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

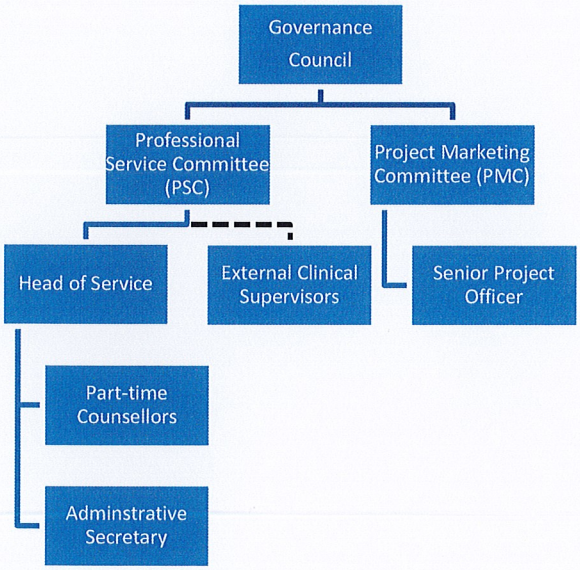
報告年份 Year of Report

(2022 -2023)

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	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	20

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 Counsellors from a diverse range of backgrounds, experiences, and expertise, providing services in up to 13 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. We wish to continuously advance our services and be able to assist our service users in reaching our motto "Helping Others Help Themselves".

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 KWAN, Kam Fan	Vice-Chairman
		Mr CASSUMBHOY, Abdul Aziz	Honorary Treasurer
		Mr CHAN, Siu Lok Amos	Council Member
		Dr. LIN, Hoi Yun Candy	Council Member
		Mr HO, Chi Kuen Dennis	Council Member
		Ms POR, Keng Guan Catherine	Council Member
		Ms. TAM, Yi Ting Erica	Council Member
		Mr. Wong Hong Yuen Peter	Council Member
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		

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 2022/23 and a One-off Supplementary Allocation to support our hiring of part-time reception staff to extend service hour to Saturday and weekday evening. 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 2018-2021 FTIF's Sandwich Class Counselling Program, the program was renewed another 3 years from 2022 to 2025. In addition, a new 2-year pilot project is launched in 2022. This initiative aims to assist doctors, nurses, and teachers in dealing with job burnout and addressing any mental health concerns they may face. By providing them with the necessary support and helping them regain their inner strength in the workplace, we aim to contribute to their overall well-being and the quality of care and education they provide. 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". This project came to an end on 31st March 2023. We successfully 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, online self-care workshop, mental health tools pack, public talks, complimentary counselling sessions, etc. in support of the mental well-being of a large pool of audiences. Following the successful completion of this project, a new post-COVID recovery project is initiated from 2023 July-2025 Oct to continue providing subsidized trial counselling and mental health support to the public.

During the Pandemic, we received a generous Emergency Fund from The Hong Kong Jockey Club Charities Trust to provide more than 500 hours of free counselling to 120 beneficiaries who were unemployed and underemployed due to pandemic.

FINANCE

During the financial year of April 2022 to March 2023, ReSource is proud to report that we have provided over 6,000 counseling hours to individuals in need of support. This significant milestone is a testament to our unwavering commitment to addressing the mental health needs of our community.

A core value and commitment at ReSource is to maintain our counseling fees at an affordable level. To ensure accessibility, we offer a sliding fee scale that accommodates individuals with varying financial means. Remarkably, 70% of our clients falls within the lowest tier of our sliding scale, demonstrating our dedication to serving those with limited financial resources. Despite the high number of counseling hours served, our session fee income constitutes approximately 20% of our overall income. This financial reality underscores the focus and importance we place on serving the low-

income population and our reliance on alternative funding sources and donations to sustain our operations.

Amidst the challenges brought about by the global pandemic, our financial position has successfully recovered. The recovery was made possible through the support of various funding sources, such as The American Club Foundation, and the Hong Kong Government's Employment Support Scheme. Their generous contributions played a crucial role in stabilizing our financial situation and ensuring the continuity of our services during these difficult times.

