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IMPACT HK

ANNUAL REPORT

2023-2024

IMPACTHK

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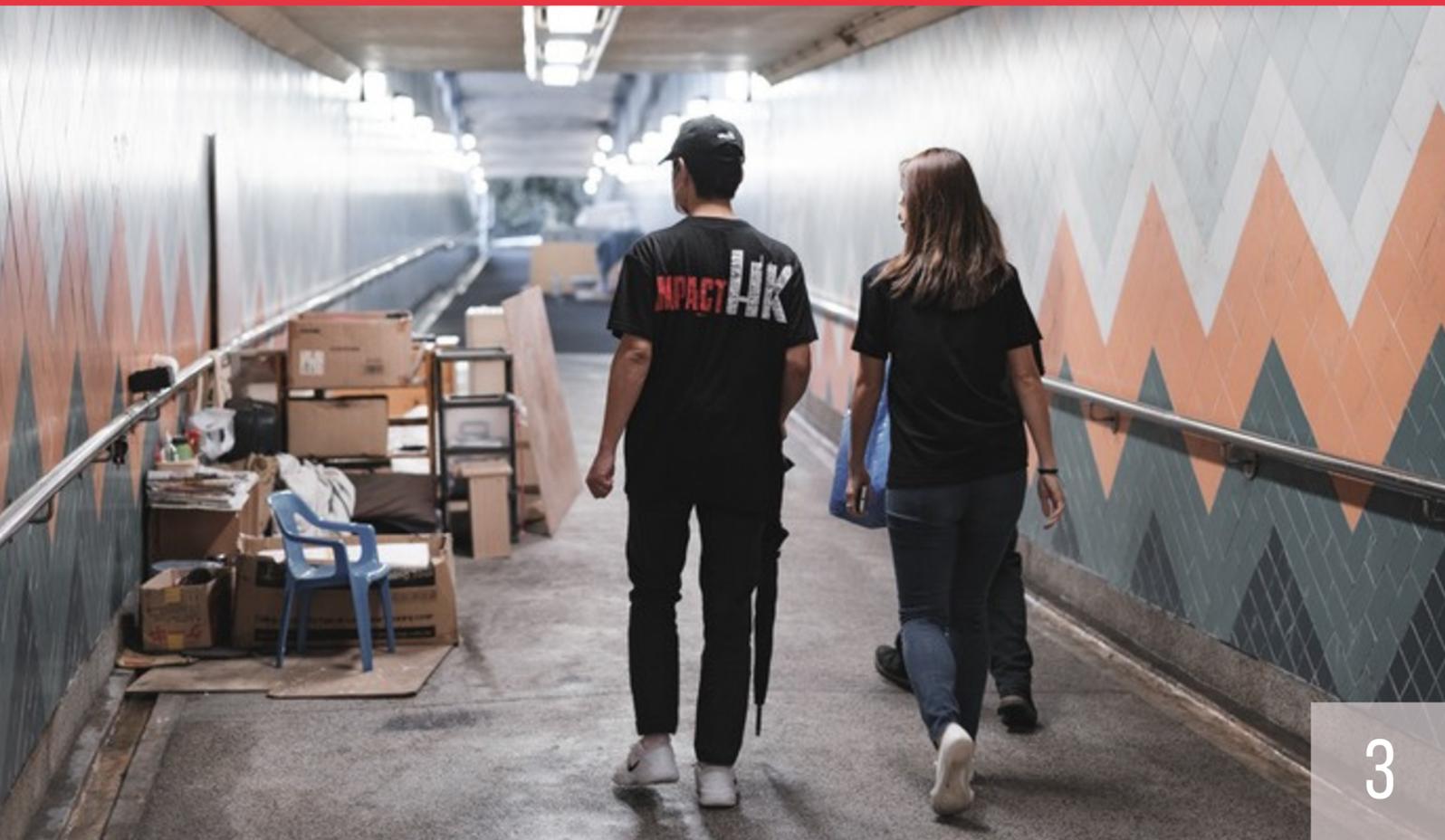
ABOUT IMPACTHK

At ImpactHK we have a vision for an inclusive Hong Kong where everyone has a safe place to call home and cares for their neighbour. We work with people experiencing homelessness to help them settle in a safe home, restore their wellbeing, build their self-esteem and social capital while discovering their purpose.

WHAT WE DO

Provide direct holistic support to people experiencing homelessness and empower them to transform their lives.

We build community connections to increase collective understanding of homelessness and empathy towards the people who experience it, and stand with those who lack the basic human right to safe housing.



