

2018-19 年報

ANNUAL REPORT



2	協會新品牌形象 Unveiling Our New Brand Image
4	協會簡介 About Senior Citizen Home Safety Association
5	協會使命與價值觀 Our Mission and Values
6	「一線通平安鐘™」服務 Care-On-Call Service
8	主席感言 Message from the Chairperson
10	行政總裁工作報告 Report from the Chief Executive Officer
12	董事會及委員會 Board of Directors and Committees
14	協會架構 Organisational Chart

協會服務

SCHSA Services

16	全面關顧 守護長者天天安安 Keeping Watch over the Elderly & Attending to their Needs
18	服務主要數字 - 2018-19 Key Figures of Our Service - 2018-19
19	照顧用戶的情緒及心靈健康 Psychosocial Well-being of Our Users is Our Priority
20	專業護理跟進 提供正確藥物指導 改善痛症 Professional Nursing Team Advises Users on Proper Medicine Usage and Pain Management
21	全面提升長者關注個人健康意識 賽馬會「e 健樂」電子健康管理計劃 Heightening Elderly Awareness of Personal Health in Management through the Jockey Club Community eHealth Care Project
24	一線通® 管家易服務 EasyHome Services
25	賽馬會好手易配同盟計劃 Jockey Club Good Hand Easy Match Alliance
26	長者智能家居試驗計劃 Smart Home for Seniors Pilot Programme

籌款及社區參與

Fundraising and Community Engagement

28	籌款及社區參與 Fundraising and Community Engagement
36	傳遞平安 延續關懷 Spreading Peace and Love in the Community
40	生命·歷情體驗 Life Journey Experience
42	為小業主提供多元化教育及支援 Providing Information and Support to Minority Owners
44	協會年度重要活動回顧 Highlight of Our Key Events of the Year

其他事務

Other Operations

48	員工培訓及溝通 Staff Training and Communications
50	財務摘要 Financial Highlights
55	核數師報告 Auditor's Report
60	鳴謝名單 Acknowledgements

目錄

Content

協會新品牌形象

Unveiling Our New Brand Image



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易服務外，協會亦一直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」體驗。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™」作為服務品牌及啟用新標誌，令形象更鮮明易記。

多年來，協會為長者及有需要人士提供各種「一線通平安鐘™」服務，累積使用人次逾 40 萬，建立了良好信譽。配合家居使用的「室內平安鐘」和個人的流動產品系列「智平安®」、「平安手機®」及「隨身寶®」，一按平安掣即可直駁 24 小時「一線通平安鐘™」服務熱線中心，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、提醒用戶覆診及服藥，同時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 inception 23 years ago, Senior Citizen Home Safety Association ('SCHSA') has always striven to enhance the quality of life for our senior citizens by leveraging modern technology to offer people-centric services through innovation. Beyond its Care-On-Call Service and EasyHome Services are well recognised and received in the community, SCHSA has also been active in organising community engagement activities with cross sectors, such as its volunteer programmes and Life Journey Experience. In late 2018, we launched a new logo for our key brand Care-On-Call Service. We hope the new brand and logo will sharpen our image and identity and thereby further promote public awareness of SCHSA's services.

Over the years, SCHSA has earned a solid reputation, with its Care-On-Call Services having served over 400,000 golden-agers and people in need. Through our in-home device, Personal Emergency Link, as well as our personal mobile devices such as e-Care Link Mobile App, Safety Phone and Mobile Link, users can by one simple press of the help button be immediately connected to our service call centre 24/7. Our professional team provides a wide range of support, including arranging emergency response from the Police and ambulance services. In addition, we also make caring calls, medical appointment, notifications to check on the users' wellness, help make medical consultations and reminders to take medication. Furthermore, we provide counselling services with our registered social workers and diet recommendations with our registered nurses. Our goal is to provide integrated comprehensive care and support to seniors in need.

協會簡介

About Senior Citizen Home Safety Association



長者安居協會於 1996 年成立，為香港最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™」，以緊急支援、綜合關顧、日夜守護、健康管理、樂齡服務、生活輔助為主要的服務範疇。協會的服務結合科技及人本元素，以創新的理念及手法，務求讓每位用戶都能居家安老，享受有質素的生活。為加強身心靈支援，我們有護士及社工的專業團隊，提供代約門診、專人陪診、健康管理，以及情緒輔導等服務；配合一線通®管家易服務提供到戶式看護、清潔及復康服務，全方位關顧用戶需要。

秉持融合學習與助人的信念，一線通®樂齡服務透過多元化的義工計劃，舉辦適合樂齡人士、企業、學校、及社區團體參與的活動及工作坊。作為慈善機構，長者安居協會獲得的公眾捐款，以及收入盈餘會撥作支援「一線通平安鐘™」慈善計劃個案及其他長者支援服務發展用途，讓有需要人士免費使用本協會的緊急支援及關懷服務。

Senior Citizen Home Safety Association ('SCHSA') was founded in 1996 as a non-profit charitable organisation with a self-financing model. Today it is one of the most established social enterprises in Hong Kong. SCHSA provides Care-On-Call Service, the most comprehensive 24/7 support service in the territory consisting of emergency aid, integrated care, around-the-clock vigilance service, health management, active ageing services and day-to-day living assistance. Our mission is to enable all service users in their senior years to age-in-place with a quality life by leveraging technology and innovation to provide people-centric services. To further support our users' physical and emotional needs, our professional team, consisting of nurses and social workers among others, assist our users in areas such as medical appointment booking, medical escort, health management and emotional counselling. Through our EasyHome Services, we also provide home care, cleaning as well as rehabilitation services to our users.

In addition, SCHSA is committed to promoting lifelong learning and volunteer work through Active Ageing Services, our diversified volunteer program. We organise activities and workshops not only for mature adults in their golden years, but also for corporations, educational institutions, and community groups. As a charitable organisation, SCHSA channels public donation income and its own operating surplus through its Care-On-Call Charity Programme and other elderly service development to provide emergency assistance and integrated care service to those in need.

協會使命與價值觀

Our Mission and Values

願景 Vision

讓長者可随心選擇在社區過著有質素的晚年生活。

To empower people who choose to age-in-place with the promise of quality life.

使命 Mission

致力透過科技應用，以人為本的服務和創新的手法，提升長者社區生活中的質素。

To raise the quality of life of people who want to age-in-place by leveraging technology and innovation to provide people-centric services.

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，創造更大的社會影響力。

Enterprise in Support of Social Services - We operate as a self-financed social enterprise and commit resources generated from our operations to community services that can further our social impact.

伙伴協作 - 與各界攜手，多方面照顧長者的需要。

Collaboration and Partnerships - We collaborate with different sectors to help meet the multifaceted needs of our senior citizens.

重視長者 - 重視長者的貢獻、需要和生活質素，讓他們活得精彩。

Senior Citizens Well-being First - We treasure our elderly's role in family and society and we care deeply about helping them live the best lives possible.

以人為本 - 尊重人的價值和需要，以愛作聯繫。

People at the Core of What We Do - We respect that everyone has value and needs. We value and connect people with love.

重視創新 - 把創新思維和手法融合協會發展和長者服務中。

Embracing Innovation - We strive to integrate innovative ideas and practices into our organisational and service development.

「一線通平安鐘™」服務

Care-On-Call Service

「一線通平安鐘™」服務由長者安居協會營運，為全港最全面、最多人使用的 24/7 支援服務，以緊急支援、綜合關顧、日夜守護、健康管理、樂齡服務、生活輔助為主要的服務範疇。

Care-On-Call Service, operated by SCHSA, is the most comprehensive and a leading 24/7 support service in Hong Kong, covering emergency aid, integrated care, around-the-clock vigilance service, health management, active ageing services and day-to-day living assistance.

「一線通平安鐘」服務範圍

Scope of Care-On-Call Service

緊急支援 Emergency Assistance	全面關顧服務 Integrated Care Service
<ul style="list-style-type: none"> 致電警方 999 Making emergency calls to the Police (999) 召喚救護車 Making ambulance calls 傳送電子病歷紀錄至醫院急症室 (與醫院管理局合作) Transferring electronic medical records to the A&E services of public hospitals (in collaboration with the Hospital Authority) 搜尋用戶的流動產品位置 Tracking the location of the users with their mobile devices 緊急時通知指定聯絡人 Notifying users' designated contacts in case of emergency 跟進入院後情況 Follow-up with users after hospital admission 	<ul style="list-style-type: none"> 提供電話慰問 Making phone calls for wellness checks 預約門診 Scheduling medical appointments 覆診及服藥提醒 Sending reminders for follow-up consultations and medication 解答社區及生活諮詢 Responding to community and everyday inquiries 註冊社工情緒輔導 Emotional counselling service from registered social workers 註冊護士提供健康及飲食貼士 Health and dietary advice from registered nurses

「一線通平安鐘™」服務 -- 產品類別

Care-On-Call Service – Products 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 Products	「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"> 特大鍵盤 Extra-large keypad 機背特設「平安掣®」 Featured safety button at the back of the phone 	<ul style="list-style-type: none"> 配備藍牙遙控，具八達通功能 Equipped with Bluetooth remote control, with built-in Octopus function 	<ul style="list-style-type: none"> 「一掣式」型號 'One-button' device 可加配距離感應器，供照顧者使用 Add-on distance sensor available for caregivers' use 	<ul style="list-style-type: none"> 免提雙向對話功能 Hands-free speakerphone function 配備防水遙控掣及浴室平安掣 Equipped with waterproof remote control and bathroom safety button

2019年5月，長者安居協會參加了「商界展關懷」社區伙伴合作展，向來自商界及社會服務業界的參展者推廣「一線通平安鐘™」結合科技與人本的全面服務，並協助推動企業與社會服務機構建立伙伴關係。

In May 2019, SCHSA joined the Caring Company Expo, where we showcased to corporative and social service organisations how technology and people-centric service model is integrated under our Care-On-Call Service. We also helped to promote collaboration between business sector and social service sector.



協會參與「商界展關懷」社區伙伴合作展推廣「一線通平安鐘™」服務。

SCHSA promoted the Care-On-Call Service to the general public with its participation in the Caring Company Expo.

主席感言

Message from the Chairperson



2018/19 年是長者安居協會發展的一個新里程，我們重新檢視了協會的使命和服務願景，訂定出未來的發展策略方向，並且啟動了服務發展的新動力，強化管治和服務團隊的營運能力和核心價值取向，務求上下一心令服務做得更到位、幫助更多有需要的長者。

廿三年前協會成立的願景是「讓長者可隨心選擇，在社區過着有質素的晚年生活」。今天，我們看到長者人口急速增長、護老服務供不應求，而現今的長者所盼望的退休後生活是多姿多彩、多選擇、多元化的積極晚年。

檢視了新的社會環境和需求，我們重新解讀協會的使命以貫徹協會的服務願景，我們的目標是要讓長者能夠安全、安心，保持良好健康狀況和社交生活，有支援、有信心，在熟悉的社區裏過著豐盛和有質素、能自主、有尊嚴的獨立晚年生活。

協會的核心服務，除了要加強現時提供 24 小時的緊急召喚支援，更需回應以保障長者在家、在外安全、促進健康、增進社交聯繫、提供在家支援等四方面的新服務需要，以應用新的科技、更新和開拓更多以人為本的服務，讓長者可以安心在社區內過著安全、安心的豐盛晚年。未來數年協會將會致力改善一系列的服務產品、關顧服務，開拓新一代的一線通[®]服務。

The year 2018/19 marked a new milestone in the development of SCHSA. We revisited the mission and vision of our services, setting out a new strategic course of development. We were re-energised by a new and strengthened staff team, working in partnership with enhanced governance oversight. We aligned our values and priority to deliver our best and to reach out to serve more elderlies in need in the community.

Twenty-three years ago, SCHSA was founded with the vision “To empower people who choose to age-in-place with the promise of quality life”. Today, we see the rapidly increasing elderly population, yet unmatched by the provision of adequate caring services. Moreover, the elderly of today have different needs and expectations. They are more independent and healthier; they aspire to have rich and active retirement lives with quality and choices.

