



綜合家庭支援服務
Integrated Family Support Services

CFSC



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服務綜述



綜合家庭支援服務共有十六個單位，分別以「個人成長」、「輔導支援」和「社區發展」等導向服務社群，服務對象包括學前兒童、基層家庭以至舊市區的業主和租客，照顧的區域已由九龍東部延伸至新界西北區。去年，香港雖然從金融海嘯中復原過來，但社會問題未有歇息，如貧富差距加劇、家庭團結指數下跌、青年吸毒問題惡化、舊樓失修等等都為本部的服務帶來重大的挑戰。回應複雜的社會環境，本部積極開拓及發展新服務，由香港房屋委員會資助的天水圍房屋諮詢及服務隊已踏入第二個年頭，其「及早識別」和「社區協作」的模式亦初見成效。本部自2008年在觀塘區推行由社會福利署資助的「社區保姆」計劃，亦建立了穩固的義工網絡，其服務質素亦被區內人士認同。與此同時，各單位在原有的服務上亦注入新元素，務求緊貼社會的轉變。綜合青少年服務結合戲劇和師友制度的「Know + No - K.O.毒品」社區計劃、德田幼稚園的「普通話戲劇坊」、勵志中心標榜防家暴教育由兒童開始的「零暴力 - 快樂小天使」計劃、活力家庭坊提倡以才藝友友建構快樂社區的「匯藝坊」、匯青書院的新高中課程和學校社工部「社區同心其他學習經歷博覽會」等等都是各專業團隊努力創新的成果。我們相信群策群力是建設社區的鑰匙，社區發展部因此在市區重建、樓宇復修和建構和諧社區等領域上都網絡社區不同界別的持份者，為社區的福祉出一分力，建構充滿「正能量」的社區。

Service Overview



The Integrated Family Support Services (IFSS) is composed of sixteen units which served the community with three orientations, namely "Growth and Development", "Counselling and Support" and "Community Development". Our service users included pre-school children, grass-root families as well as owners and tenants living in the old urban areas. The service area of the IFSS has been extended from Kowloon East to New Territories North and West. Last year, despite Hong Kong had recovered from the "Financial Tsunami", various social problems did not diminish in the community, such as increasing gap between the rich and poor, income disparity, the fall of the family solidarity index, drug abuse as well as building rehabilitation, all that could be perceived as challenges faced by the IFSS. In response to the complicated social environment, the IFSS endeavored to develop new services, for example our Tin Shui Wai Housing Advisory and Service Team stepped into its second year operation and the effectiveness of team's strategies of identifying people in need and facilitating community collaboration were evidenced. On the other hand, the service quality of "Nanny Next Door", a neighbourhood support child care project funded by the Social Welfare Department that we have been operating since 2008, was recognized by the public. Meanwhile, all units added up new elements on regular services in order to echo the rapid social changes. For example, the Youth Leap launched the "Know + No -



1 「婦女暢談會」— 雙程証及新來港婦女互助小組，組員正在一起認識香港交通及分享來港感受及經驗。

“Women mutual-help group” - Women with two-way permit and new arrivals from mainland were learning the transportation in Hong Kong and sharing their experience of living here.

2 「婦女英語初階」— 你看！她們多努力學習與天氣相關的英文生字。

“Women elementary English class” - Look! How hard the women tried to learn the words of weather.

K.O. drugs” community project which integrated drama education into mentorship scheme to against youth drug abuse. “Mandarin Theatre Square” initiated by our Tak Tin Kindergarten was a new element on kids’ language learning. “Zero Violence - Happy Angels” was a project aimed at promoting anti-family violence in children run by the Lai Chi Centre. Our Family Energizer also produced a “Community Art Lounge” to promote art and talents exchange among residents as a way to build up happy community. In response to the new education reform, the Wui Ching College had written its new 334 curriculum and meanwhile the School Social Work Unit organized its first “Expo of other learning opportunity” to facilitate youngsters’ participation in volunteer services. Last but not the least; we believed community collaboration was the key of community building. Therefore, our community development division put a lot of effort to network various kinds of community stakeholders in areas of urban renewal, building rehabilitation and facilitating harmonious community. Their involvement was actually beneficial to inject positive value in the community.

新計劃



天水圍房屋諮詢及服務隊 — 居民認識社區的窗口

天水圍房屋諮詢及服務隊的工作已踏入第二個年頭，作為天水圍居民認識社區的「窗口」和推動社區協作的「平台」，服務隊除了舉辦恆常的活動，如入伙迎新簡介會、認識天水圍導賞遊、居民互助小組和義工探訪外，在2009年10月更舉辦「天水圍、元朗、屯門區美食濃情樂團圓嘉年華」，以區域性的社區建設活動，向公屋租戶宣揚「愛惜鄰舍、建設和諧社區」的訊息。服務隊還會定期出席屋邨管理諮詢委員會的會議，向委員分享擔當社區領袖的要素，並鼓勵互助委員會多關心鄰里的重要性，推廣「好鄰居是一種生活態度」。服務隊更伙拍位於天晴邨之青年中心舉辦「天晴邨兒童暫托服務試驗計劃」，讓街坊在學校長假期間，在鄰里互相支援下可抽身外出到街市購物。服務隊更連繫區內提供長者、家庭及青年服務的機構，舉辦「天水圍傳承好鄰居計劃」，讓新舊公屋租戶互相交流，盡快適應社區，增加他們對所屬社區的歸屬感。

New Projects



Tin Shui Wai Housing Advisory and Service Team – Window for New Tenants

The Housing Advisory and Service Team (HAST) has stepped into its second year of operation. As a “Window” for public rental housing tenants (PRH) to understand Tin Shui Wai and a “Platform” to facilitate community collaboration, apart from launching regular services such as Intake Orientation Briefing, TSW Guided Tour, Residents Mutual Support Group and Volunteer Visit, HAST organized a regional community building programme namely “Sweet and Harmony Cookery Competition and Carnival” in October 2009 to promote message of “Caring neighbours, building up harmonious community” to the residents. HAST also attended meetings of Estate Management Advisory Committee regularly to share tips of being community leaders to the members, as well as encouraging Mutual Aid Committee members the importance of caring neighbours. HAST endeavored to promote “Being a good neighbor is a way of living” to the residents. Meanwhile, HAST cooperated with a children and youth centre in Tin Ching Estate to launch a “Child Care Experimental Scheme”. With neighbours’ mutual support, residents who had to take care of their children during long school vacation were free to go shopping at the market. HAST also networked local organizations of elderly service, family service and youth service to launch a “District Mentorship Scheme”, through which new tenants were served by some existing tenants so as to speed up the formers’ adaptation to the community.



