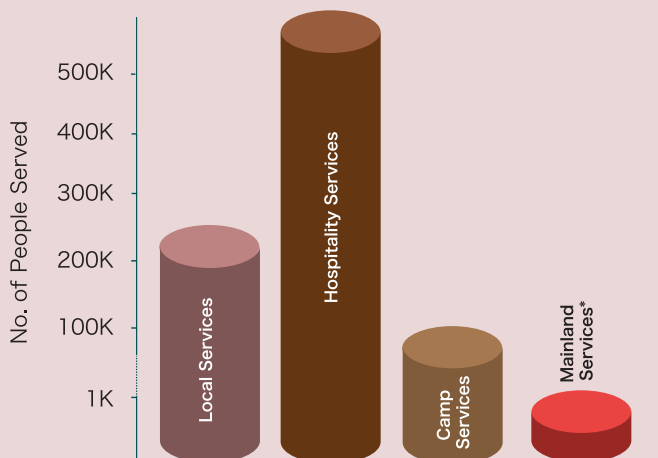


5

OTHER SERVICES





\* Exclude people served under 6 projects / 293 schools / 9 centres

## 5.1 LOCAL SERVICES

### Objectives

The Local Services (“LS”), as the extended executive arm of the Agency at the local level, is 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 endeavors to further enhance Agency’s partnership with the Catholic community and takes up the task as one of its core functions, with the aim of fostering Catholic values of love and hope in the local community.

### Highlights of the Year / Achievements

#### Green and Safe Measures

Energy improvement works for the installation of energy-saving air-conditioning and lightings, with funding from the Environment and Conservation Fund, were completed in all multi-service social centres in 2014/2015. Works related to lifts will be implemented in the coming years.

In compliance with the Buildings Department’s requirements, two multi-service social centres conducted inspection under the Mandatory Building

and Window Inspection Scheme and carried out prescribed maintenance and repair works under the supervision of a registered inspector.

In response to a rising awareness on safety and green issues, related guidelines for Caritas bazaars had been drawn up to raise the attention of volunteers in the decoration of stalls and lifting / carrying of heavy bazaar goods. The measures will be implemented in the 2015 bazaars.

Community Halls

Two licensed community halls, operated by LS, are located at Caritas Caine Road Social Centre and Caritas Kowloon Social Centre. They are mainly used for activities such as diocesan events, graduation ceremonies, reception for marriage ceremonies, annual functions, seminars, workshops, variety shows, etc.

In addition, there are two other ordinary community halls located at the multi-service social centres in Aberdeen and Ngau Tau Kok, serving the needs of the local community. The usage rates of the licensed and ordinary community halls are listed below.

Location of Community Hall	No. of Persons Served
Caritas Caine Road Social Centre	23,595
Caritas Kowloon Social Centre	27,618
Caritas Jockey Club Aberdeen Social Centre	7,230
Caritas Ngau Tau Kok Social Centre	70,627



● The Closing Ceremony of Caritas fundraising campaign held at Caine Road Community Hall

Activity Centre

With targeted promotions in 2014/2015, the Caritas Tsing Yi Activity Centre saw a substantial rise in the usage, receiving 786 visitors from 23 organizations. Eight parishes / diocesan organizations and fifteen voluntary organizations used the Centre for retreats, meetings and barbeque purposes. The Centre will continue to reach out to a wider network in the community to increase its usage rate.



● Caritas Tsing Yi Activity Centre





● Campers inside Caritas Tsing Yi Activity Centre

## Liaison with Parishes and Administrative Support

Local Service Coordinators (“LSCs”) continued to maintain a close relationship with parishes by attending regular meetings of parish pastoral councils, Diocesan Social Concern Support Group and those at deanery level with a view to understanding the needs of the parishes, introducing Caritas services and exploring platforms of cooperation. At the same time, parish priests had been invited to participate in regular Caritas Local Parish Liaison Team meetings at district level which provided a good opportunity for them to familiarize with persons-in-charge of various service units.

