

# 2017-18 年報 ANNUAL REPORT



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# 一線通平安鐘™ 品牌意念

## SCHSA Care-On-Call Service - Branding Concept



協會成立 23 年來，致力透過科技應用，以人為本的服務和創新的手法，提升長者社區生活的質素。除了為人所認同及熟悉的平安鐘服務和管家服務外，多年來，本會亦積極建構跨界別的社區參與活動，當中包括義工計劃及「生命·歷情」。為了加強社會各界對協會服務的認知，由 2018 年底起，以「一線通平安鐘™」作為所有服務品牌及啟用新標誌，令形象更鮮明易記。

協會自 1996 年起成立，是香港具規模的社會企業，屬非牟利慈善團體，同時業務財政獨立，自負盈虧。多年來，透過「一線通平安鐘」累積服務超過 23 萬名長者及有需要人士，建立了良好聲譽。透過「一線通平安鐘」家居服務、戶外使用的「智平安®」、「平安手機®」及「隨身寶®」等「一線通平安鐘」個人服務，一按「平安掣®」即可直駁 24 小時「一線通平安鐘」熱線中心，由專業團隊作出支援，包括協助致電警方及召喚救護車。除了緊急支援，我們更會致電慰問用戶、幫忙預約門診、提醒覆診及服藥，同時協會亦有註冊社工提供情緒輔導和註冊護士提醒飲食須知等，務求全天候照顧長者所需。

Since its establishment 23 years ago, Senior Citizen Home Safety Association has been committed to ride on technology, people-oriented services and innovation to improve the quality of community life for senior citizens. On top of providing the highly recognised and familiar Care-On-Call service and EasyHome Services, the Association has also been actively organising cross-sectoral community engagement activities over the years, including volunteering programmes and the "Life Journey" experience. To strengthen the public's awareness about the Association's service and to craft a more vivid and easy-to-remember image, "Care-on-Call Service" has been used as the new service brands and the new corporate logo has been launched since the end of 2018.

Founded in 1996, the Association is one of the most established social enterprises in Hong Kong. It is a financially independent, self-financing and non-profit charitable organisation. Throughout the years, the Care-On-Call Service has served over 230,000 senior citizens and persons in need and established an excellent reputation. Through the Care-On-Call Home service, the Care-On-Call Personal services for outdoors use that include e-Care Link Mobile App, as well as Safety Phone and Mobile Link, users can simply press a button to connect to our 24-hour Care-On-Call Service Centre, where a professional team is there to help, including calling the police and making an ambulance call. In addition to emergency support, we also make caring calls to our users, help making reservations for outpatient services, remind users to attend medical consultations and take medicines, etc. There are also registered social workers at the Association to offer emotional counselling and registered nurses to provide dietetic consultation to the service users. We are committed to provide comprehensive supports to senior citizens.

# 關於長者安居協會

## About Senior Citizen Home Safety Association

長者安居協會為香港具規模的社會企業之一，同時為自負盈虧的非牟利慈善團體。協會提供全港最全面的 24/7 支援服務 - 「一線通平安鐘™」，為全港長者提供日常關懷、協助及緊急支援服務。協會將科技和人本服務結合，致力為長者提供全面支援服務，務求讓每位長者都能在社區過著有質素的晚年生活。

除了香港人熟悉的室內「一線通平安鐘」家居服務，近年協會亦積極拓展多種戶外「一線通平安鐘」個人服務，包括「隨身寶®」、「平安手機®」及「智平安®」。服務配合電子健康管理及智能家居等的智能保健服務，使長者無論身處家居或外出活動，都可以隨時隨地獲享平安。

協會亦積極建構跨界別社區參與平台，透過建立全亞洲首創的「生命·歷程」體驗、推出「長者生命故事」項目及義工計劃，建構關愛網絡及跨代共融社區。

協會把公眾籌款及收入盈餘撥作支援「一線通平安鐘」慈善計劃個案及相關之服務發展用途，讓有需要人士免費使用緊急支援及關懷服務，實現「企業養福利」自負盈虧模式營運的願景。此外，協會曾代表香港榮獲多個國際性獎項，並成為首批獲頒全港第一屆社企認證標誌的本地社會企業之一（創越級組別\*）。

\* 「社企認證標誌」分為四個級別 - 創啟級：營運不超過 2 年；創建級：營運不超過 3 年；創進級：營運超過 3 年；創越級：營運 5 年或以上。

Senior Citizen Home Safety Association (SCHSA) is one of the most established social enterprises in Hong Kong and a self-financing non-profit-making organisation. SCHSA operates Care-On-Call Service, the most sophisticated 24/7 assistance service in Hong Kong, to offer comprehensive care, support and emergency assistance to the local senior citizens. SCHSA is an integrator of technology and people, dedicated to providing high quality services to enhance the living quality of the elderly in the community.

Apart from the renowned indoor Care-On-Call Home service, SCHSA has developed a series of outdoor Call-On-Call Personal services - including "Mobile Link", "Safety Phone" and "e-Care Link" App, altogether with the Smart Health Care Services including proactive eHealth & Telecare Service and Smart Home for Seniors, as our continuous effort to enhance the living quality of the senior citizens in the community, extending the specialised 24/7 assistance services from indoor to outdoor environments.

SCHSA is also proactively engaging the community to love and care the local senior citizens by establishing the "Life Journey", Asia's first interactive experience of its kind, and initiating "Life Book" (Personalised Printing Service) and volunteer programme. All the efforts echo with SCHSA's advocacy on creating neighbourhood caring network and cross-generational harmonious community.

SCHSA solicits sponsorships and donations from the general public and operation surpluses to support the provision of free 24/7 assistance service to the elderly and others in need who are in financial difficulties through the SCHSA Charitable Programme, as particular effort in realising the ultimate vision of "Cultivating Welfare"—operating under self-financing principle. The contribution of SCHSA has been recognised both locally and worldwide. SCHSA was amongst the first twenty social enterprises in Hong Kong to be accredited with the 1<sup>st</sup> Social Enterprise Endorsement (SEE) Mark - Advanced Category\*.

\* Categories of Eligibility for SEE Mark – Incubating Member: operated for <2 years; Start-up / Small Scale: operated for <3 years; Intermediate: operated for >3 years; Advanced: operated for 5 years or above.



## 願景 Vision

讓長者可隨心選擇在社區過著有質素的晚年生活。  
To enable the elderly to live a quality life of their own choice in the community.

## 使命 Mission

致力透過科技應用，以人為本的服務和創新的手法，提升長者社區生活的素質。  
To enhance the quality of life of the elderly in the community through the use of technology, people-oriented services, and innovation.

## 價值觀 Values

企業養福利（以社會企業之自負盈虧運作模式，使社會福利獲得更多資源）  
Cultivating welfare (Operate as a self-financing social enterprise, providing more resources to social welfare)

伙伴協作（與各界攜手合作，多方面照顧長者的需要）  
Partnership (Collaboration with different sectors to address a wide range of elderly needs)

重視長者（重視長者的價值，需要和生活素質，讓他們活得精彩）  
Value the elderly (Value the needs of the elderly, and their quality of life in order to enrich their lives)

以人為本（以人的生命需要滿足和發展為中心）  
People-oriented (Emphasise the value of human life, the satisfaction of human needs and development)

重視創新（把創新理念融合協會發展和長者服務中）  
Value innovation (Incorporate innovation in organisational development and elderly services)

# 一線通平安鐘™ 服務介紹

## About Care-On-Call Service

協會於 1996 年成立，是全港最大、用戶最多的平安鐘服務供應機構，為居家安老人士提供 24 小時全天候的緊急支援及非緊急服務。作為自負盈虧的社會企業，協會本著「企業養福利」的宗旨，致力提升長者於社區生活的素質，並將平安延伸至社區每個角落。

Founded in 1996, the Association is Hong Kong's most established personal emergency link service provider with the largest client base. It offers 24-hour emergency support and non-emergency services to the senior citizens living in the community. As a self-financing social enterprise, the Association has a mission to enhance the quality of living of the elderly in the community, spreading peace of mind to every corner of the society.

### 一線通平安鐘™ 服務範圍

#### Care-On-Call Service Scope

緊急服務 Emergency services	非緊急服務 Non-emergency services
<ul style="list-style-type: none"> <li>致電警方 999 Making emergency calls to the Police (999)</li> <li>召喚救護車 Making ambulance calls</li> <li>傳送電子病歷紀錄至急症室 (與醫院管理局合作) Transferring electronic patient records to Accident and Emergency services (in collaboration with the Hospital Authority)</li> <li>搜尋主機大約位置 Search for the approximate location of the main device</li> <li>通知緊急聯絡人 Notifying emergency contacts</li> <li>跟進入院後情況 Follow-up after hospitalisation of users</li> </ul>	<ul style="list-style-type: none"> <li>提供電話慰問 Caring phone calls</li> <li>預約門診 Reservation of outpatient services</li> <li>提醒覆診及服藥 Reminder to attend medical consultations and medicine taking</li> <li>解答社區及生活諮詢 Responding to community and everyday inquiries</li> <li>註冊社工情緒輔導 Emotional counselling by registered social workers</li> <li>註冊護士提醒飲食須知 Dietetic consultation by registered nurses</li> </ul>

### 一線通平安鐘™ 服務 — 產品系列

#### Care-on-Call Service — Product Offering

	「一線通平安鐘™」個人服務 Care-On-Call Personal Services			一線通平安鐘™ 家居服務 Care-On-Call Home Service
服務 Service	平安手機® Safety Phone	智平安®APP e-Care Link Mobile App	隨身寶® Mobile Link	室內平安鐘 Personal Emergency Link
特點 Features	<ul style="list-style-type: none"> <li>特大鍵盤 Extra-large keypad</li> <li>機背特設「平安掣®」 Safety button at the back of the phone</li> </ul>	<ul style="list-style-type: none"> <li>配備藍牙遙控，具八達通功能 Equipped with Bluetooth remote control and the function of an Octopus card</li> </ul>	<ul style="list-style-type: none"> <li>「一掣式」型號 "One-button" device</li> <li>可加配距離感應器，供照顧者使用 Can be equipped with distance sensor for caregivers</li> </ul>	<ul style="list-style-type: none"> <li>免提雙向對話功能 Hands free speakerphone function</li> <li>配備防水遙控掣及浴室平安掣 Equipped with water-proof remote control and a bathroom safety button</li> </ul>

現時，社會福利署的津貼已伸延至流動緊急呼援服務。有見及此，協會以「平安每分鐘」為題的流動展覽車穿梭港、九、新界，走進社區向長者及照顧者推廣此津貼計劃及協會的「一線通平安鐘」服務。除此之外，協會並於多個屋苑以直銷函件及路演，雙管齊下加強宣傳效應，爭取更多不同年齡階層人士認識協會的全面服務。

At present, the subsidy from the Social Welfare Department has already been extended to mobile emergency call services. As such, the Association has set up a roving exhibition themed "Peace of Mind Every Minute" to promote the subsidy scheme and our Care-On-Call Service to senior citizens and their caregivers. The exhibition truck travel all Hong Kong, Kowloon and the New Territories to get connected with the communities. Furthermore, the Association also sends out direct mails to various housing estates and organises roadshows. The promotion of the Association's full scope of services to people of different age groups is strengthened through these channels.



協會透過流動展覽車及路演等形式，接觸社區的長者及其照顧者，讓他們進一步了解協會提供的全面服務。

The Association reaches out to senior citizens and their caregivers in the communities through roving exhibitions and roadshows, so that they can further understand the comprehensive services offered by the Association.

# 主席感言

## Message from the Chairperson



十分榮幸在本年能擔任協會的董事會主席。一直很欣賞協會在服務長者及推動社會創新的成就，24小時全天候關顧的緊急支援服務，成效深入人心。希望協會上下，能夠傳承關愛長者、守護他們天天安安的初心，盡力使長者繼續樂活在社區，保持這個協會賴以成功的基礎，發展更上一層樓。

今年，協會再次起用「一線通平安鐘™」作為機構服務品牌，也是「毋忘初心」的承諾：無論長者有任何需要，我們都只在一線之隔，隨時準備，提供支援。

現代科技雖然日益千里，但時至今日，仍不時有獨居長者因缺乏照顧而發生意外，令人扼腕。

能夠居家安老，於社區隨心選擇生活方式，實為長者最大心願。作為肩負社會創新的長者服務機構，未來計劃將加強實用科技應用，在過往成功基礎上，開拓嶄新服務。我們的願景是將「一線通平安鐘」發展成涵蓋健康、安全及社區聯繫的服務長者平台，讓長者在可以得到全面支援。

展望將來，我們面對是充滿挑戰也充滿機遇的時代。在此希望協會上下、義工朋友、各界夥伴好友與我們並肩同行，同心協力，為長者服務，實現「長者居家安老，生活天天安安」的美好願景。

方敏生  
長者安居協會董事會主席  
二零一九年三月

I am honoured to be the Chairperson of the Board of Directors of the Association this year. The Association is committed to serving senior citizens and in driving social innovation. The effectiveness of our 24-hour care and emergency support has taken roots in people's heart. I will work with everyone at the Association to uphold the founders' mission and carry on the spirit to care and protect the safety of our senior citizens, so that they can continue to live happily in the community. We hope to build on the foundation that has helped us succeed in the past 20 years, to deliver more proactive, practical care for the elderly in the years to come.

This year, the Association has readopted Care-On-Call Service as the organisation's service brand. The renewed branding demonstrates our commitment to uphold our roots. No matter what senior citizens need, our care is only a call away; we are ready to offer assistance and support any time anywhere.

On the other hand, while modern technology is rapidly advancing, accidents of senior citizens living on their own are still happening from time to time as a result of lack of care. The situation is quite upsetting. If the technology is ready, we need to work harder to ensure that technology is put to good use to benefit our senior citizens.

It is the hope of many senior citizens to age in place and live in the community of their own choices. As a leading service organisation in social innovation, we are committed to strengthen the application of technology, to develop the Care-on-Call Service into a comprehensive support platform that offers senior citizens better health and safety monitoring and community connection.

Going forward is an era full of challenges and opportunities. I hope that everyone at the Association, which includes our volunteers and our partners from different sectors, can work together to serve our senior citizens concertedly to achieve the vision of "ageing in place, and living with peace of mind".

