



## Airport Mobile Information Service Leader Shares Work Experience The Commitment to Always Providing Support and Assistance to Ethnic Minority communities 機場流動資訊服務隊長分享工作點滴 致力為少數族裔人士提供支援和協助

### Q1. Please introduce yourself and describe your work to our readers.

請介紹一下自己，向我們的讀者描述一下你的工作。

Hello everyone! I'm Jenny, the team leader of the Mobile Information Service (MIS) at Hong Kong International Airport. My main job is to distribute information kits to ethnic minority residents and foreign domestic workers from countries such as Indonesia, Thailand, the Philippines, India, Pakistan and Nepal, and provide support to them. The information kits include details about labour and immigration regulations, civil rights, health care, transportation, public services, and important hotline

numbers. We also provide various forms of support to ethnic minority passengers who need help at the airport.

In addition to airport services, I conduct outreach work in districts such as Tsim Sha Tsui, Jordan, Sham Shui Po and Yuen Long to convey relevant support service information to ethnic minority individuals in Hong Kong.

大家好！我是Jenny，是流動資訊服務(香港國際機場) (MIS) 的隊長。我的主要工作是在機場抵港區域分派資訊套給來自印尼、泰國、菲律賓、印度、巴基斯坦、尼泊爾等國家的少數族裔居民及外藉傭工，並為他們提供支援。資訊套內的資料包括勞工和出入境條例、公民權利、健康資訊、交通出行、



公共服務等，亦有重要的熱線電話。我們亦為機場內有需要的少數族裔的旅客提供不同形式的支援。

除了機場服務，我亦在多區如尖沙咀、佐敦、深水埗和元朗等進行外展工作，傳達香港少數族裔人士相關的支援服務資訊。

**Q2. You have been working at the MIS for 19 years. What was your job experience before? How did you first get the job?**

**你在MIS工作了19年，在此之前你有什麼工作經驗？你是如何得到這份工作的？**

I joined ISS-HK in 2004, and prior to that, I worked in a foreign domestic helper agency where I handled administrative documents, contracts, employment consultations, and assisted in resolving labour disputes. I remember that a friend of mine saw a recruitment notice from the ISS-HK and I thought that the job involved interpersonal relationships and problem-solving, which was somewhat similar to my current job, and it allowed me to help minority community members from different countries. So, I decided to apply and was fortunate enough to be accepted for the position.

我是在2004年加入國際社工作的。之前曾在外傭中介公司工作，負責處理行政文件、合約、就業諮詢、協助解決勞資糾紛等。我記得當時有朋友看到國際社進行招聘，我想到



這個工作跟人際關係和協調解難有關，與現在的工作性質有些相似，而且可以幫助不同國家的少數族裔群體，於是便嘗試申請，並幸運地獲得取錄。

**Q3. Did it turn out to be what you expected?**

**這份工作結果是否如你所預期的那樣？**

I would say it generally aligns with my expectations. However, providing information services and support at the airport is a complex and dynamic job that is more challenging than I initially imagined. I believe that professional knowledge, adaptability and communication skills are all crucial for this job.

可以說大致符合我的預期，然而，在機場提供資訊服務及支援是一項複雜且多變的工作，工作實際上亦比想像中更具挑戰性。我認為到這份工作所需的專業知識、應變能力和溝通技巧等各方面也相當重要。

**Q4. What's the most challenging part of the job? What's the most rewarding? Any particular unforgettable incident that included both experiences?**

**這份工作中最具挑戰性的部分是什麼？最有成就感的部分又是什麼？**

The airport is a unique place where people are always coming and going in a hurry, and there are restricted and non-restricted areas with different limitations for passengers. We are the only social welfare organization providing services within the restricted area of Hong Kong International Airport, and we can navigate between the restricted and non-restricted areas. The biggest challenge for us is to assist ethnic minority passengers in handling unexpected or emergency situations within a tight timeframe and with limited resources. These situations can include incidents such as stealing, missed flights, lost mobile phones or luggage, or forgotten visa printouts, and more. We need to respond quickly and calmly, contacting relevant departments, and find solutions.

Passengers often feel lost and overwhelmed when they encounter unexpected situations at the airport. We assist them with our knowledge and experience, even with simple tasks, and they are always grateful to us. Knowing that our team is the only one providing such appropriate services in this setting makes me feel proud.



