

聯校「危機介入」工作坊

近年，校園不時會發生不同類型的危機事件，當中假若涉及生死事故，對全校的師生或會造成不同程度的創傷和影響。作為提供駐校社工服務的機構，若能及早與校方對處理危機持有共同信念，以及預早作出準備，相信這樣能更有效控制危機為學校可能帶來的傷害，同時亦可更妥善照顧到受影響的師生及家長的需要及感受。故此，本部於2010年11月4日舉行聯校「危機介入」工作坊，期望為老師裝備處理校園危機的基本知識和技巧，讓老師交流處理校園危機的經驗和促進學校社會工作部與校方在處理危機事故中的默契。是次活動共有32位校方代表出席，大部份出席人士均表示內容實用，尤其欣賞三位嘉賓講者以過來人身份分享作為學校管理層在處理危機事故的考慮和應變策略。本部亦綜合過往經驗，製作了一本《學校危機事故處理手冊》派發予本會服務的學校參考，內容包括危機處理的步驟及介入的技巧和相關的實用資料。

Joint School "Crisis Intervention" Workshop

School crisis was not uncommon in recent years. In some fatal incidents, students and teachers would be suffered in various levels. If school social work operator can prepare the school personnel with appropriate crisis intervention concept and skills in pre-crisis stage, it could facilitate the risk management process and is beneficial to psychological wellness of those affected students and teachers. Therefore, our School Social Work Unit launched a Joint School "Crisis Intervention" Workshop which aimed at enhancing teachers' crisis intervention knowledge and providing school personnel with an open environment to exchange their views and experience. With this workshop, cooperation between school social work unit and schools concerned would be facilitated when crisis occurred. Most of the 32 school representatives opined that the content of workshop was very practical. They especially appreciated the sharing from the three school principals about their past experiences and strategies in handling critical incidents. Our School Social Work Unit also published a "Crisis Intervention Handbook" that covered procedure and materials used in school crisis. This was a useful reference to the ten schools served by our Agency.



出席的中學校長一同分享處理校園危機的寶貴經驗。

School principals shared their solid experiences in handling school crisis.

「童心同愛」學生義工訓練計劃

此計劃由賽馬會跳躍青年坊及天主教佑華小學合辦。計劃旨在透過義工訓練及服務，讓學生明白殘障人士的需要，並學習義工應有的服務態度，從而建立對社會的承擔，發展他們的潛能，學習建立一個關愛社區。計劃共有20位小四及小五的學生參加，經過義工訓練及服務後，學生學習到使用同理心了解殘障人士的需要，並能切合地為他們設計不同的活動。學生於活動後明白應該真誠的關懷社會上有需要的人，並表示享受服務殘障人士的過程，願意繼續參加義工服務向他們表達關懷。

"Love and Care" Volunteer Training Project

Jockey Club Youth Leap collaborated with Our Lady of China Catholic Primary School to launch a "Love and Care" Volunteer Training Project. The project aimed at developing students' potential and competence through social service. It developed students' social consciousness and build up social capital in the community with love and care. The 20 participants from Primary 4 and 5 were equipped with ability of showing empathy and designing various social activities to people with physical disabilities after joining both the training and volunteer service. They were also aware of the need of caring those deprived. They enjoyed the programme process and were willing to join volunteer services in the future.



佑華小學「童心同愛」學生義工訓練計劃：同學們耐心跟殘障人士傾談。
"Love and Care" Volunteer Training Project: Our Lady of China Catholic Primary School - Students chatted with the disabled patiently.



佑華小學「童心同愛」學生義工訓練計劃：參加者正在帶領遊戲。
"Love and Care" Volunteer Training Project: Our Lady of China Catholic Primary School - Participants were leading the warm-up game.

「童四無稀扶貧計劃」 種籽義工訓練

有見社區不少貧窮家庭的兒童缺乏社會的關懷及支援，賽馬會跳躍青年坊舉辦了「童四無稀扶貧計劃」種籽義工訓練，教導中小學生了解及認識香港貧窮狀況，更透過義工服務讓學生向貧窮家庭的兒童表達關懷，從而提升學生對社會的責任感。其中義工小組 12 位組員來自「仁濟醫院陳耀星小學」的小四學生，他們參加活動後均明白貧窮的成因並非純粹個人因素，亦包括因社會的經濟轉型所致。學生明白到要體諒及關心貧窮人士，更表示於日後會向社會上有需要的兒童表達真誠的關心及實際的援助。

