



A stylized illustration of a hospital building with a central entrance and several windows. In front of the building is a white ambulance with a red cross on its side and a red light on top. The background is a solid orange color.



2022-23 年報 ANNUAL REPORT



關於長者安居協會

About Senior Citizen Home Safety Association (“SCHSA”)

長者安居協會（「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。協會提供全天候24小時全面支援服務「一線通平安鐘™」，以緊急支援、綜合關顧、日夜守護、健康管理、生活輔助為主要的服務範疇。另設「一線通管家易®」上門照顧、陪診、清潔及復康服務，妥善照顧長者日常生活，減輕照顧者負擔。協會的全方位長者服務結合科技及人本元素，以創新的理念及手法，務求讓銀髮族居家安老，享受有質素的自主生活。

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, a comprehensive 7/24 support service consisting of emergency aid, integrated care, around-the-clock vigilance service, health management, and day-to-day living assistance. In addition, SCHSA's EasyHome® Service help ensure proper care for the daily lives of the elderly and alleviate the burden on caregivers through provision of at-home care, medical escort, house cleaning and rehabilitation services. SCHSA innovates and leverages technology to deliver people-centric services for the elderly, enabling them to age in place and lead quality lives independently.



使命及價值觀

Mission and Values

願景 Vision

讓長者可隨心選擇在社區過著有質素的晚年生活。
Empower senior citizens to age in place maintaining their quality of 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。
Leverage technology and innovation to provide people-centric services that improve quality of life for senior citizens ageing in place.

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。
Collaborations and Partnerships – We collaborate with different sectors to help meet the multifaceted needs of our senior citizens.

重視長者 – 重視長者的價值，需要和生活素質，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.

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 values 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 organisation and service development.



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Message from Chairperson



錢黃碧君教授

Prof. Teresa B.K. Tsien

長者安居協會董事會主席

Chairperson,

Senior Citizen Home Safety Association



過去一年，是我接任長者安居協會董事會主席的第二個年頭，能夠帶領協會董事會一同服務我們的長者，實在是我的榮幸。

2022-23年，正值是疫情減退下的第一個財政年度。過去數年，協會上下為了支援長者，一直沒有停步，反而馬不停蹄推出更多支援行動，讓更多長者在來勢洶洶的疫情下得到及時的協助。而疫後社會日漸復常，協會上下未有鬆懈之餘，更加積極加強與社區各持份者及伙伴的聯繫，例如在2023年2月舉辦「平安是福社區伙伴嘉許禮2020-2022」，是疫情後首個大型活動，近百伙伴、團體及個人善長濟濟一堂，分享在疫情期間無私奉獻的感受，回顧兩年多以來服務的點滴，一起砥礪前行，為香港成為長者宜居城市而出一分力。

Last year was my second year as the chairperson of the Board of Directors (the “Board”) at SCHSA. It was my immense honor to guide and collaborate with the dedicated members of the Board in serving the elderly wholeheartedly.

The year 2022-23 is the first fiscal year when the pandemic subsided. Throughout the past few years, SCHSA remained unwavering in its commitment to supporting the elderly and more efforts have been devoted to launching additional supporting initiatives, ensuring more seniors could receive timely assistance during the fierce epidemic. Even the society has gradually resumed normalcy after the pandemic, SCHSA did not slacken off but rather proactively reinforced our ties with various stakeholders and partners in the community. For example, the “Community Engagement Awards Ceremony 2020-2022” held in February 2023 marked a significant milestone as the first large-scale event following the pandemic. Almost 100 partners, community groups and individuals gathered to share their experience of selfless dedication during these challenging times. Looking back on their collective efforts spanning over the past two years, they worked together to make Hong Kong a more livable city for the elderly.



面對疫後新常態，協會同事亦持續推陳出新，做好服務之餘，亦充分利用科技服務長者及照顧者。2023年4月，協會推出全新「一線通管家易®APP」，令照顧者及長者可隨時隨地利用手機預約服務，不但簡單方便，更加令服務配對更快、更貼心。至於「一線通平安鐘™」服務亦持續增長，無論服務質素抑或用戶人數均有提升，確實有賴管理團隊與同事的努力不懈。在2022-23年，協會一共主動電話慰問431,791次，另亦有30,454人次尋求緊急求助，及有近萬名有需要長者經「一線通平安鐘™慈善計劃」獲得支援。

而無論疫情前後，管理團隊與同事的付出，不但讓我們的長者深切感受到，更加被本地甚至國際社會予以認可。在今個財政年度，協會榮獲亞太區創新老年照護項目大獎三項殊榮，包括「年度最佳家居服務營運者」優勝者、「年度最佳創新獎－輔助生活（數碼解決方案）」最後入圍者及「智慧照護科技獎－營運管理解決方案（終端用戶）」最後入圍者。同時，協會亦獲得星島新聞集團頒發「2022年傑出領袖選舉」中「社區／公共事務／環境保育」傑出領袖獎。有如此卓越的成就，全靠協會上下一心，既用心、又用力而得來。

在此，我再次謹代表董事會感謝協會全體同事的努力。面對後疫情時代，期望管理團隊與同事繼續通力合作，在瞬息萬變的社會下堅守協會宗旨，同心同步，一起迎接未來人口超級老齡化帶來的挑戰與機遇，令更多長者居家安老，同時讓香港變得更加長者友善。

In the face of the post-pandemic new normal, SCHSA's staff members persevered in their innovation and effective utilisation of technology to cater to the needs of the elderly and caregivers. In April 2023, SCHSA introduced the brand-new EasyHome® APP, allowing caregivers and seniors to book services anytime and anywhere using their mobile phones, making it a simple and convenient platform to facilitate a quick and more personalised service matching. The Care-on-Call Service also recorded continuous growth, whether in terms of service quality improvement or increment in user numbers. These achievements were attributable to the unremitting efforts of the management team and colleagues. Throughout the fiscal year 2022-23, SCHSA conducted 431,791 care calls, responded to 30,454 emergency assistance calls, and extended support to almost 10,000 seniors through the Care-on-Call Service Charity Programme.

Whether before and after the pandemic, the dedication of our management team and colleagues deeply impressed the seniors and even earned high recognition from the international community. In this financial year, SCHSA received three esteemed accolades at the Asia Pacific Eldercare Innovation Awards, including the winner of the "Operator of the Year – Home Care", the finalists of the "Innovation of the Year – Assistive Living Product (Digital Solution)", and the "Best Smart Care Technology – Operational Management Solution (End-user)". At the same time, SCHSA was also awarded the "Leader of the Year 2022" under the "Community/Public Affairs/Environment & Conservation Category" by Sing Tao News Corporation Limited. These remarkable achievements are result of the collective efforts, dedication, and hard work of SCHSA as a whole.

Once again, on behalf of the Board, I extend my heartfelt gratitude to all my colleagues at SCHSA for their unwavering dedication and hard work. As we are stepping into the post-pandemic era, I hope that the management team and colleagues will forge ahead together, adhering to SCHSA's mission amidst the ever-evolving society. Let us embrace the challenges and seize the opportunities brought about by the rapidly aging population in the future, enabling more seniors to age gracefully at home and simultaneously, creating a more elderly-friendly Hong Kong.

行政總裁工作報告

CEO's Report



王虹虹 (王蓉)

Maura Wong

長者安居協會行政總裁

Chief Executive Officer,

Senior Citizen Home Safety Association



轉眼間，我加入長者安居協會已經五年了，這五年過得無比充實，看著協會日益進步，服務不斷精益求精，科技應用更得心應手，我相信在未來的五年我們會有更燦爛的發展前景。

回首2022-23年，協會重新推出「一線通管家易[®]」服務，此服務是協會除「一線通平安鐘[™]」外另一個主要服務，包括陪診，長者照顧，家居清潔，復康，是個人化直接照顧長者服務。

2023年4月我們推出了全新的「一線通管家易[®]APP」，讓下單、配對照顧員、付款全自動化，讓照顧者或長者想找人幫忙變得非常方便。同時協會重新編排照顧員的招聘，培訓，質控，獎勵和管理。用現代化的管理方法配合科技的運用，重新推出的「一線通管家易[®]」服務令人刮目相看，用戶的口碑上佳。自從推出到現在，「一線通管家易[®]APP」已被下載超過12,000次，同時，協會亦成為「長者社區照顧服務券」的認可服務單位。

It has been a productive and rewarding five years since I joined SCHSA. Hopefully, the next five will bring even greater opportunities.

One of the highlights of 2022-23 was undoubtedly the relaunch of EasyHome[®] Service which is a personalised direct care service targeting the elderly, including medical escort, home care, house cleaning and rehabilitation.

As part of the relaunch, a brand new EasyHome[®] APP was introduced in April 2023. Order placement, order matching, and customer payment are fully automated. Carers and elderlies can now find care support quickly and easily. Users' feedback on our APP and our revamped service has been most encouraging. Since the relaunch, EasyHome[®] APP has been downloaded over 12,000 times. At the same time, SCHSA is now an authorised service provider to the Community Care Service Voucher Scheme for the Elderly offered by Social Welfare Department, allowing us to extend our improved service to many more people in need.



最令人振奮的是，協會憑著「一線通管家易®APP」及該服務營運模式，得到第十一屆亞太區創新老年照護項目大獎的「年度最佳家居服務營運者」優勝者殊榮。

另外，「一線通平安鐘™」服務也不斷尋求突破。協會作為自負盈虧的社企，每年都需要很努力地做推廣、宣傳和銷售，把「一線通平安鐘™」和「一線通管家易®」服務介紹給更多有需要的人士。在推廣和銷售部同事們的努力不懈下，2022-23年我們在新登記的平安鐘用戶數字有了突破，全年超過10,000。儘管有好的成績，協會全人絕不會自滿，仍然希望把服務帶給更多的長者和有其他有需要的人士。

除了推動協會的業務之外，我們也竭力肩負社會責任。例如在2022-23年，協會應公務員事務局邀請，與衛生署合作，主動聯絡超過8,200名「零針長者」，向他們提供新冠疫苗資訊，並協助願意接種疫苗的長者安排預約和陪診，讓他們趕及在冬季來臨前獲得疫苗的保護，救得一個得一個！而協會亦應商務及經濟發展局的邀請，主動聯絡超過11,300名長者，向他們提供及時資訊，幫助他們在限期前順利完成電話智能卡實名登記，讓他們可以無憂地繼續使用流動電話服務。

長者安居協會在過去的日子為社會的付出和貢獻，有幸得到社會的認同，更被選為由星島新聞集團主辦的「2022年傑出領袖」(社區／公共事務／環境保育)！我在此衷心感謝各界對協會工作的支持和認同，也非常感謝董事會對我們的信任和支持。不過最重要的是，多謝協會所有員工默默耕耘，期待我們繼續同心協力為長者們服務，讓他們可以居家安老、平平安安。

For the innovation behind our EasyHome® Service, SCHSA was awarded to be “Operator of the Year – Home Care”, as presented by the 11th Asia Pacific Eldercare Innovation Awards in Singapore. Everyone at SCHSA was elated and humbled by this most unexpected honour. This award should really go to everyone who works hard to make our EasyHome® Service better and better every day.

On Care-on-Call Service, our teams have also been working tirelessly to seek new breakthroughs. Thanks to our sales and marketing teams, we were able to achieve over 10,000 new user subscriptions in 2022-23 for the first time in SCHSA history. We are always keen to bring our services to more elderly and people in need as Hong Kong ages rapidly.

As a social enterprise, SCHSA is conscious of our social responsibility. In 2022-23, we collaborated with Department of Health, facilitated by Civil Service Bureau, and reached out to over 8,200 elderly who had not had any COVID-19 vaccination. By giving them relevant information and arranging for those interested to get vaccinated, sometimes even with medical escort, we tried to help as many elderly as possible to get protection against COVID-19 ahead of the winter season. In addition, SCHSA also responded to the invitation by Commerce and Economic Development Bureau to reach out to over 11,300 elderly and helped them complete their real-name registration of their SIM cards so that they can continue to enjoy uninterrupted mobile telephone service.

All the extra miles that we have gone were met with recognition that once again we did not expect. We were shocked to learn that SCHSA was selected as “Leader of the Year 2022” (Community/Public Affairs/Environment & Conservation Category), an important event organised every year by Sing Tao News Corporation Limited. Such honour is a reminder that we need to work even harder to deserve it. I can only end this message with my most heartfelt gratitude to everyone who has believed in and supported our work – from my Board for their confidence and support to our colleagues who are the unsung heroes behind it all. It is an honour and a privilege for us to serve the elderly in Hong Kong. We wish everyone health, happiness and peace as we all mature and age in our beloved city of Hong Kong.



服務概覽

SERVICES OVERVIEW

服務主要數字 (2022-23年度)

Key Figures in Our Services (FY2022-23)

「一線通平安鐘™」服務

Care-on-Call Service

專業團隊處理的用戶求助宗數
Assistance requests handled by
Care-on-Call Service



657,428

接到的緊急求助次數
Emergency aid requests received



30,454

社會關懷服務

Social Care Service

註冊社工為用戶提供的輔導及支援服務
Counselling sessions and assistance
services to users offered by registered
social workers



1,607

為用戶轉介至合適社區服務
User referrals to suitable
community services



254

電話慰問計劃

Care Call Programme

已撥出
Delivered

431,791 次主動慰問電話
Care Calls



「一線通管家易®」服務

EasyHome® Service

年度為
Offered to a total of

2,957 個家庭，提供了
families



24,383

次家居照顧服務
sessions of high quality
at-home services

「一線通平安鐘™」及「一線通管家易®」慈善計劃

Care-on-Call Service & EasyHome® Service Charity Programmes

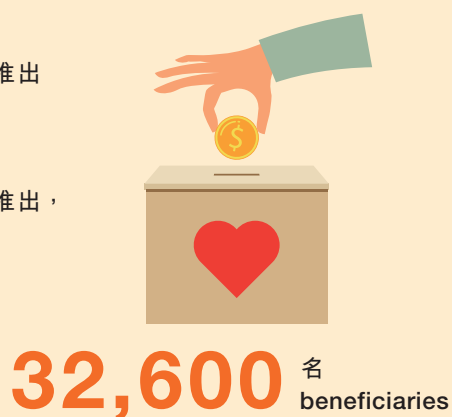
自「一線通平安鐘™」慈善計劃
Since the launch of Care-on-Call
Service Charity Programme in

1996 年推出

及「一線通管家易®」慈善計劃於
and the launch of EasyHome®
Service Charity Programme in

2020 年推出，

受惠者
已累積超過
, have totaled over



32,600 名
beneficiaries



「一線通平安鐘™」服務

Care-on-Call Service

服務概況

「一線通平安鐘™」服務由長者安居協會營運，提供全面的7/24支援服務，主要的服務範疇包括緊急支援、綜合關顧、日夜守護、健康管理及生活輔助，用戶只需一鍵即可向協會「一線通平安鐘™」支援中心尋求支援。

Service Overview

Care-on-Call Service, operated by Senior Citizen Home Safety Association ("SCHSA"), provides a comprehensive 7/24 support service covering emergency aid, integrated care, around-the-clock vigilance service, health management, and day-to-day living assistance. Users can reach out to our professional team and seek help by just one press on our devices.

