

兒童及 家庭服務



Children and Family Services

服務方向

SERVICE ORIENTATION

疫情打擊經濟，亦改變了生活模式，對家庭關係也難免帶來衝擊。兒童及家庭服務透過綜合家庭服務、婦女庇護中心、臨床心理服務及幼兒教育，致力在強化家庭功能、促進兒童福祉及防止家庭暴力的工作上努力，與基層家庭一起渡過艱難時刻。

The COVID-19 pandemic has disrupted the economy and our way of living, which inevitably affected family relationships. Through these trying times, our Children and Family Services supported economically underprivileged families with our integrated family services, refuge centre for women and clinical psychological services. We endeavoured to strengthen family functioning, promote the well-being of children and put an end to domestic violence.





服務摘要

SERVICE HIGHLIGHTS

為受疫情影響的家庭提供支援

自2020年初，新冠肺炎疫情嚴重影響香港經濟，令許多家庭深受困擾。活力家庭坊（綜合家庭服務）收到求助的諮詢及個案數量比去年增加了42%，而需要跟進的個案中，有28%是因經濟困難而求助，故我們去年為216個家庭及人士申請共150萬「公益金及時抗逆基金」或「及時雨基金」，以紓緩其經濟壓力。而突如其來的經濟問題為許多人的精神健康、情緒，以及家庭關係帶來重大衝擊，社工需要及時提供輔導及支援，以協助他們提升解決問題及面對逆境的能力。

Supporting Families Affected by COVID-19

Since early 2020, the COVID-19 pandemic has devastated Hong Kong's economy and threatened the livelihoods of many families. Family Energizer (Integrated Family Service) received 42% more service requests for help and related enquiries than those in the previous year. Among the confirmed cases, 28% sought help for financial difficulties. Last year, we helped 216 families and individuals apply for a total grant of HK\$1.5 million from the Community Chest Anti-NCP Rainbow Fund or Rainbow Fund to relieve their financial burden. Apart from financial assistance, we also arranged social workers to provide immediate counselling services to individuals and households suffering from emotional distress and family rifts caused by unexpected financial hardship, in hopes of improving their problem-solving skills and resilience.



1. 家庭指導員在活動中教授參加者製作甜糰。

Our family instructors taught participants how to make sweet glutinous rice dumplings at a workshop.

2. 兒童參加者透過遊戲學習情緒管理。

Children learnt how to manage their emotions through games.

3. 「有瞻爸媽同愛家」2020-2021有關贍養費的社區參與計劃—《陪著你》繪本發佈會。

"Love from Both Parents" 2020-2021 Community Involvement Project on Maintenance - launch of the picture book "Staying With You".

協助離異家庭重整關係

本港離婚率持續高企，觀塘區的單親家庭及未成年子女更達11%，不少孩童需要面對父母離異後的生活。活力家庭坊獲得民政事務局資助舉辦「有膽爸媽同愛家」2020-2021有關贍養費的社區參與計劃，透過一系列講座及活動，協助離異家庭子女和家長處理彼此關係，並加強家長對贍養費的認識，參與人次達3,200之多。本計劃更出版了《陪著你》繪本，輯錄孩子面對父母離婚和適應單親家庭生活的心聲，除向公眾派發外，亦可在公共圖書館借閱，達致廣泛宣傳和教育的效果。



為子女正值青春期的家長提供親職學習平台

子女踏入青春期行為反叛，往往令親子關係緊張。因此，在民政事務局及家庭議會贊助之下，活力家庭坊及恬寧居一婦女庇護中心（恬寧居）推出「一起走過逆風的日子」之家長學堂，以人本存在主義為架構，協助家長重新認識和探索自我，引導他們找出適合與子女相處的模式，提升能力面對孩子青春期反叛的衝擊。本計劃委託香港理工大學應用社會科學系進行成效評估，以深入探討本計劃的服務成效。

1. 「一起走過逆風的日子」家長小組組員心聲
Testimonials from members of "Together Walking through the Stormy Days" parental groups
2. 家長參與「一起走過逆風的日子」小組分享與子女相處的經驗。
Members shared their parenting experiences in the "Together Walking through the Stormy Days" parental groups.

