



2018年马来西亚生命线协会会刊
Life Line Association Malaysia Newsletter 2018



帮助别人  成长自己
Helping Others & Achieve Self-Development



马来西亚生命线协会

服务理念

帮助别人 成长自己

生命线宣言 Declaration of Life Line

我们相信：

天地间存有仁爱与公义，万物有开始与结束。
冥冥之中有一种力量维持宇宙秩序，并赋予人生意义。

We believe

The world is home to righteousness and goodness.
Everything has its own beginning and its own ending.
There is a power that gives meaning to life and moves for peace in the world.

我们相信：

四海之内皆兄弟，各人有彼此照顾的责任。
人人皆有与生俱来的价值权力，以实现自尊与真善美的人生。

We believe

Everyone is our friend, and all people have a responsibility to take care each other.
Everyone has an inborn validity and power to achieve a life filled with self respect and true goodness.

我们相信：

助人为快乐之本，并不计较报酬。
服务社会，必须群策群力。
仁爱是我们服务的出发点。
公义是我们服务的最终目标。

We believe

Happiness is found in helping people with no expectation of help in return.
Service to society mandates action by people together.
We serve from our abundance.
The highest goal of services is righteousness.

因此我们诚心愿意：

奉献我们的时间与才能，服务社会，造福人群。
恪守生命线的精神与守则。
主动负责，鞠躬尽瘁。

So we will donate our time and the ability in service to society
for the good of human beings.

Act by the spirit and according to the rule of lifeline.
Do all that we can because without being ordered to.



苏万安
马来西亚生命线协会会长

共肩使命廿五载 同创愿景献关爱

我很荣幸再次被会员们推选为理事，并连任马来西亚生命线协会第12届会长，这是连任后的第一篇刊词。

衷心感谢已卸任的第11届理事，在三年里齐心协力，带领本会取得多项突破性的成长。感谢留任的理事，也欢迎新加入的理事。期待新的理事阵容，秉持生命线协会的宗旨与理念，为这24年的助人平台增添新元素与演变，以更稳健与有效的步伐履行使命，迈向团体愿景。

我不曾忘记2014年甫接任会长时定下的三个目标。第一个目标是收集与整理生命线协会长期累积的本土与实作经验，编辑成册出版。经过上届理事们三年努力，本会于此已取得巩固的基础。这些文字记录是生命线协会最至高与珍贵的资产，也是让知识经验流播久远、惠及大众与新进的最实质的方式。

2018年1月8日是生命线协会重要的里程碑。引领期盼二十余年，本会正式推出辅导服务的第一波延长

计划，从这天开始增加周一日间的电话辅导时段，为本会迈向24小时热线辅导愿景的关键一步。我深切感激本会义工、理事与行政人员们的付出，特别是直接参与研讨与落实工作的伙伴。为履行生命线协会这项最根本的使命，持续性的培训规划、系统性的经验整合、以及完善的义工成长系统，都是稳健落实此目标至关重要的措施。

2018年9月9日则是纪念本会成立25周年举办慈善午餐的大日子，感恩一路走来各界予以本会的奉献与厚爱之余，也为下一段廿五载筹谋——生命线大家庭再度群策群力，为增设“教育推广中心”筹募资金与网罗资源。长远而计，这是为第三个目标“开设分会”立下基础，短期内也用以缓解本会近年迅速成长的助人服务与义工阵容之空间需求。

为社区提供充分且及时的辅导资源是生命线协会长期努力推动的愿景。为此，清晰且广泛掌握全马各地区、群体之本土辅导议题，便是持续性提升辅导



助人专业之道，也将是此教育推广中心之主要功能之一。这包括整合资深义工的本土经验，辅以学术研究方法探讨社区之挑战与需求，进而研发更合时宜的辅导作业系统，除提升辅导服务外，也让相关知识远播、各方受惠。我期许以此作为传播理念，待时机成熟后，开设分会的工作自然水到渠成。未来，分会以生命教育出发，协助当地民众之自我学习与提升，进而培训义工团队，最终推展出生命线协会的核心服务——电话辅导服务。

为有效落实上述目标，我认为生命线协会全体义工、理事与行政人员共同肩负重轭：

- 一、理事时刻谨慎确认本会之发展方向清晰明确，及时处理过程中出现的挑战。
- 二、督导组与辅导组积极建立完善的培训体系，扩大义工团队，并持续提升服务品质。
- 三、社会教育组以其近年茁壮发展的讲师阵容，先以讲座与工作坊形式走进各地社区，于分会成立后

担当首要责任，深耕当地生命教育之推广。

- 四、关怀组与爱心特工组分别以青少年关怀服务和社会公益活动凝集当地群众，让各区民众认识，甚至认同生命线协会之助人使命与愿景。
- 五、游戏治疗组已成功结合各地资源，走入社区推出流动式服务，近年所累积之宝贵经验，必可作为他日分会辅导服务之重要参照。
- 六、行政处谨遵理事拟定之发展方针，积极支援各项义工服务，巩固且发挥本会作为助人平台之功能，并与各社区团体紧密联系、共同成长。

最后，我谨代表生命线协会全体同仁，向从草创时期发展至今，以精神、经验、善款等各形式，支持与辅助生命线协会的有心人，说声“多谢，感谢”。各位的无私付出，成就了今天的生命线协会，也照明这个团体的未来，更为社会增添关爱之情。我诚挚期许，本会理事、六组义工以及行政人员坚守岗位，携手前进，铺出辅导助人专业之“光明之道”。🌻



黄慧芳
马来西亚生命线协会秘书长

饮水思源 再接再厉

岁月的列车不曾为谁而驻留，却超载了许多缤纷绚烂的生命故事。来自宝岛的种子，在有志之士的呵护滋养下萌芽生根，马来西亚生命协会在所有义工真心的付出，各界同仁的努力与支持下，谱下了廿五载的生命乐章。

廿五载的乐章，也许不是每一个音符都是绝美的天籁之音，却满载着对生命的热诚，扣人心弦的感动。在生命线服务经已踏入第廿三个年头，能够在我的回忆里头稳得住阵脚的，也唯有满满的感动。犹记得，生命线在1998年经济风暴时面临前所未有的危机，几欲断炊，即连廉价的会所租金也无力承担。正当许多生命线的伙伴们为此感到担忧惶惶时，却捎来了我们永久名誉会长高桂莲小姐为我们雪中送炭的佳音，当年任职生命线秘书长的高会长毅然地一力承担，并许诺不会让生命线倒下，高会长振奋人心的鼓舞，至今依然萦绕在我耳际。

其后，高会长更仗义扛下了理事长的重任，并四处奔走，游说当时许多因为深受经济风暴影响而自顾不暇的商家们，持续支持生命线。此外，为了让当时还抱着守望态度的一些有志之士更深入了解生命线的价值，高会长更自费组团带领一班有志之士到宝岛台湾取经。漫长的生命线乐章里头，演绎着你我的

欢笑、泪水、执着、不舍，点点滴滴充塞着原本就得不来不易的马来西亚生命线协会。或许不是每一个音符都是你我所属意的，可美妙绝伦的乐章，从来都不会只有谐音音符而已。如今，我接任了秘书长一职，即没有高会长义无反顾的坚韧，也没有她那前瞻性的冲劲，却承载着前人种树的恩惠，除了感恩，也唯有感动而已。

踏入第廿五个年头，马来西亚生命线协会在一群为善不落人后的青年才俊，诸如永久名誉会长丹斯里拿督郑福局绅、丹斯里拿督邝汉光博士、拿督斯里陈正财博士、高桂莲小姐、陈凯思小姐，顾问丹斯里拿督邱财加、拿督王鸿财、拿督李德木，以及机兴海星基金会、李丽琼女士、杨福春先生等人的顶力支持，义工同仁们不辞劳苦的努力下，生命乐章迈向了新的里程碑，展开了日间辅导的社会服务。在此，向大家致以十二万分的谢意，希望大家在努力为生命线谱写推陈出新的生命乐章时，也依然能够记取前贤们为生命线铺下康庄大道所付出的一切。

最后，我感谢大家多年来对马来西亚生命线协会的不离不弃，不计较得失的付出，同时，也祝福大家能够为生命线谱下可以照亮自己生命的乐章。🌻



2017 - 2020 年度 第12届理事会阵容



永久名誉会长



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理事
钟丽敏



理事
杨福春



理事
施顺荣



理事
叶威陵



理事
黄秀燕



理事
罗丽美



理事
陈杜婷



理事
罗国荣



理事
余莹莹



理事
廖翠薇



理事
黄玉燕



理事
许靖纬



理事
张思维





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永久名誉会长陈凯思

感恩义工 有你们真好

文 / 郭柳嘉

想邀请凯思接受采访并不易。她喜欢保持低调，凡是需要见媒体或上台拍照的，她交待了不需要邀请她，因为她只想专注成为安静值班的义工。然而，当生命线向税务局争取免税资格或筹款时，她却是很愿意高格调地站出来。因此，这次的采访可以进行，凯思也是附带着条件的，只分享她成为义工的历程，希望能让公众读者更了解生命线的活动和意义。

凯思（下排右二）在95生命自觉营中担任摄影师，为筹委及学员们留下难忘的回忆。

“对于成为名誉会长，常常被特别关注或请到台前合照，让我不自在。相反的，我为自己可以成为基层义工，感到无比骄傲与光荣。我觉得生命线需要被社会看见的，不是名誉会长，而是我们所有的义工。没有了幕后默默付出的义工，就没有生命线，义工们才是真正的主角。”

“加入了义工团队，我才真正体会生命线的口号‘帮助别人，成长自己’背后的意义。我们看似在帮助别人，只有自己才知道，我们其实是在接收丰盛的生命礼物！加入生命线以后，我经历许多个人成长和突破，我应该下半辈子都会在生命线服务。”她从容地说道。



2015年10月份的一个星期天，一位长发、高挑的女生拖着沉重的行李箱来到生命线，她把行李箱往旁边一放，就加入其他学员们，专心聆听讲师讲课。为期半年的义工培训课程，举凡见到她的身影，大多数都会伴随着一个大大的行李箱，与其他学员们所带的小包包形成强烈对比。

“刚好培训期间遇上我在外国或东马工作。老实说，身体很累，但是每次周末回来上课，我反而觉得自己好像是工作累了回来充电的感觉，那是与自己更加靠近的喜悦啊！生命线的督导和带领员们真的是太棒了，没有她们的用心带领，我也没办法坚持下来啊！”

原来十年前，凯思参加了95生命自觉营，之后报名义工培训，不过当时的受训时间长达一年半，且上课时间在周间晚上，她未能顺利毕业。回想当年，她感慨地说：“我很感谢当时我被‘刷’了下来的经历，这让我深深明白生命线的义工培训是非常严谨的。因此，当我觉得自己准备好投入长达一年半的时间，才在2015年再次参加义工培训。报名了才知道培训已经改为周末密集式，半年就可完成。我觉得自己好幸运！”

目前，凯思已完成了两个阶段的培训及见习阶段，已是实习义工。这两年里，尽管工作仍旧忙碌，她每周固定抽出一个晚上到生命线服务。问她为何如此坚持？她笑答：“因为我也曾是求助者……”

学习真正的倾听

那是很多年前的事了，当时她遭遇人生中的重大挫折，她记忆犹新地说：“非常煎熬，有些话不方便向身边的人说，别人会说你生在福中不知福或给予很多批评指教，那种苦只能自己一个人默默承受。而生命线的辅导热线是在电话中谈，彼此不知对方的身份，所以可以跟辅导义工畅所欲言，从而放下纷扰情绪，渐渐找回清明的自己，有力量跨过难关。当时的我并不晓得义工究竟做了什么，能带来这么奇妙的效果。直到我参加第二阶段的培训课程，才明白其中的诀窍——倾听与信任。”

“我的工作性质和价值在于解决客户的问题。然

而，辅导中的‘倾听’和‘同理’完全是另一回事，需要完全放空自己去理解对方的心情和角度，全然和对方在一起，并不急着解决问题。听起来简单，在实习初期，这可是我非常挫败的一部分，自己常常会不小心主导了谈话。经过旁边的资深义工和督导提醒，才慢慢的纠正过来。”

“我才领悟到，原来过去自己与他人的互动方式，并没有真正放掉自己的价值判断，也不是确实实的陪伴、接纳和同理他人。经过不断的被提醒和练习，现在服务的时候，已经很少会如此了。”

说到这里，她突然笑了起来，“话虽如此，回到日常生活中面对自己所在乎的人时，还是会特别容易‘破功’，一不小心便切入主观感受、向对方说教给意见或一厢情愿的从自己的观点出发，而忘了真正站在对方的角度，温柔和单纯的去理解和同理。”

“我很感谢每个星期在生命线的服务，让我可以不断地修炼自己。每当在生活中不小心起了主观感受，不自觉变成那个喜欢给意见、努力解决问题的自己时，我很快就会发觉了，然后马上拉回和收敛自己。也因为明白了什么是‘倾听’，当自己忘了真正倾听他人或用力过度时，面对对方，会觉得很尴尬、很不好意思！”

“渐渐的，我学会了接受这样的自己。明白自己其实是不愿意看到心爱的人受苦，希望自己是可以帮助他人，才会急着给意见，这完全是出自一份很深的善意和爱。现在想来，虽然自己当时的方式不





凯思也喜欢为义工们准备餐点及摆设餐桌。

对却很真诚可爱，而那位过度用力的自己也蛮逗趣的。我学会欣赏自己的善良和直率，渐渐的，就可以更温柔的理解和接纳自己与他人的不足。”

“我发现当我可以好好的倾听自己，而且如实理解自己的内心、尊重和接纳自己的感受，安抚好自己，我就可以给予他人很好的倾听、尊重和信任。”

从陪伴中听见自己

“每位求助者都是一面很棒的镜子。求助者大多因为一些生活中所发生的事，而触动内在的自卑、不够好、悲伤、生气、受伤或不值得被爱的情绪感受。透过倾诉与被倾听的过程，求助者重新把目光移回被忽略的自己身上，从而转化和升华。原来，我们都是常人，内心都会有被看见、被了解、被关怀和被支持重视的需要。因此，每当自己内在有不舒服的感受时，我就会特别愿意给予自己独处和观照的时间。”

“从求助者的身上，我也深深感受到每个人的内在都有着无限的爱、智慧、慈悲和创造力，只要给予足够的时间、支持和信任，都可以自由地去跨越和拓展生命。这个过程对我的影响很大。渐渐的，我可以尊重及接受自己和生命中所发生的一切，更加信任与自在。”

“过去，我很努力修正自己，希望自己可以更好。现在，即使没有做好、做对，我都比较容易看见自己和他人的不容易，并欣赏自己和他人现在所能做到的，坦然接纳，少了许多批判和指教。真是感谢在生命线的学习与修炼，让我可以不断地重新回到温柔和谐的自己，生活也变得开阔和越来越轻松自在。”

生命线对她而言，是一个安全并有意义的修炼场，服务他人，其实就是在修炼自己。“我愿意长久留在生命线，并不是因为我很伟大，而是因为倾听、尊重和信任，其实是一生的功课，我觉得它就像气功或功夫课里面的‘站桩’，是一门简单却重要的基本功，不需要急着去修炼什么深奥复杂的法门。”

助人也自助

据她说，值班是她每个星期最快乐的时光，她觉得自己的收获比付出还多。

“也因为如此，我非常珍惜每个星期的值班，我会提早到，让自己静坐一下，倾听安抚好自己，才值班。值班后，我会把当晚的感受和启发，还有督导和同伴的话语，写在觉察日记内，累计了一年多，就对自己有更深的了解和接纳。”

“以前我很在意自己是否能达到想要的结果，现



在我的重点反而是了解自己的感受，理解体谅自己所没做到的，肯定欣赏自己做到的。做好了基本功，自己的人生方向和服务素质自然就有了一股轻松自在的力量和方向。”

“有些人告诉我，你到生命线多做慈善是一件好事。其实，来生命线服务，我一点也不觉得自己在做‘慈善布施’，反而对慈善有更深层的理解。真正的慈善，是先对自己温柔和接纳，才能给出温柔和接纳，我觉得我是透过生命线为自己做‘慈善’。”

“也有些朋友问我，你怎么能够那么有耐心倾听呢？其实，我觉得我们给出去不是‘耐心’，而是一份理解、接纳和信任。是服务让我们的心更加温柔而开阔啊！”

有些人认为，会到辅导中心服务的义工，都是带着生命课题的人，凯思并不认同。“我觉得每个人都有生命中需要面对和学习的议题，人生不可能永远顺遂。所以，我反而觉得愿意到生命线服务的义工，是非常愿意坦诚面对自己人生议题的人。愿意帮助自己同时也给出温暖的人，其实是懂得对自己与他人的生命负责任、尊重和信任的人。”

她一再强调自己只想专注成为安静值班的义工。她非常感谢一起服务的义工和督导们。她说：“我还是新人，还有很多需要学习的地方。我相信许多生命线的义工，也跟我一样在助人过程中经历及成长了，若能有机会，让义工们分享从事助人工作的感想，一定很精彩和具有启发性。”

义工们 辛苦了

“生命线最让我感动的是义工。有些义工服务了超过20年，态度

还是非常的真诚，尤其是生命线内部的评估审核和活动，特别能体现出义工们的专业和认真，这是多么难得、多么珍贵的付出。我想向这些资深义工们致敬，并向他们看齐。”凯思认真地说道。

“许多义工下班后，匆匆赶来值班，连晚餐都没吃；也有不少义工，为别人付出当儿并没有照顾好自己，生活过得有些拮据或是本身也面临心灵困扰，让我很心疼。”她希望在职培训不仅专注于技巧知识上的提升，也能多办一些滋养义工心灵的课程。她相信义工先把自己照顾好，生命线先把义工照顾好，才有力量帮助有需要的人们。

请大家让生命线，成为你生命中的支援

凯思呼吁各界人士，有机会的话，一定要来接触生命线。可以先来参加讲座，观看生命线的youtube网络节目；经济富裕的人们欢迎资助生命线；时间允许的，可以加入义工团队。

“我也是从参加生活营开始接触到生命线，然后越来越贴近这个组织，最后成为这里的一份子。我相信不管以什么形式接触生命线都会有所收获。”



与税务局总监会面，商谈申请免税资格事宜。



马来西亚生命线协会25周年会庆 暨筹募教育推广中心基金 慈善筹款午宴缘起

2018年9月9日（周日）吉隆坡冼都王岳海大礼堂

抢救社会的心理健康 重见生命的本质意涵

“你好，这里是生命线，我能帮助你吗？”

马来西亚生命线协会是一个以电话辅导为核心服务的非政治、非宗教之非营利组织。注册于1993年，本会以“千里一线牵，帮助在耳边”（Help is as Close as the Telephone）作为理念，至今倾听逾两万名求助者的心声，协助企图自杀者重拾生活的勇气，陪伴彷徨无助者重见生命的希望。

近年，因心理障碍与社经压力所引发的家庭悲剧、自杀事件等社会问题频传，我国卫生部“2015年全国健康与疾病发病率调查”更显示高达三分之一的成人罹患精神相关疾病。由此可见马来西亚社会的心灵危机逐渐白热化，而本会近年接获的求助咨询也显著性增加，目前本会所提供的服务，无论于支援或是预防工作，都已供不应求。

于支援层面，本会以24小时电话辅导服务为最终愿景，近年持续开办培训课程扩充义工人力，并增设辅导电话线与面谈室，终于于今年1月8日展开第一波辅导服务时间的延长计划。本会也于2015年开始扩大支援对象的范围，特为儿童求助者新增游戏治疗服务。有鉴于此，随着培训人数与场次的增加，加上电话辅导系统、面谈辅导室、游戏治疗室等实体需求，空间资源上的紧张已成为扩展支援服务的主要限制因素。

于预防层面，本会2015年起推出“我听见了你”运动，出版书籍与音乐短片提升倾听意识，至今举办逾200场全国巡回校园讲座；2016年主办第十一届

全国华社辅导研讨会，接续每年推行“全马辅导巡礼”，有效扩散长期集中于吉隆坡的专业师资，成功整合各社会资源，与全马各地学校、社团企业与政府单位携手推广生命教育相关专题系列课程。经过与国内外师资数年的经验交流，同时鉴于近年本地心理辅导高等教育之蓬勃发展，本会深感本土实践的重要与迫切性。透过对本土辅导案例进行专业的经验整合与研讨，我们才能掌握更合乎文化时宜的策略方案，有效提升社会大众对生命价值的意识。

本会遂决定设立教育推广中心，长远而计有效地解决空间上的限制，同时加强社区辅导于本土实践之专业提升，以求及时为日益严重的心灵危机提供更臻完善的支援与预防工作。此中心内预计设有服务部（面谈辅导室、儿童游戏治疗室数间、义工休息室）、推广部（社区图书馆、文献期刊存库）与研发部（本土调查与数据分析中心、产学研合作研究室、多功能培训空间）。为此，本会恳盼在25周年的重要里程碑之际，以一百万令吉为征求目标，邀请社会贤达与热心人士慷慨解囊，合心筹募教育推广中心基金。

谨此对大家的照顾与支持致以崇高的敬意与由衷的谢忱。

马来西亚生命线协会 25周年会庆筹委会
敬上



为了铭记大家的热心与支持，我们将以以下方式感谢捐款人：

乐捐 RM 50,000 或以上者，将受邀为永久名誉会长、鸣锣人及获赠3桌餐席

乐捐 RM 10,000 或以上者，将受邀为击鼓人及获赠2桌餐席

乐捐 RM 5,000 或以上者，将受邀为剪彩人及获赠1桌餐席

乐捐 RM 1,000，获赠2张名誉券

乐捐 RM 150，获赠1张嘉宾券

慈善筹款午宴

日期：9-9-2018（周日）

时间：上午11.30入场

地点：吉隆坡冻都王岳海大礼堂 HGH Convention Centre, Lot 475, Jalan Sentul, 51000 Kuala Lumpur.

赞助回函

致：马来西亚生命线协会25周年会庆筹委会

本人/公司将以下方式支持马来西亚生命线协会25周年会庆慈善午宴：

☐ 乐捐 RM _____，受邀为永久名誉会长、鸣锣人及获赠3桌餐席

☐ 乐捐 RM _____，受邀为击鼓人及获赠2桌餐席

☐ 乐捐 RM _____，受邀为剪彩人及获赠1桌餐席

☐ 乐捐 RM _____，获赠 _____ 张名誉券


☐ 乐捐 RM _____，获赠 _____ 张嘉宾券

兹附上现金/汇款证明/支票（汇款/支票号码：_____）予

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赞助者资讯

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| 个人姓名/ 公司名称 | | 公司注册号码/ 身份证号码 | |
| 邮寄地址 | | 签名/ 公司印章 | |
| 联络号码 | （公司） （手提） | | |
| 电邮 | | | |
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| 填写日期 | | | |

请把填妥的表格和付款凭证(汇款通知)电邮给行政处 sponsor@lifeline.org.my 

或传真至(603) 42666195 或发送 Whatsapp 讯息至 011-10959595。

欲知详情，请预览我们的官方网站 www.lifeline.org.my 或 面子书 “Life Line Association Malaysia” 





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配合2016年9月10日至11日，由生命线协会承办“第11届马来西亚华社辅导研讨会”所出版。内含6张不同款式的书签，记载着6位研讨会讲师所提供的启发语句，引领大家倾听生命的力量。

全套含9款精美设计，共54张纸卡，结合了义工们在助人路上及自身经历所得到的启发。期待这些承载着义工们成长的能量语句，能在大家迷茫时提供一缕能量，再次以生命影响生命！

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马来西亚资深音乐人周金亮特邀9位女歌手献声演绎其创作的作品；是他在不丹许下写1000首歌的心愿后，所推出的首张专辑。专辑共收录9首独唱曲以及2首赠献生命线协会的活动之歌：《最大的天空》及《我们的世界需要爱》，以音乐传播爱与关怀。



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25 95

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你知道如何爱自己吗?
遭遇人生挫折时,你懂得救自己吗?

