

兒童及家庭服務

Children & Family Services



服務方向

兒童及家庭服務為有需要的家庭提供全面的專業家庭服務，協助家庭處理各類問題、發展個人及家庭潛能、強化家庭功能、提高抵抗逆境能力，並且推動社區互助精神，致力建立和諧社會。

Service Orientation

Children & Family Services provide comprehensive and extensively professional services to families, to help them handle various problems, develop the potential of individuals and families, enhance family functioning and resilience and strengthen mutual help spirit in the community to build up a caring society.

服務摘要

特殊學習需要兒童支援服務

活力家庭坊（綜合家庭服務）於2014年獲仁美清叙慈善機構有限公司及港九藥房總商會有限公司贊助，進行一項名為「生命小舵手——特殊學習需要及早識別」支援計劃。計劃為期兩年，以小型流動車外展介入模式，游走東九龍區，一方面為社區人士提供有關兒童特殊學習需要的資訊；另一方面為兒童即場作相關識別及資源轉介，讓懷疑有特殊學習需要的兒童盡早能接受進一步評估及訓練。此外，計劃亦定期舉辦家長及兒童訓練工作坊，提升家長對特殊學習需要兒童相關訓練及管教技巧，以紓緩家長的管教壓力。計劃於第一年已接觸過萬名社區人士，亦為區內兒童進行了約1,300份識別評估問卷，以及約180名有需要人士提供進一步服務轉介資訊。

此外，單位亦於2014年底與香港教育學院特殊學習需要與融合教育中心簽署「準教師教導特教生能力專題計劃」服務學習課程協議書，以協作模式讓該校教育學士學生為有特殊學習需要的兒童提供一系列相關的訓練課程；同時，該校教育輔導文學碩士生亦協助訓練單位義工導師以「一對一」形式，為有關兒童提供個別學習指導，提升其讀寫能力。相關課程於今年6月展開，期望此協作模式能善用業界資源，為有需要的兒童及家長提供及早並適切的支援。



▲ 「生命小舵手——特殊學習需要及早識別」支援計劃流動車街頭諮詢服務。
Mobile service counter by the project service van of 'Life Navigator Project' (for children with Special Education Needs).

Service Highlights

Support Service for children with Special Education Needs

Family Energizer (Integrated Family Service) was sponsored by Yan Mei (Miss Asia) Charity Organization Limited and Hong Kong General Chamber of Pharmacy Limited in 2014 to start a 2-year project 'Life Navigator Project' (for children with Special Education Needs). An outreaching service model was conducted. Our project service van visited the estates in Kowloon East to deliver related information about children with special education needs to the community residents on one hand. On the other hand, on-site screening tests were conducted for children-in-need while related referrals for community resources were made when necessary, so that they might receive further assessments and treatments at earliest. Training workshops for parents and children-in-need were conducted to enhance the children's learning abilities and help relieve the parental stress. In the past year, the Project has reached over 10,000 people in the community, over 1,300 screening tests were conducted and over 180 people were found to be in need of other community resources.

Family Energizer (Integrated Family Service) has also signed the service learning agreement of 'Special Educational Needs Empowerment Project for Pre-service Teachers' with the Centre for Special Educational Needs and Inclusive Education of The Hong Kong Institute of Education (HKIEd) in end of 2014. A serial training package for children with special educational needs would be conducted by undergraduate students of HKIEd. Besides, students of Master of Arts in Educational Counselling of HKIEd helped train our volunteer tutors to provide 'one-on-one' tutorials to individual children-in-need to enhance their learning ability. The service started in June 2015. This partnership model is expected to facilitate good utilisation of resources so that the children-in-need and their families may gain support at earliest.



▲ 「生命小舵手——特殊學習需要及早識別」支援計劃家長講座。

Parent talk of 'Life Navigator Project' (for children with Special Education Needs).