Christine M. S. Fang  
Chairperson, Senior Citizen Home Safety Association  
March 2019

# 行政總裁工作報告

## Report from the Chief Executive Officer



加入長者安居協會工作，尤如火鳥重生的機遇。

人到中年，找尋人生方向不容易。孩子長大，我要放手。父親已逝，母親尚在，但年事已高，看她今天面對的，就是我的明天。再三思量，我可以做什麼？他日我老，香港是一個「好住」的地方嗎？我愛香港，可是在香港過晚年，還有許多不盡理想之處。就在此刻，長者安居協會行政總裁的招聘廣告出現在眼前。

我沒有兄弟姊妹，十幾年來「一線通平安鐘™」服務就是爸媽的守護神，在我客居海外的幾年和工作沖昏腦袋的日子，協會的平安鐘堅定地陪伴著父母。

如今母親與我同住，她性格活躍，堅毅獨立，左眼不好也整天獨自往外跑，唱歌畫畫學寫字。我心裡佩服她的生命力，嘴裡叮囑她出入要小心。可每天陪她出街的不是我，是她的「平安手機」，沒有手機的一刻，她會情緒緊張，生怕朋友找不著。

平安鐘服務重要嗎？看上文便知答案。

香港還有成千上萬像我媽媽一樣的老友記，「一線通平安鐘」服務為他們提供多一重保護，給家人多一份安心。香港也有數以百萬計為人子女的，想多盡孝心卻奈何生活逼人而力有未逮，我們十分明白——因為我也一樣。

協會未來方向，既簡單，也複雜。簡單的，是把「一線通平安鐘」服務做得更好，不負前人所託；複雜的，要把「一線通平安鐘」服務範圍推到前所未有領域。團隊朝氣蓬勃，很有信心，我們秉承「以人為本」的宗旨，不斷提升服務、技術與支援水平，再創新猷。

協會除了擁有珍貴人才資源，還有令人驕傲的義工團隊；在社區參與上，將有創新計劃，期望以全方位為年輕長者、年老長者提供學習、發揮、貢獻及幫助別人的機會。

步入中晚年，是人生另一開始。銀髮生活充滿無限可能，有太多值得盼望與享受的事物。「一線通平安鐘」是我們重新採用的服務品牌，既新且舊，代表著對人性的堅持，對生命的擁護，正向、喜樂、安穩和自在。

祝願香港銀髮一族和他們的家人，活得平安！

王虹虹（王蓉）  
長者安居協會行政總裁  
二零一九年三月

I got a new lease of life by joining Senior Citizen Home Safety Association.

Age has a way of sneaking up on all of us and bringing new uncertainty in life. My children are grown. It's time to let go. My father is gone but my mother is here. In her 80s, what she faces today is what I shall encounter tomorrow. What can be done? When I am old as she is, would Hong Kong be a good place to live in? I love Hong Kong but it may not be an ideal place to lead an elderly life. And then, one day I saw Senior Citizen Home Safety Association was looking for a new CEO.

With no siblings, I am truly grateful for how Care-On-Call Service has watched over my parents all these years. When I lived overseas and when I was busy building my career, Care-On-Call Service has taken my place to keep an eye on my parents.

Now I live with my mom. She is active, strong and fiercely independent. Her left eye is no longer functional. However that does not stop her from going out alone - for her singing, watercolor painting and calligraphy lessons. I feel proud of how she lives her vibrant life, but all I could say to her is be careful when you go out. I cannot be with her all the time but the Safety Phone can. Without the Safety Phone, my mom would become anxious, in case her friends cannot reach her.

Is Care-On-Call Service important? You know the answer.

There are thousands of elderly like my mom in Hong Kong. Care-On-Call Service can give them an extra layer of protection and their family additional assurance. There are millions in Hong Kong like me - children who want to do more for their elderly parents but couldn't, for all sorts of reasons. We understand. Because we are in the same boat.

Senior Citizen Home Safety Association has a mission. It is both simple and complicated. Simple: We want to do even better with our Care-On-Call Service - something we owe the visionary founders. Complicated: we want to expand our Care-On-Call Service to unprecedented areas. Our team is brimming with enthusiasm and confidence. Upholding our value of "People come first", we shall strive to elevate the level of service quality, technology and care with innovation.

Our Association is fortunate to have human talents not only in our staff but also in our volunteers. We have innovative plans for community engagement and hope that we can provide great opportunities for both young old and old old to learn, reach their potential, contribute and help each other.

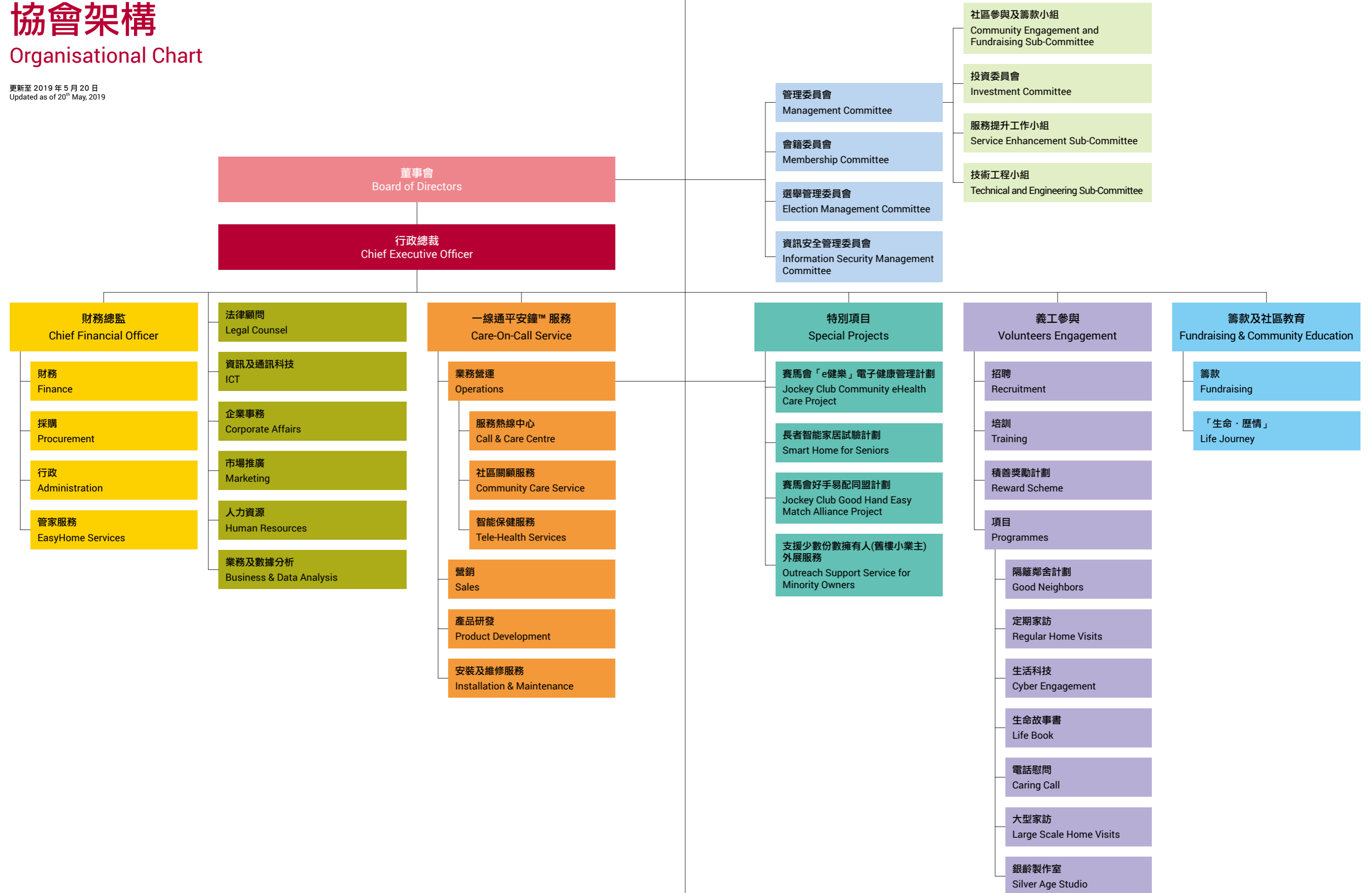
Middle age does not have to be a crisis. It can be a beginning. The life of the silver hair can be full of possibilities with much to look forward to and everything to enjoy. We have rebranded our Care-On-Call Service. We believe in humanness. We celebrate life. Let's march towards our silver hair years with positivity and joy, at ease and at peace.

Maura Wong  
CEO, Senior Citizen Home Safety Association  
March 2019

# 協會架構

## Organisational Chart

更新至 2019 年 5 月 20 日  
Updated as of 20<sup>th</sup> May, 2019





# 董事會及委員會

## Board of Directors and Committees

### 董事會 Board of Directors

更新至 2019 年 4 月 8 日 (As of 8<sup>th</sup> April, 2019)

董事會 Board of Directors		
主席 Chairperson	方敏生教授, BBS, JP	Prof. Christine M. S. Fang, BBS, JP
副主席 Vice-Chairmen	郁德芬博士, BBS, JP 葉松茂博士	Dr. Alice T. F. Yuk, BBS, JP Dr. Saimond Ip
義務秘書 Honorary Secretary	錢黃碧君教授	Prof. Teresa B. K. Tsien
義務司庫 Honorary Treasurer	麥貴榮先生	Mr. Alexander K. W. Mak
董事 Directors	鄭子祐先生 張國柱先生 張惠君女士 鍾普洋先生, SBS, OBE, JP 黎定基先生 林旭華先生 梁國輝先生 羅仲炳先生 聶揚聲先生 楊和生先生	Mr. Thomas T. Y. Cheng Mr. Peter K. C. Cheung Ms. W. K. Cheung Mr. P. Y. Chung, SBS, OBE, JP Mr. Stanislaus D. K. Lai Mr. Peter Y. W. Lam Mr. Tony K. F. Leung Mr. Kevin C. P. Lo Mr. Peter Y. S. Nip Mr. W. S. Young

### 委員會 Committees

更新至 2019 年 5 月 14 日 (As of 14<sup>th</sup> May 2019)

管理委員會 Management Committee		
主席 Chairperson	方敏生教授, BBS, JP	Prof. Christine M. S. Fang, BBS, JP
委員 Members	張惠君女士 葉松茂博士 麥貴榮先生 聶揚聲先生 錢黃碧君教授 郁德芬博士, BBS, JP	Ms. W. K. Cheung Dr. Saimond Ip Mr. Alexander K. W. Mak Mr. Peter Y. S. Nip Prof. Teresa B. K. Tsien Dr. Alice T.F. Yuk, BBS, JP

會籍委員會 Membership Committee		
召集人 Convener	方敏生教授, BBS, JP	Prof. Christine M. S. Fang, BBS, JP
委員 Members	鍾普洋先生, SBS, OBE, JP 葉松茂博士 麥貴榮先生 聶揚聲先生 錢黃碧君教授 郁德芬博士, BBS, JP	Mr. P. Y. Chung, SBS, OBE, JP Dr. Saimond Ip Mr. Alexander K. W. Mak Mr. Peter Y. S. Nip Prof. Teresa B. K. Tsien Dr. Alice T.F. Yuk, BBS, JP

選舉管理委員會 Election Management Committee		
召集人 Convener	錢黃碧君教授	Prof. Teresa B. K. Tsien
委員 Members	張國柱先生 聶揚聲先生	Mr. Peter K. C. Cheung Mr. Peter Y. S. Nip

資訊安全管理委員會 Information Security Management Committee		
召集人 Convener	楊和生先生	Mr. W. S. Young
副召集人 Vice Convener	王虹虹 (王蓉) 女士	Ms. Maura Wong
委員 Members	范健文先生 葉松茂博士 袁民光先生	Mr. Eric K. M. Fan Dr. Saimond Ip Mr. Johnny M. K. Yuen

社區參與及籌款小組 Community Engagement and Fundraising Sub-Committee		
召集人 Convener	張惠君女士	Ms. W. K. Cheung
委員 Members	陳柏泉先生 鄭經翰先生, GBS, P.Eng., FHKIE, JP 張國柱先生 葉松茂博士 計明華先生 黎定基先生 李繼雄先生 羅 就先生 聶揚聲先生	Mr. P. C. Chan Ir. Albert J. Cheng, GBS, P.Eng., FHKIE, JP Mr. Peter K. C. Cheung Dr. Saimond Ip Mr. M. W. Kai Mr. Stanislaus D. K. Lai Mr. Kennedy K. H. Lee Mr. C. Lo Mr. Peter Y. S. Nip

投資管理委員會 Investment Management Committee		
召集人 Convener	葉松茂博士	Dr. Saimond Ip
副召集人 Vice Convener	麥貴榮先生	Mr. Alexander K. W. Mak
委員 Members	王虹虹 (王蓉) 女士	Ms. Maura Wong

服務提升小組 Service Enhancement Sub-Committee		
召集人 Convener	錢黃碧君教授	Prof. Teresa B. K. Tsien
委員 Members	陳翠琼女士 周奕希先生, BBS, JP 李翊駿教授 梁國輝先生 謝偉鴻先生 黃文泰先生 王惠梅女士 郁德芬博士, BBS, JP	Ms. Liliane C. K. Chan Mr. Y. H. Chow, BBS, JP Prof. J. J. Lee Mr. Tony K. F. Leung Mr. Henry W. H. Shie Mr. James M. T. Wong Ms. Nancy W. M. Wong Dr. Alice T. F. Yuk, BBS, JP

技術工程小組 Technical and Engineering Sub-Committee		
召集人 Convener	葉松茂博士	Dr. Saimond Ip
副召集人 Vice Convener	鄭子祐先生	Mr. Thomas T. Y. Cheng
委員 Members	曹炳豪先生 鍾建奇先生 范思樂女士 范健文先生 馮錫良先生 黎定基先生 羅健麟先生 李錦鴻先生 羅仲炳先生 莫乃光議員 楊和生先生	Mr. P. H. Cho Mr. K. K. Chung Ms. Phoebe S. L. Fan Mr. Eric K. M. Fan Mr. Michael S. L. Fung Mr. Stanislaus D. K. Lai Mr. Ken K. L. Law Mr. Edward K. H. Lee Mr. Kevin C. P. Lo The Hon Charles Peter Mok Mr. W. S. Young



協會服務  
SCHSA Services

# 全面關顧 守護長者天天平安

## Comprehensive Care Offers Senior Citizens Peace of Mind

### 一線通平安鐘™ 服務

協會的「一線通平安鐘™」服務為香港長者提供全面關顧超過 22 年，成效深受認可。由前線服務專員、註冊社工及護士所組成的專業團隊，為使用者提供 24 小時全面支援及關顧，服務包括緊急求助、非緊急支援如健康諮詢、心理支援、預約門診、提示服務及轉介社區資源等。用戶無論身處家中或戶外環境，均可以隨時得到支援。

本年度，協會處理逾 500,000 次用戶求助，當中包括超過 38,000 次緊急求助，協調安排用戶送院及處理 206 宗用戶走失個案。此外，協會一直透過跨界別合作以提升服務。本年度協會繼續與政府部門包括衛生署、香港警務處及香港天文台等合作，向「一線通平安鐘」用戶發放多元化資訊，內容包括天氣預報、防騙常識及健康教育等，使長者保持與社區聯繫。

### Care-On-Call Service

The Care-On-Call Service of the Association has been providing Hong Kong senior citizens with comprehensive care for more than 22 years. Its effectiveness has been widely recognised. Comprising frontline service operators, registered social workers and nurses, our professional team offers users 24x7 comprehensive support and care. Our service includes emergency assistance, non-emergency support such as health consultation, emotional counselling, outpatient appointment reservation, alerts and referral to community resources, etc. Whether users are at home or outdoor, they can always receive assistance.

During the year, the Association handled more than 500,000 assistance requests from Care-On-Call Service users. Over 38,000 were emergency requests that involved calling ambulance for sending users to hospitals, and handling 206 cases of suspected missing elders. Furthermore, the Association has been improving its services through cross-sector collaboration. The Association continued to work with various government departments this year, including the Department of Health, Hong Kong Police Force, as well as Hong Kong Observatory to disseminate information to Care-On-Call Service users. Weather forecast, anti-frauds tips, as well as health education. These were done so that the elders can stay closely connected with the community.