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95生命自觉运动再加码
让我们齐来学习
爱我·救我

发挥积极乐观的精神
展现勇敢坚韧的力量
创造自在喜悦的人生



爱我 救我

延长辅导服务时间



新闻发布会上嘉宾们手上握着代表生命线协会辅导精神的牌子，而太阳和月亮代表生命线协会所提供的日间与夜间辅导服务。左起为张庆锋、黄世辉、顾问拿督王鸿财、会长苏万安、会务顾问苏意琴及张成市。

马来西亚生命线协会源自于台湾，而台湾生命线早在很久以前就提供全年24小时服务，即使是假期或节庆，仍风雨不改的提供热线服务，让在生活上遇到困难或心灵打击的民众可以有一个宣泄及缓解的管道。而马来西亚生命线协会虽已成立了24年，但在没有固定的承接者、没有宗教背景及政府的资助下，一直以来只能维持在晚间三个小时的辅导热线服务。

所幸，在顾问拿督王鸿财的大力支持与督促，以及历年理事们的努力经营下，生命线协会迈向24小

时热线服务的愿景终于在2018年1月8日正式启动了，增添了星期一日间的两个辅导时段，分别为早上10点至中午12点及下午2点至4点。然而，这只是延长辅导服务时间的第一步。

于去年特别成立的专案小组，经过详细的探讨与研究后，正致力于规划出逐步落实24小时辅导服务的步骤。让专案小组的两位成员张庆锋与王妤娴来谈谈延长服务时间所需具备的条件、资源及各方面的考量。

巩固与扩充服务团队

辅导团队（储备义工培训、在职培训及前义工复职）
督导团队（储备督导培训、招聘专职人员）
培训团队（带领员培训）

稳定财务支持

延长辅导服务征求计划
重启95爱心基金

延长辅导时间 四大方案



马来西亚生命线协会



王妤娴
督导组组长



张庆锋
培训组总策划

大夜班 协助高风险群

我曾在高雄生命线实习，发现许多有自杀风险的个案会在深夜拨电寻求协助。夜深人静时，比较容易让人产生孤独感，也容易勾起不开心的事情，这段时间最需要有人倾听、陪伴。

在马来西亚除了心灵扶助协会（Befrienders）外，还没有其他社区辅导机构有提供24小时的服务，但该机构以英语辅导为主。因此，延长辅导时间最重要的时段为大夜班，也就是从午夜12点至清晨的这段时间。

然而，开启大夜班还需考量到协助紧急个案的后序支援，比如：与其他转介单位的协调与配合、追踪个案来电的地点等，需要与各方面包括警方、医疗单位等建立一个可相互支援的网络，才能有效协助高风险个案。生命线协会目前正与国家人口与家庭发展局（LPPKN）进行这方面的协商，希望借由政府的号召，将支援网络建立起来。

永续经营的 挑战

生命线协会目前的辅导人力都是义工，只能在特定的时间前来服务。要延长辅导服务时间，就得培训更多义工，让人力分布在不同的服务时段。我们期望在8至10年内，能培训超过600位社会有心人士，并能够录取超过200位义工，以便能固定提供24小时热线服务，达到不管任何时候，只要你需要，都可以做到我们推崇的口号：千里一线牵，帮助在耳边。

延长服务时间不难，难的是永续经营。新的辅导时段一旦开启，就不能中断，必须要有源源不绝的人力来支援服务。同时还得考虑到，不给现有义工造成紧张和压力，不影响现有义工目前的值班状况等等。若经济许可，聘请专职人员协助策划及带动义工培训，并兼任日间班督导，将能减轻义工们的负担。

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开发轮班制度
加强义工人力管理与职涯成长
加强高风险个案支援标准程序
重整值班时段


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提升硬件设备
强化个案资讯管理
增加空间资源
确立大夜班的安全与便利性

创建美好和谐社会，抚慰困顿受伤的心灵，需要更多人携手共建，生命线协会邀请您加入义工团队，付出您的时间，成为关怀生命的一员。

欲了解义工储备课程详情，请关注：

网站 www.lifeline.org.my

面子书 Life Line Association Malaysia 

爱我 救我

国际接轨 拓展视野



2017年度国际生命线会议

日期 2017年7月17日至18日

地点 古晋 The Waterfront Hotel

出席者 永久名誉会长高桂莲、副会长博珊珊、秘书长黄慧芳、理事兼督导组组长王好娴、理事兼辅导组组长陈杜婷、行政主任郭柳嘉及行政处执行秘书谢成

国际生命线创立于1963年澳洲悉尼，目前全世界超过20个国家都设有生命线中心。

此次会议选在古晋举办，19位来自澳洲、加拿大、韩国、台湾、南非、斯里兰卡、上海及马来西亚的生命线代表齐聚一堂。马来西亚生命线协会的7人代表团，有幸出席会议与各国代表交流及学习，共商国际生命线协会未来的发展方向。

在为期两天的会议中，各国代表针对如何促进组织成长、会员福利、确保服务品质、各国所面临的挑战、组织目标等等进行讨论，并由各国代表呈现各自的服务范围及活动报告。大会也推选出任期两年的临时委员会推动组织的接下来的发展。

第29届国际自杀防治协会世界大会 (IASP)

日期 2017年7月19日至22日

地点 古晋婆罗州会展中心

出席者 永久名誉会长高桂莲、秘书长黄慧芳及行政主任郭柳嘉

国际自杀防治协会 (IASP) 为自杀领域首屈一指的国际非政府组织，致力于推广自杀防治领域的学术研究与实务工作。该协会每两年举办一次世界大会，此会议共吸引来自将近50个国家超过600位相关领域的研究者与实务工作者参加。为期4天的会议内容丰富，包括12场大会演讲、11场专题演讲、40场研究论文口头发表及3场研究论文壁报发表。

此次出席大会有助于生命线协会开拓视野，了解国际自杀防治领域的最新发展与知识，包括其他国家所采取的预防措施、精神疾病治疗、辅导热线运作、学术研究主题等等，同时拓展人脉，与各国自杀防治领域工作者交流学习。🌻





生命自觉营

睽违三年的95生命自觉营，于2017年10月8日，在78位学员及37位筹委义工的愉悦心情中圆满落幕。

本届生活营主题为“再见·再遇见生之线”，以“再见”为主轴，让参与者回顾过往的生命事件，学习放下往事的羁绊与束缚，与内心的纠结情绪和解，同时发掘支撑自己度过低迷时期的生命力量，进而积极地面对生活中的压力及挑战。

虽然自觉营只有短短的两天一夜，每一位参与者，不论学员、义工或筹委都有不同的体会与收获，来听听他们怎么说……



罗国荣 副营长

感谢大家的信任，让我有幸担任副营长一职。

由于历届95自觉营的评价都很好，全体筹委和工委都不敢掉以轻心。我们不停开会、一再讨论细节并适时修改，目的是希望把每一方面都做得尽善尽美。

这届95自觉营更是集合了生命线协会五大组别的义工，大家不分彼此、同心协力，务求让营员们有个美好的回忆。

这届95自觉营更是集合了生命线协会五大组别的义工，大家不分彼此、同心协力，务求让营员们有个美好的回忆。

很感恩，95自觉营最终在很温馨愉悦的氛围中圆满结束。



吴燕珊 带领员

我很喜欢当营队的带领员，那是生命和生命的相遇，而在这相遇的过程中，透过很用心设计的体验式活动，激荡出很多生命的碰触，也许那是营员自己和自己的碰触、营员和营员间的碰触……最后结束时大家都对自己有更多的发现并带着一些能量回去，这就足够了！

这是我第一次参与带领95生命自觉营，和另一位伙伴合作、互相支援与配合，我也从中学到如何当个更温柔细腻的带领员。

很开心看到生命线伙伴们合作无间、彼此互相扶持、很有爱的团队。每位义工都在各自的岗位很用心、很努力的付出，希望给营员最好的服务及希望营员有所收获。我身为其中的一份子，觉得很骄傲。



黄丽珍 营员

第一次参加95自觉营，安全舒适的环境，让我可以很自在的抒发想法和感受。

晚上的活动“人海茫茫”，我扮演“哑巴”会很想要帮“瞎子”，但他需要的可能不是用力的帮忙，而是陪着他就好。陪伴需要耐心与用心。在音乐与带领员的催化下，也接触到内心深处一些平时不会察觉到的情绪，随着情绪流动，很自然就流泪了。

我那组的组员都是女性，但年龄和工作领域都不同。从大家的分享中，发现面对问题时可以有多种不同的解决方法，并非只有一种方式。

感恩有这样的平台，还有义工筹委们的付出，我感受到带领员的用心，她们真的是很有耐心、用心地在陪伴我们。如果每年都有举办95自觉营就更好了。



陈宝娟 营员

参加95生命自觉营是很不错的体验，让学员们从游戏及活动中自我觉察。在生活营里我担任组长，有些组员对我有所不满，也让我看到自己与他人互动的模式产生的碰撞和摩擦。有觉察了，但要改变方式还有点困难。“做纸船”活动也让我看见自己平时的处事方式，会比较谨慎了。

“周哈里之窗”活动是我之前没接触过的，原来有些个人特质是自己知道却不想让人知道；而有些则是自己都不知道的。参与过程中，我也重新看回自己与父母及家人的关系。

我上过很多课程，这个课程收费不贵，又办得很好，要每一年都办哦。如果可以增加到三天两夜，可以有更深入的学习就更好了。 🌻



爱心娃娃

一双袜子、一个材料包与针线，就能将本来穿在脚上的袜子创造出独一无二的“95 爱心娃娃”。

“95 爱心娃娃”是马来西亚生命线协会配合25周年会庆所推出的系列活动之一，希望借由缝制、赠送与领养娃娃，唤起人们心中最单纯的爱，寻得生活中简单的美好，并将这份爱与美好传递出去。

缝制娃娃的过程，需要情感的专注，缝制者可以暂时忘却烦恼及压力，让身心放松，还能与自己的内心对话。完成娃娃后，将它捧着手心、揣在怀里，成就感及喜悦油然而生。

此外，“95 爱心娃娃”还承载了来自缝制者的祝福。每个娃娃身上都配有一句祝福或鼓励的话语。随着娃娃被送到接受者手中，也把祝福传递出去。

生命线协会希望透过“95 爱心娃娃”传达关怀与陪伴的力量，提升社会对生命自觉的意识。每当看到娃娃就想到生命的力量，在面对人生困境时，可以“自救”，也可以拨电到生命线协会或向身边的亲友“求救”。

三月份起，我们将开办5场“95 爱心娃娃”手作工作坊，欢迎大家一起学习缝制娃娃，并将您的祝福传出去。让我们一齐为社会献上一份最温暖、最有诚意的礼物。 🌻



宗旨

- 1 唤醒民众心中单纯的爱，并以娃娃形象提升社会对生命自觉的意识
- 2 通过制作娃娃过程，让民众体会到运用自身力量来帮助社会的善美之心
- 3 宣传25周年会庆
- 4 推广“95 爱心基金”

支持“95 爱心娃娃”的方式

- 1 支持“95 爱心基金”把娃娃领养回家
- 2 参加工作坊，学习缝制及教导他人制作娃娃
- 3 捐赠您所制作的娃娃给生命线协会
- 4 赞助制作娃娃所需的材料经费

“95 爱心娃娃”工作坊

| 日期 | 课程 |
|------------|------------------|
| 17/03/2018 | 培训 1: 娃娃小帮手培训1 |
| 25/03/2018 | 培训 2: 娃娃小帮手培训2 |
| 07/04/2018 | 工作坊 1: 95 爱心娃娃手作 |
| 06/05/2018 | 工作坊 2: 95 爱心娃娃手作 |
| 03/06/2018 | 工作坊 3: 95 爱心娃娃手作 |



爱心基金

世界上很少人能够一帆风顺地度过一生，大多数人的生命故事里总有些风浪。当你我掉入漩涡时，身边的相伴扶持，就如救命浮木一般至关重要！

我们邀请您和身边的朋友，每三个月捐献95令吉，即1天1令吉的形式，一起透过“95爱心基金”支持我们的助人服务，携手陪伴失意的人们走过困境，迎向前程的曙光。

为何需要支持“95爱心基金”？

- 以捐赠小额善款的形式，为助人服务建立稳定的财务基础，推广“95生命自觉精神”，包括“自救”与“求救”这两个助人方针。
- 您的小额善款，能让生命线协会持续透过讲座、工作坊、生活营、青少年关怀活动及社会福利活动，以“自救”的助人方针，让大众自我学习与成长，提升心理素质，为生活中的挑战做好一级预防。
- 您的小额善款，让生命线协会持续提升与拓展电话、电邮与面谈辅导服务，以及孩童游戏治疗服务，以“求救”的助人方针，让人们无法自救时，可及时取得援助。🌻



赞助数额

RM95、RM195、RM295
或其他数额

赞助频率

每个月一次、每三个月一次
每半年一次、每年一次
或单次捐款

赞助方式

信用卡自动转账
支票或现金汇款
网络转账

赞助详情及表格：<https://goo.gl/N7UhhV>

汇款户口：2400 1000 342 Persatuan Life Line Malaysia (HLB)





感谢有你们

至诚感谢 2017年“95爱心基金”赞助者

Chew Bee Chu
Chia Yoke Thiam
Chin Sat Chew
Chua Lei Ying
Harvard Yong Kah Loo
Kang Chin Ei
Lai Huey Mien
Liew Pee Lian
Lim Yin Jaa
Lye Kheng Yong
Ong Lee Ang
Sia Lee Ching
Soh Lyn
Tan Tien Ching
Tay Chai Li
Tee Sun Sen
Woo Choong Ken

Chia Guat Ching
Chin Huey Fen
Chong Mei Chin
Eng Lee Chen
Jessica Lim Pei Shian
Kang Lay Bee
Lee Chiew Eng
Lim Poh Chiew
Loke Mao Sing
Ng Siak Hooi
Ong Wei Jie
Sim Kon Weu
Soh Poei Kong
Tan Sin Siew
Teian Jia Wei
Teh Say Ieng
Yeo San Chien
Yeoh Tin Nie

Chia Seng
Chin Kee Nyan
Choo Siew Kuan
Er Soon Sew
Jillian Teoh Shee Huai
Koo Kar Wai
Lee Choi Peng
Lim Soon Guan
Low Siok Moi
Ong Lay Yoing
Ooi Ai Lee
Soh Key
Stella Lim Chee Sing
Tan Yaw Tzong
Tee Cui Kiang
Wong Kin Lan
Yeoh Hock Choon 



“我听见了你”运动

“在讲座中，我学到真正的陪伴。以前我以为自己有做陪伴，但是上过课之后，才发现原来我的陪伴不是陪伴。一直以来，我都在陪孩子做他们不喜欢做的事情，就比如读书，补习等等；但是我没有陪孩子做他们喜欢做的事情，比如画画，上网等等。所以，上完课之后，我在陪伴上做出一些改变，就是真正的陪伴，陪伴孩子做他们喜欢的事情。”

~ 李爱美《明日之星，从有素质的陪伴开始》讲座感想

2015年生命线协会推出“我听见了你”运动，开始以巡回讲座的形式积极走入校园及社区，推广倾听的重要性及传授基本技巧，相信若能有多一个人懂得倾听，就多一份力量帮助饱受心灵困扰的人们。

2017年，“我听见了你”运动步入第三年，累计讲座场次163场。感谢三年来赞助讲座经费的善长仁翁，以及邀请生命线协会承办讲座的学校、社团组织，让倾听的种子得以传播、萌芽。

今年，生命线协会再次诚邀全国学校、各地会馆、华团、企业机构等承办或赞助讲座，共同推动“我听见了你”运动，携手打造“会听、愿听”的幸福家庭与关怀校园。



2018年 全新企划





2017年 四项突破



巡回到东马了！

讲师廖翠薇及谢成首度飞往东马沙巴，在亚庇建国中学、斗湖华人社团联合会及斗湖巴华中学主讲5场讲座，吸引近900位听众包括中学生、教师、家长及公众人士前来学习。

与警方、教育部同场主讲

霸凌课题日益严重，大港新民华小邀请生命线协会讲师分享如何预防霸凌。同时，也邀请警官及教育部官员现场主讲，提升教师、家长及学生对霸凌课题的认识，一同打造爱心校园。



配合舞台剧，带出反霸凌讯息

2017年10月13日在崇文小学，先由红姐姐工作室呈现舞台剧《我是小霸霸》，让同学们了解何谓霸凌，再由生命线讲师廖翠薇接力，鼓励同学们当个“反霸凌小天使”。

三所微型华小联办讲座

为微型小学的孩子讲座，是生命线协会的愿望之一，终于在2017年5月13日这天实现了。由陈碧君讲师给沙白安南的三所微型华小——培青华小、培民华小及蒙德华小的同学们分享“如何听见问题之下的亮点”。🌻



爱我 救我

全马 辅导巡礼

生命线协会自2016年推出“全马辅导巡礼”以来，深获好评。远在外州的学员无需长途跋涉到中马，也有机会向来自国外的讲师学习心理辅导。

2017年，讲师们除了在半岛趴趴走，也将巡礼路线延伸到东马。尽管行程紧凑匆忙，看见一张张专注的脸庞及发光的眼神，一切辛劳都是值得的。

2018年，生命线协会将会呈现四场巡礼，诚邀林香君博士、王荣义硕士、王莲明硕士及余莹樱老师到多个城镇开办讲座及工作坊，包括吉隆坡、芙蓉、马六甲、峇株巴辖、新山、怡保、关丹、古晋、诗巫等。

宗旨

- ① 有效引进并扩散辅导资源
- ② 唤醒全国各地对心灵健康的重视

2018年巡礼路线



北马 5月11日~21日

主题：在梦境中遇见真实的自己

讲师：台湾王荣义硕士

专题内容：解读梦境讯息，了解自我内在需求，提升自我觉察与成长

参与对象：大众、辅导工作者及对自我成长有兴趣者

巡礼地区：吉隆坡、檳城及怡保

中马 4月13日~16日

主题：寻找放牛班的春天

讲师：马来西亚余莹樱老师

专题内容：重拾当老师的初衷，学习面对教学职涯所遇到的挑战

参与对象：学校教师与行政人员、补习中心老师、学前教育工作者及教育系学生

巡礼地区：芙蓉

南马 6月28日~7月11日

主题：叙说故事，让生命之爱流动

讲师：台湾林香君博士

专题内容：通过叙说生命故事，了解故事的脉络，让爱流动

参与对象：大众、辅导工作者及对自我成长有兴趣者

巡礼地区：吉隆坡、新山及居銮



学员心得感想

王佳敏\新山站~表达性艺术治疗工作坊

抱着不愿错过生命线协会南下举办活动的心情与决心，在搜寻了表达性艺术治疗的简介内容后，我决定带着有点忐忑的心情参加这场工作坊。为什么忐忑？因为知道将挑战自己最不熟悉的肢体表达，也可能唤醒被压抑已久、存放在潜意识里的记忆。

这两天，印象最深刻的是梅子老师不断鼓励我们跳出自己的框架，尝试为自己的既定观念解构、建构、再解构……我想这是每个人一生中都必须要学会的课。生命中没有过不去的坎，唯有放下与再重塑，我们才有更自在的明天。

时间飞快，我们在欢笑与泪水中度过两天的课程。我们诚实面对自己，坦然面对同伴们，我们彼此间谱出了情谊。虽然短暂，但是真实。感谢缘分让我们相遇，祝愿大家健康平安，过着自己想要的人生！

赵慧心\寻找放牛班的春天工作坊

这场工作坊给了我很多启示。教学那么多年，有一点身心疲惫，开始怀疑自己是不是适合继续当老师。这个工作坊让我重拾当老师的初衷，学会如何尊重学生及管理自己的情绪，也明白了和学生一起成长很重要。

郑丽仪\与压力为友，和焦虑共处讲座

这场讲座让我了解到情绪和身体之间的关系与变化，一切事物都得回归到“心”上，也就是我们的注意力。所谓正念，“念”即是“今天的心”，觉察我们此刻的心非常重要，适时转移意念，保护好想法，不让负面情绪影响我们的日常，并且接受身体上所产生的反应包括压力与焦虑，才能跳出情绪的漩涡。

张志伟\吉隆站~从梦境诠释潜意识工作坊

我梦见在客厅有一群人，而迎面走来一对家暴情侣——施暴男和被家暴的女性，我身后有两个人，其中一人向施暴男脸上丢了一样东西，施暴男很生气要去打他。而我不理会，走进房间处理事情。而后，施暴男冲进房间，在我的脊椎开了一枪，不是致命的子弹，而是让我动弹不得的弹药，他想要慢慢地折磨我，拔掉我的牙齿，撕掉我的肉。那一刹那，我一念升起，挣扎醒来。

王荣义老师帮我解梦，心疼我对自己的残忍与否定（拔牙是否定能力的隐喻），从这里延伸下来，我看见对自己的忽视（不理客厅里的所有“自己”）、冷漠和暴力。原来，我没有好好自我照顾和心疼自己……

尤其喜欢王荣义老师对照顾自己的诠释，不是为了解决议题而照顾自己，而是因为对自己的爱而愿意去照顾。这是一辈子的学习。🌻

东马 8月2日~6日

主题：因为游戏，看见自己，听懂孩子

讲师：马来西亚王莲明硕士

专题内容：透过游戏和体验式活动看见家长内心的需求与期待，学习以游戏治疗的精神陪伴孩子

参与对象：大众、家长、老师及助人工作者

巡礼地区：古晋、美里

爱我 救我



生命线TV是马来西亚生命线协会于2017年推出的全新媒体计划。用心耕耘一年，已在网络及社交媒体平台上开出灿烂花朵，更像蒲公英随风飞扬的种子，将心理辅导与精神健康的讯息传播开来，种进人们心中，生根、发芽。

感谢孟沙国际同济会（Kiwanis Club of Bangsar）及机兴海星基金会（Khind Starfish Foundation）赞助影片制作，让生命线协会得以呈现优质节目。

2018年，生命线协会将再接再厉，继续为观众呈现既富有教育意义，同时触动人心的节目。🌻

2017年

20支短片

1次现场直播访谈

累积浏览人次 19,958

节目内容

小学生的心天地

孩子偏差行为背后的动人故事

爱情这回事

看懂爱情，创造幸福

节日特别专题

农历新年、情人节、清明节、教师节、劳动节等等都宜学习心理辅导

世界自杀防治日特备

倾听自杀意念者的内心世界

2018年

节目预告

心理辅导专题

叙事治疗 · 梦的解析 · 游戏治疗

95爱心娃娃

制作娃娃的感动与心得

25周年特备

生命如何影响生命

全新英文版

以游戏治疗陪伴孩子

生命线TV播出频道

Youtube : <https://goo.gl/TnpRtl>

Facebook: Life Line Association Malaysia



义工团队



辅导组



游戏治疗组



爱心特工组



社会教育组



关怀组



陈杜婷
辅导组组长



辅导组 延长服务 传承经验

踏入2018年，马来西亚生命线协会的辅导服务也迈入第25年。在有限的资源条件下，以每天三小时的辅导服务，倾听及陪伴了超过2万位面临心灵困扰的人们。

为了应付日渐增加的辅导需求，早在两年前，理事、督导及义工已针对延长辅导服务做了深入的讨论，包括提供大夜班、日间辅导服务等。

在2017年初，督导组已开始着手策划日间辅导服务的义工培训计划。而这计划也已纳入了第19届储备义工培训里。现阶段，首批日间储备义工已进入第二阶段的培训。而大家期待已久的日间辅导服务也于2018年1月8日，正式开线了，分为2个服务时段：星期一早上10时至12时以及下午2时至4时。

我们希望在培训计划的配合下，能在5年内达至周一至周五都有提供日间辅导服务，以期协助更多有需要的人。此外，本来公共假期一律休假的辅导服务，自2017年起，也在特定的公共假期开放服务。

义工们站在助人工作的前线，我们希望义工不仅是在辅导专业上的能力上有所提升，同时也希望义

工在个人成长方面，包括人际关系、面对难题的心态与能力、价值观等有更深的自我了解，方能更有效的协助个案，达到“帮助别人，成长自己”。因此除了定期举办充电站外，我们也会安排国内外讲师提供义工在职培训。去年，王荣义硕士和黄龙杰心理师给义工们提供的自我照顾以及精神疾病课程，让义工们收获丰硕。

许多辅导义工已在生命线协会服务多年，贡献自己的青春岁月。虽然是义务工作，我们仍希望能给义工们明确的生涯规划，让累积一定经验和资历的义工有机会提升成为带领员或督导等角色。

