、家長及學生講座、成長小組及義工訓練，並製作打氣包送贈給應屆中學文憑考試考生，給予支持和祝福，帶出無限的正能量。部門還邀請了「年輕媽媽計劃」的參加者擔任嘉賓參與 IG 直播，分享她們的興趣及技能，包括：化妝、美甲及烹飪等。同時分享照顧子女們身心靈的需要，並肩同行。

Mental health of Children and Youth

The mental health of children and youth was under our attention in recent years. Through the "Harmony Pastel Workshop", students can express their feelings. The "Happy Go Programme" provided teachers workshops; parents & students lectures; growth groups and volunteer training. We also made cheer-up packs for DSE students to provide support, blessings & positive energy. Participants of the "Young Mothers Project" were invited to participate in the IG live broadcast as guests to share their interests and skills; including makeup, nail art and cooking. At the same time, they also shared the ways to take care of the children's body, mind, and soul.

服務統計 Service Statistics

青年個案數目 Number of cases	1,367
服務人次 Number of people served	85,343
策略伙伴數目 Number of strategic partners	53
回應社區需要計劃 Projects responding to new social needs	24



▲ Coffee Bunny 為 Botanic Union 會員提供咖啡服務。
Coffee Bunny popping up in Botanic Union.



▲ TaiPoduction 情人節在旺角的市集擺賣，反應不俗！
TaiPoduction's sales market in Mong Kok on Valentine's Day, the response was good!



▲ 藝術好心情工作坊
Art Improves Wellbeing workshop



▲ 喜樂同行計劃 義工訓練
Stay Along with Joy and Happiness-Volunteer Training



▲ 中三級同學們正在運用不同大自然材料，去製作屬於自己的一片「天地」，從藝術治療活動發掘內心。
Through the art therapy, S3 students were using different natural materials to create an artwork representing themselves.



▲ 專業演員郭爾君及陳衍彤參與演出，令年青人獲益不少。
Professional actors Alma Kwok and Caryl Chan took part in shooting. Adolescents were benefited in the process.



▲ 短片「安慰禁忌」拍攝出由年青人選出最不受歡迎的安慰說話，帶出聆聽的重要性。
Short film "Taboo of comforting" showed the most unpopular sentences when comforting others to emphasize the importance of listening.



▲ 青年義工向長者講解急救知識
Youth volunteers explained first aid knowledge to the elderly

鄰舍故事：樂齡科技 • 連繫人心

Neighbourhood Story : Gerontechnology – Social Connection

過往我們運用樂齡科技支援各項不同的認知及復康訓練、健康管理等，同時亦教授長者使用智能產品，增加他們接觸資訊科技的機會，希望將科技融入長者生活。面對疫情的洗禮，雖然保持社交距離，但我們更致力透過樂齡科技，拉近人與人及社區之間的連繫。

在疫情期間，部份長者因疫情未能與外地親友見面。加上隨著移民潮的出現，更多長者與其家人分隔兩地。我們在長者中心舉行的「鄰舍 FUNFUN 中賞見您」計劃作為一個試點，特別為他們安排視像會面！

潘婆婆已多年沒有聯絡妹妹，當初她只抱著成功參半的心態，拿著寫有妹妹在美國三藩市的電話號碼字條前來中心。在潘婆婆與妹妹成功聯繫前，可說是幾經波折！我們嘗試了三個不同的通訊軟件、致電二十多次電話都無人接聽，潘婆婆漸漸失望並想放棄，但我們繼續堅持，用盡所有方法，務求讓潘婆婆與妹妹見上一面，在我們鍥而不捨的努力下，最終成功越洋聯繫上。

在三十多分鐘的視像見面中，二人盡訴生活逸事及分享身體近況，無所不談，可見兩姊妹感情深厚，而她倆相見一刻更表現得激動同眼泛淚光。視像接近尾聲時，兩姊妹顯得意猶未盡，更是依依不捨，彼此約定要盡快再安排進行視像通話。在我們的協助和指導下，兩姊妹已自行再安排視像見面。「疫情無情，人間有情」，完全可彰顯在姊妹二人身上。



◀ 在三十多分鐘的視像見面中，二人盡訴生活逸事及分享身體近況，無所不談。
Through the 30-minute video conferencing, they talked about everything: their lives, health and experiences.

In the past few years, we have been actively utilizing gerontechnology to support various cognitive and rehabilitation training, health management programmes, etc. At the same time, we taught elderly on how to use smart products to further expose themselves to information technology, and that in turn integrate the technology into their daily lives. During the COVID-19 pandemic, although we are advised to keep social distance, we are more committed to bring closer both the elderly and the community through gerontechnology.

During COVID-19 pandemic, some elderlies were unable to meet their families and friends especially those in foreign countries. Besides, with the surge of emigration waves, more elderly were separated from their families. In light of this, our elderly service centres have implemented a pilot programme "Meet With You", to arrange video meetings to elderlies in need.

Madam Poon has lost contact with her sister for a few years already, who lives in San Francisco. She went to our elderly centre to seek help. We tried several different communication channels; and even made calls for over 20 times but still could not reach her sister. Even though Madam Poon was disappointed and wanted to give up, we still kept trying. Eventually, Madam Poon and her sister were connected.

Through the 30-minute video conferencing, they talked about everything: their lives, health and experiences. In the end of meeting, they were reluctant to part and promised to meet again soon. With our assistance and guidance, they were able to arrange video meeting by themselves.

樂齡科技 • 連繫生活

疫情期間，縱使長者足不出戶，各服務中心透過不同社交平台的網上直播功能，與長者和家人一同漫遊社區，用眼睛遊世界。也透過視像會議，持續學習，保持社交生活，使長者保持與社會接觸，將科技融入生活，鼓勵長者持續學習及使用資訊科技。

Gerontechnology – Connecting Lives

During the pandemic, our elderly service centres have arranged live webcast in various social platforms, in which elderly and their family members could participate community tours online. We also continue to promote online learning to elderly by using latest technology products. We hope to enhance life-long learning and integrate technology to elderly's daily lives.

服務報告 Service Report



▲ 「愛在山景 樂聚富泰」修繕竣工典禮
The Renovation Completion Ceremony of TISE & FNEC

過往一年，面對疫情，本會長者中心及日間護理服務中心，只能提供有限度的服務。然而，同事們仍然努力不懈，善用樂齡科技，構思很多創新而有效的服務計劃。而家居照顧服務及院舍服務，無懼疫情，無間斷地維持正常服務，努力支援長者，突顯專業的精神。因應疫情的需要及老齡化的趨勢，本會安老服務獲得不同的新資源，也獲得廣泛的社會支持。

疫症無情 • 人間有情

面對疫情肆虐，各中心全力支援長者，一起對抗疫情的威脅，透過電話與服務使用者聯絡，了解防疫及生活需要。事實上，不少長者在此期間都是缺乏防疫物資，生活顯得徬徨。不少社區團體在疫情期間仍然活躍回應及支援長者的需要。因此，他們主動聯絡本會，籌集大量防疫物資及食物，長者服務單位肩負統籌及分發的工作，並帶領不少義工協助派發物資，表達關懷。

樂齡科技 • 連繫人心

疫情令長者留在家中，不能外出，社區活動減少了，人際間的關係變得疏離，很多長者都感到孤單。本會透過樂齡科技，協助長者繼續與社區結連。透過社交媒體及視像通訊等工具，並網上直播向服務使用者發放訊息，與他們保持聯繫之餘，亦透過視像會議工具進行各項的小組活動及訓練。

Facing the epidemic in the past year, our elderly centres and day care centres could only provide limited services. Even so, we were still striving for the best to make a good use of gerontechnology and implement many innovative as well as effective service plans. Besides, our home care services, and residential care services units maintained services to support the needy elderly without any interruption. In response to the need during the epidemic and the aging trend in Hong Kong, Our Council has obtained a wide variety of new resources and extensive social supports.

"The epidemic is merciless, but the community is merciful"

Facing the epidemic outbreak, we made our best effort to support the elderly to combat the threat of COVID-19. By means of consistent and frequent phone conversation, we understood the needs of our service users by which we could effectively mobilize necessary resources to support them. In fact, plenty of elderly was lack of epidemic prevention materials in which they were physically and emotionally stressful during the outbreak. Community service groups and organizations were still active in terms of helping and supporting the needs of the elderly people. Also, they initiated collaboration with us and many volunteers have assisted in a large scale collection and distribution of food as well as epidemic prevention materials; to show their concerns to the elderly.

"Gerontechnology Connecting with People"

This particular epidemic deeply impacts the social engagement of the elderly in which social relationship is drastically and negatively affected, that greatly raises the concern of elderly loneliness and helplessness. Through the use of Gerontechnology, it helps elderly to improve and maintain interpersonal connection within the community. Our Council also utilizes social media and video conferencing so that the service users could keep in touch with their loved ones and friends. Besides, we conduct group activities and training using online tools.

本會應用科技，聯繫 10 間長者中心，在多個社區推行多次超過 200 人網上參與的家居健康及運動，以及免費線上義診的服務，成效十分理想。

本會再獲政府資訊科技總監辦公室撥款 180 萬元推行另一期兩年的長者外展服務計劃，名為「愛·科技 # 愛·傳耆 #」，計劃會為本會服務的體弱長者及隱蔽長者提供資訊科技服務，提升長者更懂得使用科技，融入生活當中。此外，本會與聯合醫務集團合作進行「遠端醫療義診服務」先導計劃，為屯門區長者及復康人士提供免費視像診症，如果有需要配藥，聯合醫務集團會即日安排速遞送藥物至本會服務中心，費用全數資助。

認知障礙症支援服務

本會一直關注長者認知障礙症的問題，每年 9 月 21 日的「認知障礙症日」，本會為響應以及喚起社區人士關注認知障礙症患者及照顧者的需要，舉辦了「鄰舍與你·世界認知障礙症日」。當日採用「鄰舍頻道」進行 youtube 直播，內容包括護老者真情分享、臨床心理學家及專業社工的回應、齊齊操練「醒腦耆樂操」運動。

By using technology, our Council coordinates 10 elderly service centres from different districts, in which with more than 200 elderly have participated virtual home-based health exercises. Besides, our Council works with some tele-medical health care services to offer free online medical consultation for the elderly. The overall effect was excellent.

Our Council has received a fund of \$1,800,000 from the Office of the Government Chief Information Officer (OGCIO), to launch another 2-year of ICT outreach programme for the elderly named “#lovin tech #lovin eld”. In this project, we provide support and training to the frail and hidden elders to use smartphones and tablets in their daily lives. Besides, our Council has collaborated with UMP Healthcare Holdings Limited (UMP) to pilot the “Free Tele-medicine Service” in Tuen Mun District. UMP also provides free medicine dispensing service to the clients in need.

Dementia Support Service

Dementia Service is one of the foci in our elderly service. To respond and raise community awareness of the needs of elderly with dementia and their caregivers on 21st September “World Alzheimer's Day”, our Council broadcasted “Neighbours and You, World Alzheimer's Day” on “NAAC Channel”, a youtube live channel. The broadcast featured experience sharing from caregivers, professional view points from clinical psychologist and social worker, as well as conducting brain exercise for audience.



▲ 耆樂健康動起來
Online training for Physical Exercise

護老者支援服務

護老者支援服務是本會安老服務重點之一。去年，部門舉辦一連串活動，藉以肯定照顧者的貢獻、為照顧者打氣及尋求更多喘息的空間。我們舉辦了「護老者加油大行動 - 我們一樣是主角」計劃，為護老者送上窩心禮物、交換加油打氣卡等。計劃在 2021 年 3 月 14 日舉行加油大行動，分享照顧者的經驗、心聲及需要。活動以線上形式，聯同 10 間長者中心 100 多位參加者及線上 140 多個家庭，並邀請藝人黎燕珊以嘉賓主持去分享及與護老者互動。



▲「#愛 • 科技 #愛 • 傳耆」計劃
Programme named "#lovin tech #lovin eld"

Carers Support Service

Caregivers Support Service was another focus of our elderly service. Last year, we organized the "Caregivers Cheer-up Campaign", aiming to recognize the contribution of caregivers, cheer up caregivers and promote "me time". The campaign included several programmes, such as presenting thoughtful gifts to caregivers, cheer-up cards exchange, and caring stories shared on Facebook. On 14th March 2021, a large scale event was jointly organized by 10 elderly centers through live webcast. Ms. Lai Yin Shan, Eva, a notable celebrity was invited as guest to share her experience and interact with the caregivers. During the event there were more than 100 live participants and 140 families joined online.

長者日間護理中心 • 「是照顧，也是生活」

本會長者日間護理中心本著「是照顧，也是生活」的服務理念，為長者提供模擬茶樓的實景及進行飲茶活動，於 2020 年 11 月底在機構 FACEBOOK 專頁出帖後，在網上得到很大的正面迴響，並得到到傳媒的廣泛報導及專訪。

Day Care Centre for the Elderly • Not only "Tender care" but also "Daily life"

"Not only Tender care, but also Daily life" is the mission statement of our Council's Day Care Centre for the Elderly. The traditional Chinese restaurant, "Yum Cha" simulation activity was organized for the service users which were so well received with extensive media coverage in Agency Facebook at the end of November, 2020.



▲ 模擬飲茶活動
Stimulated Chinese restaurant and Yum Cha activities

無懼疫情的家居照顧服務

疫情期間，本會五區家居照顧服務的同事，無懼疫情，仍然無間斷地提供服務，支援近 2,500 位長者個案，並籌募更多的防疫物資及加強義工關懷工作，讓這個艱難的時刻，長者獲得更有效的支援。在疫情嚴重的階段，本會九龍中聯網離院家居支援隊於重災區中工作，慈雲山爆發疫情期間，社區氣氛令人恐慌，同事們雖很多擔心，但每一刻仍然堅守崗位，全力以赴為服務使用者提供所需的服務，表現出專業的服務精神。



Non-stop Home Care Services

During the epidemic, our home care service teams from five districts adhere to provide continuous services, supporting nearly 2,500 elderly cases. Besides, we tried hard to collect epidemic prevention materials and daily necessities; and strengthened volunteers support service for the elderly in need in this challenging moment. Moreover, during the height of the epidemic, Kowloon Central Cluster Integrated Discharge Support Programme for Elderly Patients — NAAC Home Support Team worked in the hardest hit area; in particular during the community outbreak in Tsz Wan Shan. There were great fear in the community but our staff still stood fast in their positions and provided their professional services to the needy.

◀ 義工出錢出力推廣防疫工作
Volunteer visit for anti-epidemic programme

未來計劃

未來一年，社會仍然有不少的變化，疫情帶來不少社會需要，包括貧窮問題、身心健康及移民潮帶來種種的問題，例如孤單感、缺乏支援、照顧者壓力等。本會仍會致力發展各項不同的專業介入、樂齡科技及人材培訓等，能夠更有效幫助不同需要的長者。

Future Plan

In the coming year, we can still perceive changes in society with pandemic. Social needs may arise such as poverty, healthcare; various elderly problems caused by emigration, such as loneliness, lack of support, and caregiver stress etc. Our Council will strive hard to develop various professional intervention approaches, active application of gerontechnology and staff capacity building, in order to deliver effective services to the elderly.

服務統計 Service Statistics

長者中心會員數目 Membership of Elderly Centre	8,743
長者中心輔導個案數目 Counselling Cases Served	1,719
隱蔽長者個案數目 Hidden Elders Cases Served	333
長者日間護理中心服務長者數目 Day Care Centre Cases Served	411
安老院舍個人關顧計劃完成院友數目 Care & Attention Home Finished ICP Cases Served	105
綜合家居照顧服務個案數目 Integrated Home Care Service Cases served	1,391
離院計劃家居照顧服務個案數目 Home Support Team Cases Served	1,032
關愛基金「支援身體機能有輕度缺損的長者試驗計劃」個案數目 Mild Impairment Service Cases Served	465
長者社區照顧券試驗計劃服務長者數目 Community Voucher Pilot Scheme Cases Served	56
智友醫社同行計劃服務個案數字 Dementia Community Support Scheme Cases Served	54
護老者支援服務護老者數目 Carer Support Scheme Cases Served	1,877



▲ 模擬天后誕活動
Simulated "Tin Hau" birthday event

◀ 921 世界認知障礙症日特備節目
"Neighbours and You, World Alzheimer's Day" in NAAC Channel



▲ 餵上門活動，送上溫暖及食物予長者
Food Delivery Program, Love and Concern Action



▲ 常做運動身體好，雲端記錄數據足
Regular exercise for good health with supporting by big data

◀ 自主健康活動
Self Health Management Programme



▲ 朋輩指導的科技學習
Peer coach for technology learning



▲ 護老者加油大行動
Programme named "Carer Cheer-up Campaign" to encourage the carers



▲ 康齡社區大學畢業典禮
Graduate photo for Elderly Academy



▲ 頭腦鍛鍊的手遊班
Cognitive training with smart device

鄰舍故事：願望成真——我要去旅行

Neighbourhood Story: Make our wish come true — Finland Tour

2020年怡東軒秋季宿舍會員大會中，會員們表達：「我好想去食聖誕大餐呀！」、「我想坐飛機去旅行！」、「我想見到聖誕老人…」。

同事之後努力地研究如何在疫情下去滿足會員想外出過聖誕節的心願。

為了達成會員的心願，2020年12月19日怡東軒為院舍會員安排了「怡東初啟航—芬蘭北極光之旅」模擬旅行活動。同事力求做到逼真，在場景設計、道具、食物及活動準備，均認真地作出安排，務求令會員像置身實境中。當中在「登機」場景時，有穿著航空製服的同事作地勤、在「機上活動」中，均有打扮像空姐的同事派發聖誕大餐及特色飲品、於「入境」時，有穿著製服的職員幫忙蓋印；到達目的地「芬蘭」時，也有導遊作當地深度體驗欣賞北極光和進行手工藝及薑餅製作等。在參與過程中更同時融合社交訓練元素，如過境需要排隊、學習保管個人的機票及護照，讓會員可以在日後實際生活中應用得到。

活動中聽到會員興奮地說：「機票上有我個名啊！」、「我要飲奇異果汁。」、「好開心過聖誕節！」、「北極光好靚！」，可見他們十分投入活動當中。他們那愉快天真的笑容，正是我們最大的鼓勵！

"I wish I could have a big Christmas feast!" "I wish I could travel by plane!" "I wish to see Santa Claus." These are the wishes expressed by our members in the members' meeting of Excelsior Manor in 2020. Our staff tried hard to study how to make their dreams come true during Christmas.

On 19 Dec 2020, Excelsior Manor arranged a simulated travelling activity namely, "Excelsior Airline – Aurora in Finland". Staff designed every details of the programme to make it as real as possible, for examples, staff wore uniform acting as the cabin crew at the boarding scene; staff dressing as stewardess to serve the airline meal of Christmas feast with special drinks; hostel and working place turning into airplane and Finland with Aurora; staff acted as tour guide to teach aircraft and ginger biscuits. Members participated in the simulation programmes could also learn social skills in different contexts, such as how to queue up for import and export at "Immigration"; learn to properly keep their "boarding pass" and "passport" that all could be applied in daily future.

