



*Helping Others Help Themselves* 助人自助

人際輔導中心

**Resource The Counselling Centre LTD**

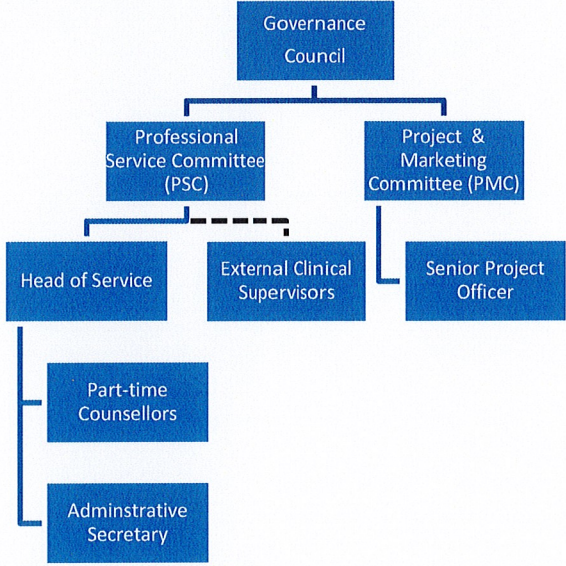
**報告年份 Year of Report**

(2021 -2022)

項目 Item	資料名稱 Field Name	內容 Contents
2.1	成立年份 Year of Establishment	1973
2.2	註冊類別 Registration Type (註冊證書編號 Reference Number of the Certificate)	Companies Ordinance (Cap. 32)  Reference Number of the Certificate: 803853
2.3	是否獲豁免繳稅的慈善團體? Tax Exempted Charitable Institute?	Yes
2.4	機構地址 Organization address	701, China Hong Kong Tower, 8-12 Hennessy Road, Wan Chai, HK (since 2021 April)
2.5	電話 Telephone No.	2523 8979
2.5.1	傳真 Fax	2845 7352
2.5.2	電郵 Email	resource@counselling.org.hk
2.5.3	機構網址 Organization's Website	<a href="http://resourcecounselling.org/">http://resourcecounselling.org/</a>
2.6	服務中心/單位總數	1

	No. of Service Centers/Units	
2.7	員工總數 No. of Staff	20 (4 full-time staff , 16 part-time staff)

3.1	願景、使命、價值觀 Vision, Mission and Values	<p>ReSource, a charitable mental health organization, aims to empower clients in dealing with their problems and developing their potential; thus, lead healthy and fulfilling lives. (Our moto: Helping Others Help Themselves)</p> <p>ReSource is a non-denominational, multi-cultural center offering confidential and professional mental health services for individuals, couples, families, at all age groups (child, adult, elderly) of both Chinese and non-Chinese ethnic background. Our team consists of professional and well qualified Psychologists and Counsellors from a diverse range of backgrounds, experiences, and expertise, providing services in up to 13 different languages /dialects. ReSource work on an income-based sliding fee scale to provide affordable mental health services to all service users.</p> <p>We believe in the autonomy and rights of the individual while recognizing the need to be a contributing and fulfilled member of society. We acknowledge the value and dignity of every human being regardless of race, sex, age, sexual orientation, beliefs, political or socioeconomic background. We wish to continuously advance our services and be able to assist our service users in reaching our motto “Helping Others Help Themselves”.</p>	
3.2	董事局成員之姓名及其職銜	姓名 Name	職銜 Title

	Name and Title of Members of Board of Directors	<p>Ms CHAN, Suk Ying Monique</p> <p>Mr. KWAN, Kam Fan</p> <p>Mr. CASSUMBHOY, Abdul Aziz</p> <p>Mr. CHAN, Siu Lok Amos</p> <p>Dr. LIN, Hoi Yun Candy</p> <p>Mr HO, Chi Kuen Dennis</p> <p>Ms. POR, Keng Guan Catherine</p> <p>Ms. TAM, Yi Ting Erica</p> <p>Mrs. WOO NG, Wing Ngor Miranda</p> <p>Mr. Wong, Hong Yuen Peter</p>	<p>Chairperson</p> <p>Vice-Chairman</p> <p>Honorary Treasurer</p> <p>Council Member</p> <p>Council Member</p> <p>Council Member</p> <p>Council Member</p> <p>Council Member</p> <p>Council Member</p> <p>Council Member</p>
3.3	機構主管姓名及職銜 Name and Title of Agency Head	Ms. Chan, Sze Wan Head of Service	
3.4	機構組織架構說明 Description on Organizational Structure	 <pre> graph TD     GC[Governance Council] --&gt; PSC[Professional Service Committee (PSC)]     GC --&gt; PMC[Project &amp; Marketing Committee (PMC)]     PSC -.-&gt; HOS[Head of Service]     PSC -.-&gt; ECS[External Clinical Supervisors]     PMC --&gt; SPO[Senior Project Officer]     HOS --&gt; PTC[Part-time Counsellors]     HOS --&gt; AS[Administrative Secretary] </pre>	

