



DEVOTED  
TO HONG KONG

On the forefront of mental health

35  
YEARS

走在精神健康最前線

35週年誌慶 35<sup>TH</sup> ANNIVERSARY



利民會

Richmond Fellowship  
of Hong Kong

2019-2020

年度服務報告

ANNUAL REPORT

© '89,'20 SANRIO  
Approval No.: P2009000024

# 利民會走過的35年回顧

利民會於一九八四年在香港成立，由當初只有十數人的機構發展至今，我們的服務層面已經擴闊至社區、就業及住宿三大範疇，每年約為三萬名服務使用者及其家屬提供服務。

在這三十五年間，我們一直紮根香港，為促進社區精神健康及社區照顧而努力，並為精神及情緒受困擾人士提供支援服務，走在精神健康最前線。現在讓我們一同回顧利民會與香港同行的三十五個年頭的服務發展。

## Review on Richmond Fellowship of Hong Kong's 35 years

Richmond Fellowship of Hong Kong (RFHK) was established in Hong Kong in 1984. Since the beginning of an organization with only a dozen people, our services have expanded to the three main areas of community, employment and accommodation, and we provide services with approximately 30,000 service users and their families each year.

In the past 35 years, we have been rooted in Hong Kong, working hard to promote community mental health and community care, and provide support services for people with mental health issues, and we have been at the forefront of mental health. Let us now review the development of the service in the past 35 years in Hong Kong.

1984



利民會成立，以社群式治療模式開辦第一所自負盈虧宿舍「蔭苑」。  
RFHK was established, and opened the first self-financing dormitory "Yam Garden" in a therapeutic community model.

1993

出席於澳洲舉行的利民會亞太區論壇。  
Attended the Asia-Pacific Richmond Fellowship Forum held in Australia.

1994

獲政府資助開辦「利民進業服務」。  
Received government funding to start "Richmond Customer Service".

2005

獲政府資助開辦「陽光路上一青少年殘疾人士在職培訓計劃」。  
Received government funding to run "Sunnyway-On The Job Training Programme For Young People With Disabilities".

2009

獲「香港公益金」資助於屏山樓開辦「利民健康農莊」。  
Received funding from "The Community Chest of Hong Kong" to launch "Richmond Health Farm" in Ping Shan House.

2001



開辦本會第四所中途宿舍「翠華之家」。  
Set up our fourth half-way dormitory "Tsui Wah House".

2001

成立社會企業「利民卓業有限公司」。  
Established a social enterprise "Richmond Welbiz Limited".

2003

舉辦穗港澳交流活動以增進專業同工的交流。  
Organized exchange activities between Guangzhou, Hong Kong and Macau to enhance exchanges between professional staff.

2010



港島東及黃大仙「友樂坊」ALOHA精神健康綜合社區中心投入服務。  
Two Integrated Community Centres for Mental Wellness, ALOHA in Hong Kong East & Wong Tai Sin commenced service.

2012

設立24小時會員制「即時通」精神健康電話熱線支援服務。  
Established a 24-hour membership-based "Justone" mental health hotline support service.

2019



與耶魯大學合作，正式以復元公民成為我們的服務理念。  
Partnership with Yale University (PRCH) to promote Recovering Citizenship as our service philosophy.

1998



與廣州市殘疾人聯合會合作成立廣州利康家屬資源中心。  
Cooperated with Guangzhou Disabled Persons' Federation to establish Guangzhou Li Kang Family Resource Center.

2004

為復元人士家屬成立互助組織「聯心社」。  
Established a mutual aid organization "Heart to Heart Club" for the families of recovering people.

2010

與元朗大會堂合作，舉辦社區農莊計劃「與你農莊」。  
Cooperated with Yuen Long Town Hall to organize the community farm project "Farm with You".

2014



成立「利民社區網」。  
Established Richmond Fellowship Community Network.

2009

與九龍醫院合辦「紅棉社」，以「會所模式」運作的社區復康服務。  
Co-organized with Kowloon Hospital to operate a community & club service, "Kopok House" by using the clubhouse model.

2014

舉辦利民會三十周年精神健康研討會。  
Organized RFHK's 30th Anniversary Mental Health Conference.

2019

與 Sanrio HK 合作，讓 Pochacco 成為精神健康大使。  
Business partnership with Sanrio Hong Kong and making Pochacco as Mental Health Ambassador.

1998



開辦本會第三所中途宿舍「尚德之家」。  
Started our third half-way dormitory "Sheung Tak House".

2005



開辦自負盈虧輔助宿舍「利康居」。  
Started self-financing support dormitory "Likang Court".

2009

與多間機構聯營方式開展天糧網短期食物援助服務。  
Cooperated with other NGOs to develop short-term food assistance services, Daily Meal Network.

2014

推行復元為本介入模式，並成為我們的服務理念。  
Implemented a recovery oriented intervention model and become our service philosophy.

2019



舉辦藝術無疆界2019《自命不凡》藝術展覽。  
Biennial Art Exhibition - Art Without Boundary 2019 - My inconceivable Life.

2017

推行朋輩支援服務。  
Implementation of peer support services.

# 關於我們 About Us

## 信念、使命及核心價值 Vision, Missions & Core Values

### 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 organisation committed to users' participation.

### 使命 Missions

- 為精神病患者及社區提供全面以社區為本的精神健康服務。  
To provide comprehensive community-based mental health services for persons with mental disabilities and the community.
- 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。  
To continuously improve existing services and to develop new models of care in response to users' needs.
- 鼓勵服務使用者參與機構政策之制定及服務之提供。  
To empower users' participation in policy formulation and service provisions.
- 為精神健康服務的發展，提供訓練及專業意見。  
To provide training and professional advice on mental health services.

### 核心價值 Core Values

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

1987



開辦本會第一所由政府資助的中途宿舍「環翠之家」。  
Commenced our first government-sponsored halfway house "Wan Tsui House".

1988



開始支援國內社會工作發展，並與廣州市民政局精神病院合作。  
Started to support the development of domestic social work and cooperated with the Mental Hospital of Guangzhou Civil Affairs Bureau.

1991



開辦庇護工場「新翠實業社」。  
Opened a sheltered workshop "New Jade Manufacturing Centre".

1990



開辦本港第一所由政府資助的特建中途宿舍「屏山樓」。  
Established Hong Kong's first government-funded halfway house "Ping Shan House".

2005

開辦「社區精神健康照顧服務」。  
Established Community Mental Health Support Services.

2007

開辦「社區精神健康協和計劃」。  
Launched the "Community Mental Health Concord Project".

2008



開設24小時「展望熱線」服務，在金融海嘯期間提供情緒支援。  
Launched a 24-hour "Prospect Hotline" service to provide emotional support during the financial tsunami.

2009

增設「臨床心理輔導」服務。  
Added "Clinical Psychological Counseling" service.

2009

開辦家屬服務「利民家庭學社」。  
Established family service "Richmond Family Institute".

2017



《即時通》精神健康守護同行計劃，增設了家屬支援熱線。  
JUSTONE - Mental Health Linking Project was strengthened by family support hotline.

2018



假伊莉莎伯體育館舉辦利民慈善盃乒乓球公開賽。  
Richmond Fellowship of Hong Kong Charity Table Tennis Open at Hong Kong Elizabeth Stadium.

# 目錄 Index

## 關於我們 About Us

01	信念、使命及核心價值	Vision, Missions & Core Values
03	機構管治	Corporate Governance
04	主席獻辭	Chairman's Message
06	總幹事報告	Director's Report
12	委員會及顧問名單	List of Committees & Consultants
16	機構架構圖	Organisation Chart
18	年度亮點	Annual Highlights
20	企業合作	Corporate Partnerships
22	研究及倡議	Research & Advocacy
24	藝術展覽	Art Exhibition
26	籌募活動	Fundraising Activities
28	機構概況（主要服務數字）	Organisation Overview (Key Service Figures)
32	職員訓練及專業發展	Staff Training and Professional Development
34	義工服務發展	Volunteer Service Development

## 單位服務 Service in Units

36	綜合職業復康服務	Integrated Vocational Rehabilitation Services
42	住宿訓練服務	Residential Training Services
52	社區精神健康支援服務	Community Mental Health Support Services
59	家屬支援服務	Family Support Service
62	中國社會服務發展計劃	China Social Service Development Projects

## 中央行政支援 Central Administrative Support

68	人力資源	Human Resources
70	財務	Finance

## 附錄 Appendices

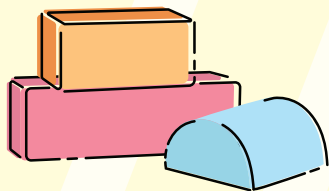
79	職員會發展及活動	Staff Association Development & Activities
80	職員名單	Staff List
86	服務單位總覽	List of Service Units
91	鳴謝	Acknowledgement
96	捐款表格	Donation Form



# 機構管治

## Corporate Governance





## 主席獻辭 Chairman's Message

執行委員會主席  
夏禮德博士

Dr. Peter HALLIDAY  
Chairman of Executive Committee



很榮幸，到2020年12月舉行利民會的周年大會時，我執行委員會主席已達兩年。這正好讓我坐下來反思一些我認為自己做得對的、以及我感覺本可以做、或應該做得更好的事情。

這些日子我們聽到很多不論是否合情合理，關於人權的事情。《香港人權法案》相當全面，但我認為至少有一點是不足；這就是獲得有效的精神健康服務是一項基本人權。利民會正正就是擁抱這一個理念，而我們數百名照顧者、朋輩支援專家、員工和志願者們都為此不懈努力，以實現這一目標。同樣重要的，是他們正竭盡全力地喚醒整個社區並致力於去除污名。

無論如何，總有一個方法的。

曾經有這樣的說法，檢視政府的道德指標，在於政府如何看待正直在生命曙光中的孩子，處於生命暮色中的長者；以及活在陰影中的病人、需要被照顧的人和殘疾人士。這通常被稱為“自由主義者的口號”。其實，這也非常適合利民會。

利民會成功的其中一個因素，或算是最關鍵的因素，就是我們員工的熱忱與忠誠。其他的元素例如“戰略”、“政策”、“倡議”、和“優次事項”等都很重要，甚至是至關重要的，但利民會日常有效的運作，都需要依賴恆之有效，低調但依然可靠及富有同理心的服務。

去年，與此有關的兩個具體事情，引起了我很大的關注。

首先是實施復元公民的策略。其中心思想就是從精神疾病中康復是一段旅程，而且通常是一段不確定的旅程。這不僅需要有關精神疾病的特殊治療，而且更要恢復個人的生活(包括家庭生活)、抱負、理想和未來。讓我們永遠不要忘記，患有精神疾病的人一樣可以贏得奧運金牌、養育未來的國家領袖、和考獲博士學位等。就正如我們精神健康綜合社區中心(ICCMWs)的工作人員會告訴您的那樣，我們所有人都在一定程度上在復元中。精神疾病和精神健康並非相互排斥的概念。它們是一個連續體。“精神疾病”不僅限於患有精神疾病的人。

復元公民是從困難中促進機會再走前一步的概念。我們所有人都有弱點，但我們也有優點。邱吉爾有時因缺乏判斷力而備受矚目，但他也是20世紀偉大的領袖之一，正因為他的這種才能，他才被世人銘記。我希望這點可以為我們當中不幸得到精神困擾的人士作出鼓勵。儘管有我們的疾病，我們還有很多事情需要做。我們得到的尊重，是從我們的優勢而來，而並非出自疾病。

我們-利民會-可以說是香港採用復元公民理念的先行者。我對利民會的願景是可以從消除歧視和污名方面處於世界領先的地位。我們當然有能力。但我們更需要的，是更大的堅毅和決心，以及巨大的原創思維能力。

令我深受關注的另一件事，就是現在被打扮成“人際關係管理”的領導能力(在各個層級上)。

在過去的一年裡，優秀的員工離開了利民會的人數讓我非常沮喪。的確，有些人因為在其他地方獲得晉升機會或個人原因而離職，但我確信我們還沒有做出足夠的努力，讓利民會成為一個令人全面鼓舞和滿意的工作環境。許多年前我的一位導師說，生活本就是一場“人際的遊戲”。她這句話，所言非虛。要到有一天，我們每位員工都可以堅定地說：“我熱愛利民會，我熱愛我所做的事情”的時候，我才會感到滿意。

因此，從本質上而言，在過去的一年中，縱使我認為在嚴格的執行層面上，作為利民會執行委員會主席的評分不俗，但我確實對促進人際關係未感滿意。我必須做得更好，而這就是我來年打算要做好的事情。

最後，我要向所有服務使用者表示感謝和祝賀。感謝您們讓我們同行和合作。並衷心恭賀您們種種的成就。

我今年的獻辭並沒有過多的修飾，但希望您能從中，以及從本年度報告的其他部分，可以覓得價值。

By the time of Richmond's AGM in December 2020, I shall have had the honour of chairing the board for two years. I sit back and reflect on what I feel I did right, and what I feel I could and should have done better.

We hear a lot of sense – and nonsense – about human rights these days. The Hong Kong Bill of Rights is reasonably comprehensive but, to my mind, contains at least one glaring omission; access to effective mental health care services is a basic human right. Richmond is embracing that philosophy and our hundreds of caregivers, peer support specialists, staff, and volunteers, work tirelessly to make it a reality. Equally important, they are striving mightily to activate the community at large and push back against stigma.

There is still a way to go.

It was once said that the moral test of government is how that government treats those who are in the dawn of life – the children; those who are in the twilight of life – the elderly; and those who are in the shadows of life – the sick, the needy and the handicapped. This has often been referred to as the “liberals’ mantra.” It could very well be Richmond’s.

A critical – perhaps the critical – Richmond success factor is the devotion and loyalty of its people. ‘Strategy,’ ‘policy,’ ‘initiatives,’ ‘priorities,’ and so on, are important, nay vital, in their way, but the efficient and effective day-to-day operation of Richmond depends on routine, unspectacular but nevertheless reliable and empathetic delivery of services.

Two specific issues related to this point have occupied my mind a great deal over the last year.

The first is the implementation of the Recovering Citizenship (‘RC’) strategy. The central idea is that recovering from a mental illness is a journey, and quite often an indefinite one. And it is a recovery that is based, not only on specific treatment for the mental illness concerned, but a restoration of one’s life – including family life – aspirations, ambitions, and future. Let us never forget that people with a mental illness can win Olympic gold medals, parent future leaders of our country, and get PhDs. And as our staff at the ICCMWs (Integrated Community Centre for Mental Wellness) will tell you, all of us are in recovery to a degree. Mental illness and mental health are not mutually exclusive concepts. They are a continuum. ‘Mental illness’ is not confined to those with a mental illness.

RC goes a step further than this by promoting opportunity over difficulty. All of us have weaknesses, but we also have strengths. Churchill was noted for a startling lack of judgement on occasions, but he was equally noted for being one of the great leaders of the 20th century, and it is for this latter quality that he is remembered. So it is with those of us who are unfortunate enough to be mentally unwell. Despite our malady, we have a great deal to give. We wish to be regarded from the perspective of our strengths, not our illness.

We – Richmond – are, arguably, the first movers of the RC approach in Hong Kong. My vision for Richmond is an organisation that leads the world in enabling mental wellness and eliminating discrimination and stigma. We certainly have the brains. What we need is ever-greater resolve and determination, and a huge capacity for original thought.

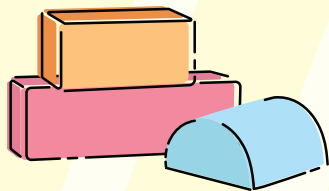
The other matter that exercises me greatly is what I know as leadership (at all levels) but what is now dressed up as ‘human relations management.’

I have been much distressed by the number of calibre staff who have left us over the past year. True, some have left for a promotion opportunity elsewhere or for personal reasons, but I am convinced that we are not doing enough to make Richmond a wholly inspiring and all-pervading satisfying environment in which to work. One of my mentors, many years ago, said that life is a ‘people game.’ How right she was. I shall not be satisfied until each and every one of us can say, with conviction: “I love Richmond, and I love what I do.”

In essence, therefore, over the last year, I think I have scored quite well on my leadership of the Richmond board in strictly operational terms, but I am far from satisfied with my promotion of superlative human relations. I must do better and that is what I intend to do in the year ahead.

In closing, I offer my thanks and congratulations to service users. Thank you for the privilege of letting us work with you. Congratulations on your success.

My message this year is not rose-tinted but I hope you derive value from reading it, and the rest of this annual report.



# 總幹事報告 Director's Report

總幹事  
馮祥添博士

Dr. FUNG Cheung Tim  
Director



2019-2020年度是利民會面對多項挑戰、卻也是成果豐碩的一年。年內，香港的社會動盪帶來了全體市民的情緒不安及關係撕裂，多少也影響到我們的服務使用者及職員，並對單位的服務帶來一定程度的影響。在2019年中，政府開拓數百個新的助理社會工作主任及一些相關的督導主任崗位，牽動了有晉升潛力社工人員的流動，因此本會一如其他社會服務機構，面對了一些社工人員的轉職升遷，及個別部門短暫的人手緊張。隨後爆發的新冠狀病毒席捲全球，自2020年1月開始至今，經已感染千萬計的人，又令多國經濟重創。在這期間，香港的疫情多次反覆，既產生了一些迫切的社會服務需求，亦大大改變了提供服務的模式，帶來了「新常態」。期間本會必須調整服務安排，以配合防疫的首要目標，同時因應新發的社會需要，採取積極應對的措施。

儘管面對著不少環境的挑戰，本會醞釀經年、並計劃從耶魯大學引進的「復元公民」服務理念及手法，自2020年1月派員前往耶魯大學復元及社區健康計劃接受培訓時正式落實推動。原訂於2020年12月在港舉行的第十四次利民會亞太論壇會議，基於疫情所限，順延一年以待情況改善。而回應了對24小時熱線輔導的服務需求，得到社會上不少社會服務基金的肯定，本會今年成功申請資助，延續即時通24小時支援服務，並覓得不少資源開辦其他嶄新的服務項目。

## 社會動盪中穩定服務

香港的社會不安始自2019年6月，當中不少社區內的衝突及市民之間的不同政見，造成了人際間的嚴重撕裂。雖然服務使用者之間及員工之間都會有不同的觀點，本會一直採取以提供優質服務為本的核心價值、聚焦協助市民大眾及人手承托服務，深得各持份者的支持和肯定。在這期間，本會的即時通熱線服務增加宣傳，對應市民的情緒困擾加強支援，在社區的服務亦從未因而間斷。我們同時採取了便民措施，安排居於受影響區域或上班路線的同事彈性上、下班，也調動部份單位的服務安排，讓服務使用者在安全情況下仍得以在單位接受服務並平安返家。同時，因應同工可能受到的情緒影響，我們啟動了每天「鬆一鬆」的茶點聚會時間，讓同工短暫團聚、互相支持、表達一下情緒。我們亦安排了臨床心理學家為同工提供情緒舒緩訓練，及輔導有需要的同工。雖然社會衝突的場景與我們的個別服務單位近在咫尺，也影響了大家的生活作適安排，有賴各單位同工的共同努力，秉持專業精神，緊守崗位，令所有服務都能如常運作，全體持份者得享平安。

## 人手流動中優化工作團隊

2019年中，政府增加了超過400個新設的助理社會工作主任職級及督導主任職級的崗位，創造了業界的晉升機會。根據這個年度的社工供求比較，有關社工供應的短缺達500人。這期間，因為整個社福界都在爭奪優秀人才，小部份個別同工因此覓得升遷機會。有見及此，本會採取了多項人力資源的措施，有效鞏固工作團隊，大大提升機構員工士氣。在人力資源小組委員會的指引下，本會優化了招募員工的流程，令招募時間大大縮短，成功招聘不少優秀的人才，至2020年首季經已補充絕大部份的人力需求；又採取了多項有助留才的人力資源措施，大幅降低人手流動率，達至全港非政府機構人手流動率的平均水平，各單位的團隊健康、正常運作。這些措施包括提高已婚女同工的產假至14個星期、按部份崗位的需要增加年假日數、大幅增加每年自發學習津貼至每人2,500元、提高員工醫療保障的額度、調升優秀服務獎金、向前線社工提供可延長的薪酬階梯及學習假期、按服務需要增加前線支援人員的晉升階梯及機會、以崗位輪替方式讓各級同工有實習試升的機會、並於2020年初以一次過方式向全體同工發放艱辛工作補助金，以提振同工的士氣。2020年中，利民會推行了同工之間的欣賞文化及感恩運動，深受各級同工的歡迎，有助提升大家對機構的歸屬感。此外，管理同工在疫情爆發期間多次走訪各部門與前線員工交流，亦大大拉近了彼此的距離，增進了團隊合作的利好因素。



2019-20 is a year that Richmond Fellowship of Hong Kong (RFHK) faces many challenges, but it is also a fruitful year. During the year, the social turmoil in Hong Kong brought emotional disturbance and relationship laceration among all citizens. To some extent, it also affected our service users and staff and had considerable impact on our services. In mid-2019, the government created hundreds of new assistant social worker officer (ASWO) posts and some supervisory-related positions, which enhanced the turnover of social workers with promotion potential. Like other social service organizations, RFHK was also faced with staff turnover and promotions, and brought a short-term manpower strain in some individual service units. The subsequent outbreak of the new coronavirus disease then swept the world. Since January 2020, tens of millions of people have been infected and caused severe economic losses in many countries. The fluctuation of epidemic situation in Hong Kong not only created some urgent needs for social services, but also greatly changed the mode of service delivery and brought everyone a "new normal." For the situation, we adjusted the service arrangements to meet the primary goal of epidemic prevention, and at the same time, we took active measures to respond to new social needs.

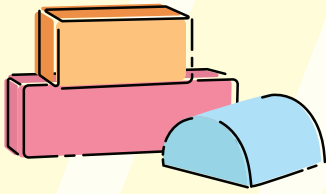
Despite facing various environmental challenges, the new service concept and methodology of "Recovering Citizenship", which has been planning together with Yale University over the years and some staff members have been sent for recovery and community health training program at Yale University since January 2020, is officially launched. Originally scheduled to be held in Hong Kong in December 2020, the 14th Richmond Fellowship Asia-Pacific Conference was also postponed for one year due to the epidemic situation. And in response to the demand for 24 hours hotline counselling services, and being recognized by many social service grants, this year we successfully applied for funding to continue Justone, our 24-hour support service, and developed new resources for some new innovative projects.

### **Stable services amidst social turmoil**

The social unrest in Hong Kong started in June 2019. Many of the conflicts in the community and the disagreement among citizens caused serious interpersonal laceration. Although there could be different opinions among service users and employees, we have always adopted the core value of providing quality services, focusing on assisting the public and manpower support services, which have won the support and recognition of different stakeholders. During this period, our Justone hotline service has increased its publicity and strengthened supports to respond to the emotional distress of the citizens, and the service in the community has never been interrupted. At the same time, we adopted flexi-hours measures for the colleagues who live in the affected areas or commuting routes. And we have also mobilized the service schedule of some units so that service users can still receive services from the unit and go home under safe conditions. Moreover, in response to the possible emotional impact of the colleagues, we have launched a daily "Happy Zone" refreshment time to allow them to have a short gathering to support each other and express their emotions. We have also arranged clinical psychologists to provide emotional relief training for our colleagues and provide counselling service for the workers in need. Although the scenes of social conflict were close to some of our service units and affect their daily life, all stakeholders could remain calm and peaceful with usual services delivery, and it is all relied on the joint efforts of the colleagues with their professionalism and the persistence on sticking to the posts.

### **Optimize work teams in the flow of officials**

In mid-2019, the government added more than 400 posts of Assistant Social Worker Officer and Service Supervisor which create opportunities for advancement in the field. A comparison of the supply and demand of social workers in this year revealed there was a shortage of 500 social workers. During this period, as the whole social welfare field was competing for outstanding personnel, a few colleagues were able to find promotion opportunities. In view of this, we have adopted different human resources measures to effectively consolidate the work team, greatly enhancing staff morale. Under the guidance of the Human Resources Sub-committee, we have optimized the recruitment process in order to shorten the processing time, and successfully recruited many talented personnel. By the first quarter of 2020, most of the vacancies have been replenished; and different measures have been implemented to help retain the talents and hence substantially reduced the turnover to a level comparable to the average turnover rate of all non-governmental organizations in Hong Kong. And all the teams in our service units are organic and well-functioned. These measures include increasing the maternity leave for married female colleagues to 14 weeks, increasing the number of annual holidays according to the needs of certain positions, substantially increasing the annual self-initiated staff development allowance to 2,500.00 per person, increasing the amount of employee medical protection coverage, upgrading outstanding services awards, providing extendable salary ladders and study holidays for frontline social workers, increasing promotion ladders and opportunities for frontline support staff according to service needs, using job rotation to allow staff at all levels to have internship for exposure to promotion opportunities, and granting a one-time hard work subsidy to all colleagues to boost colleagues' morale. In mid-2020, RFHK promoted a campaign on appreciative culture appreciation and gratitude among staff, which was welcome by staff at all levels and helped to enhance a sense of belonging to RFHK. In addition, management staff repeatedly visited different service units to communicate with front-line staff during the outbreak has greatly shortened the distance between management and frontline, as well as strengthened the positive factors in teamwork.



