



2020年马来西亚生命线协会会刊

Life Line Association Malaysia Newsletter 2020



帮助别人 · 成长自己



- 关于生命线 - About Life Line

马来西亚生命线协会成立于1989年，
并在1993年注册成为一个“非宗教、非政治、非营利”的组织。

Life Line Association Malaysia was established in 1989 and officially registered as a non-religious, non-government, and non-profit organisation in 1993.



辅导组 & 督导组 Counselling Group & Supervisor Group

电话 · 面谈 · 电邮辅导
自杀防治及危机处理 · 义工培训
Telephone · Face-to-face · Email counselling
Suicidal prevention and crisis management · Volunteer training



游戏治疗组 Play Therapy Group

游戏治疗 · 家长会心团体
游戏治疗工作坊
Play therapy
Filial play therapy for parents
Play therapy workshop



关怀组 Social Care Group

儿童之家服务
青少年生活营 · 校园生活营
Visiting children's homes
Youth camp · School camp



爱心特工组 Community Service Group

捐血及器官捐献运动 · 老人院服务
环保活动
Blood and organ donation campaign
Old folk's home visiting
Environmental protection activity



社会教育组 Public Awareness Group

艺术与心灵生活营 · 婚前教育课程
社会教育讲座 · 工作坊
The Art and Soul Camp
SMARTSTART Premarital Education
Public awareness seminars and workshops



HONG LEONG BANK 2400 1000 342 PERSATUAN LIFE LINE MALAYSIA

定期小额捐款

一天 RM1
陪伴迷失方向的心灵

爱心基金
CARE FUND

- RM 10/month
- RM 95/3 months

支持助人企划

企划赞助

1. 筹建“辅导教育推广与培训中心”
2. 延长辅导服务
3. “我听见了你”运动
4. 青少年生活营
5. 游戏治疗服务
6. 偏远地区社会教育



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 排版: 陈慧珍、罗雪梅
 出版: 马来西亚生命线协会
 印刷: Percetakan Advanco Sdn. Bhd.

中文编辑: 郑翠霞、盘络翔、谢成
 英文翻译: 庄焱善、彭慧婷、曾宪晖、刘淑怡、邱诗雯、余进扬
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帮助别人 成长自己

服务理念



马来西亚生命线协会 (PPM 009 14 0804 1993)
Life Line Association Malaysia
Persatuan Life Line Malaysia

生命线宣言 Declaration of Life Line

我们相信：

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

We believe

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

我们相信：

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

We believe

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

我们相信：

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

We believe

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

因此我们诚心愿意：

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

So we will donate our time and the ability in service to society
for the good of human beings.
Act by the spirit and according to the rule of lifeline.
Do all that we can because without being ordered to.

帮助别人 成长自己

30年前，几位前辈只因有共同理念——“帮助别人，成长自己”，于是在零基础上，短时间内组织和成立了马来西亚生命线协会。以“帮助别人”为先，他们以当时崭新的电话辅导帮助失落忧郁的民众；以“成长自己”为责任，他们在短时间内筹集所应具备的设施、技能、人力、经费等，于是开始助人。

如今，我们这群站在此稳固基础上的后辈，更需强化“帮助别人，成长自己”的信念，并且充分发挥作为“协会”应有的社会责任。近年，无论资深义工与新进义工的整体辅导专业与学术水平都有所提升，执委、理事和顾问团队中也增加了专业人士的参与度，再结合本会多年的实务经验，期许本会成为国家社会中更强大的知识性支持势力。本会近年也陆续参与妇女家庭与社会发展部决策研讨会议、辅导专业协会间的相关倡导议案，并联手开办各项全国性的培训与推广工作。因此，除继续拓展与精进电话辅导服务，本会也将致力于本土专业实践，与大学学术资源合作互补，刺激辅导产业的发展，加强辅导政策参谋的角色，于知识管理、专业监督、人才培育和跨界沟通上扮演关键枢纽。

信息迸发所引起的生活型态变迁，不仅改变社会大众的需求与挑战，“协会”作为一个由人组成的群体，其经营模式与发展动向也需随之迎合赶上。我们以章程为助人导航，以人本主义为助人精神，

以义工团队和实务经验为助人资产，与辅导产业、国家政府三者相互支援，以期广益大众。

苏万安
马来西亚生命线协会
会长



- 领航手札 -



善用捐款，小力借大力

至于如何善用乐捐者的款项，使其更有效甚至达成平方倍数的助人效益，这是本会长期且关键的思考工作。这其中包括为辅导学士或硕士生提供实习机会、配合国家人口与家庭发展局（LPPKN）培育全国游疗种子、开办CPD与HRDF等课程，不但有助于我国辅导专业人力的培育，也有效传播本会之助人理念。本会也积极培养社会教育讲师，透过媒体与对外课程推广正确的心理健康资讯和求助资源，期待以此“小力借大力”的模式，事半功倍，让善款资源发挥最大的助人效益。

我非常感谢在我担任会长的这六年内，大家对我的认同与配合，我所定下的三大目标都还在一步一脚印地往前迈进：

- 一、出版生命线刊物与书籍；
- 二、迈向24小时电话辅导服务；
- 三、创立生命线分会。

扎根深耕，永续成长

出版会刊和书籍，可记载团队的发展进程，有助于各组运作的学习与交流，并加强生命线母体的经营管理，并依此设下前进的里程碑。此外，文字记录也是助人经验的关键管理、传播与传承工作，这也将成为社区资料库与决策智库的雏形。

- 领航手札 -



延长辅导服务是一项扎根深耕的企划，本会需及早落实身为“生命线协会”的终极使命——为社会提供24小时电话辅导服务，与各国生命线协会平起并肩共赴愿景。

“辅导教育推广与培训中心”的成立，实际上具备全面性与整合性的功能和效益。其一、中心的成立是让有心人“安居乐业”的上策，在软硬件配备完善的环境下，生命线协会将聚集与培育更多义工，辅以企业化和专业化的发展导向，落实“以专业养会”，让义工们在舒适与安稳的平台上敬业乐业。二、中心作为未来拓展分会的楷模，以发掘不同社区民众的助人潜能，同时整合与统筹各在地资源。三、中心的运作将为本会在经济放缓时期提供“财务免疫力”。透过开办专业课程，提升协会的的稳定收入，进而缩小大众捐款于资金运转的比例。以专业教学为专业公益服务提供财务基础，打造永续发展的经营模式。

卸任在即，我恳切希望往后所有专业化与企业化的推行和改革，都以“我们是一家人，有回家的感觉”作为一个缜密思维的起点。感谢来自四方八面的善心人士，以及理事、义工、行政团队的谅解和支持。

最后，希望大家：锁定目标，乘风破浪，勇往直前，黎明曙光，就在眼前。

祝马来西亚生命线协会：永续成长，行稳致远。



2017-2020年度 第12届理事会阵容

永久名誉会长



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



丹斯里拿督卞汉光博士
富贵集团创办人兼
集团董事经理



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



陈媚利律师

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
博珊珊



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
王好娴



理事
钟琍玟



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
陈社婷



理事
罗国荣



理事
余莹樱



理事
廖翠薇



理事
黄玉燕



理事
许靖纬



理事
张思维

草创时期元老张成市、陈秋香 不离不弃，永远的生命线人

专访 / 郑翠霞

马来西亚生命线协会创办于80年代末，于1993年正式取得注册。走过草创时期的筚路蓝缕，抵过一路走来的风风雨雨，生命线至今已为社会服务超过30年。在无数人的生命中扮演过天使的生命线，背后也由一班不计较回报的天使默默灌溉着，才会有今日的茁壮。本期会刊邀请到两位自草创时期即守护着生命线的元老——张成市（以下简称张）与陈秋香（以下简称陈），从草创时期的点点滴滴聊到生命线的文化精神，也聊聊对生命线未来的期待。

与生命线的缘分

张 我在1989年左右加入生命线，那时的召集人柯保合知道我活跃于狮子会的活动，那里的组织结构比较扎实，而生命线的筹组正遇到一些瓶颈，便邀请我进来协助。其中我们主要做了两个努力，第一个是整顿理事架构，第二个是邀请专人帮忙规划辅导义工的培训。

陈 我加入生命线主要是因为弟弟的缘故。他有自闭倾向，在1984年自杀离开了我们。当时的社会几乎没有华文媒介的辅导资源，我们也不懂得如何开导，一味劝告，直到后来才发现原来自己讲了很多不受用的话。于是，当生命线出现时，我觉得这是社会急需的，我希望可以在这里协助一些弱势、忧郁的人。1988年，我参加过生命线一两次的活动，但不活跃，直到1989年生命线搬到我公司的楼上，我才开始投入服务。

草创时期元老

张成市

第一届理事长、现任会务顾问

陈秋香

第一届理事





草创时期的艰辛

陈 生命线的第一个会所是在半山芭，那是更早于Chow Kit（秋杰路）的会所。我记得那时连基本的桌椅都没有，大家席地而坐，大部分都是废物利用，就这样一张桌子、一张椅子逐渐成形。电话也只是一台，便开始做起电话辅导；当时也没手机，联络都是用传呼机。陈启生加入后，会所才陆续装上了橱柜、隔间等。

大家都很纯真，也不懂得具体的规划，常常为了下个月的租金而顾虑，连屋主都担心说：“你们没有收入、没有做工，钱从哪里来？”我们甚至穿着生命线的制服到茨厂街，向茶室里的客人筹钱，这是非法的，但那个时候没办法生存，能筹得多少就帮补多少。成市加入后对生命线的帮助很大，除了帮忙统整，也给财务上的资助，担起“养家”的责任。

张 我进来时会所在Chow Kit，租金两三千块（一半由佛教团体资助），但空间很压迫，也常出现问题，后来因负担不起租金而被要求迁出。我们就搬回半山芭一带，会所在三楼，只有两间小房间、一个小厅和厕所。那时一心只想要生存下来，虽然很辛苦，但我们那股劲还在。

因为会所很小，所以我们常在外面办活动，如：探访老人院、捐血活动等，同时也开始成立辅导室。台湾的吴信安博士常常过来给我们培训，他的支持和鼓励是非常关键的。生命线后来陆续遇到很多贵人，像是高桂莲、许福来等人。在半山芭的这个阶段，是个很重要的过渡期，因为这样的改变，生命线生存下来了。



生命线的义工精神

陈 我们办活动时都需自掏腰包。有一些义工经济条件比较不好，在大家一起吃东西时，因为没钱平摊餐费，所以就只点了碗汤，或是用几毛钱买杂饭淋汁，没有拿菜，就只想着大伙儿多聚一些，一起多做对社会好的服务。

现在回想，我都无法想象我们是怎么走过来的。那时候一有活动，义工们都是下班后就搭mini bus到会所，一待就到晚上11、12点，直到最后一班车才甘愿回家，即使隔天还要工作。生命线就像是大家的第二个家园，来到会所就拿一个电饭煲，蒸几条腊肠或水蛋配饭，就这么地简单过日子。

大家的使命都很单纯，就是要把这个协会建立起来。

张 很多理事和义工对生命线都是不离不弃的。生命线聚集的都是很善良的人，省吃省喝都要来帮忙。每个进来生命线的人，都有一个清楚的目标，就是要助人。因此，生命线不只有专业性，更重要的是理事、义工和行政整个团队的善心，所以这里没有勾心斗角、利益谋取。

如果只有专业，而没有善根为基础，生命线是不可能做到今天的。

生命线的文化底蕴

张 这么多年来，生命线一直是个非营利、非宗教，也没有个人色彩的组织。来到这里的人都没有私心，不会想要利用这个组织把自己弄得“很光彩”。在这个福地，大家都默默地付出。中间有许多人进进出出，可以解读为另一种“以退为进”——当无法胜任时退出岗位，不尸位素餐，而让更多有心人可以接棒往前进，这是生命线让我很感动、很欣赏的文化。

陈 归宿感也很重要。草创时期时，我们不分地位，大家都平起平坐，一同服务，齐心完成任务。大家抱着付出的心态，工作内容没有身份的差别待遇，也不相互计较。后来，即使随着发展渐渐开始分工规划，大家还是保留了这一份温馨与和谐的文化，延续到今天。大家的初心都没有改变，都想维护这个家。许多人虽然离开生命线很久了，但还惦记着生命线。

张 生命线的文化，是珍惜每一个人的付出。能够走到30年，生命线一路上肯定也是尝过酸甜苦辣。人事纷争多少是难免的，但只要以坦然与成熟的心看待，不当作是非舆论，它就是一个团体自然的成长过程，也是一个人與人相处之间的学习过程。



辅导教育推广与培训中心

陈 我很认同这个概念，有了中心后，就可以解决目前会所空间不足的问题，能够培训更多义工以免断层。这是一个能够养会的生存之道，未来提供24小时电话辅导服务也更能迎刃而解。此外，这个中心也将成为非常重要的资料库，将来国内外的机构都可以来这里取经。

张 当初我们申请注册时，以“马来西亚”为名，就是希望这是一个全国性的组织。所以生命线未来的展望，就是不管北马南马，都设有分会或服务中心，以帮助更多有需要的人。

给生命线未来发展的建议

张 社会问题越来越多，尤其是过量的资讯为心灵带来的负面影响。大家忙着滑手机，打乱了生活节奏，生活价值观也变弱了，人与人的关系疏远，甚至健康也受到影响。生命线的核心服务是辅导，属于第二道防线，是在大家已经遇到困境前来求助时给予的支援，我希望生命线也能扩展社会教育的部分，加强在遇到困境前的第一道预防工作，甚至可与各宗教团体交流，结合信仰的力量与心理辅导的效益，提升社会的身心健康。

另外，生命线很多辅导义工都具备丰富的实战经验，

可考虑为这些义工们争取学历上的认证或提供升学机会，以提高协会的专业水平。行政人员的专业也需要继续提升，透过上课研习或国外交流的学习机会，行政团队才能不断成长，为生命线注入与时俱进的经营模式。

陈 对于每个州属都有生命线的服务中心，或许可从各地乡团会馆的合作开始——由他们借出辅导和培训空间，由生命线定时派导师和义工援助。生命线其实可依这样“强强联手”的模式去规划接下来的扩展工作。

结语

被陈秋香笑称为生命线草创时期之提款机的张成市，在访谈中不断谦虚地表示：“每个人都办一段”，意即不同阶段有不同的人接棒，大家都用心地把生命线推向更高的层次，才足以堆砌出生命线的康庄大道。协会近年来积极地把老义工们找回家，包括因事业、结婚而淡出生命线的陈秋香，在近两三年来重新活跃于生命线，在多场筹款活动中不遗余力，以另一种形式继续支持生命线，印证了张成市所说的：

“人心只要在一起，就会产生力量。”



1989年9月23日，一群热心人士聚集茶坊，思量着成立一个助人组织，以缓解当时社会上常被忽略的心理困扰议题。筹组的工作非常艰辛，在专业培训上伙伴们得到了台湾高雄市生命线协会的大力支持，在申请注册方面却经历四届筹备委员会的耕耘，最终才在1993年4月8日取得官方核准，正式注册成为“马来西亚生命线协会”……

四年孕育，群策群力



- ① 1990年开线一周年晚会。
- ② 1990年注册局的申请文件。
- ③ 1990年《通报·星彩特稿》，图为柯保合。
- ④ 1990年求助议题统计。
- ⑤ 1991年高雄市生命线协会吴信安导师（左）于云顶密集培训。
- ⑥ 1991年义工们活动中留影。

理事长	柯保合	副理事长	陈广源
秘书	陈启生	财政	万顶开
理事	梁丽玲、林云复、张素清、陈淑妹、谢秀芬、释章勇		

黄锦照、陈秋香、张成市、李淑珍、曾江平、郑春平、黄振耀、王盟珠、刘忠慧、练志光、陈奕妘、胡观明、麦玉燕、翁世昌、叶福财、胡云匡、黄爱玲、贺宏建、胡美丽、张高戴、梁雄明、钟雪梅、林成全、林玉霞、黎永威、陈修文、颜亚宝、黄文煊、黄立华、赵贵贵、姚盈盈、陈巧娇、陈秀蓉、谢承端、赵松发、甘秀慧、甘德开、丁世荣、林崇荣、李雄芝、陈秀桦、冯秀梅、吴庆传、黄雅贞、李美如、陈宝银、庄亚金、姚顺发、黄世豪、陈秀荣、雷永业、李德安、陈秀兰、谢贵华、陈明龙、林观英、张健雄、李恒忠、郑水乾、陈少棠、陈芳英、梁德明、颜位唐、林乐铭、黄宝福、郭巧生、林丽满、黄秀萍、陈嘉豪、倪淑淑、罗度美、赖月婵、徐莉英、张士生、蔡耀南、梁懿麟、Dr. Dhrumraj Singh 等人。

备注：因历史记录档案不全，若名单有所遗漏，敬请告知行政处。

1993-1997

扎根蕉赖，打造助人团队



- ① 1994年第一、二届辅导义工合影。
- ② 1996年另类音乐人赠送《一线牵》会歌，第一届理事长张成市（左）代表接领。从此，“从这头到那头，连成一线去分忧，倾听你，靠近你，有爱有梦能相守”传唱至今。
- ③ 1996年主办情牵我心系列讲座会。
- ④ 1997年与第五台合作“亲情洋溢温馨之夜”筹款活动。
- ⑤ 1997年邀台湾吴就君博士带领系列工作坊。
- ⑥ 经历三次会所搬迁后，最终于1996年在蕉赖马鲁里（Taman Maluri）安顿下来。该会所投入服务逾17年，面谈室内的藤椅从草创时期一直使用到今天。

（1993-1995）第一届理事会名表

理事长	张成市				
副理事长	胡云匡				
秘书长	高桂莲				
副秘书长	戴文顺				
财政	翁世昌				
副财政	叶福财				
理事	陈玉莲	陈秋香	张庆锋	黄锦照	林日炯
	林爱丽	李金讯	丁世荣	李恒忠	黄纪发

（1995-1997）第二届理事会名表

理事长	张成市				
副理事长	廖金春				
副理事长	梁斯淳				
秘书长	许福来				
副秘书长	张景荣				
财政	高桂莲				
副财政	张庆锋				
理事	陈玉莲	袁伟光	周家安	黄锦照	林日炯
	叶福财	陈汉良	翁世昌	练志光	

1998-2002

提升自主专业，开拓多元服务



- ① 1999年督导组成立，吴信安导师（左）提供培训，共13位督导诞生。
- ② 2000年于天后宫筹办慈善晚宴，左5为许福来理事长。
- ③ 2001-2002年储备义工培训合照。
- ④ 2001年关怀组成立，举办青少年自我探索团体活动。
- ⑤ 2002年捐血组成立，为爱心特工组前身。
- ⑥ 2002年承办第4届马来西亚华社辅导研讨会。

（1998-2000）第三届理事会名表

理事长	许福来	副理事长	林顺福
副理事长	梁斯淳		
秘书长	高桂莲	副秘书长	袁伟光
财政	黄兴利	副财政	叶福财
福利组	李淑珍	张庆锋	
活动组	林晓薇	冯以量	
联络组	胡观明	周家安	
理事	叶俐君	夏景安	林金思 卢锦桂 曾振明
	陈瑞杰	王志强	张紫薇

活动组	马美玲	林豪杰
联络组	张庆锋	陈威仔
理事	叶俐君	夏景安 林金思 陈佩利 胡观明
	黄秋媚	李志雄 陈云娟 李政学 林礼菲
	钟槟城	

（2000-2002）第四届理事会名表

理事长	许福来	副理事长	林顺福
副理事长	黄兴利		
秘书长	高桂莲	副秘书长	袁伟光
财政	陈瑞杰	副财政	施顺荣
福利组	李淑珍	区天诚	

（2002-2004）第五届理事会名表

理事长	许福来	副理事长	林顺福
副理事长	陈瑞杰		
秘书长	高桂莲	副秘书长	袁伟光
财政	施顺荣	副财政	张君祥
福利组	李淑珍	张翠芬	
活动组	张庆锋	林豪杰	
联络组	林礼菲	江春佑	
理事	黄秋媚	夏景安 赖师权 胡观明 杨骐权	
	廖汉平	陈志豪 陈淑婷	

2003-2007

创立品牌，集结各方资源



- ① 2003年十年一线牵周年晚宴。
- ② 2003年陆续担任多家报章与电台的分享嘉宾。
- ③ 2004年推展95（救吾）运动，提倡“自救”与“求救”精神。
- ④ 2004年林礼菲理事长带领推动系列讲座会。
- ⑤ 2005年义工参与台湾若水老师带领的《奇迹课程》。
- ⑥ 2006年首次与国家人口与家庭发展局（LPPKN）联办《婚前教育课程》。
- ⑦ 2006年举办第一届“95生命自觉营”。
- ⑧ 2007年苏意琴理事长（左4）与第七届理事合影。

（2004-2006）第六届理事会名表

理事长 林礼菲
副理事长 苏意琴
副理事长 陈瑞杰
秘书长 林德仁
副秘书长 袁伟光
财政 赖师权

副财政 梁淑华
福利组 （正）张翠芬
康乐组 （正）叶燕茹
联络组 （正）黄广文
理事 陈国凤 李志泉 林志成 施顺荣 林金思 林豪杰 罗秀梅

（副）黄培芬
（副）黄秀贞
（副）谭企忠
（副）张振良
（副）江宝明
（副）黄广文
（副）李春桃
（副）王好娴
（副）萧志忠

（2006-2008）第七届理事会名表

理事长 苏意琴
副理事长 陈瑞杰
秘书长 廖汉平
财政 施顺荣
福利组 （正）张翠芬
康乐组 （正）彭秋萍
联络组 （正）林志成
理事 梁淑华 黄佩芬 许国良 李春桃 王靖惠 叶庆德 林豪杰 王好娴 林金思 陈云娟 黄秀燕 萧志忠

副理事长 张庆锋
副秘书长 袁伟光
副财政 郑翠芬

2008-2012

巩固辅导专业，推动全民成长



- ① 2008年义工们参与香港沈明莹博士的培训。
- ② 2009年及2010年第四届与第五届“95生命自觉营”。
- ③ 2010年主办“生命之音·回家”慈善演奏会，右5为张翠芬理事长。
- ④ 2012年台湾国际生命线总会陈宇嘉博士率领参访团15人莅临本会交流，并开办初阶游戏治疗工作坊。
- ⑤ 2012年首办青少年“艺术与心灵”生活营。
- ⑥ 2012年推出“爱~拥抱生命”自杀解码系列讲座。

(2008-2010) 第八届理事会名表

理事长	张翠芬
副理事长	李仲裕
副理事长	蔡臻通
秘书长	袁伟光
副秘书长	郑翠芬
财政	李春桃
副财政	叶于娥
福利组	邱诗婷

康乐组 联络组 理事

罗国荣	廖政天	谭群香	萧志忠	张丽霞	曾雪洲	陈一颖
廖汉平	许国良	廖汉平	许国良	陈瑞杰	陈韦静	黄裕芬
陈天华	张秀娴	洪祥斌	刘玉萍	张环英		

(2010-2012) 第九届理事会名表

理事长	许福来
副理事长	林若辉
副理事长	拿督林振辉博士
秘书长	陈佩利律师
副秘书长	刘博文
财政	吴浩勤
副财政	张庆锋
福利组	(正) 许靖纬 (副) 叶于娥
康乐组	(正) 林致承 (副) 陈顺峰
联络组	(正) 廖政天 (副) 林日丽
理事	陈川正 高桂莲 黄凤翔 周柔伶 叶俐君 朱晋樟
	陈福源 王靖凌 林安洲

2013-2019

迁入新会所，双向扩展教育与支援工作



- ① 2013年二十周年慈善筹款午宴。
- ② 2014年迁至新会所，由第十届理事长高桂莲（左5）以长达15年每月10令吉租赁的方式赞助，辅导热线增至4条。
- ③ 2015年推出“我听见了你”运动，展开校园讲座，并出版两本本土心理成长书籍。
- ④ 游戏治疗服务自2015年开始，除了与妇女援助组织（WAO）和两所华小签订合作备忘录外，也和国家人口与家庭发展局（LPPKN）合作游疗服务与培训课程。
- ⑤ 2016年承办第11届全国华社辅导研讨会，并推出“全马辅导巡礼”。
- ⑥ 2018年开始陆续增设辅导时段，首度聘请全职执照辅导员和筹办储备督导培训。
- ⑦ 2018年注册25周年会庆午宴，筹建“辅导教育培训与推广中心”。

（2012-2014）第十届理事会名表

理事长	高桂莲	副理事长	冯以量
副理事长	林进利	副秘书长	陈炳钟
秘书长	陈婉利律师	副财政	陈燕兴
财政	郑国良		
福利组	杨玉贤 叶运红		
康乐组	麦嘉强 黄玉燕		
联络组	苏万安 张庆锋		
理事	洪桂花 袁伟光 杨福春 林致承 李美慧		
	黄冬凤 钟丽敏 严燕琴 叶威陞 蒙美心		
	博珊珊 施顺荣		

（2014-2017）第十一届理事会名表

理事长	苏万安	副理事长	博珊珊
署理理事长	陈婉利律师	副秘书长	麦嘉强律师
副理事长	叶运红	副财政	潘友聪
秘书长	张福泉		
财政	张庆锋		
理事	黄玉燕 杨福春 叶威陞 施顺荣 陈佩珍		
	林进利 黄世辉 王莉善 黄秀燕 江燕雪		
	罗丽美 林爱丽		

（2017-2020）第十二届理事会名表 请参阅 pg7



25年
服务

余炽和：愿当义工到老死

专访 / 郑翠霞

获颁辅导组《坚毅奉献奖》



中学时得到学长学姐的协助而顺利完成学业，让余炽和意识到：“如果生命中都有一双援手出现，那每个人都可以走出一条很好的道路。”于是，他暗自许诺：“只要有机会，我也愿意伸出双手。”

助人的种子就这样深埋在他心底四年多，直到在报章上看到生命线义工培训的新闻，他重新点燃了助人的念头。当时在报馆打工的他，每天下班后从八打灵再也搭迷你巴士到吉隆坡，然后转车到位于秋杰路的会所参加培训，课后同样舟车劳顿才回到巴生的家。

“这一点都不辛苦，反而觉得充实，因为可以学习到自己喜欢的，有一股浓浓的热忱支持着我。”

因为“傻”而有收获

除了热忱，余炽和笑言，坚持下来当然也因为一股傻劲。他曾经放弃一份非常向往的分色工作，只因工作性质需要加班，影响了他到生命线值班的服务。

看似一个“失去”的决定，其实是源于在生命线的“收获”。他表示，学习辅导是关注和理解人的过程，而第一个功课就是自己。翻起渐渐被淡忘的成长记忆，余炽和有机会重新检视自己，学习自我接纳与允许，因而改善了从

小内向、缺乏自信的个性，变成今天可以站在台上讲课、带领培训的导师。

“生命线让我更深层地了解自己，找到价值感和信心，同时也培养了我的能力。”余炽和回忆起第一次面谈辅导的情景，用了四个“非常”来强调那次失败的经验。“我只是介绍了生命线和自己、了解个案的名字，然后就坐在那里，超过一半的时间都是沉默的。最后个案站起来，拍拍我的肩膀，意思是说，你也尽力了。”

但这没有带给余炽和太大的挫败感，反而激起他继续努力学习，做得更好的心志。他谦虚地表示，自己能力不强，所以助人路上的前期，喜悦感更甚成就感，因为找到之余，也从个案的身上学习和成长。

生命有了安顿感

余炽和以自己的经历鼓励新晋义工们：“不要因为能力不足而矮化自己，有人或许花两三年就看到成就，但只要你愿意花更多的时间，一路坚持助人的心，一定会有所成就。”

一股热忱、一点傻劲、一份份的喜悦感，以及不变的助人之心，余炽和在生命线走过25年。“生命线就像我的第二个家，它让我的生命有一种安顿感、一种肯定，也丰盛了我这个人。”

“我不富裕，也没有特长，唯一还可取的，就是在生命线当义工。如果生命线允许，我愿意余生继续在这里当一位义工直到老死。”这是余炽和对生命线最深情的承诺，也象征着义工们不朽的助人精神，支持着生命线不断向前走。



王妤娴：相信爱，就看到希望

专访 / 郑翠霞

获颁辅导组《坚毅奉献奖》



“不是生命线需要我，是我需要生命线。”王妤娴说，小时候常常搬家，很难有个地方能让她有归宿感，即使内心渴望爱与关系，现实中不可能也不太愿意与人建立一段持久的关系，这样分离的时候，失落可以少一点。直到23岁那年的加入，她才在生命线感受到爱、支持与肯定，找到了失去已久的归宿感，便义无反顾地投入其中，走过人生中最灿烂的20余年。

王妤娴在生命线担任过很多角色——辅导义工、改革者、培训总策划、督导、讲师等等，最让她引以为傲的，就是坚持成立关怀组。“生命线必须要有一个走入社区的小组，用辅导技巧带活动，做更多有系统的主动关怀。”看着关怀组近年的发展，她对于自己当年没有因人事的压力而放弃这想法感到欣慰。这样的坚持，或许也跟她中学的经历有关。

经历朋友“不见了”，立志当社工

在16岁那年，王妤娴有个朋友突然失踪，后来听说她被“姑爷仔”男朋友拐走了。“听到这个消息时，我有点难过，昨天明明还见到她，隔一天就没了。一直到现在，我有时还会想说：她到底在哪里？”王妤娴从小就对生命

的意义有很多困惑，中学朋友误入歧途的经历，让她多了一些伤感和无助。当时她恰好读到张永庆老师的书籍，把书中的青少年故事与自己遭遇的“朋友不见了”事件做连结，她就立志要成为全职社工给予青少年帮助。

“我一直相信，只要心中有爱，就会看到希望。”她把自己比喻成销售员，并说道：“我唯一销售的产品就是‘希望’——相信每个人都有向上向善的渴望与能力。”

