

保護兒童網上課程 (單元一)

Child Protection On-line Training (Module 1)



章節一

Chapter

1

保障兒童安全的策略及 虐待兒童的行為

Strategies to Safeguard Children's Safety and Abusive Behaviour on Child



保障兒童安全的策略

Strategies to Safeguard Children's Safety

各專業人員通力合作；預防虐兒問題，支援家庭及保護兒童；識別有需要家庭及提供支援；專業人員互相協調。

Professionals working together; preventing child abuse, supporting families and protecting children; identifying families in need and providing support; collaboration among professionals.



甚麼是虐待兒童?

What is Child Abuse?

虐待兒童是指對兒童作出或不作出某行為以致兒童的身心健康發展受危害或損害。

Child abuse refers to any act of commission or omission that endangers or impairs the physical or psychological health and development of a child.



虐待兒童行為的類別

Types of Abusive Behaviour on Child

虐待兒童行為的類別，包括身體虐待、性侵犯、疏忽照顧、心理虐待。很多時在同一兒童身上，可能同時出現不只一類虐待。

Types of abusive behaviour on child include physical abuse, sexual abuse, neglect and psychological abuse. Sometimes, a child may experience more than one type of abuse simultaneously.



識別虐待兒童

Identification of Child Abuse

專業人員需要觀察兒童身體、行為、情緒、與照顧者互動或環境徵象，以識別可能受虐待兒童。

To identify possible victims of child abuse, professionals should observe the child's physical, behavioural and emotional states, his/her interaction with carers or environmental indicators.



識別虐待兒童 - 注意事項

Identification of Child Abuse - Points-to-note

每個懷疑虐待兒童個案的情況都不一樣，沒有絕對標準，專業人員應按每個個案不同的情況逐一評估。最主要的考慮是該行為對兒童的身心健康發展所造成的傷害及可能造成的影響，而不是作出 / 不作出某行為的人是否有傷害兒童的意圖。

Each suspected child abuse case has different circumstances and there are no absolute standards. Professionals should evaluate the merits of individual cases. The primary consideration is the harm and the potential impact caused to the child's physical/psychological health and development by the behaviour rather than whether the individual commits/omits the behaviour with an intent to harm the child.



身體虐待

Physical Abuse

身體虐待指對兒童使用暴力或以其他方式令兒童身體受傷或痛苦。

Physical abuse refers to physical injury or suffering inflicted on a child by violent or other means.



身體虐待 - 身體徵象

Physical Abuse - Physical Indicators

非意外造成的身體傷害，例如：瘀傷、條痕、撕裂、擦傷、燒傷、燙傷、內傷、中毒等。

Non-accidental physical harm, e.g. bruises, welts, lacerations, abrasions, burns, scalds, internal injuries, poisoned, etc.



身體虐待 - 情緒行為徵象

Physical Abuse - Emotional and Behavioural Indicators

例如：父母 / 照顧者 / 兒童本身對兒童受傷原因的解釋或受傷的經過令人難以信服、沒有或延誤就醫、兒童穿著異常多衣服、兒童與照顧者關係表現疏離或害怕等。

E.g. unconvincing explanations of the causes or course of the child's injury by the parent/carer/child, failure or delay in seeking medical attention, the child wears excessive clothing, the child appears distant or fearful in the presence of the carer, etc.



注意事項

Points-to-note

上述與身體虐待有關的徵象不能盡錄，而出現一項甚或幾項徵象亦不代表曾發生虐兒事件。專業人員應先搜集資料，作出初步了解及評估；不宜過早確定是懷疑虐兒事件而令兒童經歷了不必要的調查、檢驗或住院；及不應因某些情況沒有在以上列出便排除了兒童受虐待的可能性。

Indicators relating to physical abuse listed are not exhaustive. Neither does the presence of a single nor even several indicators point to the occurrence of child abuse. Professionals should first collect information, gain preliminary understanding and conduct initial assessment; should not prematurely conclude that an incident is suspected child abuse in order to prevent the child from experiencing unnecessary investigations, examinations or hospitalization; should not exclude the possibility of a child being abused just because certain circumstances are not listed.



性侵犯

Child Sexual Abuse

性侵犯指強逼或誘使兒童參與性活動，以對兒童作出性方面的利用或侵犯，而兒童並不同意或因心智發展未成熟而不能完全明白或理解發生在他 / 她身上的這些性活動。

Sexual abuse involves forcing or enticing a child to take part in any acts of sexual activity for sexual exploitation or abuse and the child does not consent to or fully understand or comprehend the sexual activity that occurs to him/her due to mental immaturity.



性侵犯 - 身體徵象

Sexual Abuse - Physical Indicators

例如：懷孕；性病；陰部有不尋常的瘀傷、流血、撕裂、腫脹、感到痛楚；陰道 / 陰莖流出液體；大小便控制能力倒退等。

E.g. pregnancy; sexually transmitted diseases; abnormal bruises, bleeding, lacerations, swelling or pain in the genital areas; vaginal/penile discharge; weakened bowel and bladder control, etc.



性侵犯 - 情緒行為徵象

Sexual Abuse - Emotional and Behavioural Indicators

例如：懂得超乎兒童年齡所認識的性知識或性行為、在遊戲或日常行為中重演 / 重現類似受性侵犯情形、兒童對成人身體器官表現得特別有興趣或屢次觸摸成人身體敏感部位等。

E.g. exhibiting sexual knowledge or behaviour beyond what is expected for the child's age, enacting or reproducing scenes of sexual abuse during play or in daily behaviour, the child shows particular interest in adults' genitalia or repeatedly touching adults' sensitive body parts, etc.



