



兒童及家庭服務

Children and Family Services

服務方向

SERVICE ORIENTATION

社會的新常態改變大眾的生活模式，為兒童成長、個人情緒、以至家庭關係帶來不少挑戰。兒童及家庭服務透過專業的服務，強化家庭功能，促進兒童發展，以締造和諧家庭生活。我們同時加強及鞏固地區網絡，以多元化活動承托社區不同需要。

The new normal of society has transformed people's lifestyles and presented many challenges to our children's development, emotional wellbeing and family relationships. Our Children and Family Services are continuing to reinforce good family functioning, facilitate children's development and promote family harmony through the provision of professional services. We are also striving to build a stronger community network and offer a diverse range of activities catering to various community needs.



服務摘要

以專業服務支援困難家庭

為協助家長走出與青少年子女衝突的困局，活力家庭坊（綜合家庭服務）和恬寧居—婦女庇護中心（恬寧居）獲前民政事務局（現為民政及青年事務局）及家庭議會贊助，以人本存在主義為理論基礎，推行「一起走過逆風的日子」之家長學堂的計劃。目標是讓家長在同行者陪伴下，面對親子衝突帶來的衝擊時，能尋找適合自己與子女的相處方式。計劃參與人次共6,741人，有參與家長表示，小組讓她們學習到以正面及靈活心態面對問題，藉着計劃亦結識到一班同行者互相勉勵。



▲「一起走過逆風的日子之家長學堂計劃」微電影作品「金針菜」。

A short film titled “Daylily Flower” produced by participants from the “Together Walking through the Stormy Days – Parents’ Learning Platform”.

本計劃委託了香港理工大學應用社會科學系進行服務成效研究，訪問了230名參加者，研究發現計劃能夠有效紓緩家長親職壓力，在親子衝突顯著下降的同時，親子連繫也明顯加強，反映本計劃的成效獲得一大肯定。



▲「一起走過逆風的日子」之家長學堂舉辦的真人圖書館。

The “Human Library” was organised as part of the “Together Walking through the Stormy Days – Parents’ Learning Platform”.

SERVICE HIGHLIGHTS

Supporting Struggling Families with Professional Services

To help parents navigate the minefield of conflicts with their teenage children, Family Energizer (Integrated Family Service) and Refuge Centre for Women (Serene Court) have launched a project titled “Together Walking through the Stormy Days – Parents’ Learning Platform” supported by the former Home Affairs Bureau (the current Home and Youth Affairs Bureau) and the Family Council. Building on the theory of existential-humanistic psychology, the project encouraged parents to regain their lost motivation and find suitable ways to get along with their children. The project attracted a total attendance of 6,741 and received positive feedback from the parents, who learned how to approach their problems with a positive and adaptive mindset. They also found solace in befriending their fellow parents with whom their concerns resonated.

The Department of Applied Social Sciences of the Hong Kong Polytechnic University was commissioned to evaluate the project outcomes. After interviewing 230 participants, the project was effective in relieving parenting stress and had significant effects on reducing parent-child conflict and enhancing parent-child bonding. The findings attested to the efficacy of the project and affirmed our belief in the importance of supporting parents.



▲恬寧居舉辦「家事法律知多點」講座，讓婦女多了解法律對自己的保障。Serene Court organised a talk on “Know More about Family Law” to educate women about how to protect themselves through legal means.



▲ 恬寧居增設青少年緊急住宿服務。
Serene Court introduced emergency residential service for young girls.

支援處於高衝突家庭少女緩衝緊張關係

本會恬寧居在過去一年接獲正處於高衝突家庭的13至17歲年輕少女求助個案比往年上升25%，佔整體入住率6.5%。有見及此，恬寧居增設支援青少年短期緊急住宿服務，期間協助她們提升自我照顧能力及與家人溝通技巧，並訂定與家人重整關係的方案，在家庭衝突加劇之際提供出路，緩和她們與家人緊張的關係。

以多元活動承托社區需要

在過去一年，經活力家庭坊處理的個案有1,128宗，當中因親子及管教困難而求助的個案佔了新增個案的25%；受情緒問題困擾的個案佔17%；經濟及就業問題尋求社工協助佔13%。臨床心理服務處理134宗個案，主要是有評估需要或受情緒及心理問題困擾。為應對急增的家庭問題，活力家庭坊過去一年透過連串的服務計劃，加強人與人之間的連繫。

Emergency Shelter Services for Young Girls from High-Conflict Families

Serene Court received 25% more service requests from young girls aged 13-17 embroiled in high levels of conflict in their families and recorded an overall occupancy rate of 6.5% last year. In view of this, Serene Court introduced short-term emergency accommodation services for young girls and offered them help in improving their self-care abilities, as well as providing learning skills for communicating with their parents and creating action plans for reconciliation, in order to de-escalate the family conflicts and relieve family tensions.

Responding to Community Needs with Diversified Activities

Last year, Family Energizer handled 1,128 cases in total. Among the new cases, 25% involved people seeking help for parent-child and parenting problems, and 17% involved people with emotional issues. Individuals seeking assistance for financial and unemployment-related problems accounted for 13% of cases. In addition, our Clinical Psychological Service handled 134 cases, most of which involved individuals in need of assessments or those who were affected by emotional and psychological problems. To address the arising family problems, Family Energizer launched a variety of service projects intended to bring people closer together.