人无需完美，只需完整

在生命线，王妤娴也找到更完整的自己。“一开始我很希望当一位完美的义工，因此对自己过度苛刻，而陷入许多的挣扎和挫败。经过几年的历练后，我才改观让自己成为一个比较完整的人，比成为完美的人更重要。除了履行义工的角色，我也学习如何看到自己的需要，如何更贴近自己，让自己变成完整，接受现在的自己，让自己更像一个人。”

王妤娴将自己在生命线的岁月描绘成一段找爱、找归宿感和找自己的旅程。在这段未完待续的旅途上，她期盼能协助生命线建立完善的督导系统，以支持日益庞大的义工阵容。“也希望在有生之年，可以见证生命线达成24小时辅导热线的服务愿景。”

能在一个岗位保持永不消退的投入绝非易事，难怪王妤娴开玩笑说：“20年的坚毅奉献奖，我绝对值得拥有。”玩笑的背后，她诚挚地表示：“感谢生命线和所有伙伴，因为有大家，才成就了我。”尽管生命线作为“人”的组织，难免会有摩擦与矛盾，但对王妤娴来说，那种人与人之间的联结所带来的感动，依然是最珍贵的。

许靖纬：尽己所能做好事

专访 / 郑翠霞

获颁爱心特工组《坚毅奉献奖》



著名科学家达尔文说过，那些敢于浪费哪怕只是一小时的人，是因为还没意识到生命的价值。回想当初，许靖纬只身从柔佛到吉隆坡工作，由于星期六、日有些闲暇，于是想做些回馈社会的服务。

“有次生命线举办捐血活动，我去捐血后便问负责人需不需要义工，他们说需要，我就参加了。”他就这样爽快地加入了爱心特工组的义工行列。“其实我爸妈觉得很奇怪，为什么我常常去服务？他们不太能了解，我都会回答他们说，我想趁自己还有能力时就付出。”

所以，问及许靖纬当了义工后有何得失，他不讳言，失去了时间。“不过我觉得还好，因为那些时间都花在有意义的事情，不算是浪费。”坚持好好善用时间，许靖纬不只是让自己的人生过得更有价值，也让这个社会多了一份爱与关怀，或许他就是达尔文口中那位已经意识到生命价值的人。

尽职责，不计较

许靖纬透露，爱心特工组的活动都在周末或假期，所以偶尔会遇到没有义工支援的困境。“我们曾经试过只有三位义工协助一场捐血运动，原因是其他伙伴各有所忙。我们

不会规定义工一年的服务次数，更多的是来自义工们的主动、自发。”

他坦言当时情绪蛮低落，感到挫折。“想说当初大家加入小组就是要服务大众，但当需要人时怎么没出现呢？”因此，许靖纬常提醒新进义工，既然答应了当义工，就要尽力做好职责，且不计较地付出。当然，义工们首先要把自己照顾好。

履行承诺的责任感源于坚定的信念，就像许靖纬不变的初衷——尽自己的能力，为社会做一点事，帮助有需要的人。

好友们走了，我该去或留？

“加入生命线后认识了一班好朋友，但他们后来因故离开了生命线。我曾想过是否一起退出？但如果这样，爱心特工组就没人了、散了。”因此，许靖纬提醒自己还有任务要完成，还能为社会做得更多，初衷才没有因心情低落而消逝。“我相信慢慢地，我的付出能够感染更多人。”

如今看到生力军的加入，许靖纬对于当初的坚持表示欣慰。“我相信爱心特工组在这班领导层手上更能发挥特色。”

“如果当初没有加入爱心特工组，我也不会有那么多收获。”在没有如果的现实人生里，许靖纬与志同道合的伙伴抱着纯粹的心为社会服务，不计回报地贡献自己的力量。

王靖惠：无私地分享便是传承

专访 / 郑翠霞

获颁关怀组《薪火传承奖》



对于在“义工感恩宴”上获颁此奖项，王靖惠坦言是个大意外。当时她嘴里还咬着食物，糊里糊涂地就走上台领奖，跟15年前加入生命线的过程有点相似……

当时她工作空闲，妹妹王靖凌建议

去当义工，两人便拨电报名培训课程了。“那时的会所在Maluri，楼梯蛮暗的，第一次走上去时还在担心生命线到底是什么组织？为什么当义工还要被培训？”

互补互助，才可以更好地帮助人

即使起点充满问号，但王靖惠一路抱着付出的心。她形容自己就像手握单程票，没想过回头。她是生命线第一届双修义工，同时提供辅导和关怀服务。回首这一段旅程，她说：“每个脚印都留下痕迹，每回想起过去发生的事情都不禁会心一笑。”

但这过程不是没有挫折的。刚加入生命线时碰上关怀组“大风吹”，许多前辈们因沟通问题辞去，组内只剩下新丁。“那时候想过不如就这样放了吧，反正只是义工服务。”但王靖惠最终依然没放弃，关怀组就从几个人重新起步，培训一批批新血，不间断地服务，至今甚至赢得好口碑，也建立了品牌。

“很欣慰，也很感动。看见一批又一批的义工，在生命线上这个平台上展现了自己的特质。”谈及自己的传承心得，王靖惠表示，把收获和感动无私地分享出去，让一起合作的伙伴们学习与成长，彼此互利了，便能惠及所服务的青少年和求助的个案。

“当看见伙伴们的能力和用心时，要尽量发掘和肯定他们。伙伴之间能够互补和互助，就可以把这些亮点一届又一届地传承下去。”

培训就是“借力用力”的传承工作

此外，王靖惠也在辅导组担任了好几届的培训带领员。她透露，在带领的过程中，听了学员的生命故事后，自己会给予对方支持的力量，藉着一份感动而继续成长。壮大了义工团队，就能让更多人受益。王靖惠表示，一个人的力量有限，培训是一项“借力用力”的传承任务。

传承的意义，像是让人站在巨人的肩膀上出发。而王靖惠的生命中，也出现过几位“巨人”，其一就是她的父亲。父亲为人随和、友善，她因此从小也很容易与人连结，父亲是她在助人路上一股强大的力量。在学习辅导的过程中，王靖惠也遇过很多优秀的导师，其中影响她最深的，就是亦师亦友何美帘（何迎风）。她给予的鼓励、支持与关怀，还有亦柔亦刚的正向态度、带领和凝聚团队的魅力，都让王靖惠收获不少学习。



1 张秀娴 - 辅导组得主

和个案一起体会痛与苦

当初参加培训是想自我探索，多了解自己以面对原生家庭的种种困扰。在服务期间，因为有些个案的议题与自己相似，所以陪伴个案的同时也陪伴了自己。特别是过程中没有话语的片刻，彼此都能读懂对方的苦与感受，自己受伤的心也默默被承接，渐渐疗愈，而启发我对生命有很多可塑性的理解。生命是一门功课，现在的痛与苦，将来可能会是最好的解药。

2 郑志伟 - 辅导组得主

跨越自己最大的挑战

当初加入生命线，是想在自己有限的的能力范围内帮助有需要的人。加入后最大的学习就是帮助别人，成长自己——在助人的过程中，发现自己的主观想法和价值观主宰了判断；而最大的挑战，就是调适自己去学习接纳不同的观点，以及尊重每个人都有自己的能力和选择。另外，我想感谢生命线的义工伙伴们一路上的支持、鼓励和包容，大家满满的爱让我能走到今天，也让我在助人路上不孤单。

3 罗国荣 - 关怀组得主

充满魔力的避风港

在这10年里，我曾想过要退出，但每次都有不同的魔力把我留下来。最大的魔力，就是伙伴们的接纳和包容，大家坦诚相对，没有勾心斗角。每当不开心的时候，生命线就是我的避风港，让我可以歇一歇，整顿自己。我在这里学会自我觉察，对自己有更多的了解，便有能力面对种种挑战。后期，我也加入游戏治疗组、社会教育组和理事会，在多方面突破自我，如上电台、担任主持人等。我相信我会继续留在生命线这个温馨的地方。

4 何钰渝 - 关怀组得主

不因忙碌而忘记初衷

每次看到前辈们在百忙中仍积极策划活动或栽培新进义工时，我心里都很感动，提醒自己再忙也不忘初衷，坚持留在关怀组为社会服务。新进义工加入初期都充满干劲，但要长期维持这股力量并不容易，需要有意地带着自己回归到服务的初心和理想。因此，我常鼓励请假中的义工以不同的形式继续付出，哪怕一丁点的承担，都能让大家感受到团队的士气。这种互助的美好感觉，是我希望能在关怀组内传承下去的。



5 王靖惠 - 辅导组得主（补颁）

抱怨里的支持和感动

我心里有些愧疚，因为好像偷了时间去当义工，而不是陪伴家人。偶尔我要出去时，家人会碎碎念：“又去生命线啊！”有时，我感觉到他们确实需要陪伴，就会抽多一点时间给他们。家人对我当义工还是支持的，最让妈妈引以为荣的，就是爸爸去世时，很多义工朋友给帛金，她很光荣地跟人说：“他们服务了很多年，很多朋友都是义工。”这让我很感动，深深感受到妈妈为我感到骄傲。

6 王靖凌 - 辅导组得主（补颁）

在伙伴的支持中，一起成长

会一直在生命线服务，因为这是我喜欢做的事情。生命线的学习很多样化——我学会跟自己连结得到平静；可以透过个案的经验分享，看见自己需要努力的部分；也可以跟不同小组的伙伴探讨内在真实的自己。我们一起服务，一起进步，这样的伙伴不容易找。对于病重的家人，通过聊天，我可以很快地理解对方的心情。对于自己，我期待能

在生命、生活、事业、家庭和服务中取得平衡，让体验与智慧有更深入的发现。

7 罗秀梅 - 辅导组得主 (补颁)

别累了自己，忘了家人

我的丈夫很支持我当义工，因为我有让他了解我在生命线的付出，也邀请他一起参与生命线的聚会，如感恩宴、新春联谊会等，让他对生命线有更多的了解，也认识其他的义工朋友，所以他不会对我有猜疑，而是百分百的信任。我想对新进义工说的是：量力而为，不要让自己太过劳累，要先把自已照顾好，才有能力照顾别人。

8 黄诗佑 - 辅导组得主 (补颁)

是个案丰富了我的生活

我在生命线待了14年，以前是因为有满足到自己“做好人”的心理，觉得自己作为助人者就是一个好人；但近期由于生活和工作较于忙碌，偶尔会感到迷失，当看到生命线的同侪和义工们，反而能提醒自己要再观察、关心和爱自己，所以不管多忙碌，我还是希望能回来。回顾这些年的助人历程，开始帮到人时会感觉良好，可是现在觉得其实不是我在帮助个案，很多时候是个案的生命故事丰富了我的生活经验。

9 郭耀嫔 - 辅导组得主 (补颁)

每走一步都是学习

能在生命线坚持这么久，一是想要尽我所能给有需要的人帮助，二是自己在付出的过程中学习和成长许多。担任辅导义工时，通过聆听和陪伴，协助一些人走过生命的低谷，自己也建立了自信心和对辅导的坚持。随后参与义工培训的工作，虽然困难重重，但当看到义工们逐渐成长，甚至可以“担大旗”时，心里既感动又骄傲。后期成为督导，把关辅导服务素质，也让我学习如何有效地陪伴义工。所有的成长都不是必然的，需要学习，而我还在学习中。

10 陈云娟 - 辅导组得主 (补颁)

最重要的决策人是自己

我的原生家庭并不是很支持和鼓励我做义工。我母亲常说：“你为什么要花那么多时间做义工，倒不如把时间用来休息，或去念一个对工作有帮助的课程？”但我一直坚持，也很清楚自己内在

的收获。我很高兴我的再生家庭，就是我的丈夫和孩子都很支持我，我的孩子甚至以我为榜样。我觉得在做义工这件事上，最重要的决策人是自己。当你认为自己在做对的事时，如果有外人的支持，当然可以走得更欢喜、更有力量；如果没有，你也可以走得很有原则，因为你知道自己在做什么。

11 林尉惟 - 辅导组得主 (补颁)

变成“富有”的人

加入辅导义工培训之前，我对辅导只有一股热忱，也从不知道如何自我觉察、自我探索。经过培训、当辅导员、当培训员、当督导各个义工阶段后，我觉得自己很“富有”：无论是助人或助己、付出或收获、给予或收取，都充实了我的生活，让我从一心只想助人中，学会自我调适，也开阔了视野，看事情不再局限于一面。我也从斤斤计较变成一个开放包容的人，更了解到学习是无止境的。若还有机会，我会继续学习。



12 黄玉燕 (补颁)

在使命中增强生命的韧性

因为热爱而全心投入做好一件事是难得的，而能够持续做下去却是一种超高境界的努力。在生命线里，有如此热心的义工比比皆是。大家风雨不改地坚持到生命线履行使命，这当中一定有特别美好的能量，让生命的韧性得以慰藉、疗愈及增强。而要成为有素质的义工，得要掌握理论的运用，在实践中不断精进，勇于正视真实的自己，正面对现实与理想的差距。

13 王莲明 (补颁)

不只是“借一双耳朵”

我在担任督导时遇见一位义工，她很挫折，自责做得不好，没帮到个案，而开始怀疑自己的能力。我问她：

“你在接案的过程中，有什么是做得好的？”她回：“我真的没做什么，就只是倾听，借他一双耳朵而已。”“借一双耳朵”其实有很多内涵，它表示义工带着一颗真诚的心去关怀个案，与对方做连结，这份倾听包括了很多的尊重、接纳、同理和包容。“借一双耳朵”其实是不简单的，而且还能给个案很多力量。





辅导教育推广与培训中心 抢救社会心理健康，重见

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；而本会在这几年接获的求助咨询也显著性增加，就本会目前所提供的服务，无论于支援或是预防工作都已供不应求。

成立宗旨

支援工作（第二道预防）

- **跨越义工培训空间的局限：**随着延长辅导服务时段的推展，大量培训工作刻不容缓，包括新进义工培训、义工在职培训、督导培训、带领员培训等。由于义工人力的限制已在近年有系统性化解，因此空间问题成为此延长辅导计划的主要限制。
- **跨越服务空间的局限：**目前会所设有四条电话辅导热线和两间面谈辅导室，然而求助电话经常满线，而面谈预约期也长达三个月以上，因此会所内的活动与培训空间未来需被挪用为服务空间的扩展，而需另设空间供活动与培训用途。本会2015年推出游戏治疗服务，将受惠群体延伸至孩童，却因仅会所和UTC Pudu设有游戏治疗室，预约期长达三个月以上，让此服务受限于空间限制。
- **扩展服务族群：**本会近年也积极与各团体合作开拓跨社群服务，促成不分源流的助人工作，因此相关培训也面临空间上的需求。

教育工作（第一道预防）

- **合乎本土文化时宜的宣导工作：**本会所开办的社会教育课程自2018年开始陆续已得到辅导局的CPD学分认可，和人力资源部的HRDF学分认可。本会除了汲取国外导师的专业分享外，也深感本土实践的重要与迫切性。因此本会希望可增加对本土案例的整合与研讨，以便掌握更合乎文化时宜的策略方案。
- **以课程作为免费助人服务的收入支柱：**本会多年于偏远地区或微型华小提供公益课程，以有效扩散心理健康的资源。同时，付费课程的盈余则用于部分负担免费辅导服务的开销（每年RM100,000以上，含培训督导、策划协调、设备维修与提升等开销），期待以此作为本会永续经营的模式以面对日益提升的辅导需求。

本会遂决定设立“辅导教育推广与培训中心”，长远而计有效地解决空间上的限制，同时加强社区辅导于本土实践之专业提升，以求及时为日益严重的心灵危机提供更臻完善的支援与教育工作。



杨福春
建委会主席

用心服务，落实初衷

2014年，生命线协会告别位于蕉赖的前会所，迁至斯迪亚旺沙（Setiawangsa）新会所。这要感谢高桂莲永久名誉会长的大力赞助，以长达15年每个月10令吉象征式租赁的方式为生命线提供一个新家。新会所大约3千余方尺，设有面谈室、游戏治疗室、会议室、多功能礼堂和电话辅导室等，不仅创造出舒适的助人环境，设备也一并提升以符合专业水准。从此，新会所宛如所有义工们一个温暖且稳定的归宿，得以安心且舒服地为大众服务。

生命线协会全体上下也不负众望，近年积极迎战社会日益严重的心理健康危机，先后推出“我听见了你”运动、全马辅导巡礼、游戏治疗、延长辅导时间等服务，以求做好支援和教育这两道预防工作，竭力落实本会助人宗旨。随着服务量的增加，活跃服务的义工人数逐年攀升，由80余人增加至逾200人。因此，自2016年开始，生命线会所便陆续出现不敷使用的现象，同一时段并行各组的服务、培训和课程之类的事越来越频繁发生。为此，生命线协会积极与各单位合作，企图结合政府机构、会馆企业、书局学校等各社会资源，以突破空间上的瓶颈，然而不时依然有活动因场地不足而取消或延后。于是，设立辅导教育推广与培训中心的念头油然而生。

迈向三十而立，很高兴在二十五周年会庆的慈善午餐中，生命线协会为此中心筹集了RM403,054，为筹建计划奠定了财务基础。社团购置产业并不是件容易的事，因为这涉及了大笔来自公众的财务资源，因此我希望藉此机会感谢各位赞助者予以中心财力上的支持，也呼吁更多善心人士的捐赠。我同时也感谢理事会和建委会上下齐心，用心推动筹备工作，包括产业勘察、审核筛选、装潢设置和依法完成购置程序等事宜。我最后感谢义工们的热心服务，不仅受惠于求助者，也让更多社会大众认同与肯定生命线对社会的奉献和价值，才得以在这个助人平台上集结更多方的善心。

在辅导教育推广与培训中心的设立下，生命线协会的伙伴们势必持续用心助人，尽全力落实本会之服务使命。

筹建进度：

2017年5月6日

25周年会庆筹委会成立（主席：黄世辉）

2018年1月8日

召开记者发布会

2018年3月21日

确认命名“辅导教育推广与培训中心”

2018年9月9日

25周年会庆暨筹募辅导教育推广与培训中心基金慈善筹款午餐

2019年1月13日

建委会成立（主席：杨福春）

2019年4月14日

会员大会通过以筹建基金三年内购置产业

2019年10月12日

理事会完成勘察，议决IOI Business Park为首选产业目标

生命本质意涵



延长辅导时间



巩固与扩充服务团队

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



稳定财务支持

- 延长辅导服务征求计划
- 重启“95爱心基金”



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



提升设备资源

- 提升硬件设备
- 强化个案资讯管理
- 增加空间资源
- 确立大夜班的安全与便利性



2017年

- 第17与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

- 提升电话系统硬件设备。
- 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。



蔡持兴

辅导义工培训总策划

呼应社会需求，持续提升服务

根据国民健康和发病率调查（NHMS）指出，每10位马来西亚人当中便有3位面对精神健康的困扰。这个现象除了反映现代人生活压力逐渐提升，同时也意味着国民越加需要心理辅助。为此，生命线协会近年积极延长辅导服务时间，以期提供民众更为及时的援助。

此计划于2014年开始酝酿筹备，2018年正式延长服务时段。服务时数从2017年的每周18小时服务，预期在2020年增加至37小时，在3年时间内延长幅度超过一倍。因此，受助者的数量也从2017年的每年1754位，增加至2019年的2621位。

让每位来电者获得有品质的陪伴，是辅导义工的助人守则，而这是集合多方的协力合作才得以促成。在理事会和赞助者的长期大力支持下，延长辅导时间规划小组拥有足够的资金展开一系列的提升，包括各项软硬体设备的加强，以及人力资源的专业培训。

从2015年开始，辅导组每两年召开三届义工培训，至今共召开了6届义工培训，共268人报名，114人被录取进入见习阶段。在正式服务前，学员们至少需接受141小时（共三个

新增设的辅导时段

起始日期	时段
1 2018年1月8日	周一上午：10am-12pm 周一上午：2pm-4pm
2 2018年7月8日	周五上午：10am-12pm 周五下午：2pm-4pm
3 2019年1月4日	周二上午：10am-12pm
4 2019年7月2日	周四上午：10am-12pm
5 2020年1月9日	周三上午：10am-12pm
6 2020年7月	

阶段）的培训和考核，历时至少1年半的时间。这是因为辅导服务不仅仅是时间、心神上的付出或技巧掌握，更关键在于助人者的特质与生命经验。为此，培训新进义工的过程实际上涉及了许多义工的努力，甚至一周需参与超过10小时以上的筹备、带领、检讨、督导等相关培训工作。我们也感谢这些义工的家人们在背后所给予的关爱与支持。

目前，我们距离24小时电话支援的终极目标还有一长段路。这路上需要大家的赞助支持，也需要大量的生力军加入义工团队，特别是能够在日间时段服务的家庭照顾者、自由业者、自雇人士和退休人士。此外，我们目前也致力于硬体设备与资料管理的提升，以及夜间服务的安全与措施等挑战。为着社会不断提升的需求，我们期待大家贡献各自的资源，一同克服上述种种的挑战，共创更健康安乐的社会。



2019年

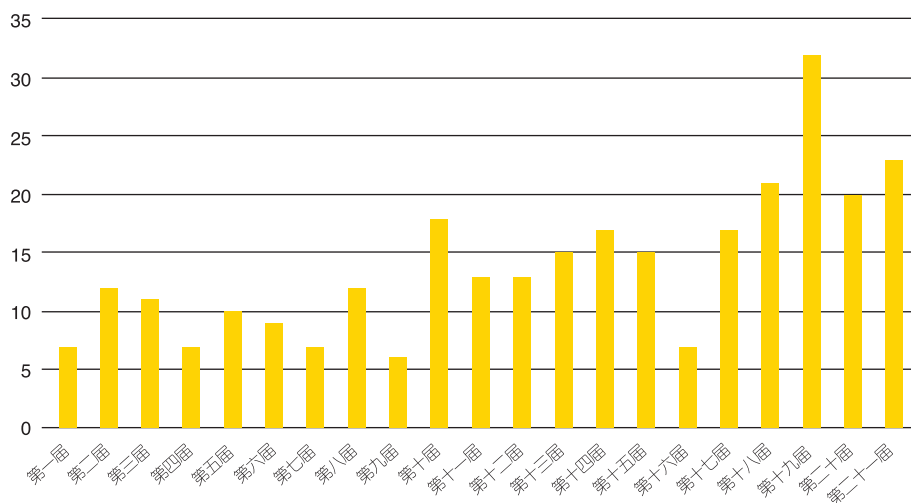
- 完成第19届义工培训，纯日间培训推行成功。
- 督导组新加入10位见习督导。
- 试跑保姆之督导机制。
- 邀台湾陈金燕教授带领两阶督导培训。



2020年

- 第20与21届学员完成见习培训。
- 延长夜间服务时段。
- 开办带领员培训、督导在职培训。
- 探讨值班时数之调整。

历届辅导义工第三阶段录取人数



叶梅嘉

日间辅导见习义工



丘建妮

日间辅导见习义工

源自儿时挚友的助人心

晓琳是我小学最要好的朋友。四年级那年，她爸爸意外病重，她经历了长时间的焦虑与害怕，最终出现感觉失调的症状。这件事深深震撼了我，让我陷入许多疑惑与沉思，我更下定决心达成我俩共同的愿望——当一位医生。我期望我能治好晓琳，但她却在18岁那年因车祸离世。

其实，我心底深处认为她是有意轻生的，因为她曾几次和我提过自杀的念头。从此，我比其他人更在乎身边人心中的苦。然而，我始终没成为医生，而是出于现实考虑成为了一位执行秘书。就在年过四十时，我生了一场大病被迫从职场中退休。这亦成为我加入辅导义工行列的契机，算是圆了一个心愿。

我一直相信，一周拨出数小时聆听心灵受苦的朋友心声，看似简单的动作，却往往是电话另一头生命中重要的转换。在那个某处，有着急需被聆听的心声，深切渴望自己的遭遇、感受和想法能够被了解。倾听就如温暖的臂弯一般，让人得以撑过、挨过、再爬起来。这是多美好的事，你准备好和我们一起倾听吗？

来自不同星球，却聚集在地球

人生走到某个阶段会想做一些“有意义且自己喜欢”的事情。听了课程说明会后，我知道辅导义工便是我要做的事情了！我想丰富视野，而生命线非宗教与非政治的背景，正好能让我接触社会中形形色色的生命故事。作为一名自由业者，我希望以夜晚的时间陪伴家人和独处，正好碰上生命线协会第一次开办日间培训。于是，我踏入这个助人团体，却意外地成了我生命中重要的启蒙。

当初我抱着伟大的期待，一心只想助人和回馈社会。当被告知需要付费接受自我成长的培训时，心中很纳闷，认为义工付出时间之余还要付费上课，而且有所成长才能服务，真让人匪夷所思。但万万没想到，这两年来受助与成长最多的竟是自己。

伙伴们在培训中一同哭笑，在各自的故事中看到彼此内心深处力量。扎实的学习过程，带给我的不仅是助人技巧，更是一颗越来越平静与包容的心。同样让我珍惜的是结识了一群相知相惜的义工伙伴。大家的年龄、文化、背景各异，宛如来自不同星球，却聚集在地球一同为爱付出。现在，我自觉没有伟大的宏愿，只是相信凭着每位伙伴的绵力，便能让辛苦的人感受到温暖与光芒。鼓励大家来多了解，或许这便是你理想的“有意义且自己喜欢”的事情！

扩大爱心版图 为多元族群提供服务



不分族群地为全民服务，是本会服务发展的重要方向。本会首项跨族群活动为与国家血库中心和人体器官移植资源中心合办的捐血和器官捐赠登记运动。



近年，本会开始为友族社群提供辅导和心理健康相关的课程，设有中英文双语频道的辅导热线、出版双语会刊、三语文宣品，也与妇女援助组织（WAO）及国家人口与家庭发展局（LP-PKN）签署合作备忘录，为马来西亚各族小孩提供游戏治疗服务和联办系列课程。



LPPKN合作计划四大领域



一、婚前教育课程

- 自2006年开始联办，至今共288对情侣和夫妻参与
- 参与三次（6/10/2019、21-22/10/2019、16/11/2019）课程修订研讨和前导试验



二、游戏治疗服务

- 自2016年开始接案，至今完成68次游戏治疗服务
- 17/12/2016 & 29/7/2017联办游戏治疗讲座（中、英）
- 3 & 17/11/2018 联办“Messy Play 没玩没了”半日营（中、英）
- 13/1/2019与PS Children三方联办孩童性侵犯培训，54人参与（英）
- 14-15/12/2019 联办游戏治疗家长工作坊（英）
- 11-13/12/2019联办LPPKN官员游艺技巧培训（巫）

三、心理健康工作坊

- 14/5/2017协助亲子艺术活动（巫）
- 7-8/7/2018、6-7/7/2019联办爱情心理、正念疗法工作坊（中）
- 23/6/2019 联办焦点解决治疗工作坊（英）



国家画廊合作计划

- 自2017年开始联办以巫英双语进行的青少年艺术治疗工作坊
- 8/4/2017、21/4/2018、16/3/2019三度联办，至今共157位中学生受惠
- 参与学校包括：
 - SMK Puteri Titiwangsa
 - SMK Kepong
 - SMK Methodist (Boys School)
 - SMK Bandar Baru Sentul
 - SMK St. Mary KL
 - SMK Telok Gadong
 - SMK Tiara Permai
 - SMK Batu Unjur
 - SMJK Chong Hwa
 - SMJK Confucian
 - Chong Hwa Independent High School



四、研讨发展政策

- 17/6/2019、16/7/2019、5/9/2019出席2020年财务预算会议
- 8/7/2019、8/8/2019出席第12大马计划社区发展小组会议
- 14/10/2019 出席全国妇女与家庭大会
- 25/11/2019 出席家庭宣言典礼



其他受邀跨族群课程与活动：

	日期	合作单位	活动	讲师/带领
2016	16/1	Shambala Kidz Leadership Pre–School	家长讲座：Leadership Pre–School	叶淑铃硕士
2017	9–10/3	吉兰丹中华独中	教师双语工作坊：Leadership Pre–School	余莹樱
	13/5	SMK Bandar Puchong	教师讲座：“Happy Teacher, Start from Listening to Yourself”	郭耀嫔
2018	15/4 & 7/7	Stepping Stone Living Centre	孤儿院创意手工活动	爱心特工组服务
	4–5/8	古晋怡家绘本屋	家长工作坊：“From Play Therapy We Get Closer”	王莲明硕士
	8/9	Krista Education Sdn Bhd	家长讲座：“Because of Games, We Get Closer”	叶淑铃硕士
	22/9	Krista Education Sdn Bhd	家长讲座：“From Play Therapy We Get Closer” 讲座	叶淑铃硕士
	12/11	森美兰 SJK (T) Jalan Lobak	校园讲座：“Happy Student, Start from Listening to Yourself”	叶淑铃硕士
2019	25/6	PERKAMA International, UPSI	辅导专业巩固讨论会	参与：陈杜婷、 马清容硕士、谢成硕士
	2/8	SMK Raja Lumu, Klang	校园讲座：“Know your emotion, dance with emotion”	陈碧君硕士
	4/9	Sekolah Menengah Stella Maris, Pudu	校园讲座：“What is sex? - Care of own body, respect differences”	叶淑铃硕士
	26/9	SMK Tiara Permai	校园讲座：“Say “No” to bullying, create a friendly school environment”	陈碧君硕士
	30/9	Nottingham University Malaysia	大学讲座：“We are so closer yet so far”	王莲明硕士
	9/10	SJK (T) Lobak, Seremban	校园讲座：“Say “No” to bullying, create a friendly school environment”	罗国荣
	21/10	SMK Taman Seraya, Ampang	校园讲座：“Know Your Emotions, Dance with Emotion”	陈碧君硕士



"We are so closer yet so far"



"Know your emotion, dance with Emotions"



辅导专业巩固讨论会



"Say "No" to bullying, create a friendly school environment"



