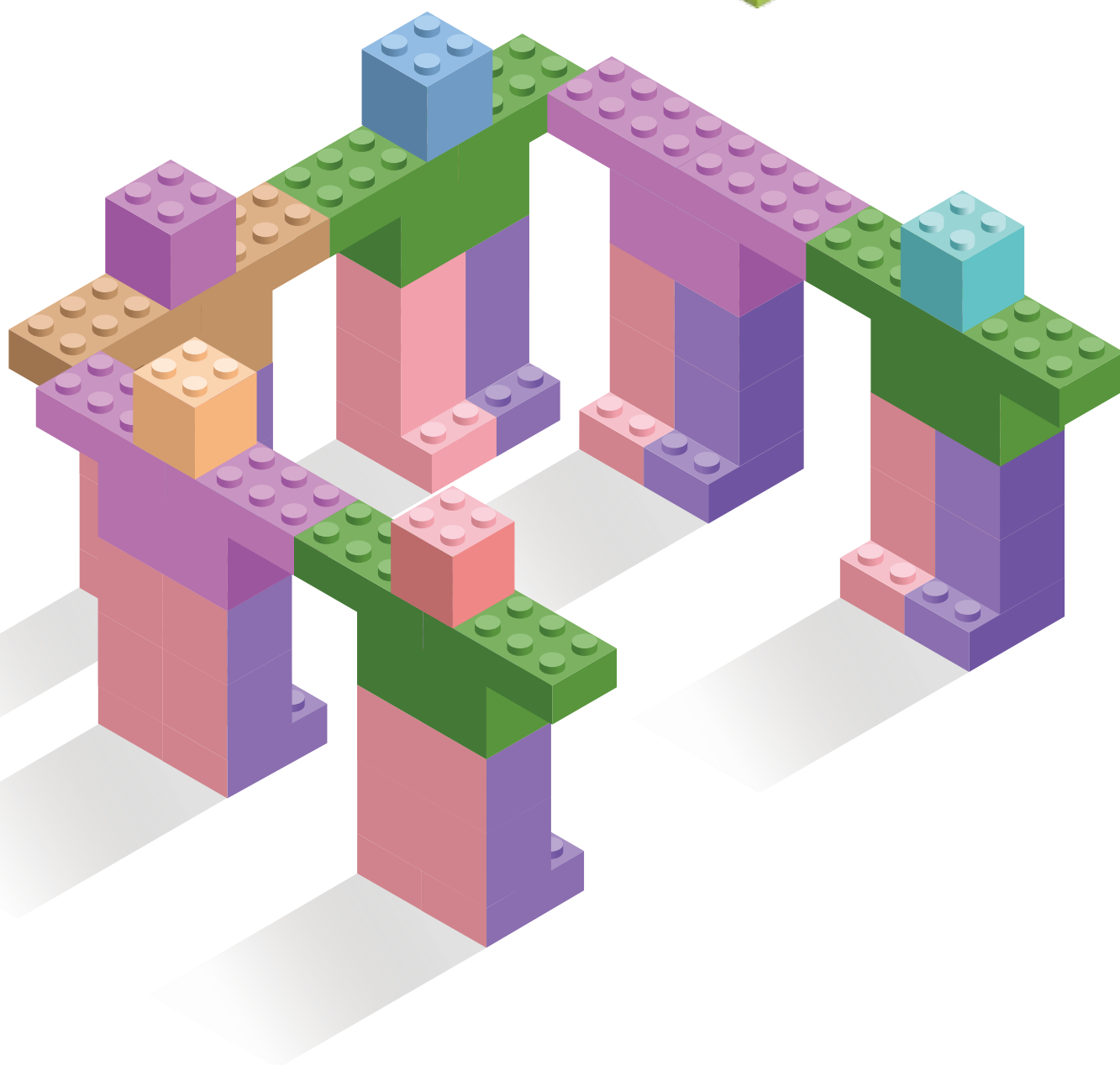
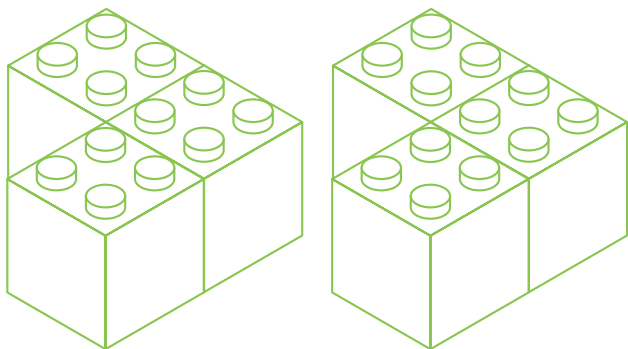


International
Social Service
HONG KONG BRANCH
香港國際社會服務社



香港公益金
THE COMMUNITY CHEST
會員機構 MEMBER AGENCY

Annual Report
年報 2019/20



VISION AND MISSION

理念與使命

Vision

To have children, individuals, families and migrants across countries live in dignity and harmony, and be contributing members to a just, humane and caring society.

Mission

For our service users:

To assist individuals and families with personal or social problems requiring inter-country cooperation.

For the society:

To contribute to the prevention of social problems by making recommendations, undertaking appropriate study or action and advocating social policies.

For our staff:

To develop a dynamic, innovative and cohesive staff with the vision, commitment and professional skills to give their optimum best to those in need of our services.

理念

讓兒童、個人、家庭及跨地域移居的人士能有尊嚴地及和諧地生活，且能作出貢獻，讓社會能擁有公義、體諒及彼此相顧的精神。

使命

對於服務使用者：

協助有需要的人士及家庭去處理要透過在香港、中國內地和 / 或其他國家多方面合作才可解決的問題。

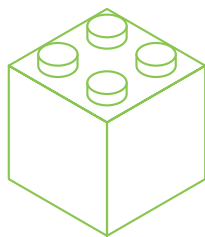
對於社會：

為防止社會問題的衍生而作出貢獻，運用我們有的才幹及經驗去提出建議，作有關的研究和行動，及提倡社會政策。

對於我們的員工：

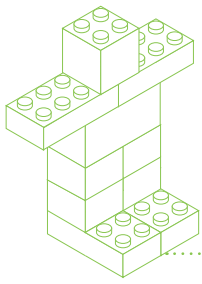
建立一群有動力、有創意及緊密團結的員工，他們且具有抱負、承擔的精神及專業技巧，能為那些需要我們服務的人做到最好。

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ABOUT ISS 機構簡介

International Social Service (ISS)

Founded in 1924, the International Social Service (ISS) is an international NGO without political, racial, religious or nationality bias with a General Secretariat in Geneva, Switzerland.

Thanks to its extensive Network of Branches, Affiliated Bureaus and Correspondents in more than 120 countries across seven continents, ISS is unique in its ability to identify and protect children and families that are separated across two or more countries or territories as a result of migration, displacements, conflict, asylum and refugee issues through inter-country social work assistance and international coordination efforts.

ISS Hong Kong Branch (ISS-HK)

ISS was established in Hong Kong as a headquarters delegation in 1958. In January 1972, ISS Hong Kong was formally admitted as a Branch by the International Council of ISS and on 9th February 1973, it became locally incorporated.

As an integral part of the ISS worldwide network, ISS Hong Kong works closely with other ISS units around the globe in providing inter-country social work and cross border social services to needed children and families between Hong Kong, Mainland China and across countries. It has established a strong reputation in serving migrants (Chinese and non Chinese), divided families and cross border families as well as asylum seekers and refugees. In response to the local community's needs, it also provides an array of services for families, children, youths and the elderly including adoption, foster care, small group home, integrated family service, school social work etc.

ISS Hong Kong is an active service provider with an international perspective and worldwide connection. One of our strengths is our ability to provide social work assistance across borders, races, ethnicities and beliefs.

國際社會服務社

國際社會服務社於1924年創立，是一所國際性非政府機構，服務不受政治、種族、宗教或國籍所影響。本社的總秘書處位於瑞士日內瓦。

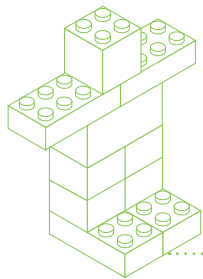
國際社會服務社透過設於超過120個國家，跨越七大洲的分社、屬系機構及國家聯絡處，得以經跨國社會工作的援助及國際間的合作，向基於移民、流離失所、戰亂，尋求庇護及難民問題而與家人分隔異地的兒童及家庭，提供獨特的援助服務。

香港國際社會服務社

國際社會服務社於1958年在本港設立代表辦事處，於1972年1月正式成為分社，並在1973年2月9日在香港註冊。

作為國際社會服務社全球網絡的一部分，香港國際社會服務社與全球其他國際社的單位均有著緊密的合作，以向身處香港、內地及海外，有需要的兒童及家庭提供跨國社會工作及跨境社會服務，尤其精於服務新來港人士(華裔及非華裔)、少數族裔、分隔家庭、尋求庇護者及難民。本社同時亦向本地家庭、兒童，青少年及長者提供多類型的社會服務，包括領養、寄養、兒童之家、綜合家庭服務、學校社工等，回應社會需要。

香港國際社會服務社是一所具有國際視野及世界網絡連繫的活躍機構，其中一項優勢在於能夠跨國界、種族及信仰來提供社會服務援助。



GOVERNING BODY 管治架構



Vice Patron 副贊助人
Mrs. Anne Marden, BBS, MBE, JP
馬登夫人, BBS, MBE, 太平紳士



Hon. President 榮譽會長
Mr. C. P. Ho, BBS
何掌邦先生, BBS

ADVISORY COMMITTEE 顧問委員會



Chairman 主席
Mr. Kenneth Kwok
郭偉健先生



Hon. Treasurer 義務司庫
Ms. Winnie Fan
范翠華女士



Member 委員
Ms. Clara Chu
朱鳳儀女士



Member 委員
Mr. David Fong, BBS, JP
方文雄先生, BBS, 太平紳士



Member 委員
Mr. Tsoi Man Cheong
蔡文昌先生

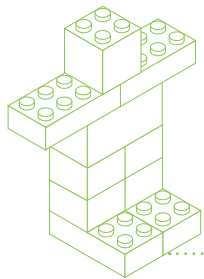


Member 委員
Mr. Jacob van der Kamp
Jacob van der Kamp 先生



Chief Executive 行政總裁
Mr. Stephen Yau, SBS, JP
邱浩波先生, SBS, 太平紳士

ISS Family Institute Advisory Committee	國際社家庭學院 顧問委員會	ISS-HK Honorary Legal Consultants	香港國際社會服務社 榮譽法律顧問
Chairman Dr. S. Y. CHUNG	主席 鍾思源醫生	Mr. Larry S. K. KO Ms. Vivian HO	高世杰先生 何蔚雲女士
Members Dr. Joseph C. T. LEE, GBS, OStJ, JP Mr. Louis LAM Dr. Y. K. LAU	委員 李宗德博士, GBS, OStJ, 太平紳士 林肇基先生 劉玉琼博士	Honorary Consultants Mr. W. T. CHAN Dr. S. Y. CHUNG Dr. S. L. LUK Dr. Stephen NG	榮譽顧問 陳永泰先生 鍾思源醫生 陸兆鑾醫生 吳偉民醫生



Organisational Chart 組織架構



Committees for Service Units 服務單位委員會

Adoption Committee
領養服務委員會

ISS Family Institute Advisory Committee
國際家庭學院委員會

Regional
Development
and District
Representatives
地區發展與區域代表

Central
Administration
中央行政

Services For Elderly
長者服務

Programme for Portable
Comprehensive Social
Security Assistance
協助「綜援長者廣東及福建省
養老計劃」

Guangdong Scheme
廣東計劃

- Old Age Allowance
高齡津貼
- Old Age Living Allowance
長者生活津貼

Fujian Scheme
福建計劃

- Old Age Allowance
高齡津貼
- Old Age Living Allowance
長者生活津貼

Services In
Mainland China
內地服務

Services in Guangzhou
廣州服務

Guangzhou Boyu Social Work
Service Centre
廣州市荔灣區博域社會工作
服務中心

Guangzhou-Hong Kong &
Overseas Marriage & Family
Counselling Service Centre
穗港及海外婚姻家庭輔導
服務中心

Guangzhou-Hong Kong Service
Centre for the Youth
穗港青少年服務中心

Guangzhou-Hong Kong
Integrated Family Service
Centre
穗港綜合家庭服務中心

Services in Shenzhen
深圳服務

Expectation Management
Project (Shenzhen)
期望管理計劃 (深圳)

The Jockey Club Harmony
Project for Cross-boundary
Students
賽馬會跨境學童創和諧計劃

Cross-boundary Students
Service Centre (Luohu,
Shenzhen)
跨境學童服務中心 (深圳羅湖)

Cross-boundary Students
Service Centre (Nanshan,
Shenzhen)
跨境學童服務中心 (深圳南山)

Virtuous Social Service
深圳市懿路同行社會工作服務
中心

Regional
Development
地區發展

Asia and Pacific Regional
Development
亞太地區發展

District
Representatives
區域代表

Yuen Long District
元朗區

North District
北區

Wong Tai Sin District
黃大仙區

Wan Chai District
灣仔區

Sham Shui Po District
深水埗區

Central and Western District
中西區

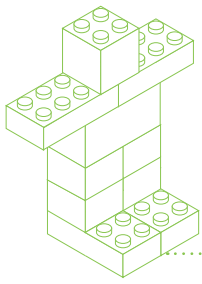
Administration and Finance
行政及財務
Human Resources
人力資源
Communications and Public
Relations
傳訊及公共關係

FAMILY SYSTEMS
THEORY TRAINING
& COUNSELLING
SERVICES
家庭系統理論培訓與
輔導服務

ISS Family Institute
國際家庭學院

Training for professionals and
general public 為專業人士及
一般人士而設的培訓課程

Counselling 輔導服務



Chairman's Statement 主席報告

Very warm greetings to fellow supporters and colleagues in my first statement as ISS-HK's Chairman.

It would not be an overstatement to say that all Hong Kong people have been impacted, first by the social unrest that sparked off in mid-2019 and then by the COVID-19 outbreak setting in by early 2020. The ISS-HK services and their users have been no exceptions in feeling the consequences of these events. For instance, the number of Mainland residents with One-way Permits arriving in Hong Kong from the Mainland decreased significantly since August 2019 as a result of the social incidents and COVID-19, and all integration activities for new arrivals from the Mainland have been suspended since February 2020. New cases opened by the Cross-Boundary and Inter-Country Social Service unit more than doubled in number compared to last year due to the COVID-19 outbreak. Many elders in the Programme for Portable Comprehensive Social Security Assistance were unable to return to Hong Kong to conduct the required procedures under the compulsory quarantine measures imposed by the Hong Kong and Mainland governments in early February 2020. The service team responded by helping them to process related enquiries, provided other assistance, or referred them to relevant services where necessary.

Indeed, many of our units reacted swiftly to attend to the needs of our service users and other members of the public hard hit by the turmoil. For example, a hotline was set up by the Shamshuipo (South) Integrated Family Service Centre for residents in the district in August 2019 in response to the social unrest. More than 150 service users sought help with problems regarding their unstable emotions and the conflicts arising among family members because of their differing views about the social incidents. Furthermore, to help cross-boundary and newly arrived families heavily affected by the COVID-19 pandemic, the service hours of our hotline for them were extended from early February to end of March 2020. We also collaborated with the Economic and Trade Office of the Hong Kong Special Administrative Region in Wuhan to launch a new hotline for Hong Kong residents stranded in the Mainland in February to help solve their problems. Across the border in Mainland China, our social workers stationed in Guangzhou conducted community anti-epidemic services and reached out to over 800 local residents in need in February to March 2020.

With the onset of the pandemic in February 2020, the Non-Refoulement Claimants Project launched a major education campaign among the staff and service users, encouraging them to stay at home, practise self-care, hygiene and social distancing, with all offices taking temperatures, engaging in more intense cleaning operations and distributing notices in seven languages.

我以新上任的香港國際社主席的身份向各位支持者與同工致以問候。

如果說每一個香港人都深受2019年中爆發的社會運動，以及2020年初蔓延的新冠肺炎疫情影響，相信沒有人會反對。國際社的服務及其使用者無不例外。社會運動及新冠肺炎令由內地持單程證來港定居人士數目自2019年8月份起明顯下降，而自2020年2月起，所有為新來港人士舉辦的適應活動均需暫停。受疫情影響，跨境及國際社會服務之新開個案亦較去年激增一倍多。因香港及內地政府於2020年2月初因應疫情實施強制隔離措施，部分「綜援長者廣東及福建省養老計劃」下受惠的長者無法如以往般返港辦理相關手續，本社除處理相關查詢外，亦在必要時提供協助及轉介予相關單位。

事實上，我們各個服務單位都迅速應變，照顧在逆境中備受影響的服務使用者及香港市民。例如深水埗(南)綜合家庭服務中心因應社會運動，於2019年8月設立了一條電話熱線為深水埗居民提供支援，超過150位服務使用者表示社會事件引致他們情緒不安或因政見不同而與家人不和。考慮到疫情對新來港家庭的影響，跨境及國際社會服務的「抵港一線通」熱線於2020年2至3月延長服務時間。該服務單位更與香港特區駐武漢經濟貿易辦事處合作，於2020年2月推出「內地港人熱線」，協助滯留內地的港人解決各種困難。我們在廣州的社工積極參與社區抗疫服務，於2020年2月至3月間服務超過800位當地居民。

在2020年2月疫情開始之時，為免遣返聲請人提供援助的單位已向服務使用者及同工進行針對疫情的教育工作，鼓勵他們留在家中，注意個人衛生及保持社交距離，辦事處亦為所有到訪者探熱、加強清潔設施及派發以七個語言印製的健康資訊。

Colleagues tried hard to overcome the challenges brought about by social distancing rules and continued to reach out to service users. The Foster Care unit made a fresh effort to provide training to foster parents via YouTube Live, thereby enabling them to brush up on their child care knowledge without having to attend actual classes. The Cross Boundary and Inter-country social service unit, the School Social Work and School Support Services unit, the HOPE Support Service Centre for Ethnic Minorities and the ISS Family Institute have also been moving their programmes, training, consultation sessions and interest classes online since the start of the pandemic in order to stay connected with our service users when face-to-face encounters were no longer feasible.

Despite the unprecedented challenges brought about by the social and public health incidents, our team has tried its utmost to provide services as usual. The adoption team sought to find prospective adoptive parents to consider adopting our children waiting for permanent families, and was able to establish one new partnership in the U.S., enlarging its overseas network. In addition, in order to cope with the increasingly complicated problems encountered by children and youths under the Small Group Home Programme, the unit continued to provide clinical psychological services, related assessments, individual treatments and therapeutic groups for children with special needs.

A series of marital enrichment programmes were arranged for service users at the Tin Shui Wai (North) Integrated Family Service Centre, including candle-light dinners and dessert-making. Our service centre in Shenzhen offered 21 training sessions and lectures on a variety of topics in Shenzhen, Foshan and Dongguan with an aim to build a platform for sharing resources for social organizations, communities and schools in the Greater Bay Area.

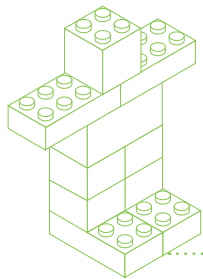
The distressing year nonetheless saw promising changes in our service units. ISS-HK became the Social Welfare Department's agent to implement the Old Age Living Allowance (OALA) under the Guangdong Scheme and Fujian Scheme in January 2020. Our sub-office in Fujian was set up in Siming District, Xiamen, in December 2019 to facilitate more efficient service under the Fujian Scheme. Likewise in Kowloon Bay, Hong Kong, a new ISS-HK office opened to cope with an increase in headcount of social workers and supervisory manpower in our School Social Work and School Support Services programme as a result of the "Two Social Workers for Each School" measure introduced in Hong Kong in the 2019–2020 academic year.

同工在社交距離措施下仍竭力照顧服務社用者所需。寄養服務首次用上了YouTube直播方法進行講座，讓寄養家長足不出戶仍可學習照顧兒童的知識。跨境及國際社會服務、學校社會工作及學校支援服務、HOPE少數族裔人士支援服務中心及國際社家庭學院均在疫情期間將活動、培訓、諮詢服務及興趣班移師到網上舉行，繼續與有需要人士聯繫及提供服務。

雖然社會及公共衛生事故為我們帶來前所未有的挑戰，同工仍盡力如常提供各種服務。領養服務單位努力擴大海外網絡，希望為正等待永久家庭領養的孩子找到更多可能領養他們的父母，並於年內成功與美國一間領養機構建立新合作夥伴關係。兒童之家服務持續外購臨床心理服務，為有特殊需要的家童進行評估、個別及小組輔導，以應付現今社會中兒童及青少年日益複雜的問題。

天水圍(北)綜合家庭服務中心於本年舉辦一系列的婚姻關係成長活動，包括二人燭光晚餐及夫婦甜品製作等，為參加者的婚姻注入正能量。為配合國家建設粵港澳大灣區的發展政策，我們在深圳的服務中心為灣區內有需要的社會組織、社區及學校搭建資源分享平台，先後在深圳、佛山、東莞等舉辦共21場不同主題的培訓及講座。

雖然2019–2020年對很多人來說都是令人沮喪的一年，卻同時見證了本社不少令人鼓舞的時刻。2020年1月起，本社成為社會福利署的代理，在「廣東計劃」及「福建計劃」下推行長者生活津貼，而為配合服務需要，我們於2019年12月底於廈門思明區設立辦事處，以為長者提供更適切服務。香港政府亦在2019–2020學年在全港中學實行「一校兩社工」政策，本社的學校社會工作及學校支援服務單位亦相應增加了學校社工及督導人手，單位亦因而於2019年11月遷往位於九龍灣的新辦事處。



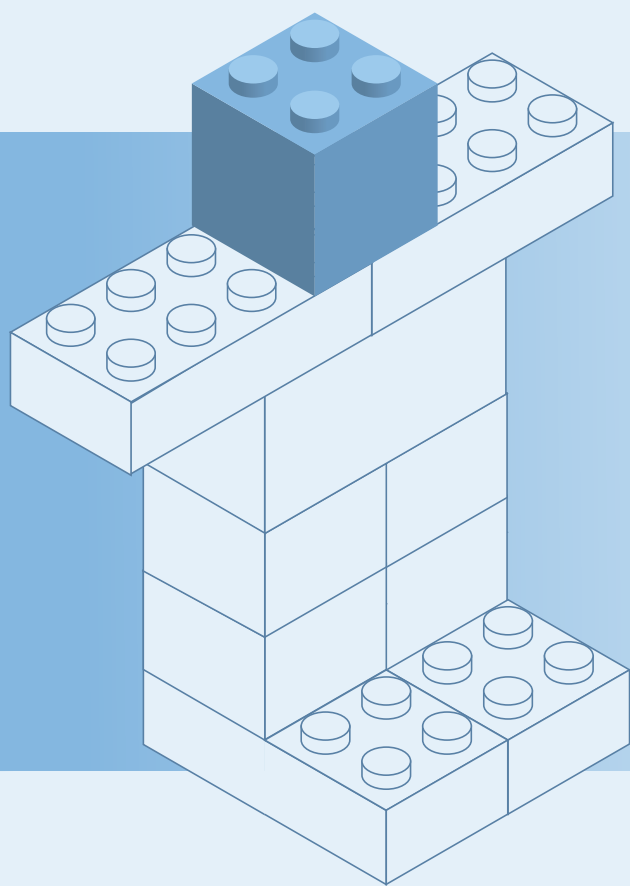
Chairman's Statement 主席報告

I would like to take this opportunity to express my gratitude to dedicated fellow colleagues, who worked tirelessly to serve those desperately in need, and to staunch donors and supporters of ISS-HK, who did not hesitate to offer their aid, which was even more in need. With the global pandemic having no borders, it is important for us to continue to cross boundaries in our services and support for children and families. We count on the support from all of you, and let's stay hopeful for a brighter year ahead.