In view of the new social conditions and needs, we renewed the interpretation of our mission in the pursuit of the vision to provide quality care to an increasing number of elders in our society. We discovered a new meaning in empowering our senior citizens to live a safe, secure and healthy life with confidence and support. We hope that our elders can enjoy life at this golden age, with autonomy and dignity in a living environment that they choose and are familiar with.

In the development of our core services, we will continue to strengthen our 24/7 emergency call support services. In response to the emerging needs, we will launch a four-pronged approach to new service development, including safeguarding the safety of the elderly within and outside of their homes; promoting health through telehealth monitoring; enhancing social connectedness through engaging families and volunteers to support the elderlies and delivering in-home support through proactive service co-ordination. Through deploying new technology, we will explore and develop more people-centric services to enable our senior citizens to spend their retirement lives in the community with security and peace of mind. In the years ahead, we will continue the strive for excellence to improve our service products and caring services in launching a new generation of Care-On-Call Service.

另外，協會將會努力推展服務以幫助更多有需要的長者和他們的照顧者，我們會為一些有特別需要、例如認知障礙的長者和剛康復離開醫院的長者，發展更到位的服務。我們希望能夠和更多提供醫療和社會福利服務的照顧機構合作，讓我們更了解和接觸到更多有需要服務的長者。

最後，協會會以至優 (Pursuit of Quality)、至誠 (Integrity)、慈愛 (Compassion) 和努力不懈尋求進步 (Growth) 的精神，改進我們的服務和營運，為香港的人口高齡化提供一個可靠、優質和貼心的支援服務平台。

We will reach out to support more elderlies and their family carers. We hope to offer help to those more vulnerable elders with dementia and those that have just returned home from hospitalisation, as well as others that may want to maintain active and independent living, despite growing in age and frailty. We shall proactively collaborate with other care organisations offering medical and social support services for the elderlies in the community. Developing service partnerships, enhancing our understanding of the needs and reaching out to more elderlies in need.

Last but not least, in striding forward we have renewed our pledge to the core values in the pursuit of quality, integrity, compassion and growth. SCHSA is committed to build a high quality, responsive, trusted and reliable service support platform to the aging population in Hong Kong.



方敏生
Christine M. S. Fang

長者安居協會董事會主席
Chairperson, Senior Citizen Home Safety Association

2020年3月 March 2020

行政總裁工作報告

Report from the Chief Executive Officer



2018/19 年度是我加入長者安居協會後首個完整的年度，相當具意義。

本年度，我們詳細審視內部運作情況，致力從策略、措施、營運模式，以至組織架構作出多項調整。於 2019 年 6 月，在董事會的領導下，管治及管理團隊經過深入討論，順利完成策略工作坊。為了與時並進，協會的願景和使命作了新的演繹，未來的發展方向和路線也更見明確。在此，我衷心感謝董事會對協會和員工的支持。

在堅守協會使命的同時，我們亦力求創新，讓我們的服務更配合社會變化及長者越來越多元的需求。

我們在多個領域向前邁進，其中一個重要的決定，是協會重新採用「一線通平安鐘™」服務品牌以及全新的英文專稱 (Care-On-Call Service)，並制定新的推廣策略，讓更多人認識協會的平安鐘服務。於 2019 年母親節，協會推出名為《媽媽的氣味》的得獎短片，希望藉此溫馨提醒，父母與子女需要愛、擁抱及修和，有如「一線通平安鐘™」致力為用戶及其家人帶來溫暖和關懷。

為配合新的推廣策略，我們在服務上也破舊立新做了一些改進。今年，我們重整了平安鐘新產品的發展路線藍圖，亦加強資訊科技系統安全措施，以準備未來數年推出嶄新的產品和服務，同時進一步保障協會及用戶的資訊安全，為用戶帶來更佳的服务體驗。我們期望能讓更多市民認識和體驗「一線通平安鐘™」的全方位服務。「一線通平安鐘™」服務的各個專業團隊，包括熱線中心、註冊社工、註冊護士及技術員跨專業攜手協作，務求向用戶提供可靠及全面的服務。

2018/19 was special to me because it was the first full year of my tenure at Senior Citizen Home Association ('SCHSA').

We conducted a detailed review of SCHSA's overall condition and adopted a number of adjustments in its strategy, policies, operating model, and organisational structure. In June 2019, under the leadership of our Board of Directors, we completed the first board-management strategic workshop where we engaged in extensive discussion and came up with a new interpretation of our Vision and Mission as well as a clear articulation of the future direction for the Association. I would like to thank the Board for supporting the Association and our staff.

We, at SCHSA, are deeply committed to our Mission to improve the quality of life for the elderly in Hong Kong. At the same time, we strive for innovation in our services which is essential as society evolves and senior citizens' needs become increasingly diverse.

We took an important step forward in many areas in 2018/19. We rebranded our service with the Association's original brand — 一線通平安鐘™. In English we adopted a new name Care-On-Call Service, formerly labelled Personal Emergency Link Service. As part of the rebranding, an award-winning video called *The Scent of Mother* was launched on 2019 Mother's Day. The message of the video is to remind everyone the importance of love, embrace and reconciliation between generations. This epitomises what we hope Care-On-Call Service can bring to our users and their families – a touch of humanity and care.

In line with our new marketing strategy, we made several breakthroughs and upgrades in our service. A blueprint of new products development was formulated. The information security system of the Association was strengthened as well. With these enhancements, we hope to achieve even greater information security for SCHSA as well as our users and deliver even better customer experience. It is our goal to let more people in Hong Kong learn about and benefit from the full scope of our integrated Care-On-Call Service. Our professional service teams, comprising call centre agents, social workers, nurses, and technicians collaborate closely to ensure we provide a reliable and comprehensive service to our users.

50歲開始的樂齡生活是人生另一個美好新階段。協會致力讓退休人士善用時間培養興趣，發揮自我潛能，故此，我們今年整合了義工計劃及「老友網」，統一成為全新的義工計劃稱「一線通[®]樂齡服務」。協會以融合學習與助人為一體的信念，鼓勵退休人士發揮所長，終身學習，以知識和技能回饋社會，幫助社會上有需要的長者。為了鼓勵及肯定義工服務對社會的價值，我們創新地推出「積善獎勵計劃」，將義工服務時數轉換成分數，義工朋友可將分數自用或轉贈他人，兌換一些對樂齡生活有幫助的服務或產品優惠。

最後，值得一提協會的「生命·歷情」體驗館[®]於2018/19年度的接待人數，以及營運收入都有突破。「一線通平安鐘[™]」服務的用戶數字也有令人鼓舞的增長。

我在此衷心感謝所有同事、義工和夥伴。2018/19年是一個新開始。我期望於未來日子繼續與大家同心協力，為長者安居協會開拓新的一頁，為香港的長者及其家人創造更安全，更健康，更具關愛的優質生活。

At SCHSA we believe 50+ is a golden age and an exciting chapter in life. We want to help retirees take full advantage of the time in their hands to pursue their interests and realise their potential. Therefore we integrated the existing volunteers scheme and 'Silver Age Club' into a new volunteer service programme under the name Active Ageing Services. The philosophy behind Active Ageing Services is that lifelong learning and contribution to society can be one. With what retirees have learnt, they can also give – in the form of volunteer service helping other senior citizens. An innovative Reward Redemption Scheme was launched to promote and recognise the value of volunteer services in society. Volunteers' service hours are converted into points which volunteers can use themselves or gift to others through points redemption for elderly products or services.

Last but not least, I want to congratulate Life Journey Centre[®] for achieving a record high in number of visitors as well as service income in 2018/19. Care-On-Call Service user number also achieved encouraging growth last year.

I would like to take this opportunity to express my appreciation to all colleagues, volunteers and partners whose dedication made the above possible. 2018/19 was a new start. I look forward to even greater collaboration with all of you going forward and an exciting new chapter in the development of SCHSA. We wish all senior citizens in Hong Kong and their loved ones a safe, healthy, quality life full of love and well-being.



王虹虹 (王蓉)
Maura Wong

行政總裁
Chief Executive Officer

2020年3月 March 2020

董事會及委員會

Board of Directors and Committees

董事會

Board of Directors

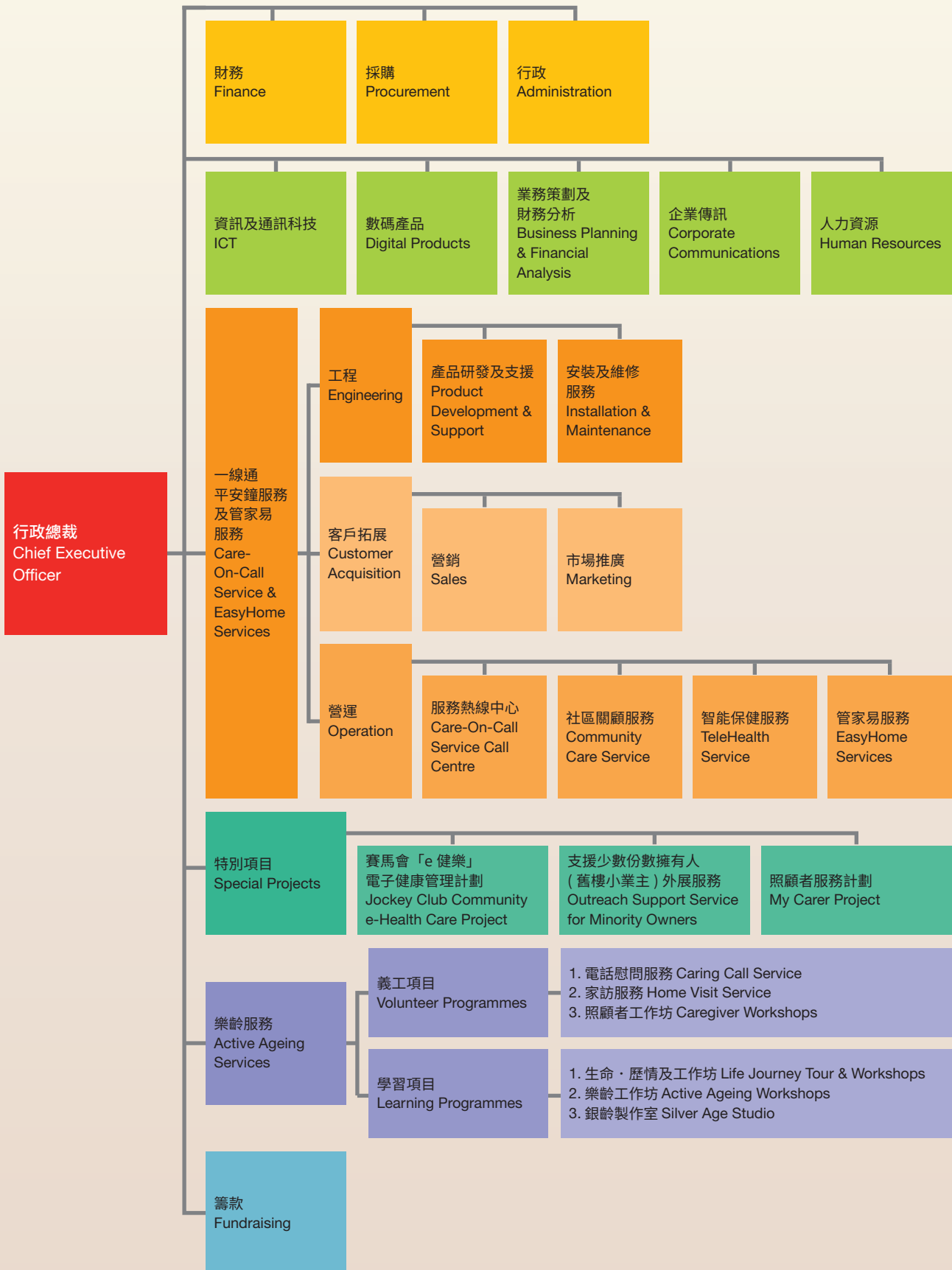
主席 Chairman	方敏生教授, BBS, JP	Prof. Christine M. S. Fang, BBS, JP
副主席 Vice-Chairman	葉松茂博士 郁德芬博士, BBS, JP	Dr. Saimond Ip Dr. Alice T. F. Yuk, BBS, JP
義務秘書 Honorary Secretary	錢黃碧君教授	Prof. Teresa B. K. Tsien
義務司庫 Honorary Treasurer	麥貴榮先生	Mr. Alexander K. W. Mak
董事 Directors	鄭子祐先生 張國柱先生 張惠君女士 鍾普洋先生, SBS, OBE, JP 范健文先生 黎定基先生 林旭華先生 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. Eric K. M. Fan Mr. Stanislaus D. K. Lai Mr. Peter Y. W. Lam Mr. Kevin C. P. Lo Mr. Peter Y. S. Nip Mr. W. S. Young