# 總幹事報告 Director's Report

## 疫情中服務的蛻變

2020年1月，新冠狀病毒病在香港開始爆發，也在同期開啟了全球大流行的序幕。本會不少服務活動都因疫情的惡化及多次反覆被迫取消或延遲舉行。一些傳統的大型活動，如宿舍節慶聚會、部門開放日、周年聚餐等，相繼被迫取消。原訂2020年12月在港舉行的第十四次利民會亞太論壇會議，亦宣佈押後一年進行。

這期間，我們既要按津貼及服務協議維持服務單位盡可能正常營運，也要採取積極措施保障所有員工、服務使用者及家屬免受感染，同時在新的態勢下採用不必直接會面但仍能繼續提供服務的方式。管理同工在面對不明的未來發展及急劇變化的局面時，成立了危機應變小組，適時就最新疫情審時度勢、或諮詢各部門的實況，作即時的調度，並以快速有效的訊息向全體員工公告各項措施，讓他們安心共同抗疫。其中包括了添置並適時向各部門提供足夠的防疫裝備；在各部門採取嚴格的防疫安排；彈性上、下班及用膳時間；留家工作及恢復正常辦公的安排；感染申報指引等。其中的感染申報指引，更是透過諮詢各級員工的意見，又參考了政府機構的專業意見後集體編成的共同作品，可說是利民會同工在逆境中團隊協作、上下同心努力的結晶。

感謝各社區服務同工的創意和努力，本會在疫情初期已迅速採用了電話關顧、線上面談、線上小組支援、線上會議、短訊通告、派發及郵寄防疫用品等方式支援服務使用者及家屬，並免卻活動收費。由於部份服務使用者不諳線上技術，甚至欠缺上網工具，難以參與線上活動，本會遂運用賽馬會慈善信託基金所提供的防疫基金，添置了一批智能手機，贈予有需要人士，並悉心向他們教授使用方法，大大改變了他們的通訊習慣。在這期間，同工們推行了多項線上興趣班、靜觀訓練、音樂小組等活動；又創作了電子貼紙及九型人格介紹短片等，令人耳目一新。預期在疫情之後，線上支援將成為本會服務的其中一項手法，成了「新常態」。

除了線上支援的新方向，社區服務亦提升了服務的敏感度。在這期間，他們在區內主動提供免費的精神健康狀況評估，以期及早識別隱藏個案，提供協助，這些安排普遍獲得伙伴機構及居民的歡迎。

我們同時感謝提供24小時服務的各部門同工，包括住宿訓練服務及即時通24小時支援服務。他們在疫情之下仍須維持服務如常，且因服務需求的改變，要做得更多。例如：即時通服務在爆疫首兩個月，便已錄得來電數字較往常上升17%、中途宿舍因舍友長時間留在宿舍，便需要更頻密的消毒清潔及更多的個人照顧，很難讓同工留家工作。

為了表達對所有同工的感激及關懷，尤其是一直努力不懈、緊守崗位的最前線同工，本會在疫情期間向全體員工致送口罩、防疫物品、超市現金券、湯券、維他命C沖劑、及適時送上水果，既表心意、亦協助同工及家人提升免疫能力，減少疫症的蔓延。本人及管理團隊的人員隨後欣然接獲不少同工分別回饋，感謝機構在疫情期間對他們的關懷。在疫情的挑戰下，同工更能同心奮鬥，互相關顧，士氣激昂，實在讓我們感動和欣慰。

雖然疫情的爆發點與本會一些部門又是近在咫尺，但憑藉同工的持續彼此合作，全體員工及服務使用者幸未染疫，唯願我們能夠繼續努力維持現況，讓所有持分者在未來日子依然身心健康。

## Service transformation during the epidemic

In January 2020, the coronavirus disease began to break out in Hong Kong as the prelude to the global pandemic. Many service activities have been cancelled or postponed due to the worsening of the epidemic situation and the repeated fluctuations. Some traditional large-scale events, such as seasonal celebrations at residential service, unit open days, and annual dinner, have been compelled to be cancelled. The 14th Richmond Fellowship Asia-Pacific Conference, which originally was scheduled to be held in Hong Kong in December 2020, has also been postponed for one year.

On one hand, we need to maintain the normal operation of the service units according to funding and service agreements; on the other hand, we need to take initiatives to protect our employees, service users and family members from infection. Under the new situation, we need to find ways that refrain from individual personal contacts, while enabling to continue delivering our services continuously. In the face of unclear upcoming situation and drastic changes, the management staff set up a crisis management team to review the latest epidemic situation in a periodical manner, consult various units regarding the actual situation, make real-time scheduling, and provide fast and effective information and announcements to all employees so that we can cope up with the epidemic in an easier way. These measures include the timely purchase and provision of adequate epidemic prevention supplies to all units; strict epidemic prevention arrangements at all units; flexible opening, closing and meal hours; work from home arrangements; and guidelines for infection declaration, etc. The infection declaration guideline is jointly compiled through consultation with employees at all levels and taking reference to professional opinions from government agencies. The guideline is considered a culmination of teamwork and concerted efforts of RFHK colleagues during the adverse period.

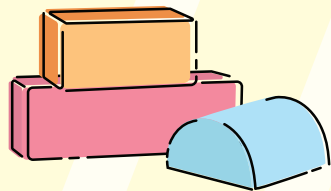
Thanks to the creativity and hard work from the colleagues of the community service. In the early stage of the epidemic, we have quickly adopted telephone care, online interviews, online group support, online meetings, SMS notifications, distribution and mailing of epidemic prevention supplies to support service users and their families, and to waive the activity fees. As some service users are not familiar with online technology and even in lack of communication equipment to participate in online activities, therefore, we used the anti-epidemic fund provided by the Jockey Club Charity Trust to purchase a batch of smart phones for those in need, and to provide training on using the equipment, which greatly changed their communication habits. Furthermore, our colleagues carried out various activities such as online interest classes, mindfulness training, and music groups; and also created many refreshing electronic stickers and short films about the Enneagram. After the epidemic, we believe that online support will become one of the methods for our services as another "new normal".

In addition to the new direction of online support, community services have also increased the service sensitivity. During this period, with an aim to have early identification of hidden cases, they took the initiative to provide free mental health assessments in the district so that assistance could be provided accordingly. These arrangements are generally welcome by partnering organizations and the residents.

We are also grateful to the staff of various units that provide 24-hour services, including residential training services and Justone 24-hour support services. With extra workloads, they need to maintain services as usual under the epidemic and the changes in service demand. For example: In the first two months of the outbreak, Justone service has recorded a 17% increase in the number of calls compared to past data. The halfway houses require more frequent disinfection and cleaning procedures and more personal care due to a longer stay-in time of the roommates, and such tasks are not possible to be performed at home.

In order to express our gratitude and care to all colleagues, especially the front-line staff who have been working tirelessly and sticking to their posts, we sent medical masks, anti-epidemic supplies, supermarket cash coupons, soup coupons, and vitamin C effervescent tablets, and fruits to all staff. All these measures are not only a sign of thankfulness, but also to help our colleagues and their family members to improve immunity in order to reduce the spread of the epidemic. The management team members and I were pleased to receive feedbacks from colleagues regarding their thankfulness to RFHK for the cares during the epidemic. Under the challenge of the epidemic, we are really moved and gratified that we are more able to work together and care for each other, as our morale is boosted up.

Although some outbreak points of the epidemic are close to some service units, thanks to the seamless cooperation of our staff, none of our colleagues and service users has been infected. And I truly hope that we can continue to work hard to maintain the current situation so that all stakeholders could stay healthy.



# 總幹事報告 Director's Report

## 復元公民 — 新服務理念及手法

在2019年本會採納了「復元公民」的概念將服務發展推進到一個新層次。事實上，過去多年本會一直沿用治療性社區的理念，推動復元人士、家屬及職員的共同參與及社區關懷，又採用復元模式作為服務框架，當中涉及充權、個人責任和優勢為本等理念。因而在運用復元公民的概念時，雖然加入了權利、責任、角色、資源、關係和歸屬感共六項與社區介入連結的元素，但對利民會的同工而言並非全新的知識。

為了加強員工訓練，2020年1月我們派出了六人學習小組前往美國耶魯大學復元及社區健康計劃參訪學習。雖然學習小組在1月底回港時正值香港爆疫，各項跟進工作暫停，但小組的工作並未停頓。在這期間他們設計了向同工解說的資料，並將收集到的小組活動手冊及資料本土化，又開始計劃在港試辦有關小組活動。在6至8月期間，小組向各單位進行了訓練，並於9月17日舉行了線上的啟動活動。自此，復元公民的推動，納入了有系統的發展，預期在未來一年復元公民的理念和手法將會融入各部門的服務當中、深化推行。藉著同工初期試行的經驗，將有一些研究結果及服務成果總結，於來年的利民會亞太論壇會議中報告，與業界同工分享。

## 為服務發展開拓資源

2019-20年既然面對各種挑戰，社會的需求也較為顯明。例如：不少市民經受情緒困擾，或患有創傷後綜合症。然而，雖然社會服務需求殷切，但整體經濟的不景氣卻令我們更難覓得資源延續現有的或開拓新的服務。

2020年內，適逢即時通24小時支援服務計劃的撥款期滿。本會服務水準一直得到資助機構周大福慈善基金的肯定和讚許，今年，我們更獲得利希慎基金答允，夥同周大福慈善基金及嘉里基金聯手資助該計劃在2021-22年的運作經費，除了電話熱線服務，該項目亦會加入人工智能支援的線上服務。我們並預期在計劃期滿後正式向政府申請資助即時通服務。

利民社區網的「圓圈行動」，經過一年的申請之後，終於獲得共濟會確認，可以推行一個為期3年的自助組織發展計劃。

香港救助兒童會資助本會友樂坊服務自2020年8月開始為面對輕至中度壓力的兒童及家長提供遊戲為本的活動，治療小組及個案服務，「智叻精靈」計劃，為期14個月。

本會亦獲華永會自2020年11月開始資助「尋找生命根「園」」計劃，為期一年，以提升翠華之家的魚菜共生系統，並舉辦相關的園藝治療小組及展覽活動。

此外，殘疾人士藝術發展基金亦資助了本會的「總有您舞台」社區參與藝術發展計劃，讓服務使用者展現他們的優勢和潛能。

以上各項服務得以順利發展及推行，實有賴各撥款團體慷慨贊助，及各部門同工聯手策劃。謹此向他們表示衷心感謝。

## 未來的展望

雖然本會在過去一年跨過了不少挑戰，但在目前疫情未過、疫苗尚未面世，而社會經濟情況依然嚴峻的光景，可見將來的服務需求仍然殷切，未來尚會遇到不少困難。在此感謝執行委員會；各小組委員會；諮詢委員會；家屬、服務使用者、義工組織的所有成員；以及全體同工過往的共同努力。期盼我們繼續上下一心，堅守崗位，做好服務社會的使命！



## **Recovering Citizenship – A new service concept and methodology**

In 2019, we adopted "Recovering Citizenship" concepts towards establishing a new platform for service development. In fact, in previous years, we have adopted Therapeutic Community concepts to mobilize mutual participation and community concern among people in recovery, family caregivers and staff; we also applied recovery model as our service framework, which involves concepts of empowerment, personal responsibility, and strengths. Therefore, although the six elements of Rights, Responsibilities, Roles, Resources, Relationships, and a Sense of belonging are added when using the concept of a recovering citizenship, it is not a completely new knowledge to our colleagues.

In order to strengthen staff training, in January 2020, we sent a six-person study group to Yale University in the United States for a visit to the Recovery and Community Health Program. Although the study group returned to Hong Kong at the end of January when the coronaviral outbreak occurred and all the follow-up works were suspended, the work of the group did not pause. During the time, they designed materials for concept explanation to the colleagues, localized the collected group activity manuals and data, and planned to run a pilot group in Hong Kong. From June to August, the team conducted trainings with various units and held an online-launch event on September 17. Since then, the promotion of recovering citizenship has been integrated into systematic development. Foreseeing in the coming year, the concepts and methods of recovering citizenship will be integrated into the services of various units for further implementation. Based on the initial trial experience, some research findings and service results will be summarized to be reported and shared to the field at the Richmond Fellowship Asia Pacific Conference next year.

## **Extending resources for service development**

Since there are various challenges in the 2019-20, the needs of society are also more distinct. For example, many citizens suffer from emotional distress or post-traumatic syndrome. However, despite the high demand for social services, the overall economic downturn has made us more difficult to secure resources to continue existing projects or to develop new services.

2020 coincides with the expiry of the funding period of the Justone 24-hour support service project. Our service quality has always been affirmed and praised by Chow Tai Fook Charity Foundation, the funding organization. This year, we have also received the consent of the Lee Hysan Foundation to jointly fund the operation of the project in 2021-22 with the Chow Tai Fook Charity Foundation and the Kerry Foundation. Apart from the existing telephone hotline service, an artificial intelligence aided online services will also be added to the project. And after all, we anticipate formally applying to the government for funding the Justone service upon expiration of this project period.

The "Mission Circle" of the Richmond Fellowship Community Network, after a year of application, was finally confirmed by the Freemason to support implementing a three-year self-help organization development plan.

Save the Children Hong Kong sponsored our ALOHA service from August 2020 to provide play-oriented activities, treatment groups and case services for children and parents who are facing mild to moderate stress, "Mental Health Smarties" Project, for a period of 14 months.

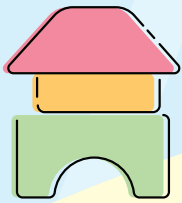
We have also received funding for the "Finding the Root of Life "Garden" project" from The Board of Management of The Chinese Permanent Cemeteries in November 2020. This one-year project enhances the setup of a fish-vegetable symbiosis system at Tsui Wah House, and organizes related horticultural treatment groups and exhibition activities.

In addition, the Arts Development Fund for Persons with Disabilities also funded our "Stage for you: Community Art Development Project" music therapy activity to allow service users to demonstrate their strengths and potential.

For the smooth development and implementation of the above services, I would like to express my heartfelt thanks to the generous sponsorship from various funding organizations and the joint planning of colleagues at various units.

## **Future prospect**

Although we have overcome different challenges in the past year, the current epidemic is not yet through, the vaccine has not yet been released, and the socio-economic situation is still adverse. For sure, the demand for services in the future will still be strong, and we could expect more challenges in the future. I hereby would like to thank the Executive Committee, all subcommittees, advisory committees, family members, service users, all members of volunteer organizations, and all our colleagues for their every effort in the past. I hope we continue to work together, stand firm to our posts, and perform our mission of serving the society!



2019 – 2020

## 委員會及顧問名單

## Lists of Committees & Consultants

### 執行委員會

#### Executive Committee

主席 Chairman	夏禮德博士	Dr. Peter HALLIDAY
副主席 Vice-Chairlady	陳裕娟博士	Dr. CHAN Yue Kuen Estella
委員 Member	陳永佳先生	Mr. CHAN Wing Kai
	劉華珍女士	Ms. LAU Wah Chun Medina
	吳日嵐教授	Prof. NG Yat Nam Petrus
	蕭玉珠女士	Ms. SIU Yuk Chu Susanne
	蘇國安先生	Mr. SO Kwok On Christopher
秘書 Secretary	馮祥添博士	Dr. FUNG Cheung Tim

### 服務發展小組委員會

#### Service Development Sub-committee

召集人 Convenor	陳孚西先生	Mr. CHAN Fu Sai Simon
委員 Member	吳日嵐教授	Prof. NG Yat Nam Petrus
職員代表 Staff Representative	馮祥添博士	Dr. FUNG Cheung Tim

### 財務小組委員會

#### Finance Sub-committee

召集人 Convenor	林志輝先生	Mr. LAM Chi Fai Steve
委員 Member	吳日嵐教授	Prof. NG Yat Nam Petrus
職員代表 Staff Representative	馮祥添博士	Dr. FUNG Cheung Tim
	單家威先生	Mr. SIN Ka Wai Joe

### 人力資源小組委員會

#### Human Resources Sub-committee

召集人 Convenor	陳永佳先生	Mr. CHAN Wing Kai
委員 Member	張雨夏博士	Dr. CHEUNG YH Jamie
	陸慧妍女士	Ms. LUK WY Becky
職員代表 Staff Representative	馮祥添博士	Dr. FUNG Cheung Tim
	李綺雯女士	Ms. LI Yi Man Morocco
	王國昌先生	Mr. WONG Kwok Cheong Tony

## 服務諮詢委員會 Service Advisory Committees

### 宿舍諮詢委員會 House Advisory Committees

#### 屏山樓 Ping Shan House

主席 Chairman	夏禮德博士	Dr. Peter HALLIDAY
委員 Member	雷聲嚮醫生	Dr. LUI Sing Heung
秘書 Secretary	陳雪慧女士	Ms. CHAN Suet Wai

#### 尚德之家 Sheung Tak House

主席 Chairman	錢文紅博士	Dr. CHIEN Man Hung Elsie
委員 Member	陳裕娟博士 李景輝先生	Dr. CHAN Yue Kuen Estella Mr. LI King Fai
秘書 Secretary	區偉德先生	Mr. AU Wai Tak Victor

#### 翠華之家 Tsui Wah House

主席 Chairman	楊劍雲博士	Dr. YOUNG Kim Wan Daniel
委員 Member	劉莉楓女士	Ms. LAU Lei Fung Margaret
秘書 Secretary	李家儀女士	Ms. LEE Ka Yi Amy

#### 環翠之家 Wan Tsui House

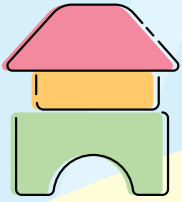
主席 Chairman	郭初航醫生	Dr. KWOK Choi Hon Paul
委員 Member	孫玉傑先生 余狄鳳女士	Mr. SUN Yu Kit Stephen Ms. YU Dick Fung Josephine
秘書 Secretary	陳倩儀女士	Ms. CHAN Sin Yee Bonnie

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

主席 Chairman	梁詩明博士	Dr. LEUNG Sze Ming Samuel
委員 Member	陳春媚女士 劉華珍女士 盧陳煥貞女士	Ms. CHEN Chun Mei Sissi Ms. LAU Wah Chun Medina Mrs. LO CHAN Woon Ching Eliza
秘書 Secretary	梁翠萍女士	Ms. LEUNG Chui Ping Sally

## 友樂坊（港島東）服務諮詢委員會 ALOHA (Eastern) Service Advisory Committee

主席 Chairman	陳怡醫生	Dr. CHAN Yee Joyce
委員 Member	陳裕娟博士 劉美娟博士 吳兆文博士	Dr. CHAN Yue Kuen Estella Dr. LAU Mei Kuen Cora Dr. NG Siu Man
秘書 Secretary	龍建樺女士	Ms. LUNG Kin Wah Karen



2019 – 2020

## 委員會及顧問名單

## Lists of Committees & Consultants

### 友樂坊（黃大仙）服務諮詢委員會

#### ALOHA (Wong Tai Sin) Service Advisory Committee

主席 Chairman	盧慧芬醫生	Dr. LO Wai Fan Alison
委員 Member	招秀美博士	Dr. CHIU Sau Mee
	黃麗梅女士	Ms. WONG Lai Moy Carman
	葉麗琮女士	Ms. YIP Lai King Annie
秘書 Secretary	王家敏女士	Ms. WONG Ka Man Carmen

### 家屬支援服務諮詢委員會

#### Family Support Service Advisory Committee

主席 Chairman	陳裕娟博士	Dr. CHAN Yue Kuen Estella
委員 Member	蕭玉珠女士	Ms. SIU Yuk Chu Susanne
	譚志強先生	Mr. TAM Chi Keung
秘書 Secretary	蔡剛先生	Mr. CHOI Kong Leo

### 中國社會服務發展計劃諮詢委員會

#### China Social Service Development Project Advisory Committee

主席 Chairman	蘇細清博士	Dr. SU Xiqing Susan
委員 Member	吳日嵐教授	Prof. NG Yat Nam Petrus
	石翠華教授	Prof. Veronica PEARSON
秘書 Secretary	馮祥添博士	Dr. FUNG Cheung Tim

### 「即時通」精神健康支援服務諮詢委員會

#### JUSTONE Mental Health Support Service Advisory Committee

主席 Chairman	趙美艷女士	Ms. CHIU Mei Yim Agnes
委員 Member	趙穎欣醫生	Dr. CHIU Wing Yan Mindi
	崔永豪醫生	Dr. CHUI Wing Ho William
	馬錦華先生	Mr. MA Kam Wah Timothy
秘書 Secretary	譚啟業先生	Mr. TAM Kai Yip Derek

### 臨床諮詢委員會

#### Clinical Advisory Committee

顧問 Consultant	郭勤博士	Dr. KWOK Kan Diana
	劉玉琮博士	Dr. LAU Yuk King
	吳日嵐教授	Prof. NG Yat Nam Petrus
	黃藹賢醫生	Dr. WONG OY Jessica





## 顧問 Consultants

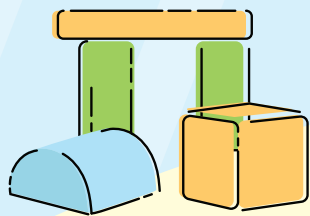
顧問	Advisor	歐栢青先生	Mr. AU Pak Ching, JP
義務法律顧問	Hon. Legal Advisor	陳凱媛律師	Ms. CHAN Hoi Wuen Katherine
義務精神科顧問	Hon. Psychiatric Consultant	趙伯宏醫生	Dr. CHIU Pak Wang Leo

## 聯心社委員會 Heart to Heart Club Committee

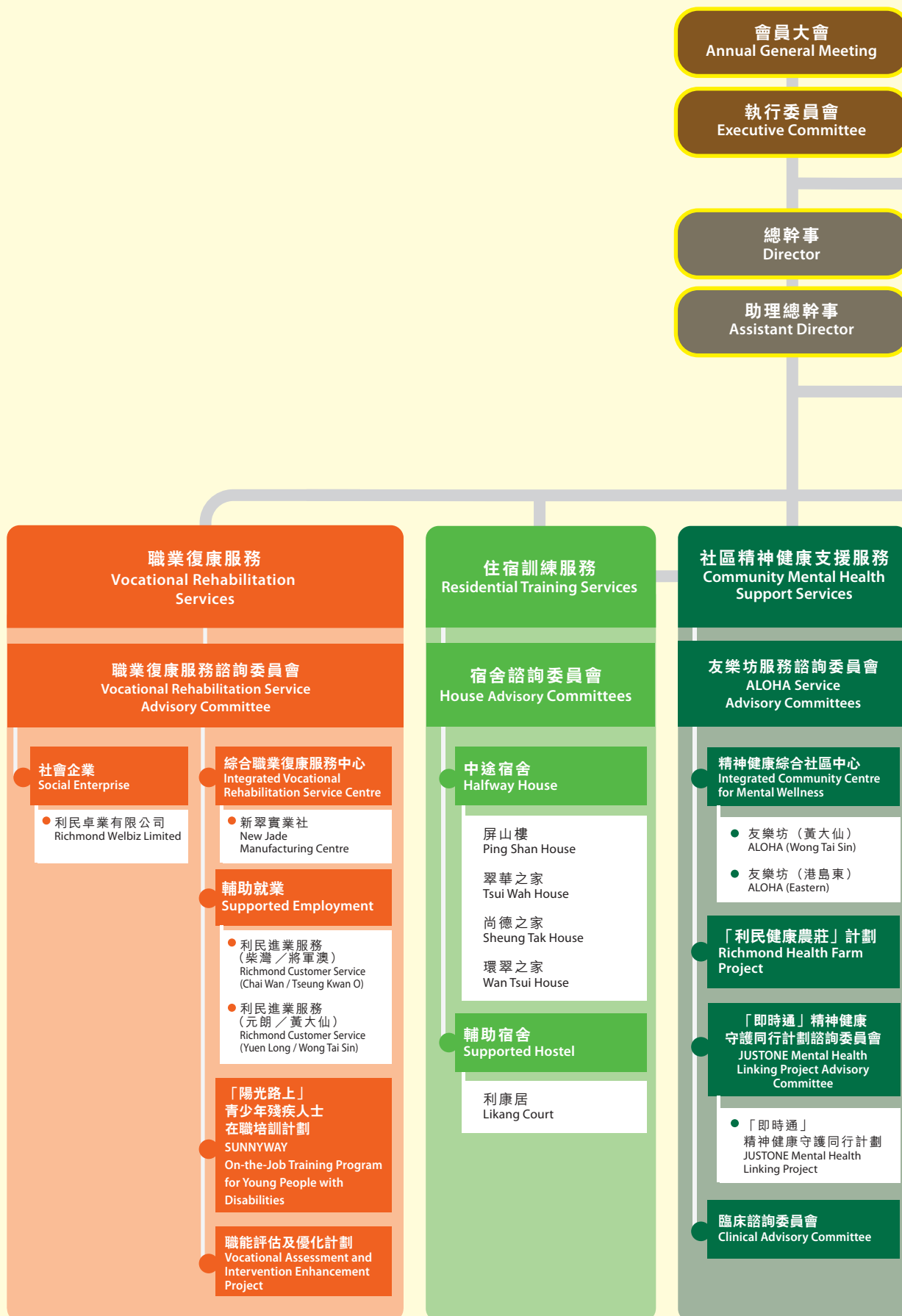
主席	Chairlady	蕭玉珠女士	Ms. SIU Yuk Chu Susanne
外務副主席	Vice-Chairlady (External Affairs)	陳玉芳女士	Ms. CHAN Yuk Fong Connie
內務副主席	Vice-Chairlady (Internal Affairs)	李淑貞女士	Ms. LI Suk Ching Rosa
財政	Treasurer	王秀芳女士	Ms. WONG Sau Fong
秘書	Secretary	潘蘭美女士	Ms. POON Lan Mi
委員	Member	陳兆強先生	Mr. CHAN Shiu Keung
		蔡麗雯女士	Ms. CHOI Lai Man
		張美蓮女士	Ms. Cheung Mei Lin
		李寶愉女士	Ms. LI Po Yu
		郭元珠女士	Ms. KWOK Yuen Chu
		謝玉清女士	Ms. TSE Yuk Ching Donna

