



2019年马来西亚生命线协会会刊

Life Line Association Malaysia Newsletter 2019

帮助别人 成就自己

helping others & achieve
self-development



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支持生命线，方法很简单
 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
 呼朋唤友一起来学习，提升自我成长
 Invite friends and family, attending course together for self-development

♥ **协助宣传**
SHARE THE INFORMATION
 将我们的服务、活动、媒体平台等，分享给亲戚朋友
 Share our services, events, social media etc to friends and family



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马来西亚生命线协会
Life Line Association Malaysia

帮助别人 成长自己



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 life line.
Do all that we can without being ordered to.

专业化、本土化、系统化

初心不忘， 择善固执

苏万安 马来西亚生命线协会会长



马来西亚生命线协会于2018年9月9日举办了25周年注册成立会庆，这是一个凝聚了组织期、注册期、中期与新一代义工的盛宴，也是本会另一个里程碑的起点。除了继续承载过去30年的组织理念与辅导信念，全体理事与义工更需要树立新思维，配合时代的变迁注入新元素，让本会的发展可以往更精细、更本土化、更符合时代需求的正确道路前进，让更多大众受惠。

我们在筹备25周年会庆时，全体上下达成了共识，推动“辅导教育推广与培训中心”建设计划，希望本会现有的“资产”（如：义工团队、经验与资料、组织架构、母体与各小组的行政系统、大众网络、社会认同与诚信度等）能更有效地与本土辅导倾向接轨。本会应善用教育中心，抓稳新政府更重视家庭与社会和谐的时机，不断精进，与时俱进。

教育中心的落定，将形成新的平台，协调与平衡“社会需要、学术专业成长、运作资金”三者间的关系，明确生命线协会未来20年的发展道路。

开源节流也是理事会与行政处需多费心思的工作。善用生命线的本质与专长，如：开办辅导课程、与政府单位合作等，“开源”一事将事半功倍。精细的管理与监督方法、强化组织文化、内化义工的服务信念以减低人力流动等，则将带来“节流”的功效。

三大目标

在生命线迈入新里程碑的同时，不忘本人所提的三大目标：

一、出版会刊与辅导书籍

会刊之出版可说已成熟，未来的内容需往更扎实、更专

业的报道或成果分享精进，希望会刊能成为大众了解各小组所推动的社会服务之桥梁。至于辅导书籍，将以具学术性的研究论文形式呈现，更有系统地收录辅导的实践经验与方案，以期能成为支援大学、辅导社团、辅导工作者成长的参考资料。

二、延长电话辅导服务

我们已于2018年1月8日和7月6日增设周一早上和下午及周五早上三个辅导时段，这是一项重大的突破。下一项努力，则是衔接早上、下午和晚上之间的空档，以及把晚间延至半夜12点，希望能早日迈向24小时服务，或至少尽快恢复组织期时早上8点至晚上12点，一天16小时的服务。

三、开分会

我在前几版的会刊都提出开分会所要推动的方法、概念和实际作法，还是有其可行性。开分会的使命之一，就是把正规的辅导观念传播至全马各州，让各阶层人士真正了解辅导并从中受益。

四年半前成为会长时，我所强调的理念——“马来西亚生命线协会属于辅导义工团”，在此希望全体同仁一起努力，生命线必将永续成长：

- 一、制定合宜且专业的辅导模式，建立稳定的财务来源；
- 二、辅导服务需扎根、生根，自强不息；
- 三、更多义工加入理事会团队，有更高的效率策划与处理90%与辅导相关的繁忙会务。

如大家站在同一基础上，100%专业义工理事会的展望将指日可待。

追根溯源 25年不变的方向与愿景



创刊于
1997年

馬來西亞生命線協會
LIFE LINE ASSOCIATION MALAYSIA
No. 75, 2nd Floor, Asian Square Tower,
(Opp. Asian Plaza) 1-10, 50100 Kuala Lumpur, Malaysia
Tel: 63-44287781, 44287782

全年求助個案統計表
1-1-90 - 31-12-90 共計 1482 人次

分類	總數	男(人次)	女(人次)	備註
男女問題	385 (26%)	32 (8%)	353 (82%)	
夫妻問題	563 (38%)	61 (11%)	502 (89%)	
家庭問題	122 (8%)	25 (20%)	97 (79%)	
經濟問題	29 (2%)	14 (48%)	15 (51%)	
人際問題	85 (5%)	18 (21%)	67 (78%)	
職業問題	55 (3%)	15 (27%)	40 (72%)	
精神心理	87 (5%)	38 (43%)	49 (56%)	
健康醫療	38 (2%)	12 (32%)	26 (68%)	
法律安全	29 (2%)	5 (17%)	24 (82%)	
人息信仰	36 (2%)	13 (36%)	23 (63%)	
其他	45 (3%)	19 (42%)	26 (58%)	
		316 人次	1,166 人次	
		(21.3%)	(78.6%)	

馬來西亞生命線協會
LIFE LINE ASSOCIATION MALAYSIA
No. 75, 2nd Floor, Asian Square Tower,
(Opp. Asian Plaza) 1-10, 50100 Kuala Lumpur, Malaysia
Tel: 63-44287781, 44287782

全年求助個案統計表
1-1-91 - 31-12-91 共計 1510 人次

分類	總數	男(人次)	女(人次)	備註
男女問題	331 (21%)	78 (23%)	253 (76%)	
夫妻問題	596 (39%)	56 (9%)	540 (91%)	
家庭問題	153 (10%)	37 (24%)	116 (75%)	
經濟問題	34 (2%)	15 (44%)	19 (55%)	
人際問題	107 (7%)	28 (26%)	79 (73%)	
職業問題	125 (8%)	47 (37%)	78 (62%)	
精神心理	162 (10%)	66 (40%)	96 (59%)	
健康醫療	47 (3%)	21 (44%)	26 (55%)	
法律安全	63 (4%)	17 (27%)	46 (72%)	
人息信仰	28 (1%)	13 (46%)	15 (53%)	
其他	64 (4%)	26 (40%)	38 (59%)	
		424 人次	1,086 人次	
		(28.0%)	(71.9%)	

本會草創初期
以手寫的方式
記錄求助個案的
問題。

生命线协会出版的第一本会讯。

根据1990年和1991年的统计，个案求助的问题以“夫妻问题”和“男女问题”居多。

◎ 你好吗 ♥ 一九九七年一月 ◎

好想说

认识生命线

鑑於本國心灵创伤的人士日益增多，青少年问题逐年增加，许多人面对困境彷徨无助，马来西亚生命线协会乃於1989年8月9日得到高雄市生命线主任吴信安硕士的协助及成立筹备下，由柯保合先生从台湾引进马来西亚。在1993年正式向马来西亚政府注册，就在此时，马来西亚生命线协会正式成立。

马来西亚生命线协会以“千里一线牵，帮助在耳边”出发，为社会人士提供关怀与协助通过电话协议、面谈、书信辅导的方式，建立了帮助的关系。成立初期，经费是一个大问题，后来经一批热心的支持者不断推动筹款活动，使得目前能租用一办公空间作为会务服务的地点。

目前发展

目前马来西亚生命线协会提供的服务包括了社会教育、自杀预防、恋爱婚姻协议、青少年辅导、探老访孤等项目。近3年来，在理事长张成市先生的带领之下，於1996年6月

搬到市中心区现址：71, 2ND FLOOR, JALAN JEJAKA 2, TAMAN MALURI, 55100 KUALA LUMPUR. 行政电话：03-9850225, 辅导专线：03-9850039 / 9850049. 提供每星期一至星期五晚上七点至十点的服务，如要面谈服务者，可以事先预约。

辅导部

辅导组是生命线辅导协议的主要小组，辅导老师皆为义务者。从1992年至今，已进行了3届义务辅导老师培训，共有23位义务老师轮流在星期一至星期五，每天提供3小时的电话、面谈及书信辅导服务。目前，仍在进行中的第4届培训，共有13位学员，预定明年初能加入服务的行列。



◎ 你好吗 ♥ 一九九七年一月 ◎

说

在训练方面，新进义工的职前主要以邀请专家学者提供专题讲座、深辅导老师的带领及分享为职前训练则邀请高雄生命线及新南机构派员前来指导，个别老辅导相关的研习课程及同侪互助活动，个案研讨为主，整体而言尚缺乏有系统的训练安排。

此外，本协会亦受到社会的认不时受邀为社团、学校、机构讲座、培训等活动，其中包括大传广播电台第五台邀请为该台节目，国内大专院校下乡服务团川与分享，报章刊物针对某项社區要求发表意见等。

经费

在组织结构方面，目前共有114久会员，55名普通会员，每2年员大会推选15位为理事，并选理事长，副理事长2位，正副秘书等执委，负责日常会务的运作时聘请一位全职的行政人员，推动会务。

经费方面，这2年来，每年都举善演演唱会募捐活动，行政费所筹得的款项大约只能支付该

年的支出，缺乏一巩固的基金作为基础，對於成立才数年的义务性团体而言，在庞大财团定期支持之下，也使得会务进展较为缓慢。

未来发展

未来马来西亚生命线协会的发展将追求符合国际生命线会员之标准为目标，即以能达成全天24小时开放服务，提升专业辅导素质及服务社会。在此大目标之下，协会的中期、短期目标为：

- 聘请更多全职的专业人员，推动会务。
- 加强在职训练，提升辅导服务的素质。
- 培训有志服务社会的热心人士成为协会的义务辅导员，以便能逐年增加服务时数，直至24小时开放。
- 慈善服务的对象有目前的老人、孤儿扩大到儿童、青少年。
- 结合国内外的人力资源，推广社会教育，以达到促进净化人心，共创和谐社会。
- 定期举办生活心理、辅导及相关课程，以便能达到自力更生的经营。

资料整理：林爱丽

1997年出版的会讯刊登了本会当年的发展概况和未来愿景，历经逾25年的岁月后再度回顾，可见当年理事的高瞻远瞩，也见证了本会的发展方向与愿景始终如一。

生命线拼图上的

你和我

黄慧芳 马来西亚生命线协会秘书长



在无声之中，在四季皆盛绿的风雨过处，马来西亚生命线协会在每一个心灵被触动的珍贵瞬间，拼铺出廿五载生命力盎然的图块。那些隐隐流动的怦然、毅然、黯然和欣然所交织出的生命线拼图，即使无人说得清，曾经意见相左的辩驳、争议却早已成了拼图上山谷转折的回音，而相互扶持的汗水、泪水更为拼图掀起了驿动的浪花，紧扣着你和我的心弦。

每一个曾经为生命线驻足的成员，不管最终的意愿是否决定就此扎根，又或者选择成为生命线的过客，都曾经那么真诚、热衷、执着地为生命线的拼图拼上手那一块充满生命意义的图块。也许选择当过客的最终也未必就真的成了过客，当有一天，历经了璀璨的蜕变、精彩生命故事的你，在人来人往的旅途上还惦记着生命线、惦记着其他成员，而旅途上沿路酝酿与累积的硕果也让你为生命线的拼图塑造了闪烁的图块，马来西亚生命线协会终究成了你愿意多次折返的旅途驿站，也让再次重逢的清泉为你洗涤一路上的颠簸劳顿。

共识与扶持

世间的事从来都不是尽善尽美的，我们没有必要固执地将生命线的拼图硬塞进一个号称“完美”的模型里。生命线自有其真实、感人的美好，而生命线的拼图从来都不设框，也不会有时序的限制。大家努力地将手上自认对生命线最有创意、建设性的图块一块一块地拼上，积极地反覆斟酌、调整、放下、或再移动位置，可真实的世界实难如人愿，也不在你我操控之中。也许这一个当下，某位成员拼上具有成长意义的绚丽图块，下一回却有可能是另一成员捎来失去资源的黯然图块；或者原本早就摆好了那块循序渐进和乐的图块，却依旧放不下资金短缺的那一块；又或是想要在其他的区块做调整，却

不经意打乱了原有相联的图块。然而，当我们徬徨无力又焦虑无奈时，身边永远有着其他伙伴支撑着我们，在眼神交换的那一刹那，所有的共识都尽在无言的灵犀中，甚至很多时候，拼图看似杂乱，无从下手，经由伙伴不经意地移动原有看似对的位置，就灵光乍现地出现了新的转机，从而对彼此的相互扶持有了更深层的领悟。

人生本来就是一幅由每个当下的历练滋养而成的拼图，生命线的成长故事更是如此，只不过你的人生拼图由你一人所拼，生命线的拼图却是由众人携手拼成。当拼图上出现了你不喜欢的图块，请别任性地翻桌，也别轻易地说放弃，所有的事情在实现以前都无法定夺其存在的价值与意义。你也无需为自己曾经拼上错误、不恰当、愚昧的图块而感到自责与内疚，因为没有黯夜的衬托，永远看不见繁星的绚烂。所有一切的一切也仅仅是更迭起伏的过程，拼图上的每一块图块都有可能衔接着结束，也同时衔接着全新的开始。

切记，重点真的、真的不在于我们为生命线做了什么、做了多少，因为我们的“存在”会说话，我们的独特性自有其芬芳。我们的愿意存在会成为生命线一股稳定的支持力量，支持着马来西亚生命线协会继续往前走，进而滋养着生命线的拼图渊远地拼衔着生命的意义。



理事会

2017 - 2020 年度

第12届马来西亚生命线协会理事会阵容

永久名誉会长



丹斯里拿督郑福成局绅
Bina Puri Holdings Bhd
集团董事长



丹斯里拿督邱汉光博士
富贵集团创办人兼
集团董事长



拿督斯里陈正财博士
Santa Mauser Malaysia Sdn Bhd
总执行长



高桂莲
Kendek Products Sdn Bhd
董事



陈凯思
Hans Advisory Trust Co Ltd
特许会计师



拿督李德木

顾问



吴信安博士
台湾生命线总会
国际事务委员



丹斯里拿督邱财加
Brem Holdings Bhd
董事经理



拿督王鸿财
王岳海大礼堂
董事长



张成市
Poh Hing Li Marketing Sdn Bhd
董事



苏意琴
Nesh Marketing Sdn Bhd
董事经理



陈佩利律师

会务顾问

法律顾问



会长
苏万安



署理会长
黄世辉



副会长
叶运红



副会长
傅珊珊



秘书长
黄慧芳



副秘书长
王莉善



财政
江燕雪



副财政
郑志伟



理事
王婷嫻



理事
钟捌玖



理事
杨福春



理事
施顺荣



理事
叶威陞



理事
黄秀燕



理事
罗丽美



理事
陈杜婷



理事
罗国荣



理事
余莹樱



理事
廖翠薇



理事
黄玉燕



理事
许靖伟



理事
张思维

拿督李德木的人生哲学

量力而为

专访 / 郑翠霞

图 / 受访者提供

著名哲学家尼采说过，那些毁灭不了我们的，必将使我们更强大。用这句话描绘生命线协会永久名誉会长拿督李德木的人生，是最恰当不过的。

1986年的经济风暴，是拿督李德木人生中的一大冲击。当时锡的价格一夜暴跌，全马有上千个矿场倒闭，从事矿物开采业的他也无法幸免，受到严重的波及。更惨的是，公司其他四位股东看情况不妙，逃之夭夭，留下拿督李德木一人，独自承担公司所有债务。

当时的状况有多糟糕？拿督李德木形容道：“就像在热锅上煎的咸煎饼”，在水深火热中“煎熬”，赔得彻底。

“我七天七夜睡不着，去看医生，医生问我：‘要不要去Tanjung Rambutan帮你订一个位？’我已经无法控制自己的精神状况，日夜烦恼，头脑一直停不下来。”

拿督李德木回忆当时医生还对他说：“我只能给你吃药，没人可以救你，只能看你自己的命运了。”命运终究掌握在自己的手里，拿督李德木出身贫穷，九岁丧父，套他自己的说法，小时候过着的，是“捡番薯、吃番薯”的苦日子，长大后，他靠着自己的努力与毅力，白手起家，闯出一番成就。

“蛮牛”精神，不躲不闪直面问题

所以，1986年的经济风暴最后也没能将他击倒，尽管他曾经因为无力偿还债务，天天上法庭；尽管他曾经欠一位供应商9千块，对方每天早上5点就到他家讨债，还要拖他的车去估价抵债，搞到他差点对该供应商动手。

问拿督李德木，在那段最艰难的日子，他有想过像其他股东一走了之吗？他摇摇头说：“走不了，但也打死不走。我有钱就还，把欠的钱还掉。”



拿督李德木形容自己刚做生意时，就像一头蛮牛，横冲直撞地往前冲，毫无防备之心。但其实，在困难面前，他展现的，也是“蛮牛”精神——不躲不闪，直面问题，最后靠着毅力与信用，扭转局势，一步步将债务还清。

好不容易挺过1986年经济风暴的冲击，命运再次考验他，1997年，另一波更严重的经济风暴再次席卷全球。对于这一次的冲击，拿督李德木坦言，的确为公司带来一定的伤害，也应对得蛮辛苦的，但却没造成太大的问题。经一事，长一智，从1986年至1997年，这10年间的风风雨雨，已让拿督李德木提炼出一套自己的人生哲学——量力而为。

“当你的口袋里有10块钱时，拿出5块钱就好，不要口袋里有10块钱却要去做100块钱的生意。凡事量力而为，就能度过难关。”当年“蛮牛”一头的拿督李德木，在面临重大的挫折后，变得稳重踏实了。“口袋里的5块钱”，是一种量力而为的表现，也是一种居安思危的远见，更是他人生的“底蕴”，让他在诡谲多变的商场上能够从容淡定、处变不惊、安身立命。



永久名誉会长拿督李德木（左四）出席25周年会庆慈善午餐，左起：生命线协会会务顾问张成市、永久名誉会长拿督丹斯里陈正财博士、顾问拿督王鸿财、署理会长兼筹委会主席黄世辉、会长苏万安、国际生命线协会台湾总会副理事长张秀辉、名誉理事长陈宇嘉与台湾生命线总会国际事务委员吴信安博士。

请拿督李德木分享自己在商场上的成功之道，他以福建话俚语开玩笑地说自己的成就像是“一只养了10年才9斤的猪”，意思是“养不大但又死不了”，谦卑又低调地表示自己并不算成功，只是过得去，没被困难击垮而已。

低调做慈善

他低调的个性，也展现在慈善事业方面。多年来，拿督李德木积极参与社会工作和慈善公益，捐助许多学校、神庙、非营利组织等。谈及做过的慈善，他低调地表示：“只是一点点，知道自己的袋子里有多少钱，所以只能做一点点。”其实，除了国内，拿督李德木也资助越南的从义华小。25年前，他到越南采矿，虽然最后惨遭失败，但与十几位员工成为朋友，到现在还有联络。因为彼此的情谊，促使他资助当地的华小，希望孩子们有机会学习华语。

“我出身贫穷，要在社会上立足，吃过很多苦，遇过很多欺诈拐骗，常常不小心就踩到地雷，也碰得头破血流，到今天没被打倒，有了一点点成就，应该给予弱势群体一点帮助和贡献。”

拿督李德木口中不断强调的“一点点”，亦是一种“量力而为”的体现。他也以此提醒大家：“要在社会上立足不容易，特别是城市人口多、竞争大，每个人都想往上爬。如果你冲得过，是好事；如果冲不过，就会生烦恼，有些人甚至会钻牛角尖。所以，凡事量力而为就好。”

对于生命线的期许，拿督李德木坦言，生命线是个吃力不讨好的组织，来寻求帮助的人都是面对困难的人，但能否帮到他们，需要机遇。“量力而为。”拿督李德木最后如此总结道。

拿督李德木的“量力而为”哲学，何尝不是跟辅导中所强调的认识自己、了解自己、接纳自己的无能为力一致呢？



“感恩有您”

25周年会庆暨慈善筹款午宴感动落幕

午宴当天席开95桌，逾千人共襄盛举。除了纪念本会长达四分之一世纪对助人服务的坚持，午宴也集结了众人的善心，为“辅导教育推广与培训中心”筹募建设基金。

生命线协会自1993年注册成立以来，秉持“帮助别人，成长自己”的理念，透过各项助人服务积极向大众推广“95生命自觉精神”，无形中影响着许多人的生命。

午宴邀请了四位义工讲师、课程学员、求助者与赞助者分别呈现“生命演说”，配合舞蹈、演唱、乐器演奏等元素，叙说自己参与各项服务和活动后的收获及改变，让现场观众更深刻地了解生命线的使命和社会责任。

另外，义工们突破了平日的助人工作，在千人舞台上演绎一部阐述面对心灵困扰的个案寻求辅导服务协助的励志短剧，传达珍爱生命的重要讯息。我们希望打破大众对辅导既有的看法和印象，也鼓励大家在陷入情绪幽谷时，勇于向外界发出求助讯号。

现在，就让我们返回午宴现场，重温当天的感动时刻，一起祝贺马来西亚生命线协会25周年生日快乐，未来走得更远更踏实。



日期：9-9-2018（周日）
时间：11.30 AM - 2.30 PM
地点：吉隆坡洗都王岳海大礼堂
HGH CONVENTION CENTRE

25周年会庆午宴回顾



感谢生命线全体成员用心的付出，也呼吁各界人士继续捐款，支持“辅导教育推广与培训中心”的建设。



建设“辅导教育推广与培训中心”旨在长远和有效解决本会空间不足的问题外，也期待与政府资源互补，提升社区辅导的专业。



能让义工们愿意献出个人的时间与精力参与服务，能让善长仁翁多年慷慨解囊给予支持，生命线协会的存在定有其珍贵价值。

- 1 多位生命线协会草创时期的义工出席共襄盛举。
- 2 另类音乐人（周金亮、友弟、张盛德）带领义工们献唱会歌《一线牵》，一字一句唱出本会助人工作的精神。
- 3 本会永久名誉会长兼辅导义工陈凯思（左）与辅导义工郑章盈（右）演唱《隐形的翅膀》。
- 4 拿督王鸿财（右二）为“辅导教育推广与培训中心”的建筑模型进行亮灯仪式。
- 5 午宴场外义卖由工作坊学员亲手缝制的“95爱心娃娃”，用以支持协会发展助人服务及赠送予接受游戏治疗的孩子。
- 6 午宴当天是“世界自杀防治日”，全场出席者一同亮起手机响应觉醒运动。

小孩与我， 我与生命线。

“是生命线，让我和儿子找到生活的正能量”

叙述 / 黄丽珍

（95爱心基金赞助者、课程学员）



2011年年底，母亲因心血管严重堵塞紧急入院，医生说她可能只有半年时间，而且随时有生命危险。我感到非常害怕和担心，在医院里躲着大哭，哭够了，擦干眼泪去面对家人。我告诉家人：“没关系，我们一定能够找到办法改善母亲的病情！”为了让家人看到希望，我唯有坚强起来，可是内心却很害怕，心很痛。那段时间，我的精神一直处于紧张的状态，非常害怕接到家人的电话，被告知母亲离开的消息。

为了学习陪伴、照顾母亲的情绪，我开始关注生命线的资讯，也因此有机会参与冯以量老师的安宁关怀工作坊。我悄悄为母亲准备好遗照，把照片藏在信封里，在信封上写下我对母亲的祝福。我学会放手，学习如何好好地与母亲说再见。

重新认识自己

2014年8月初，母亲圆满地离开了。再怎么不舍，我也必须放手。母亲只是放下她这一世的身体，走完她这一世的人生路。之后的我，生活仿佛失去了重心和目标，并且事事不顺——10月跌伤手，12月跌伤尾龙骨，更在体检中验出健康出了问题，我生病了！

当下，我一直哭。哭够了，我告诉自己要勇敢面对生活，相信自己能够找到属于自己的力量。为了自救，我又重新关注生命线的活动。2015年3月，我正式成为了会员，同时报读王莲明老师带领的“心理学周末班”。在学习过程中，我重新认识自己，情绪得到了释放。我逐渐变得乐观开朗、有正能量，健康状况也同时有好转。

