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我們的信念

- 我們相信每個人的權利和尊嚴均受到尊重，並享有不受暴力、虐待及壓迫的權利，人權不論在社會或家庭裡均應受到尊重。
- 我們相信平等和互相尊重是建立和諧家庭關係及培育家庭成員身心健康發展的基石。
- 我們強烈反對使用暴力作為控制家庭成員的方法。
- 我們致力幫助家庭暴力的受害者重拾應有的生活尊嚴。

我們的遠象

- 一個建基於和諧、關懷、互相尊重的社群。
- 一個零容忍家庭暴力的社會。
- 一個能培育各階層人士回饋社會的環境。

我們的使命

- 以多元化手法，針對家庭暴力問題，致力提供以家庭為本的預防及治療性服務，推廣和諧及健康的家庭關係。
- 透過輔導及危機介入，主動接觸及關懷有需要的家庭。
- 透過社區教育，令公眾人士改變對家庭暴力的錯誤觀念與態度，增進處理家庭暴力的正確知識與技巧。

我們的目標

- 為家庭暴力影響的婦女及兒童提供保護及關懷，協助他們建立個人的自尊及自信。
- 為施虐者提供輔導及指引，以終止家庭暴力循環，消除家庭暴力所帶來的禍害。
- 為社區人士及有關團體提供公眾教育，以協助推動建立和諧家庭。

組織架構

董事局

籌款委員會、人事委員會、總幹事、服務發展委員會、督導委員會

婦女及兒童庇護中心、賽馬會和諧一心家暴防治中心、中央行政

社區教育及資源服務、第三線男士服務、新希望行動 - 家庭暴力危機處理服務、兒童及青少年服務

委員會名單

董事局委員

主席	黃慶春法官
副主席	楊陳素端博士
司庫	顧區焯明女士
委員	唐御翎女士
	甘澤華醫生
	吳敏倫教授
	劉余寶堃女士
	禰桂芬醫生
	梁匡舜先生
	秦安琪博士
	陶后華女士
總幹事	
公司秘書	McCabe Secretarial Services Limited

籌款委員會

主席	唐御翎女士
委員	顧區焯明女士
	黃慶春法官
職員	陶后華女士

服務發展委員會

主席	陳沃聰博士
小組成員	劉余寶堃女士
	林靜雯教授
	梁淑雯博士
	陳德茂博士
	陶后華女士
	蔡雁翎小姐
	王春苗小姐
	周子琪小姐
	曾偉洪先生
	葉美滴小姐
職員	

人事委員會

主席	顧區焯明女士
委員	楊陳素端博士
	唐御翎女士
職員	陶后華女士

督導委員會

主席	黃慶春法官
委員	楊陳素端博士
	顧區焯明女士
	劉余寶堃女士
	唐御翎女士
	禰桂芬醫生
職員	陶后華女士

職員名單

總幹事

陶后華

婦女及兒童庇護中心

主管	蔡雁翎
助理主管	吳嘉寶
社會工作人員	何翠
	陳少梅
	李秀珍
	王貴寶
	陳敏兒
	李秀雯
	朱素馨
	劉家寶
	齊雲雲
	馬雪盈
	何汝瑛
	陳敏琪
	潘小珊
	鄺儀容
	李詠琪
	曾麗嫦
	黃玉薇
	麥慧心

園藝治療項目經理
家庭支援工作人員

兼職文員助理
二級工人

賽馬會和諧一心家暴防治中心

中央行政	
會計/行政主任	柳少君
助理會計/行政主任	楊詩藍
行政助理	蔡文麗
簿記/行政文員	林詩韻
資訊科技技術員/活動助理	馬曙文
二級工人	楊建珍
社區教育及資源服務	
主管	王春苗
社區教育主任	陳潔雯
	陳慧鳳
	周敏婷
	鄧婉鳴
兼職文員/活動助理	
第三線男士服務	
主管	曾偉洪
社會工作人員	馬嘉雯
新希望行動 - 家庭暴力危機處理服務	
主管	葉美滴
社會工作人員	胡綺玲
	湯瑞興
	黃建嫻
兒童及青少年服務	
主管	周子琪
社會工作人員	盧嘉茵
	林嘉燕
	李翠盈
	黃邦豪
	周貝如
	易嘉茵
	李志偉
項目主任	
助理項目主任	
司機/活動助理	

主席的話

近年社會經濟急速變遷，弱勢群體所面對的困難和貧窮日漸加劇，甚至影響他們的家庭和諧。家庭暴力情況涉及子女、配偶和親密伴侶關係屢見不鮮。其中一些嚴重的個案最終導致配偶、子女傷亡及自殺。這些事件再次喚醒我們，家庭暴力的嚴重禍害。

和諧之家庇護中心的入住情況及 24 小時婦女求助熱線的數據顯示，很多婦女和兒童每天仍在惶恐及生命受威脅的環境下委曲求全，過着沒有尊嚴的生活。

我們一直堅持「每個人都享有尊嚴和不受暴力對待的基本權利，而這些權利應存在於每個家庭及社會裡」的信念，一直致力為家暴受虐婦女及其子女提供庇護支援服務，與他們一同度過困境，並協助他們自強，重過新生活。

我們相信家庭暴力是可以預防的，因此透過各種公眾教育工作預防家暴。而預防工作愈早開展，效果愈好；因此，我們透過「和諧快線」情緒教育流動服務及設於葵青區的「和諧徑」中心，為葵青區及其他地區的小學進行公眾教育活動，在家暴重災區，盡早識別家暴高危家庭。此外，我們亦為不同界別人士，包括醫護人員，法律和教育界人士，青年和大學生等，提供講座、交流及分享，把和諧家庭訊息推廣至社會各界，深入人心。

和諧之家的職員、義工和董事局成員承諾：繼續努力防止家庭暴力的發生及促進家庭和社會的和諧。在此，我衷心感謝合作夥伴及資助團體一直以來的支持。

和諧之家董事局主席
黃慶春法官

總幹事報告

我很高興為各位報告和諧之家在過去一年的工作。

2010 年是和諧之家廿五周年紀念，我們的工作不但繁忙，而且充滿挑戰。為了慶祝和諧之家銀禧紀念，我們特別舉辦了兩項大型公眾教育活動，宣揚和諧家庭訊息。首先，我們於香港文化中心舉行了「同心同行・締造和諧新一代」嘉年華會，內容包括話劇、歌曲及攤位遊戲等，吸引過萬名市民參與。此外，我們於荷里活廣場舉行了「和諧金 Cook，烹走家暴」親子烹飪大賞，除了參賽家庭可以藉此活動增進感情之外，和諧氣氛亦感染了不少在場人士。還有，承蒙香港賽馬會慈善信託基金的支持，我們與屯門醫院急症部、新界西醫院聯網創傷諮詢委員會及臨床技能培訓中心合作，舉辦了「家庭暴力之死亡風險」研討會，參加者包括超過 230 名來自不同界別的專業人士，他們藉此平台，就這個重要議題作出討論和分享。

為目睹家庭暴力的兒童及青少年提供適切的支援，我們於葵青區增設「和諧徑」中心，該中心已於 2011 年 6 月投入服務。在此，我衷心感謝匯豐銀行慈善信託基金及攜手扶弱基金對此計劃的支持。

由公益金資助，一個全港首創以家暴受虐婦女及其子女為對象的園藝治療計劃，已在我們的庇護中心開展一年多。計劃的配套設施「和諧花園」，亦已大部落成。服務使用者在花園中漫步、種植花卉蔬果，或為花草澆水，都可讓她們的身、心、靈得到紓緩和治療。

為更有效讓家暴受虐者得到適切的服務，在日常運作中，我們加強了外展活動，為目睹家暴的兒童、少數族裔人士及同志人士提供協助及支援。此外，去年本會 24 小時婦女求助熱線共收到 8,375 個來電，當中超過 50% 涉及家庭暴力問題。同時，我們提供了 1,907 個深入輔導；並為施虐者提供心理教育治療小組以改變他們的暴力行為。在庇護中心服務方面，我們的 70 個宿位經常滿額，面對家暴的受虐婦女及其子女提供緊急的服務。

和諧之家過去一年的成績，實在有賴董事局各委員的領導，各同工、義工的努力和捐助人士及團體的支持，使我們能夠順利協助面對家庭暴力的人士，重建和諧新生活。面對將來，我對和諧之家的服務發展充滿信心。在此，我再次衷心感謝各位的支持。

和諧之家總幹事
陶后華

婦女及兒童庇護中心

服務目標

1. 為受虐婦女及兒童提供安全和緊急的庇護服務
2. 為正受家庭暴力困擾之家庭提供 24 小時即時支援及轉介服務
3. 協助受虐婦女重建尊嚴及建立和諧生活
4. 協助目睹或遭受家庭暴力影響的兒童消除家暴困擾

服務內容

1. 24 小時婦女求助熱線及跟進服務

24 小時婦女求助熱線自 1986 年設立至今，已為超過 14 萬個來電者提供即時情緒支援及輔導。在 2010 至 2011 年度，熱線共接獲 8,375 個求助電話，當中超過一半涉及家庭暴力問題；而最後共有 323 名婦女及兒童透過熱線轉介入住本庇護中心。而去年接獲的來電中，有 1,111 個（13.3%）午夜求助個案，可見 24 小時熱線能收即時緊急支援之效。

自 2003 年 10 月起，熱線為致電求助但沒有入住庇護中心及缺乏支援服務的受虐婦女，提供情緒支援及輔導跟進服務。目的是協助她們建立社區支援網絡，加強她們對家庭暴力及自我保護的認知。我們去年共有 54 個新熱線跟進個案。

2. 庇護住宿及離舍後跟進

庇護中心設有 65 個宿位，為受虐婦女及其子女提供臨時住宿服務，讓她們脫離暴力環境。在 2010-2011 年度，共有 179 名婦女及 144 名子女曾經入住，使用率經常達到 100%。此外，我們亦會為離舍宿友提供 3 個月的跟進服務，幫助她們提升在社區獨立生活的能力，預防家暴再次發生。

離舍後跟進服務	次數
跟進聯絡	513
家訪	29
機構聯絡	115
轉介服務	10
跨專業個案會議	3

服務目標

1. 為受虐婦女及兒童提供安全和緊急的庇護服務
2. 為正受家庭暴力困擾之家庭提供 24 小時即時支援及轉介服務
3. 協助受虐婦女重建尊嚴及建立和諧生活
4. 協助受家庭暴力影響的兒童消除困擾

服務內容

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離舍後跟進服務	次數
跟進聯絡	513
家訪	29
機構聯絡	115
轉介服務	10
跨專業個案會議	3

3. 個人及小組輔導

家庭暴力除了對受虐婦女及兒童帶來身體傷害外，精神和情緒方面也有負面影響。為協助他們處理創傷經驗，中心會為宿友提供個案輔導及治療小組，並為宿友轉介適切的資源及服務。

個案輔導服務數據

服務類別	節數
婦女個案輔導	1,312
兒童個案輔導	65
個案轉介	135

治療小組服務數據

服務類別	小組	節數	參加人次
婦女治療小組	13	48	277
兒童治療小組	11	39	202

4. 個人及小組輔導

我們透過不同的教育及發展活動，讓宿友增加對社會資源、人際關係及子女教育等認識。

另外，我們獲得「高盛社區關懷小組」、紀恩基金有限公司及巴克萊亞洲有限公司的贊助，在 2010-11 年度舉辦多項不同類型之大型活動，讓婦女和子女能舒展身心，並促進親子關係。

服務類別	小組	參加人數
婦女週會	52	1,553
兒童週會	52	1,335
功課輔導	171	915
教育及發展活動	18	522

5. 「和諧花園」園藝治療計劃

得到香港公益金轄下「定期計劃」的資助，中心由 2010 年 6 月起，我們開展為期三年之「和諧花園」園藝治療計劃，成為全港首個以家暴受害人為對象之園藝治療項目，協助婦女及兒童克服創傷、紓緩情緒、提升自信及喚發希望。

社區教育及資源服務

服務目標

1. 提昇公眾人士對家庭暴力影響的關注
2. 推動鄰舍互助的和諧社區
3. 倡議政策及制度上的改善，貫徹「零度容忍家庭暴力」的概念
4. 推動兩性平等、互相尊重及和諧家庭概念
5. 增強婦女自立自主的能力

服務內容

1. 「青年戀愛經歷探索研究：服務發展與實踐路向」研討會

為提升公眾的家暴意識，避免家暴禍延至下一代，我們於 2010 年 11 月 25 日在香港社會服務聯會舉行了「青年戀愛經歷探索研究：服務發展與實踐路向」研討會。是次研討會由和諧之家董事局成員福桂芬醫生主持，並得到香港浸會大學青年研究實踐中心副主任秦安琪博士、香港大學家庭研究院副總監及名譽教授吳敏倫教授、香港中學校長會主席阮邦耀博士及青年代表，為我們分享有關青年戀愛與家庭和諧的關係，從教育層面出發闡述如何建立健康的戀愛關係。

2. 國際及地區專業交流與培訓

去年六月，和諧之家總幹事獲邀出席中國法學會反對家庭暴力網絡十周年紀念會暨兩岸三地反家暴理論與實踐研討會。我們發表了「一站式整合家庭暴力防治模式：從預防到自強之路」論文；並主持了一個以「受害婦女援助/婦女賦權」為主題的工作坊。我們與出席者分享了香港的婦女及兒童庇護中心運作情況，及處理家庭暴力問題的經驗，以互相交流和學習。

同月，我們亦參與了 2010 聯合世界大會：社會工作及社會發展的願景與藍圖論壇。除在會議中分享有關「好爸爸小組」服務內容及成效，我們亦在場館中設置展版，向參與者介紹「賽馬會和諧一心家暴防治中心」的理念及運作模式。

此外，我們共進行了 50 項跨專業、跨界別的專業培訓；並與本港以外的團體，例如：與昆明代表、澳門街坊會聯合總會社區青年服務隊及天津婦聯進行分享及交流。

3. 公眾教育項目

為了加強社會大眾對家庭暴力的關注，以及傳遞和諧訊息，我們在全港多個地區舉行了各類型的社區推廣活動。當中於香港文化中心露天廣場舉行的「同心同行·締造和諧新一代」嘉年華會，以話劇、歌舞、攤位等形式向近一萬名市民宣揚和諧家庭訊息。

