



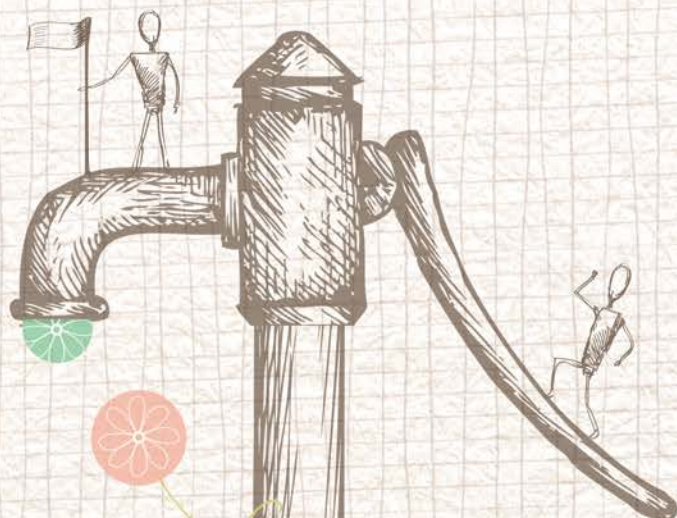
利民會

Richmond Fellowship  
of Hong Kong

2014 - 2015

Annual

年度服務報告 Report



The PAIN of today  
The STRENGTH of tomorrow

能耐  
紮根  
邁向  
復元

為本  
社會





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# 信念

## Vision

成為一個重視服務使用者參與、領導和創新的社區精神健康組織。

To be a leading and innovative community mental health organization committed to user's participation.



## Missions

# 使命

- 為精神復元人士及社區提供全面以社區為本的精神健康服務。
- 持續改善現有服務，並發展新的服務模式，以回應服務使用者的需要。
- 鼓勵服務使用者參與機構政策之制定及服務之提供。
- 為精神健康服務的發展，提供訓練及專業意見。
- To provide comprehensive community-based mental health services for persons in recovery and the community.
- To continuously improve existing services and to develop new models of care in response to users' needs.
- To empower users' participation in policy formulation and service provisions.
- To provide training and professional advice on mental health services.



## Core Values

# 價值

- 尊重 Respect
- 遠見 Foresight
- 全人 Holistic
- 知識與專業 Knowledge and Profession







隨著三十周年慶祝活動的完結，本會總結過往的經驗及成就，繼續向前邁步。作為主席，我十分榮幸能見證及帶領這個旅程。

去年，本會主要致力於三個層面的工作，包括人才挽留和能力提昇、持續推行新服務，以及服務使用者及其家屬的充權工作。

#### 人才挽留及能力提昇

基於本會80%的資源用於薪酬支出，員工是本會主要的資產，一個穩定而投入的工作團隊尤其重要。所以本會設立多個獎項鼓勵員工追求卓越表現，持續推行及優化服務；同時，亦提供內部在職培訓以助提昇員工的工作知識及技能。本會去年舉辦了27項員工培訓活動，出席外間訓練的共409人，員工發展的支出達268,407元。今年四月，本會更派出兩位同事前往塔斯曼尼亞利民會進行實習交流，另外安排十二位同事出席國際會議。隨著機構業務的不斷拓展，資深同事有機會參與職務輪換，而表現卓越的同事更獲得晉升。早前進行的員工滿意度調查，顯示員工對現職工作感到滿意（整體評分為92%），而同時員工流失率降至20%，較去年下降6%，可見上述措施成果顯著。

#### 持續推行新服務

本會多個新服務的基金資助在今年度屆滿，我們正尋找新的基金資助。獲香港賽馬會慈善信託基金提供三年資助的《即時通》24小時支援服務，現分拆為兩項服務：《即時通》一如既往繼續為社區人士提供支援熱線服務；而新設《友樂聆》則以同樣方式支持友樂坊會員及家屬。《天糧網》作為與其他四間小型非牟利機構合辦的短期食物援助服務計劃，已於計劃限期前完成全部服務目標，並再次獲得社會福利署新年度的資助。本會的中國社會服務發展計劃方面，隨著廣州地區所有精神健康綜合社區中心將由廣州利民提供服務評估，加上廣州利康獲安排營運兩間精神健康綜合社區中心，服務得以進一步加強。另外，我們亦將獲批於恩平營運一間家庭綜合社區服務中心，為社區人士、長者及殘疾人士提供服務，該計劃預計於今年稍後開展。

這些新服務的設立及持續發展，反映資助團體對本會所作努力及服務成效的肯定。基於這些經驗，利民會將持續發展先導計劃，並將有效的服務項目常規化。

#### 服務使用者及家屬的充權工作

蒙《愛心聖誕大行動》資助的家屬支援服務因獲得政府資助，有關的服務將被納入精神健康綜合社區中心成為恆常服務。發展朋輩支援方面，本會過去幾年一直將復元理念定為年度主題，最近更引入復元理念於服務實踐上。作為本會主要服務之一，《利民社區網》致力推動復元人士的朋輩互助及自助。服務使用者的充權固然主要，協助他們在復元歷程中重獲希望及個人能耐也值得重視，因此我們計劃今年稍後邀請堪薩斯大學的先驅學者為員工講解優勢觀點的介入模式，關注服務使用者的全人福祉。

#### 結語

本會在過去三十年得以持續發展，實有賴各界持份者的支持，當中包括政府官員、基金團體、合作慈善團體、商界夥伴、義工、家屬及服務使用者。我亦藉此感謝員工團隊真誠而有效率的推動機構發展，致力提供及創新優質服務，為回應社區需要作出適時轉變。

執行委員會主席  
楊位爽醫生







**At the conclusion of all the 30th Anniversary activities last year, the Fellowship has stepped into a new arena building on experiences and achievements of past decades, through which I am proud to have witnessed and piloted as the Chairperson.**

**The Fellowship's development of last year can be summarized into three main areas, namely, staff retention and capacity building, continual implementation of new initiatives, as well as empowerment of service users and caregivers.**

#### Staff retention and capacity building

Staff is considered the main asset of the Fellowship, since some 80% of resources has been allocated to personal emolument. A stable and committed manpower force is thus essential and various awards have been enacted for motivating staff members towards pursuit of excellence, commitment for continual service, and continuous improvement of quality service, while training programmes and opportunities are made available for all staff to enrich their knowledge and skills at work. Last year, there were 27 training programmes organized at which a total of 409 staff members participated, with the annual expenditure of \$268,407 used in staff development. Two staff members will be arranged for attachment to learn from Richmond Fellowship Tasmania in April 2015 and twelve participated in international conferences. With the Fellowship's rapid expansion recently, there were many job rotation arrangements for experienced staff, and outstanding staff members were promoted to senior positions. The outcome of these inputs is rewarding as we saw from survey that staff satisfaction level was high (92%) and the turnover rate dropped to 20% - a decrease of 6% from last year.

#### Continual implementation of new initiatives

In this year, some service projects initiated by the Fellowship have reached the period end of funding support. We are looking for further grants to support them. JUSTONE 24-hour support service, subsequent to a 3-year fund provided by Jockey Club Charities Trust, has separated its service into two streams. JUSTONE service maintains support for community members with the original operational mode, while ALOHAlink service was established to serve ALOHA service users and family caregivers, using the same service mode. Daily Meal Network, which is a short-term food support programme in collaboration with four other small non-government organizations, has achieved its service targets well before the end of service period, and has received continual funding from SWD for this year. Our China

Project has developed even further as all the service assessment of ICCMWs at Guangzhou will be done by Guangzhou Richmond, and Guangzhou Likang will be assigned to operate two of the ICCMWs in the city. Meanwhile, we have been approved to operate an integrated service centre serving community members, elderly and disabled at Unping. The service unit is expected to start operation later this year.

The establishment and continual support obtained for these new initiatives have shown stakeholders' acknowledgement of our effort and service outcome. With these experiences, the Fellowship will continue its mission in piloting new initiatives and regularizing worthy programmes.

#### Empowerment of service users and caregivers

The caregiver services originally supported by Operation Santa Claus will receive government subvention as extra funding has been allocated to ICCMWs for caregiver support, making the service an ongoing establishment. For peer support development, the Fellowship has taken recovery as the theme in the past years and recently has started incorporating recovery concept into practices of services. As one of the key establishments, Richmond Fellowship Community Network (RFCN) whose members originated from Kapok Clubhouse, focuses on peer support and self-help. While empowerment is one concern, how service users recover with direction for hope with individual capability is also crucial. Later this year, we plan to invite pioneers from Kansas University to train our staff on strength-based intervention, so that well-being of service users will be taken care of, instead of focusing on just treating mental illness.

#### Concluding remarks

We are especially grateful to stakeholders who enable the Fellowship to continually grow over the past three decades and in the years to come, including government officials, funding bodies, collaborating non-government organizations, business organizations, volunteers, family caregivers and service users. Special gratitude goes to the staff team that takes up the helping role earnestly but effectively, maintaining quality services, developing new ones, and planning for changes to cater for further community needs.

**Dr. YEUNG Wai Song**  
Chairperson, Executive Committee





過去一年憑藉眾員工的努力，機構三十周年的紀念活動順利舉行。本會同時推行一系列措施發展復元為本服務、提昇機構管治和效率、加強社區精神健康教育，以及推動跨地域知識交流。

#### 積極裝備員工邁向復元

復元理念強調全人關顧、重新建立個人目標，以及積極投入社區生活。為協助員工掌握復元理念及相關的介入方法，本會去年積極籌備及培訓，包括：加強復元工作小組的推動角色、運用復元知識量表和復元狀況量表，分別為員工及服務使用者作基線調查以規劃日後服務，並邀請業界伙伴和朋輩支援工作人員在職員進修日深入分享實務經驗。同時亦邀請到堪薩斯大學講者今年來港提供密集式的優勢為本個案管理培訓。

#### 加強內部管理完善運作

本會不單定期舉辦員工培訓課程，亦持續優化機構的內部管理措施，提昇日常營運的效率。例如：先訂立了「五常法」全年推行計劃，再安排一系列的實務經驗分享會、訓練班、跨機構參觀交流等活動。有賴員工的投入和努力，各單位已日漸純熟應用「五常法」，工作效率顯著提高。此外，鑒於服務不斷發展，本會為部份單位增聘行政支援人員，以提昇其營運效率，同時定期推行職務輪換計劃，期望措施有助豐富員工服務經驗，並增強服務團隊的表現。

#### 社區層面宣傳精神健康

本會繼續利用不同平台，推動社區精神健康。友樂坊、青少年精神健康服務、利民社區網、利民家庭學社等服務，去年為接近3,000社區人士提供精神健康資訊。而即時通及友樂聆服務則以支援熱線方式，二十四小時協助來電者處理情緒困擾。除直接服務以外，本會去年五月更於香港文化中心舉辦藝術無疆界展覽，展示復元人士的創意及潛能，活動吸引數百人參觀，有助消除公眾對復元人士的標籤。今年年初，蒙香港電台社區參與廣播服務試驗計劃資助，本會自行製作節目「快樂Free D」，通過訪問宣傳精神健康好辦法，得到聽眾的好評。

#### 推動跨地域知識交流

去年，本會積極參與國際交流活動，當中包括與塔斯曼尼亞利民會合辦的員工實習交流，以及派員前往斯里蘭卡、日本大阪和福岡的學術會議分享本會研究成果。相信這些交流活動有助員工認識服務的發展趨勢，並拓展其視野。與此同時，本會推動國內精神健康服務的成績令人鼓舞，不但獲邀營運更多服務單位，薪火相傳國內社工培訓計劃也取得長足進展。期望今年稍後得到周大福慈善基金延續計劃的資助。

#### 感謝與互勉

本會秉承過去三十年的精神，無論對外對內均與時並進，為服務使用者提供全面支援。在此感謝各級同事上下一心、堅守信念、努力不懈完善服務，期望今後繼續攜手，再創新猷！

總幹事  
馮祥添博士





Director's Report  
總幹事報告

**Counting on the efforts of all staff, last year saw the successful implementation of 30th Anniversary programmes. The Fellowship also put forth a series of recovery-based measures, improved organizational governance and efficiency, strengthened mental health education in community, as well as enhanced cross-regional knowledge exchange.**

#### Active mobilization of staff for Recovery-based practice

Recovery concepts emphasize holistic care, rebuild personal goal, and active participation in community living. To help staff grasp recovery concepts and the related intervention approaches, the Fellowship actively planned and trained in last year, including strengthened the monitoring role of the Recovery Working Group, application of assessment tools in recovery knowledge and recovery stages; carried out baseline survey for staff and service users respectively for future service planning, as well as invited service partners and peer support workers to share their practice experience. We also invited speakers from the Kansas University to provide intensive training on strength-based case management.

#### Strengthen internal management for smooth operation

Not only did the Fellowship organize regular training courses for staff, it also continuously enhanced internal management systems to improve efficiency of daily operation. For instance, we established a year plan for "5S Management", and arranged a series of experience sharing, training workshops, and cross agency visits and exchanges. With the commitment and devotion of staff, all service units gradually got familiarized with "5S" management approach, and enjoyed enhanced work efficiency. Furthermore, in response to the Fellowship's continual development, additional administrative staff members were placed at some service units to help in operation. A job rotation system was in place to enhance staff's working experience and team performance.

#### Promotion of mental health at community level

The Fellowship continued to advocate for community mental health through different platforms. Over the year, ALOHA service, Youth Mental Health Service, Richmond Fellowship Community Network and Richmond Family Institute provided mental health information for some 3,000 community members. JUSTONE and ALOHAlink services used 24-hour hotline support to help callers tackle emotional disturbances. Apart from direct services, the Fellowship held the Art with No Boundary

Exhibition at Hong Kong Cultural Centre in last May, displaying the creativity and potential of people in recovery, attracting hundreds of participants, and helping to erase the social stigma for people in recovery. Early this year, the Fellowship produced the radio programme "Happy Mind, Happy Life" using the subsidy from RTHK Pilot Project for Community Involvement Broadcasting Service (CIBS). Through interviews and effective means of mental health promotion, the programme received positive responses from the audience.



#### Enhancement of Cross-region knowledge exchange

Last year, the Fellowship actively engaged in international exchange activities, including a collaboration of staff attachment with Richmond Fellowship Tasmania, and we sent delegations to Sri Lanka, Osaka and Fukuoka of Japan to attend conferences sharing the Fellowship's research findings. These exchange activities are deemed helpful for the staff to learn about trends of service development, and enrich their vision. At the same time, the Fellowship has remarkable achievement of mental health services in mainland. Not only were more service units developed, but also the Richmond China Enrichment Project had significant advancement, anticipating continual funding support from Chow Tai Fook Charity Foundation.

#### Gratitude and Appeal for Future Collaboration

Sustaining the spirit of the last 30 years, the Fellowship grows internally and externally with its environment to provide comprehensive support for service users. I hereby thank colleagues at all levels for their solidarity, faith, and persistence in continuous service improvement, while looking forward to joining hands to reach future heights!

Dr. FUNG Cheung Tim  
Director



委員會及顧問名單  
List of Committees & Consultants (1/4/2014 - 31/3/2015)執行委員會  
Executive Committee

楊位爽醫生	Dr. YEUNG Wai Song	主席	Chairperson
吳日嵐教授	Prof. NG Yat Nam, Petrus	副主席	Vice-Chairperson
林敏聰女士	Ms. LAM Man Chung, Hilda	義務司庫	Hon. Treasurer
周兆章醫生	Dr. CHOW Shiu Cheung	委員	Member
歐栢青校長	Mr. AU Pak Ching, JP	委員	Member
溫成顯先生	Mr. WAN Sing Hin, Maurice	委員	Member
鄧穎琦醫生	Dr. TANG Wing Kay, Victoria	委員	Member
鄭仲仁先生	Mr. CHENG Chung Yan, Vincent	委員	Member
張林秋律師	Mr. CHEUNG Lam Chau, Raymond	委員	Member
馮祥添博士	Dr. FUNG Cheung Tim	秘書	Secretary

服務諮詢委員會  
Service Advisory Committees

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## 屏山樓 Ping Shan House

夏禮德博士	Dr. Peter HALLIDAY	主席	Chairperson
雷聲嚮醫生	Dr. LUI Sing Heung	委員	Member
張林秋律師	Mr. CHEUNG Lam Chau, Raymond	委員	Member
陳雪慧女士	Ms. CHAN Suet Wai	秘書	Secretary

## 翠華之家 Tsui Wah House

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楊慧琪醫生	Dr. YOUNG Wai Kee, Vicky	委員	Member
梁啓新先生	Mr. LEUNG Kai Sun, Tony	委員	Member
黎桂芳女士	Ms. LAI Kwai Fong, Rachel	秘書	Secretary

服務諮詢委員會  
Service Advisory Committees

## 宿舍諮詢委員會 House Committees

## 尚德之家 Sheung Tak House

溫成顯先生	Mr. WAN Sing Hin, Maurice	主席	Chairperson
周兆章醫生	Dr. CHOW Shiu Cheung	委員	Member
陳更新博士	Dr. CHAN Kun Sun, Joseph	委員	Member
徐玉蘭女士	Ms. CHUI Yuk Lan, Yvonne	委員	Member
鄭仲仁先生	Mr. CHENG Chung Yan, Vincent	委員	Member
顏偉亮校長	Mr. NGAN Wai Leung	委員	Member
邱佩芬女士	Ms. YAU Pui Fan, Katie	秘書	Secretary

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陳子勤先生	Mr. CHAN Tze Kan, Ken	委員	Member
孫玉傑先生	Mr. SUN Yu Kit, Stephen	委員	Member
余狄鳳女士	Ms. YU Dick Fung, Josephine	委員	Member
李嘉慧女士	Ms. LI Ka Wai, Patty	秘書	Secretary

職業復康服務諮詢委員會  
Vocational Rehabilitation Service Advisory Committee

吳鳳亮博士	Dr. NG Fung Leung, Bacon	主席	Chairperson
吳日嵐教授	Prof. NG Yat Nam, Petrus	顧問	Consultant
盧陳煥貞女士	Mrs. LO CHAN Woon Ching, Eliza	委員	Member
區偉綸先生	Mr. AU Wai Lun, Arthur	委員	Member
曾樹明先生	Mr. TSANG Shu Ming	委員	Member
曾家文先生	Mr. TSANG Ka Man, Jeff	委員	Member
郭淑娟女士	Ms. KWOK Shuk Kuen, Vivian	秘書	Secretary



## 委員會及顧問名單

List of Committees &amp; Consultants (1/4/2014 - 31/3/2015)

「即時通」精神健康支援服務諮詢委員會  
Justone Mental Health Support Service Advisory Committee

鄧穎琦醫生	Dr. TANG Wing Kay, Victoria	主席	Chairperson
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趙美艷女士	Ms. CHIU Mei Yim, Agnes	委員	Member
羅慧妍女士	Ms. LAW Wai In, Claudia	秘書	Secretary

中國社會服務發展計劃諮詢委員會  
China Social Service Development Project Advisory Committee

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周兆章醫生	Dr. CHOW Shiu Cheung	委員	Member
徐馳女士	Ms. XU Chi	委員	Member
馮祥添博士	Dr. FUNG Cheung Tim	秘書	Secretary

臨床諮詢委員會  
Clinical Advisory Committee

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劉玉琮博士	Dr. LAU Yuk King	顧問	Consultant
郭勤博士	Dr. KWOK Kan, Diana	顧問	Consultant

家屬支援服務諮詢委員會  
Caregiver Support Service Advisory Committee

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梁馮玉萍女士	Mrs. Wendy LEUNG	委員	Member
陳裕娟博士	Dr. CHAN Yue Kuen, Estella	委員	Member
潘紅燕女士	Dr. Ms. POON Hung Yin, Anita	秘書	Secretary

顧問  
Consultant

趙伯宏醫生	Dr. CHIU Pak Wang, Leo	精神科義務顧問	Hon. Psychiatric Consultant
張林秋律師	Mr. CHEUNG Lam Chau, Raymond	義務法律顧問	Hon. Legal Advisor

聯心社委員會  
Heart to Heart Club Committee

陸濃深先生	Mr. LUK Yung Sum	主席	Chairperson
蕭玉珠女士	Ms. SIU Yuk Chu	副主席	Vice-chairperson
張美妹女士	Ms. CHEUNG Mei Mui	內部聯絡	Co-ordinator
黃容芬女士	Ms. WONG Yung Fun	外部聯絡	Co-ordinator
崔杏斯女士	Ms. TSUI Hang Sze	財政	Treasurer
陳兆強先生	Mr. CHAN Shiu Keung	秘書	Secretary
郭元珠女士	Ms. KWOK Yuen Chu	秘書	Secretary
王秀芳女士	Ms. WONG Sau Fong	委員	Member
杜麗芳女士	Ms. TO Lai Fong	委員	Member
李玉儀女士	Ms. LI Yuk Yee	委員	Member
程細華女士	Ms. CHING Sai Wah	委員	Member
鄭寶琮女士	Ms. CHENG Po King	委員	Member
葉秀琴女士	Ms. YIP Sau Kam	委員	Member
潘蘭美女士	Ms. POON Lan Mi	委員	Member