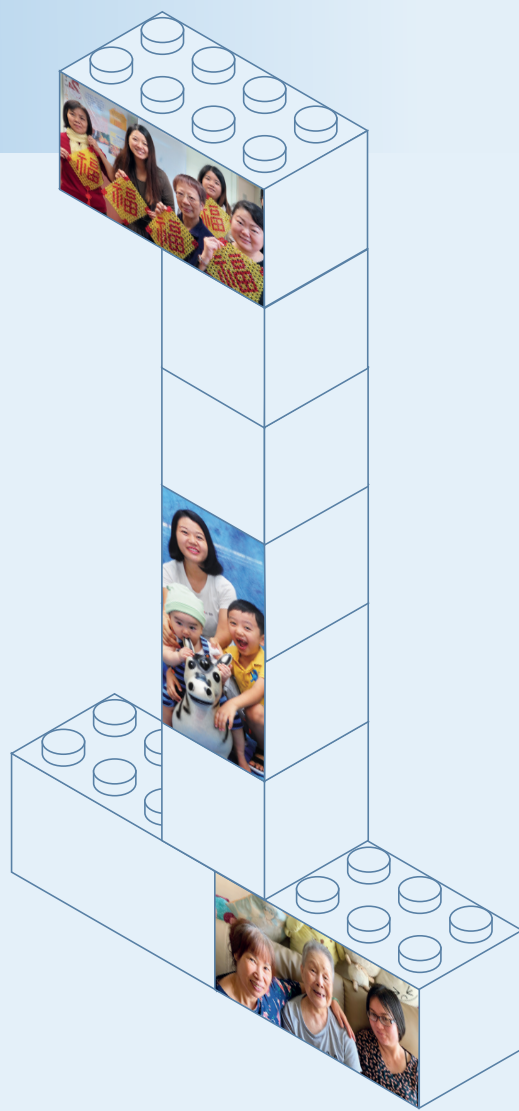
我希望藉此機會向所有同工致謝，他們在艱難時期仍盡心盡力為有迫切需要的人服務。另外，我亦想向國際社的忠實捐助者及支持者致以由衷的謝意，你們慷慨且持續的幫助對在逆境中的掙扎求存的人更具意義。疫症在全球無遠弗屆，本社更需要繼續跨越界限，扶助兒童和維繫家庭。我們期望繼續得到你們的支持，讓我們一同祝願來年會更好。

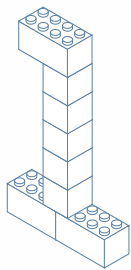
Chairman
Mr. Kenneth Kwok

主席
郭偉健先生



SERVICES FOR FAMILIES 家庭服務





CROSS-BOUNDARY AND INTER-COUNTRY SOCIAL SERVICE 跨境及國際社會服務

Last year, we completed 72 home study reports, including 16 cases related to suspected child abuse incidents, and 56 cases regarding child custody, access and permanent removal to other countries. These cases involved 23 countries and 49 cities in Mainland China. In addition, we handled 138 cases related to child care and parenting issues, and 306 cases involving cross-boundary marriages and financial problems. Due to the COVID-19 outbreak, the new cases we opened were more than double in number compared to last year, totalling 478 cases.

In response to the impact of the COVID-19 outbreak on cross-boundary and newly arrived families, we extended the service hours of our hotline to 8am to 8pm, Monday to Sunday, during February to March, 2020. We also launched a new hotline for Hong Kong Residents stranded in the Mainland from February to April, 2020. Collaborating with the Economic and Trade Office of the Hong Kong Special Administrative Region in Wuhan, we provided services to target service users, especially in Hubei Province, to help solve the problems they faced such as financial difficulties, shortage of supplies, lack of information and emotional issues.

ISS-HK is committed to assisting new arrivals in integrating into the local community and becoming contributing members of society. With the support and funds from the Social Welfare Department, we have maintained the Aid Service at the Lo Wu Checkpoint to reach out and provide consultation service to new arrivals when they enter Hong Kong. The Immigration Department reported that 31,222 Mainland residents with Permits for Proceeding to Hong Kong and Macao (One-way Permits) settled in Hong Kong from April 2019 to March 2020. Among these new arrivals, the programme reached out to over 70%, or 24,499, of them at the Lo Wu Checkpoint.

With the consent of the new arrivals, ISS-HK shared the personal information obtained from them with the Social Welfare Department (SWD). We referred 13,764 new arrivals to the SWD and 590 to other concerned governmental departments, NGOs and schools. Timely referrals ensured an early intervention where necessary and facilitated the new arrivals' successful integration into the local community.

去年，本服務共完成72個家訪調查報告，當中包括16個懷疑虐待兒童個案及56個有關管養權、探視及永久搬遷到另一國家之法庭報告，涉及23個國家及國內49個城市。另外，本服務亦處理了138個有關幼兒照顧及管教的個案，及306個關於跨境家庭婚姻及經濟困難的個案。受新冠肺炎疫情影響，本服務之新開個案較去年激增一倍多，達478個。

考慮到疫情對跨境家庭的影響，本服務「抵港一線通」熱線由2020年2至3月，延長服務時間為逢星期一至日上午八時至晚上八時。此外，由2020年2月至4月，本服務更推出「內地港人熱線」。透過與香港特區駐武漢經濟貿易辦事處合作，協助滯留內地，尤其湖北省港人解決經濟困難、物質短缺、資訊發放及情緒支援等問題。

本社一向致力協助新來港人士融入本地社區及貢獻社會，並獲社會福利署資助該服務，令更多人士能夠受惠。我們在羅湖口岸設有服務站，在抵港人士一踏入服務站便與他們接觸，提供諮詢服務。入境處由2019年4月至2020年3月錄得31,222名由內地持前往港澳通行證來港定居的人士，而當中超過七成即24,499名人士已在羅湖口岸與本社接觸。

本社收集新來港人士的資料，並在他們同意下將資料轉交社會福利署。去年，本社轉介了13,764位新來港人士予社署，另轉介了590位到其他有關的政府部門、非政府組織和學校，及早轉介有助他們盡早適應本地生活。



“Look Kids Up” Project

Funded by the Commission on Children, the unit launched a two-year project under the Scheme for Children’s Well-being and Development in 2019 to echo the theme of “Promoting Children Protection”. This project aims to enhance children’s understanding of their rights, the need for self-protection and their contribution to the society as well as providing training for children to protect themselves and become ambassadors of Child Protection. The project will launch public education on Child Protection through workshops, seminars, groups, programmes and promotional booths.

“Beat Drugs • Start at home”

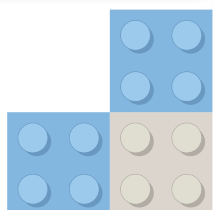
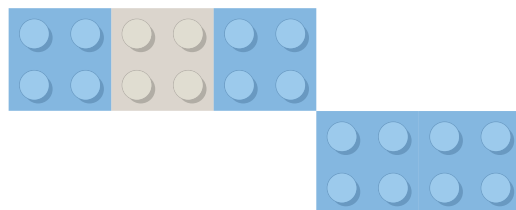
The service unit has received sponsorship from the Beat Drugs Fund of the Narcotics Division of the Security Bureau since August 2018. It aims to provide Cross-boundary/Newly Arrived Students from the Mainland and their parents a series of preventive education and publicity programmes on dangerous drugs. The project aims to strengthen the understanding of the harmful effects of dangerous drugs and criminal responsibility. As of 31 March 2020, this project has run 146 group activities and programmes with a total of 12,931 participants.

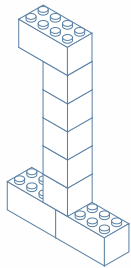
「看孩子」計劃

單位獲兒童事務委員會自2019年推出兒童福祉及發展資助計劃資助，推行為期2年之活動計劃，以響應「愛•保護我們的孩子」的主題，透過工作坊、講座、小組、訓練課程及街站，增加兒童對其權利的認識，鼓勵他們貢獻社會，讓參加者提升自我保護的知識和能力，培訓兒童大使以宣揚保護兒童訊息，並增加社會大眾對兒童保護的認識。

「禁毒，從家開始」計劃

本服務單位於2018年8月起獲保安局禁毒處禁毒基金的贊助，為跨境/新來港學童及其家長提供禁毒預防教育和宣傳計劃。該項目旨在讓服務使用者明白毒品禍害及刑事責任。截至2020年3月31日，本計劃推行了146個小組及活動，共有12,931人次參與。





CROSS-BOUNDARY AND INTER-COUNTRY SOCIAL SERVICE 跨境及國際社會服務

International Child Protection Service

Since its introduction in 2014, our international child protection service has relied on donations from the International Child Protection Service Dinners, which in 2019 raised HK\$1.6 million. In addition to handling casework involving Mainland China and overseas countries, a series of activities and training to promote child protection and casework practice was conducted in schools, local communities and social welfare organizations in Mainland China.

ICP has also collaborated with the Immigration Enforcement International Asia Pacific for the United Kingdom (UK) Foreign and Commonwealth Office on projects focusing on research and provision of support to suspected Chinese victims of trafficking and those returning from the UK.

In terms of educational work, we set up a promotional booth at the China Charity Fair 2019 in Shenzhen to promote child protection in Mainland China. Ms. Iris Liu, Director of Programme, was the guest speaker for the 2nd Greater Bay Area Non-governmental Organizations Cooperation Forum in Guangzhou to introduce ISS-HK and child protection.

國際兒童保護服務

國際兒童保護服務由香港國際社會服務社自2014年開展，主要靠各界人士在「國際兒童保護慈善晚宴」中慷慨解囊籌集經費，而2019年度的晚宴成功籌得逾港幣160萬元。國際兒童保護服務繼續為涉及中國內地和海外國家的兒童保護個案提供援助。今年，國際兒童保護服務將其工作擴展到中國內地的社區，在學校、當地社區及機構開展了一系列促進兒童保護的活動及培訓工作。

國際兒童保護服務亦於年內開展了與英國外交和聯邦辦公室的移民執法國際亞太區的合作，服務項目旨在研究及支援中國懷疑被人口販賣的歸國群組。

單位同時致力在中國內地推廣兒童保護，服務於深圳舉行的2019中國慈善展設推廣攤位。服務總監廖金鳳女士亦被邀請作第二屆粵港澳大灣區社會組織合作論壇的演講嘉賓，於廣州的論壇上介紹本社及推廣兒童保護。





I joined the family of the Cross-Boundary Students Service five years ago. My family participated in its various programmes, and visiting elderly singletons in the North District was especially memorable for us as we met the same old lady for two consecutive years. We felt like relatives who had not met for a long time and were very excited to see each other. I would like to thank the service unit for organising such meaningful and life-enriching programmes and giving my son a chance to learn how to show concern and respect for elders and to take care of others.



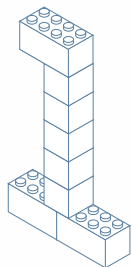
我加入服務社跨境學童服務中心這個大家庭已五年了，我們一家人曾經參加過中心舉辦各種大大小小的活動，其中印象最深刻的是探訪北區獨居長者。我們連續兩年有緣遇上同一位獨居老奶奶，我們再見時大家都很興奮，感覺就好像久別重逢的親人一樣。多謝國際社舉辦有意義的活動，豐富我們的生活，也讓我的兒子有機會學會關愛老人，敬愛長者，也從中學到了如何照顧別人。

Lin Dongying
林冬英

Cross-boundary and Inter-country Social Service Statistics 跨境及國際社會服務統計數字

April 2019 – March 2020
2019年4月 – 2020年3月

Items 項目	Supported by 資助	Social Welfare Department 社會福利署	The Community Chest of Hong Kong 香港公益金	Others 其他
Number of Cases Handled 處理個案數目		644	115	25
Number of Groups / Programmes / Training Classes 小組 / 活動數目		34	6	99
Attendance at Groups / Programmes 小組 / 活動參加人次		1,960	117	8,535

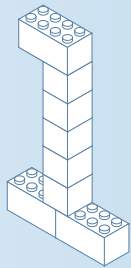


CROSS-BOUNDARY AND INTER-COUNTRY SOCIAL SERVICE 跨境及國際社會服務

Service Statistics — Subvented by Social Welfare Department 社會福利署資助服務數字

April 2019 – March 2020
2019年4月 – 2020年3月

No. of New / Reactivated Cases 新增 / 重新處理的個案總數	478
Out of the total number of new arrivals who have consented to share their information with SWD and other agencies at the ISS service counters at the Immigration Department, the percentage of them being contacted through telephone 向本社設於入境事務處服務櫃台表示同意與社署及其他機構分享其資料的新來港人士總數之中，透過電話聯繫有關人士的百分率	84%
Number of New Arrivals Contacted (Telephone Outreach) 成功聯絡新來港人士數目（電話外展）	2,284
No. of Hotline Enquiries 熱線查詢數目	6,371
No. of Groups / Programmes Organized 小組 / 活動總數	34
Out of new / reactivated cases, the percentage of cases with service users with perceived improvement in the main problem upon case closure 在完結新增 / 重開的個案中，服務使用者認為主要問題有所改善的個案百分率	96%
Out of the total number of hotline enquiries requiring social work intervention, the percentage of service users with perceived improvement in the problem(s) 在需要社工介入的熱線查詢總數之中，服務使用者認為問題有所改善的百分率	99%
% of users indicating satisfaction after attending the groups / programmes organised by the Service 在完成所參加的小組 / 活動後，服務使用者表示滿意百分率	95%
Out of the total of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint, the percentage of the provided with enquiry service 經由羅湖檢查站來港的新來港人士總數之中，獲提供諮詢服務的百分率	78%
Out of the total number of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint provided with enquiry service, the percentage of them indicating satisfaction with the service 經由羅湖檢查站來港，並獲諮詢服務的新來港人士總數之中，對服務表示滿意的百分率	100%
Total number of new arrivals who have immediate difficulties upon arrival and are provided with guidance service at the Lo Wu Checkpoint 來港後有即時困難，並在羅湖檢查站獲提供指導服務的新來港人士數目	3,125
Out of total number of new arrivals who have immediate difficulties and are provided with guidance service at the Lo Wu Checkpoint, the percentage of them indicating satisfaction with the service 在來港後有即時困難，並在羅湖檢查站獲指導服務的新來港人士總數之中，對服務表示滿意的百分率	100%
Total number of referrals made for new arrivals to appropriate service units at the Lo Wu Checkpoint 在羅湖檢查站將新來港人士轉介至合適服務單位的數目	590
Out of the new arrivals who have not given consent to have their information shared with SWD and other agencies at the ISS service counters at the Immigration Department but identified to have difficulties, the percentage of them assisted to connect to mainstream / community services 未有向本社設於入境事務處的服務櫃台表示同意與社會及其他機構分享其資料，但被識別為有困難的新來港人士之中，獲協助聯繫到主流 / 社區服務人士的百分率	100%
Out of total number of referrals made for new arrivals to appropriate service units at the Lo Wu Checkpoint, the percentage of them referred within the following two working days of contact 新來港人士在羅湖檢查站被轉介至合適服務單位的個案總數中，於接觸後兩個工作天內獲轉介的個案百分率	100%



Integrated Family Service Centres 綜合家庭服務中心

Shamshuipo (South) Integrated Family Service Centre

深水埗(南)綜合家庭服務中心

Service Highlights

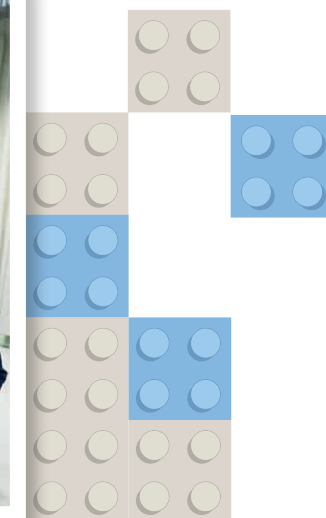
In the year under review, the Family Counseling Unit handled 566 cases primarily involving emotional problems, marital relationships and child care issues. Meanwhile the Family Support Unit handled 777 brief cases primarily involving housing, financial and child care issues. In addition, 1,253 intake records were completed in this period. With the assistance of 36 Family Support Ambassadors, we were able to have 82 people suffering from social isolation become members of our Centre. To serve grassroots families in Shamshuipo, we organized a variety of networking programmes with organizations such as private businesses, professional bodies, social enterprises, volunteer organizations, universities and primary schools.

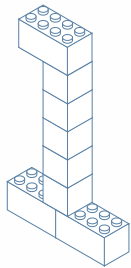
In response to the social movement that lasted throughout the second half of 2019, a hotline was set up for Shamshuipo residents in August 2019. 162 service users said that they suffered from unstable emotions and conflicts with family members due to their different views about social incidents. Our services faced another challenge with the outbreak of COVID-19, and the Centre was able to provide services only on a limited scale. A drop-in service and all group activities and programmes have been suspended since February 2020. Nonetheless, the team has continued to handle cases with urgent financial needs and to distribute face masks and sanitizing packs to families in need.

服務報告

去年本中心家庭輔導組共處理了566宗深入輔導個案，主要涉及情緒、婚姻關係、及兒童照顧問題。家庭支援組共處理了777宗短期輔導/支援個案，主要為房屋、經濟及兒童照顧問題。同年亦完成了1,253份初步接見報告。另外，透過36位家庭支援大使的幫助，成功讓82位隱蔽人士加入本中心成為會員。本中心與商業機構、專業團體、社會企業、義工組織、大學及小學等不同團體合作舉辦多個不同類型的活動，運用社區資源，服務深水埗基層居民。

為回應由2019年中開始並持續的社會運動，中心於2019年8月設立了一條電話熱線為深水埗居民提供支援，有162位服務使用者表示因社會事件引致他們情緒不安或因政見不同而與家人不和。另外，中心亦因新冠肺炎爆發而迎來挑戰，在疫情開始後只能提供有限度服務，自2020年2月起，中心的偶到服務及所有小組及活動均暫停，但個案服務則沒有間斷，期間社工處理大量緊急經濟援助個案，及派發抗疫物資給有需要家庭。





Integrated Family Service Centres 綜合家庭服務中心

The Hong Kong Jockey Club Community Project Grant: Support Project for Families with Young Kids

Generously supported by the Hong Kong Jockey Club Charities Trust, the three-year “The Hong Kong Jockey Club Community Project Grant: Support Project for Families with Young Kids” was successfully completed in March 2020. To promote the “Free Play” concept, activities such as play groups, games workshops, parent-child communication training and family activities were organized so as to increase the resilience of parent-child relationships, enhance child care knowledge and skills as well as strengthen family functions.

Besides, a group of female volunteers were trained as Caring Ambassadors to provide support for families with kids under the age of nine. A total of 1,001 family members have benefited from the volunteer services of the project's 736 Caring Ambassadors over the past three years. A total of 106 beneficiaries became Caring Ambassadors themselves after being served by volunteers. Due to its outstanding performance, the Project was approved for extension for an additional three years until March 2023.

Jockey Club Smart Family-Link Project

Our Centre and ISS-HK's Integrated Family Service Centre in Tin Shui Wai joined 24 other IFSCs and the University of Hong Kong in the “Jockey Club Smart Family-Link Project” last year sponsored by the Hong Kong Jockey Club Charities Trust. The Project aims for the IFSCs to make effective use of information and communications technology and data analytics to enhance the quality and efficiency of their family services, as well as to facilitate early identification of at-risk family cases in order to provide any necessary intervention. The project also aims at building the capabilities of front-line workers to enhance family well-being. In the past year, 52 programmes using information technology were also organized by ISS-HK's two integrated family service centres. A total of 3,324 participants strengthened their knowledge of up-to-date technologies including the different functions of smart phone apps.

香港賽馬會社區資助計劃：「西九同行—玩樂友里晴計劃」

感謝香港賽馬會慈善信託基金捐助，本中心於2020年3月完成為期三年的香港賽馬會社區資助計劃：「西九同行—玩樂友里晴計劃」。計劃推廣「自由遊戲」的概念，透過舉辦兒童玩樂小組、遊戲工作坊、親子溝通訓練及家庭活動等，從而增加親子抗逆力、加強照顧幼兒的知識及技巧、並強化家庭功能。

計劃同時訓練地區婦女成為關愛大使，以同行者的身分為育有9歲或以下小朋友之家庭提供支援。過去三年，共736名關愛大使及1,001位玩樂家庭成員因計劃而受惠，另外有106位玩樂家庭成員參加計劃活動後成功轉化成為關愛大使。因計劃表現理想，此計劃喜獲香港賽馬會慈善信託基金延續多三年至2023年3月。

賽馬會智家樂計劃

承蒙香港賽馬會慈善信託基金撥款資助，本中心與同樣是國際社旗下的天水圍(北)綜合家庭服務中心與香港大學及其他24間由非政府機構營運的綜合家庭服務中心合作推行「賽馬會智家樂計劃」，計劃運用資訊科技及數據分析，提升家庭服務的質素和效率，以及早識別和介入高危家庭個案，計劃亦會增強前線員工的專業能力，從而達至促進家庭和諧的目標。過去一年，本社兩間綜合家庭服務中心合共舉辦52個透過資訊科技推行的活動，包括讓服務使用者體驗使用電話應用程式的不同功能，增加他們在這方面的知識，受惠人數3,324人。





I and my five-year old son have joined "The Hong Kong Jockey Club Community Project Grant: Project to Support Families with Young Kids" for three years. We both enjoyed the "Free Play" time a lot, and it gave me an opportunity to know more about my child and understand the importance of equality in parent-child communication. I also learned to become more relaxed when teaching my son. I greatly appreciated the positive impact on our parent-child relationship as brought about by the Project.

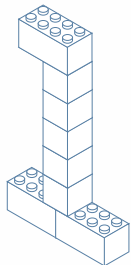
我和5歲的兒子參加了「香港賽馬會社區資助計劃—西九同行玩樂友里晴計劃」三年，我們都非常享受「自由玩樂」的時間，讓我更瞭解兒子的內心世界，亦明白到親子平等溝通的重要性。在管教兒子時，我的心情變得放鬆、正面，多謝計劃改善了我們的親子關係。

Bobo Zhuang
莊蘭蘭

Shamshuipo (South) Integrated Family Service Centre Statistics 深水埗(南)綜合家庭服務中心服務統計數字

April 2019 – March 2020
2019年4月 – 2020年3月

Number of Cases Opened 新開個案數目	644
Number of Intensive Cases Handled 深入輔導個案數目	566
Number of Brief Counselling and Supportive Cases Handled 簡短輔導及援助個案數目	777
Number of Therapeutic, Support, Educational, Developmental & Mutual-help groups / Participants 治療、支援、教育、發展及互助小組數目 / 參加人數	38 / 756
Number of Educational & Developmental Programmes / Participants 教育及發展活動數目 / 參加人數	73 / 3,317
Number of Family Support Persons 家庭支援計劃(關懷大使)數目	36
Number of Individuals / Families Newly Engaged in Centre Services or Community Services under the Family Support Programme 透過家庭支援計劃招募新服務使用者使用中心或社區服務數目	82
% of Users Indicating Satisfaction After Receiving IFSC Service 服務使用者滿意綜合家庭服務中心服務的百分率	99%
% of Users with Enhancing Problem Solving Capacity 服務使用者能提高其解決問題能力的百分率	99%
% of Users with Enhanced Support Network 服務使用者能提升其支援網絡的百分率	99%
% of Users with Perceived Improvement in the Main Problem 服務使用者認為其主要問題有改善的百分率	91%



Integrated Family Service Centres 綜合家庭服務中心

Tin Shui Wai (North) Integrated Family Service Centre

天水圍(北)綜合家庭服務中心

Service Highlights

The Family Counseling Unit handled 774 complicated cases and the Family Support Unit handled 507 brief cases. The Centre also handled 267 applications for the District Support Scheme for Children and Youth Development — Direct Cash Assistance in which HK\$526,547 has been granted to children and youths for their learning and developmental purposes.

