



2013-14

Annual Report 年報



香港國際社會服務社

International Social Service Hong Kong Branch

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Vision & Mission 理念與使命

VISION

To enable children, individuals, families and migrants across countries to live in dignity and harmony, and to 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 Hong Kong, Mainland China, and/or other countries' 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

憑藉我們的才幹及經驗向有關方面提出建議，並作相關的研究以推動社會政策，從而減少社會問題。

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。

International Social Service (ISS) is an international non-governmental organization with no political, racial, religious or national bias with a General Secretariat in Geneva, Switzerland. Emphasizing the family as a basic unit of society, ISS gives help to individuals and families with personal or social problems requiring inter-country cooperation. Each branch adapts its programmes to the requirements of the country in which it functions and assumes such local responsibilities as it is able to meet.

ISS Branches, Affiliated Bureaus, Delegations and Correspondents constitute the basic framework of the organization. The ISS international working network comprises 19 Branches and Affiliated Bureaus as well as the Delegations and numerous Correspondents in more than 150 countries and territories in Europe, the Asia-Pacific region, the Americas, the Middle East and Africa.

ISS Hong Kong Branch

International Social Service was established in Hong Kong as a delegation in 1958. In January 1972, ISS Hong Kong was formally admitted as a branch by the International Council of ISS. It was locally incorporated on 9th February 1973. ISS Hong Kong proactively responds to the community's needs through the provision of multifarious social services. ISS Hong Kong also acts as the Asia-Pacific Regional Coordination Office.

國際社會服務社乃一國際性非政府機構，服務宗旨不受政治、種族、宗教或國籍所影響，總秘書處設於瑞士日內瓦。國際社會服務社重視家庭為社會的基本單位，協助那些遭遇困難的個人及家庭；而他們的難題，每因涉及兩個或兩個以上之國家，必須有賴國際間的合作才能解決。國際社會服務社每一分社皆因應當地社會之需求，盡力去提供服務及運作。

國際社會服務社各分社、屬系機構，連同辦事處及聯絡代表，組成一基本之工作體系。國際社會服務社的國際服務網絡橫跨超過 150 個國家和地區，包括 19 間分社和屬系機構、辦事處及眾多聯絡代表，遍佈歐洲、亞太區、美洲、中東和非洲。

香港分社

國際社會服務社於 1958 年在本港設立辦事處。於 1972 年 1 月正式被國際社會服務社國際議會接納為一分社，並於 1973 年 2 月 9 日根據公司法例在本港註冊。香港國際社會服務社因應本港的社會需要，提供多類型的社會服務。香港分社亦是國際社會服務社亞太區域統籌辦事處。

Patron and Advisory Committee 贊助人及顧問委員會



PATRON 贊助人
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梁唐青儀女士



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Mr. C. P. Ho
何掌邦先生



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B.B.S., M.B.E., J.P.
馬登夫人 B.B.S., M.B.E., 太平紳士



HON. TREASURER 義務司庫
Mr. Kenneth P. Chung
鍾嘉年先生



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郭偉健先生



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高德思先生



MEMBER 委員
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CHIEF EXECUTIVE 行政總裁
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S.B.S., J.P.
邱浩波先生 S.B.S., 太平紳士

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國際社和富家庭學院

顧問委員會

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鍾思源醫生

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Ms. Vivian HO

HONORARY CONSULTANTS

Mr. W. T. CHAN

Dr. S. Y. CHUNG

Dr. Terry T. Y. LAU

Dr. S. L. LUK

Dr. Stephen NG

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

劉達楹醫生

陸兆鑾醫生

吳偉民醫生

I am happy to report it has been another successful and productive year for ISS Hong Kong. The period saw an increase in the breadth and depth of our services, with the number of beneficiaries totalling over 240,000.

The number of cross-boundary students keeps rising. Last year it rose by as much as 30%. We are particularly concerned about this colossal rise. A corresponding expansion of the Cross-boundary Students Services ensured that a timely and appropriate response was made to meet the demand of service users.

The provision of welfare services for asylum seekers and torture claimants in Hong Kong has expanded tremendously in terms of service users and budget since 2006. This involved a caseload of almost 6,000 at the end of the reporting period. The service faced many challenges during the year, including bad-mouthing by another group as well as by some service users who deliberately placed obstacles in the work of our staff and biased or even totally false information in various publications. The information presented was not based on fact. We take pride in the work of our professional staff. They really made relentless efforts and dedicated themselves to the service during this difficult period. Mr. Matthew Cheung, Secretary for Labour and Welfare, and Ms. Carol Yip, Director of Social Welfare, both expressed their gratitude to our staff when they visited our office at Prince Edward a few months ago.

Mrs Carrie Lam, Chief Secretary for Administration, visited the HOPE Support Service Centre for Ethnic Minorities. She gave positive feedback about our service. Our Lo Wu Checkpoint is the first contact point in Hong Kong for Chinese new arrivals from the mainland. We also launched an induction course to help them adjust to life in the local community.

Efforts by our staff certainly paid off. Last year, nine children with special needs were matched with adoptive families. The "Blue Sky Project" of the Tin Shui Wai (North) Integrated Family Service Centre was completed. Social capital was successfully developed in Tin Shui Wai and a booklet about the project evaluation and training package was published. The Shamshuipo (South) Integrated Family Service Centre achieved fruitful results in The Programme - FAMILY: Boosting

香港國際社會服務社過去一年在各方面均有長足發展，服務使用者超過二十四萬。

跨境學童的數目繼續不斷增加，去年亦上升近 30%。本社特別關注越來越多年幼的跨境學童，並積極回應訴求及提供適切支援，我們設在深圳的跨境學童服務亦相應擴展以配合需求。

2006 年開展的尋求庇護及聲稱受酷刑迫害人士的服務不斷擴展，去年服務使用者接近 6000 人。這服務在過去一年面對種種挑戰，有機構涉嫌對我們誹謗，亦有服務使用者對員工故意刁難，還有很多不盡不實的報導。尤幸我們一眾專業的員工迎難而上，讓我們克服所有困難。勞工及福利局局長張建宗及社會福利署署長葉文娟更到訪太子辦事處感謝員工的辛勞。

政務司司長林鄭月娥去年到 HOPE 少數族裔人士支援服務中心探訪，對中心的服務有正面評價。我們在羅湖管制站的諮詢服務是內地新來港人士踏足香港的第一個接觸點，我們更舉辦適應課程讓他們更易融入社會。

經過同事一翻努力，去年有 9 位有特殊需要的小孩配對到領養家庭。天水圍（北）綜合家庭服務中心為期三年的「藍天計劃」已順利完成，成功為天水圍居民發展社會資本，計劃亦出版「計劃總結及教材套」。深水埗（南）綜合家庭服務中心的「愛 + 人 · 家添正能量計劃」收到很好成效，更印製了一本實踐工作手冊分享心得。

Positive Energy. A set of Intervention Manuals was published to share out the outcome of this work.

Apart from helping the elderly who choose to reside in Guangdong and Fujian Provinces to continue receiving their normal social security allowances, the Programme for Portable Comprehensive Social Security Assistance also rendered appropriate assistance concerning the extra one month of PCSSA (Portable Comprehensive Social Security Assistance) payments granted by the government. Due to our long-time experience in the Mainland, the Social Welfare Department commissioned us to be the sole agent of the "Guangdong Scheme".

A study tour to Australia was made in November 2013 to enable colleagues to expand their horizons. They visited social service organisations established for children, youths, families and refugees.

For our services in the Mainland, good comments were widely received by the five centres in Guangzhou. The number of beneficiaries reached 50,000 in the year under review. In addition, there were visits by senior government officials of Mainland China and delegations from all over the world.

High inflation rate and high property prices amid the worsening wealth gap are adding to the burden of the general public, in particular the low income group. But despite limited resources, we remain fully committed to serving the increasing number of users.

On behalf of ISS-HK, I thank from the bottom of my heart the devoted staff, committed volunteers and partners as well as the many supporters from different walks of life. Your selfless contributions have continued to enhance our services to help those in need in our society.



CHAIRMAN
Mr. C. P. Ho

協助「綜援長者廣東及福建省養老計劃」除了幫助住在廣東省及福建的長者繼續領取綜援外，香港政府去年發放一次額外綜援金予長者，本社亦有提供協助。因著我們在內地的經驗，社署去年更委託我們成為「廣東計劃」的唯一代理機構。

為繼續讓員工開拓視野，本社於 2013 年 11 月安排員工到澳洲考察，參觀當地的兒童、青少年、家庭及難民服務。

內地服務方面，本社位於廣州的五間服務中心獲得多方的一致好評，去年服務人數達五萬，更有來自國家級的官員以及世界各地的代表團參觀。

香港貧富懸殊越見嚴重，輸入通漲及高樓價更令普羅大眾百上加斤，低收入市民更是捉襟見肘。面對更多有需要人士，無論資源如何匱乏我們仍會堅持下去，盡力為有需要人士服務。

最後，我藉此機會衷心感謝本社敬業樂業的員工、不辭勞苦的義工及合作伙伴，還有各界的支持者，你們的無私奉獻使我們的服務能傳承下去，幫助更多社會上有需要人士。



主席
何掌邦先生



Services For Families
家庭服務

Cross-boundary and Intercountry Casework Service

跨境及國際個案工作服務



Service Highlights

Twenty-two schools participated in the 8th Cross-Boundary Students Hong Kong Education Expo at Shenzhen Luohu Metro. To promote the rights of cross-boundary students, we formed a Cross-Boundary Students Policy Concern Group with several other NGOs.

Support Services Programme for Cross-Border Families, implemented at the Luohu Cross-Boundary Students Service Center and set up by the ISS and Shenzhen Luohu Women's Federation, proved to be highly popular. The Center received visitors from various government departments, NGOs and media organisations from Hong Kong, mainland China and overseas. Our team of dedicated staff was honoured to have won second prize in the "Best Professional Social Work Service Project in Guangdong Province" awards presented by the Guangdong Civil Affairs Bureau, as well as the "Shenzhen Hong Kong Life Annual Association Medal" presented by the Southern Metro News.

We successfully bid for the Expectation Management Project (Shenzhen) for the third year, sponsored by the Home Affairs Department. A booklet on "Safety tips for Cross-boundary Students" has gained much popularity among parents and teachers.

The Cross-boundary Family Mediation Service was set up to handle family mediation cases that require cross-boundary support.

