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Annual Report
2022 - 2023



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ABOUT IMPACTHK

At ImpactHK, our goal is to create an inclusive Hong Kong where everyone has a safe place to call home and cares for their neighbour.

We work with people experiencing homelessness by helping them settle in a safe home, improving their mental and physical well-being, boosting their self-esteem and social connections, and guiding them to discover 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

ImpactHK has just completed its fifth year as an NGO in Hong Kong. This has been a period of challenge, but also one of so many achievements, bringing us closer to our mission of ending homelessness in Hong Kong.

Firstly, thank you to all of our amazing donors, volunteers and supporters who have enabled and empowered us to take many steps toward helping more people in need during these difficult times. As a non-government-funded organisation, we can only do the work we do thanks to our amazing community and your care for those struggling on the streets of Hong Kong.

During this year alone, we helped more than 150 individuals off the streets into our shelters, while also greatly improving our holistic model to give our friends the best opportunity we can to transform their lives and rewrite their stories.

A key highlight this year was opening up The Kind Kitchen. The kitchen employs individuals who have previous experience of homelessness and provides hundreds of daily meals to individuals facing food insecurity while reducing food waste. During this year, we distributed over 36,500 meals, saved around 5,000kg of food waste from the landfill between January and March, and employed 3 full-time staff members who previously experienced homelessness.

We are still seeing the fallout from the difficult COVID-19 period and worsened mental health struggles in the city. Sadly, during our walks, we noticed a big increase in the number of people sleeping rough this year, particularly females and even younger individuals facing homelessness for the first time. This brought forth many difficulties for our team, and I'm proud to say our staff and volunteers stepped up to the challenge.

I'm so proud of our team for their passion, care and dedication to standing up and fighting for this lonely community, who need a friend and our support more than ever.

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 talent 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 form 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 and 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

LETTER FROM CO-CHAIRS OF THE BOARD

As we reflect on the relentless ups and downs that challenged Hong Kong in recent years, we can breathe a collective sigh as we experience a fresh wind of positivity arriving on our shores. For the community that ImpactHK serves, the last three years were even more challenging. Yet, we experienced a level of generosity and engagement with the broader Hong Kong community that was indicative of our shared belief: kindness matters.

In 2022, ImpactHK grew stronger and more resilient - we expanded programmes and staff, increased the number of volunteer teams going out to serve those experiencing homelessness, and with the targeted help of volunteer experts from HK's community, we overcame a flooding catastrophe at one of our centres. We also deepened the diversity of our funding streams to include more corporate and foundation partners. 2022 brought a greater sense of hope to all of Hong Kong, and especially to those members of HK's society served by ImpactHK.

In April 2022, as COVID-19 restrictions started to loosen their grip, ImpactHK opened its first Kind Kitchen to provide meals for our community with opportunities to train some of our assistants in the hospitality field. Since its opening, the Kindness Kitchen has served over 36,500 meals and trained 5 assistants in the areas of preparation, cooking, packaging and serving meals to the indigent populations in and around Mongkok, Tai Kok Sui and Sham Shui Po.

Our long-time assistant, Ah Lik, also became a key spokesperson, moving confidently into the public eye through an interview with the Mil Milk online media service. It was a testimony to the power of kindness when a former beneficiary of our services became an influencer and advocate for ImpactHK and for others experiencing homelessness.

We also began to move our services outdoors, much to the gleeful anticipation of our clients. This provided them with more social interaction and has helped grow the bonds within the community and with our staff.

We held our first graduation ceremony for 21 clients and made our first promotion of a staff member to senior assistant level.

We also jump-started our education programme, as more and more schools and universities started to invite the ImpactHK team to speak about what we do with a view to either support us and/or to volunteer with our programmes.

This year, ImpactHK saw an increase in our corporate and foundation donor partners, a key aim and necessary position in the post-Covid environment. This was in addition to securing over (HKD) 6 million in restricted funds and above 15 million in general donations, a steady figure on the previous year's allowing us to continue to meet the needs of our beneficiaries.

We also executed a series of sound programmatic and financial review processes. These reviews led to our identification of the need to expand our senior level of staff to meet the ever-growing professional demands on our talented CEO. This new hire will allow ImpactHK to grow to greater heights in serving our community with a diverse level of holistic programmes in the years ahead.

All of these achievements are a credit to the passionate and visionary leadership of Jeff, our dedicated and compassionate staff members, our enthusiastic volunteers and our many generous donors. The magnanimous support of ImpactHK's efforts to serve our community is humbling and indicative of the power of a simple, noble and visionary ideal that kindness matters at all times and to everyone with whom we share this city.

On behalf of the Board we thank you all for your generosity, in mind, body and financially, towards ImpactHK, and by extension to those we serve.



TERRI APPEL & GEET GOENKA
CO-CHAIRS

OUR LANGUAGE GUIDE 2023

The power of language is profound, shaping our understanding of the world around us. This influence extends to how we address the issue of homelessness.

At ImpactHK, we are mindful of the language we use in our communications, aiming to promote inclusivity and clarity. Instead of referring to individuals as "the homeless," we try to use the phrase "experiencing homelessness," in line with the Associated Press guide on inclusive language. This choice emphasises the transitory nature of their circumstances, highlighting the need for change. By shifting the focus from a collective permanent label to a temporary state, we challenge traditional perceptions and redirect responsibility from the individual to systemic factors.

The homeless" is a term that has regrettably become associated with personal failings, addiction, and stigmatising assumptions." We encourage everyone to be mindful of the language they use when referring to this community. By reconceptualising homelessness as a temporary state that can be overcome, we foster empathy and advocate for change.

Language has the power to flatten someone's identity and reduce them to a stigmatised characteristic. At ImpactHK, we believe that by changing our language, we can break down long-standing stigmas and inspire positive action. When we use inclusive language, we challenge these biases and foster a more compassionate society.