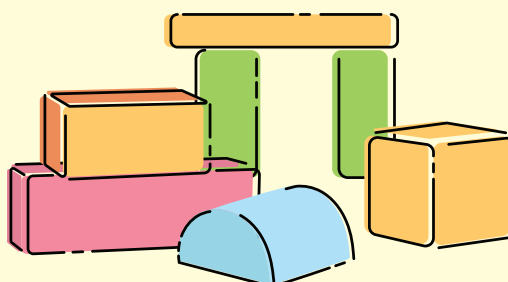
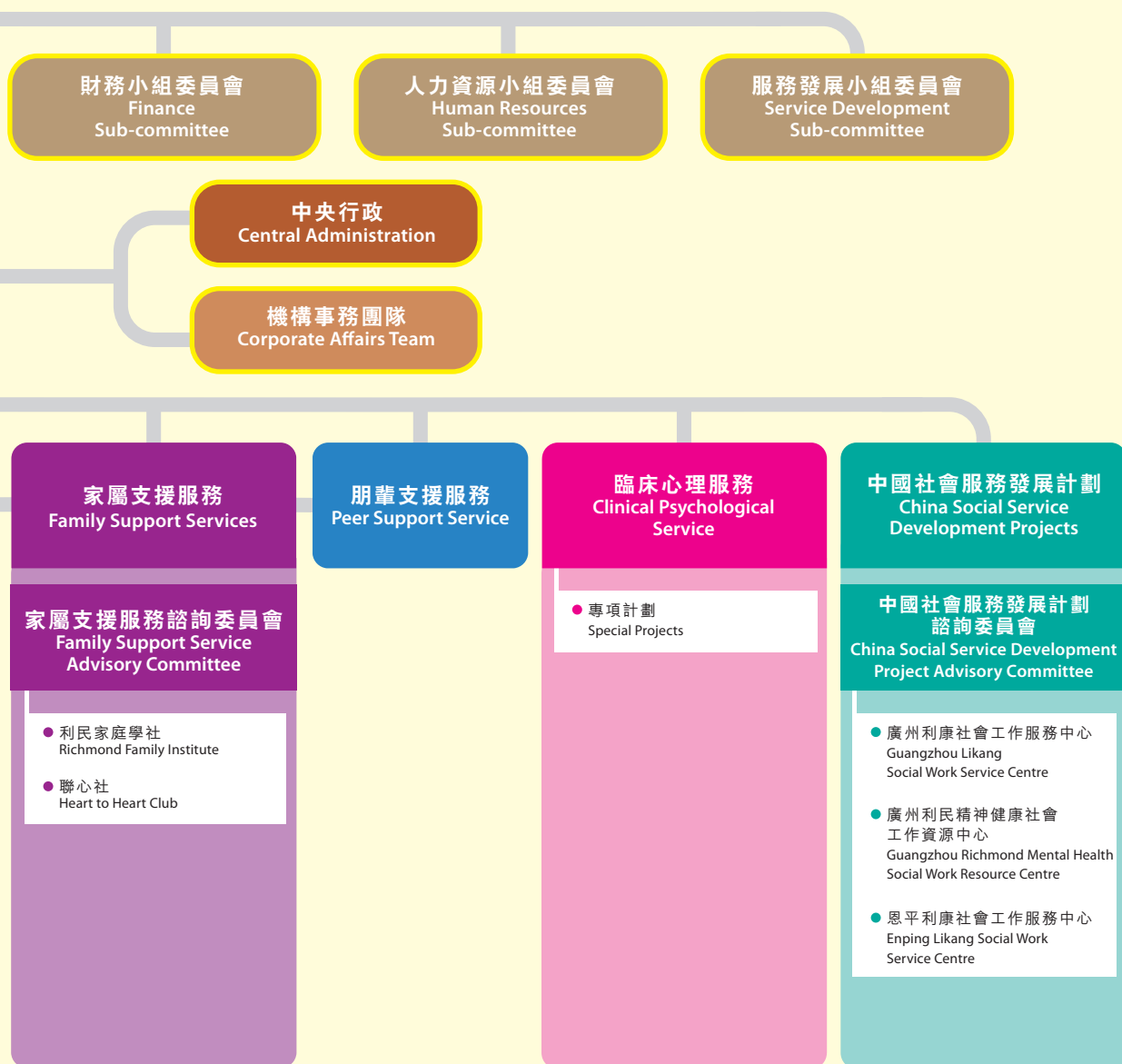
## 職員會 Staff Association

主席	Chairman	呂嘉耀先生	Mr. LUI Ka Yiu Thomas
副主席	Vice-Chairlady	胡嘉寶女士	Ms. WU Ka Po
司庫	Treasurer	潘靖文女士	Ms. PUN Ching Man Monica
康樂統籌	Recreation Coordinator	鄭俊延先生	Mr. CHENG Chun Yin
福利統籌	Welfare Coordinator	李香明女士	Ms. LEE Heung Ming Jess
民匯季刊統籌	Staff Journal Coordinator	卓家賢先生	Mr. CHEUK Ka Yin Jay
顧問	Consultant	梁翠萍女士	Ms. LEUNG Chui Ping Sally
		單家威先生	Mr. SIN Ka Wai Joe
		王國昌先生	Mr. WONG Kwok Cheong Tony



# 2019 – 2020 機構架構圖 Organization Chart





The background is a light blue sky with three stylized fireworks: a large white one in the top left, a yellow one in the top right, and a smaller white one in the middle right. The bottom of the page features three overlapping curved shapes in light green, light orange, and a darker orange. Scattered across these shapes are four stars: a large yellow star with a blue outline on the green shape, a white star with a blue outline on the light orange shape, a pink star with an orange outline on the darker orange shape, and a small light blue star with a purple outline on the bottom orange shape.

# 年度亮點

## Annual Highlights





他精神抖擻，友善，和藹可親，形象健康又活潑。  
利民會的精神健康大使，Pochacco！

今年我們慶祝機構的35週年，更喜得與 Sanrio Hong Kong 建立年度的合作計劃。讓 Pochacco 的特質及歡樂，在過去的一年與我們一起在社區倡議精神健康。Pochacco 更身體力行參與了我們大大小小的活動，當中包括 兩年一度的藝術展覽，刊物情意結，單位的開放日，賣旗日，及第二屆利民慈善盃乒乓球公開賽等。

從 Sanrio 的角色中，我們可以看到尊重、信任、愛、也是溝通的橋樑。在幫助人們追求幸福，建立彼此良好友誼的同時，也提供精神上的休閒與滿足。這與利民會的工作，更是同出一轍。在過去一年的合作，我們感受到 Sanrio Hong Kong 團隊在企業社會責任的熱誠，這讓我們的倡議工作，更為事半功倍。

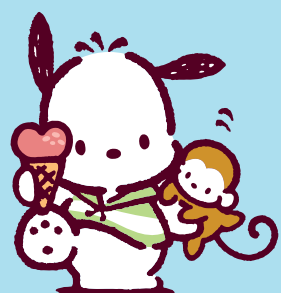
我們熱切期待，希望在往後的日子，能與 Sanrio Hong Kong 繼續合作，為倡議社區的精神健康，一起努力。

**He is energetic, friendly, amiable, healthy, and adorable.  
Our Mental Health Ambassador, Pochacco!**

This year we are celebrating our 35th anniversary, and we are very excited to establish an annual cooperation plan with Sanrio Hong Kong. In the past year, Pochacco's characteristics and happiness has joined us in advocating mental health in the community. He has taken an active role in our various activities, including the biennial Art Exhibition, the publication Mindlink, service unit's open day, the Flag Day, and the second Richmond Fellowship of Hong Kong Charity Table Tennis Open.

From Sanrio characters, we see respect, trust, and love for others, and is also a bridge of communication. While helping people pursue happiness and establish good friendships with each other, Sanrio also provides mindful satisfaction. And this being in line with our core values of work. From the co-operation last year, Sanrio Hong Kong's enthusiasm in corporate social responsibility has made our initiatives more effective and efficient.

We eagerly look forward to have further cooperation with Sanrio Hong Kong in the future and work together to promote community mental health





## 企業合作 Corporate Partnerships

過去一年，我們繼續珍惜與不同企業的合作機會。

這年是香港不平凡的一年，機構與職業復康服務新翠實業社、輔助就業團隊及利民卓業有限公司仍與不同機構或企業溝通，致力開拓及建構共融及平等的合作平台。

感恩不少有心企業在艱難的日子仍為我們的服務使用者帶來穩定的工作及訓練機會。同時，企業員工參與義務工作如提供職業技能講座或直接提供家居支援服務予服務使用者。

對於每一個捐獻和每一份貼心的關懷，我們致以衷心的感謝，這也正正體驗「商界」的「企業責任」的真正含義，真誠地提供適切的關懷和支持。



In the past year, we do appreciate the collaboration opportunities with various corporates.

It was a special year in HK, our New Jade Manufacturing Centre, the Supported Employment Teams and Richmond Welbiz Limited dedicate to explore and build the inclusive and equal co-operation platform.

The corporates still enable to secure our service users a stable employment and offer the job placements despite this challenging year. Meanwhile, corporate staff would co-organize vocational skills training and workshops, offering direct service and home-based support to our users.

We are sincerely grateful to all corporates and their staff for donations and caring. From that view, we see the true meaning of the “social responsibilities” from those caring companies with the caring and supports.





## 研究及倡議 Research & Advocacy

利民會研究及發展部於2019-2020年度進行了多個重點研究項目，包括復元公民量表(中文版)內在一致性及重測信度研究、職員對復元公民的意向焦點小組討論研究、《即時通》熱線支援服務成效及「精神健康月—全港精神健康指數調查(2020年一月)」。

另外，我們亦和多間本地大學合作了共12個有關精神健康的研究項目。

The Department of Research and Development (R&D) conducted numbers of key research projects in the year of 2019-2020, including internal consistency and test-retest reliability of Citizenship Measure (Chinese version), staff focus group on recovering citizenship (RC), effectiveness of JUSTONE hotline, and "Mental Health Month – Hong Kong Mental Health Index study (Jan 2020)". Besides, we also collaborated with local universities on 12 mental health-related studies.

1

### 復元公民量表(中文版)的內在一致性及重測信度

#### Internal consistency and test-retest reliability of Citizenship Measure (Chinese Version)

復元公民量表(中文版)量度對社會的歸屬感及與社區聯繫的相關因素。我們共邀請了212位服務使用者在相隔四至六星期重複填寫復元公民量表，以檢視量表的內在一致性（衡量題目間功能的一致性）及重測信度（經過一段時間後的可信度）(O'Connell et al., 2017)。

Citizenship Measure (Chinese Version) measures sense of belonging and factors associated with community membership. We invited 212 service users to complete the Citizenship Measure twice with the second administration 4-6 weeks after the first to examine its internal consistency and test-retest reliability. Internal consistency reflects the extent to which the instrument items measure the same construct, while test-retest measures the reliability over time (O'Connell et al., 2017).

#### 研究結果 / Finding

1. 復元公民量表的克隆巴赫系數為0.961，擁有優良的內在一致性。  
Citizenship Measure has excellent internal consistency with a Cronbach's alpha of 0.961.
2. 組內相關系數(ICC)為0.828，代表重測信度良好。  
The Citizenship Measure demonstrates a good test-retest reliability with an intraclass correlation coefficient of 0.828.

2

### 職員對復元公民的意向焦點小組討論

#### Focus Group on staff views towards Recovering Citizenship

為了解同事對復元公民的認識和對復元公民在本會推行的看法，我們進行了十場焦點小組討論，共有78位來自不同單位及職系的同事參與。

To capture the views of colleagues on RC, ten focus group discussions were conducted with 78 colleagues from different service units and positions participated.

#### 重點結果 / Key Findings

1. 大部分同事對復元公民只有基本認識，認為概念抽象，未能深入理解。  
Most colleagues only had a basic knowledge of RC. The concept was too abstract and they had difficulties to have an in-depth understanding.
2. 大部分同事認同機構推行復元公民，惟同事希望了解推行原因及方向，因此推行進度宜循序漸進。  
It was feasible to implement RC in our organisation, however, they would like to know the reasons behind and directions of implementation. They preferred using a step-by-step approach.
3. 同事希望機構能提供更多培訓、制定具體推行指引及時間表，以帶領他們在服務及工作上加強復元公民元素。  
Colleagues hoped that our organisation could provide more trainings, formulate specific instructions and guidelines, and develop a timeline for implementation, to facilitate incorporation of RC elements in services and work.

## 3

## 《即時通》熱線支援服務成效評估 Outcome evaluation of JUSTONE hotline service

### 1. 服務使用者問卷調查 Survey on service users

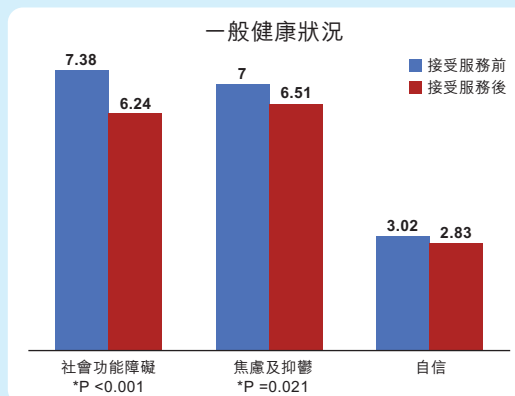
我們於2018年9月至2020年4月共邀請219位《即時通》會員在剛入會及接受服務六個月後填寫一般健康問卷(Goldberg & William, 1988)，評估《即時通》對服務使用者精神健康狀況的成效。

To assess the effectiveness of JUSTONE on mental health status of service users, we invited 219 JUSTONE members to fill in the General Health Questionnaire (GHQ) (Goldberg & William, 1988) when they first joined JUSTONE and six months after receiving services.

#### 研究結果 / Finding

會員接受服務六個月後(後測)的GHQ總分有明顯的下降(分數越低，精神健康越好)。「社會功能障礙」及「焦慮及抑鬱」在接受服務六個月後都有顯著改善，「缺乏自信」則無顯著分別。

Members had a significant decrease in GHQ total score six months after receiving Justone services (Lower score indicates better mental health). Members had a significant improvement in "Social dysfunction" and "Anxiety and depression", while changes for "Loss of confidence" were insignificant.



### 2. 義工訓練成效 Volunteer training effectiveness

69位義工於接受訓練前及受訓後一個月填寫問卷作比較。義工問卷包括三個部分：復元知識(Mak, Lam & Yau, 2010)、協助復元人士的能力(Williams & Deci, 1996)及義工滿意度(Wong, Chui, Kwok, 2011)。

Sixty-nine volunteers completed a survey before and one-month after training. The volunteer survey comprises three parts: Recovery Knowledge Inventory (RKI) (Mak, Lam & Yau, 2010), Perceived Self Competence (PSC) (Williams & Deci, 1996) and Volunteer Satisfaction Index (VSI) (Wong, Chui, Kwok, 2011).

#### 研究結果 / Finding

a. 在受訓後一個月，義工的復元知識顯著地增加，尤其在「復元中的角色與責任」及「復元中自我定義和朋輩角色」的範疇尤為顯著。

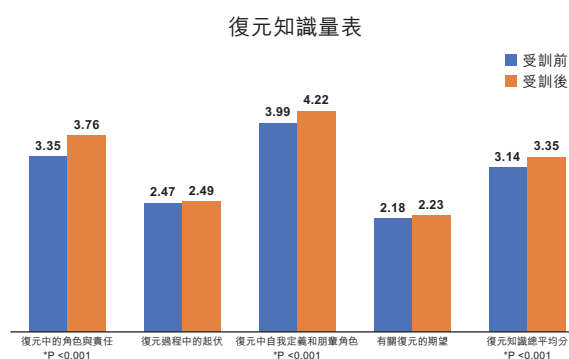
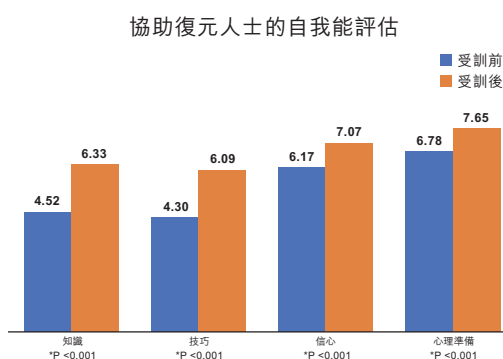
A significant improvement in recovery knowledge was observed one month after training, especially in "Roles and responsibilities in recovery", and "Self-definition and peer role in recovery".

b. 在協助復元人士的自我能力評估中，各範疇均有明顯提升。

Significant improvements in all dimensions of PSC were observed.

c. 義工滿意度平均分為5.76分，即接近「滿意」(7分為滿分)。

The average VSI score was 5.76, which was close to "Satisfied" (with a maximum score of 7).





### 3. 服務使用者及義工焦點小組 Focus group in service users and volunteers

我們舉行了四次焦點小組討論，邀請了11位會員及9位義工就《即時通》服務的成效和質素作出討論。會員表示《即時通》優勝之處為廿四小時熱線，能提供即時情緒支援及建議，協助處理情緒病。熱線義工有耐性及用心，會員與義工亦師亦友，惟熱線在繁忙時間可能較難接通。義工表示《即時通》能豐富其精神健康知識及溝通技巧，促進個人成長並從提供義工服務中獲得滿足感。

Eleven service users and 9 volunteers participated to discuss effectiveness and quality of JUSTONE services. Members stated that the 24-hour service was an advantage of JUSTONE which provided immediate emotional support and suggestions to help managing mental illness. Hotline volunteers were patient and attentive. They were more like friends. During peak hours, however, the hotline was sometimes difficult to call. The volunteers stated that JUSTONE could enrich their mental health knowledge and communication skills, promote self-growth of which they could gain in the process of providing voluntary services.

## 4

### 精神健康月—全港精神健康指數調查(2020年1月) Mental Health Month – Hong Kong Mental Health Index study (Jan 2020)

在2020年1月，「精神健康月」籌備委員會進行了一次「全港精神健康指數調查2020」，委託香港中文大學成功訪問了合共1,004名15歲或以上的市民，並由本會研究及發展部作數據分析，以了解社會爭議對香港人精神健康狀況的影響。結果顯示，市民精神健康指數的平均分為44.48分。若精神健康指數低於52分，表示個人精神健康狀況不合格。有超過六成(61.9%)受訪者的精神健康指數不合格。另外，六成(60.4%)受訪者反映「社會爭議」對其精神健康有非常負面/ 頗負面的影響。

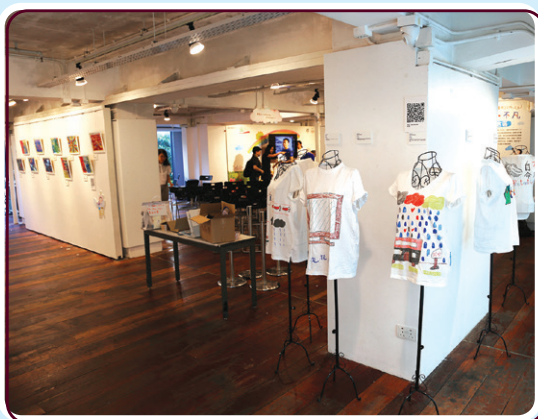
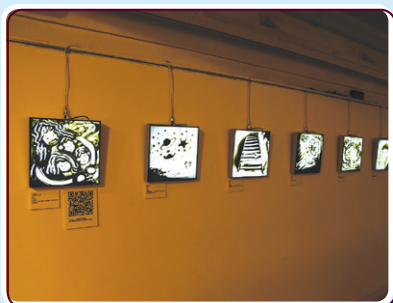
The Hong Kong Mental Health Index study (2020) was organised by Organising Committee of the The Mental Health Month, and conducted by the CUHK on commission in Jan 2020. The R&D performed data analysis. 1,004 residents 15 years old or above were successfully interviewed. The average mental health index was 44.48 with around 60% (61.9%) showed poor mental health (scores below 52 indicates poor mental health). Besides, 60% of the respondents revealed that their mental health was negatively affected by social disputes.



## 藝術展覽 Art Exhibition

作為成立35週年的頭炮活動，我們舉辦了每兩年一次的「藝術無疆界」藝術展覽，並以「自命•不凡」為主題。旨在鼓勵精神病復元人士訴說他們的生命故事，展現生命力。同時，讓公眾人士認識復元人士的潛能與天份，共同打破歧視的隔膜。今年的藝術展覽，除了邀請到韓國澳門等地區的參與，更邀請到著名節目主持人李敏小姐作為嘉賓，並與大家一起分享藝術的點滴。

Our biennial art exhibition, named as "Art Without Boundary 2019 –My inconceivable Life" is the kick-off event for the celebration of our 35th Anniversary. We use art as a media to facilitate service users' self-reflection on their own life, and to show their strong vitality. And the exhibition enhances public understanding and acceptance for people with mental health issues through art pieces created by the service users. Apart from Korean and Macau's participation, this year, we invite Ms. Ranya Lee, a renowned TV show host, to be our guest with her sharing on arts.





## 籌款活動 Fundraising Events

作為年度的大型活動，我們今年繼續舉辦了賣旗籌款活動及利民慈善盃乒乓球公開賽。賣旗方面，我們有Pochacco的坐陣，不少市民都因為是Pochacco的粉絲，也為了活潑可愛的旗紙而爭相支持我們的活動。而第二屆利民慈善盃乒乓球公開賽也在明媚的聖誕節順利地在歌和老街壁球及乒乓球中心舉行。一如往年，是次參與球手也超過650人次，總參與人數逾4000人次。參加者不單只可以得到Pochacco的精美禮品，更可以與Pochacco一起拍照留念，在緊張的比賽氣氛上，增添節日的歡樂。

除了由社署資助的服務以外，利民會所有非資助服務的經費來源，都依賴各界的捐助。旨讓我們的精神健康服務更多元化，籌款活動對本會尤其重要。在此，我們向所有參與過活動的公眾人士，尤其是身體力行的義工團隊，及各單位員工，致以萬分感謝。有您們的支持，活動方能取得圓滿成功。

### 賣旗籌款活動 Flag Day





We continued to launch the signature fundraising events such as Flag Day and the Richmond Fellowship of Hong Kong Charity Table Tennis Open (RFCTTO) this year. On the Flag Day, we found that many citizens who are Pochacco's fans were keen to support the activities because of the cute and lovely flag design. The second RFCTTO was also successfully held at the Cornwall Street Squash and Table Tennis Centre on the bright Christmas days. As in previous year, more than 650 players participated this time with more than 4000 participants in the event. Participants not only received the Pochacco's exquisite gifts, but also took pictures with Pochacco to add festive joy during the intense competition atmosphere.

Apart from various subvented services, all non-subvented services of the fellowship rely on donations from the public, and aimed on diversifying our mental health services, fundraising campaigns are playing an important role for the fellowship. We would like to place our sincere thankfulness to all the participants, especially to the volunteers who lend us a helping hand, and our staff who make our events remarkable.