服務範圍

Service Scope

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 Make emergency calls to the Police (999)召喚救護車 Summon ambulance搜尋長者的位置 Track the location of the users with their mobile devices緊急時通知指定聯絡人 Notify users' designated contacts in case of emergency跟進長者入院後情況 Follow up with users after hospital admission	<ul style="list-style-type: none">預約門診 Schedule medical appointments覆診及服藥提醒 Send reminders for medical appointments and medicine-taking解答日常生活疑難 Answer everyday life inquiries註冊護士回應有關健康及飲食諮詢 Health and dietary advice from registered nurses註冊社工情緒輔導 Emotional counselling service provided by registered social workers

產品特色

Product Features

	一線通®無線平安鐘 Care-on-Call Wireless Personal Emergency Link	一線通®第四代平安手機® Care-on-Call 4th Safety Phone
產品 Product		
特色 Features	<ul style="list-style-type: none"> • 無線設計，無需固網電話線，適合任何家居使用 Go wireless, without the need for a fixed landline, suitable for all households • 支援藍牙遙控技術，能覆蓋單位每個角落及多樓層的住宅 With Bluetooth connectivity, effectively covers corners of apartments or even multistorey houses • 安裝簡易，即買即用 Plug-and-Use • 配備隨身防水遙控掣，適合於浴室使用 Waterproof remote SOS button and users can wear the buttons while taking a bath/shower • 緊急免提通話功能，接駁到「一線通平安鐘™」支援中心 Users can communicate with Care-on-Call Support Centre through hands-free emergency call 	<ul style="list-style-type: none"> • 專為非智能電話使用者而設 Specially designed for non-smartphone users • 升級使用4G網絡，三重定位，準確追蹤長者位置 Upgraded to use 4G mobile network and 3 layers of positioning technology, which enhance its accuracy in location tracking • 新增過濾陌生電話功能 Newly added call screen function to screen out calls from strangers • 簡單操作，設計簡潔 Easy to use with simple touch in design • 守護服務，主動監察和及時介入 Vigilance service, proactive monitoring and timely intervention



<div> <div>一線通®智能手錶</div> <div>Care-on-Call Smartwatch</div> </div> <div> <div>一線通智守護®APP</div> <div>Care-on-Call eCare Link® APP</div> </div>	
<div>產品</div> <div>Product</div>	<div>   </div>
<div>特色</div> <div>Features</div>	<div> <div> <ul style="list-style-type: none"> 專為活躍長者及認知障礙症患者而設 Specially designed for active elderly and person with dementia 配合「一線通®智能手錶APP」，家人及用戶的照顧者可知悉用戶位置 Family members and caregivers can keep track of users' whereabouts through Care-on-Call Smartwatch APP 配備四重定位技術，讓網絡覆蓋範圍更安全更保險 4 layers of positioning technology for more comprehensive signal coverage 離家／回家提示功能：當用戶離開或回到家居範圍時，「一線通®智能手錶APP」會向用戶的家人及照顧者發出通知 Leave home/Back home alert: Care-on-Call Smartwatch APP will notify users' family members and caregivers when a user leaves or returns home area 快速電話撥號 Speed dial function </div> <div> <ul style="list-style-type: none"> 專為善於使用智能手機的長者而設 Specially designed for tech-savvy elderly 按時提示用戶服藥、記錄進度 Reminds users to take medicine according to a preset schedule and keeps track of users' medications 用戶可透過「一線通智守護®APP」要求代為預約門診，「一線通平安鐘™」支援中心專人會安排預約，並設有應診提示功能 Care-on-Call Support Centre will arrange the appointment booking at Government out-patient clinics upon receiving requests made by users via the Care-on-Call eCare Link® APP 用戶的家人及照顧者可透過「一線通智守護®APP」即時了解用戶的位置、服藥情況及覆診日期，亦可更改覆診日期 Family members and caregivers can use Care-on-Call eCare Link® APP to view users' location, medication status and medical appointment schedule in real time, and also reschedule the medical appointment </div> </div>

產品功能

Product Function

	一線通®無線平安鐘 Care-on-Call Wireless Personal Emergency Link	一線通®第四代 平安手機® Care-on-Call 4th Safety Phone	一線通®智能手錶 Care-on-Call Smartwatch	一線通智守護®APP Care-on-Call eCare Link® APP
				
緊急求助 Emergency assistance	✓	✓	✓	✓
位置搜尋 Location search		✓	✓	✓
隨身求助掣 Remote SOS button	✓			
代約門診 Outpatient appointment booking	✓	✓	✓	✓
服藥提示 Medication Reminder	✓	✓	✓	✓
偵測心跳 Heartbeat measurement			✓	
慰問電話 Care calls	✓	✓	✓	✓
健康諮詢 Health inquiry	✓	✓	✓	✓
守護服務* Vigilance service		✓	✓	✓

* 守護服務：主動監察和及時介入，包括低電量提示及偵測活動狀態。

Vigilance service: Proactive monitoring and timely intervention, including low battery alert and activity level detection.



「一線通管家易®」服務

EasyHome® Service

服務概況

「一線通管家易®」於2009年推出，為協會旗下的一項綜合家居照顧服務，提供上門照顧、陪診、清潔及復康服務，妥善照顧長者日常生活，減輕照顧者的壓力。

服務範圍

上門照顧

由認可保健員、起居照顧員或陪診員為長者提供全面上門家居照顧服務，家人可放心讓長者留在家中，獲得適切照顧。用戶可按長者需要，選擇「在家看顧」、「起居照顧」及「保健員」服務。

陪診

護送及陪伴服務可以協助有需要長者，外出辦理不同事務。適合需要協助外出或覆診的長者，或是行動不便人士。陪診員可按用戶要求，滙報長者覆診狀況或代預約下次陪診服務。

清潔

一年四季任何時刻提供專業上門清潔服務，專人安排合適服務員工。

復康

協助長者透過復康訓練改善其身體機能和恢復活動能力，並助他們適應生活及提供照顧。

治療師可按長者需要上門作出適當的評估，針對痛症或因為手術、疾病所帶來的不適作出治療計劃，配合治療助理為長者提供適當機能訓練。

職業治療服務為認知障礙、腦退化、帕金森症等疾病提供針對性訓練。治療師會為長者作出評估，並制定相應的治療方案，配合治療助理為長者提供訓練。

Service Overview

EasyHome® Service was launched in 2009, one of the integrated home care services offered by SCHSA, providing at-home care, house cleaning, medical escort, as well as rehabilitation services to users. Through proper care for the elderly, the EasyHome® Service would help ease the burden of their caregivers.

Service Scope

At-home Care

Certified health workers, carers and medical escort staff will be responsible for providing comprehensive home-based care services for the elderly. Family members can rest assured that the elderly will receive proper care at home. Users can choose among the three types of services provided according to elderly's self-care ability and need of nurse care, including standard home care, intermediate home care and advanced home care.

Medical Escort

Escorting and companionship services are designated to assist the elderly in handling personal matters. It is suitable for elderly who looks for assistance to go out or follow up medical appointments, or for people with mobility impairment. Our medical escort staff could report the status of the follow-up medical consultation or arrange the next appointment on behalf of the elderly upon the request of the user.

House Cleaning

This professional house cleaning service provides a year-round service with a right helper arranged in response to users' need.

Rehabilitation Services

Our rehabilitation services help improve the elderly's physical functioning and regain mobility through rehabilitation training, and also assist them in handling daily living and provide care service for them.

Therapists will visit the elderly in person to assess the needs of the elderly and a treatment scheme will follow to cure any pain or discomfort caused by surgery or illness. The therapists will work with therapeutic assistants to jointly provide appropriate physical functional training for the elderly.

Occupational therapy service provides specific training for people with cognitive impairment, brain degeneration and Parkinson's disease. The therapists will assess the elderly and develop a treatment scheme accordingly. The therapists will also work with therapeutic assistants to jointly provide training for the elderly.

服務擴展：「一線通管家易®APP」面世

7/24隨時預約四大上門照顧服務全方位支援居家安老

配合社會對照顧服務的需求及智能手機日漸普及，協會擴展「一線通管家易®」服務，於2023年4月推出全新「一線通管家易®APP」，令長者更輕鬆自在地獲得全方位上門照顧服務，同時協助照顧者貼心照顧摯親，令長者及照顧者均有更美好的生活，達至居家安老。

「一線通管家易®APP」提供上門照顧、陪診、清潔、復康四大長者照顧服務，介面設計簡單，方便長者及照顧者即可隨時隨地預約，最快3小時內完成配對，全方位照顧長者日常需要，是照顧者的好幫手。用戶亦可透過應用程式隨時查閱配對結果及管理預約安排，方便計劃日程，應用程式亦支援線上付款，配對不成功不收費。

Service Expansion: EasyHome® APP was Launched

7/24 Booking of Four Types of Home Care Services, fully supporting the Live-at-home Elderly

In line with the needs of the society for care services and the increasing popularity of smartphones, SCHSA expanded the EasyHome® Service by launching the brand-new EasyHome® APP in April 2023, to provide the elderly with a full range of home care services in a more relaxed way, while helping the caregivers to take care of their relatives, so that the elderly and caregivers can have a better life and achieve home-based elderly care.

Four types of home care services, namely at-home care, medical escort, house cleaning and rehabilitation services were provided through our EasyHome® APP. With simple interface design, it is convenient for the elderly and caregivers to make appointments anytime and anywhere, and complete matching within three hours as soon as possible to take care of the daily needs of the elderly, and it is a good helper for the caregivers. Users can also access matching results and manage appointments at any time through the APP to facilitate schedule planning. The APP also supports online payments and matches unsuccessful payments.





社區關懷服務

Community Care Service

協會的社區關懷服務團隊由專業註冊社工組成，專責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。社工經常與各區團體合作，並根據用戶需要，轉介適當的地區支援服務。此外，社工亦會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，舒緩照顧壓力。

社區關懷服務團隊與「一線通平安鐘™」支援中心緊密聯繫，亦和不同機構保持合作，幫助及守護用戶及其照顧者的需要，及時介入自殺傾向個案，傳達正面訊息；透過跟進以預防或減低用戶再遭受家庭暴力的機會；協助用戶完成夢想，例如安排患末期病患的用戶與家人重遊主題樂園，為用戶圓夢；聆聽用戶的經歷和故事，舒緩其內心苦痛。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，是推動團隊繼續向前的原動力。

疫情過後，社會漸漸復常。然而，長者所面對的問題從沒減少，社工團隊繼續發揮助人精神，竭盡所能提供各種支援，陪伴他們渡過艱難時刻。

SCHSA's community care service team is composed of dedicated professional registered social workers who are committed to taking care of users' emotions and mental well-being. The team will offer timely crisis assessment and intervention, emotional support and counseling services, and provide mental health information and community resources for those users in need, aiming to assist individuals facing difficulties and guide them towards a path of recovery. The social workers collaborate closely with community groups and organisations, referring users to suitable regional support services based on their specific needs. In addition, the team will also be attentive to the needs of users' caregivers and provide them with appropriate counseling services, information on community resources and referrals to alleviate their caregiving pressures.

The team maintains close communication with the Care-on-Call Service support centre, and also collaborates with various institutions to support users and their caregivers. They respond promptly in cases involving suicide, offering timely intervention and conveying positive messages. Follow-up activities are conducted to prevent or reduce the likelihood of users returning to domestic violence situations. Furthermore, they assist users in fulfilling their dreams, such as arranging visits to theme parks with their families for end-of-life patients, thereby helping them realise their aspirations. A compassionate ear is also lent to users, listening to their experiences and stories to alleviate their internal pain. The team firmly believes that improving relationships between users, their families, and friends, and earning the trust and affirmation of users, are the driving forces for their continued progress.

After the epidemic, the society gradually returned to normal. However, the challenges faced by the elderly persisted. The team will continue to give full play to the spirit of providing assistance and offering various forms of support to accompany the elderly through difficult times.



個案分享

Case Sharing

抗癌路上不孤單

70餘歲獨居的楊伯伯，有一兒子並已於一年多前移居至外地，父子關係良好，經常透過電話互相問候。惟早前疫情仍然嚴峻，兒子未能回港探望，加上自己的身體及經濟出現狀況而感到憂慮及沮喪，楊伯伯當時可以做的便是按「一線通®無線平安鐘」向社工傾訴。

社工了解到楊伯伯的狀況，得悉他從2022年年中開始，常感到胃口欠佳及胃痛，甚至出現嘔吐的情況。經過一輪檢查，楊伯伯不幸確診癌症，幸好未有擴散跡象。

抗癌期間，除做手術外，還需要接受化療。看著體重下降及皮膚乾燥等的身體變化，楊伯伯開始擔心喪失自我照顧能力，難以應付頻密治療及覆診，也不希望就此入住安老院。楊伯伯情緒也漸漸變得負面，慨嘆人生苦痛，也因此曾想過放棄治療。

社工致電了解其狀況後，便為他申請陪診、家居清潔及膳食服務。在輪候服務期間，社工也為他轉介「一線通管家易®」慈善計劃的陪診服務，減輕他獨自前往醫院的顧慮。在社工一直的開解、鼓勵、陪伴、以及親友的支持下，令楊伯伯覺得抗癌路上並不孤單。

因著這些服務，楊伯伯可以專心養病。於2023年年終，楊伯伯致電社工分享喜悅，並告知自己已完成化療，現時癌細胞得以控制，癌症指數也降低了不少，醫生也告知他生活可以一切如常。

Not Alone in Fighting Cancer

Uncle Yeung, aged over 70 years old, has a son who moved overseas more than a year ago. Uncle Yeung has maintained a good relationship with his son and they often get in touch with each other over the phone. However, due to the severe epidemic at the early stage, his son was unable to visit Hong Kong, which left Uncle Yeung feeling deeply concerned and frustrated about his physical and financial conditions. During that time, Uncle Yeung could only seek solace by reaching out to our social workers through the Care-on-Call Wireless Personal Emergency Link.