▲ 天水圍「傳承好鄰居」計劃。
Mentorship Scheme in Tin Shui Wai.



▲ 以輕鬆手法協助居民認識社區的「天水圍樂遙活動」。
Community Guide Tour is a soft way to introduce Tin Shui Wai to the tenants.



▲ 美食濃情樂園嘉年華。
Sweet & Harmony Cookery Competition and Carnival.



▲ 天晴邨兒童暫托服務試驗計劃。
Child Care Experimental Scheme in Tin Ching Estate.

▲ 社工於屋邨管理諮詢委員會會議上分享作為地區領袖的要素。
Social worker of the Housing Advisory and Service Team shared the tips of being community leaders in EMAC meeting.

匯藝坊 — 「匯」集多才多「藝」的街「坊」

活力家庭坊（綜合家庭服務）於2009年12月開始，每月一晚在本會總部地下「愛心廣場」舉行「匯藝坊」社區共融才藝表演嘉年華晚會。目的乃希望透過舉辦一連串的才藝交流表演活動，為區內不同階層的街坊或團體提供一個發揮才藝天份、輕鬆免費的公開表演娛樂平台；讓觀塘居民在歡樂氣氛下聚首一堂，以才藝會友，紓緩生活壓力，提倡建立「欣賞、知足、開懷」的人生態度，以及共同建設融和互助及快樂社區。「匯藝坊」得到了各界團體及街坊的支持，故將續辦至2010年7月。及至2010年3月，共進行了4次晚會，約有720人次參與，亦邀請到多位知名人士作嘉賓，包括香港大學家庭研究院副總監及亞洲區家庭研究聯盟主席朱楊珀瑜女士及多位觀塘區區議員。

Community Art Lounge

Starting from December 2009, Family Energizer (Integrated Family Service) launched "Community Art Lounge" at the "Love Square", the open area at the entrance of the CFSC Headquarter, once a month. Not only did the project serve as a platform for art and talent exchange amongst different social classes of Kwun Tong residents and different organizations, but also provide a happy time for people to have free entertainments, helping them relax from their daily pressure. The main theme of the activity was to promote "Appreciation, Be Content and Joy" as our life attitudes, and to build a caring, mutual supportive and cohesive community. With exhilarating feedbacks from all sides, "Community Art Lounge" would go on till July 2010. As at March 2009, a total of 4 night shows were launched with around 720 participants. Honorable guests including Mrs. Patricia Chu (Associate Director of the HKU Family Institute and Chairperson of Consortium of Institutes on Family in the Asian Region Ltd.) and Kwun Tong District Councilors were invited to share joys with our participants.



▲ 精彩刺激的花式跳繩。
Funny and exciting rope skipping.



▲ 街坊小朋友表演的精彩牛仔舞。
Cutie girls performing cowboy dance.



▲ 一群熱心義工的特色中國舞。
Volunteers performing Chinese cultural dance.



▲ 大眾同樂學跳舞。
Happy mass dance with Kwun Tong residents.



▲ 本會助理總幹事(營運)吳國棟女士(左)頒發嘉賓感謝狀予香港大學家庭研究院副總監朱楊珀瑜女士(右)。
Ms. Agnes Ng (Left), Assistant Chief Executive (Operation) was presenting souvenir to Mrs. Patricia Chu (Right), Associate Director of HKUFI.



▲ 花式足球表演。
Freestyle soccer performance.



▲ 觀塘區區議員馮美雲女士與香港大學家庭研究院副總監朱楊珀瑜女士於「匯藝坊」啟動禮上一同分享經典金曲「問我」。

Ms. Fung Mei Wan, Kwun Tong District Councilor was singing the song "問我" with Mrs. Patricia Chu, Associate Director of HKUFI in the opening ceremony of "Community Art Lounge".



▲ 觀塘區區議員林家強先生擔任「匯藝坊」嘉賓，並與本會服務總監(家庭及社區)彭淑玲女士合照。

Mr. Lam Ka Keung, Kwun Tong District Councilor, the guest of "Community Art Lounge", was taking photo with Ms. Pang Shuk Ling, Programme Director (Family & Community).



▲ 觀塘區區議員劉定安先生於「匯藝坊」擔任抽獎嘉賓。

Mr. Lau Ting On, Kwun Tong District Councilor was presenting gift in the lucky draw session in "Community Art Lounge".

「社區保姆計劃」

「社區保姆」計劃由2008年10月27日起正式在觀塘區展開服務，截至2010年3月31日，本計劃已為超過230個家庭提供兒童照顧支援。經愛心社區保姆義工團隊的努力下，本計劃的服務質素漸漸被區內家長認同；於2009年4月12日，本計劃更在社會福利署的安排下，獲澳門特區政府社會工作局的考察團到訪了解計劃的運作，並作兩地經驗交流。此外，本計劃聯同翠屏社區服務處先後於區內不同屋苑進行「街頭資源諮詢站」，向居民介紹有關地區資源、區內社會服務，並將一些重要訊息如「切勿獨留子女在家」等在區內推廣，不僅讓居民認識及善用社區資源，同時亦期望可以啟發他們的思想及觀念，以收預防問題發生之效。截至2010年3月31日，本計劃共推行了28次「街頭資源諮詢站」。

"Nanny Next Door – Neighborhood Support Child Care Project"

"Nanny Next Door – Neighborhood Support Child Care Project" has started in Kwun Tong since October 2008. More than 230 families received child care support from the project up to March 2010. With great effort of our compassionate volunteer nannies, much appreciation to our service quality from parents was received. Under the arrangement of Social Welfare Department, the Social Welfare Bureau of Macau Government paid a study visit to the project on 12 April 2009. Fruitful experience on child care services was exchanged. Joining with Tsui Ping Community Service, the project set up "Street Counters for Resources and Information" in various public housing estates. Through information giving and referrals, we helped people link up with community resources and social services. On the other hand, important messages such as "Don't leave children unattended at home" were conveyed to the community. It was expected that enlightening people's values could prevent problems emerged. As at end of March, 28 street counters were held.



▲ 油塘油麗邨的「社區資源諮詢站」。
“Street Counter of Resources and Information” in Yau Lai Estate, Yau Tong.



