

We Cherish Life
**珍惜生命
生命有價**
Life Is Precious

讓我們用心聆聽...
Listen to your Heart



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OVERVIEW OF SERVICES 服務概覽

MISSION 宗旨

Suicide Prevention Services serves people who are suicidal, despairing or distressed by means of befriending and other services supporting them to regain control of their emotions and the will to live on. We also aim of raising general awareness towards suicide and identifying ways in which suicide can be effectively addressed.

「生命熱線」致力向有自殺傾向、感到絕望及有情緒困擾人士提供益友及其他預防自殺的服務，使他們的情緒得以紓緩，從而積極面對人生。此外，我們希望提高公眾對自殺的認識，並尋求預防自殺的有效方法。

VISION 願景

With continuous efforts to improve our services in the light of meeting the needs of our community, we aim at becoming the best suicide prevention organisation in Hong Kong, making solid contributions towards the creation of a warm and caring community.

與時並進，不斷發展，致力成為香港盡善盡美的預防自殺機構，並努力締造一個充滿愛心及關懷的社會。

VALUES 理念

Our values are based on the practice of the Founder of the Befriending Movement, Dr. Chad Varah – to provide value-free, non-judgmental emotional support for suicidal people through active listening and caring.

「生命熱線」沿用「撒瑪利亞會」創辦人陳華樂博士的益友理念，以耐心聆聽、陪伴、關懷及不批判的精神，提供預防自殺的服務，讓服務使用者在感覺被瞭解和接受下抒發自己的困擾，藉此令情緒得以紓緩，積極面對人生。

24-hour Suicide Prevention Hotline Service
24 小時預防自殺熱線

Suicide Prevention Service for Elderly
預防長者自殺服務

Services for Survivors of Suicide Loss
自殺者親友支援服務

Community & Life Education
社區及生命教育

Volunteer Training & Support
義工訓練及支援

24-hour Hotline Operation
24 小時熱線服務
2382 0000

Live Life! Hotline for Elderly
「珍愛生命」長者熱線
2382 0881

Telephone Contacts
電話慰問
Home Visits
家訪
Support Groups
小組服務
Seasonal Visits
節日探訪

Cases Support
個案支援
Mutual Support Groups
「同路人」互助小組
Volunteer Trainings
「過來人」義工訓練

Public and School Talks
公開及學校講座
Corporate Trainings
機構培訓
Press Conferences
新聞發佈會
Exhibitions and Educational Activities
展覽及教育活動
Support Services for Carers
for the Emotionally-ill
支援照顧情緒病患者的人士

Regular Training Courses
定期義工訓練課程
Ongoing Training Courses
持續義工訓練課程

Chairperson's Message

Life is precious. Living life to the fullest, we can bring power, glory and warmth to other's lives. Inheriting good traditions from the past, we can continue to strive for our common goals and values. Unfortunately, when we are overwhelmed by vicissitudes and feel despair; or when we suffer from depression and cannot regain control of our emotions, we might forsake the preciousness of life and resort to suicide. But that's an irreversible step with catastrophic repercussions for loved ones.

In the year 2011-2012, Suicide Prevention Services (SPS) continued to wrest people from the brink of suicide. We manned our 24-hour suicide prevention hotline, outreached to suicidal elderly and counselled those bereaved by suicide. Moreover, to raise public awareness of suicide and develop a positive attitude towards life, we introduced a life education programme in schools and a support service for emotionally devastated people and their families, as well as educated elders in the community about mental health and strengthened their community support network.

As a non-government subvented agency, SPS relies on donations and the support of generous philanthropists and organisations to maintain and develop our services. I wish to take this opportunity to express my sincere appreciation to project sponsors: the Hong Kong Jockey Club Charities Trust, The Community Chest, Lee Hysan Foundation, BOCHK Caring Hong Kong – A Heart Warming Campaign and Operation Santa Claus. We are grateful that we will receive extra sponsorship from The Community Chest in the coming year for our suicide prevention projects for youths as well as early prevention services for distressed elders in the community.

Apart from the support from funding bodies for individual projects, we also rely on public donations to maintain our operations and services. On behalf of SPS, my deepest gratitude goes to Mr. Michael Hui, Mr. Ko Chi Sum, Spring-Time Experimental Theatre, Mr. Iqbal Memon, the Hong Kong Women's Choir, the Hong Kong SAR Philharmonic Orchestra, Agnès b. HK Limited, Strategic Management Group, PS GROUP, District Rotaract Committee of Rotary International D3450 and many other enthusiastic people and organisations for ensuring our successful fundraising events.

Last but not least, I thank my fellow Executive Committee members, the volunteers and staff who have in past years joined forces with me to achieve our common goal to prevent suicide. With our close working relationship and mutual support, SPS will continue to help meet the needs of the society. Let's join hands to create a warm and caring society, to instill more energy and strength, to deliver a positive message of cherishing life.

Mrs. Wendy Kwok
Honorary Patron & Chairperson

主席的話

生命的可貴是在於它能夠為其他生命帶來動力、光芒及溫暖，它更可以繼往開來，延續我們的共同理想及價值。但當人生遇上挫敗失意，沮喪絕望時；又或是受抑鬱情緒的困擾，難以抽離時，我們往往忘記了生命的可貴，走上自殺之途，那不但可能是無法回轉的一步，而且更會帶來莫大的傷痛。

過去一年，「生命熱線」仍秉持著我們的服務理念，致力挽救徘徊自殺邊緣的生命，為他們提供 24 小時預防自殺熱線服務，為有自殺傾向的長者提供「生命共行 — 外展長者服務」，以及為自殺者親友提供「釋心同行 — 自殺者親友支援計劃」。此外，為了能提高社會對自殺的認識，讓大眾建立正向的人生價值觀，我們更在學校推行「Joy · 種生命」計劃、為情緒病患者及其家人開展「寬心」情緒健康支援服務，以及協助社區長者認識情緒健康之道和增強他們的社區支援網絡的「耆樂重燃計劃」。

作為一間沒有政府資助的社會服務機構，「生命熱線」實有賴各界人士、團體的捐助及支持才得以維持及發展上述各種服務。在此，我衷心感謝香港賽馬會慈善信託基金、香港公益金、利希慎基金、中銀香港暖心愛港計劃及愛心聖誕大行動撥款資助本會不同的服務計劃，來年我們更有幸能獲得香港公益金的額外資助，讓本會能夠進一步為青少年推行預防自殺服務及於社區支援有情緒困擾的長者，及早為有自殺危機的青少年及長者提供前期預防自殺的服務。

除了由基金會及團體撥款資助個別服務計劃外，「生命熱線」亦需倚賴公開籌款以維持其運作及服務，我謹代表「生命熱線」感謝許冠文先生、高志森先生、春天實驗劇團、Mr. Iqbal Memon、香港女子合唱團、香港愛樂團、Agnès b. HK Limited、SMG 市場策劃有限公司、PS GROUP、國際扶輪 3450 區地區扶青委員會，以及其他協作人士及團體的支持，讓我們不同的籌款活動得以圓滿舉行。

最後，我要感謝多年來一直與我並肩同行、為預防自殺的工作而付出努力的執行委員會委員、義工和員工，在我們衷誠的合作和相互的支持下，「生命熱線」定能繼續在社會發光發熱；盼以我們的生命為社會注入綿延不絕的生命力，共同發放正向、珍惜生命的訊息，締造一個充滿愛心及關懷的社會。

郭炳湘夫人
名譽贊助人暨主席

Words from Honorary Patron & Executive Committee Member

Embracing inconstancy, colouring life with love

Life is in constant change. We start to taste all the flavours of life from the time we are born. There is surprise, there is joy, but there are also hesitations, accidents and obstacles. We can often see these life challenges: a couple facing breakup in their marriage, a young man or lady being hurt in love, a middle-aged breadwinner facing financial difficulties, an elderly suffering from debilitating illness, a young student under pressure to study hard, and a person suffering from enduring depression. In these people's minds, the dark side of life and their minds might make them think there is no more value in living and so they might consider ending their lives. What they do not realise is that their lives, their very existences have an indescribably rich value and meaning for their families and friends.

Since 2008, Suicide Prevention Services (SPS) has been supporting the bereaved survivors of suicide through "Project BLESS". From this project, we have learned a most valuable reality: many suicidal people kill themselves because they think their lives have become a weary burden for their loved ones, but their dear families and friends, on the contrary, have told us that those who committed suicide were absolutely important and invaluable to them, and the suicidal people had left to them enduring pain. In the past 4 years, SPS has provided kind support to these grieving families to help them get through the bereavement process, to lessen their hurt and to reinforce the meaning of life. We do not want them to follow the same unreturned road.

Value of life should not only be related to some conditional relationships, materials, or never-ending desire, but should be built upon unconditional love and care. Life is precious. No one should ignore its value. We should always show our care and concern for our loved ones so they will know that their lives and existence are precious to us.

Peter K.K. Lee
Honorary Patron & Executive Committee Member

名譽贊助人暨執行委員會委員獻辭

人生無常且莫惱 生命有價因有愛

人生無常。從我們哇哇一聲睜開眼看世界，到嚐盡人生的甜酸苦辣，生命中就有驚喜、有色彩，但亦有徬徨、意外和障礙。我們不時看到有夫婦婚姻關係面臨破裂、青年人感情觸礁、已屆中年的家庭經濟支柱陷入財困、長者因病厭世、年幼學生承受沉重的學業壓力、抑鬱症患者情緒受困。身處逆境的人可能覺得自己已經沒有了生存價值，倒不如結束生命。可是，他們並沒有想到，他們的存在對家人和朋友而言，有著無法取替的價值和意義。

「生命熱線」自 2008 年起開展「釋心同行 — 自殺者親友支援計劃」，為不少自殺離世者的親友提供服務。我們看到很多自殺離世者因為感到自己的生存價值已經變成「負數」，成為了身邊人的負累，所以選擇走了一條不歸路；但很多受助的家庭卻告訴我們，離世親人的存在對他們來說，是何等的重要、是有何等的意義，離世者留給他們的是無法彌補的傷痛。過去四年，「生命熱線」曾協助這些不幸的自殺者親友渡過哀傷，重整人生的步伐，再次肯定生命的價值和意義，避免他們重蹈自殺離世親友的舊路。

生命的價值並不應只局限於有條件的關係、有形的物質或無邊際的渴求，而應該建基於無條件、無私的愛及關懷。因此，每個人都不應看輕自己生命的價值，並應該關懷我們身邊至愛的人，讓大家都能感受到自己的生命和存在，在別人心目中是何等的寶貴。

李家傑
名譽贊助人暨執行委員會委員

Director's Report

Suicide Prevention Services has for 17 years followed its vision of continuous efforts to improve our services to meet the sad needs of those in our community thinking of suicide. It is my pleasure as the SPS Director to report to you and our community all of our activities in past year.

Our suicide prevention work

Provided by over 300 on-shift volunteers on a 24-hour basis every day, **SPS' 24-hour suicide prevention hotline service** answered a total of 29,721 calls in 2011. Over 80% of the callers expressed that the active listening, sensitive understanding, and the caring demonstrated by our volunteers helped relieve their emotional distress and encouraged their will to live on. Last year, our volunteers contributed 17,600 hours of service. We are so proud of their sincere and enthusiastic participation. On top of that, our social workers intervened in and followed up 40 cases with callers last year.