因为自己的亲身体会，我也鼓励儿子参加生命线主办的“72变成长”生活营。通过该活动，儿子得到很多正能量，人变得更有自信。

付出是一种福气

我经常和儿子一起参与生命线的活动。让我很感动的是，有一次到老人院服务后，儿子跟我说：“和这些老人家面对的问题相比，我觉得自己的问题算不了什么。”我听了之后开心得想哭，因为儿子长大了，面对问题的能力提升了。

我很感恩遇见生命线，也很认同生命线“以生命影响生命”的理念。我会安排时间参加生命线的义工培训课程，因为有能力付出是我们的福气。

最后，在25周年庆的这个舞台上，我想真心地对生命线说一声：“谢谢你，生命线！”



实现自己， 回馈社会。

“我与生命线‘爱’的故事”

叙述 / 叶国健
(关怀义工)



为什么我会加入生命线呢？因为一个老套的爱情故事。

年轻时，我喜欢隔壁家的女生，时常偷看她，希望有一天可以跟她谈天。有一次，我担任佛堂的司机，刚好载到她，我们开始谈天，无所不谈。之后，我想进一步发展，时常去她家找她谈天。

一天，我去到她家时，发现门关着，窗口也关着，敲门也没人回应。接下来，情况还是一样，我觉得很奇怪，不知道发生了什么事。

回到家，妈妈告诉我：“她爸下午来找你爸，说你儿子体弱多病，打工又没有出息，给不到我女儿幸福。”我当下很心疼，也很生气，做了一个愚蠢的决定——我要去跳楼自杀！我一级级走上楼，脑海中浮现了几个问题——我死了，年老的父母怎么办？我不在了，她怎么办？

我要强壮起来！我决定给自己十年时间去创一番事业。

坚持，不好的会过去

我辞掉当时的工作，租了一间店屋，开始我的车厂生意。因为没有经验，所以很辛苦。但有两句话一直鼓励着我，一句是大哥说的：“日子不会长存，强者必然胜利”；另一句是我对自己说的：“不好的会过去，要坚持，生命最后是属于你的。”后来，由于店屋要被拆除，我只好搬迁到新的地方重新开始。我每天早上六点工作到凌晨十二点。有一天晚上，水管塞了，楼下的房客叫我把水管打开，我打开水管，才知道那是通向粪池的水管，结果我全身都是粪便，整个工厂都是粪便，我当下觉得自己应该离开这个地方。

我搬到现在的工厂，用一年的时间，才成功把生意再做起来。我给自己十年去创一番事业，我终于做到了！我想告诉她，想娶她回家。不过，妈妈告诉我，还有几个月她就要嫁了。我听了顿时觉得没有了目标，我该为了什么继续奋斗下去？刚好这时，朋友建议我去上课，学习体会爱——爱，不只是男女之间的爱，还有父母、兄弟、大众的爱。

找到温暖的“家”

终于我遇到了生命线，开始接受培训，学会付出、奉献。其中有一个义工经常跟我谈天，听我讲故事。她鼓励我，也陪伴我七年，让我走出伤痛。培训结束后，我进入关怀组，我们时常去孤儿院办活动。我认识的字不多，只好把自己童年玩的游戏变成活动。因为义工们的帮助，我每次都能顺利完成活动。在生命线里，大家互相关爱，让我得到满满的爱和能量。生命线就好像是我第二个家，在这里，我觉得很舒服。

我希望大家可以多参加生命线的活动，把爱传出去，实现自己，回馈社会。



不一样的舞台

“感谢生命线，让我在痛苦中找到曙光”

叙述 / 廖翠薇

(理事、社会教育组组长、
辅导与游戏治疗义工)

2012年10月中，妈妈脑中风，也因为脑血管病变，最后失智了。

记得妈妈去世的前一晚，我看着她躺在病床上，心里一片平静，但也感觉特别孤单。“需要陪伴的时候，根本没有人身边”，这是我当时的心情写照。作为一个助人者，我们不都是陪伴个案的天使吗？我们常对个案说：“我会陪伴你。”这是真的吗？我开始怀疑了！我开始怀疑了！

这时候，有位很要好的生命线义工拨电给我，我对他说：“你看，当我们有问题时，我们都是孤单地面对。陪伴？什么陪伴？我在欺骗自己，也在欺骗别人啊！我不要再当义工了！”

“自己”是最忠诚的陪伴者

这位义工天使跟我说：“有啊！有一个一直在身边啊！”。“谁？”我问。“你的内在小孩，心里的那个你呀！”他的一句话，让我恍然大悟，只有自己才是最忠诚的陪伴者，只有“自己”不会遗弃“自己”。所以，我明白了内心必须强大起来，当和自己连接了，就可安然面对与度过任何困境。

说实话，照顾失智病患是非常煎熬的！我记得有一次和妈妈发生纠纷，闹得很僵，我气得当着妈妈的面，把头撞向椅子。我的举动把孩子给吓坏了，安顿好妈妈后，我立即把孩子叫来，哭着对他们说：“如果有一天，我变成像你外婆那样，我求你们把我送进疗养院。放心，我不会怪你们的！”当时我可以说出这样的话，是因为我看到将来如果我缠着孩子不放，受苦的将会是他们；如果我没有尽全力爱他们，做为妈妈，我会遗憾一辈子。

妈妈去世后，我并没有放下所有的遗憾与内疚，反而开

始有了很多非理性的想法，觉得妈妈失智，起因是她搬离我的家，这一切都是我引起的！“不孝女！没良心！自私！”这些话一直在我的脑海里出现，我处于自责、悔恨的状态。

直到有一天，有一位义工天使跟我说：“妈妈搬离你的家，是因为她太爱你了，她要做一个尽责的好妈妈，如果妈妈不能做到这一点，或许这就变成了她的遗憾。”妈妈和我一样，都在努力实践着“好妈妈”的角色，将心比心，我释怀了！

付出是一种福气

从照顾妈妈到走上自我疗愈的道路，我就像慢慢捡起零零碎碎的自己。我很庆幸自己在面对这些问题时，认识了生命线，培训中所学习的同理心、反映情绪、行为等技巧，让我可以厘清自己情绪底下的行为，并可以接纳自己当下的无助与难过；也感谢义工天使们给了我倾听的耳朵，让我的情绪有了出口。

作为照顾者所承受的压力与痛苦，是成就我成为讲师的潜在力量，让我可以呼吁更多公众人士，给予照顾者多一点关注，因为“只有心灵健康的照顾者，才可以照顾好被照顾者”。

成长的路虽很煎熬，但如果能够在痛苦中找到曙光，就可以活出精彩。谢谢生命线，谢谢生命线的义工天使！



陪你一起走过

演出 / 吴燕珊、曾文豪、
冯彩铃、郑章盈、
苏杨梅

遇见生命线，拨开阴霾，看见曙光

“我以前不屑辅导，但现在觉得相逢恨晚，早几年接受辅导，路就不会走得这么辛苦了。我愿意分享，主要是感恩生命线在我生病初期及时的帮助，不然我现在可能还在漩涡里走不出来。身边有很多朋友面对忧郁症的困扰，但他们不愿承认，也不愿找支援，自己又不懂得处理，情况每况愈下。”

上述是故事主人翁的真实心声，她希望借着义工们的演出，呼吁大家正视心灵健康的重要性。现在，就让我们截取当天几幕戏，回顾她真挚又动容的生命故事——从求助无门到遇见生命线、拨开阴霾的心路历程。

第一幕



弟弟：没事的，姐。如果你心情不好，就到外面跑几圈。

女主角：我去运动、爬山，尽量让自己累垮，但就算筋疲力尽，我还是睡不着。

第二幕



朋友：你说啊，我在听。嗯，我明白，了解……

女主角：你觉得我应该怎样？

朋友：嗯……其实我能说的，都说过了……

第三幕



女主角：我睡不着，思绪很乱。

医生：安眠药，适量，先搞好睡眠。如果不行，再来。

女主角：就一个晚上，过后就睡不着了。我偷偷增加了安眠药的数量，还是无效。我看着剩下的药丸，想一次过吞下。

第五幕



义工：完成这份测验，我们就能检视出问题在哪里。

女主角：终于填完了。

义工：我们分析一下。（给张简单的纸）这是你的分析结果。

女主角：（看了看结果）你告诉我，我有问题。然后？我就是知道有问题才过来。你们到底怎么？你们到底想我怎样！我只是想找一个听懂我说话的人……（崩溃）

第六幕



生命线：喂？这里是生命线，有什么可以帮到你？

女主角：生命线？

生命线：嗯，我们愿意帮助你。

女主角：这声音让我感受到安全感。我抓着听筒，哭诉了很久很久，放心地把压抑在内心很久的负面情绪，彻底地宣泄出来。

生命线：你想见个面吗？约个时间面谈，可能会对你有很大的帮助。

女主角：整个倾听的过程，她表现出真诚及理解，肢体语言令人舒服。这里没有机械式的心理测验、没有说教、没有标签，也没人批判我想太多。我能放心地做我自己，这一次“我真的被听见了”。经过几次的面谈，我的心变得踏实。有一次，他问了我一句话……

生命线：你可以接纳自己了吗？

女主角：我？自己接纳自己？原来我一直忽略自己，不够爱自己。如果自己都不能接纳自己，怎能苛求别人接纳我？

女主角：回想起当时，我是何等幸运，竟然通过被倾听的方式，度过了生命的难关。真心的倾听与陪伴，确实确实帮助了当年那个迷失的我获得重新导航。于是，在我进行最后一次的面谈后，我主动参加了“生命线义工培训”，以生命影响生命。



辅导教育 推广与培训中心

抢救 社会心理健康， 重见生命 本质意涵

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增加，目前本会所提供的服务，无论是支援或是预防工作，都已供不应求。

❤️ 支援工作

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2018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。

❤️ 预防工作

本会2016年主办“马来西亚华社辅导研讨会”，也持续推行《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辅导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和事宜的策略方案，有效提升社会大众对生命价值的意识。

本会遂决定设立“辅导教育推广与培训中心”，长远和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。

中心预计设有

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（生命教育社区图书馆、文献期刊存库）

研发部（本土调查与数据分析中心、产学合作研究室、多功能培训空间）

目标 : RM 1,000,000
已筹得 : RM 382,000

马来西亚生命线协会

众志成城 辅导服务逐步延长

生命线协会虽已成立超过20年，唯在没有固定的承接者、宗教背景与政府的资助下，仅靠一群有心人士的兢兢业业，方能坚守每天晚间三个小时的辅导热线服务。在历届理事与义工们的耕耘下，本会于2017年正式成立专案小组。经过详细的探究后，本会规划出以人力、制度、财务与空间设备四大面向的专案，逐步落实24小时辅导服务。其中，培训人数与场次逐年增加，各项服务的实体需求、档案与文献储存空间等已不敷使用，空间资源上的紧张已成此计划的关键限制之一。

辅导热线：

03-4265 7995

共筑愿景



• 14位培训带领员与第21届辅导义工暨第4届游戏治疗义工培训全体学员于第一阶段培训集体出游。

新增设的辅导时段

延长计划	日期	时段
第一波	2018年1月8日	周一上午10时至中午12时 周一下午2时至4时
第二波	2018年7月6日	周五上午10时至中午12时
第三波	2019年1月4日	周五下午2时至4时

延长辅导服务规划

- 2017年**
- 第17和第18届学员完成见习培训。
 - 周六班试跑轮班制。
 - 储备督导计划开跑。
- 2018年**
- 提升电话系统硬体设备。
 - 开办带领员培训。
 - 聘请全职注册辅导员为日间辅导服务提供督导。
- 2019年**
- 第19和第20届学员完成见习培训。
 - 扩充督导团队。
 - 探讨夜间服务时段之调整。

延长辅导时间四大专案



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）



优化制度系统

- 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



稳定财务支持

- 延长辅导服务征募计划
- 重启“95爱心基金”



提升设备资源

- 提升硬体设备
- 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



蔡持兴（辅导义工培训总策划）
助人工作的坚持和助力

过去四年我们开办了五届辅导义工培训，有赖于大家的热心参与，让义工人力得以有效扩充。然而，进阶的挑战是场地与照顾人力的限制。为了确保服务品质和新进义工的身心照顾，在见习与实习阶段的一年半时间里，数十位资深义工需每周轮流协助带领、观察、回馈及教导学员们辅导技巧。为此，衷心感谢各位督导、保姆和班长们的服务热诚，共同负担起长时间的重担。

同时，我们需要改善硬件条件，包括电子档化所有来电与资料记录、增加辅导面谈室、安装影音系统等。非常感谢社会大众给予的财务赞助，特别是顾问拿督王鸿财和永久名誉会长陈凯思的鼎力赞助。十年树木，百年树人，培训有素质的辅导团队是一项长远、艰难的工作，需要你、我、他共同努力和坚持，才能够有更坚强、更完善的基础去协助有需要的人。



马清容（辅导服务与发展执行员）
让更多人有更多倾诉机会

因为人力不足，我们过去的辅导服务时段主要是夜晚，只有周六提供日间辅导。这导致部分有需要的群体因为分享的话题不方便让家人知道，或是晚上需要陪伴孩子等原因，而无法在夜晚寻求辅导服务。2018年，我们展开日间辅导服务后，让更多群众，如：家庭照顾者、学校老师、补习老师、销售员、自雇人士等，能更方便、更及时地得到支援。



苏杨梅（日间辅导义工）
看见自己，陪伴自己

作为补习老师，我发现自己不擅长面对家长，想要陪伴家长和孩子们一起解决家庭里的问题，于是我参加了义工培训。但我没想到培训中，我学会最先陪伴的人竟然是自己！在第一阶段的培训，我看见了内心的需求，更解开了心里的锁——对姥姥的愧疚。第二阶段的辅导技巧演练，带领员的指导让我从错误中逐渐进步。

到了第三阶段的旁听和试听，我从个案讨论中学习从多元角度看事情。其中试听时，模拟个案给了我很重要的回馈，让我感到被肯定，也学会检视和改进不足的部分。感谢生命线完善的培训和包容的文化，我自小都认为了解我的人不多，然而在这里，这个缺失被我自己关注和接纳了。



陈云娟（日间辅导督导）
真正的学习才开始

增设日间辅导时段，让更多自由工作者或家庭主妇有机会为社会贡献。第一批新进义工经过层层考验完成培训后，刚进入辅导室时抱着抢救惨烈又血肉横飞的现场之想象，愕然发现原来一些案例是风微浪稳、轻诉忧伤。然而，偶尔再接到情绪激昂的电话时，“菜鸟们”又倍感措手不及...

很多人会把辅导当作“神圣”的工作，一心希望能为个案解决问题，重视技巧与成果，并就此评断自己是否有做好辅导服务。殊不知辅导工作是向“不知”挑战，我们永远不会知道将面对什么特质的案例，在没有太多的标准程序下，只有通过经验的累积、不断的觉察，才能让自己变得更有力量陪伴个案。

踏入辅导室不是学习的结束，而是真正学习的开始——开始发现自己的不足、开始认清自我价值等。助人的工作不只是帮助别人，更是与自己重新连结，发现更深层的自己，让自己做个有灵有魂的人。



黄汉威（日间辅导义工）
把爱传出去

还没加入生命线前，我的一位补习学生疑似遭受性侵，我不确定自己可以如何协助他，便请他联系生命线。过了一段时间，我发现那位学生的心情和对自己的想法改善了很多，我感到很神奇——辅导义工到底是如何做到的？后来，我也面对一些困扰而联系了生命线。辅导义工的同理，让我深深地感到温暖，也让我相信爱的存在。我想把这份爱传给别人，于是我决定学习辅导。

感谢伙伴们的支持和学长姐无私的分享教导，让我在培训中成长不少。如今，我正式接案了。记得接听第一通电话时，我感受到自己的力量，十分期待每周值班日的到来，让我有机会陪伴个案面对生活挑战。我希望全日电话辅导服务的目标能早日实现，让社会上更多的人感受关怀，因为没有人是值得孤单的。

扩大爱心版图 为友族提供服务

在多元种族文化的马来西亚扎根成长，生命线协会的发展方向与目标之一，便是不分族群宗教地为全民服务。

爱心特工组自2000年起与国家血库中心合办全民响应的捐血活动，开创了本会举办跨族群活动的先河。近年来，顺应社会需求，本会开始为友族社群提供辅导和心理健康课程。此外，本会也设有中英文双语频道的辅导热线、出版双语会刊以及三语文宣品。

2015年开始，生命线协会陆续与妇女援助组织(WAO)及国家人口与家庭发展局(LPPKN)签署合作备忘录，为马来西亚各族小孩提供游戏治疗服务。2016至2018年期间，本会筹办了多场以英语或国语为媒介语的讲座、工作坊和艺术活动，受惠对象包括巫印裔，以期辅导观念能全民普及。



游戏治疗服务

合作单位：



爱心特工组 捐血与器官捐赠活动

合作单位：



2016
活动



“我听见了你”巡回讲座 -

**THE LAST IS NOT
THE LEAST**

讲师：叶淑铃硕士
日期：16 / 1 / 2016
合作单位：Shambala Kidz Leadership
Pre-School

2017
活动



教师工作坊 -

寻找“放牛班的春天”

带领：余莹樱
日期：9 - 10 / 3 / 2017
合作单位：吉兰丹中华独中



青少年艺术治疗工作坊 -

LET YOUR LIGHT SHINE

带领：黄玉燕与社会教育组义工
日期：8 / 4 / 2017
合作单位：国家视觉艺术发展局



“我听见了你”巡回讲座 -

快乐老师, 从听见自己开始

讲师：郭嫫嫫
日期：13 / 5 / 2017
合作单位：SMK Bandar Puchong



亲子活动 -

母亲节亲子绘画活动

带领：游戏治疗组义工
日期：14 / 5 / 2017
合作单位：LPPKN

公开讲座 -

PLAY THERAPY IN EVERYDAY LIFE

讲师：王莲明硕士
日期：29 / 7 / 2017
合作单位：LPPKN、iM4U

2018 活动



爱心特工组服务 -

孤儿院创意手工活动

带领：爱心特工组义工
日期：15 / 4 & 7 / 7 / 2018
合作单位：Stepping Stone Living Centre



青少年艺术治疗工作坊 -

LET YOUR LIGHT SHINE 2.0

带领：黄玉燕与社会教育组义工
日期：21 / 4 / 2018
合作单位：国家视觉艺术发展局

“全马辅导巡礼 3.0”工作坊 -

FROM PLAY THERAPY WE GET CLOSER

带领：王莲明硕士
日期：4 - 5 / 8 / 2018
合作单位：古晋怡家绘本屋

“我听见了你”巡回讲座 -

BECAUSE OF GAMES WE GET CLOSER

讲师：叶淑铃硕士
日期：8 / 9 / 2018
合作单位：Krista Education Sdn Bhd

“我听见了你”巡回讲座 -

FROM PLAY THERAPY WE GET CLOSER

讲师：叶淑铃硕士
日期：22 / 9 / 2018
合作单位：Krista Education Sdn Bhd



游戏治疗组半日营 -

MESSY PLAY 没玩没了

带领：游戏治疗组义工
日期：3 & 17 / 11 / 2018
合作单位：LPPKN



“我听见了你”巡回讲座 -

HAPPY STUDENT START FROM LISTENING TO YOURSELF

讲师：叶淑铃硕士
日期：12 / 11 / 2018
合作单位：森美兰 SJK (T) Jalan Lobak



辅导组

千里一线牵， 帮助在耳边

• 2017年辅导大会。

辅导组由一群受过专业培训的义工，透过电话、电邮或面谈，聆听大众倾诉各种生活议题。为确保服务品质和伦理，义工们谨遵谈话的隐私保密，组内也设有完善的照顾与监督制度，让受辅者得到有素质的陪伴。

2019年计划

- 充电站 1-4
- 个案研讨 1-4
- 专题培训工作坊 1&2
- 年度出游



• 辅导义工倾听和陪伴了超过2万2千位面临心灵困扰的人们。



• 2018年开办“第21届辅导义工培训”。



• 面谈辅导。

义工团队



陈杜婷
组长



陈碧君
副组长、培训带领员

精进辅导服务，建立追踪系统

自延长辅导服务计划开展以来，辅导组与督导组全体义工身负重任。感谢督导组为因应大量新进辅导义工的加入，积极展开见习督导培训，以确保新进义工的学习成长得到充分的照顾。生命线协会更首次聘请专职注册辅导员，协助策划和带领义工培训，并兼任日间辅导的督导，加速了增设日间服务时段的计划。

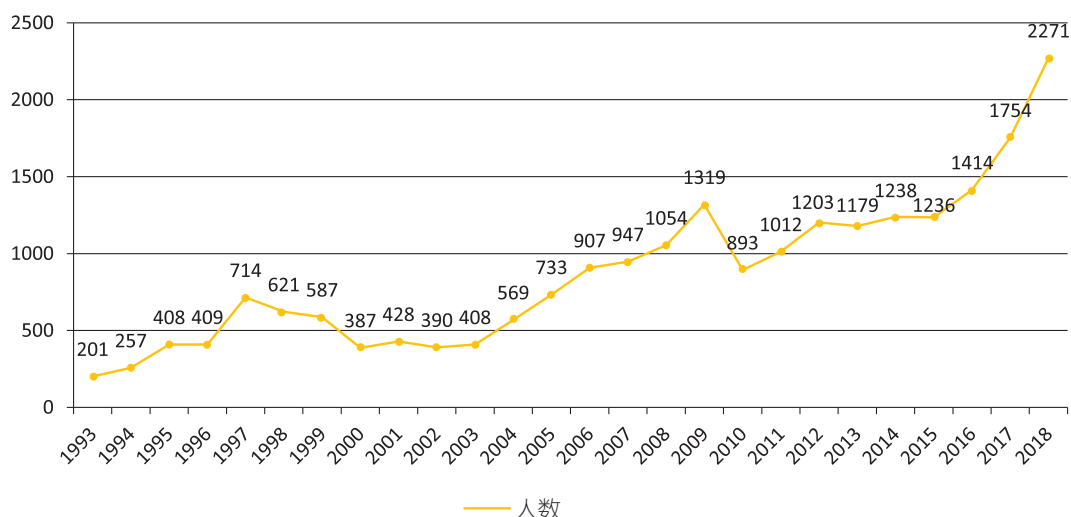
我们过去的辅导服务采“跟进式辅导”，即鼓励个案接受同一位义工的辅导，以建立稳定的辅导关系，有效地跟进个案的心理状况与成长。而经过2018年辅导大会，为落实即时支援的服务功能，个案可按需求在辅导时段开放期间，向其他义工寻求辅导，以协助处理当下的情绪和问题。此外，我们也将加强高风险个案的追踪，如自杀意念、家庭等其他特殊议题的个案，除确保个案的安全外，也给予他们关怀和支持。

为帮助别人，而成长自己

过去几年，我在三届的义工培训中（第二阶段）担任过带领员，协助第18至20届学员学习辅导技巧；2018年则是第一次在自我成长团体中（第一阶段）担任带领员。虽然我的职务是促进学员的学习，但我发现自己也成长了许多，特别是觉察能力和自信心。过去我的辅导模式以理性分析居多，所以当有学员回馈说我能明确反映他的细微习惯时，我为自己在敏感度方面的进步感到开心。