Besides, as a member of the Working Group on Yuen Long District Family Life Education Publicity Campaign, the Centre held a “Joyful Family + Love Language” project to build a sense of belonging to the family and society among service users.

服務報告

本中心家庭輔導組共處理了774宗深入輔導個案，而家庭支援組則處理了507宗短期輔導/支援個案。另外，本中心協助267個家庭申請「地區青少年發展資助計劃—現金援助」，共批出港幣\$526,547。

此外，身為元朗區家庭生活教育宣傳運動工作小組服務單位，中心於本年度舉辦了「家+愛語•樂」計劃，透過體驗愛語主題活動，加強服務使用者對家庭及社區的歸屬感。



Development of Voluntary Services

In the year 2019–2020, the Centre's volunteer group reinforced their commitment to voluntary work and nurturing the volunteers' potential through a series of activities. Our hair-cutting volunteer team expanded its free services to elderly residential homes and rehabilitation centres, serving 450 people. Volunteers also paid regular visits to the elderly, gave concern calls to newly arrived families and offered child care services.

Marital Enrichment Programme

Sponsored by the Hong Kong Women's Welfare Club Western District Mok Yu Yan Education Fund, a series of marital enrichment programmes were arranged for service users, including activities such as candle-light dinners, beach walking, movie appreciation and making desserts.

義工發展

本年度，中心義工發展以「尋回初心，讓愛延續」為主題，透過一系列的小組和活動喚起義工們的初心及培育義工多方面的潛能。例如義工剪髮組，今年已擴展到多間老人院舍及殘疾人士中心義務剪髮，共服務了450人。此外，中心義工亦會定時提供長者探訪、電話慰問及託兒等服務。

夫婦活動

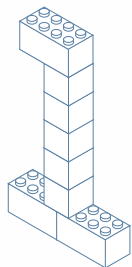
中心於本年度得到西區婦女會莫如恩教育基金贊助，舉辦一系列的婚姻關係成長活動，包括：二人燭光晚餐、沙灘漫步、電影欣賞、夫婦甜品製作及歷奇活動等，為參加者的婚姻注入正能量。



In July 2019, I took part in the "Making dessert with fun" programme with my husband and it was a very precious experience. We treasured the "we" time when we don't need to take care of our daughter, and I was surprised to find that my husband could be detail-oriented and patient when making desserts. Making desserts is like maintaining a marriage. We need to cooperate and complement each other.

2019年7月，我和丈夫參加了『夫婦甜品樂』活動，這是我與丈夫首次合力製作甜品，過程十分開心。一方面可以放下女兒、享受二人獨處時間；另外，我有機會更了解丈夫，原來他很細心，可以慢慢地完成製成品。我覺得製作甜品就好像經營婚姻一樣，要互相分工和配合。

Mrs. Kwok
郭女士

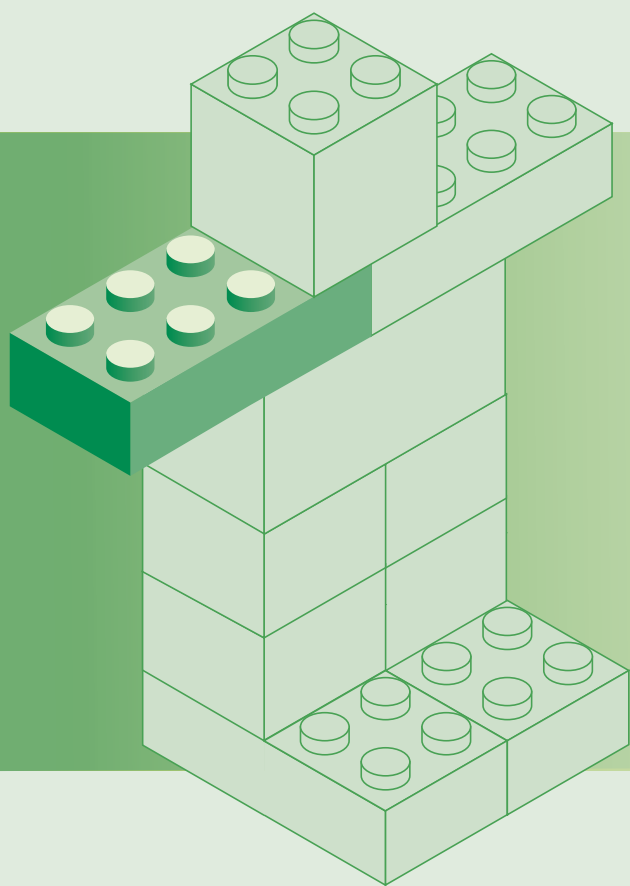


Integrated Family Service Centres 綜合家庭服務中心

Tin Shui Wai (North) Integrated Family Service Centre Statistics 天水圍(北)綜合家庭服務中心服務統計數字

April 2019 - March 2020
2019年4月至2020年3月

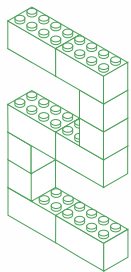
Number of Cases Opened 新開個案數目	529
Number of Intensive Cases Handled 深入輔導個案數目	774
Number of Brief Counselling and Supportive Cases Handled 簡短輔導及援助個案數目	507
Number of Therapeutic, Support, Educational, Developmental & Mutual-help Groups / Participants 治療、支援、教育、發展及互助小組數目 / 參加人數	50 / 488
Number of Educational & Developmental Programmes / Participants 教育及發展活動數目 / 參加人數	81 / 3,169
Number of Family Support Persons 家庭支援計劃(關懷大使)數目	73
Number of Individuals / Families Newly Engaged in Center Services or Community Services under the Family Support Programme 透過家庭支援計劃招募新服務使用者使用中心或社區服務數目	83
% of Users Indicating Satisfaction after Receiving IFSC Service 服務使用者滿意綜合家庭服務中心服務的百分率	99%
% of Users with Enhancing Problem Solving Capacity 服務使用者能提高其解決問題能力的百分率	98%
% of Users with Enhanced Support Network 服務使用者能提升其支援網絡的百分率	98%
% of Users with Perceived Improvement in the Main Problem 服務使用者認為其主要問題有改善的百分率	95%



SERVICES FOR CHILDREN AND YOUTHS

兒童及 青少年服務





Adoption Programme 領養服務

Service Highlights

Three children, namely one teenage boy with complicated family problems, one young boy with special needs, and a girl with relatives, were adopted by families in the U.S. Two of them joined their adoptive parents during the COVID-19 outbreak in February 2020. The adoptive parents overcame many difficulties faced by children joining them amidst the pandemic, and both parents and children adjusted well to start a new page in their lives. Staff members of the service unit sincerely wish that the children grow up healthily and happily.

There were 12 cases last year that required us seeking the consent of overseas parents, most of them in Mainland China, the Philippines and Indonesia, to give up custody of their children for adoptive placements.

Last year, we assisted 15 applicants in tracing their roots. We helped the adoptees to re-establish contact with their birth families in Hong Kong or to look for relevant documents.

Despite the COVID-19 epidemic, we tried hard to find prospective adoptive parents to consider adopting our children waiting for permanent families. To enlarge our overseas network, we introduced our inter-country adoption service to five overseas agencies and successfully established one new partnership in the U.S.

服務報告

去年共有三名兒童被美國家庭所領養，包括一名較年長、出生自複雜家庭的少年、一名有特殊需要的男孩子及一名有親屬的女孩。其中兩個兒童的領養父母克服了重重困難，安排他們於2020年2月新型冠狀病毒開始爆發後抵達當地，現已跟隨領養父母適應了當地生活，彼此展開了人生新的一頁。服務社工衷心祝福這些被領養小孩能健康快樂地成長。

去年共有12宗個案需要尋求海外家長自願放棄子女撫養權作領養安排，這些家長大部份來自中國大陸、菲律賓及印尼。

我們協助了15名申請尋根服務的被領養者，包括幫助他們聯繫香港原生家庭或尋找相關文件。

在新型冠狀病毒疫情影響下，我們仍努力擴大海外網絡，希望為正等待永久家庭領養的孩子找到更多可能領養他們的父母。去年，我們向5間海外單位介紹國際領養服務，並成功與美國1間領養機構建立新合作夥伴關係，以加強我們的國際領養服務。



Adoption Programme Service Statistics

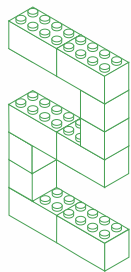
領養服務統計數字

Hong Kong Applications for Local Adoption 香港家庭申請領養本地兒童的數目	3
Hong Kong Applications for Overseas Adoption 香港家庭申請領養海外兒童的數目	3
Adoptive Children in Hong Kong under Post-placement Supervision 在香港仍接受領養後督導的兒童數目	4
Adoption from Mainland China by Expatriate Families in China 外籍在華家庭領養中國兒童的數目	2
Adoption Applications Received from Overseas for Hong Kong Children 申請領養香港兒童的海外家庭數目	17
Adoptive Children Receiving Post-placement Supervision Overseas 被海外領養仍接受領養後督導的兒童數目	4

Service Statistics – Subvented by Social Welfare Department

社會福利署資助服務數字

Number of Home Studies Completed 完成海外家庭評估數目	10
Number of Director of Social Welfare (DSW) Wards Placed Overseas / Children Placed for Overseas Adoption by Relatives 受託海外領養家庭的受社會福利署署長監護/海外親屬領養的兒童數目	3
Number of Local Adoption Cases Requiring Assistance in Seeking Consent from Parents Staying Outside HKSAR or Seeking Overseas Home Approval Completed 完成需要協助的本地領養個案數目，需要的協助是指尋求居於香港境外父母的同意或協助海外家庭尋求其原居地發出準領養家庭批文	12
Number of Cases Requiring Assistance in Tracing Background Information or Re-establishing Contacts Completed 完成需要協助追尋背景資料或重新建立聯繫的個案數目	15
Number of Overseas Adoption Organizations or Central Authorities with which Direct Partnership for Inter-country Adoption is / are Established 向海外領養機構/政府建立領養合作的網絡數目	1
Number of Visits / Briefing Arranged for Overseas Officials or Non-officials to Share the Inter-country Adoption Programme of HKSAR 向海外政府/非政府單位分享本港之跨國領養服務數目	5
Number of Child Study Reports on DSW Wards Completed 完成受署長監護的兒童評估數目	5
Percentage of Child Study Reports on DSW Wards Completed within Three Months 能於三個月內完成受署長監護的兒童評估數目百分比	100%
Adoption Enquiries 領養查詢	234



foster Care Programme 寄養服務

Service Highlights

In the year under review, despite the social unrest and the COVID-19 pandemic, we organised a variety of programmes to meet the needs of our foster children and foster parents.

A half-day activity was held for children with special needs and their foster parents. The children had their first taste of fancy rope-skipping under the guidance of a professional coach. The exercise aimed at building up their sense of achievement and enhancing their confidence and self-image. During the class, our foster care workers enabled foster parents to share their experiences of taking care of foster children who have special learning needs. Many found this sharing beneficial.

During the Christmas holidays, a party was held at BP International and an appreciation of the movie *Frozen II* was arranged for our foster children and foster families in a cinema in Tuen Mun. Both activities were well received.

The Foster Families Service Award Presentation Ceremony was held in May 2019 during which 62 foster families under our supervision were presented with awards. Fifteen of the awardees had over 20 years of service while 28 families were honoured for providing "outstanding service" to our foster children. Their commitment and contribution to the service were much appreciated.

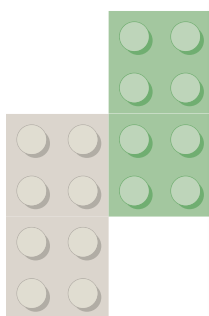
服務報告

在社會事件和2019新冠肺炎疫情下，我們在過去一年仍然盡力為寄養兒童和寄養家庭舉行不同性質的活動。

「動、活、人生路」分為「兒童篇」及「家長篇」，前者讓有特殊學習需要的小朋友在專業導師指導下初嘗花式跳繩，以幫助他們從運動中達到成就感，建立自信和提高自我形象；而在同一時段，寄養家長亦分享他們在照顧這些小朋友的經驗，大家也獲益良多。

聖誕節期間，我們在龍堡國際賓館舉行了聖誕聯歡會，又在屯門的戲院舉辦了電影欣賞活動《魔雪奇緣2》，為寄養兒童及寄養家庭在節日假期中帶來了歡笑和美好回憶。

「寄養家庭服務獎頒獎典禮」在2019年5月舉行，我們共有62個家庭獲獎，其中有15個家庭服務超過20年，另外有28個家庭獲頒「非凡貢獻獎」。我們很感謝這些用心照顧寄養兒童的家庭。



Training for Foster Parents

We held three thematic talks on home safety and healthy food last year. Participants learned about the common causes of home accidents and the proper ways to handle them. Experienced dietitians gave advice on how to help children with picky eating habits and preparing healthy food and snacks for foster children. The participants found the training and sharing beneficial.

Amid the COVID-19 pandemic, we made a fresh attempt to provide training to our foster parents via YouTube Live. This enabled participants to review the content on the agency's YouTube channel for one week after the talk. Participants found the new format user-friendly. It also helped a larger number of foster parents to attend the training as those who could not attend the talk had an opportunity to view it later.

Publicity and Enrollment of Foster Care Service

To promote the service and to attract more families to join, we arranged an ex-foster child and her foster family to be interviewed by the media. We also introduced the service to parents of primary school children and promoted the service in the quarterly newsletters of the Shamshuipo (South) Integrated Family Service Centre and the Tin Shui Wai (North) Integrated Family Service Centre of our Agency. Thanks to the efforts made by our foster parents, some interested families sent in their applications to the Central Foster Care Unit and indicated their intention to join the foster care service.

寄養家庭訓練

去年我們舉辦了三個以家居安全及健康飲食為主題的講座，讓寄養父母認識家居意外的防範及處理方法。經驗豐富的註冊營養師亦指導他們如何協助寄養兒童改掉偏食習慣，及怎樣預備健康、有營養的小食。

在疫情下，為減少接觸及防止感染，我們首次用上了YouTube直播方法進行講座，寄養家長亦可在講座後一星期內透過本機構的YouTube頻道觀看或重溫講座內容。家長對講座的新模式的反應良好，認為這可讓更多人參與和有所裨益。

寄養服務的宣傳和招聘

為宣傳寄養服務和吸引更多家庭申請加入，在過去一年我們分別安排了寄養家庭及已離開服務的年青人接受媒體訪問，亦在小學的家長活動及本機構的兩間綜合家庭服務中心的活動季刊介紹寄養服務並招募申請者。另外，透過我們寄養家長的推薦，不少有志加入服務的家庭亦向中央寄養服務課遞交了申請表格，有望成為寄養家庭的生力軍。

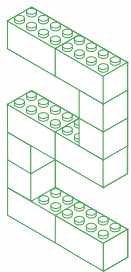
Foster Care Programme Statistics

寄養服務統計數字

April 2019 – March 2020

2019年4月至2020年3月

Number of Cases Handled 處理個案數目	263
Average Enrolment Rate of Foster Care Service 寄養服務平均入住率	77%
Number of Children Discharged from Foster Care Service 離開寄養服務的兒童數目	23
Satisfaction Rate of Foster Children / Birth Parents (or Guardian) Upon Discharge 離開寄養服務的兒童/其親生家長(或監護人)對服務的滿意率	100% / 100%
Number of Activities and Participants 活動數目 / 參加人數	9 / 784
Number of Newsletters Published 通訊出版期數	3
Number of Assessment Conducted on Applications for becoming Foster Parents 為申請作寄養家長的個案作評估報告	6 / 10



Small Group Home Programme 兒童之家服務

A three-day, two-night “Viva Adventure Sports Camp” was held for children aged 10-14 in April 2019. Through adventure-based training and the experience of nouveau sports such as Kin-Ball, Floorball and Dodgebee, participants were helped to understand more about themselves, enhancing their self-recognition and team spirit.

During the year, we cooperated with The Salvation Army, Kitchee Academy, Wofoo Social Enterprises Limited, Zung Fu Company Limited and Battalion Thai Boxing Fitness in organizing activities to provide children with memorable experiences. The children enjoyed close encounters with small animals, football training, a nostalgic ride on a car ferry, Mercedes Benz cars and the excitement of Thai Boxing.

Other cultural and recreational activities like ice-skating, war games, movie appreciation, and indoor shooting were also held to enrich the experiences of the children as well as to broaden their knowledge and horizons.

In order to cope with the increasingly complicated problems encountered by children and youths, we continued to provide clinical psychological services, related assessments, individual treatments and therapeutic groups for children with special needs. Workshops and seminars were also delivered by clinical psychologists to strengthen our staff's capacities, such as their management skills and providing suitable care for children with oppositional defiant disorder, and to utilize and enhance their EQ at work. We believe that strengthening our staff's capabilities not only improves our service quality but also helps our children lead healthier and happier lives.

去年四月，本服務為10至14歲的家童舉行了三日兩夜的「動感VIVA歷奇運動營」，透過歷奇訓練和體驗新興運動如健球、旱地冰球、躲避盤等，讓家童認識，並欣賞及肯定自己，同時透過活動中的團隊合作發揮互助精神。

我們於年內繼續與不同機構合作，包括救世軍、傑志足球學院、和富社會企業、仁孚行有限公司及Battalion Thai Boxing Fitness等，舉行不少項目讓家童有難忘經驗，包括親親小動物、足球訓練班、汽車渡輪懷舊遊、Benz車行半天遊及泰拳初班等。

此外，家舍服務亦安排家童參與多種擴闊視野的活動，如溜冰訓練、War game大作戰、電影欣賞及室內射擊等，使家童在個人成長及日常生活上更豐富多彩，學會不少課外知識。

為應付現今社會兒童及青少年日益複雜的問題，我們持續外購臨床心理服務，為有特殊需要的家童進行評估、個別及小組輔導。此外，臨床心理學家亦有為同工進行不同的講座及培訓，加強同工認識對立性反抗症的行為處理策略及在工作中好好運用及提升自我的情緒管理等。這些訓練強化同工處理家童問題的能力及提升服務質素，讓每位家童都能在家舍健康快樂地成長。

Small Group Home Programme Statistics

兒童之家服務統計數字

April 2019 – March 2020
2019年4月至2020年3月

Number of Children under Care

接受服務兒童數目

107

Number of Children Discharged

離開服務兒童數目

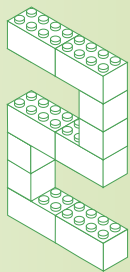
21

Number of Programmes

活動數目

22





School Social Work And School Support Services 學校社會工作及學校支援服務

Service Highlights

Over the past year, our programme continued to provide one-stop school counselling and other support services to pre-school, primary school and secondary school students, teachers and parents.

Additional Resources for “Two Social Workers for Each School”

The Government implemented the “Two Social Workers for Each School” measure in more than 460 secondary schools in Hong Kong in the 2019–2020 academic year. Accordingly our programme increased the headcount of its social workers and supervisory manpower to provide social work services in schools. The Social Welfare Department has also issued a new version of the Funding Service Agreement. This emphasizes various means of enhancing support for students’ mental health and stress resilience, strengthens collaboration with community stakeholders and promotes regular communication and cooperation with school staff.

To enhance the professional capacity of social workers taking up new posts, a series of training sessions were organized by the programme at the end of August 2019. The courses covered effective skills in working with school staff, getting to know relevant community resources, and managing suspected child abuse, mental health and suicide cases. Also, from mid-September to early-November 2019, the Social Welfare Department provided orientation training for new school social workers. To cope with the programme’s expansion, the unit moved to a new office in Nan Fung Commercial Centre in Kowloon Bay in mid-November 2019.

服務報告

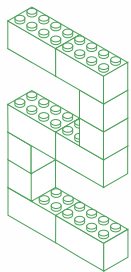
2019–20學年，本服務單位繼續提供一站式的學校輔導服務，為幼稚園、小學及中學學生、老師及家長提供全方位的駐校社會工作及學校支援服務。

「一校兩社工」新增資源

由2019–20學年起，政府在全港四百六十多間中學實行「一校兩社工」政策。服務單位亦相應增加了學校社工及督導人手。社會福利署就津貼及服務協議亦提出新要求，強調透過不同的介入手法以提升對學生精神健康及抗壓能力的支援，同時加強推動與地區持份者的協作及與學校教職員的定期溝通及合作。

為提升新任學校社工的專業技巧，服務單位於2019年8月下旬為同工安排了一系列的訓練，包括：如何有效與學校協作、認識相關社區資源及處理懷疑虐兒及精神健康/自殺個案的輔導技巧。同時，社會福利署亦於2019年9月中至11月初為學校社工提供新入職導向課程。為配合服務擴展，單位於2019年11月遷往九龍灣南豐商業中心的新辦事處。





School Social Work And School Support Services 學校社會工作及學校支援服務

Continuous Support for Students with Challenges and Growing Needs

Students in Hong Kong faced unprecedented challenges over the past year. Social unrest and the outbreak of COVID-19 had a profound impact on their learning, school life, family and interpersonal relationships, as well as their personal emotions and values. School Social Workers rendered timely support and counselling according to the students' and their parents' needs, easing their emotions and promoting positive communication.

During the school suspensions, our programme continued to support students in need by utilizing diversified e-learning tools and online social platforms to provide interactive counselling.

持續支援學生不同的輔導及成長需要

香港的學生在這個學年面對前所未有的挑戰，社會事件及新型冠狀病毒的蔓延對其學習、校園生活、家庭及人際關係及個人情緒及價值觀均帶來深遠的影響。學校社工因應學生的不同狀況提供適切支援及輔導，協助個人及家庭疏導情緒及促進正面溝通。

停課期間，學校社工仍竭力利用多元化電子學習工具及網上社交平台進行互動模式的輔導活動，繼續為有需要的學生提供支援。

"Life Rider" Career & Life Planning Programme

The programme successfully applied for the Funding Scheme for Youth Life Planning Activities supported by the Home Affairs Bureau, and a three-year project was launched in September 2019 with total funding of over HK\$4 million to serve the career and life planning of secondary school students with special educational needs.

青年生涯規劃活動資助計劃

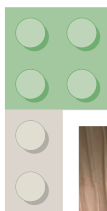
服務單位成功申請了民政事務局資助的青年生涯規劃活動資助計劃，為期三年的計劃項目於2019年9月啟動，資助金額超過四百萬港元，旨在為有特殊教育需要的中學生提供生涯規劃服務。

Review of Service Quality Standards (SQS)

Our Service Quality Standards (SQS) were under review starting in January 2020. Views and comments from staff, service users and other stakeholders on our policies and procedures were sought for the purpose of improving our service.

服務質素標準檢討

2020年1月開始，本服務單位進行檢視各服務質素標準的政策及程序，同時，亦會收集同工、服務使用者及其他持份者的意見及建議，讓服務的推行可以更為完善。





I met my school social worker, Ms. Esther Wong, when I was in F.2. The most difficult time of my life was when I was in F.4 when I felt depressed whenever I had conflicts with my parents. At some points I even had suicidal thoughts.

Ms. Wong listened to me over countless nights, brought me out of my despair and empowered me to make positive changes, especially in my relationship with my parents. I deeply appreciate her encouragement and companionship and I am very thankful to have her in my school life.

