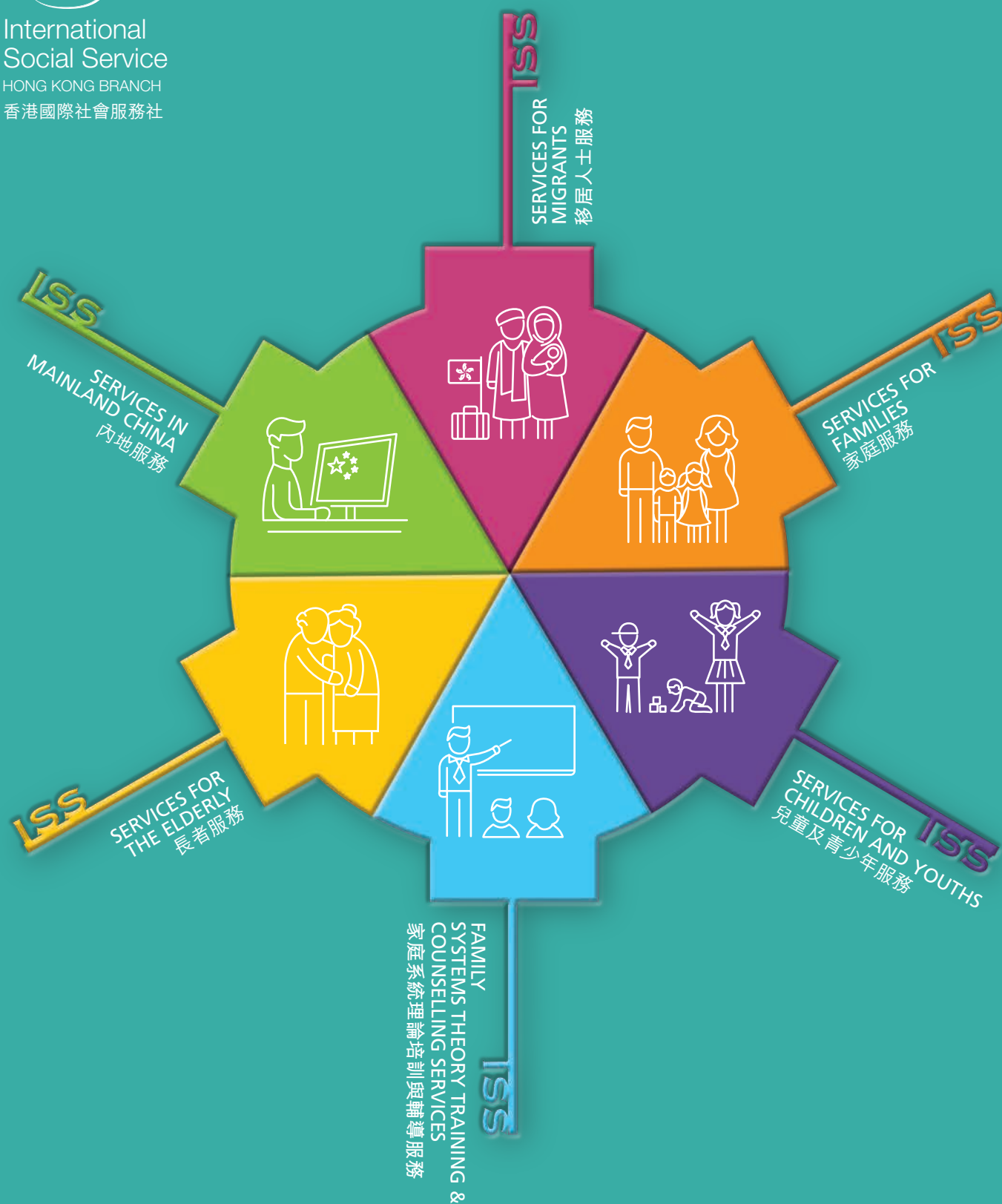


International
Social Service
HONG KONG BRANCH
香港國際社會服務社



香港公益金會員機構
A Member Agency of
the Community Chest

Annual Report
年報 2017/18

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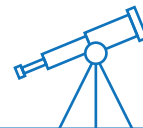


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VISION & MISSION

理念與使命

VISION

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

MISSION

For our service users:

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

For the society:

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

For our staff:

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

理念

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

使命

對於服務使用者：

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

對於社會：

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

對於我們的員工：

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





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、綜合家庭服務中心、學校社工等，回應社會需要。

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





PATRON AND ADVISORY COMMITTEE

贊助人及顧問委員會



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



Chairman 主席
Mr. C. P. Ho, BBS
何掌邦先生, BBS



Vice Chairman 副主席
Mr. Kenneth Chung
鍾嘉年先生



Hon. Treasurer 義務司庫
Mr. Kenneth Kwok
郭偉健先生



Member 委員
Mrs. Peter Choy, MBE, JP
蔡惠鏞夫人, MBE, 太平紳士



Member 委員
Ms Clara Chu
朱鳳儀女士



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



Member 委員
Mr. Thomas Gorman
高德思先生



Member 委員
Mr. Tsoi Man Cheong
蔡文昌先生



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

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Dr. S. Y. CHUNG

Members

Mrs. Peter CHOY, MBE, JP

Dr. C. M. LAM

Dr. Joseph C. T. LEE, GBS, OStJ, JP

國際社家庭學院 顧問委員會

主席

鍾思源醫生

委員

蔡惠鏞夫人, MBE, 太平紳士

林靜雯博士

李宗德博士, GBS, OStJ, 太平紳士

ISS-HK Honorary Legal Consultants

Mr. Larry S. K. KO

Ms. Vivian HO

Honorary Consultants

Mr. W. T. CHAN

Dr. S. Y. CHUNG

Dr. S. L. LUK

Dr. Stephen NG

香港國際社會服務社 榮譽法律顧問

高世杰先生

何蔚雲女士

榮譽顧問

陳永泰先生

鍾思源醫生

陸兆鑾醫生

吳偉民醫生





CHAIRMAN'S STATEMENT 主席報告

THE YEAR UNDER REVIEW, 2017-2018, ONCE AGAIN HIGHLIGHTED OUR CONCERTED EFFORTS TO ADAPT TO THE CHANGING NEEDS OF SOCIETY THROUGH EXPANDING AND DIVERSIFYING OUR SOCIAL SERVICES. WE SAW NEW INITIATIVES COMING TO FRUITION, TOOK ON NEW CHALLENGES AND MAKE CHANGES WHERE NECESSARY.

我們繼續於2017-18年度竭力不懈地擴展多元化服務，落實了不少新意念、迎來了新挑戰，以回應社會日益變遷的需要。

The Tin Shui Wai (North) Integrated Family Service Centre worked on a new project, "Human Touches of Tin Shui Wai". Funded by the Kadoorie Charitable Foundation, it brought together participants to create a documentary covering their daily lives by using their smart phones, empowering them to explore their neighbourhood in a new perspective. The video, rightly acclaimed, attracted audiences of over 6,000 at nine community screenings, 55 school screenings and two public screenings.

With the support of the Hong Kong Jockey Club Charities Trust, the three-year "Support Families with Young Kids Project" commenced in April 2017 at the Shamshuipo (South) Integrated Family Service Centre. The project helped to strengthen parent-child relationship and family functioning by engaging families and children to explore, interact and learn in unstructured play and game activities using a "Free Play" concept.

The Foster Care Unit made a new activity attempt to target teenagers called "Chat Room for Teens", it aimed at helping teenage foster children under our care to build up mutual support among themselves. Meanwhile, two of our children at the Small Group Home were selected and sponsored to take part in the Gold Coast Marathon in Australia and in the Kenting Marathon in Taiwan. The experiences broadened their horizons and strengthened their confidence.

Our School Social Work and School Support Services team embarked on a new challenge to extend our services from primary and secondary schools to the pre-school sector. We started to Station School Social Work Services in one kindergarten and organise "My Ideal Family Body-Mind-Spirit Family Life Education Project" on mindfulness parenting in four kindergartens, with the sponsorship of the Quality Education Fund.

Colleagues in the Adoption Team faced an increased number of requests in root tracing, resulting in our offer to help adoptees re-establish contacts with their birth families in Hong Kong or to look for relevant documents.

天水圍(北)綜合家庭服務中心舉辦了「天水圍·情」紀錄片計劃，由嘉道理慈善基金資助，協助參加者運用智能電話製作環繞他們生活題材的影片，從而鼓勵服務使用者以新角度探索社區。「天水圍·情」紀錄片共舉行了9場社區放映會、55場學校放映會及2場公眾放映會，共有逾6,000人欣賞。

深水埗(南)綜合家庭服務中心獲得香港賽馬會慈善信託基金捐助，於2017年4月起開展為期三年的「西九同行—玩樂友里晴計劃」。計劃推廣「自由遊戲」的概念，透過舉辦各種非常規的遊戲活動，鼓勵家長與孩子一同探索、互動及學習，從而改善親子關係，強化家庭功能。

寄養服務單位為青年人開辦了一個嶄新的小組活動：「拉闊聊Teen室」，鼓勵服務旗下青少年互相聯誼及彼此支持。在另一邊廂，兒童之家服務旗下的兩名家童參加了澳洲黃金海岸及台灣墾丁馬拉松比賽，這些經驗讓他們增廣見聞，並加強了自信。

學校社會工作及學校支援服務迎來新挑戰，將社會工作服務由小學及中學延伸至幼稚園，並在年內開始於一家幼稚園提供駐校社工服務。單位亦得到「優質教育基金」贊助，於四所幼稚園舉辦了「你想理想Family」家庭身心靈培育計劃，進行了一系列靜觀教養活動。

由於更多被領養者申請尋根服務，領養服務的同事需加強支援，幫助他們聯繫香港原生家庭或尋找相關文件。



CHAIRMAN'S STATEMENT 主席報告

Two service centres in Luohu and Nanshan in Shenzhen ushered in their third three-year project with sponsorship from the Hong Kong Jockey Club Charities Trust. The project, named "Jockey Club Harmony Project for Cross-boundary Students", will continue to help cross-boundary students and their families in need.

The "Be Good Parents" programme organized by our cross-boundary and inter-country team and the City University of Hong Kong ended on a high note in March 2018 with sponsorship by the Home Affairs Bureau and the Family Council since October 2016. With more than 350 parents taking part in an atmosphere of positive changes, the programme held a "Wisdom Transfer" workshop to share the results of the successful project with over a hundred social workers and interested parties.

The service teams providing assistance-in-kind to non-refoulement claimants strengthened their capacities and systems to cope with changes in project service boundary definition and reporting requirements built to the new two-year contracts that started in February 2017.

Our HOPE Support Service Centre for Ethnic Minorities has become a favourite and was invited to stage multi-ethnic performances at various ethnic festivals and events. A notable example was the invitation for it to partner with the Philippine Consulate General in Hong Kong and the Wan Chai District Council to hold the "Celebrate Colours: Hong Kong is Home" multi-ethnic and multi-cultural extravaganza at the Queen Elizabeth Stadium in June 2017 to celebrate the 20th anniversary of the HKSAR's establishment.

The Programme for Portable Comprehensive Social Security Assistance and Programme for Old Age Allowance Recipients Under the "Guangdong Scheme" handled various enquiries from a growing number of service users considering to resettle in Hong Kong.

A study tour to Senegal and Burkina Faso in West Africa was held in November 2017 to enable staff to gain insights into West Africa's social service practices.

ISS-HK won its defamation case against Vision First in June 2017, when the High Court granted an award for damages of HK\$800,000 in favour of ISS-HK and an injunction against Vision First. Facing an unwarranted and relentless campaign by Vision First to discredit our provision of assistance to non-refoulement claimants, ISS-HK was left with no option but to take legal action in April 2014. We were pleased to see that the litigation concluded with a clear verdict, upholding the integrity of ISS-HK as a responsible social service organisation.

深圳羅湖及南山兩個服務點繼續獲得香港賽馬會慈善信託基金贊助，迎來了第三個三年計劃。該項目名為「賽馬會跨境學童創和諧計劃」，並將一如既往地協助有需要的跨境學生及其家庭。

跨境及國際社會服務自2016年10月起獲民政事務局及家庭議會贊助，與香港城市大學合辦「做好父母」計劃，計劃已於2018年3月圓滿完成，讓超過350位家長受惠，並舉行「實踐智慧分享會」，與過百名社工及有興趣人士分享了計劃成果。

向免遣返聲請人提供的援助服務的團隊於2017年2月迎來了新的兩年服務合約，並就著當中對服務範圍分區的重新定義及提交報告的新要求而作出相應的調整。

HOPE少數族裔人士支援服務中心經常獲邀到民族節日和慶祝活動中演出，年內最矚目的表演是與菲律賓駐香港總領事館及灣仔區議會聯合呈獻「多彩文化薈香江」多元民族文化表演，以慶祝香港特別行政區成立二十週年，活動於2017年6月假伊利沙伯體育館順利舉行。

由於更多於內地定居的長者有意回港定居，協助「綜援長者廣東及福建省養老計劃」及協助「廣東計劃」高齡津貼受惠長者服務的團隊於年內處理了各種相關的查詢。

本社於2017年11月舉行了西非交流考察團，到訪了西非塞內加爾和布基納法索的服務組織，讓同事認識當地的社會福利制度及現況。

2017年6月，香港國際社會服務社勝出了對Vision First的誹謗訴訟，高等法院裁定Vision First須賠償HK\$800,000，並發出相關禁制令。面對該組織持續而無理的抹黑指控，本社在別無選擇下只能在2014年4月採取法律行動。我們喜見法院為事件下了清晰結論，並確實向外界證明本社是誠實可靠的社會服務機構。



CHAIRMAN'S STATEMENT 主席報告

We celebrated 20 years of partnership with the Feng Yuen Street Office, Liwan District Government in Guangzhou in promoting social work exchange and development between Hong Kong and the mainland, as well as in operating the Guangzhou-Hong Kong & Overseas Marriage & Family Counselling Service Centre.

As we continue to provide services to thousands of individuals, children and families in need, we also celebrate an important moment in our agency's history this year — our 60th anniversary of establishment in Hong Kong. We held a kick-off event last January for the year-round celebrations and launched an anniversary website to reflect on our past and look to the future. As Chairman of ISS-HK, I am proud we have reached another milestone and am grateful for the support from members, staff and partners for making us what we are today. I look forward to ISS-HK continuing on the journey to make our society better and more harmonious in the years ahead.

本社於本年慶祝與廣州市荔灣區逢源街道辦事處合作二十年，攜手推動中港兩地社會服務的交流和發展，並成立了穗港及海外婚姻家庭輔導服務中心。

本社一直為數以千計的個人、兒童及家庭服務，並邁向一個重要的里程碑——在香港成立60週年紀念。我們於2018年1月舉行了60周年慶典啟動儀式，為本社不同單位舉辦的年度慶祝活動揭開序幕，回顧過去，展望將來。身為主席，我對本社踏入新的里程碑深感榮幸，我們能有今天的成績，全賴會員、各位同工及夥伴多年來的付出與支持。我謹在此向他們衷心致謝。我熱切期望國際社繼續邁步向前，讓香港更和諧美好。



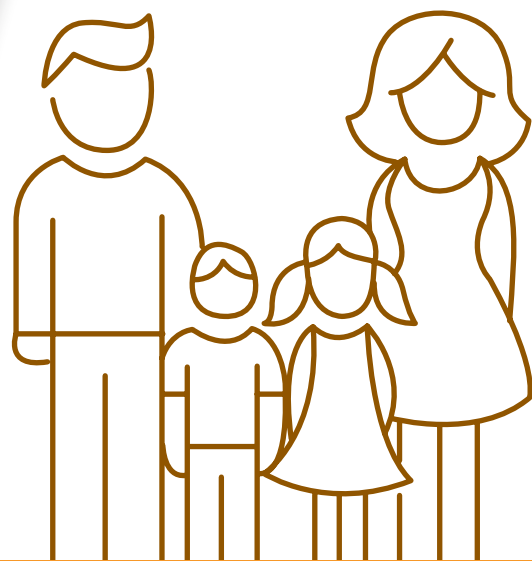
Chairman
Mr. C. P. Ho, BBS



主席
何掌邦先生, BBS



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 SERVICES IN HONG KONG

With sponsorship from the Social Welfare Department and the Hong Kong Community Chest, this service unit provided support services for 468 cases. They involved new arrivals from Mainland China and families divided between Hong Kong and Mainland China or overseas countries who experienced custody and access, child care and parenting problems.

To introduce more community resources to service users, expand their social network and help them better integrate into the Hong Kong community, the service unit partnered with the North District Council, the Social Welfare Department, schools and other organizations to hold a variety of activities for new arrivals from Mainland China and cross-boundary families. These included a hotline service, carnivals, adjustment programmes, language classes and parenting seminars. More than 5,000 people used our hotline service and more than 2,000 service users joined our groups and programmes.

服務報告 香港服務

蒙社會福利署及香港公益金贊助，我們為468宗遇到兒童管養及探視安排、兒童照顧及管教問題的內地新來港人士，以及介乎香港與內地或海外的分隔家庭提供個案支援服務。

我們與北區區議會、社會福利署、學校和其他機構合作，為內地新來港人士和跨境學生及家庭舉辦多項活動，包括熱線服務、嘉年華、適應活動、語言學習小組和家長講座，讓他們獲得更多社區資訊並擴展他們的社交圈子，融入香港生活。去年，超過5,000人使用我們的熱線，另超過2,000人參加我們的小組和活動。



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

From October 2016 to March 2018, the unit received sponsorship from the Home Affairs Bureau and the Family Council to collaborate with The City University of Hong Kong in organizing the “Be Good Parents” programme. Using a Randomized Controlled Trial (RCT) system, the project adopted an evidence-based and scientific approach for social workers to assess the effectiveness of intervention groups. More than 350 parents of cross-boundary and new arrivals participated in the project and were reported to have acquired emotional management skills, increased positive energy and improved parent-child relationships. Some of them knew more about community resources in Hong Kong and the Mainland. The service unit held a wisdom transfer workshop on 16 March 2018 to share the results of the successful project. A total of 120 social workers and interested parties took part in the workshop and gave positive feedback.