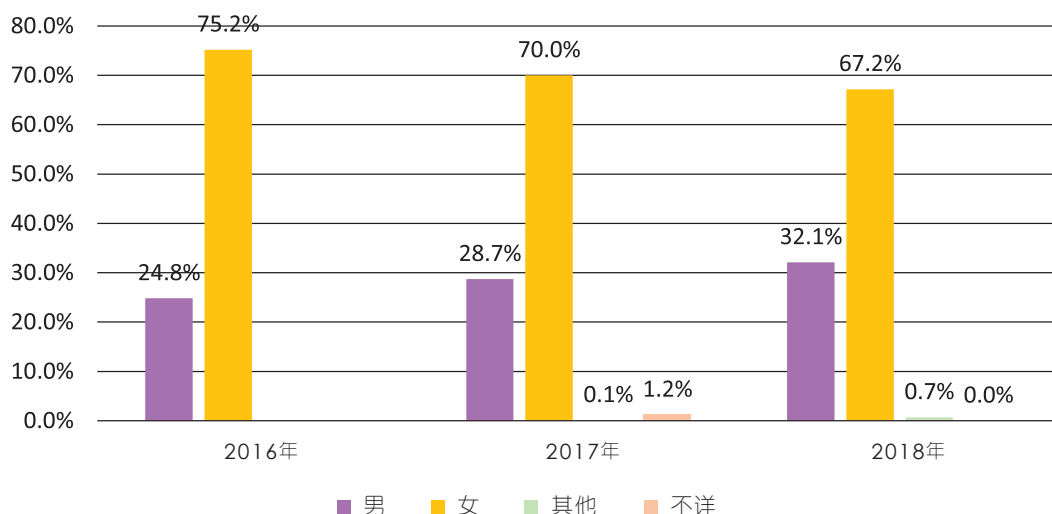
带领过这次的自我成长团体，我越发希望更多朋友有机会参与义工培训。有些人担心离开校园太久，会因此不适应上课模式，但我们的培训主要以活动体验和经验分享为主，并重视实务演练，所以不论学历或工作性质，大家在过程中都会有所收获，充分装备自己后，也更懂得陪伴他人。

1993年至2018年 年度总接案人数统计



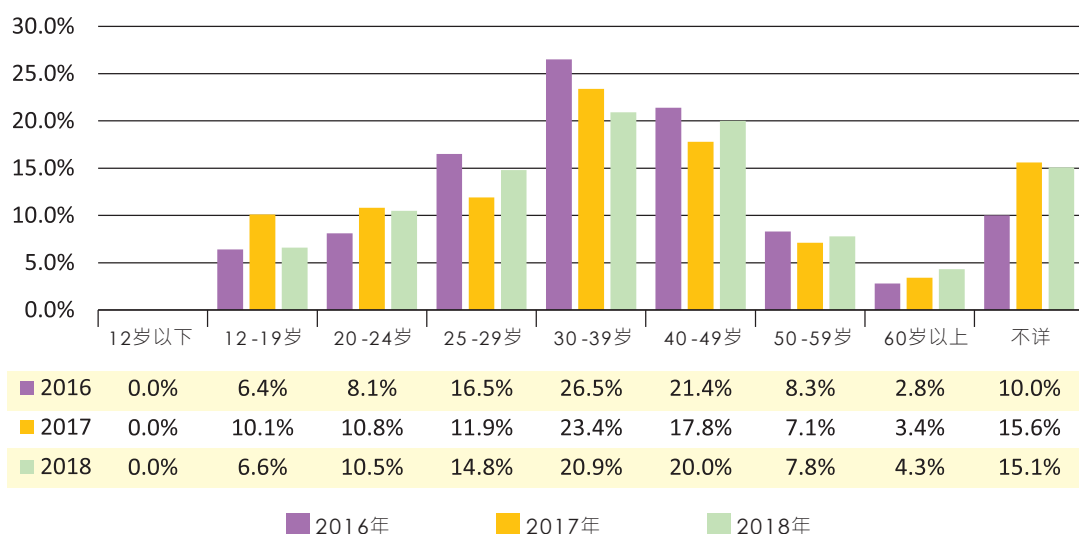
自2015年起寻求辅导的人数不断增加，其中原因包括近年积极开发的社会教育工作，有效提升了更多群体对辅导的求助意识。本会近年也开办多届义工培训，扩充助人资源，在2018年增设了三个日间辅导时段，因此受惠人数也随之提升。

2016年至2018年 个案性别统计



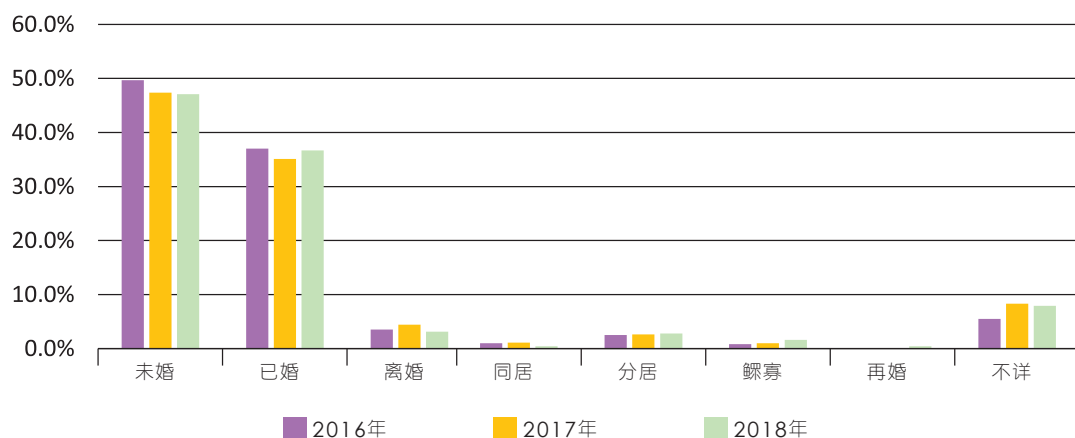
历年来，本会女性个案都比男性多出二至三倍，部分反映了“自杀现象的性别悖论”（Gender Paradox in Suicide），即男性的自杀死亡率虽较高，女性却较常出现自杀意念。因此即便男性拥有较高关怀需求，但本会女性的求助者较多。然而，近三年男性求助者的比例缓慢增加，可见提升男性求助意识的推广工作稍微奏效，却也需持续加强。

2016年至2018年 个案年龄统计



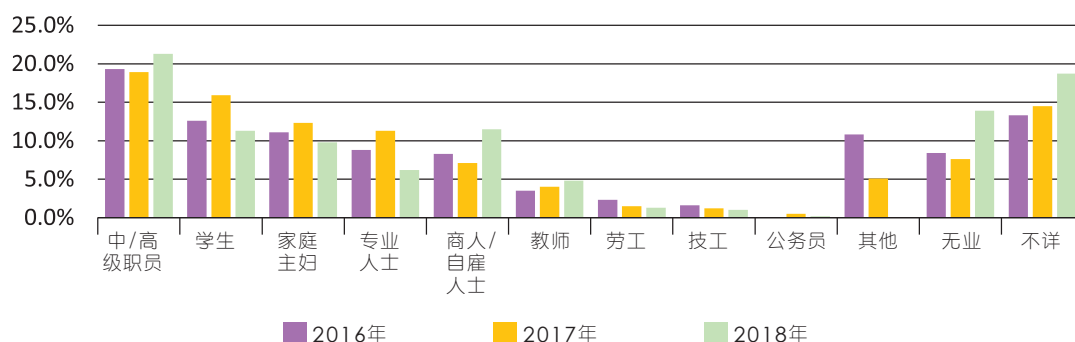
2016年至2018年，本会个案年龄层集中于30至49岁间。然而根据调查，东南亚区自杀率较高的年龄层为15至29岁之间。虽然本会的求助者不仅限于有自杀意念的个案，但从求助需求与实际求助量之间的年龄层落差而言，可能的原因是年轻群体偏好网络即时通讯，而目前本会所提供的面谈、电话和电邮辅导并非这个群体最熟悉的沟通媒介，因此求助者以青年和中年居多。

2016年至2018年 个案婚姻状况统计



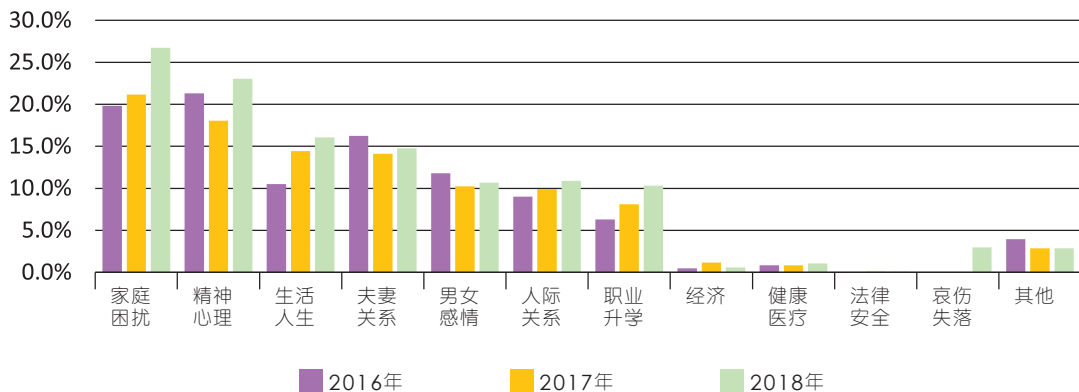
已婚求助者过去三年都比未婚求助者少，其中的原因可能是本会目前的服务时段以夜间为主，已婚者在夜间一般有家人在旁，不适宜谈论涉及隐私的话题。本会于2018年接连推出日间辅导，若上述假设成立，则未来已婚求助者的百分比将提升。

2016年至2018年 个案职业统计



求助者以中高等教育背景、社经条件较佳的居多，可理解为这些群体对辅导的了解与接纳度较高。为提升社经条件较不足的群体的心理健康意识，本会与各相关单位需进行更多元的推广工作。

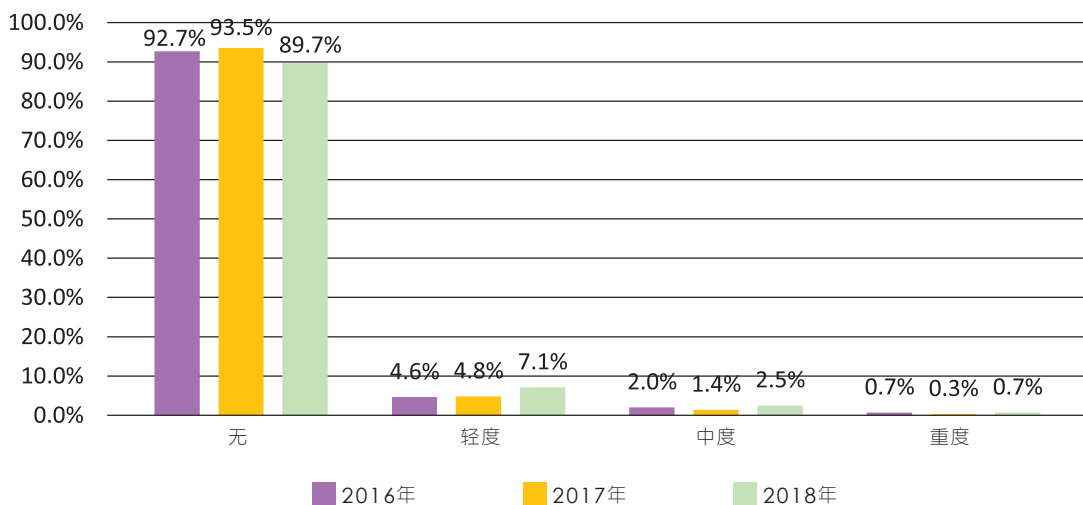
2016年至2018年 个案问题类别统计



■ 2016	19.8%	21.6%	10.3%	16.5%	12.2%	8.8%	5.5%	0.6%	1.0%	0.0%	0.0%	3.7%
■ 2017	21.4%	17.6%	14.3%	13.9%	10.3%	9.9%	7.7%	1.4%	1.0%	0.1%	0.0%	2.4%
■ 2018	27.1%	23.7%	16.3%	14.7%	10.8%	11.1%	10.4%	0.7%	1.3%	0.1%	2.5%	2.4%

由于2018年的调查不再限定每位个案只记录单一问题，因此几乎所有问题类别的对比都有所提升。其中家庭困扰和精神心理依旧是公众最常求助的议题，这与我国卫生部发布的精神健康问题白热化的现象相符，也反映家庭结构与功能对个人身心发展的重要影响。

2016年至2018年 个案自杀意念统计



2018年轻度自杀意念的求助者比过去增加了不少，除反映急剧上升的身心健康需求外，也可能显示出社会求助意识的提升。随着辅导时段的延长，求助者可较即时取得支援，相信未来有中度和重度自杀意念的求助者人数将增加。



督导组

陪伴义工成长， 提升服务品质

督导组于2002年成立，主要目标是协助辅导义工激发服务潜能、提升服务品质，进而打造生命线协会的专业水准及形象。

• 台湾临床心理师黄龙杰（右）带领“忧郁症、焦虑症与自杀意念个案之辅导”内部培训与行动研究。



王妤嫻
组长



张秀嫻
督导

巩固督导团队，有效陪伴义工

督导组在2018年协助完成两波辅导服务延长计划，同时协助培训了第20和21届的学员。2019年，我们的发展重心是巩固督导团队，为见习义工提供有素质的督导。经过两年的培训，逾10位见习督导将加入督导组，以应付大量新进义工的需求。

此外，为强化见习督导的督导理念和督导过程中的觉察能力，我们将举办两阶段在职培训。相信经过一系列的培训，加上督导们的服务热诚，督导组未来能更有效地陪伴义工们完成助人服务。

2019年计划

- 7月：自我觉察督导初阶培训
- 12月：自我觉察督导进阶培训

建立完善制度，加强专业分工

见习督导的过程让我更坚定督导的焦点应在于陪伴义工，而不是把重心放在辅导技巧上的锻炼，因为一旦前者做好，后者也会随之进步。因此，我更关注义工接案时所遇到的瓶颈，透过引导让义工觉察自身内在的盲点。我发现在这种氛围下大家一起成长，彼此的关系也更亲密，更有归属感。其实，每一位义工都需要被关心和支持，因为大家都身兼多职，要照顾家庭又要赶来值班，确实不容易。

近年随着义工人数增加，督导们的负担日益繁多，我期待生命线未来能建立更完善的制度，让督导们的身心负荷不被忽略，同时加强专业分工，有效地分配督导、培训、评估、个案探讨和会务发展等工作。



义工团队

游戏 治疗组

透过游戏， 陪伴受伤的心灵

• 与LPPKN合办“Messy Play没玩没了”半日营，义工们带领孩子探索自我。

游戏治疗组（简称游疗组）成立于2014年，以游戏陪伴孩子面对心理困扰。自2015年起，陆续与妇女援助组织（WAO）、国家人口及家庭发展局（LPPKN）、州立华小和沙叻秀华小签署合作备忘录，一同推动助人服务。

2019年计划

- 4月：游戏治疗大会
- 6月：第一次“绘本应用”内部培训
- 7月：年度出游与艺术治疗
- 7至8月：家长会心团体
- 8月：家庭游疗工作坊
- 10月：第二次“儿童情绪”内部培训
- 常年：大团体督导与见习督导培训



• 新加坡的潘佳玲博士带领“游戏治疗流程与符号”工作坊。

• 游戏治疗流程与符号工作坊。

• 与州立华小签署续约至2020年，以期造福更多孩子。



余莹樱
组长



杨洁冰
执委

培训专业化，扩展服务范围

自2012年在台湾郑如安博士的协助下，生命线开始了陪伴孩子的服务。为求更专业且完善的服务，我们于2017年及2018年邀请台湾周明德硕士、新加坡潘桂玲博士带领内部培训与督导服务，期许未来有更多来自不同专业、国家、学派的游疗导师为义工们增值。另一方面，我们积极培训见习督导，包括由国外导师带领的四人小组网络督导，以及从带领大团体督导中累积经验。

我们也将加强亲职教育的意识，除持续开办家长会心团体外，也开创家庭游疗及婚姻专题工作坊等。2018年游疗服务进入校园，与校方双管齐下协助孩子，同时解决了父母载送孩子的困扰，提升了服务的配合度。待义工团队扩大后，我们期盼游疗服务可延伸到更多学校。

接纳与允许

“你静静地把图卡摆成两个大大的心形。”我细声反映。

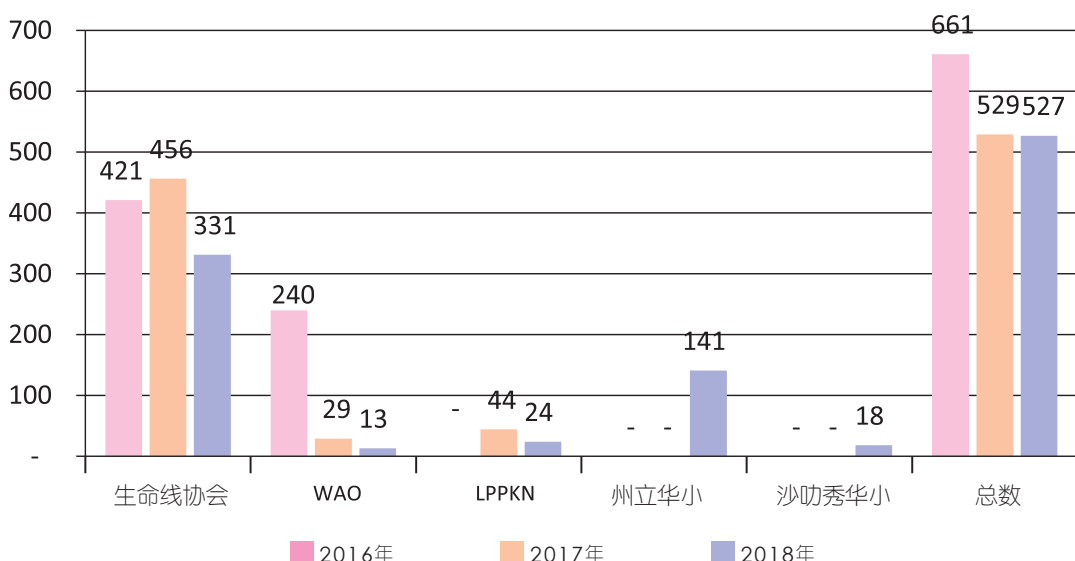
小涵今天显得特别不同，一句话也没说。过一阵子，她再稍微调整这两颗“心”的形状，依然平静地，感觉像在检视自己当下的心情。我静静地在一旁陪伴着。

“冰老师，我今天在学校还有哭，哭一点点罢了。我还会哭，不过我知道我可能哭多一、两次就不哭了。”她一边摆弄图卡，一边悠悠地说道。

“是，你都知道。”我点点头，语带微笑。

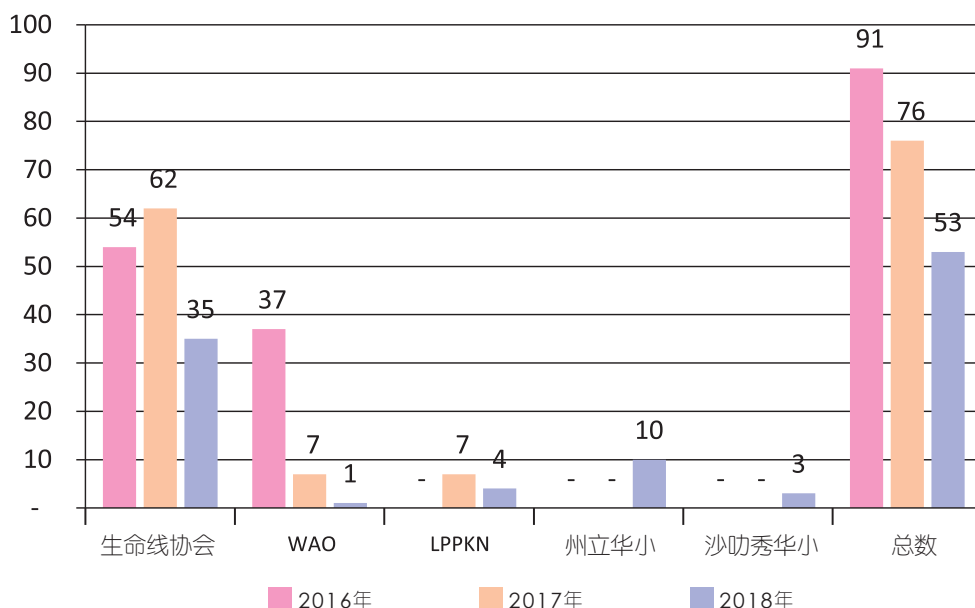
小涵藉由图卡认识情绪、探索想法，更学会照顾自己的情绪。在游戏室里，孩子们获得专注、倾听、陪伴、接纳和安全，被允许去决定自己的玩法，这是释放的过程，也是孩子们自我指导与成长的内在资源，一步步学习呈现与接受自己的特质。

2016年至2018年 服务次数统计



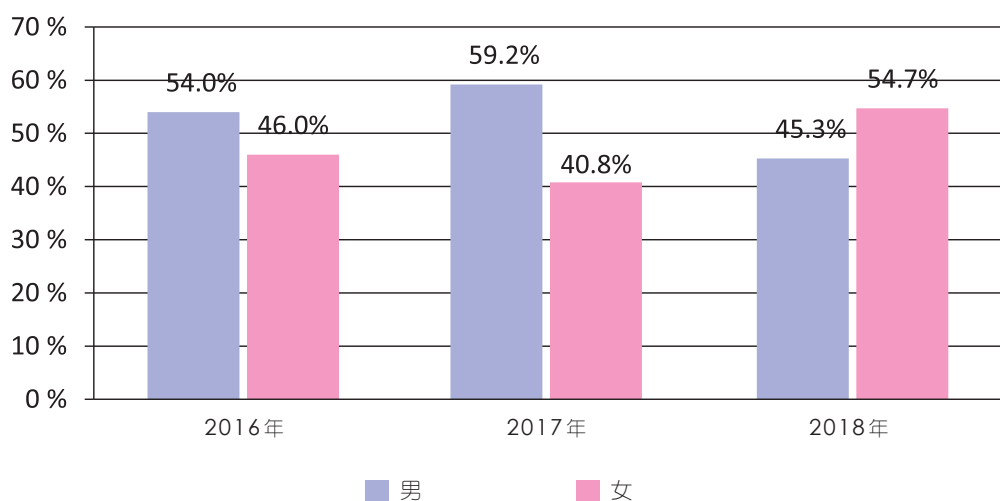
除了原有合作的WAO和LPPKN外，本会自2018年开始为州立华小和沙叻秀华小提供游疗服务，以社区资源、学校和家庭三方合作的模式，为家庭与孩子提供更全面的支援。

2016年至2018年 个案人数统计



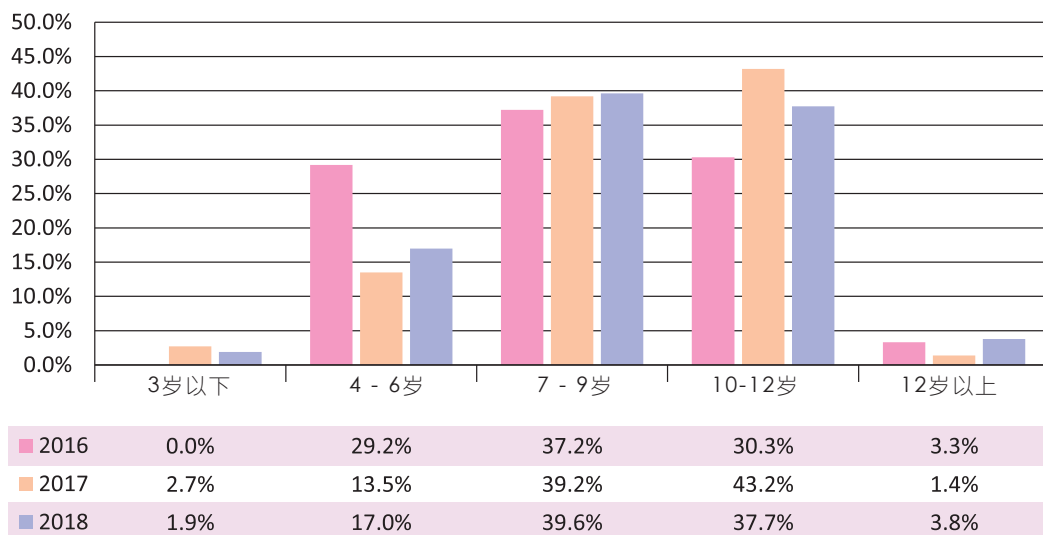
随着WAO有需求的孩子人数减少，因此该组织的个案逐年减少。虽然2018年的总个案数较2017年少了23位，但总服务次数维持在近530次，即平均每个个案所接受的服务从7次增加到10次，这反映出个案家庭对游疗的了解和配合度逐渐提升。