Regarding our work on **Suicide Prevention Service for Elderly**, "The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly" reached out to 320 cases of elderly who were despairing or presented with suicidal risks in the past year. Over 300 volunteers provided service to the elderly by regular home visits and telephone contacts. In addition, we have also mobilised volunteers from various enterprises and organisations to join our mass visit programmes during the different festivals with the goal to let our elderly service users feel the care and concern of the society for them. Last year, over 1,000 volunteers from these enterprises and organisations joined hands with us to exhibit our spirit of "Walking with Elderly". Last summer, we organised a public event, "Dong Qua – Service Promotion cum Volunteer Recognition Ceremony" to further promote the service and give recognition for our volunteers' contributions. We had a joyous sharing from celebrities and stage performances, and we proudly told of visits made last summer to over 300 elders by 200 of our volunteers. The day ended with everyone eating winter melon soup which carries this Chinese meaning: suicide prevention — "冬 (Don't) 瓜, don't die".

With the generous sponsorship of Operation Santa Claus, SPS completed a 2-year project of "Revitalising the Elders" from 2010 to 2012. SPS conducted groups, talks, and social education activities. Message of "care for mental health of elderly" has been delivered to 3,238 elders and public.

Project BLESS has provided help to survivors of suicide since 2008. With the funding from BOCHK (Bank of China Hong Kong) "Caring Hong Kong – A Heart Warming Campaign", "BOC Mental Health Support Network" was launched in 2011 which aims to provide care for survivors of suicide as well as people suffering from emotional distress. Since its commencement, the Project has promoted the importance of mental health and positive thinking through case studies, groups and community activities, serving more than 320 people.

Community and Life Education is the first step of suicide prevention. The recent situation of youth suicide causes great concern and worry. Youngsters are the future masters of society, and thus SPS believes that helping them to develop positive thinking and to understand meaning of life which helps them cultivate their own sense of thankfulness and appreciation is very crucial and has become an important work for SPS. Over the year, we launched a new project named "Filling Lives with Joy". Talks and workshops of life education, and emotional support groups worked with 37 schools with nearly 15,000 attendants last year. We consider this a great success!

Service Development

With the funding support of The Hongkong Bank Foundation through a donation to The Community Chest, SPS will launch two new three-year projects:

"Action for Happiness – Individual Activity Plan for Depressive Elderly" targets depressed elderly with the objective to help the elders develop positive emotions, enhance their support network and develop individual activity plans for them. With the participation of volunteers, the progress of the activity plan will be closely monitored and the elderly will be encouraged to keep following the plan so that their energy level will be enhanced. Content of the project includes a series of educational talks, small groups, individual activity plan, volunteer training etc.

"Gatekeeper Training Project for Youth Suicide Prevention" aims at mobilising the 'gatekeepers' of youngsters to participate in the work of preventing youth suicide. SPS will train volunteers by workshops, peer leader trainings, and an educational website to increase their knowledge and skills to enhance their work with suicidal youth. The goal of this service will be to inculcate and foster positive thinking for youths at risk to prevent their deaths.

These two new projects demonstrate our further response to the situation of elderly and youth suicide. SPS is dedicated to developing comprehensive services to prevent suicide.

Registration of SPS as a Limited Company

SPS has incorporated in Hong Kong under the Companies Ordinance (Chapter 32 of the Laws of Hong Kong) and "Suicide Prevention Services Limited" was established on 4th August 2011. I would like to express our heartiest thanks for the support of our Executive Committee Members and all members, as well as the invaluable advice and assistance of our honorary legal advisors, Mr. Terence Tsang and Mr. Herman Hui.

Reviewing the past year, we have put great effort to maintain our existing service and also developed different service projects in response to the needs of the Hong Kong society. With the guidance of our Executive Committee and the participation of volunteers and staff, I am confident SPS will be able to keep doing our very important work and grow as a social agency with diversified and impeccable services in 2012 and beyond.

David Pong
Honorary Director

總監報告

「與時並進，不斷發展」是本會的願景，「生命熱線」過去 17 年不斷檢視社會的需要，發展不同類型的預防自殺服務，務求服務更能貼近社會所需。以下是過去一年，「生命熱線」在預防自殺工作所作出的努力：

預防自殺服務

本會的 **24 小時預防自殺熱線服務** 透過 300 多位義工每天 24 小時輪值，過去一年共接聽 29,721 個來電，當中超過 80% 來電者表示義工的聆聽、接納和關懷，有助舒緩個人情緒，讓他們重拾生命動力。全年義工服務時數達 17,600 小時，對義工熱誠的投入，我們深感驕傲。另外，有需要的來電者會轉介予本會社工跟進，本年度共跟進 40 宗個案。

預防長者自殺服務 方面，香港賽馬會社區資助計劃：「生命共行 — 外展長者服務」過去一年共服務 320 個有情緒困擾及自殺傾向的長者個案，由 300 多名義工提供定期探訪及電話慰問。另外，本會亦動員企業、團體義工於節日進行大型探訪活動，讓服務使用者更能感受到社會人士之關懷。去年參與的企業、團體義工的人數超過 1,000 人次，實踐了「生命共行」 — 與長者共行晚年之路的精神。去年大暑期間，本會更舉辦了「消暑打氣冬 (Don't) 瓜水服務推廣大行動暨義工嘉許禮」，透過冬瓜 (Don't 瓜，別死) 宣揚預防自殺、珍惜生命的訊息。除透過名人嘉賓的分享及精彩表演為長者們打氣之外，我們亦安排了超過 200 名企業義工，探訪約 300 位長者，送上消暑冬瓜水及真摯的慰問。

另外，承蒙「愛心聖誕大行動」撥款資助，本會已完成兩年之「耆樂重燃」計劃，透過小組、講座、社區教育活動推動關注長者精神健康，兩年共成功服務 3,238 名長者及公眾人士。

自殺者親友支援服務 自 2008 年開始一直為自殺者親友提供服務，在「中銀香港暖心愛港計劃」之撥款下，本會於 2011 年開展「中銀情緒健康支援網絡」服務，關注自殺者親友之同時，也關心社會上情緒受困擾人士及其家人的身心需要。投入服務至今共服務超過 320 位人士，藉著個案、小組、社區活動等，積極推動情緒健康、正向思維的重要性。

社區及生命教育 的工作是預防自殺工作的第一步，近年青少年自殺及自傷行為令人關注，青少年是社會未來的主人翁，故此「生命熱線」深信從小培養個人的正向思維、積極的人生觀、懂得欣賞、學習感恩是十分重要。過去一年開展了「Joy·種生命」計劃，與 37 間學校合作進行生命教育講座、工作坊及學生支援小組，近 15,000 人次參與。

服務發展

承蒙匯豐銀行慈善基金透過香港公益金之撥款資助，「生命熱線」將於來年開展兩項為期三年之新計劃，包括：

「**抑鬱解讀 — 長者快樂生活行動計劃**」為有抑鬱傾向之長者提供服務，協助他們建立正面情緒、加強其支援網絡、訂定其個人生活活動日程，並由義工定期監察進度、鼓勵持之以恆，提昇他們生命的充實感及樂趣。計劃內容包括講座、小組、個人生活行動計劃、義工訓練等。

「**生命守門員**」企劃動員陪伴青少年成長的「守門員」參與預防青少年自殺的工作。透過工作坊、朋輩培訓小組及網頁資訊，除讓參加者掌握相關知識與支援技巧，亦教授青少年正面思考的方法，達致及早預防自殺的果效。

兩項新計劃之推行標誌著本會更進一步回應長者及青少年自殺的情況，發展更全面之預防自殺服務。

「生命熱線」註冊成為有限公司

本會已根據《公司條例》（香港法例第 32 章）在香港註冊成為有限公司，「生命熱線有限公司」已於 2011 年 8 月 4 日正式成立。整個註冊過程獲本會執行委員會委員及全體會員的支持，與及義務法律顧問曾憲文先生及許宗盛先生的寶貴意見及協助，謹此致以衷心謝意。

總結過去一年，本會除了致力提供現有的服務外，更開拓不同的服務計劃，回應社會需要。盼望未來一年，在執行委員會之領導、義工及職員之共同努力下，本會之服務能更多元化、更臻完善。

龐俊怡
名譽總監

24-hour Suicide Prevention Hotline Service 24 小時預防自殺熱線服務

Since its inception in 1995, SPS has put a great effort in operating the 24-hour Suicide Prevention Hotline Service. Without regard for time or location the hotline service is there with competence and compassion to effectively serve the callers who are depressed, desperate and suicidal. The hotline service is provided by selected and trained volunteers. Trained to be patient in listening, empathetic and non-judgmental, our volunteers provide emotional support for callers to regain control of their will to live on.

Heartiest thanks to The Community Chest and Lee Hysan Foundation. With their support, SPS services continue to grow. During 2011/2012, 348 volunteers participated in the service; they handled 29,721 calls and gave 17,600 hours of skilled, kind care.

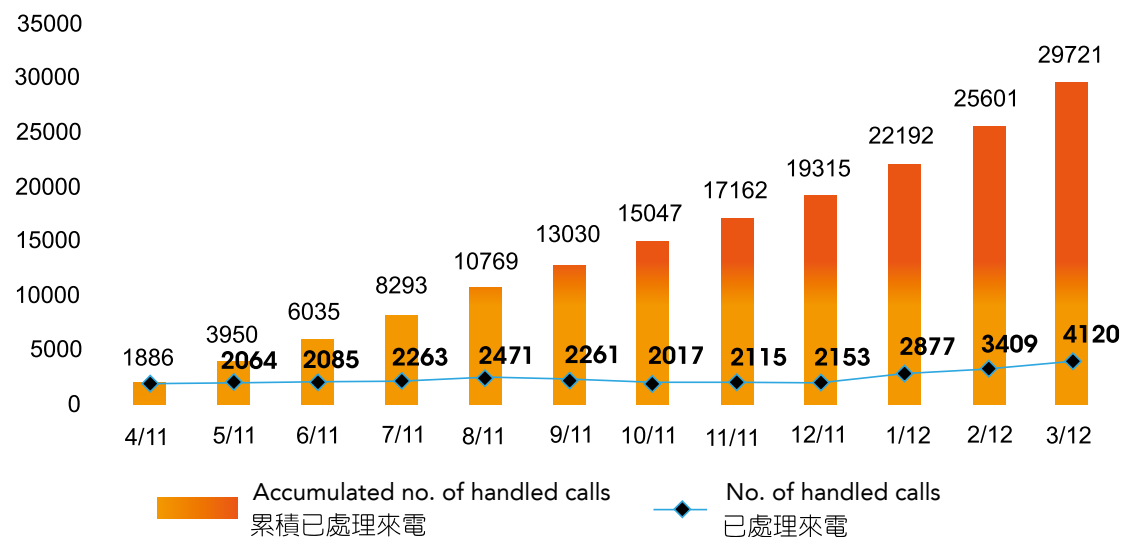
「生命熱線」自 1995 年成立至今，一直致力提供 24 小時預防自殺熱線服務。熱線服務除讓有需要人士可以隨時隨地使用服務，更有效為失落、無助及有自殺傾向人士提供情緒紓緩。服務由經過遴選及訓練的義工提供，透過義工的耐心聆聽、關懷和接納，給予來電者情緒上的支持，讓他們重拾生命動力。

衷心感謝香港公益金及利希慎基金的資助，讓本服務得以順利運作。2011 至 2012 年度共有 348 名義工參與服務，處理了 29,721 個來電，服務時數合共為 17,600 小時。

Number of Handled Calls 已處理之來電數目

During the year of 2011/2012, we handled 29,721 calls from the public. On average, there were 2,477 calls handled every month.

