

Integrated Family Support Services

綜合家庭支援服務



回應金融海嘯加強就業支援

To address the Financial Tsunami through strengthening employment support



山明水秀氣清朗，一齊享受農耕遊。攝於「親子農耕遊」
Parent-child outing activities

綜合家庭及社區發展支援服務是由三個服務部組成，包括個人成長部、輔導及支援部和政策倡議部。在過去一年，各服務部不斷妥善調節服務整合的步伐，並致力發展多元化而可持續的服務計劃。從各方面積極鞏固服務的效能，讓服務使用者得到適切的服務支援，從而提昇家庭整體的生活質素。在新服務發展方面，我們成功在觀塘區推行「社區保姆計劃」，為區內在職或有需要的家庭提供短暫的幼兒照顧服務，藉以建立鄰里互助精神，並避免家長因工作或其它特別事故之需要，被迫把幼兒獨留家中而發生意外。

The Integrated Family Support Services is composed of three divisions, namely "Personal Growth and Development", "Counselling and Support" as well as "Policy Advocacy and Community Development". In last year, all divisions endeavoured to develop diversified and sustainable service plans through well adjusting our pace towards service integration. The living standard of our served families was then enhanced by means of proactive ways to consolidate our service quality to render suitable and timely services to our service users. Regarding new services, we successfully established the Neighbourhood Support Child Care Project namely "Nanny Next Door" to provide short-term and flexible child care service to the working families in districts nearby, in order to create spirit of mutual support, which in return, accidents caused by the 'home alone' would then be avoided.



■ 民間智慧抗海嘯新聞發報會暨知足「嚐」樂啟動禮

金融海嘯席捲全球，全民皆慌。因應社會的需要，綜合家庭支援服務於2008年底開始籌辦名為<知足「嚐」樂>的一系列對抗金融海嘯的活動。於1月期間，我們向觀塘區居民搜集面對金融海嘯的民間智慧，並於2009年2月15日舉辦了<民間智慧抗海嘯新聞發佈會暨知足「嚐」樂啟動禮>。當日更同時進行了「識食營人」烹飪比賽作為活動系列的頭炮。參賽家庭以「十元一人享用一餐」為預算，煮出美味的一頓家常便飯作賽。是次活動獲得中華電力有限公司及淘化大同食品有限公司贊助，並邀請得兩間贊助商代表、立法會議員梁家傑先生及藝人瑪利亞女士擔任主禮嘉賓及評判。



看！三位評判試菜多認真！－「民間智慧抗海嘯新聞發佈會」暨「知足嚐樂」啟動禮

Look how serious our three judges are tasting the food! - "People Wisdom in combating Financial Tsunami" cum "Be content, Be happy" kick-off ceremony

■ Press Conference of "People Wisdom in combating Financial Tsunami" cum "Be content, Be happy" Kick-off Ceremony

"Financial Tsunami" has caused anxiety and panic to people all over the world. To cope with this global crisis, IFSS has started off a project named "Be content, Be happy" which consisted of a series of programmes in late 2008. In January, we conducted a survey to collect the wisdom of Kwun Tong residents in coping with the crisis. The findings were announced in the press conference with the kick-off Ceremony on February 15, 2009 in which a cooking competition sponsored by the China Light and Power Holdings Limited and Amoy Food Limited was launched. Participants were required to prepare a meal for their families with a budget of \$10 per person. It was honourable for us to have representatives from the sponsoring companies, The Hon. Alan Kah Kit Leong, Legislative Councillor and, Ms Maria Cordero, famous artist as our guests of honour and adjudicators for the event.



「家常便飯」無火烹飪嘉年華

Cooking Carnival in the Kwun Tong redevelopment area to promote family life



「匯營坊」員工準備就緒，齊齊創出一番事業
Sales ready for the Social enterprise

■ 匯營坊

勵志中心去年透過市區重建局租用上環一所商業單位並開辦「匯營坊」社會企業，旨在為單親人士創造就業機會及增加其自信心。員工在「匯營坊」可以學習到店舖管理、銷售技巧、宣傳策略、顧客服務及存貨管理等知識。其間所累積的工作經驗，有助她們投身勞動市場。

「匯營坊」現正提供多元化的零售業務，如服裝、文具、家庭用品，飾物、精品及玩具等，同時亦設有美容及按摩服務，為市民提供物超所值的商品，與廣大市民共度時艱。

■ Cooperative Enterprise

The Lai Chi Centre rented a shop from the Urban Renewal Authority to operate a new social enterprise named "Cooperative Enterprise", which aimed at creating employment opportunity for the single parents and strengthening their self confidence. Employees could learn shop management knowledge, selling, promotion and stock taking skills, customer service etc., that were undoubtedly beneficial for their jobs seeking.

The Cooperative Enterprise was offering reasonable-price retailing services to the public to encounter the adverse economic condition.



2008鯉魚門防火運動的活動中，有居民熱心分享個人就防火的生活經驗，提醒參加者注意火警。

In the program of Lei Yue Mun Fire Prevention Campaign 2008, a resident shared his opinions and experience on how to prevent fire.

『牛年賀歲新春團拜』的活動。

Chinese New Year Celebration Programme

■ 鯉『賞』空間

鯉魚門社區服務處受民政事務總署「伙伴倡自強」社區協作計劃資助，由2007年起在鯉魚門推行一項名為鯉『賞』空間的社會企業。這是一個以社區為本，透過推廣鯉魚門本土特色，裝備區內人士不同工作技能，以投入勞動市場的社會企業。透過此計劃，參加者能累積不少工作經驗及學習不同的專業技能，例如營運生意的知識與技能、銷售策略、接待遊客技巧、人際溝通技巧等。參加者獲得這些知識及技能提升後，均有助他們投身就業市場，特別是旅遊及零售的行業。總括而言，本計劃過去兩年總共創造了1個全職及24個兼職職位。當中先後有8位人士成功在就業市場中找到工作。現仍有16名的兼職員工為本計劃提供服務。

■ “Enhancing Self-Reliance through District Partnership Programme”

Lei Yue Mun NLCDP was funded by the “Enhancing Self-Reliance through District Partnership Programme” under the Home Affairs Department to run a social enterprise community-based project namely “Dreamland”. The essence of the enterprise was to guide the visitors to learn how to appreciate the scenic points and characters of Lei Yue Mun. The social goal carried behind was to equip local residents with skills to re-enter the work force. The ‘Dreamland’ business included guiding tour and selling of souvenirs.

The “Dreamland” has provided different employment experiences for people in the community. Areas of learning included business knowledge and skills, promotion and selling strategies, guiding tour customer service and interpersonal communication skills. These trainings would enhance their confidence and help them return to the employment market, especially for the tourism industry and the retail sales service in the future.

In summary, “Dreamland” has created 1 full-time jobs and 24 part-time jobs in the past two years. Eight part-time staff succeeded in finding jobs in the employment market. Now we still have 16 part-time staff serving the project.



鯉『賞』空間(社會企業)於銅鑼灣鬧市設置攤位，售賣鯉魚門特色紀念品及食物。

Staff of our “Dreamland” Social Enterprise paid much effort to sell the special products and foods in Causeway Bay.