Moreover, visits to Caritas service units and social gatherings with parish priests had been arranged to strengthen mutual understanding and support.



● Lunch gathering with parish priests and Caritas staff before a Caritas visit

LSCs facilitated in promoting collaborative activities among Caritas units, parishes, Catholic schools / kindergartens and the diocesan organizations. Examples were implementation of an annual parent-child programme targeted at families of several primary schools in the New Territories, provision of assistance to parishes relating to Mission Sunday at the diocesan level, promotion of the future Catholic university at Tseung Kwan O, introduction of new Caritas services, rendering of janitorial services for parishes, as well as involvement of catechists, parishioners and students in charitable events such as bazaar, charity walk, etc.



● A collaboration programme with three primary schools and a parish in Tsuen Wan

Administrative assistance was provided to the Diocese in conducting the annual Catholic Church Lenten Campaign. Please refer to Chapter 1.3 for details.

## Fundraising Activities

On behalf of Caritas Chief Executive / Deputy Chief Executive, a total of 21 visits were organized at various parishes in the year 2014/2015 for the purposes of promoting Caritas services, including the future Catholic university at Tseung Kwan O and sale of raffle tickets. LSCs liaised with parishes and various services in the district, coordinating the manpower and logistics in the raffle sale.



● Caritas Bazaar at Victoria Park, Causeway Bay



● Deputy Chief Executive with Caritas staff and volunteers at SS. Peter and Paul Parish in promoting sale of raffle tickets



● People from all walks of life made bargains at Caritas Bazaar

Furthermore, LSCs liaised with parishes in the seasonal sale of Christmas and New Year cookies produced by Caritas La Vie Bakery, the service aim of which is to provide more job opportunities for people with disabilities.

Caritas bazaars, as one of the Agency's earliest fundraising events, garnered generous support from the local community in terms of donation of gifts and recruitment of manpower. In the three consecutive Sundays of November 2014, a total of 39 parishes, 71 catholic schools and 66 Caritas units amounting to over 12,000 volunteers joined the six bazaars held in Causeway Bay, Cheung Chau, Mong Kok, Sha Tin, Tsuen Wan and Tuen Mun. The fundraising events provided a good opportunity for parishes and schools to engage their faithful and students in charity functions. The six bazaars entertained a total of 81,267 visitors in 2014.

## As School Supervisors and Managers of Caritas Schools

Incorporated Management Committees had been formed in most of the Caritas secondary schools in 2014/2015. LSCs, in their capacities as school managers upon invitation, attended the committee meetings and attended the school functions as appropriate.

## Staff Development and Training

For professional development, LSCs attended talks and seminars on job-related topics such as building and occupational safety, school management and various aspects of staff and building management.



## 5.2 HOSPITALITY SERVICES

### General Remarks

Hospitality Services comprises Lodge Service, Hostel Service, Catering & Retail Services. Lodge Service and Hostel Service provide comfortable and affordable accommodation for budget travelers, overseas expatriates / students and local people respectively. Catering Service includes restaurants, fast food and outside catering service. It provides services to the lodges and hostels guests, neighbors and community members. Retail Service offers merchandises, gifts, religious items to Catholics and the general public. The income derived from these services helps to support the social work services of Caritas.

### LODGE SERVICE

#### Objectives

Lodge Service aims to offer comfortable accommodation to overseas Catholic-related parties and budget travelers at reasonable price. The three lodges are Caritas Bianchi Lodge, Caritas Lodge and Caritas Oswald Cheung International House. The lodges provide training venues for student internship and vocational training programmes ran by Caritas Community & Higher Education Service and other higher learning institutions.

#### Highlights of the Year / Achievements

##### Facilities Improvement

With the dedicated support from Mr. Simon Lee, member of the Caritas Hospitality Services Committee, lobby at the Caritas Bianchi Lodge has gone through a complete facelift with biblical elements immersed in a modern lively look.