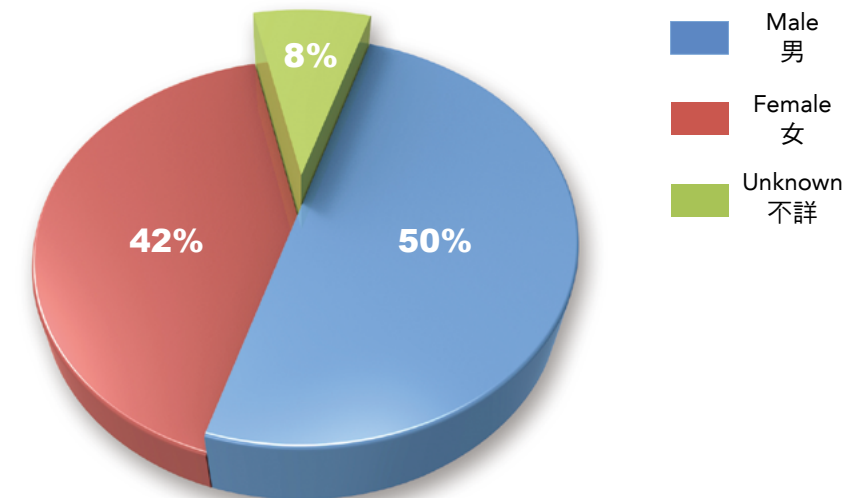
2011/2012 年度，我們共處理了 29,721 個來電，平均每月處理 2,477 個來電。



Gender of Callers 來電者性別分佈

Among all the callers, 50% were male whereas 42% were female.

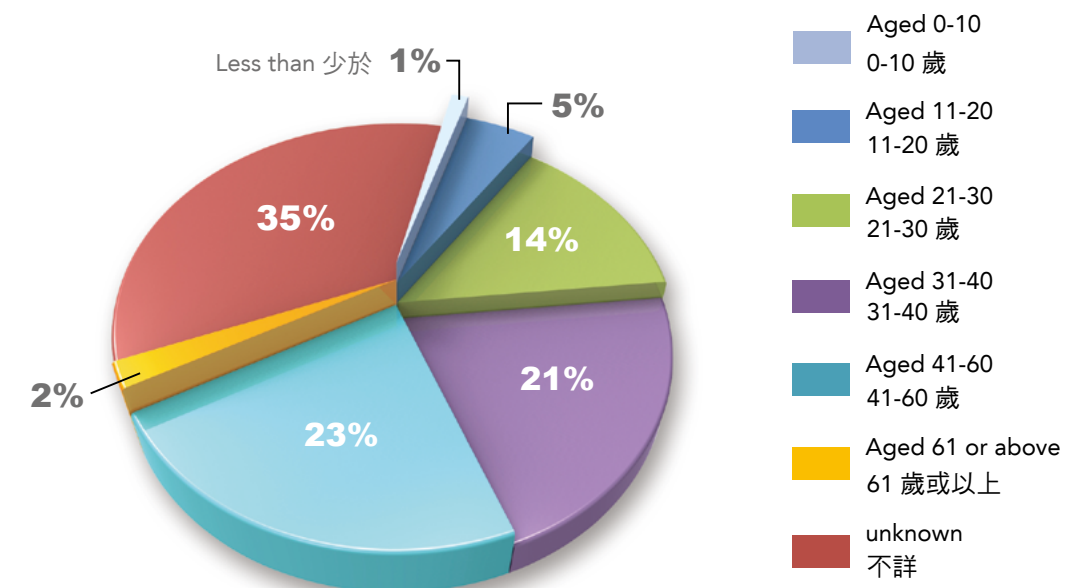
來電者中，男性來電者比例稍高於女性來電者，50% 為男性而 42% 為女性。



Age of Callers 來電者年齡分佈

In 2011/2012, the number of callers aged 21 to 60 constituted 58% of the total calls. Only 5% were young people (aged 11 to 20) and 2% were elderly (aged 60 or above). The age distribution was similar to that in the past years.

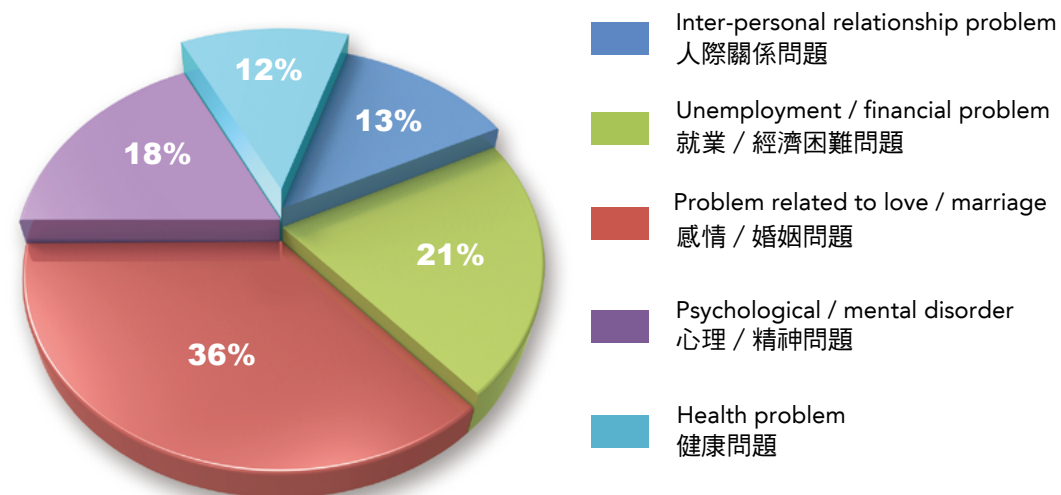
在 2011/12 年度，來電者中三個主要年齡組別（21 至 30 歲、31 至 40 歲及 41 至 60 歲）比例相約，分別佔 14 - 23%，合共佔總人數 58%。然而，青少年（11 至 20 歲）及長者（60 歲以上）來電者只佔少數，分別佔 5% 及 2%。數據與往年相若，變化不大。



Nature of Problems 來電者面對的問題及困擾

Problems related to love and marriage were still the major issues encountered by callers (36%). This was followed by unemployment and financial problems (21%), psychological and mental disorder (18%), inter-personal relationship problems (13%) and health problems (12%).

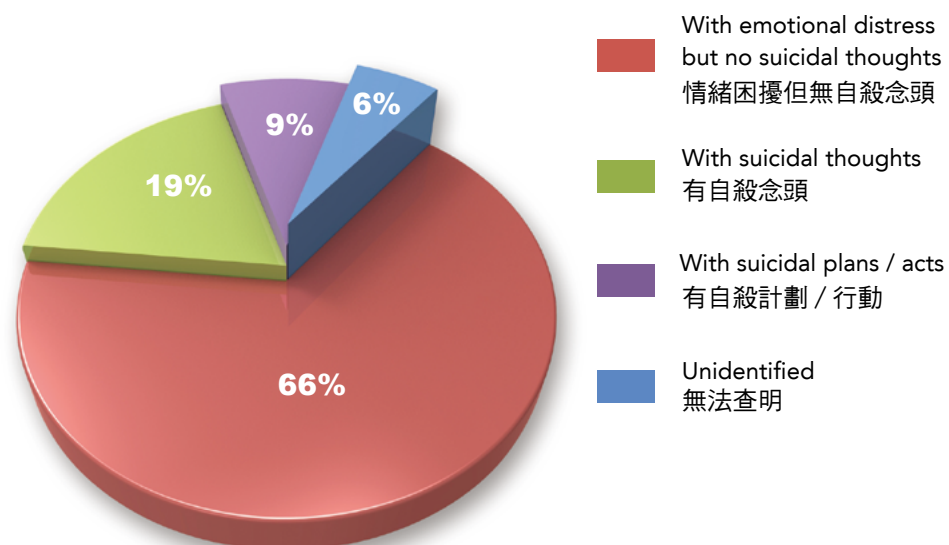
「感情 / 婚姻問題」(36%) 仍然是來電者主要面對的困擾。其他主要問題類別依次序排列為「就業 / 經濟困難問題」(21%)、「心理 / 精神問題」(18%)、「人際關係問題」(13%)，以及「健康問題」(12%)。



Suicidal Risk 來電風險分佈

Among all the handled calls, nearly 70% showed emotional distress, 19% were assessed as having suicidal thoughts, and 9% fell into the high risk category, i.e. the callers were found to have suicidal plans or acts.

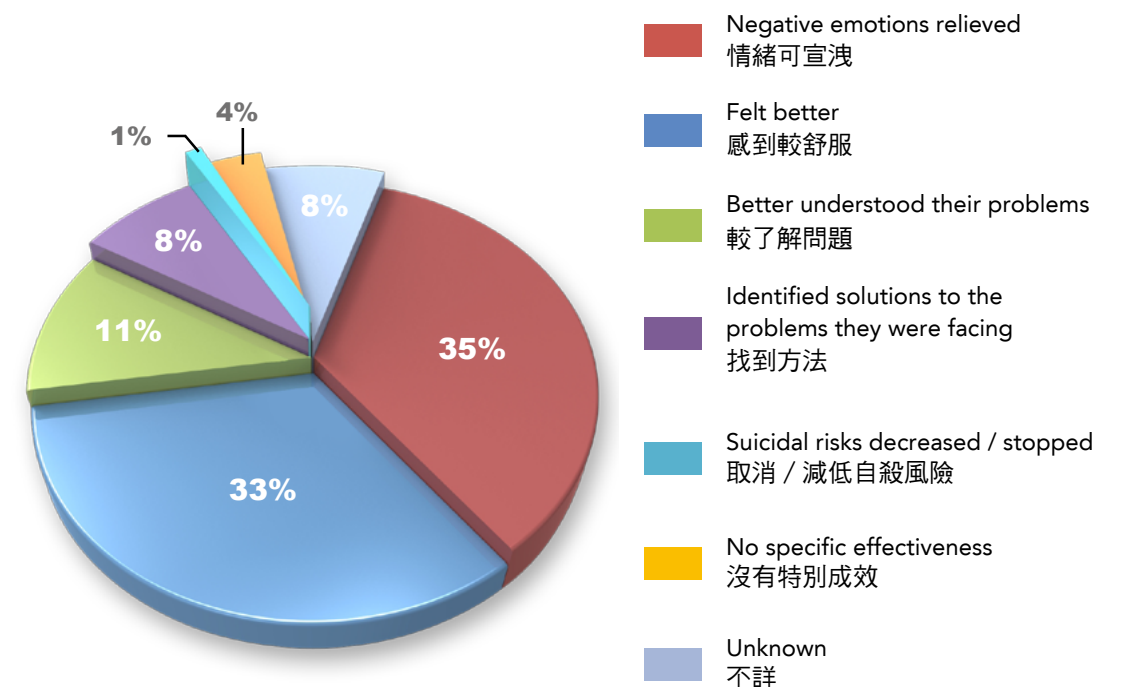
約七成的來電者有不同程度的情緒困擾，「有自殺念頭」的佔總來電 19%，而 9% 為「高風險來電」，即有自殺計劃或行動。



Effectiveness of Service 服務成效

Overall feedback from the service was positive based on the callers' responses: 87% of them agreed that the service was helpful, in which 35% revealed that their negative emotions were relieved, 33% felt better, 11% had better understanding of their problems, and 8% expressed that the service helped them identify solutions to the problems they were facing.