INSTEAD OF

TRY USING

Homeless

People experiencing homelessness

- Implies it is permanent
- Suggests it's an inherent characteristic
- Defines someone by their situation
- Takes away dignity

- Temporary; circumstances can change
- Something that could happen to anyone
- Puts the person first
- Respects the individual

PROGRAMMES & SERVICES

At ImpactHK, our mission is to support individuals experiencing homelessness by providing programmes with an emphasis on 'whole-person' development'.

Through our holistic approach, we empower people to move on from the streets into a secure and stable home, while prioritising their well-being.

Our services encompass not only outreach and accommodation, but also health and employment programmes, complemented by the invaluable support of our dedicated caseworkers.

This said, we recognise that ending homelessness cannot be achieved by working with this community in isolation. That's why at ImpactHK, we believe in fostering community connections and implementing an expanding education program that cultivates greater awareness and understanding of the challenges we and the community we serve, are facing.

Our approach takes two paths:



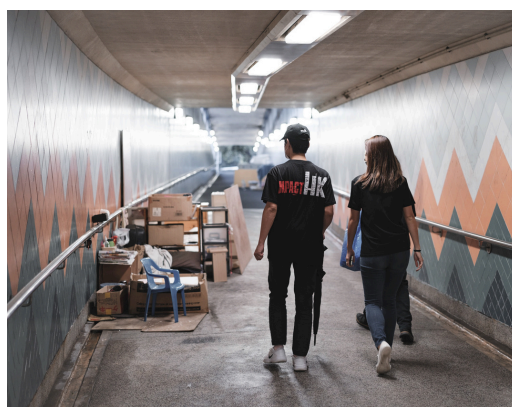
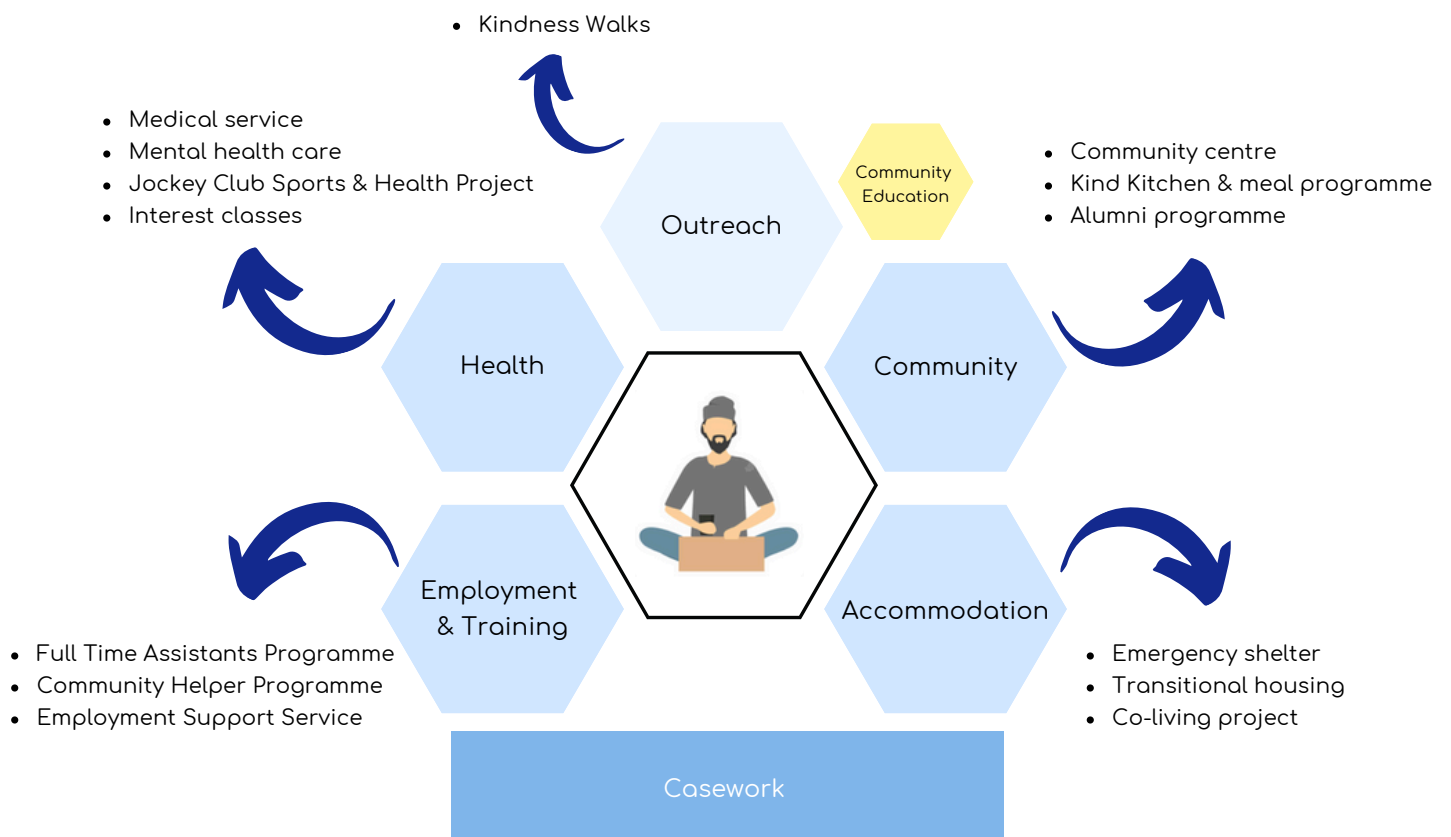
SUPPORTING INDIVIDUALS
DIRECTLY



EDUCATING THE WIDER COMMUNITY ON
THE IMPORTANCE OF THIS SUPPORT

Ultimately, our overarching goal is to help the individuals we work with, to regain their health, rebuild their self-esteem, and discover their true purpose in life, housed by a compassionate Hong Kong.

