



SENIOR CITIZEN  
HOME SAFETY ASSOCIATION

# 2016-17 年報 Annual Report



# 走過平安 20 年

## 20 Years of Serving the Senior Citizens

協會於 1996 年由一群熱心人士組織成立，開展為本地長者提供全面支援的旅程。

Founded by a group of passionate individuals, SCHSA started providing comprehensive support to the local elderly in 1996.



1996



「平安鐘」服務發展成為香港人家傳戶曉的長者服務。隨著長者需求不斷改變，現時更涵蓋室內及戶外環境，繼續全天候照料本地長者生活所需。

The Personal Emergency Link Service of SCHSA has been well recognised by the local community. The Call and Care Service now provides comprehensive emergency assistance services, including both indoor and outdoor services, thus continuing to improve the quality of life for the elderly, rain or shine.

1997



協會義工服務於 1997 年開展，熱心的義工來自不同界別，為「平安鐘服務」用戶提供到戶探訪及電話慰問等服務；多年來總服務時數超過 300,000 小時。

Formed by individuals from different sectors, our volunteer service team has been providing various volunteer services including caring calls and home visits to Call and Care Service users since 1997. Over the past 20 years, the total service hours have exceeded 300,000 hours.

「老友網」於 2001 年成立，是協會推動活躍銀齡生活的重要服務。由成立之初為長者舉辦電腦課程，發展到現在成立「銀齡製作室」、推出「長者生命故事」及「愛·留聲」服務等，為銀齡人士提供多元化活動。

Founded in 2001, the Silver Age Club is a vital service for SCHSA to promote active living among people in their silver age. From offering computer classes to establishing Silver Age Studio, the launching of "Life Book," and "A Message for My Beloved", the Silver Age Club provides a wide range of activities for the silver aged.



2001



透過開展海外顧問服務，協會將提供服務的經驗向海外的合作夥伴分享。協會提供海外顧問服務的足跡，遍佈澳門、上海等多個內地城市及新加坡等。

SCHSA shares its service experience in elderly care with its overseas counterparts through providing overseas consultancy services. Up to now, the service has been provided to various locations, including Macau, cities in the Mainland China such as Shanghai, and Singapore.

始於 2005 年，協會成為醫院管理局唯一的合作夥伴，於服務使用者需要送院時，呼援及關懷服務熱線中心將服務使用者的電子病歷傳送至醫管局轄下的急症室，加快醫護跟進。

Since 2005, SCHSA has become the sole partner of the Hospital Authority in transferring electronic medical record to the Accident and Emergency Department under the Hospital Authority whenever in need, to expedite follow-up medical care.



2005



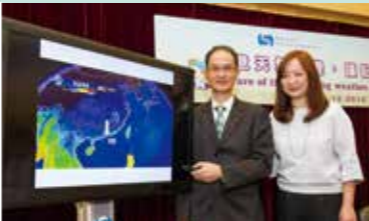
協會於 2005 年奪得「亞太區非政府機構」。SCHSA won the Grand Prize at the 2005 Asia Pacific NGO Award.

「隨身寶」服務於 2008 年面世，為協會提供戶外「平安鐘服務」踏出重要一步。現時服務已經推出至第三代，功能較以往提升；而「隨身寶」出色的服務設計，更使協會獲得多個國際性獎項。

Launched in 2008, the Mobile Link Service marked a milestone of our innovative services. Now in its third generation, the functions of Mobile Link have been regularly upgraded. Thanks to the innovative service design, Mobile Link also won multiple international awards.



2008



香港天文台是協會重要的合作夥伴；多年來兩個機構一直緊密合作，使長者樂活於社區。

The Hong Kong Observatory has been one of the important partners of SCHSA over the years. We have jointly organised various activities to improve the quality of life of our senior citizens.

於 2009 年協會成立社企項目「管家易」，多年來為本港家庭提供多元化及高質素的長者照顧服務。

In 2009, SCHSA founded the EasyHome Service, a social enterprise, to provide diversified and high-quality elderly care services to local families.



2009



隨著長者的通訊需求提升，協會繼推出「隨身寶」後，於 2010 年推出「平安手機」服務。

The Safety Phone Service was launched in 2010 in response to the increasing needs for telecommunication services of the elderly.

2010



協會「愛民中心」於 2013 年投入運作後，設立「生命·歷程」體驗館，是為協會推動社會大眾以正面角度看長者的旗艦服務。體驗館開展近五年來，已經招待超過 40,000 名來自不同界別的人士參與體驗。

Since the operations commenced in 2013, the Life Journey Centre (LJC) in the Oi Man Centre has been the flagship service of SCHSA, with the aim of promoting positive views on ageing. During the past five years, LJC has received more than 40,000 individuals from different sectors.



2013



協會設有三個辦事處，包括為協會總部的「愛民中心」，設有 24 小時運作的呼援及關懷服務熱線中心；竹園辦事處和翠屏電話慰問中心。

The three offices of SCHSA: the Oi Man Centre (SCHSA's headquarters), where the 24-hour Call and Care Service Centre is located, the Chuk Yuen Office, and the Tsui Ping Caring Call Centre.

2014 年協會推出「智平安」服務，將「平安鐘」全天候照顧長者需要的服務理念，注入智能手機，配合新一代活躍銀齡人士的生活需要。

Launched in 2014, the e-Care Link Mobile App Service is to incorporate the emergency assistance service into smartphones for meeting the needs of new silver generations.



2014 年協會提升「平安鐘」服務，聘請少數族裔平安服務專員，將服務受眾延展至涵蓋少數族裔長者。

In 2014, the Personal Emergency Link Service had been upgraded by hiring ethnic minorities to be Call and Care Service operators, to broaden our service target to the elderly of ethnic minorities.



2014



以實現銀齡人士拍攝微電影夢想作為契機，「老友網」成立「銀齡製作室」，組織活躍好動的長者，製作多元化的影音作品。製作室作品獲多方好評。

The Silver Age Club founded the Silver Age Studio to encourage the elderly to participate in the production of various audio and video productions including micro films. The productions have been widely recognised.

為照顧經常往返中港兩地的本地長者需要，協會於 2017 年推出跨境「平安鐘服務」，並與香港大學深圳醫院簽訂合作協議；身處內地的用戶於有需要時，協會呼援及關懷服務熱線中心可轉介用戶到港大深圳醫院就醫，並會通知服務使用者家人。

Through the collaboration with the University of Hong Kong - Shenzhen Hospital (HKU-SZ Hospital), the cross-border call and care service were launched in 2017 to provide personal care and emergency assistance for the Hong Kong elderly that are frequent traveller to the Mainland China. Whenever in emergency, our Call and Care Service operators will help transfer users to HKU-SZ Hospital for immediate medical treatment, as well as notify the user's family.



2016



2016 年為協會成立 20 周年，舉行了一連串對外及對內的慶祝活動，包括首創籌款活動「RUNNING OI MAN」。

In 2016, SCHSA celebrated its 20<sup>th</sup> anniversary with a series of activities, including the first ever "RUNNING OI MAN" Charity Race.

協會營運一直貫徹「企業養福利」的理念，運用營運盈餘及公眾人士捐款開展慈善計劃，讓有經濟困難的長者及有需要人士終身免費使用協會的「平安鐘」及「隨身寶」服務。慈善計劃下的累積服務人數已超過 26,000 人。

SCHSA pledges to operate in accordance with the principle of "Cultivating Welfare". Operation surplus and public donations are used to support the provision of life-long free of charge use of the Personal Emergency Link Service and Mobile Link Service for the elderly and others in need. Up to now, more than 26,000 people have benefited from our charitable programme.



2017





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# 20 年傳送平安無間斷 Deliver Peace of Mind Since 1996

數字截至 2017 年 8 月 / Figures as of August, 2017

**20,418 次 Times**

社工提供短期輔導  
Short-term Counselling by  
Social Workers

**26,188 名 Persons**

慈善計劃受惠者  
SCHSA Charitable  
Programme Beneficiaries

**1,529 次 Times**

協助尋找懷疑失蹤個案<sup>#</sup>  
Looking for Suspected  
Missing Cases<sup>#</sup>

**8,024,203 次 Times**

電話慰問  
Telephone Assurance

**521,009 次 Times**

按動「平安鐘服務」後送院  
Being sent to A&E  
Department through Call  
and Care Service

**9,141,492 次 Times**

按動「平安鐘服務」\* 尋求  
支援或關懷服務  
Seek for Care or Support  
through Call and Care  
Service\*

**233,710 人 Persons**

累積服務人數  
Accumulated Service Users

\* 「平安鐘服務」包括長者安居協會提供的「平安鐘」、「平安手機<sup>®</sup>」、「隨身寶<sup>®</sup>」及「智平安<sup>®</sup>」服務。  
SCHSA Call and Care Service includes Personal Emergency Link Service, Safety Phone Service, Mobile Link Service and e-Care Link Service.

# 2013 年 9 月起計  
Since September, 2013

# 長者安居協會簡介

## About Senior Citizen Home Safety Association

長者安居協會是本港最具規模的社會企業之一，自負盈虧，致力透過科技及創新手法，為本地長者提供 24 小時「平安鐘服務\*」，實現居家安老及促進跨代共融。

協會著力開展多元化服務項目，實踐居家安老。透過提供「平安鐘服務」讓本地長者享有 24 小時全天候可靠支援；「e 健康電子健康管理計劃」及「長者智能家居」試行創新服務模式，主動關顧社區長者健康，促進醫社合作。

協會將服務盈餘及公眾捐款全數撥作資助有需要長者終身免費使用「平安鐘服務」，貫徹「企業養福利」的社企營運宗旨。慈善計劃正資助約 10,000 人免費使用服務，累積受惠人數超過 26,000 人。

協會亦是促進跨界別合作的平台，與合作夥伴攜手研發創新服務。全亞洲首創的「生命·歷情」體驗館為長者重新建立正面形象；「老友網」旗下的多項社區參與項目鼓勵長者享受第三齡生活，將跨代感情拉近。

\*「平安鐘服務」包括「平安鐘」、「平安手機®」、「隨身寶®」及「智平安®」服務

Senior Citizen Home Safety Association (SCHSA), one of the most established self-financing social enterprises in Hong Kong, is committed to providing 24-hour Call and Care Service\* to the local elderly with principles of using technology and innovative approaches, to promote ageing in place and integration across generations.

SCHSA actively offers a variety of services to the elderly to realise ageing in place. The Call and Care Service provides reliable personal care and emergency assistance services for the elderly around the clock over the years. Through initiating pilot programmes, including eHealth Care Project and the Smart Home for Seniors Programme, SCHSA aims to have trial on new proactive elderly care model to enhance the elderly health and prompt medical-social collaboration.

With the operating principle of "Cultivating Welfare" as a social enterprise, operation surplus and public donations are used to support the provision of life-long free Call and Care Service for the elderly and others in need. The Charitable Programme is benefitting around 10,000 persons, and with an accumulative of 26,000 beneficiaries since foundation.

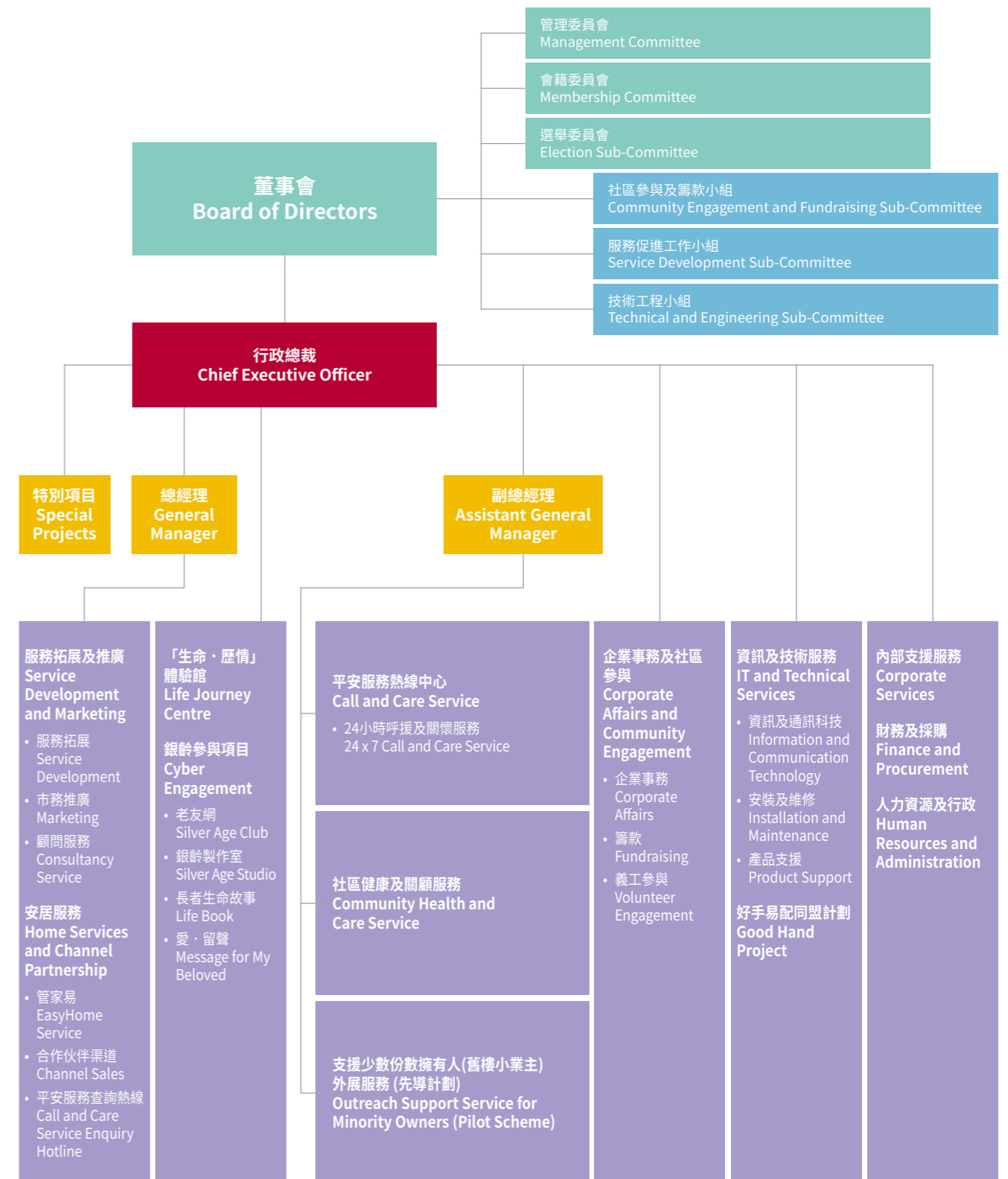
SCHSA also commits to providing a platform for fostering cross-sector collaborations which incubates innovative services development with partner institutions. The Life Journey Centre, the first interactive experience centre in Asia, aims to advocate a positive view on the elderly and ageing; the Silver Age Club has organised various community engagement programmes to encourage the elderly to enjoy their "Third Age" and promote harmony across generations.

