

婦女及兒童 庇護中心 Shelter for Women and Children

24小時婦女求助熱線
24-hour Woman Hotline
2522 0434

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和諧之家

和諧之家是一所專門處理家庭暴力的非牟利社會服務機構，於1985年設立全港首間收容受虐婦女及其子女之庇護中心。在過往二十五年間，因應服務需要，由單一庇護中心發展為一站式多元化的服務，包括預防性的社區教育工作、婦女離舍跟進、婦女自強支援、男士施虐者輔導、家庭暴力危機處理及兒童目睹家庭暴力輔導等。此外，和諧之家亦透過出版書籍、地區交流、義工培訓等，將工作經驗與各專業人士分享和交流。

信念及使命

- 我們相信每個人的權利及尊嚴均應受到尊重，並享有不受暴力、虐待及壓迫的權利，這項人權不論在社會或家庭裡，均應受到保護
- 我們相信平等和互相尊重，是建立和諧家庭關係及培育家庭成員身心健康發展的基石
- 我們強烈反對使用暴力操控家庭成員，並協助家庭暴力受害人重拾應有的生活尊嚴
- 我們致力建立一個對家庭暴力「零度容忍」的社會

婦女及兒童庇護中心

目標

- 為受虐婦女及其子女提供安全和緊急的庇護服務
- 為正受家庭暴力困擾之家庭及親密伴侶提供24小時即時支援及轉介服務
- 協助受虐婦女重建尊嚴及建立和諧生活
- 協助目睹或遭受家庭暴力的兒童消除家暴困擾

服務對象

- 受虐婦女及其子女（任何年齡之女童及12歲以下之男童；如有需要，庇護中心會酌情考慮讓12至14歲之男童入住）
 - 香港居民或合法留港人士
- * 服務對象涵蓋少數族裔，以及不同性傾向、宗教或其他背景的人士。

申請入住方法

- 自行致電熱線
- 經社工或其他專業人士轉介

終止服務方法

- 庇護中心或入住婦女均可要求終止庇護中心服務

服務內容

一. 住宿服務

收費

- 住宿費全免
- 入住宿友需自行負責日常生活及膳食開支
- 庇護中心可以為有經濟困難的宿友提供或暫借食物及基本生活用品

住宿期

- 一般住宿期為兩星期
- 如有需要可申請延長住宿期至最多三個月

入住準則

- 婦女須有自我照顧以及照顧子女之能力
 - 入住宿友能遵守庇護中心地址、地區及有關路標的保密原則
 - 入住宿友能遵守庇護中心規則及適應團體生活
- * 庇護中心會作個案評估，以審核有關入住申請

二. 熱線輔導及跟進服務

24小時婦女求助熱線

為面對家庭暴力的婦女提供危機評估及情緒支援，協助她們制定安全計劃，並介紹及轉介社區資源。如有需要可安排入住庇護中心。

婦女熱線跟進服務

為曾致電熱線但暫不入住庇護中心的受虐婦女提供情緒支援及輔導

三. 個人及小組輔導

為協助入住婦女及兒童處理家庭暴力所帶來的影響，庇護中心社工會提供危機評估、需要評估、個案輔導及治療小組等活動，讓婦女及兒童學習有關情緒處理、認識家暴、制定安全及生活計劃、婚姻、親密關係及親子關係等內容。我們更會按需要為她們轉介社會資源，如經濟及住屋安排、法律諮詢等，並積極聯繫社區負責社工，跟進離舍家庭長遠生活計劃。

四. 教育及發展性活動

庇護中心推行多元化教育及發展性活動，包括法律講座、婦女分享、親子遊戲、功課輔導、生日會、節日活動、舍友週會及專題講座等，幫助入住宿友建立社會資源網絡，提升適應新生活的能力。