機場是一個很特別的空間，人們總是來去匆匆，而且分禁區和非禁區，旅客面對不同的限制。我們是香港國際機場禁區內唯一提供服務的社福機構，亦可以遊走在禁區和非禁區之間，對我們而言，最大的挑戰就是在很趕急的時間內，用有限的資源幫助少數族裔的旅客處理各種意外或緊急的情況，例如被偷取銀包、錯過航班、遺失手提電話或行李、忘記列印簽證等情況時等等。我們需要迅速且冷靜地應對，聯絡相關部門，以尋找解決方案。

旅客在機場遇到意外狀況時通常都會六神無主，我們以知識及經驗協助他們處理問題，哪怕是舉手之勞，他們總是很感激我們。一想到只有我們這個團隊能在這裡提供這樣適切的服務，我總是覺得很驕傲。

#### Q5. Are there any cases that have left a deep impression on you?

##### 有沒有甚麼事件讓你印象特別深刻？

There have been many cases. One particular incident involved a young Filipina domestic helper who, upon arriving from a vacation, discovered that her employment had been terminated by her employer, preventing her from entering Hong Kong. She reached out to us for help, and we advised her to explain the situation to the immigration authorities, emphasizing the necessity of entering to collect her personal belongings from her employer's residence. Eventually, she was granted entry and successfully resolved the issue. Her heartfelt appreciation towards our assistance was truly rewarding.

In another case, an Indonesian domestic helper realized while traveling that her work visa had expired. We advised her to promptly reach out to her employer to verify her

employment status, as this was important to allow her smooth entry into Hong Kong in accordance with the relevant regulations.

And I once encountered an Indian family returning to Hong Kong where the father, carrying the family's identification documents, arrived ahead of the wife and children. However, during the immigration clearance, the wife and children following behind realized that they did not have their identification cards. They approached us for assistance, and we utilized our advantage of being able to access restricted areas to locate the father. We also explained the situation to the immigration officials, and ultimately resolved the issue successfully.

There have also been numerous cases where domestic helpers missed their flights. In many instances, we assist them in communicating with the airlines and their respective embassies and reminding them of their rights and responsibilities.

難忘的個案有很多。曾有一位二十多歲的菲律賓外傭，在渡假抵港後才得知被僱主解僱，因此無法入境。她向我們求助，我們便建議她嘗試向入境處述說情況，指需要入境返回僱主家中取回個人物品，她最終能順利入境及處理善後工作，事後她對我們非常感激。

另一個例子是一位印尼外傭在旅行期間才發現自己工作簽證已過期。我們建議她首先與僱主聯繫，確保她仍然受僱，這樣可以讓她在符合相關規定的情況下順利入境。

此外，我還曾遇到一個印度籍家庭回港，父親帶著他家人的身份證先行入境，跟在後面的妻子和子女在入境時驚覺身份證不在身上，只好求助於我們，我們利用可以進出禁區的優勢找到了父親，同時向入境處人員解釋了這個局面，最終能圓滿解決問題。

另外也有為數不少的外傭趕不上飛機的情況，我們很多時要協助外傭在航空公司和其國家的領使館之間溝通，我們亦會提醒外傭自己的權益和責任。



#### Q6. How were things for you and the team during COVID?

##### 在疫情期間，你和團隊的情況如何？

During the pandemic, flight volumes were dramatically reduced. While our overall workload seemed lower with fewer incoming passengers, the proportion requiring help surged, intensifying the coordination efforts. At that time, all arrivals had to undergo testing, and the epidemic prevention measures and social distancing policies were constantly changing. My team and I had to quickly comprehend updates and provide accurate information to passengers.

At the same time, we also increased the frequency of outreach activities in response to the requests of the Home Affairs Department. We would visit communities four days a week to meet with local ethnic minority residents. Our outreach activities often took place in mosques, community centres or parks to ensure that we could reach out to more ethnic minority residents and understand their actual needs and situations during the pandemic.

