



05

Other Services

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「 And suddenly the star they (the wise men) had seen rising went forward and halted over the place where the child was. The sight of the star filled them with delight. 」

Mt 2 : 9 - 10

A star is insignificant, but numerous stars gather to illuminate the world. Caritas provides diversified services, covering every level of the society, even including support to the work at Mainland, bringing joy to countless people !

5.1 LOCAL SERVICES

Objectives

The Local Services (“LS”), as an 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

Centre Management

The annual centre management survey, which aimed to monitor the quality of service delivery, was conducted in December 2018. The results were compiled and feedback was collected for further improvements.

Hall Management

The table below shows a big surge in the usage of community halls at Kowloon and Aberdeen social centres in 2018/2019 as compared with 2017/2018.

Name of Community Hall	No. Served in 2018/2019	No. Served in 2017/2018	Change (%)
Caritas Caine Road Social Centre (licensed hall)	20,135	18,255	+10.3
Caritas Kowloon Social Centre (licensed hall)	44,730	28,094	+59.2
Caritas Jockey Club Aberdeen Social Centre (ordinary hall)	11,190	7,960	+40.6
Caritas Ngau Tau Kok Social Centre (ordinary hall)	72,497	73,029	- 0.7

Caritas Tsing Yi Activity Centre

In 2018/2019, Caritas Tsing Yi Activity Centre was largely used for overnight accommodation by students and church groups. It received a total of 2,184 visitors from religious organizations, secondary schools and Caritas service units.

Liaison with Parishes and Administrative Support

Since liaison with parishes and Catholic schools is one of the core functions of LS, close relationship with the Catholic communities can be seen in the following table.

Number of meetings/visits/activities conducted by LS	Total
(1) Coordinating visits for parish priests, clergy etc. to various Caritas units at district levels; Paying friendly visits to newly arrived parish priests	116
(2) Attending regular meetings of joint or individual parish pastoral councils; Steering Group on Cooperation between Caritas and Parishes; Meetings at deanery levels, etc.	78
(3) Arranging meetings, visits or activities at parishes, Catholic schools and organizations related to fundraising events such as charity bazaars, CE/ ACE promotional visits, sale of raffle tickets and Christmas cookies	62
(4) Exploring and promoting collaborative activities among parishes, Caritas units and other Catholic units (e.g. evangelization events)	39



• Fathers playing drums when visiting Caritas Tsuen Wan Social Centre

Fundraising Activities

Caritas Charity Bazaar is one of the major annual fundraising activities undertaken by LS, in addition to charity sale of raffle tickets and Christmas cookies. Bazaar has always been Caritas' signature fundraising event that is deep-rooted in the heart of the local community. It provides families with a platform for fun with educational games, inflatable bouncers, good sale bargains and snacks.

Striving for improvement, new initiatives were added :

- (1) Bazaar venues in Hong Kong, Kowloon and Tsuen Wan have set up booths of different eye-catching colors to uplift the joyful spirit.



• The joy, fun and vigor of the bazaar are as cheerful and visible as a sea of colorful booths

- (2) Parade by Star Wars characters were held at Hong Kong and Tsuen Wan venues and received good response.



• May the Force be With You - Star Wars characters

- (3) The two new competitions, Dragon Boat Flag Design and Goods Display, exhibited effort and thoughts from the participants.



• Winner of the first prize Dragon Boat Flag Design competition in Tuen Mun bazaar

- (4) Knowing the problems and rectifying them is the key to success. Survey questionnaires were sent to stallholders to collect feedbacks and comments for improvement.

Information on bazaars in 2017/2018 and 2018/2019 are tabulated below. There is an overall rise in the number of visitors and increase of fund raised by the six bazaars.

	2018/2019	2017/2018	Change (%)
Number of visitors at 6 bazaars	77,907	65,757	+18
Total amount of fund raised by 6 bazaars	\$6,899,951	\$6,575,427	+5

“Caritas Charity Bazaar” Facebook has widely reached out to the community with good publicity. Many stallholders made use of this platform to promote their products.

To help raising fund, LS arranged with various parishes to conduct 32 promotional visits by Chief Executive, Rev. Joseph Yim, and Assistant Chief Executive, Rev. James Boey. Both priests received warm greetings from the parishioners and their presence gave sales of raffle ticket and cookies a big boost.



