

用心 擁抱生命

Annual Report
年報 2015-2016



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宗旨

Mission

「生命熱線」致力向有自殺傾向、感到絕望及有情緒困擾的人士提供益友及其他預防自殺服務，使他們的情緒得以舒緩，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。

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 at raising general awareness towards suicide and identifying ways in which suicide can be effectively addressed.

願景

Vision

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。

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.

理念

Values

「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，提供預防自殺服務，讓服務使用者感覺到被瞭解和接受下抒發自己的困擾，藉此令情緒得以舒緩，積極面對人生。

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.

服務概覽

Overview of Services

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

24小時熱線服務
24-hour Hotline Operation

☎ 2382 0000

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

☎ 2382 0881

青少年生命專線
Youth Link

☎ 2382 0777

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

電話慰問
Telephone Contacts

家訪
Home Visit

小組服務
Support Group

節日探訪
Seasonal Visit

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

個案支援
Mutual Support Group

「同路人」互助小組
Press Conference

「過來人」義工訓練
Volunteer Training

社區教育及青少年生命教育 Community Education & Life Education for Youth

學生講座、工作坊及小組
Student Talks, Workshop and Support groups

教師培訓
Teacher Training

家長講座
Parents Seminars

預防青少年自殺專業培訓
Professional Training for Youth Suicide Prevention

展覽及社區教育活動
Exhibitions and Community Educational Activities

義工訓練及支援 Volunteer Training & Support

定期義工訓練課程
Regular Training Course

持續義工訓練課程
Ongoing Training Course

年度工作重點

Highlights of the year

2015/2016年度，「生命熱線」在各個服務領域均取得良好的進展，在社區教育方面的成效亦有目共睹，以下是本年度我們部份服務的數據。

In 2015/2016, Suicide Prevention Services (SPS) continued to grow in various aspects and show significant achievements in community education. Here are data of our services during the year.

珍惜生命， 一個都不能少！

"One Life Lost to Suicide is one TOO MANY!"



30,370

小時是本會義工所作出的貢獻，他們各有所長，盡心盡力為本會服務，並提供各類型的社區教育活動。Service hours contributed by dedicated and talented volunteers to support SPS services as well as various community education programmes.



305

個長者個案由本會義工和地區協作機構的義工提供服務，並且協助他們紓緩情緒，減低自殺的危機。

Elderly cases served by volunteers from SPS and local agency partners, helping alleviate emotional distress and suicidal risks.



36,569

個來電由受過專業訓練的義工透過24小時預防自殺熱線接聽處理。

Calls received and handled by our professionally trained volunteers of our 24-hour Suicide Prevention Hotline Service.



167

位自殺離世者親友與本會同行，一起走過哀傷的日子。

Survivors of suicide loss guided through their bereavement by SPS.



42,384

長者、自殺離世者親友、學生、教師、家長和廣大市民參與本會社區教育活動，有助本會在香港建立提供全面預防自殺服務的完善網絡。

In 2015/2016, Suicide Prevention Services (SPS) continued to grow in various aspects and show significant achievements in community education. Here are data of our services during the year.



110

間本地中小學、特殊學校與本會合作，為學生和教師舉辦生命教育活動「生命守門員」計劃及「Joy，種生命」計劃。

local secondary and primary schools, special schools and SPS jointly organised life education programmes, "Gatekeeper Training Project for Youth Suicide Prevention" and "Filling Lives with Joy" that appealed to students and teachers.



2

項殊榮，即由義務工作發展局及RoadShow合辦的「第六屆香港傑出義工獎」(團體組別)，以及在香港社會服務聯會主辦的2015年度「卓越實踐在社區」獎勵計劃比賽中，本會推行的「釋心同行——自殺者親友支援計劃」榮獲「社區榮譽獎」。

Honorary awards, including "The 6th Hong Kong Volunteer Award" (Group) co-organized by Agency for Volunteer Service and RoadShow, as well as a special prize (社區榮譽獎) of "Best Practice Award" organised by the Hong Kong Council of Social Service for our Survivors Service in 2015.



4

場「好生命」情緒健康系列講座及互動工作坊以慶祝「生命熱線」成立20周年，讓市民認識本會服務和與自殺相關的議題，以提升其對情緒健康的關注，共有超過400人參與。

sessions of talks and interactive workshops entitled "Life is Good" on emotional health were held to celebrate the 20th Anniversary of SPS. The programs aimed at briefing the public on our services and the issues relating to suicide, as well as enhancing the awareness of emotional health among the public. Over 400 participants were recorded for such 4 talks/workshop.

主席的話

Chairperson's Message

用心珍惜 擁抱生命

人生中，哪一次擁抱令你印象最深刻？是孩童時期父母緊抱入懷的溫暖？還是青蔥歲月與戀人的情深相擁？在這個繁忙的都市裡，我們拼命追赶生活，每天匆匆而過，只顧低著頭凝視手機螢幕回覆短訊，漸漸對身邊一切漠不關心，失去了愛的力量。其實簡單一個擁抱，一聲慰問，就可以為他人的生命送上祝福，特別是對情緒受困或是有自殺念頭的人來說，無條件的關懷和陪伴，便能驅走他們心底的恐懼，再次燃起人生希望。

過去21年來，「生命熱線」透過不同範疇的預防自殺服務，包括：「24小時預防自殺熱線」，「外展預防長者自殺服務」、「自殺離世者親友支援服務」及「青少年生命教育項目」，默默守護每一位情緒受困的來電者、長者、自殺離世者親友及青少年，用心聆聽他們的需要，以愛擁抱他們的生命，再由專業社工、義工、捐款者、企業共同伸出助人之手，帶領他們跨過眼前逆境，戰勝黑暗。

本會並沒有獲得政府的資助，以自負盈虧的方式營運，全賴社會各界人士、企業、團體的熱心捐助，才能繼續推行預防自殺服務。我謹代表「生命熱線」衷心感謝香港賽馬會慈善信託基金、香港公益金、社聯伙伴基金、利希慎基金、以及匯豐銀行對本會的慷慨捐助和鼎力支持，與本會一路同行，展現關愛精神。

此外，鑑於青少年自殺問題日趨嚴重，本會對此極為關注，除新增「青少年生命專線You[™] Link 2382 0777」外，亦開展了兩個全新相關項目，包括由優質教育基金資助的「『認識及預防學生情緒困擾與自殺』教師專業發展計劃」以及由攜手扶弱基金資助的「『童』行過關計劃」，加強教師對青少年抑鬱症及自殺的認識，支援有情緒困擾的學生及家長，為我們社會下一代的情緒健康，提供強而有力的保護。

最後，我特別感謝「生命熱線」的執行委員會委員、義工和員工，多年來上下一心，為預防自殺服務傾盡心力，一起宣揚珍惜生命這個重要訊息。冀望來年我們能得到更多有心人的支持，堅守用心聆聽的抱負，繼續為情緒受困人士展開雙臂，將他們無價的生命擁入懷中，好好愛護，使他們再次找到人生的意義和價值。

郭炳湘夫人

名譽贊助人暨主席

EMBRACE AND CHERISH LIFE

主席的話 Chairperson's Message

Mrs. Wendy Kwok

Honorary Patron &
Chairperson

Do you remember the embrace to last a lifetime? It might have been hugging your parents, as a child or between lovers in your youth. Inundated by the exigencies of life, we can easily stop caring for others and forget the power of love. Try sending your blessings to people you know who have emotional problems or suicidal tendencies. You can help dispel fears embedded in their mind, and, more importantly, rekindle their hope in life.

For the past 21 years, SPS has provided a variety of suicide prevention services such as a 24-hour Suicide Prevention Hotline, Outreach Befriending Service for Suicidal Elderly, Project BLESS and Life Education for Youth, helping distressed callers, senior citizens, family members, those bereaved by loved ones committing suicide and youth with emotional distress, by listening to their concerns and embracing their lives with love. Also, we collaborate with professional social workers, voluntary workers, charity donors and the corporate sector, to assist them to overcome adversities.

Without government funding, the self-financed SPS is fully reliant on donations from members of the public, the corporate sector and relevant organisations to provide suicide prevention services. I, on behalf of SPS, wish to express our sincere gratitude to the Hong Kong Jockey Club Charities Trust, The Community Chest of Hong Kong, Community Partner Foundation, Lee Hysan Foundation and HSBC for their generous donations and support, reflecting their spirit of care for the community.

In view of an increasingly serious suicidal problem among youths, SPS, besides providing Youth Link, has launched two new programmes: 'Professional Development Programme for Teachers on Emotional Distress and Suicide among Students', subsidised by the Quality Education Fund, and 'Don't Fight Alone' sponsored by the Partnership Fund for the Disadvantaged. The aim is to enhance teachers' understanding of depression and suicide among youths, as well as render support to students and parents with emotional distress, so they become strongly vigilant against emotional problems among our next generation.

Last but not the least, I owe a great deal to many people who've worked closely together with us for years, in particular SPS Executive Committee members, volunteers and staff, who've been dedicated to providing suicide prevention services. Looking forward, I hope to garner more outside support and persist in our principle of listening with our hearts. Accepting and supporting those with emotional distress, we embrace their valuable life with love to help them further explore the meaning of life.

名譽贊助人暨 執行委員會委員獻辭

Words from Honorary Patron &
Executive Committee Member

放手過去 抱緊未來

人生最幸福的是，與重視的人每天手牽手同行，肩並肩生活，假如有一天，當你不能再親手擁抱身邊至親，因他/她選擇了自殺方式結束生命，到底會是怎麼樣的複雜心情？自覺無法挽回悲劇的愧疚、深感被所愛遺棄的憤怒、苦思其自殺因由的困惑……那種痛不欲生的極大哀痛，是我們無法想像得到的。

根據研究顯示，每一名自殺者離世後，最少會為6至10位親友帶來創傷，當中有些更會出現自殺傾向。自2008年開始，「生命熱線」開展了「釋心同行——自殺者親友支援計劃」，為家屬提供專業的哀傷輔導，協助他們抒發種種無法言喻的情緒，同時透過同路人互助小組，鼓勵自殺離世者親友分享相類似經歷，配合各種不同類型的身心靈活動，互相扶持，共同撫平內心傷口。

有人認為，要將悲痛放下，就等同要把所有回憶及相處時光統統抹去，但其實親友對離世者的愛並不會因死亡而減退，有身邊人的安慰及陪伴，傷痛就能慢慢轉化成活下去的勇氣，將這份愛永久保存。我衷心希望所有自殺離世者親友能夠走出陰霾，縱使療傷道路漫長，但我深信，總有一天你們能重新出發，再次抱緊幸福未來。

李家傑

名譽贊助人暨
執行委員會委員

LET GO OF THE PAST EMBRACE THE FUTURE

Living with your loved ones is always one of the happiest things in life. It is almost unbearable to imagine one day your most loved would commit suicide and you could no longer hold their hands or give them a hug, leaving only stigma and guilt, anger, bewilderment and grief.

Research has shown that suicide of a loved one will bring bereavement to at least 6 to 10 survivors, of which some might even develop suicidal behaviors. Since launching "Project BLESS" in 2008, Suicide Prevention Services (SPS) has provided professional counselling services to survivors, assisting them to take advantage of the organization's activities and peer groups to overcome their grief and confusion and gaining mutual support and confidence.

Some people might misunderstand that letting go of their grief means wiping the past memories with their loved ones. In fact, the support from family and friends can help survivors relieve their negative emotions, and transform their reminiscence into the will to live on. The love for their loss will stay. I sincerely hope bereaved survivors can take their time to walk through their sorrow and embrace happiness again down the road.

Mr. Peter K.K. Lee

Honorary Patron
& Executive
Committee Member

長者猶如小孩

更需要貼心關懷

剛剛出世的嬰兒，趣緻可愛，集萬千寵愛在一身，我們總會爭相嚷著要抱起BB，用雙手感受小生命的奇妙。可是，再可愛的BB，終會有老去的一天，經歷數十年時間洗禮，變成滿面皺紋的老人家。然而，有些長者因機能衰退、與家人關係疏離、生活貧窮等問題，飽受情緒困擾，甚至走上自殺之路，實在令人痛心不已，我們又何曾擁抱過他們，用心聆聽過他們的真正需要？

根據2015年死因裁判官報告，60歲以上自殺個案數目達366宗，即平均每日便有1位長者自殺身亡，而長者自殺率亦一直高於其他年齡組別，可見長者自殺情況非常嚴重。多年來，「生命熱線」一直致力在地區為長者建立支援網絡，透過兩個預防長者自殺服務：「香港賽馬會社區資助計劃：『生命共行——外展長者服務』」及「抑鬱解讀——長者快樂生活行動計劃」，由受過專業培訓的義工，定期上門探訪及電話慰問情緒受困的長者，令長者不再寂寞，感受到人與人之間的愛與關懷。

其實老人家就像小朋友，仍有一顆童真的心，比其他人更需要親人、朋友的陪伴和照顧，我希望來年有更多有心人加入義工行列，與「生命熱線」並肩同行，將這班「長青寶貝」捧在掌心，好好疼錫，使他們能安享晚年生活。

劉鑾鴻夫人

名譽贊助人暨
執行委員會委員

Mrs. Linda Lau

Honorary Patron
& Executive
Committee Member

A newborn babe is soft and smooth, inviting eager hands to touch and hold this wondrous new life. But in several decades, this tender bundle becomes a withered burden. Many old folks suffer from poor health, deteriorating family relationships, and dwindling bank accounts. They feel helpless and hopeless in their twilight years and too often, choose to take their own lives. Have we neglected to embrace them and heed their needs?

The Coroners' Report in 2015 records 366 suicides among the elderly over 60 years old, more than in other age groups. That's one elderly person committing suicide each day. When compared with the suicide rate of other age group, elderly suicide rate is the highest. Over the years, Suicide Prevention Services supports the elderly through two elderly suicide prevention programmes: The Hong Kong Jockey Club Community Project Grant: "Outreach Befriending Service for Suicidal Elderly" & "Action for Happiness – Individual Activity Plan for Depressive Elderly". Through regular home visits and phone calls, our social workers and volunteers help alleviate distress among the elderly so they no longer feel lonely but enjoy love and care from others.

In fact, the elderly has a childlike heart. They need the care and companionship of family and friends more than ever. I hope more volunteers will join SPS to help care for these "evergreen babies" so they can live happily in their twilight years.