▲ 澳門特區政府社會工作局的考察團。
The study tour of the Social Welfare Bureau of Macau Government.

「社區同心」其他學習經歷博覽

新高中學制於2009學年開始推行，當中的「通識科」及「其他學習經歷」是新注入的學習元素，學校社工部為回應新高中三三四學制增加青年人「其他學習經歷」的機會，因此聯同本會其他服務單位包括家庭、復康及長者服務等，於2009年10月9日舉辦了一個名為「社區同心其他學習經歷博覽」活動。本活動旨在善用教育改革的機會，向中學生推廣義務工作的意義。今次參與活動的數百位同學來自觀塘及將軍澳區共十二間中學，均為首屆新高中學制的中四學生。當日除了義工服務的介紹外，我們更邀請到呂宇俊先生作專題分享，各服務單位更準備了攤位活動，讓同學能夠透過輕鬆的遊戲，對有關的社會服務加深認識，並能從中報名參加合適的義工活動。

Expo for Other Learning Experience

The 334 New Senior Secondary (NSS) Curriculum has started in 2009 academic year; both “Liberal Studies” and “Other Learning Experience”(OLE) are new learning elements under the education reform. In order to address the service needs derived from the increasing opportunity of OLE for youth, the School Social Work unit worked with other CFSC units, including Family, Rehabilitation and Elderly services launched a programme namely “Expo for Other Learning Experience” on 9 October, 2009. The Expo aimed at promoting meaning of volunteerism and the community services to teachers and students. On that day, hundreds of F.4 students from 12 Secondary Schools in Kwun Tong and Tseung Kwan O participated in the programme. They were the first group of students who experienced the educational reform. Apart from briefing of voluntary service opportunities by different service units and a topic sharing by our guest, Mr. Lui Yue Chun, students could enroll for volunteer services immediately at the activity stalls set by various CFSC units.



▲ 本會長者服務的社工及長者以話劇形式向青年人介紹長者中心服務。
Social Workers and seniors of our elderly service introduced the DECC service to the young people by means of drama.

匯青書院成功開辦新高中課程

匯青書院於2009-2010學年成功向教育局申辦新高中課程，招收首屆新高中中四學生。為配合新高中的課程，學校安排了擁有通識教育文憑的老師任教；同時為達到「其他學習經歷」的要求，學校組織了「其他學習經歷」課程發展小組，由老師及社工一同商討及安排課程，期望學生在學習之餘也達到全面的發展。

「探中國奧運火之都 — 北京新動力」交流團

賽馬會跳躍青年坊得到青年事務委員會贊助，舉行共九天的北京交流團，不單讓參加者認識了北京真實的一面，更彼此建立深厚的友誼。透過參與小組面試、四天的訓練、九天的旅程、兩次重聚分享日、畢業禮、社區嘉年華會，以及製作紀念刊物，讓學員慢慢成長過來。他們經歷了由沒有信心到充滿自信、由對中國的誤解到接觸真實的面貌、由陌生到親密、由害怕到回味；這都是他們的感受。北京交流之旅，讓他們有機會合作，去訪問北京的居民、大學生、福利機構，與之交流，讓他們拋卻對中國的謬誤之見，認識中國的國情。再者，他們透過是次旅程，對中國及其歷史有更深的認識與感受，對中國人的身份更為認同。

New Senior Secondary Education launched by the Wui Ching College

Wui Ching College was approved to launch the New Senior Secondary Education curriculum by the Education Bureau, and started to recruit Form Four students. To fulfill the course requirement, Wui Ching College employed certified Liberal Studies teachers and formed an OLE Development Group which was composed of teachers and social workers to facilitate students reaching the requirement of Other Learning Experience curriculum. We also aimed at promoting students holistic development together with the implementation of the new OLE curriculum.

'How are you, Beijing' Exchange Programme

The Jockey Club Youth Leap was funded by the Commission on Youth to launch this exchange programme. In this 9-day trip, not only did the youngsters see the real situation of Beijing from a new perspective, but also built up friendship among themselves. Through group interview, 4-day training, 9-day trip, 2 reunion activities, congregation, community education carnivals as well as making commemorative album, these youngsters became more mature and independent. During the entire programme, youngsters were provided with opportunities to learn cooperation. They also had chance to visit them, University students and non-governmental organizations, and exchange different thoughts and feelings with Beijing's residents. All these helped our youngsters understand both the past and the present of China. As a result, their self confidence and national identity were strengthened.



▲ 北京交流團 — 參觀北京不同的地方，藉此更認識中國的歷史。
Beijing Exchange Programme — we visited different scenic spots in Beijing to know more about Chinese history.

▲ 北京交流團 — 在北京民居作客，了解北京人的生活。
Beijing Exchange Programme — we were catered by Beijing residents to see their daily living.

▲ 北京交流團 — 參觀及了解「太陽村」的服務。
Beijing Exchange Programme — Visiting "Sun Villa".

「童」行有「理」計劃

本計劃由賽馬會跳躍青年坊推行，獲得花旗集團「成功在望獎勵計劃」贊助，目標是透過理財訓練課程及義賣活動，讓參加者掌握基本的市場營商策略、待客之道及有效的表達技巧。同時，透過經營義賣攤檔，將收益全數捐助貧苦兒童，體會資源再分配和回饋社會的意義。是項計劃讓40名青年義工從中得到學習及實踐的機會，豐富了他們成長的經歷。亦讓20名低收入家庭的學童受惠。

"Money Management" Project

This project was launched by our Jockey Club Youth Leap and funded by the Citi Success Fund. It aimed at promoting a positive concept on money management for young people. Programmes included money management training, knowledge and skills in operating charity sale, marketing, customers' service and communication. Participants also experienced the concept of redistribution of wealth in the society as the money earned from the charity sale was all donated to help youngsters who were living in poverty. There were 40 young people benefited from the training programmes and 20 deprived children got the financial support.