來電者對熱線服務的評價十分正面：87% 來電者認同服務對自己有幫助，當中 35% 來電者在傾談後表示「情緒可宣洩」、33%「感到較舒服」、11%「較了解問題」及 8%「找到方法」。



Suicide Prevention Service for Elderly 預防長者自殺服務

The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly 香港賽馬會社區資助計劃：「生命共行 — 外展長者服務」

To respond to the situation of elderly suicide and with the valuable support of “The Hong Kong Jockey Club Charities Trust”, in 2010 we started a three-year service of “The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly”.

We continue to identify and support distressed or suicidal elders by outreach services. We do this with the co-operation of other local elderly organisations. Through regular visits by well-trained volunteers, we helped alleviate elders’ despairing emotions which reduces their risk of suicide. To enhance the support to the elderly, we organised various cultural festival mass visit programmes last year. Our trained and enthusiastic volunteers gave the depressed elderly much warmth and blessings during these festive seasons. In the past year, 313 volunteers served 320 elderly cases; provided 9,509 service time.



為了回應長者自殺的問題，本會透過「香港賽馬會慈善信託基金」的捐助，於2010年4月開始推行為期三年的香港賽馬會社區資助計劃：「生命共行 — 外展長者服務」，以外展形式及與地區機構協作的模式，發掘及支援有情緒困擾或自殺危機的長者。我們更招募及訓練義工探訪有關長者個案，透過義工們的聆聽及關心，紓緩長者的困擾情緒及減低其自殺風險。而每逢節日舉行的大型探訪活動亦進一步發動義工的力量，藉著與企業之合作，招募義工在佳節期間為長者帶來一點祝福和溫暖。過去一年，313名義工共服務320個長者個案，義工服務次數達9,509次。



Case Service 個案服務

No. of Cases 個案數目	No. of Volunteers 義工參與人數	
320	SPS Volunteers 「生命熱線」義工	113
	Community / Agency Volunteers 社區 / 協作機構義工	200
	Total 總數	313

Distribution of Age and Sex of Service Users in the year 2011/2012

2011/12 年度服務使用者的年齡及性別分佈表

Age 年齡	Sex 性別		Total 總數
	Male 男	Female 女	
Below 60 60歲以下	0	1	1
60 - 69	12	37	49
70 - 79	40	90	130
80 - 89	30	98	128
90 or above 90歲或以上	3	9	12
Total 總數	85	235	320

Seasonal Visits 節日探訪活動



Date 日期	Activity 節日探訪 / 戶外活動	No. of Volunteers 義工參與人數	No. of Beneficiaries 服務受惠人數
17/4/2011	全城關懷渡復活 Easter Programme	58	46
29/4/2011	挪亞方舟一日遊 One-day Tour at Noah Ark	14	30
29/5/2011	粽種愛心賀端陽 Tuen Ng Festival Programme	101	88
30/6/2011	歡樂時刻在太平 Capture the Happy Moment	16	34
17/7/2011	消暑打氣冬瓜水 Dong Qua – Elderly Visit Programme	208	312
21/8/2011	生命共享平安米 Rice Pack Distribution	76	79
10/9/2011	2011 中秋敬老聯歡午宴 Mid-Autumn Luncheon	11	43
11/9/2011	月滿佳節譜關懷 Mid-Autumn Festival Visit Programme	75	82
18/9/2011	九巴之旅 KMB Bus Depot Visit	23	23
27/11/2011	生命共享平安米 Rice Pack Distribution	80	82
18/12/2011	冬日情濃顯關懷 Christmas Programme	96	90
24/12/2011	寒冬送暖顯愛心 Visit Programme at Winter Time	56	82
15/1/2012	歲晚送暖表愛心 Chinese New Year Programme	80	85
18/2/2012	港鐵新春長者旅行 MTR New Year Elderly Visit	12	29
25/3/2012	全城關懷渡復活 Easter Programme	102	84

Community Education Programme 社區教育活動

To increase public awareness of elderly suicide, "Dong Qua (Don't die)" – Service Promotion cum Volunteer Recognition Ceremony was held at Tai Po Mega Mall on 6th August 2011. The use of winter melon carries a meaning of suicide prevention — "冬 (Don't) 瓜, don't die" and was used as the main theme of the event. We invited a renowned artiste Ms. Maria Cordero as our special guest on the day to share her experience of getting along with the elderly. She also demonstrated a recipe for winter melon soup. After this great outpouring of care, SPS showed its deep appreciation for our over 200 volunteers. We honoured our volunteers from several companies and organisations made visits to more than 300 elders. Their great work makes real the SPS mission: "one lost life to suicide is one TOO MANY!"

To enhance co-workers and the elders understanding of elderly suicide, SPS organised 24 community educational talks and professional sharings with a total of 768 participants in the year 2011/2012.

為了讓更多社區人士關注及了解長者自殺問題，「生命熱線」於2011年8月6日（星期六）假大埔超級城舉行「消暑打氣冬 (Don't) 瓜水服務推廣大行動暨義工嘉許禮」，以冬瓜 (Don't 瓜，別死) 為主題喻意珍惜生命、預防自殺。我們邀請了演藝界名人 Maria Cordero 出席是日活動，除了分享與長者相處的心得外，Maria 亦即場為我們示範了一款消暑的冬瓜食譜，以行動為長者們打打氣。當日活動亦嘉許200多名企業義工，藉著他們的共同參與及支持，於7月17日探訪約300位長者，一起宣揚「珍惜生命，一個都不能少」的訊息。

另一方面，為提高長者服務的同工及長者本身對自殺問題的警覺性，本年度本會共舉辦了24場社區教育講座及預防長者自殺服務同工實務分享，合共768人參加。

Items 項目	No. of Hours 時數	No. of Beneficiaries 服務受惠人數
"Dong Qua" – Service Promotion cum Volunteer Recognition Ceremony 大型活動 — 消暑打氣冬瓜水服務推廣大行動暨義工嘉許禮	4	1,000
Practice on Elderly Suicide Prevention Service for Professional Co-workers 預防長者自殺服務實務分享 — 專業同工	22	151
Mental Health Promotion Talks 「長者護心法」講座	16.5	617



Project of "Revitalising the Elders" 「耆樂重燃計劃」

Elderly suicide has long been a social issue and its relationship with depression should not be neglected. In response to this, since April 2010 we have launched the project, "Revitalising the Elders" with the generous sponsorship from Operation Santa Clause. Our goal is to assist the distressed elders who lack social support. We organised mutual-support groups to familiarise the elderly with ways to maintain their emotional healthiness, and to help them build up a positive way of thinking through their various life activities and, thus seek to enhance their community support network. In addition, we also held public talks and large scale events in order to convey the message of "Happy 5S", a positive life attitude, to the elders.

長者自殺一直是社會關注的課題，而自殺與抑鬱症的關連亦不容忽視，為了回應長者患抑鬱症的趨勢日益增加，在「愛心聖誕大行動」的贊助下，本會於2010年4月推行為期兩年的「耆樂重燃計劃」，希望藉此協助情緒受困及缺乏社區支援的長者，透過參與互助關懷小組，讓他們認識保持情緒健康之道、體驗正面思維的活動及增強其社區支援網絡。除此之外，我們亦透過社區教育講座及舉行大型活動，將「快樂五常法」的訊息向社區長者宣揚，分享保持正向人生之道。



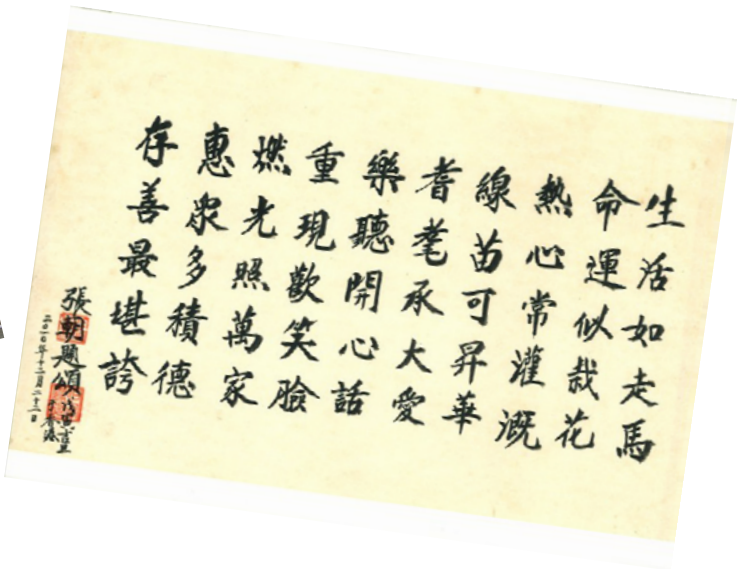
Mutual Support Group

耆樂重燃 — 互助關懷小組

Led by professional social workers, we helped the elders to experience the joy in life, foster a positive life attitude and rebuild their social network based on three elements, "accept the past", "appreciate the present" and "re-organise life".

Total No. 數目	No. of Beneficiaries 受惠人數
7	59

由專業社工負責之互助關懷小組，從「接納過去」、「感恩現在」及「重塑生活」三個主要元素，讓長者體驗生命的喜樂及從中發掘自己擁有的正面能量，並重建社交網絡以擴展生活圈子。



Happy 5S - Community Education Talks

快樂五常法 — 社區教育講座

By promoting to the elderly the 5S (happiness, thankfulness, helpfulness, healthiness and forgiveness), we delivered them a positive life message.

以快樂五常法為基本元素：常歡笑、常感恩、常助人、常健樂及常寬恕，深入淺出地宣揚長者保持正向人生之道的訊息。



Total No. 數目	No. of Beneficiaries 受惠人數
16	553

Mass Community Programme

大型活動 — 「快樂 · 樂五常之懷舊遊戲街」

To arouse the public awareness towards elderly depression, SPS organised the “Happy 5S – Games in Yesterday” at Kowloon Park on 15th October. We were delighted to have the popular artiste, Mr. Wu Fung, share his insights on how to maintain a positive life attitude. Mr. Wu brought joy to life by singing some famous songs for the audience. Through different kinds of performances, we encouraged the public and elders to face their life in a more optimistic way.

為推動更多社區人士關注及了解長者抑鬱問題，「生命熱線」於 2011 年 10 月 15 日（星期六）於九龍公園舉行了「快樂 · 樂五常之懷舊遊戲街」活動。活動當天，我們邀請了演藝界名人胡楓先生出席，他除了分享保持積極人生及正面思維的心得外，亦即場為我們唱了多首膾炙人口的金曲，令整個活動充滿歡樂及正能量。當日的活動表演亦環繞著「快樂五常法」的概念而設計，目的以不同的表演形式，加強公眾及長者關注如何保持正面態度面對晚年的生活。



Total No. 數目	No. of Beneficiaries 受惠人數
1	1,000

Services for Survivors of Suicide Loss
自殺者親友支援服務

Project BLESS 釋心同行 — 自殺者親友支援計劃

In the past year with the generous funding from BOCHK “Caring Hong Kong – A Heart Warming Campaign”, we continued to provide supportive services to survivors of suicide by our Project BLESS, which is under the campaign of “BOC Mental Health Support Network”.