**CARE FOR THE
ELDERLY
AS THOUGH
THEY
ARE
CHILDREN**

總監報告

Director's Report

龐俊怡

名譽總監

過去21年，「生命熱線」透過24小時預防自殺熱線、預防長者自殺服務、自殺者親友支援服務、社區及生命教育，回應社會需要，並開拓更多不同類型的服務計劃，以幫助更多有需要人士。以下是2015/2016年度，「生命熱線」在預防自殺工作所作出的努力：

24小時預防自殺熱線服務

過去一年，超過300位經過選取及訓練的義工，每天24小時輪值，用心接聽了36,569個來電，平均計每日超過100個，當中70%來電者表示使用熱線後感覺情緒得以紓緩，可見義工不批判和接納來電者的關愛精神，對他們尤其重要。全年義工服務時數更高達23,662小時。

預防長者自殺服務

承蒙「香港賽馬會慈善信託基金」多年來的捐助，使本會得以繼續推行「香港賽馬會 社區資助計劃：『生命共行——外展長者服務』」，而本計劃於2016至2019未來三年的資助亦已獲基金審批，令我們深感鼓舞。回顧過去一年，我們共有343名義工，包括「生命熱線」義工及地區協作的義工，為305個有情緒困擾及自殺傾向的長者個案提供探訪服務，服務次數逾9,986次。

另外，承蒙滙豐透過香港公益金撥款資助，本會於2012年8月至2015年7月期間，推行「抑鬱解讀——長者快樂生活行動計劃」，更出版了《長者快樂生活手冊》，協助有抑鬱傾向的長者實踐正向晚年。此計劃能夠順利完成，取得成功，實有賴每位義工和團體的支持和鼓勵，令長者能體驗真正的快樂生活。

自殺者親友支援服務

衷心感謝「社聯伙伴基金」一直撥款，支持本會推行「釋心同行——自殺者親友支援計劃」，關注仍在哀傷道路上的家屬，提供及時的情緒支援。去年，我們為超過160個新個案提供服務，並舉辦同路人互助小組，鼓勵家屬彼此分享，透過不同類型的身心靈活動，協助他們走出傷痛。此外，我們感到十分榮幸，本計劃在香港社會服務聯會主辦的2015年度「卓越實踐在社福」獎勵計劃比賽中，榮獲「社區觸覺獎」，肯定了服務所作出的貢獻。

社區教育及青少年生命教育

近年青少年自殺個案時有發生，令人惋惜不已。本會對此極為關注，進一步加強青少年的預防自殺服務。承蒙優質教育基金贊助，於2015年1月推行「認識及預防學生情緒困擾與自殺」教師專業發展計劃，透過與教育學院及劇團合作，為中學教師安排教師專業培訓，增強他們處理青少年自殺行為的知識。同時，我們亦感謝「攜手扶弱基金」的資助，於2015年9月份開展「童」行過關 Don't Fight Alone 計劃，提供不同形式的活動及小組，支援有情緒困擾的學生及家長。

本會亦感謝滙豐透過香港公益金撥款資助，由2012年開始，推行為期3年的「生命守門員」企劃，有超過3,600位「生命守門員」，參加者全都是青少年身邊的朋輩、家長或老師，與青少年一同成長跨過難關。長。

在此，本人衷心感謝執行委員會、義工及職員多年來的不懈努力，因我們深信，每個生命都是獨一無二、無可取替的，讓我們以愛看待，用心回應，繼續為社會上有需要人士提供各種預防自殺服務。



Mrs. Linda Lau

Director

In the past 21 years, Suicide Prevention Services (SPS) met the needs of society by running a 24-hour suicide prevention hotline, suicide prevention services for the elderly, for youths, and survivors of suicide loss, as well as community and life education. It is my pleasure as the SPS Honorary Director to report to you and to our community all of our achievements in 2015/2016.

24-hour Suicide Prevention Hotline

In the year 2015/2016, 36,569 calls were answered, round-the-clock by over 300 selected and well trained SPS volunteers. 70% of the callers said the service helped relieve their perplexity and galvanise their will to live on - a solid testament to volunteers' active yet non-judgmental listening and care for the needy. This year, our volunteers contributed 23,662 hours of service.

Suicide Prevention Service for the Elderly

With the support of "The Hong Kong Jockey Club Charities Trust", we continue to serve the needy through "The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly". We are glad this project will also be funded in the coming 3 years, from 2016 to 2019. This year, 343 volunteers served elderly people with regular home visits and caring phone calls. We reached out more than 9,986 times to 305 cases facing despair and suicidal risks.

With HSBC's support through a donation to The Community Chest, we published the "Elderly Happy Handbook" summarising experiences from the past 3 years (2012-2015). The book included games and personal stories to inspire readers to have a positive attitude in their twilight years. Our programme for the elderly was successful due to a joint effort by volunteers and the community. It encouraged the elderly to experience the real joy of life.

Service for survivors of suicide loss

We are grateful to Community Partner Foundation for its continued support in sponsoring "Project BLESS". It provided instant emotional support for grieving survivors. In 2015/2016, we accompanied more than 160 survivors in their healing journey through various means such as mutual support groups to encourage the bereaved to get emotional relieve by sharing with their peers. We felt very honoured to receive the "Social Response Award" in the "Best Practice Award in Social Welfare". It recognised SPS's keen response to our services and our contribution and cooperation with inter-professional sectors of Hong Kong's social service development.

Community Education and Life Education for Youth

Moreover, given the growing incidences of youth suicide, this would further strengthen our youth suicide prevention service. With the support of the Quality Education Fund, we carried out the "Understanding Students' Emotional Distress and Suicide Prevention Teachers' Professional Development Scheme". We collaborated with educational centers and theaters, arranging professional training for secondary school teachers to enhance their knowledge of youth suicidal behavior. Also, thanks to funding from the Partnership Fund for the Disadvantaged, we established "Don't Fight Alone" to help emotionally distressed students and parents through activities and support groups.

We are grateful for the support of HSBC through a donation to The Community Chest. From 2012, we implemented the "Gatekeeper Training Project for Youth Suicide Prevention". Over 3,600 "Gatekeepers" came from families, schools and social groups to help youths overcome the complexities and adversities of growing up.

I sincerely thank the participation and dedication of our Executive Committee, volunteers and staff. SPS will persevere in our vital work and grow as a social agency with diversified and impeccable services. We believe life is unique and irreplaceable. We will continue to respond wholeheartedly to the community's needs for suicide prevention services.

24小時 預防自殺熱線

24 hour Suicide Prevention Hotline Service

人的一生，總會遇上不同生活難題與困苦，例如與最親近的人感情有變；人際關係疏離；來自財務、工作或學業的壓力等。面對問題時，每個人的情緒反應各異。在過去提供熱線服務時，深深體會到人在面對困難時，如果缺少他人陪伴及聆聽，甚至遇上別人指責、批評或作出負面回應，肯定會加重當事人的心理負擔，既不能幫助他們面對問題，更會增加其自殺的危機。

「生命熱線」已走過五分之一個世紀，多年來由受過專業培訓的義工接聽來電，堅守「關懷、聆聽、接納、陪伴」的服務理念，理解來電者所面對的問題及感受，耐心聆聽他們的心底話而不加批判及提供意見。我們注重的是，表達真摯的關懷，透過關心當事人的情緒，從而消除自殺危機，亦希望建立一個關懷安心的平台，讓他們表達自己的困擾，以及釋放當中的情緒，令他們感到有人願意接納肯定，以至陪伴他們度過難關，因而毋需一個人默默承受苦楚。

在2015至2016年度，接受訓練後投入電話熱線服務的義工有369人，而本年度已接聽的來電合共36,569個，服務時數達23,662小時。我們謹此感謝公益金資助服務的基線撥款，以及利希慎基金資助優化為義工特設的持續培訓課程。此外，為回應2016年3月初多宗青少年自殺事件，本會於2016年3月14日在沒有額外資源的情況下，開展了「青少年生命專線Youth Link 2382 0777」，專為24歲以下青少年提供情緒舒緩服務。本會有幸邀請到治癒系漫畫家——大泥，就此專線設計宣傳卡，以便介紹有關服務，以及宣揚彼此關愛的正面訊息。

Different levels of pressure and hardship prevail in our lives. Perhaps there is discord between you and your loved one; interpersonal estrangement and mistrust in your work; financial, work or academic pressures in your life. Every person has a different emotional response when confronting obstacles. Experiences garnered from our hotline service make us truly realise the importance of having a companion and the care of other people in encountering problems. Accusations, criticisms and negative responses aggravate the mental burden of frustrated minds, and the tendency towards committing suicide.

Over 2 decades, professionally trained volunteers in Suicide Prevention Services patiently listen to callers. They persevere in a service value of "Caring, Listening, Acceptance and Companionship", they understand the feelings and problems faced by the callers and sincerely listen to their hearts without judgement and opinion. By focusing on callers' emotions and suicidal intentions, they hope to build a platform that enables callers to express themselves, shore up their confidence in their own values and together confront callers' problems.

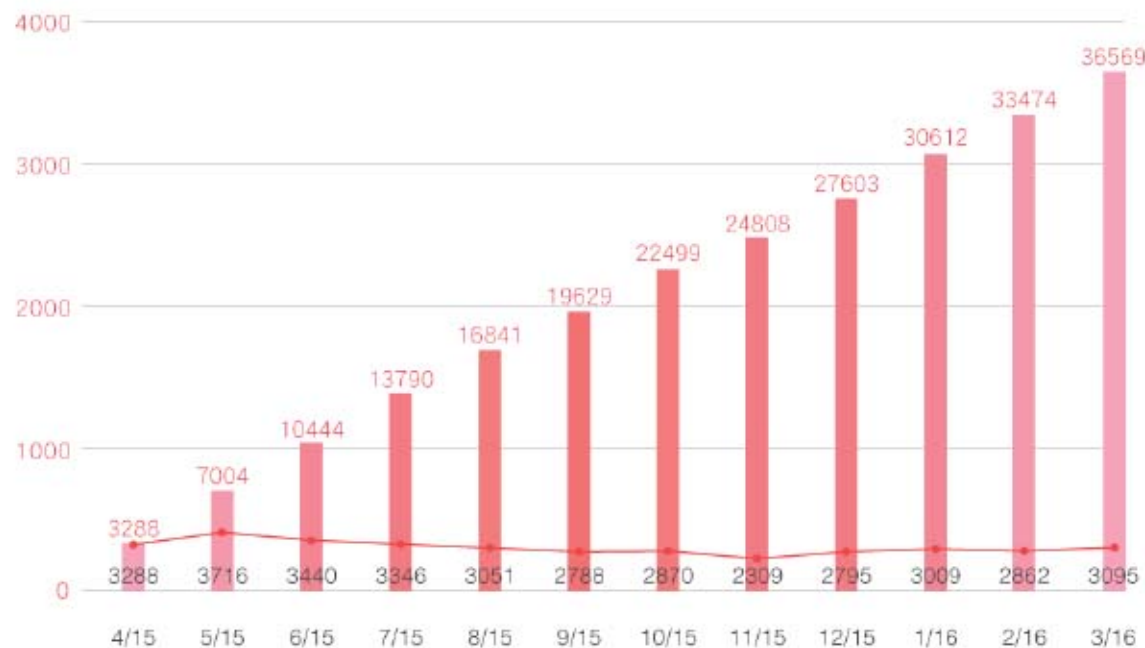
In the year 2015/2016, 369 trained volunteers participated in the service, handling 36,569 calls over a total of 23,662 service hours. We wish to extend our sincere gratitude to The Community Chest for its Baseline Allocations and the Lee Hysan Foundation for backing volunteer training. In addition, in response to youth suicide cases, a "Youth Link 2382 0777", designated for youngsters under 24, was launched on 14 March 2016. It is our honour to have Bigsoil, healing cartoonist, to design the promotional card to introduce this hotline, as well as promote a message of positive and mutual care.

已處理的來電數目

01

Calls Handled

本年度，中心共處理36,569 個來電，平均每月處理 3,047個。
This year, we handled 36,569 calls. On average, 3,047 calls were handled every month.



02

來電者性別分佈

Gender of Callers

本年度，男性來電者數字高於女性，有43%，而女性來電則佔35%，高出約8%。

More male callers than female callers this year, 43% of callers were male, whereas 35% were female, higher than 8%.



43%

10,056人
男 Male

35%

8,097人
女 Female

22%

5,214人
不詳 Unknown

本服務由
The Service is supported by



香港公益金
THE COMMUNITY CHEST

利希韓
LEE HYSAN
FOUNDATION

資助

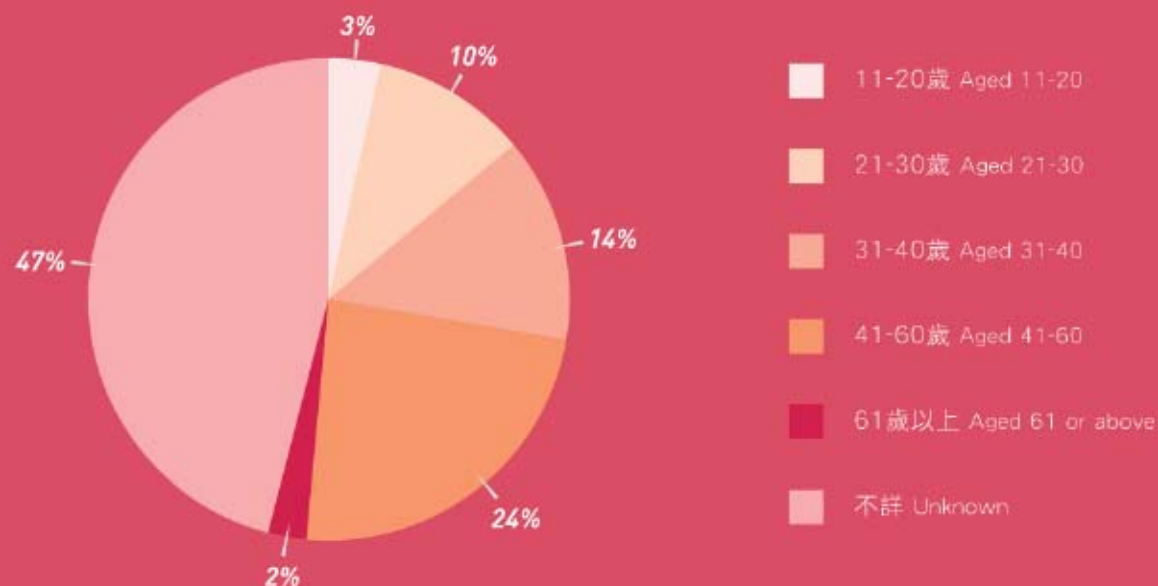
來電者年齡分佈

03

Age of Callers

本年度，三個年齡組別（21至30歲、31至40歲、41至60歲）的來電佔約五成，達48%。儘管青少年整年來電只佔3%，但青少年生命專線自3月開展後，11-20歲的來電者佔3月來電總數的8%。

This year, three groups of callers (aged 21-30, 31-40 and 41-60) represented 48% of total calls. While only 3% were young people, upon the launch of a new service "Youth Link 2382 0777" in March, aged 11-20 callers has soared to 8% of number of calls in the same month.



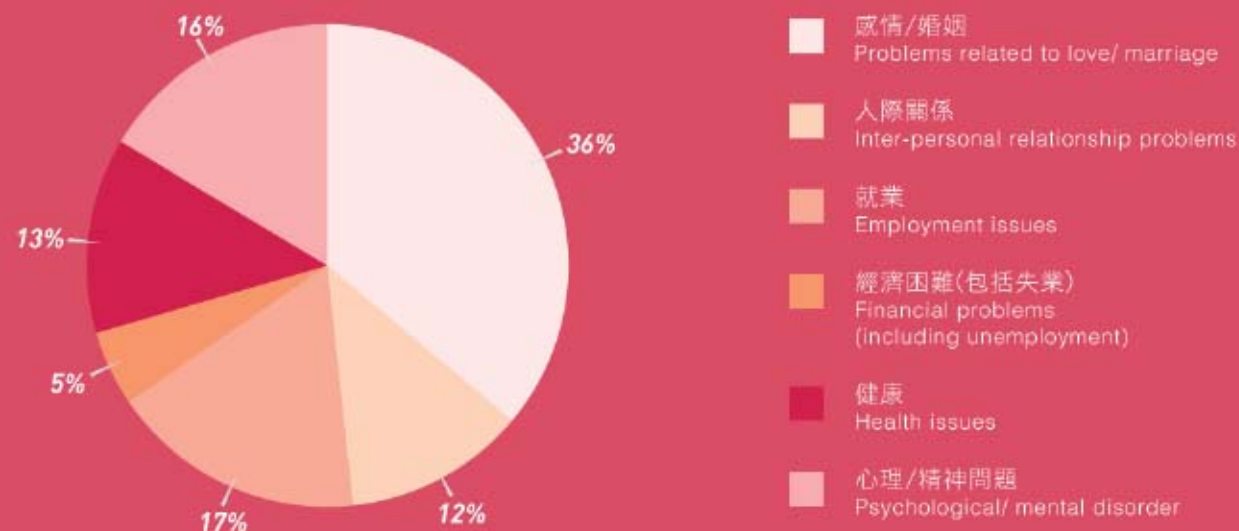
來電者面對的問題

04

Nature of Problems

一如去年，有關感情及婚姻問題仍是讓來電者困擾的主要問題，佔37%。此外，亦有不少來電者表示，受到工作相關困擾，佔22%。

As last year, problems associated with love and marriage were still the major issues faced by callers (37%). Besides, some callers encountered emotional problems related to the workplace (22%).