委員會 Committees

管理委員會 Management Committee		
主席 Chairman	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 羅仲炳先生 麥貴榮先生 錢黃碧君教授 郁德芬博士, BBS, JP	Mr. P. Y. Chung, SBS, OBE, JP Dr. Saimond Ip Mr. Kevin C. P. Lo Mr. Alexander K. W. Mak 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	葉松茂博士 黎定基先生 麥貴榮先生 聶揚聲先生 錢黃碧君教授 郁德芬博士, BBS, JP	Dr. Saimond Ip Mr. Stanislaus D. K. Lai Mr. Alexander K. W. Mak Mr. Peter Y. S. Nip Prof. Teresa B. K. Tsien Dr. Alice T. F. Yuk, BBS, JP
審計委員會 Audit Committee		
召集人 Convener	麥貴榮先生	Mr. Alexander K. W. Mak
委員 Members	張國柱先生 葉松茂博士	Mr. Peter K. C. Cheung Dr. Saimond Ip
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 H. H. Wong
委員 Members	葉松茂博士 范健文先生 黎定基先生 袁民光先生	Dr. Saimond Ip Mr. Eric K. M. Fan Mr. Stanislaus D. K. Lai Mr. Johnny M. K. Yuen

協會架構

Organisational Chart





協會服務
SCHSA Services



全面關顧 守護長者天天安安

Keeping Watch over the Elderly & Attending to their Needs



「一線通平安鐘™」服務熱線中心為全港最具規模的緊急求助熱線中心，全年 24 小時無間斷地提供緊急支援與關顧服務，現已累積服務超過 10,419,115 人次，本年度共處理 587,673 宗求助個案，超過 99.79% 於 10 秒內接聽及處理。

除緊急支援外，我們於本年度進一步加強與內部的專業團隊及其他社福機構協作，將平安延伸至不同層面，更全方位地關顧及守護長者的需要。

As the largest emergency helpline centre in Hong Kong, our Care-On-Call Service Call Centre operates around-the-clock throughout the year, serving the community with emergency assistance and caring services. As of today, over 10,419,115 requests and assistance have been serviced, while in this annual year alone, we handled a total of 587,673 cases of assistance requests, with over 99.79% of calls answered by our service centre within 10 seconds.

Apart from emergency assistance, we also strengthened our collaboration internally with our different professional teams and externally with other social service organisations. We keep watch over the elderly and strive to attend to their needs comprehensively.

「一線通平安鐘™」服務熱線中心設有「提示服務」，為用戶免費提供關於覆診、日常生活的提示。本年度更推出「提示服藥服務」，提醒用戶能按時服藥，加強個人健康管理。

「提示服藥服務」由「一線通平安鐘™」服務熱線中心配合協會醫護團隊，當用戶首次登記使用服藥提示時，「一線通平安鐘™」服務專員將安排協會註冊護士主動聯絡用戶，了解其健康狀況與服藥習慣，為用戶提供適切兼專業的健康建議，讓用戶及家人更安心。

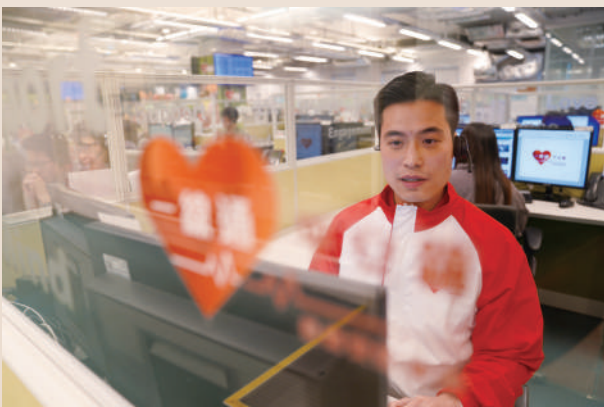
此外，協會一直與各社福機構緊密合作，為協作機構的會員提供 24 小時支援服務。本年度服務內容進一步提升及拓展至「戶外一線通平安鐘服務」，協作機構不但可使用協會語音提示服務、參加免費專題講座，當其會員同時是協會的用戶，他們按動平安鐘通知不適時，協會的熱線中心將即日通知協作機構，使其及時掌握會員狀況，按需要作出跟進，讓用戶獲得更全面的支援。

來年度，「一線通平安鐘™」服務熱線中心專業團隊將會繼續配合協會的創新科技，並帶來全新的「守護服務」，主動偵測長者狀態以作出即時的跟進與關顧，全天候主動守護長者。

Our Care-On-Call Service Call Centre also offers free-of-charge 'reminder service' to help our users with medical consultations and daily life issues. Starting this year, we added Medication Reminder Service to our service portfolio by sending notifications to our users to take their medicine on time in order to strengthen their personal health management. Our Care-On-Call Service Centre team collaborates with our nurse team, the Medication Reminder and Care-On-Call Service team will arrange to contact the users to have a better understanding of their health condition and medicine usage. Our nurse can provide them with professional health advice tailored to the individual needs, allowing both our users and their families to have a greater peace of mind.

Furthermore, SCHSA works closely with many social service organisations to provide around-the-clock assistance services to members of these organisations. This year, we expanded our service to cover the outdoor Care-On-Call Service. Our partner organisations can now access our voice prompt services, and participate in our seminars at no cost. Every time the members of our partner organisations (who are also our service users) report any physical discomfort, through our Care-On-Call system, we shall notify our partner organisations in the same day, allowing them to keep abreast of their members' situation, and to arrange appropriate follow-up. This way, we ensure these users receive even greater protection and support.

For the year ahead, our professional team from the Care-On-Call Service Call Centre will continue to keep pace with SCHSA's own technological innovations. We are enthusiastic about the introduction of our vigilance service. By proactively tracking the activity status of our users, we can take prompt action to safeguard the safety and well-being of our elderly.



服務主要數字 - 2018-19

Key Figures of Our Service - 2018-19



2018-2019 年度，一線通平安鐘™專業團隊處理逾 **742,624** 次用戶求助

逾 **37,405** 次緊急求助

處理 **182** 宗用戶走失個案

護士為用戶提供 **1,018** 次健康諮詢

註冊社工為 **1,722** 用戶提供多次的輔導及支援服務

In the year 2018-19, our Care-On-Call Service professional team has handled over **742,624** assistance requests from our users. Over **37,405** requests for emergency aid and **182** missing person cases have been well-handled. Our nurses provided **1,018** health consultations while our social workers provided **1,722** sessions of counselling and assistance services to our users.



照顧用戶的情緒及心靈健康

Psychosocial Well-being of Our Users is Our Priority

協會的社區關顧服務團隊由專業註冊社工及其他員工組成，他們的職責是照顧用戶的情緒及心靈健康。社工為有需要的用戶提供及時的危機評估及介入、情緒支援及輔導服務、精神健康資訊和社區資源，協助有需要人士走出困局。社工經常與各社區團體合作，並且根據用戶的需要，連繫到適當的地區支援網絡。此外，社工亦關心用戶照顧者的需要，提供適切的輔導服務、社區資源資訊及轉介，協助紓緩他們的照顧壓力。除此之外，對於有經濟困難和缺乏支援的長者及長期病患者，社區關顧服務團隊的慈善計劃主任會因應他們的情況審批資助，讓這些有需要的人士能免費使用「一線通平安鐘™」的全面服務。

社區關顧服務團隊與服務熱線中心保持緊密聯繫，以及和不同的機構合作，幫助及守護用戶及其照顧者的需要，及時介入自殺個案，將希望訊息傳達給他們；透過跟進以預防或減低用戶再遭受家庭暴力的機會；協助用戶完成他們的夢想，例如拍攝他們最後的「愛語」留給他們的至愛；聆聽用戶的經歷和故事，紓緩他們心內的苦痛。團隊認為，能夠協助用戶及其家人改善與親人及朋友之間的關係，並獲得用戶的信任和肯定，是推動我們繼續向前的原動力。

The mission of our Community Care Service Team, which comprises professional registered social workers, is to take care of our users psychosocial well-being. They provide not only timely crisis assessment and interventions, but also emotional support and counselling support, mental health information as well as community resources referral to any users in need. Our team has close collaboration with different community groups, and connects our users to the appropriate networks of community resources. In addition, our social workers provide support to caregivers, through counselling services information on or referral to other resources in order to help relieve caregivers' stress. Furthermore, our team reviews and approves Individuals' eligibility for our charity case support, so that elderly with economic difficulties without support can enjoy free use of our Care-On-Call Service.

From the very start, we have been working closely with different organisations to support our users and their caregivers, including providing timely interventions on suicidal cases and conveying messages of hope to every struggling soul. Through our follow-up, we help to prevent or minimise risks of repetitive domestic violence for our users. We help our users to fulfil their dreams, such as helping them record their farewell 'love messages' for their loved ones. We listen to our users life experience and provide some relief to their inner struggles. Our team believes that the ability to facilitate our users and their families to restore their relationship with family members and friends, and the trust and recognition from our users are the motivation that drives us forward on this exciting journey.



專業護理跟進 提供正確藥物指導 改善痛症

Professional Nursing Team Advises Users on Proper Medicine Usage and Pain Management



「一線通平安鐘™」服務的專業護理團隊負責守護用戶的健康。當熱線中心接到有關用戶於健康上的查詢，包括健康問題的處理、藥物查詢、護理技巧及提示服務跟進等，熱線中心會安排註冊護士團隊跟進。

協會護士過往處理的個案之中，不乏獨居長者出院後，忘記了新的藥物該如何服用，或未能掌握用藥份量。護士取得用戶同意後，可透過登入「醫健通」，查閱該用戶的最新病歷紀錄及藥物資料，為他們提供正確的服用藥物指導。

不少長者患有痛風症。協會護士亦曾接獲照顧者按鐘求助，指家中長者患有痛風症，卻不懂得如何護理。護士透過電話教導照顧者痛風症的成因，提供護理建議，包括飲食，急性痛風處理及保健運動等。當護士發現用戶或其照顧者出現照顧上的困難、情緒、壓力或需要社區支援時，護士團隊會將個案轉介至協會的專業註冊社工共同跟進，務求盡快為用戶尋求解難方案。

為提升「一線通平安鐘™」服務水平，註冊護士更定時為協會員工及義工提供健康及護理知識培訓，讓他們明白到長者健康上的需要，從而作出適切的幫助。

The Telehealth Team of Our Care-On-Call Service is responsible for promoting proper health management for our users. Our Care-On-Call Service Call Centre receives health inquiries from our users or their caregivers, such as care inquiries regarding how to handle health issues, medication, nursing care techniques or requests for reminder services. Our Care-On-Call Service Call Centre will arrange for our team of registered nurses for follow up with the users or caregivers.

Among the cases handled by our registered nurses, many elderly users living alone encountered difficulties in proper usage and dosage of the medicines. With the consent of our users, our nurses can review their latest medical records and medication information at eHRSS and provide proper guidance to our users to improve their medicine usage.

Many elderly people suffer from gout. Our nurses received many assistance requests from caregivers on how to help elderly with gout. Our nurses provided information about the causes of gout and advice on proper treatment and physical exercises. If the users or their caregivers encounter emotional stress or need community support to help them deal with the challenge of caring for their pain, our telehealth team will also refer the cases to our registered social workers in order to jointly follow up and help our users seek relief.

In order to enhance the service quality of our Care-On-Call Service, our registered nurses also regularly provide health and nursing trainings to our employees and volunteers in order to enhance their understanding of the health issues related to elderly so that they can provide appropriate support.