Staff Development and Training

Nowadays, knowledge of Information Technology (“IT”) is an important element for staff development and service improvement. As such, LS managers attended talks in IT area as well as other job-related topics such as staff appraisal, insurance policies, discrimination and harassment. A sharing session, targeted at clerical staff, on centre management and review on bazaar logistics was conducted in June 2018.

5.2 HOSPITALITY SERVICES

General Remarks

Hospitality Services (“HS”) comprises of Lodge, Hostel and Catering Services. Lodge Service and Hostel Service provide comfortable and affordable accommodation for budget travellers and students, whereas Catering Service runs Restaurant, Fast Food and Caritas Corner to provide meals for workers, students and community members. The income so derived by the Services helps to support the welfare services of Caritas.

LODGE SERVICE

Objectives

Lodge Service continues to offer comfortable accommodation at affordable prices to local and overseas Catholic-related parties and travellers. The two lodges, Caritas Bianchi Lodge (“CBL”) and Caritas Oswald Cheung International House provide training opportunities for student internship of Caritas Institute of Higher Education (“CIHE”) and related internship training programme offered by Caritas Institute of Community Education and other education institutions in Hong Kong.

Highlights of the Year

HS cooperated with Caritas Youth & Community Service to provide Life Planning Education Activities for three non-Chinese Speaking (NCS) students in July 2018 and December 2018 in CBL. In addition, the general cleaning duties for CBL is provided by Caritas Rehabilitation Service on a regular basis.

Guests Served

In order to increase the target guests, the two lodges have been working closely with local and overseas Catholic-related organizations and other NGOs in Hong Kong. Please find total number of guests served by the two lodges below:

Lodges	2018/2019	2017/2018	Change (%)
Caritas Bianchi Lodge	54,700	60,500	-9.6
Caritas Oswald Cheung International House	48,766	46,200	+5.6
Total Guests Served	103,466	106,700	-3

HOSTEL SERVICE

Objectives

Hostel Service offers economical accommodation with basic amenities to local low income people, clergy and nuns, university students and overseas travellers who have long term accommodation need in Hong Kong.

Highlights of the Year

Replacement Work

In order to enhance the safety level and uplift Hostel condition, two major replacement projects were carried out: sprinkler system replacement in Caritas Caine Road Hostel and window replacement at Caritas Ling Yuet Sin Hostel (“CLYS Hostel”).



• Window replacement work at CLYS Hostel

Extended Services to clients of Caritas Family Service

Starting from the year of 2018/2019, four rooms with a capacity of 8 persons at Caritas Dormitory Prince Edward have been reserved for welfare purpose. The rooms provide temporary residential service for individuals / families at low rent so as to help them tide over their personal or family problems as well as financial difficulties.

A total of 6 cases were handled which were referred by Integrated Family Service Centres of Caritas and Social Welfare Department.

Guests Served

The overall occupancy was maintained at an average of 78.32% throughout the year.

CATERING SERVICE Objectives

Catering Service consists of Caritas Restaurant and Fast Food outlet at 2 Caine Road, two in-lodge Cafeteria, Caritas Corner, Banquet and Outside Catering services providing dining and catering arrangement to parishes, Catholic-related parties, guests of the two lodges, hostels and community members.

Highlights of the Year

Closure of Caritas Café, Prince Edward

After providing service for more than 30 years, Caritas Café ceased operation on 10 July 2018.

2018 Caritas Charity Bazaar

Tea receptions for 100 VIPs were served. Sales at the HS food stalls have increased by 23.5%.



Guests Served

In the year 2018/2019, a daily average of 535 guests were served in the outlets and catering events.

Caritas STAR

As recognition of outstanding service quality and attitude within HS, Caritas 'STAR' programme was being commenced in December on a quarterly basis.



• Presentation of certificate to Ms Alice Wan, Supervisor of CLYS Hostel



• Presentation of certificate to Mr Eric Ho, Supervisor of Caritas Corner

Staff Development and Training

Two colleagues were nominated to attend a five-year Bachelor of Business Administration (Honors) Hotel Management programme in CIHE.

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 Service Department whereas Caritas Ka Fai House is self-financed.