We will continue to explore additional funding opportunities, forge strategic partnerships, and engage in fundraising efforts to sustain our commitment to address the mental health needs of our community.

LOOKING AHEAD

As ReSource approaches its 50th anniversary in 2023, our passion to serve and provide professional and affordable mental health services remains as strong as ever. We are dedicated to assisting those in need, irrespective of race, sex, age, political beliefs, or socio-economic background. Our commitment to our staff also remains unwavering, as we continue to provide training and supervision to maintain and enhance our service standards and professionalism. They are valued members of our ReSource family.

One notable change is the expansion of our language capabilities. We now offer services in 13 languages and dialects, including English, Cantonese, Putonghua, Chinese Fukien, Russian, Hindi, Marathi, Nepali, Maithili, Marwadi, Sinhala, Tamil, and Filipino languages (Tagalog). This ensures that we can effectively cater to the diverse linguistic needs of our clients.

Furthermore, our team has grown to include not just counselors but also family therapists, counseling psychologists, clinical psychologists, and expressive arts therapists. This diverse expertise allows us to address the unique needs of every client, providing a comprehensive approach to mental health care.

We have also been actively developing partnership projects with NGOs, schools, and corporates, engaging in talks, workshops, Employee Assistance Programs (EAP), and other initiatives. These collaborations enable us to reach a wider audience and extend our impact in the community. To maximize our reach, we have implemented outreach and online counseling services. These efforts allow us to connect with more beneficiaries who may face barriers to accessing traditional in-person counseling.

The growing awareness of mental health wellness in Hong Kong and around the world has emphasized the importance of our work. The positive feedback we have received from our funding bodies and service users serves as a strong endorsement of ReSource's efforts. We remain committed to addressing the evolving mental health needs of our society while actively seeking additional charity funding to expand our scope of services and meet the emerging needs that may arise.

In this endeavor, we look forward to the collaborative efforts of our dedicated counselors, staff, and Council Members as we continue to serve our community and make a lasting impact on mental health and well-being.

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 13 languages/dialects, (English, Cantonese, Putonghua, Chinese Fukien, Russian, Hindi,

		Marathi, Nepali, Maithili, Marwadi, Sinhala, Tamil, and Tagalog). 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)

Our major service is to provide affordable counselling service to public. In 2022 – 2023, ReSource had served 1,242 service users, 999 new cases and 6,192 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.

With the sponsorship of Drs. Richard Charles and Esther Yewpick Lee Charitable Foundation ReSource concluded the project "Psychological Crisis Intervention response to Protest Aftermath and Covid-19 Outbreak in Hong Kong" on 31st March 2023. 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, we launched a new project in March – August 2022 to subsize more than 500 extra counselling hours for 120 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.

The sponsorship of The American Club Foundation allowed us to organize mental health community campaigns online. We organized interactive campaigns which covered hot mental health topics which aroused public attention. We also invited online influencers to share their experiences of dealing with mental health issues or receive counselling. All the campaigns helped us to spread mental health awareness message a wider community online.

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 50th 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 therapists, provide varied types of training to our existing counsellors, to meet the changing needs of our beneficiaries.

ReSource will also continue to partner with various NGOs, schools and professional unions by offering mental health workshops, public talks, support groups and complimentary sessions to support both mass and 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. We will continue to help different new target groups i.e. elderly and families whose family members have emigrated to improve their psychological well-beings.

For the current year and continuation of 2023/24, ReSource makes good use of our social media platforms and online channels to break the stigma on mental health and counselling services. We will also continue to do lots

of psycho-education work, to raise public awareness on mental well-being, and to encourage people to take care of their own and their families' mental wellness. We convey a message to the public that there is no shame in seeking counselling service.

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
2022 年(year) 4 月(month) 至 to 2023 年(year) 3 月(month)

6.2 機構的年度**收入**為 The Annual Income of the organization is $HKD
機構的年度**支出**為 The Annual Expenditure of the organization is $HKD

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	The Resource Counselling Centre Ltd.
簽署 Signature		
日期 Date	8/1/2024	