\* Call and Care Service includes Personal Emergency Link Service, Safety Phone Service, Mobile Link Service, and e-Care Link Mobile App Service.

# 協會架構

## Organisational Chart

更新至 2017 年 8 月 31 日  
Updated as of 31<sup>st</sup> August 2017





# 主席感言

## Message from the Chairman



1996年香港的寒冬，無情奪走百多位獨居長者的性命；2016年再有寒流襲港，儘管香港安老服務仍有種種未臻完善之處，但過去二十年，社會已有轉變。現時長者家居生活情況明顯已獲得更多關注。

這正好引證了「長者安居協會」服務長者家居安全的工作取得顯著成效。1996年的事故直接催生了協會的成立，我們矢志以高效的「平安鐘服務」，為貧困長者提供一扇窗，讓他們在有需要時得到及時支援。作為協會創辦人，對協會過去多年來工作成效，我感到鼓舞和安慰，亦非常引以為傲。

協會本年度踏入成立的第二十個年頭。我感到欣喜的是，不單協會服務能夠讓長者「獨居無懼、老有所依」，而且協會營運始終貫徹「企業養福利」的社企精神，自負盈虧模式使我們擁有足夠彈性，推出多元化的創新服務，為社會服務資源的不足補漏拾遺。近年社企如雨後春筍般成立，作為社企界別的先驅，驀然回首，雖然協會發展經歷過不少艱辛，但方向正確。我在此勉勵社企同業勿忘初心，共同為建構更好的社區努力。

在這重要一年，協會有兩項重大人事變動。在本人任內聘任的行政總裁梁淑儀女士離任，本人在此對她在協會多年來的努力和付出，表示感謝。同時，董事會亦已一致通過委任王虹虹女士接任行政總裁一職，相信憑著其超過20年的豐富管理經驗，定能為協會帶來新動力。

我擔任協會主席轉眼八年，今年將會退休，期望新主席繼往開來，帶領協會進入新紀元。

回想起協會剛成立的時候，只是在橫頭磡租用細小的辦事處；時至今日，協會已擴展至三個辦事處，提供緊急服務累計超過五十萬人次；透過「平安鐘服務」尋求支援或關懷服務累計已接近千萬人次。這些服務成效，代表協會得到公眾認同。我們為此自豪但絕不自滿，期望在未來的日子，協會上下仍會努力不懈，堅守崗位。隨着香港人口老化，除了照顧老人家起居、守護香港長者天天平安外，協會亦要思考如何開拓新的服務，更主動、更貼地、更全面地服務老人家，以配合現有老年社會，迎向協會下一個二十年的發展。

本人有幸能與羅致光局長共同創辦了蜚聲國際、屢獲殊榮的長者安居協會「救命鐘」，除了讓我有行善積德的機會之外，更令我獲得意想不到的「荷蘭水蓋」（金紫荊星章 GBS）。其實一切歸功於協會一眾同工及董事會諸位一直鼎力支持。

我希望藉此機會，謹向所有支持協會工作的善長仁翁及一眾義工送上祝福，祈願大家日日平安，無言感激！

鄭經翰

長者安居協會  
董事會主席  
鄭經翰先生，GBS, RPE, FHKIE, JP  
二零一八年五月

The cold surge that hit Hong Kong in 1996 claimed lives of more than a hundred singleton elders. In 2016, Hong Kong endured another harsh weather. Although there are still rooms for betterment, our elderly care service has been largely improved in the past two decades. It is encouraging to witness in the community a growing attention on the elderly's livelihood.

This exemplifies the significant achievements of SCHSA in its efforts to enhance domestic safety of our senior citizens. The Association was founded in response to the deadly incident in 1996, with the mission to provide highly effective "Call and Care Service" which offers emergency support for the underprivileged elderly. As the founder of the Association, I am deeply encouraged and pleased by our remarkable work and achievements. I must say, I am proud of being part of this big family.

Having stepped into our twentieth anniversary, I am thrilled not only because our Association has realised our vision "Singly not fear; Elderly be cared", but also how our Association has been successfully operating under the self-financing social enterprise model. It enables us the flexibility to initiate a variety of innovative services which bridge up the gap of the insufficient public social welfare service.

In recent years, social enterprises have mushroomed in Hong Kong, and as a pioneer in the sector, I can proudly say that our Association has been heading the right direction regardless of all the challenges and difficult moments. I urged my fellow social entrepreneurs to carry your believes through to the end and always keep in mind what you set out to do. May we all join our hands to forge ahead with building a better community.

In this particularly important year, our Association has undergone two major changes in personnel. Ms. Irene S. Y. Leung, our Chief Executive Officer, whom I appointed during my tenure, has resigned; and the Board of Directors has appointed Ms. Maura H. H. Wong as our new CEO. I hereby express my sincere gratitude for Irene's hard work and commitments over the years. I would also like to take this opportunity to welcome Maura. I believe, with her more than 20 years of rich management experience, she will surely bring in new energy to our Association and take us to the next level.

Time flies, I have served as chairman for eight years and I am retiring this year. I hope the new chairman will continue to build on our past achievements and lead our Association into a new era.

I recall that when our Association was first established, we could only afford a small office in Wang Tau Hom. Today, we have expanded to three offices, and met over five hundred thousand emergency service requests. Our "Call and Care Service" have answered to over ten million calls seeking caring services. These figures illustrate just how much the general public recognise and value our work. We are proud of what we do, but we stay humble to serve the community. With the ageing population, we should from time to time put extra thoughts and efforts into developing innovative services which provide proactive, practical and comprehensive care and support for our elderly in the next 20 years.

I had the privilege of co-founding the international, award-winning Personal Emergency Link with Dr. Honourable Law Chi-kong. This has given me not only the opportunity to contribute to the society but also the unexpected award of the Gold Bauhinia Star. This honour belongs to all of us as it would not have been possible without the support of our dedicated members and the Board of Directors.

Last but not least, I would like to take this opportunity to send my best wishes to all our volunteers, donors and each of you who has been supporting our work. Wish all of you the best for the healthy future!

Mr. Albert J. Cheng, GBS, RPE, FHKIE, JP  
Chairman, Board of Directors  
Senior Citizen Home Safety Association  
May, 2018

# 行政總裁感言

## Message from the Chief Executive Officer



首先，我想衷心感謝董事會給予我一個機會，加入長者安居協會這個大家庭。

其實我與協會甚有淵源。由於家母多年來使用「平安鐘」及「平安手機®」的服務，因此，協會同事為長者提供的 24 小時貼心照顧和專業支援，早已令我留下深刻印象。今次能有機會為這個被譽為「香港最成功社企」的機構服務，我感到非常榮幸。

回顧過去二十年來協會的發展，「平安鐘」已經深深紮根在香港人心中，也有不少人將「平安鐘」與長者安居協會劃上等號。事實上，協會提供的服務已經遠不止於緊急呼援。我們的服務範疇已擴展至包括主動關顧健康狀況、活躍銀齡、樂齡科技等，務求貫徹協會「善用科技、以人為本」的服務理念，令長者生活質素得到全面提升。作為一間自負盈虧的機構，以上的成就都是協會多年來上下一心，播下「企業養福利」的種子，換來長者天天安安的豐碩成果。

成為協會的新一員，我希望能夠運用過往在商界工作及開辦社企的經驗，幫助協會進一步提升「平安鐘服務」的服務水平，同時繼續開拓新服務領域，滿足社會上銀齡人士的需要。我期望能與各方合作，好讓協會成為本港長者服務及社會創新的旗艦機構。

長者安居協會  
行政總裁  
王虹虹女士  
二零一八年五月

### \* 王虹虹女士 (Maura) 簡介

王女士擁有超過二十年的豐富商界及管理經驗，包括在摩根大通亞洲私募投資擔任創始合伙人及大中華業務主管。她曾經投資及參與管理的項目眾多，其中包括科技，電訊，服務，金融，環境等行業。此外她與本地和國際的非政府組織和社企亦有不解之緣，包括曾任香港一獨立政策研究所主管，和參與成立為青藏牧民脫貧的社會企業。她深深期望能把她從商的經驗為社會作出貢獻。

First of all, I would like to express my sincere gratitude to the Board of Directors for the opportunity to join SCHSA.

SCHSA has long held special meaning to me. My mother has been a loyal user of Personal Emergency Link Service and Safety Phone Service for years. I have witnessed and been impressed by SCHSA's round-the-clock caring and professional support for the elderly. With this history, I am both excited and honored to have this opportunity to serve SCHSA – what many consider as Hong Kong's most successful social enterprise.

Over the past two decades, our Personal Emergency Link Service has grown and is widely recognized in our community. People may even equate it with SCHSA. But in fact, SCHSA provides a lot more services than emergency assistance to the elderly. Our services cover areas such as proactive caring and monitoring of health, promotion of active ageing as well as elderly-oriented technology. Our mission is to enhance the elderly's quality of life through technology integrated with people-oriented services. As a self-financing social enterprise, we abide by the principle of "business in support of welfare". It is through years of hardwork at all levels of SCHSA that we have been able to bring peace and safety to the elderly community that we serve.

As a new member of SCHSA, I hope to leverage my experience of working with both businesses and social enterprises to help further strengthen our Call and Care Service. At the same time, we will continue to develop new services to meet the increasing needs of our ageing society. I look forward to working with everyone so that SCHSA could be the flagship organisation in elderly service provisioning and social innovation in Hong Kong.

Maura H. H. Wong  
Chief Executive Officer  
Senior Citizen Home Safety Association  
May, 2018

### \* Introduction of Ms. Maura H. H. Wong

Ms. Wong's passion in life is to deploy her business skills to deliver public good. She has over twenty years of business and management experience including being a founding partner and head of Greater China for JP Morgan Partners Asia. She invested and participated in the management of many projects covering sectors such as technology, telecommunications, services, finance, environment. In addition, she has extensive experience working with NGOs and social enterprises both locally and globally, including running an independent public policy think tank in Hong Kong and participating in the development of social enterprises that aim to alleviate rural poverty among Tibetan/Qinghai herders.

# 協會歷年獎項

## Awards

### 長者安居協會 Senior Citizen Home Safety Association

- 2014 卓越企業品牌選舉 - 香港社會企業品牌評審團大獎
- 2014 社企認證 (創越級組別)
- 2014 世界綠色組織「綠色辦公室獎勵計畫」認證
- 2014/15 年度 International Property Awards
  - 香港區最佳辦公室設計大獎
  - 五星級辦公室設計大獎
- 2013/14 年度家庭友善僱主
- 第四屆香港傑出企業公民獎 - 社會企業組別銀獎
- 2010 神秘顧客測試金獎
- 2009 年度社會企業獎 (東及東南亞區)
- 2005 年亞太區最佳非政府機構
- 2003 至 2005 年度傑出伙伴合作計劃獎
- 2014 Prestigious Corporate Brand Awards – Judging Panel Award (Social Enterprise)
- 2014 The 1st Social Enterprise Endorsement Mark (Advanced Category)
- 2014 Green Office Labelling Scheme Award
- 2014/15 International Property Awards
  - Five Star Awards, Office Interior Design Category, Hong Kong
  - Best Office Interior, Hong Kong Region
- 2013/14 Family Friendly Employers Award
- The 4th Hong Kong Outstanding Corporate Citizenship Awards – Silver Award (Social Enterprise Category)
- 2010 Gold Award of Mystery Call Assessment Award
- 2009 Regional Social Enterprise Award
- 2005 Asia Pacific NGO Award
- Outstanding Partnership Project Award (2003 to 2005)