LETTER FROM FOUNDER & CEO

Dear friends,

Looking back upon ImpactHK's fiscal year 2023-24, I am filled with even more gratitude for our team, supporters and the friends we serve.

Thank you for continuing to believe in our charity's mission of ending homelessness here in Hong Kong and for investing in our community. Our staff and volunteers are only able to do what we do in thanks to the support of so many of you.

This year we incredibly had just over 4500 volunteers through our Kindness Walks alone! Not only did these individuals step forward to care during their free time, they also helped spread the word about the work we do and the community we are supporting.

Ending homelessness is an attainable goal. By giving holistic support, along with a whole lot of love, we are seeing multiple friends graduating from our programmes each month and becoming financially independent. It takes a community to end homelessness and our team is growing and getting stronger daily.

I'd like to give extra thanks to our staff who are so passionate and dedicated to this cause. Our team work 7 days a week and now we even have colleagues working overnight in order to provide essential care and support for the most vulnerable.

A key highlight during this period was the opening of our first women's co-living programme for females who need a lot of extra care. In this loving space, they cook and eat, share, cry and laugh together. Our overnight staff ensure their safety and the progress we are seeing each friend already making through this opportunity is truly inspiring.

Roughly one third of our full-time staff have previous experience of homelessness. I am truly inspired every day to see them proudly step forward into work, further discovering their talents and purpose.

During this period, ImpactHK helped form a homeless charity alliance with other organisations supporting the homeless community. This is an exciting step towards ending homelessness in Hong Kong, and we look forward to continuing our partnership with those organisations to do what we can to provide a stronger voice for our friends sleeping outside, and to help encourage more homeless friendly policies in Hong Kong.

Thank you again for your trust and support. ImpactHK is a charity that reflects the kindness of tens of thousands of individuals in the city, who believe in caring for those in need. I'm excited for the next year as I know we will continue to do all we can to learn, reflect and improve our support to give our friends an even better opportunity to find peace, good health and happiness.



JEFF ROTMEYER
FOUNDER & CEO

P ROGRAMMES AND SERVICES

Fiscal year 2023/2024 marks a significant period of steady improvement, innovation, and development for our services. We have been transitioning from a holistic model to a holistic therapeutic community model. ImpactHK continues to develop its core programmes, which include casework, accommodation, employment support, community services, and health and sports programmes.

As we continue these initiatives, we are also enhancing them - refining protocols, improving structural operations, and ensuring that each programme is both effective and safe. Most importantly, we aim to create synergy among our services, enabling those entering our therapeutic community to receive comprehensive care, recovery, and growth based on thorough assessments.

Throughout this year, the Programme Team has expanded, with additional staff members enabling the implementation of more diverse programmes and intervention strategies. We are committed to delivering our services while building an excellent reputation within our community. Moving forward, we will prioritise solidifying our existing services and the launch of new initiatives. Project development will be paused temporarily as we focus on strengthening our team through individual training and capacity-building efforts, ensuring we are well prepared to embark on this next chapter.



