



香港撒瑪利亞防止自殺會 *Since 1960*  
THE SAMARITAN BEFRIENDERS HONG KONG

# 十載情

生命教育啟智慧  
危機處理露曙光



2011 Annual Report 年報



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# BRIEF HISTORY

## Brief History

The Samaritan Befrienders Hong Kong (SBHK) was established in 1960 under the name "Suicide Prevention Society". This service was the first of its kind in Asia.

It was registered as a society in Hong Kong in 1963, and subsequently renamed "The Samaritan Befrienders Hong Kong". In the 1970s, SBHK offered services by two distinct units; one in Cantonese, the other in English. The English service unit was discontinued in 1982 for administrative reasons. Since 1994, SBHK has incorporated as a limited company.

SBHK is a local voluntary agency run by volunteer workers. Though non-religious in nature, SBHK reflects the generosity and benevolence of the Good Samaritan in the Bible who always stretched forth a helping hand to the distressed and helpless. Through the giving of support and rendering emotional counselling to them, we help those in need to help themselves.

In the wake of a significant rise of student suicides due to setback in their Hong Kong Certificate Examination in 1964, SBHK launched a Summer Hotline Service for Form five graduates in 1965. The Service has been maintained for many years. The pioneering work of SBHK has aroused the participation and contribution of other organizations to the service to help students finding ways out from their cul-de-sac.

## Recent Developments

Throughout the Hotline Service in the past five decades, the SBHK has served thousands of people who were suffering and struggling, and some of them were seriously thinking of committing suicide, the SBHK believes that it would be of some help to bring forth the light of hope to them if our service can be extended to relatively longer-term and reaching-out crisis counselling. The SBHK established the Caring Fund in 1994 for the purpose of financing the project "Starting a Caring World with Listening". The project aims at arousing the awareness of the importance of listening and the passion for life. Through the Caring Fund the SBHK has expanded her community works at professional level, for instance, a Professional Certificate Programme in Counselling and Suicide Prevention was launched in February 2006. The objective of the programme is to equip participants with knowledge and skills in counselling and suicide prevention in order to be able to help and support those who are in emotional and psychological crisis so as to prevent suicide crisis of the earliest stage.

Through the active support of the Social Welfare Department of the HKSAR and the subsidy granted by the Lotteries Fund, the SBHK embarked in March 2002 on a new Suicide Crisis Intervention Center (SCIC) which is a three-year pilot scheme for the purpose of providing a more comprehensive suicide intervention service for the community. Since May 2005, the SCIC has become a subsidized service unit under the Social Welfare Department that allows the SCIC to receive regular funding from the Government so as to continue its service to the people of Hong Kong.

It is recalled that there has been a downward tendency in the economy and a growing pressure on suicidal issue followed the financial crisis occurred in 1997. The SBHK became aware of the fact that the Hotline service by itself may not be able to fully satisfy the needs of the society. The promoting of life education from the very first beginning and a joint effort with the community in suicide prevention would be effective means to deal with such pressure. The Life Education Centre (LEC), a three-year pilot project subsidized by the Hong Kong Jockey Club Charities Trust for the purpose of suicide prevention, was therefore founded in May 2002. The work of the LEC has been recognized by the Trust which has granted a subsidy for the continuity of the work of the LEC, upon completion of a three-year service from April 2005, for the next three-year from April 2008.

The establishment of the Caring Fund, Suicide Crisis Intervention Center and the Life Education Center, together with the long-standing immediate contact point for help – the Hotline, allow the suicide prevention work of SBHK to be developed pragmatically and enable the SBHK to cope with challenges ahead in accordance with its missions and working spirit.

## Spirit

To bring out the benevolence in human nature and with love, patience and compassion, nurture the spirit of mutual aid, mutual support and mutual affection.

## Mission

- a. To befriend, on humanitarian grounds, people who are facing difficulties or are lonely and depressed, by helping them to regain confidence in life.
- b. To publicize and promote the spirit of our service in the community through talks, seminars, research and other means of community service.
- c. To help in the South East Asia and neighbouring areas to set up organizations with a nature and mission similar to ours.

# 機構簡史

## 簡史

「香港撒瑪利亞防止自殺會」於1960年7月成立。原名是「防止自殺會」，是亞洲同類組織的首創。於1963年10月在本港作社團註冊，後來改名為「香港撒瑪利亞防止自殺會」，並於1994年轉為公司註冊。本會在七十年代設有中、英文部，分別提供粵語及英語服務，至1982年，本會因行政關係取消了英文部的服務，而防止自殺之輔導服務一直推行至今。

本會為香港土生土長，由義工組成的志願服務機構，並無宗教立場，一直以聖經中好撒瑪利亞人的友善博愛和助人為樂的精神作榜樣，向絕望及瀕臨困境人士伸出同情之手，予以扶持及適當的情緒輔導，達到助人自助的目標。鑒於1964年因會考落敗而萌輕生念頭的學生顯著增加，本會遂於1965年展開中五會考生輔導服務，並喚起其他服務團體的參與，開拓各方資源，有助莘莘學子以解徬徨之困。

## 近期發展

在過去五十多年的熱線服務經驗當中，我們接觸過不少在自殺邊緣掙扎的人士，當中亦有不少人士自殺意圖強烈，本會相信將服務擴展至較長期的危機輔導及外展服務更有助他們重拾求生的信念。在1994年就成立「關懷身邊人基金」，用作資助『關懷身邊人，從聆聽開始』推廣計劃，目的是提醒市民耐心聆聽對身邊親人及朋友的重要性，呼籲大眾熱愛生命，關懷別人。在專業的教育層面上，本會利用了「關懷身邊人基金」展開更多社區性的工作，「輔導與防止自殺專業證書課程」於2006年2月開始舉辦，進一步使參加者掌握一些輔導和防止自殺的知識及技巧，讓參加者提升自我覺察及關顧的能力、以及為身邊受到情緒困擾的人提供到有效情緒紓緩，從而達至及早預防自殺的目標。

至2002年3月承蒙社會福利署的積極支持和推動下，本會獲獎券基金的撥款，成立為期三年的「自殺危機處理中心」先導計劃，為防止自殺工作擔當危機介入的重任。至2005年5月開始正式獲社會福利署撥款津貼，成為轄下恆常服務之一，得以繼續為全港市民提供服務。

自從九七年金融風暴後，香港經濟每況愈下，自殺問題愈趨嚴重。本會有感於單靠熱線服務並未能完全滿足社會發展的需要，為遏止自殺風氣蔓延，得從根本的生命教育做起，再者，本會更鼓勵社區參與，與我們一起把守生命的關口。至2002年5月，本會正式獲香港賽馬會撥款開辦為期三年的「生命教育中心」先導計劃，為防止自殺工作擔當及早預防的工作。生命教育中心的工作成效獲得到香港賽馬會慈善信託基金的肯定，在完成由2005年4月起的三年服務後，該基金決定從2008年4月起，再繼續贊助為期三年的預防自殺及生命教育服務。

隨著「關懷身邊人基金」、「自殺危機處理中心」及「生命教育中心」的成立，再配合我們持久堅守著的第一個求助接觸點——熱線服務，本會的防止自殺工作得以踏實發展，憑著本會服務的精神及宗旨，迎向未來的各項挑戰。

## 精神

發揚人類善美的本質，以愛心、耐性及同情，建立人際間互助、互勉、互愛的精神。

## 宗旨

- (一) 基於人道立場，協助面臨各種困難、陷於孤獨與沮喪的人士，鼓勵他們重建求生信念。
- (二) 透過演說、講座、刊物、調查報告等方式，宣傳及推廣本會的服務精神。
- (三) 協助東南亞及香港鄰近地區，建立與本會性質及目標相同的組織。



# ETHOS AND MODUS OPERANDI

## Ethos

1. We establish ourselves as the Samaritan Befrienders Hong Kong to bring out in full the benevolence in human nature, and with love, patience and compassion, nurture the spirit of mutual aid, mutual support and mutual affection.
2. We give the hopeless, the helpless and the suicidally inclined a listener when they need one so that they can relate their inner pain and distress.
3. We let help seekers feel accepted and supported so as to enable them to overcome emotional distress and face up to their problems.
4. We respect the right of help seekers in self-determination even if they decide to commit suicide, and also their right to discontinue contact with us at any time.
5. We respect the privacy of help seekers and will not disclose their personal information to any outside party. Such information would only keep by us for the purpose of providing effective service. Our Chairman and supervisory officers have the right to get access to detail of cases. No service shall be provided should a help seeker find this unacceptable.
6. We shall not take advantage of our contact with help seekers to instill personal values, faith or political stance.

## Modus Operandi

1. We provide a 24-hour telephone hotline service, interview service by appointment and correspondences service for clients. All our members are volunteers, having been carefully selected and trained, and are being supervised by experienced members and relevant professionals.
2. The Suicide Crisis Intervention Centre offers assessment of suicidal risks, immediate intervention, counselling and referral services. Our aims are to help suicidal people to re-establish their life strength and to empower them with the capability to handle crisis in life.
3. The Life Education Centre promotes suicide prevention via community services, seminars, publications (annual reports, newsletters, books and reports), research and surveys, education and international conferences. Through these activities we aim to promote the message of suicide prevention and help people to bravely overcome their life difficulties as well as learning to care for the people around them as a contribution to the community.
4. The Caring Fund promotes the works of suicide prevention as well as calls forth in the community in loving one's life and caring others through community caring services, public talks, promotional activities, training of Caring volunteers, public training and education at professional certificate level, etc.
5. We endeavour to talk to every client but priority is given to those with high suicidal intent.
6. If the situation of a client is such that substantive relief (social or medical service) is warranted, then we shall provide the client with the relevant information, or with client's consent, refer the case to relevant organizations. In case of emergency and no objection from the client, we shall notify relevant organizations or persons to assist the client.
7. When a client wishes us to assist another person who is suicidal, we shall provide as much information as we can and recommend that person to contact us directly, otherwise we shall not approach that person. Exception is by reason that the client is young, old or infirmity. In that case, we shall try to contact that person.
8. We offer assistance for the establishment of organizations with similar nature and mission in the South East Asia and neighbouring regions, or offer training courses to promote their service quality.

# 服務精神及工作

## 服務精神

1. 香港撒瑪利亞防止自殺會成立的目的是要發揚人類善美的本質，以愛心、耐性及同情，建立人際間互助、互勉、互愛的精神。
2. 我們讓絕望、無助、有自殺意圖的人士，在有需要時可以找到聆聽者，訴說內心的痛苦和困擾。
3. 我們讓求助者感到被接納和支持，從而克服情緒困擾、面對問題。
4. 我們尊重求助者的自決權，即使他們決定要自殺，他們亦可以隨時終止與我們的聯絡。
5. 我們尊重求助者的私隱權，在未經求助者同意之前，我們絕不會向會外人士洩露其個人資料，但為了提供有效的服務，本會主席及督導人員有權知道求助者的談話內容。若求助者不能接納，我們將不會提供服務。
6. 我們不會藉著與求助者接觸的機會，向他灌輸個人的價值觀、信仰和政治立場。

## 本會工作

1. 本會熱線中心提供二十四小時電話熱線，在預約情況下亦會提供面談服務，求助者亦可以用書信及電郵與本會聯絡。而本會的熱線工作人員全屬義工，是經過挑選和訓練，並由資深會員及專業人士督導。
2. 透過自殺危機處理中心，提供服務內容包括自殺危機評估、緊急危機處理、危機介入輔導及轉介服務等工作，幫助面臨自殺危機的人士重建求生的信念及鞏固他們應付危機的能力。
3. 生命教育中心透過社區服務、公開講座、出版刊物（年報、會訊、書籍、報告）、調查研究、宣傳教育、國際會議等來推動自殺防治的工作，讓人們活出人生意義，勇於面對困難，使關懷身邊人，貢獻社會。
4. 「關懷身邊人基金」主要透過社區關懷服務、公開講座、宣傳教育、「身邊人」義工培訓、對外培訓、各類與防止自殺相關的專業證書課程等來推動自殺防治的工作，呼籲大眾熱愛生命，關懷別人。
5. 本會會為每一位求助者提供服務，但會優先服務有自殺意圖的求助者。
6. 如求助者的情況需要實質援助（社會服務、醫療），本會會提供資料，或在他同意下，轉介有關服務。如情況危急及在求助者不反對下，替他通知有關機構或人士尋求援助。
7. 如求助者要求本會協助其他有自殺傾向的人士時，本會會盡量提供資料，並建議當事人與本會接觸。除非當事人因過於年幼、老邁或身體不適，要由他人代為聯絡，則本會會嘗試接觸當事人。
8. 本會致力協助東南亞及香港鄰近地區，建立與本會性質及目標相同的組織，或提供有關訓練，提升服務質素。

# ORGANIZATIONAL STRUCTURE



## Executive Committee

(Term of Office: From July 2011 to June 2013)

Chairman	: Mr. Wong Yao Wing	Treasurer	: Ms Hon Chor Shan
Vice-Chairman		Committee Members	: Miss Chow Yuen Fun
(Community Affairs & Education)	: Mr. Kan Pak Kei		Mrs. Lui Wong Yun Fong
Secretary	: Ms Yam Siu Fong		

## Staff List (as at 31 December 2011)

### Central Administration

Executive Director	: Mr. Tsang Chin Kwok
Central Administration Officer	: Ms Leung Pik Ki
Part-Time Admin. & Accounts Assistant	: Mr. Lin Jin Kwan

### Hotline Centre

Acting Centre-in-charge	: Miss Yip Chung Sum
Social Work Assistant	: Miss Wong Nga Ting
Administrative Assistant	: Miss Wong Kwan Laam
Junior Administrative Assistant	: Miss Wan Ka Ki
Part-Time Social Work Assistant	: Mr. Yau Hung Sang
Part-Time Clerk	: Miss Chan Wing Ki
	: Ms Chow Fung Yu

### Caring Fund

Training Officer	: Miss Kot Ming Yan
Program Worker	: Miss Lam Yat Yan
Part-Time Enumerator	: Miss Chan Sze Kai

### Suicide Crisis Intervention Centre

Centre-in-charge	: Ms Heung Mo Yan
Assistant Centre-in-charge	: Mr. Ho Wing Hung
Senior Crisis Counsellor	: Miss Du Pui Bik
Crisis Counsellors	: Mr. Cheng Wai Kei
	: Miss Chan Kar Lai

Social Work Assistant	: Miss Cheung Hiu Ching
	: Ms Wai Choi Kei
	: Miss Choi Pui Ting
	: Ms Choi Chu Lei
	: Mr. Cao Yuan Ye
	: Miss Chan Ka Yan
	: Miss Tsang Siu Ha
	: Miss Lo Ting Fung
	: Miss Lee Sze Man
	: Mr. Tong Chi Chung
	: Miss Tang Sui Sum
Social Work Assistant	: Miss Ho Yuk Kuen
	: Mr. Wong On Yu
Program Worker	: Mr. Lai Cho Yip
	: Miss Ip Pui Shan
	: Miss Chan Wing Lam

Clerk	
Part-time Information Technology Technician	: Mr. Kwok Siu Kong
Part-Time Office Assistant	: Ms Li Sui Kuen

### Life Education Centre

Centre-in-charge	: Mr. Chan Yuen Yue
Assistant	
Social Work Officer	: Miss Ku Wing Kuen
Program Officer	: Mr. Wong Tat Shing

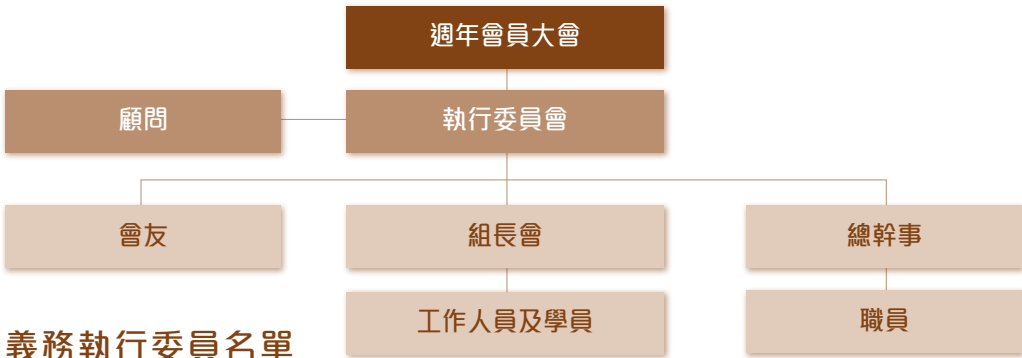
## Honorary Consultants

Honorary Consultant	: Mr. Allen Peng Fei Lee, JP
Financial Consultant	: Y.H. Cheung & Co., Certified Public Accountants
Legal Consultant	: Fred Kan & Co., Solicitors & Notaries
Service Consultants	: Ms Jolene Mui, Service Manager, CPNS, Castle Peak Hospital
	: Dr. Chiu Siu Ning, Psychiatrist
	: Ms Ide Chan, Clinical Psychologist, Tuen Mun Hospital
	: Prof. Linda C.W. Lam Professor, Chinese University of HK Faculty of Medicine Department of Psychiatry Prince of Wales Hospital, Shatin N.T.

Dr. Michael H.P. Tsang, Ph.D. in Clinical Psychology (U.S.A.); Registered Clinical Psychologist
Dr. Daniel F.K. Wong, Assistant Professor, Department of Social Work & Social Administration, The University of Hong Kong
Mr. Zeno C.S. Leung, Lecturer, Department of Applied Social Sciences, The Hong Kong Polytechnic University
Prof. Chi Chief Fung Taiwan Ministry of Education Life Education Advisory Committee



# 組織架構



## 義務執行委員名單

(2011年7月至2013年6月)

主席	: 黃祐榮先生	財政	: 韓楚珊女士
副主席 (社區傳訊及教育)	: 簡柏基先生	委員	: 周婉芬小姐
秘書	: 任少芳女士		雷黃恩芳女士

## 職員名單 (至2011年12月31日)

### 中央行政

總幹事	: 曾展國先生
中央行政主任	: 梁碧琦女士
兼職行政及會計助理	: 林彥均先生

### 熱線中心

署理中心主任	: 葉頌芯小姐
社會工作員	: 黃雅婷小姐
行政助理	: 黃筠嵐小姐
初級行政助理	: 溫嘉琪小姐
短期社會工作員	: 丘鴻生先生
兼職通宵事務員	: 陳詠棋小姐
	周鳳如女士

### 關懷身邊人基金

培訓主任	: 葛銘甄小姐
活動工作員	: 林逸欣小姐
兼職統計員	: 陳史佳小姐

### 自殺危機處理中心

中心主任	: 香慕茵女士
副中心主任	: 何永雄先生
資深危機輔導員	: 刁佩碧小姐
危機輔導員	: 鄭偉基先生
	陳嘉麗小姐

## 義務顧問名單

榮譽顧問	: 李鵬飛太平紳士
財務顧問	: 張耀鴻會計師樓
法律顧問	: 簡家聰律師行
服務顧問	: 梅杏春小姐
	(青山醫院社康服務經理)
	趙少寧醫生
	(精神科醫生)
	陳淑芳女士
	(屯門醫院臨床心理學家)
	林翠華教授
	(香港中文大學醫學院精神科教授)

張曉晴小姐
韋賽姬女士
蔡佩庭小姐
蔡曙莉女士
曹元野先生
陳家欣小姐
曾小霞小姐
羅婷豐小姐
李思敏小姐
唐治忠先生
鄧瑞心小姐
社會工作助理
: 何玉娟小姐
黃安瑜先生
活動工作員
: 黎祖業先生
葉佩珊小姐
文員
: 陳泳琳小姐
兼職資訊科技員
: 郭兆綱先生
兼職辦公室雜務員
: 李瑞娟女士

### 生命教育中心

中心主任	: 陳源裕先生
助理社會工作主任	: 顧穎娟小姐
活動主任	: 王達成先生

曾慶培博士
(註冊臨床心理學家)
黃富強博士
(香港大學社會工作及社會行政學系助理教授)
梁傳孫先生
(香港理工大學應用社會科學系講師)
紀潔芳教授
(台灣教育部生命諮詢委員會委員)

# LOGOS OF SBHK

## Logo of SBHK

We can see there are two people standing face to face, hand in hand in the picture. We use name of our organization to form a question mark. The symbolic meaning is to help each other, to encourage each other, to love each other as our mission statement had been stated.



## Hotline Centre "TOUCH"

"Touch" means "Contact", "Understanding" and "Sensitivity".

We...

"listen" to contact the voice of our callers;

"care" to understand the needs of our callers;

"are sensitive" to empathize with the emotions of our callers.

We believe people with emotional trouble can be positively influenced by our sincerity, they may acquire our belief that there are always someone concerned about others --- "Lively Opportunity is Everywhere"!



## Life Education Centre "GROW"

'Grow' means growth, implying that Life Education helps people grow. The symbolic brown color represents soil, a platform for plants to be nurtured and the letter 'r' signifies the growing sprout. It is the seeds of Life Education scatter on different soil. When soil and seeds have made contact, its sprouts grow.



## Suicide Crisis Intervention Centre "ALIVE"

- Green color represents healing and yellow color represents full of life;
- 'Alive' summarizes the goal of our intervention;
- The logo could be read as "a - live", again to help clients to live their lives;
- Along with the Chinese slogan, we hope clients will be encouraged to leap through to the next day. This explains our centre provides short-term crisis service and is not designed to replace long-term counselling. Our goal is to work with the client to safely reach tomorrow;
- The leaping action signifies effort is required;
- The yellow "i" represents a standing person despite being in a crisis; it also signifies a burning candle - still burning and still having the potential to stay alight.



## Caring Fund "CARE"

- "Care" means "Concern", "Care" and "Acceptance";
- The 'heart' represents a bridge that links up the understanding and care between people;
- The "a" symbolizes by a flag which implies trust and love based on which all of us are called forth to move forward, to present ourselves, and to care for others;
- The purple colour implies warmth and care. It is believed that the message of caring will be conveyed through so long as we all commit ourselves to concern and care for others;
- "Put our feet in others' shoes": We care for the feeling of others while we care for ourselves, so as to motivate and push others to acknowledge the importance of promoting care for each others.



# 機構徽號

## 本會徽號

從抽象的構圖中，可以看到兩個人面對面，手握手，用會名組成一個問號，箇中的意思是互助、互勉、互愛，一起解決疑難，充份表達本會的精神。



## 熱線中心“TOUCH”

Touch – 寓意接觸、觸及、觸覺；

我們……

用聆聽去接觸來電者的聲音；

用關懷去觸及來電者的需要；

用觸覺去感受來電者的心情。

我們相信：受困擾的人可被我們的真心感染，分享人間有情的信念——「生機處處」！



## 生命教育中心“GROW”

- Grow 是成長的意思，寓意生命教育是幫助人成長的；
- Grow 是棕色，象徵泥土，孕育植物生長的地方，而「r」代表正在茁壯成長的幼苗；就好像將生命教育的種籽散佈於不同土壤之中，而當泥土接觸到種籽之後，便會孕育成長起來。



## 自殺危機處理中心“ALIVE”

- 中心徽號利用綠色及黃色為主要顏色，綠色代表痊癒，而黃色代表充滿生命；
- Alive 代表危機中心介入的目標；
- Logo 可以讀成“a – live”，即是：生活、生存；
- 中文的口號：「跨躍明天」是希望受助者可以做到跨躍明天，更可說明本中心的服務以短暫為原則，目的不是長時間的輔導服務；
- 跨躍亦代表受助者本身也要使用力量去跳出重圍，我們深信受助者仍然有很多能力去衝出他們的困擾；
- 黃色的“i”代表一個在危機之中仍然可以站立的人，同時，亦代表燃點中的蠟燭，能在生命中發光發熱。



## 關懷身邊人基金“CARE”

- Care 寓意關懷、照顧和接納；
- 「心」是串連起人際間溝通、互相關懷的橋樑；
- “a”以旗幟代表，寓意以信心、愛心為號召，大家踏出主動的一步，表達自己、關心別人；
- 紫色代表溫馨、關懷。我們相信，當大家留心身邊人的時候、當大家用心去關懷身邊人的時候，這一份心意，便會輾轉傳揚開去；
- 「推己及人」：當我們關顧自己的同時，也願意關顧別人的感受，從而感動、帶領其他人去宣揚互相關懷的重要。





# CHAIRMAN'S REPORT 2011

Robert Wong (Chairman)

## Introduction

The work of suicide prevention is getting more difficult in the recent decade. The complication of society leading to more and more mental health problems, the popularity of IT technology in social communication, as well as the start of Y and Z generations have all contributed to a world with different values towards life. Stepping into the 51st year, The Samaritan Befrienders Hong Kong has changed accordingly by providing more comprehensive suicide prevention services to the community of Hong Kong. SBHK is no longer a small agency providing just the Hotline Service as before. Caring Fund, Suicide Crisis Intervention Centre, Life Education Centre, Suicide Prevention On neT (SPOT) and Web Engagement Project have all been set up one by one in the past 10 years or so. This year also celebrates the 10th anniversary of our Suicide Crisis Intervention Centre and Life Education Centre. The success in the expansion of these services in serving the community of Hong Kong has gained recognition by the government, The Community Chest, Hong Kong Jockey Club, and the general public as a whole.

## Review of Management Structure

The expansion of services brings the need to a change in our management structure. Changes have to be made for better management so that our services can be maintained and sustained.

Further actions have been taken accordingly such as revision of the Memorandum & Articles of Association, setup of the Standing Order of the Executive Committee, and Appointment of an Executive Director for the daily operation and management of the organization. With the review of our working committee, a blueprint of our future management structure has been made to allow for future development.

## Hotline Centre

Our Hotline Centre responded to 16,972 cases in 2011, representing an increase of 8.58% when compare with the figure of 2010. This significant increase may indicate that people are facing more pressure or that they are less resilient than before. This situation should raise concern in the public as mental health affects not only the persons involved but also their families, friends and society as a whole.

It was not an easy year for our Hotline Centre in 2011. Apart from the need to handle more cases, the centre was run under a shortage of staff due to the leaving of our centre-in-charge and the significant staff turnover. Fortunately with the support of some loyal staff members and selfless volunteer members, the centre and the service were operated smoothly.

Throughout the past 51 years, we have been continually seeking room for improvement in our Hotline Service. Last year, we also started to review our pre-service training, on-duty system, computer system and telephone system. This review aimed at enhancing our service quality and improving working environment for our volunteers.

## Suicide Crisis Intervention Centre

Our Suicide Crisis Intervention Centre handled 1,243 crisis cases in 2011, a figure not easily achieved if not because of the dedication of our staff members. Among all the different reasons contributing to the ideation of suicide, the suicide of a relative or a friend is one of the key factors leading to distress and even suicide intention of our clients. This is an important message that should be made known to the general public. Our Live the Rainbow Service played a very important role in helping the survivors of the suicide cases on case, group and community level. The centre served 99 cases in 2011 and the trend was on the rise. Hence, the needs of the survivors have to be dealt with and should not be delayed or ignored.

As the portal of handling suicide crises, we received case referrals from different parties, including government departments, medical institutions, other social service agencies, as well as our Hotline Centre. However, we also realize that the number of cases referred by individuals and self-approached cases is also significant. This is a good sign in the sense that the general public is more sensitive to suicide intention and crisis cases and people in suicide crises are now more willing to seek for help, or else the number of suicide deaths in 2011 could even be bigger.

Our Web Engagement Project and Suicide Prevention on neT (SPOT) programmes kept on playing their suicide prevention roles on the internet. Thanks to our volunteers in the two programmes, we has identified and referred 376 internet users with apparent suicide intentions to our Hotline Centre, and a total of 2,148 service hours were provided in our Soul Box and Heart Chat. We see that the demand for these services will be growing as the use of smart phones and electronic tablets are getting more popular.



## Life Education Centre

We believe that many suicides can be prevented through education. Education can help implant in a person the right values of life and so prevention of suicide can be done much earlier. Our Life Education Centre continued her mission on the Suicide Prevention Education Project and served in 2011 by outreaching to various organizations and providing talks, workshops, training and group activities to over 12,000 participants from all walks of life.

Apart from providing direct service to the general public, we recruited and trained 51 volunteers to be our Life Ambassadors. Together with the existing Life Ambassadors, they served 340 persons in the community by providing care and support to the needy. We believe that this is a way to provide long term and sustainable community caring atmosphere which can help prevent suicide.

## Caring Fund

With the support of various mass media, corporate partners and the general public, our Caring Fund was able to disseminate the message of life cherishment to the community through various activities. My special thanks go to MTR Corporation, Liu Chong Hing Investment Limited, and many other partners and supporters. Without their support, major events such as Life Drama Programme, "Brilliant Life, Shine upon Others" Coloring Competition, and research on causes of suicide would not be made possible. By establishing partnering relationship with caring companies in the commercial sector, not only funding support but also voluntary services were provided by their staff members, and together we brought joy and hope to other people in the community.

## Professional Training Centre

Coming to the sixth year of providing professional training to professionals and the general public through our Professional Training Centre, our number of course participants reached its record high at 1,034. It is worth noting that the demand on both certificate courses and tailor-made group courses had a significant increase, each having 60% and 50% increase in the number of participants respectively. This showed that apart from the general public, many organizations from various sectors also had concerns for suicide crises handling skills of their staff. Many of them also confirmed that the direction to provide suicide prevention related training courses was correct and further development in this area was necessary.

## Conclusion

While Hong Kong has attained high economic growth and international status, the people of Hong Kong are getting more vulnerable because of pressures from different areas of life. Caring among family members and friends is no longer a social norm. Verbal and face to face communication is now gradually replaced by communication through electronic gadgets. The risk of suicide increases when mutual support between people cannot be realized. The work load of suicide prevention is always heavy, but with the help and support from volunteers and members of the public we are confident that the work of suicide prevention will have a better tomorrow than today.

# 2011 年度主席報告

黃祐榮 (主席)

## 簡介

防止自殺的工作於過往十多年愈見困難，社會複雜導致愈來愈多精神健康的問題，資訊科技及社交網之普及，以及新生代的開始均使現代人對生命有一個很不一樣的價值觀。踏入第五十一個年頭，香港撒瑪利亞防止自殺會亦作出相應的轉變，為香港市民提供更全面的防止自殺服務。香港撒瑪利亞防止自殺會再不是只提供熱線支援服務的小型機構，關懷身邊人基金、自殺危機處理中心、生命教育中心、網蹤人計劃、自殺·自療·互助社等服務於過去十數年相繼成立，而今年剛好也是自殺危機處理中心及生命教育中心成立十周年的紀念。這些服務都得到香港政府、公益金、香港賽馬會，以及公眾之認同。

## 管理架構之檢討

服務的擴展使我們需要就管理架構作出改變，以便能有效地維持優質的服務。於此，我們更新了本會會章，為執行委員會訂下會議常規，並聘任了總幹事以處理日常會務。我們的管理架構檢討工作小組亦已制定了管理制度藍圖，為日後之長遠發展立下基礎。

## 熱線服務

我們的熱線中心於2011年共處理16,972宗個案，比2010年之數字上升了8.58%。大幅上升的數字顯示人們面對更大的壓力，而抗逆能力亦可能下降了。這情況值得我們關注，因為精神健康不單影響個人，還可能漫延至其家人、朋友，及社會。

對於我們的熱線中心而言，2011年並非容易的一年，除了要處理更多的求助個案外，因中心主任離職及較多的員工流失，中心常處於人手短缺的情況，可幸得到一些熱心同事及無私義工的支持，中心運作還是暢順的。

經過了五十一年，我們仍不斷改善熱線服務之運作。於2011年，我們開始檢討義工職前訓練、當值制度、電腦及電話系統，以求提高我們的服務質素，及改善義工們的工作環境。

## 自殺危機處理中心

於2011年，本會的自殺危機處理中心共處理1,243宗危機個案，此非有一個積極投入的團隊不能做到。親友自殺是在眾多構成求助者情緒困擾及甚至導致萌生自殺念頭的原因之一，值得公眾關注。我們透過「活出彩虹服務」，有效地從個案、小組，以至社區層面幫助自殺者親友，並於2011年服務了99宗個案。此數字正有上升的趨勢，反映自殺者親友的需要不容忽視，並應得到及時的處理。

作為處理香港自殺危機的集中點，我們接收了由多方面轉介的個案，包括政府部門、醫院、社會服務機構，以及本會熱線中心。然而，我們發現，由個別人士轉介及登門尋求者的個案數字也佔了很大的部份，這反映了公眾對自殺及危機個案漸有警覺性，而有自殺危機的人士亦較願意尋求幫助，否則實際自殺的數字可能更高！





我們的自殺·自療·互助社及網蹤人計劃在互聯網上繼續起着重要的作用。在此我們要對此兩個計劃的義工致謝！透過他們的努力，共376位有明顯自殺傾向的網友被轉介至我們的熱線中心，而心靈信箱及真心話室亦為網友們提供了2,148小時的服務。我們預期這些服務的需求會因着智能電話及平板電腦的普及而變得更加殷切。

## 生命教育中心

我們相信，防止自殺可以從教育入手，而且能在人的心中植下正確的人生觀。本會的生命教育中心為此推行防止自殺教育計劃，於2011年到不同的組織，提供講座、工作坊、訓練及小組活動予超過一萬二千位來自不同背景的人士。

除了為公眾提供直接服務外，我們又招募並訓練了五十一位義工，成為我們的珍惜生命大使，連同已有的珍惜生命大使，他們共關心及支援了在社區上三百四十位有需要的人士。我們深信，這計劃能營造長遠及可持續的社區關懷的氣氛，並因而做到防止自殺的功效。

## 關懷身邊人基金

幸得各傳播媒體、商界伙伴及公眾的支持，我們的關懷身邊人基金能透過各樣活動，把珍惜生命的信息帶到社區。在此，我們要特別感謝香港鐵路有限公司、廖創興企業有限公司，以及其他合作伙伴及支持者，沒有他們的支持，我們的大型項目如生命劇場、「燦爛人生，照亮他人」小學生填色比賽、自殺原因之研究等均沒有可能發生。透過與商界建立伙伴關係，本會不但能得到財政資助，更可以得到他們的員工提供的義工服務，為社區上有需要的人士帶來歡樂及希望。

## 專業培訓中心

我們的專業培訓中心已踏入第六年，並服務了1,034專業人士及公眾。證書課程及團體課程的需求有顯著的增長，在參加者數字方面，分別有六成及五成的上升，這顯示除了一般公眾以外，很多來自不同界別的機構均關注員工處理自殺危機的能力，他們希望我們能提供更多有關防止自殺的課程。

## 總結

當香港擁有極高的經濟增長及國際地位的同時，香港市民卻因生活的種種壓力變得脆弱無助，關顧家人及朋友又再不是社會的常規，面對面的溝通已漸漸被電子玩意取代，當人與人之間缺乏互相支持，自殺的危機亦隨之上升。防止自殺的工作並不輕省，但有義工及公眾人士的積極參與及支持，我們有信心明天的工作一定會比今天做得更好。

# SERVICE REPORTS

Annie Yip (Acting Centre-in-charge)

## 6.1 HOTLINE CENTRE

### Introduction

Our 24-hour hotline service aims to provide immediate support to people who are emotionally distressed, desperate and suicidal. With the care and support of our hotline volunteers, the callers are encouraged to face and to walk through their problems so as to regain their hope for the future and confidence in facing the challenges ahead.

