



2019-2020年報
Annual Report



熱愛生命 一直在線
Passion for Life Always Online

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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 (SPS) serves people who are suicidal, despairing or distressed by means of befriending and other preventive services by 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 meeting the needs of our community, we aim at becoming the best suicide prevention organization 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 Dr. Chad Varah, founder of the Befriending Movement — to provide value-free, non-judgmental emotional support for suicidal individuals through active listening and care.

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 Service 2382 0000

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

Youth Link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 / Caring Calls

小組服務 / Support Groups

家訪 / Home Visits

節日探訪 / Seasonal Visits

自殺者親友支援服務

Services for Survivors of Suicide Loss

個案支援 / Case Support

「同路人」互助小組 / Mutual Support Groups 「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 Youths

學生講座、工作坊及小組 / Student Talks, Workshops and Support Groups

教師培訓 / Teacher Training

家長講座 / Parent 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 Courses

持續義工訓練課程 / Ongoing Training Courses

年度工作重點 Highlights of the Year

2019/2020年度，「生命熱線」在各個服務領域均取得良好進展，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 2019–2020, Suicide Prevention Services (SPS) continued to grow in various aspects and showed significant achievements in community education. Here are some figures of our services during the year.



15,539 小時/Hours

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。
contributed by dedicated and talented volunteers to support SPS services as well as various community education programmes.



342 個/Cases

長者個案由本會義工和地區協作機構的義工提供服務，並且協助他們舒緩情緒，減低自殺危機。
served by volunteers from SPS and local agency partners, helping alleviate emotional distress and suicidal risks.



36,140 個來電/Calls

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



144 位/No.

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 who walked side by side with SPS through their bereavement.



41,788 位/No.

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。
elderlies, survivors of suicide loss, students, teachers and general public citizens who participated in SPS' community education activities, fostering SPS' establishment of a comprehensive suicide prevention network of Hong Kong.



55 間/No.

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。
local secondary and primary schools, special schools that collaborated with SPS to organise life education programmes that targeted students and teachers.

主席的話

Chairperson's Message

‘熱愛生命，一直在線廿五載’ Cherishing Life, being here for 25 years

2020年新冠肺炎持續，全球經濟受創，百廢待興。處於此歷史性時刻，社會情緒難免悲觀；普羅大眾在生活困難的壓力下，情緒支援服務的需求顯著上升。

踏入25周年銀禧紀念，「生命熱線」堅守崗位，秉承「關懷、聆聽、接納、陪伴」的理念，致力為有自殺傾向及情緒受困人士提供益友及其他服務，包括「24小時預防自殺熱線服務」、「外展預防長者自殺服務」、「釋心同行 – 自殺者親友支援計劃」和「社區教育及青少年生命教育」。我們毋忘初心，一直在線，為有需要人士提供適切的情緒支援。

因應新冠肺炎的情況，本會在香港賽馬會慈善信託基金緊急援助金、各位善心人士及愛心企業的捐助下，展開「聆聽『疫』同行」的計劃，派發緊急防疫物資予有需要人士，同時聆聽服務使用者的心聲，在疫境中與港人並肩同行。此外，為求與時俱進，本會為同事及義工進行特別培訓，以應付社會上複雜的問題，為服務使用者提供更專業優質的服務。

「生命熱線」屬非政府資助機構，一直自負盈虧運作。多年來，幸獲各界人士慷慨捐助，才能持續推動預防自殺工作。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、郭炳湘家族基金、劉鑾鴻慈善基金、香港崇光百貨、新鴻基地產和任白慈善基金的慷慨支持，讓我們可將信念傳揚得更遠更廣，並使更多有需要人士受惠。

最後，我藉此機會感謝「生命熱線」執行委員會、義工及員工，一直以來竭力投身於提供預防自殺服務的工作。讓我們一如既往，攜手努力，齊心幫助情緒受困人士克服難關，重燃對生命的熱情。

讚好生命，熱愛生命，我們一直在線。



郭炳湘夫人
Mrs. Wendy Kwok


名譽贊助人暨主席
Honorary Patron & Chairperson

As COVID-19 persists, the global economy tumbles wreaking havoc to people's livelihoods. Emotional health in society is at a nadir, significantly increasing demand for support.

Over the past 25 years, Suicide Prevention Services (SPS) has been helping people suffering from emotional distress or facing suicidal risk. With service values of "Caring, Listening, Acceptance and Companionship", we offer a 24-hour Suicide Prevention Hotline, Outreach Befriending Service for the Suicidal Elderly, Project BLESS and Community Education & Life Education for Youths, etc. We are as committed as ever to provide appropriate assistance and to keep in close touch with people in need.

With worries about the coronavirus pandemic pervading society, we launched "Listening and Accompanying in an Epidemic" under the support of The Hong Kong Jockey Club Charities Trust's COVID-19 Emergency Fund, different donors and companies. We distribute virus prevention supplies to needy individuals, we listen to their thoughts and render support. To keep our service up-to-date, we conducted special training to equip our volunteers and staff with more professional skills in handling complicated inquiries.

As a non-subvented organisation, we have always been self-financed. Without donations from individuals and corporations, we can't continue our suicide prevention work. On behalf of SPS, I would like to express my sincere gratitude to The Hong Kong Jockey Club Charities Trust, The Community Chest of Hong Kong, Walter & Wendy Kwok Family Foundation, The Joseph Lau Luen-Hung Charitable Trust, SOGO Hong Kong, Sun Hung Kai Properties and Yam Kim Fai & Pak Suet Sin Charitable Foundation for their generous support, allowing us to further spread our values and reach out to more people in need.

Last but not least, I would like to deliver my heartfelt thanks to our Executive Committee, volunteers, and staff members for their hard work and effort. Let us keep on working together to help emotionally distressed people overcome challenges, and rekindle their passion for life. 

名譽贊助人暨執行委員會委員獻辭

Honorary Patron & Executive Committee Member

聆聽多一點 陪伴多一點

Let us hear more Let us care more

劉鑾鴻夫人

Mrs. Linda Lau

名譽贊助人暨執行委員會委員


Honorary Patron & Executive Committee Member

自新冠肺炎爆發，因為疫症而失去工作，經濟陷入困境導致患上焦慮症的朋友比比皆是。疫症一波又一波在社區蔓延似乎見不到盡頭。我們被逼留在家中工作，孩子們困在家裡在網上上課，種種轉變帶來抗疫疲勞及抑鬱，也改變了多種人際關係，導致不同年齡層的朋友情緒低落。再加上環球經濟在疫症的陰霾下，百業蕭條，恐怕難以在短期內重拾活力，的確令不少人感到困擾，嚴重者甚至萌生自殺的念頭，放棄自己的生命。

另一方面，由於大家被逼長時間留在家裡，以往的家庭聚會大受影響，而家人更未能探望住在安老院的至親，令到不少長者倍感孤單無助，為人子女者也牽腸掛肚，更擔心疫症在安老院內爆發。

此時此刻，「生命熱線」所提供的各種服務就顯得尤其重要，預防一時想不開的朋友結束自己的生命。我們的義工在電話中對情緒受困的服務使用者之關懷與支持，猶如雪中送炭，陪伴他們渡過難關。

能夠為社會服務，宣揚正向思維，我們為此感到高興和欣慰，未來將繼續努力，奉行本會的使命和宗旨，發揚光大。

願事事心之所安！


The outbreak of COVID-19 is causing an increasing number of people to lose their jobs and thus suffer from anxiety disorders. Citywide anti-viral measures such as working from home and online schooling can erode human relationships, often leading to fatigue and vulnerability to emotional distress and depression.

The poor economy has adversely affected commerce and industry, posing an uncertain future that's hard for many people to cope with emotionally. Some might even consider taking their own lives.

With social distancing and the closing of venues and amenities, many people stay home, avoid gatherings with family and friends, even visiting their beloved in elderly homes. This can aggravate the old people's sense of loneliness and helplessness while their sons and daughters are worried about viral outbreaks in elderly homes. Sadness and concern prevail.

Suicide Prevention Services (SPS) has risen to the occasion. We are helping prevent the suicidal from taking their own lives. Our hotline volunteers listen to emotionally disturbed callers with care and support. Finally and fortunately, many have weathered the storm and relinquished negative thoughts.

We are proud and honoured to serve the community and will continue executing programmes to promote positive thinking.

May I wish Hong Kong a better tomorrow! 

釋心同行 走出陰霾

Stepping out of darkness with a healing heart

李家傑博士

Dr. Peter K. K. Lee

名譽贊助人暨執行委員會委員

Honorary Patron & Executive Committee Member

今年，在疫情陰霾下，香港人的生活壓力更顯沉重。若不幸再遇上至親輕生離世，難免倍感哀痛，甚至無法從悔恨自責中抽離，以致失去生存動力，最終可能踏上不歸路。自殺案件容易引起公眾注意，但自殺者親屬的心靈創傷卻往往難以察覺，暗藏危機，因此「生命熱線」的支援角色是非常重要的。

有研究指出自殺者離世後，平均會令六至十位親友經歷不同程度的創傷，而他們輕生的風險亦較他人高。為減低自殺所引起的連帶傷害，「生命熱線」自2008年起展開了「釋心同行——自殺者親友支援計劃」，為自殺者親友提供專業哀傷輔導。除了輔導服務，亦舉辦同路人小組，為參加者提供互訴心聲、互相扶持的平台，期望能一同走出摯愛離世的傷痛。

2020年帶來了前所未見的挑戰，但「生命熱線」仍為有需要人士堅守崗位，隨時伸出援手。我衷心希望更多人能與「生命熱線」同行，讓自殺者親友能在人生低潮中感受世間溫暖，讓無所適從的心靈重新找到依歸和平靜。

With the COVID-19 pandemic casting a shadow over Hong Kong and different parts of the world, many in the city are under unprecedented stress and anxiety. Worse still, amid such testing times, it could be devastating for individuals who lost a loved one to suicide—the pain and grief of which would be unimaginable. Feelings of guilt, regret and self-blame that ensue after a suicide loss can have a rippling effect on the bereaved. For this very reason, Suicide Prevention Services (SPS) plays a crucial role in the mental well-being of this oft-neglected group.

Studies have shown that the bereaved not only endure varying degrees of post-traumatic stress but also have a higher tendency to attempt suicide. In order to minimise such collateral damage, SPS has launched “Project BLESS” since 2008 to provide professional counseling to suicide-bereaved families. The project includes bereavement support groups where the families can share their experiences, lean on each other and emerge stronger from their sorrow.

Despite the many uncertainties and challenges the year 2020 has seen, SPS remains committed to raising public awareness of suicide prevention and offering a range of timely resources to those in need. It is my fervent hope that more individuals will join SPS in helping survivors of suicide loss overcome grief, seek solace and regain mental peace.

執行總監報告

Executive Director's Report

吳志崑先生
Mr. Vincent Ng

執行總監
Executive Director

我很榮幸見證「生命熱線」踏入25周年。多年來，「生命熱線」致力拓展我們的服務範疇，為社會各界有不同需要的群組提供更好的支援，同時令公眾對因為工作或人際關係，受到情緒困擾而需要關注及情緒支援的朋友多加支持。目前，我們提供四項服務：

I'm honoured to witness the 25th Anniversary of "Suicide Prevention Services" (SPS).

Over the years, SPS has tried its very best to extend services to serve disparate groups in the community, drawing public attention to those who need concern and emotional support when facing challenges in work, relationships and life. We now provide 4 major categories of services to those in need:

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

過去一年，有300位義工願意用心聆聽及24小時輪值，我們謹此致以衷心謝意。他們經甄選及長時間訓練後，才符合資格接聽來電。在2019至2020年度，我們合共接聽了36,140個電話，平均每天處理接近100個來電。義工用心聆聽，關懷來電者的情緒，希望為來電者提供渠道抒發情緒。有超過80%來電者表示，使用熱線服務後能使情緒得以紓緩。由於社會事件及疫情的原故，交通受到很大的影響，我們也提高了防疫措施，工作模式也隨之改變成增加了在家工作的時間。這些事件大大影響了我們的義工服務，然而在重重困難下，全年義工服務時間仍達到15,539個小時，感激付出過努力的每一位義工。

In 2019/2020, 300 volunteers participated in a round-the-clock duty roster of being attentive listeners. They deserve our heartfelt appreciation. We handled a total of 36,140 calls. That's an average of nearly 100 calls per day. Volunteers listened with patience, mindful of callers' emotions, providing a comfortable platform for callers to express themselves. Over 80% of callers said their stress was eased after using the hotline service. Traffic problems caused by social issues and change of working modes due to COVID-19 prevention measures seriously affected our volunteer service. Nevertheless, 15,539 volunteer service hours were rendered for the whole year, deep gratitude to all volunteers.

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

「家有一老，如有一寶」，可惜長者自殺比率一直高於其他年齡群組，社會應該對這現象高度關注並努力預防。承蒙香港賽馬會慈善信託基金的慷慨支持，本會得以持續推行「香港賽馬會社區資助計劃：『生命共行——外展長者服務』」，提供家訪、小組支援服務和節日探訪等服務，以支援情緒受困的長者。過去一年，我們合共接觸了342位情緒受困或有自殺傾向的長者，328名義工服務次數逾6,599次。此外，亦感謝滙豐150週年慈善計劃透過香港公益金資助本會推行「長者·家·多一點力量」計劃，支援有抑鬱或自殺傾向長者的家屬及照顧者。兩項計劃得以順利推行，全賴各位義工、同事及團體通力合作，讓受情緒困擾的長者感受愛與關懷，照顧者亦得到適切的支援。

Our folks are treasures in a family, so it's a pity that the elderly suicide rate is always higher than that of other ages. The public should be more empathetic towards this phenomenon and try harder to prevent it. Thanks to the support of The Hong Kong Jockey Club Charities Trust, we can continue to implement "HKJCCPG: Outreach Befriending Service for Suicidal Elderly", in which we provide services such as home visits, group support services and festive visits, aimed at helping old folks in distress. In the past year, we contacted a total of 342 emotionally disturbed or suicidal elders; 328 volunteers provided service more than 6,599 times. With donations from the HSBC 150th Anniversary Programme through The Community Chest of Hong Kong, we offered "Family Support for Elderly Mental Health" to support carers of elderlies with depression or suicidal tendencies.

The successful implementation of these 2 projects depended on the co-operation of volunteers, colleagues and organizations to enable emotionally distressed senior citizens to feel love and care, and the carers to receive appropriate support.

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

一人自殺，一家受創。至親離世後，家屬不單要忙着處理死者身後事，更要顧及自己和身邊家人的情緒反應。承蒙香港公益金資助，本會得以持續推行「釋心同行——自殺者親友支援計劃」，為自殺者家屬提供及時支援。去年，我們共接獲144宗新個案；一方面提供專業的哀傷輔導服務，另一方面則定期舉辦同路人互助小組、同行者活動和其他治療性活動，提供合適的渠道，以解開心中鬱結。計劃的另一個目標，就是培訓過來人義工，讓他們以自身經歷與其他自殺者親友分享，以收開導之效，冀能為自殺者親友重添姿彩，建立新的生活。

When a person dies by suicide, all of his or her family members suffer, often traumatically. They have to handle funeral arrangements as well as emotional reactions of all concerned. Thanks to funding support from The Community Chest, we continued “Project BLESS” to provide timely support to suicide bereaved families. In 2019/2020, we received 144 new cases, for which we rendered professional grief counseling, and through mutual support group, peer activities and other therapeutic activities, provided them with appropriate channels to alleviate their distress. Another goal of the project is to empower individuals with similar experiences to become volunteers and share their experience with other survivors of suicide loss, to ignite their hopes for a new life.

社區教育及青少年生命教育 Community Education and Life Education for Youths

青少年是社會未來的棟樑，但青少年與學童自殺問題不斷上升，令人擔憂。有見及此，本會近年已加強推行預防青少年自殺服務。承蒙香港賽馬會慈善信託基金撥款捐助，本會於2016年9月開展了「賽馬會『愛生命』計劃」，完成首3年服務後再獲捐助得以延續，持續透過學校、義工及社區三個不同層面，匯聚青年人身邊不同力量，以支援情緒受困的青少年，並鼓勵其在朋輩間宣揚正確的人生觀和正面的關愛文化，成為彼此的「生命守門員」。本會亦非常感謝新鴻基地產透過香港公益金撥款資助「『凝』相——支援青少年情緒健康計劃」，讓青年人藉攝影表達所思所想。希望透過展出青年人的攝影作品，讓社會人士能更深入了解及體會青年人的獨有想法，以減少彼此之間的隔膜。

Youths are the pillars of the future, however, the upward trend in suicides among young people and school children is worrying. It prompted us to boost our efforts to prevent youth suicide in recent years. Thanks to a donation from The Hong Kong Jockey Club Charities Trust, the Jockey Club “Life Cherishing” Project was launched in September 2016 to rally schools, volunteers and the community to support young people with emotional difficulties, to promote in them a correct outlook on life and a positive caring culture among peers and become each other’s “Gatekeepers”. SPS is also thankful for the funding of Sun Hung Kai Properties through The Community Chest of Hong Kong to support “Photography Link Youth”. This project enables youths to express themselves through photographs. Additionally, through their photography exhibitions, SPS hopes more people from the society can commiserate with the thoughts of youths, thus reducing mutual misunderstanding.

本年度受疫情影響，我們遇到特別多困難與挑戰。幸得一班有心人，包括義工及同事，迅速地因應疫情作出應變措施，為大眾提供適切的服務，更為有需要人士送上防疫物資。另外，我也謹此向捐贈防疫物資的善長及各大機構致謝。

This year is also particularly challenging with the outbreak of COVID-19. Fortunately, our dedicated volunteers and professional staff adapted efficiently to the changes when serving the community. They provided timely support and delivered anti-epidemic supplies to the cases in need. We are also grateful to the donors for their generosity.

