

The Samaritans

24 Hour Multi-Lingual
Suicide Prevention Hotline

撒瑪利亞會 - 24小時多種語言防止自殺服務

07-08 ANNUAL REPORT 年報



The Samaritans 撒瑪利亞會

"If speaking is silver,
then listening is gold."

Turkish Proverb

The 撒瑪利亞會
Samaritans



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請支持我們

Patrons, Consultants, Affiliations and Membership

贊助人、顧問、資助及會員機構

Honorary Patron 名譽贊助人

Mrs. Selina Tsang
曾鮑笑薇女士

Legal Consultancy 法律顧問

Lovells International Law Firm
Mr. Henry J H Wheare
路偉律師行
韋恆理先生
Johnson Stokes & Master
孖士打律師行

Financial Consultancy 財政顧問

JFU CPA
傅子剛會計師事務所

Medical Psychological Consultancy 醫學 / 心理顧問

Dr. Nia A. Pryde - Clinical Psychologist
Nia A. Pryde 博士-臨床心理學家
Dr. W. N. Tang - Psychiatrist
鄧偉能精神科醫生

Affiliations and Membership 會員機構

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



Major Supporter 主要贊助機構

The Community Chest
香港公益金



Hotline Sponsor 熱線贊助

PCCW
電訊盈科



History Calendar of the Samaritans

撒瑪利亞會發展里程碑



Year

Events

- 1953** The Samaritans founded by Chad Varah in the City of London.
陳華樂牧師於英國倫敦創立撒瑪利亞會。
- Early 70's** Suicide prevention service in Hong Kong started by Andrew Tu and Mrs. Elsie Tu. They also established the Mu Kuang English School and a school teacher (an ex-Samaritan from UK) Mr. Dave Tredrea played a critical role in shaping the local suicide prevention activities similar to those in UK.
防止自殺服務首次由杜學魁先生和杜錫恩太太在香港展開。他們創立了慕光英文學校，並由教師崔迪雅先生（曾為英國撒瑪利亞會義工）參照英國該會的模式運作。
- 1974** Chad Varah visited Hong Kong and encouraged the establishment of a Samaritans branch. A group of 20 volunteers was formed under the leadership of Mr. Andrew Tu who became our first Director.
陳華樂牧師訪港，並推動成立撒瑪利亞會分部。杜學魁先生為首任總監，共有二十名義工。
- 1976** The group moved to an office in the Sailors and Soldiers Home in Wan Chai and provided a 24-hour hotline service 365 days a year.
撒瑪利亞會喬遷灣仔海陸軍人之家，提供全年無休的廿四小時熱線服務。
- 1982** The Samaritans (English-Speaking Service) was registered and became the first overseas branch of Befrienders International.
撒瑪利亞會(英語服務)正式註冊，成為國際益友會(全球撒瑪利亞會的母組織)首個認可的海外成員。
- 1987** We moved to an office in Wan Chai MTR station.
撒瑪利亞會遷至灣仔地鐵站內。
- 1991** The Samaritans hosted an international conference in April. It was well attended by fellow Samaritans throughout the world.
是年四月舉行國際會議，獲世界各地撒瑪利亞會同工踴躍支持。

