



H.K.S.K.H. *Outreaching* Team for *Multi-Cultural Community*

香港聖公會多元文化外展服務隊

由香港聖公會福利協會有限公司營運

Operated by Hong Kong Sheng Kung Hui Welfare Council Limited



社會福利署資助服務

Subsidised Service by
the Social Welfare Department

服務介紹

Service Introduction

5/3/2025

傅艷婷 服務總監 Jenny FU Yim-ting, Service Director

鄭國威 社會工作員 Bob CHENG Kwok-Wai, Social Worker



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Case Referral and Programme Collaboration

背景 Background



H.K.S.K.H. *Outreaching* Team for *Multi-Cultural Community*
香港聖公會多元文化外展服務隊

11/2016-
7/2018

1

立法會少數族裔權益事宜小組委員會

LegCo Subcommittee on Rights of Ethnic Minorities

*政策局 / 部門有必要採取措施，以利便少數族裔人士取得公開資料

*It necessary for bureaux/departments to take measures to facilitate EM to obtain public information

少數族裔人士對主要公共服務的認知和滿意程度研究

A Study on Ethnic Minorities' Awareness and Satisfaction towards Selected Public Services

*少數族裔人士仍然難以使用公共服務

*Ethnic minorities still had difficulty in accessing public services

3/2018

2

10/2018

3

2018年施政報告 2018 Policy Address

委託非政府機構設立專責外展隊，主動接觸及協助有需要的少數族裔人士與主流福利服務聯繫

*Commission NGOs to set up designated outreaching teams to proactively reach out to EMs in need and connect them to mainstream welfare services

3/2020

社會服務

Social Services

少數族裔外展隊

Outreaching Team for Ethnic Minorities (OTEM)

多元文化社群
Multi-Cultural
Community

社會福利署 少數族裔外展隊

Social Welfare Department Outreaching Team for Ethnic Minorities (OTEM)



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Multi-Cultural Community
香港聖公會多元文化外展服務隊



香港基督教服務處
HONG KONG CHRISTIAN SERVICE

全人關心 卓越創新
care for all excel in all

動融 - 多元文化外展隊
M.O.T.I.ON - Multicultural Outreaching Team for Inclusion



鄰舍輔導會融方少數族裔外展服務隊
The Neighbourhood Advice-Action Council
B Square Outreaching Team for Ethnic Minorities



沙田、大埔、北區、屯門、元朗、
荃灣及葵青

Sha Tin, Tai Po, North District,
Tuen Mun, Yuen Long, Tsuen
Wan and Kwai Tsing

深水埗、九龍城、油尖旺、
黃大仙及西貢

Sham Shui Po, Kowloon
City, Yau Tsim Mong, Wong
Tai Sin and Sai Kung

中西區、南區、離島、東區、灣仔及
觀塘

Central and Western, Southern,
Islands, Eastern, Wan Chai and
Kwun Tong

服務對象: 少數族裔人士 (當中不包括免遣返聲請人士)
Target Group: Ethnic Minorities (excluding Non-Refoulement Claimants)