## 利民慈善盃乒乓球公開賽 Richmond Fellowship of Hong Kong Charity Table Tennis Open (RFCTTO)

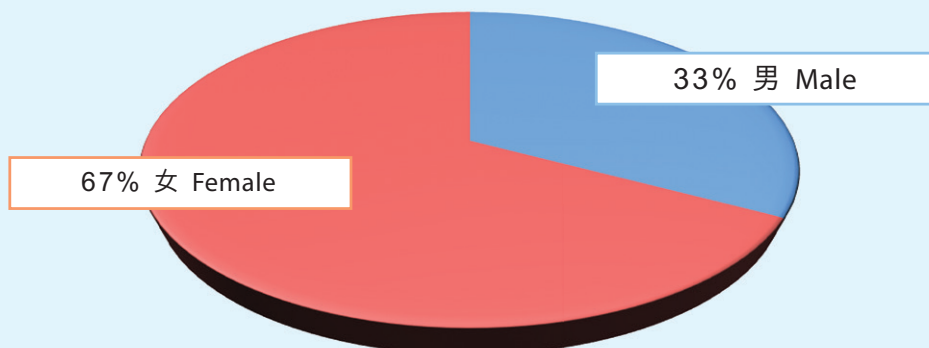




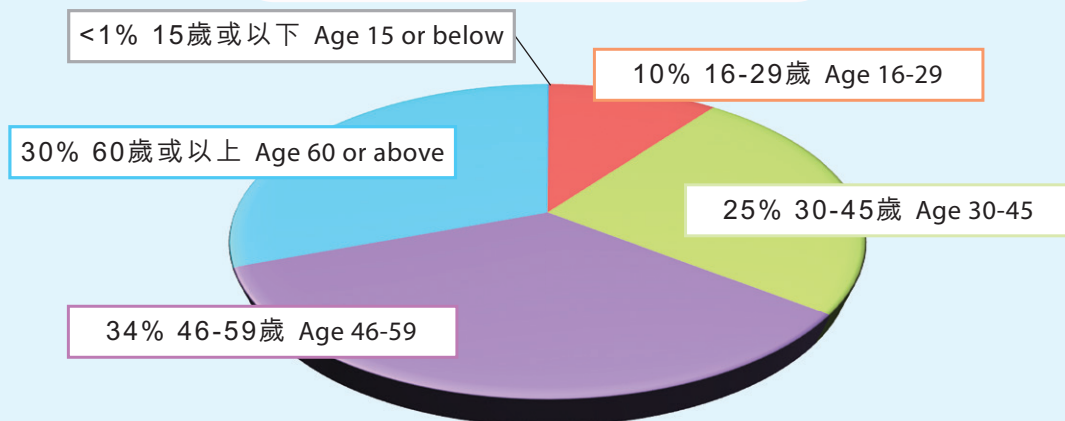
# 機構概況（主要服務數字）

## Organisation Overview (Key Service Figures)

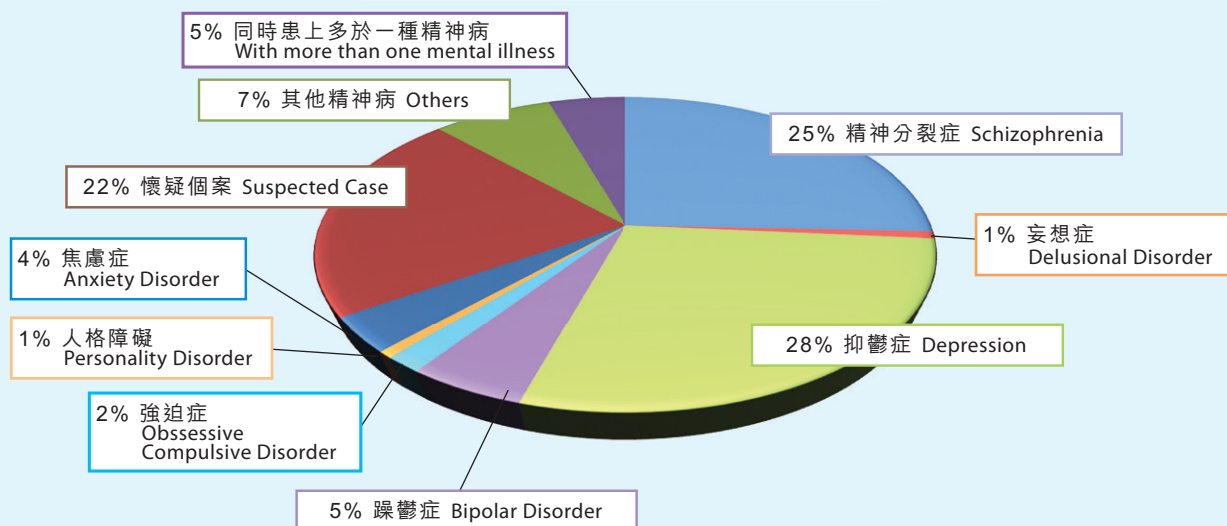
性別  
Gender



年齡  
Age

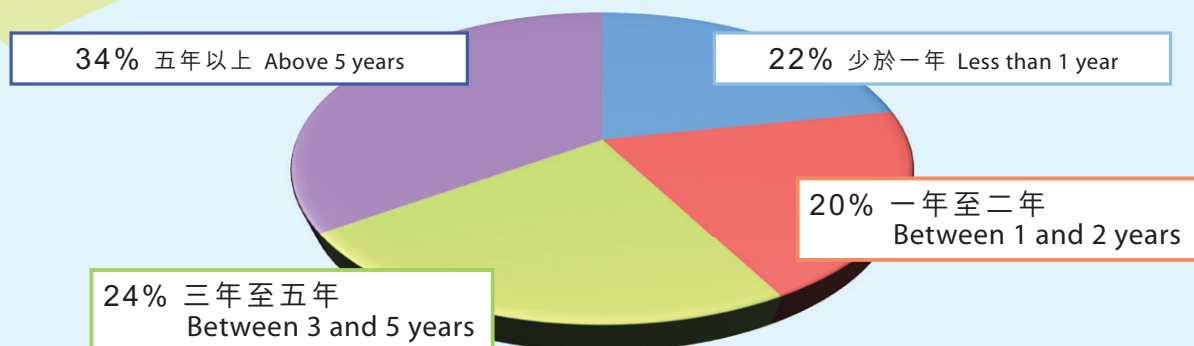


精神病類別  
Diagnosis

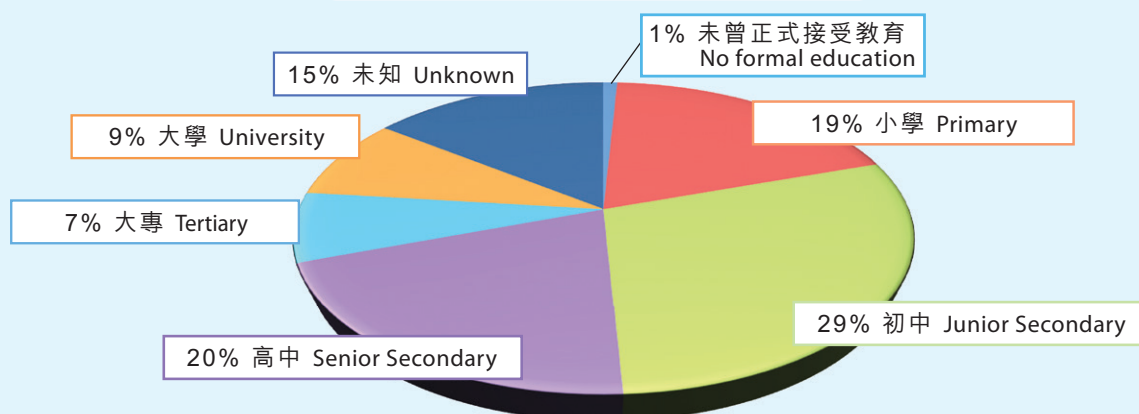




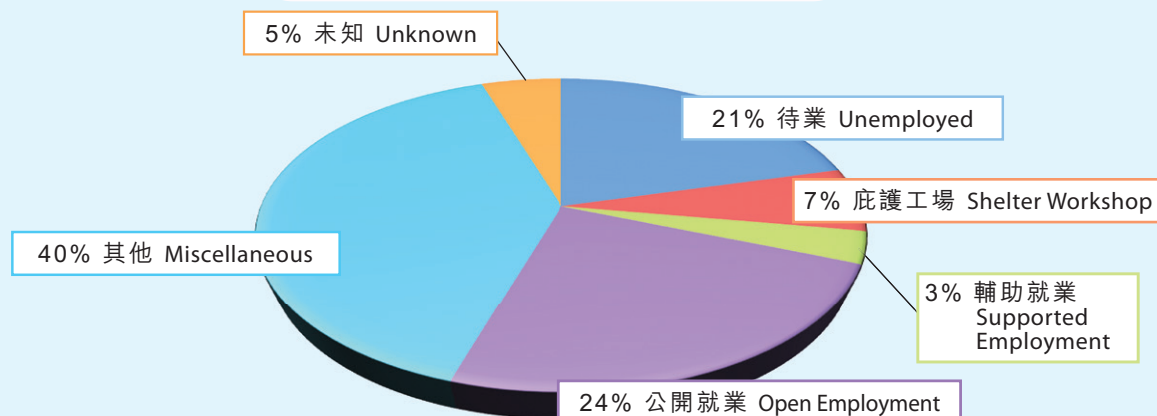
### 接受服務時間 Service Duration



### 教育程度 Education Level



### 工作狀況 Employment Status

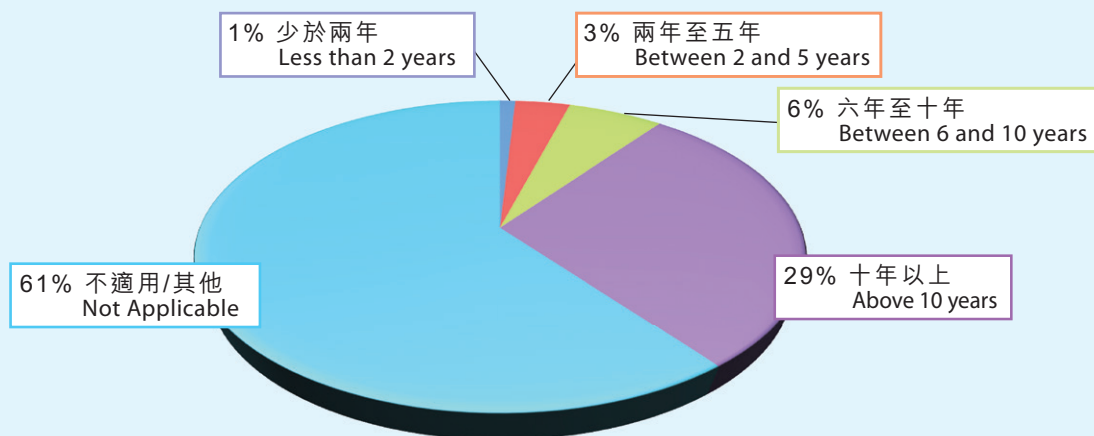




## 機構概況（主要服務數字） Organisation Overview (Key Service Figures)

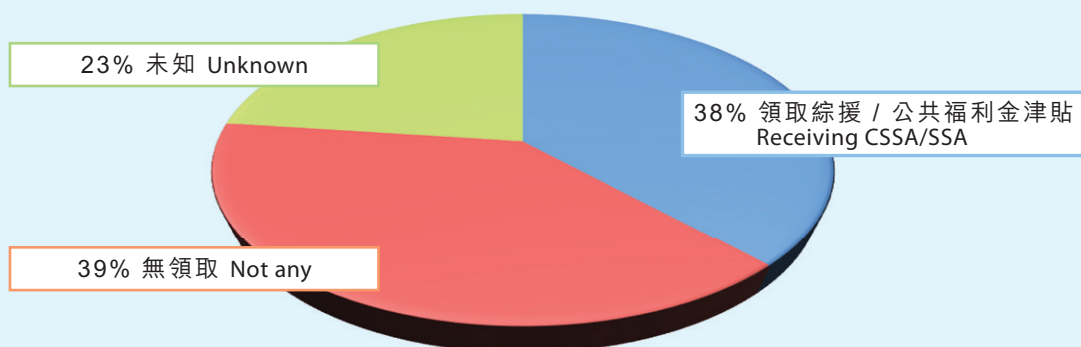
### 病發時期

No. of Years from Onset



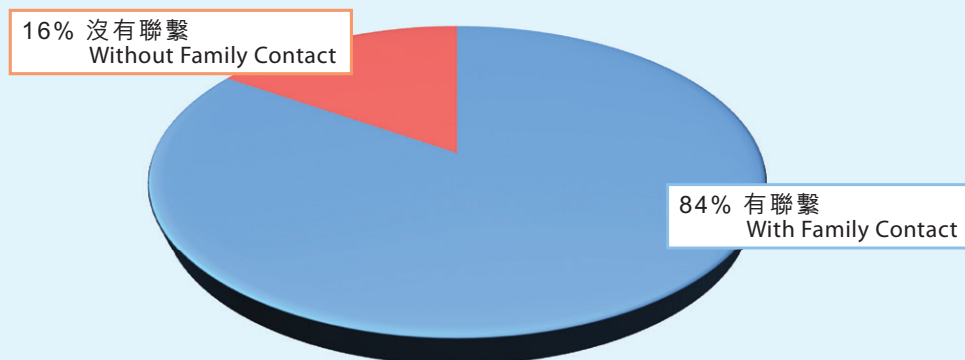
### 接受社會保障的狀況

Users Receiving Social Security

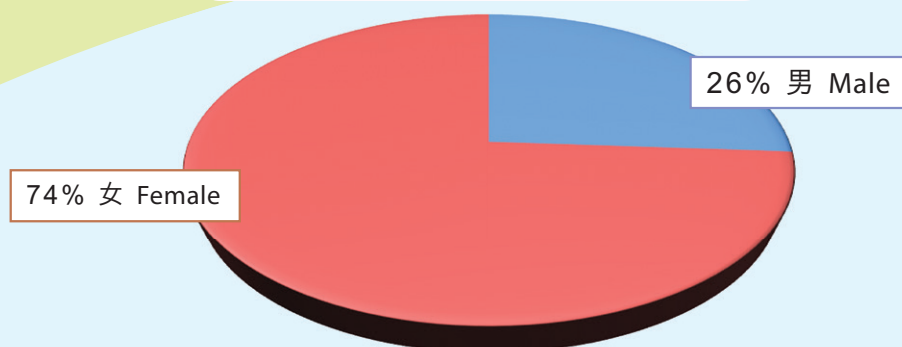


### 服務使用者(復元人士)與家人聯繫

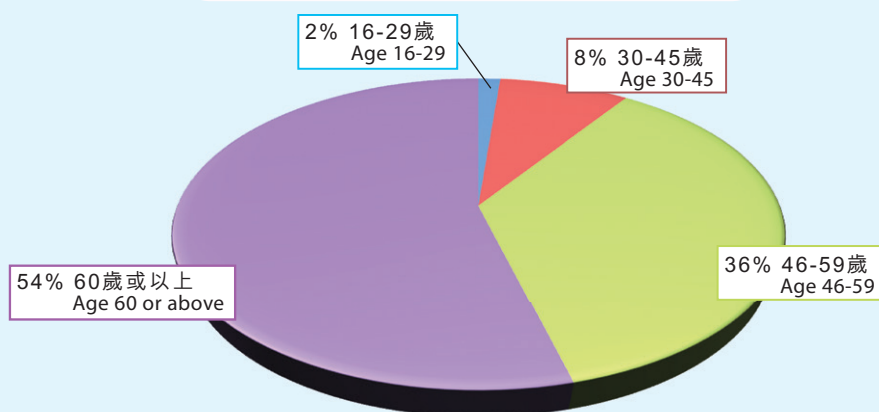
Contact Between Service Users and Their Families



照顧者性別  
Gender of Caregivers



照顧者年齡  
Age of Caregiver



## 全年服務總人數

Total number of service recipients this year

**10,680**

已推行的主要服務／活動項目 No. of Programmes / Activities Delivered	節數 Sessions	出席人次 Attendance
情緒／個案輔導 Case Counselling	不適用 N/A	3,712
興趣／聯誼活動 Recreation/ Networking Programmes	1,227	10,456
心理教育活動 (對象：復元人士／家屬) Psycho-education Programmes (Target: People in Recovery/ Family caregivers)	245	1,419
社區精神健康教育活動 Community Mental Health Education Activities	133	5,750
	1,605	21,337



## 職員訓練及專業發展

### Staff Training and Professional Development

於2019-2020年度，我們用於在職培訓及員工自發進修的總支出約港幣\$185,000，與上一年度相若。為鼓勵員工積極參與更多有質素的進修活動，我們增加了每名符合資格的員工的年度員工自發進修資助金額，全職員工增加至港幣\$2,500，半職員工亦增加至港幣\$1,250元。但由於新型冠狀病毒病在2020年頭開始蔓延，引致在2020年二、三月期間不少的培訓和專業發展課程需要取消，影響了同事們的參與。同工全年合共申請了約110項「員工自發進修資助計劃」；在職培訓亦提供了15個不同課程，包括精神健康急救、面談及小組帶領技巧、管理課程、歷奇證書課程和工作生活平衡及營養工作坊等，除了加強員工在工作應用上的技能和知識外，亦同時顧及了他們身心健康的需要。一如以往，我們亦繼續資助員工、朋輩支援員和服務使用者家屬參加國際性會議和發表演說、到美國接受「復元公民」(Recovering Citizenship)培訓和參與本地精神健康急救導師培訓課程。

過去一年，我們密鑼緊鼓籌備「亞太精神健康國際會議2020」，以配合正在機構推行的復元公民模式。鑑於新型冠狀病毒疫情持續，我們無奈地要把會議順延至2021年12月。期望在較充裕時間準備下，會議內容會更豐富，有助把「復元公民」理念推廣至精神健康服務業、服務使用者及其家屬、朋輩及醫護專業等，令復元人士擁有對社區的歸屬感，發揮公民特質。



In the year of 2019-2020, we spent around \$185,000 which was comparable to last year, in In-service Training (IST) and Self-initiated Staff Development Sponsorship Scheme (SISD). To encourage our staff to participate in more effective and high-quality training courses, we raised the amount of SISD subsidy for each eligible staff. The amount of subsidy for full-time staff and half-time staff was increased to \$2,500 and \$1,250, respectively, for the year of 2019-2020. Because of the spread of COVID-19 across the world in 2020, many of the trainings and professional development courses were cancelled or suspended, and therefore, both IST and SISD trainings were affected. In the year of 2019-2020, around 110 applications for SISD were approved and 15 in-service trainings / workshops were delivered, including mental health first aid training, interview and group leadership skills, management courses, adventure certificate training course, and work life balance and healthy diet workshop, etc. These trainings and courses not only improved the work-related skills and knowledge of our staff, but also taking care of their needs in both physical and psychological aspects. As usual, we continued subsidising our staff, peer supporters, and / or families of our service users to attend and speak in international conferences, receive training on recovering citizenship in the U.S., and also receive training to become a mental health first-aid instructor.

In the past year, we were busy in preparing the Asia Pacific International Mental Health Conference 2020 to act in concert with the implementation of Recovering citizenship framework in our organisation. The Conference, however, had been postponed to December 2021 because of the COVID-19 pandemic. With more time to prepare, we hope that the Conference will be compelling. This would facilitate the promotion of the service framework of recovering citizenship in community mental health services, and to the service users and their families, peer supporters and healthcare professionals, and in turn, engaging people in the recovery with the community to exercise their rights and responsibilities as citizens.







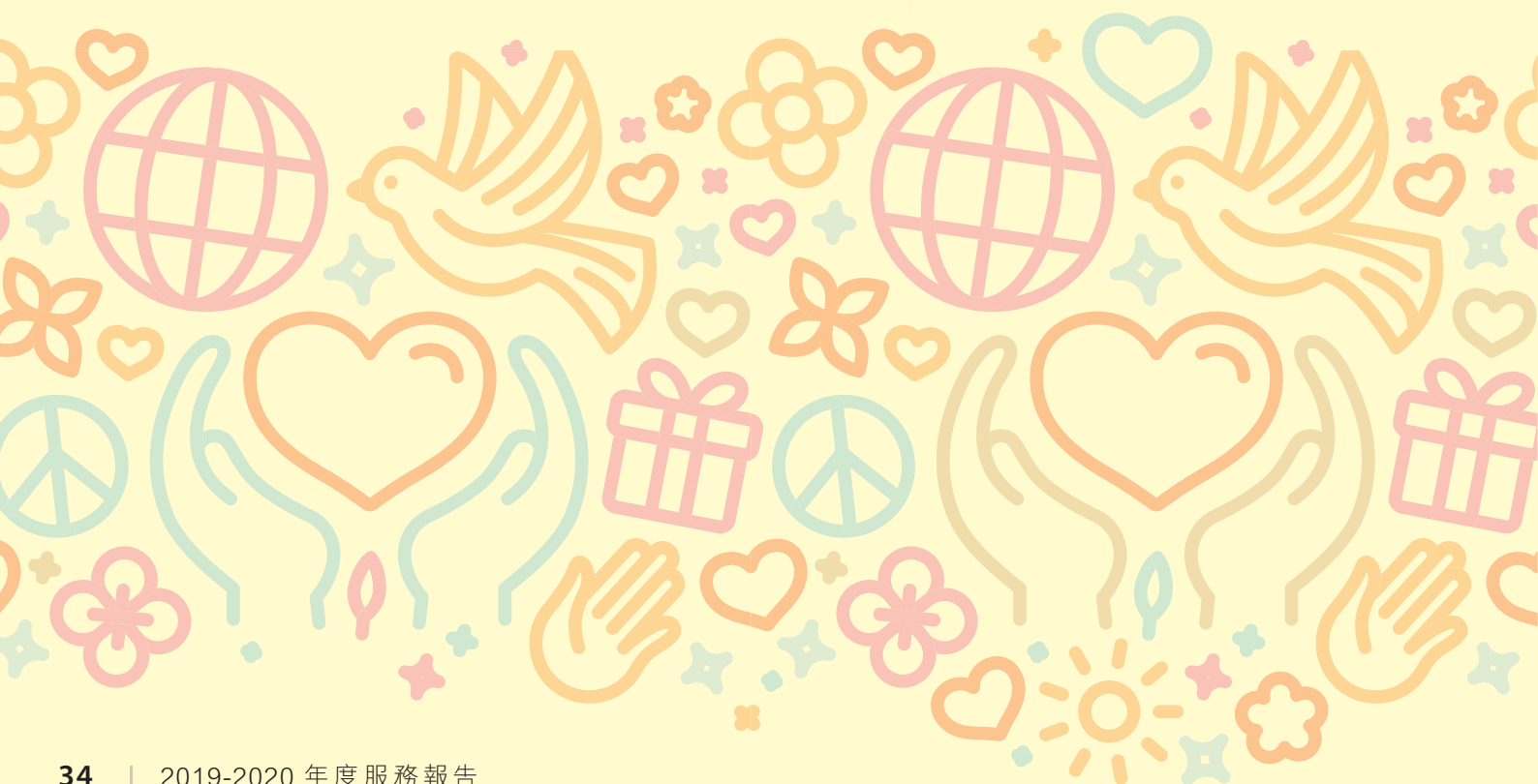
## 義工服務發展 Volunteer Service Development

雖然因為疫情，很多戶外活動沒法舉行，但一直支持我們的熱心義工，在過去的一年，服務時數及參與人數也沒有明顯的減少。在2019-2020年度，與我們一起倡議精神健康的義工人數達337名，服務總時數達6654小時。我們的義工嘉許計劃，每年都設立不同的獎項，以嘉許各義工的熱誠。

透過發展義工服務，我們和復元人士、家屬、及社區人士一起參與不同的活動，從而在互助互助的情況下，一起成長。義工可以參與的活動可以多姿多彩，例如協助各單位的小組活動、參與機構賣旗日或其他有趣的活動等，在倡議精神健康的前提下，社區人士可以對復元人士增加了解，而復元人士也可以進一步參與社區活動。

Because of the pandemic situation, many of our outdoor activities are called off, yet the volunteers keep supporting the Fellowship with their enthusiasm and make no huge difference on the total number of participant and service hour to the previous year. In 2019-2020, there are accumulated 337 volunteers with 6654 service hours in total. In order to express our sincere thankfulness to their enthusiasm towards promoting mental wellness, we offer different awards under our Volunteer Award Scheme.

We offer many volunteer service opportunities every year. By participating different events, we engage in meaningful interactions with the people in recovery, their families, as well as the other people, and we see everyone of us is growing when we interact and help each other. Many of the events are fun filling, such as assisting our small group events in the centers, joining our Flag Day, and other interesting events. In the context of promoting mental wellness, people from the community gain additional chances on understanding the people in recovery, and the people in recovery could further take part in community events.



# 單位服務

## Service in Units



## 綜合職業復康服務

## Integrated Vocational Rehabilitation Services

職業復康服務致力為復元人士提供一條龍就業支援，服務項目包括新翠實業社、利民進業服務(輔助就業)、「陽光路上」—青少年殘疾人士在職培訓計劃、職能評估及優化計劃和利民卓業有限公司(社會企業)。

過去一年，職業復康服務秉承機構「走在精神健康最前線」的年度目標，並持續引入「復元公民」的概念予同工，為未來全面推行「復元公民」在服務之中作好準備。

本服務將繼續貫徹復元元素並在服務使用者的復康旅程與之同行，提供相關的職業訓練及活動小組予他們，助他們邁向優質的生活和美好的人生階段。



Vocational Rehabilitation Services strive to provide one-stop services for People In Recovery. Our services units include New Jade Manufacturing Center, Richmond Customer Services (Supported Employment), Sunnyway-On the Job Training Programme for young people with Disabilities, Vocational Assessment and Intervention Enhancement Project, and Richmond Welbiz Limited.

Last year, Vocational Rehabilitation Services followed the agency's direction "On the forefront of Mental Health". Meanwhile, we started to introduce the concept of Recovering Citizenship (RC) among our teams to equip all teammates for the better incorporation of RC into our services in the coming years.

In the spirit of the fundamental elements of recovery, we continue accompanying service users in their recovery journey and keep offering them various vocational trainings and programmes, so as to assist them to reach a better quality living and betterment in life journey.



# 新翠實業社

## New Jade Manufacturing Center

新翠實業社主要為復元人士提供一個模擬公開就業的支持性環境，透過不同的工作訓練，以助服務使用者提升工作技能，增強個人自尊感及促進個人成長。同時，服務使用者亦學習與他人相處和合作，為將來重返社會作準備。我們亦會透過舉辦不同的小組及活動，以豐富他們各種生活元素，達至全人發展。

New Jade Manufacturing Centre aims at providing different working skills trainings for People In Recovery in a supportive environment. Through the daily training, service users enhance their working skills, improve their self-esteem and facilitate their personal growth. At the same time, service users learn how to get along and cooperate with others, in which they prepare themselves for community reintegration in future. We also conduct different groups and activities to enrich their lives and to achieve the holistic development.



在「健身教心遊公園」活動中，大家一起享受遊公園做運動的樂趣。  
Service users enjoyed walking and doing exercise in the park.



學員很認真的學習烹飪。  
Service user was concentrating on cooking.



學員參加綠在東區活動，學習環保知識，嘗試使用智能膠樽回收機。  
In the environmental education activity, one of the service users put the plastic container into reverse vending machine.



中秋活動中，大家齊心合力把拼圖還原，發揮合作精神。  
In the activity celebrating the Mid-Autumn Festival, service users built up team spirits through playing puzzle together.



除了工作訓練外，服務使用者參加不同講座，增進不同知識和技能。  
In addition to vocational training, service users participated in different talks to enhance their various knowledge and skills.

## 持份者回饋 Sharing from Stakeholder



我覺得在新翠實業社接受訓練很開心，教了我好多知識。在這裡工作很輕鬆、沒有壓力，同時學習到好多技能，如：封箱等。另外，我在這裡認識了很多好朋友，大家會經常聊天和參加小組活動。我曾經跟其他學員一起參加了乒乓球小組，並學會打乒乓球。

頌詩 【新翠實業社 服務使用者】

I feel very happy to have trainings at New Jade Manufacturing Center, where I learn lots of knowledge. The working atmosphere here is relaxing and stress-free. I learn different technical skills, like box sealing. In addition, I make many friends here. We often join different activities together. I once joined a table tennis group, and I learned and played table tennis with my friends.

Chung Sze ( Service user of New Jade Manufacturing Center)



## 利民進業服務 Richmond Customer Service

工作是每個人生命的一部分，更是復元中的一個重要歷程。輔助就業服務透過不同的訓練項目及講座活動，例如洗車、清潔、速遞、物流及其他職業技巧講座等，陪伴復元人士經歷投入社會的旅程。同時，藉著連繫社區上不同的熱心僱主，我們建構起一個友善僱主網絡，讓服務使用者有更多工作機會。

Vocation is an essential part in the recovery journey of People In Recovery. In the service, different trainings, like car-washing, cleansing, courier service and logistics, and seminars on various vocational topics are provided to support People In Recovery to work. At the same time, we have formed the strong bond with employers in the community and built up an employer network, so that more working opportunities could be provided to our service users.



速遞訓練：查看地圖，準備出發。  
Map reading is one of the skills learning in Courier Service Training.



速遞訓練：服務使用者學習將重件繫穩於手拉車。  
Courier Service Training: service user learns how to fasten a heavy parcel to a trolley.



洗車訓練：學員將客戶車輛清洗乾淨。  
Car washing is one of our Pre-Employment training courses.



聖誕共聚熱熱鬧，寒夜燒烤不孤單。  
Christmas gathering, Barbecue together.



Work-Life Balance，快樂達人。  
Work-Life Balance，Happy Moment.

### 持份者回饋 Sharing from Stakeholder



我自2019年10月參加利民會輔助就業服務，好多謝布草房導師在物流訓練中用心教導，讓我能建立工作習慣，學習與人相處。亦感謝麥sir介紹了合適的工作，讓我可投入社會公開就業。希望在未來能繼續進步，逐步改善收入。

李趙宏 【利民進業服務 服務使用者】

Since Oct 2019, I have joined the Supported Employment Service of Richmond Fellowship. Many thanks for the teaching and guidance of the instructors of the logistic training in linen room. They taught me different knowledge and skills, and referred a suitable job to me. In future, I would keep improving my life.

