



社區發展服務

Community Development Services

服務方向

Service Orientation

社區發展服務以社會上弱勢社群為首要服務對象，透過多元化的服務、組織及倡議工作，與他們一同解決社區問題，改善基層生活。社區發展服務共有 8 個服務單位，當中可分為兩大服務重點：(一) 關顧基層人士生活及 (二) 回應市區老化問題。

The primary service target of our Community Development Services is people in underprivileged groups. By means of delivering, organising and initiating different services and projects, we work closely with our service targets to resolve community problems as well as to improve their livelihood. There are 8 service units under Community Development Services with 2 core focuses: (1) Caring for the Grassroots and (2) Concerning Problems arising from Urban Decay.

服務摘要

Service Highlights

關顧基層人士生活

從基層家庭的生活需要介入

地區發展隊、翠屏社區服務處、鯉魚門社區服務處、「賽馬會新屋邨支援計劃」及天水圍社區服務處均以關顧基層人士生活為其工作重點；由於服務對象主要來自綜援或低收入家庭，生活匱乏，故我們在不同區域，包括觀塘、鯉魚門及天水圍均定期舉辦二手市集，透過收集社區人士的物資轉贈予基層家庭，既可分擔基層人士的經濟負擔，又可喚起社區人士對區內弱勢群體的關注。此外，天水圍社區服務處獲相信愛基金贊助舉辦「兒童及青少年體藝發展計劃」，資助區內基層兒童及青少年參與多元化的運動及藝術訓練，促進他們的成長和發展，提升自信心。此外，近年地區發展隊及鯉魚門社區服務處透過協助居住於舊區及寮屋區的住戶申請關愛基金「非公屋、非綜援住戶生活津貼」，發掘了數百戶隱藏於社區的低收入家庭，跟進他們的生活需要，鼓勵他們參與社區活動，將本來隱蔽的家庭與社區結連在一起。

回應觀塘區的特別需要

觀塘是一個弱勢社群眾多的區域，除天水圍社區服務處外，本會其餘 4 個以服務基層為重點的單位均集中於觀塘區，透過不同的協作計劃回應社區需要。

Caring for the Grassroots

Caring for the needs of Grass-root Families

Our Locality Development Team, Tsui Ping Community Centre, Lei Yue Mun Neighbourhood Level Community Development Project (Lei Yue Mun NLCDP), 'Jockey Club New Estate Support Programme' and Tin Shui Wai Community Service Centre endeavour to serve grass-root families in the community. As most of our service targets are from the Comprehensive Social Security Assistance Scheme (CSSA) or low-income families with financial hardship, we organise second-hand bazaars in areas including Kwun Tong, Lei Yue Mun and Tin Shui Wai from time to time. Collecting second-hand items from the community and distribute them to the needy not only alleviate the financial burden of the beneficiaries, but also arouse public concern about the underprivileged groups in our society. With the funding support of the Faith In Love Foundation Limited, Tin Shui Wai Community Service Centre also launched 'Sports and Arts Training Programmes for Children and Youth' to subsidy children and youth from grass-root families to participate in a wide range of sport and art trainings, helping to develop their potentials to the full and build their self-confidence. It was worthy to note that through assisting residents living in old and urban squatter areas to apply for the 'Living Subsidy for Non-Public Housing & Non-CSSA Households' under the Community Care Fund, Locality Development Team together with Lei Yue Mun NLCDP effectively get into contact with hundreds of underprivileged families hidden in community, render proper service and resources to cater their needs, encourage their participation in community activities and reconnect them with the community.

Catering Specific Community Needs in Kwun Tong

Kwun Tong is a district with large number of disadvantaged groups. In response to the needs in the area, we located most Community Development Services units (except Tin Shui Wai Community Service Centre) with work focus on Caring for the Deprived in Kwun Tong. Through a variety of collaborative projects, we facilitated collaboration among different units to cater for the diverse social needs.