服務目標 Service Objectives

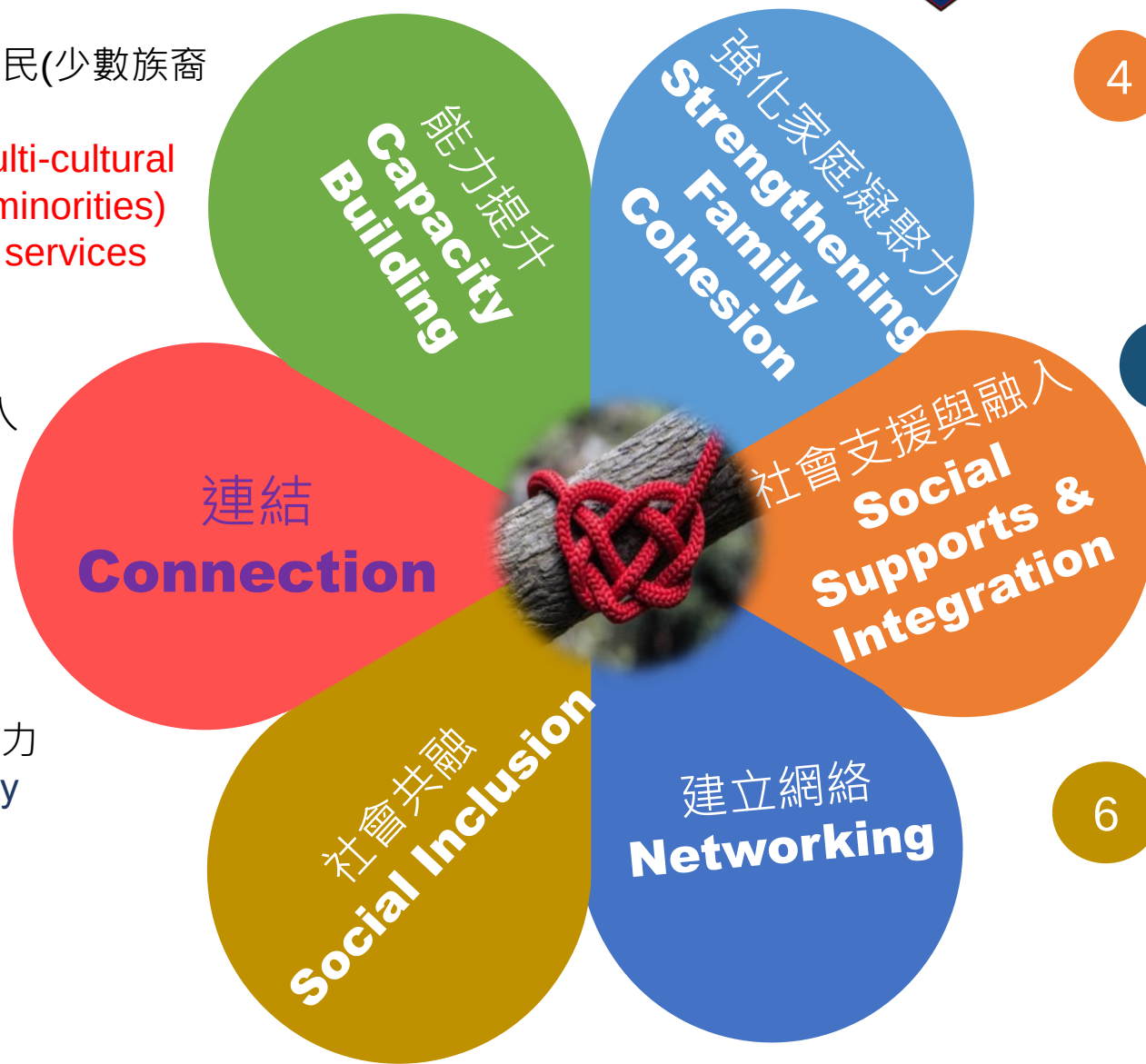


H.K.S.K.H. Outreach Team for Multi-Cultural Community
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- 1 聯繫有需要的多元文化居民(少數族裔人士)使用主流公共服務
To connect the needy multi-cultural residents (MCs) (ethnic minorities) with mainstream welfare services

- 2 提升多元文化居民解決個人困難及問題的能力
To improve MCs' problem solving skills

- 3 加強多元文化家庭的凝聚力
To strengthen MCs' family cohesiveness



- 4 加強多元文化居民的支援網絡，使其盡早融入社區
To enhance support network of MCs for their early integration into the local community

- 5 建立網絡及聯繫社區組織、宗教團體、學校及社會服務單位，以助有效提供服務
To establish network with community organizations, religious organizations, schools and welfare service units for effective delivery of service

- 6 推動社會不同族裔間樂融共處
To mobilize MCs and local residents in pursuit of social inclusion and racial harmony





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香港聖公會多元文化外展服務隊

OTMC

5.5 噸外展車 5.5-ton Outreaching Truck





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香港聖公會多元文化外展服務隊

沙田區的多元文化居民(少數族裔)服務經驗分享

Sharing on Working with Multi-cultural Residents (Ethnic Minorities) in Sha Tin District

沙田區服務概況

Service Profile of Sha Tin District



H.K.S.K.H. Outreach Team for Multi-Cultural Community
香港聖公會多元文化外展服務隊

少數族裔人口Population of Ethnic Minorities (2021)