Upon learning about Uncle Yeung's situation, our social workers discovered that since mid-2022, he had been suffering from stomach and gastric pain, accompanied by vomiting. After undergoing a series of medical examinations, Uncle Yeung was unfortunately diagnosed with cancer, thankfully with no signs of the cancer spreading.

To combat the cancer, Uncle Yeung required both surgery and chemotherapy. Concerned about the physical changes such as weight loss and dry skin, Uncle Yeung started to worry about his ability to take care of himself, as well as the difficulties in dealing with frequent treatment and follow-up appointments, and yet he did not wish to stay in the residential care homes for the elderly. These circumstances led to a surge in Uncle Yeung's negative emotions, causing him to lament his misfortunes, and even think of giving up on treatment.

After calling Uncle Yeung to understand his situation, our social workers assisted Uncle Yeung in applying for medical escort, house cleaning and meal preparation services. During the waiting period, our social workers also referred him to the medical escort service provided by the EasyHome® Service Charity Programme, which alleviated his concerns about hospital visits. With the consolation, encouragement and companionship provided by our social workers, as well as the support from his relatives and friends, Uncle Yeung did not have to face his anti-cancer journey alone.

With these services in place, Uncle Yeung could focus on his recovery. At the end of 2023, Uncle Yeung called our social workers to share his joy that he had completed the chemotherapy and the cancer cells were under control. With the cancer index reduced, his doctor assured him that he could resume his normal life.



個案分享

Case Sharing

路上的燈

當獨居長者遇到困難時，加上有疑似認知障礙症的徵狀，很多時候他們自己及其家人都不懂得如何處理，也很容易變得手足無措。

70歲的陳婆婆是一位獨居長者，從沒結婚，只有姐妹的支援。約半年前，妹妹發現陳婆婆的記憶力比以前差，而且照顧自己的能力亦較過去弱。有一次，妹妹探望她時，發現她不在家。當聯絡她時，她只能講出自己所住的大廈。又有一次，妹妹約了她到酒樓飲茶，最後發現她忘記了與她的約會，呆坐家中。家人發現陳婆婆的狀況後，既痛心又擔心，頓時感到束手無策。

後來，妹妹見到其家中的平安鐘，便嘗試向「一線通平安鐘™」求助。「一線通平安鐘™」社工馬上聯絡陳婆婆，為她作詳細評估，並根據評估結果，轉介她到長者中心進一步跟進，確保有其他社區支援。與此同時，社工亦就醫療和照顧方案向家人提出建議，經商討及分析後，得出可行的照顧方法應對陳婆婆的情況，讓家人感到安心。

社工介入陳婆婆的個案後，多方面支援陳婆婆及其家人，由了解陳婆婆狀況，梳理家人的憂慮，以至連繫社區不同資源等方面提供協助，令家人最終放下心頭大石。

Lamps on the Road

When elderly individuals living alone encounter difficulties and show signs of suspected dementia, both they and their families often feel lost and uncertain about how to handle the situation.

Madame Chan, an unmarried woman aged 70 years old, lives alone and relies solely on the support of her sisters. Around half a year ago, Madame Chan's younger sister noticed a decline in her memory and her ability to take care of herself. On one occasion, Madame Chan was found wandering outside her house when her younger sister visited. When getting in touch, she was unable to recall her whereabouts except the building name of her home. Another time, she completely forgot about a planned tea appointment with her younger sister and stayed home instead. When the family members became aware of Madame Chan's condition, they were filled with sadness and worry, feeling helpless in the face of the situation.

Subsequently, her younger sister reached out for help via Care-on-Call Service. Social workers of Care-on-Call Service conducted a thorough assessment of Madame Chan and based on the results, they referred her to an elderly centre for further follow-up and secured additional community support. The social workers also put forward suggestions on medical and care solutions for her family. After discussion and analysis, they have come up with some feasible care suggestions to cope with the situation of Madame Chan, providing a sense of relief for her family.

After the social workers undertook Madame Chan's case, comprehensive support was extended to both Madame Chan and her family. This support encompassed understanding Madame Chan's conditions, addressing the concerns of family members, and connecting them with different community resources so that her family could finally let go of the burden.

少數份數擁有人(舊樓小業主)外展服務 Minority Owners (Old Building Owners) Outreach Support Services

強拍條例修訂－加強地區性教育工作

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。協會社工在跨專業顧問的支援下，主動協助面對強拍及收購的小業主。本年度協會已赴4,878幢舊樓進行宣傳和跟進199宗個案。

就政府擬修例降強拍門檻，協會除了繼續向各持份者宣傳本服務外，並加強地區性教育工作，於受收購影響較大的地區舉辦了共35場教育講座，向1,334名小業主及市民講解強拍條例。此外，協會為進一步支援正面對強拍法律程序的小業主，舉辦「同路人互助分享會」，邀請曾經歷強拍的小業主作分享嘉賓。

Amendments to Compulsory Sale Ordinance – Strengthening Education Efforts in Districts

Since January 2011, SCHSA has been commissioned by the Development Bureau to assist minority owners of old buildings and their immediate family members who are affected by compulsory sale under the Land (Compulsory Sale for Redevelopment) Ordinance (the “Ordinance”) or property acquisition by private developers. With the dedicated support from a cross-functional team of professional consultants, our social workers have taken the initiative to assist small property owners during compulsory auctions and acquisitions. This year, SCHSA has conducted visits to 4,878 old buildings to actively promote our services and has followed up on 199 cases.

In response to the government’s proposal of lowering the compulsory sale threshold, SCHSA not only continued to promote essential services to various stakeholders but also intensified our education efforts at the district level. A total of 35 education seminars were conducted in districts significantly impacted by property acquisitions, providing explanations on the compulsory sale regulations to 1,334 minority owners and citizens. In addition, in order to provide additional support to minority owners who are currently facing compulsory sale proceedings, SCHSA organised a “Peer Support Sharing Session”, inviting those who have already gone through the compulsory sale experience to share their insights and advice.



舉辦「同路人分享會」，多方面支援正面對強拍的小業主。

“Peer Support Sharing Session” was held to support minority owners subject to compulsory sale.



協會社工透過「地區講座」，加強受私人發展商收購或強拍的小業主教育，並介紹服務計劃。

SCHSA’s social workers enhanced their education efforts by organising “education seminars” in different districts to provide relevant information to minority owners who were facing property acquisition by private developers or compulsory sale, and introduce our service programme.



個案分享

Case Sharing

黃伯(化名)是一名獨居長者，仍居於一個原本屬於自己但已被拍賣的物業內，拒絕搬出，面對收樓在即，黃伯的家人擔心不已。由於黃伯疑似為隱蔽長者，多年來均不多與人溝通，協會社工雖多次探訪黃伯，鼓勵他搬往其家人已為他準備好的居所，惟他不為所動。由於擔心黃伯會有激烈行為，協會社工除加緊聯繫地區團體和家庭服務中心為黃伯家人提供支援外，更主動聯絡執達吏讓他們了解黃伯的狀況。收樓當天，為保障黃伯安全，協會社工更與家人和地區團體幹事一起陪伴著黃伯。最終黃伯順利遷出居所，並即時隨家人搬往新居，危機亦隨之解決，黃伯的家人十分感謝協會的支援。

Uncle Wong (a pseudonym) is an elderly singleton who was living in a property that was subject to compulsory sale, but he refused to move out. As the handover of the property was approaching, Uncle Wong's family was increasingly worried. Uncle Wong, perhaps a reclusive senior, barely communicated with others over the years. SCHSA's social workers made multiple visits to Uncle Wong and encouraged him to move to a place prepared by his family, but he persistently refused. Due to apprehensions about Uncle Wong's potential resistance, SCHSA's social workers proactively contacted regional organisations and family service centres for further support to the family. They also took the initiative to communicate with the enforcement authorities, ensuring they were aware of Uncle Wong's situation. On the day of the handover, SCHSA's social workers joined Uncle Wong's family and officials from regional organisations to accompany Uncle Wong and ensure his safety. Eventually, Uncle Wong agreed to move to the new residence and live with his family, successfully resolving the crisis. Uncle Wong's family expressed gratitude to SCHSA for the invaluable support.

「一線通平安鐘™」及「一線通管家易®」慈善計劃

Care-on-Call Service and EasyHome® Service Charity Programmes

為幫助經濟有困難的人士使用協會「一線通平安鐘™」服務，協會特別設立慈善計劃，讓未能符合社會福利署／房屋署／房屋協會津助資格，並有經濟困難及缺乏支援的人士免費使用協會的有關服務，獲得全面關顧。

鑑於本港資助長者社區照顧服務的輪候時間甚長，協會明白長者對護理和支援的需求持續高企，特意於2020年12月起推出「一線通管家易®」慈善計劃，支援長者對上門家居服務的需要。

有需要人士只需符合特定條件，便可以申請資助使用「一線通平安鐘™」及／或「一線通管家易®」服務。

SCHSA has implemented charity programmes to support those impoverished elderly individuals who are ineligible for subsidies from the Social Welfare Department, Housing Department, or Housing Society. These programmes are designed to offer comprehensive care to those facing financial difficulties and lacking support. Through these initiatives, they will have free access to SCHSA's Care-on-Call Service and other relevant services.

Recognising the substantial demand for elderly care and support in Hong Kong, particularly the long waiting times for community care services, SCHSA has gone a step further by introducing the EasyHome® Service Charity Programme in December 2020. This programme aims to meet the home service needs of the elderly.

Individuals in need only have to meet certain criteria outlined in the charity programmes to be eligible to apply for using Care-on-Call and/or EasyHome® Services.



個案分享

Case Sharing

李婆婆的兒子、前夫、前夫姐姐先後於半年內離世，留下她與患有痙攣及弱能聾啞的女兒相依為命。作為女兒照顧者的李婆婆，在接受新冠疫苗後不幸地身體轉差，出現心塞問題經常暈倒，加上同一時間失去多位至親，身心受創而引發情緒問題需要看精神科。

雖然新抱及孫子非與李婆婆同住，並因工作未能親自照顧奶奶，但為了給李婆婆一份保障，新抱說服了李婆婆使用「一線通平安鐘™」及「一線通管家易®」慈善服務。有了協會提供的陪診服務，李婆婆便可以安心出門。萬一李婆婆須要住院，未能親自照顧女兒，協會亦為其女兒提供上門看顧服務。

Madame Lee's son, her former husband, the elder sister of her former husband passed away within half a year, leaving her and her daughter, who suffers from spasms and hearing impairment, dependent on each other. As the only caregiver for her daughter, Madame Lee's health took a turn for the worse after receiving the COVID-19 vaccine, resulting in frequent episodes of heart problems and fainting. The loss of several close relatives within such a short span of time took an emotional toll on Madame Lee, leading her to seek psychiatric help.

Although Madame Lee's daughter-in-law and her grandson are unable to live with her and provide direct care due to her work, her daughter-in-law encouraged her to utilise our Care-on-Call Service and EasyHome® Service Charity Programmes. With SCHSA's medical escort service provided, Madame Lee can now go out with peace of mind. In the event that Madame Lee requires hospitalisation and is unable to take care of her daughter personally, SCHSA could also provide home care services for her daughter during her absence.



個案分享

Case Sharing

82歲的黃伯伯獨居於粉嶺龍躍頭深處的鐵皮屋多年，患有腸癌及心臟衰退的他多次經歷腸塞等不適，甚至曾試過心臟中風「差點沒命」，幸而他及時按鐘求助，獲「一線通平安鐘™」即時支援送院，才得以搶救保命。由於黃伯伯住處偏僻，及時按「一線通®無線平安鐘」除可更快速得到支援外，亦無需的身體不適下仍要向救護員指示居住位置，難怪黃伯伯笑言「我最叻就係識用平安鐘，救番自己條命」。

近年極端天氣日子漸增，加上獨居處所環境較惡劣，黃伯伯坦言近年常因天氣酷熱出現氣促問題，日常出入漸見吃力。然而，黃伯伯感謝「一線通平安鐘™」職員定期關心其近況，又會發送極端天氣等提示資訊，雖然年紀漸長、身體日差無法避免，但仍然可給予他一份安心，可以繼續晚年的獨居生活。

Uncle Wong, aged 82, who lived alone for years in a metal hut at a remote corner of Lung Yuet Tau, Fanling, has faced numerous health challenges. He is suffering from colorectal cancer and cardiac decline, along with frequent gut congestion and other discomfort, and even experienced a near-fatal heart stroke. Fortunately, he promptly called for help through our Care-on-Call Service and received immediate support to be hospitalised. Due to the secluded location of his residence, Uncle Wong can receive faster assistance by simply pressing the call button of the Care-on-Call Wireless Personal Emergency Link device, without verbally directing his exact location to the rescuer while experiencing physical discomfort. Reflecting on his experience, Uncle Wong expressed his gratitude with a smile, saying: "I'm truly grateful for being able to use the Care-on-Call Service to save my own life."

In recent years, the frequency of extreme weather days has been on the rise, posing greater challenges to Uncle Wong's living conditions. Uncle Wong said frankly that he suffered from shortness of breath and encountered difficulties in carrying out daily activities. Nevertheless, he expressed his heartfelt appreciation for the regular care from our Care-on-Call Service staff regarding his health conditions, including reminders about extreme weather conditions. Despite the inevitable challenges of aging and declining health, Uncle Wong may still have peace of mind and continue to live independently in his later years with the assistance provided by our services.





年度回顧

HIGHLIGHTS OF THE YEAR

- 受公務員事務局委託，與衛生署合作，展開特別行動，主動電話聯絡超過8,200名未接種新冠疫苗的長者，提供疫苗資訊，協助長者預約打針。

Commissioned by the Civil Service Bureau and in collaboration with the Department of Health, SCHSA initiated a special campaign to reach out to over 8,200 seniors for COVID-19 vaccination. The campaign involved providing vaccination information and assisting them in scheduling appointments.



- 舉辦「平安是福社區伙伴嘉許禮2020-2022」，頒發嘉許獎予一眾支持協會的各界善長，典禮上超過100名合作伙伴及善長接受嘉許。

SCHSA organised the "Community Engagement Awards Ceremony 2020-2022" and commended over 100 donors from various sectors for their support during the event.



9/2022

11/2022

2/2023



與香港天文台舉行聯合記者會，提醒長者為冬季作好準備。

SCHSA held a joint press conference with the Hong Kong Observatory to remind the elderly to get prepared for the cold winter.