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 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, programmes were organized for both primary and secondary schools in the school year 2018/2019. For primary schools, there were 24 three-day and 9 five-day programmes with 2,383 and 1,249 students participated respectively. For secondary schools, there were 14 leadership training programmes with 830 student participated. The programmes have received positive feedbacks from the participated school and teachers.

In addition, a total of 3,620 students participated in various field studies courses, which were jointly organized with Caritas Chan Chun Ha Field Studies Centre. Apart from the regular courses, special programme on star glazing was also held for 16 schools with 485 students participated.

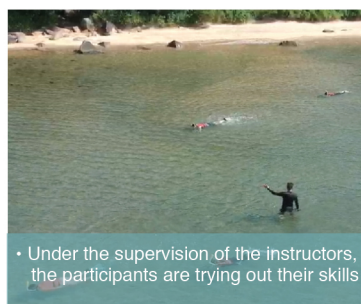
Two new programmes have been introduced in Caritas Jockey Club Siu Tong Camp since July 2018. They are “Snorkeling Experience Camp” and “Summer Water Sports Camp” each with 28 and 188 participants respectively.



• Visiting the Cheung Chau Fire Station is one of the activities of the Outdoor Education Camp Scheme



• Participants are getting ready for snorkeling activity



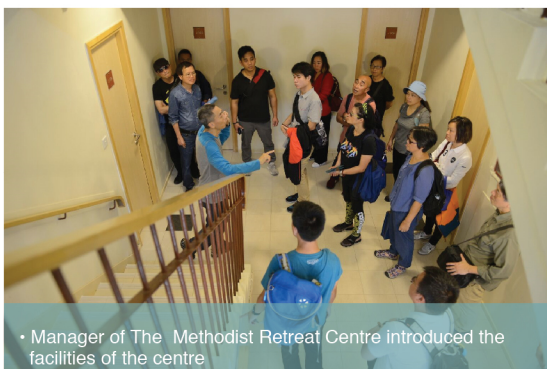
• Under the supervision of the instructors, the participants are trying out their skills



• Tenting experience is one of the activities of the Leadership Training Programme

Staff Development and Training

With aims to widen horizon of staff, 22 of them were arranged visiting the newly redeveloped Hong Kong Playground Association-Jockey Club Silvermine Bay Camp and the Methodist Church-Methodist Retreat Centre in the vicinity on 3 March 2019. Staff members found the visits fruitful.



• Manager of The Methodist Retreat Centre introduced the facilities of the centre



• Understanding the kitchen operation in the Jockey Club Silvermine Bay Camp



• Touring around the dormitories in the Jockey Club Silvermine Bay Camp

5.4 JANITORIAL SERVICE

The Janitorial Service (“the Service”), a sub-team of Local Services supervised by Managers of Local Service Coordination, is a self-financing unit rendering cleaning, security, maintenance and repair, and mail-run services to Caritas units in multi-service social centres or parishes in need. Furthermore, the janitors of the Service are the major manual workers for Agency-wide fundraising activities, such as charity bazaars, sale of raffle tickets, charity walk, etc.

The Service pools the labour resources of Caritas for achieving economical and effective utilization. Most important, it can give a reliable janitorial support to the service units in multi-service social centres so that they can concentrate on their professional activities. In turn, the service users of social work, education or medical care will benefit from a high quality of janitorial service at last.

Since October 2018, CJS has strengthened the skilled workforce by taking over the artisans of Property Office. Hence, CJS can add value to the Agency by providing small scale improvement works (e.g. carpentry or painting) for the other Caritas units at cost plus.



• Refinishing the furniture



• Venue setup

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

Caritas social work services units collaborated with parishes and Catholic groups on programmes relating to promotion of social concern and civic education in parishes, organizing educational talks and volunteer services for the youth, families, elderly and deprived groups. In response to parishes' concerns for the marginalized and enhancement of family ties, the social workers provided assistance to the Social Concern Groups, Family Movement Groups and various conferences of The Society of St. Vincent de Paul.

Highlights of Collaboration Events with Parishes

(1) Meal for Grassroots

The above event has become a caring campaign for the deprived with the partnership from 15 parishes. The number of meals organized during the year was 58 with an attendance of 6,292 deprived persons and parishioners.