	菲律賓人 Filipino	印尼人 Indonesian	印度人 Indian	尼泊爾人 Nepalese	巴基斯坦人 Pakistani	其他 南亞人 Other South Asian	泰國人 Thai	東亞及其他 亞洲人 East Asian & Other Asian Asian	白人及其 他White & Others	總計 Total	2016年 中期 人口普查 2016 Population by-census	
沙田區 Sha Tin District	14,702 (628)*	13,138 (329)*	1,645 (1,474)*	41 (32)*	772 (772)*	359 (284)*	837 (751)*	1,587 (1,474)*	6,457 (6,210)*	39,538 (11,954)*	37,441 (8,280)*	+2,097 +3,674

*少數族裔人口Population of Ethnic Minorities (不包括外籍家庭傭工) (Excluding Foreign Domestic Helpers)

- 2016 & 2021 少數族裔人士數目 Population of Ethnic Minorities :
佔全港少數族裔人士數目的 6.4%(佔本區人口的5.7%) 6.4% of Ethnic Minorities in Hong Kong (5.7% of District Population)

政府統計處：二零一六年中人口統計及二零二一年人口普查－主題性報告－少數族裔人士

2016 Population By-Census and 2021 Population Census: Thematic Report – Ethnic Minorities, Census and Statistics Department