OUR HOLISTIC INTERVENTION MODEL



CASEWORK

The Casework team is dedicated to providing high-quality support to help transform the lives of our clients. We have achieved this through focus on the following elements:

- i) aligned core values;
- ii) trustful and in-depth engagement with clients
- iii) holistic mindset and skill sets in intervention
- iv) high sense of professional accountability

At ImpactHK, case work is essential in compassionately supporting individuals experiencing homelessness. Our team provides personalised support to help clients set goals, navigate complex systems, and access resources during their transition. Sadly, our service users often face numerous barriers when attempting to access services and support on their own.

These barriers include a range of challenges, such as a lack of identification, limited education or job skills, mental health issues, and in some cases, substance abuse problems, all which our team works diligently to address. After an intake assessment, our case workers offer tailored support, individualised service plans, and assistance with public housing applications and CSSA procedures. As a team, we empower individuals, advocating for their needs and facilitating stability.

Case workers also support individuals experiencing homelessness by working with them to develop essential life skills, such as budgeting, time management, and conflict resolution. By building these skill sets, our clients can become more self-sufficient and better equipped to manage their lives and relationships.

Additionally, case workers play a crucial role in establishing trust and fostering connections between service users and service providers, as well as within the broader community. By providing personalised support and advocating for their clients' needs, case workers can help homeless individuals feel seen, heard, and valued.



Overall, case work is an integral component of working with those experiencing homelessness, providing vital support and helping individuals to build important life skills and connections.

Key highlights from this year include improvements in caseworkers' intervention skills, professional values, and writing abilities. We are also thrilled to report an increase in graduation rates compared to last year. On the administrative front, the case document system has been improved and an easier mechanism for handling challenging cases has been implemented, making our structure more efficient.

This year, there has been a concerted effort to promote a group work mindset among all caseworkers, which they strive to apply in their practice. In addition, all case plans now include participating in ImpactHK programmes, which aligns with our holistic support ethos!



OUR IMPACT

160+

people went along their life transformation journey with our caseworkers

And around

50

of them turned a new page of life over the year

ACCOMMODATION

Safe and secure accommodation plays a vital role in supporting our clients on their journey toward independence. Housing goes beyond just shelter, it represents stability and fosters hope for the future. That's why ImpactHK believes in the effectiveness of a "housing first" approach to combat homelessness.

Our accommodation service caters to a range of needs, including emergency housing, transitional housing, and a co-living programme. Emergency housing, for immediate use, serves as a short-term solution typically lasting up to six weeks and helping individuals heal and stabilise.

During this period, our clients are also expected to maintain close contact with their assigned case worker. Our secondary shelter facility, transitional housing, provides a longer-term solution usually spanning 1-2 years.

This shelter service serves to equip our clients with the necessary knowledge and experience to comfortably move into more long-term housing.

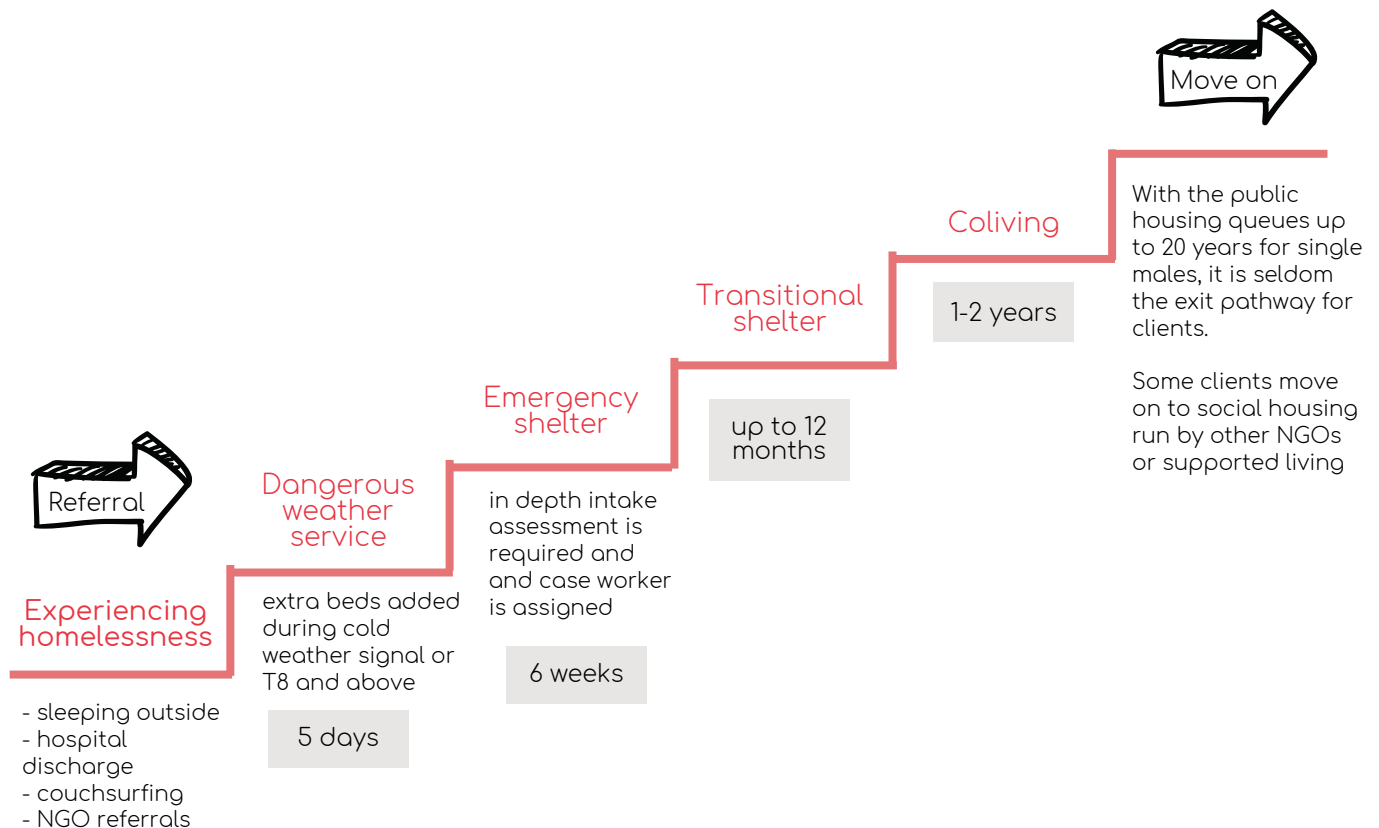
Finally, ImpactHK also runs a co-living programme, designed to help consolidate our graduates and support their next steps on to independent living. It's important to note that public housing is rarely an exit pathway for clients, with queues up to 20 years for single males. As a consequence, some clients will move on to social housing run by other NGOs or supported living.