服務報告

在深圳羅湖地鐵站舉行的「第八屆跨境學童香港教育展」共有二十二所學校參與。我們非常關注跨境學童權益，故聯合多間社會服務機構，組成「跨境學童政策關注組」。

本社與羅湖區婦女聯合會合辦之羅湖區跨境學童服務中心推行由「香港賽馬會慈善信託基金」贊助之「蛻變新力量 - 跨境家庭共建香江」計劃大受歡迎。中心亦接待多間海外、香港及內地的機構及傳媒訪問。同工的努力讓我們榮幸獲得由廣東省民政廳舉辦之首屆「全省優秀專業社會工作服務專案」二等獎，及南方都市報舉辦之「深港生活大獎」年度社團獎。

本服務連續第三年成功投得民政事務總署贊助之期望管理計劃（深圳），並印製「跨境學童上下課安全小冊子」，甚得學童家長及學校歡迎。

跨境家庭調解服務正式開設，本社之認可家庭調解員可在內地處理涉及香港與內地的家事調解。

深圳市人本社工服務社社工史金玉榮獲深圳市社工銀星獎。本社也派出多名香港資深社工，在深圳及廣東省各市為社工及機構提供督導及顧問服務。



One of the social workers of the Shenzhen Humanistic Social Service, Ms. Shi Jing-yu, won the Shenzhen Social Worker Silver Star Award. In addition, we sent out experienced social workers to provide supervision and consultation services for social workers and social work agencies in Guangdong Province.



International Child Protection Dinner

We were grateful to three volunteers who dedicated themselves to preparations for the International Child Protection Charity Dinner. Donations will be used for developing the International Child Protection Service in China.

In Addition

We continued to visit Hong Kong prisoners in Bangkok, Thailand, and assisted their integration back into Hong Kong after their release.

國際兒童保護晚宴

很感謝三名義工為本社籌辦國際兒童保護晚宴，籌得的款項會用作開展中國國際兒童保護服務。

其他

我們繼續前往泰國曼谷探望當地服刑之港人，並協助釋放回港港人適應香港生活。



Cross-boundary and Intercountry Casework Service Statistics (April 2013 – March 2014) 跨境及國際個案工作服務統計 (2013 年 4 月 – 2014 年 3 月)

No. of cases handled 處理個案數目	526
No. of countries covered 所服務的國家數目	21
No. of cities served in Mainland China 所服務之內地城市數目	42
No. of telephone enquiries (hotline) 電話熱線諮詢	3758
No. of new arrivals contacted (telephone outreach) 成功聯絡新來港人士數目	10199
No. of groups / programmes 小組 / 活動數目	200
Programme attendance 活動參加者人數	5769
No. of classes 培訓班數目	159
Class attendance 培訓班參加人數	8973

Integrated Family Service Centre 綜合家庭服務中心



Shamshuiipo (South) Integrated Family Service Centre

Service Highlights

The Shamshuiipo (South) Integrated Family Service Centre had one of the highest number of service users among the IFSCs in Hong Kong. A total of 3,213 persons used our drop-in services and 1,832 intake reports were completed in this period. Through the efforts of our 33 Family Support Persons, 80 socially withdrawn persons have been successfully engaged in our services.

Support Families with Young Kids Project

With the generous support of the Hong Kong Jockey Club Charities Trust, the 3-year "Support Families with Young Kids" project provided training, peer support and networking to the Ambassadors and the service recipients. It consolidated the family function of both the women volunteers and service recipients. The group of Caring Ambassadors kindly provided tangible and emotional support for families with kids aged 0-6. The volunteers' help was a great relief to many families as it meant they could go outside their residences while their children were in good care.

深水埗(南)綜合家庭服務中心

服務報告

本中心是香港其中一間有最多服務使用者的綜合家庭服務中心，去年度有 3,213 人次使用偶到服務，同年亦完成了 1,832 份初步接見報告。透過 33 位家庭支援人士的幫助，成功讓 80 位隱蔽人士使用本服務。

西九同行 - 支援新生家庭計劃

感謝香港賽馬會慈善信託基金捐助，本中心順利開展了第二期三年的「西九同行 --- 支援新生家庭計劃」。我們提供訓練、同輩支援及網路，令婦女義工及服務受眾互相支持，她們各自的家庭功能亦得以鞏固。一班婦女義工成為地區關顧大使，為育有 0-6 歲幼兒之家庭提供支援和實質服務。有了關顧大使的幫忙，令有嬰幼兒的家庭多了外出的機會。





FAMILY: Boosting Positive Energy Programme

Funded by the Hong Kong Jockey Club Charities Trust, and jointly operated by ISS-HK and the School of Public Health of the University of Hong Kong, the programme FAMILY: Boosting Positive Energy helps Chinese new arrivals cope with their new environment and promote family health, happiness and harmony among them. It adopts an evidence-based approach and a Randomized Controlled Trial (RCT) design to test the efficacy of the different types of interventions among participants. The Programme was successfully completed in May 2013.

We launched a Practice Wisdom and Knowledge Transfer Workshop in July 2013. About 200 participants joined and gave positive feedback. Every participant was given the Intervention Manual cum CD-ROM. In order to ensure its effective use, a total of 200 sets of the Intervention Manual cum CD-ROM were mailed out to social service units, Social Work Departments, libraries of the tertiary institutions and the public libraries.



愛 + 人 · 家添正能量計劃

獲香港賽馬會慈善信託基金捐助，本中心及香港大學公共衛生學院共同推行「愛 + 人 · 家添正能量」計劃。作為「愛 + 人：賽馬會和諧社會計劃」的其中一項，該計劃以實證為基礎，採用隨機對照試驗研究 (Randomized Controlled Trial) 的科學方法，旨在提升內地新來港人士的抗逆力，計劃於 2013 年 5 月順利完成。

我們在 2013 年 7 月舉行了一實踐智慧分享會，超過 200 位人士參與，參加者大都提出正面回饋，每一位參加者更得到一份實踐工作手冊。為了推廣此工作手冊，我們寄發了 200 份予各社會服務團體、社會福利署、各大專院校圖書館及公共圖書館，務求此工作手法得以有效被運用。



Tin Shui Wai Integrated Family Service Centre

Service Highlights

In the year under review, the Tin Shui Wai Integrated Family Service Centre handled 45 high risk cases, including 26 suicidal cases, 7 suspected child abuse cases, 10 battered spouse cases and 2 elderly abuse cases. The number of high risk cases has continued to fall.



天水圍綜合家庭服務中心

服務報告

去年本中心共處理了 45 個高危個案，包括 26 個自殺個案、7 個懷疑虐兒個案及 10 個虐偶個案及 2 個虐老個案；嚴重個案數字持續下降。

藍天計劃

感謝社區投資共享基金的資助，由本中心與佛教慈光幼稚園合辦，為期三年的「藍天計劃」已於 2014 年 3 月 31 日順利完成，成功為天水圍居民發展社會資本。計劃亦出版「計劃總結及教材套」，將有關的保貴經驗承傳下去。

Blue Sky Project

Thank you to The Community Investment and Inclusion Fund (CIIF) for sponsoring the “Blue Sky Project”, which was held in partnership with the Buddhist Chi Kwong Kindergarten. The project, which was completed successfully on 31 March 2014, helped to enhance the development of social capital in Tin Shui Wai. A booklet about the project evaluation and training package was published in order to preserve and extend this precious experience.



Tin Shui Wai Drama Project

“April’s Theater” has been performed more than 50 shows for school tours and 10 for the community, with audiences exceeding a total of 10,000. The project is funded by the Kadoorie Charitable Foundation and called the “Tin Shui Wai Drama Project”. Apart from the performances, participants were responsible for holding an interactive sharing workshop after the shows. Good comments were received from the schools’ teachers and students.



天水圍婦女社區戲劇計劃


「四月·天」劇社已在全港進行了超過 50 場的學校巡迴及 10 場社區表演，觀眾數目超過 10,000 人，劇社得到嘉道理慈善基金贊助，名為「天水圍婦女社區戲劇計劃」；除了演出外，一眾演員們也會負責演後工作坊環節，與中、小學生進行互動的交流及分享，深受老師及學生歡迎。



Integrated Family Service Centre Statistics (April 2013 – March 2014)

綜合家庭服務中心服務統計 (2013 年 4 月 - 2014 年 3 月)

項目	Shamshuipo (South) 深水埗 (南)	Tin Shui Wai (North) 天水圍 (北)
No. of cases opened 新開個案數目	634	574
No. of intensive cases handled 深入輔導個案數目	355	707
No. of brief counselling and supportive cases handled 簡短輔導及援助個案數目	765	502
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	43/545	57/530
No. of educational & developmental programmes/participants 教育及發展活動數目 / 參加人數	65/13147	109/10930
No. of Family Support persons 家庭支援計劃 (關懷大使) 數目	33	41
No. of Individuals/families newly engaged in center services or community services under the Family Support Programme 透過家庭支援計劃招募新服務使用者使用中心或社區服務數目	80	110
% 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	94%	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	91%	98%
% of users with enhanced support network 服務使用者能提升其支援網絡的百分率	90%	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	91%	94%



Family Systems Theory Training &
Counselling Services
家庭系統理論培訓與
輔導服務



Service Highlights

It was a year of exciting connections and endeavours, both locally and internationally, to promote family well-being as well as the Bowen family systems theory. The 2013 Conference on Family and Bowen Theory with the theme "Healthy Families, Healthy Society – Embracing Differences, Building Connections" was well-attended by 300 participants, with the sponsorship and support of ten organizations. The Conference was led by Keynote speakers Dr. Anne McKnight, Director of the Bowen Center for the Study of the Family, Washington DC., and Professor Joyce Ma of the Chinese University of Hong Kong. The Conference generated valuable ideas on family well-being which were compiled into a Position Paper on Family Policy for submission to the Government.

Well-connected to the world

The Family Institute is well-connected with Bowen Theory centres in other parts of the world. Institute members are able to get in touch with the latest thinking about the Bowen Theory through the webcast lecture series entitled "Conversations with the Faculty" produced by the Bowen Center for the Study of the Family, Washington DC. Five alumni and the Director of Programme attended the Bowen Theory Conference in Sydney in June 2013.