我在中二的時候認識了學校社工王姑娘。中四正是我人生的低潮，我與家人經常有衝突令我長期情緒不穩定，更曾有幾次輕生的念頭。在無數個晚上，王姑娘聆聽我內心的感受，令我戰勝自己的心魔，學懂正面地看世界，更協助我與家人間的關係得到突破性的改變。感恩在學校遇到她！

Lee Ying Shuen

李映璇

School Social Work And School Support Services Statistics

April 2019 – March 2020

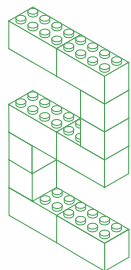
學校社會工作及學校支援服務統計數字

2019年4月–2020年3月

School Social Work Service (Secondary Schools)

中學學校社會工作服務

Number of Schools Served 服務學校數目	10
Number of Students 學生總人數	5,880
Number of Cases Handled 全年處理個案數字	944
Number of Groups / Programme Sessions 小組及大型活動節數	1,010
Number of Groups / Programme Attendance 小組及大型活動出席人次	36,398
Number of Consultations 諮詢服務數字	8,386
Number of Issues of Publication 出版刊物數目	1



School Social Work And School Support Services 學校社會工作及學校支援服務

School Social Work And School Support Services Statistics

April 2019 – March 2020

學校社會工作及學校支援服務統計數字

2019年4月–2020年3月

School Support Services (Secondary Schools)

學校支援服務(中學)

Number of Schools Served 服務學校數目	7
Number of Students 學生總人數	4,232
Number of Cases Handled 全年處理個案數字	78
Number of Groups / Programme Sessions 小組及大型活動節數	695
Number of Groups / Programme Attendance 小組及大型活動出席人次	22,017
Number of Consultations 諮詢服務數字	3,466

Career and Life Planning Project (Secondary Schools)

生涯規劃服務計劃(中學)

Number of Schools Served 服務學校數目	9
Number of Groups / Programme Sessions 小組及大型活動節數	53
Number of Groups / Programme Attendance 小組及大型活動出席人次	845

“Life Rider” Career and Life Planning (HAB) Project (Service commenced in September 2019)

“Life Rider” 生涯規劃活動計劃(服務於2019年9月開始)

Number of Schools Served 服務學校數目	6
Number of Students 學生總人數	2,787
Number of Groups / Programme Sessions 小組及大型活動節數	61
Number of Groups / Programme Attendance 小組及大型活動出席人次	839
Number of Consultations 諮詢服務數字	89

School Social Work And School Support Services Statistics

April 2019 – March 2020

學校社會工作及學校支援服務統計數字

2019年4月–2020年3月

Quality Education Fund Joyful @ School Project (Secondary Schools) (April 2019 – November 2019)

優質教育基金 好心情@學校微型計劃(中學)(2019年4月至2019年11月)

Number of Schools Served 服務學校數目	6
Number of Students 學生總人數	3,429
Number of Groups / Programme Sessions 小組及大型活動節數	120
Number of Groups / Programme Attendance 小組及大型活動出席人次	7,709
Number of Consultations 諮詢服務數字	210

Comprehensive Student Guidance Service (Primary School) (Service commenced in January 2020)

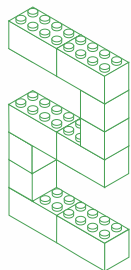
小學全方位輔導服務(服務於2020年1月開始)

Number of Schools Served 服務學校數目	1
Number of Students 學生總人數	986
Number of Cases Handled 全年處理個案數字	2
Number of Groups / Programme Sessions 小組及大型活動節數	3
Number of Groups / Programme Attendance 小組及大型活動出席人次	1,005
Number of Consultations 諮詢服務數字	103

Understanding Adolescent Project (Primary Schools)

成長的天空(小學)計劃

Number of Schools Served 服務學校數目	2
Number of Students 學生總人數	101
Number of Groups / Programme Sessions 小組及大型活動節數	34
Number of Groups / Programme Attendance 小組及大型活動出席人次	794
Number of Consultations 諮詢服務數字	36



School Social Work And School Support Services 學校社會工作及學校支援服務

School Social Work And School Support Services Statistics

April 2019 – March 2020

學校社會工作及學校支援服務統計數字

2019年4月–2020年3月

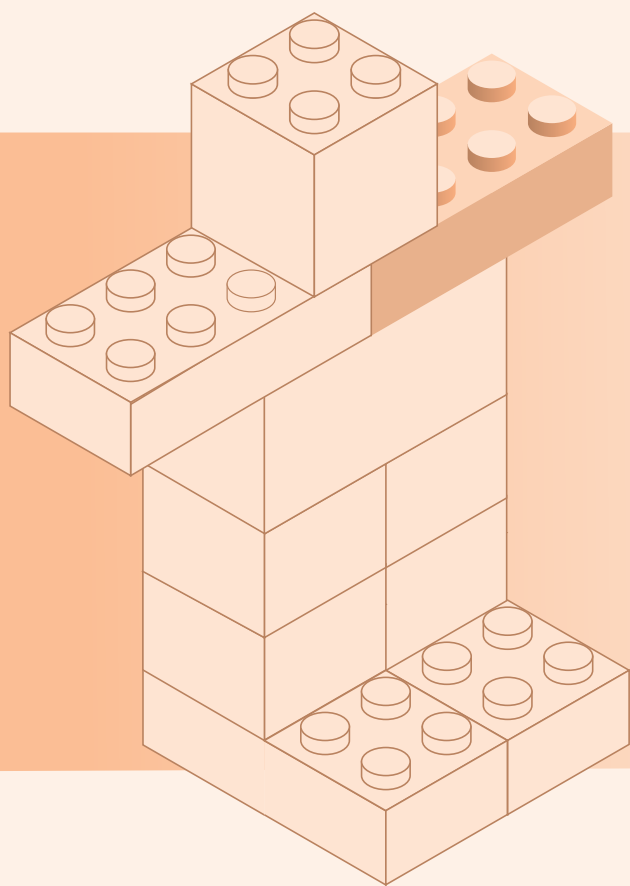
School Stationing Social Work Services (Kindergarten) (April 2019 – July 2019)

駐校學校社會工作服務(幼稚園)(2019年4月至7月)

Number of Schools Served 服務學校數目	1
Number of Students 學生總人數	208
Number of Cases Handled 全年處理個案數字	3
Number of Groups / Programme Sessions 小組及大型活動節數	24
Number of Groups / Programme Attendance 小組及大型活動出席人次	324
Number of Consultations 諮詢服務數字	127

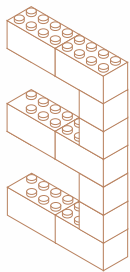
LIST OF SCHOOLS SERVED 服務學校一覽表

Buddhist Wai Yan Memorial College	佛教慧因法師紀念中學
Cheung Chau Government Secondary School	長洲官立中學
CCC Kei Chi Secondary School	中華基督教會基智中學
Heep Yunn School	協恩中學
HHCKLA Buddhist Leung Chik Wai College	香海正覺蓮社佛教梁植偉中學
Homantin Government Secondary School	何文田官立中學
NT Heung Yee Kuk Tai Po District Secondary School	新界鄉議局大埔區中學
Pui Ying Secondary School	培英中學
Salesian English School	慈幼英文學校
St.Mary's Canossian College	嘉諾撒聖瑪利書院
Yan Chai Hospital Lan Chi Pat Memorial Secondary School	仁濟醫院靚次伯紀念中學
Ho Ming Primary School (Sponsored by Sik Sik Yuen)	薺色園主辦可銘學校
South Yuen Long Government Primary School	南元朗官立小學
Tun Yu School	惇裕學校
Po Leung Kuk Vicwood Chong Kee Ting Kindergarten/Nursery	保良局莊啟程幼稚園/幼兒園



SERVICES FOR MIGRANTS 移居人士服務





Programme for New Arrivals from Mainland China 內地新來港人士服務

Service Highlights

ISS-HK is committed to assisting new arrivals in integrating into the local community and becoming contributing members of society. With the support and funds from the Community Chest of Hong Kong, we have maintained the Aid Service at the Registration of Persons-Kowloon Office to reach out and provide consultation service to 22,027 Mainland residents with Permits for Proceeding to Hong Kong and Macau (One-way Permits) from April 2019 to March 2020.

Under a programme funded by the Home Affairs Department to identify the service needs of new arrivals from the Mainland, ISS-HK conducted surveys of those who have been in Hong Kong for less than a year. A total of 21,051 questionnaires were completed during the year.

Induction Programme

Funded by the Education Bureau, we organized six 60-hour Induction Programmes to help 91 newly arrived children adapt to the learning environment in Hong Kong. A total of 65 orientation programmes were held for 1,144 new arrivals to increase their understanding of and sense of belonging to Hong Kong. Besides, school-based Induction Programmes were provided in two secondary schools, benefiting 70 students.

服務報告

本社一向致力協助內地新來港人士融入本地社區及貢獻社會，並獲香港公益金資助該服務，令更多人士能夠受惠。由2019年4月至2020年3月，我們在入境事務處人事登記處九龍辦事處的服務站，接觸了22,027位由內地持前往港澳通行證(單程證)的來港定居人士，提供諮詢服務。

另外，在民政事務總署資助下，本社為抵港未足一年的內地新來港人士進行統計調查，協助香港政府找出內地新來港人士的服務需求及現況，在過去一年共完成了21,051份問卷。

適應課程

教育局資助我們開辦了六個各長達60小時的適應課程，幫助91名新來港學生盡快適應學校生活。為了加強新來港人士對香港的認識及歸屬感，我們共舉辦了65項適應活動，共有1,144人參與。另外，我們為兩間中學提供適應計劃，共有70人參與。



Promoting Mutual Understanding

To enhance mutual respect, understanding and acceptance between new arrivals and local residents, training programmes were organized for the arrivals so they could contribute to volunteer work, helping the elderly and the mentally retarded. This in turn helped to reduce social barriers and promote better communication between the new arrivals and residents. The 85 volunteers who received training contributed a total of 472 hours of voluntary service.

A newsletter was published every two months to provide updated information about Hong Kong to new arrivals. Last year we received 34 letters from readers sharing their experience of living in Hong Kong.

Social Incidents and COVID-19

Influenced by social incidents and the COVID-19 outbreak, the number of Mainland residents with One-way Permits arriving in Hong Kong has decreased significantly since August 2019. To prevent the spread of COVID-19, all integration activities for new arrivals have been suspended since February 2020.

加強大眾接納

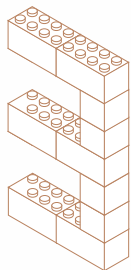
加強公眾對新來港人士的理解、尊重和接納是很重要的，我們為新來港人士提供義工訓練活動，鼓勵新來港人士成為義工，服務本港有需要社群，在過去一年他們曾服務長者和弱能人士。這些義務工作能減低社會隔閡，也有效促進新舊港人的互相認識和溝通，本年度共訓練了85名新來港人士受訓成為義工，共服務了472小時義工服務。

我們每兩個月出版一次《新民通訊》為新來港人士介紹香港的最新情況及資訊，去年收到34封讀者來信分享他們在港的新生活。

社會運動及新冠肺炎事件

受著社會運動及新冠肺炎事件影響，由內地持單程證來港定居人士數目自2019年8月份起明顯下降，為防止新冠肺炎病毒散播，自2020年2月起，所有為新來港人士舉辦的適應活動均需暫停。





Programme for New Arrivals from Mainland China 內地新來港人士服務

Programme for New Arrivals from Mainland China Statistics

April 2019 – March 2020

內地新來港人士服務統計數字

2019年4月–2020年3月

Registration of Persons — Kowloon Office 在入境處人事登記辦事處(九龍辦事處)

Enquiry and Information Service — Only at Registration of Persons (Kowloon Office)

查詢及資訊服務—只適用於入境處人事登記辦事處(九龍辦事處)

Number of Opening Sessions 開放節數數字	485
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Number of New Arrivals Served 接觸新來港人士數字	22,027
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Number of Information Leaflets or Kits Distributed 派發單張數目	22,027
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Intake Interviews And Risk Assessment And Referrals

接見記錄及完成心理質素評估及轉介

Number of Interviews Conducted 接見記錄數字	752
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Number of Referrals to other Agencies for Follow up Services 轉介至合適服務單位的總數	805
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Number of Mental Wellbeing Assessment Completed 完成心理質素評估的數目	743
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Volunteer Training and Service

義工訓練及服務

Number of Training Sessions / Number of Trained Volunteers 義工訓練的節數 / 受訓義工人數	10 / 85
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Number of New Volunteers and Service Hours Performed 新增義工的人數及服務時數	85 / 472
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Percentage of Volunteers Contributing Voluntary Services 參與義工服務百分比	100%
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Percentage of New arrivals Rejoining as Volunteers 再次參加義工服務百分比	56%
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Percentage of Volunteers who have Enhanced Self-confidence 義工認為提高自信心的百分比	100%
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Percentage of users who have shown Improved Capacity in Solving Problems encountered in Social Relationship 義工認為能提高解決社交關係問題能力的百分比	100%
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Programme for New Arrivals from Mainland China Statistics

內地新來港人士服務統計數字

April 2019 – March 2020

2019年4月–2020年3月

Orientation and Adjustment Programmes / Talks**認識及適應活動 / 講座**

Number of programmers / Number of Programme Sessions 小組及活動數量 / 小組及活動節數	22 / 49
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Number of Programme Participants / Number of Programme Attendance 參與小組及活動人數 / 參與小組及活動人次	245 / 543
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Percentage of Participants who have Understood more on the Local Community Resources 服務使用者認為自己有信心適應香港的百分比	100%
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Percentage of Users who have Gained Confidence in Adjusting to the Local Community 服務使用者認為能提高自己對運用社區資源的百分比	100%
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Percentage of users who have shown Improved Capacity in Solving Problems Encountered in Family and Social Relationship 服務使用者認為能提高解決問題的能力的百分比	100%
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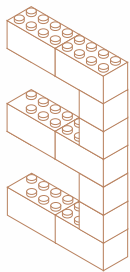
Publications**出版**

Number of Published Issues and Copies of Newsletter 印刷《新民通訊》的次數 / 份數	6 / 6,000
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Others 其他

Number of Questionnaires Completed on New Arrivals from the Mainland 完成內地新來港人士調查問題數字	21,051
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Number of Induction Programmes / Participants 新來港兒童適應課程數量 / 參與人數	6 / 91
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Migrants Programme for Non-Chinese (Ethnic Minorities) 非華裔移居人士（少數族裔）服務

Administering and Delivery of Assistance for Non-refoulement Claimants

The Project contract for 2019–2021 commenced with the issuance of new food cards for service users to buy basic food items at the government-contracted food supplier. Cards were individually issued with security provisions and directions on proper usage and commensurate sanctions for violations. These are topped up at the monthly renewals of assistance.

Shelter services for NRC children in need of care and protection provided 24-hour basic care as well as support for them to access medical services and schools. A welfare plan was set up with parents and relevant authorities, including providing regular access to parents, parental counselling and support as well as establishing a family restoration plan. The child care centres ensured the placements of NRC children when local facilities were fully taken up.

The ICAC conducted a review of the NRC Project from September to December 2019 on preventing corruption. The recommendations led to the creation of the Internal Audit and Investigation Unit to handle all complaints and to conduct spot checks using an independent team of investigators who were not part of the delivery of humanitarian assistance. With a view to increasing the efficiency of the monitoring and delivery of accommodation assistance, all rental payments were transferred to the Finance Unit in September 2019 while the social work unit enhanced the monitoring of tenancy agreements and home visits.

主理和執行免遣返聲請人援助工作

2019–2021年度合約的首個工作是向服務使用者發放全新的食物卡，供他們從政府合約食品供應商購買基本食物。食物卡以個人為單位，附有保安規定、使用指引及違規的相應懲罰。食物卡增值會於服務使用者每月更新合約時同步進行。

庇護舍服務為有需要被保護和照顧的免遣返聲請兒童提供24小時的基本照料和支援，以及適切的醫療服務和學校接送。個案工作員會與有關兒童的家長及相關機構合作制訂福利計劃，包括父母定期探視、親職輔導及支援和設立家庭團聚計劃。由於本地機構的兒童宿位已滿，本服務單位所設立的庇護舍可確保有需要的免遣返聲請兒童能獲得合適宿位。

廉政公署於2019年9月至12月期間對本服務計劃進行防止貪污的檢討。有關建議促成內部審計和調查部門的設立，以處理所有投訴，並起用獨立調查隊進行家訪抽查。這些調查員皆不會參與任何有關發放人道援助的工作。為了提升監管和發放租金援助的效率，所有租金發放工作已於2019年9月轉交財務部負責，而社會工作部亦加強了對租約和家訪的相應監管。



Amidst the protest actions that disrupted transport, the protest areas were also major locations of NRC residences, and staff were put on a daily alert to monitor service users' wellbeing and safety. The offices continued full operations with full staffing. With the onset of the pandemic in February 2020 the NRC Project launched a massive education campaign among staff and service users, encouraging them to stay at home, limit their movement, practise self-care, hygiene and social distancing, with all offices taking temperatures, monitoring the number of clients in offices, engaging in more intense cleaning operations and distributing notices in seven languages. Clad in full Personal Protective Equipment, the staff maintained all services. With limited supplies available in those difficult months, service users were issued with as many disposable masks and sanitizers as could be solicited from private donors and organizations. Service users showed varying levels of anxiety resulting from the uncertainty over their situations.

All offices remained open to provide services daily, with only home visits and spot checks suspended following advice from the Social Welfare Department. Working from home became a reliable option with case workers maximizing use of their work mobiles in providing assistance and monitoring service users.

Mobile Information Service (MIS) at Hong Kong International Airport

The MIS staff continued to provide daily services to incoming ethnic minority residents seven days a week, including holidays, while strictly following the safety guidelines issued by the Hong Kong Airport Authority (HKAA) during the protests at the airport or blocking routes to the airport.

During the protests, the MIS staff were at the heart of helping new arrivals in navigating the airport's changes in routes and policies, and ensuring that they received proper attention and orientation. Questionnaire interviews continued and practical assistance, including information kits, interpretation services and referrals, increased over this period. Due to the protests, outreach was limited as some cancellations had to be made.

When the pandemic struck Hong Kong, HKAA provided weekly testing facilities for airport staff and a continuous supply of sanitizers and personal protective equipment. With the cancellation of flights, there were fewer arrivals but they needed more help. The MIS team started distributing health information in several languages on the need for quarantine facility reservations, explaining new policies and procedures at the airport, and tracing vulnerable ethnic minority residents who were at a loss in the airport. While the client numbers may have been fewer, the work covered to assist these clients was far more intensive and involved major coordination with consulates, travel and other agencies, and hotels for quarantining. This situation has continued to date and more outreach activities are scheduled over the weekends.

去年因示威而交通受影響的地區正是免遣返聲請者的主要聚居處。項目同工都時刻關心和提醒服務使用者注意個人安全，期間各區辦公室全員繼續維持日常運作。2020年2月新冠疫情爆發初期，計劃展開了大型教育推廣，鼓勵員工及服務使用者盡量留在家中，減少外出，注重個人衛生及保持社交距離。所有辦公室皆實施了一系列防疫措施，包括體溫檢查、控制服務使用者人流、加強清潔及發放七種語言版本的告示。同工在佩戴充足個人防護裝備下維持所有日常服務。此外，疫症初期防疫用品供應有限，同工都將私人和機構捐贈所得的一次性口罩和消毒液，盡量轉發給服務使用者。對於疫情的不確定性，服務使用者亦有反映不同程度的憂慮。

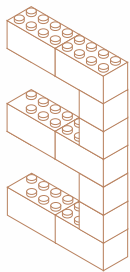
所有服務中心每日如常提供服務，只有家訪和家訪抽查在社會福利署建議下被暫停。疫情期間，居家工作的個案工作人員利用辦公手機繼續為服務使用者提供援助，盡量維持穩定的服務。

流動資訊服務(香港國際機場)

流動資訊服務同工為抵港的少數族裔人士提供全年無休的服務，並於去年發生的機場示威及來往機場的道路被阻塞期間，嚴格遵守香港機場管理局的安全指引。

在示威期間，本服務同工協助抵港人士掌握機場交通路線與措施的改動，並盡力確保他們能取得準確的指引。在這段期間，問卷調查皆如常進行，而資訊錦囊的派發量、傳譯、轉介服務等數字都有所上升。由於示威因素，部份外展服務被迫取消。

隨著疫症侵襲香港，機管局為機場職員每周進行檢測，並持續提供充足個人防護裝備及消毒液。雖然部份航班取消，使入境人數下跌，但他們卻需要更多的協助。服務團隊派發不同語言版本的健康資訊、為需要預約隔離設施的人士提供傳譯、講解機場最新的程序和政策，以及尋找並協助在機場不知所措的少數族裔人士。縱使服務使用者數字減少，我們提供的服務更要針對所需，而所需的協調工作卻更複雜，例如與領事館、旅行社、酒店合作，安排預約隔離房間。這些工作一直持續至今，外展服務則更多安排在周末進行。



Migrants Programme for Non-Chinese (Ethnic Minorities) 非華裔移居人士（少數族裔）服務

Monthly, about 5,000 information kits in ethnic languages were distributed, 400 questionnaires were completed, about 300 telephone inquiries were addressed, and four outreach activities were conducted.

據統計，每月達成的服務數字如下：派發了不同少數族裔語言版本的資訊錦囊共5,000個、完成400份問卷、處理300個電話查詢和完成四個外展活動。



HOPE Support Service Centre for Ethnic Minorities

With the two-year contract of HOPE lasting from May 2019 to May 2021, additional programmes and funding came for enhancing services for ethnic minorities. Youth also benefited from new initiatives, which included swimming lessons, kayaking, dragon boat racing and additional community enhancement and integration activities.

ISS-HK was awarded funds for the extra innovative programme "Beyond Race", which involves the formation of multi-ethnic teams who travel around Hong Kong's historical and integral locations for ethnic minority communities. Originally scheduled for February 2020, this programme will be rescheduled for a date when the restrictions on major events are lifted.

HOPE 少數族裔人士支援服務中心

2019年5月至2021年5月的兩年合約為HOPE帶來更多的計劃與撥款，得以進一步加強對少數族裔的服務。青少年受惠於更多元化的活動包括游泳班、獨木舟、龍舟競賽及更多社區共融活動。

本社亦獲撥款舉辦一個非常創新的計劃「Beyond Race」，由多種族參加者組成隊伍，環遊香港各個與少數族裔社區有關的歷史和重要景點。活動原定於2020年2月舉行，會在對大型活動的限制取消後再定日期。

Centre-based activities including language courses, computer classes and after-school tutorial programmes continued, although disruptions due to the protest actions meant classes were cancelled, rescheduled or dismissed early, particularly as Wan Chai was in the heart of the protest actions. With people losing jobs, the Recruitment Day, which provides employers a direct opportunity to interview ethnic minority candidates, was especially popular and became the Centre's regular employment recruitment activity.

The pandemic presented challenges such as converting to online classes and using creative approaches to social distancing. To encourage social distancing, class sizes were cut in half and partitions were installed in computer rooms. Major distributions of face masks were carried out for ethnic minority service users.

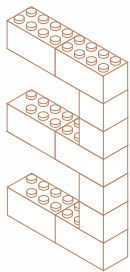
This year, all those accessing the Hope Centre services and activities were encouraged to become members of the Centre and be issued with membership cards and ID numbers. This was to establish a database of those ethnic minorities who are supported by the Centre and to facilitate the delivery of updated information and programmes to them.

中心活動包括語言班、電腦班、課後補習班於示威期間如常進行，但由於灣仔位處示威行動的心臟地帶，部份課堂需要取消、改期或提早結束。失業率上升，招聘日為僱主與少數族裔人士提供面試和工作配對的機會。參加者反應非常熱烈，因此成為中心的恆常就業招聘活動。

疫症為課程安排帶來不少挑戰，例如課堂要改以網上形式進行，以創新方法保持社交隔離，包括把每班人數減半，在電腦室安裝隔板等。中心派發了大量口罩予少數族裔人士。

今年開始，HOPE中心鼓勵所有曾參加中心活動的服務使用者成為會員，會員可獲發會員證和識別號碼。此舉有助設立一個少數族裔服務使用者受助名單，促進溝通和發放中心的最新活動及資訊。





Migrants Programme for Non-Chinese (Ethnic Minorities) 非華裔移居人士（少數族裔）服務

Ambassador Scheme for Ethnic Minorities (ASEM)

The ASEM was relentless in accessing housing estates to conduct interviews, seminars and exhibitions throughout the year, stopping only when restrictions on home visits were imposed due to the pandemic. The main focus was on enabling the neediest ethnic minority families to access the support available to them. Due to language difficulties, cultural inhibitions and lack of knowledge, the ability of ethnic minority families to access help was affected. The team provides individual guidance, referrals, escorting and mediation services as needed.