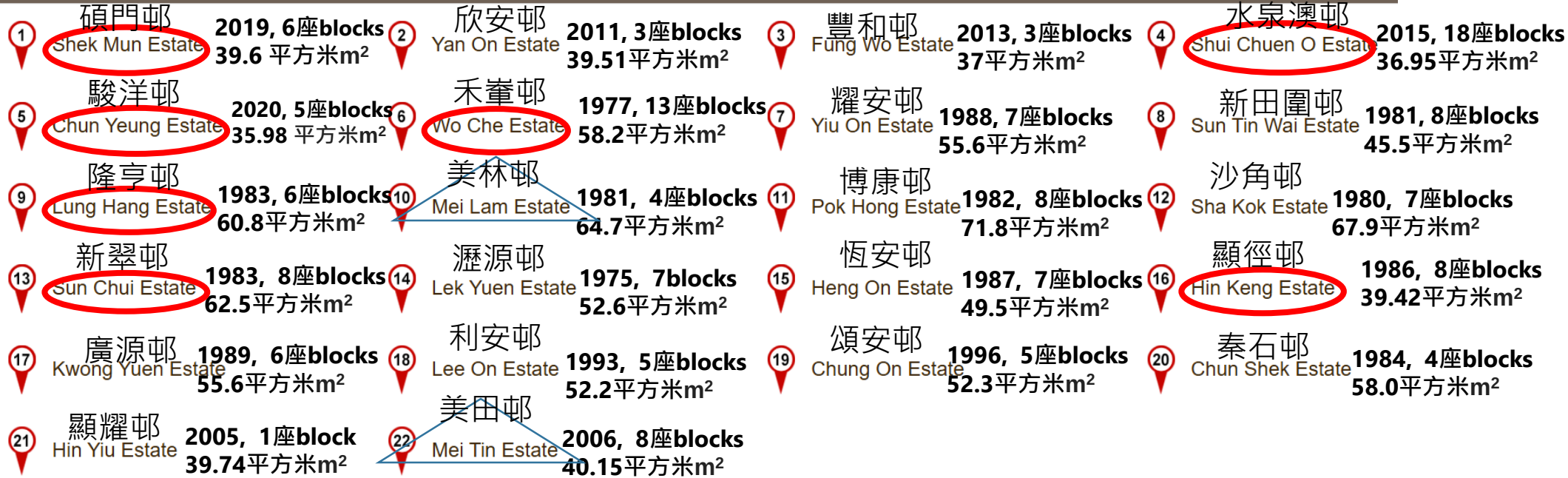
沙田區服務概況

Service Profile of Sha Tin District



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香港聖公會多元文化外展服務隊

Sha Tin 沙田



- 多元文化居民人口分布分散
MC population is dispersed

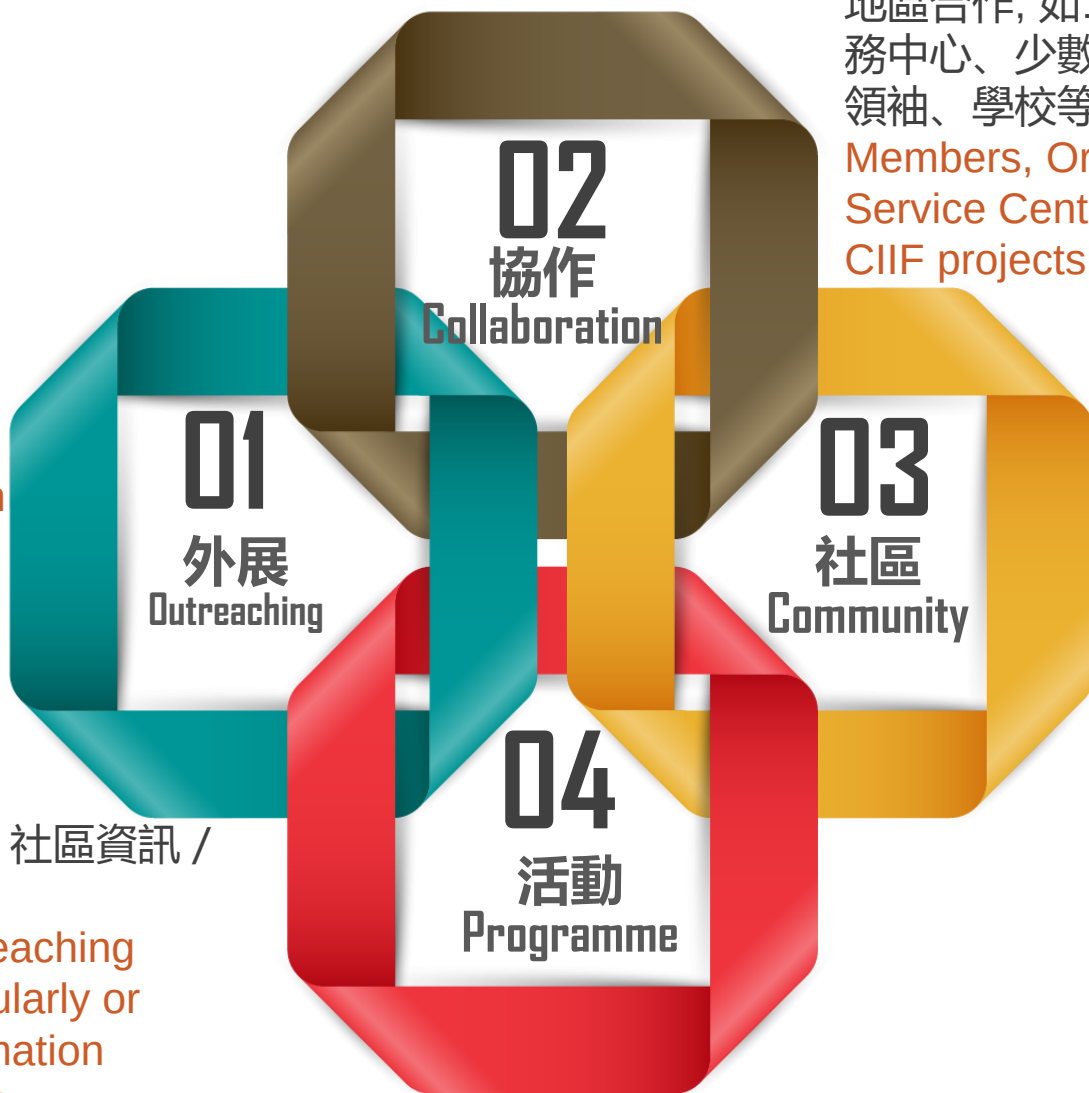
服務策略

Service Strategy



H.K.S.K.H. Outreach Team for *Multi-Cultural Community*
香港聖公會多元文化外展服務隊

地區合作, 如: 區議員、少數族裔服務機構(如: 少數族裔人士支援服務中心、少數族裔關愛隊)、社區投資共享基金計劃、少數族裔組織/領袖、學校等 Community partnership, e.g. District Council Members, Organizations serving ethnic minorities i.e. Support Service Centres for Ethnic Minorities, Ethnic Minority Care Teams, CIIF projects, ethnic minority organization/leaders, school etc.