服務報告

國際社和富家庭學院於這一年致力推動本地和國際的緊密聯繫，共同努力促進家庭功能與博域家庭系統理論。家庭學院成功舉辦了「2013 家庭與博域理論會議」，主題為「健康家庭，健康社會；尊重不同，邁向共融」，有三百人參加，並由十個機構贊助與支持。會議由博域家庭研究中心（美國華盛頓特區）總監麥勵安博士及中文大學的馬麗莊教授主領。各個學者在會議上發表很多寶貴意見，這些意見已被整輯為家庭政策立場書，將會提交政府。

家庭學院與世界接軌

家庭學院與世界各地的博域家庭理論培訓中心有良好的聯繫。透過博域家庭研究中心製作的網絡講座，家庭學院的學員能接觸到此理論最新的發展和意念。於 2013 年 6 月服務總監與五位學員出席澳洲雪梨的博域理論會議，與當地參與者交流，獲益良多。





Partnership with local organizations

The Family Institute has developed close partnerships with local organizations, and is active in providing training in Bowen Theory for NGOs' social workers/counselors, parenting groups, and the commercial sector. The training programmes and counselling services strive to enhance family and individual functioning through promoting a systemic perspective, emotional self-regulation and self-change.

與本地機構合作

家庭學院與本地的機構有緊密合作，經常提供培訓給各機構的社工、輔導員、家長與商界人士。透過促進系統化思維、情緒自我管理及自我改變，家庭學院的訓練課程協助提升家庭及個人功能。

ISS Wofoo Family Institute Service Statistics (April 2013 - March 2014)

國際社和富家庭學院服務統計 (2013年4月 - 2014年3月)

Number of courses / workshops 工作坊數目	36
Number of sessions / attendance 課程節數 / 出席人次	143/2141
Number of counselling sessions 輔導節數	140
Number of individual supervision sessions 個別督導節數	4
Number of clinical supervision group sessions 臨床督導小組數目	40





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



服務報告

本社的領養服務每年為本地及海外不同國籍的兒童配對領養家庭，多年來已有過千名兒童被領養。我們去年成功向社會福利署申請繼續成為認可領養機構，本地及國際領養服務獲續期四年。

領養香港的兒童

去年有 9 名香港兒童被海外家庭領養，大部份前往美國。這些兒童都有中度至嚴重的健康問題，很欣慰他們找到家庭溫暖，見證同事努力的成果。

領養其他國家及中國的兒童

國際領養的配對要求很嚴謹，過程往往等上 3 年或以上，去年有 7 名來自中國、本地及其他國家的兒童獲居於香港的家庭領養。

Service Highlights

Each year, our adoption service helps to match adoption families with children from different countries. More than one thousand children have been adopted through our service over the years. Our application to the Social Welfare Department for accreditation for local and intercountry adoption was successfully extended for an additional four years.

Adopting Children from Hong Kong

Nine children with different levels of health issues were adopted by overseas parents last year. Most of them went to the USA. We were so grateful they could be matched with loving families, demonstrating that our hard work was fully worthwhile.

Adopting Children from other countries and Mainland China

The matching requirements for Intercountry adoptions are very strict. A wait for three or more years for a matching proposal is very common. Last year, seven children from China, Hong Kong and overseas were adopted by Hong Kong families.



Root-tracing

More and more adopted people come to us for help in tracing their roots. Most of them are adults. Having left Hong Kong for many years after adoption, they hope to meet their relatives or know more about their families' background. Some of them came to visit their foster or small group home, the one that was their home before adoption.

Development

The queue of children waiting for adoption is long. We devote extra efforts to expanding our overseas network in order to help more children find suitable homes.

尋根

越來越多被領養的人士來本社申請尋根服務，他們大部份是成年人。他們被領養離開香港多年後，很希望能與有血緣的親人會面，有些更希望了解親人的背景，或來港探訪曾居住的寄養家庭及兒童之家。

拓展

等候被領養的兒童還有很多，我們正努力拓展與海外領養機構的合作，希望幫助更多兒童找到家庭幸福。

Adoption Programme Statistics (April 2013 – March 2014) 領養服務統計 (2013年4月 — 2014年3月)

No. of total adoption applications received from overseas for Hong Kong children 領養香港兒童的海外家庭數目	10
No. of Hong Kong children placed for overseas adoption 被海外家庭領養的香港兒童數目	9
No. of Hong Kong children waiting for overseas adoption 等候海外領養的香港兒童數目	44
No. of Hong Kong applications for local adoption 香港家庭申請領養本地兒童的數目	3
No. of Hong Kong applications for overseas adoption 香港家庭申請領養海外兒童的數目	7
No. of children adopted from overseas by Hong Kong families 被香港家庭領養的海外兒童數目	2
No. of 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	10
No. of 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	12
No. of applications for adoption from Mainland China by expatriate families in China (commenced in November 2011) 在華家庭申請領養中國兒童的數目 (2011年11月開始服務)	3
No. of new cases required to seek parental consent outside Hong Kong 需尋求香港以外的家長同意新個案	12
No. of applications for root-tracing 申請尋根服務的被領養人士數目	16
No. of American cases requiring support services to adopt in China 提供支援服務予在華的美國家庭領養個案數目	36
No. of adoption enquiries 領養查詢	392



Throughout the year, Foster Care Service provided constant training and support for foster parents, birth parents and foster children. Different programmes were organized for our clientele in order to enhance parent-child relationships as well as to facilitate individual development of foster children. The publicity focus for the year was on the theme of "The Clan Foster Family" in which families under our supervision gave press interviews on the services they received. This served not only to further promote the foster care service but also helped to recruit new foster families.

Programme for Birth Family

A series of educational and recreational programmes were organized for foster children and their birth families with the aim of enhancing communication and the parent-child relationship. The programmes provided foster children and their birth families an opportunity for interaction, a means to optimize their communication, and created chances for favourable collaboration in a structured and relaxed atmosphere. By experiencing a harmonious environment through such interaction, birth families and foster children were able to strengthen their relationships.

2013 Foster Care Service Award Ceremony

May 5, 2013, was also an extraordinary and memorable day for our foster parents. On that day, the Social Welfare Department Central Foster Care Unit, jointly with the International Social Service Hong Kong Branch Foster Care Unit and 10 other Non-Governmental Organizations also providing foster care

除了培訓和支援寄養家長外，我們亦提供輔導及發展機會給寄養兒童，在過去一年更舉辦了不同活動給原生家庭，關顧每位寄養成員。另外，我們透過「寄養家族」這個點子，協助由我們督導的寄養家庭做了多個專訪，不但加強服務宣傳，並從中招募更多寄養家庭。

原生家庭活動

為了讓寄養兒童及其原生家庭加強溝通及建立更親密的關係，我們舉辦了一系列的親子活動。透過不同的活動，小朋友及家人有更多的互動、溝通和合作機會；在輕鬆的氣氛帶動下，得到正面、和諧的相處經驗，建立更強的親子關係。

2013 年寄養家庭服務獎頒獎典禮

2013 年 5 月 5 日對我們的寄養家長來說是一個很特別的日子，當天本社聯同社會福利署中央寄養服務課及其他 10 間提供寄養服務的志願機構舉辦了「寄養家庭服務獎頒獎典禮」。本社有 43 個寄養家庭獲頒「長期服務獎」，其中有 3 個家庭服務超過 20 年而獲頒「至尊獎」。另外有 16 個家庭獲頒「非凡貢獻獎」，以表揚他們不怕困難和無言付出的照顧有特別需要的兒童及與原生家庭合作。這些得獎家庭都是我們寄養服務的中流砥柱，為有需要的兒童提供健康、穩定的環境，讓他們好好地成長。



service, organized a "Foster Care service Award Ceremony" for foster families. A total of 43 families under our agency supervision received a "Long Service Award" with three of the families receiving a "Supreme Award" for serving under foster care service for over 20 years. A total of 16 families were presented with an "Outstanding Award" for their excellent and dedicated service to foster children and their birth families. The awarded families were the core partners of our service for their unremitting commitment and hard work to ensure the provision of quality care and a stable family environment for foster children.

"The Clan Foster Families"

For publicity purposes, two foster families under our supervision, Mrs. Lam and Mrs. Tong along with their sister and sister-in-law who were also serving foster families, were interviewed by the press on May 5, 2013, at the "Foster Care Service Award Ceremony". "The Clan Foster Families" shared with the press their experiences and feelings about foster care service.

In order to recruit families to join foster care service, "The Clan Foster Families" were interviewed by RTHK's "Smile Family" programme and ATV's "Hong Kong Loving Heart" programme to share their experiences in foster care service.



寄養家族

由本社督導的兩個寄養家庭（林太及唐太），連同她們的家姐及嫂嫂（同為寄養家庭），在頒獎典禮當日接受傳媒訪問，分享她們這個「寄養家族」在服務中的經驗、感受和得着。

另外，在本社社工陪伴下，她們曾到香港電台「笑容從家開始」和亞洲電視「感動香港系列」接受訪問，分享她們的經驗和體會，希望吸引更多有愛心的家庭加入服務行列。

Foster Care Programme Statistics (April 2013 – March 2014) 寄養服務統計（2013年4月至2014年3月）

Number of Cases Handled 處理個案數目	209
Average enrolment rate of foster care service 寄養服務平均入住率	80.9%
No. of children discharged from foster care service 離開寄養服務的兒童數目	39
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	14/1136
No. of newsletter published 通訊出版期數	3
No. of assessment conducted on applications for becoming foster parents 為申請作寄養家長的個案作評估報告	11

Small Group Home Programme 兒童之家服務

The International Social Service Hong Kong Branch operated 12 Small Group Homes in different districts of Hong Kong. Two of them were Small Group Homes for boys and there were also 7 integrated small group homes for special needs children. With 2 extra emergency small group home placements for the boys' home, we were serving a total of 98 children and teenagers.

Intensive Art Programme

The Intensive Art Programme was sponsored by Bank of America Merrill Lynch and the Hong Kong Youth Arts Foundation. It aimed to enrich the lives of young people living in our Small Group Home Programme. Activities were designed to help them to find their own voice and overcome social and personal inhibitions using art as a means of expression.

Through the programme, young participants had the opportunity to broaden their horizon and life perspective as well as to experience different cultures through visual and performing arts. In the workshops, they learnt to make dream catchers, stencil art and environmental art installations, explored circus skills, magic tricks, Kung-fu dancing and much more. Furthermore, they took trips to various culture venues such as the Hong Kong Art Museum to see exhibitions. They also learnt how to play African drums and watched drama and dance performances.