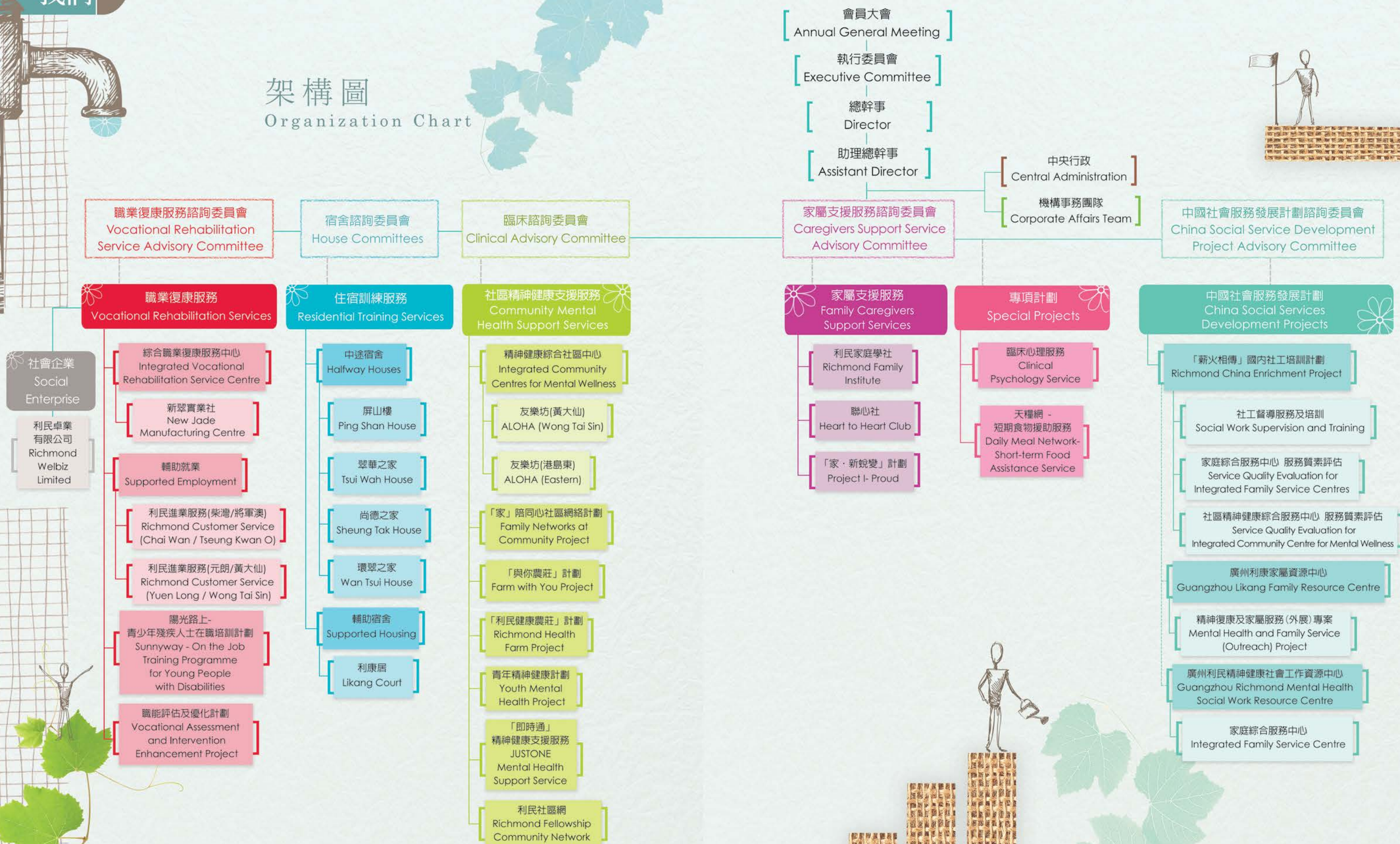
職員會  
Staff Association

羅頌恩先生	Mr. LOH Chung Yan, Samuel	主席	Chairperson
鄭添強先生	Mr. KWONG Yuk Keung	副主席	Vice-chairperson
胡偉雄先生	Mr. WU Wai Hung, Alex	財政	Treasurer
陳潔枝女士	Ms. CHAN Kit Chee	文書	Secretary
何宇玲女士	Ms. HO Yu Ling, Peggy	福利	Welfare Officer
呂嘉耀先生	Mr. LUI Ka Yiu, Thomas	康樂	Entertainment Officer
林志強先生	Mr. LAM Chi Keung, John	康樂	Entertainment Officer
紀嘉威先生	Mr. KEI Ka Wai	民匯季刊統籌	Staff Journal Coordinator



# 架構圖

## Organization Chart





行政辦事處為本會及各服務單位提供九項核心的支援，包括戰略決策、研究、服務發展、籌款、伙伴合作、資訊科技、會計、行政及人力資源。2014至2015年度的概況如下：



行政辦事處全人合照  
A group photo of  
Administrative Office

### 戰略決策

隨著業務發展及項目增加，本會對於機構發展策略、發展方向、非津助服務延續性、財務及非財務資源安排，均會邀請高級職員及單位主管在不同會議一同探討。

### 研究及服務發展

研發團隊一直在協調各種實證為本的研究項目和專業社工培訓。基於本會迅速轉化為復元為本的服務，研究主要集中在1)復元知識評估；2)對復元人士的復元評估；3)以復元為基礎評估本地及中國的項目。同時，員工培訓及專業發展也加強1)由來自美國和台灣的導師主講臨床培訓；2)由當地專家主講領導和管理培訓。而去年為慶祝利民會三十周年，在香港浸會大學社會工作學系的支持下，舉辦了以實踐為導向議題「回顧與前瞻，社區復元」的國際精神健康研討會。該會議吸引了超過三百多名精神復康專業人員、學者、研究人員、本地機構和大學生，以及週邊國家(如澳門、台灣、中國大陸和英國)的參加者，交流及討論以革新的方法及實踐模式推動復元為本服務。

利康居輔助宿舍去年分別獲得黃廷方慈善基金資助營運開支，以及何東爵士慈善基金資助添置傢俱及電器，以優化舍友在社區復元的生活質素。此外，社會福利署同意本會以先導形式，在兩間精神健康綜合社區中心增設「友樂聆24小時熱線支援服務」，進一步為該區的服務使用者提供更貼身的支援，並填補晚間的服務空隙。

### 籌款及伙伴合作

作為2014至2015年度賣旗活動的主辦單位，行政辦事處與其他單位通力協作，致力招募更多義工及捐款，為本會自資服務籌獲更多經費。此外，商界伙伴的熱心支持亦十分重要，超過十間商界機構透過義工活動，體驗到與復元人士合作的樂趣，不但加深社區人士對精神復元的認識，更促進了傷健共融。

### 資訊科技

資訊科技發展一日千里，為了跟上時代步伐，提昇工作效率，本會不斷優化電腦設施，包括去年為全機構引入了新的電郵系統、內聯網系統，以及全力推動服務使用者資料管理系統的開發工程。此外，本會網站再度獲得政府推行的無障礙網頁嘉許計劃金獎。

### 會計及行政

過去一年裡，行政辦事處雖有人力流轉，不過會計部新血的加入同時帶來新思維及正面衝擊。會計部會繼續遵照財務管理政策及內部監控，繼續努力，追求卓越。

### 人力資源

員工絕對是本會的資產，因此我們致力建立一個專業人事管理機制，作出有效的策略分析，有利機構訂定發展方向、加強員工培訓，以及增強團隊合作精神。而透過定期收集及檢視員工意見，則有助改善機構福利及人事政策。

The Administrative Office provides nine core functions, including strategic decision making, research, service development, fund-raising, corporate partnership, information technology, accounting, administration and human resources to Richmond Fellowship of Hong Kong and service units. The highlights for 2014/2015 are as follows:

### Strategic Decision Making

With great development in our mental health services and projects, senior staff members and unit heads were regularly invited to discuss the agency's development strategies & orientation, the sustainability of non-subvention services, as well as financial arrangement and non-financial resources in different meetings.

### Research and Service Development

The Research and Development Team coordinated various evidence-based research projects and professional staff training. Given our rapid transformation into recovery-oriented service, research focused on: 1) Recovery knowledge assessment for staff; 2) Stage of Recovery assessment for people in recovery; and 3) Recovery-based outcome evaluation for local and China projects. Staff training and professional development has also been strengthened: 1) clinical training by overseas trainers from USA and Taiwan; and 2) leadership and management training by local experts. Further, in celebrating the Fellowship's 30th Anniversary this year, a practice-oriented international mental health conference entitled "Reminiscing the Past, Envisioning into Future – Recovery in Community" has been organized, with support from Department of Social Work, Hong Kong Baptist University. The conference attracted more than 300 mental health professionals, academics, researchers, and students from local organizations and universities, and neighboring countries such as Macau, Taiwan, Mainland China, and United Kingdom, generating fruitful exchange and discussion on innovative approaches and practice modalities in recovery-oriented services.

Last year, Ng Teng Fong Charitable Foundation and the Sir Robert Ho Tung Charitable Fund 2014 supported Likang Court for the purchase of furniture, electronic appliances and operation costs respectively to enhance quality of life of people in recovery of mental illness, as well as to facilitate their reintegration into the community. With the Social Welfare Department's endorsement, ALOHAlink have been built in as pioneer and value-added components of our two ICCMWs. They were designed to provide tailored support to service users with the aim to fill up the service gap at night time.

### Fund-raising and Corporate Partnership

As the convener of Flag Day Organizing Committee in 2014/2015, the Administrative Office was engaged in concerted effort with other agencies in terms of volunteer enrolment and fund-raising for more financial support to our non-subvention services. Besides, more than ten commercial organizations experienced some joyful interaction with our service users in volunteer activities. These enhanced not only their mental health knowledge, but also promoted social inclusion. The enthusiastic support of our agencies and commercial partners were of great importance.

### Information Technology

To enhance our work efficiency and to catch up with the rapid growing level of information technology, the Fellowship have been optimizing the facilities over time. Last year, new email system and intranet system were established, while the development of clientele information system was successfully launched. Furthermore, we received the Gold Award of the Web Accessibility Recognition Scheme for the second time in two years.

### Accounting and Administration

Staff turnover in the Administrative Office brought in new thinking and positive effects to the team. Accounting is a job which needs to be performed in compliance with financial management and internal control policies. Following such principle, we will continue to strive for betterment.

### Human Resources

Staff is important asset of the Fellowship. An effective human resources management system facilitates our strategic analysis and policy decision, as well as staff trainings and team building. The system also allows us to analyze staff feedbacks regularly, which can then be used to plan future welfares and human resource policies. We are recently making great efforts to establish professional human resource management system for the agency.



研究及發展團隊與復元工作小組互相合作，致力推動多項復元為導向的研究發展項目，以下是其中兩份研究摘要。

Working in conjunction with the Recovery Working Group, the Research and Development Team has coordinated various recovery-oriented research projects. Two studies are highlighted as follows:

### 【研究一】STUDY 1

香港精神健康工作者的復元知識現況與展望：如何有效地推動以復元為導向的員工培訓

Recovery knowledge assessment in mental health service providers in Hong Kong: Implications for recovery-oriented staff training at community mental health service organization

**[目的]** 本研究旨在1)了解精神健康服務員工對以復元為導向的服務知識及態度，及2)蒐集基準參考資料，從而協助推行復元為導向的員工培訓計劃。

**[方法]** 本研究於2014年8月至9月期間共收到165位員工的復元知識量表中文版(RKI) (Bedgregal, O'Connell, & Davidson, 2006; Mak, Lam, & Yau, 2010)。該問卷採用自填方式，共20題，分四個向度。研究員將樣本分為四個類別，包括管理層、專業同工、前線同工（例如復康助理）及輔助職系（例如文職）。問卷回應率為88%。

**[結果]** 四個向度中，研究發現得分最高的是自我及朋友輩的角色，其次是復元中的角色及責任，然後是對復元的期望，最後為復元的起伏變化。四個向度中均沒有性別差異，然而專業同工明顯比前線同工及輔助職系具備更豐富的復元知識，管理層的復元知識則明顯比輔助職系高。本研究與 Mak, Lam & Yan 在2010年的研究相比，在自我及同輩的角色和復元中的角色及責任兩個向度方面，分數明顯較高。另外，研究發現員工在利民會的服務年資及復元知識呈顯著負相關。

**[總結]** 對推動具系統性及以復元為導向的員工培訓有以下啟示：

- 1) 加強員工對復元的起伏變化和對復元的期望的理解。
- 2) 鼓勵員工參與各階段的培訓，包括種子培訓及逐級培訓。
- 3) 鼓勵專業同工及管理層指導前線同工及輔助職系有關實踐復元為導向的服務方式。

**[Objectives]** The study aims to 1) assess the knowledge of and attitude toward recovery-oriented practice in mental health service providers, and 2) obtain baseline indicators for development of strategic recovery-oriented training for staff members at Richmond Fellowship of Hong Kong.

**[Method]** A total of 165 staff members self-administered the 20-item Chinese version of Recovery Knowledge Inventory (RKI) (Bedgregal, O'Connell, & Davidson, 2006; Mak, Lam, & Yau, 2010) with four dimensions from August to September 2014. Four categories of staff were recruited: Managers; Professional Staff; Frontline Staff (e.g., Rehabilitation Assistants); and Supporting Staff (e.g., clerks), with a response rate of 88%.

**[Results]** Findings indicate that among RKI's four dimensions, the "Roles of self-definition and peers in recovery" is found as having the highest score, followed by "Roles and responsibilities in recovery", and then "Expectations regarding recovery", with "Non-linearity of the recovery process" being the lowest. While no gender difference is found in these four dimensions, significant difference is reported in terms of four categories of staff, in that professional workers demonstrate a significantly higher level of recovery knowledge than frontline and supporting staff, and managers show a significantly higher sense of knowledge than supporting staff. When compared to Mak, Lam, & Yau's (2010) study, participants in the present study show significantly higher levels of knowledge in the roles of self-definition and peers in recovery, and roles and responsibilities in recovery. The length of service is relatively and negatively correlated to recovery knowledge in participants.

**[Conclusion]** Implications for systematic and strategic recovery-oriented staff training are drawn:

- 1) Strengthen conceptual understanding on "Non-linearity of the recovery process" and "Expectations regarding recovery"
- 2) Involve staff at all levels for conceptual and practical training including seed training and then cascade training
- 3) Professional and managerial staff are encouraged to coach frontline and supporting staff on practical and unique ways of implementation of recovery-oriented practice

### 【Reference】

Bedgregal, L.E., O'Connell, M., & Davidson, L. (2006). The Recovery Knowledge Inventory: Assessment of mental health staff knowledge and attitudes about recovery. *Psychiatric Rehabilitation Journal*, 30, 96-103.  
Davidson, L., O'Connell, M. J., Tondora, J. S., Lawless, M. R., & Evans, A. C. (2005). Recovery in serious mental illness: A new wine or just a new bottle? *Professional Psychology: Research and Practice*, 36(5), 480-487.  
Mak, W. W. S., Lam, B. Y. H., & Yau, S. S. W. (2010). Recovery knowledge and recovery-oriented services in Hong Kong. *Psychiatric Services*, 61, 1164. DOI: 10.1176/appi.ps.61.11.1164.

### 【研究二】STUDY 2

量度復元人士的復元現況與展望：如何在利民會推動以復元為導向的精神健康服務

Assessment on Stages of Recovery for People in Recovery: Implications for Recovery-Oriented Mental Health Service at Richmond Fellowship of Hong Kong

**[目的]** 本研究旨在了解正接受本會服務之復元人士所處的復元階段。

**[方法]** 本研究於2015年3月至7月期間共收集到282個樣本，參加者採用自填方式完成復元狀況量表 (Song & Hsu, 2011)。樣本主要來自三個服務類別，分別是社區精神健康支援服務、住宿訓練服務及職業復康服務。

**[結果]** 研究顯示復元人士的平均年齡為47歲，量表分數由29至135，平均得分為91.82，即是復元的第三階段（與障礙共存）。參加者主要是具中學程度、在職的女性。接受社區精神健康支援和職業復康服務的人士處於第二階段（與障礙對抗），而住宿訓練服務的人士則處於第三階段。雖然研究發現性別和就業狀況均沒有顯著差異，但擁有中學或大專教育程度的明顯比小學程度的復元人士有更高的分數，反映更理想的復元階段。與謝的研究(Tse et al., 2014)相比，雖然兩者都處於第三階段，但是次研究的樣本明顯比之前的樣本（香港精神科門診）分數為低。

**[總結]** 以下為發展有系統及復元為導向的精神健康服務及員工訓練的啟示：

- 1) 於機構各層面推動復元為導向的服務，特別是加強社區精神健康支援服務和職業復康服務的發展。
- 2) 進一步了解學歷相對較低的復元人士對復元過程和結果的自我評價。
- 3) 為推行不同單位的復元服務，員工發展可集中於復元為導向的訓練及職務輪換。

**[Background]** The study aims to investigate the Stages of Recovery profile in People in Recovery (PIR) at Richmond Fellowship of Hong Kong.

**[Method]** A total of 282 PIR self-administered Song and Hsu's (2011) Stages of Recovery Scale (SRS) from March to July 2015 at Community Support Services (CSC), Residential Rehabilitation (RR), and Integrated Vocational Rehabilitation Services (IVRS).

**[Results]** Findings indicate that PIR's mean age is 47, with a mean score of 91.82, and a range from 29 to 135, reflecting Stage III of Recovery "Living with Disability". The majority of PIR are females who have secondary education with employment at the time of assessment. While PIR in both CSC and IVRS perceive themselves as situated in Stage II of Recovery "Struggling with Disability", those in RR view themselves as in Stage III of Recovery. While no significant difference is found in terms of gender and employment status, PIR who have either secondary or tertiary education show significantly higher SRS score than those who only reach primary education, reflecting the former's perception of recovery in a more advanced stage than the latter. In comparison with Tse et al's (2014) study, while falling within the same range of score denoting Stage III of Recovery, the present sample shows a significantly lower SRS score than Tse's sample recruited from psychiatric outpatient clinic in Hong Kong.

**[Conclusion]** Implications for systematic implementation of recovery-oriented service and strategic staff training are drawn:

- 1) While recovery-focused service is promoted at the organizational level, it would be helpful to emphasize such service at CSC and IVRS;
- 2) PIR with lower education could be explored on their perception of recovery in terms of process and outcomes; and
- 3) Staff development would be useful to adopt recovery-focused training and job rotation to promote recovery practice at different service units.

### 【Reference】

Song, L. Y., & Hsu, S. T. (2011). The development of the Stages of Recovery Scale for persons with persistent mental illness. *Research on Social Work Practice*, 21(5), 572-581. DOI: 10.1177/1049731511402218  
Tse, S., Davidson, L., Chung, K. F., Ng, K. L., & Yu, C. H. (2014). Differences and similarities between functional and personal recovery in an Asian population: A cluster analytic approach. *Psychiatry: Interpersonal and Biological Processes*, 77(1), 41-56.



三十周年活動回顧  
Snapshots of the 30th Anniversary Activities

2013/11/16

周年大會

Annual General Meeting

為了慶祝三十周年，服務單位逐一舉辦開放日，向社區持份者分享其服務成果。機構亦籌辦了一系列精彩活動，凝聚同工的經驗與力量，延續以往的發展勢頭。以下是部份活動剪影。

To celebrate the 30th Anniversary, service units organized Open Days to share with community stakeholders their service accomplishment. The Fellowship also carried out a series of activities consolidating staff's experience for sustainable development of the agency. Here you are some of the highlights.



為一系列三十周年活動揭開序幕  
Kick off for a series of 30th Anniversary activities

馮博士與主禮嘉賓關淑儀女士簽名留念  
Dr. Fung and Ms. Kwan Shuk Yee (officiating guest) signing on the backdrop



2014/05/30- 2014/06/01

藝展 Art Exhibition

2014/06/07

職員進修營 Staff Retreat Camp

員工上下一心 展現團隊精神  
Demonstrating strong team spirit and cohesiveness



即時通服務取得成效，獲得傳媒廣泛報導

Findings of the service effectiveness of Justone was reported by various media outlets



2014/07/05

即時通新聞發布會

Press Conference of Justone Service

集思廣益 推動復元為本服務  
Formulating strategies to implement recovery-based approaches



2015/01/07 - 08

高級職員進修營

Senior Staff Retreat Camp

2015/01/29

三十周年職員聚餐

30th Anniversary Staff Dinner



職員載歌載舞，同慶三十周年  
Staff singing to celebrate the 30th Anniversary

2015/01/17  
利民會賣旗日  
FLAG DAY

繼續籌集善款推展創新服務  
Keep raising fund for innovative service projects





2014-2015 年度服務報告

# Annual Report

## 綜合職業健康服務報告

Integrated Vocational Rehabilitation Services Report



綜合職業復康服務致力為復元人士提供一條龍就業訓練及支援，協助他們重建自信，重返社會，自力更生。「新翠實業社」提供桌面形式的訓練予使用者，訓練其良好工作習慣及提昇工作動機；輔助就業服務「利民進業服務」提供模擬職業培訓，如速遞、清潔、布草房洗衣訓練等，工作配對亦是重點之一；「陽光路上」青少年殘疾人士在職培訓計劃專為15至25歲的殘疾青少年而設，提供求職技能、人際關係及溝通等培訓，也提供工作實習的機會。「利民卓業有限公司」乃本服務下的社會企業，主要業務包括承接政府部門私人企業的清潔、汽車清潔美容服務、手工藝品製作並成立自家品牌"COLORE"(可來兒)作推廣。

Integrated Vocational Rehabilitation Services provide one-stop service for people in recovery and persons with disabilities with a series of employment training to build up their confidence and to help them re-enter the employment market. "New Jade Manufacturing Centre" provides table tasks training to enhance their work motivation and work habits, while "Richmond Customer Service" offers vocational training programs, including courier, cleaning and laundry service training. Job matching is one of the focuses. On the Job Training Program for Young People with Disabilities, namely the "Sunnyway", mainly provides service users aged between 15 and 25 with vocational skills and communication skills training. "Richmond Welbiz Limited", our social enterprise, delivers office cleaning and car cleaning services to both governmental departments and business sectors. Besides, we promote handicrafts products made by our service users to the public and have established our brand, "Colore".