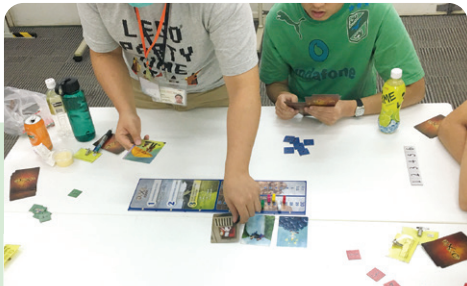
Mr. Lee (Service user of Richmond Customer Service)

# 「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

「陽光路上」計劃是為15至29歲的復元人士及殘疾人士提供社交、人際關係、就業技能培訓、工作配對及就業後跟進的服務。同時，計劃為了配合青少年的需要，在過去一年重點發展服務使用者的互助網絡，於節慶時期舉辦室內聚會和戶外活動，以推動朋輩支援。

The Sunnyway project provides many kinds of training programmes, involving job skills training and social skills training, job matching as well as post-placement follow-up service for People In Recovery aged from 15 to 29. Last year, in order to give priority to developing mutual support network among service users, different forms of gathering and outdoor activities were organized to enhance their peer support.



千棋百趣。  
Board game group to meet their social needs.



山水有相逢。  
Go hiking to enjoy the landscape and reduce stress.

### 持份者回饋 Sharing from Stakeholder



在快餐店擔任大堂清潔員是我第一份工作，初入職時我對服務食客的禮儀，還有清潔技巧不是很了解。於是陽光路上提供相關的培訓，以及安排市場部職員與經理溝通我的情況，訂立適合我的工作內容，並給予時間讓我適應工作。

Tommy 【「陽光路上」服務使用者】

After graduation, I have been working at McDonald's. In the beginning, I was not good at cleaning and customer service. Therefore, Sunnyway provided me with related skills training to make me became more capable. Other than that, staff from Marketing Department helped communicate my difficulties to McDonald's manager. The manager finally adjusted my job duty and gave me more time to adapt to the workplace.

Tommy (Service user of Sunnyway)

## 職能評估及優化計劃

### The Vocational Assessment and Intervention Enhancement Project For People with Mental Illness

利民會自二零零五年開展職能評估及優化計劃，旨在加強推動本會的職業復康服務。透過職業治療師的專業評估，識別服務使用者不同的能力及職能，為其安排適當的訓練及職業復康服務。同時，為促進服務使用者的全人發展，職業治療師亦會推行身體機能復康訓練、健康促進計劃、長期病患管理小組、認知能力訓練、工作相關的社交技巧訓練、家居及社區職業治療服務等，從而提升服務使用者的獨立能力。

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 independence of service users, Occupational Therapists also provide physical rehabilitation, wellness and health promotion, chronic disease management programme, cognitive training, social skill training, and domiciliary and community occupational therapy services to users in need.



韻律運動體驗  
Physical Rehabilitation Programme



職前訓練－工場服務帶領員訓練班  
Prevocational training package -Tour Guide Training Programme



健康檢查日2019  
Health Check Programme 2019



# 利民卓業有限公司

## Richmond Welbiz Limited

利民卓業有限公司自2001年成立，旨在透過經營及發展營商事業，以建立傷健共融的工作環境，增加殘疾人士的就業機會，致力改善他們的生活、健康及融入社會的情況。業務主要是為政府部門及私人企業提供辦公室清潔及汽車清潔美容服務。

截止2020年3月31日，我們有 90 位員工，當中有 7 位員工今年獲得客戶讚許提名而獲得「工作表現獎」，這除了肯定我們的服務質素外，亦提高了員工們的自尊和自信。

Richmond Welbiz Limited (RWL) started its business operations since 2001, aiming at the creation of employment opportunities and provision of a socially inclusive working environment for people in recovery. The services mainly provides office cleaning and car embellishing services for governmental departments as well as private sectors.

We have employed 90 employees as at 31 March 2020, and 7 of them were nominated by our customers for "Good Working Performance Awards" this year. Not only has our service quality been recognized, but also our employees have improved their self-esteem and self-confidence.



2019年成功獲得「工作表現獎」的員工。  
The staff who achieved "Good Working Performance Awards" in 2019.



場地工作情況。  
Venue cleansing service.



場地工作情況。  
Venue cleansing service.



員工在工餘時參與公司舉辦的職安健培訓班。  
Staff joined the occupational safety and health training course in spare time.

### 持份者回饋 | Sharing from Stakeholder

阿淘已加入卓業9年，他感到開心因同事讚揚他的工作表現，以及可以把工資儲蓄起來。  
阿淘【利民卓業有限公司 員工】

John has been employed by Welbiz for nine years. He feels happy because his working performance was recognized by colleagues and he can save his earnings.

John (Staff of Richmond Welbiz Ltd)

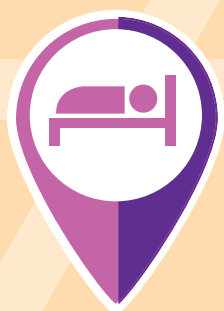
## 住宿訓練服務 Residential Training Services

在改善服務使用者生活環境及設施方面，本會住宿服務轄下三間中途宿舍，包括柴灣的環翠之家、黃大仙的翠華之家及將軍澳的尚德之家已經先後獲得社會福利署《殘疾人士院舍條例》正式殘疾人士院舍牌照，而另外兩間宿舍，包括元朗的屏山樓及屯門的利康居亦預期於2020年內完成所需大維修工程並獲得正式發牌。

在優化服務使用者生活質素上，各住宿服務單位工作人員致力推行多元化鼓勵服務使用者投入社區，增強與社區人士接觸的活動，有助促進彼此關係及建立社區網絡。此外，響應即將推展的「復元公民」服務理念，會與服務使用者共同協商，於個人服務、小組工作以至日常運作及社區推廣活動等作出革新服務概念，並預期在多變的社會環境中一一推展，共同於社區生活中更有歸屬感，並肩走在精神健康最前線！

For improvement of living conditions and facilities of service users, three subvented halfway houses, including Wan Tsui House in Chai Wan, Tsui Wah House in Wong Tai Sin and Sheung Tak House in Tseung Kwan O have been officially granted formal license of the Residential Care Homes (Persons with Disabilities) Ordinance for operating a residential care home. The other two, Ping Shan House in Yuen Long and Li Kang Court in Tuen Mun will complete renovation works and are expected to be licensed in 2020.

As for enhancement of life quality of service users, our staff had launched diversified programmes for relationship and network building with people in the community. Besides, during the implementation of 'Recovering Citizenship' at individual, group, programme and community level, our service users will be involved for collection of innovative ideas. We are on the 'Forefront of Mental Health' together in pursue of belongingness in a changeable community.







## 屏山樓 Ping Shan House

本年度屏山樓以「復元公民」為服務方向，並以《同行同樂齊衝線》為年度主題。活動上加強社區參與的元素及與社區不同的持份者合作和交流，促進服務使用者接觸更多社區上的團體和資源；此外，宿舍活動著重發揮服務使用者的強項，透過在節慶期間展示作品佈置宿舍，增加他們的認同感和對宿舍的歸屬感。在面對疫情的挑戰，各職員會緊守崗位，與服務使用者同心抗疫，守護屏山樓這個家。

Ping Shan House adopted "Recovering Citizenship" as the direction of service, and "Together We Walk, We play and Achieve Our Goals" as the theme of this year. The activities designed with the elements of strengthening the connection and exchanges with different stakeholders to promote access to more community groups and resources. Moreover, we organized a wide range of groups which focused on the exploration and making use of the strengths of service users, such as enhancing their sense of identity and belongingness to the house by decoration and displaying their artworks during the festival. Facing the challenges of the epidemic, all staff served with dedication, professionalism and perseverance, collaborating with service users to fight the epidemic and safeguard the Ping Shan House.



親筆揮毫水墨畫，節慶佈置屏山樓。  
Service user took the initiative to draw an Ink and wash painting for Lunar New Year's decoration.



繪畫元朗特色地標壁畫，贈送區內院舍，讓文化傳承。  
Painting characteristic landmark murals of Yuen Long at the hostel nearby to promote cultural heritage.



參與區內團體合作賣旗，為本區出一分力。  
Participating in the region organization of flag day activity and contributed to our community.



獲區內團體贈送抗疫物資，共同面對難關。  
Received the donation of anti-epidemic materials from regional groups to face the difficulties together.

### 持份者回饋 Sharing from Stakeholder



入舍後轉變很大，由無錢交租至申請綜援應付日常所需，期後宿舍職員幫忙找到大廈清潔工作，收入逐漸穩定，現時已有一定積蓄準備將來離舍之用，並有餘錢給予父母，為家庭作出貢獻，對此轉變感到開心。感謝宿舍職員的支持及鼓勵。

阿挺 【屏山樓 服務使用者】

There is a big change of my life after living in PSH. Staff helped me for the application of CSSA so that my daily living needs were being met. Then staff helped me to find a cleaning job so that my income has been stabilized. Now I have saving to make discharge plan in the future. Meantime, so glad that I am able to make financial contribution to my family. Thank you very much to the staff for their support and encouragement.

Ting (Service user of Ping Shan House)

## 環翠之家 Wan Tsui House

以「環翠公民」為年度主題，其中6位服務使用者完成訓練後成功返回社區生活，加強宿舍與社區的連繫，強調服務使用者在舍在社區的不同身份的重要性。因此，環翠之家透過不同的個人訓練、小組及活動，強化服務使用者的獨立能力，讓大家發揮潛能，貢獻社區。

With the year theme of "Wan Tsui Citizen", six residents have moved back to the community after the completion of independent trainings. Showing the importance between our house and the community and the different roles of our residents. We tried to strengthen different skills of them through the trainings, groups and programmes which aim to encourage them to strengthen their identity of the community and make contribution to the society.



舍友與家屬一起包粽，特別美味！  
Making dumpling with Mum, yummy!



輕輕鬆鬆去釣魚！  
Fishing! So relaxing!



學習環保知識，做個環保達人！  
Learn to be an environmental friendly expert.



出盡全力打個全中！  
Try my best for the strike!



遠足令人身心健康愉快！  
Hiking makes me healthy and happy!

### 持份者回饋 | Sharing from Stakeholder



大家好！我是Gigi，我在2013年10月入住環翠之家，在2020年7月份離舍，搬去半獨立宿舍住。

回想過去接近7年在環翠的日子，宿舍令我可以走出自己一個人孤獨的生活，我學會了與人相處。就好像2018年宿舍大裝修，宿舍的空間少了一半，為免影響他人休息，連看電視的時間也縮減了，但大家都能互相遷就。

Gigi 【環翠之家 服務使用者】

Hi, all. This is Gigi. I started to live in Wan Tsui House in October 2010 and I moved to supported hostel in July 2020. Wan Tsui House is a place for me to live without loneliness and taught me how to live with others. I was impressed that the house renovation in 2018. Although we lived in a limited area with reduced time to watch TV together, I still appreciated the big change during the hard time with other housemates. Gigi (Service user of Wan Tsui House)



## 翠華之家 Tsui Wah House

翠華之家共提供42個宿位的住宿服務，讓復元人士成長及建立自信，提升個人能力以達至獨立生活及融入社區生活。宿舍於2019年經歷了大裝修，為舍友帶來新的住宿環境和氣氛。期間共有7位舍友成功離舍，重投社區生活。我們將繼續加強個案及小組的內容，提昇舍友的歸屬感，營造更有利的復元生活條件。

Tsui Wah House offers residential training service with 42 capacity. It aims to help people in recovery to build up their confidence and independent living ability and integration into community. Last year, the house had an entirely new environment and atmosphere after a three months renovation. And seven residents were successfully discharged. We would continue to enhance a favorable atmosphere for achievement of Recovery Life.



舍友的沙畫製作：我的玉蝴蝶。  
Service user produces sand painting: My jade butterfly.



朋輩支援員到學校參加分享會。  
Peer supporter hold a sharing session in school.



舍友與她的製成品——裹蒸粽。  
Service user and her product – Rice Dumpling.



職員及舍友於青馬橋下，共同製作光畫。  
Staff and service users are working together under the Tsing Ma Bridge to produce light painting.



職員於開放日向參觀者介紹『魚菜共生』攤位。  
Staff introduce "Aquaponics" to the visitors on Open Day.

### 持份者回饋 Sharing from Stakeholder



我認為在花園內拍照，是自然的美景，令我心情爽朗、輕鬆及有自信心，是天上給我的啟示。自己的期望是能增加體重，面對未來工作的挑戰。

卓成就 【翠華之家 服務使用者】

Taking pictures in the garden is the beauty of nature. It makes me feel refreshed, relaxed and confident. It is an inspiration from the heaven. My expectation is to gain weight so as to face the challenges of future work.  
Mr. Cheuk (Service user in Tsui Wah House)

## 尚德之家 Sheung Tak House

歷時數年的宿舍大維修計劃已於2019年8月底完成，並陸續添置新家具和設施，為舍友提供簡潔、綠化、開放及多功能的空間。本年度尚德之家繼續著力連繫地區網絡，鼓勵服務使用者共同參與，攜手於社區推展公眾教育及去污名化工作。此外我們持續提升服務質素，與服務使用者一起建立更個人化及多元化的復元計劃。

The major renovation plan was finally completed at the end of August 2019. New furniture and facilities were successively added to provide service users with a simple, green, open and multifunctional space. Sheung Tak House strives to connect with the community, encouraging more participation among service users so as to promote public education and de-stigmatization. In addition, we continuously enhance service quality, working with service users to formulate a more individualized and diversified recovery plan.



與將軍澳官立中學義工一起製作玻璃盆景。  
Making glass terrariums with volunteers from Tseung Kwan O Government Secondary School.



與舍友討論性議題，一起學習愛惜自己尊重他人。  
Discussing sexual issues with service users. Learning to love oneself and respect others.



一起規劃裝修期間的床位安排。  
Involving service users in bed arrangement during the renovation period.



舍友與寵物義工的真摯互動。  
Sincere interaction between service user and pet volunteer.

### 持份者回饋 | Sharing from Stakeholder



小兒入住尚德之家十個月了！他生活比以前有規律，學會與人相處及溝通的技巧。這都是有賴宿舍職員悉心的輔導。在此衷心感謝！  
李太 【尚德之家 服務使用者母親】

My son has been living in Sheung Tak House for 10 months. His life has become more regular than before, and he has learned the skills of getting along with others. This is due to the careful guidance of Halfway house staff. Thank you very much indeed.

Ms. Lee (Mother of a service user in Sheung Tak House)



## 利康居 Likang Court

利康居得到獎券基金贊助，終於在今年度完成宿舍的室內裝修工程。另外宿舍亦與「真叻歌藝舍」合作，經多次練習及排練，於2019年10月在天水圍社區會堂，為天瑞邨的街坊進行了歌唱表演，一眾舍友亦獲街坊大力的支持與鼓勵。

With sponsorship of the Lotteries Fund, internal renovation of Likang Court was completed this year. Meanwhile, service users also collaborated with Janet Quyi Club in a singing performance for the neighborhood in the Tin Shui Estate Community Hall. Service users received strong support and encouragement from the neighborhood in this activity.



舍友享受海洋公園活動。  
Service users enjoyed the Ocean Park activities.



舍友為社區演出作最後排練。  
A rehearsal for the community performance.



舍友慶祝利民會成立35週年。  
Service users celebrated the 35th anniversary of Richmond Fellowship.

### 持份者回饋 | Sharing from Stakeholder



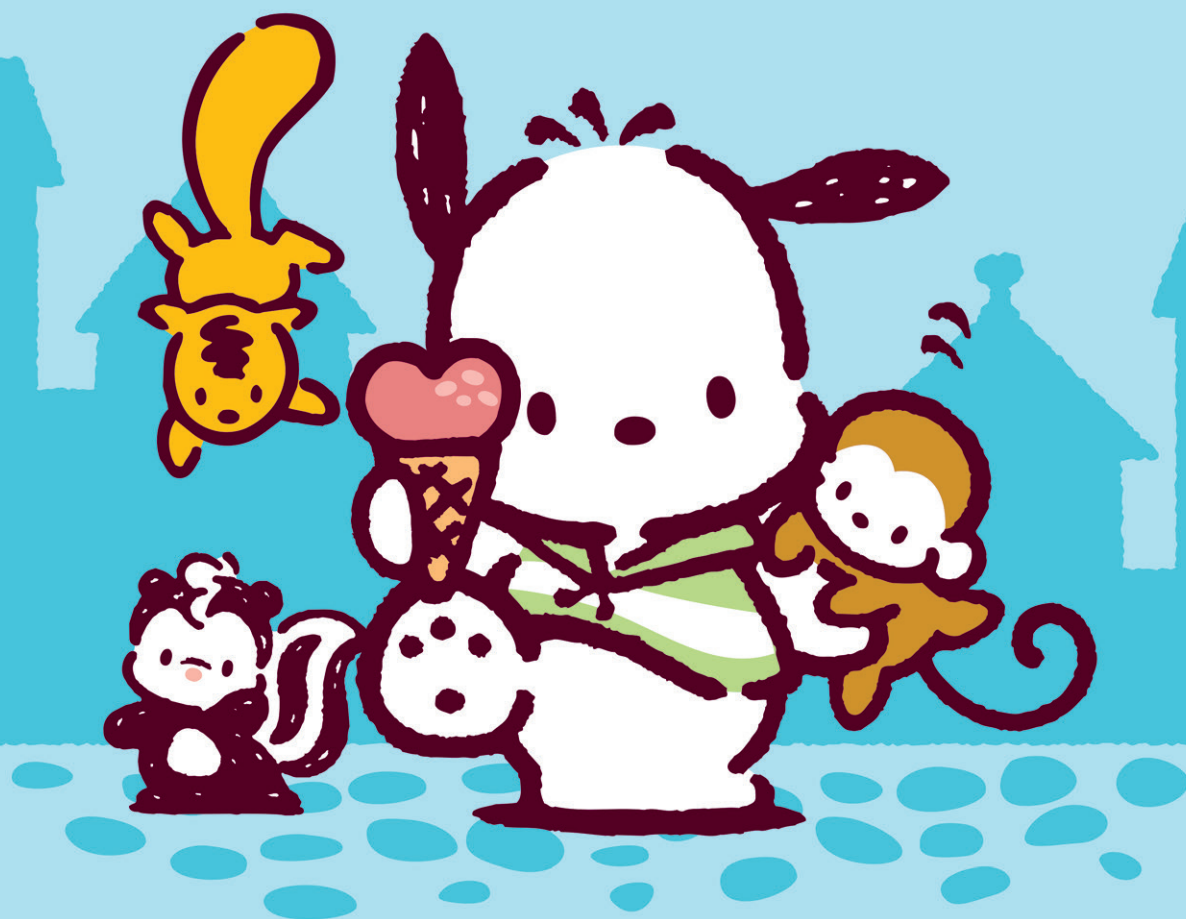
在2019年我參加了唱好利康好聲音活動，透過每星期一次的唱歌聚會，我認識了更多新朋友，亦擴闊了我的社交圈子。另外我有機會上台表演亦令我感到很有成就感。

林宛怡 【利康居 服務使用者】

In 2019 I joined the Likang Singing activity. Through singing gathering every week, I made new friends and expanded my social network. Beside I got the chance to come up to the stage and perform in front of the people, it makes me a great sense of achievement.

Ms. Lam (Service user in Likang Court)





**POCHACCO**

利民會精神健康大使  
MENTAL HEALTH AMBASSADOR  
RICHMOND FELLOWSHIP OF HONG KONG

## 社區精神健康支援服務

## Community Mental Health Support Services

2019-2020年是富挑戰但促使發揮創意的一年。因著轉變的社會環境，市民的精神健康面對著重大挑戰，根據「全港精神健康指數調查2019」調查結果，港人精神健康指數持續不合格，並有轉差趨勢。因應社會需要，社區精神健康服務的同工發揮無限創意，開展了新的服務模式及創意活動，與廣大市民一起走在精神健康最前線。

去年兩所精神健康綜合社區中心擴展服務至區內初中學生，小學生適應中學生活正需要不少適應，故有需要將及早介入的防線再向前推，以提供更早的識別和跟進，才能有效地達致預防勝於治療的果效。同時，在新冠病毒病疫情期間，同工亦加強了對服務使用者的聯繫和關顧，不時留意他們的抗疫情緒及向他們派發防疫物資。

此外，機構透過向外申請基金向有需要人士資助手提電話及數據服務。中心亦特別為在疫情期間在家隔離的服務使用者增設了不少網上活動，例如：IT小教室，在家運動篇、防疫資訊篇及親子時光等等，好讓他們留在家中也能無間斷地得到支援和關顧，保持人與人之間及與社區的聯繫，彼此支持，分享抗疫心得，發放正能量。

即時通服務亦加強了對社區的支援，我們加派人手到即時通精神健康熱線中心當值，務使在同一時間內能接聽更多來電，為更多有需要人士即時的情緒支援。

未來一年，希望我們的服務可以走在精神健康更前線。



2019-2020 was a year full of challenges that prompted to creativity. Due to the changing social environment, Hong Kong people have been experiencing big challenges to the mental wellness. According to the results of the "Hong Kong Mental Health Index Survey 2019", the mental health index of Hong Kong people continued to be unqualified and tended to deteriorate. In responding to the social needs, staff of community mental health service had exerted unlimited creativity to launch new service models and various innovative activities in order to walk along with community members at the forefront of mental health.

Last year, two of our Integrated Community Centers of Mental Wellness extended their services to junior secondary school students in the district while primary school students were facing challenges in the adaptation of transitional period from primary to secondary school. Early identification and follow up work would be most effective way for prevention while prevention is much better than cure. Meanwhile, staff not only stepped up contact with care to service users, but also provided necessary anti-pandemic supplies from time to time during the pandemic of COVID-19.

In addition, the organization made good use of external fund to subsidize those in need with mobile phones and data services. A wide range of online programs and activities such as IT classroom, workshop of home exercise, tips and information on epidemic prevention and enhancement of parent-child relationship had been developed and provided for service users who were isolated at home. Through sharing of life wisdom and positive energy with each other, service users can have endless support and stay connected with community during pandemic of COVID19.

With a view to enhance immediate emotional support to community members, Justone Mental Health Hotline Service had been stepped up to handle increasing calls by additional manpower allocated since last year.

In the coming year, it is expected to step further and stay along with public at the forefront of mental health.





## 友樂坊（港島東） ALOHA (Eastern)

為加強服務的發展，友樂坊(港島東)在過去一年進行了單位架構重整，讓同事能更專注地規劃地區需要以提供適切服務。中心去年除了維持與地區團體的合作外，更主動接觸區內多間中學，為中學生的精神健康打開新的一頁。另外，與東柴灣綜合家庭服務中心合辦了一個親子平衡小組，與家庭一同經歷了一趟藝術之旅。在會員關顧方面，去年亦進行了兩次大規模的送暖行動，在節日裡為會員送上小小禮物及無限祝福。

For the aim of a better service development, there was a new reform of staff structure of Aloha (Eastern) last year. On top of our community mental health promotion, school connection and youth mental health was a new expand service. Moreover, an expressive art parallel group which cooperated with Integrated Family service centre was held to enhance family communication. It got a very good feedback. Even so, for giving our warm blessing to all of our members, we arranged two large scale visits to them for giving presents in festival date.



走入學校，與中學生共融。  
To enhance social inclusion, we connect.



參與中心郊遊活動，往往是賞心樂事。  
Go Hiking ,Pose and Cheers !!



「友心義工隊」到「惜食堂」服務，共同製作飯盒。  
Our volunteers served in "Food Angel"



疫情下，中心藉心意咭為家庭打氣。  
Postcard cheer up for family during COVID-19 pandemic.

### 持份者回饋 Sharing from Stakeholder



自從多年前在友樂坊(港島東)學習書法之後，書法就成為了我的興趣及平靜自己的方法之一。我嘗試運用我的專長的去祝福其他人，亦慶幸獲中心邀請成為揮春、書法班的導師；也有機會與中心不同持份者共同完成中心掛畫，透過「學」與「教」，重塑自己另一方面的價值。

少茵 【友樂坊(港島東) 會員】

I joined the interest class in Aloha (Eastern) for many years, Chinese Calligraphy has become my hobby and let me feel relieved. I used calligraphy as a gift to bless my friends. I was glad to invite by Aloha (Eastern) as a "Fai Chun" tutor to share my experience with others. Also I got a chance to co-produce a drawing with different stakeholders in the center. I understood my strengths and was recognized in my recovery journey.

Siu Yan (Service user of Aloha (Eastern) )

## 友樂坊(黃大仙) ALOHA (Wong Tai Sin)

友樂坊(黃大仙)一直關注區內青少年精神健康。本年度開展青少年精神健康支援服務(對象：12-30歲人士)，希望透過個人及家庭輔導、身心靈治療小組、個人成長活動、社交興趣活動等一系列服務，提升社區對青少年精神健康的關注，並為他們以及家人提供適切的情緒支援及關顧青少年成長需要。

Aloha (Wong Tai Sin) always concern the mental wellness of young people within the district. This year, the youth team was set up to provide series of groups and programs for young people aged 12-30 such as individual & family counselling, therapeutic groups, developmental activities, social and interest classes. The service objective is to enhance community awareness towards the mental wellness of young people, facilitate personal growth & development of young people and to support them and their families in need.



許多年青會員都喜歡打籃球。透過參加籃球小組，他們可以學習到溝通技巧及團隊精神。  
Interest group: Many young service users are keen on basketball. They develop effective communication skills and good team spirit through participating the basketball group.



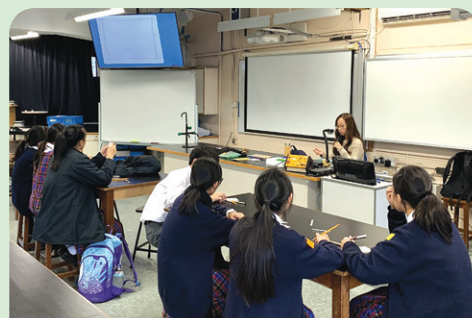
參加籃球比賽，是為了增加年青會員的見聞。喜見年青會員獲得獎項，增加其自信心。  
To increase young members' exposure, our social workers brought them to basketball competition. Not only winning the competition was a bonus, it helped boosting their self esteem!



年青會員到Superpark 玩得好盡興！參加完高運動量的遊戲，他們更容易打開心扉，結識新朋友呢！  
Young members enjoyed their time in Superpark. Exciting sports games helped them open up in making new friends and sharing their inner thoughts and feelings!