本社共有 12 所分佈於港九新界的兒童之家。除了一般的兒童之家外，當中有兩所為全男生的家舍，亦有 7 個融合宿位，為有特別需要的兒童提供服務，加上我們提供 2 個緊急兒童之家男生宿位，本社共服務 98 名兒童及青少年。



藝術發展

有賴美銀美林的贊助，香港青年藝術協會繼續給我們的家童進行藝術栽培計劃，讓他們體驗到多元化的視覺及表演藝術，如製作捕夢器、模板印製、雜技、功夫舞蹈及魔術等，更帶領他們欣賞話劇及舞蹈表演、參觀藝術博物館、學習非洲鼓等，感受不同場地的文化氣息，開拓他們的眼界和生活領域。

科學發展

中華基督教會譚李麗芬中學一位熱心科學的老師的帶領及安排下，我們兩位家童以製作水火箭為參賽項目，到廣州參加了「第十一屆廣東省少年兒童發明獎」。他們不但得到一次寶貴的經驗，更擴闊了視野和加強自信心。

同工培訓

為了提高服務質素，我們積極鼓勵前線員工參加不同性質的培訓兒童及青少年課程，本社亦曾舉辦多項相關的在職培訓，包括「全腦學習法」、「動作治療訓練」、手工藝及烹飪課程等等，讓同工可在崗位上學習更多知識和技能。

Science Project

With the kind assistance and arrangements of a dedicated science teacher from the CCC Tam Lee Lai Fun Memorial Secondary School, two children from our Small Group Home participated in "The 11th Children and Youth Invention Award of the Guangdong Province" by making a water-powered rocket. This was a valuable experience for them as it increased their confidence and their knowledge of science.

Training for Staff of Small group Home Programme

To promote quality service, staff of the Small Group Home Programme were encouraged to participate in training courses on topics related to young children and adolescents. Courses such as "Rhythmic Movement Training", "Whole Brain Training", cooking and craft-making were organized by the Programme for our staff to enhance their knowledge and skills.

Maintaining Bonds with Birth Family

It was the paramount goal of The Small Group Home Programme in 2013-2014 to devote further efforts to working with birth families. We believed that strengthening our communication with birth families in a relaxed atmosphere can facilitate mutual understanding as well as promote birth parents' understanding of their children's routine in small group homes. In turn, this helps to enhance the development of children and positively help their plans for family reunions.

To meet this goal, we organized different activities throughout the year for birth families and small group home children. The responses were encouraging and birth families enjoyed spending time with their children writing Chinese New Year greetings, making snacks, taking part in day camp activities, barbecuing food and much more.

Small Group Home Programme Statistics

(April 2013 – March 2014)

兒童之家服務統計 (2013 年 4 月 — 2014 年 3 月)

Number of children under care 接受服務兒童數目	120
Number of children discharged 離開服務兒童數目	29
Number of programmes 活動數目	16



與原生家庭之維繫

本社今年特別加強對原生家庭的工作，我們認為讓原生家庭在輕鬆氣氛下了解更多家童在家舍的生活，增加彼此的溝通，對家童的成長和回家團聚的安排都有很大幫助。各家舍舉辦了不同的親子活動，例如日營、燒烤、寫揮春和小食製作等等，參加的原生父母都反應熱烈，享受與子女一同活動的時光。



School Social Work and School Support Services

學校社會工作及學校支援服務



Service Highlights

The service unit continued to provide School Social Work Service in 10 secondary schools, plus Comprehensive Student Guidance Service in 2 primary schools, the Understanding Adolescent Project in 4 primary schools and the Community Based P.A.T.H.S. Project in two districts (6 secondary schools). Six secondary schools continued to buy school support service from ISS Hong Kong. In the year under review, 756 cases were handled and 1117 sessions of groups and programs were held.

Service Performance Evaluation

The service unit passed the review visit conducted by the Social Welfare Department with positive comments in November, 2013. The assessor found that both students and teachers were satisfied with the School Social Work Service in her interviews with them during the review visit.

Joint School Project

The service unit had successfully applied "The Hong Kong Bank Foundation District Community Programme" to implement the project entitled "Positive Psychology Community Programme – Volunteer Service for Children and Elderly" in Heep Yunn School, St. Mary's Canossian College and Homantin Government Secondary School. The students gave positive feedback after they joined the project. They learned the concepts of Positive Psychology, such as optimism & gratitude. Through voluntary work and cooperation with others, they built up self-confidence and enhanced caring for the needy.

服務報告

今年我們繼續為 10 間中學提供學校社會工作服務、2 間小學提供全方位輔導服務、4 間小學提供“成長的天空計劃”及在 6 間學校推行社區為本的“共創成長路計劃”。此外，我們服務的 6 間學校繼續購買本機構的學校支援服務。學校社會工作服務全年共處理 756 宗個案，共推行了 1117 節小組及大型活動。

服務評估

本服務於 2013 年 11 月再次順利通過社會福利署的服務表現監察制度的評估，更得到評估員很高的評價。評估員到學校探訪，從學生及老師的會面中得知他們非常欣賞及滿意學校社工的服務。





聯校計劃

本服務於今學年成功申請「滙豐銀行慈善基金社區發展計劃」，並聯同協恩中學、嘉諾撒聖瑪利書院及何文田官立中學推行「青年步樂 童幻耆情 - 正向心理社區培育計劃」。學生在計劃中學會樂觀感和感恩等正向心理學的概念；透過義工活動學會與別人合作，不但加強了自信心，更提升關愛他人的精神。

幼稚園輔導服務發展

本服務致力發展幼稚園輔導服務，在今學年推行《伴幼飛翔》幼稚園輔導服務支援計劃，為新界北區，元朗及天水圍幼稚園的教師及家長提供一系列活動；希望透過專業的支援，協助他們面對及處理孩童成長的需要及挑戰，讓孩童健康成長。

Service Development on Kindergarten Counselling Service

This year, the service unit was committed to the development of kindergarten counselling service. The project "Fly with the Kids", offered a range of activities to teachers and parents in New Territories North, Yuen Long and Tin Shui Wai districts. The professional support helped the parents to cope with the needs and challenges of growing up, so that the children could enjoy healthy growth and development.



School Social Work & School Support Services Statistics (April 2013 – March 2014) 學校社會工作及學校支援服務統計 (2013 年 4 月 — 2014 年 3 月)	
School Social Work Service (Secondary Schools) 中學學校社會工作	
No. of schools served 服務學校數目	10
No. of students 學生總人數	7738
No. of cases handled 全年處理個案數字	756
No. of consultations 諮詢服務數字	5754
No. of group/programme sessions 小組及大型活動節數	1117
No. of group/programme attendance 小組及大型活動出席人次	39632
No. of issues of publication 出版刊物數目	1
School Support Services (Secondary Schools) 中學學校支援服務	
No. of schools served 服務學校數目	6
No. of students 學生總人數	4299
No. of cases handled 全年處理個案數字	13
No. of consultations 諮詢服務數字	1005
No. of group / programme sessions 小組及大型活動節數	636
No. of group/programme attendance 小組及大型活動出席人次	15532
P.A.T.H.S. to Adulthood: A Jockey Club Community-Based Youth Enhancement Programme 「共創成長路」賽馬會社區青少年培育計劃	
No. of schools served 服務學校數目	6
No. of student 學生總人數	1168
No. of group/programme sessions 小組及大型活動節數	331
No. of group/programme attendance 小組及大型活動出席人次	11809
No. of consultations 諮詢服務數字	394
Comprehensive Student Guidance Service (Primary Schools) 小學全方位輔導服務	
No. of schools served 服務學校數目	2
No. of students 學生總人數	695
No. of cases handled 全年處理個案數字	18
No. of consultations 諮詢服務數字	1198
No. of group/programme sessions 小組及大型活動節數	271
No. of group/programme attendance 小組及大型活動出席人次	9370
Understanding Adolescent Project (Primary Schools) 成長的天空 (小學) 計劃	
No. of schools served 服務學校數目	4
No. of student population 學生總人數	234
No. of groups/programme sessions 小組及大型活動節數	147
No. of groups/programme attendance 小組及大型活動出席人次	2811



Services For Migrants
移居人士服務

Programme for New Arrivals from Mainland China

內地新來港人士服務



Service Highlights

ISS-HK is committed to assisting new arrivals to integrate into the local community and to be contributing members to society. With the Government's support and subvention, we maintain the Aid Service at the Lo Wu Checkpoint for new arrivals as the first contact with them.

The Immigration Department reported that 44,568 Mainlanders came legally to Hong Kong from April 2013 to March 2014. We contacted 34,800 of the new arrivals, 78.1% of the one-way Permit Holders, at the Lo Wu Checkpoint.

ISS-HK has collected the personal information of the new arrivals and with their consent, this information is shared with the Social Welfare Department (SWD). During this year, we referred 18,943 new arrivals to the SWD and 732 to the concerned governmental departments, NGOs, and schools. Timely referrals can ensure early intervention and facilitate the successful integration of new arrivals into local society.

Induction Programme

To facilitate the newly arrived students' adjustment, we organized a total of 16 classes of the 60-hour Induction Programmes for 224 newly arrived children, helping them to better adjust to their studies and to the Hong Kong community. These programmes were financially supported by the Education Bureau. In addition, in order to increase the new arrivals' knowledge of and sense of belonging to Hong Kong society, ISS-HK launched 64 orientation and adjustment programmes with 1,092 participants.

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。獲社會福利署資助該服務，令更多人受惠。我們在抵港人士一踏入羅湖口岸便與他們接觸，提供諮詢服務。

入境處由2013年4月到2014年3月錄得44,568名由內地合法來港定居人士，而當中78.1%即34800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18,943位新來港人士到社署。另轉介了732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。



Promoting Mutual Understanding

To enhance the public's respect for and acceptance of new arrivals, we trained the new arrivals to become volunteers rendering services to local needy people, including the elderly and children. These activities can help to minimize discrimination and promote mutual understanding between new arrivals and local residents. During this year, we trained 80 volunteers who contributed a total of 320 hours of voluntary services.

The publication of the bi-monthly newsletter provided updated information to new arrivals on the Hong Kong situation. We received 134 letters from readers sharing their experiences of their new life in Hong Kong.