## 新翠實業社

新翠實業社於1991年成立，為服務使用者、區內人士和商家提供適切的服務；後於2004年揉合其他各種服務，發展成為綜合職業復康服務中心，服務範圍包括郵件加工處理、分類或合成包裝、收縮包裝或吸塑包裝等等。中心訓練增加復元人士自信心、提昇其工作習慣，回歸人力市場，於社會自力更生。



學習使用吸塑包裝機器進行包裝工作  
Learning to use the blister machine for packaging

## New Jade Manufacturing Centre

Sitting aside the shopping arcade of MTR Chai Wan station, New Jade Manufacturing Centre has been supporting people in recovery, the community and business firms in the district since 1991. Later in 2004, the centre became an Integrated Vocational Rehabilitation Service Centre providing a series of vocational training services, including letter sorting, packaging and repackaging and etc. All these trainings facilitate our service users to re-enter the employment market with enhanced confidence and work habits.



日常桌面訓練，展示復元人士的工作技能  
Daily table-task training to enhance assembling and packaging skills



戶外活動：義工小組  
Outdoor Activity: Volunteer group



室內活動：新翠手工興趣班  
Indoor Activity: New Jade handcraft class



## 輔助就業，利民進業服務

利民進業服務主要提供多種的輔助就業訓練，包括清潔、洗車、速遞及布草房物流訓練；另一方面亦會提供求職面試、人際溝通技巧訓練及職位選配服務；我們也同時加強僱主網絡，藉此協助服務使用者公開就業，重新融入社區，踏上復元之路。



在大海中心呼喚「勝利」  
Say 'Yeah!' on the sea after canoeing



聖誕佳節，仙子與民同樂  
Fairy maiden sharing the joyful moment in Christmas with us

### Supported Employment - Richmond Customer Service

Richmond Customer Service provides a range of supported employment training services, such as cleaning, car washing, courier service and logistics training in laundry service. Trainings on job interviewing skills and interpersonal skills are also provided. Furthermore, to support service users' recovery and their re-integration into the community, job matching has been arranged and this is one of our core services. We strive to expand our employer network in order to acquire more employment opportunities for service users.



你們努力在燒，我努力在吃  
Having good meal together is the best after trainings



戶外洗車訓練  
Car washing training



速遞訓練  
Courier service training

## 「陽光路上」青少年殘疾人士在職培訓計劃



漫遊迪士尼  
Have Fun in Disneyland

「陽光路上」計劃專為15至25歲的復元人士及殘疾人士提供社交、人際關係及工作技能培訓、工作配對及就業跟進服務。為配合青少年的特性，我們多利用資訊科技提供在職輔導及富創意的活動，協助青少年接觸社會，令他們更容易尋找合適工作。

### Sunnyway - On The Job Training Programme For Young People With Disabilities

The Sunnyway Project provides numerous training programmes, ranging from job specific skills, social skills to pre- and post-employment service for people in recovery or people with disabilities, aged between 15 and 25. To best fit the characteristics of young service users, we make use of information technology to deliver our services creatively, including on-the-job counseling and job matching.



就業見習  
Job attachment



職場求生特訓班：模擬面試  
Job hunting training: mock interview



團隊活動：戶外射擊活動  
Team building: war game



## 職能評估及優化計劃

利民會自2005年開展本計劃，旨在加強推動本會的職業復康服務，由職業治療師進行職能評估，識別服務使用者的個人能力及職能，並安排適當訓練及職業復康服務。同時，為促進全人發展，亦會推行體能復康訓練、健康促進計劃、認知能力訓練、社交技巧訓練、家居及社區職業治療服務等，從而提升參加者的獨立能力。

### Vocational Assessment And Intervention Enhancement Project For People Recovering From Mental Illness

The Project has been launched by the Fellowship since 2005 to enhance its vocational rehabilitation services. Occupational therapists conduct vocational assessment, job analysis, and pre-vocational skills training to enhance work-related motivation and capability of service users. Meanwhile, in order to promote holistic care and to elevate the service users' independence, occupational therapists also provide physical rehabilitation programmes, training on health promotion and cognitive skills, as well as domiciliary and community occupational therapy services.



茶餘飯後鬆一鬆 - 萬聖節小派對  
Halloween party in the lunch time programme



SUNNYTEEN - 合作組合足球機  
Assembling the table soccer game  
in pre-vocational training programme



樂聚身心活小組 - 製作水果茶  
Preparing fruit cocktails in Happy  
Wednesday Group

實地工作評估  
On-site assessment and training in workplace



健康促進計劃2014 --健康檢查日  
Health check day under a health promotion programme

## 利民卓業有限公司

利民卓業有限公司自2001年成立，致力透過經營及發展營商事業，建立傷健共融的工作環境，增加殘疾人士的就業機會，並協助他們改善生活、健康及融入社會。業務主要是為政府部門及私人企業提供辦公室清潔和汽車清潔美容服務。今年我們進行了一系列的「復元友善」計劃活動，藉以增加僱員的工作動機、滿足感、自尊感，以及建立團隊精神；同時亦加強他們對工作、職業安全和健康的知識與技能。



員工在工餘時參與公司舉辦的汽車美容培訓班  
Joining car beauty and cleansing training course in spare time



員工愉快地參與建立團隊精神活動  
Having fun in team building activity

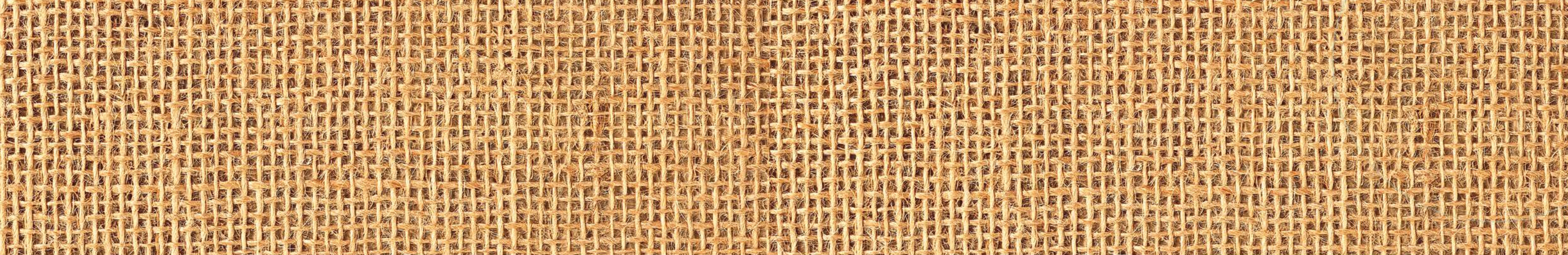
### Richmond Welbiz Limited

Richmond Welbiz Limited (RWL) started its business since 2001, aiming to create job opportunities and to provide social inclusive workplace for people with disabilities. RWL provided office cleaning and car embellishing services for government departments and private corporates. This year, we launched a series of Friendly Recovery Scheme. It enhanced not only the service users' job motivation and satisfaction, self-esteem and team spirit, but also strengthened their vocational knowledge and skills.



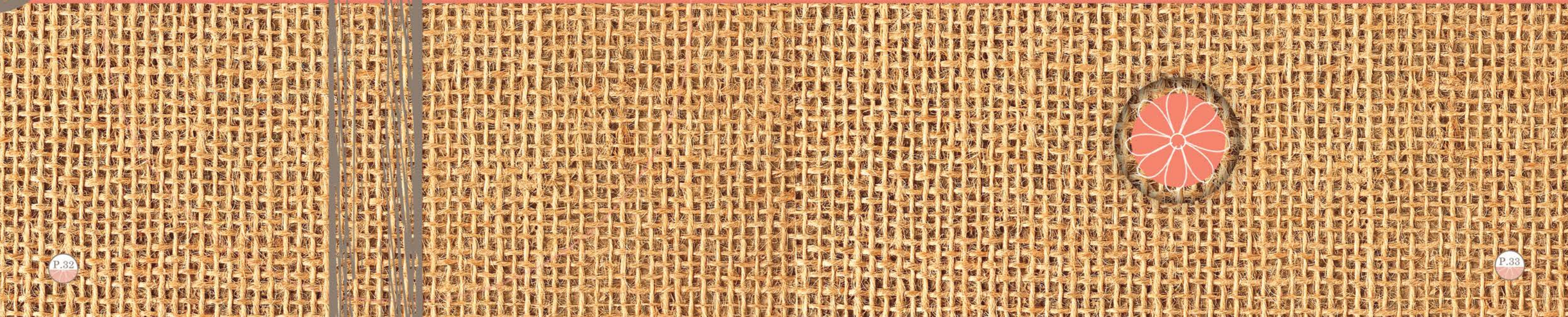
被客戶提名參與「工作表現獎」計劃的員工  
Those nominated by the Welbiz's customers to the prize of the  
Scheme of good working performance in 2014





2014-2015 年度服務報告  
**Annual Report**

**住宿訓練服務報告**  
Residential Training Services Report





配合機構三十周年慶祝，環翠之家、屏山樓、尚德之家、翠華之家及利康居五間宿舍分別舉行開放日，向社區推廣精神健康。各宿舍亦成功申請延續社會福利署殘疾人士院舍牌照事務處豁免證明書，並正努力申請進行改善工程，以符合發牌要求。在過去一年，有 253位服務使用者接受宿舍服務。

本年度，各宿舍成功申請不同資助，當中包括環境及自然保育基金、何東爵士慈善基金及黃廷方慈善基金等，有關款項用作利康居的營運開支及更換設備。此外，透過社會福利署元朗區推廣義工服務協調委員會及元朗區康復服務協調委員會社區教育小組的資助，舉辦多項社區教育活動，包括「山下送暖」及「傳愛燃量共融計劃」-「假如患精神病的是你」精神病復元人士的故事影片等。屏山樓作為元朗區代表，參加了「2014年國際復康日開幕典禮 -『聯合國《殘疾人權利公約》』十八區問答比賽」，榮獲亞軍佳績。

The five houses (Wan Tsui House, Ping Shan House, Sheung Tak House, Tsui Wah House and Likang Court) organized their Open Day to celebrate the Fellowship's 30th Anniversary. All houses got the Renewal of Certificate of Exemption under the Residential Care Homes (Persons with Disabilities) Ordinance and had applied for Lotteries Fund to start their renovation. A total number of 253 service users have been served throughout the year.

In the past year, Likang Court successfully secured funding from different sources, including Environment and Conservation Fund, the Sir Robert Ho Tung Charitable Fund and Ng Teng Fong Charitable Foundation, for expenses on daily operation, furniture and equipment. With funding support from Yuen Long District Coordinating Committee on Promotion of Volunteer Service and from Yuen Long District Rehabilitation Services Coordinating Committee on Community Education Working Group of the Social Welfare Department, numerous community inclusion programmes were organized, such as "Rural Volunteering Programme in Yuen Long - Warming Shan Ha Chuen" and the film of "If you are the one who is mentally ill: Real-life stories of the ex-mentally ill persons". As the representative of Yuen Long District, Ping Shan House won the first runner-up prize in the "Convention on the Rights of Persons with Disabilities" 18-District Quiz Competition, which was organized by the Working Committee of International Day of Disabled Persons.



新鮮人(迎新小組)  
Orientation for Newcomers!

## 屏山樓

單位本年度主題為『跨越現在，展望未來』，鼓勵服務使用者多參與藝術、音樂、運動及義工活動，更積極投入生活。我們並透過「親善大使」及「集體思考」等活動平台，推動充權及倡議工作。

### Ping Shan House

The unit adopted "Beyond the present, Looking ahead" as its theme last year, aiming to promote active participation in art, music, sports and volunteering works to service users. Besides, we also organized programmes, like "peer ambassadors" and "collective wisdom group", as platform to implement empowerment and advocacy works.

康樂棋，好玩又開心！  
Chinese billiard, lots of fun!



吃喝玩樂在長洲  
Enjoying the food and scenes of Cheung Chau



快樂Free D，畫出真我！  
That's my drawing and ME! Be happy, be free!



開波前來個熱身！  
Warm up for badminton!



國際復康日-海洋公園  
International Day of Disabled  
Persons at Ocean Park







思健義工服務 — 野外共融活動  
Social re-integration programme with volunteers from MINDSET



園藝治療小組的美麗收穫  
Wonderful memory from Therapeutic Horticulture!



自助小組成員到澳門慶功  
A joyful Macau tour organized by Self-Help Group members.



自助小組「美食新煮意」，學習不同菜式  
Cooking class by Self-Help Group.

## 翠華之家

過去一年我們將「優勢為本、全人發展」的理念融匯於宿舍中，重點推行義工服務、自助小組，擴闊舍友的社交圈子，讓他們由受助者轉化為同行者，從而發揮個人優勢及重建個人價值，提升自信心。另外，園藝治療小組的開展，綠化及改善了宿舍環境，亦提升了宿舍的凝聚力及歸屬感，有利舍友的復元。

### Tsui Wah House

In the past year, we adopted "Strengths-based Holistic Approach" as our working strategy. Through volunteer programmes and Self Help Group, our service users expanded their network and learnt to be peer supporters. They made use of their potential and strengths, enhancing personal value and self-esteem in return. Horticultural Therapy was another highlighted project. The group not only improved the house's environment, but also enhanced cohesiveness among service users. These favorable conditions were conducive to their recovery.

## 環翠之家

為求讓服務使用者在宿舍生活如同在家一樣，宿舍運用能耐為本的介入手法，舉辦多元化活動，為服務使用者加添生活情趣。服務使用者生活得開心，彼此又能享受共聚的緣份，就自然地展現《住好D》這個環翠之家的年度主題。

### Wan Tsui House

Wan Tsui House adopted strength-based intervention model and planned various activities, in such a way that service users lived in enjoyable life and treasured opportunities to share with others in our hostel. This echoed our yearly theme, "Feel Like Home".



海洋公園寫意遊  
Fun Day at Ocean Park



職員與舍友均樂在渡假營！  
Staff and service users enjoying their time at camp site



環翠開放日  
Open Day of Wan Tsui House



藝術無疆界2014：  
舍友在展覽中展開快樂藝術之旅  
"Be Happy, Be Free" Art Exhibition 2014  
gave service users an inspiring journey



「幸福摩天輪」：  
慶祝尚德之家十五歲了  
"Fortune Ferris Wheel" – we celebrated  
Sheung Tak House's 15th Birthday



「宿舍大團圓」：一同享受藝術習作  
"Circle Painting Together" –  
we enjoyed making artistic work



## 尚德之家

尚德之家「一人一票倉」作為年度主題，在個人、宿舍及社區層面建立舍友的朋輩支援，有助他們復元。我們在2014年12月進行了舍友問卷，他們認為復元最重要的元素是「自主」、「希望」及「朋輩支援」，這加強我們推動復元的信心，未來會協助增進舍友對復元的理解。

「喜羊羊、齊團拜」：團拜活動  
"Happy Goat · Happy Greet" –  
Lunar New Year Celebration



舍友及家屬參加機構的烹飪比賽  
Service user and caregiver joined  
the Agency's cooking contest

## Sheung Tak House

"Go Catching Peer Support" was the year theme of Sheung Tak House, aiming to enhance peer support among people in recovery through three levels of implementation: the individual, house and community. A service users' survey was conducted in December 2014. "Self-direction", "Hope" and "Peer Support" were ranked the three most crucial elements in recovery. Such inspiring result boosted our confidence to further promote recovery, especially helping service users to understand recovery concept.



「東方威尼斯之旅」：舍友暢遊大澳  
"A Trip to Oriental Venice" – service users  
visited Tai O for sightseeing

## 利康居

### Likang Court

More than 10 new service users were recruited last year due to resident turnover and increased service capacity. In response to that we focused on enriching the support network and sense of belonging among service users throughout the year. Volunteer group on 'Motivated Living' was formed and various programmes like Christmas Party and visit to elderly homes were organized. Service users are now familiarized with each other and have enhanced self-efficacy.



樂趣小組成員參觀濕地公園  
"Fun Group" members visiting  
Wetland Park

由於單位增加宿位及服務使用者流轉，上年度新收了十多位舍友，因此今年的工作方向主要是發展服務使用者之間的支持網絡，增進他們對宿舍的歸屬感。同時，透過積極人生義工小組，舉辦聖誕聯歡、探訪老人院等活動，讓服務使用者加深彼此認識，並加強自我效能感。

服務使用者與巨鯊留倩影  
Having photo with the Big Jaw



義務工作發展局義工與服務使用者一起清潔單位  
Volunteers from Agency for Volunteer  
Service cleaning with our service users

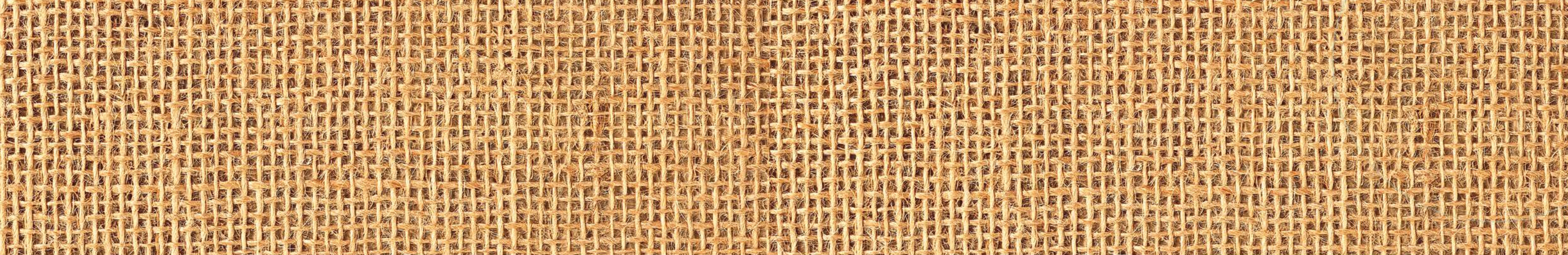


東華三院綜合服務中心小義工與  
服務使用者玩遊戲  
Playing games with volunteers  
from Integrated Service Center,  
Tung Wah Group of Hospitals



樂趣小組成員到元朗公園野餐  
"Fun Group" members having picnic in Yuen Long Park

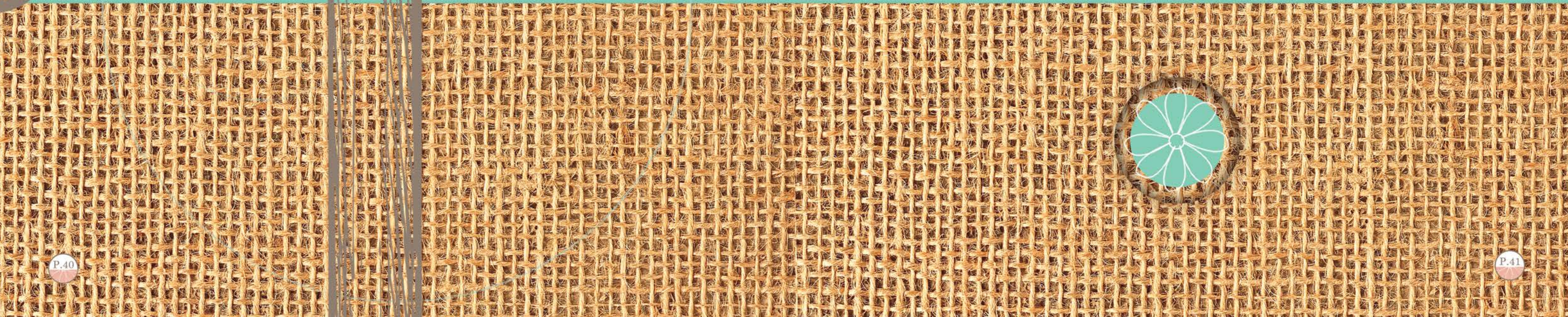




2014-2015 年度服務報告  
*Annual Report*

# 社區精神健康支援服務報告

Community Mental Health Support Services Report





承機構邁向三十周年，社區精神健康支援服務於本年度進行了一系列活動，回應機構主題「能耐為本，紮根社區，邁向復元」。上年度已擁有新會址並完成裝修的兩間精神健康綜合社區中心，於2014年5月及11月分別舉辦開幕禮，讓業界及社區人士共同分享喜悅。而典禮中的表演及接待過程充份突顯出會員及家屬的優勢。更值得欣喜的，是社區人士也鼎力支持，可見本會多年以社區為本，服務紮根社區之成效。另外，「即時通」精神健康支援服務亦於本年度進行了新聞發布會，向業界及大眾發布服務成效研究，席間除立法會議員張超雄博士對本服務作出肯定外，復元人士及義工的分享亦為「即時通」服務帶來正面的推動作用。

展望來年，我們會繼續致力推展復元模式，與大眾共建和諧社區。

Community mental health support services implemented a series of programmes to echo the Fellowship's annual theme, "Founding on Strengths, Networking in Community, Transforming into Recovery". Our two Integrated Community Centres for Mental Wellness (ICCMWs) successfully moved in to their permanent sites and launched Grand Openings in May and November 2014 respectively. Strengths and talents of service users and their caregivers were shown at the opening ceremonies. The keen support from community members reflected the effectiveness of the Fellowship's community-based approach in building strong network at district level.

Besides, Justone Mental Health Support Service held a press conference in 2014 reporting the evidence-based service outcomes. Our officiating guest speaker, Legislative Council Member Dr. Hon Fernando Cheung Chiu-hung, appreciated the approach and efforts of Justone. Service users and volunteers also gave positive feedback at the sharing session.

In the future, we will strive to implement recovery-oriented services for building a harmonious community.

## 友樂坊(黃大仙)

單位自2013年12月進駐慈雲山的永久會址後，有更充裕的空間及資源去推動精神健康和社會共融的工作。截至2015年3月，單位的登記會員達2,271人，曾參與活動或接受服務亦超過5,900人。單位希望能成為復元人士的助力，為他們帶來希望(HOPE)，並實踐出當中的HAPPINESS(快樂)、OPPORTUNITY(機會)、POTENTIAL(潛能)和EQUALITY(平等)。

義工迎新日  
Orientation Day for Volunteers



「營樂融融」活動  
ALOHA Friendship Camp

端午節探訪  
Volunteer visit at Dragon Boat Festival



## ALOHA (Wong Tai Sin)

Since moving in to our premise at Tze Wan Shan, our unit have enhanced resources and flexibility in promoting mental wellness and social inclusion. By the end of March 2015, there were 2,271 members registered to our service and more than 5,900 people participated in our services and programmes. We strive to motivate persons in recovery, instilling H.O.P.E. (Happiness, Opportunity, Potential and Equality) in their everyday life.



