



## 服務方向

綜合家庭支援服務系統涵蓋的對象及區域甚廣。去年，各個來自家庭服務、兒童及青少年服務、社區服務及幼兒服務的單位，因應社區的狀況和服務受眾的需要，均發展出各有特色的服務策略和服務項目。

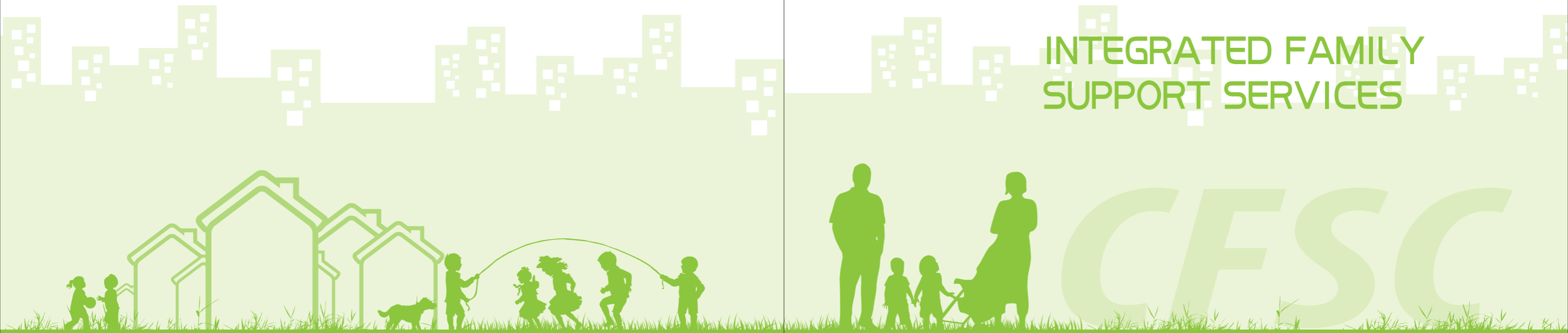
## Service Orientation

Our Integrated Family Support Services Continuum covers wide range of clients and catchment areas. Last year, units of family service, children and youth service, community service and child care service developed their own service strategies and projects in order to meet the needs of their service users and the community.

# 綜合家庭支援服務

## INTEGRATED FAMILY SUPPORT SERVICES

# CFSC





## 服務摘要

### 家庭服務

#### 「地區為本」的綜合家庭服務

作為一所地區性的綜合家庭服務中心，活力家庭坊（綜合家庭服務）明白地區網絡的重要，去年繼續致力與地區團體、學校、地區領袖及政府部門，在個案轉介及地區活動上合作，以能更廣泛及更有效為區內居民提供服務。活力家庭坊（綜合家庭服務）先後獲得翠屏（南）邨屋邨管理諮詢委員會及和樂邨屋邨管理諮詢委員會資助，帶領義工探訪區內家庭，以便及早為一些隱蔽家庭處理潛藏的家庭問題；另外，中心亦於區內舉辦大型活動，向居民發送環保及和諧家庭的訊息。

## Service Highlights

### Family Service

#### Community-based Integrated Family Service

As a district-based integrated family service centre, Family Energizer (Integrated Family Service) understands the importance of community network in rendering service to local residents extensively and effectively. Last year, Family Energizer (Integrated Family Service) had good collaboration with local organisations, schools, local leaders and government departments in case referrals and community activities. With the support from Tsui Ping (South) Estate Management Advisory Committee and Wo Lok Estate Management Advisory Committee, Family Energizer (Integrated Family Service) mobilised volunteers to visit families in the community, which aimed at helping the 'hidden families' out as early as possible. Moreover, large-scale programmes were launched to convey environmental protection and harmonious family messages to the residents.



中心藉著環保攤位遊戲，向居民發送環保訊息。  
'Green Life' game booth was held to convey environmental protection messages to the residents.



和樂邨屋邨管理委員會委員應邀擔任「共建環保和諧嘉年華」主禮嘉賓。  
Wo Lok Estate Management Advisory Committee members were invited as the officiating guests of the Fun Fair in Wo Lok Estate.