展望未來，我們將加強照顧者及長者的服務，他們的情緒問題很多時都被忽略。另一方面，我們也同樣關注青少年在各種情況下出現的負面情緒。我衷心感謝所有執行委員會委員、義工、合作夥伴和員工的大力支持，我們將努力不懈繼續「加油」迎接下一個四分之一世紀。

Looking into the future, we will strengthen our services to carers and the elderly, whose emotional issues are often neglected by the general public. We are equally concerned about youngsters’ needs, in the face of different challenging situation. From the bottom of my heart, I’d like to thank all the Executive committee members, volunteers, honorary patrons, partners and staff. Together, we will “add oil” as we step into the next quarter century.

里程碑 Milestones



1995

「生命熱線」正式成立，
提供12小時預防自殺熱線服務
Establishment of The Samaritans
(Cantonese Speaking Service)
which provided 12-hour hotline service



1996

東頭邨會址啟用
The Grand Opening of SPS centre
in Tung Tau Estate



1998

熱線拓展至 24小時運作，同年獲獎券基金資助，
開展全港首個以外展形式推行之
「預防長者自殺服務」
Hotline was extended to 24 hours &
Suicide Prevention Service for the Elderly started



1999

「生命熱線」首次舉辦步行籌款
The first SPS Charity Walk was organized





2001

增設「珍愛生命長者熱線」

2382 0881

“Live Life! Hotline for Elderly”

2382 0881 was launched



2006

成為公益金會員機構，獲資助提升熱線服務之質素；

並獲香港賽馬會慈善信託基金捐助，
開展「生命共行——外展長者服務」。

Became a member agency of
The Community Chest of Hong Kong,
got the funding for enhancing the hotline service.

With the funding support from
The Hong Kong Jockey Charities Trust,
“Outreach Befriending Service for Suicidal Elderly” was launched.



2000



「生命熱線」的英文名稱正式改為
Suicide Prevention Services
Official English name changed to
“Suicide Prevention Services”



2002

獲新鴻基地產贊助，開展預防青少年自殺服務
「新地驕陽行動」

With the funding support of
Sun Hung Kai Properties,
Suicide Prevention Service for
the Youths was launched

2007

首次舉辦「消暑打氣 (Don't) 冬瓜水」
探訪長者活動，
鼓勵長者「Don't 瓜」(不要死)，
宣揚珍惜生命之訊息
“Don't Qua” Elderly Visit
Programme
was first organized





2008

獲李家傑珍惜生命基金資助，
開展「釋心同行——自殺者親友支援計劃」

With the funding support of
Peter K.K. Lee Care for Life Foundation,
Project “BLESS” – Services for survivors of suicide
loss was launched.



2009

設立全港首個「自殺者親友網上紀念館」，
讓家屬透過網絡平台表達對逝者的思念

The first “Virtual Memorial for Survivors of Suicide Loss”
was set up in Hong Kong.
Survivors reminisced about their loves
ones in the online platform.

2010

舉辦「中港台預防自殺工作研討會」

Symposium on “Suicide Prevention in Contemporary Chinese
Societies” (China, Hong Kong and Taiwan) was organized



2011

開展青少年生命教育項目「Joy·種生命」計劃

Launch of teenage life education programme
“Filling Lives with Joy”.



2013

獲「社聯伙伴基金」資助
「釋心同行——自殺者親友支援計劃」，
發展家庭為本的專業哀傷輔導服務

With the funding support from Community Partner Foundation,
“Project BLESS” developed professional bereavement
counselling service for survivors of suicide loss

2014

全港首創與本港三間公眾殮房合作，建立自殺者親友個案轉介機制，及早提供適切支援
Collaborated with three public mortuaries in Hong Kong to launch the first referral system of survivor cases, offering timely support to survivors

2016

開展各項預防青少年自殺之服務，並為有自殺傾向/情緒抑鬱長者之家屬提供服務，推行以家庭為本之預防長者自殺服務。
Several projects were launched to further strengthen our services on youth suicide prevention. Besides, a family based elderly suicide prevention service was launched to support family members of the depressed or suicidal elderly.



青少年生命專線
Youth Link
2382 0777

2020

「生命熱線」成立25年，至今已為超過72萬人提供服務，挽回不少寶貴生命。
25th Anniversary of Suicide Prevention Services, having served more than 720,000 people to-date and saved many lives

2015

「生命熱線義工」榮獲第6屆香港傑出義工獎，而本會「釋心同行——自殺者親友支援計劃」亦於卓越實踐在社福獎勵計劃中榮獲社區觸覺獎
Received The 6th Hong Kong Volunteer Award & "Project BLESS" Services for Survivor of Suicide Loss received the "Social Responsiveness Award" under the "Best Practice Award in Social Welfare"



2018

本會「長者·家·多一點力量」服務計劃之網頁獲選為「2018優秀網站選舉十大優秀網站」之一
"Family Support for Elderly Mental Health" won Top 10 "Merituous Websites Contest 2018"



聆聽「疫」同行

Listening and Accompanying during the Epidemic

2020年1月開始，新冠肺炎開始肆虐，社會服務大受影響，但本會的24小時熱線服務一直不停運作為有需要的人士提供情緒紓緩服務。

2020年2月，本會收到不同有心人士、善心機構及熱心公司的捐贈，於是「聆聽『疫』同行」的活動誕生了。及後，我們馬不停蹄的出動派發防疫物資給我們的服務使用者，有需要的家庭、長者及不同年齡人士，更與多間社會服務機構合作，期望在疫境中，聆聽您的心聲及與大家同行。

From January 2020, a novel coronavirus outbreak greatly affected social services. Nevertheless, our 24-hour hotline service operated unabatedly to provide emotional support to those in need.

In February 2020, SPS received donations of anti-epidemic supplies from patrons, charitable organisations and enthusiastic companies, giving birth to the “Listening and Accompanying during the Epidemic Situation” campaign.

Subsequently, we have been unceasingly dispatching supplies to our service users, as well as families in need, the elderly, and people of different ages. We have also co-operated with many social service organisations to listen to your voice and accompany you in the epidemic.





24小時預防自殺熱線

24-hour Suicide Prevention Hotline Service

過去一年，社會的變化急速，社會事件及肺炎疫情令香港人幾乎陷入恐慌之中。學校停課、公司停工、經濟下滑，民生及經濟都受到極大的衝擊。面對生活的種種壓力，負面情緒的產生，也是無可避免的。生命熱線在這個動盪的年頭，仍然對生命有著無限的熱愛，義工們繼續堅守崗位，一直在線，陪伴大家渡過艱難的時刻，聆聽大家的心聲，給予一個暫可歇息的空間，讓有需要的來電得以傾訴，感受到一絲絲的溫暖。

Since last year, social issues and a devastating coronavirus pandemic have panicked Hong Kong people. Suspensions of school and work, shutdowns of amenities and venues have greatly affected people's livelihood and plunged economies here and abroad to a nadir. Tumultuous events in life inevitably build up stress and negative emotions. Suicide Prevention Services (SPS) is always here to cherish and embrace lives. Our volunteers strive to listen, support, and provide heartwarming companionship through difficult times.

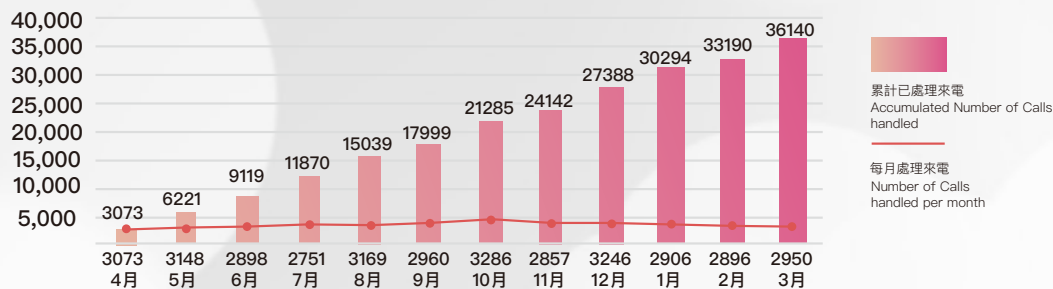
「生命熱線」過去25年秉承「關懷、聆聽、接納、陪伴」的服務理念，並培訓義工接聽有需要的來電，每位義工以不批判及接納的態度，聆聽來電者的心聲，明白當中的困難，給予關懷及陪伴，達至舒緩負面情緒困擾，減低自殺風險。我們相信，縱使生活壓力重重，挑戰不斷，若果能夠有一處歇息的地方，可以傾訴，表達自己的心聲，從而得到明白，對一個受到情緒困擾的來電者是非常重要的。我們願意與大家並肩而行，在困難中一同尋找出路。

Over the past 25 years, SPS has been adhering to the mission of "Care, Listen, Accept and Accompany". Our trained volunteers answer calls from emotionally distressed individuals. By listening to their hearts without judgement nor opinion, we try to understand their hardships. By showing genuine care and providing companionship, we strive to relieve emotional distress and subsequently reduce the risk of suicide. We hope to build a platform and lend an ear to callers to vent emotions and confront problems, walking shoulder to shoulder with everyone to find a way out.

在2019至2020年度，生命熱線電話服務由300名接受訓練及熱愛生命的義工為大眾服務，合共接聽36,140個來電及服務長達15,539小時。感謝公益金資助熱線服務的撥款，讓生命熱線能夠繼續為社會出一分力，提供適切的預防自殺熱線服務。我們會一直在線，熱愛生命，繼續聆聽受情緒困擾的來電者心聲。

In 2019–20, our 24-hour hotline, manned by 300 trained and devoted volunteers, handled a total of 36,140 calls with 15,539 hours of services. We wish to extend our sincere gratitude to The Community Chest of Hong Kong to support our Suicide Prevention Hotline Service. The funding enables us to continue providing appropriate services to society. We are always here, cherishing lives, and will continue to listen to callers struggling with emotional problems.

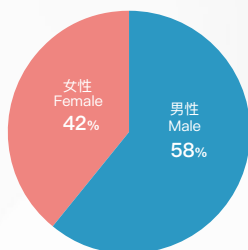
已處理的來電數目 Number of Calls Received



本年度，中心共處理 36,140 個來電，平均每月處理 3,012 個。

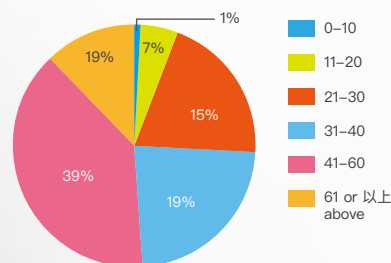
This year, the hotline center handled 36,140 calls, with an average of 3,012 calls per month.

來電者性別分佈 Gender Distribution of Callers



本年度，在知悉性別的來電者中，男性數字高於女性，有58%，而女性來電則為42%。
This year, among callers whose gender was disclosed, 58% were male and 42% were female.

來電者年齡分佈 Age Distribution of Callers



本年度，在知悉年齡的來電者中，三個年齡組別(21至30歲、31至40歲、41至60歲)的來電高達的來電佔多於7成，達73%。
This year, among callers whose ages were revealed, 73% were between 21 and 60 years old.

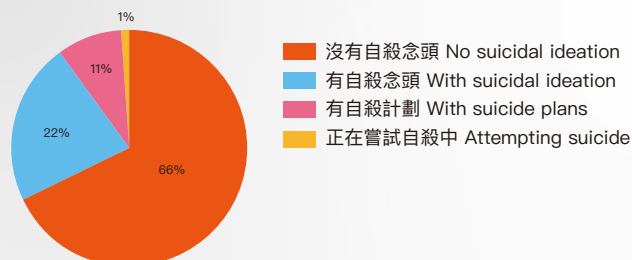
來電者面對的問題 Problems Faced by Callers



本年度，在知悉來電者面對什麼問題的生命熱線來電者中，感情問題是來電者主要的困擾佔36%。此外，就業問題佔11%，心理/精神問題佔15%，人際關係困擾佔16%。

This year, among the problems faced by callers, 36% were romantic/marital problems; 11% were employment problems; 15% were psychological/mental problems; and 16% were interpersonal problems.

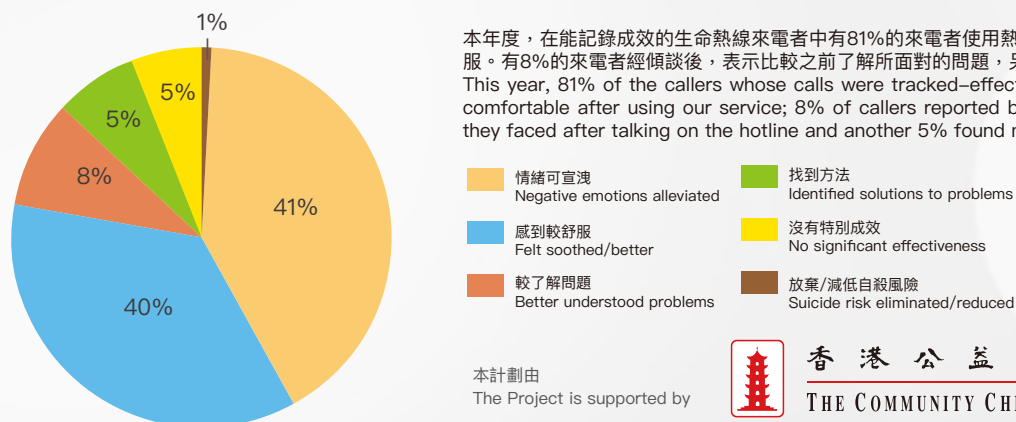
來電者風險分佈 Distribution of Callers' Risk Levels



本年度，在知悉自殺風險的生命熱線來電者中，有66%的來電者表示受到不同情緒困擾，當中有自殺念頭者佔22%，而有自殺計劃甚至付諸實行者，亦有約11%及1%。

This year, for those who were able to identify as suicide risks, 66% of the callers indicated that they were emotionally disturbed. Among these people, 22% had suicidal ideation; 11% had suicide plans and 1% were even attempting suicide.

服務成效 Service Effectiveness



本年度，在能記錄成效的生命熱線來電者中有81%的來電者使用熱線後，感覺情緒得以舒緩，或感到較舒服。有8%的來電者經傾談後，表示比較之前了解所面對的問題，另外有5%更找到方法面對。
This year, 81% of the callers whose calls were tracked—effective felt emotionally relieved or more comfortable after using our service; 8% of callers reported better understanding of the problems they faced after talking on the hotline and another 5% found means to solve their problems.

本計劃由
The Project is supported by



香港公益金
THE COMMUNITY CHEST

資助

預防長者自殺服務

Suicide Prevention Services for the Elderly

關係縱被疫情隔絕 義工關愛一直在線

The Epidemic has isolated people while our volunteers have stayed online to care

「生命熱線」的外展長者服務在1998年正式開展，轉眼間服務發展至今已達二十二年之久。服務主要是接觸有情緒困擾或有早期自殺徵兆的長者，提供定期的義工探訪及電話慰問服務，協助他們走出情緒和自殺的幽谷。在過去一年，人與人之間的關係都變得疏離、不信任和被隔絕，長者面對這些環境帶來的衝擊更是前所未有。長者與身邊人的關係帶來不同的負面感受如迷失、困惑、失望、憤怒、擔心、焦慮、恐懼等，每天都籠罩在他們的生活中，這些感受有時甚至觸發了他們深層歷史的創傷。在這困難的日子，我們仍堅持透過職員和義工持續的家訪及電話慰問，讓「生命熱線」的關愛仍一直在線，在逆境中繼續陪伴長者，同心同行抗疫之路。

The outreach service for the elderly at Suicide Prevention Services (SPS) was officially launched in 1998, reaching 22 years of service in the blink of an eye. It focuses on reaching out to elderly people with emotional distress or early suicidal tendencies and providing them with regular volunteer visits and telephone calls to help alleviate their gloomy and suicidal emotions. In the past year, people have become alienated, distrustful and isolated from each other. This has impacted the elderly in an unprecedented way, evoking negative feelings such as loss, confusion, disappointment, anger, worry, anxiety, fear, etc., that enshroud their daily lives. These feelings sometimes even triggered the deep trauma of their past experiences. In these difficult times, SPS stayed online and persisted in home visits and telephone calls from our staff and volunteers, to walk with the elderly in adversity and work together to fight the epidemic.

