



# 鄰舍輔導會

THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL

2019/20

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# 目錄 Contents

## ● 機構管治

使命宣言
宗旨目標及機構文化
標誌
會長獻辭
主席報告
總幹事報告
義務司庫報告
財務摘要
核數師報告
架構圖
會長、副會長及執行委員會
附屬委員會、幼兒園校董會、 顧問及顧問委員會
永遠會員
管理團隊
員工訓練及發展

## Corporate Governance

Mission Statement	3
Aims & Objectives, Corporate Culture	4
Logo	5
Message from the President	6
Chairman's Report	8
Executive Director's Report	12
Honorary Treasurer's Report	16
Financial Highlights	17
Auditor's Report	18
Organisation Chart	20
President, Vice-President and Executive Committee	22
Sub-committees, School Management Committee (Kindergarten), Advisors and Advisory Committees	24
Life Members	28
Management Team	29
Staff Training and Development	30

## ● 部門報告

家庭及兒童福利服務部
青少年服務部
安老服務部
康復服務部
社區發展部
內地服務部
教育服務部
醫療衛生服務部
企業傳訊

## Division Reports

Family and Child Welfare Service Division	33
Children and Youth Service Division	37
Elderly Service Division	41
Rehabilitation Service Division	47
Community Development Division	55
Mainland Service Division	59
Education Service Division	62
Health Care Service Division	67
Corporate Communication	70

## ● 義工獎勵及鳴謝

義工獎勵
鳴謝

## Volunteer Award & Acknowledgements

Volunteer Award	73
Acknowledgements	78

## ● 聯絡我們

Contact Us	81
------------	----

## ● 募捐頁

Donation Page	89
---------------	----



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

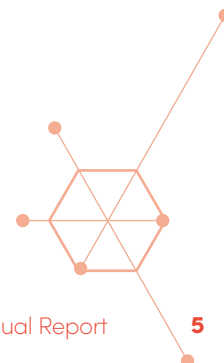
象徵社會整體健康向上發展及顯示一個有廣闊基礎上的社會奮發向上與好的鄰舍精神，延展至社區各階層以促進一個公義、關懷、分享、尊重、合作及和諧的社會。  
Symbolises our society having a healthy and vertical movement, indicating the promotion of social uplift on a broad basis and good neighbour spirit extending to different levels of the community to promote a just, caring, sharing,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



## 會長獻辭 Message from the President

面對社會的動盪及新冠肺炎病毒的肆虐，香港正經歷前所未見的艱難時期。不少香港人對前景出現焦慮和擔憂，無論是社區出現的廣泛動亂，又或是嚴峻疫情帶來社會經濟活動的不景氣，都觸發了普羅市民的不安、憂心、焦慮等負面情緒，令整個社會充斥着無力感。在這些衝擊下，弱勢社群受到影響尤甚。在防疫物資短缺下，僅有物資的價格亦因此大幅飆升，對長者及低收入家庭實難以負擔，致使他們的健康暴露於危險水平當中；部份家庭亦因失業或開工不足導致家庭收入下跌，頓然陷入貧窮邊緣；而長者長時間留在家中與社會隔離，更容易產生孤獨感、憂慮及抑鬱等情緒。上述種種情況亟需待社會正視及援手。

作為一間以誠信、希望與愛心而建基於香港的多元化社會服務機構，實有需要在這艱難時刻肩負協助弱勢社群共同抗疫的責任。縱然未能以面對面方式進行關顧，感謝一班用心於服務的同工不斷以電話或視頻為服務使用者送上慰問，了解他們的生活狀況及需要，及時提供所需的協助；同時亦運用不同服務形式或平台，如善用科技提供網上學習平台或製作短片等，為服務使用者提供適切服務。然而，在這嚴峻的疫情下，單憑機構的努力並不足以應付弱勢社群那龐大抗疫需要。尤幸社會上有不少熱心團體、有心人士及關愛組織願意伸出援手，除為服務使用者送上如甘霖般抗疫物資外，更向服務使用者表達了溫暖的關懷和愛護，讓整個香港社會頓然充滿一股暖流，滋潤不少人灰沉的心靈。本會

Facing the social unrest and the unchecked epidemic of COVID-19, Hong Kong is undergoing an unprecedented difficult period. Many people in Hong Kong are anxious and worried about the future. No matter it is the widespread turmoil in the community or the depression of socio-economic activities caused by the severe epidemic, they have triggered negative feelings, including uneasiness, insecurity and uncertainty, among the general public, filling the whole society with a sense of powerlessness. The disadvantaged groups are particularly affected by these challenges. When personal protective materials were in short supply, the prices of the only available materials soared, rendering them unaffordable for the elderly and low-income families, and therefore exposing their health to the danger of virus contraction. Some families have also suffered from a cut in household income because of unemployment or underemployment, and suddenly found themselves at the verge of poverty. Elderly are homebound for long periods of time and have to be isolated from society, causing them more likely to develop the feelings of loneliness, anxiety and depression. Our society has to acknowledge and offer assistance to all these circumstances urgently.

As a multi-service social institution rooted in Hong Kong with faith, hope and love, we have to shoulder the responsibility of assisting the disadvantaged in their common fight against the epidemic at this difficult time. Even though it is not possible to show our care through face-to-face meetings, I must thank my colleagues who ceaselessly make phone calls or video calls to send their caring greetings to our service users, to understand their needs and living conditions, and to provide them with necessary assistance in a timely manner. In the meantime, my colleagues also take advantage of various service forms and platforms, such as using information technology to set up e-learning platforms or to produce short online videos, so that they can offer the most appropriate services to service users. Nevertheless, in the face of this severe epidemic, our effort alone is not enough to meet the huge anti-epidemic needs of the underprivileged community. Fortunately, there are numerous enthusiastic persons, groups as well as organisations in our society which care to lend a helping hand. They do

葉德安

葉德安會長  
President YIP Tak On



謹代表受惠的服務使用者向各界致以萬分謝忱。疫症雖無情，人間卻有愛，本會定必繼續與各政府部門、工商團體、專業界別、地區組織、教學機構等攜手合作，建造更關愛、互助、和諧共融的社區。

新冠肺炎疫情的衝擊亦驅使我們重新思索社會服務的推展模式必須要靈活多變，以回應瞬息轉變的社會形勢；更須懂得如何善用資訊科技的輔助，使服務能更有效推展至服務使用者當中。因應管理層的重組，冀望本會在服務推展模式上有更多創新思維，以便在不斷轉變的社會形勢中尋求突破，策劃更多具彈性及創新的服務計劃，以回應社區中不同階層組群的需要，開拓更多元化的服務，透過「自助」及「互助」，讓弱勢社群得到適時、適切的支持與服務。

未來，我們將繼續秉持本會「那裡有需要我們的服務，就是我們的鄰舍」的創會精神，以及五十周年所訂定「鄰舍同行，連繫有心人」的工作方向，致力為香港社會不同階層組群提供更多元化、更適切及更優質的服務。

not only provide service users with the sorely needed personal protective materials, but also reach out to the service users with heartwarming love and care. It instantly fills the whole Hong Kong with a warm current, nourishing many disheartened souls. On behalf of the service users, we would like to express our most sincere gratitude to everyone who has helped. The epidemic is merciless, but there is still love in this world. The Council will definitely continue to work with various government departments, business sectors, professional groups, district organisations, and learning institutions to build a more caring, cooperative, harmonious and inclusive community.

The impact of the COVID-19 outbreak has also urged us to rethink the need for agility and flexibility in the delivery of our services in response to the rapidly changing social situations. We need to understand how to make good use of information technology so that our services can reach service users more effectively. With the restructuring of the management, I hope that the Council will have more innovative thinking to develop new forms of service deployment, seek breakthroughs in this ever-changing social situation, and devise more flexible and innovative service plans to respond to the varying needs of different sectors of the community. We will develop more diversified services based on the “self-help” and “mutual assistance” format, so that the vulnerable population in society can receive timely and appropriate support and services.

Looking into the future, we will continue to uphold the founding spirit of the Council, “Where needs our services is our Neighbour”, and the theme we set at the Council’s the 50th anniversary, “Walk with Neighbour, Connect Conscientious Person”. We are committed to providing more diverse, appropriate and high-quality services to the different sectors of Hong Kong society.

## 主席報告 Chairman's Report

去年，新管理團隊開始運作之際，卻碰上了社會事件及新型冠狀病毒的夾擊，令本會各服務單位的運作大受影響，不少活動或服務需暫停或延後，單位甚至需要停止對外開放，避免聚集人群，減低病毒感染的風險。這些事件除對社會服務機構傳統的服務推展模式形成衝擊外，對香港社會亦衍生了不少社會問題，諸如莘莘學子因學校停課而長時間賦閒在家中，令父母子女之間磨擦增加，容易引至關係緊張；為防社交感染，人與人的接觸及交流減少，久而久之容易產生孤獨和疏離感覺；加上「限聚令」的種種防疫措施亦令本港實體經濟大受影響，經濟活動萎靡不振，接踵而至便是大規模的結業及失業潮，低下階層市民的生計備受影響。面對上述種種社會狀況及服務限制，管理團隊的靈活應變能力實不可或缺。

感謝管理團隊的努力，因應社會事件及新冠疫情的發展迅速作出部署及回應行動，除制定適切指引供各服務單位處理社區的突發情況，以及加強同工的培訓以應付服務使用者的需要外，更協助積極採購不同防疫物資及進行防疫教育工作，為同工做好防疫裝備，以便照顧不同服務使用者的需要。在全球防疫物資供應緊張的情況下，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，捐贈或採購不同防疫用品，以支援服務使用者日常生活的需要及同工的防疫裝備。我更要多謝本會各同工在此艱難時期，無懼社會動盪或疫情肆虐，恪守工作本份，盡心致力為服務使用者提供

As our new management team came on board last year, we encountered challenges from the local social movements and COVID-19, which has greatly affected the operation of our service units. Many activities or services were suspended or postponed, some service units were even closed in order to avoid gathering of groups and reduce the risks of virus infection. These challenges have not only placed impact on the traditional mode of services of social service organizations, but also caused various social problems in the society. For example, students have stayed at home for a long period of time due to school suspension, which led to increased friction and tension between parents and children. In order to reduce local infections in the community, person-to-person contact and communication were reduced, which could lead to loneliness and alienation over time. In addition, the various anti-epidemic measures and restrictions have also greatly affected Hong Kong's economy and economic activities. The downturn followed by large-scale business closures and unemployment, which have greatly affected the livelihoods of the low-income citizens. In face of these social situations and service constraints, the agility of the management team is indispensable.

Thanks to the management team for their efforts to promptly deploy and respond to social events and the quick development of COVID-19. Apart from formulating appropriate guidelines for service units to handle emergencies in the community, and strengthening staff training to meet the needs of service users, the management team also actively assisted in the sourcing and procurement of various epidemic protective supplies, conducted epidemic prevention education and training, provided our staff with protective equipment to fulfill their daily care work in catering the needs of different service users under the epidemic. Given the tight global supply of epidemic protective supplies, I would like to express my sincere gratitude to the President, Vice President, Executive Committee and various Sub-committees for their unfailing support and assistance, bridged resources from various sectors, donated or purchased various epidemic protective supplies to support the daily needs of our service users, and for our staff. I would also like to



# 嚴元浩

嚴元浩主席  
Chairman YEN Yuen Ho, Tony



所需的服務。為此，執行委員會亦召開特別會議，通過於整筆撥款之盈餘中撥出金額，為院舍、家居照顧服務的前線同工提供抗疫津貼，以及向全體同工發放打氣獎金。最後但同樣重要的是，要感謝過百熱心團體、公司及人士，積極網絡不同防疫物資及日常生活用品，送贈給社區中弱勢社群；部份團體還派出義工將物資親身送到有需要人士手中，並送上關懷和慰問，盡顯鄰舍同行的關愛精神。

在機構的管治方面，本會已按社會福利署制訂之《最佳執行指引》要求，就財務管理、人力資源管理和機構管治與問責等三個範疇制定政策及程序。有關政策及程序並已輯錄成《最佳執行指引》資料冊及刊載於本會網站內，讓同工及公眾人士知悉。在專業的支援方面，執行委員會去年新增了兩名委員，分別為蕭偉強先生及蕭如彬先生。蕭偉強先生為前勞工及福利局局長，而蕭如彬先生曾擔任律政司政務專員，兩位新增成員於公共事務、行政管理及政策制訂均有豐富知識及工作經驗，有助提升機構的管治能力，應付複雜多變的社會情況。此外，各附屬委員會亦增邀了多位具不同專才的人士加入，以便在各附屬委員會相關職權範疇給予意見、指

thank all our staff for their abiding effort in work and doing their best to cater the needs of service users during this tough period under the constant social unrest and raging epidemic. In this respect, the Executive Committee has convened a special meeting to approve the allocation of funds from the surplus of the lump sum grant to provide anti-epidemic allowances to frontline staff in residential care services and home care services, and to provide “Cheer up Reward” to all staff members. Last but not least, I would like to thank over a hundred enthusiastic groups, companies and individuals for actively bridging and referring various epidemic protective supplies and daily necessities, to donate to the underprivileged groups in the community. Some groups also sent volunteers to deliver the supplies to those in need, sending care and concern to show the spirit of caring and compassion in the “Neighbourhood”.

In terms of NGO governance, NAAC has formulated policies and procedures in financial management, human resource management, NGO governance and accountability in accordance with the requirements of the “Best Practice Manual” by the Social Welfare Department. The respective policies and procedures have been documented into the “Best Practice Manual” leaflet and published on the NAAC website for the information of staff and public. In terms of professional support, the Executive Committee has added two new members last year, namely Mr. Sui Wai Keung and Mr. Alan Siu Yu Bun. Mr. Stephen Sui Wai Keung is the former Secretary for Labour and Welfare, and Mr. Alan Siu Yu Bun is the former Director of Administration & Development of the Department of Justice. The two new members have extensive knowledge and experience in public affairs, administration and policy formulation,

導及進行監察。有關各附屬委員會新增委員名單，請參閱刊登在年報上的資料。此外，本會對委員徐厚樑先生的離世感到十分惋惜及傷痛！徐生曾擔任本會工程指導委員會主席，協助跟進不少服務單位的會址裝修或翻新工程計劃。期間，徐生不辭辛勞，經常到單位視察場地、提供專業意見，以便工程計劃順利推展，在此衷心感激徐生對本會所作的貢獻。

為加強執行委員會、管理團隊、服務單位同工及服務使用者的溝通，執行委員會除定期到訪不同服務單位，與同工、服務使用者和持份者進行交流，了解服務運作、工作環境、員工薪酬和福利等意見，加強溝通外，亦出席了高級職員、服務單位主任及中央部門主管的會議，就機構未來發展方向與員工進行交流和分享。

本會亦善用整筆撥款資源，以關懷員工、鞏固人力資源及提供優質服務。本會已按公務員薪酬調整的百分比調整及追補員工的薪酬、繼續為全體員工購買醫療保險、推行家庭友善計劃安排。有關管理及監察非定影員工的公積金儲備的機制，考慮到該儲備金額和政府未來可能取消「強積金對沖機制」，決定繼續維持強積金僱主自願性供款的比率不變。去年，工作不少於七年非定影員工的僱主強積金供款比率

which will help enhance the governance capabilities of the organization to cope with complex and ever-changing social situations. In addition, the Sub-committees have also invited various professionals and experts to join in order to provide advice, guidance and supervision in the respective scope of the Sub-committees. Please refer to the annual report for the list of newly added members of the subsidiary committees. Besides, we are sad and regret for losing our member, Mr. TSUI Hau Leung who has been the Chairman of our Steering Sub-committee on Premises Renovation. During his tenure, Mr. TSUI has worked very hard to visit different service units and provide professional advice for us to handle the renovation works so as to ensure the smooth implementation of the projects. We are sincerely grateful to Mr. TSUI for his contribution to our Council.

In order to strengthen the communication between the Executive Committee, management team, service unit staff and service users, the Executive Committee regularly visits various service units to communicate with staff, service users and stakeholders to listen and understand their opinions on service operation, work environment and conditions, staff remuneration and benefits etc. Apart from these, the Executive Committee also attended meetings of senior staff, service unit supervisors and divisional heads to communicate and share with them on future agency direction and development.

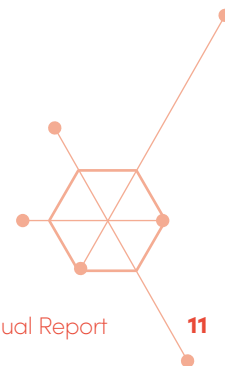
NAAC also makes good use of the lump sum grant and resources to provide care for employees, consolidate human resources and offer quality services. NAAC has adjusted and supplemented the salaries of employees according to the percentage of civil servant salary adjustments, continued to purchase medical insurance for all employees, and implemented family-friendly schemes. Regarding the mechanism for managing and monitoring the provident fund reserve of non-fixed employees, taking into account the amount of reserve and the government's possible cancellation of the "MPF hedging mechanism"

維持在百份之七。此外，為讓同工多一個強積金供款選擇，本會去年亦新增了強積金供款供應商。在鞏固人力資源方面，以回應服務及發展需求，特地推出資助計劃，以供本會同工修讀物理或職業治療師專業課程；亦設立「員工發展小組」，負責規劃及推展員工培訓工作；更推出員工嘉許計劃，以讚賞員工致力服務社群，默默努力耕耘和敬業樂業精神，並藉此鼓勵及培養感謝和讚美的機構文化。

總結去年的工作，本會八十三個服務單位均致力提供優質而適切的服務，以回應不斷轉變的社會環境引生的服務需要。去年，本會的服務和活動共有超過二百五十六萬九千八百八十四人次參與。這麼高的服務水平除因著本會各委員、顧問、義工、同工的努力外，更有賴各方好友的支持與協助。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。冀望我們可以繼續攜手同行，共建關懷互愛的社區。

in the future, it was decided that the percentage of employer's MPF voluntary contributions will remain unchanged. Last year, the employer's MPF contribution rate for non-fixed employees who had worked for no less than seven years was maintained at seven percent. In addition, to give staff members more options for MPF scheme, NAAC has introduced new MPF service provider last year. Regarding human resource consolidation, in response to service and development needs, a subsidy scheme has been specially launched for staff members to pursue professional courses in physiotherapy or occupational therapy, a "staff development team" has been set up for planning and running staff training programs, a staff recognition scheme has been launched to recognize employees for their dedication in serving the community, hard work and devotion. We hope to encourage and cultivate an organizational culture of gratitude and praise.

To conclude, 83 of our service units all strived to improve the quality of their services in response to the service needs arising from the ever-changing social environment. Last year, more than 2,569,884 person times participated in our services and activities. Such high level of service is not only due to the efforts of our Executive Committee and Sub-committees, advisors, volunteers and staff, but also the support and assistance from friends and supporters from all walks of life. On behalf of NAAC, I would like to express our sincere gratitude to the Labour and Welfare Bureau, the Home Affairs Bureau, the Social Welfare Department, the Home Affairs Department, and other related government departments, the Liaison Office of the Central People's Government, the Hospital Authority, The Community Chest of Hong Kong, the Lottery Fund, the Hong Kong Jockey Club Charity Trust, District Councils, corporations, numerous findings and the support of various generous donors. I hope we can continue to walk hand in hand to build our caring community.



## 總幹事報告 Executive Director's Report

去年，是充滿挑戰的一年。我於2019年9月正式升任總幹事職位，先是經歷「逃犯條例」的修訂引起社會高度關注，社區不斷發生大規模社會事件，堵路及公共交通工具停止服務不時出現，單位服務備受影響。在社會事件稍微降溫之際，又出現新型冠狀病毒在社區肆虐。為減低疫情在社區擴散，政府各部門實施特別上班安排；社署亦發出指引，除住宿照顧服務如常運作外，其他受資助的社會服務或暫停，或只提供有限度服務。為便監控疫情，曾到訪內地或同住家人曾到訪內地的同工應進行14天自我隔離後才可返回單位工作；但礙於人手不足，部份仍需繼續上班，令單位前線同工感到十分憂慮；加上疫情期間中心服務暫停，不少服務使用者被困在院舍或家中，終日擔心被感染，情緒及精神狀況極需關注。面對上述種種突發緊急情況，實在是對管治智慧及果敢決斷的考驗！

感謝本會副主席戴健文先生先見之明，在擔任義務總幹事期間，已就社會事件形勢進行評估，並預先制訂應變指引；執行委員會委員的細心，提醒應預先制定緊急情況下各單位互相支援的機制，致令單位服務能運作暢順；管理團隊各成員的群策群力，在疫情初已成立應變及支援工作小組，就疫情發展適時採取應變對策及制訂指引，亦統籌防疫物資的採購及分發，讓單位有足夠防疫裝備；更動員社區資源，支援服務使用者在疫情中的需要；而各單

Last year was a year full of challenges. I was officially promoted to the post of Executive Director in September 2019. First, I experienced the amendment of the Fugitive Offenders Ordinance, which aroused great concern of the community. The occurrence of large scale social incidents has resulted in road congestion and suspension of public transport services, which affected the operation of our service units. As social events cooled slightly, coronaviruses were ravaging communities. In order to reduce the spread of the epidemic in the community, government departments have implemented special work arrangements. The Social Welfare Department had issued guidelines that, except for residential care services as usual, other subsidized social services would be suspended or only limited services were provided. Our staff who had visited the mainland or whose family members had visited the mainland should undergo self-isolation for 14 days before returning to work; However, due to shortage of manpower, some of them still needed to continue to work, which make the front-line staff of the service units very worried. Coupled with the suspension of service centres during the epidemic, many service users were trapped in their homes, worried about being infected all day long, and their emotional and mental state required much attention. In the face of these emergencies, it was a test of governance wisdom and determination.