### 服務主要數字 - 2017-18

#### Care-On-Call Service Key Statistics - 2017-18

在 2017-18 年度，一線通平安鐘™ 專業團隊處理逾 **500,000** 次用戶求助

逾 **38,000** 次緊急求助

**206** 宗用戶走失個案

護士為用戶提供 **1,250** 次健康輔導

註冊社工為用戶提供 **1,921** 次短期輔導

In the year 2017-18, the professional team of Care-On-Call Service handled over

**500,000** assistance requests from service users

Over **38,000** cares of emergency assistance

**206** cases of suspected missing elders

Nursing team provided **1,250** health consultations

Registered Social Workers provided **1,921** short-term counselling consultations

一線通平安鐘™ 服務團隊由跨專業人士組成，為本港長者提供全面關顧服務。  
The team at Care-On-Call Service comprises professionals from different disciplines who offer comprehensive caring assistance and support to local senior citizens.



一線通平安鐘™ 熱線中心 24 小時運作，隨時候命為用戶提供支援。  
The Care-On-Call Service Call Centre operates 24 hours a day and always stands by to assist users any time.

# 助長者建立健康生活 軟硬兼施

## Help the Elderly Build a Healthy Lifestyle with Guile and Persistence

### 註冊護士工作分享

我是協會的註冊護士，主要職責是跟進賽馬會「e健樂」電子健康管理計劃，監察參與計劃長者的健康數據，並進行適當跟進；亦會為「一線通平安鐘™」用戶提供健康資訊，提醒他們注意自身健康。

我每月都會與賽馬會「e健樂」計劃的長者進行面見，親身了解其健康狀況及派發每月健康數據紀錄。有部分長者當場認出我就是平日跟他們在電話溝通的「姑娘」，顯得十分興奮，跟我噓寒問暖一番，可以說我們之間已經建立了一定的感情。

當然，在跟進個案當中，亦有一些「不聽話」的長者。為了讓長者改變不良生活習慣，有時候需要軟硬兼施！例如我會與長者中心職員、社工甚至長者的好友們緊密聯繫，深入了解個案。令人鼓舞是，不少參與計劃長者的健康逐步得到改善，他們較以往更著重個人健康。甚至有長者經過半年教導之後，學會準確整理自己的藥盒，每天定時服藥呢！



Sylvia  
長者安居協會註冊護士  
Registered Nurse of SCHSA

### Sharing from registered nurse

I am a registered nurse of the Association. My main duties are to follow up with the Jockey Club Community eHealth Care Project, monitoring the health data of the elderly participants of the project, and following up accordingly. I also provide health information to Care-On-Call Service users, reminding them to take good care of their health.

I meet with the elderly participants of the Jockey Club eHealth Care project every month to learn about their health situation and to distribute the monthly health data records to them. Some elders could tell instantly that I am the nurse who usually communicate with them over the phone. They are quite excited to match a face to a familiar voice and would chat with me. I could say we have established quite a bond.

Certainly, of all the follow-up cases, some of the elderly do not always adhere to a healthy way of living. To help them make changes to bad behaviours, we need to employ different tactics! For example, I would keep close contact with the elderly centre staff, social workers, or even the good friends of elders to gain deeper insight into their cases. It is very encouraging that many elders who have taken part in the project are getting healthier gradually. They are more aware of their personal health comparing to the past. Under my guidance for half a year, an elder even can now organise her pill boxes well and take the medicines at the right time every day!

# 照顧長者壓力大 情緒支援無分界

## Support the Elderly and their Caregivers

### 註冊社工工作分享

作為協會的註冊社工，我主要負責跟進「一線通平安鐘™」用戶求助，為他們提供情緒支援、轉介社區資源等。

長者在社區生活，少不免會遇上困難。面對難以處理的情況時，按動「一線通平安鐘」求助；熱線中心的前線同事，會按情況將個案轉交註冊社工團隊跟進。在跟進個案當中，部份甚至有自殺風險，我們會透過溝通進行評估，盡力提供情緒支援及有關援助，亦會為其他個案按需要提供短期情緒輔導，或轉介社區資源。

除了直接向「一線通平安鐘」用戶提供支援，亦為照顧者提供支援。照顧長者的壓力實在不小，社工與照顧者溝通，提供情緒疏導，帶他們遠離「牛角尖」。如早前便有照顧者與患有認知障礙症的家人發生爭執，經過了解後，發現對方原來是全職照顧患者，每天單獨照顧患者的壓力，可想而知；我為他提供一些舒緩情緒方法，並建議他與長者相處時多以其角度出發，同時亦提供一些社區資源資訊，助他減輕照顧上的壓力。經一段時間後，當我再跟進了解，得知雙方緊張情況已改善不少，也心感安慰。

另一方面，我們亦都為熱線中心同事提供訓練及個案討論，提升回應用戶求助個案的技巧。



Henry  
長者安居協會註冊社工  
Registered Social Worker of SCHSA

### Sharing from registered social worker

As a registered social worker of the Association, my main duties are to follow up with the assistance requests made by Care-On-Call Service users and to offer them emotional support, referral of social resources, and so forth.

It is not uncommon that elderly run into issues when they age in the community. When they are faced with difficult situations, they could press the Personal Emergency Link button and ask for help. Operators at the call centre would perform case referral to the registered social workers' team, who would follow up based on the actual circumstances. Amongst our follow-up cases, some involved suicidal risks. We would have case assessment through communication and provide emotional support and assistance as far as possible. Based on the needs of users, we also offer short-term emotional counselling or referral to community resources.

In addition to offering support to Care-On-Call Service users, support is also provided to caregivers. Taking care of the elderly does involve much pressure. When social workers communicate with caregivers and offer an exit for their emotions, caregivers can be brought out from their emotional dead-ends. I could recall a case I have handled. A caregiver had conflicts with a family member with dementia earlier on. After we learned about the situation, we realised the caregiver was the sole care provider of the patient, who was faced with all the pressure of taking care of the patient every single day. I offered him certain ways to relieve his emotional pressures, suggesting him to consider more from the perspective of the elder and to provide him information of community resources. After a while, I was relieved because improvement was seen in the tension between the patient and the caregiver.

On the other hand, we also provide training and case discussion for call centre colleagues, so that the techniques in responding to users' help requests can be improved.

# 全面提升長者關注個人健康意識

## Raise the Elderly's Awareness of Personal Health Management



賽馬會「e健樂」電子健康管理計劃  
Jockey Club Community eHealth Care Project

### 賽馬會「e健樂」電子健康管理計劃

為期三年的賽馬會「e健樂」電子健康管理計劃於本年度繼續進行，透過電子科技及護士團隊的監察及跟進，提升長者的自我健康管理能力，長遠提升他們的健康。於本年度，協會的護士團隊共向 2,156 位參與計劃的長者打出 123,959 個關顧電話，了解長者的生活習慣及健康狀況，並進行適切跟進。此外，協會繼續於更多參與計劃的長者中心內建立電子健康站，使參與賽馬會「e健樂」計劃的長者中心增至 40 間，並於下年度進一步增加至 80 間。計劃鼓勵長者定期前往量度血壓、血糖和體重等的電子數據，推動長者與社區有更密切的聯繫，並嘗試以「醫社合一」的模式加強對社區長者的支援。

計劃於 2016 年 11 月推行至今，共為約 5,000 名的長者提供護士關懷服務。協會護士團隊監察長者所量度的健康數據後，為參加者提供關顧電話，從長者的飲食、運動、藥物等生活習慣方面提供健康指導；另外亦可透過參閱參加者的政府「醫健通」病歷紀錄，了解參加者的健康背景，從而能夠按計劃參加者的需要，提供針對性的健康諮詢。

除了護士關顧外，如發現計劃參加者有特殊需要，協會註冊社工亦會主動與長者中心溝通，共同跟進長者情況並按需要提供情緒支援及社區資源轉介等。計劃推行至今，均獲參加者及參與計劃的長者中心給予正面評價。

### Jockey Club Community eHealth Care Project

The three-year Jockey Club Community eHealth Care Project continued this year. The project leveraged on electronic technologies and the supervision and follow up of the nurse team to enhance elders' ability to manage their own health, which could improve their health in the long run. During the year, nurse team of the Association made 123,959 caring calls to 2,156 elderly participants to learn about their routines and health situation for appropriate follow-up. The Association continued to set up eHealth stations at more elderly centres partaking in the project making the number of participating elderly centres increased to 40, and will be further increased to 80 in the next year. The eHealth stations were set up to encourage the elders to measure their blood pressure, blood glucose, etc. electronically on a regular basis, which could help foster closer connection between the elders and their communities. The model of medical-social collaboration was adopted in an attempt to strengthen the community's support for elders ageing in the community.

Since its launch in November 2016, the project has provided nurse care services to about 5,000 elderly participants. The nurse team monitored the health data of the elderly and offered caring calls to participants to provide health guidance based on the diet, exercising, medication and other routines of the elderly. The team could also view participants' medical records in the government's "Electronic Health Record Sharing System" (eHRSS) to gain further insight into their health care history, so as to provide health consultation based on participants' needs.

On top of care services by nurses, the project also arranged communication between registered social workers of the Association and the elderly centres when participants with special needs were identified. The two parties would follow up with situation of the elderly together and offer emotional support and social resources referral accordingly to needs. The project has received positive comments from participants and participating elderly centres since its launch.

### 參與賽馬會「e健樂」計劃的社福機構夥伴 NGO Partners Participating in the eHealth Project

- 香港明愛安老服務  
Caritas Hong Kong - Services for the Elderly
- 南葵涌社會服務處  
South Kwai Chung Social Service
- 香港家庭福利會  
Hong Kong Family Welfare Society
- 香港聖公會福利協會有限公司  
Hong Kong Sheng Kung Hui Welfare Council Limited
- 賽馬會流金滙  
Jockey Club Cadenza Hub
- 香港仔街坊福利會  
Aberdeen Kai-fong Welfare Association Social Service Centre
- 香港耆康老人福利會  
The Hong Kong Society for the Aged
- 香港基督教女青年會  
Hong Kong Young Women's Christian Association
- 香港路德會社會服務處  
Hong Kong Lutheran Social Service
- 博愛醫院  
Pok Oi Hospital
- 薈色園  
Sik Sik Yuen
- 鄰舍輔導會  
The Neighbourhood Advice-Action Council
- 仁濟醫院社會服務部  
Yan Chai Hospital Social Services Department
- 香港聖公會麥理浩夫人中心  
Hong Kong Sheng Kung Hui Lady MacLehose Centre
- 聖雅各福群會  
St. James' Settlement
- 中華基督教禮賢會 – 香港區會  
The Chinese Rhenish Church Hong Kong Synod
- 基督教靈實協會  
Haven of Hope Christian Service



參與賽馬會「e健樂」計劃的長者可自行到長者中心量度健康數據之外，協會的保健員亦會到長者中心，協助參與者量度血糖數據。

In addition to measuring their health data at elderly centres, the Jockey Club eHealth project participants are also visited by healthcare workers from the Association, who would help measure participants' blood glucose level at elderly centres.

# 家居服務團隊 減輕照顧者壓力

## Home Care Team Relieves Caregivers' Stress

### 一線通平安鐘™ 管家服務

本港有 92% 長者居住於社區，當中約七成患有一種或以上的長期疾病。自 2009 年起成立的「一線通平安鐘™」管家服務團隊（前稱「管家易」），在本年度繼續致力為全港銀齡人士提供各項優質家居照顧服務，包括長者照顧、陪診、復康訓練、推拿按摩及家務清潔等，減輕照顧者壓力。

於本年度，管家服務為更多的家庭提供家居照顧服務，年度內共為 2,429 個家庭，提供 16,635 次家居照顧服務。協會期望透過提供管家服務，使無論是體健或體弱長者，均能獲得最妥貼的照顧。

### EasyHome Services

In Hong Kong, there are 92% of the elderly living in the community, while about 70% among them are suffering from one or more chronic illnesses. The EasyHome Services continued to offer premium domestic service to senior citizens in Hong Kong since its founding in 2009. The team is committed to relieve caregivers' stress by providing elderly care, patient escort service, rehabilitation training, manipulative therapy and household cleaning, etc.

During the year, EasyHome Services offered domestic and care services to even more families, serving 2,429 families with 16,635 counts of domestic care services. The Association is committed to providing both healthy and frail elders with the most appropriate care through EasyHome Services.



一線通平安鐘™ 管家服務以「心」關懷，用「心」服務，讓長者可隨心選擇在社區過著有素質的晚年生活，達至「居家安老」。

EasyHome Services care and serve the elderly from the heart, so that the elderly in the community can enjoy quality ageing in place.

# 善用科技 助尋找家居服務好幫手

## Technology Helps Find Home Care Services

### 賽馬會好手易配同盟計劃

在香港賽馬會慈善信託基金的捐助下，協會開展為期三年的賽馬會好手易配同盟計劃，開發資訊科技協作平台，提供一站式家務助理配對服務。本計劃於 2017 年 10 月 16 日進行啟動禮，協會聯同加盟本計劃的合作夥伴機構，一同向傳媒發布計劃詳情。首階段加盟本計劃的機構包括：香港家庭福利會維健坊、南葵涌社會服務處、愛苗行動社區服務中心、動力天使社會企業有限公司及基督教香港信義會社會服務部外島。

### Jockey Club Good Hand Easy Match Alliance

Sponsored by the Hong Kong Jockey Club Charities Trust, the Association launched the three-year "Jockey Club Good Hand Easy Match Alliance" Project to develop an ICT collaborative system to offer one-stop domestic helper matching service. The Association and project partners announced programme details to the media at the kick-off ceremony on 16<sup>th</sup> October 2017. The first phase of the project was joined by Viva of the Hong Kong Family Welfare Society, South Kwai Chung Social Service, Loving Kids Community Service Centre, Power Angels Social Enterprise Limited, and Easy Escort Service of the Evangelical Lutheran Church Social Service – Hong Kong.



好手計劃的啟動禮於 2017 年 10 月 16 日舉行，主禮嘉賓包括勞工及福利局副局長徐英偉先生（右四）及賽馬會慈善事務部主管陳載英女士（左四）。  
The kick-off ceremony of the Project was held on 16<sup>th</sup> October 2017. Officiating guests of the ceremony were Under Secretary for Labour and Welfare Mr. Caspar Tsui Ying-wai (fourth from right) and the Head of Charities of the Hong Kong Jockey Club Ms. Imelda Chan (fourth from left).



本計劃舉辦各項培訓課程，提升合作機構前線員工的家居照顧技巧及能力。  
Under the Project, various training programmes were organised to improve the domestic caring skills and competence of frontline staff of partner organisations.

# 智能支援銀齡新世代

## Smart Technology Supporting Silver Hair Living

### 長者智能家居試驗計劃

獲滙豐 150 週年慈善計劃資助「長者智能家居」試驗計劃踏入第二年，成功讓長者關注家居安全及個人健康管理。於年度內，協會為接近 380 個有長者居住的家庭安裝感測長者健康及家居安全的智能裝置，涵蓋包括電子健康管理及護士關懷服務、組合提示服務（煮食時忘記爐火及浴室地面積水提示服務）等。另一方面，位於協會何文田總部、用作研發及示範用途的「長者智能家居」實驗室，於年度內接待超過 17,000 名長者及公眾人士參觀。

展望下年度，協會將繼續努力，就不同個案進行調整以取得更好的成效，並為長者研發適合香港的一般家居環境、容易安裝及使用、尊重用戶私隱及價錢相宜的智能家居服務，落實「居家安老」。

### Smart Home for Seniors Pilot Programme

Funded by the HSBC 150<sup>th</sup> Anniversary Charity Programme, the "Smart Home for Seniors" Pilot Programme is now running its second year. It has successfully raised senior citizens' awareness on domestic safety and personal health management. During the year, the Association has installed household smart devices in about 380 homes with senior citizens to detect the health and home safety of the elderly. The services cover electronic health management and caring service by nurses, a combination of reminding services (such as alerting users when the stove is left switched on after cooking, or wet floor in the bathroom, etc.). On the other hand, the "Smart Home for Seniors" Test Lab located at the Ho Man Tin headquarters of the Association used for service development and demonstration, received more than 17,000 senior citizens and public members during the year for tours.