### Number of Cases

From 1st January to 31st December of 2011, we responded to 16,972 cases, representing an increase of 1,341 cases from 15,631 cases of 2010. Of these, 11,899 were help-seeking cases that in needed of emotional support and counselling service. The remainder was for general enquiries, silent calls and prank calls. Among them, 11,569 cases (97.23%) of the help-seeking cases reached us by phone, 49 cases (0.41%) by face-to-face interview, 4 cases (0.03%) by letter, and 277 cases (2.33%) by email. (Details are illustrated in Table 6.1.1)

### Sex and Age

Of all the help-seeking cases, 49.38% were made by female and 49.90% by male (the rest is unknown). The difference in percentage of clients between female and male was 0.82% in 2010. However, the number of male help-seekers was higher than that of female 0.52% in 2011. It indicated that male became more and more willing to seek for help from hotline service support to deal with their depressed emotions.

The majority of service users came from the age between 20 and 44 (64.57% of total). The age group 40 to 44 (18.51% of the total) is topped the list. This was followed with the age groups of 30 to 34 (17.16%) and 20 to 24 (10.48%).

According to the 2011 Hong Kong Census Report, 27.52% of the population are aged between 15 and 34, but the percentage of our help-seeking clients in this age category was 41.79% in 2011. (Details are illustrated in Table 6.1.2)

### Nature of Problems

The major problems that our help-seekers encountered in 2011 were: Occupation (16.77%) and Mental Health (16.02%). Compared with the figures in 2010, cases in Occupation slightly decreased by 0.1%, whereas Mental Health cases increased by 0.72%. This reflects that the pressure people have in their employment such as working environment, working relationship with colleagues and supervisors, sense of job security and remuneration has to be dealt with to release the distress of the working class. In addition, mental health was still a significant problem that our help-seekers had. In fact, Suicide problems and Mental Health problems are always closely correlated. It is suggested that if we are to alleviate the Suicide problem, the importance in promoting Mental Health education should not be overlooked.

The problems experienced by different age groups changed in relation to their different developmental stages. The major problems for the 10 - 14 age group was Studying and Family, Sex and Family for 15 to 24, Sex and Occupation for 25 to 29, Mental Health and Occupation for over 30. (Details are illustrated in Table and Figure 6.1.3 and 6.1.4)

### Suicide Crisis

9.34% of the total number of cases handled in 2011 was assessed as having a low suicide risk – those cases that have already developed suicide ideation in a distressed situation but concrete suicide plans have not been formulated. 2.25% of the cases were assessed to have medium risk - those cases that have not only developed suicide thoughts but have also developed concrete plans for ending their lives, although the danger of loss of life was not imminent. 0.53% of cases were at high suicide risk – already in imminent danger of suicide or even in the process of committing suicide during their contacts with us. In total, 12.12% of the cases were suicidal. Among the high and medium risk cases, 34.14% (113 cases) were referred to our Suicide Crisis Intervention Centre for crisis intervention and management service as well as for further intensive counselling service. (Details are illustrated in Table 6.1.5)

### Volunteer Training

The 50th and 51st of our hotline volunteer training courses were commenced in January and October, 2011 respectively. The courses are of one-year duration. Responses to the courses were encouraging. After preliminary screening, 136 applicants were recruited as volunteer trainees for the first stage of training. (Details are illustrated in Table 6.1.6)



In order to maintain both the quantity and quality of our volunteer pool, in-service training for our existing volunteers is very important. Thus many programmes such as case sharing, agency visits and training workshops were organized to the hotline volunteers so that their skills in helping the help-seekers could be improved and they could also gain more knowledge of the community resources suitable to the help-seekers. (Details are illustrated in Table 6.1.7)

## Profile of Volunteers

As at the end of 2011, the number of hotline volunteers of our organization stood at 212 - 75 (35.38%) male and 137 (64.62%) female. While all the volunteers were over 20 years of age, the majority (43.40%) were in the age range of 45 to 54. 68.87% of the total possessed a tertiary or university qualification. 25% came from the white collar and 14.62% came from the other. 9.91% came from education sector (Details are illustrated in Table 6.1.8)

## Special Services

In view of the close correlation of suicide problem and mental health, we provided our supportive campaigns in different districts in the past one year. Our volunteers took the initiative to invite the resident to fill out a mental health questionnaire. If any residents had emotional problem, we would provide a face-to-face interview service to them to express their distress. In order to give them better support, we also provided referral information suitable for their needs.

Besides, to increase the community awareness of mental health of the elderly, we provided "elderly depression and suicide prevention" workshop for other social service organizations which were serving the elderly. We also made a leaflet on "Prevention of Elderly Depression and Suicide" to be distributed in the community, which introduced the symptoms of elderly depression and basic knowledge of suicide prevention. (Details are illustrated in 6.1.9-6.1.12)

# 服務報告

葉頌芯 (署理中心主任)

## 6.1 熱線中心

### 前言

熱線服務旨在為有情緒困擾、絕望無助或有自殺意圖的人士提供即時的情緒支援，透過熱線義工對求助者的關懷和支持，讓他們願意重新面對自己的問題、提升解決問題的能力及重拾生存的勇氣和信心。

### 個案數目

本會於2011年1月1日至12月31日期間，共處理16,972人次的服務個案，比2010年的15,631個增加1,341個。當中的求助個案共11,899次，其餘的則為一般的資料查詢、無聲及戲弄性電話等。在一萬多宗求助個案中，有11,569宗個案(97.23%)是透過電話熱線求助、49宗個案(0.41%)透過面談求助、4宗個案(0.03%)透過書信求助及277宗個案(2.33%)透過電郵求助。(詳閱圖表6.1.1)

### 性別與年齡

在性別分佈中，2011年女求助者佔全年的求助個案49.38%，男求助者佔49.90%，2010年的女求助者與男求助者的求助數目差距是0.82%，而2011年男求助者人數卻超越女求助者0.52%，反映男性遇到問題和情緒困擾時，願意尋求熱線的支援有上升的趨勢。

就求助者的年齡分佈分析，大部份的求助者來自年齡界乎20歲至44歲之間，佔總求助者人數的64.57%，當中以40至44歲的年齡組別佔首位，佔18.51%，接著的是30-34歲和20-24歲的組別，分別佔17.16%和10.48%。

若比較香港人口統計數字，年齡15-34歲的人口佔全港人口27.52%，相同年齡組別於本會的求助人數卻佔41.79%。(詳閱圖表6.1.2)

### 問題種類

在全年求助個案類別中，主要困擾的問題是職業(16.77%)、精神問題(16.02%)及其他(11.97%)。相比往年的數字，受職業困擾的求助下降了0.1%，受精神問題困擾的求助者整體增加了0.72%。這可能反映到在職業方面的壓力如工作壓力、工作環境、與同儕和上司關係、工作安全感、待遇和福利等問題上仍須改善，以減輕在職人士的心理困擾。另外，自殺問題跟精神問題兩者關係密切，若要減低香港的自殺數字，精神健康的教育工作不容忽視。

不同年齡層的求助者隨著人生階段的變化，有其不同的需要並承受著不同的困擾。對於10-14歲的兒童及青少年最大的困擾是家庭及學業；15-24歲的青少年則受性和家庭問題的困擾較多；25-29歲組別最多受職業和性的困擾；30歲以上的求助者整體而言較受精神問題和職業困擾。(詳閱圖表6.1.3-6.1.4)

### 自殺危機

在全年的求助個案中，有9.34%是有輕度自殺危機的，意即求助者雖未有具體的自殺計劃和即時自殺危機，但已有自殺的意念；而2.25%是有中度自殺危機的，即求助者除了有自殺的意念外，更已有具體的自殺計劃，只是未有即時自殺的危險；至於有高度自殺危機的個案則有0.53%，亦即求助者有著即時自殺行動的可能，甚或求助時已正進行自殺。總計來說，有自殺危機的求助個





案12.12%，當中的高、中危個案中有34.14%（即113個案）在求助者的同意下轉介至本會自殺危機處理中心跟進。（詳閱圖表6.1.5）

## 義工訓練

本會於2011年1月及10月分別開辦了第五十期及第五十一期義工訓練班，為義工學員提供為期一年的義工訓練課程，報名參加者十分踴躍，經篩選後，有共136人接受職前培訓第一階段的訓練課程。（詳閱圖表6.1.6）

除了對新義工的培訓外，為了確保熱線的服務質素不斷提升，本中心亦為現有義工提供持續在職訓練，舉辦了不同的訓練課程、個案研習分享會和機構探訪等，好讓義工們能裝備自己，在熱線輔導技巧、求助者面對的困難和需要、社會資源等方面都能掌握得更好。（詳閱圖表6.1.7）

## 義工資料

截至2011年底，本會共有義工212名。當中男義工有75名（35.38%），女義工137名（64.62%），當中以45-54歲屬大多數，佔總義工人數的43.40%，教育程度多為大專程度或以上，佔68.87%，職業則以白領最多，佔25%，次之則為其他佔14.62%和佔9.91%的教育界。（詳閱圖表6.1.8）

## 特別服務

精神健康及自殺問題息息相關，有見及此，本會義工在過去一年曾到不同的地點設置「心靈關顧服務站」，主動邀請居民進行精神健康的問卷調查，為有情緒困擾的人士提供即時情緒紓緩的面談服務，並給予合適的轉介資料，讓居民認識更多的求助途徑，在有需要時懂得主動求助。

此外，為了提升社區人士對長者精神健康的關注，本會為區來的長者服務機構提供長者抑鬱及預防自殺的講座。同時，亦製作了「預防長者抑鬱及自殺手冊」，介紹長者抑鬱及預防自殺的知識，以及相關的服務資料，若社區人士能掌握一些基本的知識，當身邊的長者出現情緒困擾，甚至有自殺行為時，大家亦懂得應變及尋求協助。（詳閱圖表6.1.9-6.1.12）

(Table 6.1.1) Overall Statistics of Services in 2011  
(表 6.1.1) 二零一一年全年服務總表

接觸方式 Contact Method	男 Male	女 Female	不詳 Unknown	總數 Sub-total	Total 總數
電話 Phone Call	5833	5725	11	11569	11899
面談 Interview	18	31	0	49	
書信 Letter	1	1	2	4	
電郵 E-mail	86	119	72	277	
諮詢 Enquiry Call	557	301	49	907	5073
戲弄 Frivolous	280	129	24	433	
無聲 Mute Call	0	0	3733	3733	
Total 總數	6775	6306	3891	16972	16972

(Table 6.1.2) Sex and Age Distribution of Clients in 2011  
(表 6.1.2) 二零一一年求助者性別及年齡分佈表

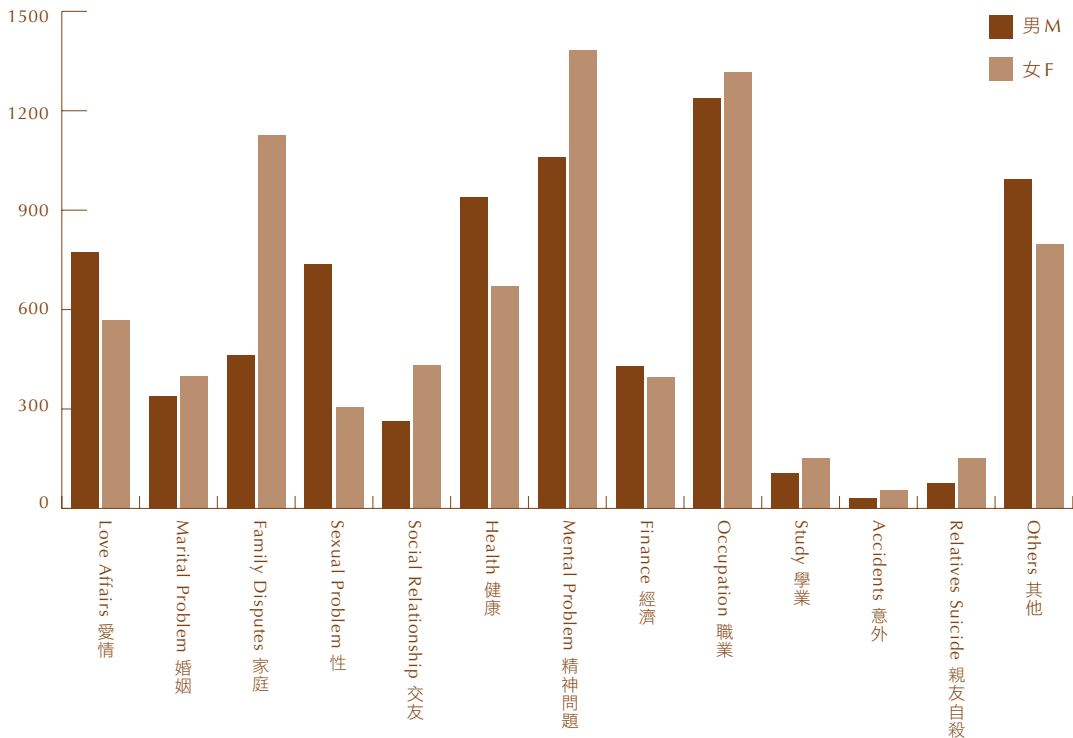
年齡 Age	2011年個案 Cases				2010年個案 Cases		
	男 Male	女 Female	不詳 Unknown	總數 total	%	總數 total	%
0 - 9	27	3	0	30	0.25	28	0.26
10-14	15	56	2	73	0.61	76	0.71
15 - 19	331	236	4	571	4.8	487	4.52
20 - 24	730	515	2	1247	10.48	1095	10.17
25 - 29	724	388	1	1113	9.35	1194	11.09
30 - 34	956	1085	1	2042	17.16	1988	18.46
35 - 39	577	502	0	1079	9.07	1107	10.28
40 - 44	1002	1200	0	2202	18.51	1730	16.07
45 - 49	386	585	0	971	8.16	914	8.49
50 - 54	456	611	0	1067	8.97	776	7.21
55 - 59	77	122	0	199	1.67	171	1.59
60 - 64	89	62	0	151	1.27	161	1.5
65+	60	46	0	106	0.89	67	0.62
不詳 U	508	465	75	1048	8.81	973	9.03
Total 總數	5938	5876	85	11899	100	10767	100



(Table 6.1.3) Types and Sex Distribution Case in 2011  
(表 6.1.3) 二零一一年個案類別及性別分佈表

Types 個案類別	2011年個案 Cases					2010年個案 Cases	
	男 Male	女 Female	不詳 Unknown	總數 Total	%	總數 Total	%
Love Affairs 愛情	773	568	0	1341	8.76	1564	10.82
Marital Problem 婚姻	338	400	1	739	4.83	866	5.99
Family Disputes 家庭	464	1127	7	1598	10.44	1474	10.19
Sexual Problem 性	738	307	5	1050	6.86	850	5.88
Social Relationship 交友	264	431	7	702	4.59	668	4.62
Health 健康	940	672	3	1615	10.55	1394	9.64
Mental Problem 精神問題	1059	1384	9	2452	16.02	2212	15.3
Finance 經濟	428	396	1	825	5.39	907	6.27
Occupation 職業	1239	1317	10	2566	16.77	2440	16.87
Study 學業	107	152	8	267	1.74	242	1.67
Accidents 意外	31	54	0	85	0.56	61	0.42
Relatives Suicide 親友自殺	76	152	4	232	1.52	212	1.47
Others 其他	994	798	41	1833	11.97	1571	10.86
Total 總數	7451	7758	96	15305	100	14461	100

( Figure 6.1.3) Types and Sex Distribution Case in 2011  
(圖 6.1.3) 二零一一年個案類別及性別分佈圖



(Table 6.1.4) Types, Age and Sex Distribution Case in 2011  
 (表6.1.4) 二零一一年個案類別、年齡及性別分佈表

Age 年齡	0-9		10-14		15-19		20-24		25-29	
Problems Areas 個案類別	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F
Love Affairs 愛情	0	0	0	5	19	30	86	107	99	74
Marital Problem 婚姻	0	0	0	0	1	0	1	15	23	21
Family Disputes 家庭	2	1	2	16	30	65	65	92	33	64
Sexual Problem 性	15	1	1	14	78	46	246	25	166	12
Social Relationship 交友	0	0	0	3	13	21	39	35	29	39
Health 健康	0	0	1	3	81	18	58	64	122	32
Mental Problem 精神問題	2	0	1	3	17	25	70	91	91	73
Finance 經濟	0	0	0	0	5	3	27	13	30	11
Occupation 職業	0	0	0	0	11	12	109	102	126	123
Study 學業	3	1	7	12	26	32	46	26	14	4
Accidents 意外	0	0	0	0	0	3	6	15	2	7
Relatives Suicide 親友自殺	0	0	0	1	2	6	10	10	6	12
Others 其他	5	0	3	12	96	36	138	64	150	41
Total 總數	27	3	15	69	379	297	901	659	891	513

Age 年齡	30-34		35-39		40-44		45-49		50-54	
Problems Areas 個案類別	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F
Love Affairs 愛情	126	137	137	74	126	73	80	30	42	15
Marital Problem 婚姻	75	76	63	39	66	96	36	54	40	51
Family Disputes 家庭	64	152	58	88	98	210	21	153	38	156
Sexual Problem 性	118	58	34	15	28	40	9	6	8	49
Social Relationship 交友	43	97	23	39	32	101	24	19	28	40
Health 健康	147	123	75	59	118	155	56	81	131	53
Mental Problem 精神問題	214	219	101	164	162	308	133	170	143	150
Finance 經濟	74	35	34	21	124	93	23	100	56	73
Occupation 職業	239	313	142	114	390	272	81	184	59	106
Study 學業	1	7	2	3	1	36	1	3	0	18
Accidents 意外	2	11	6	4	5	5	1	0	1	3
Relatives Suicide 親友自殺	13	40	5	8	14	21	5	4	3	18
Others 其他	109	121	66	52	115	204	36	49	70	83
Total 總數	1225	1389	746	680	1279	1614	506	853	619	815

Age 年齡	55-59		60-64		65+		Unknown 不詳		Total 總數		
Problems Areas 個案類別	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	Total 總數
Love Affairs 愛情	2	4	0	1	0	0	56	18	773	568	1341
Marital Problem 婚姻	5	8	5	10	5	5	18	25	338	400	738
Family Disputes 家庭	8	30	11	14	12	16	22	70	464	1127	1591
Sexual Problem 性	1	19	0	1	0	0	34	21	738	307	1045
Social Relationship 交友	6	5	3	3	2	1	22	28	264	431	695
Health 健康	28	29	38	10	17	7	68	38	940	672	1612
Mental Problem 精神問題	20	46	8	15	2	17	95	103	1059	1384	2443
Finance 經濟	10	13	15	9	3	3	27	22	428	396	824
Occupation 職業	8	8	9	0	2	3	63	80	1239	1317	2556
Study 學業	0	0	0	0	0	0	6	10	107	152	259
Accidents 意外	0	0	1	0	6	0	1	6	31	54	85
Relatives Suicide 親友自殺	1	3	4	2	0	2	13	25	76	152	228
Others 其他	11	9	20	14	23	4	152	109	994	798	1792
Total 總數	100	174	114	79	72	58	577	555	7451	7758	15209





(Table 6.1.5) Suicidal Assessment in 2011  
(表 6.1.5) 二零一一年求助者的自殺評估表

Suicidal Assessment 即時自殺危機	2011						2010			
	男 M	%	女 F	%	U 不詳	%	T 總計	%	T 總計	%
Imminently Suicidal 高	35	0.29	28	0.24	0	0.00	63	0.53	70	0.65
Suicidal with Plan 中	124	1.04	141	1.18	3	0.03	268	2.25	299	2.78
Suicidal Idea 低	512	4.30	584	4.91	16	0.13	1112	9.34	1380	12.82
No Suicidal Idea 無	4932	41.45	4904	41.21	41	0.35	9877	83.01	8428	78.28
N/A 不適用	335	2.82	219	1.84	25	0.21	579	4.87	590	5.47
Total 總數	5938	49.90	5876	49.38	85	0.72	11899	100.00	10767	100.00

(Table 6.1.6) Hotline Volunteers Pre-service Training  
(表 6.1.6) 熱線義工職前訓練

Period 日期	Training Course 課程	Number of Participants (Stage 1) 參加人數 (第一階段訓練)
Starting from January 1月起 (為期一年)	50期	59人
Starting from October 10月起 (為期一年)	51期	77人

(Table 6.1.7) Hotline Volunteers In-service Training  
(表 6.1.7) 熱線義工在職訓練

Month 月份	Theme 主題	Type 種類	No. of Sessions 節數
January 1月	Training programme for junior volunteers 扮發義工生命力量小組	訓練	1
February 2月	Visiting Kowloon Regional Command and Control Center 參觀指揮及控制中心(九龍)	訓練	1
	Visiting Ping Wo Fund 探訪東華三院平和坊	訓練	1
	Crisis Assistant Training Workshop 危機助理工作坊	訓練	1
	Case Sharing 同心效用個案分享會	訓練	1
March 3月	Retreat Camp 2011 退修營 2011	訓練	3
	Workshop on Depression 認識抑鬱症	訓練	1
	Workshop on Borderline Personality Disorder 認識邊緣人格障礙症	訓練	1
	Workshop on Handling Elder Abuse Case 虐老防治	訓練	1
	Training programme for junior volunteers 扮發義工生命力量小組	訓練	3
April 4月	Visiting Baptist Oi Kwan Social Service 探訪浸信會愛羣社會服務處	訓練	1
	Spot Service Training 網縱人訓練工作坊	訓練	1
	Visiting Hong Kong Island Regional Command and Control Center 參觀指揮及控制中心(港島)	訓練	1

Month 月份	Theme 主題	Type 種類	No. of Sessions 節數
May 5月	Workshop on Handling Sexual Violence Case 性暴力個案處理技巧	訓練	1
	Training programme for junior volunteers 拚發義工生命力量小組	訓練	3
June 6月	Mind Reading 讀心術	訓練	1
	Workshop on HKCEE 會考放榜輔導支援小組	訓練	1
July 7月	Case Sharing 同你細說同理心個案分享會	訓練	1
	Training programme for junior volunteers 拚發義工生命力量小組	訓練	5
	Workshop on Traumatic Stress Disorder 認識創傷壓力症	訓練	1
August 8月	Workshop on Interview Skills 面試技巧工作坊	訓練	3
September 9月	Training programme for junior volunteers 拚發義工生命力量小組	訓練	3
	Case Sharing 拆解長期個案分享會	訓練	1
October 10月	Visiting Christian Zheng Sheng College 探訪正生書院	訓練	1
	Workshop on Schizophrenia 認識精神分裂症	訓練	1
November 11月	Training programme for junior volunteers 拚發義工生命力量小組	訓練	3
	Visited Castle Peak Hospital 參觀青山醫院	訓練	1
	Narrative Therapy 敘事治療	訓練	3
December 12月	Workshop on Handling Child Abuse Case 處理虐兒個案技巧	訓練	1

(Table 6.1.8) Hotline Volunteers In-service Training  
(表6.1.8) 熱線會員統計資料

(A) No. of Member 會員數字

	Male 男	Female 女
Total 合共	75	137

(B) Age Distribution 年齡分佈

	Male 男	Female 女
20-24	2	3
25-34	14	22
35-44	16	29
45-54	28	64
55+	15	19
Total 合共	75	137

## (C) Year of Service 服務年資

	Male 男	Female 女
一年以下 Below 1 year	19	42
2-3 年 / years	11	26
4-5 年 / years	8	11
6-7 年 / years	5	9
8-9 年 / years	9	12
10年或以上 / 10 years above	23	37
Total 合共	75	137

## (D) Education Level 教育程度

	Male 男	Female 女
University/ College 大學或大專	57	89
Post-Secondary 預科	3	10
Secondary School 中學	12	27
Others 其他	3	11
Total 合共	75	137

## (E) Service Hours 服務時數

No. of hours / 時數	Male 男	Female 女
50小時以下 / Below 50 hrs	7	8
51-100小時 / hours	26	57
101-200小時 / hours	37	69
201-300小時 / hours	5	3
300小時以上 / hours above	0	0
Total 合共	75	137

## (F) Occupation 職業

	Male 男	Female 女
藍領階層 Blue collars	4	1
紀律部隊 Disciplinaries	5	3
教育界 Education	11	10
家庭主婦 Housewife	0	14
科技專業 Information Technology	8	3
傳播界 Media	1	2
醫護界 Medical	5	13
商人 Merchant	2	1
退休 Retired	4	9
自僱 Self-employed	0	2
社工或社會服務界 Social Service Field	3	13
學生 Student	2	7
待業 Unemployed	3	2
白領階層 White collars	18	35
其他 Others	9	22
Total 合共	75	137

(Table 6.1.9) Visiting Organization  
(表 6.1.9) 外間機構探訪 / 訪問

Month 月份	Visiting People / Organization 來訪者 / 機構	Purpose 目的	No. of Visitors 人數
January 1月	Richmond Fellowship of Hong Kong 利民會	Operation of Hotline Service 了解本會熱線服務及運作	3
February 2月	CCC Chuen Yuen College (Telephone Interview) 中華基督教全完中學 (電話訪問)	Suicide Problem of Youth 青少年自殺原因	1
March 3月	Sichuan hotline volunteers 四川熱線義工	Introduction of Hotline Service 熱線服務介紹	23
May 5月	Methodist College 循道衛理中學	Introduction of Hotline Service and Volunteers Training 認識本會服務及義工培訓內容	3
	SKH Bishop Mok Sau Tseng Secondary School (Telephone Interview) 聖公會莫壽增會督中學 (電話訪問)	Introduction of Hotline Service and Information of Youth help-seekers figures 認識本會熱線服務及青少年求助情況	1
July 7月	NT Heung Yee Kuk Yuen Long District Secondary School 新界鄉議局元朗區中學	Introduction of Hotline Service 熱線服務介紹	1
	Lui Ming Choi Lutheran College 路德會呂明才中學	Suicide Problem of Youth 了解家庭因素在何等程度上導致青少年 自殺	2
August 8月	City University of Hong Kong 香港城市大學	Operation of Hotline Service 了解本會熱線服務及運作	1
	Hong Kong Housing Society (Telephone Interview) 香港房屋協會 (電話訪問)	Procedures of Crisis Intervention 處理危機個案的程序	1
	Po Leung Kuk Wu Chung College (Telephone Interview) 保良局胡忠中學 (電話訪問)	Discussion on Youth Resilience 青少年抗逆能力探討	1
September 9月	A Member Agency of The Community Chest 公益金	Annual Agency Visit 年度探訪	18
	Pok Oi Hospital Tang Pui King Memorial College (Telephone Interview) 博愛醫院鄧佩瓊紀念中學 (電話訪問)	Suicide Problem of Youth 青少年自殺原因	1
	City University of Hong Kong 香港城市大學	Sharing of Hotline Volunteer 熱線義工經驗分享	1
October 10月	U21 (Telephone Interview) U21 (電話訪問)	Information of Suicide Figures 查詢自殺數字	1
	College student (Telephone Interview) 專上學院學生 (電話訪問)	Information of 2010 Suicide Figures 查詢2010年報的自殺資料	1
December 12月	Bain and Company (Telephone Interview) Bain and Company (電話訪問)	Operation of Hotline Service 了解熱線中心的運作	1
	Hong Kong Art School (Telephone Interview) 香港藝術學院 (電話訪問)	Suicide Problem of Youth 青少年自殺原因	1
	Hong Kong Shue Yan University (Telephone Interview) 香港樹仁大學 (電話訪問)	Information of Hotline Service Figures 查詢熱線中心求助數字	1
	The Chinese University of Hong Kong School of Continuing and Professional Studies 香港中文大學專業進修學院	Suicide Problem of Youth & Prevention of Youth Suicide 青少年自殺原因及預防方法	2





(Table 6.1.10) Community Talks  
(表 6.1.10) 對外講座

Targets 對象	Month 月份	Organization 機構	Theme 主題	Target and No. of Participants 對象及 參加人數
機構	March 3月	Hong Kong Adventist College 三育書院	Sharing of Hotline Volunteer 熱線義工服務分享	200
	June 6月	New Life Psychiatric Rehabilitation Association 新生精神康復會會	Counseling Skill of Hotline Service 熱線輔導技巧訓練	8
	July 7月	Concord Mutual-Aid Club Alliance 康和互助社聯會	Counseling Skill of Hotline Service 熱線輔導技巧訓練	12
		New Life Psychiatric Rehabilitation Association 新生精神康復會會	Counseling Skill of Hotline Service 熱線輔導技巧訓練	8
	October 10月	Macau Chinese Christian Mission (Macau Office) 澳門中國信徒佈道會	Workshop about suicide assessment and handling skills 自殺危機評估及處理工作坊訓練	30
		New Life Psychiatric Rehabilitation Association 新生精神康復會會	Hotline Case Sharing 熱線個案支援服務	8
	November 11月	Christian Family Service Centre (Wang Tau Hom Day Care Centre) 橫頭磡長者日間護理中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	35
		Pentecostal Church of Hong Kong Tsz Fung Neighbourhood Elderly Centre 竹園區神召會慈鳳長者鄰舍中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	37
		Wah Shui Old Age Centre 華瑞護老中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	6
		San Po Kong Elderly Centers 新蒲崗老人中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	40
		Sheng Kung Hui Kindly Light Church Elderly Service Center 聖公會慈光堂長者服務中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	20
		Wah Shui Old Age Centre 華瑞護老中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	8
		Christian Family Service Centre (Wang Tau Hom Day Care Centre) 橫頭磡長者日間護理中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	60
		Sheng Kung Hui Kindly Light Church Elderly Service Center 聖公會慈光堂長者服務中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	20
	December 12月	New Life Psychiatric Rehabilitation Association 新生精神康復會會	Hotline Case Sharing 熱線個案支援服務	8
	December 12月	HKMCSDA San Po Kong Social Centre for the Elderly 基督教臨安息日會港澳區會新蒲崗長 者中心	Prevention of Elderly Depression 「家」愛長者防抑鬱計劃之 「長者抑鬱防治」	30

(Table 6.1.11) Mass Media  
(表6.1.11) 傳媒

Month 月份	Programme (Theme) 節目名稱	Organization 主辦機構
February 2月	Principles of reporting to the police (Telephone Interview) 本會報警程序	Ming Pao 明報
March 3月	The Ratio of Hotline Service (Telephone Interview) 查詢本會熱線求助比率分佈	Hong Kong Wen Wei Po 香港文匯報
May 5月	Suicide of Artists Effect on Young People (Telephone Interview) 藝人自殺對青少年的影響	Cable TV 有線電視新聞台
June 6月	Skills of Handling Suicide Case (Telephone Interview) 處理有自殺危機人士的方法	Ming Pao 明報
	Introduction of Hotline Service (Telephone Interview) 機構服務介紹	Ming Pao 明報
	Introduction of Hotline Service (Telephone Interview) 機構服務介紹	Sing Po 成報
	Introduction of Hotline Service (Telephone Interview) 機構服務介紹	Hong Kong Commercial Broadcasting Co. Ltd 商業電台
August 8月	"Share My Song" Interview 「有誰共鳴」訪問	Hong Kong Commercial Broadcasting Co. Ltd 商業電台
	Sharing of Hotline Volunteer 義工的心路歷程訪問	ATV 亞洲電視
	New Academic Structure Effect on Youth & SBHK services (Telephone Interview) 新學制會否對青少年造成很大的困擾及本會服務數字	Economic Times 經濟日報
	New Academic Structure Effect on Youth & SBHK services (Telephone Interview) 新學制會否對青少年造成很大的困擾及本會服務數字 (電話訪問)	Ta Kung Pao 大公報
	Youth Suicidal Problem (Telephone Interview) 了解自殺少女的自殺原因及青少年自殺問題 (電話訪問)	Apple Daily 蘋果日報
	Sharing of Hotline Volunteer 義工的心路歷程訪問	Independent Producers 獨立製作人
	Youth Suicidal Problem (Telephone Interview) 青少年自殺問題 (電話訪問)	TVB 無線電視
	2011 SBHK Services (Telephone Interview) 本會2011年的熱線服務數字 (電話訪問)	Hong Kong Wen Wei Po 香港文匯報
September 9月	2011 SBHK Services (Telephone Interview) 本會2011年的熱線服務數字 (電話訪問)	Economic Times 經濟日報
	Information of Psychological Abuse Case (Telephone Interview) 了解本會跟進受精神虐待的個案情況 (電話訪問)	ATV 亞洲電視
November 11月	Number of HKAL Students Seeking for Help (Telephone Interview) 了解高考生的求助數字 (電話訪問)	Oriental Daily News 東方日報
	Suicide of Famous Person Effect on Community (Telephone Interview) 名人自殺對社區人士的影響 (電話訪問)	South China Morning Post 南華早報
	Opinion about the P5 Student Suicide News & Community Concerns (Telephone Interview) 回應小五男孩自殺的新聞，社區人士須關注的事項 (電話訪問)	Economic Times 經濟日報
	Youth Suicidal Problem (Telephone Interview) 青少年自殺問題 (電話訪問)	Time Out Magazine Time Out Magazine

(Table 6.1.12) Special Programme  
(表6.1.12) 特別活動

Period 日期	Name of Programme 活動名稱
January 1月	Soul caring service station (Wong Tai Sin Estate) 心靈關顧服務站 (黃大仙上邨)
January 1月	Soul caring service station (Chuk Yuen South Estate) 心靈關顧服務站 (竹園南邨)
September 9月	Soul caring service station ( Kwai Chung Estate) 心靈關顧服務站 (葵涌邨)



## 6.2 LIFE EDUCATION CENTRE

Ku Wing Kuen (Acting Centre-in-charge)

### Introduction

We believe that every single life is unique, precious and valuable. Life Education Centre (LEC) has been promoting the message of cherishing life for nearly 10 years. With continuous support from the Hong Kong Jockey Club Charity Trust Fund, our “Suicide Prevention Education Project” has been providing life education service through a comprehensive range of services including outreaching, volunteers’ trainings, resources library and publications etc.

