



**INTEGRATED
FAMILY SUPPORT
SERVICES**

綜合家庭支援服務

GFSC



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服務綜述

綜合家庭支援服務涵蓋的單位包括家庭服務、幼兒服務、青年服務和社區發展服務。雖然服務對象性質廣泛，但各單位在過去一年都致力以專業和創新的方法回應社會問題和受眾的需要。在家庭服務方面，本會得到香港賽馬會慈善信託基金的捐助，與香港大學李嘉誠醫學院公共衛生學院合辦「愛 + 人：齊來學·愛家」計劃，嘗試在社區推廣「學習型家庭」的概念，促進家庭功能。各青年服務單位繼續以「推動正向發展」為服務主線。綜合青年服務全力策動的「正能量青年選舉」在去年已經推廣至整個社區，學校社工部亦抓緊上海世界博覽會的時機，籌辦「城市，讓生活更美好？」考察團，務求讓青年人從這盛事中得到最大的學習。跳躍青年坊也透過 Y-Concept Stage 重點加強音樂介入的工作手法，以發掘青年人的潛能。在社區工作方面，房屋諮詢及服務隊的工作已經由天水圍擴展至屯門和東涌，服務隊繼續努力在這些區域發展這嶄新的服務模式。其他社區發展單位在面對舊區樓宇失修引伸的社會問題時，均加強與不同界別的合作，並兼顧服務提供和政策倡議的工作，期望有助改善問題和相關的政策。

Service Overview

Integrated Family Support Services (IFSS) are composed of units from family service, child care service, youth service and community service. Although we are serving diversified groups of clientele, all units in last year endeavored to provide professional and innovative services in order to enhance service users' wellness. In family service, our agency was funded by the Hong Kong Jockey Club Charities Trust to launch the "FAMILY: Learning Family Project" with the School of Public Health of the University of Hong Kong. This project aimed at enhancing family functioning by promoting "learning family" concept in the community. All youth service units continued to put "promoting positive development" as the main theme. In last year, the "Positive Youth Award" led by the Integrative Youth Service had been converted into a community-based project. The School Social Work Unit made good use of the Shanghai Expo 2010 by launching a study tour for young people in order to maximize their learning through this grand occasion. Our Youth Leap also created a "Y-Concept Stage" as a new channel to elaborate young peoples' talents by integrating music into social work practice. In community work, the Housing Advisory and Service Team was expanded from Tin Shui Wai to Tuen Mun and Tung Chung. The team was working hard to sharpen this new model in local context. In responding to the social problem derived from aging buildings in old urban areas, our community work units were strengthening their collaboration with various sectors, and taking part in rendering service as well as policy advocacy, in order to ameliorate the problem.

新計劃

New Projects

「愛 + 人：齊來學 · 愛家」計劃

Learning Family Project

「愛 + 人：齊來學 · 愛家」計劃乃香港大學李嘉誠醫學院公共衛生學院與本會聯手舉辦的其中一項以「社區為本」的「愛 + 人：賽馬會和諧社會計劃」活動。在香港賽馬會慈善信託基金捐助下，本會在觀塘區推行為期 14 個月的「愛 + 人：齊來學 · 愛家」計劃，並動員屋邨管理諮詢委員會及互助委員會在翠屏（南）邨推行此先導計劃；目的是建立「學習型家庭」的文化，讓居民學習「家有康和樂」- 健康、快樂及和諧，擁有關懷體諒的家庭生活，建設一個包容互助的社區。計劃已在 2010 年 10 月開展，一連串地區活動包括「地區領袖交流會」、「愛 + 人：齊來學 · 愛家」計劃啟動禮、「3Hs 流動教室」、「愛家 360-3Hs 工作坊」及由翠屏（南）邨七個互助委員會協辦的不同類型「家庭學習活動」亦陸續開展，至今已令過千名居民獲益。