友樂坊(黃大仙)開幕禮  
Opening Ceremony of ALOHA(WTS)



## 友樂坊(港島東)

友樂坊(港島東)是一間精神健康綜合社區中心，截至2015年3月底，累計會員人數達1,342名，服務人次超過15,000人。單位去年致力推動社區關注精神健康及接納復元人士，在私人樓宇推行一連串精神健康講座及活動。而自2013年起，透過以實證為本方式，持續推行桌上遊戲治療，成效顯著。



社區樂共融~花車巡遊  
Social Integration Program ~ Float Parade



友樂坊(港島東)開幕禮暨開放日  
ALOHA(Eastern) Open Ceremony cum Open Day



華仁書院參觀共融日  
Visit to Service Fun Day of  
Wah Yan College

## ALOHA(Eastern)

ALOHA(Eastern) is a one-stop Integrated Community Centre for Mental Wellness. By March 2015, the accumulated number of members reached 1,342, with over 15,000 service attendance. Last year, we promoted mental wellness and social integration to community members, especially those from private housing. Since 2013, we have been running a series of board game programs for service users. Their positive outcome reported by evidence-based studies is encouraging.



港島區康復服務嘉年華  
Hong Kong Island Mental Health Service Carnival



職員桌上遊戲培訓日  
Board game training for staff

## 青少年精神健康計劃

計劃開展至今已與全港超過100間中、小學合作，透過不同活動，增加兒童及青少年溝通與團體合作的技巧、加強他們對精神健康的認識、並鼓勵參與義務工作，關心社區。今後，我們將發展專業的精神健康教育工作，大力推廣早期介入及預防工作的重要。

## Youth Mental Health Project

Youth Mental Health Project has received wide support and recognition from participating students, teachers and schools since its establishment. These positive feedbacks encourage us to take a great stride expanding our service scale. We have already worked with over 100 primary and secondary schools in Hong Kong. We hope to strengthen teenagers' communication and co-operation skills, enhance their mental health knowledge and encourage them to contribute in volunteer works. In the future, we plan to enhance our professional mental health education in order to raise public awareness on early intervention and prevention.



為學校舉辦精神健康講座  
Mental health talk at school



農莊體驗日  
Experiential learning on farm



精神健康入班活動  
Mental health programme in class



義務工作訓練  
Voluntary service training



## 「即時通」精神健康支援服務

「即時通」精神健康支援服務是24小時運作的精神健康支援熱線，透過主動電話跟進及特設的電腦系統，為精神及情緒困擾人士、復元人士及家屬提供一站式精神健康支援。為加強公眾對精神健康關注，本單位定期舉行義工培訓，從而提升公眾對復元人士的接納，建立共融社區。



義工嘉許及聚餐，答謝義工在過去一年的付出  
Volunteers gathered and celebrated for their whole-hearted efforts throughout the year

義工訓練計劃——危機處理  
Volunteer Training on Crisis Intervention



## Justone Mental Health Support Service

"Justone" is a tele-healthcare service available 24 hours in Hong Kong. It aims at providing mental health support to 1) persons in mental health recovery, 2) emotionally disturbed persons and 3) caregivers through proactive calls, emotional support and mental health enquiry. It is believed that the stability of service users' recovery can be enhanced with these supports. Meanwhile, regular volunteer

trainings are provided to promote the awareness of community mental health and the acceptance and concerns to people in recovery.



即時通服務成效發布會  
Press Conference on Justone Service Outcomes

## 「友樂聆」

「友樂聆」於2015年1月1日成立，為24小時精神健康支援熱線，為黃大仙區及柴灣區的「友樂坊」會員及其照顧者提供免費情緒及緊急支援。熱線由受專業精神復康訓練的職員及義工接聽，讓「友樂坊」會員在非辦公時間內也可得到適切支援。



義工持續訓練——認識精神科藥物  
Continuous training for volunteers about psychiatric medicine

義工聆聽技巧訓練  
Listening skills training for volunteers



## ALOHAlink

Since 1st January 2015, ALOHAlink starts its 24-hour mental health support hotline service to mental health service users and family caregivers of ALOHA (Wong Tai Sin) and ALOHA (Eastern). The hotlines are handled by trained staff members and volunteers with mental health related knowledge, so that ALOHA members can have emotional support and emergency support during non-office hours.





與基金職員回顧與商討社區網未來發展  
Exchanging opinions between the funder  
and the members

## 利民社區網

「利民社區網」由「利銘澤黃瑤璧慈善基金」贊助，成立一年以來已舉辦了71個(共193小時)的《全人發展課程》，藉此協助復元人士運用個人優勢，建立互助網絡，提昇生活質素。部分會員更成為友伴支援員，與眾會員一起支持社區網的運作，並推動社區共融。

眾會員合力舉辦不同節目，活用復元概念，實踐互助自助精神。例如會員於「思想日」以互動形式回顧過去，探討社區網的發展方向；另各人一同籌備，每月舉辦的「有傾有講日」及「執委會」，商討不同的議程與策略，充分發揮會員間互相守望的精神，當中體現充權與自主自決。今後，會員將繼續向著成立自助組織的目標邁進。



職工盟職員與會員分享僱傭條例  
Hong Kong Confederation of Trade Unions  
shared their knowledge on Labour Ordinance

## Richmond Fellowship Community Network



會員在利民會三十周年研討會中分享  
Peer Educators presented in the 30th Anniversary  
of RCHK Mental Health Conference

With the support and sponsorship from Drs Richard Charles & Esther Yewpick Lee Charitable Foundation, the "Richmond Fellowship Community Network" (RFCN) provides a variety of programs and training to people in recovery in the community. Last year, RFCN held 71 trainings (193 hours in total) and some members were trained as "Peer Educators" advocating altruism and social integration.



友伴支援員們的畢業典禮  
Graduation ceremony of Peer Educators

On the other hand, RFCN encouraged people in recovery to organize self-initiated activities. Various activities were implemented by the members to build up mutual support network. For instance, they shared their recovery journey with fellow members and discussed the development of RFCN in retreat day. These programmes aimed to enhance their self-confidence and to advocate for empowerment and self-determination. We will continue encouraging the members to develop RFCN into a self-help group.

社區網周年大會-友伴支援員分享  
Peer Educators sharing their recovery stories  
in RFCN's first Annual General Meeting



護老院關懷探訪宣傳身心靈健康  
Visit to nursing home promoting "wellness"





員工每日悉心照顧，使農作物更豐盛  
Staff always handle plants with care  
to ensure good harvest.

## 與你農莊

與你農莊是由利民會及元朗大會堂合作的社區農莊，為協助區內之弱勢社群提供職前培訓、提升其知識及潛能，以裝備其投入就業市場。同時，透過弱勢社群與區內居民的交流，彼此互相了解、尊重及接納，締造共融社區。2015年起，農莊已開展了超過300塊田，使更多人士受惠。



將與鄰近屋苑(洪福邨)的社福機構合辦共融活動  
Social cohesion programmes with NGO in new Hung  
Fuk Estate under planning

## Farm With You

The Fellowship jointly implemented this project with Yuen Long Town Hall. It aims to provide training opportunities to minority groups enhancing their competitiveness in the job market. Through frequent interaction between minority groups and community members at the farm, mutual understanding and respect was achieved. We expect to serve more participants, as over 300 fields have been established in the farm since 2015.



課餘實習活動予元朗及天水圍區內中學生  
Practicum sessions for secondary students  
from Yuen Long and Tin Shui Wai



鄰近輕鐵，是最接近民居之社區農莊  
Just a step from Light Rail,  
a community farm nearest to the public.

2014年舉行了兩次推廣日，超過300位訪客參觀  
More than 300 visitors came during two service promotion days in 2014



小學生製作有個人特色的有機潤唇膏  
Primary students made organic lipsticks with  
personalized style

## 利民健康農莊

今年已是計劃的第五年，我們繼續透過農莊的服務向社區人士推廣全人健康的訊息。另一方面，我們已將園藝治療的元素及個案輔導工作融入農莊，讓服務手法更專業化。



有機堆肥工作坊  
Organic waste recycling workshop

## Richmond Health Farm

It was the fifth year of the project and we continued to promote holistic health to the community. Besides, we started making use of therapeutic horticulture and case counseling in our service in order to provide specialized interventions.

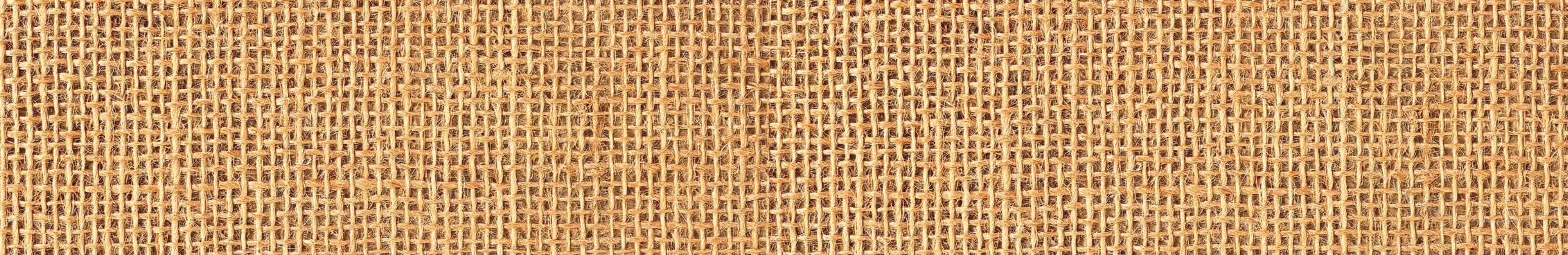


學生於農莊參加導賞活動  
Students enjoyed guided tour at the Farm



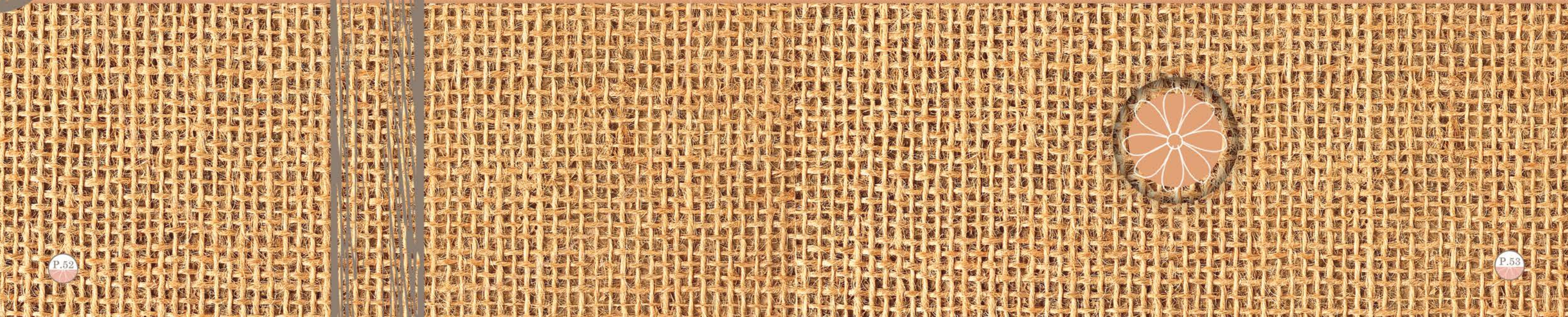
參加者使用農莊物資進行藝術創作  
Participants used farm material to do artistic work





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**家屬支援服務報告**  
Family Caregivers Support Services Report





利民會一直致力提供家屬支援服務，自二零零九年成立利民家庭學社，我們一直為復元人士的家屬、親友及社區人士提供教育、訓練及支援，並透過「聯心社」建立家屬間的互助支援網絡。此外，由二零一一年起，服務得到南華早報及香港電台合辦的《愛心聖誕大行動 2011》支持及贊助，推行「家·新蛻變」計劃，提升家屬的照顧技巧、鞏固支援網絡，並培訓「家屬朋輩大使」，讓他們轉化為同路人的「支援者」。

去年，家屬支援服務以「復元·賦權」為主題，凝聚家屬，並推動他們參與義工活動，發揮所長，強化他們的互助網絡，邁向充權這目標。「聯心社」作為家屬會員的平台，登記人數超過500人。服務將在未來繼續凝聚同路人，在復元路上同步成長。

Richmond Fellowship of Hong Kong aims to provide support to family members and caregivers of people in recovery. Richmond Family Institute (RFI) has been established since 2009, providing education, training and support to family caregivers, as well as community members. In addition, RFI works hand in hand with "Heart to Heart Club" to organize various social gatherings and recreational activities, aiming to expand and consolidate the mutual support network among caregivers. Since 2011, RFI's Project I-Proud has been supported and sponsored by "Operation Santa Claus 2011", which was jointly organized by the South China Morning Post and Radio Television Hong Kong. The project targeted to empower caregivers through a series of training, networking activities and Peer Educator programs.

"Recovery and Empowerment" was decided the yearly theme of RFI this year. The service aimed build up stronger connection among caregivers and to empower caregiver ambassadors to help their peers in need. Through all the above efforts, there are now more than 500 registered members joining "Heart To Heart Club". In the coming future, it is believed that the members' cohesiveness and mutual-help spirit will continue to grow.



家·添愛義工隊參與攤位遊戲活動  
Caregivers Volunteer Team assisting a fun fair booth

## 利民家庭學社

去年，單位首次舉辦機構性的「家添愛」烹飪比賽，讓服務使用者及其家屬合力組隊參賽，過程不但刺激精彩，亦展現家人互相合作的溫馨。另外，「第四屆聯心社會員大會」亦順利進行，十四位委員接棒為新力軍，繼續為家屬互助網絡努力。

### Richmond Family Institute

"Family & Love Cooking Contest", the unit's new initiative, was organized last year. Six teams (formed jointly by service users and their family members) from different service units entered into the Final. This competition was not only exciting, but also filled with warmth and touching moments. Besides, we also held "the 4th Bi-annual General Meeting of Heart to Heart Club", in which 14 committee members were elected. They were committed to build stronger mutual support network for "Heart to Heart Club".



朋輩大使計劃--小組實踐活動  
Group activity in Peer Educators program

中醫處理失眠講座  
Talk on Chinese medical treatments to insomnia

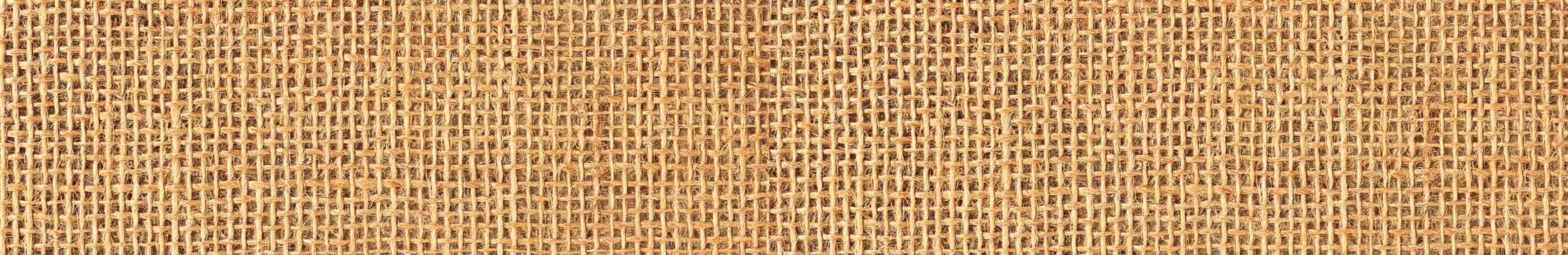


聯心社生日會  
Heart To Heart Club Birthday Party



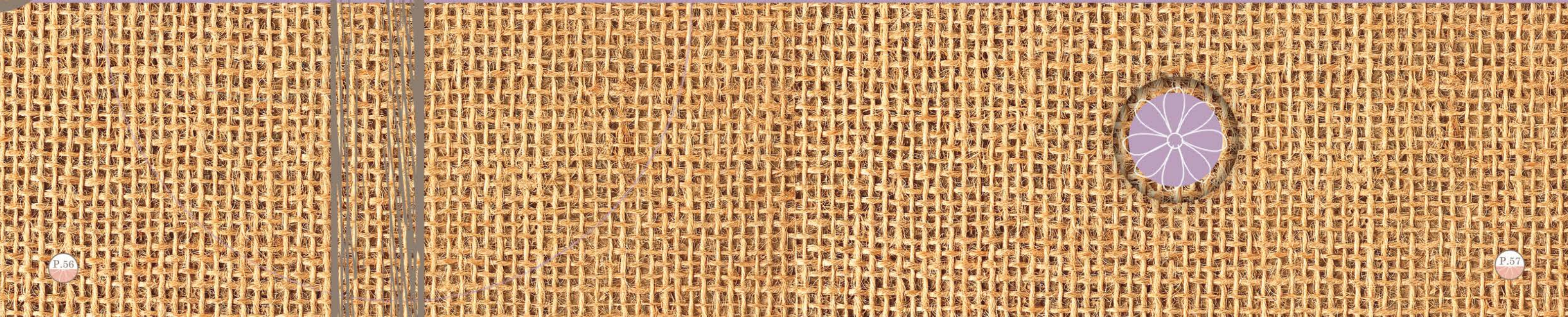
「家添愛」烹飪比賽(決賽)  
Finalists of "Family & Love Cooking Contest"





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專項計劃服務報告  
Special Projects Report





## 臨床心理服務

臨床心理服務於二零零九年三月開設，為服務使用者、家屬及有需要的社區人士提供實證心理治療及心理評估服務，以幫助他們處理各種情緒及行為上的困擾，促進身心健康。服務亦就有關心理健康及精神康復等課題進行研究及教育，其中包括為學校、非牟利團體及本會同工提供公眾講座及專題培訓，旨在增加公眾對精神健康的認識及推動社會關注精神健康。



為社區人士講解情緒管理  
Talk on emotional management for community members

## Clinical Psychology Service

Richmond Fellowship of Hong Kong commenced the Clinical Psychology Service in 2009. The unit provides evidence-based psychological intervention and psycho-assessments to our service users, their families and the community. The Service also conducts scientific researches and public educations in order to raise public awareness about mental health.

與利民社區網會員分享危機處理  
Sharing tips on crisis management with RFCN members



## 「天糧網」短期食物援助服務

自2009年，「天糧網」由循道衛理觀塘社會服務處、美差會潮浸服務聯會、基督教宣道會香港區聯會有限公司、西貢社區中心及本會五間非政府機構，為觀塘、黃大仙、西貢及將軍澳區內弱勢人士或家庭提供短期食物援助。去年本會翠華之家及尚德之家所處理的受助家庭合共519個(1490人)，其中單身人士約佔29%。

而另一計劃「利民伙伴網絡V1.1」得到永亨銀行與攜手扶弱基金贊助，與「利民健康農莊」合辦了多個健康講座及工作坊，同時為弱勢社群提供額外的食物券或奶粉援助。



資深社工教授長者「十巧手」  
Experienced social worker is teaching elderly hand-exercise



服務使用者接受面談和評估  
Assessment interview with service user



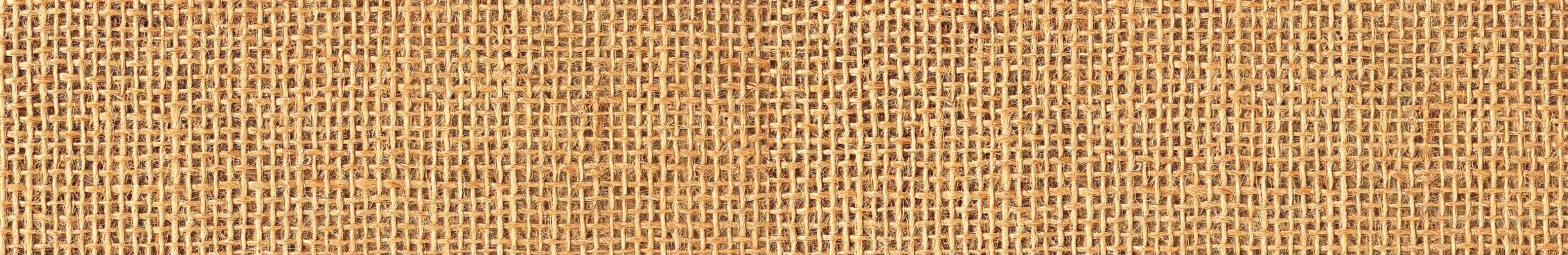
長者參加園藝治療工作坊  
Elderly are joining Horticulture Workshop

## “Daily Meal Network - Short Term Food Assistance Service”

“Daily Meal Network” has been jointly operated by five NGOs, including Kwun Tong Methodist Social Service, ABM Hong Kong Swatow Baptist Church Community Service Association, Christian & Missionary Alliance Church Union Hong Kong Limited, Sai Kung District Community Centre and Richmond Fellowship of Hong Kong since 2009. It provides vulnerable groups living in Kwun Tong, Wong Tai Sin, Sai Kung and Tseung Kwan O with short-term food assistance to alleviate their economic hardship. Last year, a total of 519 family cases (1490 persons) were served by Tsui Wah House and Sheung Tak House, of which 29% of them were singletons.