▲ 婦女義工們參與街站宣傳活動。
A promotion booth operated by our female volunteers.



▲ 親子瑜珈
A parent and child yoga class.

與家人共嚐幸福 — 有膳觀塘計劃

在新冠疫情下，活力家庭坊夥拍本會 Home Café 推出「有膳觀塘」計劃，透過區內不同服務單位向有需要家庭派發熱食餐券，作為經濟支援之餘，並鼓勵一家人外出用膳，享受與家人共聚的時光。計劃為期半年，共派出 4,400 多張餐券，超過 1,000 人士受惠。



▲ 一家人享受共聚用膳的時光。
Enjoyed a happy meal with family.



連繫社區人士關愛互助 — 共「里」一起 @ 觀塘 2021-2022

由活力家庭坊與區內服務機構聯合籌辦，社會福利署觀塘區福利辦事處資助的「共里一起 @ 觀塘 2021-2022 (觀塘中)」計劃，集結地區力量，以社區共融為題，讓區內不同年齡的人士在「施」與「受」的活動過程中，增添對社區的關愛和歸屬感，計劃共服務超過 250 人。

Sharing a Taste of Love with Family Members – “Love Meals @ Kwun Tong”

Under the epidemic of COVID-19, Family Energizer and Home Café jointly launched a six-month project called “Love Meals @ Kwun Tong”, distributing hot meal vouchers to families in need through different service units across the community. The project not only helped to ease their financial burden, but also encouraged people to dining out with family and enjoy some bonding time. With more than 4,400 meal vouchers handed out, the project had benefitted more than 1,000 people.

Building a Caring and Supportive Community – Kwun Tong Mental Wellness Programme 2021-2022 (Kwun Tong Central)

With a subvention from the Kwun Tong District Social Welfare Office, Family Energizer organised the “Kwun Tong Mental Wellness Programme 2021-2022 (Kwun Tong Central)” in conjunction with other social service providers across Kwun Tong. By harnessing the collective power of community members, the programme aimed to promote social inclusion through a diverse array of activities. During the process of giving and receiving help, people of all ages were able to foster a sense of caring and belonging to their community. The programme served more than 250 people in total.



▲ 義工在共「里」一起 @ 觀塘 2021-2022 (觀塘中)」活動中為區內長者送上愛心湯水。

Volunteers from the “Kwun Tong Mental Wellness Programme 2021-2022 (Kwun Tong Central)” delivered warm bowls of soup to elderly people living throughout the community.

與小朋友一起追夢 — 「聖誕童心願 • 夢想齊實現」

活力家庭坊與Gucci Change Makers合辦「聖誕童心願 • 夢想齊實現」活動，收集40封居住在觀塘及鯉魚門寮屋區小朋友寫給聖誕老人分享願望的信，再由企業義工化身聖誕老人，給小朋友逐一回信，並在聖誕節期間推着義工們自製的鹿車於寮屋區內巡遊及送上禮物，一起歡度佳節。

Chasing Dreams with Children – “Dreams Come True”

Family Energizer partnered with Gucci Change Makers to launch the “Dreams Come True” programme last year, collecting 40 letters and wish lists from children living in Kwun Tong and the Lei Yue Mun Squatter Area to Santa. Corporate volunteers from Gucci Change Makers answered each of the children’s letters by hand and dressed up as Santa Claus, touring the streets of the squatter area and giving Christmas presents to the children on a handmade sleigh to spread the joy of Christmas.



▲「聖誕童心願 • 夢想齊實現」— 聖誕老人帶着義工與鯉魚門寮屋居民歡度聖誕。

During “Dreams Come True” programme, a group of volunteers led by Santa Claus celebrated Christmas with residents of the Lei Yue Mun Squatter Area.



▲長幼義工齊齊學習手杖舞，為服務長者做好準備。

Volunteers from all age groups learned to dance with a walking stick, in preparation for providing elderly services.

未來發展

兒童及家庭服務繼續持守「愛家」的核心價值，並深化家長教育、兒童發展、家庭輔導及預防家庭暴力等多個範疇的工作，持續提升服務質素，與我們的服務對象並肩，積極面對社會急速變化帶來的困難和挑戰。

OUTLOOK

Our Children and Family Services will continue to uphold its core value of "Love Your Family", while strengthening our work in parental education, children's development, family counselling and the prevention of domestic violence. We will continue to improve our service quality, and will support our service users through the challenges resulting from our fast-changing society.

2021 - 2022 服務統計 (截至 2022 年 3 月 31 日)

Service Statistics (as at 31st March, 2022)



77

促進兒童成長的活動節數
No. of sessions of children's development programmes



305

推動和諧家庭活動節數
No. of sessions of family harmony programmes



1,128

促進家庭功能的個案數目
No. of cases receiving support in family functioning



92

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



123

臨床心理輔導個案數目
No. of cases receiving clinical psychological counselling