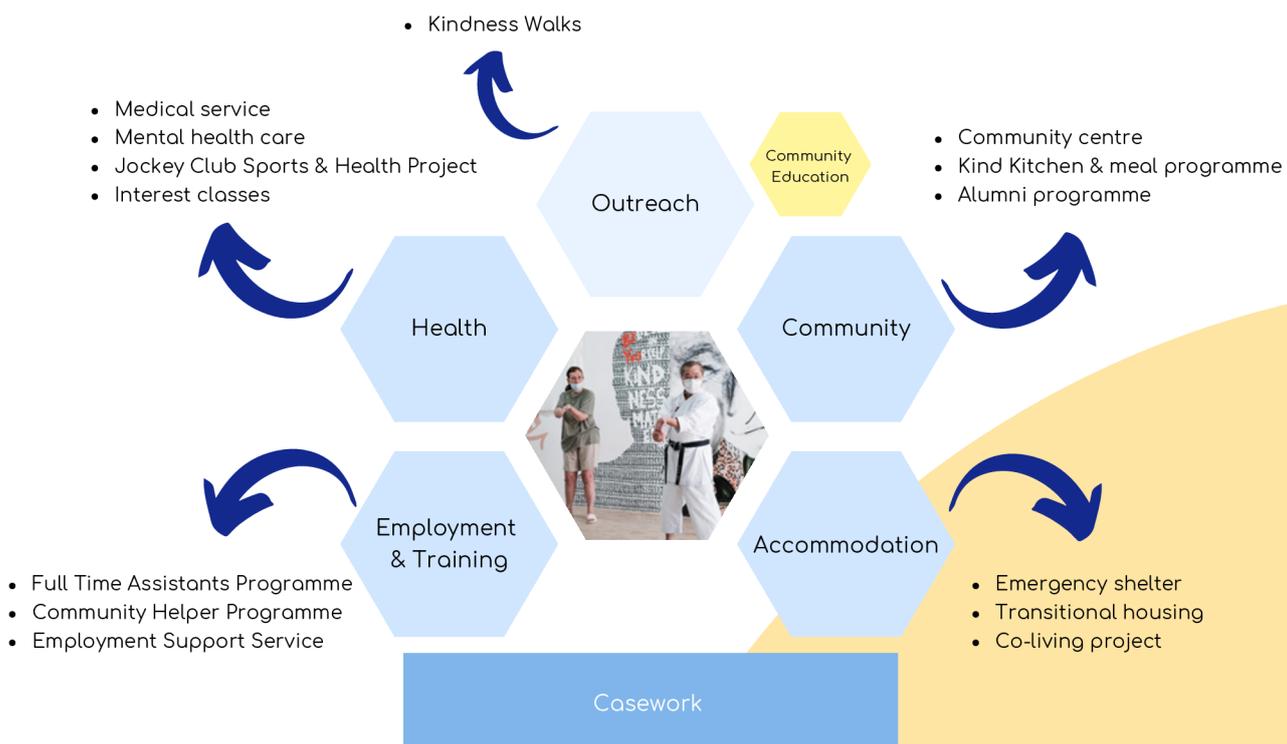
P ROGRAMMES AND SERVICES

OUR HOLISTIC THERAPEUTIC COMMUNITY MODEL

We connect with people experiencing homelessness to help them settle in a safe home, restore their mental and physical wellbeing, build self-esteem and discover purpose by utilising our "Holistic Therapeutic Community Model"

"Holistic Therapeutic Community " is a place to live. "Holistic" means comprehensive and encompasses all aspects, meaning all activities are centred around the individual, including physical, mental, emotional, and spiritual elements. When translated as "comprehensive," it also refers to the all-encompassing connection between the individual and the surrounding environment. Additionally, it indicates that within this community, all projects, including people, events, and things, interact, support, and influence each other comprehensively.

A "holistic therapeutic" approach emphasises "recovery," enabling a thorough transformation of both the inner spirit and external life of the individual. On the other hand [CP1] [CP2], "Holistic therapeutic" emphasises this treatment method's complete intervention in all aspects of the recipient's life, operating around-the-clock and leaving no area untouched.



ACCOMMODATION

With the full support of the Fu Tak lam Foundation, this year we continued to provide 74 shelter beds for people who had experienced homelessness. Our service not only met basic housing needs but also offered a safe and stable environment where residents could begin to rebuild their lives. Each bed represented more than accommodation — it was a chance for renewal, dignity, and hope.

We organised a variety of social activities, including life-skills workshops, interest groups, and festive celebrations. These activities created opportunities for interaction, especially for those who had long lived in isolation. We helped residents gradually overcome loneliness, relearn how to connect with others in a supportive community, and built friendships.

Throughout the year, we witnessed many touching transformations. Previously withdrawn residents began initiating conversations and sharing experiences. Roommates looked after one another, forming networks of mutual support. These relationships strengthened mental health and self-worth, laying the foundation for long-term recovery.

Our dedicated casework team provided personalised counseling and follow-up support, helping residents manage emotional challenges, set life goals, and prepare for reintegration into society. This holistic model of care enabled many to regain confidence and rediscover hope for the future.

We were encouraged by the positive changes achieved in 2023–2024: some residents found employment and began saving, others repaired family relationships, and some regained independent living. These outcomes reflected the resilience of our service users and the impact of a caring environment.

Our accommodation services did more than provide shelter. With the support of a holistic care model, we helped service users rebuild their lives — restoring confidence and motivation, reconnecting with the community, and rediscovering hope. It was an important step in opening the door to a more fulfilling life.



KEY DATA

Beds in our hostel

74

More than

135

provided with shelter
over the year

Activities in our hostel

73

Sessions

CASEWORK

In the 2023 fiscal year, the most significant reform for the casework team was that caseworkers could focus more on providing comprehensive follow-up services to service users. Previously, each caseworker was responsible not only for case management and follow-up but also had to juggle responsibilities within the accommodation or employment support teams. However, from June 2023 onwards, the duties of caseworkers became clearer, focusing on the overall management and follow-up of service users, including crisis assessments and having more space to cover counselling services.