THE 'STEP APPROACH'

ACCOMMODATION SERVICE

As our clients become more settled in their new indoor environment, many will progress through each step of our accommodation service. This gradual housing method allows our clients to acclimate to a more settled and stable way of living indoors, taking one 'step' at a time.



WHY WE DO IT

- Create a nurturing and motivating environment that can positively reinforce clients' progress and personal development.
- Equip clients with comprehensive skills, knowledge, and valuable information to enable them to thrive and successfully lead independent lives.
- Cultivate a strong sense of community, neighbourhood and foster mutual support among clients
- Promote a harmonious environment that encourages positive reinforcement, celebrating clients' achievements and growth while providing a foundation for continued motivation and advancement.

HIGHLIGHTS THIS YEAR

One of the key goals we had for our hostels this year was to foster mutual support and to run more community gatherings. Despite the challenges of limited public space for these kinds of events, we achieved an impressive attendance rate of approximately 60% for our bi-monthly socials! Residents were happy to participate and have even said they're now looking forward to more activities at the hostel in the future.

Our hostel has also benefited from enhanced night time safeguarding, through the addition of a new security role and the opening of a hostel FTA position.

In addition, this year we ran our first outing activity in our co-living space alongside the Elderly Programme. It was great to see tenants initiating social gatherings, a general higher commitment among the community and noted deeper sense of belonging.



COMMUNITY VOICES

"I am truly grateful for providing a roof over my head. I feel more secure and do not have to worry about my personal safety and my possessions getting stolen. Now that I have one less major concern in my daily life, I have more time to tend to other obstacles and challenges ahead."

"Flexibility is also one thing I like about the accommodation service. Normally there are curfews in general shelter settings, but we do not have a lot of restrictions here. I am often engaged in a nighttime job and my schedule can be irregular sometimes."

Client CC (Male)

"I like the idea of forming a community here – that I feel like I am part of it. It encourages me to contribute and communicate. The shelter here is more than a shelter, it brings people together and there are regular activities. I was alone when I first came, but now I have acquainted a few friends I can share my ups and downs with."

Client CP (Male)

HEALTH & FITNESS

The Health and Fitness program at ImpactHK plays a crucial role in our holistic model of support for individuals who have experienced homelessness. The core objective of our Health team is to provide comprehensive rehabilitation and support, addressing the needs of the whole person.

To achieve this, they prioritise raising awareness about the significance of self-care, enhancing wellbeing and fitness, fostering social connections, and preventing future illnesses among our clients. This is accomplished through the implementation of a holistic personal health plan that encompasses physical, psychological, mental, social, and spiritual aspects.

Our team particularly focuses on addressing the most challenging issues commonly faced by individuals who have experienced homelessness, namely mental health issues and substance abuse. By integrating these critical elements into our approach, we strive to empower our clients and contribute to their overall health and wellness.

This emphasis on 'whole person' development is crucial for our service users for several reasons. Firstly, the harsh reality for those experiencing homelessness often leads to severe physical, mental and emotional consequences, and so without proper support, our service users sometimes struggle to address these challenges.

Whole-person development services aim to address the broad range of needs that homeless individuals may have, including access to healthcare (physical and mental), counselling, and spiritual support.

By providing these services, our clients can begin to address the underlying causes of their situation and work towards a more stable and secure future.

Overall, we've witnessed an encouraging increase in our clients' awareness and concerns over their health. Additionally, clients have been inspired to motivate themselves around self-care and enhanced wellbeing.



KEY DATA

600

attendance recorded in
our sports and interest
activities every month

300

medical consultations and
300 counselling sessions
conducted over the year

5,506

sports class attendees

64

day trips / overnight
camps attendees

292

medical consultations
conducted

There has also been an improvement in the holistic health of our clients as a consequence. It was also encouraging to see as the fifth wave of the pandemic subsided, more participants willing to join our sports and interest classes, and outdoor activities.

This year we have continued the Jockey Club Sports and Health Programme, which offers individuals the opportunity to get moving, strengthen their overall fitness and improve their quality of life. As the only programme of its kind in Hong Kong, the service provides individuals experiencing homelessness with the information on how to lead healthy and balanced lifestyles, along with the chance to participate in fun and social sporting activities.

There has been a promising overall level of enthusiasm around joining the classes, and the sports centre has become a community hub where service users have encouraged their friends to join as well. New additions this year include an outreach class, mental health research and a pilot for a drug rehabilitation project.

COMMUNITY VOICES

4 years ago, Poon joined ImpactHK, and became our full time assistant for 2 years, until last year he finished his journey as a full time assistant and enjoyed his retired life.

However, life is not always what we expect. A sudden stroke took away his mobility, and he spent months in rehabilitation institutions. During that time, he strived for recovery, with a hope to continue his exercise hobby with a group of friends he met in the sports centre.