● New look of lobby at Caritas Bianchi Lodge

##### Service Upgrade

A new 6-seater van for Caritas Bianchi Lodge and a new 23-seater bus for Caritas Oswald Cheung International House commenced services in December 2014 and March 2015 respectively. This would improve the delivery arrangement for outside catering service and also provide more comfortable shuttle service.



● New 6-seater van of Caritas Bianchi Lodge



● New 23-seater bus of Caritas Oswald Cheung International House

### Guests Served

Despite the increased competition in the market and slow down of the number of visitors, the lodges recorded a similar number of guests in the year 2014/2015.

Lodges	2014 / 2015	2013 / 2014	Change (%)
Caritas Bianchi Lodge	46,548	47,004	- 1%
Caritas Lodge	18,967	16,933	+ 12%
Caritas Oswald Cheung International House	59,472	61,045	- 3%

## HOSTEL SERVICE

### Objectives

Hostel Service offers economical accommodation with basic amenities to local people, university students and overseas expatriates who need to stay away from home.

### Highlights of the Year

#### Conversion of Caritas Ngau Tau Kok Hostel

Caritas Ngau Tau Kok Hostel was converted to a male student hostel in September 2014. It can accommodate 28 student residents from Caritas Institute of Higher Education and Caritas Bianchi College of Careers.

#### Guests Served

Occupancy of most Caritas hostels maintained at high level and almost reached to the full capacity. The drop in occupancy at Caine Road Hostel was caused by the construction work under the Mandatory Building Inspection Scheme and will continue until mid 2015.

Caritas Hostels (No. of rooms)	Service Client	Area	Occupancy (%)
Caine Road (93)	Male	Hong Kong	82.6
Kennedy Town (28)	Male / Couple	Hong Kong	99.4
Ling Yuet Sin (49)	Female	Hong Kong	98.4
Ngau Tau Kok (28)	Male Student (From September 2014 )	Kowloon	86.2
Domus Fidei (6)	Female / Family	New Territories	95.9
Mong Kok (3)	Female	Kowloon	93



● Caritas Ngau Tau Kok Hostel for male students

## CATERING & RETAIL SERVICES

### Objectives

Catering Service comprises the Caritas Restaurant, three in-lodge restaurants, one fast food outlet and outside catering services to provide meal and catering arrangement to guests of lodge and hostel, students, neighbors and the community members. Religious items, souvenirs and daily conveniences were sold at the Caritas Handicraft Centre.

### Highlights of the Year / Achievements

#### Facilities Improvement

Restaurants were upgraded by renovation and re-installation of kitchen equipment. Renovation projects at the Caritas Café and the Caritas Bianchi Lodge Restaurant were completed in April 2014 and November 2014 respectively. Business was picking up progressively.



● Seminar at Caritas Bianchi Lodge Restaurant



● Caritas Café was back to business in April 2014

#### Collaboration with Caritas Youth and Community Service

Working with the Caritas Youth and Community Service ("YCS"), Catering Service took part in an employment exposure programme for young people. After receiving pre-job training at the YCS centres, participants were provided with opportunity to work in real job environment at Caritas restaurants.



## New Club Membership Scheme

A Club Membership Scheme was introduced to Caritas service units and Parishes in December 2014 for promoting the Catering Services as well as offering discounts to the members dining at the Caritas restaurants.

## Caritas Handicraft Centre

Caritas Handicraft Centre ceased its walk-in service in November 2014 and continued with phone orders.

## Guests Served

The restaurants served a daily average of 1,042 customers in the year 2014/2015 and achieved tremendous improvement on overall financial performance.

## Awards Achieved

The Shine Skills Centre of the Vocational Training Council presented the Enlightened Employers Award to the Caritas Restaurant for providing employment opportunity to the disabled.



● The Enlightened Employers Award Presentation Ceremony 2014

## Staff Development and Training

Training and skills enhancement workshops were provided regularly for staff from frontline to managerial level. A staff development workshop on vegetarian food was arranged in July 2014. Mr. Howard Ling, consultant of The Hong Kong Council of Social Services – HSBC Social Enterprise Business Centre and founding member of the social enterprise, Happy Veggies, was invited to conduct a presentation on vegetarian food trend and shared his experience of running the first social enterprise vegetarian restaurant in Hong Kong.