2016年10月至2018年3月，本服務獲民政事務局及家庭議會贊助，與香港城市大學合辦「做好父母」計劃，透過隨機對照試驗研究的科學方法協助跨境及新來港兒童的家長，一方面掌握情緒管理技巧，增加正面情緒，改善親子關係；另一面增加他們對香港及中國內地社區資訊的認識。整個計劃共服務超過350位家長，所有參加者皆表示自己在各方面也有進步。此計劃順利完成，並於2018年3月16日舉行實踐智慧分享會，共120名社工及有興趣人士參與分享會並予以正面評價。

THE INTERNATIONAL CHILD PROTECTION SERVICE

The International Child Protection Service entered its third year of operation and continued to provide assistance in child protection cases involving Mainland China and overseas countries. An International Child Protection Dinner was held in October 2017 to raise funds for the service, as ISS-HK does not receive any funding for this cross-border work. We have also expanded our outreach network of schools, consulates and embassies in Mainland China to further promote our service.


國際兒童保護服務

國際兒童保護服務踏入第三年運作，並繼續為涉及中國內地及海外國家的個案提供協助。因此項跨國工作沒有獲得任何的資助，我們在2017年10月舉辦了國際兒童保護晚宴作籌款。我們同時亦不斷擴展與中國內地的學校及領事館的聯絡網絡，以推廣服務。

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

<div>  CROSS-BOUNDARY AND INTER-COUNTRY SOCIAL SERVICE STATISTICS 跨境及國際社會服務統計 </div> <div> April 2017 - March 2018 2017年4月 - 2018年3月 </div>				
Items 項目	Supported by 資助	Social Welfare Department 社會福利署	The Community Chest of Hong Kong 香港公益金	Others 其他
Number of Cases Handled 處理個案數目		356	112	23
Number of Groups / Programmes 小組 / 活動數目		33	6	32
Attendance at Groups / Programmes 小組 / 活動參加人次		2,226	195	323



CROSS-BOUNDARY AND INTER-COUNTRY SOCIAL SERVICE

跨境及國際社會服務



BREAKDOWN OF STATISTICS OF SERVICE ITEMS FUNDED BY THE SOCIAL WELFARE DEPARTMENT 由社會福利署資助的服務項目詳細統計

April 2017 - March 2018
2017年4月 - 2018年3月

No. of New / Reactivated Cases 新增 / 重新處理的個案總數	205
Out of the total number of new arrivals who have consented to share their information with SWD and other agencies at the ISS service counters at the Immigration Department, the percentage of them being contacted through telephone 向本社設於入境事務處服務櫃台表示同意與社署及其他機構分享其資料的新來港人士總數之中，透過電話聯繫有關人士的百分率	82%
Number of New Arrivals Contacted (Telephone Outreach) 成功聯絡新來港人士數目 (電話外展)	7,612
No. of Hotline Enquiries 熱線查詢數目	5,136
No. of Groups / Programmes Organized 小組 / 活動總數	33
Out of new / reactivated cases, the percentage of cases with service users with perceived improvement in the main problem upon case closure 在完結新增 / 重開的個案中，服務使用者認為主要問題有所改善的個案百分率	96%
Out of the total number of hotline enquiries requiring social work intervention, the percentage of service users with perceived improvement in the problem(s) 在需要社工介入的熱線查詢總數之中，服務使用者認為問題有所改善的百分率	100%
% of users indicating satisfaction after attending the groups / programmes organized by the Service 在完成所參加的小組 / 活動後，服務使用者表示滿意百分率	99%
Out of the total number of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint, the percentage of them provided with enquiry service 經由羅湖檢查站來港的新來港人士總數之中，獲提供諮詢服務的百分率	81%
Out of the total number of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint provided with enquiry service, the percentage of them indicating satisfaction with the service 經由羅湖檢查站來港，並獲諮詢服務的新來港人士總數之中，對服務表示滿意的百分率	100%
Total number of new arrivals who have immediate difficulties upon arrival and are provided with guidance service at the Lo Wu Checkpoint 來港後有即時困難，並在羅湖檢查站獲提供指導服務的新來港人士數目	4,556
Out of the total number of new arrivals who have immediate difficulties and are provided with guidance service at the Lo Wu Checkpoint, the percentage of them indicating satisfaction with the service 在來港後有即時困難，並在羅湖檢查站獲指導服務的新來港人士總數之中，對服務表示滿意的百分率	100%
Total number of referrals made for new arrivals to appropriate service units at the Lo Wu Checkpoint 在羅湖檢查站將新來港人士轉介至合適服務單位的數目	532
Out of the new arrivals who have not given consent to have their information shared with SWD and other agencies at the ISS service counters at the Immigration Department but identified to have difficulties, the percentage of them assisted to connect to mainstream / community services 未有向本社設於入境事務處的服務櫃台表示同意與社署及其他機構分享其資料，但被識別為有困難的新來港人士之中，獲協助聯繫到主流 / 社區服務人士的百分率	100%
Out of the total number of referrals made for new arrivals to appropriate service units at the Lo Wu Checkpoint, the percentage of them referred within the following two working days of contact 新來港人士在羅湖檢查站被轉介至合適服務單位的個案總數中，於接觸後兩個工作天內獲轉介的個案百分率	100%





INTEGRATED FAMILY SERVICE CENTRES 綜合家庭服務中心

SHAMSHUIPO (SOUTH) INTEGRATED FAMILY SERVICE CENTRE 深水埗(南)綜合家庭服務中心

SERVICE HIGHLIGHTS

In the year under review, the Family Counselling Unit handled 467 cases primarily involving emotional problems, marital relationships and child care issues. The Family Support Unit handled 774 brief cases primarily involving housing, finance and child care issues. In addition, 1,479 intake records were completed in this period. With the assistance of 36 Family Support Ambassadors, we were able to have 82 people suffering from social isolation become members of our Centre. Sponsored by the Sham Shui Po District Council and the Hong Kong Housing Authority, a variety of programmes were organised to help participants to discover their personal potential, enhance family functioning and promote good neighbourhood relationships.

服務報告

去年本中心家庭輔導組共處理了467宗深入輔導個案，主要涉及情緒、婚姻關係、及兒童照顧問題。家庭支援組共處理了774宗短期輔導/支援個案，主要涉及房屋、經濟及兒童照顧問題。同年亦完成了1,479份初步接見報告。另外，透過36位家庭支援大使的幫助，成功讓82位隱蔽人士加入本中心。本中心獲深水埗區議會及香港房屋委員會資助，舉辦了多個不同類型的活動，讓參加者發揮個人潛能、提升其家庭功能及建立良好的鄰里關係。



INTEGRATED FAMILY SERVICE CENTRES 綜合家庭服務中心

SUPPORT PROJECT FOR FAMILIES WITH KIDS

Thanks to the support of the Hong Kong Jockey Club Charities Trust, the three-year "Support Families with Young Kids Project" commenced in April 2017. To promote the "Free Play" concept, a range of diversified activities such as play groups, games workshops, parent-child communication training and family activities were organized, the goal being to strengthen the resilience of the parent-child relationship, enhance child care knowledge and skills as well as strengthen family functions. In addition, a group of female volunteers were trained as Caring Ambassadors to provide support for families with kids under the age of 9. A total of 317 family members benefited from the support of 130 Caring Ambassadors in the project this year.

西九同行 - 支援新生家庭計劃

本社獲得香港賽馬會慈善信託基金捐助，於2017年4月起開展為期三年的「西九同行一玩樂友里晴計劃」。計劃推廣「自由遊戲」的概念，透過舉辦兒童玩樂小組、遊戲工作坊、親子溝通訓練及家庭活動等，從而增加親子抗逆力、加強照顧幼兒的知識及技巧，並強化家庭功能。計劃同時訓練地區婦女成為關愛大使，以同行者的身分為育有9歲或以下的小朋友之家庭提供支援。過去一年，共130名關愛大使及317位家庭成員因計劃而受惠。



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

April 2017 - March 2018
2017年4月 - 2018年3月

No. of Cases Opened 新開個案數目	579
No. of Intensive Cases Handled 深入輔導個案數目	467
No. of Brief Counselling and Supportive Cases Handled 簡短輔導及援助個案數目	774
No. of Therapeutic, Support, Educational, Developmental & Mutual-help Groups / Participants 治療、支援、教育、發展及互助小組數目/參加人數	59/1,012
No. of Educational & Developmental Programmes / Participants 教育及發展活動數目/參加人數	84/4,865
No. of Family Support Persons 家庭支援計劃(關懷大使)數目	36
No. of Individuals / Families Newly Engaged in Centre Services or Community Services under the Family Support Programme 透過家庭支援計劃招募新服務使用者使用中心或社區服務數目	82
% of Users Indicating Satisfaction After Receiving IFSC Service 服務使用者滿意綜合家庭服務中心服務的百分率	99%
% of Users with Enhancing Problem Solving Capacity 服務使用者能提高其解決問題能力的百分率	99%
% of Users with Enhanced Support Network 服務使用者能提升其支援網絡的百分率	99%
% of Users with Perceived Improvement in the Main Problem 服務使用者認為其主要問題有改善的百分率	94%

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年報

Annual Report 2017-18



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 Centre handled 798 intensive counselling cases and 445 brief and supportive cases in the reporting year covering primarily emotional, parenting and marital problems. Moreover, we assisted 212 families in applying for the "District Support Scheme for Children and Youth Development — Direct Cash Assistance."

服務報告

本中心共處理了798宗深入輔導個案，以及445宗簡短輔導及援助個案，其中情緒問題、管教問題及婚姻問題為主要求助個案。另外，過去一年，本中心協助212個家庭申請「地區青少年發展資助計劃－現金援助」。



INTEGRATED FAMILY SERVICE CENTRES 綜合家庭服務中心

“THE HUMAN TOUCHES OF TIN SHUI WAI” DOCUMENTARY MOVIE PROJECT

Funded by the Kadoorie Charitable Foundation, the “Human Touches of Tin Shui Wai” project brought together participants who learned to create a documentary using their smart phones. Covering seven real life stories, the documentary focused on numerous relationships within the community. The movie attracted audiences totalling over 6,000 at nine community screenings, 55 school screenings and two public screenings.

VOLUNTEERS DEVELOPMENT

The Centre’s volunteer service was re-named “Hands Around Hearts”. We continued to encourage volunteers to demonstrate their strengths and serve the community wholeheartedly. We introduced the “Child-Care” volunteering service at our Centre, so our participants with young children can be assured that their kids are in good hands while they take part in the activities held at our Centre.

“HEALTHY FAMILY” CAMPAIGN

The theme of the annual “Healthy Family Campaign” was “Sharing & Communication”. We organized programmes such as a colouring contest and hugging events to promote sharing, communication, love and care.



「天水圍·情」紀錄片計劃

「天水圍·情」紀錄片計劃，由嘉道理慈善基金資助，協助參加者運用智能電話製作影片。一群街坊以天水圍區的人情味為骨幹，製作了七段故事。「天水圍·情」紀錄片共舉行了9場社區放映會、55場學校放映會及2場公眾放映會，共有6,000人欣賞。

義工服務發展

為連繫義工與區內有需要的人士，中心的義工服務正式改名為「友·心人義工服務」，鼓勵義工發展其所長，服務社區，薪火相傳。中心亦初次舉辦「幼兒託管」義工服務，讓育有幼兒的婦女可更投入參與中心活動。

健康家庭推展活動

中心本年度「健康家庭」推廣主題為「愛分享 * 愛溝通」，過去一年舉辦「健康家庭填色比賽」、「健康家庭標語創作比賽」、「訊息徵集」、「抱抱推廣活動」等，以推廣分享與溝通，把愛和正能量傳遞出去。



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 2017 - March 2018
2017年4月 - 2018年3月

No. of Cases Opened 新開個案數目	577
No. of Intensive Cases Handled 深入輔導個案數目	798
No. of Brief Counselling and Supportive Cases Handled 簡短輔導及援助個案數目	445
No. of Therapeutic, Support, Educational, Developmental & Mutual-help Groups / Participants 治療、支援、教育、發展及互助小組數目 / 參加人數	54/544
No. of Educational & Developmental Programmes / Participants 教育及發展活動數目 / 參加人數	121/12,021
No. of Family Support Persons 家庭支援計劃(關懷大使)數目	69
No. 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	93
% 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	97%
% of Users with Enhanced Support Network 服務使用者能提升其支援網絡的百分率	97%
% 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	94%



Services For
**CHILDREN
AND YOUTHS**
兒童及青少年
服務





ADOPTION PROGRAMME 領養服務

SERVICE HIGHLIGHTS

One 6-year-old girl with delayed development and speech abilities was adopted by a family in Sweden. Staff members of the service unit sincerely wish she will grow up healthily and happily.

We assisted 19 local families in Hong Kong to adopt or apply for adopting children from India. Two families completed their adoption processes, while the others are waiting for child proposals or the related ongoing procedures of inter-country adoption.

There were 27 cases that required us to seek the consent of overseas parents from Africa, Canada, Indonesia, Mainland China and the Philippines, and to discuss the welfare plans for their children in Hong Kong, including adoptive placement as one of the options.

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

To find more prospective adoptive parents to consider adopting our children waiting for permanent families, we worked hard to enlarge our overseas network. Over the year, we successfully established new partnerships with three adoptive agencies in USA for intercountry adoption.

服務報告

一名發育遲緩和有語言障礙的6歲女童獲一瑞典家庭領養，服務社工衷心祝福這女孩能健康快樂地成長。

我們協助了香港19個家庭領養或申請領養印度兒童，其中2個家庭已完成了領養程序，其餘的正等待孩子配對或進行相關程序。

去年有27個個案需要我們尋找海外家長，以討論其在港子女的福利計劃，並將被領養作為其中一種選擇，這些家長來自非洲、加拿大、印尼、中國大陸及菲律賓。

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

我們努力擴大海外網絡，希望為正等待永久家庭領養的孩子找到更多可能領養他們的父母。去年，我們成功與美國3間領養機構建立新合作夥伴關係，以加強我們的國際領養服務。



ADOPTION PROGRAMME

領養服務



ADOPTION PROGRAMME STATISTICS

領養服務統計

April 2017 - March 2018
2017年4月 - 2018年3月

Adoption Applications Received from Overseas for Hong Kong Children 申請領養香港兒童的海外家庭數目	12
Hong Kong Children Placed for Overseas Adoption 被海外家庭領養的香港兒童數目	1
Hong Kong Children Waiting for Overseas Adoption 等候海外領養的香港兒童數目	15
Hong Kong Applications for Local Adoption 香港家庭申請領養本地兒童的數目	3
Hong Kong Applications for Overseas Adoption 香港家庭申請領養海外兒童的數目	21
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	5
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	6
Adoption from Mainland China by Expatriate Families in China 外籍在華家庭領養中國兒童的數目	16
New Cases Required to Seek Consent to Adoption from Parents Overseas 需尋求海外家長同意子女被領養的新個案	27
Applications for Root-tracing 申請尋根服務的被領養人士數目	15
Adoption Enquiries 領養查詢	385





FOSTER CARE PROGRAMME 寄養服務

SERVICE HIGHLIGHTS

We organized a group activity, "Chat Room for Teens", for P.5 to F.3 teenage foster children during the summer vacation. Eleven teenagers took part and learnt about proper skin care in personal etiquette, critical thinking when making friends on the internet, and sharing their life values. The teenagers also enjoyed a fun bowling tournament. In a new attempt by the service unit to target foster children of this age group, the programme helped teenage foster children build up mutual support among themselves under our care and also to learn to manage their concerns and worries in a relaxed and friendly atmosphere.

We also organized a family day camp at an organic farm in Tuen Mun. Thirty-two foster families and foster children took part and enjoyed activities including DIY workshops and a treasure hunt. All had a happy family day.

服務報告

暑假期間，服務單位為小五至中三的寄養青少年人開辦了一個小組活動：「拉闊聊Teen室」。該小組有11名寄養青少年人參加，在輕鬆的氣氛下，他們一同學習儀容護理的方法及分析網上交友的陷阱，又分享了他們的人生價值觀，及在保齡球場上組隊比賽。這是我們首次舉辦活動給此年齡層的寄養兒童，希望透過不同的活動，讓參加者認識、分享和表達他們的關注。參加者投入各項活動，對小組有正面的回響！

我們舉辦了「綠油悠。農莊樂」日營活動。當天有32個寄養家庭及兒童參加，當天的活動內容很豐富，寄養家長和小朋友一起體驗製作有機小食、生態大搜查等活動，在屯門新生互動農場渡過了愉快的一天！



FOSTER CARE PROGRAMME 寄養服務

TRAINING FOR FOSTER PARENTS

The issue of child protection drew much public concern over the past year. We organized seminars in September 2017 and January 2018 to enhance our foster parents' knowledge and awareness of child protection. All participants found the experienced speakers from the "End Child Sexual Abuse Foundation" informative and helpful.

To help our foster parents better understand the nutrition values of food in order to build up better immune systems in children, we invited an experienced dietician to deliver two talks on the proper ways to handle and prepare food, as well as give tips on establishing a healthy diet. The feedback from participants was positive.

PUBLICITY AND ENROLLMENT OF FOSTER CARE SERVICE

During the year under review, several foster families were interviewed by newspapers and magazines. We also joined with the Central Foster Care Unit (CFCU) in holding publicity game booths in different districts. Our efforts resulted in 11 potential foster families sending their applications to CFCU to join the foster care service.

寄養家庭訓練

在過去一年，公眾十分關注保護兒童這個議題，故我們在2017年9月及2018年1月共舉行了兩次的有關講座「寄養樂聚@護兒坊」，邀請「護苗基金」的專家講解有關課題，增加寄養家長對此課題的認識及警覺性。家長皆表示講座內容充實和實用。

此外，我們亦舉辦其他訓練課程，如「知多D—增強免疫力」及「健康廚房我做“煮”」等講座，邀請經驗豐富的營養師分享正確處理及烹調食物的方法，讓寄養兒童健康成長。

寄養服務的宣傳和招募

寄養服務仍需更多合適的家庭加入，在過去一年，我們做了大量宣傳及招募工作，包括安排寄養家庭接受多份報章雜誌的訪問，及聯同中央寄養服務課在不同地區設置寄養服務攤位遊戲等等，向公眾介紹服務。經過一番努力宣傳，我們在過去一年招募了11個有興趣的家庭申請成為寄養家庭。



FOSTER CARE PROGRAMME

寄養服務



FOSTER CARE PROGRAMME STATISTICS

寄養服務統計

April 2017 - March 2018
2017年4月 - 2018年3月

Number of cases handled 處理個案數目	195
Average Enrollment Rate of Foster Care Service 寄養服務平均入住率	82%
No. of Children Discharged from Foster Care Service 離開寄養服務的兒童數目	35
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%
No. of Activities and Participants 活動數目 / 參加人數	12/715
No. of Newsletters published 通訊出版期數	3
Number of assessments conducted on applications for becoming Foster Parents 為申請作寄養家長的個案作評估報告	7





SMALL GROUP HOME PROGRAMME 兒童之家服務

SERVICE HIGHLIGHTS

A three-day, two-night life education camp tailored for Primary 5 to Form 2 children and teens in our Homes was organized in the year under review. Activities including team-building games, adventure-based training and life-enlightening events were arranged to enable participants to know more about themselves, facilitate mutual help and team spirit, as well as enhance their self-awareness and personal strengths. Several older children in the camp were identified and appointed as leaders to guide and help other children as a form of training in leadership skills.