義工剪髮班！
Volunteer training on hair-cutting

「婦女自強運動 - 婦女理髮店」計劃

翠屏社區服務處於2008年8月至2009年1月期間，獲觀塘區議會贊助，舉辦了「婦女自強運動 - 婦女理髮店」計劃。計劃乃透過理髮的基礎訓練，令一班低收入、綜援家庭及來準港婦女掌握美髮的技巧，習得一技之長。計劃之目的是增加她們的自信心及建立逆境中自強不息的精神，以面對社會的不同需求。完成訓練後，她們分別為長者、小童、弱能人士及觀塘區的街坊提供了「義剪服務」，一方面透過服務社區而回饋社會，另一方面學以致用，為她們投身社會工作前作好充份的準備。

“Women's Salon - Women Empowerment” Project

Being sponsored by the Kwun Tong District Council, Tsui Ping Community Service launched a woman empowerment project named “Women's Salon”, from August 2008 to January 2009. Women from low-income families, Comprehensive Social Security Assistance families, and women with two-way permit were taught basic hair-dressing skills. By means of skill training, the project aimed at developing their sense of ability against adversity and to promote self confidence. After training, the participants rendered free haircut service to the needy including elderly, children, mentally handicapped persons and local residents in Kwun Tong. On one hand, it was a chance for the participants to serve the community; on the other hand, they could well prepare themselves before joining the workforce in the coming future.



員工學習整理貨品，讓顧客選購
Sales learn to display products in order

■ 「創業學堂」

恬寧居及勵志中心聯繫了大圍摯友基金會有限公司的一個名為「創業學堂」的計劃，目的為低收入的婦女提供有系統的自助創業培訓課程。參加訓練的婦女會先學習一些營商的基本知識、會計及經濟學等概念；然後經過考試評核，便會進一步訂定其營商計劃。如其營商計劃可取，便有機會獲得\$5,000的津貼，以助其實踐該計劃。參與了本計劃的婦女都完成了基本的訓練課程，吸收了不少相關知識，為自力更新，做好準備。

■ “Yes I Can!”

Our Serene Court lined up with the Tai Wai Amity Charitable Fund Limited and joined a project named ‘Workshop of creating your own business’, which aimed at providing training to low income women to acquire commercial knowledge such as concept of accounting and economics. They could submit a business proposal if they passed the assessment. Selected graduates could win \$5,000 for actualizing their own business plan. Most of the participants found the training practical and beneficial for job finding in the future.

■ 青少年就業支援服務

金融海嘯對本港就業市場帶來嚴峻的沖擊，青少年失業問題尤為嚴重。本會「賽馬會跳躍青年坊」與勞工處合作，推行「展翅計劃」及「青少年見習就業計劃」。透過一系列的職業技能培訓、職業及生涯規劃輔導，為15-24歲青少年提供一站式就業支援及輔導服務。並透過建立僱主網絡，為青少年提供工作實習的機會，令他們掌握基本的工作技巧及工作態度。在過去一年，超過100名青少年參與上述服務計劃。

■ Youth Employment Support Service

The youth unemployment problem was seriously affected by the Financial Tsunami. Our Jockey Club Youth Leap collaborated with the Labour Department to launch the Youth Pre-employment Training Project and Youth Working Experience Scheme. A series of job skill training, career counseling service and one-stop youth employment support service had been provided to young people aged 15-24. Besides, job placements were also arranged for them through the employers’ network. Overall, the young people were equipped with adequate working attitude and job skills. Last year, more than 100 young people were served through our Jockey Club Youth Leap.



展翅計劃：證書頒發儀式
Youth Pre-employment Training Project: Certificate Presentation Ceremony



團隊建立工作坊
Team Building Workshop

鞏固家庭支援網絡建立關愛社區

Strengthen Family Support Network and Building Caring Community



■ 「社區保姆」計劃

「獨留子女應避免，鄰里互助齊共建」。一個又一個幼兒因被獨留在家而發生的嚴重事故，促使本會在2008年10月27日正式開展由社會福利署資助，並在全港首階段推行的「社區保姆」計劃。計劃為一項鄰舍輔助性的支援服務，旨在招募一班有愛心的社區保姆義工，為觀塘區內在職或有緊急需要的家庭提供短暫及具彈性的幼兒【0-6歲以下】照顧服務，藉以建立鄰里互助精神，並避免家長因事外出，把幼兒獨留家中而發生意外。計劃推行了5個月，接受服務個案累積至90個；我們具愛心及服務鄰舍心的社區保姆獲家長的認同及稱讚。在2009年3月份，2位家長和3位社區保姆更接受香港政府新聞處的訪問，讓公眾能分享計劃的成功之處。

■ “Nanny Next Door - Neighbourhood Support Child Care” Project

“Let’s build up neighbourhood support to avoid home alone”. In view of the increased number of critical incidents caused by leaving children alone at home, we have started a Neighbourhood Support Child Care Project named “Nanny Next Door” since October 27, 2008. The project is sponsored by the Social Welfare Department. Volunteer nannies in the community were recruited to provide short term and flexible care to the children aged between birth to under 6, whose parents were unavailable to take care of them because of work or emergency, so as to promote the neighbourhood-level support in the community to prevent children from being left unattended at home. Up to March 2009, 90 families had used the service. The service provided by our nannies was appreciated by the service users. In March 2009, 2 parents and 3 nannies were interviewed by the HKSAR Information Service Department to share their positive experience of the project with the public.



社區保姆在中心內悉心照料幼兒
Nannies put great efforts in taking care of little children

本會在2008年10月正式推行「社區保姆計劃」。
We started to implement Neighborhood Supportive Child Care Project in Oct 2008

■ 共建和諧寶達家

本會臻善軒獲香港賽馬會社區資助計劃贊助，繼續於寶達邨推行「共建和諧寶達家」計劃。計劃目的是強化家庭功能，透過以「家庭為中心、社區為基地」的活動，一方面鼓勵家長及子女建立良好的家庭關係；另一方面團結區內家庭承擔建立「和諧家庭、健康社區」的使命。社工們透過街展、家訪及電話聯絡形式接觸服務對象，務求將計劃推展至邨內每一戶合適的家庭。過去一年，有76位家長參與及完成相關的親子溝通培訓課程。社工及義工們亦先後家訪218戶的邨內家庭，將和諧家庭的訊息宣揚開去。此外，為了提升居民的社區關愛精神，計劃亦於本年度積極開展了多項義工小組及義務工作體驗活動，凝聚有志之士為邨內居民提供服務。

■ Integrated Project for Po Tat Estate

Our Cherish House was continuously supported by the Hong Kong Jockey Club Community Project Grant to launch an Integrated Project to residents of Po Tat Estate. The project on one hand aimed at strengthening family function by means of a series of "family-oriented and community-based" programmes to encourage both parents and their children to build up good relationship. On the other hand, the project served to unite families in their own communities to uphold the mission of building 'Harmonious families and Healthy Community'. Our social workers promoted the service to residents of Po Tat Estate through various means such as road shows, home visit and phone calls. Last year, 76 parents had joined the Parent Effective Training courses and 218 families had been visited by our social workers and volunteers to promote the concept of Harmonious Families. To cultivate the spirit of community care, we carried out a series of volunteer training courses and volunteer services for them to serve their own community.