2016年至2018年 个案性别统计



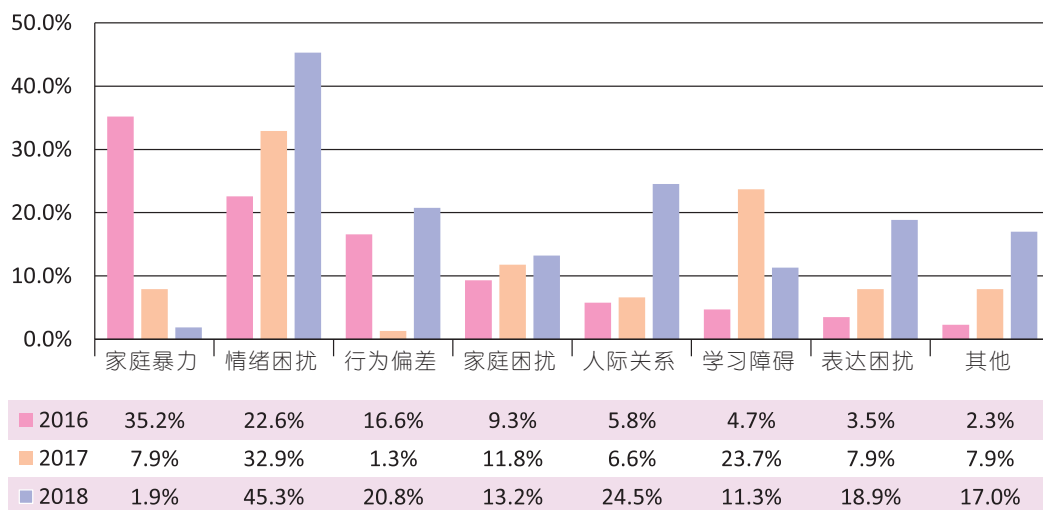
自2015年推出游疗服务开始，每年寻求治疗的男女个案对比相近，以此结果而言，并没有反映出“男孩比较难教养”的刻板印象。

2016年至2018年 个案年龄统计



判断个案是否适合接受游疗最关键的因素并不是年龄，而是个案对各游戏类型的兴趣。因此，虽然部分孩子不处于最适合接受游疗的年龄阶段（3-12岁），但他们依然能从中受惠。

2016年至2018年 个案问题类别统计



随着WAO的个案数减少，面对家庭暴力问题的个案百分比也逐渐降低。情绪困扰依然是最多个案面对的问题，这意味着“让孩子认识情绪”及“让家长认识孩子的情绪”是很重要的学习课题。



关怀组

献出关怀， 把爱传下去

• 2018年正式启动“太阳花关怀行动”。

关怀组成立于2001年，以“献出关怀，把爱传下去”的理念，多年来为弱势群体包括：孤儿、边缘青少年、微型华小等提供资源与援助。此外，关怀组也受邀到中小学举办生活营，或是主办“72变生活营”，透过各种体验活动，带领孩子发掘自我价值，提升自我实现的能力。

2019年计划

- 5月：微型华小生活营
- 10月：“72变生活营3.0”
- 常年：定期到House of Joy和Ti-Ratana儿童之家探访及举办生活营
- 常年：定期到大慈将堂儿童之家探访
- 内部培训工作坊1&2



• 关怀组于2018年为Telok Gadong国中举办一日营“真探007”。



• 第一所受惠的微型华小是五条港新民华小。



• “72变生活营”带领青少年探索身心成长的变化。

义工团队



陈星颖
组长



陈映彤
第10届义工

新活力，新展望

2018年“太阳花关怀行动”开跑成功后，我们希望未来可持续到各微型华小带领生活营，也希望这项活动得到更多善心人士的赞助与支持。另外，经过一年的探访、纠察和试跑活动后，关怀组也将前往两所新合作的儿童之家服务，带领六次主题式活动，旨在陪伴孩子自我探索，并提升他们的自信和人际关系。

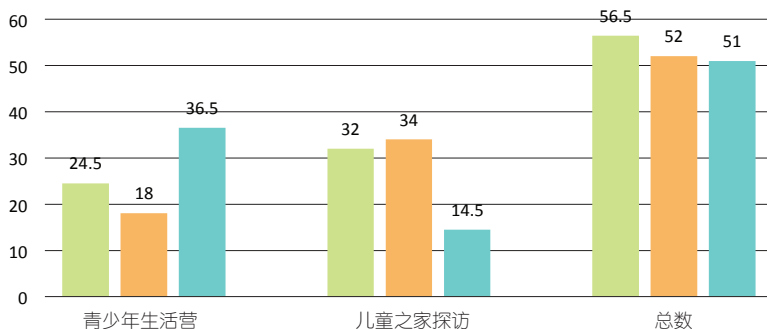
我们也刚完成了第11届义工培训，因此2019年关怀组将积极培训这批心血的带领与策划能力。最后，我们将在10月底举办已阔别三年的“72变生活营”，希望孩子们不要错过这场难得的探索机会哦！

爱的相遇

和孩子互动当中，我学习倾听他们的故事，了解和关心他们的内心世界，全然地陪伴他们。还记得曾经收到孩子们的纸条，上面手写的信息或祝福，看似简单，却包含着他们最真诚的心意，对我而言，这份爱和关心是无法用言语形容，尤其当我知道他们是多么不容易鼓起勇气才把纸条传给我。

一个人的力量很渺小，但一个团队能走得很远。我很幸运能认识一班有爱的伙伴，大家互相陪伴、扶持、成长及助人，完成了一次次的生活营和儿童之家探访。这些生命与生命相遇的时刻，将会是我人生中难忘的回忆，也让我的世界变得很精彩。希望更多人加入生命线这个大家庭，一齐为社会献上温暖与关爱。

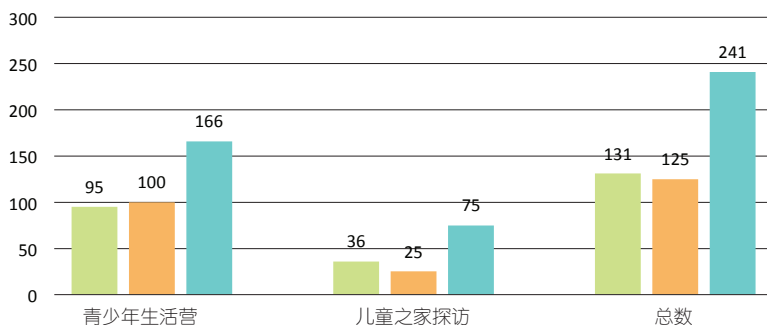
2016年至2018年 服务时数（小时）统计



2018年，义工们完成了在得胜儿童之家逾十年的服务，并开始于不同的儿童之家进行试跑活动，在2019年将到两所儿童之家进行完整的探访服务。

■ 2016年
■ 2017年
■ 2018年

2016年至2018年受惠人数统计



随着义工人数增加，关怀组于2018年承办了历年最多场生活营，其中包括了首次为初中生举办的生活营，以及连续第二年与蒲种新明华小合作的一日营。

■ 2016年
■ 2017年
■ 2018年



爱心 特工组

走入社会， 推动社会福利工作

• 老人院的环境打扫适合大人小孩 一起参与。

爱心特工组成立于2000年，秉持“走入社会，结合社会资源，推动社会福利工作”的理念举办捐血运动、器官捐献、老人院与孤儿院服务、推动环保工作等核心服务。

2019年计划

- 2月：举办年度聚餐
- 10月：举办第10届义工培训
- 常年：捐血活动、器官捐赠登记活动、环保活动、老人院与孤儿院服务。



• 义工带领孤儿院小朋友进行手工创意活动。



• 周末时光到户外捡垃圾，为环保出一分力。



• 与国家血库中心在多所购物广场举办捐血运动。

义工团队



王丽玲
组长

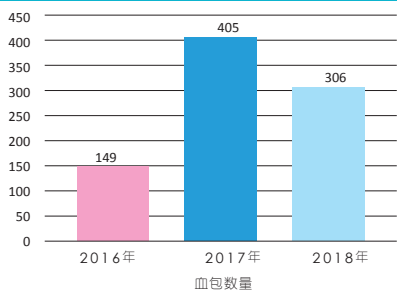


周勇敬
第8届义工

注入更多新点子

希望在新的一年里，我们的服务可以更臻完善和贴心，如：结束打扫工作后亲手煮午餐给老人家享用、在河流清洁活动时教育大家垃圾分类、宣扬捐血与器官捐赠的意义和社会需求等，达到事半功倍的效果。此外，也希望有更多义工的加入，让小组的服务更为多元化，像是探望癌症儿童或患者、带孤独的老人家出游等。

2016年至2018年 捐血运动成果报告

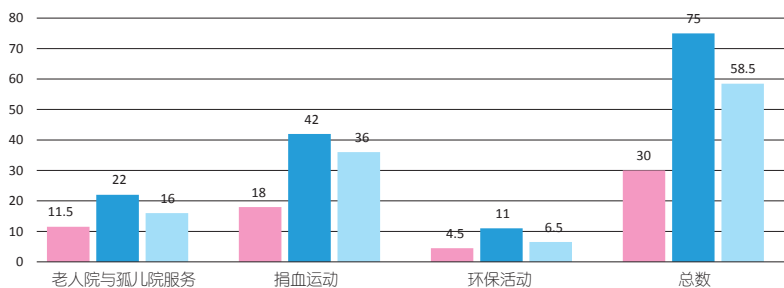


在社会服务中自我成长

虽然加入小组只有一年时间，我对社会服务改观不少。以前我会抱着有时间才去做义工的心态，现在则会主动安排时间，让自己从中学有所领悟和成长。近来，大众渐渐愿意投入社区服务，有的家长带着孩子一起参与我们的活动，让孩子接触大自然、促进人际交流，在团队合作中感受助人的意义。在老人院服务时，每当长者们说起往事时，嘴角都会露出美丽却难得的微笑，不时让我想起家中的父母，因此即使相聚时刻短暂，我也选择回家看看他们。

我也很高兴在生命线认识了一群热心服务的义工朋友。虽然策划活动的过程中偶尔遇到挫折或意见不合，但每完成一项服务后，伙伴之间的凝聚力提升了不少，同时也给了我不同的学习和成长。

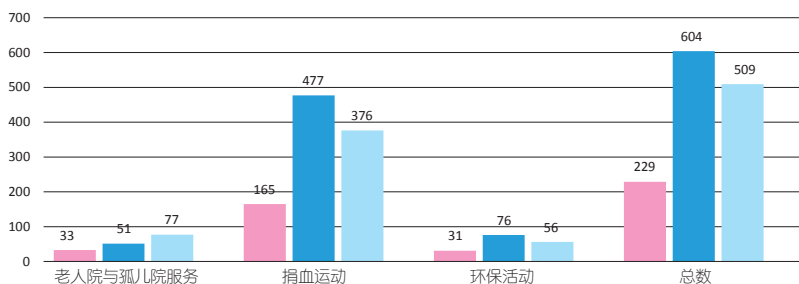
2016年至2018年 服务时数统计



除常年的老人院服务外，义工于2018年首次为残障儿童福利中心打扫，并且两度前往孤儿院带领小朋友进行手工创意活动。环保活动则因天气影响而取消了一场。

■ 2016年
■ 2017年
■ 2018年

2016年至2018年 公众参与人数统计



在爱心特工组举办的三项主要活动中，捐血运动获得最多公众参与，其中包括了友族同胞的响应。

■ 2016年
■ 2017年
■ 2018年



社会 教育组

普及辅导教育， 提升生命自觉

• 青少年艺术治疗工作坊。

成立于2010年的社会教育组，秉持着“预防胜于治疗”的信念，透过举办讲座、成长团体、工作坊、生活营、研讨会、读书会、电影分享会等，积极散播心理辅导和生命教育的种子，以提升社会大众面对困境与危机的调适和应变能力。

2019年计划

- 3至5月：青少年父母成长班
- 5月：讲师在职培训
- 6月：艺术与心灵工作坊
- 7至8月：照顾者工作坊
- 4和8月：焦点解决工作坊1&2
- 常年：“我听见了你”巡回讲座与工作坊
- 待定：婚前教育课程

全马 辅导巡礼



• 2016年推出的“全马辅导巡礼”把集中在雪隆区的辅导资源扩散至各州，获得大众热烈反应。



• 王逢明硕士远赴沙巴带领“因为游戏，我们更亲密”系列讲座及工作坊。



• 资深讲师余莹樱带领教师工作坊，分享教学压力、情绪照顾等议题。

义工团队



廖翠薇
组长



杨燕芬
副组长

尊重自己，尊重他人

“同一个时间，在不同的空间，同样是孩子，但却背负着不同的命运。”出自绘本《我吃拉面的时候》（作者：长谷川义史），让我联想到正当我们安逸享受生活时，社会的某些角落也同时发生不愉快的事情，如家暴、性侵、霸凌、堕胎、自杀等。我们都知道这个事实，却常会这么想：“事不关己，己不劳心”、“幸亏不是我”、“我无能为力我做不了什么！”。

试想，要是我们成长于不健康的环境，我们是否能够享受安稳的生活？要是我们不努力打造健康的环境，这个社会以及我们的下一代又如何能继续安全、快乐呢？建立一个安稳与健康的社会，不是由别人做起，而是从自身开始。期许更多公众人士响应“我听见了你”运动，让我们都具备聆听自己、聆听他人的能力，一同携手：

- 一、建立爱心社会，给予他人关怀与希望；
- 二、弘扬生命尊严，推广以人为本和尊重生命的思想；
- 三、关心孩子的身心发展，积极参与社会公益活动。

不管任何年龄、性别、宗教，每个生命都有存在的价值，每一把声音都值得被聆听。我们必须学会尊重自己，尊重他人，这是社会教育组对于未来的愿景与期待。

自我觉察，找回真我

我一直相信，一场动人或让听众有所领悟的演讲，关键在于演讲者对课题的热诚和了解。而生命线的讲师培训不仅传授技巧，更让我有机会探索与开发自身热衷的课题，这是我喜欢。因此，有几次我都选择分享自身经历的生命课题。

筹备演讲的过程让我体悟良多，我仿佛走入时光隧道，重新面对、体验和整理过去的情感和经验，再整合出希望与他人分享共勉的心得。对我来说，这实在很不容易，好几次问自己：“干嘛要做这件事？”但我知道，我从中获得了更多对自己的看见、认同与珍惜，进而希望更多人能透过自我觉察，深层了解自己，找回真我。

我从许多作者、讲师和导师身上学习，欣赏他们对分享的热衷外，我也把握机会增进自己。我非常认同社会教育的重要性，也因为成了社会教育组的一员感到十分幸运。



• 结合心理辅导与艺术元素的“艺术与心灵生活营”，深受青少年喜爱。



• 婚前教育课程。

• 2018年推出的“生活讲堂”共分享了24场不同主题的讲座。



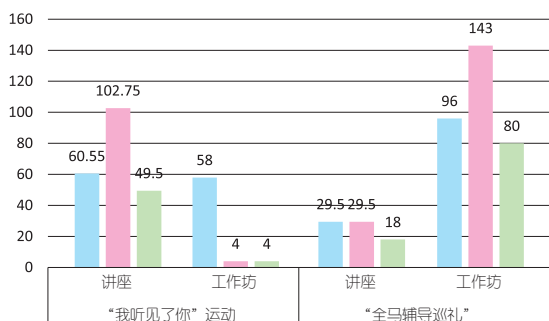
• 讲师们受邀担任电台及电视台节目分享嘉宾。



• 2015年推出的“我听见了你”运动，以巡回讲座的方式宣导“倾听”的力量。



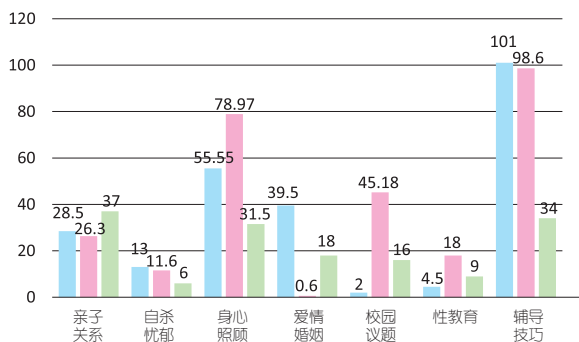
2016年至2018年 课程时数（小时）统计



本会于 2015 年推出“我听见了你”运动，鼓励民众在生活中展现倾听的助人态度。2016 年配合“第 11 届马来西亚华社辅导研讨会”，本会首度推出“全马辅导巡礼”，扩散专业辅导资源，获得热烈反应，故 2017 年继续推广。2018 年，配合 25 周年会庆与延长辅导计划，本会调整了服务重心，因此上述两项计划的课程皆大幅减少。

2016年 2017年 2018年

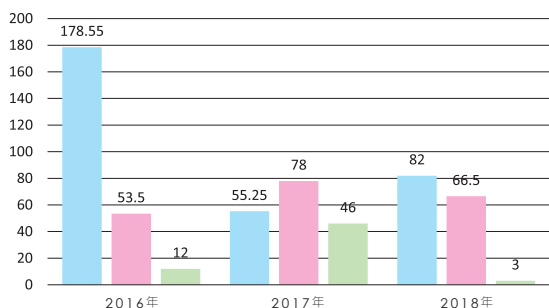
2016年至2018年 课程主题时数（小时）统计



身心照顾和辅导技巧是最常在“我听见了你”运动和“全马辅导巡礼”探讨的课题。由于学员需较长的修习时数才能掌握辅导技巧，因此该课题多以工作坊的形式进行，虽然场次不多（2018年共4场）但时数长。身心照顾课题（包括情绪压力照顾、自我探索等议题）则多以推广讲座形式分享，故其场次最多（2018年共22场），但时数却与辅导技巧差不多。另外，2017年开始本会也配合学校需求，积极分享霸凌、师生关系、教师压力等校园议题。

2016年 2017年 2018年

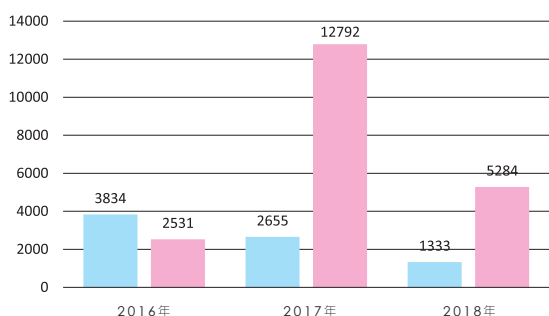
2016年至2018年 课程地点分布时数（小时）统计



除了透过“全马辅导巡礼”扩散辅导资源外，2017 年的“我听见了你”运动也增设“回到家乡小镇，用爱照亮下一代”计划。2018 年因发展方向调整，偏乡地区的课程大幅减少，但外州课程时数影响不大。

雪隆市区场次 外州市区场次 偏乡场次

2016年至2018年 课程参与人数统计



由于大型的校园讲座参与的学生人数可达数百人，因此2017年与2018年的青少年与小孩的人数比成人多。虽然开办给成人的课程参与人数较少，但其收获和正面影响比小孩的来得丰硕、深远。

成人 青少年及小孩

义工团队

2018年媒体采访活动记录

序	日期	媒体	主题	受访者
1	2月2日	Ai FM	慈善机构募捐形式	谢成硕士
2	3月7日&14日	Ai FM	我要如何当个称职的婴幼儿照顾者?	廖翠薇
3	4月5日	Ai FM	再婚家庭之亲子关系	陈云娟硕士
4	4月16日	光明日报	"95爱心娃娃"与亲子陪伴	余莹樱、黄秀英
5	4月24日	8TV	孩子手机成瘾怎么办?	王莲明硕士
6	4月25日	Melody FM	陪伴的力量	叶淑铃硕士、黄秀英
7	5月7日&14日	Ai FM	了解你和我, 我们的关系会更好	余炽和
8	5月11日	《我要健康》杂志	心理健康及忧郁症	黄玉燕
9	5月14日	988 FM	从梦中探讨生活压力	台湾王荣义硕士
10	5月15日	Ai FM	如何解读梦境与潜意识	台湾王荣义硕士
11	5月28日	《风采姐妹》杂志	心理辅导及自杀议题	黄慧芳
12	6月3日	TV 2	"95爱心娃娃"手工作坊	活动现场拍摄
13	6月4日	Ai FM	什么是恋爱?	廖翠薇
14	6月11日	Ai FM	你我之间出现另一个他/她, 怎么办?	陈碧君硕士
15	6月11日&12日	Ai FM	陪伴过动特质的孩子长大	谢成硕士
16	7月10日	988 FM	如何面对被分手?	台湾林香君博士
17	7月10日	Ai FM	家庭关系的修复——如何从故事中看到生命的力量	台湾林香君博士
18	7月18日	星洲日报	正视性侵	王婷嫻硕士
19	7月18日&25日	Ai FM	良好沟通, 促进亲子关系	余莹樱
20	8月3日	CITYPlus FM	因为游戏, 我们更亲密!	王莲明硕士
21	8月13日&14日	Ai FM	性别气质的霸凌	蔡持兴硕士
22	8月20日&21日	Ai FM	从创伤到复原	王婷嫻硕士
23	8月23日	资讯网: 马新社	生命线协会辅导服务与义工历程分享	苏万安、陈碧君硕士
24	8月28日	8TV	孩子早恋我该支持么?	黄玉燕
25	9月17日	Ai FM	关系恶化了, 是危机还是转机?	余炽和
26	9月24日	Ai FM	外遇出走, 如何再回归?	余炽和
27	9月19日&26日	Ai FM	陪伴过动特质的孩子面对学习挑战	谢成硕士
28	10月3日	Ai FM	学习放手, 也是关爱孩子	陈碧君硕士
29	10月15日&16日	Ai FM	觉察生活角色的束缚: 谈明智的不服从	谢成硕士
30	10月27日	Ai FM	少儿性侵案	王婷嫻硕士
31	11月7日	8TV	谈儿童性侵	王婷嫻硕士
32	11月12日&13日	Ai FM	青少年与青年忧郁	陈云娟硕士
33	11月13日	988 FM	青少年被侵犯后, 如何做心理建设?	陈云娟硕士
34	11月19日&20日	Ai FM	压力VS情绪	黄玉燕
35	11月26日	厦门大学新闻系学生采访	性教育	陈云娟硕士
36	11月28日	Ai FM	翻转思维, 让孩子爱上自学	黄玉燕
37	12月3日&4日	Ai FM	性与不幸	陈云娟硕士
38	12月5日	星洲日报	性侵幸存者追讨正义之路	王婷嫻硕士、陈金玉律师
39	12月24日&25日	Ai FM	让同理心不再卡卡的小故事	谢成硕士
40	12月26日	8TV	家中排行VS孩子性格	廖翠薇



• TV2 节目拍摄。



• 义工出席Ai FM 感恩宴。



• 报章专题采访。

传播爱心

SPREADING LOVE



加入95爱心基金捐助行列

JOIN THE 95 CARE FUND

世界因你而美

YOU MAKE A
BETTER WORLD



诚邀响应“95爱心基金”，以1天1令吉的形式，每三个月捐献95令吉支持本会的助人服务，一起推广生命自觉精神，让人人学会“救吾”，重拾信心走过生活困境。

We sincerely invite you to be a part of the "95 Care Fund", to save 1 ringgit a day and donate 95 ringgit every three months to support our service in order to promote the self-consciousness of life so that everyone can learn to "seek help", regain confidence and overcome life obstacles.

为何需要支持“95爱心基金”？

Why should you support '95 Care Fund'?