適應課程

教育局資助我們開辦了16個長達60小時的適應課程，幫助224名新來港學生盡快適應學校生活。另為了加強新來港人士對香港的認識及歸屬感，我們舉辦了64項適應活動，共有1,092人參與。

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，我們訓練新來港人士成為義工，服務本港有需要社群，他們曾服務幼兒和長者。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，本年度我們共訓練了80名義工，他們共貢獻了320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，去年收到134封讀者來信分享他們在港的新生活。

Programme for New Arrivals from Mainland China Statistics (April 2013 – March 2014) 內地新來港人士服務統計(2013年4月—2014年3月)

No. of New Arrivals served at Lo Wu Checkpoint 在羅湖關口接觸的內地新來港人士數目	34800
Number of new arrivals served at the Registration of Persons Office of Immigration Department 在入境處人士登記處辦事處接觸的內地新來港人士數目	31053
Number of written referrals made 轉介信數目	1621
Number of orientation & adjustment Programmes / attendance 認識及適應活動數目 / 出席人次	64 / 1092
Number of Induction Programmes / participants 新來港兒童適應課程數目 / 參與人數	18 / 224
Number of new arrivals becoming volunteers 登記成為義工的內地新來港人士數目	80
Number of service hours new arrival volunteers performed 內地新來港人士義工服務時數	320
Number of bi-monthly newspaper issued 雙月刊出版期數	6
Number of letters received from readers 雙月刊讀者來信數目	134

Assistance in Kind to Asylum-seekers, Torture Claimants and Refugees Project

The client numbers continued to rise with the fiscal year ending with 5,953 clients. Single males comprise over 82% of the population. Starting the year with 209 children born in Hong Kong, this number rose to 256 by year end.

In February 2014, the government increased the humanitarian assistance by providing 2 months rental deposit and half month property agency fee on top of the accommodation allowance which was also raised to HK\$1500 per month for adults and HK\$750 per month per child. Food assistance was increased to HK\$1200 equivalent per month. Utility payments are at HK\$300 per person per month.

Challenges in Service Delivery

From August 2013 the government policy and ISSHK service delivery of the humanitarian assistance was publicly challenged through the mass media, Legislative Council hearings and protest actions in all ASTC offices by an organization. ISSHK presented its clear position as the implementing partner of the Social Welfare Department in executing the government's policy and the limitations and boundaries of its service contract.

Despite the increase in assistance implemented in February 2014, the organization initiated an Occupy ISSHK protest in the three offices demanding for more assistance and changes beyond the ambit of the project. ISSHK successfully filed an injunction order against the individuals who instigated the protests.

ISSHK takes pride in the relentless efforts, highest professional ethics and commitment of the staff to continue to assist the service clients amidst the challenging scenarios. ISSHK continues to work in partnership with the Social Welfare Department and other relevant agencies to serve the best interests of the clients.

尋求庇護及聲稱受酷刑迫害人士及難民服務

尋求庇護及聲稱受酷刑迫害人士及難民服務的使用人數繼續上升，直至去年底便有 5,953 人，其中單身男士佔超過 82%。去年初有 209 位嬰孩出生，但到年底便躍升至 256 位。

2014 年 2 月，政府增加了人道援助的資助，包括提供 2 個月的租屋按金及半個月的經紀佣金，每位受助人的租屋津貼提高至每月 \$1500，小童則提高至 \$750。另外食物援助增加至每月 \$1200，水電煤費用每人每月 \$300。

服務受挑戰

2013 年 8 月開始，該服務及政府的政策不斷受到挑戰，先有傳媒和立法會，繼有組織到我們辦公室進行抗議行動。本社已清楚表明立場，重申我們只是社署委託執行該服務的機構，一切條款需按照政府合約進行。

雖然由 2014 年 2 月開始政府已增加資助，但有組織仍然佔領我們三個辦事處，以要求更多的資助和變更，但他們的要求遠遠偏離計劃的限制，本社成功向法庭申請禁制令禁止有關的佔領行動。

很欣慰我們有一眾專業及不辭勞苦的員工，在這艱難時刻盡力提供服務。我們會繼續與社署及相關的機構合作，為有需要人士提供適切服務。



Mobile Information Service at the Hong Kong International Airport

The MIS distributed 84,000 information kits in 7 ethnic minority languages in the Hong Kong International Airport and in outreach activities. MIS collected 10,794 forms from ethnic minority arrivals in the airport primarily to establish a profile of arrivals. MIS staff acts as translators to those in need with 133 clients served this year.

The MIS provides on-site information, guidance and service to new arrivals inside the airport. Home Affairs Department will continue to support this project until June 2016. After 12 years of service, the MIS team continues to be the only NGO service in the restricted arrival and departure areas of the Hong Kong International Airport.



香港國際機場流動資訊服務

香港國際機場流動資訊服務去年在機場及外展活動共分發了 84,000 個有 7 國語言的資訊錦囊。我們成功蒐集 10,794 份由少數族裔在機場填寫的資料，以便建立資料庫。我們的員工亦充當翻譯員，去年為 133 人提供協助。

該服務在機場提供資訊和協助初抵港人士，民政事務總署繼續支持這計劃直至 2016 年 6 月。經過 12 年頭，我們仍是唯一能在機場入境及離境禁區內服務的非政府組織。



HOPE 少數族裔人士支援服務中心

中心與民政事務總署簽訂了新一輪合約，合約期由 2013 年 5 月至 2015 年 5 月，足以證明我們一班不同族裔員工的努力沒有白費。語言訓練班繼續是最受歡迎的課程，電腦班亦供不應求，去年有 428 位畢業生，學生們透過免費的功課輔導班改善學業成績及社交技巧。

個人發展課程、興趣小組、互助小組、健康講座、就業權益講座、各種戶外活動及文化活動參加者眾，參加人數不但達標，有些更比原先目標超出一倍。我們現正努力為新的青年服務宣傳，而輔導服務轉介個案的多寡亦取決於受助人的需要。



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

The HOPE Centre contract with Home Affairs Department has been renewed from May 2013 to May 2015 which is a testament to the effectiveness of the programmes and dedicated work of its multi-ethnic staff. Language classes were still the most popular classes. Computer classes have been oversubscribed with 428 graduates. Students benefited in improving their academic performance and social skills with the free After School Tutorial Programme.

Personality Development courses, interest groups, mutual support groups, trainings and seminars on health, employment rights and common concerns, outings and cultural shows achieved more than 100% to as much as 200+% of the performance targets. What remains to be enhanced are counseling referrals which are dependent on client needs and increasing publicity for the new youth programmes and activities.

Ambassador Scheme for Ethnic Minorities

The project has conducted 2,720 household visits all over Hong Kong and completed 6,650 questionnaires including outreaching to 1,280 ethnic minorities in public parks and gatherings. A total of 14,327 ethnic minorities have been served by the project.

Empowering the ethnic minorities to utilize resources available through information sessions, exhibitions, seminars on various issues, direct referrals to relevant agencies and escorting to appropriate services as needed are core services that continue to inspire the dedicated staff of 6 Ambassadors, the Programme Manager and volunteers.



少數族裔人士社區大使服務

這計劃去年在全港做了 2,720 個家訪，完成了 6,650 份問卷，當中包括 1,280 份透過外展活動到公園及聚會聯絡的少數族裔，合共有 14,327 位少數族裔曾接受此服務。

6 位社區大使、服務經理及義工們透過講座、展覽、直接轉介到相關部門及陪伴少數族裔人士到有關服務均是我們的主要職責，以上種種均有效地讓少數族裔人士認識社會資源。

Migrants Programme Statistics (April 2013 - March 2014) 非華裔新來港人士服務統計 (2013年4月 - 2014年3月)

No. of Asylum-seekers and Torture claimants served 接受服務的尋求庇護及聲稱受酷刑迫害人士數目	5953
No. of refugees served 接受服務的難民數目	124
No. of telephone enquiries 電話諮詢數目	8551
No. of language classes graduates 語言課程畢業生數目	1118
No. of service users at the airport 在機場接受服務人數	76253
No. of clients accommodated at the Anthony Lawrence International Refuge for Newcomers to Hong Kong and other shelters 羅蘭士國際庇護舍及其他庇護中心入住人數	63



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」



2013-14 年度有約 160 名長者加入本計劃。而直至 2014 年 3 月底，我們分別為超過 1,800 位居於廣東省以及超過 150 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。計劃中約 85% 居於廣東省的長者已年屆 75 歲或以上；約 87% 居於福建省的長者的年齡也是年屆 75 歲或以上，可見高齡長者佔本計劃參加者的大多數。

我們在年度內分別為 451 個個案進行抽樣家訪調查及為 1,516 個個案進行郵遞覆核。同時，我們還替 22 個個案進行了特別家訪調查，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 109 個因受助人死亡而由其內地親友提出殮葬津貼申請的個案。

About 160 elders joined the PCSSA last year. In the year under review, the programme has served over 1800 elders in Guangdong province and also over 150 elders in the Fujian province. We assessed and facilitated the recipients' eligibility to continue the receipt of the PCSSA benefit. 85% of the PCSSA recipients in Guangdong province are over 75 years of age or older whilst 87% of the recipients in Fujian province are aged over 75. This demonstrates that the general recipients in the PCSSA are mostly senior aged elders.

Last year, we carried out 451 random home visit reviews and 1,516 postal reviews to the recipients. 22 special investigations took place in the year under review. These cases were mainly the identification and assessment of suitable appointees for recipients who suffer from frail mental health or cases which indicated the necessity of special attention. About 109 burial grant applications lodged by the mainland relatives of the deceased elders were also handled and facilitated.



Price inflation, uncertain safety in the neighbourhood and unpredictable traffic condition in the mainland continue to be the major obstacles in the spot check reviews. At the same time, the rising living cost in the mainland, the need for constant medical treatment of the PCSSA recipients are common reasons for them to return from Guangdong and resettle in Hong Kong. The granting of an additional month of PCSSA payment to the recipients is again exercised and PCSSA service team continues to assist in answering related queries and render appropriate assistance where necessary.