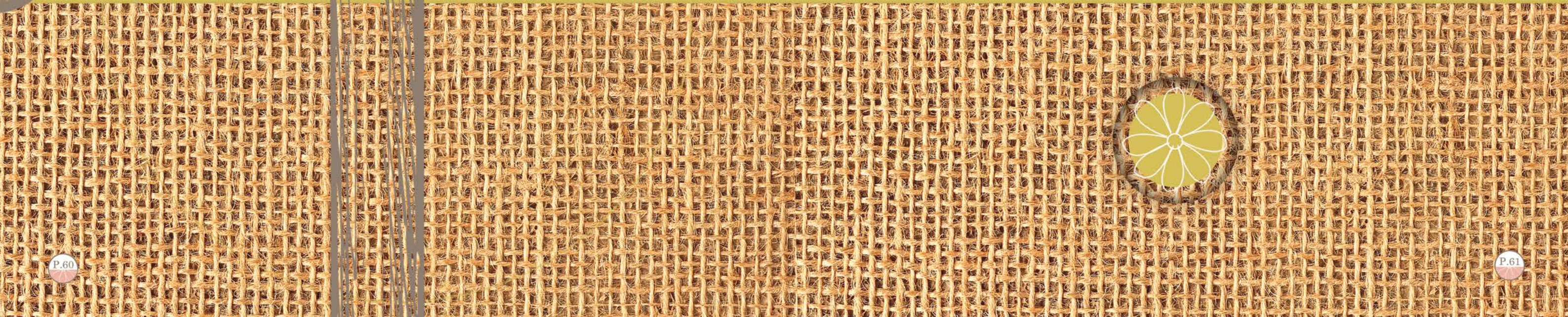
With the sponsorship from Wing Heng Bank and Partnership Fund for the Deprived, the Project “Richmond Heart 2 Heart Network V1.1” cooperated with “Richmond Health Farm” to deliver health talks and workshops. Extra food coupons and milk powder were also provided to the underprivileged.





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China Social Service Development Projects Report





## 廣州利民精神健康中心

廣州利民於2011年成立，以發展和培育社會工作人才、推動精神健康社會服務發展為宗旨和使命，致力為從事相關服務的機構提供督導服務、協助政府有關部門策劃設計服務。中心運作進入第四年，提供以下各服務。



表達藝術工作坊  
Workshop on expressive art therapy

### Guangzhou Richmond Mental Health Social Work Resource Centre

Guangzhou Richmond Mental Health Social Work Resource Centre was established in 2011. It aims to enhance mental health practice for social workers through professional training and social work supervision service. The Resource Centre also facilitates government departments in service planning and design. Providing the above support for the fourth year, the Resource Centre have gradually established a range of essential services.

#### 「薪火相傳」國內社工培訓計劃

自2013年9月開始，蒙「周大福慈善基金」資助，使本會可於國內為當地社工提供督導及培訓專案，包括舉辦家庭輔導員課程(與香港浸會大學及廣州市社協合辦)、社工工餘培訓課程等，並支援本中心和廣州利康家屬資源中心的服務發展。

##### 1. 社工督導服務

除擔任會內項目督導，我們亦擔任廣州的社區精神健康綜合服務中心的過程督導，及三間家庭綜合服務中心的殘障服務督導。

##### 2. 廣州社區精神健康綜合服務中心服務質素評估

我們獲聘為廣州市十個地區的社區精神健康綜合服務中心提供服務質素的評估工作。

#### Richmond China Enrichment Project

With sponsorship from Chow Tai Fook Charity Foundation, the Project provides supervision service and support to social workers in Guangzhou. These included training courses for family social workers, social work practice workshops and mental health training for Integrated Community Centre for Mental Wellness (ICCMW).

##### 1. Social Work Supervision

The team does not only serve the Resource Centre, but also social workers working for ICCMW and Integrated Family Service Centres in Guangzhou.

##### 2. Service Quality Evaluation for Integrated Community Centre for Mental Wellness

The team is hired to provide social service quality evaluation for ICCMWs of 10 districts in Guangzhou.



利康恩平同事來港進修  
Staff of Likang Centre coming to Hong Kong for training



廣州迷你馬拉松正名行動  
Mini Marathon in Guangzhou against stigmatization



家屬也積極參與單位活動  
Caregivers also participated actively in unit programmes

廣州市殘疾人聯合會與利民會共同創辦廣州利康家屬資源中心(下稱利康中心)，以專業社會工作手法，為復元人士家屬提供社區為本的服務，並為復元人士提供資訊及輔導服務。2007年，利康中心正式辦理了廣州市民辦非企業單位註冊登記。

#### 精神康復及家屬服務(外展)項目

本項目發揮利康中心在社會心理康復方面的經驗優勢，配合「醫院社區一體化」的模式，通過技能訓練，以及拓展復元人士、家屬的社會支援網路，協助復元人士融入社區，提高他們生活素質。同時，項目亦促進社區對精神病復元人士的接納，構建和諧社區。

#### 社區精神健康綜合服務中心(荔灣區)

獲廣州市殘疾人聯合會資助，於2014年中開展精神健康服務。

### Guangzhou Likang Family Resource Centre

Guangzhou Likang Family Resource Centre (abbreviate to "Likang Centre" hereafter) was jointly established by the Guangzhou Disabled Persons' Federation and the Fellowship. Likang Centre adopted professional social work practice and community-based approach to support family members of person in recovery. For instance, counseling service and relevant information were provided. Likang Centre registered officially as a non-governmental non-profit unit in 2007.

#### Mental Health and Family Service (Outreach) Project

The project provided psycho-education programmes, self-care training and networking programmes for service users and their families, aiming to enhance their quality of life. The project also strove to promote public acceptance of person in recovery.

#### Integrate Community Centre for Mental Wellness (Li Wan District)

Since mid-2014, with the sponsorship from Guangzhou Disabled Persons' Federation, we have been providing support services for person in recovery in Li Wan District of Guangzhou.





## 家庭綜合服務中心

### Integrated Family Service Centre

家庭綜合服務中心目前正於廣州龍津街開始多元化服務，包括：  
Our Centre is serving Long Jin District in Guangzhou. Our services include:

#### 1. 殘障及康復服務：

為殘疾及復元人士提供康樂性、成長性及互助性小組及活動、居家探訪服務，並以個案管理和社區照顧方式，按其需要連繫適切的醫療服務。同時亦為照顧者提供情緒支援，促進他們的互助。

#### 1. Rehabilitation Service:

Mutual support groups and programmes, home visits, community care, family support and counselling services to people with physical disabilities or with mental illness, as well as their caregivers.

#### 2. 長者服務：

主要以社區內60歲以上的長者為服務主體，並兼顧50-60歲年齡段的退休人士。項目以機構服務為主，外展服務為輔，實現讓長者「身心康泰、頤樂生活」的服務目標。

#### 2. Elderly Service:

Drop-in and outreach services, positive life style promotion to elderly who reached age 60, as well as those approaching retirement age.

#### 3. 家庭服務：

包括婚姻輔導、學前幼兒服務、低保家庭服務等。目標為區內家庭建立支援網絡，提供康樂、家訪及社區活動。

#### 3. Family Service:

Community education, marriage counselling, family counselling and support services for deprived families.



#### 4. 青少年服務：

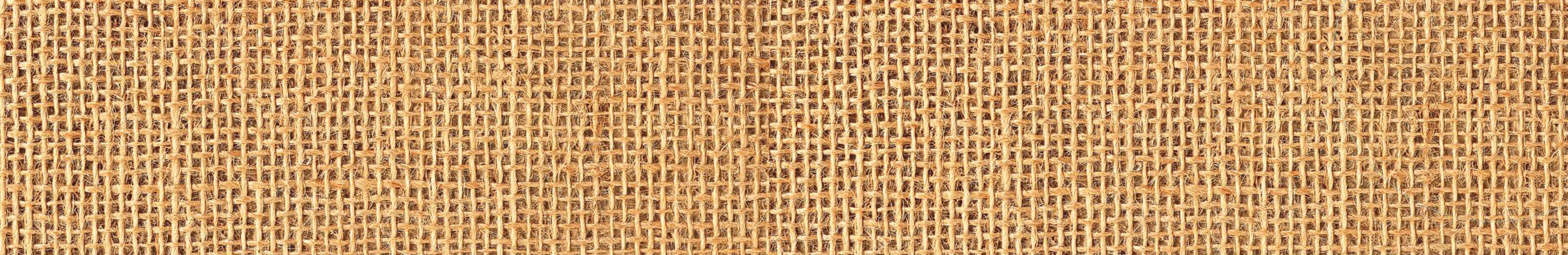
為區內小學、職中的青少年提供發展類型活動、成長小組、個案工作、義務工作，以及課餘託管等服務。

#### 4. Children and Youth Service

Developmental programmes, counselling, after-school care services for primary school and vocational college students.

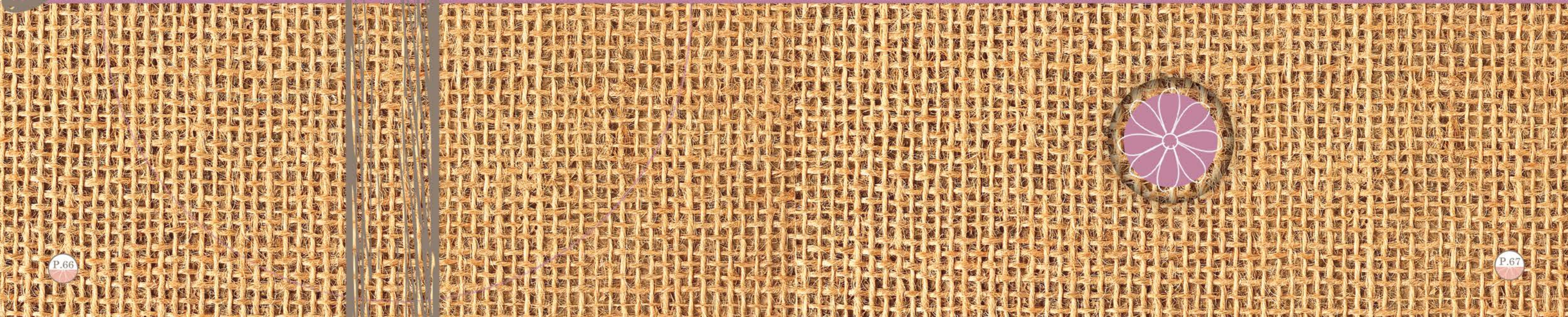






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**心聲分享**  
Sharing of Experience





撰文：楊碧映 (環翠之家)

我是一名強迫症病人，入住利民會中途宿舍已一年。回想起入舍之前，我感到極之不安；入舍初期，每天靠着祈禱和這裡的美味膳食作為我的支持。而舍務訓練項目中，對我來說最大的挑戰莫過於清潔工序（尤其是洗廁所）。我知道無法逃避責任，所以勉強嘗試，過程中竟然學會突破自己，還得到宿舍稱讚和湯券作獎勵！我把湯券轉送母親，她感到非常安慰，醫生也見證我的進步。

工作方面，這裡的社工、職員們不時為我打氣。當我遇到不順利時，就給予我適切的支援，包括以聆聽、安慰和鼓勵我，甚至指教我使用電腦，讓我有抒發的機會。另外，我與房友、舍友們從不認識到漸漸發展出友誼，大家一起編寫菜單、做毛巾操、體操、參與多種課程、房會和戶外活動、賣旗、派送愛心、學習作「和諧天使」等等。我們一起成長，有的更交淺言深，讓我日漸感到這裡有家的感覺，並察覺我在康復的路上並不孤單。

我期望利民會能持續發展下去，令更多人得到幫助。



Written by: Yu Pik Yin (Wan Tsui House)

I have been living in Wan Tsui House for a year recovering from obsessive compulsive disorder. I felt very nervous before moving in. During my early stay, only prayers and the House's delicious meals could comfort me. The most challenging residential training for me is toilet cleaning. To be fair, I had to complete this duty as did other residents. I struggled at first and finally decided to give it a try. Unexpectedly, I made some progress day by day. The staff praised me and even gave me soup coupons as reward! My mother was moved receiving these coupons from me and my medical officer was also happy with my improvement.

About my employment, my caseworker and other staff were always supportive to me. They would cheer me up whenever I encountered distress at work. They listened to my grievances, showed their care and even provided me practical support, such as computer skills. Meanwhile, I am glad to meet my house inmates and see our friendship grown. We gathered and helped each other in different activities, such as menu planning, physical exercises, interest classes, room activities, flag days, Chinese dumplings wrapping and sharing, as well as in volunteer works. Connected with my fellow residents, Wan Tsui House is giving me home-like feeling. I no longer feel lonely.

I hope the Fellowship will continue to develop meaningful services, benefiting more people in the community.

撰文：嘉樂 (屏山樓)

我在屏山樓居住了大約三年，現在回望這段日子，很高興能夠認識了很多朋友，而我亦比以前更懂得照顧自己。令我感覺深刻的，是前年有位舍友突然去世，當時我很傷心。猶幸當時身邊的服務使用者互相支持及陪伴，一同回憶與那舍友的開心片段，共渡傷心時刻。另外，在2014-15年度的傑出服務使用者選舉中，在各位的投票下，我獲得最善良及最好人緣獎，在此感謝各位的推舉及在宿舍以來的照顧！我期望未來可以擴闊社交圈子，認識更加不同的朋友。同時，我希望與我的未婚夫（在宿舍認識的）未來一同開心愉快地在社區生活。

Written by: Ka Lok (Ping Shan House)

I have been living in Ping Shan House for about three years. Looking back, I am happy making some good friends here and see my self-care skills improving. One of our fellow residents passed away suddenly the year before last. I was shocked and felt sad. Fortunately, with support and companionship from each resident, we overcame this hard time by reminiscing happy episodes with the deceased one. On the other hand, I was voted the "Most Kind-hearted and Most Popular Resident" in the House's "Outstanding Awards for Service Users 2014-15". It was amazing. I would like to thank my fellows for their nominations and support. I look forward to broadening my social network, making new friends and living happily with my fiancé (whom I met at the House) in the community.

撰文：美蓮 (聯心社家屬)

過往我對精神病只有知識層面的理解，經常感到無助；憂愁地獨自去面對我姊姊各方面的問題，目光只投放在個人身上，不曉得抒解心中的壓力，所以生活得很疲累。但透過參加了聯心社家屬聚會後，我的視野就擴闊了。知道有人明白我的處境，背後好似有一隊精兵隨時為我們效力，她們（家屬及社工）有實戰和專業的經驗去幫助我們無懼的前進。藉著定期的聚會，大家一起學習，互相分享，彼此的支持勉勵，使我可從中把握到照顧康復者的一些方法。現在我可以微笑和有勇氣輕省地跨過前面的障礙了。

我們生活在一個群居的社會，人與人之間的關係密切。復元人士身心靈的健康其實有賴「人們」的接納和了解，我們可以將此訊息廣傳，使更多人互相扶助，建構一個和諧的社會。

Written by: Mei Lin (Caregiver of Heart to Heart Club)

As I didn't have thorough mental health knowledge in the past, I often felt helpless to support my sister in mental recovery. It was exhausting to worry about her problems and to look for solutions. Fortunately, such hopeless situation changed after I had joined the Heart to Heart Club. The support from other caregivers and staff of Richmond Family Institute relieved me. My fear was gone as I was no longer alone. I treasured every opportunity to learn from other caregivers their practical skills and experience, so that I could get along with my sister. Their precious sharing inspired me and warmed my heart. Now, I have courage to overcome the obstacles in caretaking with a smile.

Harmonious community is essential for mental health recovery. Therefore, I would like to advocate for mutual understanding and acceptance among community members, building an inclusive society for the future.

撰文：陳美金 (友樂坊家屬)

數年前丈夫因精神受困擾需見臨床心理學家、精神科醫生和接受藥物治療，之後略有好轉。過程中經醫生介紹認識到利民會。最初還不習慣接觸社工、職員，以及和其他會員相處。但多參與了利民會舉辦的旅行、興趣班和座談會後，與職員和會員有更多交流，漸漸地培養出好像朋友或家人一樣感情，尤其是最初接觸我們的社工一張佩儀姑娘。我家中養有小狗，怕狗的她戰戰兢兢卻仍堅持要家訪慰問我們。她幫助我們解決很多疑難，開解了糾纏很久的心結。雖然她已去到另一個機構工作，我們都祝福她、想念她。在此我想說聲：佩儀多謝你！

現在我們積極參與很多活動，能與利民會的朋友相處感覺很開心。我們彼此都是同路人，所以很有共鳴。感謝利民會在當中作為一道重要的橋樑。

Written by: Chan Mei Kam (Caregiver of ALOHA)

My husband sought help from clinical psychologist, psychiatrist and received medical treatment some years ago. Taking his psychiatrist's referral, we approached the Fellowship. At first, we were not familiar meeting social workers, support staff and members. But after increased contact in activities, we built up closer connection with them. We feel like being friends and even a family now. We are especially thankful to Ms Cheung Pui Yee, the first social worker that approached us. Though afraid of dog, she insisted to out-reach to our home. With her wholehearted support, we solved lots of difficulties, including some that had troubled us for long time. Pui Yee has recently left the Fellowship, but we would like to send her our blessing. Thank you, Pui Yee!

Now, we participate actively in lots of activities organized by the Fellowship. We are happy meeting fellow members who share common experience and concern. We appreciate the Fellowship for connecting us together.





#### 撰文：Sino Club

信和集團秉承良好企業公民的精神，積極參與社區關懷、義工服務、環保、藝術及文化。信和集團旗下的會員計劃Sino Club致力為會員提供優質品味生活享受和精彩，同時秉持集團的宗旨，積極服務社群。

今年為慶祝母親節，Sino Club與利民會攜手舉辦「Mama...I Love You @ Sino Club」活動，與100名Sino Club會員共慶母親節，提倡跨代融和，向到場母親及祖母們致意頌親恩。此外，會員學習以雞蛋盒循環再用，拼砌成玫瑰花，製作別具心思的母親節禮物。

期待將來與利民會有更多合作機會，將歡樂與關懷帶進社區。

#### Written by: Sino Club

A committed corporate citizen, Sino Group promotes art and culture, raises environmental awareness and participates in community initiatives to build a better society. Sino Club, the membership programme of the Group, is committed to create quality moments for our members through a comprehensive range of fabulous privileges and events that celebrate all the good things in life.

This year, to celebrate Mother's Day, Sino Club organized "Mama... I Love You @ Sino Club", through which 100 Sino Club members gathered for a day of fun, performances, workshops and activities to honour the great efforts of mothers, as well as to promote harmony across generations. Participants also learnt to make rose bouquets through up-cycling egg cartons to express love for mums.

We look forward to partnering with the Richmond Fellowship of Hong Kong to bring joy and care to the community.

## 義工心聲分享

Volunteers' Sharing

#### 撰文：陳淑娟 (即時通義工)

不經不覺在利民會即時通已服務差不多兩年，由培訓、實習至服務，體會頗多，藉此機會分享我個人的改變。可能因為家境並不是十分充裕，努力工作、追逐金錢一直是我努力的目標，直至有一天我身體倒下來。我之前從未想過癌症會擊倒一個身處人生高峯的青年人。但我非常感謝上天給我這個提示一病，讓我及時檢視自己的人生目標。在休養期間我認識了利民會，更接觸到一班關愛社會的熱心朋友。服務期間我感受和明白到生命不應只顧追求個人名利，因為每個人都有機會遇到挫折或不順，就如我們服務的復元人士也正經歷及學習其生命的題目。

事實上，與復元人士溝通後，我反而發現他們才是我的老師！他們給我適時的提醒——他們的擔憂、埋怨、不完美的性格，不正是我自己的寫照嗎？我的生命增添許多元素：包容、體諒、氣度……謝謝你們每一位！

#### Written by: Carry Chan (Justone Volunteer)

Time flies. I have joined Justone as volunteer for almost 2 years. I am glad to share my personal changes with you. I was not raised up in well-off family, so the pursuit for career success and monetary reward was often top of my priority. But my thought was changed after discovering my cancer problem. It was completely shocking for a young and healthy adult like me. During my recovery, I got acquainted with the Fellowship and realized many meaningful things more importance than money! We could find our personal goals when overcoming adversities.

Indeed, when I talked to service users, I began to understand more about myself. Their experience and difficulties were good reminder to me. So, it is not exaggerating to regard them as my "teachers". Thanks to everyone in Justone for helping me understand what LOVE, FORGIVENESS and WISDOM meant.

#### 撰文：王文強 (即時通義工)

回想當初剛剛完成即時通義工訓練課程，懷著戰戰兢兢的心情接聽會員來電，深怕自己未能妥善回應來電會員的情緒困擾。一轉眼間加入即時通義工行列已有一年，猶幸這裡一直有專業社工與復康助理團隊從旁協助，逐漸我已有信心如其他資深義工一樣為來電者抒憂解困。從義工歷程中，我有一種體會：復元人士就像正在經歷他們人生裡的越野挑戰，而義工就像他們的導航員。那怕是荊棘滿途、崎嶇難行，我們都會與他們站在同一陣線，一起面對困擾，給予實在的鼓勵，與他們一同向著復元目標前進。作為義工一員，我認為這種體會非常寶貴，亦很有意義。

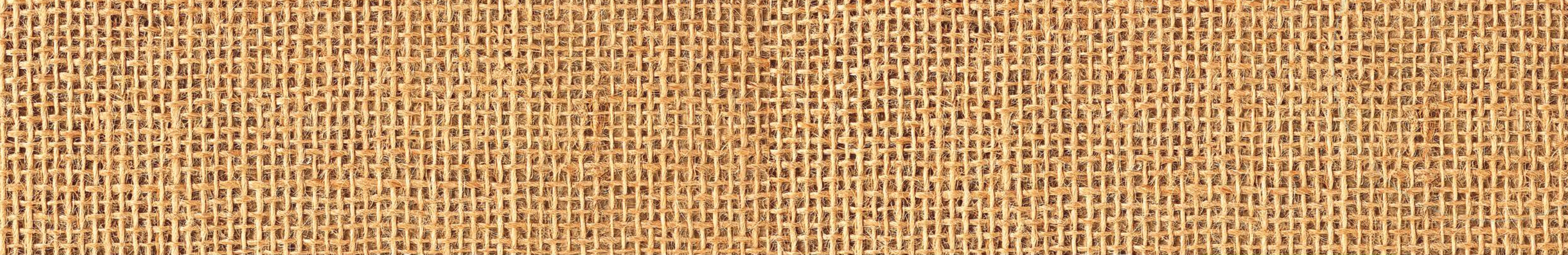
我想感謝即時通團隊，他們既為會員提供適切的服務，亦給予義工貢獻社會的機會。謹此祝福即時通今後一切順利，繼續為社會上有需要人士服務。

#### Written by: Wong Man Keung (Justone Volunteer)

I still remember my nerves responding to members' calls right after my completion of Justone volunteer training. This reminded me that I have already joined Justone as volunteer for a year. Fortunately, social workers and staff members of Justone are always supportive. Becoming confident gradually, I can now handle members' calls independently like other senior volunteers. As a metaphor, I find that Justone volunteers are just like navigators, while the members "cross-country challengers". No matter how difficult the recovery journey would be, I will stand by them giving encouragement and companion. I am so pleased to have such meaningful experience and be part of the volunteer team.

