

兒童及家庭服務

Children and Family Services



服務方向 Service Orientation

兒童及家庭服務以基層家庭為主要對象，透過綜合家庭服務、婦女庇護中心、臨床心理服務及幼兒教育，結合多元化手法和社區協作，在強化家庭功能、促進兒童福祉和防止家庭暴力的工作上努力。

Disadvantaged families are at the heart of our Children and Family Services. Through our integrated family service, refuge centre for women, clinical psychological service and early childhood education, combined with a multi-pronged approach and community collaboration, we endeavoured to strengthen family functioning, promote the well-being of children and put an end to domestic violence.

多管齊下協助基層家庭渡過難關

過去一年，香港社會經濟受到重重衝擊之下，向活力家庭坊（綜合家庭服務）求助的個案比去年增加了17.5%，當中為經濟問題求助的個案更上升了51%。另外，2019年連串社會事件的發生也令許多人受到不同程度的情緒困擾，及為不少家庭帶來衝擊。為此，中心特別設立「我們在這裡」輔導支援熱線，為有需要的人士及家庭給予適切的支援。中心亦引入「身心健康行動計劃」，為服務使用者舉辦基礎工作坊，旨在提升參加者的身心健康管理能力，並實踐危機處理計劃，以維持良好的身心健康狀態。過程中，參加者除了學懂照顧自己外，更發現自己可充當別人的支援者，大大提升其自信及自我價值。



▲ 參加者在「身心健康行動計劃」基礎工作坊投入分享。

Participants conduct in-depth sharing in the Wellness Recovery Action Plan® (WRAP®) fundamental workshop.

▶ 參加者給自己準備的「身心健康工具箱」，以應付未來生活的逆境。

Participants prepare their own "wellness toolbox" to cope with future adversity.



引入「人本—存在主義輔導」提升個案工作的效能

目前在活力家庭坊（綜合家庭服務）及恬寧居—婦女庇護中心接受輔導的人士及家庭有不少出現嚴重的情緒困擾，甚至有自殺及家暴危機。為提升處理個案的效能，我們進行了「人本—存在主義輔導理論及技巧專業培訓計劃」，協助社工裝備專業、有效而深入的輔導技巧，以處理這些危機個案。人本主義輔導理論強調人的尊嚴、價值、創造力及自我實踐。此培訓課程包括工作坊、持續性督導小組及導師即場示範解說，讓同工學會與受助人建立深入的連結，以增進輔導的果效。



Helping Families Overcome Adversities through a Multi-pronged Approach

Over the past year, Hong Kong's socio-economic landscape was devastated by the double treats. The number of cases seeking help from Family Energizer (Integrated Family Service) increased by 17.5% compared with the previous year. Among them, the number of cases in relation to economic difficulties went up by a staggering 51%. The chain of social events unfolding in 2019 had also left many emotionally disturbed and taken a toll on many families. In light of this, our centre set up the "We're here" ad-hoc hotline to provide much-needed support and counselling to individuals and families. We also introduced the "Wellness Recovery Action Plan® (WRAP®)" and conducted workshops for service users to enhance their self-management of physical and mental health and raise their awareness in coping with life changes and crisis. This not only helped sustain their well-being, but taught them to take good care of themselves while lending a helping hand to others, giving a wholesome boost to their self-confidence and self-worth.

Employing Humanistic - Existential Counselling to Increase Casework Effectiveness

At present, many individuals and families receiving counselling services at Family Energizer (Integrated Family Service) and Serene Court - Refuge Centre for Women are afflicted with severe emotional distress and vulnerable to the risk of suicide as well as domestic violence. To improve the effectiveness of our counselling services, we conducted a series of professional training sessions on "Humanistic - Existential counselling theory and skills", equipping our social workers with the practical and sophisticated counselling skills required to deal with these crisis cases. The theory of humanistic - existential counselling emphasises human dignity, value, creativity and self-actualisation. Through workshops, continuous supervision groups and on-the-spot skills demonstrations, our social workers learnt how to establish deep connections with service users, which improved the effectiveness of our counselling services.



◀ 賽馬會智家樂計劃外展街站及流動車活動。
Outreaching street booths and promotion trucks of the Jockey Club SMART Family-Link Project.