在商務及經濟發展局協調下，協會與通訊事務管理局辦公室合作，完成「長者實名登記電話儲值卡特別行動」，主動致電逾1.1萬長者，並為2,924名有需要長者提供資訊、支援及家訪服務。

In collaboration with the Office of the Communications Authority and under the coordination of the Commerce and Economic Development Bureau, SCHSA successfully carried out the "Special Action for the Elderly to Complete Real-name Registration for SIM Cards." SCHSA actively reached out to over 11,000 seniors by telephone and provided information, support and home visit services to 2,924 seniors in need.

推出全新「一線通管家易®APP」，提供7/24隨時預約四大上門照顧服務，全方位支援居家安老。

SCHSA launched the brand-new EasyHome® APP, offering 7/24 appointment scheduling for four essential home care services. This cutting-edge platform is designed to fully support home-based elderly care.



榮獲「第十一屆亞太區創新老年照護項目大獎」三項殊榮。

SCHSA received three prestigious accolades at the 11th Asia Pacific Eldercare Innovation Awards.



與香港天文台舉行聯合記者會，提醒長者為夏日酷熱天氣做好防暑工作。

SCHSA held a joint press conference with the Hong Kong Observatory to remind the elderly to get prepared for the hot summer.



與香港警務處反詐騙協調中心合作，透過「一線通智守護®APP」及「一線通管家易®APP」發放防騙訊息，防範長者騙案。

SCHSA collaborated with the Anti-Deception Coordination Centre of the Hong Kong Police Force to distribute anti-fraud messages through our Care-on-Call eCare Link® APP and EasyHome® APP, aiming to raise awareness and prevent senior citizens from falling victim to scams.



4/2023

5/2023

6/2023

8/2023



與富衛香港合作，購買指定保障計劃可獲「一線通智守護®」服務，助用戶管理長者健康。

Cooperating with FWD Hong Kong, SCHSA will offer users the Care-on-Call eCare Link® Service upon the purchase of any designated protection plan, helping them manage the health of the elderly.



榮獲星島新聞集團「2022年傑出領袖選舉」（社區／公共事務／環境保育組別）。

SCHSA was awarded the "Leader of the Year 2022" under the "Community/Public Affairs/Environment & Conservation Category" by Sing Tao News Corporation Limited.



籌款工作

FUNDRAISING

「愛•平安」社區參與計劃

“Love & Peace” Community Engagement Programme

自2013年起，協會推出「愛•平安」社區參與計劃，旨在結合社區各界力量，鼓勵企業、學校及團體參與探訪長者、電話慰問的義工活動及慈善捐款活動，資助每年近萬名弱勢長者受惠於協會「一線通平安鐘™」或「一線通管家易®」慈善計劃，讓經濟有困難的長者及有需要人士可以免費使用「一線通平安鐘™」24小時緊急支援及全面關顧服務、上門長者照顧、清潔及陪診服務等，實踐居家安老。

Initiated by SCHSA in 2013, the “Love & Peace” Community Engagement Programme (“the Programme”) aims to harness the collective strength of various sectors within the community. It encourages enterprises, schools and organisations to actively participate in volunteer activities, including elderly home visits, care calls, and charitable donations. Each year, the Programme subsidised nearly 10,000 disadvantaged elderly individuals, enabling them to benefit from SCHSA’s Care-on-Call Service or EasyHome® Service Charity Programmes. This ensures that the vulnerable elderly and others in need can access 24-hour emergency support, comprehensive care services, at-home care, house cleaning, and medical escort services, free of charge.



電話慰問服務
Care calls



長者探訪活動
Elderly home visits



學校籌款活動
School fundraising events



企業捐款
Corporate donations



「愛•平安」社區參與計劃
"Love & Peace" Community Engagement Programme

「愛•平安」社區參與計劃參與方法 How to Participate in "Love & Peace" Community Engagement Programme

企業/團體/學校可選以下其中一個組合
Corporation/Organisation/School can participate in one of following combos

組合一 Combo 1	組合二 Combo 2	組合三 Combo 3	組合四 Combo 4
捐款 Make donation	義務工作 Volunteer services	策劃籌款活動 Organise fundraising events	推廣並招募10位成員參加「童心同行送平安」親子月捐計劃 Promote and recruit 10 members to join "We walk together with Elderly – Parent-Child Monthly Donation Programme"
+	+		+
義務工作 Volunteer services	策劃籌款活動 Organise fundraising events		義務工作 Volunteer services

符合「商界展關懷／同心展關懷」提名條件
Fulfill the "Caring Company/Caring Organisation" nomination requirement

月捐計劃 Monthly Donation Programme

月捐計劃旨在鼓勵公眾持續支持「一線通平安鐘™」及「一線通管家易®」慈善計劃，善長只需每日捐出約\$5，就能持續支援萬名貧病長者，提升受惠者的生活質素，將平安延伸至社會每個角落。

「一線通平安鐘™」慈善計劃資助10,000位孤獨無依的長者免費享用「一線通平安鐘™」24小時緊急支援及全面關顧服務，讓貧困無依的長者遇到任何緊急狀況，都可以隨時得到支援。「一線通管家易®」慈善計劃亦為經濟有困難的受惠長者提供上門照顧、清潔及陪診服務，減輕照顧者的壓力，提升他們在社區生活的素質。

The Monthly Donation Programme aims to encourage public to support the Care-on-Call Service and EasyHome® Service Charity Programmes. A donation of just \$5 per day can help support 10,000 elderly in need to improve their quality of life, and promote community safety.

Care-on-Call Service Charity Programme sponsored 10,000 needy elderly to use our 24 hours emergency and compressive care service free-of-charge, that they can receive support at any time when encountering any emergency situation. The EasyHome® Service Charity Programme provides at-home care, house cleaning and medical escort services to beneficiary elderly people with financial difficulties, reducing the pressure on caregivers and improving the quality of their lives in the community.





協會獎項

AWARDS

國際獎項 International Award

榮獲亞太區創新老年照護項目大獎三項殊榮

協會於由Ageing Asia主辦、有「安老服務界奧斯卡」之稱的「第十一屆亞太區創新老年照護項目大獎」中榮獲三項殊榮，體現了業界對協會安老服務的高度認可。

1. 「年度最佳家居服務營運者」優勝者—長者安居協會
2. 「智慧照護科技獎—營運管理解決方案（終端用戶）」最後入圍者—「一線通平安鐘™」服務
3. 「年度最佳創新獎—輔助生活產品（數碼解決方案）」最後入圍者—「一線通®無線平安鐘」及「一線通智守護®APP」

「亞太區創新老年照護項目大獎」由Ageing Asia於2013年設立，是安老服務界極具影響力的獎項，旨在表揚於業務營運和服務模式中的力求創新的長者護理方案。每年來自歐美及亞洲多個國家及地區數百個服務或產品項目會競逐多個獎項項目，今次獎項於2023年5月底在新加坡舉行最後評審及頒獎。

Received Three Accolades at the Asia Pacific Eldercare Innovation Awards

SCHSA won three prestigious accolades at the 11th Asia Pacific Eldercare Innovation Awards organised by Ageing Asia, earning significant recognition for our exceptional elderly care service in what is often referred to as the “Oscars in the Eldercare Sector”.

1. Operator of the Year – Home Care (Winner) – **Senior Citizen Home Safety Association**
2. Best Smart Care Technology – Operational Management Solution (End-user) (Finalist) – **Care-on-Call Service**
3. Innovation of the Year – Assistive Living Product (Digital Solution) (Finalist) – **Care-on-Call Wireless Personal Emergency Link and Care-on-Call eCare Link® APP**

Established in 2013 by Ageing Asia, the Asia Pacific Eldercare Innovation Awards holds significant influence in the eldercare sector and recognises innovative eldercare solutions in business operations and service models. With numerous service and product projects from various countries and regions in Europe, the United States, and Asia vying for recognition, the awards are highly competitive. The awards ceremony this time took place in Singapore at the end of May in 2023, where the winners were finally reviewed and honored.



本地獎項 Local Award

榮獲星島新聞集團「傑出領袖獎」殊榮

協會榮獲星島新聞集團頒發「2022年傑出領袖選舉」社區／公共事務／環境保育組別「傑出領袖」殊榮。頒獎禮上評審提及協會27年來不遺餘力填補長者服務缺口，協助長者克服因為年老而帶來的挑戰，由平安鐘服務、到守護長者健康，再延伸至滿足長者情緒支援需要，令長者服務走向全方位。

星島新聞集團「2022年傑出領袖選舉」分別從「工商／金融」、「社區／公共事務／環境保育」、「教育／專業／科技及創新」、「體育／文化／演藝」及「青年企業家」五個組別選出傑出領袖，以嘉獎不同界別的傑出領袖的堅毅信念、創新精神以及非凡成就，推動香港發展，成為年輕一代的楷模。

Recognised as “Leader of the Year” by Sing Tao News Corporation Limited

SCHSA was honored with the prestigious “Leader of the Year 2022” under the “Community/Public Affairs/Environment & Conservation Category” by Sing Tao News Corporation Limited. During the award ceremony, it was highlighted that SCHSA has consistently made significant efforts over the past 27 years to bridge the service gap for the elderly. Through initiatives such as the Care-on-Call Service, prioritising elderly health care, and addressing emotional support needs, SCHSA has played a vital role in helping the elderly overcome challenges associated with aging.

The “Leader of the Year 2022” awards, organised by Sing Tao News Corporation Limited, recognised exceptional leaders from five distinct groups: “Commerce & Industry/Finance”, “Community/Public Affairs/Environment & Conservation”, “Education/Professions/Technology and Innovation”, “Sports/Culture/Performing Arts”, and “Young Entrepreneur”. The awards aim to acknowledge the resilience, innovation, and remarkable achievements of outstanding leaders from diverse sectors, while also fostering Hong Kong’s development as a model for the younger generation.





各界協作

COLLABORATIONS ACROSS
SECTORS

企業協作 With Corporations

與華懋集團合作

協會一向致力推動關愛長者文化，希望提升社區人士關注長者的需要。為期三年的荃葵青區「關愛長者大使」計劃（「計劃」）由協會主辦、華懋集團全力支持和贊助，旨在於荃葵青區內促進跨代共融，宣揚關懷長者文化，拉近長者與青少年的距離。

計劃服務對象為居住於荃葵青區的「一線通平安鐘™」的兩老或獨居長者用戶，參與計劃的中小學生與華懋集團義工參與培訓後便可成為「關愛大使」，到長者家作探訪及於協會「一線通平安鐘™」慰問中心致電長者，透過話筒，向長者送上親切的關心和慰問。三年內合共有19間中小學參與計劃，當中共2,820學生人次參與認識生命和關愛長者講座。此外，參與計劃的學生義工、華懋集團義工及協會義工合共進行35場探訪及101場電話慰問，參與義工達1,173人次，而受惠長者達12,880人次。

計劃得以圓滿完成，實有賴各學校代表和義工的積極參與，和華懋集團的鼎力支持。為了感謝各參加者，協會舉辦閉幕暨嘉許禮，邀請一眾學生、華懋集團和協會義工出席計劃活動閉幕暨嘉許禮，一同回顧計劃三年來所取得的豐碩成果。

In Collaboration with Chinachem Group

SCHSA has always prioritised the promotion of a culture that cares for the elderly, with the aim of raising the community's awareness regarding their needs. The three-year "Caring for the Elderly Ambassadors Programme" (the "Programme") for Tsuen Wan & Kwai Tsing District was organised by SCHSA and sponsored by Chinachem Group. The primary objective of the Programme was to foster inter-generational integration in the Tsuen Wan & Kwai Tsing District, promoting the culture of caring for the elderly and bridging the gap between the elderly and the youth.

The targeted recipients of the Programme were elderly doubletons or singletons who were users of the Care-on-Call Service and resided in the Tsuen Wan & Kwai Tsing District. Upon completion of the training, primary and secondary school students participating in the Programme, along with volunteers from Chinachem Group, became "Caring Ambassadors" who visited the elderly and provided care calls through SCHSA's Care-on-Call Care Call Centre, offering love and care to the elderly over the phone. Over the three years, a total of 19 primary and secondary schools were engaged in the Programme, with 2,820 students attending lectures on life awareness and elderly care. In the end, 1,173 volunteers from schools, Chinachem Group and SCHSA participated in the Programme and conducted 35 visits and 101 care call sessions, benefitting a remarkable 12,880 elderly individuals.

The successful completion of the Programme can be attributable to the active participation of school representatives and volunteers, as well as the unwavering support from Chinachem Group. To express gratitude towards the participants, SCHSA held a closing and commendation ceremony which was well attended by participating students, and volunteers of Chinachem Group and SCHSA, enabling them to review the fruitful accomplishments achieved throughout the three-year Programme.



協會舉辦荃葵青區「關愛長者大使」計劃嘉許禮
SCHSA held the commendation ceremony of "Caring for the Elderly Ambassadors Programme"
in the Tsuen Wan & Kwai Tsing District



學生義工正致電慰問獨居長者表達關懷
Student volunteer reached out to elderly singletons,
making care calls to express care and support



學生參與認識生命和關愛長者講座
Students participated in lectures on life awareness and care for
the elderly



學生義工親身探訪長者傳達「關愛長者」精神
Student volunteers visited the elderly in person to convey
the spirit of "Caring for the Elderly"

與富衛香港合作，幫助用戶管理健康

因應社會及科技發展，協會再度與富衛香港（「富衛」）合作，投保富衛指定保險產品的合資格客戶，可於推廣期內，以港幣一元優惠價訂購「一線通智守護[®]」健康管理手機應用程式基礎版一年，供其父或母，或其配偶之父或母其中一人使用。應用程式的主要功能包括服藥提示、預約門診、緊急支援、實時資訊等，可協助用戶建立健康習慣，也支援家人了解用戶狀況，以智能方式貼身守護。

Collaborating with FWD Hong Kong to Help Users Manage Their Health

In response to social and technological advancements, SCHSA once again collaborated with FWD Hong Kong ("FWD"). Eligible customers who purchased designated insurance products from FWD will have the opportunity to subscribe to the basic version of the Care-on-Call eCare Link[®] APP for health management at a special price of HK\$1 for one year during the promotion period. This subscription was intended for use by the policyholders' father, mother, or one of their spouse's parents. The Care-on-Call eCare Link[®] APP offers a range of essential features, including medication reminders, outpatient appointment management, emergency support, real-time information updates, and more. These functions assist users in developing healthy habits while allowing family members to gain a better understanding of the user's condition and provide intelligent protection.

