



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



2021/22  
ANNUAL REPORT 年報



# 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.

### 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。

### Mission

For our service users:

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

### 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。

For the society:

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

對於社會：

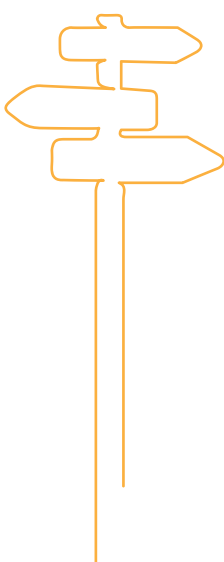
為防止社會問題的衍生而作出貢獻，運用我們有的才幹及經驗去提出建議，作有關的研究和行動，及提倡社會政策。

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.

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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## SERVICES IN MAINLAND CHINA 內地服務

### INTERNATIONAL SOCIAL SERVICE HONG KONG BRANCH (HONG KONG, CHINA) GUANGDONG OFFICE 香港國際社會服務社(中國香港)廣東辦事處

### Service Centres — Guangzhou 服務中心 — 廣州

### Service Centres — Shenzhen 服務中心 — 深圳

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

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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、學校社會服務等，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**  
Mr. David Fong, BBS, JP  
方文雄先生, BBS, 太平紳士



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



**Member 委員**  
Dr. Chung See Yuen  
鍾思源醫生  
(starting from November 2021  
由2021年11月開始)



**Member 委員**  
Ms. Vivian Ho  
何蔚雲女士  
(starting from November 2021  
由2021年11月開始)



**Member 委員**  
Ms. Clara Chu  
朱鳳儀女士  
(until October 2021  
直至2021年10月)



**Member 委員**  
Mr. Tsoi Man Cheong  
蔡文昌先生  
(until June 2021  
直至2021年6月)



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

### ISS Family Institute Advisory Committee

### 國際社家庭學院 顧問委員會

#### Chairman

Dr. See Yuen CHUNG

#### 主席

鍾思源醫生

#### 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  
劉玉琮博士

### ISS-HK Honorary Legal Consultants

### 香港國際社會服務社 榮譽法律顧問

Mr. Larry S. K. KO  
Ms. Vivian HO

高世杰先生  
何蔚雲女士

#### Honorary Consultants

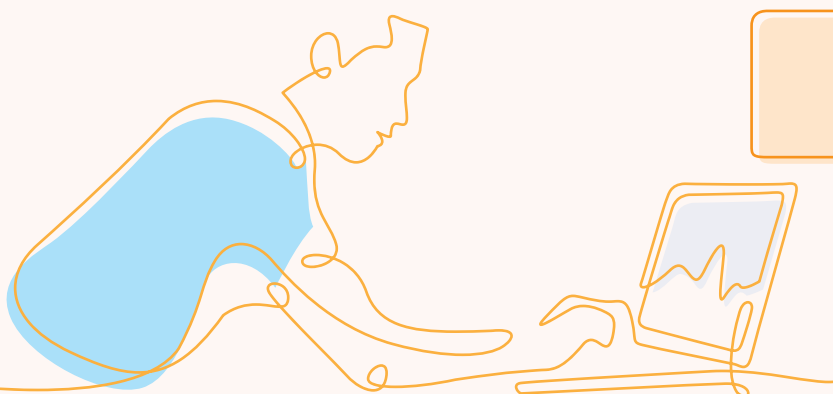
Mr. W. T. CHAN  
Dr. See Yuen CHUNG  
Dr. S. L. LUK  
Dr. Hon Kee CHEUNG

#### 榮譽顧問

陳永泰先生  
鍾思源醫生  
陸兆鑾醫生  
張漢奇醫生

# Organisational Chart

## 組織架構



**Advisory Committee**  
顧問委員會

**Chief Executive**  
行政總裁

**Service Units**  
服務單位

### Services For Families 家庭服務

#### Cross-Boundary and Inter-country Social Service 跨境及國際社會服務

Centre Service — Sheung Shui Centre  
中心服務 — 上水中心

Centre Service — Wong Tai Sin Centre  
中心服務 — 黃大仙中心

Other Services — International Child Protection  
其他服務 — 國際兒童保護服務

Other Services — Beat Drugs • Starts at Home  
其他服務 — 「禁毒 • 從家開始」計劃

Other Services — Ripples Academy for Women Empowerment  
其他服務 — 漣漪學苑 — 婦女潛能發展計劃

Other Services — Overseas Prisoners Service  
其他服務 — 海外服刑港人服務

Other Services — Emergency Fund for Divided Families  
其他服務 — 分隔家庭服務基金

#### Shamshuipo (South) Integrated Family Service Centre 深水埗(南)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

### Services For Children And Youths 兒童及青少年服務

#### Adoption 領養服務

Adoption of Children from Hong Kong, Mainland China and Overseas  
香港、中國內地及海外兒童的領養服務

Root-tracing Service  
尋根服務

#### Foster Care 寄養服務

#### Small Group Home 兒童之家服務

Yin Tak Small Group Home  
賢德兒童之家

Mo Tak Small Group Home  
慕德兒童之家

Ming Tak Small Group Home  
明德兒童之家

Lee Shing Small Group Home  
利盛兒童之家

Lee On Small Group Home  
利安兒童之家

Pak Hei Small Group Home  
伯禧兒童之家

Chung Hei Small Group Home  
仲禧兒童之家

Shun Hei Small Group Home  
信禧兒童之家

Wah Sum Small Group Home  
華心兒童之家

Wah Koon Small Group Home  
華冠兒童之家

Wah Mian Small Group Home  
華勉兒童之家

Tsing Yung Small Group Home  
青榕兒童之家

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

School Social Work Services (Government Funded Services)  
學校社會工作服務(政府資助服務)

School Support Services  
學校支援服務

#### • Secondary School 中學

→ Counselling and Support Services for Students with Special Education Needs  
特殊教育需要輔導及支援服務

→ School-based Student Support Service  
校本學生輔導支援計劃

#### • Primary School 小學

→ Comprehensive Student Guidance Service  
全方位學生輔導服務

→ Understanding Adolescent Project「成長的天空」計劃

→「童尋夢想人生路」Primary School Support Services  
「童尋夢想人生路」小學支援服務

#### • Other Service Projects 其他服務計劃

→「劃出你 • 想人生路」Career And Life Planning Project「劃出你 • 想人生路」生涯規劃計劃

→「Life Rider」Career And Life Planning Project「Life Rider」生涯規劃活動計劃

### 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

Aid Service in Lo Wu Checkpoint  
羅湖管制站內地新來港人士服務

Guidance Service at Registration of Persons — Kowloon Office of Immigration Department 入境事務處人事登記處 — 九龍辦事處的指導服務

Mobile Information Service  
流動資訊服務

#### Migrants Programme for Non-Chinese 非華裔新來港人士服務

HOPE Centre for Ethnic Minorities  
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計劃

Subsidy for Ethnic Minorities to Enrol Language Programmes 為非在學少數族裔人士提供語文課程津貼

#### Administering and Delivery of Assistance for Non-refoulement Claimants 主理和執行免遣返聲請人援助工作

Kowloon City and Yau Tsim Mong Centre  
九龍城與油尖旺中心

New Territories District Centre  
新界區中心

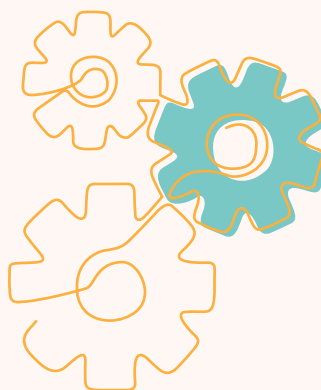
Hong Kong, Kowloon and Islands (excluding Kowloon City and Yau Tsim Mong) Centre  
香港、九龍及離島區(不包括九龍城與油尖旺)中心

Anthony Lawrence International Shelter  
羅蘭士國際庇護舍

Women's Shelter  
女士庇護舍

Children's Shelter  
兒童庇護舍

## 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 (Fujian)  
協助「綜援長者廣東及福建省養老計劃」福建省個案

Fujian Scheme  
福建計劃

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

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

Services in Mainland China  
內地服務  
International Social Service  
Hong Kong Branch  
(Hong Kong, China)  
Guangdong Office  
香港國際社會服務社  
(中國香港)廣東辦事處

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

Services in Shenzhen  
深圳服務  
Expectation Management Project (Shenzhen)  
期望管理計劃 (深圳)  
Jockey Club Support Project for Cross-boundary Families  
賽馬會跨境家庭新里程計劃  
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



## Chairman's Statement

### 主席報告

Stepping into the third year since the COVID-19 first hit Hong Kong, both our service users and service units have moved from coping with to living with the virus. The “new normal” means life goes on as much as possible while we all remain vigilant of health risks that come along, and will always be flexible and adaptable in response to changes that may occur, including the adapting of policies on social distancing that affect the way we provide our services.

When Hong Kong endured the 5th and most serious wave of the COVID-19 outbreak in the first few months of 2022, our service units undertook exceptional duties to take care of our service users. In mid-February 2022, seven children in one of our Small Group Homes were infected by COVID-19. To prevent some of the staff from being infected, a small number of duty staff were assigned to provide relief at the Home, and had to carry out the cleaning, disinfecting and cooking duties on top of caring for the sick children. At one Children's Shelter for Non-Chinese Migrants, two staff who tested positive with the virus had to take six sick children to the hospital for treatment and had to sleep for days in armchairs offered by the hospital. I would like to thank our devoted staff who have always prioritized the interests of their clients.

The unit for Administering and Delivery of Humanitarian Assistance to Non-Refoulement Claimants was invited by the Civil Service Bureau to offer assistance in facilitating the vaccination arrangements for our service users and other claimants, starting from May 2021. The exercise continued while giving the first, second and third doses of vaccines, as well as giving the additional dose for service users with immune-compromised illness.

At the peak of the pandemic, The HOPE Support Service Centre for Ethnic Minorities has remained active in providing much-needed assistance to the ethnic minority community to ensure that ethnic minority families have access to updated information, resources and services.

With Hong Kong's anti-pandemic regimes on travelling overseas being among the toughest in the world, our team has walked the extra mile in order to overcome geographical barriers for service users. Social workers of the Cross-Boundary and Inter-country Social Service unit travelled to Beijing, Shanghai, Macau, Fuzhou City (Fujian Province), Shenzhen, and Zhuhai (Guangdong Province) to conduct offline assessments for international social investigation and child welfare interviews.

香港已踏入疫情的第三年，我們服務單位及服務使用者或是都已由最初努力適應新冠病毒疫情，至接受疫情已成為生活的一部份。在「新常態」中，我們盡量如常生活，同時時刻對感染風險保持警惕，並靈活應對隨時轉變的社交距離措施，繼續提供服務。

香港於2022年年初備受第五波疫情打擊，國際社不少服務單位都擔當起了新的任務。今年二月中，其中一所兒童之家家舍有七名家童先後確診新冠肺炎。為了減低同工之間互相感染的機會，服務單位需減少該家舍的職員輪值人次，故當值同工除了要長時間照顧患病家童外，更需兼顧煮食及清潔消毒的工作。在非華裔移居人士兒童庇護中心宿舍，六名小童與兩名職員都染疫，兩位已確疫的職員需要帶同病童到醫院候診，由於醫院床位已完全爆滿，他們在醫院的扶手椅上睡了數天。我希望在此對一直將服務使用者放在首位的同工們致以深切謝意。

主理和執行免遣返聲請人援助工作計劃獲公務員事務局邀請，就服務使用者與其他「行街紙」持有人之疫苗接種提供協助。疫苗預約由公務員事務局安排，服務單位由2021年5月開始負責協助服務使用者登記，並通知他們指定的疫苗接種時間。服務單位一直與公務員事務局緊密合作，協助服務使用者預約接受共三劑疫苗，其中包括特定免疫力弱人士的額外一劑疫苗接種。

HOPE少數族裔人士支援服務中心在疫情高峰期間一直致力為少數族裔社群提供適切援助，確保有需要家庭獲取最新資訊、相關資源及服務。

香港針對旅客的防疫措施的嚴格程度可謂全球數一數二，各服務單位皆竭盡所能，助服務使用者跨越地域障礙。在新冠肺炎肆虐期間，跨境及國際社會服務社工前往北京、上海、澳門、福清市（福建省）以及深圳和珠海（廣東省）進行線下評估，以提交國際社會調查和兒童福利評估報告。

Staff of the Adoption team also overcame multiple difficulties in helping two adoptive children to meet their adoptive parents, who travelled from the USA to Hong Kong. The children finally left Hong Kong with their parents in July 2021 to join their permanent families and open a new page in their lives.

As the new Xiamen Office for the Programme for Old Age Allowance Recipients and Old Age Living Allowance Recipients Under the "Fujian Scheme" started operation in April 2021, we relied on our caseworker in Xiamen to conduct home visits and to answer enquiries from recipients and their relatives in Fujian.

As the pandemic dragged on, our service units gave more focus to addressing the specific needs of vulnerable groups that were among the hardest hit. Cross-boundary students in Shenzhen were unable to attend examinations in their schools in Hong Kong due to quarantine measures. Our team in Shenzhen assisted a number of primary and secondary schools in organising examination sessions in our three service centres. In the past year, a total of 288 examination sessions were scheduled, and more than 1,200 students took part.

Meanwhile across the border in Hong Kong, school social workers sought always to be there for candidates sitting the HKDSE exams, offering assistance both emotionally and practically to the candidates facing numerous uncertainties throughout their preparations for the exam. Candidates were given advice on their examination skills and career planning.

The Shamshuipo (South) Integrated Family Service Centre continued to offer a series of parenting enrichment activities for service users. Parent groups, programme sessions and educational materials all strengthened parent-child relationships, which were often strained when both parents and children were stranded at home when the outbreak was severe.

With the prolonged closure of public libraries and school suspensions hindering children's development, the Tin Shui Wai (North) Integrated Family Service Centre vigorously promoted the "Picture Books Co-reading" programme to fill the service gap. Workshops and group sessions were held to help parents tell stories to their children and stimulate children's social and emotional development.

Other teams strived to help our service users adjust to life in the new normal. The number of new arrivals with the Permit for Proceeding to Hong Kong and Macao (One-way Permit) who were served by Programme for New Arrivals from Mainland China increased by 69% compared to the previous year as the pandemic stabilised in 2021. The unit offered orientation programmes to 390 new arrivals, increasing their understanding of and sense of belonging to Hong Kong.

領養服務社工亦克服重重挑戰，協助兩對領養父母由美國到香港跟他們的領養孩子團聚。兩個孩子已經於2021年7月隨父母返抵美國開展新生活。

協助「福建計劃」高齡津貼及長者生活津貼受惠長者服務的廈門辦事處於2021年4月正式投入服務，服務單位依靠常駐廈門同事協助處理家訪及透過電話或郵遞，為居於福建省長者及親友提供諮詢服務。

疫情一直蔓延，服務單位都將焦點放在於疫情中受沉重打擊而急需援助的一群。自疫情爆發以來，跨境學童未能到港參與學校的考試，本社的深圳團隊在此期間聯絡不同中、小學，協助於深圳推行異地考試，讓身處在深圳的學童亦能參與其中。在過去一年，本社在深圳三間中心共提供了288節考試服務，超過1,200名學生應試。

在一河之隔的香港，學校社會工作及學校支援服務單位特別加強對中學文憑試考生的支援，應屆文憑試考生在備試期間因著疫情而面臨很多不確定性，學校社工提供應試技巧、情感支持和生涯規劃輔導等等，協助他們順利完成公開考試。

深水埗(南)綜合家庭服務中心繼續於年內推行家長教育工作。中心舉辦了一系列家長活動，包括家長教育小組、活動及製作家長教育材料套。疫情嚴峻期間父母與子女因居家抗疫而經常有磨擦，計劃希望可以強化親子關係。

有見圖書館關閉及學校停課影響兒童發展，天水圍(北)綜合家庭服務中心於過去一年積極提倡「親子繪本共讀」，並舉辦了工作坊及小組，鼓勵家長與小朋友一起閱讀繪本故事，促進兒童的社交能力及情緒方面的發展需要。

其他服務單位亦致力幫助服務使用者適應新常態的生活。內地新來港人士服務去年共接觸由內地持前往港澳通行證(單程證)的來港定居人士人數較上一年上升69%。單位舉辦適應活動予390位新來港人士，以加強他們對香港的認識及歸屬感。

## Chairman's Statement

### 主席報告

The Foster Care Programme continued to arrange clinical psychological support services for our service users. Foster children were assessed by clinical psychologists to ensure that their developmental needs were catered for.

Despite the challenges, ISS-HK put its best foot forward during the year, making solid progress as well as new attempts. The Agency has completed the formalities for registering as an overseas NGO in mainland China. ISS-HK first started providing services in the Mainland in 1997, partnering with Mainland government departments in order to operate. With the formal registration completed in 2021, the Agency will continue to provide services for women, children and families in Guangdong Province.

The ISS Family Institute started a new programme in February 2022 named Bowen On-line Chat, a free lunchtime programme for the public to share thoughts and strategies on how to handle family and societal phenomena with the Bowen perspective.

The Agency also debuted the "ISS' Got Talent Scholarship" during the year, which called for ISS-HK service users aged 3 to 17 to display their talent and win a HK\$10,000 scholarship to spend on courses about their hobbies. The first "Run For Food" Charity Virtual Run was also organised and raised over HK\$300,000, thanks to the support of generous sponsors and runners lending their helping hands to subdivided flat tenants in Shamshuipo.

The past two years have been gloomy for Hong Kong in general and also for ISS-HK in particular, as we lost Mr. Chris Kwong, the late Director of Finance and Administration and Ms. Adrielle Panares, the late Director of Migrants Programme for Non-Chinese (Ethnic Minorities), in just ten months. Both were integral pillars at ISS-HK for over 30 years and are very dearly missed. But their sense of responsibility, high moral standards, dedication, drive, and professionalism will continue to be a part of the team as we continue their life-long mission of serving the vulnerable.

We look forward to a brighter year ahead.



Chairman  
Mr. Kenneth Kwok

寄養服務單位繼續為服務使用者提供臨床心理支援服務，由註冊臨床心理學家接見及跟進寄養兒童的發展需要。

儘管客觀環境充滿挑戰，本社亦全力以赴，取得豐碩成果及作出新嘗試。本社正式完成了在內地註冊成為境外非政府組織的手續。我們在內地的服務始於1997年，初時與內地政府部門建立合作夥伴關係。及至2021年，本社終於獨立註冊為境外非政府組織，將繼續在廣東省為有需要的婦女、兒童及家庭提供服務。

國際社家庭學院於2022年2月開始名為「Bowen線上小聚」的新活動，該免費活動於午餐時間進行，讓公眾分享如何以博域理論視角去理解一些家庭及社會現象及處理的策略。

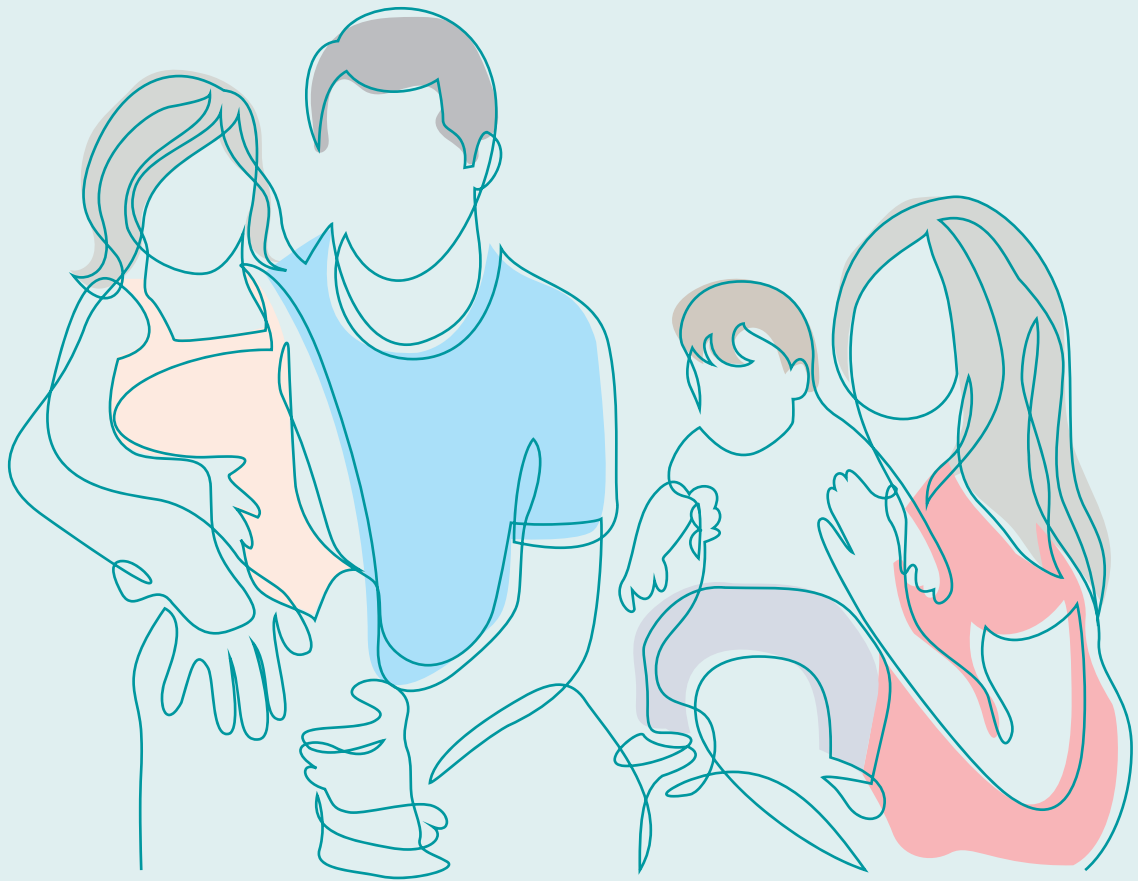
本社亦於年度首度推出「國際社展才藝獎學金」，讓年齡介乎3至17歲的香港國際社服務使用者參加，角逐港幣10,000元用作報讀興趣班或訓練之用。首屆「為口奔馳慈善線上跑」得到一眾贊助商及跑手的慷慨支持，籌得超過港幣30萬元，善款用作購買食物包及超市禮券予深受疫情影響的深水埗劏房戶。

不論是香港整體或本社都於過去兩年經歷了低潮——我們於十個月內先後痛失前行政及財務總監鄺耀華先生，及前非華裔移居人士（少數族裔）服務總監彭藝珠女士。兩位皆是本社過去30年以來不可或缺的中樑底柱，失去他們無疑是本社的重大損失，但他們勇於承擔、崇高的道德操守、對工作的熱誠及專業的態度將與我們常在，一眾同工亦將秉承他們畢生的志向，繼續服務弱勢社群。

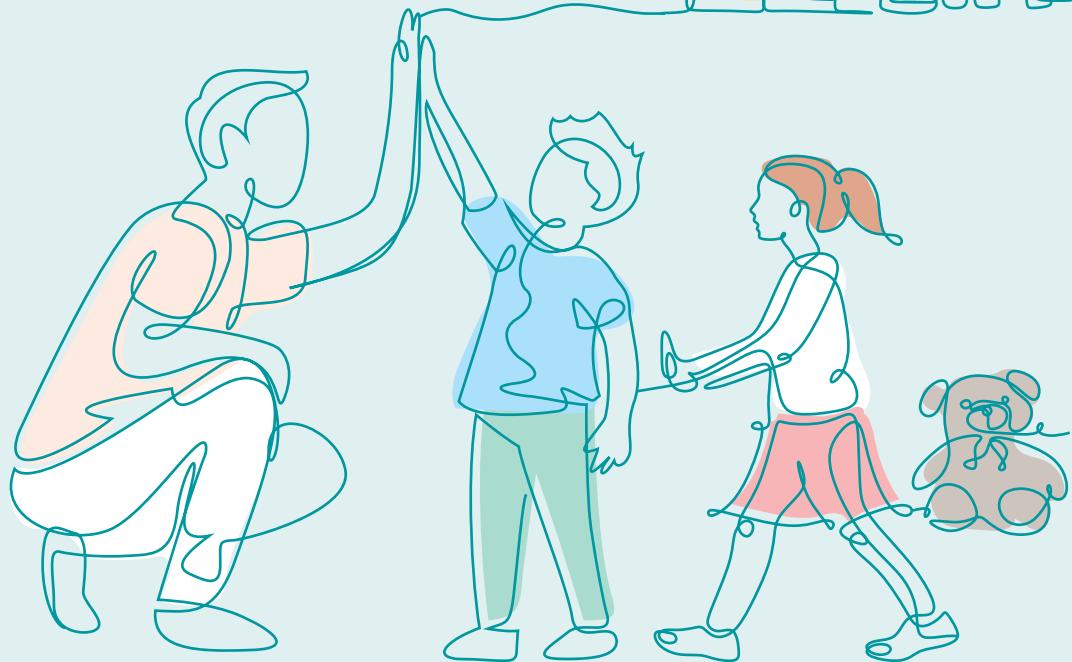
願明年會更好。



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

### Service Highlights

Last year, we completed 37 home study reports, including 12 cases relating to suspected child abuse incidents and 24 issues regarding child custody, access and permanent removal to other countries. These cases involved 11 countries and 12 cities in Mainland China. In addition, we handled 122 cases related to childcare and parenting issues; and 123 cases involving cross-boundary marriages and financial problems.