外展集中於單位面積大、座數多的公共房屋、新屋邨
Outreaching Service focuses on public housing and new housing estates with large unit area

定期外展活動 或 社區資訊 / 資源分享
To organize outreaching programmes regularly or community information resources sharing

通過社區、義工及社交平台網路, 產生滾雪球效應
Snowball effect through community stakeholders, volunteers and social media platforms

沙田區多元文化居民的主要服務資源

Major Resources for Multi-cultural Residents in Sha Tin District



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Multi-Cultural Community

香港聖公會多元文化外展服務隊

H.K.S.K.H. Outreach Team for
Multi-Cultural Community
(OTMC)

香港聖公會多元文化外展服務隊

✉ : otmc@skhwc.org.hk

☎ : 3614 0575

*主動接觸及協助有福利需要的少數族裔人士與主流福利服務聯繫及接軌，透過及早識別及介入，為他們提供福利服務

To proactively reach out to ethnic minorities and connect those in need with mainstream welfare services for early identification and intervention through the provision of services



INCLUSIVENESS DIVERSITY EMPOWERMENT AFFILIATION
Support Service Centre for Ethnic Minorities

香港社區網絡Hong Kong Community Network

IDEA Centre

沙田大涌橋路52號富豪花園商場地下1及2號鋪

Shop 1 & 2, G/F, Belair Gardens Shopping Arcade, 52 Tai Chung Kiu Road, Shatin, New Territories

✉ : idea@hkcen.org.hk

☎ : 5260 2661 / 3101 5959

*輔助少數族裔人士融入社區，協助他們使用公共服務

To facilitate the integration of ethnic minorities into the community, and enhance their access to public services

- 語文班、興趣班、迎新活動、青少年活動、融和活動、輔導和轉介服務

Language classes, interest classes, orientation programmes, youth activities, and integration activities, counselling and referral services

- 少數族裔關愛隊Ethnic Minority Care Team

沙田區多元文化居民的主要服務資源 Major Resources for Multi-cultural Residents in Sha Tin District

沙田區清真寺 Mosques/Madrasah in Sha Tin District



Tai Wai KNM Islamic Education Centre

地址：大圍美田路田心村地下 自取店旁

Address: G/F No. 235 Tin Sum Village, Near Tin Sum Street Car Park, Tai Wai, Shatin, N.T, H.K



Al-Suffah Academy Madrasah

地址：火炭穗禾路1號豐利工業中心地面

Address: No 1, Sui Wo Road, Goldfield Industrial Centre, Fo Tan

沙田區多元文化居民的主要服務資源

Major Resources for Multi-cultural Residents in Sha Tin District



H.K.S.K.H. Outreach Team for Multi-Cultural Community
香港聖公會多元文化外展服務隊

- 1 少數族裔社區大使試驗計劃**
Ethnic Minority District Ambassador Pilot Scheme (10/2020-9/2026)
- *優化地區中心 / 服務單位為少數族裔人士提供的服務 To enhance EM services provided by district centres/service units
- 沙田區威爾斯親王醫院醫務社會服務部 Medical Social Services Unit, Prince of Wales Hospital (1)

- 2 家長 / 親屬資源中心附設少數族裔專屬單位 Parents / Relatives Resource Centres with Specialised Ethnic Minority (EM) Unit**
- *為少數族裔殘疾人士的家人及照顧者制定合適的服務 To provide tailored services for the parents and relatives / carers of persons with disabilities
- 服務觀塘區、黃大仙區、西貢區及沙田區 Serves Kwun Tong, Wong Tai Sin, Sai Kung and Shatin Districts:

3



CENTRE For HARMONY And ENHANCEMENT Of ETHNIC MINORITY RESIDENTS (CHEER)
融匯—少數族裔人士支援服務中心



香港基督教服務處
HONG KONG CHRISTIAN SERVICE
全人關懷 卓越創新
care for all create in all
融匯—少數族裔人士支援服務中心
Centre for Harmony & Enhancement of Ethnic Minority Residents (CHEER)