"Love from Both Parents" 2020-2021 Community Involvement Project on Maintenance

Hong Kong continues to record a high divorce rate, especially in Kwun Tong, where single-parent families with children aged under 18 account for 11% of all households. This means many children have to face the separation of their parents from a young age. With a subvention from the Home Affairs Bureau, Family Energizer launched the "Love from Both Parents" 2020-2021 Community Involvement Project on Maintenance, designed to help members of single-parent households cope with family estrangement and familiarise themselves with the concept of maintenance through a series of workshops and activities. Last year, the activities attracted as many as 3,200 participants. We also published a picture book titled "Staying with You", lending a voice to children going through a divorce and coming to terms with their new reality. Free copies are distributed to the public and made available in public libraries to raise awareness and educate the wider community.

"Together Walking through the Stormy Days – Parents' Learning Platform"

Though a natural part of puberty, teenage defiance can lead to a build-up of tension between teenagers and their parents. Hence, Family Energizer and Serene Court – Refuge Centre for Women (Serene Court) launched a campaign named "Together Walking through the Stormy Days – Parents' Learning Platform" under the auspices of the Home Affairs Bureau and Family Council. The centre adopted an existential-humanistic approach and helped parents rediscover themselves, find a way to get along with their children and conquer the shock of being confronted with their troubled teens. Moreover, the Department of Applied Social Sciences, The Hong Kong Polytechnic University was commissioned to evaluate the project outcomes.



支援面對家暴危機的人士

過去一年疫情持續，恬寧居共收到635個與家庭暴力和家庭衝突相關的熱線求助電話，較前年同期高出15%，反映疫情下不少家庭關係變得緊張。然而，入住率雖然曾一度攀升至93%，但整體入住率也較疫情前為低。從熱線中得知不少求助者基於防疫考慮，即使面對家庭衝突也不願意離家。有見及此，恬寧居在疫情期間透過電台、報章訪問及舉辦教育講座等，加強公眾人士對家庭暴力及其處理方法的認識，鼓勵有需要人士在疫情期間也要及早求助，為當前困局另覓出路。

Supporting Victims of Domestic Violence

The lingering impact of the pandemic has intensified family tensions. Last year, Serene Court received a total of 635 calls related to domestic violence and family conflicts, 15% increase compared to the same period in the previous year. Although the occupancy rate surged to 93% at one point, the overall occupancy rate retreated compared to the pre-pandemic level. Many hotline callers dealing with family conflicts felt compelled to stay home because of the pandemic. In view of this, we actively informed the public about domestic violence and its coping strategies through radio and press interviews, educational talks and other events, urging victims of domestic violence to seek help immediately to get out of their plight.

在疫情期間加強社區聯繫

共「里」一起2020-2021年觀塘區精神健康活動（觀塘中）

本活動由社會福利署觀塘區福利辦事處資助，活力家庭坊擔當統籌角色，聯合區內另外四個社會服務團體合辦，透過不同的藝術表達形式，包括和諧粉彩、沙畫、音樂等，以提升區內居民對精神健康的關注；更與服務使用者合力製作音樂影片，於網上播放向公眾人士宣揚抗逆正向的訊息。整項計劃為期兩個月，以聖誕節線上嘉年華作結，受惠人次共200多人。



1

Enhancing Community Cohesiveness amid COVID-19

2020-2021 Kwun Tong Mental Wellness Programme (Kwun Tong Central)

Family Energizer coordinated a two-month mental wellness programme supported by the Kwun Tong District Social Welfare Office of Social Welfare Department in conjunction with four other social service organisations in Kwun Tong. The purpose was to raise mental health awareness through Pastel Nagomi Art, sand drawing, music, crafting and other expressive art forms. The team also produced a music video with our service users and posted it online to spread messages of positivity and resilience. The programme ended on a high note with a virtual Christmas fair and had benefitted more than 200 participants in total.