4.1 主席及/  
或  
機構主管工作報告  
Report from Chairperson  
and/or Head of Organization

## ACKNOWLEDGEMENT

First of all, we would like to thank The Hong Kong Community Chest for approving baseline allocation for 2021/22 and a Capital Project Fund to support our new office renovation. We moved our office from Central to Wan Chai to reduce rental expenses. With a convenient location and a user-centred design of Centre environment, ReSource continues to provide quality and affordable counselling service for the Hong Kong community in a timely and professional manner.

ReSource is incredibly grateful for the funding provided by the Fu Tak Iam Foundation Limited (FTIF) which allow ReSource to continue support the mental health of “sandwich class” by hiring two part-time counsellors to provide additional 1,000 direct counselling hours each year. The need for “sandwich class” is often overlooked as they are ineligible for government sub-vented services but they are also not able to afford private mental health services. Following the successful completion of the Sandwich Class Counselling Programme in October 2021, the program was renewed for another 3 years from 2022 to 2025. In addition, with the support of FTIF, ReSource initiated a 2-year pilot program “Subsidized Counselling Service Program For Healthcare Professionals and Educators”. Frontline Healthcare Professionals and Educators are exceptionally vulnerable to fatigue, burnout, mental exhaustion, poor Project and Marketing Committee morale, low quality of life and poor job satisfaction if their stress and frustration is not channelled out. Through timely, professional and confidential counselling service, we aim to help doctors, nurses, medical students and teachers to regain their inner strength at workplace. We further extend our current service to online and to odd-hours, in order to increase service accessibility and flexibility to alleviate constraint due to their busy or shift work schedule.

We would like to thank the Drs. Richard Charles and Esther Yewpick Lee Charitable Foundation for supporting us in implementing a 28-month project “Psychological Crisis Intervention response to Protest Aftermath and Covid-19 Outbreak in Hong Kong” since Oct 2020. This project entered stage 2 in 2021 which targeted addressing the emotional impact after the pandemic and the post-political tension has had on the community and provide support to those affected. The project embraces a comprehensive set of programs including hotline, online and offline psychoeducation, online mini-workshop, mental health tools pack, public talks, complimentary counselling sessions, etc. in support of the mental well-being of a large pool of more than 6,000 beneficiaries.

We would like to thank Hong Kong Jockey Club Charities Trust for approving Jockey Club COVID-19 Emergency Fund (Phase Two) in a timely manner to subsidize 566 extra counselling hours for those who suffer from loss of job or underemployed during the Pandemic. The project will be started in the next financial year.

We would also like to thank American Club Foundation Hong Kong for sponsoring staff expenses to help ReSource bridge the financial gap during the pandemic.

Vision A.S. Limited has been our Honorary Auditor for the past years and this year GoVision CPA Limited agreed to be our Honorary Auditor for the upcoming financial year. ReSource is deeply grateful for their professional services and generous support.

**STAFF MATTERS**

Retirement and resignations in 2021/22 included counsellors Ms Emily Lew and Ms Sally Li, and janitor Ms Sou In-har. We sincerely thank them for their dedicated effort in serving ReSource.

We welcome Ms Peggy Chan, Head of Service and Ms Candy Lam, Senior Project Officer joined the team this year to bring new visions for ReSource on top of its solid foundation.

### **FINANCE**

The past year was full of challenges. Thanks to some pandemic related funding, and the extra effort of the staff team, ReSource was able to rebound and remain a healthy financial condition. Total counselling hours bounced up to nearly 4,500 hours in this financial year.

### **LOOKING AHEAD**

In 2021/22, ReSource kept dealing with the fallout from the pandemic. With the promotion and subsidy of providing trial counselling, we served more than 700 service users of both Chinese and non-Chinese ethnic background and of all age groups, regardless of their race, gender, religion, socio-economic status, or beliefs.

Through providing quality counselling services on an income-based sliding fee scale, we helped improving our beneficiaries' psychological well-being, interpersonal and social functioning.

Internally, our counselling team grow to 16 staff from 11 providing services in 13 languages or dialects, including English, Cantonese, Putonghua, Hokkien, Russian, Korean, Nepali, Indian dialects - Hindi, Marathi, Maithili and Marwadi, and Sri Lanka dialects - Sinhala and Tamil. Clients with different ethnicity and language needs can be served with high cultural sensitivity. In order to maintain and enhance

our service standard and profession, ReSource continues to provide training and clinical supervision to our counselling team. Staff development is always highly valued at ReSource.