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 (SWD), we have maintained the Aid Service for reaching and providing consultation services to new arrivals when they enter Hong Kong. Due to the outbreak of COVID-19, the service counter at Lo Wu has been suspended since February 4, 2020. Since June 2020, new arrivals resumed entry via Shenzhen Bay, and we temporarily moved our services station there to have first contact with new arrivals and provide them with information and consultation.

Among the mainland residents with Permits for Proceeding to Hong Kong and Macao (One-way Permits) settled in Hong Kong from April 2021 to March 2022 as recorded by the Immigration Department, the programme reached 91% of them at the Shenzhen Checkpoint.

With the new arrivals' consent, ISS-HK shared their personal information with the SWD. We referred 5,208 new arrivals to the SWD and 632 to other concerned governmental departments, NGOs, and schools. Timely referrals assured early intervention and facilitated the new arrivals' successful integration into the local community.

### 服務報告

去年，本服務共完成37個家訪調查報告，當中包括12個懷疑虐待兒童個案及24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11個國家及國內12個城市。另外，本服務亦處理了122個幼兒照顧及管教個案，及123個跨境家庭婚姻及經濟困難個案。

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。受新型冠狀病毒疫情影響，原於羅湖口岸設有的服務站因關口關閉自2020年2月4日起暫停服務，由2020年6月起新來港人士可從深圳灣口岸來港，服務站亦暫時遷到該口岸，讓我們繼續第一時間與新抵港人士接觸，提供諮詢服務。

在入境處於2021年4月至2022年3月錄得由內地持前往港澳通行證來港定居的人士當中，91%已在深圳灣口岸與本社接觸。

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5,208位新來港人士予社署，另轉介了632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。



## Cross-boundary and Inter-country Social Service 跨境及國際社會服務

### “Beat Drugs • Start at Home II”

Funded by the Beat Drugs Fund of the Narcotics Division of the Security Bureau, this project provides preventive education and publicity programmes on dangerous drugs for cross-boundary/newly arrived students and their parents. Through group sessions, programmes and WeChat Promotion, the campaign strengthened understanding of the harmful effects of dangerous drugs and users' criminal responsibility, enhanced anti-drug awareness and self-efficacy, built up positive parent-child relationships, and established a healthy life attitude. Until 31 March 2022, the project has run 320 groups, activities and programmes with a total of 9,390 participants.

### 「禁毒•從家開始2」

計劃由保安局禁毒處禁毒基金贊助，旨在為跨境/新來港學童及其家長提供禁毒教育和宣傳工作。計劃透過小組、活動及微信推廣讓服務對象認識毒品禍害及相關的刑事責任，提升抗毒意識及自我效能感，並鞏固良好的家庭和親子關係，建立健康及正面的人生觀。截至2022年3月31日，計劃共推行了320節小組及活動，共有9,390人次參與。



### Project KING

Funded by the Home Affairs Bureau and Family Council, and with the cooperation of the City University of Hong Kong, this project aims to enhance emotional management, promote positive family interaction and strengthen parent-child relationships of newly arrived and cross-boundary families. It is a 14-month-long Randomized Control Trial (RCT) research project with 203 pairs of parent and child taking part in 30 parallel groups before the project was completed on 28 February 2022. A wisdom-sharing workshop was held via Zoom on 16 February 2022 with 145 social workers and teachers taking part.

### 「傾」計劃

本計劃獲民政事務局及家庭議會贊助，與香港城市大學合作推行，旨在透過親子平行小組、遊戲、討論及分享，提升新來港及跨境家庭的情緒管理能力、增加家庭正面互動，及鞏固親子關係。截至2022年2月28日本計劃完滿結束前，在為期14個月的隨機對照試驗(RCT)研究計劃，共推行了30個親子平行小組，共203對親子參與。另外，本計劃並於2022年2月16日舉行了網上實踐智慧分享會，與145位社工及老師分享經驗。

## Cross-boundary and Inter-country Social Service 跨境及國際社會服務

### Ripples Academy for Women Empowerment

Funded by the Bank of China (Hong Kong) Limited, the service unit launched a five-year project for women's empowerment starting in December 2020. It increases the knowledge and skills of women, explores their potentials, and creates a community of mutual care. As of 31 March 2022, the project completed 84 group sessions, workshops and activities with 484 women taking part.

### 漣漪學苑－婦女潛能發展計劃

計劃獲中國銀行(香港)有限公司資助，本服務單位由2020年12月起為全港婦女推行為期5年之潛能發展計劃。計劃旨在增加婦女的知識和技能，發掘內在潛能，及建構互愛社區。截至2022年3月31日，計劃共推行了84個小組、工作坊及活動，共有484名婦女參與。



## Cross-boundary and Inter-country Social Service 跨境及國際社會服務

### International Child Protection (ICP) Service

ISS-HK launched the International Child Protection (ICP) service in 2014. The objectives are to assist individuals, children and families who face personal or family difficulties in China or overseas and to promote child protection in the community. During the pandemic year, 10 international social investigation and child welfare interviews and assessments were submitted to foreign family courts and child protection authorities for children welfare recommendations. Apart from conducting virtual assessments, our social workers travelled to Beijing, Shanghai, Macau, Fuzhou City (Fujian Province), Shenzhen, and Zhuhai (Guangdong Province) for offline assessments. Eight community education programmes themed family communication, child protection and internet addiction were launched and attracted around 260 participants.

Upon invitation, the ICP service joined the British Day in Shenzhen and Guangzhou. Around 700 participants visited our ICP family harmony booths and took part in games. Three protection and safety activities were conducted in collaboration with Chongqing and Fuzhou city social service organizations and attracted around 400 participants. The unit's ICP booth at the Virtual China Charity Fair 2021 was visited by 135 professionals. The ICP service was also promoted to the new Vice Consul of the British Consulate General in Guangzhou and to an international school in Shenzhen. Over 60 articles were uploaded onto the Chinese Weibo website, with topics ranging from mental health, inter-country marriage, marital difficulties, internet addiction and stress, and child protection and safety awareness. The uploads attracted around 36,000 views.

### 國際兒童保護(ICP)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，旨在協助身在中國或海外國家而有需要的個人，兒童和家庭，並促進社區的兒童保護意識。在新冠肺炎肆虐期間，服務向海外家庭法院和兒童保護單位提交了十份國際社會調查和兒童福利評估報告，也提出相關的兒童福利建議。除線上評估外，社工也前往北京、上海、澳門、福清市（福建省）以及深圳和珠海（廣東省）進行線下評估。過去一年，我們推行了八項以家庭溝通、兒童保護及網路成癮為主題的社區教育活動，吸引了近260名參加者。

服務亦應邀參加了在深圳和廣州舉行的英國日活動，近700名參加者參與了有關的家庭和諧展位及攤位遊戲。此外，我們還與重慶、福清市社會服務機構合作開展了三次保護安全活動推廣，吸引了近400人參加。在2021年線上中國慈善會中，展位吸引了135名專業人士觀看。服務還向英國駐廣州總領事館新領事和深圳一所國際學校進行了介紹推廣。另外，計劃亦在微博共上傳了超過60篇文章，主題涉及心理健康、跨國婚姻、婚姻困境、網路成癮和壓力和兒童保護和安全意識，共吸引近36,000觀眾瀏覽。



## Cross-boundary and Inter-country Social Service

### 跨境及國際社會服務

The ICP service continued its fourth “Provision of Support to Potential Chinese Victim of Trafficking” (PVOTs) with the Immigration Enforcement International of the British Embassy in Beijing. The project focused on supporting PVOTs, outreached and engaged with local social service organizations in crucial high-risk areas to help PVOTs, promoted awareness of human trafficking to social service professionals as well as modern slavery and human trafficking (MSHT) in the community. A China Community Resource Guidebook was also consolidated to be shared with the UK service providers and PVOT returnees. The project was promoted on the UK’s popular Chinese websites, and over 60 MSHT articles were published on Chinese Weibo and read by around 29,500 individuals.

過去，服務繼續與英國駐華大使館國際移民執法合作「向中國潛在人口販運受害者提供支援(第四期)」，該項目聚焦於中國潛在人口販運受害者及與位於高風險地區的社會服務機構加強聯繫，並向中國潛在人口販運受害者提供支援，提高社會服務機構的專業人員對人口販運以及現代奴隸和人口販運的認識。我們也對中國社會資源指南進行了整合，以供英國服務提供者和歸國者使用。該項目的推廣廣告被刊登在英國流行的中文廣告網站，並在微博上發佈了超過60篇有關人口販運的文章，共有近29,500人瀏覽。



At “Group of Positive Life”, I was deeply touched to discover that some feelings of sadness and grief were suppressed and unsolved. I know that it was an unhealthy coping way to cover up my negative emotions, so I learned to release them gradually. Now, I feel much more relaxed. Fatigue used to consume me all the time, and I misunderstood that it came from my hard life and work, but I finally realised that it was from my mind. After taking part in the group, I learned to step back, accept myself, and say goodbye to my past.

參加完積極人生小組後，我感受很深。我發現自己原來一直積存著很多委屈傷感的情緒沒有處理，導致自己把所有情感都壓抑收藏起來。我明白這種做法並不健康，也開始慢慢將負面情緒釋放。現在，我感覺自己由內而外輕鬆多了，記得以前總覺得自己很累，還以為是生活、工作的疲勞，想不到其實是心累。我體會到放空自己、接納自己和跟過去的自己說再見的重要！

**Xuehuan Mai**  
麥雪環

### Cross-Boundary and Inter-Country Social Service Statistics

#### 跨境及國際社會服務統計數字

April 2021 and March 2022  
2021年4月 – 2022年3月

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
Items 項目			
Number of Cases Handled 處理個案數目	323	127	29
Number of Groups / Programmes / Training Classes 小組 / 活動數目	108	12	12
Attendance at Groups / Programmes 小組 / 活動參加人次	2,768	715	1,517

## 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 2021 and March 2022  
2021年4月–2022年3月

Number of New / Reactivated Cases  
新增 / 重新處理的個案總數 265

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 Immigrated Department, the percentage of them being contacted through telephone 84%  
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

Number of New Arrivals Contacted (Telephone Outreach)  
成功聯絡新來港人士數目（電話外展） 4,605

Number of Hotline Enquiries  
熱線查詢數目 5,372

Number of Groups / Programmes Organized  
小組 / 活動總數 108

Out of new / reactivated cases, the percentage of cases with service users with perceived improvement in the main problem upon case closure 93%  
在新增 / 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

Out of the total number of hotline enquiries requiring social work intervention, the percentage of service users with perceived improvement in the problem(s) 99.9%  
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

% of users indicating satisfaction after attending the groups / programmes organized by the Service 99.2%  
在完成所參加的小組 / 活動後，服務使用者表示滿意百分率

Out of the total of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint, the percentage of them provided with enquiry 91%  
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

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 100%  
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

Total number of new arrivals who have immediate difficulties upon arrival and are provided with guidance service at the Lo Wu Checkpoint 3,344  
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

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 100%  
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

Total number of referrals made for new arrivals to appropriate service units at the Lo Wu Checkpoint 632  
在羅湖檢查站將新來港人士轉介至合適服務單位的數目

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 100%  
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

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 100%  
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

- \* As the programme's service counter in Lo Wu has been suspended and temporarily moved to Shenzhen Bay due to the pandemic, "Lo Wu Checkpoint" in the table means "Shenzhen Bay Checkpoint"
- \* 由於單位於羅湖口岸的服務站因疫情關閉，並暫時遷到深圳灣口岸，上表的「羅湖檢查站」實指「深圳灣檢查站」。

## 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 Counselling Unit handled 537 intensive cases primarily involving emotional problems, childcare and marital relationship issues. Meanwhile the Family Support Unit handled 622 brief cases primarily involving finance, accommodation and emotional problems. In addition, 960 intake records were completed, 58 groups and 87 programmes were organized in this period. With the assistance of 35 Family Support Ambassadors, we were able to have 80 people who have been suffering from social isolation engaging with our services or other community services. The Family Aide Worker provided 653 training hours to 34 service users. In addition, the Ethnic Minority District Ambassador organized 17 programmes and provided 534 simple interpretation/translation services to ethnic minority service users.

#### 服務報告

去年本中心家庭輔導組共處理了537宗深入輔導個案，主要是情緒、兒童照顧及婚姻關係問題；家庭支援組共處理了622宗短期輔導／支援個案，主要為經濟、房屋及情緒問題。同年中心共完成了960份初步接見報告，及舉辦了58個小組及87項活動。另外，透過35位家庭支援計劃下關愛大使的幫助，成功讓80位隱蔽人士使用中心或社區服務。家務指導員為34個個案提供了653小時的家務指導訓練，而少數族裔社區大使亦專為少數族裔社群舉辦了17項活動及提供534次簡單翻譯服務。

#### Football Players Anti-epidemic Fund

The fund-raising football event “Football — All in Challenge 2021”, jointly organized by the Hong Kong Football Association and the Professional Footballers Association of Hong Kong, was held on 17 and 18 July 2021 and raised HK\$300,000. ISS-HK was the beneficiary of the event and the “Football Players Anti-epidemic Fund” was set up to distribute cash assistance to eligible professional footballers who received no income for at least three consecutive months during the pandemic. As of 31 March 2022, a total of HK\$160,000 was granted to 32 applicants to ease their financial hardship.

#### 足球員抗疫基金

香港足球總會及香港職業足球員協會於2021年7月17及18日舉辦了「2021全民足球挑戰賽」，共籌得港幣30萬元善款，本社為活動的受惠機構，並成立「足球員抗疫基金」向在疫情期間曾經連續三個月沒有收入的本地職業足球員派發資助。截至2022年3月31日，本中心共發放港幣16萬元資助金額予32位申請人，以解燃眉之急。



## 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

“The Hong Kong Jockey Club Community Project Grant: Support Project for Families with Young Kids” continued to be implemented with the generous support from the Hong Kong Jockey Club Charities Trust. Promoting the concept of “free play”, participants benefitted from our groups, workshops, trainings and activities to achieve higher resilience in the parent-child relationship, better parenting skills and know-how, as well as strengthened family functions. Participants were also trained as “play creators” to organize and provide free play activities to other participants. Over the year, 252 “free play” activities were held, and a total of 60 “play creators” and 594 family members benefitted from the project.

### 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繼續撥款資助本中心推行「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。計劃同時訓練參加者成為玩樂設計師，協助組織及帶領遊戲活動，成為計劃領導者的角色。計劃去年共舉辦252個「自由遊戲」活動，60名玩樂設計師及594位玩樂家庭成員因計劃而受惠。



### Jockey Club Smart Family-Link Project

The Centre took part in the “Jockey Club Smart Family-Link Project” together with The University of Hong Kong and 25 integrated family service centres. Sponsored by the Hong Kong Jockey Club Charities Trust, the Project promoted the effective use of information and communications technology and data analytics to enhance the quality and efficiency of family services provided by integrated family service centres. It also facilitated early identification of at-risk family cases in order to enable provision of the necessary intervention. The Project also helped to enhance the capabilities of front-line workers to achieve family well-being. In the past year, 20 programmes using information technology were organized with a total of 3,779 participants.

### 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，本中心與香港大學及其他25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，本中心共舉辦了20個應用了資訊科技的活動，共3,779人次參與。

## Integrated Family Service Centres 綜合家庭服務中心

### Support Project for families living in Sub-divided Units

The “Support Project for Families Living in Sub-divided Units”, funded by the BOCHK Centenary Charity Programme and allocated by The Community Chest of Hong Kong, continued to support people living in sub-divided units in the Shamshuipo district. Care ambassadors were recruited to undergo training in household renovation, household cleaning, childcare support and escorting of service users to medical appointments, etc., so as to provide related services to sub-divided families and individuals in need. Workshops and activities were also organized to foster communication among participants and build a caring and harmonious community. Over the year, 83 care ambassadors provided 124 volunteer services to 79 sub-divided families. The Project also organized 71 programmes and handled 31 cases. In conclusion, 573 sub-divided family members benefitted from the Project.

### 窩「深」同行社區支援計劃

由「中銀香港百年華誕慈善計劃」資助，經公益金安排撥款的窩「深」同行社區支援計劃繼續為居於住深水埗區劏房的不同社群提供支援。透過培訓關愛大使，將技能與經驗轉化成社區資本，讓關愛大使為深水埗區劏房戶提供簡單家居維修、清潔、照顧幼兒和陪診等服務。此計劃也透過工作坊及聯誼活動等，促進參加者的交流，推廣關愛和睦的社區。計劃不但透過83名關愛大使為79個劏房家庭提供124次的義工服務，去年亦舉辦71項活動及處理31個劏房個案，計劃總受惠劏房居民人數為573人。



## Integrated Family Service Centres 綜合家庭服務中心

### Jockey Club Project IDEAL

“Jockey Club Project IDEAL” funded by The Hong Kong Jockey Club Charities Trust facilitated mindset and practice change in parenting through parent empowerment and a transformative learning approach. A series of parenting enrichment activities were arranged for service users such as organizing parent group and programme sessions, producing educational materials with parents’ participation, and building up a transformative learning platform among the parents. 86 parenting workshops and parent-child activities were held with 1,116 participants over the year.

### 賽馬會「你」想家長培力計劃

由香港賽馬會慈善信託基金資助的賽馬會「你」想家長培力計劃，旨在以培力及轉化學習為本，推行家長教育工作。計劃舉辦了一系列家長活動，包括家長教育小組／活動、製作家長教育材料套及建立家長轉化學習平台。計劃去年共舉辦86項家長教育及親子活動，共1,116人次參與。



I would like to thank ISS-HK for providing parent-child activities at Shamshuipo (South) IFSC. I was able to produce some handicrafts together with my son, and I was able to spend quality time with him and made some friends. My son was very interested and asked questions throughout the class, and as a mother I'm just happy to see him being observant and raising questions when trying to learn. I'm happy to learn something new and to do something together with my child.

感謝香港國際社會服務社深水埗南綜合家庭服務中心提供的親子活動，讓我和孩子可以一起動手製作屬於自己的作品，提升親子陪伴的質量，也結識一些新朋友！過程中，孩子很好奇，不停發問；作為家長的我，很高興孩子能有機會觀察新事物，並思考發問。我也很高興，有機會可以接觸一些新事物，享受和孩子製作作品的過程。

Yingzhi  
英芝

## Integrated Family Service Centres

### 綜合家庭服務中心

#### 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 2021 – March 2022  
2021年4月–2022年3月

Number of cases opened 新開個案數目	502
Number of intensive cases handled 深入輔導個案數目	537
Number of brief counselling and supportive cases handled 簡短輔導及援助個案數目	622
Number of therapeutic, support, educational, developmental and mutual-help groups / participants 治療、支援、教育、發展及互助小組數目 / 參加人數	58 / 601
Number of educational and developmental programmes / participants 教育及發展活動數目 / 參加人數	87 / 1,720
Number of Family Support persons 家庭支援計劃(關懷大使)數目	35
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	80
% 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	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	93%
Number of cases with training programmes conducted in a year 家務指導服務接受訓練計劃的個案數目	34
Number of cases with training programmes completed as planned in a year 家務指導服務如期完成訓練計劃的個案數目	23
Number of family aide training hours in a year (hours / minutes) 家務指導服務提供的訓練時數(小時 / 分鐘)	653 / 20

## 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 Counselling Unit handled 651 complicated cases and the Family Support Unit handled 490 brief cases. The Centre also handled 311 applications for the District Support Scheme for Children and Youth Development — Direct Case Assistance. A total of HK\$621,196 was granted to children and youths for their learning and developmental needs.

To tide individuals and families over the Covid-19 pandemic, the Centre approved 93 applications for The Community Chest Rainbow Fund and The Community Chest Pandemic Rainbow Fund with a total grant of HK\$659,634 in the reviewed year.

#### Enhancing the “Picture Books Co-reading” Programmes

In the past year, many families were stranded at home during the pandemic, resulting in many problems of parent-child communications and relationships. The closure of public libraries and school suspensions also hindered children's development. In view of this situation, The Centre vigorously promoted the “Picture Books Co-reading” programme and carried out four workshops and three group sessions in the past year to help parents tell stories to their children, enhance the parent-child relationship and stimulate children's social and emotional development. The focus of “Picture Book Co-reading” was on “Reading Together”. The Centre plans to set up a parent-child reading club and establish a parent-child reading channel on social media to promote these ideas to the community.

#### 服務報告

本中心家庭輔導組共處理了651宗深入輔導個案，而家庭支援組則處理了490宗短期輔導／支援個案。另外，本中心協助311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621,196元。

此外，為協助因疫情而有經濟困難的人士或家庭，本中心批出93宗公益金及時雨及公益金及時雨抗疫基金申請，共批出港幣659,634元。

#### 提倡「親子繪本共讀」

過去一年受著疫情影響，家庭成員多需要留在家，長時間的相處也帶來不少親子溝通問題，而學校停課及圖書館關閉亦間接影響了兒童的發展。有見及此，中心於過去一年積極提倡「親子繪本共讀」，並舉辦了四個工作坊及三個小組，旨在鼓勵家長與小朋友一起閱讀繪本故事，提昇親子關係，及促進兒童的社交能力及情緒方面的發展需要。「親子共讀」重點不在「讀」而在「共」，旨在幫助父母找話題，促進親子溝通。中心將繼續推廣親子共讀，成立親子讀書會，並將在中心社交媒體專頁開放親子共讀頻道，由區內親子錄製繪本故事在平台分享，與居民分享閱讀樂趣。



## Integrated Family Service Centres 綜合家庭服務中心

### Jockey Club Smart Family-Link Project Sponsored by the Hong Kong Jockey Club Charities Trust

Peoples' lives are impacted in numerous ways when trying to live with COVID-19. Different programmes and group sessions were conducted under the Jockey Club Smart Family-Link Project for service users in order to relieve stress and enhance their e-learning experience through using different technology tools. From April 2021 to March 2022, the project held seven online outreach programmes, five e-learning workshops, six small group sessions and seven large-scale family programmes serving a total of 6,299 participants.

### 賽馬會智家樂計劃

疫情除了讓我們開始接受與病毒共存外，亦為我們帶來不同大大小小的衝擊。賽馬會智家樂計劃以減壓及提升網上平台學習能力作為活動核心信息，為服務使用者帶來不同的小組或活動。在過去一年，計劃共舉行七個網上外展活動、五個工作坊、六個小組及七個大型家庭活動，受惠人數達6,299人。



## Integrated Family Service Centres 綜合家庭服務中心

### Community Theatre for Mental Health Enhancement and Family Reconciliation

Generously supported again by the Kadoorie Charitable Foundation, the Centre launched a two-year community theatre project in April 2021. Through intensive acting training, performances at schools, family programmes, online video broadcasting and community performances, we enhanced the mental wellness of participants and improved inter-generational relationships within their families.

### 「思家故事」天水圍社區劇場計劃

感謝嘉道理慈善基金再次撥款，中心於2021年4月在水圍開展為期兩年的社區劇場計劃。透過密集的戲劇訓練、學校巡迴演出、家庭活動、網上短片分享及社區表演，希望能提昇參加者的精神健康及改善家庭裡的跨代關係。



After joining the Picture Books Co-reading activities, I found that I like story-telling very much and I felt joy when I was able to bring the children into the story. Though I feared I was unable to tell a story vividly, with the assistance of the tutor and social worker, the children love my story-telling so much, and it really made me feel confident and satisfied.

我參加了「親子繪本共讀」活動後，我發現自己挺喜歡給孩子講故事，能夠把小孩帶到繪本中是件甜滋滋的事。雖然有時會緊張及害怕，怕自己講得不夠生動，但在導師即時協助和帶動下，每個小朋友都樂在繪本故事其中，讓我感到自信及滿足。

**Cheung Wai Ling**  
張慧玲

## 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

April 2021 – March 2022  
2021年4月–2022年3月

Number of cases opened 新開個案數目	466
Number of intensive cases handled 深入輔導個案數目	651
Number of brief counselling and supportive cases handled 簡短輔導及援助個案數目	490
Number of therapeutic, support, educational, developmental and mutual-help groups / participants 治療、支援、教育、發展及互助小組數目 / 參加人數	53 / 548
Number of educational and developmental programmes / participants 教育及發展活動數目 / 參加人數	96 / 2,866
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	111
% 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	93%
Number of cases with training programmes conducted in a year 家務指導服務接受訓練計劃的個案數目	48
Number of cases with training programmes completed as planned in a year 家務指導服務如期完成訓練計劃的個案數目	17
Number of family aide training hours in a year (hours / minutes) 家務指導服務提供的訓練時數(小時 / 分鐘)	579 / 15



# SERVICES FOR CHILDREN AND YOUTHS 兒童及青少年服務



## Adoption Programme 領養服務

### Service Highlights

Last year, our social workers overcame multiple difficulties in helping two adoptive children to meet their adoptive parents, who travelled from the USA to Hong Kong. Upon entering Hong Kong, the parents had to strictly follow the infection control measures, such as undergoing quarantine at a designated hotel, and also comply with the routines and activities required by the Social Welfare Department (SWD). The children finally left Hong Kong with their parents on 11 and 16 July 2021, joining their permanent families and opening a new page in their lives. ISS-HK sincerely wishes that the children grow up healthily and happily in their new permanent families.