### Outreaching Services

Life education covers the correlation between one own self, other people and the environment, which every person needs to address. Partnering with schools and various community organizations, LEC provides territory-wide outreaching life education and suicide prevention services to the general public. We have also extended our services to early childhood educators, young children of parents and the elderly in recent years due to the increasing number of suicide cases of children and the elderly. In the year of 2011, LEC totally served 12,047 participants through various means which included:

#### Talks and Workshops

52 talks and 18 workshops were conducted to 11,936 participants (Detail are illustrated in Tables 6.2.1 & 6.2.2);

#### Groups and Follow-up Groups

3 activities were held in the year of 2011, ‘Positive Psychology’ was held for women, ‘Skills for Peer Support’ and ‘Happiness in Your Hands’ were held for people with disabilities. (Details are illustrated in Table 6.2.3)

#### Professional Training Groups

2 training activities were held for teachers in a secondary school and the Hong Kong Institute of Education, under the theme of ‘Suicide Identification: Causes and Signals’. Most of trained teachers shared that their misunderstanding towards suicide had been clarified, which can help them identify students with suicide risks and provide necessary support to them. (Details are illustrated in Table 6.2.4)

### Community Support Service

Neighbourhood support is always one of the best ways to prevent suicide. Through our “Life Ambassadors” Programme, participants’ awareness of suicide can be enhanced and they can also be equipped with proper skills in helping others. In 2011, the activities under our “Life Ambassadors” Programme included:

#### “Life Ambassadors” Volunteers’ Training

The 20th and 21st batches of the “Life Ambassadors” Volunteers’ Training were conducted and a total number of 51 volunteers were trained and qualified to be our Life Ambassadors. We had cooperation with the Housing Department, the Neighbourhood Advice Action Council - Sham Shui Po District Elderly Community Centre and our Suicide Crisis Intervention Centre, in making visitation to the needy elderly and suicide attempters. At the same time, we expanded our visitations to chronic illness patients with the help of United Christian Hospital.

Apart from the visits mentioned above, we are also happy to see that the ambassadors continuously engaged in various voluntary works to promote the message of cherishing life. In 2011, 340 persons received ambassadors’ caring. (Details are illustrated in Table 6.2.5, 6.2.6 & 6.2.7)

#### “Life Ambassadors” Volunteers’ Refresher courses

Two refresher courses were provided to our Life Ambassadors, namely ‘Decompression: Emotional Freedom Techniques’ and ‘Use of Smiles and Metaphors: Advanced Counseling Skills’. There were totally 46 participants for the two courses.

### Ancillary Services

#### Hong Kong Jockey Club Suicide Prevention Resources Library

In order to increase the attractiveness of the resources library, LEC has been enriching the collections continuously. Various local and international life education publications including books, brochures, audio-visual materials,

electronic newspapers and play-kits etc were collected. In the year of 2011, there were 2,244 visitors and 311 records of borrowings books which was an increase of nearly 80% when compared with that of the previous year. It shows that the library received high recognition from the general public. (Detail are illustrated in Table 6.2.8)

### Publications / Life Education Materials

LEC published 2 volumes of newsletters - "Life Interflow" in the year of 2011. The theme of issue no. 60 was "Loving Family", in which positive communication model was introduced. Readers were stimulated to rethink the core values of "family". The theme of issue no. 61 was "Love Affairs" which described the values of post-70s" and -80s" towards love. Research on enduring marriages from Professor John Gottman, was highlighted for the readers in reflecting their own interaction with their partners.

Furthermore, as some persons may not be able to read text publication, stickers with the theme of 'Appreciate from Another Angle' were produced in spreading positive life attitude. (Detail are illustrated in Table 6.2.9)

### Agency Visits

In the year of 2011, 76 visitors from 8 schools/agencies visited us. Our services and the development of life education in Hong Kong were introduced. (Detail are illustrated in Table 6.2.10)

### Mass Media Interview

There is no doubt that media is one of the most effective and powerful agents in disseminating the message of cherishing life. We were happy to be interviewed by the Hong Kong Economic Journal to share with their readers about using story books as a life education tool, and responded to the problem of child suicide.

### Conclusion and Future Outlook

LEC has been promoting the message of cherishing life through various means since its establishment in the year 2002. In starting its tenth year, we are trying to consolidate our experiences and compile it into a teaching manual. In the meantime, we are going to promote and strengthen our library services by adopting an electronic system so that the reader can access the library catalog via internet.

LEC believes that everyone could become a 'gatekeeper' of others' lives and sow the seeds of hope and love with us together!





## 6.2 生命教育中心

顧穎娟 (署理中心主任)

### 前言

我們深信，每個生命都是獨一無二、寶貴和值得珍惜的。生命教育中心成立至今將近第十個年頭，我們一直致力推廣珍惜生命、預防自殺之訊息。並持續得到香港賽馬會慈善信託基金的捐助，推展「防止自殺教育計劃」；透過外展服務、珍惜生命大使訓練、預防自殺資源圖書閣及教材製作等範疇，將珍惜生命及關愛互助的信息傳播予社會人士，以達致預防自殺的目的。

### 外展服務

生命教育涉及人與自己、人與他人、人與環境之間的關係，是每個人都需要學習的課題。本中心主要以外展形式到全港各中小學及社區團體提供生命教育及預防自殺的訓練，有鑑於近年兒童及老人自殺問題備受關注，我們更將服務對象擴展至幼兒教育工作者、幼童家長及長者。於2011年度，本中心之外展服務整體服務人數達12,047人，當中包括：

#### 講座及工作坊

52場講座及18場工作坊予11,936人。(詳情可參閱附表6.2.1及6.2.2)

#### 小組及跟進式小組

3次小組活動，分別以婦女為對象的「正向心理學」，以肢體殘障人士為對象的「朋輩互助共難關」及「快樂掌門人」小組，參與人數共32人。(詳情可參閱附表6.2.3)

#### 專題培訓

分別為香港教育學院及一所中學之老師舉辦名為「自殺的誘因及警號」專題培訓，參加者共79人。不少參加者反映活動釐清了他們對自殺之誤解，有助他們及早識別有自殺危機的學生，並予以支援及轉介。(詳情可參閱附表6.2.4)

### 社區支援服務

鄰里互相守望、彼此關愛亦是減低自殺的一個好方法。故此，本中心透過「珍惜生命大使」計劃，提升參加者對自殺問題的認知、學習助人者需具備的態度和技巧，從而培養他們成為社區守望者。於2011年，我們「珍惜生命大使」計劃的活動包括：

#### 「珍惜生命大使」義工訓練課程

第20及21期的「珍惜生命大使」義工訓練課程，培訓了共51位「珍惜生命大使」。我們除一如以往分別與房屋署、鄰舍輔導會-深水埗康齡社區服務中心以及本會自殺危機處理中心合作，探訪長者及協助危機個案之關顧；同時，亦開展與基督教聯合醫院之合作，將探訪對象擴展至醫院之病患者。

除探訪服務外，大使亦積極參與其他義務工作，以傳揚珍惜生命的訊息予社區上有需要的人士。大使於2011年共服務了340人。(詳情可參閱附表6.2.5及6.2.6及6.2.7)

#### 「珍惜生命大使」進階培訓工作坊

舉辦了兩場進階培訓工作坊予歷屆「珍惜生命大使」，以進一步強化他們的助人技巧，支援他們在社區上持續傳揚珍惜生命的信息。兩場進階培訓工作坊主題分別為「EFT快速減壓法」及「深層輔導技巧：『比喻與隱喻』應用」，共有46位大使參加。

## 支援服務

### 香港賽馬會預防自殺資源圖書館

為增加圖書館的吸引力，生命教育中心一直致力購置合適的書籍，以豐富藏書的種類及資源。圖書館內收集了多項本地及外地有關預防自殺及生命教育的資源，包括書籍、小冊子、視聽教材、電子剪報及遊戲套等，以供社區人士使用。在2011年，圖書館的到場人次為2,244，借用圖書的人次為311；此數字與上年度相比大幅增加近8成，可見圖書館備受社區人士認可。(詳情可參閱附表6.2.8)

### 出版及宣傳品製作

中心於2011年出版了第60期及61期《生命交流》，主題分別是「愛家庭」及「談戀愛」。「愛家庭」介紹正向家庭相處模式，藉訪問社會上不同人士對家庭之看法，讓讀者反思「家庭」的核心價值。「談戀愛」深入淺出地分析時下80後90後的戀愛觀，並以約翰•高特曼教授對婚姻研究之理論為藍本，鼓勵讀者在戀愛關係中多反思、多溝通、多欣賞。

除以文字為主的出版及宣傳品外，本中心亦印製了一系列以「換個角度，學會欣賞」為題之貼紙，派發予一些讀寫能力較弱之人士，好讓他們亦能領略到積極人生之理念。(詳情可參閱附表6.2.9)

### 機構探訪

在2011年，本中心先後接待了8間學校及團體，共與76位教師、社工及學生彼此交流，加強了他們對本中心的工作及生命教育發展的了解。(詳情可參閱附表6.2.10)

### 傳媒聯絡

透過傳媒的協助，可更有效地向普羅大眾宣揚與珍惜生命有關的訊息。在2011年，中心同事接受了信報健康版之訪問，介紹如何以繪本故事書推行生命教育，並回應有關兒童自殺之現象。(詳情可參閱附表6.2.11)

## 總結及展望

生命教育中心自2002年成立以來，一直致力以不同途徑將珍惜生命的訊息傳播予大眾。踏入第十個年頭，中心正籌備將多年來推行生命教育之經驗編纂成小冊子及訓練手冊，期望於未來與各教育工作者及社會大眾分享。同時，我們將電子化香港賽馬會預防自殺資源圖書館，讓社區人士能於網上搜尋本閣之藏書，進一步推廣及加強圖書館之服務。

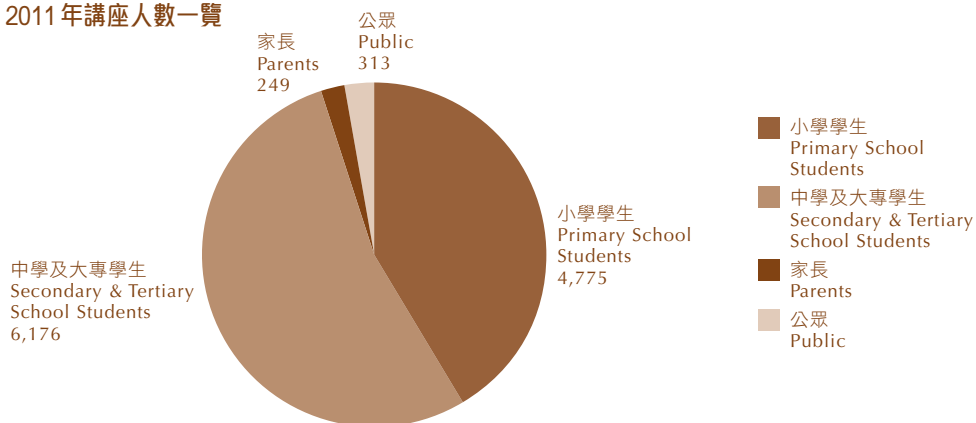
我們深信生命影響生命，在困難絕境之際，只要你願意，每個人都可以成為「珍愛生命之守門員」。在未來的道路上，期望大家能繼續和本中心一同成長，為推動熱愛生命的工作而努力！



(Table 6.2.1) Service Output (Talks) in 2011  
(表 6.2.1) 2011年講座服務數字

	小學學生 Primary School Students	中學及大專學生 Secondary & Tertiary School Students	家長 Parents	公眾 Public	總數 Totals
人數 No. of Participants	4,775	6,176	249	313	11,513
場數 No. of Talks	17	22	9	4	52

(Figure 6.2.1) No. of Participants (Talks) in 2011  
(圖 6.3.1) 2011年講座人數一覽



(Table 6.2.2) Service Output (Workshops) in 2011  
(表 6.2.2) 2011年工作坊服務數字

Total No. of Workshops 合共場數：16		Total No. of Participants 合共人數：423	
主題 Topics	人數 No. of Participants	對象 Targets	
生死教育 Life and Death Education	28	學生 Students	
朋輩互助技巧 Skills for Peer Support	28	學生 Students	
積極人生 Positive Life Attitude	20	學生 Students	
如何面對子女反叛行為 Facing the Delinquency of Children	28	家長 Parents	
情緒表達面面觀 Emotion angles	10	學生 Students	
情緒表達面面觀 Emotion angles	16	長者 Elders	
識別及處理有自殺危機的人士 Suicide Crisis Interventions: Assessments and Immediate Handling Skills	10	社工及機構同工 Social Workers and agencies members	
惜己愛人 Treasure and Love	36	家庭 Family members	
壓力面面觀 Exploration of Stresses	16	高血壓病人 Patients with Hypertension	
朋輩互助技巧 Skills for Peer Support	17	家長 Parents	

主題 Topics	人數 No. of Participants	對象 Targets
快樂掌門人 Happiness in Your Hands	29	長者 Elders
解決問題的技巧 Problem Solving Skills	20	社區人士 Public
預防長者自殺 Prevention of Elderly Suicide	27	社區人士 Public
跨越困境 預防自殺 Across the plight of suicide	18	社區人士 Public
快樂掌門人 Happiness in Your Hands	30	學生 Students
快樂掌門人 Happiness in Your Hands	30	學生 Students
快樂掌門人 Happiness in Your Hands	28	學生 Students
快樂掌門人 Happiness in Your Hands	32	學生 Students

(Table 6.2.3) Service Output (Groups and Follow-up Groups) in 2011  
(表 6.2.3) 2011 年小組及跟進式小組服務數字

Total No. of Groups 合共組數 : 3		Total No. of Participants 合共人數 : 32
主題 Topics	人數 No. of Participants	對象 Targets
正向心理學 Positive Psychology	13	婦女 Women
朋輩互助共難關 Skills for Peer Support	10	肢體殘障人士 Persons with disability
快樂掌門人 Happiness in Your Hands	9	肢體殘障人士 Persons with disability

(Table 6.2.4) Service Output (Professional Training Groups) in 2011  
(表 6.2.4) 2011 年專題培訓服務數字

Total No. of Workshops 合共場數 : 2		Total No. of Participants 合共人數 : 79
主題 Topics	人數 No. of Participants	對象 Targets
「自殺的誘因及警號」 Identification of Suicide Causes and Signals	63	教師 Teachers
「自殺的誘因及警號」 Identification of Suicide Causes and Signals	16	教師 Teachers

(Table 6.2.5) "Life Ambassadors" Volunteers' Training in 2011  
(表 6.2.5) 2011 年「珍惜生命大使」義工訓練課程

期數 Batches	日期 Periods (dd/mm/year)	時數 Training Hours	對象 Targets	參加人數 No. of Participant
20	16/6/2011 – 18/8/2011	22	公眾人士 Public	28
21	06/11/2011– 24/11/2011	25	公眾人士 Public	23
總人數 Total No. of Participants				51



(Table 6.2.6) “Life Ambassadors” Services in 2011  
(表 6.2.6) 2011 年「珍惜生命大使」服務

合作機構 Partners	探訪個案數目 No. of Visitations
自殺危機處理中心 The Suicide Crisis Intervention Centre	13
鄰舍輔導會 - 深水埗康齡社區服務中心 The Neighbourhood Advice-Action Council - Sham Shui Po District Elderly Community Centre	86
房屋署長者住屋 (白田邨瑞田樓) Housing for Senior Citizens, Housing Department (Shui Tin House, Pak Tin Estate)	35
基督教聯合醫院 - 綠衣天使醫院義務工作計劃 The United Christian Hospital - “Green Angels” Hospital Voluntary Services	27
總數 Totals	161

(Table 6.2.7) “Life Ambassadors” Activities in 2011  
(表 6.2.7) 2011 年「珍惜生命大使」活動

合作機構 Partners	日期 Periods (dd/mm/year)	活動 Activities	對象 Targets	人數 No. of Participants
聖公會海員傳道會 The Hong Kong Sheng Kung Hui St Peter’s Church	29/01/2011	農曆新年活動 Lunar New Year Activity	長者及其家人 Elders & their Family members	33
鄰舍輔導會 - 深水埗康齡社區服務中心 The Neighbourhood Advice-Action Council - Sham Shui Po District Elderly Community Centre	21/05/2011 28/05/2011	端午節派糉活動 Zongzi Sending Activity (Dragon Boat Festival)	長者 Elders	37
香港盲人輔導會 - 朝陽中心暨宿舍 The Hong Kong Society for the Blind - Morning Glory DAC cum Hostel	13/08/2011	遊戲活動 Leisure Activity	智障及視、 聽障人士 Mentally Retarded Persons with Visual & Deaf Handicapped	16
基督教聯合醫院 - 綠衣天使醫院義務工作計劃 The United Christian Hospital - “Green Angels” Hospital Voluntary Services	09/10/2011- 10/03/2012	醫院病友探訪 Hospital Voluntary Services	病人 Patients	27
鄰舍輔導會 - 深水埗康齡社區服務中心 The Neighbourhood Advice-Action Council - Sham Shui Po District Elderly Community Centre	03/09/2011 10/09/2011	中秋節長者探訪 Elderly Visits (Mid-Autumn Festival)	長者 Elders	49
香港盲人輔導會 - 朝陽中心暨宿舍 The Hong Kong Society for the Blind - Morning Glory DAC cum Hostel	19/11/2011	遊戲活動 Leisure Activity	智障及視、 聽障人士 Mentally Retarded Persons with Visual & Deaf Handicapped	17
總數 Totals				179



(Table 6.2.8) Utilization statistics of the Resources Library in 2011  
(表 6.2.8) 2011 年圖書館使用紀錄

月份 Month(s)	到場人次 No. of Visitors	借用人次 No. of Borrowings			
		圖書 Books	視聽資料 Audio -Visual Materials	活動教材 Activity Kits	展板 Exhibition Boards
2011 - 01	135	2	0	0	8
2011 - 02	28	2	0	0	4
2011 - 03	133	5	0	0	0
2011 - 04	112	31	0	0	0
2011 - 05	216	28	0	0	28
2011 - 06	199	66	0	0	0
2011 - 07	288	47	0	0	0
2011 - 08	214	16	0	0	0
2011 - 09	176	28	0	0	9
2011 - 10	279	24	0	0	0
2011 - 11	288	45	0	0	0
2011 - 12	176	17	0	0	0
總數 Totals	2244	311	0	0	49

(Table 6.2.9) Life Education Publications / Materials in 2011  
(表 6.2.9) 2011 年刊物出版 / 教材製作

	出版月份 Published Month(s)	內容 Contents	形式 Format
1	5月 May	第 60 期生命交流 - 「愛」家庭 “Life Interflow” Issue No. 60 - ‘Loving Family’	會訊 Newsletter
2	7月 July	貼紙 - 「欣賞自己，關愛他人」 Stickers - ‘Appreciate from Another Angle’	貼紙 Sticker
3	8月 August	第 61 期生命交流 - 「談戀愛」 “Life Interflow” Issue No. 61 - ‘Love Affairs’	會訊 Newsletter

(Table 6.2.10) Agency Visits in 2011  
(表 6.2.10) 2011 年外間機構探訪

月份 Month(s)	機構名稱 Names of Agencies/Schools	對象 Targets	人數 No. of Participants
18/01/2011	香港教育學院 The Hong Kong Institute of Education	教師 Teachers	14
15/02/2011	聖道迦南書院 ECF Saint Too Canaan College	學生 Students	15
27/06/2011	香港教育學院 The Hong Kong Institute of Education	教師 Teachers	20
04/07/2011	潔心林炳炎中學 Kit Sam Lam Bing Yim Secondary School	學生 Students	1
19/07/2011	香港真光書院 Hong Kong True Light College	學生 Students	1
27/07/2011	香港唐氏綜合症協會 The Hong Kong Down Syndrome Association	社工 Social Workers	3
05/08/2011	香港城市大學社工系學生 Department of Applied Social Studies (Social Work) City University of Hong Kong	學生 Students	20
07/10/2011	上海大學 Shanghai University	教授 Professors	2
		總數 Totals	76



(Table 6.2.11) Interview by the Mass Media / Other Parties in 2011  
(表 6.2.11) 2011 年傳媒及其他訪問活動

日期 Date	訪問機構 Organization	訪問內容 Content of Interview
12/2011	信報 Hong Kong Economic Journal	以繪本故事書推行生命教育及回應有關兒童自殺之現象 How to use story book as a life education tool and the problem of child suicide

## 6.3 SUICIDE CRISIS INTERVENTION CENTRE

Heung Mo Yan (Centre-in-charge)

### Introduction

The Suicide Crisis Intervention Center (SCIC) is the only organization in Hong Kong dedicated to providing 24-hour suicide crisis intervention service. Over the past ten years, we have pioneered various initiatives in response to the increasingly complex needs in the community.

Since 2002, SCIC has been committed to the provision of round-the-clock services including suicide crisis counseling, training and consultation. In 2004, we expanded our service in response to the surging needs of families and friends of the suicide death (suicide survivors). Being the first in Hong Kong, we launched the Post-Intervention Service for suicide survivors, extensively covering service areas including one-to-one counseling, support group, training for volunteers, outreaching and community education.

In recognition of the status of expertise we had achieved, the Social Welfare Department granted us a recurrent funding in 2009. With new resources, we were able to launch the 'Live the Rainbow Service', providing a one-stop post-intervention service for suicide survivors. The streamlined approach to supporting suicide survivors cover a wide range of services including immediate distress alleviation, crisis mediation, long-term (6-month or longer) counseling, bereavement counseling, support groups and other aftercare services.

With increasing popularity of the Internet came an emerging phenomenon for people to express suicide ideation in the cyber space. In 2008, we initiated an innovative outreach project, where we detected and traced down web blogs with suicidal content. The project was a proven success and has laid a solid foundation for our future work in the cyber space.

With profound recognition from the community and the support given by the Social Welfare Department, we launched a 3-year program- "Help4suicide" in 2010. The program provides a web-based platform that allows the public and professionals to discuss topics regarding suicide. Our goal is to create a space for suicide ideations to be discussed in an open manner, confusions to be clarified and resilience to be built.

### Casework Service

#### Number of Crisis Cases

The major task of SCIC is to provide crisis intervention and intensive counseling services to suicidal persons with moderate and high suicide risk. At the same time, we offered 24-hour consultation and referral service for frontline volunteers and professionals from different sectors. A total of 1,243 crisis cases were handled in 2011.

#### Gender and Age

Among these 1,243 crisis cases, there were 436 male and 807 female clients. The male to female ratio is approximately 1:1.85. Nearly one-fourth of total cases came from each age group of 30 to 39 and 40 to 49. Half of the service users fell between the ages between 30 and 49. For those aged 20-29 and 50-59, the number of cases counted for 18.4% and 17.4% respectively. (Details are illustrated in Table and Figure 6.3.1)

#### Presenting problems

Among all the suicidal problems, nearly a quarter of the cases were distressed due to the suicide crises or intention of their family members or friends. This number one reason accounted for 216 cases (17.38%). The second and third are situational problem and marital problem which both accounted for 172 cases (13.84%). The fourth is mental health problem and there were 143 cases (11.5%). The fifth to seventh problems were love affairs and relationship problem, other family problem and financial problem. They were the same in number and occupied nearly one-tenth of the total 115 cases (9.25%). Besides, we should pay attention to the number of the suicide survivors which was the eighth in the ranking, which demonstrated 91 (7.32%) in this year. The remaining problems covered one-tenth of total cases which included physical health problem, personal problem and peer relationship problem – 64 cases (5.15%), 26 cases (2.09%) and 14 cases (1.13%) respectively. (Details are illustrated in Table and Figure 6.3.2)

#### Risk Level

There were 485 (39.02%), 482 (98.78%) and 271 (21.80%) cases assessed by referrers as low, moderate and high risk respectively. After the first session of intervention through telephone, face-to-face counseling or outreaching by our crisis counselors, the number of cases assessed with moderate and high risks were 488 (39.26%) and 18 (1.45%) respectively. The number of low risk cases rose to 731 (58.81%). In other words, the total number of moderate and



high risk cases dropped from 753 (60.58%) to 506 (40.71%). The high-risk cases decreased significantly by over 90%. (Details are illustrated in Table and Figure 6.3.3 & 6.3.4).

### Referrers and Service Partners

SCIC continued to work closely with the frontline workers from different sectors, including Government Departments, Non-Government Organizations, hospitals, Hong Kong Police Force, schools and other community organizations, by providing round-the-clock consultations upon their referrals. In 2011, 486 cases (39.10%) were referred by social workers, 367 cases (29.53%) were self-approached clients, 140 cases (11.26%) were referred by suicidal family members and friends, 123 cases (9.9%) by our Hotline Service Centre, 57 cases (4.59%) by medical staff and 59 cases (4.75%) by the police. Beside case referrals, SCIC also worked with our service partners intensively and provided 171 consultations during the year. (Details are illustrated in Table and Figure 6.3.5)

### Group Work Service

Responding to the service needs of our service users, SCIC has conducted 84 sessions of group service which included 4 therapeutic groups (30 sessions), 4 support groups (41 sessions), and 2 volunteering group conducted to survivors (13 sessions) in this year. (Details are illustrated in Table 6.3.9)

### “Live the Rainbow” Service

Among the 99 survivor cases, there were 27 male and 72 female clients. The male to female ratio is approximately 1:2.67. In particular, there were 25 cases (25.3%) and 22 cases (22.2%) came from the age of 40-49 and 50-59. There were 18 cases (18.2%) from the group of aged 60-69. Parent-child relationship of the suicide survivors was the majority cases. It accounted for 39 cases (39.39%). The second and third places were spousal and sibling relationship, occupied 26 (26.26%) and 12 (12.12%) cases respectively. And there were 11 cases (11.11%) separately accounted for other family relationship, lovers and friends. The captioned cases were mainly referred by social workers which accounted for 63 cases (63.64%) while the number of referrals made by the police and self-approached cases were both 12 (12.12%). (Details are illustrated in Table and Figure 6.3.6, 6.3.7 & 6.3.8)

### Suicide Prevention On Internet

#### “Suicide Prevention On neT”

“SPOT” commenced its service since 2008 and collaboration with volunteers of Hotline and Life Education Centre made significant contribution on searching blogs of whom showing suicidal risk. Continuous care and follow-up service has been vigorously given to bloggers by our volunteers through active feedback. In 2011, a total of 212,919 related blogs were found and 376 internet users with apparent suicide levels were referred to our Hotline Service for follow-up after initial assessment.

#### “Help4Suicide”

Gathering professional and community input, “help4suicide”, which was set up since 2010, continues to support people with suicide intention by providing accurate information, encouraging open discussion and rational judgment. The website content comprises a wide range of titles including Goodies Daily, Myth of Complete Manual of Suicide, Story Museum, Resource Corner, Emotion Forum, Soul Box and Heart Chat.

In particular, by presenting video interviews of different professionals such as negotiator, fireman, and antiseptic personnel, the Myth of Complete Manual of Suicide has been established to clarify the many myths of suicide. As part of our outreaching initiative, we have also recruited and mobilized a number of volunteers for immediate on-line consultation and referrals. To promote our website, we have actively built professional network with various newspapers, online communities and the electronic media. In 2011, Soul Box and Heart Chat have successfully provided 1,108 and 1,040 service hours by 78 volunteers trained directly via our organization.

### Collaboration with Facebook

Having laid the foundation for suicide prevention in the cyber space, we continued to break new grounds in response to the rapidly changing needs in the society. Seeing the emerging trend for people to express suicide ideations through Facebook, we urged the Hong Kong Police Force to contact Facebook’s headquarter in the United States in proposal of

collaboration. Following the precedents in the United Kingdom, Ireland, Norway and the United States, we became the first Asian country to cooperate with Facebook.

Today, whenever a Hong Kong-based Facebook member expresses suicide intention, spreads or organizes suicidal groups and events, they would be given our 24-hour hotline number and “Help4suicide” introduction. When necessary, Facebook would also directly refer members at risk to us for intensive follow-up.

## Service Promotion, Experience Sharing and Training Workshops

To share the valuable experience gained in suicide intervention and counseling of nearly ten thousands of cases throughout the past 10 years, the SCIC continued to provide service promotion and training workshops to all interested parties such as social workers, medical professionals, teachers, students, volunteers and other community organizations. The spectrum of training covered suicidal symptoms, suicide risk assessment, crisis intervention skills and suicide problems of Hong Kong. (Details are illustrated in Table 6.3.10)

## Publications

In 2011, SCIC published one booklet named ‘Walk with You’ – Care for the widowed elders and one leaflet named ‘Goodbye to Negative Emotions’ – Learning from Positive Psychology. ‘Walk with You’ explores the needs and impacts of widowhood on emotions, health and daily lives of elders, and sharing with the care-takers and significant others to help elders overcoming grieves and adjusting themselves for new lives. ‘Goodbye to Negative Emotions’ shares the concepts of Positive Psychology which includes how to relieve human sufferings, the ebbs and flows of negative emotions, and various kinds of life challenges facing human folks. It is expected that readers can attain an enduring level of happiness, not just momentary happiness. Both the booklet and leaflet were distributed in various Government Departments, hospitals, social welfare organizations and libraries.

## Interviews with Mass media and Other Parties

As in the past, SCIC communicated and collaborated with mass media and interested parties to promote public awareness for suicide prevention and cherishing life.

(Details are illustrated in Table 6.3.11)

## Future Outlook

In the face of global economic crisis, many have predicted 2012 to be a tough year. It is nonetheless a significant year for SCIC as we celebrate the birth of a new publication: “Living or Leaving? Turn Away from the Edge of Suicide!”. The book is a joint effort of our service users and crisis counselors. You will find in the book valuable experiences, memoirs and reflections about team working and crisis management written by our crisis counselors, consultants and volunteers. Most importantly, we have invited eight service users to share their stories from a first- person perspective.

We hope that this book can enhance public understanding of our work. In honor of the saying: “Sunny days, rainy days, be optimistic everyday; Hurdles, hardships, tough times will all be away one day!” We wish solace to the rest of Hong Kong in midst of difficult times.