- 义工团队 -

辅导组



为社会大众提供24小时的辅导服务，让求助者及时得到心理支援。

——辅导育组服务愿景

提供免费电话、面对面与电邮辅导服务。



陈杜婷（组长）

服务特色：

- 基础理论架构建立于Carl Rogers的人本主义。
- 为求助者提供有素质的陪伴以及情绪上的支持。
- 视需求提供长期固定辅导，以深入探讨个别议题。
- 为高风险个案做危机处理评估，并主动追踪个案进展。



2019年的突破:

- 1 继续拓展日间辅导服务, 满足社会需求。
- 2 成功推行纯日间班义工第一阶段培训。
- 3 于面谈室增设影音摄录系统, 以利培训与督导用途。
- 4 年资过3年的义工协助培训工作, 掌握带领、回馈和教导等项目, 亦为义工生涯发展中其中一项主要的学习环节。



挑战与瓶颈:

- ⚠ 义工们因生涯发展有所变化而请假离职, 故一定程度的义工流失率是无法避免的。
- ⚠ 储备义工培训随着延长辅导服务计划而增加, 因此面临培训空间的限制。
- ⚠ 因应大量新进义工的加入, 特定年资以上的义工需掌握照顾新进义工的能力。
- ⚠ 义工的专业成长需持续进行, 以保障个案的福祉。

2020 年的提升:

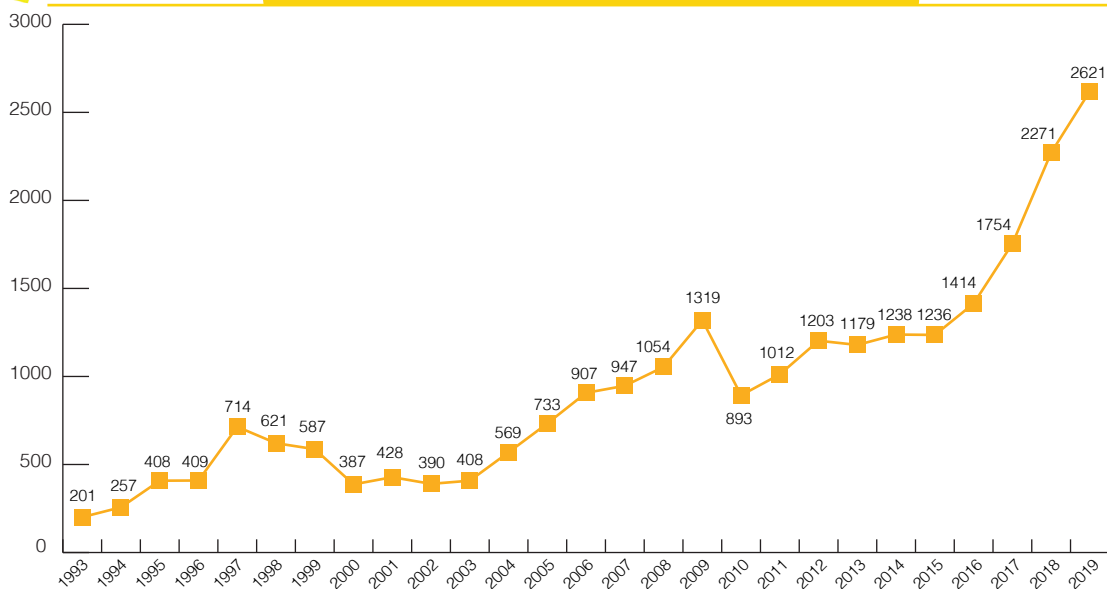
- 增加周一至周五的晚间辅导时段, 从7pm-10pm 增至 6pm-10pm。
- 持续增加上午辅导时段。
- 定期举办内部培训, 提升义工的个人成长与专业辅导能力。
- 探讨义工值班时数之调整。



让7位成人获得免费辅导服务

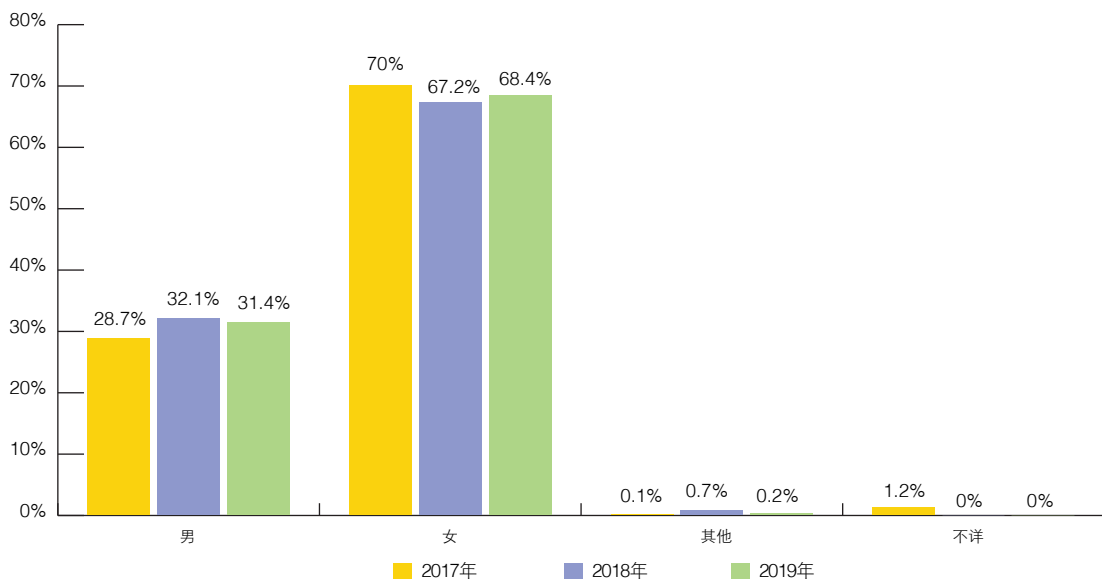
- 义工团队 -

1993年至2019年 年度总个案人次统计



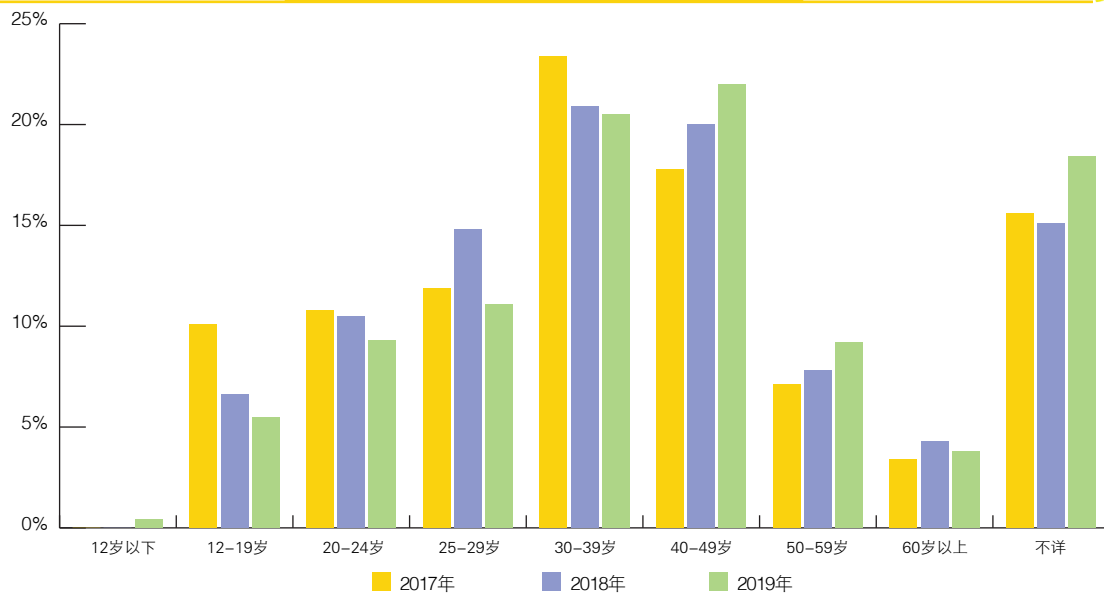
自2015年开始，本会积极召开辅导义工培训，为延长辅导时间计划筹备足够人力，因此这5年内受惠的个案人数增加了超过2.12倍。

2017年至2019年个案性别统计



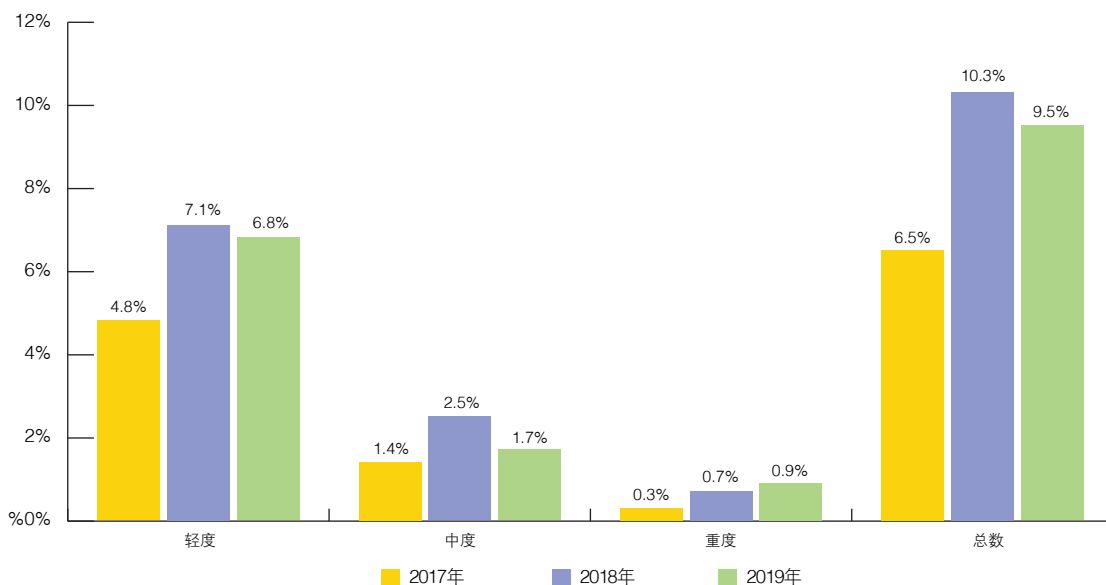
此统计结果与过去研究吻合，意即虽然男性的自杀死亡率较女性高，但女性却较常出现自杀意念，同时自杀意念的表达和求助行为也会较普遍。

2017年至2019年个案年龄统计



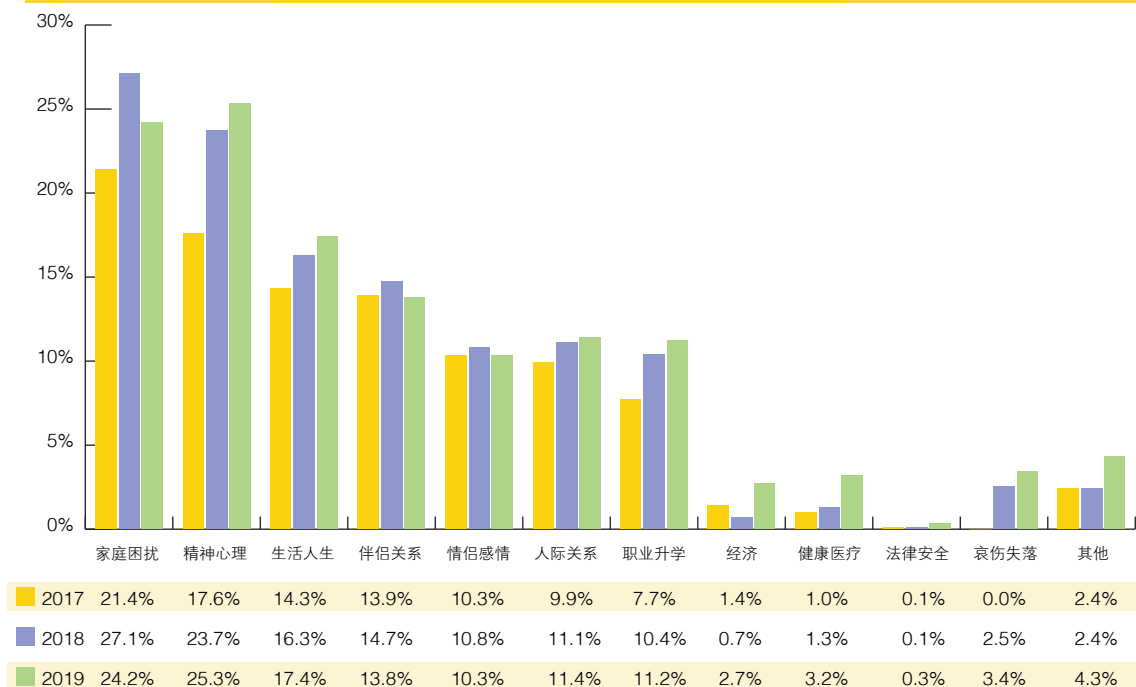
辅导组个案年龄层偏高，集中于30至49岁之间，可能是目前辅导媒介（电话、面对面和电邮）是这个年龄层较熟悉和舒服的求助管道。

2017年至2019年个案自杀意念统计



虽然2019年辅导组总个案人次增加了15%，具自杀意念的个案依然保持约10%，意即每10位求助者就有一位表达自杀念头。

2017年至2019年个案问题类别统计



面对精神心理问题的个案日益增多，这与我国卫生部发布的精神健康问题白热化的现象相符。

辅导义工也需要被关心

— 赖建铨, 2019《生命线之最》得主



回想第一次接案，当时的我心情非常紧张、忐忑和焦虑。结束后，我的第一反应是觉得自己接得不好，没帮到个案，很挫败，

一心想着下次要如何做得更好。这时，比较资深的伙伴问我：“建铨，你现在还好吗？”，顿时让我有种被关心的感觉。

伙伴们先关心我这个“人”的状况，而不是关心我到底接得好不好，让我感受到作为义工，我在陪伴其他

“人”的同时，我这个“人”也被“人”关注了。他们的关心也让我对自己有更好的发现——我是在紧张跟自我要求过高的状态下接案的。

这件事对我后来的影响，就是让我学习先把自己调整好再接案。现在，当看到新进义工接案后的自我否定，我好像看见自己的影子。我会以从前被照顾的方式去回应他们——在讨论个案前，先关心义工的状态。



督导组



为辅导组义工提供督导服务，
以确保个案的权益和照顾义工
的专业发展。



王妍嫻 (组长)

服务特色：

- ☀ 延续人本辅导精神，支持
与陪伴义工。

在2025年内促成24小时电话辅导服务。

——督导组服务愿景



- 义工团队 -

2019年的突破:

- ① 历经两年督导培训，共10位资深义工被委任为见习督导，督导团队共22人。
- ② 邀请台湾陈金燕教授带领两阶自我觉察督导模式工作坊。
- ③ 为资深义工提供每月一次的个别督导服务。
- ④ 首度开放实习机会予非生命线义工之辅导硕士生。



挑战与瓶颈:

- ⚠ 随着新进义工人数的持续增长和值班时段的增设，督导人力也需不断提升。

2020 年的提升:

- 邀请陈金燕教授带领团体督导培训，研讨自我觉察模式于生命线服务的实践。
- 培养第二批储备督导。



生命线协会近年所录取之辅导硕士生

年份	硕士实习生人数	就读大学
2015	2位	HELP University, OUM
2016	3位	HELP University, UPSI
2017	2位	HELP University, OUM
2018	1位	UKM
2019	2位	HELP University
2020	已确认3位	UKM, OUM, IIUM
总计	13位	



跟着受督者的步伐走

(自我觉察督导模式工作坊课程心得)

- 罗秀梅 (督导)

由于错过了第一阶段，所以我在第二阶段时花了一些时间才掌握这个模式的核心原则。有别于惯用的督导方法，这个模式建立在每位受督者都具备自我觉察能力的信念之上，特别强调遵循受督者的觉察步伐。

我很喜欢这个模式，过去我们一般求好心切，看到义工们不足之处便急于纠正，但对于已经掌握基本技巧的义工而言，从自我觉察中获得的收获其实比他人指点来得更深刻。每位义工在辅导服务上其实都各有特长，当然也有所盲点，所以我之后的督导工作将会更着重于催化义工们的觉察，促进彼此的成长。

我相信人的可塑性，而不急于建议、解答；相信义工的专业，邀请他以专业角度反观自我，避免督导工作演变成辅导工作。



表现虽不理想，但有意外收获

(自我觉察督导模式工作坊课程心得)

- 郭嫋嫋 (督导)



我最大的收获是在督导演练中对自己的发现。即便已担任督导，但在同侪面前进行督导演练，我还是会感到焦虑不安。

工作坊结束后，我让自己沉淀并透过书写的方式，渐渐从原先对“督导”这个角色的期待，觉察到自己内在的需求和力量。我发现演练过程中的害怕与愧疚不全是他人的眼光，更多是源于内在的投射，我其实还需要更接纳自己的不完美。

我欣赏自己拥有这份勇气，让我可以慢慢地靠近完整的自己，去感受和接纳内心并存着的脆弱与坚强。我很感谢这次不尽理想的演练表现所带给我的体悟，也认同这个督导模式会带给受督的伙伴们更多学习。相信藉由不断地锻炼，我也像陈老师那么熟练、自在地陪伴伙伴们成长。



- 义工团队 -

游戏 治疗组



秉持以儿童为本的精神，打造“一家和乐”的基础，提升社会心理健康。

——游戏治疗组服务愿景

以游戏陪伴孩子面对心理困扰，跨越口语表达抒发内心感受及想法等，并与妇女援助组织（WAO）、国家人口及家庭发展局（LPPKN）、州立华小及沙叻秀华小签署合作备忘录，增加服务站点，让不同社区的孩子受惠。



余莹樱（组长）
2019《生命线之最》得主

服务特色：

- 理论架构建立于Virginia Axline的非指导性游戏治疗理论，与辅导组服务同属人本主义。
- 辅以家庭基础的介入，提供家长晤谈、辅导、会心团体、讲座和工作坊等。



2019年的突破:

- 1 服务迈入第五年，并成功自主带领第四届义工培训（共16人进入见习阶段）。
- 2 与两所华小签署续约，并合办父母会心团体分享亲职教育和自我照顾技巧。
- 3 举办英文版的游戏治疗两日工作坊，把游戏治疗的精神扩散至更多群体。
- 4 为国家人口及家庭发展局（LPKN）带领内部培训，协助该局数十位官员增进游戏治疗服务品质。
- 5 新加坡潘桂玲博士受邀每月提供网络团体督导。
- 6 为大专院校提供游戏治疗实习场所。



挑战与瓶颈:

- ⚠ 由于大部分义工皆有正职，服务时段有限，故个案预约日益增多，供不应求，此问题在华小合作计划尤为严重。
- ⚠ 会所仅设一间游戏室，让服务受限。
- ⚠ 家长的教育迷思，认为游戏治疗可帮助孩子一切问题。

2020 年的提升:

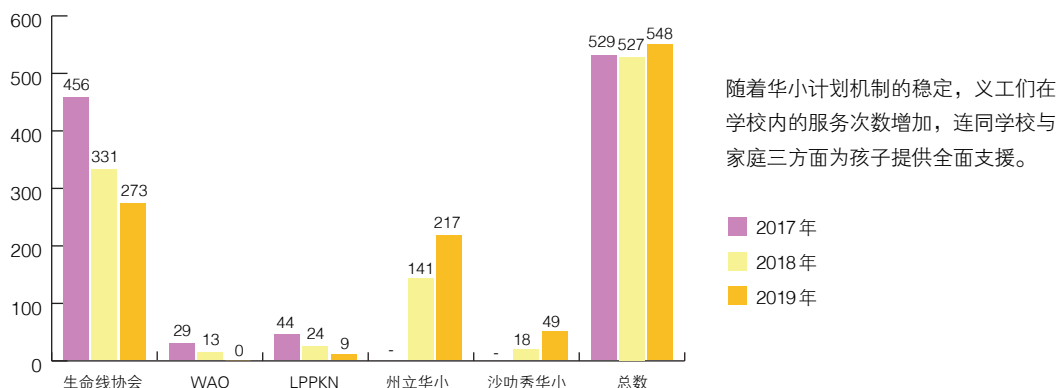
- 定期进行内部培训，有效提升服务品质。
- 完善小组运作机制，诞生新一批专业督导。
- 增进大众的亲子教养的能力和信心。



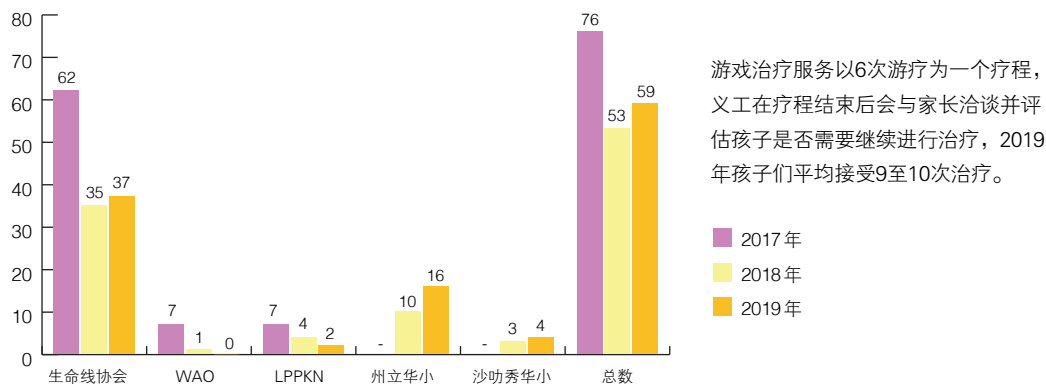
让1位清寒家庭的小孩接受12次游戏治疗

- 义工团队 -

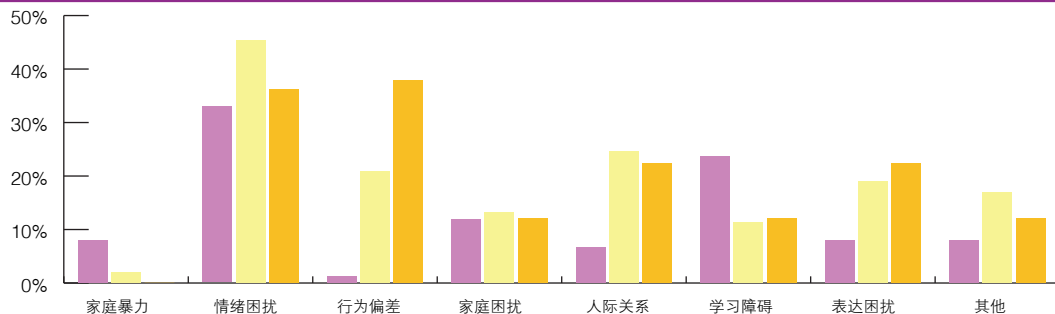
2017年至2019年游戏治疗服务次数对比



2017年至2019年游戏治疗服务个案人数对比



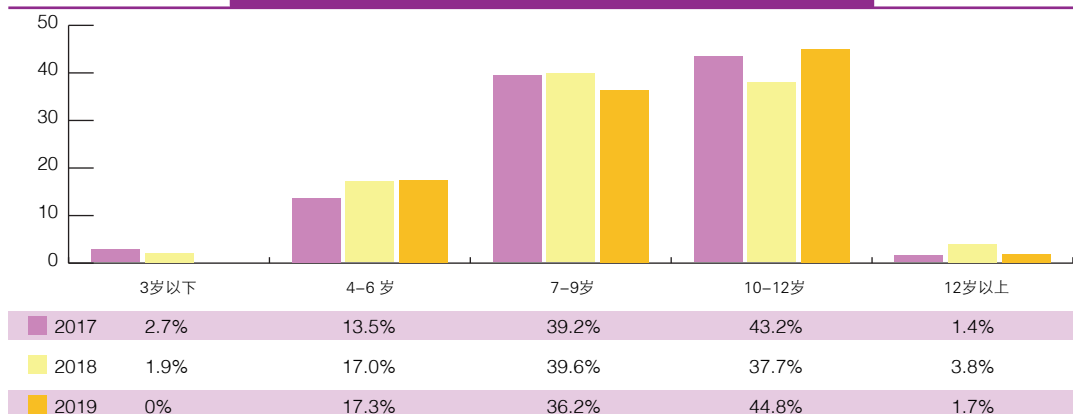
2017年至2019年游戏治疗个案问题类别对比



行为偏差和情绪困扰是接受游戏治疗的孩子们最常呈现的问题类型，同时也是游戏治疗普遍上效益较为显著两个议题。

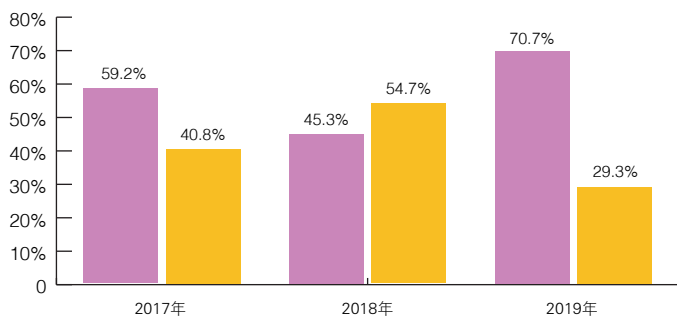
- 义工团队 -

2017年至2019年游戏治疗个案年龄对比



近几年的统计显示出7-12岁的孩子最常寻求游戏治疗服务，其中的因素包括进入小学环境后的心理调适，也可能随华小合作计划而增加了这个年龄层的服务次数。

2017年至2019年游戏治疗个案性别对比



有别于往年的纪录，2019年接受治疗的男女个案数量悬殊，这个差异同时出现在学校和生命线协会的服务。

男
女



一声早安的感动

- 陈汉梅

陈汉梅
(副组长)

小武被诊断为自闭症。刚开始游戏治疗时，小武总是一个人玩耍，慢慢地才开始和我有些眼神的交流，特别是当我肯定他时，他会转头看向我。后来，当我用布偶和他打招呼时，他也开始鹦鹉式地重复我说的话。

小武也面对口语发音上的障碍。一开始我其实听不清楚他说的话，但我还是给予鼓励和肯定，甚至会夸张地回应他，相信这样能让他更愿意尝试和我对话。我不断地重复这些努力，也得到家长积极的配合，包括在了家里的陪伴和对话练习。

终于，在25次游疗后，小武能正确地跟我打招呼，和我的互动也更频繁了。还记得第一次听他说“陈老师早安”的那一刻，我真的很感动和喜悦。最后一次见面时，他甚至能向我诉说无法参加学校举办义卖会的失落。即便进行了超过半年的游戏治疗，但同时也仰赖校方和家庭的共同努力下，小武渐渐学会表达，也感受到人与人互动的美好，我为此感动不已。



- 义工团队 -

关怀组



以“献出关怀，把爱传下去”的理念，把爱和关怀扩展至不同群体的孩子和青少年。

——关怀组服务愿景

为儿童之家的孩子定期提供以自我探索为主题的团体活动；
也受邀到各中小学和偏远社区（微型华小）举办内部生活营，以及自主举办“72变”青少年生活营。



许佩慈（组长）

服务特色：

- ☀ 透过探讨内在情绪，让孩子们发掘自我价值，提升自我实现的能力。
- ☀ 从主题式的体验活动中学习，促进自我探索与成长的能力。
- ☀ 主动走入社区，为弱势群体献上资源及援助。



2019年的突破:

- 1 义工总人数创新高，共21人。
- 2 与3所儿童之家（喜乐之家、恩惠之家、大慈讲堂）展开首期合作计划，为各单位设计了不同主题性的六次系列活动。
- 3 完成第2场“太阳花关怀行动”计划，在霹靂州十八丁微型华小举办两日生活营，是关怀组历年来到最偏远的乡区服务。
- 4 与不同的社区资源结合，如与雪隆精武体育会协办为期三天的“第一届精武少年领袖培训营”。
- 5 举办第三届“72变生活营”，带领99位青少年在野外生环境中探索自我。



挑战与瓶颈:

- ⚠ 一些义工因自身工作关系或身兼几组的服务而感到身心疲累，导致带领人力短缺，而活动的筹备过程更是不容易，因此在洽谈联办生活营前都需深思熟虑后才做决定。
- ⚠ 随着新进义工的加入，督导与组长需多办内部培训以提升团队的凝聚力，并增进义工们带领活动的技巧。
- ⚠ 由于三家服务的儿童之家皆是首次合作，彼此需要更多的磨合与沟通以确保服务顺利进行。

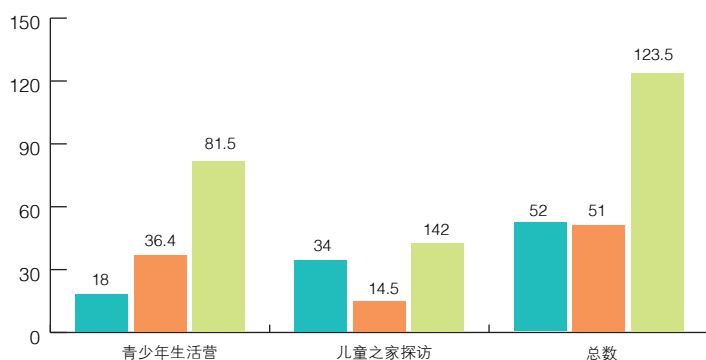
2020 年的提升:

- 举办第12届义工培训。
- 增加内部培训的次数。
- 增加跨组合作机会，如与游疗组联办亲子生活营。



让3位青少年在系列活动中探索自我

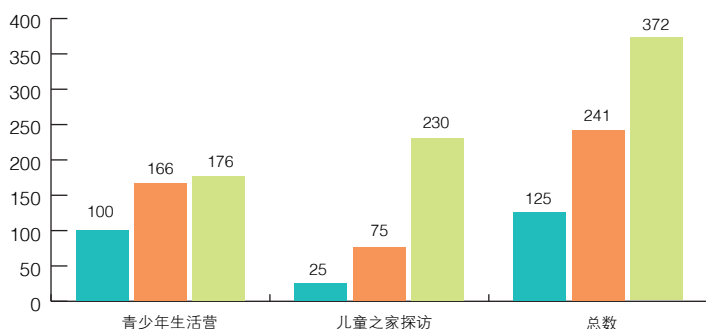
2017年至2019年 服务时数（小时）统计



随着义工人数增加，关怀组得以提供更多服务，其中2019年成功举办了三场生活营。

■ 2017年
■ 2018年
■ 2019年

2017年至2019年受惠人数统计



2018年关怀组进行服务规划重整，于2019年开始定期前往三所新合作的儿童之家提供自我探索活动，故大大提升受惠人数。

■ 2017年
■ 2018年
■ 2019年

忘掉一袋子技巧

- 郑谊文，2019年《生命线之最》得主



当我带着满满的技巧走进活动场地，准备好好挥舞一番，却发现原来用心的对话和真诚的陪伴才是最直接走入孩子内心世界的钥匙。每位孩子都有自己的内心故事。居住朴实乡区生活平凡的孩子，貌似无忧无虑却承受着亲情分离的孤单；一直挂着笑脸的孩子，说起自己的故事却眼眶随即泛红；沉默内向的孩子，在活动遇到挑战时默默给予组员们协助；信心满满的孩子带领组员时却遇到了挫折；自觉弱小的孩子，从不敢接受挑战到鼓起勇气坚持把任务完成…

于是，孩子们的真诚和信任，感动了我。这是生命线关怀组的特色，活动并不为了给孩子灌输知识，而是协助他们从中察觉一直和自己共存着却被忽略的内在自己，让孩子们能玩中学，学中玩。



爱心 特工组



定期举办捐血运动、器官捐献运动、老人院与孤儿院服务和环保工作等。

以“走入社会，结合社会资源，推动社会福利工作”的理念，唤起大众对社会和环境的关怀意识。

——爱心特工组服务愿景



服务特色：

- 走入社区，唤起各群体对社会福利的意识，同时借助大众的力量完成社会福利工作。
- 寓教于乐，鼓励一家大小或朋友间三五成群在周末一同行善，共度欢乐的相聚时光。



王丽玲（组长）

- 义工团队 -

2019年的突破:

- 1 首次在五条港渔村推动环保运动，结合环保讲座和社区人文导览，即便大众需自行负担交通与膳食费用，反应仍然热烈。
- 2 荣获卫生部颁发纪念碑，肯定本会长期与国家血库中心的共同努力。
- 3 二度与巴生历史户外学堂合办环保活动，同时推广班达玛兰新村的文化遗产。
- 4 协助温心慈善协会举办慈善义跑，带领80位工作人员完成支援工作，为本会筹建辅导教育推广与培训中心。
- 5 首次前往煤炭山的和协安老院服务，为该院清洁环境和筹募运作资金。
- 6 获邀参与州政府之海南村复新计划，并完成场地考察。

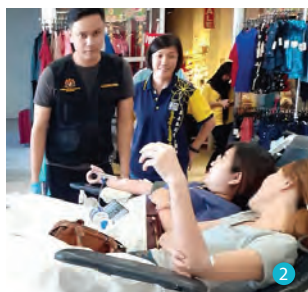


挑战与瓶颈:

- ⚠ 继续提升常年活动的趣味性，注入新主题元素，以获得大众响应。
- ⚠ 义工们于相关领域的专业训练有待加强，如医疗急救、垃圾分类、沟通技巧等。

2020 年的提升:

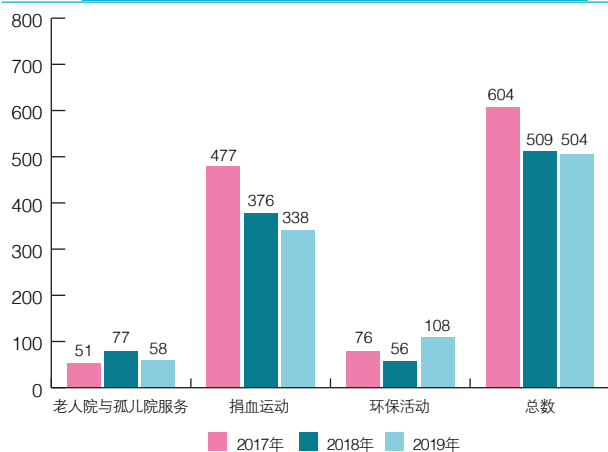
- 举办内部培训，提升团队的凝聚力。
- 举办第11届义工培训。
- 与州政府合作海南村复新计划。



让2小时的社会福利工作得以促成

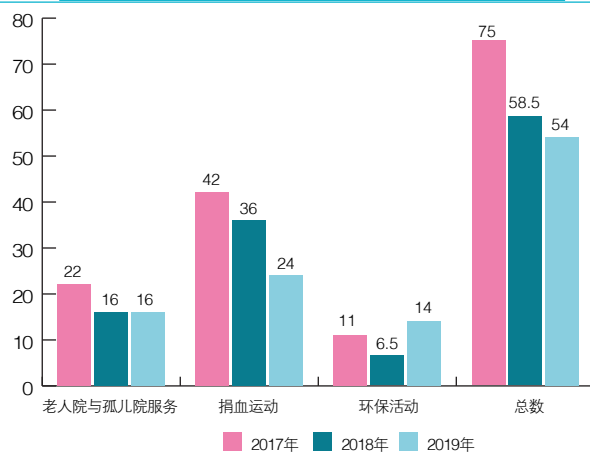
- 义工团队 -

2017年至2019年 参与人数（大众）对比



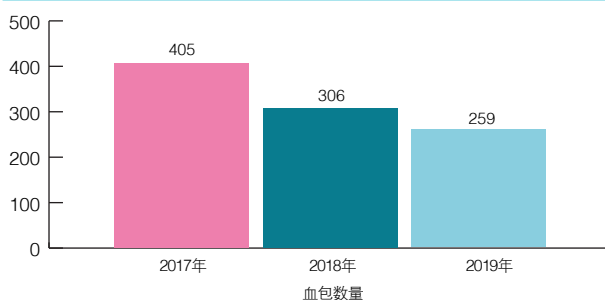
爱心特工组今年推出不同形式的环保活动，提升“寓教于乐”的重要推广元素，成功号召更多民众响应。

2017年至2019年 年度总服务时数对比



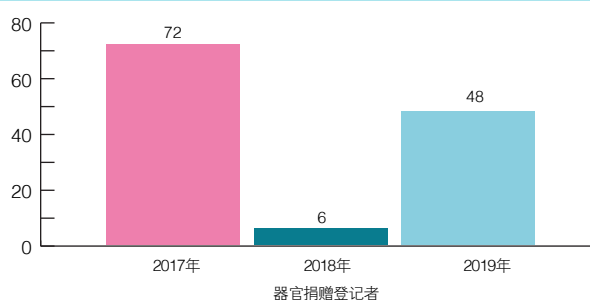
爱心特工组于2019年进行服务重整，并开发更多新服务区域，以每月一场的方式，定期号召更多民众一同参与社会福利工作。

2017年至2019 捐血运动成果报告对比



血包数量的降低主要是因为捐血运动场次的减少，同时也有许多民众(23.5%)因条件不适而无法成功捐血。

2017年至2019年器官捐赠登记活动成果报告



随着社会对器官捐赠的了解，越来越多民众愿意登记为捐赠者。



不再一个人垮掉

— 周勇敢，2019年《生命线之最》得主

很多身边的朋友问我
“为什么周末你都一直跑去做义工？为什么非要把自己搞得那么忙呢？”。

那是因为在生命线的服务路上，我不但多了一份责任，也多了一份感动。

还记得第一次带领和策划活动时，我自己扛起了很多重要的工作，到后来才发现自己很累、很压力。活动的前一天，我感觉自己快要垮下了，后来才知道那是因为我在这活动以及自己都有很高的期待，怕自己会搞砸这个活动，无法给参与者呈现出最完美的一面。

活动当天，我才发现原来身边伙伴们的支持和配合一直都在。大家齐心协力，临场的相互支援，凭借着满满的团队精神，终于让活动顺利完成。这让我深深地意识到一个人的资源是有限的，办活动时请一定要多看看自己身边的伙伴，其实大伙儿随时都准备好一起完成一项项不可能的任务！



社会 教育组



期许每个人都学会尊重自己，尊重他人，
建设一个有爱心、健康与安稳的社会。

——社会教育组服务愿景

举办各类讲座、成长团体、工作坊、生活营与接受媒体采访等，以期提升社会的心理健康，巩固大众面对挑战与帮助别人的能力。



廖翠薇 (组长)

4

服务特色：

- 分享当下社会主要面对的生活课题。
- 受惠对象从小孩至老年人。
- 活动以体验、引导与分享为主，而非说教或单向灌输。
- 主要宣导“倾听”和“陪伴”对社会和谐及个人成长的重要性。



3

2019年的突破:

- 1 首次与马大中文系举办公开演讲，带领大众探讨华人丧祭文化的哀伤疗愈。
- 2 首次举办长期照顾者会心团体，陪伴病患照顾者探索自救的能力。
- 3 远赴龙运、斗湖等偏远地区举办“我听见了你”运动讲座，与当地民众分享情绪照顾。
- 4 推动4场“95自助·助人”系列活动，依时下社会需求选定分享主题，分别为焦点解决治疗、性侵、自杀防治以及自我觉察。
- 5 第三度与国家画廊合作青少年艺术治疗工作坊，参与者63人，创历史新高。



挑战与瓶颈:

- ⚠️ 部分学校因经费有限，“我听见了你”运动在校园的推行幅度减少。
- ⚠️ 大众对于心理健康课题的学习意愿，比财务管理、疾病预防等较低，因此部分课程的招生宣传面对挑战。
- ⚠️ 因赞助资源不足，一些课程费用造成部分有意学习者的负担。
- ⚠️ 随着小型课程的减少，新进讲师今年的发挥平台较少。
- ⚠️ 认识本会助人服务的群体仍有限，需大家一同分享与传播。



- 义工团队 -

2019年的突破：

- 6 与国家人口及家庭发展局联办“婚前教育课程”，并多次参与此课程内容之修订会议。
- 7 开办第三届讲师培训班，首次培训仅以巫英媒介分享的讲师。
- 8 举办8场跨族群活动，包括6场校园讲座、青少年艺术治疗工作坊、焦点解决基础培训工作坊，让多元社群得以受惠学习。
- 9 举办第六届“艺术与心灵”生活营，引导84位青少年用艺术表达自我。
- 10 成为“爱长在”生命教育联盟成员之一，于各大媒体平台上分享生命教育。
- 11 与星洲日报、“律师有话说”、吉隆坡文华国际青年商会联办婚姻法律讲座，以法律与辅导观点全面探讨婚姻相处之道。
- 12 成功注册为人力资源部HRDF认证培训中心。
- 13 第二年成为辅导局CPD课程培训中心。



2020 年的提升：

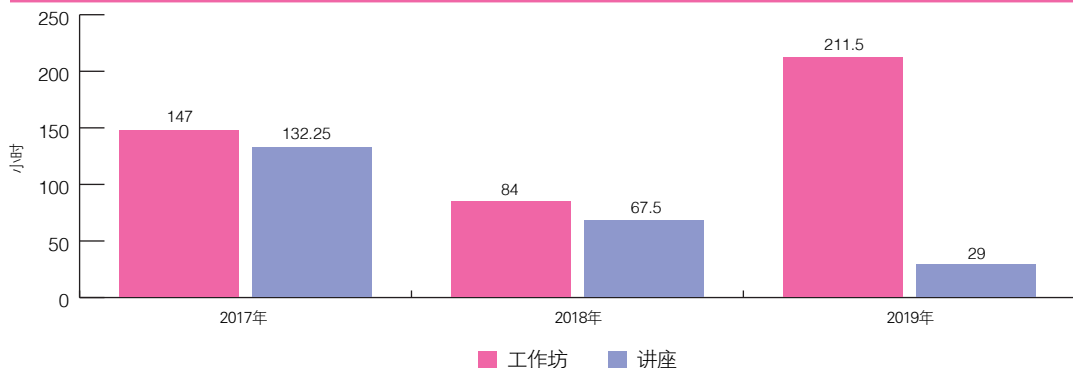
- 举办“考前减压营”，带领UPSR和PT3考生学习自我调适，正面迎接学业挑战。
- 持续推动“95 自助·助人”系列活动，以讲座和工作坊等形式因应社会需求。
- 举办电影及绘本分享会，用多元媒介传达心理健康资讯。
- 开办带领员培训，为团体分享性质的课程提供足够的带领人力。



让15人透过讲座学习自助、助人

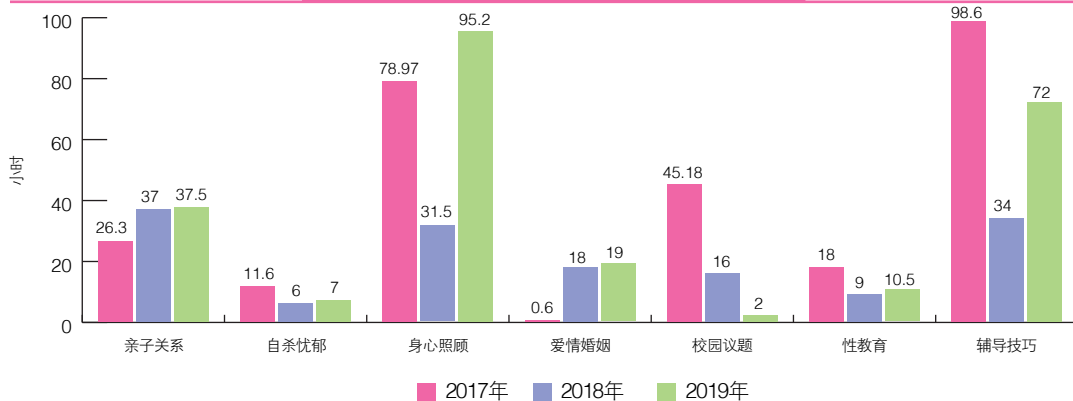
- 义工团队 -

2017年至2019年课程时数对比



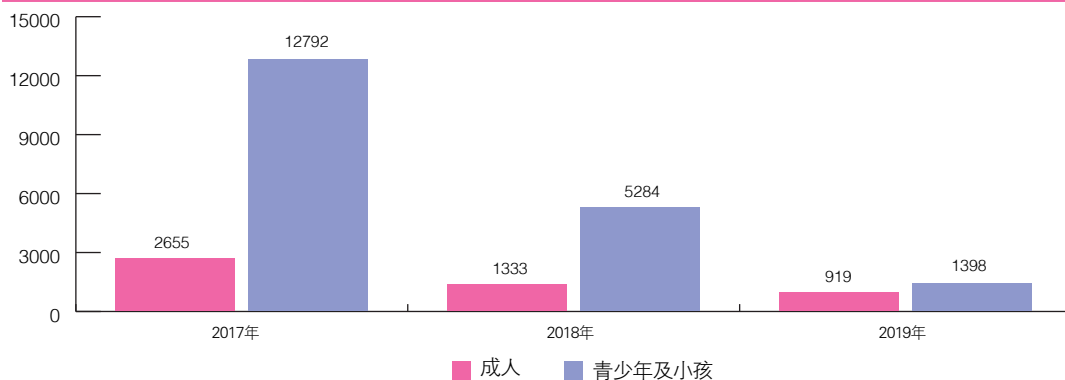
由于讲座以单向资讯分享为主，其功能可由电台和网络等管道取代。因此，2019年社会教育组课程侧重于工作坊带领，以提升学员们在体验、分享和演练中的学习收获。

2017年至2019年课题时数对比



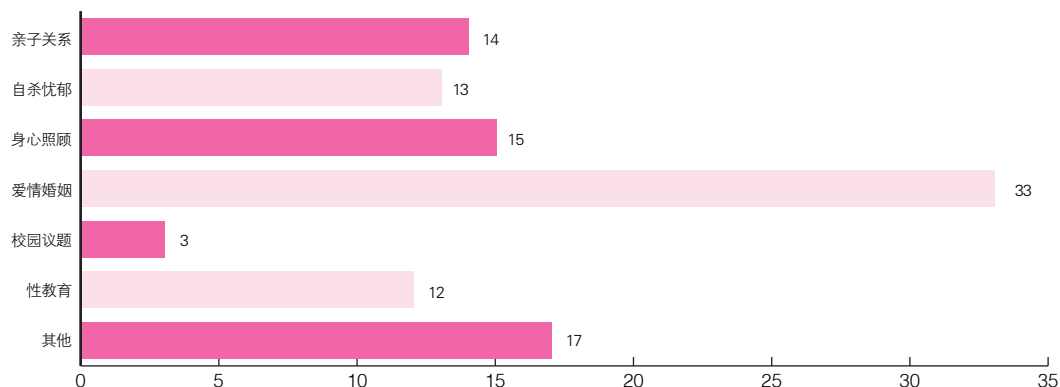
身心照顾和辅导技巧依然是社会教育组两项重要的推广议题。随着2019年取得HRDF培训中心资格，本会将陆续开发职场身心照顾课程；而注册辅导员也可透过本会所推出的这些辅导技巧课程取得辅导局CPD学分。

2017年至2019年参与人数对比



随着社会教育组课程模式转型，造成2019年讲座场次减少，尤其是校园讲座，因此受惠人数也大幅降低。工作坊虽在学员人数上有所限制，但其成效与正面影响比讲座更丰硕和深远。

2019年各网络、报章与电台媒体访问场次统计



感谢各媒体携手推广，共创107场心灵分享！





没有天生就会当父母的

- 王莲明, 2019年《生命线之最》得主

在一场给六年级学生的讲座中, 有位小男生让我印象特别深刻。他在活动快结束时, 小声地在我耳边说: “老师, 我可以跟你讲话吗?” 我突然感觉到这小孩可能需要我陪伴, 于是我跟他说“活动结束后, 你在这扇门等, 老师和你在那里讲”。活动结束后, 我没看见那位小男生, 走过去才发现他躲在门后。我知道他不想被同学们看见, 他说: “老师, 你可以帮我吗? 我的妈妈很需要帮忙。” 然后就哭了。 “妈妈很凶很凶很凶, 她一直要打我……老师刚才讲的那个电话, 我妈妈可以打过去吗?”

我很欣赏这小孩, 因为他愿意面对, 他那句“我妈妈很需要帮助”让我很感动, 因为他懂得妈妈的心情, 希望妈妈得到帮助。我常在想, 只要我每一场讲座有两三个人愿意跟我说: “老师, 你得空吗? 我有话跟你讲。” 这就表示我们帮到人了。



开花结果的善种

- 陈云娟, 2019年《生命线之最》得主

当孩子很投入地玩耍时, 我们一般不问“为什么”, 以避免打断他的兴致。比如, “小明, 你为什么选红色呢?” 原本在玩的小明, 为了回答便需要停下来想一想再回应我们, 甚至有时小孩会听起来觉得被责备。在一次的游戏治疗课程中, 有位学员缺席第一天的学习, 所以对基本技巧完全没有概念。第二天上课演练时, 这位学员自愿扮演妈妈, 而当扮演孩子的学员拿起一把剑砍啊、刺啊、打啊时, 她开始问——“为什么你要砍这个娃娃?”、“为什么你要一直打?”、“为什么你要刺它、割它?” ...

这个画面让我顿时恍然, 确实人们不是天生就会当父母的。我们需要有意识地去学习——看书、听电台、听讲座、上课等, 从不同的分享中掌握教养技巧与态度, 以帮助我们更好地跟孩子连结。虽然我平日带领教养课程, 但回到自身妈妈的角色, 心情不好或急躁时, 我也会无意识地说出一些让人难受的话, 这让我更感到有意识学习与觉察的重要性。当父母愿意改变时, 孩子也会改变, 关系也自然改善。

“老师, 我可以跟你讲话吗?”

- 余莹樱, 2019年《生命线之最》得主



做电台节目的嘉宾时, 有些听众回馈说我的分享对他帮助很大, 有些听众甚至会特地出席我的讲座。也有人在讲座中告诉我, 我的分享让他看见助人工作的意义, 因而修读了辅导, 或已经成为了辅导员或辅导义工。这些互动都让我很感动, 更加坚信自己能够予人收获和成长。曾经有观众在人群散去后, 默默走上前对我说: “谢谢你老师, 我一直在听你的分享, 从中收获很多, 所以不管多远, 我都会跑过来听。” 还有一次讲座中, 主持人一见到我就说: “哦, 你就是陈云娟, 在电台做了很多年的分享, 我妈妈是你的粉丝呢!”

这些平凡的互动都让我感受很深刻, 意识到自己播撒出的种子, 真的会在不同的地方, 适当的时机开花结果。这是一个生命感动了另一个生命, 形成了心与心的连结。我觉得社会教育非常有意义, 必须不断地去执行, 因为我们的不放弃, 对某些人的生命带来了影响。

指定企划，一次性赞助

Designated project, one-time sponsorship



1

筹建辅导教育推广与培训中心

Establishing Counselling Education Development and Training Centre

自2018年发起，以RM1,000,000为目标。由于急剧上升的社会需求，本会所提供的支援和教育两道预防工作已供不应求，遂成立此中心突破空间限制，也提升本土专业实践。

Launched in 2018 with a target of RM1,000,000. Due to the rapid increase of social needs, the support and education provided by LLAM are reaching the limitation. The establishment of this centre is able to resolve space constraints, as well as to elevate the localisation of counselling profession.



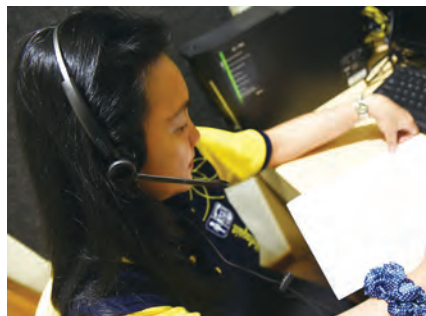
2

延长辅导服务时段，及时陪伴迷惘的心

Extend the counselling services to accompany the lost heart in time

以24小时电话辅导服务为愿景，自2018年开始陆续增设服务时段，每年开销约RM150,000，供策划、培训、督导、软硬件设备支援等用途，才得以继续推动辅导服务的延长。

With the vision of 24-hour hotline service, counselling sessions have been increased since 2018. An annual expenditure of about RM150,000 is used for planning, training, supervision, software and hardware equipment support, in order to continue this extension.



- 爱心传播 - SPREADING LOVE

3

游戏治疗，陪伴受伤的小心灵

Play therapy, companionship to the broken hearts

表现异常的孩子底下都隐藏着一颗受伤的心，只要捐献RM360，你可协助一位清寒家庭的孩子接受12次游戏治疗之疗程，送孩子一个身心健康的成长历程。

A broken heart always underly the abnormal child behavior. With a donation of RM360, you can assist a child from underprivileged family to undergo 12 sessions of play therapy.



4

儿童之家服务，走过小大人的彷徨

Services for children's homes, go through the teenage confusion

定期拜访儿童之家，透过一系列的主题性自我探索活动，提升孩子们的自信和韧性。每所服务机构一年的系列活动开销近RM10,000，用于材料准备与外出生活营的支出。

Regular visit to the children's home to improve children's confidence and resilience through a series of thematic self-exploration activities. Each service organization spent nearly RM10, 000 a year for a series of activities, for the expenses of material preparation and overnight camp.



5

“我听见了你” 偏远地区巡回讲座 “Listen” Campaign in Remote Areas

以每场讲座RM1,500的赞助形式，负担外地交通、膳宿和讲师津贴，有效地将集中在雪隆区丰富的心理健康资源，扩散至各州家乡小镇。

Sponsor RM1, 500 for each seminar in remote area to cover transportation, accommodation and lecturer allowances, in order to spread mental health resources to remote community.



经过一年的申请流程，本会终于争取到捐款免税福利的延续资格了！生命线协会由2013年开始取得财政部与内陆稅收局长达5年的核准，凡捐款者其款项可用于减免稅务。其后，我们的社会服务也陆续得到了卫生部、妇女家庭与社会发展部、财政部和内陆稅收局的认可，遂于2019年10月15日起，延续免税福利的资格。

LLAM has successfully extended the tax exemption status after one year of effort! Since 2013, LLAM has received 5 years of tax-exemption from the Ministry of Finance (MOF) and the Inland Revenue Board (IRB). Then, LLAM's contribution has been recognised by the Ministry of Health, the Ministry of Women, Family, and Community Development, as well as MOF and IRB in 2019, which brings us to the extension of tax exemption starting from 15 Oct 2019.

- 爱心传播 -
- SPREADING LOVE -

1天1令吉，陪伴 迷失方向的心灵

Reach out to people in struggle, with
ONE Ringgit a day

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。
诚邀您定期小额乐捐，让“有心人”做“有心事”，为社会注入温暖曙光。
Sustainable development of an NGO is in fact based on its financial stability.
We sincerely invite you to join the recurring donations, in order to help the person in need.



每三个月
Every 3 months

×
乐捐95令吉
Donate RM95

=
一年共有380令吉
Raise RM380 in
a year



若号召700人
If 700 people

×
每年乐捐380令吉
Donate RM380
annually

=
一年筹得近27万令吉
Raise about RM270,000
per year



这是生命线协会一年内
规划、推广和执行各种
服务的基本开销。

**This is a basic cost of
planning, promoting
and implementing the
service provided
within
one year.**



- 爱心传播 - - SPREADING LOVE -



赞助表格 Sponsorship Form

<http://lifeline.org.my/cn/sponsor/>

成果/Outcome:

现有56人响应，筹得RM41,293.00

There are 56 people respond and raised RM41,293.00.

困境/Challenge:

1. 民众对于信用卡自动转账服务有所保留，偏向一次性捐赠（高达86%），故赞助来源不稳定。
2. 2019年10月才再次取得税务减免，因此影响赞助者的支持意愿。

1. People are reserved in using autodebit services, and prefer one-time donations (up to 86%), which are considered as unstable sponsorship.
2. The tax exemption status has just started from October 2019, which affected the sponsor's willingness to support in non-exemption period.

未来计划/Future plan:

1. 期盼更多人长期捐助，稳固协会的财务分配。
 2. 持续提升与改善赞助系统，让大众安心捐款。
 3. 推出更多小额捐款选项，如每个月捐献10令吉。
 4. 走入不同社区宣传自救及求救精神，如学校和商场。
1. Focus on recurring donations.
 2. Increase ease of donation process.
 3. Introduce alternatives of smaller donation amount.
 4. Promote in various communities.

赞助数额: Sponsorship amounts:	赞助频率: Frequency of sponsorship:	赞助方式: Method of payment:
RM10	每个月 Once a month,	信用卡自动转账 Auto-debit of credit/debit card
RM30	每三个月 Once every 3 months,	支票或现金汇款 Cheque or cash deposit
RM95	每半年 Once every 6 months,	网络转账 Online banking transfer
RM195	每年 Once a year,	
RM295	单次捐款 One time donation	
其他数额 other amount		
银行汇款户头账号/Account details: Hong Leong Islamic Bank 2400 1000 342 (Persatuan Life Line Malaysia)		

All donations are tax exempted under Akta Cukai Pendapatan 1967 (LHDN.01/35/42/51/179-6.5851)



HGH CONVENTION CENTRE

<http://www.hghconvention.com/>

f i hghconventioncentre



475, JALAN PEACH AVENUE, SENTUL, 51000 KUALA LUMPUR

TEL : 03-4045 6166

FAX : 03-4041 7497



GALAXY BANQUET HALL

<http://www.galaxybanquet.com/>

f i galaxybanquet





30 周年诚意巨献

赠送果王丰收奖励

限量首1000位客户

4倍奖励*

预估30年内享有您所购买
产品成本的最高4倍奖励

免费赠送*

仅需购买富贵特定产品
每月按时缴付及在全额缴清后即可获得

零风险

无需任何额外费用
安心坐享丰硕回报



购买富贵
特定产品



免费享有
果王丰收奖励*



于彭亨劳勿
种植猫山王
(种植成本由富贵集团承担)



5年后结果



出口至
世界各地



所得盈利
回馈予客户

长在树上的榴莲如同黄金，随着全球需求激增，榴莲价格也暴涨，是一个可持续的种植项目，长期回报非常可观。

榴莲苑位于彭亨劳勿，是一家系统化、规模化及数码化的榴莲庄园，种植面积超过400英亩，

并由上百位农业种植专员及农业专家，搭配现代化种植及专业化营运，兼顾榴莲质与量。

配合富贵集团欢庆30周年，特与榴莲苑强强联手，诚意推出“果王丰收奖励”回馈客户。



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

☐ RM10

☐ RM30

☐ RM95

☐ RM195

☐ 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: <http://bit.do/fo3GM>)

*Autodebit Authorization Form is required (Download: <http://bit.do/fo3GM>)

汇款户头

Account No.

Hong Leong Islamic Bank 2400 1000 342 Persatuan Life Line Malaysia

赞助者资料 Details of Sponsor

Name /

Company Name

IC/

Company No.

Mailing
Address

Phone

Email

Signature/ Company Stamp

Date

我想赞助，该怎么做？ How to sponsor Life Line Association Malaysia?

1. 填写以上的赞助表格。
Fill up the above sponsorship form.
2. 将赞助额汇入本会银行账户或填写《信用卡自动转账核可授权表格》。
Transfer the sponsored amount or fill up Credit/Debit Card Authorization Form.
3. 将上述表格、汇款证明影本或《信用卡自动转账核可授权表格》WhatsApp至011-1095 9595，或电邮至sponsor@lifeline.org.my，或上传至<http://bit.do/fo3HS>。
Send the copy of the above form and payment proof or Credit/Debit Card Authorization Form through WhatsApp 011-1095 9595, email to sponsor@lifeline.org.my or upload at <http://bit.do/fo3HS>.
4. 汇款后，本会将与你联系，并邮寄收据。
The official receipt will be sent out after the confirmation through phone call.