賽馬會智家樂計劃—減少基層家庭的數碼隔膜

資訊科技的發展固然可以增強訊息傳遞及優化我們的生活，但同時會為弱勢社群帶來數碼隔膜的問題。過去一年，活力家庭坊（綜合家庭服務）在推行「賽馬會智家樂計劃」上所製作的電子關懷訊息（e-message）讓中心打破時間及地域界限，能接觸服務使用者，傳送愛家愛己的訊息；再加上計劃研發的網上親子小遊戲，為服務使用者在疫情期間增添不少親子樂趣。計劃去年共發放約4,500次電子關懷訊息，觸及530人之多。此外，亦善用計劃的電子問卷工具，整理參加者回饋的數據，大大加強服務的成效。

Jockey Club SMART Family-Link Project - Closing the Digital Divide

There is no doubt that development in information technology can accelerate information dissemination, improve our quality of life and bring us a lot of convenience, but it has also created a digital divide among the socially disadvantaged. In carrying out the Jockey Club SMART Family-Link Project last year, Family Energizer (Integrated Family Service) overcame time and geographical limits and disseminated the project's e-messages to our service users, sending them words of love and blessings and updating them on useful information. The family-friendly online games developed by the project also helped to keep the families entertained during the pandemic. In 2019, the project sent an estimated total of 4,500 e-messages, which managed to reach up to 530 service users. We also made good use of the Evaluation Tool Builder to gather feedback from the participants, which drastically improved the effectiveness of the service.



▲ 東區崇德社一眾委員參與「心寧戲遇」重聚日。
Members of Zonta East of Hong Kong joined our reunion session.



▲ 「智家義工」親身體驗電子遊戲，為外展街站活動作好準備。
E-ambassadors try out the e-games and prepare for the activities at the outreaching street booths.

「獨特的我」生命教育計劃—鼓勵父母因材施教

孩子的起跑線一直是家長重視的，不少家長急於裝備孩子，卻沒有因材施教，掩沒孩子的自我。活力家庭坊（綜合家庭服務）為此舉辦「獨特的我」生命教育計劃，透過多元化的活動，讓兒童在自我的特質、情緒、家庭關係及社交各方面有所認識及接納，強化他們自尊自愛的的能力，同時促進親子關係。



◀ 家長難得放下恆常的價值框架，在輕鬆活動中認識孩子的特質。
Parents put away their traditional values and discover the uniqueness of their children through relaxing activities.

▶ 聲演練習配以動作創作乃小組重要的一環，讓婦女能夠釋放情緒。
Vocal performance exercises with action creation are important part of the therapeutic group, allowing women to release their emotions.

「心寧戲遇」計劃—提升受虐婦女的復原能力

恬寧居—婦女庇護中心一直致力服務受虐婦女及目睹家暴兒童，尋求以多元化手法提升他們的復原能力。去年，中心獲得香港東區崇德社資助，舉辦以故事劇場結合敘事治療手法之「心寧戲遇」計劃，為來自接近廿多個家庭的婦女及兒童提供治療活動。透過不同的戲劇元素，讓婦女重新經驗真實感受；讓目睹家暴兒童學會表達情緒和更有信心面對生活的不如意事情。另外，治療師亦協助婦女透過敘述其創傷經歷，尋找被忽視的生命亮點，以重寫自己的故事。她們的故事將會編輯成生命故事集，成為她們成功克服家庭轉變的見證，同時更廣泛引起公眾對家暴的關注。



“Unique Me” Life Education Project - Embracing Children's Uniqueness

Getting children a head start is something that has been on every parent's mind. Instead of raising their children according to their abilities, many parents are rushing to equip their kids to compete with others, thus stifling their sense of self. To help alleviate this problem, Family Energizer (Integrated Family Service) launched the “Unique Me” life education project to enhance children's understanding and acceptance of their self-identity, including their characteristics, emotions and family and social relationships, through a series of interactive activities. The project aims to promote the idea of self-dignity and self-love, while facilitating parent-child relationships.



Narrative Theatre - Promoting Resilience in Battered Women

Serene Court - Refuge Centre for Women has always been committed to seeking multifaceted interventions to promote resilience among battered women and children who have witnessed domestic violence. Last year, our centre launched the “Narrative Theatre” project funded by “Zonta Club of Hong Kong East”, which organised activities combining theatre with narrative therapy for women and children from more than 20 families. With the use of dramatic elements, women were encouraged to reconnect with their hidden feelings and reconstruct meanings through the narrative method in the latter part of our project. Children who had witnessed domestic violence were taught to express their emotions and confront difficulties more confidently. They were also guided by therapists in finding the oft-overlooked beauty in life and to rewrite their life stories through narrating their traumatic experiences. These stories will be compiled and published as a testimony of their success in overcoming family changes, which will raise public awareness to domestic violence.

參加第四屆世界婦女庇護安置大會

恬寧居—婦女庇護中心於2019年11月5日至11月8日派代表出席於台灣高雄舉行，由全球安置網絡 (GNWS) 及勵馨基金會共同主辦的第四屆世界婦女庇護安置大會，今屆主題是「安置大團結，牽動全世界」。活動匯集來自120個國家及1,500位代表。透過跨國交流，同工不但了解到各國庇護服務及推動反家庭暴力之經驗外，並聯結其他國家之婦女庇護服務，加強日後聯繫及交流。此行還走訪了高雄婦女庇護所「小星星家園」及少女中途之家「路得學舍」，並參觀了高雄婦女館及高雄少年及家事法院，了解當地庇護服務的工作手法及註法院社工如何支援家暴受害人。