## 6.3 自殺危機處理中心

香慕茵 (中心主任)

### 前言

孕育生命，殊不容易；懷胎十月，困難重重。同樣地，孕育全港唯一一個24小時介入自殺危機的服務，也實不容易；過去十年，中心承擔各項防止自殺工作的責任，並開創不同的服務先河，挑戰重重。

自2002年開始，中心一直致力提供全天候自殺危機輔導、訓練及諮詢服務。及後，中心有見自殺者親友(以下簡稱親友)的需要，故於2004年開創先河，提供香港首個為親友而設的支援小組，正式展開自殺後介入服務；往後更發展個案輔導、義工訓練、外展探訪及社區教育等工作。服務5年，奠定了在親友服務的專業地位，亦得到社會大眾的肯定，故於2009年獲社會福利署恆常撥款，啟動《活出彩虹服務》，並為親友提供一站式服務，由即時介入受自殺事故而困擾之親友及其家庭，至提供為期不少於半年的輔導、小組及持續支援工作，陪伴親友過渡艱難時刻，處理潛伏在他們內心的複雜情緒。

此外，鑑於互聯網使用越趨普及，不少具自殺危機人士轉移在網絡上宣洩和傾訴；於2008年中心亦再創新猷，連繫其他單位的義工，主動尋找具自殺信息的網誌，從而對有自殺傾向的網絡使用者作出關懷和跟進，為網絡防止自殺工作奠定重要的基石。服務再次獲社會大眾及社會福利署的認同，並於2010年獲撥款予中心啟動為期3年的先導計劃，開辦《自殺自療互助舍》(www.help4suicide.com.hk)，為香港建構一個正面、開放，並由不同界別的專家一同談論自殺的網站，亦為情緒受困的網絡使用者開闢一個嶄新的空間，讓他們能開放地講論自殺，從而了解當中的迷思和重建抗逆正能量。

### 危機個案服務

#### 服務數字

本中心主要工作是為有自殺困擾人士，特別是高、中危的人士提供危機介入及輔導服務。同時亦為各專業伙伴提供24小時的個案轉介和諮詢服務。本中心於2011年總共處理了1,243宗個案。

#### 性別與年齡

在1,243宗個案中，有436宗案主是男性、807宗是女性，男女比率約為1:1.85。另一方面，兩個成年年齡群組(30至39歲及40至49歲)都分別佔個案總數兩成多，兩者共佔總數的一半；而年齡在20-29歲和50-59歲的個案分別為18.4%和17.4%。(詳閱圖表6.3.1)

#### 問題種類

求助危機個案面對不同問題的困擾，居首位的為他人的自殺問題，共216宗(17.38%)，接近五份之一。第2及3位分別是環境因素及婚姻問題，各有172宗(13.84%)。第4位是精神健康問題，共143宗(11.5%)。至於第5-7位分別是愛情問題、其他家庭問題及經濟問題，各佔約十分一，各有115宗(9.25%)。而因親友自殺死亡困擾而求助的排在第8位，共91宗(7.32%)，值得關注。其餘困擾問題則是身體健康、個人及人際關係，分別有64宗(5.15%)、26宗(2.09%)及14宗(1.13%)。(詳閱圖表6.3.2)

#### 風險程度

由轉介者評估為中度至高度自殺危機的個案分別為482宗及271宗，百分率分別為38.78%及21.80%，合共為753宗，即佔60.58%；低危則有485宗，即39.02%。經本中心在接獲個案

後，以電話、面談或外展方式提供了首次輔導後而作出的評估，其中至高危的個案合共降至506宗，百分率下降為40.71%；低危個案則升至731宗，佔58.81%。其中高危個案的自殺危機降低幅度更超越九成之多。（詳閱圖表6.3.3及6.3.4）

### 轉介及合作伙伴

本中心繼續與各政府部門、社會服務機構、醫院、警察、學校和各組織等，有著緊密的合作關係。在2011年內，由社會工作者轉介的危機個案有486宗(39.10%)、案主自行求助的有367宗(29.53%)、經身邊親友求助的有140宗(11.26%)、熱線義工轉介的有123宗(9.9%)、由醫護人員和警察轉介的則分別有57宗(4.59%)和59宗(4.75%)。除個案轉介外，本中心向各專業及社區人士提供有關處理自殺問題個案的諮詢共171宗。（詳閱圖表6.3.5）

### 小組服務

本中心於2011年共開辦了4個治療性、4個支援性和2個自殺者親友義工小組，全年活動節數分別為30、41和13節，合共84節。（詳閱圖表6.3.9）

### 活出彩虹服務

中心過去一年共處理99宗自殺死亡者親友輔導個案，有27宗是男性、72宗是女性，男女比率約為1:2.67。以40-49歲及50-59歲年齡群組較多，共25及22宗，佔25.3%及22.2%。其次是60-69歲，佔18宗，即18.2%。而當中親友與自殺者的關係較多是父母子女，佔39宗(39.39%)，其次是配偶及兄弟姊妹關係，分別佔26宗(26.26%)及12宗(12.12%)，餘下的是其他親屬佔11宗(11.11%)、朋友關係佔6宗(6.06%)及愛侶佔2宗(2.02%)。而轉介者以社會工作者為主，佔63宗(63.64%)，其次是自行求助者及警方，各佔12宗(12.12%)。（詳情可參閱表6.3.6, 6.3.7及6.3.8）

### 網上防止自殺工作

#### 《網蹤人計劃》

自2008年本中心開展網蹤人計劃至今，一直與熱線中心及生命教育中心的義工携手，主動搜尋具自殺危機的網誌，表達關心，作出跟進。在2011年，中心共搜尋212,919相關網誌，經評估後發現當中376網絡使用者具有一定程度的自殺意欲和風險，故轉介由熱線義工作出進一步關懷及傾談。

#### 《自殺自療互助舍》

而《自殺自療互助舍》自2010年成立至今，則繼續以專業、正確、正面的角度在網上談自殺，希望可以讓具自殺意念的人士獲得正確的資訊，並且更理性地分析自殺的影響，從而選擇更正面的出路。

網站內容包括：《好人好事》、《完全自殺之迷》、《真人館》、《資源閣》、《情緒專區》、《心靈信箱》及《真心話室》。當中完全自殺之迷更專訪不同專業，如：談判專家、消防員、防腐師等等，並製作成訪問特輯，在網上拆解有關自殺的迷思。此外，中心亦成功招募和組織義工，為網絡上具自殺危機之人士提供即時情緒輔導，適當時再作轉介。中心亦主動推廣《自殺·自療·互助舍》，包括：聯絡傳媒、網上電子媒體、報章等，力求透過不同渠道宣傳網站。而在2011年《心靈信箱》及《真心話室》分別提供1,108小時及1,040小時的開放時間。服務開展至今亦訓練了78位義工，為真心話室的服務使用者提供實時傾談。



## 與臉書(Facebook)之合作

因奠定了在網上防止自殺工作的根基，及有見具自殺念頭人士常會留言於臉書，故中心主動透過香港警方連繫臉書在美國的總部，商討轉介具自殺危機群組之重要性，最後更達成突破性的合作，繼英國、愛爾蘭、挪威及美國，香港成為亞洲首個開展防止自殺合作計劃的地方！當發現在香港臉書平台開啟具自殺訊息的群組或活動時，臉書便會向該等群組及活動成員給予有關《自殺自療互助舍》的服務資源和本會熱線電話，鼓勵他們主動求助之餘，亦同時將懷疑有自殺困擾的會員轉介至本中心，讓中心以電郵嘗試進行介入，期望將珍惜生命，尋覓更正面出路的方法帶給尋死人士。

## 服務介紹、經驗交流、訓練講座和工作坊

本中心服務香港已踏入第10年，多年來處理近萬宗個案，累積了有關自殺危機介入的豐富經驗。為分享經驗和處理自殺個案的心得，本中心積極為各專業如社工、醫護人員、老師和其他社區人士包括學生和義工等提供訓練講座和工作坊，內容包括香港自殺問題及有關服務、如何辨識自殺危機的徵兆、自殺危機評估及危機處理技巧等。(詳閱圖表 6.3.10)

## 刊物出版

本中心於2011年出版了兩份刊物，分別是《陪著您走---關懷喪偶長者》書刊及《告別負面情緒---學習正向心理學》單張。前者探討長者喪偶對其情緒、健康和日常生活等方面之影響及需要，並講述身邊人協助喪偶長者渡過哀傷及適應新生活的方法；後者則闡述正向心理學內容，研究如何幫助讀者減輕心靈的痛苦，以及面對個人無法掌握的際遇，並期望啟發讀者尋找持久的快樂。兩份刊物已廣泛派發到各有關政府部門、醫院、社會服務機構和圖書館等，讓有需要人士參閱。

## 傳媒及其他訪問

一如既往，本中心按著香港的自殺問題，與傳媒及各界朋友通力合作，希望各界人士及香港市民正視自殺問題；共同在各自崗位上為防止自殺和推廣珍惜生命的工作上努力。(詳閱圖表 6.3.11)

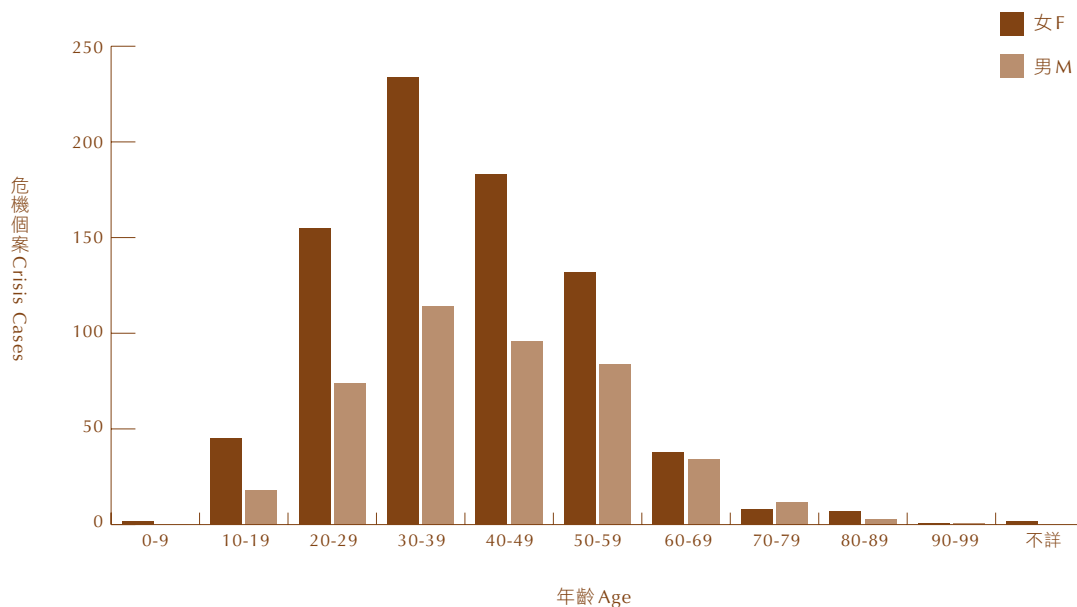
## 未來展望

許多學者以至經濟學家也預言2012年是艱難的一年，也可能是面臨全球經濟困境的時刻；聽罷總叫人忐忑不安，憂心忡忡。然而，對中心來說，2012年是重要的一年，因為中心孕育的一個寶貴生命---《唔死？吾得！從自殺的邊緣走出來》將會出版！書中將同工在過去十年，於前線工作所累積的寶貴經驗編纂成文集；還有本會顧問、義工與中心輔導員相處十載，和合作處理緊急個案的感受分享；當然，更重要是不少得八位案主親身分享在自殺邊緣走出來的重生經驗。盼望這個「小生命」讓社會大眾認識中心過去十年工作點滴之外，更為在面臨困境的一群打氣，讓當中個案實錄帶動大家去體會「晴天雨天要樂天，難關難過總會過」的真諦。

(Table 6.3.1) Age and Sex Distribution of Crisis Cases Served by SCIC in 2011  
 (表 6.3.1) 2011 年自殺危機處理中心危機個案年齡及性別分佈表

年齡 Age	女 F	男 M	合計 Total	%
0-9	2	0	2	0.2%
10-19	45	18	63	5.1%
20-29	155	74	229	18.4%
30-39	234	114	348	28.0%
40-49	183	96	279	22.4%
50-59	132	84	216	17.4%
60-69	38	34	72	5.8%
70-79	8	12	20	1.6%
80-89	7	3	10	0.8%
90-99	1	1	2	0.2%
不詳	2	0	2	0.2%
總計 Total	807	436	1243	100.0%

(Figure 6.3.1) Age and Sex Distribution of Crisis Cases served by SCIC in 2011  
 (圖 6.3.1) 2011 年自殺危機處理中心危機個案年齡及性別分佈圖

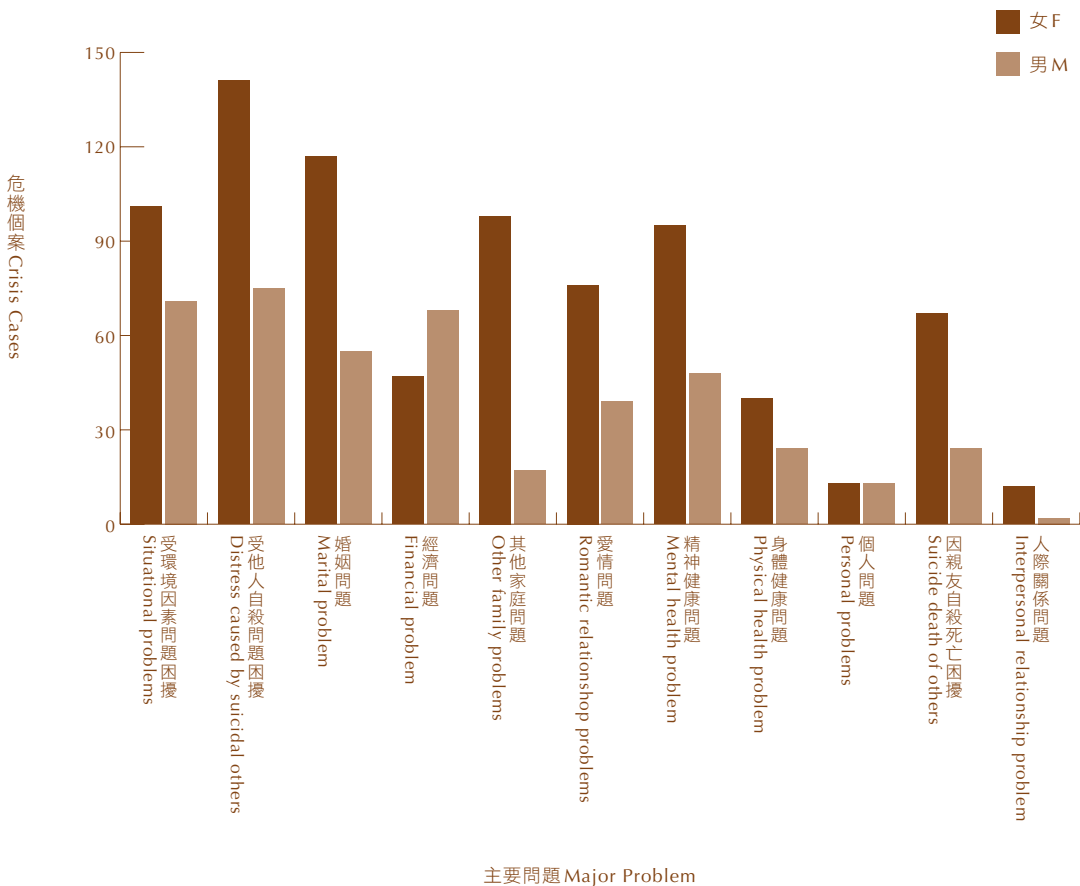




(Table 6.3.2) Major Problem and Sex Distribution of Crisis Cases served by SCIC in 2011  
(表 6.3.2) 2011 年自殺危機處理中心危機個案問題類別及性別分佈表

主要問題 Major Problem	女 F	男 M	合計 Total	%
受環境因素問題困擾 Situational problems	101	71	172	13.84%
受他人自殺問題困擾 Distress caused by suicidal others	141	75	216	17.38%
婚姻問題 Marital problem	117	55	172	13.84%
經濟問題 Financial problem	47	68	115	9.25%
其他家庭問題 Other family problems	98	17	115	9.25%
愛情問題 Romantic relationship problems	76	39	115	9.25%
精神健康問題 Mental health problem	95	48	143	11.50%
身體健康問題 Physical health problem	40	24	64	5.15%
個人問題 Personal problems	13	13	26	2.09%
因親友自殺死亡困擾 Suicide death of others	67	24	91	7.32%
人際關係問題 Interpersonal relationship problem	12	2	14	1.13%
總計 Total	807	436	1243	100.00%

(Figure 6.3.2) Major Problem and Sex Distribution of Crisis Cases served by SCIC in 2011  
(圖 6.3.2) 2011 年自殺危機處理中心危機個案問題類別及性別分佈圖

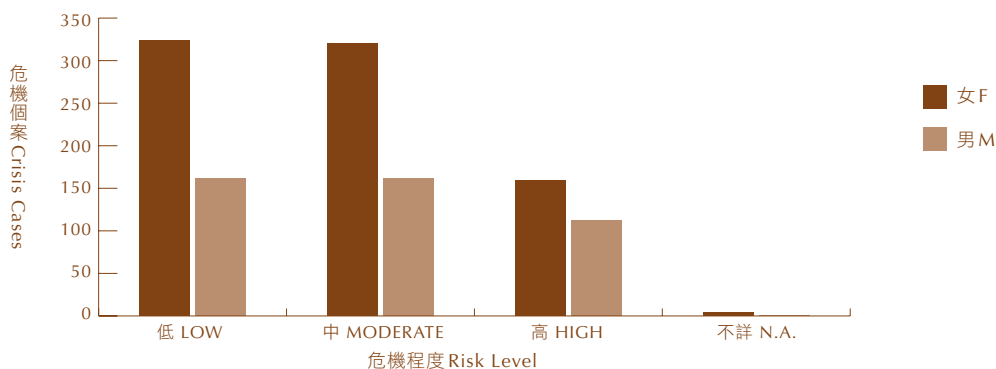




(Table 6.3.3) Risk Level (assessed by referrer) and Sex Distribution of Crisis Cases served by SCIC In 2011  
(表 6.3.3) 2011 年自殺危機處理中心危機個案危機程度 (由轉介者評定) 及性別分佈表

危機程度 Observed risk level by referrer	女 F	男 M	合計 Total	%
低 LOW	324	161	485	39.02%
中 MODERATE	320	162	482	38.78%
高 HIGH	159	112	271	21.80%
不詳 N.A.	4	1	5	0.40%
總計 Total	807	436	1243	100.00%

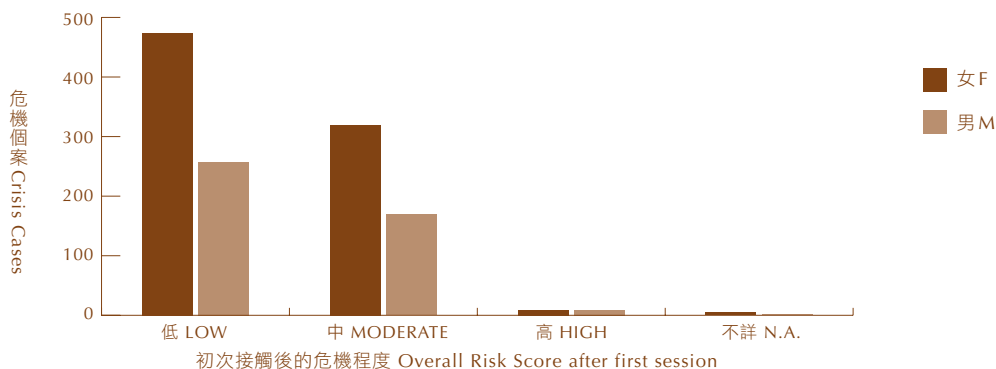
(Figure 6.3.3) Risk Level (assessed by referrer) and Sex Distribution of Crisis Cases served by SCIC in 2011  
(圖 6.3.3) 2011 年自殺危機處理中心危機個案危機程度 (由轉介者評定) 及性別分佈圖



(Table 6.3.4) Risk Level after first session of Intervention (by SCIC) and Sex Distribution of Crisis Cases Served by SCIC in 2011  
(表 6.3.4) 2011 年自殺危機處理中心危機個案經首節輔導後的危機程度 (由本中心評定) 及性別分佈表

初次接觸後危機程度 Overall Risk Score after first session	女 F	男 M	合計 Total	%
低 LOW	474	257	731	58.81%
中 MODERATE	319	169	488	39.26%
高 HIGH	9	9	18	1.45%
不詳 N.A.	5	1	6	0.48%
總計 Total	807	436	1243	100.00%

(Figure 6.3.4) Risk Level after first session of Intervention (by SCIC) and Sex Distribution of Crisis Cases Served by SCIC in 2011  
(圖 6.3.4) 2011 年自殺危機處理中心危機個案經首節輔導後的危機程度 (由本中心評定) 及性別分佈圖

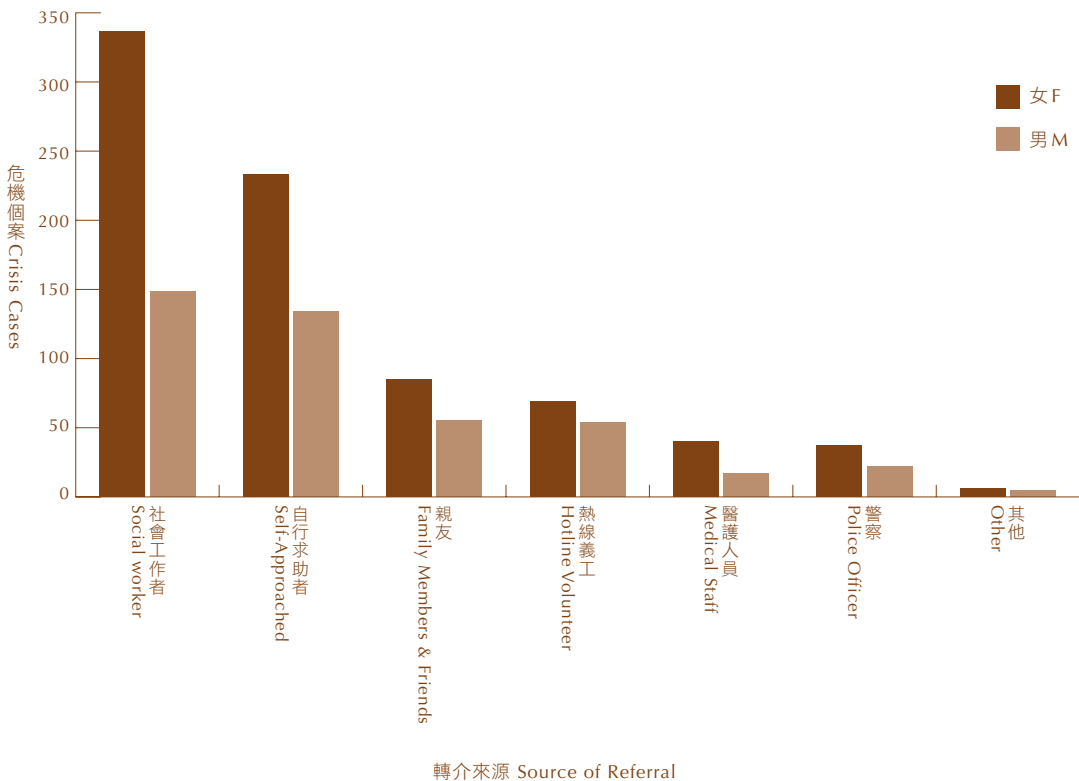




(Table 6.3.5) Source of Referral of Crisis Cases served by SCIC in 2011  
(表 6.3.5) 2011 年自殺危機處理中心危機個案轉介來源分佈表

轉介來源 Source of Referral	女 F	男 M	合計 Total	%
社會工作者 Social worker	337	149	486	39.10%
自行求助者 Self-Approached	233	134	367	29.53%
親友 Family Members & Friends	85	55	140	11.26%
熱線義工 Hotline Volunteer	69	54	123	9.90%
醫護人員 Medical Staff	40	17	57	4.59%
警察 Police Officer	37	22	59	4.75%
其他 Other	6	5	11	0.88%
總計 Total	807	436	1243	100.00%

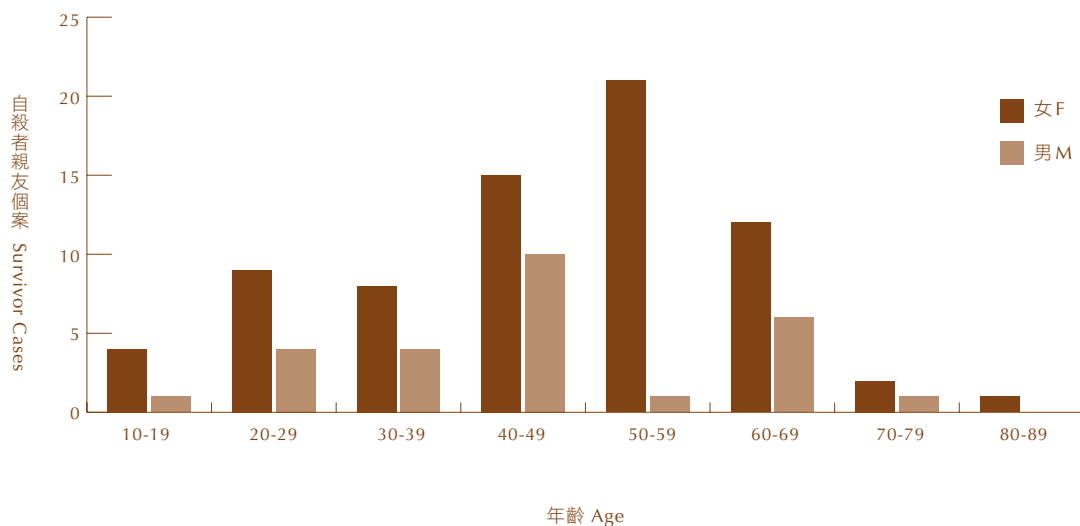
(Figure 6.3.5) Source of Referral of Crisis Cases served by SCIC in 2011  
(圖 6.3.5) 2011 年自殺危機處理中心危機個案轉介來源分佈圖



(Table 6.3.6) Age and Sex Distribution of Survivor Cases Served by SCIC in 2011  
 (表 6.3.6) 2011 年自殺危機處理中心自殺者親友個案年齡及性別分佈表

年齡 Age	女 F	男 M	合計 Total	%
10-19	4	1	5	5.1%
20-29	9	4	13	13.1%
30-39	8	4	12	12.1%
40-49	15	10	25	25.3%
50-59	21	1	22	22.2%
60-69	12	6	18	18.2%
70-79	2	1	3	3.0%
80-89	1	0	1	1.0%
總計 Total	72	27	99	100.0%

(Figure 6.3.6) Age and Sex Distribution of Survivor Cases served by SCIC in 2011  
 (圖 6.3.6) 2011 年自殺危機處理中心自殺者親友個案年齡及性別分佈圖

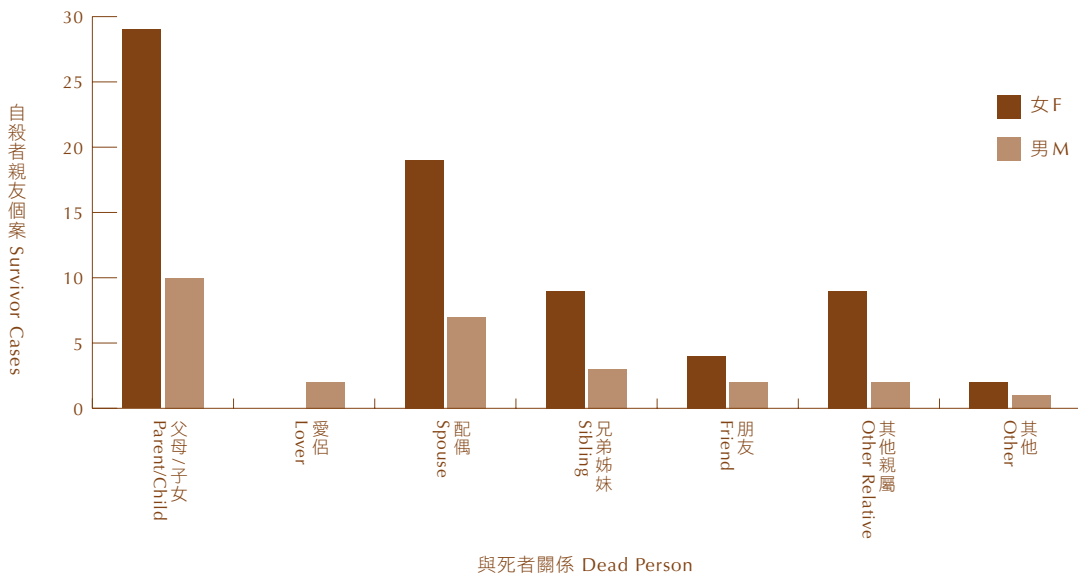




(Table 6.3.7) Relationship among the survivor and the dead person served by SCIC in 2011  
 (表 6.3.7) 2011 年自殺危機處理中心自殺者親友個案與死者關係分佈表

與死者關係 Dead person	女 F	男 M	總計 Total	%
父母/子女 Parent/Child	29	10	39	39.39%
愛侶 Lover	0	2	2	2.02%
配偶 Spouse	19	7	26	26.26%
兄弟姊妹 Sibling	9	3	12	12.12%
朋友 Friend	4	2	6	6.06%
其他親屬 Other Relative	9	2	11	11.11%
其他 Other	2	1	3	3.03%
總計 Total	72	27	99	100.00%

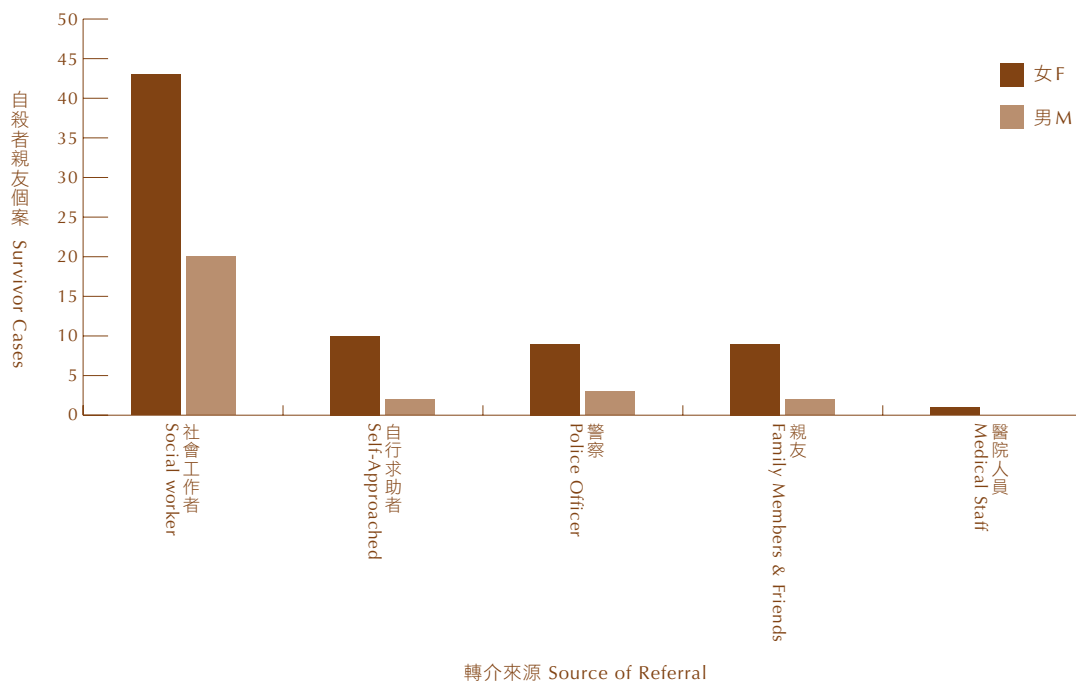
(Figure 6.3.7) Relationship among the survivor and the dead person served by SCIC in 2011  
 (圖 6.3.7) 2011 年自殺危機處理中心自殺者親友個案與死者關係分佈圖



(Table 6.3.8) Source of Referral of Survivor Cases served by SCIC in 2011  
 (表 6.3.8) 2011 年自殺危機處理中心自殺者親友個案轉介來源分佈表

轉介來源 Source of Referral	女 F	男 M	總計 Total	%
社會工作者 Social worker	43	20	63	63.64%
自行求助者 Self-Approached	10	2	12	12.12%
警察 Police Officer	9	3	12	12.12%
親友 Family Members & Friends	9	2	11	11.11%
醫院人員 Medical Staff	1	0	1	1.01%
總計 Total	72	27	99	100.00%

(Figure 6.3.8) Source of Referral of Survivor Cases served by SCIC in 2011  
 (圖 6.3.8) 2011 年自殺危機處理中心自殺者親友個案轉介來源分佈圖







(Table 6.3.9) Groups Conducted by Suicide Crisis Intervention Centre in 2011  
(表 6.3.9) 2011 年自殺危機處理中心曾舉辦的小組

1. 治療性小組 (共 4 個) Therapeutic Groups (4 in total)