Externally, ReSource's media impact continued to grow reaching more than 19,000 audiences per month. To increase public awareness on mental health and reduce stigma in seeking counselling, ReSource published posts on social media related to mental health information regularly per week. In addition, ReSource organized online workshops and video mini-workshops on YouTube to build resilience against adversity during the pandemic. Apart from increased reach rate, we started to answer inquiries from Whatsapp, Instagram and Facebook in 2022, to let the public make inquiry more easily, especially for the teenagers who prefer making initial contact via text message.

Thank you to our staff, volunteers, Board, donors, and partners, ReSource will keep responding to the growing and urgent need of mental health service. The positive feedbacks from our funding bodies and service users are a great endorsement to the works of ReSource. We will continue to look into the needs of our society in terms of mental health. Year 2023 marked the 50th Anniversary of ReSource. Following the service principle of "complete acceptance, empathy and active listening", we aim to walk with our clients in facing their life struggles. We wish to continuously advance our services and be able to assist our service users in reaching our motto "Helping Others Help Themselves".

Thank you.

Monique Chan  
Chairperson

		ReSource The Counselling Centre Limited
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4.2.1 活動名稱 Name of the Events/Activities	4.2.2 活動目的 Objective	4.2.3 活動內容簡介 Content
Counselling/Therapy Service	<p>ReSource is a non-denominational, multi-lingual, multi-cultural center offering confidential and professional mental health services to individuals, couples, and families, as well as support clients who are in crisis.</p> <p>ReSource aims to empower clients in dealing with their problems and developing their potential. We provide affordable counselling service by using a sliding fee scale (based on household income).</p>	<p>We provide affordable professional counseling services to a multi-cultural clientele which includes both Chinese and Non-Chinese speaking clients in Hong Kong.</p> <p>Our unique multi-lingual counseling service supports those community members who are unable to utilize the local community services due to language, culture, and other kinds of barriers. This particularly benefits those non-Chinese speaking community who are living on limited means and have a fewer choice. At present, we are capable of 13 languages/dialects, (Cantonese, Putonghua,</p>

		<p>English, Korean, Russian, Marathi, Hindi and Marwadi, Nepali,).</p> <p>Through professional counselling we contribute to the community by improving interpersonal relationships; managing healing from traumas and difficult life events; managing and coping with psychological, illness and distress; and gaining empowerment to utilize client’s strengths and attaining better mental health.</p>
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4.2.6 服務/活動/計劃成效或影響 Outcome or Impact of Services/Events/Projects

請簡介機構的服務/活動/計劃(即 4.2 所描述之內容)對受患者或對社會之裨益。(如有使用特定的成效評估工具或曾作出質性/量性研究，均可在此作出簡介)

Please describe the benefits of the organization's services/events/projects (i.e. Described in 4.2) to the beneficiaries or to the society. (If it is evaluated by a particular tool or assessed by qualitative/ quantitative study, please provide a brief introduction)

Our major service is to provide affordable counselling service to public. In 2021 – 2022, ReSource had served 706 service users, 503 new cases and 4,423.5 counselling hours. Our service helped improving their psychological well-being, interpersonal and social functioning, supporting them to go through socio-economic crisis and the pandemic. ReSource also expanded our outreaching service by organizing public talks and workshops over the year. Beneficiaries were mainly individuals, couples and families who were from the “sandwich class” and the low household income group.

As a member agency of The Community Chest, ReSource continued to provide affordable counselling service to low household income groups. The subsidized counselling service provided by the Chest help reducing the hesitation of people to seek counselling service, especially during times of economic recession and the waves of the pandemic.

ReSource continued the project “Psychological Crisis Intervention response to Protest Aftermath and Covid-19 Outbreak in Hong Kong”, with the sponsorship of Drs. Richard Charles and Esther Yewpick Lee Charitable Foundation”. We offered complimentary counselling sessions to the public, organized online and offline monthly mental health talks, workshops, support groups. We shared 6,000 mental health tool packs to different social service centers, schools, and our beneficiaries. Our counsellors regularly created self-help social media

posts and videos online to raise public awareness on mental health. This comprehensive program allowed us to timely support a wide range of audiences, especially during the peak waves of the pandemic.