For the upcoming year, the Association will continue to work hard on finetuning various cases for enhanced effectiveness. We will also develop smart home services tailored for senior citizens and suitable for use in common living environments in Hong Kong. These devices will also be easy to install, user-friendly, and they will be reasonably priced and respect the privacy of users to help realise "ageing in place".



協會的安裝及維修技術員上門為長者智能家居試驗計劃的參加者安裝智能裝置。

Installation and maintenance technicians of the Association visited the homes of the Smart Home for Seniors Pilot Programme participants and performed smart devices installation.



協會接待長者義工到長者智能家居實驗室參觀，了解試驗計劃下的智能科技。

The Association received volunteers to visit the Smart Home for Seniors Test Lab and learn more about the smart technologies under the pilot programme.



## 籌款及社區參與

Fundraising and  
Community Engagement



# 鼓動各界關愛長者社區

## Joining Hands with Sectors to Care for the Elderly in the Community

### 籌款活動 Fundraising events

#### 愛·平安 - 商界夥伴同行

「愛·平安」商界參與計劃是一個結合企業力量的平台，企業可透過參與協會義工服務，實踐企業社會責任，更可為員工提供建立團隊精神和發揮領導才能，加強員工投入及歸屬感。在本年度，共有近 130 間企業參與計劃，成為協會夥伴。有賴各界支持，協會可持續讓更多有需要的長者受惠於「一線通平安鐘™」慈善計劃，共同建構長者友善社區，攜手向本地長者傳送平安。

#### Brings Love & Peace of Mind to Senior Citizens with Commercial Partners

The Love & Peace of Mind Corporate Engagement Programme is a platform that converges the strengths of different companies. By taking part in volunteering services, companies do not only deliver their corporate social responsibilities, but also provide their staff with the opportunities to build team spirit, to put leadership competence to full play and to enhance engagement and sense of belonging amongst staff members. During the year, the Programme was participated by about 130 corporate partners of the Association. Thanks to the support from various sectors, the Association could continue to benefit elders in need with the SCHSA Charitable Programme. Different organisations joined up to nurture an elderly-friendly community and deliver local senior citizens with peace of mind.



愛·平安計劃為企業提供不同形式的義工服務選擇，為員工提供建立團隊精神和發揮領導才能的機會。

The Love & Peace of Mind Corporate Engagement Programme offered companies with different choices in volunteering services, which can help build team spirit and put leadership competence to full play.



作家王迪詩小姐特意邀請一班長者拍攝明信片作慈善義賣用途，支持協會一線通平安鐘™ 慈善計劃。

Ms. Daisy Wong, Hong Kong's famous author, featured in the production of a series of postcards with senior citizens. The postcard charity sales is designated for supporting the SCHSA Charitable Programme.



「隨意雅聚」多次免費為協會長者及義工舉辦中國書畫班，讓受惠長者學習中國畫基本技法。隨意雅聚亦舉辦慈善書畫展，指定長者安居協會為活動受惠機構，為一線通平安鐘™ 慈善計劃籌募善款，回饋本地有需要的長者。

Serendipity offered free elementary Chinese traditional paintings and calligraphy classes to the elderly members and volunteers of the Association. Also, Serendipity held charity Chinese traditional paintings and calligraphy exhibition which designated the Association as the beneficiary organisation. The exhibition raised donations for the SCHSA Charitable Programme for benefiting the local senior citizens in need.

**全港賣旗日**

協會本年度的全港賣旗日於2018年6月23日舉行，活動成功招募超過6,000名義工參與。賣旗活動所籌得善款透過「一線通平安鐘™」慈善計劃，資助有經濟困難的長者及有需要人士免費使用協會的24小時緊急支援及非緊急服務。協會衷心感謝各界於賣旗日的善心捐款，以及香港各大流動通訊商的支持，讓市民可透過發出短訊，捐款支持協會。

**Territory-wide Flag Day**

The Territory-wide Flag Day of the Association was held on 23<sup>rd</sup> August 2018. The event recruited over 6,000 volunteers. The proceeds from the Flag Day were used to support the elderly with financial difficulties and people in need through the SCHSA Charitable Programme. The beneficiaries enjoyed the use of 24-hour emergency support and non-emergency services for free. The Association is truly grateful for the donations from every sector on the Flag Day, as well as for the support from Hong Kong's telecommunication service providers for enabling public donations to support the Association through sending SMS.



感激每位熱心義工無懼風雨，鼎力支持長者安居協會全港賣旗日。

Our heartfelt thanks to every enthusiastic volunteers for their unwavering support to the Territory-wide Flag Day of the Association.



**秘密天使 細聽生命故事**

協會的「秘密天使」計劃已經開展至第 19 屆，本屆計劃共獲得 60 多間大專院校、中學、小學及幼稚園支持，逾 5,500 名學生透過參與探訪長者、電話慰問、關愛長者講座及參觀協會等活動，向近 6,500 位長者送上愛與關懷。不少學生及家長期望持續參與長者探訪活動，增加與長者互動的機會，為他們送上天天平安。

**Secret Angel Caring Programme – Sharing of Life Stories**

Entering its 19<sup>th</sup> year of operation, the Secret Angel Caring Programme of the Association was supported by over 5,500 students from more than 60 tertiary, secondary, primary, and preschool institutions. Participants showed their love and care for about 6,500 senior citizens by attending home visits, making caring calls, participating in elderly caring seminars and visiting the Association's headquarters. Many students and parents wished to continuously participate in home visits so that they could have more chances to interact with the elderly and to show them love and care.



參與秘密天使計劃的學生身體力行探訪長者，細聽長者的生命故事。  
Student participants of the Secret Angel Caring Programme listened attentively to the life stories of the elderly.

**慈善計劃分享  
Sharing from the Charitable Programme Beneficiaries**

**兩老無依 幸有平安相伴**

陳伯伯及太太 60 年來相依為命，非常恩愛。自從陳婆婆於 10 年前確診患上認知障礙症，便逐漸失去自理能力。「我今年 80 多歲，照顧她很吃力，但是不忍心送她去老人院。」陳伯伯說，為的是能夠繼續陪伴太太左右。協會透過「一線通平安鐘™」慈善計劃免費為陳婆婆提供「隨身寶®」服務，使他們可以放心外出。有一次，陳婆婆趁伯伯休息時「離家出走」，陳伯伯即向協會 24 小時熱線中心求助，協會職員透過「隨身寶」與陳婆婆身旁的途人對話，確定走失位置。陳伯伯直言：「要不是有『隨身寶』，真不知去哪尋回老婆！」

**Interdependent Couple Benefited from Care-On-Call Service**

Mr. and Mrs. Chan have been interdependent and loving each other for more than six decades. Mrs. Chan lost her self-care ability since she was diagnosed of dementia 10 years ago. "I'm over 80 now. It is not an easy task taking care of her. But I don't want to send her to an elderly home either," said Mr. Chan, who wanted to keep taking care of his wife. Through the SCHSA Charitable Programme, the Association provided Mrs. Chan with the Mobile Link Service for free, so that the couple can have their peace of mind when they go out. There was once Mrs. Chan left home when Mr. Chan was resting. Mr. Chan immediately called the 24-hour Care-On-Call Service Centre to ask for help. Thanks to the Mobile Link Service, the Association's staff was able to speak to passersby near Mrs. Chan to confirm her whereabouts. Mr. Chan said, "Without the Mobile Link, I would have no idea where to look for my wife!"



陳伯伯現在每天會帶婆婆到公園逛逛，呼吸新鮮空氣，最想見到是太太散步時的笑容。伯伯最大的心願，就是擁有健康的身體，能夠繼續照料太太。

Mr. Chan now takes her wife to have a walk in a park for some fresh air every day. The smile on her face during these walks is one thing that Mr. Chan wants to see most. Mr. Chan hopes to stay healthy to take care of her lovely wife.

**平安隨身 獨居無懼**

年近 80 歲的黃伯伯獨居在偏遠地區的鐵皮屋。有一次，伯伯買餸回家後，半邊身突然麻痺、心驚、不停冒冷汗，於是立即按動「一線通平安鐘™」求助。由於住處偏僻，救護車未能直達，協會向救護員提供協助，由協會安裝及維修技術員於上門安裝時所繪製的手繪地圖，方便救護員在最短時間內到達伯伯住所進行救援。伯伯表示：「那次原來是心臟血管閉塞，情況十分危急，幸好救護員及時到達。十分感謝『平安鐘』救我一命。」

**Peace of Mind for Singly Living Senior Citizens**

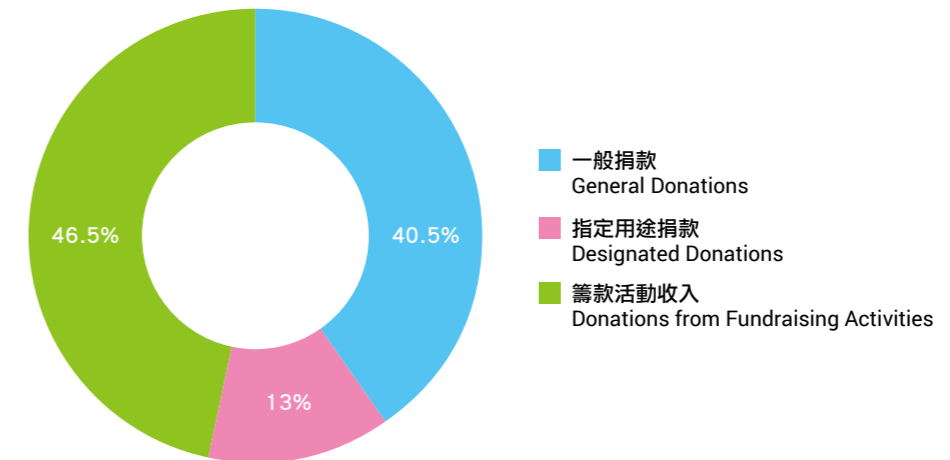
Mr. Wong is aged almost 80 and is living on his own in a metal shack situated in remote area. One day when Mr. Wong returned home with his groceries, he suddenly felt numbness on one side of his body, heartburn and unstoppable cold sweating. He immediately pressed the button of Personal Emergency Link to seek help. As he lived in a remote location, the ambulance could not reach him directly. The Association therefore assisted the paramedics by forwarding a hand-drawn map made by the installation technicians of the Association when they installed the service for Mr. Wong. The paramedics could therefore help Mr. Wong within the shortest possible time. Mr. Wong recalled, "My cardiovascular system was occlusive that time. It was a matter a life and death. I was extremely lucky that the paramedics arrived in time. I am grateful for the Personal Emergency Link Service, which had literally saved my life."



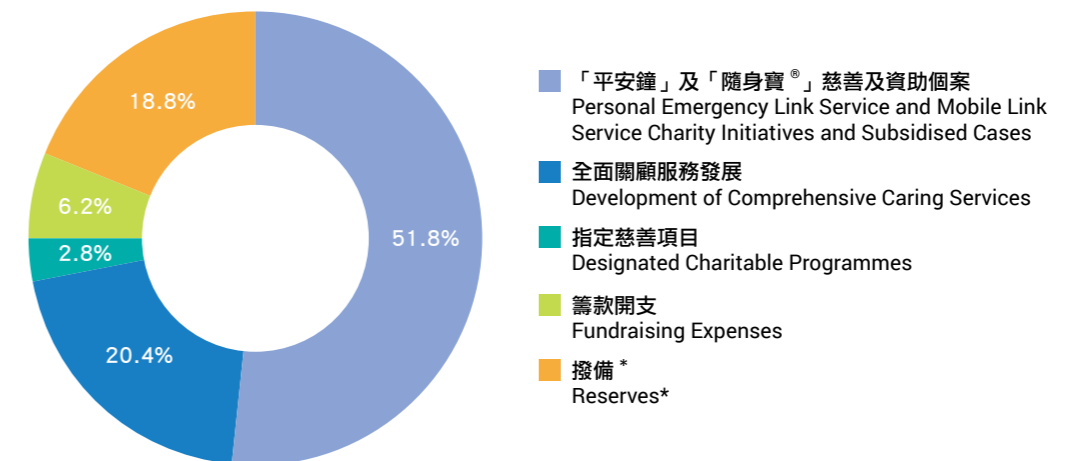
**善款來源與用途**  
Sources and Use of Donations

善款總額  
Total Amount of Donation: **HK\$ 21,286,561**

2017-2018 年度善款來源 (2017 年 9 月 1 日至 2018 年 8 月 31 日)  
Sources of Donations in 2017-2018 (1<sup>st</sup> September, 2017 to 31<sup>st</sup> August, 2018)



2017-2018 年度善款用途 (2017 年 9 月 1 日至 2018 年 8 月 31 日)  
Use of Donations 2017-2018 (1<sup>st</sup> September, 2017 to 31<sup>st</sup> August, 2018)



\* 註：撥備將撥入慈善個案基金及長者關顧基金，用以資助慈善個案受惠者長者服務費及全面關顧項目。  
Note: Reserves are allocated to the Charity Case Fund and the Elderly Care Fund in support of the long-term service fees of beneficiaries and comprehensive caring services.

# 在社區延展平安

Spreading Peace of Mind in the Community



協會邀請資深電台主持李仁傑先生，與義工們分享如何運用聲線及電話溝通技巧。

The Association invited seasoned radio host Mr. Sunny Li Yan-kit to share with volunteers the techniques of using their voices in telephone communication.

## 義工參與

為了提升義工的電話慰問技巧，本年度協會為義工舉辦不同類型的分享會，包括邀請各界專業人士擔任主講嘉賓，與義工們深入分享，掌握如何與長者有效溝通。另一方面，本年度內協會義工共打出逾 470,000 個關顧電話，主動關心「一線通平安鐘™」用戶於社區的生活情況。

本年度共舉辦了 7 場大型探訪活動，共 3,590 人次的來自商界、學界及個人義工，接觸近 3,200 位居住不同地區的用戶。協會亦繼續與不同界別的團體合作，包括政府衛生署「家居安全大使」計劃及阡陌中心「關愛社區·延伸平安」活動等，透過義工每月定期探訪長者，雙方建立更深厚關係，並提升長者的家居安全意識。

銀齡義工隊（又稱「3S 義工」）參與及完成為期 9 個月、由香港公開大學舉辦的「賽馬會社區守望相助課程」。義工於課程學習社區健康義工理論、溝通技巧及實例分享，增加了對長者健康知識，並將所學運用於協會的義務工作中。

## Volunteer engagement

To improve volunteers' skills in telephone assurance, the Association organised a variety of sharing sessions for volunteers. For example, professionals from different sectors were invited as keynote speakers to share their in-depth knowledge with volunteers, as well as discuss how to communicate effectively with the elderly. As an active move to show care about the everyday life of Care-On-Call Service users, the Association's volunteers made 470,000 assurance calls during the year.