日期 Date	小組名稱 Group Name	服務對象 Targets
1/2011 – 2/2011	下一站彩虹 The rainbow future	受情緒困擾或患有低度至中度抑鬱症患者，因此曾產生自殺危機人士 Suicidal people with mild to moderate depression
1/2011 – 3/2011	晴天向日葵 Sunny faces in rainy days	因夫妻溝通或管教子女而受困擾及產生自殺危機的中年婦女 Suicidal middle-aged women and were distressed by marital and parenting problem
4/2011 – 6/2011 & 10/2011 – 12/2011	「未完小說」小組 5 及 6 Unfinished Novel 5 & 6	自殺者親友 Suicide Survivors

2. 支援性小組 (共 4 個) Support Groups (4 in total)

日期 Date	小組名稱 Group Name	服務對象 Targets
自 9/2004 Since 9/2004	活出彩虹小組 Suicide survivors group – “Live the Rainbow”	自殺者親友 Suicide survivors
3/2011 & 6/2011 – 12/2011	畫出彩虹 5 及 6 A women’s group – “Draw a Rainbow”	因丈夫有婚外情而受困擾的女士 Suicidal women with husbands having extra marital affairs
4/2011 – 10/2011	「未完小說」小組 – 延續篇 Unfinished Novel – continuum	「未完的小說」2 及 3 組員 Suicide Survivors who had joined the therapeutic group of “Unfinished Novel 2 & 3”

3. 義工小組 (共 2 個) Volunteer Groups (2 in total)

日期 Date	小組名稱 Group Name	服務對象 Targets
自 4/2010 Since 2/2010	「未完小說」小組 – 自助篇 Self-help group of “Unfinished Novel 2”	未完小說 2 組員 Suicide Survivors who had joined the therapeutic group of “Unfinished Novel 2”
自 4/2006 Since 4/2006	活出彩虹義工小組 Survivors volunteer group	活出彩虹小組組員以過來人身份透過電話關顧和探訪，向其他自殺者親友或其他受自殺問題困擾人士表達關懷和情緒支援 New survivors or people affected by suicide problems befriended by survivor group members showing their care and concern through telephone and visits

(Table 6.3.10) Training, Visits and Community Programmes of SCIC in 2011  
(表 6.3.10) 2011 年自殺危機處理中心的訓練、探訪交流及社區活動

日期 Date	活動內容 / 講題 Programme / Theme	服務機構 Organization	服務對象 Service Target	參加人數 No. of Participants
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	瑪麗醫院殮房 Mortuary in Queen Mary Hospital	主管 Manager	1
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	瑪麗醫院急症室 A&E in Queen Mary Hospital	主管 Manager	1
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	東區醫院急症室 A&E in Pamela Youde Nethersole Eastern Hospital	主管 Manager	2
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	元朗東服務區域為本 協作網絡 Co-ordinating Committee on Local Services (Yuen Long East)	委員會 Committee member	30
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	元朗西服務區域為本 協作網絡 Co-ordinating Committee on Local Services (Yuen Long West)	委員會 Committee member	15
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	屯門醫院急症創傷部 A&E of Tuen Mun Hospital	主管 Manager	1
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	屯門區保護兒童及 家庭服務課 Family and Child Protection Services Unit (Tuen Mun)	社工 Social Workers	25
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	伊利沙伯醫院急症室 A&E in Queen Elizabeth Hospital	主管 Manager	1
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	瑪嘉烈醫院急症室 A&E in Princess Margaret Hospital	主管及護士 Manager & Nurse	2
1/2011	活出彩虹服務介紹及講解轉介程序 Introduction of "Live the Rainbow" Service and the referral procedure	大埔及北區保護家庭及兒童 服務課 Family and Child Protection Services Unit (Tai Po)	社工 Social Workers	15
1/2011	如何評估及協助具自殺危機人士 Training course on "How to Assess and Help the Suicidal People"	仁愛堂社會服務科 Social Service Division of Yan Oi Tong	社工 Social Workers	22
1/2011	服務介紹及經驗分享 Service introduction and experience sharing	嶺南大學社會行政學系 Department of Sociology and Social Policy of Lingnan University	學生 Students	3
2/2011	如何評估及協助具自殺危機人士 Training course on "How to Assess and Help the Suicidal People"	五旬節斬茂生小學 Pentecostal Gin Mao Sheng Primary School	教師 Teachers	45
2/2011	如何評估及協助具自殺危機人士 Training course on "How to Assess and Help the Suicidal People"	東華三院平和坊 Even Centre of T.W.G.Hs	社工 Social Workers	22



日期 Date	活動內容 / 講題 Programme / Theme	服務機構 Organization	服務對象 Service Target	參加人數 No. of Participants
2/2011	「跨越困境 – 預防自殺」 Stride across difficulties, Prevent Suicide	嶺南鍾榮光博士紀念中學 Lingnan Dr Chung Wing Kwong Memorial Secondary School	學生 Students	28
2/2011	危機助理外出工作安全訓練 Safety on emergency crisis intervention for Crisis Carer	本會熱線中心 SBHK Hotline Centre	義工 Volunteers	17
3/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	輔導及防止自殺專業 證書課程 Professional Certificate in Counseling and Suicide Prevention	學生 Students	24
3/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	明光社 The Society of Truth and Light	社會大眾 General public	35
4/2011	青少年自殺預防、介入及事後介入 – 實務工作坊 Suicide Prevention, Intervention and Postvention for Youth	香港社會服務聯會 The Hong Kong Council of Social Service	社工 Social Workers	70
4/2011	香港自殺問題及青少年如何協助 身邊具自殺危機人士 Suicide phenomenon in Hong Kong and how to work on youth with suicidal tendencies	佛教志蓮中學 Chi Lin Buddhist Secondary School	學生 Students	7
4/2011	香港自殺問題、自殺危機處理中心 服務介紹及經驗分享 Suicide phenomenon in Hong Kong, Crisis Intervention and Brief service introduction	屯門醫院 Tuen Mun Hospital	醫務社工 Medical Social Workers	18
4/2011	香港自殺問題、自殺危機處理中心 服務介紹及經驗分享 Suicide phenomenon in Hong Kong, Crisis Intervention and Brief service introduction	屯門仁愛分科診所 (母嬰健康) Yan Oi Outpatient Clinic (Maternal and Child Health Centre)	醫生 Medical practitioners	12
4/2011	香港自殺問題 Suicide phenomenon in Hong Kong	靈實醫院 Haven of Hope Hospital	學員 Trainees	20
4/2011	認識長者自殺問題健康分享會 Training course on working with elderly with suicidal tendencies and mental problem	禮賢會沙田 長者鄰舍中心 Shatin Rhenish Neighborhood Elderly Centre	會員 Members	200
5/2011	如何協助自殺者親友 How to help suicide survivors	輔導及防止自殺 專業證書課程 Professional Certificate in Counseling and Suicide Prevention	課程學生 Students	36
5/2011	精神異常與自殺 Mental health and suicide	輔導及防止自殺 專業證書課程 Professional Certificate in Counseling and Suicide Prevention	課程學生 Students	36

日期 Date	活動內容 / 講題 Programme / Theme	服務機構 Organization	服務對象 Service Target	參加人數 No. of Participants
6/2011	自殺自療互助舍服務介紹 Service introduction of “Help4Suicide”	深水埗區家庭及 兒童福利服務協調委員會 District Co-ordinating Committee of Family and Child Welfare Services (Sham Shui Po)	委員會 Committee member	30
6/2011 & 9/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	廣華醫院 Kwong Wah Hospital	護士 Nurses	112
6/2011	活出彩虹服務及自殺自療互助舍 服務介紹 Service introduction of “Live the Rainbow” and “Help4Suicide”	觀塘區家庭及 兒童福利服務協調委員會 District Co-ordinating Committee of Family and Child Welfare Services (Kwun Tong)	委員會 Committee member	25
6/2011 & 10/2011	珍惜生命大使 (第五期) 訓練 Training for Life ambassador (5th)	生命教育中心 SBHK Life Education Centre	義工 Volunteers	60
6/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	香港理工大學 Hong Kong Polytechnic University	應用社會科 學系 碩士學生 Students Master of Social Work	50
7/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	香港懲教處 Hong Kong Correctional Services	職員 Staffs	38
7/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	關懷身邊人基金 SBHK CARE	社工、 警察及市民 Social Workers, Police and general public	31
7/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	香港基督教服務處 元朗區青少年 外展社會工作隊 Yuen Long District, Youth Outreaching Social Work Team of Hong Kong Christian Service	社工 Social Workers	12
8/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	循道衛理中心 輔導及就業綜合服務 Counseling and Integrated Employment Service of Methodist Centre	輔導員 Counselors	12



日期 Date	活動內容 / 講題 Programme / Theme	服務機構 Organization	服務對象 Service Target	參加人數 No. of Participants
9/2011	如何協助自殺者親友 How to help suicide survivors	香港大學社會工作及 社會行政學系 Department of Social Work and Social Administration The University of Hong Kong	工作坊 參加者 Participant of “Suicide Bereavement Symposium & Half-day Workshop : Dialogues Between Theories, Researches and Practices”	67
11/2011	如何評估及協助具自殺危機人士 Training course on “How to Assess and Help the Suicidal People”	香港路德會 社會服務處 Hong Kong Lutheran Social Service	社工 Social Workers	40
11/2011	如何評估及協助具自殺危機人士及 自殺者親友 Training course on “How to Assess and Help the Suicidal People and Suicide Survivors”	社會福利署 Social Welfare Department	社工 Social Workers	120

(Table 6.3.11) SCIC Interviews by Mass Media and Other Organizations in 2011  
(表 6.3.11) 2011 年自殺危機處理中心傳媒及其他訪問活動

日期 Date	訪問機構 Organizations	訪問內容 Content of Interview
1/2011 & 2/2011	壹週刊 Next Magazine	陪同案主接受電話訪問，呼籲珍惜生命和介紹活出彩虹服務 Escort of a client to attend interview, for promoting positive life and “Live the Rainbow” service
3/2011	香港電台電視部 TV Team of Radio Television Hong Kong	協助提供資料拍攝「我未成年」特輯 Provision of case and frontline experience for reference of RTHK program production
3/2011	香港電台電視部 TV Team of Radio Television Hong Kong	陪同案主接受「我未成年」特輯訪問 Escort of a client to attend interview for RTHK program production
3/2011	粉嶺田家炳中學中五學生 F.5 Student of Tin Ka Ping Secondary School	探討考試壓力與自殺之關係 Sharing of study stress leading suicide
3/2011	中華傳道會劉永生中學中四學生 F.4 Student of CNEC Lau Wing San Secondary School	探討青少年自殺問題成因及處理 Sharing of cause and intervention on youth suicide
3/2011	香港浸會大學社工系三年級學生 Social Work Student (Year 3) of Hong Kong Baptist University	探討社會保障及老人自殺之關係 Sharing of society security system leading elderly suicide
3/2011	地利亞修女紀念學校中五學生 F.5 Student of Delia Memorial School	探討青少年自殺問題成因及處理 Sharing of cause and intervention on youth suicide

日期 Date	訪問機構 Organizations	訪問內容 Content of Interview
4/2011	星島日報 Sing Tao Daily	回應一名醫生自殺事件 Response on a suicide incident of a doctor
5/2011	蘋果日報 Apple Daily	回應一男子在酒精影響下跳樓死亡事件 Response on a man suicide that is suspected induce by alcoholic drink
5/2011	匯基書院中五學生 F.5 Student of United Christian College	探討青少年自殺問題成因及處理 Sharing of cause and intervention on youth suicide
8/2011	觀塘瑪莉諾書院中五學生 F.5 Student of Kwun Tong Maryknoll College	探討青少年自殺與傳媒報導關係 Sharing of youth suicide and mass media
8/2011	蘋果日報 Apple Daily	回應一準中六學生自殺事件 Response on a suicide incident of a pre-form 6 student
9/2011	蘋果日報 Apple Daily	回應一60多歲人士在自殺不遂後再自殺死亡事件 Response on suicide death of a 60-year-old attempter
9/2011	亞洲電視「時事追擊」 News Magazine of ATV	協助提供資料拍攝特輯 Provision of case and frontline experience for reference of News Magazine program production
9/2011	港九潮州公會中學中六學生 F.6 Student of Hong Kong & Kowloon Chiu Chow Public Association Secondary School	探討青少年自殺與傳媒報導關係 Sharing of youth suicide and mass media
10/2011	上海大學文學院社會工作系講師 Department of Social Work of Shanghai University	介紹中心服務 Service introduction
11/2011	南華早報(青年報) SCMP Young Post	分析兩個月內已有4宗學童自殺事故之原因及影響 Analysis on 4 students' suicide in two months
11/2011	Time Out (HK VERSION)	探討青少年自殺問題 Sharing of youth suicide





## 6.4 CARING FUND

SO KIN YAN (Public Relation Officer)

### Introduction

Caring Fund has been established since 1994 to advocate the community caring service, promote the message of “caring for neighbor begins with active listening” and to coordinate our corporate communication affairs and fund raising through various ways to arouse people’s passion for life and caring for others.

### Communication Issues

#### The making of newsletter and leaflets

The newsletters for encouragement of donation with Circle K Barcode Card were released to 1,200 companies in September 2011. To improve our sharing of information within SBHK, “E-Communication Channel” was published regularly.

### Media Communication

Caring Fund solicited general support from media to launch several large-scale promotional and educational events successfully. We treasured every opportunity to cooperate with the mass media.

In our AGM Press Conference which was held on 25 June 2011, we released our analysis on the 2010 Hong Kong suicide rate and encourage people to seek help by contacting our 24-hour Hotline 2389 2222.

To echo the World Suicide Prevention Day, “Case Sharing - Suicide Survivors” was held on 10 September 2011. TVB, Commercial Radio Hong Kong, Apple Daily, Sing Tao Daily and Hong Kong Commercial Newspapers reported the event.

Hong Kong Economic Journal interviewed the Executive Director and the Acting Center-in-Charge of our Life Education Centre about the “Story Telling Workshop” on 29 December 2011.

In collaboration with the CRHK, our service was introduced in the radio programme “Share My Song”. Donation was used to support our work of suicide prevention.

### Fund raising

We are thankful to those citizens who donated to us through various channels for the sustainability of our suicide prevention work.

#### Regular Donor Project

SBHK is thankful for the continuous support and donation to us so that we could have rather stable financial resources. We sincerely hope that more citizens will support our service by joining our Regular Donor Project through auto pay so that a regular support network for SBHK can be established.

#### PPS

Through this convenient donation method, we encouraged public donation.

PPS donation by phone, dial: 18031, merchant code: 9412.

#### BANK OF CHINA (Hong Kong)

Auto pay and direct bank-in donation through BANK OF CHINA (Hong Kong) is available for easy donation.

Bank Account No.: 012-758-100-14680

#### Donation by Cheque

Donation made by cheque payable to “The Samaritan Befrienders Hong Kong” can be posted to “The Samaritan Befrienders Hong Kong, Unit 207-214, Block 3, Pak Tin Estate, Kowloon, Hong Kong”

#### Online Donation Service

With the co-ordination of the HKCSS, the Bank of East Asia provided us with the Online Donation Service platform. Donors can donate by credit card through our on-line donation system. <http://donation.sbhk.org.hk/>

### Barcode Card Donation

Donors with our Barcode Card can donate through Circle K or 7-Eleven outlets. An official receipt will be provided for donation of over \$100 to facilitate tax exemption application.

### Policy Donation Programme (PDP) - “Love for the Future”

The LUA Foundation had launched the Policy Donation Programme, allowing policy holders to consider donating a certain percentage of the sum insured, for supporting SBHK to promote suicide prevention work. <http://www.lifecare.org.hk/pdp.html>

### WiseGiving

To improve the transparency and accountability of SBHK, we were one of the members in the first batch of the Wise Giving Campaign launched by the Hong Kong Council of Social Service. [www.wisegiving.org.hk](http://www.wisegiving.org.hk)

## Collaboration with Commercial Sector

### Caring Company

Eight companies were successfully nominated to receive the recognition of “Caring Company” in 2010. In alphabetical order, they were Best Video Limited, China Resources Property Limited, Liu Chong Hing Investment Limited, NEP Holdings International (HK) Limited, Premium Collection, Red Stone Global Investment Limited, S & S Cleaning Company Limited, Seed Forest Company Limited. In the collaboration with different companies, the promotion of life cherishment was successfully launched through different public activities.

### MTR sponsorship programme “Touching Story infinitely”

With the sponsorship of MTR, three programmes were launched to promote life education and spread the message of positive life attitude.

#### Life Drama Programme

Our Life Drama Programme was performed in the way of forum theatre where audiences can participate, interview the roles of the drama, and even change the play and ending of it so that the participants rethink the meaning of life. Our 23 volunteers formulated their play after 150 hours of training and rehearsals and made 5 performances to over 400 audiences from different background.

#### Life Camp

The target group of the Life Camp aged from 25 to 45 who might have lost their direction but would like to regain their positive energy. Through various activities in the camp held on 17th December 2011, 38 participants have reviewed the value of their lives and establish a positive and optimistic life attitude.

#### Life Story Telling Technique Workshop

Seeing the increasing suicide rate of children, we organized a Life Story Telling Technique Workshop on 10th December to 105 participants from various background, including teachers, parents, social workers. This was to teach them life 2011 story telling skills by using story books so that they can let their children understand the meaning and value of lives.

### “Brilliant Life, Shine Upon Others” Coloring Competition campaign

The “Brilliant Life, Shine Upon Others” Coloring Competition Campaign finished on March 2011. There were nine primary schools with 3600 students participated the Campaign. It aimed to deliver the importance of caring others. By promoting the positive life value to primary students, the concept of love can be planted into their hearts. The award ceremony was held on 16 April 2011.

## A Few Word to Say

We wish to express our heart-felt thanks to the people who made donation to SBHK or enthusiastically participated in our services throughout last year. Your contribution has given invaluable support to SBHK to further promote positive life attitude to the community.

We definitely treasure the donation and will make good use of it to further develop suicide prevention work and promote the concept of caring for others.



## 6.4 關懷身邊人基金

蘇健欣(公共傳訊主任)

### 前言

關懷身邊人基金於1994年成立，用作推動社區關懷服務、傳揚「關懷身邊人，從聆聽開始」的訊息，並統籌本會的傳訊事務、籌募經費等工作，透過不同的途徑，鼓勵熱愛生命、關懷別人。

### 傳訊事務

#### 籌務通訊、單張製作

2011年9月把「贊助人通訊」並連同「零錢捐助 – OK捐款條碼」寄給一千二百間商業機構。另外，為加強會內外的交流，定期發出「傳訊管子」，分享傳訊事務及工作進展。

#### 傳媒訪問及文稿

得到傳媒的支持，能夠讓珍惜生命的訊息更廣泛的傳播開去，因此我們一直珍惜與傳播媒介的彼此合作。

2011年6月25日舉行了週年記者招待會，並發佈「2010年自殺數字資料」，藉此呼籲大眾有需要時請主動求助，或致電24小時求助熱線。當日多位傳媒朋友到場採訪，並得到廣泛報導。

響應「世界防止自殺日」，2011年9月10日舉行了『自殺者親友-個案分享會』，當日出席的傳媒包括：無線電視、商台、蘋果日報，另外，星島日報與商報也有報到相關新聞。

2011年12月29日總幹事與生命教育中心註冊社工顧穎娟姑娘一起接受信報健康版訪問有關生命繪本活動。

獲商業電台節目「有誰共鳴」的協助，透過節目介紹本會服務及向大眾呼籲捐助，支持本會防止自殺的工作。

### 籌募經費

對生命，我們都懷著熱誠和關心。在過去一年，感謝市民透過以下的捐款途徑作出熱心的捐助，令防止自殺工作得以繼續推展。

#### 恆常贊助人

感謝大家一直以來持續的支持，並給予我們穩定的財政資源，希望更多有心人加入成為「恆常贊助人」以定期自動轉賬形式捐助本會，建立牢固的支持網絡。

#### 繳費靈

希望透過便捷的方法，鼓勵公眾捐助。繳費靈捐款電話：18033本會商戶編號為9412，取其貼近危機感重的「九死一生」(9413)。

#### 中國銀行

提供直接存款方法，中國銀行戶口：012-758-100-14680。

#### 支票捐款

歡迎公眾以劃線支票捐款，抬頭為「香港撒瑪利亞防止自殺會」。所有捐款不單可有助本會推動防止自殺服務，更是對本會同工的莫大鼓勵、支持與認同。

## 東亞銀行網上捐款

由香港社會服務聯會協調，本會於東亞銀行開設網上捐款服務，公眾人士可以透過VISA或MASTER信用卡進行網上捐款。詳情請瀏覽以下網頁：<http://donation.sbhk.org.hk/>

## 「零錢捐助 — OK 捐款條碼」及「便利店捐款條碼卡」

本會設有兩款捐款條碼卡以方便市民攜卡到CircleK 便利店或7-Eleven捐款。若捐款額達港幣100元或以上，可保留收銀單據，並與本會聯絡安排發出正式收據，以申請稅項減免。

## 「生命傳愛行動 — 保單傳愛計劃」

本會加入由保協慈善基金推行的「生命傳愛行動 – 保單捐贈計劃」，投保人可透過在現有保單中，捐贈部份百分比的投保額予本會，把愛延展，支持防止自殺工作。詳情請瀏覽以下網頁：<http://www.lifecare.org.hk/pdp.html>。

## 社聯「惠施網」WiseGiving

本會是第一批加入香港社會服務聯會「惠施網」WiseGiving的社福機構，以增強機構的透明度及對外溝通，增加捐款者對本會的信心。有關詳情，歡迎瀏覽[www.wisegiving.org.hk](http://www.wisegiving.org.hk)。

## 商界合作

### 「商界展關懷」

於2011年度成功提名八間機構獲得「商界展關懷」標誌，排名不分先後，包括「廖創興企業有限公司」、「誠信清潔服務有限公司」、「種子森林有限公司」、「華潤物業管理有限公司」、「禮品廊」、「高清製作有限公司」、「紅石環球投資有限公司」、「鑽石家居礦泉水」。感謝各機構對本會工作的支持，期盼彼此在不同的領域上一起推廣關懷互助的訊息。

### 香港鐵路有限公司 - 『感人故事無限 TOUCH』計劃

得蒙香港鐵路有限公司贊助，本會舉辦了三個大型項目以推廣生命教育，鼓勵參加者從不同活動中，體驗和反思生命價值；同時，向不同的人士傳遞積極人生和珍惜生命的正面訊息。

#### 『一個人在途上』- 感動生命劇場

『一個人在途上』- 感動生命劇場是以論壇形式演出的話劇，讓觀眾都能參與，並對劇中場景作出回應，訪問劇中人物，甚至代替角色，改寫劇本，創造不一樣的結局，從而達致反思生命意義及內化的效果。來自不同背景的23位義工，經過數月約150小時的訓練及排練，共演出五場，讓超過四百位不同背景的觀眾參與，並獲一致好評。

#### 『重寫心靈劇本：身心培訓營』

對象為25-45歲，正在面對迷失人生方向，欲重拾正能量和改善自我的人士，透過於17/12/2011舉辦的培訓營內不同的活動，讓38位參與者重新檢視自己的生命價值，並為自己建立正面及積極的人生觀。

#### 『給孩子講生命繪本』- 說故事技巧培訓工作坊

鑑於兒童自殺有上升的趨勢，我們於10/12/2011在嶺南大學香港同學會小學舉辦『給孩子講生命繪本』- 說故事技巧培訓工作坊，以繪本作工具，讓105位教師、家長，及社工能教導兒童認識生命的意義及價值，讓他們擁有正確的人生觀。



## 香港專業教育學院(觀塘)「燦爛人生·照亮他人」

香港專業教育學院(觀塘)公關及媒體事業屬會主辦、本會協辦的「燦爛人生，照亮他人」小學生填色比賽於2011年3月完滿結束。是次活動獲9間小學支持，共3600位學生參與，更得本港插畫師陳瓜先生負責繪作填色比賽及身兼首席評審，歌手謝安琪及熱血青年Dream's更全力支持。嘉許禮已於2011年4月16日順利完結。

## 感受

每一次收到捐款，都感受到大眾對本會服務的肯定與支持，讓我們在這防止自殺的工作上，不感孤單。我們十分感謝在過去一年裡，為本會的服務作出捐助以及曾經一同舉辦或參與活動的有心機構與人士，讓本會繼續把愛惜生命的信念推廣。

大家的參與、捐助，我們都會好好珍惜、好好善用，繼續推動愛惜生命、防止自殺的工作。

(Table 6.4.1) Major Service between January and December 2011  
(表 6.4.1) 2011 年 1-12 月主要服務滙報

服務範疇 Nature	活動名稱 Programme Name	內容 Content
籌募經費 Fund Raising	「恆常贊助人」 Regular Donor	每一位登記人士可以獲得專用的捐助人編號，鼓勵定期以自動轉賬形式捐助本會，藉以建立恆常的支持網絡。 Each regular donor would be given a unique donor number. Donors are encouraged to make donation through auto pay method to build up a regular support network.
	繳費靈 PPS	繳費靈捐款電話：18033 本會商戶編號為 9412，取其貼近危機感重的「九死一生」(9413)。 PPS donation by phone, dial: 18031, merchant code: 9412.
	中國銀行(香港) 有限公司 BANK OF CHINA (Hong Kong)	透過銀行捐款，中國銀行戶口：012-758-100-14680。 Auto pay and direct bank-in donation through BANK OF CHINA (Hong Kong) and Bank account: 012-758-100-14680
	支票捐款 Donation by Cheque	歡迎公眾以劃線支票捐款，抬頭為「香港撒瑪利亞防止自殺會」，並寄回本會(地址：香港撒瑪利亞防止自殺會 九龍石硤尾白田邨第三座 207-214 室)。 Cheque donation and made payable to “The Samaritan Befrienders Hong Kong” should post to the addresses “The Samaritan Befrienders Hong Kong, Unit 207-214, Block 3, Pak Tin Estate, Kowloon, Hong Kong”
	「惠施網」 WiseGiving	本會是第一批加入香港社會服務聯會「惠施網」WiseGiving 的社福機構，以增強機構的透明度及對外溝通。有關詳情，歡迎瀏覽 <a href="http://www.wisegiving.org.hk">www.wisegiving.org.hk</a> To improve the transparency and accountability of SBHK, we were one of the members in the first batch of the Wise Giving Campaign launched by the Hong Kong Council of Social Service.
	「捐款條碼」 Barcode Card Donation	市民只需在各便利店出示本會「條碼卡」，便可以直接捐款至本會戶口。若捐款額達港幣 100 元或以上，可以保留收銀機單據，並與本會聯絡，安排發出正式收據以申請稅項減免。 Donors with our Barcode Card can donate through Circle K or 7-Eleven outlets. An official receipt will be provided for donation of over \$100 to facilitate tax exemption application.
	東亞銀行網上捐款服務 BEA Online Donation Service	由香港社會服務聯會協調，本會於東亞銀行開設網上捐款服務，市民可以透過各信用卡在網上捐助本會。詳情請瀏覽以下網頁： <a href="http://donation.sbhk.org.hk/">http://donation.sbhk.org.hk/</a> With the co-ordination of the HKCSS, the Bank of East Asia provided us with the Online Donation Service platform. Donors can donate by credit card through our on-line donation system.
	生命傳愛行動－ 保單傳愛計劃 Policy Donation Programme (PDP) - “Love for the Future”	本會加入了由保協慈善基金推行的「生命傳愛行動－保單捐贈計劃」，投保人可透過在現有保單中，捐贈部份百分比的投保額予本會，把愛延展，支持防止自殺工作。詳情請瀏覽以下網頁： <a href="http://www.lifecare.org.hk/pdp.html">http://www.lifecare.org.hk/pdp.html</a> The LUA Foundation had launched the Policy Donation Programme, allowing policy holders to consider donating a certain percentage of the sum insured for supporting SBHK to promote suicide prevention work.



服務範疇 Nature	活動名稱 Programme Name	內容 Content
機構合作 Collaboration with company	「商界展關懷」 Caring Company	於2011年度成功提名八間機構獲得「商界展關懷」標誌，與各機構合作持續透過不同形式的活動推廣珍惜生命的訊息予社會人士。 Eight companies were successful nominated to receive the recognition of “Caring Company” in 2011. In collaboration with different companies, the promotion of life cherishment was successfully launched through different public activities.
	香港鐵路有限公司 - 『感人故事無限 TOUCH』計劃 MTR sponsorship programme “Touching Story ininitely”	本會得到香港鐵路有限公司贊助，於2011年舉辦『一個人在途上』- 感動生命劇場、『重寫心靈劇本：身心培訓營』及『給孩子講生命繪本』- 說故事技巧培訓工作坊，以推廣積極人生和珍惜生命的正面訊息。 With the sponsorship of MTR, “Life Drama Programme”, “Life Camp” & “Life Story Telling Technique Workshop” were launched to promote life education and spread the message of positive life attitude.
	「燦爛人生· 照亮他人」 “Brilliant Life, Shine Upon Others” Coloring Competition	香港專業教育學院(觀塘)公關及媒體事業屬會主辦、本會協辦的「燦爛人生，照亮他人」小學生填色比賽於2011年3月完滿結束。是次活動目的鼓勵關懷身邊人，攜手活出燦爛人生。 The “Brilliant Life, Shine Upon Others” Coloring Competition campaign finished on March 2011. It aimed to deliver the importance of caring others and promote positive life value to primary students.
	「有誰共鳴」商台節目 “Share My Song” Radio Broadcasting Programme of CRHK	獲得商業電台於其「有誰共鳴」的節目中報導本會的服務，並獲得捐款。 Our service was introduced in the radio programme of “Share My Song” of CRHK and we received donation to support the work of suicide prevention.
社區服務 Community Service	「成長的天空計劃」 (小學) “Understanding Adolescent Project” (Primary School) (UAP)	本會自2007年開始至今為一所特殊學校提供「成長的天空計劃」(小學)的服務，為輕度智障的學生提供輔助成長的課程，以提升他們的抗逆能力，成效獲得到學校的認同。 We have been providing the UAP service to a special school since 2007. A series of developmental programme were tailor-made to pupils with mild mental retardation in order to increase their adversity quotient. The services were remarkable and were well recognized by the school.
傳訊事務 Communications Issues	週年記者招待會 Annual General Meeting (AGM) Press Conference	於6月25日舉行週年記者招待會，發佈「2010年自殺數字資料」，並公佈與Facebook取得合作，會直接向懷疑有自殺困擾的人士介紹本會服務，並把個案轉介予本會，讓本會得以電郵嘗試進行初步介入。呼籲大眾有需要時請主動求助，或致電24小時求助熱線2389 2222。 Our AGM Press Conference held on 25th June and we released our analysis on the Hong Kong suicide rate of 2010 and announced our cooperation with Facebook, which will introduce our services to those who have suicide risk and SBHK could reach them through email. Encouraged people to seek help by contacting our 24-hour Hotline 2389 2222.
	『自殺者親友 - 個案分享會』 Case Sharing - Suicide Survivors	響應「世界防止自殺日」，2011年9月10日舉行了『自殺者親友-個案分享會』，當日出席的傳媒包括：無線電視、商台、蘋果日報，另外，星島日報與商報也有報到相關新聞。 To echo the World Suicide Prevention Day, “Case Sharing - Suicide Survivors” was held on 10 September 2011. TVB, Commercial Radio Hong Kong, Apple Daily, Sing Tao Daily and Hong Kong Commercial Newspapers reported event.

## 6.5 PROFESSIONAL TRAINING AND DEVELOPMENT CENTRE

Zeno Kot (Training Officer)

### Introduction

Professional Training and Development Center was established in 2005 to implement the institutional mission and spirit. Through various training programs, the caring skills of the general public and even the professionals can be strengthened which can be practiced in their daily lives, be it in their communities or in their workplaces, and ultimately work together towards the goal of suicide prevention.

During the past one year, our centre continued to liaise with different partners for the development of diversified and practical certificate courses for the professionals such as social workers and teachers. We also organized short courses for the community in order to equip the citizens with the basic caring skills. Moreover, some tailor-made courses were arranged for different organizations in business, health care, education, and public welfare sectors in which the participants has acquired the skills and values of helping others.