疫情期間航班數目大幅減少，相信很多人都以為我們一定很空閒。其實雖然入境人數下降，但旅客需要協助的比例大大提高，協調工作亦更複雜。當時，抵港人士均要進行檢測，當時防疫和社交距離政策也不時變更，我和團隊要快速掌握和理解各種政策和程序的變化，並準確地向旅客提供重要資訊。

其時，我們還因應民政事務總署的要求增加外展活動次數，每周四天走進社區，爭取與本地少數族裔居民見面。我們多在寺廟、社區中心、公園等公共場所進行外展活動，確保能夠接觸到更多的少數族裔居民，了解他們在疫情期間的實際的需要及狀況。

#### Q7. Being at the airport for so many years, what are the changes you have noticed in the needs of service users?

##### 作為在機場工作了這麼多年的人，你注意到服務使用者需求方面的變化有哪些？

When ethnic minority individuals seek assistance upon arrival in Hong Kong and dial the phone number given on the information kit, it is our team that answers and provides assistance. In fact, handling phone inquiries is



the part that requires the most time in our follow-up work. A considerable number of callers are foreign domestic workers who come to work in Hong Kong. Overall, in the past, the majority of issues were related to salary matters. Now, we are encountering more issues regarding working hours arrangements. Some domestic workers worry that employers demand excessively long hours without proper rest. In such cases, I seek more details about the situation, such as whether the employer is hiring a domestic worker for the first time and may not be aware of these issues. I also advise them to communicate effectively with their employers or agencies, and if necessary, I provide information on relevant support systems and referrals available to migrant employees.

I would like to highlight that in the bustling airport environment, distributing information kits may seem insignificant, and ethnic minority individuals who receive them may not immediately use or read them. However, when they encounter difficulties or problems, they often recall the phone number on the information kit and reach out to us for assistance. This becomes their first point of contact when seeking help.

當少數族裔人士到港後想要求助，撥打資訊套上的電話時，是由我們來接聽和協助的。事實上，處理電話查詢及訪談是我們工作中需要最多時間跟進的部分。

撥打電話的為數不少是來港工作的外傭。整體而言，以往的問題多是關於薪酬方面。現

在，我們開始遇到更多有關工作時間的安排問題。有不少外傭向我們反映，僱主安排的工時過長，導致她們休息時間不足。這時候，我問明情況，例如查詢僱主是否第一次聘用外傭，所以沒有注意到這些問題等，我亦會建議她們先與僱主或中介公司好好溝通，如有需要，我也會提供相關援助機制及為外籍勞工提供的服務轉介。

我想補充的是，在繁忙的機場中，我們每天派發資訊套，看似微不足道，少數族裔人士亦未必會即時使用翻閱，但當他們遇上問題或困難，往往想起我們在資訊套上的電話，致電給我們查詢，這就成為他們尋求協助的第一個接觸點。

**Q8. As a long-serving staff member, you would have knowledge and experience that could be useful in mentoring new staff. How do you guide and support your junior colleagues?**

作為一位資深員工，你擁有能夠指導新員工的知識和經驗。你是如何引導和支持年輕同事的？

Our team comprises only five members, forming a small yet close-knit unit with members from Indonesia, Nepal, and Palestine. As a senior member in the team, I often share my experiences with younger colleagues and provide assistance with a friendly and positive attitude. When sharing experiences, I always recall my own early days in the field, enabling me to understand their challenges and difficulties. I also demonstrate how to effectively respond to inquiries and solve problems, helping them to grow gradually.

I take pride in working with an excellent team where we mutually support and help each other. We also celebrate birthdays together and plan outings for shopping and



dining during holidays. The team's cohesion is strong, and it feels like a second home for us.

我們的團隊只有五人，在一個小小的團隊裡已有印尼籍、尼泊爾籍及巴勒斯坦籍的同工，大家關係十分密切。作為團隊中較資深的成員，我常與年輕同事分享經驗，並以親切友善和積極的態度來作出協助。在分享經驗的過程中，我常會憶起自己初入行時的情形，並以同理心來了解她們的問題及困難，並示範如何有效地回覆提問和解決問題，使她們逐步成長。

我能夠與一支優秀的團隊一起工作，互相支持，互相幫助，這讓我感到很自豪。我們成員之間也會一起慶祝生日，並且在假期時相約外出購物和用餐，因此團隊的凝聚力很好，感覺這裡如同自己第二個家。

**Q9. After so many years in the role, what keeps you motivated each day and drives your commitment to MIS and ISS-HK?**

在這個崗位上工作了這麼多年，是什麼使你每天都充滿動力並對MIS和機構保持承諾？

As the point of contact providing information and service referrals to arriving ethnic minority newcomers, our ability to help them solve problems and facilitating their seamless integration into Hong Kong is the greatest source of motivation for me.