性侵犯 - 情緒行為徵象

Sexual Abuse - Emotional and Behavioural Indicators

例如：兒童透露家長或其他人曾與他 / 她玩秘密遊戲、對被觸碰反應過敏、其他情緒或行為問題等。

E.g. the child discloses that his/her parent or other person has played secret games with him/her, having a hypersensitive reaction to being touched, manifesting other emotional or behavioural problems, etc.

注意事項

Points-to-note

上述與性侵犯有關的徵象不能盡錄，而出現一項甚或幾項徵象亦不代表曾發生虐兒事件。專業人員應先搜集資料，作出初步了解及評估；不宜過早確定是懷疑虐兒事件而令兒童經歷了不必要的調查、檢驗或住院；及不應因某些情況沒有在以上列出便排除了兒童受虐待的可能性。

Indicators relating to sexual abuse listed are not exhaustive. Neither does the presence of a single nor even several indicators point to the occurrence of child abuse. Professionals should first collect information, gain preliminary understanding and conduct initial assessment; should not prematurely conclude that an incident is suspected child abuse in order to prevent the child from experiencing unnecessary investigations, examinations or hospitalization; should not exclude the possibility of a child being abused just because certain circumstances are not listed.



疏忽照顧 Neglect

疏忽照顧指嚴重或重複地忽視兒童的基本需要，以致危害或損害兒童健康或發展。

Neglect refers to a severe or repeated pattern of lack of attention to a child's basic needs that endangers or impairs the child's health or development.



疏忽照顧 - 身體徵象

Neglect - Physical Indicators

例如：營養不良、體重過輕或瘦弱、體重有明顯及不尋常的倒退或增加、衛生 / 健康問題不獲理會、醫療跟進 / 治療需要被忽略、長期滿身污垢 / 衣衫襤褸 / 缺乏足夠或符合天氣的衣物、重覆發生意外受傷等。

E.g. malnutrition, underweight or frail, significant and abnormal weight loss or gain, hygiene/health problems unaddressed, medical follow-up/treatment needs ignored, being persistently dirty/wearing shabby clothing/lacking adequate or weather-appropriate clothing, repeated accidental injuries, etc.

疏忽照顧 - 環境徵象

Neglect - Environmental Indicators

例如：獨留嬰幼兒不顧、由不適合人士（例如另一名年幼兒童）照顧兒童、學齡兒童長期缺課等。

E.g. leaving an infant/pre-school child unattended, leaving a child in the care of an inappropriate carer (such as another young child), allowing a school-aged child being consistently absent from school, etc.



疏忽照顧 - 環境徵象

Neglect - Environmental Indicators

例如：居住環境異常惡劣及欠安全、兒童在吸毒環境中逗留而吸入危險藥物、母親在懷孕期間濫用藥物、照顧者因濫藥或精神狀況影響照顧兒童能力等。

E.g. living in an extremely poor and unsafe environment, exposing the child to a drug-taking environment where he/she inhales dangerous drugs, substance abuse by the mother during pregnancy, the carers' child care abilities compromised by substance abuse or mental health issues, etc.

疏忽照顧 - 情緒行為徵象

Neglect - Emotional and Behavioural Indicators

例如：表現呆滯、發展突然變得遲緩或倒退、異常行為及情緒問題、經常表示饑餓或到處尋找食物、狼吞虎嚥或乞討 / 偷取食物等。

E.g. unresponsive, sudden developmental delay or regression, abnormal behaviour and emotional problems, constantly expressing hunger or searching for food, eating ravenously or pleading for/stealing food, etc.



疏忽照顧 - 情緒行為徵象

Neglect - Emotional and Behavioural Indicators

例如：兒童因照顧者看管不足而被牽涉在犯法或性活動中、照顧者對兒童的需要表現漠不關心、照顧者與兒童缺乏依附關係、照顧者長期情緒低落或不穩，以致對兒童有不良影響卻不願接受服務、照顧者以不同理由延遲或拒絕為兒童提供所需服務 / 支援等。

E.g. the child getting involved in criminal or sexual activities due to carers' inadequate supervision, carers are indifferent to the child's needs, carers having no attachment to the child, carers being chronically depressed or emotionally unstable which caused negative impact on the child and refused external assistance, carers delay or refuse to provide the child with the necessary services/support for various reasons, etc.

注意事項

Points-to-note

上述與疏忽照顧有關的徵象不能盡錄，而出現一項甚或幾項徵象亦不代表曾發生虐兒事件。專業人員應先搜集資料，作出初步了解及評估；不宜過早確定是懷疑虐兒事件而令兒童經歷了不必要的調查、檢驗或住院；及不應因某些情況沒有在以上列出便排除了兒童受虐待的可能性。

Indicators relating to neglect listed are not exhaustive. Neither does the presence of a single nor even several indicators point to the occurrence of child abuse. Professionals should first collect information, gain preliminary understanding and conduct initial assessment; should not prematurely conclude that an incident is suspected child abuse in order to prevent the child from experiencing unnecessary investigations, examinations or hospitalization; should not exclude the possibility of a child being abused just because certain circumstances are not listed.