脫毒小組讓年青會員了解不同的衣著打扮，除了提升其自我形象，亦學習如何與同齡異性相處。  
Through learning style and fashions in the group, homeboys and girls not only improved their self-image but also enhanced their self-confidence in getting along with people of the other gender.



青年分隊為黃大仙區的中學提供精神健康的入校服務。相中的社工正向中學生教授禪繞畫，讓他們舒緩學習壓力。  
Our youth team social worker offers school programs in Wong Tai Sin district. In the photo, our social worker taught Zentangle, a way of relieving study stress among Secondary School students.

### 持份者回饋 | Sharing from Stakeholder



印象最深刻2019年的體驗，是我第一次參加興趣小組 - 「花飾小手藝」。起初，我以為是用紙造成的花。後來，發現用鮮花或假花製作藝術品，過程既減壓又有成功感。  
鄭可欣 【友樂坊(黃大仙) 會員】

My most memorable experience in 2019 was my first time to participate in a Floral Group. I originally thought that we needed to use paper flower, but later surprisingly we could use fresh and artificial flowers. The process of making this art piece was relaxing and it offered me a sense of achievement.

Ms. Cheng (Service user of ALOHA (Wong Tai Sin) )



## 《即時通》精神健康守護同行計劃 Justone Mental Health Linking Project

過去一年，《即時通》共處理了39,593個來電及增加了438位新會員，奠定本熱線之重要性。因應早前發生的社會事件及新冠肺炎，即時通進行了四個大型公眾講座，內容為身心靈健康。本服務很重視家屬及義工之發展，期間進行了家屬朋輩義工培訓及充權活動共11次，多達300多人次參與；義工發展服務亦進行了共17次之訓練及活動，共有200多人次參與。

In the past year, Justone processed a total of 39,593 calls and recruited 438 new members, this showed the importance of this hotline. In response to the social events and COVID-19 that occurred earlier, Justone conducted four public lectures on mental health education. This service also focused the importance to the development of family members and volunteers. During the period, a total of 11 family and peer volunteer training and empowerment activities were carried out with more than 300 people; the volunteer development service also conducted a total of 17 training and activities, with a total of more than 200 people.



義工發展訓練。  
Volunteer development training



即時通義工畢業禮  
Volunteer training graduation



義工自務小組參觀元洲仔自然環境保護研究中心。  
Volunteer self help group visit Island house WWF centre.



義工發展活動參觀青山醫院。  
Volunteer development activity, visit Castle Peak Hospital.

### 持份者回饋 Sharing from Stakeholder



在新冠肺炎影響下，當大部份義工活動都被逼終止時，我很慶幸我是<即時通>的義工，仍可有限度地讓我參與服務，直接聆聽服務使用者的心底話，了解他們的掙扎，讓我的聆聽有機會成為他們心靈的安慰。

Liza 【即時通 義工】

In the shadow of the Covid-19, when most of the volunteer activities are suspended, I am very fortunate to be a volunteer of Justone. I can still participate in the service and listen directly to the heart of the service users, understand their struggle. I hope my participation can have the opportunity to comfort their emotion.

Liza (Volunteer of Justone)

## 朋輩支援服務 Peer Support Service

朋輩支援服務自2018年起，成為社會福利署的常規化服務。過去兩年，朋輩支援員一直以個人復元經歷作為介入點，為其他在復元路上的復元人士或情緒受困擾的人士提供支援。

五名半職朋輩支援員在本年度共完成414次面談分享，當中包括128次外展探訪關懷。此外，他們亦完成舉辦及協助173次小組活動及公眾教育活動。在收回60份的意見問卷調查中，服務使用者對朋輩支援服務的滿意度，以及提升精神健康的知識或增加復元人士的理解，分別都達95%，反映朋輩工作的價值得到認同，對服務感到滿意。

Peer Support Service has been subvented by Social Welfare Department since 2018. Peer Supporters make use of their personal recovery experiences in mental illness as an intervention approach to support people in recovery and those suffered from emotional problem in the past two years.

Our five half-time Peer Supporters completed 414 interviews sharing which included 128 outreaching visits. Besides, they conducted 173 sessions of group and public education programs. In those 60 questionnaires collected, 95% of the service users satisfied with the service, also 95% of the service users acknowledged in the increase of mental health knowledge and acceptance towards People In Recovery. The achievements significantly revealed the recognition of the peer support service.



在環翠之家舉辦抗疫小組。  
Anti-epidemic group in Wan Tsui House.



翠華之家開放日：朋輩支援員帶領參觀。  
Peer support worker provide visiting tour in Tsui Wah House's service open day.



朋輩支援員們共同製作的壁報宣傳。  
Peer Supporters created the service promotion board by their joint effort.



服務團隊團體合照。  
Group photo of Peer support service.



在環翠之家舉辦繪畫小組。  
Drawing group in Wan Tsui House.

## 意見問卷調查 Feedback in Questionnaires

- 1 「朋輩支援員的關懷令我感到高興和被重視」
- 2 「能有多一個方式、渠道了解復元之道。」
- 3 「與朋輩支援員談話很舒服。」
- 4 「朋輩支援員能夠推動自己復元，有同理心。」

- 1 "Care from Peer Supporters makes me feel happy and valued."
- 2 "Provides more way for understanding the process of Recovery."
- 3 "It feels comfortable when talking to Peer Supporters."
- 4 "Peer Supporters can motivate me on recovery with their empathy."



## 利民社區網

## Richmond Fellowship Community Network

利民社區網特別重視會員的「參與」，推動他們積極關注及參與社區事務。我們於2019年5月18日參與「思健才藝展」，藉此發揮會員的個人優勢，建立會員之間的團隊合作精神，並有幸得到「最具創意啦啦隊獎」。

利民社區網參與思健舉辦的活動，加強會員之間的合作性，發揮團隊精神。我們有幸得到才藝比賽獎項，感到非常開心！

新一屆執委的選舉日得到會員的鼎力支持，向執委會成員投了信任的一票。希望在未來日子，我們為利民社區網出一分力、發一點光。

我期望利民社區網會員之間保持緊密聯繫，彼此關愛，發揮自助組織的精神——「助人自助，彼此配搭」。

Richmond Fellowship Community Network particularly focused on "participation" and encouraged our members to actively participate in community affairs. On 18th May 2019, we had joined "Talent Show 2019" organized by Mindset. Our members could show their strength and talent in the activity and foster collaboration and teamwork among members. In addition, we were fortunate to receive the "Most Creative Cheerleading Award".

Richmond Fellowship Community Network participated a talent show of MINDSET. The activity not only enhanced collaboration among members, but also boosted our team spirit. In addition, we were glad to receive a talent award from Mindset!

On the election day of Richmond Fellowship Community Network, members showed strong support to the Executive Committee members and casted a vote of confidence. The Executive Committee would try our best to serve our members and contribute to the Network.

I hope that members of Richmond Fellowship Community Network could keep close contact, care for each other, and foster the spirit of self-help organization "help others help themselves, provide mutual support and cooperate with each other".



預備上台前做好準備。  
Let's get ready for the show.



台上一分鐘，台下十年功。看看我們一行八人的精彩表演。  
One minute on the stage needs ten years practice off stage. Check out the wonderful performance of our perfect team!



獲得「最具創意啦啦隊獎」的精彩時刻。  
Precious moments - "Most Creative Cheerleading Award" prize presentation.

## 利民健康農莊計劃 Richmond Health Farm Project

以自負盈虧模式運作的利民健康農莊計劃，藉著有機耕作的平台，既可以讓復元人士有一個職前訓練的平台外，亦希望透過農莊活動與地區不同持分者接觸，增進彼此的認識及接納，共同締造一個快樂及共融的社區。

Richmond Health Farm is a self-financed project of using organic farming as a platform. Apart from providing pre-vocational training for people in recovery, it also increases contacts and acceptance of community stakeholders for establishment of social inclusion together.



耕作體驗活動。  
Cultivation programme.



農莊參觀活動。  
Farm visit programme.



農作物大豐收。  
Good Harvest of vegetables.



體驗色彩大自然。  
Experiencing colorful nature.



中學生健康講座。  
Health talk for students.



## 臨床心理服務 Clinical Psychological Service

臨床心理服務於2009年3月開始，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病的認識及推動社會關注精神健康。

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



《即時通》義工網上培訓

- 1) 如何在熱線中辨識思覺失調及相關處理
- 2) 認識人格障礙症

Justone Volunteer On-line Training

- 1) How to identify Psychosis and management
- 2) Understanding Personality Disorders



「家長與兒童關係」職員講座

臨床心理學家與鄰舍輔導會啟康幼兒中心職員分享「家長與兒童關係」講座。

"Parent-Child relationships" staff talk

Public talk on the topic of "Parent-Child relationships" at the Child Enlightenment Centre of the Neighbourhood Advice-Action Council.



「積極正向寶向人」老師培訓

臨床心理學家與寶血女子中學老師分享「積極正向寶向人」講座。

Teacher training for "How to guide student to be positive"

Sharing with teachers "How to guide student to be positive"



## 家屬支援服務 Family Support Service

2019/2020年度，利民家庭學社(Richmond Fellowship Institute)以「你我心聯心、薪火齊相傳」為主題，於三大層面，包括:建立家屬互助聯誼網絡、家屬朋輩支援、社區精神健康教育方面，提供適切的服務，並且讓家屬發揮其優勢。

過去一年，利民會之家屬互助組織「聯心社」，會員人數已達800人。利民家庭學社持續透過家屬聯誼活動和關顧身心靈小組等，凝聚和鞏固家屬之間的互助網絡，舒緩家屬照顧上壓力。2019/2020年度共舉辦40節活動，總參與人次為491人。

其次，於精神健康心理教育方面，學社持續舉辦精神健康教育活動，上年度一共舉辦了28節小組活動，提供基本的精神健康知識、溝通技巧及「復元」概念等，總參與人次為208人。

再者，就培訓家屬朋輩方面，「家屬朋輩導師」於精神健康教育課程中，擔任導師，並分享同行復元的故事。同時，就社區教育方面，透過不同類型的講座和交流，例如，家屬參與地區大型分享活動、參與澳門「身心健康研討會2019」等，而總參與人次為238人。

未來，我們將持續推動「照顧者朋輩」服務，鼓勵家屬和照顧者持續參與社區分享和關注社區精神健康議題。



"Connecting with each other, Passing on the Torch" was our service theme last year. Richmond Family Institute (RFI) aims to empower the caregivers in developing their strengths and to enhance their abilities for mental health advocacy.

The number of caregivers of the "Heart to Heart Club", a mutual support group for caregivers, has reached 800. To consolidate the informal social support network of caregivers, 40 sessions, including social gatherings and recreational activities, were provided by RFI and 491 participants were involved in these activities.

Besides, mental health courses and psycho-social educational groups were organized for caregivers. 28 sessions of psycho-educational groups including mental health knowledge, communication skills and concept of "Recovery" were provided to caregivers.

Moreover, to facilitate "Caregiver Peer Support", caregivers were promoted as "Peer Support Tutor" by making use of their personal recovery experience in caring their "Person in Recovery" family members. Through mutual support groups, public talks and oversea exchange, "Peer Support Tutor" shows their ability to present their strengths and recovery stories to the public.

We are looking forward to promote "Caregiver Peer Support" service and encourage caregivers in community participation and raising their concern on mental health related issues in the future.



## 利民家庭學社 Richmond Family Institute

利民家庭學社著重建立家屬互助網絡，關顧其身心靈健康及社區教育和參與，以回應家屬不同需要。例如，「健康快樂齊喜步」，以快樂七式與運動結合，減輕其照顧壓力。而家屬「朋輩導師」透過社區復元講座和外地交流，展現家屬們優勢和推動家屬社區參與。

Richmond Family Institute (RFI) conducted various programs to response to caregivers needs, consolidate the social support network and release the stress of caregivers. For example, through "Running in Seven Happiness Ways", caregivers can reduce their stress by doing exercises. Besides, "Caregiver Peer Support Tutor" shows their strengths through participating in public sharing and oversea exchange which also motivate caregivers' community participation.



大家投入聚會中的團體遊戲。  
Caregivers involve in group game during the meeting.



大家一同DIY護膚品。  
Caregivers make their own skin care products.



以快樂七式與跑步運動結合的「健康快樂齊喜步」活動。  
Integration of Seven Happiness Ways and running in "Running in Seven Happiness Ways" program.



第六屆聯心社會員委員會成員誕生了。  
The 6th Heart to heart club committee has formed.



大家於澳門參與「2019身心健康研討會」，並有專題分享。  
Caregivers participated in sharing session of Mental Health and Wellness Seminar 2019 in Macau.

## 中國社會服務發展計劃

## China Social Service Development Projects

利民會為國內社區及業界員工提供持續的培訓和督導服務，將社會工作知識及技巧本土化，協助國內發展中地區開展精神康復等社會服務。近年國內服務趨向更多元化，除發展具中國本土特色的「復元概念」外，社區服務資源中心及社會工作服務中心均有專項服務推展，包括：長者精神健康、復元人士及心智障礙人士職業培訓、朋輩及家屬支援等，為更多有需要人士提供切合之服務。

Richmond Fellowship of Hong Kong provides consistent provision of professional training and supervision to communities and social service staff in the mainland China, and assistance in contextualization of professional knowledge and skills for the advancement of social service development. In response to recent trend of diversified services, besides launching of 'Recovery Model', there are specialized services in different service centers, including elderly mental health, vocational rehabilitation for people in recovery of intellectual ability and wellness, supports for peers and caregivers for matching services to those in need.







## 廣州利康社會工作服務中心 Guangzhou Likang Social Work Service Centre

廣州利康社會工作服務中心運用社會工作手法及中國特色的復元模式，為精神病康復者及其家屬提供以社區為本的服務。在廣州市殘疾人聯合會的支持下，開展荔灣區社區精神康復綜合服務中心、春暉庇護工廠社工服務、星途心智障礙人士定崗培訓服務、心智障礙人士支援性就業服務、朋輩支援員服務和家庭個案服務。針對精神病康復者家屬，中心堅持開展週三家屬聚會活動，為家屬提供醫生講座、政策講座、節日聯誼、外出參觀及照顧技巧討論等活動。

Guangzhou Likang Social Work Service Center uses social work methods and a recovery model with Chinese cultural characteristics to provide community-based services to people with mental illnesses and their families. With the support of the Guangzhou Disabled Persons' Federation, we launch Integrated Community Service Center for Mental Rehabilitation in Liwan District, Chunhui Sheltered Workshop Social Work Service, supportive employment service for people with mental disorders, and Xingtu On-site training service for people with mental disorders, peer supporter and family services. For the family members of the persons in recovery, the center insists on organizing family gatherings on Wednesdays, providing family members with lectures by doctors, policy lectures, holiday networking, visits, and discussions for care skills.



## 廣州利民精神健康社會工作資源中心 Guangzhou Richmond Mental Health Social Work Resource Centre

廣州利民精神健康社會工作資源中心持續承接廣州市部分行政區的精神康復綜合服務中心專業督導及服務評估工作、鏈接資源為本地精神康復領域從業人員及社會工作者提供精神健康相關培訓，並著力拓展認知症長者的專業特色服務及養老院舍駐院社工服務。

Guangzhou Richmond Mental Health Social Work Resource Center keeps conducting supervision & service assessment for local psychiatric rehabilitation centers, providing training for mental rehabilitation professionals. It developed dementia feature services for the elderly and social work service in a nursing home in the past year.



對某精神康復綜合服務中心進行服務評估工作。  
Service assessment for a psychiatric rehabilitation service center.



為社工提供專業培訓。  
Training Course for social workers.



養老院舍駐點社工服務。  
On-site social service in residential care homes for elderly.



認知友善社區共建。  
Dementia Friends.



## 恩平市利康社會工作服務中心 Enping Likang Social Work Service Centre

恩平市利康社會工作服務中心目前承接了恩城街道社會治理綜合服務專案、西門社區康園中心、良西鎮社區康園中心項目、聖堂鎮社區康園中心和恩平市殘疾人輔助性就業愛心茶餐廳的項目。良西鎮社區康園中心和聖堂鎮社區康園中心於2019年被評為「江門市二星級殘疾人日間托養機構」。2019年連結職業培訓學校進修粵菜師傅中式麵點課程，共15名康復人士獲得培訓證書。同時，中心成功推出1名康復人士在恩平市環境衛生管理處任職清潔工，推出6名康復人士在愛心茶餐廳就職餐廳幫廚、服務員和前臺。

Enping Likang Social Work Service Centre is currently undertaking the Encheng Subdistrict Social Governance Integrated Service Project, Ximen Community Health Park Center, Liangxi Town Community Health Park Center Project, Shengtang Town Community Health Park Center and the restaurant project with Enping City's assisted employment for the disabled. And Liangxi Town Community Health Park Center and Shengtang Community Health Park Center were rated as "Jiangmen City Two-star Day Care Institutions for the Disabled" in 2019. In 2019, the vocational training school was connected to the Cantonese cuisine master Chinese noodle class, and a total of 15 recovered people received training certificates. At the same time, the center successfully helped an rehabilitation person to work as a cleaner in Enping City Environmental Sanitation Management Office, and six rehabilitation persons to work as a restaurant helper, waiter and front desk in a cafe.



# 中央行政支援

## Central Administrative Support





我們十分重視員工的身心健康，一直致力讓員工可安心投入工作發揮所長。在今年新型冠狀病毒疫情的影響下，我們理解員工也許感到不安，我們已適時啟動應變機制，果斷制訂了一系列應對方案。

在防疫政策方面，我們實施彈性在家工作安排，盡力搜購防疫用品給員工於工作期間使用，並贈送防疫用品(例如：口罩、酒精紙巾)供員工及其家人使用，提供適切支援，共同抗疫。

在員工士氣方面，我們實施「鬆一鬆」小息時間、向員工每週派發水果。管理層亦於疫情下探訪各單位，為當值員工打氣，衷心感謝所有員工緊守崗位，同心協力，確保機構服務運作順暢。

此外，人力資源小組委員會持續適時檢討人力資源管理的方向及發展，包括人力資源政策、薪酬及福利、人手編制等。截至2020年3月31日，本會共有223名員工，當中專業團隊包括臨床心理學家、護士、職業治療師及社會工作員。

The Fellowship has always valued physical and mental health of staff members, ensuring staff members to engage at work in safe environment. Under the impact of epidemic situation this year, we understand staff members might feel frustrated. The Fellowship activated contingency plan timely, implemented a series of measures decisively.

Regarding anti-epidemic measures, we adopted flexible work from home arrangement and sourced epidemic prevention supplies (e.g. face mask, alcohol swab) for staff members and their family.

Regarding staff morale, we launched "Take a Break" scheme, delivered fresh fruits to service units weekly. Management team visited service units during the epidemic period to keep it up and expressed deepest thanks to all staff members who committed to their work.

Besides, Human Resources Sub-committee has been reviewing direction and development of human resources management, human resources policies, compensation and benefits as well as manpower structure. As at 31 March 2020, we employed 223 staff members, including our professional teams, which comprised of clinical psychologists, nurses, occupational therapists and social workers.





## 2019 – 2020 員工得獎名單 Staff Award List

### 榮休 Retirement

職員	Staff	單位	Unit
謝宏昌	TSE Wan Cheong	翠華之家	Tsui Wah House
楊淨淨	YEUNG Ching Ching	尚德之家	Sheung Tak House
郭明玉	KWOK Ming Yuk	新翠實業社	New Jade Manufacturing Centre
廖細榮	LIU Sai Kam	屏山樓	Ping Shan House

### 優秀同工獎 Staff Incentive Award – Outstanding Performance

職員	Staff	單位	Unit
馮祥添	FUNG Cheung Tim	中央行政辦事處	Central Administrative Office
鍾碧燕	CHUNG Pik Yin	中央行政辦事處	Central Administrative Office
陳易生	CHAN Yik Sang Jason	中央行政辦事處	Central Administrative Office
陳雪慧	CHAN Suet Wai	屏山樓	Ping Shan House
趙保強	CHIU Po Keung	尚德之家	Sheung Tak House
楊淨淨	YEUNG Ching Ching	尚德之家	Sheung Tak House

## 長期服務獎 Long Service Award

年 Year	職員 Staff	單位 Unit	Unit
15	謝宏昌 TSE Wan Cheong	翠華之家 Tsui Wah House	
15	吳美蘭 NG Mei Lan	翠華之家 Tsui Wah House	
15	陳小玉 CHAN Siu Yuk	新翠實業社 New Jade Manufacturing Centre	
15	吳桂賢 NG Kwai Yin	利民進業服務 (元朗) Richmond Customer Service (Yuen Long)	
10	陳詩穎 CHAN Sze Wing	利民進業服務 (元朗) Richmond Customer Service (Yuen Long)	
10	李嘉慧 LI Ka Wai	友樂坊 (黃大仙) ALOHA (Wong Tai Sin)	
10	陳倩儀 CHAN Sin Yee	環翠之家 Wan Tsui House	
10	黃國威 WONG Kwok Wai	環翠之家 Wan Tsui House	
5	謝裕敏 TSE Yu Man	利民進業服務 (元朗) Richmond Customer Service (Yuen Long)	
5	關詩銘 KWAN Si Ming	友樂坊 (黃大仙) ALOHA (Wong Tai Sin)	
5	葉偉皓 YIP Wai Ho	友樂坊 (黃大仙) ALOHA (Wong Tai Sin)	
5	鄒佩賢 CHOW Pui Yin	屏山樓 Ping Shan House	
5	李鳴睿 LI Ming Yui	屏山樓 Ping Shan House	
5	羅素華 LAW So Wah	環翠之家 Wan Tsui House	
5	鍾碧燕 CHUNG Pik Yin	中央行政辦事處 Central Administrative Office	



# 運用整筆撥款儲備及公積金儲備

## The Use of Lump Sum Grant Reserve and Provident Fund Reserve

### 財務管理

為妥善運用公共資源，本會備有一套完善的內部監控機制以確保遵守相關政策和程序，亦不時檢視我們不同服務、服務使用者及員工的需要以善用財務資源。一如以往，執行委員會成員和高級管理層繼續審視機構過去數年的整筆撥款儲備以確保財務狀況的穩定，並在退修營等平台向出席同工發放訊息讓其了解有關的財務狀況。中央行政辦事處會持續檢視所有服務單位的人手情況及相關資料，在有需要時向執行委員會提出改善方案。

### 恰當運用整筆撥款和公積金儲備

高級管理層亦已貫徹地按照整筆撥款和最佳執行指引的人力及財務管理原則執行。為提高財政透明度，我們繼續透過網站及周年報告向持份者披露相關的儲備結餘。



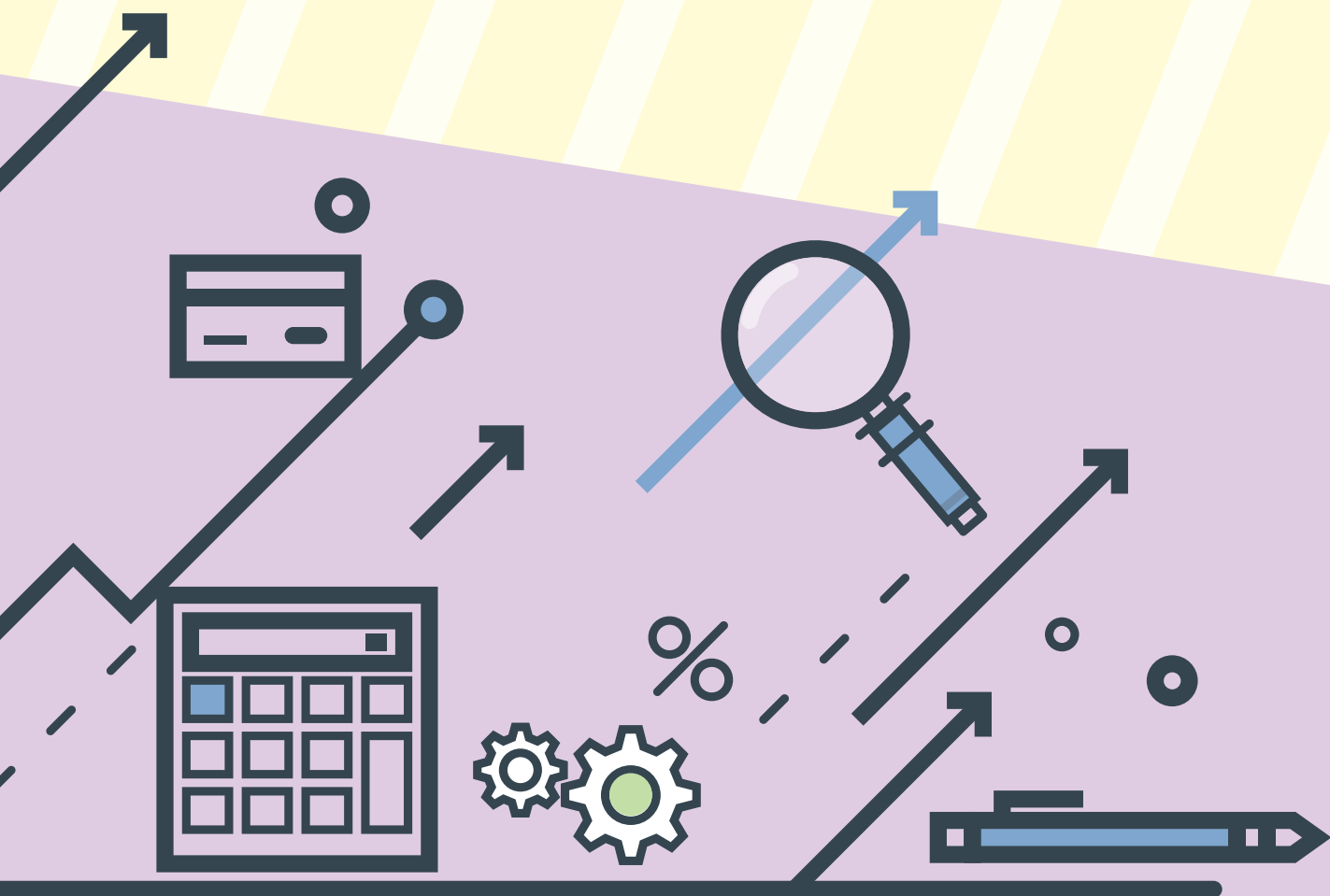


## Financial Management

To ensure prudent use of public resources, internal control system has long been established to ensure compliance with relevant policies and procedures in the Fellowship. From time to time, we took initiative to review the needs of service users, service set-up and staff members to ensure service quality and optimal use of available financial resources. As always, the Board of Executive Committee (EXCO) members and the senior management have reviewed the Lump Sum Grant (LSG) Reserve in the past few years to ensure the stability of financial status. Such financial conditions would accordingly be disseminated in the staff retreat camp platform for their understanding. The Central Administration would continue to review the manpower provisions of all service units and relevant information, and to submit improvement measures to the Board of EXCO members for consideration.