Statistics show that the total number of participants in 2011 had an increase from 858 in the prior year to 1034 where 79.1% was the participants of certificate courses and group courses. The majority of participants were teachers, social workers, health care workers and most of them were the holders of bachelor degree to master degree. (Details are illustrated in Table 6.5.1, 6.5.2 and 6.5.3)

### Services Review

#### Certificate Courses

Able to understand the needs of the clients and to make effective coping strategies is the voices of helping workers. When much more complex problems are faced by the clients nowadays, helpers need to enrich their professional knowledge and skills through continuous learning. Both theories and practices were covered in our certificate courses held in the previous year. While the practical teaching mode in three aspects of cognition, skills and value was adopted, the classes focused on group interactions, case discussions, experience sharing, and repeated practices so that the participants can put what they have learnt into practices. 2011, a total of eleven certificate courses have been held, and three of them were new courses developed in the year. (Details are illustrated in Table 6.5.4)

#### Short Courses

Having the belief that suicide prevention can be done through "Caring People Around You", we regularly organized short-term courses such as "Suicide Crisis Intervention Workshop", to teach the participants the principles and techniques related to suicide crisis assessment and intervention, as well as the relationship between counseling and suicide prevention by learning the counseling skills. We have also delivered some courses to the parents, such as "Introduction to Counseling Child with Behavioral Problems" which were conducted by clinical psychologists. The participating parents shared that the course could help them understand their children, learn to be patient and acquired some effective parenting knowledge and skills. (Details are illustrated in Table 6.5.4)

#### Group Courses

We have been organizing cognitive and practical based training courses on a regular basis for parents, teachers, social workers, front-line service providers, management staff, and in-house staff from various entities including schools, social welfare organizations and business sectors. Our group courses emphasized on the institutional based learning principles. The course contents and teaching materials were tailor-made through the recognition of the agency's culture, background of the participants, and their learning needs. The knowledge and skills taught in the courses can therefore easily be applied by the participants. (Details are illustrated in Table 6.5.5)

### Professional Training Team

In order to enhance the course quality and to ensure that the course content can comply with the working and learning needs of the participants, all of our instructors own extensive teaching experience and knowledge. Among them are senior advisors, experienced social workers and crisis counselors, senior tutors and group leaders of our Hotline Centre, clinical psychologists, counseling psychologists and psychiatrists.

### Operation and Development

Running on self-financed basis, all the proceeds of our training courses will be put into our "Caring Fund" to enhance and finance our community education in suicide prevention and caring other people.



## Conclusion and Prospect

Hong Kong is an advanced city and it is materially abundance. However, it is also filled with crises and challenges in the daily lives of ordinary people. Domestic violence, marital crisis, financial difficulties, unemployment, addiction problems and interpersonal conflicts all bring people with a lot of frustrations, disappointments, anxiety, emotional distress, mental illness, and even suicide intention. Faced with these mind-depleted vulnerable people, not only the intervention of social workers, counselors, psychologists and other professionals is necessary, but the participation of the society as a whole is also important for community based suicide prevention work. Our Professional Training and Development Center is committed to provide more high quality training courses, workshops and seminars to strengthen the awareness and ability of the professional workers and the general public on suicide prevention in the coming years.

## 6.5 專業培訓及發展

葛銘甄 (培訓主任)

### 前言

本會的專業培訓及發展中心成立於2005年，旨在實踐機構使命及精神，透過舉辦各類課程強化關懷他人之實用技巧，從而讓大眾可於生活及工作中身體力行，加強對自殺問題的關注及反思，以提升熱愛生命及關顧他人的意識。

過去一年，部門繼續聯繫專業人士及團體，為助人工作者開拓多元化而實務的證書課程。為將服務推廣至社區教育層面，我們亦透過舉辦短期課程，讓大眾市民掌握關懷身邊人的精神及基礎技巧；同時亦積極為工、商、醫護、教育、公營、社福等團體，度身設計在職的專業培訓課程，務求讓不同界別的人士於助人的價值及技巧上有所獲益。從統計數字顯示，本年度課程之總參與人數由去年度之858人上升至1034人，當中證書課程及團體課程的學員佔總參與人數79.1%。而以教育、社福同工、醫護人員及擁有大學至碩士學位之人士佔大多數。(詳閱圖表6.5.1, 6.5.2及6.5.3)

### 服務回顧

#### 證書課程

能夠了解受助人的需要，並作出有效的應對策略，是每位助人者的心聲。然而，現今助人人面對的問題越見複雜，助人者更需要透過不斷學習及交流，以提升專業知識及能力。證書課程同時兼備理論及實踐，從認知、技巧及價值三方面作實務教學，著重學員的團體互動、個案討論、經驗分享、反覆練習，務求使參與者能將所學實踐於生活及工作中。今年共有十一項證書課程，當中三項是本年度新開辦的。(詳閱圖表6.5.4)

#### 短期課程

貫徹防止自殺由「關懷身邊人」做起的信念，培訓中心定期開辦短期課程，如「自殺危機評估及介入工作坊」，由淺入深講授有關自殺危機評估及介入工作的原則和技巧，藉著認識輔導工作，了解輔導與防止自殺的關係。同時，我們亦有舉辦適合家長的課程，如「兒童行為問題與輔導工作啟蒙」，由臨床心理學家講授教兒心得，參與家長均認為課堂能幫助他們明白子女，學習給予耐性，並加深對有效管教子女的認知和技巧。(詳閱圖表6.5.4)

#### 團體課程

本中心為學校、社福團體、營商機構的員工，舉辦以認知及實務為主的培訓課程。我們的團體課程重視以機構為本之學習原則，以機構文化、參加者背景、學習需要等方面作基礎，然後度身設計課程內容及教材，務求令參加者能學以致用。(詳閱圖表6.5.5)

### 專業教學團隊

為提高課程質素，確保教授內容能合符學員的工作需要及達到學習目標，培訓課程的導師均擁有豐富的教學經驗及知識，包括本會的高級顧問、資深社工、資深危機輔導員、熱線中心的資深導師及組長，富十年或以上臨床經驗的臨床心理學家、輔導心理學家及精神科專科醫生等。

### 營運及發展

本中心以自負盈虧的形式營運，從培訓課程所收取之費用，扣除成本開支，全數撥入本會「關懷身邊人基金」，以加強社區教育、業界之專業培訓、本會義工及職員的在職發展，以及改善會內的服務設施等，達致本會服務質素的提升，並能向社會播下熱愛生命、關懷他人的種子。



## 總結及展望

香港作為一個現代化城市，物質豐裕，科技發達，然而四周充斥著無數的危機與挑戰。家庭暴力、婚姻危機、財困、失業、成癮問題、人際衝突等情況比比皆是。如此種種，給人們帶來不絕的沮喪、失望、緊張、焦慮、情緒困擾，甚至因為絕望而最後踏上輕生之路。面對這群心靈枯竭的受助者，不單需要社工、輔導員、心理學家等人士的專業介入，作為社會一分子，我們每一個人都應該掌握一些輔導和防止自殺的知識和技巧，為不至發生悲劇而作好預防工作。

專業培訓及發展中心承諾繼續做好教育工作，於日後繼續舉辦更多相關的培訓課程、工作坊及講座，積極加強同工們及社會大眾預防自殺的意識及能力，讓市民更懂得愛惜生命！

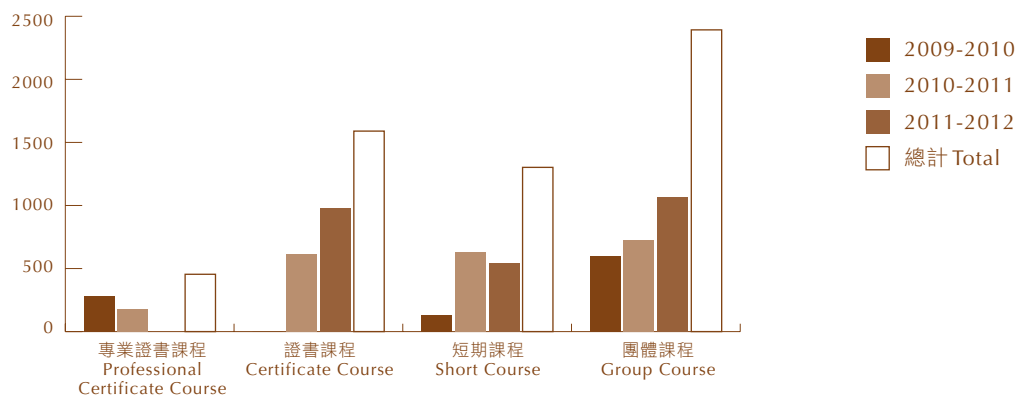
(Table 6.5.1) Statistics of Participation in Various Courses during 2009-2012  
(表 6.5.1) 2009-2012年各課程類型之學員分佈

年度 Year	專業證書課程 Professional Certificate Course	證書課程 Certificate Course	短期課程 Short Course	團體課程 Group Course	總計 Total
2009-2010	112	0	52	240	404
2010-2011	70	245	253	290	858
2011-2012	0	391	216	427	1034
總計 Total	182	636	521	957	2296

\* 不計算團體課程，其他課程佔約百分之十一的參加者曾報讀多於一個課程。

\* Other than the Group Course, accounted for about 11% of participants had enrolled more than one course.

(Figure 6.5.1) Statistics of Participation in Various Courses during 2009-2012  
(圖 6.5.1) 2009-2012年各課程類型之學員分佈



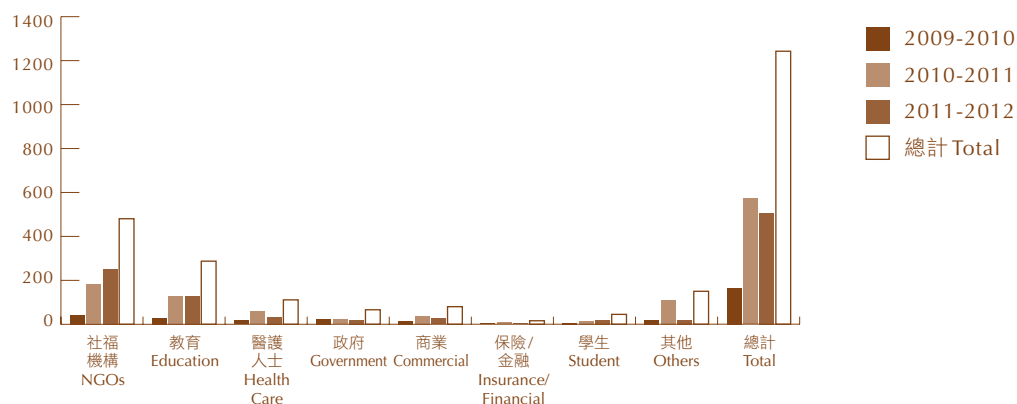
(Table 6.5.2) Career Distribution of Candidates during 2009-2012  
(表 6.5.2) 2009-2012年各職業類別之學員分佈

年度 Year	社福機構 NGOs	教育 Education	醫護人士 Health Care	政府 Government	商業 Commercial	保險/金融 Insurance/ Financial	學生 Student	其他 Others	總計 Total
2009-2010	44	30	18	26	15	4	8	19	164
2010-2011	185	130	59	22	39	9	17	112	573
2011-2012	252	128	35	19	27	4	21	20	506
總計 Total	481	288	112	67	81	17	46	151	1243

\* 上述數字不包括團體課程。

\*The above figures do not include the Group Course.

(Figure 6.5.2) Career Distribution of Candidates during 2009-2012  
(圖 6.5.2) 2009-2012年各職業類別之學員分佈







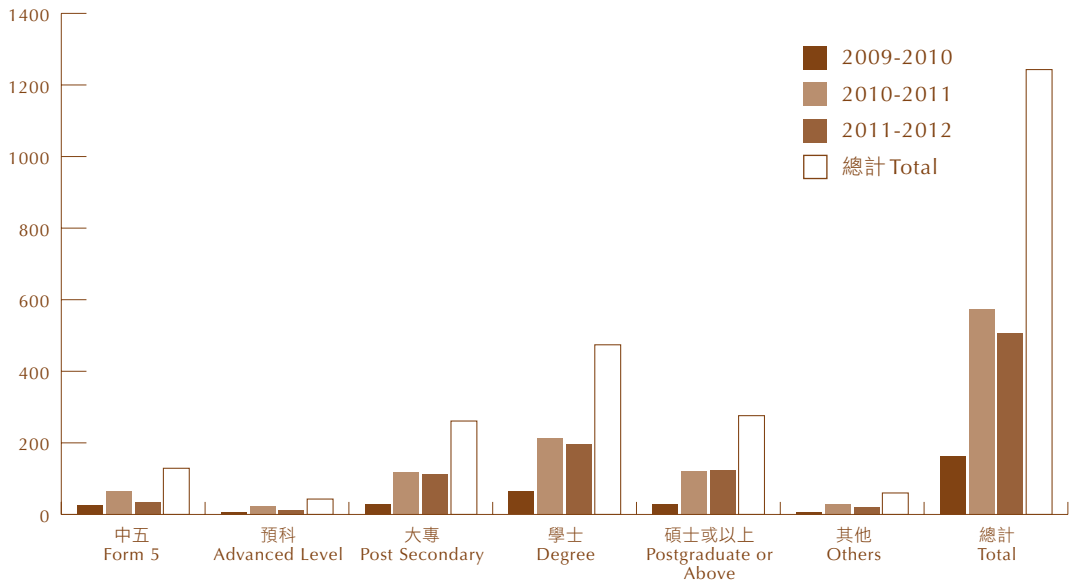
(Table 6.5.3) Educational Level Distribution of Candidates during 2009-2012  
 (表 6.5.3) 2009-2012年各教育程度之學員分佈

年度 Year	中五 Form 5	預科 Advanced Level	大專 Post Secondary	學士 Degree	碩士或以上 Postgraduate or Above	其他 Others	總計 Total
2009-2010	27	7	28	64	30	8	164
2010-2011	66	23	119	213	122	30	573
2011-2012	36	13	114	197	124	22	506
總計 Total	129	43	261	474	276	60	1243

\* 上述數字不包括團體課程。

\*The above figures do not include the Group Course.

(Figure 6.5.3) Educational Level Distribution of Candidates in during 2009-2012  
 (圖 6.5.3) 2009-2012年各教育程度之學員分佈



(Table 6.5.4) External Training Courses (Public) during 2011-2012  
(表 6.5.4) 2011-2012 年對外培訓課程 (公開)

課程類別及主題 Course Type and Title	1/2011	2/2011	3/2011	4/2011	5/2011	6/2011	7/2011	8/2011	9/2011	10/2011	11/2011	12/2011	全年參加人數 No. of Participants
應用精神病學證書課程 Certificate in Applied Psychiatry	✓	✓	✓		✓	✓							57
認知行為治療基礎理論與技巧證書課程 Certificate in Basic Concept and Skills of Cognitive Behavioral Therapy							✓	✓					33
敘事治療基礎理論與技巧證書課程 Certificate in Basic Concept and Skills of Narrative Therapy	✓	✓						✓	✓			✓	66
婚姻治療基礎理論與技巧證書課程* Certificate in Basic Concept and Skills of Marital Therapy*					✓	✓	✓						41
精神分析治療基礎理論與技巧證書課程* Certificate in Basic Concept and Skills of Psychodynamic Psychotherapy*									✓	✓		✓	39
情緒管理及治療技巧證書課程* Certificate in Managing Emotions and Treatment Approaches*								✓	✓				40
特殊需要兒童輔導證書課程 Certificate in Counseling Child with Special Needs								✓					49
應用兒童心理障礙證書課程 Certificate in Applied Child Psychopathology			✓	✓							✓	✓	66
兒童行為問題與輔導工作啟蒙 Introduction to Counseling Child with Behavioral Problems	✓					✓		✓					127
輔導及防止自殺工作啟蒙 Enlightenment to Counseling and Suicidal Prevention		✓											28
自殺危機評估及介入工作坊 Suicide Crisis Intervention Workshop		✓					✓						61
	全年參加人數 No. of Participants												607

\*2011年新開辦課程

\*New courses in 2011



(Table 6.5.5) External Training Courses (Group) during 2011-2012  
(表 6.5.5) 2011-2012 年對外培訓課程 (團體)

課程類別及主題 Course Type and Title	參與機構 Organizations	全年參加人數 No. of Participants
處理兒童情緒家長講座 Parents Talk of Dealing with Child Emotional Problems	保良局易桂芳幼稚園 Po Leung Kuk Yick Kwai Fong Kindergarten	75
透視童心助成長家長工作坊 Parenting Workshop	元朗生命幼稚園 Yuen Long Lutheran Life Kindergarten	65
支援自閉症兒童有效學習教師實務課程 Practical Course on Support Autistic Children Learning	第一幼稚園 A-One Kindergarten	9
處理學童情緒及行為問題講座 Dealing with Child Emotions and Behavioral Problems Seminar	基督教粉嶺神召會小學 Fanling Assembly of God Church Primary School	50
精神病個案之評估及介入治療專題培訓 Basic Concept of Psychiatric Assessment and Intervention Approaches	協和書院 Heep Woh College	60
自殺危機評估及介入工作坊 Suicide Crisis Intervention Workshop	路德會 Hong Kong Lutheran Social Service Unit	39
濫用藥物與精神科之評估及介入治療專題培訓 Psychiatric Assessment and Intervention Approaches for the Drug Abuser	香港遊樂場協會 Hong Kong Playground Association	30
自殺危機評估及介入工作坊 Suicide Crisis Intervention Workshop	香港特別行政區懲教處 Hong Kong Correctional Services	39
自殺危機個案評估及介入專講 Suicide Crisis Intervention Seminar	山頂綜合業務 Peak Tram Company Limited	60
	全年參加人數 No. of Participants	427

# FIGURES ABOUT SUICIDE IN HONG KONG 2011

Mr. Jonathan Wong Yuen Ching (Hotline Volunteer)

According to the statistics from the Census and Statistics Department, from January 1st 2011 to December 31st 2011, Hong Kong's population stood at approximately 7,103,700 with 3,310,500 male (46.6%) and 3,793,200 female (53.4%). The Coroner's Court reported that 833 people committed suicide and subsequently died during this same period, which included 622 cases for which an autopsy and cause of death investigations were not ordered. The suicide rate was 11.73 in 2011, indicating that 11.73 people committed suicide and died out of 100,000 in Hong Kong, which was down by 2.3 from 2010, meaning that there were approximately 2.3 people who committed suicide and died every day.

The following is a summary of the suicide phenomenon in Hong Kong 2011.

1. The total number of suicide was 833;
2. The number of suicide for male and female was 513 (61.6%) and 320 (38.4%) respectively;
3. The suicide rate was 11.73 (11.73 people committed suicide and died per 100,000 people);
4. The suicide rate decreased 2.3 from 14.03 in 2010 to 11.73 in 2011;
5. Jumping from height was the commonest suicide means (52.6%);
6. Hanging was in the second place (21%);
7. Carbon monoxide poisoning (charcoal burning) came in third place (16%);
8. Age group of above 70 recorded the highest suicide rate at 28.2 per 100,000;
9. The suicide rate for age 60-69 came in second with 14.11 per 100,000.

The following is an analysis of the suicide statistics according to age group, gender, the means of committing suicide, the occupation and mental health situation of the suicides.

## Suicide statistics according to age group and gender

### Age: 0 to 19 years old

In 2011, there were 21 teenagers below the age of 19 who committed suicide successfully. The suicide rate was 1.7 down by 0.4 from 2010. The male to female ratio was 1.5:1 (see table 7.2). The suicide rate of male was higher than that of female. The number of suicides decreased from 27 in 2010 to 21 in 2011. Among them, 17 ended their lives by jumping from buildings, 3 died by hanging and 1 died of carbon monoxide poisoning (see table 7.1). Jumping from buildings was the most common suicide means and accounted for 81% of the deaths in this age group. This revealed that those in this group tended to choose a fatal and determined means to end their lives.

### Age: 20 to 59 years old

In 2011, there were 516 people who committed suicide and died in this age group, accounting for 62% of the total number of suicide deaths and down by 1.5% from 2010 (see table 7.1). The suicide rate was 11.5 and the male to female ratio was 1.9:1 (see table 7.2). Among them, 260 people (50.4%) were attributed to jumping from buildings, while 125 people (24.2%) died of carbon monoxide poisoning and 82 people (15.9%) hung themselves.

### Age: 60 years old or above

In 2011, 296 people committed suicide and died in this age group, accounting for 35.5% of the total number of suicide deaths and there was an increase by 1.7% from 2010. The suicide rate was 21.41 in this age group, down by 4.42 from 2010, and the male to female ratio was 1.8:1 (see table 7.2). There were 161 cases (54.4%) in this age group chose to suicide by jumping from buildings, a rather fatal way to end their lives (see table 7.1).

## Suicide statistics according to the means of committing suicide

In 2011, there were 438 people who committed suicide by jumping from buildings, accounting for 52.6% of the total number of suicide deaths and there was a decrease by 2.53% from 2010. 175 people died by hanging themselves, accounting for 21% of the total number of suicide deaths and there was an increase by 0.38% from 2010. 134 people died from carbon monoxide poisoning, accounting for 16.1% of the total number of suicide deaths and there was an increase by 1.81% from 2010 (see table 7.1).

Jumping from buildings was the commonest means of committing suicide. Hanging was in the second place while carbon monoxide poisoning came in the third place in 2011.

## Suicide statistics: grouped by occupation

In 2011, 48 people who committed suicide were retired persons. Unemployed person came in second with 45 cases. Blue collar followed with 44 deaths. (See table 7.3a). Although suicides among retired person increased from 39 in 2010 to 48 in 2011, 622 deaths fell into the unclassified category, where an autopsy and death reports were not sought. This decrease in the unclassified category from 779 in 2010 to 622 in 2011 certainly poses a challenge in drawing the conclusion that suicide among retired persons has increased.

Hong Kong had an unemployment rate of 3.4% in 2011, a decrease of 1% from 4.4% in 2010. The under-employment rate decreased from 2% in 2010 to 1.7% in 2011 (see table 7.3b & 7.3c).

## Suicide Statistics: grouped by mental disorders

In 2011, 57 suicide deaths were associated with mental disorder. Most of these committed suicide by jumping from buildings, a total of 21 deaths in this group. 8 people died of drowning, and 8 hung themselves.

As there were 622 suicide cases without death investigation report, the relationship between suicide and mental disorder may not be easily drawn here. Notwithstanding, World Health Organization (WHO) has given an idea on this matter. It stresses that more than 90% of all cases of suicide are associated with mental disorder such as depression, schizophrenia and alcoholism, addressing the importance of mental health could certainly reduce the rate of suicide.

## Unknown or Unidentified Suicide Cases

28 suicides were categorized as "injury undetermined whether accidentally or purposely inflicted" in 2011, an increase by 10 cases in comparison with 18 cases in 2010. Among these 28 cases, 12 people died of drugs poisoning, while 8 people died of drowning and 8 people died of jumping from building (see table 7.5).

## Suicide cases without an autopsy being ordered

The total number of suicide deaths was 833 in 2011, including 622 deaths where an autopsy and death report were not sought, and this figure decreased from 779 in 2010 to 622 in 2011 (see table 7.6). These uncategorized suicide deaths create difficulties in drawing a reliable conclusion, as the figure represents 74.7% of the total number of suicide deaths.

## Conclusion

In 2011, there were 833 people who committed suicide and died, with 513 male (61.6%) and 320 female (38.4%). The suicide rate was 11.73 per 100,000, down by 2.3 from 2010. The ratio of male to female was 1.8:1. Jumping from buildings was still the most common suicide means (52.6%), hanging came in the second place (21%) and carbon monoxide poisoning took the third place (16%). The number of suicide cases without death investigation report ordered was 622 in 2011 that leaves a room and difficulty to come up to a reliable conclusion in the relationship among suicide, unemployment and mental disorder.

The theme of World Suicide Prevention Day in 2011 was "Preventing Suicide in Multicultural Societies". Suicide prevention requires a multi-disciplinary effort to make it successful. A multifaceted and intersectoral approach should be targeted in the effective suicide prevention. Every one of us can contribute to suicide prevention regardless of our occupation, sex, and wealth. We can always do this by caring people around us.

In the past years, the collaborative effort and multidisciplinary approach in suicide education, suicide prevention and suicide intervention by different organizations in Hong Kong has contributed to the society in suicide prevention, especially in raising the awareness of the public on this topic. Let everyone of us makes a small change in our daily life by smiling, leaving a supportive message on the web, having a positive attitude to things and giving encouraging words to others. We can make a harmonious and caring community and can also reach the goal of suicide prevention.

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# 2011年香港自殺統計數字分析

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根據香港人口統計處資料顯示, 由2011年1月1日至12月31日止, 香港人口大約為7,103,700, 當中3,310,500 (46.6%)是男性, 女性則有3,793,200 (53.4%)。而死因裁判法庭報告於此段期間有833人死於自殺, 當中包括622毋須進行死因研究而裁判為死於自殺。以十萬人為單位計算, 每十萬人中有11.73人死於自殺, 對比2010年下降2.3人, 即平均每天約有2.3人自殺死亡。

以下是2011年香港自殺現象的總結:

1. 自殺死亡總數共有833宗
2. 男性自殺死亡共513宗(61.6%), 而女性自殺死亡共320宗(38.4%)
3. 自殺率11.73(即每十萬人中有11.73人自殺身亡)
4. 對比2010年的14.03下降2.3
5. 最多被採取的自殺方式是「從高處墮下」(52.6%)
6. 「吊死」是第二類較多人採用的自殺方式(21%)
7. 「一氧化碳中毒」(燒炭)是第三類較多人採用的自殺方式(16.1%)
8. 最高自殺率的年齡組群是「70歲以上」, 自殺率為28.2
9. 「60-69歲」的自殺率14.11, 佔第二高自殺率的年齡組群

以下按自殺死亡者之年齡、性別、自殺方式、自殺者職業及精神疾患來作進一步的自殺數字分析。

按年齡及性別分組之自殺死亡統計數字

## 年齡: 0-19歲

相比2010年的27宗19歲以下青少年自殺死亡, 在2011年下降至21宗。自殺率為1.7, 比2010年下降0.4, 男女自殺比例是1.5:1(詳閱圖表7.2), 男性自殺率比女性為高。這21宗自殺死亡個案中, 有17宗以「從高處墮下」、3宗以「吊死」及1宗以「一氧化碳中毒」的方式結束生命(詳閱圖表7.1)。「從高處墮下」是這年齡組群最普遍採用的自殺方式, 佔81%, 這引證了這個年齡組群傾向以較激烈的自殺方式了斷生命。

## 年齡: 20-59歲

在2011年, 20-59歲年齡組群之中, 有516人自殺身亡, 佔總自殺死亡數字之62%, 比2010年下降1.5%(詳閱圖表7.1)。自殺率為11.5, 男女比例為1.9:1(詳閱圖表7.2)。綜觀此組群自殺死亡數字, 有260人(50.4%)以「從高處墮下」方式自殺, 另外有125人(24.2%)以「一氧化碳中毒」自殺, 有82人(15.9%)則以「吊死」方式自殺。

## 年齡: 60歲或以上

在2011年, 60歲以上自殺死亡之個案共有296宗, 佔總自殺死亡數字的35.5%, 1.7:1相比2010年上升了1.7%。自殺率為21.41, 比起2010年下降了4.42, 男女自殺死亡比例為1.7:1(詳



閱圖表 7.2)。該年齡組群中有 161 宗 (54.4%) 採用「從高處墮下」方式自盡，顯示本港長者傾向選用較致命的方式來終結生命 (詳閱圖表 7.1)。

## 按自殺方式分組之自殺死亡統計數字

於 2011 年，「從高處墮下」方式自殺死亡屬大多數，共 438 人，佔總自殺死亡數字之 52.6%，比起 2010 年下降 2.53%。另外，175 人採用「吊死」方式自殺，即 21%，比 2010 年上升了 0.38%。而採用「一氧化碳中毒」方式自殺的共有 134 宗，佔總自殺死亡人數的 16.1%，比 2010 年上升 1.81% (詳閱圖表 7.1)。

## 按職業分組之自殺死亡統計數字

在 2011 年，自殺死亡者中，首位為退休人士共 48 人，第二位是失業人士，佔 45 宗，接著是藍領階層，佔 44 宗 (詳閱圖表 7.3a)。雖然退休人士的自殺死亡數字比 2010 年的 39 宗驟升至 2011 年的 48 宗，但由於尚有 622 宗自殺死亡個案在死因裁判法庭未有作出死因調查，因而沒法作出職業上的分類。未作出死因調查的個案由 2010 年的 779 宗減至 2011 年的 622，這做成分析上的不確定因素增加。

2011 年本港的失業率是 3.4%，比起 2010 年的 4.4% 下降了 1%，而就業不足率則由 2010 年的 2% 減少至 2011 年的 1.7% (詳閱圖表 7.3b 及 7.3c)。

## 按精神疾患分組的自殺統計數字

2011 年共有 57 宗自殺死亡個案與精神病患有關，這組群的普遍自殺方式是「從高處墮下」，佔 21 人；另外 8 人溺斃，8 人死於吊頸。(詳閱圖表 7.4)

由於有 622 宗自殺死亡個案未經死因調查，我們不排除當中有部分自殺死亡個案與精神病患有關，故在數字上不容易反映出精神病患與自殺的關連。據世界衛生組織 (WHO) 表示，超過九成的自殺個案會與精神病患有關，例如抑鬱症、精神分裂症及酗酒，因此有效推廣精神健康的訊息能有助減低自殺率。

## 未能確定是否蓄意自殺的死亡數字

2011 年有 28 宗自殺死亡數字被列入「不能確定是意外或蓄意傷害」名單中，較 2010 年的 18 宗增加了 10 宗。在這 28 宗死亡數字中，12 人死於服毒，8 人死於溺斃，8 人死於由高處墮下 (詳閱圖表 7.5)。

## 毋須進行死因調查的死亡數字

2011 年共有 833 宗自殺死亡數字，包括 622 宗沒有經過解剖及死因調查的自殺死亡個案，這數字由 2010 年的 779 宗減少至 2011 年的 622 宗 (詳閱圖表 7.6)。未被調查及分類的自殺死亡個案佔 74.7%，這阻礙了作進一步自殺統計的分析。

## 總結

於 2011 年共有 833 人死於自殺，當中有 513 位男性 (61.6%) 及 320 位女性 (38.4%)。自殺數字為每十萬人中有 11.73，比 2010 年下降了 2.3。男女自殺比例是 1.8:1。「從高處墮下」(52.6%) 仍然是最普遍的自殺方法，「吊死」(21%) 佔第二位，「一氧化碳中毒」(16.1%) 為第三位。2011 年沒有

經過死因調查的有622宗，這令致我們難以為自殺與失業及精神疾患之間的關係作出可靠的結論。

2011年世界防止自殺日的主題是「全球攜手防自殺：不分你我，不分地區」。有效的防止自殺的工作，是需要各方專業一起作出努力，發展多方面和跨部門合作模式。而不論你是甚麼職業、性別、階層，及擁有的財富多少，你都可以為防止自殺付出努力。防止自殺是每一個人的事情，因此，每個人都可以為此作出貢獻，都可以付出關心、關愛身邊人。防止自殺不再是遙遠的事，留意身邊每一個人，關心他們，已經為防止自殺的工作作出貢獻，推廣珍惜生命信息。

在過去數年，香港多個不同的組織都在跨專業的合作模式下推行防止自殺教育、防止自殺和自殺危機介入之工作，這些均可對防止自殺及相關問題的認識與關注作出很大的貢獻。請大家都在日常生活中作出一點小變化，不論是一個微笑、在互聯網留下一個關懷的訊息、一個積極的態度和一句鼓勵的說話，都能令我們製造一個更和諧、互愛的社會，亦能實踐「自殺是可以預防的」的理念。

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(Table 7.1) The Number of Suicide Death in Hong Kong (By Type, Age & Sex)  
(表 7.1) 香港自殺死亡數字 (按自殺方式、年齡及性別分組)

Year	自殺類別 Type of Suicide	2011 年齡組別 Age Groups											2010		2009					
		性別 Sex	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	不詳 U	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total			
2011	火器 Firearms	男M				1									1		0	0	1	
		女F													0		0	0	0	
	藥物 Drugs	男M			3	2	1				1				10	30	19	40	9	24
		女F			2	2	4	6							20		21	15	3	
	毒藥 Poisons	男M				1					1				3	6	4	6	3	12
		女F						1							3		2		9	
	吊死 Hanging	男M		2	2	9	13	19	20	30	30	1	96	175	127	205	139	70	209	
		女F		1	5	9	12	13	6	33	79		79	438	340	208	320	200	520	
	由高處墮下 Jumping from a height	男M		10	42	46	32	35	30	74	269		269							
		女F		7	27	32	16	30	23	34	169		169							
一氧化碳 Carbon Monoxide	男M		1	13	21	37	25	2	3	103		103	134	94	142	70	123	193		
	女F			8	6	12	3	2		31		31								
淹死 Drowning	男M				2	2	2	2	3	4	1	16	30	18	35	11	18	29		
	女F			1	1	1	2	2	3	4	1	14		17	3	6	8	14		
利器 Sharp instruments	男M					1	1		2			4		1	5	2	3	6		
	女F						1							1	14	10	15	13		
其他 Others	男M					4	2	1	2	1	1	11	14	5						
	女F					1		1	1			3								
小計 Sub-total	男M	0	13	62	86	89	82	59	118	4	513									
	女F	0	8	43	51	46	57	35	79	1	320									
總計 Total		0	21	105	137	135	139	94	197	5	833									
小計 Sub-total	男M	0	19	77	95	108	103	68	144	0						614				
	女F	0	8	39	72	67	70	32	92	0						380				
總計 Total		0	27	116	167	175	173	100	236	0						994				
小計 Sub-total	男M	0	14	90	99	109	112	74	127	0								625		
	女F	0	11	47	71	74	61	26	100	0								390		
總計 Total		0	25	137	170	183	173	100	227	0								1015		

Source: Coroners Court 資料來源：死因裁判法庭

(Table 7.2) The Suicide Rate\* of Hong Kong (By Age and Sex)  
(表 7.2) 香港自殺率\* (按性別及年齡組別)

年齡組別 Age Group	2011			2010			2009					
	M 男	F 女	Ratio 比例	Total 總數	M 男	F 女	Ratio 比例	Total 總數	M 男	F 女	Ratio 比例	Total 總數
0-19	0.00	0.00	0:0	0.00	0	0.00	0:0	0	0	0	0:0	0
	3.45	2.25	1.5:1	2.86	4.71	2.10	2.2:1	3.44	3.40	2.80	1.2:1	3.11
Subtotal Population 整體人口	2.04	1.34	1.5:1	1.70	2.86	1.29	2.2:1	2.10	2.10	1.80	1.2:1	1.90
20-29	13.86	8.09	1.7:1	10.73	17.10	7.2	2.4:1	11.65	20.10	8.70	2.3:1	13.85
30-39	18.62	7.73	2.4:1	12.22	20.50	11.00	1.9:1	14.91	21.30	10.90	2.0:1	15.24
40-49	16.69	6.68	2.5:1	11.05	19.40	9.70	2.0:1	14.01	19.00	10.70	1.8:1	14.45
50-59	14.32	9.62	1.4:1	11.93	18.40	12.20	1.5:1	15.29	20.50	11.00	1.9:1	15.71
Subtotal Population 整體人口	15.83	7.97	1.9:1	11.50	18.85	10.06	1.9:1	14.03	20.20	10.40	1.9:1	14.83
60-69	17.51	10.63	1.6:1	14.11	21.90	10.80	2.0:1	16.43	24.90	9.30	2.7:1	17.32
70+	37.90	20.29	1.8:1	28.20	46.80	23.90	2.0:1	34.08	41.90	26.30	1.6:1	33.25
Subtotal Population 整體人口	27.47	15.89	1.7:1	21.41	34.25	18.18	1.9:1	25.83	33.50	19.10	1.8:1	25.95
Total Population 全年整體人口	15.50	8.44	1.8:1	11.73	18.53	10.08	1.8:1	14.03	18.90	10.50	1.8:1	14.45

\* 自殺率等於每 100,000 人口每年自殺死亡的人數

\* Suicide Rate equals to number of suicide death per 100,000 population per year

資料計算：香港撒瑪利亞防止自殺會

Calculation: The Samaritan Befrienders Hong Kong



(Table 7.3a) The Number of Suicide Death in Hong Kong 2011 (By Occupation)  
(表 7.3a) 香港自殺死亡數字 2011 (按職業分組)

年份 Year	2011 年齡組別 Age Groups											2010		2009		
	Sex	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	不詳 U	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total
	學生 Student	男M		8	2							10	14	6	8	5
	女F		3	1							4		2	2	10	
教師 Teacher	男M										0	2	0	2	1	3
	女F			2							2		2	2	2	
沒有職業 Not Employed	男M		2	5	9	9	6	3	1		35	45	40	68	58	95
	女F			3	3	2	2				10	23	28	37	37	
家庭主婦 Housewife	男M										0	0	0	0	0	31
	女F			2	1	3	6	3	8		23	23	22	22	31	
藍領階層 Blue Collars	男M		1	5	7	9	2	3			27	44	15	17	12	18
	女F			4	6	4	3				17	22	2	2	6	
白領階層 White Collars	男M			4		1	4				9	12	3	7	3	8
	女F				1	2					3	0	4	0	5	
病人 Patient	男M										0	0	0	0	0	0
	女F										0	0	0	0	0	0
紀律部隊 Disciplinaries	男M				2	2					4	4	0	1	5	5
	女F										0	0	1	0	0	0
商人 Business Man	男M				2	1		1			4	4	4	4	6	6
	女F										0	0	0	0	0	0
退休人士* Retired Person	男M						1	6	25		32	48	26	39	39	52
	女F						1	2	13		16	13	13	13	13	
未能分類** Unclassified	男M		2	44	66	65	66	45	92	1	381	622	491	779	463	728
	女F		5	32	36	35	45	30	58		241	288	288	265	265	
其他 Other	男M			2	2	2	1	1		3	11	15	29	47	33	54
	女F			1	2	2				1	4	18	18	21	21	
小計 Sub-total	男M	0	13	62	86	89	82	59	118	4	513	833	614	994	625	1015
	女F	0	8	43	51	46	57	35	79	1	320	380	380	390	390	
總計 Total		0	21	105	137	135	139	94	197	5	833	994	994	1015	1015	

Source: Coroners Court 資料來源: 死因裁判法庭

\* New category added in since 2005

\*\* The total number of suicide cases in 2011 were 833 which included 622 suicide cases without death investigation report ordered.