A total of seven large-scale visits were organised last year, in which 3,590 volunteers from commercial, academic sectors and by individual visited more than 3,200 Care-On-Call Service users living in different districts. The Association also continued to work with groups from different sectors, including the "Home Safety Ambassador Project" with the Department of Health, as well as the "Extending Peace of Mind through Caring for the Community" event with the Crossroad Centre, etc. Volunteers paid regular visits to the elderly every month to establish stronger bonds and to enhance elders' awareness on home safety.

The Silver Age Volunteers Team (also known as the "3S Volunteers") took part in and completed the nine-month "Jockey Club Home Health Watch Programme" organised by the Open University of Hong Kong. During the course, volunteers learnt about the theories of community health volunteering, communication skills and performed case studies together. The elderly became more familiar with health-related knowledge and applied what they learnt in the volunteering work of the Association.

本年度  
In This Year

義工總人數 Total Number of Volunteers: 1,012 人 Persons

義工服務時數 Service Hours: 76,448 小時 Hours

參與服務義工 Volunteer Participation: 17,887 人次 Times

受惠長者 Cases of Elderly Beneficiaries: 480,741 人次 Times



在上門探訪活動中，學生義工與長者深入交流，言談甚歡。  
Student volunteers exchanged ideas and chatted with the elderly during home visits.



協會的「3S 義工」完成香港公開大學「賽馬會社區守望相助課程」，出席畢業典禮。  
Members of "3S Volunteers" attended the graduation ceremony after completing the studies of "Jockey Club Home Health Watch Programme" organised by the Open University of Hong Kong.

# 2017 年度義工嘉許

## Awarded Volunteers in 2017

### 20 年長期服務獎 20 Years Proactive Engagement Awards for Volunteers

何永康先生 Mr. H. W. Hong  
劉慧儀女士 Ms. W. Y. Lau  
梁 好女士 Ms. Joyce H. Leung  
廖少珍女士 Ms. S. C. Liu  
吳鑽卿女士 Ms. C. H. Ng  
沈翠娥女士 Ms. T. N. Sum  
楊玉華女士 Ms. Y. W. Yeung

### 10 年長期服務獎 10 Years Proactive Engagement Awards for Volunteers

歐陽月華女士 Ms. Y. W. Au Yeung  
陳嘉敏女士 Ms. K. M. Chan  
陳美蓮女士 Ms. M. L. Chan  
陳美珊女士 Ms. M. S. Chan  
鄭賽珍女士 Ms. C. C. Cheng  
周燕文女士 Ms. Grace Y. M. Chow  
鄉德洪先生 Mr. T. H. Heung  
何幸瑤女士 Ms. Olivia H. Y. Ho  
何嫻蘭女士 Ms. S. L. Ho  
何玉香女士 Ms. W. H. Ho  
江玉英女士 Ms. Y. Y. Kong  
林宇慧女士 Ms. Wilma Y. W. Lam  
麥聖生先生 Mr. S. S. Mak  
盤婉儀女士 Ms. Lorraine Perowne  
鄧玉蓮女士 Ms. Pauline Y. L. Tang  
湯潔貞女士 Ms. K. C. Tong  
蘇載卿女士 Ms. Stella C. H. So  
黃志偉先生 Mr. Nelson C. W. Wong  
易巧黎女士 Ms. H. L. Yik  
葉韻如女士 Ms. Connie W. Y. Yip

### 金獎 (服務 300 小時或以上) Gold Awards (Over 300 Service Hours)

陳快雲女士 Ms. F. W. Chan  
陳梅芳女士 Ms. M. F. Chan  
陳少芳女士 Ms. Heidi S. F. Chan  
陳慧清女士 Ms. W. C. Chan  
鄭靄儀女士 Ms. Rosa O. Y. Cheng  
符耀祖先生 Mr. Y. J. Fu  
馮淑霞女士 Ms. Sandy S. H. Fung

何桂華女士 Ms. K. W. Ho  
何淑雯女士 Ms. S. Y. Ho  
許錦雲女士 Ms. K. W. Hui  
許瑞明女士 Ms. Lucilla S. M. Hui  
許玉蓮女士 Ms. Maria Y. L. Hui  
高慧儀女士 Ms. Marin W. Y. Ko  
江玉英女士 Ms. Y. Y. Kong  
賴志瑤女士 Ms. Regina C. Y. Lai  
林碧屏女士 Ms. P. P. Lam  
劉少瑛女士 Ms. S. K. Lau  
梁少霞女士 Ms. S. H. Leung  
梁秀容女士 Ms. S. Y. Leung  
劉秀琴女士 Ms. Sylvia S. K. Liu  
麥有康先生 Mr. Y. H. Mak  
孟三妹女士 Ms. S. M. Mang  
伍美霞女士 Ms. M. H. Ng  
吳夢妮女士 Ms. Molly Ng  
吳寶蓮女士 Ms. Pauline P. L. Ng  
吳元香女士 Ms. Miki Y. H. Ng  
吳慧嫻女士 Ms. W. H. Ng  
畢俊賢先生 Mr. C. Y. Put  
蘇載卿女士 Ms. Stella C. H. So  
談惠玲女士 Ms. Edgar. W. L. Tam  
陳美婷女士 Ms. Sylvia M. T. Tan  
黃偉明女士 Mr. W. M. Wong  
鄧逸怡女士 Ms. Agnes Wu

### 銀獎 (服務 150 小時或以上) Silver Awards (Over 150 Service Hours)

區有芬女士 Ms. Y. F. Au  
鄒至輝女士 Ms. C. F. Chau  
張佩珊女士 Ms. P. S. Cheung  
張如女女士 Ms. Y. N. Cheung  
趙譚美婷女士 Ms. Helen. M. T. Chiu Tam  
周潔珍女士 Ms. K. C. Chow  
馮綵娟女士 Ms. C. K. Fung  
馮美環女士 Ms. Wendy M. W. Fung  
何鈺羚女士 Ms. Y. L. Ho  
賴惠嬌女士 Ms. W. K. Lai  
林衛中先生 Mr. W. C. Lam  
劉瑞芬女士 Ms. Ann S. F. Lau  
李素琴女士 Ms. S. K. Lee  
李宏憲先生 Mr. W. H. Lee

呂美雲女士 Ms. M. W. Lui  
陸仲琮女士 Ms. Selina C. K. Luk  
吳汝權先生 Mr. Y. K. Ng  
潘佩雯女士 Ms. P. M. Poon  
司徒瑞屏女士 Ms. S. P. Szeto  
鄧聘玉女士 Ms. P. Y. Tang  
黃顯華先生 Mr. H. W. Wong  
黃漢英女士 Ms. Cora H. Y. Wong  
黃國權先生 Mr. K. K. Wong  
黃梅生女士 Ms. M. S. Wong  
黃佩貞女士 Ms. P. C. Wong  
容淑燕女士 Ms. S. Y. Yung

### 銅獎 (服務 100 小時或以上) Bronze Awards (Over 100 Service Hours)

區桂珍女士 Ms. K. C. Au  
陳子榮先生 Mr. Kelvin C. W. Chan  
陳潔志女士 Ms. Elite K. C. Chan  
陳國雄先生 Mr. K. H. Chan  
陳欽明先生 Mr. Y. M. Chan  
張文蘭女士 Ms. M. L. Chang  
張倩婷女士 Ms. Joyce S. T. Cheung  
蔡奕玲女士 Ms. Elaine Y. L. Chua  
樊家輝先生 Mr. K. F. Fan  
何笑玲女士 Ms. S. L. Ho  
胡佩瑾女士 Ms. Loretta P. K. Hu  
郭美心女士 Ms. M. S. Kwok  
黎寬容女士 Ms. F. Y. Lai

林婉筠女士 Ms. Y. K. Lam  
利嘉穎女士 Ms. K. W. Lee  
利紹娟女士 Ms. S. K. Lee  
莫恕堅先生 Mr. Brian S. K. Mok  
蘇潔儀女士 Ms. K. Y. So  
鄧偉玲女士 Ms. W. L. Tang  
杜細蝦先生 Mr. S. H. To  
唐毓輝女士 Ms. Y. F. Tong  
謝 妹女士 Ms. M. Tse  
蔡蕙玲女士 Ms. W. L. Tsoi  
黃善倩女士 Ms. Cecilia Wong  
黃敏銓女士 Ms. M. T. Wong  
黃玉華女士 Ms. Y. W. Wong  
楊玉華女士 Ms. Y. W. Yeung  
楊永寬先生 Mr. W. F. Yeung  
余潔梅女士 Ms. Helen K. M. Yu

# 創新活動 展示銀齡活力

## Creative Programmes Let the Silver Hair Shine

### 社區參與

協會的社區參與項目（前稱為「老友網」）繼續推動創新，務求實踐跨代共融，展現活躍銀齡不老精神。在本年度，協會以「銀齡製作室」拍攝以電競為主題的微電影作為契機，安排電競訓練班予銀齡製作室成員，並舉辦香港首個長者電競比賽，讓長者與年輕人組成電競隊切磋遊戲，令長者與年輕人的距離進一步拉近。

社區參與的長者義工們更走進社區與不同機構、學校合作，向學生及其他社區長者分享參與不同活動的感受，勉勵他們珍惜時間，努力擁抱夢想。展望將來，社區參與團隊將推行不同的創新計劃，鼓勵更多退休人士參與社區活動，締造優質銀齡退休生活。

### Community Engagement

The community engagement programme of the Association (formerly known as the Silver Age Club) continued to drive innovation, seeking to realise cross-generation harmony and to demonstrate the evergreen spirit of active ageing. During the year, the Association took the opportunity of the shooting of a micro-film themed around e-sports produced by the Silver Age Studio to arrange e-sports tutorial and training classes for the Studio members. The very first e-sports tournament for senior citizens in Hong Kong was also taken place. The gap between the silver-aged and the youngsters was further narrowed when the elderly e-sports team competed with their young opponents.

The elderly volunteers took part in community engagement programmes that collaborated with organisations and schools in the community to share their experiences with students and other elders, encouraging everyone to treasure time and work hard for their dreams. Going forward, the community engagement team will roll out different pioneering programmes to inspire more retired persons to participate in community activities and to enjoy quality retirement life.



透過拍攝以電競為主題的微電影及參與電競活動，長者主動向年青人溝通吸取經驗，與時並進。

By participating into production of micro-film themed around e-sports and by joining e-sports, the elderly gained experiences and had active communications with the youngsters.



銀齡製作室長者成員走訪社區，向居住於社區的長者教授攝影技巧，啟發他們對追夢的熱誠。

The elderly members of the Silver Age Studio visited different communities to teach the elderly living in the community about photography skills and to inspire them with passions of realising dreams.

# 加強商界夥伴協作

## Strengthening Collaboration with the Corporate Sector

### 一線通平安鐘™ 生命·歷情

「一線通平安鐘™」生命·歷情自 2013 年開展服務以來，一直以創新及互動手法讓參加者重新思索何謂「年青」、「年老」，藉以宣揚正面角度看長者，得到社會各界支持。在本年度，服務共接待超過 14,000 位來自不同界別的團體參與體驗活動。其中，除了接待眾多學界團體參與體驗外，年度內進一步拓展與商界夥伴的合作，共接待了 8 個商界團體參與體驗活動，參與的商界機構來自金融、零售行業等。參與活動的商界團體亦十分認同活動能夠提升團隊合作精神，及改正他們對長者的負面觀感。

展望將來，體驗除開放予團體參與外，亦會逐步開放予公眾人士參與活動，讓更多來自不同界別人士能藉著體驗反思生命價值，積極面對年老，以正向態度面對人生。

### Life Journey

Since its operations commenced in 2013, Life Journey has been applying innovative and interactive methods to inspire participants to reconsider the concepts of "youth" and "ageing". Aiming at promoting a positive understanding towards the senior citizens, Life Journey has earned wide support from different sectors of our society. During the year, Life Journey received more than 14,000 group visitors from different sectors. On top of welcoming academic bodies to take part in the experience, Life Journey has further expanded its collaboration with the commercial sector during the year. Eight groups from the commercial sector – including financial, retail and other organisations – experienced Life Journey last year. Commercial group visitors agreed that the journey could enhance their team spirit, and at the same time, correct their negative perceptions about the elderly.

Life Journey is currently open for groups. Going forward, it will gradually open for public participation, so that people from different sectors can reflect on the value of life through the experience, as well as to face ageing and life with a positive attitude.



由 2013 年開展服務至今，「一線通平安鐘™」生命·歷情的參加者人數已超過 52,600 人。  
Life Journey has been visited by more than 52,600 people since its operations commenced in 2013.



體驗活動考驗參加者面對逆境時的態度，反思要活在當下及珍惜身邊一切。  
Interactive activities of the Life Journey challenged participants' resilience towards adversity, inspired them to reflect on living in the present and to treasure everything around them.



# 深入協助小業主面對強拍及收購

## Comprehensive Assistance for Individual Property Owners Facing Compulsory Sale and Acquisition



協會於不同地區舉行教育講座，協助受強拍或物業收購影響的業主了解物業收購及強拍條例。

The Association organised educational seminars in different districts to help owners affected by compulsory sale or property acquisition understand issues related to acquisition and the related ordinance.

### 支援少數份數擁有人 (舊樓小業主) 外展服務 (先導計劃)

協會自 2011 年 1 月起受政府發展局委聘，為全港受《土地 (為重新發展而強制售賣) 條例》或私人收購影響的舊樓小業主及其直系親屬提供協助。協會註冊社工在跨專業顧問支援下，主動協助小業主面對強拍及收購。於本年度，團隊共向 3,105 幢樓宇進行宣傳、519 戶家訪及舉行了 20 場地區教育講座。

回應近年私人發展商積極參與市區重建，協會加強聯繫地區網絡，針對為個別受重建影響的大廈舉辦教育講座，並深入跟進，為有需要的小業主提供協助。同時，本服務繼續將多年所累積的工作心得，推出新版本《強拍錦囊》小冊子派發予公眾，協助小業主了解其權益。

### Outreach Support Service for Minority Owners (Pilot Scheme)

Since January 2011, the Association has been appointed by the Development Bureau of the government to offer assistance to individual property owners and their immediate family members who have been affected by the Land (Compulsory Sale for Redevelopment) Ordinance or private acquisition. With the support of cross-disciplinary professional advisors, registered social workers of the Association actively assist individual property owners in handling issues related to compulsory sale and acquisition. The team has promoted the scheme to 3,105 buildings, conducted 519 home visits and held 20 community educational seminars during the year.

In response to the active urban renewal projects initiated by private developers in recent years, the Association has strengthened its liaison with community networks, holding educational seminars that are targeting to buildings affected by redevelopment, and following up thoroughly to provide assistance to individual flat owners in need. At the same time, the service scheme has continued to compile its work experience and insight accumulated over the years into a new version of compulsory sale pamphlets, which have been distributed to the public to help individual property owners understand their rights and interests.



協會向受物業收購影響的業主派發新版本《強拍錦囊》小冊子，協助他們了解權益。

The Association distributed the new version the compulsory sale pamphlet to owners affected by property acquisition to help them understand about their rights and interests.