- 提升“自救”意识，透过讲座、工作坊、生活营、青少年关怀活动及社会福利活动，提升公众的心理素质，引导自我学习与成长，为身心危机做好一级预防。

Enhance the awareness of "self-help, in order to strengthen the primary prevention for the mental health crisis through a series of psychoeducation programmes and social welfare activities.

- 提升“求救”意识，拓展各形式的辅导服务，包括孩童的游戏治疗，让人们无法自救时，可及时取得支援，为身心危机的二级预防。

Raise the awareness of "seeking help", in order to support in time those who failed to "self-help" as the secondary prevention of mental health crisis.

- 定期小额的捐献，集合有心人的心意，就如集腋成裘。若号召约700人每三个月捐助RM95（每天1令吉），每年即可筹集近27万令吉，这是本会一年内规划、推广和执行各种服务企划的基本开销。有了稳定的财务基础，助人工作才得以有长远的筹谋，永续发展，更有效地为社会服务。

With a regular donations from public, it will become a consistent support to LLAM. If there are about 700 people donate RM1 each day (RM95 per 3 months), we can raise nearly RM270, 000 per year. This is the basic cost of planning, promoting and implementing the service provided within one year. Sustainable development of an NGO is in fact based on its financial stability.

赞助数额： Sponsorship Amounts:	赞助频率： Frequency of Sponsorship:	赞助方式： Method of Payment:
RM95 • RM195 • RM295 • 其他数额 Other amounts	每个月一次 Once a month • 每三个月一次 Once every 3 months • 每半年一次 Once every 6 months • 每年一次 Once a year • 单次捐款 One time donation	信用卡自动转账 Autodebit of Credit/Debit Card • 支票或现金汇款 Cheque or Cash Deposit • 网络转账 Online banking transfer

银行汇款户头账号 / Account Details : Hong Leong Bank 2400 1000 342 (Persatuan Life Line Malaysia)

赞助表格及详情：

浏览网页<https://bit.ly/2TTeUbl> 或 翻阅78页

询问：

拨电至03-4266 6195 或 电邮至sponsor@lifeline.org.my

For more details on the sponsorship,

please refer to <https://bit.ly/2TTeUbl> or page 78

For Inquiry：

Please call 03-4266 6195 or email to sponsor@lifeline.org.my

Specialisation, Localisation, Systematisation

Stay with the Original Aspiration

Soh Ban Aun President of Life Line Association Malaysia



Life Line Association Malaysia (LLAM) held its 25th-anniversary registration celebration on September 9, 2018. It was a feast that gathered the volunteers from the pioneering period, registration period, mid-term and the new generation. It is also the starting point of another milestone of the association. Apart from continuing the organisational philosophy and counselling beliefs, all committee members and volunteers need to inject new elements that is in line with the changes of times. This helps the development of the association to be more refined and more localised to meet the needs of the era.

When we were preparing for the 25th anniversary celebration, we reached a consensus on the establishment of Counselling Education Development and Training Centre and hoped that the existing "assets" (such as volunteer groups, information and experiences, organisational structure, administrative system, public networks, social identity and integrity etc.) can be more effectively aligned with the local counselling scenes. LLAM should make good use of the centre and grasp the good timing of the new government that values more on social and family harmony. This centre will create a new platform to coordinate and balance the relationship between "the social needs, the academic professional growth, and the operational funds", which will define the development path of the association for the next 20 years.

The board committee and the administration team will need to pay attention in looking for more sources of income and reduce the expenditure. For example, we could make good use of the expertise and nature of LLAM, such as organisational counselling courses, collaboration with the government units, etc.... while having a more refined management and supervision method, strengthening the organisational and internalisation the belief of volunteerism in order to lower the turnover rate in manpower.

The Three Major Goals

While entering a new milestone, I do not forget the three main goals that I have mentioned:

First, Publish newsletters and counselling related books

The publication of the newsletters were considered mature where the content needs to be reported in a more professional

way in the future so that public can understand well on the services provided by LLAM. Meanwhile counselling books should be publicized in the form of academic research papers with a more systematic analysis of counselling strategies and practical experiences, and hopefully become the reference to support the growth of universities, counselling organizations and the counsellors.

Second, Extend the telephone counselling service hours

We have added three new counselling sessions, which were Monday's morning and afternoon sessions and Friday's morning session since January 8 and July 6, 2018. This is a major breakthrough. The next effort is to link the gap between morning, afternoon, evening and midnight sessions. We hoped to reach the goal of 24-hour service as soon as possible, or at least to restore the service hours according to the pioneering period of the association from 8 am to 12 pm, which is 16 hours a day of service.

Third, Open new branch

I have proposed the concepts and practical ways to open a new branch in the previous editions of newsletters. One of the mission is to spread a standard counselling concept to all states within Malaysia so that the people from all walks of life can be truly benefited from counselling.

When I became the president in four and a half years ago, the concept that I emphasized was the "LLAM belongs to the Counselling Group". Therefore, I hoped that the whole team will work together to reach sustainable development:

1. To develop a professional counselling model and establish a stable source of financial income;
2. The counselling services need to root, grow, and continuously strive for self-improvement;
3. To have more volunteers joining the board of committee and be more efficient in planning and handling 90% of the counselling affairs.

If everyone is on the same page, then the outlook of the 100% LLAM team will be just around the corner.

Back to the Roots, 25 Years of Unchanged Direction and Vision



The first LLAM newsletter.

馬來西亞生命線協會
LIFE LINE ASSOCIATION MALAYSIA
No. 75, 2nd Floor, Asian Square Mall,
(Opp. Asian Square Lane, 50100 Kuala Lumpur, Malaysia)
Tel: 63-44287781, 44281278

全年求助個案統計表
1-1-91 - 31-12-91 共計 1482 人次

分類	總數	男(人次)	女(人次)	備註
婚姻問題	385 (26%)	72 (18%)	313 (82%)	
家庭問題	263 (18%)	61 (14%)	202 (77%)	
教育問題	122 (8%)	25 (6%)	97 (79%)	
經濟問題	29 (2%)	14 (3%)	15 (51%)	
人際問題	85 (6%)	18 (21%)	65 (76%)	
職業問題	55 (4%)	15 (9%)	40 (73%)	
精神心理	87 (6%)	38 (43%)	49 (56%)	
健康醫療	38 (3%)	12 (31%)	26 (69%)	
法律安全	29 (2%)	5 (17%)	24 (83%)	
人息信仰	36 (2%)	19 (53%)	17 (47%)	
其他	45 (3%)	19 (42%)	26 (58%)	
		316 人次 (21.32%)	1166 人次 (78.68%)	

馬來西亞生命線協會
LIFE LINE ASSOCIATION MALAYSIA
No. 75, 2nd Floor, Asian Square Mall,
(Opp. Asian Square Lane, 50100 Kuala Lumpur, Malaysia)
Tel: 63-44287781, 44281278

全年求助個案統計表
1-1-91 - 31-12-91 共計 1510 人次

分類	總數	男(人次)	女(人次)	備註
婚姻問題	381 (25%)	78 (20%)	233 (61%)	
家庭問題	261 (17%)	56 (14%)	205 (78%)	
教育問題	155 (10%)	37 (9%)	118 (76%)	
經濟問題	34 (2%)	15 (4%)	19 (56%)	
人際問題	107 (7%)	28 (26%)	79 (74%)	
職業問題	125 (8%)	47 (37%)	78 (63%)	
精神心理	162 (11%)	74 (45%)	88 (55%)	
健康醫療	47 (3%)	17 (36%)	30 (64%)	
法律安全	63 (4%)	13 (21%)	50 (79%)	
人息信仰	28 (2%)	19 (68%)	9 (32%)	
其他	64 (4%)	26 (41%)	38 (59%)	
		424 人次 (28.08%)	1086 人次 (71.92%)	

Problems of clients were analysed and reported by handwritten.

The problem was mostly on marriage and intimacy relationship according to the statistics of 1990 and 1991.

你好吗 ♥ 一九九七年一月

好想说

认识生命线

鑑於本國心灵创伤的人士日益增多，青少年问题逐年增加，许多人对困境彷徨无助，马来西亚生命线协会乃於1989年8月9日得到高雄市生命线主任吴信安硕士的协助及成立筹备下，由柯保合先生从台湾引进马来西亚。在1993年正式向马来西亚政府注册，就在此时，马来西亚生命线协会正式成立。

马来西亚生命线协会以“千里一线牵，帮助在耳边”出发，为社会人士提供关怀与协助。通过电话协议、面谈、书信辅导的方式，建立了帮助的关系。成立初期，经费是一个大问题，后来经一批热心的支持者不断推动筹款活动，使得目前能租用一办公空间作为会务服务的地点。

目前发展

目前马来西亚生命线协会提供的服务包括了社会教育、自杀预防、恋爱婚姻协议、青少年辅导、探老访孤等项目。近3年来，在理事长张成市先生的带领之下，於1996年6月搬到市中心区现址：71, 2ND FLOOR, JALAN JEJAKA 2, TAMAN MALURI, 55100 KUALA LUMPUR。行政电话：03-9850225，辅导专线：03-9850039 / 9850049，提供每星期一至星期五晚上七点至十点的服务，如要面谈服务者，可以事先预约。

辅导部

辅导组是生命线辅导协议的主要小组，辅导老师皆为义务者。从1992年至今，已进行了3届义务辅导老师培训，共有23位义务老师轮流在星期一至星期五，每天提供3小时的电话、面谈及书信辅导服务。目前，仍在进行中的第4届培训，共有13位学员，预定明年初能加入服务的行列。

你好吗 ♥ 一九九七年一月

说

在训练方面，新进义工的职前主要以邀请专家者提供专题讲习，深辅导老师的带领及分享为职前训练，邀请高雄生命线及新南机构派员前来指导，个别老加辅导相关的研习课程及同侪互助活动，个案研讨为主，整体而言尚缺乏有系统的训练安排。

此外，本协会亦受到社会的认不时受邀为社团、学校、机构并座、培训等活动，其中包括大台广播电台第五台邀请为该台节目，国内大专院校下乡服务团川与分享，报章刊物针对某项社要求发表意见等。

经费

在组织结构方面，目前共有114久会员，55名普通会员，每2年员大会推选15位为理事，并选事长，副理事长2位，正副秘书等执委，负责日常会务的运作，聘请一位全职的行政人员，推动会务。

经费方面，这2年来，每年都举善演演唱会筹募活动，行政费所筹得的款项大约只能支付该

年的支出，缺乏一巩固的基金作为基础，对於成立才数年的义务性团体而言，在庞大财团定期支持之下，也使得会务进展较为缓慢。

未来发展

未来马来西亚生命线协会的发展将追求符合国际生命线会员之标准为目标，即以能达成全天24小时开放服务，提升专业辅导素质及服务社会。在此大目标之下，协会的中期、短期目标为：

- 聘请更多全职的专业人员，推动会务。
- 加强在职训练，提升辅导服务的素质。
- 培训有志服务社会的热心人士成为协会的义务辅导员，以便能逐年增加服务时数，直至24小时开放。
- 慈善服务的对象有目前的老人、孤儿扩大到儿童、青少年。
- 结合国内外的人力资源，推广社会教育，以达到促进净化人心，共创和谐社会。
- 定期举办生活心理、辅导及相关课程，以便能达到自力更生的经营。

资料整理：林爱丽

The newsletter published in 1997 presented an overview of LLAM in those days and the future vision for LLAM. After 25 years, we can see that the committee in those days was far-sighted and also witnessed the consistent development according to the original direction and vision for LLAM.

You and I in the Life Line Puzzle

Grace Wong Honorary Secretary of Life Line Association Malaysia



In the windy and rainy seasons that greens throughout the years, LLAM has laid out the puzzle plates from its 25 years vitality into every precious moment that each heart is touched. The LLAM puzzles which combine the subtle moments of quietness, sturdiness, downcast, happiness and even the dispute and controversy due to disagreements at some times in the past has ended in memories like echoes of the valley, while tears of support and sweats of effort surge together to bloom the LLAM's puzzle has become a great sharing to tight-up each of our hearts.

Every member who once became part of LLAM, regardless of whether they decided to root here or choose to be a passer-by, they have been so sincere, enthusiastic, and persistent in creating the puzzles together for LLAM in which each plate of puzzle has brought in the meaning of life. Perhaps the decision of being a passer-by may not really become a passer-by after all. One day down the road to achieve your life success, you may remember LLAM or other members once again. With accumulated all your prosperous and fruitful life stories, you then may become the shining plates of the puzzle for LLAM. And LLAM will then end-up a way-station for your life journey that you are willing to return many times and each meeting of true hearts will rejuvenate your tiredness like the spring water does.

Consensus and support

The world is never perfect. We need not to stubbornly demarcate the puzzle plates of LLAM into a "perfect" model. LLAM has its own real and touching beauty, which the puzzles are neither framed, nor will there be any time constraints. Everyone is working hard to put the most creative and constructive puzzle plates together and actively rethink, adjust, lift down, or move the position of the pieces again and again. However, the consequences are always out of our prediction and control. As we know it well, even someone puts on a brilliant puzzle plate with a significance growth of life may follow by a subsequent puzzle plate that represents a loss of resources from others in the next moment. It could be a scheduled puzzle plate that will grow gradually with great expectation yet we are struggling to put down the plate of fund shortage for the time being, or there was an intention to make adjustment but inadvertently disrupted the others puzzles that had been closely linked to it. Anyhow, when we feel exhausted, anxious and helpless, there

are always other people around to support us. We can achieve the unspoken mutual understanding whenever at the moment of eyes contact. Even in many cases, the puzzle may shown to be messy and incompetent and made us feel like nowhere to start but always a new chance emerge by the unintentionally movement from other member which eventually leads to a deeper understanding of mutual support from each others.

Every life story, as well as the growth story of LLAM, is like a puzzle that is nourished by experiences along the way of growing. However, your life puzzles are being by the efforts merely on your own, whereas LLAM's growing puzzles are the results of all members of LLAM. In the event you have seen someone put on a unlikeable puzzle plate not your desire, please don't turn the table or just give up easily because the value and the meaning of existence for each and everything cannot be determined before they are being realised one day. And you need not to feel guilty of any mistaken and inappropriate puzzles that you have placed down together too because you can ever seen the shining stars without a dark night. Everything is ongoing and just a part of the life process, and every single puzzle plate can be connected to an interim-closure at the same time to a new beginning as well.

Kindly be reminded, the crucial part is really not we have done for LLAM or how much we have done to LLAM because our "existence" are spoken and our uniqueness has its fragrance. Our willingness to stay with LLAM will become a sustainable force of support for LLAM to pursue moving forward and ongoing nourishing LLAM's growing puzzle that comprises meaning of life.



THE LEADERS

2017 - 2020

LIFE LINE ASSOCIATION MALAYSIA 12TH COUNCIL COMMITTEE

Permanent Honorary President



**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 Kae Sue
Hans Advisory Trust Co Ltd
Chartered Accountants



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

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



Tiew Seng Chee
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Soh Yok Kim
Nesh Marketing Sdn. Bhd.
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Advisor of Society Affair

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**Vice President
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**Vice President
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**Honorary Secretary
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**Assistant Honorary
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Ong San San**



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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**

The Philosophy of Life by Dato' Lee Tek Mook

Don't Bite Off More Than You Can Chew

Interviewed by: Tee Choi Har Photo: Provided by the interviewee

Nietzsche said what doesn't kill you makes you stronger. This is the best clause to describe the life of the life of the permanent honorary president of LLAM, Dato' Lee Tek Mook.

The economic storm in 1986 caused a major shock in his life. At that time, the price of tin plunged overnight. Thousands of mines in Malaysia were forced to closed down and Dato' Lee, who was engaged in the mining industry back then was not spared and he was seriously affected. "It was like a salty pancake being fried in a hot pot," he described. It was not only a complete loss of money but also caused him to be heavily in debt.

"I can't sleep for seven nights so I consulted a doctor. The doctor asked me: 'Would you like to book a space in Tanjung Rambutan?' I can no longer control my mental condition and I can't stop my mind from worrying from day to night." Dato' Lee recalled the words that the doctor said to him: "No one can save you, only depend on your own destiny."

After all, fate is in your own hands. Dato' Lee was born in poverty and lost his father at the age of nine. He lived a bitter childhood by "picking up sweet potatoes and eating them". He then relied on own efforts and perseverance to start from scratch and finally produced some achievements. Therefore, the economic storm in 1986 did not knock him down, even though he had gone to the court every day. When Dato' Lee was being asked if he ever thought of running away during the most difficult days, he shook his head and said, "I can't go and I would never leave. I will pay back all the money that I owed."

The Spirit of the "Stubborn Bull"

Dato' Lee Tek Mook described his younger self when he just started doing business, he was just like a stubborn bull who rushed forward without any cautious. In fact, he also

showed the same spirit of "stubborn bull" even when he was facing difficulties - do not hide, just face the problem and finally reverse the situation to pay off the debts with perseverance and honour.



It was already difficult to survive from the impact of the 1986 economic storm but the fate once again tested Dato' Lee. In 1997, another wave of more serious economic storms swept the world again. This time, Dato' Lee said frankly that it did cause certain harm to the company and it was hard to deal with but it did not cause too many problems. After the incident from 1986 to 1997, the ups and downs within 10 years have made him developed his own set of personal life philosophy - do what we can.

"When you have 10 ringgit in your pocket, just take out 5. Don't start a business of 100 ringgit when you have only 10 ringgit in your pocket. Work on what you can and you may overcome your life obstacles." said Dato' Lee, who was the "Stubborn Bull" and became steady and practical after facing major setbacks. The "5 ringgit in the pocket" is one of the representations to the philosophy of doing what you can and being vigilant in peacetime. It is also the "foundation" of his life that he can face the ever fast-paced changes in his businesses by being present, steady and calm.

When Dato' Lee was being asked to share his road to success in business, he joked in Hokkien dialect that his accomplishment is like "a pig that has only weight at 9 pounds in 10 years," meaning "it was not big but not dead yet." He continued humbly that he does not consider himself successful but a mediocre, who was not defeated by difficulties.



Dato' Lee (4th from left) attended 25th anniversary luncheon.

Charitable but low-profile

Dato' Lee has actively participated in charities for many years and he has donated money to many schools, temples, and non-profit organizations. When talking about the charity that he has done, he said in a low-key manner: "Just a little bit, knowing how much money is in the pocket, I can only do a little." In fact, apart from the local charity work, Dato' Lee also sponsored the Chung Yi Primary School in Vietnam. Twenty-five years ago, he went to Vietnam to construct mining business and he became friends with more than a dozen employees whom he still has contacts with even though he has failed in the business later on. He was encouraged to fund the local Chinese primary school due to the friendships and he hoped that the children would have the opportunity to learn Mandarin.

"I was born in poverty and I have suffered a lot in order to make a living in the society. I have also encountered many fraud and abduction which I often got cheated and suffered. I have not been beaten down today, and I have achieved some minor success. Therefore, I should contribute a little to the underprivileged."

The "a little bit" that Dato' Lee constantly emphasizes is also an embodiment of "doing what he can". "It is not easy to gain a foothold in the society, especially in the city that

has a large population and great competition. Everyone wants to climb up. If you get through it, it is a good thing; if you can't get it, you will be upset. Some people even get into a blind alley easily, so just do what you can."

In regards to the expectation towards LLAM, Dato' Lee said frankly that the LLAM is an organisation with a thankless job, and those who seek help are the people who faced difficulties, but whether or not LLAM can help those people in need will require opportunities. "Do what you can," Dato' Lee concluded in the end.

Isn't there a similarity between Dato' Lee's personal life philosophy of "Do what you can" and the emphasis of the counselling to know oneself, understand oneself and accept one's limitation?



“GRATEFUL FOR” YOUR SUPPORT

The Touching Closure of 25th Anniversary Luncheon

More than a thousand attendants celebrated the anniversary. In addition to commemorating a quarter-century of commitment in social service, the anniversary also gathers everyone's support to raise fund for the "Counselling Education Development and Training Centre".

Since registration in 1993, LLAM volunteers provide various social services which promote the "95 Life Awareness" to the public, with the belief "helping others and achieve self-development".

Four "Life Talk" were presented from the perspective of volunteer, workshop participant, client and sponsor of LLAM. By incorporating dance, song, and instrumental performance, they portray gains and changes after involved in the services and activities of LLAM.

A stage play was also performed during luncheon by LLAM volunteers, which depicted how people in struggle received support and care from LLAM service. Through the play, we wish to demolish the stereotype of counselling among public, while encourage the action of asking for help when one is in the doldrums.

Now, let us return to the scene to relive the moving moment of the luncheon.



Date : 9-9-2018 (Sunday)
Time : 11.30AM-2.30PM
Venue : HGH CONVENTION
CENTRE

25TH ANNIVERSARY CELEBRATION



Appreciates hard work of all LLAM members and call on more donors to support the establishment of the centre.



Along with the establishment of the centre, not only space insufficiency could be resolved, LLAM could also complements to government resources and improve the professionalism in community counselling.



The value of LLAM is undoubtedly verified with all effort and profession contributed by volunteers and sponsors along the years.

- 1 Several volunteers serviced during pioneering period celebrated anniversary together.
- 2 A choir of volunteers led by Alternative Music House performed the theme song of LLAM.
- 3 Tang Kae Sue (permanent honorary president, left) and Teh Chong Eng (counselling volunteer, right) performed "Invisible Wings".
- 4 Datuk Eddie Heng lit up the model of the centre.
- 5 Charity sale of the "95 Dolls of Love".
- 6 All participants flashed with hand phones in honour of World Suicide Prevention Day on 10 September.



My Son and I, with Life Line

"We find strength of life through Life Line."

Narrated by : Eng Lee Chen
(Donor of 95 Care Fund,
Workshop participant)

My mother was admitted to the hospital because of severe cardiovascular obstruction in 2011. She may only live for half a year according to the doctor. I was very scared and worried, yet I told my family, "Finally we will find ways to help mum!". I need to be strong in order to provide hope to my family. During that time, I was always in tension, and very afraid of receiving phone that might inform me the death news of my mother.

In order to accompany and give better care to my mother, I started to follow information shared by LLAM. I participated in Hospice Training conducted by Feng Yi Liang. Then, I learned to let go and able to say goodbye to my mother. I prepared a funerary photo for my mother secretly, and wrote my blessings to my mother

Relearn about Self

My mother passed away in August 2014. I had to let go no matter how much I refused to. After that, I seemed to have lost focus and goals of my life, and everything goes wrong. I hurt my hand in October and my tailbone in December, and then I was diagnosed with severe health problems. I was sick!

I had been crying all the time yet I need to believe that I can find my own strength. Again, I tried to get information from LLAM. In March 2015, I officially became a member and enrolled in the Psychology Weekend Class led by Ong Lian Bing. I relearned about myself and my emotions were released. I gradually became optimistic and cheerful, while my health was successfully improved.

I also encouraged my son to participate in the "72 transformation" camp organised by LLAM. Through the activities he became more confident and positive.

Giving out is also a blessing

Since then, we always joined activities organised by LLAM. There was once we visit nursing home, my son told me "Compared with the problems faced by these elderly people, I feel that my problem is nothing." I was moved and found that my son has grown up and was more equipped in encountering difficulties.

I am very grateful to join LLAM, and agree with the concept of LLAM that "a life would influence another person's life". I wish to become volunteer of LLAM in the future since it is my blessing to have the ability to give.

Thank you, Life Line!



Life Talk 2

Self- Realisation, Contribute to the Community

"My 'love story' with Life Line."

Narrated by : Yap Kiat Kian
(Social Care Volunteer)



I joined LLAM because of an old-fashioned love story.

When I was young, I had a crush on the girl next door. I often peeked at her, hoping that I have the chance to talk to her. Occasionally, I got the chance and we could talk almost on everything. Then I wished to develop further relationship with her so I visited her regularly.