The team followed up on service users with phone interviews and coordination measures while working from home during the pandemic. Seminars focusing on health topics were conducted and the Working Family Allowance was distributed. This was crucial as many people were unemployed and had very limited resources.

As economic pressures combined with the restrictions on movement, ethnic minorities became depressed about the lack of jobs and sought additional assistance and information on who best could help them. ASEM has been addressing these concerns, using their work mobiles, and have achieved a measure of success in preventing families from falling into hopelessness and depression.

少數族裔人士大使服務計劃 (ASEM)

本年度，ASEM一直努力不懈地前往各個屋邨進行訪談、並舉辦不同講座和展覽。不過隨著疫情爆發，在社交限制下，家訪被迫中止。ASEM旨在確保最有需要的少數族裔家庭能得到適切的支援。由於語言障礙、文化因素和知識所限，令很多少數族裔家庭不能主動求助。因此ASEM團隊按實際需要提供個別指導、轉介、護送和調解服務。

團隊在家工作期間改以電話進行訪談和統籌工作。因應很多服務使用者正失業或財務緊拙，講座主題以健康資訊為主，又發放在職家庭津貼。

疫情帶來的經濟壓力及社交限制，令少數族裔在求職和申請援助時份外感到挫敗。有見及此，ASEM職員成功運用辦公手機主動致電服務使用者，協助他們分憂解難，渡過困境。



Migrants Programme for Non-Chinese (Ethnic Minorities)

非華裔移居人士服務統計數字

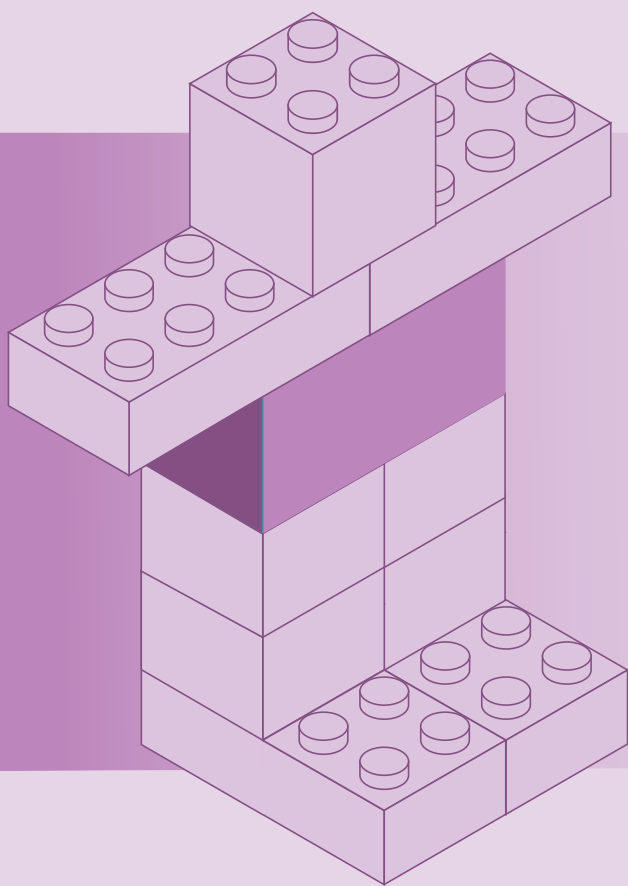
April 2019 – Mar 2020

2019年4月–2020年3月

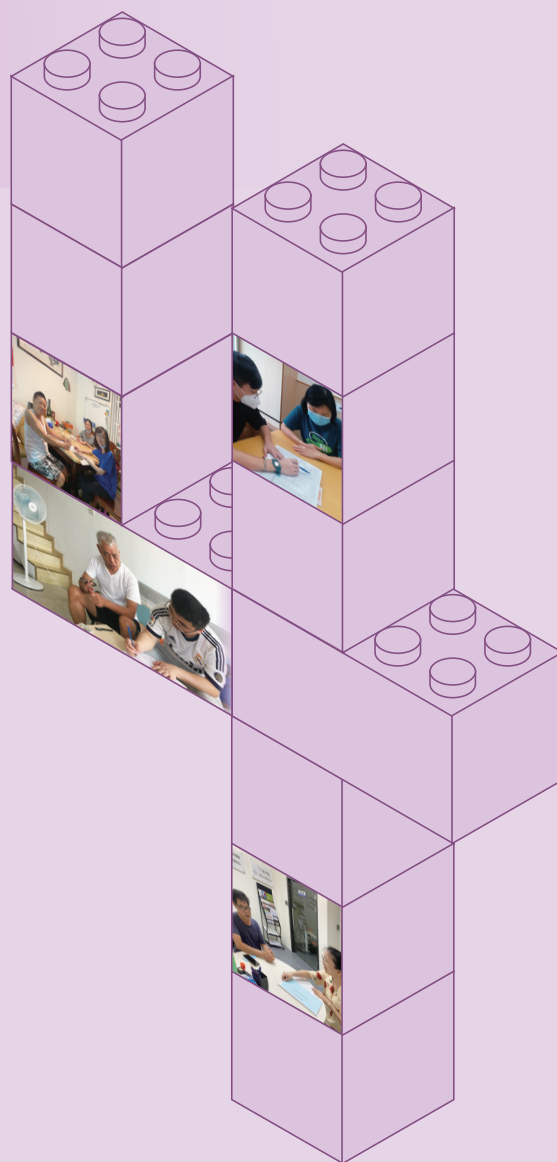
Number of Asylum-seekers and Torture Claimants and Refugees served 服務的免遣返聲請人數目	10,711
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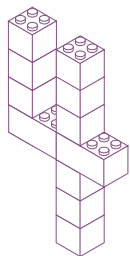
Number of Ethnic Minorities served 服務的少數族裔數目	113,498
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	Mobile Information Service 流動資訊服務	HOPE Centre HOPE 少數族裔人士 支援服務中心	Ambassador Scheme for Ethnic Minorities 少數族裔人士 大使服務
Telephone enquiries 電話查詢	1,816	1,187	180
Questionnaires completed 完成的問卷調查	2,974	N/A	4,435
Outreach (No. of EMs) 外展活動(接觸的少數族裔人數)	827	34	1,048
Language/Computer Class participants 語言／電腦課程參加人數	N/A	877	N/A
Other Programmes/Class participants 其他活動／課程參加人次	N/A	1,656	N/A
Youth Programme participants 青少年活動參加人次	N/A	1,371	N/A
No. of service users at the airport 機場服務人數	70,093	N/A	N/A



SERVICES FOR THE ELDERLY 長者服務





Programme for Portable Comprehensive Social Security Assistance 協助「綜援長者廣東及福建省養老計劃」

Sixty-five elders joined the PCSSA last year. In the year under review, the programme served over 1,000 elders in Guangdong province and over 100 elders in Fujian province. We assessed the recipients' eligibility and facilitated them in continuing to receive their PCSSA benefit. As in the previous year, nearly 90% of the PCSSA recipients in Guangdong and Fujian provinces are over 75 years old.

In the year under review, we conducted over 300 random home visit reviews in the Mainland and over 700 postal reviews of recipients. 18 special investigations were conducted during the period. These cases were mostly about identifying and assessing suitable appointees for recipients who suffer from frail mental health or cases which required special attention. Over 30 burial grant applications lodged by the Mainland relatives of deceased elders were also handled and facilitated.

Inflation in the cost of living, bad weather and the unpredictable traffic conditions in the Mainland continue to be the major obstacles in the spot check reviews. Amid the COVID-19 pandemic, the Hong Kong and Mainland governments imposed compulsory quarantine measures for all travellers. The service team had to suspend their spot checks in the Mainland in early 2020, and postage services between Mainland China and Hong Kong were also severely affected, presenting challenges to spot checks of recipients in the Mainland.

Under the quarantine regulations, some elders were unable to return to Hong Kong to obtain their PCSSA payments from their accounts, attend follow-up consultations at hospitals or conduct the required procedures at banks. The service team helped them to process related enquiries, provided other assistance, or referred them to relevant services where necessary.

The granting of an additional month of PCSSA payment to the recipients took place twice in the year under review. To better serve PCSSA recipients, the service team also rendered assistance in answering their enquires related to the payment.

The increasing cost of living in the mainland and the need for regular medical treatment for most of the PCSSA recipients are the major reasons for them to return from the mainland and resettle in Hong Kong. Some elders withdrew from the PCSSA service because their relatives in the mainland were unable to continue the care for them, other recipients claimed that they were unable to adapt to the life in the Mainland. A few chose to withdraw from PCSSA and apply for Fujian Scheme and Guangdong Scheme instead.

2019-20年度有65名長者新加入本計劃。直至2020年3月底，我們分別為千多位居於廣東省以及百多位居於福建省的長者提供服務，讓他們在內地養老期間能繼續領取綜援金。數字顯示計劃內有接近90%居於廣東省及福建省的長者是年屆75歲或以上，可見仍如往年一樣，在本計劃中高齡的長者佔大多數。

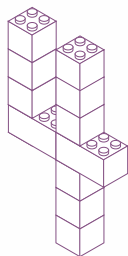
我們在年度內分別為超過300多個個案在內地進行抽樣家訪覆檢及為超過700個個案進行郵遞覆核。同時，我們還進行了18次的特別家訪調查，協助精神狀況不能處理其綜援金的長者物色合適的受委人及對有特殊需要的個案進行特別調查。此外，本社協助處理了30多個因受助人過世而由其內地親友提出殮葬津貼申請的個案。

一如以往，通脹、惡劣天氣及無法預計的交通情況等問題，仍然是家訪工作所要面對的主要困難。受2019年新型冠狀病毒肺炎的疫情影響，香港與內地採取檢疫隔離措施，導致2020年初本社須暫停往內地進行家訪，兩地郵件的派遞也受嚴重延誤，個案年度覆核的跟進工作面臨困難和挑戰。

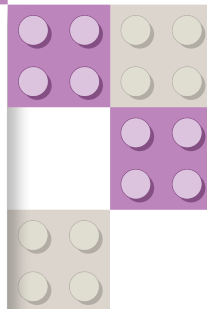
疫情強制隔離措施之下，部分長者無法如以往般自行返港提取綜援金、覆診或辦理銀行手續，本社除處理相關查詢外，必要時亦提供協助及轉介予相關單位。

香港政府在年度內發放了兩次額外綜援金予長者，來自長者及其親友的相關查詢及所需協助也不斷。

由於內地生活指數高昂，醫療需要繼續成為長者選擇返回香港定居的最主要原因，另有部分長者則因「內地親友未能提供照顧」或「不適應內地生活」等原因返回香港生活，亦有一少撮長者選擇退出「綜援計劃」，轉而申領「廣東計劃」及「福建計劃」。



Programme for Portable Comprehensive Social Security Assistance 協助「綜援長者廣東及福建省養老計劃」



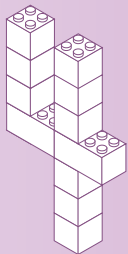
Programme For Portable Comprehensive Social Security Assistance Statistics

協助「綜援長者廣東及福建省養老計劃」統計數字

April 2019 – March 2020

2019年4月–2020年3月

Number of enquiries 查詢數目	2,604
Number of active cases 個案數目	1,105
Number of postal reviews 郵遞覆核數目	778
Number of home reviews 家訪數目	317
Number of new cases 新個案數目	65
Number of briefing sessions 簡介會數目	64
Number of burial grant applications 殮葬津貼申請處理數目	31
Number of special investigations 特別家訪調查數目	18



Programme for Old Age Allowance Recipients And Old Age Living Allowance Recipients under the "Guangdong Scheme" 協助「廣東計劃」高齡津貼及長者生活津貼受惠長者服務

As an agent of the Social Welfare Department, we continued to carry out annual reviews for recipients of the Old Age Allowance (OAA) under Guangdong Scheme. As of March 2020, we had served over 15,000 elders who reside in Guangdong Province by assessing their eligibility for welfare payments and monitoring their continued receipt of payments. Over 3,200 random home visit reviews and nearly 12,000 postal reviews were conducted during the year.

The Social Welfare Department implemented the Old Age Living Allowance (OALA) under Guangdong Scheme in January 2020 for Hong Kong residents who choose to live in Guangdong, meet the income criteria and asset limits, and are eligible to receive this new allowance. As of March 2020, we had completed processing the OALA applications for OAA recipients aged 65 to 69 and some OAA recipients aged 70 who meet the criteria or more in the Guangdong Scheme through home visit and postal reviews.

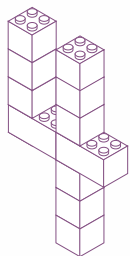
The Social Welfare Department made a one-time special arrangement waiving OAA and OALA applicants from the criteria of having lived continuously for one year in Hong Kong prior to their application. We assisted those elders who have limited mobility in completing their application in Guangdong. We also assessed and recommended suitable appointees for around 20 mentally unfit applicants who required assistance in the processing of their payments, and assisted the recipients' appointed family members or friends to act as agents to receive the payments.

本年度內，我們繼續為社會福利署「廣東計劃」高齡津貼的受惠長者進行每年的覆核。截至2020年3月，我們已為超過15,000位居於廣東省的長者提供服務，為他們覆核及更新資料，跟進個案的發展，讓他們能繼續順利領取高齡津貼。本年度內，我們完成3,200多個家訪調查個案，以及近12,000個郵遞覆核個案。

2020年1月起，社會福利署在「廣東計劃」下推行長者生活津貼，讓符合入息和資產限額，並選擇移居廣東省的長者亦可受惠於該津貼。我們以家訪及郵遞形式，協助現正領取廣東計劃下高齡津貼的65-69歲及部份合乎資格的70歲或以上的長者完成長者生活津貼的申請。

2020年初社會福利署(社署)作「一次性特別安排」，豁免廣東計劃下的高齡津貼以及長者生活津貼的申請者在申請前一年須連續居港一年的規定。對於因行動不便而無法回港辦理申請手續的長者，我們協助他們並進行家訪以完成手續。另外，我們為近20名精神不佳，未能獨立處理津貼的長者物色合適受委人，或協助長者指定的家人或朋友擔任代理人並辦理有關手續，以便能順利領取高齡津貼及長者生活津貼。



**Programme for Old Age Allowance Recipients And Old Age Living Allowance Recipients under the “Guangdong Scheme”****協助「廣東計劃」高齡津貼及長者生活津貼受惠長者服務**

Due to the COVID-19 outbreak, it was allowed for home visit reviews and applications to be replaced by post and telephone clarifications by the Social Welfare Department. We provided assistance to related enquiries, and the Guangdong Scheme service team will continue to provide appropriate services for recipients.

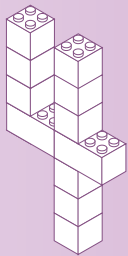
因應新冠肺炎的情況，社署特許將新申請處理以及家訪覆檢改為郵遞、電話方式進行，就此，我們需要應對及處理大量的查詢。香港及廣州辦事處的同工，將繼續努力，為長者及其親友提供有效及適切的服務。

Programme for Old Age Allowance Recipients under the “Guangdong Scheme” Statistics
協助「廣東計劃」高齡津貼受惠長者服務統計數字**April 2019 – March 2020**
2019年4月–2020年3月

Number of Enquiries 查詢個案數目	3,737
Number of Active Cases 個案數目	9,089
Number of Postal Reviews 郵遞覆核數目	11,653
Number of Spot Checks (Home Reviews) 家訪覆核數目	3,251
Number of Applications 已處理申請個案數目	71

Programme for Old Age Living Allowance Recipients under the “Guangdong Scheme” Statistics
協助「廣東計劃」長者生活津貼受惠長者服務統計數字**January 2020 – March 2020**
2020年1月–2020年3月

Number of Active Cases 個案數目	8,051
Number of Applications 已處理申請個案數目	19



Programme for Old Age Allowance Recipients And Old Age Living Allowance Recipients under the “Fujian Scheme”

協助「福建計劃」高齡津貼及長者生活津貼受惠長者服務

The Fujian Scheme under the Social Security Allowance Scheme consists of the Old Age Allowance (OAA) and the Old Age Living Allowance (OALA) (implemented in January 2020). These provide monthly allowances for eligible elderly Hong Kong residents who choose to reside in Fujian. As the agent of the Social Welfare Department for the Fujian Scheme, our major task is to assist applicants in Fujian who are physically frail and unable to return to Hong Kong in completing the application process. Through home visits, our caseworkers are responsible for assessing and verifying the applicants' eligibility and facilitating their application to the Social Welfare Department.

Fujian Scheme — Old Age Allowance (OAA)

In the year under review, we continued to carry out annual reviews for recipients under the Fujian Scheme. We served over 1,600 elders residing in Fujian by assessing their eligibility to continue receiving the social security payment. About 400 random home visit reviews and over 1,000 postal reviews were conducted during the year.

We also assisted about 40 elders in Fujian with limited mobility to complete their applications for the scheme.

Fujian Scheme — Old Age Living Allowance (OALA)

The Old Age Living Allowance under Fujian Scheme was implemented on 1 January 2020 to provide normal OALA or higher OALA to eligible Hong Kong residents who are 65 or above and choose to reside in Fujian, subject to their economic conditions. The major task of our caseworkers is to assist applicants in completing the application process without having to return to Hong Kong. We also assist eligible elderly persons currently receiving OAA under the Fujian Scheme to switch to the OALA.

福建計劃下現時分為高齡津貼（生果金）及長者生活津貼（長津，2020年1月起推行）兩個服務。兩個服務目的是讓移居福建省的香港長者在不用每年回港的情況下，仍可領取其申請的津貼。對居住福建省而行動不便，無法來港辦理申請的長者，個案工作員收到轉介後會到訪長者位於福建家中，核對及審視其領取津貼的資格，再把相關資料交予社會福利署批核。

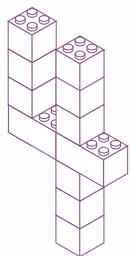
福建計劃 — 高齡津貼

本年度內，我們繼續為高齡津貼的受惠長者進行年度覆核。截止2020年3月，我們已為超過1,600位居於福建省的長者提供服務，讓他們能繼續順利領取高齡津貼。年度內我們完成約400個家訪調查，以及千多個郵遞覆核個案。

另外，我們亦為40位行動不便的長者辦理申請手續，讓他們不用回港亦可順利申請及受惠於福建計劃。

福建計劃 — 長者生活津貼

由2020年1月1日起，福建計劃下推行長者生活津貼，居住於福建省滿65歲以上合資格的長者可視其經濟情況，申請領取普通長者生活津貼或高額長者生活津貼。我們一方面協助長者在福建辦理申請，另一方面亦協助現時正領取高齡津貼的合資格受惠長者轉而申請領長者生活津貼。



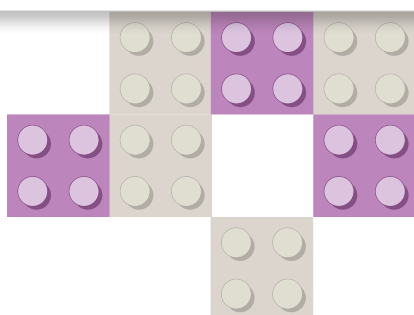
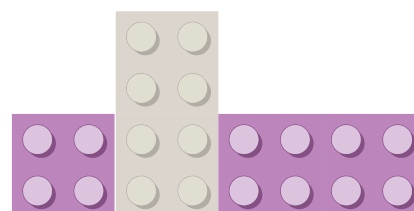
Programme for Old Age Allowance Recipients And Old Age Living Allowance Recipients under the “Fujian Scheme” 協助「福建計劃」高齡津貼及長者生活津貼受惠長者服務

As of March 2020, we had assisted 13 elders in Fujian with limited mobility to complete their applications for the Fujian Scheme. In addition, we assisted about 900 eligible elderly persons currently receiving the OAA under the Fujian Scheme to switch to the OALA. Our sub-office in Fujian was set up in Siming District, Xiamen, in December 2019. The office is located within the CBD and easily accessed by a variety of transport means. This sub-office will facilitate a more efficient service by the programme.

Our service continues to receive enquiries about welfare and medical care services in Hong Kong. Since an additional social security scheme service is implemented in Fujian, we have received many enquiries about switching to another scheme. Our team will continue to answer such enquiries and offer appropriate advice to elders and their families.

截止2020年3月，我們已為13位移居福建省而行動不便的長者辦理申請長者生活津貼，亦為近900多位高齡津貼受惠長者轉為領取長者生活津貼。由於服務需要，我們於2019年12月底已於廈門思明區設立辦事處，該區位於商業中心，交通方便，期望能為長者提供更適切服務。

計劃內大部份長者對於本港福利金、醫療及領取津貼方面較多查詢。由於兩個不同福利津貼同時於福建推行，不明其中分別的長者及親友或會產生困惑，因此我們收到很多有關轉換領取長者生活福利金的查詢。團隊將繼續努力，為長者及親友提供有效建議。



**Programme For Old Age Allowance Recipients
under the "Fujian Scheme" Statistics**

「福建計劃」高齡津貼受惠長者服務統計數字

April 2019 – March 2020

2019年4月至2020年3月

Number of Applications 已處理申請個案數目	37
Number of Active Cases 有效個案數目	694
Number of Enquiries 查詢個案數目	1,613
Number of Spot Checks 家訪覆核數目	359
Number of Postal Reviews 郵遞覆核數目	1,243

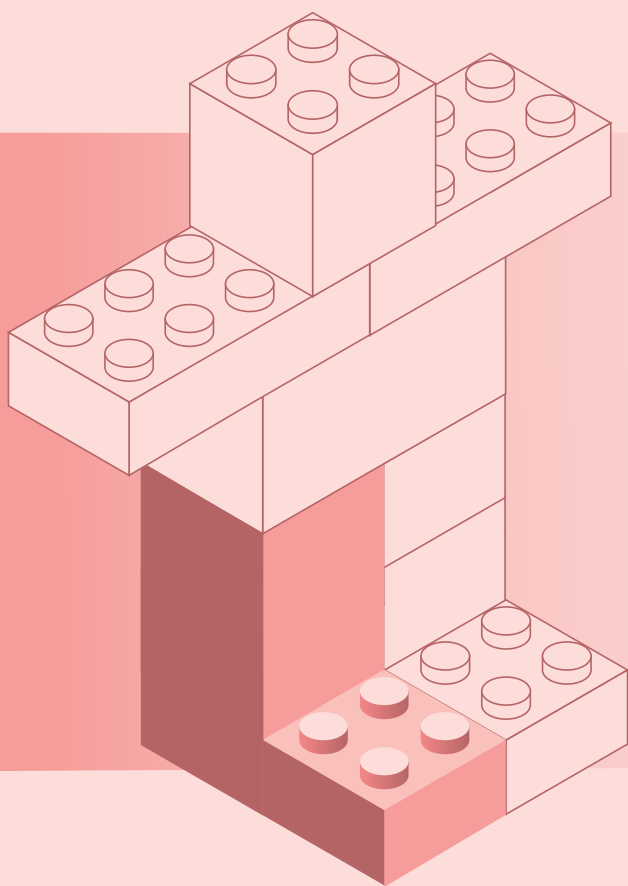
**Programme For Old Age Living Allowance Recipients
under the "Fujian Scheme" Statistics**

「福建計劃」長者生活津貼受惠長者服務統計數字

January 2020 – March 2020

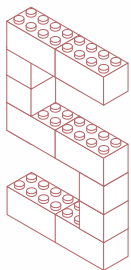
2020年1月至2020年3月

Number of Applications 已處理申請個案數目	13
Number of Active Cases 有效個案數目	922
Number of Enquiries 查詢個案數目	130



SERVICES IN MAINLAND CHINA 內地服務





SERVICE CENTRES — GUANGZHOU

服務中心 — 廣州

Service Highlights

Community anti-epidemic services

During February and March 2020 when the COVID-19 outbreak was raging in Mainland China, social workers from the Fengyuan Street Social Worker Service Station and Guangzhou-Hong Kong and Overseas Marriage Family Service Centre conducted community anti-epidemic services. They took care of 147 follow-up cases, including 36 elders living alone, 32 low-income families, 59 people with disabilities and six families with difficulties. They also took the initiative in participating in community epidemic investigation and monitoring, and provided service to 839 local residents.