To strengthen bonding between children and their families of origin, we collaborated with the Hong Kong Youth Arts Foundation for a Family Arts Day Camp. 62 children and 40 parents and relatives took part in parent-child family games, face-painting, making paper puppets and basic acrobatic training. All enjoyed the day and treasured their fun time together.

OVERSEAS MARATHON EXPERIENCE

Seventeen children in the Homes were recruited to undergo training organized by the "Youth RunOurCity". They started their training in a sports ground and later ran in streets in Kowloon districts. The training developed the children's interest in long-distance running, enhanced their ability to persevere and also helped to improve their health. Two children had the privilege of being selected and sponsored by the "Youth RunOurCity" to take part in the Gold Coast Marathon in Australia and the Kenting Marathon in Taiwan respectively. Not only did this experience broaden their horizons but also strengthened their confidence, will and sporting aspirations.



服務報告

本服務在年度內為小五至中二的家舍兒童舉行了三日兩夜的「與你同行」生命教育營，透過團隊遊戲、歷奇訓練及生命探索活動，讓家童認識及發掘自己的性格特質，從而欣賞及肯定自己，並透過團隊合作發揮互助精神，讓家童感受到身邊有友儕同行。我們亦安排了幾位較年長的家童擔任小領袖，於營會中帶領及協助其他組員，藉此訓練其領導才能。

此外，為加強家舍兒童與原生家庭的連繫，本服務跟香港青年藝術協會合辦了「親子・藝術・日營」，當天有六十二位家童及四十位家長或家屬參加，活動內容包括親子遊戲、繪面，手作玩偶、基本雜耍訓練等，家童及家長們十分投入參與，場面熱鬧和溫馨。

海外「馬拉松」體驗

十七位家童被挑選參加「街跑少年」跑步訓練計劃，跑步場地由傳統運動場轉移到九龍區街道。透過訓練提升家童對長跑運動的興趣及毅力，達致強身健體的目的。服務更成功推薦了兩名家童參加澳洲黃金海岸及台灣墾丁馬拉松比賽，這些經驗讓他們增廣見聞，並藉著跑步鍛鍊意志及發揮體育精神。



SMALL GROUP HOME PROGRAMME 兒童之家服務

STAFF TRAINING

Under the Social Welfare Department's Agency-based Enhancement of Professional Staff Support Services (ABPSS), clinical psychological services were hired for our service users and staff during the service year. Various workshops on stress management for staff were held, while staff shared their views on ways of handling stress at work and were able to review the sources, causes and impact of stress at work.

同工培訓

在社會福利署的「機構為本加強院舍專業人員支援服務」下，本服務繼續外購的臨床心理服務，為有需要的家舍兒童進行治療輔導，並為同工提供有關處理壓力的工作坊，檢視同工個人壓力的來源及影響，學習並實踐處理壓力的方法。



SMALL GROUP HOME PROGRAMME STATISTICS 兒童之家服務統計

April 2017 - March 2018
2017年4月 - 2018年3月

Number of children under care 接受服務兒童數目	115
Number of children discharged 離開服務兒童數目	19
Number of programmes 活動數目	25





SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES 學校社會工作及學校支援服務

SERVICE HIGHLIGHTS

We worked hard to integrate our diverse School Support Services in order to provide one-stop quality and suitable School Social Work Services to pre-school, primary school and secondary school students according to their differing natures and needs.

This year, our programme continued to provide School Social Work Service to ten secondary schools and School Support Services to nine secondary schools. The “Comprehensive Student Guidance Service and Understanding Adolescent Project” was launched in two primary schools. We also extended our Stationing School Social Work Services to the pre-school sector, and started providing service in one kindergarten.

SERVICE THEME “LIFE IS GREAT”

Adolescents’ mental health remained the main concern of our programme. The theme of “Life is GREAT” combined elements of **G**ratitude, **R**ecognition, **E**njoyment of life, **A**chievement & **T**ogetherness, which were integrated into our services in schools so as to promote positive thinking and a healthy lifestyle.



服務報告

近年，服務單位致力融合不同學校支援服務為一體，提供一站式的輔導服務。服務對象包括幼稚園、小學及中學，對應不同服務對象的特性及需要，提供合宜及優質的學校社會工作服務。

2017-18年，本社繼續為十間中學提供學校社會工作服務，及為九間中學提供學校支援服務，亦在兩間小學提供全方位輔導服務及「成長的天空」計劃，今年，我們更開展幼稚園駐校服務，為一所幼稚園提供學校社會工作服務。

學年服務主題：「美好人生」

2017-18年的服務主題仍以關注青少年的精神健康為主，及定下服務口號為「美好人生」(Life is GREAT)，當中以正面的生活元素包括感恩、肯定、享受生活、成就／滿足感及人際間的正面聯繫為服務重點，融入於學校的輔導服務當中，以宣揚正向心理，守護學生的精神健康。



SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES 學校社會工作及學校支援服務

JOYFUL @ SCHOOL CAMPAIGN MINI PROJECT

Thanks to the generous support of the Quality Education Fund, the “Share Respect for Life, Walk Together in Adversity (Joyful @ School Campaign Mini-project)” was launched in seven secondary schools. We recruited extra social workers to provide students, teachers and parents with a series of primary and secondary prevention programmes to help enhance adolescents’ resilience and positivity in facing life challenges.

SERVICE DEVELOPMENT OF KINDERGARTEN COUNSELLING SUPPORT PROGRAMME

In 2017–18, we started to provide Stationing School Social Work Services in the kindergarten sector, conducting counselling and support programmes while at the same time developing close partnerships with kindergartens. With sponsorship of \$500,000 from the Quality Education Fund, the “My Ideal Family Body-Mind-Spirit Family Life Education Project” was organized in four kindergartens with a total of 48 teachers and 482 parents and children taking part. The project aims to equip parents with a better understanding of children’ needs and to learn about mindfulness parenting. A teaching kit of the project was produced to serve as reference materials for other kindergartens interested in the topic.

好心情@學校計劃

服務單位成功獲得「優質教育基金」贊助，為七間服務的中學推行「尊重生命，逆境同行」好心情@學校微型計劃。計劃獲得資助加聘社工人手，為學生、老師及家長提供一系列的一級及次級預防活動，藉以提升青少年的抗逆力，發放正能量，以協助他們面對種種生活挑戰。

幼稚園輔導服務發展

今年，服務單位將駐校社會工作服務延伸至幼稚園，有效地為幼童、家長及教師提供輔導服務及支援活動，並與幼稚園建立良好的合作關係。同時，亦得到「優質教育基金」贊助約五十萬元推行「你想理想Family」家庭身心靈培育計劃，為四所幼稚園舉辦了一系列的靜觀教養活動，合共48名教師、482名家長及幼童受惠。服務單位製作了身心靈培育計劃的教材套，好讓全港幼稚園日後可作培育及參考之用。

28 STAFF TRAINING

A series of staff training programmes, including mindfulness training and workshops on emotion-focused therapy as well as a Zentangle Stress Management Workshop were organized to echo the service theme this year.




同工培訓

為回應今年的服務主題，服務單位為同工舉辦了一系列的培訓，包括情緒導向訓練課程、靜觀訓練及禪繞畫減壓工作坊。



SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES

學校社會工作及學校支援服務

 SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES STATISTICS 學校社會工作及學校支援服務統計		(April 2017 - March 2018) (2017年4月 - 2018年3月)
School Social Work Services (Secondary Schools) 學校社會工作服務(中學)		
Number of Schools Served 服務學校數目		10
Number of Students 學生總人數		6,102
Number of Cases Handled 全年處理個案數字		887
Number of Groups / Programme Sessions 小組及大型活動節數		1,124
Number of Groups / Programme Attendance 小組及大型活動出席人次		44,972
Number of Consultations 諮詢服務數字		6,660
Number of Issues of Publication 出版刊物數目		1
School Support Services (Secondary Schools) 學校支援服務(中學)		
Number of Schools Served 服務學校數目		9
Number of Students 學生總人數		5,279
Number of Cases Handled 全年處理個案數字		51
Number of Groups / Programme Sessions 小組及大型活動節數		836
Number of Groups / Programme Attendance 小組及大型活動出席人次		16,425
Number of Consultations 諮詢服務數字		3,533



SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES

學校社會工作及學校支援服務



SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES STATISTICS

學校社會工作及學校支援服務統計

(April 2017 - March 2018)
(2017年4月 - 2018年3月)

Career and Life Planning Project (Secondary Schools)

生涯規劃服務計劃(中學)

Number of Schools Served 服務學校數目	16
Number of Groups / Programme Sessions 小組及大型活動節數	150
Number of Groups / Programme Attendance 小組及大型活動出席人次	1,974

Quality Education Fund Joyful@ School Project (Secondary Schools) (September 2017- March 2018)

優質教育基金 好心情@學校微型計劃(中學)(2017年9月至2018年3月)

Number of Schools Served 服務學校數目	7
Number of Students 學生總人數	4,204
Number of Groups / Programme Sessions 小組及大型活動節數	280
Number of Groups / Programme Attendance 小組及大型活動出席人次	19,109

Number of Consultations 諮詢服務數字	853
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Comprehensive Student Guidance Service (Primary School) (April 2017 - August 2017)

全方位輔導服務(小學)(2017年4月至2017年8月)

Number of Schools Served 服務學校數目	1
Number of Students 學生總人數	364
Number of Cases Handled 全年處理個案數字	11
Number of Groups / Programme Sessions 小組及大型活動節數	27
Number of Groups / Programme Attendance 小組及大型活動出席人次	462
Number of Consultations 諮詢服務數字	404



SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES

學校社會工作及學校支援服務

 SCHOOL SOCIAL WORK & SCHOOL SUPPORT SERVICES STATISTICS 學校社會工作及學校支援服務統計		(April 2017 - March 2018) (2017年4月 - 2018年3月)
Understanding Adolescent Project (Primary School) 成長的天空計劃(小學)		
Number of Schools Served 服務學校數目		2
Number of Students 學生總人數		130
Number of Groups / Programme Sessions 小組及大型活動節數		86
Number of Groups / Programme Attendance 小組及大型活動出席人次		1,963
Number of Consultations 諮詢服務數字		91
School Stationing Social Work Services (Kindergarten) (September 2017 - March 2018) 駐校學校社會工作服務(幼稚園)(2017年9月至2018年3月)		
Number of Schools Served 服務學校數目		1
Number of Students 學生總人數		224
Number of Cases Handled 全年處理個案數字		14
Number of Groups / Programme Sessions 小組及大型活動節數		111
Number of Groups / Programme Attendance 小組及大型活動出席人次		928
Number of Consultations 諮詢服務數字		324
Quality Education Fund Project (Kindergarten) (September 2017 - March 2018) 優質教育基金 家庭身心靈培育計劃(2017年9月至2018年3月)		
Number of Schools Served 服務學校數目		4
Number of Students 學生總人數		460
Number of Groups / Programme Sessions 小組及大型活動節數		327
Number of Groups / Programme Attendance 小組及大型活動出席人次		3,456



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 integrating into the local community and to become contributing members of society. With the support and funds from the Social Welfare Department and the Community Chest of Hong Kong, we have maintained the Aid Service at the Lo Wu Checkpoint and the Registration of Persons-Kowloon Office to reach out and provide consultation service to new arrivals when they enter Hong Kong.

The Immigration Department reported that 43,352 mainland residents with Permits for Proceeding to Hong Kong and Macao (One-way Permits) settled in Hong Kong from April 2017 to March 2018. Among these new arrivals, the programme reached out to 81%, or 35,226, of them at the Lo Wu Checkpoint.

With the consent of the new arrivals, ISS-HK shared the personal information obtained from them with the Social Welfare Department (SWD). We referred 16,924 new arrivals to the SWD and 1,378 to other concerned governmental departments, NGOs, and schools. Timely referrals assured early intervention where necessary and facilitated the new arrivals' successful integration into the local community.

To better identify the service needs of the new arrivals from the Mainland, the programme conducted surveys on those who have been in Hong Kong for less than a year. The initiative was funded by the Home Affairs Department and a total of 30,803 questionnaires were completed during the period.

INDUCTION PROGRAMME

With funds from the Education Bureau, we organized 26 60-hour Induction Programmes to help 287 newly arrived children adapt to the learning environment in Hong Kong. A total of 69 orientation programmes were held for 1,428 new arrivals to increase their understanding and sense of belonging to Hong Kong. In addition, school-based Induction Programmes were provided in 4 secondary schools, benefiting 111 students.

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，並獲社會福利署及香港公益金資助該服務，令更多人士能夠受惠。我們在羅湖口岸及入境事務處人事登記處九龍辦事處設有服務站，在抵港人士一踏入服務站便與他們接觸，提供諮詢服務。

入境處由2017年4月至2018年3月錄得43,352名由內地持前往港澳通行證來港定居的人士，而當中81%即35,226名人士已在羅湖口岸與本社接觸。

本社收集新來港人士的資料，並在他們同意下將資料轉交社會福利署。去年本社轉介了16,924位新來港人士予社署，另轉介了1,378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。

另外，在民政事務總署資助下，本社以抵港未足一年的內地新來港人士為對象進行統計調查，協助找出新來港人士的服務需求及現況，在過去一年共完成了30,803份問卷。

適應課程

教育局資助我們開辦了26個各長達60小時的適應課程，幫助287名新來港學生盡快適應學校生活。為了加強新來港人士對香港的認識及歸屬感，我們舉辦了69項適應活動，共有1,428人參與。另外，我們為四間中學提供適應計劃，共有111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 arrivals so they could contribute to volunteer work in helping elderly and the mentally retarded, which in turn helped to reduce social barriers and promote better communication between new arrivals and the residents. The 81 volunteers who received training contributed a total of 489 hours of voluntary services.

A newsletter was published every two months to provide updated information about Hong Kong to new arrivals. Last year we received 45 letters from readers sharing their experience of living in Hong Kong.

加強大眾接納

加強公眾對新來港人士的理解、尊重和接納是很重要的，我們為新來港人士提供義工訓練活動，鼓勵新來港人士成為義工，服務本港有需要社群，在過去一年他們曾服務長者和弱能人士。這些義務工作能減低社會隔閡，也有效促進新舊港人的互相認識和溝通，本年度共有81名新來港人士受訓成為義工，共提供了489小時義工服務。

我們每兩個月出版一次《新民通訊》為新來港人士介紹香港的最新情況及資訊，去年收到45封讀者來信分享他們在港的新生活。



PROGRAMME FOR NEW ARRIVALS FROM MAINLAND CHINA STATISTICS

內地新來港人士服務統計

April 2017 - March 2018
2017年4月 - 2018年3月

The services at Lo Wu Checkpoint are supported by subvention of the Social Welfare Department allocated to the Cross Boundary and Intercountry Casework services (CBIC). The listed statistics are also known in CBIC service on P.12
本社在羅湖服務，是由社會福利署撥款的「跨境及國際個案工作服務」所資助，而下列的數據亦刊於第12頁的跨境及國際社會服務

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Lo Wu Checkpoint 羅湖服務站

Out of the total number of new arrivals arriving in Hong Kong through the Lo Wu Checkpoint, the percentage of them provided with enquiry service **81%**
經由羅湖檢查站來港的新來港人士總數之中，獲提供諮詢服務人士的百分率

Out of the total number of new arrivals 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 **4,566**
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總數

Out of the 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，並在羅湖檢查站獲提供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 **532**
在羅湖檢查站將新來港人士轉介至合適服務單位的總數

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

April 2017 - March 2018
2017年4月 - 2018年3月

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 connected to mainstream / community services
未有向本社設於入境事務處的服務櫃台表示同意與社署及其他機構分享資料，但被識別為有困難的新來港人士之中，獲協助聯繫到主流／社區服務人士的百分率

100%

Out of total number of referrals made for new arrivals to appropriate service units at the Lo Wu Checkpoint, the percentage of them referred within the following two working days of contact

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，於接觸後兩個工作日內獲轉介的個案百分率

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

No. of Opening Sessions
開放節數數字

534

No. of New Arrivals Served
接觸新來港人士數字

32,885

No. of Interviews Conducted
接見記錄數字

725

No. of Referrals to other Agencies for Follow-up Services
轉介至合適服務單位的總數

846

No. of Mental Wellbeing Assessment Completed
完成心理質素評估的數目

651

No. of Training Sessions / No. of Trained Volunteers
義工訓練的節數 / 受訓義工人數

9 / 81

No. of New Volunteers and Service Hours Performed
新增義工的人數及服務時數

81 / 489



PROGRAMME FOR NEW ARRIVALS FROM MAINLAND CHINA 內地新來港人士服務



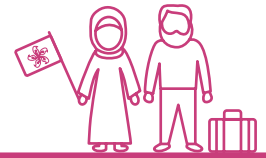
PROGRAMME FOR NEW ARRIVALS FROM MAINLAND CHINA STATISTICS 內地新來港人士服務統計

April 2017 - March 2018
2017年4月 - 2018年3月

Percentage of Volunteers Contributing Voluntary Services 參與義工服務百分率	100%
Percentage of New arrivals Rejoining as Volunteers 再次參加義工服務百分率	73%
No. of Published Issues and Copies of Newsletter 印刷新民通訊的次數/份數	6/66,000
Percentage of the Users Confidence in Adapting to the Local Community 服務使用者認為自己有信心適應香港的百分率	100%
Percentage of the Users with Perceived Improvement in Making Use of Community Resources 服務使用者認為能提高自己對運用社區資源的百分率	100%
Percentage of Users with Perceived Improvement in Problems Solving Capacity 服務使用者認為能提高解決問題的能力的百分率	100%
No. of Questionnaires Completed on New Arrivals from the Mainland 完成內地新來港人士調查問題數字	30,803
Others 其他	
No. of New Cases or Reactivated Cases 開啟新個案及再開個案數字	42
No. of Induction Programmes / Participants 新來港兒童適應課程數量/參與人數	26/287
No. of Adjustment Programmes / Attendances 認識及適應活動數目/出席人次	69/1,428

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MIGRANTS PROGRAMME 非華裔新來港人士服務

PROVISION OF ASSISTANCE FOR NON-REFOULEMENT CLAIMANTS (NRC)

The new contract for the NRC Project for 2017-2019 commenced in February 2017 with significant changes. The service boundaries of the three regions were changed to Hong Kong, Kowloon and Islands (excluding Kowloon City and Yau Tsim Mong), Kowloon City and Yau Tsim Mong and New Territories. As each service region has a separate service contract and funding, the initial six months led to a reclassification of clients and quite a number of case transfers across the service regions.