One day, no one responded when I knocked the door. I felt very strange. When I went back home, my mother told me: "Her father spoke to us, saying that you are unable to provide happiness to his daughter." I am very distressed and angry at the moment, and I made a stupid decision. I wanted to commit suicide. I went upstairs level by level suddenly there were several questions popped up in my mind. If I was dead, what would happen to my elderly parents? If I am no longer here, what would happen to her?

I want to be strong! I decided to give myself a period of ten years to build my career.

Be persistent, the bad shall pass

I quit my job, and started a business in a garage. It was very difficult due to inexperience but I was encouraged by my brother's word "Life will not last forever, the strong will inevitably win". I also believe that "be persistent and the best of life will belong to you." After some time, I shift to a new garage since the former one had to be demolished. Every day, I worked from six o'clock in the morning until twelve midnight. One night, the water pipe was plugged and only when I opened the pipe, I realised that the pipe is connected to the septic tank. As a result, the whole factory and I were covered with faeces. I knew that I had to leave that place immediately.

I moved to a new garage and spent a year to revive the business. I did build up my career within ten years as I committed before! before! By the time when I wanted to tell

her that I wished to marry her, my mother told me that she was going to get married in a few months. I suddenly felt that I had no goal. Just then, my friend suggested me to attend some programme to experience love and care, not just love between men and women, but also the love of parents, brothers, and the community.

Found a warm "home"

Finally, I found LLAM and joined the volunteer training. I learned to give and dedicate. There was one facilitator that often listened to my stories. She encouraged me and accompanied me for seven years, so I could be relieved from the pain. In social care service, we often visit the orphanages. My education training is low yet I still managed to turn my childhood games into activities with the support from other volunteers. Everyone loves each other and gives me a decent amount of care. Life Line is indeed my second home, where I feel very comfortable.

I hope that more people could join LLAM in order to spread love, self-realise and dedicate to the community.



A Unique 'Stage'

"Thanks to Life Line, I found light when I was in struggle."

Narrated by : Liew Chooi Mei
(Council Committee Member,
Leader of Public Awareness Group,
Counselling and Play Therapy
Volunteer)

My mother experienced stroke in mid-October 2012 and was then diagnosed with dementia.

I remember the night before my mother died, I watched her lying on the hospital bed. I was calm, but I felt particularly lonely. "When you need someone to be with you, but there was no one at all." As a volunteer, are we not angels who give companionship? I started to doubt it! Then, I received a call from one of my close friends in LLAM. "Look! When we are facing problems, we are all alone. There is no companionship. I am deceiving myself and also the others! I don't want to be a volunteer anymore!"

"Self" is the most loyal companion

The volunteer said: "Yes, there is one who always be around you". "Who?" I asked. "Your inner child, the one who stays in your heart!" His words made me realised that one self is the most loyal companion for everyone. Only my "self" will never abandon my "self". Therefore, I understand that my inner self must be strong. I can face and overcome any difficulties when I was connected to myself.

Taking care of people with dementia is totally torturing! I can still remember that I had an argument with my mother and I was so angry that I slammed my head onto the chair. This has frightened my children. After settled down with the issue, I spoke to them while I was crying: "If I become like your grandmother in the future, please send me to the nursing home. I won't blame you!". I realised that they would suffer if I rely on them. This is the way I try my best to love them as a mother, I would regret if I failed to do so.

After my mother died, I lived in regrets and guilt, with a lot of irrational thoughts. It's all my fault! My mother had dementia because she moved out of my house. "No conscience! I am selfish!" I blamed myself.

Until one day, another volunteer told me, "Your mother moved out of your home because she loves you so much. She wanted to be a caring mother. If she couldn't do this, maybe she would regret." Then I realised that my mother might have similar thought with mine. We both tried hard to become a "good mother". I felt a sense of relief!

The volunteer's listening ears is the outlet of my emotions.

I was like picking up pieces of myself along the way. I am glad that I joined LLAM when I was facing these problems. I learned empathy, reflection on emotions and many other skills during the training, which enabled me to identify the need under my emotions and accept my own helplessness and sadness; I would like to express my gratitude to the volunteers who lent me their ears to listen and relieve my emotions.

The suffering of being a caregiver served as a motivation for me to become a speaker, in order to enhance the awareness of mental health among caregivers because I believe that "Caregivers could provide better care, only when they are both physically and mentally healthy.

Despite the torturous journey, we can live a wonderful life if you find the light within the pain. Thanks Life Line, thanks to the angelic volunteers!



25TH ANNIVERSARY CELEBRATION

Life Theatre

BE WITH YOU

Performed by :
Goh Yuen Sang Chan Man Ho
Fong Chai Ling Teh Chong Eng
Soo Young Mei

With Life Line, clear away the mist and meet the dawn

"I used to disdain counselling, but now I regret that I should understand it earlier. If I attended counselling sessions earlier, the journey might not be that difficult. Thanks to the timely support from LLAM during the early stage of my illness, otherwise I may not get out from the whirlpool now. There are a lot of people suffering from depression but they refused to admit it. They don't know how to deal with it and the situation will be getting worse. That is the reason I share my story here."

This drama is based on the true story of a client at LLAM. She hoped that everyone will recognise the importance of mental health through the performance. Now, let us intercept some scenes on the day and review her life story that full of sincerity and enthusiasm.



Brother : It's okay, sister. If you feel bad, just go for jogging.

Actress : I exhausted myself from hiking and various exercises but still I can't sleep.



Friend : Say it out, I am listening. Well, I understand, understand...

Actress : What do you think I should do?

Friend : Um... Actually, I have said what I can say...



Actress : I can't sleep, my thoughts are messy.

Doctor : A moderate dosage of sleeping pills. If it doesn't work, come again.

Actress : It only effective for one night. I secretly increased the dosage but it didn't work. I looked at the remaining pills and wanted to swallow all the pills at once.



Volunteer : After completing this test, we can examine the problem.

Heroine : I finally finished it.

Volunteer : Let's analyse it. (Give a simple piece of paper) This is the result.

Actress : (Look at the results) I knew I have problem, but what is it then? What do you want me to do? I just want to find someone who can understand me..... (breakdown)



LLAM : Hello? This is Life Line, how can I help you?

Actress : Life Line?

LLAM : Yes, we are willing to help you.

Actress : This voice makes me feel secure. I grabbed the phone and cried for a long period of time.

LLAM : Let's make an appointment for a face to face meeting and it may be helpful to you.

Actress : She shows sincerity and understanding throughout the meeting. There is no rigid psychological tool, no preaching, no labelling. No one criticizes me for thinking too much. I can be myself with confidence and this time I felt "I was really being heard." My emotion became more stable after several sessions. One day, she asked me...

LLAM : Can you accept yourself?

Actress : Me? Accept myself? I used to ignore myself and showed no love to myself. If I can't accept myself, how can I expect others to accept me?

Actress : Recalling how lucky I was at that time. The sincere listening and companionship really helped the miserable me to re-navigate my path. So, after my last session of counselling, I took the initiative to participate in the "volunteer training", in which I can influence other life stories with my story.



Counselling Education Development and Training Centre

Enhance mental health of the society, Rediscover the essence of 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, 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 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 effort is reaching the limitations.

Support

With the vision of 24-hour phone hotline service, LLAM has increased the intake of volunteer trainings to recruit more volunteers and has finally initiated the first phase of the Counselling Service Extension Project since January 2018. While since 2015, the beneficiaries of LLAM service had also been expanded to the children through play therapy. However, the expansion of services and activities has been hindered by insufficient space due to ever increasing participants and training sessions as well as hardware facilities such as phone counselling system, counselling rooms and play therapy rooms.

Prevention

In year 2016, along with 11th Malaysian Chinese Counselling Conference, LLAM initiated "Counselling Tour" with the aim to distribute counselling resources that used to be centred at Klang Valley. This is a successful integration with various resources such as schools, corporate companies, NGOs and government to promote mental health among the community. Following the experience shared by overseas experts in these programmes, as well as the recent vigorous development of higher education of counselling and psychology in Malaysia, LLAM realised that the most strategic counselling plan and psycho- education effort should in fact incorporate academic theories with local customs and practices.

LLAM decided to established the "Counselling Education Development and Training Centre" to effectively resolve space constraints in the long run, as well as to strengthen the professionalism in the local practice of the community counselling, with the vision to provide more complete and timely support and prevention effort for the mental health of the society.

Facilities of centre

Support zone	(Counselling rooms, Children play therapy room & Volunteer lounge)
Promotion zone	(Community library on life education & Journal archive)
Research zone	(Indigenous study and data analysis centre, Industry-university cooperative research lab & Multi-purpose training space)

Target: RM 1,000,000
Raised: RM 382,000

马来西亚生命线协会

With Concerted Effort, Extend the Counselling Service

Although LLAM has been established for more than 20 years, there is no fixed funding from any particular religious organisation and government. The organisation only depends on a group of dedicated people who work hard to adhere to the three-hour counselling service every night. A working committee has been established in 2017 and four sub-projects on manpower, system, finance and facilities are being implemented. Following the increase of volunteer training, the space limitation for service, activities and documentation become a critical constraint of the project.

**Counselling
Hotline:**

03-4265 7995

OUR VISION



Four day-time counselling sessions have been initiated since 2018. (From Left) Counselling Supervisor Teoh Kheng Hong, Acting President Ng Shi Kwee, Advisor Datuk Eddie Heng, President Soh Ban Aun, the Advisor of Society Affair Soh Yok Kim and Tiew Seng Chee.



21st Counselling Volunteer cum 4th Play Therapy Volunteer Training

Added a new counselling session

Extension Plan	Date	Session
First phase	8 Jan 2018	Monday 10 a.m. to 12 p.m. Monday 2 p.m. to 4 p.m.
Second Phase	6 July 2018	Friday 10 a.m. to 12 p.m.
Third Phase	4 Jan 2019	Friday 2 p.m. to 4 p.m.

Plans

- 2017**
 - Recruitment of 17th & 18th counselling volunteer
 - Pilot implementation of shift system on Saturday session
 - Initiation of supervisor in training project
- 2018**
 - Upgrade of phone system
 - Training for facilitators
 - Recruitment of a full-time registered counsellor for day-time supervision
- 2019**
 - Recruitment of 19th & 20th counselling volunteer
 - Recruitment of supervisor trainee
 - Investigation on the adjustment of night-time shift

The Four Sub-projects



Consolidate and expand the manpower

- Counselling Group (Volunteer 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
- Enhance the support standard procedure for the high-risk clients
- Re-schedule shift hour



Stable Financial Support

- Fundraising plan
- Restart the 95 Love Fund



Enhance Facilities

- Upgrade hardware facilities
- Enhance client's information management
- Expand service space
- Establish the safety and convenience of the night shift

OUR VISION

SHARING



Chua Chee Heng (Chief Coordinator of Counselling Volunteer Training)

Persistence and the Supporting Effort

Thanks to the enthusiastic response from the public, manpower of our team is greatly increased following five intakes of volunteer trainings in the past four years. However, it led to a challenge which is the limitation of space and manpower to guide these new volunteers in order to ensure the quality of the service. Dozens of senior volunteers are required to take turns to assist in guidance and supervision for one-and-a-half-year. Therefore, I sincerely thank all of them for their commitment and persistence.

Improvement on hardware and software system is also in urge, particularly the records of the incoming calls, documentation of client details, expansion of counselling and discussion space, and installation of video recording systems. I am very grateful for the sponsorship from the public, especially the advisor Datuk Eddie Heng and the permanent honorary president Tang Kae Sue. It is a long yet challenging journey to train a team of dedicated counselling volunteers. However, with the effort and persistence from all parties, LLAM could help more to those in need.



Beh Cheng Yeong

(Counselling Service & Development, Executive)

More opportunities to speak

Due to lack of manpower, counselling service used to be mainly at night, except for afternoon session on Saturdays. As a result, people with family members around at night, or homemakers that need to take care of their children may not benefit from our service. Thus, the initiation of day-time counselling sessions has encouraged, particularly, family caregivers, school teachers, tutors, salesmen, freelancer and the self-employed to seek timely support from LLAM.



Suephy Soo Young Mei

(Day-time counselling volunteer)

Discovery and companionship to myself

As a tuition teacher, I realised that I was not good in communicating with my student's parents and I wanted to accompany my parents and children in problem solving, so I participated in volunteer training. However, I never thought that the first person whom I learned to provide companionship was actually myself! I saw my inner needs in the first phase of training and even unlocked the lock in my heart which was the guild towards my grandmother.

I mastered the fundamental counselling skills by learning from mistakes in the second phase, while I learned to perceive from multi-faceted perspective during the case discussion in the third phase. I have also learned a lot and received great encouragement from the feedback by the clients in the mock counselling session. Thanks to the complete training and inclusive culture of LLAM, I used to think that only a few people may understand me since I was small but now this missing part has been embraced by myself.



Tan Hoon Kian

(Day-time Counselling Supervisor)

The journey just begins

It is a good chance for freelancer and homemakers to contribute to the community following the initiation of day-time service. I found that most fresh volunteers would have false imagination on counselling room as a tragic rescue scene. They were then surprised that some cases were calm while sharing their sorrow. However, again, these "newbies" were caught off guard when they occasionally received calls with intense emotions.

Most of the fresh volunteers will put too much attention on skill practicing and problem solving, with the expectation to settle all the difficulties faced by the volunteers. However, there is in fact no standard procedure and "golden rules" that can lead to 100% success. Also, only with the accumulation of experiences and continuous self-awareness, we can provide better companionship to our clients.

Stepping into the counselling room is not the end of learning, but the beginning of real learning. It is the beginning to discover your own deficiencies and recognise your self-value. Helping is not just about benefiting others but to reconnect with one self as well.



Muhammad Fahmi Wong Hon Wee

(Day-time counselling volunteer)

Spread out love

Before I joined LLAM, I have referred one of my tuition students to LLAM. I suspected that he had been sexually assaulted but I was amazed by his improvement after the counselling session. After some time, I encountered some difficulties and decided to seek help from LLAM. The empathy of the counselling volunteers made me feel warm and deeply believe in the existence of love. I wish to pass the love to others, so I decided to learn counselling.

Thanks to the support of my peers and sharing from the seniors, finally I become counselling volunteer as well. I can still recall the moment answering the first call, I could feel my strength. Now I always look forward to the counselling shift because it is a chance for me to contribute. I wish that 24-hour phone counselling service will be realised as soon as possible so that more people in struggle can be cared for as no one has to be lonely.

Expanding the map of love, Delivering care in multi-ethnic community

One of the objectives of LLAM is to serve the Malaysian community despite different ethnicity and religion.

Since 2000, the Community Service Group has co-organised blood donation campaign with the National Blood Bank Centre, which is the first event that involved community with different ethnics. Following the raising needs on mental health issue in recent years, LLAM also provides programmes for Malay and Indian community. Apart from that, LLAM successfully established bilingual telephone hotline that provide counselling service in both Mandarin and English languages. Most of the publications are available in Malay or English language as well.

LLAM signed memorandum of understanding with the Women's Aid Organization (WAO) and the National Population and Family Development Board (LPPKN) respectively since 2015 in order to provide play therapy services to children of all ethnic groups. In addition, LLAM also conducted Art Therapy for teenagers with National Visual Arts Development Board every year since 2017.



Play Therapy Service

Co-organisers :



Blood and Organ Donation by the Community Service Group

Co-organisers :



Year
2016



"Listen" Campaign -

THE LAST IS NOT THE LEAST

Speaker : Yap Sook Ling
Date : 16 / 1 / 2016
Collaborators : Shambala Kidz Leadership Pre-School

Year
2017



Workshop for Teachers -

LES CHORISTES-THE PASSION OF TEACHERS

Speaker : Yee Yeng Yeng
Date : 9 - 10 / 3 / 2017
Collaborators : Chung Hwa Independent High School, Kelantan

OUR VISION



Let Your Light Shine -

ART THERAPY WORKSHOP FOR TEENAGERS

Speaker : Ooi Gaik Ean and volunteer of public awareness group

Date : 8 / 4 / 2017

Collaborators : National Visual Arts Development Board



"Listen" Campaign -

HAPPY TEACHER, START FROM LISTENING TO YOURSELF

Speaker : Kek Lay Wah

Date : 13 / 5 / 2017

Collaborators : SMK Bandar Puchong



Parent-child activity -

MOTHER'S DAY PAINTING ACTIVITY

Speaker : Volunteer of Play Therapy Group

Date : 14 / 5 / 2017

Collaborators : LPPKN

Mother's Day Painting Activity -

PLAY THERAPY IN EVERYDAY LIFE

Speaker : Ong Lian Bing

Date : 29 / 7 / 2017

Collaborators : LPPKN, iM4U

Year
2018



Community Service -

CRAFT ACTIVITIES WITH THE ORPHANS

Speaker : Kek Lay Wah

Date : 15 / 4 & 7 / 7 / 2017

Collaborators : Stepping Stone Living Centre



Let Your Light Shine 2.0 -

ART THERAPY WORKSHOP FOR TEENAGERS

Speaker : Ooi Gaik Ean and volunteer of public awareness group

Date : 21 / 4 / 2017

Collaborators : National Visual Arts Development Board

Counselling Tour 3.0 Workshop -

FROM PLAY THERAPY WE GET CLOSER

Speaker : Ong Lian Bing

Date : 4 - 5 / 7 / 2017

Collaborators : LPPKN, iM4U

"Listen" Campaign -

BECAUSE OF GAMES WE GET CLOSER

Speaker : Yap Sook Ling

Date : 8 / 9 / 2017

Collaborators : Krista Education Sdn Bhd

"Listen" Campaign -

FROM PLAY THERAPY WE GET CLOSER

Speaker : Yap Sook Ling

Date : 22 / 9 / 2017

Collaborators : Krista Education Sdn Bhd



Half-day Camp for Children

MESSY PLAY

Speaker : Yap Sook Ling

Date : 3 & 17 / 11 / 2017

Collaborators : LPPKN



"Listen" Campaign -

HAPPY STUDENT START FROM LISTENING TO YOURSELF

Speaker : Yap Sook Ling

Date : 12 / 11 / 2017

Collaborators : SJK (T) Jalan Lobak



THE TEAM

Counselling Group

Help is as close as the telephone

• The annual counselling meeting in 2017.

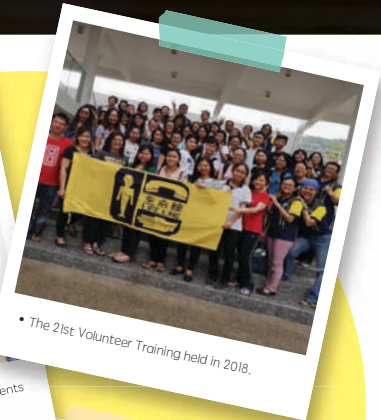
The group is comprised of a team of professionally trained volunteers who listen to the public on all sorts of issues through phone, email and face to face counselling. The volunteers are obligated to keep the privacy of the service confidential, and to receive a comprehensive supervision to ensure the quality of the service.

Upcoming Events in 2019

- Refresh Station 1-4
- Case Discussion 1-4
- Themed Internal Training 1&2
- Annual Getaway



• The group has listened to more than 22,000 clients since 1993.



• The 21st Volunteer Training held in 2018.



• Face to face counselling

THE TEAM



Chan Toh Theng
Group Leader



Tan Peik Khoon
Vice Group Leader,
Training Facilitator

Improve the quality of service and establish a tracking system

Following the kick-start of the extension of counselling service, the Counselling Group and Supervisor Group have taken on a heavy responsibility. We feel grateful to the Supervisor Group for the supervisor training program in response to the recruitment of a large numbers of new counselling volunteer in order to ensure the growth of these volunteers. Meanwhile, LLAM has hired a full-time registered counsellor to facilitate the training and supervise day-time service, which greatly accelerate the extension project.

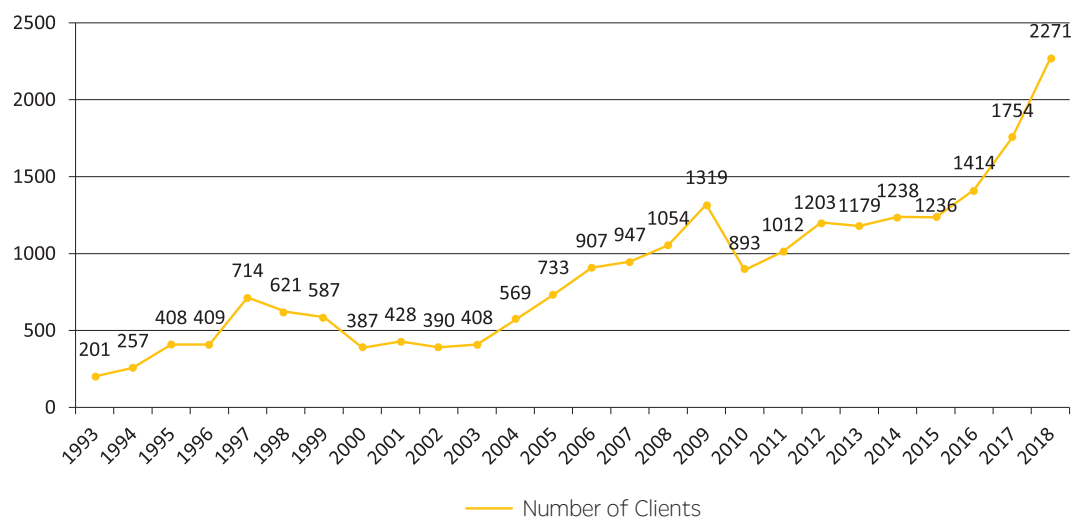
The volunteers used to adopt "follow-up counselling", which encourages the client to be consulted under the same volunteers to achieve a stable and productive relationship. Since 2018, in order to provide in time support to the community, emotional guidance and counselling will be provided even from different volunteers whenever the clients seek for the support. In addition, we will also strengthen our tracking system of the high-risk client, such as those with severe suicidal ideations and their family members.

Grow ourselves to help others

I have become facilitator of trainings on counselling skills (2nd stage) in 18th to 20th volunteer trainings, as well as facilitator of self-development encountering group (1st stage) for 20th volunteers. While my responsibility is to guide the self-growth of the participants, I find that there is improvement particularly on my self-awareness and confidence as well. I used to provide counselling with more rational analysis. So, I was glad with my improvement on sensitivity as there was once a feedback that I could accurately reflect subtle communication pattern of the participants.

I hope that more friends will have the opportunity to participate in volunteer training. Some people may worry that they are unable to cope with learning in classroom after leaving school for a long time, but our training is in fact based on experiential activity and experience sharing. Therefore, regardless of the education and working background, everyone will learn from the training.

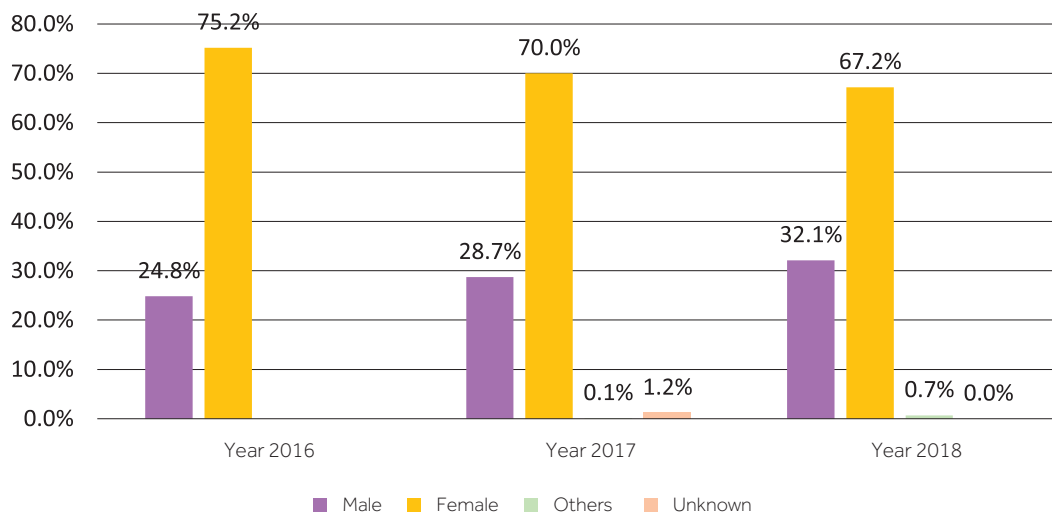
Total Number of Clients from Year 1993 to 2018



The number of clients increased since 2015. This may indicate that educational programmes developed by LLAM in recent years have effectively raised the awareness of the community. In addition, more volunteers recruited in the last three years, along with 3 sessions of day-time counselling expanded in 2018, have benefited more clients through the services.