- 1993** The Samaritans moved to a new Centre in Chai Wan.
撒瑪利亞會搬遷到柴灣新址。
- 1994** Chad Varah visited Hong Kong for a fundraising concert. He also conducted a workshop at the Centre. We were renamed as the Samaritans, 24 Hour Multi-lingual Suicide Prevention Hotline.
陳華樂牧師為籌款活動訪港，並於中心舉行工作坊。撒瑪利亞會正式改名為「撒瑪利亞會- 24小時多種語言防止自殺服務」。
- 1995** Another Samaritans Branch (now known as Suicide Prevention Services) was established. It has been operating in Cantonese from a centre in Tung Tau Estate in Kowloon.
另一個以粵語服務 (現稱為「生命熱線」) 的防止自殺熱線正式成立，於九龍東頭村開設中心。
- 1997** SKO, a youth Life Skill programme, was introduced. The full name was given to recognise the collaboration between the Samaritans, KELY and Outward Bound.
撒瑪利亞會聯同啟勵扶青會和香港外展訓練學校，開展「積極人生計劃」。
- 2000** ESKO, an English version of the programme was also introduced.
英語版「積極人生計劃」展開。
- 2001** Conference on Youth Suicide Prevention was staged in Hong Kong.
舉辦了探討青少年自殺問題的會議。
- 2003** Local Email service in English was launched.
開始提供本地英語電郵服務。
- 2004** SKO and ESKO programmes were consolidated to become Youth Suicide Prevention Project (YSPP).
中英語版的「積極人生計劃」被重新整理為「防止青少年自殺計劃」。

Befrienders Charter

益友會的憲章

Our Mission 使命

As member centres our mission is:

- A. to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide, and
- B. to share information and work together, for greater efficacy.

作為國際益友會的屬會，我們的使命是：

- 甲. 為情緒受困擾或感到絕望的人士（包括有自殺傾向者）提供絕對保密的情緒支援服務。
- 乙. 和其它屬會分享資訊，共同努力提高服務成效。

Our Vision 願景

Our vision is for a society in which fewer people die by suicide, and where people are able to explore their own feelings, and acknowledge and respect the feelings of others.

願見社會人士都能懂得理解自己的感受，並且認同和尊重別人的感受，自殺個案因而可以相應減少。

Our Values 信念

Our values are based on these beliefs:

- The importance of having the opportunity to explore difficult feelings.
- That being listened to, in confidence and accepted without prejudice, can alleviate despair and suicidal feelings.
- That everyone has the right to make fundamental decisions about their own life, including the decision to die by suicide (the application of which is dependent on the local context and legal system).
- 應把握機會了解他人的困惑。
- 有人願真誠聆聽，不帶成見，接受自己，並加以保密，確能舒緩絕望感和尋短見的意欲。
- 每個人都對自己的生命有最基本的決定權，包括以自殺的形式來結束自己的生命（實踐此信念時，必須考慮當地的情況和司法制度）。

Key common principles of Member centres

各屬會的主要共同原則

- The primary purpose of centres is to provide emotional support to people who are suicidal, or in general distress.
- Centres are mainly resourced by volunteers.
- Anonymity and confidentiality are respected.
- Centres are non-political and non-sectarian, and volunteers do not seek to impose their own convictions on anyone.
- Volunteers are selected, trained, mentored and supported by other experienced volunteers and any necessary, relevant professional experts.
- Where appropriate, callers may be invited to consider seeking professional help in addition to the emotional support offered by the centre.
- We are mutually supportive and committed to sharing information with fellow member centres, and participating in process and activities of the network.

- 屬會的基本目的是為情緒受困擾或有自殺傾向的人提供情緒支援。
- 屬會的主要資源是義工。
- 尊重私隱和保密的原則。
- 屬會沒有政治或宗教派別取向。義工不得將自己的信念灌輸給來電者。
- 義工必須經由屬會嚴格甄選和培訓，並由有經驗的義工或相關的專業人士帶領及支援。
- 除提供情緒支援外，義工可在適當情況下提議來電者同時考慮尋求其它專業協助。
- 屬會承諾與其它屬會互相支援，互相分享，並積極參與網絡的活動。

Organisation Chart

組織架構



* Paid Staff (All others in the organisation are unpaid volunteers)

* 職員 (其他會內人士都是義務工作者)

Statistical Highlights For 2007 / 2008

2007/2008 主要統計數字

During the year ending March 31, 2008, Samaritans volunteers answered 28,896 hotline calls, an average of 79 calls per day or almost 2,408 calls per month. As in the past, male callers (35%) outnumbered female callers (28%).