心理虐待

Psychological Abuse

心理虐待指危害或損害兒童身心健康，包括兒童的情緒、認知、社交或身體發展的重複的行為及 / 或照顧者與兒童之間的相處模式；或極端事件。

Psychological abuse refers to a repeated pattern of behaviour and/or an interaction between carer with child, or an extreme incident that endangers or impairs the child's physical and psychological health, including emotional, cognitive, social or physical development.



心理虐待 - 身體徵象

Psychological Abuse - Physical Indicators

例如：體重過輕或瘦弱、發展突然變得遲緩或倒退、進食失調（例如厭食）、睡眠問題、心身徵狀等。

E.g. underweight or frail, sudden developmental delay or regression, eating disorders (such as anorexia), sleep problems, psychosomatic symptoms, etc.



心理虐待 - 情緒行為徵象 [兒童方面]

Psychological Abuse - Emotional and Behavioural Indicators [Child]

例如：抗拒與其他人及外界接觸、缺乏自信 / 自尊感低落、難以與人建立信任等。

E.g. resisting contact with others and the outside world, lacking self-confidence/low self-esteem, difficult to build trust with others, etc.

心理虐待 - 情緒行為徵象 [兒童方面]

Psychological Abuse - Emotional and Behavioural Indicators [Child]

例如：焦慮 / 情緒低落徵狀（例如習慣性咬指甲、拉扯頭髮、吸吮手指、撞擊頭部、搖擺身體等）、自理能力倒退（如遺尿 / 便溺）、傷害自己或有自殺念頭 / 企圖等。

E.g. signs of anxiety/depressed mood (such as habitual nail biting, hair pulling, finger sucking, head banging, body rocking), regression in self-care abilities (such as bedwetting/soiling), self-harm or suicidal thoughts/attempts, etc.



心理虐待 - 情緒行為徵象 [照顧者方面]

Psychological Abuse - Emotional and Behavioural Indicators [Carer]

例如：經常不給予情緒反應 / 不給予適當的情緒反應、對兒童表現疏離或漠不關心、經常針對某兒童，予以特別差的對待、侮辱性的批評、反覆無常等。

E.g. being often emotionally unavailable/not giving appropriate emotional response, being detached or indifferent to the child, often singling out a particular child and treat him/her badly, humiliating criticism, being capricious, etc.



心理虐待 - 情緒行為徵象 [照顧者方面]

Psychological Abuse - Emotional and Behavioural Indicators [Carer]

例如：令兒童處身恐怖或暴力場景（例如照顧者在兒童面前威脅要自殺 / 在兒童面前對家人施以暴力）、將兒童帶往暴力罪案現場、將兒童隔離或不合理地限制兒童的正常社交生活、灌輸錯誤的價值觀、鼓勵孩子做犯法行為等。

E.g. exposing the child to horrific or violent situations (such as carer threatens to commit suicide/using violence against family members before the child), taking the child to a violent crime scene, unreasonably limiting or restraining the child's normal social life, instilling false values in the child, encouraging the child to engage in criminal behaviour, etc.



注意事項

Points-to-note

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Indicators relating to psychological abuse listed are not exhaustive. Neither does the presence of a single nor even several indicators point to the occurrence of child abuse. Professionals should first collect information, gain preliminary understanding and conduct initial assessment; should not prematurely conclude that an incident is suspected child abuse in order to prevent the child from experiencing unnecessary investigations, examinations or hospitalization; should not exclude the possibility of a child being abused just because certain circumstances are not listed.



虐待行為對兒童生理發展的影響

Physical Impact of Abusive Behaviour on Children

例如：可能會影響腦部結構、神經及免疫系統、智力、學習能力及動機等。

E.g. may affect brain structure, neural and immune systems, intellectual functioning, ability and motivation to learn, etc.



虐待行為對兒童心理發展的影響

Psychological Impact of Abusive Behaviour on Children

例如：可能會容易失去安全感、長期處於一個備戰狀態而引致高漲情緒、想法較多負面歸因、較難從不同角度理解及解決困難而帶來更多的情緒困擾、情緒較易波動、調節能力較差等。

E.g. may lose sense of security easily, remains on edge all the time and triggers intense emotions, prone to negative attributions, struggles to comprehend and tackle problems from different perspectives leading to greater emotional distress, mood swings, weakened emotion regulation abilities, etc.



虐待行為對兒童心理發展的影響

Psychological Impact of Abusive Behaviour on Children

例如：可能會影響自我和世界觀、自我價值扭曲、貶低自我價值、恐懼被批評和被拒絕、難以信任他人、扭曲的身體概念和心理界線模糊等。

E.g. may affect sense-of-self and worldview, distorted self-worth, low self-worth, fear of criticism and rejection, difficulty in trusting others, distorted concepts of body and loose psychological boundaries, etc.



虐待行為對兒童行為發展的影響

Behavioural Impact of Abusive Behaviour on Children

例如：可能會出現破壞性行為、高危行為、自我傷害行為、麻醉傷痛或彌補心理缺口、早熟行為、倒退行為等。

E.g. may manifest disruptive behaviour, high-risk behaviour, self-harm behaviour, numbing the pain or filling a psychological void, precocious behaviour, regressive behaviour, etc.



虐待行為對兒童社交發展的影響

Impact of Abusive Behaviour on Children's Social and Interpersonal Relationships

例如：可能會出現心理界線模糊而過度著緊討好他人、心理界線防禦過強而不敢讓人靠近、拒絕建立親密關係等。

E.g. may have loose psychological boundaries leading to excessively people-pleasing, rigid psychological boundaries leading to being afraid of letting others getting close, refusing to establish intimate relationships, etc.