# 協會年度重要活動回顧

## Highlights of Events in the Year



### 社區參與嘉許典禮 Community Engagement Awards Ceremony

為嘉許與協會攜手服務長者的個人義工及機構夥伴，「2017 社區參與嘉許典禮」假洲際酒店順利舉行。近 400 位在過去一年熱心服務長者的個人義工，以及來自政府、學界及商界的機構代表聚首一堂，回顧一年來共同努力的成果及接受嘉許。

To commend the individual volunteers and partnering organisations who joined hands with the Association to serve the elders, the "2017 Community Engagement Awards Ceremony" was held at the Intercontinental Hotel. Over 400 individual volunteers and representatives from the government, the academia and the commercial sector who had enthusiastically served the elders over the past year gathered together to review the outcomes of their joint efforts and to accept their recognition.



### 「生命·歷情」體驗鼓勵年青人勇敢擁抱夢想 Life Journey encouraged youngsters to embrace their dreams with courage

於本年度，協會舉辦傳媒發布會，公布「生命·歷情」體驗開展五年以來所收集超過 23,000 名學生的有關人生意義及志向的調查，從資料發現，體驗活動有效改變學生對年老的負面看法，超過 70% 參與體驗的學生表示人生應該勇於追求夢想。

During the year, the Association organised a media event to announce the results of survey conducted over five years since the opening of the Life Journey experience. The survey collected the views of over 23,000 students regarding what they think about the meaning of life and their aspirations. Survey outcomes showed that the experience effectively changed the negative views of students towards ageing, with over 70% student participants indicating that their life should focus on pursuing their dreams.



### 第二屆 RUNNING OI MAN 活動 The Second RUNNING OI MAN Charity Race

協會首創圍繞協會總部所在地何文田愛民邨而進行的創新籌款活動於本年度繼續舉行。由 150 名機構代表在限時內完成一系列鬥智鬥力、極具挑戰性又與長者相關的遊戲，鼓動社會各界關顧長者。其中，協會的長期合作夥伴香港天文台派出隊伍參賽，以些微優勢力壓其餘 14 隊機構代表，成功衛冕冠軍。活動籌得善款，全數不扣除成本用作資助有需要長者免費使用「一線通平安鐘™」24 小時緊急呼援及全面關懷服務。

The creative fund-raising event organised by the Association held around its headquarters in Oi Man Estate, Ho Man Tin was held again this year. To encourage the society to care for the senior citizens, 150 representatives from different organisations completed a series of physically and intellectually challenging games that were related to the elderly. The team from the Hong Kong Observatory, a long-term partner of the Association, clinched the champion for the second time with a small edge over 14 other organisations. All the proceeds from the event went to supporting the free use of our Care-On-Call Service for elders in need.



### 與香港天文台攜手提升長者的氣象知識 Joining hands with Hong Kong Observatory to enrich elders' meteorological knowledge

本年度協會繼續與香港天文台合作，提升本地長者的生活質素。於冬季續辦聯合記者會，提醒公眾關顧長者，及舉辦第二屆「銀齡的天空」氣象攝影比賽，提升他們的氣象知識，鼓勵長者更多外出，享受戶外活動。

The Association continued its collaboration with the Hong Kong Observatory to enhance the quality of life of local elders. A joint press conference was held in winter to remind the public to show their care for the elderly. The second "Sky of Silver Age" photo competition was organised to enhance elders' meteorological knowledge and to encourage them to go out more to enjoy outdoor activities.



### 賽馬會好手易配同盟計劃正式啟動 The official launch of Jockey Club Good Hand Easy Match Alliance Project

協會獲香港賽馬會撥款資助的「好手易配同盟計劃」家居服務配對平台，於本年度正式起動。透過建立流動應用程式平台，為大眾提供一站式優質家居服務配對；同時連結社會企業及社福機構，促進夥伴協作，及推動社區到戶的長者照顧，以紓緩上有高堂、下有子女的「三文治一代」所面對照顧家庭的壓力。

Funded by the Hong Kong Jockey Club Charities Trust, the Jockey Club Good Hand Easy Match Alliance, a matching platform for domestic services, was officially launched. The mobile application offers the public a premium one-stop matching platform, and at the same time, connects social enterprises and social service agencies to foster partnering and collaboration, as well as to promote direct-to-home elderly care in the community. It was hoped that the initiative could mitigate the family care pressure of the "sandwich class" with both parents and children dependents.

### 《二十種港式成長》新書發布會 Book Launch of 20 Ways of Growing up in Hong Kong

作為協會慶祝 20 周年的延續活動，協會推出《二十種港式成長》，結集二十位土生土長香港人的成長故事。於本年度，協會為《二》舉行新書發布會，邀得書中的其中四位主角：香港天文台台長岑智明先生、協會星級義工馬浚偉先生、前無國界醫生（香港辦事處）主席范寧醫生及長洲平安包餅店郭錦記東主郭錦全先生出席發布會，分享他們精彩的成長經歷。

As an extension of celebrating the 20<sup>th</sup> anniversary of the Association, the book *20 Ways of Growing Up in Hong Kong* was published. The book was a collection of the coming-of-age stories of 20 locals born and bred in Hong Kong. At the launch event, four story contributors, Mr. Shun Chi-ming, Director of the Hong Kong Observatory, Mr. Steven Ma Chun-wai, SCHSA star volunteer, Dr. Fan Ning, former President of Medecins Sans Frontieres (Hong Kong Office) and Mr. Kwok Kam-chuen, the Owner of Kwok Kam Kee Cake Shop, the bakery of Ping On Bun, appeared to share their spectacular experiences of growing up.



## 其他事務 Other Operations

# 建構健康工作間

## Nurturing a Healthy Workplace

### 協會員工

本年度協會持續推行跨團隊協作項目，並將項目延伸至帶領團隊之中層管理員工，讓帶領團隊之同事，透過多元化培訓及跨團隊工作坊，加強溝通渠道及有效提升團隊間之凝聚力，發揮團隊合作精神。另外，協會定期舉辦不同類型的有益身心活動，向同事送上健康養生食品，讓員工時刻保持身心健康，攜手建構健康工作間。

於新年度，協會仍持續推行多方面的人才發展規劃及培訓項目，透過系統化培育計劃，發掘具潛質同事的管理能力及才能，培育未來的管理接班人。

### Our staff

During the year, the Association continued to implement cross-team collaboration programmes. The programmes have extended to team-leading middle managers such that team leaders could strengthen communication channels and effectively enhance the connection within their teams through diverse training and cross-team workshops, putting team spirit into full play. The Association also organised various activities that were beneficial to the body and the mind, as well as presented healthy food to colleagues on a regular basis so that staff members could stay healthy and build a healthy workplace together.

The Association will continue to roll out multi-perspectives people development plans and training programmes in the year ahead. Riding on systematic talent incubating initiatives, the management skills and competence of colleagues with high potentials can be uncovered, and future management successors can be nurtured.



多元化培訓及跨團隊工作坊，有效提升團隊間之凝聚力，增進彼此之間的合作關係。  
Diversed training and cross-team workshops effectively strengthened the connection within the team and enhanced the collaborative relationship.



各項有益身心的員工活動，讓同事在工餘時間都能夠舒展身心。  
The Association's staff were able to relax their mind and body in a variety of activities.

# 財務摘要

## Financial Highlights

長者安居協會董事會須負責遵照香港會計師公會頒佈之《香港財務報告準則》及香港《公司條例》編制具反映真實兼公平觀點之財務報表，並落實其認為編製財務報表所必要的內部監控，以使財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

協會 2017-2018 會計年度錄得盈餘為港幣 \$1,234,280。總收入為 \$148,841,853，來源為服務使用者支付的服務費及公眾人士的捐款。總支出為 \$147,607,573，為員工支出、銷售成本、推廣及廣告費用、折舊及其他運作支出等。

The Board of Directors of Senior Citizen Home Safety Association is responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards ("HKFRS") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and the Hong Kong Companies Ordinance, and for such internal control as the Board of Directors determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

The Association recorded a surplus of HK\$1,234,280 in financial year 2017-2018. Total income in amount of \$148,841,853, source of income arising from service fee charging to the relevant service user, donation and sponsorship donated from general public. Total expenditure in amount of \$147,607,573, being staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating expenses.

收入 Income	2017-2018 年度 Financial Year		2016-2017 年度 Financial Year	
	港幣(HK) \$	%	港幣(HK) \$	%
運作收入 Operating Income	91,155,604	61.2%	92,732,047	66.3%
- Care-On-Call Service Fee 「一線通平安鐘™」服務收入	84,627,184		85,495,183	
- Easy Home Service Income 管家易家居服務收入	6,528,420		7,236,864	
公眾捐款 Public Donation	21,286,561	14.3%	18,250,353	13.1%
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charities Trust Donation	23,785,102	16.0%	19,198,961	13.7%
- Renovation and equipping the new Oi Man Centre 翻新及裝置新愛民中心	9,834,283		9,834,282	
- Jockey Club Community eHealth Care Project 賽馬會「e健樂」電子健康管理計劃	11,258,389		8,609,346	
- Jockey Club Good Hand Easy Match Alliancee 賽馬會好手易配同盟計劃	2,692,430		755,333	
匯豐銀行慈善基金捐款 The HongKong Bank Foundation Donation	2,855,814	1.9%	996,504	0.7%
- Smart Home: A Smart Solution to Active Ageing 「長者智能家居」試驗計劃				
利息及投資 Interest and Investments	2,679,671	1.8%	2,381,058	1.7%
其他收入 Other Income	7,079,101	4.8%	6,241,270	4.5%
總收入 Total Income	148,841,853	100%	139,800,193	100%

支出 Expenditure	2017-2018 年度 Financial Year		2016-2017 年度 Financial Year	
	港幣(HK) \$	%	港幣(HK) \$	%
服務運作 Operating Expenses	107,631,828	72.9%	103,117,874	74.2%
- Promotion and advertising 推廣及廣告費	7,345,038		8,268,875	
- Staff costs 員工支出	78,029,750		72,914,809	
- Other expenses 其他運作支出	22,257,040		21,934,190	
折舊 Depreciation	24,505,117	16.6%	19,876,588	14.3%
銷售成本 Cost of goods sold	13,540,943	9.2%	14,240,962	10.2%
籌款支出 Fundraising expenses	1,929,685	1.3%	1,728,191	1.3%
- Direct fundraising expenses 籌款活動支出	1,324,242		1,167,494	
- Designated charitable programmes expenses 指定慈善項目支出	605,443		560,697	
總支出 Total Expenditure	147,607,573	100%	138,963,615	100%

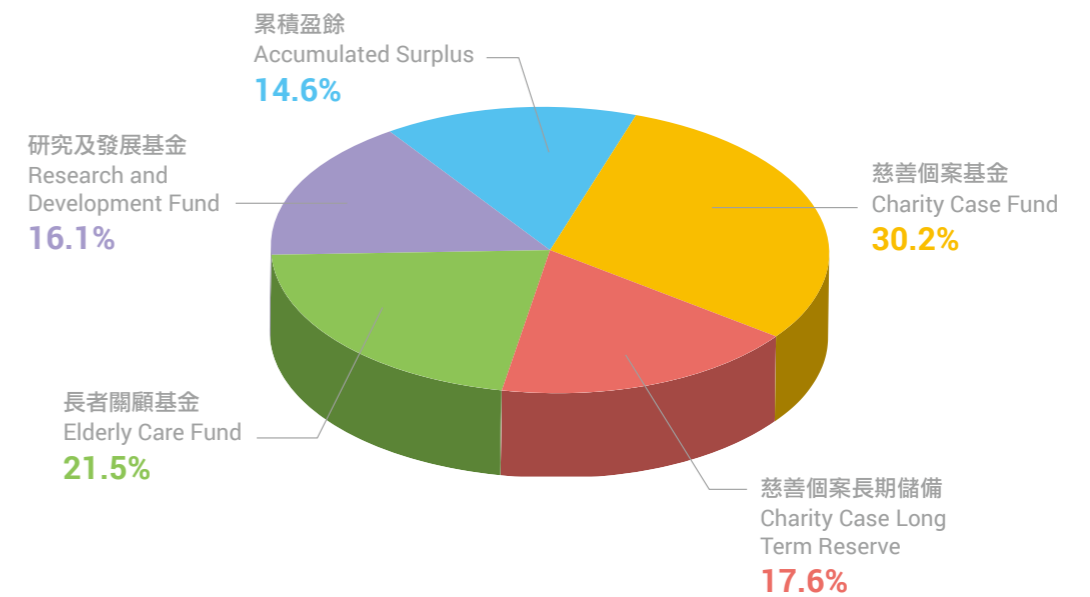
### 儲備 Reserves

#### 儲備

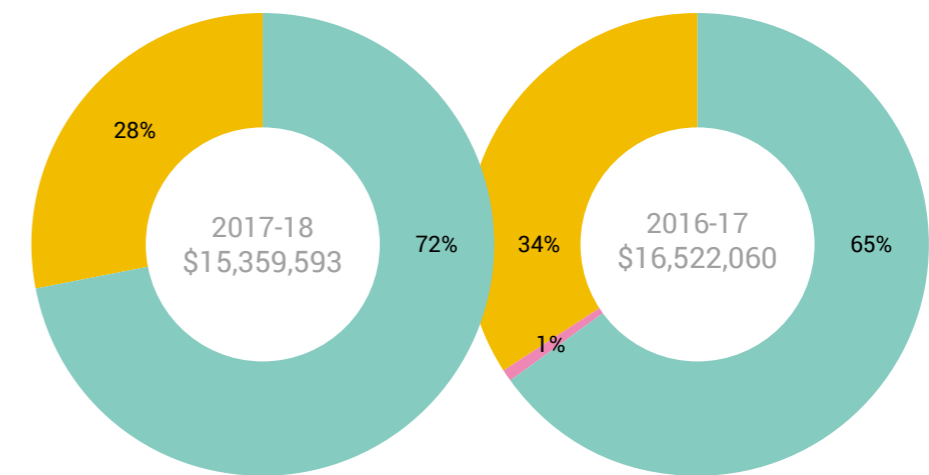
長者安居協會為自負盈虧的社會企業及非牟利慈善團體，主要透過營運 24 小時呼援及關懷服務熱線中心向長者及有需要人士提供呼援及關懷服務，及其生活上的各項需要。此外，協會更致力發展及推廣各項長者服務，為有需要人士提供更完善的社區生活環境。因此，協會撥出營運儲備及捐款贊助成立相關慈善基金幫助有需要人士。

#### Reserves

Senior Citizen Home Safety Association operates as a self-financing social enterprise and charitable organisation, the principal activities of the Association are the provision of 24-hour personal caring and emergency assistance services and various assistance to respond to the every-day needs of local elders to ensure that they are under proper protection and care. The Association also endeavors to enhance the quality of the lives of the elderly needy by developing and promoting various welfare services. In particular, the Association devotes the operation surplus and donations from general public to related charity fund to support those needy.



