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Other Services

5.1 LOCAL SERVICES

Objectives

The Local Services ("LS"), as the extended executive arm of the Agency at the local level, are located in various multi-service social centres of the Agency. Their services include administrative and janitorial services, coordination of solidarity enhancement activities among the Agency, parishes and Catholic schools, as well as implementation of fundraising events.

As the Agency is the social arm of the Catholic Church, LS endeavor to further enhance Agency's partnership with the Catholic community and take up the task as one of its core functions, with the aim of fostering Catholic values of love and hope at the local community.

Highlights and Achievements of the Year

Green and Safe Measures

As at 15 January 2014, a cumulative sum of \$6.86 million was received from the Environment and Conservation Fund for seven multi-service social centres. Energy improvement

works for the installation of energy-saving air-conditioning and lightings were completed at four centres of Aberdeen, Kennedy Town, Kowloon, and Yau Ma Tei. To ensure a safe environment for service users, regular inspections of the centre buildings were conducted.

Striving for Service Quality

Good practices related to administrative and fundraising tasks were shared quarterly at meetings among coordinators. Such information was disseminated to clerical and janitorial staff. The topics included building safety, green measures, communication skills and supervisory skills.

Community Halls

There are two licensed community halls run by LS. The licensed halls at Caritas Caine Road Social Centre and Caritas Kowloon Social Centre are mainly used for activities such as diocesan events, graduation ceremonies, reception for marriage ceremonies, annual functions, seminars, workshops, variety shows, etc. In order to increase the usage rate, a concessionary rate on weekdays was introduced at the Caine Road community hall, coupled with a strengthened networking with prospective clients of all halls.

Location of Community Hall	No. of Persons Served	No. of Organizations Served
Caritas Caine Road Social Centre	22,505	40
Caritas Kowloon Social Centre	23,720	48

Activity Centre

The Caritas Tsing Yi Activity Centre received 533 visitors from 18 organizations for retreats, meeting and barbeque purposes in the year 2013/2014. There was a decline in the usage due to repair works carried out in one of the meeting rooms. Nonetheless, promotion had been carried out to ensure a better utilization rate in the coming year.



Playground outside the activity room of Caritas Tsing Yi Activity Centre

Liaison with Parishes and Administrative Support

In response to the parishes' concern to echo the social mission and Caritas call for a family spirit among stakeholders, the Local Service Coordinators ("LSCs") assisted in promoting collaborative activities in the Catholic community. Working as facilitators among Caritas units, parishes, Catholic schools / kindergartens and the Diocesan organizations, they attended meetings of parish councils and those at deanery level to promote Caritas services, fundraising and charitable events.

LS provided assistance to the Diocese in conducting the annual Catholic Church Lenten Campaign in which a total of 93 Catholic schools and kindergartens participated and a sum of \$6.75 million was raised in the year 2013/2014. The fund raised would be used for

worldwide emergency relief, parishes' charitable activities for the poor, as well as for service users of Caritas who are in dire need of financial aid but cannot receive immediate government financial support.

Catholic schools / kindergartens and parishes were enthusiastic in joining Caritas Flag Day on 11 January 2014. About 4,500 volunteers from the Catholic community, representing more than 40% of the total volunteers, participated in the meaningful event.



▼ Mother and child selling flag to the public on Caritas Flag Day

The parishes had initiated caring programmes for the poor and one of the earmarked events was “Meal for Grassroots”. Deacons, parishioners and Caritas staff of the eight Diocesan Deaneries worked seamlessly together to organize free meals for the grassroots families. In one of the events which took place in South West Kowloon, more than 100 street sleepers, low income families and rehabilitated persons were invited. The parish groups and staff had an opportunity to bring the marginalized people closer to God by reading, meditating and sharing the Bible with them.