承蒙平等機會委員會的資助，我們舉辦了「平等的六色彩虹路」公眾教育項目，旨在提昇公眾對家庭暴力，尤其同志戀愛暴力的認識及關注。我們與不同的同志組織合作，進行了一連串的講座；並印製資訊咭及單張，把有關訊息傳遞給約 5,000 名公眾人士。

4. 婦女離舍關顧服務：婦女自強活動

我們為離舍婦女提供多元服務以協助她們重建個人自信、自立及自強的新生活。為了實踐以上目標，我們以治療元素加入手工藝培訓小組當中，協助姊妹紓緩壓力，提昇自信，以及建立互助精神。在這過程中，再配合以自僱形式的銷售活動，進一步鞏固她們的技能及自信。參與的婦女都表現積極及落力。

服務統計

服務	數目	參加/受惠人次
資源配對	138 項目	52 (家庭)
治療小組	10 節	128
中心參觀	3 次	65
個人成長及技能提升活動	46 節	328

5. 「婦女大使」義工互助小組

婦女大使由一群熱心的離舍婦女組成，分成三個不同類型的義工小組，包括「社區關愛互助團」、「創意義工組」及「社區教育隊」。她們積極參與不同的義務工作，以過來人的身份鼓勵正受家暴困擾的姊妹走出家暴的陰影，重建新生活。另外，她們亦協助進行街展、接受傳媒訪問及出席講座分享，推廣「零度容忍家庭暴力」；並探訪區內不同的弱勢社群，回饋社會，實踐助人自助、自助助人的精神。

6. 出版及宣傳

我們定期出版「伊人一心婦女通訊」及「和諧之家通訊」，去年，「和諧之家通訊」便改以電子版形式發放。除了環保外，亦可發送給更多人，讓不同界別人士更了解我們的工作。

7. 傳媒聯絡

我們共參與了 63 次傳媒聯絡及宣傳工作，包括接受報章、電台、電視傳媒專訪及新聞回應；並透過不同的傳媒渠道進行宣傳和教育工作。當中邀請受家暴影響人士述說親身經歷，及前線同工分享工作經驗和心得。目的是讓公眾更深入了解家庭暴力情況。我們亦安排深化預防家庭暴力的訊息和建立和諧社區的重要。每當傳媒報導或電台廣播後，我們接獲求助或查詢的個案均出現上升的現象，可見媒體對宣傳和教育方面實為重要，部份經傳媒進行的預防教育及倡議工作如下：

日期	媒體	內容
2010年4、6、9月及2011年1月	香港電台第二台 _「甜心家族」節目	如何與家庭各成員相處、情緒管理、如何建構和諧關係
2010年10、11月	香港電台第一台 _「訴心事家庭」節目	香港家暴情況、如何建構和諧家庭
2010年6月	新城電台 _「知識迎人」節目	香港家暴情況及和諧之家服務
2010年6、7、8、9月	商業電台第一台 _「一人一大學」節目	觀塘區的家暴情況及家暴成因、如何做個好媽媽、現代親子溝通、夫妻相處有辦法
2010年12月及2011年2月	無限電視翡翠台 _「放學ICU」節目	提升小朋友對家庭暴力的認知，教導小朋友如何與家人及長者和諧相處

8. 政策倡議

「反暴力計劃」

社會福利署就著《2008年家庭暴力（修訂）條例》的生效而推行「反暴力計劃」。計劃目的旨在透過法庭，命令施虐者參與「反暴力計劃」，從而改變其施虐心態及行為。

由於此計劃在過去一年並沒有服務使用者受惠，我們聯同其他機構透過社聯的工作小組向政府倡議，要求檢視計劃的成效；並提出改善方案，讓計劃得以發揮作用。在等待政府回覆的同時，我們將繼續努力跟進這議題。

《消除對婦女一切形式歧視公約》

就婦女事務委員會香港特行政區根據《消除對婦女一切形式歧視公約》提交第三次報告諮詢會上，我們提出兩項主要建議。我們要求政府提供長遠及可持續性的資助，使消除婦女歧視工作得以持續。此外，政府應在中、小學正規課程中加入性別平等、健康關係及家庭教育等課題，讓相關訊息能盡早傳遞給下一代。

9. 義工服務

我們的義工隊伍為機構提供各種支援服務，包括熱線接聽、協助地區推廣、兒童關顧、文書工作等。而我們於本年1月至3月期間，舉行了年度義工服務訓練，讓他們認識家庭暴力問題、了解機構工作和輔導技巧；另外，我們亦準備了針對性訓練課程，專門訓練義工參與熱線服務和家庭暴力識別程序。在2010-11年度，義工服務達436人次，而參與服務時數達2,224小時。

第三線男士服務

服務目標

1. 停止男性施虐者的暴力行為
2. 促使男性施虐者承擔暴力的責任
3. 協助男性施虐者及受害者以有效及平和方法面對家庭暴力問題

服務內容

1. Man（男士）熱線

男士熱線是專為有家庭暴力問題困擾的男士而設，以外展手法接觸男性施虐者及受害者，有效提高他們向外求助的動機。此熱線亦方便其他專業人士（如警方），向男性求助者提供合適的熱線服務。去年，我們共接獲 821 個來電，其中有 161 個來電（約 19%）牽涉家庭暴力或婚姻問題。其中的 103 個來電為家庭暴力之男性施虐者，8 個來電被界定為女性施虐者，其餘的 50 個來電被界定為男性受害者的求助。

2. 男性施虐者及受虐者個案輔導服務

要有效處理受家庭暴力困擾之男士，個案輔導工作是不可缺少的。因此，我們以個案形式接觸受困擾之男士，並接受社會機構或地區人士之轉介。在輔導過程中，我們會鼓勵施虐者為其施虐行為承擔責任、學習情緒管理、反思兩性平等相處之道以及學習以非暴力的方法去解決問題。我們會定時評估施虐者之暴力危機及轉變階段，以制定不同之輔導計劃。就男性受虐者而言，輔導之目標是提升他們面對家暴的自我保護能力及制定安全計劃。去年，我們一共處理 211 個輔導個案，其中有 59 個為深入輔導個案，152 個為短期輔導個案。在深入輔導個案類別中，當中 49 個案被評估為男性施虐者，其餘 10 個案為男性受害者個案。

3. 心理教育輔導小組

我們以Emerge(Boston)輔導模式設計兩個心理教育治療小組課程，包括：「男性施虐者輔導小組」及「好爸爸小組」。「男性施虐者輔導小組」之對象為曾對伴侶使用暴力之男士，目標是協助他們停止使用暴力，並學習以非暴力及非操控的方法解決問題。課程共有 16 節單元，包括三個主要範疇：認識家庭暴力、技巧訓練及制定防止暴力再現的行動計劃。

「好爸爸小組」之對象為希望與孩子重建和諧關係之父親，目標是協助他們學習以「以孩子為中心」之管教方法，並協助他們了解暴力對孩子及伴侶之影響。課程共有 8 節單元，包括四個主要的範疇，包括認識家庭暴力、以子女為中心之管教方法、如何與伴侶建立健康的協作關係及重建與子女/伴侶之信任關係。

去年，我們一共舉行 14 節「男性施虐者輔導小組」及 18 節「好爸爸小組」，共 113 人次受惠。透過評估工具及輔導員之觀察，部份組員均能在接受「男性施虐者輔導小組」治療後的三個月內完全停止向配偶進行身體虐待，並能在六個月跟進服務過程中，顯著地減少精神虐待。參加者完成「好爸爸小組」後，亦能學習以「平和」及「以孩子為中心」之方法來改善與子女關係。

4. 男士支援活動

為了有效地加強男士應付生活壓力之抗逆能力，我們因應男士不同的需要，定期舉辦不同支援及成長性活動，包括：法律講座、處理壓力活動、親職支援活動等，幫助男士獲得不同社區資訊，擴闊支援網絡。去年，我們舉辦 15 次支援性及 8 次成長性活動，共 212 人次受惠。

5. 朋輩支援跟進服務

我們在本年度繼續鼓勵一些完成小組課程的男士以過來人身份出席心理教育小組活動，作為朋輩支援和鼓勵。同時，我們亦會為個案或小組參加者提供為期 3-6 個月的跟進服務，包括電話跟進、面談及小組聚會。

6. 公眾教育及宣傳

為了盡早預防家庭暴力，我們以外展策略主動接觸地區人士，透過舉辦地區展覽、幼稚園及小學家長講座/小組，向公眾人士，特別是男士，推廣和諧親職教育，以及早識別有潛在家暴危機之男士及其家庭。去年，我們於家暴問題較為嚴重之地區舉行了 7 次地區展覽及家長講座活動，成功接觸了 341 位公眾人士，透過問卷成功識別 6 位有潛在家暴危機之男士及其家庭，並提供輔導服務。

7. 跨界別合作及培訓

我們一向深信跨界別合作是打擊家庭暴力的重要策略。因此，我們積極參與或舉辦有關家庭暴力課題之演講及培訓。我們於去年六月中旬在香港舉辦的『2010 聯合世界大會：社會工作及社會發展的願景與藍圖』之國際會議中發表有關「好爸爸小組」服務之學術演講；並且，我們亦獲澳門理工學院及澳門街坊聯合總會邀請於『兩岸四地學生輔導研討會 — 蛻變中的你我他』中，主講「重建男性婚姻施虐者與下一代之關係」。

另一方面，我們認為家庭暴力往往動輒危害到個人的性命，造成傷亡，情況不能忽視。因此，我們與屯門醫院急症部、新界西醫院聯網創傷諮詢委員會及臨床技能培訓中心，於去年十月中旬舉行了「家庭暴力之死亡風險」研討會，以提升跨專業人士在處理家庭暴力問題時的敏感度，同時為加強跨專業合作設置一個有效交流平台，彼此分享經驗。

透過以上之途徑，我們為 509 位跨界別之專業人士提供培訓，並共同交流處理家庭暴力及輔導施虐者之經驗。

另外，我們去年底獲嶺南大學亞太老年學研究中心邀請參與一項名為『The Exploratory Study on Neglect among Elders in Hong Kong: A family Perspective』之學術研究。是次研究以「家庭生命演變的過程」去理解家庭成員的角色及能力都會因應不同程度的需求及目的而作出調節和改變。如能成功適應當中變化者，不僅能保障成員之間的相處之道，更有助維持整個家庭系統的和諧；反之，則會引起連繫個人及整個系統的動盪，有損家庭和諧。

新希望行動 - 家庭暴力危機處理服務

服務目標

1. 駐醫院急症部內，於非辦公時間為家庭暴力受虐者及施虐者提供即時及即場介入、支援及跟進服務
2. 於社區內，以外展手法及早識別家庭暴力受虐者及施虐者，並提供適切輔導跟進
3. 推動跨專業合作，共同預防及處理家庭暴力問題

服務內容

1. 危機評估及個案輔導

除了透過於晚上 7 時至零晨 12 時駐守四間醫院（包括：屯門醫院、博愛醫院、基督教聯合醫院及將軍澳醫院）之急症部外，我們還以地區外展手法及加強地區組織之轉介途徑，為受家庭暴力影響之人士提供危機評估及介入。服務內容包括情緒支援、個案輔導、協助受家庭影響人士認識家庭暴力的影響、制定安全計劃。在 2010-11 年度，我們共處理 167 宗危機個案。當中的 153 宗個案被界定為家庭暴力的受害者，其餘的 14 宗個案為施虐者。

2. 跨專業合作：兒童身心全面發展服務

我們的跨專業合作模式已伸延至醫療界別。由 2009 年 6 月開始，我們與九龍東聯網「兒童身心全面發展服務」合作，轉介受家暴影響的產前及產後婦女及兒童給我們作出適切的介入。去年，我們共接獲 9 宗受虐個案之轉介。我們亦定期與「兒童身心全面發展服務」之負責醫護人員舉行多專業個案會議，為受虐婦女及其兒童制定其安全及福利計劃。

3. 心理教育輔導小組

我們以認知行為及正向心理學介入模式設計治療小組，以協助受虐人士提升自我保護能力及自我形象，處理受家暴影響的情緒反應，以及鼓勵他們制定正向生活目標。去年，我們共舉行了 16 節輔導小組，共 88 人次受惠。

4. 支援活動

為了加強受虐人士之支援網絡，我們特別為受虐人士定期舉行支援及成長性活動聚會，內容加入各類生活主題，如保健、處理壓力、親職支援等，以提升受家暴影響人士的自尊、自信及親職技巧。此外，我們亦鼓勵婦女參與義務工作，加強她們助人自助、自強不息的精神。在去年，我們共舉行了 26 節活動，共 296 人次受惠。

5. 地區外展工作

我們深信外展工作能有效地預防及打擊家庭暴力。因此，我們於九龍東及新界西地區，進行「普及性識別家庭暴力計劃」，以識別有潛在危機或正受家暴問題困擾的家庭。另外，我們亦透過與兒童及青少年服務合作，成功識別正面對家暴困擾的家長。在去年，我們舉行了 4 項外展教育活動，共接觸了 853 名人士，當中識別了多名受家暴困擾之人士，並提供輔導服務。

6. 跨界別合作及培訓

集合跨專業的力量，才能有效防治家庭暴力。因此，我們積極與其他專業人士合作，為醫護人員、教師及社區人士舉行有關處理家庭暴力的培訓活動，去年，我們舉辦了 4 項專業培訓活動，共培訓 47 名人士。

兒童及青少年服務

服務目標

1. 為目睹家庭暴力的兒童及青少年提供輔導治療，以協助他們走出暴力的創傷
2. 強化家長的能力，以幫助兒童回復健康成長的環境
3. 及早辨識遭受家庭暴力困擾的兒童及青少年，以預防暴力禍害升級
4. 推動兒童及青少年建立和諧的人際關係，以終止暴力循環

服務重點

1. 個案及小組輔導

兒童及青少年服務於 2006 年 4 月成立至今，一直沿用參考美國波士頓醫學中心兒科部門的「兒童目睹暴力計劃」設計個案及小組輔導服務內容，並引入遊戲治療、音樂治療及藝術治療等介入手法，發展一套適合本地使用的治療創傷兒童輔導模式。同時，我們亦提供親子平行小組活動及社交自信訓練，加強孩子面對逆境的能力。去年，我們共處理 152 個兒童個案，共提供 255 節輔導。在小組輔導方面，我們共提供 106 節治療及教育性小組，共有 742 人次參與，讓受家暴影響的兒童認識到家庭暴力，學習情緒處理和安全計劃，以及面對家庭轉變等。我們更舉辦 48 個兒童及青少年發展活動，共有 5082 人次參與。