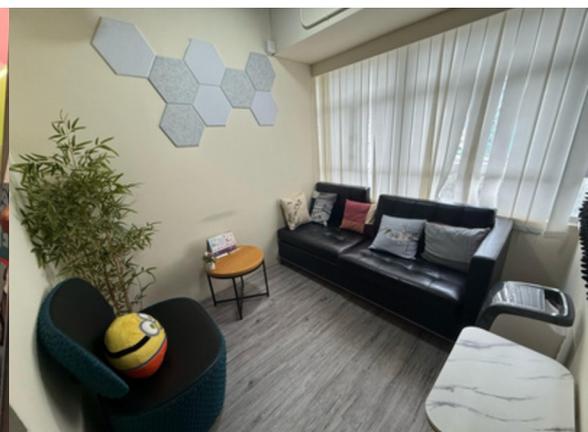
Additionally, the casework team submitted a proposal to HKEX Foundation, hoping to establish a recovery model-based centre for individuals experiencing homelessness in the following year, 2024, emphasising a "strengths-based" approach. The proposal was approved in early 2024, and the Listening Station - Homeless Recovery Centre officially [CP1] launched its three-year service on June 1 of the same year. The Listening Station - Homeless Recovery Centre will not only provide individual consultations for service users but will also host weekly group interventions, such as mindfulness-based groups, relaxation sessions, and experiential activities.

To optimise case follow-up services, each caseworker also has regular individual and group supervision sessions with their supervisor. Group supervision provides a platform for caseworkers to share challenges and insights from their work, offering constructive feedback to colleagues and facilitating mutual learning. Furthermore, the casework team has invited experienced counsellors to conduct clinical supervision and consultations for team members, as well as various external service units, including medical social workers, drug rehabilitation services, and elderly care services, to share their experiences and introduce their services. This helps caseworkers better understand community resources for collaboration and appropriate referrals.

70 No. of new cases

88 Intake session conducted

60% Graduation rate



REHABILITATION & WHOLE PERSON DEVELOPMENT

During the 2023/2024 period, the Sports and Health Centre has witnessed a remarkable increase in participant engagement, with a significant number developing a consistent habit of attending multiple classes weekly. This trend has positively impacted their overall health, physically, mentally, and socially. Our intervention model, which comprises three phases - "trying and tasting," "habit-forming," and "consolidating and maintaining" - is designed to support long-term commitment. To ensure the sustainability of these habits, we emphasise providing easily accessible sports opportunities for our dedicated users. However, with 18 classes per week accommodating 8-10 participants each, we are approaching capacity limits.

To promote health awareness, we organised many health talks and conducted health checks focusing on prevalent issues such as high blood pressure, heart disease, and diabetes. Screening for blood pressure and blood sugar revealed that many individuals, particularly those experiencing homelessness, were unaware of their health conditions and chronic diseases. There is a notable need for comprehensive health interventions, including full body checks and a structured health management system to facilitate better management of both physical and mental health.

KEY DATA

577

attendance recorded in our sports and interest activities every month

7817

sports class attendees over the year

2777

personal training and physio-therapy attendees over the year

310

medical consultations and 300 counselling sessions conducted over the year



REHABILITATION & WHOLE PERSON DEVELOPMENT

We also arranged hepatitis awareness talks in July. In August, we provided essential health checks and eye examinations. Alarmingly, half of the participants required spectacles, with 15% needing referrals for further evaluation at public hospitals. This initiative not only addressed immediate health needs but also fostered an environment of active participation and inquiry.

Ambassador training was conducted to enhance operational efficiency, with caseworkers assisting in administrative tasks and centre promotions. Our structured sports offerings included mindfulness sessions, organised competitions in sports such as table tennis and football, and a variety of outreach classes. This year, our beneficiaries increased significantly. Many of our clients enjoy our sport and health services.



REHABILITATION & WHOLE PERSON DEVELOPMENT

Looking ahead, we plan to introduce additional Pilates and personal training classes at Sports Centre 3B, aiming to meet the growing demand. However, a persistent challenge remains in securing sufficient funding to expand our health interventions. Ongoing collaboration with stakeholders is essential for addressing the diverse needs of our service users.

Importantly, the Sports and Health Centre fosters a sense of community where distinctions between the “homeless” and “regular” community members dissolve, allowing for mutual acceptance and interaction. By utilising sports events as platforms for engagement with the mainstream community, we strive to reinforce the principle that, in the realm of sports, all individuals are equal.