「Know + No — K.O.毒品」社區計劃

本計劃由賽馬會跳躍青年坊負責，並獲得禁毒基金贊助，以社區為本的理念支援高危青少年及家長，並發動大專生及青年義工，擔當「高危青少年」的「成長嚮導員」，讓彼此建立師友支援網絡。透過培訓及戲劇小組，讓成長嚮導員深入認識濫用毒品的害處，繼而運用街頭劇作介入手法，於觀塘區內各屋邨巡迴表演，吸納潛危青少年及家長，參加抗毒講座及「1+2劇團」。同時，讓「高危青少年」接受戲劇訓練，透過撰寫、排練和表演抗毒訊息的劇目，提昇「高危青少年」對濫藥問題的認識及分析能力，增強他們的自信心及能力感。向參加者宣揚無毒訊息。



▲ 「Know + No — K.O.毒品」社區計劃：「成長嚮導員」戲劇訓練工作坊。
“Know + No — K.O.Drugs” Community Project : Mentors Drama Training Workshop.

“Know + No - K.O. drugs” community project:

This project was launched by our Jockey Club Youth Leap and was supported by the Beat Drugs Fund. It was a community-based mentoring project, aimed at beating drugs in the community and supported the high risk youngsters and their parents through a supportive network. University students and working youth were recruited and trained up as mentors. The trainings for mentors included beat-drugs knowledge, drama skills, and communication skills with teenagers. Trained mentors then performed drama at streets in Kwun Tong district to recruit at-risk-teenagers as mentees for the “1+2 Drama Club”, which mentors shared the beat-drugs knowledge and drama skills to mentees. As a result, at-risk-teenagers increased their ability, self-confidence and understood the undesirable effect of drugs. The promotion of “drug-free” concept to participants was also achieved.



▲ 「Know + No — K.O.毒品」社區計劃：抗毒街頭劇表演及抗毒講座，宣揚無毒訊息。
“Know + No — K.O.Drugs” Community Project: Beat Drugs Street Drama Show & Parents Talk to promote drug - free message.

「觀塘倡建學校計劃 — 心靈甜點樂觀苗」

是項計劃由觀塘健康城市督導委員會、基督教聯合那打素社康服務、基督教聯合醫院、聯合情緒健康教育中心、觀塘區家長教師會聯會有限公司及觀塘區學校聯合會辦，邀請觀塘區內學前服務機構參加，而德田幼稚園也參與當中。是項計劃為期5個月，由2009年9月正式開始，內容包括背誦「弟子規」、角色扮演及唱遊活動等，向兒童灌輸正面的心理知識及德育價值，並藉此讓兒童的情感得到抒發。另一方面，教師也透過其培訓工作坊及到校示範，掌握培育兒童身心健康發展的原則和方法，於日常生活中持續實踐，鞏固了活動的成效。



▲ 透過角色扮演，讓兒童學習表達情緒，分享感受。
Children are taught to express their emotion and feelings through role - playing.

“Kwun Tong Health Promotion School Project- Miao Optimistic Mind Dessert”

The captioned programme was jointly organized by the Kwun Tong Healthy City Steering Committee, United Christian Nethersole Community Health Service, United Christian Hospital, Joint Emotional Health Education Centre, Federation of Parent Teacher Associations in Kwun Tong District Limited, and the Kwun Tong District School Council. All pre-school organizations located at Kwun Tong including our Tak Tin Kindergarten were invited to join this programme which started from September 2009 and lasted for 5 months. Through recitation of ‘DIZI GUI’, role-playing, singing activities, etc., it aimed at educating children about psychological well being and moral values. Furthermore, children could learn how to express their feelings and emotions appropriately. On the other hand, kindergarten teachers attended the related workshops and the on-site demonstration, which enabled them to gain better knowledge and skills in facilitating the healthy development of children. The effectiveness of the programme could be sustained through their daily practices.

特別活動



童四無稀扶貧計劃

綜合家庭支援服務自2006年舉辦「童四無稀」扶貧計劃，至今已踏入第四年。總結過往三年多的成果，我們將籌得款項資助了240多位清貧學童參與可持續發展的課外學習及活動。透過他們的報告分享，我們可以體會到他們獲得課外學習機會的喜悅，並因學習帶來的成功感與自信心。除了入校教育活動及種子義工外，本年度我們將社區活動推至全港，舉行「樂。無窮」攝影比賽，並收到不少作品。透過他們的作品，我們除了欣賞到專業的攝影技術外，更認識到香港人對清貧學童的高度關注。而本年度的籌款活動得到各屆人士支持，共籌得9萬多元作為來年度的資助款項。

Special Events



Hearty Anti — Poverty Project for Youngsters

The Hearty Anti - Poverty Project for Youngster (HAPPY) launched by the IFSS stepped into its fourth year since 2006. In the past three years, we had successfully raised fund to subsidize 240 students to sustain their extra-curriculum learning. We could see these students' happiness and achievement from their sharing reports. Self-confidence and competence was built up through learning after school. This year, we continued the HAPPY school education activities and SEED volunteers training in the community. We launched a photography competition and lots of entries were received from schools and the public. The participants impressed us not only by their techniques in photo-taking but also their sensitivity and concern to poverty problem. In this year's fund-raising activities, about \$90,000 were raised to subsidize children from low-income families for extra-curriculum learning. We were grateful for the support from all participants.



▲ 童四無稀頒獎禮 — 受資助的小朋友在台上表演學習成果。
HAPPY Award Presentation — a beneficiary demonstrated her learnt.



▲ 童四無稀步行籌款 — 風笛隊在起步禮奏樂表演。
HAPPY Fund Raising Walkathon — Pipe band performance in the kick-off ceremony.

「零暴力 — 快樂小天使」計劃

要預防家庭暴力的出現，是需要動員整個社區的參與，並且要持之以恆，「零家庭暴力」的社區才能指日可待。今年，香港東區崇德社贊助勵志中心舉辦的「零暴力 - 快樂小天使」計劃服務擴展至四個社區，分別是深水埗、油尖旺、大埔及天水圍，培訓了334位「小天使兵團」，使大軍人數激增至700多名，齊齊守望社區。眾「小天使」雖然年紀少，但絕不叫人輕看他們的能力，他們經過訓練後，在閉幕禮上齊齊宣誓要成為和諧家庭大使，並且透過寫實生活劇、心聲分享和音樂表演等，與街坊表達「零暴力」的訴求和決心。

“Zero Violence - Happy Angels” Project

To promote the concept of “Zero Violence”, there is an urgent need to mobilize the whole community to take persistent action, so that a “zero domestic violence” community can be seen. This year, “Zero Violence - Happy Angels” project, launched by the Lai Chi Centre and was sponsored by the Zonta Club of Hong Kong East Service had marched into four communities, including Sham Shui Po, Yau Tsim Mong, Tai Po and Tin Shui Wai. This year, 334 children had been trained and the accumulated number of trained children was increased to 700. The “little angels” are very competent despite of their young age. They have pledged to be an “ambassador of harmonious family” and promoted the message of “zero violence” through drama, personal experience sharing and music performances at the “Zero Violence – Happy Angels” Project closing ceremony.