"FAMILY: Learning Family Project (LFP)" was one of the innovative projects of "FAMILY: A Jockey Club Initiative for a Harmonious Society" funded by The Hong Kong Jockey Club Charities Trust. Collaborating with the School of Public Health of the University of Hong Kong, we worked with the Tsui Ping (South) Estate Management Advisory Committee to instill the concepts of "learning family" in the estate and to promote family 3Hs - Health, Happiness and Harmony. Starting from October 2010, a series of community programmes included "Train-the-trainers Leadership Training Programme", "Launching Ceremony of Family: Learning Family Project", "3Hs Mobile Classroom", "LFP 3Hs Family Training Workshop" and different "Family Learning Activities" jointly organized by the 7 Mutual Aid Committees of Tsui Ping (South) Estate were undergoing. Since then, we have promoted the project's concepts to over 1,000 residents.



「愛 + 人：齊來學 · 愛家」計劃已展開一系列家庭為本活動，致力推廣「家有康和樂」、學習型家庭的概念，以及提升社區的互助網絡。

The "FAMILY: Learning Family Project" started off a series of family-based programmes to promote family 3Hs, learning family concept and neighborhood support in the community.



「愛 + 人：齊來學 · 愛家」計劃：觀塘翠屏（南）邨的地區領袖在「領袖交流分享會」中分享籌備活動的經驗。

The "FAMILY: Learning Family Project": The community leaders of Tsui Ping (South) Estate share their experiences of programme planning in the "LFP Train the Trainers" programme.



近千名觀塘翠屏（南）邨居民於本年 3 月 27 日參與「愛 + 人：齊來學 · 愛家」計劃啟動禮，場面十分熱鬧。啟動禮的主禮嘉賓包括觀塘區議會主席陳振彬先生 S.B.S., J.P.、香港賽馬會慈善事務執行總監蘇彰德先生、房屋署副署長（屋邨管理）李國榮先生 J.P.、社會福利署助理署長（家庭及兒童福利）麥周淑霞女士、香港大學公共衛生學院院長暨「愛 + 人」計劃項目首席調查研究員林大慶教授，以及基督教家庭服務中心董事會主席關銳煊教授。主禮嘉賓連同該邨的屋邨管理諮詢委員會及互助委員會成員主持啟動儀式，眾人合力打開一本巨型的「書」，象徵與家人一起學習。

About 1,000 Residents of Tsui Ping (South) Estate, Kwun Tong gathered together on March 27, 2011 to witness the Launching Ceremony of the The "FAMILY: Learning Family Project". Officiating guests included Mr. Bunny Chan, S.B.S., J.P., Chairman, Kwun Tong District Council; Mr. Douglas So, Executive Director, Charities of The Hong Kong Jockey Club; Mr. Albert Lee, J.P., Deputy Director (Estate Management), Housing Department; Mrs. Mak Chow Suk-har, Assistant Director (Family & Child Welfare), Social Welfare Department; Prof. Lam Tai-hing, Principal Investigator, FAMILY Project cum Director, School of Public Health of the University of Hong Kong; Prof. Kwan Yui-huen, Chairman of the Board, Christian Family Service Centre, along with members of the Estate Management Advisory Committee (EMAC) and Mutual Aid Committees (MACs) of the estate, jointly officiated at the ceremony by opening a super-sized "book", symbolizing learning together with family members. The venue was filled with joyful laughters throughout the ceremony.

Y-Concept Stage

「這是你的舞台」是賽馬會跳躍青年坊「青年音樂發展 Y-Concept Stage」的口號。Y-Concept Stage 透過每月舉辦的樂隊演出，凝聚了一群有熱誠、有才華的年青創作人，展示他們對音樂的堅持。社會上能讓青年樂隊發聲的空間不斷減少，而我們相信年青人不乏自己的想法，他們只缺乏機會發表，故此 Y-Concept Stage 正填補了這樣的不足，提供開放的平台，配合 Y-Concept 網上討論區，讓他們得以「發聲」。至今，接近 30 支樂隊已在這舞台演出，讓青年原創音樂及精神得以發表。



樂隊 Hazden 於 Y-Concept Stage 落力演出，獲得全場掌聲。
The audiences gave Hazder heartily clap for their love song.