截至2008年3月31日止的年度中，撒瑪利亞會的義工總共接了28,896個熱線來電，平均每日79個，即每月約2,408個。如以往一樣，男性求助者(35%)人數超過女性(28%)。

2007/2008

Total Calls : 28,896
來電總數

Per Day : 79
每日

Per Month : 2,408
每月

Gender of Callers 求助者的性別

	Number 人數	
Male Callers 男性	10,194	35%
Female Callers 女性	8,055	28%
Silent Callers 無聲者	10,647	37%

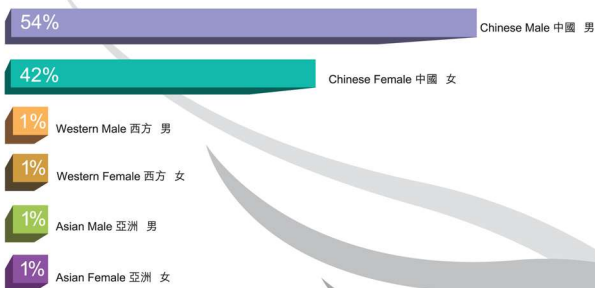
Email Service

This is the fourth year of our local Email service and a total of 169 contacts were made. A slightly higher percentage (46%) was from the male callers compared with 44% from the female callers. Ten percent were unknown gender.

電郵服務

今年是本會提供本地電郵服務的第四年，總共回覆了169個電郵，其中男性略佔多數(46%)，而女性則佔44%，其他來電郵者性別不詳(10%)。

Distribution of Callers by Ethnic Group and Gender 求助者的種族及性別分佈



Director's Report

總監報告

Director's Report 2008

Once again it gives me pleasure to report on the Samaritans activities over the past year. As ever the year has passed by in a flash and it is only when I recall our endeavours I realise just how hard everyone has worked.

Training

As I mentioned last year, one of our goals for this year was to be able to reach out to the Ethnic communities amongst us. To that end we have conducted two Training and Preparation courses on Kowloon side. This was made possible by a generous donation from the American Women's Association.



Outreach and Support

In June 2007 we were invited by the Centre for Suicide Research and Prevention to be involved with Caritas, Social Welfare Department and the Eastern District Police to help facilitate a support group for those relatives bereaved by suicide. I am happy to report that the Support Group was launched in January 2008 and a small team of our volunteers played a major part in bringing awareness of our 24 hour hotline service to the bereaved survivors.



Our Youth Suicide Prevention Programme looks set to continue to thrive with the generous funding from the Rotary Club Kowloon Golden Mile for which we are enormously grateful. This year we have also attracted a non-listening Samaritan who will give much needed administrative assistance to ensure that it runs efficiently

We have visited schools as part of our outreach programme and have given talks to various organisations that are interested in our work. These include the Women's Corona Society who were generous in their appreciation and who kindly gave us a donation. I spoke to the Clares and although it was a small group, we had a lively exchange of thoughts and ideas. The Clares generously support us every year.

Donations and Support

We continue to be thankful to the Community Chest whose yearly contributions help towards our running and administrative costs. In October we were pleased to welcome major donors and Agency Members of the Community Chest to the Centre where they were able to speak to members of our Management Committee and other volunteers and learn first hand about what is involved in running a 24 hour Suicide Prevention Hotline.

We are indebted and very grateful to an anonymous donor whose sporting efforts raised considerable funds for us by taking part in an endurance race under extreme conditions in gruelling circumstances.



Visit

We warmly received Ms. Elsie Chien, the Deputy Director, from our Cantonese sister organisation, Suicide Prevention Services at a meeting at our Centre. She brought with her a group from SPS and we were able to have meaningful and frank discussions about the issues we face. It was a first-class opportunity to share ideas.



In Conclusion

I feel we have accomplished a lot but I am ever aware that there is much more that needs to be done. However I am confident that our volunteers give as much as they can, and sometimes more, to bring much need listening skills to those who struggle with life and who are often in despair and at times suicidal. Without us at the end of the Hotline day and night, who would they talk to?