全面提升長者關注個人健康意識

賽馬會「e健樂」電子健康管理計劃

Heightening Elderly Awareness of Personal Health in Management through the Jockey Club Community eHealth Care Project

第一階段為期三年的賽馬會「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，長遠改善他們的健康。於本年度，協會於80間參與計劃的長者中心內建立電子健康站，同時協會的護士向超過5,000名參與計劃的長者打出共273,770個關顧電話，了解長者的生活習慣及健康狀況，並進行跟進。計劃鼓勵長者定期前往中心量度血壓、血糖和體重，推動長者與社區有更密切的聯繫，並嘗試以「醫社合一」的模式加強社區對長者的支援。

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。



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

The first phase of our three-year Jockey Club Community eHealth Care Project was in full swing this year. Leveraging electronic data management and the professional nursing team's expertise, we strive to empower the elderly in self-health management and to play a role in their health improvement in the long run. This year, SCHSA established eHealth stations at 80 participating

elderly centres, while as many as 273,770 caring calls were made by our nurses to over 5,000 participating senior citizens. These calls helped us understand their daily habits and health conditions, allowing our nurse to conduct follow-up care for the senior community. In this project, senior citizens are encouraged to regularly measure their blood pressure, blood glucose and weight. By doing this at community centres, the project helps foster a closer relationship between the elderly and their community. It is also our attempt to promote medical-social care at the community level.

In addition, if participants have special needs, SCHSA's registered social workers also reach out to elderly centres, to facilitate joint follow-up care for the elderly, and provide emotional support and referrals for community resources.



參與「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。

Under the eHealth Care Project, elderly participants can have their health measurements taken as they pay visits to various elderly centres; meanwhile, our health workers will also provide assistance to participants in gathering measurements of their blood glucose during their outreach visits to different elderly centres.

根據香港中文大學賽馬會老年學研究所的研究報告，計劃進行十二個月後，大部分參加者* 的老年健康問題均得到改善，而自我評估健康狀況（↑ 18%），心理健康質素（↑ 38%）及多重用藥（↓ 6%）三個健康狀況的成效更為顯注。健康狀況的改善與參加者的行為改變有密切關係，參加者比以往更願意參加運動班（↑ 43%）及健康相關課程 / 工作坊（↑ 48%）。有四成參加者** 的上壓下降超過 10 度或下壓下降超過 5 度，其患上冠心病的風險亦有機會下降兩成，而中風的風險有機會下降四成#。

計劃推行至今，均獲參加者及參與計劃的長者中心給予肯定及正面評價。

According to the research report published by the CUHK Jockey Club Institute of Ageing, health conditions of most of the participants* improved after 12 months since the launch of the project. In particular, three areas recorded notable improvement: self-rated health (improved by 18%), mental well-being (improved by 38%) and poly-pharmacy issues (decreased by 6%) were observed to show more prominent improvements. Furthermore, improvement in health was also found to be closely associated with behavioural change among the participants, who showed a greater willingness to attend exercise classes (increased by 43%) and health-related classes / workshops (increased by 48%) than before. According to this report, 40% of the participants** showed either a drop of over 10mmHg in their systolic blood pressure (SBP), or a drop of over 5mmHg in their diastolic blood pressure (DBP). These findings could indicate a possible reduction of their risks of coronary heart diseases and strokes by 20% and 40%# respectively.

To date, the project has received wide recognition and positive feedback from both participants and elderly centres.

* 人數 sample size: 3,003

** 血壓上壓 SBP≥110mmHg 及下壓 DBP≥ 7 0mmHg & 人數 sample size: 1,042

#Law et al. BMJ 2009;338:b1665; McManus et al. Lancet 2018;391:949-59



遠程健康關懷服務流程圖

Service Flow of Tele-Care Programme

參與賽馬會「e 健樂」計劃的社福機構夥伴

Partner Social Service Organisations under the Jockey Club Community eHealth Care Project

香港仔街坊福利會	Aberdeen Kai-fong Welfare Association Social Service Centre
香港明愛安老服務	Caritas Hong Kong - Services for the Elderly
基督教靈實協會	Haven of Hope Christian Service
香港家庭福利會	Hong Kong Family Welfare Society
香港路德會社會服務處	Hong Kong Lutheran Social Service
香港聖公會麥理浩夫人中心	Hong Kong Sheng Kung Hui Lady MacLehose Centre
香港聖公會福利協會有限公司	Hong Kong Sheng Kung Hui Welfare Council Limited
香港基督教女青年會	Hong Kong Young Women's Christian Association
賽馬會流金滙	Jockey Club Cadenza Hub
博愛醫院	Pok Oi Hospital
嗶色園	Sik Sik Yuen
南葵涌社會服務處	South Kwai Chung Social Service
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
香港耆康老人福利會	The Hong Kong Society for the Aged
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

一線通[®] 管家易服務

EasyHome Services

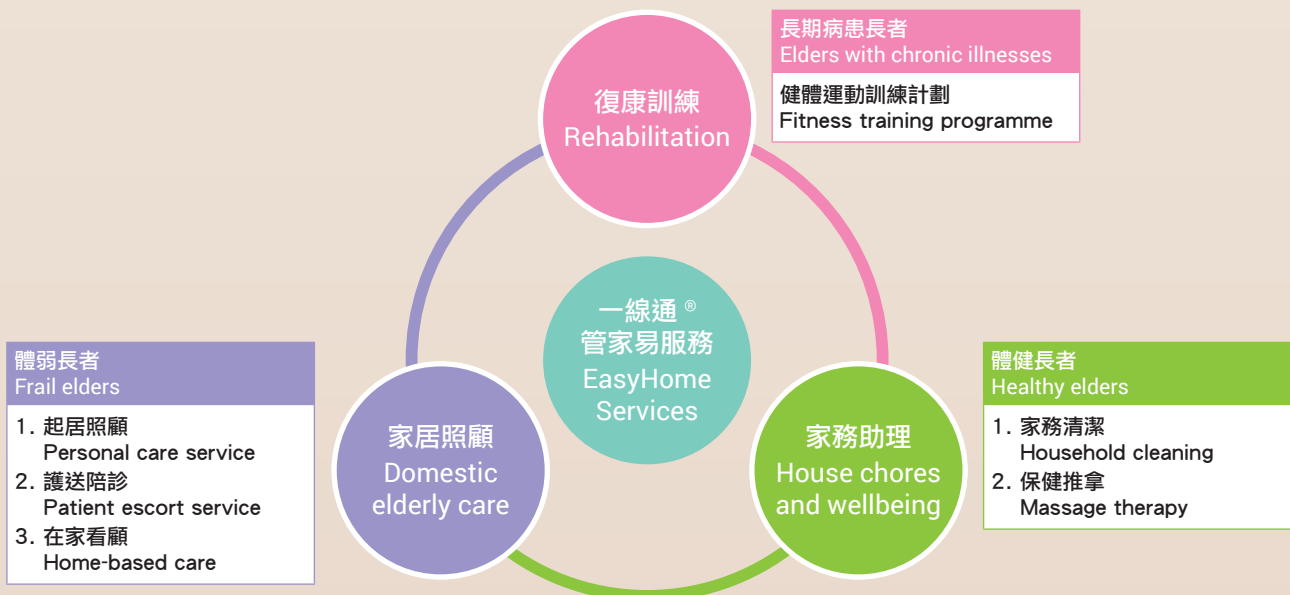


一線通[®]管家易服務團隊以心關懷，用心服務，讓長者可随心選擇在社區過著有質素的晚年生活，達至居家安老。

Through EasyHome Services, we extend our care and serve the community with sincerity and genuineness, enabling the elderly to age peacefully at home and enjoy a quality life in the community as they desire during their twilight years.

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。如何為在家居住的長者解決日常生活的挑戰，讓他們生活得更舒適和有質素，是一個重要的社會議題。自 2009 年起成立的一線通[®]管家易服務，於本年度為更多的家庭提供家居照顧服務，年度內共為 1,834 個家庭，提供 13,562 次家居照顧服務。協會期望透過管家易服務，讓無論是體健或體弱的長者均能獲得最妥貼的照顧。來年一線通[®]管家易服務將更專注於擴大服務團隊及提高服務質素，期望有更多家庭受惠，減輕照顧者的壓力。

In Hong Kong, 92% of the elderly population live at home in the community, of which nearly 70% have one or more chronic diseases. It is important for us to provide elderly service that can help them manage their daily lives so that they can live with comfort and quality at their own homes. Established in 2009, our EasyHome Services Team extended helping hands to even more families this year, offering a total of 13,562 sessions of high quality in-home services to 1,834 families. We hope to provide high quality care and service to all elderly users, whether they are healthy or frail, through our EasyHome Services. In the coming year, we will further devote ourselves to expanding our team and improving the quality of our services, in order to reach even more families and alleviate the burden of their caregivers.



賽馬會好手易配同盟計劃

Jockey Club Good Hand Easy Match Alliance



本計劃舉辦不同培訓，提升合作機構服務員工的家居照顧能力

The programme offers a variety of training for the service staff working for our partner organisations in order to hone their abilities in performing in-home care.



在香港賽馬會慈善信託基金的贊助下，協會在2017年開展為期三年的賽馬會好手易配同盟計劃，以手機應用程式，為用戶提供一站式家居服務配對。此計劃為用戶提供長者照顧、陪診、復康訓練、推拿按摩及家務清潔等配對服務。本年度一線通[®]管家易服務聯同本計劃合作夥伴，為前線服務員工提供更全面的培訓，包括各種照顧服務的注意事項、長者推拿技巧、扶抱，以及轉移技巧等，期望透過前線服務員工為照顧者及長者提供全面貼心之服務。

Under the sponsorship of the Hong Kong Jockey Club Charities Trust, SCHSA launched the three-year Jockey Club Good Hand Easy Match Alliance Project in 2017 to provide users with one-stop matching services for household services through a mobile app. The programme provides users with matching services, such as elderly care, escort to medical appointments, rehabilitation training, massage and housekeeping. During the year, SCHSA's EasyHome Services and other partners of this programme joined us in providing training to frontline staff, with training covering topics such as precautionary measures in elderly care, elderly massage techniques, lifting and transfer of elderly. We hope to facilitate the delivery of quality service by frontline staff to senior citizens and their caregivers.

長者智能家居試驗計劃

Smart Home for Seniors Pilot Programme

獲滙豐 150 週年慈善計劃資助的「長者智能家居」試驗計劃踏入第三年，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 774 個有長者居住的單位安裝感測長者健康及家居安全的智能裝置，涵蓋電子健康管理及護士守護服務、安全提示服務（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 14,242 名長者及公眾人士參觀。是次計劃除了提高長者對個人健康及家居安全的意識外，亦為公眾提供實際的示範作用，有效地展示如何透過科技應用，確保長者能擁有一個健康而安全的生活環境，提升長者們的生活質素。

Funded by the HSBC 150th Anniversary Charity Programme, our 'Smart Home for Seniors' Pilot Programme is now in its third year, celebrating its success in raising the awareness of our senior citizens regarding on home safety and personal health management. This year, SCHSA helped 774 units with elderly members install smart devices that can measure biometrics and home safety risks. We offer a wide range of services, such as telehealth management with nurse monitoring services (e.g. alerts for unattended cooking and wet floor in bathroom). In addition, our 'Smart Home for Seniors' test lab, located at our headquarter in Homantin and designated for the purposes of R&D and showcasing our work, received a record number of visitors during the year, totally more than 14,242 visits from senior citizens and the general public. The programme not only raises the awareness amongst the elderly of personal health and home safety, but also demonstrates to the public how technology can be used to create a healthy and safe living environment for the elderly, thereby improving their quality of life.



協會定期舉辦「長者智能家居」實驗室導賞，讓公眾深入了解本計劃是如何透過科技應用，提升長者的生活質素。

SCHSA regularly organises guided tours at its 'Smart Home for Seniors' test lab, allowing the public to have a thorough understanding on how the programme can elevate the living quality of our senior community by means of Techs.