青少年入樽計劃：籃球比賽。
Slam Dunk Challenge: Basketball Competition.

「青少年入樽」計劃

本年度賽馬會跳躍青年坊參與了一個由成長希望基金會主辦的大型籃球比賽，計劃涵蓋兩個部份：「籃球比賽」及「社會服務」。中心的青年人先通過長達半年的籃球訓練，然後再籌劃社會服務。我們期望透過這個過程，幫助青年人把從籃球訓練中所學習到的合作精神和實踐目標的決心，應用到生活其他範疇，並幫助社會上有需要的人士。最終，我們經過八場比賽，奪得全場第六名；而我們的隊員黃震龍更在「最有價值球員排行榜」名列第三，成績令人鼓舞！

"Slam Dunk Challenge"

Jockey Club Youth Leap participated in the "Slam Dunk Challenge" organized by the Changing Young Lives Foundation. This programme consisted of two parts: basketball competition and voluntary service. We first provided our members with basketball training for 6 months and then they organized voluntary service for the needy. We hoped that participants could apply what they had learned into daily life, especially in areas of "team spirit", "self-directed mind" and "helping others". Encouragingly, we were the top six in the basketball competition and our member Mr. C.L. Wong was awarded as the third winner of the "most valuable player".

成龍全人發展中心「明薈閣」

「成龍全人發展中心」在去年分別獲得「香港中華煤氣有限公司」贊助總值 \$213,090 的全新爐具，以及由「社會福利署攜手扶弱基金」撥款 \$198,490，將原來只有 36 平方米之家政室擴展至現時的 54 平方米，當中裝置配合時下培訓課程所需的煮食爐具，使能提升中心所致力發展的小型企業創業計劃。我們將此全新之家政室命名為「明薈閣」，意謂「明火煮食及美食薈萃之地」。

為隆重其事，中心特別邀請「香港中華煤氣有限公司」高級工商事務經理黃維安先生及企業傳訊總監黃秀英女士，「社會福利署攜手扶弱基金」計劃經理黃國強先生以及本會總幹事郭烈東先生 J.P. 蒞臨主持「明薈閣」的開幕儀式；而「香港中華煤氣有限公司」義工隊以及一班親子義工團更特別預備了愛心曲奇，於揭幕禮後的農曆新年前夕為區內長者送上關懷。

"Flame De Lounge" of the Jackie Chan Whole Person Development Centre

Our Jackie Chan Whole Person Development Centre was sponsored respectively by the Hong Kong and China Gas Company and the Social Welfare Department Partnership Fund for the Disadvantaged last year for a lot of kitchen equipment amounting to \$213,090 and a grant of \$198,490 for the improvement works of our cooking classroom. The enlarged and professionally equipped cooking classroom was renamed as "Flame De Lounge" which provided a good venue to develop our career training programme.

The grand opening of "Flame De Lounge" was held on January 22, 2011. Our Officiating Guests included Mr. Duncan Wong, Senior Commercial Marketing Manager and Ms. Wong Sau-ying, Head of Corporate Communications from The Hong Kong and China Gas Company Limited; Mr. Wong Kwok-keung, Project Manager of Social Welfare Department Partnership Fund for the Disadvantaged and Mr. Kwok Lit-tung, J.P., Chief Executive of the Agency. After the Opening, a team of volunteers from the Town Gas together with a group of parent-child volunteers paid friendly visits to the seniors of the community with cookies made in the Lounge.



「明薈閣」，意謂「明火煮食及美食薈萃之地」，於 2011 年 1 月 22 日正式開幕。

The grand opening of "Flame De Lounge" was held on January 22, 2011.