### 平安鐘服務 Call and Care Service

- 2015 香港資訊及通訊科技獎
  - 最佳流動應用程式獎 (消費及時尚生活方案) - 優異證書
- 2014 香港客戶中心協會年獎金獎
  - Best Social Enterprise Contact Center
  - Best Contact Centre in Technology Application
- 2011 傑出社會企業獎
- 2010 聯合國世界信息峰會移動大獎 - 移動共融與授權組別
- 2010 年環球資訊及通訊科技卓越成就獎 - 數碼機會大獎
- 2009 年亞太區資訊科技大獎
  - 數碼共融及數碼社區組別
- 2009 世界信息峰會大獎中國賽區選拔賽 - 最佳電子共融與參與項目
- 2008 年香港資訊及通訊科技獎
  - 最佳無間斷網絡大獎
  - 最佳無間斷網絡 (流動及應用方案) 金獎
  - 最佳無間斷網絡 (流動資訊娛樂) 銀獎
  - 最佳生活時尚 (和諧社會) 銀獎
- The Hong Kong ICT Awards 2015
  - Best Mobile Apps (Consumer & Lifestyle) Certificate of Merit
- 2014 Hong Kong Call Centre Association Award Gold Award
  - Best Social Enterprise Contact Centre
  - Best Contact Centre in Technology Application
- Outstanding Social Enterprise Award 2011
- Winner of the WSA m- Inclusion & Empowerment 2010
- Grand Prize of the Digital Opportunity Award in the WITSA's Global ICT Excellence Awards 2010
- The Asia Pacific ICT Alliance Awards 2009
  - Winner of e-Inclusion and e-Community
- World Summit Award – National Contest China 2009
  - Best e-Inclusion & Participation
- The Hong Kong ICT Awards 2008
  - Best Ubiquitous Networking Grand Award
  - Best Ubiquitous Networking (Mobile Enterprise Solution) Gold Award
  - Best Ubiquitous Networking (mobile Infotainment Application) Silver Award
- Best Lifestyle (Social Life & Community) Silver Award

### 「生命·歷情」體驗館 Life Journey Centre

- 2017 「環境局」《戶外燈光約章》鉑金獎
- 2016 和富亞洲傑出家庭工作計劃優異獎
- 2016-2017 專業推崇零售設計大獎
  - Highly Commended Retail Interior
- 2015 香港資訊及通訊科技獎
  - 最佳數碼共融 - 銅獎
  - 最佳數碼共融 - 最創新服務特別獎
- 2015 社聯卓越實踐在社福
  - 十大卓越服務
- 成功設計大獎
  - 成功設計獎 (空間類別)
- 2014/2015 亞太區室內設計精英邀請賽展覽空間優勝獎
- 2014 香港資訊及通訊科技獎
  - 最佳生活時尚獎 (綠色·健康·創意) 優異證書
- 2017 Environment Bureau Charter on External Lighting - Platinum Award
- Wofoo Asian Award for Advancing Family Well-being (3A Project) 2016 - Outstanding Award
- Asia Pacific Property Awards 2016-2017
  - Highly Commended Retail Interior
- The Hong Kong ICT Awards 2015
  - Best Digital Inclusion, Bronze Award
  - Best Digital Inclusion, Special Award for Most Innovative Service
- 2015 HKCSS Best Practice Awards in Social Service
- Successful Design Award
  - Space Category
- Asia Pacific Interior Design Awards for Elite 2014/2015, Winning Prize, Exhibition
- Hong Kong ICT Awards 2014
  - Best Lifestyle (Green, Healthy & Creative Living) Certificate of Merit





# 董事會及各工作小組名單

## Board of Directors and Sub-Committees

### 董事會成員 Board of Directors

更新至 2018 年 5 月 1 日  
As of 1<sup>st</sup> May, 2018

董事會 Board of Directors		
主席 Chairman	鄭經翰先生, GBS, RPE, FHKIE, JP	Ir. Albert J. Cheng, GBS, RPE, FHKIE, JP
副主席 Vice-Chairman	方敏生教授, BBS, JP 錢黃碧君教授	Prof. Christine M. S. Fang, BBS, JP Prof. Teresa B. K. Tsien
義務秘書 Honorary Secretary	郁德芬博士, BBS, JP	Dr. Alice T. F. Yuk, BBS, JP
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 馬錦華先生, JP 聶揚聲先生 葉松茂博士	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. Timothy K. W. Ma, JP Mr. Peter Y. S. Nip Dr. Saimond Ip
<b>列席 In-attendance</b>		
行政總裁 Chief Executive Officer	王虹虹女士	Ms. Maura H. H. Wong
總經理 General Manager	陳美寶女士	Ms. Mabel M. P. Chan
行政秘書 Executive Secretary	林慧雲女士	Ms. Wandy W. W. Lam

### 小組成員 Sub-Committees

更新至 2018 年 5 月 1 日  
As of 1<sup>st</sup> May, 2018

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
副召集人 Vice Convener	葉松茂博士	Dr. Saimond Ip
委員 Members	陳柏泉先生 鄭經翰先生, GBS, RPE, FHKIE, JP 張國柱先生 計明華先生 黎定基先生 李繼雄先生 羅 就先生 聶揚聲先生 黃文泰先生	Mr. P. C. Chan Ir. Albert J. Cheng, GBS, RPE, FHKIE, JP Mr. Peter K. C. Cheung Mr. M. W. Kai Mr. Stanislaus D. K. Lai Mr. Kennedy K. H. Lee Mr. C. Lo Mr. Peter Y. S. Nip Mr. James M. T. Wong
<b>列席 In-attendance</b>		
企業事務及社區參與高級經理 Senior Manager, Corporate Affairs & Community Engagement	袁佩儀女士 (秘書)	Ms. Esther P.Y. Yuen (Secretary)
服務促進工作小組 Service Development Sub-Committee		
召集人 Convener	錢黃碧君教授	Prof. Teresa B. K. Tsien
副召集人 Vice Convener	馬錦華先生, JP	Mr. Timothy K. W. Ma, JP
委員 Members	陳翠琼女士 周奕希先生, BBS, JP 蔡海偉先生 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	Ms. Liliane C. K. Chan Mr. Y. H. Chow, BBS, JP Mr. H. W. Chua Prof. J. J. Lee Mr. Tony K. F. Leung Mr. Henry W.H. Shie Mr. James M. T. Wong Ms. Nancy W. M. Wong
<b>列席 In-attendance</b>		
服務拓展及推廣高級經理 Senior Manager, Service Development & Marketing	劉麗君女士 (秘書)	Ms. Quinny L. K. Lau (Secretary)
總經理 General Manager	陳美寶女士	Ms. Mabel M. P. Chan
特別項目經理 Manager, Special Projects	陳羅欣女士	Ms. Zeta L. Y. Chan



# 年度重要項目 Annual Events

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 范健文先生 范思樂女士 馮錫良先生 葉希盛先生 黎定基先生 李錦鴻先生 梁偉豪先生 莫乃光議員, JP 湯毅先生 楊和生先生	Mr. P. H. Cho Mr. Eric K. M. Fan Ms. Phoebe S. L. Fan Mr. Michael S. L. Fung Mr. David H. S. Ip Mr. Stanislaus D. K. Lai Mr. Edward K. H. Lee Mr. Peter W. H. Leung The Hon. Charles Peter Mok, JP Mr. Lawrence N. Tong Mr. W. S. Young
<b>列席 In-attendance</b>		
副總經理 Assistant General Manager	梁少舫先生 (秘書)	Mr. Eric S. F. Leung (Secretary)
安裝及維修高級經理 Senior Manager, Technical Services	簡家麟先生	Mr. Alan K. L. Kan
資訊及通訊科技經理 Manager, Information & Communication Technology	廖泰來先生	Mr. Eric T. L. Liu

選舉管理委員會 Election Committee		
主席 Chairman	鄭經翰先生, GBS, RPE, FHKIE, JP	Ir. Albert J. Cheng, GBS, RPE, FHKIE, JP
委員 Members	方敏生教授, BBS, JP 張惠君女士	Prof. Christine M. S. Fang, BBS, JP Ms. W.K. Cheung

會籍委員會 Membership Committee		
主席 Chairman	鄭經翰先生, GBS, RPE, FHKIE, JP	Ir. Albert J. Cheng, GBS, RPE, FHKIE, JP
委員 Members	鍾普洋先生, SBS, OBE, JP 方敏生教授, BBS, JP 馬錦華先生, JP 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 Prof. Christine M. S. Fang, BBS, JP Mr. Timothy K. W. Ma, JP Mr. Alexander K. W. Mak Mr. Peter Y. S. Nip Prof. Teresa B. K. Tsien Dr. Alice T. F. Yuk, BBS, JP



# 20年為本地長者 無間斷送上平安

## Twenty Years of Caring for the Senior Citizens

### 長者安居協會 20 周年

本年度為協會成立 20 周年。為隆重其事，協會舉行了一連串對外及對內的慶祝活動，包括於 2016 年 11 月 12 日假愛民總部舉行「長者安居協會 20 周年啟動禮暨『RUNNING OI MAN』籌款活動」，活動獲時任財政司司長曾俊華先生擔任主禮嘉賓，與在場逾 400 名夥伴友好，共同見證協會發展踏入另一新階段。

此外，協會亦於同日下午舉行「長者安居協會 20 周年回顧慶典」，邀請多位曾為協會發展付出舉足輕重貢獻的友好出席，一同見證協會的發展成果。

### 20<sup>th</sup> Anniversary of SCHSA

To celebrate its 20<sup>th</sup> anniversary, this year SCHSA organised various celebration activities, including the SCHSA 20<sup>th</sup> Anniversary Kick-off Ceremony and the "RUNNING OI MAN" Charity Race, which was held at the Oi Man Headquarters on November 12<sup>th</sup>, 2016. Mr. John Tsang Chun-wah, the then Financial Secretary of the Hong Kong Special Administrative Region, was invited to the event as the Guest of Honour, along with more than 400 guests, to witness SCHSA to ascend to the next new stage.

The SCHSA 20<sup>th</sup> Anniversary Appreciation Ceremony was held on the same day. People that have contributed to SCHSA's development were invited to attend the Ceremony to share the accomplishments and memories of SCHSA over the past 20 years.



1. 時任財政司司長曾俊華先生擔任「長者安居協會 20 周年啟動禮暨『RUNNING OI MAN』籌款活動」主禮嘉賓並參觀協會愛民中心，為協會慶祝 20 周年的活動揭開序幕。

Mr. John Tsang Chun-wah, the then Financial Secretary of the Hong Kong Special Administrative Region, joined the SCHSA 20<sup>th</sup> Anniversary and the "RUNNING OI MAN" Charity Race as the Guest of Honour. He also visited the SCHSA Oi Man Centre and officiated the 20<sup>th</sup> anniversary celebration activities of SCHSA.



2. 曾為協會發展付出舉足輕重貢獻的友好聚首一堂，出席「長者安居協會20周年回顧慶典」活動。  
*Individuals that have made contributions to SCHSA's development attended the SCHSA 20<sup>th</sup> Anniversary Appreciation Ceremony.*
3. 多位服務協會滿20年的員工及義工，於「20周年回顧慶典」上獲頒長期服務獎，以表揚他們多年來為協會的貢獻。  
*Employees and volunteers that have been serving SCHSA over the past 20 years were awarded with long-time service awards at the SCHSA 20<sup>th</sup> Anniversary Appreciation Ceremony in recognition of their contributions.*



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# 齊齊跑入愛民

## Together we run, Oi Man

### 「RUNNING OI MAN」籌款活動

協會首創「RUNNING OI MAN」籌款活動於2016年11月12日舉行，10間來自不同界別的友好機構派出代表隊參與競逐比賽。活動圍繞協會總部所在地何文田愛民邨進行，參賽隊伍以鬥智鬥力的比賽形式，於100分鐘內完成8項「To Run」任務。活動所籌得的善款，全數用作資助有經濟困難的長者及有需要人士免費使用「平安鐘」及「隨身寶」24小時緊急呼援及全面關懷服務。

### The "RUNNING OI MAN" Charity Race

The pioneering "RUNNING OI MAN" fundraising event of SCHSA was held on November 12<sup>th</sup>, 2016. Representatives from 10 partner organisations from different sectors participated in the event, which took place at SCHSA headquarters in Ho Man Tin. Participating teams competed in various races and had to complete eight "To Run" missions within 100 minutes. All donations will be used to support the elderly and other people in need with financial difficulties to use SCHSA's 24-hour emergency assistance and personal caring services through the Personal Emergency Link Service and Mobile Link Service for free.



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1. 時任香港特別行政區財政司司長曾俊華先生擔任「RUNNING OI MAN」活動主禮嘉賓及主持起步儀式。

Mr. John Tsang Chun-wah, the then Financial Secretary of the Hong Kong Special Administrative Region, was the Guest of Honour of the "RUNNING OI MAN" Charity Race and officiated the kick-off ceremony.

2. 藝人薛家燕領軍的「開心特派隊」搶先挑戰「你愛我又愛」跳舞任務。

The "Happy Team," led by renowned artist Ms. Nancy Sit, was the first to accept a dance mission challenge during the Charity Race.

3. 參賽隊伍跟隨專業跳舞導師大跳「太極舞」。

Participants performed Tai Chi Dance with professional dance instructors.

4. 參賽隊伍上門探訪長者並完成長者特派的任務，場面惹笑溫馨。

One of the missions for the participating teams was to visit the elderly at home. It was such a joyful moment for both participating teams and the elderly.



# 提升長者自身健康 管理意識

## Empowering Senior Citizens in Self-Management of Health



### 賽馬會「e健樂」電子健康 管理計劃

香港的老年人口持續增長，而長期病患長者人數亦日趨增加。為了提高長者的自我健康管理意識，協會積極參與由賽馬會慈善信託基金策動的「賽馬會『e健樂』電子健康管理計劃」。協會與香港中文大學老年學研究所及多間非政府機構合作，試行運用電子健康管理科技提升長者活質素，並透過大數據分析了解本地長者的健康狀況及趨勢，提升於社區生活的長者健康水平。

### Jockey Club Community eHealth Care Project

The population in Hong Kong is ageing, and the number of older people with chronic conditions will continue to grow. In this relation, SCHSA participated in the three-year "Jockey Club Community eHealth Care Project" (eHealth Project) funded and initiated by The Hong Kong Jockey Club Charities Trust. The CUHK Jockey Club Institute of Ageing (IoA), a number of NGOs and SCHSA participated in this eHealth project aiming to improve elders' awareness of personal health management. With the application of ehealth management technology and big data analytic solutions, the eHealth Project aims to gain a better understanding on the health characteristics and patterns of the local elderly and thus enhance health and quality of life of the elderly living in the community.