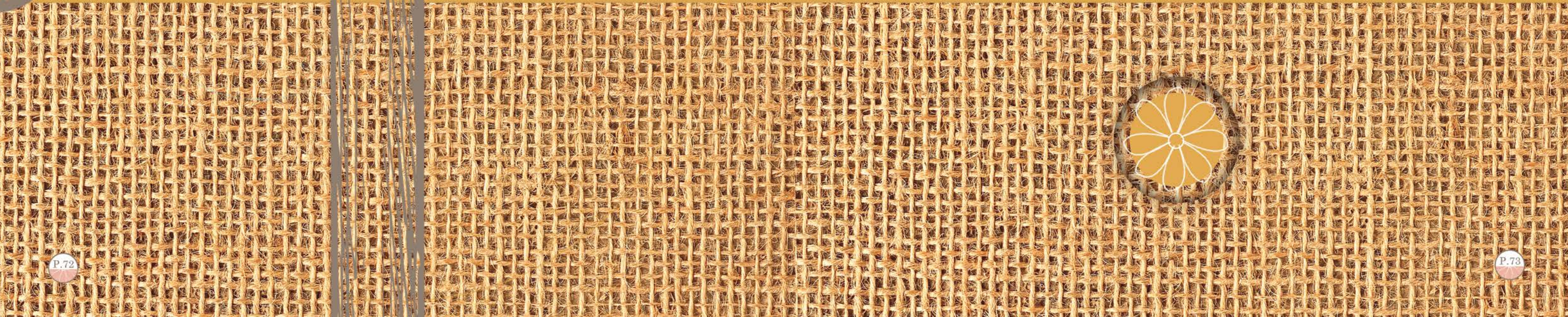
I appreciate Justone much for providing professional support to the members and valuable opportunities to volunteers. I wish Justone will continue to grow and help more community members in need.





2014-2015 年度服務報告  
**Annual Report**

**附錄**  
Appendices

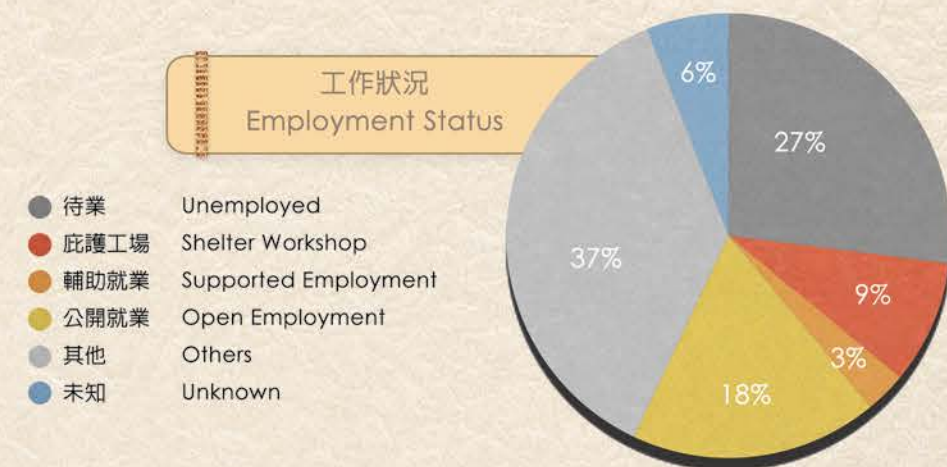
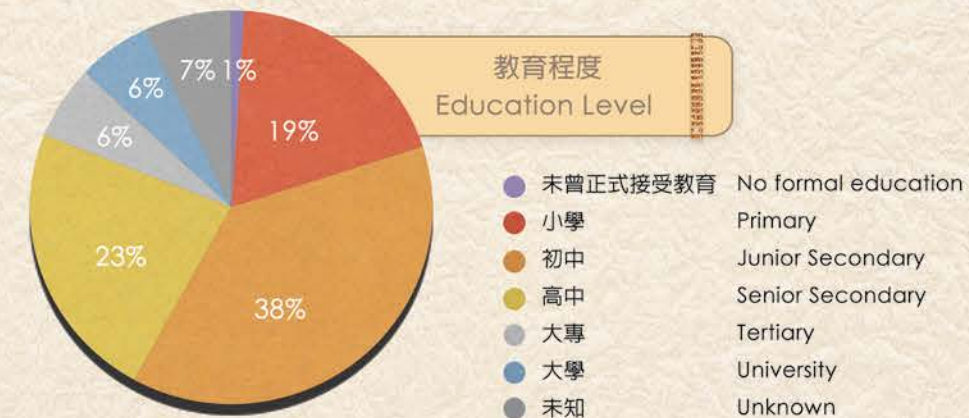
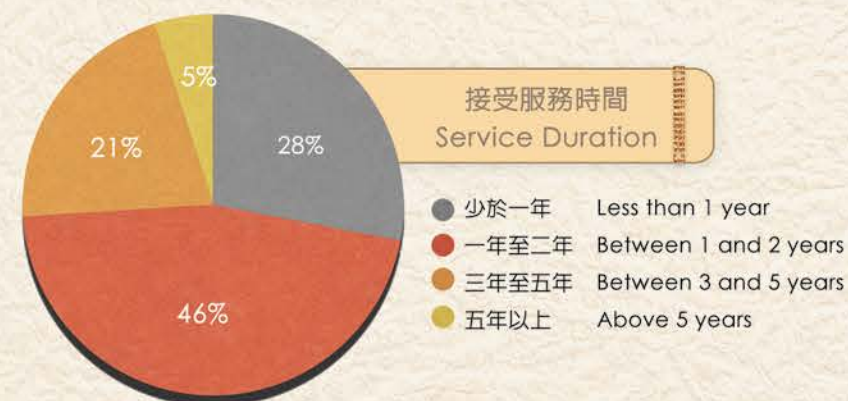
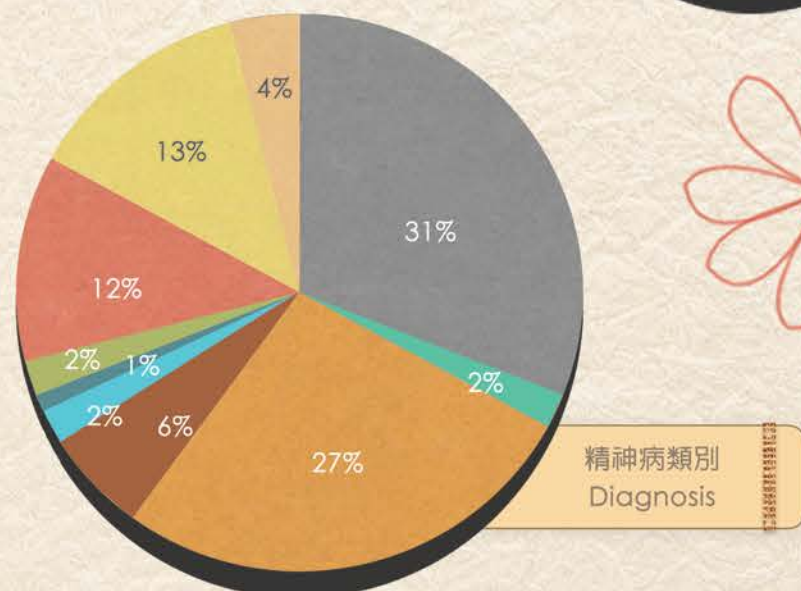
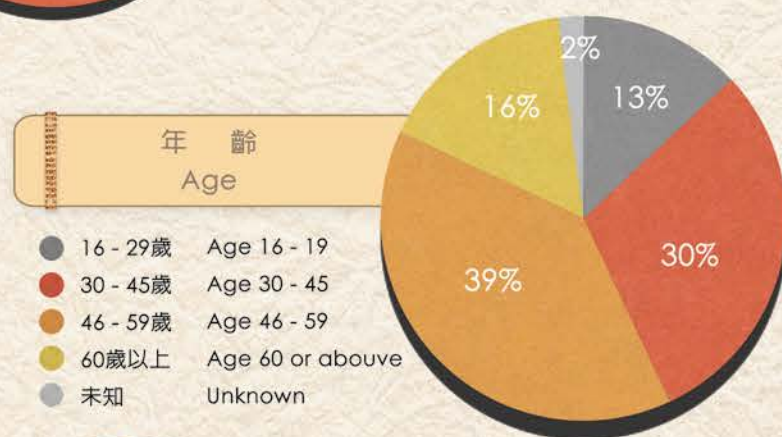
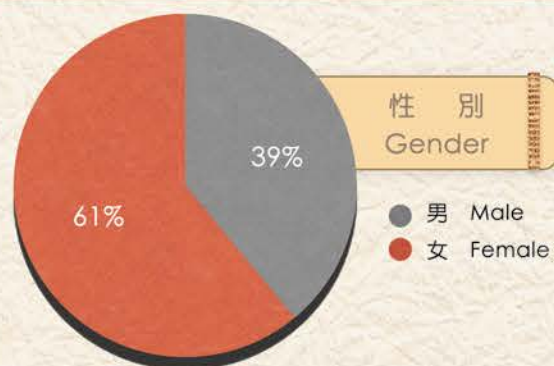




註：以下各圖表收集到的數據總數並不相同。

Remarks: The total number of data collected varies in different charts below.

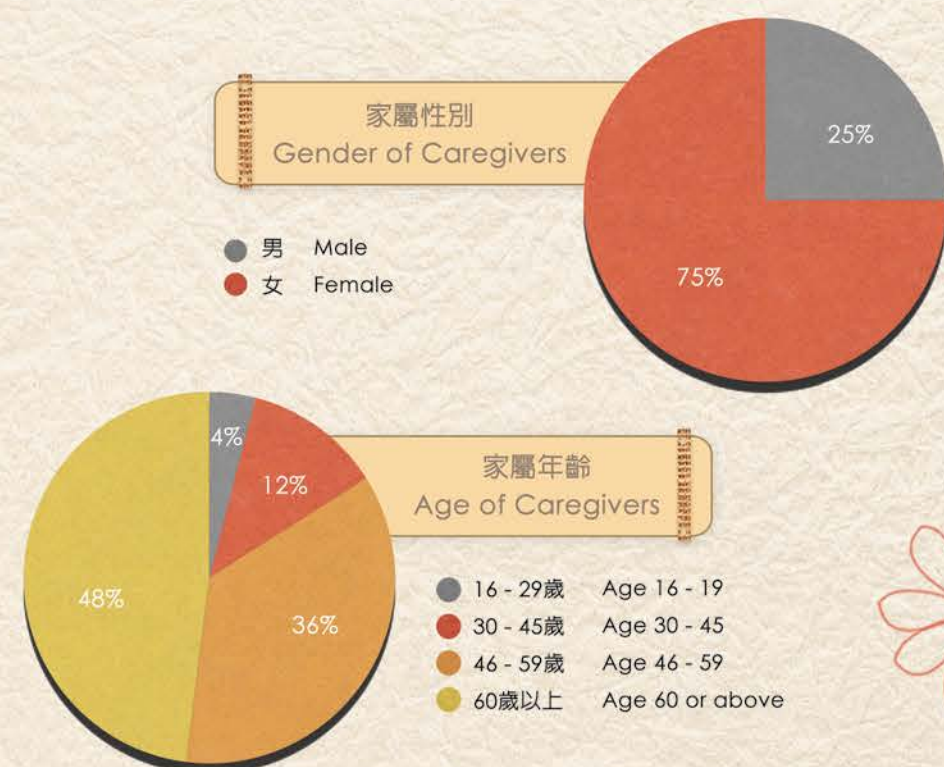
## 服務使用者資料統計 Service Users' Profile







已登記的家屬會員資料  
Profile of Registered Caregivers



主要服務數字  
Key Service Figures

全年服務總人數：32,086人  
Total number of service recipients this year: 32,086 persons

主要服務數字 Key Service Figures	節數 sessions	出席人次 attendance
情緒/個案輔導 Case Counselling	n.a.	5,772
興趣/聯誼活動 Recreation/networking programmes	1,824	15,392
心理教育活動 (對象：復康人士 / 家屬) Psycho-social education programmes	421	3,159
社區精神健康教育活動 Community mental health activities	100	2,953
合計 sub-total:	2,345	27,276

## 職員訓練及專業發展報告 Staff Training and Professional Development Report

在職培訓工作小組致力為各職級的員工提供各類範疇的培訓課程、工作坊及交流參觀，讓同工強化各人的職能，提升本會的服務質素。過去一年所舉辦的培訓，內容甚為廣泛，題目包括精神科藥物、濫藥問題與精神障礙的評估與介入、五常法等訓練，以至同工工作交流，充分照顧新入職及資深同工各方面的訓練需要。

本年度小組籌辦了27個培訓課程及活動，共有1,138人次參與 (7,553小時)。其中共有477人次參與了單位舉辦的實務技巧培訓 (2,864小時)，而參與利民會三十周年精神健康研討會則有132人次(980小時)。另外，機構津助同工進修的課程亦有多達138名同工參與 (共資助1,060工作小時)，是歷年之冠。同工們正面及積極的態度，鼓勵小組繼續為同工籌辦各類課程。

The In-Service Training Working Group systematically arranged a variety of training programmes to enhance staff competency and service quality. Our working group provided diversified courses, ranging from Psychiatric Medication, Dual Disorder of Substance Abuse and Mental Health Assessment and Intervention Issues to 5S Management. Training needs of both new and experienced staff have been catered.

27 training courses and events were organized in 2014-2015. A total of 1,138 staff attendance (7,553 working hours) was recorded. Among these courses, practical skills training with 477 attendance (2,864 working hours) were arranged by service units. A total of 132 staff (980 working hours) attended the 30th Anniversary of RFHK Mental Health Conference. Furthermore, the Fellowship subsidized 1,060 working hours for continuous education courses taken by 138 staff members. The positive response from staff has encouraged us to continue arranging diversified staff training programmes.



課程類別  
Types of training

課程類別 Types of training	參加人次 No. of attendance	進修時數 No. of hours
新職員導向 Staff-orientation	137	1,122
管理人員訓練 Management training	166	576
前線同工訓練 Trainings for frontline Staff	104	758
經驗和知識交流活動 Experience and expertise sharing	254	2,233
技巧培訓 Professional skills training	477	2,864
利民會三十周年精神健康研討會 The 30th Anniversary of RFHK Mental Health Conference	132	980
其他培訓(包括員工自發進修資助課程) Others (including Staff Self-initiated Training)	138	1,060
總數 Total:	1,408	9,593



2014 - 2015 利民職員會各委員  
Members of 2014-15 Staff Association

職員會本年度以「利民三十・繼往開來」為主題，希望推動同工積極參與職員會活動，攜手合作、心繫利民，一同慶賀利民會踏入三十周年。我們本年度曾舉辦馬屎洲大旅行、利民會職員聚餐、各單位活動等，亦參加社工盃足球比賽，更獲得了碟賽季軍。各項活動加強了各同工之間的交流，增添大家對機構的歸屬感，更對同工的身心靈發展大有裨益。

"Richmond Fellowship 30, Build On The Past And Prepare For The Future" was the annual theme of the Staff Association (SA) last year. We encouraged colleagues to actively participate in SA activities so as to strengthen staff's cohesiveness and to celebrate the Fellowship's 30th Anniversary together.

The SA organized a tour to Ma Shi Po, Staff Dinner and different activities in service units. We also joined the "Football Sevens Social Workers' Cup" and won the bronze medal of the Silver Plate. All these activities facilitated the communication between workmates, increased their sense of belonging and benefited their psycho-socio-spiritual health.

奪得「社工盃」碟賽季軍的大合照  
Winning the bronze medal (Silver Plate) in  
Football Sevens Social Workers' Cup



「新翠實業社」的藝術表演  
Performance by New Jade  
Manufacturing Centre



聚餐中馮博士帶領全場大合唱  
Dr. Fung leading participants to  
sing at the Staff Dinner

## 職員名單 Staff List

### 行政辦事處 Administrative Office

馮祥添博士	Dr. Fung Cheung Tim	總幹事	Director
黃宗保先生	Mr. Wong Chung Bao	助理總幹事	Assistant Director
黃建隆博士	Dr. Wong Kin Lung	研究及發展主任	Research and Development Officer
李綺雯女士	Ms. Li Yi Man	社會工作員 (服務發展)	Service Development Officer
周穎聰先生	Mr. Chow Wing Chung	社會工作員 (服務發展)	Service Development Officer
吳穎怡女士	Ms. Ng Wing Yee	高級市場主任	Senior Marketing Officer
單家威先生	Mr. Sin Ka Wai	行政主任	Administrative Officer
鄧可欣女士	Ms. Tang Ho Yan, Teresa	人力資源主任	Human Resources Officer
韋頌兒女士	Ms. Wai Chung Yi, Simona	秘書	Secretary
黃文妍女士	Ms. Wong Man Yin	行政助理	Administrative Assistant
潘靖文女士	Ms. Pun Ching Man, Monica	會計助理	Accounting Assistant
鍾碧燕女士	Ms. Chung Pik Yin	會計助理	Accounting Assistant
陳易生先生	Mr. Chan Yik Sang, Jason	助理活動幹事 (網頁程式)	Assistant Project Officer (Application Development)
呂家樂先生	Mr. Lui Ka Lok	研究助理	Research Assistant
陳曉曉女士	Ms. Chen Tingting	研究助理	Research Assistant
伍潤祥先生	Mr. Ng Yun Cheung, Michael	助理文員	Clerical Assistant
陳潔枝女士	Ms. Chan Kit Chee	服務助理	Service Helper
張見如女士	Ms. Cheung Kin Yu	兼職清潔員	Part-time Cleaner

### 宿舍訓練服務 Residential Training Services

中途宿舍 Halfway House		環翠之家 Wan Tsui House	
李嘉慧女士	Ms. Li Ka Wai	宿舍主任	Officer-in-Charge
陳倩儀女士	Ms. Chan Sin Yee	社會工作員	Social Worker
黃國威先生	Mr. Wong Kwok Wai	社會工作員	Social Worker
羅素華女士	Ms. Law So Wah	登記護士 (精神科)	Enrolled Nurse (Psychiatric)
龔家坤先生	Mr. Kung Ka Kwan	行政助理	Administrative Assistant
鍾詠健女士	Ms. Chung Wing Kin, Karin	復康工作員	Rehabilitation Worker
李俊業先生	Mr. Li Chun Yip	復康工作員	Rehabilitation Worker
陳秀芳女士	Ms. Chan Sau Fong	復康工作員	Rehabilitation Worker
彭婉靄女士	Ms. Pang Yuen Yi	復康工作員	Rehabilitation Worker
卓家賢先生	Mr. Cheuk Ka Yin	復康助理	Rehabilitation Assistant
潘永恩先生	Mr. Poon Wing Yan	復康助理	Rehabilitation Assistant
紀嘉威先生	Mr. Kei Ka Wai	服務助理	Service Helper
梁玉玲女士	Ms. Leung Yuk Ling	廚師	Cook
余彩莉女士	Ms. Yu Tsoi Lei, Sandy	清潔總管	Workman II