“1 Easy Call” “一「易」通”

 Bahasa Indonesia 印尼語 3755 6811	 Nepali 尼泊爾語 3755 6822	 Urdu 烏爾都語 3755 6833	 Punjabi 旁遮普語 3755 6844
 Tagalog 他加祿語 3755 6855	 Thai 泰語 3755 6866	 Hindi 印度語 3755 6877	 Vietnamese 越南語 3755 6888
Designated Hotline for Public Service Provider: 3755 6800			

Service Unit 服務單位	Address 地址	Tel. No. 電話	Fax. No. 傳真
Hong Kong Christian Service To-gather Parents Resource Centre (Kwun Tong) 香港基督教服務處 匯愛家長資源中心(觀塘)	Units 1017-1018, 10/F, Chevalier Commercial Centre, 8 Wang Hoi Road, Kowloon Bay, Kowloon 九龍九龍灣宏開道8號其士商業中心10樓1017-1018室	3993 1055	3956 2144

沙田區的個案工作

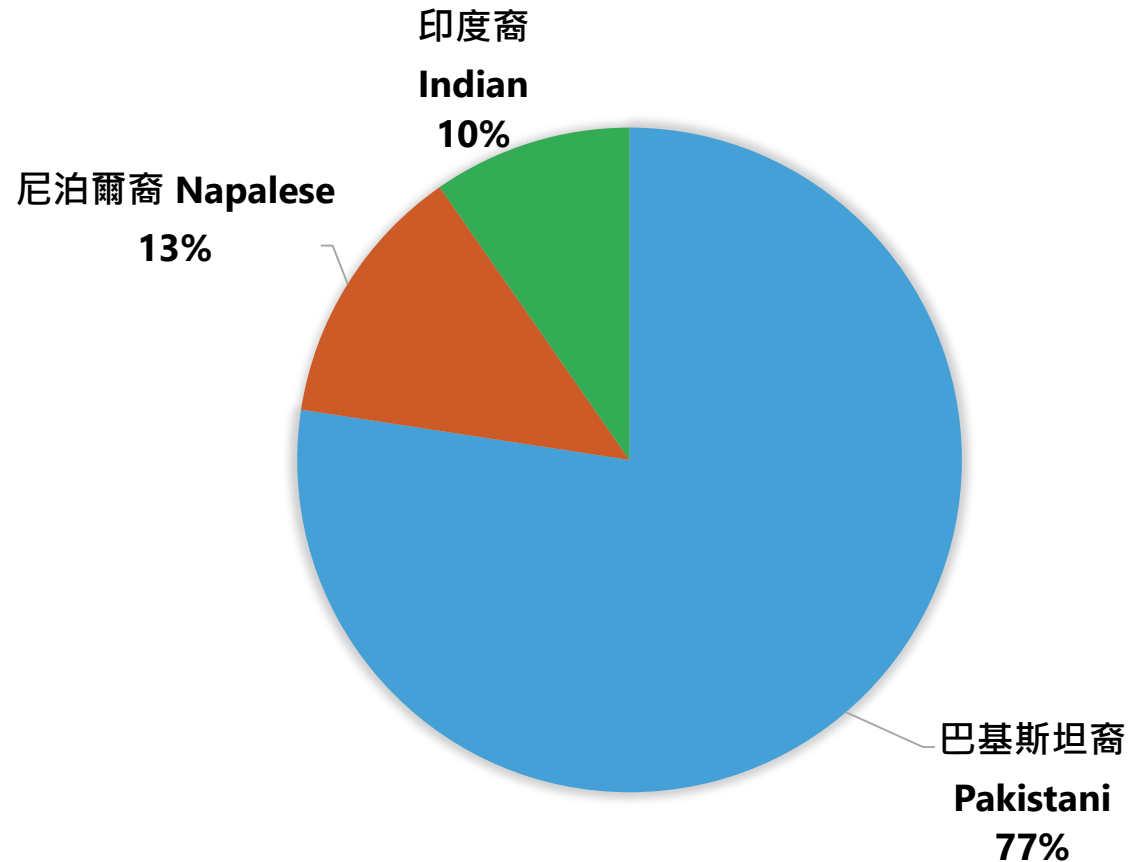
Casework Service in Sha Tin District

(2/2023-2/2025)