We heard our members' hurrahs like: "There is my name printed on the boarding pass!", "I would like a glass of Kiwi juice!", "I'm happy to have these during Christmas!" "The Aurora is so beautiful!" These all prove that the experience is so enjoyable and remarkable to them. The happiness shown through their eyes and glittering smiles is our greatest reward.



◀ 「空姐」派發聖誕大餐及特色飲品

Staff served the airline meal of Christmas feast with special drinks



▲ 「怡東初啟航—芬蘭北極光之旅」機票

The boarding pass of "Excelsior Airline – Aurora in Finland"

服務報告 Service Report

在上半年，新型冠狀病毒疫情肆虐，無論社區服務還是宿舍同工均緊守崗位。儘管暫停開放中心服務，服務單位仍費盡心思，盡力跟隨衛生防護中心指引的同時，在可行情況之下，運用創新手法，盡可能提供服務，以延緩服務使用者衰退情況。日間服務單位的職員透過電話、視像通話等，讓服務使用者及其家屬保持聯繫，並聯繫不同捐贈團體幫助他們面對疫情所帶來的各種挑戰，期間的工作包括：

- 聯絡善長捐贈抗疫用品如口罩、搓手液、消毒濕紙巾、食物等贈予家屬；
- 按服務使用者的興趣及需要拍攝教育短片，鼓勵他們在家一起參與音樂、舞動、健體等活動；
- 借出訓練物品及教材給個別使用者在家進行訓練；
- 郵寄訓練、活動材料予使用者，讓他們在家也可以跟著短片進行活動及持續鍛煉曾接受的個別訓練；
- 透過實時課堂，讓使用者及家屬可以直接透過線上參與小組活動，包括做手工、運動及跳舞等；
- 由導師與職員拍攝及製作教學片段，定時向家屬及使用者發放。

而「新界西日間社區康復中心」亦因疫情於7月中再爆發，暫停了復康治療服務，只提供日間照顧/暫顧服務予有需要使用者。為了減少因暫停服務對使用者產生之負面康復進度，透過網上平台，治療師會指導使用者進行家居運動。一些服務使用者如中風康復者，護士及社工更會一起同步在線去關心其生理及心理健康情況。使用者一般反應十分正面，每次在線上時也十分開心。其後，社工也透過線上小組形式與中風使用者進行輔導，建立其正能量。而未能上網的服務使用者，治療師會以電話形式跟進家居運動情況；另也會致電日間照顧/暫顧服務使用者之家人關心其壓力及身心需要，以便提供適時支援。



▲ 透過網上平台，治療師指導使用者進行家居運動。
Therapist conducted sports activities via online platforms.

Though Coronavirus prevailed in the first half of the year, our staff from the community or residential settings still stood fast for the benefit of our service users. Following the guidelines from Centre for Health Protection, Department of Health, our centre based service units have applied innovative ways to provide essential services to avoid health and functional deterioration of our service users. Staff at our day service units kept contacts with service users and their carers through technology platforms, connecting organizations and companies for kind donations during this pandemic period.

Our works to support our service users during pandemic included:

- Soliciting donors for facial masks, hand sanitizers and food support;
- Producing educational video clips for their entertainment and promoting music appreciation, dancing, and sports activities at home;
- Lending out training materials for service users' home training;
- Mailing out training materials to service users to sustain home based training;
- Providing online training and group sessions such as via art & craft, sports and dancing;
- Sending out photos and video clips by tutors and staffs to our service users and their carers for periodical updating.

As for NT West Community Rehabilitation Day Centre, only day care/respite services were provided in Mid-July due to the outbreak of pandemic. In order to reduce the negative impacts on rehabilitation service suspension, therapist conducted sports activities via online platforms. For users with stroke, nurses and social workers joined hosting online sessions to attend their physical and psychological conditions. Users were with positive feedbacks and enjoyed the online moments. Later, social workers delivered cheer up and positive energy boosting sessions for the stroke users. Therapists would call the service users whom are not familiar with online facilities to follow up their progress on home-based training. Staff would also call the carers of day service and respite service for care and concern, as well as providing appropriate services to them whenever in need.

至於「伴航家顧服務計劃」一直按社署抗疫指引，繼續提供到戶服務。單位亦開展遠程視像治療訓練及關顧服務。由於疫情持續，不少會員鮮有外出或社交機會，社工透過網上頻道建立會員互動遊戲平台，藉此陪伴會員一同居家抗疫，並以單向廣播頻道，每週向會員及照顧者發放兩次由單位製作之抗疫貼士。

宿舍方面，儘管暫停探訪及外出活動，各宿舍均發揮創意，在宿舍內運用創意、創科及環境改造，為服務使用者在原有生活地方，創造不同生活體驗，讓他們得以享受多姿多采的宿舍生活，當中包括了在社交媒體爆紅的「聖誕節芬蘭之旅」及農曆新年也有不同主題之「元宵市場」等。

學前特殊幼兒服務方面，陳蔭川欣康幼兒中心獲「火車頭基金」捐款，為特殊幼兒中心、早期教育及訓練中心，以及學習訓練津貼的學童購買「停課期間支援教材套」。教材套除了涵蓋六大範疇，亦包括根據治療師就該 SEN 類別的建議而制定的針對性教材，及促進親子關係、輕鬆學習、舒緩幼兒因停課而產生的負面情緒而制定的一般性教材。治療師及特殊幼兒導師會教導家長或幼兒在家中使用的教材套進行學習，並確保家長獲得適切的支援，讓家長更有信心與小朋友在家停課不停學。

除此以外，本部承接上年度藝術發展主題，在「藝術發展基金」的支持下，於「怡菁山莊」、「黃大仙展能中心」及「黃大仙康盛支援中心」，舉行以音樂、舞蹈、繪畫及戲劇等主題之培訓及公演活動。「怡欣山莊」亦獲得「伊利沙伯女皇弱智人士基金」撥款資助製作微電影《山莊日記》，劇本是取材自山莊會員的生命故事，改編成 3 個故事，而電影是由《說笑之人》導演區焯文先生執導。「屯門綜合就業服務中心」亦獲區議會撥款，結合義工與服務使用者的參與，率先完成製作全港首本「服務質素標準—簡易圖文版」，深獲好評。



▲ 怡菁山莊「元宵市場」
"Lunar New Year Markets" at Fairyland

As for Home Care Services for Persons with Severe Disabilities, it continued the home-based services in accordance with the guidelines of Social Welfare Department. They had also commenced video therapy and counselling sessions. Under the ongoing epidemic situation, many members were home bounded and lessened their social life. Social workers used web channels to have games, interactive activities, and cheers-up message twice a week to members and their carers.



▲ 「怡欣山莊」獲撥款資助製作微電影《山莊日記》，電影是由《說笑之人》導演區焯文先生執導。
Harmony Manor had also obtained support on microfilm production named "Manor Diary" which was directed by Mr. AU Cheuk Man.

For hostel services, carer visits and outings are suspended. All hostels used innovation to create a brand new hostel experience for service users. For instances, the Christmas Finland Tour by Excelsior Manor went viral in social media. Mocked up Lunar New Year Markets were set up in various hostels to promote prosperous and happy atmosphere.

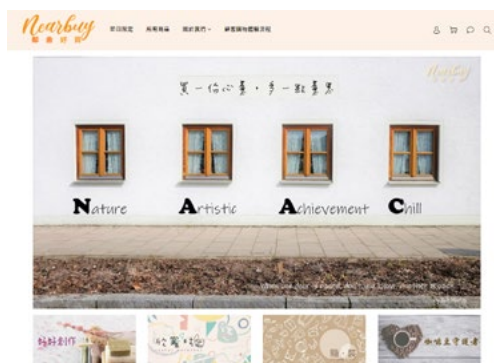
In the Chan Yin Chuen Child Enrichment Centre, our privilege to have support from Loco Foundation to purchase training kits during school suspension. The kits has covered six learning aspects, including SEN-focused suggestions by therapists and others general topics on parent-child relationship; relaxation; stress and negative emotion management. Teachers taught parents and children to utilize the training kits at home and to ensure them to obtain timely services. It served to sustain learning even in school suspension period.

Moreover, art development had continued at Fairyland, Wong Tai Sin Day Activity Centre and Wongtaisin Wellness Support Centre. With the support of Art Development Fund, we had launched different art projects, including music, dancing, drawing and drama. Harmony Manor had also obtained support from Queen Elizabeth Foundation for the Mentally Handicapped on microfilm production. The microfilm was named "Manor Diary", the story came from the real life of the service users, based on three story plots. The director of the microfilm is Mr. AU Cheuk Man. Tuen Mun Integrated Employment Services Centre applied Tuen Mun District Board funding and published of the first SQS accessible version for disabled people. With the concept of user's participation in design and content creation, service users could easily understand Service Quality Standards.

繼疫情於下半年回穩，不同服務單位亦重啟社區共融活動。「黃大仙康盛支援中心」申請黃大仙區議會的兩個計劃 - 「共建快樂健康社區 2020-2021」及「康盛·熱愛傳城計劃 2020-2021」在 9 月份起逐步開展。其中的「共建快樂健康社區」計劃也特別因本年疫情而製作了普及版正向精神健康書刊，以《樂融人生》為主題，讓區內的社區人士可以更簡單普及的方式獲得快樂。在 9 月及 10 月期間，共舉辦了三場培訓者培訓工作坊，向區內的社福機構同工教授分享樂融人生普及書刊的技巧，並在所屬服務單位將訊息傳播。此外，芬蘭航空及九龍巴士有限公司義工隊亦相繼進行首次與本會義工合作活動，開展長期合作伙伴關係。義工團體「兩地一心」於 2021 年 2 月 11 日（農曆年三十）親臨「樂盈聚家長資源中心」，捐贈及教導 SEN 家庭運用手提電腦。

疫情亦讓網購盛行，部門之網店 Nearbuy 於 2021 年 1 月 15 日正式試業，此網店之主題為「買一份心意、多一點意思」，主要為推廣部門內三間綜合就業服務及輔助就業服務之產品，讓大眾可以了解殘疾人士之能力，並由服務使用者協助統籌網頁的行政、財務、技巧支援及推廣發展工作。適逢新春佳節，機構推出之「賀歲慈善愛心糕」亦放在網店銷售，經過新春之推廣試業後，結果售出超過 400 件產品。

因為有著不同義工、商業及社區團體鼎力支持，我們在不同的挑戰中都能在愛及希望中渡過。



▲ 康復服務部之網店「Nearbuy」之主題為「買一份心意、多一點意思」
The motto of the on-line shop "Nearbuy" is "To buy and to give, it means much more than a gift."



▲ 培訓者培訓工作坊，向區內的社福機構同工教授分享樂融人生普及書刊的技巧，並在所屬服務單位將訊息傳播。
Workshops adopted 'train-the-trainer' approach to train our staff and other NGO colleagues on spreading happiness to their service targets

While epidemic situation was stabilized in latter part of the year, community volunteer and education services were resumed gradually. Wongtainsin Wellness Support Centre obtained the District Board funding on two projects – "To Build Happy and Healthy Community 2020-2021" and "Wellness and Passion in the City 2020-2021". The former project published an ordinary version of mental health booklet with the theme of "Easy pathway to happiness". In September and October 2020, there were three workshops adopted 'train-the-trainer' approach to train our staff and other NGO colleagues on spreading happiness to their service targets. Moreover, the later project recruited 30 disabled volunteers to launch a series of community inclusion and supportive network activities, to care the disabled and their families. Besides, volunteers from Finland Airline and KMB Co. Ltd. took initiative to contact our Council to deliver our first collaboration with our service units and prospected for long-term partnership. Volunteers from organization U-hearts had donated laptops to SEN children of our Togetherness Parents Resource Centre. At the Lunar New Year Eve, they taught them how to use the laptops and planned for further laptop donations.

The outbreak of pandemic boomed on-line lifestyles, our department launched the on-line window "Nearbuy" on 15 January 2021. The motto of the shop is "To buy and to give, it means much more than a gift." The shop focused now on marketing the products developed by our 3 IVRSCs and supported employment service, in a way to build an additional web-based channel to promote inclusion. The shop management was aided by service users from supported employment service in terms of administration, finance and promotion work. Simultaneously, the shop had kicked off a "Lunar New Year Cake" charity campaign with 400+ purchases which was extremely encouraging to this new initiative.

In addition to the continuous supports from various volunteers, commercial and community partners, we walk through the challenges with love and hopes together.

服務統計 Service Statistics

提供服務 Services Rendered	參與人次 Attendance
個別及小組訓練 Individual & Group Training	177,008
社交及康樂活動 Social & Recreation Program	105,458
輔導及個案工作 Counselling & Casework Service	33,813
服務使用者教育工作 Users' Education Service	11,602
社區融合活動 Community Integration Program	7,380
家屬工作 Parent Work	12,328
就業培訓及工作配對 Job Training & Job Matching	18,756
其他 Others	1,485

「怡東初啟航—芬蘭北極光之旅」“Excelsior Airline – Aurora in Finland”



▲ 排隊「過境」
To queue up for "Immigration"



▲ 薑餅製作
Making ginger biscuits



◀ 北極光
The Aurora



▲ 聖誕大餐
Airline meal of Christmas

怡菁山莊年宵市場 Lunar New Year Markets at Fairyland



▲ 「大小圓圈來拋樽」
"Tossing the bottle with circles"



▲ 「專注雜耍表演」
"Playing vaudeville" in the opening show

多姿多采的宿舍生活 Brand new hostel experiences for service users



▲ 怡逸居中秋賞月活動
"Enjoy the moon" at Healthy Manor



▲ 怡逸居炎夏水戰活動
"Water game" at Healthy Manor



▲ 微電影《山莊日記》拍攝
Microfilm "Manor Diary" Shooting



▲ 微電影製作
Microfilm Production



▲ 康盛家長鬆一鬆跳舞班
Wellness Parents relaxing dance course



▲ 康盛大使義工 DIY 手工袋班
Wellness Program DIY Handmade bag course



▲ 醒醒目上小一
To be a smart "P" one student



▲ 參與「兩地一心 --- 電腦捐贈計劃」的親子使用獲捐贈的電腦
The family who joined "Laptops donation programme held by U-HEARTS" used the donated laptop.



▲ 「Nearbuy」網店銷售「賀歲慈善愛心糕」
"Lunar New Year Cake" was sold on "Nearbuy" online shop.

◀ 機械人 Pepper 老師與小朋友開心上課
Teacher Pepper is teaching our students happily



▲ 疫情無阻溝通 用愛拉近距離
Love can make us closer even in times of pandemic

鄰舍故事：群策群力救社區 • 共同購買計劃

Neighbourhood Story : Working Together to Save the Community • Joint Purchase Project

「終於唔駛抬米抬得咁辛苦！」這是參與共同購買計劃阿容的心聲。

面對社區重建計劃，一群住在公共居邨的居民將要遷移至鄰近的新屋邨或接受其他的居所安置，座落於深水埗半山的白田邨正面對這樣的處境。邨內的店鋪、食肆普遍逐漸遷走，還未遷出的居民因而一般需要前往較遙遠的街市購買日常用品。舊屋邨的長者比較多，行動不便，需要乘坐小巴「上上落落」，更見吃力，因此，白田康樂家地區支援網絡計劃社工在區內以「擺街站」、「洗樓」方式，組織區內關心購物議題的居民，一起「度下橋」，策劃應對方法，最後成立了關注組。



▲ 阿萍於街站協助推廣「鄰舍義工購物團」
Ah Ping helps to promote the Joint Purchase Project in a street booth

關注組就社區上的各種需要進行討論，並提出多項建議，最後決定以共同購買的方法，組成「白田義工購物團」，每月為居民以成本價訂購日用品如廁紙、米及油，減輕生活負擔及購買壓力。成員參與十分積極，與社工隊一起落區物色提供價格合理的商戶、一起討論共購的執行細節、一起在區內擺街站宣傳共同購買計劃，一起舉辦每月一次的訂購活動。

阿萍是其中一位參與購物團的義工，她看到老人家拿用品回家時很吃力，認為共購活動可幫助老人家減輕辛苦，十分有意義；透過活動亦加深對社區的認識及找出解決社區問題的辦法，更重要的是能夠認識到鄰舍好友。

相信在社區發展隊與街坊群策群力下，居民能發揮助人自助精神，在社區內發光發亮。

"Finally, no more hardship to carry the rice back home!", cried out by Ah Yung who has participated in the Joint Purchase Project.

Facing the renovation plan of a public housing estate, the residents have to move to new established public housing estates or accept other resettlement housing nearby. Pak Tin Estate located in Sham Shui Po district is one of them where local small business and restaurants are either moving out or closing down. Residents who are still living there need to purchase their daily groceries somewhere far away from their homes. For the housing with relatively high elderly population density, they have to take mini-bus to the nearest market place that causing them great burden and inconvenience. Responding to this situation, the social workers of "Healthy and Happy Family in Pak Tin" Community Support and Networking Project mobilized and formulated a concern group to address the issue and derive innovative solution.

The concern group has discussion on various community needs and proposed possible solutions. Finally, they decided to form a "Pak Tin Joint Purchase Group", aiming to use group purchase on daily necessities, like toilet paper, rice and oil at cost to reduce their burden and relief their pressures by daily purchase. Group members actively participate in sourcing and bargaining for a reasonable price with local stores in Sham Shui Po, discussing the implementation process, promoting the programme through street stations and launching monthly ordering activities.

Ah Ping, one of the active volunteers, believed that the joint purchase programme was so meaningful that it offered great assistance to the elderly, who had hard time in lifting heavy items back home. Moreover, it makes her further understand her community and raise her awareness in finding solutions for social problems. Most importantly, making new friends in the neighborhood is her greatest reward.

We strongly believe that with close working relationship with community, we can help the residents not just be self-sustained, but also uphold the spirit of self-help in the community.



◀ 阿容滿心歡喜的來提取共購物品
Ah Yung collects the purchased items with grace.