共創成長路「正能量獎勵計劃頒獎禮」2009 - 2010

學校社工部已連續第四年舉辦「正能量獎勵計劃頒獎禮」，六所中學共有80多名同學被老師提名參選，最後有32位「正能量青年」得獎，頒獎禮在家長、老師及社區人士的見證下舉行，當日的典禮以「CFSC舞動奇蹟」的話劇及表演揭開序幕，同學藉此帶出正能量的七個正面構念。典禮亦榮獲觀塘區議會副主席蘇麗珍女士擔任主禮及頒獎嘉賓。一如以往，節目內容亦大力提升學生的參與和主導，讓大家一同經歷一個屬於年青人的頒獎典禮。

“Strengths Award Scheme and Ceremony” of “PATHS to Adulthood” 2009 - 2010

It was the fourth year that the School Social Work Unit has launched the Strengths Award Scheme. Among the 6 participating schools, over 80 students were nominated by their teachers and eventually 32 students were awarded as “Youngster with Strengths”. Witnessed by their parents and teachers, the ceremony started with a drama and performance namely “CFSC Dancing Miracle”, under the theme of seven all-round constructs of the project PATHS. It was our honor to invite Ms So Lai Chun, the Vice Chairlady of the Kwun Tong District Council, as our officiating guest. The ceremony was owned by young people who had been empowered throughout the entire process of planning and operating the event.



▲ 觀塘區議會副主席蘇麗珍女士及學校代表出席「正能量獎勵計劃」頒獎禮。

Ms SO Lai-chun, Vice Chairlady, Kwun Tong District Council, and school representatives joined the “Ceremony of Strengths Award Scheme” .



▲ 青年人在「正能量獎勵計劃」頒獎禮大跳hip hop舞。
Hip Hop dance performed by young people in the “Ceremony of Strengths Award Scheme” .

「活力社區黃大仙」計劃

中國諺語有云：「遠親不如近鄰」，這正表達出民間的生活智慧。「活力社區黃大仙」計劃正是勵志中心為促進黃大仙下邨居民發揮鄰舍守望相助的精神，實踐居民互助，以強化居民生活的安全網而舉行的社會服務計劃。計劃由09年7月起為期兩年，內容包括動員居民成為樓長或層長，並肩負招募義工和了解居民需要的任務，然後安排義工給予相關的協助，產生即時的支援效應。經過一年的努力，現已有8座大廈加入本計劃，為居民提供服務。希望鄰里精神在這小小的社區內發揚光大，並延伸至其他社區。

“Wong Tai Sin, a Vibrant Community” Project

“Close neighbour is better than a distant relative” is a common Chinese proverb that we treasure in community building work. Lai Chi Centre conducted a “Wong Tai Sin, a Vibrant Community Project” which aimed at promoting neighborhood mutual help in Wong Tai Sin Estate, so as to strengthen the safety net through community service. This is a two years project which started from July 2009. The project activities covered mobilization of residents to become “Block Captain” or “Floor Captain” to take up volunteers’ recruitment duty, to identify needs of the residents, as well as arranging correspondence assistance to them. After a year of efforts, eight blocks’ representatives have joined the project. We hope that with this new manpower, the spirit of neighborhood mutual help will become a ray of sunshine pouring out into the community.

《共融行動在觀塘2009》

《共融行動在觀塘2009》是由觀塘區議會贊助的社區教育計劃，活力家庭坊(綜合家庭服務)以『樂在香港』為主題，目的是促進新來港人士與社區人士的共融和協助她們建立互助網絡。活動包括「樂在沙田遊」、「親子奇趣營」、「鯉魚門親子一天遊」、「茶藝坊」及「音樂農莊日營」等。整個計劃受惠人數多達600多人。



▲ 參加者透過「茶藝坊」學習茶藝。

Service users learned to cook Chinese tea in "Tea Art Workshop".

"Integrated Action in Kwun Tong 2009"

"Integrated Action in Kwun Tong 2009" was the community education programme sponsored by the Kwun Tong District Council. Family Energizer (Integrated Family Service) joined the programme with "Enjoy in Hong Kong" as the year theme. It aimed at promoting social integration and facilitating mutual support between new arrivals and local people, so as to build a supporting network in the community. The project consisted of various activities and groups including "Happy Shatin Tour", "Wonderful Family Camp", "Lei Yue Mun Day Tour", "Tea Art Workshop" and "Music Farm Day Camp", etc. There were a total of 600 people participated in the programme.



▲ 「鯉魚門親子一天遊」— 齊齊做茶果。
Service users learned to make "Cha Kwo".



▲ 大家製作茶果的成果。
Funny "Cha Kwo" made by participants.



▲ 義工正教授組員一些簡易的家居維修。
Simple home repair skills taught by volunteer.

參與著名時裝及配飾品牌的捐贈活動

2009年8月，恬寧居(婦女庇護中心)獲著名時裝及配飾品牌「Juicy Couture」的邀請，參與她們的「回收捐贈衣履」活動。Juicy Couture的會員可以透過此活動，將衣履轉贈予中心的服務對象，而她們同時可享該公司的購物優惠。收集得到的衣履，已於2009年11月轉送給中心的婦女。穿著起這些美麗的衣裳，除了代表私營企業對社會的一種關懷外，也是婦女們從被虐經驗中重拾及提升正面自我形象的第一步。



Wardrobe donation from a famous brand of fashion & accessories

Invited by the "Juicy Couture", a very famous world-wide brand of fashion & accessories, Serene Court (Women Refuge Centre) was benefited from their wardrobe recycling promotion in August 2009. The club members of the Juicy Couture enjoyed the sales discount upon donating their Juicy women wear. The donated women wear were then given to the service users of Serene Court in November, 2009. The benefited service users felt very thankful to the corporate. Dressing up decently was a first step for our users to regain a positive self-image after the traumatic abusive experiences.

▲ 恬寧居獲「Juicy Couture」邀請，參與他們的「回收捐贈衣履」活動。

Serene Court was invited by the "Juicy Couture" and was benefited from their wardrobe recycling promotion.