Thanks to Mr. TAI Keen Man, the Vice-Chairman of the Executive Committee, for his foresight in assessing the development of the social events and formulating guidelines for response in advance during his tenure as our Executive Director. Thanks to the attentive of the Executive Committee's members for reminding us to formulate in advance some mechanisms of mutual support among service units in emergency so as to ensure smooth operation of the service units. With the concerted efforts of all members of the management team, Response Team and Support Team were set up early at the beginning of the epidemic to take timely response measures and formulate guidelines for the service units to handle issues arising from the epidemic, and coordinate the procurement and distribution of epidemic prevention materials, so that the staff had adequate protection. Community resources were also mobilized to support the needy in the community. Regardless of the chaotic conditions and risk of infection, staff from the service units are still stick to their jobs and take care of the needs of the service users. Through the concerted efforts of all parties, we can break through the problems one by one, and fully experience the "neighbor" spirit of our Council. I am very glad to work with all these selfless committee members, the concerted management team, and the colleagues who abide by their duties and care for our service users. I also sincerely thank all for the efforts made.

馮綉文

馮綉文總幹事  
Executive Director FUNG Sau Man



位同工在社區極度混亂及感染風險下，仍緊守工作崗位，關顧服務使用者不同的需要。透過各方同心協力，讓難題一一衝破，充分體驗本會的「鄰舍」精神。深感慶幸能與這些無私的委員、協力同心的管理團隊，以及恪守本份和關愛服務使用者的同工為伍，亦衷心感謝各位的付出和努力。

在管理層督導架構的重組後，各成員的督導工作亦重新分工，以加強認識不同單位的服務及運作，探討服務整合的發展方向，使能更適切地回應社區中不斷轉變的服務需求。在前總幹事的領導下，制訂了機制和管治措施，以監察機構的整體表現，特別是財政預算、財務管理及人力開支。接下來，我們需要時刻留意潛在風險，以便及早作出預防，加強管理並提升服務質素。

過去一年，本會服務有突破的發展。計林心雲伉儷長者日間護理中心於2019年3月開展服務後，朗屏長者日間護理中心亦於10月底開始接收個案。本會更獲社署委以營辦一隊「少數族裔外展隊」及離島區的「家長／親屬資源中心」，前者服務對象為居住於港島及觀塘區的少數族裔人士；後者則支援住在離島區的殘疾人士家長／親屬的服務需要。兩項計劃已於2020年3月開展服務。另本會與循道衛理楊震社會服務處合作推展一隊「在學前單位提供社工服務先導計劃」，轄下2間育嬰園及4間幼兒中心得以聘有社工為幼兒及其家長提供輔導、支援及轉介服務；本會10

Following the re-organization of the management team, the supervision work of the members has been re-arranged to enhance their understanding on the services and operation of the service units, so as to explore the direction of service integration and to enable them to respond more appropriately to the changing needs in the community. Under the leadership of the former Executive Director, mechanisms and governance measures have been put in place to monitor the overall performance of the Council, in particular the budget, financial management and manpower expenses. Next, we need to keep an eye on potential risks so as to have early prevention, strengthen management and improve service quality.

Over the past year, there have been breakthrough developments in our services. Following the launch of Mrs Lam Sum Wan Day Care Centre for the Elderly in March 2019, Long Ping Day Care Centre for the Elderly also started to operate in October. We have also been commissioned by the Social Welfare Department to operate an Outreaching Team for Ethnic Minorities and a Parents / Relatives Resource Centre. The former aims to serve ethnic minorities living in Hong Kong Island and Kwun Tong District; the latter is to support the parents / relatives of the persons with disabilities living in outlying islands. The two projects have been launched in March 2020. In addition, we have cooperated with the Yang Memorial Methodist Social Service to operate a Pilot Scheme on Social Work Service for Pre-primary Institution, under which two day creches and four nurseries have been able to employ social workers to provide counselling, support and referral services to young children and their parents. The 10 elderly service units of our Council have received funding from the Hong Kong Jockey Club Charities Trust Fund to implement a 30-month "eHealth" electronic health management plan. In addition, we successfully applied for the support of the Community Investment and Inclusion Fund to launch a number of social service teams in Tung Chung, Tuen Mun, Sham Shui Po and Tai Po to help the residents to adapt in their new living areas.



間長者服務單位亦獲香港賽馬會慈善信託基金資助，推展為期 30 個月的「e 健樂」電子健康管理計劃；更成功申請得到社區投資共享基金資助，於東涌滿東邨、屯門欣田邨、深水埗白田邨及石硤尾邨，以及大埔富蝶邨推展多項服務計劃，協助新屋邨居民的適應。

本會不少服務亦獲社署增撥資源，當中包括：東涌綜合服務中心獲額外撥款約 90 萬，加強預防和支持弱勢兒童和青少年服務；在「一校兩社工」計劃推出下，學校社會工作服務亦獲增聘社工；特殊幼兒中心亦獲額外撥款，增聘社工及護士人手；隨著伴航家顧服務計劃個案服務名額增加，社署亦相應增加資源以便增添人力處理額外服務需求；黃大仙康盛支援中心亦獲額外撥款，加強復康治療專業及督導人手。此外，本會多間服務單位獲樂齡及康復創科應用基金撥款合共三百多萬購置、租借或試用創科產品，以提升服務效能或改善服務使用者的生活質素。

在提供恆常服務方面，本會不同服務均與時俱進，提供嶄新而適切的服務計劃。青少年服務部嘗試結合中醫藥治療，為社區中隱閉吸毒青年作早期識別及戒毒治療；藉著「Coffee Bunny」計劃的推展，成功培育一班年青人對咖啡的興趣與熱忱，並朝向咖啡專業的發展。家庭及兒童福利服務部繼續以「家庭為本」為介入模式，關顧不同家庭的獨特需要；亦開展具中國特色的小組如兒童醒師組及青年龍舟組予南亞裔人士參與，並安排表演及比賽，推動共融。

安老服務部除繼續致力推動認知障礙症支援服務外，亦十分關注到長者其他需要，包括：獲獎券基金資助推行「外傭護老培訓試驗計劃」，加強外傭照顧體弱長者技巧；獲香港賽馬會慈善信託基金的資助推行「賽馬會樂齡同行」計劃，提升長者面對晚晴生活的抗逆力；亦推展了「樂街」計劃，為獨居、行動不便的長者提供義工配對，讓他們可以到公園、中心、超市進行活動，保持與社區接觸；與中大醫學院那打素護理學院進行「香港華裔居家長者營養不良之風險及其相關因

Additional resources have also been allocated to many of our service units. These include: Tung Chung Integrated Service Centre has received an additional allocation of about \$900,000 to strengthen prevention and support services for vulnerable children and adolescents. Under the “one school, two social workers” scheme, more social workers have been recruited for school social work services. Special Child Care Centres have also received additional funding to hire more social workers and nurses. With the increase in the number of cases served by Together Home Care Service for Persons with Severe Disabilities, additional funding is provided to increase manpower to handle additional service needs. Wong Tai Sin Wellness Support Centre has also received additional funding to strengthen the rehabilitation professional and supervisory staff. In addition, we have received over 3 million grants from the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care for our service units to purchase, lease or test innovative technology products to enhance service efficiency or improve the life quality of our service users.

In terms of service provision, our service units are keeping pace with the times so as to provide innovative and appropriate services. Our Children and Youth Service Division tried to combine traditional Chinese medicine treatment to provide early identification and treatment for hidden drug addicts in the community; Through the promotion of the “Coffee Bunny” project, we successfully cultivated a group of young people’s interest and enthusiasm for coffee, and towards the development of the coffee profession. Our Family and Child Welfare Service Division continues to adopt a “family-oriented” intervention model, caring for the unique needs of different families. In addition, groups with Chinese characteristics, such as children’s Lion Dance Group and Dragon Boat Group, are organized for South Asians, and performances as well as competitions are arranged to promote social inclusion.

Apart from promoting community support on dementia services, our Elderly Service Division is also very concerned about other needs of the elders. With support from the Lotteries Fund, a pilot training scheme was organized for foreign domestic helpers to strengthen their skills in caring for the frail elderly. Funded by the Hong Kong Jockey Club Charities Trust Fund, two projects were launched including JC JoyAge which was to enhance the resiliency of the elderly in facing the challenges of ageing and another project was to match single elderly of limited mobility with volunteers to go to parks, centres and supermarkets together for activities or keeping contact with the community. Cooperation was made with the Nethersole School of Nursing at the Chinese University of Hong Kong to conduct a survey on Nutritional Status and Dietary Habit of the Older Adults in Hong Kong, and an online press conference was held. In response to the findings, a project was piloted to buy raw food for the needy elders to deal with their risk of being malnutrition. Later, the project was supported by the Hong Kong Jockey Club Charities Trust Fund to ensure that the elderly who are living alone could have nutritious food during the epidemic.

素」調查，並舉辦網上新聞發佈會；因應研究結果的發現，推展「鄰舍銼關懷」買銼送上門試驗計劃，其後更得到香港賽馬會慈善信託基金「新冠肺炎緊急援助基金」的資助，推出「銼上門」計劃，務求令獨居長者於抗疫期間保持足夠營養。

康復服務部亦著力發展殘疾人士的才藝。在萬希泉鐘錶有限公司創辦人及總裁沈慧林先生的支持下，兩位擁有藝術天賦的服務使用者李雪青女士及黃偉峯先生的畫作被用作錶盤圖案，製成「慈善陀飛輪錶」，讓殘疾人士的藝術天分得以展現，建立自信；另部門更結集不同單位服務使用者的創意及合作，利用廢棄膠樽製作成環保動物裝置，並舉行展覽，吸引了不少社區人士駐足欣賞及拍照留念，盡顯殘疾人士藝術潛能。

就社會事件及新冠疫情的出現，各單位的服務模式亦相應作出改變。為便接觸及支援有情緒困擾的年青人，青少年服務單位推展不少網上支援計劃，亦外展至醫院、警署門外以識別有需要的青少年；因應疫情，單位透過使用不同電子媒介與服務使用者保持聯繫，並作訊息傳遞及推廣健康教育；更網絡了不少熱心團體、基金會及工商機構，為社區中長者及低收入家庭送上新鮮蔬果肉類、糧食、熱餐、餐券或各類防疫物資，在社區中推動關愛能量。本會更與聯合醫務集團合作，為有需要的長者及殘障人士推展遠程醫療免費諮詢服務。面對長時間困在家中，家庭成員之間的磨擦增多，加上失業或開工不足，家庭經濟出現壓力，求助個案數目劇增，單位亦調撥人力以便為有需要家庭提供經濟及情緒支援等適切服務。

面對服務需要的轉變，本會更積極裝備員工，推行多項員工支援課程，包括自殺危機處理、法律講座、藝術治療及精神健康急救等，進一步裝備員工及紓緩他們的工作壓力。本會將繼續善用整筆撥款，加強員工能力，發展人力資源，提升服務質素。

有關服務部門的工作報告及統計數據，已依次扼要陳述於後頁。本會定當繼續響應政府的倡議及維護各專業操守，持續提供優質服務。

Our Rehabilitation Service Division was endeavored to develop the talents of the service users. With the support of Mr. William Shum, Founder and CEO of Memorigin, the paintings of two service users with artistic talents, were used as the dials of two "Charity Tourbillon" to show their talents and build up their confidence. In addition, we had also gathered the creativity and efforts of our service users from different service units to make use of waste plastic bottles to produce animal decorations. The products were gathered for an exhibition, which attracted many people stop to take photos with the animals, showing the talents of our service users.

With regard to social incidents and the COVID-19, the service delivery mode of our service units has also changed accordingly. In order to access and support the youths with emotional distress, our youth workers have held a lot of online support programmes as well as outreaching to hospitals and police stations for early identification. In response to the epidemic, our workers have made use of different electronic media to get contact with our service users, to deliver messages and to promote health education. Numerous enthusiastic groups, foundations, and commercial firms are networked to provide support for elderly and low income families by sending meats and vegetables, dry food, hot meals, food coupons or various protective materials to promote caring in the community. Our Council also cooperates with UMP Healthcare Holdings Limited to provide free telemedicine consultation services for the elderly and the disabled in need. Faced with prolonged stay at home, friction among family members increases. Coupled with unemployment or underemployment, families also experience financial hardship and the number of cases requested for assistance increases sharply. Re-allocation of manpower in the service units has been made to provide support to the families whenever necessary.

In face of the changing needs, we are endeavored on equipping our staff with necessary skill and knowledge. Hence, a number of staff support programmes, including suicide crisis management, legal protection and liability of social workers, Arts Therapy and Mental Health First Aid, were organized. Our Council will continue to make good use of the Lump Sum Grant to enhance the capability of our staff, strengthen human resources development and improve service quality.

The work reports and statistics of our various service divisions are concisely and orderly presented in the subsequent pages. Our Council is determined to continue to respond to the Government's initiatives and maintain professional integrity and provide quality services.

# 義務司庫報告

## Honorary Treasurer's Report

葉青山

葉青山義務司庫

Honorary Treasurer YIP Ching Shan



於二零一九至二零二零年財政年度，本會共獲得港幣七億七千五百五十三萬零六十七元，其中包括社會福利署資助港幣五億六千七百六十四萬五千一百三十四元、教育局撥款為港幣二千八百八十五萬一千三百六十元、醫院管理局撥款為港幣九百一十五萬七千元、民政事務總署撥款為港幣五百六十八萬五千八百二十五元、香港賽馬會慈善信託基金撥款為港幣三百三十二萬四千三百六十五元、勞工及福利局撥款為港幣三百一十萬零五千一百一十二元、香港房屋委員會及房屋署撥款為港幣一百四十五萬九千一百二十七元、香港公益金撥款為港幣四十三萬一千一百三十七元、營運收入（包括服務及活動收入等）為港幣八千一百七十五萬九千四百八十三元、捐獻收益為港幣七百九十四萬二千五百四十三元、賣旗籌款活動收益為港幣八十八萬四千六百零五元、獎券基金撥款為港幣四千九百二十一萬零六百七十三元、其他收入為港幣一千六百零七萬三千七百零三元。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港幣七億零八百六十八萬五千五百四十八元。

為了應對新冠狀病毒的爆發，我們制定了措施，以向服務使用者提供優質服務。新項目的創建及時為有需要的人提供了支援和幫助。與去年的結果相比，總收入增加百分之十二，總支出只增加百分之八。總盈餘為六千六百八十四萬四千五百一十九元。

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 2020, our Council received a total income of HK\$775,530,067 which included HK\$567,645,134 subvention from the Social Welfare Department, HK\$28,851,360 from the Education Bureau, HK\$9,157,000 from the Hospital Authority, HK\$5,685,825 from the Home Affairs Department, HK\$3,324,365 from the Hong Kong Jockey Club Charities Trust, HK\$3,105,112 from the Labour and Welfare Bureau, HK\$1,459,127 from the Hong Kong Housing Authority and the Housing Department, HK\$431,137 from the Community Chest of Hong Kong, HK\$81,759,483 from Operating Income (including Service and Programme Fee), HK\$7,942,543 from Donations, HK\$884,605 from Flag Day, HK\$49,210,673 from the Lotteries Fund, HK\$16,073,703 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\$708,685,548.

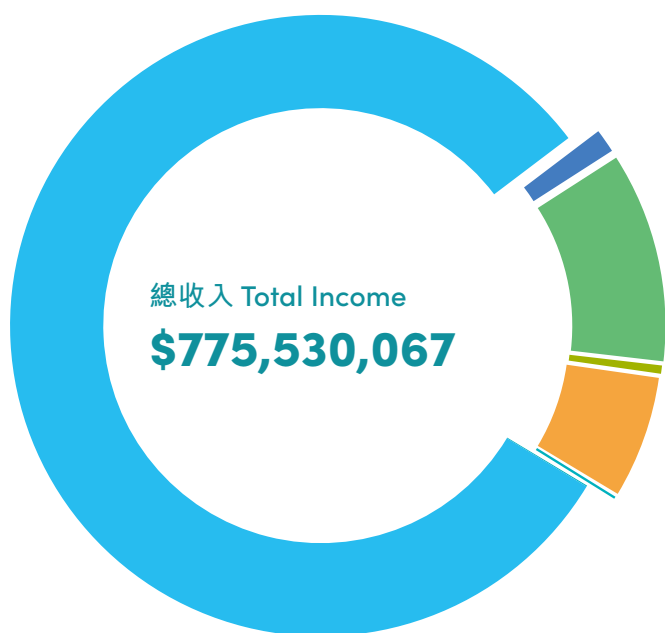
To cope with the outbreak of Coronavirus Disease, our Council has formulated plans to provide quality services to the service users. New projects were created and they offered timely help to the needy. Compared with last year's result, the total income increased by 12%, and total expenditure just increased by 8%. The total annual surplus was \$66,844,519.

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.

## 收入來源 Analysis of Income

- 政府資助  
Government Subventions  
**\$628,318,540 (81.0%)**
- 捐贈和其他收入  
Donations and other income  
**\$9,500,590 (1.2%)**
- 活動和營業收入  
Programme and Operating income  
**\$84,744,762 (10.9%)**
- 香港賽馬會慈善信託基金  
The Hong Kong Jockey Club Charities Trust  
**\$3,324,365 (0.4%)**
- 獎券基金  
Lotteries Fund  
**\$49,210,673 (6.4%)**
- 香港公益金  
Community Chest  
**\$431,137 (0.1%)**



## 開支分析 Analysis of Expenses

- 薪酬  
Personal Emoluments  
**\$516,842,290 (73.0%)**
- 租金及差餉  
Rent and rates  
**\$6,617,509 (0.9%)**
- 僱用服務  
Hire of services  
**\$24,272,862 (3.4%)**
- 其他  
Others  
**\$51,464,028 (7.3%)**
- 活動和服務費用  
Program and service expenses  
**\$109,488,859 (15.4%)**





## 截至 2020 年 3 月 31 日經審核之年度財務報表

## Audited Annual Financial Statement for the Year Ended 31 March 2020

**INDEPENDENT AUDITOR'S REPORT**  
**TO THE MEMBERS OF THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL**  
*(incorporated in Hong Kong with limited liability)*  
**Report on the Audit of the Financial Statements**  
**Opinion**

We have audited the financial statements of The Neighbourhood Advice-Action Council (the "Council") set out on pages 112 to 55, which comprise the statement of financial position as at 31 March 2020, 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 2020, 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 2020**  
*(Expressed in Hong Kong dollars)*

	<u>Note</u>	<u>2020</u> HK\$	<u>2019</u> HK\$
Revenue	8	774,856,624	693,044,188
Other income	9	673,443	667,716
Administrative and operating expenses		(707,260,867)	(653,406,954)
Finance costs	12	(1,424,681)	-
Surplus for the year	11	66,844,519	40,304,950
Other comprehensive income for the year		-	-
Total comprehensive income for the year		66,844,519	40,304,950

**THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 31 MARCH 2020**  
*(Expressed in Hong Kong dollars)*

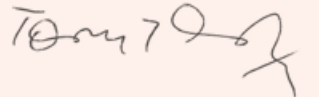
	<u>Note</u>	<u>2020</u> HK\$	<u>2019</u> HK\$
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	14	24,847,237	63
Listed securities	15	88,300	127,800
Investment property	16	4,500,000	4,500,000
		29,435,537	4,627,863
<b>Current assets</b>			
Inventories	17	89,243	98,361
Accounts and other receivables		31,609,534	24,090,633
Deposit and prepayment		2,651,409	2,255,385
Fixed deposit (pledged)	35	1,496,043	1,470,490
Cash and bank balances		199,040,870	122,415,470
		234,887,099	150,330,339




**THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL**  
**STATEMENT OF FINANCIAL POSITION (continued)**  
**AS AT 31 MARCH 2020**  
*(Expressed in Hong Kong dollars)*

	<u>Note</u>	<u>2020</u> HK\$	<u>2019</u> HK\$
<b>Current liabilities</b>			
Accounts and other payables		36,453,670	16,083,035
Receipt in advance		4,313,672	3,984,995
Deposits received		548,888	554,653
Lease liabilities	18	12,386,182	-
		<u>53,702,412</u>	<u>20,622,683</u>
<b>Net current assets</b>		<u>181,184,687</u>	<u>129,707,656</u>
<b>Total assets less current liabilities</b>		<u>210,620,224</u>	<u>134,335,519</u>
<b>Less : Non-current liabilities</b>			
Lease liabilities	18	13,177,040	-
<b>NET ASSETS</b>		<u>197,443,184</u>	<u>134,335,519</u>
	<u>Note</u>	<u>2020</u> HK\$	<u>2019</u> HK\$
<b>FUNDS AND RESERVES</b>			
Lotteries Fund - Block Grant Reserve	19	2,433,245	2,393,332
Lotteries Fund - Pilot Scheme on Community Care Service Voucher for the Elderly	21	(48,289)	(365,124)
SWD Lump Sum Grant Reserve	22	109,094,713	62,631,672
SWD Central Item Reserve	23	3,845,560	709,172
SWD Social Welfare Subvention surplus account	24	(1,858,674)	(1,162,709)
SWD Provident Fund Reserve	25	58,070,208	49,998,558
SWD Child Development Fund	26	(480,624)	(670,623)
SWD Social Welfare Development Fund	27	3,212,148	3,361,575
Naming-after donation for work and furniture and equipment procurement	29	41,947	384,912
Other funds	30	4,218,486	4,067,646
General fund	28	18,914,464	12,987,108
		<u>197,443,184</u>	<u>134,335,519</u>

Approved and authorised for issue by the Executive Committee on 21 September 2020

  
 Mr. YEN Yuen Ho, Tony, SBS  
 Chairman

  
 Mr. YIP Ching Shan  
 Honorary Treasurer

Note: The Council has initially applied HKFRS 16 at 1 April 2019 using the modified retrospective approach. Under this approach, the comparative information is not restated. See note 3(c).  
 The notes on pages 18 to 55 at the full report form part of these financial statements.