服務報告 Service Report

去年本會積極參與協助新屋邨居民適應計劃，在勞工及福利局社區投資共享基金的撥款支持下，共有三隊新社工隊投入服務，分別是位於屯門欣田邨的「欣田 Joyful 友善伙伴計劃」、白田邨的「『白田康樂家』地區支援計劃」及石硤尾邨的「『樂活石硤尾』地區支援計劃」。在疫情下，三支社工隊主要透過派發防疫物資、協助申請各項津貼、福利，個案跟進等方法去認識街坊；並製作社區資源冊，讓居民能更快掌握各項社區資源。由於白田邨及石硤尾邨新屋邨尚未落成，社工隊主要工作是透過問卷調查了解居民在搬遷上的關注，並透過組織各項活動及鼓勵居民關注待清拆屋邨居民的共同需要，好使居民由服務使用者轉化為社區義工。

面對 2020 年的新冠肺炎疫情，早期服務使用者面對防疫物資嚴重不足。在防疫需要下，各單位只維持有限度服務，並集中於募集及派發防疫物資，如口罩、福袋、防疫包、消毒噴霧、酒精搓手液等物資。疫情亦令到服務使用者面對不少衝擊及困難，例如經濟活動銳減下的失業問題，就此，社區發展部聯同家庭及兒童福利服務部一同推行兩項計劃，為失業人士提供支援，包括整理本會的職位空缺資料，每週分區向服務使用者發放；舉辦分區招聘會，借助機構內及一些企業所提供的職位空缺，向待業的服務使用者提供搵工機會。三場招聘會分別在東涌、屯門及深水埗區順利完成。



Last year, our Council is dedicated to help the adaption of residents whom have moved to new public housing estates. Sponsored by Labour and Welfare Bureau Community Investment and Inclusion Fund, three social service teams including Yan Tin Joyful Partnership Project in Tuen Mun, "Healthy and Happy Family in Pak Tin" Community Support and Networking Project, as well as, "Health and Sustainable Life in Shek Yip Mei" Community Support and Networking Project, are established. During the height of COVID-19, the three teams mainly focus on distributing epidemic prevention materials, helping residents to apply funding, case referrals for welfare services, and so on. Moreover, our teams have published community resource booklets for residents so that they can better understand their community resources. Because new Pak Tin Estate and Shek Yip Mei Estate are still under construction, our teams can better understand the resident's main concern in particular moving and relocation through questionnaire. Our teams have also organized activities to collect common concerns of the residents; encouraging them to actively participate in community service and transform their roles from service users to community volunteers.

During the peak of COVID-19, our service users were seriously affected with shortage of the protective materials. Moreover, our centres could only provide limited essential services under restriction measures. During this period, we could only focus on searching for donation on protective materials and distributing them to our service users. In addition, epidemic also caused a tremendous impact and hardship on the service users, for instance, unemployment due to economic downturn. In view of this tough situation, our Community Development Division has joined with the Family and Children Welfare Service Division to launch two programmes to support those unemployed in our communities. The first one is to keep our service users well informed on weekly job vacancy of our Council from different districts. The second programme is District Job Fairs which are conducted to recruit employees for our Council and some liaised corporate partners. There are three job fairs successfully organized in Tung Chung, Tuen Mun and Sham Shui Po Districts.

◀ 向有需要居民送贈防疫必須品 ~ 口罩
A pack of masks was given to a resident in need.

香港特別行政區首長的施政報告進一步公佈大坑西新邨及茶果嶺寮屋重建及發展項目的具體安排，兩中心因此著力搜集居民的期望及需要，再協助居民向相關機構及政府部門反映意見。白田邨重建亦已進入揀樓階段，單位成功取得不同機構及團體贊助，例如深水埗區議會，以支援有需要長者搬遷至新單位及添置家具用品。此外，洪水橋新發展區計劃受影響居民在單位的協助下，到立法會申訴部申訴，要求儘快展開工程項目及公布發展的詳細時間表。



Chief Executive of HKSAR has further addressed the details of the Redevelopment of Tai Hang Sai Estate and Development Project for Cha Kwo Ling Squatter Area. Hence, the main service focus of our two related centres are collecting resident needs and expectations; helping them to reflect their concerns and issues directly to the respective organizations and governmental departments. Pak Tin Estate is already in the flat selection phase and the service team successfully sought funding from various organizations such as Sham Shui Po District Council to support those needy elders in purchasing household appliances. Meanwhile, our center also has bridged those residents affected by Hung Shui Kiu New Development Area Project with the Complaints Division of Legislative Council, requesting an update on commencement of construction works as well as details of the development schedule.

◀ 白田邨社會服務隊安排搬運公司協助居民搬遷到新居所 (Pak Tin Community Service Team is arranging the moving company to help residents relocate to a new flat)

▶ 茶果嶺中心舉辦街展，向居民介紹寮屋安置政策。
Cha Kwo Ling Centre is conducting the street exhibition on rehousing policy for squatter residents.



服務統計 Service Statistics

小組工作活動及會議出席人次 Attendance of group activities & meetings	2,020
個案工作服務人次 Attendance of case served	182
社區活動服務人次 Attendance of community activities	84,437
全年義工服務人次 Attendance of volunteers	1,326
社區聯絡及會議次數 Number of community contacts & meetings	40,376
總服務受惠人次 Number of client served	91,770



▲ 茶果嶺義工一同製作愛心糰送贈區內長者
Volunteers of Cha Kwo Ling Centre are making some lovely dumplings as a gift for elderly in their community

◀ 白田長者領取她在「白田義工購物團」訂購的物品 Elder resident of Pak Tin Estate collected her goods from Pak Tin Joint Purchase Project



▲ 茶果嶺居民與藍田隧道聯絡小組成員會面，反映他們的訴求。
A group of residents living in Cha Kwo Ling met with the members of Nam Tin Tunnel liaison group for addressing their concerns.



▲ 義工向屯門鄉郊村內的獨居長者送上福袋及慰問
Volunteer is presenting the "lucky packet", showing her concern to the single elder living in Tuen Mun Village.



◀ 社會服務隊為即將清拆的白田邨舊邨街坊拍下照片，留下美麗回憶。
The Social Service Team helps residents to remember their great moments in Pak Tin Old Estate, which will be demolished soon, by taking photos.

服務報告 Service Report

文昌鄰舍康齡社區服務中心 Wencheng Neighbourhood Multi-service Center for the elderly

文昌鄰舍康齡社區服務中心在過去一年因疫情持續，只能維持小組形式的實體活動。雖然實體活動減少了，中心轉為推出網上活動，繼續滿足會員的心理社交需要，例如串流直播生日會、利用微信會議和語音聊天等方式開展社交小組。

During the past year, Wencheng Neighbourhood Multi-Service Centre for the Elderly could only provide very limited activities due to the ongoing epidemic. To better keep in touch with the service users, the centre has switched to online activities, such as birthday party online live streaming, WeChat meetings as well as voice chatting in; in order to meet the psychosocial needs of the members.

逢源鄰舍展能中心 Fengyuan Neighbourhood Day Activity Centre

2020 年新型冠狀病毒肺炎疫情來襲，「全民戰疫、從我做起」。逢源鄰舍展能中心按照上級指示暫停了中心的服務，讓中心學員都在家休息，中心全體職員根據街領導和機構主管的安排，積極參與逢源街社區的防疫工作，協助社區進行封閉管理，勸導社區居民外出要戴口罩、勤洗手和進出場所要測溫。同時定期與中心學員的家屬進行電話溝通，瞭解學員在家及防疫情況，並瞭解他們對防疫物資的需要以便及時提供協助。中心重新開放服務時，嚴格遵守國家疫情防控要求。由於措施到位，中心在疫情期間未有病例發生，保持了零紀錄。

In 2020, under the influence of the pandemic, we promoted the slogan "Anti-epidemic for all, starting with me." Following the direction from the authorities, Fengyuan Neighbourhood Day Activity Centre played an active role in anti-epidemic work by stopping services and letting members to stay at home. District leaders and Head of service also mobilized fellow staff on anti-pandemic work such as community lockdown management; promoting "masks-on, check temperature and washing hands" campaigns in neighbourhood level. We also made regular calls to members and families at home to show the care and concerns and ensure having sufficient material supplies. Even when the centre resumed services later, we followed strictly with the National Anti-epidemic control measures. We were happy to maintain zero contamination during the period.

中心和廣州啟智志願服務隊合作開展長期交流活動。他們帶來了豐富多采的互動遊戲、手工勞作、歌舞等，中心學員的信心及社交能力都得到了提高與改善。學員們還以展智志願服務隊的身份積極參加了「濃情中秋月，幸福鄰里情」耀華社區賀中秋活動和隆城、惠城社區開展「中秋團圓獻愛心，黨的關懷暖人心」中秋主題活動；在大暑當天，展智志願服務隊製作了消暑糖水慰問在防疫一線工作的醫護人員、社工和志願者。在今年「黨建引領，疫行同路」2020 年逢源街志願服務表彰會上，展智志願服務隊榮獲「紅心抗疫護衛團隊」獎以及學員羅子敬獲得「暖心博愛」個人獎。

We had long-term partnership with Guangzhou Qizhi Volunteers team. They had brought various kinds of interactive games, handicrafts and music to our members who helped enhancing their confidence and social abilities. With the Whole Hearted Volunteer Services, the members participated in the "Loving Mid-Autumn, blessed neighbourhood" at Yaohua Community and "Mid-Autumn Care & Party lead warmth" activities at Longcheng & Huicheng Community. During the Chinese "Great Heat" day, the Whole Hearted Volunteers cooked Chinese sweet soups to frontline medical staff, social workers and volunteers to show support. During our "Party Build Leadership, companionship in fighting pandemic" 2020 Fengyuan Volunteer Service Recognition ceremony, the Whole Hearted Volunteer team won the "Red Heart Guardian" award and its member, Luo Zhijing, won the "Warm fraternity" award.

記得托爾斯泰說過：「如果一切皆善，就一切皆美。」相信有上級領導的關懷，中心的工作將會在正常的軌道上繼續前行，中心的學員將會在社會各界人士的關懷下，在接受社會服務的同時力亦回饋社會，共同用善心營美好人生。

"If everything is good, everything will be beautiful" by Leo Tolstoy. With the leaders concern, the work would be in the right track of progression. Beyond the care of various community stakeholders to our members, they would also contribute to society, and co-create life of kindness.

逢源鄰舍康齡社區大學 Fengyuan Neighbourhood Community University for the Elderly

2020年12月，逢源鄰舍康齡大學開展了第六屆畢業禮。疫情沒有攔阻學員的求學心，本屆共有147位長者畢業，並已分批派發證書和拍攝集體照。

In December, Fengyuan Neighbourhood Community University for the Elderly held its 6th graduation ceremony. The epidemic did not hinder the students' desire to study. A total of 147 students graduated this year, and certificates have been distributed in batches and memorial photos have been taken.

逢源鄰舍長者日間護理中心 Fengyuan Neighbourhood Day Care Centre for the Elderly

逢源鄰舍長者日間護理中心在過去一年大部分時間暫停開放，為了保持與服務使用者的聯繫，中心轉為提供上門探訪和定期電話聯絡服務。時光飛逝，中心已達入十周年；展望將來，中心上下職員定必繼續盡心盡力提供優質的照顧服務。

Fengyuan Neighbourhood Daytime Activity Centre was temporarily closed for most of the time last year. In order to maintain contact with the service users, the centre therefore provided more frequent home visits and telephone contacts. Time flies, this year is the 10th anniversary of the centre, the staff will look forward to continue at the best efforts to provide quality caring services in the future.



▲ 職員教導學員垃圾分類
Staff taught trainees in garbage classification



▲ 學員在做衣服吊牌加工
Trainees are working in adding clothes tags.



▲ 逢源鄰舍康齡大學第六屆畢業禮
6th graduation ceremony of Fengyuan Neighbourhood Community University for the Elderly

鄰舍故事：以愛服務，締造希望

Neighbourhood Story : Serving with love, creating hope

人生無常，非人可預計。在疫情下，沛瑜爸爸因病走了。霎時間，媽媽需要兼負父母之職，又要為生活奔馳，感到沮喪、無助，舉步艱難。

當媽媽通知沛瑜的班老師後，班老師就沛瑜的家庭狀況與校方洽商，在學校主動提出協助下，安排了沛瑜於停課期間全日留校，得到照顧，媽媽從而更放心地工作。

經媽媽的同意下，學校安排了沛瑜和駐校社工面談，讓其紓解內心鬱結的情緒，並得以撫慰。駐校社工透過故事及交談，讓她接受及理解生命，接受與親人離別、學懂珍惜及表達自己。

與此同時，社工亦與媽媽作出輔導，透過電話、面談慰問，讓媽媽釋放內心的悲傷，於被支持及了解的環境下，逐步重建信心，適應失去親人後的生活。

Life is uncertain and unpredictable. During the epidemic, Peiyu's father was passed away due to illness. Suddenly, her mother needed to take up dual parenting roles as bread winner and sole family carer. She was confused, desperate and helpless.

After Peiyu's mother notified the class teacher, the class teacher and school reviewed her situation. With the help of the school, Peiyu could stay in school and being taken care of during the school suspension period. Her mother could go to work without worry about Pei Yu.

With the consent from Peiyu's mother, the school arranged an interview with Peiyu by school social worker to relieve her sadness and emotion. School social worker tried to let Peiyu understand changes in life, accepting the reality of family loss, and learning to cherish and express herself through storytelling and interviews.

Meanwhile, the social worker also provided counseling to her mother. Through telephone and face-to-face conversations, the mother could release her sadness. With a supportive and empathetic environment, her mother gradually rebuilt her confidence and adjusted to the life of losing a family member.



▲ 社工與幼兒講解處理情緒方法
Social worker explained to children how to deal with emotions



▲ 社工進行小組活動
Social workers conduct group activity

原來，沛瑜一家三口曾相約同遊迪士尼，惟因疫情下迪士尼樂園關閉，爸爸在此期間也因病離世了。沛瑜和媽媽其後收到學校送贈「香港迪士尼樂園社區共享計劃」的免費門票，並與老師、同伴們一起遊玩，而她們相信爸爸也是陪伴著一起圓了這個夢想啊！

Actually, Peiyu's family had already planned to Disneyland together. However, the theme park was closed due to COVID-19, and Peiyu's father passed away at the same period. Peiyu and her mother later received free tickets from the Hong Kong Disneyland and went to the theme park with teachers and friends companionship. They believed that her father was still with them to realize this dream!

服務報告 Service Report

幼兒園

在新冠肺炎疫情持續及幼兒不用回校面授課程的日子，學校會提供教學影片，讓家長與幼兒一起進行活動，或使用網上教學進行互動學習。停課期間，幼兒園盡量提供適時及適切的幼兒教育及照顧服務，以紓緩家長及幼兒不同需要及照顧疫情下家長及幼兒身心靈的需要。

延續上學年的目標，繼續以繪本教育、自由遊戲及探索以提升幼兒的自學能力，並積極開展 STEM 教育，讓幼兒有更多 STEM 活動接觸。

未來繼續提升教師溝通技巧，推動網上及實體混合模式進行學習，以及加強影片拍攝剪接、互動溝通軟件應用、家校溝通和精神健康管理等技巧。

Day Nurseries

During the ongoing COVID19 pandemic and the resulting regular school class suspension, our Day Nurseries provide educational videos so that parents could engage in activities with children; or use online teaching materials for interactive learning. Besides, with our best efforts, we provide a timely and appropriate early childhood education as well as care services. In this regard, we could meet the different needs of parents and children; and take care of their physical, mental, and spiritual needs in this tough situation.

Following the goal of the last school year, picture book education, game play and exploration are promoted to enhance child self-learning. With active promotion and expansion of STEM education, children could have more exposure to STEM activities for development.

In near future, we will enhance teachers' communication abilities, promote online & offline mode of hybrid learning; strengthening video shooting and editing skills, interactive communication software application, home-school communication, and mental health management etc.



▲ 幼兒閱讀空間
Children's reading space



▲ 幼兒以自己設計的大獅頭齊舞獅
Kids' Lion Dance with self-designed big lion heads

育嬰園

鑑於新型冠狀病毒肆虐，本年度原定活動均因應不同情況而作出調整，但過程尚算順利。家長不但投入參與，而且亦感謝育嬰園於疫情期間仍然努力為家長提供不同教育資訊服務。

因受疫情影響，期間學校收生嚴重不足。但於下學期開始，回園人數已回復正常水平。育嬰園順利舉辦多個小組家長會及節日活動，更有家長及幼兒與機構鄰近的長者服務單位利用網上互動，一起慶賀佳節。

Day Creches

Due to the COVID-19 pandemic, the original planned activities in this calendar year have been re-arranged depending on different circumstances; and yet, the work process was still smooth. Parents had not only actively participated in the activities but also appreciated the Creches for making efforts to provide parents with different educational information and services during the tough time.

School enrollment was greatly affected during the height of COVID-19 pandemic. However, starting from the second semester, the number of babies returning to our Creches has returned to a normal level. Parent group meetings and festival gatherings were successfully organized; and there were also online interaction sessions with parents, children, and elderly from other service units nearby for festive celebration.



▲ 育嬰院角色扮演活動
Role-play activity at Day Creches



▲ 幼兒開心玩
Toddler's play

其他教育服務

受新冠肺炎疫情持續影響，康齡學舍、智齡及僱員再培訓局課程這三個服務皆以彈性靈活調節開課時間；效果非常理想。

Other Education Services

Under pandemic influence, flexible courses time schedules were offered by the Healthy Aging Academy, CASEN and Employee Retraining Board, with a good effect.



▲ 智齡多元藝術計劃舞動課程
CASEN Multi-arts Project Dance course

服務統計 Service Statistics

學前教育服務 (學額) Pre-primary Education (Capacity)

育嬰園 Day Creche	136
幼兒園 Day Nursery	518
兼收弱能兒童計劃 Integrated Programme	36
暫託幼兒服務 Occasional Child Care Service	6

康齡學舍 Healthy Aging Academy

服務人次 Number of attendance	869
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智齡 CASEN

註冊學生人數 Number of Registered Students	502
課程數目 Number of Courses	43

僱員再培訓局課程 Employees Retraining Board Courses

獲批課程數目 Number of Courses Approved	6
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▲ 樂在冰宮世界
Playing in the Iceland



▲ 做個小廚師
Be a little chef



▲ 再培訓課程髮型助理基礎證書
ERB Foundation Certificate Course of Hair
Stylist Assistant

鄰舍故事：走過二十年～同行、感恩

Neighbourhood Story : Be grateful to walk together for 20 years

錢仲展紀念中醫診所剛度過 20 周歲，診所主任黎卓玲醫師，在機構服務了 17 多年，和我們回顧診所的片段……



▲ 錢仲展紀念中醫診所 C.C. Chien Memorial Chinese Medicine Clinic

「診所裝修前是與本會另一個服務共用會址，裝修後則主要是中醫服務，招牌讓人一目了然；形象也大大提高了！環境改善外，實行電腦化，減少了紙張，文件擺放更為整潔，醫師的工作亦更為暢順！」黎主任認為 2007 年裝修是診所的一個里程碑。然而，黎主任認為除硬件得以改善，也必須要有好的軟件承托。她表示：「裝修期間，同事照常工作，服務照常提供，中心左邊範圍裝修時，我們便在右邊工作，右邊範圍裝修時，我們則在左邊工作，我真是覺得好神奇！大家都能屈能伸！」。

黎主任續說：「開放式的接待處，拉近了職員與市民的距離，帶出了『人情味』，實踐了機構對『人』重視的價值觀及服務理念。」她憶述了一個故事：曾有一位 80 多歲而患有痛症的婆婆，定期接受診所的免費針灸服務，她有一年看到本會招募賣旗義工的海報，毅然報名參加，她希望能回饋，幫助本會其他有需要的人士。黎主任說道：「她的個子十分矮小，但是賣了很多旗子，因為途人也受到感動，都願意捐一分錢，支持義工婆婆！這就是生命影響生命吧！」

黎主任表示，作為一個醫師，她最大的滿足感，就是能夠看到坐輪椅的能夠再次走路，患重病的能夠逐漸康復。而在一間社會服務機構中提供中醫服務，更讓她尤如置身在一個大家庭，「病人常常問候及關心我們，嫁女時也會告訴我們，將他們的喜悅與我們分享！就是這些人與人之間的感情，為同事們注入力量，讓自己一步一步的成長，推動診所不斷進步。」

► 錢仲展紀念中醫診所主任在 20 周年慶祝活動中分享感受
Our Chinese Medicine Clinic Supervisor shared her feelings during the 20th anniversary celebration



Last year was the 20th anniversary of C.C. Chien Memorial Chinese Medicine Clinic. The clinic supervisor, Ms. Lai, who has been working in the council for more than 17 years, shared the following memories with us.