2

1. 親子和「孩」粉彩體驗小組
Family-friendly Pastel Nagomi Art workshop
2. 共「里」一起2020-2021年觀塘區精神健康活動（觀塘中）舉辦一系列活動宣揚抗逆正向的訊息。
2020-2021 Kwun Tong Mental Wellness Programme (Kwun Tong Central) organised various events to promote positivity and resilience.

「賽馬會智家樂計劃」

在疫情期間，活力家庭坊發揮本計劃運用資訊科技的優勢，推出各類線上活動，在個人、家庭及社區三個層面提供支援，包括持續向參加者發送正向心理訊息以提升個人的精神狀態、舉辦一家人電子畫創作活動以增進家人互動，以及善用義工設計的新年電子賀咭以增強社區的連結等。本計劃全年共舉辦了18個活動，照顧參加者留家抗疫「身、心、社、靈」的需要。同工及服務使用者更被邀出席本計劃的「新型冠狀病毒疫情下資訊分享與家庭幸福的關係」新聞發佈會，分享疫情下舉辦活動的經驗及參與活動的收穫。



1

Jockey Club SMART Family-Link Project

During the pandemic, Family Energizer tapped into the existing information technology resources of "The Jockey Club SMART Family-Link Project" and staged a range of online activities supporting individuals, families and the community. For instance, we sent an ongoing stream of positive messages to participants to uplift their spirit, held a digital painting contest to strengthen family bonds and distributed a beautiful collection of digital Chinese New Year greeting cards designed by our volunteers to create a more close-knit community. Throughout the year, 18 activities were organised to meet the physical, mental, social and spiritual needs of participants who were homebound during the pandemic. Our social workers and service users were invited to a press conference themed on "Relationship between Information Sharing and Family Well-being during the COVID-19 Outbreak", where they shared their experience in organising events amid the pandemic and what they had learnt from taking part themselves.



2

1. 社工及義工出席賽馬會智家樂計劃之「新型冠狀病毒疫情下資訊分享與家庭幸福的關係」新聞發佈會。

Our social workers and service users attended a press conference themed on "Relationship between Information Sharing and Family Well-being during the COVID-19 Outbreak" as part of "The Jockey Club SMART Family-Link Project."

2. 新興運動「芬蘭木棋」新體驗。

Participants tried playing a new Finnish throwing game called "Mölkky/Molkky".

3. 智家樂義工自製電子賀年咭向大家拜年。

Volunteers of "The Jockey Club SMART Family-Link Project" designed their own festive e-cards in celebration of Chinese New Year.



3

未來發展 OUTLOOK

兒童及家庭服務會繼續秉持著「愛家」的核心價值，與服務使用者共建和諧家庭；面對社會急劇轉變為家庭帶來不少挑戰，我們會加強兒童發展、家長教育及防止家暴等範疇的工作，以強化家庭的功能。

Our Children and Family Services will continue to uphold the core value of "Love Your Family" while promoting family harmony among our service users. As the rapid societal changes present many challenges to families, we are looking to reinforce family functioning by stepping up efforts in areas such as child development, parental education and prevention of domestic violence.



2020 - 2021 服務統計 (截至2021年3月31日) SERVICE STATISTICS (AS AT 31st MARCH, 2021)



137



促進兒童成長的活動節數

Programme sessions of children development encouragement

203



推動和諧家庭的活動節數

Programme sessions of harmonious family promotion

91



支援受家暴影響的個案數目

No. of cases of domestic violence support

1330



促進家庭功能的個案數目

No. of cases of family function encouragement



115



臨床心理輔導個案數目

No. of cases of Clinical Psychological Services