As Poon is still in recovery and fears he may fall ill again, he has sadly had to give up his favourite sport - badminton. In the face of this adversity however, he shifted his passion for ball games to table tennis.



“I really enjoy joining table tennis class.

The coach is very skillful, and I can learn many new skills from the class. Also, it is so good to come back again, because I can have great company with a group of friends, it is such a warm and loving place”.

COMMUNITY SERVICES

The Community Service Team serves as the 'front door' of ImpactHK, running the Community Centre '29', Kind Kitchen and general outreach services. The team works as a bridge between ImpactHK and the communities, aiming to create a common space with 'kindness' at the forefront.

WHAT WE DO:

- Offer essential resources and basic necessities to encourage increased involvement and participation in ImpactHK's initiatives.
- Facilitate meaningful connections between our homeless guests, fostering a sense of community and belonging.
- Identify and engage with stakeholders interested in collaborating to establish a compassionate community, promoting collective acts of kindness.
- Create platforms and opportunities for both FTAs and guests to openly express their needs, opinions, and innovative ideas, nurturing an environment that values active participation and initiative.

29

29 is our community centre, welcoming those who want to learn about and end homelessness, or are currently experiencing or have experienced homelessness previously. It is open everyday and home to our computer corner, laundry service, information points, resource bank and more!

Primary aims of the Community Service Team:

1. Enhance the engagement among the community experiencing homelessness through the service, promoting the key tenets of trust, hope, care and opportunity.
2. Co-create community spaces with trust and respect among guests, existing service users and graduates.

KEY DATA

1,600

meals served weekly in our community centre

3,100

attendance received at our community centre, in which about 100 people in need being engaged with our services over the year

100

people in need being engaged with our services over the year

42

No. of social events information sessions organised



HIGHLIGHTS FROM THE LAST YEAR

Some highlights from this year include recent renovations at 29, refreshing the environment and making it a more pleasant and welcoming space for our clients. We have also established a more regular routine and frequency of activities being run at the centre. An additional big change has been that the kitchen operations are now also being run on Saturdays, and an increase in productivity from 100 per meal to 130 per meal, meaning we're helping more members of the community every week!

Recent improvements to community intervention at Centre29 have also enhanced the connection between those experiencing homelessness and ImpactHK's service hubs. This has been done through the creation of an outreach service, which provides primary intervention on the street to build trust with potential clients and enhance the possibility of them using more of our services. Goals for this year include the casework team building closer cooperation with kindness walks, to streamline the referral procedures in order to facilitate the outreach workers to engage potential clients on the street more easily.

COMMUNITY VOICES

"29 is a good place for us to gather. They open everyday and have been a great help for us especially during the extreme weather."

"29 is the first community centre I have been to all of my life. I am thankful for the family-like environment here. I am happy to be reunited with a friend from my young adult years. I am really grateful for the support ImpactHK provides."



KITCHEN LAUNCH

The Kind Kitchen opened its doors in April 2022 and has become an integral part of supporting the community who are experiencing homelessness in the area. The innovative initiative combines meal services with our employment programme, a synergistic reflection of our strong holistic model. With a weekly production of approximately 1,600 delicious and nutritious meals, the Kind Kitchen aims to extend health support and kindness to those in the area.



The kitchen provides for a diverse range of service users, including those staying in ImpactHK's hostels and co-living flats, street cleaners, the elderly in need of food support and refugees. With approximately 80 people in our hostels, the kitchen ensures that all individuals are served twice a day, for lunch and dinner.

In addition to providing meals for people experiencing homelessness, the Kind Kitchen goes a step further by offering employment and training opportunities. Four of our FTAs have joined the team, learning valuable food and beverage preparation skills that will equip them to reintegrate into the workforce. At ImpactHK, we believe that while food alone cannot solve the issue of homelessness, the meals offered at the kitchen can lay the foundation for trust and gradual development of friendships.

Thank you to our amazing supporters, DBS, for generously providing two years of funding for the kitchen, starting from November 2022.



EMPLOYMENT & TRAINING

When you empower someone to seek training and find work, you are giving them the tools for self-reliance. This is an ethos central to ImpactHK's mission. Many of our service users face barriers to employment and training, such as age or digital literacy, struggling in an already competitive job market. Our employment programme focuses on helping clients realise their true potential, identify strengths, and match them with suitable work opportunities. We believe that readiness for the world of employment comes from learning, growth, and then applying newfound knowledge and interpersonal skills to a professional setting. Our programmes help guide individuals toward meaningful jobs, helping them discover purpose and achieve self-sufficiency.

KEY DATA

39

people experienced homelessness served as our community helpers or employees over the year

33

training and employer engagement activities contributed

15

successful job referrals to external employers over the year

HIGHLIGHTS THIS YEAR

As part of the programme, we have also seen the continuation of our Community Helper Project and Full-Time Assistant Roles. Community helpers are volunteer positions, with participants committing at least 12 hours of community service per month, both at ImpactHK and in other NGOs, helping to develop an understanding of other communities in need. Exciting updates this year have included opening a Senior Community Helper position, to help foster leadership and confidence among participants. Our Full-Time Assistants (FTAs), on the other hand, are salaried staff members of the ImpactHK team. As part of the role, they must participate in interest classes, social events, and join internal and external training sessions. This programme is suitable for those who may not be ready or interested in seeking external employment just yet, but benefit greatly from the tight-knit community and an empathetic and flexible employer who can offer intensive training and support. A highlight from this year was introducing quarterly appraisals to best support our clients' needs and provide guidance on daily work.