翠屏(南)邨屋邨管理委員會委員應邀擔任「愛回家嘉年華會」主禮嘉賓。  
Tsui Ping (South) Estate Management Advisory Committee members were invited as the officiating guests of the Fun Fair in Tsui Ping (South) Estate.



義工探訪翠屏邨。  
Home visit at Tsui Ping (South) Estate by volunteers.

### 退休專業人員提供「職業導向」輔導

翠屏社區服務處去年繼續發展就業支援服務，成效顯著，不但在參與公司數目、職位種類、求職者及成功配對工作的數字上不斷增長；服務亦廣泛及一些中、高學歷而面對求職困難人士，透過經驗豐富的退休專業人員為他們提供「職業導向輔導」，找到合適的工作。另外，在求職者的個案中，社工亦發掘到他們其他個人及家庭方面的困難，並為他們提供全面社會服務協助。

### Careers Consultation from Auxiliary Professional

Tsui Ping Community Service continued to develop the Employment Support Service in last year, which achieved remarkable results. Not only the number of participating companies, variety of the companies, applicants and successful rate of job matching were increased; the service also attracted applicants with medium to high education levels. Through 'Careers Consultation' from our experienced Auxiliary Professional, the applicants were able to find suitable jobs. In addition, social workers helped explore the applicants' other personal and family needs, and then provided comprehensive social service support.



退休專業人員(右)於求職講座上分享心得。  
Auxiliary Professional (right) shared his experience in job interview workshop.

### 服務新猷：「心寧廚房」計劃

煮食可以不單是例行公事，也可成為一種興趣、減壓的活動；恬寧居婦女庇護中心的「心寧廚房」計劃由聖誕老人愛心基金贊助，以「廚藝治療」的先導介入模式，透過舉辦治療性小組、講座、戶外活動、烹飪比賽、食物嘉年華、微電影分享會、出版書刊及社區開幕活動，為入住中心的受虐婦女，以及社區上因家庭關係受情緒困擾的婦女提升其處理壓力的能力，計劃亦希望能帶出無暴力、關愛家庭生活的訊息。

### Service Initiatives: 'Cook with Hope' Project

Cooking may not be just a daily task, but also could be an interesting and stress management activity. Funded by Operation Santa Claus 2012, a project namely 'Cook with Hope' was launched in October 2013, aimed at enhancing stress management ability, family relationship and delivering message of 'Zero Tolerance to Family Violence' for the survivors and potential victims of domestic violence through employing a pioneer intervention approach of cooking therapy. The project consisted of therapeutic groups, educational talks, wild cooking day camps, cooking competitions, food carnivals, production of a short movie and movie screening, publication of book and a closing ceremony for service users of Serene Court and the community.



「心寧料理屋」的親子環節讓母親和子女一同享受入廚樂。  
Mothers and their children made cupcakes in the parent-child section of 'Cook with Hope' Project.



## 青少年服務

賽馬會跳躍青年坊(綜合青少年服務中心)、學校社會工作服務和 YOU CAN – 潛能發展中心分別以「地區為本」、「學校為本」和「項目為本」的策略服務青少年。跳躍青年坊繼續在地區和不同的團體，如學校、教會、屋邨管理諮詢委員會等，建立良好的地區網絡，廣泛接觸區內的青少年；學校社會工作服務則配合學生的需要推出針對性的輔導服務；而 YOU CAN – 潛能發展中心繼續努力開發以藝術及運動歷奇介入的項目，發展創新的工作手法。以上的策略均圍繞著本會青少年服務去年的兩大工作重點，即「推動青少年的正向發展」及「鼓勵青年人多參與社會事務」。

## Youth Service

Our Jockey Club Youth Leap (Integrated Children & Youth Services Centre), School Social Work Service and YOU CAN - Potential Exploration Unit have adopted 'community-based', 'school-based' and 'project-based' as their respective service position. Jockey Club Youth Leap continued to build up cooperated network with local stakeholders so as to approach wide range of young people. Meanwhile, the School Social Work Service continued developing specific counselling programmes to address students' needs. And, YOU CAN - Potential Exploration Unit did make every endeavour to create art and sports / adventure-based projects with an aim of energising our youth work intervention. All these strategies were echoing with the 2 main work focuses of the youth service continuum, 'promoting positive youth development' and 'encouraging young people to participate in social affairs'.