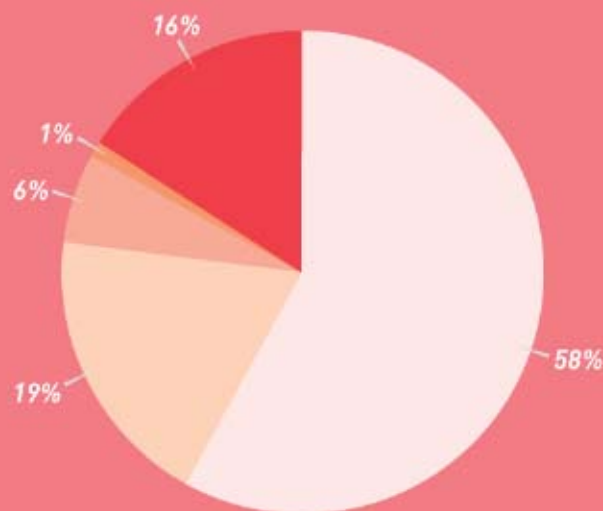
來電風險分佈

Suicidal Risk

05

本年度，有58%的來電者表示，受到不同情緒困擾，當中有自殺念頭者，佔19%，而有自殺計劃甚至付諸實行者，亦有7%。

This year, 58% of callers suffered from different kinds of emotional distress, 19% were assessed as having suicidal thoughts, while 7% were of high risks with plans for suicidal acts.



- 沒有自殺念頭
no suicidal thoughts
- 有自殺念頭
With suicidal thoughts
- 有自殺計劃
With suicidal plans
- 正在嘗試自殺中
with suicide attempt
- 無法查明
Unidentified

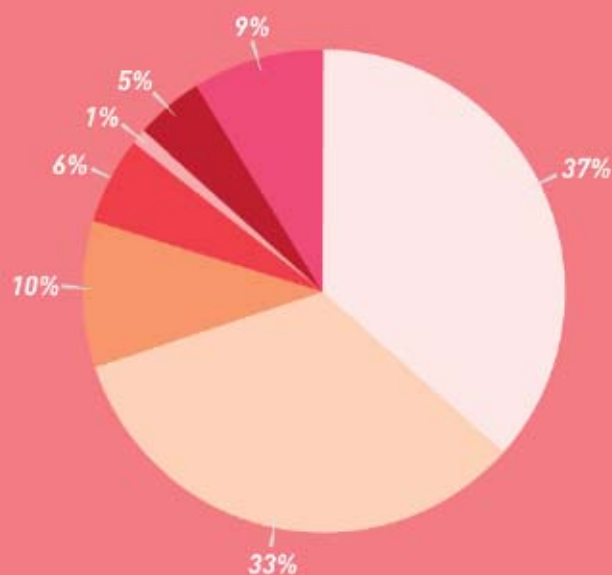
服務成效

Effectiveness of Service

06

有70% 的來電者使用熱線後，感覺情緒得以舒緩，情緒因得以宣洩而感到較舒服。有16% 的來電者經傾談後，表示較前了解所面對的問題，並找到方法面對。

70% of callers said that they were relieved after talking to our volunteers, as they could successfully alleviate emotional burden and subsequently felt better. 16% had better understanding of their problems, and therefore identified solutions to the problems they were facing.



- 情緒可宣洩
Negative Emotions relieved
- 感到較舒服
Felt Better
- 較了解問題
Better understood their problems
- 找到方法
Identified solutions to the problems they were facing
- 取消/減低自殺風險
Suicidal risks decreased/ stopped
- 沒有特別成效
No specific effectiveness
- 不詳
Unknown

預防

長者自殺服務

Suicide Prevention Service for the Elderly

根據「死因裁判官報告」的資料顯示，60歲以上長者年齡組群的自殺率，過去一直高於其他年齡組群，平均每日有一名長者自殺身亡。2015年長者自殺人數達366人，而長者自殺比例在過去三年均達到三成半以上，情況令人憂慮。在香港這個繁華的城市，長者每天面對不同的生活難題，難免感到無助，例如老人病、日益疏離的人際關係或時有衝突的家庭關係、物價上升所帶來的生活壓力等，加上無望無助及越趨孤獨的感覺，長者或會想到不如早日離世，以自殺方法了結殘生。箇中原因，一方面與找不到生活動力有關，另一方面，他們也不希望自己會成為家人及社會的負累。

「生命熱線」推行了兩個外展預防長者自殺服務，即「香港賽馬會社區資助計劃：生命共行——外展長者服務」及「抑鬱解讀——長者快樂生活行動計劃」。透過社工和義工的上門探訪服務，長者的不快情緒得以舒緩。我們可藉此跟長者共同分享，重新感受他們過去數十年的人生經歷。義工透過定期探訪、電話慰問，以及陪伴長者參與不同形式的活動，長者得以重新建立人際關係，重燃生命動力，從而安享晚年。

According to "Coroners' Reports", the suicide rate among the elderly over 60 remains high compared with other age groups. On average, one elderly person commits suicide per day. In 2015, 366 old folks committed suicide. The percentage of suicidal elderly people surpassed 35% in the past two years. Living in this bustling city, the elderly feels hopeless from the difficulties in their life such as poor health, deteriorating family relationships and financial problems. These obstacles as well as a sense of hopelessness and loneliness compel the elderly to take their own lives. On the one hand, they cannot find the motivation to continue their lives, on the other hand, they do not want to burden their family and society.

SPS' suicide prevention services for the elderly include "The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly" & "Action for Happiness – Individual Activity Plan for Depressive Elderly". Through regular home visits, our social workers and volunteers help alleviate distress among old folks. We experience the lives of the elderly during decades of sharing. We also help suicidal elderly people rebuild their social circle and ignite the fire in their twilight years.

香港賽馬會社區資助計劃：「生命共行——外展長者服務」

The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly

本會感謝「香港賽馬會慈善信託基金」，過去多年一直資助「生命共行——外展長者服務」，讓我們得以支援有需要的長者及拓展社區義工的網絡。我們欣悉2016至2019年的未來三年計劃，已獲「香港賽馬會慈善信託基金」審批資助，也是對我們服務的肯定和認同。

本年度，我們會繼續與不同地區機構建立支援網絡，以協作模式服務區內情緒受困或有自殺危機的長者，讓社區人士及早辨識有自殺風險的長者，協助紓緩其情緒和向專業人士求助。過往，我們一直積極推動家庭義工參與服務。過去一年，我們共招募了31戶家庭，當中114名家庭成員參加了義工服務。這些家庭義工愛心滿溢，為更多社會人士宣揚關懷長者的訊息。

另一方面，我們亦重點推動與本地不同企業合作發展義工服務。企業義工積極參與本會於不同節日舉辦的大型探訪長者活動，為長者送上關懷祝福。更有企業與我們合辦戶外活動，包括農莊郊遊、不同主題的博物館參觀及長者盆菜宴等，讓長者得以解憂，到戶外伸展筋骨，與義工同樂。企業義工亦可藉此關心情緒受困的長者，將愛心推己及人，跟本會一同參與預防長者自殺的工作。

We wish to thank "The Hong Kong Jockey Club Charities Trust" for supporting "The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly". It enables us to serve the needy and expand our volunteer network. Our gratitude goes to the invaluable support from "The Hong Kong Jockey Club Charities Trust", enabling us to continue to serve needy elderly people over the next three years to 2019.

This year, we continued to foster relations with local agencies to develop community networks for supporting distressed and suicidal elderly people. Our aim is to help society recognise suicidal tendencies among old folks so it can take action to relieve depressive emotions and seek professional help. This year, we continued promoting family involvement in voluntary work. We recruited 114 volunteers from 31 families during the year. Through volunteering, we instilled values of caring for the elderly, recognising emotions among family members and promoting the same message in the community at large.

We also focused on promoting local enterprises to develop various volunteer services. Corporate volunteers actively participate in home visits to the elderly during festivals, bestowing them care and blessings.



本計劃由
The Project is supported by



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust 捐助
同心同力 共行高處 RIDING HIGH TOGETHER

個案服務及受訓義工參與

Case Service and Trained Volunteers' Participation

2015/2016年度，我們共有343名義工，包括「生命熱線」義工及社區協作的義工，為305個長者個案提供探訪服務，服務次數逾9,986次。本年度，我們再接再勵，與13間地區長者服務機構合作，當中3間是新加入的協作單位，而其中一間更是位於離島的服務單位。本會為各協作機構的義工提供專業培訓，安排探訪長者。義工們耐心聆聽了解長者的需要，讓長者感受社會人士的關懷，紓緩他們的情緒，減低自殺風險。

我們每年舉辦「義工交流會暨嘉許禮」，表揚義工為情緒受困長者的無私付出。我們於二零一六年三月五日舉辦了年度活動，主題為「與死亡同行——助人者的自我準備」，並邀請香港中文大學社會工作學系副教授陳智豪博士主講。陳博士透過分享個人經歷，讓每位參與生死相關服務的義工，學習到身為為助人者的自我準備之道，以及如何關顧自己的感受。此外，更安排了義工和服務使用者的分享，讓「生命熱線」義工及協作機構的義工明白，所提供的服務對長者而言，有關的幫助是何等重要，從而鼓勵義工當仁不讓，繼續服務，以及積極增進相關知識，以提升服務質素。

In the year 2015/2016, 343 trained volunteers from SPS and local agencies served 305 elders in home visits and provided 9,986 service times. This year, we collaborated with 13 local agencies, including 3 new local agencies. One of them is in an outlying island, and offers professional training to volunteers. The volunteers listen to the elderly patiently and help relieve their negative feelings and ease suicidal risks.

To honour our volunteers' selfless devotion to distressed elderly people, we organised a "Project Sharing & Volunteer Recognition Ceremony" with the theme: "Together with Death – Self Preparation of Volunteers" on 5 March 2016. We invited Dr. Wallace Chan from the Department of Social Work at the Chinese University of Hong Kong to be our guest speaker. Dr. Chan taught our volunteers to prepare themselves and take care for their own feelings as they frequently encounter life and death issues. Through sharing, volunteers from SPS and local agencies were encouraged to learn more about serving the needy and strive to improve service quality.

(2015-2016年度/2015-2016)

服務使用者的年齡及性別分佈表

Distribution of Age and Sex of Service Users in the Year 2015/16

年齡 Age	男 Male	女 Female	總數 Total
60-69	8	16	24
70-79	32	75	107
80-89	46	101	147
90 or above 或以上	12	15	27
總數Total	98	207	305

參與服務的受訓義工人數

No. of Trained Volunteers Who Served

「生命熱線」義工 SPS Volunteers	115
地區協作機構義工 Local Agency Volunteers	228
總數 Total	343

02

社區教育活動

Community Education Programme

社區教育講座幫助長者及社會人士理解到，情緒困擾和自殺密不可分，並有助提升他們對預防自殺的意識。本年度，我們繼續為不同的長者服務機構、院舍等舉辦「長者護心法」社區教育講座，參加長者超過1,250人。其間，我們提醒長者需要時常留意自己的情緒變化，學習如何舒緩情緒，珍惜寶貴生命。

此外，我們分別應社會福利署、香港社會服務聯會、香港理工大學應用社會科學系及一間護理安老院之邀，為268名在前線服務的專業人士及社會工作系碩士學生，舉辦了五個工作坊，內容主要包括個案自殺風險評估、抑鬱及自殺危機長者處理等。此外，在過去一年，本會聯同香港理工大學應用社會科學系葉錦成教授，為前線同工舉辦了三期進階專業培訓工作坊（第一及第二階段），內容主要為如何支援高危（有自殺傾向/自傷行為）長者。每階段分四節，共90位前線同工參與。這些不同形式的工作坊深受同工歡迎，參加者均認為有助他們深入了解長者問題，並及早為有需要的長者提供支援。

Community Education Talks help the elderly and the community to understand that emotional distress and suicide are closely related. The talks also enhanced awareness of suicide prevention. This year, we held mental health talks for over 1,250 old folks from different organisations and residential centres. We encouraged the old people to be aware of their emotional ebb, learn to relieve their negative emotions and cherish their lives.

To celebrate the 20th anniversary of SPS, on 10 October 2015, SPS organised a "Life is good" emotional health series: "Emotion in Late Years" lecture. A total of 138 people attended the talk. We invited Dr. Edwin Yu, a senior geriatric psychiatrist from the Kwai Chung Hospital. Dr Chu, Dean of the Caritas Institute of Higher Education, and Center Programme Manager (Registered Social Worker) Mr. Leung to share with the public on how to identify signs of elderly depression or suicidal risk and how to deal with them.

We were invited by the Social Welfare Department, The Hong Kong Council of Social Service, Department of Applied Social Science of Hong Kong Polytechnic University and a local Care and Attention Home for the Elderly to hold five workshops, for 268 front line professionals in elderly services and students studying master degrees in social work, on suicide risk assessment, elderly depression and the handling of suicidal old folks. In addition, we organised the first and second of a 3 – stage professional training workshop for front line workers with Prof. Yip Kam Shing from the Department of Applied Social Science of Hong Kong Polytechnic University. The workshop is on support for elderly people at high risk of committing suicide or self-injury. Each stage has four parts, 90 front line staff participated in the workshop. They said they had a better understanding of the needs of elderly people, allowing them to give timely support.

二零一五年四月二十四日、五月二十八日及十二月八日，我們聯同多間社會服務機構參與「珍愛生命聯合活動服務推廣日」街頭展覽，向彩雲邨及附近社區的居民介紹本會服務，並設置攤位遊戲、進行壓力指數問卷調查等，鼓勵他們關心個人和身邊人，特別是長者的情緒健康。我們亦先後與其他團體合作，舉辦街頭展覽及服務介紹攤位，合共為386名市民提供服務。

展望未來，除了延續過去三年一直進行的臨床行動研究(Clinical Action Research)外，我們更會深入探討長者在自我對抗、自傷及自殺方面的行為形態和與此對應的介入方法，亦會將研究成果編製成實務手冊，以便總結我們過去17年來在預防長者自殺服務方面的經驗，冀能為前線長者服務的專業人士提供參考，以及對預防本港長者自殺服務作出貢獻。

In 24 April, 28 May and 8 December, we organised a roving exhibition for "Cherish for Life" Service Promotion with a number of other agencies to introduce our services to residents in nearby Choi Wan Estate. We encouraged them to care about the emotional health of themselves and people they know especially the elderly. We set up games booths and conducted a pressure index survey. We served 386 people by cooperating with different groups to hold the exhibition.

In future, in addition to continuing our Clinical Action Research which began 3 years ago, we will investigate more about self-confrontation, self-harm and suicide among the elderly and seek corresponding solutions. We are also preparing a practical handbook summarising our experience of elderly suicide prevention in the past 18 years. It'll be reference material for professionals in front line services for the elderly and contribute to Hong Kong's elderly suicide prevention services.



