

# 社區發展服務

## Community Development Services



### 服務方向

社區發展服務於本年度新增了兩個服務單位：地區發展隊和市區重建社區服務隊（九龍）。新服務同時擴展了部門的服務範圍及服務對象的範疇，令更多居住在不同匱乏社區內的基層家庭受惠。

### Service Orientation

2 new units of Community Development Services were established in this year, namely Locality Development Team and Urban Renewal Social Service Team (Kowloon). The new services not only extended the division's service boundary but also widened our coverage of clientele, which allowed us to serve more grass-root families in different deprived communities.

### 服務摘要

#### 成立地區發展隊

觀塘是一個貧窮人口眾多的區域，面對區內大大小小的市區重建項目、起動九龍東計劃及大型公共屋邨陸續落成等，將會帶動整個社區的社會經濟變化，為基層人士的生活帶來不同程度的影響。有見及此，我們於2014年7月成立地區發展隊，致力探討東九龍區的服務需要及發展新的服務計劃，期望能配合社區的轉變，為基層市民提供適切的社區服務，並提升他們的社區參與。

地區發展隊於2014年12月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及少數族裔人士融入本港生活。計劃強調發展新來港人士的才能，鼓勵他們投入勞動市場及義務工作，貢獻社會。觀塘區新來港定居人士的數字一直是全港18區之首，計劃能接觸大量有需要的新來港家庭，為地區發展隊繼續發展基層人士的服務奠下穩固基礎。

### Service Highlights

#### Established Locality Development Team

Kwun Tong is a district with great number of poor people and is undergoing various urban redevelopment projects, 'Energizing Kowloon East' and completion of large scale Public Rental House Estates. All these development will inevitably bring changes to the overall socioeconomic status of the district and affect the livelihood of the deprived group in the community. Accordingly, Locality Development Team (LDT) was established in July 2014 striving to study and explore service needs in Kowloon East so as to tailor new service projects to cater the diverse social needs in this changing community, as well as to enhance the community participation among the disadvantage groups.

A new service project called 'Neighbourhood Mutual Help Project for New Arrivals' under the LDT was launched in December 2014 with funding subvention from Home Affairs Department. This Project aims to promote neighbourhood support through which facilitate the integration of the new arrivals into the community. Moreover, this Project emphasises developing the potential of the new arrivals, so that they can make contribution to both labour market and voluntary force. Kwun Tong has the highest number of new arrivals among 18 districts, this Project definitely will identify and serve a large amount of needy families in the community and consequently, it will lay a strong foundation for the LDT to further develop innovative services for the deprived groups in future.



▲ 一班熱心的新來港人士接受義工訓練，作好裝備服務社群。  
Volunteer Training was conducted for a group of enthusiastic new arrivals equipping them to serve the community.



▲ 「有『里』新生活社區互助計劃」為新來港婦女舉辦興趣小組。  
'Neighbourhood Mutual Help Project for New Arrivals' organised interest class for new arrival women.

## 成立市區重建社區服務隊（九龍）

本會社區發展服務除了營運負責觀塘市中心重建項目的觀塘市區重建社區服務隊外，於2014年11月再獲市區更新基金有限公司資助，成立市區重建社區服務隊（九龍），服務區域擴展至大角咀及紅磡，讓社區發展服務能繼續運用服務舊區的經驗，為受市區重建局的重建項目所影響的住戶及商戶提供支援及協助。



▲ 觀塘重建區內的持牌小販向區議員表達對臨時小販市場的設計及設施的關注。

Licensed hawkers in Kwun Tong urban renewal area expressed their concern towards design and facilities in the temporary bazaar to the District Councillor.



▲ 市區重建社區服務隊為受重建影響的居民舉辦簡報會。

URSST launched a briefing session for residents affected by urban renewal.