The continuous sponsorship of Fu Tak Iam Foundation allowed us to provide subsidized counselling service to beneficiaries from “sandwich class” and initiated a 2-year project in serving healthcare professionals and educators. The project aimed at providing 1,000 and 500 additional counselling hours to sandwich class and to healthcare and educational professionals each year. To connect with these targeted beneficiaries, we started a new social media page “Anti-burnout Club”. We further extended our current service to online and to odd hours, in order to increase service accessibility and flexibility to alleviate constraint due to their busy or shift work schedule

With the sponsorship of The Hong Kong Jockey Club Charities Trust COVID-19 Emergency Fund Phase Two, the project aimed to subsize 566 extra counselling hours for 94 beneficiaries who were unemployed and underemployed due to pandemic. We also organized online workshops which helped participants to be aware of their emotions and build resilience via the use of expressive arts.

## 1. 未來計劃及發展 **Future Plans and Development**

簡述機構未來計劃及發展可展示機構的可持續性及創新思維。

Future plans and development could reflect the sustainability and innovation of the organization.

ReSource has been providing counselling services in Hong Kong since 1973. In 2023, we will be in our 50<sup>th</sup> year. ReSource will keep providing quality and affordable counselling services to individuals, couples, and families on one hand. On the other hand, we will keep looking into the needs of the community and timely launch mental health services in responses to the changing environment of the society, i.e., increasing online counselling service and allow more flexibility in service appointment. In regards of the socio-economic downturn when we foresee there will be a rise in demand of mental health service among low household income groups, ReSource will aim at supporting a larger population of low-income class than before.

ReSource will continue to expand our service team. We have 16 part-time counsellors who are in different cultural backgrounds and expertise. We will keep sourcing and recruiting varied types of counsellors and clinical psychologists, provide varied types of training to our existing counsellors, to meet the changing needs of our beneficiaries.

ReSource will also continue to partner with varied NGOs, schools and professional unions by offering mental health workshops, public talks, support groups and complimentary sessions to support more specific target groups i.e. teachers, medical workers and working professionals who are suffering burnouts, as reported in recent mental health survey and studies.

For the current year and continuation of 2023/24, ReSource makes good use of our social media platforms and online channels to deliver mental health knowledge and timely self-help exercise, to introduce our service and build up connection and interaction with audiences. We convey a message to the public that there is no shame in seeking counselling service. We will continue to put resource on mental wellness public education, to raise public awareness on mental well-being and reduce stigma on mental health issues and counselling service. By partnering with NGOs in the community, we will provide outreach counselling service, distribute mental health self-help toolkits, and organize talk, groups and workshops to our potential clients.

2. 財務狀況(參考機構提供最近年度的經核實之周年帳目或財務報告。)

**Financial Situation (Refer to the latest available audited Annual Accounts or Financial Statements)**

有關財務資料提供的說明：

為讓公眾進一步瞭解本機構的會務及服務營運情況，本機構謹提供以下資料，以增進讀者對本機構財務狀況的認識。

**Note on provision of financial information**

To enable readers to better understand the service and operation of this Organization, the below information is provided for easy access to disclosed financial information of this Organization.

6.1 機構最新經核實之周年財務報表覆蓋年度：

Period covered by the latest available audited Annual Financial Statements

2021 年(year) 4 月(month) 至 to 2022 年(year) 3 月(month)

6.2 機構的年度收入為 The Annual Income of the organization is \$HKD4,769,641

機構的年度支出為 The Annual Expenditure of the organization is \$HKD4,385,219

6.3 機構最新的周年財務報表，包括核數師報告及董事報告已向公司註冊處提交。

The latest annual financial statements including the report of the auditors and the report of the directors have been submitted to Companies Registry.

是 yes  否 No  不適用 Not applicable

6.4 機構最新經核實之周年財務報表是否有向公眾披露？

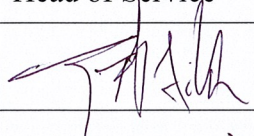
Are the latest available audited Financial Statements publicly disclosed?

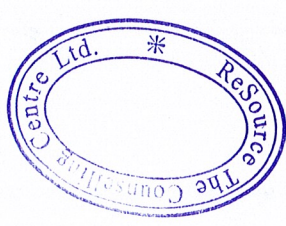
是 yes  否 No

6.5 如是，可透過以下方法閱覽： If yes, the latest audited Financial Statements could be accessible via:

其他途徑 Others: 致電 2523 8979 預約親臨閱覽 Appointment for perusal can be made by calling phone no.

2523 8979

機構主管姓名 Name of Head of Organization	陳詩韻女士 Chan Sze Wan, Peggy
機構名稱 Name of Organization	人際輔導中心 Resource The Counselling Centre LTD
職位 Position	服務主管 Head of Service
簽署 Signature	
日期 Date	6-2-2023



(完 End)