籌款及社區參與 Fundraising and Community Engagement



籌款及社區參與

Fundraising and Community Engagement

全港賣旗日

Territory-wide Flag Day

協會本年度的全港賣旗日於 2019 年 8 月 14 日舉行，活動成功招募接近 2,000 名義工參與。賣旗活動所籌得的善款會透過「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 小時緊急支援及全面關顧服務。協會衷心感謝各界於賣旗日的善心捐款及支持，與我們攜手鼓勵關愛長者文化，向本地長者及有需要人士傳送平安。

During the year, our territory-wide flag day on August 14 2019 received overwhelming support from nearly 2,000 volunteers. Funds raised from this event enable the elderly with financial difficulties and others in need to enjoy free use of our 24-hour emergency assistance and integrated care services through our Care-On-Call Charity Programme. We are thankful for the generous donations and support from people of all walks of life on our Flag Day. They joined us in our efforts to promulgate the culture of love and care to the elderly, and to bring a sense of security and peace to those in need.





感激每位熱心義工鼎力支持長者安居協會全港賣旗日。

We are thankful for the support and effort of every volunteers who participated in the SCHSA territory-wide Flag Day.

「秘密天使」計劃 Secret Angel Programme

「秘密天使」計劃已經邁向第二十屆，本年度得到逾 70 多間大專院校、中學、小學及幼稚園支持，近 7,000 名學生參與探訪本地長者、電話慰問、關愛長者講座及參觀協會等活動，向約 6,100 位本地長者傳送平安。透過探訪長者活動，讓參與的學生及家長深入體會生命的意義，從而更珍惜與家中長者相處的時間和機會，拉近跨代之間的距離，促進長幼共融的社會。

In its 20th year, our Secret Angel Programme received strong support from over 70 tertiary institutions, secondary schools, primary schools and kindergartens in 2018/19. Nearly 7,000 students participated in our activities, including visits to the elderly, making caring calls, joining seminars and visiting SCHSA's Oi Man headquarter, sending their love and care to roughly 6,100 elderly across Hong Kong. Many participating students and parents shared with us that our activities helped them reflect on the meaning of life, and encouraged them to treasure their time with elderly relatives at home. We hope our activities could help narrow the generation gap and promote a harmonious society for the old and the young.



家長與小孩一同細聽生命的點滴。

Parents and children enjoyed life story sharing.



學生捐出一封利是，與長者一同分享節慶的喜悅。
A student donated a red packet to share the festival joy with the elderly.



中學生義工體驗電話慰問服務向長者送上關心。
Secondary students volunteered to make caring calls to send their love and care to the elderly.

「愛·平安」商界參與計劃 Love & Peace Corporate Engagement Programme

「愛·平安」商界參與計劃讓企業凝聚力量，鼓勵企業透過義工服務、慈善捐款及支持社企服務，實踐企業的社會責任，同時亦回應長者所需，鼓勵企業員工關心並尊重長者，推動跨代共融。計劃由 2013 年推出至今，多間企業持續參與，於本年度，超過 100 間企業參與計劃，透過多元化的社區活動與協會攜手向本地長者傳送平安。計劃有賴企業多年來的支持，協會可持續讓更多有經濟困難的長者及有需要人士受惠於「一線通平安鐘™」慈善計劃。

Our Love & Peace Corporate Engagement Programme brings many companies together and encourages them to fulfil social responsibilities by serving the needs of our elderly community. Companies can serve as volunteers, make donations and support the services of social enterprises. The programme also promote attention and respectful for the elderly among companies or employees, in pursuit of inter-generational harmony. Since the programme's launch in 2013, it has gained ongoing support from a number of companies, with over 100 companies participated this year. Through a wide range of community activities, these companies and us join hands to send love and peace to the elderly. Thanks to the continuous support of many corporations, SCHSA continue to march towards our goal to serve more deprived elderly and others in need through the Care-On-Call Charity Programme.





企業義工參與大型探訪長者活動，送上關懷及了解他們的需要。

Corporate volunteers participated in our home visits to the elderly to send their love and care to the elderly and learnt more about their needs.



企業義工參與電話慰問服務，向長者送上祝福。

Corporate volunteers joined us to make caring calls and send blessings to the elderly.



「愛·平安」商界參與計劃獲得多間企業機構支持，向本地長者傳送平安。

Love & Peace Corporate Engagement Programme received strong support from many companies, sending love and peace to our local senior community.

慈善計劃受惠者分享 Story Sharing from Beneficiaries of Charity Programme

岑婆婆 (94 歲)
使用室內平安鐘及隨身寶
Madame Shum (aged 94)
Using our Personal
Emergency Link Device and
Mobile Link Device

養兒一百歲，長憂九十九。
岑婆婆過往十多年每天獨自
去護養院探望中風的兒子，
她是兒子的一切，因此萬萬不
能倒下。

不幸的是，兒子於前年離開了；然而，
婆婆並不是孤立無援，仍有協會為後盾。
「我九十幾歲人，耳朵不靈光，牙齒掉
光，有糖尿病而且血壓高，感到活著很
辛苦。得到協會的姑娘幫助，總會安撫
及紓解我的壓力，並提醒我身邊還有朋
友的膊頭可以依靠。」

除了緊急支援，一線通平安鐘™的服務熱
線中心也是長者的解憂樹洞，長者可隨
時按鐘向中心職員訴說心事、查詢社區
及生活事宜、要求幫助辦理預約門診及
提醒服藥等，中心職員亦會定時主動慰
問長者，為長者舒心紓困。

As a parent, bringing up a child may mean endless worries till the very end. With a son who suffered from stroke but still meant everything to her, Madame Shum told herself that no matter how hard life might get, she must carry on. On every single day over the past decade, she carried this spirit and travelled on her own to the nursing home where her son stayed.

Unfortunately, her son lost his battle the year before. However, with the ongoing support from SCHSA, Madame Shum was not shattered by loneliness or fear. "I am almost 100 years old. I have poor hearing, no teeth, diabetes and high blood pressure. Simply put, life is torture! But the staff of the Association always support me, help me find comfort and relief, as well as remind me that I still have a friend who I can count on at all times."

Beyond providing emergency aid, our Care-On-Call Service Call Centre also plays the role of a good listener to our elderly users' frustrations and worries. With one simple press on the help button, users can share their inner thoughts, or ask us questions about community and daily life aspects, or request assistance for medical appointment scheduling and medication reminder. Our staff also regularly take the initiative to call on the elderly to check on their wellness and to show we care, spreading joy and soothing their troubled minds.



岑婆婆不時會按平安鐘聯絡姑娘傾訴，
感激姑娘的關心。

Madame Shum, who frequently reaches out to our staff at Care-On-Call Service Call Centre to share her joy and grief, expressed her thankfulness to us.

彭婆婆與丈夫植伯伯
使用室內平安鐘及隨身寶

**Madame Pang and
husband, Mr. Chek**
Using our Personal
Emergency Link Device and
Mobile Link Device

笑容滿臉的彭婆婆退而不休，80多歲仍然一直活躍社區擔任義工。自從90歲的丈夫植伯伯確診認知障礙症後，婆婆寧願減少參與熱愛的義工工作，全天候照顧丈夫。

有一次，婆婆發現伯伯洗澡良久沒有出來，開門一看發現伯伯跌倒地上，不能自行起來亦不懂呼喚婆婆。婆婆多次嘗試扶起不果，於是立即按動「室內平安鐘」求助。協會姑娘馬上召喚救護員到場，發現伯伯因光著身子躺在地上一段時間，已發高燒，需立即送院救治。

「雖然照顧他很辛苦，少看一眼都不行，但不忍心送他到安老院，因只有我才最清楚他的需要。幸好有『一線通平安鐘™』幫忙，否則伯爺公出事時都不知道怎麼辦！」彭婆婆說。

Already in her 80s, the cheerful Madame Pang has never stopped serving the community as a volunteer even in her retirement. However, her 90-year-old husband, Mr. Chek, was diagnosed with dementia and since then she opted to give up part of her passion in volunteer work to take care of her husband day and night.

One time Madame Pang realised Mr. Chek was taking an unusually long shower. Upon opening the door to check up on her husband, Madame Pang found him on the ground, helpless and unable to call for help. She failed to help him up, so she immediately pressed the help button on the Personal Emergency Link device. SCHSA's staff then promptly made the ambulance call for her. When the paramedics arrived on scene, they found Mr. Chek was lying naked on the floor and in a fever that required immediate hospitalisation.

"Although caring for him is very difficult and demands all my attention, I can't bear sending him to a nursing home, because I am the only one who knows his needs best. Fortunately, we now have the help of Care-On-Call Service, otherwise I can't imagine what I would do if anything happens to my husband!" said Madame Pang.



彭婆婆與丈夫

Madame Pang and her husband.

傳遞平安 延續關懷

Spreading Peace and Love in the Community

義工參與

Volunteer Engagement

義工總人數：1,008 人

參與服務義工：13,068 人次

受惠長者：466,244 人次

Total number of volunteers: 1,008

Volunteer Participation: 13,068

Total Number of Elderly Beneficiaries: 466,244



協會的義工服務，一直有賴各界支持，本年度由協會義工提供的電話慰問數量達 462,403 次，主要對象是「一線通平安鐘™」服務的用戶。另一方面，透過商界、學界及個人義工的參與，協會舉辦了七次大型探訪，合共 2,625 位義工參與，探訪了 2,447 位居住於不同社區的長者。本年度協會繼續與不同界別團體合作，支援社區長者的不同需要，合作團體包括阡陌中心「關愛社區·延伸平安」及衛生署「家居安全大使」計劃。

為加強守望相助的鄰舍關係，讓長者建立更穩固的互助關愛網絡，本年度協會開展隔離鄰舍地區計劃，透過義工與長者每月進行室內 / 戶外活動，藉此聯繫區內街坊，九龍城是首個推行的區域。

長者居安協會獲得社會福利署嘉許「10,000 小時義工服務獎 (團體)」，而本年度協會義工積極參與服務，服務總時數達 57,384 小時。

SCHSA's volunteer services have always received strong support from a wide range of sectors in society. This year, our volunteers made a total of 462,403 caring calls, primarily to our Care-On-Call Service users. In addition, in collaboration with companies, schools as well as individual volunteers, we organised seven large-scale home visits, attracting a total of 2,625 volunteers to pay visits to 2,447 users residing in different districts. We continued to work with different organisations, such as Crossroad Centre and the Department of Health on campaigns like 'Giving Peace of Mind through Caring for the Community' and 'Home Safety Ambassador Scheme' respectively.

In order to promote stronger neighbourhood relationships and more solid mutual help network for the elderly, the Association launched the Good Neighbours Programme this year. By arranging monthly indoor / outdoor activities for our volunteers and elderly, we connect local residents within a certain district. Kowloon City was the first area for the implementation of this programme.

SCHSA was awarded the Award of 10,000 Hours for Volunteer Services (Group) by the Social Welfare Department. Thanks to the active engagement of our volunteers this year, we contributed a total of 57,384 hours of volunteer services to society.



2018年12月「一線通平安鐘™」隔離鄰舍地區計劃九龍城區聚會。

Our Kowloon City District Meeting under the Care-On-Call Good Neighbours Programme in December 2018.



2019年5月於筲箕灣的大型探訪，義工與探訪長者暢談甚歡。

Our volunteers mingled cheerfully with the senior citizens during our large-scale elderly visit in Shau Kei Wan in May 2019.



2019年2月於天水圍的大型探訪，義工與探訪長者交流。

Our volunteers and the seniors conversed with each other during our large-scale elderly visit in Tin Shui Wai in February 2019.



2019年5月於東區的大型探訪，探訪長者即場表演口風琴，吸引了小義工的注意。

Our volunteers were blown away by the impromptu melodica performance of a senior during our large-scale elderly visit in the Eastern District in May 2019.