1. 香港賽馬會慈善及社區事務執行總監張亮先生、協會時任行政總裁梁淑儀女士、香港中文大學老年學研究所所長胡令芳教授及香港中文大學何鴻樂海量數據決策分析研究中心系統工程與工程管理學系系主任蒙美玲教授於傳媒發布會向公眾介紹計劃。

*Mr. Leong Cheung, Executive Director, Charities and Community of The Hong Kong Jockey Club, Ms. Irene Leung Shuk-ye, the then Chief Executive Officer of SCHSA, Prof. Jean Woo Ling-fong, Director of the CUHK Jockey Club Institute of Ageing, and Prof. Helen Meng Mei-ling, Founding Director of Stanley Ho Big Data Decision Analytics Research Center and Chairman of the CUHK Department of Systems Engineering and Engineering Management, attended the press conference to introduce the Project to the public.*



為期三年的全港性計劃已於 2016 年 11 月開始，將分階段於各區的長者中心設置電子健康站，透過先進的電子健康管理技術平台，及協會的跨專業團隊（護士、保健員及社工）持續監測及主動聯絡長者跟進健康狀況。

在本年度，協會完成為首階段參與計劃的 24 間長者中心設置電子健康站，並透過雲端技術為超過 1,300 名長者作監察及健康跟進，累積撥出 65,864 個跟進電話及完成 1,182 次外展探訪服務。

Beginning in November 2016, the 3-year territory-wide Project was implemented in phases to set up ehealth stations in elderly centres among 18 districts for providing constant monitoring and proactive approach of care of elders' health with the support of advanced ehealth technology management platform and SCHSA multi-disciplinary professional team (including nurses, health care workers and social workers).

The setup of eHealth stations is completed this year in the 24 elderly centres that are participating in the first phase of the Project. Through the cloud technology, the SCHSA professional team had performed supervision and monitoring over the health condition of more than 1,300 elders. Also, the team had made 65,864 caring calls and completed 1,182 outreach visits to provide health advices to the participating elderly.



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2. 馬會慈善信託基金代表聯同包括協會在內的多個合作夥伴於 2017 年 2 月出席賽馬會「e 健樂」電子健康管理計劃啟動禮，向公眾分享計劃詳情。

*Representatives of The Hong Kong Jockey Club Charities Trust, SCHSA and various partnering institutions attended the eHealth Care Project launching ceremony in February 2017 to share details of the Project with the public.*

3. 協會的護士團隊到訪地區長者中心，為參加計劃的長者派發個人健康報告及提供健康諮詢。

*The nurse team of SCHSA pays regular visits to the elderly centre to distribute health reports and provide health tips to the Project-participating elderly.*



3



# 2017 平安無疆界

## Peace and Safety without Borders



協會累積 20 年提供「平安鐘服務」的經驗，透過推出跨境「平安鐘服務」，為往返深圳的香港長者提供支援。

With 20 years of experience in providing Call and Care Service, SCHSA launched the Cross-border Call and Care Service to provide caring support services for the elderly who are frequent travellers to the Mainland China.

### 跨境「平安鐘服務」

為照顧經常往返深港的本地長者的日常需要，協會與香港大學深圳醫院合作，推出跨境「平安鐘服務」，將呼援服務由本地擴展至內地。

服務首階段於 2017 年 7 月在深圳市展開，透過協會「智平安<sup>®</sup>」服務及漫遊網絡將支援範圍擴展至深圳。服務使用者在深圳期間如感到身體不適或者需要支援，即可按動「平安掣」，透過智能手機應用程式與協會位於香港的呼援及關懷服務熱線中心聯繫，有需要時可轉介個案到港大深圳醫院就醫；同時中心亦會通知長者的緊急聯絡人，並將健康病歷傳送給醫院作進一步跟進，讓身在深圳的香港長者可以獲得院方提供的醫療服務。

### Cross-border Call and Care Service

To extend the provision of care and support services for the elderly that are frequent travelers to the Mainland China, SCHSA collaborated with the University of Hong Kong - Shenzhen Hospital (HKUSZH) to launch the Cross-border Call and Care Service.

The service has been launched in July 2017, which covers the area of Shenzhen as the first phase of service development. The Hong Kong elderly can seek for support from our 24-hour Call and Care Service Centre through eCare Link App when they are in Shenzhen. In case of need, our call operators will refer users to HKUSZH for receiving medical services. To facilitate timely response, HKUSZH can get a copy of user medical records for follow-up, while the family will be notified about users' status.



在跨境「平安鐘服務」傳媒發布會期間，長者於深圳示範透過「智平安」服務，與香港的熱線中心聯絡，尋求即時支援。

A real-time demonstration of Cross-border Call and Care Service in the service launch press conference, showing the support offered to user upon request through e-Care Link App.



# 善用智能科技 融入長者生活

## Integrating Technology into Living of the Senior Citizens



### 協會參與「樂齡科技博覽暨高峰會」

協會參與由香港特別行政區政府、香港社會服務聯會等牽頭舉辦的首屆「樂齡科技博覽暨高峰會」。協會的大型展覽以「2020 Smart City」為主題，向公眾展示「長者智能家居」及「聲控平安鐘」等概念服務。為期三日的博覽共吸引超過 6,000 名公眾人士進場、政府主要官員、商界及社福界代表亦到場參觀，共同探討協會如何以科技去創新服務，令長者於社區的生活可以更自主、更平安。

### SCHSA Participated in the Gerontech and Innovation Expo cum Summit

SCHSA participated in the first Gerontech and Innovation Expo cum Summit (GIES), which was jointly organised by the Government of the Hong Kong Special Administrative Region and the Hong Kong Council of Social Service. With the theme of "2020 Smart City", Smart Home for Seniors and Personal Emergency Link with voice recognition function were showcased to the public to echo SCHSA's advocate on improving the living of the elderly through application of technology. More than 6,000 public members, principal government officials, and representatives of commercial sector and the social welfare sector have visited the three-day Expo. Through GIES, participants joined hands together to explore possibilities of developing innovative geron-technology products and services, thus enhancing living quality of the elderly living in the community.



1. 為期三日的首屆「樂齡科技博覽暨高峰會」假灣仔會議展覽中心舉行。  
*The three-day Gerontech and Innovation Expo cum Summit was held at the Hong Kong Convention & Exhibition Centre.*
2. 協會於展覽內示範多種樂齡科技概念服務。  
*SCHSA showcased various geron-technology conceptual products at the expo.*



# 輕鬆尋找家居服務好幫手

## Easy Matching for Domestic Services

### 賽馬會好手易配同盟計劃

本港人口日漸老化，需同時照顧父母及子女的市民成為「三文治一代」。協會於2017年3月進行的調查發現，一半的受訪者為「三文治一代」，當中55%對照顧家庭感到壓力及困難。有見及此，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」（「好手」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。計劃內的服務範圍包括長者照顧、陪診、復康訓練、家居清潔等。手機程式的試用版於2017年7月推出，邀請合作夥伴試用；而公眾版手機程式亦於2017年10月正式推出。

除協會旗下的「管家易」服務外，已加盟本計劃的合作夥伴機構包括：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 - 陪診及護送服務，未來協會將繼續積極邀請機構夥伴參與計劃。

### Jockey Club Good Hand Easy Match Alliance

With an ageing population, citizens who are caring for their ageing parents while supporting their own children are usually referred as "Sandwich Generation." According to a survey conducted by SCHSA in March 2017, half of the respondents belonged to the "Sandwich Generation", and 55% of them were suffering from high stress levels and facing difficulties on providing care for the family. With the support from The Hong Kong Jockey Club Charities Trust, SCHSA launched the three-year "Jockey Club Good Hand Easy Match Alliance Project", which consists of an online platform to provide a one-stop domestic helper matching service. The scope of domestic services includes elderly care, patient escort services, physical rehabilitation training, and household cleaning. The pilot mobile phone application platform was launched in July 2017 for trial use from partner institutions, and the mobile app for the public was officially launched in October 2017.

In addition to SCHSA's EasyHome Service, participating institutions include Viva under 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 under the Evangelical Lutheran Church Social Service - Hong Kong. SCHSA will continue to invite other institutions to join the Project as partners.



1. 「好手」計劃提供一系列多元化經驗分享工作坊，旨在提升合作機構的營運能力及員工的服務質素。  
The Good Hand Project offers a series of multi-dimensional experience-sharing workshops to participating organisations in order to improve their operational capabilities and the quality of services of its staff.



「上有高堂、下有子女」的「三文治一代」壓力沉重。有見及此，協會推出「好手」計劃，旨在舒緩「三文治一代」照顧家庭的壓力。  
SCHSA launched the Good Hand Project to help relieve the burdens of the "Sandwich Generation".



# 貼心服務結合智能科技

## Integrating Service with Technology

### 「長者智能家居」試驗計劃

本港人口迅速老齡化，同時香港作為智慧城市，資訊科技已是日常生活中不可缺少的一部分。於本年度，協會開始策動「長者智能家居」試驗計劃，推動新型居家安老服務平台，透過結合現代智能家居科技與長者關顧服務，務求減少包括因長者在煮食時忘記爐火、浴室水浸等引致的家居意外，配合協會二十多年經驗豐富的熱線中心作支援，為長者提供智能家居提示服務，讓生活於社區的長者活得更自主、更平安。

為期三年的「長者智能家居」試驗計劃，獲得滙豐150週年慈善計劃資助，於協會愛民中心設立「長者智能家居」實驗室，作技術測試及向公眾展示服務概念。實驗室開放予長者及各界人士參觀，亦會安排相關工作坊及健康講座。另外，協會將分階段邀請共1,000位合資格長者參與計劃，免費試用服務並於家居環境作實地安裝及測試，以收集意見及相關數據，以評估成效及改良服務。

### Smart Home for Seniors Pilot Programme

Hong Kong is having a rapidly ageing population; on the other hand, the city is well-developed and technology is now well-adopted in our daily lives.

In this year, SCHSA initiated the "Smart Home for Seniors" Pilot Programme, which aims to pioneer a platform for home-based elderly care that integrates smart home technology with the vast experience that SCHSA has built up over the past 20 years. Anchored in the high level of support from our sophisticated Call and Care Centre, the Pilot Programme seeks to minimise home accidents for the elderly that involve fire from unattended cooking or wet bathrooms. Through the Pilot Programme, SCHSA is committed to empower the elderly in Hong Kong to live more independently, safely and smartly in the community.

"Smart Home for Seniors" Pilot Programme is funded by the HSBC 150<sup>th</sup> Anniversary Charity Programme as a 3-year pilot programme. The "Smart Home for Seniors" Test Lab at SCHSA headquarters has been built for technical testing and showcase the service concept to public. Workshops and health talks focus on needs of the elderly will also be arranged in the comprehensive programme plan. In addition, SCHSA will invite a total of 1,000 eligible elders as pilot users to participate the free trial in their home by phases. Users' feedback and relevant data will be collected for analysis of the effectiveness of the Programme and for service enhancement.



位於愛民中心的「長者智能家居」實驗室於2017年8月開幕，歡迎各界人士及長者團體預約參觀。  
Located at SCHSA Oi Man Centre and opened from August 2017, the "Smart Home for Seniors" Test Lab welcomes the general public and elderly groups to make reservation for visiting tours.

# 慈善項目及社區參與

## Charity Programmes & Community Engagement



# 攜手建構關愛長者社區

## Joining Hands for an Ageing-friendly Society



1

### 籌款活動 Fundraising

#### 「愛·平安」商界參與計劃

「企業社會責任」概念已紮根本港商界，而企業可透過參與協會的「愛·平安」商界參與計劃，實踐企業責任。「愛·平安」計劃可讓企業夥伴參與義工服務、捐款支持協會不同慈善項目等形式，實現永續營商的目標。在本年度，共有近 140 間企業參與計劃，與協會攜手向本地長者傳送平安。

#### Love & Peace of Mind Corporate Engagement Programme

In recent years, Hong Kong organisations have greatly valued corporate social responsibility. The Love & Peace of Mind Corporate Engagement Programme of SCHSA enables corporates to promote social sustainability by participating in volunteer services and offering donations to the various charitable activities for the realisation of the objective of sustainable business. There were about 140 corporates participated in the programme to show their care for the elderly this year.



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2

1. 慧妍雅集會員探訪協會「慈善計劃」的受惠長者，向他們送上溫馨祝福。  
Members of the Wai Yin Association visited and gave warm greetings to the beneficiaries of SCHSA's Charitable Programme.
2. 「愛·平安」商界參與計劃讓企業可參與不同關顧長者的社區活動，為長者送上關愛與平安。  
The Love & Peace of Mind Corporate Engagement Programme enables corporations to participate in various community activities to show their love and care for the elderly.
3. 電影「大手牽小手」慈善首映禮命名長者安居協會為受惠機構，為「慈善計劃」籌募捐款。  
The premiere of the movie "Show Me Your Love" named SCHSA as the beneficiary organisation, and which raised funds for the Charitable Programme.



