

社區發展服務

Community Development Services



服務方向 Service Orientation

社區發展服務以基層為主要服務對象，針對不同匱乏社區(包括舊區、寮屋區及新公共屋邨等)的需要和特色，提供多元化的支援和服務，從而推動居民參與及強化社區網絡，建立一個互助關懷的社群。

Our Community Development Services are dedicated to helping vulnerable groups. We endeavour to deliver a wide spectrum of service programmes according to the diversified needs and characteristics of indigent communities (including old urban areas, squatter areas and new public housing estates). Through promoting community participation and social networking, we ultimately aspire to build a caring community.

改善劏房住戶的居住環境

劏房面積狹窄，衛生環境惡劣，對住戶的日常生活造成極大困擾。為能改善他們的生活環境，「外展支援及網絡劏房住戶」計劃去年參與由市區重建局及中文大學學生會建築系舉辦的「升級再造」家具活動，由義工團隊家訪劏房住戶了解他們的居住環境，從而運用「剩木」為他們設計出合用的家具。此外，我們亦參與了團結香港基金的「民生無小事」項目，過程中企業義工團隊運用他們的知識和創意，為劏房住戶解決包括蚊患、木蝨及家居安全等問題。參與的住戶不但認同計劃有助他們改善劏房的生活條件及空間，更令他們的居所變得更美觀。

Improving Living Conditions in Sub-divided Units

Cramped spaces and squalid conditions cause significant distress to families living in sub-divided units. To improve their living environment, the “Outreach Support Service for Networking People Living in Sub-divided Units” engaged in the “Upcycling Programme” organised jointly by the Urban Renewal Authority and the Architectural Society of the Chinese University of Hong Kong last year. A team of volunteers paid visits to underprivileged families living in sub-divided units to better understand their housing conditions and designed custom-made furniture out of wooden waste materials for them. We also joined the “Big Little Things” organised by the Our Hong Kong Foundation, enlisting the creativity and know-how of corporate volunteers to solve problems commonly found in sub-divided units, from mosquito and bedbug infestations to home safety. The beneficiaries acknowledged that the scheme had not only improved their living conditions, but beautified their homes.



▲ 學生義工運用剩木為基層家庭度身訂造了一個木製層架。
Student volunteers tailor-made a wooden shelving unit out of wooden waste materials for a family in need.



▶ 基層家庭獲學生義工送贈木製層架。
A disadvantaged family received a wooden shelving unit gifted by student volunteers.



- ▶ 企業義工為劏房戶美化家居。
A group of corporate volunteers gave a sub-divided unit a refreshing new look.



- ▼ 企業義工探訪美東邨長者戶。
A group of corporate volunteers visited an elderly household in Mei Tung Estate.



推動業主關注樓宇安全

舊式私人樓宇業權分散，資源有限，業主要合力處理樓宇失修問題自然困難重重。因此，駐屋宇署支援服務隊（服務隊）運用自行設計的評估工具，透過檢視大廈的鄰里關係、住戶組合、業主參與度及樓宇管理等四個範疇，從而推出相應的介入策略，以聯繫及組織業主關注其居住樓宇的安全狀況，去年服務隊共協助113棟「三無大廈」分別處理強制驗樓事宜或成立業主立案法團，為分散的業戶在樓宇維修保養上帶來實質幫助。

Raising Awareness of Building Safety

Due to the fragmented ownership of old properties and limited resources, owners of dilapidated buildings may encounter difficulties in coordinating repair works. Hence, our Social Service Team in Buildings Department (Service Team) applied a self-developed tool to assess old buildings from four aspects, namely “neighbourhood relationship”, “residents composition”, “owners participation” and “building management”, and launched corresponding interventions to bring homeowners together and provoke their awareness in building safety. Last year, the Service Team assisted 113 “3-Nil Buildings” in carrying out mandatory building inspections or forming owners’ corporations, giving individual homeowners substantial help in coordinating repair and maintenance works.

- ▶ 居民大會
A mass residents’ meeting



為寮屋區添注色彩

鯉魚門寮屋區近年受颱風吹襲損毀嚴重，為顧及居民的安全，政府在海傍加建多幅混凝土擋浪牆以減低海浪造成的沖擊，海堤一帶的景致或多或少亦受到影響。鯉魚門社區服務處獲觀塘區議會及「Let's colour 社區添色彩」贊助，連同義工及居民，在美術導師帶領下將「鯉的壁畫設計比賽」多幅富有社區特色的得獎作品繪畫成長90呎的壁畫，令冷冰冰的混凝土變得色彩繽紛，成為鯉魚門一大特色。整個過程共動員了80名義工及接近20個團體參與，包括學校、街坊組織和政府部門等，透過集結社區力量，合力為破舊的寮屋區帶來一番新景象。

Bringing Colour into the Squatter Area

Tropical cyclones have caused massive destruction in the Lei Yue Mun squatter area in recent years. To ensure residents' safety and mitigate the danger of typhoon waves, the HKSAR Government has erected a number of concrete wave walls along the waterfront, which has however compromised the beauty of the sea view. Funded by the Kwun Tong District Council and the "Let's Colour Project", the Lei Yue Mun Neighbourhood Level Community Development Project launched a mural painting activity, during which a group of volunteers and residents led by an art tutor painted a series of award-winning artworks onto a 90-foot-long wall and transformed the dull concrete surface into a unique piece of art. The creation has since then become a defining icon of Lei Yue Mun. The process involved a total of 80 volunteers and nearly 20 organisations, including schools, community associations and government departments. The community collaboration has breathed new life into the once-dilapidated squatter area.