截至 2020 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](http://www.naac.org.hk)  
 The full report of Annual Financial Statement (AFS) for the year ended 31 March 2020 is available on our website: [www.naac.org.hk](http://www.naac.org.hk)

# 架構圖 Organisation Chart

(截至 2020 年 8 月 31 日 As at 31 August 2020)



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



# 會長、副會長及執行委員會

## President, Vice-president and Executive Committee

(截至 2020 年 8 月 31 日 As at 31 August 2020)

### 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

## 執行委員會 Executive Committee



**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



**鄺心怡女士**  
**Ms. KWONG Sum Yee, Anna, MH**  
委員 Committee Member  
BA(AS), BArch, FHKIA, RIBA, ARAIA, RA(HK), APEC Architect, AP, PRC Class I RAQ, HKSAR AP (List of Architects)



**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



**洪英豪博士**  
**Dr. HUNG Ying Ho, Billy**  
委員 Committee Member  
PhD



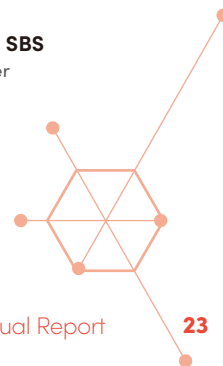
**黎同濟先生**  
**Mr. LAI Tung Chai**  
委員 Committee Member  
BA, MA(Ed), Cert Ed



**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, LL.M





(截至2020年8月31日 As at 31 August 2020)

### 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	蒲梁學瓊女士 Mrs. PO LEUNG Hok King, Eva	曾繁光醫生 Dr. TSANG Fan Kwong, David	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	鄭心怡女士 Ms. Kwong Sum Yee, Anna
	何翠芳醫生 Dr. HO Chui Fong, Mimi	洪英豪博士 Dr. HUNG Ying Ho, Billy	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		
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			
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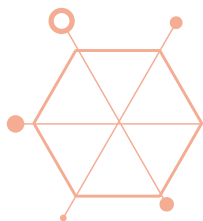
Ms. WU Kwan Tai

Ms. WU Lam Sam

Ms. YEUNG Wai Ki

Ms. YU Chit Hung

Ms. YUEN Kwan Ying

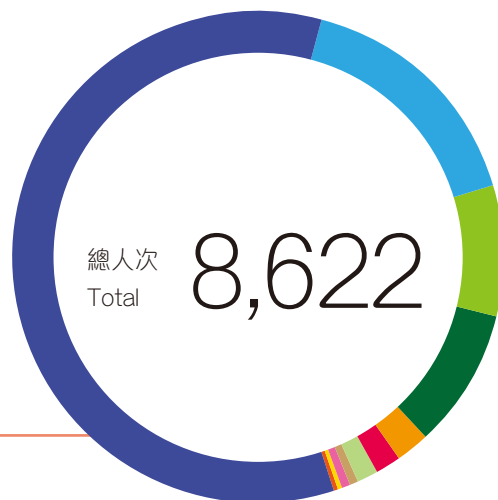


去年，本會共有 8,622 人次參加了不同類別的培訓。為擴闊員工的工作知識，我們集中資源，為服務單位管理人員加強培訓，就機構政策及行政、財務及人事管理等運作指引舉辦簡介會，由總辦事處人力資源部、會計及財務部、行政部及資訊科技部合辦，藉此溫故知新。有關簡介會共有 21 個服務單位管理人員出席。另外，邀請了廉政公署職員為員工舉辦「非政府機構誠信管理」講座，加強員工認識在工作上常見的貪污風險，以便提高警覺性，共有 79 位員工出席。因應本會修訂防止性騷擾政策，邀請了平等機會委員會舉辦了防止性騷擾講座，讓服務單位主管在處理相關問題時有更清晰的判斷，以便適時作出跟進，共有 86 位員工出席。

服務質素標準往往是每年重點舉辦的課程，共有 1,246 人次出席。鑑於香港的社會運動，舉辦一系列名為「風雨同行」

Last year, a total of 8,622 employees participated in different types of training. Our Council has pooled resources together to broaden the work knowledge of the managers of our service units. Briefing session was jointly organized by the Human Resources Department, Accounting and Finance Department, Administration Department and Information Technology Department on the Council's policies as well as operational guidelines for administration, finance and personnel management so as to allow the staff to gain new insights through reviewing old materials. A total of 21 service units had arranged their staff to attend the briefing session. In addition, staff from the Hong Kong Independent Commission Against Corruption was invited to arrange a talk on the integrity management of non-governmental organizations so as to enhance employees' awareness of common corruption risks at work in order to increase their vigilance, a total of 79 employees participated. Due to the revision of our sexual harassment policy, we invited the Equal Opportunities Commission to hold a seminar for the service supervisors on the prevention of sexual harassment to enable them to have a clearer judgment when dealing with relevant issues, hence, appropriate and timely action can be made. A total of 86 employees participated.

Training on service quality standard (SQS) is often the key course of our Council held every year, in which 1,246 employees attended.

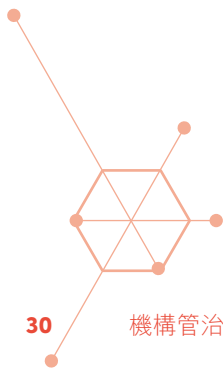


### 員工訓練及發展活動類別

#### Types of Staff Training and Development Activities

#### 參與人次 Attendance of Participants

- |  |  |
|--|--|
| 5,108 工作知識 Work Knowledge Enrichment     | 111 團隊精神 Team Spirit                         |
| 1,399 服務質素 Quality of Services           | 56 感染控制 Infection Control                    |
| 790 職安及健康 Occupational Safety and Health | 53 藥物處理 Drug Treatment                       |
| 734 技能提升 Skills Enhancement              | 22 服務交流 Exchange Activities amongst Services |
| 206 員工導向 Orientation of Employees        | 11 管理技巧 Management Skills                    |
| 132 員工關懷 Staff Care                      |  |



同工支援課程，其中一個課程邀請了法律界人士提供法律意見，提升工作人員在服務單位處理由社運引發的事宜，協助員工認識及了解日常工作上所面對的法律問題，機構與員工的權利責任及可能招致的法律後果。另一課程是有關自殺危機的處理，讓員工掌握如何及早識別潛在自殺危機個案及介入工作手法與輔導技巧。

In view of the social movement in Hong Kong, a series of co-worker support courses was organized. One of the courses invited legal professionals to provide legal advice to enhance the knowledge of our employees on handling matters arising from social movements in the service unit, assist them to recognize and understand the legal issues that found in their daily work, the rights and responsibilities of the employees and our Council, as well as possible legal consequences. Other course was for Crisis Management of suicide cases, which was to assist employees in identifying potential suicide cases, as well as enhancing intervention and counseling skills.



▲ 堅守、創新與開拓：社區發展服務彙編 2019 新書發佈暨研討會  
Preserving, Innovating & Exploring: Community Development Service 2019 New Book Release Cum Service Forum



▲ 布口罩車縫製作培訓班  
Cotton mask sewing workshop



▶ 生命歷情體驗  
Life experience



部門報告

Division Reports

## 鄰舍故事：微小說及微電影創作分享

### Neighbourhood Story: Sharing from Mini Stories and Micro Films



#### 訊息 Message

雖然對婆婆那份內疚感仍存在，但經過這次小說分享後，另我重新檢視對婆婆的態度，以後不會再敷衍婆婆，認真及愛護她 …

Despite the feeling of guilt for Grandma still exists, I reviewed my attitude toward Grandma through the sharing of my mini-story. I would not be perfunctory to my Grandma anymore, and would treat her with sincerity and care...

陳梓豪 (小學組)  
Chan Tsz Ho (Primary School group)

婆婆換了手機，興高采烈地研究如何使用？她常常問我怎樣發訊息，但我每次只敷衍回應。後來我收到一個來自婆婆的訊息，她祝我生日快樂，我很感動，也很內疚……



Grandma had changed her phone and was studying how to use her new phone excitedly. She often asked me how to send messages, but

I only responded perfunctorily. Later, I received a message from Grandma, she wished me "Happy Birthday". I was very touched and guilty at the same time...

#### 生活在避風港 Living in haven

… 有時簡單的文字，勝過千言萬語。抒發對「家」的感覺，更感謝我的家人，帶給我真實的創作靈感。”

...Sometimes simple words are worth a thousand words. Thank you NAAC for providing this opportunity that allows me to express my feelings about "home". Moreover, I need to thank my family for giving me inspiration from real life.

吳曉懿 (中學組)  
Kitty Ng (Secondary School group)



家是一個避風港，總能帶給我們安全感。每次外出前，總會聽到一句「小心點，早點回家」。因這一句，使我感到溫暖。這個家能為我遮風擋雨……

Home is a haven that always gives us a sense of security. I can always hear a warm reminder "Be careful, come back early" before I leave home. I feel warm because of this. This home can shelter me from wind and rain...

#### 下雨的日子 Rainy day

故事取材於自身經歷，家父老邁行動多有不便，十分依賴家人扶助。憶起童年被父親抱著到處遊玩，倍覺與父親相處可貴。憑字寄意，讓我更珍惜與家人相處的每一秒。

"The story is based on my own experience. It is very inconvenient for my dad to move in his old age, he needs to rely heavily on family support. Recalling my childhood, I was being hugged by my dad and playing around, I felt that it is precious to spend time with my dad. This is a great opportunity to express my feeling towards my dad and my family, I would cherish every moment spent with my family."



雨天的日子，爸爸的風濕便會發作，在家門前的長樓梯往上爬，走走停停了十來次。忽爾，有人在後扶了扶他的手臂，爸爸回頭，臉上綻開了一抹笑容，那人正是我。從前是你扶著我，今後是我扶著你。

My dad's rheumatism would get worse on rainy days. He had to pause many times when climbing the long stairs in front of our house. Suddenly, someone helped him by holding his arm from behind. Dad turned his head and a smile spread across his face. That person was me. You used to hold me when I was young, and I will hold you in the future.

鄭楚媛 (公開組)  
Fabi Cheng (Open Group)



## 服務報告 Service Report

配合社會潮流文化及家庭模式的變化，去年，家庭及兒童福利服務部聯同社區發展部，合作推行「家家有晴」健康家庭推廣計劃；讓不同階段的家庭成員把其家庭生活中具有關懷、接納、寬恕、或欣賞等元素的軼事，透過微小說及微電影創作展現出來，一方面回顧不同的家庭階段，細味及欣賞家庭的獨特關係，紓解緊張及焦慮的身心狀態，更推動各人關注精神健康。

In line with the changes in social trends and family patterns, the Family and Child Welfare Service Division and the Community Development Division have jointly implemented "家家有晴" healthy family promotion programme. Family members at different stages can provide anecdotes with the elements of care, acceptance, forgiveness, or appreciation in their daily life. Through the production of mini-stories and microfilms, participants could review different family stages, savor and appreciate the unique relationship of the family, relieve tension and anxiety, and promote the awareness of Mental Health.

### 三個核心服務 Three Core Services

#### 家庭服務 Family Service

本會位於東涌及深水埗的家庭服務單位，本年度共有三大共同關注：

1. 運用情緒導向治療，幫助服務使用者能辨識、接納、表達、調節、瞭解，及轉化自己的情緒。透過一連串的活動包括藝術及運動工作坊，提昇居民的正能量，加強逆境自強能力，鼓勵於個人層面上關心自己的健康，包括健康的生活方式、思想、行為及態度。
2. 以和諧粉彩為介入手法，動員家庭義工，訓練親職大使及連結義工網絡，積極關顧有需要家庭。
3. 分別在新入伙的滿東邨及石硤尾邨第六期兩座新樓內推行密集式服務，推動認識新邨社區資源，發揮睦鄰守望精神。

Our family service units located in Tung Chung and Sham Shui Po have three common points of focus this year:

1. Using Emotion-focused Therapy to help service users learn to identify, accept, express, regulate, understand, and transform their emotions. Through a series of activities including art and sports workshops, the residents' positive energy will be enhanced, the ability of self-resilience will be strengthened, and individuals will be encouraged to care about their personal health, including healthy lifestyles, thoughts, behaviors and attitudes.
2. With Pastel Nagomi Art as an intervention method, mobilize family volunteers, train up parent ambassadors, and connect volunteer networks to actively care for families in need.
3. Rendering intensive services in Mun Tung Estate and the two new buildings of Shek Kip Mei Estate Phase 6 to promote the understanding of the new residents on community resources and exert the spirit of good neighborliness.

#### 宿舍服務 Hostel Services

高華閣單身人士宿舍在這年間繼續致力為舍友改善宿舍環境。獲煤氣公司贊助更換的煤氣爐已於本年第二季完成更換工作。本會兩間單身人士宿舍舍友大多來自草根階層，在過去社會不穩定或疫情下的日子，大部分舍友失去工作，面對經濟困難，兩間宿舍都忙於協助有需要舍友申請失業援助及在疫情稍稍消減時，鼓勵各人重新投入社會尋找工作，積極面對生活！

During this year, High Street House continued to strive to improve the dormitory environment for the lodgers. The replacement of the gas heater sponsored by Town Gas, was completed in the second quarter of this year. As the lodgers of our two hostels mainly came from the grassroots, most of them lost their jobs and faced financial difficulties in the past days of social instability or the epidemic. Our staff were busy assisting the needy lodgers to apply for unemployment assistance and encourage them to re-enter the job market and face life positively when the epidemic started to subside.

## 少數族裔服務 Ethnic Minorities Service

TOUCH 少數族裔服務支援中心於這年主力加強提供新來港的少數族裔人士及青少年服務。融方少數族裔外展服務隊於 2020 年 3 月 1 日展開服務，其服務範圍包括中西區、南區、離島、東區、灣仔及觀塘。服務內容有流動車外展工作、電話諮詢、個案、小組及活動、共融計劃及提供訓練予業界。

TOUCH Service Support Centre for Ethnic Minorities focused on strengthening the provision of services for newly arrived ethnic minorities and young people this year. The B Square Outreaching Team for Ethnic Minorities started its service on March 1, 2020. The boundaries of service include Central and Western District, Southern District, Islands, Eastern District, Wan Chai and Kwun Tong. Services include mobile truck, telephone consultation, cases, groups and activities, inclusive programmes and training to different mainstream services.

## 未來發展 Future Development

未來，家庭服務單位繼續以不同工作模式提供服務及探索其有效性；我們需發揮創意，突破框框，善用網上平台或程式提供更多小組及活動予較難接觸的對象。亦積極尋找資源，開拓重組家庭服務。

In the future, family service units will continue to make use of different service modes to provide services and investigate their effectiveness. We need to be more creative, think out of the box and make good use of online platforms or software to provide more groups and activities for people who are hard to reach. Meanwhile, we are still actively looking for resources to start the Blended Family services.

## 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

2,765



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

187

### 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 Outreaching Attempts

422

### 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

2,491



▲學進獎勵計劃  
Progressing learning scheme



▲各參賽者皆高興地分享他們的微小說作品  
All contestants were happy to share their mini-stories.



▲婦女義工為社區飯堂預備食物及互相交流  
Women volunteers prepared food for community canteens and communicated happily with each other.



▲高華閣單身人士宿舍鳴謝煤氣公司捐贈煤氣爐  
Ceremony to thank for The Hong Kong and China Gas Company Limited (Towngas) for the donation of new water heaters



▲賽馬會樂富宿舍園藝小組  
Gardening Group at Jockey Club Lok Fu Hostel



▲親子義工服務，寓學習於遊戲  
Parent-child Volunteer Service, learned with fun



▲少數族裔青少年在野外露營中學習如何使用瓦斯爐  
Ethnic Minority youths learned how to use gas stoves at wild camping.



## 鄰舍故事：Coffee Bunny 流動咖啡車計劃

### Neighbourhood Story: Entrepreneur Training Programs "Coffee Bunny"

阿于中二離校，形容過去的自己「好懶」、「就算返工都想返『勞力工』，唔想用腦」，生活欠缺目標。兩年前一次機會，在球場認識社工，社工不認為阿于只可作勞力，更銳意將阿于變為一位企業家，遂鼓勵阿于參與協助 Coffee Bunny 的工作。他當時只是玩票性質，現在已是精品咖啡師，並準備考取更高級別咖啡師證書。青少年外展工作隨著時代更新而變化，社工要為「邊緣青年」去除標籤，更要相信他們的能力；本會深信：每位青年都有企業家的精神，只要給予機會，就可以讓他們破繭成蝶。

鄰舍輔導會 Coffee Bunny 流動咖啡車計劃就是其中一個由青少年興趣出發的「企業家培訓項目」，以一台單車承載咖啡文化，為青年人提供成為專業咖啡師的學習機會。

我們與青年一起尋找他們「喜好身份」，以「新身份」重寫屬於他們的故事！

「現在好想讀書！計劃一邊發展咖啡專業，一邊經營網店。」阿于對自己的將來有豐富的想像，準備開創屬於自己的咖啡事業。

計劃內還有很多獨特的青年故事，他們都有著勇於突破創新的企業家精神，為 Coffee Bunny 的社會企業夢帶來無限動力。



Ah-Yu (Yu) left school in F.2. He described himself as having a 'lazy past'. "In the past, even if I worked, I chose manual work instead of any job requiring 'brain power' because I was lazy. I didn't have any goal!" Ah-Yu said.

Two years ago, he met our social worker at the basketball court. The social worker believed that Yu could be more than a manual worker! Yu was then invited to work in "Coffee Bunny". "At the beginning, he didn't take it seriously, but now he is a barista with a professional certificate." This is the entrepreneurship journey of Yu shaped by the social worker.

The outreaching work has evolved. Our social workers believe that every youth carries entrepreneurial potentials. All they need are opportunities that let them transform to fly with pride, like a butterfly.

"Coffee Bunny" is one of NAAC's "Entrepreneur Training Programs". With a symbolic mobile bicycle, we promote coffee culture and allow youth to become professional baristas. We work together with youth and help them explore their "preferred identity". "Marginal Youth" then rewrite their stories using their "new identity".

"I want to study now! I plan to develop my coffee career while operating an online store." Yu has rich imagination about his future and is ready to start his own business.

There are many other unique youth stories in this project. They all have the entrepreneurial spirit to break through and innovate, bringing unlimited power to "Coffee Bunny"'s social enterprise dream.

『唔想再後悔，因為已經錯過左好多嘢』  
『件事發生左，不如做 D 嘢幫自己，唔好諗咁多』  
"I don't want to regret anymore, as I have already missed a lot"  
"Let bygones be bygones. I would do something to improve myself rather than thinking about the past."

阿于  
Ah-Yu



## 服務報告 Service Report

去年，青少年服務部以 (1) 培訓青少年技能及才華、(2) 關注青少年精神健康，及 (3) 回應特定社會需要為工作重點。

Last year, the Division set our work focuses on: (1) Skills Trainings, (2) Mental Health of Children and Youth and (3) Special social needs

社會環境多變，新工作及行業對新一代的能力及技能要求與過往不同，年青人若能有相關興趣及能力的培訓，對投身新興行業有莫大幫助。本會遂透過多項培訓，讓年青人從實踐中獲取以上

能力，為社會培育擁有不同能力的未來接班人，如「Coffee Bunny」為栽培外展青年人成為咖啡師、「Muvie - 音樂 x 微電影製作」及「青少年微電影計劃 一光·影·敘」則讓年青人步向音樂及電影製作之路、「Link Hub」為有意投身音樂路的年青人進行網上廣播培訓。

面對社會多變的一年，疫情及社會動盪讓不少兒童及年青人受情緒困擾。部門十分注重他們的精神健康，推出各項計劃，如「大埔童來 Art Like」以表達藝術紓緩小學生的壓力；東涌及大埔均設立青年放鬆空間讓人沉澱思緒；大埔兒童自行設計減壓的「Happy Hour」房間。於疫情期間，中心、外展及學校社工還以網上通訊軟件關顧青少年，提供情緒支援。

部門社工亦細心觀察到兒童及青年不斷衍生的需要，以便快速作出回應。如舉辦「年輕媽媽 • 隨意門」為年輕媽媽提供支援；「東涌體育學院」以運動培訓青少年堅韌不屈的精神，並回應他們體質下降的社會問題。因應社會狀況，各單位更為青年張羅物資及設立電話支援熱線，為受到情緒困擾的青少年提供輔導。



In this evolving world, other than working in traditional industries, people choose to work in a new mode like "slash" (meaning working several part-time or self-employed jobs) or in newly-developed industries. NAAC believes that early acquisition of skills would help young people a lot to fit in the career world. Last year, we offered many projects to nurture the talents and skills of youth. Examples are "COFFEE BUNNY" which transformed outreaching youth to Barista, "MUVIE-Music X micro-film" and "Light, Shadow, Narrate" which lead young people to the music/movie industry and "LINK HUB" where youth broadcasted their music online.

2019 is a year of turmoil. Many children and youth encountered emotional distress that we are extremely concerned about. Different programmes were offered, includes: "Tai Po Art Like Together" which relieve children's stress through Expressive Art, Youth Relaxation Rooms set up in Tung Chung, "Happy hour", which is a relaxation room for and designed by children, Online support by the social workers from centre, outreaching team, and school to respond to the epidemic.

We responded promptly to any new social needs: Examples are "Young Mother Scheme" which supports their life challenges, "Tung Chung Sports Institution" which works on the deteriorating physique of children, Distribution of protective equipment for COVID-19, Hotline services supporting youth with counselling needs due to social situation and the epidemic, etc.







▲透過舉辦表達藝術工作坊紓緩兒童壓力。  
Expressive Art workshops were held to relieve children's stress.



▲電影製作人分享其電影之路。  
Film makers shared his career journey in the industry.



大埔青年放鬆空間

▲關注精神健康為題及強調青年與他人的聯繫，Link Hub 製造休閒放鬆空間、建立關係及發揮潛能。

In response to youth's mental health, we created a new party room, namely "Link Hub" for youth to relax and build up relationships with others.



青少年微電影計劃 — 光。影。敘

▲發掘青少年微電影潛能，編排拍攝影片全由青少年策劃及製作，培訓技能及為未來入行鋪路。  
"Light, Shadow, Narrate" project developed the potentials of young people in micro-films. The whole production was planned and produced by youth. It helped train their skills and pave the way for their future.

青年個案數目  
Number of Cases

**1,627**

服務人次  
Number of people  
served

**139,692**

回應社區需要計劃  
Projects responding to  
new social needs

**37**

策略伙伴數目  
Number of Strategic  
partners

**56**

服務統計  
Service Statistics



東涌青年放鬆空間

▲打造一個舒適、輕鬆空間，讓生活中有一喘息放鬆的角落，關注精神健康。

We created a comfortable and relaxing space for Tung Chung youth with a corner of relaxation in responding to their mental health.



「MUVIE - 音樂 x 微電影製作」計劃

▲音樂、微電影從不遙遠，培訓技能、讓年青人步向音樂及影製作之路。

Music and micro-movies are never far away! "Muvie Music X Micro film" allowed young people to step closer to the road of music and film production by providing training.