● Speaking on vegetarian menu and health

“I AM I” Workshop on building self-confidence was conducted for supervisory staff in September 2014.

## 5.3 CAMP SERVICES

### General Remarks

There are four camps operated under Camp Services. Caritas Jockey Club Ming Fai Camp, Caritas Oi Fai Camp and Caritas Jockey Club Siu Tong Camp are partially funded by the Leisure and Cultural Services Department whereas Caritas Ka Fai House is self-financed.

### Objectives

The objectives of 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 nature, and enhance their physical, mental and social well-being through indoor and outdoor social, recreational, educational, sports and other leisure activities.

### Highlights of the Year

Under the Outdoor Education Camp Scheme of the Education Bureau ("EDB"), programmes were organized for both primary and secondary schools in the school year 2014/2015. There were 25 three-day and 8 five-day programmes held for primary schools on top of 15 training programmes organized for secondary schools. Succeeding the positive feedback in previous years, the overall assessment of the programmes were ranked in the high side according to the Outdoor Education Camp Opinion Survey Findings for the school year 2014/2015 published by EDB.

A total of 4,066 students participated in various field studies courses, which were jointly organized with Caritas Chan Chun Ha Field Studies Centre in the school year 2014/2015. Apart from the regular courses, special programme on star glazing was also held for 21 schools with 687 students participated.

The 32nd Cheung Chau Island Canoe Race was successfully held on 1 March 2015 with 154 persons participated in various sporting events. Islands District Council Members were invited as the Guests of Honor and for prizes presentation.



● The 32nd Cheung Chau Island Canoe Race

### Staff Development and Training

Two training activities were organized: an overseas trip to Yangchun in China from 2 March 2015 to 3 March 2015 and a local trip to Noah's Ark Hong Kong – Solar Tower Camp and The Salvation Army – Ma Wan Youth Camp at Ma Wan Island on 13 March 2015. Exploring hospitality services, sharing experience, exchanging views on the development of the camp industry as well as on team buildings were the focus of the activities.



● A group photo was taken at the Salvation Army – Ma Wan Youth Camp



- Manager of the Noah's Ark Hong Kong – Solar Tower Camp introduced the service of the Centre

## 50th Anniversary of Caritas Camp Services

The 50th Anniversary Thanksgiving Ceremony was held on 22 November 2014 at Caritas Jockey Club Ming Fai Camp. Most Rev Michael M.C. Yeung was invited as the honorable guest to officiate the blessing ceremony as well as to unveil the barbeque site after a major refurbishment works was completed in October 2014. More than 60 participants attended the event including representative from government department, Rev J.F. Ahearn of Our Lady of Fatima Church, representatives of the local community organizations, as well as the former staff members who had worked at Caritas Camps for a long period of time.



- Most Rev Michael M.C. Yeung was blessing the camp site



- Most Rev Michael M.C. Yeung and Guests of Honor unveiled the refurbished barbeque site



- Most Rev Michael M.C. Yeung gave his blessing at the officiating of the 50th Anniversary Thanksgiving Ceremony



- The new look of the refurbished barbeque site



## 5.4 JANITORIAL SERVICE

Janitorial Service (“Service”), 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-service 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, rising of wages coupled with shortage of manpower, it is continuously providing reliable janitorial services to its service users and is running under surplus in the year 2014/2015. Moreover, the Service encourages staff to take courses on security and safety in order to enhance their employment skills and to ensure the safety at work places.



- Janitorial staff performing cleaning work in Caritas Tsing Yi Activity Centre



- Janitorial staff doing cement work in Caritas Aberdeen Social Centre

## 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 staff level. The meetings include those of the Steering Group on Cooperation between Caritas and Parishes, Parish Councils, Parish Social Concern Groups as well as Local Parish Liaison Teams of Caritas and Parish Social Service Unit of the Social Work Services Division 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, organizing educational talks and volunteer services for the families and deprived groups. 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 2014/2015, among the eight deaneries, a total of 21 parishes had joined hands with Caritas social work services 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. Social concern activities were programmed before, during or after the meal.