There was no change in the amount of assistance provided by the Government. Food was still at HK\$1,200 per month but was provided through a food card which can be used to purchase food items in the government contracted food supplier. ISS-HK checked for eligibility for food assistance, topped the card with the monthly assistance and checked the propriety of purchase.

Accommodation, utilities, toiletries, clothing and transportation assistance remained the same. ISS-HK assists the students in their applications for Student Financial Assistance and refers service users to other agencies for their other needs. Counselling is provided to each client in need.

向免遣返聲請人提供的援助服務

於2017年2月開始的2017-2019年度新服務合約有重大轉變。三個地區的服務範圍改為香港、九龍及離島區(不包括九龍城與油尖旺)，九龍城及油尖旺區，和新界區。由於每一個服務區域都有單獨的服務合約及經費，頭半年很多服務使用者需重新分區，以及帶來不少跨區個案轉接。

政府提供的援助金額維持不變。食物援助仍然是每月HK\$1,200，但轉為以食物卡形式發放。服務使用者可持卡向政府合約食物供應商購買食物。本社的職責為評估服務使用者是否合資格獲取食物援助，每月定期增值食物卡及檢查已購食物的適當性。

住宿、水電、日用品、衣物及交通援助同樣不變。本社亦協助學生申請學生資助，將服務使用者轉介至其他機構以滿足其他需求，並為有需要的服務使用者提供輔導服務。



MIGRANTS PROGRAMME 非華裔新來港人士服務

The internal check and balance of the project has been increased with the daily reconciliation system of all assistance provided. This is to facilitate the new requirement of the Government for the submission of a Half Monthly Expenditure Report for the project. The in-house database, finance and monitoring systems of ISS-HK ensures accuracy, accountability and sound fiscal management of the project.

ISS-HK won its defamation case against Vision First in June 2017, when the High Court granted an award for damages of HK\$800,000 in favour of ISS-HK and an injunction against Vision First. The Court also ordered Vision First to pay ISS-HK's legal costs. Facing reckless and relentless campaign to discredit the organization, ISS-HK was left with no option but to take legal action in April 2014 with the uncompromising goal to right wrong, to seek redress, and to publicly denounce those who choose irrationalism over reason and defamation over fact. ISS-HK is pleased to see that the litigation concluded with a clear and final result, that justice is served, and that truth triumphs.

The NRC Project continues to assist the most vulnerable children, women and families who are victims of neglect, abuse, violence, displacement, medical situations and whose difficult conditions merit urgent attention and assistance.

項目通過日常結算系統核對所提供的全部援助，以增加項目的內部制衡。這是為了切合項目必須向政府提交半個月支出報告的新要求。本社的內部數據庫、財務和監測系統確保了項目的準確性、問責制和健全的財政管理。

2017年6月，本社勝出了對Vision First的誹謗訴訟，高等法院裁定Vision First須賠償HK\$800,000，並發出相關禁制令。法院同時頒令Vision First須承擔本社的訟費。面對該組織持續的抹黑指控，本社別無選擇，只能在2014年4月採取法律行動，以正視聽，同時公開譴責任何無的放矢的不實言論。我們喜見法院為事件下了清晰結論，令公義得以彰顯，亦令真相水落石出。

項目持續協助最弱勢的兒童、婦女和家庭。這些群體都面對忽視、虐待、暴力、流離失所、醫療狀況等問題。他們的困境需要急切關注和援助。

MOBILE INFORMATION SERVICE (MIS) AT THE HONG KONG INTERNATIONAL AIRPORT

The project continues to be the sole NGO service provider inside the Hong Kong International Airport. With funding from the Home Affairs Department, it serves all incoming new arrivals who are ethnic minority residents or those who are contract workers coming to Hong Kong.

Working on a 9-hour shift, 7 days per week, all year round including statutory holidays, the MIS team is strategically located in the restricted arrivals area with access also to the departure area. This allows them to assist passengers and needy clients on the spot. As the six ladies come from various ethnic groups and culture, they are able to address the concerns using English, Cantonese and the native languages of the clients which is essential in interpretation, provision of basic information and giving directions. MIS distributes an average of 7,400 information kits per month, fills in an average of 4,290 questionnaires per month and handles about 1,900 telephone enquiries.

香港國際機場流動資訊服務

本項目仍然是香港國際機場內唯一的非政府機構服務供應商。經民政事務總署撥款，它為所有新入境的少數族裔或來港工作的合約僱員提供服務。

項目團隊每天輪班工作9小時，每周7天，包括法定假期，全年無休。團隊策略性地處限制入境區域，並有權限可來往離境區域。這使他們能夠即場協助乘客和有需要的服務使用者。由於團隊的六位女士來自不同的族裔和文化背景，他們能用英語、粵語和服務使用者的母語解答問題。這對傳譯、提供基本資訊和指引方向等工作非常重要。項目團隊每月平均派發7,400個資訊包，填寫4,290份問卷，及處理約1,900個電話查詢。



MIGRANTS PROGRAMME 非華裔新來港人士服務

HOPE SUPPORT SERVICE CENTRE FOR ETHNIC MINORITIES

On 25 June 2017, HOPE Centre representing ISS-HK in partnership with the Philippine Consulate General of Hong Kong and the Wan Chai District Council presented CELEBRATE COLOURS: HONG KONG IS HOME. A multi-ethnic cultural show with a cast of 600 representing the various ethnic groups and local talents of Hong Kong to celebrate the 20th anniversary of the founding of the Hong Kong SAR. Over 550 guests graced the occasion including the Chief Secretary for Administration Mr. Matthew Cheung.

Following this event was the second part of the 20th anniversary celebration, a cultural presentation on the life of Dr. Jose Rizal, Philippine National Hero, a musical performed by Filipino children born in Hong Kong. These two events were sponsored by Mission Hills, ECO Metal (HK) Limited and Multi-Toys Group of Co.

The children of HOPE have gained a reputation as a multi-ethnic performing group and have been invited to perform in ethnic festivals and celebrations across the territory. HOPE Centre presented the Culture and Colours of EMs (Ethnic Minorities) Variety Show on 20 August 2017 at the Southern Playground.

HOPE少數族裔人士支援服務中心

2017年6月25日，HOPE中心代表本社與菲律賓駐香港總領事館及灣仔區議會聯合呈獻「多彩文化薈香江」，為紀念香港特別行政區成立二十週年而舉辦了多元民族文化表演。表演者由600名香港各族裔和本地人才組成。超過550名貴賓蒞臨觀賞，其中包括政務司司長張建宗先生。

緊接其後是20週年慶典的第二部分——以菲律賓國家英雄Jose Rizal醫生的一生為題的文化音樂劇，由一群在香港出生的菲律賓兒童參與演出。這兩項活動由觀瀾湖、綠色金屬(香港)有限公司及Multi-Toys Group of Co.聯合贊助。

HOPE的孩子們被譽為一個多民族的表演團體，並屢獲邀請到民族節日和慶祝活動中演出。HOPE中心亦於2017年8月20日在修頓球場舉辦了以少數族裔文化與色彩為題的綜藝表演。



MIGRANTS PROGRAMME 非華裔新來港人士服務

Several integration programmes and activities sponsored by the Wan Chai District Council such as self enhancement programme for women, leather making workshop for youth and a Family Day were conducted. The Home Affairs Department organized a Lifesaving Training Programme for Ethnic Minority Youth. Four participants from HOPE centre registered for the course which ran from January to March 2018. HOPE continues its partnership with Lee Hysan Foundation to send qualified ethnic minority scholarship awardees to the United World College of Southeast Asia every year.

AMBASSADOR SCHEME FOR ETHNIC MINORITIES (ASEM)

The Ambassador Scheme for Ethnic Minorities is a pro-active response to meet the needs of the most vulnerable ethnic minority families living in the low income areas in Hong Kong. For years, the team has knocked on the doors of housing estates, seeking information on the awareness of these families of the services available for them while at the same time identifying the most pressing issues facing them. This hands on approach gets them closest to realities and needs, allows the team to identify domestic violence victims, children in need of support, and health issues that have to be urgently addressed.

The response has been direct escorting, practical assistance through referrals and interpretation, follow through and case handling, and reporting on the trends and patterns for policy implications to the Home Affairs Department. Seminars on health and women's issues were held, while cooperation with various NGOs and district based agencies was strengthened. The six staff work hand in hand with volunteers who tirelessly devote their time and energy to help.

ASEM completed 8,062 questionnaires, handled 200 telephone enquiries, conducted 12 outreach activities meeting 720 ethnic minorities in this reporting period.

灣仔區議會贊助了幾個融合計劃和活動，例如婦女自我增值計劃、青年製皮革工作坊及家庭日等。民政事務總署也為少數族裔青年舉辦了一項為期三個月(2018年1-3月)的拯溺訓練計劃，來自HOPE中心的四名參加者報讀了該課程。HOPE中心繼續與利希慎基金會合作，每年將合資格的少數族裔獎學金得主送往東南亞的聯合世界書院。

少數族裔人士大使服務計劃

少數族裔人士大使服務計劃積極回應住在香港低收入地區的弱勢少數族裔家庭的需要。多年來，該團隊不斷到屋邨進行家訪，了解這些家庭對現存服務的認知，同時發掘他們面對的迫切問題。這種實踐方法更能貼近現實和需求，讓團隊識別家庭暴力受害者、需要支持的兒童，及必須緊急解決的健康問題。

項目的介入方法是直接護送、通過轉介和傳譯提供實際援助、個案跟進，以及向民政事務總署報告可能影響政策的趨勢和模式。項目舉辦有關健康、婦女問題的講座，又與各非政府組織和地區機構加強合作。六名員工與義工們攜手合作，全情投入時間和精力來幫助服務使用者。

本報告期內，團隊共完成8,062份問卷，200次電話查詢，開展12次外展活動，並面見了720名少數族裔人士。



MIGRANTS PROGRAMME 非華裔新來港人士服務



MIGRANTS PROGRAMME STATISTICS 非華裔新來港人士服務統計

April 2017–March 2018
2017年4月–2018年3月

No. of Non-Refoulement Claimants Served 服務的免遣返聲請人數目	12,365		
No. of Ethnic Minorities Served 服務的少數族裔數目	172,152		
	MIS 香港國際機場 流動資訊服務	HOPE Centre HOPE少數族裔人 士支援服務中心	ASEM 少數族裔人士 大使服務
Telephone Enquiries 電話查詢	1,901	1,370	200
Questionnaires Completed 完成的問卷調查	51,503	N/A	8,062
Outreach (No. of EMs) 外展活動(接觸的少數族裔人數)	8,690	48(1,920)	12(720)
No. of Language / Computer Classes Participants 語言 / 電腦課程參加人數	N/A	1,526	N/A
Attendance of Other Programmes / Classes 其他活動 / 課程參加人次	N/A	3,359	N/A
Attendance of Youth Programmes 青少年活動參加人次	N/A	4,094	N/A
No. of Service Users at the Airport 機場服務人數	88,807	N/A	N/A

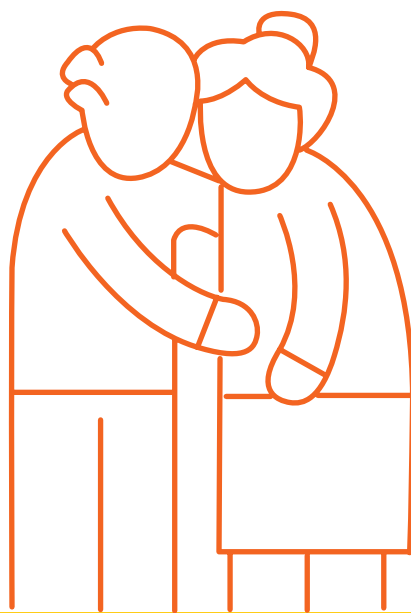
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年報

Annual Report 2017–18



Services For **THE ELDERLY** 長者服務





PROGRAMME FOR PORTABLE COMPREHENSIVE SOCIAL SECURITY ASSISTANCE

協助「綜援長者廣東及福建省養老計劃」

Seventy-nine elders joined the Programme for Portable Comprehensive Social Security Assistance (PCSSA) in the year under review. During this time, the programme served over 1,200 elders in Guangdong Province and about 120 elders in Fujian province. We helped to facilitate and assess the recipients' eligibility to continue their receipt of the PCSSA benefits. About 80% of the PCSSA recipients in Guangdong Province were over 75 years of age or older whilst 90% of the recipients in Fujian Province were aged over 75. This shows that the majority of the recipients in PCSSA were senior aged elders.

We conducted about 330 random home visit reviews and over 1,000 postal reviews of the recipients. Twenty special investigation visits took place in the year under review. These were mainly to identify and assess suitable appointees for recipients who suffer from frail mental health or cases indicating the necessity of special attention. Over 60 burial grant applications lodged by the mainland relatives of the deceased recipients were handled and processed.

2017-18年度有79名長者新加入本計劃。而直至2018年3月底，我們分別為超過1,200位居於廣東省以及近120位居於福建省的長者提供服務，讓他們在內地養老期間能繼續領取綜援金。計劃中超過80%居於廣東省的長者已年屆75歲或以上；超過90%居於福建省的長者的年齡也是年屆75歲或以上，可見仍如去年一樣，在本計劃中高齡長者佔大多數。

我們在年度內分別為近330個個案進行抽樣家訪調查及為1,000多個個案進行郵遞覆核。同時，我們還進行了20次的特別家訪調查，以協助精神狀況不能處理其綜援金的長者物色合適的受委人及對有特殊需要的個案進行特別調查。此外，本社協助處理了60多個因受助人逝世而由其內地親友提出殮葬津貼申請的個案。



PROGRAMME FOR PORTABLE COMPREHENSIVE SOCIAL SECURITY ASSISTANCE 協助「綜援長者廣東及福建省養老計劃」

Price inflation, unfavourable weather and unpredictable traffic conditions in the mainland continued to be the major obstacles during spot checks. The rising living cost in the mainland, and the need for more attentive medical treatment of the ageing PCSSA recipients were the major reasons for the elders to return to resettle in Hong Kong. Meanwhile, the number of elders who resettled in Hong Kong due to the inability of family members to sustain quality care in the mainland remains stable. The additional one-month payment of the PCSSA benefit by the Government was exercised in the year under review, and staff continued to assist in answering related queries and render appropriate assistance to recipients where necessary.

一如以往，通脹、惡劣天氣及無法預計的交通情況等問題，仍然是家訪工作所要面對的主要困難。另一方面，內地生活指數日高，醫療需要已成為長者選擇返回香港定居的最主要原因，而因內地親友未能繼續提供照顧安排而令長者需返回香港定居的個案數量仍屬平穩。年度內香港政府發放了額外綜援金予長者，所以本社需要繼續處理來自長者及其親友的相關查詢，必要時還需提供協助。



PROGRAMME FOR PORTABLE COMPREHENSIVE SOCIAL SECURITY ASSISTANCE STATISTICS 協助「綜援長者廣東及福建省養老計劃」統計

April 2017 - March 2018
2017年4月 - 2018年3月

No. of enquiries 查詢數目	3,631
No. of active cases 個案數目	1,321
No. of postal reviews 郵遞覆核數目	1,003
No. of home reviews 家訪數目	324
No. of new cases 新個案數目	79
No. of briefing sessions 簡介會數目	81
No. of burial grant applications 殮葬津貼申請處理數目	63
No. of special investigations 特別家訪調查數目	20





PROGRAMME FOR OLD AGE ALLOWANCE RECIPIENTS UNDER THE "GUANGDONG SCHEME" 協助「廣東計劃」高齡津貼受惠長者服務

We continued to be commissioned by the Social Welfare Department to carry out annual reviews for recipients of the Guangdong Scheme (GDS). As of March 2018, we had served approximately 16,000 elders who resided in Guangdong Province by assessing their eligibility to continue receiving the benefit payment. Over 3,100 random home visit reviews and 11,300 postal reviews were conducted during the year.

The arrangement of a special one-year exemption from the residential criteria when applying for the Guangdong Scheme led to a rise in applications. We assisted about 130 elders with limited mobility to complete their applications in the Province. We assessed and recommended suitable appointees for about 16 mentally unfit applicants who required assistance in managing their payments. We also assisted about 40 recipients who had appointed their families or friends to act as agents to receive their payments.

本年度內，我們繼續為社會福利署「廣東計劃」高齡津貼的受惠長者進行每年的覆核。截至2018年3月，我們已為近16,000位居於廣東省的長者提供服務，為他們覆核資料，跟進居住情況，讓他們能繼續順利領取高齡津貼。本年度內，我們完成3,100多個家訪調查個案，以及近11,300多個郵遞覆核個案。

另外，政府宣佈放寬「廣東計劃」申請人於申請前一年的居港要求，再次推行為期一年的一次性特別安排，令眾多長者提出新申請。我們為近130位移居廣東省養老且行動不便的長者辦理申請手續，讓他們無需來港辦理也同樣受惠。另外，我們為近16名精神不佳，未能獨立處理津貼的長者物色合適受委人，以及協助近40位由親友作其代理人的長者辦理有關手續，以便能順利領取高齡津貼。



PROGRAMME FOR OLD AGE ALLOWANCE RECIPIENTS UNDER THE "GUANGDONG SCHEME"

協助「廣東計劃」高齡津貼受惠長者服務

We continued to respond to enquiries such as considerations of resettling in Hong Kong, medical needs of the recipients, use of Health Care Vouchers and receipt of payment of the additional month allowance and remittance arrangements. We rendered assistance to them whenever needed. The service team in Hong Kong and Guangzhou offices will continue to answer the queries and attend to the needs of GDS recipients.

