

兒童應在身心和情緒等方面獲得充分照顧，健康地成長。他們應受到保護，免受任何形式的傷害和剝削。父母／監護人和照顧者均有責任滿足兒童的身心 and 社交需要。

我們明白家長／照顧者可能有不同的困難，以致他們未必能時常給予兒童最妥善的照顧和管教。不過，若有理由相信兒童的身心健康發展因家長／照顧者的行為或疏忽而受到危害或損害，所有接觸兒童的工作人員均有責任按《保護兒童免受虐待—多專業合作程序指引》採取所需的行動，以保護兒童的安全和保障兒童的最佳利益，並且通報社會福利署（社署）保護家庭及兒童服務課或社署／非政府機構正處理該兒童或家庭的個案社工，以進行初步評估或／及保護兒童調查。至於懷疑性侵犯兒童個案，則無論事件涉及家長／照顧者或其他人，工作人員都需要依循上述指引處理。

這樣做並非要指責涉事的家長／照顧者，或給該家長／照顧者／兒童一個負面的標籤，而是要讓涉事的家庭了解事情的嚴重性，需要與工作人員合作，運用家庭本身的長處和資源，盡快妥善處理問題，以確保兒童的身心安全。

社工會如何處理個案和進行調查？

當發現兒童可能受到傷害／虐待（包括身體方面、精神方面、性侵犯或疏忽照顧），社工會先了解個案的情況，搜集基本資料以作出初步評估，然後決定是否需要進行保護兒童調查或通報相關單位進行保護兒童調查。如社工認為需採取即時的行動以保障兒童的安全，譬如安排醫療檢驗或治療，或安排合適的地方讓兒童暫住，社工會盡可能先聯絡家長並向家長和兒童解釋處理程序。另外，如果事件可能涉及刑事罪行，社工或相關工作人員有需要把案件交由警方調查。

家長與社工及各工作人員的合作是非常重要的。我們希望大家能商討一個合適的計劃，協助家長適當地照顧及管教兒童，避免兒童受到傷害／虐待。

如果家長不同意上述的安排

家長請明白以上的安排是為保障兒童的安全和利益。我們理解家長在調查過程中可能會感到焦慮和不安，亦可能會與工作人員有不同的意見。工作人員會考慮家長的意見，但若情況需要，為保護兒童的安全和保障兒童的最佳利益，即使家長不同意某些安排，有關人員亦可考慮根據《保護兒童及少年條例》（第 213 章）為兒童尋求法定保護，包括把他們帶到安全的地方。

保護懷疑受虐待兒童多專業個案會議 (多專業會議)

社工及相關工作人員在調查個案並取得一定的資料後，會舉行多專業會議，會議中討論的所有資料均會保密。會議重點並不是討論有關檢控懷疑傷害兒童的人，而是讓在處理和調查個案上有重要角色的專業人士就有關兒童的健康、發展、處理生活上各項事宜的能力及其父母／照顧者確保兒童安全的能力交流專業知識、掌握的資料及關注的事宜，目的是保護有關兒童的安全和保障其最佳利益，並就有關兒童及其家庭的跟進計劃建議所需採取的行動。

如果所需資料齊備，會議盡可能在負責保護兒童調查的社會服務單位接到個案後十個工作天內舉行，以便盡早制訂保護兒童的安全計劃。

Child Protection Investigation and Multi-disciplinary Case Conference on Protection of Child with Suspected Maltreatment

Notes to Parents



All children deserve to grow up healthily with proper physical, psychological and emotional care. They should be protected against harm and exploitation. All parents/guardians and carers have the responsibility to meet the physical, psychological and social needs of their children.

We understand that parents/carers may have various difficulties making them unable to give their children proper care and guidance all the time. However, if there are reasons to believe that there is any behaviour of or neglect by parents/carers that endangers or impairs the physical/psychological health and development of a child, all personnel who may come into contact with the child have the responsibility to take necessary actions in accordance with the "Protecting Children from Maltreatment – Procedural Guide for Multi-disciplinary Co-operation" for protecting the safety and safeguarding the best interests of the child. They also have to report to the social worker of Family and Child Protective Services Unit of the Social Welfare Department (SWD) or the social worker of SWD/non-governmental organisation handling the child or the family case to conduct an initial assessment and/or child protection investigation. For suspected sexual abuse cases, whether parents/carers or someone else have been involved or not, personnel are required to handle the cases in accordance with the above Procedural Guide.

It is not to blame the parent/carer concerned nor label the parent/carer/child negatively but to enable the family to grasp the gravity of the situation such that the family will co-operate with the personnel and make use of its own strengths and resources in order to resolve the problems properly as soon as possible for ensuring the child's physical and psychological safety.

How does a social worker handle a case and conduct an investigation?

When a child is found to have possibly been harmed/maltreated (including being physically, psychologically, sexually abused or neglected), the social worker will first explore the case and collect basic information for conducting initial assessment, and then decide whether to conduct a child protection investigation or to report to concerned unit for conducting the child protection investigation. If the social worker considers that immediate action is necessary to ensure the safety of the child, such as arranging medical examination or treatment, or arranging a suitable place for the child to stay temporarily, the social worker will first contact the parent(s) and explain to him/her/them and the child the relevant procedures as far as possible. In circumstances that suggest a criminal offence may have been committed, the social worker or relevant personnel are required to refer the case to the Police for investigation.

It is very important for the parents to co-operate with the social worker and various personnel. We expect that all parties can agree on an appropriate plan upon discussion to facilitate the parents to provide proper care and supervision for the child in order to prevent the child from being harmed/maltreated.

If the parents do not consent to the above arrangements

Parents are earnestly asked to understand that the above arrangements are to safeguard the safety and interests of the child. We understand that parents may feel anxious and uneasy in the course of investigation and they may have different views from those of the personnel. Personnel will take into account the views of the parents. However, in order to protect the safety of a child and safeguard his/her best interests, even if the parents do not consent to certain arrangements, the related personnel may consider seeking statutory protection for the child under the Protection of Children and Juveniles Ordinance, Cap 213, if the situation so warrants, including taking the child to a safe place.

Multi-disciplinary Case Conference on Protection of Child with Suspected Maltreatment

The social worker and relevant personnel will hold a multi-disciplinary case conference after conducting the investigation and obtaining certain information for the case. All information discussed at the conference would be kept confidential. The conference is NOT for the discussion about the prosecution of the alleged perpetrator but to allow professionals, who play an important role in handling and investigating the case, to share their professional knowledge, information obtained and concerns about the child's health, development, ability to deal with life matters and the capability of the child's parents/carers in ensuring the safety of the child, with a view to protecting the child's safety and safeguarding his/her best interests and recommending actions for follow-up plan for the child and his/her family.

If all the necessary information is ready, the conference will, as far as practicable, be held within 10 working days after the report is received by the social service unit which is responsible for the child protection investigation, with a view to formulating a plan as soon as possible for protecting the safety of the child concerned.

《保護兒童調查》及 《保護懷疑受虐待兒童 多專業個案會議》

家長須知