章節二

Chapter

2

處理懷疑虐待兒童個案的 主導原則及工作模式

Guiding Principles and Approach for Handling Suspected Child Abuse Cases



多專業合作保護兒童的目標

Aims for Multi-disciplinary Co-operation in Child Protection

處理當前危機，保障兒童身心安全；減低或消除日後可能會令兒童受虐待的危機；提高家庭照顧及管教兒童的能力，強化家庭功能及支援網絡，使其盡責去保障兒童安全。

Handling the crisis that the child is facing to safeguard his/her physical and psychological safety; reducing or eradicating the potential risk of abuse; enhancing family's capability in child care and parenting, and strengthening family's functions and support network to enable the family to assume full responsibility in child protection.



處理保護兒童個案原則

Principles of Handling Child Protection Cases

1. 兒童為重、安全為先；
2. 考慮家庭的情況；
3. 多專業合作。

1. Child-focused, Safety First;
2. Consideration on Family Circumstances;
3. Multi-disciplinary Co-operation.



兒童為重、安全為先

Child-focused, Safety First

「兒童為重、安全為先」指以兒童的安全、需要、福祉及權利為最優先考慮；視乎兒童發展能力，直接向有關兒童了解情況；將會面次數減至最少，以避免兒童重複描述受虐待的經過。

“Child-focused, Safety First” means according top priority to the child’s safety, needs, welfare and rights. Subject to the child’s developmental ability, contacting the child direct to explore his/her situation. Minimising the number of interviews to prevent the child from giving an account of the abuse incident repeatedly .

考慮家庭的情況

Consideration on Family Circumstances

「考慮家庭的情況」指用兒童及其家庭能明白的語言、字眼及方式，鼓勵家庭建議具體計劃；提高家庭照顧及管教兒童的能力，強化家庭功能及支援網絡。

“Consideration on Family Circumstances” means using the language, wordings and ways comprehensible to the child and his/her family; encouraging family to propose concrete plans; enhancing family’s capability in child care and parenting, and strengthening family’s functions and support network.



多專業合作

Multi-disciplinary Co-operation

「多專業合作」指各界別專業人員通力合作，以兒童的安全和最佳利益為首要，即使持不同意見，應在重要事項達成共識。

“Multi-disciplinary Co-operation” means professionals from different sectors working together with primary concern over the child’s safety and best interests while striving to reach consensus on important matters despite divergent views.

處理懷疑虐待兒童個案 - 多專業合作 Handling of Suspected Child Abuse Cases - Multi-disciplinary Co-operation

專業人員初步了解懷疑虐待兒童個案後，應盡快通知負責個案的社工 / 適當的單位。若情況危急，應先報警求助。

Professionals should notify the responsible social worker or appropriate unit as soon as possible after having preliminary understanding of the suspected child abuse case. In case of danger and emergency, anyone should call police for assistance.



了解和評估個案 - 與兒童接觸時的提問技巧

Understanding and Assessing Cases

- Questioning Skills When Contacting Children

與兒童接觸時，要注意以下事項：

要因應兒童的能力，用兒童所能明白的語言、字眼及方式發問；建議透過「自由敘述」的方式，即以完全開放式的提問，請兒童用自己的說話及步伐自行將事情說出。

When contacting the child, pay attention to the following:

Asking questions by language, wordings and ways comprehensible to the child according to his/her ability. Using "free narration", the technique of asking open-ended questions, to enable the child to disclose the incident in his/her own words and at his/her own pace.



「四何一怎」開放式問題 “4W1H” Open-ended Questions

利用「四何一怎」的開放式問題，即何事、何人、何處、何時、怎樣，向兒童提問。

Using open-ended questions of “4W1H”, i.e. To ask the child about What, Who, Where, When and How.



何事? What?

「何事？」指提問有關懷疑虐兒個案中發生了甚麼事。

“What?” refers to questions about what happened in the suspected child abuse case.



何人? Who?

「何人？」指提問有關懷疑虐兒事件中涉及甚麼人。

“Who?” refers to questions about who was/were involved in the suspected child abuse incident.



何處?

Where?

「何處？」指提問有關懷疑虐兒事件的事發地點。

“Where?” refers to questions about the location of the suspected child abuse incident.



何時?

When?

「何時？」指提問有關懷疑虐兒事件發生的時間。

“When?” refers to questions about the time of the suspected child abuse incident happened.



怎樣? How?

「怎樣」指提問懷疑虐兒事件發生的經過。

“How?” refers to questions about the course of the suspected child abuse incident.



提問技巧 - 宜與不宜

Questioning Skills - Dos and Don'ts

- 避免提問多重問題；
- 避免提問「為什麼？」；
- 避免改變兒童表達時使用的辭彙；

- Avoid asking “Two-part questions”;
- Avoid asking "Why?";
- Avoid changing the wordings the child used;



提問技巧 - 宜與不宜

Questioning Skills - Dos and Don'ts

- 避免使用引導性說話、圖畫或玩具 / 工具；
 - 避免使用不清晰的代名詞；
 - 避免重複提問同一問題；
-
- Avoid using leading questions, pictures or toys/tools;
 - Avoid using unclear pronouns;
 - Avoid repeating the same question;



提問技巧 - 宜與不宜

Questioning Skills - Dos and Don'ts

- 在一個令兒童感覺安全的地方單獨傾談；
 - 和兒童建立友善關係；
 - 對兒童抱信任態度；
-
- Talk to the child alone where he/she feels safe;
 - Build a friendly relationship with the child;
 - Trust the child;