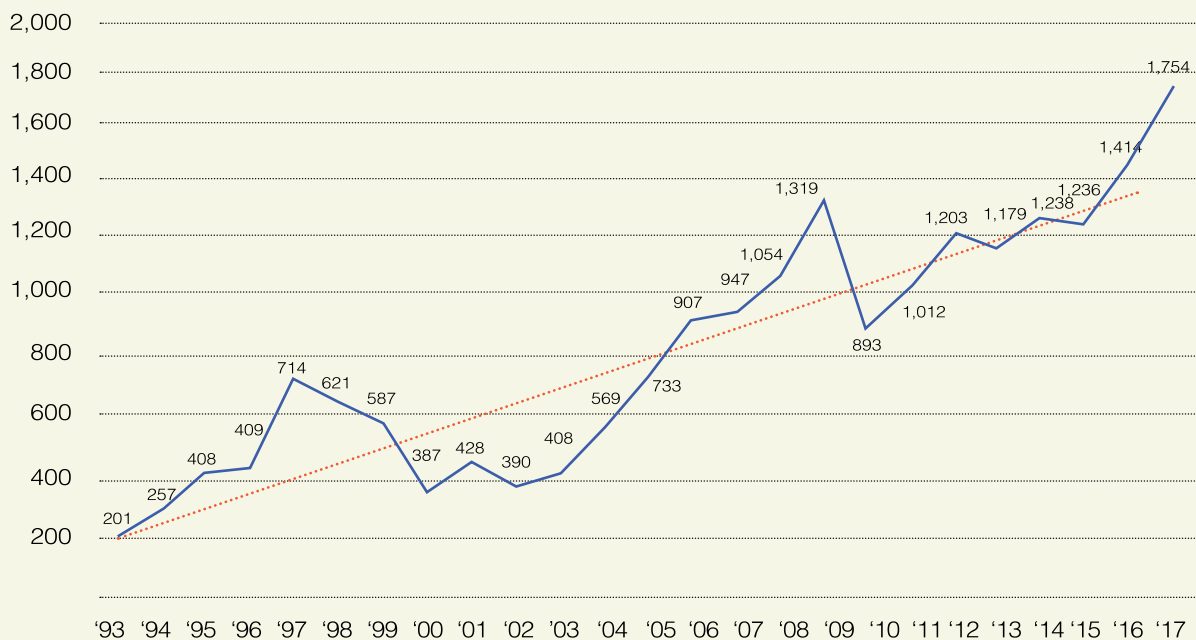
同时，随着义工人数逐渐增加，培训督导的工作更变得刻不容缓。2017年，在督导组组长王舒娴的努力下，储备督导培训课程正式开课，并邀请17位义工参与培训。培训内容包括督导理论、演练、个案研讨等等。带领员培训课程也在资深义工余炽和的带领下再次开办，让义工们学习带领成长团体，觉察团体动力。

感谢资深义工们的付出，让这些宝贵的经验能传承下来，让义工们获益匪浅。🌻

辅导组义工接案统计 25年里 我们倾听了20,268人

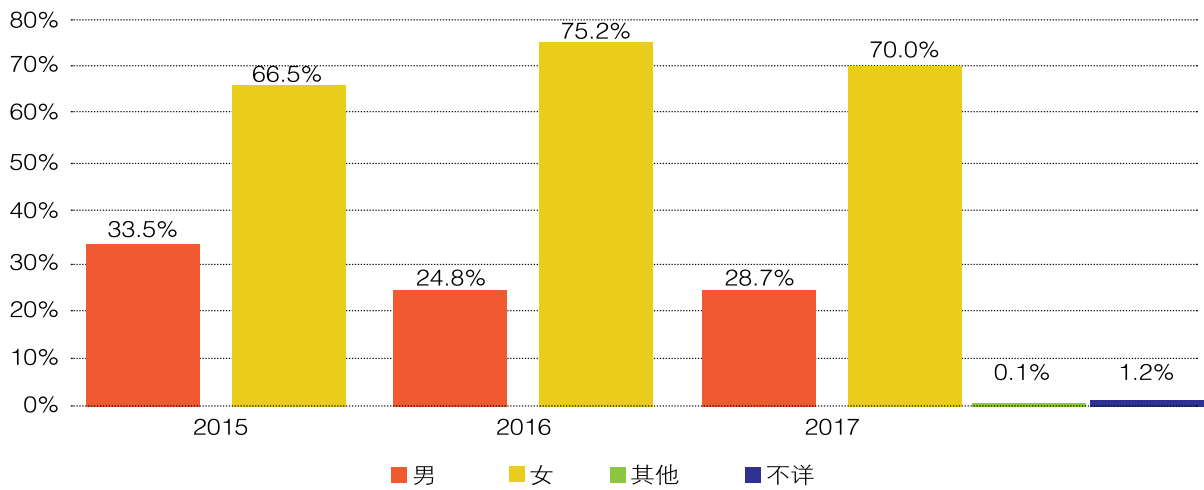


1993年至2017年年度总接案人数



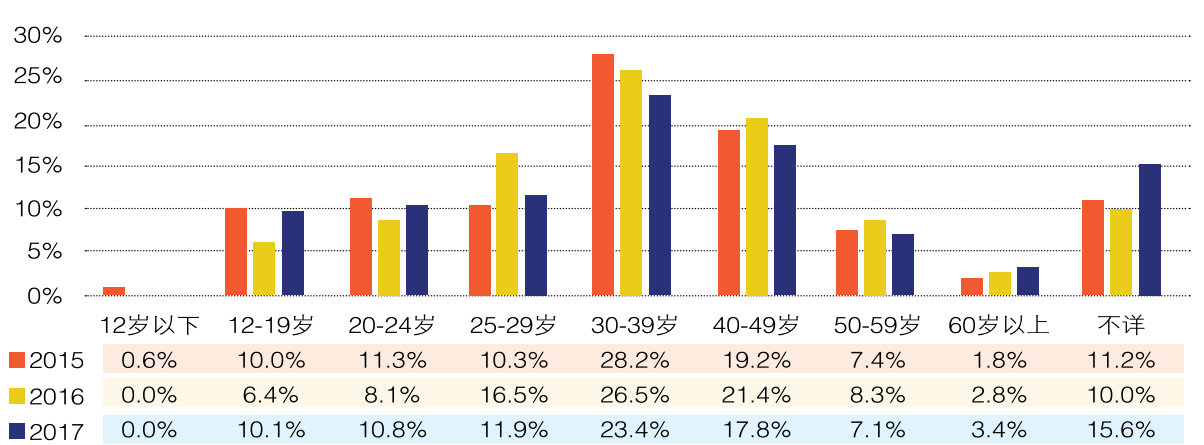
相较于2016年，2017年的接案人数增加了 340人，也是25年来人数最高的一年。人们对寻求辅导的意识提升了，加上媒体及社交网络的大力宣传，都是求助人数大增的因素。
其中电话辅导占了67.0%（1,176人）、面谈辅导 25.4%（446人）及电邮辅导7.5%（132人）。

2015年至2017年个案性别对比



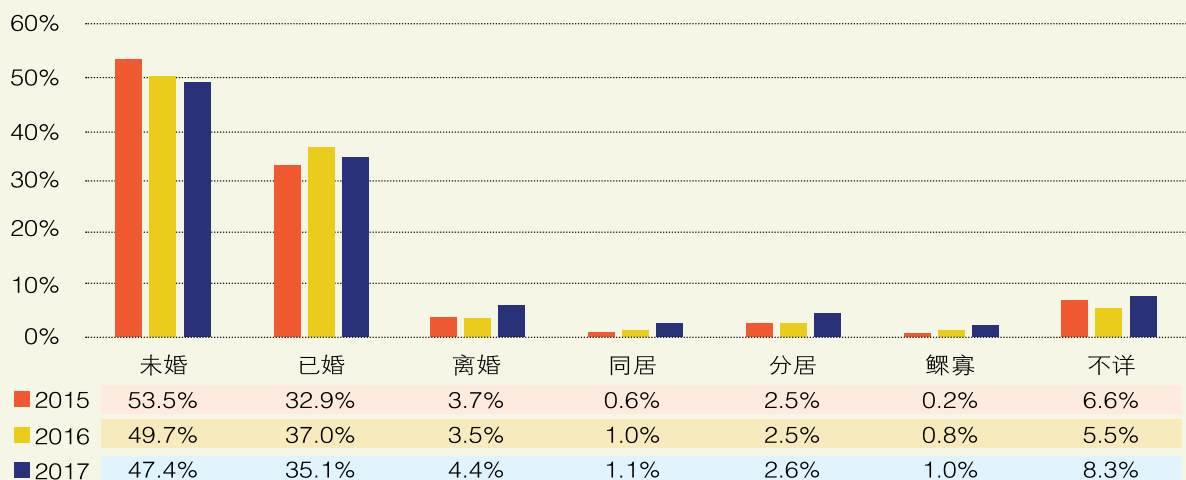
跟往年一样，女性寻求辅导的比率是男性的两倍以上，这与女性喜欢向人倾诉的特质息息相关。0.1%其他性别包括双性人及变形人，而1.2% 的个案由于以电邮进行辅导，无法确知性别。

2015年至2017年个案年龄对比



寻求辅导的主要年龄层介于30至49岁，占了总人数的41.2%。这是人生中最忙碌，同时得兼顾事业与家庭的人生阶段，相对的，所面对的生活压力及挑战也更巨繁杂。由于电邮辅导不容易索取个案资料，15.6%的个案无法确知年龄。

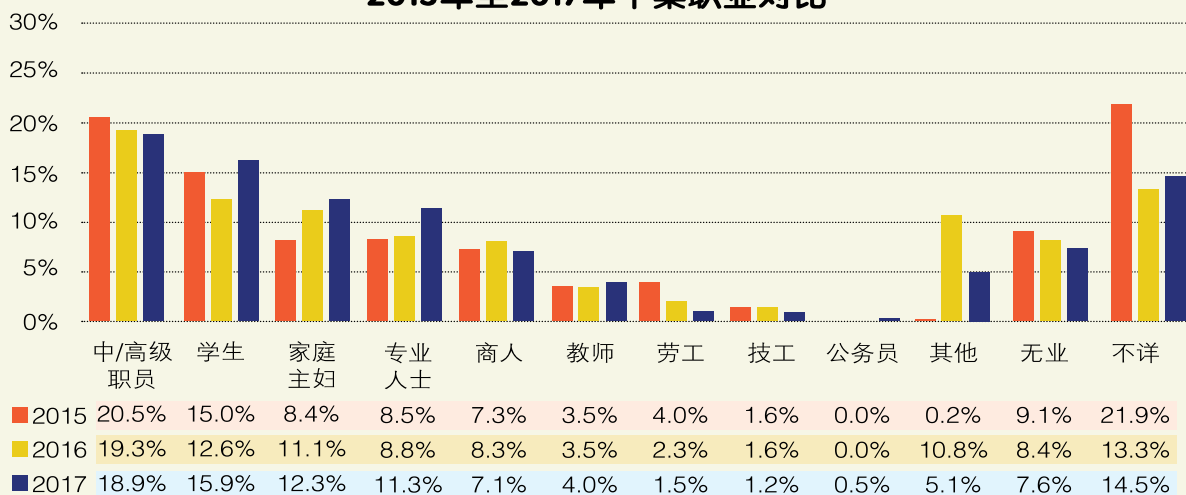
2015年至2017年个案婚姻状况对比



未婚者寻求辅导的比率比已婚者高，有几个可能的原因。

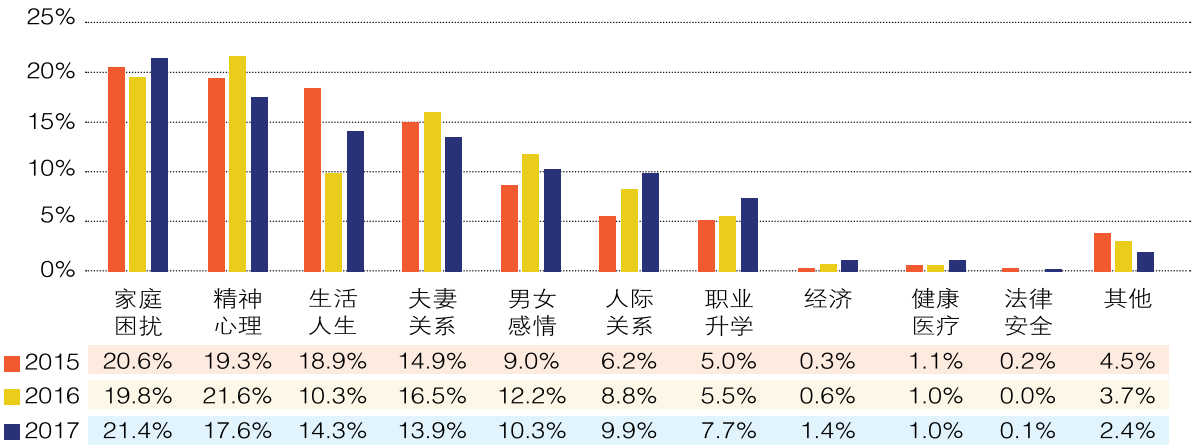
- 一、 现代人普遍晚婚；
- 二、 已婚者尤其女性的婚后生活极为忙碌，许多人连独处的时间都没有，因此也没时间寻求辅导；
- 三、 一些在婚姻与家庭中产生的问题，对许多人而言是婚姻的常态，因此人们会先自己努力处理，真的无能为力才会寻求援助。

2015年至2017年个案职业对比



职业方面，寻求辅导协助的人士主要为中、高级职员（18.9%）、学生（15.9%）、家庭主妇（12.3%）及专业人士（11.3%）。

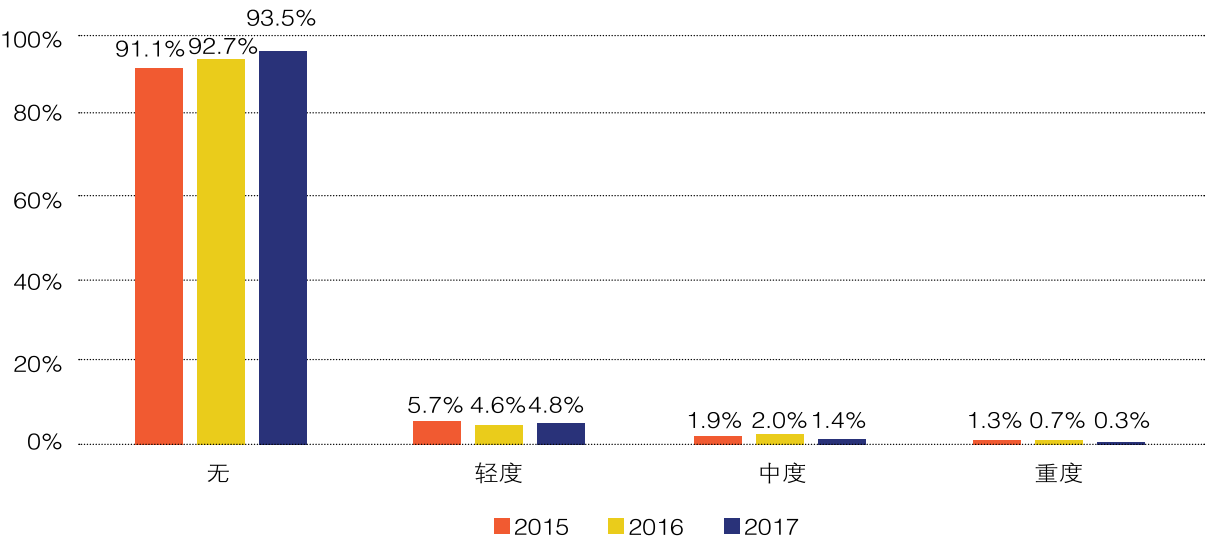
2015年至2017年个案问题类别对比



人们向生命线协会寻求辅导协助的主要问题为家庭困扰（21.4%）、精神心理（17.6%）、生活人生（14.3%）及夫妻关系（13.9%），这四项问题已占了67.2%。

家庭困扰包括亲子问题、与兄弟姐妹及亲戚关系等；而精神心理包括情绪煎熬、忧郁症等。

2015年至2017年个案自杀意念对比



生命线协会目前所接的个案，5%左右有自杀倾向，超过90%个案在问题还未演变到无可承受之前就已寻求协助。



余莹樱
游戏治疗组组长



游戏治疗组 关爱儿童 从家庭到社区

游戏治疗组自2014年成立至今已有四年。义工们努力不懈，以最贴近孩子们的游戏，了解及协助面对心灵困扰的孩子们，让无法表达的情绪得以抒发，重拾孩童应有的欢笑与活泼。

更难得的是，许多家长也因为送孩子来做游戏治疗开始有所反思，重新看待亲子关系、夫妻关系、成人所面对的问题如何影响孩子等等。不仅孩子变“乖”了，整个家庭氛围也更和谐温暖。

因为这份源源不绝的感动与力量，我们期盼能将游戏治疗的精神与理念传播得更为深远，一方面提供游疗服务，另一方面也积极投入于教育和推广工作，举办游戏治疗同乐会、游疗家长会心团体、讲座等，鼓励家长们齐来学习如何陪伴孩子游戏。

特别感谢妇女援助组织（WAO）、国家人口及家庭发展局（LPPKN）及州立华小对游戏治疗肯定与认同，与生命线协会签署合作备忘录，邀请义工们到该机构服务，让更多孩子及家庭从中受惠。

为了让游戏治疗组稳健成长，执委们已规划好接下来的发展方向，包括提升服务品质、小组管理与机制、义工培训、走入华小及社区，并将游戏治疗推广到其他州属。

义工们助人的同时，还需持续自我提升。游戏治疗组为义工们提供多元化的在职培训及自我成长课程，好让义工在陪伴孩子的当儿也能自我觉察，以期能更好的陪伴与倾听孩子，时时发挥以儿童为本的游

疗精神。

此外，第一批游疗见习督导也将于2018年诞生，他们将指导及带领新进义工投入游疗服务。小组也为义工制定完整的生涯规划，义工们累积一定的服务经验及年资后，将有机会升迁，成为保姆、见习督导及督导。

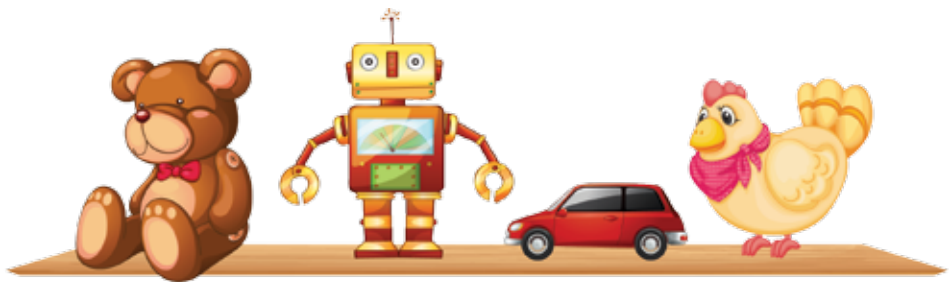
再来就是招收新义工。先由见习督导提供基础培训，同时不定期邀请外部及海外讲师提供特定主题的专业课程，进一步加强义工们的服务能力。

我们也期待能与妇女援助组织、国家人口及家庭发展局及其他社区服务机构携手合作，举办更多适合孩子、家长及公众人士参加的讲座与成长课程，提升人们对生命教育的醒觉，进而营造和谐友爱的社区环境。

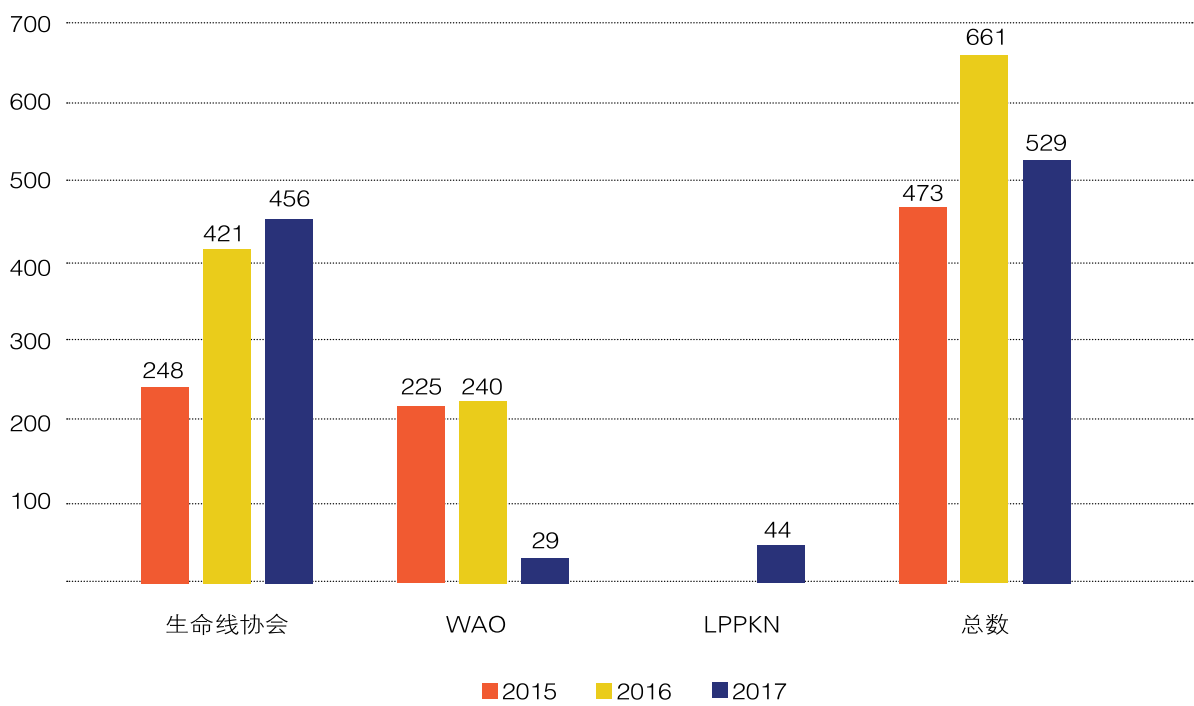
与州立华小的合作是一个重要的起点，我们希望在不久的将来能全面发展华小的游疗服务，除了定期为孩子提供游疗陪伴，也为老师及家长开办相关课程，学习如何有效陪伴及教育孩子，进而建立亲密信赖的亲子、师生关系。

一步一脚印，相信游戏治疗的足迹在踏遍雪隆区后，将延伸到外州去，在当地成立生命线游疗活动交流站，相互分享资讯及陪伴孩子的心得感想，一起为孩子们营造健康快乐，又能发挥创意潜能的成长环境。 🌻

