

Highlights of the Year



2023

April

The Agency took over the operation of “GREEN@ HUNG HOM” from 1st April at its new location on Wuhu Street, where it now provides recycling services to around 50 housing estates. Multiple Recycling Spots were also set up in the surrounding neighbourhoods to promote clean recycling and waste reduction.



June

Diamond Hill Family Pharmacy was established in June to offer high-quality pharmacy services as the hub of affordable primary health care for local residents. By setting up community pharmacies and expanding the coverage of primary health care services, our team of pharmacists and health care professionals worked together to develop referral mechanisms and a community-based model of preventive primary health care services focused on the patient’s physical and mental needs.

June

Supported by the Housing Bureau, our “CRISSCROSS” Social Housing Project welcomed the first residents of Shun Ting Terraced Home, Cheung Sha Wan, in June. The three housing projects in Tseung Kwan O later followed suit. The programme offers 1,211 residential units in total through those four projects, each overseen by a team of resident social workers and property managers to support the comprehensive needs of residents.



August

The Agency launched a two-year Pilot Project on Integrated Community Rehabilitation Centre with support from the Social Welfare Department's Lotteries Fund, with the aim to provide people with severe disabilities who live at home and have intensive care needs and their carers with continuous community support that combines day care and home care services.



September

The Learning and Talent Development unit focused on enhancing staff members' capabilities and providing training, was established in support of the goals outlined in our 2023-2025 Strategic Plan about staff capacity building and cultivating a learning culture.



November

To prevent accidents and unwanted incidents among elderly people who live alone and experience a lack of care and support, we participated in the Jockey Club "Reach to Bridge" Community Elderly Support Project and received a subvention of HK\$10.8 million to support around 320 elderly people living alone in Kwun Tong every year for a total of 3.5 years. Through services such as early identification, timely assistance, referral services and home maintenance, the project aims to re-connect the elderly with their community and promote ageing in place.

December

The Agency was contracted by the Environmental Protection Department to operate our first "GREEN@COMMUNITY" stations – "GREEN@KWAI FONG" and "GREEN@TAI WO HAU" – in public housing estates, thereby expanding our environmental protection services to include Kwai Tsing District.





December

The Mind Delight Memory and Cognitive Training Centre received a grant of around HK\$10 million from the Hong Kong Jockey Club Charities Trust to launch a 3.5-year Jockey Club “Brain Health – Dementia Screening and Community Support Project”, which is aimed at providing early identification and diagnosis of dementia, as well as early interventions for 400 elderly people and 100 carers in Kwun Tong and Wong Tai Sin Districts every year.

2024

March

Vital Employee Service Consultancy (Vital) received its second-ever Excellent Wellness Provider Award at the 2023/2024 HR Excellence Awards organised by the Hong Kong Institute of Human Resource Management. This recognition reaffirmed our dedication to promoting employees’ physical and mental well-being, building partnerships between businesses and social service organisations, and our influence and achievements in the HR industry.



March

An Internal Audit unit was set up on 1st March to review potential risks and the relevant controls in the financial, operational and compliance aspects of various departments and explore opportunities to improve our operational efficiency. It is run by staff members who are independent from our daily operations and management, in accordance with our approved annual audit plan.