Professionalism recognised

Social worker Lin Yan from Guangzhou Boyu Social Work Service Centre, passed the first national senior social worker exam, gaining the title of Senior Social Worker. This also reflected the long-term contribution of ISS-HK in providing training and supervision to social workers in the Mainland.

Contributing to National Magazine on Social Service in Mainland China

The Programme Director has been invited to contribute articles to the China Social Work Magazine, a monthly publication of the Mainland social work profession led by the Ministry of Civil Affairs of China. Her articles have been published six times in the special column "Hong Kong Social Worker Supervision Sight" since April 2019, providing insights into the supervision of social service professionals in Mainland China.

服務報告

社區抗疫服務

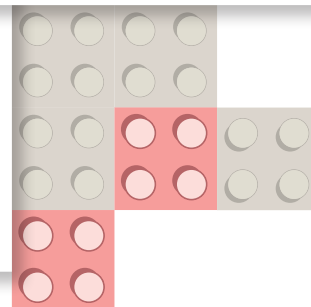
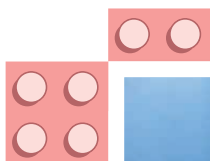
內地新冠病毒疫情於2020年2至3月期間肆虐，逢源街社工服務站和穗港及海外婚姻家庭服務中心的社工參與了社區抗疫服務，跟進個案有147，包括獨居、孤寡長者36個個案、低收入家庭32個、殘障及困境人士59個，及兒童及家庭6個（孤兒、隔離留觀家屬子女、單親困難家庭）等。社工投入防疫抗疫服務，積極參與社區疫情排查及監測工作，服務居民839人次。

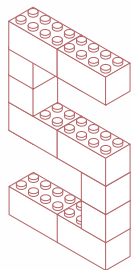
專業資格獲認可

廣州市荔灣區博域社會工作服務中心的社工林妍成功通過全國第一屆高級社工師的考試，獲得高級社工師稱號，同時反映出本社長期對內地社工培訓督導的貢獻。

於全國社工雜誌中獻文

服務總監獲邀於由國家民政部主導的內地社工專業的月刊《中國社會工作雜誌》內供獻文，從2019年4月份開始六次於特別專欄「香港社工督導視線」分享心得，推動內地社工專業督導的發展。





SERVICE CENTRES — GUANGZHOU

服務中心 — 廣州

Awards

In 2019, the Fengyuan Family Service Centre was selected as a “Guangzhou Excellent Service Unit” by the Guangzhou Social Work Association. Lin Yan, a social worker of the Guangzhou Boyu Social Work Service Center, won the Special Award from the organization. This award commends social workers who have been engaged and excelled in social work service in Guangzhou for 10 years, and for being influential social workers in Guangzhou and the whole of China.

年內獲得獎項

2019年度，逢源人家服務中心獲廣州市社會工作協會評選為「廣州市優秀服務單位」。社工林妍亦獲單位頒發「拾穗芳華獎」，該獎項是表彰在廣州市從事社工專業服務滿10年、且表現優秀，在廣州乃至全國社工界有影響力的人物。

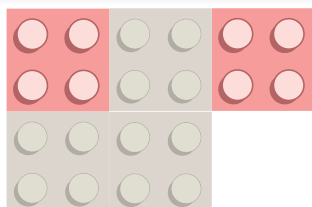


In the past year, supervisors from ISS-HK provided a series of professional trainings for me and our colleagues at Shamian Street Social Work Station. It helps us fellow social workers expand our vision and horizons and gave us new insights on the social work profession. It is very useful for us to better understand social work concepts and helped improve our practical skill levels.

香港國際社會服務社在過去一年來，為我和一眾沙面街社工工作站的同事提供了一系列專業的培訓，拓展了社工們的視野和眼界，傳播了社會工作專業的新理念、新思路和新方法，深化了職員對社工理念的認識及實務水準。

Gao Yan, aged 33

高彥，33歲



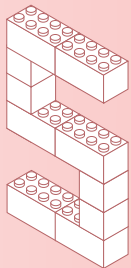
Statistics of Services in Mainland China (Guangzhou)

內地服務(廣州)統計數字

April 2019 to March 2020

2019年4月–2020年3月

	Guangzhou-Hong Kong Integrated Family Service Centre 穗港綜合家庭服務中心	Guangzhou-Hong Kong & Overseas Marriage & Family Counselling Service Centre 穗港及海外婚姻家庭輔導服務中心	Guangzhou Boyu Social Work Service Centre 廣州博域社會工作服務中心
Number of Users Receiving Consultation 諮詢服務人數	38	23	36
Number of Participants in Activities 活動參加人數	1,695	283	152
Number of Community Talks 社區教育講座	56	N/A	8
Total Number of Supervision Hours 督導時數	292	N/A	N/A
Total Number of Service User Attendance 總服務使用者人次	2,081	306	196



SERVICE CENTRES — SHENZHEN

服務中心 — 深圳

The Jockey Club Harmony Project for Cross-Boundary Students

In the last year of the three-year Jockey Club Harmony Project for Cross-Boundary Students, services of the Luohu and Nanshan Service Centres in Shenzhen continued to focus on the theme of "Positive, Harmonious and Innovative". This helps cross-boundary students and their families to keep pace with changes, adapt to the educational requirements of Hong Kong and integrate into Hong Kong society. As cross-boundary students grow older, our services need to be extended to cover students from kindergarten up to junior secondary level. In addition to after-school support services, child and youth development services are in urgent demand.

Over the past year, the Luohu Centre was visited by numerous government bodies and social organizations from cities and provinces in China. Representatives of the Luohu District United Front Department of the Shenzhen Municipal Committee of the CPC visited the service unit and showed their appreciation and affirmation of our service.

Expectation Management Project (Shenzhen)

Funded by the Hong Kong Home Affairs Department, the Shenzhen Futian Centre continued to carry out the Expectation Management Project-Shenzhen for the ninth year. The programme promotes social integration, positive thinking and enhances parent-child relationships so that prospective settlers can better understand Hong Kong and be integrated into society.

賽馬會跨境學童創和諧計劃

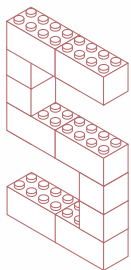
為期三年的《賽馬會跨境學童創和諧計劃》已進入第三年，深圳羅湖及南山兩個中心繼續圍繞「正向、融和及創新」主題，協助跨境學童及其家庭與時並進，適應香港教育要求，積極融入香港社會。隨著跨境學童日漸長大，服務需要由幼稚園學生延伸至初中生，除課後支援服務外，兒童成長、青少年發展服務的需求更顯迫切。

過去一年，羅湖中心接待了多批來自國內不同省市的政府及民間團體到訪，其中深圳市羅湖區委統戰部到訪本中心，對本服務進行指導及參與活動，對本服務作出了高度肯定的評價。

期望管理計劃(深圳)

深圳福田中心繼續推行由香港民政事務總署資助的「期望管理計劃—深圳」項目，目前該項目已進入第九個年度。本計劃旨在推動正面思維，提升親子關係，讓準來港學童及其家庭進一步認識香港社情，融入香港社會。





SERVICE CENTRES — SHENZHEN

服務中心 — 深圳

Virtuous Social Service

In response to the needs of the local community, the Centre implemented the “Happy-Harmony” project sponsored by the Shenzhen Luohu Huang Bei Sub-district Office. The project aims for better integration of residents from Hong Kong, Macau and Shenzhen in the Wenhua district, and also for them to better understand the community. The project provided 11 programmes attended by 536 service users.

In line with the Central Government’s policy of developing the Guangdong-Hong Kong-Macao Greater Bay Area, the Centre is committed to providing professional social work services from the Hong Kong perspective and building a platform for sharing resources for social organizations, communities and schools in the Greater Bay Area. The Centre offered 21 training sessions and lectures on a variety of topics in Shenzhen, Foshan and Dongguan.

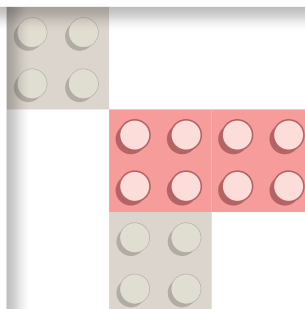
“Creativity • Integration • Development — A Forum for Sharing Experience on Social Services for Children and Teenagers in the Greater Bay Area” was jointly organized by the Centre and the Haiyun Social Service of Shenzhen in January 2020. Keynote speakers were Dr. Chung See Yuen, ISS-HK honorary consultant, and Dr. Annis Fung Lai-chu, Associate Professor of the City University of Hong Kong. More than 120 social workers and teachers from cities in the Greater Bay Area took part and shared their working experience and intervention strategies in services for children and teenagers.

深圳市懿路同行社會工作服務中心

回應社區需求，中心得到深圳市羅湖區黃貝街道辦資助，在羅湖區文華社區開展民生微實事專案「樂融計劃」，以提高在文華社區港澳臺居民與社區和本地居民的融合，加強彼此認識，創建和諧社會。本計劃共開展11場活動，服務536人次。

配合國家建設粵港澳大灣區的發展政策，中心致力在灣區內為有需要的社會組織、社區及學校提供具有香港特色的專業社工服務，搭建資源分享平台。中心已先後在深圳、佛山、東莞等舉辦共21場不同主題的培訓及講座。

2020年1月，本中心與深圳海雲社會工作服務社於深圳鹽田區合辦「創新•融合•發展——粵港澳大灣區兒童青少年社會服務交流研討會」。我們邀得本社榮譽顧問鍾思源醫生及香港城市大學副教授馮麗妹博士擔任主題演講嘉賓，當日超過120名來自大灣區各市的教師及社工參加，就大灣區兒童及青少年服務手法及經驗作出交流。





I took part in an art creativity programme held by the service centre together with my son. Thanks to the programme, we have improved our relationship, and I was surprised to find out that my son's communication and social skills have greatly improved. We are glad to acquire new skills and hope to have more opportunities to participate in other meaningful activities held by the centre in future.

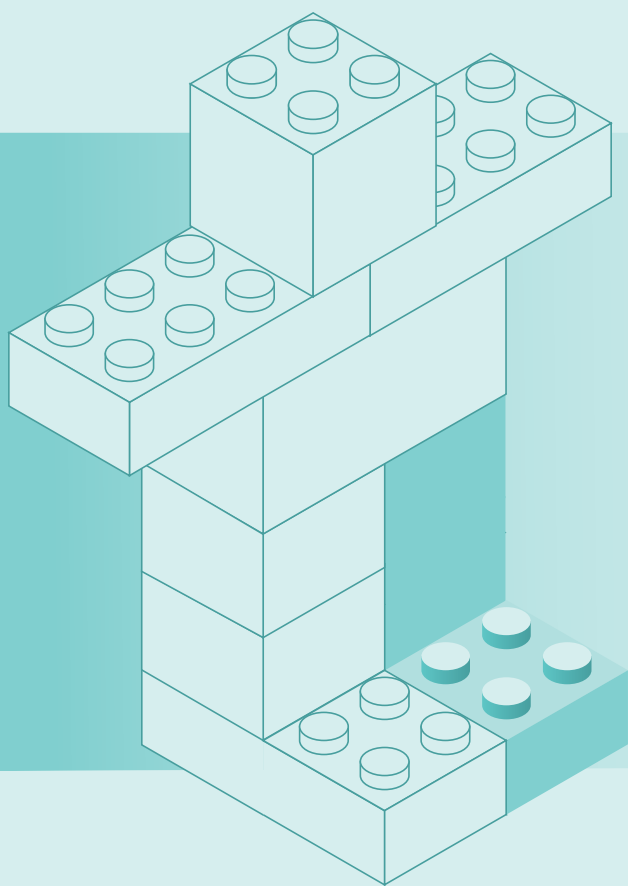
今年，我和孩子一起參加了中心舉辦的衍紙藝術創作活動，我們不單提升了親子關係，我更發現孩子的溝通和合作能力增強了不少。我們很高興學會了新的技能，希望日後再有機會到中心參加其他有益身心的活動。

Peng Jing
彭靜

Statistics of Services In Mainland China (Shenzhen) 內地服務(深圳)統計數字

April 2019 – March 2020
2019年4月–2020年3月

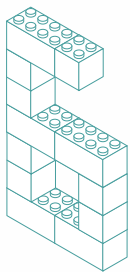
Items 項目	Supported by 資助	Home Affairs Department 民政事務總署	The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託 基金	Total 總數
Number of Groups / Programmes 小組/活動數目		84	141	225
Attendance at Programmes 活動參加者人次		4,656	11,323	15,979
Number of Training classes 培訓班數目		63	256	319
Training Classes Attendance 培訓班參加人次		2,465	9,219	11,684



FAMILY SYSTEMS THEORY TRAINING & COUNSELLING SERVICES

家庭系統理論 培訓與輔導服務





ISS Family Institute 國際社家庭學院

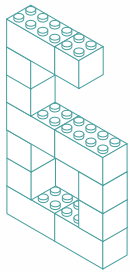
The ISS Family Institute provides a wide range of training courses on Bowen theory to the community. The Family Institute was established to enhance the well-being of families and individuals with the use of the Bowen family systems theory. The theory provides a comprehensive framework for understanding human behaviour and relationships, and a roadmap for effective functioning in families and social groups. Regular training programmes include the Basic Course (overview of the theory), clinical applications, the family research consultation group, couple counselling, group and individual supervision and enhancing workplace relationships. More advanced training of Bowen theory was offered through the two-year Professional Training Programme in Bowen Family Systems Theory and Therapy (PTP). This Programme started in 2014, and the third batch of students (2018–20) will graduate in summer 2020. The first and second batch of students continued with further study of the theory by joining the Professional Training Programme in Bowen Family Systems Theory — Continuing Study (PTP-CS) after their graduation in 2016 and 2018 respectively. Training programmes on Bowen theory and its applications were also offered to the Social Welfare Department and other community groups.

Three important events were held in October 2019. The 2019 Bowen Theory Conference with the theme “Defining Self in Your Family of Origin” was successfully held on 24–26 October with Dr. Ronald W. Richardson, D.Min. as the speaker. The workshop on “Polarization and a Healthier Society” was conducted also by Dr. Richardson to address the increasing division and tension in our society. The 2nd Family Systems Symposium with the theme “Bowen Theory in a Changing World” offered a valuable platform for six local Bowen learners (the Director of Programme and five senior students of the ISS Family Institute) to present on the many varied ways that Bowen theory can be applied to daily life and our professional work.

國際社家庭學院為社區提供範圍廣泛的博域理論訓練課程。家庭學院成立的目的是運用博域家庭系統促進家庭及個人的福祉。博域理論提供一個非常完備的架構去理解人類行為和人際關係，以及一個協助促進個人在家庭和社交群組的有效功能的藍本。定期的訓練課程包括：博域理論基要課程(理論的概觀)、如何應用於輔導工作、家庭研究諮詢小組、婚姻輔導、小組及個人督導及增進職場關係。為期兩年的「博域家庭系統理論及輔導」專業訓練課程(PTP)則提供進階的博域理論訓練。此課程於2014年開始，第三屆(2018–20)的學生將於2020年夏季畢業。第一和第二屆的學生於2016年和2018年分別完成以上課程後繼續參與博域理論持續課程(PTP-CS)，延續對此理論的深入研習。家庭學院亦為社會福利署及其他社群提供博域理論及其應用的訓練課程。

家庭學院於2019年10月舉辦了三項重要的活動。2019年博域理論大型會議於2019年10月24–26日成功舉行，主題是「在原身家庭中勾畫出自我」，講者是李察遜博士。李察遜博士同時在工作坊擔任演講者，工作坊以「在撕裂中的社會站穩，建構連繫」為題，探討我們應如何處理社會日益嚴重的分歧及緊張狀態。第二屆家庭系統研討會的主題是「系統思考，迎接變化萬千的世代」，此研討會提供了一個很寶貴的平台給六位本地的博域理論學員(家庭學院服務總監及五位資深學員)分享在日常生活和專業工作中應用博域理論的多種方法。





ISS Family Institute 國際社家庭學院

The Family Institute adapted to the challenges posed by the social movement and the COVID-19 outbreak with more classes and meetings held online. This is a welcome relief for many participants, allowing them to have continuous study of the theory despite travelling difficulties or the need for social distancing. The online mode also provided opportunities for participants from USA New York, California, Singapore and Australia to join our programmes.

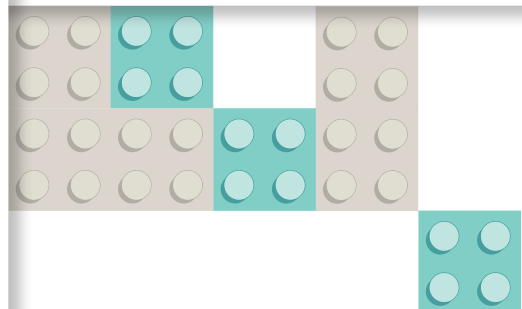
This year, the Circle of Friends (members of the Family Institute) organized bi-monthly Bowen Vision activities to share presentations on "Being a Mature Self with people at different developmental stages." The presentations attracted many newcomers interested in Bowen theory as well as long-time Bowen learners wanting to consolidate their knowledge and practice of the theory.

The Family Institute is delighted with the launch of its new website. The website includes an E-shop for the sale of the Institute's conference videos and publications. The Institute collaborates with the Bowen Center in the promotion of Bowen theory in the world, with the Director of Programme being a member of its Network Seminar and attending its conferences regularly with the students.

為適應社會運動和新冠狀肺炎帶來的挑戰，家庭學院將不少課程和會議改為網上舉行。很多參加者都歡迎這措施，因這容許他們克服交通的困難或需維持社交距離的限制而仍可繼續學習博域理論。網上授課模式亦提供了機會給來自美國紐約及加州、新加坡與澳洲的人士參加我們的課程。

在這年度，家庭學院之友（家庭學院之會員）每兩月舉辦活動「博域視野」，旨在分享「如何與不同發展階段的人成熟地相處」。這些分享除了吸引不少對博域理論有興趣的新朋友，也吸引了欲更進一步進修理論的知識和實踐之資深學員。

家庭學院的新網站於年內面世。這網站設有可供購買書籍和博域理論會議錄像的網店。家庭學院與博域中心合作，於世界各地推廣博域理論。家庭學院的服務總監是博域網絡委員會成員，並與其學員定期出席博域中心的會議。





I started my study of the Bowen Theory at the Family Institute — ISSHK in 2015. From the basic course to advanced studies, I am very thankful for all the constructive feedback and invaluable support provided by the Director, Mrs. Peggy Chan. With the various opportunities to participate in international conferences and symposia, I am enlightened by the wisdom of Dr. Murray Bowen towards the intricate emotional processes to be found in the heart of families. I learnt to make purposeful adjustments in myself and to lend a mature helping hand to others as a helping profession.

我在2015年開始在國際社家庭學院修讀博域理論，學院服務總監陳蘇陳英女士一直給予實用的意見和支持。透過出席不同的國際會議和研討會，我亦有幸受梅利·博域醫生以家庭為中心的錯綜複雜的情緒系統啟蒙，令我可以調整自我，也能在我專業範疇內以更成熟的方法幫助他人。

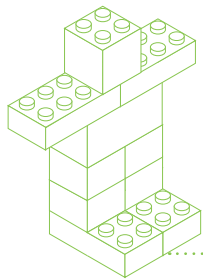
Renee Chiu, Ph.D.

趙芊嵐博士

ISS Family Institute Statistics 國際社家庭學院服務統計數字

April 2019 – Mar 2020
2019年4月 – 2020年3月

Number of courses / workshops 課程/工作坊數目	33
Number of sessions / attendance 課程節數/出席人次	69 / 1,046
Number of counselling sessions 輔導節數	158
Number of individual supervision sessions 個別督導節數	83
Number of clinical supervision group sessions 臨床督導小組數目	17



Branch Highlights 本會盛事

Balance Bike Carnival Raises Fund for ISS-HK

ISS-HK was the beneficiary of Balance Bike Carnival 2019, which took place on 6 July at Central Harbourfront Event Space. Organised by Balance Bike Group Hong Kong, the Carnival included competitions for over 150 experienced balance bike players from aged 2 to 8 as well as free trial sessions for new players. ISS-HK service users from Small Group Homes and ethnic minorities from HOPE Center were invited to attend its free trial sessions to get a taste of the joy of riding this pedal-less bike.



平衡車會嘉年華為國際社籌款

國際社有幸成為由香港平衡車會主辦「2019平衡車嘉年華」的受惠機構，活動於7月6日在中環海濱活動空間順利舉行。當日除了有近150位二至八歲平衡車好手比拼的平衡車比賽外，亦設有免費試玩賽道供新手練習。來自國際社HOPE少數族裔服務中心及兒童之家的服務使用者被邀請參與試玩環節，一嘗這種新興無腳踏單車的樂趣。



Flag Day 2019

ISS-HK was grateful for the help and support it had received for the 14 September 2019 flag day fundraising event. A total of 2,268 volunteers consisting of students, children, parents and ethnic minorities gave their time and efforts to sell flags in many districts in Hong Kong, Kowloon and the New Territories. Individuals and corporations also gave generously for the campaign, which helped raised over \$770,000 in support of services for divided families and the operation of ISS Family Institute.

賣旗日2019

國際社在2019年9月14日舉行了賣旗日籌款活動，成功籌得\$770,000支持分隔家庭服務和ISS家庭學院的運作。當日共有2,268名義工參與，包括學生、家庭和少數族裔服務使用者，在全港九新界各個地區賣旗；不少善長和企業也慷慨解囊支持賣旗日。



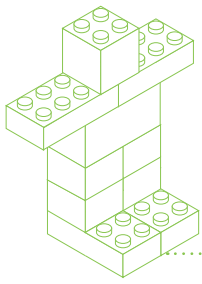
International Child Protection Dinner 2019

The International Child Protection Dinner 2019 was held on 1 November at the Asia Society Hong Kong Center and raised over HKD1.6 million. Apart from helping ISS-HK continue its cross-border work to help children from families divided by geographical boundaries, funds raised at the evening also supported ISS-HK's work in fighting against school bullying in Mainland China.

國際兒童保護慈善晚宴2019

國際社於11月1日假亞洲協會香港中心舉行2019年度國際兒童保護慈善晚宴，共籌得逾港幣160萬元，支持本社就家庭分隔兩地的兒童進行的跨境工作，並為在內地進行的防範校園欺凌計劃籌款。





Branch Highlights 本會盛事

Annual General Meeting 2019 cum retirement ceremony of Mr. C P Ho and Mrs. Peter Choy

The AGM 2019 of International Social Service Hong Kong Branch was held on 26 November with Mr. Mathew Cheung, the Chief Secretary for Administration of the Hong Kong SAR Government, as Guest of Honour.