2015年至2017年 游戏治疗组接案统计

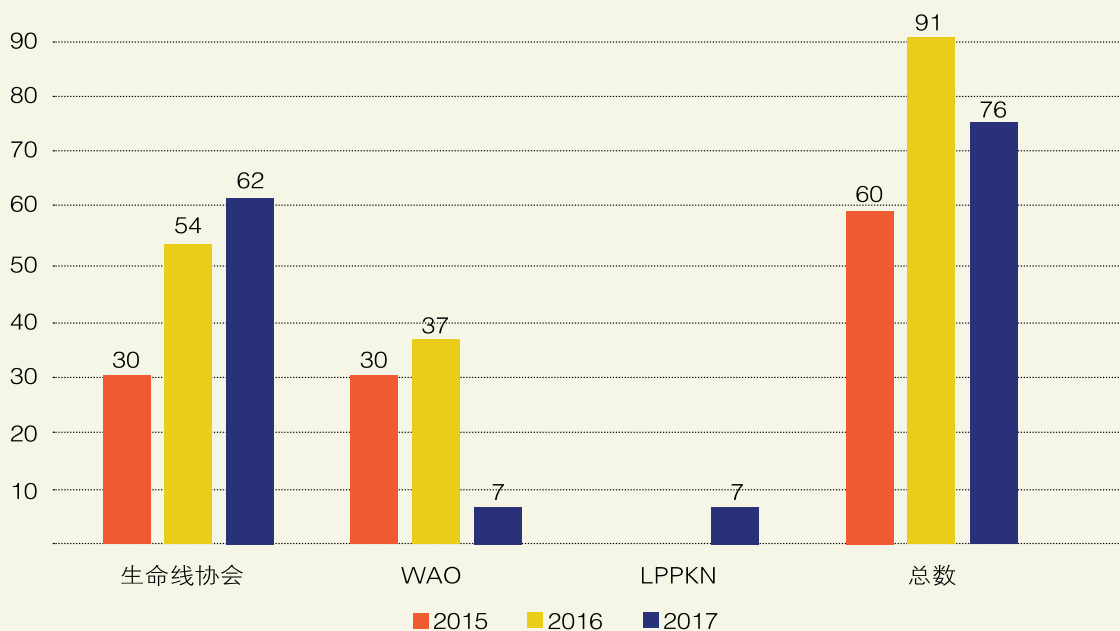


2015年至2017年游戏治疗服务次数对比



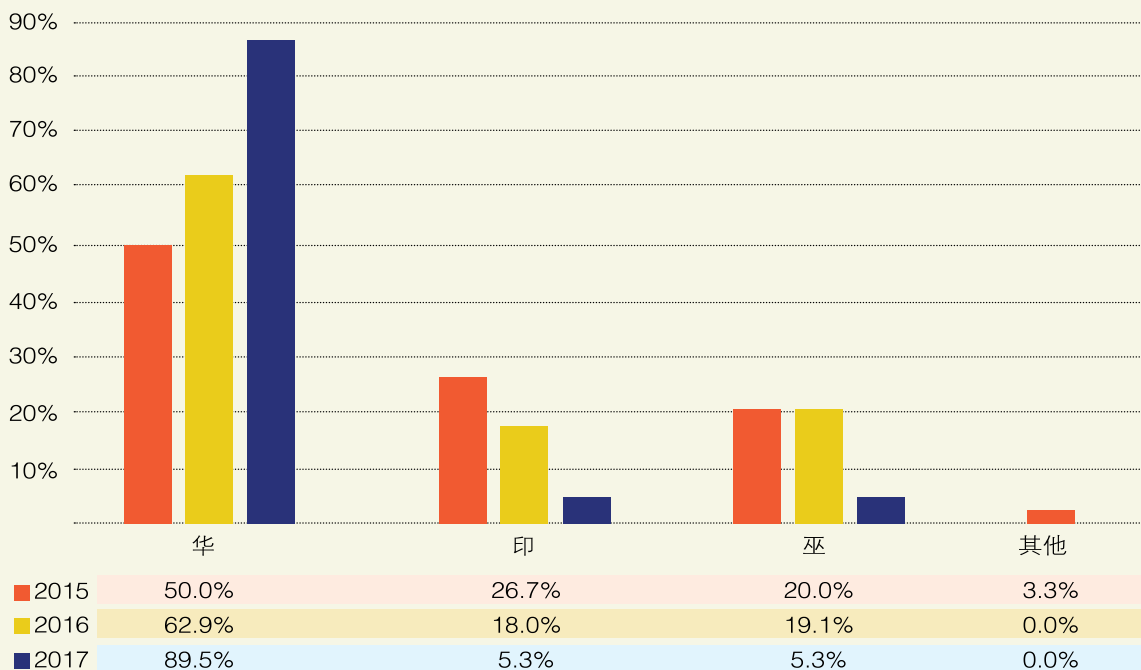
2016年11月29日，生命线协会与国家人口及家庭发展局（LPPKN）签署合作备忘录后，开始在 UTC Pudu Sentral 提供游戏治疗服务。妇女援助组织（WAO）2017的服务次数剧减，主要是因为该机构进行内部整合致使游戏治疗服务暂停了超过9个月。

2015年至2017年游戏治疗个案人数对比



从2015年至2017年，游戏治疗义工共陪伴了227位面临心灵困扰的儿童。
在生命线协会进行游疗的儿童人数及次数都有稍微增长。

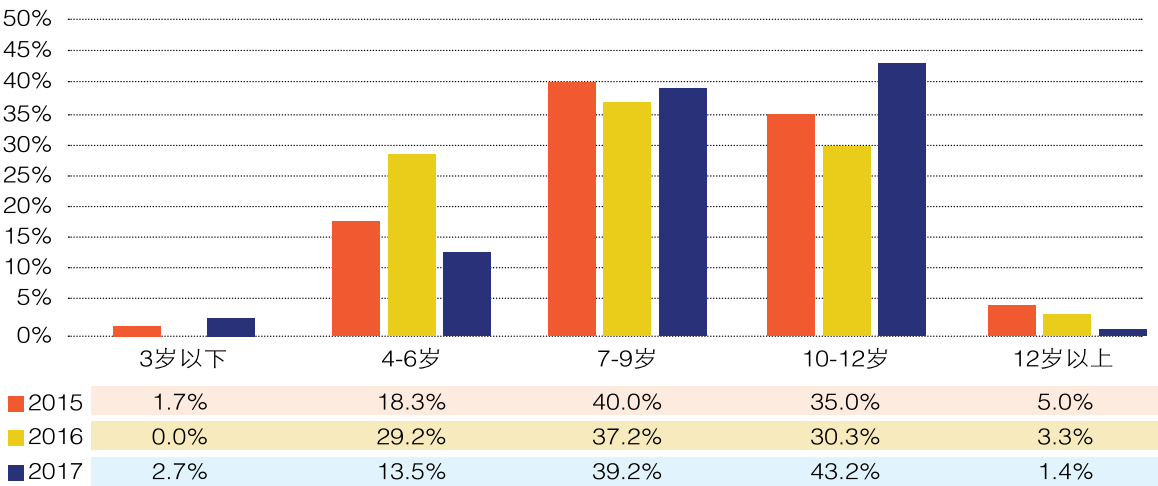
2015年至2017年游戏治疗个案种族对比



2017年寻求游戏治疗的儿童 89.5% 为华裔。

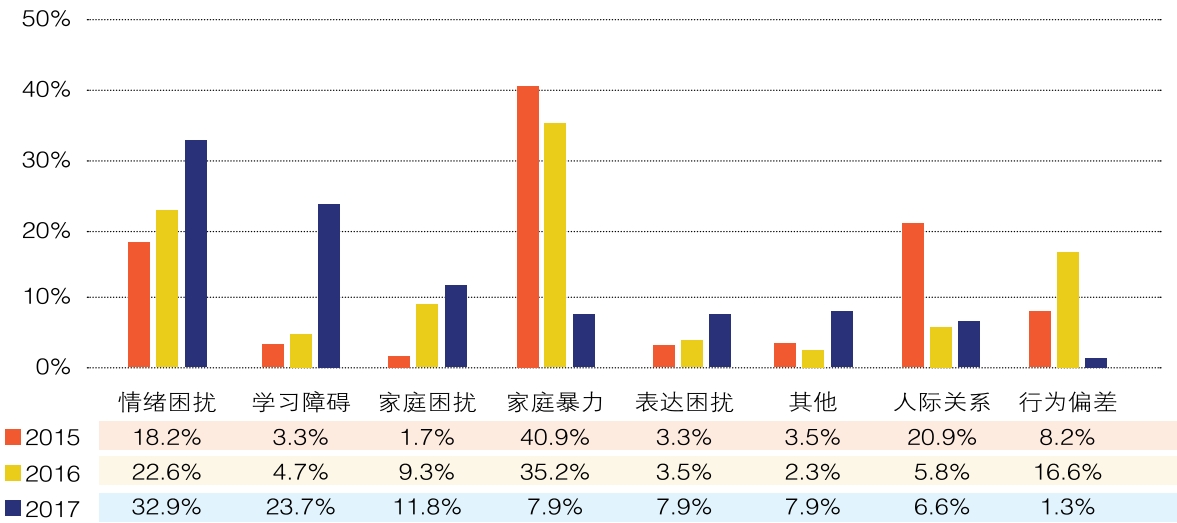
巫裔及印裔儿童个案主要来自于妇女援助组织，其百分比也因接案次数减少而下滑。

2015年至2017年游戏治疗个案年龄对比



2017年，82.4%寻求游戏治疗的儿童年龄介于7岁至12岁，而4岁至6岁的年龄层比2016年减少了 15.7%。

2015年至2017年游戏治疗个案问题对比



2017年，儿童前来接受游戏治疗的两大主要原因为情绪困扰（32.9%）及学习障碍（23.7%），这也是现代儿童在成长阶段普遍会碰到的问题。

而往年百分比偏高的家庭暴力，主要来自于妇女援助组织的儿童。





陈星颖
关怀组组长



关怀组 以陪伴方式 献出关怀 把爱传下去

马来西亚生命线协会关怀组于2001年12月正式成立，成立的使命和理念为：献出关怀，把爱传下去。

往年，关怀组一年8次定期到一家青少年之家服务，透过不同的活动主题及团体活动，协助边缘青少年进行自我探索及多元学习，也从互动中，了解、陪伴及关心孩子们的内心世界。

若有接到来自小学校方的邀约，关怀组也会承办小学生生活营，着重于带领小学生们发掘自己的亮点、发挥创意点子和合作精神、提高他们的生命价值等。透过关系的建立、关怀及体验式活动，关怀义工带领和协助孩子们建立积极和健康的人生。

关怀组曾在2015和2016年主办《72变♥成长》和《72变♥力量》生活营，其宗旨为带领青少年们一起探讨青春期会面对的问题和身心改变，同时一起去寻找内在的力量和外在的资源及助力，从而发现一个新的自己。感谢义工们的用心策划和带领，这两项生活营都获得了良好的口碑。关怀组也计划在两年内再次举办第三届的72变生活营。


除了72变生活营，未来的两年，关怀义工也计划为郊区的学校筹办生活营。同时，也会拜访和服务多家本地青少年之家。

秉着陪伴和关怀的精神，我们将走入社区，把更多的爱与关怀扩展到不同的对象及地方。我们期待更多的孩子也能有机会学习探索内在情绪、发掘自己的亮点、提升自我价值和自我肯定的能力。

今年，关怀义工的内部在职培训则会着重于提升义工自我照顾以及对生命教育的认识、体验和学习。我们相信唯有先让自己感动，亲身体验活动，才会有更多的觉察和行动力筹办有素质的青少年活动。

此外，关怀组也将于2018年开办新一届的关怀义工储备培训课程。在此，我们邀请更多的朋友加入，一起把爱和关怀传出去。

关怀组的目标与方向：

1. 服务对象锁定于边缘青少年及儿童
2. 将学校生活营推广至各个角落
3. 成为服务对象的陪伴者，并给予他们关怀与爱
4. 加强关怀义工的在职培训和自我照顾 

义工团队



黄薇汕
爱心特工组组长



爱心特工组 小小善举 播下爱心种子

爱心特工组成立于2000年，秉持着“走入社会，结合社会资源，推动社会福利工作”的理念，为社会大众服务已有18年的岁月。

当义工做善事，并没有想象中那么困难，只需在星期天抽出半天时间，就可来参加爱心特工组的活动了，包括：捐血和器官捐赠运动、环保活动及老人院服务。

环保活动适合一家大小参加，一行人浩浩荡荡走进大自然，如：茅草山、双溪都亚，去捡拾垃圾。别小看这小小的动作，每拾起一片垃圾，都是在提醒人们爱护环境，别乱丢或随意制造垃圾。义工也趁此机会向公众分享一些环境保护的知识与讯息。忙完体力活，我们还特别安排在户外或河边野餐，让大家享受大自然之美，进而更深刻珍惜自然环境。

老人院服务是三项活动中最多公众人士参加的，难得大家愿意从繁忙的生活里抽出时间做这么有意义的事。许多义工第一次到访老人院时，见到无依无靠的老人，都会难过得掉眼泪。我们能做的并不多，把环境打扫干净让老人们住得舒服些，陪他们聊聊天或看一场电影，老人家就很开心感动了。

而捐血及器官捐赠运动则是与国家血库中心及国家器官移植资源中心合作的，两个单位分别会派出护士和工作人员负责主要工作，义工们则从旁协助及呼吁大众前来捐血，并在公众捐血时跟他们谈谈天。

上述活动皆由爱心特工组义工策划及筹备，并公开给公众人士参与。要办好一场活动需要许多义工的投入参与，因此我们每年都会开办义工培训课程招收新义工。欢迎热心人士报名参加义工培训课程，从中学习基本的活动策划，并将所学实际运用在一场场的活动中。

我们希望有更多义工加入爱心特工组，若人力充足，就能在同一时间到几家老人院服务或同时在几个购物广场办捐血运动，扩大受惠人数。

对许多人而言，参与这些活动看似做了一件好事，其实更深一层的意义在于，通过亲身体验及身体力行，将社会关怀、关爱老人及爱护自然环境的意识种进人们心里。

改变世界从个人开始，如果每个人都能播下一颗爱心的种子，这个世界就会变得很美好。 🌻





黄玉燕
社会教育组组长



社会教育组 多元平台 接触广大群众

社会教育组自2010年成立以来，积极推广社会教育，以提升社会大众面对困境与危机的调适与应变能力。通过举办各类型讲座会、成长团体、工作坊、生活营、研讨会、读书会等活动，探讨现代人主要的生活课题，并将心理辅导及生命教育的种子传播到社会的各个角落。

在义工们及讲师们的努力下，许多活动包括：95生命自觉营、艺术与心灵生活营、Smart Start婚前教育课程、“我听见了你”运动等等，已成了生命线协会的品牌活动。然而我们的脚步并没有因此而停歇，因为推广社会教育是一份长期耕耘的事业。

2017年伊始，第二届讲师培训班的学员毕业了。新讲师的加入使得讲师阵容更为强大，近30位讲师已准备好全国跑透透，到校园、社区、企业等提供讲座。

除了讲座及课程，讲师们也把握机会站在多元平台上进行分享，包括报章、电台、电视、社交媒体等等，借由媒体强大的传播力量，将心理辅导与精神健康的讯息广泛传播到全国各地甚至于国外。单

是2017年，生命线协会的讲师就接受了38场电台专访、3场电视台分享、3家报章专访及1次网络采访，合作媒体包括：Ai FM, Melody FM, CITYPlus FM、988、On FM、NTV 7、TV2、星洲日报及东方日报。

此外，社会教育组也首次与舞台剧配合，在讲述忧郁症的舞台剧《35》及霸凌课题的《陈小明》演出后，与现场观众分享相关讯息，以及如何帮助与陪伴患有忧郁症或遭受霸凌的家人、朋友，并鼓励有需要的公众拨电到生命线协会寻求辅导。

“我听见了你”校园讲座及艺术与心灵生活营仍旧继续进行，从小学及青少年阶段开始灌输孩子们正确的心理健康知识。今年的巡回讲座亦配合校方需求，推出探讨四大课题的内容，包括自杀预防、性教育、霸凌及网瘾。

社会教育组希望现代人在重视智能教育的同时，亦不忘提升生命教育，让我们的孩子兼具职场能力及回应人生挑战的毅力。🌻

回顾2017年



一月

第二届讲师培训班结业



二月

《欢迎金鸡》新春联谊会



三月

本会代表前往台湾交流



七月

舞台剧《陈小明》霸凌课题分享



八月

“我听见了你”讲座



九月

游疗家长会心团体



马来西亚生命线协会

充实而精彩的日子



四月

全马辅导巡礼系列二
Ai FM 电台分享



五月

520义工感恩宴



六月

艺术与心灵生活营



十月

《123·齐飞》生活营



十一月

捐血与器官捐献活动



十二月

书香世界中华书展讲座

您可到生命线协会网站www.lifeline.org.my查看完整活动报告



2016年11月29日，与国家人口与家庭发展局（LPPKN）签署合作备忘录，携手促进家庭幸福及社会安定。

马来西亚生命线协会成立初期，主要提供以华语为媒介语的辅导服务。

2000年起，爱心特工组开始与国家血库中心合作，筹办全民共同响应的捐血活动。

顺应社会需求，生命线协会近年来也开始为友族社群提供辅导及心理健康的相关课程。辅导热线 03-4265 7995 已设有中英文双语频道、出版双语会刊及三语文宣品。

与妇女援助组织（WAO）及国家人口与家庭发展局（LPPKN）签署合作备忘录，更让生命线协会的服务范围得以延伸及扩展至其他族群。

生命线协会在多元种族、文化的马来西亚扎根成长，为全民服务，不分种族、宗教与背景，亦是本会的方向与目标。☀️



2017年4月29日，与国家画廊联办青少年艺术治疗工作坊。



2017年5月13日，为蒲种市中心
国中一校的全体教师演讲。



2015年的缅甸难民辅导义工培训。



5月14日配合LPPKN母亲节庆典进行的亲子表达性艺术活动。

您可到生命线协会网站www.lifeline.org.my查看完整活动报告

感恩的心





感谢 有您

拿督李德木 · 王智伟博士 · 许福来 · 林爱丽 · 卢传文
博珊珊 · 陈巧娇 · 黄兆祥 · 叶运红 · 叶泉忠 · 杨洁冰

86年马大工程系同学会

马来西亚国立大学第卅八届中秋文娱晚会

Green River Wood & Lumber MFC Sdn Bhd

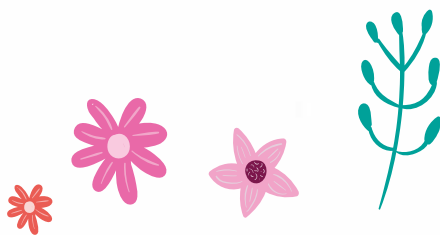
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Chow Fah Sen · Kelson Lim · Loo Yuen Weng · Soong See Fong

Yap Yoon Lee · Yap Yoon Kien · Yew Ah Chai





爱心基金 赞助表格

Care Fund Sponsorship Form



我愿意支持95爱心基金，集结众人的力量，一起为社会传递更多爱心与关怀
I would like to support 95 Care Fund, to convey love and cares to the community

赞助数额
Amount

☐ RM 95 ☐ RM 195 ☐ RM 295 ☐ Others : RM _____

赞助频率
Frequency

☐ 每个月捐赠一次 Monthly
☐ 每三个月捐赠一次 Quarterly
☐ 每半年捐赠一次 Half Yearly
☐ 每年捐赠一次 Yearly
☐ 单次捐赠 One-Time

赞助时间
Duration

from _____ / _____ (mm/yy) to _____ / _____ (mm/yy)

赞助方式
Method

☐ 信用卡自动转账* Credit Card Autodebit*
☐ 支票/现金汇款 Cheque/Cash Deposit
☐ 网络转账 Online Banking

* 需填写信用卡自动转账核可授权表格（生命线提供）。
* Autodebit Authorization Form is required (Prepared by Life Line).

赞助者资讯 Details of Sponsor

Name /
Company Name

IC /
Company No.

Mailing Address

Phone

Email

Signature / Company Stamp

Date

汇款户口 Account No.

2400 1000 342 Persatuan Life Line Malaysia (HLB)

表格填写后，拍照或扫描传送至

Whatsapp 011-10959595 or sponsor@lifeline.org.my





The Story of Life Line Association Malaysia

The journey of life is an endless succession of discovery and learning, whereas the interaction of human beings is the nutrition for each other to grow.

Life Line Association Malaysia (LLAM) was established in year 1989, and officially registered as a non-religious, non-political and non-profit organisation in year 1993. The number of volunteers keeps on increasing, while the organisation developing steadily along the year.

All volunteers have undergone professional training. From individual as a starting point, and then influencing others' life. "Helping others, at the same time achieve self-development" is the motto of LLAM. This is also the supporting point where unlimited strength derives.

"Help is as close as the telephone" – this is the ultimate objective of LLAM's services. During the early stages, the volunteers provide counselling services via phone and face-to-face, bring care and courage to people in need.

Today the scope of services has expanded into three main areas i.e. counselling, social education and social care. LLAM organise various activities, bringing care and warmth to community in need. 🌻

The **Leaders**



Soh Ban Aun
President of Life Line Association Malaysia

25 Years of Services Spreading Love and Care

I am honoured to be re-elected by the council committee as the 12th President of Life Line Association Malaysia (LLAM), and this is my first speech for the newsletter after the re-election.

First of all, I wish to express my heartfelt gratitude to the 11th council committee members that have stepped down. In the past 3 years, the committee has worked as one and led LLAM to new heights. I wished to take this opportunity to express my gratitude to the committee members that chose to remain in their position and welcome new committees that joined the team.

I am looking forward to the creation of the new council committee, I hoped that the purpose and philosophy of LLAM can continue to be upheld; adding new elements and bring forth new changes to this community services platform which has been existed for 24 years; and carry out the mission in a more steady and efficient manner towards the vision.

The three goals that were set when I took over the position of president in year 2014 were always in my heart. The first goal is to collect and organise the 20 years of local practical experiences

accumulated by LLAM and publish them in book. After three years of hard work, the publication section has successfully built a foundation. These written records shall become LLAM's most valuable asset, where the knowledge and experiences can be disseminated for public benefit.

8 January 2018 shall be an important milestone for LLAM. After 20 years of waiting, we are proud to launch the very first step of 'Counselling Service Hour Extension' project—the daytime counselling sessions on every Monday. This is a crucial step towards our vision of providing 24-hours counselling hotline service.

I am showing my deepest appreciation to our volunteers, council committee and admin department for their efforts, especially those who directly involved in the discussion and implementation of this new project. In order to accomplish the vision of 24-hours counselling hotline, efforts such as volunteer training programs, consolidation of the experiences in a systematic manner and volunteer self-development structure are the KEYS.

On 9 September 2018, LLAM will be celebrating





its 25th anniversary by holding a charity luncheon. I would like to express my greatest gratitude for the support and love given by all parties, and this is the time for LLAM family members to work hand in hand to achieve next plan, which is the establishment of the 'Education Promotion Center' through fundraising and resources accumulation.

In the long run, this will build a foundation to our third goal, which is 'Opening new branch'; and in the short term, help to ease the space constraint due to the rapidly growing activities and the increasing numbers of volunteer in recent years.

The provision of counselling resources to the community remains as a long-term vision of LLAM. For this reason, a clear and extensive grasp of the local counselling issues across Malaysia will be one of the major functions of the center, which included the integration of volunteers' local experience with academic research to explore the challenges and needs of the community and then, developing timely counselling solutions and systems.

Aside from enhancing the provided counselling services, this will help in the dissemination of mental health related knowledge that can benefits the general public. I hoped that all of this will serve as the means to reach out to more people.

When time comes, we shall be ready to setup new LLAM branch at designated community, to further promote life education, encourage the public to self-learning, train new volunteers, and expand LLAM's core services—Telephone Counselling Services.


In order to achieve the goals effectively, LLAM's volunteers, the council committee and the admin department are entrusted with the responsibilities below:

1. The council committee always set a clear direction and promptly resolve the challenges that arise.
2. The Supervisor Group and Counselling Group

shall build a complete training system, expand the team of volunteers and constantly enhance the quality of service.

3. The Public Awareness Group has successfully trained new speakers in recent years, enhanced the public awareness by reaching out to the societies via seminars and workshops. The promotion of life education is the main responsibility of this group.
4. The activities carried out by Social Care Group and Community Service Group for teenagers and general public can help to introduce LLAM to the public, and then gain recognition towards the vision and mission of LLAM.
5. Play Therapy Group has successfully link the available resources, walk into the society, provide services in a mobility way. In the future, the valuable experiences collected can served as the important reference to the counselling services of the new branch.
6. The admin department shall execute the blueprint set by the council committee, support the volunteer services, so that LLAM may play the role as an active community service platform and grow together with other NGOs and agencies while keeping a close contact with them.

Finally, on behalf of all my colleagues in LLAM, I would like to say "THANK YOU" for all the people who have supported and helped us via donations, contribution of experiences and mental support ever since the establishment of LLAM. Your helping hand had contributed to the development of LLAM—bringing love and hope to the people and community.

I hereby sincerely hope that the council committee, our six volunteer groups and the admin department can stand steadily, together we can create a bright future in this counselling and helping profession. 

The Leaders



Wong Wai Fong
Honorary Secretary of Life Line Association Malaysia

With a Heart of Grateful To Persist in the Efforts

The train of time does not wait for anyone. However, it does carry the wonderful life stories of each passengers. A precious seed that came from Taiwan, was then nourished under the care of many individuals. With the sincere efforts of Life Line Association Malaysia (LLAM) volunteers, with the valuable support and hard work from many people, a chapter of 25 years is well written.

This chapter of 25 years isn't entirely filled up with beautiful notes of sound, but it does contain the compassion towards life, and lots of touching thrills. My volunteering service in LLAM is stepping close to the 23rd year. The precious memories that stays firm within my mind were all the touching moments that I have been through with LLAM.

When financial problems arise during economic crisis in year 1998, even paying for the rents of the premise was a problem. Fortunately, Miss Lilian Goh Kui Lian who served as Honorary Secretary at that time helped to mark a graceful note. She even shouldered everything alone with sheer will and determination, and promised that she will not allow LLAM to fall as long as she was here with us.