Looking ahead, I hope to continue learning and growing in my role, to provide better services and support for ethnic minority communities.

作為在機場內為新來港的少數族裔人士提供資訊及服務轉介的角色，我們能夠幫助他們解決問題並順利融入香港，這種能夠為他人生活帶來實際改變的滿足感，是我工作的最大動力來源。

未來，我希望能夠繼續在工作崗位上學習和成長，為少數族裔社群提供更好的服務及支援。

## ISS' Got Talent Scholarship 2023 Prize Presentation Ceremony cum Talent Showcase 國際社展才藝2023頒獎典禮暨才藝表演

The "ISS' Got Talent Scholarship 2023 Prize Presentation Ceremony cum Talent Showcase" was successfully held on 3 December 2023. The event was graced by the presence of representatives from the sponsors, including Mr. Tsang Ho Yin, Director of the P&T Group, Ms. Kathy Lee, Senior Academic Officer and Vocal Instructor of the Baron School of Music, singer Mike P. from the Baron School of Music, and Dr. Hugo Wong, Director of the Tesco Education Group. Ms. Konnie Lui, a well-known actress and Director of the Tesco Education Group Limited, also sent a video message to encourage the participants, adding a touch of brilliance to the event. Our Chief Executive, Mr. Stephen Yau, delivered a speech at the event ceremony, expressing gratitude to all the participants and sponsors for their support.

This year we received an overwhelming response with over 100 applications, the highest number since the campaign's launch. Participants demonstrated a diverse range of talents, including playing musical instruments, singing, visual arts, dance, Cantonese opera, and various sports. The wide variety and high calibre of talents that were presented made the scoring challenging for the judges, who were our sponsors.

To showcase the talents and efforts of the winners, we specially arranged the Prize Presentation ceremony and talent performance. Past and current award-winning children and teenagers were invited to present their talents on stage, receiving enthusiastic applause from the audience. Singer Mike P. also performed his debut single, captivating the audience with his soulful voice.

During the prize presentation, certificates were awarded to the winners for both the children and teenager groups, as well as recipients of merit prize awards. The winners were awarded with either \$10,000 or \$6,500, respectively, to enable them to further pursue their interests and talents.



國際社展才藝2023頒獎典禮暨才藝表演已於2023年12月3日圓滿舉行，活動邀得贊助商代表包括巴馬丹拿集團董事曾浩然先生、伯樂音樂學院流行聲樂導師暨主任李姮慧女士、伯樂音樂學院旗下藝人彭晉(Mike P.)及德高教育集團董事王駿雄博士出席支持，而身兼德高教育集團董事的知名藝人呂慧儀小姐，亦發送短片鼓勵參加者，為活動增添光彩。在活動儀式上，本社行政總裁邱浩波先生發表致詞，衷心感謝所有參賽者和贊助商的支持。

今年活動反應十分熱烈，大會收到超過100份報名，數目為歷年之冠。參賽者的表演項目十分多樣化，包括樂器演奏、歌唱表演、視覺藝術、舞蹈以至粵劇及各種運動項目，水準之高使擔任評審的贊助商大感頭痛！

為了展示得獎者的才華及努力，大會特別安排是次頒獎典禮暨才藝表演，邀請過往及應屆得獎的兒童及青少年在台上表演才藝，精湛表演贏得了在場觀眾的熱烈掌聲。新晉歌手 Mike P. 亦演譯了他早前推出的首支單曲《貧窮限制對象》，歌聲動人。

在頒獎環節中，兒童組及和青少年組的獎學金得主以及優異獎得主均獲頒發獎狀，並分別獲得港幣\$10,000元及\$6,500元獎學金，用作深造他們的興趣。

## Beyond Race 2024 promote Racial Harmony

### Beyond Race 2024超越種族界限

To promote racial harmony for the diversified cultures and communities, HOPE Support Service Centre for ethnic minorities organized "Beyond Race" at Chater Road in Central on 3 December 2023. Sponsored by the Home Affairs Department of HKSAR Government, the event brought together the ethnic minority and local communities.

Chief Executive Officer of Home Affairs Department, Ms. Rebecca Chan, and our Chief Executive Mr. Stephen Yau officiated the kick-off ceremony. Over 12 game booths there featured activities of the 7 cultures to engage the public.