長者及親友就回港定居、醫療問題、「醫療券」使用、發放一次額外津貼予長者等疑問，仍是我們需要繼續處理的相關查詢。另外，我們亦為受惠人及其親友就領款問題提供方法建議。為此，香港及廣州辦事處的同工將繼續努力，為長者及其親友提供有效及適切的服務。



PROGRAMME FOR OLD AGE ALLOWANCE RECIPIENTS UNDER THE "GUANGDONG SCHEME" STATISTICS

協助「廣東計劃」高齡津貼受惠長者服務統計

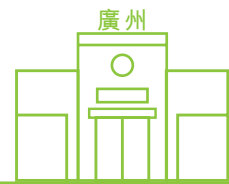
(April 2017 - March 2018)
(2017年4月 - 2018年3月)

No. of Enquiries 查詢個案數目	3,528
No. of Active Cases 個案數目	15,803
No. of Postal Reviews 郵遞覆核數目	11,385
No. of Spot Checks (Home Reviews) 家訪覆核數目	3,118
No. of Applications 已處理申請個案數目	128



Services in
**MAINLAND
CHINA**
內地服務





SERVICE CENTRES — GUANGZHOU 服務中心 — 廣州

20TH ANNIVERSARY OF THE GUANGZHOU-HONG KONG & OVERSEAS MARRIAGE & FAMILY COUNSELLING SERVICE CENTRE

This year, ISS-HK celebrated 20 years of partnership with the Feng Yuen Street Office, Liwan District Government in Guangzhou in operating the Guangzhou-Hong Kong & Overseas Marriage & Family Counselling Service Centre.

Guangdong TV broadcast a special programme on 1 July 2017 focusing on ISS-HK's social service centres in the Mainland and highlighting the progress made in the social work profession in the past 20 years. Themed "Guangdong and Hong Kong joining hands for 20 years after reunification", the programme fully recognized our contribution to the development of the social service profession in Mainland.

Awards

The Guangzhou-Hong Kong Integrated Family Service Centre was elected as one of the "Top 10 Most Cordial and Harmonious Communities in Guangdong Province".

The Guangzhou Fengyuan Community Service Centre was awarded "The Best Welfare Partner of The Year 2017" title by the Guangzhou Volunteer Federation.

Fantasy Lian, a social worker at the Guangzhou Fengyuan Community Service Centre who underwent training and has been under the supervision of ISS-HK for more than ten years, was presented with the "Outstanding Social Worker Award of Guangdong Province" by the Guangdong Professional Social Workers Association.

中心成立二十周年

2017年是本社與廣州市荔灣區逢源街道辦事合作成立穗港及海外婚姻家庭輔導服務中心二十年。

2017年7月1日廣東電視播放了以「粵港攜手的這二十年」為題的特備節目，並回顧了香港國際社會服務社在內地成立服務中心，推動社工專業的歷程，並認可了機構對內地社工專業發展的貢獻。

獎項

穗港綜合家庭活動中心獲羊城晚報選為第六屆廣東省十大文明和諧社區稱號。

逢源人家服務中心獲廣州市義工聯會評選為「2017年度最佳企業公益夥伴」。

逢源人家服務中心社工練詩獲廣東省社會工作師聯合會評選為第七屆「廣東省優秀社工」。



SERVICE CENTRES — GUANGZHOU 服務中心 — 廣州

Crisis relief

This year, the Shamian Street Family Integrated Service Centre provided crisis relief and follow-up services to 65 households with over 200 residents who lost their homes when a 5-storey building burnt down in a major fire. Our social workers reached out to those in need on the night of the incident, helping to evacuate residents, calling for donations of materials needed and providing counselling to victims. Our professional and timely services were much appreciated by the local public. Social workers also provided counselling services and assisted in fundraising for the people in need. Our services were highly recognized by the local government, local media and the community.

The four service centres in Guangzhou received 65 delegations totalling 1,291 visitors during the year.

火災跟進服務

沙面街綜合家庭服務中心的社工於年內為區內居民提供了災後送溫暖危機介入服務。由於沙面街地段發生了一場火災，一幢樓高五層的大樓被燒毀了。大火波及六十五戶，超過二百居民，幸沒有造成傷亡。沙面街綜合家庭服務中心的社工當晚就緊急介入，配合當地政府民政部門做好疏散及搶救居民，籌募援助物資，協助善後跟進，並提供情緒輔導，由於處理專業及時，獲得當地好評及傳媒的報導。

本年度分別有多個團體共65批次，達1,291人參觀了本社在廣州市的四間服務中心。



SERVICE CENTRES — GUANGZHOU 服務中心 — 廣州



STATISTICS OF SERVICES IN MAINLAND CHINA (GUANGZHOU) 內地服務統計(廣州)

April 2017 - March 2018
2017年4月 - 2018年3月

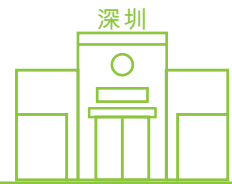
	Guangzhou-Hong Kong Integrated Family Service Centre 穗港綜合家庭 服務中心	Guangzhou-Hong Kong Service Centre for the Youth 穗港青少年 服務中心	Guangzhou-Hong Kong & Overseas Marriage & Family Counselling Service Centre 穗港及海外婚姻 家庭輔導服務中心	Shamian Street Family Integrated Service Centre 沙面街家庭綜合 服務中心
No. of activities participants 活動參加人數	4,301	6,443	6,348	10,966
No. of activities volunteers 活動義工人數	1,016	378	308	971
No. of group activities 小組活動數目	76	68	70	659
No. of group activity participants 小組參加人數	608	656	1,148	2,560
Service users receiving consultation 諮詢及服務人數	22,375	1,225	872	4,805
Home Visits Conducted 上門家訪數目	1,014	149	227	1,840
Total no. of Attendance 總活動受助者人次	28,300	8,702	8,676	21,142

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香港國際社會服務社

International Social Service Hong Kong Branch





SERVICE CENTRES — SHENZHEN 服務中心 — 深圳

“ENHANCED SUPPORT SERVICES PROGRAMME” FOR CROSS-BOUNDARY FAMILIES

Funded by the Hong Kong Jockey Club Charities Trust, we successfully completed the three-year “Enhanced Support Services Programme” for cross-boundary families. All the service output was fulfilled with encouraging feedback from our service users.

“JOCKEY CLUB HARMONY PROJECT FOR CROSS-BOUNDARY STUDENTS”

Two service centers in Luohu and Nanshan in Shenzhen ushered in the third three-year project with \$12 million in sponsorship from the Hong Kong Jockey Club Charities Trust. The project was named the “Jockey Club Harmony Project for Cross-boundary Students” with the themes of “positive, harmonious and innovative”. It helps cross-boundary students and their families to develop their potential and improve their social integration. On 26 March 2018, we held a launch ceremony with Mr. Tam Yiu-chung, Member of the National People’s Congress Standing Committee, as our officiating guest. The significance and value of the project was highly affirmed by guests and service users at the ceremony.

「跨境新力量計劃」

憑香港賽馬會慈善信託基金資助，我們成功完成了為期三年的「跨境新力量計劃」，完成了所有服務指標，也得到所有服務受眾的嘉許。

賽馬會跨境學童創和諧計劃

得香港賽馬會慈善信託基金以一千二百萬港元的資金，深圳羅湖及南山兩個服務點迎來了第三個三年計劃。該項目名為「賽馬會跨境學童創和諧計劃」，三個主題為「正向、融和及創新」，旨在協助跨境學生及其家庭發揮潛能，改善社會融合。我們於2018年3月26日舉行啟動儀式，全國人大常委會委員譚耀宗先生出任主禮嘉賓，並高度肯定了該計劃的意義和價值。



SERVICE CENTRES — SHENZHEN 服務中心 — 深圳

EXPECTATION MANAGEMENT PROJECT (SHENZHEN)

Our Shenzhen Futian service point successfully obtained sponsorship from the Home Affairs Department for the 7th consecutive year to implement the project. The project was designed to provide prospective Hong Kong settlers and cross-boundary families living in Shenzhen with a range of activities to strengthen their understanding of Hong Kong's community resources, enhance their sense of belonging and form reasonable expectations about living in Hong Kong. The programme has been widely recognized by service users over the years.

期望管理計劃(深圳)

深圳福田服務點連續七年得到香港民政事務總署的資助開展期望管理計劃(深圳)。計劃為居住在深圳的準港人家庭及跨境家庭提供培訓及各類社區活動，加強他們對香港社區資源的認識，提升歸屬感，對日後定居香港後建立較合理的期望有幫助，令他們更順暢地融入香港社會。計劃開展多年來，一直得到服務使用者的廣泛認同，深受歡迎。



SERVICE CENTRES — SHENZHEN 服務中心 — 深圳

VIRTUOUS SOCIAL SERVICE CENTRE

The centre continued to promote family and child protection services. Our project "Protect the Flower Buds" received support from the Shenzhen Voluntary Service Fund and also sought to raise funds on the Tencent Charity Platform for the first time. We generated new public support as a result which strengthened our confidence in further developing our service in Shenzhen.

深圳市懿路同行社會工作服務中心

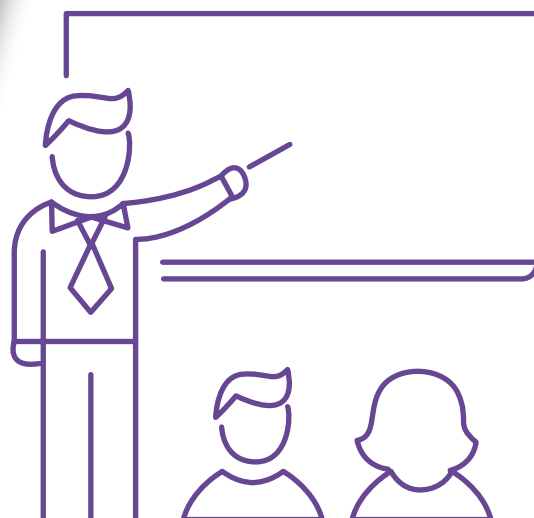
中心繼續致力開展家庭及兒童保護服務，中心的「守護花蕾計劃」得到了深圳市志願者基金的支持，並首次嘗試在騰訊樂捐平台發起公開募捐，獲得不少熱心民眾的支持，加強了開展深圳本地服務的信心。

STATISTICS OF SERVICES IN MAINLAND CHINA (SHENZHEN) 內地服務統計(深圳)				April 2017 - March 2018 2017年4月 - 2018年3月
Items 項目	Supported by 資助	Home Affairs Department 民政事務總署	The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善 信託基金	Total 總數
Number of Groups / Programmes 小組 / 活動數目		70	150	220
Attendance at Programmes 活動參加者人次		4,448	4,863	9,311
Number of Training Classes 培訓班數目		54	110	164
Training Classes Attendance 培訓班參加者人次		2,973	6,868	9,841



Family Systems
Theory
**TRAINING &
COUNSELLING
SERVICES**

家庭系統理論
**培訓與
輔導服務**





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

ISS FAMILY INSTITUTE

The ISS Family Institute endeavors to enhance family and individual functioning through the use of Bowen family systems theory which views human behaviour in the systemic perspective. To cater for the training needs of the beginning learners in a comprehensive and flexible way, the ISS Family Institute offers the Foundation Programme in Bowen Theory which consists of 6 modules covering the following components: theoretical and conceptual knowledge, family research, applications to clinical situations, individual coaching, group supervision, and viewing of Bowen teaching videos. Participants can take the different modules at their own pace.

More advanced training on Bowen theory were offered through the Professional Training Programme in Bowen Family Systems Theory (PTP) which is a two-year part-time programme entailing 80 teaching hours per year. The PTP started in 2014, and its second batch of students would graduate in the summer of 2018. The first batch of PTP students had continued on their study of Bowen theory and were in their 4th year of study since 2014.



國際社家庭學院

國際社家庭學院透過運用「博域家庭系統理論」，致力促進個人和家庭功能。「博域家庭系統理論」是一套以系統角度分析人類行為的理論。為了讓初學者能詳盡和彈性地學習「博域家庭系統理論」，本學院開辦「博域家庭系統理論基要課程」。此課程由六大單元組成，包括基要的概念和理論、對原生家庭之研究、臨床輔導個案之應用、個人導修和小組督導，以及觀看有關博域理論的教學影片。學員可按本身的步伐修讀相關課程。

本學院於2014年開設之「博域家庭系統理論及輔導」專業訓練課程乃是進階的課程，專為對博域理論已有基礎認識的學員而設。此課程為兩年兼讀制，每年的教學時數為80小時。第二屆的學員將於2018年暑假畢業。而第一屆的學員自完成兩年的課程後亦繼續在本學院進修「博域家庭系統理論」延續課程，延續課程乃是更進深的課程，旨在協助學員深化對此理論的實踐和融會貫通。第一屆的學員至今已無間斷地在家庭學院修讀了四年的博域理論。



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

Promoting Bowen theory to the community is a goal of the Family Institute. The Director of Programme, Mrs. Peggy Chan, conducted presentations to medical and nursing professionals, and also training programmes to family centres, small group home service, and services for substance abusers and families. The Family Institute is excited with the connection with helping professionals in Singapore. Some of the training programmes of the Family Institute were attended by participants from Singapore both physically and over the internet. The Family Institute was visited by the Adult Protective Service team of the Ministry of Social and Family Development, Singapore in December 2017, and had a fruitful discussion on Bowen theory and domestic violence with the Singaporean delegates.

The bi-monthly Circle of Friends activities also showed to be a valuable platform for promoting Bowen theory and its applications in daily life. In this year, interesting topics such as the family emotional system of a celebrity, the family emotional processes involving aging, pets, and parenting had generated very stimulating and inspiring discussions.

The Family Institute collaborated with the Bowen Center, Washington D.C. in the promotion of Bowen theory. Mrs. Peggy Chan was invited to be a guest speaker on the Bowen Center's TV programme, "Family Matters". She was interviewed in April 2017 and spoke on two topics: a) The application of Bowen theory to the Chinese culture, and b) The use of Bowen theory for Asian women.

本學院的一個重要目標為推廣「博域家庭系統理論」。服務總監陳蘇陳英女士常與醫護人員及家庭服務中心、兒童之家服務及戒毒服務之同工講解「博域家庭系統理論」的應用。至於海外交流方面，本學院於2017年12月與新加坡社會及家庭發展部的成人保護服務團隊分享如何運用博域理論處理家庭暴力問題。此外，亦有來自新加坡的人士親臨本學院或於網上參加本學院的訓練課程。

本學院隔月舉行國際社家庭學院之友活動，探討「博域家庭系統理論」在生活中的應用。活動主題跟港人生活息息相關，包括家庭的情緒歷程與子女教養，老化及寵物、和探討一知名人士的家庭情緒系統。活動主題成功吸引各行各業的人士參與，讓更多人認識「博域家庭系統理論」以及其應用性。

本學院一直與美國華盛頓博域家庭研究中心緊密聯繫和致力推廣「博域家庭系統理論」。本學院服務總監陳女士受博域家庭研究中心邀請，於2017年4月在其製作的電視節目（名稱：「家庭事務」）作訪問嘉賓，分享如何應用「博域家庭系統理論」在中國文化以及「博域家庭系統理論」與亞洲女性等議題。

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

Important headway was made in the preparation for the 2nd International Conference on Bowen Family Systems Theory which would be held on 17–19 May, 2018 at The Hong Kong Polytechnic University. The Family Institute was very pleased to co-organize this meaningful event with the Department of Applied Social Sciences of The Hong Kong Polytechnic University, and to have the support of 14 other partnering organizations. More than 20 distinguished speakers on Bowen theory, both local and international, would speak on the theme, “Systems Thinking in Daily Life: Bowen Theory in Families, Organizations and Communities”. This would be a valuable opportunity for interchange amongst Bowen theory learners from all over the world.

Besides the above, the ISS Family Institute also provides training programmes on working with couples, and dealing with death of a family member, and counselling services for the general public.

第二屆博域家庭系統會議定於2018年5月17至19日在香港理工大學舉行。籌備工作非常暢順，會議由本學院與香港理工大學應用社會科學系合辦，並有14間機構協辦和支持。受邀的20位講者分別來自不同的國家，他們精通運用「博域家庭系統理論」並富教學和臨床經驗。本屆會議主題為「活出系統思想：在家庭、組織及社群體現博域理論」，希望讓參加者更深認識「博域家庭系統理論」和學習在日常生活中應用此理論。此外，來自世界各地的參加者亦能彼此交流運用博域理論及輔導的心得和臨床經驗。

除了上述活動，本學院亦開辦面對家人離逝的成長課程，及如何應用家庭系統法於婚姻輔導課程。家庭學院亦提供輔導服務給社區人士。



ISS FAMILY INSTITUTE SERVICE STATISTICS 國際社家庭學院服務統計

April 2017 - March 2018
2017年4月 - 2018年3月

Number of Courses / Workshops 課程 / 工作坊數目	47
Number of Sessions / Attendance 課程節數 / 出席人次	109/1,299
Number of Counselling Sessions 輔導節數	174
Number of Individual Supervision Sessions 個別督導節數	180
Number of Clinical Supervision Group Sessions 臨床督導小組數目	32





BRANCH HIGHLIGHTS 本社盛事

ANNUAL GENERAL MEETING (AGM) 2017

The AGM was successfully held on 5 December 2017 and the agency was honoured to have the Secretary for Labour and Welfare, Dr. C. K. Law, to attend and address the meeting.

2017年週年大會

本社的週年大會在2017年12月5日圓滿舉行，本社非常榮幸邀得勞工及福利局局長羅致光博士撥冗出席並為大會致辭。



BRANCH HIGHLIGHTS 本社盛事

INTERNATIONAL CHILD PROTECTION DINNER 2017

The annual charity gala, the International Child Protection Dinner, has once again come to a successful conclusion on 20 October 2017 at the Asia Society Hong Kong Center with HK\$2 million raised for intercountry casework service, a record high. The Honourable Bernard Chan, Convenor of the Non-official Members of the Executive Council of the HKSAR Government, attended the occasion and delivered a speech.

2017 國際兒童保護晚宴

本社的年度國際兒童保護晚宴於2017年10月20日假亞洲協會香港中心順利舉行，成功為國際個案服務籌得港幣二百萬元，創歷年來的新高。晚宴邀得行政會議非官守議員召集人陳智思先生出席並致辭。



BRANCH HIGHLIGHTS 本社盛事

MULTI-CULTURAL SHOW “CELEBRATE COLOURS” IN CELEBRATION OF THE 20TH ANNIVERSARY OF THE HKSAR

ISS-HK jointly organised a multi-cultural show “Celebrate Colours” with the Philippine Consulate General in Hong Kong and Wan Chai District Council on 25 June 2017 at the Queen Elizabeth Stadium with participation of over 1,500 participants. Mr Matthew Cheung, the Chief Secretary for Administration of the HKSAR, attended as the Guest of Honour.