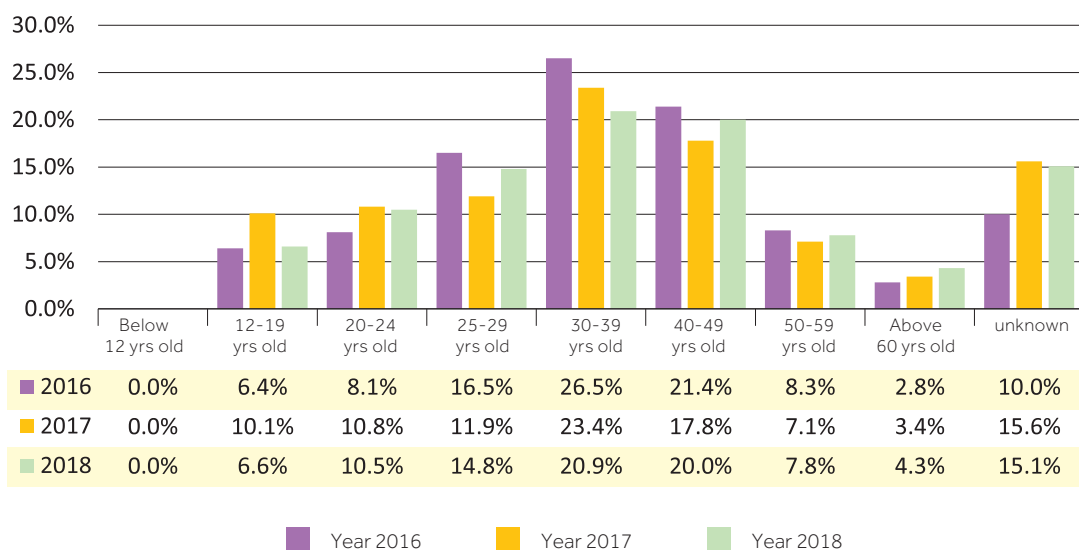
THE TEAM

Gender Comparison from Year 2016 to 2018



Over the years, the number of the female clients was two to three times more than the male clients, which is in parallel to the "Gender Paradox in Suicide", that indicating women more often have suicidal thoughts, while men die by suicide more frequently. Thus, despite higher needs among men, there are more female clients in LLAM. However, the proportion of male clients has increased slowly over the past three years. This may reflect the increase of the awareness yet more effort should be allocated on this issue.

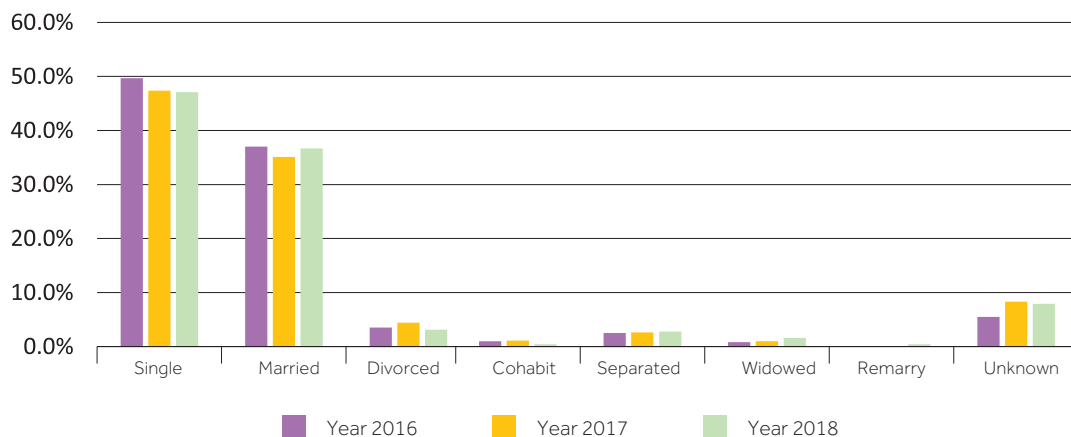
Age Comparison from Year 2016 to 2018



From 2016 to 2018, majority of the clients are between the ages of 30 to 49 years old. However, according to published survey, the age group between 15 and 29 years old shows highest suicide rate in Southeast Asia. While clients of LLAM are not limited to suicida ideation cases, the possible reason for the age gap is that youths prefer online instant messaging, whereas the current services provided (face to face, telephone, and email counselling) are more accessible for those above 30's.

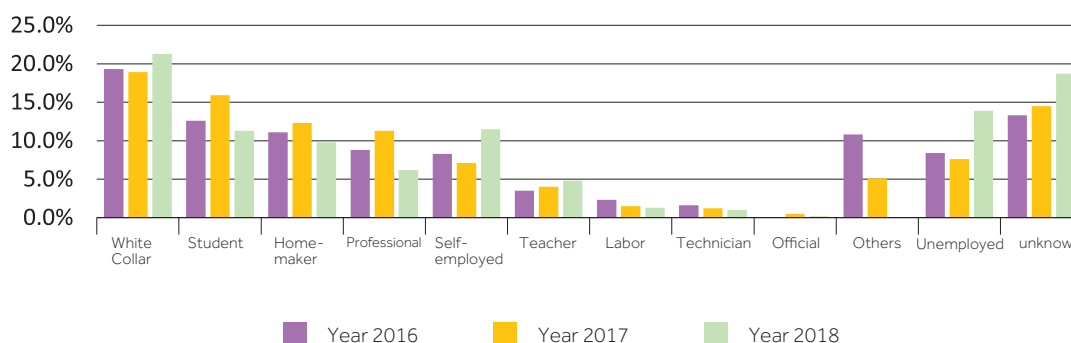
THE TEAM

Comparison on Marital Status from Year 2016 to 2018



Married clients were fewer compared to those single in the past three years. This may be because the current service is mainly at night, which is less convenient for married clients to talk on their privacy with their family members around. Following the extension of day time service, we believe that more married clients will benefit in the future.

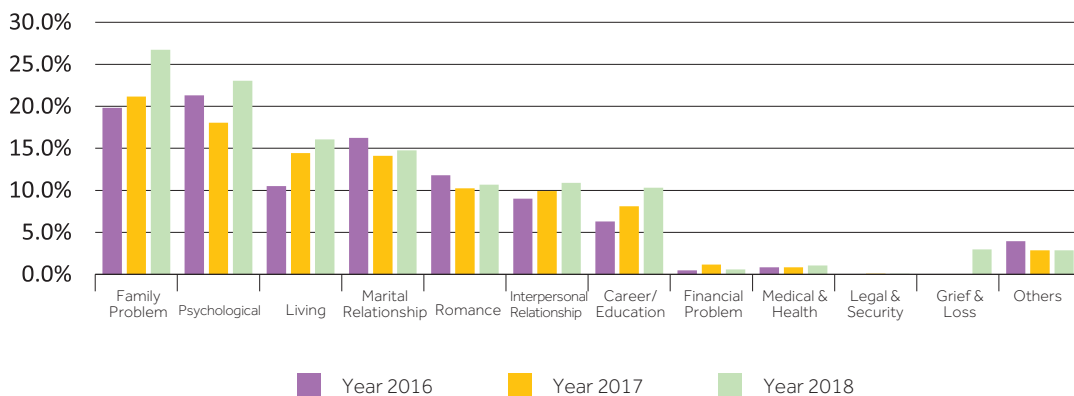
Occupation Comparison from Year 2016 to 2018



Most of the clients are from higher education and socioeconomic level. This is within expectation since this population may have a better understanding on counselling. Thus, more promotional effort should be stressed on the population with lower socioeconomic status.

THE TEAM

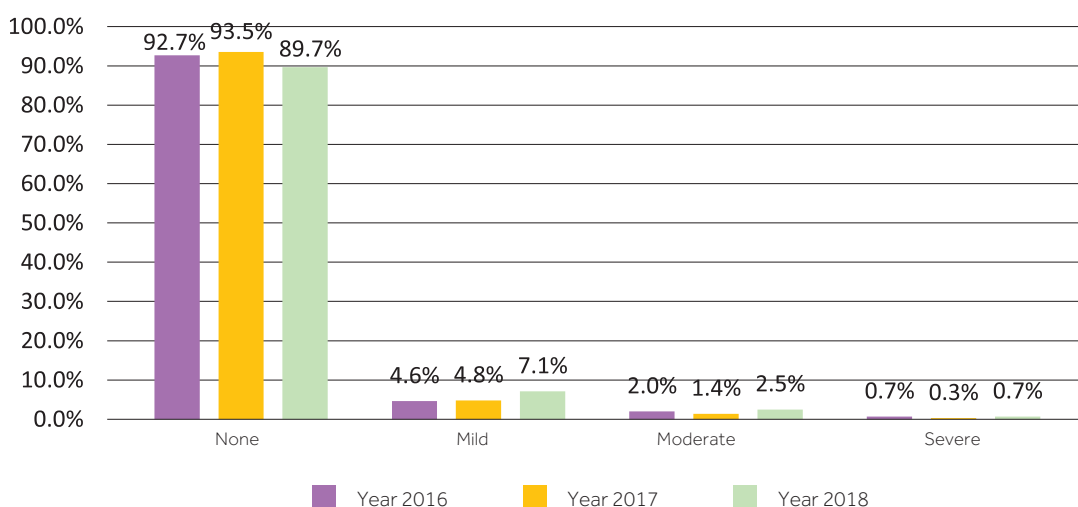
Comparison on Problem Issue from Year 2016 to 2018



■ 2016	19.8%	21.6%	10.3%	16.5%	12.2%	8.8%	5.5%	0.6%	1.0%	0.0%	0.0%	3.7%
■ 2017	21.4%	17.6%	14.3%	13.9%	10.3%	9.9%	7.7%	1.4%	1.0%	0.1%	0.0%	2.4%
■ 2018	27.1%	23.7%	16.3%	14.7%	10.8%	11.1%	10.4%	0.7%	1.3%	0.1%	2.5%	2.4%

The percentages of almost all issues increase because more than one presenting issue for each client are taken into analysis since 2018. The major problems are family and psychological problems for the years. The statistic is in parallel to the rising psychiatric problem revealed by Ministry of Health, and to some extent highlights the influence of family structure and function to one's mental health.

Comparison on Suicidal Ideation from Year 2016 to 2018



There is a notable increase of clients with mild suicidal ideation in 2018. Besides the sharp rise in the need of mental health, it may also reflect the increase of the awareness in the community. With the extension of the counselling service, the client can get support in time and number of clients with moderate and severe suicidal ideation is expected to increase in the future.

THE TEAM



Supervisor Group

Accompany the volunteers, Improve the Quality

The Supervisor Group was established in 2002 with the main goal to assist the counselling volunteers to inspire their potential and to improve their service quality, in order to create the professionalism of LLAM.

• Tony Huang (right), clinical psychologist from Taiwan, leads the internal training and action research on counselling of depression, anxiety, and suicidal ideation.



Wong Su Zane
Group Leader



Chong Siew Shyan
Supervisor

Consolidate the team and accompany volunteers effectively

The group assisted the extension of three day-time counselling sessions in 2018 and assisted in the training of the 20th and 21st volunteer intake. In 2019, we will focus on consolidation of the supervisor group and quality supervision for the new volunteer. After two years of training, more than 10 trainee supervisors will join the Supervisor Group to cope with the needs of a large number of new volunteers.

We will also conduct a two stages on job training to strengthen the concept, skills and awareness of supervisors in training. I believe that the team will be able to accompany the volunteers more effectively so that LLAM can provide better support to those in struggle.

Upcoming Events in 2019

- July : Fundamental training on self-awareness in supervision
- December : Advanced training on self-awareness in supervision

Optimise the system and strengthen the specialisation

After providing one year of supervision, I am now more determined that the focus of supervision should be to accompany volunteers, rather than focusing on their counselling skills. Therefore, I pay more attention toward the difficulty encountered by the volunteers by letting them be aware and find out their blind spots through guidance. I found that the relationship between volunteers became more supportive and they experience the sense of belonging. In fact, every volunteer needs to be supported and cared for because we have our own job and play many roles in life.

In recent years, the burden of the supervisors has become more loaded with the increase in the number of volunteers. I hope that LLAM will establish a complete system in the future so that the physical and mental load of the supervisors will not be ignored. At the same time, the workload in supervision, training, evaluation, case discussion and development will be effectively specialised and distributed among volunteers.



THE TEAM

Play Therapy Group

The companionship to the broken hearts

• "Messy Play" self-exploration camp co-organised with LPPKN.

The group was established in 2014 to help children face their emotional difficulties through play. Since 2015, Memorandums of Understanding have been signed, respectively, with Women's Aid Organization (WAO), the National Population and Family Development Board (LPPKN), SJK(C) Jalan Davidson and SJK(C) Salak South to promote this service.

Upcoming Events in 2019

- April : Annual Meeting
- June : Internal Training on "The Application of Story Book"
- July : Annual Trip and art therapy
- July -August: Filial Play Therapy for Parents
- August : Family Play Therapy workshop
- October : Internal Training on "Children's Emotions"
- Regular Group Supervision and Trainee Supervisor Training.



• Dr. Alicia Pon from Singapore leads "Play Therapy Process and Symbol Work" workshop.

• Workshop on Play Therapy Process and Symbol Work

• MoU with SJK(C) Jalan Davidson signed to be extended until 2020.

THE TEAM



Yee Yeng Yeng
Group Leader



Yeong Kit Ping
Group Committee

Professionalise trainings and expand the scope of services

With the assistance of Dr. Cheng Ju An from Taiwan, LLAM initiated play therapy service since 2012. Chou Ming Der from Taiwan and Dr. Alicia Pon from Singapore were then invited to conduct internal training and supervision. We hope that in future the volunteers can learn more from trainers with various professions. We also wish to train more supervisors among the volunteers, through online supervision with oversea experts and experience accumulated from leading group supervision.

We will also enhance the awareness of parenting education. Besides the ongoing filial play therapy for parents, we also wish to initiate family play therapy and marriage-themed workshops. Meanwhile, we expect school collaboration project will be extended to more schools followed by recruitment of new volunteers.

Accept and Allow

"Softly, you arrange the cards into two big hearts." I reflected.

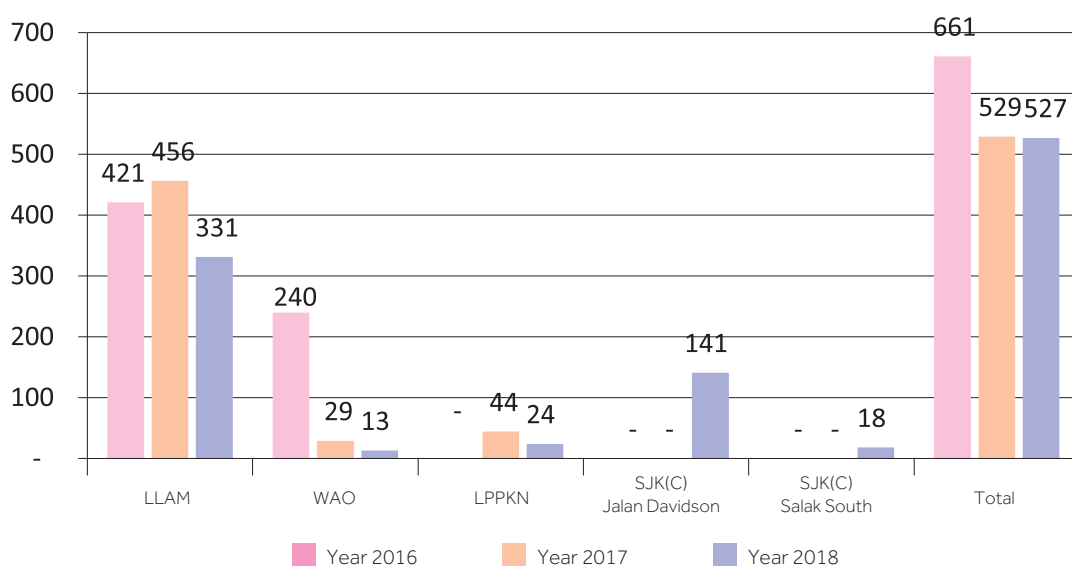
Xiao Han seldom speak less. She remained calm as if she was being present with her emotions. I accompanied her aside.

"Miss Ping, I still cried at school today, cry a little bit. I can't control myself but I know that I could after crying once or twice." She said as she continue playing with the cards.

"Yes, you know." I nodded and smiled.

Xiao Han learned about her emotions and thoughts through the play cards. Children gain attention, companionship and acceptance in play room. Through these, children will be able to guide and develop by themselves, and thus present and accept their uniqueness at the end.

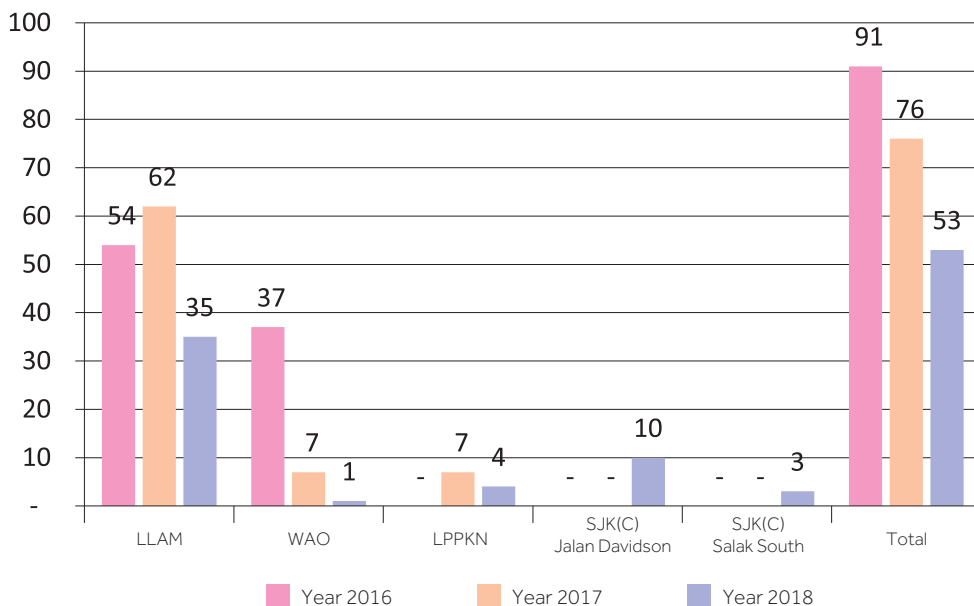
Number of Play Therapy Session from Year 2016 to 2018



LLAM initiated Play Therapy at SJK(C) Jalan Davidson and SJK(C) Salak South since 2018. The collaboration between community resources, school, and family provides comprehensive support to cater the needs of the children.

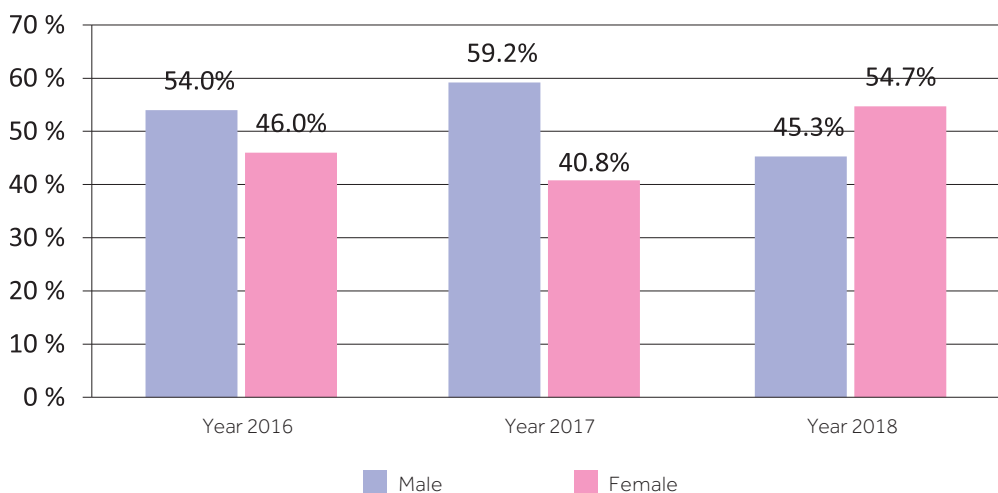
THE TEAM

Number of Clients from Year 2016 to 2018



Number of clients at WAO decreased every year as children in need at WAO are getting lesser. Although the total number of cases in 2018 was fewer than in 2017, yet the total number of services still maintained at nearly 530 sessions. Hence, the average number of session received per child has increased from 7 to 10 sessions, which may reflects improved coherence from family.

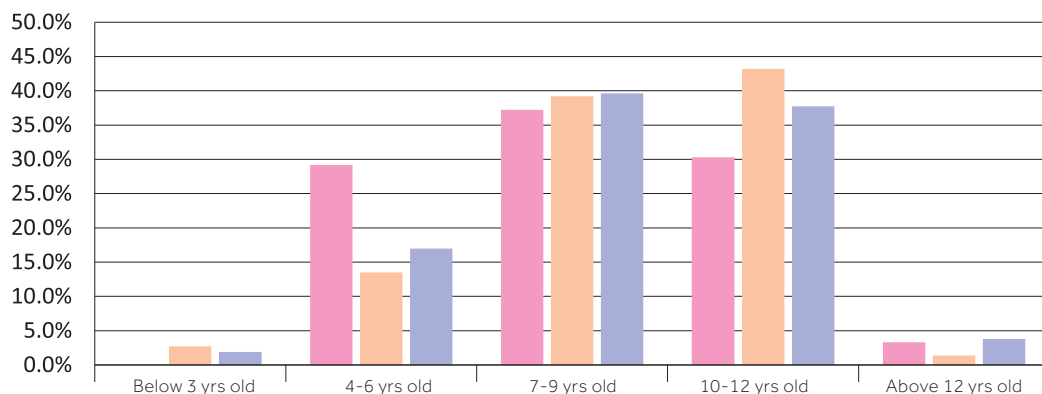
Gender Comparison from Year 2016 to 2018



No notable gender difference found, which do not support the stereotype that "boys are more challenging in parenting".

THE TEAM

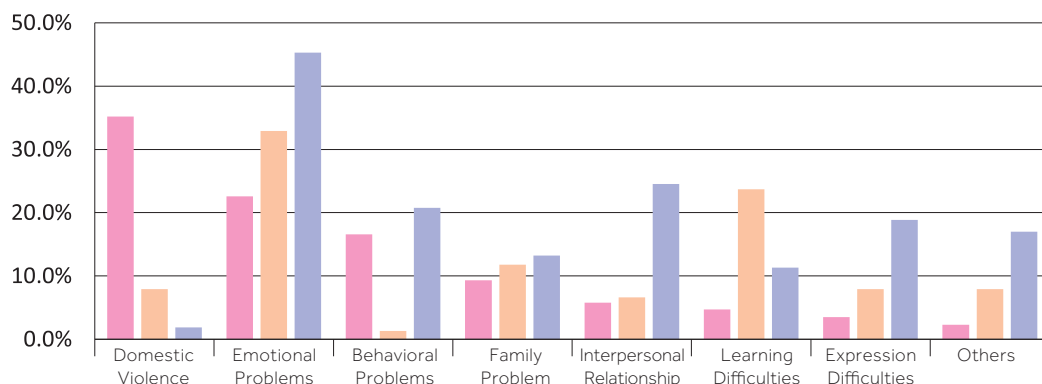
Age Comparison from Year 2016 to 2018



2016	0.0%	29.2%	37.2%	30.3%	3.3%
2017	2.7%	13.5%	39.2%	43.2%	1.4%
2018	1.9%	17.0%	39.6%	37.7%	3.8%

Children that beyond age range (3-12 y/o) for optimal therapeutic effect of play therapy still can benefit from the service, since play style interested is more critical than biological age on the effect of the therapy.

