

社會工作創新案例彙編

CASEBOOK OF INNOVATIVE ATTEMPTS



社會福利人力及訓練委員會

Social Welfare Manpower & Training Committee

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編者：社聯社會福利人力及訓練委員會

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序 言

這是社聯出版的第四冊案例彙編，它秉承過往三版彙編的出版目的，希望整理出「本色化」的社會工作經驗，幫助社會工作專業的發展。

自八六年第一冊案例彙編出版以來，我們非常高興看到各類服務相繼出版其案例彙編，看來，本書為本地出版案例彙編提供了推動力，有助發展社工書籍出版的趨勢。另外，案例彙編能夠定期出版，足以顯示福利專業人員有興趣和樂於撰寫和分享他們的工作經驗，並且可見福利界是非常需要本地的參考資料。

近十年香港社會瞬息萬變，服務對象的需要亦然，社會工作專業人員努力不懈地去推行各種先導計劃，嘗試以創新的服務模式為大眾提供更合適及更佳的服务，我們須向他們的創新精神致意。

本書除介紹先導計劃或創新工作的案例外，並要求撰稿人對他們的創新社會工作嘗試的發展作客觀批評。透過這些改進，案例彙編不但肩負交流知識及經驗的作用，亦鼓勵同工以評估性的態度來反省工作的方向。我們希望本書的出版不單為本地化社會工作案例的理論及方法立新的里程碑，更可使服務質素更上一層樓。

陳黃穗太平紳士
香港社會服務聯會
主席

Foreword

This is the fourth Casebook of Innovative Attempts in Social Work Intervention published by the Hong Kong Council of Social Service (HKCSS). The objective, in line with the three previous publications, is to set out the local practice experiences and indigenous elements in social work in order to advance the professionalism of workers.

Since the publication of HKCSS's first Casebook in 1986, a variety of casebooks on different social welfare experiences has been published. It is encouraging to note that our Casebooks provide a driving force to the production of more local casebooks. The fact that the casebooks have been produced on a regular basis indicates that social workers are interested and are willing to share their working experiences, and that there is a demand for local reference material.

Over the last ten years, the social changes in Hong Kong bring about a corresponding change in the needs of the community. In order to cater to the needs of the public, social workers have launched pilot projects and experimented with innovative service delivery models. Therefore, the Council's Editorial Committee decided that the fourth Casebook should pay tribute to the enterprising spirit of these social workers.

This fourth Casebook presents a critical review of these pilot projects, the innovative service delivery models and looks into the theories behind them. In so doing this Casebook will further the exchange of knowledge and experience amongst social workers and encourage them to reflect on their direction of work for the future. This publication, I hope, will then become a milestone in presenting the indigenous social work intervention theories and methods for Hong Kong, contributing ultimately to raising the service standard of the profession.

Mrs. Pamela Chan, J.P.

Chairperson

The Hong Kong Council of Social Service

鳴謝

本人謹代表香港社會服務聯會社會福利人力及訓練委員會的所有曾協助出版《社會工作創新案例彙編》之人士致以衷心感謝。

首先，我希望向二十六位遴選委員會委員致意，多謝他們在審閱及評選來稿時所付出之時間及精神。另外亦感謝各位社會工作者及社工訓練者提供珍貴的稿件，讓社會工作專業同工能夠分享他們的知識及經驗。

其次是感謝天地圖書有限公司作為本書的出版人，他們了解這趟合作只能為公司帶來有限利潤，但他們把這次合作視為對福利界貢獻的一個方式。

此外，我們亦非常幸運地獲得編輯委員會召集人陳秀嫻博士及其他委員悉力以赴，作策劃、準備及籌備工作。他們非常恰當地挑選了一個能夠充分反映社會福利專業人員在面對社會瞬息萬變時所採取創新的工作嘗試作為主題。從投稿者的熱烈反應我們可以更肯定選題的恰當，亦是社會工作界大感興趣的題目。

最後，我感激香港社會服務聯會對出版本書的鼎力支持，謹此特別鳴謝社聯同事王景兒小姐及黃慧嫻小姐，她們經常與遴選委員及撰稿人聯絡及負責協調及準備出版事宜。本書是社聯的第四本案例彙編，並且開創先河撰定一特定主題。我衷心希望案例彙編在發展本地社會工作知識及鞏固本地經驗方面的傳統能夠保存下去。

溫麗友太平紳士
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主席
(一九九一／九三)

Acknowledgements

On behalf of the Social Welfare Manpower and Training Committee of the Hong Kong Council of Social Service, I would like to extend hearty gratitude to all those who have contributed and helped in the publication of the Casebook of Innovative Attempts in Social Work Intervention.

Firstly, I would like to thank the 26 Selection Panelists for their painstaking efforts in reviewing and commenting the articles. Thanks must also be extended to all practitioners and trainers who have contributed such invaluable articles so that social work colleagues can share their knowledge and experience.

Secondly, I would like to express appreciation to the Cosmo Books Ltd. for being the publisher of our Casebook which will widen our sales network. Knowing that such joint venture can only have limited profit to their Company, the publisher perceives the project as a form of contribution to our welfare field.