提問技巧 - 宜與不宜

Questioning Skills - Dos and Don'ts

- 細心聆聽；
 - 不應要求兒童重複講述被虐待的情況；
 - 若兒童自行透露有關事件的細節，不應阻止；
 - 觀察和了解兒童的情緒及行為表現，給予適當回應；
-
- Listen attentively;
 - Do not ask the child to give an account of the abuse incident repeatedly;
 - If the child reveals details of the incident on his/her own, do not stop him/her;
 - Observe and understand the child's emotions and behaviours, and respond appropriately;



提問技巧 - 宜與不宜

Questioning Skills - Dos and Don'ts

- 不評論事件、不責備兒童及懷疑虐待他的人；
- 不答應兒童不向其他人透露事件；
- 向兒童解釋為保護他 / 她的安全，有需要與其他專業人員一起合作處理個案；

- Do not comment on the incident, do not blame the child and the suspected abuser;
- Do not promise the child to keep the incident a secret from others;
- Explain to the child that we need to work together with other professionals to handle the case to protect his/her safety;



提問技巧 - 宜與不宜

Questioning Skills - Dos and Don'ts

- 評估當前兒童和其家人可能需要的協助；
 - 評估個案的嚴重性及緊急性；
 - 必須小心計劃，以免兒童受到壓力而不再披露事件；
 - 只須收集足夠懷疑有虐待兒童個案發生的資料。
-
- Assess the assistance that the child and his/her family may need;
 - Assess the severity and urgency of the case;
 - Plan carefully to prevent the child from being pressured and not to disclose the incident;
 - Collect just enough information regarding the suspected child abuse case.

多專業合作 - 負責社工

Multi-disciplinary Co-operation - Responsible Social Worker

負責社工是指負責處理兒童或其家庭個案的社工。專業人員應盡快把懷疑虐兒事件通知所屬的社會 / 福利服務單位，商量跟進工作。

Responsible Social Worker is the social worker who is responsible for handling the case of the child or his/her family. Professionals should notify the social/welfare service unit concerned the suspected child abuse incident as soon as possible to discuss follow-up work.



負責社工所屬的社會／福利服務單位

Social or Welfare Service Units of Responsible Social Worker

社會福利署保護家庭及兒童服務課、綜合家庭服務中心、醫務社會服務部，非政府機構綜合家庭服務中心／綜合服務中心、在各間中學提供服務的學校社會工作課及學前單位的社工服務隊、以及醫院管理局醫務社會服務部。

Family and Child Protective Services Units, Integrated Family Service Centres and Medical Social Services Units of the Social Welfare Department, Integrated Family Service Centres/Integrated Service Centres of Non-governmental Organisation, School Social Work Units providing services in various secondary schools and Social Work Teams of Pre-primary Institutions, and Medical Social Services Unit of the Hospital Authority.

非社會/福利服務單位的已知個案

Cases Not Known to Social/Welfare Service Units

如個案沒有任何社會 / 福利服務單位跟進，或不知道是否有社工處理，則通知社會福利署保護家庭及兒童服務課（服務課），由服務課的社工跟進。

If the case is not followed up by any social/welfare service units, or you do not know if there is a social worker following up the case, notify the Family and Child Protective Services Unit of the Social Welfare Department for follow up by their social workers.



章節三

Chapter

3

各專業在處理 懷疑虐待兒童個案的角色

Roles of Various Professions in Handling Suspected Child Abuse Cases



醫療衛生界專業人員的角色

Roles of Professionals of Healthcare Sector

醫療衛生界專業人員（包括醫生、護士及其他輔助醫療人員）有機會接觸可能受虐待的兒童及其家人，首要關注兒童的安全及最佳利益，並參閱《保護兒童免受虐待—多專業合作程序指引》。

Healthcare professionals (including doctors, nurses and other paramedical personnel) having chances to contact the child who may have been abused and his/her family, should accord top priority to the child's safety and best interests , and make reference to “Protecting Children from Maltreatment — Procedural Guide for Multi-disciplinary Co-operation”.



醫療衛生界專業人員的角色

Roles of Professionals of Healthcare Sector

特別留意兒童的傷勢或心理創傷、令有關兒童繼續身處危險的因素；必須將檢查次數減至最少；即使檢驗結果顯示兒童的身體狀況正常，亦不能排除曾受性侵犯的可能性。

Pay particular attention to the child's injuries or psychological trauma and factors that may expose the child to danger continuously; the number of examinations should be kept to a minimum; normal physical findings do not exclude the possibility of child sexual abuse.



醫療衛生界專業人員的角色

Roles of Professionals of Healthcare Sector

隱瞞個案或延誤舉報或會令兒童安全受到威脅；不應要求懷疑受虐待兒童親自前往警署舉報；如家長拒絕安排兒童接受評估，可聯絡社會福利署社工；出席多專業會議，擬備書面報告。

Conceal the case or delay reporting may endanger the child's safety; the child suspected of being abused should not be required to report in person at a police station; contact social workers of the Social Welfare Department if parents refuse to arrange for the child to undergo assessment; attend multi-disciplinary case conference and prepare written report.