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### 全港賣旗日 2017

本年度協會的全港賣旗日於 2017 年 8 月 2 日舉行，成功招募超過 2,300 名義工參與，所籌得的善款將用於資助有經濟困難的長者及有需要人士免費使用協會「平安鐘」或「隨身寶®」24 小時緊急支援及全面關懷服務。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賣旗日。

### Territory-wide Flag Day 2017

The Territory-wide Flag Day of SCHSA was held on August 2<sup>nd</sup>, 2017, in which more than 2,300 volunteers participated. All donations will be used to support the elderly with financial difficulties and others in need for 24-hour emergency assistance and personal caring services through the use of the Personal Emergency Link Service or the Mobile Link Service for free. SCHSA greatly appreciated the generosity of donations, and the support of the telecommunications network operators in Hong Kong, which enables the public to make donations via SMS message to support the SCHSA Flag Day.



協會衷心感謝不同界別的熱心義工鼎力支持全港賣旗日。  
SCHSA greatly appreciated the support and generosity of donations from the general public at the Territory-wide Flag Day.





### 「秘密天使」計劃

為學界而設「秘密天使」計劃已經連續第 18 年舉行。本年度計劃獲得近 80 間大專院校、中學、小學及幼稚園支持，約 8,600 名學生參與探訪長者、電話慰問、關愛長者講座及參觀協會等活動，向超過 10,000 位長者送上真摯關懷。

### Secret Angel Programme

The Secret Angel Programme, a tailor-made campaign for the education sector, has entered its 18<sup>th</sup> consecutive year of operation. In this year, the programme gained support from 80 tertiary, secondary, primary, and preschool institutions, that gathered about 8,600 students to participate in home visits, caring calls, elderly-caring seminars and visits to SCHSA headquarters, to show their love and care to more than 10,000 elders.



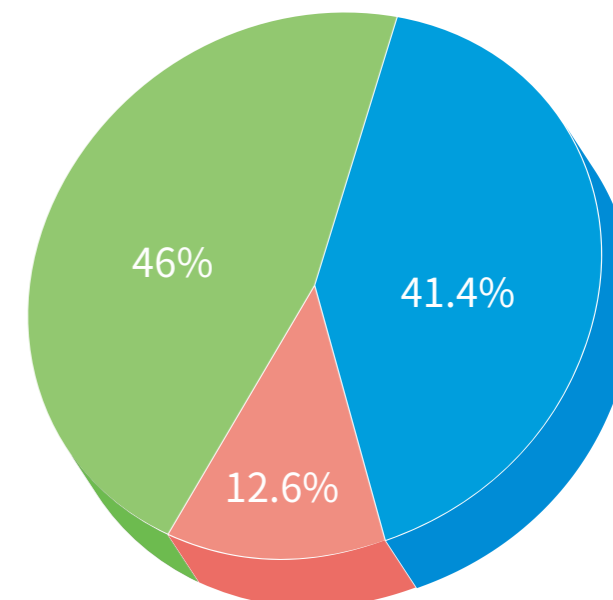
學生義工透過參與探訪活動，了解長者的生活實況，同時向他們傳遞關懷與祝福。  
Through the home visits, student volunteers could learn about the living situation of the elderly and show their love and care for them.

## 善款來源與用途 Sources and Uses of Donations

善款總額  
Total Amount of Donation: **HK\$ 18,250,353**

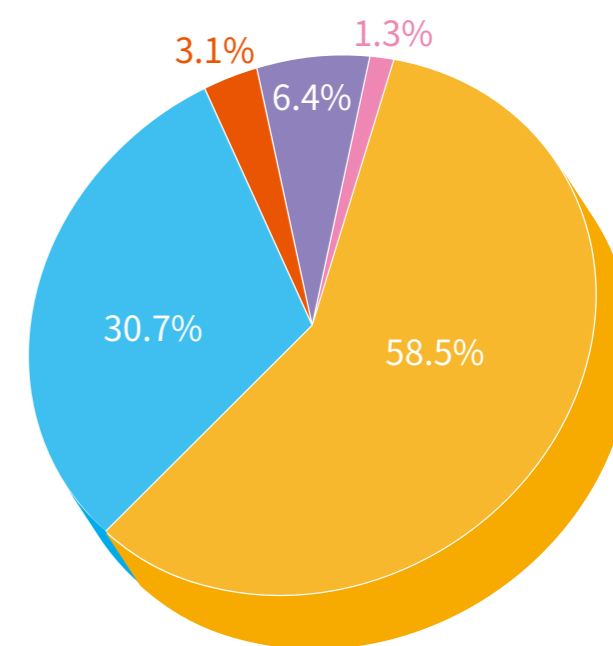
圖表 1：2016-2017 年度善款來源  
(2016 年 9 月 1 日至 2017 年 8 月 31 日)  
Chart 1: Sources of Donations in 2016 and 2017  
(September 1<sup>st</sup>, 2016 to August 31<sup>st</sup>, 2017)

- 一般捐款  
General donations
- 指定用途捐款  
Designated donations
- 籌款活動收入  
Donations raised from fundraising activities



圖表 2：2016-2017 年度善款用途  
(2016 年 9 月 1 日至 2017 年 8 月 31 日)  
Chart 2: Use of Donations in 2016 and 2017  
(September 1<sup>st</sup>, 2016 to August 31<sup>st</sup>, 2017)

- 「平安鐘」及「隨身寶<sup>®</sup>」慈善及資助個案  
Personal Emergency Link Service and Mobile Link Service Charity Initiatives and Subsidised Cases
- 全面關顧服務發展  
Development of Comprehensive Care Services
- 指定慈善項目  
Designated Charity Programmes
- 籌款開支  
Fundraising Expenses
- 撥備\*  
Reserves\*



\* 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.



# 傳送平安無間斷

## Continuous Care for the Community

### 義工參與

適逢協會成立 20 周年，為答謝義工一直以來對協會服務的鼎力支持，本年度協會特別舉辦義工嘉許晚宴，向義工們致謝及頒發 2016 年度傑出義工獎項。超過 280 位義工於晚宴聚首一堂，星級義工羅蘭女士亦到場支持，場面熱鬧。

於本年度，協會義工繼續不論陰晴，無間斷為使用「平安鐘服務」的長者送上關懷，向他們撥出慰問電話逾 460,000 次。同時，協會與衛生署合作，推出為期半年的「家居安全大使計劃」。協會銀齡義工隊完成由衛生署職業治療師及物理治療師提供的訓練後，定期探訪長者及進行家居安全評估，協助改善長者家居環境及減少家居意外發生。

另一方面，本年度協會繼續透過舉辦大型探訪活動，鼓勵商界、學界及個人義工關愛長者。年度內的八場大型探訪活動，共吸引 2,590 位義工參與，接觸逾 2,700 位居住在不同地區的「平安鐘服務」使用者。協會期望藉此喚起社會大眾多關注、尊敬及愛護身邊的長者，共同向長者傳送平安。

### Volunteer Engagement

In honour of the 20<sup>th</sup> anniversary of its establishment, SCHSA organised a volunteer banquet to express our gratitude to volunteers for their dedication to providing volunteer services for the elderly. At the banquet attended by over 280 volunteers, Outstanding Volunteers Awards were presented to the distinguished volunteers. Ms. Law Lan, our star volunteer, also participated to show her support for SCHSA and great work of the volunteers.

Volunteers of SCHSA provide caring services all year long to the Call and Care Service users. In this year, volunteers made approximately 460,000 Caring calls to the Call and Care Service users. Meanwhile, SCHSA also launched the six-month "Home Safety Ambassador Project" together with the Department of Health. Upon completing the training provided by occupational therapists and physiotherapists, our Silver Age Volunteer Team visited the elderly and performed home safety evaluations in order to improve the living environment of the elderly so as to reduce home accidents.

In this year, SCHSA continued to encourage our partners from business and education sectors, as well as individual volunteers, to care for the elderly through various large-scale home visits. Eight large-scale visits were organised last year, in which 2,590 volunteers visited more than 2,700 Call and Care Service users living in different districts. These efforts are expected to arouse public awareness on the needs of the elderly while showing care and love for the elderly in the community.



### 2016-2017 年度

義工總人數 Total number of volunteers : **1,001 人 persons**

義工服務時數 Service hours : **53,534 小時 hours**

義工服務人次 Volunteer participation : **13,360 人次 times**

受惠長者人次 Cases of elderly beneficiaries : **460,405 人次 times**



1. 逾 280 位協會義工出席「傳送平安 20 年義工嘉許晚宴」，一同度過一個輕鬆、愉快的晚上。

*Over 280 SCHSA volunteers attended the "Volunteers Appreciation Banquet". What a joyful night for our volunteers!*

2. 學生義工探訪長者，發現長者懂得使用智能手機上網，即時進行互相交流，實現跨代共融。

*Student volunteers were amazed by the elderly who were able to surf the Internet with smartphones during home visits. This discovery facilitated interactions between the silver generation and millennials.*



# 2016 年度義工嘉許

## Awarded Volunteers in 2016



3. 銀齡義工隊活躍參與協會不同類型的義工活動，展現新一代銀齡人士活潑精靈的一面。

*Formed by energetic elders, the Silver Age Volunteer Team participated in various volunteer activities.*

4. 協會為義工舉辦不同類型的聯誼活動，期望義工在參與服務之餘，更能提升自身的身心健康。

*SCHSA organised a number of recreational activities for our volunteers to enhance their physical and mental health.*

### 金獎 (服務 400 小時或以上) Golden Awards (Over 400 Service Hours)

區有芬女士	Ms. Y. F. Au
陳快雲女士	Ms. F. W. Chan
陳國雄先生	Mr. K. H. 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
鄧至輝女士	Ms. C. F. Chau
鄭賽珍女士	Ms. C. C. Cheng
鄭露儀女士	Ms. Rosa O. Y. Cheng
張錦佳先生	Mr. K. K. Cheung
戚影華女士	Ms. Y. W. Chik
趙興先生	Mr. H. Chiu
趙美顏女士	Ms. M. N. Chiu
符耀祖先生	Mr. Y. J. Fu
馮淑娟女士	Ms. C. K. Fung
馮淑霞女士	Ms. Sandy S. H. Fung
何淑婭女士	Ms. S. Y. Ho
胡佩瑾女士	Ms. Loretta P. K. Hu
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
林婉筠女士	Ms. L. Y. Kwan
黎碧茜女士	Ms. B. Lai
賴志瑤女士	Ms. Regina C. Y. Lai
黎寬容女士	Ms. F. Y. Lai
黎潔玉女士	Ms. K. Y. Lai
林碧屏女士	Ms. P. P. Lam
林衛中先生	Mr. W. C. Lam
劉瑞芬女士	Ms. Ann S. F. Lau
劉少瑋女士	Ms. S. K. Lau
利嘉穎女士	Ms. K. W. Lee
李素琴女士	Ms. S. K. Lee
梁秀容女士	Ms. S. Y. Leung
連宗豪先生	Mr. Billy C. H. Lin
凌顯政先生	Mr. H. C. Ling
劉秀琴女士	Ms. Sylvia S. K. Liu
呂美雲女士	Ms. M. W. Lui

陸仲瑋女士	Ms. Selina C. K. Luk
麥慧如女士	Ms. W. Y. Mak
麥有康先生	Mr. Y. H. Mak
文容娣女士	Ms. Y. T. Man
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
潘俊文先生	Mr. C. M. Phan
畢俊賢先生	Mr. C. Y. Put
舒重蘭女士	Ms. C. L. Shu
蘇載卿女士	Ms. Stella C. H. So
司徒瑞屏女士	Ms. S. P. Szeto
談惠玲女士	Ms. Edgar W. Tam
陳美婷女士	Ms. Sylvia M. T. Tan
唐毓輝女士	Ms. Y. F. Tong
黃偉明先生	Mr. W. M. Wong
楊淑娟女士	Ms. S. K. Yeung
容淑燕女士	Ms. S. Y. Yung

### 銀獎 (服務 200 小時或以上) Silver Awards (Over 200 Service Hours)

歐陽月華女士	Ms. Y. W. Au Yeung
陳美蓮女士	Ms. M. L. Chan
陳麗兒女士	Ms. Christina Y. Y. Chan
張玲女士	Ms. L. Chang
鄭傑靈先生	Mr. Jonathan K. L. Cheng
鄭佩玉女士	Ms. P. Y. Cheng
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
鍾可欣女士	Ms. Helen H. Y. Chung
樊家輝先生	Mr. K. F. Fan
馮美環女士	Ms. Wendy M. W. Fung
馮詠璇女士	Ms. Idy W. S. Fung
鄉德洪先生	Mr. T. H. Heung
何笑玲女士	Ms. S. L. Ho
何鈺玲女士	Ms. Y. L. Ho
顧國祥先生	Mr. K. C. Ku
郭楷先生	Mr. K. Kwok
郭美心女士	Ms. M. S. Kwok
賴惠嬌女士	Ms. W. K. Lai

利紹娟女士	Ms. S. K. Lee
李煥兒女士	Ms. Monita W. Y. Lee
梁少霞女士	Ms. S. H. Leung
馬惠君女士	Ms. W. K. Ma
麥妙嫦女士	Ms. M. S. Mak
吳興邦先生	Mr. H. K. Mok
潘少玲女士	Ms. S. L. Poon
潘璋琪女士	Ms. Elma W. K. Poon
蘇潔儀女士	Ms. K. Y. So
杜細蝦先生	Mr. S. H. To
湯潔貞女士	Ms. K. C. Tong
池美玲女士	Ms. M. L. Tsz
黃漢英女士	Ms. Cora H. Y. Wong
黃國權先生	Mr. K. K. Wong
黃潔瑩女士	Ms. Salina K. Y. Wong
黃梅生女士	Ms. M. S. Wong
黃敏銓女士	Ms. M. T. Wong
黃佩貞女士	Ms. P. C. Wong
葉明女士	Ms. M. Yip