The Employment Support Service (ESS) ran a number of exciting events this year to support the professional development of our service users, including a job fair, work experience day and skills training workshops. An exciting development from this year was also the Leadership Training Camp associated with OBHK, which enjoyed a higher than expected participation level. The program recruited helpers, FTAs and ESS clients to encourage them to step out of their comfort zone. This year, we also held a 'Graduation Ceremony' to celebrate 48 clients completing their time with us.

2 Community helpers graduated to become FTAs, 3 progressed into open employment, 4 FTAs promoted to the senior rank.

COMMUNITY VOICES

Client TT had a wealth of work experience and success in their younger years. However, unfortunately, they faced unemployment and investment failures that led to homelessness. The weight of anger and anxiety made it difficult for them to handle their current situation and so despite dedicating a lot of time to job-hunting, they struggled to find employment.

Seeking a fresh start and a renewed sense of self, TT joined the Employment Support Programme. They focused on rebuilding a positive self-image, cultivating an optimistic mindset, and actively searching for suitable job opportunities; from being a cleaner to participating in social enterprises.

Through their daily conversations with colleagues, TT came to realise that many, just like them, were facing unspoken challenges. The process brought about numerous positive changes, including forming friendships with colleagues and receiving positive feedback from employers. Acceptance and sense of competence are hugely motivating factors for beneficiaries to reintegrate into the labour market and pursue success.

"I feel like I am happier now, that I can contribute my part in something. Despite my previous work experiences not being relevant to my job right now, there are many skills that are transferable. At this stage, I can help myself and help others (customers) at the same time".

Client TT (Male) ESS



Mr. M first came seeking help at ImpactHK after he became financially challenged and could no longer afford rent. His indecisive nature made it difficult to steer his next career steps, in addition to being often paranoid and lacking self-confidence. Due to fear of criticism, he had always been extra cautious and hardworking at work, taking on too much and not allowing himself to get some decent rest.

Mr. M realised the problem and he would like to make some changes. He wanted to build confidence and to be able to control the pace of his work as he knew that he would end up facing the same frustrations again if he did not make a change.

He entered the Community Helpers Programme, hoping to overcome his challenges by helping others as the first step toward employment. He was later promoted and recruited to become one of our FTAs and officially joined the programme in June 2023, continuously working on self-acceptance alongside employability skills.

Client Mr. M (Male)
Community Helper and FTA

OUTREACH & COMMUNITY EDUCATION

Our Kindness Walk and outreach programmes form the bedrock of how we help people experiencing homelessness and establish trust and friendship with the community.

The walks are centred around three basic tenets instilled within our NGO. These are:

- **Kindness** - We believe everyone deserves to be protected, given basic food and necessities. This year we served 51,360 bananas and eggs to people experiencing homelessness.
- **Trust** - The kindness walks allow us to build connections so we can eventually invite service users to visit us and use more of our services.
- **Inclusion** - Educating the people of Hong Kong to have a better understanding of homelessness and develop deeper empathy toward those experiencing it. This year we were joined by an incredible 5,513 volunteers, 1,057 on our private walks and 4,456 on our public.

Kindness Walks, run by our outreach team who oversee our general outreach and volunteering programme at ImpactHK, serve as the first point of engagement for our service users. It is often where these service users receive primary support through food and basic necessity distribution, and have an opportunity to learn about ImpactHK and other resources available to them.

KEY DATA

11

locations

5,513

Kindness Walks

5,000+

volunteers

51,360

bananas and eggs
distributed

HIGHLIGHTS THIS YEAR

A notable achievement this year was the impressive responsiveness and quick-thinking of our team in the face of evolving needs on the streets. A clear example of this was seen in the Tsim Sha Tsui area, where the number of service users increased by 20-30 people after Covid. In response, our team swiftly adapted by adjusting the available servings to meet the growing demand, ensuring that no one went without support. In another instance, during the period a lockdown was considered, the team moved quickly to mitigate a potential absence of volunteers and distributed meal vouchers to our friends. These instances exemplify the proactive and agile approach our team embraced to meet the challenges faced on the ground. Their resourcefulness and dedication allowed us to effectively respond to emerging needs, ensuring the well-being and support of our service users.

IMPROVEMENTS SINCE LAST YEAR

This year we organised a number of 'in-depth' walks with just our core staff members. Educating our friends on ImpactHK's core mission and the services we provide is fundamental to growing our outreach programme. While our standard walks focus more on basic street level support such as distributing food and necessities, these 'in-depth' walks meant more time could be spent explaining our services to our friends individually, and empowering them to seek support through us.

Another highlight from the year was our Christmas dinner, which was joined by our service users from the Tsim Sha Tsui and Tai Kok Tsui walks. This was their first time coming to our centre and having a proper Christmas dinner, an encouraging experience from which we received great feedback.



COMMUNITY VOICES

"This is the best egg I've ever had."

Uncle X (pseudonym) always refused to take our biscuits when the volunteers visited him on our Kindness Walks. Initially, our volunteers were quite frustrated but only after developing a friendship with Uncle X did we learn that he did actually like the biscuits, but sadly was suffering from severe tooth problems. One day we brought him an Onsen egg from a restaurant nearby and he was extremely grateful. He said the half boiled egg reminded him of the food from his hometown and after this, opened up to us about himself. Experiences like these serve as a reminder that our efforts are truly worthwhile. Building relationships with our friends on the streets can take months, and it often requires a stroke of luck to truly touch their hearts.



"What you have done is give me courage and it is truly heartwarming."

There is a lady staying in the TST area who we call "The Artist". In the early days of knowing her, she appeared quite shy and was always wandering around carrying her artwork. Seeing this, some volunteers bought her a sketch book and colouring pencils. A few weeks later she gave us some paintings as gifts. In return we printed her artwork on a tote bag and organised a little fundraiser using the beautiful paintings. We then used this amount to buy her meal vouchers and more art supplies. We'll never forget her big grin when she saw the bags. She said having someone to do these for is what gives her courage to live on.