承蒙「中銀香港暖心愛港計劃」的撥款資助，讓我們能夠於本年度繼續發展「中銀情緒健康支援網絡」，其中一項服務就是「釋心同行 — 自殺者親友支援計劃」，以支援自殺者親友過渡哀傷及重整生命的意義。

Case Service 個案服務

During the year 2011/2012, we served 77 new cases of survivors of suicide and assisted them in their bereavement process by our continuous individual and family counselling. Among these new cases, 79% were female. According to age groups, 58% aged 31-60 whereas 28% aged 61-80. Among all the cases, 35% were parents who had lost their children and 27% suffered from the loss of their spouse. Cases with children losing their parents also increased. 52% of survivors turned to us for help within 3 months, a 9% increase compared with that in the previous year. This increase of people receiving our assistance indicates that there is not only a need for bereavement counselling but that our work to make it known to the public is more and more successful.

2011/2012 年度，「釋心同行」計劃共新增了 77 個新個案。我們透過持續的個別或家庭面談，協助自殺者親友過渡喪親的哀痛。新個案當中，女性佔 79%；若以年齡層劃分，中年人士（31- 60 歲）佔 58%，其次為長者（61- 80 歲）佔 28%。另外，35% 的個案為失去子女的家長，而失去了配偶的親友佔 27%；本年度亦處理了較多失去父／母的孩子個案。此外，有接近 52% 的親友於至親自殺後三個月內接受「釋心同行」的服務，比上一年度高出 9%，這反映出除了自殺者親友於事發後有尋求服務的需求外，亦可能因大眾對本計劃的認識，而增加了親友尋求支援的自覺性。

Service Overview 服務概覽

Service 服務項目	Total No. 數目	No. of Attendants / Beneficiaries 出席 / 受惠人數
No. of Cases Served 服務個案	77	77
Mutual Support Groups 同路人互助小組	2	16
Therapeutic Programmes for the Survivors of Suicide 自殺者親友支援活動	4	84
Volunteer Training 過來人義工培訓	1	7
Community Education Programmes 社區教育	2	43
Media Promotion Activities 媒體宣傳活動	3	—
Publication of Newsletter 製作通訊	2	2,000
Virtual Memorial for Survivors of Suicide 自殺者親友網上紀念館	/	3,500 (No. of visitors 瀏覽人次)

Mutual-Support Group 同路人互助小組

We conducted 2 mutual support groups in 2011/2012 for those people who were suffering from the loss of a spouse or a child. Through group activities and the sharing among group members, survivors had the feeling of being understood and were much comforted, which helped strengthen their ability to cope with their heartbreaking loss.

本年度舉辦了兩個同路人互助小組，包括失去配偶和失去子女的親友。透過小組預設的內容及同路人彼此分享，讓參加者得到安慰與共鳴，凝聚彼此的力量去過渡哀痛。

A survivor of suicide in a mutual-support group, May said, "We share the same experience and same pain and that helps us to express ourselves in a more open way. While listening to the painful experience of the other group members, we encourage each other, helping each other to console our grief."

組員 May 說：「同是天涯同路人，有同樣經歷，同聲同氣，可以暢所欲言，不用避忌。大家抒發心中的鬱結，聆聽別人之苦痛，互相勉勵，互相扶持，有助紓緩我的哀傷情緒。」

Another survivor, Mr. Fung added, "I have got to know the complications of each case through the sharing of group members. Upon completion of the exercise, I could express my remembrance of losing my loved one and so could care for myself more."

另一組員馮先生道：「透過各位組員的分享，讓我從中了解每一個自殺案件的複雜性；透過完成練習，有助引導我抒發對離世親人的思念，並且學會愛惜自己。」

起源於美國的「國際自殺者親友關懷日」，每年均定於感恩節前的一個星期六舉行。目的是凝聚自殺者親友彼此的力量，攜手共渡生命的低谷，同時，亦希望喚起大眾關心親友們的需要及預防自殺的工作。

「生命熱線」為香港首間機構與海外逾 300 多個城市同時響應及支持是項活動。自 2008 年開始，本會均會於當天舉辦不同活動。2011 年 11 月 19 日的關懷日，我們以「盛載的祝福」為主題，燃點蓮花水燈作為自殺者親友彼此祝福的活動。

Mrs. Cheung, a participant expressed, "When the lanterns drifted back to us, I noticed some of the survivors tried hard to push them away. It reminds me to let go. If something is designated to happen, all we need is to face it. What I need now is to inject positive energy to myself!" Mrs. Cheung has chosen to pursue a better life for herself and her loved one.

參加者張太在過程中有所領悟：「我看著部份水燈順著水流飄近岸時，有些同路人努力嘗試推它飄遠些……然而，我的心裡則想著，有些事要發生的也會發生，可以做的，還是以平常心面對。而我現階段需要的，是為自己注入多些正能量！」當下的她，為著自己及身邊的人，選擇了好好地活下去！

Community Education 社區教育

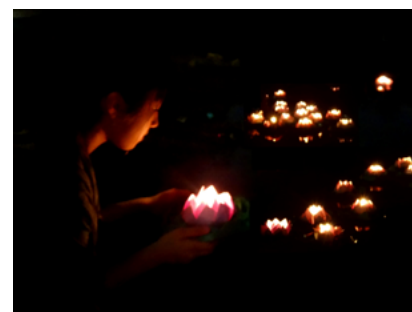
Over the past year, we raised the public awareness of the need of supporting survivors of suicide by professional workshops, survivors sharing sessions and media interviews. Through these activities, we hope to promote a message of treasuring life and the prevention of suicide.

過去一年，我們透過媒體訪問、專業人員培訓工作坊及自殺者親友分享講座，讓社會大眾關注自殺者親友的處境及需要、並反思相關課題，同時推廣珍惜生命、預防自殺的訊息。

International Survivors of Suicide Day 國際自殺者親友關懷日

Originated in the US, International Survivors of Suicide Day is set on the Saturday before Thanksgiving Day every year. The objective is to help survivors connect with others who have survived the tragedy of suicide loss, and express and understand the powerful emotions they experience, while at the same time, raise the public awareness of the need of survivors and prevention of suicide.

SPS was the first organisation to connect with more than 300 overseas cities to support this special day. Since 2008, we have been organising different activities on this day every year. With the theme of "Blessings Blossom", we arranged for the survivors to come together to light water lanterns on 19th November 2011. The event aimed to carry a blessing to the participants and provide a platform for them to support each other.



therapeutic family programme
治療性活動

Community & Life Education 社區及生命教育

Emotional Health Support Service 寬心 — 情緒健康支援服務

Service motto :

To have a broad mind and a big heart to meet the pressures and challenges in life.
「寬心」意謂以寬容、寬闊的心靈空間，盛載生活上種種的壓力與挑戰。

This past year also saw the SPS provide a programme called Emotional Health Support Service that was another project under “BOC Mental Health Support Network” supported by BOCHK “Caring Hong Kong – A Heart Warming Campaign”. The Programme’s goal was to improve the emotional health of depressed person during the last year, so they better learn how to face adversities.

「寬心 — 情緒健康支援服務」乃「中銀香港暖心愛港計劃」撥款資助本會推展「中銀情緒健康支援網絡」的另一項服務，旨在透過實用工作坊、講座及支援服務，照顧情緒受困擾人士及其家人的身心需要，加強其「精神健康」去面對逆境。

Workshop/Talk 工作坊 / 講座

Three series of workshops were conducted last year. The 1st series, “Distressed Youth and Crisis Management” was for the teachers and students’ councillors. The 2nd one, “Talk to Your Children with Love and Care” was about children’s emotional health, and targeted parents with children in schools, and the 3rd series, “When Someone You Love is Depressed” for those who care for a depressed family member. There were 2 sessions in each series.

The Programme was successful with 96% of the participants agreeing that the workshops enhanced their knowledge and skills for them to better support depressed people. 92.3% told us they learned how to face life’s pressures and give them tools to serve the depressed.

工作坊分三個系列舉行，每一系列分為兩節。第一個系列主題為「青少年情緒困擾及危機處理」，對象為在職教師及學生輔導人員；第二個系列「與孩子談『情』說愛」以兒童情緒健康為主題，參加者為家有學齡孩童的家長；第三個系列則是關顧抑鬱症患者之家屬，主題為「當至愛的人有抑鬱症」。

總括而言，96% 參加者認同講座能增強他們掌握支援情緒受困擾者的知識及技巧；92.3% 則認為講座有助他們洞悉面對生活的壓力，及掌握作為照顧者調適的秘訣。



Emotional Management Group 情緒管理小組

Three groups with 6 sessions in each were held last year. The 1st group “THINK GOOD, FEEL GOOD” targeted Form 1 and 2 students, whereas the 2nd and 3rd groups, “Mutual Help Support Group” were for the caregivers with a depressed family member. Sincere thanks go to the Department of Psychiatry and Health Resources Centre of United Christian Hospital for helping us organise one of the groups. The participants told us that through the group sharing and support, the group helped alleviate their emotional stress and gave them a better attitude and way to think about how they care of their family members who are depressed. In addition, we have also provided individual counselling to 24 carers last year.

本年度我們舉辦了三個小組，透過六節小組預設的內容及同路人彼此分享，讓參加者得到支持與共鳴，凝聚彼此的力量去面對目前的境況。第一個小組名為「THINK GOOD, FEEL GOOD」，對象是中一及中二學生，學生反應踴躍及投入。第二及第三個小組名為「與鬱同行——同路人互助小組」，以支援家有抑鬱症患者的照顧者之需要。特別感謝聯合醫院精神科及健康資源中心的醫護人員協助其中一組的籌備工作，組員反應正面，認為小組有助他們舒緩情緒及調較心態去面對患有抑鬱症之親人。此外，我們亦為 24 位家有情緒病患者的照顧者提供個別輔導。

Community Education 社區教育

SPS co-organised, with the help of the Community Health Centre and the Wai Hung Charitable Foundation Well-Elderly Clinic of Pok Oi Hospital, the Patient Resource Centre of Queen Elizabeth Hospital, and Hong Kong City University, an “Emotional Health Exhibition” last year. Our goal was to arouse public concerns about people with depression and their family, and to encourage people to cherish life. Pok Oi Hospital also helped us to arrange a sharing session for a “Life Fighter”, which resulted in enthusiastic responses from the audience.

去年我們與博愛醫院社區健康中心及慧洪康護診所、伊利沙伯醫院病人資源中心及香港城市大學，共同舉辦「譜出生命力」情緒健康展覽。展覽目標為關心抑鬱症患者及其照顧者之身心需要，鼓勵大眾積極面對逆境，珍惜生命。博愛醫院更協助邀請一位「生命鬥士」舉辦分享座談會，參加者反應熱烈，不時向講者提問相關課題及分享個人反思。

Service 服務項目	Total No. 數目	No. of Attendants / Beneficiaries 出席 / 受惠人數
Mental Health Talks/Workshops 情緒健康講座 / 工作坊	6	502
Emotions Support/ Mutual Support Groups 情緒管理小組 / 「與鬱同行-同路人互助小組」	3	22
No. of Cases Served 服務個案	24	24
Community Education Programmes / Exhibition 社區教育 / 展覽	3	1,810

Filling Lives with Joy 「Joy · 種生命」計劃

Launched in 2011/2012, “Filling Lives with Joy” is an early prevention project for youth suicide. The project is based in schools and targets youth, with focus on 3 areas: “appreciating life”, “respecting life” and “exploring life”. We organised life education talks, workshops, and support groups so young people can have a deeper understanding of how to cope with life’s challenges, explore the meaning and value of life, and increase their cherishing of life making it a treasure so these youth can build up a positive life attitude.