## Established Urban Renewal Social Service Team (Kowloon)

Apart from operating the existing Kwun Tong Urban Renewal Social Service Team (URSST) to serve people affected by the Kwun Tong town centre redevelopment project, the Urban Renewal Fund Limited further appointed the Agency to establish another service team, namely URSST (Kowloon) in November 2014. Service areas of the new URSST was extended to Tai Kok Tsui and Hung Hom, which allowed the Community Development Services to make good use of our experience of serving old urban areas throughout past decades to continuously deliver quality service to residents and business operators affected by redevelopment projects implemented by the Urban Renewal Authority.



▲ 本會員工參與「An introduction to Community Organising: core concepts and practices」課程。Our Staff attended 'An introduction to Community Organising: core concepts and practices' course.

## 員工內部訓練——社區組織

「倫敦公民」是英國一個強大的民間組織，透過結連不同的公民社會團體，包括教會、學院、工會及智庫等，合力為社區締造共同的福祉；而「社區組織」理論可說是成功組織這股公民力量背後的重要元素，實在值得參考與學習。因此，社區發展服務於去年邀請了「倫敦公民」的其中一位領袖——Canon Dr. Angus Ritchie 擔任導師，舉辦了為期3天的「An introduction to Community Organising: core concepts and practices」課程，透過課堂講解、小組討論、角色扮演等形式，向本會17名社區發展及青年服務的員工分享社區組織理論的理念、技巧，以及在英國推行的經驗，從而擴闊員工視野，為工作帶來新的思維與啟發。

## Internal Staff Training – Community Organising

'London Citizens' is a powerful alliance in England which brings together different local organisations in civil society such as churches, colleges, unions and think-tanks to work together for the common good. 'Community Organising' is a method and set of democratic practices guiding behind the 'London Citizens' in organising such a strong civil force. It surely is a valuable reference for all the community workers. Therefore, the division invited Canon Dr. Angus Ritchie, who has been an active leader in 'London Citizens', to conduct a 3-day course called 'An introduction to Community Organising: core concepts and practices' to our social workers from Community Development and Youth Services. A total of 17 staff from Youth Services and Community Development Services took part in the training. By means of lecture, group discussion and role play, Angus shared the concepts, skills and practice experience in England with us. His inputs not only widened our horizon but also brought new and inspiring ideas to our work.

## 婦女及其他弱勢社群家庭就業支援服務

翠屏社區服務處於本年度獲社會福利署資助，在觀塘區推行「婦女及其他弱勢社群家庭就業支援服務」，為區內有志求職人士提供就業支援服務。服務包括舉辦招聘會、求職面試技巧訓練、職業輔導、工作配對、工作實地探訪、個案輔導及家庭生活教育活動，期望為求職人士做到工作與家庭生活平衡。計劃受惠人次約9,500人，而當中接近四成登記求職人士成功獲聘。

## Employment Support Service for women and other deprived families

Special funding from the Social Welfare Department was gained for Tsui Ping Community Centre to start a 1-year project 'Employment Support Service for women and other deprived families' in this year in Kwun Tong. The service included Job Expo, interview skills training, career counselling, job matching, workplace site visit, individual counselling and Family Life Education activities. It hoped to help the participants keep a good balance between work life and family life. The Project gained a total of about 9,500 attendance, and there was about 40% enrolled job seeking participants were successfully employed.

▶ 鯉魚門區的基層家庭透過「鄰里墟」揀選社區人士捐贈的物資，減輕經濟負擔。

Needy families in Lei Yue Mun selected donated items in 'Neighbourhood Market' in order to alleviate their financial burden.



◀ 婦女實地了解長者地區中心的工作情況。

On-site workplace visit to District Elderly Community Centre.