Mr. C P Ho, Chairman of ISS-HK announced during the meeting that he would retire from his position and extended his gratitude for the support he got over the last 17 years of tenure. Mr. Matthew Cheung presented plaques of appreciation as tokens of appreciation for Mr. Ho and Mrs. Peter Choy, who also retired from the Advisory Committee Board after serving ISS-HK for over half a century.

Outgoing Chairman Mr. C P Ho joined the ISS-HK's Advisory Committee in 1999 and was elected Chairman in 2002. He was elected as the chair of the ISS Governing Board in Geneva from 2015 to 2018, being the first Asian to take up this role in the 90 years history of ISS.

2019年週年大會暨主席何掌邦先生及顧問委員會委員蔡惠璇夫人榮休儀式

國際社在11月26日舉行了2019年週年大會，榮幸邀得香港特別行政區政府政務司司長張建宗先生擔任會議的主禮嘉賓。

國際社主席何掌邦先生在會議上宣佈即將卸任並退休，並感謝在位17年以來得到的支持。張司長向何主席及另一位退休及卸任國際社顧問委員會委員職務、已服務國際社逾半個世紀的蔡惠璇夫人致送感謝狀，感謝兩位對國際社的重要貢獻。

於本年度卸任的何掌邦主席於1999年加入本社的顧問委員會成為委員，2002年獲選為主席。2015年，他更獲選為國際社世界理事會主席，是國際社90年歷史上首位出任此職位的亞裔人士。



Reaching out to those most in need in the COVID-19 Pandemic

Many of our service users faced unprecedented challenges brought about by the COVID-19 outbreak which started in early February 2020. ISS-HK acted swiftly to answer their desperate and urgent needs, and came up with new and innovative services to support those both inside and outside of Hong Kong.

在新冠肺炎疫情期間救急扶危

國際社的服務使用者在2020年2月初開始爆發的新冠肺炎疫情中深受影響，本社迅速應變，提供嶄新服務以照顧香港境內外有需要群眾的各種緊急需要。

Distributing over 70,000 face masks to Elderly living alone, Small Group Homes, Foster Families and Ethnic Minorities

When face masks were scarce at the beginning of the pandemic, ISS-HK received a generous donation of 75,000 masks in late February, which were sourced and shipped from Brazil by donors Mr. David Mui, MH JP, President of Hong Kong Squash, Dr. Kong Ho Pak, Mr. Wilfred Wong and Mr. Francis Law. Cathay Pacific also kindly sponsored the freight costs of these supplies which were in high demand. The items were distributed to elders living alone, small group homes, foster families, families newly arrived from the mainland, ethnic minorities and non-refoulement claimants.

國際社獲贈逾七萬口罩 惠及獨居長者、兒童之家、 寄養家庭及少數族裔人士

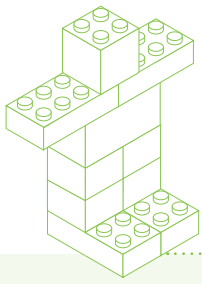
口罩在疫情爆發初期非常短缺，國際社獲善長香港壁球總會會長梅應源太平紳士、江可伯先生、黃偉深先生及羅守輝先生等善長人翁慷慨捐助，從巴西購得75,000個口罩，並得國泰航空贊助由巴西到港的所有運費，讓國際社派送到不同服務單位的服務使用者手上，當中包括獨居長者、兒童之家家童、寄養兒童和家庭、新來港家庭、少數族裔人士及免遣返聲請人等。



"I have been using the same two masks for the entire month, drying them and using them again and again. These gifts are deeply appreciated."

「我之前一直不夠口罩用，兩個口罩輪流用足一個月，用完就晾乾再用，這些口罩真是及時雨，非常感激。」

Ms. Lo
盧婆婆



Branch Highlights 本會盛事

New Special Service Hotline for Hong Kongers in Mainland

To cater for the needs of Hong Kong people being stranded in the Mainland China due to quarantine measures imposed by the Hong Kong and Mainland China government, ISS-HK launched "Special Services Hotlines for Hong Kongers in Mainland" in mid-February. Registered social workers picked up calls from Hong Kongers and followed up on the living conditions of callers and to provide emotional support; provide up-to-date information about the pandemic and government measures in China and Hong Kong; regular follow-up with callers where needed; help contact family members in Hong Kong and arrange video chats with them; help contact relevant Hong Kong government departments and organisations in handling personal matters such as drug prescriptions, medical appointments, travel documents and taxation matters etc. The hotline services were sponsored by China Mobile Hong Kong Limited.

Some Hong Kong people stranded in the Mainland China sought help via the hotline as they had difficulties obtaining formula milk powder for their babies in Hubei. Cans of formula milk were then arranged by ISS-HK to be sent to them using the chartered flight by the Hong Kong Government in late March.

新增「內地港人熱線」協助疫情期間滯留內地的香港人

有見疫情嚴重，國際社亦於二月中推出由社工接聽的「內地港人熱線」，為因疫情滯留國內的香港人提供支援，由註冊社工接聽熱線，了解及跟進他們的生活狀況、提供情緒支援、中港兩地最新疫情狀況及相關措施、聯絡在港家人及安排與在港家人視像面談、代向香港相關政府部門或機構聯絡，處理如藥物、覆診、證件、稅務等雜務。熱線服務由中國移動香港有限公司慷慨贊助。

不少因疫情而滯留湖北港人向我們求助，由於內地多處封區封店，他們家中的小孩購買不到奶粉，本社逐為他們張羅所需奶粉，並經香港政府安排的接載港人回港的包機運送到他們手上。



Support for Cross-Border Students and Families

ISS-HK conducted a survey and talked to cross border families in Shenzhen in February 2020. 3,000 sets of questionnaires were received, in which interviewees answered questions addressing their concerns about the coronavirus outbreak, their thoughts if cross border students were still stranded in the mainland when class resumed in Hong Kong, and their opinions on the effectiveness of online teaching. Results of the survey were reported by numerous media agencies which aroused public concern for this group of service users.

The service of “Support Cross-boundary DSE Students” was also launched in March 2020, providing information, community resources, online counseling, financial assistance as well as liaising with schools for these students. With the sponsorship of Fortune Pharmacal Co. Ltd., 500 sets of disinfection packages were distributed to cross-boundary DSE students.

As a Shenzhen-Hong Kong Cross-boundary parent living in Shenzhen, I moved to Hong Kong with my two children in early February 2020 in fear of being affected by the quarantine measures as a result of the COVID-19 outbreak. I suffered from prolonged stress and anxiety in this period of time, and luckily I was able to relax and think more positive after taking part in the online meditation program held by the service centre.

我是一名深港跨境家長，因為擔心疫情需要接受隔離檢疫，所以提早於今年2月初與2名孩子回港居住。我在這段期間經常感覺焦慮和擔憂，幸好參加了中心的網上靜心小組，讓我的心情慢慢放鬆，還多了正向思維。

Man Lok Fan
文樂芬

支援跨境學童與家庭

國際社於2020年2月進行了問卷調查，與居深圳跨境家庭對話，共收集3,000份問卷，以了解跨境家庭對疫情的擔憂程度、對開學後跨境學童可能仍需留在內地的看法，及對校方提供網上學習安排的意見等。調查經傳媒廣泛報導，引起大眾對這群服務使用者的關注。

另外，跨境及國際社會服務於2020年3月推出了「支援跨境DSE考生」服務，提供資訊、社區資源、網上輔導及財務支援等予相關學生。單位亦得到幸福藥業的贊助，為跨境中學文憑試考生派發了500份防疫套裝。

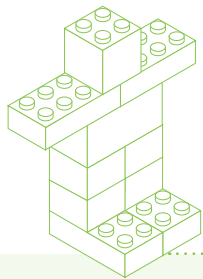


“The Community Chest Anti-NCP Rainbow Fund”

In February 2020, the “The Community Chest Anti-NCP Rainbow Fund” (Anti-NCP Fund) was set up by the Community Chest to support individuals and families suffering from sudden financial hardship inflicted by Novel Corona virus Pneumonia (NCP), and ISS-HK was one of the 19 partner agencies of the Community Chest to assess and disburse the grant to approved cases. As of March 2020, over 350 cases have been processed by ISS-HK, with over \$2.3 million approved and allocated to those with urgent financial need.

公益金及時抗疫基金

公益金於2020年2月成立「公益金及時抗疫基金」，以支援因新型冠狀病毒肺炎而遭受突變的個人或家庭。國際社是公益金抗疫基金的伙伴機構之一，審批程序及發放受助個案的援助金額。截至2020年3月，國際社已處理了超過350項申請，並批出多於230萬元的金額，為生計因疫情而大受影響的人士解燃眉之急。



Branch Highlights 本會盛事

Moving Services Online to Meet Users' Needs

ISS-HK provided online support to service users as service centres had to close and school was suspended during the virus outbreak. The Cross-boundary and inter-country service team organised over 300 sessions of online activities on students' growth and parent-child relationships serving over 6,000 service users from February to March 2020.

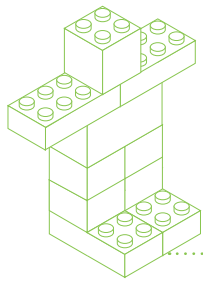
Our School Social Work and School Support Services also organized programmes to serve and reach out to more young people by utilizing diversified e-learning tools and online social platforms. Those included career life planning activities, online life planning consultation sessions, YouTube Live interest classes, online mock interviews for F.3 students having enrolled in Youth College courses, support services for DSE candidates and online board games. The service unit has also produced the "Life is hard, but still GREAT" video, an e-book and a new set of WhatsApp stickers to give encouragement to students.

服務不間斷 — 為有需要社群提供線上服務

學校停課、服務中心在疫情期間被迫關閉，國際社把部份服務移師網上，照顧有需要的社群。跨境及國際社會服務單位就在2020年2月至3月期間安排了超過300場有關學童成長及親子關係的網上活動，超過6,000名服務使用者參與。

本社學校社會工作及學校支援服務在停課期間，亦利用多元化電子學習工具及網上社交平台，接觸及服務更多青年人，其中包括生涯規劃活動、網上個人生涯規劃評估及面談、網上直播興趣體驗活動、為報讀青年學院的中三同學而設的網上模擬面試、DSE考生支援及網上桌遊活動。此外，服務單位亦製作了正向思維「互勉『疫』行、雨後彩虹」影片和電子書，及首次推出的「正能量」WhatsApp貼圖，為全港學生打氣。





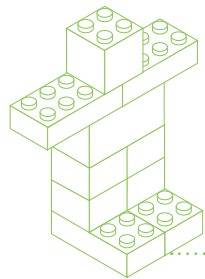
FINANCIAL REVIEW

財務摘要

Statement of Income and Expenditure for the Year Ended 31 March 2020

收支表 截至二零二零年三月三十一日止之年度

Income 收入	2019 - 2020 HK\$	2018 - 2019 HK\$
Government 政府	544,282,422	670,737,527
The Community Chest Hong Kong 香港公益金	2,843,150	2,295,100
The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託基金	4,382,594	3,886,440
Dues and fees and programme income 活動收入	6,912,155	7,135,871
Others 其他	6,269,165	7,028,397
Total Income 總收入	564,689,486	691,083,335
Operating Expenditure 支出	2019 - 2020 HK\$	2018 - 2019 HK\$
Services for Families 家庭服務	38,250,409	34,978,907
Services for Children & Youths 兒童及青少年服務	82,051,856	73,674,868
Services for Migrants 移居人士服務	364,812,759	380,428,274
Services for the Elderly 長者服務	7,932,474	7,119,520
Services in Mainland China 內地服務	6,355,744	6,426,192
Family Systems Theory Training & Counselling Services 家庭系統理論培訓與輔導服務	1,214,450	1,502,592
Other services 其他服務	22,173,207	12,710,495
Total Expenditure 總支出	522,790,899	516,840,848
Surplus for the year 本年度盈餘	41,898,587	174,242,487
Surplus refundable 盈餘退還	(17,478,732)	(89,225,263)
Net Surplus for the year 本年度盈餘淨額	24,419,855	85,017,224



FINANCIAL REVIEW 財務摘要

Statement of Financial Position at 31 March 2020 二零二零年三月三十一日財務狀況表

	2019 - 2020 HK\$	2018 - 2019 HK\$
Non-current assets 非流動資產		
Property, plant and equipment 物業、廠房及設備	40,848,044	1,361,901
Current assets 流動資產		
Deposits and other receivables 按金及其他應收款	8,210,187	7,920,129
Pledged deposit 已質押的銀行存款	8,994,601	18,360,442
Cash and cash equivalents 現金及現金等價物	200,599,367	234,688,535
Total Current assets 流動資產總額	217,804,155	260,969,106
Current liabilities 流動負債		
Deferred income 遞延收益	32,799,986	74,831,280
Other payables 其他應付款	6,475,947	739,077
Lease liabilities 租賃負債	7,761,021	-
Surpluses refundable 盈餘退還	5,349,552	5,211,300
Total Current liabilities 流動負債總額	52,386,506	80,781,657
Net current assets 淨流動資產	165,417,649	180,187,449
Non-current liabilities 非流動負債		
Lease liabilities 租賃負債	296,488	-
NET ASSETS 淨資產	205,969,205	181,549,350
Representing 由以下代表		
Accumulated Fund 累積儲備	9,688,884	7,095,731
Lump Sum Grant ("LSG") Reserve 整筆撥款儲備	9,554,858	9,455,546
Provident Fund Reserve for Snapshot Staff (Existing Staff) 定影員工公積金儲備	649,017	427,626
Provident Fund Reserve for Non-Snapshot Staff (6.8% Post Staff) 非定影員工公積金儲備	1,690,520	1,892,378
Other funds 其他基金	184,385,926	162,678,069
Total 總額	205,969,205	181,549,350

2019/20 Annual Financial Report under the LSG Subvention System of the Social Welfare Department was uploaded to the website of the Agency at the following link:

2019/20 社會福利署整筆撥款津助制度下之周年財務報告已上載至本機構網站，網址如下：

<http://isskhk.org/upload/news/96/self/5f4f498ea7d0c.pdf>

Notes 備註

General

The financial information relating to the years ended 31 March 2020 and 2019 included in the annual report of annual results does not constitute the Agency's statutory annual financial statements for those years but is derived from those financial statements. Further information relating to these statutory financial statements required to be disclosed in accordance with section 436 of the Companies Ordinance is as follows: i) the Agency has delivered the financial statements for the year ended 31 March 2019 to the Registrar of Companies as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance and will deliver the financial statements for the year ended 31 March 2020 in due course; and ii) the Agency's auditor has reported on the financial statements of the Agency for both years. The auditor's reports were unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) or (3) of the Companies Ordinance.

Net Surplus for the Year

Net Surplus for the year resulted from the balances of various project accounts for the years ended 31 March 2020 and 2019 was respectively carried forward to the following year.

Accumulated Fund

Accumulated Fund arises from surpluses, net of deficits in prior years. The Fund will be used for the operation and development needs of the Agency.

Lump Sum Grant (LSG) Reserve

The LSG Reserve is the accumulation of unspent LSG from recurrent subventions under the LSG Subvention System of the Social Welfare Department (SWD). The Reserve is designated to be used only on Funding and Service Agreements activities and the related support services under the LSG Subvention System. The Agency will regularly review and consider measures to use the reserve optimally, including service provision and for covering deficit that may arise in the coming years.

Provident Fund (PF) Reserve for Non-Snapshot Staff

The PF Reserve for Non-Snapshot Staff is the accumulation of unspent PF provision for Non-Snapshot Staff under the LSG Subvention System of the SWD. The Reserve is designated to be used only on meeting PF commitments for Non-Snapshot Staff. In February 2020, the Advisory Committee approved the allocation of HK\$1,000,000 as one-off employer's PF contribution for Non-Snapshot Staff who are under the Mandatory Provident Fund Scheme on the following bases: i) years of employment with the Agency; and ii) salary point scale of the relevant Non-Snapshot Staff as at March 2020. Review on the situation of the PF Reserve for Non-Snapshot Staff will be conducted to see if any enhancement of the employer's PF contribution could be made in the next financial year.

Other Funds

Other Funds are designated funds provided by the Government/other funding bodies or set up by the Agency for provision of specific services or for other intended purposes.

一般

年刊中載有有關截至2020年及2019年3月31日止兩個財政年度之財務資料。雖不構成本機構於該財政年度之法定年度財務報表，惟此財務資料均源自該財務報表。香港《公司條例》(第622章)第436條要求披露的與這些法定財務報表有關的更多信息如下：i) 按照香港《公司條例》第662(3)條及附表6第3部的要求，本機構已向公司註冊處處長遞交截至2019年3月31日止年度之財務報表，及將於適當時間遞交截至2020年3月31日止年度之財務報表。ii) 本機構之核數師已就該兩個年度之財務報表發出核數師報告。該等核數師報告並無保留意見；其中不包含核數師在不出具保留意見的情況下以強調的方式提請使用者注意的任何事項；亦不包含根據香港《公司條例》第406(2)條及第407(2)或(3)條作出的聲明。

本年度盈餘淨額

「本年度盈餘淨額」是由不同服務計劃截至2020年及2019年3月31日的賬目結餘所得，此盈餘會分別作下年度之用。

累積儲備

「累積儲備」是累計過往年度扣除虧損後之盈餘所得，此儲備將用於本機構營運及發展之需。

整筆撥款儲備

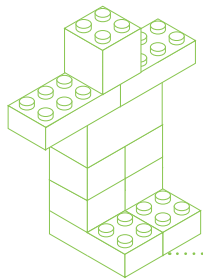
「整筆撥款儲備」是由社會福利署(社署)整筆撥款津貼制度撥款中未動用款額累積而成。儲備可用以支付社署整筆撥款津貼制度下《津貼及服務協議》所訂服務或有關活動的營運開支。本機構會定時檢討及採取措施確保儲備妥善地運用，包括服務經費及彌補未來年度可能出現的虧損。

非定影員工公積金儲備

「非定影員工公積金儲備」是由社署整筆撥款津貼制度下為非定影員工公積金撥款中未動用款額累積而成。儲備可用以支付非定影員工日後的公積金供款。機構顧問委員會於2020年2月通過運用港幣1,000,000元，作為強積金計劃下之非定影員工發放一次過的額外強積金僱主供款。供款的比例以相關同工在機構服務之年資和在2020年3月份之基本薪金計算。機構會檢討「非定影員工公積金儲備」的情況，以決定下一個財政年度可否增加強積金僱主供款。

其他基金

「其他基金」是政府/其他供資機構提供的指定基金，或由本機構設立，用於提供特定服務或指定用途。



ACKNOWLEDGEMENT

鳴謝

Government and Public Bodies

Beat Drugs Fund	禁毒基金
Commission on Children	兒童事務委員會
Customs and Excise Department	香港海關
Department of Health	衛生署
Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan	香港特區駐武漢經濟貿易辦事處
Employees Retraining Board	僱員再培訓局
Family Health Service Maternal & Child Health Centre	家庭健康服務 母嬰健康院
Fanling Maternal & Child Health Centre	粉嶺母嬰健康院
Guangzhou Liwan District Fengyuan Street Government Office	廣州市荔灣區人民政府逢源街道辦事處
Home Affairs Department	民政事務總署
Hong Kong Housing Authority	香港房屋委員會
Hong Kong Police Force	香港警務處
Hong Kong Police Force — Police Community Relations Office Tai Po Police District	香港警務處 大埔警區警民關係組
Immigration Department	入境事務處
Leisure and Cultural Services Department	康樂及文化事務署
North District Council	北區區議會
Security Bureau	保安局
Sham Shui Po District Council	深水埗區議會
Social Welfare Department	社會福利署
Tin Yuet Estate Management Advisory Committee	天悅邨屋邨管理諮詢委員會
Yuen Long Town Hall	元朗大會堂

Non-governmental Organisations

Asian Professional Counselling & Psychology Association	亞洲專業輔導及心理協會
Association of Sino Enterprises Promotion Limited	中外企業促進聯會有限公司
Association of Women Accountants (Hong Kong)	香港女會計師協會
Build & Wish Voluntary Team	建。祝義工隊
C. & M.A. Yuen Kei Family Service Centre	宣道會元基家庭服務中心
Caritas Elderly Centre – Tin Yuet	明愛天悅長者中心
Caritas Hong Kong Family Service	香港明愛家庭服務
Chu Kuang Cultural Services Centre	莒光文化服務中心
Dr. Ellen Li Charitable Foundation	李曹秀群博士慈善基金
Excel Health Care Training Center Cum Hostel (Tai Nan Street)	澤群訓練中心暨宿舍 (大南街)
Healthy Hong Kong Chinese Medicine Centre	港仁中醫服務中心

政府及公共機構

禁毒基金
兒童事務委員會
香港海關
衛生署
香港特區駐武漢經濟貿易辦事處
僱員再培訓局
家庭健康服務 母嬰健康院
粉嶺母嬰健康院
廣州市荔灣區人民政府逢源街道辦事處
民政事務總署
香港房屋委員會
香港警務處
香港警務處 大埔警區警民關係組
入境事務處
康樂及文化事務署
北區區議會
保安局
深水埗區議會
社會福利署
天悅邨屋邨管理諮詢委員會
元朗大會堂

非政府組織

亞洲專業輔導及心理協會
中外企業促進聯會有限公司
香港女會計師協會
建。祝義工隊
宣道會元基家庭服務中心
明愛天悅長者中心
香港明愛家庭服務
莒光文化服務中心
李曹秀群博士慈善基金
澤群訓練中心暨宿舍 (大南街)
港仁中醫服務中心

Healthy Seed Centre	慈慧幼苗中心
Hong Kong Children & Youth Services	香港青少年服務處
Hong Kong Family Welfare Society	香港家庭福利會
Hong Kong Federation of Women	香港各界婦女聯合協進會
Hong Kong Federation of Women Lawyers	香港女律師協會
Hong Kong Health Association	香港健康協會
Hong Kong Jockey Club	香港賽馬會
Hong Kong Marriage and Family Therapy Association	香港婚姻及家庭治療協會
Hong Kong Nurses General Union	香港護士總工會
Hong Kong Women Doctors Association	香港女醫生協會
Kelly Chen Children Education Fund	陳慧琳兒童助學基金
Kitchee Sports Club	傑志體育會
Koo Tin Lok Charitable Foundation	古天樂慈善基金
Lee Kum Kee Family Foundation	李錦記家族基金
Love Your Neighbour Fund	愛梨巴慈善基金
One Bite Design Studio	一口舍群
Our Hong Kong Foundation	香港團結基金
Oxfam Hong Kong	香港樂施會
Pei Ho Counterparts	北河同行
Po Leung Kuk Lau Chan Siu Po Integrated Rehabilitation Centre	保良局劉陳小寶綜合復康中心
Po Leung Kuk Tin Shui Wai Rehabilitation Centre	保良局天水圍復康中心
Rainbow Foundation Limited	
Reading Cycling	書送快樂
Social Development Practice and Research Centre Limited	社會發展實踐及研究中心有限公司
St. James' Settlement Uncle James Child Development Center	聖雅各福群會樂寧兒童發展中心
Sun International Athletic Association	太陽國際體育會
The Centre for Spiritual Progress to Great Awakening	大覺福行中心
North Point Alliance Church Family Services Centre	基督教宣道會北角堂家庭服務中心
The Community Chest of Hong Kong	香港公益金
The Family Planning Association of Hong Kong	香港家庭計劃指導會
The Hong Kong Catholic Marriage Advisory Council	香港公教婚姻輔導會
The Hong Kong Council of Social Service	香港社會服務聯會
The Hong Kong Jockey Club Charities Trust	香港賽馬會慈善信託基金
Wan Luen Home For Elderly (Yen Chow Street)	溫暖護老院(欽州街)

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Hong Kong — Mok Yu Yan Education
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Centre for the Elderly
Yang Memorial Methodist Social Service
Yau Yat Chuen Garden City Club
YMCA of Hong Kong
Yum Cha Together