“Before the renovation, we share premises with another service unit. After the renovation, the new signage board is so apparent which stands out our image as a traditional Chinese medicine clinic. In addition to environment enhancement, computerization is implemented, which reduced paper usage and improved documentation and operation flows.” Ms. Lai acknowledged that the renovation in 2007 was a milestone of the clinic. However, Ms. Lai also believed that besides hardware improvement, software fitting in is also important. She said, “During the renovation, works are conducted in alternate wings and phrases to maintain service continuity. It is amazing. Our colleagues are so flexible and agile.”

Ms. Lai continued to share that the open counter design shortened the distance between our staff and the public, and made the clinic more interactive. It was actually reflecting our “People Oriented” service value. She recalled a story that there was an old lady aged 80. She was suffering from pain illness. She had her free acupuncture service regularly in the clinic. One day, she saw our Council’s flag day poster. She signed up immediately as volunteer because she wanted to give back to other people in need. Ms. Lai said, “She is very short, but she has collected plenty of donation from the charity flags. People passing by are touched, and willing to donate. This, I think, is how life affects life!”

Ms. Lai expressed that as a Chinese medicine practitioner, her greatest satisfaction is to be able to see that those in wheelchairs can walk again and those who are seriously ill can gradually recover. Furthermore, working in a social service organization to provide Chinese medicine services makes her

feel like she is in a big family. “Patients often greet us and care about us; they will share their joy to us such as ‘the daughter is getting married.’ It is this human relationship and bonding that make us strong, let ourselves grow, and facilitate the continuous progress of the clinic.”

服務報告 Service Report

去年，錢仲展紀念中醫診所慶祝成立二十周年，特別於 2020 年 12 月 18 日晚上，舉行「20 周年同行感恩慶祝暨分享會」。本會主席、醫療衛生委員會主席及各委員，與及總幹事給予同事勉勵，並感謝他們一直以來的努力，令診所持續進步及發展；服務診所十五年或以上的同事亦逐一發表感言，大家提及診所上下一心，猶如一家人的工作氣氛，加上見證病人康復過程，深深體會在診所工作的價值。最後由各委員代表送上特製紀念品。分享會的場面溫馨真摯，滿載感恩。

疫情在過去一年繼續反覆肆虐，本會中醫服務繼續緊守崗位，為有需要的市民提供服務。本會很欣喜接獲大澳鄉事委員會讚揚「健頤專線」流動中醫養生服務團隊的信函，信中表示團隊服務態度良好，在疫情嚴峻下仍堅持到訪大澳開診，讓居民適時得到治療，十分感謝他們為大澳居民的貢獻。大澳鄉事委員會更於 2020 年 10 月 6 日頒發獎座予團隊。

除了治理身體各樣不適外，去年醫師也面對不少是受到情緒困擾，出現失眠和躁動不安，並產生了諸如身體疼痛之類的心理疾病。除使用中藥調理外，中醫師還會運用「心理疏導」方法，開解病人，注入正能量，並在必要時轉介他們到社會服務機構。

除中醫服務外，深水埗康齡社區服務中心頤康坊，雖然在疫情下未能提供大規模的實體健康推廣活動，但致力運用網上平台進行一系列健康教育工作，包括醫生講座及諮詢、物理治療師教授在家中進行運動與護士和社工提供個人健康指導等，從而讓參加者對自身疾病的認識，加強掌控自身健康的能力；並為護老者提供支援。

展望未來，部門會重點籌備成立「離島地區康健站」及開展相關工作、並會擴展中醫服務的外展工作，從而服務更多人士。

Last year, C.C. Chien Memorial Chinese Medicine Clinic celebrated its 20th anniversary. A special event: 'Grateful and Sharing' was held on December 18, 2020. The Chairman of our Council, Chairman and members of the Health Care Service Sub-committee and the Executive Director offered encouragement and thanked the colleagues for their continuous efforts for the clinic's steady progress and development. The colleagues who have served the clinic for 15 years or more also expressed their feelings one by one. They shared that the atmosphere is like a family, coupled with witnessing patients' recovery processes; make them treasure and appreciate the value presence inside their work. Lastly, our committee members presented special souvenirs to them. The event was full of warmth and gratitude.

During the height of the pandemic last year, our Chinese medicine service continued to provide services to communities. Our Council was pleased to receive an appreciation letter from Tai O Rural Committee, regarding the team of Tung Chung Chinese Medicine Mobile Service consistently visit to their villages for consultations even under the severe epidemic situation; and that allowed residents to receive timely treatment. The letter also mentioned their good service attitude and contributions; and the Rural Committee presented appreciation trophies to our colleagues on October 6, 2020.

Last year, in addition to treating all kinds of physical illness, our Chinese medicine practitioners also encountered many patients who were suffering from emotional distress, insomnia and restlessness, and psychosomatic illnesses such as body pain. Besides using traditional Chinese medicine conditioning, our practitioners also chatted with the patients, instilled positive energy, and referred them to social service organizations, if necessary.

Apart from Chinese medicine service, the Health Care Square of Shamshuipo District Elderly Community Centre is committed to use online platforms for a series of health education activities though unable to carry out large-scale physical health promotion activities during the epidemic. It included health talks and e-consultation delivered by doctors, home-based exercises taught by physiotherapists and personal health guidance conducted by nurses, etc. This enabled the elders to have better understanding of their health conditions and better manage their health, and hence rendering support to the carers.

For the future plan, the division will focus on setting up the "Island District Health Centre Express" and its operations, and also expanding the outreach work of Chinese medicine services to serve more people.

服務統計 Service Statistics

中醫服務總診症人次 Total Number of Consultation of Chinese Medicine Service

20,026

社區健康服務人次 Total Number of Community Health Care Service

571



▲ 錢仲展紀念中醫診所「20 周年同行感恩慶祝暨分享會」
Walked together for 2 Decades-20th anniversary celebration of C.C. Chien Memorial Chinese Medicine Clinic



▲ 大澳鄉事委員會頒發感謝獎座予「健頤專線」— 流動中醫養生服務
Tai O Rural Committee presents an appreciation trophy to Tung Chung Chinese Medicine Mobile Service



▲ 針灸服務
Acupuncture Service



▲ 跌打服務
Bonesetting Service

企業傳訊報告 Corporate Communication Report

二零二零年經歷全球爆發的新冠肺炎疫情，各項恆常的籌款活動均受到防疫措施所限制，而被迫取消或改以全新方式舉行。在本港以至環球經濟面對前所未有的挑戰下，籌款工作亦面對不少障礙。然而，有危亦有機，新穎的籌款宣傳方式帶來了意想不到的效果，為本會帶來新機遇。

籌款活動

本會轄下多項非資助服務，包括：長者服務、殘疾人士宿舍及中醫藥服務等，一直以來是靠大眾的捐款以維持，而本會每年均會舉辦多項大型籌款活動如慈善晚宴、賣旗日及步行籌款，籌募以上各項服務的經費。在「限聚令」的規管下，去年慈善晚宴未能如常舉行。

另賣旗籌款活動雖然未能如往日一樣在街上進行，卻在 2020 年 8 月 5 日得以舉行全線上本會首次賣旗活動。當日近 1,500 名線上義工透過不同的通訊及社交平台向各自的網絡發放短訊募捐電子旗。全新的電子貨幣賣旗模式打破以往賣旗活動的地域界限，是善款增加的催化劑。此外，本會亦首次就賣旗日與兒童暢銷書籍《大偵探福爾摩斯》推出「慈善金旗」套裝，以答謝捐款 200 元或以上的善長。在多管齊下的情況下，為本會籌得接近 80 萬港元善款，同時亦擴闊了本會的接觸面，籌款之餘亦達到宣傳的效果。

除了賣旗活動改以創新的方式舉行外，每年 12 月舉行的步行籌款活動亦無法安排一眾服務使用者、家屬及鄰舍的朋友聚首一堂參與活動，改以線上方式舉辦，並提供四種方式供參加者選擇，包括同心挑戰四百萬步、贊助運動步數、一分鐘踏步挑戰賽及深蹲挑戰。部分服務使用者則分成不同小隊或與家人以郊遊形式完成活動，籌款同時增進與彼此之間的關係。一分鐘踏步挑戰賽的網上頒獎禮於 2021 年 3 月 5 日進行，參加者透過視像與其他單位一同參與，為另類的步行籌款活動劃上句號。活動最終籌得超過 33 萬港元善款。

The world has experienced a world-wide outbreak of the novel coronavirus in 2020. Traditional fundraising events were mostly cancelled or carried out in a new way under the pandemic prevention measures. Fundraising initiatives are facing various obstacles brought by the unprecedented challenges of the Covid-19 to Hong Kong and global economies. Innovative fundraising promotion methods have surprised us with unexpected results and opened up new opportunities despite of the difficulties we encountered.

Fundraising Events

Throughout the years, public donation is the core funding source of our non-subsidized services such as elderly services, hostel service for disabled persons and Chinese medicine services. Fundraising events such as charity dinner, Flag Day and charity walk are organized annually. However, charity dinner was rescheduled last year under the Regulation of Prohibition of Group Gathering.

Even though Flag Selling could not be held on the street, the ever first online Flag Selling Day was successfully held on 5th August 2020. About 1,500 online volunteers spread out the e-flag promotional messages to their personal networks through diverse online communication and social media platforms on the day. The new e-payment flag selling model was identified as the catalyst for the increase of donations, driving borderless donations. In addition to e-flags selling, The Great Detective Sherlock Holmes, one of the children book bestsellers, themed charity gold flag set was firstly launched to acknowledge donors who donated \$200 or above. The multi-strategies have enabled our Council to reach out to new sectors and have brought positive publicity impact, bringing a donation income of almost \$800,000.

In view of the success of the first digital Flag Selling Day, the annual charity walk which commonly happens in December was also held online instead. Since the Council was not able to gather our service users, their families, and NAAC friends altogether to join the annual charity walk, 4 different online activities namely; "4-million steps challenge", "Steps sponsorship", "1-minute stepping challenge" and "Squat challenge" were designed for the participants to choose to take part in. On the other hand, some other service users went on outing activities with small groups or their families, strengthening their bonding while raising fund. On 5th March 2021, the online award presentation ceremony of the 1-minute stepping challenge was witnessed by participants from various service centres, marked an ending of the extraordinary charity walk. Over \$330,000 donation was raised throughout the event.

媒體關係

在「新常態」下，不論網上活動、籌募工作，甚至恆常服務，均需要投入更多創意。不少服務單位將中心環境改裝成酒樓、飛機機艙、甚至年宵花市，使因社交距離限制而長期與社區缺乏接觸的服務使用者能夠感受到疫情出現前的節日歡樂氣氛。同工們窩心的服務引起大眾共鳴，吸引網絡世界及各大傳媒的關注。在傳媒爭相報導及採訪下，大大提升市民大眾對本會的認識，亦令本會的社交媒體追蹤人數大幅增加。

Media Relations

Innovations become essential in online activities, fundraising events as well as daily services under the “new normal” situation. Our service users’ social contacts have been limited due to the social distancing restrictions. Some of the service units transformed the centre environment into restaurants, flight cabins and Chinese New Year Flower markets to re-capture the pre-Covid festive lives. These heartfelt activities attracted public awareness in the virtual world as well as media’s attention, causing a surge number of followers on the Council’s social media page.

與捐贈者關係

在困難的時候更能見證社會各界對弱勢社群的關懷。除了往年一直大力支持本會的善心人及團體外，在疫情期間我們亦首次接觸到從未認識本會的有心人、企業及團體。他們不但捐贈大量防疫物資照顧服務使用者疫情下的需要，亦關心本會在不同服務範疇所需，為本會未來的發展開拓了新的資源和合作機遇。

Donor Relations

The community has shown immense care to the vulnerable groups in hard times. In addition to our regular supporters, we were able to meet numerous loving individuals, corporates and groups for the first time. They did not only provide tremendous amount of pandemic supplies to our service clients, but they also showed their willingness in future collaborations in different service areas, bringing in new and valuable resources for those in need.



▲ 義工們協助將防疫物資重新包裝，以便派發予有需要的服務使用者。
Volunteers helped repack the pandemic prevention supplies before delivery to service users in need.



◀ 餐飲企業捐出飯餐現金券以減輕有需要人士在疫情下的財政壓力，同時照顧他們的營養需要。

Cash coupons donated by corporates were given to people in need to ease their financial burden as well as to maintain their nutritious condition during the pandemic period.



▲ 去年賣旗日成功轉型成為數碼化的籌款活動。
The Flag Day last year was successfully transformed into a digitalized fundraising event.



◀ 去年首次推出《大偵探福爾摩斯》「慈善金旗」套裝，以答謝於賣旗活動中捐款 200 元或以上的善長。

The Great Detective Sherlock Holmes themed charity gold flag set was firstly launched to acknowledge donors who donated \$200 or above at the Flag Day campaign.



義工獎勵及鳴謝

Volunteer Award & Acknowledgements





▲ 聖誕佳節，企業義工化身聖誕老人，將自家製作的聖誕卡派發予深水埗獨居及雙老長者的信箱
For warm Christmas, Corporate volunteers acted as Santa Claus, distributed their hand-made Christmas cards to the mailboxes of Sham Shui Po elder singleton and elder couples.

東涌綜合服務中心

年資	義工
19年服務	陳育意
18年服務	吳麗芳
17年服務	朱瑤希 何麗儀 劉維
15年服務	鄭琴珠 馮燕萍
14年服務	朱雅芳
13年服務	何麗芬 羅偉德
12年服務	甘欽如
11年服務	楊吳端 周瑞蓮
10年服務	周麗麗
9年服務	劉小冰 鍾燕紅
8年服務	高志明 甘景玲 袁樹榮 李柏蓉 李家鳳
7年服務	陳文蔭 李淑欣 廖凱珊 張文琴 關代紅 周均燕 蘇彩娟 徐拾伍 陳依惠

年資	義工
6年服務	陳達源 魏家進 曾祿 衛秋潔 張煒娟 羅艷玲 梁財轉 章潔 黃秀珠 賴致僑 范曉怡 吳敬龍 尹君 蔡李麗明
5年服務	廖紀賢 關皓晉 高漢平
4年服務	陳文芳 林月彩 胡佩燕 王曉欣 鄧天昕 張麗輝 黃淑嫻
3年服務	謝惠賢 陳紀陶 林樂怡 謝穎思 江嘉蔚 盧彥潼 陳凱雯 陳慧雯 黃俊傑 莫嘉威 林志鍵 李釗 黃茲聰 王嘉榮 張儒翔 馮杰偉 黃永傑 楊見曦 鍾浩謙 郭豐淦 劉耀棠 黃家樂 張文豪 區卓傑 朱新玉 陳卓盈 胡佩倩

年資	義工
3年服務	陳清婷 王儀 余詠童 焦逸曦 王文琛 黃涓鈺 余宛欣 潘盈盈 劉藹瑩 廖麗容 馬燕婷 董敬籌 陳詠珊 鍾美詩 盧苻穎 楊嘉緣 吳惠儀 李宜臻 謝葆立 關淑文 鍾毓音 余振華 張家熙 袁文韜 林穎芝 鄭海森 歐雅文 葉嘉美 蘇子榮 莫宛鶯 張可盈 余俊希 薛景朗 張凱賢 陳志航 孔繁宇 溫佩珊 任子匡 林靜茵 陳佩珊 鍾穎怡 黃金定 張吳佩珩

東涌綜合服務中心 - 愉景灣分處

年資	義工
5年服務	伍華棠 王小鳳 黃勝慧 秦佩靜 馮建國 蕭煥金 陳碧珊 馮振邦 黃麗馨

深水埗家庭支援網絡隊

年資	義工
18 年服務	陳開誠
17 年服務	陳華麗
14 年服務	吳綺雲
13 年服務	李佩玲 吳鳳平

年資	義工
12 年服務	林素貞 尹錦常
6 年服務	張麗愛 李文軒
5 年服務	陳佩珍 曾凱程 陳煒詩 曾海軒 張秀芬

年資	義工
4 年服務	陳鳳玲 陳子健 徐巧鳳 羅德賢 王愛華 阮翠玉
3 年服務	陳子恒 方少英 馮佩珊 廖凱琳 蘇永聰 葉秀玲 阮嘉欣

賽馬會樂富宿舍

年資	義工
23 年服務	譚巧仙
22 年服務	林 遠
13 年服務	丁秀珍 曾紀尉

年資	義工
11 年服務	白玉如
7 年服務	鄭小妮 馮鳳媚 石燕萍
6 年服務	聶 斌

年資	義工
5 年服務	吳佩如 伍慧清

高華閣單身人士宿舍

年資	義工
7 年服務	楊成堂
6 年服務	陳 漢

年資	義工
5 年服務	劉偉強
4 年服務	羅觀帶 梁偉光 伍慧清 屈國超 黃小琮

年資	義工
3 年服務	李俊傑 李華南

東區 / 灣仔外展社會工作隊

年資	義工
7 年服務	林俊傑
6 年服務	譚庭峯
5 年服務	巫曉雯 陳卓峰 黎凱文 蘇昭婕 周悅蓓

年資	義工
4 年服務	李浩倫 許竣越 黃進軒 劉浩南 龔家駿 鄧上豪 李沛漩 陳子傑 林浩文 梁耀聰

年資	義工
3 年服務	何梓晴 盧嘉瑤 陳羿彤 黃子浩 鄭偉豪 楊芷澄 楊子豐 蘇文謙 何雅文

深水埗康齡社區服務中心

年資	義工
27 年服務	徐偉幹
25 年服務	葉惠儀
23 年服務	譚慧貞
22 年服務	鄭兆芬 林九妹 李麗虹 梁群英 黃新芳
19 年服務	陳慧英 吳 崧
18 年服務	潘仁杰
17 年服務	陳華麗 林麗霞
16 年服務	陳鳳玲 劉小雲 勞惠屏 吳綺雲 譚彩玉
15 年服務	梁鳳萍
14 年服務	陳佩雲 徐巧鳳 尹倩文
13 年服務	何有蓮 吳鳳平 任少琮
12 年服務	譚熒和
11 年服務	陳惠蘭 張東娣 梁志強 梁麗雲 胡 渠