There were 25 cases last year that required us to seek 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 also assisted nine applicants in tracing their roots. We helped the adoptees to re-establish contact with their birth families in Hong Kong or to help find the relevant documents.

Despite the severe outbreak of the COVID-19 pandemic last year, we tried hard to extend our overseas network in order to increase the opportunities for our children to be adopted overseas. Over the year, we shared our services with four overseas agencies via video conferencing. We also successfully established one partnership in the USA for the purposes of intercountry adoption.

### 服務報告

去年，社工克服重重挑戰，協助兩對領養父母由美國到香港跟他們的領養孩子團聚。領養父母入境香港需要從出發前開始嚴守一系列的防疫檢疫措施，除在指定酒店接受強制檢疫外，亦需遵照與社會福利署協定的行程及範圍進行活動。兩個孩子已經分別於2021年7月11日及16日隨父母返抵美國開展新生活。我們衷心祝福這些被領養小孩在永久的新家庭中健康快樂地成長。

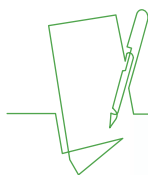
去年共有25宗個案需要尋求海外家長自願放棄子女撫養權作領養安排的個案，這些家長大部份來自中國大陸、菲律賓及印尼。

我們協助了9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。

受新型冠狀病毒疫情肆虐影響下，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被跨國領養的機會。去年，我們透過網上視像會議向4間海外單位介紹國際領養服務。另外，並成功與美國1間領養機構建立夥伴合作關係，以加強國際領養網絡。



## Adoption Programme 領養服務



My husband and I began the full adoption process in 2020 with the help and support of ISSHK and entered the matching panel in early 2021. We found the process to be tough but thorough, and with the help of the ISS-HK team we were able to check in regularly and they helped us to learn and adjust so as to be ready for when the day arrived that we would be matched.

That day came in September 2021 when I received the call that we had been matched, and it was the greatest day of our lives to know we would get to meet our daughter in just a couple of weeks. During this time we were supported by many agencies that helped us to prepare and also assure us of the process and what was to come. On

October 5th we met our little girl for the first time, and we could not have been more thankful for the team that helped us get there. It's with the greatest joy that we thank ISS-HK for their services and for providing us with the biggest joy of our life.

在ISSHK的幫助和支持下，我和丈夫於2020年開始了領養過程。我們發現這個過程雖然很艱難卻同時很仔細，國際社團隊也幫助我們定期檢視進度，同時學習和調整，為成功配對的一天做好準備。

就在2021年9月，我接到電話說我們已經獲配對成功，這是我們一生中最美妙的一天，因為我們知道將在短短數週內見到我們的女兒。10月5日，我們第一次見到了我們的小女兒，我們非常感謝團隊讓當天成真。

**Kobi & Connor Jones**

### Adoption Programme Service Statistics 領養服務統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

Hong Kong applications for local adoption 香港家庭申請領養本地兒童的數目	7
Hong Kong applications for overseas adoption 香港家庭申請領養海外兒童的數目	5
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	3
Adoption from Mainland China by expatriate families in China 外籍在華家庭領養中國兒童的數目	0
Adoption applications received from overseas for Hong Kong children 申請領養香港兒童的海外家庭數目	34
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	2

## Adoption Programme

### 領養服務

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

April 2021 – March 2022  
2021年4月 – 2022年3月

Number of home studies completed 完成海外家庭評估數目	55
Percentage of director of Social Welfare (DSW) wards placed overseas / children placed for overseas adoption by relatives 受托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百分比	83.3%
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	25
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	9
Number of overseas adoption organizations or central authorities with which partnership for intercountry 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 intercountry 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	4
Number of child study reports on DSW wards completed 完成受署長監護的兒童評估數目	14
Percentage of child study reports on DSW wards completed within the 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%
Total number of sessions on counseling and / or support service to prepare DSW wards for adoption in a year 向受署長監護的兒童提供領養相關輔導及 / 或支援服務節數	45.5
Adoption enquiries 領養查詢	135

## Foster Care Programme 寄養服務

### Service Highlights

Our service unit continued to provide clinical psychological support services for our service users. Foster children were assessed by clinical psychologists to ensure that their developmental needs were catered for. Clinical treatment and assessment services were also arranged to children in response to their special needs. Apart from providing case consultation services to care givers, we also organized workshops for social workers and foster parents covering topics such as “whole brain parenting”, “anger management for children”, and “mindfulness and psychological health”. Furthermore, clinical psychologists were invited to contribute to our newsletter their views and advice on positive parenting skills and understanding the psychological development of children.

### Programmes for Service Users

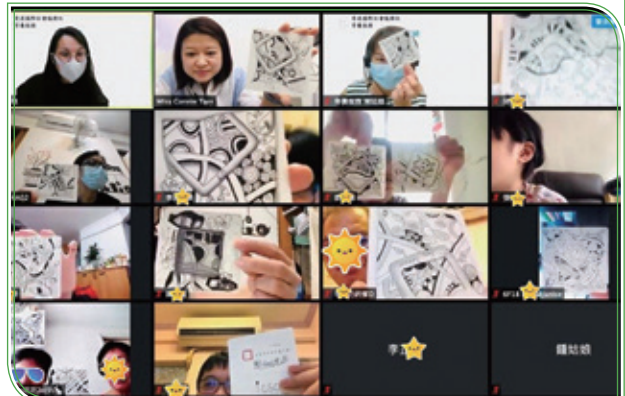
Online parent-child board game activities and the Zentangle drawing workshop were held for service users during the summer holiday. By taking part in board games, foster children can learn important problem-solving skills, how to cooperate with others, as well as the need to comply with rules and regulations. Zentangle drawing also enabled them to make good use of their imagination and creativity to express their feelings.

### 服務報告

本服務單位繼續為服務使用者提供臨床心理支援服務，由註冊臨床心理學家接見及跟進寄養兒童的發展需要，並就他們的特殊需要安排個別治療及個案評估服務。除了為照顧者提供諮詢服務，我們亦舉辦了同工及家長工作坊，有「全腦育兒法」、「駕馭家中小暴龍—解讀孩子憤怒」及「靜觀與心理健康」等不同專題。另在寄養互動專頁中，我們亦邀請臨床心理學家撰文分享兒童心理發展及正向管教技巧。

### 服務使用者活動

本年度暑假我們為服務使用者舉辦了兩項既有趣又有益的「親子桌遊初體驗」及「靜心禪繞」活動。桌遊能增強寄養兒童的解難技巧、合作及遵守規則的精神，而禪繞活動則可讓參加者發揮想像力及創意，抒發內心感受。



## Foster Care Programme

### 寄養服務

#### Programme for Foster Families

A workshop on making mosquito repellent balm was organized for foster parents in June 2021. The activity was not only practical, it also allowed foster parents to gather together and relax during the pandemic. Parents and children also visited the Ocean Park and watched the cartoon movies “The Boss Baby: Family Business” and “Paw Patrol”, together during the summer. The “Poon Choi Feast 2022” was the retention programme finale in the year. Following last year’s success, the Feast was also well attended by foster families this year. The results of the “Chinese New Year Decoration Competition” were announced during the Feast. The Competition received an overwhelming response from foster families, who were enthusiastic in designing and showing off their handicraft skills. It also helped to create a joyous festive atmosphere for the entire programme.

#### Training Programmes for Foster Parents

Thematic talks for foster parents were conducted via Zoom this year, on topics including helping and relating to children with attention deficit hyperactivity disorder (ADHD), plus a public education talk on first aid for children and a workshop on healthy diets for infants and toddlers. Positive feedbacks were received from parents who saw the talks as helping to enhance their knowledge about the special needs of children, first aid know-how, and parenting techniques.

#### 寄養家庭活動

我們於2021年6月舉辦了「寄養家長加油站—DIY防蚊膏工作坊」，讓寄養家長學習實用的製作技巧之餘，亦可藉機會在疫情期間輕鬆相聚。暑期活動方面，家長及小朋友均參加了海洋公園一日遊及觀看卡通動畫「波士BB 2細祖」及「汪汪隊立大功」。全年壓軸活動為「團年盆菜Zoom住食2022」，此活動已是第二年舉辦，今年參加人數依然踴躍，期間公佈了「賀年作品設計比賽」的得獎作品，寄養家庭投入了不少心思親手設計及製作具賀年特色的掛飾或擺設參賽，為整個活動增添許多節日氣氛。

#### 寄養家長培訓活動

今年我們舉辦了網上寄養家長專題講座，包括「如何與ADHD孩子相處—家長心靈雞湯篇講座」、「齊齊學急救—公眾急救教育講座」及「嬰幼兒健康飲食工作坊」。家長對講座評語正面，認為能提昇他們對兒童特殊需要的認識，並增強急救及育兒技巧。



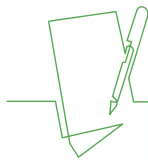
## Foster Care Programme 寄養服務

### Service Promotion and Publicity

We strived to promote the foster care service and recruit more foster parents through a variety of channels. Publicity posters were displayed at the Ping Shek Centre and the office of District Councillor Mrs. Winnie Poon in Kowloon Bay. Publicity information was also publicized in the newsletter of the Shamshuipo (South) Integrated Family Service Centre. Service leaflets were also distributed to residents at Discovery Park. Two foster mothers shared their experiences in press interviews, and these were published by U Magazine, HK01, TOPICK, Ming Pao and Running Biji hk. Our foster parents also took part in recording a service Biji promotion video arranged by the Social Welfare Department.

### 寄養服務推廣及宣傳

我們致力透過不同渠道宣傳寄養服務及招募更多寄養家長。除了於坪石中心及潘任惠珍議員辦事處(九龍灣)張貼宣傳海報，我們亦透過深水埗(南)綜合家庭服務中心通訊刊登宣傳資訊，並向愉景新城住戶派發宣傳單張。傳媒訪問方面，我們分別安排了兩位寄養媽媽分享經驗，獲U magazine、香港01、經濟日報、明報及運動筆記報導。寄養家長亦參與了由社會福利署安排拍攝的服務宣傳短片。



I joined my foster family about 8 years ago when I was only 3. I love my foster parents. My foster mother is a good cook. They cook me yummy food and I get to be big and strong. On holidays, my foster parents often take me out for fun to Ocean Park and Disneyland, eating buffet and hot pot. My foster father also teaches me cycling. On one occasion I was accused by my classmates of doing wrong and I dared not deny it. I was very upset until my foster mother stood up for me and explained to my teacher and got justice for me. I would like to say thank you to my foster parents and wish them long life and good health.

我三歲來到寄養家庭，到現在快八年了。我愛叔叔姨姨。姨姨煮的餸菜很好味，食得我大大隻隻。叔叔放假會和姨姨帶我四處遊玩：海洋公園、迪士尼，又吃自助餐、火鍋，還教會我踩單車。記得有一次，我在學校被同學冤枉又不敢作聲，感到很委屈，幸得姨姨向老師澄清，為我取回公道。我想向叔叔姨姨說聲多謝，多謝您們的照顧，希望您們長命百歲、永遠健康！

**Kwun Kwan**  
冠君

I am a single mother with health problems. I have difficulties taking care of my son. Thanks to ISS-HK for putting my son into foster care. Over the years, the foster parents have taken good care of him, patiently giving him homework guidance and helping him build a good moral character. I am very grateful that my son grows healthily and happily.

身為單親媽媽，因為健康原因未能親自照顧兒子，感謝香港國際社會服務社為我安排兒子得到寄養家庭照顧。多年來，寄養叔叔姨姨不但悉心料理兒子的起居飲食，又耐心教導功課和培養他的品德。喜見兒子一天一天健康快樂地成長，實在十分感恩！

**Kwun Kwan's mother**  
冠君媽媽

## Foster Care Programme

### 寄養服務

#### Foster Care Programme Statistics

#### 寄養服務統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

Number of Cases Handled 處理個案數目 236

Average Enrolment Rate of Foster Care Service 寄養服務平均入住率 74.8%

Number of Children Discharged from Foster Care Service 離開寄養服務的兒童數目 31

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%

Number of Activities and Participants 活動數目 / 參加人數 10 / 665

Number of Newsletter Published 通訊出版期數 3

Number of Publicity Programmes 服務宣傳活動數目 6

Number of Assessments Conducted on Applications for Becoming Foster Parents 為申請成為寄養家長的個案作評估報告 11

#### Agency-based Enhancement of Clinical Psychological Support Services for Children under Foster Care (ABCPS)

#### 「機構為本為寄養兒童提供的加強臨床心理支援服務」

Number of Sessions Conducted on Case Assessment 個案評估節數 7

Number of Sessions Conducted on Clinical Consultation 個案諮詢節數 125

Number of Sessions Conducted on Clinical Treatment 個案治療節數 120

Number of Training Sessions 培訓活動數目 6

## Small Group Home Programme 兒童之家服務

### Service Highlights

The service has encountered many unprecedented challenges in the year under review, including the replacing of face-to-face teaching by online teaching. To manage children at different academic levels who are receiving online learning at the same time and place was a big challenge. Staff had to monitor children's attentiveness and discipline during their online lessons, while also acting as a technician to deal with technical issues and helping the children download and upload their assignments. In mid-February 2022, seven children in one Home were infected by COVID-19. To prevent more number of staff from being infected, a small number of duty staff were assigned to provide relief at the Home. The duty staff therefore had to carry out cleaning, disinfecting and cooking duties on top of caring for the sick children. The children recovered gradually under the attentive care of the staff, who themselves got sick subsequently.

When the pandemic started to stabilize, the Programme managed to create fun for the children by organizing recreational activities such as ecological cycling tours, fancy rope skipping, online go games, and drawing.

To ensure that the children have due awareness and knowledge of fire prevention, firemen were invited to give seminars and training in fire prevention at selected Homes. The firemen also took part in fire drills with the children and provided practical fire prevention advice to our Homes.

The service continued to buy clinical psychology services to assist children with special needs and provide them with assessments and individual psychotherapy. Clinical psychologists also provided training to our staff on helping children with dyslexia and handling children's mental health issues.

### 服務報告

過去一年受疫情影響，兒童之家遇到前所未有的挑戰。停課期間，不同年級的家童要同一時間和地點進行不同程度的網上學習，同事既要維持各家童的專注力及紀律，亦要隨時提供電腦的技術支援，加上要協助家童下載作業及上載做妥的功課等等，對同事是一大考驗。今年二月中，其中一所家舍更有多達七名家童先後確診新冠肺炎。為了減低同工之間互相感染的機會，服務需減少該家舍的職員輪值人次，故當值同工除了要長時間照顧患病家童外，更需兼顧煮食及清潔消毒的工作。在同工的細心照顧下，家童們得以陸續康復，惟同工們卻相繼病倒。

兒童之家在疫情稍為緩和期間，亦不忘為家童舉辦不同活動，舉辦了北區生態單車遊、花式跳繩、網上圍棋及畫畫等活動。

家舍亦邀請了消防員到家舍主講防火知識理論，及實務解答和示範。消防員更即場與職員及家童一同進行火警演習，並提供很多寶貴的防火安全意見給家舍。

本服務繼續外購臨床心理服務，協助有特殊需要的家童進行評估及個別心理治療。臨床心理學家亦向同工提供培訓，教導他們如何協助讀寫障礙兒童及處理兒童心理健康問題。



## Small Group Home Programme 兒童之家服務

### Small Group Home Programme Statistics 兒童之家服務統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

Number of children under care 接受服務兒童數目	114
Number of children admitted 加入服務兒童數目	21
Number of children discharged 離開服務兒童數目	20
Number of programmes 活動數目	37
Number of consultations / trainings / treatment sessions rendered by clinical psychologists 臨床心理學家提供的諮詢 / 培訓 / 治療節數	100



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

### Service Highlights

During the school year of 2021–22, the COVID-19 pandemic continued to adversely affect society as a whole, bringing many new challenges as well as opportunities to our School Social Work (SSW) Service. SSW colleagues persevered in striving for quality service and innovations in order to provide comprehensive and one-stop school counselling services for our students, teachers and parents.

### Concerns about the Adolescents' Emotional and Mental Health Issues during the COVID-19 Epidemic

Our students were prone to suffering emotional disturbance arising from the unusual form of school life during COVID-19, in which the mode of attending lessons kept changing, ranging from face-to-face lessons to online mode or even taking extra school holidays. Most of our students could not cope with such changes either academically, socially or emotionally. They showed how seriously worried they were about their schoolwork, possible alienation from their classmates, and parent-child tension or conflicts. School social workers organized a series of group activities and programmes, including Body-Mind-&-Soul activities and workshops promoting a Caring School and Positive Emotions and Thinking. These aimed to enhance students' mental health and resilience to stress, as well as providing some basic grounding for them to learn how to manage strong emotions. By adopting different intervention strategies and media outlets, such as flash mob activities, pastel nagomi art and board games, students could acquire better skills at expressing and managing their emotions.

### 服務報告

在2021–22學年，新型冠狀病毒疫情持續蔓延，為服務上帶來不少新挑戰及契機。服務單位團隊仍緊守崗位、力求創新，繼續提供一站式的學校輔導服務，為學生、老師及家長提供全方位的駐校社會工作及學校支援服務。

### 疫情下對青少年情緒及精神健康的關注

疫情下，為青少年學習及生活帶來極大的挑戰及考驗。學習模式不時出現變動，致令不少學生的學習動機及生活規律被受影響，學生擔心未能追趕學業進度及要應付測考評估，感到持續的壓力。同時，疫情局限了青少年的人際關係發展，包括友儕關係疏離、親子張力和衝突，促使學生出現不同的負面情緒。有見及此，學校社工以青少年的情緒及精神健康為重點推行一系列的活動，如身心靈活動、關愛校園、正面情緒及思維工作坊，強化學生的精神健康及抗壓能力，亦教授一些管理強烈情緒的基本技巧。學校社工們透過不同的介入手法及媒介，如快閃活動、和諧粉彩、桌上遊戲等等，幫助提升學生的情緒表達及管理。



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

### Honorary Psychiatric Consultancy of ISS-HK

It has been our honour to have Dr. Chung See Yuen and Dr. Cheung Hon Kee Henry offering a voluntary psychiatric consultation service for students in need of essential initial assessment, diagnosis, referral and follow-up measures for their mental health issues. Colleagues could also benefit from their invaluable and practical professional advice as they were able to acquire a more profound knowledge and understanding of adolescents' emotional and mental health issues.

### 義務精神科顧問醫生諮詢服務

服務很榮幸得到兩位資深精神科顧問鍾思源醫生及張漢奇醫生義務提供諮詢服務，為有需要的學生提供即時及有效的初步評估、診斷、轉介及跟進；兩位亦根據學校社工提供的學生精神健康問題給予寶貴及實用的專業意見，深化同工對青少年情緒及精神健康議題的了解及認識。

### Support for HKDSE 2022 Candidates

In the past academic year, the School Social Work Programme continued to adopt "Togetherness" as a theme, and promote the message that students, parents and teachers are connected to help students overcome challenges. Times were tough for candidates sitting the HKDSE during the epidemic. Their learning at senior levels had been seriously affected, and they needed to face many uncertainties while preparing for and participating in the public exams this year. School social workers sought always to be there for Form 6 students during these difficult times, offering assistance both emotionally and practically. Candidates were given advice on their examination skills and career planning. Gift packs, including masks, stationery and RAT kits, were distributed to students together with cards printed with words of encouragement.

### 對中學文憑試考生的支援

過去一年，服務單位繼續以「友心同行」這正面的生活元素為服務主題。希望與學生、家長及老師連結，一起扶持年青人過渡不一樣的社會生活處境。其中特別關注對中學文憑試考生的支援，應屆文憑試考生在疫情期間經歷了許多艱難時刻，他們的高中學習進程受到嚴重影響，今年在參加公開考試的同時面臨著很多不確定性。學校社工一直陪伴這一群中六學生，與他們一起同行，共同渡過。期間，社工提供應試技巧、情感支持和生涯規劃輔導等，協助他們順利完成公開考試。我們亦準備了打氣包，包括口罩、文具和快測包等，連同鼓勵卡送給他們。



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

### Publication for Students: Dialogue-Student “Students’ Stories during the Epidemic”

Our 33rd issue of the newsletter “Dialogue-Student” with the title “Students’ Stories during the Epidemic” promoted a positive attitude and atmosphere among students by encouraging them to nurture their life wisdom, make fresh attempts and new breakthroughs, and establish strong connections with their significant others, thereby boosting their resilience and motivation when facing difficult times.

### 學生刊物—「疫情下的學生故事」

服務單位製作了第33期通訊《學生篇》，標題為「疫情下的學生故事」。這份刊物旨在通過鼓勵學生於疫情下發揮生活智慧，作出新的嘗試及突破，與及跟其重要他人建立牢固的聯繫，希望能促進積極的心態和氛圍，從而增強他們在遇到困難時的抗逆力和積極性。

### Funding Scheme for Youth Life Planning Activities — “Life Rider”

The Scheme for Youth Life Planning Activities, “Life Rider”, funded by the Home and Youth Affairs Bureau and the Youth Development Commission, completed its third year of implementation. In the past three years, our students took part in a number of programmes, such as experiential activities, job simulations, sharings with mentors, workplace visits and experiences, work internships and personal career planning counselling. Participants explored their ideal career paths through sharing and exchanging feedback as they learned and experienced a series of activities. In the meantime, we were delighted to witness participants’ growth, progress and achievement, and that they were able to enjoy the process, learn to reflect on themselves and enriched their lives.

### 青年生涯規劃活動資助計劃

由民政及青年事務局及青年發展委員會撥款資助的青年生涯規劃活動資助計劃踏入第三個年頭。在過去三年的活動中，同學參與了一系列的活動，如興趣體驗、模擬工作活動、師友分享、職場參觀／體驗、工作實習及個人生涯規劃輔導等。透過參與一連串的活動，讓同學從中學習與經歷，以分享及回饋的方式，尋找自己心儀的事業路。其間，我們很欣喜可以見證著學生的成長、進步及成就，更加重要的是享受過程，學習反思及豐富了人生經驗。



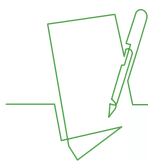
## School Social Work and School Support Services 學校社會工作及學校支援服務

### Additional Manpower on Clerical and Programme Staff

Starting from the school year of 2021, the Social Welfare Department optimised its school social work services by providing additional resources for employing clerical and programme support staff. As a result, the Programme was provided with extra manpower for recruiting programme workers to help implement activities and handle administrative work.

### 新增文職及活動人手

2021學年起，社會福利署優化學校社會工作服務，提供額外文職及活動助理的資源。服務單位亦增聘活動助理，協助學校社會工作服務團隊及各學校社工推行活動及處理行政工作。



I got to know our School Social Worker Ms Lui when I was in Secondary Form 2. We went through a lot together — I was transferred from a private clinic to a government clinic and was hospitalised numerous times. We discussed with the school whether I should move up to the next grade or to stay at the same level. I came across many challenges being a secondary school student, and finally taking the DSE exam. I'm going to graduate this year, and I am very thankful of her company along the way. She could

always soothe my emotions when they were untamed; she celebrated with me when the exam was finally over. She also helped me with my further studies, and she even gave me small gifts as encouragement. Thank You Ms Lui! I will miss you!