Later on, Miss Lilian took the role of the President. She worked hardy to convince other businessmen who were also affected by the economic crisis, to gain their continuous support for LLAM. Furthermore, Miss Lilian personally led a team to Taiwan to learn the essences regarding Taiwan Life Line services, and from there, encourage people around to better understand the value of LLAM.

The long chapter of LLAM was filled with everyone's laughter, tears, persistence and

cherishment, piece by piece filling up LLAM which came from a long way. Maybe not all of the musical note will be loved by everyone, but a beautiful piece of music doesn't only consist of harmonic notes.

Right here and now, I have succeeded the position of Honorary Secretary, although I am still lack of the tenacity and the forward-looking intensity of Miss Lilian, I can bear the blessings of my predecessors, with that I am not only grateful but deeply touched as well.

Stepping into the 25th year, LLAM was supported by the respectable philanthropists and many talented people, such as Permanent Honorary President Tan Sri Datuk Tee Hock Seng JP, Tan Sri Dato' Kong Hon Kong, Dato' Sri Dr. Tan Cheng Chai, Ms. Lilian Goh Kui Lian, Ms. Tang Kae Sue, Advisor Tan Sri Dato' Khoo Chai Kaa, Datuk Eddie Heng Hong Chai, Dato' Lee Tek Mook and Khind Starfish Foundation, Madam Lee Lai Keng, Mr. Yeoh Hock Choon and others.

And with the hard work of the volunteers, this musical chapter of LLAM has successfully reached a new milestone and brought forth the daytime counselling service. Here I wished to thank everyone whole-heartedly, and I hoped that we can always remember the contributions of our predecessors who pave the way for everything.

Lastly, I would like to express my gratitude towards everyone for staying at LLAM and their generous contribution. At the same time, I hoped that we can create a beautiful musical chapter that could lighten up our life together with LLAM. 🌻



2017 - 2020

12th Council Committee



Permanent Honorary President



**Tan Sri Dato'
Tong Yoke Kim**
Amin Sdn. Bhd.
Executive Chairman



**Tan Sri Datuk
Tee Hock Seng, JP.**
Bina Puri Holdings Bhd
Group Managing Director



**Tan Sri Dato'
Kong Hon Kong**
Nirvana Malaysia
*Founder and Group
Managing Director*



**Dato' Sri Dr.
Tan Cheng Chai**
Santa Mauser Malaysia
Sdn. Bhd.
Chief Executive Officer



Lilian Goh Kui Lian
Kendek Products
Sdn. Bhd.
Director



Tang Kee Sue
Hans Advisory Trust
Co Ltd
Chartered Accountants



Advisor



Dr. Wu Hsin-An
Taiwan Lifeline International
*Members of
International Affairs*



**Tan Sri Dato'
Khoo Chai Kaa**
Brem Holdings Bhd
Managing Director



**Datuk Eddie
Heng Hong Chai**
HGH Convention
Centre Kuala Lumpur
Chairman



**Dato' Lee Tek Mook@
Lee The Mok**



Advisor of Society Affair



Tiew Seng Chee
Poh Hing Li Marketing
Sdn. Bhd.
Director



Soh Yok Kim
Nesh Marketing Sdn. Bhd.
Managing Director



Legal Advisor



Ching Pei Li



**President
Soh Ban Aun**



**Deputy President
Ng Shi Kwee**



**Vice President
Yap Yoon Foong**



**Vice President
Poh San San**



**Honorary Secretary
Wong Wai Fong**



**Assistant Honorary
Secretary
Ong San San**



**Honorary Treasurer
Kan Ean Seok**



**Assistant Honorary
Treasurer
Teay Chee Wai**



**Committee
Wong Su Zane**



**Committee
Choon Lee Meng**



**Committee
Yeoh Hock Choon**



**Committee
See Soon Eng**



**Committee
Yeap Boon Sang**



**Committee
Ng Siew Yen**



**Committee
Loo Lee Mooi**



**Committee
Chan Toh Theng**



**Committee
Loh Kok Weng**



**Committee
Yee Yeng Yeng**



**Committee
Liew Chooi Mei**



**Committee
Ooi Gaik Ean**

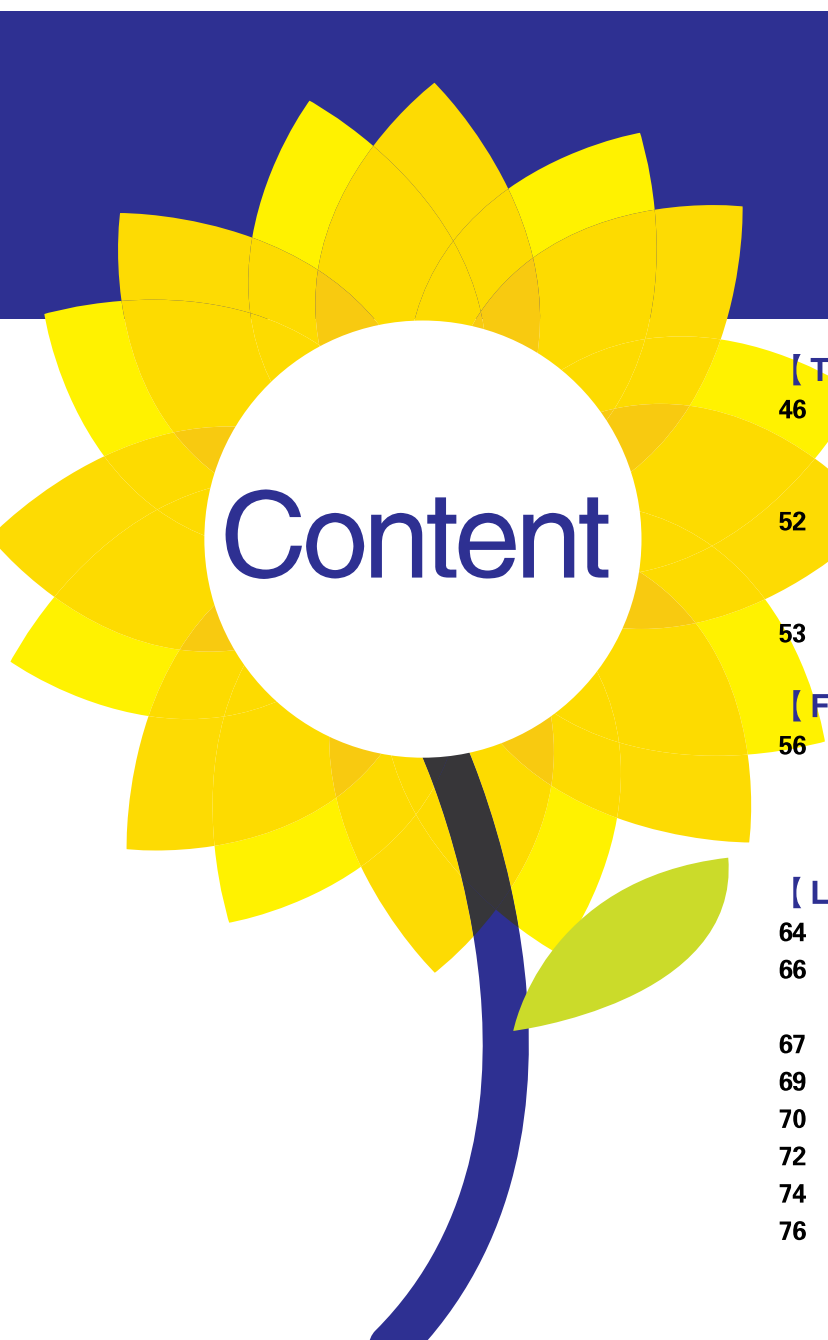


**Committee
Ko Chin Wai**



**Committee
Chong Sze Wei**





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Featured



Permanent Honorary President, Ms. Tang Kae Sue

Dear Volunteers, How Grateful to Have You with Us

By——Joy Kerk

It was not an easy task to invite Ms. Tang Kae Sue for the interview. She likes to keep a low profile. She would politely reject all the occasions that requires an interview session with media or taking a photo on stage as she only wished to focus on her role as a quiet on-duty volunteer. However, when Life Line Association Malaysia (LLAM) was striving to obtain the tax exempted status from IRB and conducting fundraising events, she would be willing to come forth and show her unparalleled support to the cause.

As such, Ms. Tang is willing to participate in this interview under one condition – she will only share with us her personal experiences during her journey as a volunteer. She hopes that this will give the readers a better understanding on the activities and purpose of LLAM.

“Due to my status as Permanent Honorary President, I often receive special attention or being

invited to take photos on stage and this makes me feel very uncomfortable. On the contrary, I feel honoured and proud to be a grass-roots level volunteer. I think that LLAM should give the limelight to our volunteers instead of the Permanent Honorary Presidents. Without the silent contributions from the volunteers, LLAM will not be here. The volunteers are the greatest assets of LLAM. Our volunteers are the real heroes.”

“After joining the volunteer team, I truly experienced and understood the meaning behind LLAM's slogan ‘Help others and achieve self-development’. It seems that we are helping others, but think deeply, we know that we are receiving the precious ‘gift of life’! In the volunteering journey, I experienced a lot of personal growth and breakthrough, I think I will continue to serve under LLAM for the rest of my life,” said Ms. Tang.





In October 2015, a tall lady dragged a heavy luggage into LLAM Centre. She joined the other trainees and attentively learned from the lecture. During the volunteer training programme, whenever she was around, she would be seen carrying heavy luggage.

“Coincidentally, the training programme took place when I was working in East Malaysia or overseas. To be honest, I was very tired after work but I was refreshed after the training session –the happiness derives from the feelings of connection to myself! LLAM’s trainers and supervisors did a good job. Without their heartfelt guidance, I wouldn’t have lasted so long!”

It turns out ten years ago, Ms. Tang joined the 95 Self Awareness Camp and enrol in the volunteer training programme. Unfortunately, due to the long training period which is one-and-a-half year, she couldn’t manage to graduate.

“I felt very grateful that I was being ‘dropped’ 10 years ago, this incident made me realised that LLAM’s volunteer training programme is very strict. Thus, when I was ready to commit myself for the one-and-a-half year training, I re-joined the 2015’s volunteer intake. At that time, the training programme had been rescheduled into intensive weekend classes, and I could complete it in half-a-year and this made me feel really lucky!” she said emotionally.

Now, she has completed the training programme and trainee phase, she is now an intern volunteer. In these years, despite her packed working schedule, she is willing to draw out her precious time to fulfil her duty at LLAM.

Why is she so committed? “Because I was once a seeker for help...” She answered.

Learning the Right Ways of ‘Listening’

It was an old incident, when she was facing the biggest crisis of her life. She vividly recalled it, “It was a very tough time, and it was not so convenient to tell even to your closed ones, as people don’t really understand your situation or it will only receive criticism or advice that wasn’t needed. You can only endure the pain alone.”

“Since LLAM’s hotline has its conversation over the phone, nobody knows the identity of others, which I can share my problem comfortably. My emotion was released and I can perceive my problem with a clearer mind, and gradually, gain the power to overcome the hardship. At the time, I didn’t understand the volunteer’s methods in bringing

such an amazing effect. After I joined the volunteer training programme, then only I understand the secrets listening and trust.”

“The nature of my job is to provide solutions to solve client’s problem effectively, which is totally different when compared with ‘listening’ and ‘empathy’ in counselling. In fact, we have to free our mind and put aside all personal opinions in order to understand clients’ feeling from their own perspective.

“It sounded easy, but it was a big failure for me during the early stage. With limited awareness, I tend to dominate the conversation. Luckily, under the guidance of the senior volunteers and supervisors, I slowly corrected this.”

“I realised that my ways of communicating with clients tend to interfere with my own judgmental value, it was not a quality companion, acceptance and empathy. Through the consistent reminders and practices, it seldom happens now.”

Up to this point, she suddenly laughed and said, “Despite of this, when I’m back to daily life and facing the people I care about, I would still forget what I learned, and being judgemental and providing advice again.”

“I am grateful for the chances to serve at LLAM, it enables me to constantly train myself. At the moment where I become judgemental and providing personal opinions, I am able to notice this immediately and stop it.

“Gradually, I learned to accept myself. It was due to the love and kindness that lies deeply in my heart. I understand that I could not bear to see the people who I care about to suffer, which makes me to provide my opinions immediately. Looking back at the past, though I was using an incorrect method, but it was sincere and cute. I learned to appreciate my kindness and candour, on the other hand, I am able to gently understand and accept the flawless of myself and others.”

“I noticed that, if I can gently listen to myself, understand my inner heart, respect, accept and take care of my feelings, I can do the same thing to others. What I have to do is just listening, respecting and providing trust.”

Self-Development while Helping Others

“Every client who came to us was considered as a great mirror. Due to the problems in life, people’s inferiority complex is triggered and emotions such as sadness, anger, hurt and the feeling of doesn’t deserve to be loved arose. Through the process of

Featured



Ms. Tang love to prepare meal to volunteers and decorate the environment.

confiding and being listened, the clients will be able to reflect on their own, and transform the negative feelings into positive output.”

“It turns out that we are all ordinary people, we have the needs to be seen, understood, cared, supported and valued deeply by others. So, whenever I experience discomforts or negative feelings, I will spare myself some time to be alone and care for myself.”

“Through working with the client, I deeply felt that everyone has infinite love, wisdom, empathy and creativity in us. Given sufficient time, support and trust, they can expand their horizons and go through any obstacles in life. All these have a huge impact on me, I gradually started to respect and accept myself for who I am and things that happened in life with confidence and ease.”

“In the past, I worked very hard to correct myself, I hoped that I could be better. Now, even if I do not perform well or do the right thing, I am able to see the difficulties that all of us are facing. I have learned to appreciate and accept what others and I had achieved, and being less judgemental. I am really grateful to learn and practice in LLAM, this had enabled me to be more gentle to myself. I have broaden my horizon and my life is more relaxed,” said Ms. Tang.

According to Ms. Tang, LLAM is a safe and meaningful training ground. While she is serving others, she is providing training for herself. “It is not because I am a great person that I decided to serve in LLAM. I continue to work in LLAM because I believed that listening, respect and trust is a life time effort. It is just like ‘Zhan Zhuang’ in Qi Gong or Kung Fu lessons, it was easy but at the same

time, it was considered as the important basic skill. We don’t need to rush to learn other complicated obscure moves,” said Ms. Tang.

Helping Others and at the Same Time Helping Yourself

According to Ms. Tang, the happiest day of each week is the day when she had duty at LLAM. She feels that she tend to receive more than she provided.

“Because of this, I tend to value my opportunities to be on duty. I will arrive earlier and settle down and get myself ready before I perform my duty. After my shift is over, I will reflect the feelings and insights that I gained for the night and carefully jot down all the feedbacks and sharing from my supervisors and partners in my self-observation diary. After doing for over a year, I begin to understand and accept myself,” said Ms. Tang.

“In the past, I was more concerning about whether I could achieve the outcomes that I wished for. As for now, I am more focusing on the understanding of my feelings and be more accepting towards my shortcomings while being able to recognise my strengths and be proud of them. Once I have a steady foundation, I found the direction of my life and I also discovered the strength to enhance the quality of my services.”

“Somebody once told me that performing charity work was a noble action. In my opinion, instead of just doing ‘charitable acts’, I actually feel that I gained a more in-depth understanding of what true kindness and charity are. True charity starts from being kinder and more accepting towards oneself, only by doing so then we can show kindness and



acceptance towards others. I feel that I am doing 'charity' for myself through LLAM."

"Some of my friends asked me, how can I be so patient when listening to others? Actually, what I provided to my clients was not my 'patience', it was my understanding, acceptance and trust. Through serving others, I can experience joyfulness and happiness.

Many people think that those who joined counselling centres as volunteers are people who experienced some problems in life. However, Ms. Tang doesn't agree to such conception. "I feel that life won't be smooth all the time, we have the needs to face challenges and learn from it. So, I think those that joined us as volunteers are very much willing to face their problems in life. They are someone that should be respected and trusted as they are capable of being responsible to their own and others' lives."

Finally, she stressed again that she only wished to work as a quiet volunteer. She is very grateful to the supervisors and peers who have served together with her. She said: "I still consider myself as a newbie and there are still many things that I wished to learn and improve. I believed that many volunteers are as same as me, they have gained new experiences and growth along the way of helping others. If there were chances to listen to their thoughts and feelings as a volunteer, I believed that it will be very interesting and inspirational.

Thank You, Volunteers! You All Have Worked Hard!

"The volunteers of LLAM have deeply touched my heart. Some of the volunteers have served more than 20 years but their attitude towards the profession remained zealous. The high level of professionalism can also be seen through the internal evaluation mechanism and organised activities. Such high level of dedication towards one's duty is really remarkable. I wish to take this opportunity to salute all our senior volunteers and they will always be my role

models," she said.

"Many volunteers come straight to duty right after work without having their dinner; there were also quite a number of them that did not take a good care of themselves while serving our clients. This greatly affected the volunteers' mental health and quality of life. Whenever these things happened, it saddened me," said Ms. Tang.

She hopes that the volunteer training course not only focuses on enhancing the knowledge and skills but also focus on providing spirituality course to our volunteers. She believes that when the volunteers have learnt to take care of themselves and LLAM provides the needed support, only then can the volunteers have the capability to serve the clients well.

LLAM As Your Life-saving Driftwood

Finally, Ms. Tang highly recommends the public to approach and get a better understanding about LLAM. The public can try to participate in the offered seminars or take a look at LLAM's YouTube videos. For those who are wealthy and generous, LLAM welcomes any amount of financial contribution. As for those who have spare time, we welcome you to join us as our respectful volunteers.

"I first came into contact with LLAM when I joined the 95 Camp, I got closer to the organisation and finally became part of it. I believed that regardless of whichever manner you approach LLAM, you will definitely gain something from it," said Ms. Tang. 🌻



Having meeting with IRB Director to find out more on the tax exemption status application.



Life Line Association Malaysia's 25th Anniversary Celebration
Cum Fund Raising for Education Promotion Center
Charity Luncheon: 'The Origin'

9th of September 2018 (Sunday) KL Sentul HGH Convention Center

Rediscovering The Essence of Life through Enhancement of Society's Psychological Well-being

"Hi, this is Life Line Association Malaysia. How may I assist you?"

Life Line Association Malaysia (LLAM) is a non-governmental, non-religious and non-profit organisation that focuses on providing telephone counselling services. Registered in 1993, we hold on to the motto of 'Help is as close as the telephone', we have listened to more than 20,000 help-seekers, assisted those with suicidal thoughts in regaining their courage in life and accompanied many who felt hopeless through the process of rediscovering hope in life.

In recent years, family tragedies, suicidal cases and other social issues are rising rapidly due to the development of mental disorders and high stress level in life. According to 2015's National Health and Morbidity Survey by Ministry of Health, it was been discovered that one third of Malaysia's adults were suffering from some forms of mental disorders. Mental health crisis in Malaysia is reaching an all-time high and due to this, there is a noticeable increase in the number of people that seek help from LLAM. At present, LLAM's capacity in providing support and prevention programs is reaching its limits.

With the vision of having 24 hours phone counselling services, LLAM has continued to organise volunteer training programme to recruit more volunteers for the cause. On 8th January 2018, LLAM has finally rolled out its first phase of the Counselling Service Hour Extension Project. In year 2015, it had expanded its services to children by adding in play therapy services. In view of this, the expansion of services and activities has been hindered by insufficient space due to ever increasing number of participants, training sessions and physical necessities such as phone counselling system, face-to-face counselling rooms and play therapy rooms.

At the prevention level, via 'LISTEN' Campaign that launched in year 2015, 200 seminars were organised at schools, the publication of books and music video that helped to enhance the public's awareness in listening;

the 2016's 11th Malaysian Chinese Counselling Conference and on-going 'Counselling Tour around Malaysia', LLAM has successfully spread out mental health knowledge resources that originally centered in Kuala Lumpur to other parts of Malaysia, reintegrating various social resources and promoting life education related courses by working hand-in-hand with various schools, corporate organisations and government agencies. Only by professionally integrating our experiences while working with the local counselling cases and facilitate discussions, we can develop a strategic plan that is align with local cultural values and effectively enhance the public's awareness on the value of life.

LLAM therefore decided to set up a Education Promotion Center to effectively address the space constraint issue in the long run and at the same time enhance local community counselling services professionally by means of providing proper interventions and preventive programs to those who suffered from increasingly serious psychological crisis. The center is expected to have a social service department (face-to-face counseling rooms, play therapy rooms for children, volunteer's lounge), public awareness department (Community Library, LLAM's newsletters corner) and R&D department (local survey and data analysis center, research cooperation laboratory, multi-functional training space). For these reasons, the LLAM hope that in conjunction with its important milestone 25th Anniversary, making RM1,000,000 as the target, hereby welcome donations from community leaders or generous and warm-hearted individuals. Together, let us raise funds and make Education Promotion Center a reality!

We wish to take this opportunity to express our heartfelt respect and sincere gratitude to all those who have supported us along the way.

Yours Truly,

Life Line Association Malaysia's 25th Anniversary
Celebration Committee





In honor of everyone's enthusiasm and support, we will thank the donors in the following ways:

- Donating RM 50,000 or above, invitation to become our Permanent Honorary President and hit the Gong on the stage, plus gifted with 3 tables of seats during luncheon
- Donating RM 10,000 or above, invitation to hit the Gong on stage and gifted with 2 tables of seats during luncheon
- Donating RM 5, 000 or above, invitation to become one of the VIPs during ribbon cutting ceremony and gifted with 1 table of seats during luncheon
- Donating RM 1,000, gifted with 2 VIP entry pass
- Donating RM150, gifted 1 regular entry pass

Charity Luncheon

Date : 9 September 2018 (Sunday)

Time : 11:30 a.m. (Begin Admission)

Venue : HGH Convention Centre, Lot 475, Jalan Sentul, 51000 Kuala Lumpur.

Sponsorship Form

To : Life Line Association Malaysia's 25th Anniversary Celebration Committee

I/ My organization would like to support Life Line Association Malaysia's 25th Anniversary Luncheon in the following ways :

- ☐ Donate RM _____, invitation to become our Permanent Honorary President and hit the Gong on the stage, plus gifted with 3 tables of seats during luncheon
- ☐ Donate RM _____, invitation to hit the Gong on stage and gifted with 2 tables of seats during luncheon
- ☐ Donate RM _____, invitation to become one of the VIPs during ribbon cutting ceremony and gifted with 1 table of seats during luncheon
- ☐ Donate RM _____, gifted with _____ set(s) of VIP entry pass
- ☐ Donate RM _____, gifted with _____ set(s) of regular entry pass

Enclosed please find cash/ remittance proof/ check (Remittance / Check no. : _____) payable to "Persatuan Life Line Malaysia" (Hong Leong Bank Current Account No. 24001000342), thank you.

Sponsor's Details

| | | | |
|---------------------|--|---------------------------------|---------------------------|
| Name / Company Name | | Company Registration No. / NRIC | |
| Address | | | Signature / Company Stamp |
| Contact No. | (Office) | (Hp) | |
| Email | | | |
| Meal Preference | _____ Meat eater(s); _____ Vegetarian(s) | | |
| Date | | | |

Please send the completed form and bank in receipt to the admin department : sponsor@lifeline.org.my; or Fax to (603) 4266 6195 or WhatsApp to 011-1095 9595.

For more information, kindly visit our official website: www.lifeline.org.my or our Facebook page: Life Line Association Malaysia.



For Latest Update

Follow Our Channels

Facebook : Life Line Association Malaysia Website : www.lifeline.org.my



【 Step 1 】

Save your mobile number 011-1095 9595 in your contact list.

【 Step 2 】

Send us a Whatsapp message "I am XX, I would like to receive Life Line latest event update"



Youtube : Life Line Association Malaysia

25 95

Love Me, Save Me

Do you know how to love yourself?
When facing setbacks in life, do you how to save yourself?

In conjunction with 25th Anniversary of Life Line Association Malaysia
We bring you 95 Life Awareness Campaign in variety ways
Together, let us learn more about
Love Me-Save Me

Unleash our positive and optimistic spirit
Show our bravery and toughness
Create a happy and comfortable life



Love Me, Save Me

Extension of Counselling Service Hours



At the press conference, the guests hold tags which represent the counselling spirit of LLAM with the Sun and Moon representing the day and night counselling service provided. From the left are Mr. Teoh Kheng Hong, Mr. Ng Shei Kwee, Advisor Datuk Eddie Heng Hong Chai, President Mr. Soh Ban Aun, Advisors of Society Affair Ms. Soh Yok Kim and Mr. Tiew Seng Chee.