靜觀訓練與家庭健康計劃

活力家庭坊（綜合家庭服務）於2014年與香港城市大學應用社會科學系合作，舉辦「靜觀訓練與家庭健康計劃」。計劃分為家長及兒童平衡小組，家長組由香港城市大學助理教授盧希皿博士親自教授，協助家長學習及應用靜觀技巧，紓緩生活壓力及培養和諧健康家庭關係；兒童組則由受訓的靜觀導師及社工負責，協助兒童提升專注力及抗逆力。小組果效甚得參加者認同，家長一方面學懂在繁忙生活中減壓，以平靜包容的心與孩子相處；另一方面，家長課後亦與孩子在家中作靜觀練習，確見孩子在專注力及情緒控制方面有明顯進步。

Mindfulness training and Healthy Family Project

Family Energizer (Integrated Family Service) has joined the 'Mindfulness training and Healthy Family Project' of the Department of Applied Social Sciences of City University of Hong Kong in 2014. Parallel groups of parents and children were conducted. The parent group was conducted directly by Dr. Herman Lo Hay-ming, Assistant Professor of City University of Hong Kong, facilitating the parents to learn and practice mindfulness in daily life for stress management and enhancing family relationship. The children group was conducted by trainers of mindfulness and social worker, to help promote children's focus of attention and resilience. The outcome of the groups was appreciated by the participants. The parents learnt to have a calm and accepting heart in facing the hectic daily life and relating with their children. In addition, the parents had facilitated the children to do mindfulness exercises at home. Obvious improvements in their attention and emotion management were found.



◀ 兒童靜觀訓練小組
Mindfulness training group for children



為輪候資助學前康復服務的兒童提供學習訓練

自2014年10月開始，「為輪候資助學前康復服務的兒童提供學習訓練」的服務正式常規化，並獲社會福利署恆常性之資助。作為其中一間營運機構，本會轄下的兩所學校合共設有20個名額，讓低收入家庭的兒童在輪候康復服務期間，能得到專業的訓練。服務內容包括兒童個別訓練、專業轉介、家長指導及支援等。此外，校方會借出合適的教具，讓家長能在家中為其子女進行持續性的學習和訓練，從而鞏固他們所學的知識。從服務開展至今，服務名額已滿。



◀ 特殊教育工作者為兒童及其家長提供訓練和指導。
The special care worker conducted training and guidance for the toddler and his mother.

Training Subsidy Programme for Children on the Waiting List for Subvented Pre-school Rehabilitation Service Programme

Starting from October 2014, the captioned service has been regularised and subvented by the Social Welfare Department. As one of the service providers, our 2 kindergartens provide 20 places in total. The service aims to render professional training for children coming from low income families and awaiting for rehabilitation services. The service scope includes children's individual training, referrals for other professionals, guidance and support for parents, etc. In addition, we will lend the teaching kits to parents who can then conduct the related training for their children at home in order to consolidate what they learnt. Until now, the service quota is full.

臨床心理服務

本會的臨床心理服務，主要為有需要之個別人士及家庭提供心理評估及治療，為社工們提供諮詢服務，並藉由公眾教育及內部員工的訓練來推廣心理意識及健康。過去一年，本會臨床心理學家除了繼續為社工提供每周一次的諮詢服務，亦為他們提供一些針對學生的特殊培訓，包括在6月舉行的「處理青少年的嚴重憂鬱」和7月舉行的「處理憤怒」。

Clinical Psychological Service

Our Clinical Psychological Service provides psychological assessments and treatments to individuals and their families, and consultation services for social workers. The Unit also aims to promote psychological awareness and health through public education and staff development for Agency staff. In the past year, the Clinical Psychologist not only continued to provide social workers with regular weekly consultation service, but also special training topics relating to students. Such topics included 'Managing Severe Depression in Adolescents' in June and 'Anger Management' in July.