提供長者保障及支援服務

隨著本港人口預期壽命延長，越來越多人步入上有父母、下有子女的人生階段，成為「夾世代」，如何照顧好三代成員的健康需求，成為「夾世代」面臨的重要課題。協會與富衛香港合作，提供長者保障及支援服務。協會為首次確診亞爾茲默氏病或帕金森症的合資格客戶免費提供「一線通管家易[®]」服務，該服務提供上門照顧、陪診、清潔、復康的全方位照顧，其服務員認識基本病理、照顧和溝通注意事項，具備支援亞爾茲默氏病和帕金森症用戶的能力。

Provision of Elderly Protection and Support Services

With the increasing life expectancy in Hong Kong, more individuals find themselves in the role of the "sandwiched generation," caught between caring for their aging parents and raising their own children. Meeting the healthcare needs of the older generation has become a significant concern for this group. To address this issue, SCHSA has partnered with FWD to offer elderly protection and support services. Under this collaboration, eligible customers diagnosed with Alzheimer's disease or Parkinson's disease are provided with free access to the EasyHome[®] Service. The service encompasses various aspects, including at-home care, medical escort, house cleaning and rehabilitation services for the elderly. The service staff possesses a comprehensive understanding of the underlying pathology of these conditions, as well as the necessary caregiving techniques and communication protocols. Their expertise enables them to effectively support individuals affected by Alzheimer's disease and Parkinson's disease.



政府協作 With Government

與香港天文台合作，提醒寒冬炎夏做足準備

協會與香港天文台緊密合作多年，香港天文台恆常向協會提供寒冷、乾燥或酷熱天氣資訊，協會透過「一線通平安鐘™」服務，向用戶發放有關寒冷及酷熱天氣的語音提示，提醒長者預早採取應對措施。

因應夏天酷熱天氣及冬季嚴寒天氣，協會與香港天文台於本年度舉行兩場聯合記者會，提醒長者為炎夏及寒冬做好準備。長者屬於較易中暑的群組之一，酷熱天氣下，長者或較易會出現身體不適，特別是居住在較擠迫及沒有冷風設施住所屬高風險一族，長者及其親友應留意香港天文台的最新天氣資訊，或按「一線通平安鐘™」查詢當天天氣，以及相關健康資訊。

冬天是流感「旺季」，加上新冠疫情肆虐，協會呼籲長者盡快接種新冠和流感疫苗，亦提醒患有長期病患的長者，有機會因氣溫驟降誘發各種併發症，需特別小心。

Partnering with HKO to Care for the Elderly in Winter and Summer

SCHSA has maintained a longstanding and collaborative partnership with the Hong Kong Observatory ("HKO"). Over the years, HKO provides SCHSA with information regarding cold, dry, or hot weather conditions. Leveraging this partnership, SCHSA, has been able to distribute essential voice tips through Care-on-Call Service to remind the elderly to take proactive measures against the cold and hot weather.

To address the challenges posed by hot summers and severe cold winters, SCHSA and HKO jointly organised two press conferences this year. These conferences aimed to raise awareness among the elderly about the importance of preparing for such weather conditions as elderly individuals are particularly vulnerable to heat stroke and may experience physical discomfort, especially if they reside in crowded environments without access to air conditioning. It was crucial for both the elderly and their relatives and friends to remain informed about the latest weather updates provided by HKO or to utilise the Care-on-Call Service to access daily weather forecasts and related health information.

Winter is the peak season for influenza, and with the ongoing COVID-19 pandemic, SCHSA urged the elderly to get vaccinated against both COVID-19 and influenza as soon as possible. Elderly individuals with chronic illnesses should also be aware of the various complications that can arise due to sudden drops in temperature and take extra precautions.



與衛生署合作，推廣長者醫療資訊

協會與衛生署合作，不時透過社交媒體、語音短訊等形式，向長者介紹政府長者醫療券計劃，推動長者善用社區醫療服務。

另外，協會亦受公務員事務局委託，與衛生署合作於2022年9月起展開特別行動，主動電話聯絡超過8,200名從未接種新冠疫苗的「零針長者」，提供疫苗資訊，協助長者預約打針，並提供免費接送服務，讓長者得到疫苗保護。

Delivering Medical Information to the Elderly through Collective Efforts with the Department of Health

In partnership with the Department of Health, SCHSA took proactive steps to introduce the Government's Elderly Health Care Voucher Scheme to the elderly through multiple communication channels including social media platforms, voice messages, and other means of communication, with the aim of promoting the elderly to make good use of community medical services.

In addition, in September 2022, SCHSA was commissioned by the Civil Service Bureau to collaborate with the Department of Health and initiate a special action. This action aimed to proactively reach out to over 8,200 seniors who had not received COVID-19 vaccinations. SCHSA took on the responsibility of providing these individuals with crucial vaccination information, facilitating appointment bookings, and even offering a complimentary pick-up service to ensure their smooth access to vaccination centers.



與通訊事務管理局辦公室合作，開展「長者實名登記電話儲值卡特別行動」

因應政府推行電話儲值卡實名制，在商務及經濟發展局協調下，協會與通訊事務管理局辦公室合作，於2023年2月開展「長者實名登記電話儲值卡特別行動」，主動致電「一線通平安鐘™」服務用戶，了解他們的登記情況，提醒及支援尚未完成實名登記「太空卡」的長者盡快完成登記，以免其電話服務受影響。是次特別行動共接觸了11,318名長者，並為2,924名有需要長者提供資訊、支援及家訪服務。

Working closely with the Office of the Communications Authority to Launch the “Special Action for the Elderly to Complete Real-name Registration for SIM Cards”

In response to the Government's implementation of the Real-name Registration Programme for SIM Cards, SCHSA worked closely with the Office of the Communications Authority to launch the “Special Action for the Elderly to Complete Real-name Registration for SIM Cards” in February 2023 under the coordination of the Commerce and Economic Development Bureau. As part of this special action, SCHSA proactively reached out to users of the Care-on-Call Service for their real-name registration status. The aim was to remind and assist elderly individuals who had not completed the registration process, ensuring they completed it promptly to avoid any disruptions to their telephone services. Throughout the initiative, SCHSA successfully contacted a total of 11,318 senior individuals. Among them, 2,924 individuals received relevant information, support, and even home visit services to facilitate their real-name registration.



與香港警務處合作，推廣長者防騙資訊

協會與香港警務處反詐騙協調中心合作，透過「一線通智守護®APP」及「一線通管家易®APP」發放防騙訊息，提醒長者有關騙徒偽冒銀行向市民發出釣魚式詐騙攻擊，防範長者騙案。

Joining efforts with the Hong Kong Police Force to Popularise Anti-fraud Information for the Elderly

SCHSA joined efforts with the Anti-Deception Coordination Centre of the Hong Kong Police Force to disseminate anti-fraud messages via the Care-on-Call eCare Link® APP and EasyHome® APP. These messages aimed to raise awareness among the elderly about fraud attacks by phishing scammers impersonating banks, preventing them from falling victim to scams.





長者支援

SUPPORT FOR THE ELDERLY

「有我同航」照顧者支援計劃

“Flight with You” Caregiver Support Programme

隨著本港長者人口不斷增加，照顧長者服務的需求亦因而提升。為回應照顧者的需要，「一線通平安鐘™」於2022年7月推行為期一年的「有我同航」照顧者支援計劃（「計劃」）。計劃由精神健康諮詢委員會資助，支援受情緒困擾及需照顧長期病患者如患有認知障礙症、癌症、中風等人士的照顧者，減輕照顧壓力，建立身心健康的生活。

計劃已於2023年6月順利完成，成功招募101位照顧者，協會社工團隊合共提供203次家訪及1,175次電話情緒輔導。為提供一個喘息的空間予照顧者，協會安排10節「頌鉢減壓工作坊」，讓照顧者透過體驗頌鉢的聲音，暫時放下照顧家人的重擔，並舒緩負面情緒。

為了讓照顧者釋放更多的私人時間，好好照顧自己，協會按參加者的需要，透過「一線通管家易®」慈善計劃，免費為有需要的照顧者，提供上門照顧、陪診、清潔、復康等服務。計劃期間協會合共提供851.5小時的服務時數予有需要的照顧者。

為了解該計劃的服務成效，協會社工於首次探訪參與計劃的照顧者時，會以專門評估照顧壓力的問卷了解參加者的照顧狀況，當計劃結束時，跟進個案的社工，會以同樣的問卷了解參與計劃後的照顧者壓力，經問卷對比，超過86%參與者的照顧壓力有所下降，計劃成效理想。

With the growing elderly population in Hong Kong, there has been an increasing demand for elderly care services. In response to the needs of caregivers, a one-year “Flight with You” Caregiver Support Programme (“the Programme”) was launched under Care-on-Call Service in July 2022. Funded by the Advisory Committee on Mental Health, the Programme aims to support caregivers experiencing emotional distress while caring for individuals with chronic illness such as dementia, cancer and stroke, to alleviate their pressure and promote a healthier lifestyle for them.

The Programme was successfully completed in June 2023, with 101 caregivers recruited. SCHSA's dedicated team of social workers conducted a total of 203 home visits and provided 1,175 telephone counseling sessions to support the caregivers. Recognising the importance of respite, SCHSA arranged 10 sessions of the “Himalaya Bowl Stress Reduction Workshop” for caregivers to immerse themselves in the echos of singing bowls and temporarily alleviate their burdens while providing an outlet for them to release negative emotions.

To provide caregivers with more personal time and take better care of themselves, SCHSA offers a range of free services through the EasyHome® Service Charity Programme, including at-home care, medical escort, house cleaning, rehabilitation services and other forms of support. Throughout the Programme, SCHSA provided a total of 851.5 hours of dedicated service to caregivers in need.

In order to evaluate the effectiveness of the Programme, SCHSA's social workers conducted an initial visit to the caregivers, using a specialised questionnaire to assess the level of care pressure experienced by the participants. Upon completion of the Programme, the assigned social workers performed a follow-up with the caregivers with the use of the same questionnaire to gauge any changes in their care pressure. The results indicated that over 86% of the participants have experienced a reduction in care pressure, demonstrating successful outcomes of the Programme.



照顧者頌鉢減壓工作坊
Himalaya Bowl Stress Reduction Workshop designed for caregivers

個案分享

Case Sharing

年近百歲的鄭婆婆，她的視力及聽力已嚴重衰退，即使使用放大鏡亦未能清楚閱讀文字及圖片，同時，她未能聽清楚家人說話，以致與家人溝通出現困難。奈何，鄭婆婆的思維仍然十分清晰，性格依然好動，她要求一星期能夠外出參加活動五次。女兒李女士，是鄭婆婆的主要照顧者，雖然女兒不是與媽媽同住，女兒亦已聘用工人照顧媽媽，但她仍然面對很大的照顧壓力。

李女士從宣傳海報得知「有我同航」照顧者支援計劃，經社工評估了解後發現李女士是一個對自己要求甚高的照顧者，她凡事親力親為，只要媽媽提出要求，她都會想盡方法盡量滿足媽媽，否則她會覺得未能盡孝，感到內疚。

協會社工一直透過情緒輔導，讓李女士明白，她在盡力照顧媽媽，同時，她亦要好好照顧自己。李女士所請的工人對媽媽態度惡劣，不願陪伴鄭婆婆出外參加活動，李女士擔心更換另一個工人，亦未必是一個合適方法。社工理解李女士面對的處境，經評估後，安排了「一線通管家易[®]」慈善計劃的專員，免費陪同李女士與媽媽一同前往西九文化區逛逛，讓她們享受一次愉快旅程，共同建立美好回憶。其後，社工亦轉介李女士至其他社區資源，安排她與媽媽到山頂遊玩，完成她們的心願。

由於鄭婆婆視力及聽力的障礙，導致她未能參與長者中心的小組活動，她感到十分挫敗，其後，社工亦轉介王婆婆參加協會的「一線通[®]腦健康支援及訓練計劃」，由協會專員安排上門線上認知訓練、現實導向治療、懷緬治療及健體運動，讓王婆婆足不出戶，亦能參加活動，暫時減輕李女士的照顧壓力。

李女士經過協會社工的情緒輔導，服務轉介及安排上門腦健康訓練，減輕她照顧媽媽的壓力，她感謝協會社工的幫忙，讓她有幸參加「有我同航」照顧者支援計劃。

Madame Cheng, who is approaching 100 years old, faces significant challenges due to severe vision and hearing impairments. She experiences difficulties in reading text or viewing images even with the use of a magnifier, and struggles to engage in conversations with her family, resulting in communication barriers. However, Madame Cheng's cognitive abilities remain sharp, and she continues to exhibit a vibrant personality. She expresses a desire to go out five times a week. Ms. Lee, Madame Cheng's daughter, is her primary caregiver. Despite not living with her mother and hiring a domestic helper to provide care, she still faces huge caring pressure.

But then, Ms. Lee became aware of the "Flight with You" Caregiver Support Programme from posters. Following an assessment conducted by SCHSA's social workers, it was revealed that Ms. Lee is a caregiver who has high self-expectations. She took care of the mother all by herself, and fulfilled her mother's needs to the best of her ability, as anything less would leave her feeling guilty.

SCHSA's social workers have been providing emotional counseling to Ms. Lee, helping her understand that she is doing her best to take care of her mother and emphasising the importance of self-care. The domestic helper hired by Ms. Lee proved to be unsatisfactory in taking care of Madame Cheng and was reluctant to accompany Madame Cheng to attend outdoor events. Concerned about finding a suitable replacement, Ms. Lee was hesitant to make a change. Understanding the challenges faced by Ms. Lee, the social workers conducted a thorough evaluation and arranged for a dedicated staff member from the EasyHome[®] Service Charity Programme to accompany Ms. Lee and her mother on a complimentary visit to the West Kowloon Cultural District. This experience allowed them to enjoy a delightful outing together and create cherished memories. Additionally, the social workers provided referrals to other community resources and organised a special outing for Ms. Lee and her mother to the Peak, fulfilling their shared wishes.

Due to Madame Cheng's visual and hearing impairments, she faces significant difficulties in participating in group activities organised by elderly community centres and she feels greatly frustrated. Recognising this, the social workers referred Madame Cheng to participate in the Care-on-Call Brain Health Support and Training Programme organised by SCHSA. Dedicated staff arranged door-to-door online cognitive training, reality therapy, reminiscence therapy and exercise training for Madame Cheng, so that she could participate in the activities at home, which temporarily alleviated Ms. Lee's caring pressure.

Ms. Lee's caregiving burden was significantly eased through the emotional counseling provided by SCHSA's social workers, as well as the service referrals and door-to-door brain health training. She expresses deep gratitude towards SCHSA's social workers for their invaluable support, which led her to have the opportunity to participate in the "Flight with You" Caregiver Support Programme.