五. 離舍跟進服務

為離舍婦女及兒童提供約三個月之跟進服務，以提升他們的生活技能，和保護自己及子女身心安全的意識。服務內容包括電話聯絡、家訪、輔導、情緒支援及轉介社會資源等。

六. 對外合作及外展服務

我們透過講座、小組及熱線跟進等服務，接觸未有求助或未能入住庇護中心的受虐婦女、兒童及青少年，當中包括低收入的高危家庭、少數族裔及新來港人士。



Harmony House

As a charitable social service organization committed to ending domestic violence, Harmony House established the first shelter in Hong Kong in 1985 to serve battered women and their children. Over the past 25 years, we have developed from a single shelter to a one-stop comprehensive service agency. Our services include community education on prevention of domestic violence, aftercare service for ex-residents, women empowerment, batterers intervention program, crisis intervention and counseling for children who have witnessed domestic violence. Besides, we share and exchange working experience with multi-disciplinary professionals via publication, regional exchange and volunteers' training programs.

Belief & Mission

- We believe that all human beings have the right to live with dignity and respect, and to be free from violence, abuse and coercion. Human rights should be preserved in our homes as well as in our society.
- We believe equality and mutual respect are fundamental principles for a healthy and harmonious family.
- We are dedicated to eliminating domestic violence, opposing the use of violence as the means of control, and helping victims of domestic violence resume dignity.
- We hope to build up a society with "Zero Tolerance to Domestic Violence".

Shelter for Women and Children

Objectives

- To provide a safe and immediate refuge for female victims of domestic violence and their children
- To offer 24-hour immediate support and referrals for families and intimate partners affected by domestic violence
- To empower abused women, and help them restore their dignity and establish harmonious relationship
- To protect and address the needs of children who have witnessed or been affected by domestic violence

Service Targets

- Abused women and their children (girls of all ages and boys who are under 12; discretion may be granted to boys who are 12 to 14 years old for admission upon request)
- Hong Kong permanent residents or those who have the legal right to stay in Hong Kong
- * We serve all ethnic groups and people of different sexual orientations, religions, or other backgrounds.

Application for Admission

- Self-referral through our 24-hour Woman Hotline
- Referral by social workers or other professionals

Termination of Service

- Either the Shelter or women residents may initiate the termination of service

Scope of Service

1. Refuge Service

Charges

- Free residential service
- Residents are responsible for the expenses of their daily living
- The Shelter may offer food and basic necessities to residents in financial difficulties

Duration of Stay

- The period of stay is usually two weeks
- Under special circumstances, extension to a maximum of three months may be granted

Admission Criteria

- Women have to be able to take care of themselves as well as their children
- Admitted residents have to keep confidential the shelter address, location and appearance
- Admitted residents have to abide by Shelter rules and adapt to group living

* Individual assessments for approval of admission will be conducted by the Shelter.

2. Woman Hotline & Follow-up Service

24-hour Woman Hotline

We provide female victims of domestic violence with assessment, crisis intervention, emotional support, information on community resources, knowledge on safety and protection, and referrals. If necessary, admission to the Shelter can be arranged.

Hotline Follow-up Service

To provide emotional support and counselling for the callers who are affected by domestic violence.

3. Individual and Group Counselling

Crisis assessment, need assessment, casework counselling and therapeutic groups are provided to help abused women and their children to address their traumatic experience. Issues related to emotional management, impact of domestic violence, safety plans, marital, intimate, and parent-child relationships are addressed. Upon discharge from the Shelter, we also provide supportive services to them, and make referrals to community resources, including housing and legal aid.

4. Educational and Developmental Activities

Through a wide range of educational and developmental activities, residents are able to gradually build up their self esteem and establish their own social support network. Regular activities include legal information sessions, peer sharing groups, parent-child activities, tutorials for children, birthday parties, festival programs, weekly house meetings and educational talks.

5. Aftercare Service

Three-month aftercare service is provided for discharged women and children in order to facilitate them to link up with community resources and adjust to a new life. Services include telephone follow-up, face-to-face counselling, home visits, emotional support and referral to community resources.

6. Collaboration and Outreaching Service

In collaboration with other multi-disciplinary professionals, educational talks, groups and hotline follow-up services are provided to reach out to the abused women, children and youth. Low-income and at-risk families, ethnic minorities and new immigrants are our major target populations.