伙伴合作

倡導義務工作

恬寧居——婦女庇護中心（恬寧居）繼續致力與社區團體協作，協助受家暴影響的婦女重拾自信、融入社區及重建新生活。去年，「鐵路人鐵路心」港鐵義工隊為中心提供扭紮氣球訓練班，教導婦女氣球造型的技巧，中心婦女持續練習後，將扭紮氣球技術和作品帶到社區，為基層兒童帶來歡樂。港鐵義工隊更與稅務局義工隊攜手為恬寧居合辦中秋慶祝活動，以氣球造型作為佈置，為活動加添吸引力及色彩，讓愛與正能量隨著汽球散播開去。

Partnership Projects

Promoting Volunteerism

Serene Court – Refuge Centre for Woman (Serene Court) collaborated with various community partners to provide 'Train-the-trainer programme' for the victims of domestic violence in this year. It aimed to alleviate their distress of the past experience, enhance self-esteem, engender hope and restart the violence-free life. Collaborating with the MTR volunteer group 'More Time Reaching Community' Scheme, a series of balloon twisting training and a service day were held for the children of grassroots families. Together with Inland Revenue Department Volunteer Team, clients enjoyed the Mid-autumn Festival celebration activity with such adorable balloon twisting decoration. Positive energy and love were spread around.

腦科學與兒童學習

今年，本會的兩間幼稚園採納了「腦科學」作為切入點，以滿足兒童不同的需要，提升他們個別的學習表現。我們邀請了腦科學及親子教育專家陳惠良先生，舉辦了一連串的「腦科學與兒童學習」講座和工作坊，為老師及家長提供適切的培訓，效果理想。一方面，老師能認識兒童腦部發展及其成長特質，並掌握利用不同的情景和事物，讓不同需要的兒童能共同參與學習活動，增進他們的學習動機和提升他們的課堂參與度；另一方面，家長能從腦科學角度了解兒童的所需和所想，以及腦內的化學物包括多巴胺、血清素、腎上腺素和皮質醇等，怎樣影響兒童的學習，從而選擇更有效的學習方法。基於這個共同理念，老師和家長孕育了更深的默契，對兒童之學習帶來更大的裨益。

Brain-based Education and Children's Learning

This year, our 2 kindergartens have adopted the brain and mind education as the major intervening approach to satisfy various needs of children and strengthen their learning capacity. Hence, we invited Mr. Ricky Chan, an expert of brain-based and parent-child education, to organise a series of talks and workshops on brain-based education and children's learning for our teachers and parents. The results were impressive. On the one hand, our teachers could understand better the brain development of children and their characteristics of growth. Also, they could make use of different scenarios and objects to facilitate children with various needs to engage in the learning activities, to enhance their learning motivation and to increase their degree of participation. On the other hand, the parents could understand the children's needs more from the angle of brain science, especially how the chemicals in the brain such as dopamine, serotonin, adrenaline, cortisol, etc. affecting children's learning. With these insights, they were able to choose more effective learning methods for their children. With a shared mission, the teachers and parents would be likely to bring much benefit for children's learning.



◀ 為基層家庭兒童舉辦扭汽球同樂日。
A service day was conducted to serve grassroots families by making twisted balloon for fun.



▲ 港鐵義工隊為我們悉心製造的中秋佈置。
Colourful and adorable balloon twisting decoration prepared by MTR volunteers.

◀ 「腦科學與兒童學習」講座和工作坊。
The workshop on brain-based education and children's learning.



創建社區關懷日 2015

為推動家庭和諧及關愛文化，本會與新創建集團有限公司於今年2月14日舉行「創建社區關懷日2015」，藉著情人節啟動「家·加甜」全年義工計劃。新創建集團有限公司的義工隊及本會的基層家庭合共約300人一同參與整天的慶祝活動，包括紙藝花束製作、主題遊戲等，義工並和受助家庭一同乘坐新巴及城巴前往赤柱遊覽觀光，沿途設專業文化導賞，讓參與家庭藉親子活動共享天倫。



▲ 新創建集團執行董事兼企業社會責任委員會主席曾蔭培先生（左7）與一眾嘉賓一同主持「家·加甜」全年義工計劃啟動儀式。

Mr. Tsang Yam-Pui, the Executive Director and Chairman of the Corporate Social Responsibility Committee of NWS Holdings Limited (left 7th) with other officiating guests inaugurate the year-long 'Home Sweet Home Volunteer Programme'.