### 儲備項目開支 - 基金運用 Application of Reserves



	2017-2018 港幣 (HK)\$	2016-2017 港幣 (HK)\$
慈善個案基金 Charity Case Fund	11,027,358	10,682,613
長者關顧基金 Elderly Care Fund	4,332,235	5,603,009
慈善個案長期儲備 Charity Case Long Term Reserve	0	236,438

# 核數師報告

## Auditor's Report



### Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員  
Senior Citizen Home Safety Association  
長者安居服務協會

(incorporated in Hong Kong with liability limited by guarantee and not having a share capital)  
(於香港註冊成立並以擔保及無股份形式作為有限責任的有限公司)

#### Opinion

We have audited the financial statements of Senior Citizen Home Safety Association (the "Association") set out on pages 10 to 54, which comprise the statement of financial position as at 31 August 2018, and the statement of comprehensive income and expenditure, the statement of changes in funds employed and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Association as at 31 August 2018, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants (the "HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

#### Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSA") issued by the HKICPA. Our responsibilities under those standards are further described in the "Auditor's Responsibilities for the Audit of the Financial Statements" section of our report. We are independent of the Association in accordance with the HKICPA's Code of Ethics for Professional Accountants (the "Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### 意見

我們已審計長者安居服務協會（「貴協會」）列載於第 10 頁至 54 頁之財務報表，此財務報表包括於 2018 年 8 月 31 日之財務狀況表，及截至該日止年度之全面收入與支出賬表、基金變動表及現金流量表以及財務報表附註，以及主要會計政策概要。

我們認為，該等財務報表已根據香港會計師公會頒佈之香港財務報告準則真實而公平地反映貴協會於 2018 年 8 月 31 日之財務狀況及截至該日止年度之財務表現及現金流量，並已按照香港《公司條例》妥為編製。

#### 意見的基礎

我們已根據香港會計師公會頒佈之《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔之責任」部分中作進一步闡述。我們根據香港會計師公會之專業會計師道德守則（「守則」）獨立於貴協會，並根據守則履行我們其他道德責任。我們相信，我們所獲得的審計憑證就提出審核意見而言屬充分恰當。



### Independent Auditor's Report 獨立核數師報告書

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#### Other Information

The directors of the Association are responsible for the other information. The other information comprises the directors' report.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of Directors for the Financial Statements

The directors of the Association are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

#### 其他信息

貴協會董事須對其他信息負責。其他信息包括董事會報告書。

我們對該等財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑒證結論。

結合我們對該等財務報表之審計，我們的責任是閱讀其他信息，在此過程中，考慮其他信息是否與該等財務報表或我們在審計過程中所了解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。基於我們已執行之工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

#### 董事編製財務報表之責任

貴協會董事須負責遵照香港會計師公會頒佈之《香港財務報告準則》及香港《公司條例》編製真實而中肯之財務報表，並落實其認為編製財務報表所必要的內部監控，以使財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

在編製財務報表時，董事負責評估貴協會持續經營之能力，並在適用情況下披露與持續經營有關之事項，以及使用持續經營為會計基礎，除非董事有意將貴協會清盤或停止經營，或別無其他實際之替代方案。



**Independent Auditor's Report 獨立核數師報告書**

To the members of 致各會員  
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**長者安居服務協會**

*(Incorporated in Hong Kong with liability limited by guarantee and not having a share capital)*  
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**Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSA's, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

**核數師就審計財務報表承擔之責任**

我們的目標是對該等財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們根據香港《公司條例》第405條，僅向閣下（作為整體）報告，除此之外本報告別無其他目的。我們不會就本報告的內容向任何其他人士負責或承擔任何責任。

合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或匯總起來可能影響使用者依賴該等財務報表所作出之經濟決定，則有關的錯誤陳述可被視作重大。

在根據香港會計師公會頒佈之《香港審計準則》進行審計的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

- 識別和評估由於欺詐或錯誤而導致該等財務報表存在重大錯誤陳述之風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見之基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述之風險高於未能發現因錯誤而導致的重大錯誤陳述之風險。



**Independent Auditor's Report 獨立核數師報告書**

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**Auditor's Responsibilities for the Audit of the Financial Statements (Continued)**

**核數師就審計財務報表承擔之責任(續)**

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

- 了解與審計相關之內部控制，以設計適當之審計程序，但目的並非對貴協會內部控制之有效性發表意見。
- 評價董事所採用會計政策之恰當性及作出會計估計和相關披露之合理性。
- 對董事採用持續經營會計基礎之恰當性作出結論。根據獲取之審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對貴協會的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意該等財務報表中的相關披露。假若有關的披露不足，則我們應當發表非保留意見。我們的結論是基於核數師報告日止所取得之審計憑證。然而，未來事項或情況可能導致貴協會不能持續經營。
- 評價該等財務報表的整體列報方式、結構和內容，包括披露，以及該等財務報表是否中肯反映交易和事項。



**Independent Auditor's Report 獨立核數師報告書**

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**Auditor's Responsibilities for the Audit of the Financial Statements (Continued)** 核數師就審計財務報表承擔之責任 (續)

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

除其他事項外，我們與董事溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制之任何重大缺陷。

**Mazars CPA Limited**  
 Certified Public Accountants  
 Hong Kong, 22 March 2019

中審眾環（香港）會計師事務所有限公司  
 執業會計師  
 香港，2019年3月22日

The engagement director on the audit resulting in this independent auditor's report is:  
**Fung Shiu Hang**  
 Practising Certificate number: P04793

出具本獨立核數師報告的審計項目董事是：  
**馮兆恆**  
 香港執業會計師證書編號：P04793

# 鳴謝

## Acknowledgements

由於篇幅所限，致謝名單不能盡錄，如有遺漏，謹此致歉。  
 Owing to limited space, we regret for being unable to list all the partners and names.

### 公司 Companies

- 宏碁電腦（遠東）有限公司  
Acer Computer (Far East) Ltd
- 亞洲資本再保險集團有限公司  
Asia Capital Reinsurance Group Pte. Ltd.
- 亞洲貨櫃碼頭有限公司  
Asia Container Terminals Ltd.
- Atkinson Lambert Ltd.
- 中國銀行香港有限公司  
Bank of China (Hong Kong) Ltd.
- 寶嘉亞洲有限公司  
Bowker Asia Ltd.
- 威裕環球控股有限公司  
BPS Global Holdings Ltd.
- 保柏（亞洲）有限公司  
Bupa (Asia) Ltd.
- 承泰有限公司  
Cantel Ltd.
- Carsac Ltd.
- 中原地圖有限公司  
CentaMap Company Ltd.
- Charitable Choice Ltd.
- 祥興電子電器工程有限公司  
Cheung Hing Electronic & Electrical Eng., Co. Ltd.
- 致興置業有限公司  
Chi Hing Investment Co. Ltd.
- 志基置業有限公司  
Chi Kee Investment Co Ltd.
- 中國建設銀行（亞洲）股份有限公司  
China Construction Bank (Asia) Corporation Ltd.
- 中國移動香港有限公司  
China Mobile Hong Kong Company Ltd.
- 中國移動國際有限公司  
China Mobile International Ltd.
- 創興銀行  
Chong Hing Bank Ltd.
- 俊和發展集團  
Chun Wo Development Holdings Ltd.
- 港基物業管理有限公司  
Citybase Property Management Ltd.
- Collinson International (Hong Kong) Ltd.
- 保信財務有限公司  
Credit One Finance Ltd.
- 香港移動通訊有限公司  
CSL Mobile Ltd.
- 星展銀行（香港）有限公司  
DBS Bank (Hong Kong) Ltd.
- 的近律師行  
Deacons
- 銘緣會有限公司  
Destiny Community Ltd.
- 杜拜環球港務亞洲控股有限公司  
DP World Asia Holdings Ltd.
- 大快活快餐有限公司  
Fairwood Fast Food Ltd.

- 卓峰國際有限公司  
First Chance International Ltd.
- 菲仕蘭（香港）有限公司  
Friesland Campina (Hong Kong) Ltd.
- 富臨集團控股有限公司  
Fulum Group Holdings Ltd.
- 盈豐貿易香港有限公司  
G & F Trading (HK) Ltd.
- 保利協鑫能源控股有限公司  
GCL-Poly Energy Holdings Ltd.
- 景益有限公司  
General Elite Ltd.
- 金藝聖誕禮品廠有限公司  
Golden Arts Gifts & Decor Factory Ltd.
- 富昇運輸有限公司  
Goodrich Transportation Ltd.
- 香港印藝學會有限公司  
Graphic Arts Association of Hong Kong Limited
- 富安企業融資有限公司  
GSI Corporate Finance Ltd.
- 恒益物業管理有限公司  
Hang Yick Properties Management Ltd.
- 顯峰顧問有限公司  
Ho Fung Consulting Ltd.
- 誠利有限公司  
Honest Profit Corporation Ltd.
- 香港陳老二藥廠有限公司  
Hong Kong Chan Lo Yi Medicine Co Ltd.
- 香港迪士尼樂園  
Hong Kong Disneyland
- 香港交易及結算所有限公司  
Hong Kong Exchanges and Clearing Ltd.
- 香港調解資歷評審協會有限公司  
Hong Kong Mediation Accreditation Association Limited
- 香港電訊有限公司  
Hong Kong Telecommunications (HKT) Ltd.
- 和記電訊香港控股有限公司  
Hutchison Telecommunications Hong Kong Holdings Ltd.
- Jeeves (HK) Ltd.
- 瓊華有限公司  
King Wah Co Ltd.
- 帝景珠寶有限公司  
King's View Jewellery Ltd.
- 九龍香格里拉大酒店  
Kowloon Shangri-la, Hong Kong
- 利太有限公司  
Lead Pacific Ltd.
- 林德港氧有限公司  
Linde HKO Ltd.
- Markant Trading Organisation (Far East) Ltd.
- 中審眾環（香港）會計師事務所有限公司  
Mazars CPA Limited
- 采樂投資有限公司  
Merry City Investment Ltd.
- mSolution Consultants Ltd.
- 香港鐵路有限公司  
MTR Corporation Ltd.

- 科研資訊系統有限公司  
NetMon Information Systems Ltd.
- New Era Cap Asia Pacific Ltd.
- 新世界第一巴士服務有限公司  
New World First Bus Services Ltd.
- 新世界第一渡輪服務有限公司  
New World First Ferry Services Ltd.
- Nexco Industries Ltd.
- 昂坪 360 有限公司  
Ngong Ping 360 Ltd.
- 挪亞方舟度假酒店  
Noah's Ark Resort & Hotel Ltd.
- 柏齡物業管理有限公司  
Parkland Property Management Ltd.
- 金煌專綫小巴有限公司  
Perfect Gold Company Ltd.
- 鄭明孝醫生整形及整容外科中心  
Plastic & Aesthetic Surgery Centre
- 保心安藥廠有限公司  
Po Sum On Medicine Factory Ltd.
- 安信信貸有限公司  
PrimeCredit Ltd.
- 卓健醫療服務有限公司  
Quality HealthCare Medical Services Ltd.
- 基礎中國有限公司  
Qebish China Ltd.
- 紀恩基金有限公司  
Remad Foundation Ltd.
- 安全貨倉有限公司  
Safety Godown Co Ltd.
- 信和物業管理有限公司  
Sino Property Services
- 數碼通電訊集團有限公司  
SmarTone Mobile Communications Ltd.
- 運動家有限公司  
Sportshouse Ltd.
- 標準人壽保險（亞洲）有限公司  
Standard Life (Asia) Ltd.
- 羅夏信律師事務所  
Stephenson Harwood
- 新鴻基地產集團  
Sun Hung Kai Properties Group
- 尚籌有限公司  
Syntral Ltd.
- T.S.K. Enterprises Ltd.
- 天開數碼媒體有限公司  
TFI Digital Media Ltd.
- 東亞銀行有限公司  
The Bank of East Asia, Ltd.
- 香港上海滙豐銀行有限公司  
The Hongkong and Shanghai Banking Corporation Ltd.
- 天星小輪  
The Star Ferry Company Ltd.
- 新達廣場  
Uptown Plaza
- 富城集團  
Urban Group
- 富匯證券有限公司  
Wealth Link Securities Ltd.



永興醫藥化學有限公司  
Wing Hing Chemical Co. Ltd.  
梁鳳慈律師行  
Winnie Leung & Co.  
張偉彪會計師事務所  
WP Cheung & Co.  
Young Living Hong Kong Ltd.  
佳萊國際

## 個人 Individuals

陳澤林先生  
Mr. Chan Chak Lam, Alexander  
Mr. Chan Julius Edmund  
Mr. Chan Ka Leung, Stanley  
Ms. Chan Ka Lin, Karen  
陳嘉明小姐  
Miss. Chan Ka Ming  
陳嘉瑩小姐  
Miss. Chan Ka Ying, Karen  
陳啟信先生  
Mr. Chan Kai Shun  
陳劍鋒先生  
Mr. Chan Kim Fung  
陳國禧先生  
Mr. Chan Kwok Hi  
Ms. Chan Ling Kuen, Lucinda  
陳愛萍小姐  
Miss. Chan Oi Ping  
陳淑貞女士  
Ms. Chan Shuk Ching  
陳淑儀  
Chan Suk Yee  
Mr. Chan Yiu Fai, Stephen  
陳耀儀女士  
Ms. Chan Yiu Yee  
陳信南先生  
Mr. Chen Hsin Nan  
鄭婉琪小姐  
Miss. Cheng Yuen Ki  
卓偉賢先生  
Mr. Cheuk Wai Yin  
張國偉先生  
Mr. Cheung Kwok Wai  
張倩怡女士  
Ms. Cheung Sin Yi  
張德輝先生  
Mr. Cheung Tak Fai  
Chin Lau Yuen Sin  
程慧敏女士  
Ms. Ching Wai Man  
趙蓮花小姐  
Miss. Chiu Lin Fa, Ada  
邱詠麒女士  
Ms. Chiu Wing Kei, Josephine  
蔡正然女士  
Ms. Choi Ching Yin  
蔡湘勝女士  
Ms. Choi Sheung Shing  
徐家鳳女士  
Ms. Chui Ka Fung  
鍾佩芬女士  
Ms. Chung Pui Fan, Berry  
Ms. Doe Hiu Chi, Fiona  
符國鈞先生  
Mr. Fu Kwok Kwan

Fung Fuk Fun  
馮偉儀小姐  
Miss. Fung Wai Yi  
Mr. Harinder Bhalla  
何錦添先生  
Mr. Ho Kam Tim  
何李藹慈女士  
Mrs. Ho Li Oi Chi  
何向亮先生  
Mr. Ho Seng Liang  
韓青玲女士  
Ms. Hon Ching Ling, Elkie  
匡玉禎女士  
Ms. Hong Yuk Pan  
許森國先生  
Mr. Hui Sum Kwok  
葉潔馨小姐  
Ms. Ip Kit Hing, Kitty  
高倩倫女士  
Ms. Ko Sin Lun, Esther  
顧嘉善先生  
Mr. Koo Kar Sin  
郭恒達先生  
Mr. Kwok Hang Tat  
郭雅儀女士  
Ms. Kwok Nga Yee  
郭修圃先生  
Mr. Kwok Sau Po  
郭慧妍小姐  
Miss. Kwok Wai Yin  
黎敏兒小姐  
Miss. Lai Man Yee  
黎沛明小姐  
Miss. Lai Pui Ming, Amy  
林鏡添先生  
Mr. Lam King Tim, Dylam  
Lam Ngan Lung  
Ms. Lau Ka Ying  
Ms. Lau Mi Yi, Fiona  
劉瑞芳女士  
Ms. Lau Sui Fong  
劉宛蓮小姐  
Miss. Lau Yuen Lin, Joanna  
Ms. Yvonne Lau  
羅念君小姐  
Miss. Law Nim Kwan, Michelle  
Ms. Irene Lee Hui  
李利敏小姐  
Miss. Lee Lee Man  
李淑蕙女士  
Ms. Lee Suk Wai  
Ms. Lee Yuk Ching  
梁啟森先生  
Mr. Leung Kai Sum  
梁美蓮小姐  
Miss. Leung Mei Lin  
梁秀芳女士  
Ms. Leung Sau Fong  
梁玉英女士  
Ms. Leung Yuk Ying  
李卓禧先生  
Mr. Li Cheuk Hei, Gordon  
Ms. Li Fung Ching, Catherine  
Ms. Liu Siu, Jane  
Mr. Lo Kin Wing, Terry  
Ms. Lo Kwan Yee, Blanche