「雜耍樂無窮」訓練

賽馬會跳躍青年坊以「雜耍樂無窮」訓練參與了社會福利署觀塘區青少年服務地方委員會的聯合活動「觀 TEEN 夢飛揚」計劃。「雜耍樂無窮」主要由一班小四至中二的中心會員組成，小組透過各種雜耍玩意，包括：扯鈴、拋樽、拋波、轉巾、花棍等，一方面訓練組員的恆心及耐性；另一方面，亦協助組員重新認識自己及欣賞自己。同時，藉此小組培養青少年堅毅的精神，建立積極及正面的人生態度，提升個人專注力、自信心及應變能力。小組於 2011 年 1 月 23 日的才藝匯演，將訓練成果與其他青少年及社區人士共同分享。

"Hearty Anti-Poverty Project for Youngsters (H.A.P.P.Y.)" - Volunteer Training

Children who lived in poverty were lacking care and support by the community. Therefore, our Jockey Club Youth Leap launched the H.A.P.P.Y. Volunteer Training that targeted students in primary and secondary school. The volunteer training served to strengthen students' social responsibility by bringing them to see the poverty in Hong Kong and providing them with opportunities to help the children in need. This training recruited 12 students from Y.C.H. Chan lu Seng Primary School. After the training, they realized that poverty was not only caused by individual factor, but also by the change of economic environment. As a result, students learned to care and to concern the poor and expressed that they were willing to provide support in the future.

"Social Circus Training"

To echo the district level joint youth programme to promote positive psychology that initiated by the Kwun Tong Youth Service District Committee of Social Welfare Department. Our Jockey Club Youth Leap launched "Social Circus Training" this year, which targeted at Primary 4 to Form 2 youngsters. We provided them with a series of circus skills trainings to enhance their patience and concentration, to develop their positive learning attitude, and to strengthen their self-confidence. The group members joined variety show held on January 23, 2011 to share their talent and joyfulness to the public.

順天邨和寶達邨的 社區建設活動

賽馬會跳躍青年坊獲得房屋署順天邨屋邨管理諮詢委員會的資助，舉辦了「同行樂聚在順天」計劃。計劃目的是發揮義工力量，關懷區內居民。計劃內容主要分為四個部份：「愛心天使」義工訓練計劃、「暖在心頭」編織計劃、「愛心天使」義工送暖行動及「喜氣洋洋」迎元宵2011。在整個計劃裏，我們總共動員了60位青少年、兒童及其家長義工，上門探訪100戶長者，以及邀請8間地區團體參與攤位及表演活動。2010秋，臻善軒亦得到房屋署寶達邨屋邨管理諮詢委員會資助，於寶達邨內推行「樂在心中凝寶達」計劃，舉行一連串以快樂為主題的鄰里關係建立活動。透過「快樂七式」的理念，促進邨民建立積極、包容及無私的思想，計劃內容共有四大部份；當中包括心靈故事演講、運動獎勵計劃、鄰里探訪及嘉許禮暨嘉年華。計劃的推行鼓勵了不少的邨民積極參與邨內活動，擴展了個人及家庭於邨內的社交網絡，進而讓寶達邨更添融和之感。是次計劃惠及1,081人次。

Community Building Activities in Shun Tin Estate and Po Tat Estate

The Jockey Club Youth Leap was sponsored by the Shun Tin Estate Management Advisory Committee to organize a project named "We Care our community — Shun Tin". To align with the objective of volunteer development and care in the community, the project consisted of 4 areas: Volunteer Training, Knitting Course, Love and Care Action and Lantern Festival Ceremony. For the whole project, around 60 volunteers, including young people, children and their parents, were mobilized to visit 100 elders who lived alone in Shun Tin Estate. Moreover, 8 local organizations were involved to hold the game-booths and talent performances. In autumn 2010, our Cherish House was also funded by the Shun Tin Estate Management Advisory Committee to organize a "Happy at Heart in Po Tat — Community Project". The project aimed at building good neighborhood relationship in Po Tat Estate. It encouraged residents to have positive thinking, generosity and mutual help. The project consisted of 4 areas: storytelling, sport award scheme, caring visit and a carnival. This project facilitated residents to join estate activities and expanded their supportive network. As a result, the sense of belonging and harmony in the Estate were strengthened. A total of 1,081 residents were benefited from the project.



「樂在心中凝寶達」計劃：運動獎勵計劃。
"Happy at Heart in Po Tat — Community Project":
Sports Rewarding Scheme.