Programme for PCSSA Recipients Service Statistics

(April 2013 – March 2014)

協助「綜援長者廣東及福建省養老計劃」統計
(2013年4月 - 2014年3月)

No. of enquiries 查詢數目	5526
No. of active cases 個案數目	1966
No. of postal reviews 郵遞覆核數目	1516
No. of home reviews 家訪數目	451
No. of new cases 新個案數目	157
No. of briefing sessions 簡介會數目	153
No. of burial grant application 殮葬津貼申請處理數目	109
No. of special investigation 特別家訪調查個案數目	22



通脹、探訪地區安全及交通情況無法預計等問題，仍然是家訪工作所要面對的主要困難。另一方面，由於內地的生活指數不斷飆升，加上對醫療服務的需要，選擇返回香港定居的長者人數有上升趨勢。香港政府仍有發放一次額外綜援金予長者，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 Old Age Allowance Recipients under the “Guangdong Scheme” 協助「廣東計劃」高齡津貼受惠長者服務



Commencement of the project

The programme for Old Age Allowance recipients under the “Guangdong Scheme” was commenced in October 2013. As the sole agent of the Social Welfare Department in the Guangdong Scheme, our major task in the initial months was to assist applicants who have resided in Guangdong over the past years and are too physically frail to return to Hong Kong to complete the application process. Through home visits to these applicants, our caseworkers assess and verify the applicants' eligibility, answer their enquiries, complete and facilitate their application.

As of March 2014, we had visited to over 2,000 disabled applicants and rendered assistance and facilitated the completion of their applications. We had assisted in identifying and recommending suitable appointees for about 30 mentally frail applicants who required assistance in handling their old age allowance payments. About 600 of the applicants had designated their friends or relatives to act as agents to receive their payments. Appropriate advice and handling were rendered to them so as to secure a smooth transfer of payment.

Cases transferred from SWD

From December 2013 to March 2014, we received about 13,000 authorized transfer cases from the Social Welfare Department. These cases will be under spot check and postal reviews during the following year.

計劃開展

是項服務由2013年10月1日起開展，作為社會福利署「廣東計劃」的唯一代理機構，服務初期，我們主要負責協助已移居廣東省多年而因行動不便無法來港的長者辦理申請手續。個案工作員會親身到訪長者位於廣東省的家中，核對有關證件、瞭解長者所需及解答長者疑問，再把相關資料和情況呈交予社會福利署批核。

截至2014年3月，我們已為近2000位移居廣東省多年的行動不便長者辦理申請，讓他們無需來港也同樣受惠。同時，我們已為近30位精神不佳，未能處理津貼的長者物色合適受委人。另外，我們亦協助近600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。



Our mission

With most of our recipients having resided in Guangdong for a period of time and with only a few of them having had the experience of receiving social security allowances, we received considerable enquiries on the eligibility of other social security allowances, possible residential placements if resettled in Hong Kong and ways of payment transfer. We are prepared to serve our recipients better and make every effort to answer their enquiries and offer appropriate advice in future.



社署轉介個案

由2013年12月起，我們開始處理社署轉介的有效個案，至2014年3月，已接收超過13000宗有效個案，為他們提供服務，預備每年一次的抽樣調查或郵遞覆核。

我們使命

計劃中的大部分受惠長者已移居廣東省多年，以往未有領取本港福利金。因此，我們收到眾多有關本港福利政策、院舍照顧安排及收取津貼方法等的查詢。未來，為受惠長者進行覆核調查將是我們服務的核心，我們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”
(October 2013 – March 2014)
協助「廣東計劃」高齡津貼受惠長者服務統計
(2013年10月 - 2014年3月)

No. of enquiries 查詢個案數目	1964
No. of applications 已處理申請個案數目	1979
No. of authorized cases 有效個案數目	13014

Inaugural International Child Protection Dinner

The International Social Service Hong Kong branch held its inaugural International Child Protection Dinner on 18 March, 2014, at the Asia Society. Senior government officials and community leaders attended the event included Mrs Regina Leung, ISS-HK's Patron and wife of the SAR Chief Executive, Mr Lai Tung-kwok, Secretary for Security, Mr Eddie

Ng, Secretary for Education, Mr Ronnie C. Chan, Chairman of Hang Lung Properties, and the Consuls General of France and Mexico. Over a million dollars was raised in the night to help children and families separated between Mainland China and other countries. Christie's held an auction in pro bono during the event.



國際社首個慈善晚宴

香港國際社會服務社首個慈善晚宴於 2014 年 3 月 18 日晚假座亞洲協會香港中心隆重舉行，是晚冠蓋雲集，衣香鬢影，特首夫人梁唐青儀更以本社贊助人的名義出席，其他嘉賓包括恒隆集團主席陳啟宗、保安局局長黎棟國、教育局局長吳克儉、法國駐港總領事及墨西哥駐港總領事等。當晚佳士得更義務進行拍賣活動，晚宴共籌得過百萬元善款，用以幫助分隔中國及海外的困難家庭及兒童。



Visit by Secretary for Labour and Welfare

The Secretary for Labour and Welfare Mr Matthew Cheung together with the Director of Social Welfare Ms Carol Yip visited our service for Assistance in Kind to Asylum Seekers and Torture Claimants in Prince Edward. Their visit boosted staff morale and showed their appreciation for our staff's dedication. They also visited a food supplier to understand about the provision of food to clients.

勞工及福利局局長探訪

勞工及福利局局長張建宗先生聯同社會福利署署長葉文娟女士於 2013 年 12 月 31 日探訪尋求庇護及聲稱受酷刑迫害人士實物援助計劃位於太子的辦事處，除了為員工打氣外，更感謝我們員工的辛勞及付出，在困難時候仍然緊守崗位。他們之後更參觀食物供應商，了解受助人的食物供應情況。

Chief Secretary for Administration attends our AGM

The Chief Secretary for Administration Mrs Carrie Lam attended our Annual General Meeting last year. She gave a speech focusing on our services for ethnic minorities and the Assistance in Kind to Asylum-Seekers and Torture Claimants. In addition, she expressed her gratitude for our hard work. Last July, Mrs Lam visited the H.O.P.E. Support Centre for Ethnic Minorities and commented positively on its work.

政務司司長出席周年大會及探訪 HOPE 少數族裔人士支援服務中心

政務司司長林鄭月娥出席本社去年的周年大會，更以少數族裔和尋求庇護及聲稱受酷刑迫害人士為主題發表演論，席上更感謝本社員工對該服務的貢獻。去年7月林太探訪本社的HOPE少數族裔人士支援服務中心，對本社的服務予以正面評價。



Family: Boosting Positive Energy Programme

Funded by the Hong Kong Jockey Club Charities Trust, and jointly operated by ISS-HK and the School of Public Health of the University of Hong Kong, the programme FAMILY: Boosting Positive Energy was successfully completed last July. Over 450 Chinese new arrivals who have come to Hong Kong for less than a year joined the programme. They learned a great deal of information about the daily life of Hong Kong and became better integrated into society.

愛 + 人 · 家添正能量

感謝香港賽馬會慈善信託基金的支持，香港大學公共衛生學院和我們合作的「愛 + 人 · 家添正能量」計劃於去年7月圓滿結束，為超過450名新來港未滿一年的人士提供抗逆方法，了解香港生活資訊，積極融入香港生活，效果令人鼓舞。



Study visit to Australia

We always pay close attention to staff training, and each year, we organize a study tour for our staff to broaden their horizons. Last November, we cooperated with the Australian branch to arrange a study visit for our staff to see the Australian social services provided for children, youths, families and refugees.



澳洲考察團

本社一直著重員工的培訓，每年均安排出國的考察團讓員工拓展視野，去年 11 月與澳洲分社合作，十多位同工到澳洲考察當地的兒童、青少年、家庭及難民服務。



Mainland Developments

Five centres in Guangzhou achieved fruitful results in the year under review, with the number of beneficiaries totalling 50,000. The centres received more than 1,868 visitors including two vice ministers of Civil Affairs of the People's Republic of China, Dai Juliang and Guan Puguang, the minister of the All-China Women's Federation, Cui Weiyan, the Secretary of Social Work of the People's Republic of China, Liu Zheng and the Deputy Director of the Guangdong Province, Tang Heiguang. In addition, the centres also received delegations from other parts of the world including Peru, Germany, UK and Macau. The visitors were full of praise for our counselling and social services and gained a better understanding of the social welfare system and social services in the Mainland.



內地服務發展

位於廣州的五間服務中心去年有豐碩成果，總服務人數達 50,000，多達 1,868 人參觀。其中包括國家民政部兩位副部長戴均良和官蒲光、全國婦聯發展部部長崔衛燕、社會工作司司長柳拯及廣東省副省長鄧海光等，還有來自世界各地的國家代表團包括秘魯、德國、英國和澳門。到訪者對中心的輔導服務及社會服務給予高度讚揚，外國代表團更探討中國的社會福利制度及社會服務發展。

Social Work Consultant of Guangdong Province

We are the pioneer in bringing the social work profession into Guangzhou. On 12 November, 2013, the Department of Civil Affairs of Guangdong Province invited one of our social workers to be a consultant for the Social Work Advisory Committee for a period of three years.

廣東省社會工作顧問

本社是把社工專業帶進廣州的先鋒，2013 年 11 月 12 日，本社社工獲邀參加廣東省民政廳社會工作人才隊伍建設專家委員會成立會議，並獲聘請為廣東省民政廳社工專家顧問，任期 3 年。

Income and Expenditure Account for the Year Ended 31 March 2014

	2014	2013
	HK\$	HK\$
Income		
Government	265,014,166	240,542,002
The Community Chest Hong Kong	1,981,100	2,438,576
The Hong Kong Jockey Club Charities Trust	4,216,524	5,665,849
Fund Raising from Flag Day	0	0
Other Donations	7,841,757	7,293,865
Dues and Fees and other income	3,151,432	2,689,195
Total Income	<u>282,204,979</u>	<u>258,629,487</u>
Operating Expenditure		
Central Administration	4,856,702	4,550,675
Services for Families	28,593,418	27,812,409
Services for Children & Youths	58,619,760	60,227,872
Services for Migrants	179,192,708	158,053,937
Services for the Elderly	2,787,892	1,532,171
Training & Employment Services	0	1,866,490
Other Services	4,596,441	5,499,401
Total Expenditure	<u>278,646,921</u>	<u>259,542,955</u>
Surplus/(Deficit) for the year	3,558,058	(913,468)