### 嘉許狀 (服務 50 小時或以上) Commendation (Over 50 Service Hours)

陳國偉先生	Mr. K. W. Chan
陳敏敏女士	Ms. M. M. Chan
陳美寶女士	Ms. M. P. Chan
陳淑敏女士	Ms. Bianca S. M. Chan
陳蘇發先生	Mr. S. F. Chan
陳婉清女士	Ms. Queenie Y. C. Chan
陳婉文女士	Ms. Y. M. Chan
張潔如女士	Ms. Kitty K. Y. Cheung
張笑霞女士	Ms. S. H. Cheung
張倩婷女士	Ms. Joyce S. T. Cheung
高雅麗女士	Ms. Alice N. L. Gao
何芍盈女士	Ms. C. Y. Ho
黎佩霞女士	Ms. P. H. Lai
黎運年女士	Ms. Margaret W. N. Lai
游麗娟女士	Ms. Rebecca Lao
劉秀葵女士	Ms. Agnes S. K. Lau
李淑儀女士	Ms. Winnie S. Y. Lee
李裕桐女士	Ms. Y. T. Lee

李碧珊女士	Ms. P. S. Lee
梁詠文女士	Ms. W. M. Leung
梁鈺宜女士	Ms. Y. Y. Leung
莫恕堅先生	Mr. Brian S. K. Mok
鮑惠群女士	Ms. W. K. Pau
談靖雅女士	Ms. C. N. Tam
譚瑞森先生	Mr. S. S. Tam
鄧有妹女士	Ms. Y. M. Tang
謝妹女士	Ms. M. Tse
王娟女士	Ms. Josa K. Wong
黃毓麗女士	Ms. Y. L. Wong
胡建綱先生	Mr. K. K. Woo
楊麗華女士	Ms. Portia L. W. Yeung
袁杏群女士	Ms. H. K. Yuen
張林林女士	Ms. Kitty Zhang

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

區有芬女士	Ms. Y. F. Au
陳國雄先生	Mr. K. H. Chan
陳麗娟女士	Ms. Pekica. L. K. Chan
蔡惠貞女士	Ms. W. C. Choy
馮燕萍女士	Ms. Georgiana Fung
馮秀珍女士	Ms. S. C. Fung
何淑婭女士	Ms. S. Y. Ho
何慧明女士	Ms. Connie W. M. Ho
何玉梅女士	Ms. Y. M. Ho
高慧儀女士	Ms. Marin W. Y. Ko
谷錫芳女士	Ms. S. F. Kok
劉漢蓮女士	Ms. Candy H. L. Lau
李麗娥女士	Ms. Judy Lee
梁永賢女士	Ms. W. Y. Leung
馬惠君女士	Ms. W. K. Ma
吳慧嫻女士	Ms. W. H. Ng
沈美雁女士	Ms. May M. N. Sum
杜永森先生	Mr. W. S. To
謝沛修先生	Mr. Jimmy P. S. Tse
黃潔瑩女士	Ms. Salina K. Y. Wong
楊永勤女士	Mr. W. K. Yeung



# 鼓勵會員擁抱夢想

## Encouraging Members to Pursue their Dreams



1



2

### 老友網

老友網於本年度透過網上平台舉辦不同類型活動，鼓勵銀齡人士積極參與社區活動，展現活躍銀齡不老精神，當中包括與香港天文台合辦「雲遊天空」賞雲工作坊、由「銀齡製作室」及「銀齡DJ」組員透過口述歷史，記錄大坑舞火龍的獨有本土文化而製作影視系列《好一個大坑》特輯等。

另一方面，「銀齡製作室」今年更走進校園，透過微電影作品《打、德、好》與學生分享箇中感受，向年輕人展現銀齡人士活躍一面，改變對長者的負面印象，建構跨代共融社會。

### Silver Age Club

This year, the Silver Age Club continued to encourage the silver generation to demonstrate their energy and willingness to serve the community by organising a number of activities for its members. Such activities included the "Cloud Appreciation Workshop" jointly organised with the Hong Kong Observatory; the production of the documentary "Dragon on Fire" by the "Silver Age Studio" and "Silver Age DJ," which introduced the unique local culture of the Fire Dragon Dance through oral narrations.

On the other hand, the "Silver Age Studio" organised sharing sessions in secondary schools and colleges to share their experiences with students in the production of the microfilm - Beat It. Through the sharing sessions, the younger generations has learnt more about the lives of silver generation and convert their negative perceptions on the elderly, thus to foster cross-generation integration.



1

1. 「銀齡製作室」及「銀齡DJ」成員走訪大坑，製作一連五集《好一個大坑》特輯，為香港文化保育工作作出貢獻。

Crew members of "Silver Age Studio" and "Silver Age DJ" visited Tai Hang and participated in the production of the five-episode series "Dragon on Fire". The production aims to conserve Hong Kong's unique culture.

2. 參加「雲遊天空」賞雲工作坊的老友網會員專心聆聽天文台職員講解觀測天空與雲的技巧。

Silver Age Club members participated in the "Cloud Appreciation Workshop" and learnt about classifications of clouds and observation techniques presented by Hong Kong Observatory officer.





3



4



3



4

3. 「銀齡製作室」成員與學生分享拍攝過程的喜與樂。  
The "Silver Age Studio" crew members shared their production stories and experiences with high school students.

4. 老友網會員參與紮火龍體驗，親身接觸香港獨有的傳統手藝與文化。  
Members of Silver Age Club participated in the fire dragon production workshops and got hands-on experience of Hong Kong's unique traditional craftsmanship and culture.



# 擴展服務組群

## Expanding Service Targets

### 「生命·歷情」體驗館

「生命·歷情」體驗館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。體驗館自 2013 年開展服務以來得到社會各界的支持，於本年度新增銀齡體驗團及企業體驗團，讓更多不同界別人士能藉著體驗反思生命的價值，積極面對年老，以正向態度面對人生。本年度內，體驗館已經接待 727 位長者及 427 位來自企業的員工參加活動。體驗館於未來日子將會積極深化與不同界別合作，宣揚以正面角度看長者的理念。

### Life Journey Centre

The Life Journey Centre (LJC) encourages visitors to reflect on the concept of "young" and "old" and to promote a positive view on the elderly and ageing through providing interactive experiences and workshops. Since its establishment in 2013, LJC had been recognised by the community. In this year, LJC started receiving elderly groups and commercial visitors which aimed to inspire community members to have positive understanding on "life" and "ageing". The LJC had arranged tours for 727 seniors and 427 participants from corporates. In the future, LJC would further strengthen collaborations with various sectors in the society to promote positive views on ageing.



1



2

1. 體驗館服務受眾延伸至銀齡人士，鼓勵長者積極面對豐盛的晚年生活。  
*LJC arranges experience tours for the silver generation to promote positive views on ageing.*
2. 體驗館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。  
*Various interactive activities in LJC experience aim to inspire participants to have reflection on life and therefore treasuring time, and strengthening resilience to adversity.*
3. 體驗館希望讓更多不同背景、界別的人士能夠重新認識生命，減少對年老的負面印象。  
*LJC provides experience tours to community members with different backgrounds to inspire them to understand "life" in a new perspective, so as to change the negative perception on "ageing".*



3



# 加強支援小業主 面對強拍及收購

## Strengthening Support for Minority Owners Facing Compulsory Sales and Acquisitions

### 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。社工在跨專業顧問的支援下，主動協助小業主面對強拍及收購。本年度共進行了 120 次樓宇宣傳，472 戶家訪及舉行了 13 場地區性教育講座。

另一方面，協會繼續宣傳以調解方式解決在強制售賣個案中遇到的糾紛。在本年度舉辦了兩場「調解應用工作坊」，合共逾 100 位認可調解員參加。工作坊獲「香港和解中心」及「香港調解資歷評審協會有限公司」批准成為持續專業發展計劃的認可課程。

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

Since January 2011, the Development Bureau has appointed SCHSA to provide assistance to minority owners of tenement building and their immediate family members affected by the Land (Compulsory Sale for Redevelopment) Ordinance or private acquisition. With the support of multi-disciplinary professional consultants, our social workers provide relevant assistance in cases of compulsory sales and acquisitions to minority owners. In this year, SCHSA held a total number of 120 outreaching events, 472 home visits, and 13 regional education seminars.

SCHSA has been increasing the promotion of mediation in disputes related to compulsory sales. In this year, more than 100 accredited mediators have attended two sessions of the "Applied Mediation Workshop". The workshop has been approved by both the Hong Kong Mediation Centre and the Hong Kong Mediation Accreditation Association Limited as an accredited course in the Continuing Professional Development Scheme.



1. 協會與理工大學合辦「社區體驗計劃」，註冊社工帶領學生到舊區探訪長者業主，以了解長者在面對物業收購時所遇到的困難。  
*SCHSA and the Hong Kong Polytechnic University jointly organised the "Community Experience Project" to arrange students led by registered social workers to visit elderly owners in old districts in order to better understand the difficulties that they face with regard to compulsory sales.*
2. 協會邀請香港警務處、市建局、聯合調解專線辦事處及專業測量師等夥伴，一同舉辦教育講座，向公眾人士講解強拍條例及介紹相關資訊。  
*SCHSA invited the Hong Kong Police Force, Urban Renewal Authority, Joint Mediation Helpline Office, and professional surveyors to jointly organise an education seminar for explaining the legislation related to compulsory sales and other relevant information to the public.*

## 協會運作 Operation



# 365 天守護長者平安

## Guardians of Peace and Safety



### 平安鐘服務

過往 20 年，協會一直為有需要人士提供專業可靠的 24 小時「平安鐘服務」，無間斷為服務使用者及家人傳送平安、帶來安心，累積服務超過 23 萬名長者及有需要人士。隨著本港長者生活習慣改變，協會服務亦與時並進。協會的戶外「平安鐘服務」為長者提供全天候支援，當中包括協助尋找懷疑走失長者。自 2013 年起，「平安鐘服務」已經處理逾 1,500 宗懷疑長者走失的個案。

### Call and Care Service

Over the past 20 years, Call and Care Service of SCHSA has provided users with reliable 24-hour emergency assistance and personal caring services, which have enabled more than 230,000 service users and their family members enjoying peace and safety, rain or shine. To meet the needs of the new silver generation, we have continued to enhance our services. With the location tracking technology, the outdoor Call and Care Service has handled more than 1,500 suspected cases of missing elders since 2013.

另一方面，協會一直與醫院管理局保持緊密合作，並於本年度受委託，邀請「平安鐘服務」使用者登記參與「醫健通」計劃，讓協會註冊護士能查閱服務使用者儲存在「醫健通」平台內的健康資料，有助為他們提供更適切的醫護保健專業意見。截至 2017 年 8 月，協會已為超過 20,000 名「平安鐘服務」使用者登記「醫健通」，成效顯著。

展望下年度，協會將進一步加強醫社協作，推出更貼心的醫護支援服務，配合協會的創新科技與「平安鐘服務」熱線中心專業團隊，365 天守護長者平安。

On the other hand, this year, SCHSA has been entrusted by the Hospital Authority, one of the long term collaborating partners, to invite Call and Care Service users to register for the “Electronic Health Record Sharing System (eHRSS)” programme. Our registered nurses can gain access to the clinical information of Call and Care Service users that stored in the eHRSS platform in order to provide dedicated professional healthcare advice to the service users. As of August 2017, more than 20,000 service users have registered on the eHRSS system.

In the coming year, with the application of advanced technology, the professional Call and Care Service Centre of SCHSA will continue to foster medical-social collaboration to provide professional healthcare support services to the elderly, so as to deliver peace of mind to the elderly whenever in need.



1. 協會呼援及關懷服務熱線中心 24 小時運作，全天候守護本地長者。  
*SCHSA Call and Care Service Centre operates 24 hours a day to provide professional care and emergency assistance services to the elderly.*
2. 本港首位視障心理治療師及催眠治療師黃明慧女士加入協會擔任個案顧問，透過其專業及豐富的輔導治療經驗，為服務使用者及家人提供適切的支援。  
*Ms. Jennifer Wong, the first visually impaired psychiatrist and hypnotherapist in Hong Kong, joined SCHSA as a consultant. With her professional counselling experience, she provides emotional support for our users as well as their families.*



# 促進跨團隊協作

## Fostering Inter-departmental Collaboration



### 協會員工

本年度協會積極促進跨團隊協作，推行影子工作坊 (Job Shadowing)，讓協會管理團隊同事，透過互相學習，親身體驗其他團隊在日常運作遇到的挑戰，擴闊視野，在跨團隊合作上增加溝通及互信，建構和諧工作環境。

另一方面，因應不同團隊之需要，協會亦設立多元化員工培訓項目，讓同事在學習知識之同時，亦能在同事間建立良好的協作關係。

### Our Staff

To enhance inter-departmental collaboration, SCHSA launched the Job Shadowing programme this year to facilitate experience exchanges across departments so as to enable staff obtaining first-hand experiences on challenges in daily operations. The programme aimed to strengthen communication and mutual trust between teams to create harmonious working environment.

In response to various needs of different departments, SCHSA also provided diversified training programmes to facilitate effective learning and team-building in the work place.