- More than 100 residents from sub-divided flats joined a Meal for Grassroots

### Pre-marital Courses

In the past year, 21 pre-marital courses were operated for 259 couples who had registered for marriage at the Catholic churches. In addition, 101 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

The Mainland Service Desk (“MSD”) of Caritas was established in 1986, aiming at helping the local partners to provide better social service, become self-reliant and self-sustaining. The strategies of MSD are capacity building and providing financial assistance for upgrade of hardware. Through the cooperation with local leaders, projects are carried out effectively in the Mainland. Mainland services are not funded by Hong Kong Government, all services are supported by benefactors.

### Highlights of the Year / Achievements

#### Exposure Visits, Seminars and Training Opportunities for Local Partners

In view of the rapid development of the social work services in Mainland China and to broaden the exposure of the religious women who are working in different kinds of social services, allowance is provided for exposure visits, seminars and short-term training courses. The feedback from the participants of various activities, such as “China Charities Fair 2014”, “Workshop on Early Education in China” was very positive. Their awareness in providing better service has been raised.



● Project management course in Hebei province



● Small group discussion in Hebei project management course



● Project management course in Guangdong province



● Group sharing at the end of Guangdong project management course



## Ranching and Farming Project in Wanzhou District, Chongqing City

Nothing is better than helping the beneficiaries to be self-reliant and self-sufficient. With the funding assistance from Caritas, Wanzhou Social Service Centre helped 30 farming households in Fenshui town, Wanzhou district, Chongqing city to raise cattle for their living and set up a credit union among themselves. In two years' time, they had not only increased their income, but also achieved sustainable growth and a much improved living condition. Cattle waste was used as fertilizer for the planting of plum trees, and the grass growing around the plum trees were served as animal feed. Regular training on management, techniques for farming and ranching was also provided to the farmers. All these measures helped to boost the local agricultural industry.



● The infertile land has turned into a plum garden

## Workshop on Homecare Elderly Service

In collaboration with the Institute of Civil Society, Guangzhou Sun Yat-sen University, a workshop on Homecare Elderly Service was organized in January 2015 for 35 workers from the elderly services all over China, including 20 religious women. Internship will be arranged in the advanced service centres later this year.



● Training on management and techniques for farming and ranching



● Cattle rearing project in Wanzhou district, Chongqing city



● New breeding techniques are used to grow plums in Chongqing farming project



● Talk on the elderly care policy in the Mainland



● Homecare Elderly Service Workshop in Guangzhou city

Other Funding Projects

During the year, MSD has provided seven types of funding projects as follows:

Project Nature	Number of projects or beneficiaries
(1) Scholarship for primary, secondary and post-secondary students	267 primary / secondary school students and 25 post-secondary school students
(2) Capacity Building	About 200 social service providers
(3) Improvement of facilities	3 elderly homes, 2 clinics, 1 orphanage, 1 kindergarten, 1 children centre, 1 youth centre, 1 leper home, and 2 sustainable agricultural projects
(4) Foster Parents Programme for the deprived / disabled children and the abandoned baby girls	31 children
(5) Living allowance to the elderly and the disabled	146 elderly / disabled persons
(6) Emergency relief for quake victims	2 projects
(7) Facilities for the enhancement of social service	2 projects



● A Yunnan village woman stands joyfully next to her newly built water cellar



● Students holding their new books with joy at Shaanxi Tianai Kindergarten





- Facilities are improved for Ludezhuang Elderly Home, Hebei province



- Quilts and winter clothes for the quake victims in Zhaotong city, Yunnan province



- Library facilities for the migrant children in Chongqing city



- Confidence building game for the youth in Ningjin Youth Support Centre, Hebei province