2. 外展服務及早辨識受家暴困擾兒童

為加強小學生的情緒教育，及早辨識受家庭暴力困擾的學童，我們透過「和諧快線・Harmony Express」情緒教育流動服務，外展至全港小學，旨在讓學童學習情緒及適當表達的方法，以建立和諧人際關係。去年，承蒙「香港滙豐銀行慈善基金」及「優質教育基金」的贊助，「和諧快線」情緒教育小學課程已增設完備，以多感官活動為小一至小六學童提供情緒教育。新增之高小情緒教育課程「大咀鳥拯救隊」更已開始投入服務。未來，我們將繼續與學校合作，提供支援和培訓，及早辨識受家暴困擾之學童，並提供輔導小組，為有需要的學童及其家長提供外展式跟進服務，及早減少家暴對學童的傷害。

和諧快線去年服務了 19 間學校，共 116 班教育課，接觸了共 2,847 名學生，為他們提供情緒教育、家暴評估及跟進服務。在收集的問卷中，有 90% 學生表示十分滿意「和諧快線」的服務並學會情緒表達的方法。我們更在學生調查發現，有 25% 學童曾耳聞目睹父母打架，55% 學童曾耳聞目睹父母吵架，情況值得關注。因此，我們嘗試結合學校力量，在小學舉辦 9 個跟進小組為受家暴困擾的 68 名學童提供小組輔導，及早介入以預防家庭暴力。

「和諧快線」情緒教育流動服務問卷調查（統計共 2,847 名小一至小四學生），有關圖表請參閱「統計與圖表」。

3. 「小白兔心聲」兒童熱線

得到THE BODYSHOP持續贊助，我們於 2007 年 4 月起開設「小白兔心聲」兒童熱線服務，為 6-12 歲小朋友提供情緒支援、家庭暴力識別程序以及社會資源轉介等。而過往一年，我們已派發 8,000 份熱線宣傳紀念品予全港小學；由於反應熱烈，深受兒童歡迎，故本年度增印了 8,000 份，讓更多兒童認識熱線服務。另外，我們展開了青年兒童熱線培訓小組，培育 7 位青年組成熱線義工隊，聆聽兒童心聲。去年，我們共接獲 12,644 個來電，當中包括 1,148 個求助來電及 390 個熱線輔導來電。

4. 兒童及青少年發展服務

「受保一族」兒童及青少年發展計劃 2009-2010

承蒙特許公認會計師公會一香港分會贊助，於去年開展「受保一族」兒童及青少年發展計劃。透過支援、關顧、學習、自強活動，協助曾目睹家庭暴力之兒童及青少年從創傷中治愈，提升他們的抗逆力及自尊；計劃亦透過兒童演出，讓公眾了解保護兒童免受家暴傷害的訊息。計劃共舉辦 48 個兒童及青少年發展活動，共有 5,082 人次參與。

「親子協奏曲」社區教育計劃

兒童健康成長是需要家長的細心烹調。得到蘋果日報慈善基金贊助，我們舉辦了「親子協奏曲」社區教育計劃，推廣親子共同創作美味菜式以建立和諧親子關係。計劃由 2010 年 1 月至 10 月舉行，提供共 17 節親子教育活動；參賽的 10 隊家庭均完成自製和諧菜式、出版宣傳菜譜教育公眾，我們更於鑽石山荷李活商場舉辦大型活動「和諧金COOK，烹走家暴」親子烹飪大賞。

青年戀愛經歷探索研究：服務發展與實踐路向

為了促進青年人建立兩性和諧關係，停止家暴循環。我們於去年聯同香港浸會大學青年研究實踐中心合作，開展有關 12-18 歲育年的戀愛經歷及服務需要的研究。研究於 2010 年 6 月至 10 月進行，共以問卷及訪談形式，成功訪問 1,552 位青年有關對戀愛暴力的理解和服務意見，研究結果亦於 2010 年 11 月 25 日發布。未來，我們會按青年人需要，設計創新及多元化的兩性和諧關係服務，為「締造和諧新一代」出力。

未來發展

和諧之家會繼續履行承諾，發展及推行有質數的服務及計劃；同時會檢視和評估我們的工作為社會所帶來的效益，並尋求創新的服務來配合服務使用者的新需求。我們將堅守倡導者角色，從前瞻和預防的角度來處理家庭暴力問題。為了更有效地預防家庭暴力，我們會加強與不同界別、團體和社區夥伴的合作，攜手宣揚家庭和諧訊息。

除了我們日常運作的主要服務外，我們期望新項目包括「好媽媽社區互聯網」計劃、「伊人一心」家暴預防計劃和「心蓮心親親媽媽」計劃帶來更多元化的服務。這些新項目旨在透過支援服務、政策倡議及教育，建構和諧的社區、增進良好家庭關係，讓兒童及社會大眾得以更和諧地成長及生活。

媒體報導 Media Coverage

蘋果日報 18-04-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

星島日報 07-06-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

東方日報 04-04-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

星島日報 14-07-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

成報 26-11-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

蘋果日報 01-01-2011

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

太陽報 14-10-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

頭條日報 25-10-2010

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

和諧之家銀禧紀念活動

Harmony House 25th anniversary special activities

和諧之家第二十五屆周年大會暨「青年戀愛經歷探索研究：服務發展與實踐路向」研討會
Twenty-fifth Annual General Meeting of Harmony House cum "Explorative Study on Youth Dating Violence:
Implication for Service Development and Practice" Forum

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

「和諧新一代」嘉年華會
"A New Generation for Harmony" Carnival

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

「和諧金 Cook 烹走家暴」親子烹飪大賞
"Family Cooking Concerto"

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

「家庭暴力之死亡風險」研討會
"Death Risk in Domestic Violence" Seminar

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

專業培訓及分享

Professional Training and Sharing

北京 (Beijing)
兩岸三地反家暴理論與實踐研討會
Symposium on Anti-Domestic Violence in China

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

澳門 (Macau)
2011 兩岸四地學生輔導研討會 - 蛻變中的你我他

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

香港 (Hong Kong)
2010 聯合世界大會：社會工作及社會發展的願景與藍圖
2010 Joint World Conference on Social Work and Social Development: The Agenda

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

到訪賽馬會和諧一心家暴防治中心
Visit to Jockey Club Harmony Link Domestic Violence Prevention Centre

天津婦聯到訪
Representatives of Tianjin Women Federation

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

昆明慈善組織代表到訪
Representatives from NGO in Kuming

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

社區教育項目及活動

Community Education Programs and Activities

小白 3 歲Sing級頒獎禮暨新歌試播會

"The Voice of Harmony" Bunny hEar Children Hotline Promotion 2011

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

「平等的六色彩虹路」公眾教育計劃

"Equality in Six-Color Rainbow" community education project

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

街展

Road Shows

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

和諧花園

The horticulture therapy project: Harmony Garden

受虐婦女及其子女從園藝活動中抒解情緒，促進身、心、靈和諧。

Enhancing women survivors' and their children's body-mind-spirit through horticulture therapy.

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details

婦女活動及小組

Groups and Programs for Women Survivors

婦女透過教育及成長小組和活動，提昇自尊和自信，達至自強。

Enhancing women survivors' self esteem and confidence.

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

男士活動及小組

Groups for Men

透過小組教育男士以和平方式處理家庭問題

Equipping men with skills to handle family problems in peaceful ways

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

兒童及青少年活動及小組

Groups and Programs for Children and Youth

透過不同類型的小組及活動，讓兒童及青少年抒發情緒及學習情緒管理。
The children and youth learned to express their feelings and manage their emotions.

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

親子及家庭支援活動

Parent-Child Relationship Enhancement and Family Support Programs

郊遊

Outings

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

聖誕聯歡

Christmas celebration

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

中秋晚會

Party for Mid-Autumn Festival

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

慶祝新春佳節

Celebrating the Chinese New Year

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

義務工作發展

Volunteer development

義工訓練、服務及聚會

Volunteer training, service and gathering

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婦女大使義工服務

Woman Ambassadors' volunteer service

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

員工培訓及活動

Activities and training for staff

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

Our Belief

- We believe that all human beings have the right to live with dignity and respect and to be free from violence, abuse and coercion. Human rights should be preserved in our homes as well as our society.
- We believe equality and mutual respect are fundamental principles for a healthy and harmonious family.
- We strongly oppose the use of violence as a means of control.
- We are dedicated in helping victims of domestic violence to assume dignity over their own lives.

Our Vision

- A harmonious and stable community built on sound family values of harmony, care, mutual respect and responsibility
- A community for "Zero Tolerance to Domestic Violence".
- A community that can protect the abused and provide an environment that nurtures emotionally strong individuals who can contribute to society.

Our Mission

- To promote harmonious and healthy relationships in families by providing a comprehensive range of preventive and therapeutic services.
- To contact and reach out to families in need through counseling and crisis intervention.
- To change attitude, and impart knowledge and skills through community education.

Our Goals

- To protect and empower women and children who are victims of domestic violence.
- To counsel and give guidance to batterers in order to stop the cycle of violence.
- To provide education to the community at large as well as specific target groups in order to promote family harmony.

Organization Structure

Board of Directors

Fundraising Committee ∙ Staffing Committee ∙ Executive Director ∙ Service Development Management Committee ∙
Steering Committee on Special Projects

Shelter for Women and Children ∙ Jockey Club Harmony Link Domestic Violence Prevention Centre ∙ Central
Administration

Community Education and Resources ∙ Third Path Man Service ∙ Seeds of Hope - Crisis Intervention Service ∙
Children and Youth Service

Committee List

Board of Directors

Chairperson	Judge Wong Hing Chun
Vice-chairperson	Dr. Caroline S. T. Yeung
Treasurer	Mrs. Anna C. M. Koo
Executive Members	Mrs. Grace M. Atkinson
	Dr. Chak Wah Kam
	Prof. Emil M. L. Ng
	Mrs. Po Kwan Lau
	Dr. Kwai Fun Huen
	Mr. Alexander H. S. Leung
	Dr. Angela O. K. Tsun
Executive Director	Ms. Queenie H. W. Tao
Company Secretary	McCabe Secretarial Services Limited

Fundraising Committee

Chairperson	Mrs. Grace M. Atkinson
Members	Mrs. Anna C. M. Koo
	Judge Wong Hing Chun
Staff	Ms. Queenie H. W. Tao

Service Development Management Committee

Chairperson	Dr. Yuk Chung Chan
Members	Mrs. Po Kwan Lau
	Prof. Ching Man Lam
	Dr. Grace S. M. Leung
	Dr. Simon T. M. Chan
Staff	Ms. Queenie H. W. Tao
	Ms. Fifi N. L. Tsoi
	Ms. Anne C. M. Tsoi
	Ms. Katy T. K. Chow
	Mr. Wallace W. H. Tsang
	Ms. Fiona M. T. Tip

Staffing Committee

Chairperson	Mrs. Anna C. M. Koo
Members	Dr. Caroline S. T. Yeung
	Mrs. Grace M. Atkinson
Staff	Ms. Queenie H. W. Tao

Steering Committee on Special Projects

Chairperson	Judge Wong Hing Chun
Members	Dr. Caroline S. T. Yeung
	Mrs. Anna C. M. Koo
	Mrs. Po Kwan Lau
	Mrs. Grace M. Atkinson
	Dr. Kwai Fun Huen
Staff	Ms. Queenie H. W. Tao

Staff List

Executive Director

Queenie H. W. Tao

Shelter for Women and Children

Supervisor	Fifi N. L. Tsoi
Assistant Supervisor	Nicole K.P. Wu
Social Worker	Chui Ho
	Kathy S.M. Chan
	Jade S.C. Lee
	Pearl K.P. Wong
	Mandy M.Y. Chan
Horticulture Therapy Project Manager	Carrie S.M. Li
Family Support Worker	Phyllis S.H. Chu
	Betty K.P. Lau
	Catherine W.W. Chai
	Natalie S.Y. Ma
	Cathyn Y.Y. Ho
	Monki M.K. Chan
Part-time Clerical Assistant	Siu Shan Pun
Workman II	Yee Yung Kwong
	Wing Kei Lee
	Lai Seung Tsang
	Yuk Mei Wong
	Wai Sum Mak

Jockey Club Harmony Link Domestic Violence Prevention Centre

Central Administration

Account/Admin. Officer	Polly S.K. Lau
Assistant Account/Admin. Officer	Emily S.N. Yeung
Admin. Assistant	Christine M.L. Choi
Bookkeeping/Admin.	Candy S.W. Lam
IT Technician/Program Assistant	Eric C.M. Ma
Workman II	Jennifer K.C. Yeung

Community Education and Resources Service

Supervisor	Anne C.M. Wong
Community Education Officer	Toby K.M. Chan
	Zoe W.F. Chan
	Mandy M.T. Chau
Part-time Clerical/Prog. Assistant	Jacqueline U.M. Tang

Third Path Man Service

Supervisor	Wallace W.H. Tsang
Social Worker	Carin K.M. Man

Seeds of Hope - Crisis Intervention Service

Supervisor	Fiona M.T. Yip
Social Worker	Elaine Y.L. Woo
	Paul S.H. Tong
	Wendy K.H. Wong

Children and Youth Service

Supervisor	Katy T.K. Chow
Social Worker	Reed K.Y. Lo
	Cathy K.Y. Lam
	Fanny C.I. Lei
	Sean P.H. Wong
Project Officer	Janice P.Y. Chow
Assistant Project Officer	Yan K.Y. Yick
Driver/Prog. Assistant	Marco C.W. Li

Chairperson's Remarks

In recent years, due to rapid socio-economic changes, the plight of the disadvantaged has worsened and poverty continues to challenge family harmony in our society. There are increasing domestic violence cases involving children, spouse and intimate partner. Some of these ended in death with a number involving murder of partner and children and suicide. They are disturbing and reminders of the gravity of domestic violence in Hong Kong.

Figures obtained from Harmony House shelter admissions and hotline crisis calls demonstrated to us that a large number of women and children are living under threats of violence and indignity in Hong Kong daily. The experience of these women and children is traumatic, dangerous and life threatening.

Harmony House endeavours to protect and to empower the victims of domestic violence. It is our belief that "living with dignity and free from violence is a basic human right; and basic human rights should be preserved at home and in our society."

We provide community education to different sectors of our community for we believe family violence is preventable. Preventive work should start as early as possible, that is why we reach out to primary school students through our "Harmony Express" mobile classroom and Harmony Lane, the outreach centre in Kwai Tsing, and to the high risk areas of domestic violence in Hong Kong. We also believe preventive work should spread as broadly as possible, we therefore deliver educational programmes to social and healthcare workers, legal and education professionals, youths and university students.