一線通[®]腦健康照顧支援計劃

Care-on-Call Brain Health Support and Training Programme

協會獲「雷伯偉慈善信託基金」贊助，於2022年7月起舉辦為期一年的「一線通[®]腦健康支援及訓練計劃」（「計劃」），為100名60歲或以上患有輕度或中度認知障礙症，或懷疑出現輕度認知功能障礙人士提供免費腦訓練支援，有關人士只需符合社會福利署長者生活津貼資格即可參加。

計劃向參加者提供線上健腦訓練、現實導向治療、懷緬治療及健體運動，以延緩認知功能衰退。特別於疫情期間，參加者亦可安坐家中進行訓練，持續鍛鍊腦力、體能、記憶力及社交能力。「一線通管家易[®]」更會貼心地為有需要的參加者上門提供平板電腦及陪伴他們進行線上訓練。

此外，參加者同時享有一年免費使用「一線通[®]第四代平安手機[®]」服務，萬一患者走失，家人可透過應用程式追蹤參加者位置。同時，「一線通管家易[®]」更為參加者免費提供合共48小時的清潔、照顧及陪診等上門服務，讓照顧者得以喘息。

計劃於2023年6月圓滿結束，最終成功招募122名長者參與。協會的社工團隊為參加者提供693節線上健腦訓練，並為有需要的照顧者提供合共2,337小時上門照顧服務。評估結果顯示超過9成參加者及其照顧者滿意健腦訓練安排及其他相關支援，計劃成效理想。

Sponsored by the Lui Pak Wai Charitable Trust, SCHSA initiated the one-year Care-on-Call Brain Health Support and Training Programme (the “Programme”) in July 2022. The Programme aimed to offer free brain training support to 100 individuals aged 60 or above who had mild or moderate dementia or were suspected of having mild cognitive dysfunction and they only needed to meet the eligibility criteria for the Social Welfare Department’s Old Age Living Allowance to participate in the Programme.

The Programme provided participants with a comprehensive range of online brain health training, reality therapy, reminiscence therapy and exercise training to slow down their cognitive function deterioration. Particularly during the pandemic, participants were also able to stay at home for the training, allowing them to continue sharpening their minds: improving physical fitness, enhancing memory and honing their social skills. Through the EasyHome[®] Service, each participant in need was provided a tablet and being accompanied for the online training.

Moreover, participants were granted free access to the Care-on-Call 4th Safety Phone Service for one year which allowed family members to track the location of the participants through the mobile application in case the participants were getting lost. Additionally, the EasyHome[®] Service extended 48 hours of free at-home services to the participants, such as house cleaning, home care and medical escort, allowing caregivers to take a well-deserved break and recharge.

The Programme was successfully concluded in June 2023, surpassing expectations by recruiting 122 senior citizens. SCHSA’s social worker team conducted 693 online brain health training sessions for the participants, while also providing caregivers in need with a total of 2,337 hours of at-home care services. The evaluation results showed that over 90% of participants and their caregivers expressed satisfaction with the arrangement of brain health training and other related support. The Programme achieved commendable results and left a positive impact.



註冊社工向參加者提供線上健腦訓練及示範健體運動
Registered social worker provided participants
with online brain health training and demonstrated physical exercises

一線通®工作坊 Care-on-Call Workshop

鑑於人口老化，認知障礙症患者與日俱增，帶來龐大照顧需求，協會於本年度繼續舉辦認知障礙症相關工作坊，為認知障礙症患者及照顧者提供適切支援，減輕照顧壓力。另外，協會亦增設知識工作坊，讓長者學習使用更多科技產品，與時並進，提升長者社區生活質素。

Given the huge demand for dementia care resulting from the aging population, SCHSA remains committed to organising workshops specifically designed to address dementia-related concerns. These workshops aim to provide appropriate support to both dementia patients and caregivers, alleviating their pressure associated with caregiving. In addition, SCHSA has also organised knowledge workshops to facilitate the elderly in understanding and utilising technological products, enabling them to stay abreast of the rapid advancements in today's world.

健腦及認知訓練工作坊

健腦及認知訓練工作坊旨在患有初期或中期認知障礙症人士而設，設有認知練習、身體運動、現實導向及懷緬治療四大訓練範疇。工作坊特別以線上形式進行，讓患者足不出戶，也能進行適當活動，保持腦部健康，預防及延緩認知退化。

Brain Health and Cognitive Training Workshop

Brain Health and Cognitive Training Workshops are specifically designed to cater to individuals in the early or mid-term stages of dementia, covering four major training areas: cognitive training, exercise training, reality therapy and reminiscence therapy. Conducted virtually, these workshops allow patients to participate in activities that promote brain health, prevent cognitive decline, and slow down the progression of symptoms. All of these can be accomplished from the comfort and safety of their own homes.

訓練內容 Training content	目標 Objectives
現實導向治療 Reality therapy	<ul style="list-style-type: none">加強患者辨認周遭熟悉的真實資訊及事件的能力 To enhance the patient's ability to recognise familiar surroundings and reality減少出現混亂、情緒及行為問題 To reduce confusion as well as emotional and behavioral disturbances改善對周圍環境及事物的認知和處理方法 To improve awareness and processing of the environment and things around them學習如何維持自理能力，增加自信心及獨立性 To learn how to take care of oneself, boosting confidence and fostering independence.

訓練內容
Training content

目標
Objectives

認知訓練
Cognitive training

- 減低記憶及認知能力問題對患者生活上的影響，維持日常生活功能
To reduce the impact of problems in memory and cognition on patients' life so as to keep his or her daily life unaffected

懷緬治療
Reminiscence therapy

- 回顧舊時的生活點滴，讓患者對過往的能力及知識感到自豪
To help patients take a look back at his or her old days to give patients a sense of self-assurance of what they could do and learnt in the past
- 增強自尊心、自信心，加強面對困難的能力
To enhance self-esteem, self-confidence and problem-solving skills
- 引導分享及互動，促進溝通及語言能力
To encourage patients to share and interact in order to improve their communication skills and enhance language ability
- 增加正面情緒，延緩遠期記憶的退化
To keep them positive and defer the deterioration of long-term memory

運動訓練
Exercise training

- 增進肌肉力量，促進手腳協調，改善平衡力及維持活動能力
To improve muscle strength, coordination, balance and maintain physical mobility



註冊社工與參加者進行線上健腦遊戲
Registered social workers and participants took part in online health brain games

家人照顧者工作坊

家人照顧者工作坊專為患有初期或中期認知障礙症人士的家人照顧者而設。認知障礙症患者的照顧者，有機會出現不同程度的生活壓力，工作坊旨在提升參加者日常照護所需的知識與技能，減輕照顧壓力，並能及早規劃適合家人生活的理想照護計劃。

家傭照顧者工作坊

家傭照顧者工作坊專為家傭而設，讓家傭全面提升照顧長者的知識與實務技能，減輕照顧壓力及讓長者得到更適切的照顧。工作坊亦適合照顧患有認知障礙症長者的家傭參與。

智能手機工作坊

隨著科技發展，智能手機在日常生活中不可或缺，尤其在新冠疫情期間，如長者不熟悉使用智能手機，或感無所適從，亦難以與親友保持一定的社交。有見及此，協會舉辦一系列智能手機工作坊，支援初次接觸智能手機的長者，內容涵蓋手機基礎應用、保安及網上購物等範疇。於新冠疫情期間，因應政府推出「安心出行」流動應用程式以進出大部分公眾場所的防疫措施，協會更特別開設免費數碼創科手機操作班，教授長者使用「安心出行」及其他掃碼應用程式。

Family Caregiver Workshop

The Family Caregiver Workshops are tailor-made for family caregivers who are providing care for individuals in the early or mid-term stages of dementia. Caregivers of dementia patients often experience varying levels of stress in their lives. The primary objective of these workshops is to enhance caregivers' knowledge and skills in providing daily care, alleviate caregiving-related stress, and facilitate early planning for optimal family care.

Domestic Helper Workshop

The Domestic Helper Workshops are specifically designed to empower domestic helpers with comprehensive knowledge and practical skills in elderly care. The objective of this workshop is to reduce the pressure associated with caregiving and enable domestic helpers to provide more appropriate care for the elderly. The workshops are also suitable for domestic workers taking care of the elderly with dementia.

Smartphone Workshop

With the rapid advancement of technology, smartphones have become indispensable in daily lives, particularly during the COVID-19 pandemic. However, many elderly individuals may feel uncomfortable or unfamiliar with using smartphones, which can hinder their ability to maintain social interactions with relatives and friends. To address this issue, SCHSA has organised a series of smartphone workshops customised for the elderly who are new to smartphones. These workshops cover various topics, including basic mobile applications, security measures and online shopping. During the COVID-19 pandemic, in response to the Government's launching of "LeaveHomeSafe" mobile application as one of the anti-pandemic measures for entering and exiting most of the public places, SCHSA also conducted free digital innovation mobile operation classes, teaching the elderly how to use "LeaveHomeSafe" and other code-scanning mobile applications.



協會職員為「一線通平安鐘™」用戶講解如何操作智能手機
The staff of SCHSA explained how to operate the smartphone
to the users of the Care-on-Call Service

四季關顧長者

Care for the Elderly Across Seasons

因應酷熱或寒冷天氣，協會各部門如「一線通平安鐘™」支援中心、「一線通平安鐘™」慰問中心、社工及護士團隊等，會適時調配足夠人手，堅持謹守崗位，緊密合作，即使在天氣轉變時，仍能全方位守護長者健康與平安。

面對天氣轉變，協會「一線通平安鐘™」支援中心及慰問中心透過電話語音、短訊及慰問電話形式，提前通知長者注意天氣轉變，亦主動提醒按鐘求助的長者及早做好應對措施；亦會以短訊形式提前通知全體「一線通平安鐘™」用戶或訂戶有關情況，建議家人早午晚關心長者，如發現長者身體變差，應立即按鐘求助。

另外，協會「一線通管家易®APP」的推送通知及上門提供服務的家務助理，亦會於外勤時提醒用戶長者留意天氣轉變，做好預防措施，穿著合適足夠衣物及注意安全。

協會亦會主動接觸獨居長者，提醒長者做好有關準備，並提供適切支援。

In response to hot or cold weather, SCHSA ensures the well-being and safety of the elderly through effective coordination among various departments of SCHSA, such as Care-on-Call Support Centre, Care-on-Call Care Call Centre, social workers, and nurse teams. Sufficient manpower is allocated promptly to hold their posts, and close collaboration is maintained to address all aspects of the elderly's health and safety.

During changes in weather conditions, SCHSA's Care-on-Call Support Centre and Care Call Centre will notify the elderly in advance about weather changes through telephone calls, text messages, and care calls. Elderly individuals seeking assistance through the Care-on-Call Service are reminded to take necessary measures promptly. Advance text messages are also sent to all Care-on-Call Service's users or subscribers, advising family members to provide care and support to the elderly, especially during morning, noon and evening hours. If any physical deterioration is observed in the elderly, immediate assistance is encouraged through SCHSA's services.

Furthermore, SCHSA leverages the push notifications of EasyHome® APP and the dedicated staff of the home care services to deliver weather change notifications. The elderly are reminded to take preventive measures, wear appropriate clothing, and prioritise safety when going out.

SCHSA will also actively reach out to elderly individuals living alone, reminding them to make necessary preparations and providing support to them when they are in need.