The thrilling city hunt involved 20 multicultural teams of 4, to explore Hong Kong Island and visiting 7 secret pitstops representing different cultures. At each pitstop, teams completed cultural tasks that tested their teamwork, problem-solving skills and cultural knowledge. The winning team finished in just 2 hours and 7 minutes. The vibrant stage area hosted dances, songs, and martial arts from over 12 performing groups. These performances celebrated the heritages and artistic expressions of highlighted cultures, providing an afternoon of diverse cultural showcases for all participants to enjoy.

為推廣多元文化與社區共融，HOPE少數族裔人士支援服務中心於2023年12月3日在中環遮打道舉辦Beyond Race超越種族界限活動。此活動由香港特區政府民政事務總署贊助，旨在促進各少數族裔群體與本地社區人士的交流互動。

開幕儀式上，民政事務總署總行政主任陳慧儀女士及本社行政總裁邱浩波先生主禮，正式為活動揭開序幕。現場設有逾12個遊戲攤位，公眾可透過不同文化的手工藝及遊戲等，體驗七個少數族裔的文化和傳統。

緊張刺激的城市探索競賽，吸引20隊每隊由4名跨族裔成員組成的隊伍參加。各隊伍需要奔走港島上7個代表不同文化的隱密地點，並完成該地點的任務，考驗著團隊的合作精神、解難能力及文化知識。最終勝出的一隊僅用了2小時7分鐘便順利完成。至於遮打道的舞台上，則匯聚了超過12個表演團體，通過舞蹈、歌唱及武術等，展現各族裔相傳的藝術及文化傳統，為當天提供了豐富多姿的文化表演。



## ISS-HK Annual General Meeting

### 機構周年大會



The 2023 ISS-HK Annual General Meeting was held on 30 November at the Auditorium of the Duke of Windsor Social Service Building. We were honoured to have Miss Charmaine Lee Pui-sze, JP, Director of the Social Welfare Department as our guest speaker. We were also delighted to have Mr. Jean Ayoub, International Social Service Secretary General, attend our AGM and meet with our guests and staff. Over 300 members and staff attended the meeting at the auditorium, while the remaining members and staff attended online.

機構2023年周年大會已於11月30日在溫莎公爵社會服務大廈禮堂舉行，我們很榮幸邀請到社會福利署署長李佩詩太平紳士擔任嘉賓，並在會上致辭。我們也非常高興國際社總秘書長Mr. Jean Ayoub能夠蒞臨參與周年大會，並與我們的嘉賓和員工會面。超過300位會員和同工出席實體會議，其餘的會員和同工則以網上形式參與。

## Long Service Award Presentation Ceremony 長期服務獎頒獎儀式

The ISS-HK Long Service Award Presentation Ceremony was held on 20 November 2023 at the Auditorium of Duke of Windsor Social Service Building. A total of 108 staff members who have served from 5 to 9 years received awards, while 120 staff who have served for 10 years or more were recognized. 10 staff were commended for their service of over 30 years to the agency.

On that day, we screened short videos produced by various units to celebrate the agency's 65th anniversary. The videos showcased the daily work routines and shared interesting or challenging experiences faced by colleagues in their roles. Both guests and staff enjoyed the videos.

We sincerely thank all staff for their commitment and diligence over the years, which have enabled us to stay true to our service vision and mission. Congratulations to all award recipients!

機構長期服務獎頒獎儀式已於2023年11月20日假莎公爵社會服務大廈禮堂舉行，獲頒5至9年的長期服務員工共108人，而滿10年或以上的共120人。同時，有10名同工服務機構逾30年而獲得表揚。當天，我們也播放了各單位為慶祝機構65周年而製作的短片，內容描述了同事們日常工作中的趣事和挑戰，嘉賓及同工均投入觀賞。我們衷心感謝各位同工多年來的付出及貢獻，使我們的服務宗旨及使命得以實現。恭喜所有得獎的同工！



## ISS-HK BBQ Staff Gathering 員工燒烤聚餐

To express appreciation for the hard work and dedication of our staff and to celebrate the agency's 65th anniversary, the Human Resources Department held a BBQ staff gathering on 2 December 2023 at Beach BBQ King in Sai Kung. More than 400 staff members participated, creating a lively and festive atmosphere.