HOMELESS ALLIANCE

The Homeless Alliance is composed of various NGOs with a shared focus on supporting individuals experiencing homelessness in Hong Kong. It is dedicated to improving the situation of those living on the streets, promoting social awareness for the cause, and advocating for the dignity and well-being of this community.

The alliance is divided into four working groups under its assembly:

1. Homeless-Friendly Community Advocacy Group
2. Concerned about Scavengers Group
3. Concerned about "Sudden Homelessness" Working Group
4. Concerned about the COVID-19 Pandemic Working Group

Over the past year, the coalition has been promoting social awareness of homelessness through various initiatives, including organising public hearings on homeless-friendly communities.

REAL LIFE STORIES

ONE WOMAN: THE STORY OF CHING

When we first met Ching, she had just finished her time in prison and was released into a situation where she was completely alone, without any money or connection.

Fortunately, we had a chance to meet her and earn her trust by offering her support of shelter, casework, community and more.



Ching had an apparent goal: to connect with her son and have a healthy relationship with him. Through her casework journey, there were many ups and downs. However, it was very evident that Ching was determined to make the most of her second chance. Ching flourished in our sports classes and especially benefited from the caring ImpactHK community. One of Ching's favourite classes was our walking class. In this activity, we would gather at the playground nearby and then walk together. However, Ching would love to jog and even sprint sometimes. Always with a big smile on her face!

Ching's top priority has always been her son and she is happy to tell us that they are now reunited and enjoying their time together. In addition, Ching has moved on to pursue a career in caregiving and now works taking care of the elderly in a senior care home. Every day Ching steps into work to take care of others and is very proud of her work.

"Life is a struggle. I have seen it myself. If I can help someone to live well in their final days, I will be very happy"

We are so proud of Ching for her commitment and perseverance and are confident that there are even brighter days ahead for her and her son.

ONE VOLUNTEER: SANDAY

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

I was inspired by the amazing and transformative work that this incredible organisation has been doing of helping people experiencing homelessness settle in safe homes, assisting them to restore their mental and physical wellbeing, helping to build their self-esteem and social capital, as well as discover their purpose. What ImpactHK does resonates with my personal aspirations of seeing an inclusive and caring Hong Kong.



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

I have had many memorable experiences while I've been a volunteer leader with ImpactHK. I have seen many friends that once lived on the streets settle into safe homes. I have seen friends 'graduate' from the streets or 'the school of hard knocks' back into the labour market, and are now contributing to the city's economy or running their own businesses. I have had a rare opportunity to play a crucial role in building trust, fostering connections and promoting positive mental and physical well-being among Hong Kong's homeless community. I have built new friendships, expanded my network of professional contacts through the different volunteers I've met. I am proud to have met many volunteers who have since gone to become ImpactHK Kindness Walk Leaders themselves, or are now our regular volunteers on different routes. I have seen friends that were stranded and experiencing homelessness in Hong Kong during the Covid-19 pandemic, return to their places of origin, and reunite with their families and friends. I often meet friends that we have housed and we share stories and smiles – a very memorable experience indeed.

3. Which Kindness Walk route is your favourite and why?

I have been asked this question many times and my answer is simple! – All my five Kindness Walk routes on Hong Kong Island are my favourite. Why? Because each of them is unique and special in the sense that they all offer me a different perspective and understanding every single time. Everytime, I am on any of the walks, I get to learn new things, meet new friends, and hear stories from long term friends, whom we are tirelessly working to get out of their situation into reasonable shelter, employment, training or any of the holistic offerings that ImpactHK provides.

OUR SOCIAL ENTERPRISES

This year, we continued to run a number of exciting social enterprise ventures, including the online shop and our Café based at UBS's central office. At ImpactHK, the revenue generated through our social enterprises is used to fund our programmes and services, helping support more clients and service users. Unfortunately, the pandemic caused tremendous challenges to the F&B industry, including our Café. However, to combat these issues, we came together as a team to adapt our practice methods and by bringing in initiatives such as team-sponsored Friday coffees. We successfully recovered our business after Covid and turned our Café into a profit making social enterprise. In addition to the Cafe, this year we also launched a number of exciting new products including drip bag coffee, coffee scrub soap and Cindy's Chilli Oil.

A highlight from this year included introducing seasonal drinks at our Café in order to generate more sales income. The seasonal drinks were popular and all of them have become items on our permanent menu.