Helping Others, and Achieve Self-Development

Thirty years ago, LLAM was established by a group of like-minded friends who has no foundation and with just a mere belief of "helping others, and achieve self-development". The motto of "helping others" has been set as the priority, so they utilised telephone counselling service to help people who were depressed and feeling lost. They also raised the necessary facilities, skills, human resources, and funds because they believed that "achieving self-development" was their responsibility. Since then, LLAM started the journey of serving the community.

Today, we need to further strengthen this belief and to give full play to our social responsibilities as an "association." In recent years, the overall counselling professionalism among volunteers has been elevated, along with the active participation of professionals in the executive committee, directors, and advisory teams. We hope that LLAM will become a stronger intellectual support to our country. LLAM has also participated in the several policy-making conference with Ministry of Women, Family and Community Development in recent years, and involved in related advocacy with other counselling associations. Therefore, in addition to enhance the telephone counselling service, LLAM should also commit to strengthen the local professional practice, collaborate with the universities, stimulate the development of the counselling industry, as well as provide consultation on policies. LLAM aims to become a critical role in bridging the knowledge management, professional supervision, talent development and interdisciplinary communication.

The change of lifestyle caused by the burst of information not only changes the needs and challenges of the general public,

but the development and management model of NGO. LLAM use the constitution as navigation, the humanism as principle, the volunteers and practical experience as assets. LLAM collaborates with

Soh Ban Aun
President of Life Line Association Malaysia



counselling industry and the government, forming a mutual support for the well-being of community.

Optimise the Impact

It is critical to ensure the funds from public are to impact more beneficiaries. This includes providing internship for counselling students, training LPPKN officers nationwide, and launching HRDF and CPD programs. These will not only facilitate the training of professionals, but also effectively spread the passion of LLAM, that eventually optimise the supporting effect from the collected funds.

I am very grateful for the recognition and collaboration given to me in these six years. The three goals I set are still moving forward step by step, which are the publications, moving towards 24 hours service and establishing LLAM branches.

Sustainable Growth, with Rooted Foundation

Publications record the development process of each group, which then facilitate the communication and growth among groups, as well as enhance the management of LLAM. The written record is also the management, promotion, and inheritance of counselling practice of LLAM, which will become the prototype of the community database and policy think tank.

The extension of counselling service is a rooted mission of LLAM, in which 24-hour service is the ultimate vision that should be accomplished as soon as possible, so that our service is aligned with worldwide Life Line associations.

- THE LEADERS -



The establishment of the "Counseling Education Development and Training Centre" actually is a comprehensive and integrated proposal. First, the establishment of the centre is an excellent solution to provide a comfort and well-equipped platform to gather more volunteers to do good deeds. Secondly, the centre serves as a model for future branch expansion and to integrate with local resources among different communities. Thirdly, the operation of the centre will provide LLAM with "financial immunity" during the period of the economic slowdown. The income of LLAM will be partly stabilised by providing professional counselling programmes, which gradually decrease the rely on public funding. With the concept of supporting professional service through professional education programmes, the sustainable development of LLAM will be ensured.

I am stepping down from the position of president very soon, and I sincerely hope that the concept of "lovely family" will be the base for all future implementations and reforms towards professionalism and corporate model. Thank you for the understanding and support given, as well as the effort from committee members, volunteers, and administrative team.

In the end, I hope everyone will focus on the goals, grasp the opportunities, step forward bravely, and the beautiful dawn will be seen just around the corner.

With this, I wish LLAM to grow sustainably with long-term stability.



– 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
Member 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
Poh Hing Li Marketing
Sdn. Bhd.
Director



Soh Yok Kim
Nesh Marketing Sdn. Bhd.
Managing Director



Ching Pei Li

Advisor of Society Affair

Legal Advisor



**President
Soh Ban Aun**



**Deputy President
Ng Shei Kwee**



**Vice President
Yap Yoon Foong**



**Vice President
Poh San San**



**Honorary Secretary
Wong Wai Fong**



**Assistant Honorary
Secretary
Ong San San**



**Honorary Treasurer
Kan Ean Seok**



**Assistant Honorary
Treasurer
Teay Chee Wai**



**Committee
Wong Su Zane**



**Committee
Choon Lee Meng**



**Committee
Yeah 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 Meng**



**Committee
Yee Yeng Yeng**



**Committee
Liew Chooi Mei**



**Committee
Ooi Gaik Ean**



**Committee
Ko Chin Wai**



**Committee
Chong Sze Wei**

The Founding Members, Tiew Seng Chee & Ding Chiu Hiong The Forever Life Line-ians who Never Leave

Interviewed by / Tee Choi Har

LLAM was founded in the late 80s and officially registered in 1993, and serving the community for more than 30 years. This achievement is made possible by a group of angles who contributed silently without asking for any return. We invited two founding members of LLAM, Tiew Seng Chee (SC) and Ding Chiu Hiong (CH) to share about LLAM's early days, the culture and their hope for the future.

Joining LLAM

SC I joined LLAM around 1989. Back then, LLAM was facing issues with organizational management. The coordinator Kua Poo Hoo knew that I was active in the Lions Club which had been well established and organised, therefore invited me to help. The two main efforts we made were reorganising the council committee and inviting professionals to plan the trainings for volunteers.

CH The reason I joined LLAM was because of my younger brother. He showed autistic traits and committed suicide in 1984. During that time, there was almost no Chinese counselling resources available. We had given a lot of advices which are in fact useless. Hence, when I got to know about LLAM, I think it was greatly needed by the society and hope that I can help on this. In 1989, I joined into the service line.

The Founding Members

SC Tiew Seng Chee

1st President, Current Advisor of
Society Affairs

CH Ding Chiu Hiong

1st Committee





Hardships in the Early Years

CH LLAM's first centre was located at Pudu. Not having any desks or chairs, we sat on the floor and reused worn furniture. We started the telephone counselling with only one phone, and contacted each other with pager. Only after Tan Kee Sang joined the group, we installed cabinets and other furniture.

We always had to worry about the monthly rental. We even had to asked for donations along the Petaling Street wearing LLAM uniform, although it was illegal. After SC joined LLAM, he was indeed a great help, not only in system reorganization but also in funding.

SC When I first joined, the centre was in Chow Kit Road with a rental of two to three thousands (half funded by a Buddhist

association). However, the space was limited. Eventually, we were asked to move out as we cannot afford the rental. We moved to Pudu, and our centre was located at the third floor with two small rooms, a tiny living area and a toilet. All we wanted was to keep going, thus although it was very difficult, we still persisted.

Due to the limited space, we often had events away from the centre, such as visiting old folks home, blood donation and others. Nonetheless, the counselling room was set up, and trainings was conducted maily by Dr.Wu Hsin-An from Taiwan. Subsequently, LLAM received a variety forms of support from Goh Kui Lian, Koh Hock Lye, etc. The period at Pudu was a crucial transition for LLAM to stay till today.



The Volunteering Spirit

CH As all activities were on our own expense, some volunteers who could not afford much would only order a bowl of soup when we had meals together. We just wish to contribute to the society together.

Looking back, I cannot imagine how we had journeyed until today. Volunteers would take a mini bus to the centre right after their work and only leave with the last bus around 11 or 12pm, despite having to work on the next day. LLAM was like the second home to all. We would steam sausages or poached eggs together with rice in the cooker.

What we concerned was all about building up the association.

SC A lot of committees and volunteers have always been standing with LLAM, and are willing to sacrifice just to help. Hence, the foundation of LLAM is not only about counselling professionalism but more importantly the kindness of the whole team. It is this pure kindness which has led LLAM to today's height.

The Culture of LLAM

SC LLAM has always been a non-profit and non-religious organisation. The people here are not selfish and would never take advantage of the organisation. In this precious platform, everyone contributed silently. Although there was quite a level of turnover of volunteers, it's also a critical practice that those with enthusiasm will take over when the former volunteers were not able to contribute. This is the culture of LLAM that I appreciate a lot.

CH The sense of belongingness is also crucial. There was no hierarchy in LLAM instead everyone was treated and strived together. Even as LLAM developed and started to have more distinguished job distribution, we still retain this warm and peaceful culture till today. Our initial aspiration never change, we all wanted to protect this home. Even though some have left LLAM for a period of time, their hearts are always with us.

SC In LLAM, every contribution is appreciated. Along this 30-year journey, LLAM has experienced countless highs and lows. Interpersonal conflicts are unavoidable but when we face it openly and maturely, treating it as a group developmental process, it is indeed a learning process.



Counselling Education Development and Training Centre

CH I agree with this concept. This will help to resolve the current issue of limited space, and subsequently train more volunteers. Overall, this is one of the critical sustainable measures which could provide foundation for the 24-hour counselling service. Additionally, this new centre can also play a role as an important community database.

SC We registered our association with the name of “Malaysia” with the hope that LLAM can be a nationwide organisation. Therefore, I hope that LLAM will set up branches soon in North and South Malaysia in order to reach out to more people.

Future Development

SC Mental crisis of the society become more serious especially due to the outburst of information received every day. The core service of LLAM is counselling which is in fact the second defence line that provides assistance and support to those who are already in trouble. I hope that LLAM can expand more aggressively in education work, which functions as the first defence line. LLAM can even interact with religious bodies to incorporate the strength of beliefs and benefits of counselling to enhance the mental health of the society. Moreover, LLAM can consider to appeal for certification for those experienced volunteers or provide further

study opportunities for them. This could increase the professionalism of LLAM. Meanwhile, the professionalism of administrators should be improved as well. Having trainings or overseas learning opportunities can enhance the management of LLAM.

CH Regarding to the setting up of LLAM service centres in every state, it might be great to start by collaborating with local Chinese associations. They could provide space for counselling services and trainings while LLAM sends trainers and volunteers to help out regularly. LLAM can utilise this model for the future extension plans.

Closing Remarks

“Everyone contributes a part,” says Tiew Seng Chee when he is joked by Ding Chiu Hiong as the “ATM machine” of LLAM during the early years. His words reflected the collective efforts of various batches of volunteers in every stage of LLAM’s development. In recent years, LLAM has been actively inviting former volunteers back home, including Ding Chiu Hiong who left LLAM due to career and family affairs. Now, she is active again and supporting LLAM in a new way particularly in fund raising. “As long as our hearts are together, it will generate power,” said by Tiew Seng Chee.



– HISTORY AT A GLANCE –

1989-1992

Four Years Preparation with Everyone's Effort

On 23 September 1989, a group of people gathered at a tea house discussing to set up an organisation to alleviate deteriorating mental health of the society. While the volunteers received professional training from Lifeline Association Kaohsiung in Taiwan, the registration process was full of challenges in which preparatory committee restructured for four times during this period. Eventually on 8 April 1993, "Life Line Association Malaysia" (LLAM) has officially registered.



分類	總數	單位	金額	備註
發起人	10		1000.00	
贊助者	10		1000.00	
會員	10		1000.00	
捐助者	10		1000.00	
總計	40		4000.00	



- 1 1990: One-year anniversary.
- 2 1990: Application documents to ROS.
- 3 1990: Malayan Thung Pau Daily News, Kua Poo Hoo holding the phone.
- 4 1990: Statistics on clients' presenting issues.
- 5 1991: Training led by Dr. Wu Hsin-An (left) from Lifeline Association Kaohsiung.
- 6 1991: Photos of volunteers in activities.

Council Committee in Pioneering Stage

President	Kua Poo Hoo
Vice President	Chan Kwong Yuan
Secretary	Tan Kee Sang
Treasurer	Ban Teng Kai
Committee	Neo Li Ling, Lim Yuen Hock, Chong Soo Chen, Tan Siok Moi, Chay Siew Fuin, Tan Ah Ming

Active Volunteers During Pioneering Stage:

Huang Jin Zhao*, Ding Chiu Hong, Tiew Seng Chee, Lee Sook Chan, Zeng Jiang Ping*, Zheng Chun Ping*, Huang Zhen Yao*, Wang Meng Zhu*, Liu Zhong Hui*, Lian Zhi Guang*, Chen Yi Xian*, Foo Kon Meng, Mai Yu Yan*, Eng Sze Chong, Yap Hock Chai, Foo Yoon Kung, Huang Ai Ling*, He Hong Jian*, Hu Mei Li*, Zhang Gao Dai*, Liang Xiong Ming*, Zhong Xue Mei*, Lin Cheng Quan*, Lin Yu Xia*, Li Yong Wei*, Chen Xiu Wen*, Yan Ya Bao*, Huang Wen Huan*, Huang Li Hua*, Zhao Guan Gui*, Yao Ying Ying*, Chen Qiao Jiao*, Chen Xiu Rong*, Xie Cheng Duan*, Zhao Song Fa*, Gan Xiu Hui*, Gan De Kai*, Ding Shi Rong*, Lin Chong Rong*, Li Xiong Zhi*, Tan Siew Hwa, Feng Xiu Mei*, Wu Guang Chuan*, Huang Ya Zhen*, Li Mei Ru*, Chen Bao Yin*, Zhuang Ya Jin*, Yao Shun Fa*, Huang Shi Hao*, Chen Xiu Rong*, Lei Yong Ye*, Li De An*, Chen Xiu Lan*, Xie Gui Hua*, Chen Ming Long*, Lin Guan Ying*, Zhang Jian Xiong*, Li Heng Zhong*, Zheng Shui Qian*, Chen Shao Tang*, Lin Xiu Ying*, Liang De Ming*, Yan Wei Tang*, Lin Le Ming*, Huang Bao Fu*, Guo Qiao Hua*, Lin Li Man*, Huang Xiu Ping*, Chen Jia Tang*, Ni Shu Zhen*, Luo Shu Mei*, Lai Yue Chan*, Xu Li Ying*, Zhang Tu Sheng*, Cai Yao Nan*, Liang Yu Lin, Dr. Dharmmir Singh, etc.

PS: Please inform LLAM if any names left out due to the incomplete historical documentation.

1993-1997

The Helper Team Rooted at Cheras



- ① 1994: Group photo of the first and second batches of counselling volunteers.
- ② 1996: Launching of LLAM anthem performed by Ling Lei Yin Yue Ren, hosted by Tiew Seng Chee (left).
- ③ 1996: Series seminars on mental health.
- ④ 1997: Collaboration with Radio Lima on fund raising event.
- ⑤ 1997: Training workshop led by Prof. Agnes Wu from Taiwan.
- ⑥ 1996: Shift for three times before rooted at Cheras Maluri for more than 17 years, the bamboo chairs in the counselling room have been used since the pioneering stage until now.

(1993 – 1995) The 1st Council Committee

President	Tiew Seng Chee
Vice President	Foo Yoon Kung
Honorary Secretary	Goh Kui Lian
Assistant Honorary Secretary	Dai Wen Shun*
Honorary Treasurer	Eng Sze Chong
Assistant Honorary Treasurer	Yap Hock Chai
Committee	Tan Yoke Nai, Ding Chiu Hiong, Teoh Kheng Hong, Huang Jin Zhao*, Lim Yat Queng, Lim Ai Lay, Lee Kim Seng, Ding Shi Rong*, Li Heng Zhong*, Wong Kee Fatt

(1995 – 1997) The 2nd Council Committee

President	Tiew Seng Chee
Vice President	Leow Kim Soon
Vice President	Knew See Chua
Honorary Secretary	Koh Hock Lye
Assistant Honorary Secretary	Teoh Keng Min
Honorary Treasurer	Goh Kui Lian
Assistant Honorary Treasurer	Teoh Kheng Hong
Committee	Tan Yoke Nai, Yan Vui Kong, Chew Kah Unn, Huang Jin Zhao*, Lim Yat Queng, Yap Hock Chai, Tan Hung Liang, Eng Sze Chong, Lian Zhi Guang*

1998-2002

Enhancing Professional Autonomy,
Developing Diversified Services



- 1 1999: The establishment of supervisor group, 13 supervisors trained by Dr. Wu Hsin-An (left).
- 2 2000: Fund raising dinner at Thean Hou Temple, fifth from left is Koh Hock Lye.
- 3 2001-2002: Volunteer training.
- 4 2001: The establishment of social care group.
- 5 2002: The establishment of blood donation group, now known as the community service group.
- 6 2002: Organised the 4th Malaysian Chinese Community Counselling Conference.

(1998 – 2000) The 3rd Council Committee

President	Koh Hock Lye
Vice President	Lim Soon Hock
Vice President	Knew See Chua
Honorary Secretary	Goh Kui Lian
Assistant Honorary Secretary	Yan Vui Kong
Honorary Treasurer	Ng Hin Lee
Assistant Honorary Treasurer	Yap Hock Chai
Welfare Group	Lee Sook Chan, Teoh Kheng Hong
Activities Group	Lim Siow Woi, Fong Yee Leong
Communications Group	Foo Kon Meng, Chew Kah Ann
Committee	Yap Ley Chuen, Ha Kien Oon, Lim Kim See, Loo Chin Kway, Chen Chan Meng, Julian Tan, Wang Zhi Qiang*, Zhang Zi Wei*

(2000 – 2002) The 4th Council Committee

President	Koh Hock Lye
Vice President	Lim Soon Hock
Vice President	Ng Hin Lee
Honorary Secretary	Goh Kui Lian
Assistant Honorary Secretary	Yan Vui Kong
Honorary Treasurer	Julian Tan
Assistant Honorary Treasurer	See Soon Eng

Welfare Group

Activities Group
Communications Group
Committee

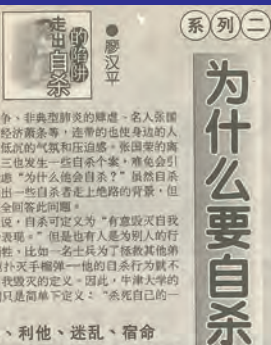
Lee Sook Chan, Ow Tien Seng
Mah Mei Leng, Lim Hau Chek
Teoh Kheng Hong, Chen Wei Qian*
Yap Ley Chuen, Ha Kien Oon, Lim Kim See, Ching Pei Li, Foo Kon Meng, Wong Chiew Mee, Li Zhi Xiong*, Tan Hoon Kian, Li Zheng Xue*, Ling Lae Feei, Zhong Bing Cheng*

(2002 – 2004) The 5th Council Committee

President	Koh Hock Lye
Vice President	Lim Soon Hock
Vice President	Julian Tan
Honorary Secretary	Goh Kui Lian
Assistant Honorary Secretary	Yan Vui Kong
Honorary Treasurer	See Soon Eng
Assistant Honorary Treasurer	Chong Jiun Shyang
Welfare Group	Lee Sook Chan, Chong Chooi Fun
Activities Group	Teoh Kheng Hong, Lim Hau Chek
Communications Group	Ling Lae Feei, Jiang Chun You*
Committee	Wong Chiew Mee, Ha Kien Oon, Lai Shi Quan*, Foo Kon Meng, Yang Qi Quan*, Leow Hon Ping, Chen Zhi Hao*, Chan Su Tean

2003-2007

Branding and Collaboration with Various Resources



- 1 2003: 10th Anniversary Dinner.
- 2 2003: Started to be invited as sharing guest on newspapers and radios.
- 3 2004: Launched "95 Campaign" to promote the awareness of "self help" and "seeking help".
- 4 2004: Series seminars led by Ling Lae Feei.
- 5 2005: "A Course in Miracles" workshop led by Chiao lin Cabanne from Taiwan.
- 6 2006: First SMARTSTART pre-marital education course collaborated with LPPKN.
- 7 2006: First "95 Life Awareness Camp".
- 8 2007: Soh Yok Kim (fourth from left) and 7th Council Committee.

(2004 – 2006) The 6th Council Committee

President	Ling Lae Feei
Vice President	Soh Yok Kim
Vice President	Julian Tan
Honorary Secretary	Lim Tek Lin
Assistant Honorary Secretary	Yan Vui Kong
Honorary Treasurer	Lai Shi Quan*
Assistant Honorary Treasurer	Liang Shu Hua*
Welfare Group	(Lead) Chong Chooi Fun (Assistant) Huang Pei Fen*

Recreational Group

(Lead) Yap Yuen Loo
(Assistant) Huang Xiu Zhen*

Communications Group

(Lead) Ng Kong Boon
(Assistant) Tan Qi Zhong*

Committee

Chen Yuan Feng*, Lee Chee Chuan, Lum Chee Seng, See Soon Eng, Lim Kim See, Lim Hau Chek, Loo Saw Moay

(2006 – 2008) The 7th Council Committee

President	Soh Yok Kim
Vice President	Julian Tan
Vice President	Teoh Kheng Hong
Honorary Secretary	Leow Hon Ping
Assistant Honorary Secretary	Yan Vui Kong
Honorary Treasurer	See Soon Eng
Assistant Honorary Secretary	Zheng Cui Fen*
Welfare Group	(Lead) Chong Chooi Fun (Assistant) Zhang Zhen Liang*
Recreational Group	(Lead) Peng Qiu Ping* (Assistant) Kang Poh Meng
Communications Group	(Lead) Lum Chee Seng (Assistant) Ng Kong Boon
Committee	Liang Shu Hua*, Huang Pei Fen*, Xu Guo Liang*, Lee Chun Taur, Ong Cheng Kooi, Ye Qing De*, Lim Hau Chek, Wong Su Zane, Lim Kim See, Tan Hoon Kian, Ng Siew Yen, Siow Chee Chong

2008-2012

**Strengthening Counselling Profession,
Promoting Community Awareness**



- 1 2008: Volunteer on-service training led by Dr. Marie Lam from Hong Kong.
- 2 2009&2010: 4th and 5th 95 Life Awareness Camp.
- 3 2010: "Voices of Life, Back to Home" charity concert, fifth from right is Chong Chooi Fun.
- 4 2012: Dr. Chen Yu-Jia led a team of 15 delegates of Taiwan Lifeline International to visit LLAM and organised the first level of Play Therapy Workshop.
- 5 2012: First "Art and Soul" youth camp.
- 6 2012: A series of seminars to raise the awareness on suicide.

(2008 – 2010) The 8th Council Committee

President Chong Chooi Fun
Vice President Lee Tiong Do
Vice President Cai Li Tong*
Honorary Secretary Yan Vui Kong
Assistant Honorary Secretary Zheng Cui Fen*
Honorary Treasurer Lee Chun Taur
Assistant Honorary Treasurer Yap Bee Ngo
Welfare Group Hew See Tean, Qiu Shi Ting*
Recreational Group Loh Kok Weng
Communications Group Liow Chun Thiam
Committee Tham Kuan Heong, Siow Chee Chong, Zhang Li Xia*, Zeng Xue Zhou*,

(2010 – 2012) The 9th Council Committee

President Koh Hock Lye
Vice President Ling Yoke Hooi
Vice President Lim Chin Fui
Honorary Secretary Ching Pei Li
Assistant Honorary Secretary Liew Pok Boon
Honorary Treasurer Nicholas Goh Kaw Chin
Assistant Honorary Treasurer Teoh Kheng Hong
Welfare Group (Lead) Ko Chin Wai
 (Assistant) Yap Bee Ngo
 (Lead) Lum Chee Seng
 (Assistant) Tan Soon Hong
Recreational Group (Lead) Liow Chun Thiam
 (Assistant) Lim Jit Lee
Communications Group Tan Suan Ching, Goh Kui Lian, Ng Fong Shiang, Chew Joo Lian, Julian, Yap Ley Chuen, Choo Chung Tiong, Tan Hock Guan, Ong Cheng Leng, Lim Aun Chiu

2013-2019

Moved into New Office, Expanding Mental Health Education & Support



- 1 2013: 20th Anniversary Charity Luncheon.
- 2 2014: Moved to new office, with a nominal rental of RM10/month sponsored by Goh Kui Lian, phone counselling increased to 4 lines.
- 3 2015: Launched "Listen" campaign, which includes seminar tour, and publication of two local psychological books.
- 4 2015: Started play therapy service, and signed MoU with LPPKN and WAO.
- 5 2016: Organised 11th Malaysian Chinese Counselling Conference and Counselling Tour.
- 6 2018: Started the extension of counselling sessions, recruited first full time registered counsellor in LLAM.
- 7 2018: 25th Anniversary Luncheon, to raise fund for "Counselling Education Development and Training Centre".

(2012 – 2014) The 10th Council Committee

President Goh Kui Lian
Vice President Lim Chin Lee
Vice President Fong Yee Leong
Honorary Secretary Ching Pei Li
Assistant Honorary Secretary Tan Peng Chung
Honorary Treasurer Tee Kok Leong
Assistant Honorary Treasurer Than Yen Heng
Welfare Group Yong Yoke Yeen, Yap Yoon Foong

Recreational Group Communications Group Committee

Mak Kah Keong, Ooi Gaik Ean
 Soh Ban Aun, Teoh Kheng Hong
 Ang Kui Hwa, Yan Vui Kong, Yeoh Hock Choon, Lum Chee Seng, Lee Mei Foy, Ong Tong Foon, Choon Lee Meng, Yin Ying Kum, Yeap Boon Sang, Mong Mei Sin, Poh San San, See Soon Eng

(2014 – 2017) The 11th Council Committee

President Soh Ban Aun
Deputy President Ching Pei Li

Vice President Yap Yoon Foong, Poh San San
Honorary Secretary Tiew Hock Chuan

Assistant Honorary Secretary Mak Kah Keong
Honorary Treasurer Teoh Kheng Hong

Assistant Honorary Treasurer Phuah Ewe Chong
Committee Ooi Gaik Ean, Yeoh Hock Choon, Yeap Boon Sang, See Soon Eng, Tan Pei Tin, Lim Chin Lee, Ng Shei Kwee, Ong San San, Ng Siew Yen, Kan Ean Seok, Loo Lee Mooi, Lim Ai Lay

(2017 – 2020) The 12th Council Committee listed on Page 65.

PS: English names with asterisk are translated according to Pinyin due to incomplete information as of publication.



Milestone Award in Counselling Group

Yee Chich Ho: Volunteering until the Day I Die

Interviewed by / Tee Choi Har



helping hands too."

This aspiration was buried in his heart for more than four years, until he saw the news of LLAM volunteer intake. He took a mini bus after work from Petaling Jaya to Kuala Lumpur and transferred to a center at Chow Kit Road for the volunteer training and went home the same way.

"It's not that hard, instead I was satisfied, because I could learn what I want, with a strong sense of enthusiasm supporting me."

Gaining from "Silliness"

In addition to his enthusiasm, Yee Chich Ho jokes that persistence at LLAM is also due to his silliness. He once gave up a high earning job because it might affect his service at LLAM.

What seems to be a "lost" in this decision is actually a "gain". He said that the learning process of counselling is on being with and understanding people, and the first target is own self. Thus, Yee Chich Ho had the opportunity to re-examine himself

With the help of seniors, Yee Chich Ho successfully completed his secondary studies, and he realized that "If there's a helping hand in every life, everyone can live through a wonderful journey." He secretly promised himself: "I want to give my

and learn self-acceptance. This has improved his confidence and social interactions, that eventually he become the mentor and trainer of volunteers today.

Yee Chich Ho recalled the scene of the first counselling session conducted and repeated the word "very" four times to emphasize the failure of that experience. "I just introduced LLAM and myself, understand his name, and then sat there silently. At the end, the client patted my shoulder, comforting that I had did my best."

But this failure did not bring Yee Chich Ho a great sense of defeat, but instead inspired him to study harder. He modestly claimed that he is not talented, so in the early stages he felt more joy than a sense of fulfillment, because he grew and learned from the clients.

Life was Settled

Yee Chich Ho encouraged new volunteers with his own experience: "Don't doubt yourself. Some people may achieve within two or three years, but as long as you are willing to spend more time, persist in helping others, you will achieve too."

With enthusiasm, a little silliness, a sense of joy, and a sincere heart of helping others, Yee Chich Ho has been serving for 25 years. "LLAM is my second home, that give my life a sense of reassurance and affirmation."

"I'm neither rich nor talented. The only thing I can do is to be a volunteer. I am willing to volunteer at LLAM for the rest of my life until the day I die." This is the most affectionate promise made by Yee Chich Ho to LLAM, which also reflecting the enduring spirit of helping others among LLAM volunteers that supports the continuous advancement of LLAM.



Milestone Award in Counselling Group

Wong Su Zane: Believe in Love, and Hope will be Seen

Interviewed by / Tee Choi Har



"It's not that Life Line needs me, it's that I need Life Line." Wang Su Zane said that her family often moved place to place when she was a child, which caused that it is impossible and unwilling for her to establish a lasting relationship

with others, so that the feeling of loss can be lesser during separation. It wasn't until she joined Life Line at the age of 23 that she felt love and affirmation, found a long-lost feeling of belonging, so she devoted herself to it for the next 20 years..

Wong Su Zane has played many roles in Life Line, including volunteer, reformer, trainer, supervisor and speaker. Among these, she is most proud of insisting on setting up Social Care Group. "Life Line must have a group that enters the community, to provide care with counselling skills. Looking at the development of Social Care Group in recent years, she is pleased that she did not give up the idea.

Determined to be a social worker after experiencing a friend's "disappearance"

At the age of 16, a friend of Wong Su Zane disappeared suddenly, and heard that the friend was abducted by her gangster boyfriend. "I just saw her a day before, and she was gone the next day. Sometimes I will still wonder where is she.

" This experience made her felt sad and helpless. At that time, she happened to read an youth story written by Zhang Yong Qing, which link her to the disappearance of friend. Since then, she determined to become a social worker to help the youths.

"I have always believed that as long as there is love in our heart, we will see hope." She compared herself to a salesperson and said, "The only product I sell is" hope ", everyone has the desire and ability to be good."

Need not to be perfect, but integrated

In Life Line, Wong Su Zane also found a more integrated self. "I had wanted to be a perfect volunteer and too harsh on myself. After several years of experience, I changed my expectation to be a more integrated person. I learned how to see my needs, how to get closer to myself, and to accept myself to be more like a human. "

Wong Su Zane described servicing at Life Line as a journey to find love, sense of belonging, and herself. On this unfinished journey, she looks forward to help Life Line in establishing a complete supervision system to support the growing number of volunteers. "I also hope that in my lifetime, I will witness the achievement of 24-hour hotline service."