預防長者自殺服務

Suicide Prevention Service for the Elderly

根據「死因裁判官報告」所顯示，在2019年有379位長者選擇自殺而了結生命，平均每日便有超過一名長者自殺身亡，創下近年來新高。長者雖然生活在一個資源豐足的社會，他們大部份不需要為住屋和生活擔驚受怕。縱使人生經歷了不少我們無法想像的苦難，他們都沒有想過放棄。但今天導致他們有自殺想法，長期病痛和家庭問題成了主要的原因，當然，社會一些變化，如社會文化的急促轉變、倫理關係變得薄弱等，都讓長者在適應現代生活和與家人相處較以往困難。若長者身邊缺乏傾訴的對象，這都會讓長者的無助和孤單感突然增加，對生活感到絕望。「生命熱線」透過香港賽馬會慈善信託基金捐助的「香港賽馬會社區資助計劃：『生命共行——外展長者服務』」，與及滙豐150週年慈善計劃透過香港公益金資助的「長者·家·多一點力量」兩個計劃，分別為有抑鬱或自殺念頭長者及照顧有自殺想法長者的家屬提供服務。服務除了以義工定期上門探訪及電話慰問外，亦會舉辦義工訓練課程及講座等。本會亦為長者家屬舉辦不同的活動及課程，讓家人了解長者抑鬱的心理及學習舒緩自己的壓力，從而更能妥善照顧身邊長者，兩個服務讓長者在面對不同壓力時，仍可感到社工、義工及身邊家人的支援。

The coroner's report states 379 elderly people died by suicide in 2019. On average, more than one old person died by suicide every day, the highest figure in recent years. So although HK's elderly now live in a resource-rich society and

most of them needn't worry about housing and livelihood, emotional and suicidal problems prevail. Many old people went through unimaginable hardship and never thought of giving up. But today, suicidal thoughts are mainly evoked by chronic illness and family problems. Rapid changes in social culture and weak ethical relationships deter the elderly in adapting to modern life and getting along with their families. Elderlies lacking people to talk to may suddenly feel more helpless, lonely, and despairing in life. Through "The Hong Kong Jockey Club Community Project Grant: Outreach Befriending Service for Suicidal Elderly" funded by The Hong Kong Jockey Club Charities Trust, SPS helps elderlies with depression or suicidal thoughts. And via "Family Support for Elderly Mental Health" funded by the HSBC 150th Anniversary Charity Programme through The Community Chest of Hong Kong, SPS services family members of old folks with suicidal thoughts. Training courses and seminars are held for volunteers who make regular home visits and telephone calls to elderlies in need. Various activities and courses are also organised for family members of elderly people to help them understand the psychology of geriatric depression and learn to relieve pressures so they can better take care of the elderly around them. The two services enable the aged to feel more secure, having the support of social workers, volunteers and their family members.

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」在2019-2022的三年，繼續撥款資助「生命共行——外展長者服務」，讓我們繼續支援情緒受困或有早期自殺徵兆長者、拓展社區的義工網絡及積極提升專業服務發展，這是對我們計劃的肯定和認同。

We thank The Hong Kong Jockey Club Charities Trust for allocating funds for "Outreach Befriending Service for Suicidal Elderly" from 2019 to 2022. This helps us continue to support old folks suffering from emotional distress or having early suicidal tendencies, to expand the volunteer network in the community, and to better develop professional services. This is affirmation and recognition of our programme.

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

同心同步同進 RIDING HIGH TOGETHER

個案服務及受訓義工參與 Case Service and Participation of Trained Volunteers

受着社會環境，特別是肺炎疫情的影響，義工服務都只能作有限度運作，雖然服務大受影響，但職員和義工仍努力維持對長者的關心。服務在過去一年共有328名義工，包括「生命熱線」義工及地區協作的義工為342位長者個案提供探訪服務，服務次數達6,599次。地區協作方面，我們在過去一年共有14間協作機構，當中包括地區長者服務機構、企業及義工團體，我們為各單位義工提供專業培訓，安排他們定期探訪長者個案，讓「關懷、聆聽、接納及陪伴」的信念於社區傳揚，憑着義工的耐心聆聽，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，減低他們自殺的風險。

Volunteer services have been severely restricted by the social environment, especially the epidemic. Even so, our staff and volunteers have carried on caring for the elderly. In the past year, a total of 328 volunteers, including SPS volunteers and volunteers in regional collaborations, provided visiting services to 342 elderly cases on 6,599 occasions. In regional collaborations, we had a total of 14 partners in the past year, including regional elderly service organisations, enterprises and volunteer groups. We provided professional training for volunteers from various groups and arranged for them to visit elderly cases regularly, spreading in the community our tenets of “caring, listening, acceptance, and companionship”. Our volunteers listened patiently to learn the needs of the elderly and helped them feel the care of the community, relieved their anxieties and reduced their risk of suicide.



2019/2020年度服務使用者的年齡及性別分佈表 Age and Gender Distribution of Service Users in 2019/2020

| Age 年齡 | Sex 性別 | | Total 總數 |
|-----------------|--------|----------|----------|
| | Male 男 | Female 女 | |
| Below 60 | 0 | 1 | 1 |
| 60–69 | 14 | 34 | 48 |
| 70–79 | 30 | 65 | 95 |
| 80–89 | 36 | 96 | 132 |
| 90 or above 或以上 | 19 | 44 | 63 |
| Unknown不詳 | 1 | 2 | 3 |
| Total 總數 | 100 | 242 | 342 |

參與服務的受訓義工人數 Number of Trained Volunteers Participating in the Services

| | |
|----------------------------------|-----|
| SPS Volunteers 「生命熱線」義工 | 118 |
| Local Agency Volunteers 地區協作機構義工 | 210 |
| Total 總數 | 328 |

社區教育活動 Community Education Activities

預防勝於治療，若身邊人能在長者有情緒問題的初期，便開始關心及協助他們會更為有效。所以，提升公眾人士對預防長者自殺方面的意識實為重要，過去一年，我們積極舉辦社區教育講座，目的讓長者及社會人士理解情緒困擾和自殺當中的密切關係，透過大眾認知的提升，從而在社區建立一個更理想的安全網，更有效的發揮預防自殺功效。本年度我們除了為不同的長者地區中心、長者日間護理中心、院舍等繼續舉辦「長者護心法」社區教育講座外，我們更增設了一個名為「長者抑鬱知多少」的講座，內容是講解抑鬱的成因、預防、治療及與抑鬱長者溝通的技巧等知識。機構可以因應自己會員的情況，按需要申請不同講座內容，達到由淺入深的效果。服務共有1,409名長者、公眾人士及義工參與，希望藉著講座提醒大眾需要時常留意自己及身邊長者的情緒變化，如何與情緒受困及有自殺想法的長者溝通及運用紓緩情緒的技巧，關懷社區上有需要的長者。



Prevention is better than cure. People around elderlies can care for and assist them more effectively at the inchoate stage of emotional problems. So it is vital to raise public awareness of elderly suicide prevention. In the past year, we held education seminars to help the elderly and the community understand the close relationship between emotional distress and suicide, and by enhancing public awareness, establish a more ideal safety net in the community to more effectively prevent suicide. Apart from continuing to organise “Mental Health Promotion Talks” for disparate elderly community centres, daycare centres and homes, we also gave “Talks for Depressive Elderlies” this year to explain causes, prevention and treatment of elderly depression and how to communicate with sufferers. Organisations could apply for different talks to meet the needs of their members, so as to achieve the purpose of progressive learning. A total of 1,409 elderly people, members of the public and volunteers participated in the service. We hope to remind the public of the need to constantly pay attention to emotional changes in themselves and the elderlies around them, how to communicate with those with emotional distress and suicidal thoughts, and use emotion relief techniques to care for needy old folks.

專業同工訓練 Professional Workers Training

在臨床實務工作方面，不少前線專業同工在處理長者的情緒，甚至危機時，因為缺乏相關的知識、經驗和訓練，都會顯得無所適從。所以，我們會為社會服務的專業同工舉辦工作坊或實務分享會，加強同工相關的培訓，讓他們對長者有更深層的理解，讓長者得到更合適的跟進。隨著社會變化，家庭倫理關係日趨薄弱，長者透過家庭得到支援亦較以往減少，長者的情緒和自殺問題越來越複雜。面對這種情況，作為長者服務前線及專業同工，對職員培訓的需求一直上升。在過去一年，我們為大學、前線及專業同工舉辦了8節工作坊，服務人數達335人次，這些工作坊深受業界歡迎，大部份同工認為有助他們如何識別長者的自殺風險，並及早為他們提供支援。

In clinical practice, many front-line workers are at a loss when dealing with emotional crises of the elderly, due to a lack of relevant knowledge, experience and training. Therefore, we organised training workshops or practical sharing sessions for professional social service workers to instill in them a deeper understanding of the elderly and help them

provide more appropriate follow-up. With social changes, family ethical relationships are weakening and elderlies are getting less familial support than before, resulting in increasingly complex emotional and suicidal problems among them. This in turn led to rising demand for training front-line and professional workers in elderly services. In the past year, we organised 8 workshops for universities, front-line and professional workers with a total of 335 participants. These workshops were well received by social services and most of the workers believe they helped them identify suicidal risks of the elderly and provide early support.



預防長者自殺專業同工專題分享及新書發佈

Thematic Sharing on Elderly Suicide Prevention Service for Professional Workers and New Book Releases

長者在過去人生不同的階段和際遇中，都曾面對各種人生的矛盾與衝突，當中包括慾望和道德的矛盾、自己和別人的矛盾、能力和要求的矛盾、操控和受制的矛盾、權利和責任的矛盾、期望和現實的矛盾、過去、現在和將來的矛盾。如果這些矛盾與衝突不能被平衡、抵消，積累起來便會變成壓力，甚至惡化為人生的創傷。長者亦會因這些人生矛盾而造成複雜的情感矛盾，若果這些人生和情感矛盾與衝突持續惡化，長者會在自我保存和自我毀滅的力量中失去了平衡，長者的自我對抗、自傷或自殺亦由此而來。因此，當同工要去接觸高危長者時，如何從他們的生命經歷去理解當中的情感矛盾與衝突尤其重要。「生命熱線」為讓同工於長者人生矛盾、情感矛盾和生死矛盾方面有更深入的理解，於二零一九年十月三日舉辦了名為「從人生及情感矛盾到自毀與自存」——預防長者自殺專業同工專題分享。我們邀請到明愛專上學院研究教授葉錦成教授擔任專題分享的講者，為我們講解有關各種矛盾的理論部份，而本會社工同事作個案分享及答問環節講者，向在場參加者分享寶貴經驗。當日活動反應熱烈，共有130位參加者出席，當中包括社工、社工學生及長者服務義工。



Elderly face contradictions and conflicts at different stages in their lives. These include past, present and future contradictions between desire and morality involving themselves and others, between abilities and requirements, between control and restraint, between rights and responsibilities, between expectations and realities. If they can't cope, these contradictions can accumulate, build up pressure and even worsen into life trauma. Complex emotional conflicts will cause the elderly to lose the balance of power between

self-preservation and self-destruction, resulting in self-confrontation, self-harm or suicide. So it is crucial for workers to understand the emotional contradictions and conflicts in high-risk elderly people. To provide a better understanding of emotional contradictions and life-death contradictions among the elderly, SPS organised an “Thematic Sharing on Elderly Suicide Prevention Service for Professional Workers” with the special theme “From Life and Emotional Contradictions to Self-Destruction and Self-Existence” on 3 October 2019. We invited Professor Yip Kam Shing, Research Professor of Caritas Institute of Higher Education, to speak on theoretical aspects of various contradictions. Our social workers hosted the case sharing and Q&A session to pass on valuable experience to participants. The event received an overwhelming response. 130 people attended, including social workers, social work students and elderly service volunteers.



香港長者自殺問題嚴重，但本土卻少有就相關問題作出研究或有可以提供前線同工參考的書籍，協助同工理解有自殺危機長者的內在世界。「生命共行」——外展長者服務繼於二零一八年向外發表了「生死角力——探索長者自殺的主觀世界」一書後，本會再次總結了服務臨床行動研究的經驗，在二零二零年一月推出了另一本書籍，該書名為「生死角力 (II)——從人生及情感矛盾到自毀與自存」。內容希望透過相關矛盾理論及六位長者的訪問，讓讀者理解長者因八種人生主要的矛盾，如何影響他們的情感矛盾及最後如何就生死的矛盾。本刊物免費派發給「從人生及情感矛盾到自毀與自存」——預防長者自殺專業同工專題分享」的參加者及歡迎各社會服務機構申請，希望此書可以對不同從事長者服務的同工有所裨益。

The problem of suicide among elderly people in HK is serious, but few local studies or books provide a reference for front-line staff to help them understand the inner world of suicidal elderly people. After “Outreach Befriending Service for Suicidal Elderly” published the book “Wrestling between Life and Death – Exploring the Subjective World of Elderly Suicide” in 2018, SPS summarised its experience in clinical research and published another book named “Wrestling between Life and Death (II) – From Life and Emotional Contradictions to Self-Destruction and Self-Existence” in January 2020. It is hoped through relevant theories of contradictions and the interviews of six elderly service users, readers can understand how the eight major contradictions in life and death affect the emotional conflicts of the elderly and how they end up as contradictions between life and death. The publication is distributed free of charge to participants of “From Life and Emotional Contradictions to Self-Destruction and Self-Existence – Thematic Sharing on Elderly Suicide Prevention Service for Professional Workers”. All social service organisations are welcome to apply. We hope this book can benefit staff of elderly services.

| Major Community Education Programmes 主要社區教育活動 | Session 節數 | No. of Beneficiaries 服務受惠人次 |
|---|---------------|--------------------------------|
| 「長者護心法」講座 Mental Health Promotion Talks 「長者抑鬱知多少」講座 Health Talks on Elderly Depression | 32 | 1,409 |
| 預防長者自殺服務實務分享 前線及專業同工訓練工作坊 Elderly Suicide Prevention Service Sharing for Professional Workers | 8 | 335 |

節日探訪及長者體驗活動

Seasonal Visits and Elderly Experiential Activities

傳統中國社會的長者，家庭觀念濃厚，所謂「每逢佳節倍思親」，雖然現代人對時節與家人共聚的觀念已日漸減少，但長者們總希望在節日時，可以和家人有共聚時光。可惜，在過去一年，不論社會的氣氛及疫情的影響，長者們與家人共聚的機會變得更少、更困難，孤單和寂寞的感覺更甚。我們在過去一年，不少大型的探訪活動都受到影響，但我們仍努力堅持，舉辦了11次大型節日義工探訪活動，招募來自不同的企業、機構及團體的義工上門探訪及送禮物包給長者。當中4次探訪，我們更與學校合作，藉安排中學生探望長者，讓學生們學懂欣賞長者在人生中面對困難的堅毅和不同優點，長者在被學生探訪的過程中，亦重新擔起長輩分享人生經驗的角色，這是兩代人難得的溝通時光。此外，雖然受到社會事件及疫情的影響，我們仍舉辦了2次長者外出活動，希望透過與企業團體合作，讓長者們可以踏出社區，減少獨留家中的負面情緒。

In traditional Chinese society, old people have a strong sense of family. There is a saying, “Think about your family especially during festivals”. Modern society’s concept of spending time with family during festivals has gradually diminished, but the elderly cling on to the hope for such special occasions. Unfortunately, in the past year, regardless of the social atmosphere and the impact of the epidemic, opportunities for the elderly to get together with their families have become fewer and more difficult, aggravating their feeling of loneliness. Nevertheless, we strived to hold 11 large-scale seasonal visits, recruiting volunteers from various enterprises, institutions and groups to visit and send gift bags to the elderly. On four of the visits, we collaborated with schools to recruit secondary school students to help them learn to appreciate the perseverance and assorted strengths of the elderly in facing difficulties in life. During the visits, the elderly shared life experiences with the students, rare occasions of communication between the two generations. Despite the impact of social events and the epidemic, we still organised two outings for the elderly. We hope through co-operation with corporate groups, the elderly can go into the community more proactively and reduce their negative feelings of being left alone at home.

長者在日常生活經常因為擔心造成別人的負擔而怯於接觸鄰舍，我們在過去一直希望透過長者體驗活動，重新建立長者睦鄰關係，本年度我們嘗試在不同的日子與長者一起製作毛巾小狗，藉此長者從活動體驗中接觸新事物，亦透過義工，陪伴長者把一些製成品贈送予鄰居或心愛之人，協助建立一個施與受相向的睦鄰關係。

In daily life, old folks are often afraid to contact their neighbours because they are reluctant to burden others. In the past, we tried to re-kindle good neighbourly ties through activities catering to the aged. This year, we made towel puppies with the elderly on different occasions to give them fresh experiences. We arranged for volunteers to accompany the old people to present their handiwork to neighbours or loved ones, so as to establish good-neighbourly relations of giving and receiving.

以上不同類型的活動，過去一年共有771名義工參與，當中超過1,022名長者受惠。

In the past year, a total of 771 volunteers participated in the above activities, which benefited more than 1,022 elderly people.



冬(Don't)瓜慈善愛心大行動 “Don't Qua” Charity Action

生命熱線每年都會藉傳統節氣「大暑」的日子，舉辦「冬(Don't)瓜慈善愛心大行動」，透過大型義工活動「消暑打氣冬(Don't)瓜水」及「冬(Don't)瓜慈善愛心午宴」，希望向社會宣揚珍惜生命的訊息。我們於二零一九年七月二十一日，繼續舉辦這項有意義的活動，為情緒受困的長者打氣，紓緩他們因炎熱天氣而出現的負面情緒。超過130名來自13間企業、團體及機構的義工，前往192名長者的家中進行探訪，並且向長者派發消暑的冬瓜飲品及健康食品。生命熱線的慈善大使黎芷珊小姐更參與其中探訪，向長者們表達愛與關懷。

SPS organises the ‘Don’t Qua’ Charity Action during the traditional Chinese solar term ‘Great Heat’ each year. To spread the message of cherishing life, SPS arranges the large-scale activities ‘Don’t Qua’ Volunteer Service Programme and ‘Don’t Qua’ Charity Luncheon. The meaningful volunteer programme was held on 21 July, 2019 to cheer up emotionally distressed elderlies and alleviate their negative emotions caused by hot weather. More than 130 volunteers from 13 companies, groups and institutions visited the homes of 192 elderly people and distributed winter melon drinks and healthy food to the elderly. Miss Luisa Maria Leitão, Charity Ambassador of SPS, participated in part of the visits to show her love and care to the elderly.