I continue to be staggered by the big-heartedness of all the individuals who support us in all sorts of ways to help us keep our promise to be there for the community 24/7.

After 10 years as Chairman of the Management Committee, Martin Sabine stood down. I thank him for all his support and hard work during those years, and wish him a well deserved rest. I am delighted to welcome Ashok Bansal as the new Chairman who brings with him a wealth of experience that I know will bring great benefit to the Management Committee and the Samaritans organisation.

Looking to the future we are seriously looking at providing a satellite centre in Kowloon which we hope would attract more volunteers who find difficulty travelling to the Chai Wan Centre.

In conclusion my thanks go to each and every one of the Samaritan volunteers who give so much; to our sponsors and supporters, who are gratefully acknowledged in this report, and without whose support we could not go on; to Serena and her magical way of conjuring up just the right people when we need them; to the unfailing support from the Management committee; to Hedriun without whose administrative skills and memory, I couldn't function.

Many grateful thanks.

Liz Chamberlain

2008年總監報告

我很高興能再次匯報撒瑪利亞會於過去一年來的活動。時光荏苒，正當我回顧以往的成就，我喜見每一位成員也是如此竭誠盡心的服務社群。

培訓工作

正如去年提及，我們本年度的目標之一是把本會服務伸延至少數族裔人士。為此，我們於九龍舉辦了兩個義工培訓課程。承蒙美國婦女協會的慷慨資助，我們得以舉辦一共兩個培訓課程。

外展及支援工作

於二〇〇七年六月，本會獲防止自殺研究中心邀請，聯同香港明愛、社會福利署以及港島東區警局協助籌辦一個為自殺者家屬而設的支援小組。令人喜悅的這個支援小組已經在二〇〇八年一月成立，而本會義工也藉此機會向自殺者家屬宣揚我們的二十四小時援助服務。

承蒙九龍金域扶輪社的慷慨資助，我們的防止青少年自殺計劃得以繼續發展。本年度，我們也招募了提供行政支援的非熱線義工 - 撒瑪利亞會之友，令這項計劃可更有效地運作。

在外展項目方面，我們亦探訪一些學校及為多個對本會工作感到興趣的機構提供講座。當中包括 Women's Corona Society 的香港支會，他們更熱心捐助本會以示感謝。此外，我亦為一個較小的組織 Clares 作演講。他們的人數雖然少，但我們有很好的交流及分享，而且他們每年也慷慨的資助我們。



捐贈及資助

本會再次感謝公益金每年資助我們的經費。於去年十月，我們十分慶幸主要的捐贈者以及公益金董事會成員光臨本中心，並與我們的管理委員會成員以及其他義工會面，令他們能進一步了解我們二十四小時防止自殺熱線的運作。

我們非常感激一位匿名捐助者，在極度嚴峻的環境下參與激烈的長途賽跑，為我們籌得可觀善款。

本年度的焦點

然而，本年度的焦點乃我們榮獲二十世紀霍氏影片邀請成為電影《大象亞鈍救世界》首映禮的慈善夥伴。故事根據蘇斯博士作品《Horton Hears A Who》改編，主角之一為一頭具有超卓聆聽能力的大象。是次合作，全憑我們榮獲港鐵贊助八百個免費廣告箱以張貼招募海報所致。二十世紀霍氏影片的市場經理林倩恆小姐於上班途中看到這些海報，便隨即把「亞鈍」的聆聽耳朵聯繫到撒瑪利亞會義工那些用心聆聽的耳朵中。