It's not easy to keep the investment that never fades in one post. No wonder Wong Su Zane joked, "I'm definitely worth the 20-year milestone award." Behind the joke, she said sincerely, "Thanks to Life Line and all my partners, you make who I am today." Although there will be inevitable frictions in an organization grouped with people, for Su Zane, the connection between people is yet the most precious.

15
years of
service

Milestone Award in Community Service Group

Ko Chin Wai: Try my best to do good deeds

Interviewed by / Tee Choi Har



Charles Darwin said that those who dare to waste even an hour are not aware of the value of life. Fifteen years ago, Ko Chin Wai travelled alone from Johor to Kuala Lumpur to work, and he wished to contribute to the community during his leisure time.

it relies on the initiative and spontaneous from volunteers themselves."

Ko Chin Wai confessed that he was frustrated at that time. "Why didn't they show up when people were needed?" Therefore, Ko Chin Wai often reminded new volunteers, that they should try their best to do their duties without expecting return as the commitment of being volunteers. Of course, volunteers should first take care of themselves.

The sense of responsibility to fulfil the commitments stems from a firm aspiration, just like Ko Chin Wai's original intention-to try his best to contribute to the society and to help those in need.

"I went to donate blood in a campaign organised by LLAM. The PIC told me that LLAM was asking for volunteers, then I readily participated into this organisation. "My parents don't really understand why I keep volunteering, I told them that I want to contribute whenever I am able to do it."

Ko Chin Wai said time is the one he lost for being a volunteer. "But I think it is worthwhile." For him, he is not only spending time wisely, but also providing the society with more love and care. Perhaps he is the one who realized the value of life according to Darwin.

Do duty without expecting return

Most of the events organised by Community Service Group held on weekends or during holidays, so there will be lacking of volunteer support occasionally. "We have once with only three volunteers in assisting a blood donation campaign. In fact, we will not set the services that must be provided by volunteers,

Friends are leaving, should I go or stay?

"After joining LLAM, I met a group of friends, but later they left LLAM for some reason. I wondered if I should quit together with them? But then there will be no one left in the group." Therefore, Ko Chin Wai reminded himself that there are still missions to be completed, at the end the depressed mood did not fade away his aspiration. "I know my efforts will gradually influence more people."

Following the participation of batches of new volunteers in recent years, Ko Chin Wai expressed his gratify for the persistence at the beginning. "I believe the group will perform better with these leaders."

"If I haven't joined the group at the beginning, I would not have gained so much." In this real world there is no "if", Ko Chin Wai and his partners served the society with a pure heart and contributed their effort regardless of the return.

Flame Passing Award in Social Care Group

Ong Cheng Kooi: Selfless Sharing is a Heritage

Interviewed by / Tee Choi Har



It was a big surprise with some confusion for Ong Cheng Kooi to receive Flame Passing Award. She was still eating and stumbled onto the stage when her name was announced, in which this confusion a bit

similar to her story in joining LLAM 15 years ago...

At that time, she had some leisure time after work, so she accepted the suggestion from her sister Ong Cheng Leng to go for volunteering. "The centre was at Maluri and the staircase was quite dark. We were still worried about what kind of organization is LLAM? Why should I be trained before becoming a volunteer?"

Support Among Peers to Provide Better Help

Although the starting point was full of question marks, Ong Cheng Kooi remains her aspiration to contribute along the way. She described herself as holding a one way ticket and never thought about turning back. She is among the first batch of volunteers that provide both counselling and social care services.

But this process is not without setbacks. Many seniors resigned when I joined the Social Care group." I was thinking

that it would be better to just let it go." But Ong Cheng Kooi did not give up. The group restarted from a few people, trained batches of new volunteers, visited children's homes and at last successfully built up its own brand.

"I have seen batch after batch of volunteers showing their own unique characteristics in LLAM." Speaking of her experience of passing down, Ong Cheng Kooi said that she shared her gains and feelings selflessly and create learning opportunity to new volunteers. By growing and supporting among the volunteers, those marginalized youths will be eventually benefited from the service.

"When you see the effort of your teammate, try to affirm them as much as possible. These appreciations and compliments will bring us together and can pass on these highlighted strengths from one batch to another.

Training is a Task of Passing on "Relaying Strength"

In addition, Ong Cheng Kooi has also served as a trainer of counselling volunteers. During the training, she listened to the life stories of the participants, then she would give them some feedbacks to enhance their strengths. "Strength of a single person is limited, and training is a task of passing on the "relaying strength".

The meaning of passing on is like letting people stand on the shoulders of giants. Several "giants" had appeared on her life. Her father was easy going, that make her also easy to connect with others. Her father is a great support to her in helping others. Meanwhile, Ho Mei Lien is also one of the most affective mentors that give her support and care.

– DIARIES OF DEDICATION –



1 Chong Siew Shyan – Milestone Award in Counselling Group

Experience Pain Together With Clients

At first, I joined the volunteer training for self-growth and to address the various problems rooted from my native family. I have in fact accompanied myself during the counselling service particularly to those clients that faced similar problems with me. There are some pause moments in the conversation, that we can understand each other's feelings and pain of the wounded hearts. I can't deny that this process was also healing me gradually and deepened my understanding to the various possibilities of life.

2 Teay Chee Wai – Milestone Award in Counselling Group

Overcome My Biggest Challenge

When I entered LLAM, I wanted to help those in need within my capabilities. What I gained the most is in fact the growth of myself. I realized that my subjective thoughts and values have greatly affected my judgment, and my biggest challenge is trying to accept and respect different point of views. In addition, I want to thank my peers in LLAM for their warm support and compassion, that accomplished who I am today and I know that I am not alone in the journey of helping others.

3 Loh Kok Weng – Milestone Award in Social Care Group

The Magical Haven

During the 10 years in LLAM, I've thought of leaving for several times but there is always a magic keeping me here. I would say this is the power of acceptance and tolerance from peers. Every time I felt frustrated, LLAM would be my haven, allowing me to

take a break and adjust myself. My self-awareness is improved and I become more confident in facing life challenges. I also joined the Play Therapy Group, Public Awareness Group and the Board of Committee, which has brought various breakthroughs in my life.

4 Ho Yoke Yee – Milestone Award in Social Care

Stay True to Yourself

I always touched by the seniors for their focus on service planning and volunteer training despite of busy lives. This has reminded me not to forget my first aspiration in joining the group. Most freshmen are energetic but it's definitely not easy to remain committed after years of services. Thus, I always encourage my peers to contribute continuously in different way, rather than totally quit from the group when they are overwhelmed with personal affairs. I wish that this wonderful feeling of helping each other will be continued in the group.



5 Ong Cheng Kooi – Milestone Award in Counselling Group (retroactive)

The Supportive Strength of the Complaints

Sometimes, I felt regret as if I've sacrificed my family time. If I know that they really needed my company, I will keep my time for them as well. Nevertheless, my family still supported me to continue volunteering. At the time when my father passed away, a lot of volunteers give their condolence at the funeral and my mother told her friends proudly, "My daughters have served for many years and a lot of volunteers are their students" This made me touched and I deeply felt the pride from my mother.

– DIARIES OF DEDICATION –

 **6 Ong Cheng Leng –**
Milestone Award in Counselling Group (retroactive)

Grow Together through Support of Partners

I will continue to serve in LLAM as I enjoy it. I've learned a lot from the clients and successfully connect with my inner self and attain the inner peace. It's not easy to have peers that could serve and grow together but you can experience it in LLAM. The learning in LLAM has also helped me to give my family members better support when they were sick.

 **7 Loo Saw Moay –**
Milestone Award in Counselling Group (retroactive)

Don't Burn Out or Neglect Your Family

My husband is very supportive after I let him know my dedication in LLAM. Besides, I always invite him to attend gatherings in LLAM so that he can understand more about this organization that I keep servicing. For those new volunteers, I would advise them not to overload and take care of own self first before we can take care of others.

 **8 Ong Tong Foon –**
Milestone Award in Counselling Group (retroactive)

My Life Enriched with Their Stories

I spent 14 years in LLAM. At first, I enjoyed to offer counselling service because it satisfied my need to become a "good person". However, I felt lost and exhausted in my personal life recently, and I found support and care among peers at LLAM. Thus, no matter how busy I am, I wish I could continue to serve here. Although we are helping others through counselling, in most of the times the experiences shared by clients enrich our inner growth as well.

 **9 Kek Lay Wah –**
Milestone Award in Counselling Group (retroactive)

Every Step is a Learning Experience

Through listening, accompanying, and helping some people go through the lows of their lives, this also built up my self-confidence and persistence in counseling. As a supervisor, I learn to accompany volunteers and guide them effectively. I felt moved and proud to see the learning process of the volunteers that they eventually provide counseling independently.

 **10 Tan Hoon Kian –**
Milestone Award in Counselling Group (retroactive)

You are the Decision Maker

My native family does not support me in volunteering. Nevertheless, I have persisted as I know my inner self grows in




this process. I am glad that my current family, my husband and children are very supportive of me, and my children even take me as their role model. We ourselves are in fact the critical person in the decision to become a volunteer. Thus, you will gain the joy and feel more energetic when you have support from family, but you can also still hold on to your own beliefs if you do not get their support as you are aware of what you are doing.

 **11 Lim Kim See –**
Milestone Award in Counselling Group (retroactive)

Become a "Rich" Person


Before joining the volunteer training, I just wish to help others and never knew to explore and aware on myself. Later, being a counselling volunteer, a trainer, and a supervisor, I felt "rich" for myself in the various stages of volunteering. This process has broadened my horizons that I realized things are no longer limited to one perspective. I have also changed from being fussy to being an open-minded and tolerant person and I wish to learn continuously in the future.



 **12 Ooi Gaik Ean –**
Milestone Award (retroactive)

Enhance Resilience in Completing Mission

To become a qualified counselling volunteer, you must master the use of theory, keep improving through practice, and be brave in facing your real self. Volunteering in LLAM is always full with enthusiasm, that everyone sticks to the mission. There must be a particular fantastic power, so that the resilience of life can be built and strengthened.

 **13 Ong Lian Bing –**
Milestone Award (retroactive)

Beyond "Lending an Ear"

One of my supervisees was frustrated, blaming herself for not doing well in the counselling session. I asked her: "What did you do well in the process?" She replied: "I really didn't do anything. I just lend an ear." Actually, there are many connotations in lending an ear. It means to show care for the clients with a sincere heart, connect to them with respect, acceptance, empathy and tolerance. "Lending an ear" is actually not that simple, yet it could empower the clients.



- OUR VISION -



Counselling Education Development and Training Centre Enhance mental health of the rediscover the essence of life

In recent years, the stress level and mental problems among the community is rising rapidly, and there is a noticeable increase in the number of people who seek help from LLAM. However, LLAM's capacity in providing support and education effort is reaching the limitations.

Purpose of establishment

Emotional Support (Second Prevention)

- **Overcome the space limitations for training:** By extending the counselling service session, there is a rise in the number of trainings. Thus, spatial limitation has become a major challenge of the extension project.
- **Overcome the space limitation for service:** At the present, the association has four telephone counselling hotlines and two face-to-face counselling rooms. However, the hotline is often full, and the waiting period for a face-to-face appointment is longer than three months. Therefore, the activity space in the current office will be diverted to counselling set up in the future, and other spaces will be required for activities and training. LLAM launched play therapy since 2015 to extend the beneficiary group to the children. However, due to the limited number of play therapy rooms, the waiting period is longer than three months.
- **Expansion of beneficiary group:** In addition, our association has also actively collaborated with various groups to develop cross-cultural services to the multi-ethnic community in recent years. Therefore, more spaces are required for related training.

Community Education (First Prevention)

- **The localisation of mental health education:** Since 2018, LLAM run a variety of programmes that are CPD and HRDF claimable, recognised by the Counselling Bureau and the Ministry of Human Resource. In addition to learning from the overseas professions, LLAM is also aware of the importance and urgency of localisation of the psychological knowledge.
- **Programmes as the stable source of income for counselling charity:** LLAM has provided free seminars among remote communities for years to effectively spread mental health resources. Meanwhile, the surplus of the paid programmes is used to cover part of the expenses for free counselling services (more than RM100,000 per year, including training, supervision, planning and coordination, equipment maintenance and upgrades, etc.), and we are looking forward to use this as a sustainable model so that LLAM can continue our charity service.

Therefore, LLAM decided to set up a "Counselling Education Development and Training Centre" to effectively solve the problem of space constraints in the long run, and at the same time improving the localisation of the counselling professions, in order to provide a more complete and timely support and education to address the growing mental health crisis.

- OUR VISION -

Preparation Process

06/05/2017

Preparatory committee of 25th anniversary luncheon established (President: Ng Shei Kwee).

08/01/2018

Press conference for 25th anniversary.

21/03/2018

Confirmation on the name of the centre "Counselling Education Development and Training Centre".

09/09/2018

25th anniversary celebration and charity luncheon for the centre.

13/01/2019

Construction committee established (President: Yeoh Hock Choon).

14/04/2019

The decision of establishing fund to purchase properties within three years were approved in AGM.

12/10/2019

The Board of Directors completed survey and IOI Business Park has been selected as first preference.



Yeoh Hock Choon
President of Construction Committee

Work Hard for Our Vision

In 2014, the LLAM office moved from Maluri to Setiawangsa, with the sponsorship from Goh Kui Lian, our permanent honorary president, who provided a new "home" with a nominal rental of RM10 per month for 15 years. The new place is more than 3,000 square feet, with face-to-face counselling rooms, play therapy room, meeting room, multi-function hall, and telephone counselling room. Not only does it create a comfortable environment, the equipment is also upgraded to meet professional standards.

In order to implement our vision, LLAM has launched the "Listen" campaign, counselling tour around Malaysia, play therapy, and extension of counselling services in order to provide support and education to the public in recent years. With the increase in workload, the number of active volunteers had increased year by year. Therefore, LLAM has faced shortage of spaces since 2016. More and more services, training program, and courses occurred at the same time. Thus, LLAM started cooperate with government, cooperates, and schools to overcome shortage of spaces. However, from time to time, there are still activities being cancelled or delayed due to insufficient space. As a result, we started to consider the idea of forming a "Counselling Education Development and Training Centre".

I am very glad that during the charity luncheon of the 25th anniversary celebration, we have raised RM403,054 for this centre, which laid the financial foundation for the preparation plan. It is not easy for a NGO/NPO to purchase a property because it involves a huge amount of financial resources from the public. Thus, I would like to take this opportunity to thank all the sponsors for their support. I would also like to thank the construction committee for their concerted efforts on survey, review, selection, and purchase procedures. In the end, I would like to thank the volunteers for their enthusiastic service which not only benefit the public, but also allowed more people to recognize and affirm the dedication and value of LLAM to the society.

With the establishment of the Counselling Education Development and Training Centre, LLAM will be able to make every effort to implement the mission and vision of the association.

society,



Extension of Counselling Service



Consolidating and Expanding the Team

- Counselling Group (Volunteer trainings, in-service trainings and reappointment of former volunteers)
- Supervisor Group (Supervisor trainings, recruiting full time counsellor)
- Training Group (Facilitator trainings).



A Stable Financial Support

- Fundraising plan
- Re-initiate the "95 Care Fund" project



System Optimization

- Develop shift system
- Strengthen manpower management and career growth
- Strengthen the support system SOP for high-risk cases
- Re-schedule shift hours



Upgrading Facilities

- Upgrade hardware facilities.
- Strengthen client's information management.
- Expand service space.
- Establish the safety and convenience of night shifts.



2017

- Training completion of 17th and 18th counselling volunteers.
- Pilot implementation of shift system on Saturday session
- Training of supervisor trainee.



2018

- Upgrade the phone system.
- Conduct trainings for facilitators.
- Recruitment of a full-time registered counsellor for day-time supervision

– OUR VISION –



Chua Chee Heng

Coordinator of Counselling Volunteer Training

We Grow for the Demand of the Society

According to the National Health and Morbidity Survey (NHMS), three out of ten Malaysians who suffer from mental health issues. This phenomenon reflects not only the increasing stress levels but also awareness on seeking support among community. Owing to that, LLAM has been extending the counselling service hours in order to provide prompt support to those in need.

The preparation began in year 2014 and the extension started since year 2018. The service hours per week is doubled from 18 hours in year 2017 to 37 hours in year 2020, following with the expected increase of the number of clients from 1754 people in year 2017 to 2621 in year 2019.

In order to ensure the service quality along with the extension, supports from various parties are needed. With the support of the council committee and sponsors, sufficient funding is provided to launch a series of upgrading facilities, as well as providing professional trainings for counselling volunteers.

Since year 2015, the Counselling Group holds three counselling volunteer trainings in every two years. Up to date, there were six trainings programs conducted with a total of 268 participations and 114 accepted as volunteers. Before servicing, volunteers have to undergo 141 hours (three stages) of trainings and assessments which take at least one and a half year. This is because counselling service is not only a commitment of time and energy or mastering techniques, but also more about the helper's

New Counselling Sessions

Starting Date	Session
1 8th January 2018	Monday Morning: 10am-12pm Monday Afternoon: 2pm-4pm
2 8th July 2018	Friday Morning: 10am-12pm Friday Afternoon: 2pm-4pm
3 4th January 2019	Tuesday Morning: 10am-12pm
4 2nd July 2019	Thursday Morning: 10am-12pm
5 9th January 2020	Wednesday Morning: 10am-12pm
6 July 2020	

characteristics and life experiences. Therefore, the process of training new counselling volunteers involves the efforts of numerous existing volunteers – some volunteers spend more than ten hours per week on planning, handling, reflecting, supervising and other training related tasks. We really appreciate the caring and support from their families.

Currently, we are still a long distance away from our ultimate goal of having 24-hour helpline service. Sponsorships and support from all are much needed in order to achieve this aim. At the same time, a greater amount of manpower is, in need to join the volunteering group, especially those who are able to provide services during daytime such as family caregivers, freelancers, self-employed and retirees. To meet the increasing demand from the society, we are looking forward for all to contribute their resources to overcome the challenges aforementioned. Together we create a more peaceful and healthier society.



2019

- Training completion of 19th counselling volunteers.
- Initiate ten new trainee supervisors into supervisor group.
- Test run on supervision system among experienced volunteers; invite Professor Chen Chin Yen from Taiwan to conduct supervisor trainings.
- First training recruitment utterly for daytime counselling volunteers.

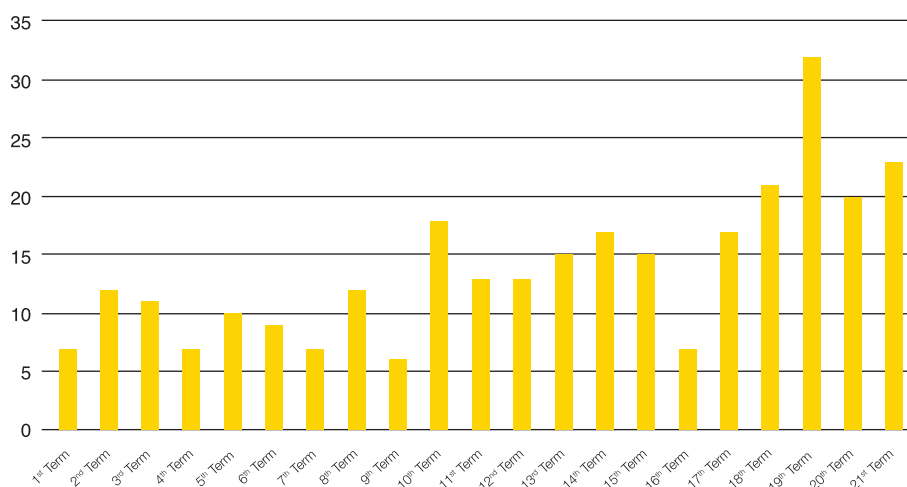


2020

- Training completion of 20th and 21st counselling volunteers.
- Extend evening counselling sessions.
- Conduct in-service trainings for facilitators supervisors.
- Investigate the adjustment on service duration.

– OUR VISION –

Number of Counselling Volunteers Accepted into the 3rd Stage in the Past Terms



Yap Moy Chia

Daytime Counselling Volunteer (Trainee)



Hui Kheng Lee

Daytime Counselling Volunteer (Trainee)

The Helping Heart which Originated from a Childhood Friend

Xiao Lin was my best friend in primary school. At standard four, her father was severely ill, which caused her to suffer from long periods of anxiousness and fear and ended up with symptoms of schizophrenia. This incident put me into doubts and thoughts, and thus decided to achieve the common ambition of us in becoming a doctor: I hope to treat and heal her. Unfortunately she passed away at the age of 18 due to a car accident.

Actually, I always think it's not an accident as she mentioned about thoughts of committing suicide for a few times. In the end, I did not become a doctor but a chartered secretary. However, as I reached 40, I was sick and forced to retire, which then opened up the opportunity for me to join the counselling volunteering service which could be said as a dream-come-true.

Spending a few hours a week listening to others might seem to be a simple act, but mostly a turning point of life for those at the other end of the phone. There are words from the heart desperate to be heard; hoping for their feelings and thoughts to be understood. Listening is such a wonderful thing. Are you ready to listen with us?

Coming from Different Planets, Gathering on Earth

There will be a stage in life journey where we want to do "something meaningful yet enjoyable". After the introduction session, I knew counselling volunteering is my cup of tea! I would like to enrich my perspectives, and LLAM's non-religious and non-political nature is just the right place for me to be in touch with various life stories. As a freelancer, I hope to spend time with my family and myself during the night so it was a perfect arrangement for me when LLAM started to conduct trainings during daytime. Then, it unexpectedly became a crucial enlightenment of my life.

When I first started, I had just hoped to give and contribute, so I was puzzled when I was informed to pay for self-development trainings. Apparently, volunteers not only need to contribute their time, but also pay for the trainings, and additionally they are required to show improvements in order to be accepted – which is outrageous. Unexpectedly, I found that I am the one most benefitted in these two years.

I experienced highs and lows with teammates during the trainings; we shared our stories and discovered each other's inner strengths. We are from different backgrounds, as if coming from different planets, but gathering on earth to spread love. Now, I do not have great ambitions but instead believe that each of our little efforts can collectively deliver warmth and hope to the needed. I encourage everyone to find out more, LLAM might probably be your "something meaningful yet enjoyable".

Expanding the Map of Love, Delivering Care in a Multi-Ethnic Community



One important goal of LLAM is to serve the Malaysian community regardless of their ethnicity and religion. Since 2000, LLAM co-organised blood and organ donation campaign with the National Blood Centre (PDN) and the National Transplant Resource Centre (NTRC) as the first multi-ethnic service.



In recent years, LLAM started providing counselling and mental health related courses in Malay and English languages. In addition, LLAM launched bilingual telephone hotline counselling service (Mandarin & English), published bilingual newsletter and trilingual promotional materials. LLAM has also signed MoU with the Women's Aid Organisation (WAO) and the National Population and Family Development Board (LPPKN) to provide Play Therapy to children of all ethnicities.



– OUR VISION –

Collaborations with LPPKN



A. Smart Start:

Premarital Education Course

- Co-organised since 2006, participated by a total of 288 couples.
- Participated in three sessions of course revision discussion and pilot workshop on 6/10/2019, 21-22/10/2019 and 16/11/2019



B. Play Therapy

- Started since 2016, 68 Play Therapy sessions completed to date.
- 17/12/2016 & 29/7/2017: Co-organised Play Therapy seminars (English & Chinese)
- 3 & 17/11/2018: Co-organised "Messy Play". (English & Chinese)
- 13/1/2019: Collaboration together with PS Children child sexual abuse workshop (English).
- 14-15/12/2019: Co-organised Parents workshop (English).
- 11-13/12/2019: Co-organised training on Play Therapy Techniques for LPPKN officers (Malay)

C. Mental Health Workshops

- 14/5/2017 : Parent-child art activity (Malay)
- 7-8/7/2018, 6-7/7/2019 Co-organised workshops on romantic relationship and mindfulness (Chinese)
- 23rd June 2019 : Co-organised Solution-Focused Therapy Workshop (English)



Collaborations with the National Art Gallery

- LLAM co-organises art therapy workshops for teenagers in Malay and English since 2017.
- Three workshops completed (8/4/2017, 21/4/2018, 16/3/2019) and benefited 157 secondary school students to date.
- Schools invited:
 - SMK Puteri Titiwangsa
 - SMK Kepong
 - SMK Methodist (Boys School)
 - SMK Bandar Baru Sentul
 - SMK St. Mary KL
 - SMK Telok Gadong
 - SMK Tiara Permai
 - SMK Batu Unjur
 - SMJK Chong Hwa
 - SMJK Confucian
 - Chong Hwa Independent High School



D. Involvement in Policy Making

- 17/6/2019, 16/7/2019, 5/9/2019: Attended the 2020 budget meeting.
- 8/7 & 8/8/2019: Attended the 12th Malaysia Plan - Community Development group conference.
- -14/10/2019: Attended the National Women and Family Convention 2019
- 25/11/2019: Attended the launch of the Malaysian Family Declaration (DKM).

Other multi-ethnic courses and activities:

Date	Collaborator	Activity	Speaker / Facilitator
2016	16/1	Shambala Kidz Leadership Pre-School	Parents Seminar: "The Last is not the Least"
2017	9-10/3	Chung Hwa Independent High School, Kelantan	Bilingual Workshop for Teachers: Les Choristes – The Passion of Teachers
	13/5	SMK Bandar Puchong	Teachers Seminar: "Happy Teacher, Start from Listening to Yourself"
2018	15/4 & 7/7	Stepping Stone Living Centre	Craft activities with orphanage
	4-5/8	IKA Picture Story House, Kuching	Parent Workshop: "From Play Therapy We Get Closer"
	8/9	Krista Education Sdn Bhd	Parents Seminar: "Because of Games, We Get Closer"
	22/9	Krista Education Sdn Bhd	Parents Seminar: "From Play Therapy We Get Closer"
	12/11	SJK(T) Jalan Lobak, Negeri Sembilan	School Seminar: "Happy Student, Start from Listening to Yourself"
2019	25/6	PERKAMA International, UPSI	Counselling Empowerment Workshop
			Representatives: Chan Toh Theng, Beh Cheng Yeong, Chia Seng
	2/8	SMK Raja Lumu, Klang	School Seminar: "Know Your Emotion, Dance with Emotion"
	4/9	Sekolah Menengah Stella Maris, Pudu	School Seminar: "What is Sex? – Care of Own Body, Respect Differences"
	26/9	SMK Tiara Permai	School Seminar: "Say 'No' to Bullying, Create a Friendly School Environment"
	30/9	Nottingham University Malaysia	University Seminar: "We Are So Close Yet So far" (Photo29_8)
	9/10	SJK (T) Lobak, Seremban	School Seminar: "Say 'No' to Bullying, Create a Friendly School Environment"
	21/10	SMK Taman Seraya, Ampang	School Seminar: "Know Your Emotions, Dance with Emotion"



"We are so closer yet so far"



Counselling Empowerment Workshop



"Know Your Emotion, Dance with Emotions"



"Say 'No' to bullying, create a friendly school environment"



– THE TEAM –

Counselling Group



Provide 24-hour counselling services for the public, so that those in need can receive psychological support in time.

—— The Vision of the Counselling Group

Provide free phone, face-to-face and email counselling services.



Chan Toh Theng
(Group Leader)

Features:

- ☀ Counselling service mainly based on Carl Rogers' humanism.
- ☀ Provide quality companionship and emotional support to those in need.
- ☀ Provide a long-term one to one counselling according to the need of clients.
- ☀ Crisis management and monitoring system for high-risk clients.



– THE TEAM –

Breakthroughs in 2019:

- 1 Continue to extend counselling services to meet social needs.
- 2 First training recruitment utterly for daytime counselling volunteers.
- 3 Established video recording system in counselling rooms for training and supervision purposes.
- 4 Senior volunteers started involving in leading, teaching and guiding new volunteers.



Challenges and Bottlenecks:

- ⚠ Volunteers are quitting due to changes in their careers, so a certain level of turnover is unavoidable.
- ⚠ The increasing of volunteer trainings faces the limitation of space.
- ⚠ Senior volunteers are required to enhance their guiding skills for new volunteers.
- ⚠ The professional growth of volunteers must be continued to protect the well-being of clients.

Improvements in 2020:

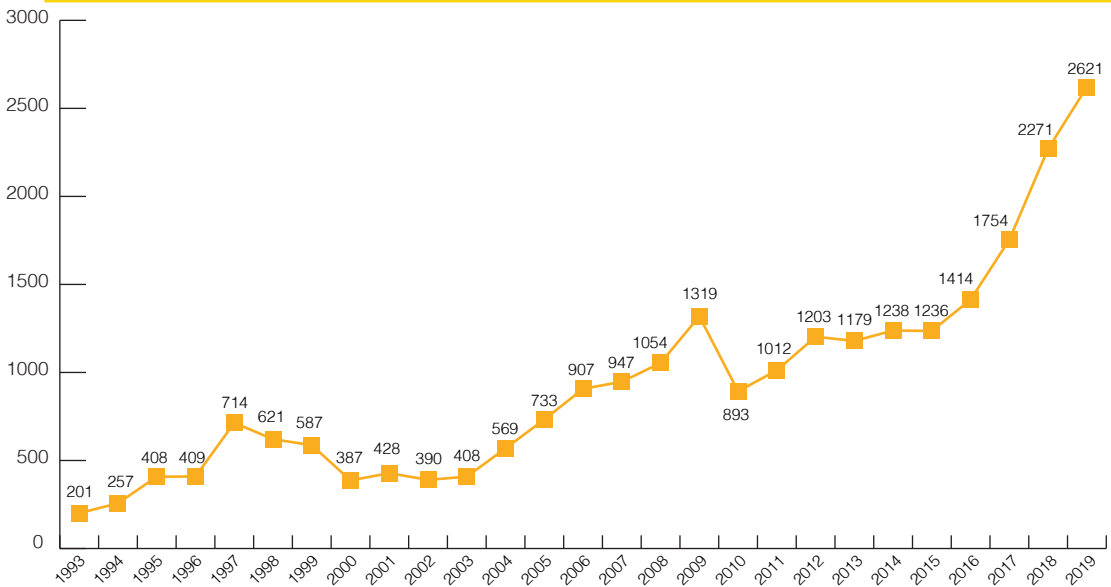
- Weekday night sessions extended from 7 pm–10pm to 6pm–10pm.
- Keep increasing morning counselling sessions.
- Regular internal training for both personal growth and professional improvements among volunteers.
- Investigation on service duration adjustment.