香港西區婦女福利會
— 莫如恩教育基金
仁愛堂龍韶雅長者日間
護理中心
循道衛理楊震社會服務處
又一村花園俱樂部
香港基督教青年會
得閒去飲茶

Businesses

Aboutai
Advance Year Ltd.
China Mobile Hong Kong Company
Limited
Chow Tai Fook Jewellery Co. Ltd.
Christian Times
EGL Holdings Company Limited
Fortune Pharmacal Co. Ltd.
Googa Vision
Kabushikigaisha Limited
Kerry Hotel Hong Kong
Kwong Tai Agency Company Limited
Lee Kum Kee Health Products Group
Limited
Li & Fung Limited
Make Up For Ever Academy Hong Kong
Ocean Park Hong Kong
PIE Strategy Limited
Pop Art Group Limited
ROSO Design Limited
Television Broadcasts Limited
The Hongkong and Shanghai Banking
Corporation Limited
Upward Development Ltd.
Wan Chung Construction Company
Limited
Woods Bagot Asia Limited

商業機構
阿布泰國生活百貨
中國移動香港有限公司
周大福珠寶金行有限公司
時代論壇
東瀛遊控股有限公司
幸福醫藥有限公司
護家美視視力中心
株式會社有限公司
香港嘉里酒店
廣泰代理有限公司
李錦記健康產品集團
有限公司
利豐有限公司
非常作
海洋公園
博藝集團有限公司
室內設計工程
電視廣播有限公司
匯豐銀行
宏宗建築有限公司
伍茲貝格亞洲有限公司

Educational Organisations

Bethel Bible Seminary
Buddhist Chi Kwong Kindergarten
Creative Primary School
Department of Applied Social Sciences,
The Hong Kong Polytechnic University
Department of Social Work & Social
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教育團體
伯特利神學院
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啓思小學
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科學系
香港大學社會工作及
社會行政系

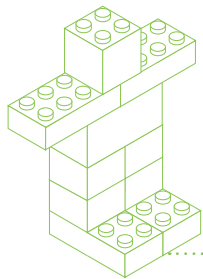
Department of Social Work, Hong Kong
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Department of Social Work, The Chinese
University of Hong Kong
Fung Kai Innovative School
Fukien Middle School (North Point)
HKCA Po Leung Kuk School
Hong Kong and Kowloon Chiu Chow
Public Association Secondary School
Hong Kong Baptist University Social Work
Practice and Mental Health Centre
Nam Wah Catholic Secondary School
The Chinese University of Hong Kong
The Jockey Club School of Public Health
and Primary Care Faculty of Medicine,
The Chinese University of Hong Kong
The University of Hong Kong
Tsing Yi Trade Association Tin Shui Wai
Kindergarten
Tung Koon School (Sheung Shui)
Victoria Shanghai Academy

香港浸會大學社會工作系
香港中文大學社會工作系
鳳溪創新小學
福建中學(北角)
保良局建造商會學校
港九潮州公會中學
香港浸會大學社會工作
實踐及精神健康中心
天主教南華中學
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香港中文大學賽馬會
公共衛生及基層醫療學院
香港大學
青衣商會天水圍幼稚園
上水東莞學校
滬江維多利亞學校

Individuals

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Dr. TONG Man Leung
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Mr. LAU Wai Kit
Mr. LEUNG Chi Kwan
Mr. Louis LAM
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Mr. Michael Vincent
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Ms. MUI Wing Tung Andrea

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楊穎璋先生
蔡卓妍小姐
朱鳳儀女士
李影瑤女士
麥世頌先生



STAFF LIST

職員名錄

(AS AT 31 MARCH 2020)
(迄至 2020 年 3 月 31 日止)

Chief Executive

Mr. Stephen YAU

Director of Programme

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Ms. Adrielle M. PAÑARES
Ms. Criselda YEUNG

Director of Development

Ms. Adrielle M. PAÑARES

Director of Development (Services in Mainland China)

Ms. Sa Sa LIANG

Director of Administration and Finance

Mr. Christopher KWONG

Director of Human Resources

Ms. Carman CHAN

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Mrs. Lucilla LEUNG (Wanchai District)
Mr. Kerin CHAM (Sham Shui Po District)
Ms. Eliza LUK (Central & Western District)

Assistant to Chief Executive

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Regional Development Manager

Mr. Martin LAU

Senior Finance Manager

Ms. Shirley LUK

Administration and Finance Manager

Mr. Edward TSANG

Secretary to Chief Executive

Ms. Sandy CHUNG

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Ms. Canny CHAN
Ms. Cathy CHAN
Mr. Dicky CHAN
Mr. Edwin CHAN
Ms. Jacqueline CHAN
Ms. Jenny CHAN
Ms. Jes CHAN
Mr. John CHAN
Mr. Matthew CHAN
Ms. May CHAN
Ms. Stephanie CHAN
Ms. Sue CHAN
Mr. Walker CHAN
Ms. Windy CHAN

行政總裁

邱浩波先生

服務總監

湛國榮先生
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梁何慧怡女士
廖金鳳女士
羅君雅女士
彭藝珠女士
楊雋儀女士

發展總監

彭藝珠女士

發展總監 (內地服務)

梁秋莎女士

行政及財務總監

鄭耀華先生

人力資源總監

陳麗蘭女士

助理服務總監

顏穎詩女士
陳凱茵女士
周淑文女士
徐佩玲女士
劉惠敏女士
陸敏儀女士
楊鳳玲女士

區域代表

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廖金鳳女士(北區)
戴淑華女士(黃大仙區)
梁何慧怡女士(灣仔區)
湛國榮先生(深水埗區)
陸敏儀女士(中西區)

行政總裁助理

陳麗蘭女士

區域發展經理

劉仲揚先生

高級財務經理

陸德芬女士

行政及財務經理

曾振輝先生

行政總裁秘書

鍾君明女士

社會工作員

陳芷平女士
陳佳妮女士
陳嘉媛女士
陳逸軒先生
陳家傑先生
陳寶沂女士
陳靜怡女士
陳佩娜女士
陳曦樂先生
陳俊華先生
陳妮鳳女士
陳藹寧女士
陳菁女士
陳家傑先生
陳泳珊女士

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Ms. Pat CHEUNG
Mr. Rowan CHEUNG
Ms. Sheryl CHIA
Mr. Ming CHIU
Ms. CHIU Ngan Kuk
Ms. Cherry CHOI
Mr. Franco CHOI
Ms. Grace CHU
Ms. Prisca CHUNG
Ms. Erica CHUNG
Ms. Vivian CUI
Ms. Jennie DAI
Mr. FOK Ho Yin
Ms. Tina GAO
Ms. Kate HA
Mr. Clement HAU
Ms. Joy HO
Ms. Maria HO
Mr. Samuel HUI
Ms. Gladys HUNG
Mr. Stephen KAY
Mr. Edwin KO
Ms. Vicky KU
Ms. Kammy KWAN
Mr. Kevin KWAN
Ms. Oliver KWOK
Mr. Raymond KWOK
Mr. Gordon KWONG
Ms. Xenia KWONG
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Ms. Minnie LAI
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Mr. Alex CHU

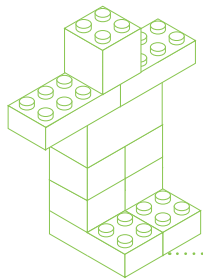
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(迄至 2020 年 3 月 31 日止)

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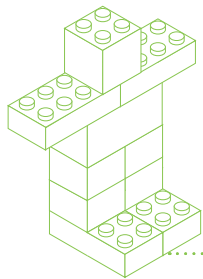
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Mr. Steven YUEN
Ms. YUEN Leung Wai
Ms. ZHAO Fenglian
Ms. Sky ZHUANG

曾詩慧女士
曾卓華先生
謝妹蓮女士
謝秋輝女士
蔡培基先生
蔡愛華女士
蔡杏清女士
敖文先生
UNCIANO John Perry
Noodles Bertos 先生
李活文先生
王茜如女士
黃威利先生
黃萊娣女士
黃秀芬女士
黃詩敏女士
黃詩茵女士
黃瀛漫女士
黃慶寧先生
黃齊愛女士
黃雅詩女士
黃美雲女士
黃桂芳女士
黃靖然女士
黃培菊女士
黃淑兒女士
黃梓軒先生
王冰瑩女士
王發玲女士
黃靜嫻女士
王慧雯女士
黃敏君女士
王可欣女士
黃詠詩女士
黃巧兒女士
胡鈞淋女士
甄嘉敏女士
楊思婷女士
游愛蓮女士
游康麟先生
丘信輝先生
邱漫儀女士
楊孝圳先生
楊榮琮女士
楊頌業先生
楊詠茜女士
姚玉清女士
余奕敏女士
袁嘉寶女士
袁鶴儒先生
袁掌政先生
阮迪尹先生
袁梁煒女士
趙鳳蓮女士
庄亮亮女士



LIST OF SERVICE UNITS 服務單位一覽表

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網站：www.isshk.org
Facebook：[@isshk.org](https://www.facebook.com/isshk.org)



SERVICES FOR FAMILIES 家庭服務

Cross-boundary and Inter-country Social Service

2/F, North District Community Centre, 2 Lung Wan Street,
Sheung Shui, N.T., Hong Kong
Tel: 2353 6119
Fax: 2671 7100
Email: ic@isshk.org

跨境及國際社會服務

香港新界上水龍運街2號北區社區中心2樓
電話：2353 6119
傳真：2671 7100
電郵：ic@isshk.org

Integrated Family Service Centres

Shamshuipo (South) Integrated Family Service Centre

G/F, High Block, Nam Cheong Community Centre,
Nam Cheong Estate, Shamshuipo, Kowloon, Hong Kong
Tel: 2386 6967
Fax: 2386 3231
E-mail: sspsifsc@isshk.org

綜合家庭服務中心

深水埗(南)綜合家庭服務中心

香港九龍深水埗南昌邨南昌社區中心高座地下
電話：2386 6967
傳真：2386 3231
電郵：sspsifsc@isshk.org

Tin Shui Wai (North) Integrated Family Service Centre

2-3/F, Ancillary Facilities Block, Tin Yuet Estate,
Tin Shui Wai, Yuen Long, New Territories, Hong Kong
Tel: 2446 1223
Fax: 2446 3313
E-mail: tswnifsc@isshk.org

天水圍(北)綜合家庭服務中心

香港元朗天水圍天悅邨服務設施大樓二至三樓
電話：2446 1223
傳真：2446 3313
電郵：tswnifsc@isshk.org



SERVICES FOR CHILDREN & YOUTHS 兒童及青少年服務

Adoption Programme

Tel: 2834 6863
Fax: 2834 7627
Email: ia@isshk.org

領養服務

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傳真：2834 7627
電郵：ia@isshk.org

Foster Care Programme

Tel: 2834 6863
Fax: 2834 7627
Email: fc@isshk.org

寄養服務

電話：2834 6863
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電郵：fc@isshk.org

Small Group Home Programme

Tel: 2834 6863
Fax: 2834 7627
Email: sgh@isshk.org

兒童之家服務

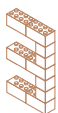
電話：2834 6863
傳真：2834 7627
電郵：sgh@isshk.org

School Social Work and School Support Services

Tel: 2834 6863
Fax: 2838 6226
Email: ssw@isshk.org

學校社會工作及學校支援服務

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傳真：2838 6226
電郵：ssw@isshk.org



SERVICES FOR MIGRANTS 移居人士服務

Programme for New Arrivals from Mainland China

G/F, High Block, Nam Cheong Community Centre,
Nam Cheong Estate, Sham Shui Po, Kowloon, Hong Kong
Tel: 2386 6967
Fax: 2389 3231

內地新來港人士服務

香港九龍深水埗南昌邨南昌社區中心高座地下
電話：2386 6967
傳真：2389 3231

Aid Service in Lo Wu Checkpoint for Chinese New Arrivals

Lo Wu Control Point Visitor Clearance Hall

羅湖管制站內地新來港人士服務

羅湖管制站訪港旅客大堂

Enquiry and Information Service

Registration of Persons —

Kowloon Office, Immigration Department

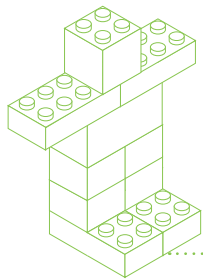
Room 375, 3/F, Cheung Sha Wan Government Offices,
303 Cheung Sha Wan Road, Kowloon, Hong Kong

諮詢服務

入境事務處人事登記處 —

九龍辦事處

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(375房)



LIST OF SERVICE UNITS 服務單位一覽表

Migrants Programme for Non-Chinese (Ethnic Minorities)

Administering and Delivery of Assistance for
Non-refoulement Claimants

Kowloon City and Yau Tsim Mong

Unit 03-07, 12/F, Kwun Tong Harbour Plaza,
182 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
Tel: 2789 7601
Fax: 2392 5675
Email: astc@isshk.org

New Territories District

Unit 1-12 & 25-28, 19/F, Tuen Mun Central Square,
22 Hoi Wing Road, Tuen Mun
Tel: 2358 9600
Fax: 2475 5067
Email: astc@isshk.org

Hong Kong, Kowloon and Islands (excluding Kowloon City and Yau Tsim Mong)

1/F, Li Po Chun Health Centre,
22 Arran Street, Prince Edward, Kowloon, Hong Kong
Tel: 3473 1500
Fax: 2392 2591
Email: astc@isshk.org

H.O.P.E. Support Service Centre for Ethnic Minorities

3/F, Tak Lee Commercial Building,
113-117 Wan Chai Road, Wan Chai, Hong Kong
Tel: 2836 3598
Fax: 2508 0207
Email: ethnic_centre@isshk.org
Website: <http://www.isshk-hope.org>
Facebook: @Isshopecentre

Mobile Information Service

Hong Kong International Airport, Arrivals Hall Restricted Area
Tel: 9220 0270 / 9226 3907
Fax: 2261 0450
Email: mis@isshk.org

Ambassador Scheme for Ethnic Minorities

3/F, Tak Lee Commercial Building,
113-117 Wan Chai Road, Wan Chai, Hong Kong
Tel: 2864 6707
Fax: 2508 0207
Email: ethnic_ambassadors@isshk.org
Facebook: @ambassadorschemeisshk

Subsidy for non-school-attending Ethnic Minorities to Enrol in Language Courses

3/F, Tak Lee Commercial Building,
113-117 Wan Chai Road, Wan Chai, Hong Kong
Tel: 2836 3598 / 5188 8044
Fax: 2508 0207
Email: m.umair.scem@isshk.org

非華裔移居人士(少數族裔)服務

主理和執行免遣返聲請人援助工作

九龍城與油尖旺

香港九龍觀塘偉業街182號觀塘碼頭廣場
12樓03-07室
電話: 2789 7601
傳真: 2392 5675
電郵: astc@isshk.org

新界區

香港新界屯門海榮路22號屯門中央廣場19樓
1-12及25-28室
電話: 2358 9600
傳真: 2475 5067
電郵: astc@isshk.org

香港、九龍及離島區(不包括九龍城與油尖旺)

香港九龍太子鴉蘭街22號李寶椿健康院1樓
電話: 3473 1500
傳真: 2392 2591
電郵: astc@isshk.org

HOPE少數族裔人士支援服務中心

香港灣仔灣仔道113-117號得利商業大廈3樓
電話: 2836 3598
傳真: 2508 0207
電郵: ethnic_centre@isshk.org
網址: <http://www.isshk-hope.org>
Facebook: @Isshopecentre

流動資訊服務

香港國際機場抵境大堂禁區
電話: 9220 0270 / 9226 3907
傳真: 2261 0450
電郵: mis@isshk.org

少數族裔人士大使服務計劃

香港灣仔灣仔道113-117號得利商業大廈3樓
電話: 2864 6707
傳真: 2508 0207
電郵: ethnic_ambassadors@isshk.org
Facebook: @ambassadorschemeisshk

為非在學少數族裔人士提供語文課程津貼

香港灣仔灣仔道113-117號得利商業大廈3樓
電話: 2836 3598 / 5188 8044
傳真: 2508 0207
電郵: m.umair.scem@isshk.org



SERVICES FOR THE ELDERLY 長者服務

Programme for Portable Comprehensive Social Security Assistance

Podium Level, Restaurant Block, Ping Shek Estate, Kowloon
Tel: 2300 1200
Fax: 2388 0045
E-mail: pcssa@isshk.org

協助「綜援長者廣東及福建省養老」計劃

香港九龍坪石邨酒家大樓座平台
電話：2300 1200
傳真：2388 0045
電郵：pcssa@isshk.org

Programme for Old Age Allowance Recipients And Old Age Living Allowance Recipients under the "Guangdong Scheme"

Unit 1, G/F, Lung Wo House, Lower Wong Tai Sin Estate, Wong Tai Sin, Kowloon, Hong Kong
Tel: 2755 3000 / 2755 2088
Fax: 2755 7500 / 2705 2188
E-mail: GDScheme@isshk.org

協助「廣東計劃」高齡津貼及長者生活津貼受惠長者服務

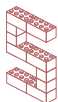
香港九龍黃大仙下邨龍和樓地下1號
電話：2755 3000 / 2755 2088
傳真：2755 7500 / 2705 2188
電郵：GDScheme@isshk.org

Programme for Old Age Allowance Recipients And Old Age Living Allowance Recipients under the "Fujian Scheme"

Restaurant Block, Ping Shek Estate, Kowloon
Tel: 2755 6800 / 2755 6500
Fax: 2755 3400 / 2755 6556
Email: FJScheme@isshk.org

協助「福建計劃」高齡津貼及長者生活津貼受惠長者服務

九龍坪石邨酒家大樓座平台
電話：2755 6800 / 2755 6500
傳真：2755 3400 / 2755 6556
電郵：FJScheme@isshk.org



SERVICES IN MAINLAND CHINA 內地服務

Service Centres — Guangzhou

Guangzhou-Hong Kong & Overseas

Marriage & Family Counselling Service Centre

G/F, Feng Yuen Street Community Service Centre,
8 He Jia Ci Dao, Wen Chang Bei Ru, Li Wan District, Guangzhou
Tel: (86-20) 8195 4683

服務中心—廣州

穗港及海外婚姻家庭輔導服務中心

廣州市荔灣區文昌北路何家祠道8號
逢源街社區服務中心首層
電話：(86-20) 8195 4683

Guangzhou-Hong Kong Service Centre for the Youth

2/F, Feng Yuen Street Community Service Centre,
8 He Jia Ci Dao, Wen Chang Bei Ru, Li Wan District, Guangzhou
Tel: (86-20) 8194 2661

穗港青少年服務中心

廣州市荔灣區文昌北路何家祠道8號
逢源街社區服務中心2樓
電話：(86-20) 8194 2661

Guangzhou-Hong Kong Integrated Family Service Centre

G/F, Feng Yuen Street Community Service Centre,
8 He Jia Ci Dao, Wen Chang Bei Ru, Li Wan District, Guangzhou
Tel: (86-20) 8195 4683

穗港綜合家庭服務中心

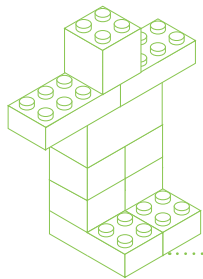
廣州市荔灣區文昌北路何家祠道8號
逢源街社區服務中心首層
電話：(86-20) 8195 4683

Guangzhou Boyu Social Work Service Centre

Room 508, Business Center, Xinjingcheng Building,
78 Liwan Road, Liwan District, Guangzhou
Tel: (86-20) 8182 8085 / (86-20) 8182 3473

廣州市荔灣區博域社會工作服務中心

廣州市荔灣區荔灣路78號
新景城大廈商務中心508室
電話：(86-20) 8182 8085 / (86-20) 8182 3473



LIST OF SERVICE UNITS 服務單位一覽表

Service Centres — Shenzhen

Expectation Management Project (Shenzhen)

A010, G/F, Hui Gang Ming Yuan, 3099 Bin He Da Dao,
Futian, Shenzhen 518033

Tel: (86-755) 8829 3457, (86) 189 3891 8989

Email: sz@isshk.org

Website: <http://www.iss-futian.com>

Cross-boundary Students Service Centre (Luohu, Shenzhen)

G/F, Luohu Recreation Centre for Women and Children,
2007 Yan He Road South, Luohu, Shenzhen 518000

Tel: (86-755) 2511 4400

Fax: (86-755) 2511 9906

Email: sz@isshk.org

Website: <http://www.isshk-jc.com>

Cross-boundary Students Service Centre (Nanshan, Shenzhen)

Flat 208, 1st Floor, Zone D, Building No. 1, Nan Guang City
Garden, Nan Guang Road, Nanshan, Shenzhen 518054

Tel: (86-755) 2511 1155

Fax: (86-755) 2661 9688

Email: sz@isshk.org

Website: <http://www.isshk-jc.com>

服務中心 — 深圳

期望管理計劃(深圳)

深圳市福田區濱河大道3099號

匯港名苑一層A010舖(郵編: 518033)

電話: (86-755) 8829 3457, (86) 189 3891 8989

電郵: sz@isshk.org

網址: <http://www.iss-futian.com>

跨境學童服務中心(深圳羅湖)

深圳市羅湖區沿河南路2007號

羅湖區婦女兒童活動中心一樓(郵編: 518000)

電話: (86-755) 2511 4400

傳真: (86-755) 2511 9906

電郵: sz@isshk.org

網址: <http://www.isshk-jc.com>

跨境學童服務中心(深圳南山)

深圳市南山區南光路

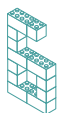
南光城市花園1棟D區二樓208室(郵編: 518054)

電話: (86-755) 2511 1155

傳真: (86-755) 2661 9688

電郵: sz@isshk.org

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FAMILY SYSTEMS THEORY TRAINING & COUNSELLING SERVICES 家庭系統理論培訓與輔導服務

ISS Family Institute

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Website: issfi.org

Facebook: @ISS Family Institute

Facebook: @ISS Family Institute Bowen

國際社家庭學院

香港灣仔軒尼詩道130號修頓中心6樓

電話: 2834 6863

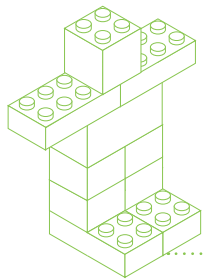
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Website: www.sireas.be

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Website: www.fif-ev.de

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Website: <https://iss-greece.gr/>

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Website: www.isshk.org

Ireland

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Website: www.tusla.ie

Israel

Email: DivraH@molsa.gov.il

Italy

Email: info@defenceforchildren.it
Website: www.defenceforchildren.it

Japan

Email: issj@issj.org
Website: www.issj.org

Kenya

Email: info@cwsk.go.ke

Lebanon

Email: info@himaya.org
Website: www.himaya.org

Malta

Email: appogg@gov.mt
Website: www.appogg.gov.mt

澳洲 (國家辦事處)

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網頁: www.iss.org.au

澳洲 (新南威爾斯州辦事處)

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網頁: www.iss.org.au

比利時

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網頁: www.sireas.be

保加利亞

電郵: miglena_bald@yahoo.com
網頁: www.iss-bg.org

捷克共和國

電郵: podatelna@umpod.cz
網頁: www.umpod.cz

加拿大

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法國

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網頁: www.droitdenfance.org

德國 (柏林辦事處)

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愛爾蘭

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網頁: www.tusla.ie

以色列

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意大利

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網頁: www.defenceforchildren.it

日本

電郵: issj@issj.org
網頁: www.issj.org

肯亞

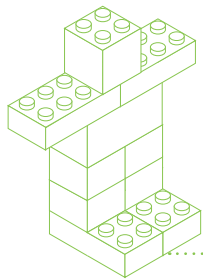
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馬爾他

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America- 27
Asia- 18
Europe- 18

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