The staff, volunteers and board members of Harmony House are committed to combat domestic violence and promote family harmony. Our work is unfailingly supported by our professional and non-professional partners, collaborators and funders to whom I wish to express my deepest gratitude.

Judge Wong Hin Chun
Chairperson
Board of Directors
Harmony House

Executive Director's Report

I am pleased to present Harmony House's 2010-2011 Annual Report. In the following pages of this Annual Report, you will find description of our programs, services, statistics, media coverage and photos of activities as well as service developments that took place in the past year.

2010-2011 was certainly an exciting and eventful year for Harmony House. We organized three special events in celebration of our 25th anniversary. First, there was the "Together we build a new generation of harmony" Carnival being held at the Hong Kong Cultural Centre, which attracted over 10,000 people. Through drama, songs and games we promoted the message of family harmony to the public at this one-day event. Second, we held a Family Cooking Contest at the Hollywood Plaza to strengthen parent-child relationship. Third, under the sponsorship of Hong Kong Jockey Club Charities Trust, and in collaboration with Tuen Mun Hospital and New Territories West Cluster Trauma Advisory Committee and Clinical Skills Training Centre, we organized a seminar on "Death Risk in Domestic Violence" which served as a platform for over 200 professionals from multi-disciplinary sectors to discuss this critical issue.

The Agency's latest project - the Harmony Lane Centre located at Kwai Tsing - is making good progress, and the Centre commences its operation in June 2011. Here I would like to express my heartfelt appreciation to the Hong Kong Bank Foundation and Partnership Fund for the Disadvantaged for their support to this initiative, making it possible for us to expand our specialized service for the children and youths who have witnessed domestic violence in a much-needed area.

The Harmony Garden at our shelter has been by and large completed. Whether simply by walking through the garden, watering, or growing flowers or vegetables, the therapeutic horticulture activities have facilitated our women and children heal from their emotions and improve on their body, mind and spirits. We are grateful to the Community Chest for their donation to this pioneer project in Hong Kong for abused women and children since 2009.

During the course of the year, we have also increased our outreach efforts to make our service and programs more accessible, in order to provide support to victims with complex needs. We reached out to help children witnessing domestic violence, ethnic minorities and same-sex partners. Over the past 12 months, our 24-hour woman's hotline received 8,375 calls, of which over 50% is related to family violence problems. During the same period, we rendered intensive counseling to 1,907 cases, as we continued to conduct psycho-educational groups for the abusers to help them change their undesirable behavior. On any given day, our shelters provided a safe haven to some 70 women and their children, operating close or at its full capacity.

The achievements of the past year were made possible by the tireless efforts of our staff, volunteers, and the guidance and dedication of our Board and Committee members. Their passion, combined with the generosity of our donors and supporters, allows us to make a difference to the lives of those who are affected by domestic violence.

Thank you to you all. With your continued participation and support, I have confidence to look forward to another rewarding and productive year at Harmony House.

Queenie Tao
Executive Director
Harmony House

Shelter for Women and Children

Service Objectives

1. To provide a safe and immediate refuge for female victims of domestic violence and their children
2. To offer 24-hour immediate support and referrals for families and intimate partners affected by domestic violence
3. To empower abused women, and help them restore their dignity and establish harmonious relationships
4. To protect and address the needs of children who have been affected by domestic violence

Service Description

1. 24-hour Woman Hotline and Follow-up Service

Our hotline has been providing immediate emotional support and counseling to more than 140 thousand callers since 1986. Last year, 8,375 calls were received and more than half of these calls were related to domestic violence, and 1,111 (13.3%) were received in the middle of the night. Arising from these calls, a total of 323 battered women and their children had been admitted to our shelter. These figures show that our hotline service plays a significant role in providing immediate protection round the clock to battered women and their children.

Since October 2003, our hotline has extended its coverage to follow-up services for the victims of domestic violence who were not admitted to the shelter. Emotional support and counseling were provided to our women. This service also helped them build up their social network, enhance their knowledge of self-protection and raise their awareness of domestic violence. There were 54 new cases served through our hotline last year.

2. Refuge and Aftercare Follow-up Service

Our shelter provides 65 temporary accommodation places to battered women and their children. In 2010-11, a total of 179 women and 144 children were admitted, occupying 100% of the shelter capacity most of the time.

In addition to the refuge service, a 3-month aftercare service has been provided to the discharged residents, including information on their respective community resources, counseling and preparation for a violence-free life.

Follow-up Service	Frequency
Regular Contact	513
Home Visit	29
Collateral Contact	115
Referral Service	10
Case Conference	3

3. Individual & Group Counseling

The impact and ramification from domestic violence on women and children victims go beyond physical injuries. Psychological and emotional harm are also inflicted on them. To address the traumatic experience of our residents, we provided casework counseling and therapeutic groups to both women and children. Referrals were also made to other specialized services of Harmony House and relevant community resources.

Statistics of Individual Counseling Services

Service Type	Number of Sessions
Women Counselling	1,312
Children Counselling	65
Referral to Professional Service	135

Statistics of Group Counseling Services

Service Type	Number of Groups	Number of Sessions	Number of Participants
Treatment Group for Women	13	48	277
Treatment Group for Children	11	39	202

4. Developmental and Educational Programs

We conducted developmental and educational programs to enrich our clients' knowledge about community resources, enhance their social skills, relationship, parenting skills etc.

Under the sponsorship of Goldman Sachs' Community Team Works, Remad Foundation Limited and Barclays Capital Asia Limited, a variety of mass programs were held during 2010-11. These activities provided opportunities for the participants to relax, and enhanced their parent-child relationship.

Service Type	Group	Number of Participants
Women House Meeting	52	1,553
Children House Meeting	52	1,335
Tutorial Classes for Children	171	915
Educational and Developmental Activities	18	522

5. Therapeutic Horticulture: "Harmony Garden"

Under the sponsorship of "Time Limited Projects" of The Community Chest, a 3-year therapeutic project with horticulture was launched from June 2010. It is the first therapeutic horticulture program for victims of domestic violence in Hong Kong. Abused women and children were helped to overcome trauma, alleviate depression, enhance self-esteem, and engender hope and satisfaction.

Community Education and Resources

Service Objectives

1. To raise public awareness on the impact of domestic violence
2. To promote neighborhood support and harmonious relationships in the community
3. To advocate positive changes in policies and systems in accordance with the principle of "Zero Tolerance to Domestic Violence"
4. To promote gender equality, mutual respect and harmony in families
5. To empower abused women to live an independent lives

Service Description

1. Forum on "Explorative Study on Youth Dating Violence: Implication for Service Development and Practice"

To increase the public awareness on the impact of domestic violence, and to prevent the inter-generational violence, we organized the Forum on "Explorative Study on Youth Dating Violence: Implication for Service Development and Practice" on 25th Nov 2010, the International Day for the Elimination of Violence Against Women. Distinguished guest speakers, including Dr. Tsun On Kee, Associate Professor, Department of Social Work of Hong Kong Baptist University, Prof Ng Man Lun, Honorary Professor and Associate Director of HKU Family Institute and Dr. Yuen Pong Yiu, Chairman of Hong Kong Association of Heads of Secondary Schools and youth representatives shared their views on the issue of youth dating. They also shared their views on building of healthy intimate relationships.

2. International and Regional Exchange and Training

June last year, our Executive Director was invited to speak at the symposium organized by the Anti-Domestic Violence Networks of the China Law Society in Beijing. There, we shared with the representatives from all regions of China and Taiwan about the family violence in Hong Kong and our service and programs. We presented a paper entitled "One-stop service model: from prevention to empowerment" and exchanged with participants on different practices for the women's shelters.

In the same month, we took part in the 2010 Joint World Conference on Social Work and Social Development: The Agenda. Apart from presenting our "Caring Dad" program at the workshop, we displayed our prevention model through exhibition boards at the conference.

Moreover, we provided 50 training sessions on domestic violence for cross-sector professionals including teachers, health care professionals and social workers etc. The same has been conducted for regional representatives who visited our organization from Macau, Kuming and Tianjin.

3. Community Education Programs

To raise public awareness on domestic violence and promote family harmony, we conducted a variety of mass programs in different district. To highlight, a carnival was held at the Piazza of Hong Kong Cultural Centre. The message of family harmony reached 10,000 of the public through means like drama, song, dancing, game booths, etc.

With the support from the Equal Opportunities Commission, we organized a whole range of public education programs, the "Equality in Six Color Rainbow" project to enhance general public's understanding of domestic violence, especially same sex violence. Collaborating with same sex organizations, we conducted workshops, delivered talks, published leaflets etc.

4. Aftercare Service for Ex-residents: Woman Empowerment Programs

We provided a series of services to the women survivors aiming at enhancing their life skills and esteem. We conducted therapeutic groups and handicraft groups. In the group sessions, the women relieved their stress, managed their emotions and eventually rebuilt their confidence. The women gave feedback that they became more patient, more positive and less stressful after attending the groups. The women were also organized to operate a sales kiosk in self-employed model. They showed strong motivation and incentive in operating the kiosk.

Service	Frequency	No. of beneficiaries
Resources Matching	138 items	52 (families)
Therapeutic Groups	10 sessions	128
Link Visit	3 visits	65
Empowerment training and workshops	46 sessions	328

5. "Women ambassador" Volunteer Mutual Support Group

"Women Ambassador" is a unique volunteer group formed by our ex-residents of Harmony House shelter. There are three teams serving different voluntary services, including "Community Caring Team", "Creative Volunteer Group" and "Community Education Volunteer Team". Enthusiastic women survivors of domestic violence devoted themselves as peer leaders to help newcomers who were facing similar hardship. They also helped in district promotions, shared their stories in media interviews and with the general public to promote "Zero tolerance to Domestic Violence". They also visited other disadvantaged groups in the community to show their love and care to them. All these activities enhanced the women's self-esteem and social development.

6. Publications and Publicity

The "Aftercare Service Newsletter" and "Harmony House Newsletter" were published. This year the "Harmony House Newsletter" was changed to digital format.

7. Media Relations

We were involved in 63 media contacts and promotions, including press interviews, responses to media, radio programs and life-story sharing by the people who had suffered from domestic violence. Our frontline professional staff also shared their knowledge and work experience so as to raise public awareness regarding the prevention of domestic violence and the importance of a harmonious community. The impact of these media activities can be far reaching. Some examples of the prevention and advocacy work through the media are as follows:

Date	Media	Topics of Discussion
Apr, Jun, Sep 2010 & Jan 2011	RTHK2	Family harmony, emotion management, harmonious interpersonal relationships etc.
Oct & Nov 2010	RTHK1	Overview of domestic violence in Hong Kong and ways to build up harmonious family
Jun 2010	Metro Broadcast	Overview of domestic violence in Hong Kong and services of Harmony House
Jun, Jul, Aug, & Sep 2010	Commercial Radio 1	Overview of domestic violence in Kwun Tong district, causes of domestic violence, positive parenting skills, harmonious marital relationship, etc.
Dec 2010 & Feb 2011	TVB	Enhance children's understanding of domestic violence, their positive skills in communicating with family members and older people

8. Advocacy

Anti-Violence Program(AVP):

The AVP was launched by the Social Welfare Department in connection with the commencement of the Domestic Violence (Amendment) Ordinance in 2008. It targets the perpetrators of family violence referred by the court and aims to change the abusers' attitude and behavior.

In the past year, due to the lack of utilization of the program, we collaborated with other organizations and advocated to the government for a review of the program and recommended alternative measures to better utilize the allocated resources for AVP. While pending further response from the government, our joint efforts in this regard will continue.

Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW): During Women's Commission's consultation session on the government's 3rd report to the UN on CEDAW, we made two specific recommendations. We advocated for long-term and sustainable resources to implement prevention work. We also advocated the government to incorporate gender equality, and healthy family process in the formal curriculum in primary and secondary schools.

9. Volunteer Service and Development

Our volunteer team offered various types of assistance to the agency, e.g. handling hotline calls, assisting in district promotions, child care service, clerical work, etc. We conducted a full-range volunteer training programs from January to March in 2011. The new volunteers learned about the meaning and impact of domestic violence, services provided by the agency, general counseling skills, etc. Further special training was also provided to volunteers committed to hotline services. Our volunteers contributed 436 voluntary services which amounted to a total of 2,224 service hours.

Third Path Man Service

Service Objectives

1. To stop abusive behavior of male batterers
2. To help male batterers accept the responsibility of their abusive behavior
3. To help male abusers and victims of domestic violence to resolve their problems effectively and non-violently

Service Description

1. "Man Hotline"

"Man Hotline" served as a platform to reach out to male batterers and male victims, and to motivate them to seek help. Also, the hotline served as the referral channel for the professionals such as police officers.

Last year, our Hotline received 821 calls, of which 161 calls (19%) were related to domestic violence or marital problems. 103 calls and 8 calls were being identified as male abusers and female abusers respectively. The remaining 50 calls were assessed as male victims.

2. Outreaching Case Counseling

Casework intervention is crucial in tackling those males affected by domestic violence. Our counseling service aims at encouraging batterers to be responsible for their abusive behaviors, and our intervention focuses on emotional management, gender equality and non-violent problem solving skills. We also perform risk assessments with the batterers regularly, and, also at each changing stage, in order to work out a different counseling plan for each individual. For male victims, our intervention aims at helping them to enhance their self-protection ability. Last year, we provided counseling in 211 cases, of these, 59 cases were classified as intensive cases and 152 as brief cases. For the intensive cases, 49 males were assessed as male abusers while 10 males were identified as male victims.

3. Psycho-Educational Batterers Intervention Groups

Based on the framework of Emerge (Boston), we had adapted two types of psychoeducational intervention groups named as "Batterers Intervention Program Group"(BIP Group) and "Caring Dad Group".

The target users of our BIP group are men who are abusive toward their spouses. The purpose of the group is to assist them to stop their abusive behavior and learn to solve their problems by non-violent and non-controlling methods. Our BIP Group consisted of 16 sessions covering three main areas: educating batterers about domestic violence, providing skills training and working towards relapse prevention.

Our "Caring Dad Group" targets fathers who are willing to re-establish a caring relationship with their children. The aim of this group is to help them understand the impact of domestic violence on their children as well as to adopt a child-centered parenting method. The "Caring Dad Group" consisted of 8 sessions covering subjects of understanding domestic violence, 'child-centered' parenting, collaborative parenting with child's mother, and building up trust with the child and child's mother.

