RESOURCE
THE COUNSELLING CENTRE LTD
人 際 輔 導 中 心
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

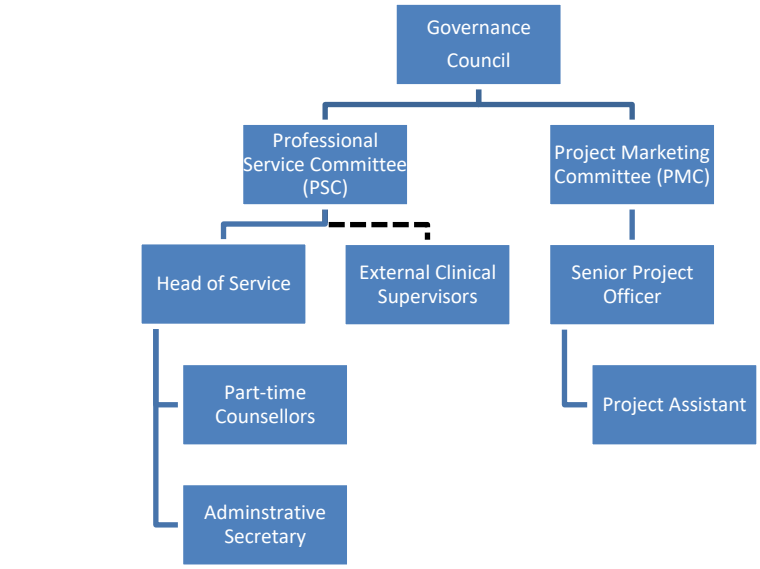
(2020 -2021)

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	23/F, Li Dong Building, 9 Li Yuen Street East, Central, HK 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	http://resourcecounselling.org/
2.6	服務中心/單位總數 No. of Service Centers/Units	1
2.7	員工總數 No. of Staff	15

3.1	願景、使命、價值觀 Vision, Mission and Values	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) 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 Counselors from a diverse range of backgrounds, experiences, and expertise, providing services in up to 7 different languages. ReSource work on an income-based sliding fee scale to provide affordable mental health services to all service users. 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. Moreover, there is an additional fundamental principle: the acceptance of and empathy with the client.

3.2	董事局成員之姓名及其職銜 Name and Title of Members of Board of Directors	**姓名 Name**	**職銜 Title**
		Ms CHAN, Suk Ying Monique	Chairperson
		Mr CASSUMBHOY, Abdul Aziz	Vice-Chairman & Hon. Treasurer
		Mr CHAN, Chan Kok	Council Member
		Mr CHAN, Siu Lok Amos	Council Member
		Mr HO, Chi Kuen Dennis	Council Member
		Mr KWAN, Kam Fan	Council Member
		Ms POR, Keng Guan Catherine	Council Member
		Mrs WOO NG, Wing Ngor Miranda	Council Member
3.3	機構主管姓名及職銜 Name and Title of Agency Head	Ms. YU, Nga Chi Angie Centre Director	
3.4	機構組織架構說明 Description on Organizational Structure		

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 their continuous financial support which has been essential in helping ReSource provide affordable counselling services to the Hong Kong community. We were approved with a baseline allocation for 2020/21. We would also like to thank The Hong Kong Community Chest for approving a Capital Project Fund which will come to effect in the following financial year to support our new office renovation. ReSource is incredibly grateful for the funding provided by the Fu Tak Iam Foundation Limited (FTIF) which has enabled ReSource to extend our support to the "sandwich class" community of Hong Kong. The "sandwich class" is often overlooked as their financial position renders them ineligible for government subvented services but they are also not able to afford private mental health services. Following the successful completion of the 2015-2017 FTIF's 3-year Sandwich Class Counselling Program in June 2017, the program was renewed another 3 years from 2018 to 2020 and then extended until October 2021. We would like to thank the Drs. Richard Charles and Esther Yewpick Lee Charitable Foundation for supporting us in implementing a new 28-month project "Psychological Crisis Intervention response to Protest Aftermath and Covid-19 Outbreak in Hong Kong". This project targets to reach over 6,000 direct beneficiaries from the general public of Hong Kong who have been affected by the tensions aroused by the social unrest and COVID-19 pandemic. The project embraces a comprehensive set of programs including online and offline mental health awareness promotion, on-line self-care training workshop, mental health tools pack, public talks, complimentary counselling sessions, etc. in support of the mental well-being of a

large pool of audiences. The project had commenced from October 2020.