▼ Volunteers and Caritas staff visited the single elderly and grassroots families in Kwun Tong



▼ Participants of the “Meal for Grassroots” showing their happy faces

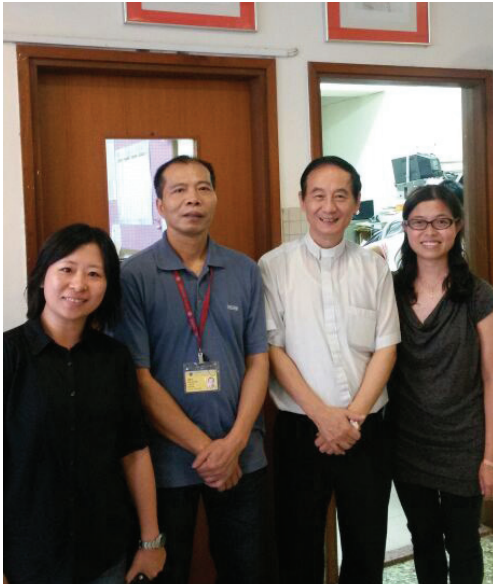
LSCs, together with Caritas unit-in-charge, arranged meetings or visits for the newly appointed parish priests to familiarize them with Caritas services. This is helpful in strengthening cooperation between parish and Caritas. Moreover, LSCs served as a link in channelling parishes' concerns to appropriate Caritas services. Their issues of concern may relate to family formation in the parishes, needs of the underprivileged, parish's evangelization programmes as well as parishioners' family case referral.



▼ Dean of South West New Territories visited Caritas Joyous Link

Fundraising Activities

On behalf of Caritas Chief Executive / Deputy Chief Executive, LSCs organized 16 visits for them at various parishes in the year 2013/2014 for the purposes of promoting Caritas services and sale of raffle tickets.



▼ Deputy Chief Executive with Caritas staff and volunteers at St. Stephen's Church promoting sale of raffle tickets

LSCs organized Caritas bazaars at six venues situated in Causeway Bay, Cheung Chau, Mong Kok, Sha Tin, Tsuen Wan and Tuen Mun in three consecutive Sundays of November 2013. As one of Agency's signature fundraising events, the annual Caritas bazaars attracted 84,300 visitors and provided a valuable opportunity for

12,000 volunteers from parishes, schools and Caritas getting together as a big family to run the bazaar stalls.



▼ Caritas Bazaar at Fa Hui Park Kowloon

As School Supervisors and Managers of Caritas Schools

LSCs, upon invitation, served as school supervisor and manager to execute their responsibilities as stipulated by the Education Bureau and Caritas – Hong Kong.

Staff Development and Training

LSCs attended talks and seminars on job-related topics for continuous learning. A professional speaker from the Hong Kong Association of Property Management Companies was invited to share on "Meeting Clients' Expectation" with LSCs and clerical staff.

To equip the clerical and janitorial staff with knowledge on building and occupational safety, briefing sessions on safety measures were held during the year.

5.2 HOSPITALITY SERVICES

General Remarks

Hospitality Services ("HS") comprises Lodge Service, Hostel Service, Catering & Retail Services. Lodge Service and Hostel Service provide comfortable and affordable accommodation for budget travellers and overseas expatriates living away from home. Catering Service runs restaurants and fast food shop to serve meals for grassroots workers, students and community members while Retail Service provides merchandises, gifts, religious items to Catholics and the general public. The income derived from these services helps to support the welfare services of Caritas – Hong Kong.

LODGE SERVICE

Objectives

Lodge service aims to offer comfortable accommodation to overseas Catholic societies and budget travellers at a competitive and reasonable price. There are three lodges, namely Caritas Bianchi Lodge, Caritas Lodge and Caritas Oswald Cheung International House. All lodges provide training venues for internship and vocational programmes operated by Caritas Community and Higher Education Service and other higher learning institutions.

Highlights of the Year

Lodge service had a moderate growth in the year 2013/2014 despite the challenges from both external economic environment and internal renovation in two of the lodges.

Caritas Bianchi Lodge

Online booking was launched on 17 February 2014 successfully which widened the overseas network and market penetration, resulting in an increase of its competitiveness. Up till March 2014, the result was encouraging. Besides, Caritas Bianchi Lodge attained a rating of 8.2 out of 10 from its customers and received an award from Booking.com, a leader in online booking of accommodation in mid 2013 to recognize its outstanding customer satisfaction level.

Caritas Lodge

Improvement works of 40 guest rooms was completed to upgrade the quality. Wifi system had been installed to cater for the needs of the general public.



▼ Suite of Caritas Bianchi Lodge



▼ Family room of Caritas Lodge

Caritas Oswald Cheung International House

During the year 2013/2014, minor improvement works had been carried out and the Lodge had recorded a satisfactory performance. It was expected that the completion of South Island Line (East) in 2015 will attract more individual travellers.