▲▶ 「兒童及青少年體藝發展計劃」
'Sports and Arts Training Programmes for Children and Youth'



多年來，觀塘區新來港定居人士的數字一直是 18 區之冠，故支援新來港家庭的工作十分重要。地區發展隊獲民政事務總署撥款，推行「有『里』新生活社區互助計劃」，透過推動鄰里守望的精神，協助觀塘區的新來港人士融入本港生活。當中更與鯉魚門社區服務處一同為寮屋區內正懷孕或子女正處於幼兒階段的新來港婦女組成「媽咪組」，大家除交流育兒心得外，亦不時主動協助組員照顧子女及互相探訪，令這些本來在香港缺乏支援的新來港婦女因而建立了穩固的社區網絡，發揮基層社群之間的互助精神。

此外，兩個位於觀塘區的大型公共屋邨——安達邨及安泰邨於 2016 年入伙，17,917 戶基層家庭將陸續遷入觀塘區；本會獲香港賽馬會慈善信託基金贊助，於 2016 年 3 月成立「賽馬會新屋邨支援計劃」，為這些觀塘區新成員提供全面支援。

For years, Kwun Tong had the greatest number of new arrivals among 18 districts; therefore, rendering support to new arrival families remain crucial in our works. With funding subvention from Home Affairs Department, Locality Development Team has launched 'Neighbourhood Mutual Help Project for New Arrivals' (the Project) aiming to facilitate integration of the new arrivals into the community via the promotion of neighbourhood support. Last year, the Project collaborated with Lei Yue Mun NLCDP and formed a mutual support 'Mummy Group' for new arrival women living in urban squatter areas who were either pregnant or having young children, where group members can not only be able to share knowledge of baby caring, offer assistance to each other, establish strong support networks among new arrival women, but demonstrate the power of mutual support in grass-root community.

Moreover, 2 large-scale Public Rental Housing (PRH) Estates in Kwun Tong, On Tat Estate and On Tai Estate, will commence population intake in mid-2016, providing a total of 17,917 PRH units to grass-root families. Sponsored by The Hong Kong Jockey Club Charities Trust, we have established the 'Jockey Club New Estate Support Programme' in March 2016 to provide comprehensive support to those new members in Kwun Tong.



▲ 為新來港人士舉辦英語班。
English class for new arrivals.

▲ 媽咪組
Mummy Group

強化基層人士的能力

我們相信基層人士擁有貢獻社會的能力，故翠屏社區服務處大力推動基層人士成為義工，四出提供義務工作，包括為長者剪髮、探訪獨居長者及為殘疾人士舉辦活動等；另一方面，地區發展隊培訓了 6 名無業的家庭主婦成為「鯉賞空間」的初級導賞員，負責向遊客介紹鯉魚門的社區特色，她們除了能嘗試以自己的能力賺取收入外，更從中獲得無價的成就感。

Building Capacity for the Grass-root People

Believing that people from disadvantaged groups were capable of making contributions to our society, Tsui Ping Community Centre has spared no effort in encouraging service users to become volunteers. On one hand, we organised voluntary activities such as cutting hair for elderlies, paying visit to elderly singletons and organising activities for people with disabilities so that our service users can give play to their talents. On the other hand, the Locality Development Team has trained 6 unemployed housewives to become junior docents of 'Cultural Tourists', who are responsible for introducing the characteristics of Lei Yue Mun to tourists. Such experience not only allowed them to earn income by their capabilities, but also gain invaluable sense of achievement.

為推動基層人士關心社會，鼓勵他們就不同的社會議題發表意見，我們組織基層人士加入「東九龍撐全民退保大聯盟」，一同討論不同退休保障制度對他們的影響，更發起簽名運動，呼籲社會大眾關注有關議題。

回應市區老化問題

未來 10 年，全港樓齡超過 40 年的舊樓有 9,900 幢，市區老化問題無疑是社會的一項重大挑戰，而社區發展服務轄下的駐屋宇署支援服務隊和市區重建社區服務隊，近年在舊區工作的範疇同樣面對不少新挑戰與突破。

協助「三無」大廈成立法團

駐屋宇署支援服務隊（服務隊）其中一項服務是協助舊樓居民進行強制驗樓計劃及 / 或強制驗窗計劃，然而，服務隊在過程中發現「三無」大廈（即無業主立案法團（法團）、無管理公司及無執行屋宇署法定通知）以長者及出租業主為主，缺乏執行能力，加上業戶間組織鬆散，導致執行強制驗樓時困難重重。有見及此，服務隊去年以 20 幢「三無」舊樓為目標，透過家訪、提供資訊、轉介社區資源及促進與相關政府部門溝通等，協助他們成立法團或互助委員會（互委會），藉此處理大廈檢驗及維修等工作。成立法團或互委會確實不容易，但如能成功推動業主共同關心自己樓宇的管理問題，將有助解決樓宇失修等問題。

For promoting the participation of grass-root people in different social issues as well as encouraging them to express their views, we motivated service users to join 'Alliance for Universal Pension in Kowloon East', which allowed them to have in-depth discussion on the impact of different retirement protection system and call for public concern towards the issue by launching a signature campaign.