Last year, we held 14 "BIP Group" sessions and 18 "Caring Dad Group" sessions, with a total attendance of 113 participants. Through our assessment tools and group leaders' observation, we found that some of the participants had completely refrained from using physical and sexual violence against their spouse within 3 months; and had reduced psychological abuse after 6 months follow up. For those who joined the "Caring Dad Group", they have learnt how to use 'child-centered' parenting methods to enhance their parent-child relationship.

4. Supportive Programs

With a view to strengthening the resilience of the men, we responded to the various needs of the men, and implemented 15 supportive programs and 8 developmental programs with an attendance of 212 participants. The programs addressed divorce law, stress management, parent-child activities, etc. These programs facilitated the participants access to relevant community resources and enhanced their support network.

5. Peer Support on Follow Up Service

We continued to invite some group members who had completed the treatment group to be peer supporters in the treatment groups. Their participation not only reinforced their own change, but also motivated other batterers to continue in the program. To ensure that batterers sustain positive change, we rendered follow-up services through telephone contacts, case interviews and group gatherings for a period of 3 to 6 months.

6. Community Education & Publicity

To prevent domestic violence, we reached out to the public through district promotions and parenting programs for kindergarten and primary school in order to provide community education to the public (especially to the men). Last year, we conducted 7 district promotion programs and parenting programs, through which around 341 persons in the community were reached. We were able to identify 8 at-risk families which subsequently received appropriate service from us.

7. Multi-disciplinary Collaboration and Training

A presentation on "Group treatment approach of fathering for male perpetrators in Hong Kong: Implication of work in breaking the cycle of intergenerational violence" was delivered in 2010 Joint World Conference on Social Work and Social Development which was held from 10-14 June 2010.

Invited by the Macao Polytechnic Institute and Uniao Geral das Associacoes dos Moradores de Macau, we made a presentation on 'Caring Dad Service' -Positive Fathering Service for Male Spousal Abusers in a conference, in Macau on 21/2/2011.

Also, we collaborated with Trauma Advisory Committee and Clinical Skills Training Centre of New Territory West Cluster to launch the seminar of 'Death Risk in Domestic Violence' on 13 October 2010. Through the above platforms, we have reached 509 professionals from various sectors to exchange the experience and knowledge in combating domestic violence.

We have been selected by the Asia-Pacific Institute of Ageing Studies of Lingnan University, as the co-investigator in a research named as 'The Exploratory Study on Neglect among Elders in Hong Kong: A family Perspective'.

Seeds of Hope - Crisis Intervention Service

Service Objectives

1. To provide immediate on-site intervention, support and follow-up services to victims of domestic violence and abusers in the Accident and Emergency Departments of hospitals during non-office hours
2. To reach out and make early identification of victims of domestic violence and abusers in the community
3. To encourage multi-disciplinary collaboration regarding prevention and treatment of domestic violence

Service Description

1. On-site Crisis Assessment and Counseling Service in Accident and Emergency Departments

Apart from providing on-site crisis assessment and counseling service to victims of domestic violence in the Accident and Emergency Department of Tuen Mun Hospital, Pok Oi Hospital, United Christian Hospital and Tseung Kwan O Hospital from 7pm to midnight, we also made use of reaching out strategies and enhancing the referral channels from other NGOs to provide quality service to people affected by domestic violence. We provided emotional support and counseling to the victims and helped them devise a safety plan and awareness of the impact of domestic violence. Last year, we handled 167 cases, in which 153 cases were victims of domestic violence, and the rest of cases were assessed as abusers.

2. Collaboration with Comprehensive Child Development Service (CCDS)

We established partnership with CCDS of Kowloon East Cluster. Prenatal and Postnatal women and their children who were screened to be at-risk of domestic violence would be referred to us for appropriate intervention services. Last year, there were 9 referrals from the CCDS. We set up regular case review meetings with the medical officers and nurses.

3. Therapeutic Groups

Based on the cognitive-behavioral and positive psychology approaches, therapeutic groups were designed for the women affected by domestic violence. The groups enhanced their self-capacity, self-esteem, confidence and parenting skills. Last year, 16 sessions of group activities were organized, with an attendance of 88 women.

4. Supportive Programs

To enhance the supportive network among the persons affected by domestic violence, we designed supportive programs with various themes, such as stress management, health care, parenting skills, volunteering work etc. Last year, we conducted 26 sessions, with the attendance of 296 persons.

5. Community Outreach Program

We conducted "Universal Screening in the high risk areas of domestic violence, so as to identify families with domestic violence problems at an early stage. The screenings were focused in the Kowloon East and New Territories West districts. In collaboration with our Children and Youth Service Units, we provided casework intervention to parents who were identified to be in need of help through schools. In total, we organized 4 outreach programs and screened 853 persons, some people were identified to be affected by domestic violence and subsequent counseling services for them were offered.

6. Multi-disciplinary Collaboration and Training

We collaborated with professionals in different disciplines to combat domestic violence. We provided 4 sessions of professional training, with an attendance of 47 professionals last year.

Children and Youth Service

Service Objectives

1. To help children recover from the trauma of witnessing domestic violence
2. To enhance the capacity of the caregivers in the recovery process of children who are exposed to domestic violence
3. To identify children and youth who witness domestic violence
4. To teach children and youth the means by which to build harmonious interpersonal relationship so as to stop the cycle of violence

Service Description

1. Individual and Group Treatment

Our individual and group treatment curriculum was designed with reference to the Child Witness to Violence Project of the Department of Pediatrics at Boston Medical Centre. Various therapeutic means, such as play, music and art were used in the intervention process. We also provided parent-child parallel groups, drama educational programs and adventure training to strengthen their resilience. 152 children affected by domestic violence were handled, together with follow-up interviews with their parents, and we have provided a total of 255 individual counseling sessions. Besides casework, 106 therapeutic and educational group sessions were conducted to help 742 participants to understand domestic violence, make safety plans, and adapt to family changes. We also organized 48 developmental programs for 5082 beneficiaries.

2. Early Identification and Intervention for Child Witnesses through Outreaching Service

In collaboration with primary schools, our "Harmony Express Mobile Classroom Service" teaches students about positive relationship building and ways to express emotions. With the sponsorship of The Hong Kong Bank Foundation and The Quality Education Fund, our "Harmony Express" truck has been renovated with new educational materials. Furthermore, a new educational curriculum for primary 5 to 6 students named "Harmony Rescue Team" has been developed. Last year, Harmony Express reached out to 19 schools, provided 116 positive emotion education programs to 2,847 students. The assessment reflected that 90% of them were satisfied with our services and gained better understanding on positive ways to express emotions. Analysis from the questionnaires also showed that 25% of the students have "witnessed or heard their parents bawling", while 55% of them "witnessed or heard quarrels between parents". Moreover, we have collaborated with schools and organized 9 follow up groups for 68 children who are affected in family violence.

3. Bunny hEars Children Hotline Service

With the sponsorship from The Body Shop, the "Bunny hEars" children hotline was launched in April 2007 to provide emotional support as well as referrals for children aged between 6 to 12. In past year, we have distributed 8,000 pieces of hotline promotional souvenirs to primary schools in HK. Due to the great response from the schools and children, we produced 8,000 pieces more in order to deliver the message to more children. Moreover, the Hotline was further developed to involve volunteers in the service. In this regard, we organized volunteer training programs for 7 youth volunteers. Last year, our Hotline received 12,644 calls of which 1,148 children requested to speak directly to counselors. With our resources, we provided 390 brief counseling sessions to them through the phone.

4. Development of Children and Youth Services

"SAFE" Our Children Project

With the sponsorship from ACCA, "SAFE" children project has been launched to help children and youth witnesses and, through Support, After-care, Facilitation and Empowerment service programs to enhance children's resilience and self-esteem. There were 45 sessions of programs and open performance were organized for 322 beneficiaries.

"Family Concerto" Community Education Project

We believe that a harmonious family could nurture children's positive development; hence, we have designed "Family Concerto" Community Education Project to promote harmonious parent-child relationship. With the Apple Daily Charity Trust Fund sponsorship, the 17 sessions of educational cooking program has organized from January to October 2010. Ten families have published their recipes and participated in our mass community program in Plaza Hollywood.

"Explorative Study on Youth Dating Violence Experience: Service Development and Implications"

We have collaborated with the Hong Kong Baptist University Center for Youth Research and Practice last year to start a research study named "Explorative Study on Youth Dating Violence Experience: Service Development and Implications". We have successfully researched 1,552 youth on their dating experience through questionnaire and interview. The research result was reported at Harmony House Annual General Meeting on 25th November 2010. Base on our fruitful findings and suggestions by the youth, we would design a creative and attractive service in order to strengthen their awareness of dating violence prevention and establish harmonious interpersonal relationships.

Future Development

Harmony House will continue our commitment to building quality programs and services; to review and evaluate the effectiveness of our work in the community; and to search for innovative approach to meet the changing needs of our service-users. We will take on a proactive and preventive role in tackling domestic violence issues. Moreover, we will emphasise on creating more strategic partners to promote community-based prevention and intervention in our efforts to end relationship violence.

At the operational level, in additional to our core services, we look forward to our upcoming new projects including Better Mom Neighborhood Networking Project, Nurturing Heart Domestic Violence Prevention Project and Parenting Empowerment Project. These new projects aim at stabilizing environments for children, strengthening communities and empowering families through support, advocacy, and education.

婦女熱線來電者資料概述

Profile of Woman Hotline Callers

統計共 540 個有關家庭暴力的熱線來電
Statistics of 540 Hotline Cases of Domestic Violence

年齡 Age

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婚姻狀況 Marital Status

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

居住區域 Residential District

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

入住庇護中心婦女資料 Profile of Shelter Residents-Women

統計共 179 名婦女入住
Statistics of 179 Women Admitted to the Shelter

個案類別 Nature of Cases

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

與施虐者的關係 Relationship with Abuser

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

案主與施虐者的年齡 Age of Clients & Abusers

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

受虐年期 Duration of Abuse

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

配偶有否虐兒（包括身體、精神及性虐待）？

Did spouse abuse the children (including physical, psychological or sexual abuse)?" ?

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

離舍時的婚姻狀況 Marital Status When Leaving the Shelter

（統計共 163 個已填寫離舍問卷的配偶虐待個案資料）

(Statistics of 163 Filled Discharge Questionnaire of Spousal Abuse Cases)

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

入住庇護中心兒童資料 Profile of Shelter Residents - Children

統計共 145 名入住兒童
Statistics of 145 Children Admitted to Shelter

年齡 Age

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

兒童目睹家庭暴力的情況
Statistics of Children Witnessing Domestic Violence

統計共 53 名入住兒童填寫「兒童基本資料」問卷
Statistics of 53 Children Having Filled in Questionnaire

兒童目睹家庭暴力的種類（可選擇多項）
Type Of Abuse Witnessed by Children (Multiple Records)

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

兒童目睹家暴後的行為反應（可選擇多項）

Behavioral Response of Children Witnessed Domestic Violence (Multiple Record)

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

兒童目睹家暴後的情緒反應（可選擇多項）

Emotional Response of Children Witnessed Domestic Violence (Multiple Record)

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婦女接受服務前後自我評估對比

Pre- & Post- Intervention Ratings for Women Residents

163 名婦女在接受服務前、後填寫「婦女評估表」

163 Women Having Filled in the Pre- & Post-Intervention Ratings Questionnaire

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

社區教育及資源服務概述

Highlight of Community Education and Resources Services

資源配對 Resources Matching

共 138 個資源配對個案

A Total Number of 138 Resources Matching Cases

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婦女離舍關顧服務小組 (Aftercare Services Groups)

共進行 21 個婦女離舍關顧服務小組

A Total Number of 21 Aftercare Services Groups

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

義工服務 (Volunteer Service)

共 2,224 小時義工服務時數

A Total Number of 2,224 Volunteer Service Hours

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

傳媒聯絡 (Media Contact)

共進行了 63 次傳媒聯絡

A Total Number of 63 Media Contacts

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

第三線男士服務個案資料

Profile of Third Path Man Service Clients

共 58 個深入輔導個案

A Total Number of 58 Intensive Cases

個案轉介來源 Sources of Referral

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

深入輔導個案類型 Nature of Intensive Cases

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

年齡 Age

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婚姻狀況 Marital Status

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

虐待形式 Type of Abuse

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

新希望行動 — 家庭暴力危機處理服務個案資料 Profile of Seeds of Hope - Crisis Intervention Service

共 167 個危機個案

A Total Number of 167 Crisis Cases

個案類別 Nature of Cases

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

個案轉介來源 Sources of Referral

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

年齡 Age

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婚姻狀況 Marital Status

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

虐待形式 Type of Abuse

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

「和諧快線」情緒教育流動服務問卷調查統計 "Harmony Express" Mobile Classroom Service Service Survey

共 2,847 名小一至小四學生使用服務，當中 2,746 名學生填寫問卷

Total 2,847 primary 1 to 4 students used the service and 2,746 students returned the questionnaires

服務地區分佈 Service District Allocation

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

學童表示對整體活動感到滿意 Satisfied with our Service

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

學童表示認識到正確處理情緒的方法

Positive Learning on Management of Emotion

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

學童曾看見或聽見父母打架

Witnessed or Heard Parents' Brawling

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

學童曾看見或聽見父母吵架

Witnessed or Heard Quarrels between Parents

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

實習生分享 Placment Student's Sharing

和諧之家為香港中文大學進修學院 - 公關反廣告高級文憑課程學生提供實習機會。以下是實習學生的分享。

在和諧之家“工作”的這一段時間裏，我們參與了一個名為「平等的六色彩虹路」的主題。透過這個項目，我們對家庭暴力的概念更有認識，想不到同志人士之間也會發生家庭暴力。在完成專題報告的同時亦學習到不少課本以外的知識，非常感謝和諧之家給予我們這個機會。

Johnny

感謝和諧之家給予我們一個很大的發揮空間，讓我們可以參與設計傳品的創作；以及籌組「消除對同志謬誤」工作坊，令我們得以學以致用。當看見我們的創作面世，實在充滿滿足感。在參與的過程，我們不但認識同志人士面對家庭暴力及求助經歷，更深入了解和諧之家一直教育大眾，建立一個平等和互相尊重的和諧家庭，致力防止家暴的發生。

Ann

這半年在和諧之家的日子，隨了實實在在地運用了在書本上學到的知識外，亦令我感到一眾和諧之家全工的溫暖及熱情，實在非常感謝各位的照顧及教導！希望來年有機會能把我們所學的知識及經驗繼續為所有家庭締造「和諧之家」

Miriam

有幸參與「平等的六色彩虹路」的活動令我對家庭暴力和戀愛暴力有更深的認識，而「平等的六色彩虹路」系列的活動對象包括了同志人士，更令我對家暴有了更全面的理解。經過參與是次活動，我認識到有些暴力問題因常常被忽略，最終才會釀成慘劇，所以加強教育是十分重要的，希望「家家零暴力、社會更和諧」。

Wing

首先真的很感謝和諧之家給我們一個很好的機會去參與活動的籌備工作，讓我們在短短數個月可以多方面接觸關於「家暴」的資料。當中能參與舉辦「愛侶止暴」工作坊，除讓我們增加了籌辦活動的經驗，更令我們在活動中對「家暴」有更深入的了解，有很大得着。

Cathy

婦女心聲 Women's Sharing

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

婦女大使心聲 Woman Ambassador Sharing

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

兒童及青少年服務使用者心聲 Children and Youth Service User Sharing

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

男士服務使用者心聲 Letter from Man Service User

若需要更多資訊，請與和諧之家聯絡。 Please contact Harmony House for more details.