「普通話戲劇坊」

德田幼稚園為使兒童在兩文三語學習中更多元化，向家庭與學校合作事宜委員會申請了09-10年度活動計劃資助，聯同家教會合辦「普通話戲劇坊」。活動中，專業普通話老師會按兒童的年齡，為他們設計一齣普通話話劇，並讓他們親身扮演戲劇中的角色。該戲劇坊一共分為七節，每節一小時，最後一節為校內匯演。透過互動學習，兒童的普通話聽說能力有明顯的進步。此外，他們無論在信心、群體合作、創作力等各方面，皆有所增進。

「2009-2010 全港學界開心『果』日大行動」

以上活動由衛生署舉辦，目的是向幼童灌輸由年幼至長大都應該恆常吃水果，以保持身體健康的觀念。此活動亦希望將吃水果變得更有樂趣，從而培養他們養成進食水果的習慣。當日，我們兩所幼稚園也鼓勵學生以水果作為創作和關懷行動的題材，以推動家人或社區人士多吃水果，藉此表達他們對別人健康的關愛。整項活動十分成功，所有學童皆能從愉快中學習。



教學質素評核

教育局外評隊於2009年6月8及10日到訪趣樂幼稚園進行評估工作，內容包括觀課、面見教職員和檢閱文件。當蒐集資料完成後，外評隊隨即向教職員口頭匯報評核結果，而正式報告亦在同年八月公佈。至於德田幼稚園則在2010年3月23及25日接受外評，口頭匯報正面。雖然幼稚園仍有很多改善空間，但整體表現理想，符合教育局之要求。對此結果，教師們感到十分鼓舞。

“Putonghua Theatre Square”

To facilitate the multiple language development of children, Tak Tin Kindergarten had sought funding support from the Committee on Home-School Cooperation to carry out the captioned workshop under joint collaboration with the Parents Teachers Association. The workshop was conducted by a professional Putonghua teacher who was experienced in designing age-appropriate drama for children to master Putonghua by engaging them to play as actors or actresses. The workshop was composed of seven sessions and each lasted for an hour. The last session was an open performance. Through this interactive learning, the children's speaking and listening ability in Putonghua was improved. Besides, their confidence, cooperation and creativity was also enhanced.

“Joyful Fruit Day 2009 - 2010”

The captioned programme was organized by the Department of Health with an aim to educate children about the importance of eating fruits to maintain good physical health regardless of ages. It was also expected that children could find fun of eating fruits and build up the related habit. On the programme day, our two kindergartens also engaged them to use fruits as the project theme to demonstrate care and concern for their families and the public by encouraging them to take more fruits. The programme was very successful and children were joyful in the learning process.

- ▲ 「開心『果』日」讓兒童懂得吃水果對身體健康的重要。
Children recognize in ‘Joyful Fruit Day’ that eating fruits is important for health.

External Assessment on Teaching Quality

The audit team of the Education Bureau has visited Cheerland Kindergarten on June 6 and 10, 2009 to perform the captioned assessment which included class observation, interview with teachers and document inspection. After collecting the information, the said team provided immediate verbal feedback to the school. The formal report was released in August 2009. For Tak Tin Kindergarten, the external assessment was conducted on 23 and 25 March, 2010 and the verbal feedback was positive. Although the two kindergartens had much room for improvement, they met all the requirements of the Education Bureau and the teaching quality was recognized. The results were very encouraging for the teachers.

伙伴合作計劃



順天共融賀新春活動

由賽馬會跳躍青年坊舉辦並與房屋署順天邨屋邨管理諮詢委員合辦的「順天共融賀新春」活動，主要與邨內居民共賀元宵佳節，為居民提供表演及攤位遊戲，提昇居民對「共融社區」的概念。於活動當天，同時嘉許本單位順天邨的義工隊，讓邨內居民肯定各義工所作出的貢獻。本活動亦獲得民政事務署及其他區內團體的支持，邨內居民亦積極參與。

寶達鄰里大行動

臻善軒與房屋署寶達邨屋邨管理諮詢委員合辦，透過兩項大型填色及標語創作比賽，喚醒邨民對「和諧家庭」及「鄰里互助」的關注。同時透過家庭團拜，增強鄰里守望相助的精神。邨內各互助委員會主席及居民均積極參與。



▲ 寶達鄰里大行動，居民踴躍參與。
Residents took active participation in the Neighborhood Caring Movement at Po Tat Estate.

「關懷隱閉家庭」－「加情大使」社區探訪行動

「加情大使」計劃是活力家庭坊(綜合家庭服務)的重點義工服務。經義工培訓的「加情大使」，透過定期的社區探訪及電話慰問，關懷區內之「隱閉家庭」，以期及早識別有潛藏問題的家庭，為他們提供適切服務，防患未然。另外，亦藉此行動宣揚鄰里互助的訊息及推動和諧的鄰里關係。在過去一年，「加情大使」社區探訪行動得與不同的地區團體合作，包括區內屋邨管理公司、業主立案法團、地區區議員等，先後共進行了5次上門探訪行動，成功向750多戶家庭作出關切慰問，更發掘到部份家庭需要跟進服務。

Partnership Projects



Happy Lunar New Year at Shun Tin

This was a partnership programme between the Jockey Club Youth Leap and the Estate Management Advisory Committee of Shun Tin Estate, aimed at celebrating the Lunar New Year with residents of Shun Tin Estate. Variety shows and game-booths were conducted to promote the concept of "harmonious community" to residents. In the programme, volunteers of Shun Tin Estate was also awarded to recognize their contribution. This programme was also supported by the Home Affairs Department and other local organizations with residents' active participation.

Neighborhood caring movement at Po Tat

This was a partnership project between the Cherish House and the Estate Management Advisory Committee of Po Tat Estate. Two mass competitions of coloring harmonious - family picture and creating neighborhood-caring slogan were conducted to enhance residents' awareness of family harmony and neighbourhood caring. The mutual help concept was further strengthened by the caring visits amongst residents. All chairpersons of the Mutual Aid Committees and residents were highly committed to this project.



▲ 寶達邨家長義工小組聚餐。
Parent Volunteers gathering at Po Tat Estate.