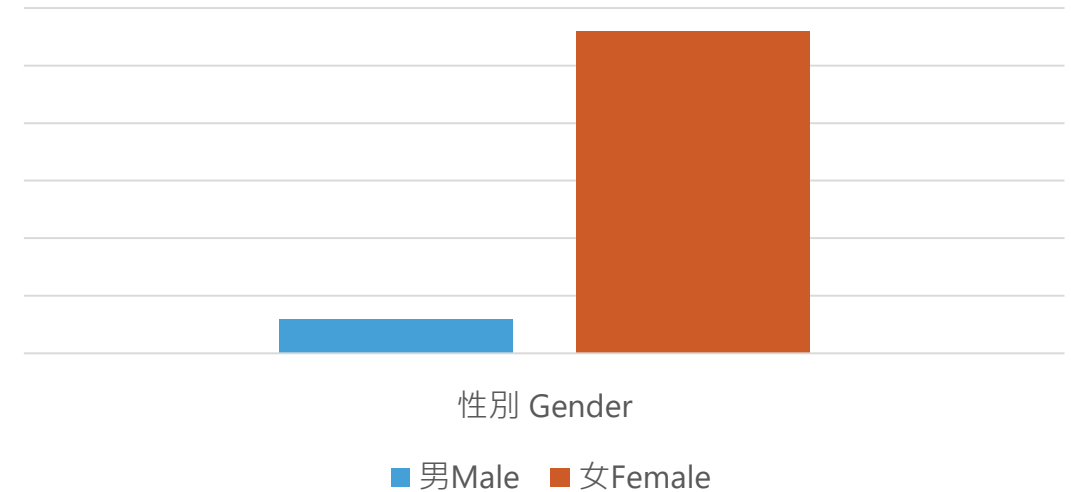


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香港聖公會多元文化外展服務隊

族裔 Ethnicities



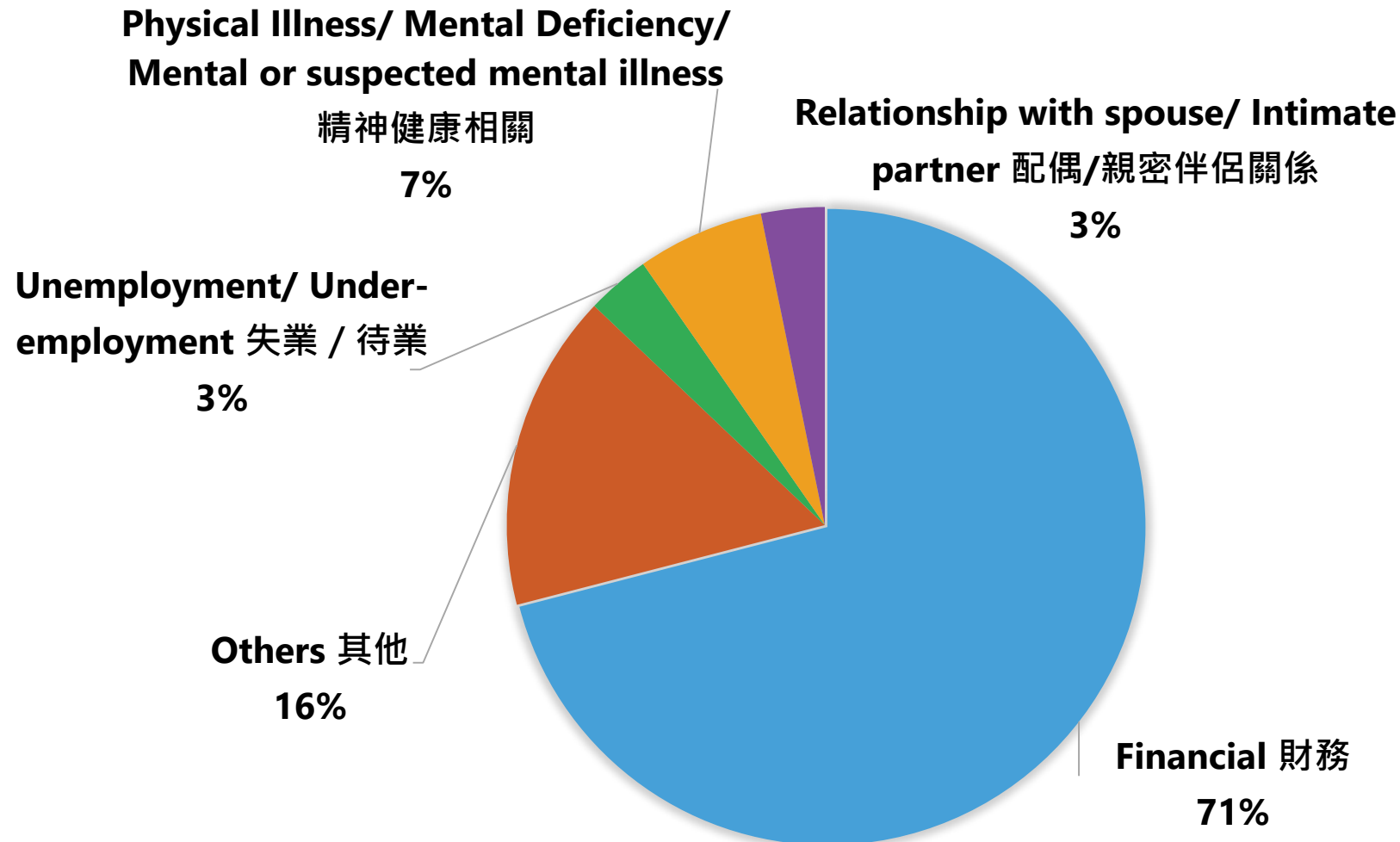
性別 Gender





問題性質

NATURE OF PROBLEM



個案轉介Case Referral

(連接主流服務 To Connect with Mainstream Service)

- 與社工聯絡, 填交轉介表格 To contact social worker and submit referral form
- OTMC評估個案需要, 定期聯絡跟進 To make assessment and conduct regular case review
- OTMC 提供支援, 促進雙方溝通 To facilitate communication



H.K.S.K.H. *Outreaching* Team for *Multi-Cultural Community*
香港聖公會多元文化外展服務隊



WhatsApp: 6996 6251

(沙田、大埔及北區
Tai Po, Sha Tin & North District)

社區伙伴

Community Partners

協作
Collaboration

OTMC

活動協作Programme Collaboration

(認識社區資源, 促進社區融入與共融 Community Education, Social Integration and Inclusion Programme)

- 場地支援 Venue support (到戶提供服務 / OTMC 外展車活動 To organize activities at your service venue / OTMC truck)
- 與關愛隊協作家訪 To conduct home visit to MCs with Care Teams