Forming part of the celebration of the 20th anniversary of the establishment of the HKSAR, “Celebrate Colours” was a multi-ethnic and multi-cultural extravaganza, exemplifying the collective strength a mutually respectful and culturally diverse society could bring about.

An exhibition on the Philippine culture and its ties to Hong Kong was also in place at the Foyer of Queen Elizabeth Stadium on the same day.

「多彩文化薈香江」賀回歸二十週年盛大匯演

本社、菲律賓駐香港總領事館及灣仔區議會於2017年6月25日假伊利沙伯體育館聯合舉辦多元文化匯演「多彩文化薈香江」，吸引近1,500名觀眾到場欣賞匯演。匯演邀得政務司司長張建宗先生擔任主禮嘉賓並主持揭幕儀式。

「多彩文化薈香江」為慶祝香港特別行政區成立20週年的慶祝活動之一，匯演以連場團體歌舞體現多種族及多元文化社會在互相尊重下所展現的朝氣與活力。

當日除了匯演，亦在會場同時舉辦展覽，展示菲律賓文化與香港的一段不解緣。



BRANCH HIGHLIGHTS 本社盛事

STUDY VISIT ON SOCIAL SERVICES IN WEST AFRICA

Ms Iris Liu, Programme Director of the Cross-boundary and Inter-country Social Service, led a delegation of 11 social workers and programme staff from across teams on a study visit to social services in West Africa from 16 to 24 November 2017.

The delegates visited various service organisations in Senegal and Burkina Faso in West Africa that attend to children in need including street children and victims of abuse. In Burkina Faso, the delegates also met with representatives of the Ministry of National Solidarity, Family and the Status of Women, and the Nigerian Embassy.

西非交流考察團

本社跨境及國際社會服務總監廖金鳳女士於2017年11月16至24日，率領11位同事到西非交流考察，讓同事認識西非的社會福利制度及現況。

代表團訪問了西非塞內加爾和布基納法索多間服務兒童的組織，包括照顧街童和受虐兒童的機構。代表團亦會見了布基納法索政府代表，以及尼日利亞大使館代表。



BRANCH HIGHLIGHTS 本社盛事

60TH ANNIVERSARY CELEBRATION KICK-OFF CEREMONY

The year 2018 marks the 60th anniversary of establishment of ISS-HK, a milestone all at ISS are proud of and grateful for. A kick-off ceremony was held on 22 January 2018 at the Duke of Windsor Social Service Building, and over 280 members of the Advisory Board, friends of ISS and fellow colleagues attended the event. Mr. C. P. Ho, Chairman of ISS-HK thanked the audience for their support and dedication for the work of ISS-HK throughout the years and invited all to take part in the year-round celebration programmes. A simple kick-off ceremony was conducted on stage and the celebratory programmes organized by numerous units of ISS-HK were announced.

60周年慶典啟動儀式

2018年乃香港國際社會服務成立60周年。本社於2018年1月22日假溫莎公爵社會服務大廈舉行了60周年慶典啟動儀式，超過280名顧問委員會成員、國際社友好及同工出席。主席何掌邦先生於致辭時感謝在座人士一直以來對國際社的付出與支持，並邀請各界人士踴躍支持年度慶祝活動。台上一個簡單而隆重的啟動禮為慶典揭開序幕，司儀並逐一介紹由國際社不同單位舉辦的年度慶祝活動。

MERRY OLYMPICS

ISS-HK co-organised a carnival "Merry Olympics" with Wan Chai District Council Cultural and Leisure Services Committee on 10 February 2018 at Southorn Stadium in Wan Chai. Over 300 adults and children in the Wan Chai neighbourhood took part in stage performances, fun sports games, informative talks and game booths.

灣仔動融迎新歲

本社於2018年2月10日與灣仔區議會文化及康體事務委員會合辦了名為「灣仔動融迎新歲」的嘉年華活動，近300名灣仔區街坊於修頓室內場館觀賞了動感舞台表演，及積極參與了趣味競技運動比賽、資訊講座及攤位遊戲。





FINANCIAL REVIEW

財務摘要

Statement of Income and Expenditure for the Year Ended 31 March 2018

收支表截至二零一八年三月三十一日止之年度

Income 收入	2017 - 2018 HK\$	2016 - 2017 HK\$
Government 政府	566,967,945	680,308,522
The Community Chest Hong Kong 香港公益金	2,228,200	2,163,300
The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託基金	3,852,796	4,775,117
Fund raising from Flag Day 賣旗籌款	0	0
Dues and fees and programme income 活動收入	3,426,393	3,344,890
Others 其他	10,066,659	4,976,066
Total Income 總收入	586,541,993	695,567,895

Operating Expenditure 支出	2017 - 2018 HK\$	2016 - 2017 HK\$
Services for Families 家庭服務	33,047,405	30,854,571
Services for Children & Youths 兒童及青少年服務	66,641,845	62,998,766
Services for Migrants 移居人士服務	407,439,156	564,290,875
Services for the Elderly 長者服務	5,526,649	5,028,811
Services in Mainland China 內地服務	5,643,790	6,048,813
Family Systems Theory Training & Counselling Services 家庭系統理論培訓與輔導服務	919,487	760,259
Other services 其他服務	12,968,790	8,307,267
Total Expenditure 總支出	532,187,122	678,289,362
Surplus/(Deficit) for the year 本年度盈餘/(虧損)	54,354,871	17,278,533



FINANCIAL REVIEW

財務摘要

Statement of Financial Position at 31 March 2018

二零一八年三月三十一日財務狀況表

	2017 - 2018 HK\$	2016 - 2017 HK\$
Non-current assets 非流動資產		
Property, plant and equipment 物業、廠房及設備	2,037,781	3,600,099
Current assets 流動資產		
Deposits and other receivables 按金及其他應收款	24,847,620	28,352,832
Pledged deposit 已質押的銀行存款	11,743,018	6,921,657
Cash and cash equivalents 現金及現金等價物	285,576,475	245,437,311
	322,167,113	280,711,800
Current liabilities 流動負債		
Deferred income 遞延收益	223,538,803	233,026,544
Other payables 其他應付款	1,124,855	677,172
Social welfare subvention surpluses refundable 須退還之政府津貼盈餘	3,009,110	4,674,960
	227,672,768	238,378,676
Net current assets 淨流動資產	94,494,345	42,333,124
NET ASSETS 淨資產	96,532,126	45,933,223
Representing 由以下代表		
Accumulated Fund 累積儲備	16,478,289	21,252,533
Lump Sum Grant ("LSG") Reserve 整筆撥款儲備	9,865,900	10,405,948
Provident Fund Reserve for Snapshot Staff (Existing Staff) 定影員工公積金儲備	474,758	499,152
Provident Fund Reserve for Non-Snapshot Staff (6.8% Post Staff) 非定影員工公積金儲備	1,290,080	1,730,420
Other funds 其他	68,423,099	12,045,170
	96,532,126	45,933,223



FINANCIAL REVIEW

財務摘要

Notes 備註

General

The financial information relating to the years ended 31 March 2018 and 2017 included in the annual report of annual results does not constitute the Agency's statutory annual financial statements for those years but is derived from those financial statements. Further information relating to these statutory financial statements required to be disclosed in accordance with section 436 of the Companies Ordinance is as follows: i) the Agency has delivered the financial statements for the year ended 31 March 2017 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 2018 in due course; and ii) the Agency's auditor has reported on the financial statements of the Agency for both years. The auditor's reports were unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) or (3) of the Companies Ordinance.

"Surplus/(Deficit) for the Year" of the Statement of Income and Expenditure

Surplus for the year resulted from the balances of various project accounts for the year ended 31 March 2018 and 2017 was respectively carried forward to the following year for service provision.

"Lump Sum Grant (LSG) Reserve" of the Statement of Financial Position

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.

SWD approved the Agency to pledge a sum of LSG Reserve of HK\$4,150,000 as a deposit with a bank in respect of guarantees provided by the bank to the Hong Kong Government to facilitate a service arrangement with SWD on the understanding that this sum did not exceed 50% of the LSG Reserve.

"Provident Fund (PF) Reserve for Non-Snapshot Staff" of the Statement of Financial Position

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 2018, the Advisory Committee approved the allocation of HK\$1,000,000 from the "PF Reserve for Non-Snapshot Staff" as one-off employer's PF contribution to Non-Snapshot Staff who are under the Mandatory Provident Fund Scheme on the following bases: i) years of employment with the Agency, and ii) salary point scale of the relevant Non-Snapshot Staff as at March 2018. Review on the situation of the PF Reserve for Non-Snapshot Staff will be conducted to see if any enhancement of the employer's PF contribution could be made in the next financial year.

一般

年刊中載有有關截至2018年及2017年3月31日止兩個財政年度之財務資料。雖不構成本機構於該財政年度之法定年度財務報表，惟此財務資料均源自該財務報表。香港《公司條例》(第622章)第436條要求披露的與這些法定財務報表有關的更多信息如下：i) 按照香港《公司條例》第662(3)條及附表6第3部的要求，本機構已向公司註冊處處長遞交截至2017年3月31日止年度之財務報表，及將於適當時間遞交截至2018年3月31日止年度之財務報表。ii) 本機構之核數師已就該兩個年度之財務報表發出核數師報告。該等核數師報告並無保留意見；其中不包含核數師在不出具保留意見的情況下以強調的方式提請使用者注意的任何事項；亦不包含根據香港《公司條例》第406(2)條及第407(2)或(3)條作出的聲明。

收支表之「本年度盈餘／(虧損)」

本年度盈餘是由不同服務計劃截至2018年及2017年3月31日的賬目結餘所得，此盈餘會分別作下年度服務經費之用。

財務狀況表之「整筆撥款儲備」

「整筆撥款儲備」是由社會福利署(社署)整筆撥款津貼制度撥款中未動用款額累積而成。儲備可用以支付社署整筆撥款津貼制度下《津貼及服務協議》所訂服務或有關活動的營運開支。在存款額佔不超過「整筆撥款儲備」一半的前提下，社署批准機構將「整筆撥款儲備」中的港幣4,150,000元存放於單一銀行，以便該銀行就機構與社署間的服務協議向香港政府發出銀行擔保書。

財務狀況表之「非定影員工公積金儲備」

「非定影員工公積金儲備」是由社署整筆撥款津貼制度下為非定影員工公積金撥款中未動用款額累積而成。儲備可用以支付非定影員工日後的公積金供款。機構顧問委員會於2018年1月通過將「非定影員工之公積金儲備」中之港幣1,000,000元，向受社署整筆撥款資助之非定影員工(強積金計劃)發放一次過的額外強積金僱主供款。供款的比例以相關同工在機構服務之年資和在2018年3月份之基本薪金計算。機構會檢討「非定影員工公積金儲備」的情況，以決定下一個財政年度可否增加強積金僱主供款。





ACKNOWLEDGEMENT

鳴謝

Government and Public Bodies 政府及公共機構

Department of Health
衛生署

Employees Retraining Board
僱員再培訓局

Guangzhou Fengyuan Community Service Center
廣州市荔灣區逢源人家服務中心

Guangzhou Liwan District Feng Yuan
Street Government Office
廣州市荔灣區人民政府逢源街道辦事處

Home Affairs Department
民政事務總署

Hong Kong Housing Authority
香港房屋委員會

Immigration Department
入境事務處

Independent Commission Against Corruption
香港廉政公署

Leisure & Cultural Services Department
康樂及文化事務署

Security Bureau
保安局

Shamshuipo District Council
深水埗區議會

Social Welfare Department
社會福利署

Tin Yuet Estate Management Advisory Committee
天悅邨屋邨管理諮詢委員會

Yuen Long Town Hall
元朗大會堂

Non-governmental Organisations 非政府組織

Association of Sino Enterprises Promotion Limited
中外企業促進聯會有限公司

Association of Women Accountants
(Hong Kong) Limited
香港女會計師協會

C.&M.A. Yuen Kei Family Service Centre
宣道會元基家庭服務中心

Caritas Elderly Centre-Tin Yuet
明愛天悅長者中心

Caritas Hong Kong
香港明愛

Chu Kwang Cultural Services Centre
菖光文化服務中心

Club O
綠色生活教育基金

Enrich Hong Kong

Focolare Movement
普世博愛運動

Hiu Kwong (Tai Kok Tsui) Nursing Centre
曉光(大角咀)護老中心

HK Chinese Medicine Centre
港仁中醫服務中心

HK Federation of Women Lawyers
香港女律師協會

Hong Kong Family Welfare Society
香港家庭福利會

Hong Kong Federation of Women
香港各界婦女聯合協進會

Hong Kong Women Doctors Association
香港女醫生協會

Hong Kong Youth Arts Foundation
香港青年藝術協會

Kadoorie Charitable Foundation
嘉道理慈善基金

Kelly Chen Children Education Fund
陳慧琳兒童助學基金

Kids4Kids
童協基金會

Lee Hysan Foundation
利希慎基金

Longevity Crane Care Home for Elderly
鶴壽堂護老院

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一口舍群

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北河同行

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Rehabilitation Centre
保良局劉陳小寶綜合復康中心

Po Leung Kuk Tin Shui Wai Rehabilitation Centre
保良局天水圍復康中心

Rainbow Foundation Limited

Reading Cycling
書送快樂

St. James' Settlement Uncle James Child
Development Centre
聖雅各福群會樂寧兒童發展中心

The Community Chest of Hong Kong
香港公益金

The Hong Kong Council of Social Service
香港社會服務聯會

The Hong Kong Jockey Club Charities Trust
香港賽馬會慈善信託基金

United Christian Netherlands Community Health Service
基督教聯合那打素社康服務

Wan Luen Home For Elderly (Yen Chow Street)
溫暖護老院(欽州街)

Zonta Club of Kowloon
九龍崇德社

Businesses 商業機構

Amen Florist

Asia Society Hong Kong Center
亞洲協會香港中心

Christian Times
時代論壇

Christie's
佳士得

Classified Group

Dah Chong Hong Holdings
大昌行集團

Dukling Limited
鴨靈號有限公司

Elmood

Emperor International Holdings Limited
英皇集團(國際)有限公司

Fullwise Enterprises Limited
富威企業有限公司

Ginsberg + Chan Wine Merchants Asia

Goldiaq Creation Limited
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Googa Vision
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Kitchee Sports Club
傑志體育會

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Lee Kum Kee Health Products Group Limited
李錦記健康產品集團有限公司

Li & Fung Limited
利豐有限公司

Maggie & Rose Beach Club Hong Kong

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博藝集團有限公司

Red MR

Rio Pearl
麗雅珠寶

Sun International Resources Limited
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Swire Coca-Cola HK Limited
太古可口可樂香港有限公司

Television Broadcasts Limited
電視廣播有限公司



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The Hongkong and Shanghai Hotels, Limited
香港上海大酒店有限公司

The Pawn

Tycoon Tann
大官廳

Vinvautz

Wan Chung Construction Co Ltd
宏宗建築有限公司

南旋集團

瑞豐德永

電訊數碼

Educational Organisations 教育團體

Alumni Association, University of Southern California
南加州大學校友會

Aplichau Kaifong Primary School
鴨脷洲街坊學校

Assembly of God Hebron Secondary School
神召會康樂中學

Buddhist Chi Kwong Kindergarten
佛教慈光幼稚園

Buddhist Wing Yan School
佛教榮茵學校

Buddhist Wong Cheuk Um Primary School
佛教黃焯菴小學

CCC Chuen Yuen First Primary School
中華基督教會全完第一小學

Christ College
基督書院

City University of Hong Kong
香港城市大學

Cognitio College (HK)
文理書院(香港)

Creative Primary School
啟思小學

Fung Kai Innovative School
鳳溪創新小學

Heung To Middle School (Tin Shui Wai)
天水圍香島中學

HKICC Lee Shau Kee School Of Creativity
香港兆基創意書院

Ho Ngai College
可藝中學

Hong Kong Baptist University
香港浸會大學

Hong Kong Insititue of Vocational Education
(Haking Wong)
香港專業教育學院(黃克競)

Ju Ching Chu Secondary School (Tuen Mun)
裘錦秋中學

Kowloon Sam Yuk Secondary School
九龍三育中學

Kwai Chung Methodist College
葵涌循道中學

Lok Sin Tong Leung Kau Kui Primary School
樂善堂梁錫琚學校

Lung Cheung Government Secondary School
黃大仙龍翔官立中學

Lutheran School For the Deaf
路德會啟聾學校

Newman Catholic College
天主教新民書院

POH Chan Kai Memorial College
博愛醫院陳楷紀念中學

Pui Shing Catholic Secondary School
天主教培聖中學

Sha Tin Wai Dr. Catherine F. Woo Memorial School
沙田圍胡素貞博士紀念學校

St. Clare's Girls' School
聖嘉勒女書院

T.W.G.Hs. CHANG Ming Thien College
東華三院張明添中學

The Church of Christ In China Kei Long College
中華基督教會基朗中學

The University of Hong Kong
香港大學

The Yuen Yuen Institute MFBM Nei Ming
Chan Lui Chung Tak Memorial College
圓玄學院妙法寺內明陳呂重德紀念中學

Tin Shui Wai Methodist College
天水圍循道衛理中學

TWGHs S C Gaw Memorial College
東華三院吳祥川紀念中學

Yan Oi Tong Tin Ka Ping Secondary School
仁愛堂田家炳中學

Yuk Yin School
育賢學校

Individuals 個人

BOUZOUBA Leyla

CHAN Jin Ming Jimmy

CHAN Ronald W. Y.
陳惠仁

CHENG Ting Kong
鄭丁港

CHEUNG Hins
張敬軒

CHU Kwok Kee

DEBOER Arjan

Dr. Chung See Yuen
鍾思源醫生

Dr. Janet T.Y. LEUNG
梁倩儀博士

Dr. Mei Po Young TAM
譚楊美寶博士

FURST Dominik

GARNIER Vincent

HAEFNER Marise

HAEFNER Sven

HONG Martin
康寶駒

LEUNG Brian
梁孔德

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梁志群

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梁芷珊

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伍佩玲女士

NG Ken

Prof. Daniel Shek
石丹理講座教授

Prof. LAM Ching Man
林靜雯教授

RIDEOUT Celine D
董航

SHARP Jonathan

VINCENT Michael

WANG Man-li Joanna
王曼麗

YU Man Yee Shan, Angelina

李秉記

廖德南

蔡毅

蔡麟

龐翠英

董培





STAFF LIST

職員名錄

(AS AT 31 MARCH 2018)
(迄至2018年3月31日止)