我在中二時認識了學校社工雷姑娘，她和我經歷了很多事：由見私家醫生轉為見政府醫院醫生、多次入院、與學校商討升留班去向，以及每個中學生的考驗—DSE等等……今年我畢業了，很感激有她的陪伴，在我精神狀態不穩時伴我舒緩情緒，在我考完試後和我慶祝，和我準備升學出路，還用小小的禮物鼓勵我，多謝雷姑娘！我會掛念她的！

**Joyce Chow from St. Mary's Canossian College**  
嘉諾撒聖瑪利書院 周欣諭

## 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

#### 學校社會工作及學校支援服務統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

#### School Social Work Service (Secondary School)

#### 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	5,638
Number of Cases Handled 全年處理個案數字	1,049
Number of Groups / Programme Sessions 小組及大型活動節數	1,187
Number of Groups / Programme Attendance 小組及大型活動出席人次	46,761
Number of Consultations 諮詢服務數字	10,126
Number of Issues of Publication 出版刊物數目	1

#### School Support Services (Secondary School)

#### 學校支援服務(中學)

Number of Schools Served 服務學校數目	6
Number of Students 學生總人數	3,611
Number of Cases Handled 全年處理個案數字	28
Number of Groups / Programme Sessions 小組及大型活動節數	556
Number of Groups / Programme Attendance 小組及大型活動出席人次	13,011
Number of Consultations 諮詢服務數字	3,048

#### Career and Life Planning Project (Secondary School)

#### 生涯規劃服務計劃(中學)

Number of Schools Served 服務學校數目	12
Number of Groups / Programme Sessions 小組及大型活動節數	134
Number of Groups / Programme Attendance 小組及大型活動出席人次	2,186

## 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

#### 學校社會工作及學校支援服務統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

#### “Life Rider” Career and Life Planning (HAB) Project

#### LIFE RIDER生涯規劃活動計劃統計數字

Number of Schools Served 服務學校數目	6
Number of Students 學生總人數	2,767
Number of Groups / Programme Sessions 小組及大型活動節數	812
Number of Groups / Programme Attendance 小組及大型活動出席人次	5,583
Number of Consultations 諮詢服務數字	97

#### Understanding Adolescent Project (Primary School)

#### 成長的天空(小學)計劃

Number of Schools Served 服務學校數目	3
Number of Students 學生總人數	225
Number of Groups / Programme Sessions 小組及大型活動節數	99
Number of Groups / Programme Attendance 小組及大型活動出席人次	1,707
Number of Consultations 諮詢服務數字	28

#### Comprehensive Student Guidance Service (Primary School)

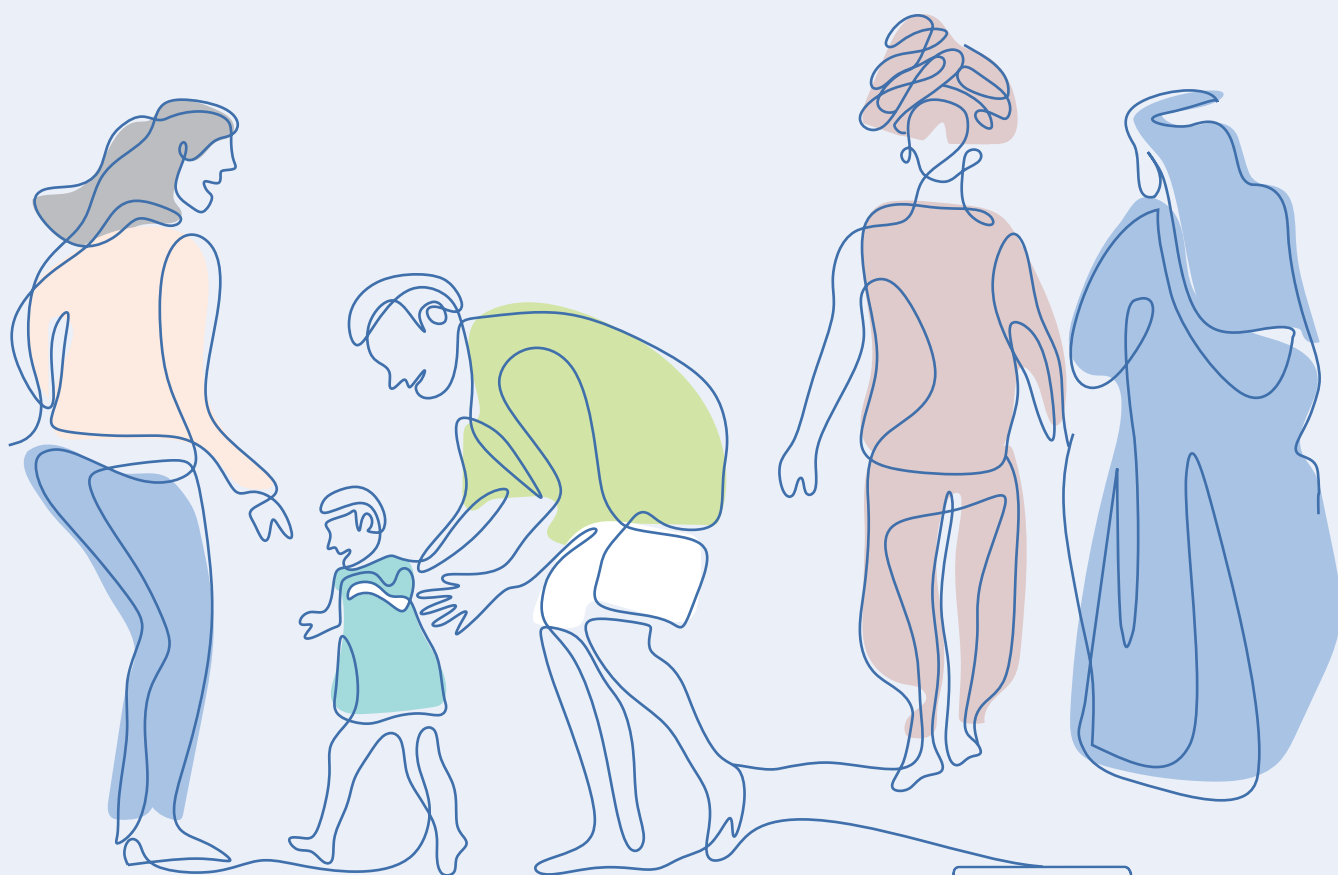
#### 小學全方位輔導服務

Number of Schools Served 服務學校數目	1
Number of Students 學生總人數	607
Number of Cases Handled 全年處理個案數字	4
Number of Groups / Programme Sessions 小組及大型活動節數	80
Number of Groups / Programme Attendance 小組及大型活動出席人次	1,332
Number of Consultations 諮詢服務數字	330

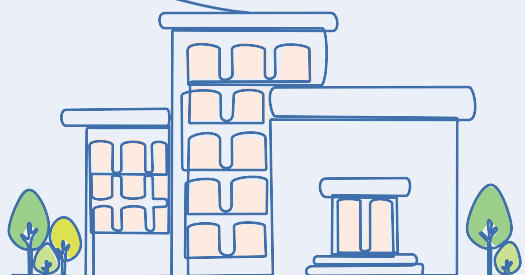
## School Social Work and School Support Services 學校社會工作及學校支援服務

### 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)	薈色園主辦可銘學校
Ho Shun Primary School (Sponsored by Sik Sik Yuen)	薈色園主辦可信學校
Hong Kong Southern District Government Secondary School	南區官立小學



# 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 to integrate into the local community and to become contributing members of society. With the funding support 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 new arrivals. As the pandemic stabilised in 2021, we contacted 11,528 new arrivals with the Permit for Proceeding to Hong Kong and Macao (One-way Permit) during the year under review. The number of new arrivals served increased by 69% compared to the previous year.

Funded by the Home Affairs Department and in order to identify the service needs of new arrivals from the Mainland, ISS-HK conducted surveys on those who have been in Hong Kong for less than a year. A total of 10,539 questionnaires were completed. Compared to last year, the number of questionnaires received increased by 71%.

### Induction Programme

A total of 29 orientation programmes, including seminars on housing, medical care, employment, Cantonese classes, women's groups, parent-child groups and children's activities, were held for 390 new arrivals to increase their understanding and sense of belonging to Hong Kong.

### 服務報告

本社一向致力協助新來港人士融入本地社區及貢獻社會，並獲香港公益金資助服務，令更多人士受惠。我們在入境事務處人事登記處九龍辦事處的服務站提供諮詢服務，疫情於2021年稍為穩定下來，該服務站於去年共接觸了11,528位由內地持前往港澳通行證(單程證)的來港定居人士，接觸人數較上一年上升69%。

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，協助香港政府找出新來港人士的服務需求及現況，在過去一年共完成了10,539份問卷，問卷收集數目較上一年上升71%。

### 適應活動

去年我們共舉辦了29項適應活動，包括房屋、醫療、求職等講座、廣東話班、婦女組、親子小組及兒童活動等，以加強新來港人士對香港的認識及歸屬感，活動共有390人參與。



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

### Promoting Mutual Understanding

To enhance mutual respect, understanding and acceptance between new arrivals and local residents, training programmes were organized for the new arrivals so they can contribute to the local community. This volunteer work helped to reduce social barriers and promote better communication between new arrivals and residents. A total of 81 volunteers who received training contributed a total of 317 hours of voluntary services during the year.

### Publication for New Arrivals

A newsletter was published every two months to provide updated information about Hong Kong to new arrivals. Last year we received 18 letters from readers sharing their experience of living in Hong Kong.

In order to assist new arrivals in their social integration and to enhance their understanding about Hong Kong, we produced and posted 4 videos about Cantonese, local slangs and anti-epidemic information on YouTube.

### 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。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，我們於本年度共訓練了81名新來港人士成為義工，共貢獻了317小時義工服務。

### 新來港人士資訊

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，去年共收到18封讀者來信分享他們在港的新生活。

此外，我們透過YouTube平台發佈了四段《香港日常》資源影片，包括日常廣東話、香港地道俗語及抗疫小錦囊等主題，新來港人士可透過觀看短片加深對香港的認識，以幫助他們盡早適應香港生活。



I felt like a stranger to this place when I first came to Hong Kong. I was lucky to have come to the ISS-HK service centre. The staff there are nice and are serious with their work as seen from the activities they organise. I take part in many activities such as volunteering work and desserts making. I became more confident of myself and began to love the place. I will continue to take part in activities in the community, and improve on myself to give back to the Hong Kong society.

香港生活對新來港的我充滿陌生感。很慶幸結識了香港國際社會服務社。社區姑娘們和藹可親的態度、嚴謹求實的工作作風每每讓我感動，進而融入許多活動，如義工活動、製作小甜點等等。我的生活信心不斷提高，心裡越來越愛香港。未來我會繼續參加社區活動，不斷提升自己，更為讓自己有能力回饋香港社會而努力。

**YANG Xiao Fei**  
楊曉飛

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

### Programme for New Arrivals from Mainland China Statistics 內地新來港人士服務統計數字

April 2021 – March 2022  
2021年4月–2022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	537
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Number of new arrivals served 接觸新來港人士數字	11,528
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Number of information leaflets or kits distributed 派發單張數目	11,528
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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	677
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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	709
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Number of Mental Wellbeing Assessments Completed 完成心理質素評估的數目	678
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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	9 / 81
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Number of New Volunteers and Service Hours Performed 新增義工的人數及服務時數	81 / 317
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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	53%
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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

### 內地新來港人士服務

#### Programme for New Arrivals from Mainland China Statistics

#### 內地新來港人士服務統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

#### Orientation and Adjustment Programmes / Talks

#### 認識及適應活動 / 講座

Number of programmes / Number of programme sessions 小組及活動數量 / 小組及活動節數	29 / 69
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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	390 / 880
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Percentage of users who have gained confidence in adjusting to the local community 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 participants who have understood more on the local community resource 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 relationships 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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#### Publication

#### 出版

Number of Published Issues and Copies of Newsletter 印刷新民通訊的次數 / 份數	6 / 60,000
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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	10,539
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Number of videos and views for introducing local service information to new arrivals 拍攝新來港人士資訊短片的次數 / 觀看次數	4 / 306
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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 Humanitarian Assistance to Non-Refoulement Claimants (NRC)

In the year 2021–2022, the livelihood of non-refoulement claimants was heavily impacted by the pandemic, just as other populations citywide were affected. Due to the prolonged suspension of flights and other travelling restrictions, many of our service users could not return to their country of origin or be resettled in other countries. The NRC Project continued to provide professional services to our service users and equipped them with surgical masks to protect them from the pandemic.

In May 2021, the NRC Project was invited by the Civil Service Bureau (CSB) to offer assistance in facilitating the vaccination arrangements for our service users and other claimants. In particular, the NRC Project was to assist in registrations and to notify service users of their appointments. The exercise has continued through giving the first, second and third doses of vaccines, as well as by giving the additional dose for service users with immune-compromised illness. As of 31 March 2022, a total of 12,036 and 762 service users aged three or above have respectively received their first two doses and the third dose; while 528 and 22 other claimants have respectively received their first two doses and the third dose.

Since the fifth wave of the pandemic, the offices of the NRC Project have been closed from time to time for disinfection following reports of either staff or service users contracting COVID-19. As a preventive measure to lower the chances of infection, from February to April 2022, the NRC Project provided most services via phone or video calls, while face-to-face appointments were provided only on a limited scale.

Despite the changing mode of service delivery during the pandemic, the NRC Project has fulfilled the requirement set out by the Social Welfare Department, performing at least 5% spot checks on the total number of service users receiving accommodation assistance. During the contract year of 1 February 2021–31 January 2022, the NRC Project has achieved rates of 81.8%, 79.7% and 78.8% respectively for Contracts A, B and C.

The NRC Project has faced challenges in catering for the rising needs of children who were victims of child abuse or neglect and needed out-of-home care. The demand for children placements, especially for those aged between 0–5 years old remained high.

### 主理和執行免遣返聲請人援助工作

2021–2022年間，新冠肺炎疫情肆虐，嚴重影響免遣返聲請人士、難民，以及香港民生。由於多個航班長期被取消，加上諸多旅遊限制，不少服務使用者因而未能返回其國或移居他國。疫情期間，本服務計劃繼續為服務使用者提供專業服務及口罩等保護物品，以抗疫情。

2021年5月，本服務計劃獲公務員事務局邀請就服務使用者與其他免遣返聲請人之疫苗接種提供協助。疫苗預約由公務員事務局安排，本服務計劃負責協助服務使用者登記及通知他們指定的疫苗接種時間。本服務計劃一直與公務員事務局緊密合作，協助服務使用者預約接受共三劑疫苗，其中包括特定免疫力弱人士的額外一劑疫苗接種，有關安排持續至今。截至2022年3月31日，年滿3歲或以上的服務使用者已有12,036人及762人分別接種首兩劑和第三劑疫苗。至於其他免遣返聲請人，則有528人及22人分別接種首兩劑和第三劑疫苗。

隨著第五波疫情爆發，本服務計劃因不斷有員工或服務使用者確診新冠肺炎而須關閉辦公室進行消毒清潔。為減低傳播風險，本服務計劃於2022年2月至4月期間採取相應預防措施，以電話或視像通話形式為服務使用者提供大部份服務，只維持有限度的面對面會面，以盡量減少辦公室的人群聚集及避免服務使用者需離家外出。

縱使服務形式因疫情有所改變，本服務計劃仍成功履行社會福利署訂下的要求，對所有接受租金資助的服務使用者當中的5%進行家訪抽查。2021年2月1日至2022年1月31日合約期間，本服務計劃於A、B、C三份合約的家訪抽查中，分別有81.8%、79.7%及78.8%的服務使用者於家訪時在家。

對因疏忽照顧或虐兒而需暫時住宿服務的兒童，本服務計劃在照顧他們的各種需要時面臨了不少挑戰，0–5歲的宿位的需求尤其殷切。

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

The staffing for the children's shelter has also expanded to meet demand and to maintain quality of service, i.e. by adding caseworkers, a family aid worker per shelter and increasing the number of project workers per shelter. During the fifth wave of the pandemic, several residents were infected with COVID-19. Shelter staff were fully deployed to take care of the children, including accompanying residents to quarantine facilities. A closed-loop operation was employed to ensure the safety of residents. Caseworkers at children shelters also conducted online tutorials and other activities with the residents during the peak of the pandemic.

兒童家舍已擴充人手以維持服務質素和處理不斷上升的需求，包括於每個家舍增聘個案工作員、家務指導員和增加項目工作員數量。第五波疫情期間，由於數名住宿兒童感染新冠肺炎，家舍職員皆悉數出勤，照顧並陪同有需要的兒童前往隔離設施。家舍亦採取閉環管理，以保障住宿兒童的安全。疫情高峰期間，兒童家舍的個案工作員以網上互動形式對兒童進行教學及舉行活動。

### HOPE Support Service Centre for Ethnic Minorities

In Hong Kong, ethnic minority families were one of the most vulnerable groups affected by the outbreak of COVID-19. The HOPE centre has remained active in providing much-needed assistance to the ethnic minority community. HOPE centre staff have provided referral, guidance and counselling services to vulnerable ethnic minority families affected by the pandemic. Posters and Facebook posts were produced regularly to ensure that ethnic minority families have access to updated information, resources and services. The HOPE centre has also distributed surgical masks, rapid test kits and other necessities to the ethnic minority community.

### HOPE 少數族裔人士支援服務中心

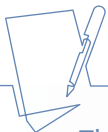
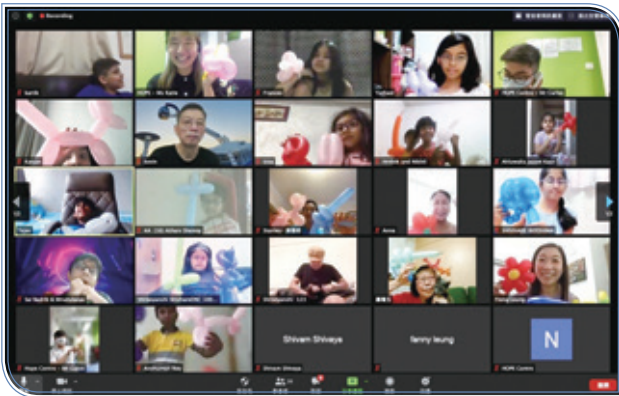
少數族裔家庭是香港最受疫情影響的群體之一。HOPE中心一直致力為少數族裔社群提供適切援助。中心職員繼續為受疫情影響的少數族裔家庭提供轉介、指導及輔導服務。中心的Facebook專頁及海報皆定期更新以讓有需要家庭獲取最新資訊、相關資源及服務。本中心亦定期向少數族裔社群提供口罩、快速抗原測試等必需品。



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

The contract was extended for two years, from 31 May 2021 until 30 May 2023. Most of the programmes during April 2021 to March 2022 were conducted online due to social distancing restrictions. These online classes and activities were much needed during the pandemic not only to stop the spread of the disease but also to provide respite to those families stuck at home. Mass gathering activities such as a Cultural Show and a Youth Got Talent Show were conducted via video-sharing. The centre abided by relevant regulations when social-distancing rules were relaxed. The HOPE centre has developed flexible and workable plans to adapt quickly to the changing procedures, methods and instructions to avoid interruptions to services to ethnic minorities and to meet the requirements of the project.

中心亦已獲為期兩年的新合約，由2021年5月31日至2023年5月30日。由於社交距離措施所限，2021年4月至2022年3月期間的大部份活動改以網上形式進行。這類網上興趣班及活動既可減少疫症傳播，也能為長期居家的家庭提供喘息空間。大型節目如文化表演、青少年才藝表演等亦採以線上影片方式進行。社交限制放寬後，本中心舉行活動時仍遵守有關防疫措施，並制訂靈活可行的計劃應對不斷更新的程序及指引，以符合有關要求和避免影響少數族裔人士服務。



The kayaking event at the LCSD water support centre in Tai Mei Tuk was amazing. There was very good organizing and planning by Mr. Umair, and we would like to take part in similar events in the future. I had joined many HOPE Centre activities previously, but the best one is kayaking. I also learned how to handle, balance and paddle the boat and how to get back in it after falling in the water, which was challenging for me. I really appreciate the HOPE Centre for organizing kayaking, cycling, hiking and family activities for us.

我一直很期待能參與水上運動。有賴Umair先生的精心安排，我參加了於大尾篤康文署水上活動中心舉辦的獨木舟訓練。這是我多次參加HOPE中心活動以來，最深刻而愉快的一次體驗，令我獲益良多。我學會了獨木舟的基本操作如控制、平衡、劃水等，以及掉下水後如何爬回獨木舟的技巧，活動很有挑戰性。我再次感謝HOPE中心為服務使用者舉辦獨木舟、單車、登山及其他家庭活動。

**Deepak Vittal Shetty**

## 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 team suspended all outdoor activities including home visits and outreach during the pandemic. We conducted phone interviews and used online platforms such as WhatsApp and LINE to reach out to the community. Information kits including ASEM and CHEER leaflets were sent through online channels after interviewing our service users. Essential items such as surgical masks and rapid testing kits were provided to needy families with the help of volunteers. Exhibitions and seminars were also conducted online to disseminate information on various schemes provided by the government.

The ASEM Project worked in partnership with local charity organizations such as the Hong Kong Disciplined Services Volunteer Corps and other support service centres to distribute items to needy families. The team continued to address the needs of the ethnic minority families by referring individual and family cases to NGOs and government departments. The number of cases the team handled during the past year was relatively high due to the pandemic. Most cases were related to financial difficulties as many people had lost their jobs and needed financial aid and food assistance.

### 少數族裔人士大使服務計劃 (ASEM)

疫情肆虐期間，本服務計劃暫停了所有戶外活動，包括家訪、外展等。團隊改以電話訪談和通訊軟件如Whatsapp、Line等接觸社區的少數族裔人士。訪談過後，團隊會透過網上渠道將附有ASEM和CHEER單張的資訊包發送給服務使用者。重要物資如口罩、抗原測試包等則由義工派發給有需要的家庭。團隊亦舉辦了網上展覽和講座等，向服務使用者傳達政府的各種最新資訊。

此外，本服務計劃亦與本地慈善機構如香港紀律部隊義工服務隊和其他支援服務中心等合作，向有需要家庭發放物資。如有需要，團隊會轉介家庭和個別個案予不同社福機構和政府部門跟進，務使少數族裔人士能得到適切援助。本服務計劃過去一年的個案數字偏高，反映疫情對少數族裔家庭的影響。大部份個案涉及財務問題，包括因失業而需申領經濟及食物資助，以維持基本生活。



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

The ASEM contract for the project year 2021–2022 ended on 15 March 2022, and the contract was renewed for one year, from 16 March 2022 to 15 March 2023.

2021–2022年度的ASEM合約已於2022年3月15日結束，本服務計劃獲續約1年，合約期由2022年3月16日至2023年3月15日。



“I used to work in a restaurant but I lost my job during COVID-19. So I went back to Thailand for some time. After I came back to Hong Kong, I was unemployed for more than three months and was having financial difficulties. I contacted ASEM for their help as I had met them while they were doing outreach near the restaurant where I worked. The staff advised me to apply for the Temporary Unemployment Scheme and provided me with translation and interpretation service to apply for the Scheme. I received the subsidy amount and I am very grateful to the Ambassador Scheme team for their support and advice.”

我以前在餐廳工作，不幸在疫情期間失業，只好暫時返回泰國。我回港後失業了三個多月，經濟拮据。我因而主動聯絡ASEM尋求協助。由於ASEM曾到我以前工作的餐廳附近作外展探訪，所以我認識他們提供的服務。ASEM職員建議我申請臨時失業支援，並在申請過程中提供翻譯及傳譯服務。最終我成功獲取有關資助，所以我非常感謝ASEM大使服務團隊的支援及建議。

**Muensriphum, Ulaiwan**

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

### Mobile Information Service at the Hong Kong International Airport (MIS)

The MIS project has proven its worth and usefulness in providing first-hand assistance to ethnic minorities in Hong Kong. Despite the tremendous difficulties in working at the airport, the MIS team continued to serve the ethnic minorities from the moment they disembarked from the airplane. The team has adjusted its service and orientation to cover all the necessary information in relation to the pandemic and social distancing policies. The team has also followed the strict PCR testing interval and other social distancing measures required to maintain the services at the airport. Aside from the services at the airport, the team conducted outreach activities in different districts to distribute information about the support services provided for ethnic minorities in Hong Kong.

The MIS team has been able to provide an immediate response to services users upon their arrival at Hong Kong, and to follow up with their requests via the hotline service as well as through outreach activities, enhancing the accessibility of public services to target users in a timely and adequate manner. The service users were also encouraged to provide feedback on the quality of services provided by the MIS team.



I am Nanik from Indonesia. I would like to say "thank you" to the MIS team at the airport because they gave me more information about the rules and regulations of being a migrant worker in Hong Kong. They also helped me at my arrival when I had a problem with my baggage.

The information kit that they gave me was very useful because it was my first time working in Hong Kong. I am glad that through the MIS service, migrant workers like me are well informed about Hong Kong laws, the support systems and services for migrant workers.