年資	義工
10 年服務	陳賽萍 鄭麗霞 張玉英 朱慧珊 何惠蓮 梁楚榮 梁佩婉 梁玉琮 謝勇生
9 年服務	鄧 波 黃楚雄 鍾 湛 鍾玉英 甘玉英 郭滿紅 吳長賢 沈惠芳 黃超文 余秀蓮 雷婉君 楊芳儀
8 年服務	陳麗珠 陳水錦 陳淑端 陳遠勤 樊連兒 郭彩嫻 林北淦 羅錦芳 吳美玲 杜俊霽 杜婉儀 黃清華 黃健好 黃景怡 黃雪梅
7 年服務	陳彩金 陳群弟 陳瑩華 周三梅 鄭惠珍 周紹基 鍾誠輝 羅德賢 梁麗華 李 聲 盧潔英 老惠琮 吳美芳 魏翠鳳 王秀蘭 王淑貞 楊秀英 楊要珍
6 年服務	陳皓明 張秋平 關如仲 岑似卿

年資	義工
5 年服務	關比蒂 陳桂蘭 陳惠娟 傅翠開 林玉芬 李春霞 李燕華 李玉英 羅耀群 潘美鳳 徐秀蓮 王群英 姚甜煥
4 年服務	陳慈玉 陳松華 陳耀祥 陳美代 張偉倫 張蕙冰 樊金華 賀麗芬 何瑩美 韓美卿 葉國雄 林衛中 劉秀群 劉新喜 羅玉娟 羅玉蘭 李美玲 梁燕清 李芳妹 李柳杏 李淑娟 練金娣 林中英 廖麗歡 馬焯輝 石麗儀 沈錦容 曾觀蓮 謝 誼 董亞娥 黃捷漢 王西文 黃小曼 黃笑梅 胡美嫦 楊麗英
3 年服務	林淑琪 陳愛心 陳紹貞 霍淑芬 何國興 林淑君 羅瑞琮 李笑初 梁穎詩 梁潤生 沈慶禧 蕭寶寶 溫柳珮 王翠怡 黃世江 楊秀奇

屯門區綜合康齡服務中心

年資	義工		
18 年服務	黃碧芬		
17 年服務	龔杏流		
16 年服務	洪福海 梁永考 陳閏梅	龔金湊 凌碧花	林品蘭 黃志
15 年服務	朱改柳 吳華金	郭婉儀	林翠華
14 年服務	區煥珍 鄧正剛	馮文蘭	胡玉蘭
13 年服務	莊蘭 李王寶鳳	邱東平	廖寶達
12 年服務	黎少珍 吳大妹	莫惠貞 梁妙英	黃香珍
11 年服務	鄭耀輝 羅誠意 肖艷平	張桂英 譚順卿 梁提羽	張素英 謝深玲 黎玉珍
10 年服務	陳雪英 馮蓮愛 林新花 吳笑蘭	張佩娟 黎元友 邵玉霞 王淑貞	郭蓮蔭 林民友 謝捷炎
9 年服務	陳甘泉 王菊香 葉健波	鄧瑞蓮 黃淑銘	鄧玉梅 王瑞琴

年資	義工		
8 年服務	陳 琮 盧芸鈺 黃少華 李坤妹	鄭克金 麥瑞庭 葉明玉 周麗常	劉淑卿 曾廣旋 吳汝成 汪麗娟
7 年服務	鄭木蓮 梁紹妍 吳桂寬	朱楚萍 梁蔚心	李穗芬 沈慕新
6 年服務	朱其明 何水生 黎麗放	趙冬梅 許北石 李健新	何桂華 黃愛蘭 王國民
5 年服務	馮偉麟 梁斯倫 區琮蘭 余杏芳 趙積偉	香潔薇 麥 細 黃碧珊 容世光 楊玉媛	劉培根 吳麗霞 余 清 何永光
4 年服務	區苑亨 陳秀香 張石翔 張婉善 鄧小鳳 周金妹 羅燕媚 梁家熊 李愛華 文艷珍	陳靜儀 陳瑞珍 張一靜 趙曉琮 何瑞明 金有珍 李瓊仙 梁順彩 黎虹女 文燕娟	陳嘉斌 鄭素梅 張宜南 蔡 朝 孔美華 林錦輝 雷俏顏 李莉芬 陸翠華 魏 虹

年資	義工		
4 年服務	單群芳 曾少齡 尹娟玲 王文麗 黃潤顏 甄惠英 袁心焯 戴明曼	蘇麗銘 徐國新 黃竹琴 黃勝龍 胡美玉 姚桂芹 張增玉 黃明新	唐潔梅 雲惠軒 黃古美 黃惠萍 甄麗儀 楊廣海 駱惠蘭
3 年服務	陳翁芸 范翠華 林建華 李佩蘭 廖 好 柯依嫻 杜淑群 任昭明 李朝芳 周家材 王醒華	張新雲 郭玉蘭 劉麗珠 梁少薇 廖桂芳 沈 煒 黃銘雄 楊金蘭 溫碩章 譚葆玲 司徒笑英	莊良寶 黎 耀 李國潤 梁淑琮 呂少琮 施惠霞 黃小鶯 葉秀玲 余培偉 梁寶珍

利東鄰里康齡中心

年資		義工	
23 年服務	林 琴		
19 年服務	陳若碧	易慕貞	
17 年服務	倫群英		
16 年服務	洪玉琴	賴德富	李欸霞
15 年服務	蔡似惠		
14 年服務	蔡佩蓮	周曼薇	郭玉娟

年資	義工		
11 年服務	何玉貞		
10 年服務	黃琼芝	黃瑞琮	
9 年服務	溫敬珠	李 銘	
8 年服務	陳水清	林美珠	梁琮笑
7 年服務	張煥蓉	梁錦平	黃 馨
6 年服務	王美珠		

年資	義工		
5 年服務	梁玉燕 黃有為	龍栢基	謝秀霞
4 年服務	熊麗珍	李麗華	黃華福
3 年服務	劉少寶	梁秀芝	黃忠勝

天瑞鄰里康齡中心

年資	義工		
24 年服務	陳琮心		
23 年服務	駱寶梅		
20 年服務	黎偉庸	李銀鈿	
19 年服務	李紹恩	安美蓮	
18 年服務	黎錦銓 黃月明	林淑昭	馬得華
16 年服務	陳煜明	江 衛	崔淑貞
15 年服務	蔡麗芳	林仲葵	

年資	義工		
13 年服務	彭陳月嫦		
11 年服務	陳秀英	梁秀容	
10 年服務	陳佩屏	凌杏芳	山小鳳
8 年服務	陳四妹 何李麗娟	蘇麗華	
7 年服務	謝春蓉	王碧嫻	楊愛嫻
6 年服務	鄭玉霞 麥潤梅	李振華	梁妙英

年資	義工		
5 年服務	區愛連 黃巧葉	伍惠琮 黃國榮	朱貴心 楊六妹
4 年服務	方桂容 石天瑤	林鳳蓮 甄錦添	廖鳳琮
3 年服務	張金蓮 高嘉麗 麥美好 葉麗霞	張芹敬 林石容 王若愚 袁麗珍	張少霞 梁慶菊 楊麗桃 李慧梅

馬鞍山鄰里康齡中心

年資	義工		
22 年服務	黃韓西	葉鳳琮	
20 年服務	林志源		
19 年服務	余惠珍		
17 年服務	關道生	李群慶	袁燕香
16 年服務	梁錦屏		
14 年服務	陳勝彩	黎金枝	
13 年服務	馮淑嫻	高妙娟	
12 年服務	張鑑光	葉文慧	顧蓉芳
	廖瑞蘭	史蘭芬	

年資	義工		
11 年服務	陳廣滔	譚秀琮	黃美娟
	黃惠蓮		
10 年服務	張寶娟	薛柳霞	
9 年服務	李木英	徐世儀	
8 年服務	陳秀珍	莊才儒	
7 年服務	陳燦成	周麗嬌	江麗霞
	劉京鳴	吳月琴	潘少娟
	王玉群	陳淑珍	

年資	義工		
6 年服務	鄭觀賢	徐耀良	賴艷玲
	陸兆榮	馬榮隆	蘇麗虹
	丁建華	黃美蓮	黃秀娟
	葉玉華	萬月霞	謝玉玲
5 年服務	陳巧英	梁添好	梁蕙嬌
	黃愛梅	陳 純	
4 年服務	陳桂琮	陳偉林	馮錦泉
	孫群英	鄧麗容	翁瑞嬌
3 年服務	陳潔屏	廖燕萍	鄧 強
	謝婉詩		

雅研社鄰里康齡中心

年資		義工		
24 年服務	陳婉嫻			
20 年服務	陳伯玉	謝春嬌	余寶珠	
19 年服務	李淑嫻			
18 年服務	謝桂英			
17 年服務	凌 順	盧樹基		
16 年服務	阮淑賢			
15 年服務	曾德貞			

年資	義工		
13 年服務	張富萍	李劍心	黃小萍
11 年服務	鄭美玲	劉素華	
10 年服務	韋寶蘭		
9 年服務	鍾振華	潘國偉	
8 年服務	唐淑賢		
7 年服務	陳惠鸞	盧修萍	

年資	義工		
6 年服務	方美姬	葉少娟	郭 貴
	林慶芬	曾佩玲	黃卓如
	黃麗霞	姚錦月	
5 年服務	杜國聲	繆凱儀	吳巧玲
	顏秀娥	袁美紅	
3 年服務	陳慧卿	姜 連	李應儂
	梁美燕	杜月冰	尹麗蓉

富泰鄰里康齡中心

年資	義工		
18年服務	陳樹妹 葉 得	馮秉成 袁順平	王笑容 馮 靈
17年服務	郭 珍	戴秋容	黃熙文
16年服務	葉國榮	黃佩琮	
14年服務	林嫣然		
13年服務	張再珍	周玉英	吳梅齡
12年服務	陳月琴	李玉佳	曾錫堅
11年服務	張鳳嬌	郭水雲	

年資	義工		
10 年服務	黃碧清		
9 年服務	劉傑仁	李兆鑒	黃 珍
	鄔寶蓮		
8 年服務	陳景良	陳潤寬	梁鈺鏢
7 年服務	劉石新	梁錦燕	黃綺芳
	司徒明心		
6 年服務	陳勵雲	鄭萬友	朱麗群
	林興良	劉玉珍	梁志權
	黃詩平		

年資	義工		
5 年服務	彭驚雄	施潤明	黃芳潔
4 年服務	陳綺文	程春騰	趙麗華
	樊雪倩	方淑貞	李秀卿
	吳蓮英	薛海棠	黃細好
	黃秀玲		
3 年服務	鍾美夏	梁錦榕	梁玉屏
	廖炳光	陸鴻榮	麥偉岐
	余宋琮愛		

白會督夫人康齡中心

年資	義工	
25 年服務	甘樹英	
23 年服務	游惠嬌	
19 年服務	劉慧明	
18 年服務	徐彩萍	黃映鑾

年資	義工	
16 年服務	蕭 田	
13 年服務	張合順	司徒秀群
10 年服務	李瓊仙	
7 年服務	張淑嫻	

年資	義工		
6 年服務	何肖蓉	何鳳琮	劉彩玉
	劉鳳儀	韋觀蓮	黃麗英
5 年服務	譚蓮英		
3 年服務	張志英	伍漪蓮	黃素琮

白田康齡中心

年資	義工	
20 年服務	王者香	
17 年服務	方竹娣	

年資	義工		
12 年服務	鍾迎娣		
10 年服務	招麗芳	黎肖容	李秀英

年資	義工		
4 年服務	黎 常	滕 飛	

秀茂坪康齡中心

年資	義工
18 年服務	李妹女
17 年服務	王小孟 姚瑞科
11 年服務	朱翠蓮 梁醒娥 黃玉蘭

年資	義工
10 年服務	梁麗斯
8 年服務	馮雲女
7 年服務	楊 嬌

年資	義工
5 年服務	張錦芬

元朗區綜合家居照顧服務中心

年資	義工
19 年服務	梁 瑞 楊四妹
18 年服務	林煥景
16 年服務	高亞桃

年資	義工
15 年服務	郭貴好
13 年服務	梁煥好
7 年服務	劉祿昌 梁笑女

年資	義工
3 年服務	古潔芳 周志敏

上海總會護理安老院

年資	義工
14 年服務	嚴 燕
8 年服務	梅秋菊
7 年服務	黃霞雲

年資	義工
6 年服務	歐錫培 鍾滿熙 何侃值 黃申和
5 年服務	鄭惠芳 嚴石養

年資	義工
4 年服務	陳 圓 李 蘭 李鈺笑 盧玉霞 黃標興 楊瑞花
3 年服務	布 蘇 何秀雲 洪淑美 李沃眉 李惠卿 廖玉蓮 伍連秀 吳瑞卿

黃大仙展能中心

年資	義工
12 年服務	黃小蓮

年資	義工
6 年服務	高惠蓮 黎燕玲 梁少娟 蕭君英 黃惠蓮

年資	義工
3 年服務	陳貴鴻

大興宿舍

年資	義工
14 年服務	羅瑞蘭 黃錦標

怡康居

年資	義工
13 年服務	周寶清 周迅翎 李潤芳 陶俊權

年資	義工
6 年服務	馮智達 莫兆洪 余添益

年資	義工
4 年服務	吳淑兒 薛忠保 邱子雋

黃大仙康盛支援中心

年資	義工
21 年服務	劉美芳
18 年服務	簡惠霞
17 年服務	陳素娟 鄧年娥 易靜芳
14 年服務	陳月笑
11 年服務	梁嘉宜 董湘翎
9 年服務	張家儀 蔡志剛 蔡穎茵 梁月鳳 雷素儀 馬寶珍 黃月桂

年資	義工
7 年服務	劉健霞 楊英敏
6 年服務	周偉光 梁曉燕 龍燕蘭 楊健輝
5 年服務	陳新雄 卓婉雯 林潔梅 劉桂玲 韋淑嫻 黃樂遙 楊嘉穎
4 年服務	周慧芬 麥佩雲 譚銘鵬 湯惠琮

年資	義工
3 年服務	陳圓善 周艷玲 李照明 李惠如 梁慶添 吳凱培 湯泳琳 黃卓軒 方玉芬 陳小慧 邱康娣 周麗香 林少妹

茶果嶺中心

年資	義工
33 年服務	羅振常
29 年服務	盧燕清
28 年服務	羅悅屏
26 年服務	黃 金

年資	義工
19 年服務	李燕芳 鄧玉華 湯玉英 葉婉蘭
18 年服務	陳淑雲 林碧霞 石金妹
11 年服務	李翠平 黃亞賢
8 年服務	栢桂英 陳玉炎

年資	義工
7 年服務	許焯雅 黃彩華 王惠明
6 年服務	蔡幸秀
4 年服務	鄧思琳
3 年服務	黃金容

屯門/ 元朗鄉郊中心

年資	義工
28 年服務	劉 算
24 年服務	黃義妹
22 年服務	蔡志本 王志權
20 年服務	鍾美美 文亞麗
18 年服務	許麗娥 李煥英

年資	義工
17 年服務	莊少霞 王文娜
16 年服務	鄭玉莉 郭 珍 潘惠英
15 年服務	林麗粧 湯國招
12 年服務	鄭麗影 周燕芳 羅國群 鄧同發

年資	義工
11 年服務	高少雪
8 年服務	鄭瑞燕 譚偉英
7 年服務	何水生 林韋芳 溫笑媚
6 年服務	黎群英
4 年服務	岑詠璉 李英華 胡美香



▲ 義工們出隊上門派發防疫物資予有需要長者
Volunteers were getting ready to distribute anti-epidemic materials to needy elderly through home visit



▲ 義工團體捐贈及協助包裝口罩，送給服務使用者
Volunteer group donated and helped to pack the face mask for service users

特別行政區政府及有關機構

香港特別行政區政府

立法會

各區區議會

各區分區委員會

社會福利署

食物環境衛生署

內地政府及有關機構中央人民政府駐香港特別行政區
聯絡辦公室

國務院港澳事務辦公室

中華人民共和國民政部

中國殘疾人聯合會

廣東省民政廳

廣東省殘疾人聯合會

廣東省社會工作師聯合會

廣州市民政局

廣州市殘疾人聯合會

非牟利及義工組織

1516 有心獅同學會

一善

九巴之友義工隊

九龍灣獅子會

入境事務處義工隊

上海總會

土地註冊處義工隊

大埔扶輪社

大嶼山扶輪青年服務團

大覺福行中心

工程及醫療義務工作協會

中西區發展協會

中區扶輪社

中區獅子會

仁人家園

仁濟醫院

元朗大會堂

天青草堂

心靈力量

半山區扶輪社

半島東扶輪社

正道愛心行動

安老服務倡導聯盟

老友歡聚義工隊

西區青年獅子會

西區獅子會

沙田扶輪社

沙田青年商會

兩地一心 (U-Heart)

教育局

渠務署

民政事務處

政府資訊科技總監辦公室

公民教育委員會

安老事務委員會

廣州市志願者協會

廣州市社會工作協會

廣州市荔灣區民政局

廣州市荔灣區政協

廣州市荔灣區人民政府

西村街道辦事處

廣州市荔灣區人民政府

逢源街道辦事處

廣州市荔灣區逢源街

長者義工協會

招商局集團香港青年聯合會

東涌鄉事委員會

林寶堅尼車會

泓澄仙觀葉映均主席

法拉利車主會

法鼓山香港道場

金鐘扶輪社

青年創展聯盟

青雲社

保健戲劇製作學院

信願榮景慈善基金 IN 義工團

南區獅子會

南極星水警義工隊

城市青年商會

建祝義工隊

恆生大學學生會扶輪青年服務團

柏雨長者鄰舍中心

迪士尼義工隊

香港又一村獅子會

香港北角扶輪社

香港台灣新女性協會

香港平民屋宇有限公司

香港西區獅子會

香港社企有限公司 愛社區義工組義工

香港社會服務聯會

香港青年服務領袖獎勵計劃

香港南京總會

香港城北扶輪社

香港星光獅子會

青年事務委員會

消費者委員會

婦女事務委員會

香港房屋委會

僱員再培訓局

廣州市越秀區暉傑

志願服務工作中心

深圳市殘疾人聯合會

惠州市殘疾人聯合會

韶關市殘疾人聯合會

肇慶市殘疾人聯合會

逢源街社區衛生服務中心

廣州尚善愛心服務隊

荔灣區華僑外國語實驗學校

僑蕾服務隊

香港紅十字會

香港深水埗獅子會

香港新台灣婦女協會

香港新民獅子會

香港新界西獅子會

香港業餘龍舟總會

香港道教聯合會

香港摩利臣山獅子會

香港鱸峯獅子會

香港觀塘獅子會

耆青互助會

荃灣獅子會

健康長壽最開心《星期天的愛》

國際十字路會

國際商龍交流會希望屬會

國際獅子總會中國港澳

三 0 三區屯門獅子會

國際聖殿騎士團

惜食堂

救恩堂

深水埗區議會保良局

石硤尾社區服務中心

通善壇

創古密宗佛教有限公司

善盈社

善園

港仁中醫服務中心

港鐵義工隊

無名知友 (Nobody & friends)