宿舍訓練服務  
Residential Training Services

中途宿舍 Halfway House		屏山樓 Ping Shan House	
陳雪慧女士	Ms. Chan Suet Wai	宿舍主任	Officer-in-Charge
鄭文恩女士	Ms. Cheng Man Yan	社會工作員	Social Worker
梁民珊女士	Ms. Leung Man Shan	社會工作員	Social Worker
鄭俊延先生	Mr. Cheng Chun Yin	登記護士(精神科)	Enrolled Nurse (Psychiatric)
鄧佩賢女士	Ms. Chow Pui Yin	行政助理	Administrative Assistant
李漢華先生	Mr. Lee Hon Wah	保健員	Health Worker
何宇玲女士	Ms. Ho Yu Ling	復康工作員	Rehabilitation Worker
梁皓琳女士	Ms. Leung Ho Lam	復康工作員	Rehabilitation Worker
吳金樹先生	Mr. Ng Kam Shu	復康助理	Rehabilitation Assistant
陳志煌先生	Mr. Chen Zhihuang	復康助理	Rehabilitation Assistant
林嘉玲女士	Ms. Lam Ka Ling	社區工作助理	Community Work Assistant
黃榮俊先生	Mr. Wong Kai Chun	社區工作助理	Community Work Assistant
李鳴霄先生	Mr. Li Ming Yui	活動助理	Programme Assistant
賴麗馮女士	Ms. Lai Lai Fung	廚師	Cook
劉導清女士	Ms. Lau To Ching	清潔總管	Workman II
中途宿舍 Halfway House		尚德之家 Sheung Tak House	
邱佩芬女士	Ms. Yau Pui Fan	宿舍主任	Officer-in-Charge
陳志成先生	Mr. Chan Chi Shing	社會工作員	Social Worker
周彥嫻女士	Ms. Chow Yin Sim	社會工作員	Social Worker
劉敏茵女士	Ms. Lau Man Yan	行政助理	Administrative Assistant
李詠妍女士	Ms. Li Wing Yin	保健員	Health Worker
何麗玲女士	Ms. Ho Lai Ling	復康工作員	Rehabilitation Worker
陳小玲女士	Ms. Chan Siu Ling	復康工作員	Rehabilitation Worker
羅佩琳女士	Ms. Law Pui Lam	復康工作員	Rehabilitation Worker
王秀蘭女士	Ms. Wong Sau Lan	復康工作員	Rehabilitation Worker
蘇木順先生	Mr. So Muk Shun	復康助理	Rehabilitation Assistant
林志強先生	Mr. Lam Chi Keung	復康助理	Rehabilitation Assistant
張紫龍先生	Mr. Cheung Tse Lung	服務助理	Service Helper
趙保強先生	Mr. Chiu Po Keung	廚師	Cook
楊淨淨女士	Ms. Yeung Ching Ching	清潔總管	Workman II
中途宿舍 Halfway House		翠華之家 Tsui Wah House	
黎桂芳女士	Ms. Lai Kwai Fong	宿舍主任	Officer-in-Charge
曾慧華女士	Ms. Tsang Wai Wa	社會工作員	Social Worker
樊駿偉先生	Mr. Fan Chun Wai	社會工作員	Social Worker
張美蘭女士	Ms. Cheung Mei Lan	社會工作員	Social Worker
吳美蘭女士	Ms. Ng Mei Lan	登記護士(精神科)	Enrolled Nurse (Psychiatric)
黃碧鳳女士	Ms. Wong, Pik Fung	行政助理	Administrative Assistant
邱榕韓先生	Mr. Yau Yung Hon	復康工作員	Rehabilitation Worker
楊以萍女士	Ms. Yang Yi Ping	復康工作員	Rehabilitation Worker
呂嘉耀先生	Mr. Lui Ka Yiu, Thomas	復康工作員	Rehabilitation Worker
黃丹娜女士	Ms. Wong Dan Na	復康工作員	Rehabilitation Worker
劉春生先生	Mr. Lau Chun Sun	復康助理	Rehabilitation Assistant
葉偉皓先生	Mr. Yip Wai Ho	復康助理	Rehabilitation Assistant
周泳欣女士	Ms. Chow Wing Yan	活動助理	Programme Assistant
陳偉然先生	Mr. Chan Wai Yin	活動助理	Programme Assistant
謝宏昌先生	Mr. Tse Wan Cheong	廚師	Cook
卓楚恒女士	Ms. Cheuk Chor Hang, Kitty	清潔總管	Workman II
輔助宿舍 Supported Housing		利康居 Likang Court	
林恩平先生	Mr. Lam Yan Ping	社會工作員	Social Worker
李春明先生	Mr. Lee Chun Ming, Philip	復康助理	Rehabilitation Assistant
簡淑娥女士	Ms. Kan Suk Ngor	復康助理	Rehabilitation Assistant
萬潔滢女士	Ms. Man Kit Ying	社區工作助理	Community Work Assistant
李佩玲女士	Ms. Lee Pui Ling	活動助理	Programme Assistant

## 職業復康服務

## Vocational Rehabilitation Services

## 綜合職業復康服務中心

## Integrated Vocational Rehabilitation Service Centre

## 新翠實業社 New Jade Manufacturing Centre

梁翠萍女士	Ms. Leung Chui Ping, Sally	協調主任	Coordinating Officer
郭淑娟女士	Ms. Kwok Shuk Kuen, Vivian	業務經理	Business Manager
潘偉林先生	Mr. Poon Wai Lam	副經理(市場)	Assistant Manager (Marketing)
陳小玉女士	Ms. Chan Siu Yuk	副經理(市場及業務)	Assistant Manager (Marketing and Business)
周國傑先生	Mr. Chau Kwok Kit	副經理(社會工作)	Assistant Manager (Social Work)
樓瑾女士	Ms. Lou Jin	社會工作員	Social Worker
賴敬韻女士	Ms. Lai King Wan	行政助理	Administrative Assistant
盧嘉莉女士	Ms. Lo Ka Lee	市場助理	Marketing Assistant
管秀青女士	Ms. Koon Sau Ching	文員	Clerk
馮恩德先生	Mr. Fung Yan Tak	司機	Driver
余鳳櫻女士	Ms. Yu Fung Ying	訓練助理	Training Assistant
崔桂蘭女士	Ms. Tsui Kwai Lan	訓練助理	Training Assistant
梁嘉恩女士	Ms. Leung Ka Yan	訓練助理	Training Assistant
徐桂英女士	Ms. Chui Kwai Ying, Moonny	訓練助理	Training Assistant
伍庭軒先生	Mr. Ng Ting Hin	訓練助理	Training Assistant
譚子勤先生	Mr. Tam Tsz Kan	復康訓練助理	Rehabilitation Training Assistant
姚綺明女士	Ms. Yiu Yee Ming	活動助理	Programme Assistant
鄭文詩女士	Ms. Cheng Man Sze	活動助理	Programme Assistant
陳炳康先生	Mr. Chan Ping Hong	三級工場導師	Workshop Instructor III
鄭彩麗女士	Ms. Cheng Choi Lai	三級工場導師	Workshop Instructor III
陳唐雪霞女士	Ms. Chan Tong Suet Har, Tina	三級工場導師	Workshop Instructor III
郭明玉女士	Ms. Kwok Ming Yuk	工場助理	Workman II
黎基常先生	Mr. Lai Ki Sheung	兼職廚師	Part-time Cook

## 輔助就業 Supported Employment

## 利民進業服務(柴灣/將軍澳)

## Richmond Customer Service (Chai Wan/Tseung Kwan O)

何立剛先生	Mr. Ho Lap Kong	社會工作員	Social Worker
鄭鑾強先生	Mr. Kwong Yuk Keung	市場助理	Marketing Assistant
高靜雯女士	Ms. Ko Ching Man	初級文員	Junior Clerk
梁綺雯女士	Ms. Leung Yee Man	訓練助理	Training Assistant
郭美馨女士	Ms. Kwok Mei Hing	活動助理	Programme Assistant
李淑燕女士	Ms. Lee Shuk Yin	活動助理	Programme Assistant
曾敏儀女士	Ms. Tsang Man Yee	兼職清潔員	Part-time Cleaner

## 輔助就業 Supported Employment

## 利民進業服務(元朗/黃大仙)

## Richmond Customer Service (Yuen Long/Wong Tai Sin)

李詠雯女士	Ms. Li Wing Man	社會工作員	Social Worker
陳詩雅女士	Ms. Chan Sze Nga	初級文員	Junior Clerk
吳桂賢女士	Ms. Ng Kwai Yin	訓練助理	Training Assistant
陳詩穎女士	Ms. Chan Sze Wing	訓練助理	Training Assistant
謝裕敏女士	Ms. Tse Yu Man	訓練助理	Training Assistant
冼翠儀女士	Ms. Sin Chui Yee	活動助理	Programme Assistant
羅梓霖女士	Ms. Lo Tsz Lam	活動助理	Programme Assistant
藍逸匡先生	Mr. Nam Yat Hong	服務助理	Service Helper
林兆聰先生	Mr. Lam Siu Chung	兼職訓練助理	Part-time Training Assistant



## 職業復康服務

## Vocational Rehabilitation Services

服務計劃 Service Projects 陽光路上 - 青少年殘疾人士在職培訓計劃  
Sunnyway - On the Job Training Program for Young People with Disabilities

黃順靈女士 Ms. Wong Shun Ling, Sarah 社會工作員 Social Worker

服務計劃 Service Projects 職能評估及優化計劃  
Vocational Assessment and Intervention Enhancement Project

蔡緒霞女士 Ms. Choi Shui Ha 一級職業治療師 Occupational Therapist (I)  
麥子健先生 Mr. Mak Tsz Kin 計劃助理員 Project Assistant

## 社區精神健康支援服務

## Community Mental Health Support Services

精神健康綜合社區中心 友樂坊 (黃太仙) ALOHA (Wong Tai Sin)  
Integrated Community Centre for Mental Wellness

潘紅燕女士	Ms. Poon Hung Yin	督導主任	Service Supervisor
溫健熙先生	Mr. Wan Kin Hei	中心主任	Centre-in-Charge
蕭鳳賢女士	Ms. Siu Fung Yin	社會工作員	Social Worker
黃慧芳女士	Ms. Wong Wai Fan	社會工作員	Social Worker
張嘉惠女士	Ms. Cheung Ka Wai, Sara	社會工作員	Social Worker
張惠儀女士	Ms. Cheung Wai Yee	社會工作員	Social Worker
曾慧怡女士	Ms. Tsang Wai Yi	社會工作員	Social Worker
馮麗彤女士	Ms. Fung Lai Tung	社會工作員	Social Worker
李偉勳先生	Mr. Lee Wai Fan	社會工作員	Social Worker
黎靜儀女士	Ms. Lai Ching Yee	社會工作員	Social Worker
麥鳳群女士	Ms. Mak Fung Kwan	社會工作員	Social Worker
黃康兒女士	Ms. Wong Hong Yi, Terri	社會工作員	Social Worker
鄭勁敏女士	Ms. Cheng King Man	社會工作員	Social Worker
梁浩宜女士	Ms. Leung Ho Yi, Connie	社會工作員	Social Worker
黃遠志先生	Mr. Wong Yuen Chi	兼職社會工作員	Part-time Social Worker
林智偉博士	Dr. Lam Chi Wai	高級職業治療師	Senior Occupational Therapist
鄧綺雯女士	Ms. Tang Yee Man	登記護士 (精神科)	Enrolled Nurse (Psychiatric)
關詩銘女士	Ms. Kwan Si Ming	執行助理	Executive Assistant
鄭煒堂先生	Mr. Cheng Wai Tong	高級文員	Senior Clerk
譚凱婷女士	Ms. Tam Hoi Ning	文員助理	Clerical Assistant
羅頌恩先生	Mr. Loh Chung Yan	職業治療助理	Occupational Therapy Assistant
謝可欣女士	Ms. Tse Ho Yan	復康訓練助理	Rehabilitation Training Assistant
劉雪敏女士	Ms. Lau Suet Man	復康訓練助理	Rehabilitation Training Assistant
許嘉濠先生	Mr. Hui Ka Ho	社區工作助理	Community Work Assistant
李慧賢女士	Ms. Li Wai Yin	社區工作助理	Community Work Assistant
陳顯培先生	Mr. Chan Hin Pui	社區工作助理	Community Work Assistant
黃曉彤女士	Ms. Wong Hiu Tung	社區工作助理	Community Work Assistant
梁兆然先生	Mr. Leung Siu Yin	社區工作助理	Community Work Assistant
黃寶欣女士	Ms. Wong Po Yan	社區工作助理	Community Work Assistant
黃麗娜女士	Ms. Wong Lai Na	社區工作助理	Community Work Assistant
劉楓賢女士	Ms. Lau Fung Yin	社區工作助理	Community Work Assistant
梁淑馨女士	Ms. Leung Shuk Hing	社區工作助理	Community Work Assistant
張秀霞女士	Ms. Cheung Sau Ha	清潔總管	Workman II

## 社區精神健康支援服務

## Community Mental Health Support Services

精神健康綜合社區中心 友樂坊 (港島東) ALOHA (Eastern)  
Integrated Community Centre for Mental Wellness

吳靜芝女士	Ms. Ng Ching Chi	協調主任	Coordinating Officer
李慕詩女士	Ms. Lee Mo Sze	中心主任	Centre-in-Charge
胡偉雄先生	Mr. Wu Wai Hung Alex	社會工作員	Social Worker
陳嘉敏女士	Ms. Chan Ka Mun	社會工作員	Social Worker
陳德亮先生	Mr. Chan Tak Leung	社會工作員	Social Worker
梁嘉樂先生	Mr. Leung Ka Lok	社會工作員	Social Worker
孔莉莉女士	Ms. Hung Li Li	社會工作員	Social Worker
姚可榆女士	Ms. Yiu Ho Yu	社會工作員	Social Worker
張秀慧女士	Ms. Cheung Sau Wai	登記護士 (精神科)	Enrolled Nurse (Psychiatric)
史靈峰先生	Mr. Sze Ling Fung	執行助理	Executive Assistant
雷巧茹女士	Ms. Lui Hau Yu	助理文員	Clerical Assistant
林潔櫻女士	Ms. Lam Kit Ying	職業治療助理	Occupational Therapy Assistant
洪子聰先生	Mr. Yung Tsz Chung	復康訓練助理	Rehabilitation Training Assistant
袁廣昱先生	Mr. Un Kuong lok	社區工作助理	Community Work Assistant
何振傑先生	Mr. Ho Chun Kit	社區工作助理	Community Work Assistant
陳倩澄女士	Ms. Chan Sin Ching	社區工作助理	Community Work Assistant
王允權先生	Mr. Wong Wan Kuen, Hercules	社區工作助理	Community Work Assistant
李美鳳女士	Ms. Li Mei Fung	兼職清潔總管	Part-time Workman II

## 「與你農莊」計劃 Farm With You Project

陳植中先生	Mr. Chan Chik Chung	社會工作員	Social Worker
李騰丹女士	Ms. Li Tengdan	農夫	Farmer
林進鴻先生	Mr. Lam Chun Hung	農夫	Farmer

## 「利民健康農莊」計劃 Richmond Health Farm Project

吳江明女士	Ms. Ng Kong Ming	社會工作員	Social Worker
俞菲萍女士	Ms. Yu Fei Ping	農夫	Farmer

## 青年精神健康計劃 Youth Mental Health Project

余利安先生	Mr. Yue Lee On	社會工作員	Social Worker
鍾宛靜女士	Ms. Chung Uen Ching	社區工作助理	Community Work Assistant

## 「即時通」精神健康支援服務 JUSTONE Mental Health Support Service

溫文健先生	Mr. Wan Man Kin	社會工作員	Social Worker
張文勇先生	Mr. Chang Man Yung	復康助理	Rehabilitation Assistant

## 「友樂聆」服務 ALOHA Link Service

羅慧妍女士	Ms. Law Wai In	社會工作員	Social Worker
魏美雲女士	Ms. Ngui Mei Wan	復康助理	Rehabilitation Assistant
李炳亮先生	Mr. Li Ping Leung	復康助理	Rehabilitation Assistant
梁子恒先生	Mr. Leung Tsz Hang	復康助理	Rehabilitation Assistant
吳永順先生	Mr. Ng Wing Shun, Vincent	復康助理	Rehabilitation Assistant
歐陽輝業先生	Mr. Au Yeung Fai Yip	復康助理	Rehabilitation Assistant

## 利民社區網 Richmond Fellowship Community Network

李嘉兒女士	Ms. Lee Ka Yee	社會工作員	Social Worker
陳邦寧先生	Mr. Chan Bon Ling, Andrew	社區工作助理	Community Work Assistant



## 家屬支援服務

## Family Caregivers Support Services

## 「家·新蛻變」計劃 Project I-Proud

林意生先生	Mr. Lam Yee Sang	社會工作員	Social Worker
白秋嫦女士	Ms. Pak Chau Sheung	社會工作員	Social Worker

專項計劃  
Special Projects

## 臨床心理服務 Clinical Psychology Service

何月群女士	Ms. He Yuequn	臨床心理學家	Clinical Psychologist
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## 中國社會服務發展計劃

## China Social Service Development Projects

廣州利康家屬資源中心  
Guangzhou Likang Family Resource Center

徐馳女士	Ms. Xu Chi	中心督導	Supervisor
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## 精神康復及家屬服務(外展)項目 Mental Health and Family Service (Outreach) Project

王坤先生	Mr. Wang Kun	中心主任	Officer-in-Charge
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廣州利民精神健康社會工作資源中心  
Guangzhou Richmond Mental Health Social Work Resource Centre

余婉雯女士	Ms. Yu Wan Wen	總幹事	Director
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## 家庭綜合服務中心 Integrated Family Service Centre

余婉雯女士	Ms. Yu Wan Wen	中心主任	Officer-in-Charge
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## 社區精神健康綜合服務中心 Integrated Community Centre for Mental Wellness

王坤先生	Mr. Wang Kun	中心主任	Officer-in-Charge
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社區精神健康綜合服務中心服務質素評估  
Service Quality Evaluation for Integrated Community Centre for Mental Wellness

## 社工督導服務 Social Work Supervision

## 「薪火相傳」國內社工培訓計劃 Richmond China Enrichment Project

蔡少鋒先生	Mr. Choi Siu Fung	社工督導	Social Work Supervisor
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## 服務單位總覽

## Service Units

## 行政辦事處 Administrative Office

單位 Service Unit	地址 Address	負責人 In-Charge	
行政辦事處 Administrative Office	香港北角百福道21號18樓1801室 Room 1801, 18/F, 21 Pak Fuk Road, North Point, Hong Kong	單家威先生 行政主任 Mr. Sin Ka Wai Administrative Officer	☎ 2529 1323 ☎ 2527 6855 ✉ rfca@richmond.org.hk

## 職業復康服務 Vocational Rehabilitation Services

## 綜合職業復康服務中心 Integrated Vocational Rehabilitation Service

單位 Service Unit	地址 Address	負責人 In-Charge	
新翠實業社 New Jade Manufacturing Centre	香港柴灣柴灣道233號新翠花園第六座地下 Level 1, Block 6, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong	郭淑娟女士 業務經理 Ms. Kwok Shuk Kuen, Vivian Business Manager	☎ 2889 3275 ☎ 2889 3121 ✉ rfjmc@richmond.org.hk

## 輔助就業 Supported Employment

單位 Service Unit	地址 Address	負責人 In-Charge	
利民進業服務 (柴灣 / 將軍澳) Richmond Customer Service (Chai Wan / Tseung Kwan O)	香港柴灣柴灣道233號新翠花園第六座地下 Level 1, Block 6, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong	何立剛先生 社會工作員 Mr. Ho Lap Kong Social Worker	☎ 2889 3275 ☎ 2889 3121 ✉ rfrcs@richmond.org.hk
利民進業服務 (元朗 / 黃大仙) Richmond Customer Service (Yuen Long / Wong Tai Sin)	新界屯門青麟路8號青麟山莊第三座 Block 3, Greenery Villa, 8 Tsing Lun Road, Tuen Mun, N.T.	李詠雯女士 社會工作員 Ms. Li Wing Man Social Worker	☎ 2479 2424 ☎ 2479 2404 ✉ rfrcsyl@richmond.org.hk

## 服務計劃 Service Projects

單位 Service Unit	地址 Address	負責人 In-Charge	
陽光路上 - 青少年 殘疾人士在職培訓計劃 Sunnyway - On the Job Training Programme for Young People with Disabilities	香港柴灣柴灣道233號新翠花園第六座地下 Level 1, Block 6, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong	黃順靈女士 社會工作員 Ms. Wong Shun Ling Social Worker	☎ 2889 3275 ☎ 2889 3121 ✉ rfsunnyway@richmond.org.hk



## 服務單位總覽 Service Units

### 服務計劃 Service Projects

單位 Service Unit	地址 Address	負責人 In-Charge	
職能評估及優化計劃 Vocational Assessment and Intervention Enhancement Project	香港柴灣柴灣道233號新翠花園第六座地下 Level 1, Block 6, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong	蔡緒霞女士 一級職業治療師 Ms. Choi Shui Ha Occupational Therapist (I)	☎ 2889 3275 ☎ 2889 3121 ✉ vocationrehab@richmond.org.hk

### 社會企業 Social Enterprise

單位 Service Unit	地址 Address	負責人 In-Charge	
利民卓業有限公司 Richmond Welbiz Limited	香港柴灣柴灣道233號新翠花園第六座地下 Level 1, Block 6, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong	梁翠萍女士 協調主任 Ms. Leung Chui Ping, Sally Coordinating Officer	☎ 2889 3275 ☎ 2889 3121 ✉ welbiz@richmond.org.hk

### 宿舍訓練服務 Residential Training Services

#### 中途宿舍 Halfway House

單位 Service Unit	地址 Address	負責人 In-Charge	
屏山樓 Ping Shan House	新界元朗屏山D.D.122屏山里10號 10 Ping Shan Lane, D.D.122 Ping Shan, Yuen Long, N.T.	陳雪慧女士 宿舍主任 Ms. Chan Suet Wai Officer-in-Charge	☎ 2478 6983 ☎ 2478 4059 ✉ rfps@richmond.org.hk
翠華之家 Tsui Wah House	九龍黃大仙上邨龍翔廣場平台 Podium, Lung Cheung Plaza, Upper Wong Tai Sin Estate, Kowloon	黎桂芳女士 宿舍主任 Ms. Lai Kwai Fong Officer-in-Charge	☎ 2320 4700 ☎ 3417 7145 ✉ rftwh@richmond.org.hk
尚德之家 Sheung Tak House	新界將軍澳尚德邨尚真樓B翼地下 G/F, Wing B, Sheung Chun House, Sheung Tak Estate, Tseung Kwan O, N.T.	邱佩芬女士 宿舍主任 Ms. Yau Pui Fan Officer-in-Charge	☎ 2178 0965 ☎ 2178 0966 ✉ rfsth@richmond.org.hk
環翠之家 Wan Tsui House	香港柴灣環翠邨富翠樓地下 G/F, Fu Tsui House, Wan Tsui Estate, Chai Wan, Hong Kong	李嘉慧女士 宿舍主任 Ms. Li Ka Wai Officer-in-Charge	☎ 2558 8449 ☎ 2558 3914 ✉ rfwth@richmond.org.hk

### 輔助宿舍 Supported Housing

單位 Service Unit	地址 Address	負責人 In-Charge	
利康居 Likang Court	新界屯門青麟路8號青麟山莊第三座 Block 3, Greenery Villa, 8 Tsing Lun Road, Tuen Mun, N.T.	林恩平先生 社會工作員 Mr. Lam Yan Ping Social Worker	☎ 2466 1992 ☎ 2478 6044 ✉ rflkc@richmond.org.hk