(2015-2016年度/2015 to 2016)

主要社區教育活動 Major Community Education Programmes	次數 Times	服務受惠人數 No. of Beneficiaries
「珍愛生命聯合活動」街頭展覽 "Cherish for Life Service Promotion" Roadshow	3	386
「長者護心法」講座 Mental Health Promotion Talk	25	1,255
預防長者自殺服務實務分享— 專業同工訓練工作坊 Elderly Suicide Prevention Service Sharing for Professional Co-workers	19	774
20周年講座—晚年有情 20th Anniversary Lecture "Emotion in Late Years"	1	138

節日探訪活動

03

Seasonal Visits

日期 Date	節日探訪/戶外活動 Activity	義工參與人數 No. of Volunteers	服務受惠人數 Beneficiaries
7/6/15	褔種愛心賀端陽 Tuen Ng Festival Programme	78	100
19/7/15 26/7/15	消暑打氣冬瓜水 'Don't Qua' Volunteer Service Programme	37 132	41 87
10/8/15	消暑打氣冬瓜宴 'Don't Qua' Charity Luncheon	7	49
19/9/15 20/9/15 25/9/15	月滿佳節誰關懷 Mid-Autumn Festival Visit Programme	11 178 10	138 107 16
1/11/15	九巴之旅 KMB Visit Programme	15	12
14/11/15	大昌車主會旅行 DCH Motor Club Visit Programme	35	24
15/11/15	全城關懷長者日 Care for Elderly Visit Programme	83	76
13/12/15	冬日情濃顯關懷 Christmas Visit Programme	51	76
24/1/16	歲晚送暖表愛心 Chinese New Year Visit Programme	116	89
27/2/16	港鐵新春旅行 MTR New Year Elderly Programme	12	24
20/3/16	全城關懷渡復活 Easter Visit Programme	95	93
總數		860	932

中國人注重傳統節日，認為佳節當前，合該是共聚天倫的好機會。對獨居或情緒受困的長者而言，每逢佳節，自然倍感孤單寂寞。每年，我們在節日舉辦大型義工探訪活動，安排不同企業機構及團體的義工上門探訪，以及送禮物給長者，而長者對義工的善舉非常感激。本年度，我們舉辦了10次節日長者探訪活動及4次戶外活動，共有860名義工參與，超過930名長者受惠。

Traditional Chinese people emphasise family reunion festival time. Festive seasons often aggravate the despair and loneliness felt by distressed elderly people and those who live alone, triggering bad moods. So every year we organise large-scale home visits by volunteers from different enterprises to visit old folks at home and deliver gift packs.

This year, we held 10 seasonal visits and 4 outdoor activities and 4 outdoor activities, involving 860 volunteers and more than 930 elderly people.



消暑打氣冬(Don't)瓜水義工活動

"Don't Gua" Volunteer Service Programme

二零一五年七月至八月，我們繼續在傳統節氣「大暑」當天，舉辦大型義工活動「消暑打氣冬(Don't)瓜水」及「冬(Don't)瓜慈善愛心午宴」，為情緒受困的長者打氣。二零一五年七月，超過128名來自不同企業機構及團體的義工探訪長者家中及院舍，派發有益消暑的冬瓜飲品及健康食品。

二零一五年八月，我們舉辦了「冬(Don't)瓜慈善愛心午宴」，在慶祝「生命熱線」20周年的大日子，中心筵開三十多席，邀請超過300位長者與義工一起享用冬瓜菜式，藉此勸勉長者珍惜生命。冬瓜宴假座紅磡海逸皇宮大酒樓舉行，並邀請特別嘉賓藝人江華先生、Joe Junior先生和李炳文先生出席。他們與長者分享健康人生的貼士，並呼籲他們珍惜生命。Joe Junior先生和李炳文先生分別獻唱經典金曲，我們亦邀請一眾參加「抑鬱解讀——長者快樂生活行動計劃」的長者上台與李炳文先生合唱，而江華先生更上台與李炳文先生合唱懷舊金曲《昨夜的渡輪上》，令人聽出耳油，讓活動生色不少。總括而言，各位長者及義工度過了一個愉快難忘的日子。

In July and August 2015, we continued our flagship volunteer activities "Don't Qua' Volunteer Service Programme" and "Don't Qua' Charity Luncheon". We organised the events during the summer solstice in accordance to Chinese tradition to help reduce body heat and cheer up distressed elderly people. In July 2015, over 128 volunteers from different companies, groups and organisations visited the elderly in their homes or residential centres, bringing them winter melon drinks and healthy food.

At the "Don't Qua' Charity Luncheon" our elderly service users enjoyed winter melon meals with volunteers. To celebrate SPS' 20th Anniversary, we invited over 300 elderly people to join the luncheon, held at Laguna Palace Restaurant in Hung Hom. Renowned artistes, Mr. Kong Wah, Mr. Joe Junior and Mr. John Lee Ping Man were on hand to cheer up participants and encourage them to cherish life. Joe Junior and John Lee regaled the old folks with great performances. We shared touching moments with our guests when our elderly service users performed together with John Lee. Besides, Kong Wah and John Lee also sang a duet "昨夜的渡輪上".





抑鬱解讀長者快樂生活行動計劃

Action for Happiness - Individual Activity Plan for Depressive Elderly

隨著香港人口老化，壽命不斷增加，如何令長者身心健康，安享晚年，已成為我們關注的課題。可惜的是，根據統計，全港約有12.5%長者生活在抑鬱症的陰霾之中，而抑鬱症一直被視為導致自殺的重要原因。根據研究，患有抑鬱症的長者的自殺風險較一般人高出60倍。

所謂「預防勝於治療」，本會於2012年8月至2015年7月期間，推行了一項為期三年的「抑鬱解讀——長者快樂生活行動計劃」，協助有抑鬱傾向的長者建立正面人生觀。

Hong Kong has an aging problem. We want to promote mental and physical health among the elderly. Unfortunately, around 12.5% of elderly people globally live with depression. Clinical depression has proven to be a prime factor for suicide. A survey has found a clinically depressed old person is six times more likely to commit suicide than someone who's not.

As the saying goes, "Prevention is better than cure", we launched a 3-year programme, from August 2012 to July 2015, called "Action for Happiness - Individual Activity Plan for Depressive Elderly" to help clinically depressed old people build positive values.

本計劃主要分為三個階段，第一個階段是透過社區教育講座向社區長者傳遞正向晚年的訊息，從中辨識有抑鬱傾向的長者，並邀請他們參加第二階段的互助關懷小組，以及進一步與義工配對及參與長者快樂生活行動計劃。至於第三階段，我們總結服務經驗及成果，透過舉辦不同主題及形式的社區活動，讓更多社區人士關注長者心理健康及建立正向晚年生活的重要性。

It has 3 stages. The first promotes positive twilight years through community education talks where we target clinically depressed elders to join the second stage, mutual support groups pairing volunteers and old people to set the 'Individual Activity Plan for Depressive Elderly'. The third stage is to summarise social service experiences and contributions to society, to organise activities to arouse the attention of the community to care for the mental health of the elderly and help them live positively in their twilight years.

本計劃由
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THE COMMUNITY CHEST

撥款資助





社區教育講座

Community Education Talk

三年來，我們與32個長者服務單位合作，舉辦了28次社區教育講座，有1,372位長者出席參加。透過講座，我們傳遞正向人生的訊息，鼓勵建立正向晚年的生活。

We cooperated with 32 elderly service groups in the past 3 years to hold 28 community education talks for 1,372 elderly participants. The talks encouraged them to live positively in their twilight years.

年度 Year	講座數目 Seminars	合作單位 Collaborating Partners	參加人數 No. of Participants
2014-2015	9	13	515
2013-2014	10	10	393
2012-2013	9	9	464

互助關懷小組

Mutual Support Group

透過講座，我們招募了一些有抑鬱情緒的長者，共同參與互助關懷小組。三年來，我們合共舉辦了11個互助關懷小組，為120位長者舉辦合共77節小組活動。小組內容以正向心理學的五個基本元素為本，即正向情緒Positive Emotion、投入生活Engagement、人際關係Relationship、人生意義Meaning，以及成就感Accomplishment，並透過遊戲、討論、分享及角色扮演等不同方法，讓參加者體驗正向晚年的生活。

Through the talks, 11 mutual support groups were formed and they organised 77 for 120 elderly people. The activities were based on 5 psychological elements: positive emotion, engagement, relationship, meaning and accomplishment through games, discussions, sharing and role-play to let participants experience positive twilight years.

年度 Year	小組數目 Group	參加人數 No. of Participants
2014-2015	4	38
2013-2014	4	52
2012-2013	3	30

長者快樂生活行動計劃及義工服務

Individual Activity Plan for Depressive Elderly

為鼓勵社會人士關注情緒困擾的長者，三年來我們透過8次招募及訓練課程，經過培訓、甄選及配對後，招募了合共135位義工加入團隊，並在社工、義工及長者的協作下，進一步讓212位參加計劃的長者實踐正向生活，為參加計劃的長者建立具「個人化」的幸福生活模式。三年來，我們合共舉辦了1,998次不同種類及形式的個人活動，從中尋找生活樂趣及意義，為其晚年生活注入正能量。

To arouse public awareness of depressive elderly people, 135 volunteers were trained and paired with old folks over the last 3 years. With the help of volunteers and social workers, 212 elderly participants are now living a positive and happy lifestyle. We organised 1,998 individual activities to motivate participants to live positively in their twilight years.

年度 Year	長者人數 No. of Elders	活動節數 No. of Sessions	新增義工 New Volunteer
2014-2015	87	783	38
2013-2014	73	709	44
2012-2013	52	506	53



社區活動

Community Activity

每年，我們會以不同形式及主題，向社區人士及長者推廣關注長者心理健康的訊息。首年，我們於牛頭角上邨露天廣場舉辦「喜樂·尋找·生活·體驗日」，讓市民透過體驗攤位及互動演出，增進對正向心理的認知。第二年，我們邀請了多位名人及歌手，聯同參加計劃的長者於台上表演，將長者的生命故事透過音符及歌聲表達出來，從而展現長者生命堅毅的一面。第三年，我們總結過往的經驗及實踐成果，邀請了「快樂七式」的發起人，主講「心靈富足的幸福」講座，還邀請了不同界別的專家，舉辦以靜觀、愛笑瑜珈、繪畫、園藝、勵志民歌等為題材的工作坊，讓參加長者從中體驗正向心理。

Every year, we have different promotions to encourage the public to pay attention to the mental health of the elderly. In the first year, we organised "Life Experience Day" in Upper Ngau Tau Kok Estate. The public learnt positive attitudes through booth games and interactive performances. In the second year, we held a mini concert, inviting celebrities and singers to perform with participants to tell old folks' stories and their perseverance through music and drama. Summarising our experiences in the third year, we invited the advocator of the "7 Tips of Happiness" to give a speech about "Mental Wealth" and invited professionals from different industries to promote positive attitudes among the elderly through workshops on meditation, yoga, painting and singing.



年度 Year	日期 Date	主題 Theme	活動形式 Types of Activity	參加人數 No. of Participants
2014-2015	21/5/15	「色彩人生體驗營」 Colorful Life Experienced Camp	講座及體驗工作坊 Seminars, Workshops	227
2013-2014	15/7/2014	「生命·喝采」音樂會 Celebrating Life Concert	音樂會、街站宣傳 Concert, Streets Promotion	1,066
2012-2013	29/6/2013	「喜樂·尋找·生活·體驗日」 Life Experience Day	體驗攤位、互動表演 Booth Games, Interactive Performance	1,634

總結

Conclusion

雖然本計劃於2015年7月已完滿結束，但我們總結過往三年的服務經驗及成果，出版了《長者快樂生活手冊》，並期望書中所載的各種遊戲及故事，有助啟發讀者學習正向心理。我們亦希望透過長者的真實故事，分享如何從生活中實踐正向晚年。

Summarising our experiences from the past 3 years, we published "Elderly Happy Handbook" with games and personal stories to inspire readers to have a positive attitude and live happily into their twilight years.

服務使用者・石婆婆：

「平時有咁多義工來關心我，令我個人都舒服好多，所以我都要計劃一下如何幫助別人…」(後來參加「無言老師」遺體捐贈計劃)

"I feel much better when so many volunteer visit me all the time and care about me. Therefore, I think I should help others too," said Ms Shek, who joined the "Remembrance" Body Donation.

義工・阿人：


「我見婆婆(服務使用者)玩(數字牌)得咁開心，人又變得開朗咗，所以我都受影響，買咗副牌回家同屋企人一齊玩…」

"I was inspired when I saw participants enjoyed playing card games and became positive. I also bought a set of cards to play with my family" said Ah Yan, a volunteer.



最後，我們衷心感謝三年來每一位長者、義工、朋友、團體的支持和鼓勵，你們真摯的付出，成就了「抑鬱解讀——長者快樂生活行動計劃」今天的成果，讓每一個生命都受感動，展現出生命的奇妙。

Lastly, we sincerely thank the elderly, volunteers, friends and groups for their encouragement and support. Your involvement made a success of the "Action for Happiness - Individual Activity Plan for Depressive Elderly" today. It inspired everyone. It was a miracle of life.



自殺者親友 支援計劃

Services for Survivors of Suicide Loss

至親自殺離世，家屬不單要處理死者身後事等實際事務，更要承受自己、身邊的家人和朋友的情緒反應。在複雜的情緒下，家屬往往難以表達心中的感受，加上中國傳統的禁忌，更令家屬無法獲得適當的情緒支援，難以過渡哀傷。「釋心同行——自殺者親友支援計劃」由2014/2015年度起，與衛生署轄下三間公眾殮房共同推行先導計劃，建立一個自殺者親友個案轉介系統，讓我們在自殺者離世初期接觸其家屬，及早提供專業的哀傷輔導服務，讓陷入哀傷情緒的家屬獲得及時支援。在香港社會服務聯會主辦的2015年度「卓越實踐在社福」獎勵計劃比賽中，此項服務更榮獲「社區觸覺獎」，肯定了我們在有關服務方面所作出的貢獻。

Losing their loved ones, survivors of suicide loss make posthumous arrangements for the deceased even as they are overwhelmed by grief. Suffering from disparate levels of emotional problems, survivors feel perplexed, and find it hard to express their feelings. Moreover, due to traditional Chinese taboos, survivors fail to get emotional sustenance from others and find closure. Through Project BLESS, we strive to give timely support to survivors. Starting from the year 2014/2015, we, together with three local public mortuaries, initiated a pilot scheme to refer survivors of suicide loss. This enables us to reach out to bereaved families at an early stage and provide them with timely and professional bereavement services. We hope we can thus support survivors on their healing journey, filling their lives with love. Our Survivor Service has won a special prize (社區觸覺獎) of "Best Practice Award" organised by the Hong Kong Council of Social Service in 2015. This award recognises the keen response of society to our service, as well as our contribution and our cooperation with other professional sectors in Hong Kong's social service development.

釋心同行——自殺者親友支援計劃

Project BLESS

我們非常感謝「社聯伙伴基金」繼續支持推行「釋心同行——自殺者親友支援計劃」。2015/2016年度，我們為超過160個新個案提供服務，服務以個案輔導為主，並按照個別情況，鼓勵家屬參與不同的活動，包括同路人互助小組活動及治療性質的活動，幫助他們以自己的步伐走出情緒的陰霾，重新出發。我們繼續鼓勵更多過來人成為義工，為家屬提供情緒支援。本年度，我們舉辦了社區教育活動；接受傳媒訪問；舉辦新聞發布會；以及製作為自殺離世者親友專設的新版責務手冊《釋懷·從心——給自殺者親友的關懷手冊》。我們積極透過不同的渠道，鼓勵有需要的人士求助，推動社會關心家屬的需要。

We are grateful to Community Partner Foundation for its continuous sponsorship of "Project BLESS".