(Table 7.3b) The Underemployment Rate of Hong Kong (By Sex and Age)  
 (表 7.3b) 香港就業不足率(按性別及年齡分組)

年份 Year	性別 Sex	年齡組別 Age Groups						合計 Overall
		15 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60+	
2011	男 M	3.7	1.9	1.8	2.3	2.8	2.4	2.3
	女 F	3.9	0.7	0.5	1.2	2.1	1.9	1.1
	合計 Overall	3.8	1.3	1.1	1.8	2.5	2.3	1.7
2010	男 M	3.6	2.0	2.0	2.8	3.5	2.3	2.6
	女 F	3.1	1.0	0.8	1.6	2.4	2.8	1.4
	合計 Overall	3.4	1.4	1.3	2.3	3.1	2.4	2.0
2009	男 M	4.4	2.3	2.6	3.3	4.4	2.6	3.2
	女 F	4.3	1.0	0.7	1.7	2.5	1.5	1.4
	合計 Overall	4.4	1.6	1.6	2.6	3.7	2.3	2.3

Source: General Household Survey Section (2), Census and Statistics Department  
 資料來源：政府統計處綜合住戶統計調查組(二)

(Table 7.3c) The Unemployment Rate of Hong Kong (By Sex and Age)  
 (表 7.3c) 香港失業率(按性別及年齡分組)

年份 Year	性別 Sex	年齡組別 Age Groups						合計 Overall
		15 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60+	
2011	男 M	17.9	6.7	3.1	3.0	3.9	2.0	4.0
	女 F	13.6	4.1	2.0	2.5	2.2	2.0	2.8
	合計 Overall	15.8	5.3	2.5	2.7	3.3	2.0	3.4
2010	男 M	23.0	8.3	3.7	4.1	5.0	3.3	5.1
	女 F	18.3	5.3	2.6	3.0	3.2	1.4	3.6
	合計 Overall	20.8	6.7	3.1	3.6	4.3	2.8	4.4
2009	男 M	24.1	9.4	4.5	5.1	6.2	3.3	6.2
	女 F	19.5	5.5	3.5	4.1	3.9	2.4	4.4
	合計 Overall	22.0	7.3	3.9	4.6	5.4	3.1	5.4

Source: General Household Survey Section (2), Census and Statistics Department  
 資料來源：政府統計處綜合住戶統計調查組(二)



(Table 7.4) The Number of Mental Suicide in Hong Kong (By Type Age & Sex)  
(表 7.4) 香港精神病患者自殺死亡人數(按自殺方式、年齡及性別分組)

Year	自殺類別 Type of Suicide	2011 年齡組別 Age Groups											2010		2009				
		性別 Sex	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	不詳 U	小計 Sub-Total	總計 Total	小計 Sub-total	總計 Total	小計 Sub-Total	總計 Total		
		男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F	男 M	女 F		
2011	火器 Firearms														0	0	0	0	
	藥物 Drugs			1		1		1							3	7	7	18	
	毒藥 Poisons				1										1	2	1	1	
	吊死 Hanging						2	1	1	1	2				6	8	4	11	
	由高處墮下 Jumping from a height			1		1									2	21	18	33	
	一氧化碳 Carbon Monoxide				1	1	1								3	5	1	5	
	淹死 Drowning				1	1	2								6	8	2	8	
	利器 Sharp instruments					1	1								2	2	0	0	
	其他 Others					2									3	6	2	4	
	小計 Sub-total	男 M	0	1	4	8	6	6	3	3	8	0	33						
	小計 Sub-total	女 F	0	1	3	6	6	4	4	4	2	0	26						
	總計 Total		0	2	7	14	12	7	7	7	10	0	59						
2010	小計 Sub-total	男 M	0	0	3	8	10	10	2	2	0				35				
	小計 Sub-total	女 F	0	0	3	12	8	11	6	5	0				45				
	總計 Total		0	0	6	20	18	21	8	7	0				80	**80			
2009	小計 Sub-total	男 M	0	2	5	13	10	8	5	5	0							48	
	小計 Sub-total	女 F	0	2	9	6	13	12	3	13	0							58	
	總計 Total		0	4	14	19	23	20	8	18	0							106	

Source: Coroners Court 資料來源：死因裁判法庭

\* There were 626 of suicide cases without death investigation report ordered that excluded the number of Mental Suicide.

\*\* There were 779 of suicide cases without death investigation report ordered that excluded the number of Mental Suicide.

\*\*\* There were 728 of suicide cases without death investigation report ordered that excluded the number of Mental Suicide.

(Table 7.5) Injury undetermined whether accidentally or purposely inflicted (By Type, Age & Sex)  
(表 7.5) 未確定是意外或故意造成的損傷 (按自殺方式、年齡及性別分組)

Year	自殺類別 Type of Suicide	2011 年齡組別 Age Groups											2010		2009			
		性別 Sex	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	不詳 U	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total	
		男 M																
	火器 Firearms	女 F																
	藥物 Drugs	男 M			1	1									4	12	3	9
		女 F					1	2	1	4					8	6	6	11
	毒藥 Poisons	男 M													0	0	0	0
		女 F													0	0	0	0
	吊死 Hanging	男 M													0	0	0	0
		女 F													0	0	0	0
2011	由高處墮下 Jumping from a height	男 M			1	2	2								5	8	2	2
		女 F			1					1					3	0	0	0
	男 M													0	0	0	2	
	女 F													0	0	2	1	
	Carbon Monoxide	男 M			1	1									3	8	4	5
	淹死 Drowning	女 F								2	1	1			5	1	1	3
	利器 Sharp instruments	男 M													0	0	0	0
		女 F													0	0	0	0
	其他 Others	男 M													0	0	0	0
	女 F														0	0	0	0
小計 Sub-total	男 M	0	1	4	2	2	3	0	0	2	0	12						
女 F	0	1	0	0	2	4	2	1	5	1	16							
總計 Total		0	2	4	4	7	2	1	7	1	28	*28						
2010	小計 Sub-total	男 M	0	0	1	3	1	3	0	1	0	9						
		女 F	0	0	1	1	3	4	0	0	0	9						
總計 Total		0	0	2	4	4	7	0	1	0	18	**18						
2009	小計 Sub-total	男 M	1	0	7	12	7	6	8	6	3	50						
		女 F	0	4	1	3	2	10	1	1	0	22						
總計 Total		1	4	8	15	9	16	9	7	3	72	***72						

Source: Coroners Court 資料來源：死因裁判法庭

\* There were 622 of suicide cases without death investigation report ordered that excluded the number of above table.

\*\* There were 781 of suicide cases without death investigation report ordered that excluded the number of above table.

\*\*\* There were 753 of suicide cases without death investigation report ordered that excluded the number of above table.

(Table 7.6) The Number of Suicide Cases without death investigation reported order in Hong Kong (By Type, Age & Sex)  
(表 7.6) 無須要求死亡調查報告的自殺案件之附加資料

Year	自殺類別 Type of Suicide	性別Sex	2011 年齡組別 Age Groups										2010			
			0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	不詳 U	小計 Sub-Total	總計 Total	小計 Sub-Total	總計 Total	
			0	2	44	66	65	66	65	66	45	92	1	381	622	
2011	火器 Firearms	男M											0	0	0	0
	藥物 Drugs	女F											0	0	0	0
	毒藥 Poisons	男M			1								2	10	3	8
	吊死 Hanging	女F			2								8	5	5	8
	由高處墮下 Jumping from a height	男M					1	3					0	0	1	2
	一氧化碳 Carbon Monoxide	女F											0	0	1	2
	海死 Drowning	男M			1	4	7	18	19	26			75	139	112	174
	利器 Sharp instruments	女F			5	6	10	12	6	25			64	62	62	174
	其他 Others	男M			32	41	27	25	23	61			210	351	294	467
	小計 Sub-total	女F	1	5	19	24	13	28	21	31			141	351	173	467
	總計 Total	男M	1	10	18	30	30	22	21	31			85	110	76	116
	小計 Sub-total	女F	6	6	6	10	10	1	2	3	1		25	110	40	116
	總計 Total	男M				1	1	1	1	1			3	6	3	9
	小計 Sub-total	女F											3	6	6	9
	總計 Total	男M											0	0	0	1
	小計 Sub-total	女F											0	0	1	1
	總計 Total	男M				2	1	1	2				6	6	2	2
	小計 Sub-total	女F											0	0	0	2
2011	小計 Sub-total	男M	0	2	44	66	65	66	65	66	45	92	1	381	622	
	總計 Total	女F	0	5	32	36	35	45	30	45	30	58	0	241	622	
	小計 Sub-total	男M	0	7	76	102	100	111	75	111	75	150	1	622	622	
	總計 Total	女F	0	14	60	68	87	81	57	81	57	124	0	491	622	
2010	小計 Sub-total	男M	0	5	30	49	52	57	22	73	0	0	0	288		
	總計 Total	女F	0	19	90	117	139	138	79	197	0	0	0	779	779	

Source: Coroners Court 資料來源：死因裁判法庭

# REPORT ON SPOT SERVICE 2011

CHAN FUNG MING (Hotline Volunteer)  
TRANSLATION: IP CHI WING (Hotline Volunteer)

Our Suicide Prevention on neT (SPOT) Service was launched in 2008 and by now it has been in operation for four years. Searching was made on the Internet for people giving messages which showed emotional distress or suicidal risk on a daily basis. Then messages were left to give them support and encouragement. When necessary, as a further assistance, emotional relief and information on relevant resources were provided, and sometimes even intervention service from our Suicide Crisis Intervention Centre was referred.

From January to December 2011, the service handled a total of 916 cases, of which 252 were new cases. 52.3% of our first messages to the clients obtained a response. In most of the responses, the clients expressed thanks for our concern. In some of the responses, the clients went on to talk about their problems. For those first messages which did not obtain a response in return, we believe that some positive encouragement had been given to the clients. In addition to leaving messages in the clients' blogs, we posted some positive inspirational messages in our own blog, which has been visited by almost six thousand browsers.

## Analysis on Gender and Age

Of the 916 cases of the year, 72.2% were female, 27.3% male and 0.5% unidentified. Women are known to be outspoken when they have emotional disturbance, which has been also reflected in the world of the Internet. The number of female cases was three times more than that of male. While teenagers are one of the largest groups of Internet users, the largest age group expressing emotional disturbance over the internet was 20-29, which accounted for 47.1% of the total cases. Of this age group, 76% were female and 24% were male. The age group of 10-19 accounted for only 18% of the total. The percentages of females and males of this age group were about the same as those of the age group from 20-29: accounting for 75% female and 25% were male. Clients aged above 50 accounted for 1.2% of the total, with the number of females and males being more or less the same. Apart from the above, 19% of the clients were unwilling to reveal their gender and personal particulars, and they were not included in the statistics on gender.

## Analysis on Suicidal Risk, Gender and Age

Suicidal risk assessment is an important part in our SPOT Service. This assessment is closely linked to the way the intervention is made. Of the 916 cases, 42.5% had suicidal risk: 1.4% had a high suicidal risk (having a specific plan for the suicidal act and an immediate urgency), 6.1% had a medium suicidal risk (having a specific plan for the suicidal act but no immediate urgency), and 34.9% had a low suicidal risk (having suicidal thought but no specific plan for the act).

Of all the 252 cases with only an initial contact was made, 4 cases (1.6%) were assessed to be with a high suicidal risk, 20 cases (7.9%) with a medium suicidal risk, 122 (48.4%) cases with a low suicidal risk, 75 cases (29.8%) with no suicidal risk but emotional disturbance and the remaining 31 cases (12.3%) with unknown suicidal risk as the clients had not expressed themselves clearly and an assessment could not be done. Hence, compared to the hotline service, searching the Internet for service targets pro-actively does get a higher chance in finding persons with suicidal risk.

Among the 664 cases which follow-up service can be made after an initial contact, the suicidal risk of the clients dropped significantly as a result of our intervention. The cases with a high suicidal risk decreased by 0.2% to 1.4%. A small proportion of the clients with a high suicidal risk was quite determined to suicide and had a rather big resistance to our intervention, which has greatly reduced the effect of our intervention. The cases with a medium suicidal risk decreased by 2.5% to 5.4%. The cases with a low suicidal risk decreased by 18.6% to 29.8%. The cases with no suicidal risk increased from 29.8% to 53.9%. These figures demonstrated that our SPOT Service was effective in bringing help to persons with emotional disturbance or even suicidal risk.

The cases found this year ranging from 10 to over 50 in age. The percentage of the presence of suicidal risk was 22.1% for those aged from 10 to 19, 46% for those aged from 20 to 29, 9.5% for those aged from 30 to 39, 2.1% for those aged from 40 to 49, and 1.5% for those aged 50 or above. The rest, accounting for 18.8% of the cases, were unwilling to reveal their age.

## Analysis on age and cause of problem

The causes of emotional disturbance or even suicidal thought varied between cases. In fact, there was more than one cause for most of the cases. For example, occupational problem was often accompanied by financial problem and



marital problem was often mingled with family problem. Of the 916 cases, the most common problem was love affairs (36.7%), followed by mental problem (16.2%) and family problem (15.5%). 15.5% of the cases were unwilling to tell their problems. It is thus not possible to categorize the causes of their emotional disturbance. Besides the above named causes, other causes included employment (9.9%), studies (8.5%), marriage (6.9%), friendship (6.7%), health (6%), finance (3.2%) and suicide of family members or friends (2.8%).

Everyone experience joys and sorrows in different stages. For cases aged 9 or below, study and family problems were the major causes of disturbance. For cases aged from 10 to 19, love affairs, study, friendship and family problems were the major causes of disturbance (love affairs 26.7%, study problem 23.6%, friendship problem 21.8% and family problem 17.6%). For cases aged from 20 to 29, love affairs, mental problem and employment problem were the major causes of disturbance (love affairs 45.7%, mental problem 15.5% and employment problem 14.4%). For cases aged from 30 to 39, mental problem, marital problem, family problem and love affairs were the major causes of disturbance (mental problem 37.3%, marital problem 29.1%, family problem 25.5% and love affairs 24.5%). For cases aged from 40 to 49, marital problem and mental problem were the major causes of disturbance (marital problem 35% and mental problem 30%). For cases aged 50 or above, the causes of disturbance included love affairs, marital and employment problems.

Of the various causes of emotional disturbance, the number one cause was love affairs, accounting for 36.7% of the 916 cases and those aged from 10 to 39 were most affected by it. Such a finding is well expected as finding a suitable lover, getting understood and used to each other, and making a lifelong commitment are bound to be a difficult and challenging process. The second cause was mental problem which accounted for 16.2% of the 916 cases. Those aged from 10 to 49 were most affected by it. Some of the clients were suffering from mental illness such as depressive disorder or manic-depressive disorder. The illness affected their relationship with other people and their performance at work, causing them great physical and psychological distress. Some of them even had suicidal thought persistently. The third one was family problem. Most of the cases with this cause were aged 49 or below, and those aged from 30 to 39 were most affected by this cause.

## Conclusion

From its launch in 2008 to the present, the SPOT Service has accumulated four years of experience in providing suicide prevention service over the internet. The service has been operated under the close cooperation between our social workers and volunteers. Reviews have been conducted from time to time for service improvement. Despite the shortage of manpower and limitations of the mode of the service, the efforts of searching the Internet and leaving messages to our clients have been sustained. They can be encouraged, given more confidence, and assured of their value of lives.

# 網蹤人計劃報告 2011

撰寫：陳鳳明（熱線義工）

由2008年始，「網蹤人計劃」在互聯網上提供防止自殺工作至今已四年，我們每天在互聯網上尋找一些具情緒困擾、以及有自殺危機的訊息，主動留言給予支持和鼓勵，有需要時更會進一步向案主提供情緒紓緩及給予相關資源，甚至將個案轉介本會的自殺危機處理中心。

在2011年1月至12月這一年裏，「網蹤人計劃」服務一共處理了916宗個案，其中252宗屬於新個案。在第一次留言後，有52.3%的留言接觸獲案主回應，大部份的回應內容都是表達謝意，有些會進一步訴說自己的事情；至於沒有回應的個案，並不代表我們的關懷起不了作用，反之我們相信能讓案主得到正面留言的鼓勵。除了主動在案主的網誌留言之外，我們亦利用我們的網誌張貼一些勵志、正面的訊息，其瀏覽人次接近六千之多。

## 性別及年齡組群分析

在916宗個案中，有72.2%是女性，27.3%是男性，其餘0.5%沒有透露其性別（詳閱圖表8.2）。女性似乎較多主動地表達情感，在互聯網的世界亦然，被我們所搜尋到的女性個案比男性的高出接近3倍。另一方面，就年齡而言，在互聯網上表達情緒困擾，甚至有自殺危機的，以20-29歲的群組為大多數，佔47.1%，而女性佔當中的76%，男性佔24%。而10-19歲的群組只佔18%，不過男女比例則與前者相若，分別是女性75%、男性25%。50歲以上的也有1.2%，男女比例相若。另外有19%的個案不願意透露自己的性別及個人資料而未列入性別的統計內。（詳閱圖表8.1）

## 介入工作前後自殺危機轉變及年齡分析

「網蹤人」的工作裡，自殺評估是相當重要的一個環節，直接影響了介入方法，乃至是否需要轉介至本會自殺危機處理中心跟進。在916宗個案中，有42.5%是具自殺危機的，當中有1.4%是具高度自殺危機，即是有明確的自殺計劃，以及迫切的危急性；有6.1%是有中度自殺危機，案主一般都有具體的自殺計劃，但未有明確的急切性。而34.9%是具有輕度自殺危機，案主有自殺念頭，但未有清晰的自殺計劃。

在252宗首次接觸之個案中，有4宗被評估為高度自殺危機（1.6%）、20宗為中度自殺危機（7.9%）、122宗為輕度自殺危機（48.4%），另外有75宗屬於沒有自殺危機但有情緒困擾（29.8%），最後有31宗由於案主的表達含糊而未能評估其危機的個案（12.3%）。這種主動在互聯網上尋找服務組群的方法，能有效地與一些較被動或對防止自殺服務不認識的群組接觸，達到防止自殺的目的。

由第二次跟進至結束的664宗個案當中，案主的自殺危機隨著「網蹤人」的介入，以及案主的努力，有著明顯的緩減，高度自殺危機者降至1.4%，下降了0.2%，當中有小部份案主對自殺的信念較強以及對「網蹤人」的介入存有較大的排斥，故此自殺危機下降幅度未見明顯；至於中度自殺危機者佔5.4%，下降了2.5%；輕度自殺危機者佔29.8%，下降了18.6%；而沒有自殺危機的個案由29.8%上升至53.9%，這說明了一個現況，「網蹤人計劃」服務的確能為這班受情緒困擾甚至有自殺危機的人士帶來幫助。

在具自殺危機的個案中，10-19歲組群具自殺危機的有22.1%；20-29歲組群具自殺危機的則為所有年齡組別中最多，是46%；而30-39歲組群具自殺危機的為9.5%；40歲以組群則只有2.1%具自殺危機；而50歲以上則有1.5%。其餘18.8%因為案主不願透露其年齡而未能作出分析。



## 年齡組群與困擾類別分析

案主以情緒受困擾及具自殺危機者為主。當中困擾因素各有不同，但一般都非單一出現，例如經濟困擾往往伴隨著職業問題，婚姻問題也大都會牽涉家庭問題。從916宗個案分析顯示，愛情問題為最多數，佔36.7%；其次是精神問題，佔16.2%；第三位是家庭問題，佔15.5%。另外，亦有15.5%的個案在網誌中不願透露所困擾的具體原因，只含糊地表達其情緒出現困擾，故未能歸類。其他的困擾問題包括：職業(9.9%)、學業(8.5%)、婚姻(6.9%)、交友(6.7%)、健康(6%)、經濟(3.2%)、親友自殺(2.8%)等等。

在成長階段中，每個人都能嚐到人生的喜和悲，在服務統計的人士分析中，在9歲以下組群的個案中，都受著學業和家庭的困擾；10-19歲組群，主要受著愛情(26.7%)、學業(23.6%)所困擾著；20-29歲組群中，受愛情(45.7%)、精神病(15.5%)所困擾；30-39歲組群中，卻多為精神(37.3%)及婚姻(29.1%)問題所困擾；40-49歲組群中，以婚姻問題(35%)和精神問題(30%)困擾最大；50歲以上的，會受著愛情、婚姻和職業所困擾。

愛情是「網蹤人」最常見困擾著案主的問題，佔總數的36.7%，而受困擾年齡組別是10-39歲，尋覓伴侶、互相了解適應以及一起盟訂終生的過程中，往往都要經歷重重考驗，當中或會造成困擾。而精神問題僅次居於第二位，佔916宗個案的16.2%，受困的年齡組別是10-49歲，當中有些案主患上抑鬱症或狂躁抑鬱症等精神疾病，同時因而影響了與身邊人的關係、工作表現等，造成極大的身心痛苦，有些更長期有輕生的念頭。而第三位的困擾類別是家庭問題，大多數的個案都在49歲以下，以30-39歲組群最受影響。

## 總結

「網蹤人計劃」服務由2008年啟動至今，累積了四年的經驗，過程中不斷檢討和改善，由社工和義工的緊密合作，雖然受著操作模式等限制，但我們仍繼續努力在互聯網上搜尋和留言，目的就是讓那些受情緒困擾甚至有輕生念頭的人得到正面的鼓勵和幫助，重拾信心，珍惜生命。

(Table 8.1) Age and suicidal assessment of SPOT project in 2011  
(表 8.1) 2011 年網蹤人計劃跟進個案年齡及危機程度統計表

自殺危機 Suicidal Assessment		高 High	中 Middle	低 Low	無 None	不詳 Unknown	總計 Total
年齡 Age	0 - 9	0	0	0	6	0	6
	10 - 19	1	16	69	57	22	165
	20 - 29	10	28	141	213	39	431
	30 - 39	0	6	31	69	4	110
	40 - 49	2	4	2	12	0	20
	50 - 59	0	0	6	4	1	11
	不詳 Unknown	0	2	71	72	28	173
總計 Total		13	56	320	433	94	916

(Table 8.2) Sex and suicidal assessment of SPOT project in 2011  
(表 8.2) 2011 年網蹤人計劃跟進個案性別及危機程度統計表

自殺危機 Suicidal Assessment		高 High	中 Middle	低 Low	無 None	不詳 Unknown	總計 Total
性別 Sex	女 F	11	40	211	339	60	661
	男 M	2	16	106	92	34	250
	不詳 Unknown	0	0	3	2	0	5
	總計 Total	13	56	320	433	94	916

(Table 8.3) Types and age distribution of SPOT project in 2011  
(表 8.3) 2011 年網蹤人計劃個案類別及年齡分佈表

年齡 Age		10-19	0-9	10-19	20-29	30-39	40-49	50-59	不詳 Unknown	總計 Total	%
類別 Type	健康 Health	0	0	7	14	14	4	0	16	55	6.0
	交友 Social Relationship	0	0	36	12	4	0	0	9	61	6.7
	學業 Study	0	6	39	33	0	0	0	0	78	8.5
	職業 Occupation	0	0	2	62	7	0	2	18	91	9.9
	性 Sexual Problem	0	0	0	11	0	0	0	0	11	1.2
	精神病 Mental Problem	0	0	15	67	41	6	0	19	148	16.2
	家庭 Family Disputes	0	6	29	55	28	1	0	23	142	15.5
	經濟 Finance	0	0	2	15	4	1	0	7	29	3.2
	意外 Accident	0	0	0	0	0	0	0	2	2	0.2
	婚姻 Marital Problem	0	0	0	14	32	7	3	7	63	6.9
	愛情 Romantic Relationship	1	0	44	197	27	4	4	59	336	36.7
	親友自殺 Relatives Suicide	0	0	12	10	2	2	0	0	26	2.8
不詳 Unknown	0	0	29	60	9	2	3	39	142	15.5	
總計 Total		1	12	215	550	168	27	12	199	1184	



# MY SHARING OF SPOT SERVICE

Xavier Chan (Hotline Volunteer)

Two years ago, I knew from our Volunteers Group Leader Meeting our Suicide Prevention on Net (SPOT) project. By that time, I had already been serving in SBHK for some time and I would like to look for some new challenges. This project gave me the right chance to widen my voluntary service in the organization.

As an IT professional and confident in my language proficiency, I believed that it would be a piece of cake for me to work in the SPOT project. However, it took me a little time to realize that it was not as simple as I thought once I started volunteering myself for it. While I was required to understand the emotion, feelings and the need of the clients when chatting over the internet, I also needed to build up a mutual trust relationship without dependency problem, which was not something simple and straight-forward. It was also not easy to spend more time on this voluntary work after a whole day of hard work in the office.

However, in spite of the above difficulties, most teammates are very committed to this project because we all understand that the need of the service provided by SPOT. It is common that people share their feelings via the internet nowadays and therefore the provision of suicide prevention service via the internet is necessary, which, however, is not quite fulfilled due to limited resources.

While many of us find that volunteering ourselves in SBHK has broadened our horizon by knowing thoughts and stories of people from different background, it is equally the same when we serve the community over the internet. Moreover, the members of the SPOT project can also share the sense of achievements when our opinions can be implemented to improve the service. The SPOT project can both be an easy and difficult task, all depends on our will.

## 「網蹤人」計劃工作的反思

陳宇暉 (熱線義工)

兩年前，我從本會義工組長會得知網蹤人這個計劃，當時我擔當本會義工已有一段時間，想作些新嘗試，於是便順利成章參加了這個計劃。

從事資訊科技的我，對互聯網很是熟識，再加上語文和寫作能力也很不錯，本以為很容易可以勝任「網蹤人」的工作，但開始之後才了解到這不如當初想像般簡單。要在篇幅長短不一的博客 (blog) 之中揣摩案主的情緒和需要，然後嘗試跟案主建立互信但不倚賴的關係，其實並不容易。

而另一方面，要長期保持自律，在一天的工作過後，仍繼續在電腦前從事「網蹤人」義務工作，常感到“很難下決心去騰出工餘時間”。然而，驅使我們每一位組員堅持下去，是因我們看到這個服務有其存在的需要，在網上分享心事早已成了一些人宣洩情感的主要渠道。防止自殺工作推進至網路世界的構思早已存在，但由於執行上有其難度，實在沒有太多機構願意花費心力去實行。本會開拓網上防止自殺服務，而作為義工，我們都樂於繼續為「網蹤人」這項有意義的服務付出心力。

每一位義工在加入本會之後，都會看多了人生百態，透過網上世界，看到的故事是自己日常未必接觸過的。「網蹤人」是一個全新的計劃，每一位參與義工的意見和構思都能幫助計劃的發展，這份高度參與的使命，帶給我一份滿足感。回看這份義務工作，說難不太難，說易也不算易，惟萬事只怕有心人。



# TITBITS 活動花絮

Hotline Centre 熱線中心

活動花絮



51st batch Pre-Service Training for Volunteers  
51期職前義工訓練



Set up "Caring Service Station" in the community to arouse public awareness of mental health  
在區內設立「心靈關顧服務站」提高社區人士關注情緒健康



"Prevention of Elderly Depression" Talk in an Elderly Centre in Wong Tai Sin  
到黃大仙區長者機構舉辦「家愛長者防抑鬱」講座



Volunteers Retreat Camp  
義工退修營活動



Service introduction of Castle Peak Hospital for our Volunteers  
義工專心聆聽青山醫院工作人員介紹醫院服務



## Life Education Centre 生命教育中心



A Talk to Students on cherishing life  
「學生講座」教育中小學及大專生命的可貴



Workshop for the elderly on mental health  
「長者工作坊」讓長者關注心理健康，建立積極晚年



Life Ambassadors visiting the elderly  
珍惜生命大使探訪長者



Life Ambassadors experiencing blindness  
珍惜生命大使體驗失去視力的滋味



Graduation Ceremony of the 21st batch of Life Ambassadors  
第21期珍惜生命大使畢業禮



Life Ambassadors Volunteers' Refresher courses  
珍惜生命大使進階培訓工作坊



## Suicide Crisis Intervention Centre 自殺危機處理中心



Retreat Day Camp  
職員退修日



Regular staff training on psychiatric aspect by SBHK consultant, Dr. Chiu Siu-ning  
本會顧問趙少寧醫生定期為同工進行精神健康諮詢會議



Sharing of member of 'Live the Rainbow' Group on the positive experience in joining 'Unfinished Novel', a therapeutic group for suicide survivors, at The 26th World Congress on Suicide Prevention of IASP  
活出彩虹小組組員出席國際預防自殺協會第26屆世界大會，講述《未完的小說》小組對自殺者親友之治療成效



2012 'Countdown camping of Live the Rainbow Group and Life Drama  
活出彩虹小組與《生命劇場》成員於除夕歡度2011年



Workshop of "Live the Rainbow" Service with guests of Dr. Chen, Lawrence and member of 'Live the Rainbow' Group  
活出彩虹服務舉辦《活出彩虹人生》工作坊，並邀得陳維樑博士及組員分享自助方法



Joint music concert 'Walk & Road Show' with School of Communication of Hong Kong Baptist University, to promote suicide prevention service on internet - 'help4suicide.com.hk'  
自殺自療互助舍與香港浸會大學傳理學院傳播坊合辦 'Walk & Road Show' 宣傳網上防止自殺服務



Training on suicide crisis intervention for Hong Kong Correctional Services  
中心為懲教署人員提供有關自殺危機處理的訓練工作坊



Training on helping suicide survivors for frontline workers of Social Welfare Department  
中心為社會福利署前線同工提供有關輔導自殺者親友的訓練工作坊



## Caring Fund 關懷身邊人基金



Life Camp  
「重寫心靈劇本」  
身心培訓營



Life Story Telling Technique Workshop  
「給孩子講生命繪本」說故事技巧培訓工作坊



Vice Chairman  
Mr. Vincent Kan  
interviewed by  
Police Magazine  
副主席簡柏基先  
生接受警訊訪問



Understanding the Adolescent Project 2011-2012  
「成長的天空」計畫 2011-2012

## Professional Training and Development 專業培訓及發展中心



Group practice in class  
help the students pick up  
skills more effectively  
課堂時進行小組演練，讓  
學員更掌握學到的技巧



Professional like Psychiatrist  
conducting a talk in a school  
專業人士如精神科醫生到校提  
供講座服務



Discussing and sharing  
in class enrich practical  
experiences of the students  
課堂著重討論及分享，讓學  
員汲取實際的經驗



Parenting workshop  
親職教育的家長工作坊



Students in a lesson  
學員上課情況



# AUDITORS' AND FINANCIAL REPORT 財政報告

## Y. H. CHEUNG & COMPANY

CERTIFIED PUBLIC ACCOUNTANTS

7/F., TERN CENTRE, TOWER 2,

251 QUEEN'S ROAD CENTRAL,

HONG KONG.