On the day of the event, staff arrived at the venue in the afternoon by shuttle buses and enjoyed delicious grilled food. Some staff members even prepared special snacks to share. In addition, the Human Resources Department arranged a lucky draw, at which winners received exquisite prizes and which generated much excitement with joy. The Staff Association also organized games for staff members to have fun. The event provided an opportunity for staff to relax, interact and socialize with colleagues from different departments.

為答謝同工長期以來的辛勤付出，並慶祝機構成立65周年，人力資源部於2023年12月2日假西貢海灣會海灣燒烤大王舉行員工燒烤聚餐，共有超過400位同工踴躍參與，場面熱鬧非常。

當天，同工在下午乘專車抵達場地後，便開始享用美味的燒烤，部分同工更預備了特色小食分享。此外，人力資源部安排了豐富的大抽獎活動，一眾幸運兒獲得精美的獎品，喜形於色；而職員會亦安排了小遊戲，讓同工盡情玩樂。活動給予機會同工放鬆身心，並與不同部門的同工交流互動，各人度過了愉快歡樂的時光。



## Lunar New Year Reunion 2024 for Foster Parents 寄養家庭「龍」曆新年慶團圓2024

To thank foster parents for their care of foster children, and let them to experience the atmosphere of the Lunar New Year, the Foster Care Service held an annual dinner gathering at the Choi Fook Royal Banquet in Tsim Sha Tsui on 28 January 2024.

The event was filled with excitement and diversity. In addition to the delicious cuisine, there were games such as the "gold ingot candy" guessing game, a magic show, parent-child games and a grand lucky draw. Mr. Stephen Yau, our Chief Executive, delivered a warm welcoming speech for the lunch banquet, expressing gratitude to all foster parents for their contributions and dedication.

A highlight of the event was the lively and endearing lion dance performed by three foster children, who extended New Year blessings to all participants. Nearly 60 foster families, comprising a total of 205 individuals, participated in this heartwarming and joyous gathering.

為了感謝寄養叔叔及姨媽們對寄養兒童的付出，並讓他們感受農曆新年氣氛，寄養服務於2024年1月28日假座尖東彩福皇宴舉行年度的大型聚餐活動，藉此歡聚一堂慶新年。當天活動精彩豐富，除了備有美饌佳餚，還有金元寶糖果競猜遊戲、魔術表演、親子遊戲以及大抽獎，充滿歡樂氣氛。本社行政總裁邱浩波先生親臨現場，為午宴致歡迎詞，感謝各寄養家長的貢獻及付出。壓軸活動由3位寄養兒童化身活潑可愛的醒獅向各參與者送上賀年祝福。是次活動得到近60個寄養家庭合共205人參與，場面熱鬧溫馨。



## "The Art of Architecture" workshop 「建築的學問」工作坊



The Tin Shui Wai (North) Integrated Family Service Centre and P & T Group jointly organized a workshop called "The Art of Architecture" held on 16 December 2023.

The workshop kicked off with volunteers from P & T Group leading participants in interactive warm-up games that introduced various renowned buildings. The volunteers then guided participants to form groups and collaborate in brainstorming and designing their "ideal buildings." They then proceeded to construct architectural models, showcasing their remarkable creativity and teamwork. Both the volunteers and participants were highly engaged and fostered a vibrant atmosphere throughout the event.

天水圍(北)綜合家庭服務中心與巴馬丹拿集團於2023年12月16日合辦了一個名為「建築的學問」的工作坊，集團義工首先引領參與者進行有趣的熱身遊戲，並介紹了各種知名建築物。隨後，參與者分組構思及設計心目中的「理想的建築物」，動手建造建築模型，發揮他們的創意及合作精神。當天各義工及參加者均非常投入，活動氣氛熱烈。

## Walking Together: Christmas Thanksgiving event 「開·心同行：聖誕感恩祭」活動

"Walking Together - Restore, Reconnect & Rebuild" has become the annual theme and service direction for the School Social Work and School Support Services in the 2023-24 academic year. Through a series of activities, we hope to encourage students to rebuild new relationships with friends, family members and teachers after the pandemic, enhance mutual acceptance and respect, and learn to express love and care towards others.

The first kick-off event "Walking Together: Christmas Thanksgiving", received active participation from our partner schools. Colleagues from our team set up booths on campus, offering games and handicraft activities. The purpose of these activities was to create a joyful atmosphere that allowed students to connect with others, cultivate a sense of gratitude, and inspire them to show care and concern for those around them.