機構管治

CORPORATE GOVERNANCE

協會架構

Organisational Chart



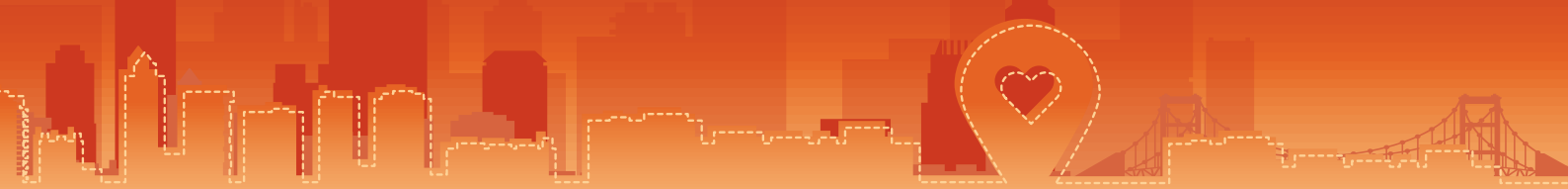
董事會及委員會

Board of Directors and Committees

董事會

Board of Directors

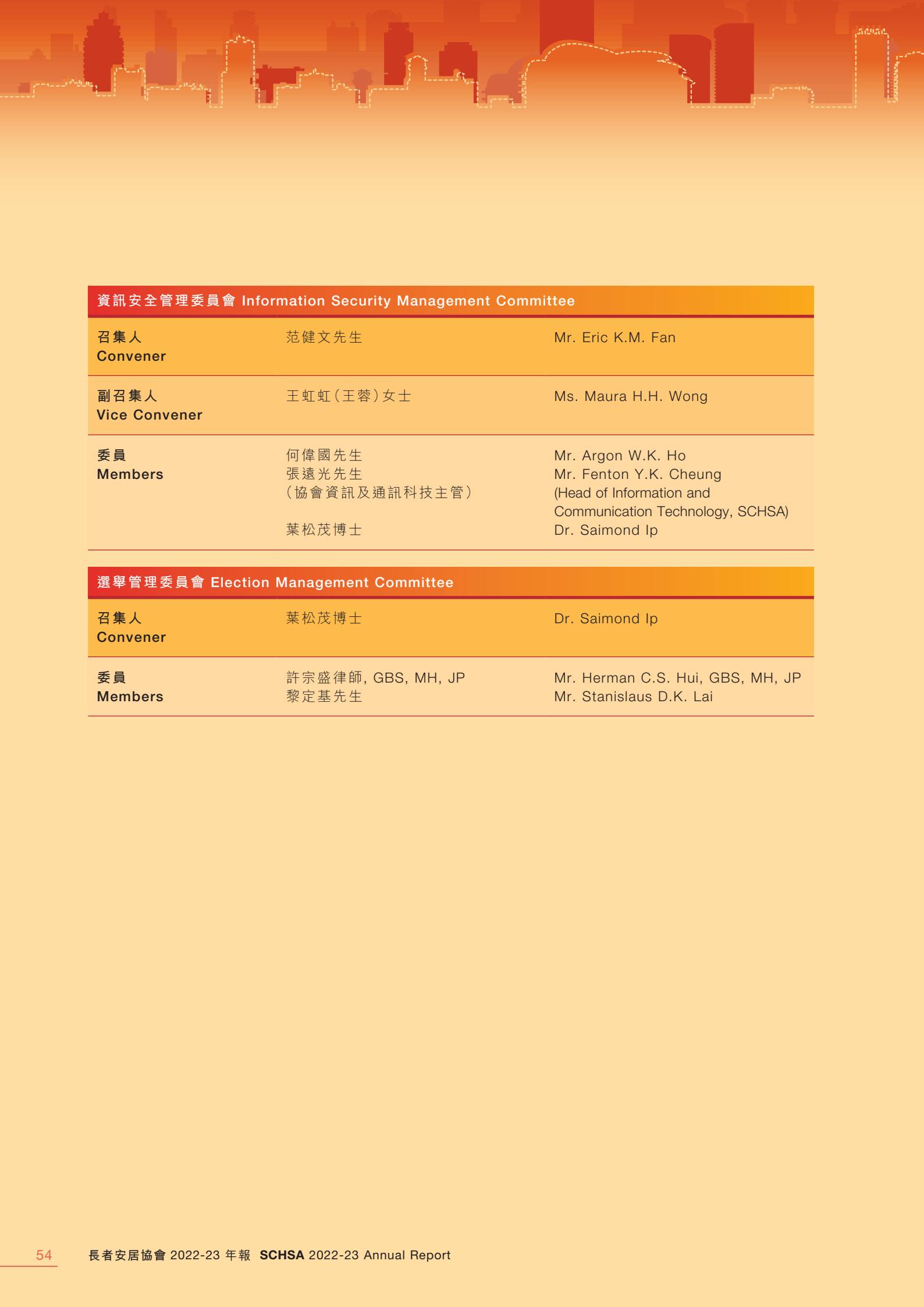
主席 Chairperson	錢黃碧君教授	Prof. Teresa B.K. Tsien
副主席 Vice-chairperson	王春波醫生, JP 葉松茂博士	Dr. C.P. Wong, JP Dr. Saimond Ip
義務秘書 Honorary Secretary	周綺華女士	Ms. Eva Y.W. Chau
義務司庫 Honorary Treasurer	麥貴榮先生	Mr. Alexander K.W. Mak
董事 Directors	王振邦先生 方敏生教授, BBS, JP 何偉國先生 范健文先生 區妙馨女士 許宗盛律師, GBS, MH, JP 黎定基先生 樓瑋群教授 謝偉鴻博士 聶揚聲先生	Mr. C.B. Wong Prof. Christine M.S. Fang, BBS, JP Mr. Argon W.K. Ho Mr. Eric K.M. Fan Ms. Alice M.H. Au Mr. Herman C.S. Hui, GBS, MH, JP Mr. Stanislaus D.K. Lai Prof. Vivian W.Q. Lou Dr. Henry W.H. Shie Mr. Peter Y.S. Nip



委員會

Committees

管理委員會 Management Committee		
主席 Chairperson	錢黃碧君教授	Prof. Teresa B.K. Tsien
委員 Members	王春波醫生, JP 方敏生教授, BBS, JP 周綺華女士 范健文先生 麥貴榮先生 葉松茂博士	Dr. C.P. Wong, JP Prof. Christine M.S. Fang, BBS, JP Ms. Eva Y.W. Chau Mr. Eric K.M. Fan Mr. Alexander K.W. Mak Dr. Saimond Ip
管治發展及會籍委員會 Governance Development & Membership Committee		
召集人 Convener	周綺華女士	Ms. Eva Y.W. Chau
委員 Members	王春波醫生, JP 方敏生教授, BBS, JP 區妙馨女士 范健文先生 黎定基先生 錢黃碧君教授 謝偉鴻博士	Dr. C.P. Wong, JP Prof. Christine M.S. Fang, BBS, JP Ms. Alice M.H. Au Mr. Eric K.M. Fan Mr. Stanislaus D.K. Lai Prof. Teresa B.K. Tsien Dr. Henry W.H. Shie
審計委員會 Audit Committee		
召集人 Convener	麥貴榮先生	Mr. Alexander K.W. Mak
委員 Members	王振邦先生 許宗盛律師, GBS, MH, JP 葉松茂博士 黎定基先生	Mr. C.B. Wong Mr. Herman C.S. Hui, GBS, MH, JP Dr. Saimond Ip Mr. Stanislaus D.K. Lai



資訊安全管理委員會 Information Security Management Committee		
召集人 Convener	范健文先生	Mr. Eric K.M. Fan
副召集人 Vice Convener	王虹虹(王蓉)女士	Ms. Maura H.H. Wong
委員 Members	何偉國先生 張遠光先生 (協會資訊及通訊科技主管) 葉松茂博士	Mr. Argon W.K. Ho Mr. Fenton Y.K. Cheung (Head of Information and Communication Technology, SCHSA) Dr. Saimond Ip
選舉管理委員會 Election Management Committee		
召集人 Convener	葉松茂博士	Dr. Saimond Ip
委員 Members	許宗盛律師, GBS, MH, JP 黎定基先生	Mr. Herman C.S. Hui, GBS, MH, JP Mr. Stanislaus D.K. Lai



FINANCIAL REPORT

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2022-2023會計年度錄得虧損為港幣\$2,365,123。總收入為\$130,988,119，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\$133,353,242，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。

收入 Income	2022-2023 年度Financial Year			
	恒常收入 Recurring Income	項目收入 Special Projects	總額 Total	
	港幣(HK)\$	港幣(HK)\$	港幣(HK)\$	%
營運收入 Operating Income	98,170,108		98,170,108	75.0%
– 「一線通平安鐘™」服務收入 Care-on-Call Service Fee	89,839,347		89,839,347	
– 「一線通管家易®」服務收入 EasyHome® Service Income	8,330,761		8,330,761	
公眾捐款 Public Donation	23,501,914		23,501,914	17.9%
實物捐贈 Donation-in-kind			0	0.0%
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charitable Trusts Donation			0	0.0%
– 翻新及裝置新愛民中心 Renovation and equipping the new Oi Man Centre			0	
– 賽馬會「e健樂」電子健康管理計劃 Jockey Club Community eHealth Care Project			0	
– 賽馬會好手易配同盟計劃 Jockey Club Good Hand Easy Match Alliance			0	
匯豐銀行慈善基金捐款 The HongKong Bank Foundation Donation		1,227,032	1,227,032	0.9%
– 「長者智能家居」試驗計劃 Smart Home: A Smart Solution to Active Ageing		1,227,032	1,227,032	
利息及投資 Interest and Investments	3,552,121		3,552,121	2.7%
其他收入 Other Income	4,536,944		4,536,944	3.5%
總收入 Total Income	129,761,087	1,227,032	130,988,119	100%

支出 Expenditure	2022-2023 年度Financial Year			
	恒常支出 Recurring Expenditure	項目支出 Special Projects	總額 Total	
	港幣(HK)\$	港幣(HK)\$	港幣(HK)\$	%
銷售成本 Cost of goods sold	15,851,525		15,851,525	11.9%
折舊 Depreciation	7,156,077	250,653	7,406,730	5.6%
營運支出 Operating Expenses	104,422,259	976,379	105,398,638	79.0%
– 員工支出 Staff costs	78,917,634	21,400	78,939,034	
– 其他營運支出 Other Expenses	25,504,625	954,979	26,459,604	
籌款 Fundraising expenses	4,696,349		4,696,349	3.5%
實物捐贈 Donation-in-kind	0	0	0	0.0%
總支出 Total Expenditure	132,126,210	1,227,032	133,353,242	100%
本年度盈餘 Surplus for the year	(2,365,123)	0	(2,365,123)	

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 deficit of HK\$2,365,123 in financial year 2022-2023. Total income was \$130,988,119, including service fees from relevant service users, donation and sponsorship donated from general public, projects income and investment etc. Total expenditure was HK\$133,353,242, including staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating expenses.

2021-2022 年度Financial Year			
恒常收入 Recurring Income 港幣(HK)\$	項目收入 Special Projects 港幣(HK)\$	總額 Total 港幣(HK)\$	%
93,654,401		93,654,401	61.1%
88,528,873		88,528,873	
5,125,528		5,125,528	
22,402,377		22,402,377	14.6%
		0	0.0%
	24,653,703	24,653,703	16.1%
	0	0	
	24,135,043	24,135,043	
	518,660	518,660	
	1,198,358	1,198,358	0.8%
	1,198,358	1,198,358	
1,105,962		1,105,962	0.7%
10,180,967		10,180,967	6.7%
127,343,707	25,852,061	153,195,768	100%

2021-2022 年度Financial Year			
恒常支出 Recurring Expenditure 港幣(HK)\$	項目支出 Special Projects 港幣(HK)\$	總額 Total 港幣(HK)\$	%
15,715,270		15,715,270	10.7%
6,835,061	5,542,639	12,377,700	8.4%
95,720,498	20,309,422	116,029,920	78.8%
71,011,900	15,339,350	86,351,250	
24,708,598	4,970,072	29,678,670	
3,043,257	0	3,043,257	2.1%
0	0	0	0.0%
121,314,086	25,852,061	147,166,147	100%
6,029,621	0	6,029,621	

財務狀況

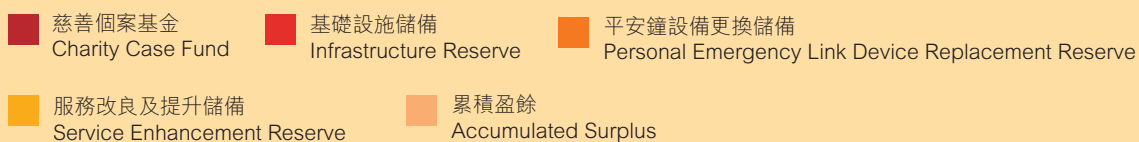
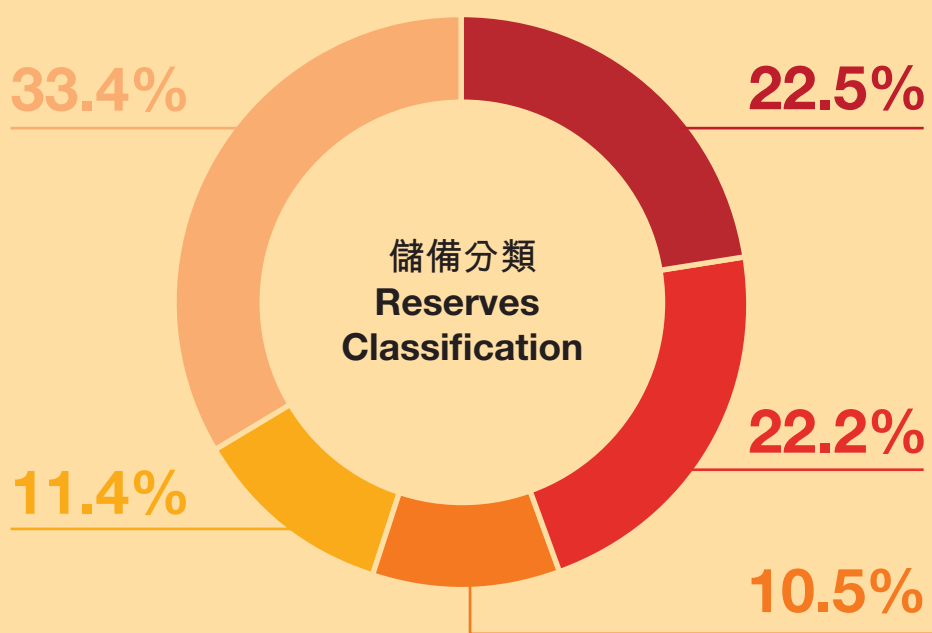
Statement of Financial Position

(於2023年8月31日 As at 31 August 2023)

	2023	2022
	港幣(HK)\$	港幣(HK)\$
非流動資產 Non-current assets	61,324,476	59,652,175
物業、廠房及設備 Property, plant and equipment	17,501,743	17,908,514
無形資產 Intangible assets	2,757,460	–
使用權資產 Right-of-Use assets	19,400,646	23,852,397
指定按公允值計入其他全面收益的金融資產 Financial assets at Designated FVOCI	21,664,627	17,891,264
流動資產 Current assets	131,083,142	143,457,448
存貨 Inventories	3,945,629	4,779,866
應收賬款及其他應收款項 Accounts and other receivables	14,426,871	36,411,326
銀行結存及現金 Bank balance and cash	112,710,642	102,266,256
流動負債 Current liabilities		
應付賬款及其他應付款項 Accounts and other payables	27,147,875	21,473,024
租賃負債 Lease liability	20,639,223	24,259,287
遞延捐款收入 Deferred donation income	401,288	14,566,320
資產淨值 Net assets	144,219,232	142,810,992
儲備 Reserves		
基金 Total fund employed	144,219,232	142,810,992

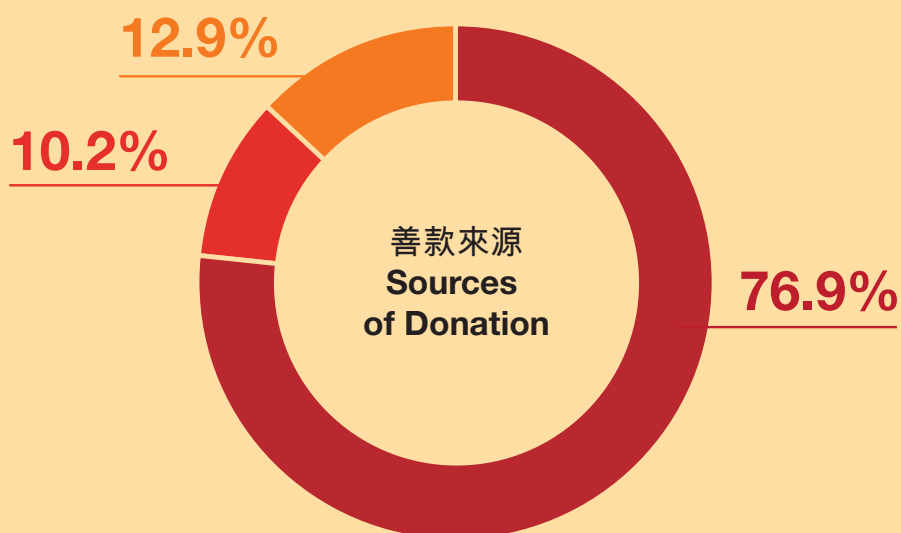


儲備 Reserves

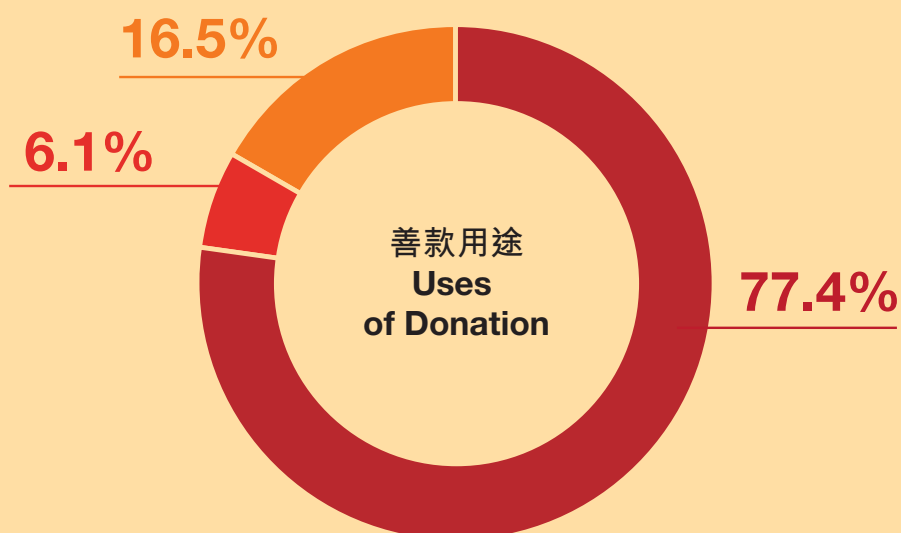




2022-23年度善款來源與用途 FY2022-23 Sources and Uses of Donations



■ 公眾捐款 Public Donations ■ 企業捐款 Corporate Donations ■ 基金捐款 Grants and Foundations



■ 「一線通平安鐘™」慈善計劃 Care-on-Call Service Charity Programme ■ 「一線通管家易®」慈善計劃 EasyHome® Service Charity Programme ■ 其他 Others