Balance Sheet at 31 March 2014

	2014 HK\$	2013 HK\$
Non-current assets		
Fixed assets	<u>1,369,580</u>	<u>1,463,424</u>
Current assets		
Deposits and other receivables	7,234,204	7,865,933
Pledged deposit	1,800,105	2,869,754
Cash and cash equivalents	<u>101,674,483</u>	<u>67,540,990</u>
	<u>110,708,792</u>	<u>78,276,677</u>
Current liabilities		
Deferred income	87,936,051	55,749,183
Other payables	458,645	466,120
Social welfare subvention surpluses refundable	<u>5,757,530</u>	<u>5,270,841</u>
	<u>94,152,226</u>	<u>61,486,144</u>
Net current assets	<u>16,556,566</u>	<u>16,790,533</u>
NET ASSETS	<u>17,926,146</u>	<u>18,253,957</u>
Representing		
Accumulated Fund	2,839,749	3,253,827
Lump Sum Grant ("LSG") reserve	6,137,609	7,184,887
Provident fund reserve - Existing staff	1,647,607	1,307,622
Provident fund reserve - 6.8% posts	1,584,443	1,479,856
Other funds	<u>5,716,738</u>	<u>5,027,765</u>
	<u>17,926,146</u>	<u>18,253,957</u>

Acknowledgement 鳴謝

Government and Public Bodies 政府及公共機構

Airport Authority Hong Kong
機場管理局

Attorney-General's Department,
Australian Government

Constitutional and Mainland Affairs
Bureau
政制及內地事務局

Department of Health Shamshuipo
District Visiting Health Team
衛生署 深水埗區長者健康外展隊伍

Education Bureau
教育局

Employees Retraining Board
僱員再培訓局

Family Council
家庭議會

Guangdong Civil Affairs Bureau
廣東省民政廳

Guangzhou Civil Affairs Department
廣州市民政局

Guangzhou Liwan District Civil Affairs
Department
廣州市荔灣區民政局

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

Guangzhou Women's Federation
廣州市婦女聯合會

Home Affairs Bureau
民政事務局

Home Affairs Department
民政事務總署

Hong Kong and Macau Affairs Office
of the State Council
國務院港澳事務辦公室

Hong Kong Housing Authority
香港房屋委員會

Hong Kong Independent Commission
Against Corruption
香港廉政公署

Hospital Authority
醫院管理局

Immigration Department
入境事務處

Labour Department
勞工處

Labour and Welfare Bureau
勞工及福利局

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

Liaison Office of the Central People's
Government in the Hong Kong
Special Administrative Region
中央人民政府駐香港特別行政區
聯絡辦公室

Ministry of Civil Affairs of the People's
Republic of China
中華人民共和國民政部

Nanhu Street Office, Luohu District,
Shenzhen
羅湖區南湖街道辦事處

Narcotics Division, Security Bureau
保安局禁毒處

North District Council
北區區議會

Office of Commissioner of the Ministry
of Foreign Affairs of the People's
Republic of China in the Hong Kong
Special Administrative Region
中華人民共和國外交部駐
香港特別行政區特派員公署

Pok Oi Hospital
博愛醫院

Radio Television Hong Kong
香港電台

Shenzhen Civil Affairs Bureau
深圳市民政局

Shenzhen Luohu Women's Federation
深圳市羅湖區婦女聯合會

Shenzhen Women's Federation
深圳市婦女聯合會

Social Welfare Department
社會福利署

United Nations High Commissioner
for Refugees Hong Kong Office
聯合國難民事務高級專員署
香港辦事處

Wan Chai District Council
灣仔區議會

Embassies and Consulates General 大使 / 領事館

Australian Consulate General of
Hong Kong
澳洲駐香港總領事館

British Consulate General Hong Kong
英國駐香港總領事館

British Embassy Thailand
英國駐泰國領事館

Consulate General of Democratic
Socialist Republic of Sri Lanka
Hong Kong
斯里蘭卡駐香港總領事館

Consulate General of Germany
Hong Kong
德國駐香港總領事館

Consulate General of India
Hong Kong
印度駐香港總領事館

Consulate General of Indonesia
Hong Kong
印尼駐香港總領事館

Consulate General of Malaysia
Hong Kong
馬來西亞駐香港總領事館

Consulate General of Pakistan
Hong Kong
巴基斯坦駐香港總領事館

Consulate General of Sweden
Hong Kong
瑞典駐香港總領事館

Consulate General of Thailand
Hong Kong
泰國駐香港總領事館

Consulate General of the Philippines
Hong Kong
菲律賓駐香港總領事館

Consulate General of the Republic of
Singapore Hong Kong
新加坡駐香港總領事館

Consulate General of the United
States Hong Kong and Macau
美國駐香港及澳門總領事館

Embassy of the People's Republic of
China in the Kingdom of Thailand
中華人民共和國駐泰國大使館

New Zealand Consulate General of
Hong Kong
新西蘭駐香港總領事館

Royal Nepalese Consulate General
Hong Kong
尼泊爾王國駐香港總領事館

**Non-governmental Organizations
非政府組織**

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

Agency for Volunteer Service
義務工作發展局

Bethany Christian Services

Caritas Hong Kong
香港明愛

Centre for Community Cultural
Development
社區文化發展中心

Child Adoption Centre, Thailand

Christian Family Service Centre
基督教家庭服務中心

Chu Kuang Cultural Services Centre
莒光文化服務中心

Community Chest of Hong Kong
香港公益金

Church of Christ in China
Chuen Yan Church
中華基督教會傳恩堂

Family international Frankfurt Inc

Focolare Movement
普世博愛運動

Hans Andersen Club
安徒生會

Home of Love
仁愛之家

Hong Kong Children and Youth
Services
香港青少年服務處

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

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 Federation of Women
Lawyers
香港女律師協會

Hong Kong Jockey Club
香港賽馬會

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

Hong Kong New Arrivals Services
Foundation Limited
香港新來港人士服務基金

Hong Kong Nurses General Union
香港護士總工會

Hong Kong Rehabilitation Power
香港復康力量

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

Hong Kong Women Development
Association Limited
香港婦聯

Hong Kong Women Doctors Association
香港女醫生協會

HKFYG Jockey Club Ping Shek Youth
S.P.O.T.
香港青年協會賽馬會坪石青年空間

HKUSU Social Service Group Funding
香港大學學生會社會服務團
社會服務基金

Kadoorie Charitable Foundations
嘉道理慈善基金會

Intercountry Adoption Board,
the Philippines

Kentucky Adoption Services

Kwun Tong Resident Association
觀塘民聯會

Lifelink International

Neighbourhood Advice-Action Council
鄰舍輔導會

New Life Psychiatric Rehabilitation
Association
新生精神康復會

Parent School
家長學校

Po Leung Kuk
保良局

Richmond Fellowship of Hong Kong
利民會

Sheung Shui IFSC
上水綜合家庭服務中心

Social Service Group HKUSU
香港大學社會服務團

St. James' Settlement
聖雅各福群會

Swedish Friends of Children
International Adoption Society

Theatre Noir Foundation

The Absolutely Fabulous Theatre
Connection
誇啦啦藝術集匯

Tin Shui Wai Women Association
Limited
天水圍婦聯有限公司

Tung Wah Group of Hospitals
東華三院

United Centre of Emotional Health
and Positive Living
聯合情緒健康教育中心

Voice for International Development
and Adoption

Windshield Charitable Foundation
宏施慈善基金

Wofoo Social Enterprises
和富社會企業

Yan Oi Tong
仁愛堂

Yuen Long Town Hall
元朗大會堂

Yang Memorial Methodist Social
Service
循道衛理楊震社會服務處

**Business
商業機構**

America Merrill Lynch
美銀美林

Christie's
佳士得

Hang Seng Bank
恒生銀行

Mision Technology (H.K.) Ltd
中宏科技有限公司

Planning Services International
(Asia) Ltd
香港國際建築師樓

Shenzhen Banbiantian Marriage and
Family Service Ltd.
深圳市半邊天婚姻及家庭服務
有限公司

Shenzhen Metro Property
Management Company
深圳地鐵物業管理有限公司

Television Broadcasts Limited
電視廣播有限公司

Shenzhen Shenlao Human
Resources Development Co., Ltd.
深圳市深勞人力資源開發有限公司

**Educational Organizations
教育團體**

Buddhist Chi Kwong Kindergarten
佛教慈光幼稚園

Buddhist Wai Yan Memorial College
佛教慧因法師紀念中學

Catholic Ming Yuen Secondary School
天主教鳴遠中學

CCC Hoh Fuk Tong Primary School
中華基督教會何福堂小學

CCC Kei Chi Secondary School
中華基督教會基智中學

CCC Tam Lee Lai Fun Memorial
Secondary School
中華基督教會譚李麗芬中學

Cheung Chau Government
Secondary School
長洲官立中學

Chiu Yang Por Yen Primary School
潮陽百欣小學

City University of Hong Kong
香港城市大學

Creative Primary School
啟思小學

Department of Social Work,
The Chinese University of Hong Kong
香港中文大學社會工作系

Fanling Government Secondary School
粉嶺官立中學

Five Districts Business Welfare
Association School
五邑工商總會學校

Fung Kai No. 1 Primary School
鳳溪第一小學

Heep Yunn School
協恩中學

Homantin Government Secondary School
何文田官立中學

Hong Kong College of Technology
香港專業進修學校

Ho Ming Primary School
(Sponsored by Sik Sik Yuen)
嗇色園主辦可銘學校

Ho Shun Primary School
(Sponsored by Sik Sik Yuen)
嗇色園主辦可信學校

Hong Kong & Kowloon Chiu Chow Public Association Secondary School
港九潮州公會中學

Marymount Secondary School
瑪利曼中學

New Territories School Heads Association
新界校長會

SPHRC Kung Yik She Secondary School
十八鄉鄉事委員會公益社中學

North District Primary School Heads Association
北區小學校長會

NT Heung Yee Kuk Tai Po District Secondary School
新界鄉議局大埔區中學

Pak Kau College
伯裘書院

Pui Ying Secondary School
香港培英中學

Sacred Heart Canossian School
嘉諾撒聖心書院

Salesian English School
(Secondary Section)
慈幼英文學校(中學部)

Shap Pat Heung Rural Committee
Kung Yik She Primary School
十八鄉公益社小學

Shek Wu Hui Public School
石湖墟公立學校

SKH All Saints' Middle School
聖公會諸聖中學

Social Work & Social Administration Department, Beijing Normal University, Hong Kong Baptist University United International College
北京師範大學香港浸會大學聯合國際學院社工系