Guests Served

Lodges	2013/ 2014	2013/ 2012	Change (%)
Caritas Bianchi Lodge	47,004	40,759	+15%
Caritas Lodge	16,933	21,195	-20%
Caritas Oswald Cheung International House	61,045	52,040	+17%

HOSTEL SERVICE

Objectives

Hostel service offers economically-priced, fully-furnished accommodation with basic amenities to overseas expatriates and university students who live away from home.



Room at Caine Road Hostel

Highlights of the Year

The Hostel service continued providing stable income for the HS. Tsuen Wan Hostel ceased operation on 31 July 2013 after 15 years dedicated service to the community and it will be re-developed.

Guests Served

Caritas Hostels (No. of rooms)	Service Client	Area	Occupancy Rate
Caine Road (96)	Male	Hong Kong	91.2%
Kennedy Town (28)	Male / Couple	Hong Kong	97.6%
Ling Yuet Sin (49)	Female	Hong Kong	98.1%
Ngau Tau Kok (15)	Male	Kowloon	85.6%
Domus Fidei (6)	Male / Female / Family	New Territories	99.1%
Mong Kok (3)	Female	Kowloon	94.1%

The average occupancy rate of the hostels was 94.1%.

CATERING & RETAIL SERVICES

Objectives

Catering service comprises the Caritas Restaurant, three in-lodge restaurants and one fast food shop serving breakfasts and meals to in-house guests, students and members of the community at large. Retail Service composes of the Handicraft Centre at Caine Road Social Centre.

Highlights and Achievements of the Year

With the implementation of a series of constructive measures, the catering deficit was reduced to a large extent.

The catering consultant continued providing constructive advices on the kitchen improvement projects. Improvement works at the Caritas Café had been completed, while that at the Caritas Bianchi Lodge Restaurant would continue.

As one of the cost saving initiatives, Caritas Restaurant and Caritas Oswald Cheung International House Cafeteria had participated in the recycling programme of cooking oil since December 2013.



▼ Caritas Cafe after refurbishment

Catholic school project – The project was launched since October 2012. It involved regular telephone blitz and distribution of promotional leaflets to the Catholic schools and

other religious organizations on exploring outside catering business potentials.

Retail Service – The three tuckshops located in Tsuen Wan, the Tseung Kwan O Campus of Caritas Bianchi College of Careers and the Oxford Road Campus of Caritas Institute of Higher Education ceased operation in September 2013.

Guests Served

The four Caritas restaurants and one fast food shop served about 900 customers daily in the year 2013/2014.

Staff Development and Training

HS conducted training and enhancement workshops frequently for both managerial and frontline staff to maintain quality service. Caritas Oswald Cheung International House and Caritas Bianchi Lodge continued participating in the student internship programme of Caritas Institute of Community Education during the summer of 2013. Workshops on revenue management and problem solving were organized for the managers. 16 staff attended the one-day Hygiene Supervisor Training Course held by the Food Environmental & Hygiene Department and 50 staff attended the Fire Safety Training conducted by in-house Building Service Engineer from August to October 2013.

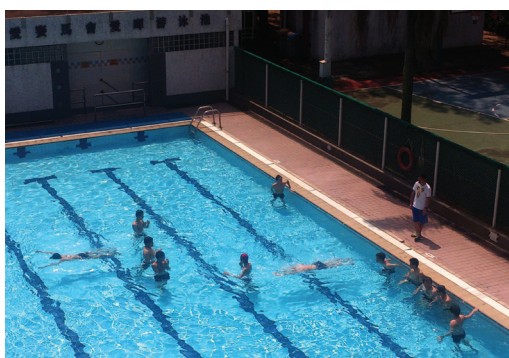
5.3 CAMP SERVICES

General Remarks

The Camp Services include three subvented camps namely Caritas Jockey Club Ming Fai Camp, Caritas Oi Fai Camp and Caritas Jockey Club Siu Tong Camp which are partially funded by the Leisure and Cultural Services Department, and one self-financed camp namely Caritas Ka Fai House.

Objectives

The objectives of the Camp Services are to provide a non-profit making camping service for the people from all walks of life, offering them a group-living experience in a setting close to the natural environment, and with provision of indoor and outdoor, social, recreational, educational, sports and other leisure activities and facilities so as to enhance their physical, mental and social well-being.