發泡膠回收團隊

開心樹社會服務有限公司

雅研社

微行動 MINI MOVEMENTS

愛心義廚行

愛拼人生慈善有限公司

新地義工 Team 力量

新界扶輪社

新創建愛心聯盟

溢晴社

榮耀基督之家有限公司

綠在深水埗

聚沙成塔

銀杏館 (Ginkgo House)

銀線灣獅子會

廣州春雨志願服務隊

廣州啟智志願服務隊

樂餉社

歐陽先生義工隊

寰宇希望

隨緣樂助有限公司

曙光計劃

環宇希望

縱橫社會責任網絡有限公司

賽馬會流金匯

關護長者協會

耀陽行動

觀自在學會

青田之優音樂製作室

音樂廚房

香港賽馬會

惠愛人間

華人永遠墳場管理委員會

香港老年學會

賽馬會童亮計劃

Giving Love

HandsOn Hong Kong

Harley-Davidson® of Hong Kong

Hong Kong Volunteers MeetUp

基金

友友慈善基金有限公司

古天樂慈善基金有限公司

正愛慈善基金會有限公司

玉清慈善基金

生命樂章慈善基金

伊利沙伯女皇弱智人士基金

老有所醫慈善基金

何善衡慈善基金有限公司

佛教金剛乘慈善基金會

林淑儀醫生基金會有限公司

泓福慈善基金

社區投資共享基金

金銀業貿易場慈善基金

生命樂章慈善基金

信願榮景慈善基金有限公司

香港人壽保險從業員協會慈善基金

香港公益金

香港公益金及時雨基金

香港賽馬會慈善信託基金

恩橡基金會有限公司

悟宿基金會有限公司

海外潮企慈善基金

惠家慈善基金有限公司

殘疾人士藝術發展基金

楊玉光先生慈善基金

嘉里集團郭氏基金會 (香港) 有限公司

甄子丹慈善基金

劉鑾雄慈善基金

寰愛基金「LoveSharing • Mask4ALL」行動

藝術扶苗慈善基金會

證券商協會慈善基金

蘋果日報慈善基金

省善真堂慈善基金

香港兒童慈善基金會

葵青工商業聯會慈善基金

ISD Charitable Foundation Limited

Kong Yiu Man Charitable Foundation Limited

V foundation

教育團體

中文大學校友會聯會張煊昌中學

元朗朗屏邨惠洲學校

台山商會小學

伊利沙伯中學舊生會教育推廣機構

明愛專上學院

保良局方王錦全小學

英華小學

香港大學秀圃老年研究中心

香港大學學生發展及資源中心

香港中文大學中醫學院

香港中文大學生物醫學工程學系

香港中文大學那打素護理學院

香港城市大學

香港城市大學城青優權計劃

香港浸會大學中醫藥學院

香港浸會大學許士芬博士體康研究中心

香港專業教育學院鄧紹芬博士

香港教育大學

香港理工大學紡織及服務學系

綾緻康健服務中心

香港道教聯合會圓玄學院

第一中學簡偉鴻校長

馬錦明慈善基金馬可賓紀念中學

智新書院

港青基信書院

新會商會港青基信小學

漢華中學 (小學部)

嶺南大學亞太老年學研究中心

商業及公營機構

《車主》雜誌
OK 便利店
九龍倉集團有限公司
大快活集團
大家樂集團
山河亞太有限公司
中亞石油化工集團有限公司
中國建築聯營
中華電力有限公司
中遠海運國際 (香港) 有限公司
中樑建築設計 歐中樑董事
友邦保險 (國際) 有限公司
天下一電影公司
文化村
日日有營有限公司
牛奶集團
正文社
兆景安老院 羅維佳先生
有齊工程有限公司
艾奕康有限公司
利基三星聯營
君諾集團
宏宗建築有限公司
汽車精品 DAD 品牌代理
佳利 (香港) 律師事務所
卓佳集團
協興
怡邦客務資源管理有限公司
昂平 360 有限公司
玩具樂園
芝味鳥
芬蘭航空
花匠園藝有限公司
花旗銀行市場及證券服務部員工
采思國際
金佰利香港有限公司
俊亮物業管理有限公司 李景勳先生
保華建業集團
威創企業 (WCE)
帝苑酒店
盈藝傲駿工程有限公司
科進顧問 (亞洲) 有限公司
紅蘋果餐廳
美的電器
茂發茶室
香港九龍巴士有限公司
香港人壽保險從業員協會

香港中華煤氣有限公司
香港法拉利會
香港金融管理局
香港皇家保險服務有限公司 趙惠珍經理
香港海天濃縮中藥有限公司
香港國際主題樂園有限公司
香港零售科技商會
香港機場管理局
香港興業有限公司
射頻識別總商會有限公司
師瑪科技有限公司
能安達氣體水喉工程公司
高衛物業管理有限公司
偉倫電腦
偉豪茶餐廳
啟勝管理服務有限公司
新屯門中心及新達廣場
國際影業有限公司
彩虹廚藝學院
逐件計搬運有限公司
通宏兒童口罩廠
連氏珍寶冷氣工程有限公司
郭氏 (聯合) 消防水電工程公司
凱旋工程有限公司 黃華強博士
創邦集團有限公司創邦善心社
創威電子系統有限公司
創業軒家園便利店
惠康超級市場
普天發展有限公司
晶苑國際集團有限公司
港鐵公司 (物業處)
華旭物流有限公司
開記飯店
順發專業工程有限公司
匯駿辦公室傢俱有限公司
愛的家
新世界發展有限公司
新創建集團有限公司
新景安老院 羅靜妍助理院長
新濠物業管理及代理有限公司
新鴻基地產代理有限公司
會德豐地產
匯駿辦公室傢俱有限公司
義合三記環保公司
腦再生
葆岡工程有限公司
運通國際發展有限公司

榮華冰室
漁花海鮮批發
漢方醫藥有限公司
福群科技有限公司
領展資產管理有限公司
歐綠保綜合環保 (香港) 有限公司
橋路通 黃錦培先生
澤仁有限公司
優越健康護理有限公司
聯合醫務集團有限公司
瀚文環保貿易有限公司
羅氏集團
麗輝五金製品有限公司 劉錦昌先生
騰達護老中心 (葵涌)
AGOGO IMAGE SERVICE
ARJO
ASC (HK) Limited
AVID COFFEE HK CO.
Botanic Union
Champion Auto Club Limited
Chun Wo Construction & Engineering Co. Ltd
EcoVadis
Faith Charity
G Ocean International Company Limited
Grace Good Ltd.
Green House Beauty 梁少文女士
HK Trucks Merchants Association Ltd.
J & Sun Technology
JACKWILL CO LTD
Kong Shun Enterprises Limited
Mask Factory
My Little Coffee
Niksun Beauty Company Limited
Oyster Logistics Limited
Play Concept
Plaza Premium Lounge
Pure Fitness
Qi Group
Ralph Lauren APAC LTD
Sadhu Vaswani Centre Limited
Star Project International
Trading Company Limited
WOT Group
WWRC Hong Kong Co. Limited

個別人士

石仁青先生
池耀雄先生
何月玲女士
何金彩女士
何智心醫師
吳素珠女士
吳華新女士
呂惠鈞先生
李根興博士
李桂彩女士
李素娥女士
李啟德先生
李連好女士
李艷英女士
阮勺銳小姐
周柏豪先生
周穎怡醫師
林亦有先生
邱錦明先生
侯永昌先生
施綺華女士
唐建軍先生
唐偉雄先生
唐嘉碧女士
徐美霞女士
張日生先生
張珊珊女士
張海明先生
張智霖先生
張曉輝先生
敖嘉年先生
梁炎基先生
梁偉明先生

梁德華先生
梁耀國先生
莫慶聯先生
莫潤和先生家屬
陳有笑女士
陳伶俐小姐
陳秀珍女士
陳美容女士
陳偉茂先生
陳淑英女士
陳慶榮先生
陳錦坤先生
陳錦富先生
湯修齊先生
馮友福先生
馮柳琮女士
黃 金女士
黃小蓮女士
黃彩華女士
黃惠貞女士
黃愛英小姐
黃潔兒女士
黃潤波博士
葉 喬先生
葉永成先生
葉鳳琮女士
詹柏生先生
詹麗芬女士
鄺耀文先生
劉兆松先生
劉周慧霞女士
劉達泉伉儷
劉錦昌先生

樊曦雯女士
蔡金強先生
蔡香琴小姐
鄧志雄先生
鄧佩珊女士
鄧泳琴女士
鄧業偉先生
鄧麗萍女士
鄭立基先生
鄭淑儀女士
鄭漢成先生
鄭學啟先生
鄭曉東醫師
鄭燕斯女士
黎淑賢女士
盧筱芬女士
盧燕清女士
蕭金雪女士
賴愛群女士
錢小豪先生
戴佑安先生
簡愛玲女士
鄺國業先生
羅永波先生
羅翠荷女士
蘇麗華女士
莫小姐
彭小姐
蕭先生 (又一村獅子會)
駱先生
Dr. NG Vitrierat Sophia
Mr. Veerayuth
Becky CHU

Bennet CHOW
CHENG Chi Kin
CHENG Kwun Tat
CHEUNG Hau Kwan
CHOI Doi Kwan
Cindy & Marissa
Edmond TSE
Flora WAI
Franco WONG
Jeffrey MUI
Joe WONG
Karen KWOK
Karen WONG
LAI Fai Yeung
LAM Kwok Kai
LAU Kam Cheong
Mandy LAM
Nelson WAI
Renee CHEUNG
SIT Ching Lim Daisy
SIU Yu Hang Leo
Thomas WONG
TSAO Ngai Po Jenny
Vivian CHOI
Wendy KO
WONG Luk Kwan
WONG Yu Kwai Stephen
YAU Pik Wah
YIU Po Ling
YIU Tai Nin Joey

中央行政及服務單位資料 Central Administration and Service Units

截至 2021 年 8 月 31 日 (As at 31 August 2021)

總辦事處 Head Office

香港北角百福道 21 號 13 樓
13/F, 21 Pak Fuk Road, North Point, Hong Kong
☎ 2527 4567 ☎ 2528 6552 @ ho@naac.org.hk

註冊地址 Registered Address

香港灣仔軒尼詩道 15 號溫莎公爵社會服務大廈 704 室
Room 704, Duke of Windsor Social Service Building, 15 Hennessy Road, Wan Chai, Hong Kong
☎ 2865 2797 ☎ 2861 1569 @ ho@naac.org.hk

家庭及兒童福利服務部 Family & Child Welfare Service Division

綜合服務中心 Integrated Services Centre

1 東涌綜合服務中心

Tung Chung Integrated Services Centre

~ 綜合家庭服務中心 Integrated Family Services Centre
~ 綜合青少年服務中心 Integrated Children & Youth Services Centre
~ 長者地區中心 (附設長者支援服務隊及護老者支援服務) District Elderly Community Centre (with Support Teams for the Elderly and Carer Support Service)
附設服務計劃 Ancillary Services Project :
· 童夢庫 Dream With Unity (兒童發展基金計劃 Child Development Fund Project) · 「愛、滿、逸」新來港家庭網絡計劃 Mun Tung & Yat Tung New Arrivals Family Networking Scheme (新來港人士服務 Service To New Comers From China)
· 樂滿家庭社區網絡計劃 Joyful Community Net Project
(社區投資共享基金計劃 Community Investment and Inclusion Fund Project) · 僱員再培訓局課程 ERB Courses (僱員再培訓局 Employees Retraining Board)

(1) 新界大嶼山東涌逸東邨 2 號停車場天台 2 室 Room 2, Roof Top, Carpark 2, Yat Tung Estate, Tung Chung, Lantau Island, New Territories

☎ 3141 7107 ☎ 3141 7108 @ tcis@naac.org.hk

(2) 新界大嶼山東涌逸東邨 1 號停車場 1 樓 1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories

☎ 3140 6365 ☎ 3140 6366 @ tcis@naac.org.hk

(3) 新界大嶼山東涌道 420 號東涌社區服務綜合大樓 1 樓右翼

Right Wing, 1/F, Tung Chung Community Services Complex, 420 Tung Chung Road, Tung Chung, Lantau Island, New Territories

☎ 2988 1433 ☎ 2988 1525 @ tcis@naac.org.hk

(4) 愉景灣分處：新界大嶼山愉景灣海澄湖畔路 99 號愉景灣北綜合服務中心 1 樓

Discovery Bay sub-office: 1/F, Discovery Bay North Integrated Services Centre, 99 Siena Ave, Discovery Bay, Lantau Island, New Territories

☎ 2259 3422 ☎ 2259 3169 @ bmse@naac.org.hk

(5) 大澳分處：新界大嶼山大澳龍田邨商場 2 號 1 樓及 3-6 號地下及 1 樓

Tai O sub-office: 1/F of Shop Unit 2 and G/F & 1/F of Shop Unit 3-6, Lung Tin Commercial Centre, Lung Lin Estate, Tai O, Lantau Island, New Territories

☎ 9244 4697 ☎ 3141 7108 @ tcis@naac.org.hk

家庭支援網絡隊 Family Support Networking Team

2 深水埗家庭支援網絡隊

Shamshuipo Family Support Networking Team

九龍深水埗白田邨澤田樓地下 3 室 Unit 3, G/F, Chak Tin House, Pak Tin Estate, Sham Shui Po, Kowloon

☎ 2319 1234 ☎ 2778 6664 @ fsnt@naac.org.hk

市區單身人士宿舍 Urban Hostel for Single Persons

3 賽馬會樂富宿舍 (附設緊急臨時住宿服務)

Jockey Club Lok Fu Hostel (with Overnight Accommodation Service)

九龍黃大仙樂富邨樂翠樓地下 G/F, Lok Tsui House, Lok Fu Estate, Wong Tai Sin, Kowloon

☎ 2336 6860 ☎ 2337 0515 @ jch@naac.org.hk

4 高華閣單身人士宿舍

High Street House (Singleton Hostel)

香港西營盤高街 2 號西營盤社區綜合大樓 6 樓 6/F, Sai Ying Pun Community Complex, 2 High Street, Sai Ying Pun, Hong Kong

☎ 3427 9267 ☎ 3427 9265 @ hsh@naac.org.hk

少數族裔人士服務 Services for Ethnic Minorities

5 少數族裔支援服務中心

TOUCH-Support Service Centre for Ethnic Minorities

新界大嶼山東涌道 420 號東涌社區服務綜合大樓 1 樓左翼

Left Wing, 1/F, Tung Chung Community Services Complex, 420 Tung Chung Road, Tung Chung, Lantau Island, New Territories

☎ 2988 1422 ☎ 2988 1525 @ scem@naac.org.hk

6 融方少數族裔外展服務隊

B Square Outreaching Team for Ethnic Minorities

香港筲箕灣道 361 號利嘉中心 26 樓 26/F, Lancashire Centre, 361 Shau Kei Wan Road, Shau Kei Wan, Hong Kong

☎ 2111 0494 📠 3500 7148 @ otem@naac.org.hk

7 少數族裔家庭健康支援先導計劃

Pilot Project on Health Support for Families of Ethnic Minority

(預計於 2021 年 11 月開展服務 Service to be commenced in Nov 2021)

香港灣仔莊士頓道 178-186 號華懋莊士敦廣場 8 樓 801 室 Suite 801, 8/F, Chinachem Johnson Plaza, 178-186 Johnston Road, Wanchai, Hong Kong

☎ 9542 8094 📠 3500 7148 @ chem@naac.org.hk

學前教育駐校社工服務 Social Work Service for Pre-Primary Institutions

8 學前教育駐校社工服務

Social Work Service for Pre-Primary Institutions

新界大埔富亨邨富亨鄰里社區中心 1 樓 1/F, Fu Heng Neighbourhood Community Centre, Fu Heng Estate, Tai Po, New Territories

☎ 2662 1666 📠 2662 1763 @ swpi@naac.org.hk

重組家庭支援計劃 Blended Families Support Project

9 賽馬會「再喜步」重組家庭支援計劃

Jockey Club "STEP by STEP" Blended Family Project

新界大嶼山東涌道 420 號東涌社區服務綜合大樓 1 樓右翼

Right Wing, 1/F, Tung Chung Community Services Complex, 420 Tung Chung Road, Tung Chung, Lantau Island, New Territories

☎ 9542 7056 📠 3141 7108 @ step@naac.org.hk

青少年服務部 Children & Youth Service Division**綜合青少年服務中心 Integrated Children & Youth Services Centre**

10 賽馬會大埔北青少年綜合服務中心

Jockey Club Tai Po North Integrated Children & Youth Services Centre

附設服務計劃 Ancillary Services Project :

· 「劃」出童夢 Dream Planner (兒童發展基金計劃 Child Development Fund Project)

新界大埔富亨邨富亨鄰里社區中心 1 樓 1/F, Fu Heng Neighbourhood Community Centre, Fu Heng Estate, Tai Po, New Territories

☎ 2662 1666 📠 2662 1763 @ tpis@naac.org.hk

地區青少年外展社會工作 District Youth Outreaching Social Work

11 東區 / 灣仔外展社會工作隊

Eastern / Wanchai District Youth Outreaching Social Work Team

香港筲箕灣愛東邨愛善樓地下 G03B 室 Room G03B, G/F, Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong

☎ 2590 8835 📠 2904 1910 @ edos@naac.org.hk

12 東涌青少年外展隊

Tung Chung Youth Outreaching Team

新界大嶼山東涌逸東 (一) 邨雍逸樓地下 B 翼 Wing B, G/F., Yung Yat House, Yat Tung (I) Estate, Tung Chung, Lantau Island, New Territories

☎ 2563 0822 📠 2563 0122 @ tcyo@naac.org.hk

青少年深宵外展服務 Overnight Outreaching Service for Young Night Drifters

13 離島及中西區深宵外展服務計劃

Islands, Central & Western District Youth Night Drifters Service Project

新界大嶼山東涌逸東 (一) 邨雍逸樓地下 B 翼 Wing B, G/F., Yung Yat House, Yat Tung (I) Estate, Tung Chung, Lantau Island, New Territories

☎ 2563 0822 熱線 Hotline : 6279 8818 📠 2563 0122 @ tcynd@naac.org.hk

學校社會工作服務 School Social Work Service

14 學校社會工作隊 (一)

School Social Work Team (1)

香港筲箕灣愛東邨愛善樓地下 G03B Unit G03B, G/F, Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong

☎ 2590 8835 📠 2904 1910 @ ssw1@naac.org.hk ssw2@naac.org.hk

15 東涌學校社會工作隊 (二)

Tung Chung School Social Work Team (2)

新界大嶼山東涌逸東邨 1 號停車場 1 樓 1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories

☎ 3140 6365 📠 3140 6366 @ tcsw1@naac.org.hk tcsw2@naac.org.hk tcsw3@naac.org.hk

課餘託管服務 After School Care Service

- 16 賽馬會天水圍綜合服務中心**
Jockey Club Tin Shui Wai Integrated Services Centre
新界元朗天水圍天瑞邨天瑞社區中心 3 樓 3/F, Tin Shui Community Centre, Tin Shui Estate, Tin Shui Wai, Yuen Long, New Territories
☎ 2617 8816 📠 2617 8939 @ tssc@naac.org.hk
- 17 大埔北課餘託管中心**
Tai Po North After School Care Service Centre
新界大埔富亨邨富亨鄰里社區中心 1 樓 1/F, Fu Heng Neighbourhood Community Centre, Fu Heng Estate, Tai Po, New Territories
☎ 2662 1666 📠 2662 1763 @ tpis@naac.org.hk
- 18 東涌課餘託管中心**
Tung Chung After School Care Service Centre
新界大嶼山東涌逸東邨 2 號停車場天台 2 室 Room 2, Roof Top, Carpark 2, Yat Tung Estate, Tung Chung, Lantau Island, New Territories
☎ 3141 7107 📠 3141 7108 @ tcns@naac.org.hk

安老服務部 Elderly Service Division

長者地區中心 District Elderly Community Centre

- 19 深水埗康齡社區服務中心（附設長者支援服務隊及護老者支援服務）**
Shamshuipo District Elderly Community Centre (with Support Team for the Elderly and Carer Support Service)
九龍深水埗窩仔街 100 號石硤尾邨服務設施大樓一樓 1/F, Ancillary Facilities Block, Shek Kip Mei Estate, 100 Woh Chai Street, Sham Shui Po, Kowloon
☎ 2784 7440 📠 2784 7439 @ sdecc@naac.org.hk
附設服務計劃 Ancillary Services Project :
· 賽馬會樂齡同行計劃 JC JoyAge: Jockey Club Holistic Support Project for Elderly Mental Wellness
九龍深水埗窩仔街 100 號石硤尾邨服務設施大樓一樓 1/F, Ancillary Facilities Block, Shek Kip Mei Estate, 100 Woh Chai Street, Sham Shui Po, Kowloon
☎ 2784 7440 📠 2784 7439 @ sdja@naac.org.hk
· 賽馬會全城起動防衰老計劃（西九龍）Jockey Club Frailty Prevention Campaign (Kowloon West)
九龍深水埗白田邨澤田樓地下 3 室 Unit 3, G/F, Chak Tin House, Pak Tin Estate, Sham Shui Po, Kowloon
☎ 9542 1090 📠 2784 7393 @ kwfp@naac.org.hk
- 20 屯門區綜合康齡服務中心（附設長者支援服務隊及護老者支援服務）**
Tuen Mun District Integrated Services Centre for the Elderly (with Support Teams for the Elderly and Carer Support Service)
新界屯門山景邨社康大樓 3 樓 4 號 Unit 4, Level 3, Community Recreation Building, Shan King Estate, Tuen Mun, New Territories
☎ 2466 6591 📠 2466 6592 @ tise@naac.org.hk

長者鄰舍中心 Neighbourhood Elderly Centre

- 21 利東鄰里康齡中心（附設護老者支援服務）**
Lei Tung Neighbourhood Elderly Centre (with Carer Support Service)
香港鴨脷洲利東邨東昇樓 309-316 室 Rooms 309-316, Tung Sing House, Lei Tung Estate, Ap Lei Chau, Hong Kong
☎ 2874 6311 📠 2871 4422 @ lnecc@naac.org.hk
- 22 天瑞鄰里康齡中心（附設護老者支援服務）**
Tin Shui Neighbourhood Elderly Centre (with Carer Support Service)
新界元朗天水圍天瑞邨天瑞社區中心地下及 3 樓 G/F & 3/F, Tin Shui Community Centre, Tin Shui Estate, Tin Shui Wai, Yuen Long, New Territories
☎ 2448 7433 📠 2448 3822 @ tnecc@naac.org.hk
- 23 馬鞍山鄰里康齡中心（附設護老者支援服務）**
Ma On Shan Neighbourhood Elderly Centre (with Carer Support Service)
新界馬鞍山沙安街 23 號利安社區服務大樓地下 G/F, Lee On Community Service Complex, 23 Sha On Street, Ma On Shan, New Territories
☎ 2683 5522 📠 2642 7134 @ mnec@naac.org.hk
- 24 雅研社鄰里康齡中心（附設護老者支援服務）**
Nga Yin Association Neighbourhood Elderly Centre (with Carer Support Service)
香港堅尼地城海旁 26 號龍翔花園 1 樓 1/F, Lung Cheung Garden, 26 Kennedy Town Praya, Kennedy Town, Hong Kong
☎ 2819 8727 📠 2818 2183 @ nnec@naac.org.hk
- 25 富泰鄰里康齡中心（附設護老者支援服務）**
Fu Tai Neighbourhood Elderly Centre (with Carer Support Service)
新界屯門富泰邨服務設施大樓 1 樓 1/F, Ancillary Facilities Block, Fu Tai Estate, Tuen Mun, New Territories
☎ 2453 7737 📠 2453 7747 @ fnec@naac.org.hk

長者活動中心 Social Centre for the Elderly

- 26 白魯督夫人康齡中心**
Martha Baker Social Centre for the Elderly
 九龍觀塘牛頭角上邨常逸樓地下 G/F, Sheung Yat House, Upper Ngau Tau Kok Estate, Kwun Tong, Kowloon
 ☎ 2750 6428 📠 2305 9722 @ mbec@naac.org.hk
- 27 白田康齡中心**
Pak Tin Social Centre for the Elderly
 九龍深水埗白田邨澤田樓地下3室 Unit 3, G/F., Chak Tin House, Pak Tin Estate, Sham Shui Po, Kowloon
 ☎ 2776 2365 📠 2778 6664 @ ptec@naac.org.hk
- 28 秀茂坪康齡中心**
Sau Mau Ping Social Centre for the Elderly
 九龍觀塘秀茂坪邨秀茂商場3樓311舖 Shop 311, 3/F, Sau Mau Ping Shopping Centre, Sau Mau Ping Estate, Kwun Tong, Kowloon
 ☎ 2354 8560 📠 2354 8563 @ smec@naac.org.hk
- 29 馬鞍山長者頤康中心**
Ma On Shan Social Centre for the Elderly
 新界馬鞍山西沙路609號馬鞍山健康中心地下 G/F, Ma On Shan Health Centre, 609 Sai Sha Road, Ma On Shan, New Territories
 ☎ 3152 2614 📠 2633 0984 @ moec@naac.org.hk

長者日間護理服務 Day Care Services for the Elderly

- 30 東涌綜合服務中心耆樂日間護理天地**
Tung Chung Integrated Services Centre Day Care Unit for the Elderly
 新界大嶼山東涌逸東邨1號停車場1樓 1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories
 ☎ 3140 6365 📠 3140 6366 @ tdcu@naac.org.hk
- 31 屯門區長者日間護理服務中心**
Tuen Mun District Day Care Centre for the Elderly
 新界屯門良景邨良英樓地下B翼6-12號 Units 6-12, G/F, Wing B, Leung Ying House, Leung King Estate, Tuen Mun, New Territories
 ☎ 2455 0130 📠 2455 0668 @ tde@naac.org.hk
- 32 林心雲伉儷長者日間護理中心**
Mr & Mrs Lam Sum Wan Day Care Centre for the Elderly
 新界屯門欣田邨綠田樓地下 G/F, Luk Tin House, Yan Tin Estate, Tuen Mun, New Territories
 ☎ 2566 6386 📠 3500 2612 @ ytde@naac.org.hk
- 33 朗屏長者日間護理中心**
Long Ping Day Care Centre for the Elderly
 新界元朗擴業街10號1樓 1/F, 10 Kwong Yip Street, Yuen Long, New Territories
 ☎ 2413 2220 📠 3500 2659 @ lpde@naac.org.hk

綜合家居照顧服務 Integrated Home Care Services

- 34 屯門區綜合家居照顧服務中心**
Tuen Mun District Integrated Home Care Services Centre
 (1) 新界屯門友愛邨愛德樓地下106-108室 Units 106-108, G/F, Oi Tak House, Yau Oi Estate, Tuen Mun, New Territories
 (2) 新界屯門田景邨田樂樓地下G07-08室 Units G07-08, Tin Lok House, Tin King Estate, Tuen Mun, New Territories
 (3) 新界屯門安定邨定龍樓地下128-130號 Units 128-130, Ting Lung House, On Ting Estate, Tuen Mun, New Territories
 ☎ 2455 5930 📠 2458 7121 @ tihc@naac.org.hk
- 35 黃大仙區綜合家居照顧服務中心**
Wongtsin District Integrated Home Care Services Centre
 九龍黃大仙橫頭磡邨宏耀樓G01號 Unit G01, Wang Yiu House, Wang Tau Hom Estate, Wong Tai Sin, Kowloon
 ☎ 2794 9325 📠 2794 9365 @ wiho@naac.org.hk
- 36 元朗區綜合家居照顧服務中心**
Yuen Long District Integrated Home Care Services Centre
 新界元朗朗屏邨悅屏樓2樓201室 Room 201, 2/F, Yuet Ping House, Long Ping Estate, Yuen Long, New Territories
 ☎ 2446 5940 📠 2470 9223 @ yiho@naac.org.hk
- 37 深水埗康齡社區服務中心綜合家居照顧服務**
Shamshuipo District Elderly Community Centre Integrated Home Care Services
 九龍深水埗窩仔街100號石硤尾邨服務設施大樓1樓 1/F, Ancillary Facilities Block, Shek Kip Mei Estate, 100 Woh Chai Street, Sham Shui Po, Kowloon
 ☎ 2784 7440 📠 2784 7439 @ sdeco@naac.org.hk

長者社區照顧服務券試驗計劃 Pilot Scheme on Community Care Service Voucher for the Elderly

38 深水埗區長者社區照顧服務中心

Shamshuipo District Community Care Service Centre for the Elderly

九龍深水埗白田邨澤田樓地下3室 Unit 3, G/F., Chak Tin House, Pak Tin Estate, Sham Shui Po, Kowloon

☎ 2776 2365 📠 2778 6664 @ sdecc.ccs@naac.org.hk

39 沙田區長者社區照顧服務中心

Shatin District Community Care Service Centre for the Elderly

新界馬鞍山沙田路609號馬鞍山健康中心地下 G/F, Ma On Shan Health Centre, 609 Sai Sha Road, Ma On Shan, New Territories

☎ 3152 2614 📠 2633 0984 @ moec@naac.org.hk

離院長者綜合支援計劃 – 家居支援隊 Integrated Discharge Support Programme for Elderly Patients – Home Support Team

40 九龍中聯網離院長者綜合支援計劃 – 鄰舍輔導會家居支援隊

Kowloon Central Cluster Integrated Discharge Support Programme for Elderly Patients – NAAC Home Support Team

(1) 九龍伊利沙伯醫院男護士宿舍1樓116及118室 Rooms 116 & 118, 1/F, Male Nurses Quarter, Queen Elizabeth Hospital, Kowloon

☎ 3506 8734 📠 3506 8733 @ hst@naac.org.hk

(2) 九龍慈雲山雲華街45號慈雲山南社區中心3樓 3/F, Tsz Wan Shan (South) Estate Community Centre, 45 Wan Wah Street, Tsz Wan Shan, Kowloon

☎ 3628 2520 📠 2541 7927 @ hst@naac.org.hk

護理安老院 (提供持續照顧的護理安老宿位) Care and Attention Home (Providing Continuum of Care)

41 上海總會護理安老院

Shanghai Fraternity Association Care & Attention Home for the Elderly

九龍何文田冠輝苑高層閣4至5樓 Levels 4-5, Ko Fai House, Kwun Fai Court, Ho Man Tin, Kowloon

☎ 2242 0311 📠 2242 0211 @ hca@naac.org.hk

長者健康照顧服務計劃 Health Care Project for the Elderly

42 賽馬會『e健康』電子健康管理計劃

Jockey Club Community eHealth Care Project

九龍深水埗窩仔街100號石硤尾邨服務設施大樓一樓

1/F, Ancillary Facilities Block, Shek Kip Mei Estate, 100 Woh Chai Street, Sham Shui Po, Kowloon

☎ 2784 7440 📠 27847439 @ edeh@naac.org.hk

康復服務部 Rehabilitation Service Division

綜合康復服務中心 Integrated Rehabilitation Services Centre

43 怡欣山莊 (附設住宿暫顧服務、日間暫託服務、延展照顧計劃及職業康復延展計劃)

Harmony Manor (with Residential Respite Service, Day Respite Service, Extended Care Programme & Work Extension Programme)

~ 展能中心 Day Activity Centre

~ 嚴重肢體傷殘人士宿舍 Hostel for Severely Physically Handicapped Persons

~ 中度弱智人士宿舍 Mentally Handicapped Persons

~ 嚴重弱智人士宿舍 Hostel for Severely Mentally Handicapped Persons

~ 嚴重殘疾人士護理院 Care and Attention Home for Severely Disabled Persons

~ 綜合職業康復服務中心 Integrated Vocational Rehabilitation Services Centre

新界沙田亞公角山路45號 No. 45, A Kung Kok Shan Road, Shatin, New Territories

☎ 2637 9000 📠 2637 9298 @ hnm@naac.org.hk

44 怡菁山莊 (附設住宿暫顧服務、日間暫託服務及延展照顧計劃)

Fairyland (with Residential Respite Service, Day Respite Service & Extended Care Programme)

~ 展能中心 Day Activity Centre

~ 嚴重弱智人士宿舍 Hostel for Severely Mentally Handicapped Persons

~ 嚴重殘疾人士護理院 Care and Attention Home for Severely Disabled Persons

新界葵涌大蒸場路5號 5 Tai Ching Cheung Road, Kwai Chung, New Territories

☎ 2742 3378 📠 2742 3810 @ fald@naac.org.hk

特殊幼兒中心暨早期教育及訓練中心 Special Child Care Centre cum Early Education and Training Centre

- 45 啓康幼兒中心（附設殘疾幼兒暫託服務及延長時間服務）**
Child Enlightenment Centre (with Occasional Child Care Service and Extended Hours Service for Disable Children)
 新界沙田博康邨博泰樓地下 B 翼 Wing B, G/F, Pok Tai House, Pok Hong Estate, Sha Tin, New Territories
 ☎ 2635 9668 📠 2635 9899 @ cen@naac.org.hk
- 46 陳蔭川欣康幼兒中心（附設殘疾幼兒暫託服務及延長時間服務）**
Chan Yin Chuen Child Enrichment Centre (with Occasional Child Care Service for Disabled Children and Extended Hours Service)
 九龍黃大仙鳳德邨鳳樓地下 B 翼 Wing B, G/F, Chu Fung House, Fung Tak Estate, Wong Tai Sin, Kowloon
 ☎ 2567 2880 📠 2567 2280 @ wcen@naac.org.hk
- 47 景康幼兒中心（附設殘疾幼兒暫託服務及延長時間服務）**
Child Advancement Centre (with Occasional Child Care Service and Extended Hours Service for Disable Children and Extended Hours Service)
 新界屯門山景邨景樂樓地下 A 翼 Wing A, G/F., King Lok House, Shan King Estate, Tuen Mun, New Territories
 ☎ 2426 0122 📠 2426 0126 @ cavc@naac.org.hk

展能中心 Day Activity Centre

- 48 黃大仙展能中心**
Wongtaisin Day Activity Centre
 九龍黃大仙正德街 104 號黃大仙社區中心 1 樓 101-105 室 Rooms 101-105, 1/F., Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon
 ☎ 2321 2623 📠 2320 9926 @ wda@naac.org.hk

展能中心暨嚴重弱智人士宿舍 Day Activity Centre cum Hostel

- 49 黃大仙下邨展能中心暨宿舍（附設住宿暫顧服務及延展照顧計劃）**
Lower Wongtaisin Day Activity Centre Cum Hostel (with Residential Respite Service & Extended Care Programme)
 ~ 黃大仙下邨展能中心 Lower Wongtaisin Day Activity Centre
 九龍黃大仙下邨 2 期龍禧樓地下 C 翼 1-9 室 Nos. 1-9, Wing C, G/F, Lung Hei House, Lower Wong Tai Sin (II) Estate, Wong Tai Sin, Kowloon
 ☎ 2726 2480 📠 2326 1048 @ ldah@naac.org.hk
 ~ 黃大仙下邨宿舍 Lower Wongtaisin Hostel
 九龍黃大仙下邨 2 期龍滿樓地下 C 翼 1-9 室 Nos. 1-9, Wing C, G/F, Lung Moon House, Lower Wong Tai Sin (II) Estate, Wong Tai Sin, Kowloon
 ☎ 2326 0973 📠 2326 6537 @ ldah@naac.org.hk
- 50 友愛展能中心暨宿舍（附設住宿暫顧服務及延展照顧計劃）**
Yau Oi Day Activity Centre Cum Hostel (with Residential Respite Service & Extended Care Programme)
 ~ 友愛展能中心 Yau Oi Day Activity Centre
 新界屯門友愛邨愛信樓高座地下 G/F, High Block, Oi Shun House, Yau Oi Estate, Tuen Mun, New Territories
 ☎ 2450 3086 📠 2452 0366 @ ydah@naac.org.hk
 ~ 友愛宿舍 Yau Oi Hostel
 新界屯門友愛邨愛信樓低座地下 G/F, Low Block, Oi Shun House, Yau Oi Estate, Tuen Mun, New Territories
 ☎ 2450 3086 📠 2452 0366 @ ydah@naac.org.hk

專職醫療服務 Allied Health Service

- 51 高級治療師團隊**
Senior Therapy Unit
 附設服務 Ancillary Services :
 駐機構職業治療服務 Agency-based Occupational Therapy Service
 駐機構言語治療服務 Agency-based Speech Therapy Service
 新界沙田亞公角山路 45 號 No. 45, A Kung Kok Shan Road, Shatin, New Territories
 ☎ 2637 9000 📠 2637 9298

輔助就業服務 Supported Employment Service

- 52 輔助就業服務（附設殘疾人士在職培訓計劃及續顧服務）**
Supported Employment Service (with On the Job Training Programme for People with Disabilities and After Care Service)
 (1) 新界屯門蝴蝶邨蝶樓地下 111-114 室 Units 111-114, G/F, Tip Ying House, Butterfly Estate, Tuen Mun, New Territories
 ☎ 2466 0247 📠 2466 0706 @ sejt@naac.org.hk
 (2) 九龍慈雲山雲華街 45 號慈雲山南社區中心 3 樓 3/F, Tsz Wan Shan (South) Estate Community Centre, 45 Wan Wah Street, Tsz Wan Shan, Kowloon
 （面見請先預約 By Appointment）
 ☎ 2326 8301 📠 2321 7664 @ sejt@naac.org.hk
 (3) 香港筲箕灣愛東邨愛善樓地下 G03B 室 Room G03B, G/F, Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong
 （面見請先預約 By Appointment）
 ☎ 2511 3452 📠 2321 7664 @ sejt@naac.org.hk