◀ 參與鯉魚門壁畫活動的義工。
Volunteers who joined the mural painting activity at Lei Yue Mun.

拓展新屋邨支援服務

「上樓」雖然能為基層家庭解決長遠的住屋問題，但對於缺乏資源及支援網絡薄弱的基層家庭而言，因搬遷即時衍生的各項開支及生活轉變令他們承受巨大壓力。本會賽馬會新屋邨支援計劃於 2016 至 2019 年間服務安達邨及安泰邨兩個大型新公共屋邨，並委託社會服務聯會就計劃進行社會影響評估，結果反映服務使用者認同「租戶支援服務」有助提升他們的生活質素，更有超過 9 成曾接受轉介服務的服務使用者表示其困難已獲得解決；本計劃的街坊義工亦對社區極具歸屬感，可見計劃不論從個人及社區層面均帶來正面的改變。此外，本計劃更在社會服務聯會舉辦的 2019 年度「卓越實踐在社福獎勵計劃」中取得卓越服務獎，並繼續獲香港賽馬會慈善信託基金捐助，在深水埗區的新屋邨提供駐邨社工隊服務。現時，我們在麗翠苑及石硤尾邨已開展服務，透過入伙簡介會成功接觸了 98% 的新住戶，並從中發掘有需要家庭並提供入伙支援及社區適應等服務，在他們面對搬遷的艱難時刻給予適時援助。



- ▲ 本會賽馬會新屋邨支援計劃在 2019 年度「卓越實踐在社福獎勵計劃」中取得卓越服務獎。The “CFSC Jockey Club New Estate Support Programme” won the Outstanding Service Award at the “2019 Best Practice Awards in Social Welfare”.



- ◀ 管理層及服務使用者代表一起慶祝本會在「卓越實踐在社福獎勵計劃 2019」中得獎。Celebrating CFSC's success at the “2019 Best Practice Award in Social Welfare” with our management and service users.

Extending Support to New Public Housing Estates

While low-income families are allocated public housing to meet their long-term housing needs, their lack of resources and support network poses pressing challenges that put them under immense pressure, including immediate relocation expenses and the change of living environment. Between 2016 and 2019, the CFSC Jockey Club New Estate Support Programme (the Programme) offered assistance to residents settling in On Tat Estate and On Tai Estate and commissioned the Hong Kong Council of Social Service to conduct a social impact assessment on the Programme. The service users reported that the “Tenants’ Support Programme” had enhanced their quality of life. More than 90% of the service users who benefitted from our referral services indicated that their problems had been resolved. A strong sense of belonging to the community could also be observed among the volunteers, which proved that the Programme had brought positive changes to both individuals and the society as a whole. The Programme won the Outstanding Service Award at the “2019 Best Practice Awards in Social Welfare” organised by the Hong Kong Council for Social Service, and thanks to the Hong Kong Jockey Club Charities Trust’s extended funding support, social-worker-in-residence services could be provided to new housing estates in the Sham Shui Po district. Currently, the services had been launched in Lai Chui Court and Shek Kip Mei Estate, and we had contacted 98% of the newly moved-in households through our Intake Orientation Briefing to identify the families in need and provide immediate support to facilitate their relocation and adaptation.



▲ 為基層家庭提供驗樓服務。
Providing flat inspection services for low-income families.



▲ 麗翠苑的入伙簡介會。
Intake Orientation Briefing for new tenants in Lai Tsui Court.



未來發展 Outlook

支援弱勢社群將繼續是社區發展服務未來的工作重點，而新型冠狀病毒引起的問題，如失業，將為基層家庭的生活帶來更多困難和挑戰。因此，社區發展服務將繼續積極與不同團體協作，從而擴大基層社群的支援網絡；並透過發展新的服務計劃，回應社區的變化和需要。

Caring for the disadvantaged will continue to be the focus of our Community Development Services. This is especially crucial with the COVID-19 outbreak unfolding at present, which has presented unprecedented challenges such as unemployment to our service users. Therefore, we will strive to strengthen collaboration with various partners and expand the support network for the underprivileged. We will also cater to the changing needs of the community by developing ad hoc service projects.

2019-2020 服務統計 (截至2020年3月31日) Service Statistics (as at 31st March, 2020)