We would also like to thank the Lee Hysan Foundation and the American Club Foundation Hong Kong for their sponsorships to help ReSource bridge the financial gap during the pandemic.

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

FINANCE

During the financial year of April 2020 to March 2021, the financial position of ReSource had been extremely difficult. Total counselling hours dropped to lower than 200 hours in April 2020. Thanks to some pandemic related funding, such as the Government's Employment Support Scheme, The American Club Foundation Hong Kong's HK Community Recovery Fund, the Lee Hysan Foundation and the extra effort of the staff team, ReSource was able to rebound and achieve a small surplus for the year. The team had been working very hard to boost promotion via online and off-line media. With the higher exposure and increasing needs from the community on mental health support, the total counselling hours bounced up to nearly 400 hours in March 2021.

LOOKING AHEAD

2020/21 has been a year of change for ReSource. We moved our office from Central to Wan Chai in order to reduce rental expenses. With a convenient location and a user-centered design of Centre environment, ReSource continues to provide quality and affordable

		counselling service for the Hong Kong community in a timely and professional manner. In response to the ever-changing pandemic environment, ReSource piloted online counselling service and online well-being workshops to accommodate the needs and constraints of our service users. At the same time, in order to maintain and enhance our service standard and profession, ReSource continues to provide training and clinical supervision to our staff and counsellors team. Staff development is always highly valued at ReSource. The importance of mental health wellness has drawn more and more attention of people in Hong Kong and around the world. 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. At the same time, we desperately hope to solicit additional charity funding to extend our scope of service to tackle the needs to be identified. For this, we look forward to strengthening the concerted effort of our counsellors, our staff as well as our Council Members for serving our community. Thank you. Monique Chan Chairperson ReSource The Counselling Centre Limited

4.2

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	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. 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).	We provide affordable professional counseling services to a multi-cultural clientele which includes both Chinese and Non-Chinese speaking clients in Hong Kong. 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 7 languages/dialects, (Cantonese, Putonghua, English, Russian, Marathi, Hindi and Marwadi). 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.

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)對受惠者或對社會之裨益。(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)

In 2020 – 2021, ReSource had served approximately 601 service users, 359 new cases and 3850 counselling hours. Our major beneficiaries cover individuals from the "sandwich class" and the low household income group. Through providing quality counselling services, we had helped improving their psychological well-being, interpersonal and social functioning. Individuals who could not afford expensive private practice counselling or those who wished to seek help immediately rather than staying on the long waitlist from government agencies were benefited from our affordable counselling service.

With the sponsorship of Drs. Richard Charles and Esther Yewpick Lee Charitable Foundation for implementing a project of "Psychological Crisis Intervention response to Protest Aftermath and Covid-19 Outbreak in Hong Kong", ReSource has started to offer complimentary counselling sessions to the public since 1st quarter of 2021. We also organized mental health online workshops, shared mental health tool packs to support the mental well-being of a larger pool of public audiences. This comprehensive program could help us to raise the mental health awareness among a wide scope of audiences ReSource had never reached out before, and to help encouraging people who may have hesitation in seeking professional mental health to start using counselling service to cope with their emotional distress and life problems.

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 will continue to provide quality and affordable counselling services to individuals, couples, and families to improve their psychological well- being, interpersonal and social functioning. 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 during the coronavirus outbreak. ReSource 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 partnership 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.

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

2020 年(year) 4 月(month) 至 to 2021 年(year) 3 月(month)

6.2 機構的年度**收入**為 The Annual Income of the organization is $HKD4,282,270

機構的年度**支出**為 The Annual Expenditure of the organization is $HKD3,864,910

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 bee 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

(完 End)

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
2020 年(year) 4 月(month) 至 to 2021 年(year) 3 月(month)

6.2 機構的年度**收入**為 The Annual Income of the organization is $HKD4,282,270
機構的年度**支出**為 The Annual Expenditure of the organization is $HKD3,864,910

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 bee 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	Resource The Counselling Centre Ltd.
簽署 Signature		
日期 Date	4 - 1 - 2022	