Life Line Association Malaysia (LLAM) originated from Taiwan, while Life Line Taiwan has provided 24 hour service since long time ago, be it holidays or festivals, it will continue to provide hotline services, to help people who encountered hardships or emotional distress and provide them with the means to vent out. Though LLAM has been established for 24 years but it had no particular candidate to undertake it, no religious background and government fundings so it could only maintain a nightly 3 hour hotline service.

Luckily, with the strong support and encouragement from Advisor, Datuk Eddie Heng, as well as the hard work of past committees, LLAM's

vision towards a 24 hour hotline service has finally been start up on the 8 January 2018, by expanding the hotline service hours during daytime, which are 10 am to 12 pm and 2pm to 4pm on Monday. However, this is just the first step towards the extension of counselling service hours.

After a detailed discussion and research, the special task group was formed last year to focus on the planning to achieve 24 hour counselling service step by step.

Below are the sharing of two members of special task group, talk about the conditions, resources and various considerations for the extension of counseling service time.

Consolidate and Expand the Service Team

- Counselling Group (Volunteer recruitment and training, on-the-job training and reappointment of former volunteers)
- Supervisor Group (Supervisor training, full-time counsellor recruitment)
- Training Group (Facilitator Training)

System Optimisation

- Developing new shifts system
- Enhance volunteer manpower management and career

Four Programs to Extend Counselling Service Hours





Wong Su Zane
Head of Supervisor Group



Teoh Kheng Hong
Chief Planner of Training Group

Night Shifts to Help People with High Risks

I used to be an intern at Life Line Kaohsiung, Taiwan, and found that a lot of cases with high suicide risk will call looking for help in the middle of night. In silent night, people tend to feel loneliness and easily draw out displeasing matters, this is a moment they wish to call counselling hotline to look for someone who can listen and accompany them.

In Malaysia, Befrienders is the only counselling agency that provided 24 hour counselling service, but it is mainly in English. Thus, the extension of counselling time on midnight shift is critical, in order to help people who communicate in Chinese.

However, to have the midnight shift, consideration should be given for follow up support in assisting emergency cases. For example, coordinating with other units, tracking the locations of emergency calls etc., this requires the establishment of a mutual supportive relationship with various parties including the police and medical units and creating a network that can effectively help high-risk clients.

LLAM is currently negotiating with National Population and Family Development Board (LPPKN) in the hopes of setting up a support network through the government's call.

The Challenge of Sustainable Development

Currently, the counselling manpower of LLAM are all volunteers, and are only able to provide services at specific times. If the counselling service hours were to be extended, more volunteers needed to be trained, so that manpower are sufficient to be assigned at different service time shift. We hope that in a span of 8 to 10 years, more than 600 individuals who are interested to be volunteers could be trained, and have an admission of more than 200 volunteers so as to provide a 24 hours hotline service, and then achieve the slogan that we look up to which is: "Help is as Close as the Telephone".

It is not hard for an extension in service time, the challenging part is to have a sustainable development. Once a new counselling time shift starts, it cannot be suspended; continuous manpower is needed to support the service. At the same time, it was considered not to cause any tension and stress to the existing volunteers, and it should not affect the service of the existing volunteers i.e. shift and etc. If the funding is sufficient, hiring a full-time counsellor to assist in the planning and execution of volunteer training, at the same time serving as a daytime supervisor will reduce the burden of volunteers.


Enhance Facilities

- Enhance hardware facilities
- Strengthen case information management
- Expand service space
- Establish the safety and convenience night shifts duty environment

Stable Financial Support

- Fundraising plan
- Restart the 95 Love Fund

Let us create a beautiful and harmonious society, soothe the hearts of the wounded and we need your help to do so. LLAM would like to invite you to join our volunteer groups by contributing your time.

To find out more about Volunteer Recruitment Programme, please visit: www.lifeline.org.my or visit our Facebook page: 'Life Line Association Malaysia' 

Love Me, Save Me

Connecting International and Boarden the Horizons



Life Line International Meeting 2017

Date 17- 18 July 2017
Venue The Waterfront Hotel, Kuching

Life Line International was established in year 1963 in Sydney, Australia. And now, Life Line Centres are set up in more than 20 countries globally.

The 29th World Congress of the International Association for Suicide Prevention (IASP)

Date 19-22 July 2017
Venue Borneo Convention Centre Kuching

International Association for Suicide Prevention (IASP) is a well-known international non-government organisation that dedicated to the encouragement of academic research and practical works in suicide prevention area.

The World Congress is held once every two years. This year, the congress has attracted more than 600 researchers and practitioners from 50 countries to participate.

The 4 days congress programme were very fruitful which included 12 plenary lecturers, 11 symposiums, 40 research paper presentation sessions and 3 poster presentation sessions.

By attending the congress, it helped LLAM

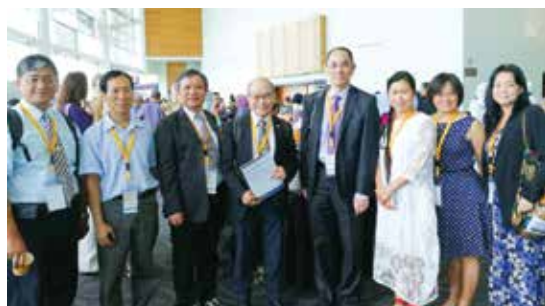
The annual meeting of 2017 held at Kuching, Malaysia. It was attended by 19 Life Line representatives from Australia, Canada, Korea, Taiwan, South Africa, Sri Langka, Shanghai and Malaysia.

It is the honor for Malaysia representatives to meeting with members from other countries, to learn and exchange the insight and experience of managing counselling service centre and to promote the career of helping people.

During the two days meeting, various topics were discussed including how to enhance the development of an organisation, member's benefit, service quality assurance, challenges and the organisation's objectives. The representatives were also presented the service area and activities that had been carried out at each country.

The meeting ended by the election of steering committee that will be responsible to promote Life Line International development in coming two years.

to connect with the international, boarden the horizons and have a better understanding about the latest updates and knowledge about worldwide suicidal prevention issues, such as national suicidal prevention policy of other countries, mental illness treatment, the operation of counselling hotline, popular academic research topic and so on. At the same time, it helped LLAM to expand the network and exchange knowledge with suicidal prevention practitioners from other countries. 🌞





During the balloon releasing activity at the end of the camp, as the balloon flew to the sky, it symbolized that we are ready to say 'goodbye' to our past and later 'meet again' with the brand new chapter of our life.

95 Life Awareness Camp

3 years had passed since the last 95 Life Awareness Camp. On 8 October 2017, with the participation of 78 attendees and 37 organising committees and volunteers, the camp concluded successfully in a joyous atmosphere.

The theme for this year was 'Goodbye-Meet Again-The Journey of Life', with 'Goodbye' as the main focus, we allowed participants to review the incidents that happened in their past, learn to let go the fetters and shackles of the past, reconcile with the conflicting feelings in their hearts, at the same time discover the strength of life to better support themselves when facing setbacks, and then build the ability to face the stress and challenges in life positively.

Although the 95 Life Awareness Camp only lasted for 2 days 1 night, every participant, be it the attendees, volunteers or organising committees gained different experiences and rewards, let us listen to what they wish to say about it.....



Loh Kok Weng
Vice Camp Leader

Thank you all for having confidence in me, I am much honored to be able to serve as Vice Camp Leader.

Due to public's overwhelming positive responses for the previous 95 Life Awareness Camps, we, the organising committees do not dare to let our guard down. We kept having meetings followed by another meetings, discussing the details again and again while making timely modifications with the hope of getting everything done perfectly.

This year's 95 Life Awareness Camp gathered volunteers from the 5 volunteer groups of LLAM. Regardless of our differences, we were able to work together with sole purpose of creating a memorable moments for our attendees

At the end, I am very grateful that 95 Life Awareness Camp concluded in a heart-warming atmosphere.



Goh Yuen Sang
Facilitator

I enjoyed very much as a facilitator for the camp, it is an encounter between one's life with another. In the course of this encounter, experiential learning activities were well designed, with the purpose of given a chance for attendees to have a connection with their inner selves and the interactions among the attendees. At the very end, they were able to make some new discoveries and develop positive energy. All these were enough for me!

This was my first time being a facilitator for 95 Life Awareness Camp. I have learnt to be a more gentle and attentive facilitator through working with my partner while cooperating and supporting each other along the way.

I am very happy to see Life Line band together as a whole, working hand in hand and supporting each other, it is a very lovely team. Every volunteers worked hard on their respective tasks, earnestly making contributions with the hopes of offering the best experience to the attendees and hope that they can achieve something useful. I am proud to be a part of the team.



Eng Lee Chen
Attendee

This was my first experience to participate in 95 Life Awareness Camp. The camp created a safe and comfortable environment for me to express my thoughts and feelings.

During the nighttime activity-'Ocean of People', I played the role of a 'mute' person who was eager to help the 'blind', the 'blind' might not require my help

at all, all she needs is just my accompany. Being a good companion requires patience and earnest.

Under the catalytic effects of the music and guidance from the facilitator, I got in touch with my inner emotions that I usually not aware of; as I let those emotions flowed out naturally; my eyes were watery with tears.

All the other attendees in my team were females but our age and occupations were greatly different. From our team's sharing session, I found out that there were many different solution to solve a problem rather than just one solution.

I am very grateful to this platform and the tremendous efforts that had put in for this camp. I could feel how patient and committed the facilitators were, they had put their hearts and souls to accompany us. It would be nice if 95 Life Awareness Camp can become an annual program.



Tan Poh Kiang
Attendee

It was a great experience to participate in 95 Life Awareness Camp, as attendees were able to understand themselves better through games and activities provided.

In the camp, I was the leader of my team. Some of the members in my team were dissatisfied with me and this had allowed me to see the frictions caused by of our interaction manner with others. I become aware of it but extra efforts are needed to change my old style. During the 'Paper Boat Making' activity, I aware of how I usually do things. Now, I have become more cautious in life.

Through the activity of 'Johari Window', I had come to realise that there are some aspects of ourselves that we knew but do not want others to know; while there are also aspects that we are unaware of. Along the process, I had revisited my relationship with my parents and family.

I have been attended so many other courses over the years. In my opinion, this camp is not expensive at all and the organisers did a fantastic job, please organise this camp every year! It would be nice if it can become a 3 days 3 nights camp as I can have a more in-depth learning. 🌻



Doll of Love

With a pair of socks, a material pack, a needle and a thread, it can turn an ordinary pair of socks that was only meant to be worn by the feet to a unique '95 Doll of Love'.

'95 Doll of Love' is one of the activities carried out by Life Line Association Malaysia (LLAM) in conjunction with its 25th anniversary celebration in hopes of drawing out the purest love from the hearts of the people through sewing, gifting and adopting dolls, and to find the beauty in living a simple life, then pass on this love and the beauty found.

The process of sewing the dolls requires one to focus their emotions, the sewer can temporarily forget all problems and stress, relax the body and mind and further connected to their inner self. After completing the dolls, sewers can hold them in their hands, hold them close and enjoy the joyfulness of their accomplishment.

Besides that, '95 Doll of Love' carries the blessings of the sewer, which every doll is stitched with a blessing or words of encouragement. The blessings is then passed on to the recipient of the doll.

LLAM hopes to pass on the power of caring and accompanying through '95 Doll of Love' and increase the public's awareness on mental health. Every glance at the doll will encourage people to think about the power of life and when they face hardships in life, they are able to 'save themselves' or call LLAM phone counselling services as well as turning to close friends or family to 'seek for help'.

From March onwards, we will hold 5 handicraft workshops of '95 Doll of Love' and invite all to learn and sew the dolls together, and pass on your blessings.

Let us together create the most warm and sincere gift to the public. 🌻



Mission

- ① To summon the purest love from the hearts of the people, increase the public awareness on mental health in the form of dolls.
- ② Through the process of making the dolls, let the people experience the kindness of heart by helping the society.
- ③ To promote the 25th anniversary celebration.
- ④ To promote '95's Love Fund'.

Ways to Support '95 Doll of Love'

- ① Support '95 Love Fund' and adopt a doll.
- ② Join the workshop and learn to sew then teach others to make dolls.
- ③ Donate the dolls you made to LLAM
- ④ Sponsor the fund to purchase materials needed for doll making.

'95 Doll of Love' Workshop

| Date | Programs |
|------------|---|
| 17/03/2018 | Training 1: Teacher of Doll Making's Training 1 |
| 25/03/2018 | Training 2: Teacher of Doll Making's Training 2 |
| 07/04/2018 | Workshop 1: 95 Doll of Love Making Class |
| 06/05/2018 | Workshop 2: 95 Doll of Love Making Class |
| 03/06/2018 | Workshop 3: 95 Doll of Love Making Class |



Care Fund

In this world, only a few people have a smooth and easy life while most of us do face some stormy days in our journey of life. When you and I were trapped in a whirlpool of problems, the support and accompany from others become as important as a piece of life-saving driftwood!

We would like to invite you and your friends to donate RM 95 once every three months (by means of saving RM 1 a day consistently for 3 months). Helping those in need and leading them to a brighter future by supporting Life Line Association Malaysia's (LLAM) social services through '95' Care Fund'.

Why Should You Support '95 Care Fund'?

- Through your donations, a stable financial foundation can be established for our social services and this will also aid the promotion of 'Spirit of 95' which includes the spirit of 'Self-Help' and 'Seeking for Help'.
- Your kind donations will also enable LLAM to continue providing quality seminars, workshops, camps, youth care activities and social welfare activities to the public, to further disseminate the spirit of 'Self-Help', self-learning and to enhance the public's ability to face challenges in life, and increase public's mental health level as a whole.
- Besides that, the donation will also help LLAM enhance and expand its telephone, email, face-to-face counselling and play therapy services. With the spirit of 'Seeking Help' in mind, those who seems to be unable to help themselves will be able to receive help via LLAM.



Sponsorship amounts

RM95, RM195, RM295 or other amounts.

Frequency of sponsorship

Once a month
Once every 3 months
Once every 6 months
Once a year
Or one time donation

Method of payment

Credit card autopay
Cheque or cash remittance
Online banking transfer

For more details on the sponsorship, please visit :
<https://goo.gl/N7UhhV>
LLAM's Account Number :
2400 1000 342 Persatuan Life Line Malaysia (HLB)





Sincere Thanks
Sponsors of 95 Care Fund in the year of 2017

Chew Bee Chu
 Chia Yoke Thiam
 Chin Sat Chew
 Chua Lei Ying
 Harvard Yong Kah Loo
 Kang Chin Ei
 Lai Huey Mien
 Liew Pee Lian
 Lim Yin Jaa
 Lye Kheng Yong
 Ong Lee Ang
 Sia Lee Ching
 Soh Lyn
 Tan Tien Ching
 Tay Chai Li
 Tee Sun Sen
 Woo Choong Ken

Chia Guat Ching
 Chin Huey Fen
 Chong Mei Chin
 Eng Lee Chen
 Jessica Lim Pei Shian
 Kang Lay Bee
 Lee Chiew Eng
 Lim Poh Chiew
 Loke Mao Sing
 Ng Siak Hooi
 Ong Wei Jie
 Sim Kon Weu
 Soh Poei Kong
 Tan Sin Siew
 Tean Jia Wei
 Teh Say Ieng
 Yeo San Chien
 Yeoh Tin Nie

Chia Seng
 Chin Kee Nyan
 Choo Siew Kuan
 Er Soon Sew
 Jillian Teoh Shee Huai
 Koo Kar Wai
 Lee Choi Peng
 Lim Soon Guan
 Low Siok Moi
 Ong Lay Yoing
 Ooi Ai Lee
 Soh Key
 Stella Lim Chee Sing
 Tan Yaw Tzong
 Tee Cui Kiang
 Wong Kin Lan
 Yeoh Hock Choon 



'LISTEN' Campaign

"I have learned to accompany people in the seminar. I thought I have done very well in the past, but after I attended the seminar, I realised that it was not a good way of accompanying. What I have done previously, was just stay with the children, to guide them in doing things that they do not like to do, such as reading, tuition etc instead of accompany them to do things like drawing, surfing internet and other activities that they loved to do.

After attending the seminar, I shall change the way I spend my time with children, provide a truly companion for them, and bring happiness to them.

~ Lee Ai Mei's feedback after attending seminar

Life Line Association Malaysia (LLAM) launched 'LISTEN' Campaign in year 2015, and started to promote the importance of listening and share basic listening skills to the public via organised tour

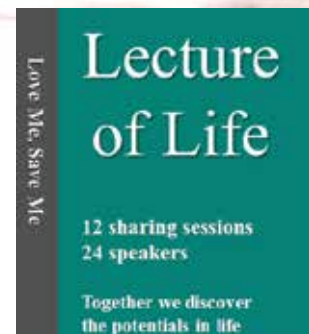
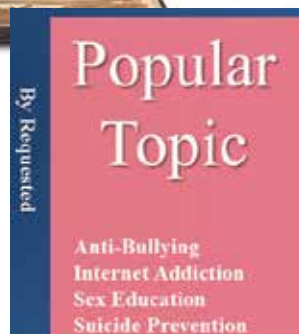
talks to school and society. At LLAM, we believe that if there is one more person mastered the skill of listening, there will be one more resource to help people who are struggling with emotional problems.

In year 2017, 'LISTEN' Campaign has been carried out for three years, and successfully held 163 seminars around Malaysia. We would like to say "thank you" to the sponsors who supported this campaign, and schools, associations, societies, that invited LLAM to organise talks. Your support and assistance has helped to widely spread the "seed of listening" in people's hearts.

In year 2018, LLAM would like to send out the invitation again. We welcome schools, societies, associations or corporates to assist in organising or sponsoring our seminar, together we can encourage the public to learn the way of listening, and help to build joyful families and caring societies that are "willing and knowing" to listen and accompany people in need.

2018 Brand New Programme

If you are interested to organise or sponsor 'LISTEN' Campaign, please feel free to contact admin department at 03-4266 6195 or give us an email at event@lifeline.org.my





2017 Accomplishments



Having tour talk to East Malaysia!

This is our speakers Liew Chooi Mei and Chia Seng's first trip to Sabah. Thanks to Kian Kok Middle School, Sabah Chinese High School and Tawau Chinese Community Association of being the co-organisers. 5 seminars were held and attracted about 900 attendees including students, teachers, parents and public.

Spread the bullying awareness jointly with police officer and Ministry of Education

Issues of bullying in school has becoming more serious recently. SJK (C) Sin Min Sungai Besar has invited LLAM's speaker to educate the students about the prevention of bullying. Besides LLAM, police officer and Ministry of Education's officer were invited as jointly speakers to increase the awareness on bullying issue in order to create a caring and harmony campus for students.



Increase students' awareness on bullying issue via seminar and drama

A special learning about school bullying issue was organised at SJK (C) Choong Wen on 13 October 2017. It started with a drama presented by Hongjieje Work Station, which talk about bullying case that happened in school, and then continue by LLAM's speaker to encourage students to become 'Stop-bullying angels' to help their peers.

Having seminar in three micro-schools

Organising seminar for students in micro-schools is one of the wish of LLAM. The wish was achieved on 13 May 2017. A seminar with the topic of "Listen to the problem and identified the potentials" was given by speaker Tan Peik Khoon to students in three micro-schools at Sabak Bernam - SJK (C) Poay Chneh, SJK (C) Phooi Min and SJK (C) Moon Teck. 🌻



Counselling Tour around Malaysia

Since the inception of 'Counselling Tour around Malaysia' in 2016, it was well received by the public until today. Through this tour, participants from other states can learn more about psychology and counselling from the local and foreign guest speakers without the need of travelling to Central Malaysia.

In year 2017, aside from holding programs in Peninsular of Malaysia, we had extended our reach to East Malaysia. Despite the packed schedule, once we saw how attentive the participants were, we felt that all the efforts were worth it.

As for the year 2018, Life Line Association Malaysia (LLAM) will organise 4 tours and we are proud to invite Dr. Lin Hsiang Chun, Mr. Wang Jung-Yi, Ong Lian Bing and Yee Yeng Yeng to deliver seminars and workshops in various cities and towns which included Kuala Lumpur, Seremban, Malacca, Batu Pahat, Johor Bahru, Ipoh, Kuantan, Kuching, Sibul, etc.

Mission

1. Introduce and distribute the counselling resources effectively.
2. Increase Malaysians' awareness regarding the importance of being mentally healthy.

2018 Tour's Schedule

East Malaysia 2-6 August

Title : From Play Therapy, I Understand Myself and Children Better

Speaker : Ong Lian Bing (Malaysia)

Content Summary : From play and hands-on activities, parents will be able to identify their needs and yearnings. They will also learn to adopt the spirit of play Therapy in order to better accompany their children.

Target Audience : General public, parents, teachers and those in helping profession.

Location : Kuching and Miri

Southern Region 28 June~11 July

Title: Story Narration, Let the Love in Life Flows

Speaker: Dr. Lin Hsiang Chun (Taiwan)

Content Summary: Through narration of life story, understand the roots of the stories and let the love flows.

Target Audience: General public, counselling service providers and those interested in self-development.

Location: Kuala Lumpur, Johor Bahru and Kluang

Northern Region 11 May~21 May

Title : Forgather True Self through Dream Interpretation

Speaker : Mr. Wang Jung-Yi (Taiwan)

Content Summary : Dream interpretation, understand one's unconscious needs and enhance self-awareness and development.

Target Audience : General public, counselling service providers and those interested in self-development.

Location : Kuala Lumpur, Penang and Ipoh

Central Malaysia 13 April~16 April

Title : 'Les Choristes' The Passion of Teachers

Speaker : Teacher Yee Yeng Yeng (Malaysia)

Content Summary Rediscovering the motive of becoming a teacher, learning ways to cope with stress in teaching profession.

Target Audience : School teachers and administrators, tutors, pre-school educators, students from education related courses.

Location : Seremban



What Participants' Say?

Ong Chia Mian

Expressive Art Therapy Workshop

I signed up for the expressive art therapy workshop after reviewing its content summary. Actually, I joined the workshop with the feeling of uneasiness. Why do I feel uneasy? It was because I realised that I would challenge a domain that I was unfamiliar with physical expression. I also worried that the workshop might awaken my long repressed memories from my subconscious mind.

During the two days' workshop, the most memorable moment I had was when the trainer, Dr. Liang continuously encouraged us to venture beyond our comfort zone and to deconstruct, construct and then deconstruct again our mindset. Personally, I think that all of these are the wisdom and knowledges that everyone should learn in their lifetime. In life, there is no hurdle that one can't jump over; by letting go and reshaping our lives then we can develop a more comfortable future.

Time flies, we went through the workshop with laughter and tears. We learnt to be more honest with ourselves, became more confident when facing our peers and through all these, a strong bond of friendship was forged. Although the time that we spent together was short but the experience we shared together was real and to commemorate our acquaintance, let us have a 'stickman group photo'! Thanks to fate, we are able to meet each other. I sincerely wish that everyone can always stay safe and healthy. Remember to live the life you want!

Chong Chee Wai

Dream Interpretation Workshop

I dreamed of having a group of people in the living room. Suddenly a scene of domestic violence appeared where there was a pair of couple. The man was behaving violently towards the woman. There were another two persons behind me and one of them threw something to the violent man's face. That man became very angry and wished to punch the person that threw things at him. However, I was not interested with the ruckus and went into a room to settle my own stuffs. Next, the violent man barged into the room and shot me at my spine. It was not a fatal shot, he only planned to paralyze me and later slowly torture me by pulling out all my teeth and tear

out all my flesh. On that moment, I struggled and woke up from this nightmare.

Mr. Wang Jung-Yi did a dream interpretation for me and he felt sorry for me. I was cruel to myself and kept denying my strengths (tooth extraction is the symbol of denying one's own strengths). Through looking further, I discovered that I had neglected myself, being indifferent and violent (ignoring all the 'me', characters in the living room). It turned out that I did not take a good care of myself...

I am particularly interested in the explanatory notes given by Mr. Wang regarding to the spirit of taking a better care of ourselves, we shall not take care ourselves with the purpose of solving a problem; but we shall takes care of ourselves because we love ourselves. This is a learning of lifetime.