Also, we are very fortunate to have Dr. Joyce Chang, the Convenor of the Editorial Committee and other members of the Editorial Committee devoting so much efforts in the planning, preparation and organization of the Casebook. They have so aptly chosen the theme for the Casebook which reflects the innovative and creative attempts of our social welfare practitioners in meeting the ever-changing needs of the community. The enthusiastic responses from contributors confirm us that the topic is well-chosen and of interest to the field.

Last but not the least, I am grateful to the Hong Kong Council of Social Service for its unfailing and continued support of the publication of Casebook. In particular, appreciation is due to Ms. Sandra Wong and Miss Connie Wong for their hard work in liaising with the panelists and contributors and in the co-ordination and preparation for publication. This is the fourth Casebook of the HKCSS and which has started a new era by having a specific theme. I sincerely hope that the tradition of the Casebook in the development of indigenous social work knowledge and the consolidation of experiences can be continued.

Miss Deborah Wan, J.P.

Chairperson

Social Welfare Manpower &
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The Hong Kong Council of Social Service

編輯委員會的話

第一冊「社會工作案例彙編」於一九八六年出版，鑑於受到廣大讀者的歡迎，香港社會服務聯會分別於一九八八年及一九九零年出版第二及第三冊「社會工作案例彙編」。

今年的編輯委員會在籌劃新一本社會工作案例彙編時，察覺到本港各社會福利機構多年來不斷推廣新服務及嘗試推行創新服務計劃，以配合不同服務對象的需要。編輯委員會一致肯定這些創新計劃的經驗十分寶貴，是值得與社工同業分享的，於是決定以分享社會工作的創新意念為本書的重點，希望能帶給同工一些新啟示。

編輯委員會共收到三十二篇投稿，是歷屆案例彙編稿件之冠。因為投稿的數量之多，遴選工作得由一個共二十六人組成的遴選委員會負責，他們均來自社工界，並具備不同的專門知識。在第一次遴選中，文章均由兩位遴選委員審閱，若意見相異，則交由另一位遴選委員評審。作者會就遴選委員的建議作適當的修改，再由遴選委員覆核。編輯委員會十分感激每一位踴躍投稿的作者及在百忙中抽空審閱來稿的遴選委員會委員，他們都能在過程中充份合作。有部分投稿未經選錄，皆因內容與彙編的主題不大吻合，但都是不可多得的社會工作經驗交流。編輯委員會對於不能收納的部分文章感到可惜。

另外，編輯委員會首次嘗試與天地圖書有限公司合作，希望能改進本書的質量和更有效地推廣社工書籍的發行網。

最後，編委會衷心向社聯人力及訓練幹事王景兒小姐及有關參與編印工作之員工致謝。亦藉今次機會向所有提供創新意念和工作案例的社工人員致謝，希望將大家富啟發性的努力為服務對象帶來生活上的改善。

陳秀嫻太平紳士
社會工作創新案例彙編
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Notes from the Editorial Committee

The first 'Casebook of Social Work Intervention' was published in 1986. As it was well received, the Hong Kong Council of Social Service published the second and third 'Casebook of Social Work Intervention' in 1988 and 1990 respectively.

When the Editorial Committee was formed to plan and prepare for the new Casebook, the Committee identified that for a number of years, social service agencies have been promoting new services and conducting pioneering projects in social welfare to meet the needs of different client groups. The Editorial Committee agreed unanimously that the valuable experience of these pilot projects should be shared among social welfare personnel. Hence, the Editorial Committee decided to focus this Casebook on sharing experiences of innovative attempts in social work practice, and hoping that they would bring insights to practising social workers.

A total of 32 articles were received. Compared with past years, this Casebook has the highest number of contributions. Because of the large quantity, the screening of articles has to be handled by a Selection Panel of 26 independent panelists with expertise from various social work services. For the first round of selection, each submitted article was screened by two panelists, and by a third panelist in case of divided opinion. Authors would be requested to revise their articles according to the suggestions of the panelists. The revised articles would again be submitted to the panelists for a second review.

The Editorial Committee would like to express our generous gratitude to each contributor and also the selection panelists who helped us to screen the articles despite their own busy schedule. The Editorial Committee is regretful that some of the valuable articles have to be rejected as their contents do not coincide with the theme of the Casebook, i.e. 'innovative attempts' or 'social work intervention'.

It is the first time for the Editorial Committee to join hands with the Cosmos Books Ltd. to produce the Casebook. We hope that this joint venture can improve the quality of this Casebook and can promote the sales of the book.

Last but not the least, the Editorial Committee would like to thank Ms. Sandra Wong, the Manpower and Training Officer of

the Council, and other staff of the Council for their assistance in the publication of this book. We thank those who contribute their pioneering and innovative experiences to share with all readers. May their inspiring efforts bring about some impact and change in the lives of those we serve.

Dr. Chang Sau Han, Joyce, J.P.

Convenor

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Work Intervention

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