寶達「動感90後」  
Youngsters in Motion - Potat Community Project



## 推動青少年正向發展由社區開始

每個人對快樂的定義都有所不同。由綜合青少年服務舉辦的「正能量青年選舉2013」，旨在向青年人推廣「熱愛生活·活出喜樂」的主題，讓青年人明白喜樂生活的要素。今年，大會總共收到觀塘區20多所中學共125個提名，幾乎每名參加者皆擁有自己熱愛的活動，例如攀石、舞蹈、桌球、保齡球、長跑等。他們經過兩輪面試，並親身分享他們的故事，再由評審委員會挑選出「至尊金、銀、銅獎」的得主。我們把「正能量」聚焦在青年人熱愛生活的主題上，是希望提醒青年人在網絡熱潮下，亦不要遺忘為自己營造喜樂生活的重要性。我們期盼「正能量青年選舉」能為社區建立一個肯定青年人的平台，進一步推廣青年人正向發展的文化。

## Promoting Positive Youth Development from the Community

All of us would have different interpretation of 'Happiness'. The 'Positive Youth Award 2013', an election launched by our Integrated Youth Service, has defined 'Happiness' as 'Engaged Life' in order to educate young people the key elements of joyful life. This year, we received 125 nominations from more than 20 secondary schools in Kwun Tong District. Nearly all candidates had their engaged activities, such as rock climbing, dancing, playing snooker, bowling, jogging, etc. They attended 2 rounds of interview and shared their stories to the vetting committee. The principle of the award was to remind young people the importance of creating engaged life even under the internet boom. We hope the 'Positive Youth Award' would one day become a platform for recognising young people. Eventually, the culture of encouraging youth positive development would be further spread over in the community.



「共創成長路賽馬會社區青少年培育計劃」為同學以多元活動形式進行第一層課堂教育。  
'PATHS to Adulthood - a Jockey Club Youth Enhancement Scheme for Community' provided a variety of activities for students in the first lesson.



「正能量青年選舉2013」主禮嘉賓合照。  
'Positive Youth Award 2013' - Group photos of the officiating guests.

此外，YOU CAN – 潛能發展中心亦透過參與「共創成長路賽馬會社區青少年培育計劃」，在觀塘、黃大仙及西貢區推行名為「天天Teen晴正向成長訓練計劃」。計劃以正向心理學為理論基礎，配合表達藝術及歷奇介入手法，協助初中生發掘個人強項，並鼓勵他們從生活裡發掘感恩的事，及學習建立積極的生活態度，從而掌握快樂生活的鑰匙。

Furthermore, as one of the participating organisations of 'PATHS to Adulthood - a Jockey Club Youth Enhancement Scheme for Community', YOU CAN - Potential Exploration Unit launched a project named 'Positive Youth Development Scheme' in Kwun Tong, Wong Tai Sin and Sai Kung Districts. This project integrated positive psychological education into art and sports / adventure-based intervention aiming at encouraging young people to explore thankfulness and joy in daily life.



## 促進青年人的社區參與

去年暑假，賽馬會跳躍青年坊舉辦了「Go I Can 青年力量」社會參與計劃，培養年青人關心社會的意識。計劃以關注劏房現象為學習議題，35位年青人在為期3個月的計劃中，透過與劏房住戶訪談及一同煮食，學習體驗他們的生活。最後再以「向劏房 SAY NO」為題舉辦社區展覽、公眾分享會及簽名運動，向大眾呼籲關注劏房現象，向社會表達年青人的意見。



「Go I Can 青年力量」社會參與計劃啟動禮。  
Kick-off event of the youth participation project named 'Go I CAN'.