盧燕英女士  
Ms. Lo Yin Ying  
盧月鳳女士  
Ms. Lo Yuet Fung  
雷明珠女士  
Ms. Lui Ming Chu  
馬秀慧小姐  
Ms. Ma Sau Wai  
馬慧嫻小姐  
Ms. Ma Wai Sim  
麥宗頤女士  
Ms. Mak Chung Yee  
Mak Shing Fu  
麥黛如女士  
Ms. Mak Toi Yu  
麥慧儀女士  
Ms. Mak Wai Yee  
麥穎怡小姐  
Miss. Mak Wing Yee, Winnie  
Miss. Mak Yun Ching, Mica  
文耀宗先生  
Mr. Man Yiu Chung  
吳惠芳小姐  
Miss. Ng Wai Fong  
Miss. Ng Yuen Ting  
吳月媚小姐  
Miss. Ng Yuet Mee, Ivy  
Mr. Ngai King Kwok, Anthony  
顏秀峰先生  
Mr. Ngan Sau Fung, Joseph  
潘永祥博士 太平紳士  
Dr. Lawrence W. C. Poon, JP  
潘永輝先生  
Mr. Puen Wing Fai  
沈璋婷女士  
Ms. Sham Wai Ting  
冼祖光先生  
Mr. Sheen Cho Kwong, Patrick  
蘇圻鋸先生  
Mr. So Kei Cheong, Benjamin  
譚忠榮先生  
Mr. Tam Chung Wing  
譚加研先生  
Mr. Tam Ka Yin  
鄧卓然先生  
Mr. Tang Cheuk Yin  
鄧翠玉女士  
Ms. Tang Chui Yuk, Angela  
Ms. Tang Fong Ling  
唐慶元先生  
Mr. Tong Hing Yuen, Michael  
曾智明先生  
Mr. Tsang Chi Ming  
曾慶文先生  
Mr. Tsang Hing Man  
曾雅君女士  
Ms. Tsang Nga Kwan, Rachel  
Ms. Tseung Chui King  
Ms. Tsui Man Ting, Tina  
黃協生先生  
Mr. Wong Hip Sang  
黃家輝先生  
Mr. Wong Ka Fai  
Mr. Wong Ka Wai Kelvin & Mr. Lee King Tong  
黃國璋先生  
Mr. Wong Kwok Cheung

黃國基先生  
Mr. Wong Kwok Kay  
黃淑兒女士  
Ms. Wong Shuk Yee  
黃詠嫻小姐  
Miss. Wong Wing Han, Tracy  
Mr. Wong Yan Hin  
黃爾雅女士  
Ms. Wong Yee Nga  
伍步明女士  
Ms. Wu Po Ming, Karen  
Ms. Wu Yin Ching  
邱俊源先生  
Mr. Yau Chun Yuen  
楊國樑先生  
Mr. Yeung Edward  
楊啟基律師  
Mr. Kenneth K. K. Yeung  
Ms. Yick Wai Sze, Vicky  
Ms. Yim Mei Shan, Lydia  
嚴少鳳小姐  
Miss. Yim Siu Fung, Onnie  
應國民先生  
Mr. Ying Kwok Man  
姚志永先生  
Mr. Yiu Chi Wing  
Ms. Yong Pit Chun  
余曦女士  
Ms. Yu Hay, Ketty  
余啟鴻先生  
Mr. Yu Kai Hung  
源明心女士  
Ms. Yuen Ming Sum  
Ms. Yung Ling Nui, Susanna  
翁少珊女士  
Ms. Yung Siu Shan  
區秀卿女士  
梁智恒先生  
劉秀琴女士

## 法人團體 Corporate Bodies

市區重建局  
Urban Renewal Authority

## 非牟利及義工團體 Community Groups

香港仔坊會  
Aberdeen Kai-fong Welfare Association  
香港明愛安老服務  
Caritas Hong Kong - Service for the Elderly  
愛德循環運動  
Chain of Charity Movement  
基督教家庭服務中心  
Christian Family Service Centre  
阡陌社區浸信會  
Crossroad Community Baptist Church  
阡陌中心  
Crossroad Centre  
基督教香港信義會社會服務部  
Evangelical Lutheran Church Social Service - Hong Kong  
跑馬地鵝頸橋街坊福利會  
Happy Valley and Canal Road District Kai Fong Welfare Association

基督教靈實協會  
Haven of Hope Christian Service  
香港正覺蓮社  
Heung Hoi Ching Kik Lin Association  
香港聖公會麥理浩夫人中心  
HKSKH Lady MacLehose Centre  
香港機場經理協會  
Hong Kong Airport Managers Association  
香港青少年服務處  
Hong Kong Children & Youth Services  
香港基督教服務處  
Hong Kong Christian Service  
香港社會服務聯合會  
Hong Kong Council of Social Service  
香港家庭福利會  
Hong Kong Family Welfare Society  
香港和解中心  
Hong Kong Mediation Centre  
香港紅十字會  
Hong Kong Red Cross  
香港聖公會  
Hong Kong Sheng Kung Hui  
香港基督教女青年會  
Hong Kong Young Women's Christian Association  
聯合調解專線辦事處  
Joint Mediation Helpline Office  
葛兆源議員辦事處  
Kot Siu Yuen's Office  
九龍城浸信會長者鄰舍中心  
Kowloon City Baptist Church Neighbourhood Elderly Centre  
光愛葵芳長者服務中心  
Light and Love Kwai Fong Neighbourhood Elderly Centre  
愛苗行動社區服務有限公司  
Loving Kids Community Service Co. Ltd.  
旺角街坊會  
Mong Kok Kai Fong Association Ltd.  
鄰舍輔導會天瑞鄰里康齡中心  
NAAC Tin Shui Neighbourhood Elderly Centre  
保良局  
Po Leung Kuk  
博愛醫院  
Pok Oi Hospital  
動力天使社會企業有限公司  
Power Angels Social Enterprise Limited  
陳校長免費補習天地  
Principal Chan Free Tutorial World  
隨意雅聚  
Serendipity  
南葵涌社會服務處  
South Kwai Chung Social Service  
聖雅各福群會  
St. James' Settlement  
基督教香港信義會  
The Evangelical Lutheran Church of Hong Kong  
循道衛理聯合教會  
The Methodist Church, Hong Kong  
香港青年協會賽馬會農圃道青年空間  
The Hong Kong Federation of Youth Groups - Jockey Club Farm Road Youth S.P.O.T.  
香港佛教真言宗女居士林  
The Hong Kong Mantra Institute for Lay Women Buddhists  
香港耆康會老人福利會  
The Hong Kong Society for the Aged

救世軍  
The Salvation Army  
香港大學深圳醫院  
The University of Hong Kong - Shenzhen Hospital  
謝淑珍議員辦事處  
Tse Suk Chun's Office  
東華三院  
Tung Wah Group of Hospitals  
仁愛堂賽馬會社區及體育中心  
Yan Oi Tong Jockey Club Community and Sports Centre  
王氏太極同學會  
香港廣西社團總會義工團

## 學校 Schools

浸信會培理學校  
Baptist Pui Li School  
香港小童群益會樂緻幼兒園暨幼稚園 (灣仔)  
BGCAHK Cheerland Kindergarten (Wanchai)  
比諾創意幼稚園  
Bilok Creative Kindergarten  
佛教黃焯菴小學  
Buddhist Wong Cheuk Um Primary School  
嘉諾撒小學  
Canossa Primary School  
明愛聖若瑟中學  
Caritas St. Joseph Secondary School  
迦密柏雨中學  
Carmel Pak U Secondary School  
迦密中學  
Carmel Secondary School  
中華基督教會協和書院  
CCC Heep Woh College  
中華基督教會協和小學 (長沙灣)  
CCC Heep Woh Primary School (Cheung Sha Wan)  
啟基學校  
Chan's Creative School  
長洲官立中學  
Cheung Chau Government Secondary School  
慈航學校  
Chi Hong Primary School  
宣道會鄭榮之中學  
Christian Alliance Cheng Wing Gee College  
基督教正生書院  
Christian Zheng Sheng College  
中華傳道會李賢堯紀念中學  
CNEC Lee I Yao Memorial Secondary School  
浸會大學國際學院  
College of International Education, Hong Kong Baptist University  
啟思小學附屬幼稚園  
Creative Primary School's Kindergarten  
福德學社小學  
Fuk Tak Education Society Primary School  
優才 (楊殷有娣) 書院  
G.T. (Ellen Yeung) College  
東莞工商總會劉百樂中學  
GCCITKD Lau Pak Lok Secondary School  
天水圍香島中學  
Heung To Middle School (Tin Shui Wai)  
香港紅卍字會大埔卍慈中學  
HKRSS Tai Po Secondary School  
香港基督教女青年會荃灣幼兒學校  
HKYWCA Tsuen Wan Nursery School

晉色園主辦可譽中學暨可譽小學  
Ho Yu College and Primary School  
(Sponsored By Sik Sik Yuen)  
聖三一堂小學  
Holy Trinity Primary School  
香港中國婦女會馮堯敬紀念中學  
Hong Kong Chinese Women's Club Fung Yiu  
King Memorial Secondary School  
香港創價幼稚園  
Hong Kong Soka Kindergarten  
香港教師會李興貴中學  
Hong Kong Teachers' Association Lee Heng  
Kwei Secondary School  
香港真光中學幼稚園  
Hong Kong True Light Middle School  
(Kindergarten Section)  
葵涌蘇浙公學  
Kiangsu-Chekiang College (Kwai Chung)  
九龍城浸信會禧年小學  
Kowloon City Baptist Church Hay Nien  
Primary School  
觀塘官立中學  
Kwun Tong Government Secondary School  
喇沙小學  
La Salle Primary School  
梁式芝書院  
Leung Shek Chee College  
嶺南鍾榮光博士紀念中學  
Lingnan Dr. Chung Wing Kwong Memorial  
Secondary School  
嶺南中學  
Lingnan Secondary School  
獅子會中學  
Lions College  
樂道中學  
Lock Tao Secondary School  
朗屏邨聖恩幼稚園  
Long Ping Estate Sing Yan Kindergarten  
世界龍岡學校劉皇發中學  
Lung Kong World Federation School Limited  
Lau Wong Fat Secondary School  
天保民學校  
Mary Rose School  
瑪利諾修院學校 (中學部)  
Maryknoll Convent School (Secondary  
Section)  
瑪利諾神父教會學校 (小學部)  
Maryknoll Fathers' School (Primary Section)  
瑪利曼中學  
Marymount Secondary School  
寧波公學  
Ning Po College  
新界婦孺福利會梁省德學校  
NTWJWAL Leung Sing Tak Primary School  
保良局蔡繼有學校  
Po Leung Kuk Choi Kai Yau School  
香港培道中學  
Pooi To Middle School  
海怡寶血小學  
Precious Blood Primary School (South  
Horizons)  
香港培正中學  
Pui Ching Middle School  
聖公會莫壽增會督中學  
S.K.H. Bishop Mok Sau Tseng Secondary  
School  
聖公會聖三一堂中學  
S.K.H. Holy Trinity Church Secondary School  
聖公會梁季彝中學  
S.K.H. Leung Kwai Yee Secondary School

聖公會李福慶中學  
S.K.H. Li Fook Hing Secondary School  
西貢崇真天主教學校 (小學部)  
Sai Kung Sung Tsun Catholic School  
(Primary Section)  
南亞路德會沐恩中學  
SALEM-Immanuel Lutheran College  
沙田培英中學  
Shatin Pui Ying College  
石籬聖若望天主教小學  
Shek Lei St. John's Catholic Primary School  
順德聯誼總會梁潔華小學  
Shun Tak Fraternal Association Leung Kit  
Wah Primary School  
順德聯誼總會胡兆熾中學  
Shun Tak Fraternal Association Seaward  
Woo College  
順德聯誼總會譚伯羽中學  
Shun Tak Fraternal Association Tam Pak Yu  
College  
聖傑靈女子中學  
St. Catharine's School for Girls  
聖愛德華天主教小學  
St. Edward's Catholic Primary School  
嘉諾撒聖方濟各學校  
St. Francis' Canossian School  
聖若瑟英文小學  
St. Joseph's Anglo-Chinese Primary School  
嘉諾撒聖瑪利學校  
St. Mary's Canossian School  
德貞女子中學  
Tack Ching Girls' Secondary School  
德信學校  
Tak Sun School  
真理浸信會榮光幼兒園  
Truth Baptist Church Glory Nursery  
真理浸信會何袁惠琮幼稚園  
Truth Baptist Church Ho Yuen Wai King  
Kindergarten  
荃灣天主教小學  
Tsuen Wan Catholic Primary School  
荃灣官立中學  
Tsuen Wan Government Secondary School  
基督教崇真中學  
Tsung Tsin Christian Academy  
東華三院盧幹庭紀念中學  
Tung Wah Group of Hospitals Lo Kon Ting  
Memorial College  
基督教聯合醫務協會幼兒學校  
United Christian Medical Service Nursery  
School  
油麻地天主教小學  
Yaumati Catholic Primary School  
元朗天主教中學  
Yuen Long Catholic Secondary School  
元朗商會小學  
Yuen Long Merchants Association Primary  
School

## 政府部門 Government Departments

屋宇署  
Buildings Department  
衛生署  
Department of Health  
發展局  
Development Bureau  
香港消防處  
Hong Kong Fire Services Department

香港房屋委員會  
Hong Kong Housing Authority  
香港房屋協會  
Hong Kong Housing Society  
香港金融管理局  
Hong Kong Monetary Authority  
香港警務處  
Hong Kong Police Force  
香港天文台  
Hong Kong Observatory  
房屋署  
Housing Department  
醫院管理局  
Hospital Authority  
深圳市急救中心  
Shenzhen Center for Prehospital Care  
社會福利署  
Social Welfare Department

## 基金 Foundations

浩洋慈善信託基金  
Alfar Charitable Trust  
福幼基金會  
Caring For Children Foundation  
陳揚福和基金有限公司  
Chen Yang Foo Oi Foundation Ltd.  
林淑儀醫生基金會有限公司  
Dr. Louisa Lam Foundation Ltd.  
華人慈善基金  
General Chinese Charities Fund  
葉志成慈善基金有限公司  
Ip Chi Shing Charitable Foundation Ltd.  
梁植偉慈善基金  
Leung Chik Wai Charitable Trust  
Lo's Family Charity Fund Ltd.  
香港公益金  
The Community Chest of Hong Kong  
陳廷驊基金會  
The D. H. Chen Foundation  
滙豐銀行慈善基金  
The Hongkong Bank Foundation  
香港賽馬會慈善信託基金  
The Hong Kong Jockey Club Charities Trust  
伍宜孫慈善基金會有限公司  
Wu Yee Sun Charitable Foundation Ltd.  
應善良福利基金會  
Yin Shin Leung Charitable Foundation

## 傳媒 Media

親子王國  
Baby Kingdom  
D100  
香港討論區、Uwants  
Discuss & Uwants (Network Technology Ltd.)  
香港商業廣播有限公司  
Hong Kong Commercial Broadcasting Co. Ltd.  
心活誌  
Mind & Life  
明報集團  
Ming Pao Magazines Ltd.  
新傳媒集團  
New Media Group

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