## 伙伴合作

### 透過社區協作服務天水圍居民

天水圍社區服務處（服務處）於去年與不同的社區伙伴合作，為居民舉辦多元化的活動。相信愛基金於去年不但資助服務處部分的營運開支，更安排多名義工與服務處合辦多次探訪、小組及補習班等活動，照顧區內不同年齡的居民。此外，服務處亦與嶺南大學服務研習計劃合作，為60名來自不同學系的大學生提供服務社群的機會，包括推行愛心市集、小組活動及製作刊物等，讓他們將課堂所學的知識融入服務，並藉此了解基層人士的生活情況。服務處與不同伙伴合辦超過200節活動，受惠人數更高達700人，成功為社區帶來協同效應。

## Partnership Projects

### Serving people in Tin Shui Wai through Community Collaboration

Last year, Tin Shui Wai Community Service Centre (the Centre) collaborated with different partners providing diversified activities to people living in Tin Shui Wai. Firstly, we worked closely with Faith in Love Foundation Limited, the Foundation not only financially supported part of our operation cost but also input strong voluntary force launching a series of activities, including home visits, group activities and tutorial classes, to take care of people at different age group. Furthermore, the Centre teamed up with the Service Learning and Research Scheme of Lingnan University, by offering service opportunities to 60 university students from different disciplines, such as conducting Angel Care Market, group activities and newsletter publication, they were allowed to apply their classroom knowledge to real life practice, as well as to understand the life of the grassroot people. Our collaboration successfully created synergy to the community in which over 200 service sessions had been provided and served around 700 beneficiaries.

◀ 天水圍社區服務處與相信愛基金合作，為區內長者舉辦賀年活動。

Tin Shui Wai Community Service Centre worked with Faith in Love Foundation Limited launching a New Year Celebration Programme for elders in the community.





## 2014-2015 服務統計 (截至 2015 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2015)



天水圍社區服務處 Tin Shui Wai Community Service Centre	
家訪次數 No. of home visits	377
諮詢及輔導總數 No. of advisory and counselling services	633
社區活動總數 No. of community programmes	34
互助小組節數 No. of mutual-help groups	24
物資轉贈總數 No. of matching for recycled goods	361

駐屋宇署支援服務隊 Social Service Team in Buildings Department	
處理事工總數 No. of work assignments handled	376
終止事工總數 No. of work assignments terminated	89
個案家訪次數 No. of home visits	1,145
社區會議舉辦次數 No. of community meetings	98

觀塘市區重建社區服務隊 / 市區重建社區服務隊 (九龍) <服務於 2014 年 11 月開展> Kwun Tong Urban Renewal Social Service Team / Urban Renewal Social Service Team (Kowloon) <service commenced in November 2014>	
接觸服務使用者總數 No. of contacts	2,578
家訪次數 No. of home visits	1,522
社區活動總數 No. of programmes and meetings	47
小組活動總數 No. of group activities	37

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	551
康樂活動節數 No. of recreational programme sessions	23
社區小組節數 No. of community group sessions	75
鯉「賞」空間參加人數 No. of visitors of Dreamland	653

有「里」新生活社區互助計劃 <服務於 2014 年 12 月開展> Neighbourhood Mutual Help Project for New Arrivals <service commenced in December 2014>	
班組節數 No. of group sessions	38
社區活動節數 No. of community programme sessions	27
義工參與人次 No. of attendance (volunteers)	164
服務使用者參與人次 No. of attendance (service users)	2,365

翠屏社區服務處 Tsui Ping Community Centre	
會員總數 No. of existing members	666
簡略輔導個案總數 No. of brief counselling cases handled	174
參與小組總人數 No. of total participants of groups	310
參與社區活動總人次 No. of total attendance of community activities	980
參與義工服務總人次 No. of total attendance of volunteer services	165

### 展望

隨著服務單位增加，社區發展服務定能發掘更多有需要人士及社區需要，故我們將繼續發展以基層社群為對象的服務項目；此外，社區上將有大型的公共屋邨落成，大量的基層家庭將陸續遷入，我們正計劃推行新的服務項目，協助他們適應新社區的生活，並提供及時的支援。

### Outlook

Resulted from service expansion, Community Development Services was able to identify more and more disadvantage groups and community needs, therefore, we will continuously strive to serve the needy and develop tailored service programmes for them in future. Moreover, a large-scale Public Rental Housing (PRH) Estate in the community will be completed and a large number of grass-roots families will move to there soon. We are now planning to launch a new service project with aims to assist the newly moved-in PRH families to adapt to the new community and provide timely assistance to them.