你好，我是來自印尼的Nanik。我很感謝機場的MIS團隊在我抵港時，提供有關外籍勞工法規的資訊，並就我在領取行李時遇上的問題給予協助。他們提供的資訊包對於首次來港工作的我非常有用。透過MIS流動資訊服務，很多像我一樣的外籍勞工皆能清楚了解香港法例、援助機制及為外籍勞工提供的服務。

**Nanik**

### 流動資訊服務(香港國際機場)

流動資訊服務團隊致力向香港少數族裔人士提供直接援助，並於年內再次證明了服務的價值和效用。縱使機場工作困難重重，MIS團隊仍然堅守崗位，為抵港少數族裔人士提供即時服務。為配合最新防疫和社交距離政策，MIS團隊不斷調整服務以確保服務使用者能獲得所有關於防疫及社交距離措施的重要資訊。本團隊一直按指引嚴格執行社交距離措施及定期進行快速檢測，以維持機場的正常服務。除了機場服務，本團隊亦前往多區外展，傳達香港少數族裔人士支援服務的相關資訊。

流動資訊服務不但在服務使用者抵港的一刻照顧他們的需要，亦以熱線電話及外展服務作出跟進，旨在令服務使用者能適切使用公共服務。為保持服務質素，本團隊鼓勵服務使用者透過面談或致電熱線反映意見。



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

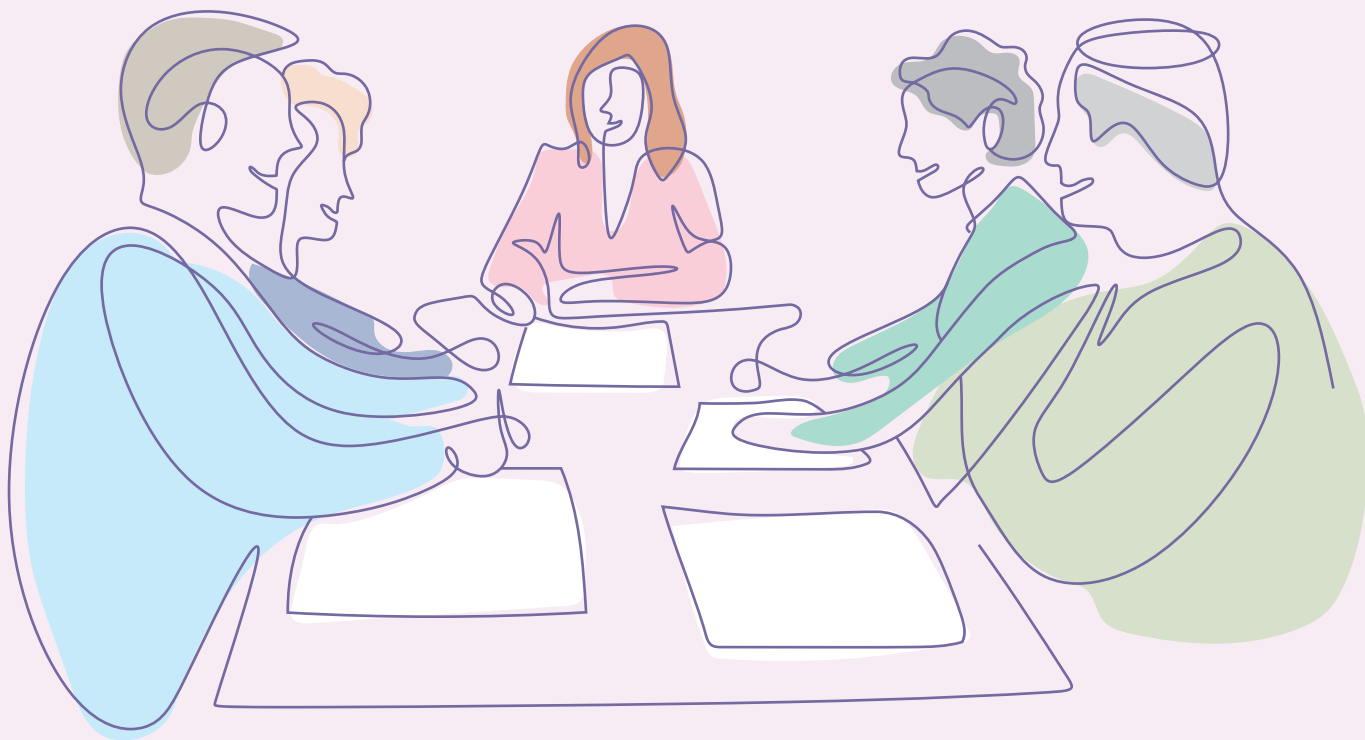
### Migrants Programme for Non-Chinese (Ethnic Minorities) Statistics 非華裔移居人士(少數族裔)服務統計數字

April 2021 to March 2022  
2021年4月-2022年3月

Number of Asylum-seekers and Torture Claimants and Refugees served  
服務的免遣返聲請人及難民數目 12,582

Number of Ethnic Minorities served  
服務的少數族裔人士數目 131,578

	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 大使服務計劃
Telephone enquiries 電話查詢	1,884	1,925	572
Questionnaires completed 完成的問卷調查	9,768	N/A 不適用	4,529
Outreach (Number of EMs) 外展活動(接觸的少數族裔人數)	195 (42,989)	58 (1,630)	15 (2,780)
Language / Computer Class participants 語文 / 電腦課程參加人數	N/A 不適用	1,313	N/A 不適用
Other Programmes / Class participants 其他活動 / 課程參加人次	N/A 不適用	3,248	N/A 不適用
Youth Programme participants 青少年活動參加人次	N/A 不適用	1,703	N/A 不適用
Number of service users at the airport 機場服務人數	59,237	N/A 不適用	N/A 不適用



## SERVICES FOR THE ELDERLY 長者服務



## Programme for Portable Comprehensive Social Security Assistance (Fujian) 協助「綜援長者廣東及福建省養老計劃」福建省個案

### Service Highlights

Due to COVID-19, only one elderly person has newly joined the Programme. As of the end of March 2022, the Programme had served more than 70 elderly persons in Fujian Province. We assessed the recipients and ensured that those eligible continued receiving their PCSSA benefit.

Due to the pandemic, all cases that were due to receive home visit reviews had postal reviews instead. We conducted about 90 reviews for recipients via the postal service. We also made use of phone and video calls to provide briefings to the new applicant and assessment of appropriate appointees for recipients. We also assisted in the application for a burial grant for the family member of a deceased recipient.

The quarantine measures and travelling restrictions during the year were a challenge both for our work and for recipients. In addition to the delay in the postal service between Mainland China and Hong Kong, some elderly recipients were unable to return to Hong Kong to withdraw their received payments from their bank accounts or to attend medical appointments.

### 服務報告

由於受疫情影響，本年度僅1名長者新加入本計劃。直至2022年3月底，服務已為超過70位長者提供服務，讓他們在內地養老期間繼續領取綜援金。

本年度抽樣家訪調查覆核繼續改為郵遞方式進行，近90個個案進行了郵遞覆核。此外，我們亦利用電話或視象形式為新加入計劃的長者舉行簡介會，及一些未能表示意願的受委人個案進行覆核手續，並協助1位國內親友處理殮葬津貼申請。

這段時間，香港的個案工作人員未能進行家訪，郵政問題亦出現延誤，引致工作面臨不少挑戰，而在隔離措施下，頗多長者亦無法回港領取其戶口內的綜援金及接受覆診。

### Programme for Portable Comprehensive Social Security Assistance Statistics 協助「綜援長者廣東及福建省養老計劃」福建省個案服務統計

April 2021 – March 2022  
2021年4月至2022年3月

Number of enquiries 查詢個案數目	340
Number of active cases 有效個案數目	77
Number of spot checks 家訪覆核數目	25
Number of postal reviews 郵遞覆核數目	63
Number of new cases 新個案數目	1
Number of briefing sessions 簡介會數目	1
Number of burial grant applications 殮葬津貼申請處理數目	1
Number of special investigations 特別家訪調查數目	0

## 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

#### Service Highlights

In the year under review, we carried out annual reviews for more than 1,900 elders residing in Fujian province, assessing their eligibility to continue receiving the benefit payments. During the year, we served around 600 elders receiving the Old Age Allowance and more than 1,300 recipients of the Old Age Living Allowance.

Due to the restrictions on travel to the mainland, spot check case reviews had to be replaced by postal reviews. Our mainland caseworker based in Fujian had no travelling restrictions and helped with the spot check assignments by making home visits to some 300 recipients. During the year, we also helped 2 elders in Fujian who have limited mobility to complete their applications for the scheme. Video calls were also used to provide monitoring and follow-up measures for our cases.

The new Xiamen Office started operation in April 2021. Our caseworker in Xiamen conducted home visits and answered enquiries from recipients and their relatives in Fujian via telephone and mail. In December 2021, the service centre co-organised a New Year's Day visit to Xinde Nursing Home in Zhangzhou, and also visited several households with destitute elders.

Due to the COVID-19 restrictions in the mainland, postal services between Hong Kong and Fujian were seriously delayed. Quite a number of recipients were stranded in places outside Fujian and were unable to return to Fujian or Hong Kong, resulting in many enquiries concerning their inability to return to Hong Kong to receive allowances and handle bank transfer issues. The team continued to render assistance to these enquiries and offer appropriate advice to the recipients and their families.

#### 服務報告

本年度內我們已合共為超過1,900位長者覆核領取福利的資格，讓他們能繼續在福建省順利領取高齡津貼。為我們近600位高齡津貼及1,300多位長者生活津貼的受惠長者進行年度覆核。

由於受疫情影響，部分抽樣家訪調查覆核繼續改為以郵遞方式進行；幸好我們有位駐守在廈門的同工，能夠親身完成300多份家訪覆核，同時亦為兩位移居福建省而行動不便的長者辦理申請，讓他們不用回港亦同樣受惠。疫情期間，我們亦運用電話視象模式處理新申請個案及特別調查個案。

廈門辦事處於2021年4月正式投入服務，常駐廈門同事會協助處理家訪及透過電話或郵遞為居於福建省長者及親友提供諮詢服務。本年度服務人次超過220人。2021年12月，駐廈門同事聯同當地機構於漳州市龍海區信德養老院舉辦慶元旦探訪活動，亦到當地特困戶進行探訪。

本年度因疫情反覆關係，兩地郵遞受到嚴重滯後，很多長者因滯留香港或外地未能返回福建，他們對於未能回港領取津貼及銀行匯款事宜方面有較多查詢。團隊將繼續努力，為長者及其親友提供適切服務及建議。



**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

**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

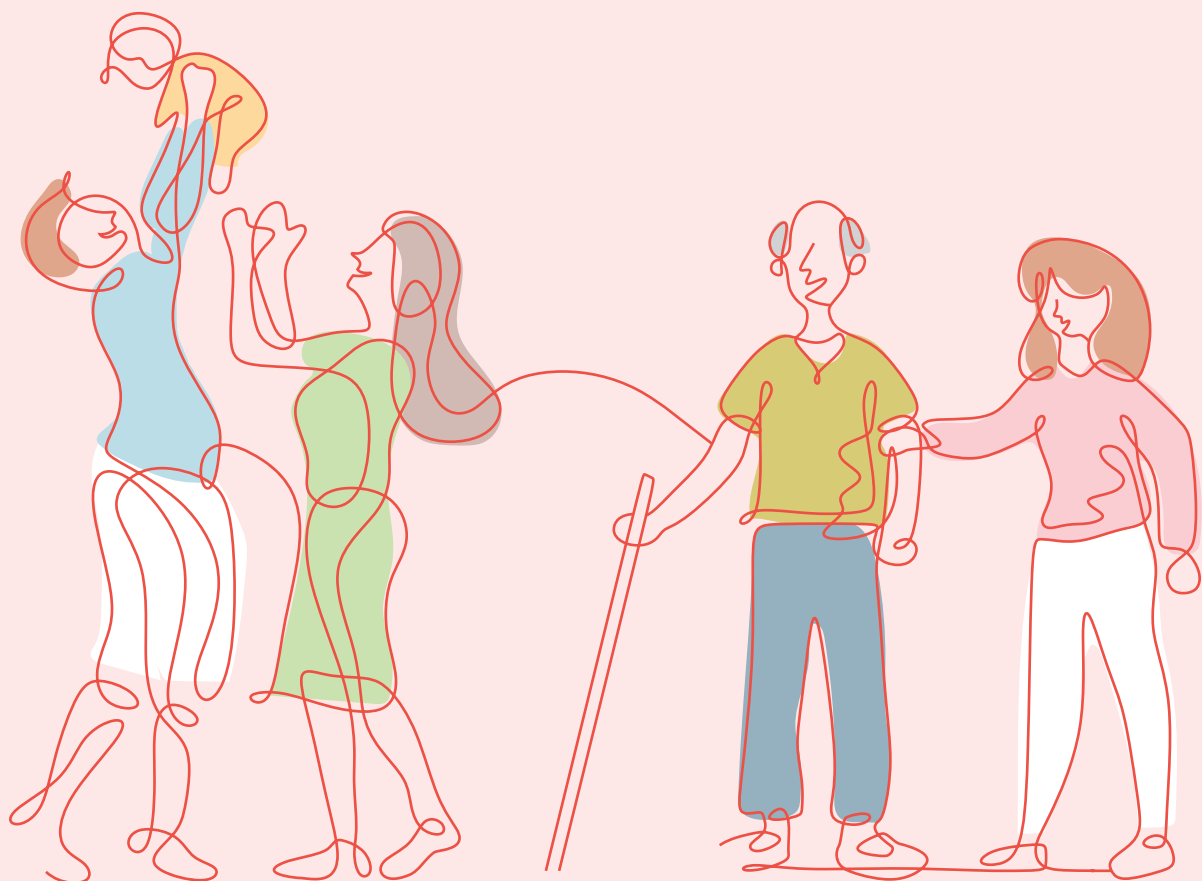
April 2021 – March 2022  
2021年4月至2022年3月

Number of Applications 已處理申請個案數目	0
Number of Active Cases 有效個案數目	577
Number of Enquiries 查詢個案數目	705
Number of Spot Checks 家訪覆核數目	127
Number of Postal Reviews 郵遞覆核數目	476

**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

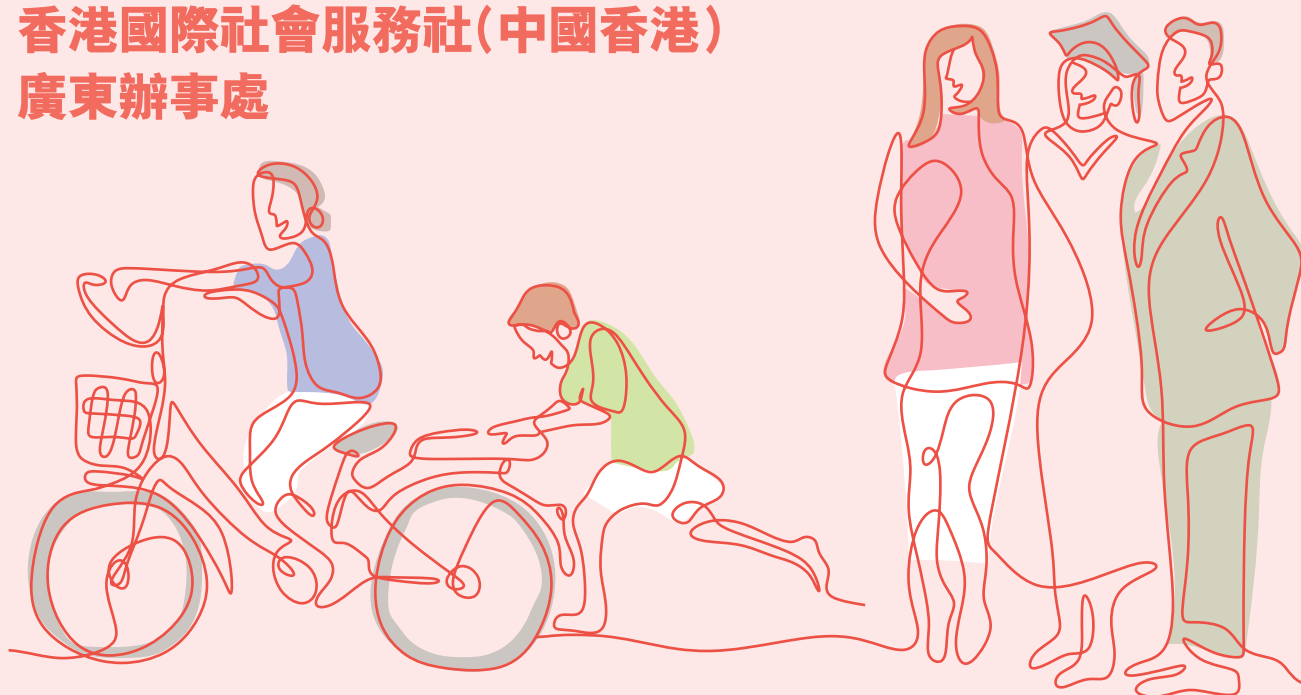
April 2021 – March 2022  
2021年4月至2022年3月

Number of Applications 已處理申請個案數目	2
Number of Active Cases 有效個案數目	1,328
Number of Enquiries 查詢個案數目	1,052
Number of Spot Checks 家訪覆核數目	289
Number of Postal Reviews 郵遞覆核數目	1,065



# SERVICES IN MAINLAND CHINA 內地服務

INTERNATIONAL SOCIAL SERVICE HONG KONG  
BRANCH (HONG KONG, CHINA) GUANGDONG OFFICE  
香港國際社會服務社(中國香港)  
廣東辦事處



## Service Centres — Guangzhou 服務中心 — 廣州

### ISS-HK is a registered overseas NGO in Mainland China

ISS-HK has completed the formalities for registering as an overseas NGO in mainland China. Programme Director Ms Sasa Liang is the Chief Representative of the International Social Service (Hong Kong China) Guangdong office, which is located in the Liwan District of Guangzhou.

ISS-HK first started providing services in the Mainland in 1997. At that time, ISS-HK had to partner with Mainland government departments in order to operate. Then ISS-HK registered as the Guangzhou Boyu Social Work Service Centre as an interim measure before formal registration was completed in 2021. ISS-HK will continue to provide services for women, children and families in Guangdong Province.

### 國際社成功在內地完成註冊境外非政府組織機構

香港國際社會服務社正式完成了在內地註冊成為境外非政府組織的手續。辦事處位於廣州市荔灣區，由本社服務總監梁秋莎出任香港國際社會服務社(中國香港)廣東辦事處的首席代表。

國際社在內地的服務始於1997年，初時與內地政府部門建立合作夥伴關係；其後國際社在內地註冊成為民辦非企業的社會服務機構，設立了廣州市博域社會工作服務中心；到2021年，終於獨立註冊為境外非政府組織。國際社日後將繼續在廣東省為有需要的婦女、兒童及家庭提供服務。

### Closing partnership with Guangzhou Liwan district Fengyuan Street Government Office

Before the establishment of the ISS Guangdong Office, ISS-HK cooperated with the Guangzhou Liwan District Fengyuan Street Government Office to establish the Fengyuan Family Service Centre in March 1997. From then on, ISS-HK spent 25 years in developing social services in Mainland China, providing project planning, agency management, staff training, social work supervision, and frontline services to people in need. Over 100 employees were employed, and over 10 professional social work supervisors and 3 provincial-level outstanding social workers were trained. The Centre was rated as a four-star social service agency.

With the official registration of the ISS Guangdong Office, ISS-HK is now able to work independently in Mainland China, and ISS will maintain a strategic partnership with Guangzhou Liwan district Fengyuan Street Government Office to provide quality services to the Big Wave Bay community.

### 正式結束與廣州市逢源街道辦事處的長期合作夥伴關係

在國際社尚未成立廣東辦事處前，國際社自1997年3月起一直透過與逢源街道辦事處的長期合作夥伴關係，貢獻內地社工行業的發展。本社用了25年時間在內地發展社會服務，在內地提供項目策劃、機構管理、職員培訓、社工督導及提供前線社會服務工作等工作。逢源人家服務中心聘用過百名員工，以及有十多名專業社工督導，當中有三名省級優秀社工，該中心並被評為四星級社會服務機構。

時至今日，本社正式註冊了廣東辦事處，獨立在內地發展服務，本社與逢源街道辦事處及逢源人家服務中心將改變為戰略合作夥伴關係，將共同繼續為大灣區的居民服務。



## Service Centres — Guangzhou

### 服務中心 — 廣州

#### Fengyuan Family Service Centre Received Multiple Accolades

On 27 October 2021, the Guangzhou Elderly Care Service Guidance Centre awarded the Fengyuan Family Service Centre a “Three-star Community Home Elderly Care Service Agency” accolade. The assessment was based on the following criteria: organization and standardization of construction, financial management, sustainable development, human resources management, service provision and service effectiveness, as well as smart elderly care and satisfaction. The accolade is a recognition of our service quality.

On 10 January 2022, the Fengyuan Family Service Centre won the following awards at the 2021 Guangzhou Social Work Annual Conference:

- ISS-HK was rated as “2021 Excellent Social Service Unit”
- Social Workers Chen Yi Qiao, He Feng Qun, Lei Jian Fang, Yang Yi were awarded the “Gleaners Youth Award”
- The cases of three of our social workers won awards in the essay competition:
  - Liu Qing Xia won the first prize
  - Weng Min Hui won the second prize
  - Lian Shi won the third prize

#### 逢源人家服務中心屢獲殊榮

2021年10月27日，廣州市居家養老服務指導中心向逢源人家服務中心頒發「三星級社區居家養老服務機構」殊榮。是次評定從組織與標準化建設、財務管理與可持續發展三個方面對機構管理水準進行評核；並從人力資源管理、服務提供與服務成效、智慧養老及滿意度對平台運營工作開展考察。這項殊榮是對中心服務質素的肯定。

此外，2022年1月10日，逢源人家服務中心在2021年度廣州市社會工作年會上獲得多項殊榮：

- 機構獲評為「2021年度優秀宣傳單位」
- 4位社工陳綺僑、何鳳群、雷建芳、楊藝獲授予「拾穗芳華獎」
- 3位社工的案例分別獲主題徵文活動的一等獎、二等獎及三等獎
  - 一等獎劉青霞
  - 二等獎翁敏慧
  - 三等獎練詩



## Service Centres — Guangzhou 服務中心 — 廣州

### Training social work supervisors in Mainland China

ISS-HK places great emphasis on training social work supervisors. So far, 13 social workers have successfully graduated from the Guangzhou Social Work Supervision Training Course. They will play a pivotal role in the professional development of social work services in Mainland China.

### 培養社工專業督導

本社高度重視培養督導人才，至今已有13名社工從廣州市社會工作督導培訓班順利畢業，他們將致力推動內地社工的專業發展。

### Community Support Amidst the Cold Wave

Guangzhou was affected by the cold wave in mid December 2021. In order to provide necessary support to people in need, the Fengyuan Family Service Centre operated a 24-hour shelter starting 26 December 2021. Heaters, food, drinking water and other shelter materials were provided. A 24-hour hotline service was also in place to provide timely online support for residents in need. Volunteer service teams were also recruited to distribute resources to people living in poverty. More than 700 residents were assisted, and we received donated items of approximately RMB40,000 of worth.

### 幫助社區抵禦寒潮

2021年12月中開始，廣州市受冷空氣影響，寒潮來襲，氣溫驟降。從12月26日起，逢源人家服務中心社工開設全天候24小時開放的避難所，並準備暖風機、食物、飲用水等物資，為有需要的居民提供支援；同時設立24小時的「廣州社工守護熱線」提供線上支援服務，並積極聯繫義工服務隊伍，安排物資，協助貧困大眾渡過難關，共為700多名居民提供服務，獲捐贈約人民幣4萬元物資。

#### Services in Mainland China (Guangzhou) Statistics 內地服務(廣州)統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

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 Bo Yu  
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

18

35

Total number of supervision hours  
督導時數

N/A  
不適用

100

Total number of attendance  
總受助者人次

32

152

## Service Centres — Shenzhen

### 服務中心 — 深圳

#### Jockey Club Support Project for Cross-Boundary Families

Funded by the Hong Kong Jockey Club Charities Trust, a 3-year Jockey Club Support Project for Cross-Boundary Families was launched on 1 January 2022. The project aims to assist cross-boundary families in strengthening family functioning and relationships, building a social support network, and rebuilding life under the impact of the COVID-19 pandemic.

Over the past year, our Shenzhen Centre was visited by numerous government bodies and social organizations from cities and provinces in China. Members of the Chinese People's Political Consultative Conference Shenzhen Committee visited the service unit, and highly appreciated our services.

#### 賽馬會跨境家庭新里程計劃

由香港賽馬會慈善信託基金贊助，為期三年的「賽馬會跨境家庭新里程」計劃已於2022年1月1日開展。計劃目標包括強化跨境家庭功能、改善跨境家庭關係、協助他們建構社區網絡、以及重建受疫情影響的跨境家庭生活。

過去一年，深圳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，其中多名深圳市政協委員到訪本中心，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。

#### Expectation Management Project (Shenzhen) at the Shenzhen Futian Centre

Funded by the Hong Kong Home Affairs Department, the Shenzhen Futian Centre continued to carry out the Expectation Management Project — Shenzhen for the 11th year. The programme promotes social integration, positive thinking and the enhancement of parent-child relationships so that cross-boundary students and their families can better understand Hong Kong and be integrated into its society.

#### 深圳福田中心 — 期望管理計劃 (深圳)

深圳福田中心繼續開展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十一個年度。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

### Examination Service in Shenzhen

Due to the outbreak of the COVID-19 pandemic, cross-boundary students were not able to attend examinations within schools and internal assessments for Secondary School Places Allocation in Hong Kong. We assisted a number of primary and secondary schools in organizing examination sessions in our three service centres in Shenzhen. In the past year, a total of 288 examination sessions were scheduled, and more than 1,200 students took part.

### 異地考試服務

因應疫情發展，跨境生未能到港參與學校的校內及呈分考試，國際社在此期間聯絡不同中、小學，協助於深圳推行異地考試，讓身處在深圳的學童亦能參與其中。在過去一年，本機構深圳的三間中心共提供了288節考試服務，超過1,200名學生應試。

### Pilot Support Programme for Hong Kong Students Staying in Shenzhen under the COVID-19 Epidemic

ISS-HK received funding from the Education Bureau of the Hong Kong SAR Government for the second time for the Pilot Support Programme for Hong Kong Students Staying in Shenzhen under the COVID-19 Epidemic — Learning Support and Psychological Support. The scheme aimed to provide all-round services for cross-boundary students, most of whom have not been attending their schools in Hong Kong since the outbreak of the pandemic. It is hoped that learning, communication, and social and emotions management skills can be re-established and a support network can be built among these students.

### 疫情下留深圳香港學生先導支援計劃

香港國際社會服務社兩度獲香港教育局資助，推行疫情下留深圳香港學生先導支援計劃—「學習支援」及「心理社交支援」以照顧在疫情期間的跨境學童，支援他們因無法往來中港回校上課的各種困難。計劃為學童提供多元發展服務，保持他們在學習、溝通、人際、情緒管理等能力的發展，重塑學童在社交上的適應，建構跨境學童間互助網絡。



## Service Centres — Shenzhen

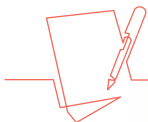
### 服務中心 — 深圳

#### Virtuous Social Service

In the past year, Virtuous Social Service cooperated with ISS-HK to implement social services in Shenzhen. In response to the COVID-19 pandemic, our volunteers showed support for healthcare and frontline workers by making handicrafts for them. This service also encouraged integration among the residents of Hong Kong and Shenzhen, enhanced better understanding of the community, and contributed to social harmony.