在人才發展規劃方面，協會持續進行系統化培育計劃，發掘具潛質同事的管理能力及才能，為管理團隊預備未來接班人。

於新年度，協會仍持續推行跨團隊協作項目，並將延伸至帶領團隊之中層管理員工。另外，協會亦積極建構健康工作間，為員工舉辦不同活動，讓員工在工餘時間可以舒展身心靈，增添正能量，迎接工作挑戰。

For human resources development, SCHSA continues to arrange systematic training programmes to identify management talents and provide relevant leadership training to the potential future managers.

In the coming year, SCHSA will continue to arrange inter-departmental collaboration programmes and which will be further extended to middle-level management. Moreover, SCHSA is committed to build a healthy workplace and organise a variety of activities to enhance our personnel's physical and mental health, and also introduce positive energy at work.



多元化員工培訓及跨團隊工作坊，有效提升團隊間之凝聚力，發揮團隊合作精神。  
Various staff training and inter-departmental workshops enhanced communication and bonding between departments.



# 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 2016-2017 會計年度錄得盈餘為港幣 \$836,578。總收入為 \$139,800,193，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 \$138,963,615，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 (SCHSA) 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.

SCHSA recorded a surplus of HK\$836,578 in financial year 2016-2017. Total income in amount of \$139,800,193, source of income arising from service fee charging to the relevant service users, donation and sponsorship donated from general public. Total expenditure in amount of \$138,963,615, being staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating expenses.

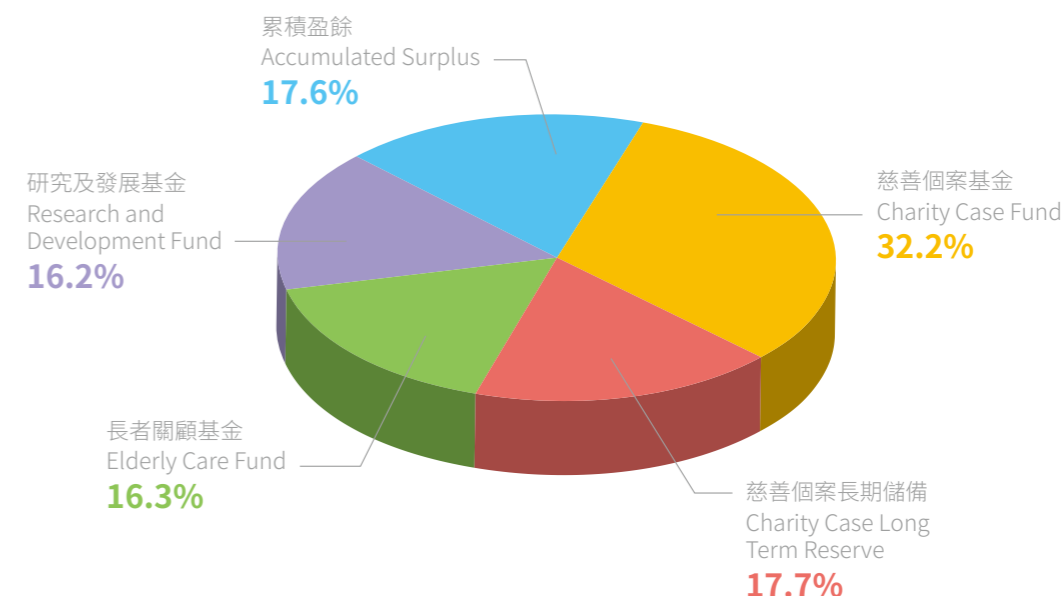
收入 Income	2016-2017 年度 Financial Year		2015-2016 年度 Financial Year	
	港幣(HK) \$	%	港幣(HK) \$	%
營運收入 Operating Income	92,732,047	66.3%	93,418,599	70.5%
- Call and Care Service Fee 「平安鐘服務」收入	85,495,183		85,969,831	
- EasyHome Service Income 管家易家居服務收入	7,236,864		7,448,768	
公眾捐款 Public Donation	18,250,353	13.1%	19,091,158	14.4%
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charities Trust Donation	19,198,961	13.7%	9,834,282	7.4%
- Renovation and equipping the new Oi Man Centre 翻新及裝置新愛民中心	9,834,282		9,834,282	
- Jockey Club Community eHealth Care Project 賽馬會「e健樂」電子健康管理計劃	8,609,346			
- Jockey Club Good Hand Easy Match Alliancee 賽馬會好手易配同盟計劃	755,333			
匯豐銀行慈善基金捐款 The HongKong Bank Foundation Donation	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	2,381,058	1.7%	2,958,012	2.2%
其他收入 Other Income	6,241,270	4.5%	7,325,413	5.5%
<b>總收入 Total Income</b>	<b>139,800,193</b>	<b>100%</b>	<b>132,627,464</b>	<b>100%</b>

支出 Expenditure	2016-2017 年度 Financial Year		2015-2016 年度 Financial Year	
	港幣(HK) \$	%	港幣(HK) \$	%
營運支出 Operating Expenses	103,117,874	74.2%	94,422,329	72.1%
- Promotion and advertising 推廣及廣告費	8,268,875		6,701,327	
- Staff costs 員工薪酬支出	72,914,809		67,032,091	
- Other expenses 其他營運支出	21,934,190		20,688,911	
折舊 Depreciation	19,876,588	14.3%	18,455,519	14.1%
銷售成本 Cost of goods sold	14,240,962	10.2%	15,286,819	11.7%
籌款支出 Fundraising expenses	1,728,191	1.3%	2,793,564	2.1%
- Direct fundraising expenses 籌款活動直接支出	1,167,494		1,232,874	
- Other fundraising expenses 其他籌款活動支出	560,697		1,560,690	
<b>總支出 Total Expenditure</b>	<b>138,963,615</b>	<b>100%</b>	<b>130,958,231</b>	<b>100%</b>

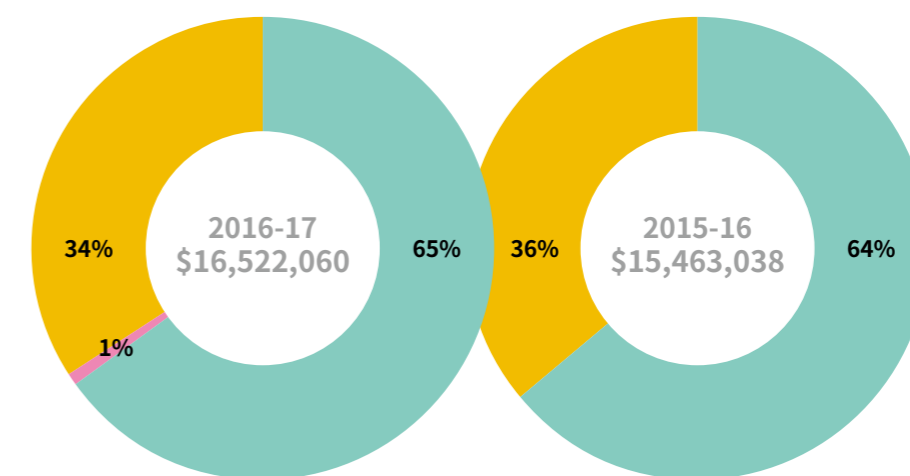
## 儲備 Reserves

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。

Senior Citizen Home Safety Association (SCHSA) operates as a self-financing social enterprise and charitable organisation, the principal activities of SCHSA are the provision of 24-hour personal caring and emergency assistance services and various assistance to respond to the every-day needs of the local elderly to ensure that they are under proper protection and care. SCHSA also endeavors to enhance the quality of the lives of the elderly and needy by developing and promoting various welfare services. In particular, SCHSA 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



	2016-2017 港幣 (HK)\$	2015-2016 港幣 (HK)\$
慈善個案基金 Charity Case Fund	10,682,613	9,946,092
長者關顧基金 Elderly Care Fund	5,603,009	5,516,946
慈善個案長期儲備 Charity Case Long Term Reserve	236,438	0



# 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 2017, 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 2017, 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 2017 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的香港財務報告準則真實而公平地反映貴協會於 2017 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的《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的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。

MAZARS CPA LIMITED  
瑪澤會計師事務所有限公司  
42ND FLOOR, CENTRAL PLAZA, 18 HARBOUR ROAD, WANCHAI, HONG KONG  
香港灣仔港灣道18號中環廣場42樓  
TEL: (852) 2909 5555 - FAX: (852) 2810 0032 - info@mazars.hk - www.mazars.hk



### 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

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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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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 HKSAs 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 HKSAs, 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。根據所獲取之審計憑證，確定是否存在與事項或情況有關之重大不確定性，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**

To the members of 致各會員

**Senior Citizen Home Safety Association**

**長者安居服務協會**

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

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.

**核數師就審計財務報表承擔之責任 (續)**

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, 6 April 2018

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

瑪澤會計師事務所有限公司  
執業會計師  
香港，2018年4月6日

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

安達思科技有限公司  
Andesfit Ltd.  
友邦保險 (國際) 有限公司  
AIA International Ltd.  
先作科技有限公司  
Apptask 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.  
威盛工程及顧問有限公司  
BS Engineering & Consultancy Company Ltd.  
保柏 (亞洲) 有限公司  
Bupa (Asia) Ltd.  
承泰有限公司  
Cantel Ltd.  
Capital Prospect Ltd.  
Cara G.D & Co. Ltd.  
中原地圖  
CentaMap  
暢通管理有限公司  
Cheung Tung Management Company 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.  
中國移動香港有限公司  
China Mobile Hong Kong Company Ltd.  
財記 (元朗) 專線小巴有限公司  
Choi Kee (Yuen Long) Maxicab Route PLB 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.  
智設計工房  
Clifton Leung Design Workshop  
中華電力有限公司  
CLP Power 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.

大昌行集團有限公司  
Dah Chong Hong Holdings Ltd.  
銘緣會有限公司  
Destiny Community Ltd.  
DP World Asia Holdings Ltd.  
香港逸東酒店  
Eaton, Hong Kong  
益體健有限公司  
eSmartHealth Ltd.  
大快活集團有限公司  
Fairwood Holdings Ltd.  
富臨集團控股有限公司  
Fulum Group Holdings Ltd.  
Fundamental Studio  
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.  
恒益物業管理有限公司  
Hang Yick Properties Management Ltd.  
興勝建築有限公司  
Hanison Construction Company Ltd.  
香港電訊有限公司  
HKT 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 Ltd.  
和記電訊香港控股有限公司  
Hutchison Telecommunications Hong Kong Holdings Ltd.  
International Customer Loyalty Programmes Ltd.  
啟勝管理服務有限公司  
Kai Shing Management Services Ltd.  
佳達仕有限公司  
Kactus Ltd.  
飛勢力傳訊有限公司  
KineticSpace Ltd.  
Kedah Company Ltd.  
瓊華有限公司  
King Wah Co. Ltd.

九龍香格里拉大酒店  
Kowloon Shangri-la Hotel  
嶺港有限公司  
Lead Field Corporation Ltd.  
香港萬美有限公司  
Mainetti (HK) Ltd.  
Markant Trading Organisation (Far East) Ltd.  
瑪澤會計師事務所有限公司  
Mazars CPA Ltd.  
Monitorling Ltd.  
mSolution Consultants Ltd.  
香港鐵路有限公司  
MTR Corporation 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.  
柏齡物業管理有限公司  
Parkland Property Management Ltd.  
金煌專線小巴有限公司  
Perfect Gold Company Ltd.  
菲利浦莫里斯亞洲集團有限公司  
Philip Morris Asia Ltd.  
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.  
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.  
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.  
香港中華煤氣有限公司  
The Hong Kong and China Gas Company Ltd.  
香港上海匯豐銀行有限公司  
The Hongkong and Shanghai Banking Corporation Ltd.