銀齡創意 促進共融 Silver Age is Full of Creativity

「銀齡製作室」繼續向社會發放長者正能量。於本年舉辦共融活動「同你鬥戲」，義工走訪多間中小學進行分享及演出即興話劇。更設計「快閃銀齡」小食車，與愛民邨一眾街坊打成一片，再一展現樂齡人士的獨特活力。

電子競技日漸流行及專業化，已成為年輕一輩的熱門話題。有見及此，一眾長者為跨代共融不遺餘力，大膽擔當「生力軍」，進入電競領域並參與多個友誼賽事，為樂齡活動增加更多的可能性。

Our Silver Age Studio continues its mission of spreading positive energy in society. Under our campaign Kidult Battle, an activity for building social cohesion and community harmony, our volunteers paid visits to a number of primary and secondary schools to share their stories and impromptu drama performances with students. They also designed the Silver Age Flash Truck and created a true connection and bond with our local neighbours at Oi Man Estate with the unique vibrancy of our senior friends.

E-Sports is becoming increasingly popular, making it a viral topic of discussion among many young people. In view of this, a group of active seniors boldly ventured into the world of e-Sports and participated in a number of games with young folks. It shows seniors' lives are full of possibilities.



2018年11月由一眾義工所籌備之銀齡小食車快閃銀齡活動。

Silver Age Flash Truck, a momentary elderly campaign of the joint efforts of our volunteers in November 2018.



2018年11月在快閃銀齡活動，一眾長者與年青人打成一片，經營「鬼馬」小食車。

The old and the young became one big team to run the Witty Food Truck in our momentary elderly campaign in November 2018.



2019年4月銀齡製作室義工到訪鄧佩瓊中學，長青一同發揮創意，演出即興劇場。

Our elder friends joined the young students in creating and performing impromptu dramas as our volunteers from Silver Age Studio visited Pok Oi Hospital Tang Pui King Memorial College in April 2019.



2019年4月銀齡製作室義工與學生們玩得不亦樂乎。

Volunteers from Silver Age Studio and students enjoyed their friendship and great time together in April 2019.



2018年12月長者與青年共同組隊，參與電競賽事：Predator League 港澳區頒獎典禮及友誼賽。

Our aged and young folks made one awesome team, and participated in the Hong Kong-Macao Award Presentation Ceremony and Friendship Match of the e-Sports competition, Predator League, in December 2018.

生命·歷情體驗

Life Journey Experience



由 2013 年開展生命·歷情體驗至今，參加者人數接近 70,000 人。

Since the launch of our Life Journey Experience in 2013, the number of total participants has reached nearly 70,000.

生命·歷情體驗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，自 2013 年開展至今，一直得到社會各界支持及鼓勵。生命·歷情體驗不斷擴展服務範圍，包括學校、企業、社福機構、長者中心、特殊學校以及公眾等來自不同範疇的人士。曾參與活動的人士均認同活動能夠重新認識自己及反思人生，滿意度高達 98%。在本年度，參與人數達 16,000 人，創歷年新高。

生命·歷情體驗於未來日子，希望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 Experience helps visitors reflect on the meaning of being 'young' and 'old'. We aim to encourage everyone to look at being old in a positive way. Since its commencement in 2013, Life Journey Experience has received positive feedback and support from many sectors of society. We intend to extend our Life Journey Experience to sectors such as schools, corporations, social service organisations, elderly centres, special needs schools and the general public. Participants all agreed that the experience helped them to reflect on the purpose of life and deepened their self-understanding. The experience received a high participant satisfaction rate of 98%. The number of participants also achieved a record-high of 16,000 this year.

Going forward, we hope that through our Life Journey Experience, more individuals from different sectors can contemplate the meaning of life, see ageing in a positive sight and develop positive attitude towards life.



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。

Activities in Life Journey Experience test the participants' resilience at difficult times, and encourage reflection on how we should live in the moment and treasure every little thing in life.



體驗希望讓更多不同背景、界別的人士能夠重新認識生命，發現年老的新可能。

Life Journey Experience aims to help more people from different backgrounds and sectors to see the meaning of life in a new sight, and to discover new possibilities in the journey of ageing.

為小業主提供多元化教育及支援 Providing Information and Support to Minority Owners



協會邀請聯合調解專線辦事處拍攝教育短片，介紹調解服務。

SCHSA invited the Joint Mediation Helpline Office to give an introduction of their mediation services in our educational short film.

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。本年度共向 3,153 幢樓宇進行宣傳，562 戶家訪及舉行了 35 場地區性教育講座。

為了讓較年長的小業主更容易理解相關強拍和收購的資訊，我們拍攝了教育短片，期望透過輕鬆及淺易的短片讓小業主更容易掌握如何保障自己的權益。同時，我們繼續為個別受影響的大廈舉辦教育講座，並深入跟進有需要的小業主。

Since January 2011, SCHSA has been appointed by the Development Bureau to provide assistance to local minority owners of old buildings and their immediate family members in Hong Kong, who are affected by the Land (Compulsory Sale for Redevelopment) Ordinance or private acquisitions. Supported by professional consultants, our social workers help minority owners who face any compulsory sales and acquisitions. This year, we carried out information and publicity work for a total of 3,153 buildings, made home visits to 562 families and arranged 35 district educational talks.

In order to help minority owners to better understand the information about compulsory sales and acquisitions, we produced a short educational film. We hope that with the aid of a fun and simple video clip, minority owners can gain better understanding of how to protect their rights and interests. We will continue our work in delivering educational talks to the owners, and hold detailed follow-ups with any minority owners in need.



協會邀請市建局、聯合調解專線辦事處、香港警務處及專業測量師夥伴合辦教育講座，講解強拍條例及相關資訊。

SCHSA invited the Urban Renewal Authority, Joint Mediation Helpline Office, Hong Kong Police Force and our partner professional surveyor to jointly organise an educational talk to explain the Land (Compulsory Sale for Redevelopment) Ordinance and relevant information.

協會年度重要活動回顧

Highlight of Our Key Events of the Year



首齣實驗短片 《媽媽的氣味》 Our First Short Documentary, *The Scent of Mother*

長者安居協會「一線通平安鐘™」藉母親節製作首齣實驗短片 - 《媽媽的氣味》。協會邀請多名初為人母的女兒與年長母親一同參與實驗並紀錄過程。接受測試的女兒於無事前準備下，單憑氣味嘗試辨認母親的氣味。結果發現，僅一半年輕媽媽能憑氣味認出年長母親。協會紀錄了參加者於實驗過程中反思、愧疚，以及最後與母親的深情擁抱，為這個溫馨節日再添連繫及平安。短片更榮獲 2019 年金帆廣告大獎銅獎。

On Mother's Day, SCHSA launched its first documentary short film *The Scent of Mother*. Elderly mothers and their grown daughters were invited to participate in an experiment in our film. Without any preparation, adult daughters were asked to identify a piece of clothing that belonged to their elderly mother by smell. Only half of these adult daughters could do so. The film showed how the participants went from self-reflection to disappointment and guilt. In the end, these mothers, old and young, gave a warm hug to each other, and sending a message of love and connectedness in the Mother's Day. The film also awarded by the Association of Accredited Advertising Agencies of Hong Kong in 2019.





「一線通平安鐘™」處理用戶 求助次數超越 1000 萬次 Care-On-Call Service User Requests Exceeded 10 Million

23 年以來，「一線通平安鐘™」服務一直全天候照顧全港長者及有需要人士，讓他們樂活於社區。截至 2019 年 5 月底，「一線通平安鐘™」服務熱線中心多年來累積所處理的求助個案次數，正式突破 1000 萬次，反映協會服務深具成效。

For 23 years, our Care-On-Call Service has been taking care to our senior citizens and others in need in Hong Kong 24/7, enabling them to lead happy and safe lives. As of the end of May 2019, the cumulative number of emergency requests handled by our Care-On-Call Service Call Centre officially exceeded 10 million, a proof of the effectiveness of our service.



《回憶博物館》： 父母總是在您背後守護您 *Museum of Memories: Parents Are Always Behind You and For You*

長者安居協會「一線通平安鐘™」再推出社會實驗短片《回憶博物館》，透過幾對父親與子女的故事，喚起兩代人相處的溫暖回憶，鼓勵每位為人子女的，於父親節給爸爸送上平安。當中，五年前已安裝「一線通平安鐘」的積勤伯伯分享，年長父母照顧好自己也是一種愛子女的表現，因為自己活得健康自在，子女才可以無後顧之憂。

Museum of Memories is another short documentary produced under SCHSA's Care-On-Call Service brand. Through heart-warming stories of several pairs of father and child, we tried to evoke shared memories of the two generations to encourage every one to give blessings to their father. One particular father, who has been a user of Care-On-Call Service for five years and known for his enthusiasm and diligence, shared his insight that ageing parents show how much they love their children by taking good care of themselves, because children are relieved to know their ageing parents are healthy and well.



與香港天文台攜手提升長者對天氣的認識 Joint Efforts with of the Hong Kong Observatory to Enhance Elderly's Knowledge of Weather

每年協會均與香港天文台合作，於冬季舉辦聯合記者會，提醒公眾於寒冷天氣警告下，多關顧長者健康，並為長者提供禦寒保健貼士。

Every winter, SCHSA and the Hong Kong Observatory hold a joint press conference to remind the general public to pay extra attention to our senior citizens before the weather turns cold. We also give advice to our elderly on how to stay warm and healthy in cold weather.



其他事務
Other Operations



員工培訓及溝通

Staff Training and Communications



協會不定期舉辦講座，讓員工持續學習，與時並進。

SCHSA holds talks from time to time, giving employees the opportunities for continued professional development.

協會一向積極推行開放溝通，建立員工及管理團隊之間的互信關係，除了從不同渠道聽取員工意見及建議外，還定期舉行不同職級會議，促進管理團隊與員工互相交流，從而加深彼此了解，整體之和諧，更提升運作效率暢順。

協會不時為員工提供多元化之培訓，令員工可與時並進，持續學習，吸取新知識，以處理日常工作，幫助員工在職業生涯向前邁進；協會會不定期舉辦講座，包括：新推出的服務的簡介會、個人資料（私隱）條例簡介講座、資訊保安及網路安全、銷售技巧及知識等訓練。

工作以外，不同類型之員工活動亦重要，如「正念減壓工作坊」及「護脊健康講座」，有助員工心身減壓，獲得健康資訊；如「Happy Friday 茶座」，能建立員工之間的緊密聯繫。

對外，協會繼續提供實習平台 (Student Internship Programme) 給各大院校之學員，令實習生能親身體驗社企工作，吸引有潛質之學員他日畢業後加入協會大家庭。

SCHSA has always promoted open communication among its staff to establish mutual trust between its employees and the management team. In addition to collect our staff's views and recommendations through various channels, we also hold regular meetings for staff areas and positions, in order to foster a two-way dialogue between our management team and employees. We hope to deepen our mutual understanding, to nurture a harmonious work environment and to facilitate our overall operation.

We provide employees with diversified training from time to time, so that our staff can continue to develop and acquire new knowledge. We also hold seminars from time to time, including briefing sessions on new services, briefing seminars on the Personal Data (Privacy) Ordinance, data and cyber security, and training on sales techniques.

Besides work, we also attach great importance to arranging different activities for our employees, such as the Mindfulness-based Stress Reduction Workshop and Spinal Health Seminar, in order to help reduce their physical and mental stress, and provide them with wellness information. Our campaigns such as Happy Friday Café also help establish a closer tie among our employees.

Externally, the Association continues its efforts in providing internship opportunities to tertiary students under the Student Internship Programme, enabling the younger generation to gain hands-on experience working in a social enterprise as an intern. We hope to attract candidates with great potential to join SCHSA after their graduation.



「護脊健康講座」有助員工心身減壓。

Spinal Health Seminar helped employees to relieve physical and mental stress.



「Happy Friday 茶座」能建立員工之間的緊密聯繫。

Happy Friday Cafe fostered a close relationship among employees.