學校社會工作及學校支援服務以「開·心同行」作為2023-2024學年的服務主題和方向，在疫情過後，校園逐漸復常，我們希望透過一系列與主題呼應的活動，推動同學們嘗試開展與朋友、家人及老師之間的新關係，學習互相接納、包容、尊重和仁愛，以及達致彼此有效溝通、化解衝突和表達關懷。

「開·心同行：聖誕感恩祭」是首個重要活動，我們的學校社工在其服務的中學設置攤位及手作活動，目的是讓同學在校園內感受到與他人聯繫的歡愉氣氛。同時，我們也希望同學在生活中懂得感恩並向他人表達感謝，努力對身邊人展示對他們的愛與關懷，使校園每個角落充滿正能量。



## Small Group Home Buffet Party 2023 兒童之家聯歡自助餐2023



The Small Group Home Service organized a buffet party at Park Hotel held on 6 January 2024. The event had been suspended for three years due to the pandemic. 12 small group homes with nearly 120 children and staff members joined the occasion, enjoyed a sumptuous buffet and actively participated in the games and lucky draws. The children were overwhelmingly delighted upon receiving the gifts. During the event, our Chief Executive, Mr. Stephen Yau, presented the "Good Children" awards to recognize the outstanding residential children from each home.

兒童之家服務於2024年1月6日在百樂酒店舉辦了一場自助餐聯歡聚會。這是自過去三年疫情發生後首次復辦。12家兒童之家當天聚首一堂，近120名家童及職員出席，各人享用了豐富的自助餐，亦積極參與遊戲及抽獎環節，現場氣氛熱鬧，家童對於獲得的禮物均欣喜不已。此外，本社行政總裁邱浩波先生亦在活動期間頒發了「好家童」獎項，以嘉許各家舍表現優秀的家童。

## ASEM Organizes Multiple Events to Engage Ethnic Minorities

### 少數族裔大使計劃積極開展多項活動接觸少數族裔群體



The Ambassador Scheme for Ethnic Minorities (ASEM) organized two activities held on 5 November 2023. The first was at the Hong Kong Dhammaram Thai Temple in Yuen Long, where over 150 ethnic minority members participated in celebrating the End of the Buddhist Lent Day Festival. Volunteers distributed information kits to raise awareness of community resources and support services.

A seminar was also held at the HOPE Centre in Wan Chai. Organized in collaboration with the Hong Kong Breast Cancer Foundation and the United Christian Nethersole Community Health Service, the seminar provided a health talk and basic health screening for 71 ethnic minority members. Topics such as breast cancer prevention and nutrition were covered.

Additionally, an exhibition was held on 7 January 2024 at the Yan Tin Estate in Tuen Mun to provide information to ethnic minority residents regarding the Working Family Allowance Scheme. Flyers, brochures and application forms were available at the information counter during the exhibition. Onsite support was also given to those who needed assistance.

少數族裔大使計劃在2024年11月5日舉行了兩場活動。首場活動位於元朗香港大馬拉姆寺，吸引超過150名少數族裔一同慶祝守夏節。義工派發資訊套，提高公眾對社區資源及支援服務的認識。另一場座談會於灣仔HOPE少數族裔人士支援服務中心舉行。該座談會由香港乳癌基金會和基督教聯合那打素社康服務合作舉辦，為71名少數族裔提供健康講座和基本體檢，內容覆蓋預防乳癌及營養健康飲食等。此外，團隊於2024年1月7日在屯門欣田邨舉辦展覽，向少數族裔居民提供「工作津貼計劃」資訊。展覽期間，團隊於資訊攤位派發傳單、小冊子和申請表格，並即場為有需要人士解答查詢。

## Love and Care for Shamshuipo Deprived Families

### 關「深」社區 長幼共聚

The Shamshuipo (South) Integrated Family Service Centre and Creative Primary School jointly organized a community visit activity held from 11 to 12 January 2024. A total of 63 Primary Six students and 98 Primary Four students, accompanied by parent volunteers, visited 20 subdivided unit households and 24 single elderly households, respectively. Throughout the activity, the students gained an understanding of the living conditions and needs of the visited households, and listened attentively to their life experience and stories. The families expressed their appreciation for the warmth and care shown by the students. Meanwhile, the students presented gifts to express their blessings and gratitude.