In the year 2015/2016, we walked more than 160 survivors through their healing journey. Our counselling service focused on individuals' needs, we encouraged survivors to participate in mutual support groups and therapeutic programmes to help them overcome their grief at their own pace. We also encouraged survivors to become volunteers to give emotional support to their peers. This year, we organised diverse community education programmes, participated in media interviews and held press conferences. We also published a resource booklet for survivors, "Relieving Distress and Caring in Your Hearts: A Booklet for Survivors of Suicide Loss". Through various means, we want to encourage survivors to seek help and raise social awareness of their needs.

01

個案服務

Case Service

2015/2016年度，我們已服務的新個案共有167個。當中女性佔61%，男性佔39%。以年齡層劃分，中年人士（30至59歲）佔62%，其次為長者（60歲或以上）佔24%。失去了子女的家長個案佔28%，其次是失去了配偶的親友個案佔26%，失去了兄弟或姐妹的個案佔19%，失去了父/母的子女個案佔16%。

自2014年4月起，我們與本港三間公眾殮房，包括域多利公眾殮房、富山公眾殮房、葵涌公眾殮房合作，建立了一個自殺者親友個案轉介系統。2015/16年度的新個案，主要來自「公眾殮房轉介」，佔38%，其次是「自行申請」，佔37%。而自行申請服務的人士中，有46%的服務使用者是透過公眾殮房認識我們的服務而主動聯絡我們，要求申請服務。

In the year 2015/2016, we served 167 cases of survivors of suicide loss. Among the new cases, 61% were female and 39%, male. Survivors aged 30-59 constituted 62%, while elderly people aged 60 or above made up 24%. 28% were parents who lost their children, 26% suffered from the loss of their spouses, 19% were bereaved by siblings and 16% were children who lost their parents.

Since April 2014, we've been developing a referral system for survivors of suicide loss with three local mortuaries including Victoria Public Mortuary, Fu Shan Public Mortuary and Kwai Chung Public Mortuary. In the year 2015/2016, 38% of cases were referred by public mortuaries while 37% were self-applications by survivors. Among these applications, 46% of them turned to us for help when they learnt about our service in the public mortuaries.

02

同路人互助小組

Mutual Support Group

本年度，我們舉辦了五個自殺者親友同路人互助小組，對象分別為曾有子女自殺離世的家長、曾有配偶或親密伴侶自殺離世的親友、曾有父母自殺離世的親友及曾有兄弟姐妹自殺離世的親友。過程中，我們鼓勵家屬彼此分享和支持，亦鼓勵家屬以不同的形式來抒發情緒。活動包括同路人和過來人分享環節，透過瑜伽運動舒展筋骨，以及進行各種身心靈活動調整情緒，以抒發內心鬱結。

哀傷情緒往往深刻強烈，而且難以言喻。我們以多元化的藝術媒介，如畫畫、製作黏土、寫信等，幫助家屬連繫身心，安全地觸及內心的感受，同時提升自我的覺察力，整合自己的情緒，達到療癒哀傷之效。

During the year, we organised five mutual support groups for survivors suffering from the loss of their children, husbands, wives or partners, parents and siblings. In the groups, we encouraged survivors to mutually share and support each others. We also encouraged them to relieve their distress through joining groups with different themes including peer sharing, yoga exercises for stretching, as well as various kinds of body-mind-spirit sessions for emotional control and stress relief.

Survivors are overwhelmed by grief and found verbal expression difficult. So we used diverse expressive arts such as painting, making clay ornaments and writing letters to help survivors enhance their body and mind. This also allowed them to express their feelings and become more aware of their emotions to ultimately achieve closure.



Feedback from service users



參與同路人互助小組的Amy指出：

「參與同路人小組，帶來正面的影響，讓我檢視哀傷對身心的影響，了解及確認自己處理情緒的方式，也讓我實在地欣賞到親人，可以具體領略親人對自己的影響。有同路人陪自己行，有人聽，有人知，一同了解整件事。而且，不同階段的同路人經歷不一，感覺非常實在。有過來人分享，原來是可以幫助度過難關的，可以看前一點，是有希望的。」

"From this group, I've got positive influence of knowing how grief affects me deeply, both physically and mentally, and it helps me understand how to deal with my emotions, appreciating my loved one who has left but would forever remain in my heart. Fortunately I have companion with whom I could spend hard time together, as Survivors might have various feelings at different stages of grief. By sharing my thoughts with all the counterparts, I've gained the courage to overcome the obstacle in front of me with the new hope found ahead" Said Amy, a participant of a mutual support group.



參與同路人互助小組的芳芳表示：

在體驗活動中，體驗如何掙扎求存，好像喪親初期那種全無方向和恐懼的感覺，但當有人陪伴，感覺舒服多了，少了恐懼，有人明白、有人聽，是很重要的，可以夠膽向前走，繼續嘗試。認識到其他組員，一同分享，切實感受到有人真的明白我。原來痛苦不只自己一人，大家一樣曾經哀傷、痛苦，希望自己「爭氣」，跟大家可以重建笑容。」

"Through experiencing activity, I experienced how to struggle for survival, it feels like losing control of my life with greatest fears at my early stage of bereavement. It is important to have someone to share with or to listen to, I could face the fear and move forward bravely. Having met a group of survivors and share feelings together, I realise I'm not the only one who suffers from emotional turmoil with utter bewilderment. I gain comfort and confidence to smile once again with other survivors." Said Fong Fong, a participant of a mutual support group.



參與同路人互助小組的Tommy認為：

「活動過程中，讓我明白自己多了，亦把我從煩惱、悲傷、情緒低落和人生的喜怒哀樂中釋放出來，心裡不論開心和不開心的事，都可以分享，然後聽到組員的回應，分享有用的方法，這個過程令自己感到開心，少了執著，學習去放下，也少了自責。」

"After joining the group, I understand myself better. I feel relieved and suffer less from emotional ebbs and flows associated with worrying, sadness and depression. We openly share with each other our happiness, and so sharing the sadness and pain will follow naturally. Through peers sharing, I stop feeling guilty about my loved one's death, and learn to let go of the past and lead my happy new life." Said Tommy, a participant of a mutual support group.



參與同路人互助小組的阿晶表示：

「雖然有很多瑜伽動作做不到，但導師的體諒和鼓勵，加強我的信心。做完瑜伽後，身體柔軟度改善了，痛症減少了，是照顧自己的良機。每一個同路人都發自內心關心人，感覺很舒服。當分享創傷時，會感到很痛，但大家都能明白，令我開心多了。」

"Although there are many yoga poses I can't perform, my confidence has been strengthened by instructors' careful consideration and encouragement. After practicing yoga, I found my body flexibility has been improved, suffering less pain than ever before, and I got a chance to take better care of myself. Each survivor truly cares for others from the bottom of their hearts, which makes me feel comfortable. When sharing trauma among peers, my heart's still hurt, but I feel happier as they have capacity to understand my feelings." Said Ah Ching, a participant of a mutual support group.



03

國際自殺者親友關懷日

International Survivors of Suicide Day

我們於二零一五年十一月二十二日舉辦了「國際自殺者親友關懷日」紀念活動，活動主題為「讓愛相連」，有69名家屬出席活動，並一同參與放氫氣球的紀念儀式，表達對離世至親的愛與思念，以及為未來生活注入能量和盼望，為自己、家人和同路人送上祝福。

On 22 November 2015, we commemorated "International Survivors of Suicide Day" and organised the event "Connect Our Love". 69 survivors participated in the balloon release ceremony that let survivors express their love, reminisce about the deceased and bestow blessings, wishing themselves, as well as families and peers, a good life.

Feedback from participants

參與「國際自殺者親友關懷日」紀念活動的 Sally：

「特別喜歡放氫氣球的環節，為逝去的親人送上祝願。當氣球緩緩向上升時，感覺親人會在天上收到所放的氣球和心意。而且，氫氣球色彩繽紛，那美麗的畫面，可以將沉重的心情放鬆。此外，在活動中，可以認識其他同路人，互相分享，表達自己的感受，感到有人明白和支持自己。」

"I like the balloon release most to give blessings to relatives who passed away. When the balloon slowly rises, it feels like they, in heaven, will receive the balloon and my blessings. Moreover, when I look at this beautiful picture made by colourful balloons, it kind of relieves my heavy mind. In addition, we can meet and share with other survivors our feelings and get mutual support." said Sally, a participant of SPS' "International Survivors of Suicide Day".

04

自殺者親友支援活動

Therapeutic Programme for
Survivors of Suicide Loss

剛面對喪親的家屬，特別需要身心靈的支援，我們於二零一五年五月十七日舉辦了「心靈綠洲——從身得力之旅」的治療性活動，並邀請了「香港身心創傷療癒中心」總監潘偉儀女士，帶領43名家屬，透過體感身心和靜觀練習，幫助他們平靜心靈、釋放負能量及調節情緒，達致身心靈整合之效，重建正面自我。我們更邀請了多名過來人分享，他們的經歷引起家屬共鳴，並感受他人支持，減輕孤獨感。

Survivors whose loved one recently passed away need special care for their body, mind and spirit. On 17 May 2015, we held a therapeutic programme, "Spiritual oasis – A Journey of Mental Recharge" and invited Ms. Esther Poon, director of Hong Kong Centre For Healing Trauma to be the trainer. She taught contemplation exercises to 43 survivors, helping them release negative energy and regulate their emotions, body and soul to achieve an integration effect and build up positive self-value. We also invited some survivors to share their experiences with their peers to inspire them and help alleviate their loneliness.

Feedback from participants

參與「心靈綠洲——從身得力之旅」的 Thomas

「可以分享自己的情形，聽到同路人的分享，可以學到很多有用的東西，釋放哀傷情緒，對我很有幫助。導師帶領的活動，容易實踐及掌握，所教的方法非常實用，可以令我即時放鬆。」

Thomas, a participant of "Spiritual Oasis – A Journey of Mental Recharge" said, "We can share our experience and listen to the peer-sharing in this activity. We can also learn a lot to release our sadness which really helps me. The exercise taught by the trainer is easy to handle and practical. It relaxes me."

本年度，我們培訓了12位自殺者親友，成為過來人義工，在專業個案輔導、同路人互助小組及活動中擔任分享員，分享他們面對至親離世的經歷，與同路人同行，走出哀傷。我們的過來人義工亦積極參與公眾教育活動，接受傳媒訪問，讓社會理解自殺者親友的需要，並鼓勵有需要人士尋求專業支援。

為加強義工支援服務，我們在本年度新增「同行者義工支援計劃」。在我們的過來人義工當中，培訓了13人成為同行者義工，更深入了解自殺者家屬所面對的困難和需要，並計劃在新一年度中，為個別有需要的家屬，提供定期探訪服務，以便透過陪伴和分享等活動，提供情緒及實務支援，重建家屬身心、自我和與他人的連繫，冀能協助他們面對哀傷，適應轉變，重新投入生活。

During the year, 12 survivors were trained to become volunteers and they also eased other survivors' emotions by sharing their bereavement stories in professional counselling services and mutual support groups. Our volunteers also actively participated in community education and media interviews to raise awareness of survivors' needs and encourage them to seek professional help.

To enhance the volunteer support, we have added the new "Companion Support Service" this year. In this program, 13 survivors were trained to be our volunteers, who successfully gain a deeper understanding towards other survivors of suicide loss. In the coming year, we plan to make regular visit to those families in need. Through sharing and other activities, we hope to accompany and provide them emotional support. It is also our mission to rebuild their mental health and social networks, which are essential for them to overcome their sorrow and get the way back into life.



06

社區教育及支援

Community Education & Support

本年度，我們為本地多個社福機構的社工及義工舉辦支援自殺者親友的講座，並介紹我們的服務，對象包括「社會福利署啟坪綜合家庭服務中心」社工同工，以及「義務工作發展局」長者服務團義工。此外，也為有需要的機構提供意見及資訊，支援他們舉行追思會及解說會，以及為個別會員提供解說服務。

此外，為加強社區教育，讓社會人士加深了解自殺者親友面對的困擾，提高預防自殺的意識，我們製作了「與自殺者親友同行系列」三段教育宣傳影片，並已於2015年8月推出。如欲觀看有關影片，可進入我們的網頁直接點擊連結。

This year, we held talks about supporting survivors of suicide loss for social workers and volunteers from various local welfare organisations, and introduce our service to the social workers from S.W.D. Kai Ping Integrated Family Service Centre and the volunteers from AVS Elderly Services Volunteer Team. We provided professional advices to different organisations which held memorial ceremonies and debriefing meetings, sharing our debriefing service to individual members.

Moreover, we have enhanced our community education by means of promoting public understanding of survivors' distress and raising awareness of suicide prevention. Production of three community education video clippings titled "Walk Together With Survivors" was completed and launched in Aug 2015. Related video clippings can be accessed through our website.



07

出版刊物

Publication

我們出版《釋懷·從心——給自殺者親友的關懷手冊》，是希望藉着文字讓自殺者親友瞭解發生在他們身上的事情和各種哀傷反應，並且取得相關資訊，以便面對各種轉變及相應作出調適。手冊已推出第二版，於公眾殮房免費派發，而公眾如有需要，也可向我們免費索取，或於「釋心同行——自殺者親友支援計劃」網站索閱電子版(www.sps.org.hk/bless.php)。

We published a booklet "Relieving Distress and Caring in Your Hearts: A Booklet for Survivors of Suicide Loss". It contains practical information to help peers understand what happened to them and adjust to changes in their lives and manage their emotions. The second edition has been released. The booklet is available free-of-charge in public mortuaries and from SPS's centre. Electronic copies are available in "Project BLESS" website (www.sps.org.hk/bless.php).

08

榮獲「卓越實踐在社福」 獎勵計劃社區觸覺獎

Award

榮獲「卓越實踐在社福」獎勵計劃社區觸覺獎

Our Survivor Service has won a special prize (社區觸覺獎) of "Best Practice Award"

我們十分榮幸，在香港社會服務聯會主辦的2015年度「卓越實踐在社福」獎勵計劃比賽中，榮獲社區觸覺獎。獎項肯定了我們的服務對社區需要作出的敏銳回應，也肯定我們與跨專業界別的合作，對香港社會服務發展所作出的貢獻。

It is our honour to get the "社區觸覺獎" in the "Best Practice Award" in Social Welfare. This award recognises the keen response of society to our service, as well as our contribution and our cooperation with other professional sectors in Hong Kong's social service development.



服務項目 Service	數目 Total No.	受惠人數 Total Beneficiaries
服務新個案 No. of New Cases Served	167	167
同路人互助小組 Mutual Support Group	5	38
自殺者親友支援活動 Therapeutic Programme for Survivors of Suicide Loss	2	111
過來人義工訓練 Volunteer Training	2	25
過來人義工支援 Volunteer Support	57	326
社區教育講座/服務支援 Community Education Talk & Service	4	185
媒體宣傳 Media Promotion	4	-



社區教育及 青少年生命教育

Community Education & Life Education for Youth

2015-16年確是令人惋惜的一年，社會上接連發生了多宗青少年自殺的個案，情況令人痛心不已。然而，「冰封三尺，非一日之寒」，要預防青少年自殺，應從及早介入的工作開始。作為香港的預防自殺機構，「生命熱線」多年來均一直為全港中小學及大專院校，提供不同主題的生命教育活動，期望青少年人從不同的活動體驗中，培育出「珍惜生命」的價值觀。除此之外，我們以「及早識別、適切介入」為原則，為關注預防青少年自殺議題的教師和家長，提供連串的工作坊及講座，以支援有情緒困擾及有自殺念頭的高危青少年。

Many of us feel remorseful for the numerous teenage suicides that took place in 2015/2016. As one of the suicide prevention organisations in Hong Kong, Suicide Prevention Services recognises that preemptive measures must always be taken to forestall teenage suicides. We provide different life education campaigns for schools at all levels to help youths establish a positive outlook in life. Moreover, workshops and talks are offered to teachers and parents eager to support teenagers in need. They are trained to monitor the situation closely and intervene at appropriate times.