由於籌備時間有限，我們決定在電影播放前假國際金融中心商場舉行私人酒會，藉此向我們眾多贊助人與支持友好說聲「多謝」。當我看見我們的義工們手執著紫紅色的紀念絲花引領貴賓到戲院時，我被這情景深深地感動了。是次盛會得以順利完成，全賴義工們獻出寶貴時間，我為此感激不已！而另一項意外得著，就是我們可以向所有同區上映《大象亞鈍救世界》的戲院派發本會的雙語宣傳單張。就此，我們逐一駕駛到這些戲院，並把單張派發給購買電影戲票之人士。全因這次意外的廣告收穫，我們的義工團人數能有所增長，真教人喜出望外！

義工宣傳活動

為去年的「毅行者」活動，我們的宣傳經理設計了一些電話造型的繽紛頭飾來宣傳我們的熱線，讓義工們於步行開始時戴上。本年度，撒瑪利亞會之友隊更慶幸進入頭三名內。而我亦有幸被邀請出席二〇〇七年樂施會毅行者頒獎禮，從中分享了他們獲獎時的榮耀。

有見於我們許多義工也是運動迷，而他們在賽跑時也正好代表了我們，故此本會特別設計和訂造了新的跑衣和棒球帽以增加宣傳效應。

探訪

生命熱線的錢文紅博士與一組成員於六月中旬前來本中心會面。期間，大家就本會同儕之間的工作進行深入與坦誠的討論，帶來了一個極好的交流機會。



總結

此際，我雖感到大家已略有所成，但我更為明白仍然有著許多問題有待我們處理。然而，我深信我們的義工必定盡其所能，甚至超乎所求為一些因生活逼人、不時徘徊於絕望邊緣並時常有自毀傾向的人分憂，並聆聽他們的心底話。沒有了我們晝夜無間的熱線服務，他們又可以向誰傾訴呢？

本人十分感激每一位以不同方式支持本會的友好。因為他們，我們才可以承諾為社群提供終年無休止的服務。

擔任管理委員會主席長達十年的Martin Sabine，已經卸任。我衷心感謝他在任期間對本會的全力支持和辛勤工作，並謹祝他可好好休息。而我也十分歡迎Ashok Bansal成為新一任主席。相信憑藉他豐富的經驗，管理委員會以及撒瑪利亞會必然受惠不少。

展望將來，我們熱切期望於九龍設立衛星中心，從而吸引更多不便前往柴灣中心的義工。

總的而說，我感謝每一名撒瑪利亞義工，他們實在貢獻良多；我繼而感謝於本年報內所鳴謝的贊助人與支持者 - 沒有他們，我們亦無法邁進。我也感謝Serena，她匯集人材的能力，實在了不起；而我同時感謝管理委員會對我們全力的協助；最後，我十分感謝Hedriin，沒有其行政經驗和記憶力，我如同失去了雙臂！

我謹此致上無限的感謝。

Liz Chamberlain

Chairman's Report 2007- 2008

The audited financial statements of The Samaritans for the year ended 31st March 2008 and auditor's notes on the same are set out on pages 17 to 25 of this Annual Report.

Turnover

The statement of income and expenditure is set out on page 19. Although overall variation in the total turnover which decreased from HK\$1,376, 000 to HK\$1,124,000 was not much but there had been an appreciable increase in the donations and a significant decrease in the income and gains from designated fund.

During the year we received a donation of HK\$500,000 from the surplus in the election fund of Chief Executive of HK for which we are indeed thankful to him.

The sharp decline in the income and gain from the Designated Fund (page 23) was on account of the reduction (unrealized) in the values of investments held in the designated fund on account of adverse market conditions.

Expenditure

The Samaritans is perhaps one of the very few if not the only one NGO in HK where none of its executives are drawing any remuneration whatsoever and thus our expenses are comparatively and significantly much less.

Expenses for 2007-08 were more or less contained at a similar level to 2006-07 with overall expenses for the current year being HK\$914,000 compared with HK\$803,000 for the preceding year. Increase on account of Salary resulted because the terms of employment of our Publicity and Fundraising Manager Ms. Serena Wong were converted from part time to full time on account of increased workload and for making effective use of her services. Expenses on account of Staff Training increased because we had arranged for training at Kowloon side to attract more volunteers for which we had to hire premises there for the duration of the training.