二零一九年八月二十三日，我們於尖沙咀彩福皇宴舉辦了「冬(Don't)瓜慈善愛心午宴」。活動邀請超過340名長者與義工一起享用以冬瓜為菜式的午宴，喻意長者珍惜生命。活動除了邀請不同表演嘉賓，包括黎芷珊小姐、朱咪咪小姐及Joe Junior先生獻唱經典金曲外，今年我們更為在場各機構最年長的長者頒發「長青獎」，獎品是一份小盆栽，喻意各位台上長者們仍生命力充沛，活動亦祝福他們身心健康。總括而言，當日活動氣氛熱鬧開心。

On 23 August 2019, we organised a ‘Don’t Qua’ Charity Luncheon at Choi Fook Royal Banquet in Tsim Sha Tsui. More than 340 elderly people and volunteers were invited to enjoy a lunch with a winter melon themed menu, implying the elderly should cherish their lives. In addition to inviting different guest performers, including Miss Luisa Maria Leitão, Miss Mimi Choo and Mr. Joe Junior, we presented the “Evergreen Award” to the oldest attendees of each agency present this year. The prize was a small potted plant, symbolising the old folks on the stage were still full of vitality, and to wish them good physical and mental health. All in all, it was a lively and happy day.



| 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 |
|-------------------------|--|-----------------------------|-------------------------|
| 14/4/2019 | 全城關懷渡復活 Easter Home Visit | 77 | 101 |
| 4/5/2019 | 天主教郭德勝中學探訪 (家訪) Home Visit by students from Kwok Tak Seng Catholic Secondary School | 18 | 10 |
| 17/5/2019 | 保良局姚連生中學探訪 Home Visit by students from PLK Yao Ling Sun College | 20 | 10 |
| 25/5/2019 | 佛教葉紀南紀念中學探訪 Home Visit by Buddhist Yip Kei Nam Memorial College | 15 | 7 |
| 2/6/2019 | 糉種愛心賀端陽 Dragon Boat Festival Home Visit | 86 | 79 |
| 2/7/2019 | 香港道教聯合會圓玄學院第三中學探訪 Home Visit by HKTA The Yuen Yuen Institute No.3 Secondary School | 16 | 7 |
| 21/7/2019 | 消暑打氣冬瓜水 Don't Qua Charity Home Visit | 192 | 132 |
| 27/7/2019 | 坪石邨長者探訪 Visitation of Ping Shek Estate | 15 | 35 |
| 23/8/2019 | 冬(Don't)瓜慈善愛心午宴 Don't Qua Charity Luncheon | 9 | 342 |
| 7/9/2019 | 2019中秋長者歡聚千人宴 Celebrating Mid-Autumn Festival Thousand Elders Gathering | 4 | 26 |
| 8/9/2019 | 月滿佳節譜關懷 Mid-Autumn Festival Home Visit | 147 | 125 |
| 9/9/2019 & 17/9/2019 | 創意DIY·毛巾小狗製作活動 Creative Towel Puppy Making Programme | 7 | 6 |
| 5/10/2019 | 澳洲建造師學會探訪 Home Visit by Australian Institute of Building | 14 | 13 |
| 15/12/2019 | 冬日情濃顯關懷 Winter Home Visit | 39 | 37 |
| 19/1/2020 | 歲晚送暖表愛心 New Year Eve Home Visit | 112 | 92 |
| | Total Attendance 總人次 | 771 | 1,022 |

長者·家·多一點力量 Family Support for Elderly Mental Health

承蒙滙豐銀行150週年慈善計劃透過香港公益金資助，本會於2016年8月開始推行「長者·家·多一點力量」計劃。本計劃是一項以家庭為本的預防長者自殺服務。根據一項本地長者自殺的研究，接近68%的長者在自殺身亡前曾向家人透露有輕生之念頭。

With our deepest gratitude for the funding from the HSBC 150th Anniversary Programme through The Community Chest of Hong Kong, SPS started the "Family Support for Elderly Mental Health" project in August 2016. This is a family-based elderly suicide prevention service. Local research on elderly suicides has found nearly 68% of old folks disclosed their suicidal thoughts to family members before the tragedy happened.

有見及此，本計劃將透過各類服務支援有抑鬱或自殺傾向長者的家屬及照顧者。包括外展探訪、長者家屬課程、長者家庭活動、減壓工作坊及社區講座，透過強化其家庭功能，減少家屬的壓力及負面情緒，從而提昇家屬和照顧者的技巧及溝通能力，並向社會人士推廣關注長者精神健康的訊息。

Therefore, the project aims to support depressed or suicidal elderlies, their families and carers through outreach visits, training for family members, activities for the whole family, de-stress workshops and community talks. Through strengthening ties, family members and carers experience less stress and are more communicative while taking care of the elderly. We hope to better equip participants with care-taking and communication skills as well as disseminate constructive messages on elderly mental health to the community.

長者 ♥ 家 多一點力量

此計劃由滙豐150週年慈善計劃透過香港公益金資助

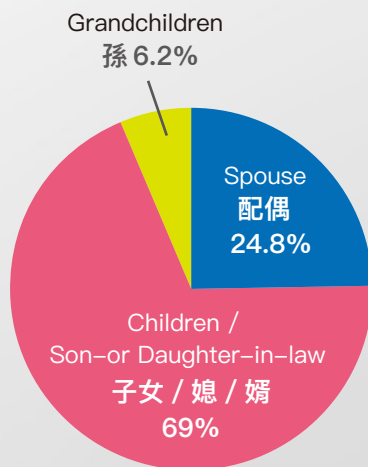
The HSBC 150th Anniversary Programme has funded this project through The Community Chest of Hong Kong

個人及家庭輔導服務 Personal and Family Counselling Services

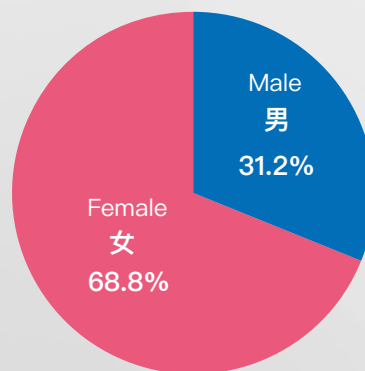
以「長者為本」的家庭輔導手法，透過外展探訪，中心面談及電話慰問，以支援長者及其家人的需要，包括紓緩情緒、處理壓力、人際關係及服務轉介等。

Through outreach visits, centre counselling and telephone contacts, we support the needs of old people and their families through "elderly-oriented" family counselling methods, including emotional relief, stress management, interpersonal relationship and service referral.

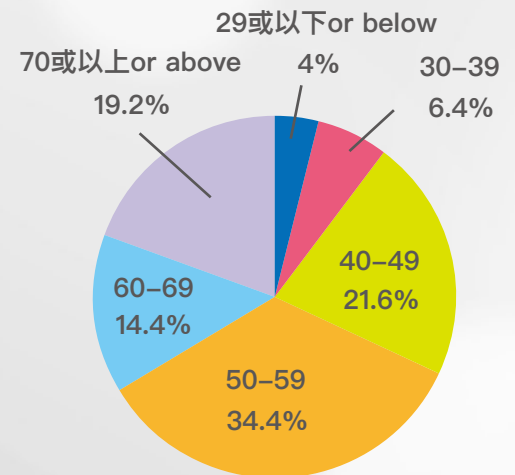
| 服務項目 Service Item | 服務成效 Service Effectiveness |
|----------------------------|-------------------------------|
| 家庭 Families | 63 |
| 個案 Cases | 106 |
| 外展探訪 Outreach Visits | 247 次 / Times |
| 中心面談 Centre Counselling | 86 次 / Times |
| 電話慰問 Telephone Contacts | 241 次 / Times |



家屬與長者的關係
Relationship between
the carers and the elderly



家屬性別
Gender of Carers



家屬年齡
Age of Carers



被訪長者收到聖誕水晶球
Elderly people received
Christmas cards and Christmas crystal balls

滙豐銀行義工參與節日探訪活動
HSBC volunteers participated in
seasonal visits



參加者回應 Response of Participants

長者家屬：「多謝兩位職員經常探訪我爸爸媽媽，在他們情緒最困擾的時候給予我全家人的情緒疏導，並建議有效並可行之方法。」

A family member of the elderly: “Thank you to the two staff members who often visit my parents and give my whole family emotional support when we are most emotionally troubled, and for suggesting effective and feasible methods.”

長者家屬：「職員態度溫和，合乎中度，有專業的知識，能給予適切提醒和輔導，紓緩求助者的困擾情緒。」

A family member of the elderly: “The staff members have a gentle and moderate attitude. They have professional knowledge and can give appropriate reminders and counselling to relieve the troubling emotions of those who seek help.”

社區教育 Community Education

社區教育方面，本計劃主要透過「社區講座」及「長者家屬課程」以接觸有需要的長者家屬。

In terms of community education, this project mainly reaches family members of the elderly who are in need through “Community Talks” and “Elderly Family Courses”.

社區講座：題目方面以切合長者家屬興趣的專題，分別是「陪著你走——憂與愁」，從家屬角度出發，學懂及早辨識及了解長者情緒困擾的徵兆及需要。而「陪著你走——痛與苦」，鼓勵家屬從長者生死角度，了解如何陪伴長者面對這些生活經歷，探索生命意義。

Community Talks: The topics are based on the interests of family members of the elderly. One of them is “Walk with You – Worry and Sorrow”. Family members learn to recognise early and understand signs of emotional distress and the needs of the elderly. And “Walk with You – Pain and Suffering” encourages family members to accompany the elderly to face life experiences and explore with them the meaning of life and death.

長者家屬課程：透過角色扮演、個案討論、短片分享及練習，有助家屬加深對長者晚年及抑鬱症的了解，建立良好的溝通方法，從而深入了解長者的需要。

Elderly Family Courses: Through role-playing, case discussions, short videos and exercises, they help family members deepen their understanding of the elderly’s needs in their old age and depression, as well as establish good communication methods.

| 服務項目 Service Item | 服務數量 Number of Services | | 服務節數 Number of Services Sessions | 參加者人數 Number of Participants |
|----------------------------------|-------------------------------------|--------------------------------|-------------------------------------|---------------------------------|
| | 地區公開招募 Regional Open Recruitment | 長者服務單位 Elderly Service Unit | | |
| 社區講座 Community Talks | 4 | 18 | 22 | 613人 / pax |
| 長者家屬課程 Elderly Family Courses | 4 | 10 | 56 | 157人 / pax |



長者家屬課程參加者在參與討論
Participants of an Elderly Family Course
were participating in the discussion



社工到長者中心舉行講座
Social workers held talks at elderly centres

參加者回應 Response of Participants

陪著你走——憂與愁講座參加者：「用很多實際例子來講解，很接地氣，易感同身受及接納。」

Participant of the "Walk with You - Worry and Sorrow" talk: "With many practical examples, it is very down-to-earth, easy to generate empathy and be accepted."

陪著你走——痛與苦講座參加者：「很實用，可向周邊朋友分享。」

Participant of the "Walk with You - Pain and Suffering" talk: "It is very practical and can be shared with friends."

第20期長者家屬課程參加者：「導師控制課堂節奏甚佳，內容有啟發性，令參加者很投入，他的表現卓越。」

Participant of the 20th Elderly Family Course: "The instructor controlled the pace of the class very well. The content was instructive, the participants were very engaged, and his performance was excellent."

第23期長者家屬課程參加者：「導師為資深社工，對老人心理了解，見解貼地。運用實際例子，令大家容易代入情況，更容易吸收，而且方法實用，易於用於日常生活中。」

Participant of the 23rd Elderly Family Course: "The instructor is a senior social worker, who understands elderlies' psychology and has down-to-earth opinions. With practical examples, it is easy to plug into the situation and absorb it. The methods are practical and easy to apply in daily life."

情緒紓緩活動 Emotional Relief Activities

本計劃深切了解長者家屬的照顧壓力，因此舉辦一連串「減壓工作坊」及「家屬同行小組」。

The project is deeply aware of family members' pressure in taking care of the elderly, so a series of "Stress Relief Workshops" and "Family Support Groups" are organised to de-stress elderlies' families.

減壓工作坊：邀請各項專長的專業導師，帶領家屬體驗各種身、心的減壓方法。於本年度分別舉行表達藝術治療、和諧粉彩、香薰按摩、身心語言情緒治療、靜觀、詠春健體、穴位按摩、禪繞畫等。

Pressure Relief Workshops: Professional instructors with diverse expertise were invited to lead family members in various methods to alleviate physical and mental pressures. This year, we held activities in expressive art therapy, pastel art, aromatherapy massage, body and mind language emotional therapy, meditation, Wing Chun fitness, acupoint massage, Zen painting, etc.

家屬同行小組：定期為家屬舉行聚會，透過不同主題，讓長者家屬互相分享照顧長者的經驗、感受和心得。

Family Support Groups: Regular gatherings have been held for family members of elders to share their feelings and experiences in caring for the elderly through different themes.

| 服務項目 Service Item | 主題 Theme | 節數 Number of Sessions | 參加者人數 Number of Participants | 參加者人次 Number of Attendances |
|------------------------------------|-------------|--------------------------|---------------------------------|--------------------------------|
| 減壓工作坊 Pressure Relief Workshops | 9 | 26 | 186 | 513 |
| 家屬同行小組 Family Support Groups | 7 | 12 | 57 | 119 |



參加者展示和諧粉彩作品

Participants showed their pastel art work



家屬們一起燒烤及聊天

Family members barbecued and chatted together

參加者回應 Response of Participants

和諧粉彩工作坊參加者：「上堂氣氛很融洽，在活動過程中很舒服，尋覓到內心的平靜，能投入在創作之中。」

Participant of the Pastel Art Workshop: "The atmosphere in the class was very harmonious. I felt comfortable during the activity. I found peace in my heart, and I could devote myself to the creation."

靜觀體驗工作坊參加者：「第一次參加靜觀課程，感覺良好，放鬆一天的壓力，會在家常做身體掃描和伸展運動，減壓令自己更輕鬆。」

Participant of the Meditation Workshop: "It was the first time I participated in a meditation course. I felt good. It relieved the stress of the day. I will do body scans and stretching exercises at home to make myself more relaxed."

家屬同行燒烤樂參加者：「感謝生命熱線舉辦是次燒烤放風箏活動，讓家屬們能放開平日照顧長者的壓力，輕鬆玩一天，活動暢所欲言，大家分享照顧長者心得，獲益良多。放風箏感受兒時回憶，自由自在地飛翔，讓我身心舒暢，開心自在。」

Participant of the Family Barbecue: "Thank you SPS for organising this barbecue and kite-flying activity, so family members can let go of the pressure of caring for the elderly on weekdays, have fun for a day, and talk freely during the activity. Everyone shared their experiences in caring for the elderly and benefited a lot. The kite-flying reminded me of my childhood memories. The kites flew freely, making me feel comfortable and happy."

家庭活動 Family Activities

本會舉辦以長者為中心的家庭活動，透過不同主題及互動內容，以增進家人與長者之間的溝通，帶來美好的相處經驗。

SPS has organised family activities centred on the elderly to enhance communication between young and old family members through different themes and interactive content, bringing them a beautiful experience of getting along with one another.

| 服務項目 Service Item | 主題 Theme | 節數 Number of Sessions | 參加者人數 Number of Participants | 參加者人次 Number of Attendances |
|---------------------------|-------------|-----------------------------|------------------------------------|-----------------------------------|
| 家庭活動 Family Activities | 9 | 26 | 186 | 513 |



摩天輪下一起大合照

A group photo under the Ferris wheel

長者及家屬初嘗製作傳統月餅

The elderly and family members
had a first taste of making traditional
moon cakes



參加者回應 Response of Participants

春日暖意樂天倫參加者：「感謝生命熱線安排是次活動，增進與家人感情和溝通，讓長者有機會參與活動，舒展身心。」

Participant of the Warm Family Day in Spring: "Thanks to SPS for arranging this event, which enhanced my relationship and communication with my family members. The elderly had the opportunity to participate in the event and relax their mind and body."

親親製月賀中秋參加者：「第一次整月餅，非常有趣。絕少下廚的我，開始對煮食有興趣，感謝生命熱線舉辦是次活動，增進家庭感情。」

Participant of the Mooncake Making for Celebrating the Mid-Autumn Festival: "It is very fun to make mooncakes for the first time. I rarely cooked but now I have become interested in cooking. Thanks to SPS for organising this event and enhancing family relationships."

秋風寫意離島遊參加者：「社工非常盡責，很細心，老人家十分開心，午膳美味豐富，交通安排很好，老人家很久未往離島，今天旅行好愉快。本人感激主辦單位和服務工作人員。」

Participant of the Outlying Island Tour in Autumn: "The social workers are very conscientious and attentive. The elderly are very happy. The lunch is delicious and the transportation arrangement is good. The elderly have not been to outlying islands for a long time. It is a good trip today. I am grateful to the organiser and the service staff."

服務推廣 Service Promotion

過往一年，本計劃服務由九龍及將軍澳區延伸至荃灣及葵青區。透過不同宣傳途徑，將關注長者精神健康訊息滲透至社區各階層人士。

In the past year, the service of this project was extended from Kowloon and Tseung Kwan O districts to Tsuen Wan and Kwai Tsing districts. Through various publicity channels, messages concerning the mental health of the elderly penetrated all walks of life in the community.

屋邨信箱：以最直接方式將長者家屬課程及社區講座單張派發至目標區域的公共屋邨。

Estate Mailbox: We distributed leaflets of Elderly Family Courses and Community Talks to public housing estates in the target areas in the most direct way.