另一方面，青少年亦可透過如樂隊音樂般軟性的方法參與社區活動。賽馬會跳躍青年坊的「Y-Concept 青年創作人計劃」透過原創藝術的訓練，鼓勵青年人尊重知識產權，減少各項非法下載等侵權活動。16位年青人參與作曲及錄音工作坊，由零開始，花近3個月完成作曲及錄音，並於Y-Concept Mini Stage發佈他們創作的新歌。計劃以Y-Concept Festival作為總結，當中的原創手作市集及露天獨立樂隊音樂會吸引了接近500名社區人士及觀眾，在熱烈氣氛下向社區人士宣揚原創精神的訊息。

## To Promote Youth Participation

Last summer, Jockey Club Youth Leap launched a youth participation project named 'Go I Can', which aimed at enhancing young people's social consciousness. The project theme was 'sub-divided flat (SDF) issue'. 35 participants experienced the daily life of SDF residents through paying home visits, case interviews, as well as having dinner together in 3 months. At the end of the project, they organised a thematic community exhibition, public seminar and signature campaign to arouse public concern on the SDF issue as a way to convey youngsters' view to the public.



「Y-Concept 青年創作人計劃」—參加者於Y-Concept Mini Stage發佈他們創作的新歌。  
'Y-Concept Young Creator Project' - youngsters released their own songs in Y-Concept Mini Stage.

Furthermore, engaging young people to play band sound would be one of the alternatives to promote youth participation in social affairs. With this regards, the Jockey Club Youth Leap initiated a 'Project Y-Concept' to encourage youngsters to respect intellectual property by means of song composing and creativity training. 16 youngsters were recruited to spend 3 months to compose and record their pieces, and released their own songs in Y-Concept Mini Stage. Y-Concept Festival was the concluding event of the project which promoted the spirit of originality to public. There were booths for original handicraft and music band show which attracted nearly 500 participants and audience.



## 社區發展服務

### 關注劏房居民的工作

本會政策倡議及社區發展部轄下的4個服務單位，一直致力服務舊區及其他困乏社區的基層人士。近年，愈來愈多基層家庭居住在環境惡劣的劏房中，為能了解他們的生活需要及在社區的分佈情況，本會於觀塘舊區進行了一項「居住惡劣環境的住戶需要問卷調查」，並成功訪問了119名居住在劏房或天台屋的住戶。有關的調查結果，將成為本部日後發展支援劏房居民服務的重要參考。

同時，本會亦從政策層面關注劏房所引起的問題，故與來自不同機構的社工及學者組成「全港關注劏房平台」(平台)，期望引發社會對劏房問題的關注與討論，從而令相關政策得以改善。平台的成員除了就基層房屋問題提出短、中、長期的政策建議外，亦約見長遠房屋策略督導委員會的成員交流相關的意見，並於去年10月至11月期間巡察全港超過4,000個舊樓單位，以推算本港劏房的數目，有關調查更獲傳媒廣泛報導。

## Policy Advocacy and Community Development Division

### Concerning Residents who are Inadequately Housed

There were 4 service units under our Policy Advocacy and Community Development Division (PACD) striving to serve the grass-root people living in poor and needy communities. Recently, PACD paid special attention to the misery of living in sub-divided flats (SDF) and dedicated to work out a new service model specifically catering the needs of the residents. To make the first step, the PACD conducted a survey aiming at grasping a general picture of the distribution of SDF in Kwun Tong, as well as understanding the needs of SDF residents. The survey successfully collected 119 questionnaires from SDF residents. The findings undoubtedly would be an important reference for us in developing services for them in future.

We further formed a concern group named 'Platform Concerning Sub-divided Flats Issues in Hong Kong' (the Platform) with social workers and academics from different organisations. The Platform strived for the improvement of current housing policies by arousing public concern and discussion. Moreover, the Platform worked out a list of suggestions on advancing the long-term, mid-term and short-term housing policies and exchanged views with members of Long Term Housing Strategy Steering Committee individually. Last but not the least, in October and November 2012, the Platform conducted a survey to estimate the number of SDF in Hong Kong by inspecting more than 4,000 flats in buildings older than 30 years. The result of this survey successfully drew wide media coverage.