Chow Hui Sin

'Les Choristes' The Passion of Teachers Workshop

This workshop gave me a lot of inspirations. I started to feel both mentally and physically tired after all these years of teaching. I began to question myself, whether I was suitable for the teaching profession. This workshop enabled me to rediscover my reason of becoming a teacher, learn the way to respect my students, pick up ways to better manage my emotions and understand the importance of continuous learning and growth.

Tay Lee Yee

Seminar on 'Making Stress Your Friend and Living with Anxiety'

This seminar allowed me to have a better understanding on the changes and relationship between our emotions and our body where everything can be traced back to our 'heart', our attention and focus. When we talk about mindfulness, 'being mindful', refers to 'focus on here and now'. We shall be mindful of the emotions we have in 'now' and at the same time, redirect our attention to other things, keeping our thoughts positive so that negative emotions do not affect our daily life. We shall accept all bodily reactions and these included stress and anxiety. Only by doing so, we can escape from the whirlpool of negative emotions. 🌻

Love Me, Save Me



Life Line TV is Life Line Association Malaysia's brand new media project that launched in 17 January 2017. One year of effort in this channel has brought very fruitful results. The knowledge and information of counselling and mental health flew far away like the dandelion's seeds, and fall into the hearts of people, stayed and sprouted there.

Highly gratitude for Kiwanis Club of Bangsar and Khind Starfish Foundation that sponsored the production cost. This helped LLAM to continuously present quality programme to the audience.

In year 2018, LLAM will bring you brand new TV programme, a heart-warming programme that consists of educational elements. 🌻

Year 2017

20 videos was produced
1 Facebook broadcast interview
19,958 view counts in total

Programme Content

The Stories of Students

The touching stories behind children's deviant behaviors

Let's Talk about Love

Learn to love and create happiness

Festival Special Feature

What to learn during Chinese New Year, Valentine Days, Ching Ming Festival, Teacher's Day etc.

World Suicide Prevention Day

Understand the inner voice of a suicidal person

Year 2018

Coming up next

Psychological Counselling Topics

Story Narration, Dream Interpretation, Play Therapy

95 Doll of Love

The touching and inspiration from dolls making

25 Anniversary Special Features

A life could influence another life

English Version

Accompanying children with play therapy

Life Line TV channel

Youtube : <https://goo.gl/TnpRtl>
Facebook: Life Line Association Malaysia



Counselling
Group

Our Volunteers



Play Therapy
Group



Community Service
Group



Public Awareness
Group



Social Care
Group

The Team



Chan Toh Theng
Head of Counselling Group



Counselling Group Extend Services and Pass Down the Experience

Entering the year 2018, Life Line Association Malaysia (LLAM) has provided counselling service for 25 year. With limited resources and 3 hours of daily counselling service, volunteers provided quality listening and accompany, which has helped more than 20,000 people with troubles.

To meet the increasing demand of counselling services, since two years ago, the council committee, supervisors and volunteers had a thorough discussion regarding to the extension of counselling services hours which includes providing midnight and daytime counselling services.

At the beginning of year 2017, the Supervisor Group has planned the volunteer training program for daytime counselling services and started to recruit and train daytime volunteers in the 19th Volunteers' Training intake. At the moment, the first batch candidates are having intermediate training now, which expected to start providing service by June 2018. At the same time, the daytime counseling service that everyone looked forward to has started on the 8 January 2018 with 2 additional service shifts - 10 am to 12pm, and 2 pm to 4 pm on every Monday.

We hoped that in comply with the volunteer training programme, we can reach the goal of providing daytime counselling service from Monday to Friday in the span of next 5 years, and helping more people who are in dire need of help. Other than that, the counselling service that has always been off during public holidays became available during certain holidays since year 2017.

The volunteers stand at the frontline in helping

people, we hoped that the volunteers will not only improve their counselling skills, but develop personal growth which includes interpersonal relationships, mentality and ability to face difficulties, personal values and other more in-depth self-understanding in order to effectively assist the clients and reach the state of 'Helping others and self-development'. So, other than organising regular small group trainings, we will also have local speakers and those from abroad to provide on-the-job training for the volunteers. Last year, Mr. Wang Jung-Yi and Mr. Tony Huang have provided self-care and mental disorder introductory courses which were very rewarding for the volunteers.

A lot of volunteers have served in LLAM for many years since young. Even though it is volunteer work, we still hope to provide the volunteers with a clear career planning, and let the experienced senior volunteers to become the facilitator or supervisor.

While number of volunteers increased as a result of the training programme, the numbers of supervisors to provide guidance to newbie should be increased too. Thanks to Head of Supervisor Group Wong Su Zane who has planned a Supervisor Training Programme in year 2017, and 17 senior volunteers who have been invited to join the training. The training contents included theories of supervision, role-play practical, case studies discussion and others. Facilitator Training Programme was also planned by Deputy Head of Public Awareness Group Yee Chich Ho.

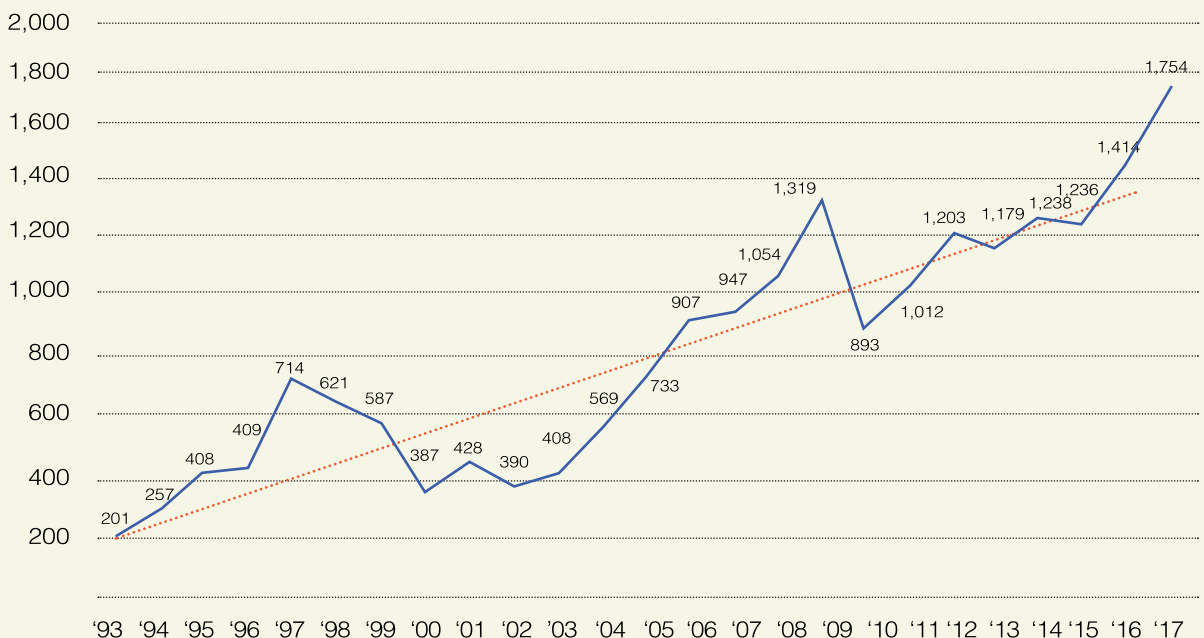
Thanks to senior volunteers for their contribution in passing down the valuable experiences that can benefit other volunteers. 🌻



Counselling Statistics

We Have Listened to 20,268 People within 25 Years

Total Number of Cases 1993–2017

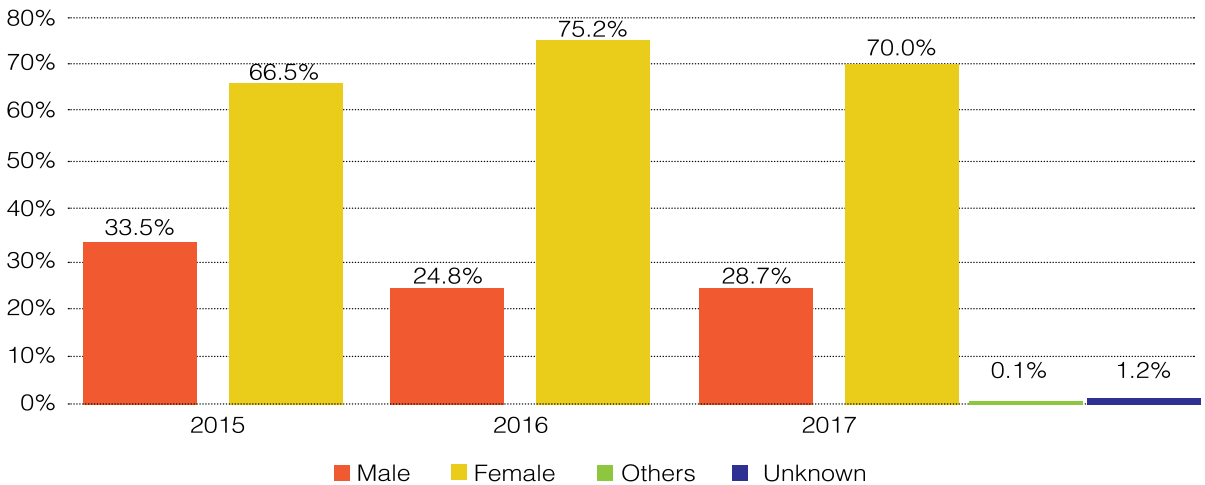


Compared with year 2016, number of clients had increased by 340 people in year 2017, and it was the highest number of clients within 25 years. Nowadays, public's awareness on seeking counselling services has significantly increased, the publicity by mass media and social medias has also contributed to the rise of number of clients.

As for counselling channel, telephone counselling accounted for 67.0% of the total cases (1,176 people), face-to-face counselling 25.4% (446 people) and email counselling 7.5% (132 people).

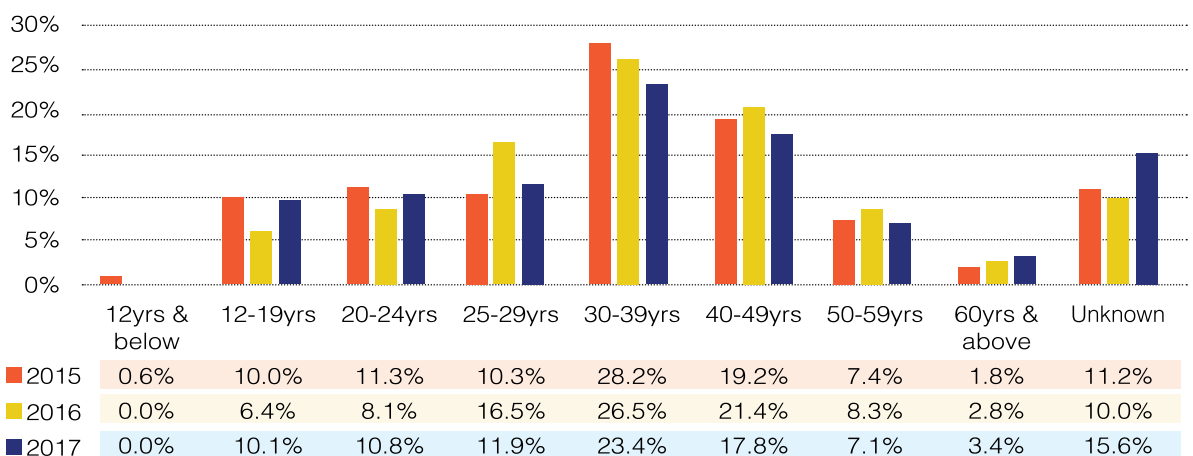
The Team

Clients' Profile Comparison 2015–2017 Gender Comparison



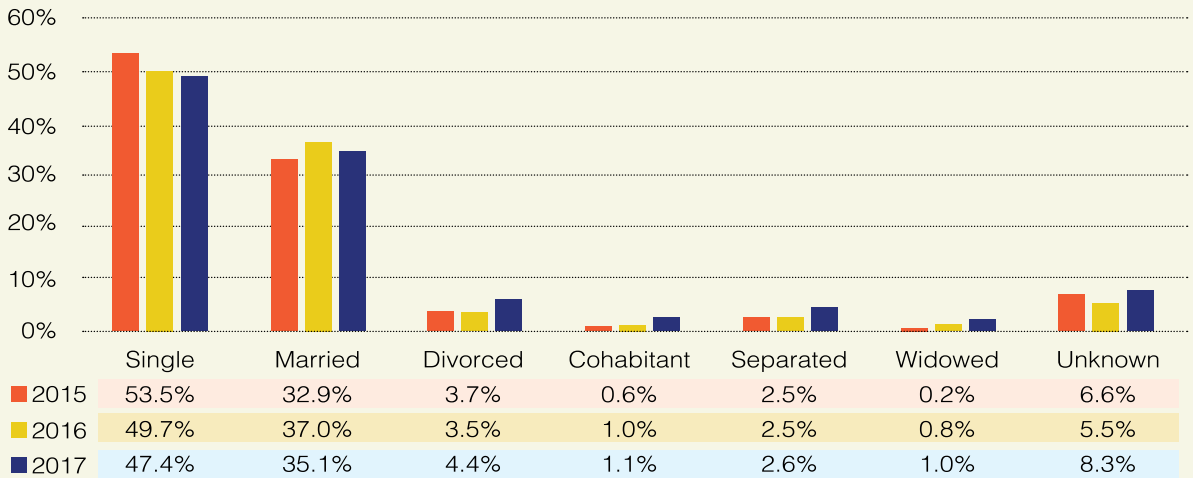
Same as previous years, the number of female clients that came to seek help was twice the number of males, this was closely related to females' traits of wanting to talk to others when they face challenges in life. The 0.1% of 'Others' consisted of bisexuals and transgenders. As for the 1.2% of 'Unknown', due to the limitation of email counselling service, some of the clients' gender couldn't be identified.

Age Group Comparison 2015–2017



The primary age group that sought counselling services ranged from 30-49 years old, accounting for 41.2% of the total number of clients. In this busiest stage of life, people have to juggle between work and family, thus the stress and challenges at this level are more difficult and complicated. Due to the difficulties in identifying clients' demographic data via email counselling, there were 15.6% of the clients whose age couldn't be identified.

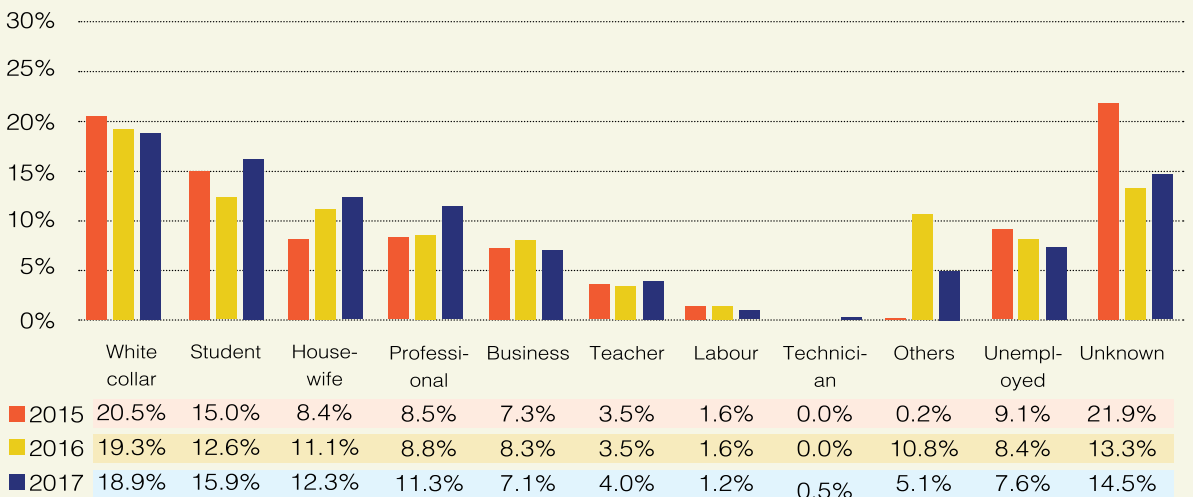
Marital Status Comparison 2015–2017



There are several reasons why those who are single are more prone to seek counselling services than those who are married:

- 1) Late marriage is a common trend nowadays.
- 2) Married people, especially women, are extremely busy after marriage, and many of them do not even have personal time and therefore do not have time to seek counselling service.
- 3) Some of the problems that arise in marriage and in family are often treated as normal things. Thus, many people will try their best to solve the problems first, and will only seek help when things go beyond their control.

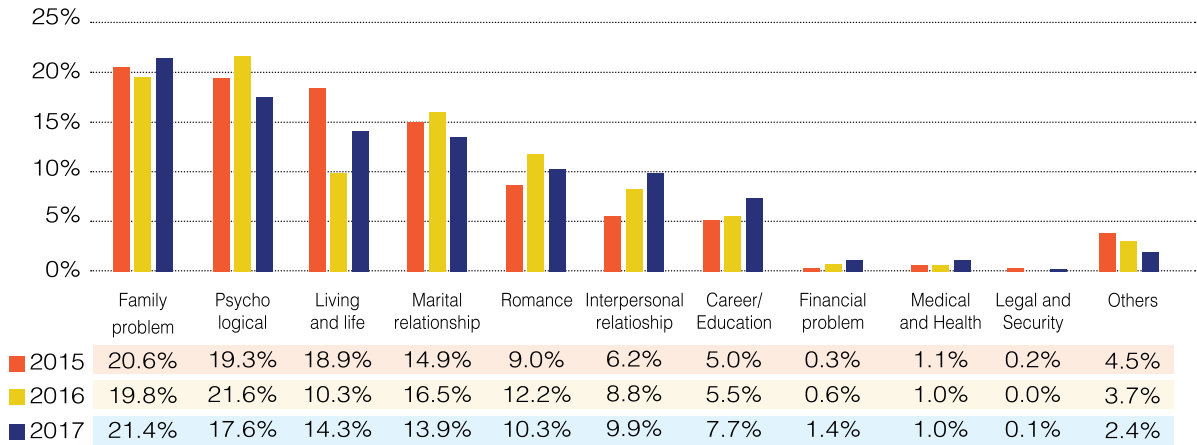
Occupation Comparison 2015–2017



In terms of occupation, those who sought counselling assistance were mainly White collars (18.9%), Students (15.9%), Housewives (12.3%) and Professionals (11.3%).

The **Team**

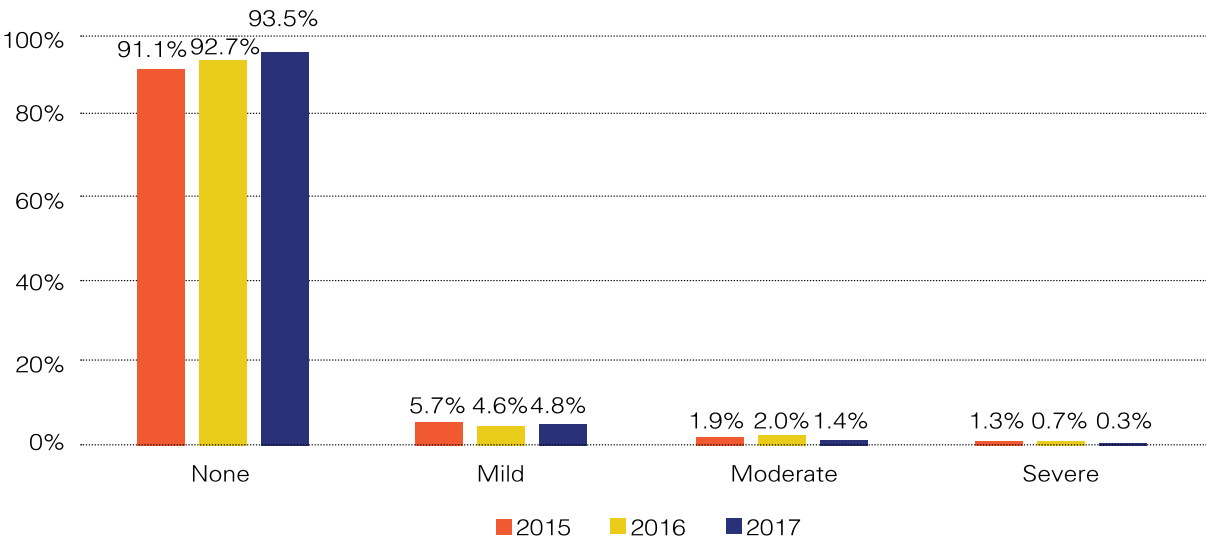
Problem Type Comparison 2015–2017



The main problems that led the public to seek counselling services were Family problems (21.4%), Psychological (17.6%), Living and life (14.3%) and Marital relationship (13.9%). These four problems had accounted for 67.2% of the total cases.

Family problems including parent-child problems, relationships with siblings and relatives, etc., while psychological problems include emotional suffering, depression and others.

Suicidal Ideation Comparison 2015–2017



Among the clients' who sought help, only 5% with suicidal ideation. More than 90% of the clients came to seek help before their problem went to the point of no return.





Yee Yeng Yeng
Head of Play Therapy Group



Play Therapy Group

Loving Care Children From Home to the Community

This is the fourth years since the establishment of Play Therapy Group in year 2014. Volunteers have worked tirelessly to understand and help children to face their problems via 'playing'. Lot of children had regained their long lost smiles and liveliness; at the same time, they can express their emotions better.

Most importantly, parents have gained new insights along the process too. They began to realise how their personal problems, marital relationship and parent-child relationship will affect their children. Not only their children were behaving well but the entire family atmosphere has become more harmonious and warm after the therapy sessions.

The heart-warming impacts have motivated us to spread the philosophy of play therapy to more people. Apart from play therapy services, we have organised play therapy seminars and parenting support group to encourage parents to learn the effective ways of 'playing' with children.

We would like to express our gratitude to WAO, LPPKN and SJK (C) Jalan Davidson that signing MoU with LLAM and inviting us to their premises to conduct play therapy sessions which will provide benefits to more children and families.

To ensure the continuous growth of the group, our committees have created a clear development plan that included the enhancement of the quality of services, improvement of the group management mechanism, volunteers training, reaching out to schools and communities to spread the knowledge of play therapy.

While helping others, we do provide on-the-job training and self-development courses to enhance our volunteers' abilities and skills. We hope that with the training, volunteers can listen and accompany the


children effectively, and to unleash the spirit of child-orientation in the therapy session.

Furthermore, the first batch of Trainee Supervisor will be born in year 2018, to be responsible for coaching and leading new volunteers. A detailed career planning for volunteers will be designed, where chances are given to the experienced volunteers to become mentor, trainee supervisor and supervisor.

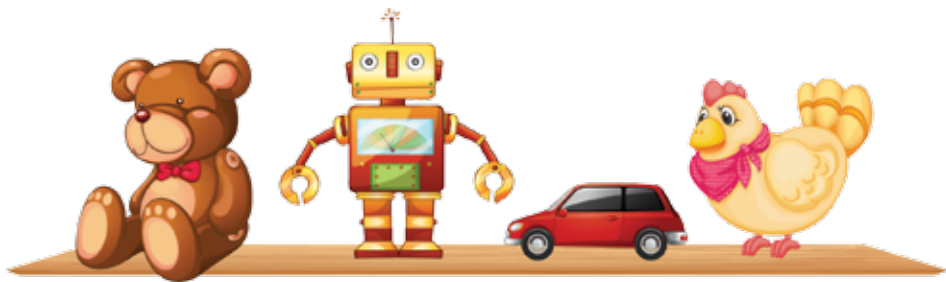
Play Therapy Group will recruit new volunteers very soon. The programme consisted of the basic training provided by trainee supervisors, and specific training from external or overseas trainers to enhance the ability of the volunteers.

We are looking forward to work closely with WAO, LPPKN and other agencies to hold more seminars and courses tailored for children, parents and the general public to increase public awareness on life education and to develop a harmonious yet friendly social environment.