「樂在心中凝寶達」計劃：居民參與嘉許禮暨嘉年華會。
"Happy at Heart in Po Tat — Community Project": Residents enjoyed
playing game-booth in the carnival.

鯉魚門社區的「耆英關注組」 和「鯉賞空間導賞團」

在推動居民關注社區方面，鯉魚門社區服務處屬下的鯉魚門耆英關注組參與了「全港爭取長者福利聯合行動」，在提倡「長者友善」的大前題下舉辦了一連串活動，包括訓練營、聚焦小組、工作坊、意見調查、新聞發佈會及出版報告書等。耆英關注組的付出更取得初步成果，他們設計了「理想藥袋標貼」，並計劃向醫管局提出建議使用。服務處的另一項計劃「鯉賞空間導賞團」，在民政事務局的「伙

"The Elderly Concern Group" and "Dreamland Cultural Tour" in Lei Yue Mun Community

In area of mobilizing residents to care for their community, the Lei Yue Mun "Elderly Concern Group" joined a series of activities under the concept of "Elderly Friendly" organized by the "Fight for Elderly Welfare Action". The activities included training camp, focus group, workshop, survey, press conference, reports publication, etc. An initial result was founded after group members' participation. They designed an "Ideal Pills Bag Label" and were going to introduce to the Hospital Authority for their reference and application in the future. Upon completion of the "Social Enterprise Partnership Programme"

伴倡自強」計劃資助完結後，亦展開新的一頁，在去年以自負盈虧的方式運作，繼續推廣鯉魚門文化旅遊，並為區內居民締造兼職就業的機會。此計劃嘗試開拓全港長者服務單位的市場，讓更多不同類別的人士認識本區文化旅遊，亦大大增加成團次數，並促進社區經濟活動。

funded by the Home Affairs Bureau, "Dreamland Cultural Tour" has started its new page. The tour has operated on self-finance basis. On one hand, it served to promote local characteristics of Lei Yue Mun, on the other hand, it continued to provide part-time job to residents nearby the community. We also tried to promote this service to all elderly service units so as to promote local characteristics to more people as well as revitalizing the economy of Lei Yue Mun.



鯉魚門耆英關注組成員積極參與討論改善長者福利。

Members of Lei Yue Mun Elderly Concern Group took active part in discussing ways of improving elderly welfare.

組員展示她們設計的「長者友善藥袋」。Group Members displayed their product of "Elderly Friendly Ideal Pills Bag".

「鯉賞空間導賞團」開拓長者的市場，讓更多社區人士認識鯉魚門的特色。

"Dreamland Cultural Tour" opened up the elderly market to let more people know local characteristics of Lei Yue Mun.

參與《市區重建策略》檢討

《市區重建策略》為市區重建局的工作提供整體的政策指引，對本港舊區的發展及市區更新的方向可謂影響深遠。有見及此，觀塘市區重建社區服務隊（社工隊）於《市區重建策略》檢討進行期間動員受重建影響的住戶，不論是業主或租客，一同參與每一場的公眾諮詢活動，鼓勵他們積極提出意見，以助政府就應修訂的範圍及方向歸納出主流意見，為未來的舊區建構一個優質的居住環境。同時，作為於重建區服務多年的社會服務機構，社工隊亦總結服務經驗，就社工隊的服務手法及資助模式向有關部門提交意見書，從社會服務的角度豐富是次有關討論；經過多月來的廣泛諮詢，發展局歸納出主流意見，並於2011年2月修訂《市區重建策略》，作為市區重建局日後依循的新指引。

Participation in "Urban Renewal Strategy" Review

"Urban Renewal Strategy" (URS) provided overall policy guidance to the work of Urban Renewal Authority (URA) which brings significant impact upon the direction of urban renewal in Hong Kong. Therefore, the Government launched URS Review to identify majority views on how URS should be revised through a series of public engagement activities. The Kwun Tong Urban Renewal Social Service Team (SST) mobilized the affected residents, including both owners and tenants, to participate in the entire public consultation to express their ideas on how to create a quality living environment in old urban areas in the foreseeable future.

Meanwhile, as an experienced service provider in old urban redevelopment area, the Team submitted a paper presenting our opinions towards the existing funding modes as well as the service model of SST to the Steering Committee. It was believed that views from a social service perspective could definitely enrich the discussion in URS Review. The revised URS had been issued in February 2011 after extensive public engagement. It became the new guiding principle for the URA.



仁信里商戶關注組約見市建局職員表達他們的需要和對重建政策的意見。

Members of a Mutual Support Group initiated meeting with URA staff to express their needs and their views on urban redevelopment policy.