「愛心曲奇大行動 2011」，超過 100 位學生家長一起製作愛心曲奇送暖到社區。

Over 100 students and their parents delivered their care to the seniors in community by making cookies together.

房屋諮詢及服務隊 (天水圍，屯門及東涌)

天水圍房屋諮詢及服務隊為期兩年的試驗計劃結束後，香港房屋委員會鑑於先導計劃效果理想，在 2011 年初通過把服務範圍由天水圍拓展至元朗、屯門和東涌的公共屋邨。本會透過公開投標繼續營運這服務，並在水圍、屯門和東涌設立三個辦事處，繼續向公屋租戶提供協助他們「適應社區」、「建設社區」和「聯繫社區」的服務。

Housing Advisory and Service Team (Tin Shui Wai, Tuen Mun and Tung Chung)

After completing the two years pilot project, the service of Tin Shui Wai Housing Advisory and Service Team (HAST), endorsed by the Hong Kong Housing Authority in 2011, has been expanded to Tuen Mun and Tung Chung. Our agency continued to operate the HAST through tendering and set up offices in the three districts. The team continued to uphold the three service directions of enhancing residents' adaptation, community building and community networking.

在協助居民適應社區方面，服務隊透過「入伙簡介會」與居民建立初步關係後，會派員上門進行家訪，藉此發掘居民的需要和強項，以作出轉介和吸納他們參與服務隊的義工行列。過去一年，服務隊已經進行了 3,000 多次家訪。新舊屋邨的入伙人數當然有異，對於同區的調遷戶，服務隊會以外展手法向他們提供「入伙迎新」的服務。服務隊發覺「家訪」是一個既有效又不標籤的手法，對於發掘有較大需要的家庭幫助很大。再者，服務隊憑著與屋邨辦事處建立的個案轉介機制，能夠在較短的時間內向有需要的家庭作出評估，並視乎情況夥拍區內其他福利機構一同接觸居民。服務隊作為居民與地區團體的橋樑，亦經常在不同時段聯同地區團體進行「洗樓」的工作，為「及早識別」有需要的住戶建立良好的基礎。

在「建設社區」和「聯繫社區」的工作上，服務隊舉辦了「愛·可持續」市集。在高通漲的環境下，基層市民面對「年關」實在百上加斤。服務隊有見及此，在農曆年之前，在天水圍、

For enhancing residents' adaptation, the team paid home visits to residents after they had joined the "Intake Orientation Briefing". During the visit, we would assess their needs or strengths and make early referrals to NGOs in the community or engaged them into our volunteer groups. The team paid over 3,000 home visits in last year. The numbers of new intake varied from old to new estates. To old estates, the team rendered outreaching orientation briefing to the residents. Home visit was indeed an effective and non-labeling way to identify families in need. In addition, with our established case referral mechanism with the housing management offices, the team could reach the families at risk for conducting timely assessments and referrals to the NGOs according to their situation. As a mediator between residents and various stakeholders in the communities, the team conducted regular door-to-door visit with various NGOs. It was a good foundation for early identification in the community.

In the areas of community building and networking, the team launched a project named "Angel Care Market" before the Lunar New Year. Under inflation, residents' burden was increased. The team provided residents with this platform to select their necessities donated by local residents and commercial sectors. This project aimed at promoting the concept of "Caring Community" and



天水圍的新舊居民不分彼此協力耕耘，積極參與「綠悠悠社區農莊」活動，增進鄰里之間的友誼。The old and new residents of Tin Shui Wai were farming together in their "Home Farm" as a way to enhance their neighborhood relationship.

「健康美食甜絲絲嘉年華」：美食比賽的得獎者、專業評審及所有參加者，濟濟一堂！
"Healthy and Sweetie Eating Cooking Competition": A group photo of the winners, professional adjudicators and all our participants!