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 2018-2019 會計年度錄得盈餘為港幣 \$6,359,259。總收入為港幣 \$155,734,863，來源為服務費、公眾人士的捐款、項目贊助捐款及投資收入。總支出為港幣 \$149,375,604，包括員工支出、銷售成本、推廣及廣告費用、折舊、其他運作及行政支出等。

收入 Income	2018-2019 年度 Financial Year			
	恒常收入 Recurring Income	項目收入 Special Projects Income	總額 Total	
	港幣 (HK) \$	港幣 (HK) \$	港幣 (HK) \$	%
營運收入 Operating Income	90,611,494		90,611,494	58.2%
· 「一線通平安鐘™」服務收入 Care-on-Call Service Fee	84,872,217		84,872,217	
· 管家易家居服務收入 Easy Home Service Income	5,739,277		5,739,277	
公眾捐款 Public Donation	20,213,794		20,213,794	13.0%
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charitable Trusts Donation		28,133,490	28,133,490	18.0%
· 翻新及裝置新愛民中心 Renovation and equipping the new Oi Man Centre		5,484,195	5,484,195	
· 賽馬會「e 健樂」電子健康管理計劃 Jockey Club Community eHealth Care Project		19,779,193	19,779,193	
· 賽馬會好手易配同盟計劃 Jockey Club Good Hand Easy Match Alliance		2,870,102	2,870,102	
匯豐銀行慈善基金捐款 The HongKong Bank Foundation Donation		7,418,910	7,418,910	4.8%
· 「長者智能家居」試驗計劃 Smart Home: A Smart Solution to Active Ageing				
利息及投資 Interest and Investments	3,186,924		3,186,924	2.0%
其他收入 Other Income	6,170,251		6,170,251	4.0%
總收入 Total Income	120,182,463	35,552,400	155,734,863	100%

支出 Expenditure	2018-2019 年度 Financial Year			
	恒常支出 Recurring Expenditure	項目支出 Special Projects Expenditure	總額 Total	
	港幣 (HK) \$	港幣 (HK) \$	港幣 (HK) \$	%
銷售成本 Cost of goods sold	14,307,983	0	14,307,983	9.5%
折舊 Depreciation	9,678,723	9,731,263	19,409,986	13.0%
營運支出 Operating Expenses	87,655,986	25,821,137	113,477,123	76.0%
· 員工支出 Staff costs	66,255,254	16,030,591	82,285,845	
· 其他營運支出 Other Expenses	21,400,732	9,790,546	31,191,278	
籌款 Fundraising expenses	2,180,512	0	2,180,512	1.5%
總支出 Total Expenditure	113,823,204	35,552,400	149,375,604	100%

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\$6,359,259 in financial year 2018-2019. Total income was HK\$155,734,863, including service fees, donation and income from general public, projects income and investment etc. Total expenditure was HK\$149,375,604, including staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating as well as administrative expenses.

2017-2018 年度 Financial Year			
恒常收入 Recurring Income	項目收入 Special Projects Income	總額 Total	
港幣 (HK) \$	港幣 (HK) \$	港幣 (HK) \$	%
91,155,604		91,155,604	61.2%
84,627,184		84,627,184	
6,528,420		6,528,420	
21,286,561		21,286,561	14.3%
	23,785,102	23,785,102	16.0%
	9,834,283	9,834,283	
	11,258,389	11,258,389	
	2,692,430	2,692,430	
	2,855,814	2,855,814	1.9%
2,679,671		2,679,671	1.8%
7,079,101		7,079,101	4.8%
122,200,937	26,640,916	148,841,853	100%

2017-2018 年度 Financial Year			
恒常支出 Recurring Expenditure	項目支出 Special Projects Expenditure	總額 Total	
港幣 (HK) \$	港幣 (HK) \$	港幣 (HK) \$	%
13,540,943	0	13,540,943	9.2%
11,287,037	13,218,080	24,505,117	16.6%
94,208,992	13,422,836	107,631,828	72.9%
68,262,470	9,767,280	78,029,750	
25,946,522	3,655,556	29,602,078	
1,929,685	0	1,929,685	1.3%
120,966,657	26,640,916	147,607,573	100%

財務狀況 Statement of Financial Position

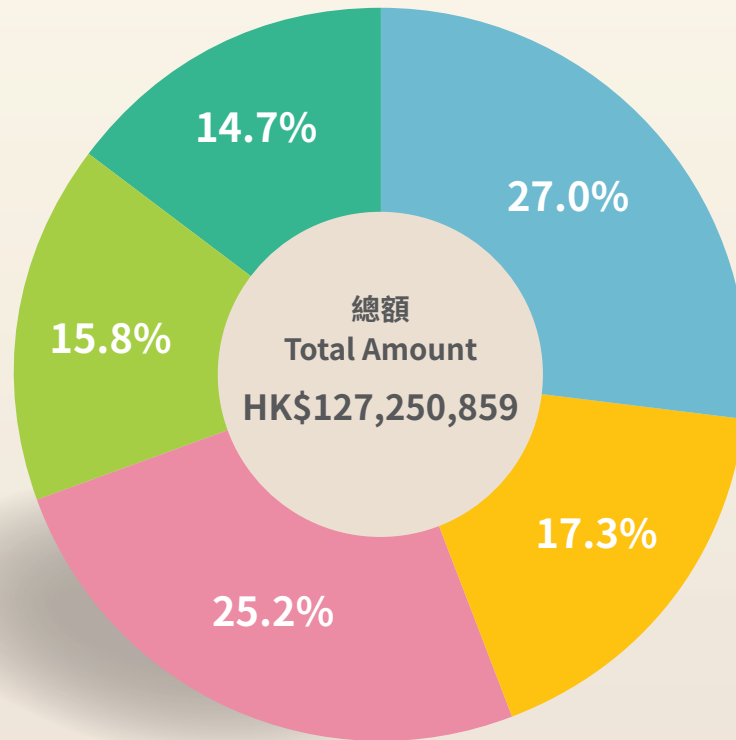
(於 2019 年 8 月 31 日 As at 31 August 2019)

	2019	2018
	港幣 (HK) \$	港幣 (HK) \$
非流動資產 Non-current assets	69,424,827	81,773,975
· 物業、廠房及設備 Property, plant and equipment	39,540,152	45,202,451
· 無形資產 Intangible assets	308,427	402,347
· 指定按公允值計入其他全面收益的金融資產 Financial assets at Designated FVOCI	29,576,248	
· 可供出售金融資產 Available-for-sale financial assets		36,169,177
流動資產 Current assets	106,456,903	106,454,854
· 存貨 Inventories	3,846,330	4,944,209
· 應收賬款及其他應收款項 Accounts and other receivables	32,461,836	28,053,173
· 銀行結存及現金 Bank balances and cash	70,148,737	73,457,472
流動負債 Current liabilities		
· 應付賬款及其他應付款項 Accounts and other payables	21,518,092	27,017,641
遞延捐款收入 Deferred donation income	27,112,779	33,717,531
資產淨值 Net assets	127,250,859	127,493,657
儲備 Reserves		
· 基金 Total fund employed	127,250,859	127,493,657

儲備 Reserves

儲備分類 Reserves Classification

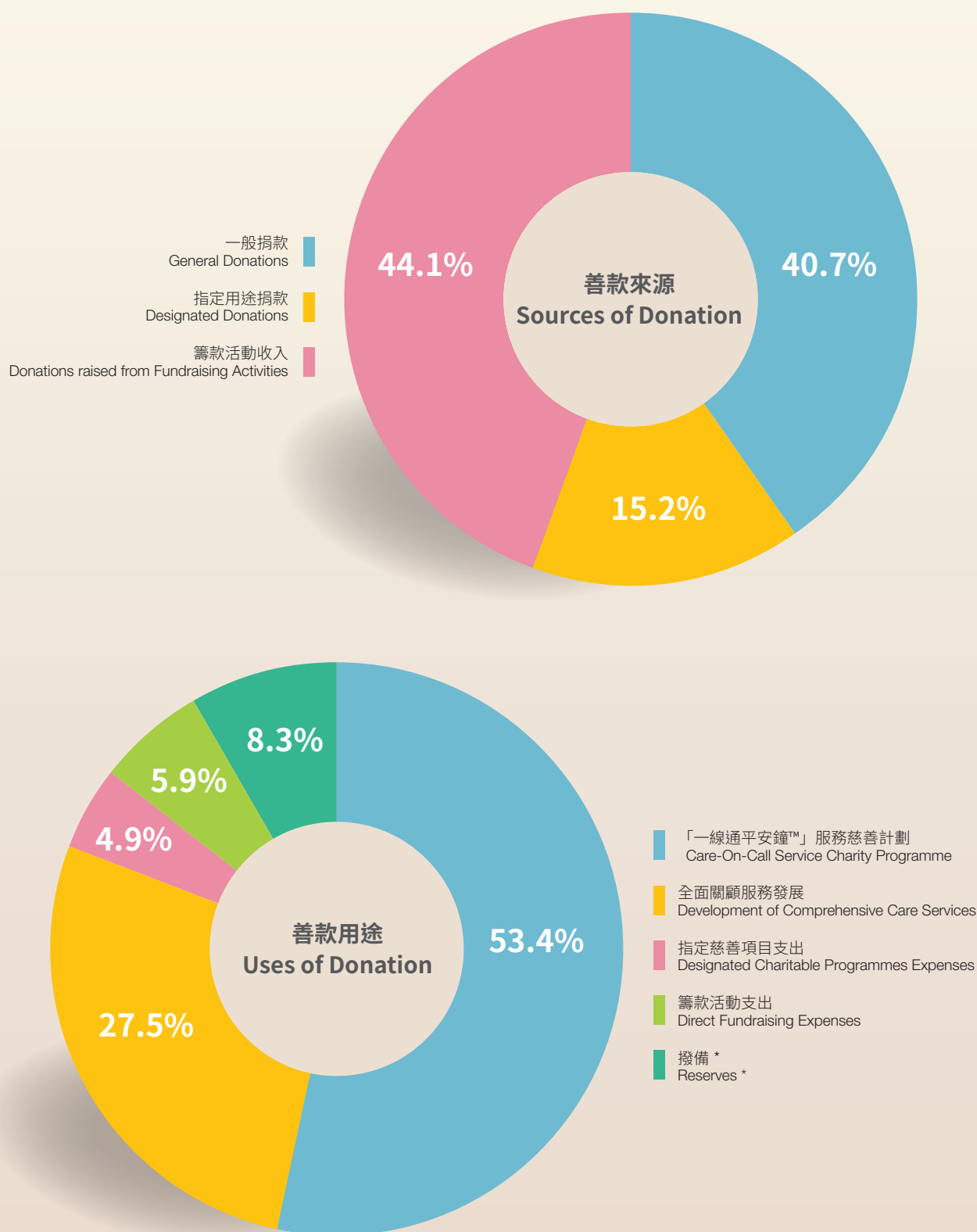
- 慈善個案基金
Charity Case Fund
- 慈善個案長期儲備
Charity Case Long Term Reserve
- 長者關顧基金
Elderly Care Fund
- 研究及發展基金
Research and Development Fund
- 累積盈餘
Accumulated Surplus



儲備項目開支 - 基金運用 Application of Reserves

	2018-2019 港幣 (HK) \$	2017-2018 港幣 (HK) \$
慈善個案基金 Charity Case Fund	10,800,353	11,027,358
慈善個案長期儲備 Charity Case Long Term Reserve	0	0
長者關顧基金 Elderly Care Fund	5,559,178	4,332,235
研究及發展基金 Research and Development Fund	0	0

善款來源與用途 Sources and uses of donation



撥備：

* 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。

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 9 to 72, which comprise the statement of financial position as at 31 August 2019, 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 2019, 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 ("HKSAs") 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 9 頁至 72 頁之財務報表，此財務報表包括於 2019 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 2019 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。



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)

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。

在擬備財務報表時，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

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)

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

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.

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

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)

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. 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。
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors. 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。
- 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. 對董事採用持續經營會計基礎之恰當性作出結論。根據獲取的審計憑證，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。
- 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. 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

(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)

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, 25 March 2020

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

中審眾環（香港）會計師事務所有限公司
 執業會計師
 香港，2020年3月25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

鳴謝名單

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 apologise for being unable to list all the partners and names.

公司 Companies

亞洲實業(香港)物流有限公司
A&S(HK) Logistics Limited.