Chief Executive 行政總裁

Mr. Stephen YAU
邱浩波先生

Director of Programme 服務總監

Mr. Kerin CHAM
湛國榮先生

Mrs. Peggy CHAN
陳蘇陳英女士

Mrs. Lucilla LEUNG
梁何慧怡女士

Ms. Iris LIU
廖金鳳女士

Ms. Ann LO
羅君雅女士

Ms. Adrielle M. PAÑARES
彭藝珠女士

Ms. Criselda YEUNG
楊雋儀女士

Director of Development 發展總監

Ms. Adrielle M. PAÑARES
彭藝珠女士

Director of Development (Services in Mainland China) 發展總監 (內地服務)

Ms. Sa Sa LIANG
梁秋莎女士

Ms Florence WONG
王艷冰女士

Director of Administration and Finance 行政及財務總監

Mr. Christopher KWONG
鄺耀華先生

Director of Human Resources 人力資源總監

Ms. Carman CHAN
陳麗蘭女士

Assistant Director of Programme 助理服務總監

Ms. Vincci AN
顏穎詩女士

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District Representative 區域代表

Yuen Long District 元朗區

Ms. Ann LO
羅君雅女士

North District 北區

Ms. Iris LIU
廖金鳳女士

**Wong Tai Sin District
黃大仙區**

Ms. Jennie DAI
戴淑華女士

Wanchai District 灣仔區

Mrs. Lucilla LEUNG
梁何慧怡女士

**Sham Shui Po District
深水埗區**

Mr. Kerin CHAM
湛國榮先生

**Central & Western District
中西區**

Ms. Eliza LUK
陸敏儀女士

Assistant to Chief Executive 行政總裁助理

Ms. Carman CHAN
陳麗蘭女士

Administration and Finance Manager 行政及財務經理

Mr. Edward TSANG
曾振輝先生

Secretary to Chief Executive 行政總裁秘書

Ms. Sandy CHUNG
鍾君明女士

Social Worker Staff 社會工作員

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Mr. Moses FU
符以謙先生

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封海旋女士

Ms. Anju GHISING
Anju GHISING 女士

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哈慧女士

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侯剛健先生

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劉起鵬先生

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Ms. Phoebe LEE
李婉婷女士

Mr. Torres LEE
李智鴻先生

Mr. Elvin LEUNG
梁宇軒先生



STAFF LIST 職員名錄

Ms. Rachel LEUNG
梁穎詩女士

Mr. Anthony LI
李創鑫先生

Mr. Benny LI
李湖深先生

Ms. Rachel LI
利若冰女士

Ms. Annie LIANG
梁曉欣女士

Ms. Brandy LIAO
廖渝欣女士

Ms. Urbashi LIMBU
Urbashi LIMBU 女士

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Ms. Mandy NG
吳敏儀女士

Ms. Wendy NG
吳詠詩女士

Ms. Ivy NI
倪怡洁女士

Ms. PATIL Mayuri Madhukar
PATIL Mayuri Madhukar 女士

Mr. Ben POON
潘沼峻先生

Ms. Echo POON
盤玉銘女士

Mrs. Maria POON
潘郝麗娟女士

Ms. Cris QIAN
錢儀玲女士

Ms. Myra QIU
邱穎思女士

Mr. James SUEN
孫樹邦先生

Ms. May SZE
施美珍女士

Mr. Willi SZE
施敬諾先生

Ms. Irene TAM
譚鳳思女士

Ms. Tobey TAM
譚穎芯女士

Ms. Camellia TAN
譚海瑛女士

Ms. Erica TANG
鄧青雲女士

Ms. Fanny TANG
鄧沅芬女士

Ms. Eva TSAI
蔡加妙女士

Ms. Iris TSANG
曾小蘭女士

Ms. Karen TSANG
曾嘉儀女士

Ms. Brenda TSAU
左玉芬女士

Ms. May TSE
謝淑媚女士

Ms. Iris TSOI
蔡芷欣女士

Mr. Kenneth WAN
尹淦揚先生

Mr. Caleb WANG
王路琛先生

Ms. Irene WANG
王韻女士

Ms. Josephine WANG
王臻女士

Ms. Sally WANG
王非凡女士

Ms. Fairy WEN
文宸女士

Mr. Amos WONG
黃盛輝先生

Ms. Amy WONG
黃穎雯女士

Ms. Angel WONG
黃安琪女士

Ms. Chelsea WONG
黃淑文女士

Ms. Crystal WONG
黃玉蓮女士

Ms. Daisy WONG
黃遠儀女士

Ms. Esther WONG
王嘉欣女士

Mr. Joseph WONG
黃家愷先生

Ms. Lily WONG
黃莉莉女士

Ms. Monica WONG
黃鳳妹女士

Ms. Rebecca WONG
黃雅慧女士

Ms. Iman WU
胡素貞女士

Ms. Jayne WU
胡康韻女士

Ms. Yuki XI
奚黃瑩女士

Ms. Eliza XIA
夏一紅女士

Ms. Jane XIE
謝曉菁女士

Ms. Grace XU
徐小燕女士

Mr. Jan YAU
邱俊偉先生

Mrs. Betsy YAU
丘任惠蘭女士

Mr. Alan YEUNG
楊瑞麟先生

Mr. Billy YEUNG
楊中明先生

Ms. Emily YEUNG
楊莉翎女士

Mr. YEUNG Ho Sum
楊賀深先生

Ms. Karen YEUNG
楊麗儀女士

Mr. Frank YIP
葉嘉強先生

Mr. Frankie YIP
葉澤明先生

Ms. Janice YU
茹曉盈女士

Ms. Winnie YUNG
容慧儀女士

Ms. Ginette ZHANG
張欣蔚女士

Ms. Sherman ZHANG
張舒雯女士

Ms. Kiko ZHI
植志敏女士

Ms. Cherry ZHONG
鍾美玲女士

Ms. Joan ZHONG
鍾愛琼女士

Administrative Staff 文職人員

Mr. Alex CHEUNG
張繼有先生

Ms. Betty CHEUNG
張綺雯女士

Ms. Emily CHOW
周燕華女士

Ms. Claudia FUNG
馮愷欣女士

Ms. Stella LAI
賴淑貞女士

Ms. April LAU
劉少萍女士

Ms. Novan LEE
李順儀女士

Ms. Boni TANG
鄧淑芬女士

Ms. Anita TING
丁碧華女士

Programme Staff 服務人員

Ms. Huma AHMED
Huma AHMED 女士

Mr. Rashedul AKRAM
Rashedul AKRAM 先生

Ms. Samantha ALE
Samantha ALE 女士

Ms. Ira Diah ARMELIA
Ira Diah ARMELIA 女士

Ms. Kerry AU
區洁瑜女士

Ms. Seema Imran AWAN
Seema Imran AWAN 女士

Ms. Gillian AWGUL
Gillian AWGUL 女士

Mr. Reignheart Allan Sumagay BABOL
Reignheart Allan Sumagay BABOL 先生

Ms. Noshaba BASHIR
Noshaba BASHIR 女士

Ms. Asma BIBI
美娜女士

Ms. BONGALONTA Honeylynn Canlas
BONGALONTA Honeylynn Canlas 女士

Ms. Alex CHAN
陳華梅女士

Mr. Anson CHAN
陳璋瑋先生

Ms. April CHAN
陳家怡女士

Ms. Carrie CHAN
陳嘉慧女士

Ms. Catherine CHAN
陳家詠女士

Ms. Christine CHAN
陳少芬女士

Mr. Derek CHAN
陳環維先生

Mr. Dick CHAN
陳柏霖先生

Mr. Elton CHAN
陳永樂先生

Ms. Gaby CHAN
陳詠慈女士

Ms. Grace CHAN
陳戀英女士

Mr. Jeffrey CHAN
陳活游先生

Ms. Kyon CHAN
陳惠儀女士

Ms. Mandy CHAN
陳泳文女士

Mr. Olaf CHAN
陳敬德先生

Mr. Philip CHAN
陳錦鴻先生

Mr. Ray CHAN
陳伯財先生

Mr. Ray CHAN
陳學熙先生

Ms. CHAN Sau Fan
陳秀芬女士

Ms. Biddy CHAU
周少綢女士

Mr. Chris CHAU
周伯桓先生

Mr. Kelvin CHAU
仇家健先生

Ms. Candice CHEN
陳錦程女士

Ms. Dannie CHEN
陳麗丹女士

Ms. Jennifer CHENG
鄭少歡女士

Mr. Joseph CHENG
鄭賢輝先生

Ms. Judy CHENG
鄭佩盈女士

Ms. Aily CHEUNG
張雁玲女士

Mr. Erwin CHEUNG
張衍鑫先生

Ms. Jacqueline CHEUNG
張桂蓮女士

Ms. Lia CHEUNG
張嘉慧女士

STAFF LIST

職員名錄

Ms. Livia CHEUNG
張婷婷女士

Ms. Megan CHEUNG
張敏兒女士

Ms. CHEUNG Pik Wa
張碧華女士

Mr. Rowan CHEUNG
張德源先生

Ms. Sam CHEUNG
張元倩女士

Ms. Scarlett CHEUNG
張慧容女士

Ms. Tiffany CHEUNG
張倩婷女士

Ms. Joanna CHEW
周凌娜女士

Mr. CHIK Tsz Chung
戚子聰先生

Mr. Nick CHING
程梓焯先生

Ms. Anita CHOI
蔡倩瑩女士

Ms. Janet CHOI
蔡穎文女士

Mr. Chico CHOW
周止戈先生

Ms. Hill CHOW
周慧珊女士

Mr. CHOW Tsz Lok
周子樂先生

Mr. Alex CHU
朱浚鋒先生

Mr. Edward CHU
朱子羅先生

Mr. Joe CHU
朱炳滿先生

Ms. CHU Wai Hing
朱慧卿女士

Mr. Andrew CHUNG
鍾穎翔先生

Mr. Barry CHUNG
鍾志森先生

Ms. Billie CHUNG
鍾冬杏女士

Ms. Shirley CHUNG
鍾秀玲女士

Ms. Lucila Abad CRUZ
Lucila Abad CRUZ女士

Ms. Florinda DE LEON
Florinda DE LEON女士

Ms. DEEPIKA-GUPTA
DEEPIKA-GUPTA女士

Ms. DEL PILAR Vanessa Jane S.
DEL PILAR Vanessa Jane S. 女士

Ms. Maria Larisa Quinto DIAZ
Maria Larisa Quinto DIAZ 女士

Ms. Dale Quindara DONATO
Dale Quindara DONATO 女士

Ms. ELLA-SURONO
ELLA-SURONO 女士

Ms. Ira FAN
范文怡女士

Mr. Hassan FAROOQ
Hassan FAROOQ 先生

Mr. Michael FOK
霍洛軒先生

Ms. FONG To Yin
方杜燕女士

Ms. Janice Lee G. FRANCISCO
Janice Lee G. FRANCISCO 女士

Ms. Phoebe FUNG
馮秀萍女士

Ms. Maggie FUNG
馮蔓芝女士

Mr. Sean FUNG
馮立信先生

Ms. Dikshika GHALE
Dikshika GHALE 女士

Ms. Rutchie GROSPE
Rutchie GROSPE 女士

Mr. Kancha GURUNG
Kancha GURUNG 先生

Ms. Nandakumari GURUNG
Nandakumari GURUNG 女士

Mr. Peter GURUNG
Peter GURUNG 先生

Ms. Sabita GURUNG
Sabita GURUNG 女士

Mr. Sachin GURUNG
Sachin GURUNG 先生

Mr. Samman GURUNG
Samman GURUNG 先生

Ms. Shahin GURUNG
Shahin GURUNG 女士

Ms. Sujan GURUNG
Sujan GURUNG 女士

Mr. Sunil GURUNG
Sunil GURUNG 先生

Mr. Rajinder Kumar HARISH
Rajinder Kumar HARISH 先生

Ms. Winnie HAU
侯萬香女士

Ms. Belinda C. HECKER
Belinda C. HECKER 女士

Mr. Bori HO
何偉明先生

Ms. Cheryl HO
何佩珊女士

Ms. Crystal HO
何麗坤女士

Mr. Kenneth HO
何鏡佳先生

Ms. Polly HO
何上沛女士

Ms. Rebecca HO
何慧妍女士

Mr. Ben HON
項志浩先生

Ms. HON San Ling
韓新玲女士

Ms. Connie HUI
許俊虹女士

Ms. Billy HUNG
洪琪媚女士

Ms. Erin HUNG
洪嘉敏女士

Ms. Shelley HUNG
洪希活女士

Ms. Aisha IFTIKHAR
Aisha IFTIKHAR 女士

Mr. INDARTA
謝金方先生

Ms. Queenie JIANG
江柳清女士

Ms. JINA
林冬妮女士

Mr. Bashir KAMRAN
Bashir KAMRAN 先生

Ms. KEE Hwei Shen
紀惠倩女士

Ms. Lakshima KHAREL
Lakshima KHAREL 女士

Ms. Pamela KNIGHT
Pamela KNIGHT 女士

Ms. KOO Pik Ha
顧碧霞女士

Ms. Emily KOT
葛莉女士

Mr. Albert KWOK
郭正先生

Ms. Jacklyn KWOK
郭穎兒女士

Ms. Katie KWOK
郭淑敏女士

Ms. Lisa KWOK
郭敏華女士

Ms. Konnie KWONG
鄭劭嫻女士

Ms. Clare LAI
黎佩斯女士

Ms. Nami LAI
賴美君女士

Ms. Rungthip LAI
胡慧蘊女士

Mr. LAI Yiu For
賴耀科先生

Ms. Bonnie LAM
林麗玲女士

Mr. Colman LAM
林文漢先生

Mr. Frankie LAM
林佑聰先生

Ms. Jenny LAM
林麗珍女士

Ms. Kannie LAM
林翠賢女士

Ms. Michele LAM
林知穎女士

Ms. LAM Shun Loi
林順來女士

Ms. Boey LAU
劉寶儀女士

Ms. Cathy LAU
劉沛姿女士

Mr. Kirk LAU
婁聖軻先生

Ms. Lily LAU
劉雅麗女士

Mr. Max LAU
劉嘉豪先生

Ms. Sarah LAU
劉貝珊女士

Mr. Ray LAW
羅永康先生

Ms. Sophia LAW
羅寶珠女士

Ms. LE Thi Thuy Hang
黎翠恆女士

Ms. Anita LEE
李玉群女士

Ms. LEE Fong
李芳女士

Ms. Helen LEE
李嘉美女士

Mr. Hinson LEE
李鎮軒先生

Ms. Ice LEE
李麗儀女士

Ms. Kat LEE
李美娟女士

Ms. LEE Wing Chi
李穎芝女士

Ms. LEI Aiqun
雷愛群女士

Ms. Peggy LEUNG
梁佩儀女士

Ms. Pesu LEUNG
梁培淑女士

Ms. Yan LEUNG
梁嘉恩女士

Ms. Tabitha LI
李卓穎女士

Ms. Rarai LIAGRE
Rarai LIAGRE 女士

Mr. Justin LIE
李冠禮先生

Ms. Bashna LIMBU
Bashna LIMBU 女士

Ms. Bunoo LIMBU
Bunoo LIMBU 女士

Ms. Alice LIU
廖佩儀女士

Ms. Michelle LIU
廖惠甜女士

Mr. Dickson LO
盧永剛先生

Ms. Agnes LO
盧燕玲女士

Ms. Noel LO
盧玉桃女士

Ms. Ronnie LO
盧燕玉女士

Mr. Sam Israel A. LOMAT
Sam Israel A. LOMAT 先生

Mr. Leo LUI
呂超鴻先生

Ms. Nanki LUTHRA
Nanki LUTHRA 女士

Mr. Tariq M
譚力先生

Mr. Vincent MA
馬宏輝先生

Mr. MACALINO Gabrielle Nicolo Dagle
MACALINO Gabrielle Nicolo Dagle 先生

Ms. Valencia MYINT
葉玉清女士

Ms. Delia NG
吳婉筠女士

Mr. Eddy NG
吳家祺先生

Mr. NG Ho Cheung
吳灝璋先生

Ms. Jenny NG
伍淑霞女士

Ms. Jenny NG
吳子晴女士

Mr. Kenny NG
伍景熙先生

Ms. Konnie NG
吳君慧女士



STAFF LIST

職員名錄

Ms. Yan NG
吳艷娜女士

Mr. Alex NGAN
顏景泉先生

Ms. Wendy NGAN
顏美蘭女士

Ms. NGAN Shuk Shan
顏淑珊女士

Mr. Muhammad OMAIR
Muhammad OMAIR 先生

Mr. Ian ONG
王行杰先生

Mr. Rene ORIAS
Rene ORIAS 先生

Ms. Sushmita PANDA
Sushmita PANDA 女士

Ms. Carmela P. PANES
Carmela P. PANES 女士

Ms. Jessica PANG
彭羨欣女士

Mr. Kelvin PANG
彭俊星先生

Ms. Sudhasri PANIGRAHI
Sudhasri PANIGRAHI 女士

Ms. Samaira PARVEEN
Samaira PARVEEN 女士

Ms. Shilpa Rahul PATWARDHAN
Shilpa Rahul PATWARDHAN 女士

Ms. Jade PHAN
Jade PHAN 女士

Ms. Jenny PHANG
彭燕妮女士

Ms. Helen PO
布秀娟女士

Mr. William PO
布文浩先生

Ms. Grace PUN
潘恩慈女士

Mr. Kenneth PUN
潘景陞先生

Ms. Maria Teresa Pardillo QUINTO
Maria Teresa Pardillo QUINTO 女士

Ms. Chandrakala RAI
Chandrakala RAI 女士

Mr. Subash RAI
Subash RAI 先生

Mr. RAMCHANDANI Rishika Rajesh
RAMCHANDANI Rishika Rajesh 先生

Ms. Rowela M. RAMIRO
Rowela M. RAMIRO 女士

Ms. Flordeliza Espenida RILLES
Flordeliza Espenida RILLES 女士

Ms. Fay V. ROMANO
Fay V. ROMANO 女士

Mr. ROQUE Robert Nico Ferry
ROQUE Robert Nico Ferry 先生

Mr. Christopher Gante SANDOVAL
Christopher Gante SANDOVAL 先生

Mr. Joy SARKAR
Joy SARKAR 先生

Mr. SHAH Bushra Jan
SHAH Bushra Jan 女士

Ms. Maria SHIU
邵月麗女士

Mr. Karmjit SINGH
Karmjit SINGH 先生

Ms. Tiffany SIU
蕭潔靈女士

Ms. SMITA-VENUS
SMITA-VENUS 女士

Ms. Fiona SO
蘇嘉儀女士

Ms. Iris SO
蘇雅賢女士

Ms. Sally SOO
蘇玉蓮女士

Mr. James Lee STROUD
史卓德先生

Ms. Enriqueta E. SUAVERDEZ
Enriqueta E. SUAVERDEZ 女士

Ms. Carol SZE
Carol SZE 女士

Mr. Solomon Abad TAGAO
Solomon Abad TAGAO 先生

Ms. Iris TAI
戴碧慧女士

Ms. Betty TAM
譚寶敏女士

Ms. Tammy TAM
譚惠芳女士

Ms. Sandra TANG
鄧慧瑛女士

Ms. Walkman TANG
鄧樂敏女士

Mr. Deepen Kumar THAPA
Deepen Kumar THAPA 先生

Ms. Manisha THAPA
Manisha THAPA 女士

Mr. Pratham THAPA
Pratham THAPA 先生

Mr. Madhav THAPA MAGAR
Madhav THAPA MAGAR 先生

Mr. Antony TSANG
曾偉強先生

Ms. TSANG Lai Na
曾麗娜女士

Ms. Mary TSANG
陳夏陽女士

Mr. Rex TSANG
曾卓華先生

Mr. Joe TSE
謝境熙先生

Ms. TSE Mui Lin
謝妹蓮女士

Ms. Sheila TSE
謝秋輝女士

Ms. Icy TSOI
蔡愛華女士

Ms. Kelly TSOI
蔡杏清女士

Mr. Muhammad UMAIR
Muhammad UMAIR 先生

Ms. Edelyn VALLO
Edelyn VALLO 女士

Ms. WAN Pui Hang
尹沛恒女士

Ms. Cherie WANG
王茜如女士

Ms. Coco WANG
王小小女士

Ms. Amy WONG
黃萊娣女士

Ms. Agnes WONG
王嘉慧女士

Ms. Brenda WONG
黃秀芬女士

Ms. Casey WONG
王靜儀女士

Ms. Ceci WONG
黃詩敏女士

Ms. Celia WONG
黃詩茵女士

Ms. Connie WONG
黃瀛漫女士

Ms. Danice WONG
黃穎欣女士

Mr. David WONG
黃慶寧先生

Ms. Denise WONG
黃齊愛女士

Ms. Ethan WONG
黃美雲女士

Ms. Fanny WONG
黃桂芳女士

Ms. Kim WONG
黃培菊女士

Ms. Michelle WONG
王冰瑩女士

Ms. Noelle WONG
黃麗芬女士

Ms. Shirley WONG
王慧雯女士

Ms. Wincy WONG
黃詠詩女士

Ms. Winis WONG
黃巧兒女士

Ms. Veronica WONG
黃舒明女士

Ms. Irene YAU
游愛蓮女士

Mr. Louis YAU
游康麟先生

Mr. Raymond YAU
丘國權先生

Mr. Simon YAU
丘信輝先生

Ms. Scorpio YAU
邱漫儀女士

Ms. Joyce YEUNG
楊葉瑛女士

Mr. Luke YEUNG
楊頌業先生

Ms. Lucy YIM
閻瑞琪女士

Mr. Kenneth YIP
葉家恩先生

Ms. Debbie YIU
姚玉清女士

Ms. Sasa YIU
饒可盈女士

Ms. Iris YU
余荅嵐女士

Ms. Jamie YU
余奕敏女士

Ms. Sharon YU
余焯琳女士

Mr. Chris YUEN
袁鶴儒先生

Mr. Ian YUEN
袁掌政先生

Ms. Polly YUEN
阮凱琳女士

Mr. Steven YUEN
阮迪尹先生

Ms. YUEN Leung Wai
袁梁煒女士

Ms. ZHAO Fenglian
趙鳳蓮女士