屯門區「愛·可持續」市集設有環保講座，講解既實用又環保的清潔家居小智慧。An educational talk was launched in "Angel Care Market" (Tuen Mun) to share with residents tips on environmental protection and home cleaning.

捐贈者的衣物及簇新的玩具溫暖每一位「愛·可持續」市集的居民。The clothes and toys from donors warmed all residents who joined the "Angel Care Market".

屯門和東涌，聯同公私營機構和地區團體合力舉行這市集活動。該活動透過動員居民在大掃除前把多餘的家居用品和衣服送到指定屋邨的收集站，再透過義工的後期整理，在市集讓參與的居民挑選。

「愛·可持續」有兩個意思，把東西捐給有需要的人士本身已是「愛」的表達；其次，「不浪費」、「不隨便棄置物件」亦是支持建構可持續社區的表現。「愛·可持續」市集亦是一個主題性的嘉年華活動。例如在天水圍的市集，我們邀請了探險家李樂詩博士為居民分享環保的資訊，同場亦設有「合家歡大合照區域」和「你我齊齊寫揮春」的活動，把整個市集變得溫暖和熱鬧起來。當日氣溫雖然只得八度，但亦有接近 200 個居民參與市集活動。這些居民都是服務隊透過聯繫區內的非政府機構，如綜合家庭中心、綜合青少年中心、長者中心、教會和地區組織邀請出席的。此舉實在體現了「社區互聯繫、你我樂安居」的精神。

“Sustainable Development”. In fact, we packaged the market as a thematic carnival where our guests could share educational message with the residents. For example, in TSW market, we were glad to have Dr. Rebecca Lee Lok-sze, a famous adventurer, shared with resident about tips on “green life”. In addition to the designated area for families' photo-taking and corner of writing lucky messages, the “Angel Care Market” was full with happiness in this deep winter. There were around 200 participants who were referred by the local NGOs, including integrated family service, children and youth service, elderly service and churches. This was also a real example of “Linking together, Living Happier!”.

特別活動

Special Events

“Home Sweet Home” 電視節目

“Home Sweet Home” TV Show

活力家庭坊（綜合家庭服務）獲 NOW TV 寬頻電視邀請，參與一個以宣揚「快樂家庭」為題的節目。兩個家庭獲邀當日在台上接受主持人鄭丹瑞（阿旦）先生現場訪問，分享他們維繫家庭關係的智慧，以及家人互相扶持的體會。節目並邀請了立法會議員余若薇女士 S.C., J.P. 及歌手關楚耀先生分享對「家庭」的看法。台上家庭的真實故事及嘉賓的深情對話感動了在场 200 多位參加者。愛、關懷、寬恕永遠是開啟及維繫一個和諧健康家庭的重要鑰匙。

Family Energizer (Integrated Family Service) was invited by the Now TV to participate in the “Home Sweet Home” Show promoting the notion of “Happy Family”. Two families were invited to have live interviews with Mr. Lawrence Cheng, the host, sharing their wisdom in enriching family relationship and their appreciation of having family members' support. The Hon Audrey Eu, S.C., J.P., the Legislative Councilor, and Mr. Kelvin Kwan, the singer, shared their views about family relationship too. Over 200 parents and children were moved by the true stories and personal sharing of the families on stage and the guests. It is no doubt that Love, Care and Forgiveness are the essential keys to harmonious and healthy family.



“Home Sweet Home” — 50 個家庭被邀請參與 NOW TV “Home Sweet Home” 節目，節目主持人鄭丹瑞先生與參加者打成一片，氣氛熱鬧。
“Home Sweet Home”— Mr. Lawrence Cheng, the host, invited active participation of 50 families from our family service units.

“Home Sweet Home” — 兩個快樂家庭在台上接受主持人鄭丹瑞的訪問，分享快樂家庭之道。

“Home Sweet Home”— Two happy families shared their wisdom of enriching family relationship on the stage with Mr. Lawrence Cheng.