#### 深圳市懿路同行社會工作服務中心

過去一年，深圳市懿路同行社會工作服務中心一直與本社合作，回應深圳疫情發展，一同推行義工服務，製作手工，為疫情下的醫護及前線工作人員打氣。參加者在服務社會同時，也提高了跨境家庭對深圳社區的與深圳本地居民的融合、加強適應及認識，創建和諧社會。



My name is Merry and my child Hu Zhi Ping is a primary 5 cross-boundary student. We joined the social skills and emotional management programme organized by the Shenzhen Nanshan Centre in May 2021 and met a lot of friendly staff. My child hasn't been having much in-person contact with classmates since the start of the pandemic, so he is excited to take part all the time. Through the 6-session activity, I got to know a lot of parents, we became friends and I felt I could trust them.

The Nanshan Centre felt like a big family to me, helping us cross-border families find a place where we all belong. I joined the volunteer team of the centre to spread the love to others. I would like to express my sincere thanks to everyone in the Nanshan Centre.

我叫Merry，我的小孩扈之平是一名小五跨境學童。2021年5月參加了深圳南山中心舉辦的社交及情緒管理活動，我認識了非常友善的工作人員。疫情下，小孩已很久沒有面對面接觸同學，所以之平每星期都非常期待參與活動。透過6節的小組活動，我也認識了不同的家長，感覺非常值得信賴。

南山中心好就像一個大家庭，讓跨境家庭心有所依。我和之平也加入南山中心的義工隊伍，一起分享傳遞愛。

Merry



## Service Centres — Shenzhen

### 服務中心 — 深圳

#### Services In Mainland China (Shenzhen) Statistics

#### 內地服務(深圳)統計數字

April 2021 – March 2022  
2021年4月 – 2022年3月

#### Expectation Management Programme (Supported by Home Affairs Department)

#### 期望管理計劃(由民政事務總署資助)

Number of Groups / Programme Sessions 小組 / 活動節數	110
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Number of Attendance 服務人次	6,400
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#### Jockey Club Support Project for Cross-Boundary Families (Supported by The Hong Kong Jockey Club Charities Trust)

#### 賽馬會跨境家庭新里程計劃

Number of Groups / Programme Sessions 小組 / 活動節數	184
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Number of Attendance 服務人次	3,062
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#### Pilot Support Programme for Hong Kong Students Staying in Shenzhen under the COVID-19 Epidemic (Supported by Education Bureau)

#### 疫情下留深圳香港學生先導支援計劃(由教育局資助)

Number of Schools Served 服務學校數量	153
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Number of Groups Sessions 小組節數	1,380
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Number of Attendance 服務人次	13,010
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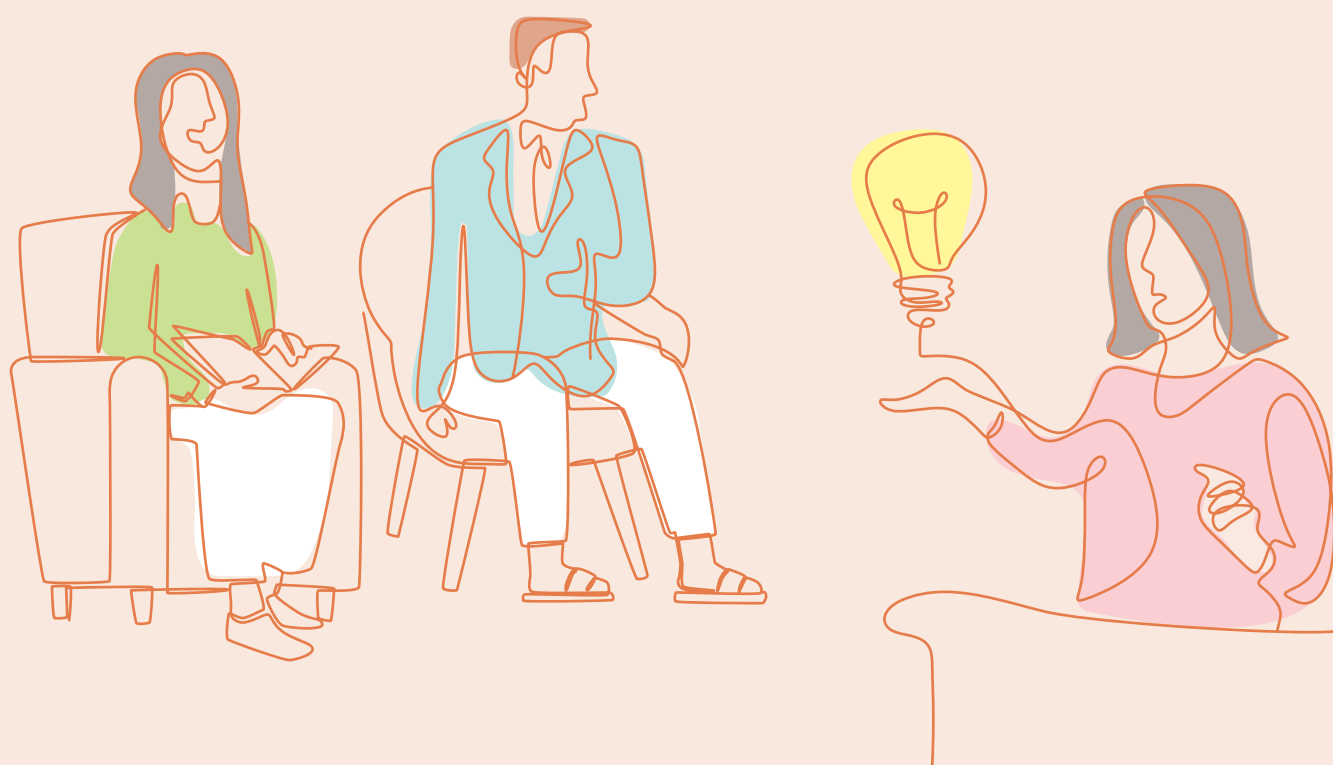
#### Examination Service in Shenzhen

#### 異地考試服務

Number of Schools Served 服務學校數量	56
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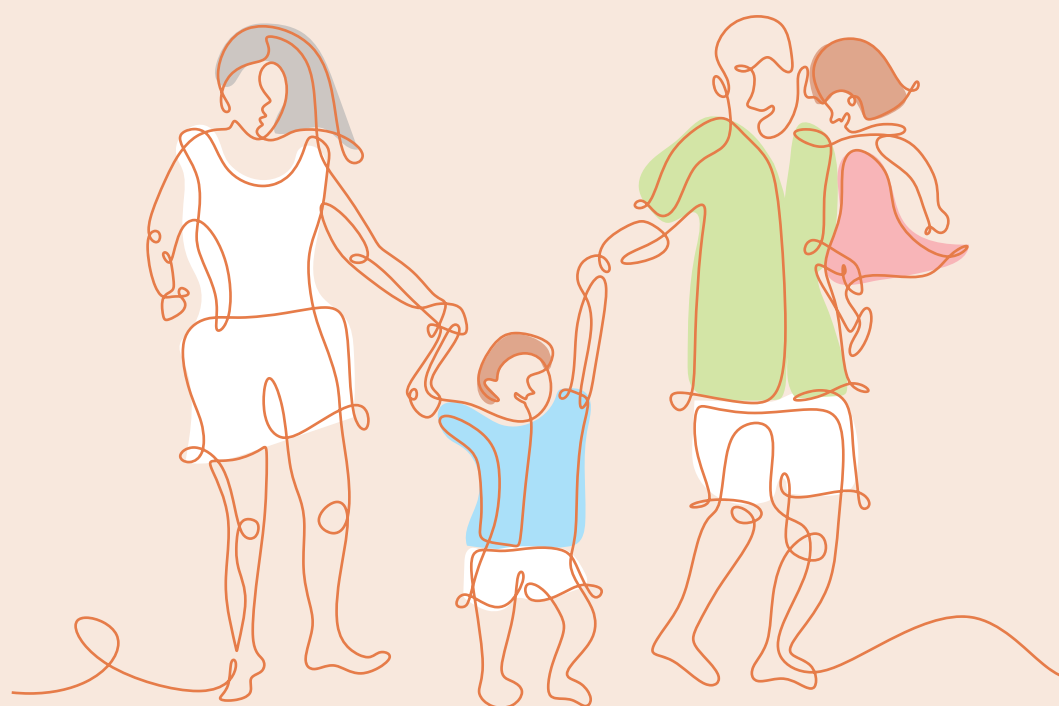
Number of Examination Sessions 考試節數	288
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Number of Attendance 服務人次	9,563
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# **FAMILY SYSTEMS THEORY TRAINING & COUNSELLING SERVICES**

## **家庭系統理論培訓與輔導服務**



## ISS Family Institute 國際社家庭學院

### Service Highlights

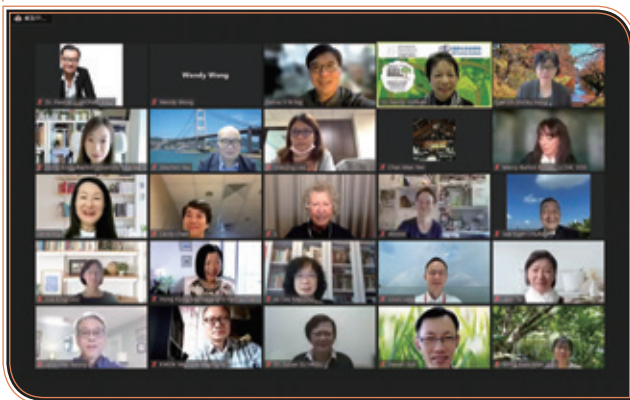
Guided by Bowen theory, the ISS Family Institute provides training, consultation and supervision services for professionals, as well as educational programmes and counselling services for the public.

Regular training programmes include the Basic Course on Bowen Family Systems Theory (BFST), Clinical Applications of BFST, the Family of Origin Reading and Research group, Couple Counselling – the Family Systems Approach, Study groups, and the Family Matters Video Series On-line Discussion Group. Students completing basic training in Bowen theory can attend The Professional Training Programme in Bowen Family Systems Theory & Therapy (PTP), a part-time 2-year programme for advanced study of the theory. The PTP comprises lectures, student presentations, individual and group supervision, clinical conferences, and family of origin research. Students graduating from the PTP can join the PTP-Continuing Study for further in-depth study of Bowen theory.

### 服務報告

國際社家庭學院以博域家庭系統理論為指引，為專業人士提供培訓、諮詢和督導服務，並為公眾提供教育活動和輔導服務。

定期培訓項目包括博域家庭系統理論基要課程、如何應用「博域家庭系統理論」於輔導、原生家庭研究導修小組、學習小組和家庭事務系列影片網上討論會。完成博域理論基礎培訓的學生可以參加博域家庭系統理論與治療專業培訓課程(PTP)，這是一個為期兩年的非全日制的進深課程。PTP包括講座、學生演講、個人和團體督導、臨床會議和家庭研究。PTP畢業的同學可以參加PTP-Continuing Study，進一步深入學習博域理論。



## ISS Family Institute 國際社家庭學院

The 2021 Bowen Theory conference was held on 21 and 22 October 2021. The conference was titled “Roots and Branches: Building Strong Families and Resilient Youth”. A post-conference workshop on Self-regulation and Neurofeedback in the Treatment of Anxiety and Attention Disorders was held on 30 October 2021. Dr. Mercy Burton Russell, an experienced Bowen therapist, was the speaker at both the Conference and post-Conference workshop. Both events were well attended by professionals.

Bowen Vision offers bi-monthly sessions for members to share their understanding and application of Bowen theory in daily life and professional practice. Topics include ageing and caregiving, parent-child relationships in families with substance abuse, understanding Bowen theory through music, connecting with family members, and reflections during Chinese New Year.

A new programme, Bowen On-line Chat, started in February 2022, as a free lunchtime programme for the public to share thoughts and strategies of how to handle family and societal phenomena with the Bowen perspective, such as life under the COVID-19 challenges. It has become a lively platform that stimulates in-depth and systemic viewpoints.

The Family Institute is pleased to collaborate with the Department of Social Work, Hong Kong Baptist University, in conducting Bowen theory training programmes for its students. The Family Institute also offered training programmes to the Hong Kong Lutheran Social Service, the North Point Alliance Church Family Centre, and the Jockey Club Online Youth Emotional Support.

國際社家庭學院於2021年舉辦了2021年博域理論大會，於2021年10月21日至22日進行。會議主題為「根深葉茂 一培育出類子女，世代為家」。2021年10月30日舉辦了「焦慮和注意力障礙的治療－自我調節和神經反饋」會後研討會。經驗豐富的博域理論治療師Mercy Burton Russell博士是兩會的講者。

「博域視野」每兩個月為會員舉辦分享會，分享他們對博域理論在日常生活和專業實踐中的理解和應用。主題包括老齡化和照顧、濫藥家庭中父母與子女的關係、從音域中認識「博域」及與家人聯繫－農曆新年的反思。

2022年2月開始的新活動「Bowen線上小聚」為一免費活動，於午餐時間進行，讓公眾分享如何以博域理論視角去理解一些家庭及社會現象及處理的策略，例如COVID-19下的生活挑戰。此活動已成為一個激發深度思考和系統觀點的活躍平台。

家庭學院很高興與香港浸會大學社會工作學系合作，為其學生舉辦博域理論培訓課程。家庭學院亦為香港信義會社會服務處、北角宣道會教會家庭服務中心和賽馬會網上青少年情緒健康網上支援平台提供培訓課程。



The Family Institute is grateful for funding received from the Lee Kum Kee Family Foundation for the project "Enhancing Family and Individual Functioning with Bowen Theory". The project involves the production of a set of short videos to portray four common scenarios of family relationship problems. The videos will be ready for use in late 2022 as a teaching resource and for public education to promote more effective functioning and healthy families.

家庭學院感謝李錦記家族基金會資助「幸福家園由己出發」計劃。此項目是製作一組短片來描繪四種常見的家庭關係問題，並以博域理論闡釋和探討處理方法。這些短片將於2022年底投入使用，作為公眾教育和教材，以促進更有效的個人運作和健康的家庭。

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

April 2021 – March 2022  
2021年4月 – 2022年3月

Number of courses / workshops 課程 / 工作坊數目	36
Number of sessions / attendance 課程節數 / 出席人次	113 / 905
Number of counselling sessions 輔導節數	97
Number of individual supervision sessions 個別督導節數	100
Number of clinical supervision group sessions / attendance 臨床督導小組數目 / 出席人次	25 / 92



I started approaching the association by attending a conference and found the members are very friendly. I continued on the connection through Circle of Friends (COF). We met monthly in Family Matters Video Discussion Group and I got to know more about Bowen theory and started my own connections with my own family of origin. The process has been very therapeutic to me. Since then, I joined Basic Course, Clinical Application and Family of Origin Research and Reading Group. I feel so good about learning Bowen theory, not only it helps me grow into a mature person, but also I realize I have become a better counsellor.

我透過參加博域理論大會接觸國際社家庭學院，發現成員非常友好。我繼續通過國際社家庭學院之友建立聯繫，每月在家庭事務視頻討論組見面，對博域理論有了更多的了解，並開始與自己的原生家庭建立聯繫。這個過程對我很有治療作用，從那時起，我加入了基要課程、如何應用「博域家庭系統理論」於輔導和原生家庭研究導修小組。學習博域理論讓我感覺很好，不僅幫助我成長為一個成熟的人，而且我意識到我已經成為一個更好的輔導員。

Jacqueline Yiu Wing Chi

## Branch Highlights

### 本會盛事

#### Movie Premiere “77 Heartwarmings” raises over HK\$130,000 for ISS-HK

The “ISS-HK Charity Movie Gala Premiere — 77 Heartwarmings” was held on 28th April 2021 at iSquare to raise funds for the services that ISS-HK provides for children, youths and families in need. Well attended by celebrities, members of the movie industry as well as our staunch supporters, the event was a success and raised more than HK\$130,000 for ISS-HK. Special thanks go to King Chi Trading Company which donated HK\$100,000 for the occasion.

Directed by Herman Yau, *77 Heartwarmings* is a sequel to the 2017 box office success *77 Heartbreaks*, starring the original cast of Charlene Choi and Pakho Chau and this time exploring the theme of marriage. A big thank you to those who continued to show your kind support to us amidst the pandemic!

#### 《感動她77次》慈善首映禮為國際社籌得逾港幣13萬元

香港國際社會服務社在2021年4月28日晚上於iSquare國際廣場舉行「香港國際社會服務社呈獻《感動她77次》慈善首映禮」，為本社的兒童、青少年及家庭服務籌募得逾港幣13萬元經費，其中包括景緻貿易公司慷慨捐助的港幣10萬元。當晚星光熠熠，電影業界以及國際社的善長亦現身支持。

《感動她77次》是邱禮濤作品，是2017年票房大收的《原諒他77次》的續集，由原班人馬蔡卓妍及周柏豪主演，這次探討婚姻的題材。在此衷心感謝所有在疫情期間仍繼續慷慨支持我們的善長！



### Bank of China (Hong Kong) gives free talk on financial knowledge, takes service users on tour of Bank of China Museum and Headquarters

The volunteer team of the Bank of China (Hong Kong) arranged a free Zoom seminar on “Basic financial concept and knowledge” on 2 July 2021 to 30 Small Group Home teens, who will soon be handling their own finances when they leave their homes. A tailor-made visit was also arranged for 14 teens to tour the Bank’s exclusive museum in the old Bank of China building in Central on 26 August, which is not open to public. The visitors learned about the history and development of the bank industry in Hong Kong. They then visited the Banks’ headquarters and walked through its daily routines. It was an eye-opening experience for our teens, with many asking questions to find out more about the banking industry.

### 中國銀行義教財務知識，安排服務使用者參觀行史館及總行

中國銀行（香港）義工團隊為30位兒童之家的青年家童於2021年7月2日安排了一次免費的「個人理財概念與知識」網上講座，讓即將離開家舍的家童具備基本的財務管理知識應付日常所需。義工隊亦特別安排家舍兒童及青年參觀銀行的行史館及總行，一行14名青年家童於8月26日到訪了不對公眾開放、位於中環舊中銀大廈的行史館，了解銀行業務在香港的發展和演變，家童們又到訪中國銀行總行，了解其日常運作，家童都踴躍參與和發問，加深了對銀行業的認識。

### ISS' Got Talent Scholarship 2021

The “ISS' Got Talent Scholarship” made its debut. It calls for current ISS-HK service users aged 3 to 17 to show their talent and win a HK\$10,000 scholarship to spend on courses about their hobbies. Dozens of applications were received in e-format. Service users demonstrated their many talents including visual arts, playing musical instruments, dancing and video editing skills. Ten winners received the scholarships, which were in the form of reimbursements.

### 國際社展才藝獎學金2021

國際社展才藝獎學金首次舉行，邀請年齡介乎3至17歲的香港國際社會服務社服務使用者參加，角逐港幣10,000元用作報讀興趣班或訓練之用。數十名參賽者展以電子方式報名及展示視藝、樂器彈奏、跳舞、影片剪接等不同才藝，十位得獎者以實報實銷的方式獲得獎學金。



## Branch Highlights

### 本會盛事

#### ISS-HK Annual General Meeting 2021

The Annual General Meeting 2021 of ISS-HK was held on 25 November 2021. In view of the COVID-19 pandemic, it was held in hybrid mode: 150 members and staff attended the meeting in person at the Duke of Windsor Social Service Building, while remaining members and staff attended via Zoom.

It was announced during the AGM that Dr Chung See Yuen, a private practice psychiatrist with a wealth of experience, and Ms Vivian Ho, Barrister-at-Law, joined ISSHK's Advisory Committee as new members with immediate effect. Both have served as ISS-HK Honorary Consultants for over a decade and provided staunch support and professional advice to ISS-HK in various areas.

A special tribute session was held for Mr Chris Kwong, the late Director of Finance and Administration, and Ms Adrielle Panares, the late Director of Migrants Programme for Non-Chinese (Ethnic Minorities), two senior management members of ISS-HK who passed away during the past year.

#### 香港國際社會服務社2021年週年大會

香港國際社會服務社2021年度的周年大會於11月25日順利舉行。因應新冠病毒疫情，周年大會以混合模式舉行，近150位會員和同工在溫莎公爵社會服務大廈禮堂出席實體會議，而其餘的會員及同工則在網上以ZOOM形式參與。

會上宣佈了經驗豐富精神科醫生鍾思源醫生及執業大律師何蔚雲女士加入香港國際社會服務社顧問委員會成為委員，即時生效。兩位已為國際社擔任榮譽顧問逾十載，一直在不同領域為本社提供了堅定的支持和專業的意見。

會議上並舉行了悼念儀式，會員與同工一同懷緬在年內去世的兩位服務總監——前行政及財務總監鄭耀華先生及前非華裔移居人士（少數族裔）服務總監彭藝珠女士。



## “Run For Food” Charity Virtual Run 2021 raised over HK\$300k for COVID-stricken Local Community

The first “Run For Food” Charity Virtual Run organised by ISS-HK raised over HK\$300,000, thanks to the support of generous sponsors and runners lending their helping hands to subdivided flat tenants in Shamshuipo. Funds raised were spent on food packs and supermarket coupons for eligible ISS-HK service users in the area, those whose livelihoods are deeply affected by the COVID pandemic.

## 「為口奔馳慈善線上跑2021」為受疫情影響的本地社群籌得逾港幣30萬元善款

由香港國際社會服務社首次舉辦的「為口奔馳慈善線上跑2021」得到一眾贊助商及跑手的慷慨支持，籌得超過港幣30萬元。善款用作購買食物包及超市禮券予深受疫情影響的深水埗劏房戶。



## Branch Highlights

### 本會盛事

Held between 14 November to 13 December 2021, the virtual race was co-organised with Running Biji, an online sports media and virtual race organiser. Participants were first required to take pictures at special checkpoints in Sham Shui Po, Yau Tsim, Wan Chai or Tin Shui Wai. Then, runners in different race categories were required to complete different distances. For the Family Run, participants had to complete 5 to 10 km anywhere in Hong Kong. Individual runners competed in one (or more) of the designated 5km or 10km routes in four districts (Sham Shui Po, Yau Tsim, Wan Chai, Tin Shui Wai). After recording their run with a tracking app and submitting the data, finishers were ranked in the leaderboards of their respective routes, and those who topped the lists won prizes, including running shoes and free nutritional meals.

Over 350 runners aged from 3 to 70 joined the race, including elite and amateur runners, corporate teams and families. One elite male runner and one elite female runner won 1st places in all routes in the Individual Run, whereas two service users from the running club of Tin Shui Wai (North) Integrated Family Service Centre came second and third in the Women's race on the Tin Shui Wai route. The prize presentation ceremony, due to be held in February, was cancelled due to the worsening COVID situation. Winners nonetheless picked up their prizes and posed for happy photos.

「為口奔馳慈善線上跑2021」由2021年11月14日至12月13日舉行，與體育網媒及虛擬賽事統籌單位運動筆記合辦。每位參加者都要完成兩大步驟方為完成活動：跑手需先在大會於四個社區（深水埗、油尖、灣仔、天水圍）的指定地標拍攝打卡照，在第二步一跑步方面，每個組別有不同要求，親子組可以在香港任何地方合力完成5至10公里。個人組別方面，大會則在深水埗、油尖、灣仔、天水圍四個社區各設一條5公里或10公里的路線，讓各路跑手一同挑戰。跑手以應用程式紀錄跑步數據並繳交大會。完成挑戰的參加者，更登上該路線的男、女子組排行榜，與其他跑手一較高下。每條路線的勝出者更可獲得跑鞋及營養餐為獎勵！

賽事最終錄得超過350名由3至70歲的跑手參加，當中包括精英、業餘、親子跑手及企業隊伍。一位男精英跑手及一位女精英跑手分別在所有個人賽的路線上奪冠，而本社天水圍（北）綜合家庭服務中心的「足動人生」跑步班學員分別在天水圍女子賽事奪得第二及第三名。頒獎禮原定於2月11日舉行，唯因疫情嚴疫而取消。參賽者陸續領取獎品，並拍照留念。



## Financial Review

### 財務摘要

#### Statement of Income and Expenditure for the Year Ended 31 March 2022

收支表 截至二零二二年三月三十一日止之年度

	2021 – 2022 HK\$	2020 – 2021 HK\$
<b>Income 收入</b>		
Government 政府	585,285,784	558,816,187
The Community Chest Hong Kong 香港公益金	2,913,150	2,678,500
The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託基金	3,371,667	5,479,068
Dues and fees and programme income 活動收入	3,219,102	4,367,231
Others 其他	6,704,320	6,224,664
<b>Total Income 總收入</b>	<b>601,494,023</b>	<b>577,565,650</b>
<b>Operating Expenditure 支出</b>		
Services for Families 家庭服務	46,017,435	40,004,649
Services for Children & Youths 兒童及青少年服務	85,957,113	85,475,215
Services for Migrants 移居人士服務	411,612,034	390,853,330
Services for the Elderly 長者服務	2,387,901	9,367,491
Services in Mainland China 內地服務	6,660,064	7,318,332
Family Systems Theory Training & Counselling Services 家庭系統理論培訓與輔導服務	1,041,098	847,113
Other services 其他服務	17,592,706	20,238,997
<b>Total Expenditure 總支出</b>	<b>571,268,351</b>	<b>554,105,127</b>
Surplus for the year 本年度盈餘	30,225,672	23,460,523
Surplus refundable 盈餘退還	(7,013,082)	(5,321,778)
<b>Net Surplus for the year 本年度盈餘淨額</b>	<b>23,212,590</b>	<b>18,138,745</b>

## Financial Review

### 財務摘要

#### Statement of Financial Position at 31 March 2022 二零二二年三月三十一日財務狀況表

	2021 – 2022 HK\$	2020 – 2021 HK\$
<b>Non-current assets 非流動資產</b>		
Property, plant and equipment 物業、廠房及設備	<b>39,838,232</b>	<b>47,171,862</b>
<b>Current assets 流動資產</b>		
Deposits and other receivables 按金及其他應收款	7,180,296	8,728,697
Pledged deposit 已質押的銀行存款	7,957,156	9,046,845
Cash and cash equivalents 現金及現金等價物	254,628,337	219,700,874
Total Current assets 流動資產總額	<b>269,765,789</b>	<b>237,476,416</b>
<b>Current liabilities 流動負債</b>		
Deferred income 遞延收益	45,240,918	36,527,244
Other payables 其他應付款	4,055,858	6,562,072
Lease liabilities 租賃負債	7,253,959	7,009,816
Surpluses refundable 盈餘退還	5,477,703	4,691,037
Total Current liabilities 流動負債總額	<b>62,028,438</b>	<b>54,790,169</b>
<b>Net current assets 淨流動資產</b>	<b>207,737,351</b>	<b>182,686,247</b>
<b>Non-current liabilities 非流動負債</b>		
Lease liabilities 租賃負債	<b>255,043</b>	<b>5,750,159</b>
<b>NET ASSETS 淨資產</b>	<b>247,320,540</b>	<b>224,107,950</b>
<b>Representing 由以下代表</b>		
Accumulated Fund 累積儲備	22,180,146	21,320,160
Lump Sum Grant (“LSG”) Reserve 整筆撥款儲備	18,111,290	13,601,871
Provident Fund Reserve for Snapshot Staff (Existing Staff) 定影員工公積金儲備	1,181,115	917,474
Provident Fund Reserve for Non-Snapshot Staff (6.8% Post Staff) 非定影員工公積金儲備	2,112,132	1,813,413
Other funds 其他基金	203,735,857	186,455,032
<b>Total 總額</b>	<b>247,320,540</b>	<b>224,107,950</b>

2021/22 Annual Financial Report under the LSG Subvention System of the Social Welfare Department was uploaded to the website of ISS-HK at the following link:

2021/22 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香港國際社網站，網址如下：

<https://isshk.org/upload/news/118/self/634e2703b7500.pdf>

## Notes 備註

### General

The financial information relating to the years ended 31 March 2022 and 2021 included in the annual report of annual results does not constitute the statutory annual financial statements of ISS-HK 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) ISS-HK has delivered the financial statements for the year ended 31 March 2021 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 2022 in due course; and ii) the auditor of ISS-HK has reported on the financial statements of ISS-HK 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 2022 and 2021 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 ISS-HK.