OUR TEAM

BOARD MEMBERS

Chairman

Nick Grenham

Directors

Cliffton Andrew Jones Syngkon

Elizabeth Ann Seymour-Jones

Geet Goenka

Peter WH Wong

Sunil N Sujanani

Terri CG Appel

MANAGEMENT

Founder & CEO

Jeff Rotmeyer

Head of Operations

Vincent Pang

Head of Partnerships & Development

Charlotte Tottenham

Head of Programmes

Tszning Yeung

CORE STAFF MEMBERS

Adrian Ng

Ady Lai

Amy Mak

Alison Young

Boey Pun

Catherine Fung

David Mo

Deep Ng

Eric Kwong

Helen Ng

Karen Wong

Kathryn Yuen

Kin Tam

Mani Chan

Man Fung Cheung

Samuel Wong

Seasons Chan

Tony Ho

Vincent Low

FULL TIME ASSISTANTS

Ah Lik Chu

Ann Bustamante

Bikky Thapa

Cindy Tse

Cheong Kan

Eppie Yip

Goofy Wong

Hong Li

Ivy Wong

Jimmy Mok

Joseph Lau Wai Keung

Keung Wong

Leung Choi Nang

Max Mbainadji

Poon Yuet Keung

Simon Leung

Siu Ding

Suet Fong Wong

Yip Fung Wong

Will Woods

OUR FINANCE

2022-2023

APRIL 2022 - MARCH 2023

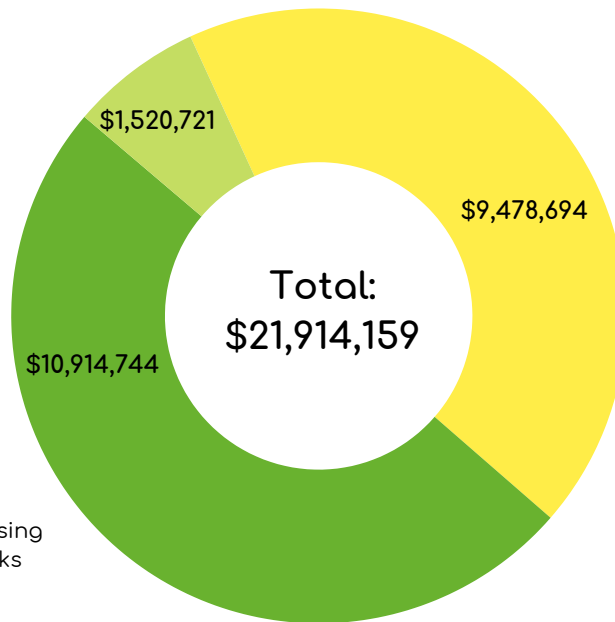
INCOME (HKD)

Social Enterprise
6.9%

Retail store and
Café income

General Funds
49.8%

This includes:
- Individual giving
- Recurring donors
- Peer-to-peer fundraising
- Private Kindness Walks
- Other income



Restricted Funds
43.3%

Long-term and one-off
conditional grants from
corporates and foundations

EXPENDITURE (HKD)

Administrative
13.7%

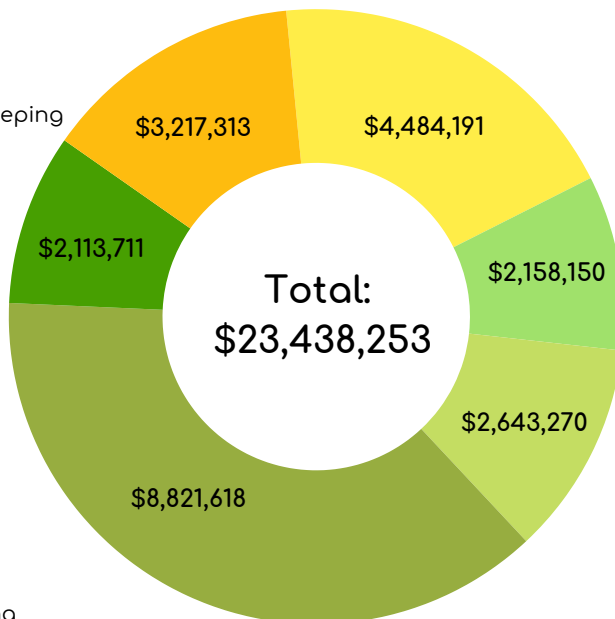
Very important for 'keeping
the lights on'

Social Enterprise
9%

Manufacturing and
Café operation
costs

Core Services
37.7%

Including:
- Medical care
- Fitness and well-being
- Psychological support
- Our centres



Accommodation
19.1%

Emergency shelter,
transitional housing,
co-living and
rental support service

Food
9.2%

We serve 3,000+ meals every
week at 11 locations in Hong
Kong

Employment
11.3%

Community Helper Programme;
Full Time Assistant Programme;
Employment Support Service

ACKNOWLEDGEMENT

PARTNERS AND DONORS WHO CONTRIBUTED OVER 100K

American Club Foundation
BGC Group
Bloomberg LP
BPEA (Baring Private Equity Asia)
Cheng Wan Gi
COS
DBS Foundation
The D. H. Chen Foundation
Elena Kan and family
Warburg Pincus Asia LLC
Fu Tak Iam Foundation Limited
Kadoorie Charitable Foundation
KIABI LIFE
LRC Charitable Foundation
Liberty Specialty Markets
Nigel Trayers
Overlook Investments Limited
Pacific Basin Shipping (HK) Limited
Rosewood Foundation
S&S Hospitality (Most Glory Holdings Limited)
SCMP Charities Ltd - Operation Santa Claus
The Hong Kong Jockey Club Charities Trust
The Robert H. N. Ho Family Foundation HK
UBS AG
ZIM
Zoroastrian Charity Fund of Hong Kong

SOCIAL ENTERPRISE PARTNERS

Crafty Charity
UBS

VOLUNTEER PARTNERS

HandsOn Hong Kong
Time Auction

MARKETING SUPPORT PARTNERS

Edelman
WOI
Five Software Limited
Rosewood Hotel Group

MEAL PROGRAMME PARTNERS

Food Angel
HK FoodWorks
Foodlink Foundation
Rosewood Hotel Group
Peninsula Hotel
Feeding Hong Kong
Moregoods
Project Dignity (Hong Kong) Company Limited

HOSTEL PARTNER

Ah Shan Hostel

KITCHEN PARTNERS

Chellaram Foundation
Crafty Charity
FAB Foundation (Feather & Bone's registered charitable foundation)
Food Angel
HKEX Foundation Limited
Kalacove
Liberty Specialty Markets
Mr Peter Borer
Rosewood Foundation
S&S Hospitality (Most Glory Holdings Limited)
The Association of Round Tables in Hong Kong Charitable Foundation
LRC Charitable Foundation
The Hong Kong Savage Club
Warner Music Hong Kong Ltd.

#KINDNESSMATTERS

Photo credit: Kevin Liu, Ben Marans, Calvin Lo,
Take It Multimedia Production

Charity registration number: Section 88 91/15122

✉ hello@impacthk.org

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Tai Kok Tsui, Kowloon.

100 – Sports & Counselling:
3B & 3F, 3/F and 5A, 5/F, Splendid Centre,
100 Larch Street, Tai Kok Tsui, Kowloon.



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