市區重建社區服務隊為已遷出觀塘舊區的長者舉辦團聚活動。

A reunion activity for the elders moved out from Kwun Tong old urban area launched by the Urban Renewal Social Service Team.

回應舊區樓宇老化的社區工作

舊區樓宇老化是香港近年湧現的社會問題。駐屋宇署支援服務隊從前線經驗中發覺「鄰里關係鬆散」、「業主間欠缺溝通」、「負面的心理因素」和「經濟問題」，都是妨礙業主展開樓宇維修工程的主要原因。在過去一年，服務隊新接的個案中有 45% 涉及住屋需要、經濟困難則有 33.3%，其餘包括精神健康及鄰舍糾紛等問題。可見舊區樓宇老化背後隱藏著房屋問題和人本的需要，單從屋宇維修的角度落墨對解決問題幫助不大。因此，服務隊透過家訪及業主會議，以加強業主彼此的溝通、並建立他們的合作關係。服務隊更會協助業主引入「市區重建局」和「香港房屋協會」等機構的技術支援和財政資助，務求提升他們解決問題的能力。同時，服務隊透過個人及社區層面的介入，推動居民與其他持份者的溝通，動員社區不同資源，如社會企業的小型工程承辦商、區內的物業代理、長者家居環境改善計劃等；同時亦透過與房屋署、社會福利署、當區的綜合家庭服務中心等不同團體協作，解決居民的困難。

Community Work to Address Aging Buildings in Old Urban Areas

Urban decay is a current problem of Hong Kong society. According to our experiences of operating Social Service Team in the Buildings Department, factors that hindered owners from rehabilitating their premises were their poor and weak neighbourhood relationship, negative experiences and financial difficulties. According to service statistics of last year, the difficulties that most new cases encountered were “housing needs (45%)” and “financial difficulties (33.3%)” while others were “mental health problem” and “neighborhood conflict”. These figures reflected that housing problem and human factors were key issues that the society should address. If we want to improve the situation, we should adopt a multi-dimensional and human-centered perspective in daily community services. Therefore, our Social Service Team paid home visits and conducted owners meetings to enhance the communication and cooperation amongst the owners. The service team also facilitated the owners to make use of the technical support and subsidies offered by the Urban Renewal Authority and Hong Kong Housing Society to solve their problems. Besides, we had paid effort in mobilizing the residents to cooperate with various stakeholders and to make use of community resources from social enterprise, commercial sector, non-governmental organizations and government to resolve their difficulties in rehabilitating their buildings.



社工透過外展服務，協助居民處理樓宇復修事宜。

◀ Through outreach service, social worker assisted residents to handle problems related to building rehabilitation.

2010-2011 服務統計 (截至 2011 年 3 月 31 日)
Service Statistics (as at March 31, 2011)

幼兒服務

Child Care Service

| | | |
|-----------------|---|----------------------------|
| 學生總數目 | No. of children registered | 251 |
| 男女生人數百分 | Student ratio by sex | 男 Male 60% 女 Female 40% |
| 接受學費資助的學生人數 | No. of children received fee scheme | 135 |
| 活動數目分佈比例 | No. of programme / activity ratio distribution | |
| 兒童活動 | Children activities | 65% |
| 親子活動 | Parent-children activities | 23% |
| 家長活動 | Parent activities | 12% |

活力家庭坊 (綜合家庭服務)

Family Energizer (Integrated Family Service)

| | | |
|-----------------------------|---|-------|
| 處理個案總數 | No. of cases handled | 1,619 |
| 新 / 重開個案總數 | New / reactivated cases | 562 |
| 治療 / 支援 / 教育 / 成長及互助小組 / 活動 | Therapeutic / support / educational / developmental and support groups / activities | 123 |
| 登記義工人數 | No. of volunteers registered | 386 |
| 「家庭支援計劃」義工人數 | No. of volunteers of "Family support Programme" | 24 |
| 「家庭支援計劃」所接觸的個人家庭數目 | No. of individuals / families newly engaged in centre | 84 |

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) | 1,062 |
| 簡略輔導個案總數 | No. of brief counseling cases handled | 150 |
| 社區活動出席總數 | No. of total attendance of community activities | 3,453 |
| 實物援助總人次 | No. of assistance in-kind rendered | 1,176 |

家庭指導服務

Family Aid Service

| | | |
|-------------|---|-------|
| 接受訓練活動的個案總數 | No. of cases with training programmes conducted | 97 |
| 訓練總時數 | No. of training hours | 1,593 |