Concerning Problems arising from Urban Decay

In the coming 10 years, buildings aged over 40 years will reach 9,900; urban decay has undoubtedly become a critical challenge to our society. Our Social Service Team in Buildings Department and Urban Renewal Social Service Team have also facing many new challenges and breakthroughs in our works.

Assisting 'Three-Nil' Buildings to Set Up Owners' Corporations

One of the services provided by Social Service Team in Buildings Department (BDSST) was rendering assistance to residents of old buildings to carry out Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme. Nevertheless, BDSST discovered that owners of 'three-nil' buildings (i.e. buildings did not have an owners' corporation, property management companies, nor handled statutory notices issued by Buildings Department) were usually elderly and tenanted owners who were lacking implementation ability and loosely organised, causing great difficulties in fulfilling the statutory requirements. In view of this, BDSST has targeted 20 'three-nil' buildings last year to assist the owners setting up owners' corporation or Mutual Aid Committee to carry out inspection and repair works through conducting household visits, providing relevant information, referring to appropriate social resources and facilitating communication between owners and related government departments. Setting up an owners' corporation or Mutual Aid Committee was not an easy task, but we believed owners' participation was the long-term solution for effective building management.



◀ 義工為長者理髮。
Voluntary service of cutting hair for elderlies.



▲ 為重建區租戶舉辦公屋單位參觀。
Visiting Public Rental Housing units with tenants affected by redevelopment project.

支援不同區域受重建影響的街坊

本會共有 2 隊由市區更新基金資助的市區重建社區服務隊（社工隊），而服務範圍亦由原來的觀塘區擴展至土瓜灣及大角咀，負責 4 個由市區重建局執行的重建項目。由於重建的區域分散，社工隊須以外展模式與受影響街坊（包括住戶及商戶）保持緊密聯繫，協助他們處理因重建引起的問題；同時，社工隊亦推動街坊關注重建的相關政策，並促進受影響街坊與相關部門交流意見，從而好好規劃自己日後的生活。

Supporting People Affected by Urban Redevelopment in Different Districts

We have 2 operating Urban Renewal Social Service Team (URSST) rendering social service to people affected by 4 Redevelopment Projects implemented by the Urban Renewal Authority (URA). And our services has expended from Kwun Tong to To Kwa Wan and Tai Kok Tsui. Because of the dispersion of the Redevelopment Projects, our URSST provided outreaching service to maintain close contact with the affected residents and business operators, helping them to resolve problems arising from urban redevelopment. Meanwhile, to enable the service users to plan for their future, the URSST enhanced their understanding of the urban renewal policies and assisted them to express their views and concerns to the URA.

展望 Outlook

社區發展服務會繼續以關顧基層人士生活及回應市區老化問題為未來的兩大方向；期望能透過加強不同服務單位間的協作，發揮協同效應，緊貼社區需要，並探索出創新的工作手法及服務模式，為社會帶來正面的轉變。

Looking forward, Caring for the Grassroots and Concerning Problems arising from Urban Decay will continuously be the 2 major directions of our service. By strengthening collaboration between different service units in the Community Development Services, we will create synergy, strive to introduce innovation to our service models, identify and address needs of the community, in hopes to bring change and positive impact to our society.

2015-2016 服務統計（截至 2016 年 3 月 31 日） Service Statistics (as at 31st March, 2016)



參與促進鄰里網絡活動的人次

No. of attendance of neighbourhood network encouragement programmes

5,958



參與關懷基層家庭活動的人次

No. of attendance of grass-root families caring programmes

19,273

參與社區教育活動的人次

No. of attendance of community education programmes



3,505

參與提升服務對象能力活動的人次

No. of attendance of increasing service users' abilities programmes

2,353



參與關注社會議題 / 社區問題活動的人次

No. of attendance of programmes concerning social topics and community problems