大埔童來 Art Like

◀透過繪畫藝術讓青年舒發感情及發揮創意，構成美妙作品。

Through art painting in "Tai Po Art Like" project, kids can express their feelings and creativity and form amazing works.



東涌體育學院

▲匯聚熱愛運動的青年一起鍛鍊及訓練，參與及發揚運動正能量及改善體魄。

With "Tung Chung Sports College", youth who love sports were gathered to practice and train, promoting positive sportsmanship and improve physical fitness.



年輕媽媽。隨意門

▲回應社會特別需要，計劃透過活動及聚會，增加技能及手藝，成為獨當一面的年輕媽媽。

In response to the special social needs, "Young Mother" Project helped young mothers to equip with different skills through workshops and gatherings.



## 鄰舍故事：「以愛同行」 Neighbourhood Story: Walk with Love

90多歲的陳婆婆是認知障礙症患者，與60多歲的女兒秀珍同住，他們總是形影不離，秀珍每日都會擔起照顧媽媽的工作。婆婆間中會在家揮刀的舉動，以為可以嚇退幻覺中的「陌生人」。面對此情境，秀珍卻笑說：「把刀好鈍，唔使怕」。秀珍用心照顧媽媽，不離不棄，但仍擔心媽媽的情緒問題，雖然在照顧過程中偶有疲累，但樂觀及愛護媽媽的心態遠勝一切，除了「耐性」，更需要的是「親情」和「愛」。

本會一直用心支援患有認知障礙症的長者及照顧者，陳婆婆除參與認知訓練外，秀珍亦積極參與中心的護老者治療小組及互助活動，秀珍樂見媽媽有明顯的進步，亦很開心認識到一班志同道合的同路人，彼此交流照顧技巧和分享生活點滴，從而減輕照顧壓力，更能享受生活，建立自己的支援網絡。

在疫情期間，秀珍與媽媽被困家中，陷於「困獸鬥」的狀況，中心嘗試以視像會議的方式提供持續訓練及網上情緒支援。起初陳婆婆不習慣以視像形式聊天，經過多次訓練後，陳婆婆不僅習慣這種上堂模式，每次更積極地發言。

疫情下，長者與照顧者可能會面對不同的挑戰，我們期望以創新樂齡科技的產品拉近距離，以遙距而到位的方式繼續為長者及照顧者提供優質服務。

Granny Chan, aged 90, is a patient with dementia living with her 60-year-old daughter Sau Chen. Sau Chen has taken the responsibility of taking care of her mother, and they spend much of their time together. Granny Chan has had delusions of seeing strangers and would wave a knife to scare them off. However, Sau Chen said she is not worried, as "her knife is blunt". Sau Chen puts lots of effort into taking care of Granny Chan, but she is still concerned about her mother's emotional well-being. Although being a carer of dementia elderly can be tiring, her optimistic and caring attitude is far superior to everything. In addition to her "patience", "family affection" and "love" are also needed.

Our Council is devoted to supporting elders with dementia and their carers. In this case, Granny Chan joined our cognitive training and Sau Chen actively participated in our therapeutic groups and mutual support groups for carers. Sau Chen is pleased to observe her mother's improvement and is delighted to meet friends who share similar circumstances. In the carer support group, she exchanged care skills and experience with others, and this had greatly reduced her pressure. She is able to build a support network and live a more enjoyable life.

During the Covid-19 pandemic, Granny Chan and Sau Chen were being "trapped" at home since face-to-face support group meetings were canceled. Our centre tried to provide continuous training and psychological support through online video meetings. In the beginning, Granny Chan was not used to this new mode of communication. However, after a few sessions, she was able to adapt to online training and even actively expressed herself.

Under the current situation, the elders and carers may face different challenges as they spend more time with each other. We hope to utilize Gerontechnology to maintain our services to them remotely while socially distanced.



◀▲ 護老者支援小組的陳婆婆及秀珍  
Carer Support Group: Sau Chun and Madam Chan

## 服務報告 Service Report

去年，安老服務部發展重點共分為三項主題，包括：支援認知障礙症長者、支援護老者及發展樂齡科技，就著上述主題，分別成立工作小組，專責推行各項服務。

Last year, the Division focused on the followings: Dementia elderly support service, Carer support service and Gerontechnology development. In view of these problems, we formed working groups for each of these areas.

本會一直關注長者認知障礙症的問題，由評估、訓練以至長遠照顧安排上，為懷疑及患有認知障礙症的長者，提供一條龍的介入及策劃服務，以支援長者及其照顧者繼續於社區生活。在預防工作方面，我們推行了「健腦 5+1」生活模式、醒腦耆樂操及照顧策劃師服務；並致力建立友善社區，向不同界別推廣關懷認知障礙症長者工作，包括屋邨管理處、中小學、大學、教會、商界義工團體及社區人士等。除了認知障礙症的照顧者，我們也致力支援不同需要的護老者，提供多元化的適切服務，例如減壓治療小組、照顧技能訓練、到戶看顧及護送服務等，協助他們舒緩在照顧路上的壓力和改善生活質素。

在樂齡科技方面，我們嘗試引入不同科技以提升服務質素，例如在長者日間護理中心運用機械人及腦電波感應器進行認知訓練；以互動視像單車進行下肢訓練。另一方面，本會繼續獲政府資訊科技總監辦公室資助，推行「愛·科技 愛·傳耆」計劃，教授長者使用智能手機及平板電腦，增加他們接觸資訊科技的機會，希望將科

As our ageing population continues to rise, the dementia elderly population is also escalating. In response to their needs, our Council has provided a comprehensive set of services, including assessment, training and even long-term care, for suspected and diagnosed dementia elderly. We hoped to assist dementia elderly and carers to stay in the community. For prevention, we have implemented initiatives including the "Brain Health 5+1" Lifestyle, Brain Health Physical Exercise, and Care Planning for Dementia. Additionally, to construct a dementia-friendly community, we have promoted the social concern for the elderly to different stakeholders in the community, such as the management office of housing estates, schools, community, church and volunteer teams from the business sector. Apart from dementia elderly, we were also devoted to supporting the carers in need. We implemented different kinds of services such as stress management, care skills training, home care and escort services, etc., to ease the carers' stress and improve their quality of life.

We have introduced various Gerontechnologies in our Day Care Centre for the elderly to enhance our service quality, including Robot Temi, lower limbs training with Bike Labyrinth, cognitive training with Neeuro Senzeband. With the funding from OGCIO, our Council implemented "#LOVIN TEC #LOVIN EL". In this campaign, we educated elders to use smartphones and tablets to integrate technologies into their daily lives. This increased their opportunities to access information and allowed them to experience communication technologies. Additionally, at



▲本會長者日間護理中心利用腦電波感應器進行認知訓練  
The use of Neeuro Senzeband in Cognitive training



▲由受訓義工上門探訪護老者，及與長者以桌上遊戲作活腦訓練。  
Our trained volunteers provide home based cognitive training to demented family



▲「康齡劇社」社區口述歷史劇馬拉松匯演  
Elder Drama Theater's signature performance

技融入長者生活。在疫情初期，本會護理安老院採用視像通訊，協助院友與家人透過視像見面。各長者中心亦採用視像形式推行小組、學習工作坊及關懷工作。本會共有十間長者中心繼續參與「賽馬會 e 健樂電子健康管理計劃」，透過電子平台促進長者持續關注健康管理。

本會推行長者社區口述歷史劇的工作已邁進十一年，分別於六區成立「康齡劇社」。為了總結各區「康齡劇社」的成果，我們於2019年4月27日假賽馬會創意藝術中心舉辦「康齡劇社」社區口述歷史劇馬拉松匯演，亦同時作為慶祝機構50周年的活動。當日深水埗、觀塘、東涌、沙田、屯門及中西區「康齡劇社」長者演員聚首一堂、陣容鼎盛，近100名長者參與演出，他們加起來達7,098歲。

本會與香港中文大學醫學院那打素護理學院合作，就本港華人獨居長者或雙老家庭長者的營養情況進行研究及出版研究報告，並於2020年2月21日舉辦網上發佈會。團隊發現近三成長者正面臨營養不良的風險，甚或已出現營養不良狀況。因應研究結果及疫情帶給長者在準備膳食上的困難，本會獲香港賽馬會慈善信託基金撥款，在全港八區推行「餵上門」計劃，並聯繫義工、鄰里、不同團體為長者及貧困家庭購買新鮮食材，短暫支援他們的緊急需要。

未來，我們會進一步發展有效的專業介入策略，運用樂齡科技，讓服務更適切支援不同需要的長者及照顧者，從而提升他們的生活質素。

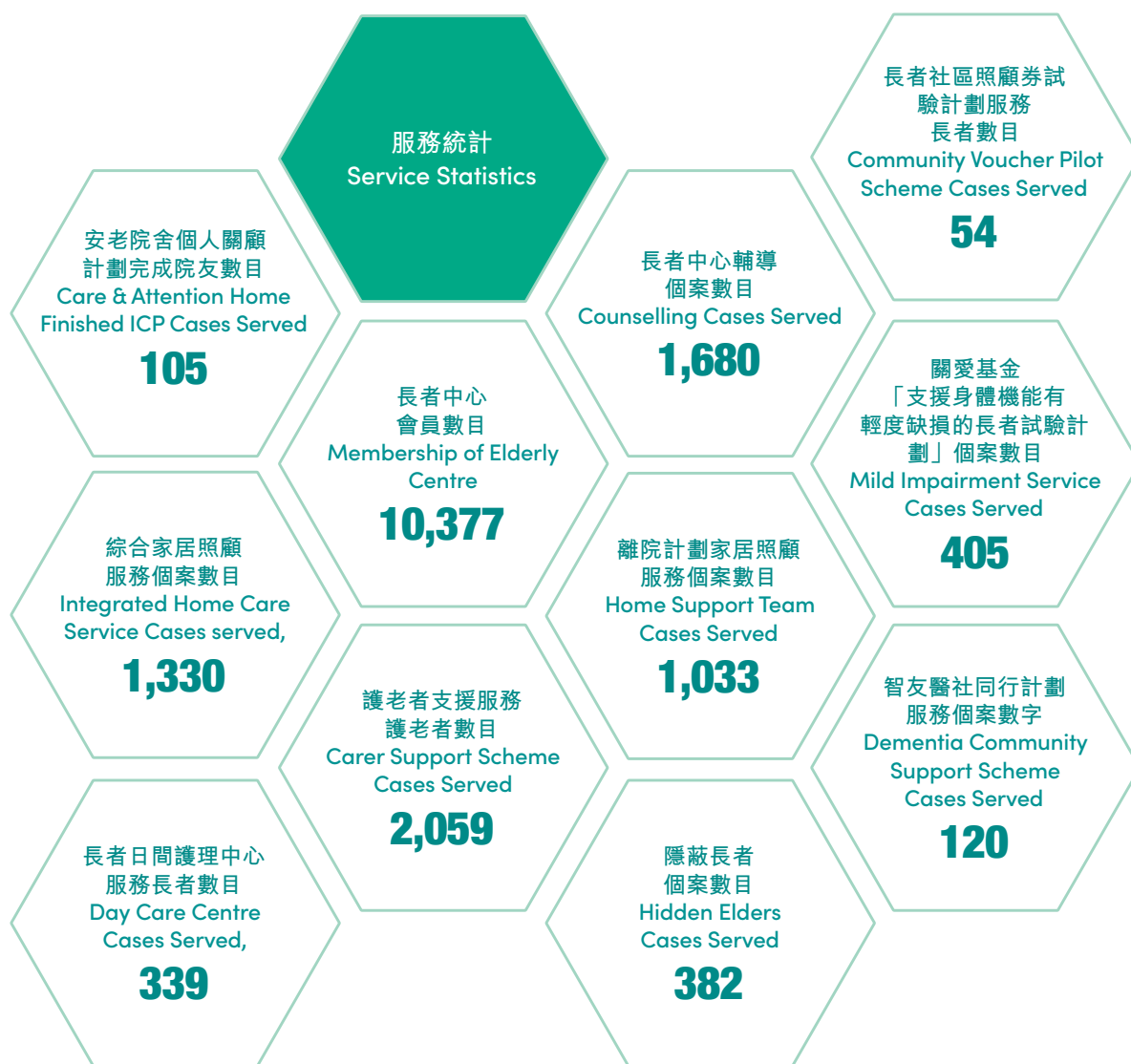
the beginning of the Covid-19 pandemic, we introduced video conferencing to the elders living in our C & A Home, allowed them to maintain communication with their family when face-to-face meetings were not possible. Different elderly centres began utilizing video calling tools to conduct group meetings, lessons and caring services. Furthermore, our ten elderly centres participated in the Jockey Club Community e-Health Care Project, which enhanced elders' health awareness through electronic platforms.

Our Council has been developing the Elderly Community Oral History Project for eleven years. We have established six Elderly Drama Clubs in different districts. To celebrate the 50th anniversary of our Council, we held an Oral History Elderly Drama Theatre Marathon in JCCA on 27th April 2019. 100 elderly actors from Sham Shui Po, Kwun Tong, Tung Chung, Sha Tin, Tuen Mun, and Central and Western district participated in this signature performance. They are 7,098 years old when added together.

Finally, our Council cooperated with CUHK's Nethersole School of Nursing to conduct a research on the nutritional status of Chinese elderly living alone or with their partner in Hong Kong. Report on the research was published and an online press conference was held on 21st February 2020. The research team discovered that about thirty percent of the elderly are at risk of or even have malnutrition. In response to this apprehensive situation and the difficulties in preparing meals during the pandemic, our Council utilized the Hong Kong Jockey Club Charities Trust to implement 'Food Pack Delivery Project' in eight districts. We aimed to temporarily support the urgent needs of the elders and needy families by connecting volunteers, neighbours, and local charities to donate fresh food.

In the future, we will continue to develop effective professional intervention strategies and make use of Gerontechnology to enhance our service quality to the elders and their carers.





▲「愛·科技 愛·傳耆」計劃，將科技融入長者生活。  
“#LOVIN TEC #LOVIN EL” to integrate technologies into their daily lives.



▲疫情期間，我們籌集大量口罩及防疫物資送給有需要的長者。  
During the pandemic, we raised a large number of masks and anti-pandemic supplies to the elders in need.



▲屯門富泰長者中心義工與長者日間護理中心共融活動，齊齊繪出美好成果。  
Pictures drawing together by the volunteers and elders with love and laughter.

▼雅研社長者鄰舍中心義工上門為 102 歲長者快樂慶祝生辰。  
Our volunteers celebrated a elder's birthday aged 102.



▲本會與「老有所醫慈善基金」於2019年4月14日，合辦「流動綜合診所」的「義診計劃」，服務長者共200人。  
With collaboration with Elderly HealthCare Foundation Limited, the mobile clinic was held in April 2019, served 200 elders from Kwun Tong, Shatin and HK Island.





▲面對疫情，本會綜合家居照顧服務隊及離院支援家居照顧服務隊從不間斷地提供服務。

In the face of the Covid-19 pandemic, our IHCS and HST continued providing services to the needy.

►「餵上門」計劃

Food Pack Delivery Project



▲因應疫情的需要，賽馬會慈善信托基金贊助本會送出「關懷包」予所有家居照顧服務的使用者。

The Hong Kong Jockey Club Charities Trust delivered Care Pack for our Home Care Service users in the beginning of Covid-19 pandemic.

## 鄰舍故事：不一樣的藝術家—李雪青 (Joey Li) Neighbourhood Story: Different Talented Artist Joey Li

雪青出生因腦部缺氧，從此手腳不能自控，只能依靠頭部控制輪椅，但樂觀的雪青擁有一個健全靈活的腦袋，雖然沒有語言能力，但能學習以文字表達自己。其後因身體問題，雪青不能考會考，正當躊躇自己出路，突然腦海浮現畫畫的念頭，當時學校的職業治療師黃姑娘，協助她度身訂造了一頂可以固定畫筆的頭盔，讓她嘗試畫畫，發展自己的興趣。後來學校來了一位因意外失去雙手同學小芳，她十分擅長畫畫，於是雪青向她請教，她就提議雪青用口咬著筆畫畫，這樣開始了雪青以口畫畫的生活。

經治療師黃姑娘不斷改良，最後想出任T型牙膠固定畫筆，讓雪青更容易畫畫，後來更認識了一位美術老師教導雪青畫畫及其他美術知識，是雪青踏上成為不一樣藝術家的啟蒙老師。

Ms. Joey Li was born with cerebral hypoxia. Since then, she could not control her limbs but could only move her head to control her wheel-chair. However, Joey is optimistic. Despite her disability to speak, she could read, learn and express by words. Due to her severe physical disability, she could not attend HKCEE. When she was puzzled and anxious about her future study and career, the idea of painting flashed in her head. With the assistance of her occupational therapist, Ms. Wong, a tailor-made helmet which could hold a pen or a brush firmly was designed for Joey. She began to paint and then developed her interest in it. Afterward, she met a girl who lost her hands due to an accident. She was keen on drawing and taught Joey how to use mouth to draw. Since then, Joey started her journey to be an artist with her mouth as hands to paint.

The Occupational therapist of Joey also worked successively with Joey to explore better ways to hold the brush and finally, she worked out a solution to Joey by using T-plastic mouth guard to hold the brush firmly and steadily. Joey could feel more comfortable to draw.



▲李雪青 Joey Li



▲李雪青畫作 Masterpieces of Joey Li



畢業後，雪青入住了本會怡欣山莊，並繼續她的畫畫生活。雪青說：「雖然不可以說畫得很好，但至少我做得好！」現在她可以畫到樹、花、蛋糕等……甚至在理工大學舉辦的「展才設計」比賽中，設計了一件婚紗給她的好朋友呢！

After meeting her mentor, Ms. Fung, she was inspired by lots of knowledge of Art and related disciplines. After graduated from school, she was admitted to our Harmony Manor and continued painting. Joey said, 'I don't paint very well, but at least I can do it!' Now she drew trees, flowers, cakes... She even designed a wedding gown for her best friend at the 'Youreable Fashion Design 2019' organized by The Hong Kong Polytechnic University.



◀ 2019 年本會有幸得到萬希泉鐘錶有限公司創辦及總裁沈慧林先生及義莎時裝國際有限公司 (ISA) 的欣賞，選擇了雪青和另一位服務使用者的偉峯的畫作，設計成獨一無異，極具義意的名貴陀飛輪腕錶，作為慶祝怡欣山莊成立 10 周年，意義非凡。

In 2019, it was our pleasure to have the support from Mr. William Shum, Founder and CEO of Memorigin Watch Company Limited, and ISA Flagship store at Tsim Sha Tsui, for choosing the paintings of Joey and another service user, David, to be incorporated into the design of Memorigin precious masterpiece Tourbillon watch. At the same time, it was of great significance to celebrate the 10th Anniversary of Harmony Manor.



▲「鄰舍輔導會 x 萬希泉」慈善陀飛輪腕錶發售會  
"NAAC X Memorigin" Charity Watch Launch



## 服務報告 Service Report

本年度，康復服務以「藝術·充權·生活·共融」及「愛·同行·鄰舍」為主題。  
Art · Empowerment · Life · Integration & Love · Togetherness · Neighbourhood

## 康復服務部

### Rehabilitation Service Division

透過鄰舍故事—雪青充份展現殘疾人士的才能，經過年月培育和訓練，我們深信「天生我才必有用」，雪青堅毅的苦練證明她確實是有能力成為「不一樣的藝術家」。藝術是一個充權的媒介，讓殘疾人士藉著藝術作為表達方法，彰顯其潛能，在獲得社會人士認同的同時，體現有自尊的工作和生活方式，消除社會偏見及歧視，倡導社會公義和平等。我們在今年致力為殘疾人士創造有利條件去感受充滿藝術的生活及創作生活環境。獲得不同基金的支持下，製作拍攝以殘疾人士及家屬為主題的微電影及籌辦話劇，以及舉辦多元藝術培訓活動；亦於4月假灣仔茂蘿街舉行「玩轉動物園」裝置藝術展覽，展現殘疾人士的創意，運用生活中環保再造物料所製作成各具特色，獨一無二，大大小小的可愛動物。動物裝置更配合QR Code捉精靈互動遊戲，吸引了不少遊人駐足欣賞及拍照留念。

Referring to our Neighbourhood Story, Joey demonstrated vividly how a disabled person could uncover her potentials under long-term nurturing and training. We believe that 'all things in their being are good for something'. Joey's toughness and perseverance proved herself the strength to be an artist with different talents. Art is a means of empowerment in a way to facilitate disabled people to express, manifest their ability. In the meantime of gaining recognition from others, they could work and live in more respectful ways, eliminating social prejudice and discrimination, as to advocate social justice and equality. We also strived to create favourable conditions for persons with disabilities to live in an environment filled with art and creativity. With different funding support, microfilm as well as drama with themes on the stories of disabled persons and their carers was produced. Besides, we also organized different training in multiple arts. We launched "Installation Art Zoo" exhibition at Mallory Street, Wanchai in April 2019. It facilitated our service users to make use of their creativity, turning idle recyclable materials in their daily life into unique and lovely animal-shaped installation art. The animal was applied with a QR Code, which was an interactive game of 'catching the

elves', this had attracted many tourists to pause and take photos. After the exhibition, the animal art pieces were moved to their hostels that they could live with them every day. It became a catalyst for art appreciation as well as enhancing their sense of belonging to the hostels. Moreover, our hostels also renovated their living environment by increasing the art components. Service users could participate to create the artistic living space or furnishings. Users' participation could increase their involvement and sense of belongings. Art became one of the important elements of their life. Meanwhile, we recruited different volunteer groups to cooperate with our service users. Art became their common language. They communicated and shared their experiences in the programme.



▲宿舍同事緊守崗位，同心抗疫，用心服務舍友。Our hostel staff worked carefully, attentively and dedicatedly during the outburst of COVID-19.



▲疫情期間，舍友愛上了遊車河，望著窗外景物已感到滿足。During the COVID-19 pandemic, they love shuttle cruising. Staring at the moving scenery makes them satisfied and happy.