7 Adults will receive free counselling service

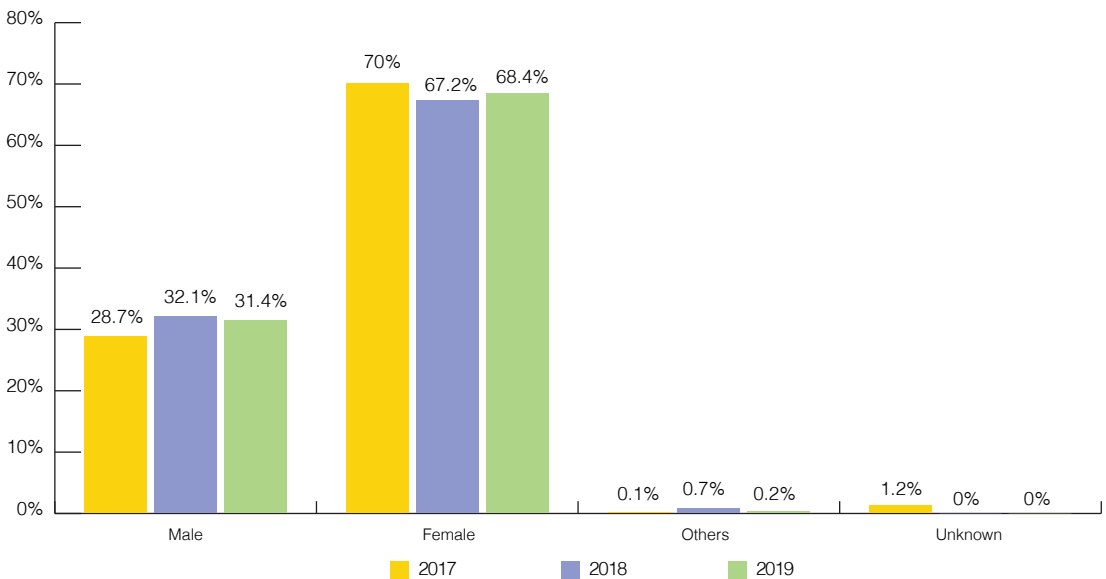
- THE TEAM -

Total Number of Clients from Year 1993 to 2019



Volunteer trainings have been conducted frequently since 2015 in order to provide adequate manpower for extension project of counselling session, so number of clients has increased for 2.12 times within these years.

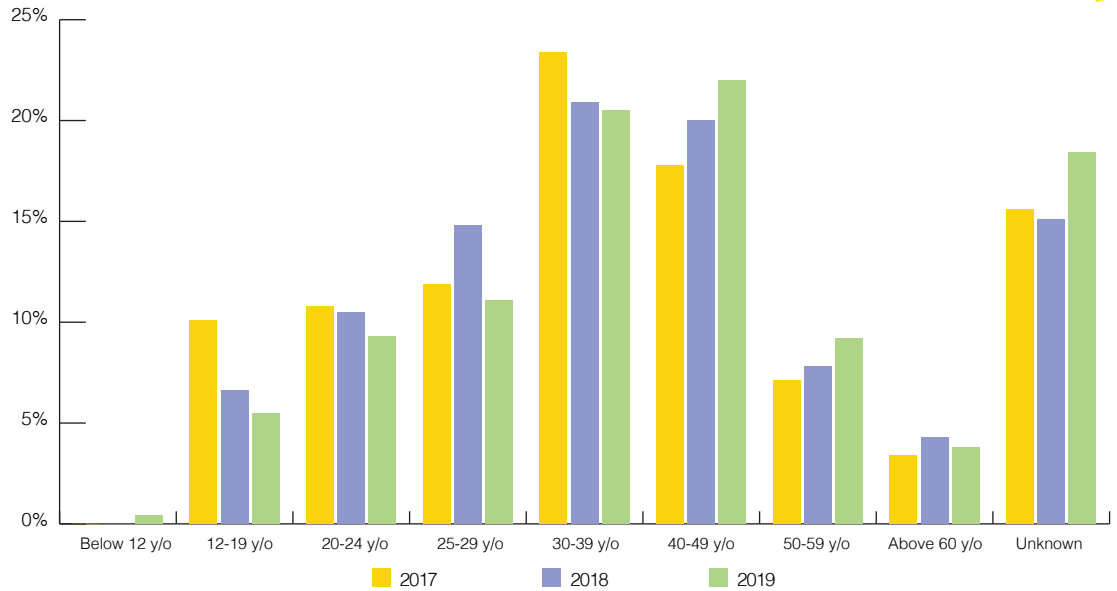
Gender Comparison from Year 2017 to 2019



The results is parallel with most research, showing that females demonstrate more suicidal ideation, as well as help seeking behaviours despite higher number of death from suicide among males.

- THE TEAM -

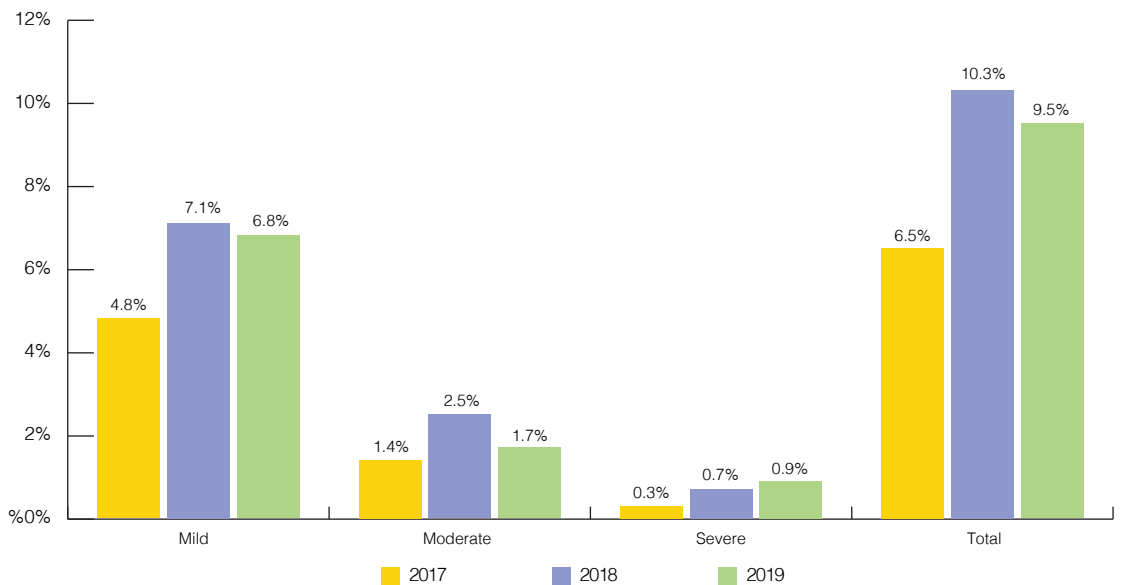
Age Comparison from Year 2017 to 2019



2017	0.0%	10.1%	10.8%	11.9%	23.4%	17.8%	7.1%	3.4%	15.6%
2018	0.0%	6.6%	10.5%	14.8%	20.9%	20.0%	7.8%	4.3%	15.1%
2019	0.4%	5.5%	9.3%	11.1%	20.5%	22.0%	9.2%	3.8%	18.4%

Majority of the clients aged from 30 to 49, probably because the current counselling media (phone, face-to-face, and email) are more accessible and comfortable for these clients.

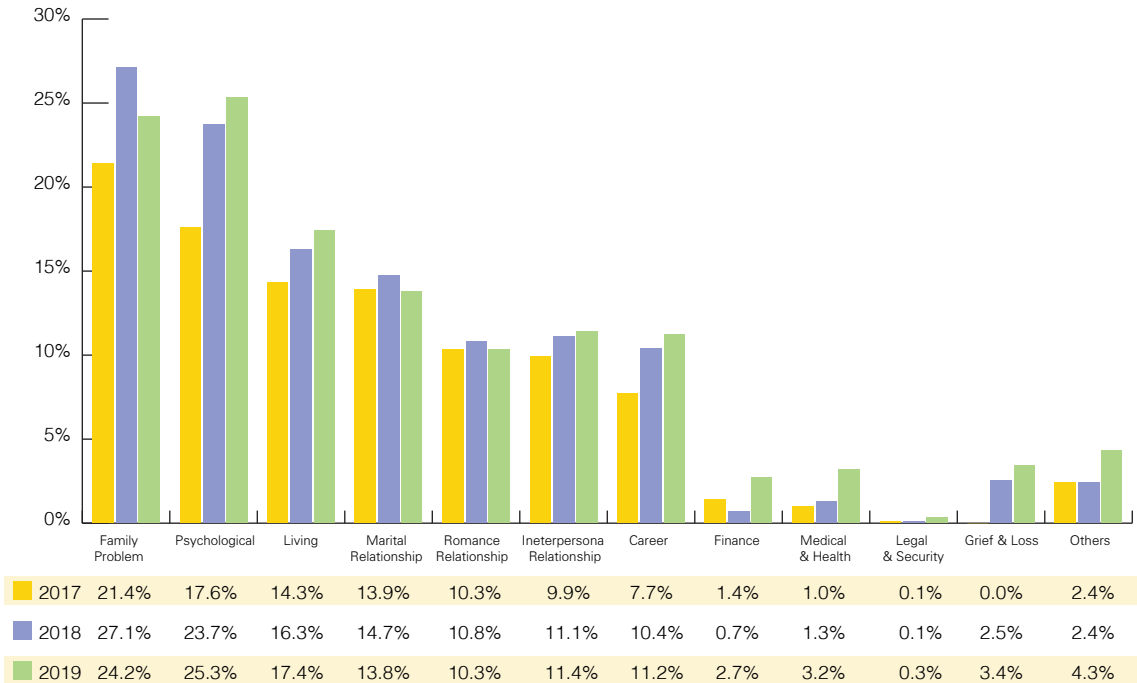
Comparison on Suicidal Ideation from Year 2017 to 2019



Despite an increase of 15% in number of total clients in 2019, the percentage of clients with suicidal ideation remains at 10%, which indicates that one among ten clients showed suicidal intention.

– THE TEAM –

Comparison on Problem Issue from Year 2017 to 2019



The increase of clients facing psychological problems is in parallel to the rising psychiatric problem reported by Ministry of Health.

Care for the Counselling Volunteers

– Lai Kian Tiah, Winner of "The Best of Life Line" Award 2019



Thinking about the first call I received, I was very nervous and anxious. When it ended, I felt that I was not doing well. I didn't help the case, and I was eager to improve myself. But the senior started the case discussion with, "Lai, how do you feel now?". It immediately made me feel cared for.

My teammates care about my condition as a "person" in the first place, not on my performance. It makes me feel that as a volunteer, I am also accompanied and cared by others, and through this, I was aware that I am giving a counselling under stress and high expectation on myself. Then I started to adjust myself before receiving calls. Now I also will guide those new volunteers by giving care first.

– THE TEAM –



Supervisor Group



2

Provide supervision to the counselling volunteers to ensure the rights of clients and guide the professional development of volunteers.

Facilitate the achievement of 24-hour phone counselling services by 2025.

— The Vision of the Supervisor Group



Features:

- ☀️ Adhere to the humanism in counselling service, to support and accompany volunteers.



– THE TEAM –

Breakthroughs in 2019:

- ① A total of 10 senior volunteers have been appointed as trainee supervisors, with total 22 supervisors in the group.
- ② Self-awareness supervision model workshops conducted by Prof Chen Chin Yen from Taiwan.
- ③ Provided individual supervision services for senior volunteers once a month.
- ④ For the first time, internship opportunities were open to master students in counselling whom were not LLAM volunteers.



Challenges and bottlenecks

- ⚠ Along with the growing number of new volunteers, as well as the extension of service sessions, the supervisory manpower needs to be increased continuously.

Improvements in 2020:

- Group supervision workshop led by Prof. Chen Chin Yen to explore the practice of self-awareness model in LLAM services.
- Cultivate the second batch of reserve supervisors.



Master students in counselling recruited by LLAM in recent years

Year	Numbers of Master Interns	University
2015	2	HELP University, OUM
2016	3	HELP University, UPSI
2017	2	HELP University, OUM
2018	1	UKM
2019	2	HELP University
2020	3 Confirmed	UKM, OUM, IIUM
Total	13	

– THE TEAM –



Follow the Pace of Supervisee

(Personal Reflection on Self-Awareness Supervision Model Workshop)

– Loo Saw Moay (Supervisor)

Since I missed the first phase, it took me some time in the second phase to grasp the core principles of this model. Different from the conventional method of supervision, this model is based on the belief that every supervisee has the ability of self-awareness, and emphasize on following the pace of the supervisee.

In the past, when we noticed the deficiencies of volunteers, we rushed to correct them. But for volunteers who have mastered the basic skills, the gains from self-awareness are actually more profound than suggestions from others. In fact, each volunteer has its own strengths and weakness in counselling services, so in future my supervision will be more focused on catalyzing the awareness of volunteers and promoting the growth of each other.

I believe in the plasticity of people, therefore not to rush to suggest or answer. I believe in the professional of volunteers, and invite them to look at himself from a professional perspective, as to prevent the transformation of supervision into counselling work.



Unexpected Gains despite Imperfect Performance

(Personal Reflection on Self-Awareness Supervision Model Workshop)

– Kek Lay Wah (Supervisor)

My largest gain during the supervision training is discovery on myself. Even though I have been a supervisor, I still feel anxious when performing supervision in front of my peers.

After the workshop, I let myself settle down and gradually

realized the inner needs and strength from my expectations on the role of supervisor through writing. I found that the fear and guilt during the training were not completely due to stress from the audience, they were more a result of my inner projections. Actually, I still have to be more accepting about my imperfections.

I appreciate that I have this courage, so I can slowly get closer to my complete self, to feel and accept both the fragility and strength in my heart. I am very grateful for what I have learned from this unsatisfactory performance in the workshop, and I agree that this supervision model will allow the supervised partners to learn more. I believe that with consistent practice, I will be able to accompany my supervisees as proficiently and freely as Prof. Chen.



– THE TEAM –

Play Therapy Group



Child-oriented, and believing in the improvement of community mental health with the foundation of “harmony families” .

— The Vision of the Play Therapy Group

The Play Therapy group helps children to face their psychological distress through play. The group has also signed MoU with Women's Aid Organization (WAO), the National Population and Family Development Board (LPPKN), SJK (C) Jalan Davidson and SJK (C) Salak South in order to benefit children from different communities.

Features:

- Based on Non-Directive Play Therapy theory developed by Virginia Axline, which is parallel with the humanism of LLAM's counselling services.
- To assist families by interview and counselling session with parents, as well as parent supporting groups, talks and workshops.



Yee Yeng Yeng (Group Leader)
Winner of “The Best of Life Line”
Award 2019

– THE TEAM –

Breakthroughs in 2019:

- 1 Successfully conducted the 1st volunteer training program (16 volunteers) by own senior volunteers.
- 2 Extend the MoU with two Chinese primary schools, and jointly organized supporting group for parents.
- 3 Organized play therapy workshop in English for the second time.
- 4 Conducted internal trainings for LPPKN, enhance the quality of play therapy services among the officers.
- 5 Invited Dr. Alicia Pon from Singapore to provide monthly supervision.
- 6 Provided play therapy internship opportunities to university students



Challenges and Bottlenecks:

- ⚠ Most volunteers have their own personal careers that limit their time availability to service, while the number of cases is increasing.
- ⚠ Service has been limited by only one play therapy room in LLAM center.
- ⚠ Parents' myth: They expected that play therapy can help to resolve all the children's issues.

Improvements in 2020:

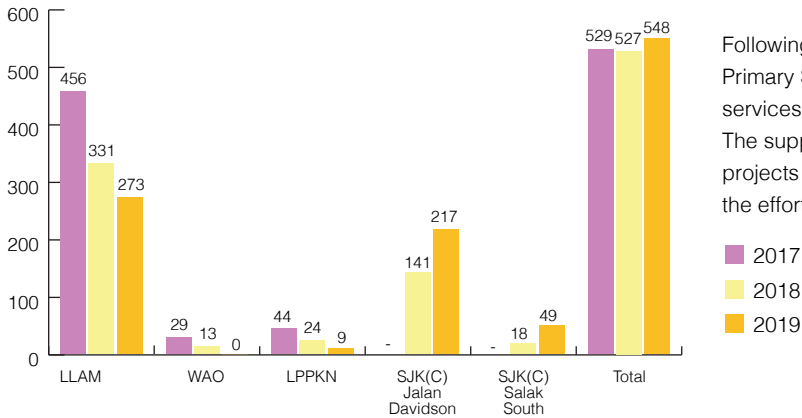
- Conduct internal trainings regularly.
- Refine the group operations, and develop a new batch of supervisors.
- Improves the public's awareness in parenting.



1 child from underprivileged family will receive 12 play therapy sessions.

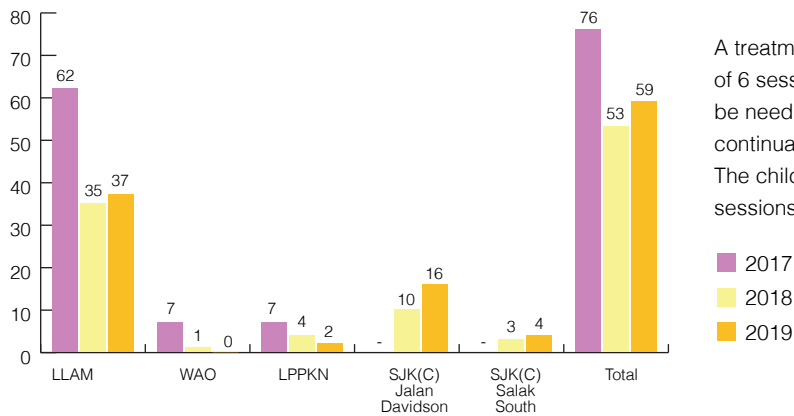
– THE TEAM –

Number of Play Therapy Sessions from Year 2017 to 2019



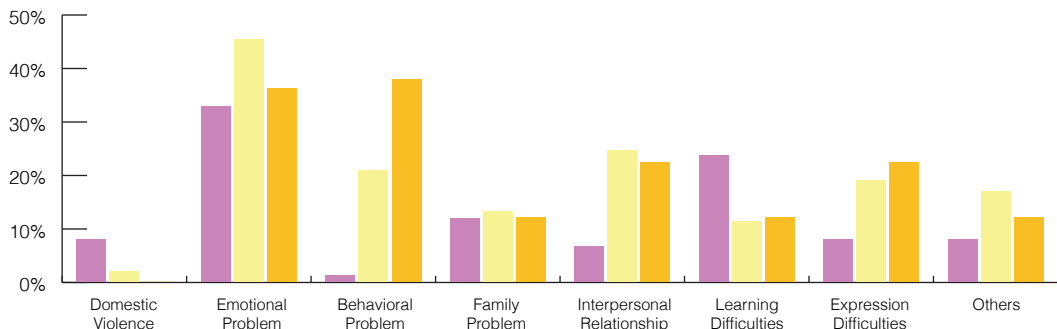
Following the system maturity in the Primary School projects, the services in schools were increased. The support for children in these projects was comprehensive with the effort from school and family.

Number of Clients from Year 2017 to 2019



A treatment of play therapy consist of 6 sessions, while evaluation will be needed to determine continuation after each treatment. The children received 9 to 10 sessions on average in 2019.

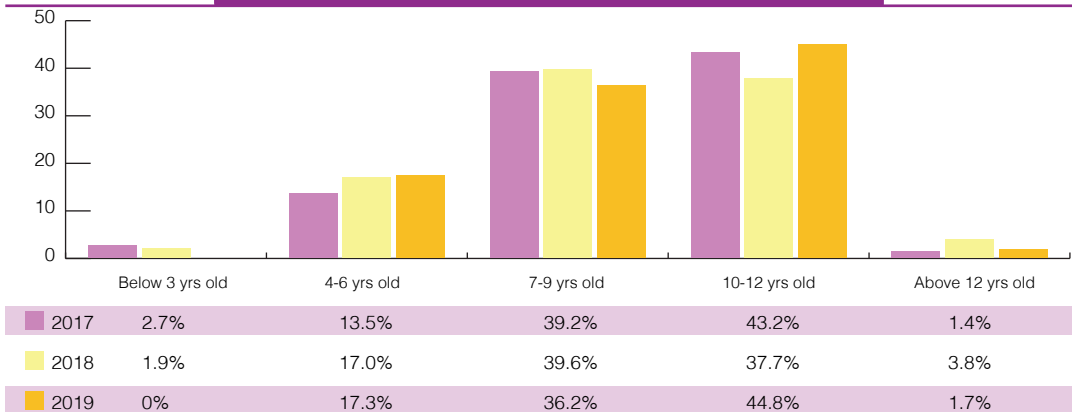
Comparison on Problem Issues from Year 2017 to 2019



Behavioral problems and emotional difficulty are the most common types of presenting problems, which are also two issues where the therapeutic effect of play therapy are generally more significant.

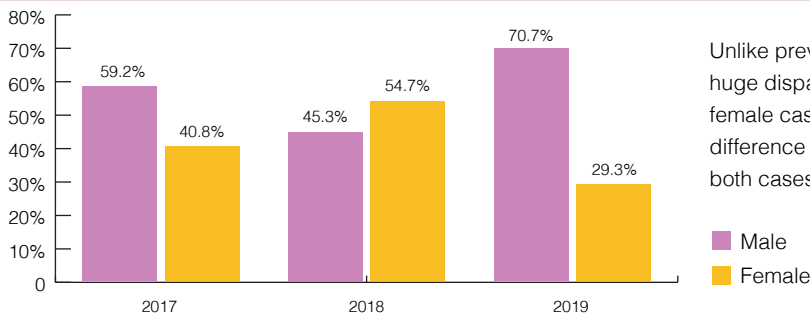
– THE TEAM –

Age Comparison from Year 2017 to 2019



Statistics in recent years showed that children aged 7-12 most often seek for play therapy services. The factors include psychological adjustment after entering the primary school, and may also due to the increased cases in Primary School projects.

Gender Comparison from Year 2017 to 2019



Unlike previous records, there was huge disparity between male and female cases in 2019. This difference also appeared among both cases in schools and LLAM.



A Touching Morning Greeting

– Chin Hon Mui (Assistant Group Leader)

Xiao Wu was diagnosed with autism. When we first meet, he always played alone, but began to develop some eye contact with me in the following sessions, especially when I gave him affirmation - he would turn and look at me. After some time, when I greeted him with a puppet, he started to imitate my words like a parrot.

Xiao Wu also encountered difficulties in his pronunciation. I could not hear his words clearly but I still gave him encouragement, sometimes even exaggerated responses –this could enhance his willingness to communicate. I continuously repeated these efforts, and his parents cooperated actively too. They accompanied him to play and carried out conversational practices with him at home.

Eventually after 25 play therapy sessions, Xiao Wu was able to greet me in proper way. I still remember the moment when I first heard him greeting “Good morning, teacher Chin”, I was deeply touched. During the last meeting, he even could express his disappointment for not being able to participate in the school carnival. Although we spent quite some period of time together, it was also the mutual efforts from teachers and parents, which helped Xiao Wu to enjoy the wonderful interactions between people. I am deeply touched.



– THE TEAM –

Social Care Group



With concept of “Give Care and Pass on Love” , to spread love and care to different groups of children and teenagers.




— The Vision of the Social Care Group

The Social Care Group has been organising group activities with the theme of self-discovery in children's homes regularly. The group has also been invited to organise internal camps for primary and secondary schools as well as remote communities (Micro Schools). Additionally, the group has held “72 Transformational Camp” for teenagers.



Khor Phei Cher
(Group Leader)

Features:

-  Enabling children to discover their self-worth and enhance their ability to self-actualize through investigation of emotions.
-  Promote the ability of self-exploration and self-growth through themed experiential activities.
-  Proactively engaged in the community to provide resources and assistance to the underprivileged.



– THE TEAM –

Breakthroughs in 2019:

- 1 The total number of volunteers achieved a new high record of 21 people.
- 2 Launched the first phase of collaboration projects with three children's home (House of Joy, Rumah Charis, Da Ci Jiang Tang).
- 3 Completed Sunflower Caring Project 2.0: a two-day camp for students of micro schools in Kuala Sepetang, Perak, which was the most remote area ever reached in record.
- 4 Collaborate with different community resources such as Youth Leader Camp co-organised with Chinwoo Athletic Association Selangor & KL.
- 5 Organised "72 Transformation Camp 3.0", leading 99 teenagers to self-discover in the wild.



Challenges and Bottlenecks:

- ⚠ Due to personal career or being involved in several groups, some volunteers experienced exhaustion, which caused a short of man power. So, it has to be well thought of upon deciding to hold any camps.
- ⚠ Upon the joining of new volunteers, supervisors have to organise more internal trainings to improve group cohesion as well as enhancing the ability on leading activities.
- ⚠ As it was the first time to collaborate with the three children's homes, more communication are needed to ensure that the services can be delivered successfully.

Improvements in 2020:

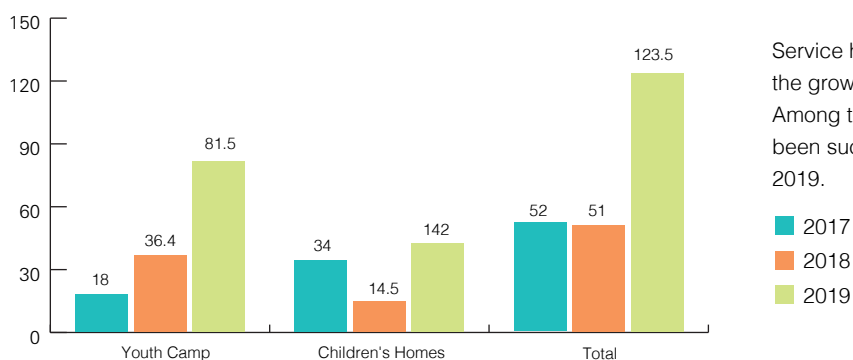
- Organise the 12th training program for volunteers.
- Increase the number of internal trainings.
- Increase inter-group collaboration such as co-organising parent-child camp with the Play Therapy Group



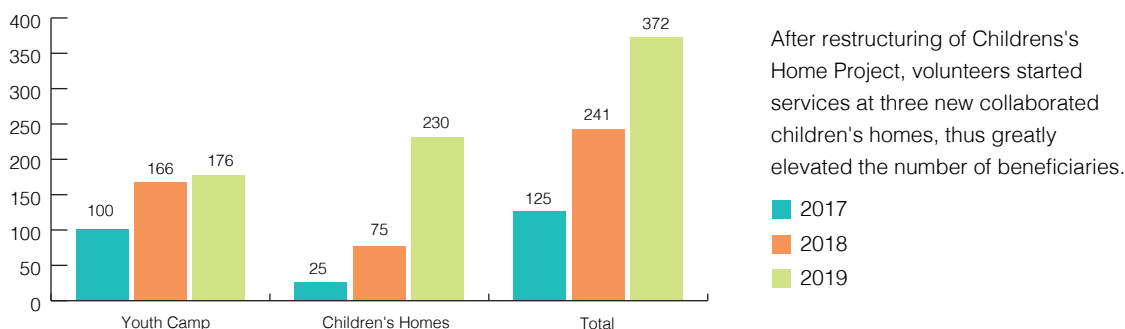
3 teenagers will enjoy the growth through a series of self-exploration

- THE TEAM -

Service Hours from Year 2017 to 2019



Number of Beneficiaries from Year 2017 to 2019



Forget about your Bag of Skills

- Tay Ee Vern, Winner of "The Best of Life Line" Award 2019



I was getting ready for a great performance with the skills before the camp starts, but I came to realise that the conversation from a genuine heart and sincere companionship are indeed the key to a child's inner world.

Every child has their own story. A "kampung boy" who seems to have nothing to worry about, but has to bare the loneliness due to separation with parents; a child who is always putting on a grin, had his eyes reddened when telling his story; an introverted child who silently lent a hand to the teammates when encountering challenges; a confident child who led the team but was treated with a setback; a child who thought that he was weak, persisted till the completion of the task successfully.....

The sincerity of children touched my heart. In fact, this is the distinguishing feature of the Social Care Group: the activities are not to provide knowledge but to discover the neglected inner world of the children. Children learn while playing, and discover while learning.

- THE TEAM -



Community Service Group



5

The team regularly organises blood and organ donation campaigns, visiting old folks' homes and children's homes, and environmental protection campaigns.

Adhere to the concept of "walk into community, integrate resources, and promote social welfare", to evoke the public's awareness of care for the society and environment.

— The Vision of the Community Service Group



1

Features:

- ☀️ Raise the awareness of the community, and carry out social welfare with the community.
- ☀️ Encourage families and friends to spend time together on weekends while volunteering for community work.