REHABILITATION & WHOLE PERSON DEVELOPMENT

Women's Intensive Care

Milestones and Community Building at Winki Home

Women experiencing homelessness represent one of the most marginalised and vulnerable populations. According to recent studies, the number of homeless women increased significantly during the Covid-19 pandemic, accounting for 16% of the overall homeless population. Our team works every day to give these women the care and dignity they deserve.

In the journey of establishing Winki Home, our team members harnessed their talents to transform the space into a supportive living environment. Since its inception, Winki Home has become a significant milestone in our mission to tackle homelessness in Hong Kong, and we eagerly awaited the arrival of our first residents.

On January 5, 2024, we welcomed two residents, with a third joining on January 26. This initiative gained added momentum on January 22, when our project social worker reached out to homeless women staying in temporary shelters in Yau Ma Tei during a particularly cold spell. As a result, one of these women became a cherished member of the Winki Home family on February 14, 2024, solidifying our goal of creating a true community.

Following the residents' arrival, we initiated various activities and adaptation groups to foster a sense of belonging and support. Our "Winki Home Family Members' Cooking Day" focused on enhancing daily living skills, such as using an induction cooker, while simultaneously building community ties. These group outings to the supermarket culminated in shared cooking experiences, promoting familial bonds among residents who had endured prolonged periods of homelessness.



REHABILITATION & WHOLE PERSON DEVELOPMENT

Additionally, we launched the “Female Intensive Care and Intervention Programme.” This pilot programme comprised nine sessions dedicated to self-care, emotional management, and peer support, successfully bonding a diverse group. We are optimistic that the upcoming sessions will further benefit the participants.

In tandem with our core programmes, we encouraged shared responsibility through activities such as “Cleaning for the New Year,” where residents collaborated with staff to maintain their homes. We also hosted a Poon Choi banquet to celebrate the Lunar New Year, strengthening the community spirit that permeates Wink Home. Residents further engaged in educational sessions on insomnia, tailored to their specific needs.

As we progressed into March, our commitment to inclusivity and creativity continued with events such as the “Ping Chau Visit,” emphasising artistic expression among residents. We promoted healthy lifestyles by encouraging regular visits to our organisation’s sports centre, fostering positive community interactions.

Our collaboration with social workers and community volunteers remains vital to this initiative, enabling us to leverage social capital effectively. Through these collective efforts, Wink Home has not only provided shelter but has also nurtured a supportive community, making a lasting impact on the lives of our residents.



COMMUNITY SERVICES

Centre 29 and Outreach

Centre 29 serves as the frontline of community services, acting as both a community lounge for those experiencing homelessness and the first stop for our holistic services. As always, the centre remains open year-round, providing essential support for individuals facing homelessness, serving breakfast, lunch, and dinner, distribution of essential supplies, laundry services, luggage storage, and free Wi-Fi.

The public space that is open daily at the centre is an important place for those experiencing homelessness to rest during the day. The public sometimes mistakenly believes that individuals living on the streets can rest anywhere. In reality, due to social stigma and alienation, it is often challenging for them to find a suitable place to take a break. With a friendly, caring, and accepting attitude, we aim to make Centre 29 a safe haven for individuals experiencing homelessness, allowing them to stay comfortably and build a mutual support network within the community.

As our community centre and outreach services mature, we are also beginning to develop street outreach services. Unlike our volunteer services, this outreach is led by social workers who aim not only to convey care on the streets but also to provide crisis intervention and case management within the community. This ensures effective connections to our community centre and accommodation services, enabling more individuals experiencing homelessness to receive long-term support. In the future, we plan to expand the professional aspects of our outreach services by introducing health-oriented outreach focused on the physical and mental well-being of older individuals experiencing homelessness and providing timely intervention services.



KEY DATA

100K+

meals served in our community centre over the year

4983

people attended our community centre over the year

56

social events and information sessions organised in 2023

COMMUNITY SERVICES

The Kind Kitchen

Our community kitchen, The Kind Kitchen, provides free, healthy, and sustainable meal services for individuals experiencing homelessness and those from lower-income backgrounds. The number of meal boxes produced by the community kitchen has increased from 120 boxes in April 2023 to 160 boxes by March 2024, amounting to nearly 3,000 additional boxes per month. Through long-term collaboration with various charitable organisations, the community kitchen consistently delivers meal boxes to those experiencing homelessness. These meal boxes serve as a vital connection point between us and individuals experiencing homelessness, creating countless opportunities for mutual interaction. For those in need, these meal boxes represent not only a meal but an access point to our community and services.