## Proper use of the Lump Sum Grant and Provident Fund Reserves

The senior management had thoroughly executed the principles of the Lump Sum Grant and Best Practice Manuals on financial and human resources management. To enhance the financial transparency, the balance of reserves would continuously be disclosed to stakeholders through our website and annual report.



**RICHMOND FELLOWSHIP OF HONG KONG**

利 民 會

**Statement of Comprehensive Income**  
**For the year ended 31 March 2020**

	<u>2020</u> <u>HK\$</u>	<u>2019</u> <u>HK\$</u>
<b>Income</b>	90,853,998	76,986,994
Other revenue	556,038	660,163
Administrative expenses	(87,852,783)	(70,512,002)
Surplus from operation	3,557,253	7,312,007
Bank interest income	55,262	54,171
<b>Surplus for the year</b>	<u>3,612,515</u>	<u>7,366,178</u>
<b>Other comprehensive income</b>		
Designated Funds received	21,823,879	7,344,230
Designated Funds transfer to deferred income	(17,051,678)	(3,949,148)
Interest received	1	710
Provident fund adjustment	35,907	(113,692)
Minor work expenditure	-	(11,310)
Project expenses	(3,852,044)	(2,839,641)
Refund to Social Welfare Department	(2,660)	(632,891)
Refund to HKSAR	(17,472)	-
Refund of external funding	(104,628)	-
Accumulated surplus shared with Yuen Long Town Hall	-	8,196
	<u>831,305</u>	<u>(193,546)</u>
<b>Total comprehensive income for the year</b>	<u>4,443,820</u>	<u>7,172,632</u>

**RICHMOND FELLOWSHIP OF HONG KONG**

利 民 會

**Statement of Financial Position  
as at 31 March 2020**

	<u>2020</u> <u>HK\$</u>	<u>2019</u> <u>HK\$</u>
<b>Non-current assets</b>		
Furniture and equipment	18,324,846	4,323,655
Right-of-use assets	3,541,446	-
	<u>21,866,292</u>	<u>4,323,655</u>
<b>Current assets</b>		
Accounts receivable	1,996,208	1,030,486
Cash and bank balances	46,696,094	42,263,867
	<u>48,692,302</u>	<u>43,294,353</u>
<b>Current liabilities</b>		
Accrued charges and other payables	3,611,633	2,859,917
Deferred income	18,015,560	3,857,647
Amount due to a related association	3,291,343	3,331,312
Lease liabilities	1,769,320	-
	<u>26,687,856</u>	<u>10,048,876</u>
<b>Net current assets</b>	<u>22,004,446</u>	<u>33,245,477</u>
<b>Total assets less current liabilities</b>	<u>43,870,738</u>	<u>37,569,132</u>
<b>Non-current liabilities</b>		
Lease liabilities	1,857,786	-
<b>Net assets</b>	<u>42,012,952</u>	<u>37,569,132</u>
<b>Agency reserves</b>		
Designated Funds	3,331,850	2,606,159
Social Welfare Development Fund	317	174,823
Social Welfare Reserve Fund	35,445,567	32,331,288
Special one-off grant	55,250	-
General Fund	3,179,968	2,456,862
<b>Total fund</b>	<u>42,012,952</u>	<u>37,569,132</u>

**FSA Services**  
**Detailed Income and Expenditure Statement**  
**For the year ended 31 March 2020**

	<u>2020</u> <u>HK\$</u>	<u>2019</u> <u>HK\$</u>
<b>Income</b>		
Central items income	727,842	270,000
Fees and dues	1,788,312	1,796,477
Clothes washing charges	23,588	23,496
LSP Income	486,038	-
Severance payment income	-	125,974
Meal charges	75,593	82,719
Programme income	187,125	242,477
Community Chest allocation	781,204	758,318
Donation received	750	3,759
Subvention – LSG + SOG	74,787,328	66,131,810
Grants transfer to deferred income for acquisition of furniture and equipment	(3,107,202)	(176,852)
Tea store income	5,594	8,714
	<u>75,756,172</u>	<u>69,266,892</u>
<b>Other income</b>		
Deferred income recognized	6,000,967	268,353
Bank interest income	52,340	52,254
Sundry income	52,215	50,861
	<u>81,861,694</u>	<u>69,638,360</u>
<b>Less: Expenditure</b>	79,054,849	62,881,837
<b>Surplus for the year</b>	<u>2,806,845</u>	<u>6,756,523</u>



FSA Services Expenditure For the year ended 31 March 2020		
	2020 HK\$	2019 HK\$
<b>Expenditure</b>		
Salaries	55,443,541	48,995,291
Provident Fund	2,660,379	2,482,891
Central items expense	444,227	274,000
Rent and management fee	34,716	1,812,756
Rates	339,075	335,300
Administrative charges	61,967	52,735
Advertisement	417,824	216,431
Auditor's remuneration	43,200	38,400
Amortisation on right-of-use assets	1,770,732	-
Bank charges	4,968	4,613
Cleaning materials	396,371	349,759
Consultancy fee	-	15,000
Depreciation	5,960,705	1,599,643
Electricity	732,681	726,792
Food for members in half-way houses and centres	2,348,451	1,141,655
Gas and fuel	126,784	143,614
Incentive allowance for sheltered workshop	789,963	784,653
Insurance	730,616	646,776
Interest expense on lease liabilities	222,280	-
Long service payment	822,029	-
Loss on written off furniture and equipment	40,262	3,000
Miscellaneous expenses	451,443	93,607
Newspapers and periodicals	48,186	44,358
On job training subsidy	4,378	23,095
Postage	52,900	58,943
Printing and stationery	236,086	314,772
Programme expenses	1,782,855	1,424,467
Promotion	785,708	109,884
Registration fee	8,160	9,905
Repairs and maintenance	788,614	388,634
Retirement benefits	30,000	20,000
Sewage charge	15,461	30,829
Severance payment	-	81,816
Staff welfare	368,683	47,357
Staff training and professional exchanges	227,893	55,692
Store and consumable	272,835	48,307
Storage fee	63,654	57,600
Tea store expenses	4,430	6,631
Telephone	166,098	155,391
Travelling allowance to trainee of workshop	27,317	34,392
Training tools and materials	7,786	3,774
Travelling expense	191,899	111,301
Vehicle expenses	41,508	37,698
Visiting Medical Practitioner Scheme Expenses	61,140	49,560
Water	27,044	50,515
<b>Total expenditure</b>	<b>79,054,849</b>	<b>62,881,837</b>

**Non-FSA Services**  
**Detailed Income and Expenditure Statement**  
**For the year ended 31 March 2020**

	<u>2020</u> <u>HK\$</u>	<u>2019</u> <u>HK\$</u>
<b>Income</b>		
Clothes washing charges	25,182	29,430
Donation received	826,536	259,532
Programme income	4,612,210	3,323,306
Community Chest allocation	113,096	109,882
Interest received	2,922	1,916
Meal charges received	267,971	322,403
Processing charge	1,680,978	2,050,500
Rental income	1,577,500	1,544,607
Sundry income	316,581	399,246
Tea store income	180,628	198,997
	<hr/> 9,603,604	<hr/> 8,239,819
<b>Less: Expenditure</b>	8,797,934	7,630,164
	<hr/>	<hr/>
<b>Surplus for the year</b>	<u>805,670</u>	<u>609,655</u>

**Non-FSA Services  
Expenditure  
For the year ended 31 March 2020**

	<u>2020</u> <u>HK\$</u>	<u>2019</u> <u>HK\$</u>
<b>Expenditure</b>		
Allowance for volunteers	55,645	50,820
Auditor's remuneration	8,000	12,400
Administrative charge	2,400	2,400
Advertisement	37,443	30,981
Bank charges	3,025	3,124
Cleaning materials	58,676	71,624
Depreciation	392,467	194,206
Electricity	144,337	143,124
Food for members in half-way houses and centres	327,980	518,242
Gas and fuel	30,673	40,453
Insurance	75,703	31,698
Loss on written off of furniture and equipment	-	856
Management fee	89,461	86,017
Miscellaneous expenses	84,528	23,127
Newspapers and periodicals	603	-
Promotion	309,713	176,467
Postage	11,396	14,123
Printing and stationery	14,350	15,267
Production materials and tools	34,152	39,588
Programme expenses	1,030,235	504,985
Provident fund	238,215	203,907
Provision for development items	106,052	121,189
Rates	68,120	72,820
Registration fee	300	-
Repairs and maintenance	83,846	91,015
Salaries	3,942,117	3,232,993
Sewage charges	6,603	10,689
Staff training and professional exchange	25,987	13,842
Store and consumable	35,271	1,507
Telephone	85,579	99,238
Tools and materials	11,191	21,042
Training allowance to trainee of workshop	1,419,335	1,739,168
Travelling expense	54,174	46,486
Water	10,357	16,766
<b>Total expenditure</b>	<u>8,797,934</u>	<u>7,630,164</u>

# 附錄

## Appendices







## 職員會 Staff Association

利民會職員會成立多年以來，持續為機構的同工提供及舉辦不同的關愛、福利及活動。經過充滿挑戰的一年，令我們明白到除關注同工身心健康外、更需關顧同工工作安全及權益。由各單位同工組成的職員會，將承接歷屆職員會的宗旨，重視關注同工們的身心健康，並為機構同工服務及加強各方溝通。

同工作為機構持份者之一，意見分享甚為重要，故職員會重視管理層與同工之間的良好溝通。另外，亦會完善本會組成及換屆工作，延續職員會使命。因此未來職員會的工作目標如下：

- 由關愛行動出發，關注同工身心健康。
- 為同工尋求更多、更好的福利項目。
- 建立有效溝通渠道或定期交流，讓同工及職員會有機會向機構反映意見，有助提升服務質素及同工歸屬感，甚至機構形象，達至互惠互利。

職員會期望為同工送上關心及溫暖。亦透過不同的活動，讓同工「鬆一鬆」，促進彼此的交流。同時，加強與管理層之間雙向互動，就著機構發展、同工基本權益互相交流，增進同工們對機構的歸屬感及提升機構形象。

Since its establishment, the Staff Association of Richmond Fellowship of Hong Kong has been supporting members through providing different benefits and organizing various activities. After a year full of challenges, we realized that in addition to paying attention to the physical and mental health of our co-workers, we also need to care about their work safety and labour rights. The Staff Association is comprised of stakeholders from all service units to ensure that we continue to serve our employees by carrying out the purposes of our association, to pay attention to the well-being of our staff members, and to strengthen communication between all parties.

Members' opinions are important since they are significant stakeholders in the agency. Therefore, we seek to facilitate favourable communication between the management team and colleagues. We continue to improve the composition of our members through our election procedures. Through this, we hope to continually and effectively uphold the mission of the Staff Association. Going into the future, our aims are:

- Taking care of the physical and mental health of our members.
- Searching for better and more benefits for our members.
- Building up effective and regular communication platforms in order to let members communicate their opinions to the Staff Association. This is mutually beneficial by enhancing our members' sense of belonging and our service quality, thus contributing to the overall image of our agency.

The Staff Association hopes to offer care and warmth to our members. We try to facilitate socializing among colleagues by organising different leisure activities and help our members, "Take a break". Meanwhile, reinforcing two-way communication with the management team on topics such as agency development and the rights and interests of our employees. We wish to facilitate a sense of belonging to all our members of staff and thus improve the overall image of our agency.



# 1/4/2019 – 31/3/2020 職員名單 Staff List

## 中央行政辦事處 Central Administrative Office

總幹事 Director	馮祥添博士	Dr. FUNG Cheung Tim
助理總幹事 Assistant Director	李綺雯女士	Ms. LI Yi Man
高級經理 (臨床及質素保證) Senior Manager (Clinical & Quality Assurance)	黃建隆博士	Dr. WONG Kin Lung Keith
服務發展經理 Service Development Manager	張斯皓先生 關詠欣女士	Mr. CHEUNG Si Ho Ms. KWAN Wing Yan
研究及發展經理 Research & Development Manager	黃欣欣博士	Dr. WONG Yan Yan Fiona
傳訊經理 Corporate Communications Manager	黃富民先生	Mr. WONG Fu Man Eric
會計經理 Accounting Manager	單家威先生	Mr. SIN Ka Wai
人力資源經理 Human Resources Manager	王國昌先生	Mr. WONG Kwok Cheong Tony
資訊科技經理 Information Technology Manager	陳易生先生	Mr. CHAN Yik Sang Jason
行政主任 Executive Officer	余秀芬女士	Ms. YUE Sau Fan
研究助理 Research Assistant	錢樂恩女士	Ms. CHIN Lok Yan
項目統籌 Project Coordinator	蔡穎婷女士	Ms. TSOI Wing Ting
會計助理 Accounting Assistant	潘靖文女士 鍾碧燕女士	Ms. PUN Ching Man Monica Ms. CHUNG Pik Yin
人力資源助理 Human Resources Assistant	黃志欣女士 黃欣怡女士	Ms. WONG Chi Yan Ms. WONG Yan Yi
電腦工程師 System Engineer	葉昭成先生	Mr. IP Chiu Sing
執行助理 Executive Assistant	馬靄婷女士	Ms. MA Oi Ting Crystal
助理文員 Clerical Assistant	陳潔枝女士	Ms. CHAN Kit Chee
兼職清潔員 Part-time Cleaner	蔡培華女士	Ms. TSOI Pui Wa

## 住宿訓練服務 Residential Training Services

### 環翠之家 Wan Tsui House

中途宿舍  
Halfway House

經理 Manager	陳倩儀女士	Ms. CHAN Sin Yee
社會工作員 Social Worker	黃國威先生 朱海迪女士	Mr. WONG Kwok Wai Ms. CHU Hoi Tik
登記護士 (精神科) Enrolled Nurse (Psychiatry)	羅素華女士	Ms. LAW So Wah
復康工作員 Rehabilitation Worker	李俊業先生 潘永恩先生 卓家賢先生 陳嘉晉先生	Mr. LI Chun Yip Mr. POON Wing Yan Mr. CHEUK Ka Yin Mr. CHAN Ka Chun
復康助理 Rehabilitation Assistant	周華健先生 紀嘉威先生	Mr. CHOW Wa Kin Mr. KEI Ka Wai
廚師 Cook	梁玉玲女士	Ms. LEUNG Yuk Ling
清潔總管 Workman II	余彩莉女士	Ms. YU Tsoi Lei, Sandy
朋輩支援員 Peer Supporter	周秀蘭女士	Ms. CHAU Sau Lan

## 屏山樓 Ping Shan House

中途宿舍  
Halfway House

經理 Manager	陳雪慧女士	Ms. CHAN Suet Wai
社會工作員 Social Worker	鄭文恩女士	Ms. CHENG Man Yan
	羅潤添先生	Mr. LAW Yun Tim
登記護士(精神科) Enrolled Nurse (Psychiatry)	鄭俊延先生	Mr. CHENG Chun Yin
行政助理 Administrative Assistant	鄧佩賢女士	Ms. CHOW Pui Yin
保健員 Health Worker	李漢華先生	Mr. LEE Hon Wah
復康工作員 Rehabilitation Worker	梁皓琳女士	Ms. LEUNG Ho Lam
	鄧梓殷女士	Ms. TANG Tsz Yan
復康助理 Rehabilitation Assistant	劉偉業先生	Mr. LAU Wai Yip
	楊錫年先生	Mr. YEUNG Sik Nin
活動助理 Programme Assistant	李鳴睿先生	Mr. LI Ming Yui
廚師 Cook	廖細琴女士	Ms. LIU Sai Kam
清潔總管 Workman II	王連芳女士	Ms. WONG Lin Fong
兼職清潔員 Part-time Cleaner	林吐珠女士	Ms. LAM Tu Chu

## 尚德之家 Sheung Tak House

中途宿舍  
Halfway House

經理 Manager	區偉德先生	Mr. AU Wai Tak Victor
社會工作員 Social Worker	蔡穎儀女士	Ms. CHOI Wing Yee
	方榮貴先生	Mr. FONG Wing Kwai
高級文員 Senior Clerk	丘陵先生	Mr. YAU Ling
保健員 Health Worker	李詠妍女士	Ms. LI Wing Yin
復康工作員 Rehabilitation Worker	何麗玲女士	Ms. HO Lai Ling
	陳小玲女士	Ms. CHAN Siu Ling
	陳姬妃女士	Ms. CHAN Kei Fei
	陳潤興先生	Mr. CHAN Yun Hing
復康助理 Rehabilitation Assistant	蘇木順先生	Mr. SO Muk Shun
	張紫龍先生	Mr. CHEUNG Tse Lung
服務助理 Service Helper	張如清女士	Ms. CHEUNG Yu Ching
廚師 Cook	趙保強先生	Mr. CHIU Po Keung
清潔總管 Workman II	楊淨淨女士	Ms. YEUNG Ching Ching
朋輩支援員 Peer Supporter	梁毅進先生	Mr. LEUNG Ngai Chun

## 翠華之家 Tsui Wah House

中途宿舍  
Halfway House

經理 Manager	李家儀女士	Ms. LEE Ka Yi Amy
社會工作員 Social Worker	蔡雯菲女士	Ms. CHOI Man Fai
	梁頌安先生	Mr. LEUNG Chung On Andrew
登記護士(精神科) Enrolled Nurse (Psychiatric)	吳美蘭女士	Ms. NG Mei Lan
復康工作員 Rehabilitation Worker	呂嘉耀先生	Mr. LUI Ka Yiu Thomas
	鄺佩琮女士	Ms. KONG Pui King
復康助理 Rehabilitation Assistant	劉春生先生	Mr. LAU Chun Sun
	何偉英女士	Ms. HO Wai Ying
活動助理 Programme Assistant	雷凱恩女士	Ms. LUI Hoi Yan
廚師 Cook	謝宏昌先生	Mr. TSE Wan Cheong
清潔總管 Workman II	廖妙茹女士	Ms. LIU Miu Yu
朋輩支援員 Peer Supporter	張美玲女士	Ms. CHEUNG Mei Ling

## 利康居 Likang Court

輔助宿舍  
Supported Housing

經理 Manager	林恩平先生	Mr. LAM Yan Ping
復康助理 Rehabilitation Assistant	李春明先生	Mr. LEE Chun Ming, Philip
	魏雪玲女士	Ms. NGAI Suet Ling
社區工作助理 Community Work Assistant	劉國權先生	Mr. LAU Kwok Kuen
活動助理 Programme Assistant	魏雪雯女士	Ms. NGAI Suet Man
兼職復康助理 Part-time Rehabilitation Assistant	宋謂金女士	Ms. SUNG Wai Kam
	吳玉華女士	Ms. NG Yuk Wah
	李佩施女士	Ms. LEE Pui Sze

## 職業復康服務 Vocational Rehabilitation Services

### 新翠實業社 New Jade Manufacturing Centre

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

高級經理 Senior Manager	梁翠萍女士	Ms. LEUNG Chui Ping, Sally
經理 Manager	周國傑先生	Mr. CHAU Kwok Kit
助理經理（社會工作） Assistant Manager (Social Work)	李曉瑩女士	Ms. LI Hiu Ying
助理經理（市場及業務） Assistant Manager (Marketing and Business)	陳小玉女士	Ms. CHAN Siu Yuk
社會工作員 Social Worker	周穎儀女士	Ms. CHAU Wing Yee
	區瑞賢女士	Ms. AU Sui Yin
登記護士 Enrolled Nurse	霍家政女士	Ms. FOK Ka Ching
行政助理 Administrative Assistant	賴敬韻女士	Ms. LAI King Wan
營運及市場主任 Marketing Officer	盧嘉莉女士	Ms. LO Ka Lee
市場主任 Marketing Officer	何品懿女士	Ms. HO Pun Yi Mavis
市場助理 Marketing Assistant	許怡詩先生	Mr. HUI Yi Sze
	鄺銓強先生	Mr. KWONG Yuk Keung
文員 Clerk	李婉玲女士	Ms. LEE Yuen Ling
司機 Driver	馮恩德先生	Mr. FUNG Yan Tak
訓練助理 Training Assistant	崔桂蘭女士	Ms. TSUI Kwai Lan
	梁嘉恩女士	Ms. LEUNG Ka Yan
	廖嘉琪女士	Ms. LIU Ka Ki
	姚嘉慧女士	Ms. YIU Ka Wai Phoebe
	羅淑華女士	Ms. LAW Shuk Wah
活動助理 Programme Assistant	姚綺明女士	Ms. YIU Yee Ming
	馬少鈴女士	Ms. MAR Siu Ling, Ricky
三級工場導師 Workshop Instructor III	陳炳康先生	Mr. CHAN Ping Hong
	鄭彩麗女士	Ms. CHENG Choi Lai
工場助理 Workman II	郭明玉女士	Ms. KWOK Ming Yuk



**利民進業服務 (柴灣／將軍澳)**  
Richmond Customer Service (Chai Wan/ Tseung Kwan O)

輔助就業  
Supported Employment

社會工作員 Social Worker	何立剛先生	Mr. HO Lap Kong
初級文員 Junior Clerk	高靜雯女士	Ms. KO Ching Man
訓練助理 Training Assistant	李淑燕女士	Ms. LEE Shuk Yin
	趙文敬先生	Mr. CHIU Man King
活動助理 Programme Assistant	馮婉琮女士	Ms. FUNG Yuen King
	梁詠琳女士	Ms. LEUNG Wing Lam

**利民進業服務 (元朗／黃大仙)**  
Richmond Customer Service (Yuen Long/Wong Tai Sin)

輔助就業  
Supported Employment

初級文員 Junior Clerk	張國樑先生	Mr. CHEUNG Kwok Leung Lawrence
訓練助理 Training Assistant	吳桂賢女士	Ms. NG Kwai Yin
	陳詩穎女士	Ms. CHAN Sze Wing
	謝裕敏女士	Ms. TSE Yu Man
	何希駿先生	Mr. HO Hei Chun
兼職訓練助理 Part-time Training Assistant	古翹輝先生	Mr. KO Kiu Fai
	何佩恩女士	Ms. HO Pui Yan
	王堡鋒先生	Mr. WONG Po Fung Licky
	金國倫先生	Mr. KAM Kwok Lun
	黃惠龍先生	Mr. WONG Wai Lung

**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

服務計劃  
Service Projects

社會工作員 Social Worker	黎詠欣女士	Ms. LAI Weng lan
---------------------	-------	------------------

**職能評估及優化計劃**  
Vocational Assessment and Intervention Enhancement Project

服務計劃  
Service Projects

一級職業治療師 Occupational Therapist I	陳曉鈞女士	Ms. CHAN Hiu Kwan Leona
復康訓練助理 Rehabilitation Training Assistant	王翠詩女士	Ms. WONG Chui Sze

## 社區精神健康支援服務 Community Mental Health Support Services

友樂坊 (黃大仙)  
ALOHA (Wong Tai Sin)

精神健康綜合社區中心  
Integrated Community Centre for Mental Wellness

高級經理 Senior Manager	蘇嘉寶女士	Ms. SOU Ka Pou
經理 Manager	王家敏女士	Ms. WONG Ka Man
社會工作員 Social Worker	李嘉慧女士	Ms. LI Ka Wai
	蔡剛先生	Mr. CHOI Kong
	朱曉玲女士	Ms. CHU Hiu Ling
	謝詩雅女士	Ms. XIE Shiya
	周穎聰先生	Mr. CHOW Wing Chung
	梁振樂先生	Mr. LEUNG Chun Lok Wilson
	何浩然先生	Mr. HO Ho Yin
	張兆輝先生	Mr. CHEUNG Siu Fai Henry
	黎靜儀女士	Ms. LAI Ching Yee
	藍宇清先生	Mr. LAM Yu Ching
	曾詩慧女士	Ms. TSANG Sze Wai
	黃偉強先生	Mr. WONG Wai Keung
	吳子鋒先生	Mr. NG Tsz Fung
	胡嘉寶女士	Ms. WU Ka Po
	葉耀陽先生	Mr. YIP Yiu Yeung
	陳穎儀女士	Ms. CHAN Wing Yee
	蔡明蕙女士	Ms. CHOY Ming Wai
	張佩儀女士	Ms. CHEUNG Pui Yee
	陳君儀女士	Ms. CHAN Kwan Yi
兼職社會工作員 Part-time Social Worker	黃遠志先生	Mr. WONG Yuen Chi
高級職業治療師 Senior Occupational Therapist	林智偉博士	Dr. LAM Chi Wai
登記護士 (精神科) Enrolled Nurse (Psychiatry)	譚淑瑜女士	Ms. TAM Shuk Yu
執行助理 Executive Assistant	關詩銘女士	Ms. KWAN Si Ming
高級文員 Senior Clerk	鄭煒堂先生	Mr. CHENG Wai Tong
	何嘉寶女士	Ms. HO Ka Po Rana
職業治療助理 Occupational Therapy Assistant	謝可欣女士	Ms. TSE Ho Yan
復康工作員 Rehabilitation Worker	陳栩兒先生	Mr. CHAN Hui Yi
	葉偉皓先生	Mr. YIP Wai Ho
	袁慧詩女士	Ms. YUEN Wai Sze
	王樂詩女士	Ms. WONG Lok Sze
復康訓練助理 Rehabilitation Training Assistant	袁廣昱先生	Mr. UN Kuong Lok
	劉雪敏女士	Ms. LAU Suet Man
社區工作助理 Community Work Assistant	馬珀樂先生	Mr. MA Paak Lok
	譚緯女士	Ms. TAM Wai
	陳可斯女士	Ms. CHAN Ho Sze
	張小玉女士	Ms. CHEUNG Siu Yuk
	黃樂唯先生	Mr. WONG Lok Wai
	彭詠詩女士	Ms. PANG Mandy Wing Sze
清潔總管 Workman II	張秀霞女士	Ms. CHEUNG Sau Ha
朋輩支援員 Peer Supporter	謝禮光先生	Mr. TSE Lai Kwong