深水埗(南)綜合家庭服務中心與啟思小學於2024年1月11至12日合辦了一次社區探訪活動，共63名小六學生及98名小四學生在家長義工的陪同下，分別探訪了20戶劏房家庭及24戶獨居長者。學生們在活動過程中，了解到受訪家庭的生活狀況及需要，並用心傾聽他們的生活點滴。受訪家庭感受到學生們的热情與關懷，而學生們也送上禮物給受訪家庭，以表示祝福及謝意。





## Administering and Delivery of Assistance for Non-refoulement Claimants 向免遣返聲請人提供的援助服務

### Objectives

The assistance and services to Non-refoulement Claimants and Refugees are provided on humanitarian grounds. The amount of assistance is determined by the Social Welfare Department as a form of tide-over support for prevention of destitution.

### Service Contents

1. **Counseling:** Following a casework approach, each service user is assigned with a caseworker for overall case management.
2. **Food:** The standard rate of food allowance is HK\$1,200/ month for each eligible adult and child service user, in the form of electronic tokens for purchase of food items at designated supermarkets.
3. **Accommodation and Utilities:** Service Users are to find their own accommodation and secure a tenancy agreement between themselves and the lessors. The current standard rate of rental assistance for an eligible adult service user is HK\$1,500/ month and HK\$750/ month for an eligible dependent child. A monthly allowance on gas, water and electricity amounting to HK\$300, property agency fees and one-off rental deposits can be provided to each eligible service user.
4. **Shelters:** Children's shelters are operated as alternative placements to institutional care for unaccompanied minors and children, who cannot be adequately taken care of by their parents due to crisis. Temporary placement can also be arranged for women and women with children, who are in dire need of immediate accommodation.
5. **Transportation allowance:** Eligible service users are provided with cash in advance to meet the transportation expenses by the cheapest transportation means.
6. **Clothing and Toiletries:** Toiletries are distributed on a monthly basis to eligible service users. Based on the needs of the service users, provision of clothing may be requested from community resources and other external donations.



### 服務宗旨

為免遣返聲請人士及難民所提供的援助是基於人道理由而作出的過渡安排，援助金額由社會福利署制訂，目的是令受助人不致陷於困境。

### 主要服務

1. **輔導：**每名受助人都會配對一名個案負責人，進行全面的個案管理。
2. **食物：**每名符合資格的受助人(包括成年人及兒童)的標準食物津貼是每月港幣1,200元，可憑電子食物卡於指定超級市場購買食物。
3. **住屋及水、電、煤津貼：**免遣返聲請人需自行在香港尋找居所，並與出租人簽署租約。每名合資格成年受助人的標準住屋津貼是港幣1,500元，合資格的未成年受助人則是港幣750元。另加每月300元以資助每名合資格受助人的水、電、煤/石油氣開支。國際社還會向每名合資格受助人提供物業代理費用及一次性的租金按金津貼。
4. **庇護服務：**兒童庇護舍為因危機導致家長未能充份照顧的兒童提供院舍以外的住宿服務。此外，庇護服務亦為有迫切住宿需要的單身女士、婦女及其未成年子女提供臨時宿位。
5. **交通津貼：**合資格受助人可按照行程獲發所需的最低交通小額現金。
6. **衣履及基本日用品：**合資格受助人每月可獲派發基本日用品。衣履則視乎受助人的實際需要，可透過社區資源或其他途徑尋求捐贈。



### Words from Programme Director 服務總監的話

Administering and delivering Assistance for Non-refoulement Claimants (NRC) is a unique yet challenging project. We have over 200 staff members from different professions and cultural backgrounds working together to provide services for more than 12,000 service users from over 70 nationalities. Since 2006, the services have been continuously evolving. I am blessed to have such a strong team with tremendous dedication, courage and passion in enhancing the services to meet the needs of service users and to fulfil the expectations of the public.

向免遣返聲請人提供的援助服務(NRC)是個獨特且富挑戰性的服務。我們的團隊由200多位來自不同專業及文化背景的職員組成，共同為來自70多個國家，超過12,000名服務使用者提供服務。自2006年開始，服務持續發展，日趨完善。我很慶幸有這支強大的團隊，無私奉獻，以無比的勇氣及熱情，致力加強服務，照顧服務使用者的需要，並切合公眾的期望。



Mr. James Suen  
孫樹邦先生

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Service Hours 服務時間：Mon - Fri 星期一至五 9am-12nn; 2pm-5pm

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