食時容易煮時難，開得飯來天已晚。
(攝於「義嘗宿一宵」)
Youth Volunteer Training Camp

「親子義人谷」活動
Parent-child volunteer activities



家居探訪表關懷，閒話家常將禮派。
Home Visit by Volunteer

■ 「加情大使」社區鄰里互助計劃

《共融行動在觀塘2008》乃是觀塘區議會贊助的社區教育計劃。活力家庭坊去年以『樂在香港，左鄰有你』為主題來配合計劃目標，於2008年6月至2009年2月期間，舉辦了一系列促進新來港人士與社區人士認識和共融的活動，當中包括聖誕關愛大行動、運動競技日營、互動手工美食組及『愛共融才藝Show』。其中以節目豐富的『愛共融才藝Show』最受歡迎，包括有綜合表演、攤位遊戲等。整個計劃受惠人數多達700人。

■ 「樂在其中」計劃

每個人都期望擁有快樂的生活，快樂除了是生命的原動力之外，更是人際關係之中的潤滑劑。然而未必每人都懂得在生活之中找到快樂的元素。因此，勵志中心舉辦了「樂在其中」計劃，旨在推廣建立快樂的方法，並且希望社區人士能把快樂感染身邊的人，創造一個「快樂的社區」。參加的婦女和學生會學習快樂七式，隨後會擔任「快樂大使」，透過探訪長者把快樂的心得和方法與他們分享。此外，學生會把他們眼中的快樂情景以相片捕捉下來，與社區人士一同分享，共同在社區中宣揚「快樂其實可以好簡單」的訊息。

■ Integrated Action in Kwun Tong 2008

"Integrated Action in Kwun Tong 2008" was a community education project sponsored by the Kwun Tong District Council. Family Energizer (Integrated Family Service) launched a series of activities with the theme of "Enjoy Hong Kong, Be My Neighbour!" from June 2008 to February 2009 to promote social integration between new arrivals and local people. The project consisted of various activities and groups including Caring Action in Christmas, Family Sports Day, Interest groups, and "Talent Show on Love and Inclusiveness", which brought 700 participants a joyful activity.

■ "Enjoy"

Everybody wants to have a happy life, Happiness is life energizer, it can also facilitate human relationship. However, not everyone grasps the art of being happy. Hence, Lai Chi Centre had carried out a 'Happiness in the Community' Project that promoted happy living to the community. Women and students first learned 'seven methods of happiness', and then served as 'ambassadors of happiness' to visit the elderly. Besides, the students could capture the happy moments by taking photographs in the community.

■ 「親子範堂」

面對兒童成長，強化家長教育是必要的。親子「範」堂主要提供家長一個自學並互相交流的平台，以有系統的課程及活動，了解子女在不同成長階段的特徵及需要，學習有效管教子女的技巧、與子女相處的態度。同時，透過家長間交流，分享在管教子女上的心得，能有效疏導家長在管教上的壓力。再者，透過親子小組活動，以增進親子間的感情；此計劃亦包括「書包圖書館」服務。此服務是獲得書伴我行(香港)基金會及雅登實業有限公司贊助的一項鼓勵親子閱讀的活動，讓家長、幼兒工作者和老師掌握朗讀的重要性和朗讀的秘訣，以推動親子共讀氣氛。自2008年6月至2009年3月底，已有76個家庭，當中包括約200名家長及幼兒受惠。計劃將會延至區內幼稚園、幼兒中心、小學及社區中心等，致力推動和諧的親子關係。

■ “Parents Network”

Strengthening parent education is essential for child development. 'Parents' Network' served to provide parents with a self learning and exchanging platform, by means of running systematic courses to enhance parents' understanding on children's development in turn built up proper parenting behaviours and attitude. At the same time, we believed parents' stress would be released if they were offered opportunities for sharing and ventilation. Furthermore, parent-child relationship could be enhanced through purposeful group activities. Besides, 'school bag library' was one of the core elements of the scheme. This was sponsored by the Bring Me a Book Hong Kong and Item Industries Ltd. This was an activity that encouraged both parents and their children developing a reading habit through which participants such as child care workers, parents and teachers could learn the importance of reading and acquire reading skills. From June 2008 to March 2009, there were 200 children and their parents from 76 families benefited from the said programme. The programme will be further promoted to kindergartens, childcare centers, primary schools and community centres In order to spread over the message of "parent-child read aloud".



「樂在其中」計劃 - 與人分享快樂事，原來開心人人都有份
Participants share their happiness experience with others.

活用快樂七式，人生更精彩
We have learned the 7 ways to happiness

服務受社區遷移影響的基層社群

To Serve Grassroots Who are Affected by Various Kind of Community Relocation



「重建區的法團管理」座談會
Seminar on Management of Owner Corporation in urban renewal area.

■ 「深水埗區市區重建社區服務隊」完成服務

本會深水埗區市區重建社會服務隊於2003年開始，獲香港房屋協會委聘，為5個重建項目的受影響人士提供多元化的支援服務。過去幾年，經服務隊跟進的個案超過400個，當中包括需要重置物業的業主、重新營業的商戶、以及有安置需要的住戶等。為配合服務對象多方面的需要，社工隊除了提供個案輔導及情緒支援服務外，亦會舉辦參觀公屋安置單位活動，讓有安置需要的租戶及早了解新居住環境，以減低其焦慮的情緒。此外，服務隊亦會定期舉辦義工探訪、節日慶祝及戶外活動，協助已遷往新社區的居民適應新居住環境及建立社區支援網絡。服務隊於過去幾年與香港房屋協會及其他地區團體建立緊密合作的伙伴關係。隨著受影響人士遷離重建區，重新建立新生活秩序，服務隊所提供的支援服務將於2009年5月正式結束。

■ Service of the Shumshuipo District Urban Renewal Social Service Team was Completed

Our Shumshuipo Urban Renewal Social Service Team (SST) had been appointed by the Hong Kong Housing Society to serve residents impacted by urban renewal projects in five designated areas. In previous years the SST served a total number of four hundred cases including flat and shop owners and tenants with housing needs. Our SST not only rendered case work and supportive service, but also launched a series of programmes such as visiting move-in residents to reduce their stressors caused by the adjustment problem. Besides, the SST also mobilized volunteers to do caring visits and assisted residents to build up social network in the new community. The SST established a good partnership with both the operator and various community organizations. The SST service would be terminated in May 2009 as scheduled.

■ 「重建，家人溝通最重要」

居民在面對市區重建所帶來的影響時，通常會先集中處理有關收購或賠償安排等實際事務。家庭成員若彼此欠缺溝通及在不同事務上意見不合，都會容易造成家庭衝突。有見及此，本會的觀塘市區重建社區服務隊在提供輔導服務予受重建影響的家庭時，亦會鼓勵他們珍惜與家人相處的機會，彼此以分享及溝通方式計劃未來的生活。服務隊更於08年11月23日舉辦了名為「家常便飯」的大型嘉年華活動，透過烹飪比賽、魔術表演及攤位遊戲，在社區宣揚「重建，家人溝通最重要」的訊息。

■ 加強業主之間的溝通，促進樓宇復修的工作

2008年下半年開始，本港經濟持續轉壞，私人大廈業主對樓宇復修的態度趨向審慎。隨著政府大力推動樓宇更新，推出更多資助計劃給私人樓宇業主，鼓勵他們進行復修。駐屋宇署支援服務隊擁有7年的相關服務經驗，能提供適當指導及支援予有需要的業主展開復修工程，履行由屋宇署發出的維修令。

涉及樓宇復修的個案中，絕大部份是舊式樓宇。這些樓宇普遍欠缺周詳管理和保養，沒有業主立案法團，即使大廈已成立業主立案法團，法團管理委員會沒有正常運作。而且，當中有大部份業主已不在大廈內居住，他們把單位分間出租，對大廈狀況和管理不清楚，甚至漠不關心。

■ “Don't Neglect Family Communication during Urban Renewal”

In facing with urban renewal, it was observed that residents tended to pay most of their attention to those practical issues, such as acquisition procedures or compensation policies. However, if family members do not have sufficient communication in making decision in the entire process, many of them might end up in having conflict and dispute. Therefore, the Kwun Tong Urban Renewal Social Service Team launched a “Homely Food Cooking Competition cum Carnival” on November 23, 2008 with an aim to promote the importance of effective family communication during the entire renewal process. Through competition, magic show and various kinds of activities, participants were encouraged to take every opportunity to share with their family members and formulate their own future life planning together.