街展：透過社區外展手法，到各公共屋邨進行宣傳活動，並接觸長者家屬，聆聽家屬的需要及提供簡短諮詢。

Roadshows: Through community outreach, we went to public housing estates for publicity activities, and reached out to family members of the elderly, listened to their needs and provided brief consultations.

季刊：以輕鬆內容表達長者精神健康訊息，以及鼓勵建立一個和諧長者家庭生活。

Quarterly Newsletters: We conveyed messages about elderly mental health and encouraged the building of a harmonious family life for the elderly.

網站：用豐富的手繪圖畫傳遞長者精神健康訊息、溝通方法、社區資訊等。本計劃網站被獲選由電影、報刊及物品管理辦事處主辦之2018優秀網站選舉十大優秀網站之一 (<https://www.merit.gov.hk>)。

Website: We used a variety of hand-painted pictures to convey information on the mental health of the elderly, communication methods, community information, etc. The website of the programme was selected as one of the top ten meritorious websites in the 2018 Meritorious Websites Contest (<https://www.merit.gov.hk>) organised by the Office for Film, Newspaper and Article administration.

| 服務項目 Service Item | 服務成效 Service Effectiveness |
|--|---|
| 屋邨信箱 Estate Mailbox | 18屋邨 / housing estates 98,600戶 /households |
| 街展 Roadshows | 11次 / times 2,334接觸人次 / contacts |
| 季刊 Quarterly Newsletters | 4次 / times 12,000份 / copies |
| 網站www.SPSfamily.org.hk Website www.SPSfamily.org.hk | 14新消息 / news 6,729瀏覽人次 / visits |



街展中進行互動遊戲及訪問
Interactive games and interviews in a roadshow



出席十大優秀網站頒獎禮
Attending the Top Ten Meritorious Websites Contest

自殺者親友支援服務

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，更加令家屬無法獲得適當的情緒支援，以過渡哀傷難關。我們透過「釋心同行——自殺者親友支援計劃」，尋求及早接觸家屬的途徑。由2014年起，我們便與衛生署轄下三間公眾殮房共同推行先導計劃，設立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，以便及早提供專業的哀傷輔導服務，讓走在哀傷道路上的家屬獲得及時支援。

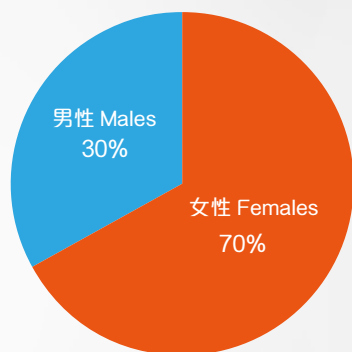
After loved ones take their own lives, the bereaved have to handle the intricacies of a funeral as well as their own emotional reactions and those of relatives and friends. That might make it difficult for survivors of suicide loss to assuage their sadness. Chinese taboos might further hinder proper emotional support to cope with their grief. Our Befriending service for Lighting up and Empowering Survivors of Suicide loss, Project BLESS, explores means to reach survivors of suicide loss and provide early support. In 2014, we launched a pilot scheme, collaborating with three public mortuaries under the Department of Health, to refer survivors to our organisation. The scheme facilitates prompt connection with the bereaved and provision of professional counselling services.

釋心同行 —— 自殺者親友支援計劃 Project BLESS

我們感謝「香港公益金」支持推行「釋心同行——自殺者親友支援計劃」，為有需要的自殺者親友提供服務。在2019至2020年度，我們為超過140個新個案提供服務，當中以個案輔導為主，並按個別情況，鼓勵家屬參與不同活動，包括同路人互助小組活動及具治療性質的活動，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，為家屬提供實務及情緒支援。另外，我們繼續推出資訊網頁、出版資源手冊，並推出以「同行」為主題設計的WhatsApp貼圖和心意咭，以期積極透過不同渠道，鼓勵有需要的人士尋求協助，推動社會關心自殺者親友的需要。

We thank The Community Chest of Hong Kong's continuous support for Project BLESS. In 2019–2020, the project served more than 140 new cases. Based on individual circumstances, we encourage survivors to take part in different activities, such as mutual support groups or therapeutic activities to control their negative emotions and get back on track. Furthermore, we encourage those with similar experiences to become volunteers and give peer support to other survivors. We also actively use various channels to motivate people in need to seek help, such as continuing to run our webpage, publishing a new resource booklet, and creating Project BLESS WhatsApp Stickers and Caring Cards. By taking these measures, we hope to arouse society's attention to survivors' needs.



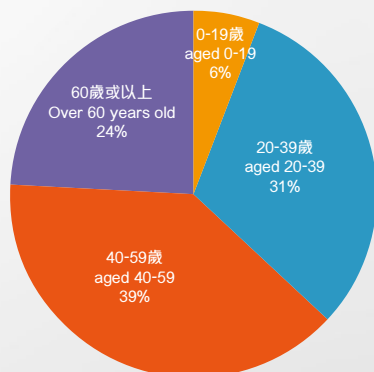


個案服務 Case Service

新個案性別分佈 Gender Distribution of New Service Users

2019/2020年度，我們已服務的新個案共有144個。新個案當中，女性佔70%，男性佔30%。

In 2019–2020, we served 144 new cases in total. Among them, females accounted for 70% and males, 30%.



新個案年齡分佈

Age Distribution of New Service Users

以年齡層劃分，中年人（40至59歲）佔最多，有45%，其次為青年人（20至39歲）佔27%，然後是長者（60歲或以上）佔22%，而介乎0至19歲人佔6%。

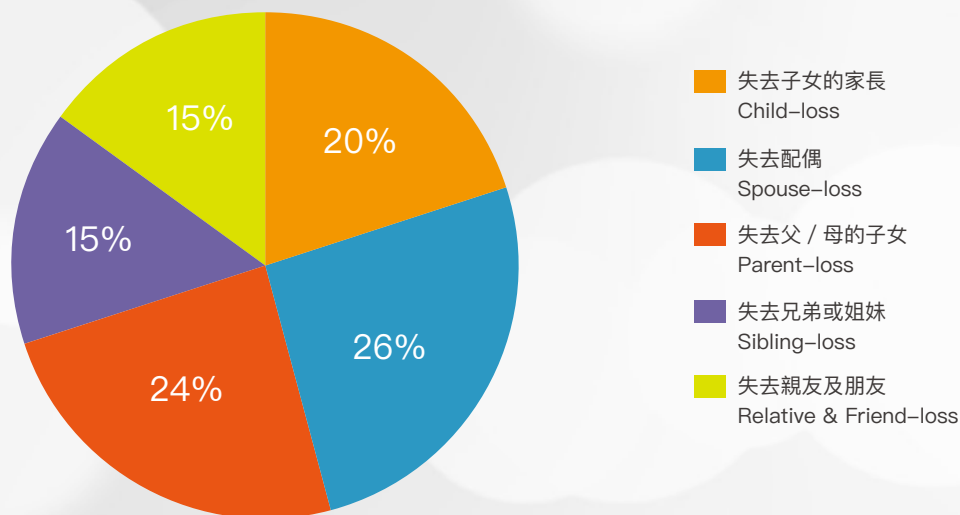
Middle-aged individuals (aged 40–59) made up the largest proportion of 45%, followed by young adults (20–39 years of age) at 27%; 22% were elderlies (over 60 years of age); individuals aged 0–19 made up 6%.

喪親關係分佈

Distribution of the Relationship between the Deceased and the Survivor

以喪親關係劃分，失去配偶的家屬個案較多，佔26%；其次是失去父/母的子孫個案，佔24%；失去子女的家長，佔20%；失去兄弟或姐妹的家屬個案佔15%，而失去其他類別的關係佔15%。

Spouse-loss cases were among the largest, taking up 26%, followed by parent-loss cases accounting for 24%. While child-loss cases were 20%, sibling-loss cases and relative and friend-loss cases were the same, at 15%.



由2014年4月起，我們與本地三間公眾殮房(即域多利公眾殮房、富山公眾殮房和葵涌公眾殮房)合作，建立自殺者親友個案轉介系統。在2019至2020年度的新個案中，主要來自「公眾殮房轉介」佔40%，其次是「自行申請」佔20%，經「社會服務單位」轉介佔17%。就自行申請服務的人士當中，有42%的求助者是透過公眾殮房介紹我們的服務而自行聯繫我們，並申請接受服務；其次有21%是透過我們的網頁來尋求服務，另有17%則透過親友介紹來尋求服務。

Since April 2014, we have been collaborating with three local public mortuaries, including Victoria Public Mortuary, Fu Shan Public Mortuary and Kwai Chung Public Mortuary, to establish a case referral system. In 2019–2020, 40% of the new cases were referred by the mortuaries, 20% were from self-referral while social service units referred 17%. Among the self-referred cases, 42% of the help seekers learnt of our services through information given by the public mortuaries and subsequently approached us proactively. 21% of the help seekers learnt of our services through our webpage and 17% of the help seekers, through relative referral.

同路人互助小組 Mutual Support Group

本年度，我們舉辦了五個自殺者家屬同路人互助小組，其中三個是因應家屬的關係而分組，分別是曾有子女因自殺而離世的家長小組、曾有配偶或親密伴侶因自殺而離世的親屬小組、曾有父母或兄弟姐妹因自殺而離世的親屬小組。在小組活動過程中，我們鼓勵家屬彼此分享和支持，同路人互相分享和過來人提供支援，這樣能有助建立自殺者家屬的互助網絡，凝聚彼此的力量，讓家屬釋放內心的鬱結，重整生活方向。

This year, we conducted five support groups. Three were for child-loss parents, parent-loss adults and spouse-loss wives or husbands. In these groups, we encouraged members to share their feelings and support each other. This also helped the survivors build strong connections with others, mitigate their grief and redirect their lives.

因自殺面對的哀傷，情緒比較複雜和強烈，往往難以用言語來表達，故我們鼓勵家屬以不同的形式抒發情緒，如畫畫、製作黏土、寫信等多元化的藝術媒介，來幫助家屬連繫身心，安全地表達內心感受，同時提升自我的覺察力，整合自己的情緒，以達到療癒哀傷的效果。

Grief that comes from suicide is more complicated and strong. Grief has always been daunting and difficult to convey in words. Therefore, we encouraged the survivors to express their negative emotions in various ways. We utilized diverse expressive art media including drawing, clay-crafting and letter-writing to help the survivors access their feelings and ease their sorrow by enhancing their self-perception skills and capacity to regulate emotions.



服務使用者回應 Responses from Services Users

參與「同路人互助小組」的嘉儀：

Mutual Support Group Participant - 嘉儀 Ka Yi

「同路人各自表述心聲和哀傷，互相開解，互相提醒，互相扶持，互相關心，互相幫助，互相交流，能夠一齊哭，一齊笑，希望一齊行出悲傷。認識了同路人，心靈有慰藉，有精神的支持，有共鳴，有認同，汲取到同路人分享生活遇到的問題及解決方法，現在孤單感少了，放鬆心情和開心多了，開始想打扮自己。」

“Those with the same experience express their feelings and grief. We help each other, remind each other, support each other, care for each other, help each other and communicate with each other. We can cry and laugh together, in the hope of shedding our sorrow together. Since meeting people with the same background, I’ve received consolation, spiritual support, resonance and recognition, and learnt about the problems and solutions encountered by other participants. Now I feel less lonely, more relaxed and happy, and I begin to want to dress myself up.”

參與「同路人互助小組」的Fion：

Mutual Support Group Participant - Fion

「能聽到曾經歷自殺的人的第一身自述，很真實的經歷，幫助我理解自殺成因。還有利用圖像拼貼、畫面譜等等的表達方式，有助反映自己的內心世界，有啟發性，可表達自己心聲。」

“Hearing the first-person narrations of those who have experienced suicide have helped me understand the causes of suicide. Expressive activities of putting images together, painting masks, etc. have helped reflect my inner world and inspired me to express myself.”

參與「同路人互助小組」的 Brian：

Mutual Support Group Participant - Brian

「遇見同路人，覺得自己並不孤單，尤其是與自己失喪關係相同的，共鳴感會更強。參加小組後，留意到自己的情緒比以前更快調節，比預期更快地走出傷痛，能正面地懷念至愛的親人。」

“Meeting people with the same experience makes me feel that I am not alone, especially if they have lost someone of the same relationship as I did. I feel stronger resonance. After joining the group, I noticed that my emotions can be adjusted faster than before, and I can get out of the pain quicker than expected, and I can miss my loved one in a positive way.”

參與「身心調適——同路人互助小組」的阿傑：

Mutual Support Group Participant - 阿傑 Ah Kit

「在小組認知到：哀傷是一個過程，『活在當下』可以暫時不被事件困擾；在小組經驗到：同路人親切的關懷，在我哭的時候輕輕拍我和安撫我；在小組的收穫：和諧粉彩讓自己抒發情緒，能持之以恆地做平甩功，享受製作及品嚐花茶的特刻。」

“What I realized from the group is: grief is a process, ‘living in the moment’ can help me temporarily stop being troubled by the incident. What I experienced from the group is the sincere care of other members, who gently pat and comfort me when I cry. What I gained from the group is that pastel art allows me to express my emotions, I can also practice the ‘swing hands’ exercise continuously. I also enjoy the moment of making and tasting floral tea.”

國際自殺者親友關懷日活動 International Survivors of Suicide Loss Day Program

我們於2020年1月5日舉辦了一年一度的「國際自殺者親友關懷日」活動，凝聚自殺者親友的力量，讓家屬可以減低孤單感，感受同行的力量，使其對前路重燃希望。當日活動在大埔「蝶豆花園」舉行，主題是「蝶漾祝福花語情」，意思是在哀傷療癒的復原路上，培養慢活的心態，學習關顧自我的需要，帶著愛與祝福，為生命添加力量向前行。活動當日早上我們預備了園地的DIY蝶豆花杞子砵仔糕製作及DIY彩繪葫蘆瓜吊飾製作等活動，下午則由中心職員帶領的「同聲同氣」團體活動，為參加者注入正能量，最後更舉行「讓蝴蝶飛」祝福儀式，參加者將手上的旋轉蝴蝶一同發放，旋轉蝴蝶便往上飛展，表達出為離世親人、為自己、為同路人彼此獻上祝福。79名家屬出席者在美麗的大自然環境下，互相認識、互相分享和支持，並一同完成祝福儀式。

On 5 January 2020, we organised the annual “International Survivors of Suicide Loss Day” programme to bring together the strengths of families and friends of suicide loss, so that they can feel less lonely, feel the strength of their peers and regain hope for the future. The event was held at Butterfly Valley in Tai Po. The theme of the event was “Butterfly Blessings”, which means that on the road to recovery from grief, it is important to cultivate a slow living attitude, learn to care for one’s own needs, and move forward with love and blessings. In the morning, we prepared the garden for the DIY butterfly pea wolfberry steamed rice cupcake and DIY painted gourd ornament making activities, and in the afternoon, the “One Voice, One Spirit” group activity was led by the centre staff to inject positive energy into the participants. At the end of the day, a “Let the Butterflies Fly” blessing ceremony was held in which participants released the spinning butterflies in their hands, and the spinning butterflies flew upwards to express their blessings for their deceased loved ones, for themselves and for others on their journey. 79 family members attended the ceremony to get to know each other, share and support each other, and complete the blessing ceremony together in a beautiful, natural environment.

參與「國際自殺者親友關懷日」活動的阿風：

Participant of “International Survivors of Suicide Loss Day Program” - Ah Fung

「在活動過程中，很喜歡和同路人相交互動、一同學習，大家一同合作做蝶豆花杞子砵仔糕，製作葫蘆瓜吊飾時互相交流，整個過程十分有趣，感覺放鬆、舒服和寧靜，很欣賞過來人義工主動幫忙同路人，令大家一齊參與更能投入。」

“During the activity, I enjoyed interacting with peers and learning together. We worked together to make butterfly pea flower and wolfberry cakes. We communicated with each other when making calabash hanging ornaments. The whole process was enjoyable, relaxing, comfortable and peaceful. I appreciate that the volunteers who had the same experience took the initiative to help peers so that everyone could participate and be more engaged.”

參與「國際自殺者親友關懷日」活動的Jane：

Participant of “International Survivors of Suicide Loss Day Program” - Jane

「在『同聲同氣』的環節中，組員很快就創作出各種肢體動作和聲音，去表達『放鬆』、『錫自己』、『陪伴』和『注入力量』，為所有同路人加入正能量，過程中，大家都很主動提出想法，並且一同參與完成動作，全場情緒高漲。『讓蝴蝶飛』的祝願活動，想起離世的親人令我有觸動，但同時讓我再次與他深深地連繫一起。」

“In the ‘One Voice’ session, the team members quickly created various body movements and voices to express ‘relax’, ‘love oneself’, ‘accompany’ and ‘energise’, which infused all peers with positive energy. During the process, everyone took the initiative to put forward ideas and participated in completing the activities together. Everyone was in high spirits. The blessing activity of ‘Let the Butterflies Fly’ touched me by making me think of my departed relative, but at the same time, it connected me with him deeply again.”