恬寧居

Serene Court

| | | |
|-------------|-------------------------------------|-------|
| 恬寧居熱線 | No. of hotline calls | 1,049 |
| 入住婦女總數 | No. of women admitted | 101 |
| 入住兒童 / 家人總數 | No. of children / families admitted | 50 |
| 平均入住率 | Average Occupancy | 71.4% |
| 治療小組 | Therapeutic groups | 14 |

共建和諧寶達家

Integrated Project at Po Tat Estate

| | | |
|--------------|--|-------|
| 家長活動參與人次 | Parent programme attendances | 583 |
| 家庭活動參與人次 | Family programme attendances | 490 |
| 兒童及青少年活動參與人次 | Youngsters programme attendances | 2,265 |
| 義工培訓人次 | Volunteer training attendances | 765 |
| 義工服務人次 | Volunteer service attendances | 355 |
| 社區教育活動參與人次 | Community education programmes attendances | 3,474 |
| 家庭探訪數目 | No. of home visits | 200 |

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 | 840 |
| 15-24 歲青少年 | Youth members aged 15 to 24 | 430 |
| 25 歲以上青年 | Youth members aged 25 or above | 63 |
| 家庭會員 | Parent Members | 394 |
| 核心及發展活動總節數 | Sessions of Core and Development Programmes | |
| 指導及輔導小組 / 活動 | Guidance and counseling groups and activities | 698 |
| 輔導面談 | Case interviews | 2,955 |
| 支援性活動予弱勢青少年 | Supportive programmes for young people in disadvantaged circumstances | 328 |
| 社群化活動 | Socialization programmes | 767 |
| 社會責任培育活動 | Development of social responsibility and competence programmes | 1,174 |
| 功課輔導班 / 興趣班 | Tutorial class and interest class | 4,813 |

學校社會工作部

School Social Work Unit

| | | |
|---------------|--------------------------------------|-------|
| 學生總人數 | Student population | 6,432 |
| 處理個案總數 | No. of cases handled | 480 |
| 諮詢總數 | No. of consultations | 3,348 |
| 小組活動總節數 | No. of group / programme sessions | 483 |
| 個案面談總數 | No. of case interviews | 2,975 |
| 實習學生數目 | No. of internship students | |
| 香港理工大學 | The Hong Kong Polytechnic University | 6 |
| 樹仁大學 | Hong Kong Shue Yan University | 6 |

鯉魚門社區服務處**Lei Yue Mun Neighbourhood**

| | | |
|--------|-------------------------------------|-----|
| 社區服務節數 | Sessions of community service | 510 |
| 教育活動節數 | Sessions of educational activities | 33 |
| 訓練活動節數 | Sessions of training activities | 1 |
| 康樂活動節數 | Sessions of recreational activities | 2 |
| 社區小組節數 | Sessions of community groups | 106 |

鯉「賞」空間**Dreamland**

| | | |
|-----------|--------------------------------------|-----------|
| 參加導賞團總數 | No. of visitors | 388 |
| 參加文化工作室人數 | No. of visitors of cultural workshop | 388 |
| 創造就業機會總數 | No. of job opportunities created | 兼職 / PT 8 |

駐屋宇署支援服務隊**Social Service Team in the Buildings Department**

| | | |
|----------|-----------------------------------|-------|
| 處理事工總數 | No. of work assignment handled | 310 |
| 終止事工總數 | No. of work assignment terminated | 131 |
| 個案家訪次數 | No. of home visit | 1,046 |
| 社區會議舉辦次數 | No. of community meeting | 113 |

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 | 3,173 |
| 社區活動總數 | No. of programmes and meetings | 146 |
| 小組活動總數 | No. of group activities | 80 |
| 個案輔導總數 | No. of cases handled | 191 |

房屋諮詢及服務隊

(天水圍、元朗、屯門、東涌)

Housing Advisory and Service Team

(Tin Shui Wai, Yuen Long, Tuen Mun, Tung Chung)

| | | |
|-----------|--|-------|
| 家訪次數 | No. of home visit | 3,637 |
| 入伙迎新會受惠戶數 | No. of household joined the orientation briefing | 1,047 |
| 諮詢及輔導總數 | No. of advisory and counseling service | 1,213 |
| 社區活動總數 | No. of community programme | 178 |

成龍全人發展中心**Jackie Chan Whole Person Development Centre**

| | | |
|-----------|----------------------------------|--------|
| 參與人數 / 人次 | No. of participants / attendance | 12,828 |
| 活動數目 | No. of activities | 447 |