■ To Facilitate Buliding Rehabilitation through Strengthening Communication among Owners

The economy of Hong Kong faced adversity last year and the attitude of owners of private buildings in regard to building maintenance became more prudent. As Government provided more resources and allowance for owners to conduct repair works, our Social Service Team in the Buildings Department, having seven years of experience in this area of work, could render adequate guidance and support for the affected owners to comply with repair orders issued by the Buildings Department.

The owners of the old buildings were our main service target. The common difficulties they encountered were lacking of communication among the owners and poor neighbourhood relationships. Besides, these buildings were lacking management and maintenance mechanisms as well as Owners' Corporation (OC). Even if there was an OC, it might not function well. Besides, most of the owners who had moved out the building did not take active part in building affairs.

因此社工隊介入的首要工作是「促進業主溝通」及「重建鄰里關係」。社工召開座談會或會議，製造業主間的溝通平台，讓他們對復修表達不同意見和期望，並協助他們達至多人接受的共識。從經驗來看，這些會議成為業主間久別重逢的機會，他們可談談過往大廈居住的生活片段，互相交換電話，使一度失落的鄰里關係可以重生。此外，社工亦需要擔當調解員角色，化解業主間的矛盾，鼓勵互相諒解和接納，修補睦鄰關係。有了這兩項重要元素，往後的樓宇復修工作將較為容易展開。

Our primary interventions were aimed at facilitating communication among the owners and to re-establish their neighbourhood relationships. Social workers organized forums or owners' meetings, as a communication platform for owners to express their opinions or expectations concerning building maintenance so as to reach consensus. In order to resolve disputes or conflicts among the owners, social workers played the role of mediator to facilitate their mutual understanding and acceptance. The close and harmonious neighbourhood relationship could then be re-established. Having these foundations, the owners could smoothly start the preparation work for building maintenance.



推廣樓宇安全講座
Talk on "Building Safety"

■ 在天水圍進行及早識別和社區建設的工作

本會於2008年4月16日起受聘於香港房屋委員會，設立天水圍房屋諮詢及服務隊（下稱服務隊），為新搬進天水圍公共屋邨的居民提供適切的支援服務。服務隊其中一項重要的工作是幫助新租戶適應居住環境，「及早識別」他們的需要，提供適時的協助，並透過「適應、建立、安頓和鞏固」四個階段，促使他們安居樂業。我們會採取外展的工作手法，主動接觸租戶，以了解他們的需要。在新租戶簽訂租約時，服務隊會同時舉行「入伙迎新簡介會」，介紹社區資源予居民認識。當新租戶入伙後，服務隊會安排家訪以了解他們的適應情況。遇到有需要的家庭，服務隊會即時提供支援，或轉介該家庭往適切的社會服務。我們亦會舉辦居民互助小組，促進居民互相認識，強化鄰里之間的網絡。

■ Early Identification and Community Building in Tin Shui Wai

Our Agency has been appointed by the Hong Kong Housing Authority to establish the Tin Shui Wai Housing Advisory and Service Team (HAST) since April 16, 2008. One of the core businesses of HAST was to enhance the adaptation of new tenants who were living in Tin Shui Wai public estates through early identification and providing timely assistance to them. Proactive method was employed to approach new tenants to assess their welfare needs. HAST conducted Orientation Briefing to the tenants during the intake process. Home visit were paid when tenants moved in the estate. Referrals were also made to relevant social service agencies when tenants were in need. Besides, HAST launched mutual support group to strengthen neighborhood network among tenants.

另一方面，「社區建設」也是一項重要的工作。服務隊會緊密聯繫社區各團體、學校、政府部門和屋邨管理諮詢委員會，加強彼此溝通和協作，合力舉辦不同社區活動，藉以更有效回應天水圍居民不同而多變的需要。服務隊希望透過以上社區建設的工作，促進居民對社區的歸屬感。

On the other hand, community building was important to Tin Shui Wai district. HAST made close contacts to various community organisations, schools, governmental departments and Estate Management Advice Committee (EMAC) in order to strengthen mutual cooperation through organizing joint community programmes to address various needs of Tin Shui Wai tenants. As a result, tenants' sense of belonging to their community was then built up.



社區資源展覽日
Community Resources Road show



難得友「晴」人互助小組讓新屋邨住戶融入社區
'Love your neighborhood' Mutual Help Group is a regular platform for tenants to integrate into community



天水圍房屋諮詢服務隊為天水圍屋邨管理諮詢委員會舉行「防家暴」工作坊
The HAST launched a seminar to enhance EMAC's members' knowledge against



「奧運樂在水圍」凝聚30多個地區團體為居民介紹社區資源
More than thirty NGOs took part in the "Olympic Carnival Day in Tin Shui Wai" to promote community resources and social services to the tenants



服務隊動員屋邨居民參與「育苗行動」，建設美好家居。
Public housing tenants were mobilized by the HAST to take part in the 'Green Action' in order to enhance their living standard

壯大新一代能耐面對社會挑戰

Enhance Resiliency of the New Generation for Facing Challenges Ahead



「共創成長路正能量獎勵計劃」頒獎禮讓青少年展現他們的才能
Project PATHS Award Scheme provides young people with chances to show off their talents

■ 「共創成長路」正能量獎勵計劃暨頒獎禮

本會今年繼續推行第三屆「正能量」獎勵計劃暨頒獎禮。參賽同學的認真及堅毅，實在值得肯定及表揚！是次頒獎禮的表演台上所有崗位及表演內容，均由七間參與計劃的學校之學生負責策劃及執行，務求讓他們發揮潛能及自信。另外，頒獎禮上亦播放了由部份得獎者的故事輯錄而成的勵志短片。當中，一位曾曠課、偷竊及三次重讀中二的學生，因著母親及老師的不離不棄，重新振作，終於在學業成績上考獲全級第一名的奮鬥故事；這故事感動了不少在場的家長及教師。可見此計劃及頒獎禮確實體現了「正能量」的真義，就是在家庭、學校、及與社區內不同團體的協作下，能夠營造有利青少年發展的環境、氣氛，助他們展現潛能、戰勝挑戰！

■ Strengths Award Scheme & Ceremony of "PATHS to Adulthood"

The School Social Work Unit launched her third 'Strengths Award' ceremony. All students who joined this scheme should be highly appreciated because of their sincerity and persistence. The ceremony was planned and conducted by students from the seven joining schools, either the show or back-up, in order to maximize their capabilities and self confidence. Besides, some encouraging stories from winners were presented. We captured a story of a secondary two student who had school refusal and committed into illegal act problems. She showed significant academic and behavioral improvement because of the unconditional support from her mother and teachers. Most audiences were touched by her story. This was a live example telling us that our young people would be benefited if parents, teachers and even people in the community could work hand in hand to create an enabling environment for them.