01

「Joy·種生命」計劃

Filling Lives with Joy



2015/2016年度的「Joy·種生命」計劃，與超過100間學校合作，進行了超過200節生命教育活動。我們會按學校及學生需要，提供不同主題的學生講座、工作坊、家長講座及教師培訓。本年度受惠的學生、家長及老師已超過29,000人次。

In the year 2015/2016, the "Filling Lives with Joy" project held more than 200 sessions in life education in over 100 local primary and secondary schools, special schools and tertiary institutions. Over 21,000 students, parents and teachers joined our talks, workshops and training activities with various themes based on their needs.

「童」行過關 Don't Fight Alone 計劃

Don't Fight Alone

02

在2015-16學年，承蒙「攜手扶弱基金」的資助，於2015年8月份開展「童」行過關 Don't Fight Alone 計劃，為兩間小學提供不同形式的活動及小組，支援受情緒困擾的學生及家長。計劃旨在及早識別出受情緒困擾的學生，提供個案輔導介入，期望藉此改善參加學生的情緒管理能力，並裝備學校教師及家長處理受情緒困擾的學生的原則及技巧，識別及處理受情緒困擾的學生。兩間伙伴學校為聖文德天主教小學及九龍灣天主教聖約翰小學，活動包括：學生個案跟進、學生情緒小組、學生正向情緒體驗活動及講座、親子體驗活動、情緒管理家長小組及教師培訓工作坊。



With the generous support of the Partnership Fund for the Disadvantaged, we launched "Don't Fight Alone" in August 2015. Our partner schools are Tsz Wan Shan Saint Bonaventure Catholic Primary School and Kowloon Bay Saint John the Baptist Catholic Primary School. It offered a range of activities catering to distressed students and parents. The project aimed to identify early on students who are distressed and immediately give them one-on-one counseling to help them cope with their emotions. It also equipped teachers and parents with techniques and principles useful in identifying and handling these students. "Cases", "Groups for Students", "Experiential Activities for Students", "Parent-Child Activities", "Emotion Management Groups for Parents" and "Teacher Training Workshops" were all part of this project.

本計劃由
The Project is supported by



The Royal Garden
帝苑酒店



ViaMode 資助

「認識及預防

學生情緒困擾與自殺」 教師專業發展計劃



Understanding Distress and Suicide Prevention for Youths - Teaching Profession Development Scheme

承蒙優質教育基金的贊助，我們於2015年1月推出「認識及預防學生情緒困擾與自殺」教師專業發展計劃。我們與香港教育學院宗教教育與心靈教育中心及香港中英劇團合作，為中學教師提供教師專業培訓，透過戲劇體驗活動，裝備教師識別及處理青少年自殺行為的知識，並進一步體驗及理解有情緒困擾青少年情感的狀態及需要。計劃主要分兩部分：全校教師培訓及種子教師培訓，按教師需要及在校擔當的角色，提供不同程度的培訓，以提升教師對青少年抑鬱症及自殺的辨識能力，並裝備教師處理情緒受困擾的學生的技巧。計劃亦分別製作「認識及預防學生情緒困擾與自殺」小冊子及「牽行友你」教材短片，以支援其他有需要的學校及教師。

With the generous support of the Quality Education Fund, we launched "Understanding Distress and Suicide Prevention for Youths - Teaching Profession Development Scheme" in Jan 2015. We collaborated with the Centre for Religious and Spirituality Education of the Hong Kong Institute of Education and Chung Ying Theatre Company to offer drama-based training to local secondary school teachers. Participants learnt to identify distressed youths and handle teenage suicidal behaviour. The 2-part scheme, offers Elementary and Intensive teachers training, according to the varying needs and roles participants played. The scheme also produced a leaflet and a movie for other educational institutions in need of the service.

計劃已於2016年1月完成。參與學校及教師均對此計劃及培訓活動有正面的評價，並對以戲劇形式表達及認識情緒問題，以及前線社工實務經驗分享等內容最感興趣。期望日後能有更多資源，為更多有需要的學校提供同類型的教師培訓。



也就是這位學生的班主任



為甚麼所有我喜歡的人也都離開我

The project ended in January 2016 and we received much positive feed back from participants. They said both the use of drama as a medium to express and understand emotions, and the sharing from social workers were most interesting and useful. They wished such services would continue to be offered so that more people could benefit from them.

服務數據

Activities Data

(2015年4月至2016年3月 / April 2015 to March 2016)

項目 Items	內容 Contents	形式 Programme Mode	出席人次 No. of Attendance	節數 No. of Sessions
小學生生命教育項目 Life Education Programmes for P1 to P.6 Students	愛自己 Love Ourselves	講座 Talks	13,288	60
	愛生命 Love Life	工作坊 Workshops	90	3
	探討欺凌行為 Stop Bullying			
	親子管教 Parent-child communication	家長講座 Parental Talk	15	1
中學生生命教育項目 Life Education Programmes for F1 to F.6 Students	愛自己 Love Ourselves	講座 Talks	14,308	49
	情緒處理 Love Life	工作坊 Workshops	933	37
	愛生命 Love Life	朋輩生命守門員培訓小組(高中) Peer Leader Training Group	271	21
	探討欺凌行為 Stop Bullying			
	生涯規劃 Life Planning	朋輩支援小組(初中) Workshops	43	5
	辨識及預防青少年自殺 Youth suicide prevention Training	家長講座 Parental Talk	35	2
教師支援項目 Programmes for Teachers	生命教育體驗及培訓 Life Education Experiential Activities			
	身心靈減壓培訓 Body-Mind-Sprite Relaxation Training	工作坊 Workshops	90	2
	辨識及預防青少年自殺 Youth suicide prevention Training			
小計			29,073	180

服務數據

Activities Data

(2015年4月至2016年3月 / April 2015 to March 2016)

項目 Items	內容 Contents	形式 Programme Mode	出席人次 No. of Attendance	節數 No. of Sessions
「認識及預防 學生情緒困擾與自殺」 教師專業發展計劃	教師培訓 Teachers' training	全校參與教師培訓 Elementary teachers training	214	4
		種子教師培訓 Intensive teachers training	69	4
「童」行過關 Don't Fight Alone計劃	情緒管理 Emotion Management	個案跟進 Cases	30	30
	親子管教 Parent-child relationship	學生情緒小組 Groups for students	103	16
	教師培訓 Teachers training	學生正向情緒體驗活動 Experiential Activities for students	85	3
	體驗活動 Experimental learning	學生講座 Talks for students	1,500	7
		親子體驗活動 Parent-Child Activities	21	1
		家長小組 Groups for parents	64	8
		教師培訓 Teachers Training	61	1
合作學校總數 Total No. of Collaborated Schools		小計	2,147	74
		總數	31,220	254

04

「生命守門員」企劃

Gatekeeper Training Project for Youth Suicide Prevention

透過為期3年的「生命守門員」企劃，我們集合高危青少年身邊的「家」（家庭）、「校」（學校）及「社」（社會）力量，以陪伴他們成長、過渡困惑和逆境，守護他們的寶貴生命。由2012年開始，逾50間中小學和大專院校曾參與「生命守門員」企劃，而3,600位參加者（朋輩、家長或老師）已成為高危青少年身邊的「生命守門員」。除了入校活動外，企劃網站的瀏覽次數更高達20,000次，可見企劃能讓大眾認識「生命守門員」這概念，令社會更關注高危青少年的概況。

Over the past 3 years, we gathered "gatekeepers" from families, schools, and the community to walk high-risk teenagers out of their life predicaments and help them cope with the challenges of growing up. We strived to protect the precious lives of teenagers. Since 2012, over 50 primary and secondary schools, and tertiary institutions have joined the project. All 36,000 participants, regardless of occupation and age (friends, parents and teachers) could be gatekeepers for these teenagers. Also, our website recorded a total of 20,000 visits since its commencement. This shows the the project is successful in raising social awareness about youth suicide.

「生命守門員」
老師基礎培訓工作坊
"Elementary Gatekeeper
Training Seminar"

「生命守門員」基礎培訓講座 / 專業培訓工作坊 Gatekeeper Training Seminar/Professional Workshop

面對高危青少年，家長及老師或會不知道如何處理，甚至因而影響自己的情緒。一些培訓可以裝備他們，令他們更有力量去支援身邊的青年人。過去三年，我們安排了不同層面的培訓工作，包括基礎培訓講座及專業培訓工作坊相關培訓。前者主要分享及早識別、介入及轉介等資訊，而後者則邀請不同專業講者就各範疇提供實務培訓，更會關顧專業工作者的心靈素質，以提升他們處理高危青少年的能力。這些培訓活動見證了很多老師、家長及大專生的用心，約90%參加者表示他們從中學到如何處理高危青少年。為了繼續支援這一群用心用力的生命守門員，我們會嘗試拓展資源或以收費形式，繼續為他們提供不同形式的培訓。

High-risk teenagers might be hard to handle at times. This could affect gatekeepers psychologically. Over the past 3 years, we have arranged a series of gatekeeper training workshops, including "Elementary Gatekeeper Training Seminar" and "Intensive Gatekeeper Training Workshop". "Elementary Gatekeeper Training Seminar" focused on sharing information on identifying and handling distressed teenagers. "Intensive Gatekeeper Training Workshop" invited professionals to give speeches on different aspects of practical training, while keeping tabs on gatekeepers' psychological competence. Around 90% of participants felt they did learn how to deal with high-risk teenagers. We thank participants for their overwhelming support. We plan to provide variations of the same service in the future including running it on a fee based mode.

本計劃由
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HSBC 滙豐 透過

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THE COMMUNITY CHEST

撥款資助




Mr. Cheung, a social worker who participated in the "Intensive Gatekeeper Training Workshop" said, "The speaker is really experienced in supporting high-risk teenagers. His interesting and nicely-delivered speech is thought-provoking. Not only has the workshop provided me with practical skills, but also reminded me to pay more attention to teenagers' emotions. I am looking forward to more of the same kind of training workshops in the future!"

”

“

曾參加專業培訓工作坊的社工張先生表示：「能感受到講者對支援高危青少年有深入的體驗，其對人感受的豐富和清晰的講解引發學習的興趣，工作坊不單提升我的實務技巧，亦提醒我在工作上要更用心去覺察青少年的情緒，期待日後舉辦更多支援工作坊！」



朋輩「生命守門員」培訓小組及校本生命教育活動

Peer Leader Training Group &
School-based Life Education Programme

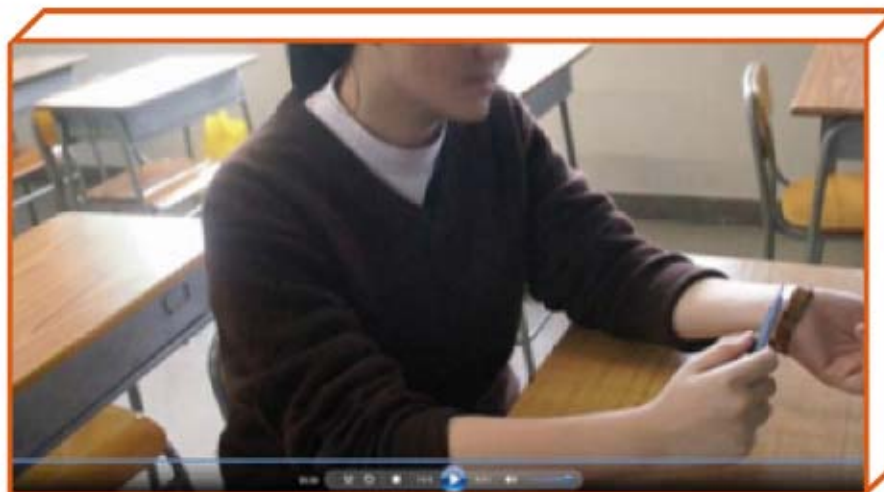
過去三年，我們共培訓了三百多位朋輩「生命守門員」，於不同學校宣揚珍惜生命的訊息。他們透過參與個別面談、主題培訓活動及校本生命教育活動籌備工作，才得以成為朋輩「生命守門員」。這些活動會因應學生及學校的個別情況安排，而生命教育活動就多由學生主導。他們用心籌備活動，嘗試以有趣多元的手法(攤位遊戲、勵志歌分享活動、逃出房間、running man、短片攝製、話劇製作)，期望與更多同學分享他們於小組培訓的得著，帶出珍惜生命的訊息。小組培訓多為體驗式活動，讓同學共同經歷失去生命重要的人、事、物或信念，體驗不同同學的感受(悲傷、沮喪、不忿等)及態度(認命、反抗等)，從而反思及討論現今青少年自殺的現象，80%以上參加者表示自己有信心成為朋輩「生命守門員」。我們相信，這群朋輩「生命守門員」可以成為高危青少年身邊的種子，在他們的成長路上，繼續支援高危的青少年。

Over 3 years, we trained more than 300 peer gatekeepers in schools to promote the message that "life is precious". They became gatekeepers through a series of one-on-one meetings, "Peer Leader Training Groups" and preparation for the "School-based Life Education Programme". All were closely guided by social workers who organised these activities based on the needs of students and schools. The activities were actually created and led by students who had participated in the training group. They wholeheartedly made these activities more interesting and appealing through game stalls, inspirational songs sharing, "room escape", running man, short films and drama, to bring out the message that "life is precious". They participated in experiential learning activities, simulating different real life challenges of losing people, events, objects or beliefs that were important to them, and through confronting other emotions such as grief, frustration and discontentment as well as attitudes of acceptance or defiance concerning your fate.

This allowed participants to reflect on and discuss the teenage suicide phenomenon. Over 80% of participants expressed confidence in succeeding as peer gatekeepers. We believed these supportive peer gatekeepers will take care of and help shore up high-risk teenagers in their future life paths.

“

周同學(中四學生)認為：「從活動中學到很多，了解很多如何關心情緒受困同學的方法，知道不是盲目關心就行，同時亦提醒我一些本以為清楚了解，但事實卻是經常忽略照顧負面情緒。我亦學會了體諒自己，體諒別人。」



(2012-2015年度/2012 to 2015)

服務項目 Service	數目 Total No.	出席人次 No. of Attendance	節數 No. of Sessions
「生命守門員」培訓講座 Elementary "Gatekeeper" Training Talks	62	3,301	62
「生命守門員」專業培訓工作坊 Intensive "Gatekeeper" Training Workshop	6	697	19
朋輩「生命守門員」培訓小組 Peer Leaders Training Groups	27	2,492	314
校本生命教育 School-based Programme	26	16,173	88
教育講座 Educational Talks	9	3,200	9
生命守門員企劃網站 "Gatekeeper" Website	1	21,150	-



Chow, a form 4 student said, "I learnt a lot from the programme about different ways to show concern for my distressed peers; it is never about mere sympathy. It also reminds me of the fact that I have overestimated my ability to identify and handle my negative emotions. I have learnt to forgive myself and to forgive others."