亞洲貨櫃碼頭有限公司
Asia Container Terminals Ltd

高富金融集團
Athena Best Financial Group

Atkinson Lambert Limited

中國銀行(香港)有限公司
Bank of China (Hong Kong) Ltd

寶德隆企業服務(香港)有限公司
Boardroom Corporate Service(HK) Limited

威裕環球控股有限公司
BPS Global Holdings Limited

Buttar & Associates

Captiare Limited

Cara G.D & Co. Limited

卡伯斯(香港)有限公司
Cargo Compass (Hong Kong) Limited

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.

俊和發展集團
Chun Wo Development Holdings Limited

中華電力有限公司
CLP Power Hong Kong Limited

Collinson International (Hong Kong) Limited

保信財務有限公司
Credit One Finance Limited

的近律師行
Deacons

銘緣會有限公司
Destiny Community Ltd

林淑儀醫生基金會有限公司
Dr Louisa Lam Foundation Limited

富臨集團控股有限公司
Fulum Group Holdings Limited

盈豐貿易香港有限公司
G & F Trading (HK) Ltd.

金洋投資有限公司
Gold Ocean Investments Limited

金藝聖誕禮品廠有限公司
Golden Arts Gifts & Decor Factory Ltd

香港印藝學會有限公司
Graphic Arts Association of Hong Kong Limited

康振有限公司
Honden Limited

香港機場經理協會
Hong Kong Airport Managers Association

香港陳老二藥廠有限公司
Hong Kong Chan Lo Yi Medicine Co Limited

香港商業廣播有限公司
Hong Kong Commercial Broadcasting Co., Ltd

香港交易及結算所有限公司
Hong Kong Exchanges and Clearing Limited

香港調解資歷評審協會有限公司
Hong Kong Mediation Accreditation Association Limited

Jeeves (HK) Limited

瓊華有限公司
King Wah Co Ltd.

利太有限公司
Lead Pacific Limited

Markant Trading Organisation (Far East) Limited

中審眾環(香港)會計師事務所有限公司
Mazars CPA Limited

中國石油國際事業(香港)有限公司
Petrochina International (H.K.) Corporation Limited

保心安藥廠有限公司
Po Sum On Medicine Factory Limited

安信信貸有限公司
PrimeCredit Limited

基璇中國有限公司
Quebish 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

運動家有限公司
Sportshouse Limited

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 Limited

東亞銀行有限公司
The Bank of East Asia, Limited

香港上海匯豐銀行有限公司
The Hongkong and Shanghai Banking Corporation Limited

富滙證券有限公司
Wealth Link Securities Limited

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 Limited

個人 Individuals

歐鳳蘭小姐
Ms. Au Fung Lan Christine

陳澤林先生
Mr. Chan Chak Lam Alexander

Chan Julius Edmund

Chan Ka Leung Stanley

陳嘉明小姐
Ms. Chan Ka Ming

陳劍鋒
Chan Kim Fung

Chan Ling Kuen, Lucinda

陳萬宜
Chan Man Suen

Mr. Chan Yiu Fai Stephen

陳耀儀
Chan Yiu Yee

周柏豪
Chau Pak Ho

周珮然
Chau Pui Yin Pauline

陳志鵬
Chen Chi Pang

陳谷喬先生
Mr. Chen Guqiao

鄭傑名
Cheng Ming Shiaw

鄭應南
Cheng Ying Nam

鄭婉琪小姐
Miss Cheng Yuen Ki

Cheng Yuk Lan

卓偉賢
Cheuk Wai Yin

張國偉
Cheung Kwok Wai

張德輝先生
Mr. Cheung Tak Fai

Mr. Chew Chee Choong

Chin Lau Yuen Sin

趙連花小姐
Ms. Chiu Lin Fa Ada

徐家鳳
Chui Ka Fung

鍾佩芬
Miss Chung Pui Fan Berry

霍嘉莉
Fok Ka Lei

符國鈞先生
Mr. Fu Kwok Kwan

Fung Fuk Fun	李慧儀	蘇家興
Fung Hau Yi	Li Wai Yi	So Ka Hing
馮樹寶先生	連玉英小姐	蘇圻鋈
Fung Shu Bo	Miss Lin Yuk Ying	So Kei Cheong Benjamin
馮詩頌	Liu Pui Yin Esther	尚壽有限公司
Fung Sze Chung	廖新基	Syntral Limited
馮偉儀小姐	Liu San Kei	譚忠榮
Ms. Fung Wai Yi	Lo Kwan Yee Blanche	Tam Chung Wing
Harinder Bhalla	羅秀珍	鄧卓然先生
何李藹慈女士	Lo Sau Chun	Mr. Tang Cheuk Yin
Mrs. Ho Li Oi Chi	盧月鳳女士	Tang Lai Fan
Ho Pui Yan Pandora	Ms. Lo Yuet Fung	曾智明
何向亮	雷明珠	Tsang Chi Ming
Ho Seng Liang	Lui Ming Chu	曾雅君
許玉蓮	呂少雲小姐	Tsang Nga Kwan Rachel
Hui Yuk Lin Maria	Ms. Lui Siu Wan Amy	謝進興先生
Kam Peter Yui Too	馬忠玉	Mr. Tse Chun Hing
郭雅儀	Ma Chung Yuk Lucy	謝麗貞
Kwok Nga Yee	馬麗明	Tse Lai Ching
郭榮泰先生	Ma Lai Ming	蔣翠琼
Kwok Victor	馬秀慧小姐	Ms. Tseung Chui King
鄺德友先生	Ms. Ma Sau Wai	Tso Chin Nang
Mr. Kwong Tak Yau	Ms. Ma Sik Sik	徐蕙薇
賴建宇	馬慧嫻小姐	Tsui Wai Mei
Lai Kin Yu	Ms. Ma Wai Sim	黃瀚良
黎敏兒小姐	馬良	Wong Hon Leung Beatrice
Ms. Lai Man Yee	Maa Mario	Wong Ka Wai Kelvin/ Lee King Tong
Lai Shu Ying	麥宗頤女士	黃嘉怡小姐
Lam Ngan Lung	Ms. Mak Chung Yee	Ms. Wong Ka Yee
Lam Pui Sze	Mak Pui Ling	黃家愉小姐
劉振華	Mak Shing Fu	Ms. Wong Ka Yu Fiona
Lau Chun Wah	麥慧儀	黃國基先生
Lau Ka Ying	Mak Wai Yee	Mr. Wong Kwok Kay
劉今蟾	Miss Mak Yun Ching Mica	黃文偉
Lau Kam Shim	文淑賢	Wong Man Wai
Lau Mi Yi Fiona	Man Shuk Yin	Wong Mandy
劉配華小姐	Man Siu Shan	黃美紅女士
Ms. Lau Pui Wah	Miao Duncan	Ms. Wong Mei Hung Melissa
劉淑蘭	莫雅清	黃淑兒
Lau Suk Lan	Mok Nga Ching	Wong Shuk Yee
Lau Wai King	梅娜鈿	黃蔚婷
羅嫻婷	Mui, Nor Tin Effie Patricia	Wong Wai Ting
Law Man Ting Ellen	吳洲	黃詠嫻小姐
羅念君小姐	Ng Chau	Miss Wong Wing Han Tracy
Ms. Law Nim Kwan Michelle	Ng Chi Sang	王翼錦
李端慧	吳志榮先生	Wong Yik Kam
Lee Duen Wai Virginia	Mr. Ng Chi Wing	伍步明
李利敏小姐	吳惠芳小姐	Miss Wu Po Ming, Karen
Miss Lee Lee Man	Miss Ng Wai Fong	胡燕青小姐
Ms. Lee Yuk Ching	Miss Ng Yuen Ting	Ms. Wu Yin Ching
梁秀芳	吳月媚小姐	甄瑞貞
Leung Sau Fong	Ms. Ng Yuet Mee, Ivy	Yan Sui Ching
梁子傑	Mr. Ngai King Kwok Anthony	邱俊源先生
Mr. Leung Tsz Kit	顏秀峰先生	Mr. Yau Chun Yuen
梁玉英小姐	Mr. Ngan Sau Fung Joseph	楊明
Ms. Leung Yuk Ying	Paddy	Yeung Ming
李卓禧	潘永祥博士 太平紳士	楊啟基律師
Li Cheuk Hei Gordon	Dr. Lawrence W. C. Poon, JP	Mr. Kenneth K. K. Yeung
Mr. Li Chi Huen Roy	潘永輝先生	Yim Mei Shan Lydia
李嘉怡	Mr. Puen Wing Fai	葉玉蘭
Miss Li Ka Yi Kerry		Yip Yuk Lan Eunice
		饒錦娥女士
		Ms. Yiu Kam Ngor

姚玉嫻
Yiu Yuk Han
余曦
Yu Hay Ketty
余啟鴻先生
Mr. Yu Kai Hung
余玉珍
Yu Yuk Chun
源明心
Yuen Ming Sum
Yuen Wai Lei
翁國源先生
Mr. Yung Kwok Yuen Dillon
Yung Ling Nui Susanna
翁少珊
Yung Siu Shan
周坤儀
Miss Zhou Kun Yi Nicole
江偉冠
何卓錦
吳樂貞
梁智恒

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
香港美國婦女會
American Women's Association of Hong Kong
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
擇善坊有限公司
Charitable Choice Limited
中華便以利會
China Peniel Missionary Society Inc
基督教家庭服務中心
Christian Family Service Centre
阡陌中心
Crossroad Centre
阡陌社區浸信會
Crossroad Community Baptist Church
基督教靈實協會
Haven of Hope Christian Service
香海正覺蓮社
Heung Hoi Ching Kik Lin Association
香港基督教女青年會
HKYWCA
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
香港社會服務聯會
Hong Kong Council of Social Service

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
聯合調解專線辦事處
Joint Mediation Helpline Office
旺角街坊會
MKKFA
保良局
Po Leung Kuk
博愛醫院
Pok Oi Hospital
隨意雅聚
Serendipity
聖雅各福群會
St. James' Settlement
基督教香港信義會
The Evangelical Lutheran Church of Hong Kong
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
循道衛理聯合教會
The Methodist Church, Hong Kong
救世軍
The Salvation Army
東華三院
Tung Wah Group of Hospitals
太極同學
李印青及眾弟子

學校 Schools

佛教黃焯菴小學
Buddhist Wong Cheuk Um Primary School
啟思小學附屬幼稚園
Creative Primary School's Kindergarten
優才(楊殷有娣)書院
G.T. (Ellen Yeung) College
香港專業教育學院
Hong Kong Institute of Vocational Education
香港創價幼稚園
Hong Kong Soka Kindergarten
九龍城浸信會禧年小學
Kowloon City Baptist Church Hay Nien Primary School
Little Buds Kindergarten
瑪利諾修院學校
Maryknoll Convent School
聖愛德華天主教小學
St. Edward's Catholic Primary School
香港真光中學幼稚園
True Light Middle School of Hong Kong (Kindergarten Section)
荃灣官立中學
Tsuen Wan Government Secondary School
油蔴地天主教小學
Yaumati Catholic 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
香港天文台
Hong Kong Observatory
香港警務處
Hong Kong Police Force
醫院管理局
Hospital Authority
房屋署
Housing Department
社會福利署
Social Welfare Department

基金 Foundations

ACCA Charitable Foundation Limited
浩洋慈善信託基金
Alfar Charitable Trust
陳楊福和基金有限公司
Chen Yang Foo Oi Foundation Limited
意贈慈善基金
Egive For You Charity Foundation
葉志成慈善基金有限公司
Ip Chi Shing Charitable Foundation
香港公益金
The Community Chest of Hong Kong
陳廷驊基金會
The D. H. Chen Foundation
香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
滙豐銀行慈善基金
The Hongkong Bank 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

親子王國
Baby Kingdom
香港討論區、Uwants
Discuss & Uwants (Networld 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

電話 Tel: (852) 2338 8312

傳真 Fax: (852) 2372 0017

網址 Website: www.schsa.org.hk

電郵 Email: schsa@schsa.org.hk



長者安居協會



地址 Address:

香港九龍何文田愛民廣場二樓 S2

S2, 2/F, Oi Man Plaza, Homantin, Kowloon, Hong Kong