展望

在未來的服務策劃上，兒童及家庭服務主要有下列重點：

1. 以家為本，全面關顧家庭需要；
2. 建立緊密網絡和合作伙伴，鞏固跨專業合作，善用地區資源；
3. 掌握社區需要，發展新服務項目；
4. 監察影響家庭功能的社會政策，如房屋、醫療、教育政策等；
5. 繼續強化工作隊伍的專業知識，並以積極態度委身工作。

NWS Caring Day 2015

To promote family values and nurture love and care among families, the Agency collaborated with NWS Holdings Limited (NWS) to host the 'NWS Caring Day 2015' on 14th February, 2015. In line with the theme of Valentine's Day, the event also marked the launch of 'Home Sweet Home Volunteer Programme', a year-round volunteer services. 300 participants comprising NWS volunteers and grassroots families were engaged in a full-day programme featuring paper floral art and thematic games, etc. The families and NWS volunteers also took a ride on New World First Bus and Citybus for a guided cultural tour to Stanley, where the participants enjoyed a bonding time with their family members.



▲ 約300名義工及基層家庭一同乘坐新巴及城巴前往赤柱遊覽觀光，沿途設專業文化導賞，讓參與家庭藉親子活動共享天倫。

Some 300 volunteers and members of grassroots families take a ride on New World First Bus and Citybus for a guided cultural tour to Stanley, where the participants enjoy a bonding time with their family members.

Outlook

Future direction of Children & Family Services focus on the following:

1. Family-focused, with a holistic view on the needs of the families;
2. Build a network of collaborating partners, strengthen cross-disciplinary collaboration and leverage on district resources;
3. Keep track on the needs of the community and continue to develop new services to meet these needs;
4. Keep watch on social policies related to housing, education, medical service which impose impact on the families;
5. Continue to strengthen our team on professional knowledge and work with proactive attitude and devotion.



2014-2015 服務統計 (截至 2015 年 3 月 31 日)

Service Statistics (as at 31st March, 2015)

幼兒服務

Child Care Service

學生總數目 No. of children registered	279			
男女生人數百分比 Student ratio by sex	男 Male	47%	女 Female	53%
接受學費資助的學生人數 No. of children received fee income	125			

活力家庭坊 (綜合家庭服務)

Family Energizer (Integrated Family Service)

處理個案總數 No. of cases handled	1,457
新 / 重開個案總數 New / reactivated cases	619
治療 / 支援 / 教育 / 成長及互助小組 / 活動 Therapeutic / support / educational / developmental and mutual-help groups / programmes	136
登記義工人數 No. of volunteers registered	444
「家庭支援計劃」義工人數 No. of volunteers of 'Family Support Programmes'	24
「家庭支援計劃」所接觸的個人 / 家庭數目 No. of individuals / families newly engaged in centre services or community services under the 'Family Support Programmes'	80

家庭指導服務

Family Aide Service

接受訓練活動的個案總數 No. of cases with training programmes conducted	123
訓練總時數 No. of training hours	1,557.75

恬寧居 — 婦女庇護中心

Serene Court - Refuge Centre for Woman

恬寧居熱線 No. of hotline calls	822
入住婦女總數 No. of women admitted	104
入住兒童 / 家人總數 No. of children / families admitted	101
平均入住率 Average Occupancy	98.54%
治療小組 Therapeutic groups	14

臨床心理服務

Clinical Psychological Service

問題性質 Nature of Problems	個案數目 No. of Cases	百分比 Percentage
焦慮失調 Anxiety Disorders	8	17.8
智能問題 Intellectual Problem	7	15.6
情緒失調 Mood Disorders	7	15.6
兒童或青少年期之失調 Disorders of Childhood and Adolescence	5	11.1
適應失調 Adjustment Disorders	4	8.9
強迫症 Obsessive-Compulsive Disorder	3	6.7
親子關係問題 Parent-child Relational Problem	3	6.7
其他人際關係問題 Other Relational Problem	2	4.4
性和性別認同失調 Sexual and Gender Identity Disorders	1	2.2
轉化症 Conversion Disorder	1	2.2
飲食失調 Eating Disorders	1	2.2
喪親之痛 Bereavement	1	2.2
學業問題 Academic Problem	1	2.2
創傷壓力失調 Trauma and Stress-Related Disorders	1	2.2

個案總數 Total no. of cases: 45

提供諮詢服務予社工次數 Total number of consultations for social workers: 63