”



隨著攝影科技的進步，很多人都很容易拍照，但多只會憑直覺去攝影；覺得美，就拍下來，最後所拍出來的照片，跟其所想拍及想像的，往往有很大落差，以至忽略自己與攝影行為或照片本身的聯繫。自2015年6月起，我們與36位生命「teen」使開展了「感覺攝影及後期製作工作坊」，運用攝影藝術體驗活動，一起學習如何「先感覺，後攝影」，再進行一些自我探索活動，發掘生命中的不同感覺，讓他們能夠做到「相」裡一致，最後配合簡單的後期電腦製作，加強其所想拍及想像的感覺，提升其作品的感染力。經過為期6個月的培訓及籌備工作，大家的汗水及成果於「從新·看見」攝影展2015 — 「My Life Show我·生」展出，讓大眾透過照片去感受屬於參加者們獨特的「生」。為了提升人與人之間的聯繫，我們安排了一些迷你郵箱，讓參觀者可以因應自己與相片的共鳴感，向攝影者表達自己所想所感。我們亦於展覽完畢後，為展覽作品推出一系列明信片及書簽作義賣，以聯繫更多人的生命。今年暑假，我們與4位生命「teen」使參與UNICEF「零，可以成真」短片製作日營，其中一位更獲提名參加國際比賽，有機會到海外與其他國家的青少年深入交流。這些活動經驗，令青年人更有能力表達自己的內在，讓大眾聆聽他們的真正聲音。

生命「teen」使

Youth Teen

Photography is made easily accessible by modern technological advancement. We can snap a shot of whatever looks aesthetically pleasing without thinking twice. Nonetheless, end results are usually far from our expectations. Even worse, we sometimes forget why or where we even took the photos. In June 2015, we launched the "Youth Emotional Photo" Workshop with 36 "Youth Teens". They learnt how to "feel before snapping" ("先感覺，後攝影") through photography experiential activities. Coupled with courses in self-discovery, these teens explored different sensations in life and can now truly express themselves with their photography. The sensations in the photos are also enhanced by computer software. The end products were displayed in the "Youth- I See" Photographic Exhibition 2015 — "My Life Show我·生", after 6 months of rigorous training and preparation. It's hoped the public would be able to experience the unique sensations of "Life" through the exhibition. To heighten connection between people, reactions from visitors to the exhibit could be placed into mini mailboxes. After the exhibition, we produced a series of postcards and bookmarks from the photography for fund-raising. This summer, SPS and 4 "Youth Teens" participated in a "Make A Video Day Camp" organised by UNICEF. One of the "Youth Teens" was even nominated to participate in an overseas competition and exchange of ideas with teenagers from other countries. These experiences enhanced the teenagers' ability to express their inner self as well as allowed the public to peer into their thoughts.

服務項目 Service	數目 Total No.	出席人次 No. of Attendance	節數 No. of Sessions
生命「teen」使 — 感覺攝影及後期製作工作坊 Youth teen — "Youth · Emotional Photo" Workshop	1	145	8
「從新·看見」攝影展 "Youth · I See" Photographic Exhibition	1	2,198	6
生命「teen」使 — 其他學習體驗 Youth teen — Other learning experience	1	18	10

服務類別 Type of Services	項目 Items	節數 No of Sessions	受惠人次 No. of Beneficiaries
預防自殺社區教育 Suicide Prevention Community Education	服務簡介 Agency Briefing	10	175
	預防自殺工作坊 Suicide Prevention Workshop	31	667
預防長者自殺服務 Suicide Prevention Service for Elderly	「珍愛生命聯合活動服務」街頭展覽 "Cherish for Life Service Promotion" Roadshow	3	386
	「長者護心法」講座 Mental Health Promotion Talk	25	1255
	預防長者自殺服務實務分享－專業同工訓練工作坊 Elderly Suicide Prevention Service Sharing for Professional Co-workers	19	774
	20周年講座－晚年有情 20th anniversary lecture - "Emotion in Late Years"	1	138
	「色彩人生體驗營」 Colorful life Experienced Camp	2	227
自殺者親友支援服務 Services for Survivors of Suicide Loss	國際自殺者親友關懷日－「讓愛相連」 International Survivors of Suicide Day—"Connect Our Love"	1	69
	社區教育講座／服務支援 Community Education Talk / Service	3	70
	20周年講座－活出生命意義 20th anniversary lecture - "To Live a Meaningful Life"	1	115
青少年生命教育 Youth Life Education	「生命守門員」培訓講座 Elementary Gatekeeper Training Seminar	4	152
	「生命守門員」專業培訓工作坊 Intensive Gatekeeper Training Workshop	4	132
	校本生命教育活動 School-based Programme	4	1,656
	教師培訓工作坊 Teachers' Training	11	434
	家長講座 Parental Talk	11	114
	學生小組 Group For Students	42	417
	體驗式活動 Experiential Activities For Students	4	106
	教育講座 Educational Talks	158	30,659
	生命「teen」使－感覺攝影及後期製作工作坊 Youth teen — Youth Emotional Photo Workshop	8	145
	「從新·看見」攝影展 "Youth I See" Photographic Exhibition	6	2,198
	生命「teen」使－其他學習體驗 Youth teen — Other learning experience	10	18
企業培訓 Corporate Training	「60分鐘情緒健康與你」免費員工工作坊 60-minutes free mental health workshop	9	131
總數		367	40,038

義工訓練 及支援

Volunteer Training & Support

過去二十一年來，「生命熱線」的義工透過電話或親身探訪接觸情緒受困或有自殺風險的人士，本着關懷、聆聽、接納及陪伴的精神，與受助者共度時艱，重拾生命動力。

2015至2016年度，就「24小時預防自殺熱線」及「香港賽馬會社區資助計劃：『生命共行』外展長者服務」，共有接近700名義工提供服務。為確保所有義工都掌握服務技巧及認同機構的服務理念，以提供最適切的益友服務，每一位義工都必須接受超過40小時的培訓，並須成功通過選取，以及完成指定的服務時數。義工來自五湖四海，年齡介乎十八至八十多歲，背景及人生閱歷各有不同，但都抱持共同的信念及精神，為全港市民服務。

義工年資不一，本會按義工的成長階段，提供不同的支援小組訓練，例如生命反思工作坊、義工生涯回顧活動等。此外，為配合服務需要，亦會舉辦不同類型的持續培訓活動，例如邀請不同界別的專業人士主講講座、露宿者及肢障者體驗活動、電影分享會等，讓義工認識社會上不同人士的需要，提高自身的同理心，冀能為有關服務增值。

Over the past 21 years, volunteers from "Suicide Prevention Services" willingly lend their attentive ears to callers suffering from emotional distress or facing suicidal risk. With love and care, these volunteers guide the callers through life predicaments and look for solutions together.

In the year 2015/2016, about 700 trained volunteers participated in the "24-hour Suicide Prevention Hotline Service" and "The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly". To ensure we share a common organisational commitment to offer the best service, volunteers are required to undergo a minimum of 40 hours of training. They also have to go through a selection process and meet service hour targets. Our volunteers come from disparate social backgrounds, with ages ranging from 18 to 80 but they share one thing in common: they are keen to contribute to society meaningfully.

SPS offers support in the forms of workshops on "Life Introspection" and reviews of "Volunteer Life", refresher talks given by professionals, experiential activities on being homeless or physically disabled, and movie sharing. They help volunteers improve their understanding of and communication with service users from different social backgrounds.

「傑出義工獎」

Volunteer Training & Support

2015年「生命熱線」義工，以團體名義參加由義務工作發展局及路訊通合辦的選舉，結果榮獲「第六屆香港傑出義工獎」。這項殊榮標誌著本會義工多年來默默耕耘的努力，獲外界認同及肯定。

各位義工一直在各崗位上全力投入地服務，與本會並肩同行，為香港的預防自殺服務共同努力，本人致以由衷謝意。

SPS, as a volunteer group, has been awarded with "The 6th Hong Kong Volunteer Award" in an election co-organised by Agency for Volunteer Service (AVS) and RoadShow Holdings Limited in 2015, representing that the contributions made by our volunteers are duly recognized and appreciated.

We wish to express heartfelt gratitude to our volunteers for their devoted services to us and dedicated support to "Suicide Prevention Services" throughout the year.



01

義工提供之直接服務時數與 服務受惠人次總覽

Summary of Volunteers Service Hour
and Beneficiariesa

(2015-2016年度/2015 to 2016)

服務內容 Service	義工提供直接服務時數 Volunteer Service Hours	服務受惠人次 No. of Beneficiaries
24小時預防自殺熱線服務 24-hour Suicide Prevention Hotline Service	23,662	36,569
「香港賽馬會社區資助計劃： 生命共行——外展長者服務」 The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly	10,419	7,174
「抑鬱解讀—— 長者快樂生活行動計劃」 Action for Happiness— Individual Activity Plan for Depressive Elderly	360	217
「釋心同行——自殺者親友支援計劃」 Project BLESS	120	326
社區教育 Community Education	27	2,178
總數 Total	34,588	46,464



02

義工訓練及支援活動總覽

Summary of Volunteers Training & Support Programmes

(2015-2016年度/2015 to 2016)

服務內容 Service	義工參與人次 Volunteer Participation Time	訓練時數 Training Hour's
義工招募簡介會 Volunteers Briefing Session	175	22.5
工作坊 Workshops	667	77.5
義工培訓 Preparatory Courses	1,664	332
義工持續訓練 On-going Training	548	97
新組長及分享員訓練 Leadership Training	174	65
個案分享會 Case Conferences	1127	222
義工支援活動 Volunteer Recognition/ Support Programme	893	184
總數	5,248	1,000



03

參與「生命熱線」服務之義工人數

Total Number of SPS Volunteers

(2015-2016年度/2015 to 2016)

服務總類 Types of Service	義工人數 No. of Volunteers
24小時預防自殺熱線服務 24-hour Suicide Prevention Hotline Service	369
「香港賽馬會社區資助計劃： 生命共行——外展長者服務」 The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly	343
「抑鬱解讀——長者快樂生活行動計劃」 Action for Happiness—Individual Activity Plan for Depressive Elderly	69
「釋心同行——自殺者親友支援計劃」 Project BLESS	30
社區教育 Community Education	40
籌款活動 Fund-raising Activities	374
行政工作及其他 Administrative Work & Others	12
總數 Total	1,237



籌募 及傳訊

Fundraising & Communications

「生命熱線」為非政府直接資助的慈善機構，以自負盈虧方式營運。謹此衷心感謝所有贊助公司、機構，以及無私捐獻的善長，多年來與我們並肩奮鬥，宣揚珍惜生命的訊息，共建關愛社會。

本年度，我們舉辦了一連串別具意義的籌款活動，並與不同企業合作進行慈善義賣活動，配合多元化的宣傳及推廣工作；所籌得的善款，將繼續用於維持及加強預防自殺工作。

"Suicide Prevention Services" is a self-financed Non-Governmental Organisation. We are very grateful to companies, organisations and individuals whose unwavering support help sustain our services and promote the message of "Precious Life" in our society.

This year, we organised a series of meaningful fundraising events and co-hosted different campaigns with various corporations. Coupled with our diversified publications and promotions, we are able to collect funds to maintain and enhance our suicide prevention services.

籌款活動

01

Fundraising activities

2016年1月10日，一年一度的主要籌款盛事「『愛·喜·行』慈善步行籌款2016暨園遊會」圓滿舉行。今年以「成為HAPPY MAKER快樂行者」為大會主題，有幸邀得陳志雲先生、關菊英小姐及黎芷珊小姐擔任是次活動慈善大使。園遊會節目包羅萬有，趣味十足，讓大人小朋友暫時忘卻生活種種煩惱，一同走進玩樂天地，擁抱當下快樂。項目包括巨型充氣滑梯、親子手工藝坊、繽紛扭氣球天地、美味小食亭、攤位遊戲、慈善義賣等，吸引了超過650人參與，在一家人共享天倫的同時，以行動實踐助人為樂的精神。

Our flagship fundraising campaign, "SPS Charity Walk 2016" with the theme of "Becoming a Happy Maker", was held on 10 January 2016. It was a great success. We thank Mr. Stephen Chan, Ms. Susanna Kwan and Ms. Luisa Maria Leitão for being the Charity Ambassadors of the event. There were lots of fun activities for parents and children to cast their worries away and live for the moment. They included an inflatable slide, parent-child handicraft workshop, balloon twisting workshop, refreshment kiosks, games stalls and fundraising. Over 650 people came, truly embodying the spirit of "it is better to give than to receive".



此外，在2015年12月26日，這個充滿喜樂和愛的聖誕假日，近千名義工毋忘佳節背後意義，犧牲私人時間，於早上走到街頭響應「港島區賣旗日」，攜手宣揚是次活動的主題——「聖誕愛常在 傳揚好生命」。義工來自不同界別，如企業員工、學生、家長及其子女，於港島各區向公眾募捐，身體力行，對每位樂善好施的途人報以微笑，送上謝意。

Boxing Day, 26 December 2015, nearly 1,000 volunteers participated in the SPS Flag Day to sell flags to raise funds on Hong Kong Island, promoting the theme "Life is Good and Love is Forever". Volunteers include corporate employees, students, parents and small children all gathered on this holiday to spread love in the city and give thanks to those who supported the event.



為積極回應本港青少年情緒及自殺問題，「生命熱線」於2015年10月24日及10月31日舉辦「死神休假企劃2015」，藉著萬聖節呼籲大眾關心身邊的青少年，陪伴他們跨越人生難關。今年更為活動注入青春新元素，新設「泡泡足球慈善比賽」，由新一代人氣歌手小肥先生及陳慧敏小姐主持起球禮，而各大贊助企業派出員工組成義工球隊，透過連場比拼，一同“踢”走壞情緒。

"Suicide Prevention Services" is keen to respond to teenage depression and suicidal issues in Hong Kong. We held a fundraising campaign "Actions for Love 2015" from 24 to 31 October, encouraging the public to show their care for the teenagers during Halloween. We launched a new activity this year called "Bubble Football Charity Match". Mr. Terence Chui and Ms. Vivian Chan were invited to host the ceremony. Thanks to our corporate sponsors who had their employees taking part in the football teams, we had some excellent matches, kicking away negativity.



傳訊工作

Public Relations & Communications

02



要推行預防自殺的工作，宣傳及推廣是不可或缺的重要一環。本年度，我們繼續加強各個宣傳策略，與不同宣傳平台和本地媒體合作，先後接受以下電視台、電台及報章訪問：無線電視、NowTV、香港電台、香港經濟日報、中國日報、香港01。希望透過媒體力量，提高公眾對預防自殺的認識，招攬義工關注情緒受困人士。

Publicity and marketing play a crucial role in promoting Suicide Prevention Services. This year, we joined hands with various local media in promoting our belief. We were interviewed by TVB, NowTV, HKTV, HK Economic Times, China Daily and HK01. We hope to raise public awareness of suicide prevention, and recruit more volunteers through the media.



「生命熱線」關注港人工作繁忙、壓力大等問題。我們與本地企業保持緊密聯繫，特別推出「60分鐘情緒健康與你」，到訪各公司及機構為員工舉辦免費工作坊，講解情緒健康的重要性，以及分享有關預防自殺的實用資訊，反應十分熱烈。

As SPS is concerned with issues such as over-working and difficulties in coping with workplace stress, we worked closely with local corporations to launch the "60-minute Mental Health" workshops. We visited companies and organisations to hold free workshops on the importance of emotional health, as well as gave practical tips on suicide prevention. We received enthusiastic response from participants.

新聞發布會

Press Conference

03



我們於本年度舉辦過不同主題的新聞發布會，以回應與預防自殺相關的議題，並提升公眾的相關意識。

為回應「世界預防自殺日」，本會於2015年9月舉行新聞發布會，分析最新自殺數字及本會24小時預防自殺熱線的數據分析，反映中年人士特別是男性會容易因經濟及工作相關的問題而出現情緒困擾，而本會邀請精神科專科醫生崔永豪醫生講解抑鬱症的情況，藉此呼籲家人及朋友成為情緒受困者的保護網，耐心聆聽他們的心聲，陪伴他們走過生命的難關。

研究顯示，每位自殺人士，保守估計會為6位與其有密切關係的人帶來創傷。本會於2016年1月21日舉行以「自殺傷痛、不論關係」為題的新聞發布會，邀請本會執行委員會委員暨香港大學社會工作及社會行政學系副教授周燕雯博士分析服務數據，並由一位服務使用者分享，反映不論逝者與家屬的關係、自殺離世的方式，均會嚴重影響家屬的情緒，而親友極需要個人化及專業的情緒舒緩服務，及早支援，讓他們慢慢地走出陰霾。

We organised press conferences of various themes in 2015-2016, with a view to responding the issues relating to suicide prevention and arousing the public awareness of suicide problems.