社工透過探訪，了解劏房戶的情況。  
Social worker visited people living in sub-divided flat to understand their needs and problems.





新春團拜活動  
Lunar New Year activity

## 幼兒服務

### 趣樂幼稚園及德田幼稚園

過去一年，趣樂幼稚園及德田幼稚園的入學人數分別為 160 和 100，是歷年之冠。尤其是後者，相比去年，升幅更達到 20%。培育兒童健康快樂地成長，乃本會的辦學宗旨，而持續提升老師的教學質素亦是重要的一環。因此，兩間幼稚園分別參加了兩項不同的教學增進計劃，藉此改善課程設計和教學技巧。

趣樂幼稚園參加了教育局幼稚園校本支援組的到校支援服務，以協助學校共同發展「需要為本」的課程，內容包括重新檢視課程內容與辦學宗旨是否相應、掌握教案的設計及評估等。導師在實地觀課後，與老師一起反思課堂設計及環境安排的不足之處，從而進一步掌握課程結構的關鍵要素，並與全體老師共同修正，令課程能與辦學宗旨更加緊密連繫。

## Child Care Service

### Cheerland Kindergarten and Tak Tin Kindergarten

Last year, the enrolment of Cheerland Kindergarten and Tak Tin Kindergarten was 160 and 100 respectively. Thus far, these figures were amongst other years the highest in our records. Especially the latter, compared to last year, the enrolment of Tak Tin Kindergarten has increased by 20%.

Enabling happy and healthy development of children has always been our goal. To achieving this goal, the continuous improvement of teaching quality is one of the major and critical factors. Hence, our 2 kindergartens have sought for a breakthrough by joining the professional schemes which suit their different conditions.

Cheerland Kindergarten has joined the scheme organised by the School-based Support (Kindergarten) Section of the Education Bureau to jointly develop the 'need-based' curriculum. The scheme covered many areas including the review of the school curriculum to ascertain whether it was consistent with the school mission, the design of teaching plans and the related assessment, etc. Moreover, instructor carried out on-site observation and guided teachers to reflect the inadequacy of lesson planning and teaching environment. During the process, teachers had a deeper understanding about the critical factors of structuring the curriculum and learnt how to align it with the school mission collectively.

而德田幼稚園則參加了由香港中文大學教育學院大學與學校夥伴協作中心主辦的校本支援計劃。計劃由優質教育基金贊助，目的是透過大學的專業支援，加強校長在課程發展上的領導角色及擴闊教師的多元教學策略。經過 10 個月的培訓，老師的教學技巧有明顯的改進，而幼兒的學習投入感明顯加強，無論在觀察、創作、表達及信心方面都有所提升。

On the other hand, Tak Tin Kindergarten has joined the scheme run by the Faculty of Education Centre for University and School Partnership of the Chinese University of Hong Kong. This scheme was subsidised by the Quality Education Fund with aims to improve leadership role of the principal in curriculum development and expand the teaching strategies of teachers through the professional support of the University. After 10 months of training, the teaching skills of our teachers have improved significantly. As a result, our children became attentive in class. Their capabilities in observation, creative thinking, expressiveness and self-confidence were all strengthened.



德田幼稚園完成校本支援計劃，並在總結分享會上獲頒發證書。  
Tak Tin Kindergarten completed the School-based Support Scheme.