教育界專業人員的角色

Roles of Professionals of Education Sector

在教育機構（包括幼稚園、幼稚園暨幼兒中心、小學、中學及特殊學校）的工作人員有機會接觸可能受虐待的兒童及其家人，遵照《保護兒童免受虐待—多專業合作程序指引》內容及教育局／社會福利署所發出其他相關指引／通告／實務守則，以確保校內有關處理機制及程序具透明度。

Professionals in educational institutions (including kindergartens, kindergarten-cum-child care centres, primary schools, secondary schools and special schools) who have chances to contact the child who may have been abused and his/her family, should comply with the “Protecting Children from Maltreatment — Procedural Guide for Multi-disciplinary Co-operation” and other relevant guidelines/circulars/codes of practice issued by the Education Bureau/the Social Welfare Department to ensure the transparency of relevant handling mechanism and procedures in school.



教育界專業人員的角色

Roles of Professionals of Education Sector

保持警覺，留意學生可能受虐待的徵象；關注學生在校內的安全及情緒；避免有關學生重複描述被虐待的情況；隱瞞個案或延誤舉報或會令兒童安全受到威脅；盡快通知有關單位負責個案的社工。

Stay alert to possible indicators of abuse of students; attend to students' safety and emotional needs in schools; avoid having the student given an account of the abuse incident repeatedly; conceal the case or delay reporting may endanger the child's safety; notify the responsible social worker of the case promptly.



教育界專業人員的角色

Roles of Professionals of Education Sector

如個案可能涉及刑事罪行，除通知負責個案社工外，亦應向警方舉報；出席多專業會議，擬備書面報告。

For cases in which criminal offence may be involved, notifying the responsible social worker and reporting to the police; attend the multi-disciplinary case conference and prepare written report.



社福界專業人員的角色

Roles of Professionals of Social Welfare Sector

當社會 / 福利服務單位的專業人員懷疑有兒童可能受到虐待，可參閱《保護兒童免受虐待—多專業合作程序指引》以識別及處理懷疑虐兒個案。

When a professional of a social/welfare service unit suspects that a child may have been abused, please refer to “Protecting Children from Maltreatment — Procedural Guide for Multi-disciplinary Co-operation” for identifying and handling of suspected child abuse case.



社福界專業人員的角色

Roles of Professionals of Social Welfare Sector

隱瞞個案或延誤舉報或會令兒童安全受到威脅；不應要求懷疑受虐待兒童親自前往警署舉報；出席多專業會議，擬備書面報告。

Conceal the case or delay reporting may endanger the child's safety; the child suspected of being abused should not be required to report the case in person at a police station; attend the multi-disciplinary case conference and prepare written report.



章節四

Chapter

4

識別和處理懷疑受虐待兒童個案
(一及二)

**Identification and Handling of
Suspected Child Abuse Cases
(1 & 2)**



識別和處理懷疑受虐待兒童個案

Identification and Handling of Suspected Child Abuse Cases

專業人員有機會在不同情況發現懷疑虐待兒童個案，這些個案會涉及不同類別、不同嚴重程度及不同年齡的兒童。了解個案的基本資料及嚴重性，考慮是否需要安排醫療檢驗及治療。

Professionals may identify suspected child abuse cases under different circumstances. These cases may involve different types of abuse, different levels of severity and children with different ages. Understanding the basic information and severity of the case, and considering whether arrangement for medical examination and treatment are necessary.



處理懷疑性侵犯個案 - 注意事項

Handling of Suspected Sexual Abuse Cases - Points-to-note

如個案涉及兒童被家人或同住的人性侵犯，情況會比較複雜，專業人員提問時應留意兒童的情緒，並考慮家庭成員知道事件後可能有的反應，以提供適時協助。

If the child sexual abuse case involves family members or persons who live together with the child, the situation will be more complicated. Professionals should pay attention to the emotion of the child when asking questions and consider the family members' possible reactions after knowing the incident for providing them with timely assistance.



處理懷疑性侵犯個案 - 注意事項

Handling of Suspected Sexual Abuse Cases – Points-to-note

家長在知道事件後可能出現激烈反應，或因不相信兒童的說話而責備兒童或禁止兒童把事情說出來，令兒童不再透露事件或尋求協助。

Parents may have strong reactions after knowing the incident. They may refuse to believe in the child's allegation and thus blame the child or forbid the child from speaking out. This may discourage the child from disclosing the incident or seeking help.



處理懷疑性侵犯個案 - 注意事項

Handling of Suspected Sexual Abuse Cases – Points-to-note

在聯絡家長之前，專業人員應先通知社會福利署保護家庭及兒童服務課社工及警務人員，商討合適的處理方法，包括何時及如何聯絡家長。專業人員亦要向兒童講解其後的安排，減少他 / 她的焦慮。

Before contacting parents, professionals should first notify social worker of the Family and Child Protective Services Unit of the Social Welfare Department and the Police to discuss the appropriate handling approach including when and how to contact the parents. Professionals should also explain the subsequent arrangements to the child to reduce his/her anxiety.



章節五

Chapter

5

識別和處理懷疑受虐待兒童個案 (三及四)

Identification and Handling of Suspected Child Abuse Cases (3 & 4)



處理懷疑受虐待兒童個案 - 注意事項

Handling of Suspected Child Abuse Cases – Points-to-note

有些情況，兒童由於年齡太小未能自行說出發生了甚麼事或家人怎樣對待他 / 她，專業人員便需要觀察兒童的身體 / 行為徵象，與照顧者的相處情況，以及透過照顧者提供的資料作出評估。請各專業人員留意，在不同情況下，會有機會發現懷疑虐待兒童個案，這些個案會涉及不同類別、不同嚴重程度及不同年齡的兒童。

Under certain circumstances, a child is unable to disclose what happened to him/her or how he/she was treated by his/her family members due to his/her young age. Professionals should make assessment by observing the child's physical/behavioural indicators, his/her interaction with his/her carer and the information provided by the carer. Professionals should note that they may identify suspected child abuse cases under different circumstances. These cases may involve different types of abuse, different levels of severity and children with different ages.