Swimming classes organized at the Caritas Jockey Club Oi Fai Swimming Pool



An untouched environment of a beautiful scenery at the Caritas Jockey Club Siu Tong Camp



The Caritas Jockey Club Ming Fai Camp is one of the very few camp sites in Hong Kong still providing camp fire activity

Highlights and Achievements of the Year

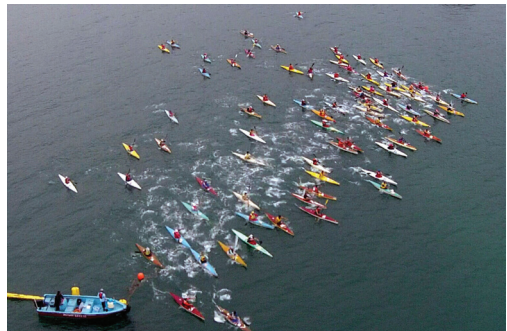
Under the Outdoor Education Camp Scheme of the Education Bureau ("EDB"), 24 three-day and 6 five-day programmes for primary schools as well as 15 three-day programmes for secondary schools were organized during the school year. Similar to previous years, the overall performances were ranked in the high side according to the Outdoor Education Camp Opinion Survey Findings for the school year 2013/2014 published by EDB.



- Students succeeded in making their bamboo raft in the education programme organized by Caritas Jockey Club Siu Tong Camp

In cooperation with Caritas Chan Chun Ha Field Studies Centre, 3,513 students participated in various field studies courses in the school year 2013/2014. In addition to the regular courses, special programme on star glazing were also organized for 18 schools with 548 students participated.

The 31st Cheung Chau Island Canoe Race was successfully held on 2 March 2014. The event attracted 154 persons participating in various competition events. Islands District Council Members had been invited as the Guests of Honor at the event.



- Starting moment of the Canoe Race

To maintain a high safety standard and safe camping environment for campers, fire service water tanks at Caritas Jockey Club Ming Fai Camp and Caritas Oi Fai Camp were replaced in January 2014.



- New fire service water tanks at Caritas Jockey Club Ming Fai Camp (left) and Caritas Oi Fai Camp (right)

Staff Development and Training

A visit to the Sydney Leong Holiday Lodge of Hong Kong Young Women's Christian Association was organized for 19 staff members on 11 January 2014. The trip achieved the purposes in learning more about the green organic recycling project. Staff members also participated in various environmental protection activities such as making of soap and sachet with natural materials.



▼ A group photo was taken at the front entrance of Sydney Leong Holiday Lodge

5.4 CARITAS JANITORIAL SERVICE

Caritas Janitorial Service (“CJS”), a sub-team of Local Services and under the supervision of Local Service Coordinators, is a self-sustaining service providing cleaning, security, maintenance and repair, and messengerial services to Caritas units in various multi-services social centres of the Agency and parishes.

The achievement of the Service lies in its ability to meet the needs of its service users. Although the Service is facing challenges in respect of increasing demand from parishes and changes in labour market during the year, such as rising of wages and shortage of manpower, the Service is continuously providing reliable and professional janitorial service to its service users. With the tight cost control process, the Service is running under surplus in the year 2013/2014. Moreover, the Service does not only support its staff financially with steady income, but also provides opportunities for them to learn and to regain vital employment skills.



▼ CJS staff cleaning in St. Jude's Church, North Point



▼ CJS staff cleaning in Caritas Dental Clinics – Tsuen Wan

5.5 COOPERATION BETWEEN CARITAS AND PARISHES

Caritas and parishes, being the social and pastoral arm of the Diocese, work in partnership to foster a family spirit of the Catholic Church in initiating and sustaining joint efforts in matters relating to social concern, human development and charitable activities.

Regular group meetings at various levels are in place to enhance communications and strengthen cooperation between parishes and Caritas, namely at the Diocese level, deanery level, parish level and Caritas level. The meetings include those of the Steering Group on Cooperation between Caritas and Parishes under the Chairmanship of a Vicar General, Parish Councils, Parish Social Concern Groups, Local Parish Liaison Teams of Caritas and Parish Social Service Unit of the Social Work Services of Caritas.

Parish Social Service

The Parish Social Service is responsible for providing social work services to assist parishes in carrying out the social mission of the faithful. Family and individual counselling services, emergency relief and training of volunteers are also provided for parishioners.