LIST OF SERVICE UNITS

服務單位一覽表



Head Office

6/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong
Tel: 2834 6863
Fax: 2834 7627
Email: isshk@isshk.org
Website: 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

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SERVICES FOR FAMILIES 家庭服務



Cross-boundary and Intercountry Social Service

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

跨境及國際社會服務

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

Integrated Family Service Centres

Shamshuipo (South) Integrated Family Service Centre

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

綜合家庭服務中心

深水埗(南)綜合家庭服務中心

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

Tin Shui Wai (North) Integrated Family Service Centre

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

天水圍(北)綜合家庭服務中心

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



LIST OF SERVICE UNITS 服務單位一覽表



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

Adoption Programme Tel: 2834 6863 Fax: 2834 7627 Email: ia@isshk.org	領養服務 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 電話：2834 6863 傳真：2834 7627 電郵：fc@isshk.org
Small Group Home Programme Tel: 2834 6863 Fax: 2834 7627 Email: sgh@isshk.org	兒童之家服務 電話：2834 6863 傳真：2834 7627 電郵：sgh@isshk.org
School Social Work and School Support Services Tel: 2834 6863 Fax: 2834 7627 Email: ssw@isshk.org	學校社會工作及學校支援服務 電話：2834 6863 傳真：2834 7627 電郵：ssw@isshk.org

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SERVICES FOR MIGRANTS 移居人士服務



Programme for New Arrivals from Mainland China G/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate, Sham Shui Po, Kowloon, Hong Kong Tel: 2386 6967 Fax: 2389 3231	內地新來港人士服務 香港九龍深水埗南昌邨南昌社區中心高座地下 電話：2386 6967 傳真：2389 3231
Aid Service in Lo Wu Checkpoint for Chinese New Arrivals Lo Wu Control Point Visitor Clearance Hall	羅湖管制站內地新來港人士服務 羅湖管制站訪港旅客大堂
Enquiry and Information Service Registration of Persons — Kowloon Office, Immigration Department Room 375, 3/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon, Hong Kong	諮詢服務 入境事務處人事登記處 — 九龍辦事處 香港九龍長沙灣道303號長沙灣政府合署3樓(375房)

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LIST OF SERVICE UNITS

服務單位一覽表

Administering and Delivery of Assistance for Non-refoulement Claimants

Kowloon District

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 & Islands District

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

主理和執行免遣返聲請人援助工作

九龍區

香港九龍觀塘偉業街182號觀塘碼頭廣場12樓03-07室

電話：2789 7601
傳真：2392 5675
電郵：astc@isshk.org

新界區

香港新界屯門海榮路22號屯門中央廣場19樓1-12及25-28室

電話：2358 9600
傳真：2475 5067
電郵：astc@isshk.org

港島及離島區

香港九龍太子雅蘭街22號李寶椿健康院1樓

電話：3473 1500
傳真：2392 2591
電郵：astc@isshk.org

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

3/F, Tak Lee Commercial Building,
113-117 Wan Chai Road, Wan Chai, Hong Kong

Tel: 2836 3598
Fax: 2508 0207
Email: ethnic_centre@isshk.org
Website: <http://www.isshk-hope.org>
Facebook: @Isshopecentre

HOPE少數族裔人士支援服務中心

香港灣仔灣仔道113-117號得利商業大廈3樓

電話：2836 3598
傳真：2508 0207
電郵：ethnic_centre@isshk.org
網址：<http://www.isshk-hope.org>
Facebook：@Isshopecentre

Mobile Information Service

Hong Kong International Airport, Arrivals Hall Prohibited Area

Tel: 9220 0270 / 9226 3907
Fax: 2261 0450
Email: mis@isshk.org

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

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

少數族裔人士大使服務計劃

香港灣仔灣仔道113-117號得利商業大廈3樓

電話：2864 6707
傳真：2508 0207
電郵：ethnic_ambassadors@isshk.org
Facebook：@ambassadorschemeisshk

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

為非在學少數族裔人士提供語文課程津貼

香港灣仔灣仔道113-117號得利商業大廈3樓

電話：2836 3598 / 5188 8044
傳真：2508 0207
電郵：m.umair.scem@isshk.org



LIST OF SERVICE UNITS 服務單位一覽表



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SERVICES FOR THE ELDERLY 長者服務

Programme for Portable Comprehensive Social Security Assistance

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

協助「綜援長者廣東及福建省養老」計劃

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

Programme for Old Age Allowance Recipients under the “Guangdong Scheme”

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

協助「廣東計劃」高齡津貼受惠長者服務

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

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SERVICES IN MAINLAND CHINA 內地服務



Service Centres — Guangzhou

Guangzhou-Hong Kong Service Centre for the Youth

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

服務中心—廣州

穗港青少年服務中心

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

Shamian Street Family Integrated Service Centre

14 Shamian South Street, Li Wan District, Guangzhou
Tel: (86-20) 8121 5755
Website: <http://www.fengyuanrenjia.org/smjtfw.html>

沙面街家庭綜合服務中心

廣州市荔灣區沙面南街14號
電話：(86-20) 8121 5755
網址：<http://www.fengyuanrenjia.org/smjtfw.html>

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

穗港及海外婚姻家庭輔導服務中心

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

Guangzhou-Hong Kong Integrated Family Service Centre

G/F, Feng Yuen Street Community Service Centre,
8 He Jia Ci Dao, Wen Chang Bei Ru, Li Wan District, Guangzhou
Tel: (86-20) 8195 4683
Website: <http://www.fengyuanrenjia.org/fyjtfw.html>

穗港綜合家庭服務中心

廣州市荔灣區文昌北路何家祠道8號
逢源街社區服務中心首層
電話：(86-20) 8195 4683
網址：<http://www.fengyuanrenjia.org/fyjtfw.html>



LIST OF SERVICE UNITS 服務單位一覽表

Service Centres — Shenzhen

Expectation Management Project (Shenzhen)

A010, G/F, Hui Gang Ming Yuan, 3099 Bin He Da Dao,
Futian, Shenzhen 518033
Tel: (86-755) 8829 3457, (86) 189 3891 8989
Email: sz@isshk.org
Website: <http://www.iss-futian.com>

Cross-boundary Students Service Centre (Luohu, Shenzhen)

G/F, Luohu Recreation Centre for Women and Children,
2007 Yan He Road South, Luohu, Shenzhen 518000
Tel: (86-755) 2511 4400
Fax: (86-755) 2511 9906
Email: sz@isshk.org
Website: <http://www.isshk-jc.com>

Cross-boundary Students Service Centre (Nanshan, Shenzhen)

Flat 208, 1st Floor, Zone D, Building No. 1, Nan Guang City
Garden, Nan Guang Road, Nanshan, Shenzhen 518054
Tel: (86-755) 2511 1155
Fax: (86-755) 2661 9688
Email: sz@isshk.org
Website: <http://www.isshk-jc.com>

服務中心 — 深圳

期望管理計劃(深圳)

深圳市福田區濱河大道3099號
匯港名苑一層A010舖(郵編: 518033)
電話: (86-755) 8829 3457, (86) 189 3891 8989
電郵: sz@isshk.org
網址: <http://www.iss-futian.com>

跨境學童服務中心(深圳羅湖)

深圳市羅湖區沿河南路2007號
羅湖區婦女兒童活動中心一樓(郵編: 518000)
電話: (86-755) 2511 4400
傳真: (86-755) 2511 9906
電郵: sz@isshk.org
網址: <http://www.isshk-jc.com>

跨境學童服務中心(深圳南山)

深圳市南山區南光路
南光城市花園1棟D區二樓208室(郵編: 518054)
電話: (86-755) 2511 1155
傳真: (86-755) 2661 9688
電郵: sz@isshk.org
網址: <http://www.isshk-jc.com>

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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

6/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong
Tel: 2834 6863
Fax: 2834 7627
Email: issfi@isshk.org
Facebook: @ISS Family Institute
Facebook: @ISS Family Institute Bowen

國際社家庭學院

香港灣仔軒尼詩道130號修頓中心6樓
電話: 2834 6863
傳真: 2834 7627
電郵: issfi@isshk.org
Facebook: @ISS Family Institute 國際社家庭學院
Facebook: @ISS Family Institute Bowen 學堂

LIST OF SERVICE UNITS

服務單位一覽表



SMALL GROUP HOME PROGRAMME 兒童之家服務

Yin Tak Small Group Home Pamela Youde Hospital Quarter, Chai Wan	賢德兒童之家 柴灣東區醫院宿舍
Mo Tak Small Group Home Pamela Youde Hospital Quarter, Chai Wan	慕德兒童之家 柴灣東區醫院宿舍
Ming Tak Small Group Home Pamela Youde Hospital Quarter, Chai Wan	明德兒童之家 柴灣東區醫院宿舍
Lee Shing Small Group Home Lee On Estate, Ma On Shan, New Territories	利盛兒童之家 馬鞍山利安邨
Lee On Small Group Home Lee On Estate, Ma On Shan, New Territories	利安兒童之家 馬鞍山利安邨
Pak Hei Small Group Home Lower Wong Tai Sin Estate, Wong Tai Sin	伯禧兒童之家 黃大仙下邨
Shun Hei Small Group Home Lower Wong Tai Sin Estate, Wong Tai Sin	信禧兒童之家 黃大仙下邨
Chung Hei Small Group Home Lower Wong Tai Sin Estate, Wong Tai Sin	仲禧兒童之家 黃大仙下邨
Wah Sum Small Group Home Wah Sum Estate, Fanling	華心兒童之家 粉嶺華心邨
Wah Koon Small Group Home Wah Sum Estate, Fanling	華冠兒童之家 粉嶺華心邨
Wah Mian Small Group Home Wah Sum Estate, Fanling	華勉兒童之家 粉嶺華心邨
Tsing Yung Small Group Home Tsing Yung Street, Tuen Mun	青榕兒童之家 屯門青榕街



LIST OF SERVICE UNITS 服務單位一覽表



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
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
Tun Yu School	惇裕學校





ISS GLOBAL NETWORK 國際社全球網絡一覽表



Australia Email: iss@iss.org.au Website: www.iss.org.au	澳洲 電郵: iss@iss.org.au 網頁: www.iss.org.au
Belgium Email: sireas@sireas.be Website: www.sireas.be	比利時 電郵: sireas@sireas.be 網頁: www.sireas.be
Bulgaria Email: miglena_bald@yahoo.com Website: www.iss-bg.org	保加利亞 電郵: miglena_bald@yahoo.com 網頁: www.iss-bg.org
Czech Republic Email: podatelna@umpod.cz Website: www.umpod.cz	捷克共和國 電郵: podatelna@umpod.cz 網頁: www.umpod.cz
Canada Email: lapointe.sylviej@issc-ssic.ca Website: www.issc-ssic.ca	加拿大 電郵: lapointe.sylviej@issc-ssic.ca 網頁: www.issc-ssic.ca
Germany (Berlin) Email: isd@issger.de Website: www.issger.de	德國 (柏林) 電郵: isd@issger.de 網頁: www.issger.de
Germany (Frankfurt am Main) Email: kontakt@fif-ev.de Website: www.fif-ev.de	德國 (法蘭克福) 電郵: kontakt@fif-ev.de 網頁: www.fif-ev.de
Greece Email: issgr@otenet.gr	希臘 電郵: issgr@otenet.gr
Hong Kong Email: isshk@isshk.org Website: www.isshk.org	香港 電郵: isshk@isshk.org 網頁: www.isshk.org
Ireland Email: iss@tusla.ie	愛爾蘭 電郵: iss@tusla.ie
Israel Email: DivraH@molsa.gov.il	以色列 電郵: DivraH@molsa.gov.il
Italy Email: info@defenceforchildren.it Website: www.defenceforchildren.it	意大利 電郵: info@defenceforchildren.it 網頁: www.defenceforchildren.it
Japan Email: issj@issj.org Website: www.issj.org	日本 電郵: issj@issj.org 網頁: www.issj.org
Lebanon Email: info@himaya.org Website: www.himaya.org	黎巴嫩 電郵: info@himaya.org 網頁: www.himaya.org
Malta Email: appogg@gov.mt Website: www.appogg.gov.mt	馬爾他 電郵: appogg@gov.mt 網頁: www.appogg.gov.mt



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國際社全球網絡一覽表



Netherlands Email: iss@fiom.nl Website: www.issnetherlands.nl	荷蘭 電 郵 : iss@fiom.nl 網 頁 : www.issnetherlands.nl
New Zealand Email: zoe.griffiths001@cyf.govt.nz Website: www.cyf.govt.nz	紐西蘭 電 郵 : zoe.griffiths001@cyf.govt.nz 網 頁 : www.cyf.govt.nz
Pakistan Email: fn.sanjog@gmail.com Website: www.sanjog.org	巴基斯坦 電 郵 : fn.sanjog@gmail.com 網 頁 : www.sanjog.org
Philippines Email: iss.philippines.inc@gmail.com Website: www.issphilippines.org	菲律賓 電 郵 : iss.philippines.inc@gmail.com 網 頁 : www.issphilippines.org
Portugal Email: geral@appassi.org.pt Website: www.appassi.org.pt	葡萄牙 電 郵 : geral@appassi.org.pt 網 頁 : www.appassi.org.pt
Romania Email: office@generatietanara.ro Website: www.generatietanara.ro	羅馬尼亞 電 郵 : office@generatietanara.ro 網 頁 : www.generatietanara.ro
South Africa Email: tebogoma@dsd.gov.za	南非 電 郵 : tebogoma@dsd.gov.za
Switzerland Email: ssi@ssiss.ch Website: www.ssiss.ch	瑞士 電 郵 : ssi@ssiss.ch 網 頁 : www.ssiss.ch
United Kingdom Email: info@cfab.org.uk Website: www.cfab.org.uk	英國 電 郵 : info@cfab.org.uk 網 頁 : www.cfab.org.uk
United States of America Email: iss-usa@iss-usa.org Website: www.iss-usa.org	美國 電 郵 : iss-usa@iss-usa.org 網 頁 : www.iss-usa.org
Venezuela Email: serviciosocialinternacional@cecca.org.ve	委內瑞拉 電 郵 : serviciosocialinternacional@cecca.org.ve
General Secretariat Email: info@iss-ssi.org Website: www.iss-ssi.org	總秘書處 電 郵 : info@iss-ssi.org 網 頁 : www.iss-ssi.org
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HEADQUARTERS 總辦事處



6/F, Southorn Centre, 130 Hennessy Road,
Wanchai, Hong Kong
香港灣仔軒尼詩道130號修頓中心6樓



2834 6863



www.isshk.org



isshk@isshk.org