與家長接觸

Contact with Parents

當處理懷疑虐待兒童個案時，專業人員可能有需要與家長接觸，向他們解釋有關調查的程序及安排。由於每個個案的情況都會有不同，專業人員應因應不同情況及個案需要作出調整。

When handling suspected child abuse cases, professionals may require to contact parents explaining the investigation procedures and arrangement to them. As each case is different, professionals should make adjustment according to different situations and needs of the case.



章節六

Chapter

6

**即時保護兒童行動、調查
及多專業個案會議**

**Immediate Child Protection
Actions, Investigation and Multi-
disciplinary Case Conference**



醫療檢驗—已取得家長同意

Medical Examination—With Parental Consent

應按照個案的實際情況安排受傷 / 可能受傷的兒童接受醫療檢查及治療。在取得家長同意下，可與醫院的「虐兒個案統籌醫生」聯絡，安排受虐兒童直接入住兒科病房而不需在急症室輪候。

Arrange medical examination and treatment for the child who is injured/suspected to be injured according to the specific case circumstances. After obtaining parental consent, contact the "Medical Coordinator on Child Abuse" of hospital for direct admission of the child to the pediatric ward so that the abused child does not have to wait in the Accident and Emergency Department.



未能聯絡上家長

Parents Cannot Be Reached

如未能聯絡上家長但兒童因受傷 / 可能受傷需接受醫療檢查及治療，可安排兒童前往急症室作初步醫療檢查及治療，醫生會按需要為懷疑受虐待的兒童進行醫療檢查。

Arrange medical examination/treatment for the child, who is injured/suspected to be injured, at the Accident and Emergency Department if parents cannot be reached. The medical officer will conduct necessary medical examinations for the suspected abused child.



即時保護兒童行動

Immediate Child Protection Actions

如需要離開受傷害環境，為兒童安排適當臨時住宿照顧時，應先考慮暫居親友家中；如未能安排，才安排緊急住宿照顧服務。如個案涉及刑事罪行，通知警方進行刑事調查。

If the child needs to stay away from the abusive environment, for the arrangement of suitable temporary accommodation, the home of relatives or friends should be considered first. If not feasible, emergency residential care service would be arranged. To report the case to the police for criminal investigation if the case involves criminal offences.



未能接觸兒童或評估兒童狀況

Unable to Reach the Child or Assess the Child's Situation

當未能接觸可能受虐待兒童或評估兒童狀況，可考慮援引《保護兒童及少年條例》（第213章），要求父母、監護人或照顧者交出該兒童以供醫生、臨床心理學家或認可社工就兒童的健康或成長情況，或就其所遭待遇加以評估；或規定父母、監護人或照顧者准許社會福利署署長或授權人士觀察該兒童的情況。

When the child was likely to be abused and cannot be reached or assessed, the Protection of Children and Juveniles Ordinance (Cap. 213) may be considered to be invoked to require parents, guardian or carers to produce the child for assessment by a medical practitioner, clinical psychologist or an approved social worker in order to assess the state of the child's health or development or in which the child has been treated; or to require parents, guardian or carers to allow the Director of Social Welfare or an authorised person to observe the condition of the child.

援引法例需要注意事項

Point-to-note in Invoking Ordinance

並非每一宗懷疑虐待兒童或保護兒童個案，都需要援引《保護兒童及少年條例》（第213章）或申請法庭命令。

Not every suspected child abuse or child protection case warrants the invocation of the Protection of Children and Juveniles Ordinance (Cap. 213) or the application for a court order.

援引法例需要考慮事項

Considerations in Invoking Ordinance

- 考慮因素包括家長 / 照顧者對專業介入的意見及態度、兒童的安全、心理狀況、行為及意見，以及個案的嚴重性等；
- Factors to consider including the views and attitudes of parents/carers towards professional intervention, safety, psychological condition, behaviour and views of the child and the severity of the case, etc. should be considered;



援引法例需要考慮事項

Considerations in Invoking Ordinance

- 由於法律程序可能會對兒童造成不良影響（例如對兒童造成困擾），應先考慮在介入過程中，說服家長 / 照顧者合作，才訴諸法定行動保護兒童。
- As legal proceedings may have adverse impact on the child, such as causing the distress, efforts should first be made to convince parents to cooperate during the intervention process before resorting to statutory action to protect the child.



刑事調查 - 轉介或舉報的來源

Criminal Investigation - Source of Referral or Report

教育界、醫療衛生界、社會服務界、幼兒服務、公眾人士、以及自行舉報。

Education, healthcare and social welfare sector, child care services, the general public, and self-reports.



刑事調查 - 舉報

Criminal Investigation - Report

如專業人員目擊或發現懷疑虐待兒童個案，可到就近警署或致電999舉報，亦可向社會福利署保護家庭及兒童服務課尋求協助。要留意受害人不用親自去警署舉報。

When professionals witness or detect a suspected child abuse case, they can report the case at the nearest police station or call 999, or contact the Family and Child Protective Services Unit of the Social Welfare Department for assistance. The child being abused is not required to report in person at a police station.