■ 同心「童」行成長路 — 社區導師導航計劃

此計劃由匯豐銀行慈善基金贊助，由「賽馬會跳躍青年坊」舉辦，於2008年5月至10月期間在觀塘區推行。計劃目的是鼓勵區內的中學生成為義工，接受培訓並成為導師，為區內低收入家庭的兒童提供功課輔導、課外活動及帶領他們參與社區義工服務。參與計劃的兒童透過由導師提供的服務，解決功課和學習上遇到的困難，提昇兒童的學習興趣及能力。而青年導師於培訓、服務及與組員相處的過程中，亦建立了個人能力和自信心。總括來說，本計劃為參與的兒童建立了支援網絡，並強化青年人的能力，同時透過義工服務令社區鄰舍關係更加團結及和諧。



導師者以小組形式為兒童提供功課輔導
Mentors assisted the children to do homework in group.

■ 「我都做得到」兒童成長計劃

有見觀塘區不少貧窮家庭的兒童均缺乏學習支援及全人發展的機會，「賽馬會跳躍青年坊」向教育局申請區本計劃的資助，推行「我都做得到」兒童成長計劃。此計劃目的是透過提升兒童的語文能力、增加生活經驗及發展潛能，從而提升他們的自尊感及自信心，讓他們有全面及身心健康的成長。08/09年度，共有55名區內貧窮家庭之兒童受惠，經過全年度一系列的學習及應用活動，參加者及其家長均表示子女的自信心增進不少。



導師者訓練兒童在探訪長者服務中心，並為長者獻唱一曲
Children and their mentors visited Elderly Community Center and sang a piece of lovely song to entertain the elderly people.

■ Growth with Love and Care – Community Mentorship Project

With the sponsorship from HSBC Charity Fund, operated by our Jockey Youth Leap, Growth with Love and Care – Community Mentorship Project was launched from May to October in 2008. The project was aimed at recruiting secondary students to be volunteers, providing training to them and nurturing them to be mentors. After the training, the mentors were required to do volunteer mentoring service for children from low-income families included assisting children to solve their home-work problem, helping them participate in extra-circular activities and community volunteer service. With this mentoring service, children's learning ability and motivation were improved. Meanwhile the young mentors had increased their capability and self-confidence in providing service and interacting with other members. Overall, this project helped children build up a supportive network and their ability had also been strengthened. Throughout the community volunteer services, the neighborhood relationship and community harmonious were enhanced.

■ Nurturing Children Development Project

There were many deprived children who lacked resources for learning and comprehensive development in Kwun Tong. Therefore, our Jockey Club Youth Leap applied the Education Bureau Community Based Project Fund to run a "Nurturing Children Development Project", in order to build up the self-esteem and self-confidence of deprived children through a series of activities such as "language enhancement programme" and "widening life exposure and potential development programme". In the year 08/09, there were 55 deprived children benefited from this project. Most of them and their parents were satisfied with the outcomes.



計劃參加者參觀香港太空館
The participants visited Space Museum

■ 「巴斯光年信箱」

「巴斯光年信箱」是恬寧居為入住庇護中心的兒童提供的一項嶄新的情緒支援服務。兒童們與代表著勇敢、正義、和平、信任的卡通人物 - 「巴斯光年」以書信形式溝通；他們可以用文字、圖畫或塗鴉在書信中抒發自己內心感受和表達意見。而「巴斯光年」即恬寧居的社工則會覆信給他們，使他們感受到被接納及安全感。服務自2008年5月開始推行至今，一共收到60多封兒童的來信。從信件的字裡行間，我們能感受到不少兒童在親身經歷家庭暴力時的不安情緒。總結一年來的服務經驗，我們發現小學高年級的學生尤為喜歡使用此類信箱服務，去表達他們內心深層感受及個人渴求。事實上，此階段的兒童在面對家庭暴力、父母離異、居住及學習環境上無奈的改變時，有時會不知如何表達，慢慢地會將一些感受或渴望當作「秘密」收藏起來。幸而有既似熟悉而又神秘的「巴斯光年」為傾訴對象，讓他們感覺安全地暢所欲言。「巴斯光年信箱」能重視孩子的感受和情緒，指出家暴的發生不是孩子的責任，並與他們一起建立自尊自信，故此服務深受兒童的歡迎。

■ “The mailbox of Buzz Lightyear”

“Buzz Lightyear mail box” was a brand-new service of Serene Court to provide emotional support to the children who entered the women refuge. Through letter-writing to “Buzz light-year”, a figure of bravery, justice, peace and trustfulness, the children could express their thoughts and feelings. On the other hand, our social worker would reply children's letter. This act would encourage children to express their inner feelings as well as experience the sense of being accepted. Since May 2008, we received more than 60 letters from children aged between five and eleven. From their writing we could see how children were psychologically suffered from domestic violence. To conclude after rendering one year of service, we found that upper forms primary students were our main users who learned for expressing their underlined feelings. It was understandable that children showed helplessness in ventilating their feelings and wishes when facing family crisis and would only treat them as secrets. Fortunately, the friendly and mysterious “Buzz Lightyear” allowed them to voice out inner feelings in a free manner. The “Buzz Lightyear mail box” paid special attention to children's thoughts and feelings and reassure them that they were neither the cause nor responsible for the violence. Instead, workers would walk with them to developing their self-confidence. The result was apparent.

■「故事樂園」暨「圖書架圖書」計劃

為加強家暴受害兒童於庇護中心內的適應及使他們得到關懷，恬寧居於08年4月開展「故事樂園」的活動，定期由同工向兒童朗讀適合他們的故事書。這些繪影繪聲的朗讀，能培養兒童的專注聆聽技巧；而透過向兒童提問有關故事的內容，亦可訓練他們的理解能力；同工亦會讓他們扮演故事裡的角色，以加強其表達能力；而母親們亦可一起參與，學習如何說故事，例如我們會邀請受過培訓的婦女義工，教導其他母親說故事的技巧和增加創意的的方法。「故事樂園」全年共舉行了17節，共有103人次參與。

■「零暴力-快樂小天使」計劃

由香港東區崇德社贊助的「零暴力 - 快樂小天使」計劃已步入第四載。計劃是建基於「家庭教育必須從兒童開始」的信念而行。至今，已經有380多名兒童加入計劃的行列成為「小天使」，並且越來越多社區人士願意加入成為「小天使兵團」，成為「小天使」的支援，實踐「守望社區」的精神。

■“Story-telling Time” cum “Bring Me a Book” Project

In order to strengthen the children service in Serene Court, our centre has started the “Story-telling Time” since April 08. Our staff conducted this programme regularly by telling funny and meaningful stories to children. Story telling in an interactive way could enhance children’s attentive skills. Besides, children could ask questions and their ability of perceiving the world would be strengthened. Some children were also invited in role playing games through which their expressing skills were improved. Moreover, their mothers could join the programme and learn how to tell story together. We had also invited our service users being the role model in parent-child story-telling. In this year, we had run “Story-telling Time” for 17 times and there were 103 participants.

■ “Zero Violence – a Happy Angel” Project

This was the fourth year the Zonta Club of Hong Kong East sponsored our ‘Zero Violence – a Happy Angel Project’. We believe that Family Life Education should start from children. The project has accumulated 380 children who have become the ‘little angel’, and more and more people from different communities were willing to join our ‘little angel’s support network team’. The mission of building a “Mutual Support Community” has been achieved.