St. Mary's Canossian College
嘉諾撒聖瑪利書院

Ta Ky Ling Ling Ying Public School
打鼓嶺嶺英公立學校

The Hong Kong Management Association
香港管理專業協會

The University of Hong Kong – School of Public Health
香港大學 - 公共衛生學院

Tun Yu School
惇裕學校

Tung Koon School (Sheung Shui)
上水東莞學校

University of South California Alumni
南加州大學同學會

Yan Chai Hospital Lan Chi Pat Memorial Secondary School
仁濟醫院觀次伯紀念中學

Yuen Long Long Ping Estate
Tung Koon Primary School
元朗朗屏邨東莞學校

Individuals 個人

Ann So
蘇麗珍觀塘區議員

Chan Chung Bun BBS,JP
陳振彬太平紳士

Dr. Chung See Yuen
鍾思源醫生

Dr. Stephen Ng
吳偉民醫生

范偉光油塘街坊福利會理事長

Dr Ting Wai-fong
丁惠芳博士

Jack CHEUNG
張琪騰觀塘區議員

Jonathan Sharp

Leung Fu Wing BBS.MH
梁芙詠觀塘民聯會理事長

Mrs. Peter Choy
蔡惠鏞夫人

Mr. Joseph Lee
李宗德先生

Mr. Ray Chow, Hanlun Habitats

Mr. So Sai-Chi
蘇西智先生

Mr. and Mrs. Peter Lee
李業華先生及李簡靄霞女士

Ms. Virginia Tse, Cherrie Sweetie

Vincci Lau

Staff List 職員名錄

Staff List (As at 31 March 2014) 職員名錄 (迄至2014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

Ms. CHEUNG Yuk Ching
張玉清女士

Ms. Vikki CHOW
周艷冰女士

Mrs. Lucilla LEUNG
梁何慧怡女士

Ms. Iris LIU
廖金鳳女士

Ms. Adrielle M. PAÑARES
彭藝珠女士

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

Director of Administration and Finance 行政及財務總監

Mr. Christopher KWONG
鄭耀華先生

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. Ann LO
羅君雅女士

Ms. Eliza LUK
陸敏儀女士

Ms. Clarissa YEUNG
楊鳳玲女士

Ms. Criselda YEUNG
楊雋儀女士

District Representative 區域代表

Mr. Kerin CHAM
(Yuen Long District)
湛國榮先生 (元朗區)

Ms. CHEUNG Yuk Ching
(North District)
張玉清女士 (北區)

Ms. Vikki CHOW
(Kwun Tong District)
周艷冰女士 (觀塘區)

Ms. Jennie DAI
(Wong Tai Sin District)
戴淑華女士 (黃大仙區)

Mrs. Lucilla LEUNG
(Wanchai District)
梁何慧怡女士 (灣仔區)

Ms. Iris LIU
(Sham Shui Po District)
廖金鳳女士 (深水埗區)

Ms. Eliza LUK
(Central & Western District)
陸敏儀女士 (中西區)

Assistant to Chief Executive 行政總裁助理

Ms. Carman CHAN
陳麗蘭女士

Senior Administration and Finance Officer 高級行政及財務主任

Mr. Edward TSANG
曾振輝先生

Communications & Public Relations Officer 傳訊及公關主任

Ms. Miranda NG
吳慧珊女士

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

Ms. Vincci AN
顏穎詩女士

Ms. Wind AU
區鳳嫻女士

Ms. Cathy CHAN
陳嘉媛女士

Ms. CHAN Ching
陳靜女士

Ms. Cynthia CHAN
陳秋霞女士

Ms. Jasmine CHAN
陳凱茵女士

Ms. Jenny CHAN
陳靜怡女士

Ms. Jess CHAN
陳佩娜女士

Ms. May CHAN
陳焜鳳女士

Ms. CHAN Fung Lin
陳鳳蓮女士

Mr. CHAN On Fat
陳安發先生

Mr. CHAN Shiu Kan
陳紹勤先生

Ms. Sue CHAN
陳菁女士

Ms. Virginia CHAN
陳少玲女士

Mr. CHAN Wing Leung
陳詠良先生

Ms. Winnie CHAN
陳雪慧女士

Mr. CHAN Wong Yuen
陳宏遠先生

Ms. Flora CHAU
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Shamshuipo (South) Integrated Family Service Centre

G/F, High Block, Nam Cheong Community Centre,
Nam Cheong Estate, Shamshuipo, Kowloon
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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

九龍深水埗南昌邨南昌社區中心高座地下
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Tin Shui Wai (North) Integrated Family Service Centre

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天水圍(北)綜合家庭服務中心

天水圍天悅邨服務設施大樓2樓
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ISS Wofoo Family Institute

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Migrants Programme

Mobile Information Service

Hong Kong International Airport, Arrivals Hall Prohibited Area
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E-mail: mis@isshk.org

非華裔新來港人士服務

流動資訊服務

香港國際機場抵境大堂禁區
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傳真：2261 0450
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Assistance in Kind to Asylum Seekers and Torture Claimants

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Kowloon Sub-Office

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N.T. Sub-Office

11/F, Tsuen Wan Hoover Plaza, 118 Chuen Lung Street, Tsuen Wan, N.T.

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Fax: 2475 5067

E-mail: astc@isshk.org

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

3/F, Tak Lee Commercial Building, 113-117 Wanchai Road, Wanchai, HK

Tel: 2836 3598

Emergency Hotline: 5188 8044

Fax: 2508 0207

E-mail: ethnic_centre@isshk.org

尋求庇護及聲稱受酷刑迫害人士實物援助計劃 總辦事處

九龍太子雅蘭街22號李寶椿健康院1樓

電話：3473 1500 / 3473 1501

傳真：2578 2136

電郵：astc@isshk.org

九龍分處

九龍旺角塘尾道18號嘉禮大廈21樓

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新界分處

香港新界荃灣川龍街118號百悅坊11樓

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香港灣仔灣仔道113-117號得利商業大廈3樓

電話：2836 3598

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電郵：ethnic_centre@isshk.org

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G/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate, Shamshuipo, Kowloon

Tel: 2307 7726 / 2307 7729

Fax: 2386 3231

E-mail: post@isshk.org

內地新來港人士服務

九龍深水埗南昌邨南昌社區中心高座地下

電話：2307 7726 / 2307 7729

傳真：2386 3231

電郵：post@isshk.org

Enquiry and Information Service

Registration of Persons - Kowloon Office, Immigration Department

3/F, Cheung Sha Wan Government Offices,

303 Cheung Sha Wan Road, Kowloon

Tel: 2115 9561

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入境事務處人事登記處 - 九龍辦事處

九龍長沙灣道303號長沙灣政府合署3樓

電話：2115 9561

Aid Service in Lo Wu Checkpoint for Chinese New Arrivals

Lo Wu Control Point Visitor Clearance Hall

Tel: 2671 5561

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

電話：2671 5561

Programme for Portable Comprehensive Social Security Assistance Recipients

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Wong Tai Sin, Kowloon
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E-mail: 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
Tel: 2755 3000
Fax: 2755 7500
E-mail: GDscheme@isshk.org

Cross-boundary and Intercountry Casework Service

2/F, 2 Lung Wan Street, North District Community Centre,
Sheung Shui, N.T.
Tel: 2353 6119
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E-mail: ic@isshk.org

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Guangzhou-Hong Kong Integrated Service Centre

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Wen Chang Bei Ru, Li Wan District, Guangzhou
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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

Guangzhou-Hong Kong & Overseas Marriage & Family Counselling Service Centre

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Wen Chang Bei Ru, Li Wan District, Guangzhou
Tel: (86-20) 8195 4683

Guangzhou-Hong Kong & Overseas Service Centre for Divided Families

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Shamian Street Family Integrated Service Centre

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穗港綜合家庭服務中心

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Small Group Home Programme

- (1) Yin Tak Small Group Home
Pamela Youde Hospital Quarter, Chai Wan
- (2) Mo Tak Small Group Home
Pamela Youde Hospital Quarter, Chai Wan
- (3) Ming Tak Small Group Home
Pamela Youde Hospital Quarter, Chai Wan
- (4) Lee Shing Small Group Home
Lee On Estate, Ma On Shan, New Territories
- (5) Lee On Small Group Home
Lee On Estate, Ma On Shan, New Territories
- (6) Pak Hei Small Group Home
Lower Wong Tai Sin Estate, Wong Tai Sin
- (7) Shun Hei Small Group Home
Lower Wong Tai Sin Estate, Wong Tai Sin
- (8) Chung Hei Small Group Home
Lower Wong Tai Sin Estate, Wong Tai Sin
- (9) Wah Sum Small Group Home
Wah Sum Estate, Fanling
- (10) Wah Koon Small Group Home
Wah Sum Estate, Fanling
- (11) Wah Mian Small Group Home
Wah Sum Estate, Fanling
- (12) Tsing Yung Small Group Home
Tsing Yung Street, Tuen Mun

兒童之家服務

- (一) 賢德兒童之家
柴灣東區醫院宿舍
- (二) 慕德兒童之家
柴灣東區醫院宿舍
- (三) 明德兒童之家
柴灣東區醫院宿舍
- (四) 利盛兒童之家
馬鞍山利安邨
- (五) 利安兒童之家
馬鞍山利安邨
- (六) 伯禮兒童之家
黃大仙下邨
- (七) 信禮兒童之家
黃大仙下邨
- (八) 仲禮兒童之家
黃大仙下邨
- (九) 華心兒童之家
粉嶺華心邨
- (十) 華冠兒童之家
粉嶺華心邨
- (十一) 華勉兒童之家
粉嶺華心邨
- (十二) 青榕兒童之家
屯門青榕街

List of Schools Served

Buddhist Wai Yan Memorial College
Cheung Chau Government Secondary School
CCC Kei Chi Secondary School
Heep Yunn School
Homantin Government Secondary School
NT Heung Yee Kuk Tai Po District Secondary School
Pui Ying Secondary School
Salesian English School
St. Mary's Canossian College
Yan Chai Hospital Lan Chi Pat Memorial Secondary School
C.C.C. Hoh Fuk Tong Primary School
Ho Ming Primary School (Sponsored by Sik Sik Yuen)
Ho Shun Primary School (Sponsored by Sik Sik Yuen)
Tun Yu School

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何文田官立中學
新界鄉議局大埔區中學
培英中學
慈幼英文學校
嘉諾撒聖瑪利書院
仁濟醫院靚次伯紀念中學
中華基督教會何福堂小學
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