In addition to producing meals, the community kitchen serves as a vital site for training community assistants. We create employment opportunities here, allowing individuals experiencing homelessness to gain work experience before entering the mainstream labour market. Together with our employment services, the community kitchen helps individuals learn basic skills relevant to the food industry and develop personal employability skills; those who work together also support one another.

KEY DATA

73,100

lunch boxes produced
by our kitchen
in 2023

3,112

Kitchen assistants training
hours over the year



EMPLOYMENT

In the 2023-2024 financial year, over 20% of our paid staff were individuals who had previously experienced homelessness, reflecting our commitment to inclusive employment.

During the period, a total of 20 service users participated in the Community Helpers Project within the Employment Services Team. Through internships in various departments across the organisation, our helpers transformed from service recipients into contributors, not only boosting their self-confidence but also rediscovering a sense of purpose at work. The Full Time Assistants Project provided 12 service users with internal training, group activities, and interest classes, holistically enhancing their employability.

Together, the Community Helpers Project and Full Time Assistants Project offered 117.5 hours of employment skills training for service users, covering both soft skills and practical knowledge to improve their job readiness. We place great emphasis on communication workshops, mental health awareness, and workplace adaptability training.

This year, in collaboration with the Hong Kong Employment Development Service, we organised a motivational training workshop to enhance work motivation. Through therapeutic singing-bowl mindfulness sessions, we also taught service users emotional awareness and breathing regulation techniques to help them cope with workplace stress.

KEY DATA

71

Employment Support
Services Users

40

training and employer
engagement activities
contributed



EMPLOYMENT

Through Employment Support Services, we successfully established a network of 22 employment partners, providing one-stop job matching and support services to 71 service users. With the aid of professional career aptitude assessments and personalised employment planning, we successfully matched 14 service users with suitable job opportunities.

Over the year, our training seminars and workshops recorded a total attendance of 107, including the Construction Industry Council Open Day and Labour Law Seminars, which introduced industry developments and labour rights.

In the coming year, the Employment Services Team will continue to expand our corporate network and actively develop job adaptation and skills training programmes to help our service users rebuild their confidence in employment.



COMMUNITY EDUCATION

Homelessness is an often-misunderstood issue, with those experiencing it frequently subjected to negative labels and unfair treatment. At ImpactHK, we firmly believe in the transformative power of education. By educating students, corporates, and the broader community, we can foster a more compassionate society - one that prioritises kindness over judgment and supports our most vulnerable members.

Our educational initiatives encompass a range of activities. From corporate volunteering opportunities that provide participants with insights into the realities of homelessness while allowing them to serve those in need, to public Kindness Walks that are held almost daily, thanks to our dedicated team of volunteers. We also conduct talks at schools where students can learn about homelessness, and are also inspired to take action and make a meaningful difference.

KEY DATA

13

locations

797

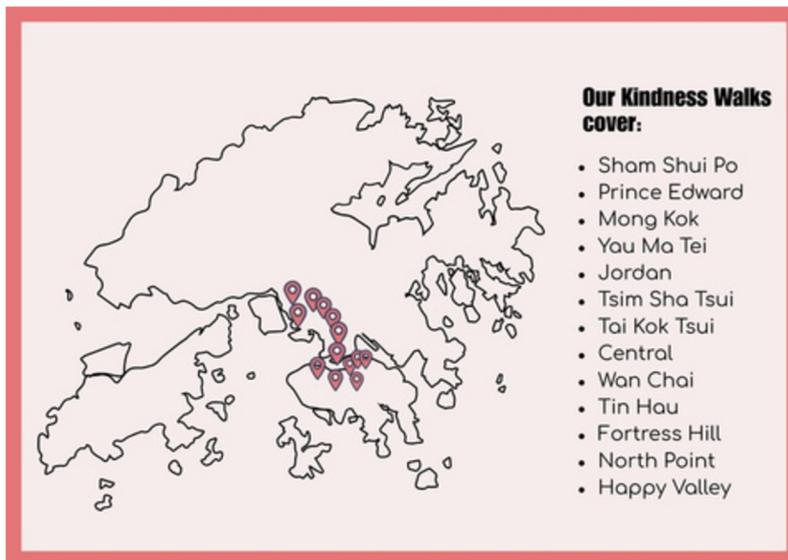
Kindness Walks

8,947

Volunteers Hours

47,005

bananas and hard boiled eggs distributed



COMMUNITY EDUCATION

Thanks to the dedication of our incredible volunteers, we have served close to 600 people who experienced homelessness over the past year. This includes the 30 individuals we now serve following the launch of our latest Kindness Walk route in Prince Edward / Mong Kok in May 2023. As we have grown as an organisation, a lot has changed. To better equip our Kindness Walk walk leaders with a comprehensive understanding of our work, we organised a gathering in early March 2024. We introduced our programmes in detail, so our walk leaders could help our over 100 volunteers who participate in our Kindness Walks each month learn more about our work.