### 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. ISS-HK 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 January 2022, 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 ISS-HK; and ii) salary point scale of the relevant Non-Snapshot Staff as at March 2022. Review on the situation of the PF Reserve for Non-Snapshot Staff will be conducted by ISS-HK 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 ISS-HK for provision of specific services or for other intended purposes.

### 一般

年刊中載有有關截至2022年及2021年3月31日止兩個財政年度之財務資料。雖不構成香港國際社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，香港國際社已向公司註冊處處長遞交截至2021年3月31日止年度之財務報表，及將於適當時間遞交截至2022年3月31日止年度之財務報表。ii) 香港國際社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2022年及2021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，此儲備將用於香港國際社營運及發展之需。

### 整筆撥款儲備

「整筆撥款儲備」是由社會福利署(社署)整筆撥款津助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助制度下《津貼及服務協議》所訂服務或有關活動的營運開支。香港國際社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助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。顧問委員會於2022年1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香港國際社服務之年資和在2022年3月份之基本薪金計算。香港國際社會檢討「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，或由香港國際社設立，用於提供特定服務或指定用途。

# Acknowledgement

## 鳴謝

### Government and Public Bodies

Agency for Volunteer Service  
Beat Drugs Fund  
Commission on Children  
Construction Industry Council  
Customs and Excise Department  
Department of Civil Affairs of Guangdong Province  
Department of Health  
District Fire Safety Committee (Wan Chai District)  
Education Bureau  
Employees Retraining Board  
Equal Opportunities Commission  
Guangzhou Liwan District Feng Yuan Ren Jia Service Center  
Home Affairs Department  
Hong Kong Economic and Trade Office in Guangdong — The Government of the Hong Kong Special Administrative Region  
Hong Kong Fire Service Department  
Hong Kong Housing Authority  
Hong Kong Police Force  
Immigration Department  
Independent Commission Against Corruption  
Leisure and Cultural Services Department  
Mandatory Provident Fund Schemes Authority  
North District Council  
Sham Shui Po District Council  
Social Welfare Department  
Yuen Long District Council  
Yuen Long Town Hall

### Embassies and Consulates General

Immigration Enforcement of the British Embassy, Beijing  
The British Consulate-General Guangzhou

### Non-governmental Organisations

Anti480 Anti-Sexual Violence Resource Centre  
Association of Women Accountants (Hong Kong)  
Buddhist Compassion Relief Tzu Chi Foundation (Hong Kong)  
Build & Wish Voluntary Team  
Caritas District Elderly Centre — Yuen Long (Tin Chak Centre)  
Caritas Elderly Centre — Tin Yuet CHEER Centre  
  
Chu Kuang Cultural Services Centre  
Dr. Ellen Li Charitable Foundation  
Evangelical Lutheran Church Hong Kong, Social Service Enlighten Centre  
Evangelical Lutheran Church Hong Kong, Social Service Tin Shui Wai Integrated Youth Service Centre  
Fu Hong Society Family Support Service  
Healthy Hong Kong Chinese Medicine Centre  
Hong Kong AIDS Foundation  
Hong Kong Disciplined Services Volunteer Corps  
Hong Kong Federation of Women Lawyers  
Hong Kong Health Association  
Hong Kong Jockey Club

### 政府及公共機構

義務工作發展局  
禁毒基金  
兒童事務委員會  
建造業議會  
香港海關  
廣東省民政廳慈善社工處  
  
衛生署  
灣仔區防火委員會  
  
教育局  
僱員再培訓局  
平等機會委員會  
廣州市荔灣區逢源人家服務中心  
民政事務總署  
香港特別行政區政府駐粵經濟貿易辦事處  
  
香港消防處  
香港房屋委員會  
香港警務處  
入境事務處  
廉政公署  
  
康樂及文化事務署  
強制性公積金計劃管理局  
  
北區區議會  
深水埗區議會  
社會福利署  
元朗區區議會  
元朗大會堂

### 大使館及總領事館

英國駐華大使館移民執法局  
英國駐廣州總領事館

### 非政府組織

Anti 480反性暴力資源中心  
  
香港女會計師協會  
  
佛教慈濟基金會香港分會  
  
建。祝義工隊  
明愛元朗長者社區中心 (天澤中心)  
明愛天悅長者中心  
融匯 — 少數族裔人士支援服務中心  
莒光文化服務中心  
李曹秀群博士慈善基金  
基督教香港信義會社會服務部天朗中心  
基督教香港信義會天水圍青少年綜合服務中心  
  
扶康會家庭支援服務  
港仁中醫服務中心  
  
香港愛滋病基金會  
香港紀律部隊義工服務隊  
  
香港女律師協會  
香港健康協會  
香港賽馬會

Hong Kong Lutheran Social Services  
Hong Kong Nurses General Union  
Hong Kong Red Cross  
Hong Kong Seeing Eye Dog Services  
Hong Kong Soar Dragon Boat Sports Club  
Hong Kong St. John Ambulance  
Hong Kong Stretching Exercise Association  
Hong Kong Tianjin Business and Professional Women Association  
Hong Kong Women Doctors Association  
Kadoorie Charitable Foundation  
Kaifong Tour  
Kelly Chen Children Education Fund  
Kwun Tong Methodist Social Service  
Jockey Club Online Youth Emotional Support  
Leo District 303 Hong Kong & Macao, China 3  
Love Your Neighbour Fund  
New Life Psychiatric Rehabilitation Association  
New Life Psychiatric Rehabilitation Association — New LIFEstyle · Mobile Van for Publicity Service on Mental Wellness  
North Point Alliance Church Counselling Centre  
OkayMinds  
Pei Ho Counterparts  
POPA Channel  
Shenzhen Women's Federation  
Shenzhen Luohu District Women's Federation  
Shenzhen Luohu District Women and Children's Activity Center  
Shining Child & Family Development Assessment Centre  
Silence  
Social Ventures Hong Kong Foundation Limited  
Sowers Action  
St James's Settlement  
Sunrise Court, Po Leung Kuk Refuge Centre for Women  
The Bowen Center for the Study of the Family, Washington D.C., U.S.A.  
The Community Chest of Hong Kong  
The Family Planning Association of Hong Kong  
The Hong Kong Council of Social Service  
The Hong Kong Jockey Club Charities Trust  
The Hong Kong Marriage & Family Therapy Association  
The Hong Kong Professional Counselling Association  
The Society of Rehabilitation and Crime Prevention Hong Kong  
UNICEF HK  
United Christian Nethersole Community Health Service  
United Muslim Association of Hong Kong  
Walk In Hong Kong  
Wan Chai Methodist Centre for the Seniors  
Yan Oi Tong Lung Siu Nga Day Care Centre for the Elderly  
Yau Yat Chuen Garden City Club  
YMCA of Hong Kong  
Yum Cha Together

香港路德會社會服務處  
香港護士總工會  
香港紅十字會  
導盲犬服務中心  
香港翱翔龍舟體育會  
香港聖約翰救護機構  
香港伸展運動學會  
  
香港天津工商專業婦女委員會  
香港女醫生協會  
嘉道理慈善基金會  
街坊帶路  
陳慧琳兒童助學基金  
循道衛理觀塘社會服務處  
賽馬會青少年情緒健康網上支援平台  
國際獅子總會中國港澳303區青年獅子區會  
愛梨巴慈善基金  
新生精神康復會  
  
新生精神康復會 — 生活新喜點。精神健康流動宣傳車服務  
基督教宣道會北角堂家庭服務中心  
  
北河同行  
  
深圳市婦女聯合會  
深圳市羅湖區婦女聯合會  
  
深圳市羅湖區婦女兒童活動中心  
心迎兒童與家庭發展及評估中心  
龍耳  
香港社會創投慈善基金會有限公司  
苗圃行動  
聖雅各福群會  
昕妍居 — 保良局婦女庇護中心  
  
香港公益金  
香港家庭計劃指導會  
  
香港社會服務聯會  
香港賽馬會慈善信託基金  
  
香港婚姻及家庭治療協會  
香港專業輔導協會  
香港善導會  
  
聯合國兒童基金香港委員會  
基督教聯合那打素社康服務  
  
香港穆斯林聯會  
活現香港  
循道衛理灣仔長者服務中心  
仁愛堂龍詔雅長者日間護理中心  
又一村花園俱樂部  
香港基督教青年會  
得閒去飲茶

### Businesses

Association of Sino Enterprises Promotion  
BAKKAVOR Hong Kong Limited  
Bank of China (Hong Kong) Limited  
Butterfly Hospitality Group Hong Kong  
Café Heato  
Camellia Education  
China Mobile Hong Kong Company Limited  
Christian Times  
Circle K Hong Kong  
Emperor Motion Pictures  
Generation 2000  
Gone Running  
Hong Kong Decoman Technology Limited  
Hongkong Tramways Limited  
Hing Wong Securities Limited  
J Production  
Kabu-Go  
Kabushikigaisha Limited  
Lab Two Hair Beauty & Care  
Lau, Chan & Ko Solicitors & Notaries  
Marks and Spencer Hong Kong  
Ningsaang Store, Tsuen Wan  
Nutrition Kitchen Hong Kong  
Petstival  
Practical Chinese Martial Arts Academy  
Rekhani Hospitality Group Ltd.  
Ricacorp Properties Limited  
RS Concept Design Limited  
Spring Workshop  
Telecom Digital Holdings Limited  
Wan Chung Construction Company Limited

### Educational Organisations

Assembly Of God Hebron Secondary School  
Caritas Fanling Chan Chun Ha Secondary School  
CCC Fung Leung Kit Memorial Secondary School  
CCC Kei San Secondary School  
City University of Hong Kong  
Creative Primary School  
Cumberland Presbyterian Church Yao Dao Primary School  
Department of Social Work, The Chinese University of Hong Kong  
Department of Social Work, The Hong Kong Baptist University  
Department of Social Work & Social Administration, The University of Hong Kong  
ELCHK Ma On Shan Lutheran Primary School  
Fanling Kau Yan College  
Fung Kai Innovative School  
Fung Kai No.1 Primary School  
HICKLA Buddhist Chan Shi Wan Primary School  
HICKLA Buddhist Wisdom Primary School  
HKFYG Lee Shau Kee Primary School  
H.K.R.S.S. Tuen Mun Primary School  
Hong Kong Baptist University  
Hong Kong Shue Yan University  
HKWMA Chu Shek Lun Secondary School  
Lee Chi Tat Memorial School  
Leung Shek Chee College

### 商業機構

中外企業促進聯會  
百卡弗香港有限公司  
中國銀行(香港)有限公司  
晉逸酒店集團  
海圖咖啡店  
嘉蜜兒教育  
中國移動香港有限公司

時代論壇  
OK便利店  
英皇電影  
縱橫二千集團  
喜跑

裝修佬科技有限公司  
香港電車有限公司  
興旺證券有限公司

株式味覺宅配  
株式會社有限公司

劉陳高律師事務所  
馬莎百貨(香港)

龍藝坊

利嘉閣地產有限公司

春田畫室  
電訊數碼控股有限公司  
宏宗建築有限公司

### 教育團體

神召會康樂中學  
明愛粉嶺陳震夏中學  
中華基督教會馮梁結紀念中學  
中華基督教會基新中學  
香港城市大學  
啟思小學  
金巴崙長老會耀道小學  
香港中文大學社會工作學系  
香港浸會大學社會工作學系  
香港大學社會工作及社會行政學系  
基督教香港信義會馬鞍山信義學校  
粉嶺救恩書院  
鳳溪創新小學  
鳳溪第一小學  
香海正覺蓮社佛教陳式宏學校  
香海正覺蓮社佛教正慧小學  
香港青年協會李兆基小學  
香港紅卍字會屯門仁慈小學  
香港浸會大學  
香港樹仁大學  
香港布廠商會朱石麟中學  
李志達紀念學校  
梁式芝書院

Lok Sin Tong Yu Kan Hing Secondary School  
Nam Wah Catholic Secondary School  
PLK Women's Welfare Club (WD) Fung  
Lee Pui Yiu Primary School  
Salesian English School  
Sam Shui Natives Association Huen King Wing School  
School of Public Health, Li Ka Shing Faculty of Medicine, The University of Hong Kong  
Shap Pat Heung Rural Committee Kung Yik She Primary School  
S.K.H. Tin Shui Wai Ling Oi Primary School  
S.K.H. Wing Chun Primary School  
S.K.H. Yuen Chen Maun Chen Jubilee Primary School  
S.K.H. Yuen Chen Maun Chen Primary School  
S.T.F.A. Wu Mien Tuen Primary School  
Sung Tak Wong Kin Sheung Memorial School  
Sunrise Court, Po Leung Kuk Refuge Centre for Women  
Ta Ku Ling Ling Ying Public School  
Technology-Enriched Learning Initiative, The University of Hong Kong  
The Chinese University of Hong Kong  
The University of Hong Kong  
Tin Shui Wai Methodist Primary School  
T.K.D.S Fong Shu Chuen School  
Tsang Mui Millennium School  
Tuen Wan Government Primary School  
TWGHs Leo Tung-hai LEE Primary School  
TWGHs Yiu Dak Chi Memorial Primary School (Yuen Long)  
Wai Kiu College  
Yan Oi Tong Madam Lau Wong Fat Primary School  
Yuen Long Public Middle School Alumni Association Tang Ying Yip Primary School

### Individuals

Dr. CHUNG See Yuen  
Dr. Joseph LEE  
Dr. LAU Yuk King  
Dr. Renee CHIU  
Mr. Bosco WOO  
Mr. CHAN Chi Fai  
Mr. CHAN Siu Cheuk, Alman  
Mr. CHEUNG Siu Lun  
Mr. Joe CHAN  
Mr. Louis LAM  
Mr. Raymond KWOK  
Mr. SHUM Ka Wai Jason  
Mrs. Janis YOU  
Mrs. NGAN Lai Mee Yuk  
Ms. Berenice LEE  
Ms. Doris TAI  
Ms. Jean TAI  
Ms. Jessie TSE  
Ms. Kimmy LI  
Ms. Livia CHEUK  
Ms. Oliver KWOK  
Ms. Shirley LEUNG  
Ms. Tobey TAM  
Ms. Winnie LEE  
Prof. Petrus NG

樂善堂余近卿中學  
天主教南華中學  
保良局西區婦女福利會馮李佩瑤小學  
慈幼英文學校  
三水同鄉會楊景榮學校  
香港大學－公共衛生學院  
十八鄉鄉事委員會公益社小學  
聖公會天水圍靈愛小學  
聖公會榮真小學  
聖公會阮鄭夢芹銀禧小學  
聖公會阮鄭夢芹小學  
順德聯誼總會伍晃端小學  
大埔崇德黃建常紀念學校  
昕妍居－保良局婦女庇護中心  
打鼓嶺嶺英公立學校  
香港大學－科創智新  
香港中文大學  
香港大學  
天水圍循道衛理小學  
東莞同鄉會方樹泉學校  
曾梅千禧學校  
荃灣官立小學  
東華三院李東海小學  
東華三院姚達之紀念小學  
惠僑英文中學  
仁愛堂劉皇發夫人小學  
元朗公立中學校友會鄧英業小學  
個人  
鍾思源醫生  
李宗德博士  
劉玉瓊博士  
趙千嵐博士  
胡永華先生  
陳熾輝先生  
陳兆焯先生  
張小倫先生  
陳元鴻先生  
林肇基先生  
郭文緯先生  
余吳小明女士  
顏黎美玉女士  
李恩意女士  
戴慧嫻女士  
戴玉禎女士  
謝少蘭女士  
李影瑤女士  
卓美蘭女士  
郭詠雯女士  
梁少玲女士  
譚穎芯女士  
李心慧女士  
吳日嵐教授

# Staff List

## 職員名錄

(As at 31 March 2022)  
(迄至2022年3月31日止)

### Chief Executive

Mr. Stephen YAU

### 行政總裁

邱浩波先生

### Director of Programme

Mr. Kerin CHAM  
Mrs. Peggy CHAN  
Mrs. Lucilla LEUNG  
Ms. Iris LIU  
Ms. Ann LO  
Mr. James SUEN  
Ms. Criselda YEUNG

### 服務總監

湛國榮先生  
陳蘇陳英女士  
梁何慧怡女士  
廖金鳳女士  
羅君雅女士  
孫樹邦先生  
楊雋儀女士

### Director of Development (Services in Mainland China)

Ms. Sa Sa LIANG

### 發展總監(內地服務)

梁秋莎女士

### Director of Human Resources and Administration

Ms. Carman CHAN

### 人力資源及行政總監

陳麗蘭女士

### Assistant Director of Programme

Ms. Vincici AN  
Ms. Flora CHAU  
Ms. Jolian CHUI  
Ms. Judy LAU  
Ms. Rachel LI  
Ms. Jenny NG  
Ms. Fanny TANG  
Ms. Clarissa YEUNG

### 助理服務總監

顏穎詩女士  
周淑文女士  
徐佩玲女士  
劉惠敏女士  
利若冰女士  
吳寶雲女士  
鄧沅芬女士  
楊鳳玲女士

### District Representative

Ms. Ann LO (Yuen Long District)  
Ms. Iris LIU (North District)  
Ms. Jennie DAI (Wong Tai Sin District)  
Mrs. Lucilla LEUNG (Wanchai District)  
Mr. Kerin CHAM (Sham Shui Po District)  
Ms. Judy LAU (Central & Western District)

### 區域代表

羅君雅女士(元朗區)  
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)  
劉惠敏女士(中西區)

### Assistant to Chief Executive

Ms. Carman CHAN

### 行政總裁助理

陳麗蘭女士

### Senior Finance Manager

Ms. Shirley LUK

### 高級財務經理

陸德芬女士

### Administration and Finance Manager

Mr. Edward TSANG

### 行政及財務經理

曾振輝先生

### Secretary to Chief Executive

Ms. Sandy CHUNG

### 行政總裁秘書

鍾君明女士

### Social Worker Staff

Ms. Canny CHAN  
Ms. Cathy CHAN  
Mr. Dicky CHAN  
Mr. Edwin CHAN  
Mr. Endy CHAN  
Ms. Gigi CHAN  
Ms. Jacqueline CHAN  
Mr. Jason CHAN  
Ms. Jenny CHAN  
Ms. Jes CHAN  
Mr. Matthew CHAN  
Ms. May CHAN  
Ms. Priscilla CHAN  
Ms. Stephanie CHAN  
Ms. Sue CHAN  
Mr. Walker CHAN  
Ms. Windy CHAN

### 社會工作員

陳佳妮女士  
陳嘉媛女士  
陳逸軒先生  
陳家傑先生  
陳曉軒先生  
陳允芝女士  
陳寶沂女士  
陳志恆先生  
陳靜怡女士  
陳佩娜女士  
陳俊華先生  
陳妮鳳女士  
陳婉雅女士  
陳藹寧女士  
陳菁女士  
陳家傑先生  
陳泳珊女士

Ms. Winnie CHAN  
Mr. Troyson CHAN  
Ms. Mandy CHAU  
Ms. CHEN Zirui  
Mr. Dickens CHENG  
Mr. Heli CHENG  
Ms. CHENG Jingjing  
Mr. Philip CHENG  
Ms. CHEUK Miu Ching  
Ms. Kathy CHEUNG  
Ms. Kylie CHEUNG  
Ms. Sheryl CHIA  
Mr. Ming CHIU  
Ms. CHIU Ngan Kuk  
Mr. Franco CHOI  
Ms. CHONG Wai Kiu  
Ms. Grace CHU  
Ms. Erica CHUNG  
Ms. Jennie DAI  
Ms. Jade FAN  
Mr. FOK Ho Yin  
Mr. Luke FUNG  
Ms. Fiona FUNG  
Ms. Suki FUNG  
Ms. Tina GAO  
Ms. Kate HA  
Mr. Clement HAU  
Mr. Andrew HO  
Ms. Joy HO  
Mr. Ivan HU  
Mr. Samuel HUI  
Ms. Gladys HUNG  
Mr. Stephen KAY  
Mr. Edwin KO  
Ms. Kammy KWAN  
Mr. Kevin KWAN  
Ms. Kobi KWAN  
Mr. Raymond KWOK  
Mr. Gordon KWONG  
Ms. Xenia KWONG  
Ms. Erica LAI  
Ms. Hailey LAI  
Mr. Henry LAI  
Mr. King LAI  
Ms. Minnie LAI  
Mr. LAI Pak Kin  
Ms. Wendy LAI  
Ms. Yoyo LAI  
Mr. Alpha LAM  
Ms. Connie LAM  
Ms. Haze LAM  
Ms. Joanna LAM  
Ms. Rita LAM  
Ms. Sarah LAM  
Ms. Teresa LAM  
Ms. Wingie LAM  
Ms. Catherine LEE  
Ms. Phoebe LEE  
Ms. LEE Wai  
Mr. Torres LEE  
Mr. Adrian LEUNG  
Mr. Andrew LEUNG  
Ms. Annie LEUNG  
Ms. LEUNG Ka Ling  
Mr. Anthony LI  
Mr. LI Hin Yi  
Ms. Brandy LIAO  
Ms. Elisa LING

陳雪慧女士  
陳俊賢先生  
周敏婷女士  
陳子睿女士  
鄭錦民先生  
鄭荃興先生  
程靜靜女士  
鄭玄健先生  
卓妙靜女士  
張雅婷女士  
張凱然女士  
謝藹琳女士  
趙業銘先生  
趙銀菊女士  
蔡天任先生  
莊惠喬女士  
朱淑韻女士  
鍾小麗女士  
戴淑華女士  
范翠元女士  
霍浩賢先生  
馮寄揚先生  
馮鈺榮女士  
馮曉勁女士  
高上婷女士  
哈慧女士  
侯剛健先生  
何卓雄先生  
何樂宜女士  
胡恒心先生  
許智謙先生  
孔燕瑋女士  
暨宏昌先生  
高日明先生  
關淑儀女士  
關文亮先生  
關穎穎女士  
郭文緯先生  
鄭証峰先生  
鄭彥澄女士  
黎敏彤女士  
黎鑄婷女士  
賴俊匡先生  
黎志源先生  
賴儀耕女士  
賴柏堅先生  
黎潔瑩女士  
黎映彤女士  
林煒嘉先生  
林韓萍女士  
林熙陽女士  
林芷慧女士  
林燕玲女士  
林靜艷女士  
林銘茵女士  
林穎嫻女士  
李靜霖女士  
李婉婷女士  
李慧女士  
李智鴻先生  
梁栢軒先生  
梁頌安先生  
梁曉欣女士  
梁家玲女士  
李創鑫先生  
李衍頤先生  
廖渝欣女士  
凌秀密女士

## Staff List 職員名錄

(As at 31 March 2022)  
(迄至 2022 年 3 月 31 日止)