核數師報告

Auditor's Report

mazars

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)

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18 Harbour Road
Wanchai, Hong Kong
香港灣仔港灣道18號中環廣場42樓

Tel 電話: +852 2909 5555
Fax 傳真: +852 2810 0032
www.mazars.hk

Opinion

We have audited the financial statements of Senior Citizen Home Safety Association (the "Association") set out on pages 11 to 77, which comprise the statement of financial position as at 31 August 2023, 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 2023, 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 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 11 頁至 77 頁之財務報表，此財務報表包括於 2023 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，包括主要會計政策概要。

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 2023 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《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 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.

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。

董事編製財務報表承擔之責任

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《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。



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)

Responsibilities of Directors for the Financial Statements (Continued)

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.

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 Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

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

董事編製財務報表承擔之責任(續)

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。

核數師就審計財務報表承擔之責任

我們的目標是對該等財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們根據《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上或承擔任何責任。

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，總能發現存在的某一重大錯誤陳述。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滙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。



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

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

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

核數師就審計財務報表承擔之責任(續)

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及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。
- 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。



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)

- 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.

核數師就審計財務報表承擔之責任 (續)

- 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。
- 評價該等財務報表的整體列報方式、結構和內容，包括披露，以及該等財務報表是否中肯反映交易和事項。



Independent Auditor's Report 獨立核數師報告書

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

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, 15 March 2024

The engagement director on the audit resulting in this independent auditor's report is:

Eunice Y M Kwok

Practising Certificate number: P04604

中審眾環（香港）會計師事務所有限公司

執業會計師

香港，2024年3月15日

出具本獨立核數師報告的審計項目董事是：

郭婉文

香港執業會計師證書編號：P04604

鳴謝

Acknowledgement

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

訊科香港有限公司
3Link Company Limited

Asia Satellite Telecommunications
Company Limited

Atkinson Lambert Limited

卡雅兒商貿有限公司
Cara G.D & Co. Limited

中國建設銀行(亞洲)股份有限公司
China Construction Bank (Asia)
Corporation Limited

華懋集團
Chinachem Group

中華電力有限公司
CLP Power Hong Kong Limited

保信財務有限公司
Credit One Finance Limited

迪圖工程(亞洲)有限公司
DDL CONTRACTING (ASIA) LIMITED

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 (Hong Kong) Ltd.

恒安標準人壽保險(亞洲)有限公司
Heng An Standard Life (Asia) Limited

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

Jeeves (HK) Limited

瓊華有限公司
King Wah Co Ltd

林德港氧有限公司
Linde HKO Limited

喬龍有限公司
Linkage Dragon Limited

立興金屬製品(香港)有限公司
Lip Hing Metal Manufacturing (Hong
Kong) Ltd

Markant Trading Organisation (Far
East) Limited

駿利行實業有限公司
Master Elegant Limited

中審眾環(香港)會計師事務所有限公司
Mazars CPA Limited

香港鐵路有限公司
MTR Corporation Limited

新傳媒集團
New Media Group

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

紀恩基金有限公司
Remad Foundation Ltd

Sailletto China Ltd.

Season Group and SG Wireless

Sprint Industrial

湯臣集團有限公司
Tomson Group 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

恒達工程有限公司



個人 Individuals

區妙馨女士

Ms. Au Miu Hing Alice

區笑娟女士

Ms. Au Siu Kuen

區懿君女士

Ms. Au Yee Kwan

歐綺梅女士

Ms. Au Yee Mui

Mr. Au Yeung Kai Ming Paul

陳靜婉女士

Ms. Chan Carrie

陳澤林先生

Mr. Chan Chak Lam Alexander

陳子敬先生

Mr. Chan Chi King

陳慶楠先生

Mr. Chan Hing Nam

陳嘉瑩女士

Ms. Chan Ka Ying Karen

陳潔雲女士

Ms. Chan Kit Wan Amy

陳少芳女士

Ms. Chan S.F. Heidi

Mr. Chan Yiu Chee

Mr. Chan Yiu Fai Stephen

陳婉珊女士

Miss Chan Yuen Shan

Ms. Chau Yee Wah Eva

Cheng Yuen Han

Ms. Cheng Yuet Chun

Ms. Cheung Ho Yan Jonnie

Cheung Kung Leung

張國偉先生

Mr. Cheung Kwok Wai

Mr. Cheung Sai Kit Stanley

張小娟女士

Ms. Cheung Siu Kuen

張德輝先生

Mr. Cheung Tak Fai

張曾基先生

Mr. Cheung Tsang Kay Stan

趙婉薇女士

Ms. Chiu Y.M. Angel

蔡婉琪女士

Ms. Choi Yuen Kay

周佩儀女士

Ms. Chow Pui Yi

Dr. Chung Yip Wah, BBS

Ms. Fan Tsui Ting

霍嘉莉女士

Ms. Fok Ka Lei

方樂如女士

Ms. Fong Lok Yue

Mr. Fong Wai Hing

符國鈞先生

Mr. Fu Kwok Kwan

馮潔貞女士

Ms. Fung Kit Ching

馮偉儀女士

Ms. Fung Wai Yi

顏金施女士

Ms. Gan Kim See Wendy

Mr. Ho King Fung Eric

何李藹慈女士

Mrs. Ho Li Oi Chi

Ms. Ho Lok Yan Joyce

何世鏗先生

Mr. Ho Sai Hang



何少冰女士
Ms. Ho Siu Bing

何慧玲女士
Ms. Ho Wai Ling

許錦雲女士
Ms. Hui Kam Wan

許婉霞女士
Ms. Hui Yuen Ha

孔慶佳先生
Mr. Hung Hing Kai

Ms. Josephine Mark Lee

高家麟先生
Mr. Ko Ka Lun Edwin

Kuan Tak U Linda

郭修圃先生
Mr. Kwok Sau Po

Kwong Hoi Lun

Mr. Kwong Ka King Leo

賴建宇先生
Mr. Lai Kin Yu

Mr. Lam L S Kenneth

劉自輝先生
Mr. Lau Chi Fai

劉潔儀
Lau Kit Yee

劉美翠女士
Ms. Lau Mei Chui

劉栢和先生
Mr. Lau Pak Wo John

Ms. Lau Yim Yin

劉宛蓮女士
Ms. Lau Yuen Lin Joanna

劉群
Law Kwan

羅意祈女士
Ms. Law Yi Ki Janis

羅潤濤女士
Ms. Law Yun Wan

Mr. Lee Chak Tong

李松波先生
Mr. Lee Chung Bor

Mr. Lee Ian Philip

李景霞女士
Ms. Lee King Har

利麗芳女士
Ms. Lee Lai Fong

李麗紅女士
Ms. Lee Lai Hung

李霽雯女士
Ms. Lee Pui Man Grace

李淑嫻女士
Ms. Lee Suk Han

李慧敏女士
Ms. Lee Wai Mun

梁小惠女士
Ms. Leung Siu Wai

梁子傑先生
Mr. Leung Tsz Kit

Mr. Leung Yin Fai

李翠英女士
Ms. Li Chui Ying

梁雪芬女士
Ms. Liang Suet Fun

聶世禾
Lip Sai Wo

廖新基先生
Mr. Liu San Kei

Miss Lo Ming Ming

盧彬先生
Mr. Lo Pun

Lou Mui Lan



劉黃淑愛女士
Ms. Lou Wong Suk Oi

Mr. Luk Ngan Ching

Mak Lai Sze

麥慧如女士
Ms. Mak Wai Yui

文浩正律師
Mr. Man H.C. Jonathan

Ms. Ng Clara Shuk Ling

吳家禧先生
Mr. Ng Ka Hai

吳雪珍女士
Ms. Ng Shuet Chun Judy

彭凱琳女士
Ms. Pang Hoi Lam Shirley

潘永祥博士，銅紫荊星章，太平紳士
Dr. Poon Wing-cheung Lawrence,
BBS, JP

岑志安先生
Mr. Shum Chee On

蘇惠玲女士
Ms. So Wai Ling

譚忠榮先生
Mr. Tam Chung Wing

Tam Sing Hoi

Tang Koon Cheung

曾智明先生
Mr. Tsang Chi Ming

謝淑慧女士
Ms. Tse Suk Wai

崔衛民先生
Mr. Tsui Wai Man Peter

Ms. Vivian Wong

Ms. Wong Hin Wai

黃家澧先生
Mr. Wong Ka Lai

Wong Ka Lai

黃家愉女士
Ms. Wong Ka Yu Fiona

黃國璋先生
Mr. Wong Kwok Cheung

黃國基先生
Mr. Wong Kwok Kay

黃少薇女士
Ms. Wong Siu Mee

黃蘇娟女士
Ms. Wong So Kuen

王子豪先生
Mr. Wong Tsz Ho

Ms. Wong Wan Yan

Mr. Wong Yan Hin

王以德先生
Mr. Wong Yee Duk Eddie

鄔逸怡女士
Ms. Wu Agnes

伍步明女士
Ms. Wu Po Ming Karen

楊彪華先生
Mr. Yeung Biu Wah

楊國樑先生
Mr. Yeung Edward

楊啟基律師
Mr. Yeung K.K. Kenneth

余漢榮先生
Mr. Yu Hon Wing

余啟鴻先生
Mr. Yu Kai Hung

余淑貞女士
Ms. Yu Shuk Ching

余少玉女士
Ms. Yu Siu Yuk

Ms. Yuen Wai Lei

李用女士

李妙芳

李曉紅

林女士

趙國衡



法定機構 Statutory Bodies

市區重建局
Urban Renewal Authority

非牟利及義工團體 Community Groups

擇善坊有限公司
Charitable Choice Limited

蓬瀛仙館
Fung Ying Seen Koon

養和山村義工隊有限公司
HKSH Village Volunteers Limited

香港和解中心
Hong Kong Mediation Centre Limited

聯合調解專線辦事處
Joint Mediation Helpline Office

嚙色園
Sik Sik Yuen

香港佛教真言宗女居士林
The Hong Kong Mantra Institute for
Lay Women Buddhists

李印青及眾弟子

慈善同學會

學校 Schools

佛教葉紀南紀念中學
Buddhist Yip Kei Nam Memorial
College

迦密柏雨中學
Carmel Pak U Secondary School

棉紡會中學
Cotton Spinners Association
Secondary School

基督教香港信義會葵盛信義學校
E.L.C.H.K Kwai Shing Lutheran
Primary School

可風中學(嚙色園主辦)
Ho Fung College (Sponsored By Sik
Sik Yuen)

海霸街官立小學
Hoi Pa Street Government Primary
School

聖母無玷聖心書院
Immaculate Heart of Mary College

葵涌蘇浙公學
Kiangsu-Chekiang College (Kwai
Chung)

荔景天主教中學
Lai King Catholic Secondary School

嶺南鍾榮光博士紀念中學
Lingnan Dr Chung Wing Kwong
Memorial Secondary School

獅子會中學
Lions College

樂善堂梁植偉紀念中學
Lok Sin Tong Leung Chik Wai
Memorial School

保良局姚連生中學
Po Leung Kuk Yao Ling Sun College

香港培道中學
Pooi To Middle School

保祿六世書院
Pope Paul VI College

聖公會梁季彝中學
SKH Leung Kwai Yee Secondary
School

聖公會李福慶中學
SKH Li Fook Hing Secondary School

深井天主教小學
Sham Tseng Catholic Primary School

聖公會林護紀念中學
SKH Lam Woo Memorial Secondary
School

聖士提反書院
St. Stephen's College

紡織學會美國商會胡漢輝中學
TIACC Woo Hon Fai Secondary
School

青衣商會小學
Tsing Yi Trade Association Primary
School

油蔴地天主教小學
Yaumati Catholic Primary School



政府部門及機構 Government Departments and Authorities

精神健康諮詢委員會
Advisory Committee on Mental
Health

公務員事務局
Civil Service Bureau

商務及經濟發展局
Commerce and Economic
Development Bureau

通訊事務管理局
Communications Authority

衛生署
Department of Health

發展局
Development Bureau

香港消防處
Fire Services Department

食物及衛生局
Food and Health Bureau

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

香港天文台
Hong Kong Observatory

香港警務處
Hong Kong Police Force

醫院管理局
Hospital Authority

社會福利署
Social Welfare Department

基金 Foundations

鵬程慈善基金
Bright Future Charitable Foundation

陳國威基金有限公司
Chan Kwok Wai Foundation Limited

陳楊福和基金有限公司
Chen Yang Foo Oi Foundation
Limited

許氏慈城素卿慈善基金有限公司
Hui's Cicheng Suqing Charitable
Company Limited

羅家寶基金會有限公司
Lobo Law Foundation Ltd.

雷伯偉慈善信託基金
Lui Pak Wei Charitable Trust

周伯英基金有限公司
P.Y. Chow Foundation Ltd.

思源基金會
Si Yuan Foundation

譚兆慈善基金
The Tam Shiu Charitable Trust

張煊昌基金有限公司
Thomas H. C. Cheung Foundation
Limited





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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