自殺者親友支援活動 Therapeutic Programme for Survivors of Suicide Loss

對剛喪親的家屬而言，特別需要身心的支援。為此，我們分別於2019年5月19日在大埔「綠匯學院」及於2019年7月28日在薄扶林「香港傷健協會賽馬會傷健營」舉辦了兩次「滋養身心——探索心靈資源之旅」的治療性活動。5月19日的活動參加者在舒適、寧靜的古蹟環境下，一同參與「低碳飲食工作坊」，合作製作和分享食物，大家都感到十分開心和投入，身心得到滋養。7月28日的活動邀請了日本JPHAA和諧粉彩正指導師Miss Vivian Chan，帶領參加者完成「祝福氣球」和「希望之丘」兩個畫作，透過參與活動過程讓他們感到輕鬆及領會新體驗。該兩次活動共有45名自殺者親友參與，並邀請了多名過來人義工分享經歷，互相祝福，引起家屬很大共鳴，從中感受到別人的支持，減輕個人的孤獨感。

Physical and mental support is important to the survivors of suicide loss. To this end, we organised two therapeutic activities, “Nourishing the Body and Soul – Exploring the Mind and Soul Resources”, on 19 May 2019 at Green Hub in Tai Po and on 28 July 2019 at the Hong Kong PHAB Association Jockey Club PHAB Camp in Pok Fu Lam. On 28 July, Miss Vivian Chan, JPHAA’s Pastel Nagomi Art instructor, led the participants to complete two paintings, “Blessing Balloon” and “Hill of Hope”, to help them feel relaxed and gain new experiences through the process of participation. A total of 45 relatives and friends of suicide loss participated in the two events, and a number of volunteers were invited to share their mutual experiences and blessing, which resonated with the families and made them feel supported by others and less lonely.

參與「滋養身心— 探索心靈資源之旅」的Maybo：

Participant of “A Journey of Exploring Resources - from Body, Mind and Spirit ”-Maybo

「古蹟和大自然融為一體的活動場地，環境很舒適、寧靜。早上參與低碳飲食工作坊，和同路人一同製作食物，可以互相合作、互相認識、互相分享食物，過程輕鬆又開心。下午同路人分享時，大家都主動講出自己的心聲，甚至相對哭泣，在彼此陪伴下，互相祝福。」

“The event venue integrates historic sites and nature. The environment is comfortable and peaceful. In the morning, I participated in a low-carbon diet workshop and made food with peers. We could collaborate, get to know each other, and share food. The process was relaxing and fun. In the afternoon, when peers shared their experiences, everyone took the initiative to speak out their feelings and even cried together, and blessed each other in the company of everyone.”

參與「滋養身心— 探索心靈資源之旅」的Danny：

Participant of “A Journey of Exploring Resources - from Body, Mind and Spirit ”- Danny

「活動前很好奇甚麼是和諧粉彩，原來是用指頭掃抹粉彩，感覺很特別，創作的過程很開心、很輕鬆，有新的體驗。見到每個人的作品都很漂亮，很獨特，我們創作的兩幅畫作「氣球」及「希望之丘」，導師給予鼓勵和讚美，感覺很好。」

“Before the activity, I was curious about what pastel art is. It is using fingers to paint with pastels, which feels very special. During the creative process, I was happy, relaxed, and enjoyed this new experience. I found that everyone’s work was beautiful and unique. The instructor encouraged us and praised the two paintings, ‘Balloons’ and ‘Hill of Hope’ we created. It felt terrific.”

過來人義工支援 Peer Volunteer Support

多年來，我們培訓了不少自殺者親友，成為過來人義工；他們積極參與專業個案輔導、同路人互助小組及多項活動，分享其面對至親離世的經歷，與同路人同行，協助對方走出哀傷。這一群義工亦積極參與公眾教育活動，接受傳媒訪問等，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。在2019至2020年度，我們培訓了10位自殺者親友，成為過來人義工；而在本年度，我們的過來人義工提供了188次服務，義工服務481人次，受惠人數達625人次。

Over the years, we have trained many survivors of suicide loss to become peer survivors volunteers. They shared their own experiences with their peers in professional counselling, mutual support groups and activities run by the project. Our volunteers are also actively involved in public education and media interviews, to enhance society's understanding of the needs of suicide survivors and encourage those in need to seek professional assistance. In 2019–20, we trained 10 survivors to become volunteers. In the current year, our peer survivor volunteer team provided services 188 times with 481 volunteer attendances for 625 beneficiaries.

自殺者親友支援活動 Therapeutic Programme for Survivors of Suicide Loss

為加強義工支援服務，自2015年起，我們推出了「同行者支援」計劃。在2019至2020年度，共有22位過來人義工，以30個缺乏資源並且身心及社交狀況不理想的個案，提供定期探訪和陪伴服務，透過一同活動和分享，向對方提供情緒和實務支援，重建他們的能力和信心，協助他們面對哀傷，容易適應生活的轉變。「同行者支援」計劃共提供了71次同行服務，義工服務共91次，接受服務人次共116次。

Additionally, to enhance our volunteer support service, we have developed "Companion Volunteer Support" since 2015. In 2019–20, a total of 22 companion volunteers provided regular visits and companionship to 19 cases in poor physical, mental and social conditions. Through various means, they provided emotional and practical support to reinforce their ability and boost their confidence in facing grief and adapting to life transitions. Our companion volunteer team provided 71 services by 91 volunteers serving 116 times.

此外，「同行者支援」計劃透過運用過來人義工的專長及技能，由他們帶領小組活動，一方面提昇自殺者家屬的學習能力及自信，加強復原能力；另一方面則希望家屬之間有更多交流和接觸機會。在2019至2020年度已進行的同行小組活動，包括「郊遊行山系列」、「身心鬆弛系列」、「滋味廚房系列」、「多元藝術系列」、「手工創作系列」、「生活資訊分享系列」和「同行主題分享系列」等多類活動。合共進行了共48次同行活動，出席過來人義工共184人次，出席的服務使用者共247人次。

Furthermore, "Companion Support" uses the expertise and skills of volunteers to lead group activities to enhance

the learning ability, resilience and self-confidence of families bereaved by suicide. Also, it is hoped there will be more communication and contact among the bereaved. Group activities held in 2019–20 were as follow:

"Picnic & Hiking activities", "Body-mind Relaxing exercises", "Tasty Cookery classes", "Multiple Art Programmes", "Creative Arts and Craft activities", "Information Sharing activities" and "Companion Thematic Activities". We organized a total of 48 peer activities with a total of 184 volunteers and 247 attendances.



「同行者支援個案」的服務使用者阿冰：
User of “Companion Support” service - 阿冰

「義工很用心、也很盡力用自己的辦法來指導我學用智能手機，她的陪伴，令我感到安慰，給我很大的動力，令我更有信心和動機去學習。我欣賞義工的細心，在指導我的過程中，她留意到不同的細節來幫助我學習。欣賞義工永不放棄的精神，很有耐性、不離不棄去指導我，更寫了筆記給我溫習，我不會忘記她教我的一切。」

“The volunteer was very attentive and tried her best to teach me how to use a smartphone in her way. Her company comforted me and gave me a lot of energy. It made me more confident and motivated to learn. I appreciate the volunteer’s attentiveness, as in the process of guiding me, she noticed different details to help me learn. I appreciate the spirit of the volunteer who never gave up. She was patient and did not give up on guiding me, and even wrote me notes for review. I won’t forget all the things she taught me.”

「同行者支援小組活動」的過來人義工珊珊：
Volunteer of “Companion Support” service - Shan Shan

「參與過來人義工服務，幫到同路人獲得成功感，自己又感到開心。想起初時完成義工培訓後，曾擔心如何開口去分享，又擔心聆聽和陪伴對方時，會否觸碰到對方的痛處又或自己的痛處。但其實自己的經歷能使自己明白對方的感受，不要介意自己表露了情緒，因為對方和自己都需要抒發的。」

“Through participating in the Companion Support volunteer service, I gained a sense of achievement by helping peers, and I felt happy. At first, after completing the volunteer training, I was worried about how to share, and I was worried whether I would trigger the pain of the other person or myself when listening to and accompanying the other person. But in fact, my own experience can help me understand the other person’s feelings. I stopped worrying about expressing my emotions because I know both the other person and myself needed to express them.”

「同行者支援個案」的服務使用者芳芳：
User of “Companion Support” service - 芳芳 Fong Fong

「失去至親的同時，我也失去了生活技能、興趣、笑容和自信，怕接觸人，常困在家裡，但又怕孤獨一人，希望有人能明白我喪親之痛。我被社工邀請出席同路人的興趣活動和小組，與同路人一起，才會感到有人真正明白我的感受，雖然哀傷仍在，但有同路人結伴同行，令我可以重新出發，重拾生活的力量。」

“When I lost my loved one, I also lost my life skills, interests, smile and self-confidence. I was afraid of contacting people. I often stayed at home, but I was also afraid of being alone. I hoped someone could understand the pain of my grief. When a social worker invited me to activities and groups of peer support, I felt someone understood my feelings when I was with peers. Although the sorrow is still there, with peers walking with me, I can start anew and regain my strength in life.”

資訊網頁 Information Website

「釋心同行——自殺者親友支援計劃」網頁於2018年11月的「國際自殺者親友關懷日」全新推出，是本港唯一以自殺者親友為對象提供有關資訊及支援的網頁，網址是www.spsbless.org.hk，網頁資訊包括服務內容、最新服務消息、同路人分享、出版書刊網上版、實用資源推介等等。有需要的人士可在網上直接聯絡我們申請服務。

Project BLESS was officially launched on November 18, 2018 – "International Survivors of Suicide Loss Day". It is the only online portal providing information to friends and relatives of suicide loss in Hong Kong. It includes service scope, latest service news, sharing with peers, online editions of books and magazines, promotion of practical resources, etc. Surviving families of suicides who need services can contact us directly to apply for services online.

社區教育及支援 Community Education & Support

我們獲香港電台31台節目部邀請參與「死神九問」第二輯節目，節目於10月6日播出的一集「漫長的放下？」，其中一個故事是本計劃的服務個案。個案阿Ling細說大兒子自殺後，這件事帶給她和小兒子的傷痛及如何走過，現在阿Ling積極投入過來人義工服務，支援有需要的同路人。本會執行委員會委員周燕雯博士及執行總監吳志崑先生也在節目中講解親友自殺對身邊人的影響。

We were invited by RTHK Radio 31 to participate in the second series of “Nine Questions of Death”, in an episode of the programme “The Long Letting Go?” broadcast on 6 October. One of the stories was a service user of the project. After the suicide of her eldest son, Ah Ling told the story of how she and her youngest son had been traumatised by the incident and how they had moved on. Dr. Amy Chow, Executive Committee Member of SPS and Mr. Vincent Ng, Executive Director of SPS, also spoke on the programme about the impact of the suicide of a family member or friend on those around him/her.



「與自殺者家屬同行系列」貼圖及心意咭 “Walking with Survivors of Suicide Loss” Stickers and Caring Cards

一些我們慣常以為可以用來安慰別人的說話，對喪親者來說，尤其是自殺者家屬，很多都是不想聽到的。去年我們進行了一項對自殺者家屬的問卷調查，發現他們最需要的是『同行』及『被理解』，因此我們把10句他們最想聽到的說話，配合10幅來自本服務的自殺者家屬用心創作繪畫的圖畫，製作成WhatsApp貼圖及兩種尺寸的心意卡，目的是提高公眾對身邊人及自殺者親友的關注，同時提倡互助關愛和友愛同行的訊息。



Some words we used to think could be used to comfort the bereaved might not be what many survivors of suicide loss would want to hear. Last year we conducted a survey and found that what they need most is 'companionship' and 'understanding', so we put 10 words they most want to hear, with 10 drawings a user of this service carefully created, and combined the two into WhatsApp stickers and two sizes of caring cards, with the aim of raising public awareness while promoting mutual care and the message of love for their peers.

出版刊物 Publication

我們出版《釋懷·從心——給自殺者親友的關懷手冊》，希望藉著文字讓自殺者親友瞭解發生在他們身上的事情和各種可能出現的哀傷反應，以提供相關的資訊，協助其面對各種各樣的轉變，並作出相應調適。手冊有多篇自殺者家屬的個人故事，讓讀者了解到當我們生命遇到艱難時，其他過來人是如何一步一步走過、轉化和成長。在2019至2020年度，我們已在三間公眾殮房免費派發2,000本關懷手冊；另外，各類服務單位，包括學校、家庭服務中心、醫務社會工作部、宗教團體等，更向我們索取過千本關懷手冊以派給所屬團體裡有需要的對象，亦歡迎公眾向本會免費索取。

Our publication, “Relieving Distress and Caring in Your Hearts: A Booklet for Survivors of Suicide Loss” aims to help the bereaved acknowledge the root of their sorrow through words, as well as know how to adapt to dramatic changes in life. The latest edition of the booklet has been released. It includes personal stories of survivors and illustrates how to gradually overcome difficulties in life. The booklets are distributed at public mortuaries for free. Members of the public are also welcome to contact us for free copies.

| 服務項目 Service | 數目 Total No. | 受惠人數 Total No. of Beneficiaries |
|---|--------------|------------------------------------|
| 服務新個案 New Cases Served | 165 | 165 |
| 同路人互助小組 Mutual Support Group | 5 | 44 |
| 自殺者親友支援活動 Therapeutic Programme for Survivors of Suicide Loss | 3 | 111 |
| 過來人義工訓練 Peer Volunteer Training | 1 | 10 |
| 過來人義工支援 Peer Volunteer Support | 237 | 823 |
| 資訊網頁(瀏覽人次) Webpage (per visit) | 1 | 3,826 |

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香港公益金
THE COMMUNITY CHEST

資助

社區教育及青少年生命教育

Community Education & Life Education for Youths

「熱愛生命」對成長中的青年人來說，本應是主要的養份、對生命的正面態度及面對逆境的防衛盾牌。但在現今複雜多變的功利社會，青少年需要維持這心理素質已不再容易。「生命熱線」繼續本着耐心聆聽、陪伴、關懷及不批判的精神等理念，並以「及早識別、適切介入」為原則，「一直在線」為本地中小學生、教師及家長提供多元化的支援，推行預防青少年自殺的工作。

For teenagers, “Embracing Life” seems to be a mantra to boost their personal growth, to instill a positive attitude towards life, and resilience when facing adversity. Yet in this fast-changing, utilitarian society, it is not easy for them to sustain such a state of mind. Suicide Prevention Services (SPS) adheres to the values of caring, listening with patience, acceptance without judgment and companionship. Based on the principles of early identification and appropriate intervention, we provide school students, teachers and parents with diversified support to forestall teenage suicides.

賽馬會「愛生命」計劃 Jockey Club “Life Cherishing” Project

本會承蒙香港賽馬會慈善信託基金撥款資助，於2016年9月開展為期3年的賽馬會「愛生命」計劃。3年間，服務超過4,000位中學生、教師、家長及社工，分別來自超過22間小學、41間中學及6間機構，以及建立了一個由來自不同範疇的社區人士組成的義工團隊，可見計劃能成功匯集了不少關顧青少年成長的群體，陪伴有需要的青少年渡過逆境及克服成長的困惑，讓他們在成長路上得到陪伴、關心及幫助，建立不同形式的支援網絡，守護著他們寶貴的生命。計劃的成效有目共睹，加上預防青少年自殺服務的需要與日俱增，香港賽馬會慈善信託基金再次撥款資助本會，推展新的三年計劃，讓我們繼續透過校園、家庭及社會三方面去支援學生。新的三年計劃內容包括朋輩「生命守門員」訓練、校本生命教育活動、教師及家長主題講座、義工培訓、義工及青少年同行活動，以及社區教育活動，以發展青年人正面的支援網絡，令他們可以建立及表達自我，找到其熱愛生命的獨門秘方。

With generous support from The Hong Kong Jockey Club Charities Trust, SPS launched the Jockey Club “Life Cherishing” Project in September 2016. In the past three years, we served more than 4,000 students, teachers, parents and social workers from over 22 primary schools, 41 secondary schools and 6 organisations. Moreover, we established a volunteer team comprising members from all walks of life

to help teenagers cope with adversity and frustrations in life, thus forming a wide-ranging support network to protect their precious lives. With the proven effectiveness of the project, the HK Jockey Club Charities Trust has once again allocated funds for another three-year project, allowing us to continue supporting students in 3 aspects: school, family and society. The project consists of peer “Gatekeeper” training, school-based life education activities, seminars for teachers and parents, volunteer training, volunteer and youth peer activities, and community education activities. It aims to develop a positive support network for youths to shore up their confidence to express themselves, ultimately finding their own values and passion in life.



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 同步 同進 RIDING HIGH TOGETHER

學校支援：朋輩「生命守門員」培訓小組及校本生命教育活動

Support for School: Peer “Life Gatekeepers” Training Groups and School-based Life Education Activities

青少年的成長需要朋輩，良好的朋輩關係可以成為面對逆境青少年熱愛生命的理由，相反則有機會為其中一項自我傷害的高危因素。我們相信逆境不能避免，但朋輩關係可以建立，所以計劃透過體驗式的朋輩「生命守門員」培訓小組，為在學青少年與校內朋輩提供互相照顧及支持的機會，同時亦讓他們從活動中認識自己的特質，學習如何察覺及支援身邊有情緒困擾的同學，以令其能夠接納自己及同學的情緒，成為朋輩間的「生命守門員」，加強校內朋輩的正面影響力。除了身邊人外，本計劃更鼓勵學生學以致用，透過籌備及推行不同的校內生命教育活動，如電影分享會、減壓攤位遊戲、校園點歌鼓勵活動及班本精神健康活動等，繼續把珍愛生命、關愛自己及他人的訊息發揚光大，感染整個校園。

Youths need peers by their side to grow up. Good peer relationships can positively impact youngsters to face difficulties with optimism. But they can also be a risk factor for self destruction. We believe adversity is inevitable but good peer relationships can be nurtured. In view of this, the programme stresses mutual care and support among peers in school. Through experiential group training, students can better recognise their own traits as well as learn to monitor and support those who are emotionally disturbed. Trained students can then become “gatekeepers” for their peers and positively influence them. They also help in other educational activities, such as movie sharing sessions, stress-relieving game booths, campus song-requesting service, class-based mental health activities, etc. These activities help spread the message of cherishing life as well as foster a caring and loving culture on campus.