核數師報告 Auditor's Report

HARMONY HOUSE LIMITED (和諧之家有限公司) DIRECTORS' REPORT

The directors have pleasure in presenting their annual report together with the audited financial statements for the year ended 31 March 2011.

PRINCIPAL ACTIVITY

The principal activity of the Company is to provide a rent-free shelter for women who are victims of violence. Other activities include community education, batterers treatment, crisis intervention, neighbourhood programme and resource station. The shelter premises are provided by the Government of the Hong Kong Special Administrative Region.

RESULTS

The results of the Company for the year ended 31 March 2011 and the state of the Company's affairs as at that date are set out in the financial statements on pages 5 to 27.

ACCUMULATED LOSSES

Details of the movements in surplus of the Company during the year are set out in note 22 to the financial statements.

FIXED ASSETS

Details of the movements in fixed assets of the Company are set out in note 13 to the financial statements.

DIRECTORS

The directors of the Company during the year and up to the date of this report were as follows:

Judge Wong Hing Chun
Dr. Caroline Chan So Tuen
Mrs. Anna Koo Au Cheuk Ming
Mrs. Grace M. Atkinson
Dr. Kam Chak Wah
Prof. Ng Man Lun
Mrs. Yu Po Kwan
Dr. Huen Kwai Fun
Mr. Alexander Leung Hong Shun
Ms. Angela Tsun On Kee

HARMONY HOUSE LIMITED
(和諧之家有限公司)
DIRECTORS' REPORT

DIRECTORS - Continued

In accordance with Article 42 of the Company's Articles of Association, the following directors retire and being eligible, may offer themselves for re-election for the forthcoming year:

Prof. Ng Man Lun
Mr. Alexander Leung Hong Shun
Dr. Huen Kwai Fun

DIRECTORS' INTERESTS IN CONTRACTS

No contracts of significance in relation to the Company's business to which the Company was a party and in which a director of the Company had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.

ARRANGEMENTS TO PURCHASE SHARES OF DEBENTURES

At no time during the year was the Company a party to any arrangements to enable the directors of the Company to acquire benefits by means of the acquisition of shares in, or debentures of, the Company or any other body corporate.

AUDITOR

A resolution will be proposed at the forthcoming annual general meeting of the Company to re-appoint the auditor BDO Limited.

On behalf of the Board

Director

Hong Kong, 08 SEP 2011

BDO

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 中心 25 樓

**INDEPENDENT AUDITOR'S REPORT
 TO THE MEMBERS OF HARMONY HOUSE LIMITED
 (和諧之家有限公司)**

(incorporated in Hong Kong as a company limited by guarantee)

We have audited the financial statements of Harmony House Limited ("the Company") set out on pages 5 to 27, which comprise the balance sheet as at 31 March 2011, and the income and expenditure statement, statement of changes in total funds and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

Directors' responsibility for the financial statements

The directors of the Company are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. This report is made solely to you, as a body, in accordance with Section 141 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the HKICPA. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

BDO Limited
 香港立信德豪會計師事務所有限公司

BDO Limited, a Hong Kong limited company, is a member of BDO international Limited, a UK company limited by and forms part at the international BDO network of independent member firms.



INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF HARMONY HOUSE LIMITED
(和諧之家有限公司)

(incorporated in Hong Kong as a company limited by guarantee)

Auditor's responsibility - Continued

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of affairs of the Company as at 31 March 2011 and of its surplus and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

BDO Limited
Certified Public Accountants
Law Fung Ha
Practising Certificate Number P03958

Hong Kong, 08 SEP 2011

HARMONY HOUSE LIMITED
(和譜之家有限公司)
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 MARCH 2011

	Notes	Shelter HK\$	Jockey Club Harmony Link HK\$	Harmony Lane HK\$	Horticultural Therapy Project HK\$	Other Activities HK\$	2011 Total HK\$	2010 Total HK\$
Income								
Allocation from the Community Chest-baseline		290,031	-	-	-	524,069	814,100	775,300
Allocation from the Community Chest-time limited project		-	-	-	329,517	-	329,517	-
Donation from the Hong Kong Jockey Club Charities Trust		-	4,166,226	-	-	-	4,166,226	4,026,471
Donations		72,011	-	-	-	553,872	625,883	1,257,217
Utilisation of the Lotteries Fund		6,110	-	-	-	-	6,110	428,980
Interest income		17	-	3	-	111	131	428
Subvention from Social Welfare Department		5,382,645	168,198	-	-	-	5,550,843	5,387,720
One - off special grant Welfare Department		-	-	-	-	-	-	6,000
Quality Education Fund (May 2008 - May 2010)		-	-	123,735	-	-	123,735	1,086,000
Quality Education Fund (July 2010 - December 2012)		-	-	324,300	-	-	324,300	-
Hong Kong Bank ("HKB") Foundation		-	-	450,000	-	-	450,000	-
Partnership fund for the disadvantage		-	-	175,216	-	-	175,216	-
Other income		88,890	20,135	14,660	-	31,759	155,444	89,486
Grant from the Lotteries Fund recognised as deferred income for capital grants		-	-	-	-	-	-	(349,785)
Remaining balance of Quality Education Fund (May 2008 - May 2010)		-	-	-	-	-	-	(461,006)
Remaining balance of Quality Education Fund (July 2010 - December 2012)		-	-	(160,344)	-	-	(160,344)	-
Remaining balance of Community Chest - baseline		-	-	-	-	(83,288)	(83,288)	-
Remaining balance of HKB Foundation		-	-	(267,645)	-	-	(267,645)	-
		5,839,704	4,354,559	659,925	329,517	1,026,523	12,210,228	12,246,811
Deferred income for capital grants	17	3,132,885	-	-	-	13,790	3,146,615	4,486,552
		8,972,589	4,345,559	659,925	329,517	1,040,313	15,356,903	16,733,363

HARMONY HOUSE LIMITED
(和譜之家有限公司)
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 MARCH 2011

Expenses	Notes	Shelter HK\$	Jockey Club Harmony Link HK\$	Harmony Lane HK\$	Horticultural Therapy Project HK\$	Other Activities HK\$	2011 Total HK\$	2010 Total HK\$
Administrative expenses	9	73,175	60,083	12,612	1,126	19,004	166,000	196,619
Depreciation		3,305,941	21,747	-	-	14,129	3,341,817	4,083,147
Food for clients		17,996	-	-	-	-	17,996	19,565
Furniture and equipment - repair and maintenance		7,492	2,114	-	-	89,469	99,075	63,938
Garden set-up		-	-	-	5,461	-	5,461	-
Insurance		89,662	67,625	4,355	981	23,450	186,073	184,767
Loss on disposal furniture and equipment		1,617	-	-	-	-	1,617	2,393
Building management fee		120,240	-	-	-	-	120,240	120,240
Miscellaneous expenses	10	20,788	373	1,040	3,503	9,968	35,672	33,629
Personnel emoluments	6	4,674,675	3,741,778	569,214	218,159	430,712	9,634,538	9,748,032
Programmes		88,165	99,490	42,197	60,000	343,926	633,778	590,787
Publicity/publication		-	29,000	-	-	41,460	70,460	78,279
Rent and rates		112,998	197,880	2,970	-	13,290	327,138	256,848
Reinstatement of office		-	-	-	-	-	-	73,200
Staff training and development		6,653	-	-	33,000	7,071	46,724	9,600
Stores and equipment	11	95,957	62,313	11,179	6,997	17,437	193,883	203,822
Travelling		17,561	28,076	3,632	290	5,095	54,654	50,006
Utilities	12	230,71	49,874	46	-	8,181	288,812	297,290
		8,863,631	4,360,353	647,245	327,517	1,023,192	15,223,928	16,012,162
Net operating surplus/(deficit)		108,958	(5,794)	12,680	-	17,121	132,965	721,201
Surplus of Provident Fund							(67,552)	(52,308)
Surplus of rent and rates							(10,638)	(10,584)
Surplus of lotteries fund	16						-	(33,000)
Surplus/(deficit) transferred from/(to) :								
- provision for annual leave							(29,567)	(23,033)
- provision for long service payment	5						29,258	(28,939)
Net surplus for the year							54,466	573,337

HARMONY HOUSE LIMITED
(和譜之家有限公司)
BALANCE SHEET
AS AT 31 MARCH 2011

Assets	Notes	2011 HK\$	2010 HK\$
Non-current asset			
Property, plant and equipment	13	847,588	4,113,642
Current assets			
Utility deposits and prepayments		392,374	285,539
Other receivables		5,637,217	5,602,821
Cash and bank balances		6,543,834	6,669,984
Total current assets		12,573,425	12,558,344
Total assets		13,421,013	16,671,986
Liabilities			
Current Liabilities			
Accounts payable and accruals		2,762,607	3,768,092
Amount due to Social Welfare Department	14	9,508	9,454
Surplus of staff provident fund		477,652	410,101
Donation for specific purposes	15	4,695,902	4,416,884
Research and survey fund		2,666	2,666
Cash advance from Jockey Club		1,591,378	1,591,378
Surplus of Lotteries Fund	16	374,171	163,754
Deferred income for capital grants	17	1,310,276	4,397,391
Amount due to Friends of HH Trust Fund		250,000	-
Total liabilities		11,474,160	14,759,720
TOTAL NET ASSETS		1,946,853	1,912,266
Representing by:			
Capital	18	354,911	354,911
Specific funds	19	1,156,540	1,176,419
Lump sum grant reserve	21	757,526	711,436
Accumulated losses	22	(322,124)	(330,500)
TOTAL FUNDS		1,946,853	1,912,266

On behalf of the Board

Director

Director

HARMONY HOUSE LIMITED
(和譜之家有限公司)
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 MARCH 2011

	Capital HK\$	Specific funds HK\$	Lump sum grant reserve HK\$	Accumulated losses HK\$	Total HK\$
At 1 April 2009	354,911	1,205,465	407,089	(599,490)	1,367,975
Net surplus for the year	-	-	-	573,337	573,337
Transfers	-	-	304,347	(304,347)	-
Staff merit fund utilised during the year	-	(29,046)	-	-	(29,046)
At 1 April 2010	354,911	1,176,419	711,436	(330,500)	1,912,266
Net surplus for the year	-	-	-	54,466	54,466
Transfers	-	-	46,090	(46,090)	-
Staff merit fund utilized during the year	-	(19,879)	-	-	(19,879)
At 31 March 2011	354,911	1,156,540	757,526	(322,124)	1,946,853

HARMONY HOUSE LIMITED
(和譜之家有限公司)
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2011

	2011 HK\$	2010 HK\$
Cash flows from operating activities		
Net surplus for the year	54,466	573,337
Adjustments for:		
Depreciation of property, plant and equipment	3,341,817	4,083,147
Capital grants recognised as income	(3,146,675)	(4,486,552)
Interest income	(131)	(428)
Loss on disposal of property, plant and equipment	1,617	2,393
Operating profit before working capital changes	251,094	171,897
Increase in utility deposits and prepayments	(106,835)	(34,287)
Increase in other receivables	(34,396)	(241,582)
Decrease in accounts payable and accruals	(1,005,485)	(1,159,517)
Increase in amount due to Social Welfare Department	54	140
Increase in surplus of staff provident fund	67,551	52,309
Increase / (decrease) in donation for specific purposes	279,018	(134,739)
Increase in amount due to Friends of HH trust fund	250,000	-
Increase in surplus of lotteries fund	210,417	112,000
Decrease in staff merit fund	(19,879)	(29,046)
Increase in cash advance from Jockey Club	-	1,591,378
Net cash flows (used in) / from operating activities	(108,461)	328,553
Investing activities		
Purchases of property, plant and equipment	(77,380)	(243,553)
Interest received	131	428
Net cash flows used in investing activities	(77,249)	(243,509)
Financing activity		
Capital grants received	59,560	1,620,043
Net cash flows from financing activity	59,560	1,620,043
Net (decrease) / increase in cash and cash equivalents	(126,150)	1,705,087
Cash and cash equivalents at beginning of year	6,669,984	4,964,897
Cash and cash equivalents at end of year	6,543,834	6,669,984
Analysis of cash and cash equivalents companies:		
Cash available on demand	6,543,834	6,669,984

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

1. LEGAL STATUS AND OPERATIONS

The Company was incorporated in Hong Kong under the Hong Kong Companies Ordinance ("Company Ordinance") on 2 April 1986 as a Company limited by guarantee.

Under the provisions of the Company's Memorandum and Articles of Association, every member shall, in the event of the Company being wound up, contribute to the assets of the Company to the extent of HK\$100. At the end of reporting period, the Company had ten members.

The Company is a charitable organisation and provides a rent-free shelter for women who are victims of violence. Its registered office and principal place of business is at G/F, Wing B, On Wah House, Lok Wah (South) Estate, Kwun Tong, Kowloon, Hong Kong.