(2) Helping Families in Sub-divided Flats of Kwun Tong District

A total of 6 parishes in the East Kowloon Deanery and Central Kowloon Deanery participated in the joint project target at those families living in sub-divided housing units. A total of 30 Catholic volunteers paid visits or provided assistance to 20 families.



• Residents of sub-divided housing paid a visit to Mother of Good Counsel Church



• Parishioners organized pilgrimage for families

(3) Family Formation Programme

A family formation programme "I Do. Promise" was jointly organized by Caritas Family Service and Diocesan Pastoral Commission for Marriage and the Family. The programme included a camp for couples and a couples group, which aimed at enriching their marriage by integrated, interactive and intensive approaches. On 21 April 2018, a day camp was held at Holy Redeemer Parish.

Pre-marital Courses

Couples registered for marriage at the Catholic church are invited to attend pre-marital course and counselling or marriage convalidation programme, both included a lecture on Christian view of marriage and natural family planning. In the past year, Caritas operated 10 pre-marital course for 132 couples. Besides, 31 couples participated in pre-marital couple counselling and 82 couples attended the marriage convalidation programme.

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

Plus-One Matching Scheme Inspired Self-reliant Fundraising

The Plus-One Matching Scheme (the “scheme”) aims to encourage small congregations in the Mainland to explore funding sources independently for the purpose of providing social services; and to continue such practice in the long run.

For the purpose of the scheme, a small congregation is defined as one with no more than 15 members. The applicant is required to form a fundraising team to plan and carry out fundraising activities for the proposed social service project (the “proposed project”). No more than two applications, each for a proposed project, will be accepted per applicant.

For first-time application, the amount of funding received by a successful applicant will be equal to the amount of funding (i.e. in the proportion of 1:1) they successfully obtained from the funding sources other than Caritas, subject to the maximum ceiling of RMB30,000.

Upon Caritas’s approval of the application, the applicant will also be granted an additional allowance associated with the fundraising activities for the proposed project. The maximum ceiling of the additional allowance is RMB5,000. The applicant is required to submit a fundraising report within two months after the completion of the fundraising activities. Upon approval of this report, the applicant will receive the financial support under the scheme.

For second-time application, the amount of funding to be received by a successful applicant will be equal to one-third the amount of funding (i.e. in the proportion of 3:1) they successfully obtained from the funding sources other than Caritas, subject to the maximum ceiling of RMB20,000.

Up to now, six small congregations have joined the scheme. The following is one of the successful cases:

Ren-ai Convalescence Home is in Inner Mongolia. The sisters there have been providing free food and shelter to 17 elderly who are single and poor. None of them is able to pay to the sisters.

To encourage the sisters to be more proactive in fundraising activities, Caritas suggested the sisters join the scheme.

This scheme motivated the sisters of Ren-ai Convalescence Home to quickly form a fundraising committee. They came up with a number of fundraising activities reaching out to parishes and various church groups and individuals, getting sponsors for running in Marathons and etc. They reached the goal of RMB 50,000. With that, plus the matching fund of RMB30,000 from Caritas, they gathered enough to cover one year’s operating cost for the Home.

This was a valuable experience for the sisters. They now have a fundraising committee that is actively engaged in searching for sponsors and in exploring different methods of acquiring financial support. The sisters have become a lot more confident in the future development of the Home.



• Funds are collected from a parish priest



• Donation after mass



• Parishioners lined up for donation



• Fundraising team outside a church



• Fundraising for rehabilitation equipment for elderlies



• Marathon for fundraising

Other Funding Projects

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

Project Nature	No. of Projects / Beneficiaries
(1) Scholarship for primary, secondary and post-secondary students	205 primary / secondary students and 21 post-secondary students
(2) Capacity building	220 social service providers
(3) Improvement of facilities	4 elderly homes, 1 clinic, 1 hospital, 1 training center, 2 congregations, 1 self-help center for disabled
(4) Foster Parents Programme for the deprived / disabled children and abandoned babies	55 children / babies
(5) Living allowance to the elderly and the disabled	81 elderly / disabled persons
(6) Facilities for the migrant children, left-behind children and people with special needs	6 projects
(7) Fundraising training and support service for the socially vulnerable groups	2 projects