"Concern Action for Hidden families" - Family Support Programme (FSP)

"Family Support Programme" was one of the major volunteer services of Family Energizer (Integrated Family Service). A group of trained volunteers helped reach out those hidden families in the community through regular visits and phone contacts. It aimed at identifying families with potential problems and to render them services in early stage, so as to nip problems in the buds. Moreover, the messages of harmonious community and neighborhood mutual support were promoted through the programme. In the past year, 5 community visits were successfully carried out with cooperation from various local organizations, including estate management companies, owners' corporations and district councilors. About 750 families were visited and some were found to be in need of follow up services.



▲ 義工們無懼炎熱，向街坊們宣揚鄰里互助的訊息。
Volunteers promoted the message of mutual help through home visit under the hot weather.



▲ 活力家庭坊的社工及義工和觀塘區區議員馮美雲女士及其街坊義工出發探訪前之大合照。
Photo taking with Ms Fung Mei Wan, Kwun Tong District Councilor, and volunteers before home visit.

預防暴力從兒童開始

為了讓受家暴影響的兒童重拾被愛及重建正面經歷，恬寧居(婦女庇護中心)聯繫了不少機構的義工團隊，攜手協辦多個兒童體驗活動，合作的義工團隊包括「香港稅務局義工隊」、「港鐵公司義工隊」及「金門建築公司」的義工隊。這些義工團隊除了提供人力資源外，還會資助活動籌辦經費。過去一年，我們共合辦了「東涌動感之旅」、「挪亞方舟探索之旅」及「1 2 3一飛沖天」等活動，讓中心的兒童有更多生活體驗及從中學習與人相處的正確社交技巧。

Protect our Children from Domestic Violence

Addressing the needs of the abused children or children witnessing violence in regaining happy and constructive experiences, Serene Court (Women Refuge Centre) networked varied volunteers organizations from different corporates to conduct experiential programmes for the children. They supported us not only with manpower but also with sponsorship for the programme. In the past year, we co-worked with volunteers from the Inland Revenue Department of HKSAR, MTR and the Gammon Construction Limited to organize "4D Extreme Screen in Tung Chung", "Exploratory Trip in Noah's Ark Hong Kong" and "Visit to Cathay Pacific City". Getting along with volunteers from different organizations did expand their life exposures and enhance their social skills in relating to others.



▲ 恬寧居聯繫義工團體，攜手協辦兒童體驗活動。
Serene Court networked with volunteers organizations from different corporates to conduct experimental programmes for the children.



鯉魚門社區服務處防火運動

鯉魚門是香港市區少數大型的寮屋區之一，大部份房屋皆由鋅鐵、木或磚塊所蓋建。由於這些建材很容易引發火警，本服務處均定期聯同各地區團體及組織推行防火教育活動。一直以來，本服務處均獲得觀塘區議會撥款資助，聯同地區組織，包括鯉魚門商會、鯉魚門街坊福利會及互助委員會，舉辦一連串的防火運動，藉以提高居民的防火意識，避免因疏忽而導致火警。承各地區團體對居民防火警覺性的關注及過往的合作基礎，加上每年舉辦的防火運動，漸漸地已成為鯉魚門極具特色的大型社區活動之一，而當中亦充份展示出服務處與各地區團體及組織的伙伴關係，為鯉魚門整個社區締造及共建一個優良及和諧的社區環境。

Fire Prevention Campaign of the Lei Yue Mun NLCDP

Lei Yue Mun is one of the squatter hut areas in Hong Kong. Because most of the squatters were built with iron, woods and bricks, and these kinds of materials were quite inflammable, our Lei Yue Mun NLCDP conducted educational talks on fire prevention regularly with the cooperation of local parties. With the funding support of the Kwun Tong District Board, we cooperated with local stakeholders, including Lei Yuen Mun Business Associations, Lei Yuen Mun Kai Fong Welfare Associations and MAC, we organized a fire prevention campaign to raise the residents' awareness in fire prevention. The annual fire prevention event had become one of the characteristics of Lei Yue Mun. It demonstrated our partnership with district bodies in building a more caring and harmonious environment.



▲ 關注社區設施的居民小組開會情況。
Meeting of "Residents Concerned Group on community facilities".

社區發展服務在舊市區的社區協作經驗

自2008年底市區重建局展開觀塘重建項目收購，不少居民已經在2009年開始搬遷，觀塘市區重建社區服務隊聯同義工團體、非政府組織和本地大學為區內有需要的居民提供多元化的服務，支援他們面對重建時的問題。去年，我們與這些團體合作，提供了免費功輔班、二手家電及傢俱配套服務、社工學生訪談及義工定期探訪已搬遷的居民，以了解他們在新社區的需要及搬遷後的適應情況。此外，社區服務隊又與市區重建局、不同的政府部門、長者地區中心、精神健康服務中心等非政府組織共同設立一個轉介系統，為有需要的家庭提供情緒及實際支援，以便解決因重建而引起的問題。此外，屋宇署為加強與市民的溝通，推行為期半年的「家訪隊」試驗計劃。作為其合作伙伴，本支援服務隊為「家訪隊」舉行訓練活動，以強化隊員的探訪及溝通技巧、深化認識現行與樓宇維修有關的資助計劃。讓「家訪隊」能對受維修令影響人之士作初步篩選，以及早轉介有困難之人士予本服務隊跟進。同時，本支援服務隊為屋宇署職員推出「向壓力說不」系列工作坊，讓參加者暫時放下繁重工作，透過活動讓他們掌握紓緩壓力技巧。

Community Collaboration in Old Urban Areas of the Community Development Units

The property acquisition in Kwun Tong Redevelopment Project was started by the URA in late 2008 and most residents had begun to move out in 2009. The Kwun Tong Urban Renewal Social Service Team had cooperated with volunteers, NGOs, and the local Universities to support residents who had diversified welfare needs during removal. Last year, we launched a free-of-charge tutorial group assisted by volunteers from the Hong Kong Shue Yan University, the second-hand home electric appliance and furniture matching programmes with other NGOs, the social work students of the City University of Hong Kong also visited the residents to understand their needs and offer different kinds of after-care services to the relocated residents, etc. It was noteworthy that a referral system among the URA, various government departments, District Elderly Community Centre and Mental Health Service Centre had been established to provide timely support for the needy families to overcome their



▲ 社工向天台住戶講解日後重建賠償及安置的政策。
Social workers introduced compensation policy to roof top household.

difficulties arisen from urban renewal. On the other hand, as a closed partners of the Building Department, our Social Service Team supported the “Home Visit Team”, a pilot project of the BD, by equipping them with home-visit and communication skills in conducting preliminary screening of owners in need, thus making early referrals to our Social Service Team for follow up action possible. Our Social Service Team also organized a series of “Say No to Stress” workshops for the staff of the Building Department. These activities enabled them to lower down their workload temporarily and learn relaxation skills for releasing stress.