2016–2019年學生支援服務節數及出席人次

Student Support Services Sessions and Number of Attendees

| 形式 Program Mode | 對象 Target Group | 節數 No. of Sessions | 出席人次 No. of Attendees |
|--|-------------------------------|-----------------------|--------------------------|
| 「朋輩生命守門員」培訓小組 “Peer Gatekeeper” Training | 中二至中六學生 F.2 – F.6 students | 361 | 3,844 |
| 校本生命教育活動 School-based Life Education Activities | 全校學生 All students | 58 | 14,163 |
| 生命教育講座及工作坊 Life Education Talks and Workshops | 全校學生 All students | 113 | 22,347 |
| | 總數 Total | 532 | 40,354 |

朋輩「生命守門員」參加者的話：
Words from a peer “Life Gatekeeper” participant:

「感謝你們讓我更能明白如何與人相處及關心他人。」
"Thank you for helping me better understand how to get along with and care for others."



教師及家長培訓 Training for Teachers and Parents

教師及家長與青少年的「親密」關係是難以替代的，但這份親密往往夾雜著難以避免的期望、互相影響的情緒、互相磨合的相處，最後本應最渴求的支援者，變得難以表達需求，反而以冷漠或過份控制的態度應對，結果變成親近的「陌路人」。本計劃透過講座、個案研討及工作坊為教師及家長注入支援力量。針對不同教師及家長設計兩類培訓，一類為「及早解困」旨在提升其對情緒受困學生或子女的洞察能力，另一類為「躍動身心靈」及「抗逆同行」旨在關顧其自我照顧，加強家庭及學校對情緒受困青少年的承受壓力的能力。

Teachers and parents have an irreplaceable “intimate” relationship with teenagers. Yet this intimacy often comes with persistent expectations, mutually influenced emotions, mutual adaptability and adjustment. They crave help and support, but they inadvertently act with indifference or are overbearing, eventually becoming close “strangers”. This project provides support for teachers and parents through talks, case studies and workshops. We offer two types of training programmes: (i) “Early Relief” aims at enhancing their ability to identify emotionally troubled students or children as soon as possible; (ii) “Activating the Body and Mind” and “Walking with Adversity” aim to help families and schools become self-reliant and assist more emotionally distressed youngsters.

2016–2019年教師及家長支援服務節數及出席人次

Teacher and Parent Support Services Sessions and Number of Attendees

| 形式 Program Mode | 對象 Target Group | 節數 No. of Sessions | 出席人次 No. of Attendees |
|---|---|-----------------------|--------------------------|
| 教師及社工培訓 Training for Teachers & Social Workers | 老師/學校社工 Teachers and School Social Workers | 42 | 1,860 |
| 個案研討 Case Studies | 老師及社工 Teachers and Social Workers | 313 | 378 |
| 家長講座 Parent Talks | 家長 Parents | 42 | 1,479 |
| 家長工作坊 Parent Workshops | 家長 Parents | 23 | 505 |
| | 總數 Total | 420 | 4,220 |

老師的話：
Words from a teacher:

「多耐心聆聽同學！」
"Listen to the students more patiently!"

家長的話：
Words from a parent:

「感受自己情緒，再處理小朋友。」
"Feel your own emotions, and then take care of your children."



公眾教育活動 Public Education Activities

為了讓大眾更明白情緒受困的青少年的行為及內心世界，本計劃於3年間舉行18次公開講座及分享會，除了本會同工到不同機構分享前線工作經驗，更邀請來自不同界別的講者，包括：精神科醫生、國際精神科知名學者、資深家庭治療師、兒童及青少年紀錄片導演等，以不同的專業角度探討青少年的抑鬱、憤怒、焦慮、恐慌、自傷行為、手機沉溺行為、與父母相處的情感互動等等，讓社區人士對情緒受困的新世代，多一份代入感，以致更容易接納及包容他們的情緒，成為他們的支援同行者。為了讓大眾更了解計劃服務，我們邀請四位曾經參與計劃，並表示曾有「去死」念頭的青少年分享他們的生命故事，並製作《腦事常出現》生命故事本。透過他們參與活動的成長故事，令大眾相信透過青年人感到被尊重、被關心、被接納的經歷，令自然腦事常出現的「去死」想法成為說得出的秘密，讓更多人明白現今青少年的需要，把愛生命的動力繼續發揚。

To arouse public awareness and understanding of emotionally distressed youths, the project aims to hold 18 public talks and sharing sessions in the next 3 years. Besides sharing our frontline experience in different organisations, we also invite speakers from other sectors, including psychiatrists, internationally-renowned psychiatric scholars, senior family therapists and documentary directors. Discussions range from youth depression, anger, anxiety, panic, self-harm behaviour, mobile phone addiction to emotional interaction with parents. It helps adults gain more insight and



empathise with the emotional needs of the new generation. In addition, we invited four young participants, who used to have suicidal ideation, to tell their life stories in a book called "Mind Events". Through sharing their experience of being respected, cared for, and accepted without judgment, their thoughts of suicide eventually diminished. These events became an open secret for others to gain a better understanding of their own ideations.

參加者的話： Words from a participant:

「希望可以多舉辦這些活動，今日很感恩學了很多前所未學的東西」

"I look forward to more of these activities.

I am very grateful to learn a lot of things I never learnt before."



青少年支援：義工及青少年同行活動

Support for Youth: Volunteer & Youth Engagement Activities

青年人的成長為跌跌碰碰的階段，每當跌倒的時候，一位良師益友在身旁則極為重要。這看似順理成章的支援網絡，但對現今的青少年來說，卻並非必然。建立青少年義工團隊成為計劃其中一項重點項目，3年間共有162位義工曾經支援不同需要的學生。本計劃每年會招募對青少年工作有興趣的有心人加入計劃，並安排培訓及分享會，旨在動員社區義工成為青少年的生命同行者。社區人士需要完成培訓及通過評核，才能正式成為本計劃義工，與學生一同參與一系列體驗活動、興趣工作坊或社區探訪服務等義工同行活動。義工同行活動以聯校形式進行，學生可依個人興趣自由選擇參與，令他們不僅可以自在地享受喜愛的活動，亦可在輕鬆的環境認識其他學校的參加者及義工。而透過活動中的正面共同經歷，學生能感受到義工們的尊重與接納，義工們亦能明白學生所面對的困境及需要。這



份相向的同理心對情緒受困的學生來說並不容易，義工更需要耐心及時間去溶化他們特別強的自我保護意識，所以除義工同行活動外，本會更會安排額外個別支援給高危的一群。我們會根據義工的特質及專長，與高危學生作配對支援，安排義工為自我要求過高的同學提供學習支援，令其學習能力提升後，更有空間去了解自己的能力及限制；亦有義工主動帶領一位被欺凌的同學去發掘有益其身心的興趣，助其重新建立自信去面對欺凌他的人。這實在的支援網絡，不但擴闊了學生的眼界，亦令他們感受到社會人士的支持及接納，更願意與人同行。



Adolescence is fraught with obstacles. And it's crucial for youngsters to have a mentor or a helpful friend by their side to surmount their hurdles. But it's hard for youths nowadays to find this seemingly fundamental support network. Forming a youth volunteer team has become one of the key projects of the programme. In the last three years, a total of 162 volunteers supported students with disparate needs. Every year, this project recruits volunteers who are devoted to working with young people and arranges training and sharing sessions to encourage them to become life companions of the youths. People need to complete training courses and pass a selection process before they can formally become volunteers. Through a series of experiential activities, interest workshops and community visits, volunteers and students get to know each other. We arrange joint – school

activities where students can freely choose what to join according to their own interests. They can then enjoy these activities in a relaxed environment while meeting participants and volunteers from other schools and sharing their personal experiences. This helps the teenagers feel respected and accepted while the volunteers can understand the students' difficulties and needs. Such empathetic sharing practices are not easy for students with emotional problems because they usually have a strong sense of self-preservation. It takes time and patience to motivate them. Therefore, in addition to volunteer activities, we also provide extra individual support to more vulnerable teenagers. We match volunteers and students based on their characteristics and talents. We provide learning support for students with higher risk factors to improve their learning ability and help them discover their own strengths and limitations. Volunteers also assist students who are bullied in school to explore interests which help them regain and shore up their confidence. This tangible support network not only broadens students' horizons, but also enables them to feel the support and acceptance of the community and in turn be more willing to help others.

2016–2019年義工支援服務節數及出席人次 Volunteer Services Sessions and Number of Attendees

| 形式 Program Mode | 節數 No. of Sessions | 出席人次 No. of Attendees |
|--|-----------------------|--------------------------|
| 義工招募、計劃簡介會及義工基本訓練 New Volunteer Recruitment, Service Briefing Session & Elementary Training | 52 | 1,255 |
| 義工進階訓練及義工分享會 Volunteer Advanced Training & Sharing Session | 31 | 724 |
| 總數 Total | 83 | 1,979 |

義工的話： Words from a volunteer:

「有關聆聽他人的練習，學習專注、不插嘴、給適量反應，很好的提醒。」

"Practise listening to others.

Learn to stay focused, do not interrupt but give appropriate responses.

These are very good reminders."

2016–2019年義工同行活動節數及出席人次 Engagement Activities and Number of Attendees

| 形式 Program Mode | 節數 No. of Sessions | 義工出席人次 No. of Volunteer Attendees | 學生出席人次 No. of Student Attendees | 出席人次 No. of Attendees |
|--|-----------------------|--------------------------------------|------------------------------------|--------------------------|
| 興趣發展活動 Interest Group Activities | 35 | 344 | 338 | 681 |
| 青少年與義工同行活動及社區探訪 Volunteers and Youth Engagement Activities and Community Visits | 72 | 751 | 942 | 1,694 |
| 總數 Total | 107 | 1,095 | 1,280 | 2,375 |

「凝」相 —— 支援青少年情緒健康計劃 “Photography Links YOUTH” Project

承蒙新鴻基地產透過香港公益金撥款資助，本會於2016年9月開展為期3年的「凝」相 —— 支援青少年情緒健康計劃，計劃旨在以攝影作媒介，讓孤獨感較強、較離群、或較少表達自己的青年人，有機會透過相片及圖像探索自己內心的真正感受及想法，並透過攝影及相片後製技巧活動，令他們有能力以攝影表達自己，再以成功的校內及社區相片展覽去建立他們表達自我的自信，強化其對他人的感染力，令他們不再因害怕別人而退縮或沉默。

Heartfelt thanks to funding support from Sun Hung Kai Properties through a donation to The Community Chest of Hong Kong, the three-year project “Photography Links YOUTH” was launched in September 2016 using photography to help teenagers who felt isolated and were generally less expressive. It allowed participants to explore their minds and express their thoughts through visual presentations. They joined photography activities and showcased their photos through productions and exhibitions in schools and the community, thereby boosting their confidence and enhancing their sense of existence.



3年間有291青年人參與本計劃，內容包括評估、培訓小組、個別輔導及社區活動。培訓活動有小道具創意拍攝、攝影遊蹤、情緒/感覺攝影、大會攝影師、光影攝影等等，結合多方面的發展：攝影技巧、創意、觀察力、情緒/感覺洞察力及表達力等等，令參加者能夠「聯繫人心，拍出我心」。而攝影場景亦有助其熟悉的校園、休閒的郊區、懷舊的小店、現代的建築物、自然景色、富藝術感的小村落等等，參加者能在熟悉的地方做日常以外的攝影活動，亦能在未踏足的地方應用課堂所學，這對較為內歛的參加者都是「非一般的體驗」，而這體驗讓他們以一個新角度去認識朋輩、環境及社區，更可放鬆心情，真正感受其可喜之處。參加者不乏喜歡攝影的同學，但他們都表示平常難以相約他人一起外出攝影，所以他們份外珍惜活動機會，而活動完成的作品，不少都成為參加者

們發放在社交平台讓人「Like」的相片，以及社交媒介的個人大頭影。由此可見他們並非刻意孤立自己，反而多為不敢表達自己，所以小組內不同的嘗試，令他們有機會學會接納及肯定自己的付出，而校內及社區攝影展更讓他們累積正面的經驗，令他們日後有信心去表達其所感所想。除了自信提升外，聯校社區攝影展活動更讓參加者結識更多不同學校的參加者，而攝影練習亦為他們提供與他人溝通及合作的機會，從而擴闊了他們的人際網絡支援。

In the past three years, 291 young people participated in this project, which included assessments, training groups, individual counseling and community activities. Training activities consisted of creative shooting of props, travel through



photography, mood/sensation photography, events photographer training, light and shadow photography, etc. Combining photography skills, creativity, observation, emotional/sensory insight and expression, participants were able to "connect people's hearts and capture their own." Backdrops included familiar campuses, casual suburbs, nostalgic shops, modern buildings, natural scenery and rustic villages. Participants could hone their craft in familiar places and apply what they learned in untrodden territory. This “extraordinary experience” allowed more introverted participants to get to know their

peers and the community from a new perspective in a relaxed environment. Some of our participants really cherished every chance to take part in the photography activities. Many of their photos were posted on social media platforms or even used as profile pictures for others to “like”. It showed they weren’t hiding and felt comfortable to express themselves. Through working with others in a group, they were able to recognise their own value and contributions. Photography exhibitions in schools and in the community also allowed them to accumulate positive experience to find ways to express themselves in future. Joint school activities provided opportunities to connect and collaborate with others, thereby broadening their interpersonal support network.



3年計劃過去，本會感謝新鴻基地產繼續透過香港公益金撥款資助延伸2年服務。此新的2年計劃除了之前恆常的服務外，更加入了義工支援部份，期盼喜愛攝影的成年義工成為青年人的「相」友，可以一起參與拍攝活動及社區攝影展，形成另類志趣相投的支援網絡。本計劃亦同時邀得佳能香港有限公司成為影像合作夥伴，不但讓參加者借用攝影器材，提供打印、攝影教材支援，更可於佳能客戶服務中心舉行攝影展。這大大提升了服務的專業度，令參加者更實在的體驗攝影的樂趣，有助強化他們的個人成就感及存在感。

Three years have passed and we are grateful Sun Hung Kai Properties has decided to extend the service for two more years through funds from The Community Chest of Hong Kong. A new component is added to this upcoming project: volunteer support. We hope adult volunteers who love photography can befriend youngsters with similar interests, and join in photography activities and public exhibitions as well as form an extraordinary support network. This project is also sponsored by Canon Hong Kong Co. Ltd. As our imaging partner, it allows participants to borrow camera equipment, provides support for printing and preparing photography teaching materials, and arranges exhibitions at the Canon Customer Service Center. This greatly enhances the professionalism of our service, allowing participants to enjoy the shooting experience more realistically and strengthening their sense of accomplishment and existence.

2016–2019年計劃活動節數及出席人次 Engagement Activities and Number of Attendees

| Service 服務項目 | Total No.數目 | No. of Sessions 節數 | No. of Attendees 出席人次 |
|-----------------------------------|-------------|-----------------------|--------------------------|
| Photo Therapy Training 「凝」相培訓 | 29 | 174 | 1,485 |
| Individual Counselling 個別評估 | 328 | 35 | 328 |
| Photo Exhibition Meeting 攝影展覽籌備會議 | 29 | 29 | 29 |
| Photo Exhibition (School) 校本攝影展覽 | 29 | 29 | 29 |
| Photo Exhibition (Public) 社區攝影展覽 | 29 | 29 | 29 |

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The Project is
supported by



透過
through a
donation to



香港公益金
THE COMMUNITY CHEST

資助

「Joy . 種生命」計劃 “Filling Lives with Joy”

計劃由2011年於學校開展，一直透過「欣賞生命」、「尊重生命」及「探索生命」3個範疇與全港大專、中學、小學、特殊學校、兒童或青少年服務中心合作舉辦學生、家長及教師培訓工作坊及講座，推廣珍惜生命的訊息。本年度計劃於全港約39間中小學及合作舉行約58場生命教育活動，吸引共超過14,000人次參與。

The project was launched in 2011 in schools to convey the message of cherishing lives in three areas: "Appreciate Life", "Respect Life" and "Explore Life". In cooperation with tertiary, secondary, primary and special schools, children or youth service centers, we organise training workshops and lectures for students, parents and teachers. This year, the project plans to hold about 58 life education activities in around 39 primary and secondary schools, targeting approximately 14,000 participants.



| 項目 Items | 內容 Content | 形式 Program Mode | 節數 No. of Sessions | 出席人次 No. of Attendees |
|--|--|--------------------|-----------------------|--------------------------|
| 小學生生命教育 Life Education Program for Primary School Students | 愛自己 Love Ourselves 愛他人 Love Others 愛生命 Love Life | 講座 Talks | 37 | 11,255 |
| 中學生生命教育 Life Education Program for Secondary School Students | 愛挑戰 Love Challenge 愛壓力 Love Stress 愛生命 Love Life 情緒管理 Emotional Management 探討欺凌行為 Bullying Studies 生涯規劃 | 講座 Talks | 12 | 3,080 |
| | | 工作坊 Workshops | 8 | 207 |
| 家長講座 Talks for parents | 「Joy 種幼苗」 家長講座—愛自己 Love Ourselves 「開心快樂」 家長心理健康講座 | 講座 Talks | 1 | 59 |
| 總數 Total | | | 58 | 14,601 |

義工訓練及支援

Volunteer Training and Support

本會能夠提供多元化的服務實在有賴義工的積極參與，他們作為服務大眾的最前線，明白服務使用者的需要及掌握不同的助人技巧是十分重要的。為提供優質的服務給社會大眾，本會對義工的訓練及支援極為著重。在2019至2020的年度裡，本會共有700名義工參與服務，透過不同類型的培訓項目，以強化義工的助人技巧及掌握社會脈搏，為有需要的社會大眾提供適切的服務。

Volunteers are in the vanguard of our efforts to provide services. So it is essential they truly understand the needs of our users and grasp the essential techniques of helping others. To achieve that, we prioritise volunteer training and support. In 2019 –2020, 700 volunteers attended our various training sessions, to equip themselves with the skill set for helping others as well as understanding the pulse of our society, so as to serve the public with appropriate and timely services.