基督教家庭服務中心楊蔡慧嫻紀念幼稚園開幕典禮

基督教家庭服務中心楊蔡慧嫻紀念幼稚園於2019年12月7日舉行開幕典禮，邀得香港教育大學校長及公共政策講座教授張仁良教授 SBS, JP、教育局首席教育主任 (幼稚園教育) 鄺關秀菁女士、社會福利署觀塘區福利專員顧國麗女士、楊蔡慧嫻基金會聯合主席池元基醫生及本會董事會主席關銳煊教授擔任主禮嘉賓。當天超過300位嘉賓蒞臨見證幼稚園的開幕，當中包括各大院校幼兒教育部的代表、社福機構代表、小學校長、幼稚園業界同工、及家長一起參加典禮。楊蔡慧嫻紀念幼稚園是本會開辦的第三所幼稚園，致力為安達臣區居民提供優質幼兒服務。我們希望小朋友能夠擁抱、追尋自己「夢想」的同時，亦希望小朋友能夠將「愛心種子」散播出去，令學校、家庭和鄰舍都充滿著「愛」，共同建立一個快樂、和諧的社區。



▲ 主禮嘉賓及校董會成員進行基督教家庭服務中心楊蔡慧嫻紀念幼稚園揭幕儀式。
The officiating guests and members of the school management committee attend the opening ceremony of The Christian Family Service Centre Yeoh Choy Wai Haan Memorial Kindergarten.

World Conference of Women's Shelter

Serene Court - Refuge Centre for Women joined the 4th World Conference of Women's Shelter (4WCWS), which was held in Kaohsiung, Taiwan on 5th - 8th, November, 2019. Co-organised by Global Network of Women's Shelters (GNWS) and the Garden of Hope Foundation, 4WCWS brought together 1,500 representative from 120 countries to exchange ideas and experiences on how to strengthen women's protection and combat domestic violence. With the theme "Impact · Solidarity", the conference aimed to promote long-term international exchanges through connecting stakeholders from all over the world. During this trip, we also visited Kaohsiung Women's Centre, Taiwan Kaohsiung Juvenile and Family Court and the shelters operated by the Garden of Hope Foundation - Little Star and the Lutheran Halfway House. The visits gave us valuable insights on the operations of Taiwan's shelters and the support that victims of domestic violence typically receive from social workers of the courts.

Opening Ceremony of the Christian Family Service Centre Yeoh Choy Wai Haan Memorial Kindergarten

The Christian Family Service Centre Yeoh Choy Wai Haan Memorial Kindergarten held an opening ceremony on 7th December, 2019. We were honoured to have Professor Stephen Y. L. Cheung, SBS, JP, The President and Chair Professor of Public Policy, The Education University of Hong Kong, Mrs. Iris Kwong Kwan Sau-ching, The Principal Education Officer (Kindergarten Education), Education Bureau, Miss Rebecca Koo Kwok-lai, District Social Welfare Officer (Kwun Tong), Social Welfare Department, Dr. Edward Chi, Co-Chairman, YCWH Trust and Professor Alex Kwan Yui-huen, Chairman, Christian Family Service Centre as our officiating guests. On the day of the ceremony, more than 300 guests gathered to celebrate the opening of the kindergarten, including representatives from the department of early childhood education of various institutions, representatives from social welfare organisations, primary school principals, fellow workers from other kindergartens and parents. As the third kindergarten run by the Agency, Yeoh Choy Wai Haan Memorial Kindergarten pledges itself to provide high-quality child care services to residents of the Anderson District. We hope that all children can embrace and pursue their dreams while spreading the "Love Seed", filling the school, household and neighbourhood with love, harmony and happiness.



▲ 超過三百位嘉賓蒞臨見證幼稚園的開幕。
Over 300 guests gather to celebrate the opening of the new kindergarten.

未來發展 Outlook

市民在過去一年飽受社會不安和疫情帶來的衝擊，人與人之間的互信和家庭關係都受到影響，兒童及家庭服務將會加強社區為本的家庭支援和預防家暴工作，務求多接觸基層家庭，協助他們從逆境中找到出路。

As the social unrest since last year and the pandemic have devastated the mutual trust between individuals and family relationships, our Children and Family Services will continue to strengthen services in community-based family support and domestic violence prevention. By reaching out to more disadvantaged families, we aspire to help them find a way out of adversities.

2019-2020 服務統計 (截至2020年3月31日) Service Statistics (as at 31st March, 2020)

218
促進兒童成長的活動節數
Programme sessions
of children development
encouragement



244
推動和諧家庭的活動節數
Programme sessions of
harmonious family
promotion



127
支援受家暴影響的個案數目
No. of cases of domestic
violence support



1,382
促進家庭功能的個案數目
No. of cases of family
function encouragement



391
接受幼兒教育人數
No. of students receiving
child education



98
臨床心理輔導個案數目
No. of cases of Clinical
Psychological Services