市民齊支持快樂小天使反家暴行動
Happy Angels' Anti-Family Violence Action has gain support from the community



參加快樂小天使反家暴計劃的學生，肩負起在社區推廣的任務
Anti-Family Violence Project: Students committed to promote the action

■ 「話劇童參與」計劃

翠屏社區服務處去年嘗試加強發展兒童工作，於2009年2月至3月間，舉辦了「話劇童參與」計劃。計劃乃透過互動遊戲、話劇排練等，訓練兒童的非語言表達能力，如肢體語言和面部表情等，讓他們能運用多種方式表達自己的情感，明白別人的感受促進彼此的了解。最後，學員被安排於馬灣舉行了一次小型話劇表演，獲得一些臨場的經驗，以增強自信心。而學員最大的得著要算是成果分享，及體現團體合作精神的重要。

■ 「理才有道」

本計劃得到「花旗銀行成功在望獎勵計劃」贊助，由賽馬會跳躍青年坊在2008年9月至2009年3月期間推行。目的是為15-18歲離校青少年提供一連串採購及銷售技巧的培訓活動，強化參加者的人際技巧、團隊精神及個人能力，以提升他們求職的競爭力。參加者完成訓練後，於義賣活動中實踐所學的知識及技巧。透過學習、服務及反思，參加者均表示本計劃令他們擴闊知識及視野、增強人際網絡，並令他們明白個人強弱之處。

■ “The Child Drama” Project

Last year, Tsui Ping Community Service had paid much effort in strengthening unit's children work. "Drama for Children" was held from February to March 2009. By means of interactive games and live performances, children learnt how to express their emotions through non-verbal communication skills such as body languages and facial expressions. Children's mutual understanding and empathy for others were enhanced in the process. Small-scale drama was performed in Ma Wan showing what children had learnt in the training. The children not only experienced the importance of teamwork, but also gained a precious opportunity for live performance, which would strengthen their self confidence.

■ “Feature of Talent”

"Citi Success Fund" had sponsored our project named "Feature of Talent" that was conducted between September 2008 and March 2009 by our Jockey Club Youth Leap. Aged between 15 and 18 school drop-outs were invited to join a series of training courses on Purchase and Sale to enhance their interpersonal skill, teamwork spirit and personal ability, so as to elevate their competitiveness in job-seeking. After training, they had applied their knowledge and skill in charity sale services. The participants revealed that the training had equipped them with more knowledge, broadened their horizon and expanded their social network. Participants had been more alert to their strength and weakness.



話劇小組表演：明日之星
Drama Group's Performance: Our future Stars



「理才有道」義工設計攤位遊戲活動
"Feature of Talent" Volunteers designed the game booth programme.

■ 「一切由關愛出發」- 青少年社區支援網絡計劃

「賽馬會跳躍青年坊」獲得禁毒基金撥款贊助，舉辦「一切由關愛出發」- 青少年社區支援網絡計劃；旨在強化青少年對抗毒品的能力。計劃的重點為裝備17歲以上的青年人成為關愛輔導員，向社區人士推廣禁毒的訊息及為青少年建立正面及積極的支援網絡。計劃至今，已培訓20位關愛輔導員，並為40位青少年提供服務及支援。由於現時青少年濫藥問題十分嚴重，本計劃將延展至來年繼續推行。

■ Concern and Care - Community Support Scheme for Youth

Supported by the Beat Drugs Fund, our Jockey Club Youth Leap, launched "Concern and Care - Community Support Scheme for Youth", which aimed at strengthening teenagers' resistance to drugs. The Scheme had equipped a group of youth aged 17 and above to be Caring Counselors. They were responsible for promoting anti-drugs education programme in the community and to establish a positive support network for teenagers. Altogether, 20 Care Counselors had been trained to serve 40 teenagers. This Scheme will be continued till next year.



關愛輔導員與青少年合力解決問題
The Concern and Care Counselor cooperated with teenagers to solve the problem



關愛輔導員進行毒品資訊工作坊
An anti-drugs training workshop was held for Concern and Care Counselors

伙伴合作計劃

Partnership Scheme



臻善軒在寶達邨舉行 - 反家暴活動

Cherish House launched an anti-domestic violence programme in Po Tai Estate

■ 「加點愛·結伴行」防止家庭暴力社區協作計劃

根據政府統計數字顯示，觀塘區的家庭暴力個案年年遞增，個案數字經常列為全港首三位。有見及此，綜合家庭支援服務與賽馬會和諧一心家暴防治中心合辦「加點愛·結伴行」防止家庭暴力社區協作計劃。此計劃已於2008年11月正式展開。透過訓練及聯繫區議員、中、小學及幼稚園老師、教會職員、私家醫生、互委會委員及其他社區團體，我們希望加強這群前線地區人士對反家暴的意識及提升他們接觸受虐者的技巧，並合力識別高危和隱藏的家庭個案，盡早為有需要的家庭提供適切的支援及轉介至合適的服務機構。

■ “Walk Hand-in-Hand Loving Care” Anti-Family Violence Community Collaboration Project

According to the current statistics of domestic violence, the number of family violence in Kwun Tong district has been increasing and fell into the top-three over the years. Therefore, our Integrated Family Support Services has collaborated with the Jockey Club Harmony Domestic Violence Prevention Centre to start off the “Walk Hand-in-Hand Loving Care Project” in November 2008. Through training and networking community stakeholders such as District Board members, teachers from kindergarten, primary and secondary schools, clergymen, private doctors, members of Mutual Aid Committees and other community bodies, we hoped to raise these frontline practitioners' consciousness towards potential domestic violence and enhance their skills in reaching out victims. This concerted effort can help achieve early identification of high-risk but hidden families and refer them to appropriate services, resources and support in the community at the earliest.

■ 「童四無稀扶貧計劃」

本會自2006年與觀塘區家長教師會聯合辦「童四無稀扶貧計劃」；而計劃目的有二：一是籌集基金，為低收入家庭的兒童及青少年，提供持續性的個人發展機會。二是教育學生關心身邊有需要的人，學習分享與付出；成為有愛心和肯承擔的青少年。一如去年，本計劃繼續舉辦多項社區教育活動，包括於中、小學及幼稚園舉行扶貧講座、「樂·無窮」漫畫比賽、「種籽義工」訓練計劃等，好讓學生、老師及家長多認識、關注及探討貧窮問題。在基金籌集方面，本會繼續透過不同渠道如節日禮品義賣及步行籌款等活動，積極鼓勵社區人士捐獻。去年度共籌得善款約16萬元，為百多名低收入家庭的兒童及青少年提供課外培育的資助。

■ “Hearty Anti-Poverty Project for Youngsters” (HAPPY)

Since 2006, our agency has been cooperating with the Federation of Kwun Tong Parent-Teacher Associations to co-organize a Hearty Anti-Poverty Project for Youngsters (HAPPY). This project upheld two objectives, firstly, to raise funds for providing sustainable learning opportunities for deprived young peoples' personal development; secondly, to educate young people to care and to share with the needy and be a contributive members of the community. As in previous year, the project continued to render a number of community education programmes, such as seminars against poverty for kindergartens, primary and secondary schools, comic-drawing competition; experiential camp; volunteer training; so as to help students, teachers and parents understand and aware more about poverty. We continued to raise fund from different channels such as charity sale of festival gifts and charity walk to encourage public donation. Last year, we raised about HK\$160,000 that subsidized more than a hundred children and young people from low-income families to join their extra-curricular activities.