能夠讓本會的預防自殺服務得以持續發展，本會會定期舉辦義工培訓課程，以支援義工的需要。事實上，義工在培訓過程中除了學習知識及技巧外，也要經過多次的考核、遴選及完成指定的服務時數後，才會獲指派相關工作，以確保服務的質素。除此之外，本會定期亦會為義工舉辦聯誼活動及興趣小組，令義工彼此的關係更緊密，建立關愛互助的環境，共同為香港預防自殺服務而努力。

We organise regular volunteer training programmes. In fact, our volunteers are required to learn related service skills and techniques. Upon completion of designated service hours and various assessments, they will then be assigned to volunteer work, to maintain the high quality and standard of our services. Furthermore, we host regular gatherings and interest groups for our volunteers to enhance their team spirit and sense of belonging. Together we strive to provide the best suicide prevention services in Hong Kong.





2019/2020年度義工提供之直接服務時數與服務受惠人數總覽 Summary of Volunteer Service Hours and Beneficiaries in 2019/2020

| 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 | 15,539 | 36,140 |
| 「生命共行 —— 外展長者服務」 Outreach Befriending Service for Suicidal Elderly | 7,234 | 4,470 |
| 「釋心同行 —— 自殺者親友支援計劃」 Project BLESS | 1,520 | 625 |
| 預防自殺社區教育活動 Community Education Activity | 1,036 | 553 |
| 總數 Total | 24,293 | 41,788 |

籌募及傳訊

Fundraising & Communications

「生命熱線」成立25年以來，一直在線為情緒受困的人士提供服務，籌募及傳訊部在不同的籌款活動及社交平台推廣熱愛生命的訊息，希望幫助更多有需要的人士，同時可以提高公眾對自殺的認識，以及預防自殺的方法，共同締造關愛社會。

Over the past 25 years, Suicide Prevention Services (SPS) has been catering to people with emotional distress. The Fundraising and Communications Department promoted the message of love for life in fundraising activities and on social media platforms, hoping to help more people in need and raise public awareness of suicide and ways to prevent it, so as to create a harmonious society.

本年度我們舉辦的三個大型活動，分別為「愛·喜·行」慈善步行籌款暨園遊會、港島區賣旗日及冬 (Don't) 瓜慈善愛心大行動，呼籲大家多關心自己、身邊的家人、長者及朋友。鑑於新型冠狀病毒肆虐，生命熱線原定於2020年2月舉行的「愛·喜·行」慈善步行籌款暨園遊會2020，改以「線上」形式進行。本會榮幸能邀請生命熱線慈善大使黎芷珊小姐，吳俊霆先生和生命天使Harry哥哥，一同為慈善出一分力。活動錄得超過200名參加者支持。

SPS has hosted three large-scale activities, namely, "Take a Step, Save a Life!" Charity Walk, Flag Day on Hong Kong Island, and "Don't Qua" Charity Actions.

In view of COVID-19, we postponed the Charity Walk in February 2020 and adopted a virtual format for the first time. We were honoured to have invited our Ambassadors Miss Luisa Maria Leitão, Mr. Elton Ng and Mr. Harry Wong to join us. The virtual event was attended by more than 200 participants.

2019/2020年度籌募及傳訊工作總覽

Summary of Fundraising and Communications Activities in 2019/2020

全年
Throughout
the Year

帝苑酒店舉辦蝴蝶酥義賣活動之受惠機構(2014年11月起)
Beneficiary of Palmiers Charity Sales organized by The Royal Garden
(since November 2014)

《生命的寶藏》慈善義賣及愛心捐書計劃(2016年10月起)
My Treasure Map Charity Sale (since October 2016)

「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

定期電子通訊
Regular e-Newsletters

節日電子通訊
Festive Greetings

媒體訪問及報導
Media Interviews and Press Coverage



2019年
6月

港島區賣旗日
Flag Day 2019 on Hong Kong Island



2019年
7月

DSE 放榜期間推廣 Youth Link
青少年生命專線
Promoting Youth Link during DSE
Result Release on 9 July 2019

2019年
7月至8月

冬(Don't)瓜慈善愛心大行動
“Don't Qua” Charity Actions



2019年
9月

向香港醫學會成員介紹本會之預防自殺服務
Introducing SPS' services to members of
the Hong Kong Medical Association



2019年
10月

死神九問港台訪問
RTHK 31 “Questioning Death”
interviewed SPS user



2019年
10月

參與生命傳愛行動，
成為其中一個受惠機構
SPS joined the LifeCare Movement
in Oct 2019



2020年
2月

聆聽「疫」同行
“Listening and Accompanying
during the Epidemic Situation”



2020年
2月

生命熱線「愛·喜·行」線上慈善行 2020
SPS Virtual Charity Walk 2020

核數師及財政報告摘要

Summary of Auditor's and Financial Reports

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, 2020.

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.

BUSINESS REVIEW

The Company qualifies for the reporting exemption as a small guarantee company under section 359(1)(a) of the Hong Kong Companies Ordinance (Cap. 622), and is therefore exempted from preparing a business review.

RESULTS AND STATE OF AFFAIRS

The results of the Company for the financial year ended 31st March, 2020 and the state of the Company's affairs at that date are set out in the financial statements on pages 6 to 31.

DIRECTORS

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

KWOK LEE Tin Wing Wendy

HUNG Man Yin Linda

LEE Ka Kit

LEE Sheung Fu Patric

WONG Hoi Jen Rebecca

LAU Po Shan

(resigned on 14th December, 2019)

CHAN Ka Wai

(resigned on 14th December, 2019)

LAI Wai Kuen

MAK Kit Lin

(resigned on 14th December, 2019)

CHAN David Pui Wai

CHEUNG Nap Kai

(resigned on 14th December, 2019)

CHOW Yin Man Amy

CHU Wai Yi

(appointed on 14th December, 2019)

CHUEN Man Tuen

(appointed on 14th December, 2019)

CHUNG San San Susanna

LEE Wing Wai

(appointed on 14th December, 2019)

LI Mei Sheung Michelle

MOK Beatrice

SO Stephen Hon Cheung

WONG Luen Cheung Andrew

YIP Siu Fai Paul

In accordance with Article 46 of 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.

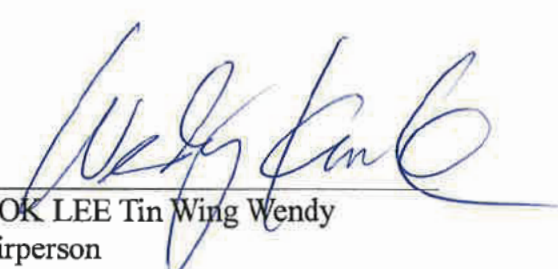
MANAGEMENT CONTRACTS

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, 23 November, 2020

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

CHAN CHAK CHUNG & CO.

CERTIFIED PUBLIC ACCOUNTANTS
13/F., HARBOUR COMMERCIAL BUILDING,
122-124 CONNAUGHT ROAD CENTRAL,
SHEUNG WAN, HONG KONG.
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E-mail: ccccpa@netvigator.com
Website: <http://www.ccccpa.hk>

陳澤仲會計師事務所
香港上環干諾道中122-124號
電話：(八五二)二八一二八
傳真：(八五二)二五五五九
郵箱：cccpcpa@netvigator.com
網址：<http://www.ccccpa.hk>

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

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

Opinion

We have audited the financial statements of Suicide Prevention Services Limited set out on pages 6 to 31 which comprise the statement of financial position as at 31st March, 2020 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 notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Company as at 31st March, 2020, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the "Independent auditor's responsibilities for the audit of the financial statements" section of our report. We are independent of the Company in accordance with the HKICPA's Code of Ethics for Professional Accountants ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CHAN CHAK CHUNG & CO.
CERTIFIED PUBLIC ACCOUNTANTS

Other information

The directors are responsible for the other information. The other information comprises the information included in the directors' report and the detailed statement of profit or loss, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of directors and those charged with governance for the financial statements

The directors are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA 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.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Independent auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. We 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 towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

CHAN CHAK CHUNG & CO.
CERTIFIED PUBLIC ACCOUNTANTS

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- a) Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- b) Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- c) Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- d) Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- e) Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Chan Chak Chung & Co.
Certified Public Accountants
Hong Kong

Hong Kong, 23 November, 2020

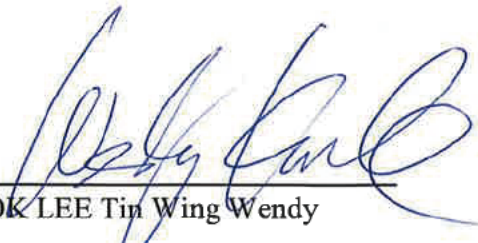
生命熱線有限公司
SUICIDE PREVENTION SERVICES LIMITED
損益及其他全面收益表
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
截至二零二零年三月三十一日
FOR THE YEAR ENDED 31ST MARCH, 2020


| | | Note | 2020 HK\$ | 2019 HK\$ |
|--|--------------------|------|---------------|---------------|
| INCOME | 收入 | | | |
| Donations received | 捐款 | | 5,077,586.88 | 8,877,728.71 |
| Donation received from The Hong Kong Jockey Club Charities Trust | 香港賽馬會津助 | 5 | 4,653,518.30 | 4,405,715.20 |
| Allocation from Community Chest | 公益金津助 | 6 | 765,000.00 | 742,700.00 |
| Donations from Community Chest | | | | |
| - Family Support for Elderly Mental Health | 長者·家·多一點力量 | 7 | 738,418.95 | 712,712.40 |
| - Project BLESS | 「釋心同行」自殺者親友支援計劃 | 7 | 1,688,331.68 | 1,538,735.75 |
| - Photography Link YOUTH | 「凝」相 - 支援青少年情緒健康計劃 | 7 | 332,594.80 | 341,757.95 |
| - You th Link | 青少年生命專線 | 7 | 267,136.29 | 486,727.42 |
| - Special Allocation for Non-subservent Member Agencies | | 7 | 200,000.00 | - |
| Proceeds from flag day functions | 賣旗籌款 | 8 | 459,322.40 | 423,801.80 |
| Donations collected from donation boxes | 捐款箱 | 9 | 60,688.80 | 58,623.80 |
| | | 10 | 14,242,598.10 | 17,588,503.03 |
| OTHER REVENUES | 其他收入 | | | |
| Function income | 活動籌辦費收入 | | 352,363.00 | 517,814.00 |
| Bank interest income | 銀行利息收入 | | 454,899.83 | 190,847.31 |
| Sundry income | 雜項收入 | | 4,083.22 | 28,335.80 |
| | | 10 | 811,346.05 | 736,997.11 |
| EXPENDITURE | 支出 | | | |
| Accounting fee | 會計費 | | 24,000.00 | 21,600.00 |
| Advertising and promotion | 推廣及廣告費 | | 166,938.47 | 236,898.04 |
| Auditor's remuneration | 核數師酬金 | | 5,000.00 | 5,000.00 |
| Bank charges | 銀行費用 | | 7,594.07 | 3,926.38 |
| Cleaning | 清潔費 | | 12,302.00 | 9,630.00 |
| Depreciation | 折舊 | | 53,983.50 | 79,070.60 |
| Entertainment | 應酬費 | | 6,016.70 | 10,092.90 |
| Function expenses | 活動籌辦費 | | 939,322.88 | 2,149,782.04 |
| I.T. development | 資訊科技費 | | 32,906.00 | 32,685.00 |
| Insurance | 保險費 | | 142,344.31 | 136,439.34 |
| Mandatory provident fund | 強積金 | | 433,555.05 | 408,243.85 |
| Mobile phone | 手提電話費 | | 23,340.00 | 23,913.50 |
| Newspapers and periodicals | 報紙及雜誌費 | | 3,582.00 | 3,544.00 |
| Postage | 郵費 | | 43,964.70 | 21,172.50 |
| Printing and stationery | 印刷及文具費 | | 95,681.74 | 96,711.88 |
| Rent and rates | 租金及差餉 | | 329,223.25 | 303,141.40 |
| Repairs and maintenance | 保養及維修費 | | 120,170.00 | 72,215.00 |
| Salaries and allowances | 薪金 | | 9,588,315.00 | 8,921,876.00 |
| Souvenirs | 紀念品 | | 4,285.36 | 13,735.00 |
| Subscription fees | 會員年費 | | 9,795.00 | 7,900.00 |
| Sundry expenses | 雜費 | | 51,431.50 | 34,138.30 |
| Telephone and fax | 電話費 | | 26,866.00 | 24,642.00 |
| Training, recruitment and development | 訓練及發展費 | | 220,661.20 | 321,352.77 |
| Travelling | 車費 | | 125,181.20 | 147,703.30 |
| Unrealized exchange difference | 未兌現匯率虧損 | | 712,321.20 | 390,534.40 |
| Utilities | 水電費 | | 112,004.10 | 107,970.90 |
| Volunteers messing | 義工伙食費 | | 28,565.96 | 32,906.00 |
| | | | 13,319,351.19 | 13,616,825.10 |
| SURPLUS BEFORE TAXATION | 稅前盈餘 | 11 | 1,734,592.96 | 4,708,675.04 |
| INCOME TAX EXPENSE | 稅項開支 | 12 | - | - |
| SURPLUS FOR THE YEAR | 本年度盈餘 | | 1,734,592.96 | 4,708,675.04 |
| OTHER COMPREHENSIVE INCOME | 其他全面收益 | | - | - |
| TOTAL COMPREHENSIVE INCOME | 全面收益總額 | | 1,734,592.96 | 4,708,675.04 |

生命熱線有限公司
SUICIDE PREVENTION SERVICES LIMITED
財務狀況表
STATEMENT OF FINANCIAL POSITION
於二零二零年三月三十一日
AS AT 31ST MARCH, 2020

| | | Note | 2020 HK\$ | 2019 HK\$ |
|----------------------------------|----------------|------|----------------------|----------------------|
| NON-CURRENT ASSETS | 非流動資產 | | | |
| Property, plant and equipment | 物業、廠房及設備 | 14 | 1.00 | 1.00 |
| CURRENT ASSETS | 流動資產 | | | |
| Account receivables | 應收賬款 | 15 | 3,241,017.92 | 2,602,892.36 |
| Deposits | 按金 | | 71,748.00 | 33,188.00 |
| Prepayment | 預付款項 | | 19,522.25 | 24,410.80 |
| Cash and cash equivalents | 現金及現金等價物 | 16 | 29,216,941.83 | 28,237,538.08 |
| | | | <u>32,549,230.00</u> | <u>30,898,029.24</u> |
| LESS: CURRENT LIABILITIES | 減: 流動負債 | | | |
| Receipts in advance | 預收款項 | | - | 100,000.00 |
| Accrued expenses | 應付費用 | | <u>46,057.80</u> | <u>29,450.00</u> |
| | | | <u>46,057.80</u> | <u>129,450.00</u> |
| NET CURRENT ASSETS | 淨流動資產 | | <u>32,503,172.20</u> | <u>30,768,579.24</u> |
| NET ASSETS | 淨資產 | | <u>32,503,173.20</u> | <u>30,768,580.24</u> |
| RESERVES | 儲備 | | | |
| CONTINGENCY RESERVE | 儲備基金 | | 7,000,000.00 | 7,000,000.00 |
| GENERAL FUND | 普通基金 | | 12,503,173.20 | 10,768,580.24 |
| DEVELOPMENT FUND | 發展基金 | | <u>13,000,000.00</u> | <u>13,000,000.00</u> |
| | | | <u>32,503,173.20</u> | <u>30,768,580.24</u> |

Approved by the Executive Committee on 23 November, 2020


 KWOK LEE Tin Wing Wendy
 Chairperson


 LEE Sheung Fu Patric
 Treasurer

鳴謝 | Acknowledgement

主要贊助 Main Sponsors

香港公益金

The Community Chest of Hong Kong

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 Ltd.

劉鑾雄慈善基金

The Joseph Lau Luen Hung Charitable Trust

崇光香港百貨有限公司

SOGO Hong Kong Co. Ltd.

新鴻基地產發展有限公司

Sun Hung Kai Properties Ltd.

鴻文慈善基金

Thomas and Linda Lau Family Foundation

郭炳湘家族基金

Walter & Wendy Kwok Family Foundation

任白慈善基金

Yam Kim Fai & Pak Suet Sin Charitable Foundation

長期贊助及支持 Ongoing Sponsors

恒基兆業地產有限公司

Henderson Land Development Co. Ltd.

電訊盈科有限公司

PCCW Ltd.

啟勝管理服務有限公司

Kai Shing Management Services Ltd.

帝苑酒店

The Royal Garden

九龍巴士(一九三三)有限公司

The Kowloon Motor Bus Co. (1933) Ltd.

紹榮鋼鐵有限公司

Shiu Wing Steel Ltd.

利希慎基金

Lee Hysan Foundation

數碼通

SmarTone

香港鐵路有限公司

MTR Corporation Ltd.

社聯伙伴基金

Community Partner Foundation

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