85% of the students said they were impressed with the interactive exchange and the discussion about life issues.

2011/2012 年度開展的「Joy · 種生命」計劃，為預防青少年自殺工作撒下珍惜生命的種子。計劃以學校為基礎、青少年為本位，從「欣賞生命」、「尊重生命」、及「探索生命」三個領域出發，透過互動性的生命教育講座、工作坊及學生支援小組，讓中學生了解生命有限、從中探索生命的意義與價值，學懂珍惜生命，進而反思個人的人生態度，建立一個積極的人生觀。超過 85% 參與的學生反映互動性的交流及討論有關生命的課題，讓他們印象深刻。



Student Chan (Form 3) said, “The workshop is so interesting and creative... by seeing others confront difficulties with determination, I think I have to accept my weaknesses and treasure myself.”

陳同學（中三）：「工作坊內容有趣及有創意……看見別人面對逆境時仍那麼堅毅，我想我也要好好接受自己的不足，好好珍惜自己。」

Ms. Wong mentioned, “video and activities about these life and death issues lead me rethink my priorities and meaning of my life...”

王老師：「那段探討死亡的電影及預設活動，讓我重新反思自己的生命優次及意義……」

There was also a programme at three Wong Tai Sin schools to help teachers empower their students by promoting life education programmes. 92% of the participating teachers said that the workshops helped them to think more about life and death, and 81% agreed that the workshops would help them to promote life education in school.

除此以外，我們亦舉辦體驗性的工作坊，及與黃大仙區三間小學的教師交流生命教育教案，以裝備教師（中小學），讓他們能在校內更有效地推廣生命教育活動。92% 參與的教師認為工作坊有助個人思考更多有關生命與死亡的意義；有 81% 的教師則認同工作坊有助他們日後在校推廣生命教育的工作。

“Filling Lives with Joy” Service Overview in the year of 2011/2012
2011/2012 年度「Joy · 種生命」計劃服務概覽

Items 項目	Contents 內容	Programme Mode 形式	No. of Attendants 出席人次	No. of Sessions 節數
Life Education Programme for F.1 to F.6 Students 中學生生命教育項目	Love Ourselves 愛自己 Respecting Life 尊重生命 Emotions Management 情緒管理 Understanding Bullying Behaviour 探討欺凌行為 Volunteer Visit 義工探訪活動	Talks 講座	12,331	38
		Workshops 工作坊	1,726	51
		Peer Support Programme 朋輩支援計劃	230	23
		Interview 訪問	1	1
Programme for Teachers 教師支援項目	Stress Management 壓力處理 Life & Death Experiential Activities 生死教育體驗活動 Teen's Depression & Suicide Prevention 青少年抑鬱及自殺的防治 Support Bereaved Children 如何支援喪親學童 Sharing Session 服務分享	Workshops 工作坊	557	15
Total 總數			14,845	128
Total No. of Collaborated Schools 合作學校總數：37				

Summary of Community & Life Education in the Year 2011/2012
2011/2012 年度社區及生命教育項目總覽

Type of Services 服務類別	Items 項目	Number 次數	No. of Beneficiaries 受惠人數
Suicide Prevention Community Education 預防自殺社區教育	Mental Health Talks/Workshops 情緒健康講座 / 工作坊	6	502
	"Offering Lifeline" Emotional Health Exhibition (lasted for 9 days) 「譜出生命力」情緒健康展覽（為期 9 日）	2	900
	"Offering Lifeline" Emotional Health Exhibition (lasted for 19 days) 「譜出生命力」情緒健康展覽及生命鬥士 分享座談會（為期 19 日）	1	950
	"Love Our Community-Ping Shek" Educational Programme (lasted for 3 days) 「坪石愛無限」計劃（為期 3 日）	1	1,186
	Agency Briefing 服務簡介	11	484
	Suicide Prevention Workshop 預防自殺工作坊	20	336
Suicide Prevention Service for Elderly 預防長者自殺服務	Dong Qua – Service Promotion cum Volunteer Recognition Ceremony 消暑打氣冬瓜水服務推廣大行動 暨義工嘉許禮	1	1,000
	Practice on Elderly Suicide Prevention Service for Professional Workers 預防長者自殺服務實務分享 — 專業同工	7	151
	Mental Health Promotion Talks 「長者護心法」講座	17	617
	Happy 5S - Community Education Talks 「快樂五常法」講座	16	553
	Mass Community Programme 「快樂・樂五常之懷舊遊戲街」	1	1,000
Project BLESS 自殺者親友支援計劃	Professional Workshop 專業人員培訓工作坊	1	21
	Survivors Sharing Sessions 自殺者親友分享講座	1	180
	International Survivors of Suicide Day – "Blessings Blossom" 國際自殺者親友關懷日 – 「盛載的祝福」	1	60
Life Education for Youth 青少年生命教育	Life Education Talk 生命教育講座	38	12,331
	Life Education Workshop 生命教育工作坊	51	1,726
	Peer Support Programme 朋輩支援計劃	23	230
	Teachers Training Workshop 教師支援工作坊	15	557
Corporate Training 企業培訓	Stress Management Workshop 壓力處理工作坊	2	24
Total 總數		215	22,808

Volunteer Training and Support
義工訓練及支援



Volunteers are the main service providers of SPS. Volunteer training and support is vital and central to our mission. We are always looking for new volunteers, but we know that the accumulated service time of our experienced volunteers is a huge asset to SPS and a great service to the persons we serve. Therefore, we have made strong efforts to maintain our existing volunteers by organising different kinds of on-going training and case conferences for them.

Both the quality and quantity of services are essential. In the past year, SPS has organised various volunteer training activities tailored to our volunteers' needs to strengthen their techniques and knowledge so as to ensure quality service. We also have an organised recruitment process to ensure we have sufficient numbers of volunteers to provide service.

SPS is also concerned about volunteers' mental health, therefore we also held a number of events in the year 2011/2012 to provide relaxation to the volunteers, strengthen their cohesion, and reinforce their sense of belongings to the organization.

義工是「生命熱線」主要的服務提供者，因此義工訓練及支援是相當重要的。除新加入的義工，已投入服務的義工累積了不少服務經驗，這些經驗是「生命熱線」的重要資源。所以本會透過不同類型的持續訓練及個案分享會以維繫義工，讓服務更臻完善。

服務的質與量同樣重要。過去一年，本會按義工的需要舉辦多項義工訓練活動，加強他們的服務技巧及知識，以確保服務質素；另外，本會亦定期進行義工招募及訓練，確保有足夠人手提供服務。

義工個人的心理質素亦是本會十分著重的一環，故我們在 2011/2012 年舉辦了多項精彩活動，讓義工得以舒展身心，並藉此加強義工的凝聚力及對機構的歸屬感。



Summary of volunteer service hours and beneficiaries in the year of 2011/2012
2011/2012 年度義工提供之直接服務時數與服務受惠人數總覽

Service 服務內容	Service Hours 直接服務時數	No. of Beneficiaries 服務受惠人數
24-hour Suicide Prevention Hotline Service 24 小時預防自殺熱線服務	17,600	29,721
Outreach Befriending Service for Suicidal Elderly 「生命共行 - 外展長者服務」	10,434	745
Project BLESS 「釋心同行 - 自殺者親友支援計劃」	92	43
Community Education Talks or Activities 預防自殺教育講座 / 活動	332	2,768
Total 總數	28,458	33,277

Summary of volunteer training & support programme in the year of 2011/2012
2011/2012 年度義工訓練及支援活動總覽

Items 項目	No. of Volunteers 義工參與人數	Training Hours 訓練時數 (hr/小時)
Volunteers Briefing Session and Community Education Talk 義工招募簡介會暨預防自殺社區教育講座	484	17.5
Preparatory Course 義工培訓	437	162.5
Workshop 工作坊	336	50
On-going Training 義工持續訓練	386	37.5
Leadership Training 新組長及分享員訓練	17	17.5
Case Conference 個案分享會	744	166
Volunteer Recognition/Support Programme 義工支援活動	591	82
Total 總數	2,995	533

Total number of SPS volunteer participation in the year of 2011/12
2011/12 年度參與「生命熱線」服務之義工人數

Type of Service 服務總類	No. of Volunteer 義工人數
24-hour Suicide Prevention Hotline Service 24 小時預防自殺熱線服務	348
Outreach Befriending Service for Suicidal Elderly 「生命共行 - 外展長者服務」	SPS volunteers 「生命熱線」義工 : 113 Community / Agency Volunteer 地區 / 機構 : 200
Project BLESS 「釋心同行 - 自殺者親友支援計劃」	7
Community Education 社區教育	26
Fund-raising Activities 籌款活動	202
Administrative Work 行政工作	14
Total 總數	910



精神病者來電分享會

Sharing Session for handling callers with mental illness



義工領袖訓練

Leadership Training

Fundraising and Publicity 籌款及宣傳工作

SPS is a social service agency, receiving no government funding for our work. We, therefore, organise a series of fundraising events to raise the crucial revenue we need to fund and sustain our services.

Over the past year, SPS received tremendous support from organisations, companies and individuals across the community. Their philanthropic giving has enabled us to continue our existing services as well as develop new ones in response to the society's needs.

In addition, SPS believes enhancing public awareness on suicide prevention is important. We, therefore, hold press conferences and publish e-newsletters to introduce our services and give our society a better understanding about this vital social issue.

由於「生命熱線」為非政府資助的慈善團體，在缺乏穩定經濟收入的情況下，籌款項目對機構的發展相當重要。為此，本會舉辦多項活動為服務籌募經費。

在過去一年，「生命熱線」獲得社會各界人士、公司及團體的鼎力支持，他們的善款不但使現有的服務得以繼續運作，更支持本會發展新服務，以回應社會的需要。

此外，「生命熱線」認為提升大眾對預防自殺的認識非常重要，故藉著舉行新聞發佈會，以及出版電子通訊，讓外界認識本會服務及加深大眾對此社會議題的認識。



SPS Charity Walk 2011
「愛·喜·行」慈善步行籌款



Michael Hui Charity Talk Show
許冠文「男女戰爭」慈善棟篤笑



Charity Sales of
Pashmina Shawls
Pashmina 圍巾慈善義賣



"Love Life, Give Me 5!" District Service Project
「扶輪生命——愛·敢·擊」地區服務計劃

Date 日期	Activities 活動
5/2011, 6/2011	"Rhythm & Hues" Charity Concert "Rhythm & Hues" 慈善音樂會
9/2011	World Suicide Prevention Day – Press Conference 「世界預防自殺日」記者會
10/2011	Actions for LOVE Campaign 死神休假企劃 2011
11/2011	Dance Marathon 2011 舞動馬拉松 2011 Agnès b. Charity Campaign Agnès b. 慈善義賣
12/2011	SPS Charity Walk 2011 「愛·喜·行」慈善步行籌款 Charity Sales of Pashmina Shawls Pashmina 圍巾慈善義賣 Private i SALON Christmas Charity Sales Private i SALON 聖誕慈善義賣
2/2012	Michael Hui Charity Talk Show 許冠文「男女戰爭」慈善棟篤笑 "Love Life, Give Me 5!" District Service Project 「扶輪生命——愛·敢·擊」地區服務計劃
3/2012	Music of Love Charity Concert 「愛的樂韻」慈善音樂會
Throughout whole year 全年	"Friends of SPS" monthly donation scheme 「生命之友」每月捐款計劃 Placement of donation box 擺放捐款箱 E-newsletter 電子通訊



Auditor's and Financial Report 核數師及財政報告

Sole Practitioner:
Chan Chak Chung
M.B.A., A.H.K.S.A., A.C.C.A., C.P.A.

