



社區發展服務

Community Development Services



服務方向 Service Orientation

社區發展服務致力支援匱乏社區內的弱勢社群，並關注舊區老化引起的問題。我們以多元化的服務計劃，為基層人士的生活以致整個社區帶來實質正面的改變；並透過倡議不同服務模式及工作手法，從而推展服務成效，發揮最大的社會影響力。

Community Development Services are dedicated to serving vulnerable groups living in communities in need and resolving problems arising from urban decay. Through our diversified service programmes, we bring substantial changes to the lives of the grassroots people as well as the whole community. Moreover, by advocating new service initiatives, we work to achieve the greatest social impact.

為基層生活帶來正面改變

扶助貧窮家庭改善生活

社區發展服務接觸大量生活匱乏的基層家庭，因此我們積極網絡不同的社區資源，協助有需要家庭改善生活。當中以天水圍社區服務處獲可持續發展基金資助推行的「愛•可持續」社區參與計劃最別具意義，不但透過一系列的二手市集及網上物資配對等活動紓緩基層人士的經濟負擔，在過程中更推廣惜物減廢的訊息，關懷貧窮同時愛惜環境。



▲「愛•可持續社區參與計劃」舉辦的「愛心市集」。
'An Angel Care Market' was conducted under the 'Love & Sustainability Community Engagement Project'.

推動基層兒童追尋夢想

學習音樂對很多基層兒童來說是一個遙不可及的夢想，但地區發展隊與音樂兒童基金會合作的「賽馬會音樂兒童啟樂計劃」，正是要與他們一起突破障礙，發揮孩子們的潛能。計劃提供為期三年的免費音樂課程，包括樂器班及合唱團等，首階段已有 80 名學童受惠。經過一年的努力，我們的「音樂兒童」已經能登上台板展現學習成果，成績實在值得鼓舞。



◀ 音樂森林工作坊
Workshop of Music Forest

Bringing Positive Changes to the Life of Grassroots

Improving Livelihood of Families in Need

Our Community Development Services serve many families in need, so we strive to explore different community resources for improving the livelihoods of people in poverty. With the support of the Sustainable Development Fund, the Tin Shui Wai Community Service Centre launched the 'Love & Sustainability' Community Engagement Project. Through a series of activities, such as a secondhand bazaar and online material matching scheme, the project not only alleviated the financial burden on those in need but also promoted our 'Use Less, Waste Less' campaign. In other words, we looked after people in poverty and our environment simultaneously.



▲ 婦女義工為小朋友義剪。
Volunteers were providing a free hair cutting service for children.

Deprived Children in Pursuit of Music

Learning music is a dream for many grass-roots children; our Locality Development Team, in collaboration with the Music Children Foundation (MCF), spared no effort in helping children to break barriers and develop their musical talents. Through the 'Music Children Seed Programme', launched by MCF and funded by The Hong Kong Jockey Club Charities Trust, 80 deprived children were offered a free 3-year musical course, including musical instruments and choir classes. After 1 year of effort, these mini-musical maestros demonstrated what they had learnt on stage. Such a brilliant outcome was very encouraging.



▲「音樂兒童」的合奏表演。
Show time for our 'Music Children'.



▲參與「音樂兒童」的小朋友正認真練排。
Participants of 'Music Children' are conducting a rehearsal seriously.

與居民共建理想寮屋區

去年 8 月經歷颱風天鴿正面吹襲本港，對近海的鯉魚門寮屋區帶來嚴重破壞，鯉魚門社區服務處（服務處）即時動員社會上熱心人士及團體，協助清理長者屋內及主要道路上的沙石垃圾，並為有需要人士更換因水浸損壞的家電。我們更成立「關注鯉魚門長遠改善工程居民組」，推動寮屋居民跟進善後工作，並在多方協作下令社區得以迅速復原。此外，我們亦一直與「鯉魚門老人權益資訊組」及「安里西村渠務關注組」積極關注寮屋區內的問題，與居民一起建設理想的社區。

▼ 鯉魚門老人權益資訊組約見運輸署代表，要求改善往返聯合醫院的交通安排。

'Concern Group on Rights of Elderly' is meeting with representatives from Transport Department asking for enhancing traffic arrangement from Lei Yue Mun to the United Christian Hospital.

Building an Ideal Squatter Area with Residents

Typhoon Hato was a powerful tropical cyclone that directly struck Hong Kong in August last year and caused massive destruction in Lei Yue Mun, a coastal squatter area. In response to this unexpected disaster, our Lei Yue Mun Neighbourhood Level Community Development Project immediately mobilised community members to clear debris from the huts of elderly people and the main roads. We also collected donations of home appliances for those in need to replace those damaged by flooding. We mobilised residents to form a concern group to monitor the recovery and reconstruction work in the aftermath of the typhoon. With assistance from various benefactors, the community was promptly restored. Moreover, we worked closely with the 'Concern Group on Rights of Elderly' and 'Concern Group on Drainage System'; by taking care of various community concerns, we built a model squatter area with the community members.