An overall surplus of HK\$210,000 was recorded which we consider at satisfactory level keeping in view the market conditions.



Balance Sheet

Balance sheet is set out on page 18. Our financial position continues to be sound despite a huge turmoil globally in the investment scenario since there was comparatively much less impact on the securities held in our designated fund. Our net assets are represented primarily by this designated fund which is reserved to finance the purchase of premises if necessary, and from which we transfer funds if needed from time to time to cover operating deficits.

Personnel

The Management Committee would like to place on record and thank Martin Sabine for his contributions and a long inning as Chairman of the committee. Our whole hearted thanks as usual go to our selfless volunteers for their complete dedication to efficiently maintain our services free of any charge despite the constraints on their time and energy. Besides manning the hotline many volunteers devote numerous additional hours for training, outreach and other concerned activities thus ensuring that our services are as effective as possible.

Our Administration Manager, Ms. Hedriun Fung continues to work competently to ensure that the centre works 24 hours smoothly like a clock work. Ms. Serena Wong has over the year gone beyond the call of her duties to effectively bring awareness about The Samaritans in Hong Kong community.

Directorate

Our thanks to Mrs. Liz Chamberlain, our Director who had been working relentlessly with her team of Co-directors and Leaders in keeping our services moving forward all the time.

Ashok Bansal
Chairman of Management

2007-2008年度主席報告

撒瑪利亞會截至2008年3月31日的經審核財務表刊載於本年刊的第17至25頁。

收入

收支報表刊載於第19頁。雖然本年度的總收入由前一年的1,376,000港元稍微下降為1,124,000港元，而來自指定基金的收入與得益亦顯著減少，但卻見可觀的捐款增長。

而我們於年內也獲得香港行政長官競選基金盈餘中的500,000港元作捐款，為此我們衷心感謝行政長官。

由於不景氣的市場環境使我們在指定基金內所持有的投資值(未實現利潤)減少，故指定基金的收入與得益顯著下跌(載於23頁)。

支出

撒瑪利亞會乃香港唯一或極少數其行政董事不收取任何報酬的非政府組織。是故我們的支出也相對較少。

2007/08年度本會的支出與前一年相近。總支出為914,000港元，較2006/07年度的803,000港元稍有增長。當中有關薪金的增長，是為了使宣傳及籌募經理黃思詩女士可更有效地施行其服務以配合增加的工作量，故其職位已由兼職轉為全職。另外，由於我們需要在九龍區租用場地舉辦培訓活動以吸引更多義工參與，故此義工培訓的支出也出現增幅。

鑒於現今市場的環境，全年仍然錄得總盈餘210,000港元，水平令人滿意。

資產負債表

資產負債表刊載於第18頁。即使投資環境出現全球性的巨大變動，但幸而我們在指定基金內所持有的證券承受著較小衝擊，故此本會的財務狀況仍然保持良好。我們以此等指定基金為主的淨資產，由一特定儲備基金保管，作為購買會址之用並在有需要時轉撥作彌補營運虧損之用。

人力資源

管理委員會藉此向Martin Sabine先生致敬，感謝他任職主席多年的貢獻。而我們亦同時感謝我們的義工，他們無私地奉獻個人的時間和精力協助會方提供服務。除管理熱線之外，大多義工更付出額外時間來推行培訓工作、外展服務以及其他活動，令我們的服務更具成效。

行政經理馮淑儀女士賢惠能幹，確保中心能順利運作，提供廿四小時無間斷的服務。而黃思詩女士亦繼續致力向市民大眾宣傳及推廣撒瑪利亞會的服務，永不言倦。

總監職務

總監Liz Chamberlain太太及其一群資深的助理總監和領導人總堅韌不懈，務求令本會不停邁進。我們謹此向他們表示謝意。

Ashok Bansal
管理委員會主席