## 展望

因應社會發展的轉變，綜合家庭支援服務部的各個單位會盡力以專業的手法服務我們的受眾，藉此強化他們解決問題的能力和促進他們的成長與發展。重點工作包括：

- 提升弱勢家庭的功能
- 推廣青年人的正向發展
- 關顧舊區基層人士的住屋需要
- 促進幼兒的學習環境

## Outlook

In view of the social development changes, all units in the Integrated Family Support Services Continuum will make every endeavour to render professional social work services to our clients to strengthening their problem-solving ability and enhancing their growth and development with core concern as follows:

- To enhance the functioning of vulnerable families
- To promote positive development of young people
- To take care of residents who are inadequately housed in old urban areas
- To improve children's learning environment

## 2012-2013 服務統計 (截至 2013 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2013)

### 幼兒服務 Child Care Service

學生總數目 No. of children registered	255		
男女生人數百分比 Student ratio by sex	男 Male	66%	女 Female 34%
接受學費資助的學生人數 No. of children received fee income	134		

### 活力家庭坊 (綜合家庭服務) Family Energizer (Integrated Family Services)

處理個案總數 No. of cases handled	1,590
新 / 重開個案總數 New / reactivated cases	666
治療 / 支援 / 教育 / 成長及互助小組 / 活動 Therapeutic / support / educational / developmental and mutual-help groups / programmes	112
登記義工人數 No. of volunteers registered	425
「家庭支援計劃」義工人數 No. of volunteers of 'Family Support Programmes'	25
「家庭支援計劃」所接觸的個人 / 家庭數目 No. of individuals / families newly engaged in centre services or community services under the 'Family Support Programmes'	148

### 翠屏社區服務處 Tsui Ping Community Centre

會員總數 No. of existing members	552
簡略輔導個案總數 No. of brief counselling cases handled	157
參與小組總人數 No. of total participants of groups	354
參與社區活動總人次 Total attendance of community activities	793
參與義工服務總人次 Total attendance of volunteer services	142

### 家庭指導服務 Family Aide Service

接受訓練活動的個案總數 No. of cases with training programmes conducted	86
訓練總時數 No. of training hours	1,563.75

### 恬寧居 Serene Court

恬寧居熱線 No. of hotline calls	714
入住婦女總數 No. of women admitted	142
入住兒童 / 家人總數 No. of children / families admitted	136
平均入住率 Average Occupancy	101.1%
治療小組 Therapeutic groups	14

### 臻善軒 寶達「動感 90 後」社區計劃 Cherish House Youngsters in Motion - Potat Community Project

受訓年青人數目 No. of youngsters trained	132
親子活動節數 No. of parent-child programme sessions	29
創意活動節數 No. of creativity programme sessions	324
社會服務節數 No. of community service sessions	144
社區表演活動節數 No. of community performance sessions	26



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	805
	15-24 歲青少年 Youth members aged 15 to 24	409
	25 歲以上青年 Youth members aged 25 or above	42
	家庭會員 Parent Members	275

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 counselling groups and activities	1,262
	輔導面談 No. of case interviews	6,388
	支援性活動予弱勢青少年 Supportive programmes for young people in disadvantaged circumstances	47
	社群化活動 Socialisation programmes	735
	社會責任培育活動 Development of social responsibility and competence programmes	974

學校社會工作部  
School Social Work Unit

學生總人數 Student population	6,209
處理個案數目 No. of cases handled	522
諮詢總數 No. of consultations	3,145
小組活動節數 No. of group / programme sessions	373
個案面談節數 No. of case interviews	3,143

天水圍社區服務處  
Tin Shui Wai Community Service Centre

家訪次數 No. of home visit	480
諮詢及輔導總數 No. of enquiry and counselling services	262
社區活動總數 No. of community programmes	16

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	1,825
社區活動總數 No. of programmes and meetings	38
小組活動總數 No. of group activities	63
個案輔導總數 No. of cases handled	84

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 assignments handled	164
終止事工總數 No. of work assignments terminated	101
個案家訪次數 No. of home visits	1,257
社區會議舉辦次數 No. of community meetings	27

鯉魚門社區服務處  
Lei Yue Mun Neighbourhood Level Community Development Project

社區服務節數 No. of community service sessions	602
教育活動節數 No. of educational programme sessions	11
康樂活動節數 No. of recreational programme sessions	29
社區小組節數 No. of community groups sessions	87
鯉「賞」空間參加人數 No. of visitors of Dreamland	850