童四無稀扶貧計劃義賣活動
HAPPY Project Charity Sale

其他活動

Other Activities



分區離舍聚會，婦女們分享離舍後的生活近況。

Mutual help group for the women after leaving the women refuge centre

■ 「勇闖藍天」輔導計劃

為了打擊日趨嚴重的家暴問題，政府於去年首次透過法庭轉介，積極鼓勵施虐者參與由社署統籌的反暴力計劃，而活力家庭坊亦於去年8月成功獲得社署資助，正式推行了專為施虐者而設的「勇闖藍天」輔導計劃。此計劃為期三年，以個別或小組形式進行輔導及訓練，協助施虐者承擔暴力行為帶來的後果，學會有效地管理憤怒情緒，以及和平地處理家庭衝突，以避免再次向家人施用暴力，最終達致停止家庭暴力的發生。

■ “Flying High in the Blue Sky” Anti-Violence Programme

To fight against the growing severity of domestic violence, government has taken a proactive step to engage the batterers in the Anti-violence programme coordinated by the Social Welfare Department (SWD) through court referrals. Our Family Energizer was successfully appointed by the SWD to commence a three years' Anti-Violence Programme named “Flying High in the Blue Sky” from Aug 2008 for batterers. Through individual and group counselling and training, batterers were facilitated to hold accountable for the consequences of their violent behavior, acquire effective anger-management skills, as well as using non-violent means to resolve family conflicts. Our ultimate goal is to stop the recurrence of domestic violence.





新春團拜盆菜宴。起筷！
Chinese Lunar New Year gathering

太陽花之友幹事聯誼活動「花好月圓之夜」
BBQ activity for committee members of Sunflower Mutual Help Women Group in Mid-autumn Festival.

■ Microsoft 無限潛能計劃 - 「社區技術技能訓練計劃」

現今，資訊科技已經成為人類日常生活不可或缺的一部份，很多生活的環節都是依賴對資訊科技的掌握。雖然資訊科技已經十分普及，但是對於一些弱勢群體而言，數碼知識仍然是遙不可及。勵志中心得到香港微軟有限公司資助約28萬元，成立「社區技術技能訓練計劃」，為弱勢群體提供電腦器材以敷應用。同時，更提供多元化及不同程度的電腦課程。本計劃預期能提供1120人次的訓練課程，從而增加弱勢群體學習的機會，縮短市民的數碼鴻溝，改善他們的生活質素。

■ Microsoft Unlimited Potential - "Community Technology Skills Program"

Today, information technology has already become an indispensable part of human daily life. A lot of living tasks are relied on the mastering of information technology. Though information technology has been popular, but for some disadvantaged groups, digital knowledge remains out of reach. The Microsoft Hong Kong has donated \$280,000 for Lai Chi Centre to conduct the "Microsoft Unlimited Potential - Community Technology Skills Program". It aimed at providing computer training to the disadvantaged groups with adequate knowledge for improving their quality of life and promoted Digital Inclusion in Hong Kong.



Microsoft® 無限潛能計劃 - 社區人士正積極學習資訊科技知識，以應付生活上的需要
Microsoft Unlimited Potential - Community Technology Skills Program, Participants are enthusiastic in IT learning

香港微軟提供電腦器材、軟件及導師，提升社區人士的科技知識水平
Microsoft Hong Kong provides PC, Software and Trainer to enhance the IT knowledge for the community

■ 「趣樂家園」校報

為了加強學校與家長的溝通，趣樂幼稚園創刊了名為「趣樂家園」的會訊。此會訊內容包括校園活動回顧、家長心聲、校園趣事、假日好去處及互動遊戲介紹等，還有很多值得留念的活動照片剪影，讓家長，學生及老師一同回味學校過去半年的點點滴滴。

■ 家教會舉辦的英語活動坊

每個星期六的早上，趣樂幼稚園的家長教師會均會舉行「英語活動坊」，讓兒童在開心及輕鬆的學習環境下，體驗學習英語的樂趣。透過外語老師的引導活動，包括角色扮演，遊戲，閱讀分享，唱遊及手工藝等，加強兒童對運用英語的信心及觸覺。今年活動以環遊世界為主題，以引起學員的想像力，並鼓勵學員發揮求知精神，效果良好。



參觀益力多廠！
Oh! We know how to manufacture Yakult now!

■ 故事媽媽時間

德田幼稚園的家長義工，積極參加由「明日藝術教育」舉辦的故事媽媽工作坊，目的是培訓家長講故事的技巧，並藉此促進親子關係。完成工作坊後，家長義工於每星期到校兩次向兒童講故事。在此段「故事媽媽時間」，幼童們都十分專心及投入地聆聽精彩的童話故事。

■ Cheerland's Newsletter

The first issue of Cheerland's Newsletter has finally come out in January 2009. The content included past activities, parents' voices, interesting stories of kindergarten, leisure spots, games, etc. Numerous photos were also posted up for sharing sweet memory.

■ The English Workshop hosted by the Parent-teacher Association

The captioned activity was conducted regularly on every Saturday. It enabled students to learn and develop interest in English under a happy and relaxing environment. Numerous means including role-play, games, reading, singing and handicrafts making were adopted to strengthen students' confidence and sensitivity in English. This year, the main theme was 'Touring around the World' which had been successful in stimulating students' imagination and sense of questing for knowledge.

■ Mum's Story-time

The parents volunteer group of Tak Tin Kindergarten has joined the story-telling workshop. Not only did they strengthen the related skills, but also acquire a better understanding of how to enhance parent-child relationship. After completion, the group initiated a half-hour story-telling session for students twice every week. All students were highly attracted to these stories.



兒童培育計劃 - 家長分享會
Nurturing Children Development Project -- Parents sharing



一家大細開開心心地參予翠屏社區服務處的「同步、同遊、同欣賞」活動
The families enjoyed the parent-child programs conducted by our Tsui Ping Community Service.

■ 系統家庭治療的實踐

為了不斷提升社工的專業服務水準，本部十分著重員工的持續專業培訓。過去一年，服務單位就同工的專業服務性質的需要，進行不同類型的培訓活動。其中，活力家庭坊與學校社工服務部邀請了輔導心理學家劉膺華女士，舉辦「運用系統家庭治療處理有情緒及行為問題青少年的家庭」工作坊。透過是次工作坊，加深了同工對系統家庭治療結構理論及技巧的認識及掌握，並引用實例作深入的個案分析，此對同工日後實踐家庭治療於輔導工作及提升專業輔導水平有很大幫助。

■ System Approach in Family Therapy

To advance our clinical service quality, IFSS has always emphasized continuous professional development of our staff. Last year, various kinds of training programmes were organized to address the specific learning needs of our professional staff. In October, Ms Esther Lau, Counseling Psychologist, was invited by the Family Energizer and the School Social Work Unit to conduct a workshop on System Approach to working with families of adolescents with emotional and behavioral problems. This workshop helped our staff strengthen their ability in case conceptualization and analysis with system theory - family therapy, which further enhanced our clinical competence. The training was surely beneficial to staff in practising professional counselling in the future



太陽花之友週年聚會，邀得稅局助理局長黃權輝先生、港鐵「鐵路人、鐵路心」義工統籌陳國彥先生、林滿馨律師出席擔任嘉賓。

Guest from Inland Revenue Department, Mr. Wong Kuen Fai, MTR, Mr. Chan Kwok Yin and Lawyer, Miss Lam Mun Hing joined the 10th anniversary ceremony of our Sunflower Mutual Help Women Group.

■ 結語

過去一年，為實踐本部優質服務之使命及願景，各服務單位努力不懈地拓展社區伙伴合作關係，積極連繫社區及家庭；各同工亦嘗試不同的創新手法，提供治療及預防並重的服務，以回應社會多變的需求。展望未來，本部將繼續與相關的持份者及社區領袖攜手合作，務求提供優質服務及創造一個舒適的生活環境予社區內的居民。

■ Ending Remarks

In last year, all units of the IFSS worked hard to build up various community partnerships and connected families and the community. All staff of the continuum continued to strive for innovative working methods to render both preventive and remedial services to address various needs and demand of the society. Looking forward, the IFSS will continue to work hand in hand with related stake-holders and community leaders for the full provision of quality services and creation of a sound living environment for people in the community.