To tie in with the "World Suicide Prevention Day", we held a press conference in September 2015, in which recent figures of suicide and service statistics of our 24-hour suicide prevention hotline were analyzed. It was found that middle-aged men were the most susceptible to economic and work-related problems and therefore vulnerable to emotional distress. Psychiatrist, Dr. William Chui, was also invited to give a talk on depression. The press conference was held to call for the public support to their emotionally distressed family members and friends, in the hope that they can listen to their feelings and accompany them to sail through difficult times.

According to a research study, one suicide case will cause trauma to at least six others with close relationships. In January 2016, we held a press conference of the theme "Suicide brings Trauma no matter the Relationship". Dr. Amy Chow, Executive Committee Member and Associate Professor of Department of Social Work and Social Administration at The University of Hong Kong, was invited to analyse the service statistics of our support service for survivors of suicide. Vindicated by the experience sharing from a service user, the claim that suicide brings trauma regardless of relationships is far from exaggeration, and survivors of suicide absolutely need personalized and professional emotional counselling services, as timely support to help them sail through their times of bereavement.

此外，鑑於2015-2016年學年首數月，青少年自殺個案不斷上升，而「24小時預防自殺熱線」的數據亦顯示青少年來電數字有所增加，為回應需要，我們隨即舉辦了「青少年生命專線Youth Link 2382 0777」新聞發布會，公布專線成立的詳情，呼籲大眾多留意青少年的情緒變化，多予關心及聆聽，並及早伸出援手。

Since the beginning of the school year in 2015-2016, there've been an increasing number of teenage suicides. The number of teenage callers to our "24-hour Suicide Prevention Hotline Service" has also soared. To address the urgent demand, we held a press conference to launch a new hotline service "Youth Link 2382 0777" targeting teenagers. It is of utmost importance for the public to take notice of emotional fluctuations in teenagers and lend them a helping hand at once.



20周年講座及互動工作坊

04

The 20th Anniversary Talk and Interactive Workshop

為慶祝「生命熱線」成立20周年，本會於2015年8月至11月舉辦了「好生命」情緒健康系列講座及互動工作坊「與生命有約——人生低谷教我學懂的事」，讓公眾人士了解本會的服務並與自殺相關的議題，提升對情緒健康的關注，攜手散發生命的正能量。4場講座/工作坊共有超過400人參與。

To celebrate the 20th Anniversary of Suicide Prevention Services, we organised a series of talks and interactive workshops entitled "Life is Good" on emotional health, which aimed at briefing the public on our services and the issues relating to suicide, as well as enhancing the awareness of emotional health among the public. We hoped to work closely with the public to disseminate the message of positive energy for Life. Over 400 participants were recorded for the four talks/workshop.



日期及主題 Date and Topic	講者 Total Speaker	內容 Content
2015年9月12日(星期六) 《走出情緒風暴》 "Running out from Emotional Storm" 12 September 2015 (Sat)	資深電台節目主持人曾智華先生、青山醫院副顧問醫生崔永豪醫生、 「生命熱線」助理程序策劃經理(註冊社工)張展敏小姐 Mr. Luke Tsang, Renowned Radio Program Host Dr. William Chui, Castle Peak Hospital Miss Jess Cheung, Assistant Program Manager (Registered Social Worker) of SPS	了解情緒病患者的心路歷程，學習如何陪伴他們走過低谷及如何關懷情緒受困人士 Understanding the life journey of people with emotional illnesses and learning how to accompany and care the emotional distressed people.
2015年10月10日(星期六) 《晚年有情》 "Love in Later Life" 10 October 2015 (Sat)	前葵涌醫院精神科及老齡精神科顧問醫生余枝勝醫生、明愛專上學院社會 科學院副教授暨院長朱志強博士及本中心程序策劃經理(註冊社工)梁永棠先生 Dr. Edwin Yu, Ex-Consultant of Psychogeriatric Department of Kwai Chung Hospital, Dr. Chu Chi Keung, Dean of the Caritas Institute of Higher Education, and Mr. Justin Leung, Program Manager (Registered Social Worker) of SPS	分享識別患有抑鬱或自殺危機長者的方法，以及身邊人跟他們的相處溝通之道。 Sharing ways to identify depression problems and suicide risks, and to communicate with the elderly at risks.
2015年11月28日(星期六) 《活出生命意義》 "Living with Life Meaning" 28 November 2015 (Sat)	香港中文大學社會工作學系副教授陳智豪博士臨床心理學家，香港大學社會工作 及社會行政學系副教授黃蔚澄博士與抑鬱共舞協會創辦人及主席陳允彤醫生 Dr. Wallace Chan, Associate Professor of The Chinese University of Hong Kong Dr. Paul Wong, Clinical Psychologist and Associate Professor of The University of Hong Kong Dr. Therese Chan, Founder and Chairperson of Dance with Depression Association	三位講者，以學者、助人者、自殺者遺屬的身分，分享他們的生命故事，以及在面對苦難和失喪時，如何活出生命意義。 Three speakers, with such roles as scholars, helpers and survivors of those committing suicide, sharing how to "live with life meaning" amid difficult times through their life stories.
2015年12月5日(星期六) 好生命「一人一故事」劇場 "Life is Good": A Personal Story Drama Workshop 5 December 2015 (Sat)		「一人一故事」劇場，讓參加者有機會訴說自己的故事；演員們以不同形式呈現這些生命故事，讓參加者透過別人的生命故事，反思自己。 Let them frankly tell their own stories on stage. Participants' narratives were played out by means of dramas, body gestures and other interactions, so as to ponder on and better understand themselves through others' life stories.

2015/2016年度籌款及推廣工作總覽

Calendar of Fundraising & Public Relations Activities in 2015/2016

日期 Date	活動 Events
4月 Apr 2015	「60分鐘情緒健康與你」免費員工工作坊 60-minute free mental health workshop
5月 May 2015	M88『扭動愛』母親節慈善義賣 M88 Mother's Day Charity Sales
6月 Jun 2015	大自然素食新店開幕籌款 Fundraising by Gaia Veggie New Restaurant Grand Opening
7月 Jul 2015	冬(Don't)瓜慈善愛心大行動 "Don't Qua" Charity Action
8月 Aug 2015	冬(Don't)瓜慈善愛心午宴 "Don't Qua" Charity Luncheon
9月 Sep 2015	BGC慈善日之受惠機構 Beneficiary of BGC Charity Day (9-12月)20週年活動： 「好生命」情緒健康系列講座及互動工作坊 "Life is Good" Talks and interactive workshops on emotional health. 「世界預防自殺日」新聞發布會 "World Suicide Prevention Day" Press Conference
10月 Oct 2015	死神休假企劃2015 Actions for Love 2015
12月 Dec 2015	港島區賣旗日2015 SPS Hong Kong Island Flag Day 2015 《晚安·媽媽》演出後分享會 "Night, Mommy" After Show Sharing Session



1月
Jan 2016

「愛·喜·行」慈善步行籌款2016
SPS Charity Walk 2016

「自殺傷痛，不論關係」新聞發布會
"Suicide brings Trauma no matter the Relationship" Press Conference

3月
Mar 2016

崇光慈善跑2016之受惠機構
Beneficiary of SOGO Charity Run 2016

「青少年生命專線」新聞發布會
Launching of Youth Link Hotlines Press Conference

全年
Throughout the year

帝苑酒店舉辦蝴蝶酥義賣活動之受惠機構 (由二零一四年十一月起)
The beneficiary of Butterfly Cookies Charity Sales organised by The Royal Garden (since November 2014)

(由二零一五年七月至二零一六年六月)
點睛品推出「Token of Love」首飾系列，將部分銷售收入撥捐予「生命熱線」
Emphasis Jewellery has launched TOKEN OF LOVE Collection from July 2015 to June 2016, with a part of the sales proceeds donated to SPS

「生命之友」每月捐款計劃
"Friends of SPS" Monthly Donation Scheme

於商場及百貨公司擺放捐款箱
Placement of donation boxes in shopping malls and retail stores

季度中文及英文電子通訊
Quarterly, bilingual e-newsletter

媒體訪問及報導
Media interviews and coverage



SUICIDE PREVENTION SERVICES LIMITED
REPORT OF THE DIRECTORS

The directors have pleasure in submitting their annual report together with the audited financial statements for the year ended 31st March, 2016.

PRINCIPAL ACTIVITY

The principal activity of the Company during the year 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 financial year ended 31st March, 2016 and the state of the Company's affairs at that date are set out in the financial statements on pages 5 to 25.

DIRECTORS

The directors during the financial year and at the date of this report were:

KWOK LEE Tin Wing Wendy
 LEE Ka Kit
 HUNG Man Yin Linda
 PONG David Chun Yee
 LEE Sheung Fu Patric
 WONG Hoi Jen Rebecca
 LAU Shun Yunn
 LAU Cheuk Wing Prinpor
 LAI Wai Kuen
 MAK Kit Lin
 CHAN David Pui Wai
 CHOI Hau Ki
 CHOW Yin Man Amy
 CHUNG San San Susanna
 LI Mei Sheung Michelle
 LIU Shun On Antony
 SO Stephen Hon Cheung
 WONG Luen Cheung Andrew
 WONG Ka Yuk
 YIP Sing Wai
 YIP Siu Fai Paul
 CHUEN Man Tuen

(appointed on 5th September, 2015)

(resigned on 5th September, 2015)

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' INTERESTS

No transactions, arrangements and contracts of significance to which the Company was a party and in which a director had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.

At no time during the year 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 or debentures of the Company or any other body corporate.

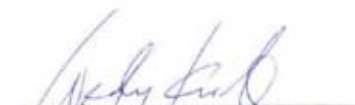
MANAGEMENT CONTRACTS

No contracts concerning the management and administration of the whole or any substantial part of the business of the Company were entered into or existed during the year.

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


 KWOK LEE Tin Wing Wendy
 Chairperson

Hong Kong, 19 August, 2016

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
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E-mail: cccpa@netvigator.com
Website: <http://www.cccpa.hk>

陳澤仲會計師事務所
香港上環干諾道中122-124號
海濱商業大廈13樓A室
電話：(852) 2815 2881
傳真：(852) 2545 4459
電郵：cccpa@netvigator.com
網址：<http://www.cccpa.hk>

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 25 which comprise the statement of financial position as at 31st March, 2016 and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year 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.

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, in accordance with section 405 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

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 financial position of the Company as at 31st March, 2016, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in compliance with the Hong Kong Companies Ordinance.



Chan Chak Chung & Co.
Certified Public Accountants
Hong Kong

Hong Kong, 19 August, 2016

生命熱線有限公司
SUICIDE PREVENTION SERVICES LIMITED
撥款及其他全面收益表

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

截至二零一六年三月三十一日
FOR THE YEAR ENDED 31ST MARCH, 2016

	Note	2016 HK\$	2015 HK\$
INCOME			
Donations received		3,252,157.54	4,741,052.27
Donations collected from donation boxes		87,734.90	94,036.10
Donation received from The Hong Kong Jockey Club Charities Trust	5	1,779,600.00	1,779,600.00
Other designated donations		2,480,825.10	901,206.05
Allocation from Community Chest	6	747,560.00	659,800.00
Donations from Community Chest - Time Limited Project	7	491,349.46	862,502.60
Proceeds from flag day functions	8	480,319.10	440,251.32
	9	9,319,546.10	9,478,448.34
OTHER REVENUES			
Function income		687,090.00	324,338.50
Bank interest income		244,481.16	288,942.23
Sundry income		19,005.00	41,156.20
	9	950,576.16	654,436.93
EXPENDITURE			
Accounting fee		21,150.00	19,800.00
Advertising and promotion		206,653.10	218,801.50
Bank charges		2,254.67	2,309.30
Cleaning		3,360.00	43,795.00
Depreciation		81,594.00	112,377.00
Entertainment		8,603.70	10,120.00
Function expenses		1,592,862.54	921,922.80
I.T. development		14,408.00	11,847.00
Insurance		106,168.20	78,411.40
Mandatory provident fund		285,502.35	267,881.65
Mobile phone		9,619.00	7,636.00
Newspapers and periodicals		3,697.00	3,726.50
Postage		34,146.40	15,951.70
Printing and stationery		85,535.47	68,012.59
Rent and rates		178,648.00	179,208.00
Repairs and maintenance		69,910.00	100,430.00
Salaries and allowances		5,942,176.00	5,534,913.00
Souvenirs		55,728.00	9,520.00
Subscription fees		8,173.63	11,004.24
Sundry expenses		44,010.20	49,480.00
Telephone and fax		16,623.61	31,191.00
Training, recruitment and development		361,894.10	343,429.75
Travelling		114,877.00	125,598.10
Unrealized exchange difference		155,782.91	997,286.82
Utilities		115,260.80	100,774.10
Volunteers messing		43,651.50	47,781.93
		9,562,290.18	9,313,209.38
SURPLUS BEFORE TAXATION	10	707,832.08	819,675.89
INCOME TAX EXPENSE	11	-	-
SURPLUS FOR THE YEAR		707,832.08	819,675.89
OTHER COMPREHENSIVE INCOME		-	-
TOTAL COMPREHENSIVE INCOME		707,832.08	819,675.89

生命熱線有限公司
SUICIDE PREVENTION SERVICES LIMITED

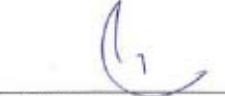
財務狀況表
STATEMENT OF FINANCIAL POSITION

於二零一六年三月三十一日
AS AT 31ST MARCH, 2016

	Note	2016 HK\$	2015 HK\$
NON-CURRENT ASSETS			
Property, plant and equipment	13	1.00	1.00
CURRENT ASSETS			
Account receivables	14	261,011.05	833,000.02
Deposits		14,900.00	14,900.00
Prepayment		821.00	21,931.50
Cash and cash equivalents	15	16,196,226.26	14,819,347.77
		16,472,958.31	15,689,179.29
LESS: CURRENT LIABILITIES			
Receipts in advance		9,966.40	33,771.00
Accrued expenses		134,713.54	34,962.00
		144,679.94	68,733.00
NET CURRENT ASSETS		16,328,278.37	15,620,446.29
NET ASSETS		16,328,279.37	15,620,447.29
RESERVES			
CONTINGENCY RESERVE		1,577,194.05	1,577,194.05
GENERAL FUND		11,751,085.32	11,043,253.24
DEVELOPMENT FUND		3,000,000.00	3,000,000.00
		16,328,279.37	15,620,447.29

Approved by the Executive Committee on 19 August, 2016


KWOK LEE Tin Wing Wendy
Chairperson


LEE Sheung Fu Patric
Treasurer

鳴謝

Acknowledgement

主要贊助 Main Sponsors

社聯伙伴基金

Community Partner Foundation

利希慎基金

Lee Hysan Foundation

優質教育基金

Quality Education Fund (QEF)

香港公益金

The Community Chest

香港賽馬會慈善信託基金

The Hong Kong Jockey Club Charities Trust

香港上海滙豐銀行有限公司

The Hongkong and Shanghai Banking Corporation Limited

攜手扶弱基金

Partnership Fund for the Disadvantaged

長期贊助及支持 Ongoing Sponsors

恒基(中國)投資有限公司

Henderson (China) Investment Co., Ltd

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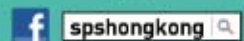
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