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INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF GOVERNORS OF

SUICIDE PREVENTION SERVICES

生命熱線

We have audited the financial statements of Suicide Prevention Services set out on pages 3 to 16, which comprise the statement of financial position as at 31st March, 2012, the statement of comprehensive income, statement of changes in reserves and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Governors' responsibility for the financial statements

The Board of Governors is responsible for the preparation and the true and fair presentation of these financial statements in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that reasonable in the circumstances.

Independent Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit and to report our opinion solely to you, as a body, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessment, the auditor considers internal control relevant to the entity's preparation and true and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Governors, as well as evaluating the overall presentation of the financial statements.

CHAN CHAK CHUNG & CO.
CERTIFIED PUBLIC ACCOUNTANTS

INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF GOVERNORS OF SUICIDE PREVENTION SERVICES

生命熱線

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the Suicide Prevention Services' affairs as at 31st March, 2012 and of its surplus and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards.



Chan Chak Chung & Co.
Certified Public Accountants
Hong Kong

Hong Kong, 27 July, 2012

SUICIDE PREVENTION SERVICES

生命熱線

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31ST MARCH, 2012

	Note	2012 HK\$	2011 HK\$
INCOME			
Donations received		679,092.87	4,133,904.32
Donations collected from donation boxes		26,019.00	76,569.20
Donation received from The Hong Kong Jockey Club Charities Trust	6	1,577,200.00	1,577,200.00
Donation received from Peter KK Lee Care for Life Foundation Limited		-	1,312,651.00
Donation received from Tides Foundation		-	77,590.00
Donation received from Community Chest (Capital Project Fund)		-	574,654.45
Other designated donations		1,144,000.00	2,023,850.00
Allocation from Community Chest	7	663,060.00	594,600.00
Proceeds from flag day functions	8	-	658,971.50
Function income		164,610.00	282,380.00
Bank interest income		42,149.51	391.07
Sundry income		34,916.94	17,943.00
		<u>4,331,048.32</u>	<u>11,330,704.54</u>
EXPENDITURE			
Accounting fee		10,500.00	17,300.00
Advertising and promotion		61,514.80	144,963.00
Audit fee		-	12,500.00
Bank charges		1,330.00	865.00
Cleaning		5,915.00	4,250.00
Depreciation		12,465.20	425,441.80
Entertainment		3,410.70	5,270.00
Function expenses		281,633.00	1,434,150.11
I.T. development		2,918.00	13,086.29
Insurance		14,771.43	57,141.24
Mandatory provident fund		135,687.50	207,621.50
Newspapers and periodicals		2,706.00	3,074.00
Pager and mobile phone		2,991.00	3,424.00
Postage		13,291.10	12,454.80
Printing and stationery		25,954.65	48,852.10
Rent and rates		83,515.20	143,299.20
Repairs and maintenance		6,960.00	1,915.00
Salaries and allowances		2,548,998.00	3,802,287.20
Souvenirs		11,836.30	14,431.00
Subscription fees		4,475.00	4,986.85
Sundry expenses		11,723.40	34,063.40
Telephone and fax		11,631.00	16,963.32
Training, recruitment and development		86,626.10	98,583.60
Travelling		31,373.10	33,101.20
Utilities		50,219.60	64,164.80
Volunteers messing		15,266.30	28,939.45
		<u>3,437,712.38</u>	<u>6,633,128.86</u>
SURPLUS FOR THE YEAR		<u>893,335.94</u>	<u>4,697,575.68</u>
OTHER COMPREHENSIVE INCOME		<u>-</u>	<u>-</u>
TOTAL COMPREHENSIVE INCOME		<u>893,335.94</u>	<u>4,697,575.68</u>

The notes from pages 7 to 16 form an integral part of these financial statements.

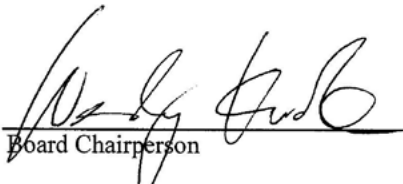
SUICIDE PREVENTION SERVICES


生命熱線

STATEMENT OF FINANCIAL POSITION AS AT 31ST MARCH, 2012

	Note	2012 HK\$	2011 HK\$
NON-CURRENT ASSETS			
Property, plant and equipment	9	-	1.00
CURRENT ASSETS			
Accounts and other receivables	10	-	369,689.30
Amount due from a related company	11	12,439,925.45	-
Deposit		-	12,400.00
Cash and cash equivalents	12	-	11,563,313.15
		<u>12,439,925.45</u>	<u>11,945,402.45</u>
CURRENT LIABILITIES			
Accounts and other payables	13	-	398,813.94
NET CURRENT ASSETS		<u>12,439,925.45</u>	<u>11,546,588.51</u>
NET ASSETS		<u>12,439,925.45</u>	<u>11,546,589.51</u>
RESERVES			
Contingency reserve	14	1,577,194.05	1,577,194.05
General fund		7,862,731.40	6,969,395.46
Development fund		3,000,000.00	3,000,000.00
		<u>12,439,925.45</u>	<u>11,546,589.51</u>

Approved by the Board of Governors on 27 July, 2012


Board Chairperson


Honorary Treasurer

The notes from pages 7 to 16 form an integral part of these financial statements.

SUICIDE PREVENTION SERVICES LIMITED
REPORT OF THE DIRECTORS

The directors have pleasure in presenting the first report together with the audited financial statements of the Company for the period ended 31st March, 2012.

PRINCIPAL ACTIVITY

The principal activity of the Company during the period was to provide befriending and other non-profit making services for all people in Hong Kong and the surrounding geographic regions who are suicidal, despairing or in emotional distress thus preventing them from suicide and helping them to regain a balanced perspective of life and the will to live, such befriending services include but are not limited to providing hotline services, developing volunteer action and conducting outreach services.

RESULTS AND STATE OF AFFAIRS

The results of the Company for the period ended 31st March, 2012 and the state of the Company's affairs at that date are set out in the financial statements on pages 5 to 22.

DIVIDENDS

The directors do not recommend the payment of any dividend for the period ended 31st March, 2012.

PROPERTY, PLANT AND EQUIPMENT

Particulars of the movements in property, plant and equipment are set out in note 11 to the financial statements.

DIRECTORS

The directors of the Company during the financial year and up to the date of this report were:

KWOK LEE Tin Wing Wendy	(appointed on 4th August, 2011)
LEE Ka Kit	(appointed on 4th August, 2011)
PONG David Chun Yee	(appointed on 4th August, 2011)
LEE Sheung Fu Patric	(appointed on 4th August, 2011)
CHING Kam Wing	(appointed on 4th August, 2011)
CHUNG San San Susanna	(appointed on 4th August, 2011)
WONG Hoi Jen Rebecca	(appointed on 4th August, 2011)
NG Pui Wah	(appointed on 4th August, 2011)
SIA Tina	(appointed on 4th August, 2011)
LAI Wai Kuen	(appointed on 4th August, 2011)
CHAN David Pui Wai	(appointed on 4th August, 2011)
CHAN Ka Wai	(appointed on 4th August, 2011)
CHOI Hau Ki	(appointed on 4th August, 2011)
CHOW Yin Man Amy	(appointed on 4th August, 2011)
CHUEN Man Tuen	(appointed on 4th August, 2011)
HUNG Man Yin Linda	(appointed on 4th August, 2011)
LI Mei Sheung Michelle	(appointed on 4th August, 2011)
SO Stephen Hon Cheung	(appointed on 4th August, 2011)
SZETO Fong Fong Helen	(appointed on 4th August, 2011)
TAM Tsui Lin	(appointed on 4th August, 2011)
WONG Luen Cheung Andrew	(appointed on 4th August, 2011)
WONG Siu Lit	(appointed on 4th August, 2011)
YIP Siu Fai Paul	(appointed on 4th August, 2011)

In accordance with the company's Articles of Association, the members of the Executive Committee shall be eligible for re-election when they shall retire.

SUICIDE PREVENTION SERVICES LIMITED
REPORT OF THE DIRECTORS

DIRECTORS' INTEREST

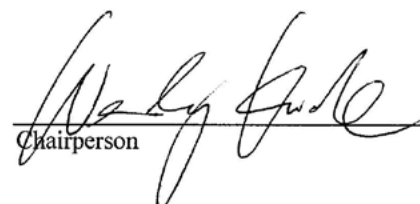
No contract of significance to which the Company was a party and in which a director had a material interest subsisted at the end of the period or at any time during the period.

At no time during the period was the Company a party to any arrangement to enable the directors of the Company to acquire benefits by means of the acquisition of shares in or debentures of the Company or any other body corporate.

AUDITORS

The financial statements have been audited by Messrs. Chan Chak Chung & Co., Certified Public Accountants, who retire and being eligible, offer themselves for re-appointment.

On behalf of the Executive Committee


Chairperson

Hong Kong, 27 July, 2012

Sole Practitioner:
Chan Chak Chung
M.B.A., A.H.K.S.A., A.C.C.A., C.P.A.

CHAN CHAK CHUNG & CO.

CERTIFIED PUBLIC ACCOUNTANTS
13/F., HARBOUR COMMERCIAL BUILDING,
122-124 CONNAUGHT ROAD CENTRAL,
SHEUNG WAN, HONG KONG.
TEL : (852) 2815 2881
FAX : (852) 2545 4459
E-mail: ccccpa@netvigator.com
Website: http://www.ccc-cpa.com

香港上環干諾道中122-124號
澤仲會計師事務所
陳澤仲會計師事務所
電話：(八五二)二八五一五
傳真：(八五二)二五五五九
地址：香港上環干諾道中122-124號
郵箱：cccpcpa@netvigator.com
網址：http://www.ccc-cpa.com

CHAN CHAK CHUNG & CO. CERTIFIED PUBLIC ACCOUNTANTS

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the Company's affairs as at 31st March, 2012 and of its deficit and cash flows for the period then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

Without qualifying our opinion, attention is drawn to note 2 in the financial statements which indicate that as at 31st March, 2012, the Company had net current liabilities and net liabilities of HK\$168,376.94 and HK\$168,375.94 respectively. These conditions, along with other matters as set forth in note 2, indicate the existence of a material uncertainty which may cast significant doubt on the Company's ability to continue as a going concern.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

SUICIDE PREVENTION SERVICES LIMITED (Incorporated in Hong Kong and limited by guarantee)

We have audited the financial statements of Suicide Prevention Services Limited set out on pages 5 to 22 which comprise the statement of financial position as at 31st March, 2012 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the period then ended, and a summary of significant accounting policies and other explanatory information.

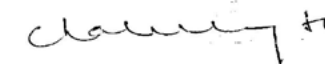
Directors' Responsibility for the Financial Statements

The directors are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit and to report our opinion solely to you, as a body, in accordance with Section 141 of the Hong Kong Companies Ordinance and for no other purpose. We do not assume responsibility forwards or accept liability to any other person for the contents of this report. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.