• Outing for the left-behind children in Guangxi



• A kindergarten in Hebei



• Children of the Gucheng Center have a fun time in Beijing



• Participants went for outing after a management training in HK



• Elderlies lined up for outing in Inner Mongolia



• Participants and tutors at the end of a training on family healing in Liaoning



• Insulation and painting of the wall of an elder home in Inner Mongolia

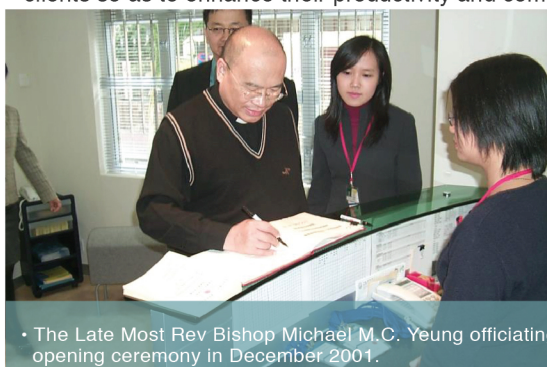


• A special child services rehabilitation training in a rehabilitation centre in Hebei.

5.7 CARITAS INFORMATION TECHNOLOGY ADVANCEMENT CENTRE

Objectives

Caritas Information Technology Advancement Centre “CITAC” was founded in 2001 and is the I.T. arm of Caritas. It provides information and technology services to Caritas, Catholic Diocese of Hong Kong (“HK Diocese”) and the local community. CITAC aims to provide effective and efficient I.T. solutions for the clients so as to enhance their productivity and competitiveness in this information era.



• The Late Most Rev Bishop Michael M.C. Yeung officiating and giving the blessing at CITAC's opening ceremony in December 2001.



Highlights of the Year / Achievements

eCare – Wireless Elderly Care Home Management System



Caritas Services for the Elderly (“CSE”) invited CITAC to develop a wireless version of eCare application in 2017 in order to create a paperless elderly care centre to enhance the efficiency and effectiveness of care service. eCare is now being subscribed by nearly 100 elderly care homes operating by different NGOs and the Hong Kong Housing Society. The wireless version of eCare received the 2018 Gold and Grand Hong Kong ICT Awards. The Awards are the endorsement from the ICT industry on the successful deployment of ICT to enhance elderly care and smart aging. It is also recognition of the joint effort from CSE and CITAC for using their unique domain knowledge in developing a system that benefits the elderly care industry.

The Head of CITAC, Mr. Alan Young also received the Outstanding Performance of IT Awards Excellence from the Hong Kong Economic Times in August 2018.

Hospital Information Systems (HIS)

CITAC has developed two HIS for Canossa Hospital (Caritas) and Precious Blood Hospital (Caritas). The two systems provide electronic clinical, administrative and billing management to meet the new era of healthcare. One of the enhancements in 2018 is the scanning of patient’s documents in achieving a holistic view of patient information in the HIS for safer and better patient care. These documents include the visiting doctors’ written in-patient records, patients’ outside laboratory reports, referrals etc. All these are scanned into the particular episode of patient visit and stored for instant retrieval by healthcare providers for effective care.



Catholic Diocese of Hong Kong Projects

CITAC provides network, server and system development services for the Hong Kong Diocese. Three of the core systems are Catholic Family Registration System (CFR), Hong Kong Diocese System (HKD) and Catholic Cemetery System with Apps (CCS). The three systems cover baptism certification, marriage certification, family registration and cemetery registration. CITAC provides 24 hours monitoring of servers service.

New Projects

Caritas e-Raffle Ticket System

CITAC is developing the System in handling the annual raffle tickets sales and management. The system aims to provide a comprehensive management of annual raffle tickets sales and be able to provide allocation, delivery, detail logging of each ticket and statistics and various reports. The drawing of raffle ticket numbers would be handled by an outside system.

The System will be ready for testing in the 3rd quarter of 2019.

Caritas e-Voucher System

This is an online platform to facilitate the preparation of vouchers, and the first stage will be handling the Payment Voucher. The System will handle the workflow of payment vouchers being prepared, signed and submitted to Finance Office for final handling with detail logging of each activity. The System will include functions that enable the efficiency and effectiveness of voucher preparation. e-Voucher will be launched for testing in the 2nd quarter of 2019.