天星小輪  
The Star Ferry Company Ltd.  
創力高科技有限公司  
Tronico Technology Company Ltd.  
Uber (Asia) Ltd.  
元社投資有限公司  
UCE Investment Ltd.  
UPS 聯合包裹運送服務公司  
UPS Parcel Delivery Service Ltd.  
新達廣場  
Uptown Plaza  
永興醫藥化學有限公司  
Wing Hing Chemical Co. Ltd.  
梁鳳慈律師行  
Winnie Leung & Co.  
慧訊軟件有限公司  
We Software Ltd.  
張偉彪會計師事務所  
WP Cheung & Co.  
天祐有限公司  
Yield Team Ltd.  
鈺天有限公司  
Yuk Tin Ltd.  
尚正堂中醫診所

## 個人 Individuals

歐瑞蘭女士  
Ms. Au Shiu Lan  
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  
Ms. Chan Ka Ming  
陳嘉瑩小姐  
Ms. Chan Ka Ying, Karen  
陳啟信先生  
Mr. Chan Kai Shun  
陳劍鋒先生  
Mr. Chan Kim Fung  
Ms. Chan Ling Kuen, Lucinda  
Mr. Chan Man Suen  
Ms. Chan Pui Fong  
Ms. Chan Suk Ling  
陳慧玲小姐  
Ms. Chan Wai Ling, Christina  
陳婉珊小姐  
Miss. Chan Yuen Shan  
陳谷喬先生  
Mr. Chen Guqiao  
鄭婉琪小姐  
Miss. Cheng Yuen Ki  
張國偉先生  
Mr. Cheung Kwok Wai  
張德輝先生  
Mr. Cheung Tak Fai  
趙連花小姐  
Ms. Chiu Lin Fa, Ada

方敏生教授, BBS, JP  
Prof. Christine M. S. Fang, JP  
徐家鳳女士  
Ms. Chui Ka Fung  
鍾佩芬小姐  
Miss. Chung Pui Fan, Berry  
周擘華女士  
Ms. Eva Chow  
Miss. Fong Lai Kuen  
傅慧文女士  
Ms. Fu Wai Man  
Mr. Harinder Bhalla  
向麗容小姐  
Ms. Heung Lai Yung  
何李藹慈女士  
Mrs. Ho Li Oi Chi  
何天恩先生  
Mr. Ho Tin Yan, Christ  
Hsiang Wan Cheung  
許森國先生  
Mr. Hui Sum Kwok  
葉劍明先生  
Mr. Ip Kim Ming  
高永康先生  
Mr. Ko Wing Hong, Desmond  
郭恒達先生  
Mr. Kwok Hang Tat  
郭雅儀女士  
Ms. Kwok Nga Yee  
黎敏兒小姐  
Ms. Lai Man Yee  
林德誠先生  
Mr. Lam Tak Shing  
Mr. Lau Chun Wah  
Ms. Lau Ka Ying  
Ms. Lau Mi Yi, Fiona  
羅念君小姐  
Ms. Law Nim Kwan, Michelle  
Law Pik Tao  
Lee Kam Lan, Lanny  
李利敏小姐  
Miss. Lee Lee Man  
李文俊先生  
Mr. Lee Man Tsun, Samuel  
梁子傑先生  
Mr. Leung Tsz Kit  
李卓禧先生  
Mr. Li Cheuk Hei, Gordon  
Ms. Li Kei Hong  
羅仲炳先生  
Mr. Lo Chung Ping  
Ms. Lo Kwan Yee, Blanche  
盧月鳳女士  
Ms. Lo Yuet Fung  
呂明女士  
Ms. Rosita Lui  
陸文華先生  
Mr. Luk Man Wa, Caesar  
馬麗明小姐  
Miss. Ma Lai Ming

馬秀慧小姐  
Ms. Ma Sau Wai  
麥宗頤女士  
Ms. Mak Chung Yee  
麥慧儀女士  
Ms. Mak Wai Yee  
麥穎怡小姐  
Miss. Mak Wing Yee, Winnie  
Miss. Mak Yun Ching, Mica  
梅艷明女士  
Ms. Mui Yim Ming, Regina  
吳佩君女士  
Ms. Ng Pui Kwan  
Miss. Ng Yuen Ting  
顏嘉胤先生  
Mr. Ngan Ka Yan  
潘永祥博士太平紳士  
Dr. Lawrence W. C. Poon, JP  
潘永輝先生  
Mr. Puen Wing Fai  
Mr. So Kei Cheong, Benjamin  
Ms. Sylvia Pau  
Tang Lai Fan  
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  
郭榮泰先生  
Mr. Victor Kwok  
黃家輝先生  
Mr. Wong Ka Fai  
黃嘉怡小姐  
Ms. Wong Ka Yee  
黃家愉小姐  
Ms. Wong Ka Yu, Fiona  
黃國基先生  
Mr. Wong Kwok Kay  
黃淑兒  
Wong Shuk Yee  
黃詠嫻小姐  
Miss. Wong Wing Han, Tracy  
Mr. Wong Yan Hin  
Ms. Wong Yuen Kee  
邱俊源先生  
Mr. Yau Chun Yuen  
楊啟基律師  
Mr. Kenneth K. K. Yeung  
Ms. Yim Mei Shan, Lydia  
余曦女士  
Ms. Yu Hay, Ketty  
Ms. Yung Ling Nui, Susanna  
翁少珊女士  
Ms. Yung Siu Shan  
王兆廷先生  
文錦豪先生  
文轟飛先生  
周麗珠女士

袁梓豪先生  
楊群英

## 法人團體 Corporate Bodies

市區重建局  
Urban Renewal Authority

## 非牟利及義工團體 Community Groups

基督教宣道會基石堂  
Christian & Missionary Alliance Kei Shek Church  
基督教宣道會宣基堂  
Christian & Missionary Alliance Sun Kei Church  
鍾錫熙長洲安老院有限公司溫浩根長者鄰舍中心  
Chung Shak Hei (Cheung Chau) Home for the Aged Limited, Wan Ho Kan Care and Attention Home  
阡陌中心  
Crossroad Centre  
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  
香港足球會  
Hong Kong Football Club  
香港和解中心  
Hong Kong Mediation Centre  
香港紅十字會  
Hong Kong Red Cross  
聯合調解專線辦事處  
Joint Mediation Helpline Office  
九龍城浸信會長者鄰舍中心  
Kowloon City Baptist Church Neighbourhood Elderly Centre  
香港樂心會  
Life Commitment Charity Club  
鍾港武議員辦事處  
Mr. Chung Kong Mo, Edmond, JP's Office  
葛兆源議員辦事處  
Mr. Kot Siu-yuen's Office  
謝淑珍議員辦事處  
Ms. Tse Suk-chun's Office  
太極同學會  
西貢小巴工商聯誼會  
Sai Kung Public Light Bus Drivers and Owners Association  
九龍城區耆樂警訊  
Senior Police Call (Kowloon City District)  
隨意雅聚  
Serendipity  
聖公會聖匠堂社區中心  
S.K.H. Holy Carpenter Church Community Centre  
香港美國婦女會  
The American Women's Association of Hong Kong  
九龍公共小型巴士潮籍工商聯誼會  
The Kowloon Public Light Bus Chiu Chow Traders & Workers Friendly Association

灣仔區少年警訊  
Wanchai District Junior Police Call  
仁愛堂賽馬會社區及體育中心  
Yan Oi Tong Jockey Club Community and Sports Centre

## 學校 Schools

庇理羅士女子中學  
Belilios Public School  
香港小童群益會樂緻幼稚園 (灣仔)  
BGCAHK Cheerland Kindergarten (Wanchai)  
佛教中華康山學校  
Buddhist Chung Wah Kornhill Primary School  
佛教覺光法師中學  
Buddhist Kok Kwong Secondary School  
佛教慧因法師紀念中學  
Buddhist Wai Yan Memorial College  
嘉諾撒小學  
Canossa Primary School  
明愛專上學院  
Caritas Institute of Higher Education  
明愛聖若瑟中學  
Caritas St. Joseph Secondary School  
迦密柏雨中學  
Carmel Pak U Secondary School  
長洲官立中學  
Cheung Chau Government Secondary School  
基督教宣道會太和幼稚園  
Christian And Missionary Alliance Church Tai Wo Kindergarten  
基督教宣道會茵怡幼稚園  
Christian And Missionary Alliance Church Verbena Kindergarten  
香港城市大學  
City University of Hong Kong  
廠商會中學  
CMA Secondary School  
中華傳道會呂明才小學  
CNEC Lui Ming Choi Primary School  
文理書院 (九龍)  
Cognitio College (Kowloon)  
啟思小學附屬幼稚園  
Creative Primary School's Kindergarten  
香港理工大學建築及房地產學系  
Department of Building and Real Estate, The Hong Kong Polytechnic University  
拔萃女書院  
Diocesan Girls' School  
鳳溪創新小學  
Fung Kai Innovative School  
優才 (楊殷有娣) 書院  
G.T. (Ellen Yeung) College  
香港基督教女青年會荃灣幼兒學校  
HKYWCA Tsuen Wan Nursery School  
薈色園主辦可譽中學暨可譽小學  
Ho Yu College and Primary School (Sponsored by Sik Sik Yuen)  
寶血會上智英文書院  
Holy Trinity College  
聖三一小學  
Holy Trinity Primary School

香港浸會大學  
Hong Kong Baptist University  
香港專業教育學院 (觀塘)  
Hong Kong Institute of Vocational Education (Kwun Tong)  
香港紅卍字會大埔卍慈中學  
Hong Kong Red Swastika Society Tai Po Secondary School  
香港創價幼稚園  
Hong Kong Soka Kindergarten  
香港道教聯合會鄧顯紀念中學  
Hong Kong Taoist Association Tang Hin Memorial Secondary School  
香港教師會李興貴中學  
Hong Kong Teachers' Association Lee Heng Kwei Secondary School  
香港科技大學  
Hong Kong University of Science and Technology  
香港理工大學活齡學院  
Institute of Active Ageing, The Hong Kong Polytechnic University  
潔心林炳炎中學  
Kit Sam Lam Bing Yim Secondary School  
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  
林村公立黃福鑾紀念學校  
Lam Tsuen Public Wong Fook Luen Memorial School  
嶺南鍾榮光博士紀念中學  
Lingnan Dr. Chung Wing Kwong Memorial Secondary School  
嶺南衡怡紀念中學  
Lingnan Hang Yee Memorial Secondary School  
嶺南大學  
Lingnan University  
世界龍岡學校劉皇發中學  
Lung Kong WFSL Lau Wong Fat Secondary School  
馬鞍山靈糧小學  
Ma On Shan Ling Liang Primary 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  
Maryknoll Fathers' School  
瑪利曼中學  
Marymount Secondary School  
馬錦明慈善基金馬陳端喜紀念中學  
MKMCF Ma Chan Duen Hey Memorial College  
文林教育中心  
ML Education Centre  
寧波小學  
Ning Po College  
白田天主教小學  
Pak Tin Catholic Primary School  
五旬節中學  
Pentecostal 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  
高主教書院小學部  
Raimondi College Primary Section  
玫瑰崗學校  
Rosaryhill School  
香港西區扶輪社匡智晨輝學校  
Rotary Club of HK Island West Hong Chi Morninghope School  
聖公會莫壽增會督中學  
S.K.H. Bishop Mok Sau Tseng Secondary School  
聖公會基孝中學  
S.K.H. Kei Hau 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  
新會商會學校  
San Wui Commercial Society School  
沙田圍胡素貞博士紀念學校  
Sha Tin Wai Dr. Catherine F. Woo Memorial School  
深水埗浸信會幼稚園  
Sham Shui Po Baptist Church Kindergarten  
石籬天主教中學  
Shek Lei Catholic Secondary School  
羅逸雅芭蕾舞爵士舞學校  
Shelly Lo Jazz & Ballet School  
順德聯誼總會胡兆熾中學  
Shun Tak Fraternal Association Seaward Woo College  
香港中文大學何鴻燊海量數據決策分析研究中心  
Stanley Ho Big Data Decision Analytics Research Centre, The Chinese University of Hong Kong  
聖愛德華天主教小學  
St. Edward's Catholic Primary School  
聖貞德中學  
St. Joan of Arc Secondary School  
聖瑪加利男女英文中小學  
St. Margaret's Co-educational English Secondary & Primary School  
聖保羅堂幼稚園 (北角)  
St. Paul's Church Kindergarten (North Point)  
打鼓嶺嶺英公立學校  
Ta Ku Ling Ling Ying Public School  
德貞女子中學  
Tack Ching Girls' Secondary School  
香港中文大學  
The Chinese University of Hong Kong  
中華基督教會協和書院  
The Church of Christ in China Heep Woh College  
香港教育大學  
The Education University of Hong Kong  
香港理工大學  
The Hong Kong Polytechnic University

香港真光中學幼稚園  
The True Light Middle School of Hong Kong Kindergarten  
真光女書院  
True Light Girls' College  
真理浸信會何袁惠琮幼稚園  
Truth Baptist Church Ho Yuen Wai King Kindergarten  
荃灣官立中學  
Tsuen Wan Government Secondary School  
基督教崇真中學  
Tsung Tsin Christian Academy  
東涌天主教學校  
Tung Chung Catholic School  
東華三院盧幹庭紀念中學  
Tung Wah Group of Hospitals Lo Kon Ting Memorial College  
灣仔區少年警訊  
Wanchai District Junior Police Call  
仁濟醫院林百欣中學  
Yan Chai Hospital Lim Por Yen Secondary School  
仁濟醫院林李婉冰幼稚園 / 幼兒中心  
Yan Chai Hospital Nina Lam Kindergarten  
仁濟醫院王華湘中學  
Yan Chai Hospital Wong Wha San Secondary School  
油蔴地天主教小學  
Yaumati Catholic Primary School  
元朗天主教中學  
Yuen Long Catholic Secondary School  
元朗朗屏邨東莞學校  
Yuen Long Long Ping Estate Tung Koon Primary School

## 政府部門 Government Departments

屋宇署  
Buildings Department  
發展局  
Development Bureau  
衛生署  
Department of Health  
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  
香港電台  
RTHK  
社會福利署  
Social Welfare Department

## 基金 Foundations

陳揚福和基金有限公司  
Chen Yang Foo Oi Foundation Ltd.  
智韜慈善基金有限公司  
Chi Tao Charitable Foundation Ltd.  
林淑儀醫生基金會有限公司  
Dr. Louisa Lam Foundation Ltd.  
滙豐銀行慈善基金  
Hongkong Bank Foundation  
葉志成慈善基金有限公司  
Ip Chi Shing Charitable Foundation Ltd.  
羅家寶基金會有限公司  
Lobo Law Foundation Ltd.  
黃廷方慈善基金有限公司  
Ng Teng Fong Charitable Foundation Ltd.  
攜手扶弱基金  
Partnership Fund For The Disadvantaged  
Peter Chan Jee Yat Charitable Foundation  
普雲創意教育基金有限公司  
Po & Helen Chung Foundation Ltd.  
社會創新及創業發展基金  
Social Innovation and Entrepreneurship Development Fund  
香港公益金  
The Community Chest of Hong Kong  
香港賽馬會慈善信託基金  
The Hong Kong Jockey Club Charities Trust  
The UPS Foundation  
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

AM730 Media Ltd.  
親子王國  
Baby Kingdom  
D100  
香港討論區、Uwants  
Discuss & Uwants (Networld Technology Ltd.)  
媒體出版有限公司  
Media Publishing 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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