2. ADOPTION OF HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs")

(a) Adoption of new/revised HKFRs-effective 1 January 2010

HKFRSs (Amendments)	Improvements to HKFRSs
Amendments to HKAS 39	Eligible Hedged Items
Amendments to HKFRS 2	Share-based Payment - Group Cash-settled Share-based Payment Transactions
HKAS 27 (Revised)	Consolidated and Separate Financial Statements
HKFRS 3 (Revised)	Business Combinations
HK(IFRIC) - Interpretation 17	Distributions of Non-cash Assets to Owners
HK Interpretation 5	Presentation of Financial Statements - Classification by Borrower of a Term Loan that Contains a Repayment on Demand Clause

The adoption of the above new/revised standards and Interpretations has no significant impact on the Company's financial statements.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

2. ADOPTION OF HONG KONG FINANCIAL REPORTING STANDARDS ("HKFRSs") - Continued

(b) New/revised HKFRSs that have been issued but not yet effective

The following new/revised HKFRSs, potentially relevant to the Company's operations, have been issued but are not yet effective and have not been early adopted by the Company.

HKFRSs (Amendments)	Improvements to HKFRSs 2010 ^{2&3}
Amendments to HKAS 32	Classification of Rights Issues ¹
Amendments to HK(IFRIC) - Interpretation 14	Prepayments of a Minimum Funding Requirement ³
HK(IFRIC) - Interpretation 19	Extinguishing Financial Liabilities with Equity Instruments ²
HKAS 24 (Revised)	Related Party Disclosures ³
Amendments to HKFRS 7	Disclosure - Transfers of Financial Assets ⁴
Amendments to HKAS 12	Deferred Tax - Recovery of Underlying Assets ⁵
HKFRS 9	Financial Instruments ⁶

¹Effective for annual periods beginning on or after 1 February 2010

²Effective for annual periods beginning on or after 1 July 2010

³Effective for annual periods beginning on or after 1 January 2011

⁴Effective for annual periods beginning on or after 1 July 2011

⁵Effective for annual periods beginning on or after 1 January 2012

⁶Effective for annual periods beginning on or after 1 January 2013

The Company is in the process of making an assessment of the potential impact of these new / revised HKFRSs and the directors so far concluded that the application of these new / revised HKFRSs will have no material impact on the Company's financial statements.

3. BASIS OF PREPARATION

(a) Statement of compliance

The financial statements have been prepared in accordance with all applicable HKFRSs, Hong Kong Accounting Standards ("HKASs") and Interpretations (hereinafter collectively referred to as the "HKFRSs") and the disclosure requirements of Hong Kong Companies Ordinance.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

3. BASIS OF PREPARATION - Continued

(b) Basis of measurement

The financial statements have been prepared under the historical cost basis.

(c) Functional and presentation currency

The financial statements are presented in Hong Kong dollars ("HK\$") which is the same as the functional currency of the Company.

4. PRINCIPAL ACCOUNTING POLICIES

(a) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and accumulated impairment losses.

The cost of property, plant and equipment includes its purchase price and the costs directly attributable to the acquisition of the items.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are recognised as an expenses in the Income and expenditure statement during the financial period in which they are incurred.

Property, plant and equipment are depreciated so as to write off their cost or valuation net of expected residual value over their estimated useful lives on a straight-line basis. The useful lives, residual value and deprecation method are reviewed, and adjusted if appropriate, at the end of each reporting period. The useful lives are as follows:

Motor vehicle	4 years
Furniture and equipment	4 years
Leasehold improvements	Over the remaining life of the leases but not exceeding 5 years

An asset is written down immediately to its recoverable amount if its carrying amount is higher than the asset's estimated recoverable amount.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

4. PRINCIPAL ACCOUNTING POLICIES - Continued

(a) Property, plant and equipment - Continued

The gain or loss on disposal of an item of property, plant and equipment is the difference between the net sale proceeds and its carrying amount, and is recognised in the income and expenditure statement on disposal.

Capital grants and donations received for the purchase of property, plant and equipment are recorded as deferred income in the balance sheet and amortised in the income and expenditure statement over the useful life of the relevant assets.

(b) Leasing

Leases that do not transfer substantially all the risks and rewards of ownership to the Company are classified as operating leases. The total rentals payable under the operating leases are recognised to the income and expenditure statement on a straight-line basis over the lease term. Lease incentives received are recognised as an integrated part of the total rental expense, over the term of the lease.

(c) Financial Instruments

(i) Financial assets

The Company classifies its financial assets as loans and receivables, which are non derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are mainly cash and bank balances and also arise through the incorporate other types of contractual monetary assets. Loans and receivables are initially measured at fair value plus transaction costs that are directly attributable to the acquisition of the financial assets. Subsequent to initial recognition, they are carried at amortised cost using the effective interest method, less any identified impairment losses.

(ii) Impairment loss on financial assets

The Company assesses, at the end of each reporting period, whether there is any objective evidence that financial asset is impaired. Financial asset is impaired if there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset and that event has an impact on the estimated future cash flows of the financial asset that can be reliably estimated. Evidence of Impairment may include:

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

4. PRINCIPAL ACCOUNTING POLICIES - Continued

(c) Financial Instruments - Continued

(ii) Impairment loss on financial assets - Continued

- significant financial difficulty of the counterpart;
- a breach of contract, such as a default or delinquency in interest or principal payments; and
- it becoming probable that the counterparty will enter bankruptcy or other financial reorganisation

An impairment loss is recognised in the income and expenditure statement when there is objective evidence that the asset is impaired, and is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the original effective interest rate. The carrying amount of financial asset is reduced through the use of an allowance account. When any part of financial asset is determined as uncollectible, it is written off against the allowance account for the relevant financial asset.

Impairment losses are reversed in subsequent periods when an increase in the asset's recoverable amount can be related objectively to an event occurring after the impairment was recognised, subject to a restriction that the carrying amount of the asset at the date the impairment is reversed does not exceed what the amortised cost would have been had the impairment not been recognised.

(iii) Financial liabilities

The Company classifies its financial liabilities as financial liabilities at amortised cost including trade and other payables and other financial liabilities which are initially recognised at fair value, net of directly attributable costs incurred. They are subsequently measured at amortised cost, using the effective interest method. The related interest expense is recognised in income and expenditure statement.

Gains or losses are recognised in income and expenditure statement when the liabilities are derecognised as well as through the amortisation process.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

4. PRINCIPAL ACCOUNTING POLICIES - Continued

(c) Financial Instruments - Continued

(iv) Derecognition

The Company derecognises a financial asset when the contractual rights to the future cash flows in relation to the financial asset expire or when the financial asset has been transferred and the transfer meets the criteria for derecognition in accordance with HKAS 39 "Financial Instrument: Recognition and Measurement".

Financial liabilities are derecognised when the obligation specified in the relevant contract is discharged, cancelled or expires.

(d) Revenue recognition

Government grants received are credited to the income and expenditure statement as other income except for those amounts received for the purchase of property, plant and equipment, which are recorded as deferred income in the balance sheet and amortised over the useful life of the asset.

Subvention from Social Welfare Department and allocations and grants from other charitable organizations are recognised in accordance with the approved applications.

Donations for specific purposes are recognised in accordance with the approved applications.

Interest income is accrued on a time basis on the principal outstanding at the applicable interest rate.

(e) Employee benefits

(i) Defined contribution retirement plan

Contributions to defined contribution retirement plan are recognised as an expense in the income and expenditure statement when the services are rendered by the employees.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

4. PRINCIPAL ACCOUNTING POLICIES - Continued

(e) Employee benefits - Continued

(ii) Employee entitlements

Employee entitlements to annual leave and long service payment are recognised when they accrue to the employees. A provision is made for the estimated liability for annual leave and long service payment as a result of services rendered by employees up to the balance sheet date.

Employee entitlements to sick leave and maternity leave are not recognised until the time of leave.

(iii) Termination benefits

Termination benefits are recognised when, and only when, the Company demonstrably commits itself to terminate employment or to provide benefits as a result of voluntary redundancy by having a detailed formal plan which is without realistic possibility of withdrawal.

(f) Impairment of other assets

At the end of each reporting period, the Company reviews the carrying amounts of property, plant and equipment to determine whether there is any indication that those assets have suffered an impairment loss or an impairment loss previously recognised no longer exists or may have decreased.

If the recoverable amount (i.e. the greater of the fair value less costs to sell and value in use) of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised as an expense immediately.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, to the extent that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income immediately

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

4. PRINCIPAL ACCOUNTING POLICIES - Continued

(g) Provisions and contingent liabilities

Provisions are recognised for liabilities of uncertain timing or amount when the Company has a legal or constructive obligation arising as a result of a past event, which will probably result in an outflow of economic benefits that can be reasonably estimated.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, the existence of which will only be confirmed by the occurrence or non-occurrence of one or more future events, are also disclosed as contingent Liabilities unless the probability of outflow of economic benefits is remote.

5. NET SURPLUS FOR THE YEAR

Net surplus for the year is stated after charging:

	2011 HK\$	2010 HK\$
Staff costs (note 6)	9,634,538	9,748,032
Depreciation of property, plant and equipment	3,341,817	4,083,147
Loss on disposal of property, plant and equipment	1,617	2,393
Auditor's remuneration	37,800	37,800

6. STAFF COSTS

	2011 HK\$	2010 HK\$
Staff costs (including directors) comprise:		
Wages and salaries	9,153,354	9,263,814
Contributions to defined contributions retirement plan	481,184	484,218
	9,634,538	9,748,032

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

7. INCOME TAX EXPENSES

The Company is exempt from tax under section 88 of the Hong Kong Inland Revenue Ordinance from any tax by reason of being a charitable institution of a public character.

8. DIRECTORS' EMOLUMENTS

The aggregate amounts of the directors' emoluments, disclosed pursuant to Section 161 of the Companies Ordinance, are as follows:

	2011 HK\$	2010 HK\$
Fees	-	-
Other emoluments	-	-
	-	-

9. ADMINISTRATIVE EXPENSES

	Shelter HK\$	Jockey Club Harmony Link	Harmony Lane HK\$	Horticultural Therapy project HK\$	Other Activities HK\$	2011 Total HK\$	2010 Total HK\$
Auditor's remuneration	32,640	-	-	-	8,160	40,800	50,800
Bank charges	2,380	-	-	-	'5	2,395	3,890
Postage	679	1,556	-	-	-	2,235	3,811
Telephone and facsimile	27,406	38,431	-	-	8,869	74,706	85,006
Medical expenses	950	1,520	190	190	190	3,040	2,090
Secretarial service fee	2,880	-	-	-	720	3,600	5,800
Recruitment	6,240	18,576	3,900	936	936	30,588	19,452
Vehicle Running expenses	-	-	8,522	-	1'4	8,636	25,070
Legal and professional	-	-	-	-	-	-	700
	73,175	60,083	12,612	1,126	19,004	166,000	196,619

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

10. MISCELLANEOUS EXPENSES

	Shelter HK\$	Jockey Club Harmony Link	Harmony Lane HK\$	Horticultural Therapy project HK\$	Other Activities HK\$	2011 Total HK\$	2010 Total HK\$
Board retreat	-	-	-	-	6,850	6,850	4,550
Staff retreat	6,219	-	-	-	1,555	7,774	8,248
Membership fee	4,00	-	-	-	100	4,100	4,200
Sundry expenses	10,569	373	1,040	3,503	1,463	16,948	16,631
	20,788	373	1,040	3,503	9,968	35,672	33,629

11. STORES AND EQUIPMENT

	Shelter HK\$	Jockey Club Harmony Link	Harmony Lane HK\$	Horticultural Therapy project HK\$	Other Activities HK\$	2011 Total HK\$	2010 Total HK\$
Cleaning charges and materials	50,783	8,390	177	-	8,500	67,850	64,990
Newspapers and periodicals	4,850	4,086	-	-	200	9,136	10,498
Printing and stationery	13,115	25,440	2,782	-	1,940	43,277	45,649
Repairs and maintenance	21,065	13,881	8,220	160	5,332	48,658	60,760
Recurrent plant and tools	-	-	-	6,837	-	6,837	-
Safety and security equipment	6,144	7,204	-	-	-	13,348	16,357
Security service	-	3,312	-	-	600	3,912	5,568
Toys and books for children	-	-	-	-	865	865	-
	95,957	62,313	11,179	6,997	17,437	193,883	203,822

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

12. UTILITIES

	Shelter HK\$	Jockey Club Harmony Link	Harmony Lane HK\$	Horticultural Therapy project HK\$	Other Activities HK\$	2011 Total HK\$	2010 Total HK\$
Electricity	145,188	49,398	46	-	312	194,944	198,743
Gas	54,313	-	-	-	-	54,313	44,500
Water and Sewage charge	31,210	476	-	-	8	31,694	25,655
Air-conditioning charge	-	-	-	-	7,861	7,861	28,392
	230,711	49,874	46	-	8,181	288,812	297,290

13. PROPERTY, PLANT AND EQUIPMENT

	Motor vehicle HK\$	Furniture and equipment HK\$	Leasehold improvement HK\$	Total HK\$
Cost				
At 1 April 2010	776,902	1,229,853	13,507,167	15,513,922
Additions	-	59,560	17,820	77,380
Disposals	-	(4,342)	-	(4,342)
At 31 March 2011	776,902	1,285,071	13,524,987	15,586,960
Accumulated depreciation				
At 1 April 2010	776,902	861,639	9,761,739	11,400,280
Depreciation	-	190,448	3,151,369	3,341,817
Eliminated on disposals	-	(2,725)	-	(2,725)
At 31 March 2011	776,902	1,049,362	12,913,108	14,739,372
Net book value				
At 31 March 2011	-	235,709	611,879	847,588

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

13. PROPERTY, PLANT AND EQUIPMENT - Continued

	Motor vehicle HK\$	Furniture and equipment HK\$	Leasehold improvement HK\$	Total HK\$
Cost				
At 1 April 2009	776,902	1,066,636	13,507,167	15,350,705
Additions	-	243,937	-	243,937
Disposals	-	(80,720)		(80,720)
At 31 March 2010	776,902	1,229,853	13,507,167	15,513,922
Accumulated depreciation				
At 1 April 2009	776,902	598,780	6,019,778	7,395,460
Depreciation	-	341,186	3,741,961	4,083,147
Eliminated on disposals	-	(78,327)	-	(78,327)
At 31 March 2010	776,902	861,639	9,761,739	11,400,280
Net book value				
At 31 March 2010	-	368,214	3,745,428	4,113,642

The motor vehicle is purchased for the purpose of community education and is registered under the Trade Marks Registry intellectual Property Department in the name of "Harmony Express".

The cost of property, plant and equipment includes an amount of HK\$2,554,434 (2010: HK\$2,554,434) sponsored by Hong Kong Jockey Club Charities Trust.