▲ 動員年青人於風災後清理鯉魚門村內的主要通道。

A group of youngsters were mobilised to clear up the main roads in Lei Yue Mun after a powerful typhoon.

革新服務以發揮最大影響力

設計評估工具 提升服務效能

駐屋宇署支援服務隊（服務隊）以外展手法接觸「三無」大廈業主，推動他們關心舊樓老化問題，並組織他們推行強制驗樓計劃，提升樓宇安全。同時，為協助服務隊能於短時間內掌握不同舊樓的狀況，我們設計出一套評估工具，透過檢視大廈的鄰里關係、業主參與度及樓宇管理等不同範疇，從而配合相應的介入策略，協助業主成立法團或處理強制驗樓的事宜，計劃共接觸 260 幢大廈，並取得滿意的成功率，足證這套評估工具有助提升服務效能。



▲ 受重建影響人士約見當區區議員，反映對重建政策的意見。

People affected by Urban Renewal expressed their opinions towards related policies to the District Board member.

Maximising Impact by Innovating New Service Tool & Model

Devising Assessment Tool to Enhance Service Effectiveness

Our Social Service Team in Buildings Department (Service Team) reached out to owners of '3-Nil Buildings' with the objective of bringing their attention to the growing problem of ageing buildings and to enhance building safety by encouraging them to implement the Mandatory Building Inspection Scheme (MBIS). In order to master the general situations of various old buildings could be assessed as quickly as possible, our Service Team devised a tool for assessing old buildings systematically, including their relationships with the neighbourhood, the participation of their owners, and their building management situations. The assessment results were connected to specific intervention strategies for encouraging owners to set up Owner Corporations or to implement the MBIS properly. We applied our strategy to 260 old buildings. Our satisfactory success rate proved that the tool could enhance service effectiveness.

倡議服務模式 回應社區需要

賽馬會新屋邨支援計劃於過去兩年，透過入伙簡介會成功接觸九成新搬入安達及安泰邨的住戶，當中發掘出大量有需要家庭並提供入伙支援及社區適應等服務；反映新屋邨潛在龐大服務需要，而我們強調及早識別及多方協作的服務模式極具成效。因此，我們透過接受傳媒訪問、參與立法會公聽會發言及業界行動等，期望能爭取於不同新屋邨成立社工隊並倡議服務模式，令更多基層人士受惠。



▲ 為安泰邨準住戶舉辦入伙簡介會。
Intake Orientation Briefing for tenants-to-be in On Tai Estate.



▲ 安泰邨義工隊正接受驗樓訓練。
Training on flat inspection for volunteers in On Tai Estate.

Advocating Service Model to Cater New Community Needs

Over the past 2 years, the 'CFSC Jockey Club New Estate Support Programme' has successfully contacted 90% of newly moved-in households on the On Tat and On Tai estates through intake orientation briefings. During the process, we identified numerous families in need and provided immediate support to facilitate their removal and adaptation. The outcome not only revealed huge hidden service demand in new public estates but also proved the effectiveness of our service model - which strongly emphasises early identification and community collaboration. Accordingly, we actively engaged in a series of actions, including media interviews, public hearings at the Legislative Council, and collective action organised by the sector to fight for social service teams to be established in all new public estates and advocate our service model, so that more people can be benefited.

未來發展 Outlook

社區發展服務將繼續開拓新資源，回應基層人士生活及舊區老化兩大社會問題，包括於2018年成立「美東邨重建社工隊」及「外展支援及網絡劏房住戶計劃」等，均讓我們能接觸更多匱乏社區內的弱勢社群，進一步掌握不斷變化的社區需要。我們將繼續推動基層人士積極參與及貢獻社會，並建立不同的合作夥伴，為基層提供全面支援，共建互助社區。

Community Development Services will continually contribute to fulfil the needs of people in poverty and resolve problems caused by urban decay by exploring new resources; for example, the 'Community Service Team on Clearance of Mei Tung Estate' and 'Outreach Support Service for Networking People Living in Sub-divided Units' launched projects after projects in 2018. These new services provided us with ample opportunities for connecting with more disadvantaged groups and profoundly understanding changing community needs. We resolve to continue enhancing community participation among disadvantaged groups and strengthening collaborations with various partners to comprehensively support the deprived and build a caring community.



◀ 大人小朋友共慶中秋節。
Celebration for Mid-autumn festival.

2017-2018服務統計 (截至2018年3月31日) Service Statistics (as at 31st March, 2018)