▲ 本支援服務隊為屋宇署職員推出「向壓力說不」系列工作坊。
Our Social Service Team organized a series of “Say No to Stress” workshops for the staff of the Building Department.



▲ 市區重建社工隊定期舉辦社區論壇，與居民共同關心社區事務。
The Urban Renewal Social Service Team launched regular seminars to discuss community issues with residents.



▲ 義工定期探訪獨居長者，並了解他們在新社區的適應情況。
The young volunteers paid caring visit to the elders to understand their adaptability in new community.

2009-2010服務統計（截至2010年3月31日）

Service Statistics (as at March 31, 2010)



幼兒服務	Child Care Service	
學生總數目	No. of children registered	231
男女生人數百份比	Student ratio by sex	男 Male 65% 女 Female 35%
接受學費資助的學生人數	No. of children received fee scheme	124
活動數目分佈比例	No. of programme / activity ratio distribution	
兒童活動	Children activities	36
親子活動	Parent-children activities	21
家長活動	Parent activities	12

觀塘市區重建社區服務隊	Kwun Tong Urban Renewal Social Service Team	
諮詢服務	No. of enquiries	3969
社區活動總數	No. of programmes and meetings	67
小組活動	No. of group activities	95
個案輔導總數	No. of cases handled	195

鯉魚門社區服務處	Lei Yue Mun Neighbourhood Level Community Development Project	
社區服務節數	Sessions of community service	3167
教育活動節數	Sessions of educational activities	427
訓練活動節數	Sessions of training activities	5367
康樂活動節數	Sessions of recreational activities	70
社區小組節數	Sessions of community groups	1719

鯉「賞」空間	Dreamland	
參加導賞團總數	No. of visitors	1082
參加文化工作室人數	No. of visitors of Cultural Workshop	687
創造就業機會總數	No. of creating job opportunities	兼職/PT 14

駐屋宇署支援服務	Social Service Team in the Buildings Department	
處理事工總數	No. of work assignment handled	321
終止事工總數	No. of work assignment terminated	159
個案家訪次數	No. of home visit	1572
社區會議舉辦次數	No. of community meeting	293

天水圍房屋諮詢及服務隊	Tin Shui Wai Housing Advisory and Service Team	
家訪次數	No. of home visit	3006
入伙迎新會受惠戶數	No. of household joined the orientation briefing	1738
諮詢及輔導總數	No. of advisory and counselling services	1189
社區活動總數	No. of community programme	77

共建和諧寶達家 Integrated Project at Po Tat Estate		
家庭活動節數	Family programme sessions	38
家庭活動參與人次	Family programme attendances	789
家長課程節數	Parent Training sessions	102
家長課程參與人次	Parent Training programme attendances	829
社區教育活動參與人次	Community Education programmes attendances	1734
家庭探訪數目	Numbers of Home visits	206

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	865
15-24歲青少年	Youth members aged 15 to 24	757
25歲以上青年	Youth members aged 25 or above	79
家庭會員	Parent Members	417
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	415
輔導面談	Case interviews	2926
支援性活動予弱勢青少年	Supportive programmes for young people in disadvantaged circumstances	610
社群化活動	Socialization programmes	597
社會責任培育活動	Development of social responsibility and competence programme	1289
功輔班/興趣班	Tutorial class and interest class	5837

恬寧居 Serene Court		
恬寧居熱線	No. hotline calls	956
入住婦女總數	No. of women admitted	177
入住兒童 / 家人總數	No. of family members / children admitted	168
平均入住率	Average occupancy rate	77.3%
治療小組	No. of Therapeutic groups	16
訓練節數	No. of training sessions	45

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	1501
新 / 重開個案總數	New/reactivated cases	556
治療 / 支援 / 教育 / 成長及互助小組 / 活動	Therapeutic / support / educational/development and mutual-help groups / programs	100
登記義工人數	No of volunteers registered	352
「家庭支援計劃」義工人數	No of volunteers of "Family support Programme"	30
「家庭支援計劃」所接觸的個人家庭數目	No of individuals / families newly engaged in center services or community services under the "Family Support Programmes"	108

翠屏社區服務處		
Tsui Ping Community Service		
會員總數(成人及兒童)	No of existing members (Adults & children)	740
簡略輔導個案總數	No of brief counseling cases handled	163
社區活動出席總數	No of total attendance of community activities	3696
實物援助線人次	No of assistance in-kind rendered	1010
學校社會工作部		
School Social Work Unit		
學生總人數	Student population	6712
處理個案總理	No. of cases handled	486
諮詢總數	No. of consultations	3618
小組活動總節數	No. of group / programme sessions	437
個案面談總數	No. of case interviews	2727
家庭指導服務		
Family Aid Service		
接受訓練活動的個案總數	No. of cases with training programmes conducted	97
訓練總時數	No. of training hours	1536
成龍全人發展中心		
Jackie Chan Whole Person Development Centre		
服務數目	No. of Service	
兒童多元智能發展活動	Multi-quotient development services for children	359
學校支援服務	Supporting services for school	11
創業及職業技能培訓	Vocational trainings for adult	94
參與人數 / 人次	No. of Participants / Attendance	
兒童多元智能發展活動	Multi-quotient development services for children	9893
學校支援服務	Supporting services for school	630
創業及職業技能培訓	Vocational trainings for adult	2587
社區網絡計劃		
Mutual Help Network Project		
新會員總數	No. of new members	279
支援 / 互助及義工小組 / 活動	No. of Support / Mutual-help and volunteer groups / programmes	24
義工總人數	No. of volunteers	39
接受服務總人數	No. of families to serve	200
成功取得聯盟機構支援總數	No. of alliance of organizations	9
網站瀏覽總點擊率	Hit-rates of website	3290847
單親服務		
Single Parent Service		
會員總數	No. of single parent families members	492
新入會的單親家庭總數	New single parent families	105
處理個案總數	No. of cases handled	12
治療 / 支援 / 教育 / 成長及互助小組 / 活動	Therapeutic / Support / Educational / Development and mutual-help groups / programmes	39
家庭 / 家長教育活動	Family / Parent education programmes	6