刑事調查 - 虐兒案件調查組處理個案

Criminal Investigation - Cases Handled by Child Abuse Investigation Unit (CAIU)

懷疑性侵犯兒童個案而且受害人年齡在17歲以下及疑犯是受害人家庭 /

➤ 家族成員或受委託負責照顧受害人；

➤ 涉及多名年齡在17歲以下受害人的懷疑性侵犯兒童個案；

➤ Suspected child sexual abuse cases with the victim under the age of 17 and the suspect being a family/extended family member of the victim; or entrusted with the care of the victim;

➤ Suspected child sexual abuse cases involving multiple victims under the age of 17;



刑事調查 - 虐兒案件調查組處理個案

Criminal Investigation - Cases Handled by Child Abuse Investigation Unit (CAIU)

- 受害人年齡在14歲以下的嚴重身體虐待個案；
- 總區高級警司（刑事）指派處理的所有其他個案。
- Serious physical abuse cases with victims under the age of 14;
- All other cases assigned by the Regional Senior Superintendent (Crime).



刑事調查 - 調查原則

Criminal Investigation - Investigation Principles

警務人員應為受害兒童的最佳利益著想，免他們受到不必要的心靈創傷或壓力。

Police officers should prioritise the best interests of the child victims to avoid causing them unnecessary psychological trauma or distress.



由社工負責的保護兒童調查目的

Purposes of Child Protection Investigation Conducted by Responsible Social Worker

- 搜集和分析資料；
- 分析兒童及家中其他兒童日後受虐待的危機因素及保護因素，並評估有關危機程度；
- Gather and analyse information;
- Analyse the risk and protective factors of the child and other children in the family and to assess the risk level;



由社工負責的保護兒童調查的目的

Purposes of Child Protection Investigation Conducted by Responsible Social Worker

- 評估兒童及其家庭的需要；
- 因應兒童及其家長的情況及意見，初步制訂跟進計劃，供多專業會議成員考慮。
- Assess the needs of the child concerned and his/her family;
- Formulate the initial follow-up plan, with reference to the conditions and views of the child and his/her parents, for members of the multi-disciplinary case conference to consider.



多專業會議目的

Purposes of Multi-disciplinary Case Conference

提供平台，讓專業人員就懷疑虐兒個案交流專業知識、掌握的資料及關注的事宜，制訂跟進計劃。

Provide a platform for professionals to share professional knowledge, information and concerns as well as to formulate follow-up plans for the suspected child abuse case.



多專業會議成員

Members of Multi-disciplinary Case Conference

- 對有關兒童及家庭有直接認識，在處理和調查個案上擔當重要角色的人員；
 - 沒有參與調查但可就有關兒童或其家庭成員提供特定資料，或可給予專業意見的人員；
 - 即將跟進個案的相關專業人員。
-
- Those who have direct knowledge of the child and his/her family, and play a major role in handling and investigating the case;
 - Those not involved in the investigation but can give particular information on the child or his/her family members, or professional advice;
 - Relevant professionals who will soon follow up the case.



多專業會議成員的角色及職責

Roles and Responsibilities of Members of Multi-disciplinary Case Conference (MDCC)

- 成員有責任出席整個多專業會議（包括會見家庭成員）；
 - 協助執行多專業會議須執行的工作；
 - 在會議舉行期間提供專業的意見；
-
- Members are responsible for attending the whole MDCC (including meeting family members);
 - Assist in implementing the necessary tasks required for MDCC;
 - Provide professional advice during MDCC;



多專業會議成員的角色及職責

Roles and Responsibilities of Members of Multi-disciplinary Case Conference (MDCC)

- 擬備一份有關兒童 / 其家庭的書面報告 / 摘要；
 - 警務單位主管 / 人員告知其他成員調查工作的進展；
 - 主責社工須確保會後安排及多專業介入行動得以落實；
 - 個別成員需參與個案的跟進工作。
-
- Prepare a written report/notes of the child/family;
 - The police officer in charge/investigating officer should inform members of MDCC of the investigation progress;
 - The key social worker should ensure the post-conference management and multi-disciplinary collaboration in intervention are in place;
 - Individual members have to participate in the follow-up of the case.

家庭參與多專業會議目的

Purposes of Family Participation in Multi-disciplinary Case Conference

- 加深家庭對關注事項的認識；
 - 讓家庭於制訂保護兒童安全及協助家庭的跟進計劃時提供意見；
 - 邀請家庭參與推行跟進計劃。
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- Enhance families' understanding of the issues of concern;
 - Allow families to give views on the formulation of the follow-up plan for child protection and assisting the families;
 - Enlist families' involvement in implementing the follow-up plan.



跟進服務

Follow-up Services

- 根據多專業會議的決定指派主責社工跟進「保護兒童個案」，以及釐定其他提供協助的專業人士的角色；
- 幫助受虐待兒童克服創傷；
- 減低或消除令兒童受虐待的危機；

- Upon the decision of multi-disciplinary case conference, a key social worker will be assigned to follow up the “child protection case” and the roles of other professionals for providing assistance will be delineated;
- Help the abused child overcome trauma ;
- Reduce or eradicate the risk of abuse to the child ;



跟進服務

Follow-up Services

- 提升家庭的功能及提高家庭照顧和管教兒童的能力；
- 協助家庭成為一個安全的環境，包括身體及心理上的安全，讓兒童可以在家庭中健康成長。
- Enhance family's functions and their capability in childcare and parenting;
- Help the family become a physically and psychologically safe environment for the child to grow up in the family healthily.