Mr. Kevin LIU  
Ms. Lolo LO  
Ms. Alison LUI  
Mr. Daniel LUI  
Ms. Kathy LUI  
Ms. Sherry LUO  
Ms. Connie NG  
Ms. Joyce NG  
Ms. Mandy NG  
Ms. NG Po Man  
Ms. Wendy NG  
Ms. Ivy NI  
Mr. Jerry NIP  
Ms. PATIL Mayuri Madhukar

Ms. Echo POON  
Ms. Hillary POON  
Ms. Cris QIAN  
Mr. Calvin SHEK  
Ms. Emily SHING  
Mr. SINGH Dilyadav  
Mr. Tim SIU  
Ms. Eva SU  
Ms. May SZE  
Ms. Heidi TAM  
Ms. Irene TAM  
Ms. Tobey TAM  
Ms. Erica TANG  
Ms. Penny TANG  
Mr. Stephen TANG  
Mr. Paul TO  
Ms. Eva TSAI  
Ms. Iris TSANG  
Ms. Brenda TSAU  
Mr. Donald TSE  
Ms. May TSE  
Ms. Iris TSOI  
Ms. TSUI Ka Ki  
Mr. Kenneth WAN  
Ms. Kennix WAN  
Ms. Josephine WANG  
Ms. Sally WANG  
Mr. Amos WONG  
Ms. Angel WONG  
Ms. Angie WONG  
Ms. Daisy WONG  
Ms. Esther WONG  
Ms. Hayley WONG  
Mr. Ivan WONG  
Ms. Rebecca WONG  
Ms. Shinko WONG  
Ms. WOO Ming Xi  
Ms. Iman WU  
Ms. Jayne WU  
Ms. Eliza XIA  
Ms. Rita XIE  
Ms. Winnie XIONG  
Ms. Grace XU  
Ms. Amy YAM  
Mr. Jan YAU  
Mr. Alan YEUNG  
Mr. YEUNG Ho Sum  
Ms. Karen YEUNG  
Ms. Katie YIP  
Ms. Mandy YIU  
Ms. Sharon YIU  
Ms. YIU Sin Ming  
Ms. Winnie YUNG

廖晉賢先生  
盧嘉茵女士  
雷翠蓮女士  
雷駿琳先生  
雷德荃女士  
羅詩雨女士  
吳麗萍女士  
吳洪萍女士  
吳敏儀女士  
伍溥雯女士  
吳詠詩女士  
倪怡洁女士  
聶正先生  
PATIL Mayuri Madhukar  
女士  
盤玉銘女士  
潘嘉慧女士  
錢儀玲女士  
石家宇先生  
盛汝彤女士  
冼大維先生  
蕭迪民先生  
蘇奕嘉女士  
施美珍女士  
譚枝妍女士  
譚鳳思女士  
譚穎芯女士  
鄧青雲女士  
鄧霽蔚女士  
鄧諾恒先生  
杜沛樺先生  
蔡加妙女士  
曾小蘭女士  
左玉芬女士  
謝家浩先生  
謝淑媚女士  
蔡芷欣女士  
徐家琪女士  
尹淦揚先生  
雲小莉女士  
王臻女士  
王非凡女士  
黃盛輝先生  
黃安琪女士  
黃尹淇女士  
黃遠儀女士  
王嘉欣女士  
黃曉欣女士  
黃汶瀚先生  
黃雅慧女士  
黃希蔚女士  
胡明僊女士  
胡素貞女士  
胡康韻女士  
夏一紅女士  
謝妹霽女士  
熊偉玲女士  
徐小燕女士  
任蕙妍女士  
邱俊偉先生  
楊瑞麟先生  
楊賀深先生  
楊麗儀女士  
葉慧寧女士  
饒惠雯女士  
姚重情女士  
姚倩明女士  
容慧儀女士

Ms. Ginette ZHANG  
Mr. Alan ZHANG  
Mr. Stephen ZHAO  
Ms. Kiko ZHI  
Ms. Joan ZHONG

### Administrative Staff

Ms. Cary CHAN  
Mr. Alex CHEUNG  
Ms. Betty CHEUNG  
Ms. Emily CHOW  
Ms. Claudia FUNG  
Ms. April LAU  
Ms. Boni TANG  
Ms. Anita TING

### Programme Staff

Mr. Rashedul AKRAM  
Ms. Kriti ALE  
Ms. Samantha ALE  
Ms. ALE MAGAR Niru  
Ms. Jessica AU  
Ms. Gillian AWGUL  
Mr. Reignheart Allan Sumagay BABOL

Ms. Noshaba BASHIR  
Ms. BASAK Sarbani  
Ms. BAYLON Marie Emilie S.

Ms. BEAZLEY Elizabeth Mari

Ms. BESLEY Ruth Gazelle  
Mr. BILUAN Juan Carlos Ramos

Ms. BISHWOKARMA Monika

Ms. BISTA Samjhana  
Ms. BORIGAS Lorna Gappi  
Ms. CABALLERO Rubylin Calimbahin

Ms. CABRERA Jimyel Saturnino

Ms. CAMIGUING Pauline Mae Perez

Ms. CASTRO Sonia Campo  
Ms. Carrie CHAN  
Ms. Catherine CHAN  
Ms. Chloe CHAN  
Ms. Christine CHAN

Mr. Daren CHAN  
Mr. Dick CHAN  
Mr. Ray CHAN  
Ms. CHAN Sau Fan  
Ms. Tracy CHAN  
Ms. Yanny CHAN  
Ms. Cathy CHAU  
Ms. Candice CHEN  
Ms. Dannie CHEN

Ms. Karie CHEN  
Ms. Yannis CHEN  
Mr. Alex CHENG  
Ms. Jennifer CHENG  
Ms. Judy CHENG  
Ms. Yan CHENG  
Ms. Aily CHEUNG  
Ms. Kelly CHEUNG  
Mr. Kenneth CHEUNG  
Mr. Maurice CHEUNG

張欣蔚女士  
張赫麟先生  
趙佳銘先生  
植志敏女士  
鍾愛琼女士

### 文職人員

陳詠怡女士  
張繼有先生  
張綺雯女士  
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馮愷欣女士  
劉少萍女士  
鄧淑芬女士  
丁碧華女士

### 服務人員

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Kriti ALE 女士  
Samantha ALE 女士  
ALE MAGAR Niru 女士  
歐曉婷女士  
Gillian AWGUL 女士  
Reignheart Allan Sumagay  
BABOL 先生  
Noshaba BASHIR 女士  
BASAK Sarbani 女士  
BAYLON Marie Emilie S.  
女士  
BEAZLEY Elizabeth Mari  
女士  
BESLEY Ruth Gazelle 女士  
BILUAN Juan Carlos Ramos  
先生  
BISHWOKARMA Monika  
女士  
BISTA Samjhana 女士  
BORIGAS Lorna Gappi 女士  
CABALLERO Rubylin  
Calimbahin 女士  
CABRERA Jimyel Saturnino  
女士  
CAMIGUING Pauline Mae  
Perez 女士  
CASTRO Sonia Campo 女士  
陳嘉慧女士  
陳家詠女士  
陳樂妍女士  
陳少芬女士  
陳銘恒先生  
陳柏霖先生  
陳伯財先生  
陳秀芬女士  
陳諾彤女士  
陳潔恩女士  
鄧燕婷女士  
陳錦程女士  
陳麗丹女士  
陳劍濃女士  
陳凱欣女士  
鄭嘉納先生  
鄭少歡女士  
鄭佩盈女士  
鄭淑欣女士  
張雅玲女士  
張嘉莉女士  
張宏健先生  
張嘉璋先生

## Staff List 職員名錄

(As at 31 March 2022)  
(迄至2022年3月31日止)

Ms. Saukra CHEUNG  
Ms. Tiffany CHEUNG  
Ms. Joanna CHEW  
Ms. Fion CHIU  
Mr. Calvin CHOI  
Mr. Chico CHOW  
Ms. Coco CHOW  
Ms. Kate CHOW  
Mr. CHOW Tsz Lok  
Mr. Alex CHU  
Ms. CHU Wai Hing  
Mr. Barry CHUNG  
Ms. Lucila Abad CRUZ  
Mr. Paul CRUZ  
Ms. DAS Reetu  
Ms. Florinda DE LEON  
Ms. DEL PILAR Vanessa Jane S.

Ms. Dale Quindara DONATO

Ms. ELLA-SURONO  
Ms. ESTILONG Meriam Villaflor

Mr. Hassan FAROOQ  
Ms. FELLY  
Ms. FONG To Yin  
Ms. Janice Lee G. FRANCISCO

Ms. Aimee FUNG  
Ms. Phoebe FUNG  
Ms. Rutchie GROSPE  
Ms. Amita GURUNG  
Ms. Amrita GURUNG  
Ms. Asmita GURUNG  
Ms. Dipti GURUNG  
Ms. Kareena GURUNG  
Ms. Nandakumari GURUNG

Ms. Pabitra GURUNG  
Ms. Sabita GURUNG  
Ms. Sapana GURUNG  
Mr. Sachin GURUNG  
Ms. Shahin GURUNG  
Ms. Sujana GURUNG  
Mr. Sunil GURUNG  
Mr. HAFIZ Adil  
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Ms. Winnie HAU  
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Ms. HENNA-SAJJAD  
Mr. Bori HO  
Ms. Cheryl HO  
Mr. Declan HO  
Mr. Gary HO  
Ms. Rebecca HO  
Mr. Ben HON  
Ms. HON San Ling  
Ms. Connie HUI  
Ms. Rita HUI  
Ms. Suzane HUI  
Ms. Billy HUNG  
Ms. Emily HUNG  
Mr. Leon HUNG  
Ms. HUNG San  
Ms. Aisha IFTIKHAR  
Ms. ILYAS Sana

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周學瑜女士  
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何振傑先生  
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許美英女士  
許漢輝女士  
洪琪媚女士  
孔康淳女士  
孔洛霖先生  
熊辛女士  
Aisha IFTIKHAR女士  
ILYAS Sana女士

Mr. INDARTA  
Ms. IQBAL Maria Ikra  
Ms. Agatha IP  
Mr. Ronald JAYME  
Ms. Queenie JIANG  
Ms. JINA  
Mr. KAM Ting Hong  
Mr. Bashir KAMRAN  
Ms. Inderjeet KAUR  
Ms. Purnjeet KAUR  
Ms. KEE Hwei Shen  
Mr. KHAN Mohsan  
Mr. KHAN Wasiq  
Ms. Pamela KNIGHT  
Ms. April KO  
Ms. Cathy KONG  
Ms. Emily KOT  
Ms. Jimmy KU  
Mr. Ronald KWAN  
Ms. Betty KWOK  
Ms. Konnie KWONG  
Ms. Clare LAI  
Ms. Nami LAI  
Ms. Juliana LAI  
Ms. Rungthip LAI  
Mr. Lai Yiu For  
Ms. Bonnie LAM  
Mr. Frankie LAM  
Mr. Gabin LAM  
Ms. Gladys LAM  
Ms. Hilda LAM  
Ms. Jessie LAM  
Mr. Kalvin LAM  
Ms. Koni LAM  
Ms. Miriam LAM  
Mr. Winson LAM  
Ms. Tracy LAM  
Mr. Yosh LAM  
Ms. Cathy LAU  
Ms. Emma LAU  
Ms. Kary LAU  
Mr. Kent LAU  
Mr. Kirk LAU  
Ms. Lily LAU  
Ms. Paula LAU  
Ms. Sharon LAU  
Ms. Suky LAU  
Ms. Vivian LAU  
Ms. LAYLAY Jema Labang  
Ms. LE Thi Thuy Hang  
Ms. Aaliyah LEE  
Ms. LEE Fong  
Ms. Ice LEE  
Ms. Jackie LEE  
Ms. Kat LEE  
Mr. Paul LEE  
Ms. Rhea LEE  
Ms. River LEE  
Ms. LEE Wing Chi  
Ms. LEI Aiqun  
Ms. LEPCHA Keshang  
Ms. LEUNG Eufemia D.  
Ms. Fionna LEUNG  
Ms. Pesu LEUNG  
Mr. Sacha LEUNG  
Ms. LEUNG Tsz Yung  
Ms. Yan LEUNG  
Ms. Charis LI

謝金方先生  
IQBAL Maria Ikra女士  
葉智欣女士  
海李杰先生  
江柳清女士  
林冬妮女士  
金亭匡先生  
Bashir KAMRAN先生  
Inderjeet KAUR女士  
Purnjeet KAUR女士  
紀惠倩女士  
KHAN Mohsan先生  
KHAN Wasiq先生  
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江寶盈女士  
葛莉女士  
古慈音女士  
關敬謙先生  
郭翠萱女士  
鄭勁嫻女士  
黎佩斯女士  
賴美君女士  
黎欣兒女士  
胡慧蘊女士  
賴耀科先生  
林麗玲女士  
林佑聰先生  
林迦歷先生  
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林曉彤女士  
林淑恒女士  
林毅揚先生  
林蔓淇女士  
林楚思女士  
林卓興先生  
林秀萍女士  
林子軒先生  
劉沛姿女士  
劉邢慧女士  
劉佩珊女士  
劉森先生  
婁聖軻先生  
劉雅麗女士  
劉佩華女士  
劉穎琪女士  
劉淑娟女士  
劉慧恩女士  
LAYLAY Jema Labang女士  
黎翠恆女士  
李小軍女士  
李芳女士  
李麗儀女士  
李青女士  
李美娟女士  
李浩然先生  
李亮怡女士  
李沂庭女士  
李穎芝女士  
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梁梅女士  
梁婉儀女士  
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李苡靖女士

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(As at 31 March 2022)  
(迄至 2022 年 3 月 31 日止)

Mr. Donald LI  
Ms. Emma LI  
Ms. LI Qilan  
Ms. Winnie LI  
Ms. Tabitha LI  
Ms. Rarai LIAGRE  
Mr. Justin LIE  
Ms. Asha LIMBU  
Mr. Ashim LIMBU  
Ms. Bashna LIMBU  
Ms. Bunoo LIMBU  
Ms. Kiki LIN  
Ms. LINGDEN LIMBU Demuna  
Ms. Alice LIU  
Ms. Elly LIU  
Mr. Jacky LIU  
Ms. Marie LIU  
Ms. Tiffany LIU  
Ms. Agnes LO  
Mr. Alexander LO  
Ms. Ronnie LO  
Ms. LO Wai Yee  
Mr. Sam Israel A. LOMAT  
Ms. Abby LU  
Ms. April LUEN  
Ms. Yvonne LUI  
Ms. Candy MAK  
Ms. Mill MAK  
Ms. Shirley MAK  
Ms. Fanny MAN  
Ms. MEHR-UN-NISA  
Mr. Rehan MOHAMMAD  
Ms. Shamsa MUNIR  
Mr. Shoaib MUNIR  
Ms. MURTAZA Asma  
Ms. Cary NG  
Ms. Delia NG  
Ms. Ella NG  
Ms. Jenny NG  
Ms. Konnie NG  
Ms. Lucy NG  
Ms. Paisley NG  
Mr. Alex NGAN  
Ms. Wendy NGAN  
Ms. NGAN Shuk Shan  
Ms. NUGO LIMBU Urmila  
Mr. Muhammad OMAIR  
Ms. PADUA Mikhaella Theresa Riosa  
  
Ms. Carmela P. PANES  
Ms. Benedict PANG  
Ms. Jessica PANG  
Ms. Lily PANG  
Mr. PASCUAL Warren Anthony Seleccion  
  
Ms. Jenny PHANG  
Ms. Helen PO  
Ms. Nora POON  
Ms. PUN Binita  
Ms. PUN Swasti  
Ms. Maria Teresa Pardillo QUINTO  
  
Ms. RAI Anjali  
Ms. RAI Krishna Laxmi  
Mr. Subash RAI  
Ms. RAJKUMAR Jaybeth Sabela  
  
Ms. RAMCHANDANI Rishika Rajesh

李光浩先生  
李嘉穎女士  
李綺藍女士  
李穎思女士  
李卓穎女士  
Rarai LIAGRE 女士  
李冠禮先生  
Asha LIMBU 女士  
Ashim LIMBU 先生  
Bashna LIMBU 女士  
Bunoo LIMBU 女士  
林鈺綺女士  
琛怡女士  
廖佩儀女士  
廖倚婷女士  
廖司吉先生  
劉麗芳女士  
廖瑞陶女士  
盧燕玲女士  
盧元邦先生  
盧燕玉女士  
盧惠儀女士  
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樂芷凝女士  
呂珞雯女士  
麥曉彤女士  
麥妙玲女士  
麥麗恩女士  
文志芬女士  
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Rehan MOHAMMAD 先生  
Shamsa MUNIR 女士  
Shoaib MUNIR 先生  
MURTAZA Asma 女士  
吳秀珠女士  
吳婉筠女士  
吳子欣女士  
吳子晴女士  
吳君慧女士  
吳婉玲女士  
吳嘉穎女士  
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顏美蘭女士  
顏淑珊女士  
NUGO LIMBU Urmila 女士  
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彭世傑女士  
彭羨欣女士  
彭麗儀女士  
PASCUAL Warren Anthony Seleccion 先生  
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布秀娟女士  
潘環誼女士  
潘碧蒂女士  
PUN Swasti 女士  
Maria Teresa Pardillo QUINTO 女士  
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RAI Krishna Laxmi 女士  
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林莉思女士

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Ms. RODRIGUEZ Cheryl Gasilla  
Ms. Flordeliza Espenida RILLES  
Ms. Fay V. ROMANO  
Ms. SAFDAR Fatema Noor  
Ms. SAMSON Catherine Myleen Frias  
Mr. Christopher Gante SANDOVAL  
Mr. Joy SARKAR  
Ms. SEN Darshana  
Ms. SHERPA Indra Kumari  
Ms. SHRESTHA Shresthi  
Ms. Maria SHIU  
Mr. Karmjit SINGH  
Ms. Tiffany SIU  
Ms. Fiona SO  
Ms. Iris SO  
Ms. Josie SONG  
Mr. James Lee STROUD  
Ms. SUNAR Anu  
Ms. Jacqueline SUNG  
Ms. Eris SZE  
Mr. Solomon Abad TAGAO  
Ms. Iris TAI  
Ms. Alyssa TAM  
Ms. Betty TAM  
Ms. Evey TAN  
Ms. Walkman TANG  
Ms. Wendy TANG  
Ms. TANG Sze Hung  
Ms. Tanya TAYAL  
Ms. THAPA MAGAR Usha  
Ms. TILLERY Debra Celedio  
Ms. TSANG Lai Na  
Ms. Mary TSANG  
Ms. TSE Mui Lin  
Ms. Sheila TSE  
Mr. Achilles TSOI  
Ms. Icy TSOI  
Ms. Kelly TSOI  
Ms. Jacqueline TSUI  
Mr. Muhammad UMAIR  
Mr. UNCIANO John Perry Noodles Bertos  
Ms. VALDEZ Schenlly Aquino  
Ms. VALLO Ruth Joy Delos Reyes  
Ms. WAN Pui Hang  
Ms. Cherie WANG  
Ms. Coco WANG  
Mr. WILY-WIJAYA  
Ms. Amy WONG  
Ms. Brenda WONG  
Ms. Catherine WONG  
Ms. Ceci WONG  
Ms. Celia WONG  
Ms. WONG Cherry Pabua  
Ms. WONG Chinie Pabua  
Mr. Colin WONG  
Ms. Connie WONG  
Ms. Denise WONG  
Ms. Fanny WONG  
Ms. Joyce WONG

RAMOS Marie Claire Ocumen 女士  
RODRIGUEZ Cheryl Gasilla 女士  
Flordeliza Espenida RILLES 女士  
Fay V. ROMANO 女士  
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SAMSON Catherine Myleen Frias 女士  
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SHERPA Indra Kumari 女士  
SHRESTHA Shresthi 女士  
邵月麗女士  
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蘇雅賢女士  
宋堃女士  
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黃萊娣女士  
黃秀芬女士  
黃少玲女士  
黃詩敏女士  
黃詩茵女士  
黃吉利女士  
黃佳妮女士  
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黃齊愛女士  
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Ms. Kirsten WONG	黃淑兒女士
Ms. WONG Marlene Espinosa	WONG Marlene Espinosa 女士
Ms. Michelle WONG	王冰瑩女士
Ms. Shirley WONG	王慧雯女士
Ms. Wendy WONG	王可欣女士
Ms. Wincy WONG	黃詠詩女士
Ms. Winis WONG	黃巧兒女士
Ms. Natalie WU	鄔嘉瑋女士
Ms. Chris YAM	任慧琛女士
Ms. Haruka YAN	甄樂瑤女士
Ms. May YANG	楊思婷女士
Ms. Irene YAU	游愛蓮女士
Ms. Scorpio YAU	邱漫儀女士
Mr. Tim YAU	邱志城先生
Mr. Alan YEUNG	楊浩先生
Mr. Anthony YEUNG	楊開晉先生
Ms. Whitney YEUNG	楊詠茜女士
Ms. Dorothy YIM	嚴翠華女士
Ms. Debbie YIU	姚玉清女士
Ms. Phoebe YU	余名玉女士
Ms. Angela YUEN	袁嘉寶女士
Mr. Ian YUEN	袁掌政先生
Ms. YUEN Leung Wai	袁梁煒女士
Ms. ZHANG Hui Lan	張惠蘭女士
Ms. ZHAO Fenglian	趙鳳蓮女士

## List of Service Units 服務單位一覽表

### Head Office

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Email: [isshk@isshk.org](mailto:isshk@isshk.org)  
Website: [www.isshk.org](http://www.isshk.org)  
Facebook: [@isshk.org](https://www.facebook.com/isshk.org)

### 總辦事處

香港灣仔軒尼詩道130號修頓中心6樓  
電話：2834 6863  
傳真：2834 7627  
電郵：isshk@isshk.org  
網站：www.isshk.org  
Facebook：@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](mailto: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

Unit 1, G/F, Lung Wo House, Lower Wong Tai Sin Estate,  
Wong Tai Sin  
Tel: 2773 5773  
Fax: 2322 2203

黃大仙下邨龍和樓地下1號  
電話：2773 5773  
傳真：2322 2203

### 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](mailto: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

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Tin Shui Wai, Yuen Long, New Territories, Hong Kong  
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Fax: 2446 3313  
E-mail: [tswnifsc@isshk.org](mailto:tswnifsc@isshk.org)

### 天水圍(北)綜合家庭服務中心

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傳真：2446 3313  
電郵：tswnifsc@isshk.org

## List of Service Units 服務單位一覽表

### SERVICES FOR CHILDREN AND 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

電話：2834 6863  
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

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傳真：2834 7627  
電郵：fc@isshk.org

#### Small Group Home Programme

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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

電話：2834 6863  
傳真：2838 6226  
電郵：ssw@isshk.org

### SERVICES FOR MIGRANTS 移居人士服務

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#### 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

香港九龍長沙灣道303號長沙灣政府合署3樓  
(375室)

### 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: @lsshopecentre

#### 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

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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

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電話: 2836 3598  
傳真: 2508 0207  
電郵: ethnic\_centre@isshk.org  
網址: <http://www.isshk-hope.org>  
Facebook: @lsshopecentre

#### 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

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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  
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#### **Ping Shek Centre**

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

#### **坪石中心**

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

#### **Xiamen Office**

Room 1015, block B, Xin jing Centre  
23 Jiahe Rd. Siming District  
Xiamen City, Fujian Province  
Telephone: 592-2655714

#### **廈門辦事處**

福建廈門  
思明區嘉禾路23號  
新景中心B棟1015室  
電話：592-2655714

### SERVICES IN MAINLAND CHINA 內地服務

#### **International Social Service Hong Kong Branch (Hong Kong, China) Guangdong Office**

Room 508, 5th Floor, Xinjingcheng Commercial Building,  
78 Liwan Road, Liwan District, Guangzhou  
Tel : (86-20) 8050 4503

#### **香港國際社會服務社(中國香港)廣東辦事處**

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) 8050 4503

#### **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 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

#### Futian Centre

Flat E&F, 18/F, Aidi Mansion West Block, Binhe Ave Side Rd,  
Futian District, Shenzhen

Tel: (86-755) 8829 3457

Email: sz@isshk.org

#### Luohu Centre

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

Tel: (86-755) 2511 4400

Email: sz@isshk.org

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

#### Nan Shan Centre

Room1508, Yihai Square (Southeast Gate),  
18 Chuangye Road, Nanshan, Shenzhen

Tel: (86-755) 2665 8770

Email: sz@isshk.org

### 服務中心 — 深圳

#### 福田中心

深圳市福田區濱河路愛地大廈西棟18層E及F號

電話: (86-755) 8829 3457

電郵: sz@isshk.org

#### 羅湖中心

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

電郵: sz@isshk.org

網址: <http://www.isshk-jc.com>

#### 南山中心

深圳市南山區創業路18號

怡海廣場東座1508室(郵編: 518054)

電話: (86-755) 2665 8770

電郵: sz@isshk.org

## 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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Hong Kong

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Email: issfi@isshk.org

Website: [issfi.org](http://issfi.org)

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### Belgium

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### 孟加拉

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### 比利時

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### 佛得角

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網頁: www.umpod.cz

### 法國

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### 德國(柏林辦事處)

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### 匈牙利

網頁: www.csagyi.hu

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childwelfaresocietyofkenya@gmail.com

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