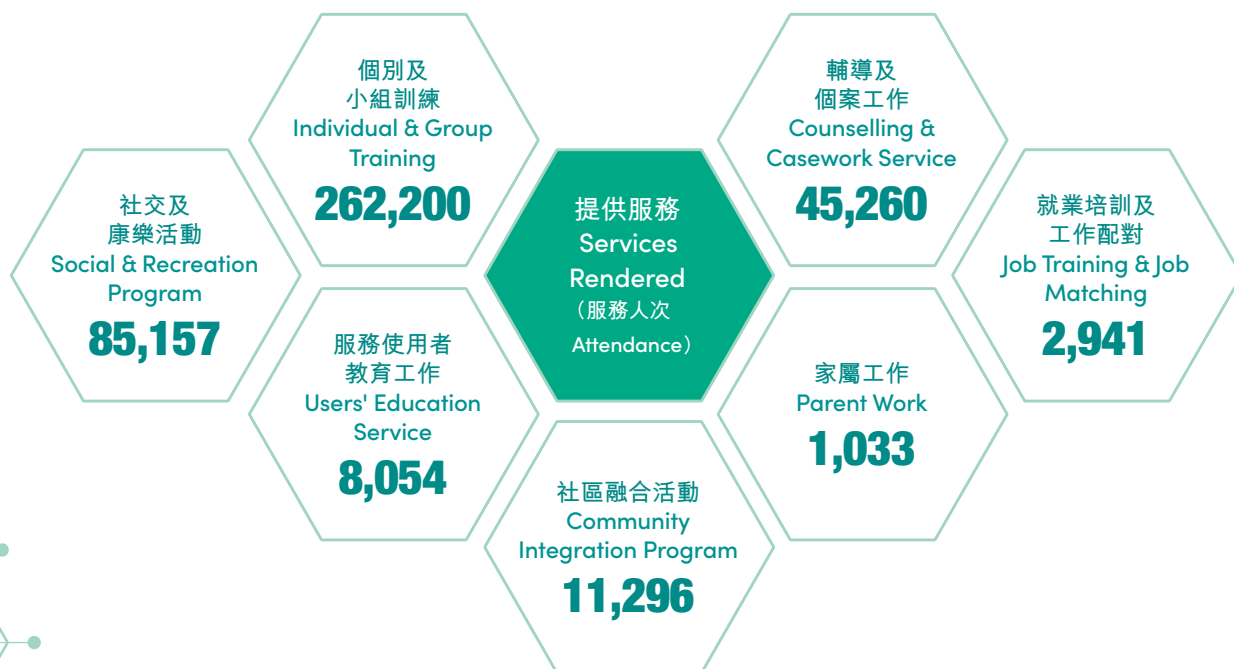
◀ 怡欣山莊邀請義工團體到山莊參與歷奇廣場壁畫創作活動，優化居住環境  
Volunteer organization was recruited to work collaboratively with our service users of Harmony Manor to beautify their living environment.

活動完結後，動物裝置亦成為服務使用者居住院舍的生活藝術裝飾品，增添其歸屬感及成為促進藝術生活的催化劑。各住宿服務單位亦將內外環境增加藝術元素，務求提升生活質素之餘，亦讓服務使用者一同參與，創造藝術生活空間和擺設，粉飾居住環境，增強其投入及歸屬感。同時，透過共融藝術概念，招募不同義工團體，與服務使用者合作，透過共融活動，以藝術作為共同語言，互相了解和認識，除了創造優美而充滿藝術的住宿環境外，更重要的是每天也感受到愛及正能量。

下半年經歷社會運動及反反覆覆的疫情，為服務的推展帶來不少衝擊和挑戰。然而，服務單位職員緊守崗位，記掛著服務使用者的需要為首位，儘使面對交通受阻和疫情挑戰，仍努力因應環境轉變而改變舊有工作及服務模式，同心抗疫，緊守崗位，各司其職，體現團體合作精神，務求服務使用者得到最適切的服務。部門亦會關顧到「照顧者」的需要，愛·鄰舍一直是本會服務宗旨，部門轄下的「家屬聯會」，自2019年11月起，亦因社會運動及疫情關係，自發籌組為雙老／獨居照顧者進行15次探訪關顧工作，遇有需要時更提供簡單上門維修，充分體現鄰舍精神。

Not only a beautiful and artistic living environment was created, most importantly, both parties could experience love and share positive energy in the society.

In the second half of the year, our society experienced turmoil and the outburst of COVID-19. They brought great hindrance to our service delivery. Indeed, our staff stayed at their positions, always put our service users as our top priority. Despite the great challenges on daily transportation and infection control, we worked hand-in-hand and played our complementary roles. Team spirit and sense of togetherness were one of the key solutions to maintain our essential services with good quality. We also stressed our concerns to carers' needs. 'Love our Neighbour' (Neighbourhood) is always our Agency mission. Since November 2019, the Parents Association self-organized 15 visits to the single/couple elder carers, who were in desperate need, especially during the social movement and COVID-19. They also helped them do simple home repairing work if needed. It fully reflected the neighbourhood spirit of our Council.





▼屯門綜合服務中心會員張志東於 D2 place 公開沖咖啡比賽中勇奪創意咖啡獎。  
Cheung Chi Tung, a member of Tuen Mun Integrated Employment Services Centre won the Creative Coffee Award at the Barista Championship held at D2 place.



►本會服務使用者及其家人參與由香港理工大學紡織及服裝學系轄下綾緻康健服裝中心主辦的「展才設計工作坊」。  
Our service users and their family members joined 'You're able Fashion Design 2019', which was organized by Institute of Textiles and Clothing of The Hong Kong Polytechnic University.



▲部門於灣仔茂蘿街舉行「玩轉動物園」裝置藝術展覽  
"Installation Art Zoo exhibition was held at Mallory Street, Wanchai.



▲怡康居與怡菁山莊聯合舉辦第一次境外親子沖繩遊，讓家屬與服務使用者增進親子關係  
Wellness Manor and Fairyland jointly organized their first Okinawa Family Tour in November 2019 to enhance the relationship between service users and their parents.





▲本會獲香港城北扶輪社及清水灣鄉村俱樂部贊助，為 100 名殘疾朋友及其家人舉辦「愛家人 • 青山綠水樂悠遊」，除參觀鄉村俱樂部各項設施外，還享用豐富午膳及進行集體遊戲。一眾嘉賓歡欣地在美景前留影。  
Sponsored by The Rotary Club of Hong Kong City North, we organized a programme at The Clearwater Bay Golf & Country Club for a hundred disabled persons and their families to enjoy the clubhouse facilities and delicious lunch there. Guests had group photo to share the happy moments.



▲2019 年怡欣山莊獲公益金贊助，完成重新鋪設歷奇廣場地面及更換所有設施，以配合服務使用者因老化而改變之身體需要  
Harmony Manor was sponsored by Community Chest to repave the playground mat at Adventure Zone and related adventure-based outdoor facilities to cater the changing physical needs of the service users due to ageing.





▲康復服務部家屬聯會於 2019 年 12 月 28 日假紅磡海逸皇宮大酒樓舉行了「愛·關懷」元旦聚餐活動。  
The Parents Association of Rehabilitation Division organized a New Year Luncheon at Laguna Palace at Hung Hom.



▲由開心樹社會服務及香港基督徒牙醫團契與本會合辦「開心由齒喜」活動，共有 70 多名牙醫及護理義工協助，為 180 名智障及其他殘疾人士提供牙齒檢查、洗牙、補牙及剝牙服務。Happy Tree Social Service and Hong Kong Christian Dentist Fellowship co-organized with our Council to launch a programme to provide one-stop dental check-up, clean, fill and peel service for 180 mentally handicapped persons or persons with other disabilities. More than 70 dentists and nursing volunteers were mobilized.



▲本會提名開心樹社會服務及香港基督徒牙醫團契參加第八屆香港傑出義工獎，並獲得義工團隊獎。  
Our Council nominated Happy Tree Social Service and Hong Kong Christian Dentist Fellowship to join the 8th Hong Kong Volunteer Award and they won the Volunteer Group Award.





▲部門於大埔運動場舉行「齊躍動・展活力」運動同樂日。

Our Division held its Sports Day at Tai Po Sports Ground on 6 December 2019.

◀而觀眾席亦設有集體遊戲及平面藝術創作活動，讓參加者無論在觀眾席或運動場上，均能參與豐富的活動。  
Mass games and visual art programme were also arranged for the audiences.



▲▶ 本會三間特殊幼兒中心參與 Robot4SEN 計劃，獲免費提供三部智能機械人 Pepper 及相關課件、軟件資料。  
Our three special child care centres joined Robot4SEN project and were offered three Pepper, AI robots and related courses and software.

## 鄰舍故事：一個手製布口罩為社區裡的長者帶來希望

### Neighbourhood Story: A handmade cloth mask brought hopes to the elders in the community

農曆新年本來是高高興興，與家人朋友聚首一堂的節日，可是 2020 年大家忙的不是拜年，而是買口罩、消毒用品、買米、廁紙、糧食……。今次的新冠肺炎的疫情，比起 2003 年「沙士」來得更快、更急、更無聲無息，令大家更害怕，方寸大亂。

當時，市民每天都忙著為自己及家人張羅口罩及消毒防疫用品，可惜大都空手而回。在這情況下，大家人心惶惶，情緒極為不安。因應網上有好心人分享製作布口罩的紙樣及將製作布口罩過程上載於 YOUTUBE 與大眾分享，屯門 / 元朗鄉郊中心社工忽發奇想，號召中心婦女幫手車布口罩送給有需要的長者。中心透過婦女組 WHATSAPP 群組招募義工，娥姐就是第一位報名的義工，更提議由她負責車口罩，工作人員負責裁剪布料，可讓她更快完成。工作人員其後動員更多有心組員捐出布料及車縫口罩，結果在短短的一星期已招募了 10 位婦女。在大家分工合作下，短短 3 個星期便車縫了 300 個布口罩，並到村內派發予有需要的長者。長者收到布口罩後均感到非常開心及實用，因布口罩清洗後再加濾紙便可循環再用，為缺乏口罩的長者帶來無比的希望。

義工得知長者收到布口罩的喜悅，更加推動她們加快完成手上的口罩，並表示開心可為社區做些有意義的事。藉此多謝有份幫手捐出布料、衣車及手縫口罩的義工。

The Lunar New Year is originally a time for family reunion and to share happiness together. However, in 2020, people were busy buying masks, sanitizing products, rice, toilet paper, food, etc. instead. The novel coronavirus epidemic has come relatively rapid, soundless and chaotic compared with SARS in 2003.

People started busily buying masks and anti-epidemic supplies for themselves and their families. Unfortunately, most of the people returned with empty-hand. The panicked emotion escalated under such circumstances. As some people started to teach the public how to hand-make cloth masks on Youtube, an idea came to the mind of a social worker in our Tuen Mun/Yuen Long Rural Village Centre to mobilize the women group to hand-make cloth masks for the elders in need. The Centre then started to recruit volunteers among the women's groups via Whatsapp. Ah Or was the first volunteer. To increase efficiency, Ah Or proposed that she could be responsible for sewing the masks and the staff could cut the fabrics. More women group members were engaged and invited to donate fabrics or help sewing / knitting masks. A group of 10 volunteers was formed in a week and completed 300 cloth masks in 3 weeks. They distributed the masks to the elders in need who live in the village. The elders were happy upon receiving the cloth masks and found them practical. The cloth masks were recyclable and reusable by adding filter paper after cleaning, which brought hopes to the elders during the mask shortage period. The volunteers were motivated to



▲婦女組義工正協助車縫布口罩

A volunteer from women group is sewing handmade cloth masks



▲義工試用自己縫製的布口罩

Volunteer tried the handmade cloth masks by herself



面對不斷轉變的社會需要，社區發展隊亦需與時並進，以迅速手法回應居民的困境及需要，發揮助人自助精神，讓義工精神在社區內發光發亮。



expedite the completion of the rest of the masks knowing that the cloth masks recipients were contented. The volunteers were also glad that they could contribute to the community. We would like to express our gratitude to the volunteers who donated fabrics, sewing machines and hand-sewn masks.

In response to the changing social needs, we should also keep pace with the times, be agile to respond to the hardship and needs of the residents, as well as helping them to be self-sustained, so that the spirit of volunteerism could shine in the community.

#### ◀ 由義工製成大小不同款式的布口罩

Facial cloth masks of various sizes and style made by the volunteers

## 服務報告 Service Report

去年，社區發展部各單位主力在協助服務區域內居民面對不同社區變遷而觸發的需要。就新落成公共屋邨居民需要重新適應社區的需要，本會借助著在該些新屋邨已存在的服務網絡的優勢，向社區投資共享基金申請資金，推行新入伙居民支援計劃，並獲批出撥款，在屯門欣田邨、深水埗白田邨及石硤尾邨，推行居民及持份者的連網工作，建立社區資本，協助新屋邨居民融入新社區。

本會兩隊鄰舍層面社區發展計劃所服務的區域，包括茶果嶺寮屋區及屯門、洪水橋一帶寮屋區，政府分別於年前及本年宣佈推出發展計劃，居民將要面對清拆及遷出。兩中心致力用不同方法，搜集居民對政府發展該區的意見，以助受影響居民表達其關注，同時亦組織居民成立關注組或透過現有居民組織，向相關政府部門表達意見，爭取權益。

Last year, the Division focused on assisting residents in the served areas to handle the needs arising from changes in the community. For the needs of the residents to adapt to the new living environment of the newly completed public housing estates, taking advantage of the existing collaboration network in districts, our Council successfully applied the subvention from Community Investment & Inclusion Fund to form community service teams in Yan Tin Estate of Tuen Mun, Pak Tin Estate and Shek Kip Mei Estate in Sham Shui Po. The teams will connect residents and collaborate stakeholders in the community, to establish community capital and help residents to integrate into their new community.

The targeted areas of our two Neighbourhood Level Community Development Projects, which include Cha Kwok Ling Squatter Areas and rural areas around Hung Shui Kiu, will undergo redevelopment as announced by the before and this year. As a result, the residents will encounter rehousing caused by clearance. The two centres are devoted to collect residents' opinions on the redevelopment plan proposed by the Government through various means, to help residents to express their concerns. Meanwhile, the centres also organized resident concern groups for the issue or mobilize existing resident groups to speak out their opinions to relevant governmental departments, to fight for their rights.

在房屋委員會及香港平民屋宇有限公司的資助下，本會亦成立社工服務隊，為白田邨的長者及大坑西邨的居民因重建而引起困難，提供支援。白田邨因已有初步的遷拆日程，因此服務隊致力聯繫新地義工 TEAM 力量，在社會福利署深水埗福利辦事處的支持下，推行「白田邨重建-友情人鄰里計劃」；同時亦獲深水埗區議會贊助，推行「重建白田友情敘」計劃，為受影響長者建立互助網絡、提供到戶支援和新居裝修物料的資助。雖然大坑西邨的重建方案仍在研究階段，社工隊則著力於家居改善、健康管理、強健體魄、正向人生、社區教育等五個範疇為長者提供服務，以改善他們的生活。

With subvention from the Hong Kong Housing Authority and Hong Kong Settlers Housing Corporation Limited respectively, our Council established social work teams to provide services to elders and residents who are affected by the Pak Tin Redevelopment Project and the Redevelopment of Tai Hang Sai Estate. Since the clearance schedule of Pak Tin Estate was confirmed, with the support of Sham Shui Po District Office of Social Welfare Department, our Social Work Team is dedicated to collaborate with SHKP Volunteer Team to organize the "Pacing with you, Pak Tin Redevelopment Project". Moreover, with the sponsor from Sham Shui Po District Council, the project named "Rekindling Passion in Pak Tin" was also commenced. Both programmes aimed at developing a mutually supportive network among residents, rendering outreaching services and providing subsidy on renovation materials. Because the redevelopment plan of Tai Hang Sai Estate was still under examination, our Team emphasizes on providing services to improve the living quality of residents through five aspects which include improvement of the domestic environment, health management, enhancement of physical strength, positive life, community education in this stage.







▲深水埗區議會贊助一系列社區關懷活動予受重建影響的白田邨街坊。

A series of social activities, sponsored by Sham Shui Po District Council, were organized for the tenants facing Pak Tin Redevelopment Project.

◀「家居改善」-- 由義工團體協助大坑西邨長者清除家中堆放的大量舊雜物，以處理鼠患問題。  
“Home improvement” – Volunteer group assisted an elder living in Tai Hang Sai Estate to remove unwanted articles stored in her room in order to solve the problem of rodents.

►茶果嶺中心在村內舉行寮屋清拆安置政策展覽，並同時派發調查問卷，向居民搜集對茶果嶺發展的意見。  
Cha Kwo Ling Centre conducted the exhibition concerning rehousing policy for clearance of squatter structures. At the meantime, a survey on residents' concern about Cha Kwo Ling Redevelopment was carried out.



## 服務報告 Service Report

文昌鄰舍康齡社區服務中心 Wenchang Neighbourhood Multi-service Centre for the Elderly,  
逢源鄰舍康齡社區大學 Fengyuan Neighbourhood Community University for the Elderly,  
逢源鄰舍長者日間護理中心 Fengyuan Neighbourhood Day Care Centre for the Elderly

按照廣州市政府公佈的廣州市社工服務站（家庭綜合服務中心）管理辦法規定，逢源街社工服務站的服務模式從「1+3+X」改變成「113X」。長者服務也因應要求，逐步調整服務重心。過往二十年，文昌鄰舍康齡社區服務中心是參照香港長者地區中心的模式，主要為體健長者會員提供社交與康樂、社區教育、義工發展等服務。在新的服務要求下，更加強調聚焦困難群眾、殘障人士和群眾需要等重點開展工作。根據三個重點，長者服務把工作重心放在社區，面對著逢源街轄內困境長者群體人口較大的情況，首先以個案形式進行低保低收入長者、孤寡長者、獨居長者、高齡長者、殘障長者的家訪，並從社區發掘到處於緊急介入或補救性、支援性的長者個案。

In response to the regulation of Guangzhou Municipal Government, the service mode of Fengyuan Street Social Service Station (previously named as Integrated Family Service Centre) was changed from '1+3+X' to '113X'. The elderly service needed to adjust its work focus gradually. In the past 20 years, Wenchang Neighbourhood Multi-Service Centre for the Elderly has followed the model of District Elderly Community Centre in Hong Kong and mainly provides social and recreational, community education, volunteer development and other services. Under the new requirements, more emphasis has been placed on the needy, the disabled and the needs of the community. Hence, facing the huge population of deprived elderly in Fengyuan Street, individual home visits are conducted to the high-risk elderly in the community to identify cases for rendering crisis intervention, remedial or supportive services.

For the stabilization of teaching sources, Fengyuan Neighbourhood Community University for the Elderly recruited well-educated teachers through the grassroots association and explored different expertise from the known volunteers to provide innovative courses that meet the diverse learning needs of the elders.



▲公益市集美食義賣 Charity fairs



逢源鄰舍康齡社區大學利用了廣州市老齡辦打造的基層老年協會平台，連接優質師資開辦；我們也著力發掘原有義工老師的其他專長，開設特色班組，滿足長者多元化的學習需求。

過去一年，在新冠肺炎疫情下，社工站服務大部份服務主要以電話聯絡及拓展線上服務運作為主。同時，逢源鄰舍長者日間護理中心主力拓展資源，與區內護理站和社區衛生服務中心、康復醫療有限公司等簽訂服務合作協議，向長者提供醫養結合、臨時托老等服務。

Under the Covid-19 pandemic, the services of Social Service Station mainly focus on telephone contact and the expansion of online services. At the same time, Fengyuan Neighbourhood Day Care Centre for the Elderly signed service cooperation agreements with the district's nursing stations, community health service centres, and rehabilitation medical company to provide services such as integrated medical care and temporary care for the elders.



▲中心春雨志願服務隊與學員一起包油角  
Oil dumpling programme for Lunar New Year



▼第三季度生日會  
Third quarter birthday party

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

去年，中心定期組織學生志願者、企業志願者進行交流活動，參與活動的志願者表示通過活動對殘疾人士有更深刻的瞭解。在個案工作上主要提供資源連結、情緒支援、人際關係改善等方面服務。此外，通過區殘聯的連線，成功和做手工梳的陳老闆進行合作，得到充足的手工貨源，成功解決了學員想繼續做手工的需求。展智志願服務隊亦通過傳統節日的活動，為社區殘疾人和清潔工人送上節日的慰問和關懷。服務隊更嘗試開展前台值班服務，經過培訓，展智志願者成為了值班能手，協助中心工作員處理前台工作。展智志願服務隊在 2020 年 1 月份榮獲由廣州市志願者協會頒發的「優秀社區志願服務隊伍」稱號。

由於 2020 年初開始爆發新型冠狀肺炎疫情，從 2 月份開始停止了中心開放服務，安排學員居家休息；並且採用電訪、線上服務、上門探訪的方式繼續提供服務。

Last year, the Centre organized regular exchange activities for student volunteers and corporate volunteers. Volunteers participating in the activities expressed that they had a deeper understanding of the disabled through the activities. In case services, it mainly provides services such as resource connection, emotional support, and improvement of interpersonal relationships. Through the connection of the District Disabled Persons' Federation, we successfully cooperated with Mr Chen who is the boss of manufacturing hand-made combs, and obtained sufficient hand-made supplies, which successfully solved the members' need to continue doing hand-made products. The Whole-Hearted Volunteer Service Team also carried out traditional festival activities to send holiday condolences and care to the disabled and sanitation workers in the community. The Volunteer Service Team tried to carry out front desk duty service. After training, the Whole-Hearted Volunteers became masters on duty and assisted the Centre staff to handle the front desk work. The Whole-Hearted Volunteer Service Team was awarded the title of "Excellent Community Volunteer Service Team" by the Guangzhou Volunteer Association in January 2020.

Due to the outbreak of Covid-19, drop-in service was stopped in February and allowed members to stay at home. The services are mainly carried out through telephone contacts, online services, and home visits.