14. AMOUNT DUE TO SOCIAL WELFARE DEPARTMENT

	2011 HK\$	2010 HK\$
At 1 April	9,454	9,314
Grant received for rent and rates for the year	148,692	142,692
Rent and rates for the year	(138,618)	(132,108)
Rates penalty for last year	564	-
Refund to social welfare department in respect of previous years	(10,584)	(10,444)
At 31 March	9,508	9,454

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

15. DONATIONS FOR SPECIFIC PURPOSES

Where donations are for specific purposes as defined by the donors, the unspent amounts are carried forward in the balance sheet until the related expenditure have been incurred.

16. SURPLUS OF LOTTERIES FUND

	2011 HK\$	2010 HK\$
Furniture and Equipment Replenishment and Minor (i) Works Block Grant Reserve	236,644	163,754
IT projects and non-IT projects Social Welfare (ii) Development Fund	137,527	-
	374,171	163,754

(i) The amount represents the Block Grant allocations from the Social Welfare Department for the use of Furniture and Equipment ("F&E") Replenishment and Minor Works.

Movement of the grants is as follows:

	2011 HK\$	2010 HK\$
Surplus as at 1 April	163,754	51,754
Block grant received during the year	79,000	79,000
Block grant received in prior year	-	33,000
	242,754	163,754
Less: Expenditure during the year:		
Purchase of furniture and equipment	(6,110)	-
	(6,110)	-
Surplus as at 31 March	236,644	163,754

As at 31 March 2011, there is no capital commitment in respect of F&E Replenishment and Minor Works.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

16. SURPLUS OF LOTTERIES FUND - Continued

(ii) The amount represents the Social Welfare Development Fund allocations from the Social Welfare Department for the use of IT projects and non IT projects.

Movement of the grants is as follows:

	2011 HK\$	2010 HK\$
Allocation received during the year	145,500	-
Less: Expenditure during the year: Purchase of equipment	(7,973)	-
	(7,973)	-
Surplus as at 31 March	137,527	-

17. DEFERRED INCOME FOR CAPITAL GRANTS

	2011 HK\$	2010 HK\$
At 1 April	4,397,391	4,430,548
Capital grant received	59,560	1,620,043
Capital grant receivable	-	2,833,352
Recognised as income	(3,146,675)	(4,486,552)
At 31 March	1,310,276	4,397,391

18. CAPITAL

Capital represents cash contributed to the Company by The Hong Kong Council of Women as initial working capital.

HARMONY HOUSE LIMITED
 (和諧之家有限公司)
 NOTES TO THE FINANCIAL STATEMENTS
 31 MARCH 2011

19. SPECIFIC FUNDS

Name	Designated purpose	2011 HK\$	2010 HK\$
Community education fund	Support community education programmes	100,000	100,000
Capital development fund	Purchase of furniture/equipment and installation of facilities at service units	70,000	70,000
Service Development fund	For service expansion of the agency	100,000	100,000
Building maintenance/ renovation fund	For maintenance and renovation of service units	353,470	353,470
Staff merit fund (note 20)	For staff merit and recognition	533,070	552,949
		1,156,540	1,176,419

20. STAFF MERIT FUND

	2011 HK\$	2010 HK\$
At 1 April	552,949	581,995
Utilised during the year	(19,879)	(29,046)
At 31 March	533,070	552,949

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

21. LUMP SUM GRANT RESERVE

	2011 HK\$	2010 HK\$
At 1 April	711,436	407,089
Transferred from accumulated funds (note 22)	46,090	304,347
At 31 March	757,526	711,436

The purpose of lump sum grant reserve is to support the Company's operation by the Social Welfare Department.

22. ACCUMULATED LOSSES

	Accumulated losses HK\$
At 31 March 2009	(599,490)
Net surplus for the year	573,337
Transfer to lump sum grant reserve (note 21)	(304,347)
At 31 March 2010	(330,500)
Net surplus for the year	54,466
Transfer to lump sum grant reserve (note 21)	(46,090)
At 31 March 2011	(322,124)

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

23. FINANCIAL RISK MANAGEMENT

The Company is not exposed through its operations to the following risks from its use of financial instruments.

- Market risk (Interest rate risk)
- Liquidity risk
- Credit risk

The policy of each of the above risks is described in more detail below.

(a) Market risk

Interest rate risk

The Company is not exposed to material interest bearing financial instrument at the end of reporting period.

(b) Liquidity risk

The Company's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term. In the opinion of the directors, the Company does not have significant liquidity risk exposure. The contractual maturities of all financial liabilities of HK\$ 11,474,160 (2010: HK\$ 14,759,720) are due in less than one years.

(c) Credit risk

Credit risk refers to the that counterparty will default on its contractual obligations resulting in financial loss to the Company. The Company is exposed to credit risk from loan and receivables and bank balances. The Company has adopted a credit risk arising from the counterparty. Credit limit is regularly reviewed. The Company assesses credit risk based on the counterparty's past due record, financial condition or credit rating.

All the bank balances are deposited with reputable banks, which have high international credit rating. It is considered unlikely that any of these banks will fail to meet their obligations.

The maximum exposure to credit risk on loan and receivable is the carrying amount of these assets as shown on the face of the balance sheet.

HARMONY HOUSE LIMITED
(和譜之家有限公司)
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2011

24. LEASES

The Company leases office premises under operating leases. The leases are subject to rent reviews every three years.

The total future minimum lease payments are due as follows:

	2011 HK\$	2010 HK\$
Not later than one year	208,440	13,290
Later than one year and not later than five years	208,440	-
	416,880	13,290

25. APPROVAL OF FINANCIAL STATEMENTS

The financial statement were approved and authorised for issue by the Board of Directors on 08 SEP 2011

鳴謝 Acknowledgement

ACCA Charitable Foundation Limited	Goldman Sachs (Asia) L.L.C.	Quality Education Fund
Adidas Group	Harvard Logistics Limited	Rehouven Libine
Agnes Lam	Ho Lok On	Remad Foundation Limited
Alessandra Borghini	Ho Yin Fee Fanny	RM Enterprises Ltd
Alexander Leung Hong Shun	Hong Kong Commercial Broadcasting Co Ltd	Romina Orbeta
Aloysius Yolanda Nirmala	J.S.T. (H.K.) Co Limited	Roseanne Woo-Haltresht
American Society For Ind Security (Hong Kong Chapter)	Jennifer Wai	Rotary Club of the Peak
Anna Kcomt Wong	Jessica Ng	Rotary Club of Wanchai
Anne Peirson Smith	Judge Wong Hing Chun	Ruckert Simon J
Annie Lai	Judith Hargrave	Samantha Ho
Au Yeung Chui Mei	Judy Chan Chiu Kai	Securitas Security Services (Hong Kong) Limited
Barry John Buttifant & Gail Patricia Buttifant	Kate Rogers	Sheila Levrant de Breiville
Betty Tung	Ken Leong	Shelsham Trading Co Ltd
Beyond Organic	King Lan Hsu	Shirley Hsu
Brecon Limited	Kingsley Bolton	Simon Tsui
Brian Bogard	Ko Woo Shin Ching Patricia	Social Welfare Department
C & Y Recycle Company Ltd	Kou Li	Soo Chuan Ong
Chan Lai Ping	Kwan Wing Co Ltd	Sussy Komala
Chan Lai Yuen Lilian	Lam Pui Kuen Rebecca	Tak Shing Cleaning Service Co
Chan Wai Chong	Lee Ka Shing	Teena Ingram
Chan Wai Kit	Leeton Co Ltd	The Body Shop
Chang Yen Fong Yvonne	Li Mei Po	The Community Chest of Hong Kong
Chiu Sau Ling	Liu Sai Yuen	The Helena May
Choi Nga Lai	Logan Vijayaratham	The Hong Kong Council of Social Service
Chris Brooks	Lotteries Fund	The Hong Kong Jockey Club Charities Trust
Christopher Burdeu	Lucy Khouw	The Hongkong Bank Foundation
Clifford Chance	Lucy Leung	The Shek O Country Club
Concerted Efforts Resource Centre	Luen Fat Paper Products Ltd	Troy Modlin
Connie Lo	Matteo Pellegrini	Tse Chun Wo
Correctional Services Department Sports Association	Matthew Kuo	Tung Wong May Kam Pui
Dianawati Dianawati	Merly Khouw	United Christian Nethersole Community Health Service
Dick On Leung	Meta Rostiawati	Valeria Iranova Halim
Doris M.Sung	Michael Anthony Ingham	Vannex International Limited
Doug Werth	Mircea Scaunasu	Veryan Eyres Bradshaw
DP World Asia Limited	Mok Yee Tuen	Viola Tam
Dr. Kam Chak Wah	Money Lo	Wendy Tang
East Star Stationery Company Limited	MTR Corporation	William Thomas Hope
Edward Byrnes	Nancy Chan Boon San	Wilma Komala
Elaine Leung	Nelly Chan	Winnie Leung
Equal Opportunities Commission	Nick Malhotra	Wong Kin Fun
FaFa Wong & Lonrad Fung	Nicole Klaassen	Wong Mee Chun
Francis Mok Gar-lon	Nikita Chan & Fan Chung Lai	Yukari Nakano
Fu Mei Kuen	On Chun Fung, Donald	陳美旋
Fulloy Limited	Pacific Gourmet Ltd	
Fung Yee Man	Paggy Kong	
Gap International Sourcing (Holdings) Ltd	Pansy Lee	
	Patrick Chan	
	Pauline Ho	
	Philip Morris Asia Limited	

聯絡資料 Contact Information

和諧之家

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Harmony House

P. O. Box No. 99068, Tsim Sha Tsui Post Office, Kowloon, Hong Kong
Website: <http://www.harmonyhousehk.org>
Email: hhl@harmonyhousehk.org

婦女及兒童庇護中心

24 小時婦女求助熱線：2522 0434

Shelter for Women and Children

24-hour Woman Hotline: 2522 0434

賽馬會和諧一心家暴防治中心

社區教育及資源服務
第三線男士服務
新希望行動 - 家庭暴力危機處理服務
兒童及青少年服務
地址：觀塘樂華（南）邨安華樓地下 B 翼
電話：2342 0072
傳真：2304 7783

Jockey Club Harmony Link Domestic Violence Prevention Centre

Community Education and Resources
Third Path Man Service
Seeds of Hope - Crisis Intervention Service
Children and Youth Service
Address: Wing B, G/F, On Wah House, Lok Wah (South) Estate, Kwun Tong, Kowloon
Phone: 2342 0072
Fax: 2304 7783

服務熱線 Service Hotlines

24 小時婦女求助熱線：2522 0434

24-hour Woman Hotline: 2522 0434

Man（男士）熱線：2295 1386

逢星期一、三、五下午 2 時至晚上 10 時
（公眾假期除外）

Man Hotline: 2295 1386

2 pm to 10 pm, Monday, Wednesday & Friday (Excluding Public Holidays)

小白兔心聲兒童熱線：2751 8822

每日上午 9 時至晚上 9 時

Bunny hEars Children Hotline: 2751 8822

9 am to 9 pm Daily

新希望行動 - 家庭暴力危機處理服務

駐醫院時間：逢星期二至六晚上 7 時至凌晨
12 時（公眾假期照常）

查詢電話

駐屯門醫院：2959 3657

駐博愛醫院：2959 3657

駐基督教聯合醫院：2310 0126

駐將軍澳醫院：2310 0126

Seeds of Hope - Crisis Intervention Service

AED Stationing Hours: 7 pm to 12 am, Tuesday to Saturday (Including Public
Holidays)

Enquires

Tuen Mun Hospital: 2959 3657

Pok Oi Hospital: 2959 3657

United Christian Hospital: 2310 0126

Tesung Kwan O Hospital: 2310 0126

Harmony House Ltd
和諧之家

捐助表 Donation Form

本人願意捐助和諧之家

To support Harmony House Ltd, I would like to donate

HK\$ 1,000 HK\$ 800 HK\$ 500 HK\$ 300 HK\$ 100 HK\$ _____

一次性捐款 One-off Donation 每月定期捐款 Monthly Donation

捐款方法 Donation Method

劃線支票 Crossed Cheque

抬頭註明「和諧之家」payable to "Harmony House Ltd"

銀行名稱 Bank Name: _____ 支票號碼 Cheque No. _____

直接存入銀行戶口 Direct Transfer

直接存入「和諧之家」之匯豐銀行賬戶 004-456-287503--292

To the account of Harmony House Ltd at HSBC 004-456-287503--292

恆生網上捐款 Donation through the Hang Seng e-Banking

透過恆生網上捐款服務進行捐款 <http://www.hangseng.com/e-Banking>

Donation through the Hang seng e-Banking <http://www.hangseng.com/e-Banking>

信用卡 Credit Card

Visa Master Diners Club

發咭銀行

Card Issuing Bank:

信用卡號碼

Credit Card no:

持咭人姓名

Cardholder's Name:

有效日期

Card Expiry Date: _____月MM/_____年YY

持咭人簽署

Cardholder's Signature:

繳費靈 PPS

用戶請致電 18013 登記及 18033 繳款或瀏覽網頁 www.ppshk.com，商戶號碼為「6102」。

Please call 18011 for registration and call 18031 for payment or visit www.ppshk.com. Our merchant code is "6102"

付款編號 Payment Reference No. _____

個人資料 Personal Information

姓名（先生/太太/女士/小姐）

Name (Mr./Mrs./Ms./Miss): _____

電郵地址

Email address: _____

聯絡電話

Contact Phone No: _____

通訊地址

Correspondence Address: _____

請以郵遞方式寄回收據

Please send me a receipt by post

請以電子郵件寄回收據

Please send me a receipt by email

本人不需要收據

Please do NOT send me a receipt

請填妥此表格後連同捐款，郵寄到九龍觀塘樂華（南）村安華樓地下B翼行政部收，或電郵表格至 hadmin@harmonyhousehk.org 若有疑問，請致電 2342-0072 行政部查詢。

Please complete the Donation Form and return to Wing B, G/F., On Wah House, Lok Wah (South) Estate, Kwun Tong, Kin, H.K. Attn: Admin Dept or by email to hadmin@harmonyhousehk.org. Should you have any questions, please feel free to call our Admin Dept at 2342-0072.

凡捐款港幣一百元或以上，均可扣減稅項。

All donations of HK\$ 100 or above are tax deductible.

所收集的個人資料將保密處理，只作為寄發收據及與閣下通訊之用。

The personal data collected will be treated strictly confidential and will be used for issuing receipt and other communications with you.