We also spoke to close to 1,000 students at schools and universities across Hong Kong to raise awareness about homelessness and encourage the next generation to extend kindness to those experiencing it. Many not only volunteered their time, but also organised donation drives, enabling us to distribute essential items during our walks as well as at our Community Centre and The Kind Kitchen. On World Homeless Day on October 10, we invited students to draw what a hidden community looks like and how we can help this 'invisible' group gain visibility. We received over 60 drawings and formed a judging panel with our friends and staff at our Community Centre 29, see a few artwork examples below.



Through nearly 200 volunteer opportunities, close to 3,000 corporate volunteers learned about homelessness in the city and took meaningful action in areas like Tai Kok Tsui and Sham Shui Po. During private Kindness Walks, they distributed vital supplies such as food, water, toiletries, and winter heat pads. Additionally, through our Cook and Serve initiatives, volunteers packed meal boxes to be distributed at Centre 29.



MEET OUR VOLUNTEER

Colette Aw



1. What inspired you to become a volunteer for ImpactHK?

When I see our friends judged by society; seeing them in pain, trying to survive without food or a proper place to stay, it breaks my heart. I felt it was a wake-up call for me to start taking action and do whatever I could to help and make a difference in their lives.

2. What are some of the most rewarding or memorable experiences you had as a volunteer walk leader?

A person broke down in tears once; I offered her a hug right away and she responded by saying: "Please don't give me a hug as I'm dirty." But I responded by saying that it's ok because it's the right thing to do. She is now off the streets; we still stay in touch.

3. Which Kindness Walk route is your and why?

The Sham Shui Po Kindness Walk is eye-opening for those joining this walk for the first time. I think that way they can gain more insights through the walk.

4. Why did you choose to support this specific cause / ImpactHK?

Those experiencing homelessness are the most vulnerable in our society. Most of them don't have a loved one to reach out to.

5. What do you hope the public would know about people who experience homelessness / what's a common misconception about people who experience homelessness that you'd like to address?

I wish people would stop being and show more love and kindness instead. People experiencing homelessness don't deserve to be treated this way.

6. What has been the most challenging experience you've had as a volunteer so far, and how did you overcome it?

Sometimes while we're on the kindness walks, we might encounter scenarios where those experiencing homelessness might say things to us that are hurtful. We learn to understand where they're coming from and their viewpoints and move on from there. We have also come to understand that they have every right to be in a bad mood.

7. How can someone with no experience care for people who experience homelessness / what's the best way to show them kindness?

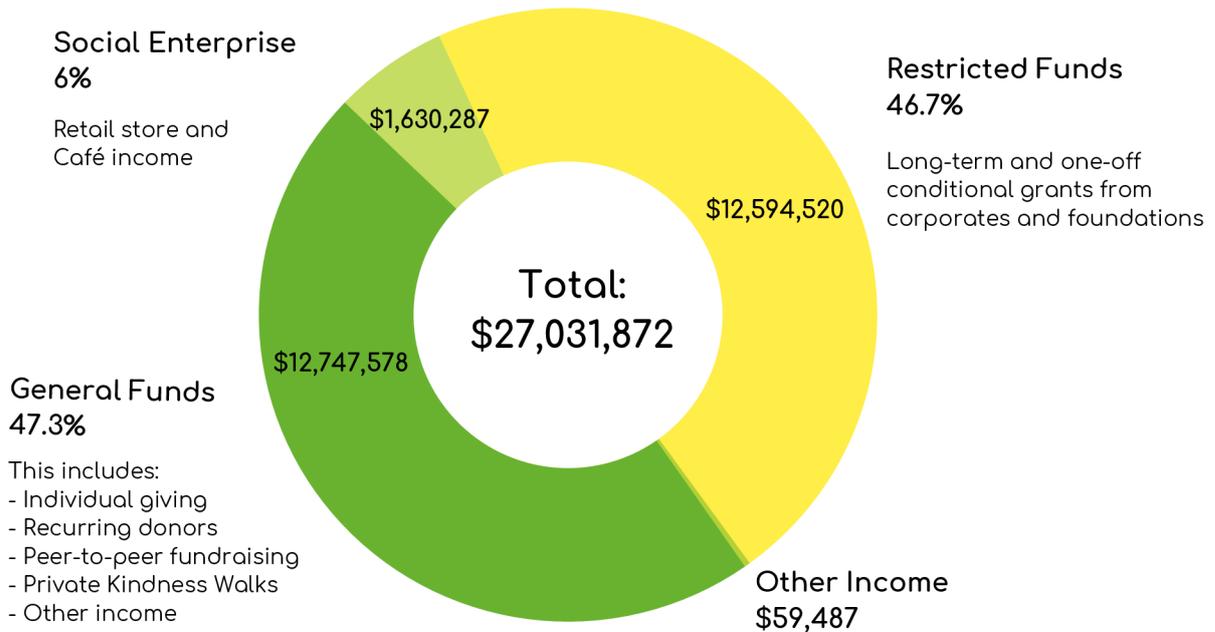
Just be yourself! I personally think anyone can join a Kindness Walk and help those experiencing homelessness - whether you have a physical disability or there's a language barrier - it's the action that counts!