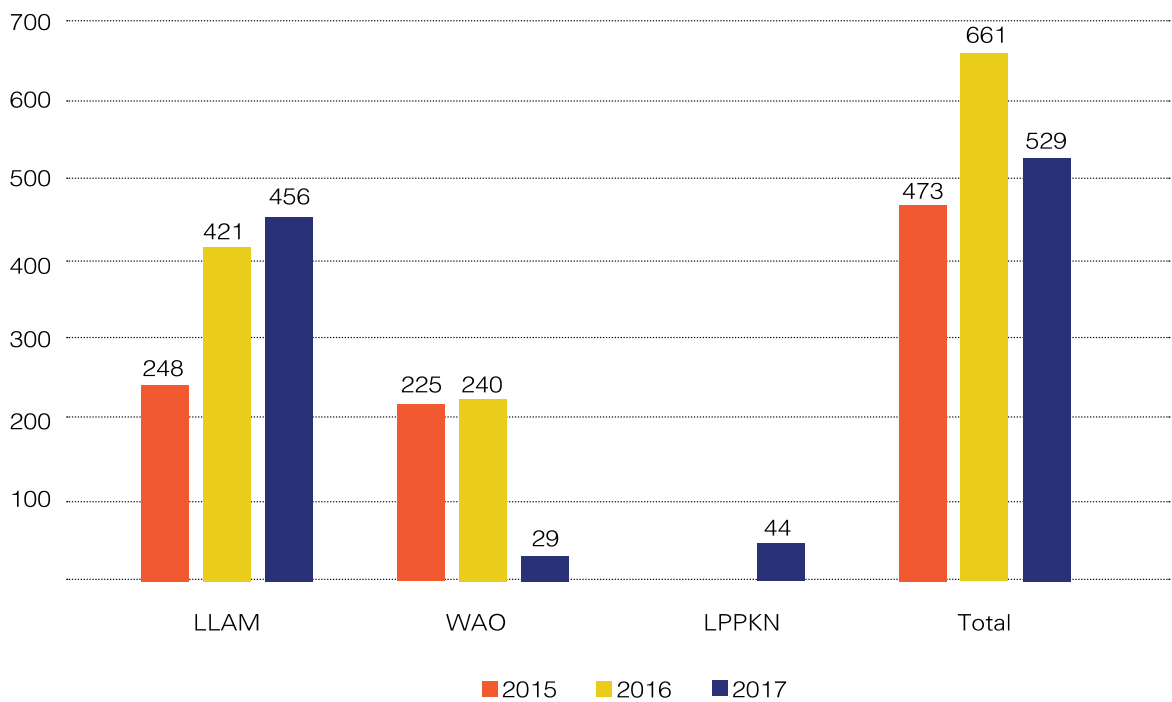
The collaboration with SJK (C) Jalan Davidson is an important starting point. We hoped that in the future, a completed service for primary schools can be developed. Apart from having regular play therapy sessions, related courses to foster closer bonds between parent-child and teacher-student will be organised.

Step by step, we believed that play therapy services can be extended to other states. We do hope to establish LLAM's Play Therapy Activity Hub at other state in order to effectively exchange information and insights on how to accompany children, and together we can build a healthy and happy environment for the children to grow as well as discovering their potentials and creativities. 

From year 2015 to 2017 Play Therapy Statistics

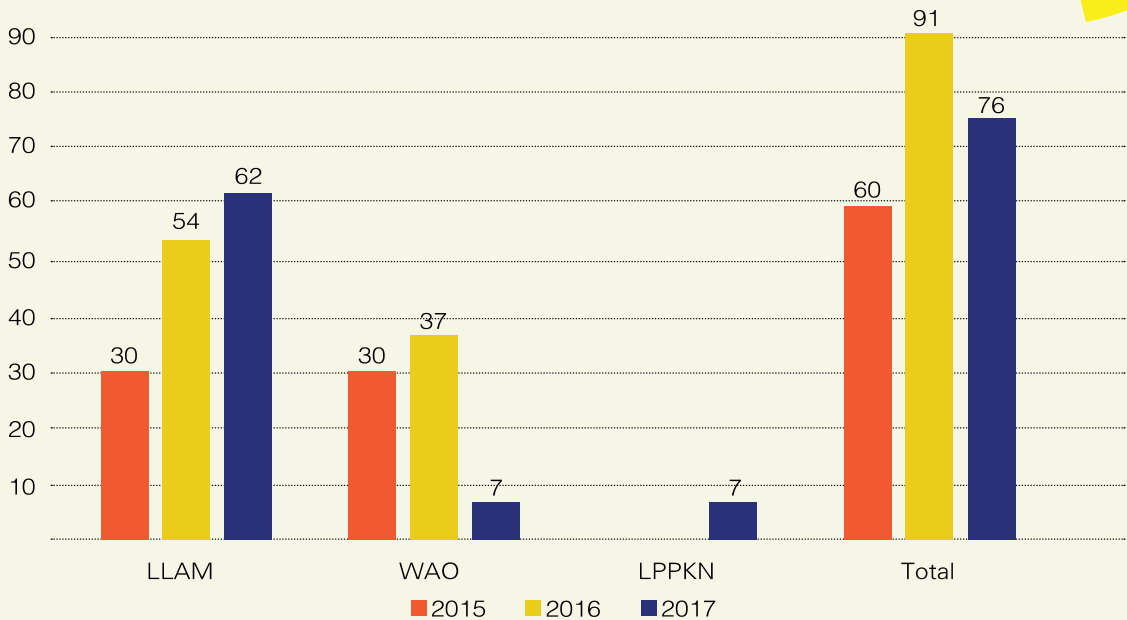


Total Number of Sessions Conducted 2015–2017



Life Line Association Malaysia (LLAM) begins to offer play therapy services at UTC Pudu Sentral after signing the Memorandum of Understanding (MoU) with National Population and Family Development Board (LPPKN) on 29 November 2016. The steep reduction on sessions conducted at Women's Aid Organization (WAO) was mainly due to internal restructuring of organisation that caused the suspension of play therapy services for more than 9 months.

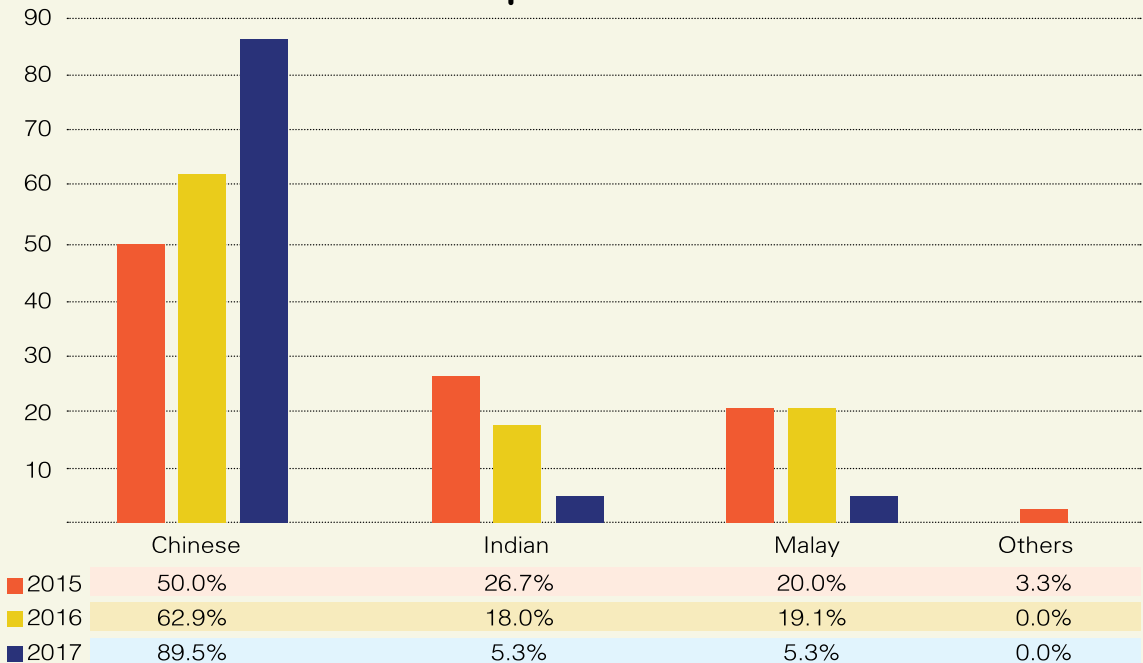
Total Number of Clients 2015–2017



From year 2015 to 2017, our Play Therapy volunteers had accompanied 227 children were facing mental and psychological problems.

There is a slight increment on number of clients that had therapy sessions at LLAM premise .

Race Comparison 2015–2017

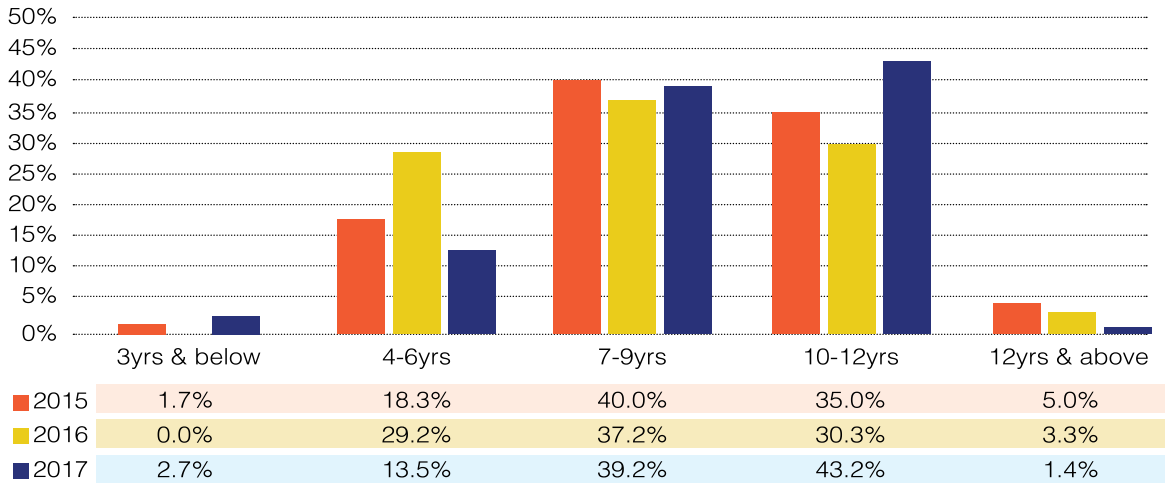


In year 2017, the majority of children sought play therapy services are Chinese (89.5%).

Malay and Indian clients were mainly come from WAO. Thus, the percentage of the clients from the respective races dropped due to the decline of case intake from WAO.

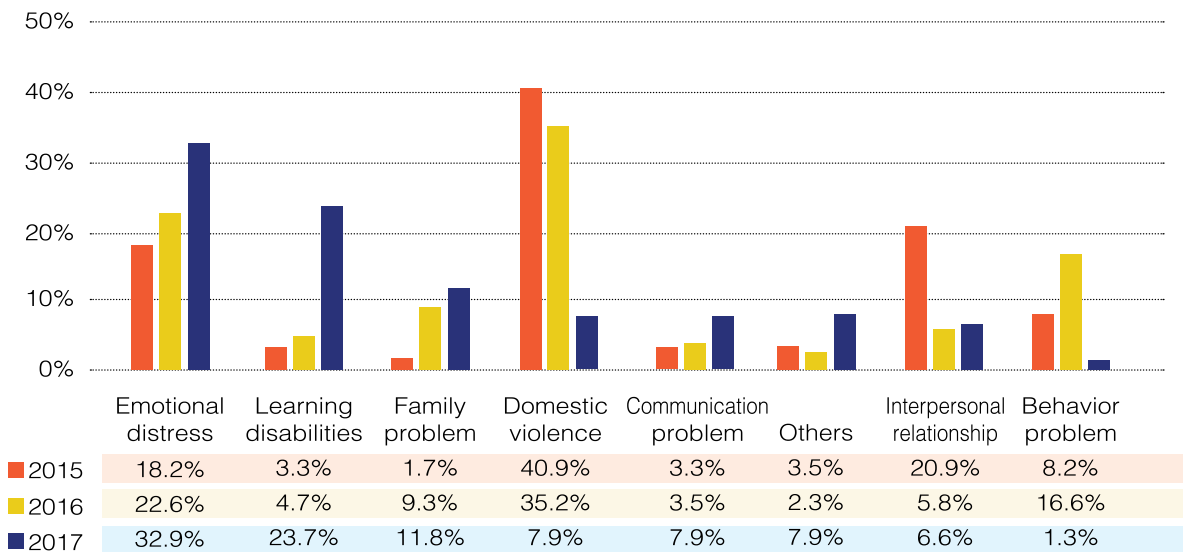
The Team

Age Group Comparison 2015–2017



In year 2017, 82.4% of children who sought play therapy services were aged between 7-12 years old while clients aged between 4-6 years old dropped 15.7% as compared to the year 2016.

Problem Types Comparison 2015–2017



In year 2017, children came for play therapy mainly due to two reasons: Emotional problems (32.9%) and Learning disabilities (23.7%); these are problems that normally faced by modern children in the process of growing up.

In previous years, the high percentage of Domestic violence was majorly contributed by children from WAO.





Tan Sin Yin
Head of Social Care Group



Social Care Group

Delivering Love and Care By Accompanying

The Social Care Group was established in December 2001 with the ideals and objective of 'Delivering care and pass down the love'.

In previous years, Social Care Group will visit Rumah Victory Children and Youth Home around 8 times a year to guide teenagers in a variety of learning and self-discovery through different theme activities and team based activities. This can also help to understand, accompany and take care of the teenagers' inner feelings.

If there is an invitation from primary schools, the Social Care Group will organised camps for students in schools that focused on helping the students to discover their potentials, enhance creative thinking and teamwork, at the same time building personal life values. Through activities and the caring and accompanying provided to the students, we are able to guide and assist children to build a positive and healthy lifestyle.

The Social Care Group also held the '72 Growth Camp' and '72 Power Camp' during year 2015 and 2016 with the objective of helping teenagers to understand and deal with the problems faced during the stage of adolescence, and the physical and mental changes that happened to them. At the same time, it helps to discover their inner strengths and the available external resources that can help them in daily life and their future development. Thanks to the volunteers that provided guidance and careful plannings, these two camps were well organised and praised. The Social

Care Group planned to hold the third 72 Camp series in the coming two years.


Other than the 72 Camp series, the Social Care Group also aims to hold camps for the schools in the suburban districts and at the same time visit and provide service for more youth rehabilitation homes.

Upholding the spirit to accompany and provide care, we will walk into the society, to spread love and care to different target audiences and areas. We hoped that more children will have the opportunity to learn the ways of taking care of their inner feelings and discovering their potentials, increase their sense of self-worth and confidence.

This year, the on-the-job training of Social Care volunteers will focus on the enhancement of self-care and the learning of life education. We believe that only when we gone through the activities and feel touched, then we are able to organise high quality camps.

Besides, the Social Care Group will also recruit new volunteers in year 2018. We welcome everyone who loved to accompany teenagers to join us.

The objectives of Social Care Group are as follow:

1. To serve teenagers and youths.
2. To promote camps to schools that located at every corner of Malaysia.
3. To be companion of teenagers, provide them with love and care.
4. To enhance on-the-job training and to help volunteers in self-care. 

The Team



Eng Wei San
Head of Community Service Group



Community Service Group

A Small Act of Kindness Sows the Seed of Love

The Community Service Group was established in year 2000, holding the ideals of 'Walking into the society, unite its resources and promote the social welfare'. The group has served the public for 18 years since then.

Doing charity as a volunteer isn't as difficult as it seems, for only half a day during Sunday, one can join the Community Service Group's activities which include blood and organ donation campaigns, environmental care activities and visitation to old folk's home.

Environmental care activities are suitable for families, where a group of people walking into nature such as Broga Hill or Sungai Tua to pick up trash. Though this is just a small act, for every piece of trash picked, people will be reminded to love and protect the environment and not simply creating more garbage. At the same time, volunteers will utilize this opportunity to share some information and knowledge regarding environmental protection with the public. After the completion of physical work, we will have outdoors picnics at the river to enjoy the beauty of nature and to further appreciate and cherish the mother earth.

Out of the three main activities, visitation to old folks home was the activity that most people participated; it showed that a lot of people are willing to draw out some times from busy lives to perform something meaningful. During the first visit, a lot of volunteers shed tears while looking at the lonely old folks who have no one to rely on. What we can do is to create a comfort living place for them, accompanying or talking

as well as watching movie together with them, to make them feel happy and touch their hearts.

As for Blood and Organ Donation Campaign, it was collaborated with the National Blood Center (PDN) and the National Transplant Resource Center (NTRC). Both parties sent nurses and officers to carry out their works while the volunteers provide support or invite the public to donate blood and to chat with the donors while they donate blood.

The activities are well planned and organised by the Community Service Group volunteers and it is opened to the public for participation. We will recruit new volunteers every year. We welcome those who are interested to join the training programme and learn basic event planning skills then apply what was learned in an event.

We hoped to recruit more volunteers in the near future. With sufficient manpower, we will be able to provide services at several old folks home or organise blood donation campaign in several shopping complexes at one time, to increase the number of people who can benefit from it.

Joining social welfare activities seems to be a charitable act, however the deeper meaning that we would like to bring out is the awareness, to plant a seed in people's heart, to spread love and care to the old folks as well as the mother earth.

The change of the world begins from one person. If everyone can sow the seed of love, this world will be able to transcend into a much beautiful one. 🌻





Ooi Gaik Ean
Head of Public Awareness Group



Public Awareness Group

Reaching the Public via Multi-Channels

The Public Awareness Group was established since year 2010 with the objectives of improving the community's adaptive skills and coping abilities in engaging with daily life stressors. In addition, to promote the public awareness regarding the availability of Life Line Association Malaysia's (LLAM) counselling services, the Public Awareness Group had conducted a variety of social educational activities such as lectures, workshops, camps, seminars etc.

The efforts of the respectable volunteers and trainers in conducting activities such as 95 Life Awareness Camp, Art and Soul Camp, Smart Smart: Premarital Education Course and 'LISTEN' Campaign had achieved a remarkable success in turning the social educational activities into the signature of LLAM. However, we won't stop at this moment because the promotion of social education is a career that worth life-long efforts.

In year 2017, a new batch of speakers has been successfully graduated from the 2th Train the Trainer Programme. A total of 30 experienced speakers were ready to participate in the services of promoting social educations to the variety of schools, societies, companies and general public.

Apart from providing seminars and courses, our speakers also grasp the opportunity to share their experiences and knowledge to the media such as the press, radio, television and social media. We aimed to propagate our counselling services and messages

regarding mental health to the entire country and even overseas. In year 2017, our speakers had received 38 interview sessions from the radio stations, 3 interview sessions for television, 3 interviews from the press and conducted 1 sharing session via social media. The cooperative media included: Ai FM, Melody FM, CITYPlus FM, 988, On FM, NTV7 and Sin Chew Daily.

In addition, the speakers were honored to work together with two stage shows, which were the "35" and "Chen Xiao Ming" that brought out the issue of depression and bullying. At the end of each show, our speakers were invited to have a sharing session with the respectable audiences to discuss on how to prevent and help those who were suffering from depression or being bullied, and to encourage those in need to seek help from LLAM's counselling services.

'LISTEN' Campaign's school seminars and Art & Soul Camp will still be organised, aimed to educate the younger generations in developing positive mental health. To fulfill the request of schools, 4 new seminar topics were developed, "suicidal prevention, sex education, bullying issues and internet addiction".

The Public Awareness Group wished that the modern society will be able to emphasize both cognitive education and the education for life in order to improve the younger generation's career skills as well as the ability to cope with daily life challenges. 🌻

Highlights of 2017

The Fruitful and



January

The Graduation of 2th Train the Trainer Programme



February

LLAM Chinese New Year Gathering



March

LLAM Representative Visiting Life Line Taiwan



July

Bullying Prevention Sharing at Hongjieje's Drama



August

"LISTEN" Tour Talk



September

Play Therapy Parenting Support Group



马来西亚生命线协会

Exciting Days



April

**Counselling Tour Around Malaysia II
Ai FM Radio Interview**



May

Volunteers Appreciation Night



June

Art and Soul Camp



October

"Let's Fly Together" Camp



November

Blood Donation Campaign



December

**Seminar at World of
Chinese Book Fair**

From year 2015 to 2017 Serving Multiracial



On 29 November 2016, LLAM signed MoU with LPPKN to promote family happiness and social stability.

At the early days of establishment, Life Line Association Malaysia (LLAM) mainly provided counselling services in mandarin.

From year 2000 onwards, the Community Service Group has started to cooperate with the National Blood Center (PDN) in organising blood donation campaigns that is very well accepted by communities from different races.

Recent years, due to the needs of the society, LLAM started to provide counselling and mental health related services that can benefit multiracial communities. The counselling hotline 03-42657995 has bilingual option (both Mandarin and English), the annual newsletter was published in bilingual and introduction brochures in trilingual.

After signing Memorandum of Understanding (MoU) with Women's Aid Organisation (WAO) and National Population and Family Development Board (LPPKN), it helps LLAM to further expand the services to other ethnic groups in Malaysia.

As an organisation that was established in Malaysia, a multi-racial, cultural and religion country, to serve the people from multi-racial, religion or background is always the direction and goal that LLAM is heading to. 🌻



On 29 April 2017, LLAM co-organised "Let Your Light Shine" art therapy workshop for teens with National Visual Arts Development Board (LPSVN).

Communities



On 13 May 2017, LLAM organised a talk for all teachers in SMK Pusat Bandar Puchong 1.



Myanmar Refugees Counselling Volunteers Training in 2015



On 14 May 2017, LLAM was invited by LPPKN to organised expressive art activities for parents and child as part of Mother's Day celebration with LPPKN.

Our Highly Appreciation





With Love & Gratitude

Thanks for your kindness and support

Dato' Lee Tek Mook • Dr. Ong Chee Wee • Koh Hock Lye
Chow Fah Sen • Kelson Lim • Lim Ai Lay • Loh Chuan Boon
Loo Yuen Weng • Poh San San • Soong See Fong • Tan Ka Kiaw
Wong Siew Seong • Yap Yoon Foong • Yap Chuan Chong
Yap Yoon Lee • Yap Yoon Kien • Yeong Kit Ping
Yew Ah Chai

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Green River Wood & Lumber MFG Sdn Bhd
Pascal Control Sdn Bhd
Sekretariat Pesta Tanglung UKM ke-38
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爱心基金 赞助表格 Care Fund Sponsorship Form



我愿意支持95爱心基金，集结众人的力量，一起为社会传递更多爱心与关怀
I would like to support 95 Care Fund, to convey love and cares to the community

赞助数额
Amount

☐ RM 95 ☐ RM 195 ☐ RM 295 ☐ Others : RM _____

赞助频率
Frequency

☐ 每个月捐赠一次 Monthly
☐ 每三个月捐赠一次 Quarterly
☐ 每半年捐赠一次 Half Yearly
☐ 每年捐赠一次 Yearly
☐ 单次捐赠 One-Time

赞助时间
Duration

from _____ / _____ (mm/yy) to _____ / _____ (mm/yy)

赞助方式
Method

☐ 信用卡自动转账* Credit Card Autodebit*
☐ 支票/现金汇款 Cheque/Cash Deposit
☐ 网络转账 Online Banking

* 需填写信用卡自动转账核可授权表格（生命线提供）。
* Autodebit Authorization Form is required (Prepared by Life Line).

赞助者资讯 Details of Sponsor

Name /
Company Name

IC /
Company No.

Mailing Address

Phone

Email

Signature / Company Stamp

Date

汇款户口 Account No.

2400 1000 342 Persatuan Life Line Malaysia (HLB)

表格填写后，拍照或扫描传送至

Whatsapp 011-10959595 or sponsor@lifeline.org.my





马来西亚生命线协会 (1603/93)
Life Line Association Malaysia
Persatuan Life Line Malaysia

**支持生命线
方法很简单**
You can Support Us
in Simple Ways

成为永久会员 Be our permanent member

每月收到最新活动消息与报告，享有上课优惠

Receive our latest update and monthly report, enjoy members' privilege on courses

成为义工 Join us as volunteer

体验“帮助别人，成长自己”的快乐

Experience the joy of “Helping others at the same time achieve self-development”

支持95 爱心基金 Support 95 Care Fund

每月赞助小小数额，给社会带来大大影响

Donate a small amount monthly, bring larger impact to the society

参加活动及课程 Participate in course & activity

呼朋唤友一齐来学习，提升自我成长

Invite friends and family attending course together for self-development

协助宣传 Share the information

将我们的网站、Facebook、热线号码等，分享给您的亲友。

Share our website, Facebook, counselling hotline etc to friends and family

更多详情，请联络行政处 **03-4266 6195** 或电邮 admin@lifeline.org.my

For more details, contact Admin Dept 03-4266 6195 or e-mail to admin@lifeline.org.my