Chan Chak Chung & Co.
Certified Public Accountants
Hong Kong

Hong Kong Dated, 27 July, 2012

SUICIDE PREVENTION SERVICES LIMITED
STATEMENT OF COMPREHENSIVE INCOME
FOR THE PERIOD FROM 4TH AUGUST, 2011
(DATE OF INCORPORATION) TO 31ST MARCH, 2012

	Note	4/8/2011- 31/3/2012 HK\$
INCOME		
Donations received		2,546,349.96
Donations collected from donation boxes	6	59,237.00
		<u>2,605,586.96</u>
OTHER REVENUES		
Function income		98,291.40
Interest income		80,787.42
Sundry income	6	4,190.00
		<u>183,268.82</u>
EXPENDITURE		
Accounting fee		7,500.00
Advertising and promotion		9,362.00
Auditor's remuneration		11,000.00
Bank charges		940.00
Cleaning		300.00
Depreciation		120,800.00
Entertainment		1,166.30
Function expenses		605,552.42
I.T. development		6,445.00
Insurance		30,365.00
Mandatory provident fund		84,794.15
Newspapers and periodicals		1,931.00
Pager and mobile phone		1,638.00
Postage		7,281.30
Printing and stationery		24,202.51
Rent and rates		59,784.00
Repairs and maintenance		6,300.00
Salaries and allowances		1,848,352.00
Souvenirs		10,867.00
Subscription fees		4,839.88
Sundry expenses		11,995.90
Telephone and fax		1,866.00
Training, recruitment and development		38,781.80
Travelling		23,028.90
Utilities		24,827.60
Volunteers messing		13,310.96
		<u>2,957,231.72</u>
DEFICIT BEFORE TAXATION	7	(168,375.94)
INCOME TAX EXPENSE	8	-
DEFICIT FOR THE PERIOD		(168,375.94)
OTHER COMPREHENSIVE INCOME		-
TOTAL COMPREHENSIVE EXPENSE		<u>(168,375.94)</u>


The notes on pages 9 to 22 form an integral part of these financial statements.

SUICIDE PREVENTION SERVICES LIMITED
STATEMENT OF FINANCIAL POSITION
AS AT 31ST MARCH, 2012

	Note	2012 HK\$
NON-CURRENT ASSETS		
Property, plant and equipment	11	1.00
CURRENT ASSETS		
Account and other receivables	12	331,180.00
Deposits		13,400.00
Cash and cash equivalents	13	12,099,609.03
		<u>12,444,189.03</u>
LESS : CURRENT LIABILITIES		
Amount due to a related party	14	12,439,925.45
Accrued expenses		172,640.52
		<u>12,612,565.97</u>
NET CURRENT LIABILITIES		<u>(168,376.94)</u>
NET LIABILITIES		<u>(168,375.94)</u>
REPRESENTED BY:		
GENERAL FUND		<u>(168,375.94)</u>

Approved by the Executive Committee 27 July, 2012


Chairperson


Treasurer

The notes on pages 9 to 22 form an integral part of these financial statements.

(For reference purpose only)

**COMBINED INCOME STATEMENT OF
SUICIDE PREVENTION SERVICES & SUICIDE PREVENTION SERVICES LIMITED
FOR THE YEAR ENDED 31ST MARCH, 2012**

	Suicide Prevention Services HK\$	Suicide Prevention Services Limited HK\$	Total HK\$
INCOME			
Donations received	679,092.87	2,546,349.96	3,225,442.83
Allocation from Community Chest	663,060.00	-	663,060.00
Donations received from The Hong Kong Jockey Club Charities Trust	1,577,200.00	-	1,577,200.00
Other designated donation	1,144,000.00	-	1,144,000.00
Donations collected from donation boxes	26,019.00	59,237.00	85,256.00
	<u>4,089,371.87</u>	<u>2,605,586.96</u>	<u>6,694,958.83</u>
OTHER REVENUES			
Function income	164,610.00	98,291.40	262,901.40
Interest income	42,149.51	80,787.42	122,936.93
Sundry income	34,916.94	4,190.00	39,106.94
	<u>241,676.45</u>	<u>183,268.82</u>	<u>424,945.27</u>
EXPENDITURE			
Accounting fee	10,500.00	7,500.00	18,000.00
Advertising and promotion	61,514.80	9,362.00	70,876.80
Auditor's remuneration	-	11,000.00	11,000.00
Bank charges	1,330.00	940.00	2,270.00
Cleaning	5,915.00	300.00	6,215.00
Depreciation	12,465.20	120,800.00	133,265.20
Entertainment	3,410.70	1,166.30	4,577.00
Function expenses	281,633.00	605,552.42	887,185.42
I.T. development	2,918.00	6,445.00	9,363.00
Insurance	14,771.43	30,365.00	45,136.43
Mandatory provident fund	135,687.50	84,794.15	220,481.65
Newspapers and periodicals	2,706.00	1,931.00	4,637.00
Pager and mobile phone	2,991.00	1,638.00	4,629.00
Postage	13,291.10	7,281.30	20,572.40
Printing and stationery	25,954.65	24,202.51	50,157.16
Rent and rates	83,515.20	59,784.00	143,299.20
Repairs and maintenance	6,960.00	6,300.00	13,260.00
Salaries and allowances	2,548,998.00	1,848,352.00	4,397,350.00
Souvenirs	11,836.30	10,867.00	22,703.30
Subscription fees	4,475.00	4,839.88	9,314.88
Sundry expenses	11,723.40	11,995.90	23,719.30
Telephone and fax	11,631.00	1,866.00	13,497.00
Training, recruitment and development	86,626.10	38,781.80	125,407.90
Travelling	31,373.10	23,028.90	54,402.00
Utilities	50,219.60	24,827.60	75,047.20
Volunteers messing	15,266.30	13,310.96	28,577.26
	<u>3,437,712.38</u>	<u>2,957,231.72</u>	<u>6,394,944.10</u>
SURPLUS/(DEFICIT) BEFORE TAXATION	<u>893,335.94</u>	<u>(168,375.94)</u>	<u>724,960.00</u>

Acknowledgement 鳴謝

Main Sponsors 主要贊助

BOCHK "Caring Hong Kong – A Heart Warming Campaign"
Lee Hysan Foundation
SCMP Charities Limited - Operation Santa Claus
The Community Chest
The Hong Kong Jockey Club Charities Trust

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Companies Registry	公司註冊處
Family and Child Welfare Services, Social Welfare Department	社會福利署家庭及兒童福利服務
Hong Hong Housing Authority	香港房屋委員會
Hong Kong Police Force	香港警務署
Inland Revenue Department	稅務局
Leisure and Cultural Services Department	康樂及文化事務處
Social Welfare Department	社會福利署
Transport Department	運輸署
Water Supplies Department	水務署

Supportive Organisations/Volunteer Helpers 協作機構及義工團體

Agency for Volunteer Service	義務工作發展局
Buddhist Sin Tak College	佛教善德英文中學
Caritas Tuen Mun Marden Foundation Secondary School	明愛屯門馬登基金中學
Celeste Court Volunteer Team	蔚雲閣義工隊
Chan Shu Kui Memorial School	陳樹渠紀念中學
City University of Hong Kong	香港城市大學
CNEC Lee I Yao Memorial Secondary School	中華傳道會李賢堯紀念中學
Community Health Centre, Pok Oi Hospital	博愛醫院社區健康中心
Department of Psychiatry, United Christian Hospital	基督教聯合醫院精神科
Diocesan Boys' School Primary Division	拔萃男書院附屬小學
Fanling Kau Yan College	粉嶺救恩書院
Friends of KMB	九巴之友
GCC&ITKD Lau Pak Lok Secondary School	東莞工商總會劉百樂中學
H2H Volunteer Group	心連心義工團
Health Resource Centre, United Christian Hospital	基督教聯合醫院健康資源中心
HHCKLA Buddhist Ching Kok Secondary School	香海正覺蓮覺社佛教正覺中學
HHCKLA Buddhist Leung Chik Wai College	香海正覺蓮覺社佛教梁植偉中學
HKPA Jockey Club Tsing Yi Integrated Service Centre for Children & Youth	香港遊樂場協會賽馬會青衣青少年綜合中心
HKTA The Yuen Yuen Institute No.3 Secondary School	香港道教聯合會圓玄學院第三中學
Ho Lap Primary School (Sponsored by Sik Sik Yuen)	薈色園主辦可立小學
Hong Kong & Kowloon Chiu Chow Public Association Secondary School	港九潮洲公會中學
Hong Kong BEAN	
Hong Kong Christian Mutual Improvement Society Ko Chiu Road Centre of Christ Love for the Aged	香港基督教培道聯愛會高超道仁愛敬老中心

Supportive Organisations/Volunteer Helpers 協作機構及義工團體

Hong Kong Christian Service Pui Oi School
Hong Kong Clerical and Professional Employees General Union
Hong Kong Design Institute
Hong Kong Institute of Technology
Hong Kong Institute of Vocational Education (Tsing Yi)
Hong Kong Macao Conference of Seventh-Day Adventist Church
San Po Kong Social Centre for the Elderly
Hong Kong Saxophone Choir
Hong Kong Society for The Aged (SAGE) Tsuen Kwai Tsing Integrated Elderly Service
Immaculate Heart of Mary College
King Ling College
King's College
Lingnan Dr. Chung Wing Kwong Memorial Secondary School
LST Ku Chiu Man Secondary School
Monita Hair & Beauty Academy
MTR Corporation Limited Volunteer Team
Nam Wah Catholic Secondary School
Oasis 義工團
Pak Kau Colleague
Patient Resource Centre, Queen Elizabeth Hospital
Pilot Volunteer Team
Po Leung Kuk C W Chu College
Po Leung Kuk Lau Chan Siu Po Neighbourhood Elderly Centre
Pok Oi Hospital Mr Kwok Hing Kwan Neighbourhood Elderly Centre
Pui Kiu Middle School
Pui Tak Canossian College
Rhenish Church Pang Hok-Ko Memorial College
Sacred Heart Cannossian College
Salesians of Don Bosco Ng Siu Mui Secondary School
Sik Sik Yuen Ho Hong Neighbourhood Centre for Senior Citizens
Sik Sik Yuen Ho Wong Neighbourhood Centre for Senior Citizens
SKH All Saints' Middle School
SKH Lam Woo Memorial Secondary School
S.K.H. Leung Kwai Yee Secondary School
SPHRC Kung Yik She Secondary School
St. Bonaventure Catholic Primary School
St. James's Settlement C & W District Elderly Community Centre
St. Paul's College
Standard Chartered Bank (Hong Kong) Limited Volunteer Team
T.W.G.Hs. Hong Kong & Kowloon Electrical Appliances Merchants Association Limited School
Tack Ching Girls' Secondary School
Tai Po Government Secondary School
The Association of Evangelical Free Churches of Hong Kong - Evangelical Free Church of China - Fook On Church Elderly Centre
The Church of Christ in China Fong Yun Wah Primary School
The Hong Kong Institute of Education
Tsuen Wan Government Secondary School
TWGHs Li Chi Ho Primary School
TWS ST. Bonaventure Catholic Primary School
Wai Hung Charitable Foundation Well Elderly Clinic, Pok Oi Hospital
Yan Chai Hospital Mrs Tsang Wing Neighbourhood Elderly Centre
Yan Chai Hospital Ng Wong Yee Man Neighbourhood Elderly Centre
Ying Wa College
Yuen Long Catholic Secondary School

香港基督教服務處培愛學校
香港文職及專業人員總會
香港知專設計學院
香港專上科技學院
香港專業教育學院（青衣分校）
基督教復臨安息日會港澳區新蒲崗老人中心

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24 小時預防自殺熱線服務

2382 0000

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2382 0881

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