OUR FINANCE

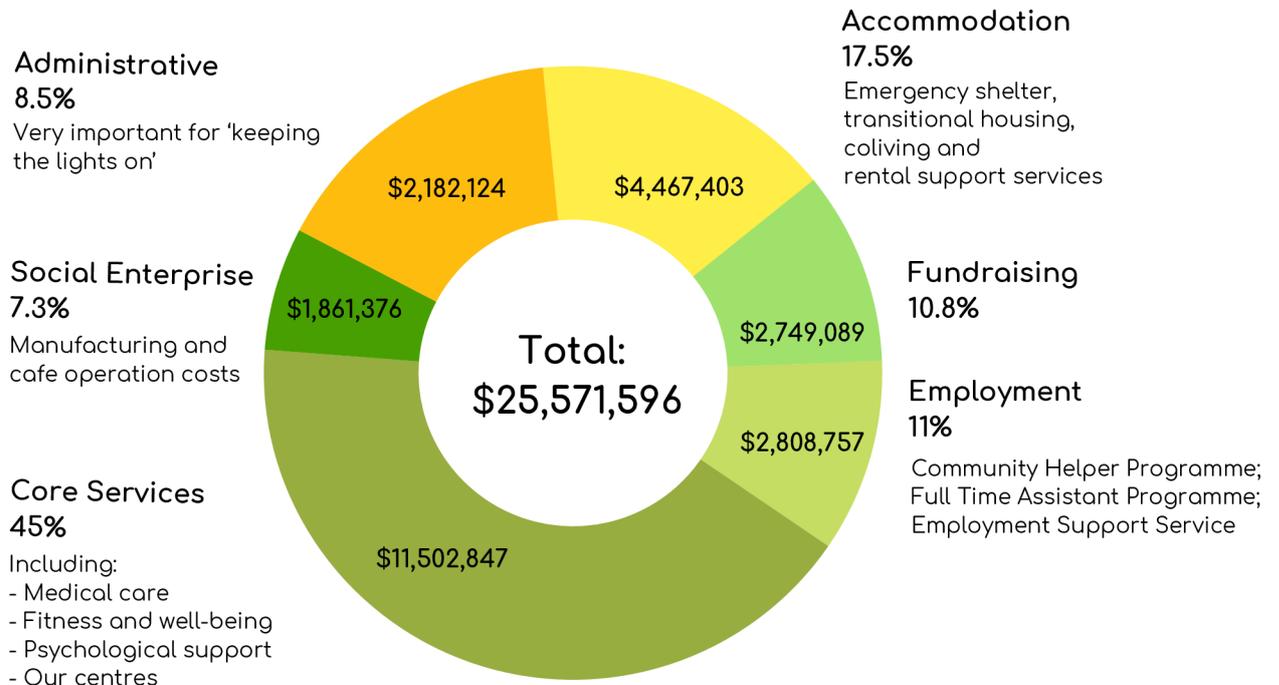
2023-2024

APRIL 2023 - MARCH 2024

INCOME (HKD)



EXPENDITURE (HKD)



ACKNOWLEDGEMENTS

PARTNERS AND DONORS WHO CONTRIBUTED OVER 100K

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The Association of Round Tables in Hong Kong Charitable Foundation
LRC Charitable Foundation
The Hong Kong Savage Club

#KINDNESSMATTERS

Charity registration number: Section 88 91/15122

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