▲ 廣州市志願者協會頒獎典禮  
Guangzhou Volunteer Association Award Ceremony



▲ 文昌鄰舍康齡社區服務中心「健康邁步新時代 逢源鄰舍慶新春」團年飯活動  
The annual reunion dinner

► 文昌鄰舍康齡社區服務中心「不忘初心牢記使命」第九屆康齡中心義工代表選舉  
The 9th Election of the volunteer representatives





## 鄰舍故事：孩子生命的前行力量

### Neighbourhood Story: 'Carrying Forward' Energy of Children

梓瑩媽媽近日與女兒的關係改變了，原來家中有新成員一弟弟的來臨。在課室內開朗常笑的她，近日變得易哭，引起老師的注意。別看她只就讀幼兒班，言語能力較弱，小人兒內心的感受放在臉上。

父母常抱著梓瑩，說：「妳是我們最愛錫的女兒」，父親也抽空單獨陪她玩耍。梓瑩不時更推開媽媽的手——不可抱弟弟。她的身體語言像道出自己的地位受到威脅，找機會表示不滿。母親向駐幼兒園社工求助，以減低梓瑩對嬰兒的抗拒。

兒童生命自覺相信牙牙學語的孩子內裡有「暗在」之智慧。年幼的孩子亦有一套表達內心感受的方法，如：動作，藝術手法和聲音。作為兒童生命自覺夥伴，社工在梓瑩身旁傾聽，信任她的觀點。

梓瑩：「爸爸在這裡，我在他身邊……媽咪在這裡，抱著 BB。」（見相片一）

社工執筆畫父母的身型，手腳和表情留待她親手畫上。全家笑面而只有 BB 哭。原來弟弟病了，需要媽媽照顧。梓瑩這一刻沉靜下來。社工以耐心和接納未知的可能性，繼續留心梓瑩在圖畫裡表達的需要。

梓瑩在第二幅圖畫裡畫了父母及自己在圖畫紙的一面：這是梓瑩（左），這是媽媽（中間），這是爸爸（右）。（見相片二）

Tze Ying's mother found she was having a tense relationship with Tze Ying recently after the arrival of her younger brother to the family. Tze Ying became sensitive and easily cried. It caught the attention of teachers, even she was a cheerful student in the class before. Although she was a preschooler with limited language skills, Tze Ying expressed her emotions on her little face.

Parents often hug Tze Ying and said, 'You are always our favourite daughter'. Father spent more time with Tze Ying, but she was not satisfied. Sometimes, she flung her mother's hand away from her younger brother. Her body language seemed to say that her position was threatened and she was looking for opportunities to express her dissatisfaction. Mother requested assistance from social worker in kindergarten to reduce Tze Ying's resistance to the baby.

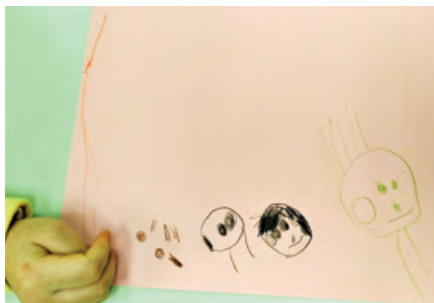
Children focusing trusts the 'implicit wisdom' of children, from toddlers to school-age children. They have their own set of methods to express their inner feelings through movement, art and sound. As a certified Children Focusing Companion, the social worker listened to Tze Ying and trusted her view.

Tze Ying said, 'This is Daddy. I'm standing here. This is Mummy, holding a Baby.' (Refer to Picture 1) The social worker facilitated her to outline her parents and invited Tze Ying to draw their facial expressions and gestures. Each family member had a smiling face, only the baby was sobbing. It turned out that the baby was sick and needed Mother's care. Tze Ying calmed down at that moment. With patience and acceptance of uncertainty, the social worker continued to pay attention to the needs and feelings of Tze Ying reflected in the pictures.

In the second picture, Tze Ying drew herself and her parents together on the sheet of paper. (Refer to Picture 2)



▲相片一 Picture 1



▲相片二 Picture 2

當社工問：BB 在那裡呢？梓瑩的小手很自然地將畫紙翻轉，弟弟自己一個在畫紙的另一面。(見相片三)

社工問：「這圖畫有沒有什麼想說呢？」她的小手立即拿白紙覆蓋 BB 的圖畫，身體的移動呈現她的需要：看不到弟弟。(見相片四)

梓瑩簡短地說出：「我想由爸爸照顧 BB！」並將這寶貴畫作送給媽媽。梓瑩的笑臉再次出現。

雖然梓瑩的語言表達能力有限，她能夠透過圖畫、符號把困擾、感覺呈現。

最後，父母重新分工，母親分配了時間陪伴梓瑩，給予肯定和安全感，梓瑩的情緒逐漸穩定。在最後一次面談，她將一家四口再次繪畫在同一版面上。(見相片五)

兒童成長是一個由依賴發展到獨立的過程。我們是兒童的同行者，旨在支持他們成為一個身心健康的孩子，懂得自我理解，更容易和其他孩子、成年人分享自己的感受、選擇和需要。



▲相片三 Picture 3



▲相片四 Picture 4



▲相片五 Picture 5

When social worker asked where was the baby, Tze Ying turned the paper naturally and crayoned the baby on the other side of the paper. (Refer to Picture 3)

The social worker asked 'What is the painting saying inside?' Her little hands put a blank paper covered the painting of the baby at once. The movement of her hands seemed to show that she did not want to see the younger brother. (Refer to Picture 4) Tze Ying shared briefly, 'I want Daddy to take care of Baby!' After that, she gave this special drawing to her mother and her smiles appeared again.

With limited language skills, Tze Ying was able to express her feelings and concerns through pictures and symbols. Eventually, parents reallocated their duties. The mother spent more time with the daughter. With a higher sense of affirmation and security, Tze Ying's emotion was gradually stabilized. In the last counseling session, Tze Ying put all the family members on the same page of the paper. (Refer to Picture 5)

Child development is a journey from dependence to independence. We, as the companion of children, need to support the healthy well-being of a child who knows him/herself well, learn how to express their emotions, choices and needs with other children and adults.



### 幼兒園 Day Nurseries

增強家校合作：各園皆成功向家校合作委員會申請津貼，舉辦家校合作活動，亦為未來兩年內各園成立家長教師會而積極準備。其中元朗幼兒園已於2019年12月正式成立第一屆家長教師聯會。

多元化的教師專業發展：老師除了接受有關教學的專業發展課程，提升專業能力外，亦繼續進深繪本的教學技巧；亦進行減壓治癒工作坊以增強老師個人的成長及關注老師的身心健康。

這一年對所有學校真的不容易！去年11月開始因修例風波及疫情影響而停課多月。停課期間，各園提供配合幼兒發展的學習材料，如親子閱讀、圖工活動、視像課堂、生活訓練及工作紙等以保持學生有良好的學習規律。同時亦積極善用停課時間改善校舍學習環境，為未來復課作好準備。

Enhance home-school cooperation : Our Day Nurseries successfully applied for subsidies from the Home-School Cooperation Committee and held different parent-school cooperation activities. These are preparatory work for the establishment of parent-teacher associations in our Day Nurseries in the next two years. Among them, the Yuen Long Day Nursery formally established the first Parent-teacher Federation in December 2019.

Diversified teachers professional development : In addition to receiving professional development courses related to teaching to enhance teaching ability, teachers continued to deepen the teaching skills of picture books. Decompression and healing workshops are also conducted to enhance teachers' personal growth and pay attention to teachers' physical and mental health.

The past year was challenging for all schools. Since November 2019, classes have been suspended for several months due to social unrest and the outbreak of COVID-19. During the suspension of classes, schools provided learning materials for the development of children, such as parent-child reading, drawing activities, video classes, life skills training and worksheets to keep students having a better learning pattern. At the same time, schools also made use of this special chance to improve the learning environment of classrooms and prepare for the resumption of classes.



#### ▲ 幼兒園新春團拜

Chinese New Year Celebration at Day Nursery 2020

#### ► 教師減壓自癒工作坊 Decompression Self-Healing Workshop for Teachers



## 育嬰園 Day Creches

育嬰園推行遊戲教學，讓幼兒在遊戲中愉快學習，健康成長。中心亦舉行了多項的節日活動，讓嬰幼兒從多元文化的活動中增加生活經驗。

停課期間，嬰園製作「老師視像教學」，有指導嬰園的小朋友有關抗疫教育片段、音樂律動、故事、圖工、嬰兒按摩運動、親子遊戲…等等。除了關心嬰園的家長及幼兒，也兼顧到輪候入讀的家長和社區人士的需要，製作有關「抗疫的資訊」及「新手爸媽工作坊」，讓家長減輕懷孕期間的擔憂，以輕鬆愉快的心情迎接 BB 的來臨。

Our crèches promote game teaching and allow children to enjoy learning happily and grow up healthily. We also held different festival celebration activities to enhance the life experience of infants from multi-cultural activities.

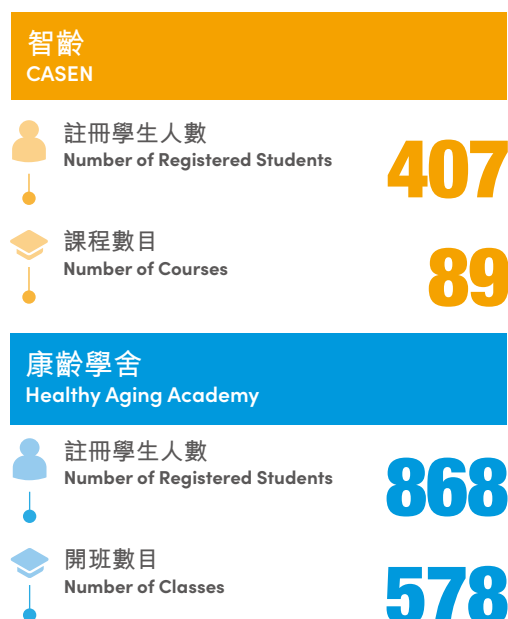
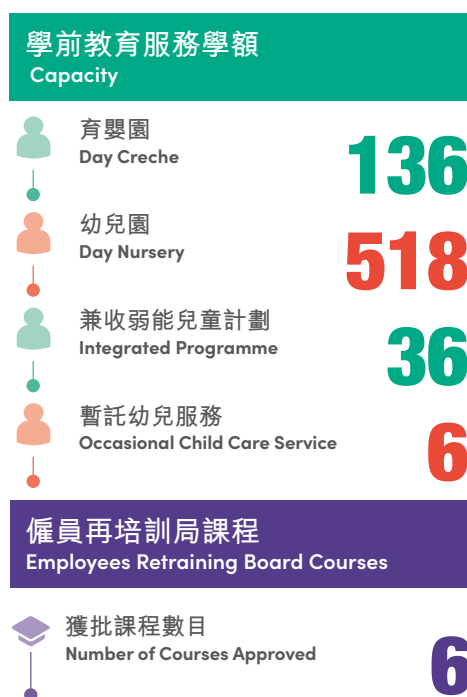
During the suspension of classes, our crèches produced "Live internet teaching", which included children anti-pandemic education, music rhythm, stories, crafts, baby massage, parent-child games... and etc. In addition to caring for the parents and infants of our crèches, we also took care of the parents who were on the waiting list and the needs of the community. Our crèches produced videos about "anti-pandemic information" and 'Novice Parents Workshop'. It aimed to ease parents' worries during pregnancy and allow them to welcome their baby in a relaxed and happy mood.

## 其他教育服務 Other Education Services

將持續以康齡學舍、智齡及僱員再培訓局課程這三個平台，舉辦多元化及新穎課程，滿足服務使用者於人生不同階段的學習及進修的需要。鼓勵不同能力人士重拾自己的喜好，尋找自己的人生，達致「終身學習」的目標。

We will continue to organize diversified and innovative courses through the platforms of the Healthy Aging Academy, College for Adults with Special Educational Needs (CASEN) and the Employee Retraining Board (ERB) to meet different service users' learning needs at different stages of their lives. People with different abilities are encouraged to regain their own preferences, find their own lives, and achieve the goal of "lifelong learning".

## 服務統計 Service Statistics







▲親職教育 - 故事爸爸  
Parent education - Story Papa



▲高班幼兒跟聽障人士學習手語  
K3 children learn sign language from the hearing impaired persons



▲嬰兒生日會  
Birthday Party at Day Creche



▲智齡特能龍舟  
Special Dragon Boat @CASN 2019



▲康齡學舍於虎豹樂園舉辦處理情緒工作坊  
Healthy Aging Academy organized "Emotion handling workshop" at Haw Par Music

## 鄰舍故事：中醫調理及心理疏導

### Neighbourhood Story: Coordinating & Counseling

一位住在梅窩的女士，因丈夫離世而悲傷過度，引致失眠、不思飲食、胃悶欲嘔，並對一切失去動力，經家人陪同下到本會中醫車求診。患者因悲傷及思慮過度引致肝郁氣滯，中醫師先用疏肝解郁，健脾益胃，養血安神等中藥，治療其生理徵狀，但除了食用中藥，更著重開導治療，分析病因病理，對病人進行啟發誘導，讓病人將痛苦訴說出來，另鼓勵日間到戶外運動。服藥兩個月，病情大有好轉，她亦堅持繼續治療，至大半年後，各症狀消失，接著更可再投入工作，現在每月到中醫車調理身體。

A lady, who lives in Mui Wo, suffered from excessive grief due to the death of her husband, which induced insomnia, nausea, loss of appetite, and lose motivation in life. She was accompanied by her family member to our Mobile Clinic. Her sorrow and overthinking caused liver stagnation and qi stagnation. To relieve qi stagnation, harmonize liver and spleen, and nourish blood for tranquillization, our Chinese medicine practitioner put special emphasis on counseling, explained the cause and pathology to the patient, and encouraged her to do more outdoor exercise. After taking medicine for two months, her condition was greatly improved. She insisted on continuing the treatment. About half a year later, all her symptoms disappeared and she was able to resume working. She is now going to the Mobile Clinic for health conditioning every month.



◀ 中醫師為周身骨痛病人進行針灸  
Chinese medicine practitioner perform  
acupuncture for patient with body pain



▲ 中醫師提供中醫調理外，中醫師還會運用「心理疏導」方法，開解病人。  
In addition to Chinese medicine conditioning, our Chinese medicine  
practitioner emphasizes on listening and talking to the patient.

## 服務報告 Service Report

現代生活節奏快速，人們的壓力也越來越大，精神健康狀況一向備受關注。去年社會動蕩，氣氛緊張，使用中醫服務的病人，有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。

本年初疫情肆虐，本會中醫服務繼續緊守崗位，為有需要的市民提供服務。錢仲展紀念中醫診所進行了一系列的防疫措施，包括調整服務時間，以便加強中心的清潔，並分流處理求診病人及病人在等候區有適當的距離，避免互相接觸的機會。在正愛慈善基金的贊助下，本會流動中醫車亦堅持到大嶼山不同的村落，如東涌、大澳和梅窩等，為居住在偏遠地區的長者及居民提供中醫義診服務。

本會去年繼續定期推行地區健康教育工作。深水埗康齡社區服務中心頤康坊重點推行「自主健康生活」，透過定期身體檢查、健康教育指導、社區復康及互助小組等活動，教導參加者對自身疾病的認識，從而加強掌控自身健康的能力；並推展護老者服務，透過專業醫療團隊並結合地區資源，提供社區教育、評估、治療及復康的一條龍社區健康支援服務。

With the fast pace of life, people are under increasing pressure, and mental health has always been a concern. 2019 was a year of turmoil and the social atmosphere was tense. Many patients who used Chinese medicine services were suffering from emotional distress, having insomnia and restlessness, and psychosomatic illnesses were generated, such as body pain. Besides using traditional Chinese medicine conditioning, Chinese medicine practitioners also chatted with the patients, instilled positive energy, and referred them to social service organizations if necessary.

In the beginning of 2020, Hong Kong has been ravaged by COVID-19, our Chinese Medicine Service continued to provide services to citizens. Our C.C. Chien Memorial Chinese Medicine Clinic has implemented a series of prevention measures, including adjusting service hours to enhance the cleanliness of the centre, and to triage patients and keep social distance in waiting area to avoid contact with each other. Similarly, our Mobile Clinic, supported by Seal of Love Charitable Foundation, insisted on reaching out to the remoted area, such as Tung Chung, Tai O and Mui Wo to provide free Chinese medical consultation to elders and residents.

Health education was held regularly throughout the year. The Health Care Square of Shamshuipo District Elderly Community Centre emphasized on the promotion of "health management". Through organizing a series of periodic medical check-up to the elders, provision of individual consultations and therapeutic groups by our health care professionals, the elders were able to have better understanding of their health conditions and better management of their health. Through collaboration with professional medical team and mobilization of community resources, we promoted one stop community health support services ranging from community education to assessment, treatment and rehabilitation.

### 服務統計 Service Statistics

中醫服務  
總診症人次  
Total No. of  
Consultation of Chinese  
Medicine Service

**21,073**

社區健康服務人次  
Total No. of  
Community  
Health Care Service

**668**





▲流動中醫車停泊在梅窩市中心，方便長者。

The Mobile Clinic is parked in the Mui Wo City Centre, so that the elders can easily accessed



◀小義工協助進行調查，了解病人對中醫服務的滿意度。

Volunteer help to conduct Service Satisfaction Survey on Chinese Medicine Service



▲疫情肆虐期間，流動中醫車繼續為偏遠地區的長者提供中醫義診服務。

Under epidemic, Chinese Mobile Medicine Clinic continued to provide service to elders living in remote area.



▲中醫師為病人作檢查

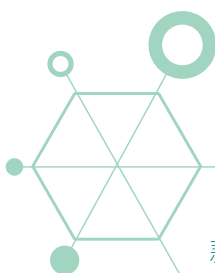
Physical examination by our practitioner.



▲流動中醫車為行動不便的長者提供服務

Chinese Mobile Clinic provided service to elders with limited mobility.





縱然面對充滿挑戰的一年，鄰舍輔導會與跨界別的品牌合作，藉著多元化的籌款活動，推動及加強大眾關注不同弱勢社群的需要。

Although this is a challenging year, The Neighbourhood Advice-Action Council continues to crossover with different sectors & brands. With different forms of fundraising events, they help to promote public awareness on the needs of the underprivileged groups.

#### 籌款新元素推動社區關懷 Promote community care with new fundraising elements

認知障礙症近年被受關注，為加深大眾對該病症的了解，本會去年與 Pineapple Distribution And Marketing Ltd. 合作，並獲有心人士贊助於 2019 年 6 月 23 日舉辦電影《漫長的告別》慈善首映禮，為多間非資助長者中心籌得善款超過 17 萬港元，以提供認知障礙症患者及照顧者相關的支援服務。

除了以上特別籌款活動外，本會在各項年度大型籌款活動上亦加添新元素。本會於 2019 年 5 月 4 日舉辦「鄰舍頌親恩慈善晚宴 2019」，晚宴由「福群科技集團」贊助及「青田之優音樂製作室」協辦。本會事前已舉行「頌親恩表揚大獎」，以表揚一班默默為家庭及子女付出的父母，並在晚宴上頒發各個獎項。當晚在表演嘉賓羅蘭、胡楓及張明敏的帶動下，近 1,200 位參加者與家人在既熱鬧又溫馨的氣氛下享用豐盛的晚膳。

為鼓勵家長從小培養孩子關心社區的品德，本會去年夥拍首次參與賣旗活動的兒童暢銷書《大偵探福爾摩斯》，於 2019 年 9 月 21 日舉行親子賣旗日。當日，大偵探福爾摩斯更親身到不同地區快閃與義工打氣及拍照留念。是次賣旗日反應熱烈，在親子義工的帶動下，總義工人數超過 2,600 人，其中公眾義工人數飆升近 4 倍，學生義工亦超過 800 人，為本會籌得超過 81 萬港元善款。

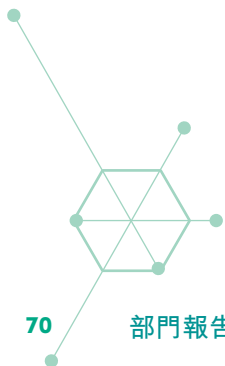
本會每年均會於 12 月舉辦步行籌款活動，讓超過 2,000 名服務使用者、家屬及鄰舍的朋友能聚首一堂，共襄善舉。適逢臨近聖誕節，活動加入不少聖誕元素，亦獲有心善長贊助全場參加者聖誕禮物一份，一同歡度聖誕佳節。活動共籌得善款超過 57 萬港元。

Dementia is a hot topic in recent years. In order to deepen the public's awareness of it, the NAAC was sponsored to hold a Charity Gala Premiere on dementia awareness building, "A Long Goodbye" on June 2019. We cooperated with distributor Pineapple Distribution And Marketing Ltd. A donation of over \$170,000 was raised for dementia patients and carers support services.

In addition to the aforesaid special fundraising activity, new elements were added to annual large-scale fundraising events. Sponsored by Belton Technology Holdings Limited, co-organized with Young Collections Musical Studio, the "Charity Dinner for Parents in Our Neighbourhood 2019" was held on 4 May 2019. Recognition awards were presented to pre-selected awardees at the dinner to recognize the parents who unconditionally contributed in their families. During the night, almost 1,200 participants and their families enjoyed a sumptuous dinner in a lively and warm atmosphere driven by guest performers Helena Law Lan, Bowie Wu Fung and Cheung Ming-man.

The NAAC encourages parents to cultivate their children's character of caring for the community. We partnered with the best children book seller "The Detective Sherlock Holmes" which participated in the Flag Day for the very first time, and held the Parent-Child Flag Day on 21 September 2019. Flash mobs of mascot Sherlock Holmes were organized in different areas to cheer for and take pictures with the volunteers. The Flag Day was overwhelmingly received. Driven by parent-child volunteers, the total number of volunteers exceeded 2,600, of which the number of public volunteers soared nearly four times, and the number of student volunteers exceeded 800. A donation of over \$810,000 was raised.

The Charity Walk is held in December annually so that over 2,000 service users, their families and friends of NAAC can gather together for good deeds. Last year, Christmas elements were added into the event since the festive season was approaching. Each participant received a Christmas gift sponsored by a donor to share the happiness and raised a donation of \$570,000.





◀「不一樣藝術天賦」畫家黃偉峯畫作製成陀飛輪腕錶錶盤圖案。  
Differently talented artist David Wong's painting was made into the tourbillon watch.

◀學生賣旗義工歡迎大偵探福爾摩斯到學校快閃。  
Flag selling student volunteers welcomed Sherlock Holmes at school.