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張耀鴻會計師行  
香港皇后大道中二五一號  
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傳真：二八五〇二八

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE SAMARITAN BEFRIENDERS HONG KONG (incorporated in Hong Kong with limited liability)

We have audited the annexed financial statements of The Samaritan Befrienders Hong Kong ( "the Corporation" ) which comprise the balance sheet as at 31 March 2012, the income and expenditure statement of the Accumulated Fund, the statement of comprehensive income, the statement of changes in equity funds and the statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

#### Responsibility Of The Executive Committee For The Financial Statements

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

#### Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

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

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

#### Opinion

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



Y. H. Cheung & Company  
Certified Public Accountants  
Hong Kong  
31 May 2012



**Y. H. CHEUNG & COMPANY****CERTIFIED PUBLIC ACCOUNTANTS**7/F., TERN CENTRE, TOWER 2,  
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傳真：二八五一二八〇二**核數師報告書****致香港撒瑪利亞防止自殺會****(根據香港『公司條例』註冊之有限責任團體)會員：**

本核數師(以下簡稱「我們」)已完成審核依香港公認會計原則編製的附同財務報表。當中包括資產負債表,經常費收支表,綜合各基金收支表,綜合各基金變動表,現金流量表,主要會計政策摘要及其他附註。

**執行委員會的責任**

貴會之執行委員會有責任依香港公司法及香港會計師公會財務報表準則編製真實與公正的財務報表。為編製該等財務報表,執行委員會須設有內部監控系統免除會計錯誤,並要採用合適的會計政策及對會計項目作出合理的評估。

**核數師的責任**

我們的責任是根據我們審核的結果對該等財務報表表達意見,我們是按照香港會計師公會所定的核數準則進行審核。該準則要求核數師要遵從專業守則及設定審核程序審核以確保財務報表沒有重大錯誤陳述。

審核工作是查證財務報表上之銀碼及其陳述有否憑證。審核之程序是基於核數師對該財務報表產生誤導之可能性作出評估而決定,核數師之考慮包括評估執行委員會所設之內部監控系統是否有效,但該評估是為核數用故核數師不會對此作出報告。審核範圍亦包括評估執行委員會於編製該等財務報表時所作的重要估計及判斷和所釐定的會計政策是否適合該組織的具體情況。

下列意見乃基於我們審核工作取得之資料。

**意見**

我們認為上述的財務報表均真實與公正地反映貴會於2012年3月31日的財務狀況及貴會截至該日為止年度綜合各基金之盈餘及現金流量,並符合香港會計師公會財務報表準則及公司條例規定適當編製。

張耀鴻會計師行  
香港執業會計師  
2012年5月31日

香港撒瑪利亞防止自殺會  
 THE SAMARITAN BEFRIENDERS HONG KONG  
 資產負債表  
 BALANCE SHEET  
 2012年3月31日  
 AS AT 31 MARCH 2012

		註 NOTES	2012 HK\$	2011 HK\$
流動資產	CURRENT ASSETS			
手存現金	Cash in hand		14,000	10,000
銀行存款	Cash at banks		5,601,898	5,244,252
定期存款	Fixed deposits		898,463	898,372
應收及預付款	Accounts receivable and prepayments		643,414	402,737
			<u>7,157,775</u>	<u>6,555,361</u>
減：流動負債	LESS: CURRENT LIABILITIES			
應付款項	Accounts payable		(694,894)	(826,683)
			<u>6,462,881</u>	<u>5,728,678</u>
非流動資產	NON-CURRENT ASSETS			
水電按金	Utility deposits		16,420	16,420
傢具器材	Furniture, fittings and equipment		1	1
資產淨值	NET ASSETS		<u>6,479,302</u>	<u>5,745,099</u>
資金來源	Represented by:			
累積基金	ACCUMULATED FUND	3	710,081	696,346
儲備	GENERAL RESERVE	4	435,000	435,000
特別基金	SPECIAL FUND	5	503,919	503,919
關懷身邊人基金	CARING FUND	6	1,913,019	1,462,009
活動基金	PROGRAMS FUND	7	20,619	20,619
			3,582,638	3,117,893
自殺危機處理中心基金	SUICIDE CRISIS INTERVENTION FUND	8	2,980,321	2,808,314
生命教育中心基金	LIFE EDUCATION CENTRE FUND	9	(83,657)	(181,108)
			<u>6,479,302</u>	<u>5,745,099</u>

The attached notes form an integral part of these accounts.  
 Approved by the Executive Committee on 31 May 2012  
 附註乃賬項之一部份  
 於2012年5月31日經執行委員會通過接納

  
 Chairman  
 主席

  
 Treasurer  
 財政



香港撒瑪利亞防止自殺會  
累積基金  
ACCUMULATED FUND  
INCOME AND EXPENDITURE STATEMENT  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

	2012 HK\$	2011 HK\$
<b>主要收入</b>		
捐款及津貼：		
香港公益金	1,764,330	1,582,300
政府租金及津貼	102,820	102,296
其他	18,038	48,794
	<u>1,885,188</u>	<u>1,733,390</u>
<b>其他收入</b>		
會費收入	6,400	6,420
利息收入	104	85
講座及其他收入	17,925	21,580
收回行政費用	---	167,854
	<u>1,909,617</u>	<u>1,929,329</u>
<b>費用支出</b>		
行政費用	144,000	---
個案費用	3,455	2,860
訓練費用	21,179	9,989
活動費用	140,769	145,650
交通	104,748	145,530
外展	1,034,263	1,341,693
公眾關係	40,327	58,408
醫療	1,240	1,182
職員培訓	1,650	800
招聘	7,134	3,600
租金及差餉	102,820	102,296
辦公室用品	13,018	25,036
宣傳	13,300	11,574
年刊及印刷費	40,715	41,314
書刊雜誌	5,505	5,318
資助購買之 電話系統	118,568	---
電腦及軟件	1,793	11,914
低值傢俬及器材	1,093	4,179
維修及保養	28,029	32,226
電話及傳呼	21,437	24,860
水電	51,614	55,320
郵寄	602	897
清潔用品及費用	35,585	36,585
聯會會員費用	4,000	3,000
辦事處費用	7,730	5,520
社會服務	7,030	7,370
康樂活動	2,026	1,100
雜項	7,637	17,847
酒樓餐館	4,601	7,780
保險費	18,901	10,903
雜項	1,908	7,282
	<u>1,895,882</u>	<u>1,974,303</u>
<b>本年度盈餘(虧損)</b>	<b>13,735</b>	<b>(44,974)</b>

香港撒瑪利亞防止自殺會  
綜合基金  
STATEMENT OF COMPREHENSIVE INCOME  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

	2012 HK\$	2011 HK\$
<b>主要收入</b>		
收捐款及津貼	10,789,267	10,630,634
其他收入	492	450
銀行利息	1,932,454	1,106,204
課程及作項收入	<u>12,722,213</u>	<u>11,737,288</u>
<b>支出</b>		
訓練及社區工作	856,572	519,154
職員薪金福利	9,097,597	8,753,536
行政費用	1,432,070	1,110,254
租金及差餉	370,380	368,364
電腦及軟件	14,458	229,994
低值傢俬及器材	46,961	11,379
資助購買之資產	169,972	111,258
顧問費	---	30,000
	<u>11,988,010</u>	<u>11,133,939</u>
<b>本年度盈餘</b>	<b>734,203</b>	<b>603,349</b>

綜合基金變動表  
STATEMENT OF CHANGES IN EQUITY FUNDS  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

	2012 HK\$	2011 HK\$
年初各基金總結餘	5,745,099	5,141,750
本年盈餘	734,203	603,349
年終結餘	<u>6,479,302</u>	<u>5,745,099</u>



香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
現金流量表  
STATEMENT OF CASH FLOWS  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

	2012 HK\$	2011 HK\$
Cash Flows From Operating Activities 運作所得之現金流量		
Surplus of funds for the year 本年度各基金總盈餘	734,203	603,349
Adjustments for 調整： (Increase)/Decrease in accounts receivable and prepayments(增加)/減少應收及預付款 Increase/(decrease) in accrued expenses 增加/(減少)應付款	(240,677) (131,789)	587,996 (343,976)
Net Increase in Cash at Banks and in Hand 增加銀行存款及手存現金淨額	361,737	847,369
Cash at Banks and in Hand at Beginning of Year 年初銀行存款及手存現金	6,152,624	5,305,255
Cash and at Banks at End of Year 年終銀行存款及手存現金	<u>6,514,361</u>	<u>6,152,624</u>

香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
帳項附註  
NOTES TO ACCOUNTS  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

1. ORGANISATION 組織

The Corporation is a charitable body incorporated on 10 March 1994. The liability of the individual member is limited.  
本會是一個慈善團體。於1994年3月10日在香港成立為會員有限責任之法人。

The Corporation is exempted under section 88 of the Inland Revenue Ordinance from any Hong Kong Tax.  
本會已根據香港稅務條例第八十八章免稅。

The registered office and principal place of operations of the Corporation are in Hong Kong. The principal activities of the Corporation during the year were prevention of suicide and carrying out community education in this respect.  
本會註冊地址及主要活動皆在香港。本會年內主要活動為防止自殺及教育社區有此意欲。

The activities were mainly financed by outside donations.  
本會活動主要由外界捐款資助。

2. PRINCIPAL ACCOUNTING POLICIES 主要會計政策

The financial statements have been prepared in accordance with the Hong Kong Financial Reporting Standards including Hong Kong Accounting Standards and Interpretations, which are accounting principles generally accepted in Hong Kong, and the requirements of the Companies Ordinance. The financial statements are expressed in Hong Kong dollars.  
本財務報表是根據香港普遍認可之會計原則及公司法例規定編製。財務報表以港幣顯示。

HKFRSs are being continual updated. It is the policy of the Corporation to study but not to adopt new standards, amendments or interpretations that have been issued but are not yet required to be adopted. In respect of the new HKFRSs adopted during the year, they only affect the description in the notes to accounts and have no other effect on the financial statements. The Executive Committee anticipate that those standards, amendments or interpretations issued but not yet adopted have no material impact on the financial position and results of the Corporation on adoption in future.

香港之會計準則正在持續更新。本會留意新訂之會計準則但不會在未實施前採用。本年採用之新會計準則除帳項附註有說明外其她方面沒有影響。執行委員會預計現時新訂而暫未採用之會計準則不會於採用後重大影響財務報告內容。

The principal accounting policies adopted in preparing these financial statements are as follow: 編製此財務報告之主要會計政策如下：

(a) Measurement Basis 記款方式

The accounts have been prepared on the historical cost basis with subsequent modification of the assets' value through provision for depreciation and impairment in value to reflect their fair value in the balance sheet.

賬項是以已付之成本入數。然後再以折舊及減值準備調整資產之成本以反映其公平價值於資產負債表上。



香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
賬項附註(續)  
NOTES TO ACCOUNTS (Continued)  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

2. PRINCIPAL ACCOUNTING POLICIES (Continued) 主要會計政策(續)

(b) Furniture, Fixtures and Equipment 傢具器材

Furniture, fixtures and equipment are stated at cost less depreciation. It is the Corporation's policy to write off the costs of low value furniture, fixtures and equipment in the year of acquisition.

Subvented assets, computers and softwares are also fully depreciated and written off in the year of acquisition.  
資助資產、電腦及軟件亦於購入年度全部折舊作費用撇除。

本會主要收入來自捐款及津貼。

(c) Principal Revenue/Donations and Subsidies 主要收入/捐款及津貼  
The principal revenues of the Corporation are from donations and subsidies. They are recorded on the cash received basis. Specific donations are recorded in the period of usage specified by the donors.

捐款及津貼是以收入現金時記錄。特殊捐款則以捐助人指定之捐助期間入賬。

(d) Consolidated Statement of Funds 綜合各基金報表

All funds are under the control of the Executive Committee. They are consolidated for the year to present an overall result of the operations, changes in funds and cash flows for the year.

所有基金皆由執行委員會管理。綜合各基金報表用以顯示本會年中所有收支，基金變動及現金流量。

3. ACCUMULATED FUND 累積基金

The movements during the year were as follow:-  
年中變動如下:

	2012 HK\$	2011 HK\$
年初結存	696,346	741,320
加:本年/年度	13,735	(44,974)
盈餘/(虧損)	710,081	696,346
年終結餘		

4. GENERAL RESERVE 儲備  
There was no movement during the year. The details were as follow:  
年中沒有變動。詳情如下:-

	2012 HK\$	2011 HK\$
年初及年終結存	435,000	435,000
年終結餘		

5. SPECIAL FUND 特別基金

The Special Fund is set up to provide for capital improvements and setting up new centres. There was no movement during the year. The details were as follow:-

	2012 HK\$	2011 HK\$
特別基金是用作改善資產及成立新中心之用。年中沒有變動。詳情如下:	503,919	503,919
年初及年終結餘		
年終結餘		

香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
賬項附註(續)  
NOTES TO ACCOUNTS (Continued)  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

6. CARING FUND 關懷身邊人基金

The Caring Fund is set up for the purposes of financing the project of 'Starting a Caring World with Listening'. The objectives also include carrying out community education in loving one's life and caring other people.

基金是用作資助「關懷身邊人，從聆聽開始」之計劃，亦包括推行社區活動教育每人應愛生命，關懷別人。

The movements during the year were as follow:-  
年中變動如下:

收入	2012 HK\$	2011 HK\$
課程及社區		
活動收入	1,460,896	911,993
收捐款	594,377	779,061
收行政費	274,000	10,000
利息收入	231	252
雜項收入	58	---
總計	2,329,562	1,701,306

支出	2012 HK\$	2011 HK\$
社區活動支出		
社區教育	128,662	30,499
行政費	630,529	440,689
薪金	---	47,854
雜項	909,756	493,959
交通	42,149	22,502
電話	3,109	2,100
醫療	4,512	3,396
水電	380	190
電話費	9,022	4,393
電腦及軟件	6,609	2,529
修繕器材	2,210	2,288
清潔	34,325	---
飲品	3,129	1,071
職員培訓	1,280	853
印刷	3,000	631
20周年活動	3,000	1,050
保險	---	8,102
其他	61,173	249,593
特別活動	3,153	90,336
雜項	8,078	1,834
餐會	2,024	848
聯誼會	1,050	---
開會費用	1,120	---
其他	5,662	3,504
總計	1,878,552	1,408,221

Surplus for the year 451,010 293,085  
Balance at beginning of year 1,462,009 1,168,924  
年終結餘 1,913,019 1,462,009



香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
賬項附註(續)  
NOTES TO ACCOUNTS (Continued)  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

7. PROGRAMS FUND 活動基金

Programs fund was set up for operating community services programs for the purposes of suicide crisis intervention and prevention.

成立活動基金是用作社區服務以防止及處理自殺危機。

There was no movement during the year. The details were as follows:-  
年中沒有變動。詳情如下：

	2012 HK\$	2011 HK\$
年初及年終結餘	20,619	20,619
Balance at beginning and at end of year	20,619	20,619

8. SUICIDE CRISIS INTERVENTION CENTRE FUND 自殺危機處理中心基金

The Social Welfare Department provided finance out of Lotteries Fund to enable the Corporation to set up a suicide crisis intervention centre to provide immediate services to those who are in crisis situation and at high suicide risk.

政府社會福利署由獎券基金撥款資助本會成立自殺危機處理中心以便對有高危自殺傾向之人士提供援助。

The Suicide Crisis Intervention Centre is subsidized by Government Lump Sum Grants. The income and expenditure during the year and the balance at end of year were shown in the following page:-  
政府每年一筆過撥款資助自殺危機處理中心。本年收支及年終結餘於下頁顯示：

香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
賬項附註(續)  
NOTES TO ACCOUNTS (Continued)  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012  
8. SUICIDE CRISIS INTERVENTION CENTRE FUND (Continued)  
自殺危機處理中心基金(續)

	2012 HK\$	2011 HK\$
<u>Income 收入</u>		
Subventions received 收資助	7,117,689	7,011,314
Rent and rates subvention 租金及物業稅資助	121,402	115,473
Other donations received 其他捐款收入	9,583	12,020
Course fees received 課程收入	56,500	63,500
Program income 社區活動收入	8,145	6,875
Sundry income 雜項收入	20,033	2,950
Bank interest received 銀行利息	111	76
	<u>7,333,463</u>	<u>7,212,208</u>
<u>Expenditures 支出</u>		
Staff salaries 薪金	6,225,861	5,772,552
Mandatory Provident Fund 強積金	347,750	314,327
Medical expenses 醫療	547	1,433
Staff training 職員培訓	12,560	57,590
Administration expenses 行政費用	90,000	90,000
Community activities 社區活動	45,782	25,509
Publicity and promotion 宣傳	65,627	26,180
Rent and rates 租金及地稅	114,832	114,192
Office supplies 辦公室費用	14,917	24,237
Repairs and maintenance 修理保養	13,182	15,941
Computers and softwares 電腦及軟件	6,328	205,270
Subvented assets 資助購買之資產	51,404	111,258
Furniture, fixtures and equipment 傢俬及器材	7,200	7,200
Telephone and paging 電話傳呼	27,421	25,202
Electricity and water 水電	45,863	43,321
Postage 郵費	1,422	1,352
Travelling 交通	21,560	21,382
Sanitary and cleaning expenses 清潔	8,762	10,919
Newspaper, journals and books 書刊雜誌	273	3,502
Refreshment 飲品	3,966	7,648
Annual dinner 週年餐會	7,680	---
Insurance 保險	41,151	22,157
Recruitment expenses 招聘費	780	780
Sundry expenses 什費	4,730	648
	<u>7,161,456</u>	<u>6,902,600</u>
Surplus for the year 本年度盈餘	172,007	309,608
Balance at beginning of year 年初結餘	2,808,314	2,498,706
Balance at end of year 年終結餘	2,980,321	2,808,314



香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
賬項附註(續)  
NOTES TO ACCOUNTS (Continued)  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

9. LIFE EDUCATION CENTRE FUND 生命教育中心基金

The Life Education Centre was set up with the sponsorship of The Hong Kong Jockey Club Charities Trust. The income and expenditure of the Centre during the year and the balance at end of year were as follows:  
香港賽馬會慈善信託基金撥款資助本會成立生命教育中心。本年收入及支及年終結餘如下：

	2012 HK\$	2011 HK\$
Subventions for the year 本年度資助	901,800	827,500
Course fees received 課程收入	88,134	91,989
Government rent and rates subsidies 政府租金及物業津貼	152,728	151,876
Bank interest received 銀行利息收入	46	37
Other donations 其他捐款	6,500	---
Sundry income 什項收入	363	897
	<u>1,149,571</u>	<u>1,072,299</u>

Less: Expenditures 減：支出

Staff salaries 薪金	691,060	655,626
Staff MPF 強積金	29,370	30,174
Medical expenses 醫療	210	380
Staff training 職員培訓	3,080	1,680
Research fee 研究費	40,000	30,000
Community activities 社區活動	7,796	7,958
Administration expenses 行政費用	40,000	40,000
Rent and rates 租金及物業	152,728	151,876
Office supplies 辦公室費用	20,047	20,182
Publicity and promotion 宣傳	23,935	11,957
Repairs and maintenance 修理保養	14,837	4,943
Furniture, fixtures and equipment 傢俬、器具及器材	8,470	10,522
Telephone and paging 電話傳呼	4,594	3,793
Electricity and water 水電	6,254	5,813
Postage 郵費	12,838	13,226
Travelling 交通	4,342	3,715
Sanitary and cleaning expenses 清潔	3,117	2,831
Newspaper, journals and books 書刊雜誌	5,521	9,666
Newsletters 資訊傳單	11,314	13,684
Refreshment 飲品	588	728
Insurance 保險	7,437	6,801
Recruitment 招聘費	3,602	1,114
Sundry expenses 什費	980	1,114
	<u>1,052,120</u>	<u>1,026,669</u>
Surplus for the year 本年盈餘	97,451	45,630
Balance at beginning of year 年初結餘	<u>(181,108)</u>	<u>(226,738)</u>
Balance at end of year 年終結餘	<u>(83,657)</u>	<u>(181,108)</u>

香港撒瑪利亞防止自殺會  
THE SAMARITAN BEFRIENDERS HONG KONG  
賬項附註(續)  
NOTES TO ACCOUNTS (Continued)  
2011/12 年度  
FOR THE YEAR ENDED 31 MARCH 2012

10. FINANCIAL RISK MANAGEMENT 管理財務風險

The Corporation's major assets are short term deposits at banks. The amounts can cover all known liabilities of the Corporation. The Executive Committee consider that the Corporation should have no liquidity risk. In respect of credit risk, as the deposits are placed at leading banks in Hong Kong, credit risk is reduced.

本會重要資產為短期銀行存款，匯豐等項足夠償還所有已知債務。故執行委員會認為本會沒有流動資產短缺之風險。於存款風險方面，存款皆存於香港之主要銀行，故應會減低收不回之風險。

11. CAPITAL MANAGEMENT 管理資本財產

The aggregate of all Corporation funds represents the capital of the Corporation. The objective of the Corporation is to maintain the capital intact. In case certain funds require more expenditure than their receipt can support, the Executive Committee will consider the overall effect on the capital of the Corporation. The Accumulated Fund or other funds may be used to subsidize the excessive expenditure.

本會所有基金總額代表本會之資本財產。本會之目標是保存資本額完整。若時部份基金需要作出比其收入多之支出時，執行委員會會留意其對全局之影響。累積基金、儲備或其他基金可能會用作彌補該等超額支出。



# ACKNOWLEDGEMENTS 鳴謝

(排名不分先後)



香港公益金會員機構  
A Member Agency of The Community Chest



成報 成報報刊有限公司  
SING PAO NEWSPAPER COMPANY LIMITED

捐助機構  
Funded by:



香港賽馬會慈善信託基金  
The Hong Kong Jockey Club Charities Trust



蘋果日報慈善基金



香港社會服務聯會  
The Hong Kong Council of Social Service



The Mall Channel Int'l Limited  
商匯傳播國際有限公司  
Member of The Wings Communications Group 萬得傳媒集團成員



## Consultants 顧問

Donors  
捐款機構及社會人士

The Community Chest of Hong Kong  
香港公益金

The Hong Kong Jockey Club Charities Trust  
香港賽馬會慈善信託基金

Hong Kong Social Welfare Department  
and the Lotteries Fund  
香港社會福利署及獎券基金

PCCW Ltd. – Sponsored telep hone lines  
for hotline service  
電訊盈科有限公司 – 贊助本會熱線電話

Hong Kong Coroner's Court –  
providing data of 2011 suicide death in  
Hong Kong  
香港死因裁判法庭 – 提供二零一一年  
香港自殺死亡數字資料

Census and Statistics Department –  
providing data of 2011 population in  
Hong Kong  
政府統計處 – 提供二零一一年  
香港人口數字資料

The Mall Channel Int'l Limited  
商匯傳播國際有限公司

Sing Pao Newspaper Company Limited  
成報報刊有限公司

The Hong Kong Council of Social  
Service  
香港社會服務聯會

Apple Daily Charitable Foundation  
蘋果日報慈善基金

Commercial Radio Hong Kong  
商業電台《有誰共鳴》

奧寶貿易發展有限公司

St John's Cathedral  
Counselling Service  
聖約翰座堂輔導服務

黃大仙區議會

梁展豪先生

劉兆璋女士

盧佩鏞女士

梁永忠博士

惠英紅小姐

## Caring Company 2011/2012 「商界展關懷2011/12」公司 (排名不分先後)



廖創興企業有限公司  
LIU CHONG HING INVESTMENT LIMITED



誠信清潔服務有限公司  
S & S CLEANING COMPANY LTD.



種子森林有限公司



華潤物業管理有限公司  
China Resources Property Management Limited



Best Video Limited



商機創投  
iBoss Connecting Opportunities



DIAMOND



## 2011 Sponsors of Annual Dinner

### 2011 年週年聚餐贊助機構

(排名不分先後)

Lee	Kiehl's
Kipling	Napapijri
The North Face	The Peninsula Hong Kong
VANS	Mass Transit Railway Corporation Limited

## 2011/12 Donors

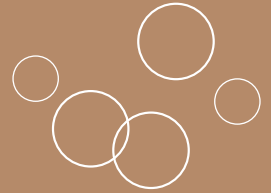
### 二零一一 / 二零一二年度捐款機構及人士芳名

(排名不分先後)

Liu Chong Hing Investment Limited	HK\$150,000.00	香港鐵路有限公司	HK\$120,000.00
Fung Chiu Chak Victor	HK\$20,000.00	誠信清潔服務有限公司	HK\$80,000.00
Remad Foundation Limited	HK\$20,000.00	愛創意製作社	HK\$26,840.00
Lau Kwong Hung Solicitors	HK\$10,001.00	種子森林有限公司	HK\$10,000.00
Mr. Kam Wai Hing	HK\$10,000.00	黃儉純遺產基金	HK\$6,000.00
Wong Yao Wing Robert	HK\$8,000.00	曾展國	HK\$4,416.40
VF Asia Limited	HK\$7,776.05	道教九龍別院(不牟利)有限公司	HK\$3,300.00
Rotary Club of Metropolitan Hong Kong Limited	HK\$6,750.00	騎騎樂單車之友	HK\$3,232.00
J. Wong & Co.	HK\$6,000.00	盧健德	HK\$3,083.43
Lo Hester Hayin	HK\$5,000.00	蔡文昌	HK\$3,000.00
Tam Wing Kei	HK\$3,600.00	商業電台《有誰共鳴》節目	HK\$2,869.34
Tang Wing Chi Amy	HK\$2,280.00	梁燕珍	HK\$2,000.00
Grosvenor Limited	HK\$2,000.00	荔景天主教中學家長教師會	HK\$2,000.00
Hahn Ka Fai Mark	HK\$2,000.00	謝寶訓	HK\$1,500.00
Tse San Yip	HK\$2,000.00	陳偉文	HK\$1,090.00
Yu Kwan Mei	HK\$1,509.00	釋衍英及眾弟子	HK\$1,000.00
Lee Yee Tak Esther	HK\$1,500.00	香港教育學院	HK\$1,000.00
Lo Wai Leung, Kevin	HK\$1,200.00	簡柏基	HK\$600.00
Tang Shuk Yee Karina	HK\$1,200.00	周婉芬	HK\$500.00
Wong Yuk Lan	HK\$1,200.00	黃恩芳	HK\$500.00
Yam Siu Fong	HK\$1,720.00	何健蘭	HK\$500.00
R.I.P., a JA Company	HK\$1,264.00	聖母小學	HK\$500.00
Chan King Hing	HK\$1,000.00	蕭潔霞	HK\$500.00
Lo Mun To William	HK\$1,000.00	遠東仁濟慈善協會	HK\$400.00
Chan Chi Chung	HK\$695.00	丁林氏	HK\$400.00
Ng Chi Leung	HK\$600.00	李燕居	HK\$300.00
Chang Pui Chi	HK\$500.00	李騰傑	HK\$300.00
Cheung King Yu Laura	HK\$500.00	陳永坤	HK\$280.00
Lo Sau Yuk	HK\$500.00	黃遠青	HK\$200.00
Lee Kwai Ling	HK\$500.00	關鈺霞	HK\$200.00
Lam Po Kuan	HK\$200.00	鍾柏舟	HK\$200.00
Mok Lau Mee Judy	HK\$200.00	劉健威	HK\$200.00
Wong's Diamond & Pearl Co., Ltd.	HK\$200.00	王偉港	HK\$100.00
Chow Lai Ping	HK\$100.00	幸麗群	HK\$100.00



# WE NEED YOUR HELP 捐助呼籲



## Who we are 簡介

The Samaritan Befrienders Hong Kong obtains its funding primarily through subventions from the Community Chest, the Hong Kong Jockey Club, Social Welfare Department and the Lotteries Fund. Donations from various sources support of the community are also important in helping us develop and improve our services. Please support our work by donation.

As our organization is a charitable institution, your donations (over \$100) are tax deductible.

香港撒瑪利亞防止自殺會的經費主要來自香港公益金、香港賽馬會、社會福利署及獎券基金的資助。社會人士的捐助有助本會的發展及提高本會的服務質素。請支持本會的服務。

本會乃一慈善團體，你所作(一百元或以上)的捐款可根據稅務條例獲豁免繳稅。

## How to Donate 捐款方法

Please complete the Donation Slip behind with your crossed cheque for donation, return to our office (address: Unit 126-127, Kam Wah House, Choi Hung Estate, Kowloon). For enquires please call 2790 8844.

請填妥後頁捐款回條劃線支票寄回本會(地址：九龍彩虹邨金華樓地下126-127室)，查詢電話：2790 8844。

# 捐款回條

## DONATION SLIP

I enclose herewith the sum of HK\$ \_\_\_\_\_  
being a donation for your organization. Please send me an official receipt.

茲奉上港幣 HK\$ \_\_\_\_\_ 作為捐款，請發回收據。

Name 姓名：\_\_\_\_\_

Mailing Address 通訊地址：\_\_\_\_\_

\_\_\_\_\_

Tel No. 聯絡電話：\_\_\_\_\_

Email 電郵：\_\_\_\_\_

Note: Crossed cheque should be made payable to (The Samaritan Befrienders Hong Kong)  
備註：劃線支票抬頭請寫（香港撒瑪利亞防止自殺會）

**Thank You! 多謝您的支持！**



香港撒瑪利亞防止自殺會 *Since 1960*  
THE SAMARITAN BEFRIENDERS HONG KONG



熱線中心  
Hotline Centre

九龍彩虹邨金華樓地下 126-127 室  
Unit 126-127, Kam Wah House, Choi Hung Estate,  
Kowloon, Hong Kong  
Tel 電話：2790 8844 Fax 傳真：2343 6359  
Email 電郵：touch@sbhk.org.hk



生命教育中心  
Life Education Centre

九龍白田邨第三座二樓 207-214 室  
Unit 207-214, Block 3, Pak Tin Estate,  
Kowloon, Hong Kong  
Tel 電話：2319 1269 Fax 傳真：2319 0778  
Email 電郵：grow@sbhk.org.hk



自殺危機處理中心  
Suicide Crisis Intervention Centre

九龍白田邨第三座二樓 207-214 室  
Unit 207-214, Block 3, Pak Tin Estate,  
Kowloon, Hong Kong  
Tel 電話：2341 7227 Fax 傳真：2341 7007  
Email 電郵：alive@sbhk.org.hk



關懷身邊人基金  
Caring Fund

九龍白田邨第三座二樓 207-214 室  
Unit 207-214, Block 3, Pak Tin Estate,  
Kowloon, Hong Kong  
Tel 電話：2319 1269 Fax 傳真：2319 0778  
Email 電郵：care@sbhk.org.hk



24小時求助熱線  
24 Hour Hotline  
2389 2222

電話熱線由電訊盈科有限公司贊助  
Telephone lines for Hotline Service  
sponsored by PCCW Ltd

電郵Email：sbhkinfo@sbhk.org.hk

會籍 Affiliation

國際防止自殺會  
Member of The International Association of Suicide Prevention  
香港社會服務聯會  
Member of The Hong Kong Council of Social Service  
香港公益金  
Member of The Community Chest of Hong Kong