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

<b>經理</b> Manager	龍建樺女士	Ms. LUNG Kin Wah
<b>社會工作員</b> Social Worker	梁毓翹先生	Mr. LEUNG Yuk Kiu
	楊麗君女士	Ms. YEUNG Lai Kwan
	麥敏之女士	Ms. MAK Man Chi
	陳嘉敏女士	Ms. CHAN Ka Mun
	陳德亮先生	Mr. CHAN Tak Leung
	李香明女士	Ms. LEE Heung Ming Jess
	陳慧儀女士	Ms. CHAN Wai Yee
	孔慶傑先生	Mr. HUNG Hing Kit
	藍逸匡先生	Mr. NAM Yat Hong
<b>兼職社會工作員</b> Part-time Social Worker	盧爾傑先生	Mr. LOW Yee Kit
<b>登記護士（精神科）</b> Enrolled Nurse (Psychiatry)	梁嘉穎女士	Ms. LEUNG Michelle Kawing
<b>二級職業治療師</b> Occupational Therapist II	呂家樂先生	Mr. LUI Ka Lok
<b>執行助理</b> Executive Assistant	胡詠霜女士	Ms. WOO Wing Sheung
<b>助理文員</b> Clerical Assistant	雷巧茹女士	Ms. LUI Hau Yu
<b>復康工作員</b> Rehabilitation Worker	蔡詠朗先生	Mr. CHOY Wing Long Aaron
	鄭嘉韻女士	Ms. THE Ka Wan Catherine
<b>復康訓練助理</b> Rehabilitation Training Assistant	洪子聰先生	Mr. YUNG Tsz Chung
	鄭顯政先生	Mr. CHENG Hin Ching
<b>社區工作助理</b> Community Work Assistant	劉偉畧先生	Mr. LAU Wai Luk
	譚詩銘女士	Ms. TAM Sze Ming
	周文輝先生	Mr. CHOW Man Fai
<b>兼職清潔總管</b> Part-time Workman II	李美鳳女士	Ms. LI Mei Fung
<b>朋輩支援員</b> Peer Supporter	洪勵欣女士	Ms. HUNG Lai Yan

## 《即時通》精神健康守護同行計劃 JUSTONE Mental Health Linking Project

署任經理 Acting Manager	譚啟業先生	Mr. TAM Kai Yip
社會工作員 Social Worker	陶小玉女士	Ms. TO Siu Yuk Connie
傳訊主任 Corporate Communications Officer	吳崎崎女士	Ms. NG Kei Kei
精神健康工作員 Mental Health Worker	胡海峰先生	Mr. WU Hoi Fung, Patrick
	郭倩兒女士	Ms. KAUR Baljinder
精神健康助理員 Mental Health Assistant	魏美雲女士	Ms. NGUI Mei Wan
	盧曉鋒先生	Mr. LO Hiu Fung
家屬朋輩支援工作員 Caregiver Peer Support Worker	陳玉霞女士	Ms. CHAN Yuk Ha
	劉錦榮先生	Mr. LAU Kam Wing
兼職精神健康助理員 Part-time Mental Health Assistant	張文勇先生	Mr. CHANG Man Yung
	李炳亮先生	Mr. LI Ping Leung
	鍾承熹先生	Mr. CHUNG Sing Hei
	陳霞女士	Ms. CHAN Xia
	林翠賢女士	Ms. LAM Chui Yin
	陳葦桐女士	Ms. CHAN Wai Tung
	陳穎璿女士	Ms. CHAN Wing Suen Lynette
	洪靜婷女士	Ms. HONG Jing Ting
	黃少強先生	Mr. WONG Siu Keung
	馮嘉琪女士	Ms. FUNG Ka Kee
	徐家慧女士	Ms. TSUI Ka Wai
	陳希汶女士	Ms. CHAN Hei Man
	陳葦澄女士	Ms. CHAN Wai Ching
	林可彥女士	Ms. LAM Ho Yin
	林綺荻女士	Ms. LAM Yee Tik

## 專項計劃 Special Projects

### 臨床心理服務 Clinical Psychological Service

臨床心理學家 Clinical Psychologist	顏基衛博士	Dr. NGAN Avis
兼職臨床心理學家 Part-time Clinical Psychologist	何月群女士	Ms. HE Yuequn

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

### 廣州利康社會工作服務中心

Guangzhou Likang Social Work Service Center

### 社區精神健康綜合服務中心（荔灣區）

Integrated Community Centre for Mental Wellness (Liwan District)

總幹事 Director	王坤先生	Mr. WANG Kun
--------------	------	--------------

### 廣州利民精神健康社會工作資源中心

Guangzhou Richmond Mental Health Social Work Resource Centre

### 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

總幹事 Director	吳展瑜女士	Ms. WU Zhanyu
--------------	-------	---------------

### 恩平利康社會工作服務中心

Enping Likang Social Work Service Center

總幹事 Director	黃傑龍先生	Mr. HUANG Jie Long
--------------	-------	--------------------





## 服務單位總覽 List of Service Units

### 中央行政辦事處 Central Administrative Office

#### 中央行政辦事處 Central 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

☎ 2529 1323    ☎ 2527 6855    ✉ admin@richmond.org.hk

余秀芬女士  
行政主任  
Ms. Yue Sau Fan  
Executive Officer

### 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

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

☎ 2889 3275    ☎ 2889 3121    ✉ rfnjmc@richmond.org.hk

周國傑先生  
經理  
Mr. CHOW Kwok Kit  
Manager

### 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)

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

☎ 2889 3275    ☎ 2889 3121    ✉ rfrcs@richmond.org.hk

何立剛先生  
社會工作員  
Mr. HO Lap Kong  
Social Worker

#### 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.

☎ 2479 2424    ☎ 2479 2404    ✉ rfrcsyl@richmond.org.hk

李曉瑩女士  
助理經理  
Ms. LI Hiu Ying  
Assistant Manager

### 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 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

☎ 2889 3275    ☎ 2889 3121    ✉ rfsunnyway@richmond.org.hk

黎詠欣女士  
社會工作員  
Ms. LAI Weng lan  
Social Worker

#### 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

☎ 2889 3275    ☎ 2889 3121    ✉ vocationrehab@richmond.org.hk

陳曉鈞女士  
一級職業治療師  
Ms. CHAN Hiu Kwan Leona  
Occupational Therapist (I)

## 社會企業 Social Enterprise

### 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  
☎ 2889 3275    ☎ 2889 3121    ✉ welbiz@richmond.org.hk

梁翠萍女士  
高級經理  
Ms. LEUNG Chui Ping, Sally  
Senior Manager

## 宿舍訓練服務 Residential Training Services

### 中途宿舍 Halfway House

#### 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.  
☎ 2478 6983    ☎ 2478 4059    ✉ rfpsh@richmond.org.hk

陳雪慧女士  
經理  
Ms. CHAN Suet Wai  
Manager

#### 翠華之家 Tsui Wah House

九龍黃大仙上邨第四期黃大仙中心北館平台  
Podium, Temple Mall North, Phase 4,  
Upper Wong Tai Sin Estate, Kowloon  
☎ 2320 4700    ☎ 3417 7145    ✉ rftwh@richmond.org.hk

李家儀女士  
經理  
Ms. LEE Ka Yi Amy  
Manager

#### 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.  
☎ 2178 0965    ☎ 2178 0966    ✉ rfsth@richmond.org.hk

區偉德先生  
經理  
Mr. AU Wai Tak Victor  
Manager

#### 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  
☎ 2558 8449    ☎ 2558 3914    ✉ rfwth@richmond.org.hk

陳倩儀女士  
經理  
Ms. CHAN Sin Yee  
Manager

### 輔助宿舍 Supported Hostel

#### 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.  
☎ 2466 1992    ☎ 2478 6044    ✉ rflkc@richmond.org.hk

林恩平先生  
經理  
Mr. LAM Yan Ping  
Manager

## 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

#### 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

☎ 2322 3794 ☎ 2320 1178 ✉ alohawts@richmond.org.hk

王家敏女士  
經理  
Ms. WONG Ka Man  
Manager

#### 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

☎ 2505 4287 ☎ 2976 5330 ✉ alohahke@richmond.org.hk

龍建樺女士  
經理  
Ms. LUNG Kin Wah  
Manager

### 《即時通》精神健康守護同行計劃 JUSTONE Mental Health Linking Project

#### 《即時通》精神健康守護同行計劃 JUSTONE Mental Health Linking Project

香港北角百福道21號香港青年協會大廈18樓1801室  
Room 1801, 18/F, The Hong Kong Federation of Youth Groups Building,  
21 Pak Fuk Road, North Point, Hong Kong

☎ 3512 2626 ☎ 3512 2688 ✉ justone@richmond.org.hk

譚啟業先生  
署任經理  
Mr. TAM Kai Yip  
Acting Manager

## 家屬支援服務 Family Caregivers Support Services

#### 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

☎ 2322 3794 ☎ 2320 1178 ✉ rfrfi@richmond.org.hk

蔡剛先生  
社會工作員  
Mr. CHOI Kong  
Social Worker

### 專項計劃 Special Projects

#### 臨床心理服務 Clinical Psychological Service

香港北角百福道21號香港青年協會大廈18樓1801室  
Room 1801, 18/F, The Hong Kong Federation of Youth Groups Building,  
21 Pak Fuk Road, North Point, Hong Kong

☎ 2529 1323 ☎ 2527 6855 ✉ rfcp@richmond.org.hk

顏基衛博士  
臨床心理學家  
Dr. NGAN Avis  
Clinical Psychologist

何月群女士  
臨床心理學家  
Ms. HE Yuequn  
Clinical Psychologist

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

**廣州利康社會工作服務中心** Guangzhou Likang Social Service 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

☎ (86 20) 8652 0277    ☎ (86 20) 8652 0280    ✉ gzfrs@sina.com

王坤先生  
總幹事  
Mr. WANG Kun  
Director

**社區精神健康綜合服務中心（荔灣區及海珠區）**

**Integrated Community Centre for Mental Wellness (Liwan District & Haizhu 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

☎ (86 20) 8652 0277    ☎ (86 20) 8652 0280    ✉ gzfrs@sina.com

王坤先生  
總幹事  
Mr. WANG Kun  
Director

**廣州利民精神健康社會工作資源中心**

**Guangzhou Richmond Mental Health Social Work Resource Centre**

廣州市白雲區樂嘉路93號心誼大廈4樓  
4/F, No 93 Lijia Road, Baiyun District, Guangzhou

☎ (86 20) 8179 7221    ☎ (86 20) 8179 7221    ✉ 1234119@qq.com

吳展瑜女士  
總幹事  
Ms. WU Zhanyu  
Director

**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**

廣州市白雲區樂嘉路93號心誼大廈4樓  
4/F, No 93 Lijia Road, Baiyun District, Guangzhou

☎ (86 20) 8179 7221    ☎ (86 20) 8179 7221    ✉ 1234119@qq.com

吳展瑜女士  
總幹事  
Ms. WU Zhanyu  
Director

**恩平利康社會工作服務中心** Enping Likang Social Work Service Centre

江門市恩平市恩城街道中山西路8號  
No.8 Zhongshan West Road, Encheng Street, Enping City, Jiangmen City

☎ (86 750) 7711803/(86)18933150226    ✉ hjlong110@qq.com

黃傑龍先生  
總幹事  
Mr. HUANG Jie Long  
Director



# 鳴謝

## Acknowledgement





# 鳴謝 Acknowledgement

本會衷心感謝以下團體及個人的捐助及支持；如有遺漏，懇請見諒。

The Fellowship would like to express our sincere gratitude to the following organisations and individuals for their generous donation and support, and to apologise to those whom we have inadvertently omitted.

名單按單位英文名稱順序。 The list in alphabetical order according to the English name.

## 工商團體 Business Organisations

三昇國際財富信貸有限公司  
3M香港有限公司  
雅卓印刷公司  
Adreans 香港  
正雅印刷廠(香港)有限公司  
正雅印刷廠(香港)印刷有限公司  
亞太保安服務有限公司  
碧瑤清潔服務有限公司  
恒毅環衛服務有限公司  
優質柯式印刷有限公司  
貓眼傳訊有限公司  
金銘製品有限公司  
華星專業乒乓球器材中心  
駿興公司  
城市服務集團  
國民警衛集團有限公司  
彩印製作公司  
高碧(香港)有限公司  
創意(大中華)有限公司

迪恒電腦顧問有限公司  
嘉捷香港有限公司  
億中洋行有限公司  
川匯印刷公司  
以林工作坊有限公司  
寶卡時印刷設計有限公司

FACE家庭攝影  
輝煌復康產品製造有限公司

榮欣印務製作公司  
嘉嘉得飲食有限公司  
榮光醫藥服務有限公司  
青草地全人發展中心  
佳保護衛有限公司  
恆寶企業有限公司  
恆信印務公司  
唯健康復康及健康產品專門店  
海棠物流(香港)股份有限公司  
鴻興印刷設計公司  
認知治療協會  
貓頭鷹滅蟲有限公司  
ISS Facility Services

3 Sing Wealth Credit International Ltd.  
3M Hong Kong Ltd.  
Achieve Printing Company  
Aderans Hong Kong  
Artwell Printing Factory (HK) Ltd.  
Artwell Printing Factory Ltd.  
Asia Pacific Security Services Limited  
Baguio Cleaning Services Company Limited  
Best Result Environmental Services Ltd.  
Capable Offset Printing Company Ltd.  
Cateye Communications Ltd.  
Charming Trims Limited  
China Star Table Tennis Training & Goods Center  
Chun Hing Co.  
City Services Group  
CNT Security Group Limited  
Colorprint Production Ltd.  
Corporate Press (HK) Ltd.  
Cre8 (greater China) Ltd.  
Cre8 Ltd.  
DataCap Computer Solutions Ltd.  
Dussmann Services Hong Kong Limited  
Eastern Zone Company Ltd.  
Efficient Printing Service  
Elim Workshop Limited  
Encrown Printing & Design Ltd.  
ER Esports Limited  
FACE Studio  
FH Rehabilitation Products Manufacturing Co. Ltd.  
Fingerprint Ltd.  
Firework Printing & Production Company  
Gaga Catering Limited  
Glory Clinical Services Ltd.  
Green Pastures Whole Development Center  
Guard Able Limited  
Hanbo Enterprises Limited  
Handsome Printing Company  
Health Top rehabilitation and health products shop  
Hoi Tong Logistics (H.K.) Limited  
Hung Hing Printing & Design Company  
Institute of Cognitive Therapy  
IPEST Hong Kong Limited  
ISS Facility Services

## 工商團體 Business Organisations

港安/衛業警衛有限公司  
 義生洋行  
 愛配送（香港）有限公司  
 中基服務管理有限公司  
 俊達行

香港明遠有限公司  
 大醫道  
 綿香食品有限公司  
 志和快遞服務公司  
 蘭屋時裝有限公司  
 激拍有限公司  
 松齡護老院集團  
 寶聯環衛服務有限公司  
 奔達印刷  
 專業管理有限公司  
 萬里柯式國際有限公司  
 寶聯環衛服務有限公司  
 PURE INTERNATIONAL (HK) LTD.  
 展峰設計印刷公司  
 祿祿集團  
 禾麥(亞洲)有限公司  
 兆恆清潔服務有限公司  
 天源服務管理有限公司  
 春天(西環)護老之家  
 春暉護老中心  
 新恒基國際物業管理有限公司  
 華旭物流有限公司

牛奶有限公司  
 香港中華煤氣有限公司  
 添記國際有限公司  
 TM  
 天藝製作公司  
 千尚集團  
 盛佳實業發展有限公司  
 華隆行  
 萬達乒乓用品有限公司  
 如意洗衣(香港)有限公司  
 粵港澳大灣區體育會

Janssen Pharmaceutical Companies of Johnson & Johnson  
 Kuokon Security Limited  
 Lorence & Company  
 Love Delivery (Hong Kong) Limited  
 Mainland Services Management Ltd  
 Marble-Arch Company  
 Marvintage  
 May Union (Hong Kong) Company Ltd  
 Mighty Healing Infinities Limited  
 Min Hong Foods Co. Ltd.  
 Nice Courier Service Co.  
 Orchid House Fashion Ltd.  
 Paqable Ltd.  
 Pine Care Group  
 Pollution & Protection Services Ltd.  
 Printec Printing Company  
 Professional Management Ltd  
 Prosperous Offset International Ltd.  
 Protection Services Limited  
 PURE INTERNATIONAL (HK) LTD.  
 Rogma Art House  
 Roku Roku Group Ltd.  
 Roy Mark (Asia) Ltd.  
 Shiu Hang Cleaning Services Co. Ltd.  
 Sky Wise Services Management Ltd.  
 Spring (Kennedy) Home For The Aged  
 Springfield Home For The Aged  
 Sunbase International Properties Management Ltd.  
 Sunlight Logistics Solution Ltd.  
 Televoice Technology Projection Limited  
 The Dairy Farm Company, Limited  
 The Hong Kong and China Gas Company Limited.  
 Tim Kee International Limited  
 TM Production Ltd.  
 Top Line Production Company  
 Trillion Groups Limited  
 VGI Development Ltd.  
 Wah Lung Hong  
 Winning Sports Table Tennis Ltd.  
 Yue Yi Laundry (Hong Kong) Ltd.

## 政府部門／地區團體 Governmental Organisations/ District Parties

勞工及福利局

Labour and Welfare Bureau

獎券基金

Lotteries Fund

社會福利署元朗區康復服務協調委員會  
社區教育工作小組

Yuen Long District Coordinating Committee  
on Rehabilitation Services Community  
Education Working Group,  
Social Welfare Department

元朗區議會康復服務公眾教育小經委員會

Yuen Long District Council Committee  
on Public Education Activities on Rehabilitation

## 贊助基金 Funding Bodies

周大福慈善基金

Chow Tai Fook Charity Foundation

余兆麒醫療基金

S.K.Yee Medical Foundation

香港公益金

The Communnity Chest of Hong Kong

香港賽馬會慈善信託基金

The Hong Kong Jockey Club Charities Trust



## 學校 Schools

香港中文大學傳播與民意調查中心

Centre for Communication and Public Opinion Survey,  
Chinese University of Hong Kong

香港城市大學

City University of Hong Kong

國際社家庭學院

International Social Service HK Branch

澳門理工學院

Macao Polytechnic Institute

中華基督教會協和書院

The Church of Christ in China Heep Woh College

將軍澳官立中學

Tseung Kwan O Government Secondary School

## 非牟利機構 Non-Governmental Organisations

浸信會愛羣社會服務處

Baptist Oi Kwan Social Service

中國基督教播道會傳恩堂

EFCC Evangel Christian Church

輝煌復康產品製造有限公司

FH Rehabilitation Products Manufacturing Co Ltd

康融服務有限公司

Hong Yung Services Limited

東華三院愛烘焙餐廳

iBakery Gallery Café, Tung Wah Group of Hospitals,

樂施會

Oxfam Hong Kong

澳門利民會

Richmond Fellowship of Macau

恆愛義工隊

Team of Care

華人永遠墳場管理委員

The Board of Management of the Chinese Cemeteries

香港社會服務聯會

The Hong Kong Council of Social Service

培訓及就業服務

Training and Employment Service

青年廣場

Youth Square

香港基督教女青年會青衣綜合社會服務處

YWCA Cheung Ching Social Service Centre

## 個人 Individuals

麥永接醫生

Dr. Mak Wing Chit, Ivan

鄭煒田教練

Mr. Kwong Wai Tin

## 捐款表格 Donation Form

請支持利民會工作 Please support RFHK

Thank you!

我願意 I want to make ☐ 每月捐款 a monthly donation of: ☐ 作一次性捐款 a one-off donation of:  
港幣 HKD ☐ 100 ☐ 200 ☐ 300 ☐ 500 ☐ 1000 其他金額 Other amount: \_\_\_\_\_

請用正楷填寫。並於適當方格內加上「✓」號及 \* 刪去不適用者。Please fill in with block letters. 「✓」 or \* delete as appropriate.

### 捐款人資料 Donor Information

通訊語言 Language: ☐ 中文 ☐ English

姓名 Name: (英文 English) \_\_\_\_\_ (中文 Chinese) \_\_\_\_\_ \* 先生 Mr / 女士 Ms  
Given Name Surname

聯絡地址 Address: \_\_\_\_\_

聯絡電話 Telephone: \_\_\_\_\_ 電郵 Email: \_\_\_\_\_ 傳真 Fax: \_\_\_\_\_

### 捐款方法 Donation Method

☐ 信用卡 Credit Card (每月捐款 Monthly Donation) 信用卡號碼 Card no. \_\_\_\_\_

持卡人姓名 Name of the cardholder: \_\_\_\_\_

☐ VISA ☐ Master 有效期至 Expiry date: \_\_\_\_\_ / \_\_\_\_\_ 月 Month / 年 Year

持卡人簽署 Cardholder's signature 日期 Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

本人現授權利民會由本人之信用卡賬戶定期扣除上述款項，直至另行通知為止。本人同意此授權書於本人之信用卡有效期屆滿後及獲續發新卡時繼續生效，無需另行填寫授權書。(如需要取消或更改本授權書，請於取消或更改生效日期七個工作天前通知利民會。) I hereby authorize Richmond Fellowship of Hong Kong (RFHK) to charge my credit card account for the amount specified in a regular manner as agreed upon by me and RFHK until further notice. I agree the validity of this agreement will continue before or after the expiry date of my credit card account. (Notice of cancellation or variation of this authorization shall be given to RFHK seven working days before the date on which such cancellation or variation takes effect.)

☐ 劃線支票 Crossed cheque (抬頭人請寫“利民會” Payable to “Richmond Fellowship of Hong Kong”)

銀行名稱 Bank: \_\_\_\_\_ 支票號碼 Cheque no.: \_\_\_\_\_

☐ 現金捐款存入本會銀行戶口 Deposit directly to our bank account (利民會 / Richmond Fellowship of Hong Kong)  
中國銀行 BOCHK 012-787-00048195 或 東亞銀行 BEA 015-162-40-03393-3

☐ PPS繳費靈 (商戶編號 Merchant code: 9849) 付款編號 Payment Reference No.: \_\_\_\_\_

☐ PayMe by HSBC

☐ PayPal

☐ 於以下便利店現金捐款 Cash  
Donation via convenient store



OK 便利店單次慈善捐款金額不能  
超過港幣五千元。  
Daily donation limit per donor shall not  
exceed HKD 5,000.00 per Circle K transaction.

 7-ELEVEN®  
7-11 (HSBC)



 Circle K VnGO



999935000252913236

### 個人資料收集聲明 Personal Information Collection Statement

利民會按照《個人資料(私隱)條例》的規定處理及儲存您的個人資料，絕不會向第三方出售及/或提供您的個人資料。利民會擬使用您的個人資料(姓名、地址、電話、電郵及傳真)以作日後聯絡、籌款、宣傳活動/訓練課程或收集意見等推廣用途。未經您的同意，利民會不會將您的個人資料用於上述用途。如非獲得您的同意或應法令要求，我們將不會把您的個人資料提供予任何外界單位。如您不同意，請在以下空格內加上「✓」號。您有權隨時向利民會查詢、更改或要求停止使用您的個人資料作上述推廣用途，費用全免，請於辦公時間致電 (852) 2529 1323。RFHK shall comply with the Personal Data (Privacy) Ordinance in handling and keeping your personal data. RFHK will not sell and/or provide your personal data to any third party. RFHK intends to use your personal data (name, address, telephone no., email and fax no.) for future correspondences, fund-raising appeals, promotional activities, training courses, conducting survey, or other related promotional purposes. RFHK will not use your personal data for the above purposes unless you give your consent. RFHK will not disclose your personal information to any external parties unless otherwise stated or with your prior consent or required to do so by law. If you do not agree to the use of your personal data for the above purposes, please indicate by putting a 「✓」 in the box below. You have the right to access, correct and request RFHK to stop using your personal data for the above purposes at any time and at no charge by calling (852) 25291323 during office hours.

☐ 本人反對利民會使用我的個人資料作上述推廣用途。I object to the use of my personal data by RFHK for the above promotional purposes.

本人已閱讀，了解及接納利民會有關收集、使用及提供個人資料的通知。I have read, understood and accepted the statement regarding the collection, use and provision of personal data by RFHK.

簽名 Signature

日期 Date: \_\_\_\_\_

### 備註 Remarks

1. 請將支票或銀行入數紙正本連同此表格一併寄回本會，以便發出正式收據(如需要者)。Please send the cheque or bank-in slip together with this form to RFHK for issuance of donation receipt, if required. 2. 港幣\$100 或以上的捐款可申請減稅。每月捐款的正式收據將於每年四月寄奉。Donation of HK\$100 or above is tax deductible. For monthly donations, an official receipt will be issued in April annually. 3. 本會成功收到「PayMe from HSBC」或「PayPal」交易紀錄後，將依照捐款者的訊息在七個工作天內發出正式收據。(港幣\$100 或以上的捐款) After successfully received the transaction on PayPal or PayMe from HSBC, an official receipt will be issued according to the donor's message within seven working days (for Donation over HKD 100).



DEVOTED  
TO HONG KONG

35  
YEARS

On the forefront of mental health

走在精神健康最前線

35週年誌慶 35<sup>TH</sup> ANNIVERSARY

**督印人 Publisher :**

馮祥添博士 Dr. FUNG Cheung Tim

**印刷數量 Number of copies :** 1,000

**編輯小組 Editorial Group :**

黃建隆博士 Dr. WONG Kin Lung, Keith	黃富民先生 Mr. WONG Fu Man, Eric
區偉德先生 Mr. AU Wai Tak, Victor	蔡穎婷女士 Ms. TSOI Wing Ting, Yvonne
陳德亮先生 Mr. CHAN Tak Leung	李曉瑩女士 Ms. LI Hiu Ying, Yvonne

**設計 Design :**

JC Workshop Limited





香港公益金  
THE COMMUNITY CHEST  
會員機構 MEMBER AGENCY

機構會員  
HKCSS 社聯  
Agency Member

利民會 Richmond Fellowship of Hong Kong ©2020

📍 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

☎ 2529 1323

☎ 2527 6855

✉ rfho@richmond.org.hk

🌐 www.richmond.org.hk