### 媒體力量傳播動人故事 Media power spreads touching stories

本會去年繼續加強在媒體方面的宣傳，透過傳媒將服務使用者、家屬及本會前線服務的故事呈現給大眾。不論是在「頌親恩表揚大獎」中獲頒「父親大獎」的黃業雲先生「既來之，則安之」的人生智慧；或擁有「不一樣藝術天賦」的畫家李雪青及黃偉峯學習畫畫的堅毅精神；以及長者照顧者的故事，都引起多個媒體的關注，藉傳媒的文字及畫面力量打動人心。

展望未來，本會將繼續透過多元化及創新的活動，增加大眾對本會的認識，並利用線上線下的各種渠道加強連繫各持份者，讓受助人及善長的故事能啟發更多社區有心人關懷社會上的弱勢社群。

Last year, we continued to strengthen the publicity in the media. Stories of service users, their families and frontline services were covered by different media such as the "Father Award" winner Mr. Wong Yip Wan's wisdom of life "Take things as they come"; the perseverance of 2 differently talented artists, Joey Li and David Wong; and the stories of the elderly caregivers. With the power of media's words and picture, these stories touched the people's heart.

Looking forward, we will continue to strengthen the public awareness through diversified and innovative events and use various online and offline channels to reinforce our connection with stakeholders. The stories of beneficiaries and donors are believed to inspire more people to care about the needs of the disadvantaged groups in the society.



▲步行籌款 2019 全場最年幼參加者  
The youngest participant of the Charity Walk 2019



▲表演嘉賓羅蘭於「鄰舍頌親恩慈善晚宴 2019」上獲頒感謝狀。  
Appreciation award was presented to guest performer, Ms. Helena Law Lan, at the "Charity Dinner for Parents in Our Neighbourhood 2019".



# 義工獎勵及鳴謝

**Volunteer Award &  
Acknowledgements**





東涌綜合服務中心	
18 年服務	陳育意 李素卿
17 年服務	吳麗芳
16 年服務	朱瑤希 何麗儀 劉 維 吳麗霞
15 年服務	李月英
14 年服務	鄭琴珠 馮燕萍
13 年服務	朱雅芳
12 年服務	陳金蓮 陳金笑 馮 妹 何麗芬 林玉英 羅偉德 冼華彩
11 年服務	何松愛 侯銀來 甘欽如 何宝玲 郭金英
10 年服務	楊吳端 黃梅芳
8 年服務	劉小冰 潘水堂
7 年服務	方彩連 高志明 吳梅嬌 甘景玲 陳潤蓮 譚仲濂
6 年服務	陳文蔭 李淑欣 廖凱珊 張文琴 邱維新 陳蓮娣 陳鎮祥 蔡永春 張牛娣 周玉蓮 歐 榮
5 年服務	陳達源 廖惠華 魏家進 湯運寧 曾 祿 衛秋潔 余金愛 鄧紫營 陸秀容 周金鳳 姚彩霞 黃鳳蓮 吳月娥 張煒娟 羅艷玲 黃金蓮 梁財轉 陳玉卿 尹鑒樹 胡有蓮 李七妹 章 潔 蔡李麗明
4 年服務	劉勵清 梁燕萍 吳炳華 余豔珠 何秀蘭 呂舜英 楊美治 盧美穎 張孝勤 余悅怡 戴卓熹
3 年服務	陳文芳 何梓根 郭鑽有 林月彩 梁連好 何光漢 麥燕珍 鄭燕群 胡佩燕 黃寶玉 郭見麗 張權珍 彭梅雪 曾秋園 林文清 文俏群
東涌綜合服務中心 - 愉景灣分處	
7 年服務	朱慧茵 郭海連 高少雲 屠 靜 甄雪雲 袁志棠
6 年服務	陳麗珊 YUAN Chun
5 年服務	陳建維
4 年服務	劉金蓉 張偉岐 伍華棠 王小鳳 黃勝慧 溫韻蘭 秦佩靜 林慕芬 伍漢銳 馮建國 蕭煥金 陳碧珊 馮振邦 黃麗馨 阮熊慧華 Nancy NG
深水埗家庭支援網絡隊	
17 年服務	陳開誠
16 年服務	陳華麗

13 年服務	吳綺雲
12 年服務	李佩玲 吳鳳平
11 年服務	林素貞 尹錦常
7 年服務	周蓮好 高福如
5 年服務	張麗愛 李文軒 吳小梨
4 年服務	陳佩珍 陳煒詩 張秀芬 曾凱程 曾海軒 陳鳳玲 陳群卿 陳梓康 陳子健 陳梓軒 陳芷琪
3 年服務	張春秀 張麗梅 招潔芝 徐巧鳳 鍾墨軒 羅德賢 李明霞 王成會 王愛華 阮翠玉
賽馬會樂富宿舍	
24 年服務	劉雪勤
22 年服務	譚巧仙
21 年服務	林 遠
16 年服務	梁炳棠
12 年服務	丁秀珍 曾紀尉
10 年服務	白玉如
6 年服務	鄭小妮 馮鳳媚 石燕萍
5 年服務	聶 斌
4 年服務	李潤海 盧蘇妹 吳佩如 伍慧清
高華閣單身人士宿舍	
6 年服務	鄧炳康 楊成堂
5 年服務	陳 漢
4 年服務	劉偉強 梁柱生 謝駿業
3 年服務	洪美君 鄭國雄 羅觀帶 梁偉光 伍慧清 屈國超 黃小琮
賽馬會大埔北青少年綜合服務中心	
5 年服務	季幸宜 莫采樺
4 年服務	黃惠珊 香卓余
東區 / 灣仔外展社會工作隊	
6 年服務	林俊傑
5 年服務	譚庭峯
4 年服務	巫曉雯 陳卓峰 黎凱文 蘇詔婕 周悅蓓
3 年服務	李浩倫 許竣越 黃進軒 劉浩南 龔家駿 曾子晴 鄧上豪 李沛璇 陳子傑 林浩文 梁耀聰

深水埗康齡社區服務中心					
26 年服務	徐偉幹				
24 年服務	葉惠儀				
22 年服務	譚慧貞				
21 年服務	鄭兆芬	林九妹	李麗虹	梁群英	黃新芳
18 年服務	陳慧英	李燕群	吳 崧		
17 年服務	陳福慶	潘仁杰			
16 年服務	陳華麗	林麗霞	英灼卿		
15 年服務	陳鳳玲	陳笑芳	劉小雲	勞惠屏	吳綺雲
	譚彩玉	鄧鳳珍	石松喜		
14 年服務	林佩賢	梁鳳萍			
13 年服務	陳佩雲	徐巧鳳	黎煥章	尹倩文	萬葉婉玲
12 年服務	何有蓮	梁 連	吳鳳平	任少琼	
11 年服務	譚熒和				
10 年服務	陳惠蘭	張東娣	梁志強	梁麗雲	胡 渠
9 年服務	陳賽萍	鄭麗霞	張玉英	朱慧珊	何惠蓮
	梁佩婉	梁淑妹	梁玉琼	蘇學垣	梁楚榮
8 年服務	張維進	鄧 波	黃楚雄	朱 強	鍾 湛
	甘玉英	郭滿紅	吳長賢	潘少群	鍾玉英
	黃超文	邱燕利	余秀蓮	潘慧珍	沈惠芳
7 年服務	陳麗珠	陳水錦	陳淑端	陳遠勤	樊連兒
	林北滢	羅錦芳	吳美玲	杜俊霽	郭彩輝
	黃健好	黃景怡	黃雪梅	杜婉儀	黃清華
6 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	張美金
	老惠琼	吳玲玲	吳美芳	李 聲	盧潔英
	王淑貞	楊秀英	魏翠鳳	杜露明	王秀蘭
5 年服務	陳皓明	張秋平	關如仲	楊要珍	
4 年服務	關比蒂	陳桂蘭	陳惠娟	岑似卿	
	林玉芬	李春霞	李燕華	張國堂	趙俊夫
	潘美鳳	徐秀蓮	王群英	傅翠開	羅耀群
3 年服務	陳慈玉	陳松華	陳耀祥	姚甜煥	
	曹笑心	樊金華	陳美代	張偉倫	張蕙冰
	黎慕潔	林衛中	賀麗芬	韓美卿	葉國雄
	李美玲	李映芳	劉新喜	羅玉娟	羅玉蘭
	練金娣	梁燕清	李芳妹	李柳杏	李淑娟
	林中英	廖麗歡	馬焯輝	石麗儀	沈錦容
	蘇愛歡	曾觀蓮	謝 誼	董亞娥	黃捷漢
王西文	黃小曼	黃笑梅	胡美嫦	黃炳金	
		楊麗英	姚美珍		
屯門區綜合康齡服務中心					
17 年服務	黃碧芬				
16 年服務	何元光	龔杏流			
15 年服務	洪福海	龔金湊	林品蘭	梁永考	
	凌碧花	蕭茂培	黃 志		
14 年服務	陳蓮花	朱改柳	郭婉儀	林翠華	吳華金
13 年服務	區煥珍	馮文蘭	胡玉蘭	鄧正剛	
12 年服務	莊 蘭	邱東平	李王寶鳳		
11 年服務	黎少珍	莫惠貞	黃香珍		
10 年服務	鄭耀輝	張桂英	張素英	羅誠意	
	譚順卿	謝深玲	肖艷平		

9 年服務	陳雪英	張佩娟	郭蓮蔭	馮蓮愛	黎元友	
	林民友	林新花	邵玉霞	謝捷炎		
8 年服務	陳甘泉	丁 穎	鄧瑞蓮	鄧玉梅		
	王菊香	黃淑銘	王瑞琴	葉健波		
7 年服務	陳 琼	鄭克金	劉淑卿	林冲霄	盧芸鈺	
	麥瑞庭	曾廣旋	黃少華	葉明玉		
6 年服務	鄭木蓮	朱楚萍	李穗芬	梁紹妍	梁蔚心	沈慕新
5 年服務	朱其明	趙冬梅	何桂華	何水生	許北石	黃愛蘭
	黎麗放	李健新	王國民	楊晋鵬		
4 年服務	馮偉麟	香潔薇	劉培根	梁斯倫	麥 細	吳麗霞
	區琼蘭	黃碧珊	余 清	余杏芳	容世光	何永光
3 年服務	區苑亭	陳靜儀	陳嘉斌	陳秀香	陳瑞珍	鄭素梅
	張石翔	張一靜	張宜南	張婉善	趙曉琼	莊雪芬
	蔡 朝	鄧小鳳	何瑞明	孔美華	周金妹	金有珍
	林錦輝	羅燕媚	李瓊仙	雷俏顏	梁家熊	梁順彩
	李莉芬	李愛華	黎虹女	陸翠華	文艷珍	文燕娟
	吳德志	魏 虹	單群芳	蘇麗銘	唐潔梅	曾少齡
	徐國新	雲惠軒	尹娟玲	黃竹琴	黃吉美	王文麗
	黃勝龍	黃惠萍	黃潤顏	胡美玉	甄麗儀	甄惠英
	姚桂芹	楊廣海	袁心焯	張增玉	駱惠蘭	
利東鄰里康齡中心						
22 年服務	林 琴					
18 年服務	陳若碧	易慕貞				
16 年服務	倫群英	宋麗群				
15 年服務	洪玉琴	江玉珍	賴德富	李欽霞		
14 年服務	彭清霞	蔡似惠				
13 年服務	陳御鑾	蔡佩蓮	周曼薇	郭玉娟	蔣彩珍	
12 年服務	張彩平	鄧鳳儀				
11 年服務	張麗明	黃錫文	黃小雲			
10 年服務	陳華湘	何玉貞	潘釵好	葉秀潔		
9 年服務	周麗琼	周肖蓉	劉 光	麥來桂	黃琮芝	黃瑞琼
	沈麗芳	蘇銀崧	阮偉倫	呂獻菁	郭 見	黎潔玲
8 年服務	李錦全	麥彩娣	溫敬珠	李 銘		
7 年服務	陳水清	林美珠	劉操潔	梁琼笑	冼 芝	湯瑞橋
	羅桃英	陳嘉莉	郭少萍	陳國安	王錫宗	陳笑影
6 年服務	張煥蓉	梁錦平	呂秀蓮	吳 勞	黃 馨	黃耀光
	余錦云	陳鑑生				
5 年服務	何麗嫦	明梅芝	洪靜妹	譚建光	譚笑華	湯貴桃
	王美珠					
4 年服務	張松喜	關仲琼	郭少萍	梁惠珍	梁玉燕	羅桃嬌
	龍栢基	謝秀霞	黃有為			
3 年服務	陳松愛	陳蘇妹	陳汝崧	朱金妹	熊麗珍	李麗華
	吳麗勵	黃華福	吳之英			
天瑞鄰里康齡中心						
26 年服務	梁 崧					
23 年服務	陳琼心					
22 年服務	駱寶梅					
20 年服務	陳惠嫦					
19 年服務	黎偉庸	李銀鈿				

18 年服務	陳詠嫻	李紹恩	梁向明	安美蓮	唐 林
17 年服務	黎錦銓	林淑昭	馬得華	黃月明	
15 年服務	陳煜明	江 衛	梁英華	崔淑貞	
14 年服務	蔡麗芳	林仲葵	黃映雪		
12 年服務	彭陳月嫻				
10 年服務	陳秀英	梁秀容			
9 年服務	陳佩屏	凌杏芳	山小鳳		
7 年服務	陳四妹	張炎培	莫基卿	蘇麗華	何李麗娟
6 年服務	謝春蓉	王碧嫻	楊愛嫻		
5 年服務	鄭玉霞	李振華	梁妙英	麥潤梅	
4 年服務	區愛連	刁玉玲	李玉蓮	伍惠琮	朱貴心 黃巧葉
	黃國榮	楊六妹			
3 年服務	方桂容	林開明	林鳳蓮	廖鳳瑛	石天瑤 甄錦添
馬鞍山鄰里康齡中心					
21 年服務	黎亦紅	黃韓西	葉鳳琮		
19 年服務	林志源				
18 年服務	李漢雄	余惠珍			
17 年服務	陳妙嫻	鄭樹航			
16 年服務	陳漢華	陳四女	關道生	李群慶	梁法龍 黃潔鳳
	袁燕香				
15 年服務	陳 根	陳婉華	陳月意	郭梓明	
	劉蘭英	梁錦屏	鄧潔粧	葉襯嬌	
14 年服務	郭寶琮	林霞君	林秀蘭	李維傑	葉德明
13 年服務	陳勝彩	張淑華	趙修儀	黎金枝	梁孝慈 陸勝利
	吳氏儀	曾有珍			
12 年服務	馮淑嫻	簡月珍	高妙娟	梁有寬	梁燕芬 吳麗雲
11 年服務	陳國鏢	陳麗霞	張鑑光	熊卓錦	葉文慧 顧蓉芳
	林愛群	廖鳳英	廖瑞蘭	史蘭芬	
10 年服務	陳廣滔	朱熹林	霍群英	李潤金	莫偉奇 蕭美仙
	譚秀琮	黃美娟	黃惠蓮		
9 年服務	陳慧嫻	張寶娟	何寶燕	梁笑貞	
	梁煥林	薛柳霞	蘇 嬌	黃蓮敬	
8 年服務	劉更生	李木英	鄧麗娥	鄧美兒	
	徐世儀	黃惠芳	黃月森		
7 年服務	歐緯堅	陳敬德	陳麗貞	陳秀珍	陳少洪 陳詩林
	蔡萍芝	莊才儒	朱麗琮	林巧清	劉嘉欣 李利雲
	李女順	司徒梅	嚴玉英	余秀琴	
6 年服務	區海垣	陳錦池	陳樂成	周麗嬌	鄭惠珍 張建廣
	鍾柳琮	江麗霞	關麗英	劉京鳴	劉文招 劉淑儀
	李綺玲	盧惠芳	吳月琴	潘碧蓮	潘少娟 蔡文英
	黃慧娟	王玉群			
5 年服務	陳泉隆	鄭觀賢	張國良	徐耀良	關佩嫻
	賴艷玲	陸兆榮	馬榮隆	蘇麗虹	丁建華
	黃美蓮	黃秀娟	葉玉華		
4 年服務	陳巧英	陳愛琮	張玉芬	孔秀麗	林潔梅 李 英
	梁添好	梁慧嫻	黃愛梅	葉 潔	
3 年服務	陳桂琮	陳麗貞	陳麗斯	陳麗華	陳美玉 陳佩芳
	陳德容	陳惠珍	陳偉林	鄭勵梅	章彩琴 鄭玉卿
	符秋霞	馮錦泉	何平生	何惠端	陸炳梅 莫旺蓮
	岑潔玲	孫群英	鄧麗容	謝韻詩	尹蕙珍 王德里
	余麗芳	翁瑞嬌			

雅研社鄰里康齡中心					
24 年服務	陳保平				
23 年服務	陳婉嫻	謝琮珍			
22 年服務	李 潔				
20 年服務	劉連英				
19 年服務	陳伯玉	馮萍芬	謝春嬌	余寶珠	
18 年服務	李淑嫻	黃麗嫻			
17 年服務	謝桂英				
16 年服務	黎惠清	凌 順	盧樹基	潘靜儀	
15 年服務	阮淑賢				
14 年服務	何 業	曾德貞			
12 年服務	張富萍	李劍心	吳淑琴	謝細女	黃小萍
11 年服務	李廷義				
10 年服務	鄭美玲	林碧仙	劉素華		
9 年服務	陳燕卿	韋寶蘭			
8 年服務	鍾振華	潘國偉			
7 年服務	唐淑賢				
6 年服務	陳惠鸞	盧修萍	歐陽秀英		
	陳立信	方美姬	葉少娟	郭 貴	林慶芬 劉慧怡
5 年服務	梁笑玲	吳嘉慧	蕭麗詩	曾佩玲	溫群歡 黃卓如
	黃麗霞	姚錦月	鍾鄧報妹		
4 年服務	杜國聲	林春琮	繆凱儀	吳巧玲	顏秀娥 袁美紅
富泰鄰里康齡中心					
17 年服務	陳樹妹	馮秉成	鄭 蘭	王笑容	嚴瑞容 葉 得
	袁順平	馮 靈			
16 年服務	朱惠山	郭 珍	戴秋容	黃賽珍	黃熙文
15 年服務	葉國榮	黃佩琮	王秀環		
14 年服務	莊美寶	紀榮成			
13 年服務	莊愛珍	林媽然	麥 細		
12 年服務	張再珍	周玉英	朱淑儀	吳梅齡	
11 年服務	陳婉筠	陳月琴	李玉佳	曾錫堅	黃蘭桂
10 年服務	張鳳嬌	郭水雲			
9 年服務	黃碧清	黃秀珍			
8 年服務	鄧錦添	樊群好	劉傑仁	李兆鑾	黃 珍 鄺寶蓮
7 年服務	陳景良	陳潤寬	藍慧薇		
6 年服務	陳蘇妹	張秀珍	何玉珍	劉石新	梁錦燕 司徒明心
5 年服務	陳勵雲	鄭萬友	朱麗群	林興良	
	林 蘇	劉玉珍	梁志權		
4 年服務	彭驚雄	施潤明	黃芳潔		
	陳綺文	張秀英	程春騰	趙麗華	樊雪倩
3 年服務	方淑貞	劉灶嬌	李秀卿	吳蓮英	吳慧玲
	薛海棠	黃細好	黃秀玲		
白會督夫人康齡中心					
24 年服務	甘樹英				
22 年服務	游惠嬌				
19 年服務	趙玉群				
18 年服務	劉慧明				
17 年服務	徐彩萍	黃映鑾			
15 年服務	龔玉卿	蕭 田			



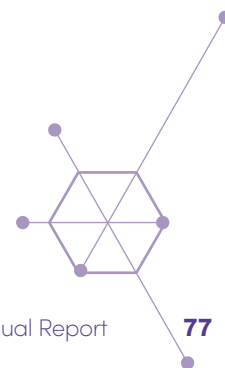
12 年服務	張合順 司徒秀群
10 年服務	關春旺
9 年服務	李瓊仙
6 年服務	張淑嫻
5 年服務	何肖蓉 何鳳琮 何少芳 劉彩玉 劉鳳儀 韋觀蓮 黃麗英
4 年服務	譚蓮英
白田康齡中心	
19 年服務	單銀笑 王者香
16 年服務	方竹娣
12 年服務	陳群卿
11 年服務	鍾迎娣
9 年服務	招麗芳 黎肖容 李秀英
5 年服務	張志光
3 年服務	黎 常 滕 飛
秀茂坪康齡中心	
17 年服務	李妹女
16 年服務	陳鳳蘭 張 美 王小孟 姚瑞科
11 年服務	石連順
10 年服務	朱翠蓮 梁醒娥 黃玉蘭
9 年服務	梁麗斯
7 年服務	馮雲女
6 年服務	楊 嬌
4 年服務	張錦芬
屯門區長者日間護理服務中心	
10 年服務	張嘉玲 馮玉芬 何桂華 江蕙輝 盧綺霞 邵振威 謝耀爵 崔麗珍 黃桂邦
屯門區綜合家居照顧服務中心	
7 年服務	吳瑞英 鄧漢榮
6 年服務	鍾 彩 劉金英 廖觀群
4 年服務	張愛金
3 年服務	鄧美蘭
黃大仙區綜合家居照顧服務中心	
19 年服務	鍾志基
15 年服務	張輝恩 曾慧冰
元朗區綜合家居照顧服務中心	
18 年服務	梁 瑞 楊四妹
17 年服務	林煥景
15 年服務	高亞桃
14 年服務	郭貴好
12 年服務	梁煥好
6 年服務	劉祿昌 梁笑女
上海總會護理安老院	
14 年服務	何讓好
13 年服務	嚴 燕
7 年服務	梅秋菊
6 年服務	黃霞雲
5 年服務	歐錫培 鍾滿熙 何侃值 黃申和 黃進娣 黃 貴
4 年服務	鄭惠芳 周欽鴻 嚴石養