Comparison on Problem Issues from Year 2016 to 2018



2016	35.2%	22.6%	16.6%	9.3%	5.8%	4.7%	3.5%	2.3%
2017	7.9%	32.9%	1.3%	11.8%	6.6%	23.7%	7.9%	7.9%
2018	1.9%	45.3%	20.8%	13.2%	24.5%	11.3%	18.9%	17.0%

Percentage of domestic violence declined due to the decreased number of clients at WAO. Emotional difficulty is still the most presenting problem, which indicates that "improve the understanding of children on emotions" and "enhance understanding of parents on children's emotions" are essential learning objectives.



Social Care Group

THE TEAM

Give Care and Pass on Love

Established in 2001, the Social Care Group has provided resources and assistance to the underprivileged groups including orphans, marginal youths, and the Micro Chinese Primary School for years. In addition, the group also organise "72 Transformation Camp" and is frequently invited to organise camps in primary and secondary schools, guiding youths to discover their self-worth and enhance self-fulfilment through experiential activities.

Upcoming Events in 2019

- May : Camp at Micro Chinese Primary School
- October : "72 Camp 3.0".
- Regular visits and camps to House of Joy and Ti-Ratana Children's Home.
- Regular visits to Da Ci Jiang Tang.
- Internal training workshops 1 & 2.

• "Sunflower Caring Project" was officially launched in 2018.



• One day camp "Self Detective 007" at SMK Telok Gadong in 2018.



• The first Micro Chinese Primary School beneficiary is SJK(C) Sin Bin, Sungai Lima, Pulau Ketam.



• "72 Transformation Camp" with the objective of self-exploration among youths.

THE TEAM



Grace Tan Sin Yin
Group Leader



Tan Ying Tong
Volunteer

New vitality, New vision

After the success in 2018, we wish to continue Sunflower Caring Project at more Micro Chinese Primary Schools and gain more support and sponsorships to this project. The group will also organize a full series of activities with the themes on self-confidence and interpersonal relationship at two newly collaborated orphanages after a year of visits and pilot projects.

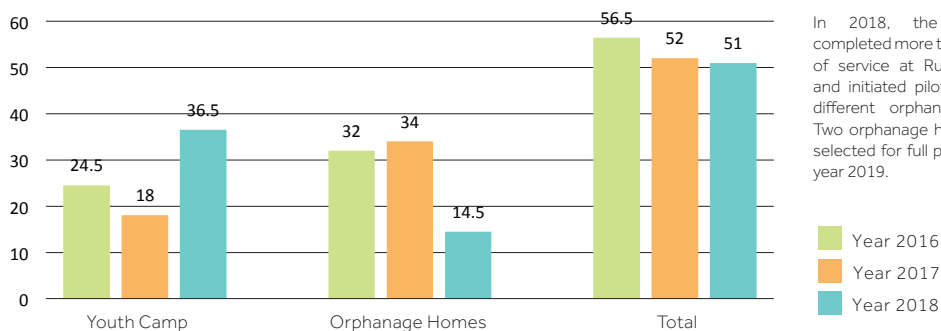
We had just completed the 11th volunteer training program, therefore the group will actively train these new volunteers to enhance their leadership and planning skills. Finally, we will organize the "72 Camp 3.0" again at the end of October this year which were last held three years ago. I hope that children will not miss out this opportunity.

The Encounter of Love

I learned to listen to the children, to understand and care about their inner world and to accompany them wholeheartedly. I still remember blessing notes handwritten by children. This simple action represents their most sincere intentions. For me, this love cannot be described by words, especially when I knew how hard for them to have the courage to pass the notes to me.

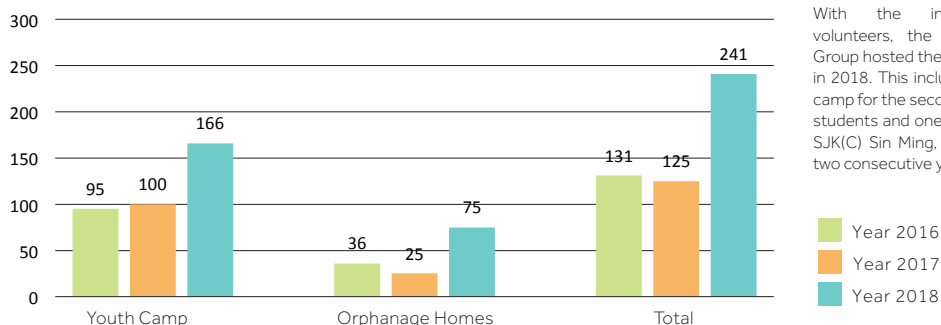
The strength of a team is beyond prediction compared to the individual's. I am very fortunate to meet a group of loving partners whom able to support each other throughout this whole year. The crafting moments of meeting new people will be an unforgettable memories in my life and my world vision have become more meaningful. I hope that more people will join the big family of LLAM to offer warmth and care to the community.

Service Hours from Year 2016 to 2018



In 2018, the volunteers completed more than ten years of service at Rumah Victory and initiated pilot projects at different orphanage homes. Two orphanage homes will be selected for full programme in year 2019.

Number of Beneficiaries from Year 2016 to 2018



With the increase of volunteers, the Social Care Group hosted the most camps in 2018. This includes the first camp for the secondary school students and one day camp at SJK(C) Sin Ming, Puchong for two consecutive years.



Community
Service
Group

THE TEAM

Walk into Community and Promote Social Welfare

Founded in 2000, the Community Service Group adheres to the core concepts of "Walk into society, integrate social resources and promote the work of social welfare" to organize blood and organ donation campaigns, services for elderly homes and orphanages, and the environmental protection work.

Upcoming Events in 2019

- February : Annual dinner
- October : 10th volunteer training
- Blood donation and organ donation campaign, environmental protection activities, services for elderly homes and orphanages

• Cleaning nursing home is an option of recreations among adults and children.



• Volunteers guides orphans to carry out creative craft activities.



• Pick up rubbish on weekends to protect the environment.



• Organize blood donation campaigns with National Blood Bank Centre.

THE TEAM



Heng Lik Ling
Group Leader

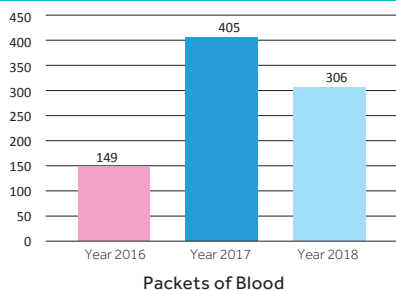


Chew Yong Jing
Volunteer

Inject More New Ideas

I hoped that our services can be more complete and thoughtful in this year, such as prepare lunch for the elderly after cleaning, educate the public on garbage classification during cleaning the river, and promote awareness of blood and organ donation. I also hoped that more volunteers will join the group so that our services can be more diversified, such as visiting children or patients with cancer and travel with lonely elderly.

Results of Blood Donation Campaign from Year 2016 to 2018

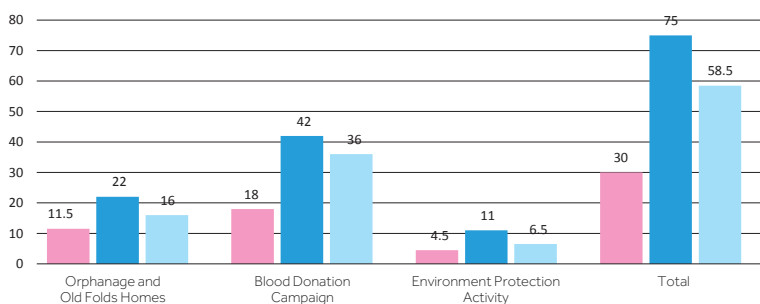


Self-growth in social services

My perspective towards community service had changed markedly after only one year of service. I used to provide voluntarily work only when I have leisure time but now I will take the initiative to arrange the time in order to learn and grow from the service. Besides, I observed the trend that more parents will bring their children along to let them get in touch with nature, promote interpersonal communication, and to learn the meaning of helping people. When we visit the nursing homes, we also heard the elders talk about their past, and they will show a beautiful but rare smile which reminded me about my parents. Since then, I return home to see them whenever I can even if it was only for a short moment.

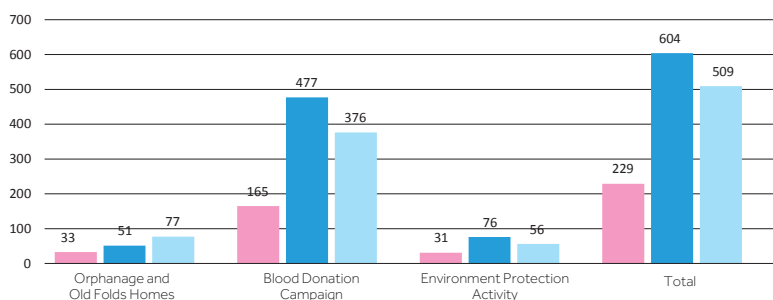
I am very happy to meet a group of volunteers in LLAM. Although we encountered occasion setbacks or disagreements in the event planning, the cohesion between the team members improved after each projects completed.

Service Hours from Year 2016 to 2018



In addition to nursing homes, the volunteers organized the first cleaning activity at the welfare centre for children with special needs in 2018. They also went to the orphanage twice to carry out creative craft activities. One environmental protection event has been cancelled due to weather condition.

Number of Public Participants from Year 2016 to 2018



Among the services provided, blood donation campaign involved the most participation from the public including the participation of the other races.



THE TEAM

Public Awareness Group

Popularise counselling education, Enhance self-awareness on life

• Art therapy workshop for teenagers at Balai Seni.

Established in 2010, the group adheres to the belief of "prevention is better than cure" and actively disseminates mental health information and psycho-education through seminars, encountering groups, workshops, camps, etc, in order to enhance the resilience of the community in the face of difficulties and crises.

Upcoming Events in 2019

- March to May: Workshop for Teenage Parents
- May: On-the-job training for the Speakers
- June: The Art and Soul Workshop
- July to August: Workshop for Caregivers
- April & August: Workshop on Solution Focused Therapy 1&2
- The "Listen" tour seminars and workshops.
- "Smart Start" Premarital Education course.

全马 辅导巡礼



• "Counselling Tour" was launched since 2016.



• Series workshops and seminars on parenting skill in Sabah.



• Workshop for teachers conducted by Yee Yeng Yeng.

THE TEAM



Liew Chooi Mei
Group Leader



Yeo Yan Hoon
Vice Group Leader

Respect yourself, respect others

"At the same time, children living in different environment are saddled with a different fate," quoted from *When I Was Eating Ramen* (written by Yoshifumi Hasegawa). It made me ponder that just as we enjoying comfortable life, there are unpleasant things happen in other places around the world, including domestic violence, sexual assault, bullying, abortion, suicide, etc. We all know this but we will say: "I do not need to care," "Gosh, it's not me," "I can't do anything!"

Imagine if we grew up in an unhealthy environment, can we enjoy a safe and secure life? If we don't work hard to create a healthy environment, how can this society and our next generation continue to be safe and happy? Building a healthy society doesn't start by others but begins with ourselves. I hope that we can get more support from the public on "Listen" campaign so that we will have the ability to listen to ourselves as well as the others. Let's work together,

1. to establish a caring society and give hope to others;
2. to promote the dignity of life, pay respect to the life and be humanistic;
3. to concern about mental health of our next generation and participate in more social welfare activities.

Every life has its value, so as every voices deserved to be listened to regardless of ages, sexes and religions. We have to learn to respect ourselves and others, and this is the vision of the Public Awareness group.

Self-awareness, the search for one's true self

I have always believed that an inspiring speech is highly depended on the enthusiasm of the speaker on the subject. This is why I really enjoyed the training for speakers in LLAM, that encouraged us to explore and develop topics on own passionate issues, in addition to the enhancement of the presenting skills.

The preparation process of the speech is challenging. I need to re-experience my life stories and come out with a conclusion to be shared with the audience. However, I know that I have gained more insight and caring through the process. Thus, I hope that more people can understand themselves deeper through self-awareness and find their true inner-selves at the end.

I have learned a lot from many authors, speakers, and mentors, and I will appreciate the chances to share with others too. I agree with the importance of public awareness which I am fortunate for being as a part of the group.



• Art and Soul Camp.



• The "Lecture on Life" was organised in 2018 with a total of 24 seminars on different topics.



• "Smart Start" premarital education course.



• Volunteers interviewed as guest in radio and TV programme.

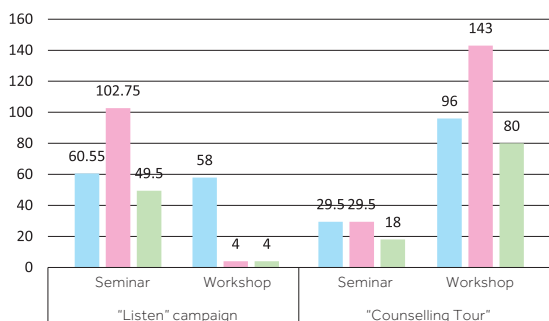


• "Listen" campaign was launched since 2015 to promote the importance of listening.



THE TEAM

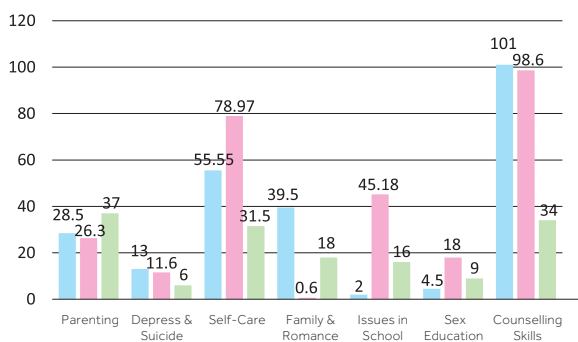
Comparison on Programme Duration from Year 2016 to 2018



"Listen" campaign was launched since 2015 to promote the importance of listening, while "Counselling Tour" initiated since 2016 in conjunction with "11th Malaysian Chinese Counselling Conference" to distribute professional resources around Malaysia. In 2018, both programmes were significantly reduced as most resources have been focused in 25th Anniversary Celebration and the extension of counselling service.

Year 2016 Year 2017 Year 2018

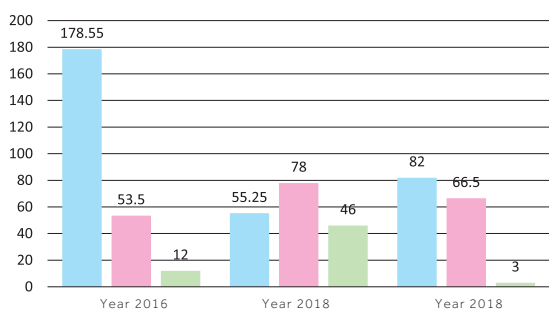
Comparison on Programme Topic (in hours) from Year 2016 to 2018



Self-care (including emotional stress care, self-exploration, etc.) and counselling skills are the two major topics shared in both campaigns. Since it takes longer duration to master the counselling skills, these related topics are mostly learned in the form of workshop. Therefore, there were only several workshops organised in each year (e.g. 4 workshops in 2018) but the total duration is prolonged. Meanwhile, the topics of self care are critical in raising awareness and most suitably shared in the form of seminars, hence most seminars were conducted on this issue (e.g. 22 sessions in 2018) despite lower total duration compared to those on counselling skills. Since 2017, LLAM also incorporated with the needs of schools and actively shared issues on bullying, teacher-student relationship, and stress of teachers.

Year 2016 Year 2017 Year 2018

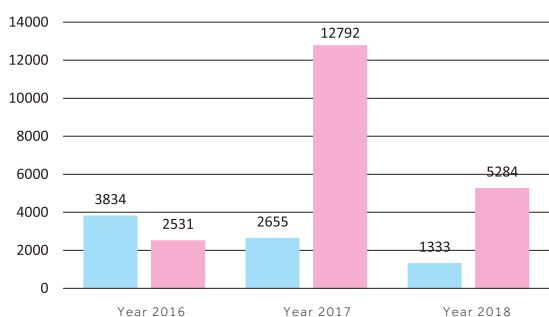
Comparison of Programme Location (in hour) from Year 2016 to 2018



"Counselling Tour" aims to relocate the counselling resources centralised at Klang Valley, while a subproject "Back to the Rural Area" has been initiated in "Listen" campaign since 2017. However, following the shift of the focus of LLAM in 2018, programmes in rural areas has been greatly reduced, yet programmes in other states were not affected much.

Klang Valley Other states rural area

Comparison on Number of Participants from Year 2016 to 2018



Since some school seminars may involved a large number of students, there are much more teenagers and children participated in the programmes in 2017 and 2018 compared to the adults. However, the influence and further impact of adult participants from the programmes are always much greater than the children.

Adults Teenagers & Children

THE TEAM

Media Interviews in 2018

No	Date	Media	Topic	Interviewee
1	2 Feb	Ai FM	Fund Raising in Charity Organization	Chia Seng
2	7 & 14 Mar	Ai FM	How do I become a competent infant	Liew Chooi Mei
3	5 Apr	Ai FM	Parent-child relationship of remarried family	Tan Hoon Kian
4	16 Apr	Guang Ming Daily	"95 Dolls of Love" and the parent-child companionship	Yee Yeng Yeng & Wong Saw Ying
5	24 Apr	8TV	What should I do if my child has a mobile phone addiction?	Ong Lian Bing
6	25 Apr	Melody FM	The power of companionship	Yap Sook Ling & Wong Saw Ying
7	7 & 14 May	Ai FM	Our relationship will become better after an understanding between you and me	Yee Chich Ho
8	11 May	My Health Newspaper	Mental health and depression	Ooi Gaik Ean
9	14 May	988 FM	Exploring stress in life from a dream	Jung Yi Wang (Taiwan)
10	15 May	Ai FM	How to interpret dreams and subconsciousness	Jung Yi Wang (Taiwan)
11	28 May	Feminine Life Magazine	Counselling and suicide issues	Grace Wong Wai Fong
12	3 Jun	TV 2	"95 Dolls of Love" Handmade Workshop	Event Shooting
13	4 Jun	Ai FM	What is love in romantic relationship?	Liew Chooi Mei
14	11 Jun	Ai FM	What happens when there is him/her in between you and me?	Tan Peik Khoon
15	11 & 12 Jun	Ai FM	Companionship of the child growth with the traits of ADHD	Chia Seng
16	10 Jul	988 FM	How to let go a relationship?	Dr. Lin Hsiang Chun (Taiwan)
17	10 Jul	Ai FM	The restoration of family relationships -how to see the power of life from the story	Dr. Lin Hsiang Chun (Taiwan)
18	18 Jul	Sin Chew Daily	Sexual assault	Wong Su Zane
19	18 & 25 Jul	Ai FM	Good communication can improve parent-child relationship	Yee YengYeng
20	3 Aug	CITY Plus FM	We become more intimate because of game!	Ong Lian Bing
21	13 & 14 Aug	Ai FM	Sexual temperament	Chua Chee Heng
22	20 & 21Aug	Ai FM	From trauma to recovery	Wong Su Zane
23	23 Aug	News:Bernama	LLAM service and history	Soh Ban Aun & TanPeik Khoon
24	28 Aug	8TV	Should I support my child's early puppy love?	Ooi Gaik Ean
25	17 Sep	Ai FM	The relationship has deteriorated. Is it a crisis or a turnaround?	Yee Chich Ho
26	24 Sep	Ai FM	How do you return after the marital affair?	Yee Chich Ho
27	19 & 26 Sep	Ai FM	Learning difficulties among children with ADHD	Chia Seng
28	3 Oct	Ai FM	Learning to let go, and care for the children	Tan Peik Khoon
29	15 Oct	Ai FM	Wise disobedience	Chia Seng
30	27 Oct	Ai FM	Child sexual assault	Wong Su Zane
31	7 Nov	8TV	Talk about child sexual assault	Wong Su Zane
32	12 & 13Nov	Ai FM	Youth and depression	Tan Hoon Kian
33	13 Nov	988 FM	Mental construction after a teenagerbeing sexually violated	Tan Hoon Kian
34	19 & 20 Nov	Ai FM	Stress vs. emotion	Ooi Ean Gaik
35	26 Nov	Xiamen University	Journalism Programme Sex education	Tan Hoon Kian
36	28 Nov	Ai FM	Be out of the box and let children fall in love with self-study	Ooi Ean Gaik
37	3 & 4 Dec	Ai FM	Sex and misfortune	Tan Hoon Kian
38	5 Dec	Sin Chew Daily	The road of justice for sexual assaultsurvivors	Wong Su Zane & Tan Kim Kiek
39	24 & 25 Dec	Ai FM	Stories on empathy	Chia Seng
40	26 Dec	8TV	Birth order in the family VS child's character	Liew Chooi Mei



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Thanks for Your Kindness & Support



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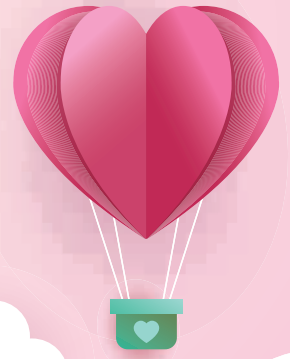
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- Chop Tom Fa
- Chu Wui Sen
- Eng Lee Chen
- Foo Chee Wei
- Foo Chow Peng
- Goh Jin Han
- Harvard Yong Kah Loo
- HELP University Damansara
- Chinese Cultural Society
- Hor Chee Wui
- Kan Ean Seok
- Khor Wooi Suan
- Kian Joo Can Factory Berhad
- Koh Hock Lye
- Koh Nyuk Hui
- Koo Kar Wai
- Lai Huey Mien
- Lau Lek Seng
- Lee Chiew Eng
- Lee May Yoke
- Lee Pek Yoon
- Lee Siew Mei
- Lee Soon Howe
- Leong Choy Ping
- Leong Kah Wai
- Leow Voon Yen
- Liew Chen Giap
- Lim Kar Shen
- Lim Soon Guan
- Lim Teck Huat
- Lim Yeah Fuan
- Lim Yin Jaa
- Lim Yoke Hiang
- Loke Shu Yan
- Lye Kheng Yong
- Wong Choo Meng
- Ng Kok Wai
- Ng Wei Peng
- Ong Chin Hee
- Ooi Ai Lee
- Poh Bu Ling
- Sim Kon Wau
- Soh Key
- Soh Lyn
- Soh Poei Kong
- Soong See Foong
- Tan Lee Kuan
- Tan Tien Ching
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- Tay Lee Theng
- Vivian Tan Yoke Ling
- Wong Kim Lan
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95爱心基金 赞助表格

95 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

☐ RM95 ☐ RM195 ☐ RM295 ☐ 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 (表格下载: <https://bit.ly/2TTeUbl>)

*Autodebit Authorization Form is required (Download: <https://bit.ly/2TTeUbl>)

汇款户头

Account No.

Hong Leong Bank 2400 1000 342 Persatuan Life Line Malaysia

赞助者资料 Details of Sponsor

Name /

Company Name

IC/

Company No.

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社交媒体



YouTube: Life Line Association Malaysia



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Step [1]

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Step [2]

传送WhatsApp讯息“我是XXX, 我希望可以收到马来西亚生命线协会的活动资讯”。

Step [3]

两星期内还没收到资讯的话, WhatsApp “我是XXX, 两星期了我还没收到活动讯息哦!”。