與少數族裔同遊迪士尼樂園
Fantastic Trip at Disneyland for ethnic minorities



小囍迪欣一天遊！多謝港鐵及稅局義工！
Great trip with volunteers from MTR and Inland Revenue Department in Inspiration Lake.



舉辦「樂安居足球比賽」以為提升居民對屋邨的歸屬感。
Football competition as mean to facilitate tenants' sense of belonging to the community



一手包辦整攤位，設計佈置唔會曳。(攝於「社區樂融融、暴力不容容嘉年華會」)
Parent Volunteers prepared and conducted the game booth in the Community Building Carnival at Po Tat Estate

■ 服務統計 (截至2009年3月31日)

Service Statistics as at March 31, 2009

駐屋宇署支援服務	Social Service Team in the Buildings Department	
處理事工總數	No. of work assignments handled	300
終止事工總數	No. of work assignments terminated	119
家訪次數	No. of home visits	1999
社區會議舉辦次數	Sessions of community meeting	134
與社區組織 / 政府部門聯絡次數	No. of contacts with community organizations / government department etc.	947

翠屏社區服務處	Tsui Ping Community Service	
會員總數(成人及兒童)	No. of existing members (Adults & Children)	726
簡略輔導個案總數	No. of brief counselling handled	153
社區活動出席總數	No. of total attendance of community activities	4104
實物援助總人次	No. of assistance in-kind rendered	1263

深水埗區市區重建社區服務隊	Shamshuipo District Urban Renewal Social Service Team	
個案輔導總數	No. of cases handled	66

鯉魚門社區服務處	Lei Yue Mun Neighbourhood Level Community Development Project	
社區服務出席總數	No. of total attendance of community services	4069
教育活動出席總數	No. of total attendance of educational activities	3129
訓練活動出席總數	No. of total attendance of training activities	718
康樂活動出席總數	No. of total attendance of recreational activities	546
社區小組出席總數	No. of total attendance of community groups	1300
鯉「賞」空間導賞活動參加者總數	No. of visitors to Dreamland	1525

觀塘市區重建社區服務隊	Kwun Tong Urban Renewal Social Service Team	
諮詢服務總數	No. of enquiries	2035
社區活動總數	No. of community programmes and meetings	78
小組活動總數	No. of group activities	64
處理個案總數	No. of cases handled	116

天水圍房屋諮詢及服務隊	Tin Shui Wai Housing Advisory and Service Team	
家訪次數	No. of home visits	1850
入伙迎新會受惠戶數	No. of household joined orientation briefings	3270
諮詢及輔導總數	No. of advisory and counselling services to Public Rental Housing tenants	1472
社區活動總數	No. of community programmes	61

學校社會工作部	School Social Work Unit	
學生總人數(六間)	Student population(6 schools)	6727
處理個案總數	No. of cases handled	488
諮詢總數	No. of consultations	3397
小組活動總節數	No. of group/programme sessions	435
個案面談總數	No. of case interviews	2856

活力家庭坊 (綜合家庭服務)	Family Energizer (Integrated Family Services)	
處理個案總數	No. of cases handled	1628
新 / 重開個案總數	New / reactivated cases	563
治療 / 支援 / 教育 / 成長及互助小組/活動	Therapeutic/Support/Educational/Development and Mutual-help Groups/Programmes	123
登記義工人數	No. of volunteers registered	251
「家庭支援計劃」義工人數	No. of volunteers of "Family Support Programme"	42
「家庭支援計劃」所接觸的個人 / 家庭數目	No. of individuals/ families newly engaged in centre services or community services under the Family Support Programme	81

家務指導服務	Family Aide Service	
接受訓練活動的個案總數	No. of cases with training programmes conducted	91
訓練總時數	No. of training hours	1565

幼兒服務	Child Care Service	
學生總數目	No. of children registered	243
男女生人數百分比	Student ratio by sex	55% Male 45% Female
接受學費資助的學生人數	No. of children received fee scheme	148
活動數目分佈比例	No. of programme / activity ratio distribution	
兒童活動	Children activities	53%
親子活動	Parent-children activities	33%
家長活動	Parent activities	14%

恬寧居	Serene Court	
恬寧居熱線	No. of hotline calls	1245
入住婦女總數	No. of women admitted	228
入住兒童 / 家人總數	No. of children / family members admitted	207
平均入住率	Average Occupancy	87.30%
治療小組	Therapeutic Groups	15

賽馬會跳躍青年坊	Jockey Club Youth Leap	
會員類別	Types of Members	
14歲以下兒童	Children members aged 14 or below	987
15-24歲青少年	Youth members aged 15 to 24	989
25歲以上青年	Youth members aged 25 or above	75
家庭會員	Parent Members	492
核心及發展活動總節數	Sessions of Core and Development Programme	
指導及輔導小組 / 活動	Guidance and counselling groups and activities	525
輔導面談	No. of case interviews	3318
支援性活動予弱勢青少年	Supportive programmes for young people in disadvantaged circumstances	563
社群化活動	Socialization programmes	516
社會責任培育活動	Development of social responsibility and competence programmes	1052
功輔班 / 興趣班	Tutorial class and interest class	2738

共建和諧寶達家	Integrated Project at Po Tat Estate	
家庭加油站課程及小組	Family Support Group training programme sessions	129
家庭加油站活動	Family Support Group actitives	53
「社區互助網」宣傳推廣、社區教育活動	Mutual Support Group promotion activities	51
義工培訓課程	Volunteer training programme sessions	30
義工服務活動	Volunteer activities	33
兒童及青少年培育坊課程	Development programme for young people	331
兒童及青少年培育坊活動	Development activities for young people	41
家庭探訪數目	No. of Home visits	218

成龍全人發展中心		Jackie Chan Whole Person Development Centre	
服務數目		No. of Service	
兒童多元智能發展活動	Multi-quotient development services for children	396	
學校支援服務	Supporting services for school	26	
創業及職業技能培訓	Vocational trainings for adult	119	
參與人數 / 人次		No. of Participants/Attendance	
兒童多元智能發展活動	Multi-quotient development services for children	13399	
學校支援服務	Supporting services for school	1029	
創業及職業技能培訓	Vocational trainings for adult	4186	

社區網絡計劃		Mutual Help Network Project	
新會員總數	No. of new members	405	
支援 / 互助及義工小組 / 活動	No. of Support / Mutual-help and volunteer groups / Programmes	9	
職業訓練課程總數	No. of job training programmes	6	
職業訓練課程總人數	No. of participants for job training	77	
職業轉介個案總數	No. of jobs matched	40	
聯盟機構總數	No. of alliance of organizations	5	
聯盟商戶總數	No. of alliance of merchants	20	
網站瀏覽總點擊率	Hit-rates of website	9487	

單親服務		Single Parent Service	
會員總數	No. of single parent families members	492	
新入會的單親家庭總數	New single parent families	105	
處理個案總數	No. of cases handled	14	
治療 / 支援 / 教育 / 成長及互助小組 / 活動	Therapeutic / Support / Educational / Developmental and mutual-help groups / Programmes	39	
家庭 / 家長教育活動	Family / Parent education programmes	7	