Heng Lik Ling
(Group Leaders)

2

– THE TEAM –

Breakthroughs in 2019:

- 1 First environmental protection campaign in Sungai Lima, with seminars and cultural tours, has gained overwhelming response from the public even they have to pay for their own transportation and meals.
- 2 Received award from Ministry of Health, affirming long-term collaboration with the National Blood Bank Center Malaysia.
- 3 Visited old folks' home in Batu Arang, Selangor to provide cleaning assistance and raise operating funds for the home.
- 4 Second collaboration on environmental protection campaign with Jalan-Jalan Klang while promoted the cultural heritage of Kampung Baru Pandamaran.
- 5 Assisted Persatuan Wanita Prihatin (Warm Heart) on charity run, in order to raise funds for Counseling Education Development & Training Center.
- 6 Complete site inspections on Bagan Hailam Rehabilitation Program organised by state government.

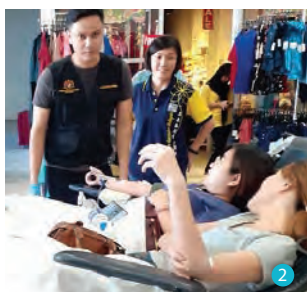


Challenges and Bottlenecks:

- ⚠ Inject new themes and elements in community service to gain more public responses.
- ⚠ Professional training among volunteers needs to be strengthened.

Improvements in 2020:

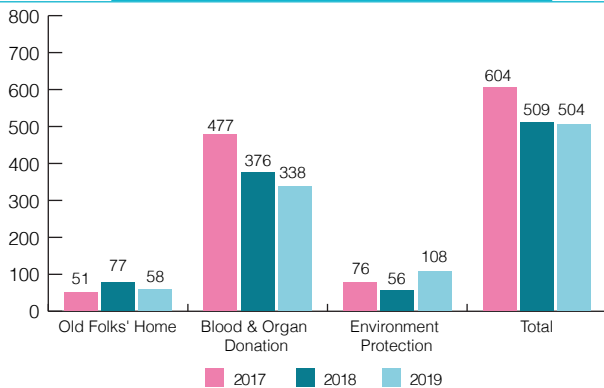
- Organise internal training to improve the cohesion within the team.
- The 11th Volunteer Training.
- Initiation of Bagan Hailam Rehabilitation Program



2 hours of social welfare will be completed

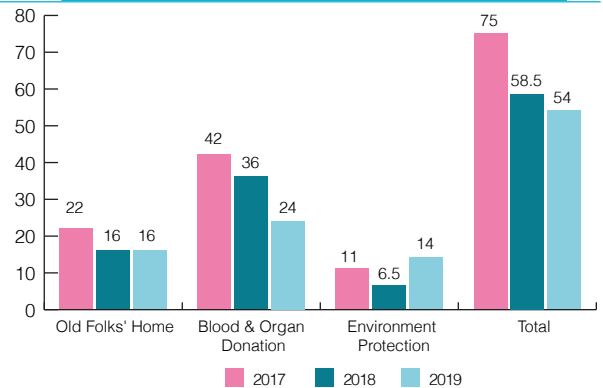
– THE TEAM –

Number of Public Participants from Year 2017 to 2019



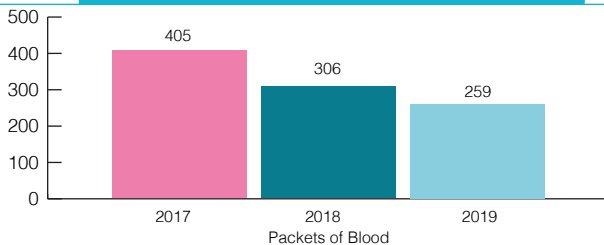
A number of different environmental protection campaigns have been launched in 2019, which incorporated the element of "education and fun", thus obtain great response from public.

Service Hours from Year 2017 to 2019



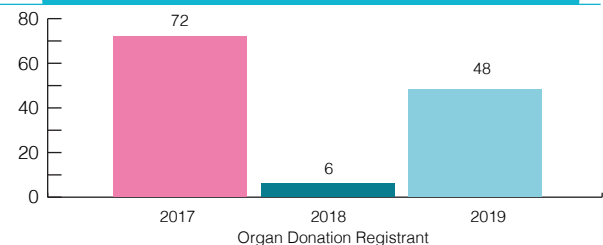
There was reorganisation on the services, in which more communities have been explored, and a campaign conducted constantly every month in order to call for more people involving in social welfare regularly.

Results of Blood Donation Campaign from Year 2017 to 2019



The decrease in the number of blood packs was mainly due to the decrease in the number of blood donation campaigns. Meanwhile, many donors (23.5%) were declined due to unsuitable conditions.

Results of Organ Donation Campaign from Year 2017 to 2019



Following the understanding on importance of organ donation, more and more people are willing to register as donors.

Chew Yong Jing
(Assistant Group Leader)



No Longer Collapsing Alone

– Chew Yong Jing, Winner of "The Best of Life Line" Award 2019

Many of my friends asked me, "Why do you keep volunteering during weekends? Why do you have to be so busy?" Besides having a sense of responsibility, it's also because I have always been touched during the services.

I remembered when I first led and planned the event, I took on a lot of important tasks by myself. I was getting tired and started to feel stressful that I felt like I was about to collapse on the day of

the event. Later, I realised that it was because I put very high expectations for this event and myself. I was afraid that I would mess up the event and not be able to execute perfectly.

On the day of the event, I realised that the support and cooperation of our team members had always been there for me. The event turns out to be a success with the support from each other with full team spirit. This made me deeply realised that a person's resources are limited. Please be sure to look for team members around you and everyone is in fact always ready to complete the impossible task together!



- THE TEAM -

Public Awareness Group



2

Everyone respect each other, in a caring, healthy and safe community.

— The Vision of the Public Awareness Group

Organize various seminars, workshops, camps and media interviews to enhance the mental health of the community, as well as the ability to face challenges and to help others.



Liew Chooi Mei
(Group Leader)

4

Features:

- Sharing on the current issues faced by the society.
- Beneficiaries range from children to the elderly.
- Activities are focused on experiencing and sharing, rather than one-way indoctrination.
- Promotes the importance of "listening" and "being with".



3

– THE TEAM –

Breakthroughs in 2019:

- 1 First collaboration with Department of Chinese Study, University of Malaya on seminar regarding grieving culture among Chinese community.
- 2 Caregiver supporting group was organised for the first time.
- 3 "Listen" campaign at remote areas such as Kuala Dungun in Terengganu and Tawau.
- 4 4 sessions of "Self Help and Helping Others" series, with themes selected according to the current social needs.
- 5 Youth art therapy workshop held for the third time in collaboration with the National Art Gallery has set a new record with 63 participants.



Challenges and Bottlenecks:

- ⚠ Due to limited funding in some schools, the implementation of the "Listen" campaign on campus has decreased.
- ⚠ The public's willingness to learn about mental health topics is lower than topics in financial management and health care.
- ⚠ Due to insufficient sponsorship, the cost of some courses placed a burden on some potential participants.
- ⚠ With the reduction of brief seminars, new speakers have fewer sharing chances in this year.
- ⚠ Promotion support from everyone is required due to the limited publicity of LLAM.



– THE TEAM –

Breakthroughs in 2019:

- 6 Co-organised SMARTSTART Pre-marital Program with Lembaga Penduduk Dan Pembangunan
- 7 Keluarga Negara (LPPKN) and participated in the program revision meetings.
- 8 Train the trainer programme conducted in English and Bahasa Malaysia for the first time.
- 9 Organised 8 cross-ethnic programmes to benefit more people from different ethnic groups. 84 teenagers participated in 6th Art and Soul camp 84.
- 10 Become a member of the "Eternal Love" Alliance of Life Education, to have more collaboration with other NGOs, media, and cooperates.
- 11 Collaboration with Sin Chew Daily, lawyer association and JCI Kuala Lumpur Mandarin on marriage seminars.
- 12 Registered as HRDF claimable programme provider recognised by Ministry of Human Resources.
- 13 Registered as CPD programme provider recognised by Lembaga Kaunselor for the second year.



Improvements in 2020:

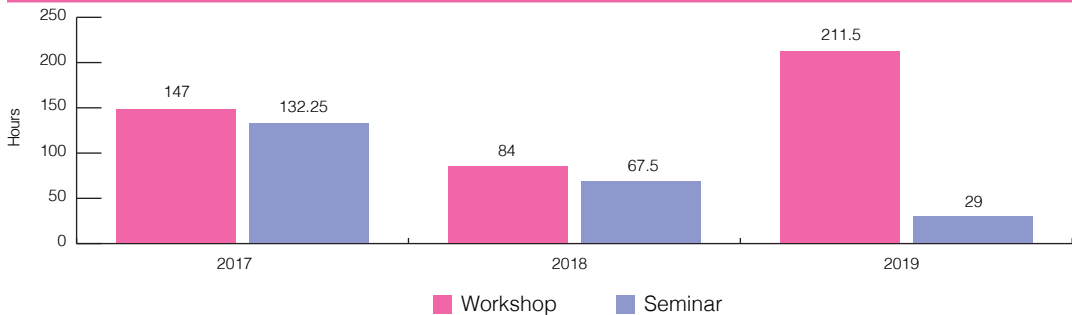
- To organise an "Exam Distress Camp" to guide the UPSR and PT3 candidates.
- To continue to promote the series of "Self Help and Helping Others".
- To organize films and picture book sharing sessions.
- To train more facilitators.



15 people will be able to self help and help others.

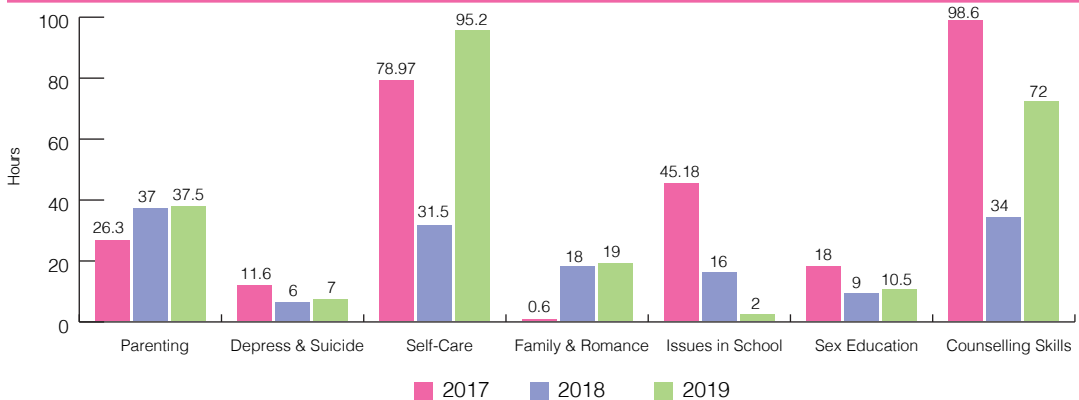
– THE TEAM –

Comparison on Programme Duration from Year 2017 to 2019



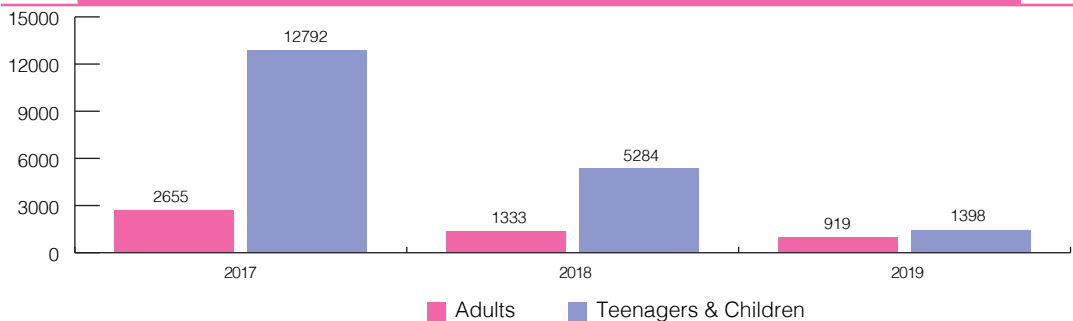
Since the seminar is mainly on unidirectional sharing, its function can be replaced by radio and online media. Therefore, the group focused on leading workshops in year 2019 in order to enhance the learning effect obtained from experiential activities, sharing and practicing.

Comparison on Programme Topic (in hours) from Year 2017 to 2019



Self-care and counselling skills remained the two important topics in 2019. Following the qualification of the HRDF training center in 2019, LLAM will continue to develop self care programme particularly at workplace, while registered counselors can obtain CPD credits from the Counseling Bureau through these counseling skills programmes provided by LLAM.

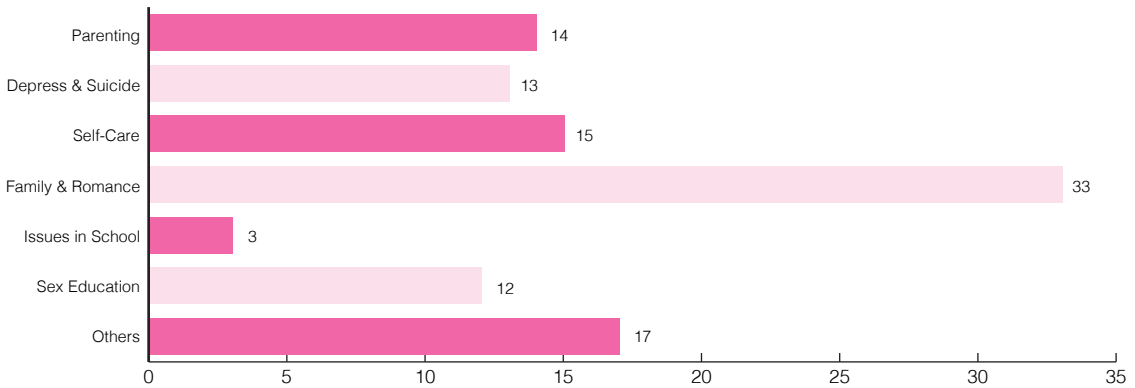
Comparison on Number of Participants from Year 2017 to 2019



The number of seminars in 2019 has decreased due to transformation of the public awareness programmes, so the number of young beneficiaries of school seminars has decreased significantly. Although conducting workshops faces limitation on number of participants, its impact is more abundant and far-reaching than that of seminars.

– THE TEAM –

Statistics on Press, Radio and Online Media Interview Sessions in Year 2019



**Thanks for the support from media,
which brings 107 sharing sessions to the public!**



– THE TEAM –



No One is Born to be Great Parents

– Ong Lian Bing, Winner of
“The Best of Life Line” Award 2019

I was particularly impressed by a standard-six boy during a seminar. At the end of the seminar, he whispered in my ear, “Teacher, can I talk to you?” I felt that the child might need my guidance, so I told him “Wait at the door after that and let’s talk there.”

After the event, I didn’t see the little boy but I found him hiding behind the door. I knew he didn’t want to be seen by his classmates. “Teacher, can you help me? My mother needs help.” he began crying. “Mommy is very fierce, very fierce, she always wants to beat me ... Can she call the phone number you mentioned?”

I admired him very much because he was willing to face it. I was moved because he understood his mother’s feeling and hoped someone could help his mother. I often think that as long as two or three people in a seminar are willing to tell me, “Teacher, I have something to tell you.” This means that we have helped people.

When a child enjoys playing, we generally don’t ask “why” to avoid interruption. For example, “Xiao Ming, why did you choose red?”, then Xiao Ming will stop playing to respond the question, also sometimes the child may feel blamed.

There was a parent who role-played as a mother during a play therapy demonstration session. She had no clear understanding on concepts of play therapy because of the absence on the first training day. During the demonstration, she asked a lot of question to her “child”, “Why do you chop this doll?”, “Why do you stab it and cut it?” ...

This suddenly made me realised that people are not born to be parents. We need to acquire parenting skills from books, classes and sharings. Although I have conducted parenting programs for years, I would unconsciously say something uncomfortable to my children when I feel bad or irritable. This makes me even more aware of the importance of conscious learning and awareness. When parents are willing to change, the child’s behavior will change and the relationship will be naturally improved.

“Can I talk to you, teacher?”

– Yee Yeng Yeng, Winner of
“The Best of Life Line” Award 2019



A kind seed that blooms

– Tan Hoon Kian, Winner of
“The Best of Life Line” Award 2019

When I was being invited as a guest on a radio interview, some listeners said that my sharing was very helpful to them, and some listeners even attended my seminars. Some of them told me that my sharing made him see the meaning of helping others, so he studied counseling. Their feedbacks have moved me, and I am more convinced that I am able to empower people.

One of the audience told me, “Thank you, teacher, I have been listening to your sharing, and learned a lot from it, so no matter how far, I will come over and listen to your talk.” During another seminar, the host exclaimed, “Oh, you are Miss Tan, you have shared on the radio for many years. My mother is your fan!”

These interactions made me realized that the seeds I have sown will blossom and bear fruit in different places. I think social education is very meaningful and must be continuously implemented because it will make a great difference in many lives.

指定企划，一次性赞助

Designated project, one-time sponsorship



1

筹建辅导教育推广与培训中心

Establishing Counselling Education Development and Training Centre

自2018年发起，以RM1,000,000为目标。由于急剧上升的社会需求，本会所提供的支援和教育两道预防工作已供不应求，遂成立此中心突破空间限制，也提升本土专业实践。

Launched in 2018 with a target of RM1,000,000. Due to the rapid increase of social needs, the support and education provided by LLAM are reaching the limitation. The establishment of this centre is able to resolve space constraints, as well as to elevate the localisation of counselling profession.



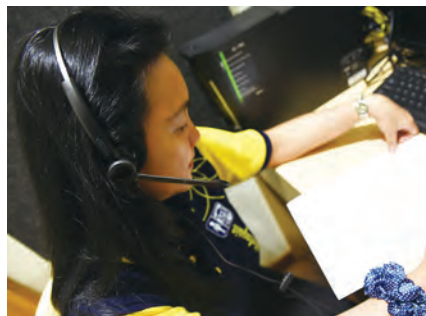
2

延长辅导服务时段，及时陪伴迷惘的心

Extend the counselling services to accompany the lost heart in time

以24小时电话辅导服务为愿景，自2018年开始陆续增设服务时段，每年开销约RM150,000，供策划、培训、督导、软硬件设备支援等用途，才得以继续推动辅导服务的延长。

With the vision of 24-hour hotline service, counselling sessions have been increased since 2018. An annual expenditure of about RM150, 000 is used for planning, training, supervision, software and hardware equipment support, in order to continue this extension.



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3

游戏治疗，陪伴受伤的小心灵

Play therapy, companionship to the broken hearts

表现异常的孩子底下都隐藏着一颗受伤的心，只要捐献RM360，你可协助一位清寒家庭的孩子接受12次游戏治疗之疗程，送孩子一个身心健康的成长历程。

A broken heart always underly the abnormal child behavior. With a donation of RM360, you can assist a child from from underprivileged family to undergo 12 sessions of play therapy.



4

儿童之家服务，走过小大人的彷徨

Services for children's homes, go through the teenage confusion

定期拜访儿童之家，透过一系列的主题性自我探索活动，提升孩子们的自信和韧性。每所服务机构一年的系列活动开销近RM10,000，用于材料准备与外出生活营的支出。

Regular visit to the children's home to improve children's confidence and resilience through a series of thematic self-exploration activities. Each service organization spent nearly RM10, 000 a year for a series of activities, for the expenses of material preparation and overnight camp.



5

“我听见了你” 偏远地区巡回讲座 “Listen” Campaign in Remote Areas

以每场讲座RM1,500的赞助形式，负担外地交通、膳宿和讲师津贴，有效地将集中在雪隆区丰富的心理健康资源，扩散至各州家乡小镇。

Sponsor RM1, 500 for each seminar in remote area to cover transportation, accommodation and lecturer allowances, in order to spread mental health resources to remote community.



经过一年的申请流程，本会终于争取到捐款免税福利的延续资格了！生命线协会由2013年开始取得财政部与内陆稅收局长达5年的核准，凡捐款者其款项可用于减免稅务。其后，我们的社会服务也陆续得到了卫生部、妇女家庭与社会发展部、财政部和内陆稅收局的认可，遂于2019年10月15日起，延续免税福利的资格。

LLAM has successfully extended the tax exemption status after one year of effort! Since 2013, LLAM has received 5 years of tax-exemption from the Ministry of Finance (MOF) and the Inland Revenue Board (IRB). Then, LLAM's contribution has been recognised by the Ministry of Health, the Ministry of Women, Family, and Community Development, as well as MOF and IRB in 2019, which brings us to the extension of tax exemption starting from 15 Oct 2019.

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1天1令吉，陪伴 迷失方向的心灵

Reach out to people in struggle, with
ONE Ringgit a day

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。
诚邀您定期小额乐捐，让“有心人”做“有心事”，为社会注入温暖曙光。
Sustainable development of an NGO is in fact based on its financial stability.
We sincerely invite you to join the recurring donations, in order to help the person in need.



每三个月
Every 3 months

×
乐捐95令吉
Donate RM95

=
一年共有380令吉
Raise RM380 in
a year



若号召700人
If 700 people

×
每年乐捐380令吉
Donate RM380
annually

=
一年筹得近27万令吉
Raise about RM270,000
per year



这是生命线协会一年内
规划、推广和执行各种
服务的基本开销。

**This is a basic cost of
planning, promoting
and implementing the
service provided
within
one year.**



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赞助表格 Sponsorship Form

<http://lifeline.org.my/cn/sponsor/>

成果/Outcome:

现有56人响应，筹得RM41,293.00

There are 56 people respond and raised RM41,293.00.

困境/Challenge:

1. 民众对于信用卡自动转账服务有所保留，偏向一次性捐赠（高达86%），故赞助来源不稳定。
2. 2019年10月才再次取得税务减免，因此影响赞助者的支持意愿。

1. People are reserved in using autodebit services, and prefer one-time donations (up to 86%), which are considered as unstable sponsorship.
2. The tax exemption status has just started from October 2019, which affected the sponsor's willingness to support in non-exemption period.

未来计划/Future plan:

1. 期盼更多人长期捐助，稳固协会的财务分配。
 2. 持续提升与改善赞助系统，让大众安心捐款。
 3. 推出更多小额捐款选项，如每个月捐献10令吉。
 4. 走入不同社区宣传自救及求救精神，如学校和商场。
1. Focus on recurring donations.
 2. Increase ease of donation process.
 3. Introduce alternatives of smaller donation amount.
 4. Promote in various communities.

赞助数额: Sponsorship amounts:	赞助频率: Frequency of sponsorship:	赞助方式: Method of payment:
RM10	每个月 Once a month,	信用卡自动转账 Auto-debit of credit/debit card
RM30	每三个月 Once every 3 months,	支票或现金汇款 Cheque or cash deposit
RM95	每半年 Once every 6 months,	网络转账 Online banking transfer
RM195	每年 Once a year,	
RM295	单次捐款 One time donation	
其他数额 other amount		
银行汇款户头账号/Account details: Hong Leong Islamic Bank 2400 1000 342 (Persatuan Life Line Malaysia)		

All donations are tax exempted under Akta Cukai Pendapatan 1967 (LHDN.01/35/42/51/179-6.5851)

感恩的心 感谢有你

With Love & Gratitude

Thanks for Your Kindness & Support



溫心慈善例人会



马来西亚吹水台协会



黎永威
Lye Wing Voi

ROBERT KONG

叶润莉
Yap Yoon Lee

叶淑铃
Yap Sook Ling

卢宪荣
Loo Yuen Weng

王俪娜
Ong Lay Na

95爱心基金长期赞助者

95 Care Fund Recurring Sponsors

Low Peck Yan
Soh Key
Lim Yen Heong
Lim Yeah Fuan
Leong Kah Wai
Soh Pooi Kong
Chiah Yi Ting
Choo Siew Kuan
Chong Pow Ying
Soh Lyn
Seon Yee Wah
Tan Sook Koon
Tiang Lay Ting
Lai Huey Mien

Lee Bock Siong
Lau Suh Fui
Wong Chyi Ci
Choon Lee Meng
Ng Kai Yen
Loke Shu Yan
Yap Lee Choo
Yong Kah Loo
Tan Sok Ting
Low Peck Hong
Goh Mooi San
Kan Ean Seok
Chang Lee Peng
Lim Chew Ting

Yap Mei Heong
Eng Lee Chen
Chin Chin Choo
Oo Yee Qi
Guan Eng Chai
Brenda Ang Shau Ying
Lee May Yoke
Lau Jing Han
Yeoh Tin Nie
Chu Wui Sen
Poh Bu Ling
Yan Sook Mun
Ng Lee Nee
Tan Yoke Ling

Chia Yu Xin
Chow Yoke Wui
Ng Zhung Gia
Goh Sim Gaik
Lee Sin Chay
Koo Kar Wai
Lai Chun Hiung
Haw Eng Seng
Er Soon Sew
Soo Kar Yan
Jessica Lim Pei Shian
Lim Bee Gaik



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马来西亚社区辅导资源 Community Counselling Resources Malaysia



马来西亚生命线协会
Life Line Association Malaysia
Hotline: 03-4265 7995
Admin: 03-4266 6195
Email: admin@lifeline.org.my
Website: www.lifeline.org.my
Service Hours:
AM Session: Mon, Tue, Thu, Fri
10am-12pm
PM Session: Mon & Fri 2pm-4pm,
Sat 2pm-5pm
Night Session: Mon-Fri 6pm-10pm



森华堂辅导中心
Unit Kaunseling Dewan Perhim-
punan China Negeri Sembilan
Hotline: 06-762 2223 /
06-761 1112
Admin: 06-763 9408 /
06-763 3477
Email: counsellingcentredpcns@g-
mail.com
Website: www.huatangns.org.my
Service Hours: Mon & Thur
8pm-9.30pm; Sat 3pm-5pm



新纪元学院辅导中心
New Era University College Counselling
Centre
Phone: 03-8739 2770 (#6211, 6212)
Email: counselling@newera.edu.my
Website: http://www.new-
era.edu.my/counselling_centre
Service Hours: Mon-Fri 8.30am-5pm



檀香爱心福利会 (吉隆坡分会)
Than Hsiang Mitra Welfare
Association KL
Hotline: 03-7981 5300 /
03-7981 5301
Admin: 03-7981 5301 /
03-7971 9876
Email: mitrawelfare@gmail.com
Website: http://mitrawelfarecen-
trekl.blogspot.my/
Service Hours: Sun-Fri 8pm-10pm



马来西亚博爱辅导中心(总会)
Agape Counselling Centre Malaysia
Hotline: 03-7785 5955 /
03-7781 0800
Admin: 03-7785 4833
Email: agapemal@yahoo.com
Website: www.agape.org.my
Service Hours: Tue-Sat 9am-1pm,
2pm-6pm



马佛青心灯心理 咨询小组
Young Buddhist Association of
Malaysia PELITA Psychological
Guidance Unit
Hotline: 03-7805 3030
Admin: 011-1638 4805
Email: pelitaadmin@ybam.org.my
Service Hours: Tue & Thur
8pm-10pm; Sat 3pm-6pm



文桥传播中心辅导室
The Bridge Communication Sdn. Bhd.
Hotline: 03-928 77251
Admin: 03-9286 4046
Email: admin@bridge.org.my
Website: www.bridge.org.my
Service Hours: Mon-Fri 9am-12pm,
1pm-4pm



隆雪华堂妇女组
KLSCAH - Women Sector

隆雪华堂咨询辅导中心
Kuala Lumpur and Selangor Chinese
Assembly Hall Counselling Centre
Hotline: 03-2272 1195 /
03-2273 9195
Admin: 03-2274 6645
Email: scachcu@gmail.com
Website: http://klscach.org.my/cate-
gory/vanita
Service Hours: Mon 7pm-9pm; Tue
3pm-7pm; Thur 3pm-9pm



**妇女、家庭与社会发展局-国家人口
与家庭发展局**
LPPKN
Phone: 03-2613 7555
Email: penduduk@lppkn.gov.my
Website: www.lppkn.gov.my
Service Hours: Mon-Thur 8am-1pm,
2pm-5pm; Fri 8am-12.15pm,
2.45pm-5pm



卫生部社会精神卫生中心
Klinik Mentari
Phone: 03-6127 0946
Email: mentari.hsel@gmail.com
Website: www.facebook.com/men-
tariselayang/
Service Hours: Mon-Fri 8am-5pm



心灵扶助协会 (吉隆坡)
The Befrienders KL
Hotline: 03-7956 8144/
03-7956 8145
Admin: 03-7957 1306
Email: admin@befrienders.org.my ;
sam@befrienders.org.my
Website: www.befrienders.org.my
Service Hours: Mon-Sun 24 hours



关爱热线
Talian Kasih 15999
Hotline: 15999
Email: taliankasih@kpwkm.gov.my
Website: www.kpwkm.gov.my
Service Hours: Mon-Sun 24 hours



马来西亚心理健康协会
Malaysian Mental Health Association
Phone: 03-2780 6803
Email: admin@mmha.org.my
Website: www.mmha.org.my
Office Hours: Mon-Sat 9am-5pm



马来西亚生命线协会 (PPM 009 14 08041993)
Life Line Association Malaysia
Persatuan Life Line Malaysia



辅导服务

热线:

03-4265 7995

面谈: 需先向行政处预约 电邮: counselling@lifeline.org.my



日间辅导: 周一 10am-12pm; 2pm-4pm
周二 10am-12pm
周四 10am-12pm
周五 10am-12pm; 2pm-4pm
周六 2pm-5pm



夜间辅导: 周一至周五 6pm-10pm

游戏治疗服务

*适合12岁以下儿童 *需先向行政处预约

行政处

电话/传真: 03-4266 6195

电邮: admin@lifeline.org.my

地址: No. 1-3, 3rd Floor, Jalan Jelatek 1,
Pusat Perniagaan Jelatek, Setiawangsa
54200 Kuala Lumpur.

社交媒体

: Life Line Association Malaysia

: lifeline7995

: 马来西亚生命线协会

WhatsApp 订阅活动资讯!

Step [1]

将我们的号码 **011-1095 9595** 储存入手机内。

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!”。