### 社區精神健康支援服務 Community Mental Health Support Services 精神健康綜合社區中心 Integrated Community Centre for Mental Wellness

單位 Service Unit	地址 Address	負責人 In-Charge	
友樂坊(黃大仙) ALOHA (Wong Tai Sin)	九龍慈雲山慈樂邨樂天樓地下 G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon	溫健熙先生 中心主任 Mr. Wan Kin Hei Centre-in-Charge	☎ 2322 3794 ☎ 2320 1178 ✉ alohawts@richmond.org.hk
友樂坊(港島東) ALOHA (Eastern)	香港柴灣環翠邨澤翠樓 低層地下1-8室 Unit Nos. 1-8, LG/F, Chak Tsui House, Wan Tsui Estate, Chai Wan, Hong Kong	李慕詩女士 中心主任 Ms. Lee Mo Sze Centre-in-Charge	☎ 2505 4287 ☎ 2976 5330 ✉ alohahke@richmond.org.hk

### 「利民健康農莊」計劃 Richmond Health Farm Project

單位 Service Unit	地址 Address	負責人 In-Charge	
「利民健康農莊」計劃 Richmond Health Farm Project	新界元朗屏山D.D.122屏山里10號 10 Ping Shan Lane, D.D.122 Ping Shan, Yuen Long, N.T.	吳江明女士 社會工作員 Ms. Ng Kong Ming Social Worker	☎ 2478 6983 ☎ 2478 4059 ✉ rfrhf@richmond.org.hk

### 「與你農莊」計劃 Farm With You Project

單位 Service Unit	地址 Address	負責人 In-Charge	
「與你農莊」計劃 Farm with You Project	元朗洪水橋近雅珊園側政府用地 Court in Hung Shui Kiu, Yuen Long	陳植中先生 社會工作員 Mr. Chan Chik Chung Social Worker	☎ 2478 6983 ☎ 2478 4059 ✉ rffwy@richmond.org.hk

### 「即時通」精神健康支援服務 JUSTONE Mental Health Support Service

單位 Service Unit	地址 Address	負責人 In-Charge	
「即時通」精神健康支援服務 JUSTONE Mental Health Support Service	香港北角百福道21號18樓1801室 Room 1801, 18/F, 21 Pak Fuk Road, North Point, Hong Kong	羅慧妍女士 社會工作員 Ms. Law Wai In Social Worker	☎ 3512 2626 ☎ 3512 2688 ✉ justone@richmond.org.hk

### 「友樂聆」服務 ALOHALink Service

單位 Service Unit	地址 Address	負責人 In-Charge	
「友樂聆」服務 ALOHALink Service	九龍慈雲山慈樂邨樂天樓地下 G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon	羅慧妍女士 社會工作員 Ms. Law Wai In Social Worker	☎ 2322 3794 ☎ 2320 1178 ✉ alohawts@richmond.org.hk
	香港柴灣環翠邨澤翠樓 低層地下1-8室 Unit Nos. 1-8, LG/F, Chak Tsui House, Wan Tsui Estate, Chai Wan, Hong Kong	羅慧妍女士 社會工作員 Ms. Law Wai In Social Worker	☎ 2505 4287 ☎ 2976 5330 ✉ alohahke@richmond.org.hk



## 服務單位總覽 Service Units

### 青年精神健康計劃 Youth Mental Health Project

單位 Service Unit	地址 Address	負責人 In-Charge	
青年精神健康計劃 Youth Mental Health Project	新界將軍澳尚德邨尚真樓B翼地下 G/F, Wing B, Sheung Chun House, Sheung Tak Estate, Tseung Kwan O, N.T.	余利安先生 社會工作員 Mr. Yue Lee On Social Worker	☎ 2178 0585 ☎ 2178 0966 ✉ youthmh@richmond.org.hk

### 家屬支援服務 Family Caregivers Support Services

單位 Service Unit	地址 Address	負責人 In-Charge	
利民家庭學社 Richmond Family Institute	九龍慈雲山慈樂邨樂天樓地下 G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon	潘紅燕女士 督導主任 Ms. Poon Hung Yin Service Supervisor	☎ 2322 3794 ☎ 2320 1178 ✉ rfrfi@richmond.org.hk
聯心社 Heart to Heart Club	九龍慈雲山慈樂邨樂天樓地下 G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon	潘紅燕女士 督導主任 Ms. Poon Hung Yin Service Supervisor	☎ 2322 3794 ☎ 2320 1178 ✉ rfrfi@richmond.org.hk
「家·新蛻變」計劃 Project I-Proud	九龍慈雲山慈樂邨樂天樓地下 G/F, Lok Tin House, Tsz Lok Estate, Tsz Wan Shan, Kowloon	潘紅燕女士 督導主任 Ms. Poon Hung Yin Service Supervisor	☎ 2322 3794 ☎ 2320 1178 ✉ rfrfi@richmond.org.hk

### 專項計劃 Special Projects

單位 Service Unit	地址 Address	負責人 In-Charge	
臨床心理服務 Clinical Psychology Service	香港北角百福道21號18樓1801室 Room 1801, 18/F, 21 Pak Fuk Road, North Point, Hong Kong	何月群女士 臨床心理學家 Ms. He Yuequn Clinical Psychologist	☎ 2529 1323 ☎ 2527 6855 ✉ rfc@richmond.org.hk
利民社區網 Richmond Fellowship Community Network	九龍黃大仙上邨龍翔廣場平台 Podium, Lung Cheung Plaza, Upper Wong Tai Sin Estate, Kowloon	李嘉兒女士 社會工作員 Ms. Lee Ka Yee Social Worker	☎ 2388 1920 ☎ 3417 7145 ✉ com_net@richmond.org.hk
「天糧網」- 短期食物援助計劃 Daily Meal Network - Short-term Food Assistance Project	新界將軍澳尚德邨尚真樓B翼地下 G/F, Wing B, Sheung Chun House, Sheung Tak Estate, Tseung Kwan O, N.T.	邱佩芬女士 宿舍主任 Ms. Yau Pui Fan Officer-in-Charge	☎ 2178 0965 ☎ 2178 0966 ✉ rfsthfb@richmond.org.hk
	九龍黃大仙上邨龍翔廣場平台 Podium, Lung Cheung Plaza, Upper Wong Tai Sin Estate, Kowloon	黎桂芳女士 宿舍主任 Ms. Lai Kwai Fong Officer-in-Charge	☎ 2320 4700 ☎ 3417 7145 ✉ rftwhfb@richmond.org.hk

### 中國社會服務發展計劃 China Social Service Development Projects

單位 Service Unit	地址 Address	負責人 In-Charge	
廣州利康家屬資源中心 Guangzhou Likang Family Resource Centre	廣州市荔灣區西灣路85號 荔新大廈3樓 3/F, No.85, Xiwan Road, Liwan District, Guangzhou	徐馳女士 中心督導 Ms. Xu Chi Supervisor	☎ (86020) 8652 0277 ☎ (86020) 8652 0280 ✉ gzfr@sina.com
精神康復及家屬服務(外展)項目 Mental Health and Family Service (Outreach) Project	廣州市荔灣區西灣路85號 荔新大廈3樓 3/F, No.85, Xiwan Road, Liwan District, Guangzhou	王坤先生 中心主任 Mr. Wang Kun Officer-in-Charge	☎ (86020) 8652 0277 ☎ (86020) 8652 0280 ✉ gzfr@sina.com
廣州利民精神健康社會工作資源中心 Guangzhou Richmond Mental Health Social Work Resource Centre	廣州市荔灣區環市西路68號廣州社區服務中心辦公大樓9樓904 Room 904, 9/F, Guangzhou Community Service Centre Office, 68 Huanshixi Road, Liwan District, Guangzhou	余婉雯女士 總幹事 Ms. Yu Wan Wen Director	☎ (86020) 8179 7221 ☎ (86020) 8179 7221 ✉ emmayu@richmondgz.com
家庭綜合服務中心 Integrated Family Service Centre	廣州市荔灣區環市西路68號 廣州市社區服務中心辦公大樓9樓904 Room 904, 9/F, Guangzhou Community Service Centre Office, 68 Huanshixi Road, Liwan District, Guangzhou	余婉雯女士 中心主任 Ms. Yu Wan Wen Officer-in-Charge	☎ (86020) 8179 7221 ☎ (86020) 8179 7221 ✉ emmayu@richmondgz.com
社區精神健康綜合服務中心(荔灣區) Integrated Community Centre for Mental Wellness (Liwan District)	廣州市荔灣區西灣路85號 荔新大廈3樓 3/F, No.85, Xiwan Road, Liwan District, Guangzhou	王坤先生 中心主任 Mr. Wang Kun Officer-in-Charge	☎ (86020) 8652 0277 ☎ (86020) 8652 0280 ✉ gzfr@sina.com
社區精神健康綜合服務中心 服務質素評估 Service Quality Evaluation for Integrated Community Centre for Mental Wellness	廣州市荔灣區環市西路68號廣州社區服務中心辦公大樓9樓904 Room 904, 9/F, Guangzhou Community Service Centre Office, 68 Huanshixi Road, Liwan District, Guangzhou	蔡少鋒先生 社工督導 Mr. Choi Siu Fung Social Work Supervisor	☎ (86020) 8179 7221 ☎ (86020) 8179 7221 ✉ samchoi@richmond.org.hk
社工督導服務及培訓 Social Work Supervision and Training	廣州市荔灣區環市西路68號廣州社區服務中心辦公大樓9樓904 Room 904, 9/F, Guangzhou Community Service Centre Office, 68 Huanshixi Road, Liwan	蔡少鋒先生 社工督導 Mr. Choi Siu Fung Social Work Supervisor	☎ (86020) 8179 7221 ☎ (86020) 8179 7221 ✉ samchoi@richmond.org.hk
「薪火相傳」國內社工培訓計劃 Richmond China Enrichment Project	廣州市荔灣區環市西路68號廣州社區服務中心辦公大樓9樓904 Room 904, 9/F, Guangzhou Community Service Centre Office, 68 Huanshixi Road, Liwan District, Guangzhou	蔡少鋒先生 社工督導 Mr. Choi Siu Fung Social Work Supervisor	☎ (86020) 8179 7221 ☎ (86020) 8179 7221 ✉ samchoi@richmond.org.hk



# 財務報告

## Financial Report

### RICHMOND FELLOWSHIP OF HONG KONG 利民會

#### Statement of Comprehensive Income For the year ended 31 March 2015

	2015 HK\$	2014 HK\$
<b>Income</b>	64,281,327	56,523,094
Other revenue	293,714	947,444
Administrative expenses	(68,055,571)	(61,817,622)
Deficit from operation	<u>(3,480,530)</u>	<u>(4,347,084)</u>
Bank interest income	87,925	68,919
<b>Deficit for the year</b>	<u>(3,392,605)</u>	<u>(4,278,165)</u>
<b>Other comprehensive income</b>		
Grant and subsidy received	5,761,771	4,008,825
Flag day income	622,789	613,004
Interest received	4,353	6,517
Minor work expenditure	(20,470)	(62,373)
Project expenses	(849,847)	(1,645,120)
Allocation to projects	(1,404,721)	(386,398)
Refund to Partnership Fund	(218,460)	-
Refund to Social Welfare Department	(84,038)	(925,547)
Reimbursement from Social Welfare Department	7,587	-
	<u>3,818,964</u>	<u>1,608,908</u>
<b>Total comprehensive income/(expenses) for the year</b>	<u>426,359</u>	<u>(2,669,257)</u>

### RICHMOND FELLOWSHIP OF HONG KONG 利民會

#### Statement of Financial Position as at 31 March 2015

	2015 HK\$	2014 HK\$
<b>Non-current assets</b>		
Furniture and equipment	<u>7,147,068</u>	<u>9,113,962</u>
<b>Current assets</b>		
Inventories	-	10,538
Accounts receivable	1,545,320	1,789,474
Cash and cash equivalents	26,010,012	22,134,191
	<u>27,555,332</u>	<u>23,934,203</u>
<b>Current liabilities</b>		
Accrued charges	3,424,273	2,995,595
Amount due to related association	799,198	-
	<u>4,223,471</u>	<u>2,995,595</u>
<b>Net current assets</b>	<u>23,331,861</u>	<u>20,938,608</u>
<b>Net assets</b>	<u>30,478,929</u>	<u>30,052,570</u>
<b>Agency reserves</b>		
Designated Funds	1,176,061	2,562,330
Social Welfare Development Fund	226,500	277,965
Social Welfare Reserve Fund	23,160,703	23,582,732
General Fund	5,915,665	3,629,543
<b>Total fund</b>	<u>30,478,929</u>	<u>30,052,570</u>



財務報告  
Financial ReportRICHMOND FELLOWSHIP OF HONG KONG  
利民會Statement of Changes in Reserves  
For the year ended 31 March 2015

	Designated Funds										Social Welfare Development Fund			Social Welfare Reserve Fund			General Fund	Total
	Grants from promoting Access to and Training in Information Technology for People with Disabilities	Flag Day Fund	Operation of Santa Claus Fund	Employee Retraining Board	Reserve for Sponsorship of Justice Service Users	The Sir Robert HT Charitable Fund 2014	Sub-total	Lump Sum Grant Reserve	Provident Fund Subvention Surplus	Reserve of Central Items	Sub-total							
	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	HK\$	
Balance as at 1 April 2014	123,030	-	(2,242)	17,985	283	1,985,575	287,921	132,778	17,000	-	2,562,330	277,965	19,065,339	5,144,135	(626,742)	23,582,732	3,629,543	30,052,570
Other comprehensive income																		
- Grant and subsidy received	710,000	4,660,021	-	-	-	622,789	22	-	44,000	57,600	6,094,432	290,128	-	-	-	-	-	6,384,560
- Interest received	-	-	-	-	-	3,201	-	-	-	-	3,201	1,152	-	-	-	-	-	4,353
Other comprehensive expenses																		
- Minor works	(20,470)	-	-	-	-	-	-	-	-	-	(20,470)	-	-	-	-	-	-	(20,470)
- Project expenses	-	-	-	-	-	(45,491)	(504,477)	-	(38,600)	-	(588,568)	(261,279)	-	-	-	-	-	(849,847)
- Allocation to projects	-	-	-	-	-	(1,404,721)	-	-	-	-	(1,404,721)	-	-	-	-	-	-	(1,404,721)
- Refund to Partnership Fund	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(218,460)
- Refund to SWD for surplus of Rent and Rates for 2012/13	-	-	-	-	-	-	-	-	-	-	-	(74,338)	-	-	-	-	-	(74,338)
- Reimbursement from SWD for deficit of rate for 2011/12	-	-	-	-	-	-	-	-	-	-	-	-	(9,700)	-	-	(9,700)	-	(9,700)
Net other comprehensive income	689,530	4,660,021	-	-	-	(824,222)	(504,455)	-	5,400	57,600	4,083,874	(44,337)	(2,113)	-	(2,113)	(419,916)	(2,972,689)	(3,392,605)
Deficit for the year	-	-	-	-	-	-	-	-	-	-	-	-	(1,296,776)	778,819	98,041	-	-	-
Transfer between funds for equipment acquired and subvented	(810,122)	(4,660,021)	-	-	-	-	-	-	-	-	(5,470,143)	(7,128)	-	-	-	-	5,477,271	-
Total comprehensive income	(120,592)	-	-	-	-	(824,222)	(504,455)	-	5,400	57,600	(1,386,269)	(51,465)	(1,298,889)	778,819	98,041	(422,029)	2,286,122	426,359
Balance as at 31 March 2015	2,438	-	(2,242)	17,985	283	1,161,353	(216,534)	132,778	22,400	57,600	1,176,061	226,500	17,766,450	5,922,954	(528,701)	23,160,703	5,915,665	30,478,929

## RICHMOND FELLOWSHIP OF HONG KONG

## 利民會

FSA Services  
Detailed Income and Expenditure Statement  
For the year ended 31 March 2015

	2015 HK\$	2014 HK\$
<b>Income</b>		
Central items income	736,653	1,556,047
Fees and dues	1,879,166	1,909,358
Clothes washing charges	28,252	33,482
LSP Income	204,714	36,152
Meal charges	66,406	61,147
Programme income	355,794	253,899
Donation received	1,000	-
Subvention – LSG + SOG	49,111,646	43,422,461
	<u>52,383,631</u>	<u>47,272,546</u>
<b>Other income</b>		
Bank interest income	85,820	66,430
Sundry income	28,614	667,148
	<u>52,498,065</u>	<u>48,006,124</u>
<b>Less: Expenditure</b>	<u>55,616,262</u>	<u>49,608,510</u>
<b>Deficit for the year</b>	<u>(3,118,197)</u>	<u>(1,602,386)</u>



## RICHMOND FELLOWSHIP OF HONG KONG

利民會

FSA Services  
Expenditure  
For the year ended 31 March 2015

	2015 HK\$	2014 HK\$
<b>Expenditure</b>		
Salaries	40,716,046	33,560,482
Provident Fund	2,138,883	1,822,928
Central items expense	638,611	1,433,396
Rent	1,618,068	1,615,934
Rates	329,700	287,400
Advertisement	45,344	47,996
Auditor's remuneration	38,400	36,000
Bank charges	1,340	1,245
Cleaning materials	312,977	461,555
Depreciation	3,058,613	3,835,958
Electricity	647,478	614,076
Food for members in half-way houses and centres	1,192,089	1,224,903
Gas and fuel	179,400	211,037
Incentive allowance for sheltered workshop	701,472	675,326
Insurance	512,035	427,680
Long service payment	-	240,866
Loss on disposal of furniture and equipment	1,546	-
Miscellaneous expenses	213,282	218,338
Newspapers and periodicals	39,903	33,461
Postage	36,534	36,995
Printing and stationery	291,246	215,524
Programme expenses	1,904,560	1,580,607
Promotion	1,195	117,485
Registration fee	2,700	1,200
Repairs and maintenance	434,955	294,231
Sewage charge	21,456	21,238
Store and consumable	34,241	17,780
Telephone	171,286	140,810
Travelling allowance to trainee of workshop	54,540	56,977
Training tools and materials	32,629	115,081
Travelling expense	131,909	139,854
Vehicle expenses	21,985	25,053
Visiting Medical Practitioner Scheme Expenses	44,700	44,700
Water	47,139	52,394
<b>Total expenditure</b>	<b>55,616,262</b>	<b>49,608,510</b>

Non-FSA Services  
Detailed Income and Expenditure Statement  
For the year ended 31 March 2015

	2015 HK\$	2014 HK\$
<b>Income</b>		
Air-conditioner charges	171,638	227,981
Clothes washing charges	14,472	14,740
Donation received	2,733,140	1,113,298
Programme income	3,872,419	2,891,102
Community Chest allocation	771,200	748,700
Interest received	2,105	2,489
Meal charges received	279,986	272,188
Processing charge	2,589,335	2,632,559
Rental income	1,505,180	1,361,336
Stationery shop sales	5,565	31,726
Sundry income	41,331	70,666
Tea store income	178,530	166,548
	<b>12,164,901</b>	<b>9,533,333</b>
<b>Less: Expenditure</b>	<b>12,439,309</b>	<b>12,209,112</b>
<b>Deficit for the year</b>	<b>(274,408)</b>	<b>(2,675,779)</b>

## RICHMOND FELLOWSHIP OF HONG KONG

利民會

Non-FSA Services  
Expenditure  
For the year ended 31 March 2015

	2015 HK\$	2014 HK\$
<b>Expenditure</b>		
Allowance for volunteers	48,948	46,724
Auditor's remuneration	10,300	9,100
Advertisement	337,652	49,156
Bank charges	2,261	2,620
Cleaning materials	53,309	67,343
Depreciation	625,026	584,104
Electricity	323,601	297,166
Food for members in half-way houses and centres	750,429	648,615
Gas and fuel	37,445	35,428
Insurance	62,830	78,513
Loss on disposal of furniture and equipment	-	840
Management fee	65,137	62,629
Miscellaneous expenses	247,508	135,182
Newspapers and periodicals	-	2,409
Plant and Seeds	7,423	7,651
Promotion	152,430	376,148
Purchases	4,977	5,936
Postage	21,434	13,758
Printing and stationery	80,681	79,788
Production materials and tools	93,897	108,774
Programme expenses	607,566	908,491
Provident fund	312,528	302,397
Provision for development items	114,045	147,258
Rent	3,210	43,958
Rates	158,325	51,720
Registration fee	9,764	8,005
Repairs and maintenance	113,122	132,240
Salaries	5,644,348	5,461,752
Soil and fertilizer	95,335	80,939
Sewage charges	5,274	3,880
Staff training and professional exchange	3,904	32,834
Store and consumable	-	559
Sub-contracting charges	381,086	379,286
Telephone	107,756	106,790
Tools and materials	8,436	6,322
Training allowance to trainee of workshop	1,839,596	1,772,692
Travelling expense	97,651	149,213
Water	12,075	8,892
<b>Total expenditure</b>	<b>12,439,309</b>	<b>12,209,112</b>



## 鳴謝

## Acknowledgement

我們衷心感謝以下公司、機構、團體、部門、學校及個別人士對本會的捐助及支持。以下名單按團體類別及團體英文名稱名單排列。鳴謝團體眾多，如有遺漏，謹此致歉。

We would like to express our gratitude to the following companies, organizations, departments, schools and individual persons for their generous donation and support to our agency. The acknowledgement list is arranged in the alphabetical order of organizations' names. Shall there be any error or omission, please accept our apology.

## 工商團體 Business Organizations

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體健有限公司	Bodycare Company Limited
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榮光醫藥服務有限公司	Glory Clinical Services Ltd
浩亭(香港)有限公司	HARTING (HK) Limited
健康概念香港有限公司	Health Concept Hong Kong Limited
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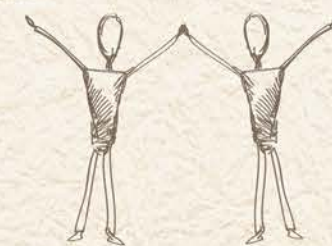
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廣州市殘疾人職業培訓中心

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靈實長者地區服務健明中心

Haven of Hope District Elderly Community Service Hau Tak Centre

靈實長者地區服務尚德中心

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2014 - 2015

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