3 年服務	陳 圓 李 蘭 李鈺笑 盧玉霞 黃文英 黃標興 楊瑞花
怡菁山莊	
5 年服務	陳淑英 陳慧彬 朱映群 江麗多 李寶珠 梁炎基 蕭金雪 徐楚妍 黃美順 黎瑞娟 吳月娥 李亞美 黎宇興
4 年服務	陳倩如 朱清瑩 馮翠玲 林錫財 黃惠玲
黃大仙展能中心	
11 年服務	洪惠卿 黃小蓮
5 年服務	高惠蓮 黎燕玲 梁少娟 蕭君英 黃惠蓮
黃大仙下邨展能中心暨宿舍	
12 年服務	曾璽弟
10 年服務	區美蓮 何宇庭 馬銀嬌
9 年服務	韓錦明
4 年服務	陳鐘輝 馮淑儀
輔助就業服務	
10 年服務	何嘉麗 鄭嘉雯
屯門綜合就業服務中心	
16 年服務	伍家駒 杜麗娟 尹希文 尹希信 尹永發 溫淑玲 王思敏
大興宿舍	
15 年服務	范桂蓮
13 年服務	羅志雄 羅瑞蘭 黃錦標
12 年服務	鄭木轉 黃錦華 黃玉貞 胡秋霞
11 年服務	陳樹平 張健明 張慧芬 何惠芳 關淑雲 李志遠 馬淑慧 馬維達 黃啟明 葉沛新
10 年服務	陳麗娥 陳椅明 趙木盛 賴徐珍 林青霞 黃鳳珊
9 年服務	梁有男 李潔儀 吳敏兒 黃凱珊
8 年服務	鄭亞九 周英年 朱淑玲 鍾偉民 鍾有群 孫翠玲 汪偉明 余合玲
7 年服務	陳沐林 黎鳳英 林少梅 萬寶來 吳凱君 彭得信 謝永明 岑德懷
6 年服務	陳佩寧 樊玉真 郭嘉威 羅惠群
5 年服務	林達樑 李月娥 王知衡 黃夢芬
4 年服務	吳燕深
3 年服務	張凱聰 高官廉 吳潤水 楊乃平
怡康居	
12 年服務	周寶清 周迅翎 李潤芳 陶俊權 俞振邦
11 年服務	孔偉倫
5 年服務	馮智達 莫兆洪 鄧靈錯 余添益 羅右均
3 年服務	吳淑兒 薛忠保 邱子雋 黃潔玲 許志雄 郭錦業 周業恒 余美娟 敖素那 楊小玉 黃慧玲
怡晴居	
6 年服務	鄭寶紅 吳宏展 石仁青 胡婉雯
5 年服務	陳美容 羅翠荷
4 年服務	鄭宋君 董文輝 夏嘉威 何志偉 李瑞琪 盧振尖 吳志華 岑桂明 胡文慧 葉富誠 葉潔華
3 年服務	何運達 李惠敏 梁冠標 李翠玲 黃嘉宜 袁子思



順天宿舍	
17 年服務	陳德恩
15 年服務	蔡國基
10 年服務	張伯興 吳宏鴻
9 年服務	黃德生
5 年服務	陳偉康 劉煒波 王頌平
怡樂居	
17 年服務	陸麗娟
16 年服務	楊璟蒂
13 年服務	唐耀華
11 年服務	叶麗英 邱詠如
8 年服務	陳明慧
黃大仙康盛支援中心	
20 年服務	劉美芳
17 年服務	簡惠霞
16 年服務	陳素娟 陳月娥 鄧年娥 易靜芳
13 年服務	陳碧賢 陳月笑
10 年服務	梁嘉宜 董湘翎
8 年服務	張家儀 蔡志剛 蔡穎茵 梁月鳳
	雷素儀 馬寶珍 黃月桂
6 年服務	劉健霞 鄧紫琳 楊英敏
5 年服務	周偉光 梁曉燕 龍燕蘭 楊健輝
4 年服務	陳新雄 卓婉雯 林潔梅 劉桂玲 潘少雁 韋淑嫻
	黃嘉莉 黃樂遙 楊嘉穎
3 年服務	周慧芬 朱偉賢 林偉鑫 李銳基 梁家駿 陳仲山
	陳嘉輝 陳潔玲 陳沛賢 陳懷康 蔡國輝 周展材
	方國榮 幸潤章 何耀華 林逢春 林家鍵 林德良
	劉燦雄 羅永盛 麥佩雲 吳不凡 彭 駿 譚雅靜
	譚鎔鵬 湯素瑩 湯惠琮 黃 翰 王玲玲 黃子翹
	鄔家榮 伍杏娟 翁繼超 馮敬祥 吳委立 江兆匡
	諸任世恩
茶果嶺中心	
32 年服務	羅振常
28 年服務	盧燕清
27 年服務	羅悅屏
25 年服務	黃 金
18 年服務	李燕芳 鄧玉華 湯玉英 葉婉蘭
17 年服務	陳淑雲 林碧霞 石金妹
10 年服務	李翠平 黃亞賢
7 年服務	栢桂英 陳玉炎 李錦鳳
6 年服務	許焯雅 黃彩華 王惠明
5 年服務	蔡幸秀 劉沛玲
4 年服務	蔡宙軒
3 年服務	鄧思琳

屯門 / 元朗鄉郊中心	
27 年服務	劉 算 勞艷花
23 年服務	黃義妹
22 年服務	李麗琮
21 年服務	蔡志本 李桂珍 王志權
19 年服務	鍾美美 文亞麗
17 年服務	李麗卿 許麗娥 李煥英 潘美華 潘 榮 黃梓軒
16 年服務	莊少霞 馬婉嫻 鄧惠芬 王文娜 葉常玲 阮廣安
15 年服務	鄭玉莉 郭 珍 潘惠英
14 年服務	林麗粧
13 年服務	陳潔玉 陳秀香 馮惠貞
11 年服務	鄭麗影 周燕芳 劉瑞榮 羅國群 鄧同發 黃杏芳
10 年服務	蔡福能 高少雪
9 年服務	楊秀芳
8 年服務	陳寶貝 陳慧思 王惠玲
7 年服務	鄭瑞燕 何蓮珠 譚偉英 鄧錦鳳 麥仿梅
6 年服務	何水生 林韋芳 鄧麗群 溫笑媚 黃桂秋
5 年服務	潘麗娟 黎群英
4 年服務	黃妙萍 叶金姐 彭惠池
3 年服務	何樹釗 岑詠璉 袁敏兒 袁惠忠 李英華 莊美芳
	胡美香 鍾彩琴 陳拔原



**特別行政區政府及有關機構  
SAR Government and  
the Related Organisations**

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

民政事務處

渠務署

土力工程處

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

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

機管局職員康樂會

**內地政府及有關機構  
Chinese Government and  
the Related Organisations**

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

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

廣州市越秀區

瑋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  
僑營服務隊

廣州公共危機預防協會

廣州市巨砂資訊科技有限公司

廣州市老年人創新促進會

廣州市老齡工作委員會辦公室

廣州市桐樂康復醫療有限公司

廣州市健安應急救護培訓中心

廣州市唯樂志願者服務總隊

廣州市福壽康醫療養老有限公司

廣州聖瑪登酒店

廣州穗江口腔門診部有限公司

廣州醫科大學紅十字學生理事會

廣東外語外貿大學法學院

CARE 志願者協會

**非牟利及義工組織  
Non-profit Organisations and  
Volunteer Service**

各社會福利服務機構

「行有餘力則以助人」之有心人

1516 有心獅

810 義剪團

九龍塘獅子會

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

太平山獅子會

中區扶輪社

仁人家園

友心樂助人協會

天青草堂

天懿專長志願隊 (長壽西店)

屯門浸信教會

心靈力量

半山區扶輪社

半島東扶輪社

銅鑼灣扶輪社

觀塘扶輪社

成長希望基金會

老友歡聚義工團

西九龍獅子會

西區青年獅子會

亨運贊汽車服務貿易公司

利東邨社會服務單位聯席

足印義工隊

兩地一心

怡晴居家職會家屬

東華三院屯門綜合服務中心

林寶堅尼車會

法拉利車主會

法鼓山法青社區關懷組

知心行義工團

金鐘扶輪社

青年創展聯盟

南區獅子會

建祝義工隊

恆基溫暖工程義工隊

迪士尼義工隊

香港又一村獅子會

香港女童軍總會—樂齡隊

香港台灣新女性協會

香港失明人健體會有限公司

香港平民屋宇有限公司

香港兒童慈善基金會

香港社會服務聯會

香港青少年發展聯會

香港城北扶輪社

香港星光獅子會

香港紅十字會

香港高飛龍舟體育會有限公司

香港深水埗獅子會

香港童軍總會九龍塘區

香港童軍總會新界地域

香港新民獅子會

香港新界西獅子會

香港業餘龍舟總會

香港義工團

香港摩利臣山獅子會

香港撒瑪利亞防止自殺會

生命教育中心

香港聾人福利促進會

香港觀塘獅子會

耆樂警訊

荃灣獅子會

畢架山獅子會

健祝義工隊

健康長壽最開心《星期天的愛》

動物醫生

國際獅子總會中國港澳三〇三區  
屯門獅子會

國際聖殿騎士團

御金 • 國峯義工隊

御華陽慈善基金

惜食堂

創古密宗佛教有限公司

創意工作坊

循道衛理中心

循道衛理楊震社會服務處

沙田青少年綜合發展中心

港馬動力青年協會

港鐵義工隊

開心樹社會服務

雅研社

微行動 MINI MOVEMENTS 及  
安泰 (戴佑安先生)

愛心義廚行

新地義工 Team 力量

義務工作發展局

聖雲先會奧撒南綜合服務中心

榮耀基督之家有限公司

綠在深水埗

聚沙成塔

銀線灣獅子會

樂齡女童軍

寰宇希望

隨緣樂助

曙光計劃

賽馬會流金匯

關護長者協會

耀陽行動

Craigengower Cricket Club

Hong Kong Volunteers MeetUp

Strategic CSR Network

**基金 Funds and Foundations**

香港公益金

香港賽馬會

香港賽馬會慈善信託基金

人間有情慈善基金有限公司

中原慈善基金有限公司

互助共享基金有限公司

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

生命加文創教育基金會有限公司

伊利沙伯女皇弱智人士基金

老有所醫慈善基金

佛教金剛乘慈善基金會

林淑儀醫生基金會有限公司

金銀業貿易場慈善基金

青田之優音樂製作室

生命樂章慈善基金

信願榮景慈善基金有限公司

音樂廚房

香港公益金 - 設施資助計劃

香港影視明星體育協會 (扶老)  
慈善基金

惠家慈善基金

惠愛人間

殘疾人士藝術發展基金

楊玉光先生慈善基金

滙豐銀行慈善基金

嘉里集團郭氏基金會 (香港)  
有限公司

榮華慈善基金

劉鑾雄慈善基金

澤群慈善基金有限公司

證券商協會慈善基金

蘋果日報慈善基金

**教育團體 Educational Organisations**

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

香港理工大學紡織及服務學系

綾緻康健服務中心

嶺南大學亞太老年學研究中心

香港教育大學

香港建造學院九龍灣院校

職業訓練局青年學院 (屯門)

中文大學校友會聯會張煊昌中學

五邑鄧振猷學校

仁愛堂田家炳中學

佛教黃允畋中學

保良局百周年李兆忠紀念中學

香港四邑商工總會黃棟珊紀念中學

浸信會永隆中學

馬錦明慈善基金馬可賓紀念中學

香島中學

港青基信書院

智新書院

台山商會小學

保良局方王錦全小學

保良局梁周順琴小學

英華小學

順德聯誼總會何日東小學

新會商會港青基信學校

道教青松小學

香港聖公會聖西門良景幼兒學校

沙田循道衛理中學關注疫情人士

香港扶幼會則仁中心

新界西長者學苑聯網

The University of Waterloo Alumni  
Association (Hong Kong)**商業機構 Commercial Companies**

《車主》雜誌

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

及時雨信貸有限公司

以禮助人協會

正文社

多樂士

百本專業護理服務有限公司

艾奕康有限公司

君諾集團

宏利 Tracy Wong District 義工團

宏宗建築有限公司

志成 (金椰子) 貿易有限公司

育才書店

卓通全運有限公司

怡邦客務資源管理有限公司

昂平 360 有限公司

玩具樂園

社創新動力有限公司

芝味鳥

花匠園藝有限公司
長屋設計
阿布泰國生活百貨
保信金融諮詢公司
保華建業集團
科進顧問 (亞洲) 有限公司
香港人壽保險從業員協會
香港里程同學會
香港法拉利會
香港興業有限公司
香港優質電機工程有限公司
射頻識別總商會有限公司
高衛物業管理有限公司
啟勝管理服務有限公司 - 新屯門中心
國宇建築有限公司
國際影業有限公司
康迪公司
連氏 (珍寶) 冷氣工程有限公司
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
普天發展有限公司
港鐵公司 (物業處)
紫荊青年商會
結好集團
華旭物流有限公司
華聯盟有限公司
超滿有限公司
匯駿辦公室傢俱有限公司
新世界發展有限公司
新福港集團
新鴻基地產代理有限公司
義莎時裝國際有限公司
萬希泉鐘錶有限公司
運通國際發展有限公司
嘉靈控股集團有限公司
榮盛實業公司
漁花海鮮批發
漢方醫藥有限公司
清水灣鄉村俱樂部
福群科技有限公司
領展
福永行貿易有限公司
翰汶國際物流有限公司
優越健康護理有限公司

鴻興印刷集團
瀚文環保貿易有限公司
藝林軒
騰達護老中心 (葵涌)
AIA Wealth Partners District
Amm Story
AMZ
ASC (HK) Limited
B & P (H.K) CO. LTD
Baby & Friends
Chun Wo Construction & Engineering Co. Ltd
Clarins Limited
CNW (Hong Kong) Limited
G Ocean International Company Limited
Glamx
Hop Yick Jewellery Company Limited
JACKWILL CO LTD
Kissbaby Club
MAGICLAND AND KINDER
Mask Factory
Mosho HK
My Little Coffee
Niksun Beauty Company Limited
Outdoor Living
Oyster Logistics Limited
Pn8 Design Ltd
Pure Fitness
Sadhu Vaswani Centre Limited
Shun Fat Contracting Limited
Star Project International Trading Company Limited
The Aberdeen Marina Club
<b>個別人士 Individual</b>
伍紅紅小姐
伍愛玲女士
何智心醫師
吳鐵先生
呂惠鈞先生
李桂彩女士
周鳳華女士
林淑儀醫生
林順平先生
唐建軍先生
唐偉雄先生

張智霖先生
梁志堅博士
梁耀國先生
陳偉茂先生
陳國雄先生
陳慶榮先生
陳鴻鳳女士
曾汝彤女士
馮友福先生
馮希桐女士
黃小蓮女士
黃頌瑩女士
楊詠姿女士
葉佩珮女士
詹柏生先生
鄧悅嫻主席 (昭善樓互助委員會)
劉健霞女士
劉達泉伉儷
歐陽偉良先生
潘明輝先生
蔡香琴小姐
鄧凱紋女士
鄭學啟先生
鄭曉東醫師
錢小豪先生
鍾卓生律師
簡惠霞女士
鄭寶紅女士
羅永波先生
羅佩芬女士
羅翠荷女士
關先覺先生
蘇麗華女士
Mr. Anthony SHIU
Mr. LAI Fai Yeung
Mr. LAM Kwok Kai
Mr. LI Hin Tai
Mr. Nelson WAI
Ms. Flora WAI
Ms. Karen WONG
Ms. Maria NG
Ms. Nora
Ms. YIU Po Ling



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

(截至 2020 年 8 月 31 日 As at 31 August 2020)

### 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 (裝修工作正在進行中，維持有限度服務)

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 Oi, Lantau Island, New Territories (Renovation work in progress, maintain services on a limited scale)

### 家庭支援網絡隊 Family Support Networking Team

#### 2 深水埗家庭支援網絡隊 Shamshui Po 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

### 少數族裔人士支援服務中心 Support Service Centre 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

### 少數族裔人士服務 Service for Ethnic Minorities

#### 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

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

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

(於 2020 年 9 月 16 日開展服務 Service commences on 16 Sep 2020)

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

## 青少年服務部 Children & Youth Service Division

### 綜合青少年服務中心 Integrated Children & Youth Services Centre

- 8 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  
~ 綜合青少年服務中心 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隊 District Youth Outreaching Social Work Team

- 9 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
- 10 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

- 11 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

- 12 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
- 13 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

- 14 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
- 15 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
- 16 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

- 17 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

- 18 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

- 19 利東邨里康齡中心（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
- 20 天瑞邨里康齡中心（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
- 21 馬鞍山邨里康齡中心（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 @ mnecc@naac.org.hk
- 22 雅研社邨里康齡中心（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 @ nnecc@naac.org.hk
- 23 富泰邨里康齡中心（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 @ fnecc@naac.org.hk

#### 長者活動中心 Social Centre for the Elderly

- 24 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
- 25 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 @ ptecc@naac.org.hk
- 26 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 @ smecc@naac.org.hk
- 27 馬鞍山長者頤康中心 Ma On Shan Social Centre for the Elderly**  
 新界馬鞍山沙路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 @ moecc@naac.org.hk

#### 長者日間護理中心 / 長者日間護理單位 Day Care Centre and Day Care Unit for the Elderly

- 28 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
- 29 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
- 30 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 📠 3600 2612 @ ytdc@naac.org.hk
- 31 朗屏長者日間護理中心 Long Ping Day Care Centre for the Elderly**  
 新界元朗廣業街10號1樓 1/F, 10 Kwong Yip Street, Yuen Long, New Territories  
 ☎ 2413 2220 📠 3500 2659 @ lpdc@naac.org.hk

#### 綜合家居照顧服務 Integrated Home Care Services

- 32 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



### 33 黃大仙區綜合家居照顧服務中心 Wongtaisin 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 @ wihc@naac.org.hk

### 34 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

### 35 深水埗康齡社區服務中心綜合家居照顧服務 Shamshui 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 @ sdecc@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

### 36 深水埗區長者社區照顧服務中心 Shamshui 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

### 37 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

### 38 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)

### 39 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輝閣 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

## 長者服務計劃 Elderly Service Project

### 40 賽馬會『e 健康』電子健康管理計劃 (第二期) Jockey Club Community eHealth Care Project (Second Phase)

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 @ edeh@naac.org.hk

## 康復服務部 Rehabilitation Service Division

### 綜合康復服務中心 Integrated Rehabilitation Services Centre

### 41 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 @ hmm@naac.org.hk

### 42 怡善山莊 (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

新界葵涌大葵場路 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**

- 43 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
- 44 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)**  
 九龍黃大仙鳳德邨珠鳳樓地下 B 翼 Wing B, G/F, Chu Fung House, Fung Tak Estate, Wong Tai Sin, Kowloon  
 ☎ 2567 2880 📠 2567 2280 @ wcen@naac.org.hk
- 45 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)**  
 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 @ cavo@naac.org.hk

**展能中心 Day Activity Centre**

- 46 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**

- 47 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
- 48 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

**駐機構職業治療服務 Agency-based Occupational Therapy Service**

- 49 駐機構職業治療服務 Agency-based Occupational Therapy Service**  
 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 @ ot.uic@naac.org.hk

**輔助就業服務 Supported Employment Service**

- 50 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) 新界屯門蝴蝶邨蝶影樓地下 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 (面見請先預約)  
 3/F, Tsz Wan Shan (South) Estate Community Centre, 45 Wan Wah Street, Tsz Wan Shan, Kowloon (Appointment required)  
 ☎ 2326 8301 📠 2321 7664 @ sejt@naac.org.hk  
 (3) 香港筲箕灣愛東邨愛善樓地下 G03B 室 (面見請先預約)  
 Room G03B, G/F, Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong (Appointment required)  
 ☎ 2511 3452 📠 2321 7664 @ sejt@naac.org.hk

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

### 51 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

### 52 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 (於 2020 年 9 月 16 日開展服務 Service commences on 16 Sep 2020)

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.uic@naac.org.hk

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

(於 2020 年 9 月 16 日開展服務 Service commences on 16 Sep 2020)

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

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

### 53 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

### 54 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

### 55 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

### 56 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

### 57 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

### 58 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

### 59 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) Y2 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

### 60 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)

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

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 :

PRTA 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

#### 61 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  
Portion of Shop 5A, Shop 7, G/F., Hutchison Estate, 2 Lei Muk Road Kwai Chung & 482 Castle Peak 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

#### 62 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 @ ncrc@naac.org.hk

### 家長資源中心 Parents Resource Centre

#### 63 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 號舖位 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

#### 64 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

#### 65 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

### 社區服務計劃 Community Service Project

#### 66 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

#### 67 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

#### 68 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

#### 69 「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

#### 70 「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

## 內地服務部 Mainland Service Division

### 督導工作 Supervisory Work

### 長者地區中心 District Elderly Community Centre

#### 71 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) @ wchkaac@126.com



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

- 72 蓬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一一樓 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

- 73 蓬源鄰舍展能中心 Fengyuan Neighbourhood Day Activity Centre**  
廣州市荔灣區寶華路存善北街七號之一二樓 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

### 育嬰園服務 Day Creche Service

- 74 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
- 75 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地下 101-105 號 Rooms 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

- 76 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
- 77 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
- 78 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
- 79 東欣幼兒園 (附設暫託幼兒服務) Tung Yan Day Nursery (with Occasional Child Care Service)**  
新界大嶼山東涌健東路 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

- 80 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 / 2527 4567 📠 2528 6552 @ ho@naac.org.hk

### 智齡 College for Adults with Special Education Needs

- 81 智齡 College for Adults with Special Education Needs**  
九龍黃大仙鳳德邨珠鳳樓地下 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

- 82 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
- 83 「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

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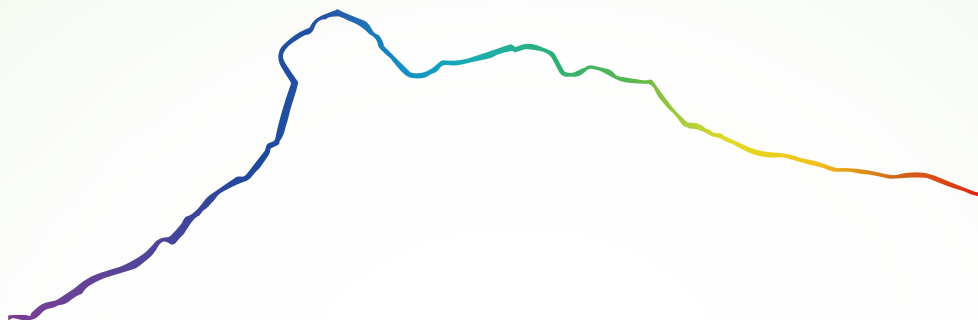


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