綜合職業康復服務中心 Integrated Vocational Rehabilitation Services Centre

53 屯門綜合就業服務中心

Tuen Mun Integrated Employment Services Centre

新界屯門蝴蝶邨蝶意樓地下 G/F, Tip Yee House, Butterfly Estate, Tuen Mun, New Territories

☎ 2465 7498 📠 2454 8665 @ tmie@naac.org.hk

中度弱智人士宿舍暨綜合職業康復服務中心

Hostel for Moderately Mentally Handicapped cum Integrated Vocational Rehabilitation Services Centre

54 怡東軒暨怡東綜合就業服務中心

Excelsior Manor cum Integrated Employment Services Centre

~ 怡東軒 Excelsior Manor

新界大嶼山東涌滿東邨滿樂坊 2 樓 202 號 Unit 202, 2/F, JoysMark, Mung Tung Estate, Tung Chung, Lantau Island, New Territories

☎ 2544 7512 📠 3500 3751 @ tech@naac.org.hk

~ 怡東綜合就業服務中心 Excelsior Integrated Employment Services Centre

新界大嶼山東涌滿東邨滿樂坊 2 樓 201 號 Unit 201, 2/F, JoysMark, Mung Tung Estate, Tung Chung, Lantau Island, New Territories

☎ 2544 7512 📠 3500 3751 @ tech@naac.org.hk

中度弱智人士宿舍 Hostel for Moderately Mentally Handicapped

55 大興宿舍 (附設住宿暫顧服務)

Tai Hing Hostel (with Residential Respite Service)

新界屯門大興邨興昌樓地下 14-23 號 Nos. 14-23, G/F, Hing Cheung House, Tai Hing Estate, Tuen Mun, New Territories

☎ 2467 6280 📠 2462 5185 @ tah@naac.org.hk

56 怡康居 (附設住宿暫顧服務)

Wellness Manor (with Residential Respite Service)

新界荃灣楊屋道 1 號地下 A 室 Unit A, G/F, 1 Yeung Uk Road, Tsuen Wan, New Territories

☎ 2941 0411 📠 2941 0499 @ wem@naac.org.hk

57 怡逸居 (附設住宿暫顧服務及職業康復延展計劃)

Healthy Manor (with Residential Respite Service and Work Extension Programme)

新界屯門青松觀路 10 號 No.10 Tsing Chung Koon Road, Tuen Mun, New Territories

☎ 2463 2522 📠 2463 1966 @ hema@naac.org.hk

輔助宿舍 Supported Hostel

58 怡晴居 (附設住宿暫顧服務)

Sunny Manor (with Residential Respite Service)

(1) (通訊地址) 九龍黃大仙東頭 (二) 邨興東樓地下 1-4 號

(Correspondence Address) Nos. 1-4, G/F, Hing Tung House, Tung Tau (II) Estate, Wong Tai Sin, Kowloon

☎ 2718 8313 📠 2718 4722 @ suma@naac.org.hk

(2) 九龍黃大仙東頭 (二) 邨彩東樓地下 15-18 號 Nos. 15-18, G/F, Choi Tung House, Tung Tau (II) Estate, Wong Tai Sin, Kowloon

☎ 2718 8311 📠 2716 6848 @ suma@naac.org.hk

59 順天宿舍

Shun Tin Hostel

九龍觀塘順天邨天權樓 2 樓 247-260 室 Rooms 247-260, 2/F, Tin Kuen House, Shun Tin Estate, Kwun Tong, Kowloon

☎ 2341 2807 📠 2341 1557 @ sth@naac.org.hk

60 悠然 • 欣然居庭

Pleasant & Leisure Manors

~ 欣然居庭 Pleasant Manor

(通訊地址) 新界屯門新福路 6 號 10F 座 (Correspondence Address) Block 10F, 6 San Fuk Road, Tuen Mun, New Territories

☎ 2454 4223 📠 2463 7288 @ plv@naac.org.hk

~ 悠然居庭 Leisure Manor

新界屯門新福路 4 號 10G 座 Block 10G, 4 San Fuk Road, Tuen Mun, New Territories

☎ 2453 1118 📠 2463 7288 @ plv@naac.org.hk

61 怡樂居 (附設住宿暫顧服務)

Cheery Manor (with Residential Respite Service)

九龍觀塘順利邨商場 (第二期) 2 樓 B 室 Unit No. B, 2/F, Shun Lee Shopping Centre (Phase II), Shun Lee Estate, Kwun Tong, Kowloon

☎ 2790 2207 📠 2790 1733 @ chm@naac.org.hk

殘疾人士地區支援中心 District Support Centre for Persons with Disabilities

62 黃大仙康盛支援中心 (附設嚴重殘疾人士日間照顧服務及日間暫顧服務)

Wong Tai Sin Wellness Support Centre (with Day Care Service for Persons with Severe Disabilities and Day Respite Service)

九龍黃大仙鳳德邨鳳樓地下 A 翼 Wing A, G/F, Chu Fung House, Fung Tak Estate, Wong Tai Sin, Kowloon

☎ 2320 7834 📠 2321 9096 @ wdsc@naac.org.hk

附設服務計劃 Ancillary Services Project :

· PRITA 自閉症專門店 The Practice, Research & Training Centre on Autism

九龍慈雲山雲華街 45 號慈雲山南社區中心 3 樓 3/F, Tsz Wan Shan (South) Estate Community Centre, 45 Wan Wah Street, Tsz Wan Shan, Kowloon

☎ 2320 7834 📠 2321 9096 @ wdsc@naac.org.hk

嚴重殘疾人士家居照顧服務 Home Care Service for Persons with Severe Disabilities

63 伴航家顧服務計劃

Together Home Care Service for Persons with Severe Disabilities

(1) 新界屯門大興邨興平樓地下 29-32 號

Units 29-32, G/F, Hing Ping House, Tai Hing Estate, Tuen Mun, New Territories

(2) 新界青山公路葵涌段 482 號及梨木道 2 號和記新邨地下 5A 及 7 號舖

482 Castle Peak Road, Kwai Chung & Portion of Shop 5A, Shop 7, G/F, Hutchison Estate, 2 Lei Muk Road Kwai Chung, New Territories

☎ 2618 0411 📠 2618 0198 @ tohc@naac.org.hk

日間社區康復中心 Community Rehabilitation Day Centre

64 新界西日間社區康復中心

NT West Community Rehabilitation Day Centre

新界屯門湖景邨湖光樓高座地下 1-6 號及 9-16 號 Units 1-6 & 9-16, G/F, High Block, Wu Kwong House, Wu King Estate, Tuen Mun, New Territories

☎ 2456 9577 📠 2456 9571 @ nrc@naac.org.hk

家長資源中心 Parents Resource Centre

65 樂盈聚家長資源中心

Togetherness Parents Resource Centre

新界大嶼山東涌滿東邨滿樂坊 2 樓 202 號 Unit 202, JoysMark, Mung Tung Estate, Tung Chung, Lantau Island, New Territories

☎ 3500 7160 📠 3500 7170 @ tprc@naac.org.hk

社區發展部 Community Development Division

鄰舍層面社區發展計劃 Neighbourhood Level Community Development Project

66 茶果嶺中心

Cha Kwo Ling Centre

九龍觀塘茶果嶺大街 121-123 號 Nos. 121-123, Cha Kwo Ling Main Street, Kwun Tong, Kowloon

☎ 2775 3050 📠 2952 9629 @ ckl@naac.org.hk

67 屯門 / 元朗鄉郊中心

Tuen Mun / Yuen Long Rural Village Centre

新界元朗洪水橋洪堤路 8 號雅珊園商場地下 1 號舖 Shop No. 1, G/F Aster Court Shopping Arcade, 8 Hung Tai Road, Hung Shui Kiu, Yuen Long, New Territories

☎ 2448 0880 📠 2445 1162 @ ty@naac.org.hk

屋邨重建服務計劃 Estate Redevelopment Services Project

68 白田社會服務隊二

Pak Tin Community Service Team II

九龍深水埗白田邨 11 座地下 3 及 3A 室 Flat 3 & 3A, G/F, Block 11, Pak Tin Estate, Sham Shui Po, Kowloon

☎ 2796 9730 📠 2796 9021 @ pcst@naac.org.hk

69 大坑西社工服務隊

Tai Hang Sai Social Work Service Team

九龍深水埗大坑西新邨民樂樓 116 室 Room 116, Man Lok House, Tai Hang Sai Estate, Shamshui, Kowloon

☎ 3619 4331 / 9719 9107 📠 2784 7439 @ thss@naac.org.hk

社區投資共享基金計劃 Community Investment Inclusion Fund Project

- 70 欣田 Joyful 友善伙伴計劃**
Yan Tin Joyful Partnership Project
新界屯門欣田邨綠田樓地下 G/F, Luk Tin House, Yan Tin Estate, Tuen Mun, New Territories
☎ 9859 2003 ☎ 3500 2612 @ ytjp@naac.org.hk
- 71 「樂活石硤尾」地區支援網絡計劃**
"Healthy and Sustainable Life In Shek Kip Mei" Community Support and Networking Project
九龍深水埗石硤尾邨美禧樓 3/F 平台互委會會址 M.A.C., 3/F, Mei Hei House, Shek Kip Mei Estate, Sham Shui Po, Kowloon
☎ 9746 9965 ☎ 2784 7439 @ skci@naac.org.hk
- 72 「白田康樂家」地區支援網絡計劃**
"Healthy and Happy Family in Pak Tin" Community Support and Networking Project
九龍深水埗白田邨澤田樓地下 3 室 Unit 3, G/F., Chak Tin House, Pak Tin Estate, Sham Shui Po, Kowloon
☎ 6470 4645 ☎ 2784 7439 @ ptci@naac.org.hk
- 73 「好鄰舍 @ 大埔」－富蝶邨地區支援網絡計劃**
"Good Neighbour@Tai Po – Fu Tip Estate" Community Support and Networking Project
新界大埔富亨邨富亨鄰里社區中心 1 樓 1/F, Fu Heng Neighbourhood Community Centre, Fu Heng Estate, Tai Po, New Territories
☎ 2662 1666 ☎ 2662 1763 @ good@naac.org.hk

內地服務部 Mainland Service Division

督導工作 Supervisory Work

長者地區中心 District Elderly Community Centre

- 74 文昌鄰舍康齡社區服務中心**
Wenchang Neighbourhood Multi-Service Centre for the Elderly
附設服務計劃 Ancillary Services Project :
· 逢源鄰舍康齡社區大學 Fengyuan Neighbourhood Community University for the Elderly
(1) 廣州市荔灣區寶華路存善北街七號之一 1 樓 1/F, 7-1 Cunshan North Street, Baohua Road, Liwan District, Guangzhou, China
(2) 廣州市荔灣區寶華路存善北街七號之一 2 樓 2/F, 7-1 Cunshan North Street, Baohua Road, Liwan District, Guangzhou, China
☎ (8620) 8136 0944 ☎ (8620) 8136 0944 (需要預先通知開機) @ wchlinaac@126.com

長者日間護理中心 Day Care Centre for the Elderly

- 75 逢源鄰舍長者日間護理中心**
Fengyuan Neighbourhood Day Care Centre for the Elderly
廣州市荔灣區寶華路存善北街七號之一 1 樓 1/F, 7-1 Cunshan North Street, Baohua Road, Liwan District, Guangzhou, China
☎ (8620)8136 0944 ☎ (8620)8136 0944 (需要事先通知開機)

展能中心 Day Activity Centre

- 76 逢源鄰舍展能中心**
Fengyuan Neighbourhood Day Activity Centre
廣州市荔灣區寶華路存善北街七號之一 2 樓 2/F, 7-1 Cunshan North Street, Baohua Road, Liwan District, Guangzhou, China
☎ (8620) 8177 0804 ☎ (8620)8177 0804 (需要事先通知開機) @ fyndac@sina.com

教育服務部 Education Service Division

育嬰園 Day Creche

- 77 新翠育嬰園 (附設暫託幼兒服務及延長時間服務)**
Sun Chui Day Creche (with Occasional Child Care Service and Extended Hours Service)
新界沙田新翠邨新傑樓地下 5-16 號 Unit Nos. 5-16, G/F, Sun Kit House, Sun Chui Estate, Sha Tin, New Territories
☎ 2692 6733 ☎ 2692 8002 @ scdc@naac.org.hk
- 78 友愛育嬰園 (附設暫託幼兒服務及延長時間服務)**
Yau Oi Day Creche (with Occasional Child Care Service and Extended Hours Service)
新界屯門友愛邨愛德樓 101-105 室地下 Units 101-105, G/F, Oi Tak House, Yau Oi Estate, Tuen Mun, New Territories
☎ 2441 4866 ☎ 2441 6045 @ yodc@naac.org.hk

幼兒園暨幼兒中心 Kindergarten-cum-child Care Centre

- 79 元朗幼兒園（附設暫託幼兒服務、幼稚園暨幼兒中心兼收計劃及延長時間服務）**
Yuen Long Day Nursery (with Occasional Child Care Service, Integrated Programme in Kindergarten-cum-Child Care Centre and Extended Hours Service)
 新界元朗牡丹街 23 號康德閣一樓 1/F, Orion Court, 23 Mau Tan Street, Yuen Long, New Territories
 ☎ 2471 1191 📠 2471 1161 @ yldh@naac.org.hk
- 80 粉嶺幼兒園（附設暫託幼兒服務及幼稚園暨幼兒中心兼收計劃）**
Fanling Day Nursery (with Occasional Child Care Service and Integrated Programme in Kindergarten-cum-Child Care Centre)
 新界粉嶺聯和墟和滿街 8 號帝庭軒商場 1 樓 37 號舖 Shop No. 37, Level 1, Regentville Shopping Arcade, 8 Wo Mun Street, Luen Wo Hui, Fanling, New Territories
 ☎ 2676 2298 📠 2676 7798 @ fldh@naac.org.hk
- 81 東涌幼兒園（附設暫託幼兒服務、幼稚園暨幼兒中心兼收計劃及延長時間服務）**
Tung Chung Day Nursery (with Occasional Child Care Service, Integrated Programme in Kindergarten-cum-Child Care Centre and Extended Hours Service)
 新界大嶼山東涌逸東邨 2 號停車場 1 樓 1/F, Carpark 2, Yat Tung Estate, Tung Chung, Lantau Island, New Territories
 ☎ 3152 2202 📠 3152 2960 @ tcdh@naac.org.hk
- 82 東欣幼兒園（附設暫託幼兒服務）**
Tung Yan Day Nursery (with Occasional Child Care Service)
 新界大嶼山東涌健康路 1 號映灣園第 15 座 1 樓 1/F, Tower 15, Caribbean Coast, 1 Kin Tung Road, Tung Chung, Lantau Island, New Territories
 ☎ 3194 5120 📠 3194 5193 @ tydh@naac.org.hk

康齡學舍 Healthy Aging Academy

- 83 康齡學舍**
Healthy Aging Academy
 聯絡處：香港北角百福道 21 號 13 樓 Liaison Office: 13/F, 21 Pak Fuk Road, North Point, Hong Kong
 ☎ 2527 8888 📠 2528 6552 @ ho@naac.org.hk

智齡 College for Adults with Special Education Needs

- 84 智齡**
College for Adults with Special Education Needs
 九龍黃大仙鳳德邨硃鳳樓地下 A 翼 Wing A, G/F, Chu Fung House, Fung Tak Estate, Wong Tai Sin, Kowloon
 ☎ 2320 7834 📠 2321 9096 @ casen@naac.org.hk

醫療衛生服務部 Health Care Service Division

中醫藥服務 Chinese Medicine Service

- 85 錢仲展紀念中醫診所**
C.C. Chien Memorial Chinese Medicine Clinic
 九龍黃大仙親仁街 Chun Yan Street, Wong Tai Sin, Kowloon
 ☎ 2323 4404 📠 2321 9070 @ cmc@naac.org.hk
- 86 「健頤專線」— 流動中醫養生服務**
Tung Chung Chinese Medicine Mobile Service
 新界大嶼山東涌逸東邨 1 號停車場 1 樓 1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories
 ☎ 6792 4678 📠 3140 6366 @ tcis.cmp1@naac.org.hk

地區康健站 District Health Centre Express

- 87 地區康健站—離島 DHC Express — Islands（預計於 2021 年 10 月 18 日開展服務 Service to be commenced on 18 Oct 2021）**
主中心 Core Centre
 新界大嶼山東涌道下嶺皮地段 DD3, 2536 號 B 座 House 2, Lot No. 2536 in Demarcation District No. 3
 ☎ 2556 5338 📠 2566 4382 @ dhcx@naac.org.hk

社會企業部 Social Enterprises Division

餐廳服務 Restaurant Service

- 88 Coffee Bunnies（預計於 2022 年 1 月開展服務 Service to be commenced in Jan 2022）**
 ~ 主中心 Core Centre
 香港大坑施弼街 6-7 號地下 B 號舖 Shop B, G/F, Nos. 6 & 7 Shepherd Street, Tai Hang, Hong Kong
 ☎ 6466 6802 @ coby@naac.org.hk

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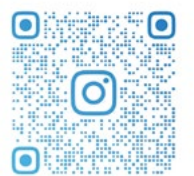


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中文歌詞：Fiona FUNG

English Lyrics: Amelia D. TEEMLEY

♩ = 72.99

若 是 沒 辦 法 以 愛 充 滿 途 上
We may not have all the love through - out our lives.

都 可 將 開 心 交 出 與 人 分 享 沿 途
We will share our hap - pi - ness to e - very - one. We sup -

互 助 互 愛 沒 特 定 身 份 對 象 只 需 要
port, we care for all, we'll ne - ver let you down. We'll be there,

將 心 意 一 併 交 上
share the love, give our hearts out.

在 患 難 盡 處 會 有 新 的 轉 機
At the end of storm, ap - pears a bright blue sky.

手 牽 手 一 起 分 擔 各 樣 傷 悲 常 常
Hold - ing hands we'll leave all bur - dens far be - hind. As a

互 勵 互 勉 要 當 每 位 的 知 己 祝 福 裡
friend, we'll help each other, ne - ver will we fail. Ev - ery one

這 一 切 都 會 很 美 傳 播 夢
will be blessed, for all the time. Let's spread the



與 想 關 懷 扶 持 對 別 人 欣 賞 記 住
dreams to love, sup-port, and care for e - very - one. Let us



愛 的 感 覺 延 續 無 盡 盼 望 要 做
all be hum - ble, thank - ful for what we have. We will



個 好 榜 樣 為 著 照 耀 人 發 亮 冷 漠
reach out in a world that's full of hope and dreams. Be a



裡 也 定 會 有 太 陽 照
guide, shine a light to e - very - one. We'll



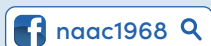
出 你 前 面 有 光 明 路 向
share a bright to - mor - row filled with love.

助鄰扶老 服務社群

Help Our Neighbour Serve Our Community



香港百福道21號13樓
13/F, 21 Pak Fuk Road, North Point, Hong Kong
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🌐 www.naac.org.hk



年報 ANNUAL REPORT