- 宣傳與推廣 Publicity and promotion
- OTMC為前線工作人員提供多元文化敏銳度培訓 To provide training for frontline worker



H.K.S.K.H. Outreach Team for Multi-Cultural Community
香港聖公會多元文化外展服務隊



Thank you!



Enquiries 查詢

Address 地址:

L102-L103, 1/F, Long Ping Shopping Centre, Long Ping Estate, Yuen Long
元朗朗屏邨朗屏商場1樓L102-L103

Tsuen Wan & Kwai Tsing Sub-team Office: Room 113, 1/F, HKSKH Lady MacLehose Centre, 22 Wo Yi Hop Road, Kwai Chung*

荃葵分隊辦公室: 葵涌和宜合道22號香港聖公會麥理浩夫人中心1樓113室*
*by appointment 敬請預約

3614 0575

Cantonese & English
Hotline 粵英專線

3611 0844

Urdu, Hindi & Nepali
Hotline 烏都語、
印地語及尼泊爾語專線

6996 5594

Tsuen Wan & Kwai Tsing
Hotline 荃葵青專線

Centre Opening Time 中心開放時間

	MON 星期一	TUE 星期二	WED 星期三	THU 星期四	FRI 星期五	SAT 星期六	SUN 星期日
1000 - 1400	✓	✓	✓			✓	✓
1400 - 1800	✓	✓	✓	Close 休息	✓	✓	
1800 - 2200			✓		✓		

Closed on public holidays 公眾假期休息

Operated by Hong Kong Sheng Kung Hui Welfare Council Limited
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