Social Services

Collaboration programmes with parishes and Catholic associations were carried out with regard to youth volunteer training, promotion of social concern and civic education in parishes, organization of educational talks and volunteer services for the families, deprived elderly, disabled people and migrant children, etc. In response to parishes' concerns for the marginalized and enhancement of family ties, the social workers provided assistance to 10 Social Concern Groups and 26 Family Movement Groups.

For the year 2013/2014, among the 8 deaneries, a total of 19 parishes had joined hands with Caritas units to organize "Meal for Grassroots" for the deprived. On average, the activity was organized once a month. Low income families were invited to enjoy free meal with parishioners to promote an integrated and caring community. Besides, a booklet on the cooperation between Caritas and parishes was published.



Meal for Grassroots



Booklet on the cooperation between Caritas and parishes

Pre-marital Courses

In the past year, 22 pre-marital courses were organized for 299 couples who had registered for marriage at the Catholic churches. In addition, 82 couples participated in pre-marital couple counselling. They also joined a lecture on Christian view of marriage and natural family planning.

5.6 MAINLAND SERVICES

General Remarks

Mainland Service Desk of Caritas - Hong Kong was established in 1986 aiming at improving the living standard of the poor people in mainland China and helping them to be self-reliant. Mainland services are not funded by Hong Kong Government, all services are supported by benefactors.

Owing to limited manpower and financial resources, services provided have been in small scale to the poor regions. Through the cooperation with local leaders, projects can be carried out effectively in the Mainland. Two main services are provided: Training Programmes and Financial Assistance on small projects for the betterment of the rural development.



- ▶ An interesting training session in Caritas-Hong Kong for the rehabilitation personnel from Chengdu, Sichuan province

- ▶ A visit to Caritas Printing Training Centre during the attachment programme for the rehabilitation personnel from Mainland



- ▶ Demonstration by the speech therapist in a training session for the Chengdu rehabilitation personnel, Sichuan province

Highlights and Achievements of the Year

Capacity Building for the Local Partners

Caritas - Hong Kong has been working closely with different women religious congregations in the Mainland on their social services for many years. In order to keep up with the pace of the development of the society so as to provide better service, it is necessary to build up their capacity. Short-term exposure visits and workshops in Hong Kong were provided to the women religious congregations so as to improve their social service in a practical way. The target beneficiaries, about 40 persons for two years, included the nuns and the workers in the Church-run social service organizations. In addition, a one-year project management course was also arranged for 10 women religious congregations from different provinces for the year 2013/2014.



Capacity building course held in Shaanxi province



Small group discussion in the Shaanxi Project Management course

Community Care Projects for the Migrant Workers and Unattended Children

The problem of migrant workers becomes more and more serious in the Mainland. The Social Work Services Division of Caritas - Hong Kong has been providing support service to the NGOs in the Mainland to provide care services for the migrant children in the city over six years. Mainland Service Desk had also provided financial assistance to a Catholic Social Service Centre ("CSSC") in the Mainland to set up a migrant children centre from 2012 to 2014. Financial assistance was given to different CSSCs in the Mainland to serve the unattended children and elderly people in Shaanxi, Gansu and Chongqing over the past years while trainings had also been provided to the volunteers of these projects.



The unattended children joined the morning exercise organized by volunteers in Gansu province



Gloves and scarfs were given to the unattended children

Other Funding Projects

In the past year, Mainland Service Desk has provided eight types of funding projects as follows:

Project Nature	Number of projects or beneficiaries (from April 2013 to March 2014)
(1) Scholarship for primary, secondary and post-secondary students	346 primary / secondary school students and 59 post-secondary school students
(2) Capacity Building	14 projects
(3) Improvement of facilities for rural clinic and orphanages	4 medical institutions and 2 orphanages
(4) Foster Parents Programme for the deprived / disabled children and the abandoned baby girls	38 children
(5) Water supply	4 villages
(6) Living allowance to the elderly and the disabled	132 elderly / disabled persons
(7) Medical or operation allowance for the deprived patients	4 patients
(8) Facilities for the enhancement of social service	3 projects



Renovation project of Liming Youth Rehabilitation Centre, Tongqiu town, Hebei province



Setting up self-sufficient business for the Human Immunodeficiency Virus (HIV) carriers in Yongqing county, Hebei province



Library & study room project in Licungou village, Changzhi diocese, Shanxi province

Providing living allowance to the deprived elderly



Emergency relief to affected victims, Minxian county, Gansu province

Water cellar for poor families in Wenshan prefecture, Yunnan province

